

# T R A N S F O R M A T I O N



Transformation...for a Sustainable Growth

Annual Report  
**2013**



*KTB Transformation*

## Transformation...for a Sustainable Growth

KTB has transformed its internal operation process and improve people capability for greater efficiency in customer services and business expansion under accurate and efficient risk management that will lead to enhanced competitiveness and readiness to make a sustainable leap together with customers, society, shareholders and stakeholders.



KTB

T R A N S  
F O R M A  
T I O N

Transformation...for a Sustainable Growth

## Retail Transformation

- .....More time to service customers
- .....Better and faster respond to customer needs
- .....Enhance efficiency in services and sales





## SMEs Transformation

- .....Larger credit volume
- .....More fee income
- .....Less credit approval time
- .....More customer satisfaction

## HR Transformation

- .....Working with modern technology
- .....Moving towards Performance Driven Organization
- .....The result: "Effective Works, Happy Staffs"

**KTB**  
**GROWING**   
**TOGETHER**



## KTb e-Certificate

### ของ่าย ได้เร็ว

ขอหนังสือรับรอง **นิติบุคคล** การประกอบธุรกิจ  
คนต่างด้าว **สมาคมและหอการค้า**

## KTb สินเชื่อ SME

เพื่อรับงานภาครัฐ

หนังสือคำประกันทันใจ **แค่ 1 วัน**  
**รับได้เลย**



## Net Free Zero

จาก KTb netbank

แบบอื่นๆ หลบไปเลย....**Net Free Zero**

ค่าธรรมเนียม **ฟรี** ไม่มีอื่น

**ตัวจริง!** มาแล้ว

## บริการโอนเงินต่างประเทศ

มูบไหนดใน โลก  
ก็ โอนถึง ใน 1 วัน



## สินเชื่อกรุงไทย 3 สบาย

สินเชื่อบุคคล ที่

ให้ ชีวิต มีแต่เรื่อง สบายๆ



## สินเชื่ออเนกประสงค์

สำหรับผู้รับบำนาญ

หลัง เกษียณ

...มี ความสุข รอคุณอีกเยอะ

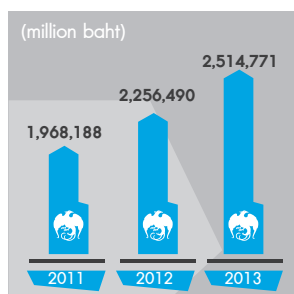


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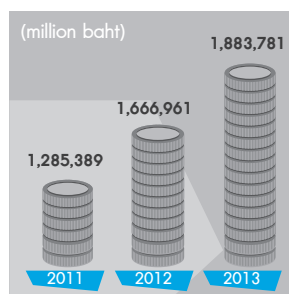
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## Financial Highlights

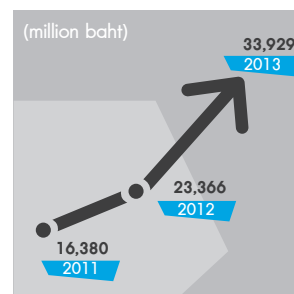
### Assets



### Deposits



### Net Profit



### Consolidated

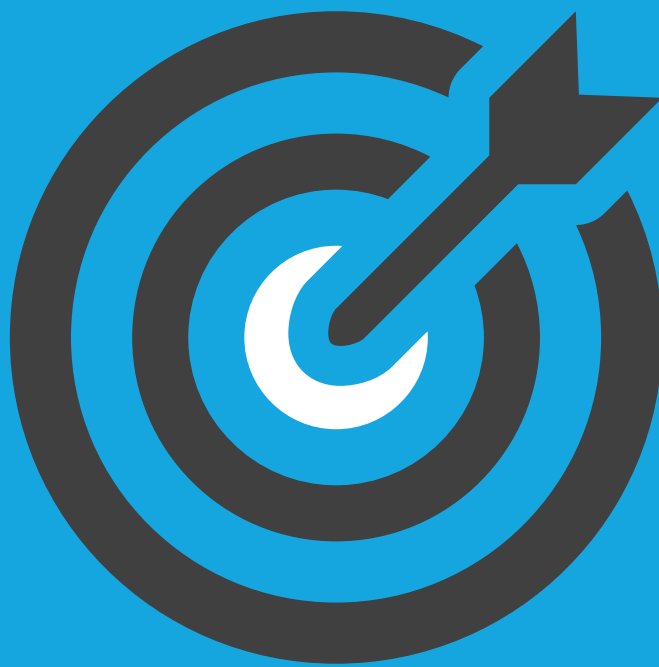
### Krung Thai Bank

	2013	2012	2011	2010	2009	2013	2012	2011	2010	2009
<b>Financial Standing (million baht)</b>										
Loans (Less Deferred Revenue)	1,711,090	1,530,097	1,424,422	1,247,841	1,071,880	1,715,504	1,538,686	1,428,592	1,250,700	1,074,601
Allowance for Doubtful	61,807	55,188	44,270	45,125	40,451	60,977	54,842	43,991	44,832	40,211
Accounts (including Revaluation Allowance for Debt Restructuring)										
NPLs	56,458	59,516	64,185	76,342	85,030	55,026	59,171	64,002	76,133	84,762
Total Assets	2,514,771	2,256,490	1,968,188	1,762,476	1,543,830	2,502,231	2,250,884	1,962,210	1,756,094	1,539,743
Total Deposits	1,883,781	1,666,961	1,285,389	1,248,051	1,207,613	1,884,262	1,667,374	1,285,760	1,248,192	1,208,140
Total Liabilities	2,308,680	2,073,642	1,835,253	1,636,689	1,431,303	2,300,056	2,070,629	1,833,567	1,635,296	1,430,511
Total Equity	206,090	182,848	132,935	125,787	112,527	202,175	180,255	128,643	120,798	109,232
<b>Operating Performance</b> (million baht)										
Interest Income	111,403	101,798	82,486	60,857	56,479	109,959	101,272	82,116	60,280	55,873
Interest Expenses	46,921	43,676	32,554	21,089	19,817	46,773	43,645	32,543	21,074	19,818
Net Interest Income	64,482	58,122	49,932	39,768	36,662	63,186	57,627	49,573	39,206	36,055
Non-Interest Income	29,849	23,774	19,592	16,517	14,186	25,555	24,906	19,191	15,260	12,736
Other Operating Expenses	40,313	35,343	33,175	29,713	26,990	38,483	34,003	32,267	29,064	26,396
Net Profit	33,929	23,366	16,380	14,913	12,189	30,957	25,613	16,728	14,032	11,125
<b>Financial Ratios (%)</b>										
Return on Average Assets	1.42	1.11	0.88	0.90	0.85	1.30	1.22	0.90	0.85	0.78
Return on Average Equity	17.45	14.80	12.66	12.52	11.28	16.19	16.58	13.41	12.20	10.58
NPLs / Loans	2.65	3.21	4.00	5.31	6.52	2.58	3.18	3.98	5.28	6.49
BIS Total Capital Ratio*	14.79	16.38	13.74	15.52	15.92	14.79	16.38	13.74	15.52	15.92
Book Value per Share (baht)	14.74	13.08	11.88	11.25	10.06	14.46	12.89	11.50	10.80	9.77

\* The Bank's Financial Statement

## Messages from the Chairman and the President

2013, the year of major changes in working process, in order to boost up the bank's competency and regain its spot as the first bank of choice in customer's mind.





# Messages from the Chairman and the President

The year 2013 established further distinctive remarks for Krung Thai Bank with its constant achievements reflecting in the highest record of net profit earning and the kick-off project of Transformation toward the operating process with the purpose to boost up the long-term competitive potentiality. Among many challenging arising from the fluctuation of several factors including economic environment, finance, society, politic and technology in 2013, the Bank has faced with some drawbacks, for instance; the unexpected slowdown of Thai economy, the decline of domestic consumption and investment, the fragile expansion from export sector as well as the high amount of household debt, the political conflicts, the instability in money market and the abrupt change of technology and communication. However, by adhering banking business to the appropriate strategies and on the basis of maintaining balance among dimensions of income generating, risk management, good governance and social responsibility, jointly with the Bank's initiative improvement in well-rounded internal operation process, they have elevated the operative performance of the Bank to grow greater beyond the goals setting in all aspects. The distinguishing accomplishments exhibited in a new record setting of net profits rising up to 45.2% amounting at THB 33,929 million. Additionally, the Bank can maintain further Loan Loss Reserves as at

THB 5,600 million besides from the ordinary reserve as at THB 6,000 million. Therefore, the bank has built up loan loss reserve coverage ratio from 92.7% to 109.5% so as to accommodate for the future fluctuations and enhance stability to the Bank.

As for the Bank's strategy in 2013, apart from the strong intention to serve the customers with best care and best service, generate sustainable income, diversify sources of customers and income as well as create and develop the innovative financial services, the Bank has initiated KTB Transformation project, the major changes of working process applying to the whole organization, in order to boost up the Bank's competency and regain its spot as the first bank of choice in customer's mind. The transformation covered in various aspects as credit approval, risk management and human resources management. To start, the Bank has put more attention toward retails and SME customers by facilitating their business via the modern, fast and accurate system and equipment. On the other hand, the standard of Bank's risk management had been elevated more efficiently after receiving the award of Achievement in Operational Risk Management Award for 2012 granted by the Asian Banker Magazine. Furthermore, the HR Transformation also got highlighted mainly with the intensive skill development of executives and staffs. All Groups of the Bank were encouraged

to participate in human resource management in order to push forward the Bank into Performance Driven Organization under the philosophy "Effective Works, Happy Staffs". Above all, the Bank remains managing and operating business by adhering to the good corporate governance, in which the evidence to this reflects from the SOE Awards 2013 in the Honor Class for the Outstanding State Enterprise Board of Directors and the SET Award of Honor in the category of Corporate Governance received consecutively starting from 2009 to 2013.

For the year 2014, the Bank's new vision as "Growing Together" has been brought to light in order to emphasize the importance and growth of all stakeholders. We are willing to support sustainable growth to all groups of customer, shareholders, staff members as well as Thai society and economy under our strategic plans, for instance, defending core business by enhancing customer service level for corporate, SME and retail customers jointly with strengthening functional

capabilities, capturing new growth opportunities, expanding business to accommodate AEC, and developing the Bank into performance driven organization. The Bank is confident that its Transformation shall become another major driving force escorting the Bank to achieve goal and pave the way to become the first bank of choice for all customers.

On behalf of the Board of Directors, the executives, staff members and the affiliated companies, we hereby declare our strong determination to conduct the Bank business professionally and take consideration on stakeholder benefit by adhering to the principles of good corporate governance along with being the financial institution that help propel the national economy. We assure to do our best in accompany all stakeholders to grow together with the Bank steadily and sustainably with an attempt to express excessively thanks and repay for the continuous support and trust offered to us from all the valuable shareholders, supportive customers and business alliances for all along.



(Mr. Voravidh Champeeratana)  
Chairman of the Board of Directors



(Mr. Vorapak Tanyawong)  
President

# KTB Organization Chart

## Board of Directors

The Corporate Governance & Social Responsibility Committee

The Nominating & Remuneration Committee

The Board of Executive Directors

Marketing & Corporate Communication Group

President

Corporate Strategy Sector

Retail Business & Network Group

Business Center Group

Government & State Enterprise Relations Group

Corporate Banking Group 1

Corporate Banking Group 2

Credit Restructuring & Asset Management Group

### KTB Group

#### Credit-Related Business



Krung Thai IBJ Leasing Co., Ltd.



KTBL Leasing Co., Ltd.



Krungthai Card Pcl.

#### Capital Market Business



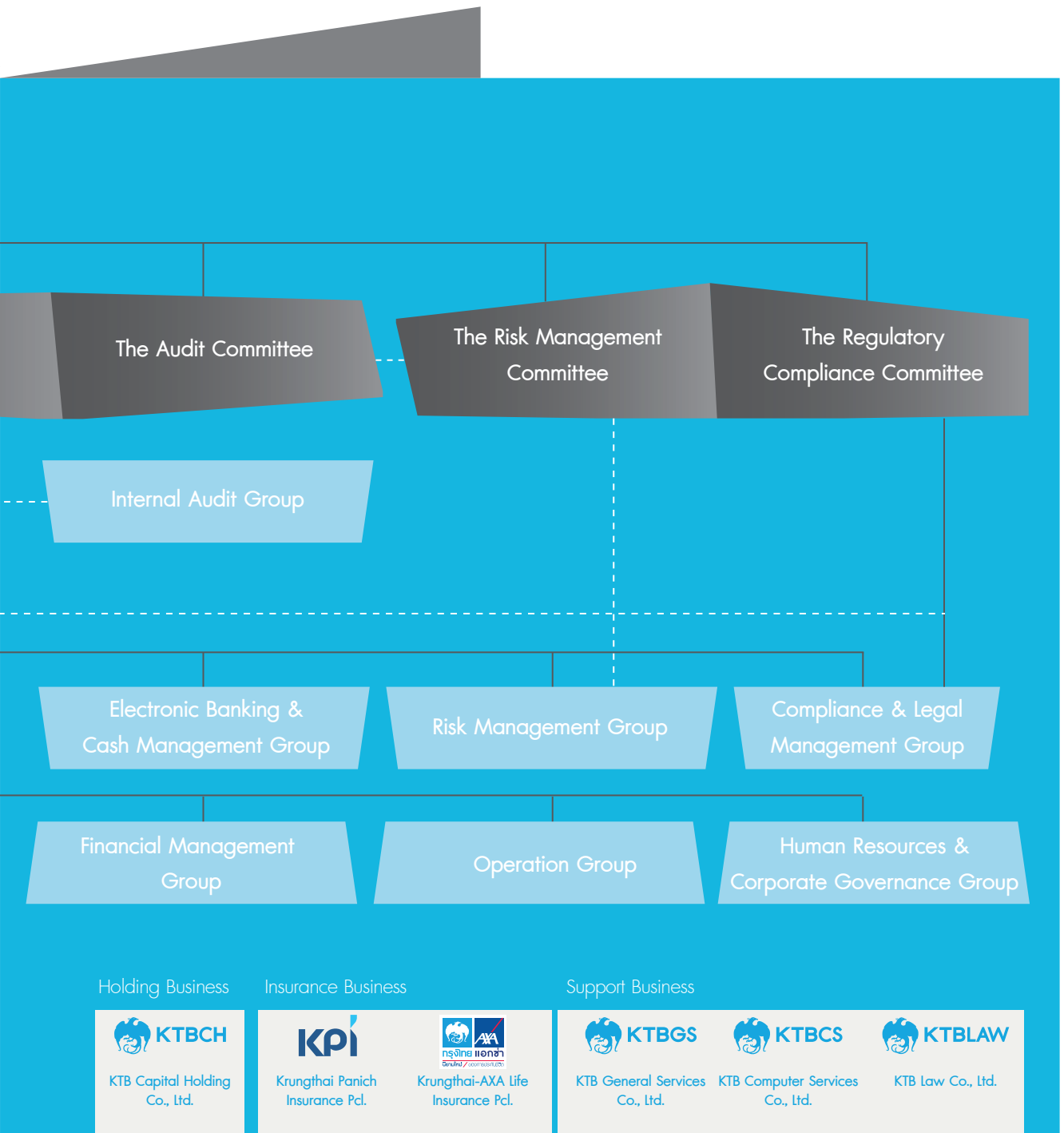
Krung Thai Asset Management Pcl.



KTBA Advisory Co., Ltd.



KT ZMICO Securities Co., Ltd.



## Statement of Direction : SOD



Strengthen financial stability and provide shareholders with appropriate returns through top-ranking product and service management while supporting public affairs.



## VISION

“Growing together”

Enhancing employee capability and creating distinctive value to satisfy customers, enrich society and provide shareholders profit growth.

## MISSION

- Develop leaders and build capability at all levels.
- Provide customers with differentiated and value added service and advice.
- Fulfill our responsibility to society through supporting economic development and intellectual asset creation.
- Provide shareholders a superior and sustainable return.



01

Mr. Voravidh Champeeratana  
Chairman



## Board of Directors

02

Mr. Payungsak Chartsutipol  
Director and Chairman  
of the Board of Executive Directors

03

Ms. Arunporn Limskul  
Director, Chairman of the Corporate  
Governance and Social Responsibility  
Committee and Executive Director

04

Mr. Yongyutt Chaipromprasith  
Director, Executive Director and Member  
of the Corporate Governance and  
Social Responsibility Committee

05

Mr. Vorapak Tanyawong  
President, Executive Director and Member  
of the Risk Management Committee



## Board of Directors

06

Mr. Chulasingh Vasantasingh  
Chairman of the Independent Directors  
Committee, Chairman of the Audit Committee  
and Member of the Nominating and  
Remuneration Committee

08

Mr. Prasert Bunsumpun  
Independent Director, Chairman  
of the Risk Management Committee,  
Chairman of the Compliance Committee  
and Member of the Audit Committee

07

Mr. Nontigorn Kanchanachitra  
Independent Director, Chairman of the  
Nominating and Remuneration Committee,  
Member of the Audit Committee and  
Member of the Compliance Committee



10

09

11

12

09

Mr. Krisada Chinavicharana  
Director, Member of the Nominating and  
Remuneration Committee and Member  
of the Risk Management Committee

10

Mr. Veerapat Srichaiya  
Independent Director, Member of the  
Risk Management Committee and  
Member of the Corporate Governance  
and Social Responsibility Committee

11

Mr. Kallayana Vipattipumiprates  
Independent Director and Member  
of the Compliance Committee

12

Mr. Somchai Poolsavasdi  
Independent Director and Member  
of the Corporate Governance  
and Social Responsibility Committee



01

Mr. Vorapak Tanyawong  
President



## Executive Officers

02

Ms. Kittiya Todhanakasem  
First Senior Executive Vice President - Managing Director  
Financial Management Group

03

Mr. Weidt Nuchjalearn  
First Senior Executive Vice President - Managing Director  
Retail Business & Network Group

04

Mr. Kittiphun Anutarasoti  
Senior Executive Vice President  
Head of Wholesale Banking

05

Ms. Pannipa Apichatabutra  
Senior Executive Vice President - Managing Director  
Internal Audit Group



## Executive Officers

06

Mr. Parinya Patanaphakdee  
Senior Executive Vice President - Managing Director  
Credit Restructuring & Asset Management Group

07

Ms. Jaree Wuthisanti  
Senior Executive Vice President - Managing Director  
Corporate Banking Group 1

08

Mr. Prasit Wasupath  
Senior Executive Vice President - Managing Director  
Business Center Group

09

Ms. Wallaya Kaewrungruang  
Senior Executive Vice President - Managing Director  
Compliance & Legal Management Group

10

Dr. Vites Techangam  
Senior Executive Vice President - Managing Director  
Electronic Banking & Cash Management Group



11

Ms. Arisara Dharamadhaj  
First Executive Vice President - Managing Director  
Government & State Enterprise Relations Group

12

Mr. Kasem Paeyai  
First Executive Vice President - Managing Director  
Operation Group

13

Mr. Chaianun Siravanichkarn  
First Executive Vice President - Managing Director  
Human Resources & Corporate Governance Group

14

Mr. Poonpat Sripleng  
First Executive Vice President - Managing Director  
Risk Management Group



## Executive Officers

15

Ms. Praralee Ratanaprasartporn  
Advisor to the President

16

Ms. Wareemon Niyomthai  
Advisor to the President

17

Mr. Tanyapong Thamavaranukupt  
Advisor to the President

## Brief Biography of Board of Directors and Executive Officers

### Board of Directors

As at December 31, 2013

#### 1. Mr. Voravidh Champeeratana

Chairman

(Took position on April 5, 2013)

Age 60

##### Education

- Honorary Doctor of Public Administration (Fiscal Management), Udon Thani Rajabhat University
- MPA (Public Administration), The University of Manila, Philippines
- BBA (Management), The University of Manila, Philippines

##### Training

- Class 19/2013 Successful Formulation & Execution of Strategy (SFE) and Class 114/2009 Director Certification Program (DCP), Thai Institute of Directors Association (IOD)
- Class 48/2006 Top Management Program, Office of the Civil Service Commission (OCSC)
- Class 2/2013 Top Management Program in Energy Literacy, Thailand Energy Academy

##### Family relationship

-

##### Other Positions

- (2013 - present) Director, The Council of National Institute of Development Administration
- (2012 - present) Director, Office of the Commission of Judicial Service
- (2011 - present) Director, Highland Research and Development Institute (Public Organization)

##### Experience

- (2011 - 2013) Budget Director, Bureau of the Budget
- (2009 - 2011) Deputy Director, Bureau of the Budget
- (2008 - 2009) Senior Advisor, Bureau of the Budget
- (2011 - 2013) Director, Mass Rapid Transit Authority of Thailand
- (2011 - 2012) Director, Provincial Waterworks Authority
- (2009 - 2011) Director, Sports Authority of Thailand

- (2009 - 2011) Director, Marketing Organization for Farmers
- (2008 - 2009) Director, The Government Lottery Office

#### 2. Mr. Payungsak Chartsutipol

Director and Chairman of the Board of Executive Directors

(Took position on October 14, 2011)

Age 61

##### Education

- Honorary Degree of Doctor of Philosophy Program, Chaopraya University
- Bachelor of Engineering (Electrical Engineering), Chulalongkorn University

##### Training

- Director Accreditation Program (DAP) Year 2004 and Class 18/2013 Successful Formulation & Execution of Strategy (SFE), Thai Institute of Directors Association (IOD)
- Class 11/2011 Capital Market Academy Leadership Program, Capital Market Academy (CMA), The Stock Exchange of Thailand
- Certificate of Management Development Program, North Western University
- Class 2/2009 Top Executive Program in Commerce and Trade, Commerce Academy, University of the Thai Chamber of Commerce
- Class 2/2010 Top Executive Program in Administrative Justice Development, Administrative Justice Development Institute

##### Family relationship

-

##### Other Positions

- (2010 - present) Chairman, The Federation of Thai Industries
- (2010 - present) Director, Linde (Thailand) Pcl.
- (2013 - present) Director and Advisor, Siam United Steel (1995) Co., Ltd.
- (2012 - present) Director by Expertise (Expert on Business), Office of Insurance Commission
- (2011 - present) Honorary Director, Office of The Consumer Protection Board

- (2011 - present) Director, Strategic Committee for Reconstruction and Future Development
- (2011 - present) Director, The Board of Investment of Thailand (BOI)
- (2011 - present) Director, Board of Trustees, Sirindhorn International Institute of Technology Thammasat University (SIIT)
- (2010 - present) Director, Council of Suranaree University of Technology
- (2012 - present) Advisor to Commission on Driving the Establishment of Aviation Industrial Estate and Aviation Maintenance Center at Nakhon Ratchasima Airport
- (2011 - present) Honorary Advisor to Commission on Economy, Commerce and Industry, Senate
- (2010 - present) Honorary Advisor to Commission on Environmental and Natural Resources

#### Experience

- (2010 - 2013) Chairman, Chakaro Co., Ltd.
- (2006 - 2010) Vice Chairman, The Federation of Thai Industries
- (2006 - 2010) Chairman, Committee of Coordinating Environmental and Industrial Management in Area of pollution control, Rayong Province
- (2006 - 2010) Chairman, Committee of Industrial group, the Federation of Thai Industries and Small and Medium Industrial Institute
- (1975 - 2010) Project Manager, Siam Cement Pcl.
- (2010 - 2011) Director and Inspector, The Siam Commercial Samaggi Insurance Pcl.
- (1997 - 2010) Vice President, Siam United Steel (1995) Co., Ltd.

### 3. Ms. Arunporn Limskul

Director, Chairman of the Corporate Governance and Social Responsibility Committee and Executive Director  
(Took position on October 14, 2011)

Age 46

#### Education

- Master of Business Administration, Asian Institute of Technology
- Bachelor of Science (Materials Science), Chulalongkorn University

#### Training

- Class 162/2012 Director Certification Program (DCP), Thai Institute of Directors Association (IOD)
- Strategic Customer Management, Hong Kong
- Customer Experience Management, London
- Customer Relationship Management in Mobile Industry, London
- Customer Relation in Mobile Industry, Spain

#### Family relationship

-

#### Other Positions

- (2013 - present) Independent Director and Member of the Audit Committee, Bangchak Petroleum Pcl.
- (2012 - present) Director, Krungthai Card Pcl.
- (2012 - present) Honorary Member of Executive Committee, Office of Small and Medium Enterprises Promotion
- (2012 - present) Honorary Member of Executive Committee, Tang Tua Dai Fund
- (2011 - present) Director, Commission on Policy Management "One Tablet PC per Child"
- (2009 - present) Director, School of Management, Asian Institute of Technology

#### Experience

- (2012 - 2013) Director, Thailand Privilege Card Co., Ltd.
- (2010 - 2011) Executive Vice President - Head of the CRM & Electronic Channels Division, Siam Commercial Bank Pcl.
- (2005 - 2010) Assistant Vice President - Customer Relationship Management, Advanced Info Service Pcl.

#### 4. Mr. Yongyutt Chaipromprasith

Director, Executive Director and Member of the Corporate Governance and Social Responsibility Committee

(Took position on January 1, 2012)

Age 48

##### Education

- Class 24 National Defence Course for the Joint State-Private Sectors, National Defence College
- MBA (Financial), Southern New Hampshire University, USA
- BE (Financial), Chulalongkorn University

##### Training

- Class 161/2012 Director Certification Program (DCP), Thai Institute of Directors Association (IOD)
- Class 90/2001 Administration of Applied Psychology Program, Defence Studies Institute, Supreme Command Headquarters

##### Family relationship

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##### Other Positions

- (2013 - present) Chairman, Krisdamahanakorn Pcl.
- (2012 - present) Independent Director, Vice Chairman of Management Affairs Review Committee and Chairman of Nomination Committee, MCOT Pcl.
- (2012 - present) Director, Electricity Generating Authority of Thailand (EGAT)
- (2007 - present) Director, Aquarius Hotels and Resorts Co., Ltd.
- (2007 - present) Director, Aquarius Land Co., Ltd.
- (2005 - present) Director and Chief Executive Officer, Aquarius Estate Co., Ltd.
- (2005 - present) Director, Natural Chemical Co., Ltd.

##### Experience

- (2012) Independent Director and Member of the Audit Committee, KT ZMICO Securities Co., Ltd.

#### 5. Mr. Vorapak Tanyawong

President, Executive Director and Member of the Risk Management Committee

(Took position on November 8, 2013)

Age 49

##### Education

- MBA in Finance, University of Missouri, USA
- BS in Management Science & Computer System, Oklahoma State University, USA

##### Training

- Class 15/2012 Successful Formulation & Execution of Strategy (SFE), Class 3/2012 Role of the Nomination and Governance Committee (RNG) and Class 152/2011 Director Certification Program (DCP), Thai Institute of Directors Association (IOD)
- Advanced Bank Lending Education I (1990), Bank of America, Thailand
- Advanced Bank Lending Education II (1991), Bank of America, Thailand
- Corporate Banking & Corporate Finance (1995), Bank of America, Thailand
- Strategic Relationship Management (1996), Bank of America, Thailand

##### Family relationship

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##### Other Positions

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##### Experience

- (2012) Chairman and Chief Executive Officer, Finansia Capital Ltd.
- (2012) Independent Director and Member of Corporate Governance Committee, PTT Exploration and Production Pcl. (PTTEP)
- (2012) Director, Padaeng Industry Pcl.
- (2010 - 2012) Chairman and Chief Executive Officer, Finansia Securities Ltd.
- (2011 - 2012) Honorary Director, Energy Fund Administration Institute (Public Organization)

- (2009 - 2010) Senior Executive Vice President, Siam Commercial Bank Pcl.
- (2004 - 2009) Senior Country Officer and Head of Investment Banking for JPMorgan Chase Thailand
- (2001 - 2004) President, Deutsche Bank (Thailand) Overseeing the World Capital Market, Bond Market, Foreign Exchange and Derivatives
- (1990 - 2001) President, Bank of America (Thailand) (from entry level - Corporate Finance Executive)
- (1989 - 1990) Expert in Leasing, IBM Co., Ltd. (Thailand)

## 6. Mr. Chulasingsh Vasantasingh

Chairman of the Independent Directors Committee, Chairman of the Audit Committee and Member of the Nominating and Remuneration Committee  
(Took position on April 9, 2010)

Age 63

### Education

- Class 38 National Defence Course, National Defence College
- Honorary Degree of Doctor of Laws, Chulalongkorn University
- Honorary Degree of Doctor of Laws, Ramkhamhaeng University
- Honorary Degree of Doctor of Laws, Yonok University
- Master of Comparative Law, Illinois University, USA
- Barrister-at-Law, Institute of Legal Education Thai Bar Association
- Bachelor of Laws (Honor), Chulalongkorn University

### Training

- Class 4/2012 Financial Institutions Governance Program (FGP),
- Class 1/2008 DCP Refresher,
- Class 17/2007 Audit Committee Program (ACP),
- Class 1/2006 Understanding the Fundamental Financial Statements Program (UFS)

- Class 35/2003 Director Certification Program (DCP) and Class 7/2003 Finance for Non-Finance Directors (FND),
- Thai Institute of Directors Association (IOD)
- Class 5/2007 Top Management Program, Capital Market Academy, The Stock Exchange of Thailand
- Class 8 Politics in Democracy for Top Manager, King Prajadhipok's Institute
- Certificate Harvard Business School, USA
- Class 1/2555 Poom Palung Pandin Program, Chulalongkorn University

### Family relationship

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### Other Positions

- (2013 - present) Independent Director and Member of the Audit Committee, Thai Oil Pcl.
- (2005 - present) Director, Thai Bar Association
- (2004 - present) Director of Property Management, Chulalongkorn University

### Experience

- (2009 - 2013) Attorney General, Office of the Attorney General
- (2005 - 2009) Deputy Attorney General, Office of the Attorney General
- (2010 - 2013) Vice Chairman and Chairman of the Audit Committee, Thai Airways International Pcl.
- (2011 - 2013) Independent Director and Chairman of the Audit Committee, PTT Pcl.
- (1998 - 2011) Independent Director, Chairman of the Nominating Committee and Chairman of the Audit Committee, PTT Exploration and Production Pcl.
- (2004 - 2010) Director, Ratchaburi Electricity Generating Holding Pcl.
- (2004 - 2010) Director, Electricity Generating Authority of Thailand

## 7. Mr. Nontigorn Kanchanachitra

Independent Director, Chairman of the Nominating and Remuneration Committee, Member of the Audit Committee and Member of the Compliance Committee

(Took position on December 24, 2009)

Age 58

### Education

- Class 48 National Defence Course, National Defence College
- MPA, Middle Tennessee State University, USA
- BPol. SC., Chiang Mai University

### Training

- Class 23/2010 Role of the Chairman Program (RCP)
- Class 102/2008 Director Certification Program (DCP),
- Class 22/2008 Audit Committee Program (ACP),
- Class 6/2008 Role of the Compensation Committee (RCC)
- and Class 1/2008 Financial Statements of Director (FSD),
- Thai Institute of Directors Association (IOD)

### Family relationship

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### Other Positions

- (2010 - present) Secretaries-General, Civil Service Commission
- (2011 - present) Director, Industrial Estate Authority of Thailand
- (2012 - present) Steering committee, Faculty of Political Science and Public Administration, Chiang Mai University
- (2012- present) Director, Council of Chulalongkorn College
- (2011 - present) Director, Council of Rattana Bundit University
- (2013 - present) Member of Royal Park Rajapruet Sub-committee

### Experience

- (2009 - 2010) Deputy Secretaries-General, Civil Service Commission
- (2010 - 2011) Chairman, PTT Chemical Pcl.

- (2010 - 2011) Independent Director, PTT Pcl.
- (2009 - 2010) Independent Director and Chairman of the Nomination and Remuneration Committee, Thai Oil Pcl.
- (2009 - 2010) Independent Director and Chairman of the Audit Committee, Asian Property Development Pcl.
- (2009 - 2010) Independent Director and Member of the Audit Committee, Interlink Communication Pcl.
- (2008 - 2012) Honorable Member of the Civil Service Sub-commission, Office of the National Economic and Social Development Board
- (2009 - 2012) Honorable Member of the Civil Service Sub-commission, Department of Special Investigation
- (2006 - 2008) Advisor, Office of the Civil Service Commission (OCSC)
- (2007 - 2013) Director, The Council of Khon Kaen University
- (2012 - 2013) Honorable Person, Highland Research and Development Institute (Public Organization)
- (2009 - 2012) Honorable Person on Human Resources Management, Defence Technology Institute (Public Organization)
- (2005 - 2013) Special Instructor Faculty of Law, Chulalongkorn University

## 8. Mr. Prasert Bunsumpun

Independent Director, Chairman of the Risk Management Committee, Chairman of the Compliance Committee and Member of the Audit Committee

(Took position on October 14, 2011)

Age 61

### Education

- Class 10 National Defence Course for the Joint State - Private Sectors, The National Defence College

- Honorary Doctor of Arts, Suan Sunandha Rajabhat University
- Honorary Doctor of Management, National Institute of Development Administration (NIDA)
- Honorary Doctor of Engineering, Chulalongkorn University
- Honorary Doctor of Business Administration, Phetchaburi Rajabhat University
- Honorary Doctor of Business Administration, Mahasarakham University
- Master of Business Administration (MBA), Utah State University, USA
- Bachelor of Engineering (Civil), Chulalongkorn University

#### Training

- Class 28/2012 Role of the Chairman Program (RCP) and Class 26/2004 Director Accreditation Program (DAP), Thai Institute of Directors Association (IOD)
- Class 3/2006 Capital Market Academy Leadership Program, Capital Market Academy (CMA), The Stock Exchange of Thailand
- Class 6 Politics and Governance in Development Systems or Executive Course, King Prajadhipok's Institute
- Certificate in Advanced Management Program (AMP 155), Harvard Business School, USA
- Class 3 Top Management Program in Energy Literacy, Thailand Energy Academy

#### Family relationship

-

#### Other Positions

- (2012 - present) Chairman and Chairman of the Board of Executive Directors, Thoresen Thai Agencies Pcl.
- (2012 - present) Chairman and Chairman of the Board of Executive Directors, Mermaid Maritime Pcl.
- (2011 - present) Chairman, PTT Global Chemical Pcl.
- (2013 - present) Director, PTT Pcl.

- (2011 - present) Independent Director, Shin Corporation Pcl.
- (2011 - present) Chairman, Thailand Business Council for Sustainable Development
- (2013 - present) Honorary Director, Council of Suranaree University of Technology
- (2013 - present) Honorary Director, Council of Chulalongkorn University

#### Experience

- (2006 - 2013) Chairman and Chairman of the Board of Executive Directors, IRPC Pcl.
- (2006 - 2013) Chairman, IRPC Polyol Co., Ltd.
- (2006 - 2012) Chairman, Thai Lube Base Pcl.
- (2006 - 2012) Chairman, IRPC Oil Co., Ltd.
- (2006 - 2012) Chairman, Thai ABS Co., Ltd.
- (2005 - 2011) Chairman and Vice Chairman, PTT Chemical Pcl.
- (2003 - 2011) Chief Executive Officer and President, PTT Pcl.
- (2003 - 2011) Chairman, Thai Oil Power Co., Ltd.
- (2003 - 2011) Chairman, Independent Power (Thailand) Co., Ltd.
- (2000 - 2011) Chairman and Director, PTT Exploration and Production Pcl.
- (2007 - 2011) Director, PTT Aromatics and Refining Pcl.
- (2008 - 2010) Director, Siam City Bank Pcl.
- (2004 - 2010) Director, Thai Oil Pcl.

## 9. Mr. Krisada Chinavicharana

Director, Member of the Nominating and Remuneration Committee and Member of the Risk Management Committee

(Took position on March 13, 2011)

Age 50

#### Education

- Class 54 National Defence Course, National Defence College
- MBA, University of New Haven, USA
- LLB, Chulalongkorn University

#### Training

- Top Management Development Program: Public Management Year 2010, Office of the Civil Service Commission
- Top Management Program (No.1) Class 56/2007, Office of the Civil Service Commission
- Proactive and Integrated Justice Management Class 4/2006, Office of Justice Affairs
- Financial Instrument and Markets 2004, Harvard Business School

#### Family relationship

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#### Other Positions

- (2012 - present) Economic and Financial Advisor, Fiscal Policy Office, Ministry of Finance
- (2012 - present) Director, Financial Institutions Development Fund (FIDF)
- (2009 - present) Director, Bangkok Commercial Asset Management Co., Ltd.

#### Experience

- (2009 - 2012) Deputy Director General, Fiscal Policy Office, Ministry of Finance
- (2008 - 2009) Legal Expert, Fiscal Policy Office, Ministry of Finance
- (2003 - 2012) Director, Windsor Hotel Co., Ltd.
- (2005 - 2009) Director, Phayathai Asset Management Co., Ltd.

### 10. Mr. Veerapat Srichaiya

Independent Director, Member of the Risk Management Committee and Member of the Corporate Governance and Social Responsibility Committee

(Took position on October 14, 2011)

Age 57

#### Education

- Master of Business Administration, Ramkhamhaeng University
- Barrister-at-Law, Institute of Legal Education Thai Bar Association

- Bachelor of Laws, Ramkhamhaeng University

#### Training

- Class 19/2013 Financial Statements for Directors (FSD), Class 163/2012 Director Certification Program (DCP) and Class 4/2012 Financial Institutions Governance Program (FGP), Thai Institute of Directors Association (IOD)
- Corporate Governance for Director and Top Management of State Owned Enterprise and Public Organization, Public Director Institute (PDI)
- Certificate of Excise Tax Act, Thammasat University
- Certificate of Excise Tax Act, Judicial Training Institute

#### Family relationship

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#### Other Positions

- (2011 - present) Director, The Government Lottery Office
- (1998 - present) President, Veerapat & Associate Law and Business Co., Ltd.
- (1999 - present) Managing Partner, Jaruwan Petroleum Ltd. Part.

#### Experience

-

### 11. Mr. Kallayana Vipattipumprates

Independent Director and Member of the Compliance Committee

(Took position on January 24, 2013)

Age 48

#### Education

- Master of Arts (International Studies and Diplomacy), School of Oriental and African Studies, University of London
- Bachelor of Arts in Political Science (First class honour) Ramkhamhaeng University

#### Training

- Class 9/2013, Anti-Corruption for Executive Program (ACEP), Thai Institute of Directors Association (IOD)

- Diplomatic Service Executive Program: Class 3, Devawongse Varopakarn Institute of foreign Affairs (DVIFA), Ministry of Foreign Affairs
- Top Management Program: Class 2, School of Management, Office of the Civil Service Commission

#### Family relationship

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#### Other Positions

- (2013 - present) Deputy Secretary-General to the Prime Minister for Administrative Affairs, Secretariat of the Prime Minister
- (2012 - present) Independent Director and Member of the Audit Committee, Eastern Water Resources Development and Management Pcl.

#### Experience

- (2013) Deputy Director-General, Department of Consular Affairs, Ministry of Foreign Affairs
- (2012 - 2013) Advisor to the Prime Minister for Social Affairs, Secretariat of the Prime Minister
- (2012) Minister, (Diplomatic Service Executive, Primary Level), The Royal Thai Embassy in Yangon
- (2009 - 2012) Minister Counselor (Diplomatic Service, Officer Professional Level), The Royal Thai Embassy in Yangon

## 12. Mr. Somchai Poolsavasdi

Independent Director and Member of the Corporate Governance and Social Responsibility Committee

(Took position on September 17, 2013)

Age 57

#### Education

- Class 49 National Defence Course, National Defence College
- Master of Political Science (Public Administration), Thammasat University
- Bachelor of Laws, Thammasat University

#### Training

- Class 136/2010 Director Certification Program (DCP), Thai Institute of Directors Association (IOD)
- Class 2 Top Executive Program in Energy Literacy, Thailand Energy Academy
- Class 17 Capital Market Academy Leadership Program, Capital Market Academy (CMA), The Stock Exchange of Thailand

#### Family relationship

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#### Other Positions

- (2012 - present) Director General, Excise Department, Ministry of Finance
- (2010 - present) Director and Chairman of the Audit Committee, Provincial Electricity Authority
- (2013 - present) Director, Thammasat Association
- (2012 - present) Vice President Thai Boxing Association

#### Experience

- (2011 - present) Independent Director and Chairman of the Nomination and Remuneration Committee, Thaioil Pcl.
- (2011 - 2013) Director, Airports of Thailand Pcl.
- (2011 - 2012) Director General, The Customs Department
- (2011) Chairman, The Government Lottery Office
- (2010 - 2011) Deputy Permanent Secretary, Ministry of Finance
- (2010 - 2011) Director, PTT Aromatics and Refining Pcl.
- (2009 - 2010) Inspector General, Ministry of Finance

## Executive Officers

As at December 31, 2013

### 1. Mr. Vorapak Tanyawong

President

- Please refer to page 27

### 2. Ms. Kittiya Todhanakasem

First Senior Executive Vice President - Managing Director

Financial Management Group

(Took position on April 1, 1999)

Age 56

#### Education

- Class 21 National Defence Course for the Joint State-Private Sectors, National Defence College
- MBA, University of Illinois, Champaign-Urbana, USA
- BBA (Accounting) (Honors), Thammasat University

#### Training

- Class 2 ASEAN Executive Management Programme
- Class 6 Top Executive Program Commerce and Trade (TEPCoT)
- Class 13 Leadership Program, Capital Market Academy, The Stock Exchange of Thailand
- Strategic Rapid Transformation in Public and Private Institutions
- Class 76/2006 Director Certification Program (DCP), Thai Institute of Directors Association (IOD)
- Managing Regulatory Change in Financial Service
- Credit risk Management for Financial Institutions Workshop
- Pacific Rim Executive Banker's Program

#### Family relationship

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#### Other Positions

- (2011 - present) Chairman of the Board of Executive Directors, Krungthai Panich Insurance Pcl.
- (2009 - present) Chairman, KTB Advisory Co., Ltd.

- (2005 - present) Chairman and Chairman of Nomination and Remuneration Committee, Krungthai Card Pcl.

#### Experience

- (2005 - 2010) Senior Executive Vice President, Financial Management Group, Krung Thai Bank Pcl.
- (2006 - 2011) Director AFC Merchant Bank

### 3. Mr. Weidt Nuchjalearn

First Senior Executive Vice President - Managing Director

Retail Business & Network Group

(Took position on October 1, 2009)

Age 60

#### Education

- MBA (Commercial), Thammasat University
- BSc., (Agricultural Economics) Kasetsart University

#### Training

- Class 1/2013 Role of Chairman Program, The Thai Institute of Directors
- Class 1/2012 Leadership for Change, Right Livelihood Foundation
- Commercial Credit Skills Assessment, Chulalongkorn University
- Class 3/2010 Top Executive Program in Commerce and Trade (TEPCoT), University of the Thai Chamber of Commerce
- Class 14 /2005 Financial Executive Development Program (FINEX), The Thai Institute of Banking and Finance Association

#### Family relationship

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#### Other Positions

- (present) Chairman, KTB Leasing Co., Ltd.
- (2013 - present) Director, Krungthai-AXA Life Insurance Pcl.
- (2006 - present) Director, Siam Paper Public Co., Ltd.

#### Experience

- (2011 - present) Senior Executive Vice President, Retail Business & Network Group

- (2009 - 2011) Senior Executive Vice President; First Executive Vice President-Managing Director; Executive Vice President; Senior Vice President-Director, Central, Eastern & Southern Region BC Sector; Senior Vice President & Manager, Central & Eastern Region BC Department 1, Business Center Group, Krung Thai Bank Pcl.

#### 4. Mr. Kittiphun Anutarasoti

Senior Executive Vice President

Head of Wholesale Banking

(Took position on October 1, 2013)

Age 43

##### Education

- MBA (Finance), Saint Louis University, USA
- BA (Economics) (1st Class Honor & Gold Medal), Chulalongkorn University

##### Training

- Advanced Management Program (2013), INSEAD Business School
- Structured Derivatives Instruments (2005), JPMorgan Singapore
- Financial Institution Risk Analysis (2003), Fitch Training Singapore
- Advanced Credit Training (1995), Bank of America San Francisco, USA
- Basic Credit Training (1994), Bank of America San Francisco, USA

##### Family relationship

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##### Other Position

-

##### Experience

- (2009 - 2013) FEVP, Head of Corporate Banking / EVP, Division Head Corporate Division 1, Siam Commercial Bank Pcl.
- (2000- 2009) Executive Director & General Manager - JPMorgan Chase Bank, N.A., Bangkok Branch, Thailand

#### 5. Ms. Pannipa Apichatabutra

Senior Executive Vice President - Managing Director

Internal Audit Group

(Took position on August 2, 2010)

Age 59

##### Education

- MBA, Ohio University, USA
- BBA (Accounting), Chulalongkorn University

##### Training

- The Updated COSO'2013 Integrated Internal Control : What the Board and Management should do, The Stock Exchange of Thailand
- The 2013 ACIIA Conference Taipei Taiwan, The Asian Confederation of Institute of Internal Auditors
- Audit Change From Internal Auditor to Consultant, The Institute of Internal Auditors of Thailand
- Anti-Corruption for Executive Program, 2012 A Risk Issue Director Should Know Program, 2012, Class 26/2009 Audit Committee and Continuing Development Program (ACP), Class 113/2009 Director Certification Program (DCP) and Class 28/2008 Company Secretary Program (CSP), Thai Institute of Directors Association (IOD)
- 2012 Asian Conference of the Asian Confederation of the Institute of Internal Auditor (2012 ACIIA Conference), Internal Audit Compliance and Risk Management: for AEC, 2012, The Role of Internal Auditing in Enterprise-wide Risk Management Program, Internal Audit Quality Assessment Program, The Institute of Internal Auditors of Thailand (IIAT)
- Class 2/2006 Executive Program for Senior Management (EX-PSM2), Fiscal Policy Research Institute Foundation (FPRI)

#### Family relationship

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#### Other Position

- (present) Secretary of the Audit Committee, Krung Thai Bank Plc.

#### Experience

- (2008 - 2010) First Executive Vice President-Managing Director, Internal Audit Group
- (2005 - 2008) Executive Vice President-Director, Treasury & Capital Market Sector, Financial Management Group; Financial Market and Institutions Sector, International Business and Financial Markets Group, Krung Thai Bank Plc.

### 6. Mr. Parinya Patanaphakdee

Senior Executive Vice President - Managing Director

Credit Restructuring & Asset Management Group

(Took position on October 1, 2012)

Age 56

#### Education

- Class 18 (NDC 2005) National Defence Course for the Joint State-Private Sectors, National Defence College
- MPol Sc (Politics and Government), Sukhothai Thammathirat Open University
- MBA, National Institute of Development Administration
- Barrister-at-Law, Institute of Legal Education Thai Bar Association
- LLB (Honors), Ramkhamhaeng University

#### Training

- Class 6/2013 Training Course on Top Executive Program in Commerce and Trade (TEPCoT 6), Academic Service Center, University of the Thai Chamber of Commerce
- Class 4/2013 Training Course on Advanced Security Management Program (ASMP 4), National Defence College
- Class 16/2012 Successful Formulation and Execution of Strategy (SFE), Class 1/2010

Financial Institutions Governance Program (FGP), Thai Institute of Directors Association (IOD)

- Class 2/2011 Training Course on Administrative Justice for Executives (BYP), The Administrative Court
- Class 10/2010 Top Management Program, Capital Market Academy, The Stock Exchange of Thailand
- Class 8/2004 Advanced Certificate Course in Politics and Governance in Democratic Systems for Executives, King Prajadhipok's Institute (KPI 8)
- Class 7/2003 The Programme for Senior Executives in Criminal Justice Administration, National Academy of Criminal Justice, Office of the Judiciary (B.Y.S.7)
- Class 11/2002 Financial Executive Development Program (FINEX XI), The Thai Institute of Banking and Finance Association

#### Family relationship

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#### Other Positions

- (present) Director, KTB General Services Co., Ltd.
- (2013 - present) Directors Pull
- (2011 - present) Director, KTB Law Co., Ltd.
- (2011 - present) Academic to Committee on Monetary Financial Banking and Financial Institution, Senate
- (2010 - present) Corporate Secretary, Secretary to the Board of Directors, Secretary to the Board of Executive Directors, Secretary to the Independent Director Committee, Krung Thai Bank Plc.

#### Experience

- (2010-2011) First Executive Vice President - Managing Director, Compliance and Legal Management Group, Krung Thai Bank Plc.
- (2008 - 2010) First Executive Vice President, Corporate Secretariat and Asset Management Team / Executive Vice President, Assets Development and Legal, Siam City Bank Plc.
- (2008 - 2011) Director, Island Resort Hotel Co., Ltd.

- (2009 - 2010) Deputy Chief Executive Officer, KTB Advisory Co., Ltd.
- (2006 - 2009) Advisor, IFAC Advisory & Investment Co., Ltd.

## 7. Ms. Jaree Wuthisanti

Senior Executive Vice President - Managing Director

Corporate Banking Group 1

(Took position on January 10, 2012)

Age 56

### Education

- Class 19 National Defence Course for the Joint State-Private Sectors, National Defence College
- MBA, National Institute of Development Administration
- BBA (Accounting), (First Honors), Chiang Mai University
- Diploma in Advanced International Bank Management Program, The Swedish International Development Cooperation Agency

### Training

- Class 16/2013 Leadership Program, Capital Market Academy, The Stock Exchange of Thailand
- Class 29/2003 Directors Certification Program, Thai Institute of Directors Association (IOD)

### Family relationship

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### Other Positions

- (2012 - present) Director, Dhipaya Insurance Pcl.
- (2012 - present) Director, KTB Advisory Co., Ltd.

### Experience

- (2011) Senior Executive Vice President, Thanachart Bank Pcl.
- (2008 - 2011) Senior Executive Vice President, Siam City Bank Pcl.

## 8. Mr. Prasit Wasupath

Senior Executive Vice President - Managing Director

Business Center Group

(Took position on November 1, 2012)

Age 60

### Education

- MBA, Ramkhamhaeng University
- BA (Economics), Kasetsart University

### Training

- Class 5/2012 Top Executive Program in Commerce and Trade (TEPCoT), University of the Thai Chamber of Commerce
- Class 1/2010 Leadership for Change, Right Livelihood Foundation
- Cutting Edge Leadership, Ministry of Interior
- Economic Value Management: EVM, Human Resource Institute, Thammasat University
- Class 17/2008 Financial Executive Development Program (FINEX XVII) and Class 1/2007 Modern Management Strategy for Executives, The Thai Institute of Banking and Finance Association

### Family relationship

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### Other Positions

- (2011 - present) Director, Krung Thai Asset Management Pcl.
- (2010 - present) Director, KT ZMICO Securities Co., Ltd.

### Experience

- (2008 - 2011) First Executive Vice President- Managing Director, Executive Vice President-Director, Northern & North-Eastern Region BC Sector, / Senior Vice President & Manager, Metropolitan BC Dept.1, 2, Business Center Group
- (2007 - 2008) Senior Vice President & Manager, Agricultural Finance Dept., Corporate Banking Group 1, Krung Thai Bank Pcl.

## 9. Ms. Wallaya Kaewrungruang

Senior Executive Vice President - Managing Director

Compliance & Legal Management Group

(Took position on November 1, 2012)

Age 51

### Education

- LL.M. (International Banking Law), Boston University, USA
- LL.M. (Business Law), Chulalongkorn University
- Barrister-at-Law, Institute of Legal Education Thai Bar Association
- LL.B., Chulalongkorn University

### Training

- Class 25/2013 National Defence Course for Joint State-Private Sectors, National Defence College
- Class 1/2013 Compliance Knowledge for Head of Compliance, The Securities and Exchange Commission
- Class 4/2012 Financial Institutions Governance Program (FGP), Thai Institute of Directors Association (IOD)
- Class 8/2011 Corporate Governance for Directors and Senior Executives of State Enterprises and Public Organizations, Public Director Institute (PDI)
- Audit and Compliance of Financial Institution 2010, Bank of Thailand
- Class 17/2009 Corporate Secretary Development Program, Thai Listed Companies Association

### Family relationship

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### Other Positions

- (2008 - present) Director, Suvarnabhumi Airport Hotel Co., Ltd
- (2012 - present) Vice Chairman, KTB Law Co., Ltd.
- (2011 - present) Honorary Advisor, Senator Committee on Political Development and Public Participation
- (2011 - present) Lecturer, Master of Law, Thammasat University

### Experience

- (2008 - 2012) First Executive Vice President - Managing Director, Executive Vice President - Director, Compliance & Procedures Sector, Compliance & Legal Management Group, Krung Thai Bank Plc.

## 10. Dr. Vites Techangam

Senior Executive Vice President - Managing Director

Electronic Banking & Cash Management Group

(Took position on June 17, 2013)

Age 57

### Education

- PhD (Computer Science), University of South Western Louisiana, USA
- MSc (Computer Science), University of California, USA
- B.Eng (Computer Engineering), Chulalongkorn University

### Training

- Class 92/2011 Director Accreditation Program (DAP) Thai Institute of Directors Association (IOD)
- ISO/IEC 20000-1:2011 IT Service Management System and Awareness for Management, Bureau Veritas

### Family relationship

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### Other Position

- (present) Director, National ITMX Co.,Ltd.

### Experience

- (2013 - present) Senior Executive Vice President- Managing Director, Electronic Banking & Cash Management Group
- (2007 - 2010) Senior Executive Vice President / President, KTB Computer Services Co.,Ltd.

## 11. Ms. Arisara Dharamadhaj

First Executive Vice President – Managing Director

Government & State Enterprise Relations Group

(Took position on October 1, 2012)

Age 57

### Education

- Class 24 National Defence Course for Joint State-Private Sectors, National Defence College
- MBA, Roosevelt University, USA
- BBA (Economics), University of the Thai Chamber of Commerce

### Training

- Class 75/2006 Director Certification Program (DCP), Thai Institute of Directors Association (IOD)

### Family relationship

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### Other Positions

- (2006 – present) Director, Bangkok Expressway Pcl.
- (present) Director, Krung Thai Asset Management Pcl.

### Experience

- (2005 – 2012) First Executive Vice President – Acting Managing Director, Government & State Enterprise Relations Group / Executive Vice President-Director, Corporate Banking Sector 2, Corporate Banking Group 1; Corporate Banking Sector 3, Corporate Banking Group, Krung Thai Bank Pcl.

## 12. Mr. Kasem Paeyai

First Executive Vice President – Managing Director

Operation Group

(Took position on November 1, 2012)

Age 60

### Education

- Master of Public and Private Management Program, National Institute of Development Administration
- BA (Economics), College of Commerce

### Training

- Class 177/2013 Director Certification Program (DCP), Thai Institute of Directors Association (IOD)
- Class 1/2012 Influencer, PacRim Leadership Center
- Class 3/2012 Executive Program for Senior Management (EX-PSM3), Fiscal Policy Research Institute Foundation (FPRI)
- Leadership Program 2010, PacRim Leadership Center

### Family relationship

-

### Other Positions

- (present) Director, Krungthai Computer Services Co., Ltd.
- (2011 – present) Director, Krungthai Panich Insurance Pcl.

### Experience

- (1999 – 2013) First Executive Vice President-Acting Managing Director; Executive Vice President; Senior Vice President, Credit Operation Sector, Operation Group / Senior Vice President, Phatthanakarn Regional Office, Krung Thai Bank Pcl.

## 13. Mr. Chaianun Siravanichkarn

First Executive Vice President – Managing Director

Human Resources & Corporate Governance Group

(Took position on May 9, 2013)

Age 60

### Education

- Master of Public Administration (M.P.A.) (Human Resource Management), The National Institute of Development Administration
- BA, Business Education Institute of Technology and Vocational Education

#### Training

- Class 2012 Influencer, PacRim Leadership Center
- Class 2011 Professional Presentation Skill, CC Knowledge Base
- Class 2011 Strategic Human Resource Management
- Class 2011 Media Training, DC Consultants and Marketing Communications

#### Family relationship

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#### Other Position

-

#### Experiences

- (2008 - 2013) Executive Vice President-Director, Human Resources & Organization Management Sector, Corporate Governance & Welfare Sector, Human Resources and Corporate Governance Group, Krung Thai Bank Pcl.

### 14. Mr. Poonpat Sripleng

First Executive Vice President - Managing Director

Risk Management Group

(Took position on October 1, 2013)

Age 49

#### Education

- MS (Economics), Thammasat University
- BS (Economics), Thammasat University

#### Training

- Bourse Game; Union Bank of Switzerland, Hong Kong
- Portfolio Management; Euro Money, Hong Kong
- The Risk Games Conference 2013: The Asian Banker Summit 2013, Jakarta, Indonesia
- Project Management; Alltel Information System, Thailand
- Syndication Loan; DC Gardner, Thailand
- Problem Solving and Decision Making; Kepner Tregoe, Thailand
- Leadership Development Institute; Kepner Tregoe, Thailand
- Asset & Liability Management; Sendero Institution, Thailand

- Profitability Measurement and Fund Transfer Pricing; Sendero Institution, Thailand
- Risk Management; Risk Metrics, Thailand
- Advance Volatility Trading; Singapore
- Advance Banking and Risk Management Program Nanyang Technology University, Singapore
- Retail Lending and Stress Test, Singapore
- FRM (Financial Risk Manager; GARP)
- Corporate Credit Rating Analysis; Moody's Analytics, Hong Kong

#### Family relationship

-

#### Other Position

- (present) Executive Director, KTB Leasing Co., Ltd.

#### Experience

- (2008 - 2013) First Executive Vice President - Acting Managing Director / Executive Vice President-Director Senior Vice President-Director, Risk Management Sector, Risk Management Group / Senior Vice President & Manager, Credit Risk Management Dept., Risk Management Group, Krung Thai Bank Pcl.

### 15. Ms. Praralee Ratanaprasartporn

Advisor to the President

(Took position on May 2, 2013)

Age 45

#### Education

- MBA (Finance), University of Alabama, USA
- BBA (Accounting) (Auditing), Thammasat University

#### Training

- Advance Management Program (2011), INSEAD Business School, European Campus, France
- Customer Experience Workshop (2010), Malaysia
- SME Strategy Workshop (2007), GE Singapore
- Global Mortgage Conference (2006), GE USA
- Advance Manager Course (2003), Six Sigma/ Quality Training Program and Merger & Acquisition Training Program and Encore-Consumer Risk Based Training Program, GE Capital, Thailand,
- E-Commerce Boot Camp (2000), GE Corporate Audit staff, USA

#### Family relationship

-

#### Other Position

-

#### Experience

- (2008 - 2013) Executive Vice President, Head of Retail Credit Risk Management / Head of Customer Relationship Management, Siam Commercial Bank Pcl.
- (2008 - 2009) Executive Director, GE Money Asia Pacific
- (2006 - 2008) Executive Vice President, Head of Consumer Credit Risk Management, Bank of Ayudhya Pcl.

### 16. Ms. Wareemon Niyomthai

Advisor to the President

(Took position on October 1, 2013)

Age 46

#### Education

- MBA (Finance), Saint Louis University, USA
- MSc., (Mass Communications), Iowa State University, USA.

#### Training

- Senior Executive Program (2012), Columbia Business School, USA
- Product Management (2007), Standard Chartered Bank, Dubai, UAE
- Trade Structuring and Solutions (2006), Standard Chartered Bank, Mumbai, India
- Spin Selling (2006), OMEGA (2004), Standard Chartered Bank, Bangkok, Thailand
- Basic Credit and Advance Credit (2005), Standard Chartered Bank, Shanghai, China
- Integrated Product Marketing, IPM 6-2 (1993), IBM Singapore, Singapore
- 7 Habits for Highly Effective People (1992), IBM Thailand, Bangkok, Thailand

#### Family relationship

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#### Other Position

-

#### Experience

- (2008 - 2013) Executive Vice President, Strategy and Development, Business Banking Group, / Bangkok Division, Small Business Division, SME Banking Group, Siam Commercial Bank Pcl.
- (2003 - 2008) General Manager, SME Banking, Standard Chartered Bank Thai

### 17. Mr. Tanyapong Thamavaranukupt

Advisor to the President

(Took position on October 28, 2013)

Age 43

#### Education

- MBA University of Rochester, USA
- B.Eng (Industrial), Kasetsart University

#### Training

- SASIN Leadership Program - Focus on all aspects of management. Program specifically designed for Top 15 Executives in the Krungsri Group.

- McKinsey's Asian Banking Rising Star Conference 2008 (HK) - the only representative from BAY
- C-Trans (Stamford) - Train the trainer program for strategic planning
- Blue Ocean - Identify market space, mapping against competitions, building execution
- CECOR (Crotonville) - GE' Corporate approach to strategic planning and execution
- Mortgage Training (WMC in US) - Broker management and sales processes.
- Strategy Workshop (in US) - Training on how to develop effective strategies.
- Pyramid Principle - Structural thinking and presentation.
- Black Belt and Master Black Belt- Training on Six Sigma approach, applying Six Sigma Tools and calculation for continuous improvement.  
Training on advance statistical tools (hypothesis testing, multiple regression, etc) and applying tools for process/product improvement and consulting with leadership and project leaders for successful implementation.
- Design for Six Sigma (DFSS) - Training on approach to design new products and/or services that will consistently meet or exceed customer's critical-to-quality (CTQ) expectations.

#### Family relationship

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#### Other Position

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#### Experience

- (2009 - 2013) Managing Director, CFG Services Co., Ltd.
- (2007 - 2013) First Executive Vice President / Executive Vice President, Customer Analytics & Pricing, Bank of Ayudhya Pcl.

### Economic Overview in 2013 and Outlook for 2014

#### Economic Overview in 2013 World Economy in 2013 : **Slow** recovery with an eye on QE tapering

World economy in 2013 assessed by IMF grew only 3.0 percent, marked as the lowest growth in the past 4 years, falling from 3.1 percent as of the previous year. In overall, the recovery of European economy seems to hold back from the expectation while the economy of the Emerging Markets faded sharply especially in BRICS group. Additionally, many countries have slackened their

investments and faced with capital outflow caused by the concerns against the direction of the US's tapering QE measures. Nevertheless, the economic situations of USA and Japan still exhibited the outstanding signs of recovery in the second half of the year whilst China's economy has been growing steadily. Economic overview of major countries can be summarized as below.

3.0%

World economy in 2013  
grew 3.0 percent



## United State of America (USA)

Economy raised 1.9 percent, decelerating from 2.8 percent in 2012 after facing with the fiscal cliff crisis and debt ceiling stressing the situation since the beginning of the year together with the crisis of the first US Government Shutdown in 17 years happened at last October. Owing to the US Government and Congress's attempt to solve the problem and the injecting of massive funds into the economy system through QE measure, US economy got recovered gradually during the second half of the year particularly in real estate sector and labor market that were improved greatly. These were significantly caused Fed to decide cutting QE measure. Additionally, the problem of deficit budget had also been loosened up after US Government encountering budget deficit below USD 1.0 trillion for the first time in past 6 years.



## European Union (EU)

Economy became better but it was still under the recession that carried out during previous year. The GDP dwindled -0.4 percent from -0.7 percent of 2012 because of the stress upon public debt crisis. Credit rating of many countries has been downgraded. Cyprus was the fifth country from Euro Zone group to require assistances from Troika group. Additionally, EU also encountered with the severe flood for the first time in past 70 years while its unemployment rate has been recorded at the highest statistic continuously. As a result, European Central Bank decided to cut its benchmark interest rate to record low at 0.25 percent. However, EU economy started to improve at the second half of the year according to the stimulation from the decrease of interest rate; the recovery of export and manufacturing sector; the stress from public debt that was partly loosened up after the economy overview adjustment and credit rating of some countries in PIIGS group had been boosted up. In general, EU economy surpassed the lowest point and started to recover leisurely.

## China

Economy returned its growing status to be stable again after some concerns over the eruption of Hard Landing crisis in the country. At the first half of the year, there were 4 mainly factors that might lead China to grow slowly namely; the fragile status of export sector which was in line with economic overview; RMB currency appreciation over the year; the risk from economic bubble in real estate sector and the encountering of Shadow Banking. However in the second half of the year, export and manufacturing industry had become stronger due to the recovery of world economy jointly with the sharp and rapid decision made by the new generation of Chinese leaders namely; Mr. Xi Jinping, the new President and Mr. Li Keqiang, the new Prime Minister who initiated the policy of economic reform for long-term sustainability. Finally, China economy confirmed its strong growth at 7.7 percent as great as the previous year.

## Japan

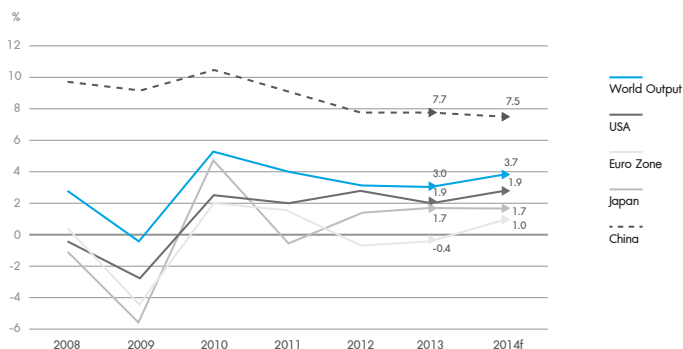
Japanese Yen depreciated exceedingly by 22.2 percent from 2012, encouraging export sector to get expanded tremendously and facilitating manufacturing sector to get recovered in the second half of the year. On the other hand, Japan encountered with budget deficit amounting to USD 11,475 million caused by the increasing of import value, especially from the import of energy to compensate for its demand after the nuclear power plants was destroyed by tsunami. Meanwhile, the amount of consumption in private sector appeared to greatly expand, particularly at the end of the year, before the government increase sales tax within this April. Japan's economy grew to 1.7 percent from 1.4 percent in 2012 and possessed a possibility to be unleashed from the deflation, which has pressured its economy for almost 20 years, due to applying the "Abenomics" policy so as to arouse its economy. With the purpose to achieve 2 percent inflation target, the Bank of Japan conducted some monetary easing measures to bring back positive inflation rate continuously at the second half of the year. However, Japan may face with additional fiscal risks since the public debt exceedingly increased to Yen 1,000 trillion.

## Thai Economy : Stalled engine with lacking of driving force

Thai economy in 2013 grew merely 2.9 percent, contracting from 6.5 percent in 2012, because of the collapse from 4 driving forces namely: private consumption, private investment, government's expenditure and export industry. Moreover, with the fluctuated and unexpected economic factors as the followings, they appeared to play the important roles to decelerate Thailand's economic growth in 2013 to get slower than anticipation.

## World and Major Countries' GDP Growth Rate

Source : IMF  
f - forecasted by IMF (January, 2014)



**GDP  
Growth**



- > **The fragile recovery of the world economy** was one of the factors that influenced export industry in 2013 to shrink down 0.2 percent. Moreover, Thai Baht appreciation hitting the highest record several times during the first half of the year as well as the problem of Early Mortality Syndrome (EMS) caused seafood frozen manufacturers to lack of raw materials. Furthermore, the consumers' attention in Gadget market changed from Tablet and Smartphone also caused the demand on Hard Disk Drive for Notebook and PC to decrease, which finally caused the adverse effect to Thailand as the major producer and exporter. Additionally, Thailand also seemed to lose its position as number one rice exporter in world market.
- > **The concern over USA's QE tapering,** debt ceiling and Government Shutdown crisis affected the fluctuation in world market and world capital market severely.
- > **The agriculturists gained less income** due to the continual decreasing of agricultural product prices and the impact from the worst-in-many-year drought at the beginning of the year as well as the flooding in many areas.
- > **Household debt soared up dramatically** while the costs of living tend to rise according to the price of household liquefied petroleum gas (LPG) and fuel tariff (Ft). Meanwhile, there was no more extra measures to arouse economy after the termination of the first car tax rebate scheme. The rapid decrease of SET Index and gold's price also influenced on the spending power of consumers via Wealth Effect.
- > **The increase of business cost,** partly resulted from the rising of wages nationwide, was one of the factors that pressed investment to shrink down. Moreover, the 2 trillion-Baht infrastructure project investment and the 350 billion-Baht water management project were interrupted after Thailand's government accounted the dissolution of parliament. Additionally, the tension in political situation also caused many investors to review their investment until the political situation gets resolved in the next phase.





## Economic Outlook for 2014

### World Economy : A better recovery with major countries return to their leading roles

IMF upgraded world growth forecast to 3.7 percent<sup>1</sup> and some major countries will return its position as the key economic authority. For European economy, there was growth signal after the problem of budget deficit resolved in many countries causing their governments to be able to loosen the fiscal policy. However, unemployment rate were still post at high level because with only 1 percent of economic growth was not enough to boost up the employment rate. Public debt problem was still key risk although it become better. Regarding to US economic outlook, its economy shall recover respectively with the expansion of consumption that were resulting from the improvement of labor market and real estate sector and the positive factors from the asset values increase. In addition, the loosened up of the fiscal pressures after US Congress passed the bill of 2014 and 2015 expenditure shall escort US government from not facing with the Government Shutdown crisis for at least 2 years, therefore; the GDP of US was expected to accelerate up to 2.8 percent. Nevertheless, the recovery of US and European economy shall help support the export sector of China and Japan to strongly grow further. However, the expectation for 2014 exhibited the significant risks that may affect the economic expansion as the followings.

#### > QE measures termination :

At the beginning of the year, Fed has begun to taper monetary support and keep diminishing it until the measure terminated. Therefore, the heavy flows of capital funds into the emerging market previously would be reversed causing some countries in that market to face with problems as the outflow of capital funds, deficit in payment balance, weakness of currency, rising up of inflation as well as the increasing of interest rate. The severe effects of problem in each country depended on the outflow of capital budget, financial status, and its basic background factors. Moreover, financial asset value would be decreased, especially in gold price and stocks value in the market that has been rapidly boosted up during the previous period.

#### > Japan's Sales-Tax will be increased

from 5.0 percent to 8.0 percent on April 1<sup>st</sup>, 2014 in order to solve problem of budget deficit and public debt. It would pressure the recovery in private sector that is more than 60 percent of GDP. Consequently, Japan economy may not grow as expected.



World Economic in 2014  
will grow at

# 3.7%

<sup>1</sup> IMF (January 2014)

> **The 3<sup>rd</sup> time requesting of financial support by Greece may be happened**

after assessment from Euro Group has showed that its debt cannot be completely managed within 2014. However, the amount of new loan was expected to state at Euro 15-16 billion, which accounted as less than the previous financial support. Therefore, it may not initiate major impacts to financial market and world capital markets the same as before.

> **The territorial disputes in the East China Sea and the South China Sea,** especially between China, South Korea, and Japan has smoldered. If USA intervene the situation, its result will affect the relationship between USA and China.

> **Climate change and outbreak of diseases :**

Besides the weather change in many countries, many disasters also appeared to occur since the beginning of the year, for example; the winter disasters in USA and Canada, flood and landfall in the Philippines, Mount Sinabung eruption in Indonesia, and transmission of H7N9 in China. These disasters became the risk factors affecting the world economy directly and indirectly.

**Thai economy : Placing hopes on exports**

Business Risk Research Department predicted that Thai economy will expand in the range of 3.0-3.4% due to the growth of world economy, especially the obvious improvement within G3 countries. Investment to accommodate the extension of urban areas and support AEC economic growth shall escort the economy to expand gradually. However, Thai economy still has to face with various risks from previous year and newly happening. In case those risks are worse than anticipation, they will pressure the GDP to deviate from prediction as follows.

> **Domestic political situation :**


The unexpected problems were erupted during the election on 2 February 2014, therefore; the additional election was required to establish. As a result, there was possibility that the government forming may be delayed for months, causing the expenditure and economic measures, especially in continuing mega investment projects by government as the key factor of economic stimulation, to be obstructed.

> **Weakness stuck in economy of the emerging markets :**

Since many countries in the emerging market appeared to face with inflation and capital outflow; therefore, their currency also got weakened and the interest rate rose higher which affect their economic growth. Furthermore, the technology problems in manufacturing process of electronic products and the diminish amount of Hard Disk Drive export resulting from the popularity decline of computer notebook and PC in the market. Finally, the export sector of Thailand may receive some effects and get slightly recovery.

> **High household debt and costs of living**

was resulted from the increasing of LPG price in household sector. The domestic retail oil price has been elevated from the Thai Baht weakening and the high demand of oil in global market according to the recovery of world economy. Moreover, in case that the new government cannot extend the existing measures to reduce living expense, such as free fare for bus and train and the tax deduction for diesel oil, the purchasing power and household consumption shall get pressure.



	2012	2013	2014f
GDP growth rate (at constant price %)	6.5	2.9	3.0-3.4
Total consumption (at constant price %)	6.8	1.0	1.9
Total investment (at constant price %)	13.2	-1.9	2.8
Export (%)	3.1	0.2	4.0
Inflation (%)	3.0	2.2	2.6
Average exchange rate (THB/USD)	31.1	30.7	32.8

Source : Office of the National Economic and Social Development Board. Economic growth forecasted by Business Risk Research Department, Krung Thai Bank Plc.



## 1. An Overview of Performance

As in 2013, the Bank still operated business under the vision "The Convenience Bank with the best care and services" while the new products and services had been initiated and developed continuously in order to meet customers' satisfaction and set the readiness for the intense competition from both domestic and international financial institutions.

In the second half of the year, strategy had been planned so as to stipulate direction of business operation in 2014-2016 while the vision "The Convenience Bank" has been changed to "Growing Together - with the ambition to enhance competence of employee and originate valuable services in promoting customers' growth and wealth, generating higher quality to the society as well as creating sustainable returns to the shareholders." A new vision in complies with the Bank's business objective in running business amid the emphasizing on these issues namely; the improvement of overall credit quality, the retaining of money deposit, non-interest income, enhancement and development of internal operation processes and staffs to be

strong and pushing the Bank to become Performance Driven Organization. Besides, the Bank also operated KTB Transformation covering to the following tasks;

1. **Tasks related to customer / Marketing:** the Bank developed tools to facilitate employees' selling; stipulated model and procedures of products and services presentation in which depended on individual Needed Base to offer customers; provided the guidelines for servicing target customers. However, all these improvement were aimed to enhance competence in generating marketing and customer service.

2. **Internal operation processes and Risk Management:** the proper credit analysis tools had been developed to improve convenience, rapidity and efficiency of approval process as well as be able to control risk. Besides, the Bank also developed tools for risk management, debt collection, etc, which elevated and enhanced stability of risk management, decrease NPL and facilitated in setting the allowance for doubtful accounts.

3. Human resources and employees' training has been emphasized in pushing the Bank to become Performance Driven Organization. Compensation and career path must be in compliance with individual performance while intensive training programs were provided to employees in order to boost up their competence in line with the upcoming Transformation project.

The Bank strongly believes that Transformation project shall move forward the Bank to become the leading bank of the country and the first bank in customers' mind. The Bank's plentiful opportunity and potentiality has been implemented for utmost benefit and boosting up employees' working efficiency, skill and potentiality so as to set readiness for the intense competition and generate satisfaction to the customers which are deeply considered from customers' needed base. The Bank wishes to be the second home for employee where the career path and higher quality of life have been provided.

According to the ambition to operate business under strategic plans, the Bank was granted many awards from both domestic and international institutions reflecting the Bank's service quality, operation with world class standard as well as the achievement of good corporate governance that the Bank has been accentuated continuously. However, the past operation shall push the Bank to achieve the stable and sustainable growth.

## 2. Brief History and Keys Developments

### 2.1 Historical Background

The Bank was incorporated on March 14, 1966 through a merger between the Mondhon Bank Limited and the Agricultural Bank Limited with the Ministry of Finance as major shareholder. So it became a large bank with financial position, the ability to render deposit protection as well as financial services of all types and was trusted by general public.

The Bank was the first state enterprise that listed its shares in the Stock Exchange of Thailand in June 1989 and started trading from August 2, 1989 onwards. The Bank registered its transformation to public limited company on March 24, 1994 under "Krung Thai Bank Pcl." abbreviated KTB registration No. Bor.Mor.Jor. 335 currently changed to 0107537000882.

In August 1987, the Bank accepted the transfer of assets and liabilities of Sayam Bank Limited for further management. In November 1998, the Bank accepted a transfer of equal amount of assets and liabilities of the First Bangkok City Bank Pcl. for management. In September 2002, the Extraordinary General Meeting of Shareholders approved the reduction of its registered capital to decrease the accumulated loss through reduction of par value from formerly Baht 10 to Baht 5.15 per share.

October 2003, Since the Financial

Institutions Development Fund (FIDF) had the policy to reduce its shareholding, the Bank then made a public offering of the 3,000 million shares at Baht 8.50 per share. After such public offering, FIDF still retained its status as a major shareholding of the Bank accounting for 56.4 percent of the Bank's total paid up shares then.

October 2012, The Bank has increased its capital by allotted newly issued ordinary shares, not exceeding 2,796.31 million shares with par value Baht 5.15 per share to the existing shareholders, depended on their holding ratio on both ordinary shares and preferred shares (Right Offering). According to the public offering price per share Baht 12.60, the Bank's capital funds increased Baht 35,233.53 million. After such capital increasing, FIDF still retained its status as a major shareholding of the Bank with 7,696.25 million ordinary shares accounting for 55.05 percent of the Bank's total shares as at December 31, 2012.

### 2.2 Keys Developments in 2013

As in 2013, apart from a major changing within the organization through KTB Transformation project, the Bank also purchased shares in KTB Capital Holding Company Limited (KTBCH) from the individual shareholders on October 1, 2013 then the Bank has become the shareholder of KTB Capital Holding Company Limited in the ratio of 100 percent. In addition, KTBCH currently holds the shares in Krungthai-AXA Life

Insurance Public Company Limited at the ratio of 50 percent and the shares in Krungthai Panich Insurance Public Company Limited at the ratio of 25 percent.

### 3. Shareholding Structure in Business Group

To support the core business for greater efficiency and to boost higher investment return, the Bank has thus invested in the following subsidiaries and associated companies:

- **Subsidiaries Group** refers to group of companies in which the Bank supports its business. They are as vital as a business unit in servicing the Bank or serving as a channel providing full-ranging services. Their operation is in line with the Bank's policies and strategic plans. The group comprises:
  - 1) KrungThai Asset Management Pcl. (KTAM) which conducts securities business relating to funds management and other businesses with licenses from the Office of Securities and Exchange Commission.

- 2) KTB Leasing Co., Ltd. provides services in hire-purchase and leasing for all types of movable assets, factoring and leasing of consumer products.

- 3) KTB Computer Services Co., Ltd. offers information technology (IT) service and advisory service for development and enhancement of computer systems. It mainly serves

business units within the Bank and its financial business group.

- 4) KTB Law Co., Ltd. provides legal services mainly to the Bank and its financial business group.

- 5) KTB General Services Co., Ltd. renders general business services to the Bank and its financial business group in the areas of premises management, transportation of assets, financial and non-financial documents, security service, document printing and pressure sealing including mailing and delivery of cash and documents to other financial institutions as permitted by the Bank of Thailand.

- 6) KTB Advisory Co., Ltd. provides financial advisory services to customers in the public and private sectors including business clients of the Bank and its subsidiaries.

- 7) KTB Capital Holding Co., Ltd.<sup>(1)</sup> operates business as agent holding shares for the Bank.

- **Associated Group** refers to group of companies in which the Bank jointly invests with business alliance in order to create strategic benefits to the Bank especially the development of financial products that meet diverse customer needs. The group comprises the following:

- 1) Krungthai Card Pcl. operates credit card business and other types of card as well as offers personal loans.

- 2) Krungthai-AXA Life Insurance Pcl. operates life insurance business.

- 3) Krungthai Panich Insurance Pcl. offers all types of non-life insurance services.

- 4) Krung Thai IBJ Leasing Co., Ltd. is a joint venture between the Bank and IBJ Leasing Group conducting hire-purchase leasing of machinery and equipment of all types, hire purchase of movable property and factoring business.

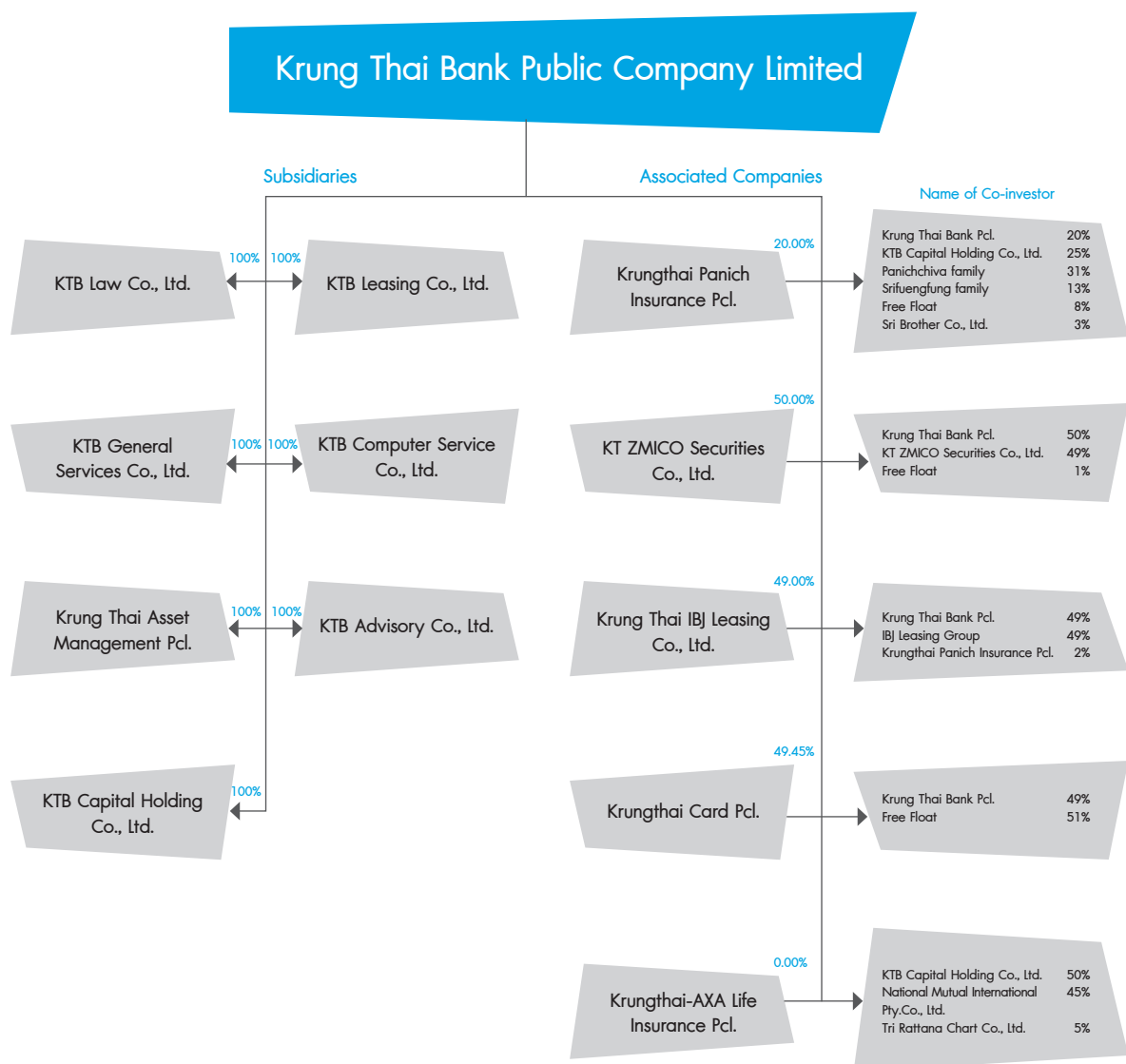
- 5) KT ZMICO Securities Co., Ltd. is a joint-venture between the Bank and ZMICO Group, a brokerage firm conducting securities trading business, securities underwriting, financial advisory service and other businesses permitted by the Office of Securities and Exchange Commission.

However, the Bank oversees the financial business group under the Consolidated Supervision guidance prescribed by the Bank of Thailand with the purpose to supervise financial business group to run the business smoothly and strongly as well as prevent any risk arisen from the operation of financial business group.

- **Other Group of Companies** refers to companies in which the Bank holds 10 percent or more shares excluding the above mentioned subsidiaries and associated companies. The details are shown on General Information pages 237-241.

<sup>(1)</sup> Krung Thai Bank holds 100 percent of the total shares in KTB Capital Holding Co., Ltd. because the Bank bought the total shares of this company from previous minority shareholders on October 1, 2013. Later in February 25, 2014, the bank bought the shares of krungthai-AXA Life Insurance Pcl. and krungthai Panich Insurance Pcl. from KTB Capital Holding Co., Ltd. As a result, Krung Thai Bank holds 49.99 percent of the total shares in Krungthai-AXA Life Insurance Pcl. and holds 45 percent of the total shares in Krungthai Panich Insurance Pcl.

## Shareholding Structure in Subsidiaries and Associated Companies as at December 31, 2013



## 1. Income Structure

The major income of the Bank derived from interest on loan and from the fees and service income inferiorly, which results in the ratio between interest income:non-interest income to post at 77.95 : 22.05 percent.

Unit : Million Baht

	2013		2012		2011	
	Amount	%	Amount	%	Amount	%
Interbank and money market items	13,224	9.25	10,102	7.95	7,599	7.34
Investment and trading transactions	190	0.13	191	0.15	133	0.13
Investment in debt	6,596	4.62	6,696	5.27	4,174	4.03
Loans	87,789	61.43	83,219	65.50	69,551	67.20
Hire-purchase and finance lease	3,584	2.51	1,570	1.24	1,020	0.99
Others	20	0.01	20	0.01	9	0.01
<b>Total interest income</b>	<b>111,403</b>	<b>77.95</b>	<b>101,798</b>	<b>80.12</b>	<b>82,486</b>	<b>79.70</b>
Fees and service income	17,369	12.15	15,149	11.92	13,239	12.79
Gains on Trading and Foreign Exchange Transactions, Net	4,581	3.21	3,917	3.08	2,813	2.72
Gains on Investments, Net	2,560	1.79	351	0.28	498	0.48
Share of Profit from Investments on Equity Method	3,238	2.27	1,778	1.40	272	0.26
Dividend Income	2,028	1.42	1,311	1.03	2,178	2.11
Other Operating Income	1,730	1.21	2,753	2.17	2,005	1.94
<b>Total Non-Interest Income</b>	<b>31,506</b>	<b>22.05</b>	<b>25,259</b>	<b>19.88</b>	<b>21,005</b>	<b>20.30</b>
<b>Total Income</b>	<b>142,909</b>	<b>100.00</b>	<b>127,057</b>	<b>100.00</b>	<b>103,491</b>	<b>100.00</b>

## 2. Nature of Products and Services

The Bank provides diversity of financial products and services, dividing into loan and non-loan types and including the subsidiaries products and services contributing to customers via the Bank in order to accurately react to target customer's need as the following details:

### 2.1 Loan Products

- **Corporate Loans** are divided into two groups: corporate customer group with sales of over Baht 1,000 million and credit line of over Baht 500 million and second group mega-corporate customer doing project finance, loans syndication or are multinational companies, as well as companies listed on the SET100. As in 2013, the Bank focused on loan supporting to both new and existing customers with a business competency which was in the industries that were likely to be expanded continually, for instance, real estate, hotel, food business and manufacture industries.

Financial products and services provided to these industries were namely; loan for investment, loan for trade finance, investment banking, financial consultant, funding and financial instruments. Whilst, the suitable Cross Sell financial products and services were rendered to the customer in order to respond customers' requirements. Furthermore, the Bank established Client Service Corporate Banking Department with the purpose to improve the competence of servicing this customer segment as well as emphasis on putting the coordination between its subsidiaries and business units within the Bank to provide close care to customers by means of visiting and advising them so that it would help bringing up long and sustainable relationship between the organizations and customers.

- **Medium Enterprises Loans** for customers with total credit line of over Baht 20 million but not over Baht 500 million via Business Centers which are scattered nationwide. Apart from general

loan products, the bank also offered the loan products that are suitable for customers, for instance, Soft Loan BOT, a low interest rate loans with the purpose to mitigate clients affected by the flooding; Portfolio Guarantee Scheme that was the cooperation between the Bank and Thai Credit Guarantee Corporation to launch loan for SME clients who lack of or have no enough collateral; Supply Chain Solution Package which was offered to the Bank's Sponsor. Besides, In order to facilitate customers in products and services payment under Buyer O/D, the Bank also improved Supply Chain E-Financing which was the system that allowed customer to withdraw money from their credit limit and disburse to the bank via electronic channel. Moreover, the bank had held the projects with the intention to add value and customers' competency continually, for instance, SMEs Market Day; Modern Management For SMEs which the aim to support business knowledge and set readiness for

Credit Line of  
**Corporate Loans:**  
over Baht

**500**million

Credit Line of  
**Medium Enterprises:**  
over Baht

**20**million

but not over baht 500 million

Credit Line of  
**Small Business Loans:**  
not exceeding Baht

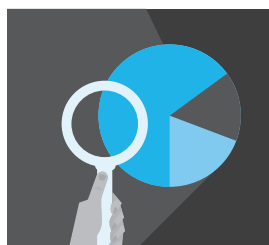
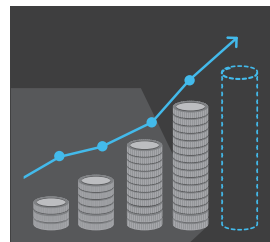
**20**million

becoming AEC and business matching; the management training program for new SME starters.

- **Small Business Loans** for retail customers with total credit line of not over Baht 20 million in the manufacturing sector, services, wholesale and retail trade, agricultural, including import and export using facilities through the Bank's branches nationwide. Products and services are mostly simple in nature such as overdraft loan, term loan, promissory note, and trade finance. Additionally, there was Medical Practice Loan for the medical profession to invest, expand their business, purchase medical equipment and use for other expenses related to the medical business as well as accommodate healthcare business expansion that is trend to be grown up.

- **Government and State Enterprise Loans** for government and state agencies and state enterprises that form one of the large customer base of the Bank. Various credits had been provided namely; loan for Local Administration Office; loan for government pawn; loan for businesses located in 5 provinces at the South of Thailand, loan for government officers' welfare including Krungthai Thanawat revolving loan, multipurpose loan and home loan; loan for village fund; KTB Micro Bank for trading to the SME customer who lacks of capital fund. In 2013, the Bank's loan were mostly granted to the government both in state agencies and state enterprises, for instance, loan for railway development Phase 5 for blue line (Hua Lamphong to Bang Khae and Bang Sue to Tha Pra) and green line (Bearing to Samutprakan); water management and Thailand's future building project; loan for employment with the purpose to mitigate effect stemmed from the higher minimum daily wage.

- **Overseas Branches** provide loans for Thai government agencies, Thai entrepreneurs and foreign capital both government and private sectors which include commercial loan, project finance and trade finance. For Loan Offered in 2013,



the Bank emphasized on business that invest in neighboring countries with good operating performance or governmental projects with stable income in order to accommodate upcoming AEC.

- **Financial Institution Loans** for financial institutions which is a part of interbank and money market items, major group of customers include offshore financial institutions, branches and subsidiaries of offshore financial institutions conducting business in Thailand including domestic financial institutions, specialized financial institutions, securities business, asset management companies, insurance and leasing business. Business analysis, risk assessment are done to set risk limits to accommodate relevant transactions as well as setting credit lines to Financial Institution customers, monitoring their transactions to ensure that they are within the risk framework acceptable to the Bank. Moreover, products and services have been developed to meet the needs of Financial Institution customers namely Settlement Bank for payment of traded securities and derivatives between securities company and futures dealers with Thai Clearing House (TCH).

- **Personal Loans** comprise 1) **Housing Loans** and Home For Cash 2) **Personal Loan** such as Krungthai Thanawat revolving loan, KTB revolving loan plus, Krungthai Protect Your Life for pay one's life insurance, loan for local and international studies, KTB Care For You loan as multipurpose payments based on the borrower's need which provided only collateral without KTB payroll, KTB Three Easy for multipurpose payments based on the borrower's need without KTB payroll and personal guarantee



or collateral as well as No-time limitation for monthly repayments.

## 2.2 Non-loan Products and Services

- **Financial service**, the Bank has offered variety types of deposits service including savings deposit, current deposit, fixed account deposit and KTB Zero Tax Account to general clients comprising natural and juristic entities, government agencies, state enterprises and financial institutions through branches and other channels such as ATM, ADM, Passbook Update Machines, Internet Banking, Mobile Banking, and KTB netbank. In 2013, the Bank provided various saving choices by launching short and long term deposits products namely **special occasions deposits**: 8-month KTB Aung-Pao (red packet) Deposit Account and 47-month KTB Birthday Fixed Deposit Account; **special client segments**: 60-month Thung Jai Senior Fixed Deposit Account 2013, 7-month KTB Precious Plus Invite Fixed Deposit Account, and 6-month and 12-month KTB Precious Plus Fixed Deposit Account; **deposits combined with subsidiary's products**: 99-day Siam Best Interest Rate Fixed Deposit Account for customer buying life assurance from Krungthai-AXA Life Insurance Pcl. in the type of Krungthai-AXA

## Special fixed deposit interest rate for

4  
8  
10  
14  
25  
37  
months

Easy Cash (10EC 3D), 3-month KTB Forever Smile Fixed Deposit Account for credit card and KTC Cash Revolve of Krungthai Card Pcl. holders who has the spending or Outstanding Balance enabling to redeem every 1,000 points of KTC Forever Rewards for getting the privilege of deposit savings amount as high as ten times, **special deposits for Money Expo:** 3-month Lanna Fixed Deposit Account in the event of Money Expo Chiang Mai 2013 and Top in the City in the event of SET in the City Bangkok. For **other special deposits** included 9-month KTB Summer Smiles Fixed Deposit Account, 18-month High Interest Rate Fixed Deposit Account, 4-month and 29-month CHUD TEM Fixed Deposit Account, 8-month, 14-month and 37-month CHUD NAK Fixed Deposit Account, 10-month and 25-month KTB Fixed Deposit Account, Tam Jai Fixed Deposit Account. KTB netbank deposits: 47-month KTB Birthday @ netbank Fixed Deposit during the Bank's birthday anniversary, 8-month, 14-month and 37-month CHUD NAK Fixed Deposit Account @ netbank, 10-month and 25-month KTB Fixed Deposit Account @netbank, Net Flexible Fixed Deposit Account special interest rate, and KTB ZERO TAX EXTRA.

- **Financial Management Service:**

This service focuses on full-ranging cash management both deposits and payments. In addition, the Bank emphasizes liquidity management, financial information services. Such services are rendered to government officials, state enterprises, financial institutions, corporate business and SMEs and network through electronic channels for convenience, efficiency and security in order to increase cash management service capability,

cost-efficiency, convenience, working time and expenses deduction. The distinguished products and services in 2013 included KTB e-Financing: the financial service linking information to all group of customers completely so as to uphold credit services for suppliers and dealers, KTB e-Withholding Tax: the service of filling electronic application for tax returns via the Bank which the Bank the representative of withholding tax and filling an income tax return in order to submit to The Revenue Department as One Stop Service, TG e-Ticket Direct: the service for domestic travel agents of Thai Airways International Public Company Limited, Asian Pay Gateway: providing a service of transfer money to AEC countries via the Bank branches and ATMs. Furthermore, the Bank developed KTB Liquidity Management System (Cash Pooling) which is the liquidity management adding lending report of business group, lending rate management, and money transfer conditions in order to support cycle counting transfer, automatic transfer, and real time transfer. The Bank also developed system of KTB Corporate Online to accommodate all platforms of services.

- **International Trade Services**

for importers and exporters with products and services relating to import and export and international letter of guarantee (L/G) as well as advisory services on preparation of international trade documents, applicable laws and regulations, foreign exchange and possible risk that may arise. In rendering such services, the Bank has in place world-class cutting-edge IT system with quality assurance under Service level Agreement (SLA). The Bank provides services to customers as the

complete Hub-Spoke to enhance service capability. Moreover, the Bank expanded channels of international trade service by KTB Trade Online to support clients' business operation. Service channel is possible on the internet besides through the 22 International Business Centers. With the Bank's emphasis on technology (IT) security, the Bank was the very first bank that attained the ISO 27001 certification for its Trade Finance System (TFS).

- **International Funds Transfer Service** for natural individuals, juristic entities and government agencies through services of inward and outward remittance in accordance with clients' objectives. Services include outward remittance to children studying abroad, funds transfer for payment of expenses, loan's interest and cost of goods. Other money transfer services are inward and outward remittance through SWIFT, Internet (e-Payment), KTB Online Remittance Services, KTB Corporate Online Remittance Services, e-Advice service for advising inward and outward

remittance by e-mail and confirm credit advice service for advising confirmation of crediting the client's account.

- **Treasury Business Products** for private individuals, government agencies, state enterprises and financial institutions. The Bank has in place client suitability analysis prior to offering financial derivatives complying with BOT regulations to ensure that the derivative transactions offered to customers match with customer need. The Bank also encourage the customers to have knowledge and understand about banking transactions and related risks. Products and services included such as currency option, forward rate agreement (FRA), interest rate swap (IRS), Cross Currency Interest Rate Swap (CIRS) and Interest Rate Option (Cap, Floor) including financial advisory service and offer of suitable financial derivatives to each client and bill of exchange service. Besides, the Bank presented commodity hedging product to clients doing business related to commodity prices and increases the number of KTB

eFX service channels in order to enhance efficiency in hedging financial risk for customers.

- **Foreign Exchange Business** is provided to customers at Head Office and KTB branches nationwide for the aim of business, investment, education, and tourism. The Bank renders service of foreign bank notes trading in a total of 36 currencies, sale of foreign drafts in various currencies, foreign bills purchase, foreign bills for collection, non-resident deposit account service for totaling 11 foreign currencies, SMT (Sigue Money Transfer) and XM (Xpress Money Transfer) as international express funds transfer. Other special services include ordering foreign currencies service via KTB Online and Hotline +662 208-4888-9 for 7 days, delivery service of forex documents to client's business office and advisory service on financial transactions suitable to those traveling abroad.

- **Investment Banking Business Service** refers to arranging and underwriting of debt instruments for



private sector clients and government agencies wishing to mobilize funds through issuance of debt instrument. The Bank acts as intermediary between those needing capital and investors wishing to invest. In this connection, the Bank may propose to be the sole underwriter or arranger in finding other financial institution to join in so as to achieve the issuer's objective being a private placement or public offering through the Bank's branch network which the Bank could distribute securities widely to retail investors. The Bank has developed its IT system to support and facilitate securities subscription through KTB branches nationwide. Besides, the Bank renders financial advisory services namely financial structuring to add value to the business, capital funding, credit rating as well as introduction of work plan suitable to economic and business environment. In 2013, the major events included providing consultancy to PTT Phenol Company Limited which is a subsidiary of PTT, to arrange and underwrite the short term and long term BB+ to AAA of debt instruments for private sector both USD and Baht currency over than 40 transactions such as debentures of CP ALL Pcl., Double A (1991) Pcl., The Siam Cement Pcl., Bangkok Expressway Pcl., Sansiri Pcl., Noble Development Pcl., Charoen Pokphand Foods Pcl., True Corporation Pcl., and Krungthai Card Pcl. In addition, the Bank arranged "Zero Coupon Bond" of PTT Pcl., and solely arranger the USD currency debentures of Banpu Pcl. This is the first time of bond arrangement in Thailand bond market. Moreover, the Bank also arranged the Inflation-Linked Bond: ILB 15 years of Ministry of Finance.

- **Wealth Management Service**

or personal financial planning for client having invested assets of Baht 1 to 10 million (KTB Precious) and invested assets of over Baht 10 million (KTB Precious Plus). The Bank provides advice on savings and investment in line with customer requirements through highly-experienced Wealth Manager who has been trained in financial planning course organized by the Stock Exchange of Thailand (SET). Advisory services are provided in three types namely Financial Planning, Financial Health Check-up and Asset Allocation. Moreover, the client can utilize financial self-planning service at the Bank website: [www.wm.ktb.co.th](http://www.wm.ktb.co.th) and 17 of KTB Precious Corner service offered for convenience of customer needing full-ranging investment advisory service at many branches in Bangkok and other provinces. Furthermore, the Bank coordinated with Krungthai Card Pcl. launching credit card "KTC-KTB Precious Plus Visa Infinite" for KTB Precious Plus customers in order to enhance privilege of KTB Precious Plus and to increase benefit of Visa Infinite credit card. The privilege provided to customers including to use VIP Lounge (Priority Pass) at 600 airports, highest credit limit of insurance in amount of Baht 40 million, service of Meet&Assist for immigration.

- **KTB Card Service** classified into four core types namely:

- **KTB ATM Card** for convenience in cash withdrawal consisting of four categories: KTB ATM classic, KTB ATM Gold, KTB IPAC ATM and Corporate ATM.
- **KTB Debit card** or cash card is used for payment of goods and services, consisting VISA International and UnionPay International



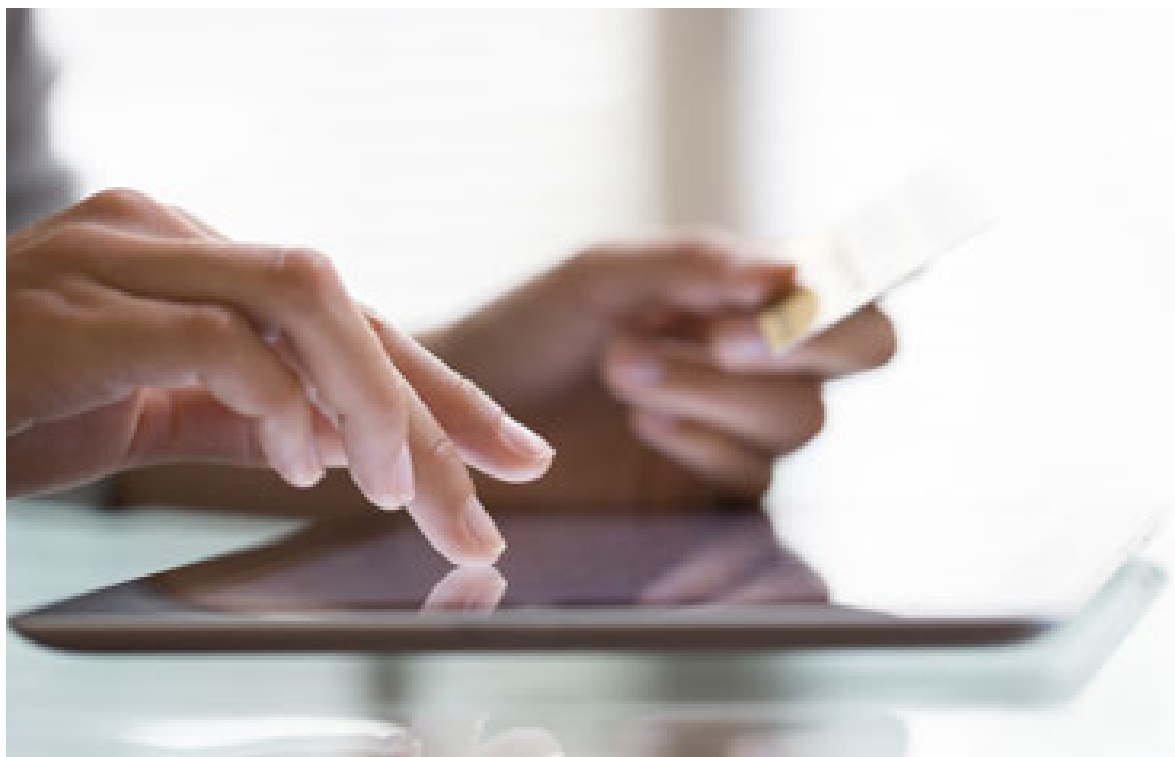
which can be categorized into 1) the card coordinated with VISA International including the general type of KTB Shop Smart Card available at shops with VISA sign, KTB Shop Smart Card type of Co-Brand collaborating with Dhipaya Insurance Pcl. for customers who need life and non-life insurance, KTB Invest Smart Card including KTB Oil Fund Card, KTB Gold Invest Card, KTB Life Smart Card including KTB-MRT Card and KTB-MCOT Entertainment Card, KTB e-Money Card including KTB Teen Card, KTB Gift Card, KTB e-Money Football Fanclub Card and Pattaya Tourist Card 2) the card coordinated with UnionPay International including KTB UnionPay Debit Card and KTB UnionPay Debit Gold.

- **Business credit card** in the form of Fleet Card for government agencies, state enterprises and juristic entities used for payment of goods and services at PTT petrol stations or Bangchak gas stations nationwide to help boost liquidity to government agencies, juristic entities with maximum payment of as long as 55 days. Moreover, the Bank issued the NGV Credit Card for those public drivers for payment of NGV and Energy Credit Card for those driving public passenger motorcycles for payment of gasoline within Gasohol category at participating PTT stations within Gasohol category at participating PTT stations.

- **Acquiring:** the service for shop owners both government and private sectors which accept credit card/ debit card/ debit VISA/ MASTER CARD

of other banks, KTB ATM card and KTB VISA Debit Card : KTB VDB for services/ products payment via Electronic data capture (EDC).

- **Electronic Service** The Bank provides convenient channels of making transaction consisting of 1) KTB netbank Customer can conduct financial transaction via Computer, Tablet and Smart Phone. In 2013, the Bank integrated the service of KTB Online and KTB Netbank in enhance Internet Banking service along with various functions such as balance checking and account activity, open account together with deposit Net Fixed, fund transfer, products and service payment, loan repayment, purchase of unit trusts of Krungthai Asset Management, cheque status, stop cheque, ordering banknotes and checking of credit information. Transactions mentioned before, customers are able to make by themselves or using VDO Call through Net Officer (Talk to net Officer). 2) ATM/ADM and Update Passbook machines 24 hours every day provide customers the services of withdraw, deposit, Top Up the KTB E-Money Card/ Easy Pass card, cash withdraw by using E-Cheque without card, deposit to account of other banks, registering to use services of KTB Online, SMS Alert, direct debit, checking of credit information, and mini statement. Moreover, the Bank offers special services including the currency exchange service for foreign card holders to ensure exchange rate before withdraw. 3) Krungthai Telebank "1551"



24 hours every day consist of products and service payment, loan repayment, Top Up the KTB E-Money Card, balance checking, account activity, loan accounts checking, bill payment of registration for Sukhothai Thammathirat Open University, SMS Alert, canceling card via automatic system, canceling account as well as the other additional services such as cheque services, requiring documents via Fax, SMS, E-mail and inquiring the Bank information for example, interest rate and exchange rate.

### 2.3 Subsidiaries Products and Services offered through the Bank

- **Hire Purchase and Leasing services** from KTB Leasing Co., Ltd. Four types of services are rendered namely car hire purchase comprising new car hire purchase, used car loan and car convenience cash, consumer finance, financial lease and auto maintenance lease.

- **Asset Management:** The Bank supports the sale and repurchase of unit trust of Krungthai Asset Management Pcl. (KTAM), which offers asset management service to various institutions, organizations and large state enterprises under the license of managing mutual fund, personal fund and provident fund focusing on under writing mutual fund products such as term mutual fund, offshore mutual fund, retirement mutual fund (RMF) and long term equity fund (LTF). The Bank operates as unit trust purchasing supporter.

- **Securities Brokerage Service** through KT ZMICO securities Co., Ltd. which offers securities business such as securities brokerage via securities and derivatives trading, financial and investment advisory service, securities underwriting, futures agent/dealer and funds management. There are 19 branches nationwide namely; Central World Branch, Phaholyothin Branch, Ploenchit Branch, Sindhorn Branch, Vipavadee Branch, Sriworajak

Building Branch, Pinklao Branch, BangKhae Branch, Chachoengsao Branch, Chonburi Branch, Pattaya Branch, Korat Branch, Pak Chong Branch, Khon Kaen Branch, Chiang Mai Branch, Nakhon Pathom Branch, Phitsanulok Branch, Phuket Branch and Hat Yai Branch. Besides, KT ZMICO also added channels for accessing the information related to the securities purchasing in SET via internet under the project of KT ZMICO Cyber & Mini Branch at KTB branch, Nana Nua Office.

- **Life and Non-life Insurance** The Bank renders life insurance and non-life insurance business through its three affiliates namely Krungthai-AXA Life Insurance Pcl. offering life insurance products, Krungthai Panich Insurance Pcl. and Dhipaya Insurance Pcl., non-life insurance. The Bank presents the products through various distribution channels such as branches, business centers, business units in Corporate Banking Group, Government & State Enterprise Relations

Group and outbound distribution channel.

- **Credit Card and Personal Loan** are provided by Krungthai Cards Pcl. Comprising three key groups namely Credit Card Business, Personal Loan Business under the name "KTC Cash and KTC Cash Revolve" as well as Self Employed Loan under the name "KTC Million". KTB branches nationwide represents as the seller to publicize products and promotions to the Bank's client base.

- **Financial Advisory Service by KTB Advisory Co., Ltd.** renders financial advisory service to clients in government agencies and private organizations and supporting the Bank and other related business units in expanding financial products such as offering Alternative Investment through mutual funds managed by KTAM. Besides, the Company joins forces with the Bank in creating new form transactions to clients and collaborates with the Credit Restructuring and Asset Management Group in reducing NPLs and making fee-based income through advising service in credit restructuring services.

### 3. Marketing and Competition

#### 3.1 An Overview of Banking Business in 2013

The operating performance of Thai commercial banks as a whole in 2013 expanded greatly, despite exhibiting a little slack from previous year due to confronting with various challenges, comprising of the economic growth that was lower than expectation because of the decelerating of investment and consumption; the export that dwindled in accordance with

the gradual recovery of the world economy; domestic political problem that was likely to be prolonged and more intense at the end of the year; flood in many areas and the problem of household debt that was escalated higher amid competition and fluctuation in Thailand financial market. However, the operating performance of Thai commercial banks has been growing well because of these following factors; the expansion of up-country provinces economy and urbanization trend; the investment to support for the business opportunity in AEC market and the driving force from first car tax rebate measure that kept continuing to the first half of 2013 causing the overview of credit demand and financial transaction amounts standing at good level. Besides, the commercial banks had adapted its operation to harmonize with the rapid changes of the general situations. Working procedures have been transformed to enhance further capability in order to be ready to effectively enter into the competitive market along with conducting effective and up-to-date risk management. As this regard, the performance of Thai Commercial banks (registered in Thailand) has been growing steadily from the previous year; details are clarified as follows;

- **Loans** (after deduction of deferred revenue) grew 10.58 percent, mostly stemmed from the SMEs loan expansion, loan in up-country provinces where investments has been done with the purpose to accommodate upcoming AEC. Besides, personal loans were also expanded according to the rushing of cars delivering under the first car tax rebate scheme.

Commercial Bank Business in 2013  
appeared to be growing well amid  
the intense competition.



- **Deposits** increased 9.72 percent from the competition upon deposits campaign launched to persuade customers continually.

- **Net Interest Income** increased 12.70 percent, caused by the pressure of high-interest-rate deposits competition that was adverse to the policy to decrease interest rate of Monetary Policy committee, bringing about the increase of Funding Cost. Consequently, it caused Net Interest Margin: NIM slightly dropped to 2.798 percent.

- **Non-Interest Income** surged obviously 21.09 percent due to the fee and services income as well as gains on investments especially the extra gain from the maturity of VAYUPAKSA FUND.

- **Net Profit** still expanded 25.09 percent affecting ROA and ROE to raise at 1.44 percent and 15.04 percent respectively.

- **NPLs (net)** despite its growth at only 10.41 percent due to the economic environment; loans expanded greatly, resulting the ratio of net NPLs/Loan to be stable at 1.10 percent.

- **Coverage ratio** raised to 140.62 percent, marked as a new highest record, with the intention to set ready for the fluctuation that might occur in the future.

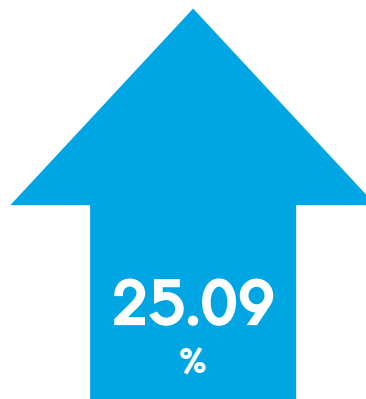
- **Capital Funds** escalated 7.33 percent. Because risk assets was tend to be increased, together with the calculation of the Bank's statutory capital funds under Basel III in 2013, the Bank's BIS ratio was declined to 15.48

percent. Of this, Tier 1 ratio accounted for 11.89 percent which was far higher than minimum requirement 8.5 percent and 6.0 percent respectively.

Competition in 2013 of the banking business was tremendously intense on the side of deposits, loans and other transactions. The competition was not only within the commercial banks group but also from the Specific Financial Institutions, international banks and non-banking business including stock investment, mutual fund and life insurance. Besides, general business with the customer base of corporate business such as retail business also took part in this competition by expanding it business into intermediate of payment, insurance business and credit card business. The intense competition can be reflected from the various severe competitions in the deposit products. There are deposits

that the customers can choose their deposit period themselves, or deposits with the high-interest-rate up to 3.75 percent (savings account), which was adverse to the policy to decrease interest rate of Monetary Policy Committee. In addition, there were SME loan with the credit limit up to 200 percent of collateral value; the extension of payment installment period up to 84 months, increasing from 60 months; all-the-year promotion of credit card, formally it would be provided occasionally. The Bank also provides new branches and ATMs opening especially in up-country provinces; the improvement of digital banking with the purpose to grab a new generation customer; advertisement and edutainment reality which enhance the knowledge of business and finance via television; the training program for boosting up the customers' knowledge and efficiency in operating business;

## Net Profit for the entire commercial bank industry



giving importance to formulate strategies for branding, satisfying and convenient service; real time service via cutting-edge technology. There are also service of free WiFi at banking branches; promotion of lucky draw for cars and gold; servicing car loan through convenient store nationwide 24 hours; retail insurance and payment service by Modern Trade; fund transfer and products and services payment via mobile phone provided by mobile networks business.

### 3.2 An outlook of Banking Business and Competition in 2014

Performance of commercial banks in 2014 continues to grow from 2013 with the distinctiveness of stability, strong capital funds and asset quality in good level. A core driving force is derived from the export which improves

greatly following the world's economic recovery and Thai Baht currency that is trend to depreciate. This shall support the demand of export loans and non-interest income from trade finance to be developed. Besides, the private investment for accommodating AEC, the expansion of Cross-border Trade around the border area and the Urbanization Trend seemed to be regarded as the opportunity for the commercial banks to enhance the number of their branches/ financial transactions at the up-country provinces in order to gain more incomes. Furthermore, the commercial banks also move forward to develop their capability and operation covering following aspects namely; products and service, human resources section and working procedures. Apart from above-mentioned developments, their roles

have been enlarged into Asian region in order to accommodate the upcoming AEC in 2015 which maintains their long-term competency while strategies have been adjusted to focus on growth with carefulness. All these factors cause the overall operating performance to grow continually but are not that remarkable as the past 1-2 years. The reasons for the slowdown are listed from the internal factors as; Thai economy might slow down continually which affecting to the extension and quality of credit whilst the external factors are as; the QE tapering measure of USA and the practical procedures under the regulation of the regulators.

Competition in 2014 of the banking business was tremendously intense according to some influential factors toward stressed competition as follows:



- **The market invasion of the International Financial Institutions:** by taking part in shares holding, business merging and establishing representative office, especially the financial institutions from Japan, Malaysia, Singapore and China.

- **The opening of AEC in 2015:** shall cause high competition in the regional market especially within the big provincial area and border provinces. With this regards, only the banks with advance potential and adaptive ability shall gain opportunities to increase their income ratio from the international trace.

- **The competition within retail customers segment:** especially for the customers with regular salary and young generation customers with trendy, modern, technology-loving and easy-going lifestyles. This also includes the export customers, who may get severe impacts than other groups because they possess lower risk than others. However, this group shall be able to boost up income from fee of Bancassurance since the Insurance Penetration in Thailand stands at low rate comparing to the average of Asia region and also caused by tax incentive.

### 3.3 Competitiveness of the Bank

The competitive proficiencies of the Bank still strongly posted at front row among the banking business system, reflecting through several aspects as follows:

- **Market Share was at the top rank** especially in assets quality, deposits, loans, capital funds and number of branches.



- **Various service channels** covering to all areas and all customer segments included 1,161 domestic branches, which most of them are regional branches amounting to 874 branches, 10,791 machines of ATM, ADM and Update passbook machine, there are 8 international branches and 1 representative office. KTB also have 88 cars of KTB on the move. Besides, the online service channel has been offered to service the customer whenever and wherever 24 hours, for instance, KTB netbank, KTB Corporate Online, KTB Online @Mobile and KTB e-Open Account.

- **The development of products and services** as well as providing excellent service with the purpose to response customers' need lead the Bank to be number one in customer's mind. Those products and services are namely: KTB Trade Online, a convenience service that the customers can make transaction 24 hours and can be assured their protection by ISO 27001 from UKAS (United Kingdom Accreditation Service); Pay/Receive With Mobile By KTB netbank, which was awarded the Excellence Awards in the Innovation Projects category; KTB

E-Withholding Tax, which was received Excellence Awards in the Business Enabler Projects category from Thailand ICT Excellence Awards 2012. Moreover, the Bank's Trade Finance service was granted international award totaling to 4 awards.

- **Strong business network and alliances** with the capability of offering diverse and full-fledge financial service and able to reach to various customers covering corporate, SME, personal and institution customers. The service includes life and non-life insurance, asset management, leasing, investment and credit card.

- **Being a market leader in many aspects**, especially being initiative creator for new services to increase operating income, for example service of Credit Bureau Status Check via KTB Online, KTB branches, ATMs and KTB Online@Mobile; Social Security Contribution payment service and plane tickets payment at KTB counter services with no the Bank account and application form. Besides, the bank is also a leader in reducing fee with the purpose to generate good relationship with customer, for instance, discounting fee for the international remittance for education in 8 currencies and the inter-region transfer fee between KTB accounts across all regions.

- **A variety of marketing events** and useful training programs that provided to the customers, for instance, "KTB Gold Free Ver" that gave gold away to the customers who made transaction with



the Bank via electronic channels and the customer who applied for Debit cards; KTB giving a chance to win 100 MINIs, a big prize of this campaign is MINI ONE 1.6; the training programs for SME customers namely: "the seminar of technique for SME" and the Modern Management for SMEs which have been held continually for the 9<sup>th</sup> consecutive class.

- **The Bank is firm from effective risk management** so that it finally guarantee by receiving the first prize in Achievement in Operational Risk Management Award for 2012 from Asian Banker Magazine.

According to the above-mentioned the Bank's competitiveness, the performance of the Bank and its subsidiaries in 2013 raised over than the set target in many aspect. It was very distinctive especially Net Profit that was

marked as new highest record increasing to 45.21 percent from the end of 2012. Besides, Loans and deposits jumped into high percent as binary number divided into loans (after deducting deferred revenue) increased 11.83 percent and deposits increased 13.01 percent from the end of 2012. Additionally, the core business as net interest income and fees and service income has been growing continually. Moreover, the Bank has firm and sustainable organization due to its professional operation with good corporate governance and corporate social responsibility, leading the Bank to be acknowledged reflecting from various awards continuously granted by regulators and both domestic and international related department.

## Asset, Loan, Deposit and Branch of each Commercial Banks Registered in Thailand, as at December 31, 2013

Banks	Asset		Loan		Deposit		Branch	
	Amount	Market Share	Amount	Market Share	Amount	Market Share	Amount	Market Share
	(million baht)	(%)	(million baht)	(%)	(million baht)	(%)	(million baht)	(%)
1. Bangkok Bank	2,502,750	17.66	1,615,612	16.96	1,871,061	18.25	1,072	16.24
2. Krung Thai Bank	2,502,231	17.66	1,654,527	17.37	1,884,262	18.37	1,161	17.59
3. Siam Commercial Bank	2,383,608	16.82	1,669,018	17.52	1,820,728	17.76	1,173	17.77
4. Kasikorn Bank	2,092,060	14.76	1,380,089	14.49	1,532,588	14.95	869	13.16
<b>Total of Large Banks</b>	<b>9,480,649</b>	<b>66.90</b>	<b>6,319,246</b>	<b>66.34</b>	<b>7,108,639</b>	<b>69.33</b>	<b>4,275</b>	<b>64.76</b>
1. Bank of Ayudhya	1,074,348	7.58	801,552	8.41	768,390	7.49	610	9.24
2. Thanachart Bank	992,290	7.00	728,985	7.65	722,262	7.04	621	9.41
3. TMB Bank	765,345	5.40	467,357	4.91	529,663	5.17	458	6.94
<b>Total of Medium Banks</b>	<b>2,831,983</b>	<b>19.98</b>	<b>1,997,894</b>	<b>20.97</b>	<b>2,020,315</b>	<b>19.70</b>	<b>1,689</b>	<b>25.59</b>
1. UOB Bank	408,027	2.88	248,001	2.60	234,868	2.29	156	2.36
2. Tisco Bank	342,030	2.42	275,052	2.89	265,547	2.59	52	0.79
3. CIMB Thai Bank	278,362	1.96	163,751	1.72	152,273	1.48	165	2.50
4. Standard Chartered (Thai) Bank	254,833	1.80	99,420	1.04	103,361	1.01	27	0.41
5. Kiatnakin Bank	234,295	1.65	184,720	1.94	146,125	1.42	87	1.32
6. Land and Houses Bank	148,719	1.05	102,216	1.07	109,948	1.07	101	1.53
7. ICBC Thai Bank	148,128	1.05	102,730	1.08	83,735	0.82	20	0.30
8. Thai Credit Retail Bank	25,912	0.18	19,499	0.21	21,757	0.21	25	0.38
9. Mega International Commercial Bank	17,549	0.13	13,423	0.14	7,965	0.08	4	0.06
<b>Total of Small Banks</b>	<b>1,857,855</b>	<b>13.12</b>	<b>1,208,812</b>	<b>12.69</b>	<b>1,125,579</b>	<b>10.97</b>	<b>637</b>	<b>9.65</b>
<b>Grand Total</b>	<b>14,170,487</b>	<b>100.00</b>	<b>9,525,952</b>	<b>100.00</b>	<b>10,254,533</b>	<b>100.00</b>	<b>6,601</b>	<b>100.00</b>

Source: Summary Statement of Assets and Liabilities (C.B. 1.1), BOT

- Notes:
1. Large Banks : included Full Branch with market share of Total Assets > 10 %
  2. Medium Banks : included Full Branch with market share of Total Assets 3 - 10%
  3. Small Banks : included Full Branch with market share of Total Assets < 3 %

#### 4. Sources of Funds and Lending

The Bank major sources of funds as at December 31, 2013 were deposits at 74.91 percent. Other sources of funds included equity and borrowings such as debt instruments or debt securities issued and interbank borrowings. The bank used capital funds of 68.04 percent in lending

(after deducting deferred revenue), 9.61 percent in Net Investments and Net investments in subsidiaries and associated companies followed by net interbank and money market items of 17.84 percent.

##### ● Sources of Funds

Unit: Million Baht

	December 31, 2013		December 31, 2012		Change
	Amount	%	Amount	%	%
Deposits	1,883,781	74.91	1,666,961	73.87	13.01
Net interbank and money market items	200,989	7.99	192,011	8.51	4.68
Debt issued and borrowings	133,000	5.29	146,636	6.50	(9.30)
Others	90,910	3.61	68,034	3.02	33.62
Equity	206,090	8.20	182,848	8.10	12.71
<b>Total</b>	<b>2,514,770</b>	<b>100.00</b>	<b>2,256,490</b>	<b>100.00</b>	<b>11.45</b>

##### ● Lending

Unit: Million Baht

Loan and deposit divided by the remaining year of agreement The Bank's Financial Statements	December 31, 2013		December 31, 2012		Change
	Amount	%	Amount	%	%
Loan					
- Not over than 1 year	544,648	31.75	448,358	29.14	21.48
- More than 1 year	1,171,031	68.26	1,090,548	70.87	7.38
Less Deferred Revenue	175	0.01	220	0.01	(20.45)
<b>Total Loans *</b>	<b>1,715,504</b>	<b>100.00</b>	<b>1,538,686</b>	<b>100.00</b>	<b>11.49</b>
Deposits					
- Not over than 1 year	1,740,760	92.38	1,471,255	88.24	18.32
- More than 1 year	143,502	7.62	196,119	11.76	(26.83)
<b>Total Deposits</b>	<b>1,884,262</b>	<b>100.00</b>	<b>1,667,374</b>	<b>100.00</b>	<b>13.01</b>

\* Excluding accrued interest receivable and interbank and money market loans

## Management Analysis and Discussion



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### 1. Analysis of Operating performance and Financial Standing

#### 1.1 Economic and Industrial Environment toward the Operating Results

Even though the economic and business environment in 2013 has challenged the operation of commercial banks, the operating performance of Krung Thai Bank still grew at good level as aforementioned in the Messages from the Chairman and the President on page 10 and in section of Economic Risk on page 118 as well as the Competitiveness of the Bank on page 65.

#### 1.2 Operating Performances in compliance with Business Plan

In 2013, the Bank operated its business under the vision of "The Convenience Bank with best care and best services" which is in compliance with following business plans;

##### 1) Sustainable Growth & Quality Profit

1.1) The Bank possessed financial status and operating performance from loans, deposits and fee income growing in accordance with the Bank's set target as follows:

	Set Target of 2013	As at the end of 2013
Loan <sup>(1)</sup>	Increase 7-10 percent	Increase 11.49 percent
Deposit	Increase 7-10 percent	Increase 13.01 percent
Fee Income	Increase 12 - 15 percent	Increase 13.39 percent

<sup>(1)</sup> after deduction of deferred revenue

1.2) New products and services had been launched continuously in order to response to customers' need, for instance, special deposits, KTB Trade Online for corporate clients, Nok Air ticket payment via KTB branches, Bangkok Airways ticket payment via ATM, KTB Online or KTB Online @ Mobile and 1-day issuance of letter of guarantee.

### 2) Government's Bank of Choice

The Bank has total 90 branches located in the government office and state enterprises area to facilitate government sector organizations.

### 3) Expanding to AEC

3.1) Service of fund transfer to Myanmar (Kanbawzabank) via KTB ATMs.

3.2) Extend additional 3 service networks of ATM Cross Border, added up to 5 service networks covering 5 countries namely Malaysia, South Korea, Indonesia, Philippines and Vietnam. The providing services include cash withdrawal and account balance check.

As in the second half of 2013, the Bank has adjusted strategic plan and initiated "KTB Transformation" project (Details are presented in section Policy and Business Overview page 48).

**1.3 Overview of Financial Standing and Operating Performance Change in Comparing with Banking Industry (Analyze from the Bank's financial statements in order to be in comply with the industry average, BOT presents the information only the Bank's financial statements)**

- **Loans** (after deduction of deferred revenue) increased 11.49 percent, higher than the Bank's set target and the industry average that increased 10.58 percent.

- **Deposits** increased 13.01 percent; resulted from the increase of all type of deposits, higher than the industry average which grew 9.72 percent.

- **Net Interest Margin: NIM** slightly diminished to 2.71 percent compared with 2.79 percent of 2012. However, it was in line with the decreasing of industry average as at 2.798 percent.

- **Net Profit** soared up 20.86 percent. Although, the Bank gained special profits from the investment in associated companies according to the policy of shareholding restructure in insurance company, mostly of net profit came from the Bank's general transactions. The industry average rose 25.09 percent.

- **ROA** equaled to 1.30 percent, increasing continuously from 1.22 percent in 2012 according to the rising of Net Profit. However, the Bank ROA was still less than the industry average as at 1.44 percent. As for ROE, it dropped to 16.19 percent comparing with 16.58 percent in 2012 since the Bank had increased capital fund in 2012. However, the Bank possessed ROE higher than the industry average as at 15.04 percent.

- **NPLs (net)** declined 1.64 percent from 2012 since the Bank monitored the customers closely. The

industry average rose up to 10.41 percent in compliance with the economic environment.

- **Coverage Ratio** increased constantly up to 110.81 percent covering to the overall NPLs and higher than 92.68 percent of Coverage Ratio in 2012. Conversely, the industry average posted at 140.62 percent. Additionally, the Bank had the policy to reserve normalize provision of Baht 500 million per month as well as additional reserves as deem appropriated in order to build up the Bank's Coverage Ratio to the comparable level in industry.

- **BIS ratio** declined to 14.79 percent, compared with 16.38 percent in 2012 because the Bank changed the capital calculation framework from Basel II to Basel III regulations in compliance with the BOT's Notifications together with the high loan expansion that year. Finally, the Bank's BIS ratio was slightly lower than industry average (15.48 percent).

## 1.4 Analysis of Financial Standing and Operating Performance (Analysis on Significant Changes in Consolidated Financial Statements)

In 2013, the Bank practiced new TAS, especially TAS 12 Income Taxes; therefore, the Bank and its subsidiaries changed accounting policy of income taxes in current year and used retrospective approach. The effects to the consolidated financial statements are as follows:

Unit : Million Baht

Consolidated Financial Statements	December 31, 2013	December 31, 2012
<b>Statements of Financial Position</b>		
Increase in deferred tax assets	3,876.02	2,727.93
Increase in deferred tax liabilities	182.68	143.79
Net	3,693.34	2,584.14
Decrease in appraisal surplus on assets	(1,586.91)	(1,587.28)
Decrease in revaluation surplus on investments	(30.38)	(765.81)
Differences in translating the financial statements	-	1.20
Retained earnings		
- Effects from income taxes	5,310.63	4,936.03
<b>Statements of Comprehensive Income</b>		
Increase (decrease) in income tax expenses	(374.60)	160.58
Increase (decrease) in net profit	374.60	(160.58)

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Moreover, in 2013 the Bank changed the capital calculation framework from Basel II to Basel III regulations in compliance with the BOT's Notifications. The Bank have to calculate Common Equity Tier 1 ratio to comply with those

regulations while the BOT requires commercial bank to maintain the minimum of the capital ratio at certain level as follows:

The minimum rate of BIS ratio	
Common Equity Tier-1 capital	4.50%
Tier-1 capital fund	6.00%
Total capital fund	8.50%

#### Overview of the Bank and Subsidiaries' Operating Results

Krung Thai Bank Pcl. and subsidiaries' operating profit before income tax for 2013 was Baht 41,707 million, showing an increase of Baht 10,317 million or 32.87 percent compared

to 2012. After deducting the Baht 7,778 million income tax expenses, net profit for 2013 amounted to Baht 33,929 million, showing an increase of Baht 10,563 million or 45.21 percent compared to 2012.

Unit : Million Baht

	2013	2012	Change	
			Amount	%
Operating profit before income tax	41,707	31,390	10,317	32.87
<u>Less</u> Income tax expenses	7,778	8,024	(246)	(3.07)
<b>Net profit</b>	<b>33,929</b>	<b>23,366</b>	<b>10,563</b>	<b>45.21</b>

- **Net Interest Income**

Net interest income for 2013 was Baht 64,482 million, increased by Baht 6,360 million or 10.94 percent from 2012 due to the loan expansion. The Bank's net interest

margin (NIM) for 2013, based on earning assets, was 2.76 percent which decreased from 2.82 percent in 2012 by reason of the competition on the interest rate in the market.

Unit : Million Baht

	2013	2012	Change	
			Amount	%
<b>Interest Income</b>	<b>111,403</b>	<b>101,798</b>	<b>9,605</b>	<b>9.44</b>
- Interbank and money market items	13,224	10,102	3,122	30.90
- Investment and trading transactions	190	191	(1)	(0.52)
- Investment in debt	6,596	6,696	(100)	(1.49)
- Loans	87,789	83,219	4,570	5.49
- Hire-purchase and finance lease	3,584	1,570	2,014	128.28
- Others	20	20	-	-
<u>Less</u> Total interest expense	<b>46,921</b>	<b>43,676</b>	<b>3,245</b>	<b>7.43</b>
- Deposits	28,809	23,580	5,229	22.18
- Interbank and money market items	4,004	4,603	(599)	(13.01)
- Contributions to Deposit Protection Agency	8,209	7,287	922	12.65
- Debt issued and borrowings	5,894	8,203	(2,309)	(28.15)
- Others	5	3	2	66.67
<b>Net interest income</b>	<b>64,482</b>	<b>58,122</b>	<b>6,360</b>	<b>10.94</b>
<b>Net interest margin (earning assets) (%)</b>	<b>2.76</b>	<b>2.82</b>		

### • Net Fee and Service Income

The Bank and subsidiaries' net fee and service income in 2013 was Baht 15,712 million, increased by Baht 2,048 million or 14.99 percent from 2012.

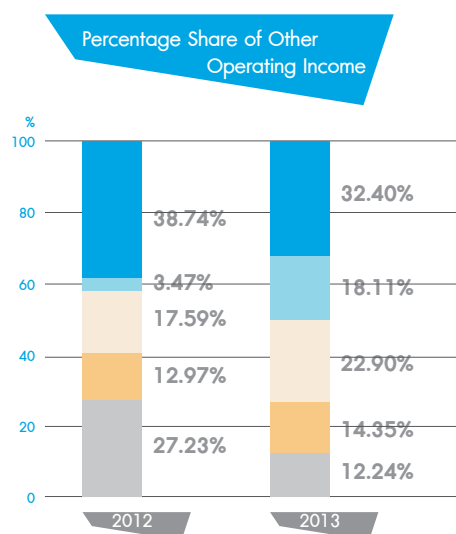
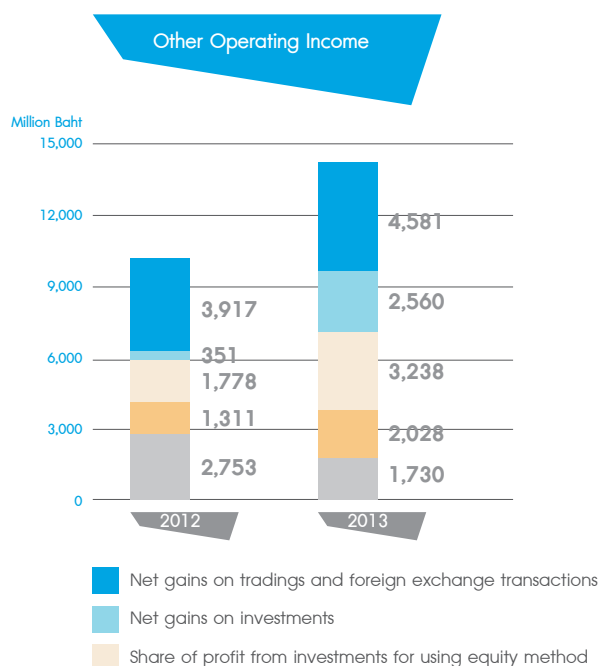
Unit : Million Baht

	2013	2012	Change	
			Amount	%
Fee and service income	17,369	15,149	2,220	14.65
Less Fee and service expense	1,657	1,485	172	11.58
Net fee and service income	15,712	13,664	2,048	14.99

### • Other Operating Income

Other operating income for 2013 was Baht 14,137 million, increased by Baht 4,027 million or 39.83 percent from 2012, mainly due to the gain on investments. The Bank had the special transactions in Q2/2013 which was a loss

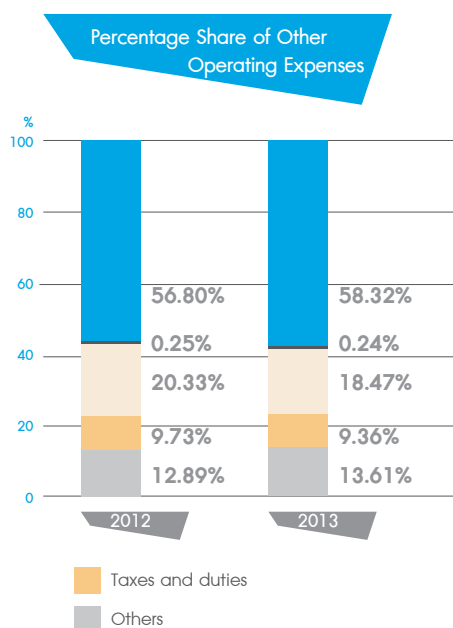
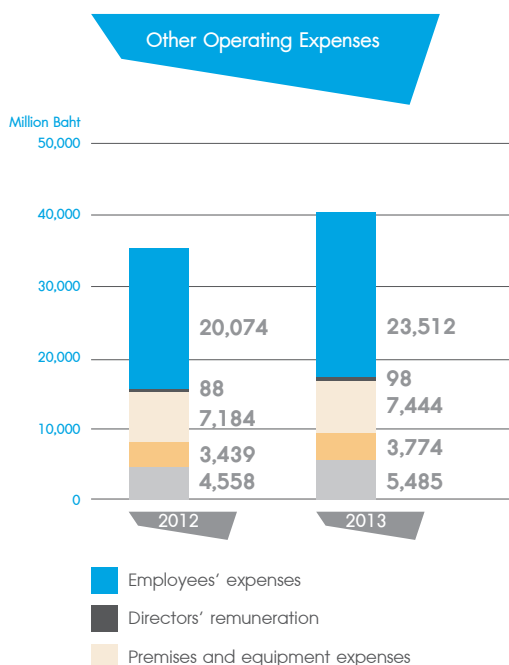
from the revaluation deficit on some investments. Also, the Bank realized gain from the maturity of its investment in VAYUPAKSA FUND in Q4/2013.



- **Other Operating Expenses**

The Bank and subsidiaries' other operating expenses for 2013 were Baht 40,313 million, increased by Baht 4,970 million or 14.06 percent from 2012 mainly from

employee expenses. However, Cost-to-Income ratio in 2013 equaled 44.31 percent, decreased from 44.70 percent in 2012.



- **Bad Debts, Doubtful Accounts and Loss on Impairment**

In 2013, the Bank decided to provide additional provision for bad debts, doubtful accounts of Baht 5,600 million, apart from normalize provision of Baht 500 million per month in order to cope with the future fluctuation. As a consequence, the coverage ratio increased from 92.73 percent at the end of 2012 to 109.47 percent. However, in this year, the Bank's total provision expenses for bad debts, doubtful accounts and loss on impairment were Baht 12,311 million, decreased by Baht 2,852 million (18.81 percent) from year 2012.

#### Financial Standing Analysis

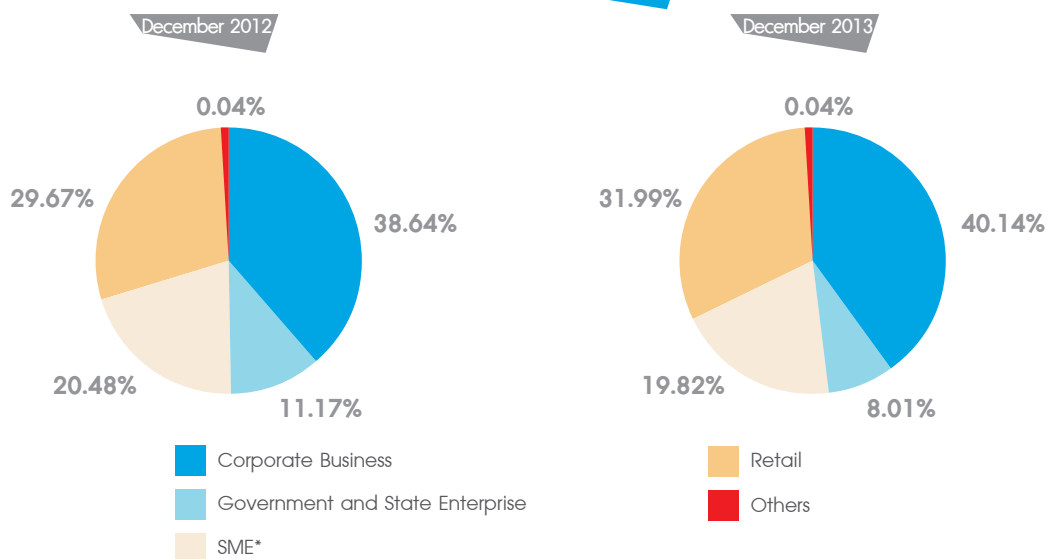
- **Total Assets**

Total assets as at December 31, 2013 were Baht 2,514,771 million, showing an increase of Baht 258,281 million or 11.45 percent from December 31, 2012.

- **Loans to Customers**

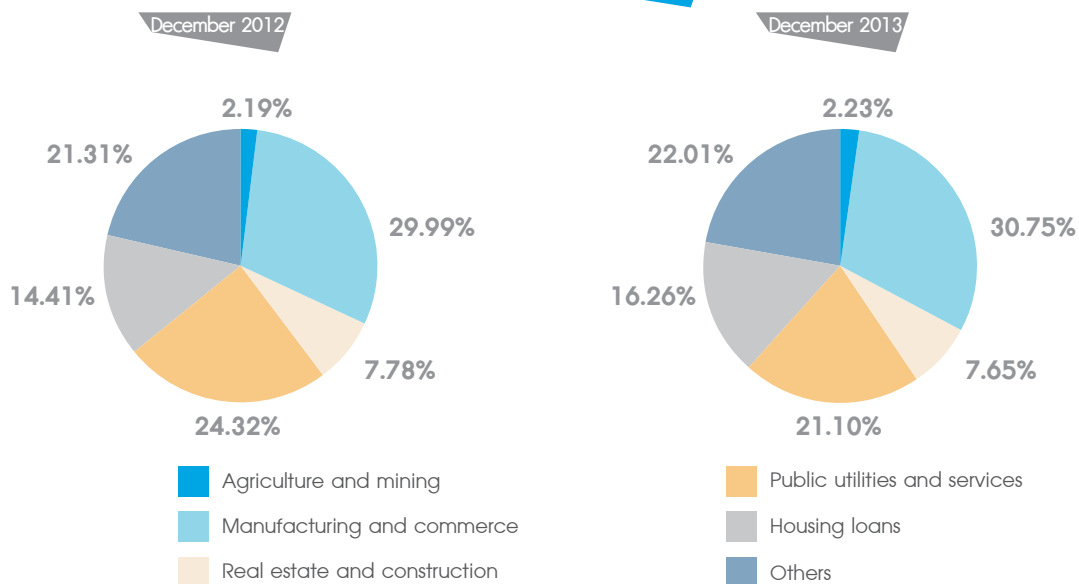
The Bank and subsidiaries' loans to customers (less deferred revenue) as of December 31, 2013 totaled Baht 1,711,090 million, showing an increase of Baht 180,993 million or 11.83 percent from December 31, 2012. The increase of loan was attributed mostly by private and retail loans borrowers and classified particularly into manufacturing and commercial business type.

### Percentage Share of Loans Classified by Borrowers



Note: \*SME: loan to private companies that have employee no. less than/equal to 200 people and fixed asset (excluding land) less than/equal to THB 200 million

### Percentage Share of Loans Classified by Business Type



- Investments

The Bank and subsidiaries' total investments (net) as of December 31, 2013 totaled Baht 241,783 million, showing a decrease of Baht 59,257 million or 19.68 percent from December 31, 2012, due to the maturity of its investment in VAYUPAKSA FUND.

Unit : Million Baht

	December 31, 2013		December 31, 2012		Change
	Amount	%	Amount	%	%
Investments, net	230,573	95.36	290,586	96.53	(20.65)
Investments in subsidiaries and associated companies, net	11,210	4.64	10,454	3.47	7.23
Total investments (net)	241,783	100.00	301,040	100.00	(19.68)

#### Investments (net) Classified by Securities Type

Unit : Million Baht

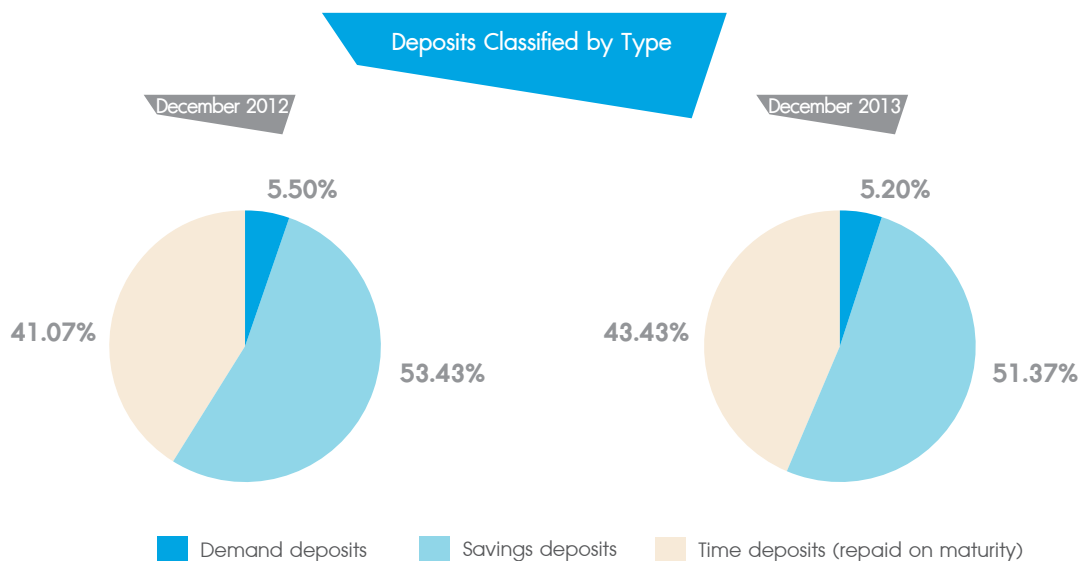
Type	December 31, 2013		December 31, 2012		Change
	Amount	%	Amount	%	%
Government & state enterprise securities	202,551	87.85	235,321	80.98	(13.93)
Private enterprise debt instruments	1,539	0.67	2,617	0.90	(41.19)
Foreign debt instruments	19,935	8.64	13,995	4.82	42.44
Marketable equity securities	5,810	2.52	2,259	0.78	157.19
Non-marketable equity securities	2,098	0.91	2,028	0.70	3.45
Investments in borrowing with embedded derivatives	984	0.43	2,451	0.84	(59.85)
Others - VAYUPAK MUTUAL FUND 1	0	0	29,474	10.14	(100.00)
Add (less) Allowance for revaluation	(820)	(0.36)	2,933	1.01	(127.96)
Less Allowance for impairment	(1,524)	(0.66)	(492)	(0.17)	209.76
Total investments (net)	230,573	100.00	290,586	100.00	(20.65)

- Liabilities

As at December 31, 2013, total liabilities were Baht 2,308,680 million, showing an increase of Baht 235,038 million or 11.33 percent compared to December 31, 2012.

- Deposits

Deposits totaled Baht 1,883,781 million, showing an increase of Baht 216,820 million or 13.01 percent from December 31, 2012, due to the increase of all type of deposits.



#### • Equity

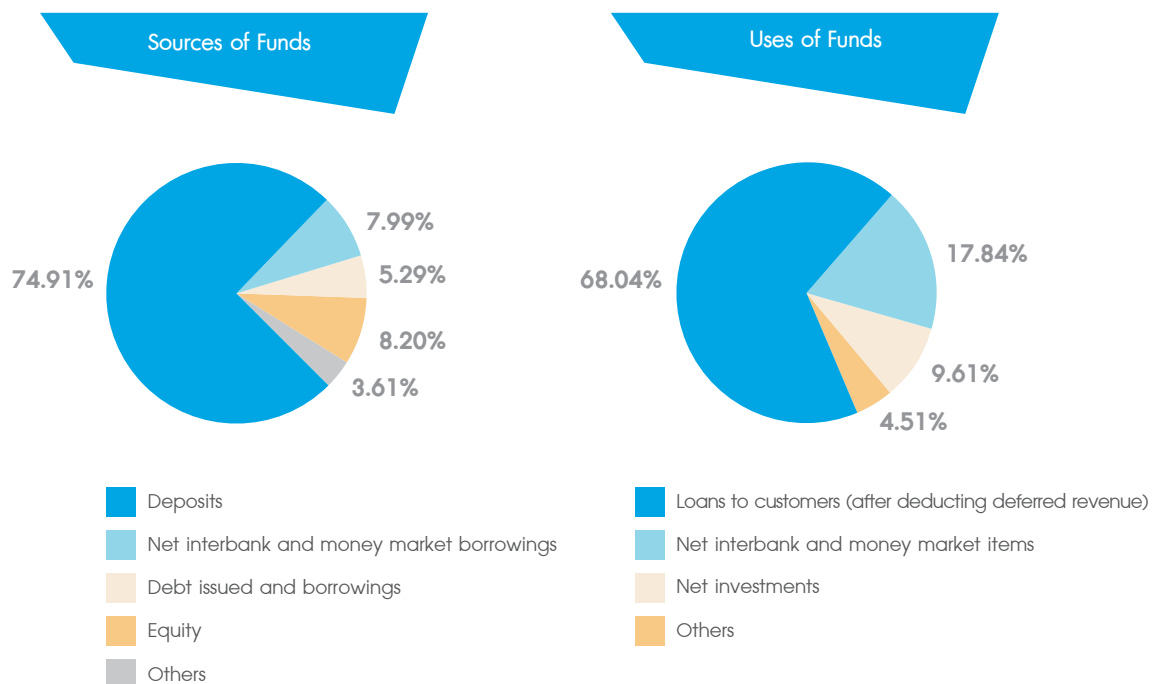
The total equity as at December 31, 2013 was Baht 206,090 million, showing an increase of Baht 23,242 million or 12.71 percent from December 31, 2012. Book value per share as at December 31, 2013 was Baht 14.75 per share, showing an increase from Baht 13.08 per share as at December 31, 2012.

#### Liquidity Analysis

As of December 31, 2013, loans to customers (less deferred revenue) -to-deposits ratio decreased to 90.83 percent in comparison to 91.79 percent as at December 31, 2012. However, if B/E and Short-term bonds were included as deposit, that ratio would have been 88.87 percent as at December 31, 2013, which increased from 88.34 percent as at December 31, 2012.

#### Sources and Uses of Funds Analysis

As at December 31, 2013, the Banks' major sources of funds were deposits accounting at 74.91 percent. Other sources of funds included equity and borrowings such as debt instruments or debt securities issued and interbank borrowings totaling at 25.09 percent. For the period, 68.04 percent of funds were invested in loans to customers (less deferred revenue). Meanwhile, net investments and net investments in subsidiaries and associates, and net interbank and money market items and others contributed to 9.61 percent, 17.84 percent and 4.51 percent of the Bank's funds, respectively.



### Key Sources and Uses of Funds

Unit : Million Baht

Loans and deposits classified by remaining maturity The Bank's Financial Statements	December 31, 2013		December 31, 2012		Change
	Amount	%	Amount	%	%
<b>Loans</b>					
- Not over 1 year	544,648	31.75	448,358	29.14	21.48
- Over 1 year	1,171,031	68.26	1,090,548	70.87	7.38
<u>Less</u> Deferred Revenue	175	0.01	220	0.01	(20.45)
<b>Total loans*</b>	<b>1,715,504</b>	<b>100.00</b>	<b>1,538,686</b>	<b>100.00</b>	<b>11.49</b>
<b>Deposits</b>					
- Not over 1 year	1,740,760	92.38	1,471,255	88.24	18.32
- Over 1 year	143,502	7.62	196,119	11.76	(26.83)
<b>Total deposits</b>	<b>1,884,262</b>	<b>100.00</b>	<b>1,667,374</b>	<b>100.00</b>	<b>13.01</b>

Note: \*Excluding accrued interest receivable and interbank and money market loans

### Statutory Capital Fund

Since January 1, 2013, the Bank has implemented Basel III regulation to comply with BOT's Notifications. As at December 31, 2013, the Bank maintains the capital fund with details as in the following table. The ratios were higher than

the minimum rate required by the BOT. The Bank believes this capital fund is strong and enables the Bank to expand the business as planned.

Unit : Million Baht

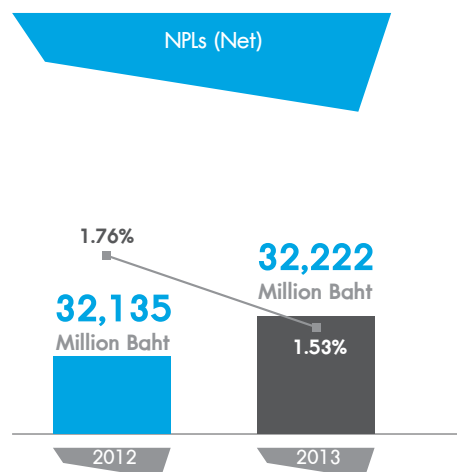
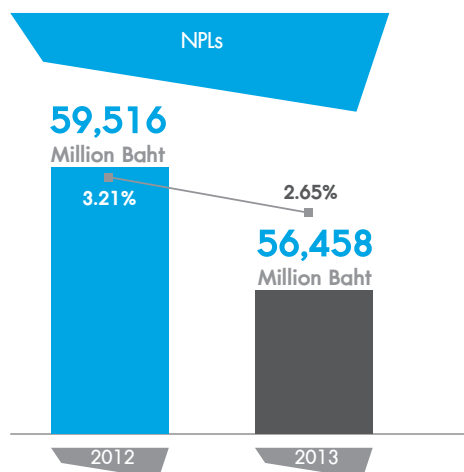
The Bank's Financial Statement	Basel III			Basel II		Add/Less (2013/2012)
	December 31, 2013			December 31, 2012		
	Amount	%	The minimum rate required by the BOT (%)	Amount	%	%
Common Equity Tier-1	180,823	9.66	4.50	-	-	
Tier-1 capital	190,396	10.17	6.00	164,709	10.21	15.60
Tier-2 capital	86,300			99,619		(13.37)
Total capital fund	276,696	14.79	8.50	264,328	16.38	4.68
Risk-weighted assets	1,871,376			1,613,459		15.99

### Asset Quality Analysis

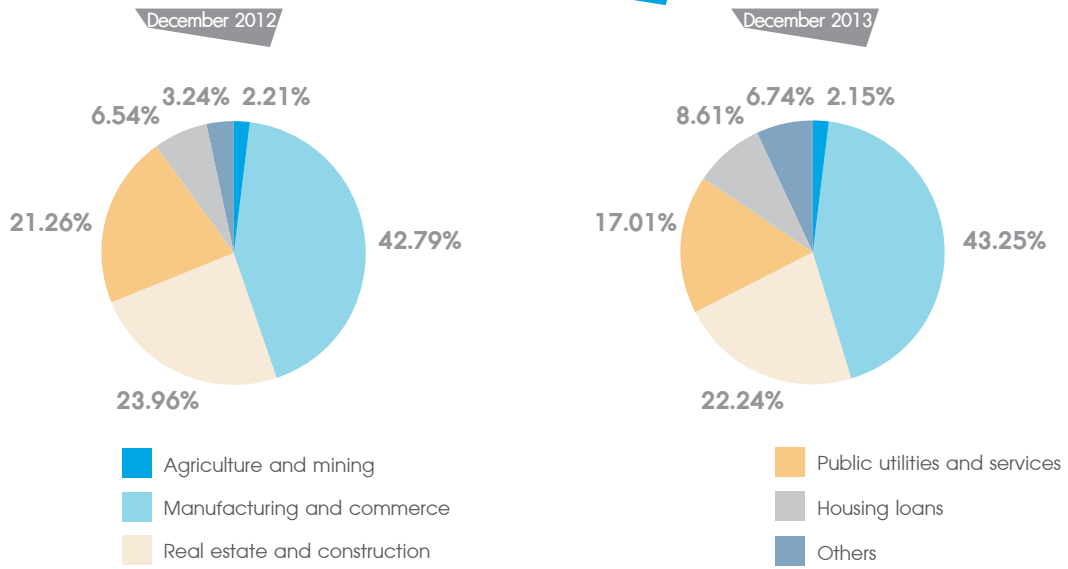
#### • Non-Performing Loans (NPLs)

As at December 31, 2013, the Bank and subsidiaries' gross non-performing loans (NPLs) were Baht 56,458 million, showing a decrease of Baht 3,058 million, or 5.14 percent from Baht 59,516 million of December 31, 2012.

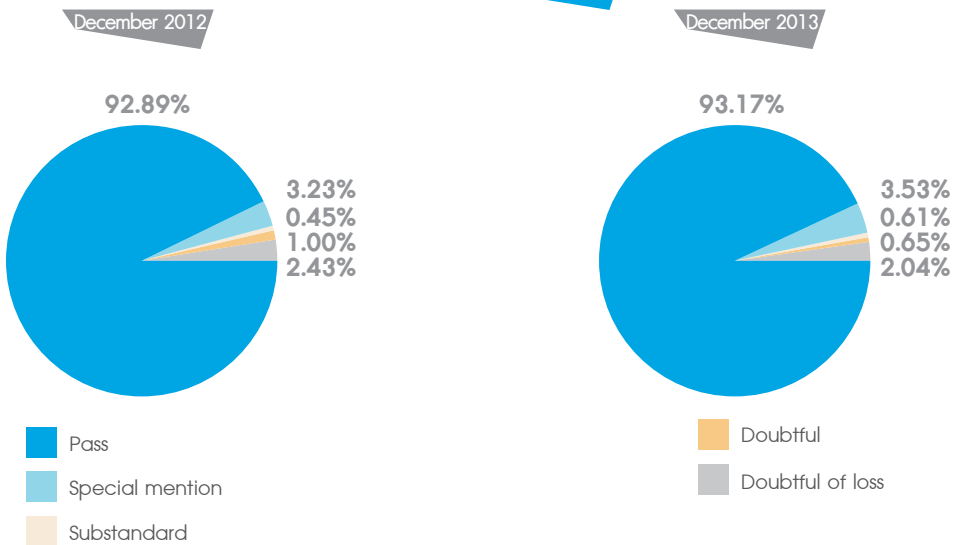
Thus, NPLs ratio decreased to 2.65 percent as at December 31, 2013 in comparison to 3.21 percent as at December 31, 2012. Net non-performing loans as at December 31, 2013 were at Baht 32,222 million or 1.53 percent of total loans.



### NPLs Classified by Business Type



### Loan Classified by Loan Classification



- Troubled Debt Restructuring

Unit : Million Baht

The Bank's Financial Statement	December 31, 2013		December 31, 2012	
	No. of Cases	Book Value of Debt before TDR	No. of Cases	Book Value of Debt before TDR
Transfers of assets	20	3,080	39	783
Change of repayment conditions	1,021	15,003	1,571	15,884
Debt restructuring in various forms	5,999	12,578	6,109	19,037
<b>Total</b>	<b>7,040</b>	<b>30,661</b>	<b>7,719</b>	<b>35,704</b>

- Properties for Sale

As at December 31, 2013, the Net Properties for Sale in consolidated financial statements posted Baht 30,661 million, down from previous year by Baht 5,276 million or 14.68 percent.

#### Provisions and Off-Balance Sheet Arrangements

Details of Provisions and Off-Balance Sheet Arrangements of the Bank are provided as follows:

Unit : Million Baht

	December 31, 2013	December 31, 2012
<b>Provisions</b>		
Defined benefit plan	10,415	9,285
Loss from NPLs transferred to TAMC	3,461	3,461
Contingent liabilities from being sued	447	511
Other contingent liabilities	23	30
<b>Total</b>	<b>14,346</b>	<b>13,287</b>
<b>Off-Balance Sheet items</b>		
Avals to bills	4,716	3,385
Guarantees of loans	12,195	16,036
Letters of credit	48,688	36,637
Other contingencies		
- Unused credit line of overdraft	141,087	139,197
- Other guarantees	134,635	118,031
- Others	984	2,451
<b>Total</b>	<b>342,305</b>	<b>315,737</b>

### Analysis of Cash Flow Statement

For the year-end December 31, 2013, cash and cash equivalent items in consolidated financial statements posted Baht 50,690 million, up by Baht 6,985 million or 15.98 percent comprising:

1) Net cash used by operating activities amounted to Baht 6,606 million deriving from operating income before changes in operating assets and liabilities of Baht 47,429 million and major changes of the Bank's assets and liabilities namely increase in deposit of Baht 216,821 million, increase in debt issued and short-term borrowings of Baht 5,740 million, increase in interbank and money market items (liabilities) of Baht 8,978 million and increase in other liabilities of Baht 16,700 million. Meanwhile, loans rose by Baht 189,857 million, interbank and money market items (assets) increased by Baht 115,793 million, investment in trading securities decrease Baht 15,885 million, and properties for sale declined by Baht 10,768 million.

2) Net cash provided by investing activities amounted to Baht 41,022 million deriving from changes in major items namely net cash received from proceeds of held-to-maturity securities of Baht 21,758 million, net cash received from proceeds of available-for-sale securities of Baht 22,699 million and net cash paid for purchase of land, premises and equipment totaled Baht 2,702 million.

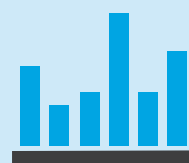
3) Net cash used in financing activities amounted to Baht 27,490 million deriving from net cash paid for repayment of debt issued and long-term borrowings of Baht 36,208

million, cash received from debt issued and long-term borrowings totaling Baht 14,871 million and cash paid as ordinary share and preferred share dividends totaling Baht 6,153 million.

### 1.5 Forward-Looking Statements

The year 2013 was noticeable with the internal change of the Bank's operation procedures. During the second half of 2013, the Bank conducted the annual strategic plan in order to determine business strategy and direction for the year 2014-2016. Additionally, "KTB Transformation" projects have been initiated to support the operational tasks related to customers/marketing. Objectives of the projects include enhancing potentiality for marketing and customer services, improving the internal operational processes, strengthening risk management and developing human resources management and employees' trainings so that they will become ready for the Transformation. With this regards, it is expected that the projects will be complete by the end of 2014.

The Bank strongly believes that KTB Transformation shall create satisfaction to customers due to further understanding on their needs. Moreover, the enhancement in rigidity of risk management shall encourage the Bank to become the leading financial institution of the country. The Bank shall implement its plentiful opportunities and potentialities to generate utmost benefits, which will be exhibited in terms of good financial status and great operating performance in the future.



## Shareholding and Management Structure

### 1. Shareholding Structure

List of Shareholders as at December 31, 2013

Shareholders	Number of Shares			
	Ordinary	Preferred	Total	%
1) The Financial Institutions Development Fund	7,696,248,833	-	7,696,248,833	55.04
2) Thai NVDR Co., Ltd.	695,479,845	2,060	695,481,905	4.97
3) State Street Bank Europe Limited	428,853,881	-	428,853,881	3.07
4) Vayupaksa Mutual Fund 1 managed by MFC	259,644,408	2,726,095	262,370,503	1.88
5) Vayupaksa Mutual Fund 1 managed by KTAM	259,644,407	2,726,095	262,370,502	1.88
6) State Street Bank and Trust Company	240,257,238	-	240,257,238	1.72
7) United Overseas Bank Nominees (Private) Limited	222,500,000	-	222,500,000	1.59
8) Littledown Nominees Limited	171,384,000	-	171,384,000	1.22
9) HSBC (Singapore) Nominees Pte. Ltd.	133,736,239	-	133,736,239	0.96
10) Nortrust Nominees Ltd.	124,333,249	-	124,333,249	0.89
11) Other shareholders	3,743,979,150	45,750	3,744,024,900	26.78
<b>Total</b>	<b>13,976,061,250</b>	<b>5,500,000</b>	<b>13,981,561,250</b>	<b>100.00</b>

Proportion of Thai Nationality and Foreign Nationality Shareholders

Shareholders	Juristic Entity		Individual		Total		
	Number	Number of	Number	Number of	Number	Number of	%
Thai Nationality	745	9,776,673,696	66,488	1,354,383,162	67,233	11,131,056,858	79.61
Foreign Nationality	243	2,838,459,267	144	12,045,125	387	2,850,504,392	20.39
<b>Total</b>	<b>988</b>	<b>12,615,132,963</b>	<b>66,632</b>	<b>1,366,428,287</b>	<b>67,620</b>	<b>13,981,561,250</b>	<b>100.00</b>

Notes : 1. Information from Thailand Securities Depository Co., Ltd.

2. Investors can look up the latest shareholding structure at [www.ktb.co.th](http://www.ktb.co.th)

Shareholders can examine the details of Securities Register for ordinary and preferred shares of the Bank on pages 242-243.

## 2. Dividend Payment Policy

### 2.1 Payment of Dividend

The Bank has the policy to pay about 40 percent of its net profit as dividend. However, dividend payment in each year is subjected to realize profit from normal business operation in that year. Also taken to consideration were future performance of the Bank as well as economic condition, financial factors involved, growth of credit extension and provisioning, resolution from the Board meeting and/or shareholders general meeting, retained earnings, legal and other provisioning as the Bank deems necessary and regulatory compliance.

As at the 20<sup>th</sup> Annual Ordinary Shareholders Meeting on April 5, 2013 approved the Bank to pay Baht 0.9545 per preferred share and Baht 0.80 per ordinary share. The interim dividend payment was paid to the shareholders on October 3, 2012 at the rate of Baht 0.43725 per preferred share and Baht 0.36 per ordinary share. However, the residual dividend were paid to the shareholders on May 2, 2013 at the rate of Baht 0.51725 per preferred share and Baht 0.44 per ordinary share.

### 2.2 Payment of Subsidiaries Dividend

Dividend payment of subsidiaries depends on each company's operating performance, retained earnings, legal provisioning and other required provisioning as appropriate for business operation.

## 3. Management Structure

3.1 Organization Structure's details are provided in Organization Chart on pages 12-13.

### 3.2 Members and Authorities of each Committee

#### 3.2.1 The Board of Directors

Members of the Board of Directors as at December 31, 2013

1) Mr. Voravidh	Champeeratana	Chairman
2) Mr. Payungsak	Chartsutipol	Director
3) Mr. Chulasingh	Vasantasingh	Director and Chairman of the Independent Director
4) Mr. Nontigorn	Kanchanachitra	Director and Independent Director
5) Ms. Arunporn	Limskul	Director
6) Mr. Prasert	Bunsumpun	Director and Independent Director
7) Mr. Krisada	Chinavicharana	Director
8) Mr. Veerapat	Srichaiya	Director and Independent Director
9) Mr. Yongyutt	Chaipromprasith	Director
10) Mr. Kallayana	Vipattipumiprates	Director and Independent Director
11) Mr. Somchai	Poolsavasdi	Director
12) Mr. Vorapak	Tanyawong	President
13) Mr. Parinya	Patanaphakdee	Secretary
14) Ms. Mayurasiri	Pongtaranont	Assistant Secretary

### Details of Changes of Directorship

- |    |                                  |   |
|----|----------------------------------|---|
| 1) | Mr. Kallayana Vipattipurniprates | <p>Took the position of Director on January 24, 2013 to replace Mr. Pasan Teparak who resigned from the position of Director on November 1, 2012.</p>   |
| 2) | Mr. Voravith Champeeratana       | <p>Took the position of Director on April 5, 2013 to replace Dr. Sathit Limpongpan who completed his term of directorship.</p> <p>Took the position of Chairman of the Board of Directors on July 25, 2013 to replace Ms. Benja Louichareon who resigned.</p> |
| 3) | Mr. Somchai Poolsavasdi          | <p>Took the position of Director on September 17, 2013 to replace Ms. Benja Louichareon who resigned from the position of Director on June 26, 2013.</p>  |

### Scope of Authority and Responsibility of the Board of Directors

The Board of Directors assumes full authority in the management and oversees that the operation of commercial banking complies with the objectives, the Articles of Association and the resolutions of the shareholders' meetings. All of which must be subjected to relevant laws and regulations. The authority and responsibility include:

#### Responsibilities

- 1) Oversee and manage the Bank's business in accordance with the objectives, the Bank's Articles of Association and the resolutions of the shareholders meeting as well as supervising the Bank's various operations.
- 2) Meet at least once a month and there must be at least half of the total directors attending. The majority vote shall be taken as the resolution of the meeting.
- 3) Call an annual ordinary general meeting within four months from the closing of accounting period. Other general meetings may be called anytime as extra ordinary meeting when the Board deems appropriate or within one month from the date of shareholder's written request.
- 4) Despite Board vacancy, the subsisting directors can still perform the duty. However, if the number of directors does not constitute a quorum, the remaining directors can only call a general meeting to elect new candidates to fill all the vacancies.
- 5) Comply with the Code of Best Practice of Directors of Listed Companies.

#### Authority

- 1) Each director can cast one vote and the majority vote shall be taken as the resolution of the Board meeting. In case of equal votes, the Chairman of the Board shall have the second vote for a decision.
- 2) Any director who has his own interest in the matter discussed in the Board meeting is prohibited from casting vote on such issue. In this case, the Chairman may request such director to temporarily leave the meeting.
- 3) All business activities of the Bank shall be under the authority of the Board of Directors. Either the President or at least two other directors as delegated by the Board have the authority to sign and affix the Bank's official seal on behalf of the Bank.

4) The Board of Directors has the authority to appoint the General Manager and staff members as well as agent of the Bank with the authority and duty as the Board deems appropriate. Remuneration, expenses and benefits as well as removal of such persons from office are also within the authority.

5) The Board of Directors can empower the General Manager to appoint and revoke the appointment of the staff members of the Bank. If the General Manager is also a director of the Board of Directors, he is named "President".

6) The Board of Directors has the authority to invite any person, as it deems appropriate, to be an advisor assisting the Board on banking business as well as determining wages and remuneration for the advisor.

#### Scope of Authority

As stipulated in the Bank's Articles of Association and the Public Limited Company Act, B.E.2535 (1992), the Board of Directors can process the following issues only upon receiving approval from the Bank's general meeting.

- 1) Approval of the balance sheets and the profit and loss statements.
- 2) Approval of the profit appropriation.
- 3) Election of new directors replacing those who completed their term of office or election of additional directors when there is an increase in the total number of directors.
- 4) Appointment of the Bank's auditor and fixing their audit fee.
- 5) Increase of capital, reduction of capital and transfer of allowance for compensation of accumulated loss, dividend payment, public offering or allocation of capitalized shares and issuance of debentures.
- 6) Sale or transfer of the Bank's entire business or some material parts, acquisition or acceptance of transfer of other business, amendment or termination of agreement relating to renting out partial or the entire Bank's business.

#### Authorized Signatory Directors

Mr. Vorapak Tanyawong, the President is authorized to sign solely on behalf of the Bank or Mr. Payungsak Chartsutipol jointly with Ms. Arunporn Limskul two signatories affixed with the Bank's official seal.

### 3.2.2 The Board of Executive Directors

Members of the Board of Executive Directors as at December 31, 2013

1)	Mr. Payungsak	Chartsutipol	Chairman
2)	Ms. Arunporn	Limskul	Director
3)	Mr. Yongyutt	Chaipromprasith	Director
4)	Mr. Vorapak	Tanyawong	Director
5)	Mr. Parinya	Patanaphakdee	Secretary
6)	Ms. Mayurasiri	Pongtaranont	Assistant Secretary

#### Details of Changes of Directorship

- 1) Mr. Voravidh Champeeratana Took the position of Chairman on April 5, 2013 to replace Ms. Benja Louichareon who resigned from the position.
- 2) Mr. Payungsak Chartsutipol Took the position of Chairman on July 25, 2013 to replace Mr. Voravidh Champeeratana who resigned from the position.

### Authority and Responsibility

The Board of Directors has empowered the Board of Executive Directors with the following duties:

- 1) Approve credit, debt restructuring and debt write-off within the authority.
- 2) Approve investment or sales of securities invested by the Bank, trading or renting out Banks' property within the authority.
- 3) Approve the hiring of consultant and procurement in accordance with the procedures.
- 4) Scrutinize business plan, policy tasks and annual budget as well as monitoring significant assignments.
- 5) Approve or acknowledge other businesses relating to management that deem necessary, appropriate or urgent to resolve problems that may damage the Bank if unattended. Report such issue promptly to the Board of Directors.
- 6) Perform other task assigned by the Board of Directors.

### 3.2.3 The Audit Committee

The Audit Committee as at December 31, 2013

1)	Mr. Chulasingh	Vasantasingh	Chairman
2)	Mr. Nontigorn	Kanchanachitra	Member
3)	Mr. Prasert	Bunsumpun	Member
4)	Ms. Pannipa	Apichatabutra	Secretary

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During the year 2013, there was no position change in the Audit Committee members but the scope of authorities and responsibilities of the Committee were revised in comply with the Charter of the Audit Committee (revised on November 2013), which has become effective since November 28, 2013. Details are as follows.

#### Scope of Authority and Responsibility of the Audit Committee

##### 1) Financial Reporting and Public Disclosure

- 1.1) Review the financial reports to ensure their adequacy, accuracy and reliability in accordance with the generally accepted accounting principles.
- 1.2) Review with the Bank's auditor key issues that may adversely affect the reliability of the financial reports such as:
  - 1.2.1) Significant problems or conflicts encountered during the course of the audit.
  - 1.2.2) Different facts and opinions between the auditor and the management.
  - 1.2.3) Effectiveness of internal control.
  - 1.2.4) Deficiencies or losses found in the current accounting period and the possibility to recur in the following periods.
  - 1.2.5) The draft of the annual financial statements and notes to the financial statements.
  - 1.2.6) The auditor's report.
- 1.3) Review any related transactions or transactions that may cause conflict of interest or signify chances of fraud to ensure accurate accounting procedures, completeness and transparency and disclosure of information.
- 1.4) Review the evidences when doubt about operation occur that may significantly impair the Bank's business or conflict of interest that may have negative impact on the Bank's operation.
- 1.5) See that the information submitted to the regulator is in line with that in the financial reports.

## 2) Internal Control

2.1) Review the internal control system to ensure its effectiveness and in accordance with the standards of the Committee of Sponsoring Organizations of Treadway Commission (COSO). Assess the entire internal control system at least once a year in addition to the assessment of financial reporting with the Bank's auditor.

2.2) Review the appropriateness and effectiveness of risk management, internal control of the Bank's IT system and its security including business continuity plan.

## 3) Auditor

3.1) Ensure independence of the auditor.

3.2) Review the scope of work of auditor and internal auditors to avoid duplication of work in financial auditing with due consideration of efficiency in the use of resources in the audit process.

3.3) Consider the appointment and remuneration of the auditor for submission to the general meeting.

3.4) Review the annual audit report of the Office of the Auditor General of Thailand and suggest revision of any transactions deemed necessary together with presentation of crucial recommendations to the Board of Directors.

## 4) Internal Auditor

4.1) Ensure independence of the internal auditor.

4.2) Directly supervise the Internal Audit Group but management of the Internal Audit Group reported directly to the President.

4.3) Oversee the Internal Audit Group to adhere to moral ethics and corporate governance with generally accepted audit standards as well as examine and review code of business conduct of audit officers prior to submission to the Board of Directors for approval.

4.4) Regularly examine and review the Charter of the Internal Audit Group.

4.5) Consider and approve the strategic plan for internal audit, organization structure, manpower, annual internal audit program as well as budget used in auditing stressing efficiency and effectiveness including their prioritization with regard to risk levels.

4.6) Review the internal audit reports and call confidential meetings with Managing Director of the Internal Audit Group to see if there is any interference from the executives and the management that may cause negative impacts on the independence and freewill of the internal auditor.

4.7) Review with the Internal Audit Group Managing Director the utilization of resources to be in line with the established policy or operating manual.

4.8) Review with management the material deficiencies found from auditing and their responses.

4.9) Submit opinions to the Board of Directors concerning the appointment, transfer, dismissal, remuneration fixing and appraisal of the Internal Audit Group Managing Director and all internal auditors of the Internal Audit Group.

4.10) Assess the performance of the Internal Audit Group Managing Director.

4.11) Perform the Independent Quality Assessment Review by external auditor at least every five years.

#### 5) Regulatory Compliance

5.1) Review all compliances with relevant laws, rules and regulations stipulated by the official authorities and the regulators so as to prevent penalty charges, warning or reputation of the Bank and its executives.

5.2) Supervision in financial business group

5.2.1) Supervising and monitoring operation in accordance with financial business group policy.

5.2.2) Review accuracy and adequacy of financial report of financial business group.

#### 6) Risk Management

6.1) Review crucial risk levels and risk assessment methods used by the internal auditor and the Bank's auditor whether they are adequate and reliable.

6.2) Review the awareness of the Board of directors and top executives on key risks and those related to strategic risk, credit risk, market risk, liquidity risk and operational risk.

#### 7) Performance Assessment

Conduct self-assessment and the Board of Directors will appraise the Audit Committee's annual performance.

#### 8) Charter Establishment and Review

Establish and review Charter of the Audit Committee at least once a year for submission to the Board of Directors for approval.

#### 9) Other Responsibilities

9.1) Authorized to audit or investigate concerned persons under the scope of authority and responsibility of the Audit Committee and to hire specialist to assist in auditing or investigation.

9.2) Perform other jobs as assigned by the Board of Directors and with consent from the Audit Committee.

#### Term of Office

1) The Audit Committee has a three-year term of office. One year refers to the period from the Ordinary General Meeting of the year in which the Director is appointed to the next Ordinary General Meeting. A retiring director is eligible for re-election. Moreover, the Bank has stipulated additional provisions concerning the appropriateness of Director's term of office that it should not be over two consecutive terms except that any Director is considered appropriate to take director office longer than such term. In this regard, the Board of Directors shall consider the independence and performance efficiency of that director before extended the terms of office for more than two consecutive terms. The extension of such term shall not be permitted automatically.

2) The Directors in Audit Committee shall terminate from the position under the following circumstances

2.1) Complete the term of office

2.2) Terminate from directorship of the Bank's Board of Directors

2.3) Resignation

2.4) Death

2.5) Lacking of qualifications as Audit Committee under the regulations prescribed by the Bank and SET

2.6) Have resolution to terminate from the position passed by the Board of Directors

2.7) Receive final judgment to imprisonment or lawful order to imprisonment except the negligent offence or petty offenses

2.8) Being quasi incompetent or adjudged incompetent

2.9) Bankruptcy

3) For the resignation of Audit Committee Director, the letter of resignation must be submitted in advance to the Chairman of the Board of Director for least 30 days, excluding in the case of further necessity occurred, for the Board of Directors Committee to approve.

4) In case the Audit Committee Directors has left the position prior to the completion of office term, the qualified person will be selected by the Board of Directors and will stay only for the remaining tenure of the director who left.

#### Member of the Audit Committee well experienced in reviewing financial statement

Mr. Prasert Bunsumpun Member of the Audit Committee

His brief biography and experiences in reviewing financial statements is shown in "Brief Biography of the Board of Directors and Executive Officers" on pages 29-30.

#### 3.2.4 Corporate Governance and Social Responsibility Committee

The Corporate Governance and Social Responsibility Committee as at December 31, 2013

1) Ms. Arunporn	Limskul	Chairman
2) Mr. Veerapat	Srichaiya	Member
3) Mr. Yongyutt	Chairomprasith	Member
4) Mr. Somchai	Poolsavasdi	Member
5) Mr. Adisorn	Anutarapong	Secretary
6) Mr. Tasporn	Klincharoen	Assistant Secretary

#### Detail of changes of the Corporate Governance and Social Responsibility Committee

1) Mr. Payungsak	Chartsutipol	Resigned from the position of Chairman on July 25, 2013
2) Ms. Arunporn	Limskul	Took the position of Chairman to replace Mr. Payungsak Chartsutipol on July 25, 2013
3) Mr. Yongyutt	Chairomprasith	Took the position of member of this Committee to replace Mr. Payungsak Chartsutipol on July 25, 2013
4) Mr. Somchai	Poolsavasdi	Took the position on September 26, 2013
5) Mr. Adisorn	Anutarapong	Took the position of Secretary to replace Mr. Suppawat Wadhanapatee on August 14, 2013

#### Scope of Authority and Responsibility of Corporate Governance and Social Responsibility Committee

- 1) Present policy on corporate governance and social responsibility of the Bank and subsidiaries to the Board of Directors.
- 2) Oversee that operations are in compliance with the principles of corporate governance stipulated by the regulators such as the Bank of Thailand, the Stock Exchange of Thailand and the Office of Securities and Exchange Commission, together with bearing social responsibility.
- 3) Regularly review the corporate governance and social responsibility policy to be in consonance with international practices and recommendations of related institutions.

- 4) Recommend Code of Best Practices or Board of Directors Charter to the Board of Directors as well as other committees established.
- 5) Recommend Code of Business Conduct and Code of Practices for executives and staff members.
- 6) Encourage good corporate governance culture and participation in social activities for sustainable development which must be understood and carried out effectively at all levels.
- 7) Nominate subcommittee to support corporate governance and social responsibility work as deemed appropriate.
- 8) Perform other tasks assigned by the Board of Directors.

### 3.2.5 The Nominating and Remuneration Committee

The Nominating and Remuneration Committee as at December 31, 2013

1) Mr. Nontigorn	Kanchanachitra	Chairman
2) Mr. Chulasingh	Vasantasingh	Member
3) Mr. Krisada	Chinavicharana	Member
4) Mr. Chaianun	Siravanichkam	Secretary
5) Mr. Supawat	Wadhanapatee	Assistant Secretary

### Detail of changes of the Nominating and Remuneration Committee

1) Mr. Chaianun	Siravanichkam	Took the position on June 24, 2013 to replace Sen. Lt. Khakkanant Kiratisountorn R.N., MD who resigned on May 1, 2013
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### Scope of Authority and Responsibility of the Nominating and Remuneration Committee

- 1) Set policy, criteria and procedure in nominating and fixing remuneration including other benefits for the directors, top executives and authorized personnel.
- 2) Recommend overall policy concerning the fixing of remuneration and other benefits.
- 3) Recruit and select applicants with qualifications according to rules and relevant laws to be presented to the Board of Directors for consideration as
  - 3.1) Director
  - 3.2) Member of relevant committees, delegated from the Board of Directors
  - 3.3) Top executives and authorized personnel
- 4) Oversee that the size of the Board of Directors is justifiable and appropriate for the organization and the changing environment. The Board of Directors must comprise personnel with knowledge, skill and experience in various areas.
- 5) Activate the Board of Directors to select new director to replace the one that has completed term of office according to the Articles of Association.
- 6) Oversee that directors, top executives and authorized persons' remunerations are justifiable with their duties and responsibilities. Remunerations are adjusted in accordance with additional duties and responsibilities of such director.

7) Set up guidelines for assessing the performance of directors, top executives and authorized management personnel when revising annual compensations, taking into consideration duties, responsibilities, related risk and long term value creation for shareholders.

8) Disclose policy and details of recruiting procedures and fixing of remunerations, all types of benefits and report process of determining remunerations. At least must disclose details of objectives, performance, and recommendation of the Nominating and Remuneration Committee in the annual report.

9) Perform other tasks as assigned by the Board of Directors.

### 3.2.6 Risk Management Committee

Risk Management Committee comprised of Directors, President and top executives from the Risk Management Group, Operation Group and Financial management Group.

**Risk Management Committee** as at December 31, 2013

1) Mr. Prasert	Bunsumpun	Chairman
2) Mr. Krisada	Chinavicharana	Member
3) Mr. Veerapat	Srichaiya	Member
4) Mr. Vorapak	Tanyawong	Member
5) Ms. Kittiya	Todhakasem	Member
6) Mr. Kasem	Paeyai	Member
7) Mr. Poonpat	Sripleng	Member
8) Mr. Songpol	Tangkijthavorn	Secretary

### Detail of changes of the Risk Management Committee

- |                |                |  |
|----------------|----------------|--|
| 1) Mr. Poonpat | Sripleng       | Took the position on October 1, 2013 to replace Ms. Sompis Charoenkiatikul who resigned upon retirement. |
| 2) Mr. Songpol | Tangkijthavorn | Took the position of Secretary on October 1, 2013 to replace Mr. Poonpat Sripleng                        |

### Scope of Authority and Responsibility of Risk Management Committee

- 1) Present / set out the overall risk management policies and strategies to Board of Directors.
- 2) Set out strategies in consonance with the risk management policy and control, monitor and assess risk management.

Follow the guidelines prescribed by the Bank and the regulators.

3) Formulate the risk management policy and oversee risk management of the financial business group to be in compliance with the Consolidated Supervision guidance of the Bank of Thailand. Furthermore, control, monitor and assess risks of the financial business group for better efficiency and to be at acceptable levels.

4) Report the operating performance of the Risk Management Committee to the Audit Committee regularly every month and report the same to the Board of Directors every quarter.

- 5) Perform other task assigned by the Board of Directors.

Risk Management Committee shall arrange for regular meeting at least once a month or as deem appropriated.

### 3.2.7 The Regulatory Compliance Committee

The Regulatory Compliance Committee as at December 31, 2013

1) Mr. Prasert	Bunsumpun	Chairman
2) Mr. Nontigorn	Kanchanachitra	Member
3) Mr. Kallayana	Vipattipumiprates	Member
4) Ms. Wallaya	Kaewrungruang	Secretary
5) Ms. Mayurasiri	Pongtaranont	Assistant Secretary

#### Detail of Changes of the Regulatory Compliance Committee

- 1) Mr. Veerapat Srichaiya Resigned from the position on April 5, 2013
- 2) Mr. Kallayana Vipattipumiprates Took the position on April 5, 2013 to replace Mr. Veerapat Srichaiya

#### Scope of Authority and Responsibility the Regulatory Compliance Committee

The regulatory compliance committee was appointed by the Board of Directors to be responsible for 6 majors operation as follows;

- 1) Supervise and monitor risks resulted from abusing of regulations and laws through the Compliance Department.
- 2) Review the Charter of the Compliance Committee on regular basis for submission to the Board of Directors for approval.
- 3) Assess annual performance of the Compliance Department to maintain independence and avoid conflict of interest. Review policy and regularly assess risk management in regulatory compliance to ensure the proper management in compliance with the regulatory requirements.
- 4) Approve the Annual Compliance Report.
- 5) Review the review of Annual Compliance Report. It may be asked to review or monitor transactions that default on compliance and bear risks on the Bank.
- 6) Report to the Board of Directors for acknowledgement and/or consideration for improvement in case of abusing of regulations.

### 3.2.8 Independent Director Committee

Independent Director Committee as at December 31, 2013

1) Mr. Chulasingh	Vasantasingh	Chairman
2) Mr. Nontigorn	Kanchanachitra	Independent Director
3) Mr. Prasert	Bunsumpun	Independent Director
4) Mr. Veerapat	Srichaiya	Independent Director
5) Mr. Kallayana	Vipattipumiprates	Independent Director
6) Mr. Parinya	Patanaphakdee	Secretary
7) Ms. Mayurasiri	Pongtaranont	Assistant Secretary

#### Detail of Changes of Independent Director Committee

- 1) Mr. Kallayana Vipattipumiprates Took the position on January 24, 2013
- 2) Ms. Mayurasiri Pongtaranont Took the position of Assistant Secretary on September 12, 2013

### Definition of Independent Director Committee

Independent director must not have any business or work related to commercial bank that might have an impact on his/her independent decision-making and must have additional qualifications as follows:

(a) Not holding more than 0.5 percent of the total number of voting shares of the bank or the bank's parent company, subsidiary, associated company, major shareholder or any person with control power over the bank including shares held by any related person of such an independent director.

(b) Not be or have been a director in the management of the bank, or an employee, officer or an advisor of the bank receiving regular salary, and not be and have not been a person with control power over the bank or the bank's parent company, subsidiary, or associated company, or a subsidiary of another company in the same level, unless such person has resigned from such position for at least two years. Such restriction or prohibition shall not apply to an independent director who has been a government officer or an advisor of a government authority that is the major shareholder of the bank or the person with control power over the bank.

(c) Not be a person having relationship either through lineage or legal registration as a father, mother, spouse, sibling or child, including spouse of a child of executive or major shareholder of the bank or the bank's subsidiary, or of any person with power to control the bank or the bank's subsidiary, or of the person being nominated to be an executive or a person having power to control the bank or the bank's subsidiary.

(d) Not having and have not had any business relationship with the Bank or the Bank's parent company, subsidiary, associated company, or major shareholder, or with the person with control power of the Bank that may have conflict of interest, in the manner in which his/her independent discretion might be affected, and not be and have not been a substantial shareholder of or a person with power to control the person that has business relationship with the Bank or the Bank's parent company, subsidiary, associated company, or major shareholder, or person with control power over the Bank unless such an independent director has not been a person referred to above for not less than two years.

Business relationship referred to the first paragraph above shall mean to include any ordinary course of business or trade for business engagement purpose, any lease taking or lease out of any property, any transaction relating to asset or services, any financial support by way of either borrowing, lending, guaranteeing or collateral providing or any other manner similar thereto that could result to an obligation required to be performed by the Bank or the party thereto in an amount of three percent or more of the net tangible asset value of the Bank or twenty million Baht or more, whichever is lesser. In light of this, the method for calculation of the value of connected transaction pursuant to the Capital Market Supervising Committee's Notification, Re: Regulations in respect of an Entering into a Connected Transaction shall be applied mutatis mutandis for the purpose of calculation of such amount of debt of the Bank, provided that the amount of debt incurred during the past one year prior to the date on which such a business relationship with such person exists.

(e) Not be and have not been an auditor of the Bank or the Bank's parent company, subsidiary, associated company, or major shareholder, or of any of the person with control power over the Bank, and not be and have not been a substantial shareholder of, a person with power to control over, or a partner of any auditing firm or office in which the auditor of the Bank or the Bank's parent company, subsidiary, associated company, or major shareholder, or the person with control power over the Bank is working, unless such an independent director has not been a person referred to above for not less than two years.

(f) Not be and have not been a professional advisor, including legal or financial advisor who receives fee of more than two million Baht per year from the Bank or the Bank's parent company, subsidiary, associated company, or major shareholder, or from the person with control power over the Bank and not be and have not been a substantial shareholder of, a person with control power or a partner of any of such professional service provider firm or office, unless such an independent director has not been a person referred to above for not less than two years.

(g) Not a director appointed as a representative of a director of the Bank, a representative of a major shareholder of the Bank, or a representative of a shareholder of the Bank which is a related person of the major shareholder of the Bank.

(h) Not engage in any business of the same nature of which is the same as that of the Bank or the Bank's subsidiary and which, in any material respect, is competitive with the business of the Bank or the Bank's subsidiary, or not be a substantial partner in a partnership, a director taking part in the management, an employee or officer, an advisor receiving regular salary from, or a shareholder holding more than one percent of the voting shares of a company engaging in any business the nature of which is the same as that of the Bank or the Bank's subsidiary and which, in any material respect, is competitive with the business of the Bank or the Bank's subsidiary.

(i) Having no other characteristics by which his/her independent comment or opinions on the Bank's operation may be affected.

(j) The person must be nominated through the Board of Directors or the Nominating and Remuneration Committee.

After being appointed as an independent director of the Bank and having qualifications stated in (a) to (j), he/she may be assigned by the Bank's Board of Directors to make decision in respect of business operation of the Bank, or the Bank's parent company, subsidiary, associated company, or a subsidiary of another company in the same level of the Bank, the major shareholder of the Bank, or the person having control power over the Bank, provided that such decision made must always be made on a collective decision basis.

Furthermore, when the Capital Market Supervisory Board/the Office of the Securities and Exchange Commission announce any improvement/flexibility of the regulation of Independent Director's qualification, it will then be applied.

#### Scope of Authority and Responsibility of the Independent Committee

1) Recommend agenda of meeting to the Chairman of the Board of Directors if issue is deemed important or issues that should be considered by the Board and not yet included on the agenda.

2) Provide opinions to the Chairman of the Board of Directors with regard to the role and performance of the Board.

3) Support the Board of Directors in boosting efficiency in complying with the principles of good corporate governance.

4) In case where the Board of Directors consider material agenda items such as related-party items or significant property trading, Independent Directors of over half the total number of Independent Directors should join in the consideration of such material agenda items.

5) In case where the Independent Directors may have conflicting opinions or any other observations on agenda items under consideration by the Board of Directors meeting, such opinions or observations should also be recorded in the minutes of the Board of Directors meeting every time.

6) Monitor the performance by the Independent Directors who have been designated to take position in various subcommittees especially in the issues of regulatory compliance, international accounting standards and risk management.

7) Perform any other tasks as assigned by the Board of Directors.

#### Business Relationship of Independent Directors

The Office of the Securities and Exchange Commission (SEC) issued circular No. 11/2552 on April 16, 2009 requiring listed companies to disclose relevant information concerning the business relationship of independent director that value over three percent of the net tangible asset of the Bank or over Baht twenty million, whichever is lesser. The Bank applies the criteria of value over Baht twenty million with the company/ subsidiary/associated company that might have conflict of interest presently or during the past two years.

The Board of Directors appointed independent directors with prudence and transparency realizing that all the present five independent directors (as at December 31<sup>st</sup>, 2013) possess qualifications, knowledge, competence and experience that would benefit the Bank's operation. They all have performed their duties with full responsibilities, prudence and integrity under the applicable laws, objectives and Articles of Association of the Bank as well as resolutions of the shareholders general meeting. Moreover, they have fulfilled the tasks with complete independence in helping to oversee business operation satisfactorily and continuously. None of the Bank's independent directors holds the office of independent director in the parent company, subsidiary or associated company of the same order.

Company in which the Bank's independent director holds office and has business relationship with the Bank in the form of granting credit line or contingency worth over Baht twenty million is regarded as conducting normal business transactions in banking operation on normal general terms and conditions. Besides, such relationship does not bear the nature that will obstruct the use of discretion or judgment in performing duty independently of the independent directors. There is only one independent director Mr. Prasert Bunsumpun who used to be the authorized signatory person in IRPC Pcl., and Thai Lube Base Pcl. which have business relationship with the Bank.

### 3.3 Assessment of the Board of Directors

#### 3.3.1 Self-Assessment of the Board of Directors

The Bank requires the Board of Directors to perform self-assessment to reflect operation efficiency under the principles of good corporate governance and the Performance Evaluation of State-owned Enterprise from the State Enterprise Policy Office, Ministry of Finance on the Leadership category twice a year. These self-assessments include performance evaluation during January-June and July-December annually with procedures as follows:

- 1) The Nominating and Remuneration Committee ensures the review of self-assessment evaluations to be correct, complete, and comply with the established regulations.
- 2) The Secretary to the Board of Directors summarizes the self-assessment result of Board of Directors.
- 3) The Secretary to the Board of Directors reports the self-assessment result to the Board of Directors and ensures to improve for the effective performance.
- 4) The Secretary to the Board of Directors sends Ministry of Finance the result of the self-assessment.

The self-assessment of Board of Directors aims to reflect the operation efficiency under the principles of good corporate governance. This self-assessment has three types: self-assessment of the entire Board of Directors, self-assessment of individual Director and inter-assessment of individual Director. Criteria are as follows:

- 1) **Self-assessment of the entire Board of Directors** consists of six areas namely; structure and qualifications of Directors, role and responsibility of the Board, guideline practices of the Board, Communications of the Board, relationship between the Board and the Management and Board Meeting.

The overall assessment results for the six areas in 2013 were excellent at 98.7 percent and 98.8 percent respectively. Thus its average from twice assessments is at 98.8 percent. Majority of the Directors were of the opinion that the number of Directors was appropriate for the business size and the number of Independent Directors was in accordance with what the regulators required. Moreover, the Bank has appointed adequate member of respective committees under good corporate governance principles to assist in study and scrutiny of specific key issues for prudent and efficient business operation.

- 2) **Self-assessment of the individual Director** covers six areas namely outstanding in competency, independence, readiness for performance, responsibility, operating performance as Director on Board and vision to create long term values and ethics.

The overall assessments for the six areas in 2013 were excellent at 98.4 percent and 98.2 percent respectively. Hence, its average from twice assessments is 98.3. Most of the Directors were of the opinion that the Directors performed their task with accountability, prudence and integrity in compliance with the laws, objective, Articles of Association and resolutions of the shareholders general meeting. The Directors were ready to provide recommendations under the Code of Best Practices in the interest of the Bank with regular attendance in the Board meeting and other Committee meetings.

3) **Inter-assessment of individual Director** comprises of six areas namely outstanding in Competency, independence, readiness for performance, responsibility, operating performance as Director on Board and vision to create long term value and ethics.

The overall of twice assessments for the six areas in 2013 were excellent at 98.9 percent and 98.5 percent respectively. Therefore, its average from twice assessments is 98.7 percent. Most of the Directors expressed their opinions that the Directors performed their task with accountability, prudence and integrity under applicable laws, objective and Articles of Association of the Bank as well as the general meeting resolutions. They were highly independent in term of responsibility for and treatment of stakeholders without conflict of interest and misuse of inside information for self-interest.

### 3.3.2 Self-Assessment of Respective Committee

The Respective Committees, comprising of the Board of Executive Directors, the Audit Committee, the Nominating & Remuneration Committee, the Corporate Governance & Social Responsibility Committee, the Risk Management Committee and the Regulatory Compliance Committee, are required to perform self-assessment once a year to reflect operation efficiency under the new principles of good corporate governance in compliance with Standard of ASEAN Corporate Governance Scorecard. The self-assessment of the Respective Committee has 2 types: self-assessment of the entire of each committee and self-assessment of individual member of each committee. Procedures are as follows :

- 1) The Respective Committees perform self-assessment evaluations under the principles of good corporate governance of Thai Institute of Directors Association (IOD) and guideline practices of Respective Committees.
  - 2) The Secretary to each committee summarizes and reports the self-assessment result to the Respective Committees and ensures to improve for the effective performance.
  - 3) The Secretary to each committee reports the self-assessment result of the Respective Committees to the Board of Directors.
- The Result of all the Respective Committees in 2013 were excellent which summarized as follows:

The Respective Committees	The result of self-assessment	
	The entire of each committee	Individual assessment
1. The Board of Executive Directors	98.7	99.2
2. The Audit Committee	100.0	100.0
3. The Nominating & Remuneration Committee	98.7	98.4
4. The Corporate Governance & Social Responsibility Committee	97.3	98.4
5. The Risk Management Committee	97.8	95.8
6. The Regulatory Compliance Committee	99.1	98.1

Thus, the Bank shall summarize the assessment results both of the Board of Directors and the Respective Committees and report to all the Directors for acknowledgement in order to set the guidelines of reviewing Director's performance, problems and difficulties. The Bank shall analyze the assessment results and implement all suggestions for the development of further operation.

### 3.4 Corporate Secretary

The Bank has assigned Mr. Parinya Patanaphakdee, Senior Executive Vice President - Managing Director of Credit Restructuring and Asset Management Group to be the Corporate Secretary to comply with the Securities and Exchange Act (No.4) B.E. 2551 (2008) and the principles of good corporate governance. Main duty and responsibility include:

- 1) Oversee activities of the Board of Directors to be in compliance with the relevant applicable laws, rules and regulations.
- 2) Organize shareholders general meeting and the Board meeting to be in compliance with the relevant laws and the Bank's Articles of Association and monitoring those actions taken according to the meeting resolution for accuracy and compliance.
- 3) Prepare and retain the following documents:
  - Director registration
  - Notice of board meeting to Directors, minutes of the Board of Directors meeting and the annual report of the company.
  - Notice of shareholders general meeting and minutes of such meeting.
- 4) Retain the reports on interest reported by Directors and executives.
- 5) Monitor the actions taken in accordance with the resolutions of the Board of Directors meeting and shareholders meeting.
- 6) Provide appropriate recommendations to Directors concerning legal matter, rules and regulations of the Bank.
- 7) Oversee corporate governance issues.
- 8) Acting as a consultant and coordinator with secretaries of respective committees of the Bank.
- 9) Communicate with the shareholders to inform them of their rights and news of the Bank.
- 10) Take any other actions are prescribed by the Capital Market Supervisory Board.

### 3.5 Board of Directors Meeting

Dates of the Board of Directors meeting have been fixed in advance through the year at the second and the fourth Thursday of every month and there may be extra meeting when appropriate. The Board of Directors will be notified with meeting agenda and related document at least 7 days before the meeting date. Corporate secretary will note the minutes and retain for audit after the Board of Directors' approval. Meeting agenda was categorized into headings for efficiency such as Chairman's Statement for information, adoption of previous meeting's minutes, on-going issues, policies, loan, debt restructuring, investment, property trading and procurement, issue for information and other business.

The Board of Directors in 2013 called 29 meetings, the Board of Executive Directors 48 meetings, the Audit Committee 13 meetings, the Nominating and Remuneration Committee 13 meetings, the Corporate Governance and Social Responsibility Committee 12 meetings, the Risk Management Committee 12 meetings, the Regulatory Compliance Committee 3 meetings and the Independent Directors Committee 4 meetings. Details of each Director's attendance are as follows:

Name of Director	Board of Directors	Board of Executive Directors	Audit Committee	Nominating and Remuneration Committee	CG and CSR Committee	Risk Management Committee	The Regulatory Compliance Committee	Independent Committee
1) Mr. Voravidh Champeeratana	23/23	14/15	-	-	-	-	-	-
2) Mr. Payungsak Chartsutipol	27/29	21/21	-	-	6/6	-	-	-
3) Mr. Chulasingh Vasantasingh	23/29	-	13/13	10/13	-	-	-	2/4
4) Mr. Nontigorn Kanchanachitra	27/29	-	12/13	13/13	-	-	2/3	4/4
5) Ms. Arunporn Limskul	29/29	45/48	-	-	12/12	-	-	-
6) Mr. Prasert Bunsumpun	28/29	-	11/13	-	-	12/12	3/3	4/4
7) Mr. Krisada Chinavicharana	26/29	-	-	12/13	-	10/12	-	-
8) Mr. Veerapat Srichaiya	29/29	-	-	-	12/12	12/12	-	4/4
9) Mr. Yongyutt Chaipromprasith	28/29	43/48	-	-	6/6	-	-	-
10) Mr. Kalayana Vipattipumprates	19/27	-	-	-	-	-	3/3	3/4
11) Mr. Somchai Poolsavasdi <sup>(1)</sup>	9/9	-	-	-	3/3	-	-	-
12) Mr. Vorapak Tanyawong	29/29	47/48	-	-	-	11/12	-	-
<u>Directors resigned during the year</u>								
1) Dr. Sathit Limpongpan <sup>(2)</sup>	6/6	-	-	-	-	-	-	-
2) Ms. Benja Louichareon <sup>(3)</sup>	13/13	12/12	-	-	-	-	-	-

Notes : Number in the table refers to number of attendance/number of Board Meeting held while acting as Director

(1) Took the position of director on September 17, 2013

(2) Completed his term of office on April 5, 2013

(3) Resigned Chairman and Director of the Board of Directors on June 26, 2013

Besides, the meeting on December 12, 2013 was performed without the management divisions. According to be compliance with the good corporate governance, the Board of Directors considered and shared opinions regarding to their duties and responsibilities in consonance with the regulations specified by Bank of Thailand and State Enterprise Policy Office.

### 3.6 Remunerations for the Board of Directors

#### 3.6.1 Policy on Remunerations for the Board of Directors

The Bank structures its policy on remunerations fairly and reasonably with the reviewing of the Nominating and Remuneration Committee. The consideration of remuneration must be in accordance with the Director's responsibilities, the Bank's financial status that is comparable to the same level of business and compliant with the resolution passed by the shareholders meeting. Remunerations are divided into 4 parts as below:

- 1) Remuneration as the Board of Directors
- 2) Ex-officio remuneration to individual director of the Board of Directors as follows:
  - 2.1) Chairman of the Board of Directors
  - 2.2) Vice Chairman of the Board of Directors
  - 2.3) Chairman of the respective Board of Directors, comprising of the Board of Executive Directors,

the Audit Committee, the Nominating and Remuneration Committee, the Corporate Governance and Social Responsibility Committee, the Risk Management Committee and the Regulatory Compliance Committee.

- 3) Meeting honorarium shall be paid per time of attending the meeting as a director of respective committee.
- 4) Directors' gratuity, under the evaluations of Directors' gratuity as follows:
  - 4.1) The Bank must obtain profit from its operation.
  - 4.2) The Bank must pay dividend to the shareholders.

However, at the 20<sup>th</sup> Shareholders Ordinary Annual General Meeting on April 5, 2013, the meeting resolved to give an approval of the remuneration of the Directors in 2013 for the Board of Directors' remuneration, the Meeting honorarium and the Directors' gratuity payment in 2012 with the details as follows;

- 1) Remuneration as the Board of Directors was Baht 70,000/month.
- 2) Ex-officio remuneration paid to Chairman of the Board of Directors was Baht 130,000/month, Vice Chairman of the Board of Directors was Baht 30,000/month and Chairman of respective committees, for instance, the Board of Executive Directors, the Audit Committee, the Nominating and Remuneration Committee, the Corporate Governance and Social Responsibility Committee, the Risk Management Committee and the Regulatory Compliance Committee, were Baht 30,000/month.

- 3) Meeting honorarium, Baht 30,000/time of attending the meeting as a director of respective committee.

### 3.6.2 Remunerations for the Board of Directors in 2013

In 2013 the Bank paid remunerations in cash to the Board of Directors, ex-officio remuneration and meeting honorarium at total Baht 32,913,419.37 broken down into:

- 1) Remuneration for the Board of Directors a total of Baht 20,857,419.37
- 2) Remuneration for the Board of Executive Directors Baht 5,836,451.62 the Audit Committee Baht 1,440,000.00 the Nominating and Remuneration Committee Baht 1,410,000.00 the Corporate Governance & Social Responsibility Committee Baht 1,513,548.38 the Risk Management Committee Baht 1,380,000.00 and the Regulatory Compliance Committee Baht 476,000.00
- 3) Grand Total Baht 32,913,419.37 with details are as follows:

Name of Director	Remuneration in Cash						
	Board of Directors	Board of Executive Directors	Audit Committee	Nominating & Remuneration Committee	CG & CSR Committee	Risk Management Committee	Regulatory Compliance Committee
1) Mr. Varavith Champeeratana	1,990,021.51	529,225.81	-	-	-	-	-
2) Mr. Payungsak Chartuttipol	1,650,000.00	803,225.81	-	-	366,774.19	-	-
3) Mr. Chulasingh Vasantasingh	1,530,000.00	-	750,000.00	300,000.00	-	-	-
4) Mr. Nontigorn Kancharachitra	1,650,000.00	-	360,000.00	750,000.00	-	-	60,000.00
5) Ms. Arunporn Limkul	1,710,000.00	1,350,000.00	-	-	516,774.19	-	-
6) Mr. Prasert Bunsumpun	1,680,000.00	-	330,000.00	-	-	720,000.00	356,000.00
7) Mr. Krisada Chinavicharana	1,620,000.00	-	-	360,000.00	-	300,000.00	-
8) Mr. Veerapat Sirichaiya	1,710,000.00	-	-	-	360,000.00	360,000.00	-
9) Mr. Yongyutt Chaipromprasith	1,680,000.00	1,290,000.00	-	-	180,000.00	-	-
10) Mr. Kallayana Vipattipumiprathes	1,358,064.52	-	-	-	-	-	60,000.00
11) Mr. Somchai Poolsawasdi <sup>(1)</sup>	512,666.67	-	-	-	90,000.00	-	-
12) Mr. Vorapak Tanyawong	1,710,000.00	1,410,000.00	-	-	-	-	-
Directors resigned during the year							
1) Dr. Sathit Limpingpan <sup>(2)</sup>	813,333.34						
2) Ms. Benja Louichareon <sup>(3)</sup>	1,243,333.33	454,000.00					
Total remuneration according to 1.	20,857,419.37						
Total remuneration according to 2.		5,836,451.62	1,440,000.00	1,410,000.00	1,513,548.38	1,380,000.00	476,000.00
Grand total according to 2.							12,056,000.00
<b>Grand total 1) and 2)</b>							<b>32,913,419.37</b>

Notes : Number in the table refers to number of attendance/number of Board Meeting held while acting as Director

(1) Took the position of director on September 17, 2013

(2) Completed his term of office on April 5, 2013

(3) Resigned Chairman and Director of the Board of Directors on June 26, 2013

### 3.6.3 Gratuity Payment to Directors in 2012

The Board of Directors allocated a total of Baht 43,840,000.00 as gratuity for Directors in 2012 as follows:

(Baht)

Name of Director		Gratuity
1) Dr. Sathit	Limpingpan	4,783,495.98
2) Ms. Benja	Louichareon	4,105,325.78
3) Mr. Chulasingh	Vasantasingh	3,720,496.87
4) Mr. Nontigorn	Kanchanachitra	3,720,496.87
5) Mr. Payungsak	Chartsutipol	3,868,619.70
6) Mr. Prasert	Bunsumpun	3,720,496.87
7) Mr. Krisada	Chinavicharana	3,188,997.32
8) Mr. Veerapat	Srichaiya	3,188,997.32
9) Ms. Arunporn	Limskul	3,720,496.87
10) Mr. Yongyutt	Chaipromprasith	3,427,155.59
11) Mr. Vorapak	Tanyawong	548,925.77
12) Mr. Jjarat	Pingclasai	522,786.44
13) Mr. Pasan	Teparak	2,152,137.52
14) Mr. Apisak	Tantivorawong	3,171,571.10
Total		43,840,000.00

**3.7 The Board of Directors' trainings**, details of their courses are provided in the unit of brief biography of the Board of Directors and the Executive Officers on pages 25–32.

### 3.8 Directors Orientation

The Bank organizes directors' orientation for newly appointed directors to familiarize them with the business plan, products and services, capital and shareholding structure, organization structure and key legal issues necessary for performing the duty of director of a registered company. For 2013, the orientation was organized for the three newly appointed directors namely Mr. Voravidh Champeeratana, Mr. Somchai Poolsavasdi and Mr. Kallayana Vipattipumiprates. The relevant documents presented included

- 1) Meeting room layout and fire exits
- 2) The role and responsibilities of state enterprise Board of Directors in compliance with the principle guidelines prescribed by the State Enterprise Policy Office, Ministry of Finance
- 3) Directors & Officers Liability Insurance
- 4) Capital and shareholding structures, business certificate, the Bank's Memorandum of Association, Articles of Association and minute of the shareholders general meeting
- 5) Overview of the Bank's risk management
- 6) The Bank's strategic plan and business plan
- 7) Credit rating
- 8) Memorandum of Agreement on State Enterprise Operating Performance Assessment

- 9) Directorship in subsidiaries, associated and affiliated companies
- 10) KTB Corporate War Room
- 11) Organization Structure and list of executive officers
- 12) Business Ethics Manual and Business Ethics Codification of Krung Thai Bank

Apart from those above-mentioned documents, various key topics were presented by the President, the secretary to the Board of Directors and Managing Directors of Compliance and Legal Management Group. Details are as follows:

- 1) Overview of the Bank's operation included Banking Industry Overview, CAMELS Analysis and Credit Framework
- 2) Board of Directors structure
- 3) The relevant Bank's regulations for Directors
- 4) Schedule and calendar of the Board of Directors Meeting
- 5) Standard agenda
- 6) E-Meeting Operation
- 7) Role and responsibility of the Secretary to the Board of Directors
- 8) Relevant laws for Directors
- 9) Bank of Thailand's examination report on Krung Thai Bank

The Bank organized additional activities for the newly appointed directors in accordance with the Code of Best Practices through visits to various departments in the Head Office, Nana Nua Building and Sukhumvit Building. Moreover, the Board of Directors paid regular visits to business units and branches in each region continuously. During June 14-15, 2013, the Board of Directors went a trip to visit Nakhon Ratchasima Branch, Samyaeak Pakthongchai Branch, Nakhon Ratchasima Regional Office 1, Nakhon Ratchasima Business Office, Collateral Appraisal Function Center, Credit Agreement Operation Center, International Business Center and Nakhon Ratchasima Cash Inventory Management Center. The purpose of trip was to convey the key policies and strategies in various aspects so as to acknowledge actual operational issues as well as to monitor the related business units' actions taken to solve such problems and obstacles on continuous basis. Moreover, they also called on the customer's business and exchanged the idea of business extension into the corporate business customer of Nakhon Ratchasima Business Office as well as participated in field trip meeting 2013 at KTB Training Center, Khao Yai, Nakhon Ratchasima to acknowledge operating performance and business opportunity of Metropolitan Network/ North-Eastern Region BC Sector.

Besides, during November 7-8, 2013 the Board of Directors and the Bank's executives went to Lao PDR to visit Vientiane Branch due to the Bank's policy in preparing to expand business and enter in AEC.

### 3.9 Executive Officers of the Bank

#### 3.9.1 President

The President is empowered to oversee that the management and business operation of the Bank is in accordance with strategies, policies and objectives as formulated and set by the Board of Directors with the following responsibilities.

- 1) Oversee the operation of the Bank to be in accordance with the strategies, policies, rules and procedures and targets designated by the Board of Directors.
- 2) Manage work with restriction to the plan or budget approved by the Board of Directors and in the interest of the Bank and the shareholders.
- 3) Supervise staff members and employees in accordance with the objectives and authority of the Bank.

- 4) Maintain relationship and collaboration with various agencies, institutions and organizations, onshore and offshore.
- 5) Represent or be an authorized person on behalf of the Bank when dealing with external agencies, regulators or conducting any legal acts with legal binding as assigned by the Board of Directors within the framework of the Bank's objectives and Articles of Association.
- 6) Attend meetings and take directorship or membership of committee as appointed by the Bank.
- 7) Perform any other businesses as designated by the Board of Directors and other committees or subcommittees.

### Assessment of the President

The Bank required two assessments annually during January-June and July-December under following procedures:

- 1) The Nominating and Remuneration Committee will assess the performance by comparing it with the key performance indicator (KPI) as specified in the strategies and targets of each year.
- 2) The Nominating and Remuneration Committee submits the performance assessment to the Board of Directors for approval.
- 3) The Nominating and Remuneration Committee informs the President of the assessment results.

### 3.9.2 Top Executive Officers

Name and Position of Top Executive Officers as at January 2, 2014

President																
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
	First Senior Executive Vice President- Managing Director Financial Management Group	First Senior Executive Vice President- Managing Director Retail Business & Network Group	Senior Executive Vice President Head of Wholesale Banking	Senior Executive Vice President- Managing Director Internal Audit Group	Senior Executive Vice President- Managing Director Credit Restructuring & Asset Management Group	Senior Executive Vice President- Managing Director Corporate Banking Group 1	Senior Executive Vice President- Managing Director Business Center Group	Senior Executive Vice President- Managing Director Compliance & Legal Management Group	Senior Executive Vice President- Managing Director Electronic Banking & Cash Management Group	First Executive Vice President – Managing Director Government & State Enterprises Relations Group	First Executive Vice President – Managing Director Operation Group	First Executive Vice President – Managing Director Human Resources & Corporate Government Group	First Executive Vice President – Managing Director Risk Management Group	Advisor to the President	Advisor to the President	Advisor to the President

Name			Position	
1	Mr. Vorapak	Tanyawong	President	
2	Mr. Kittiya	Tothanakasem	First Senior Executive Vice President- Managing Director	Financial Management Group
3	Mr. Weidt	Nuchjaleam	First Senior Executive Vice President- Managing Director	Retail Business & Network Group
4	Mr. Kittiphun	Anutarasoti	Senior Executive Vice President, Head of Wholesale Banking	
5	Ms. Pannipa	Apichatabutra	Senior Executive Vice President- Managing Director	Internal Audit Group
6	Ms. Parinya	Patanaphakdee	Senior Executive Vice President- Managing Director	Credit Restructuring & Asset Management Group
7	Ms. Jaree	Wuthisanti	Senior Executive Vice President- Managing Director	Corporate Banking Group 1
8	Mr. Prasit	Wasupath	Senior Executive Vice President- Managing Director	Business Center Group
9	Ms. Wallaya	Kaewrungruang	Senior Executive Vice President- Managing Director	Compliance & Legal Management Group
10	Dr. Vites	Techangam	Senior Executive Vice President- Managing Director	Electronic Banking & Cash Management Group

11	Ms. Arisara	Dharamadhaj	First Executive Vice President - Managing Director	Government & State Enterprise Relations Group
12	Mr. Kasem	Paeyai	First Executive Vice President - Managing Director	Operation Group
13	Mr. Chaianun	Siravanichkarn	First Executive Vice President - Managing Director	Human Resources & Corporate Government Group
14	Mr. Poonpat	Sripleng	First Executive Vice President - Managing Director	Risk Management Group
15	Ms. Praralee	Ratanaprasartporn	Advisor to the President	
16	Ms. Wareemon	Niyomthai	Advisor to the President	
17	Mr. Tanyapong	Thamavaranukupt	Advisor to the President	

#### Executives who completed their term of office on September 30, 2013

1)	Ms. Sompis	Charoenkiatikul	Senior Executive Vice President- Managing Director	Risk Management Group
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#### Detail of Changes of Top Executive Officers

1)	Dr. Vites	Techangam	Took the position on June 17, 2013 to replace Dr. Anuchit Anuchitanukul who resigned on May 1, 2013	
2)	Mr. Chaianun	Siravanichkarn	Took the position on May 9, 2013 to replace Sen. Lt. Khakkanant Kriratisountorn R.N., MD who resigned on May 1, 2013	
3)	Ms. Praralee	Ratanaprasartporn	Took the position on May 2, 2013	
4)	Mr. Kittiphun	Anutarasoti	Took the position on October 1, 2013	
5)	Ms. Wareemon	Niyomthai	Took the position on October 1, 2013	
6)	Mr. Tanyapong	Thamavaranukupt	Took the position on October 28, 2013	
7)	Mr. Poonpat	Sripleng	Took the position of First Executive Vice President - Acting Managing Director on October 1, 2013 to replace Ms. Sompis Charoenkiatikul who resigned upon retirement and took the position of First Executive Vice President - Managing Director on January 2, 2014	
8)	Mr. Vipoota	Trakulhoon	Resigned as Senior Executive Vice President - Managing Director of Corporate Group 2 on December 1, 2013	

### 3.10 Remuneration for Top Executives

The Bank in 2013 paid remuneration classified as salary, business unit allowance and extra gratuity to the Bank's executive officers (as defined by SEC) comprising President, First Senior Executive Vice President, Senior Executive Vice President and First Executive Vice President totaling 25 persons in the amount of Baht 159,379,575. In making such payment, the Bank did not pay its matching fund into the provident fund for them. As for remunerations for 46 person of Sector Directors (as defined by BOT), the Bank paid for them in amount of Baht 170,930,620 which was divided as salary, business unit allowance, extra gratuity, child allowance, child education allowance, housing allowance, and matching fund into the provident fund for 42 persons totaling Baht 156,220,840. In contrast, the Bank did not pay its matching fund into the provident fund for 4 persons which equaling Baht 14,709,780

### 3.11 Information of Directorship of the Bank's Directors and Executives in Subsidiaries, Associated and Related Companies as at December 31, 2013

Name		KTB	Subsidiaries							Associate companies					Related Companies							
															Other Companies			Companies with joint Directors				
			1	2	3	4	5	6	7	1	2	3	4	5	1	2	3	1	2	3	4	
Directors																						
Mr.Voravidh	Champeeratana	x																				
Mr.Payungsak	Chartsutipol	//																/	/			
Mr.Chulasingh	Vasantasingh	/																		/		
Mr.Nontigorn	Kanchanachitra	/																				
Ms.Arunporn	Limskul	//									/											
Mr.Prasert	Bunsumpun	/																				
Mr.Krisada	Chinavicharana	/																				
Mr.Veerapat	Srichaiya	/																				
Mr.Yongyutt	Chaipromprasith	//																			x	
Mr.Kallayana	Vipattipumprates	/																				
Mr.Somchai	Poolsavasdi	/																				
Mr.Vorapak	Tanyawong	A																				
Group Managing Directors																						
Ms.Kittiya	Todhanakasem	M					x				x	//										
Mr.Weidt	Nuchjalearn	M				x				/												
Mr.Kittiphun	Anutarasoti	M																				
Ms.Pannipa	Apichatabutra	M																				
Mr.Parinya	Patanaphakdee	M	/	/																		
Ms.Jaree	Wuthisanti	M					/									/						
Mr.Prasit	Wasupath	M			/									/								
Ms.Wallaya	Kaewrungruang	M	/												/							
Dr.Vites	Techangam	M															/					
Ms.Arisara	Dharamadhaj	M			/																	
Mr.Kasem	Paeyai	M				/						/										
Mr.Chaijanun	Siravanichkarn	M																				
Mr.Poonpat	Sripleng	M				//																
Ms.Praralee	Ratanaprasartporn	M																				
Ms.Wareemon	Niyomthai	M																				
Mr.Tanyapong	Thamavaranukupt	M																				

Notes : Brief Information on each person's position is show in "Brief Biography of the Board of Directors and the Executive Officers" and "Executives Directory"

Symbol X = Chairman A = Mr. Vorapak Tanyawong holds the following positions in KTB:  
 // = Executive Director - President  
 / = Director - Executive Director  
 M = Group Managing Director - Director

Definition (1) Subsidiary refers to a company in which the Bank's shareholding exceeds 50 percent of paid-up capital and such company is under the Bank's control excluding company in which the Bank has invested due to troubled debt restructuring.  
 (2) Associated company refers to a company in which the Bank's shareholding is 20 percent and over but not more than 50 percent of paid-up capital and such company is under material influence of the Bank excluding company in which the Bank has invested due to troubled debt restructuring.  
 (3) Other company refers to a company in which the Bank's shareholding is 10 percent and over excluding company in which the Bank has invested due to troubled debt restructuring.  
 (4) Company with joint Directors refers to a company in which the Bank's Director has directorship of the Board of Directors.  
 (5) KTB purchased KTBCH's total issue shared at the cost on October 1, 2013. As a result, the Bank currently holds 100 percent of KTBCH's total issues shares. KTBCH holds 50 percent of the total issued shares of Krungthai-AXA Life Insurance Pcl. And 25 percent of total issued shares of Krungthai Panich Insurance Pcl.

Name		KTB	Related Companies																				
			Companies with joint Directors																			Companies with joint Senior Executives	
			5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	1	2		
Directors																							
Mr.Voravidh	Champeeratana	x																					
Mr.Payungsak	Chartsutipol	//																					
Mr.Chulasingh	Vasantasingh	/																					
Mr.Nontigorn	Kanchanachitra	/																					
Ms.Arunporn	Limskul	//										/											
Mr.Prasert	Bunsumpun	/	x	x	/	x	/																
Mr.Krisada	Chinavicharana	/						/															
Mr.Veerapat	Srichaiya	/							/	/													
Mr.Yongyutt	Chaipromprasith	//										/	//	/	/	/	/						
Mr.Kallayana	Vipattipumiprates	/																/					
Mr.Somchai	Poolsavasdi	/																	/				
Mr.Vorapak	Tanyawong	A																					
Group Managing Directors																							
Ms.Kittiya	Todhanakasem	M																					
Mr.Weidt	Nuchjalearn	M																		/			
Mr.Kittiphun	Anutarasoti	M																					
Ms.Pannipa	Apichatabutra	M																					
Mr.Parinya	Patanaphakdee	M																					
Ms.Jaree	Wuthisanti	M																					
Mr.Prasit	Wasupath	M																					
Ms.Wallaya	Kaewrungruang	M																					
Dr.Vites	Techangam	M																					
Ms.Arisara	Dharamadhaj	M																			/		
Mr.Kasem	Paeyai	M																					
Mr.Chaianun	Siravanichkarn	M																					
Mr.Poonpat	Sripleng	M																					
Ms.Praralee	Ratanaprasartporn	M																					
Ms.Wareemon	Niyomthai	M																					
Mr.Tanyapong	Thamavaranukupt	M																					

**Subsidiaries<sup>(1)</sup>**

1. KTB Law Co., Ltd.
2. KTB General Services Co., Ltd.
3. Krung Thai Asset Management Pcl.
4. KTB Computer Services Co., Ltd.
5. KTB Leasing Co., Ltd.
6. KTB Advisory Co., Ltd.
7. KTB Capital Holding Co., Ltd.<sup>(8)</sup>

**Associated Companies<sup>(2)</sup>**

1. Krungthai-AXA Life Insurance Pcl.
2. Krungthai Card Pcl.
3. Krungthai Panich Insurance Pcl.
4. Krung Thai IBJ Leasing Co., Ltd.
5. KTB Capital Holding Co., Ltd.

**Other Companies<sup>(3)</sup>**

1. Suvarnabhumi Airport Hotel Co., Ltd.
2. Dhipaya Insurance Pcl.
3. National ITMX Co., Ltd.

**Companies with Joint Senior Executives**

1. Sri Siam Paper Pcl.
2. Bangkok Expressway Pcl.

**Related Companies****Companies with Joint Directors<sup>(4)</sup>**

1. Linde (Thailand) Pcl.
2. The Siam United Steel (1995) Co., Ltd.
3. Thai Oil Pcl.
4. Krisda Mahanakorn Pcl.
5. Thoresen Thai Agencies Pcl.
6. Mermaid Maritime Pcl.
7. PTI Pcl.
8. PTT Global Chemical Pcl.
9. Shin Corporation Pcl.
10. Bangkok Commercial Asset Management Co., Ltd.
11. Veerapat & Associate Law and Business Co.,

12. Jaruwan Petroleum Ltd. Part.
13. Bangchak Petroleum Pcl.
14. MCOT Pcl.
15. Aquarius Estate Co., Ltd.
16. Natural Chemical Co., Ltd.
17. Aquarius Hotels and Resorts Co., Ltd.
18. Aquarius Land Co., Ltd.
19. Electricity Generating Authority of Thailand
20. Eastern Water Resources Development and management Pcl.
21. Provincial Electricity Authority

### 3.12 Shareholding of the Board of Directors and Top Executives as at December 31, 2013

	Name	Position	KTB Shares Held				Proportion
			Own	Spouse	Child	Total	%
1	Mr. Voravidh Champeeratana	Chairman	-	-	-	-	-
2	Mr. Payungsak Chartsutipol	Director	-	-	-	-	-
3	Mr. Chulasingh Vasantasingh	Director and Chairman of Independent Directors Committee	-	-	-	-	-
4	Mr. Nontigorn Kanchanachitra	Director and Independent Director	-	-	-	-	-
5	Ms. Arunporn Limskul	Director	-	-	-	-	-
6	Mr. Prasert Bunsumpun	Director and Independent Director	100,000	0	0	0	0.000715
7	Mr. Krisada Chinavicharana	Director	-	-	-	-	-
8	Mr. Veerapat Srichaiya	Director and Independent Director	-	-	-	-	-
9	Mr. Yongyutt Chaipromprasith	Director	-	-	-	-	-
10	Mr. Kallayana Vipattipumiprates	Director and Independent Director	-	-	-	-	-
11	Mr. Somchai Poolsavasdi	Director	-	-	-	-	-
12	Mr. Vorapak Tanyawong	President	-	-	-	-	-
13	Ms. Kittiya Todhanakasem	FS EVP	-	-	-	-	-
14	Mr. Weidt Nuchjalearn	FS EVP	-	200	-	200	0.000002
15	Mr. Kittiphun Anutarasoti	SEVP	-	-	-	-	-
16	Ms. Pannipa Apichatabutra	SEVP	-	-	-	-	-
17	Mr. Parinya Patanaphakdee	SEVP	-	-	-	-	-
18	Ms. Jaree Wuthisanti	SEVP	-	-	-	-	-
19	Mr. Prasit Wasupath	SEVP	-	-	-	-	-
20	Ms. Wallaya Kaewrungruang	SEVP	-	-	-	-	-
21	Dr. Vites Techangam	SEVP	-	-	-	-	-
22	Ms. Arisara Dharamadhaj	FEVP	-	-	-	-	-
23	Mr. Kasem Paeyai	FEVP	-	-	-	-	-
24	Mr. Chaianun Siravanichkarn	FEVP	-	-	-	-	-
25	Mr. Poonpat Sripleng	FEVP	-	-	-	-	-
26	Ms. Praralee Ratanaprasartporn	Advisor to the President	-	-	-	-	-
27	Ms. Wareemon Niyomthai	Advisor to the President	-	-	-	-	-
28	Mr. Tanyapong Thamavaranukupt	Advisor to the President	-	-	-	-	-

### 3.13 Director's Shareholding in Financial Business Group as at December 31, 2013

No Director holds 10 percent or more of shares with voting right in the financial business group and the industrial group that related to the Bank.

### 3.14 Bank's Personals

#### 3.14.1 Number of Employees

The number of regular employees and employee under the signed contract and staff members divided by Group as at December 31, 2013 are as follows;

(Person)

Group	Number of Regular Employees and Employees under the Signed Contract		Staff Members	Total
	Head Office	Non-Head Office		
Core Group				
Retail Business & Network Group	2,274	12,252	132	14,658
Business Center Group	1,021	-	2	1,023
Corporate Banking Group 1	169	-	1	170
Corporate Banking Group 2	99	-	-	99
Government & State Enterprise Relation	233	-	1	234
Electronic Banking & Cash Management	262	-	-	262
Total	4,058	12,252	136	16,446
Non-Core Group				
Financial Management Group	828	15	-	843
Compliance & Legal Management Group	229	-	-	229
Credit Restructuring & Asset Management Group	199	-	1	200
Risk Management Group	267	-	2	269
Operation Group	2,044	-	11	2,055
Internal Audit Group	264	-	-	264
Human Resources & Corporate Governance Group	335	-	2	337
Marketing & Corporate Communication	110	-	1	111
Corporate Strategy Sector	16	-	-	16
Total	4,292	15	17	4,324
Grand Total	8,350	12,267	153	20,770

### 3.14.2 Compensations for Employees

The compensations given to the employees (including Top Executives) are divided into salary, wage, bonus, provident fund contribution, medical expense, social security contributions, training courses expense, pension and other benefits in total amount of Baht 20,318.91 million.

### 3.14.3 Policy on Human Resources Training and Development in 2013

With the ambition to become the convenience bank, operating with up-to-date technology, offering diverse products and financial transactions to match with all customers' demands, the Bank has presented with international standard financial services along with performed good management in comply with good corporate governance policy and awareness of social and environmental responsibility. However, the Bank has realized the important of all employees as the valuable resources and ready to help enhance their competency systemically and continuously. In order to instill their sustainable capital of wisdom, therefore; the objectives of human resources development is to improve knowledge, ability, special skills and good mind-set for the employees at all levels so that they shall have sufficient competency to perform best tasks for the Bank. Additionally, the Bank shall prepare readiness to the employees in performing their duties to achieve the Bank's goals effectively as well as getting enthusiastic for the business competition.

The Bank has stipulated development plans for all employees based on the areas as Competency, Career Path Roadmap, Training Roadmap and the KTB's strategies in order to increase readiness to its employees, especially to their knowledge, competency and skills. With the purpose to achieve the Bank's goal and capable to compete in business fields, the Bank shall boost up employees' skills, for instance; selling, service, credit analysis, debt restructuring to decrease NPLs, efficient risk management, internal audit, leadership improvement, efficient coaching etc. All the training courses shall be organized via various channels, such as Classroom Training, Self Learning, VDO Conference and On the Job Training. However, for the year 2013, the Bank has focused more on the Experience-Based Training with the intention to initiate the experiences exchanging between employees to employees and executives to employees. With this regard, the executives have jointly to create the atmosphere of continuous learning organization by passing their knowledge directly to the employees, which escorting to the encouragement of corporate culture building; specialist-skill implanting and good relationship between executives and employees.

As for the development plans for the executives, the Bank aspires to boost up the management competency of executive officers continuously via diverse training programs such as; leadership building training program, specialist-skill training program which organized both internally and externally. Furthermore, the Bank has sorted out and built up new-aged executive group from competent employees, for instance; the Bank's scholarship students, Talent Employees, High Potential Groups, Management Trainee for Credit Analysis and Management Trainees in order to serve as main foundation to develop business of the Bank in the future. Besides, in 2013 the Bank opened opportunity for employees and outsiders to apply for the Bank's scholarships. There are 10 scholarships for international Master Degree programs in leading universities within USA, England, France, Japan and China. The scholarships are offered for majors namely; Finance, Marketing, Accounting, Risk Management, Financial Engineering, Human Resource, Management Information System (MIS) and Operations Research. Additionally, the Bank also provided further 10 scholarships for Master Degree (International programs) in domestic universities.

## Risk Factors and Risk Management



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### 1. Overview of the Bank's Risk Management

#### 1.1 The Bank's Risk Management Practices

Risk Management is noticeable as one of core factors that help preventing, maintaining and encouraging organization to achieve its goal amid the competition under the severe and rapid change of economy and society. The effective risk management exhibits the organization's good governance transparency, integrity and ethics that will enable the Bank to achieve sustainable growth.

The Bank, as the leading financial institution of the country, gives emphasis to the systematic and effective risk management and control. With this

regard, the Bank has clearly determined the structure, policy and guidelines for risk management to cover up all aspects of risk management in compliance with the frameworks prescribed by Bank of Thailand, Committee of Sponsoring Organizations of the Treadway Commission (COSO) and State Enterprise Performance Appraisal (SEPA). The main purpose of the frameworks is to connect risk management process with strategic planning and business opportunities of the Bank which help integrating administration and risk management process to be covering all risks of the organization. Hereof, Risk Map has been conducted to identify Risk Factors that shall cause both positive and negative impacts toward the Bank. Key Risk

Indicators (KRIs), Risk Appetite, Risk Tolerance covering all risk factors and Risk Causes has been specified in order to control risk management within the Bank's acceptable level and in accordance with the set targets. Consequently, the Bank is able to identify the accurate risk motives in order to establish appropriate measures and preventive guidelines before the incurrence of losses that might adversely affect revenue and capital funds. Risk Management Group was empowered by the Bank to oversee, monitor, access and reports the risk performance to the Risk Management Committee and the Board of Directors on regular basis. Therefore, the Bank was capable to accomplish as established

objectives and targets that might permanently increase more sustainable and beneficial values to the organization, the shareholders and the stakeholders.

The Bank organized training programs and seminars upon the matter of risk management to the employees at all level covering to the Board of Directors, senior executives and employees including the Risk Management Award project to enhance the knowledge and understanding of risk management. Moreover, the employees are enlisted take part in the Bank's risk management responsibility which shall escort the Bank to achieve its goals effectively. Additionally, the management has been operated in compliance with good corporate governance. Therefore, these shall lead the Bank to grow steadily and enduringly.

### 1.2 Consolidated Supervision

The Bank has 12 subsidiary companies in the financial business group dividing into 4 business groups namely; credit business, securities business, life insurance business and general service business. The Bank had formulated policies and risk management guidelines in accordance with the identical principles to the Bank's risk management and complied with the BOT's requirements for consolidated supervision. Furthermore, the companies in financial business group are required to reported risk management

performance to the Risk Management Committee at least once a year or whenever significant changing occurred. As this regard, risk management performance of respective companies must be monitored closely.

As in 2013, the Bank had encouraged companies under financial business group to generate the significant risk management to be in compliance with the Internal Capital Adequacy Assessment Process (ICAAP) namely Strategic Risk, Credit Risk, Credit Concentration Risk, Market Risk, Interest Rate Risk in the Banking Book (IRRBB), Liquidity Risk, Operational Risk and Reputation Risk. On this, the Bank has offer the financial business group with the on-going training and relevant knowledge frequently. Furthermore, the Bank also oversees that its subsidiaries originate KRI as Risk Factors and Risk Management the risk assessment tools in monitoring and reporting the risk management performance to the Risk Management Committee. As a result, the risk management of financial business group had developed respectively.

### 1.3 Risk Management Structure

The Bank sets up the organization structure and effective risk management process in accordance with principles of good corporate governance. Duty and responsibility are clearly segregated for each business unit and the reporting line. As for the Bank's Risk management

structure the Bank designates the Risk management structure at policy-level to comprise of the Board of Directors, the Board of Executive Directors and the Audit Committee and the Risk Management committee. In addition, the Board of Directors appointed several committees consisting of senior executives to manage risk in various aspects namely Investment Committee (IC), Assets and Liabilities Management Committee (ALCO), Group Credit Committee (GCC) and Credit Scrutiny Committee. Details of authorities of each committee are provided in section shareholding and management structure on pages 84-92 and section Corporate Governance on page 133

## 2. Risk and Measure for Risk Management

### 2.1 Credit Risk

The risk arises from the counterparties fail to comply with covenants including the counterparties' credit rating are diminished which adverse effects over the Bank's income and capital funds. The Bank attaches highly magnitude in Credit Risk Management covering diverse customer and portfolio levels. Risk management system of the Bank consists of the major procedures namely; risk identification; risk evaluation; monitoring and risk controlling; risk report.

The Bank kept on developing risk management tools used in the credit

processes. The risk management tools and credit approval process were developed and reviewed repeatedly, for instance, the procedure improvement, credit policy and loan origination. Besides, the assorted systems for particular purpose were developed namely; Loan Origination, Early Warning system and Credit Exposure Monitoring so as to accompany with assessment, control, monitoring and Portfolio status report. Additionally, the Bank conducts Stress Test to evaluate Capital Adequacy and monitor/ report risk management performance. The Bank monitors and reports risk management results so as to control credit risk in compliance with the Bank's risk management plan, the BOT's supervision policy and other regulators' rules.

#### ● Credit Concentration Risk

The Bank pursues policy on assessing Concentration Risk to cover diverse level of customers and related party as Single Lending Limited stipulated. Besides, sector limit was set for each category of industry for risk diversification and control significant credit concentration through close monitoring. Moreover, sector limit of respective industry shall be reviewed annually.

#### ● Non-Performing Loans Risk

According to the increase of NPLs, the Bank sets more allowance for doubtful account which affects to the performance, financial status and capital adequacy. However, the Bank

initiates the corrective measures for controlling the increase of NPLs. The business units which are responsible for credit extension are formulated with the target to reduce amount of NPLs annually while the procedures for handling with debtors, who are possible to be NPLs, have also been generated. Moreover, the Bank carries out project to deduct NPLs repeatedly from the previous year as well as improves the credit approval authority and debt restructuring so as to increase more efficiency to the loan considering process and risk control. Besides, the Bank has continuously enhanced the risk assessment tools which can facilitate the process of customer selection for the greater efficiency.

#### ● Collateral Value Impairment Risk

Most of the loan collaterals are immovable properties with possibility of being depended on economic situation. In case that economy encounters recession state, a value of collateral shall be decreased and the Bank must further reserve the allowance for doubtful accounts (NPLs). The Bank formulates the review of collateral value to update collateral prices while the frequency of respective type of collateral price appraisal shall be conducted under the BOT requirement so as to be acknowledged the actual collateral prices. As this regard, the Bank can take it to formulate operation strategy in compliance with the change

of credit risk and reserve allowance for impairment of properties for sale. Details are provided in section notes to the financial statements No. 6.9.

The decreasing of collateral value for NPLs might affect the Bank in various aspects namely; having to reserve more allowance for doubtful accounts and bad debts; causing the Bank to gain less income than the Bank should have got from the public auction process; causing the Bank's net profit and capital funds to be diminished. Additionally, it might significantly impact on the Bank's financial status and performance.

## 2.2 Market Risk

Market risk is the risk that the Bank may sustain loss from changes in value of position on the statements of financial position and off-the statements of financial position, caused by fluctuation of interest rate, foreign exchange rate, equity securities price, and commodity price resulting in negative impact on income and capital funds.

The Bank has designated the Market Risk Management Department, an independent business unit from front office, to supervise risk in order to create transparency and efficiency. Moreover, it is in line with the BOT's market risk supervision regulations and the Bank's market risk management policy. However, the overview of market risk in 2013 both banking book portfolio and trading book portfolio are under the approved risk tolerance level.

### ● Interest Rate Risk

This is risk that the Bank's income or capital funds are adversely affected by changes of interest rate on all the assets and liabilities items on and off-balance sheets that are rate sensitive. Such risk might have negative impact on net interest income, market values of items in trading account and other income and expenses related to interest rate.

As in 2013, interest rate had moved at low level. Monetary Policy committee had the policy to decrease interest rate for 2 times in May and November with the purpose to stimulate economy which was slacked in accordance with government and private sectors' spending as well as the shrinking of export sector. The Bank had monitored and controlled interest rate risk to be at the Risk tolerance level by formulating risk limit and guidelines for the occurring of over risk limit.

### ● Foreign Exchange Rate Risk

This risk stems from exchange rate volatility giving adverse impact on income or capital funds after trading in foreign currency or having assets or liabilities in foreign currency, and when converting all items on balance sheet to local currency causes the Bank's book value to be decreased and the diminishing of income or loss on foreign exchange.

In 2013, the fluctuation in Thai Baht exchange rate was quite dynamic. As the early year, Thai Baht

got supported from the capital inflow to Stock Exchange of Thailand and Bond Market leading its currency appreciation rate to stand at the first rank in Asia. At the second half of the year, many factors effected Thai Baht to depreciate, among them were namely; the news of QE tapering; the recovery of EU and USA economy; the political controversy in Thailand. However, the Bank had monitored and controlled foreign exchange rate risk to be at the risk tolerance level by formulating risk limit and guidelines for the occurring of over risk limit.

### ● Equity Price Risk

This risk arises from changes of equity securities prices giving adversely impact on income or capital funds resulting in decline of investment securities for trading.



As in 2013, Thailand SET Index was unstable. At the beginning of the year, SET Index was supported by the capital inflow to the Stock Exchange of Thailand and Bond Market. But at the second half of the year, SET Index fell sharply due to the concerning over USA's QE tapering measure and the stress upon Thailand politic. However, the Bank had monitored and controlled Equity Price Risk to be at the risk tolerance level by formulating risk limit and guidelines for the occurring of over risk limit.

#### ● Commodity Price Risk

The risk that incomes or capital funds derived negative effected from changes of commodity price.

In 2013, the Bank had increased commodity derivative transactions to accommodate customer hedging of risk which was closed by doing back-to-back transactions.

For the Market Risk management, the Bank has formulated market risk policy to be in line with its strategy and under BOT requirement by setting risk tolerance limit, for instance; Trading book shall be monitored from investment value/position, maximum loss, statistical measurements namely value at risk (VaR) and sensitivity: PV01, Delta, Vega, Gamma etc; Banking book shall be monitored from Net Interest Income Change, Economic Value Change, Mark to Market and Stress Testing. Besides, the Bank prepared product program for transactions of new financial derivatives while enhancing

applications and tools used in risk assessment and control for higher efficiency capable of accommodating more complex transactions.

### 2.3 Operational Risk

The risk arises by lack of proper internal operation processes, personnel, and the Bank's working system or external situations. Moreover, it also means legal risk but excludes strategy risk and reputation risk.

The Bank oversees of operational risk management by adhering to three processes of risk management as follows.

**Process 1.** Business departments and supportive departments exhibit best awareness of risks arising during the working process and the risk of work. In this regards, the departments shall manage the risks as the risk owner with the duty of identification, assessment, control and monitoring the risk and report to the manager. Each department, the cooperative officer (Operational Risk Officer: ORO) shall coordinate with Operational Risk Management Department on tools using and risk managing in accordance with established method.

**Process 2.** The business unit which is responsible for monitoring risk and supervising other aspects shall support the departments mentioned in process 1 through tools, methods, procedures to implement in risk management.

**Process 3.** Audit departments conduct an audition and assessment



of business operation and risk management in order to offer committees the confidence that risk management and internal control of the Bank are effective.

Respective business unit shall manage risk through the procedure including assessing, controlling, monitoring and symmetric report via the following tools namely; Operational Loss Data Collection, Risk Self Control Assessment (RCSA) and Operational Key Risk Indicator (KRI). Within each business unit, the operational risk officer (ORO) has duty to coordinate on operational risk management in its unit. The Bank focuses on enhancing risk prevention and risk management timely before incurring loss to the Bank and its stakeholder. Moreover, the Bank requires respective business unit to completely assess on risk and efficiency of risk control for respective new products and services before launching to market through New Product Process to ensure that the risk of new products is at the risk tolerance level and is controlled appropriately before servicing

to customers while the risk of outsourcing shall be monitored closely.

In 2013, the Bank has formulated key risk indicators for managing operational risk in the Bank's overview. There are 2 levels of key risk indicators namely; Risk Appetite and Risk Tolerance. As this regard, the overview of operational risk status was at Risk Appetite. The above-mentioned risk has been controlled through Standards Operating Procedure (SOP) and measures for risk control in both prevention and detection in order to reduce failure during performing duty as well as prevent and boil down damage that might occur to the Bank and its customers.

As for risk management that stems from uncontrollable external factors, Business Continuity Plan (BCP) is used to ensure that even in emergency or crisis, the Bank is still able to provide its clients with services continuously without interruption. Regular testing of BCP is required to enhance greater efficiency and create confidence to the Bank's employees and customers. However, operational risk shall be summarized, analyzed for figuring out its cause, and then reported to the senior executives and Risk Management Committee monthly for being acknowledged, managing the current risk status and supporting on business decision making.

## 2.4 Other Risks

### ● Liquidity Risk

Liquidity risk is the risk that the Bank fails to repay liabilities or contingencies on due date because of inability to liquidate assets into cash or having insufficient funds or acquiring funds at a higher unacceptable cost thus affecting income and capital funds.

In 2013, liquidity in financial market had fluctuated through the year. In order to maintain and boost up the Bank's liquidity as well as to accommodate business growth, for instance, the high credit extension, many deposit products have been launched continuously. However, the Bank had monitored and controlled liquidity risk to be at the risk tolerance level by formulating risk limit and guidelines for the occurring of over risk limit.

Hereof, the Bank has formulated liquidity risk policy and process to be in consonance with the set strategy, market condition and BOT's liquidity risk management guidelines. Risk tolerance limit has been set, for instance, short-term liquidity supporting daily transactions, Net High-Quality Liquid Asset to Liquidity Gap Ratio. Moreover, stress testing is regularly conducted to assess liquidity risk under the situation held by the Bank. Test results were reported to the Risk Management Committee regularly every quarter while the liquidity



contingency plan has been prepared in line with BOT requirement.

### ● Capital Management

The Bank has been effectively managing capital fund in compliance with Basel III requirements as prescribed by the Bank of Thailand (BOT) in both banking level and Financial Business Group level since January 1, 2013. There are "Three Pillars" Concept of Basel III Capital Framework as follow;

#### Pillar I: Minimum Capital Requirement

The Bank is required to set out capital requirement covering Credit Risk, Market Risk and Operational Risk.

### Pillar II: Supervisory Review Process

The Bank is required to hold higher level of capital than the minimum requirements in Pillar I in order to accommodate for all risks that the Bank shall face in both normal situation and stress event. The Bank shall set out the key principles of supervisory review for its risk management process, especially the implementation of Internal Capital Adequacy Process (ICAAP), with highly concerns against all its risks as well as the appropriated stress testing exercise.

### Pillar III: Market Discipline

The Bank is required to set out the public disclosure upon its capital requirements, level of risks and risk management system in order to facilitate and enhance greater insight information for the outsiders and market participants to assess and analyze all risks and capital adequacy of the Bank. This disclosure shall be deemed as the essential market mechanism in escorting the Bank to achieve effective risks management system beyond simply the internal control of the Bank and the supervision of BOT.

The Bank constantly conducts in compliance with risk management standard and oversees capital adequacy complying with BOT's regulations and international guidelines while Stress Test has been carried out covering to significant risk in both normal and crisis situation so as to assess the impact on capital adequacy. Moreover, the Bank also studies

the effect of Basel III requirement with the purpose of Capital Planning as well as formulates its dividend policy which exhibits a strong capital fund standing capability of the Bank. As at the end of 2013, BIS ratio of the Bank stand at 14.79 percent and BIS ratio after Stress Test was higher than the established standard from BOT which was adequate for accommodating the risk that might be occurred from the change of economy and society as well as official's regulation.

Moreover, as for the BOT consolidated supervision requirement, the Bank submitted report on capital maintenance of the financial business group to BOT quarterly and discloses information on capital fund and risks of the financial business group as scheduled on the Bank's website. In this regard, the Bank and its financial business group maintained capital fund higher than BOT requirement.

### ● Strategic Risk

Strategic risk is the risk generated from inappropriate strategic planning, operation and implementation not in consonance with internal factors and external environment producing undesirable impact on income, capital funds and business survival.

As in 2013, Thailand's economic situation was influenced by the decelerating of world's economy and the hectic political situation at the end of the year. As this regard, the Bank



gave high importance on prudent to business operation frameworks and risk management as summarized below;

1) The Bank offers managing strategic risk in conformity with the Bank of Thailand's examination guidelines and the guidance of the State Enterprise Policy Office (SEPO) on enterprise management in respect of risk management by means of formulation of policy and manual of strategic risk management with regular annual review.

2) The strategic planning process was comprehensive and in line with the guidelines for State Enterprise Performance Appraisal (SEPA). Procedures and persons involved as well as time frame were clearly specified. Committees concerned and senior executives participated in the strategic planning that included the transformation of the plan into actual practice and communication of the plan to executives of all business units across-the board.

3) The Bank's strategic plan is appropriate and in line with both internal and external environment with the purpose to use the real data and analytical benchmarking. SWOT Analysis were operated to determine further strengthen of the strengths, rectify the weaknesses, capture business opportunities and prevent any threats from external pressures. These were combined together as the Bank's overall strategy for both short and long terms in response to the statement of Direction

(SOD), Vision, Mission and Core Values of the Bank.

4) The Bank puts in place a monitoring process assessing operating performance and report to the Bank Executives as against the set target periodically pushing forward various strategies to achieve the goals. Adjustment of action plan needed to be appropriate and in line with the changing business environment.

#### ● Properties for Sale Risk

The Bank's properties for sale were mostly vacant land, property for resident, land with building, hotel, plant and property for other commerce. All these properties were stemmed from the transferred impaired-assets and public auction under the intention to solve the problem of the Bank's NPL efficiently and generate utmost benefit to the Bank. As this regard, the Bank can reduce amount of NPL rapidly and also gets the opportunity of gaining income from the selling of properties for sale.

A major risk of properties for sale is impairment of assets which is caused by the changes of properties condition or environment, for instance, property decadence, flooding, natural disasters, economic situation, the decreased price of property in compliance with the current market situation, laws and city plan. All these factors influence the Bank in many aspects namely; the selling capability, the decreased value of property, the prolonged period of property holding and the increasing of

allowance reserve. However, risk level is subjected to the property's type; the change of market price and the holding period especially building which is gain more opportunity of getting impaired. Incidentally, the Bank attempts to manage all those risks by enhancing efficiency, quality in property management in order to decrease amount of properties for sale to the achieve the set target which is in line with the situation. Moreover, there is business unit which is responsible for overseeing those properties to be in the good condition and ready for sale. Regarding to this, in 2013 the Bank was able to sell properties for sale at the high amount continuously and had set allowance for impairment at adequate amount as prescribed by BOT.

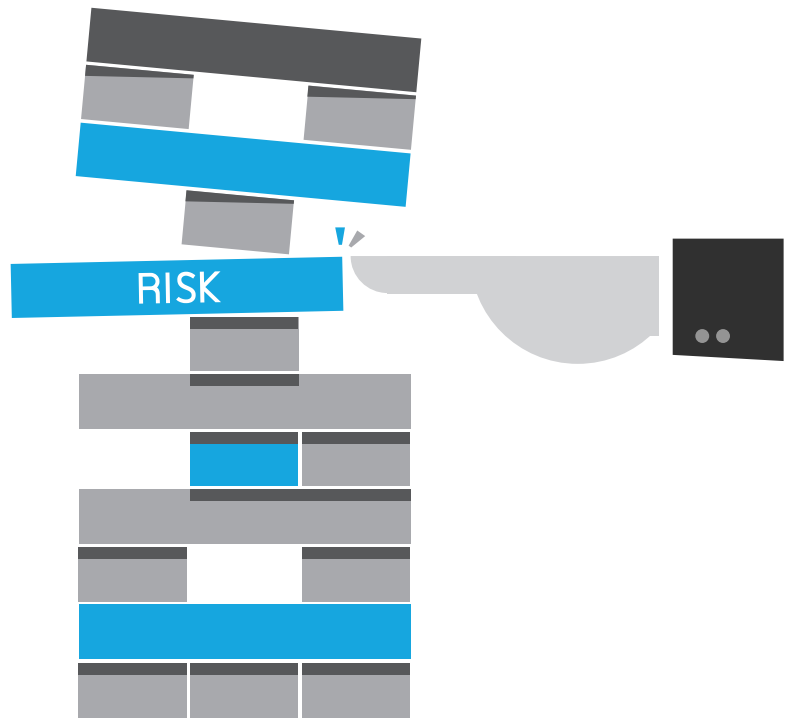
#### ● Economic Overview Risk

Thailand economy in 2013 was obviously fluctuation due to the rapid change which affected many economic departments to down the estimation of economic growth as well as affected to the Bank's operation. In 2013, GDP was able to expand only 2.9 percent, slacking from 6.5 percent in 2012 due to the lackluster world economy and the effect of continuous Baht appreciation at the first half the year which directly impacted on the economy's main driving force of Thailand as export. Meanwhile, the private consumption fell sharply after the stimulus measures termination of Government especially the first car tax rebate. Additionally, the other factors

were namely; the higher household debt, private sector's investment got impacted from the increasing of minimum daily wage, the un-recovery of export and the decelerating of government sector's investment. Since domestic political situation got harder pressures, it caused many investors to review their investment until the political situation gets resolved in the next phase.

However, the Bank closely assesses and monitors risks in both domestic and international through the Risk Management Committee on monthly basis. In this regard, the effect on economy has been presented to the Board of Directors periodically in order to inform both positive and negative effects and to adjust strategy to be suitable with the changed situation. Moreover, the Bank promptly signals the effects to the related business within organization or the customers who might get an effect from the change of both domestic and international factors, reflecting from the Bank's performance which possessed Net Profit at Baht 33,929 million. Additionally, the Bank also reserves allowance for accommodating economic fluctuation, resulting Coverage ratio up from 92.73 percent as at the end of 2012 to 109.47 percent. Asset quality has been enhanced continuously making NPLs Ratio (net) decreased from 1.76 percent as at the end of 2012 to 1.53 percent.

As in 2014, Thailand economic is anticipated to grow 3.0-3.4 percent



due to the export that shall get improved greatly from the previous year in compliance with the recovery in the group of G3 countries including Europe, Japan and USA. Especially, USA possesses more opportunity to recover its economy incessantly while the problem of debt ceiling gets loosens. Economy of the emerging markets faces with inflation and currency depreciation which might affect to the economic extension. However, it is anticipated that even Thailand export shall improve greatly; its growth shall not reach the high rate. Private consumption is still pressured by household debt problem

and the increasing of LPG price in household sector in compliance with energy restructuring.

Furthermore, economic growth in 2014 possesses risk form the instability of political situation and Government disbursement which become the major factor for Thailand economic extension. With this regard, the Bank prepares plan for the uncertain circumstance in order to continue its operation.

# Internal Control System

## 1. Internal Control System

The Board of Directors has attached the importance to the internal control through close monitoring to ensure efficient implementation of operation plans to meet the set targets at acceptable risk levels appropriate for the occurring business environment. In this regard, the Risk Management Committee is responsible for managing the Bank's risk to be in the proper level while the Regulatory Compliance Committee is responsible for overseeing all departments to operate their business in accordance with regulatory prescribed by regulator. Moreover, the Audit Committee is responsible for overseeing the Internal Audit Group to monitor and assess internal control for further enhancement and development. Such process will enable the Bank to prevent risk and perform the task prudently so as to avoid loss or damage. The Audit Committee submits the report regularly every month to the Board of Directors.

However, Report of the Audit Committee 2013 (details are provided on page 144-145) expressed the opinion that the Bank's financial statements and disclosure of information are complete and reliable, consistent with generally accepted accounting principles. Overall risk management and internal control systems have been implemented effectively and appropriately. Internal audits have been independently conducted in compliance with internal audit standards covering all high-risk processes. Moreover, there are adequate system of control in place to ensure compliance with applicable laws and regulations, consistent with the current business environment.

## 2. Head of Internal Audit and Head of Regulatory Compliance

### 2.1 Head of Internal Audit

Ms. Pannipa Apichatabutra  
Senior Executive Vice President - Managing Director  
Internal Audit Group

### Responsibilities of Internal Audit

Internal audit has to give the management and

the Audit Committee confidence and counsel which make improvement in the bank's operation and reach target by adequate assessment and effectiveness of risk management process, internal control and monitoring.

In this regard, the Audit Committee performed duties in considering, approving, assessing, appointing, demoting and removing Head of Internal Audit. (Details are provided in the unit of Shareholding and Management Structures on page 88) The Audit Committee expressed the opinion toward Ms. Pannipa Apichatabutra that she was appropriate to perform as Head of Internal Audit since she was proficient and possessed banking business comprehension, management skill, positive attitude toward the organization and qualification as prescribed by regulator.

### 2.2 Head of Regulatory Compliance

Ms. Wallaya Kaewrungruang  
Senior Executive Vice President - Managing Director  
Compliance & Legal Management Group

### Responsibilities of Regulatory Compliance

The purpose of the regulatory compliance committee is to oversee the regulatory compliance and ensures that the Bank and its subsidiary companies in financial business group operate their business in accordance with relevant laws and regulations prescribed by regulators namely; Bank of Thailand, the Securities and Exchange Commission, the Stock Exchange of Thailand and the official authorities. Moreover, they are also responsible for giving counsel about regulatory compliance and being a center in coordinating between regulator, official authorities and internal business units.

The biography including education; training; other positions and experience in the past 5 years of Head of Internal Audit and Head of Regulatory Compliance are shown in the unit of Brief Biography of Board of Directors and Executive Officer on page 34-35 and 37

## Report of the Corporate Governance and Social Responsibility Committee

Krung Thai Bank, as the major financial institution and the key mechanism in steering up the national economy, has strongly realized and always contributed its operations on the basis of the good Corporate Governance (CG) principles in cooperation with the awareness of Corporate Social Responsibility (CSR). With the intention to enhance the sustainable growth of the Bank alongside with the economy and society of Thailand, the Corporate Governance and Social Responsibility Committee of Krung Thai Bank has played important roles in initiate, accommodate and encourage the Bank to equally response to all related parties as well as its employees in all level to operate banking business by adhering to the good Corporate Governance, integrity, transparency and ethics with constant awareness to demonstrate responsibility toward communities, societies and environment. The Bank has constantly ensures its and supports to several means of social responsibilities, for instance, education promotion, cultural and local tradition conservation as well as instilling young adults the consciousness to preserve nature and environment. Accordingly, at the present, most of the respective projects acknowledged to society by Krung Thai Bank have tangibly confirmed the successful accomplishments.

Regarding to the attentive and studious operation of the Bank in 2013, it was resulted in many awards presenting to the Bank in relation to its activities carried out on good corporate governance and social responsibility as follows:

- SOE Award as an Honorable Achievement for Distinctive State Enterprise Board of Directors from the State Enterprise Policy Office, Ministry of Finance
- SET Award of Honor (Distinctive Corporate Governance Report 2009 - 2013) awarded by the Stock Exchange of Thailand
- "Excellent" assessment for quality of ordinary annual general meeting awarded by the Office of Securities and Exchange Commission in conjunction with the Thai Investor Promotion Association and the Thai Listed Companies Association
- Award of Five-Star Corporate Governance Report of Thai Listed Companies 2013 awarded by the Thai Institute of Directors (IOD)

All Awards and achievements the Bank received have reflected its management and operation by adhering to the good corporate governance principles including social and environmental responsibility in which the Bank shall ensure to comply on continually basis.



(Ms. Arunporn Limsakul)

Chairman of the Corporate Governance and Social Responsibility Committee

## Report of the Nominating and Remuneration Committee

The Nominating and Remuneration Committee is consisting of 3 Directors; 2 Independent Directors and 1 non-Executive Director, and one from the Independent Committee is assigned as the Chairman. The Committee has been entrusted with the responsibilities as prescribed by the Bank of Thailand in setting for the guidelines, policies, requirements and criteria in recruiting candidates, evaluating the performance and assessing the remunerations for the Directors, President and Authorized Bank Executives.

During 2013, the Nominating and Remuneration Committee holds totally 13 meetings. However, all the recruitment and remuneration determined by the Committee has already been considered and approved by the Board of Directors as the following details.

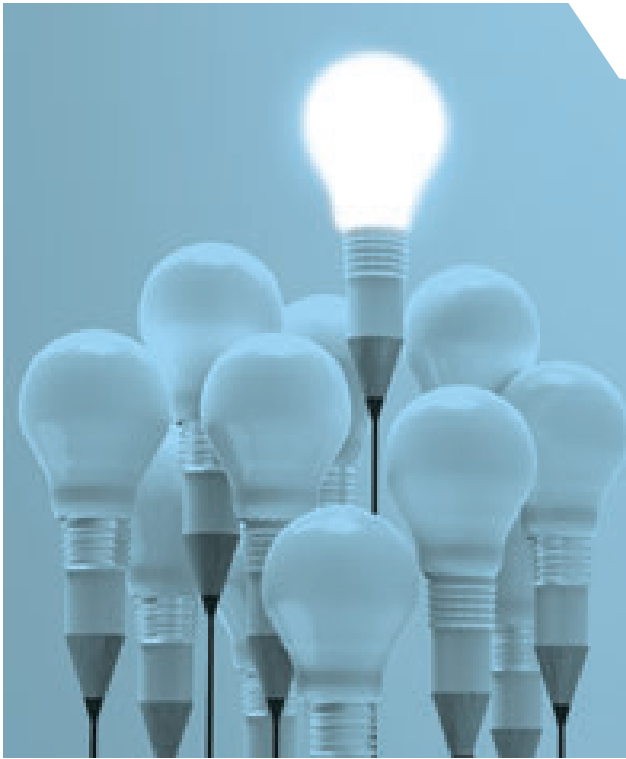
1. The Nominating and Remuneration Committee has nominated qualified candidates to assume the positions as Directors. On behalf of the recruitment for the Directors, the Committee has considered on the appropriate numbers, structures and compositions that would be suitable for the Bank as well as compatible with the changing business environment. The Committee aims to search and select for the appropriate and competence candidates who meet with the respective qualifications as prescribed by the Bank of Thailand regulatory requirements to be appointed as Board of Directors.
2. Regarding to the remunerations of Board of Directors and Sub-Committee Directors, the Committee has taken into consideration the overall operating performance of the Bank as well as the individual assigned duties and responsibilities of Directors which are in compliance with the good corporate governance principle.
3. The Nominating and Remuneration Committee has nominated qualified candidates to assume the positions as Authorized Executives of the Bank. On behalf of the recruitment for the Authorized Executives of the Bank, the Committee has considered on their qualifications, knowledge, competences, skills, experiences, versatile expertise, leadership and positive vision toward the organization as well as establishing the succession plan for the continuing administrations of the Executives positions. Hereof, all the criteria are set in an attempt to support the good corporate governance which will help generate benefits to the business operation and the effective management of the Bank.
4. Regarding to the performance evaluation for the Directors, President and Authorized Bank Executives, the Committee has taken into consideration their established goals and key operating performances before submitting the appropriate remunerations to the Board of Directors for the approval. With reference to the remunerations assessment, the Committee has considered the individual assigned duties, responsibilities and performances of the Directors, the overall operating performance of the Bank as well as the comparisons against the remunerations in the banking business.



(Mr. Nontigorn Kanchanachitra)

Chairman of the Nominating and Remuneration Committee

## Corporate Governance



### 1. Corporate Governance Policy

Board of Directors has firmly adhered and attached the importance to good governance which leads the Bank to grow sustainably as well as build up confidence to all stakeholders. The Bank believes that corporate governance can add value for shareholders so Board of Directors determines to comply with corporate governance.

During the past several years, the Bank has seriously and continuously campaigned for corporate governance culture encompassing the Board of Directors, executive officers and Bank employees to adhere and perform their duty in accordance with Corporate Governance policy, including participated in the activities that brought about the good governance culture organization. As a result, the Bank has been recognized by respective institutions, reflecting from the awards presentation in CG and CSR to the Bank continuously. Additionally, several institutions also have shown interest to visit for observing Bank's activities. With these respect, the Bank shall ensure to continue on as a good CG organization.

In 2013, The Bank initiated anti-corruption policy and continuously extended CG network to alliances. Key on-going CG activities in 2013 included the following:

- Performance assessment under the principles of good corporate governance of all business units in the Bank used as a requirement for granting the CG Awards
- Performance assessment under the principles of good corporate governance of the subsidiaries that the Bank holds 100 percent of its shares.
- CG Day activities on the Bank's founding anniversary day (March 14) to publicize CG activities and grant CG Awards. The Board of Directors and senior executive officers gave priority to participation in such activities.
- Requiring that Corporate Governance (CG) is one of the 10 core courses to be passed successfully by Bank employees in Self-Learning test.
- Dissemination and publicity of articles and news of corporate governance on the Bank's website and through Intranet including direct sending via e-mail of each employee.
- Off-site meetings of the Corporate Governance and Social Responsibility Committee as fieldwork in various regions to convey CG policy and monitor CG & CSR operation.
- Meeting held to exchange guideline practices of CG operation with external agencies.

Moreover, the Board of Directors has entrusted the Corporate Governance and Social Responsibility Committee to formulate the action plan and monitoring measures for the implementation of the business supervision or corporate governance policy and appropriate and regular policy revision. The Committee also monitors and revises CG guideline practices to be in line with the good corporate governance guidance, both local and international, aiming for world standards.

The Bank has the written out CG policy and practices in conformity with the principles of corporate governance of the Stock Exchange of Thailand started from 2002 in a total of seven principles as follows.

- 1) **Creation of Long Term Value:**  
sustainable value added
- 2) **Accountability:**  
show conscientiousness and responsible for own performance
- 3) **Responsibility:**  
understand and perform the assigned duties
- 4) **Promotion of Best Practices:**  
uphold the excellent practice
- 5) **Equitable Treatment:**  
give equitable and fair treatment to all stakeholders
- 6) **Transparency:**  
show transparency in business operation
- 7) **Social and Environmental Awareness:**  
aware of social and environmental responsibility issues

The seven principles of corporate governance written by the Bank is the

corporate policy that the Bank communicates with all staff members via the Bank channels. Besides, it was applied to be the task of all business units to ensure that the Bank comply with corporate governance. Directors emphasize on responsibility to operate duties for the Bank's highest benefit along with public disclosure, transparency in business operation, equitable treatment with stakeholders, and business operation with responsible for society, and civility of staff members. The Bank also participates in projects of preserving environment, developing community and society continuously and upholding local wisdom. To create advantages and tangible outcome from corporate governance operation, the Bank develops the effective social and environment projects by linking with other projects and keep continue those projects under the idea of instilling intellectual capital. Furthermore, the Bank stimulates general public and related parties joining projects launched by the Bank so as to push forward the society of care and share together with emphasizing on environment problems. For more information about the Bank's social and environment operations, please find Sustainability Report of Krung Thai Bank Plc. or [www.ktb.co.th](http://www.ktb.co.th).

## 2. Corporate Governance Principles set by the Stock Exchange of Thailand

The Bank has fully complied with the principles of good corporate governance and all the five categories set forth by the Stock Exchange of Thailand. The five categories are:



## 2.1 Shareholders' Rights

The Bank attaches importance to protection of shareholders' rights and promotion of exercising such rights. The basic legal rights comprise the right to buy, sell or transfer securities held, the right to receive dividend, the right to attend the shareholders meeting, the right to propose agenda in the shareholders meeting, the right to vote for the appointment of auditor and fixing of auditor fee, and the right to take part in decision-making of the Bank's material issues such as approval of key activities affecting business direction, amendment to the Memorandum and the Articles of Association.

Besides these basic rights, the Bank has established best practices to its shareholders in order to promote and facilitate rights exercising of the shareholders. Shareholders have the right to receive information on operating performance, management policy and other key information via the Bank's website. Additionally, the Bank organized

trips for shareholders to visit its operation. All relevant information is posted before the meeting date about 30 days on the Bank website: [www.ktb.co.th](http://www.ktb.co.th) to provide shareholders the adequate time to study the relevant information. Shareholders can offer meeting agenda in advance and can submit recommendations on the meeting date before the vote casting in any agenda. In case of doubt, shareholders can submit queries liberally to the Directors prior to the meeting via the Bank website or mail directly to the Board of Directors.

The Chairman of the Meeting will inform the shareholders of the rules of the meeting and the procedures of voting, allowing fair opportunities to present their opinions and inquire about any matter. Chairman of the Board of Directors, President and all the relevant chairmen of the respective committees will attend to explain the operating performance and management policies and to answer any queries raised.



In 2013, the Bank held the Annual Ordinary General Meeting on April 5, 2013 attended by all the Directors and 14 Group Executives including CFO. The Chairman of the Meeting gave equitable opportunities and time to all shareholders in exercising their rights to check the Bank's operation, raise questions, or make recommendations. Those important questions and recommendations were recorded in minutes of the meeting and disclosed to shareholders on the Bank's website within 30 days after the meeting date.

## 2.2 Equitable Treatment to Shareholders

The Bank provides equitable and fair treatment to all shareholders whether they are minority, institutional investors or foreign investors enabling them to enjoy equitable treatment in exercising their rights. In addition, the Bank allows them to nominate appropriate person to be elected with related qualifications as Director through the Nominating & Remuneration Committee in advance of 3 months before ending account period on December 31. Shareholders have the right to vote for the appointment of Directors in each person.

The Bank will not add any agenda without advance notification, especially important ones as shareholders need time to study before making decision. When shareholders cannot attend the general meeting, they can assign proxies and vote on their behalves. Proxy form and the proposed two Independent Directors were attached with the notice of meeting. Shareholders or proxies are urged to use voting ballots on every agenda items.

The Bank clearly stipulated respective measures inhibiting directors, executives, employees and related persons to take out Bank's information for self using or disclose to public. In addition it is stipulated that information has to be kept properly preventing it usage and conveyed such practice to all concern. In the past no incident was yet found.

For transparency and verification, the Board of Directors formulated guidelines for directors and executives to reveal their stake and their related person with the directors in accordance with the requirement of regulator such as the Bank of Thailand, the Office of Securities and Exchange Commission, and the Stock Exchange of Thailand.

## 2.3 Consideration for Stakeholders

### 2.3.1 Treatment of Stakeholders

The Bank recognized the rights and roles of various groups of stakeholders, internally or externally, and has included it as an integral part in the Code of Conduct disclosed through respective media, such as the Bank website. It is also published as manuals distributed to all business units for strict compliance which could enable the Bank to have a sustainable growth. The practice guidelines are summarized below:

**Shareholders:** The Bank is determined to conduct business with prudence and transparency, making profits grow continuously and steadily, boosting its competitiveness and enhance value to the shareholders in the long run.

**Customers:** The Bank determines to serve all customers willingly





and eagerly and with equality and fairness. All staffs are ready to assist customers with their problems, finding them appropriate solutions and keeping the confidentiality of their information except when it is stipulated by law or with customer's written consent.

**Creditors:** The Bank has the policy to treat creditors of all groups including depositors, debenture holders and other creditors with equitability and fairness on the basis of fair returns to both parties strictly under the agreements of covenants agreed upon. In case of non-compliance with any one of covenants, the Bank will promptly notify the creditor to jointly consider the issue. In conducting business negotiation, the Bank shall refrain from demanding or employing any dishonest benefits in trading. Moreover, the Bank regularly prepares financial reports that are accurate, complete and timely for submission to the creditors.

**Trading Partner:** The Bank required its employees to strictly adhere to the Bank's optimum interest regardless of self-interest or interest of related kin. Employees must provide accurate and complete information that will not impede the buyers' or sellers' decisions. Importantly, employees should avoid accepting gifts or rewards from buyers or sellers as well as attending private functions hosted by them so as to avoid any accusation or render special assistance in return of later occasion.

**Business Alliances:** The Bank is firmly determined to comply with the agreements made with its business partners and to provide assistance for mutual business benefits.

**Competitors:** The Bank have no policy to falsify or distort competitors' facts. At the same time, the Bank avoids making deals or discussion with employees of other agencies or financial institutions on the issues concerning geographical locations, marketing, customer segmentation, interest rates, fees and commissions including products, services or business plans that may have negative impact on the Bank's business competition.

**Social and Environmental Responsibility:** The Bank operates its business through the awareness of social responsibility as well as uphold community development activities along with conservation of natural resources and the environment. Furthermore, the Bank collaborates and supports government policy with the aim of creating national benefit.

**Board of Directors and Executives:** The Bank's Board of Directors and executives realized their rights and ready to be regarded as model in implementation and practices in complying with the Bank regulations. However, the Bank also recognized and protected the rights of all stakeholders fairly and equally.

**Employees:** The Bank gives highly to the priority on human resources management and development. The Bank had paid highly efforts to enhance their utmost competence by offering all levels of staff members the opportunities to advance in their career path coupled with oversight their salary, remuneration, welfare, and other benefits to be comparable to general leading companies. Training courses,

learning procedures, and human resource development processes have been improved in order to elevate personnel capability for business competition. The Bank has provided an environment favorable to job performance with occupational safety complying with legal standards and those prescribed by the Bank. Each business unit is required to prepare a business continuity plan both for normal and critical situations. Additionally, the Bank urged employees to respect and honor one another along the guidance stipulated in the personnel code of conduct. In terms of staff member welfare, the Bank has policy to increase staff member quality of life by providing several types of welfare benefit, for instance, establishing Medical Department to provide health services to existing employees, retired staff members, and their family members, providing educational and medical allowance to children of staff members, originating project of meditation training as well as welfare loans.

**Government Sector:** The Bank supported government's operations and complied with the regulator's requirements and policies in conjunction with promotion of collaboration in respective activities of governmental agencies so as to build national stability and growth.

### 2.3.2 Stakeholders' Participation

The Bank provides stakeholders with opportunities to participate in various activities. Through their own rights such as shareholders' rights to express opinions independently in the Annual Ordinary General Meeting or propose agenda items or nominate appropriate persons for Directors.

Furthermore, the Bank has conducted the respective corporate social responsibility (CSR) activities including the Krungthai Weaving Dream Schools Project; Good School near Home Project: the project under the idea of developing education capability especially on information technology and sciences for schools nationwide, Krung Thai Young Enterprise project: providing competition opportunity for high school students to create prototypical business plans, Krung Thai Business Ethics Initiative (White Seedlings) Project: originating project competition under the philosophy of Sufficiency Economy for college students nationwide, Krung Thai Art and Culture Support: upholding the establishment of the National Exhibition of Art in order to stimulate Thai artists developing artworks continually. The Bank fully supported stakeholders, as well as executives, employees, subsidiaries, customers, students, teachers, instructors and interested public, to participate in activities stipulated by the Bank.

### 2.3.3 Whistle Blowing & Complaints

It is the objective of Board of Directors to provide communication channel for stakeholders such as customers and general public enabling to lodge their complaints directly to the Bank or express opinions through various channels as follows:

- KTB Call center service on 1551 in Thailand or + 662 501-4499 from overseas. The service is accessible 24 hours.

- Customer Relationship Management Department (Complaint Division) Tel. +662 208-8989 (Business Hours)

- <http://www.contactcenter.ktb.co.th> or E-mail: [call.callcenter@ktb.co.th](mailto:call.callcenter@ktb.co.th)





- E-mail: [compliant.center@ktb.co.th](mailto:compliant.center@ktb.co.th)
- Fax: +662 256-8170
- Contact us by mail: Krung Thai

Bank Plc., Office of the Board of Directors & Shareholders, 35 Nana Nua Bldg, 8<sup>th</sup> Fl., Sukhumvit Rd., Klong Toey Nua Subdistrict, Wattana District, Bangkok 10110 or P.O. Box 44 Hua Lam Pong Post Office Bangkok

- Survey on customer's satisfaction ; Management division shall collect all complaint information and report to audit committee regularly

- Complaints or recommendations from staff members can be submitted directly to Board of Directors via e-mail; their e-mail addresses are provided in the Bank intranet system. Other complaint channels showing below

-E-Mail: [hr.care@ktb.co.th](mailto:hr.care@ktb.co.th), supervised by Managing Director of Human Resources And Corporate Governance Group, Director of Human Resources Sector, and Manager of Welfare & Employee Relation Department

-Hotline: +662 208-7606-9, supervised by Welfare & Employee Relation Department

-E-Mail: [We.lovektb@ktb.co.th](mailto:We.lovektb@ktb.co.th) supervised by Manager of Welfare & Employee Relation Department

## 2.4 Disclosure of Information and Transparency

### 2.4.1 Disclosure of Information as prescribed in Listed Company Requirements

The Bank oversees that key information, financial and performance related data are disclosed accurately,

completely, transparently, comprehensively and timely as prescribed in the requirements of the Office of Securities and Exchange Commission and those of the Stock Exchange of Thailand. Apart from Annual Registration Statement (Form 56-1) and The Annual Reports (Form 56-2), most of the information is posted on the Bank's website in Thai and English with regular updates, thus helping shareholders, customers and interested persons to access the information with ease, equality and reliability.

Key information disclosed by the Bank included performance of the Directors over the year, roles of the Boards and sub-committees, number of meetings called. Number of attendance of each director and opinions from performing their duty as well as training history, remuneration policy and remunerations of Directors and senior executives that reflect their roles and responsibilities, shareholding structure, business operation and targets, operating performance, financial information, business ethics and corporate governance & social and environmental responsibility policy.

### 2.4.2 Performance of the Board of Directors and Respective Committees

- Structure and scope of power and duty of the committees as well as name list and Brief Biography of Board of Directors and Executive Officers as details in "Organization Chart" pages 12-13, "Brief Biography of Board of Directors and Executive Officers" pages 25-32 and "Shareholding and Management Structures" page 84-96.

- Member of the Audit Committee

well experienced in reviewing financial statement is Mr. Prasert Bunsumpun. His brief biography and experience in reviewing financial statements is shown in "Brief Biography of the Board of Directors and Executive Officers" on page 29-30.

- The Bank structures its policy on remunerations fairly and reasonably with the reviewing of the Nominating and Remuneration Committee. The appropriateness in consonance with the Director's scope of duties, roles and responsibilities were taken into consideration. The remuneration must be in accordance with the benefits offered by the Bank as well as relevant to the type of business, the business growth ratio, the conformity of Directors' remuneration with the same level of business and compliant with the resolution passed by the shareholders meeting as showing in "Shareholding and Management Structures" page 99-102.

- Performance of the Board of Directors in the previous year reflects by presented to receive The SOE Awards in the Honor Class for the Outstanding State Enterprise Board of Directors from the State Enterprise Policy Office, Ministry of Finance, The SET Award of Honor in the category of distinctive Corporate Governance since 2009-2013 from The Stock Exchange of Thailand joining with Money & Banking Magazine and Corporate Governance Report of Thai Listed Companies 2013 in the rating of Excellence from Thai Institute of Directors.

#### 2.4.3 Investor Relations

The financial Institutions & Investor Relations Department has been assigned to take the Responsibility of providing and disseminating information and activities of the Bank of the benefits of all concerned such as investors of all types, stock analysts, fund managers both local and foreign as well as government agencies concerned on equal and fair basis through diverse organized activities. During 2013, the Bank's executives and investor relations officers met with respective analysts and investors on various occasions and provided them with useful information as follows:

Type of Call	Number of call
One-on-One Meeting & Conference Call	110
Analyst Meeting & Fund Meeting	8
Road Show	6
<b>Total</b>	<b>124</b>

#### Contact with Financial Institutions & Investor Relations Department

Telephone: +662 208-3668-9

Fax: +662 256-8800

E-Mail: [ir@ktb.co.th](mailto:ir@ktb.co.th)

Address: Krung Thai Bank Pcl.

35 Nana Nua Bldg., 6<sup>th</sup> Fl., Sukhumvit Rd.,

Klong Toey Nua Subdistrict, Wattana District,  
Bangkok 10110

Website: <http://www.ktb.co.th> (select Investor Relations)

The Corporate Branding & Communications Department is responsible for coordination with the press upon the interviews with Bank executives and other public relations task. For 2013, details are as follows:

Type of Communication	Number of Time
Press Release	107
Press Conference	22
Press Interview	39
<b>Total</b>	<b>168</b>

### 2.5 Responsibility of the Board of Directors

The Board of Directors will formulate directions, policies, business strategies, oversee that the operations are transparent and proceeded lawfully and ethically under the respective policies, communication and relevant information was disclosed appropriately. The Board of Directors has performed its duty honestly and prudently safeguarding the shareholders' interest. The Board of Directors takes



responsibility on their performances resulting to the shareholders and is truly independent from the management for the highest benefits of the Bank and its shareholders in general. There exists clear segregation of duty and responsibility between the Board of Directors and the Management. Moreover, for proper check-and-balance, the Chairman of the Board of Directors and the President are different persons.

All the Directors have diverse qualifications with respect to skills, experience and specialization beneficial to the Bank including full devotion to their performance. Besides, the Independent Directors with qualifications as defined by the Bank, comprise as many as 5 from the total of 12 Directors, being regarded as larger percentage share than the requirement of at least one-third or not less than 3 persons as prescribed by the Office of the Securities and Exchange Commission. The term of office of directors is under the charter of each committee. Article 22 has prescribed that one-third or the directors must retire at each annual general meeting.

The Board of Directors has appointed respective committees to help study and scrutinize the task as deemed necessary to ensure the Board's greater efficiency and effectiveness in performing its duty. In addition, it is the Bank's policy to appoint the Secretary to the Board of Directors and the Corporate Secretary to be in compliance with the applicable Securities and Stock Exchange (No 4), B.E.2551 (2008) and principles of good corporate governance of the Bank. Core duties and responsibilities are detailed in "Shareholding and Management Structures" page 84-96.

The Bank has stipulated additional provisions concerning appropriateness of Director's term of office that it should not be exceeding three consecutive terms except that any Director is considered appropriate to take director office longer than such term. The Board of Directors would consider the efficiency in the performances of such Director and explain with supportive reasons together with result of performance to the shareholders.

Concerning directorship of the President and top executives in other companies, the Bank has formulated clear policy as to classify types of directorship and number of companies in which they are entitled to hold the post, and such directorship holding must be first approved by the Board of Directors. Apart from this, the Bank has established practices on holding posts in other companies in accordance with the guidelines prescribed by the Standard Qualifications for State Enterprise Directors and Employees Act, the Financial Institution Act, the Securities and Stock Exchange Act and other related law. Under such practice guidelines, Directors are entitled in no more than three state enterprise companies and Directors are entitled to hold the post of Chairman, Executive Director or authorized signatory director in no more than three other business groups. The Bank disclosed information on directorship in other companies on pages 106-107.

The Bank sets the schedules for the Board of Directors meeting in advance and regularly throughout the year. Meeting schedules are shown on the Bank's intranet website. Each Director is informed of such schedules to facilitate arrangement for attendance as details in "Shareholding and Management Structures" pages 98-99. In this regard, the subcommittee related to the agenda on such particular issue will scrutinize the relevant information; make comments and recommendation prior to submission to the Chairman of the Board of Directors for approval and inclusion of that issue on the agenda for prudence and

management of risks in all respects that may arise. Besides, the Board of Directors has the policy of opportunities to call meeting among themselves without attendance of the Management quarterly to discuss issues of common interest as well as the President will be informed of the meeting results.

The Bank requires the Board of Directors to conduct self-assessment twice a year and once a year for respective committees to reflect the operation efficiency under the principles of corporate governance as details in "Shareholding and Management Structures" pages 96-98.

The Directors and the executives are encouraged to develop their competencies through continuous and regular training courses to enhance their knowledge (details in "Brief Biography of the Board of Directors and Executive Officers" pages 25-41 and "Shareholding and Management Structures" pages 110). Moreover, for each new Director appointment, the Bank organizes Orientation to provide the newly appointed Directors with key information on the Bank as well as making arrangement for them to visit and observe the Bank business operation. In 2013, the Bank organized orientation for three new Directors namely Mr. Voravidh Champeeratana, Mr. Somchai Poolsavasdi, and Mr. Kallayana Vipattipumiprates (details in "Shareholding and Management Structures" pages 102-103). Furthermore, the Corporate Secretary is trained in appropriate courses such as Successful Formulation & Execution of Strategy (SFE) for more efficient performance. The Bank, in December, made an arrangement for the directors and



executives nationwide including overseas branches to attend the Bank's business strategy seminar for brainstorming and spurring the Bank to achieve the targets set in the business strategic plan.

### 3. Other Committees

#### ● Management Committee

Formulate the Bank's policy and strategic plan and the overall plan as well as human resources management, information technology so services would meet the needs of customers effectively. Determine guidelines for dealing with frauds and supervise operation in accordance with the Boards' designations and compliance with the policies established by the Board of Directors and the Board of Executive Directors.

#### ● Investment Committee

Investment Committee (IC) manages the Bank's investment in equity and debt instruments, approves investment within the limits set by the Board of Directors and reviews investment that exceeds limit. In addition IC controls investment management and risk pertaining to trading of instruments which must be in accordance with the Bank's policy and targets. Meeting is held at least once a month.

#### ● Assets and Liabilities Management Committee

Formulate framework for managing the Bank's assets, liabilities and capital funds in line with external factors affecting liquidity and profitability by implementing appropriated analysis tools to determine interest rate, and benefit returns from loans

and deposits. Recommend strategies in dealing with risks arising from investment and interest rates. ALCO meets at least once a month

#### ● Credit Scrutiny Committee

This Committee scrutinizes credit work under the authority of the Board of Executive Directors and the Board of Directors including applications for credit and debt restructuring, credit limit and debt restructuring limit, trading of non-performing assets, underwriting or investment in debt instruments except those issued by government, Bank of Thailand or other state enterprises guaranteed by Ministry of Finance. Moreover it approves credit application, debt restructuring and other credit activities within its scope, as well as other duties delegated by the President. Meeting is held at least once a week.

#### ● Group Credit Committee Level 7

Group Credit Committee (GCC) level 7 are authorized to approve lending limits and debt restructuring as stipulated in the Bank's instruction on credit approval and debt restructuring, as well as acceptance of transfer of collateral and purchase of mortgaged properties from auction. GCC meets at least once a week.

In case that Group Credit Committee level 7 and Credit Scrutiny Committee approve to loosen credit regulations, the Secretary to the Board of Directors will summarize the approved issue and report to the Management Committee.

## 4. Nomination and Appointment of Directors and Executives

**4.1 Nomination of Independent Directors** recruiting procedures for Independent Directors and Directors are similar but the qualifications of the Independent Director will be considered in accordance with the prescribed definition. The detail of definition and the business relationship information of Independent Director shall be provided in section "Shareholding and Management Structures" on pages 93-96.

### 4.2 Nomination of Directors

- **Selection of Directors**

The Bank has appointed the Nominating and Remuneration Committee to select and scrutinize applicant nominated for director. This committee comprises of specialists from various areas such as finance, economics, information technology, human resources management and law. If the Bank needs personnel other than those areas, additional specialists will be recruited to join as director.

In selecting and nominating a director, such person must be qualified and not forbidden by the Standard Qualifications for State Enterprise Board Members and Staff Act B.E.2518 (1975) and the Financial Institutions Business Act. B.E.2551 (2008). The candidate must also be approved by the Bank of Thailand before submitting to the Board of Directors and then to the shareholders. Name of candidate will be submitted to the general meeting via the Board of Directors. After approval of the appointment, the responsible business unit

will proceed with the registration of director change and report to the units concerned within the specified time. Directors who completed their term of office may be re-elected. Moreover, the Bank organizes orientation for new directors to inform them of their role, duty and responsibility as well as relevant rules and policies needed for the understanding of the Bank's business operation.

- **Appointment of Director**

Criteria of appointing Directors can be categorized into 2 cases as follows;

**Case 1** Appointment of new director to replace the one who completed his/her term will be done in the shareholder general meeting. The Bank allows them to nominate appropriate person to be elected as Director in accordance with the following criteria.

- 1) One share equals one vote except preferred shares with provision of condition to have less voting right than ordinary shareholder.
- 2) Each shareholder may exercise all the votes to elect one person or several persons but is not entitled to divide the votes for any particular person.
- 3) Persons receiving the highest votes in descending order shall be elected. The number of directors to be elected depends on the vacancy at that time. In the event of a tied vote for the last opening, the Chairman of the general meeting shall cast the deciding vote. The Bank allows shareholders to nominate name of qualified applicant as director via the Bank's website from October 1 to December 31 of each year prior to the annual general meeting. The named applicant will be scrutinized





by the Nominating and Remuneration Committee and the Board of Directors with consent from the Bank of Thailand.

**Case 2** Appointment of director to replace the one who left prior to completion of term shall be made by the Board of Directors with voting of no less than three-fourths of the subsisting directors. Qualified person without any forbidden traits will be selected and will stay only for the remaining tenure of the director who left.

#### 4.3 Nomination of Top Executives

- **Selection of the President**

The Bank complied with the Standard Qualifications for State Enterprise Board Members and Staff Act B.E.2543 (2000) in holding a transparent process of selection. A public announcement will be made giving an opportunity to qualified persons with vision, knowledge, competency and experience in the management of large organization to apply. The Nominating Committee will recruit qualified person who possess appropriate knowledge and experience and then submit the list of candidates to the Board of Directors to assign for the Subcommittee on Remuneration in considering and negotiating for the remuneration subsequently

- **Selection of Group Executives Managing Director**

The Nominating and Remuneration Committee will nomination in-bank with knowledge and competency relating to the work under consideration. In the event that no appropriate person is available, it will nominate outsider with vision, knowledge, leadership and capability

in managing banking business as well as having positive attitude toward the organization.

## 5. Succession Plan

The Bank has its system of succession for executives at each level and each job family that can be implemented effectively through the Succession Plan for crucial posts especially the chief executive officer of the Bank. Preparedness of training courses for individuals that will become executive officer or manager has been in place together with the Individual Development Plan to enable the successor to manage and carry on the task instantly, smoothly and efficiently. Work plan and requirements for selecting successor at different levels are summarized below:

1) **President level**, the Bank complies with the Standard Qualifications for State Enterprise Directors and Employees Act B.E.2518 (1975) and also has transparent nominating and selecting process by recruiting from the executive officers within the Bank and giving opportunities to external applicants who are visionary with knowledge, competence and experience in corporate management to apply for the President. From then the applicants will be selected via the appropriate nominating process.

2) **Group, sector and department level**, the Bank makes relevant assessment seeking opinions from existing group executive and requesting such group executive to nominate qualified person as successor of each business group.

3) **Regional office and business center**, the Bank utilizes the Assessment Center for

selection. The candidate's appropriateness will be assessed by two levels of supervisors. The highly competent executives will be listed in preparation for replacement and business expansion.

4) **Branch manager and assistant branch manager**, selection will be done through testing and the Assessment Center. High-potential executives within the Bank will be considered for replacement and business expansion.

Moreover, the Bank selects and builds competent employees groups, that is, the Bank scholars and Talent groups to be further developed for the new generation executive posts. They will serve as foundation for business expansion and help prevent any problem of understaffing or shortage of manpower for future executive posts.

## 6. Supervision of the Subsidiary and Associated Company Operations

The Bank authorizes its executives to take the role of committee in order to supervise subsidiary in terms of business operation, determine business plan and annual budget, and then report to the Bank for approval. In this process, business operation of subsidiary will related to the Bank policy. In addition, the Bank will monitor the uses of funds and business operation of financial business group through conducting business operation report submitted to the Board of Executive Directors in each quarter, quarterly risk management results reported to the Risk Management Committee and yearly business operation report submitted to the Board of Directors before deliver to compliance unit. Moreover, Subsidiaries and Associated Company are required to report

their related-party transactions in each month for efficient control.

In case of significant changes in business group such as the capital increase or reduction of capital as well as investment that exceed half of their total asset, the Bank require Subsidiaries to report the Board of Executive Directors for approval. For Associated Company, the Bank require to report President for approval before action.

The Bank allows other shareholders to participate as the management of the Joint Venture. Number of committee depended on ratio of shares holding whilst the number of independent committee determined by the regulations prescribed in those associate companies.

## 7. Supervision of the use of inside information

The Bank establishes the measures for the use of inside information into corporate governance policy as the following details:

1) Staff member is not permitted to buy, sell or transfer securities in such a way as to take advantage of other persons by using information material to changes in the prices of securities which has not yet been disclosed to the public or The Stock Exchange of Thailand and to which information he has access by virtue of his office or position, and whether or not such act is done for his own or another person's benefit, or to disclose such information so that he will receive consideration from the person who engages in the aforesaid acts.

2) Directors, President, Managing Director, and manager or higher in account and finance field must report details of the securities acquisition

issued by the Bank, both of themselves, spouses, and immature children to The Securities and Exchange Commission as prescribe; such details will be report to Board of Directors monthly. In addition, stake details of people mentioned before will be reported to Corporate Secretary in order to inform Board of Directors and the Audit Committee in accordance with the requirement of The Securities and Exchange Commission. The copy of report referred above must be submitted to Compliance Department so as to use as reference for operating the related business.

3) Buying and selling securities as well as prevention of inside information use will be supervised by fixing a time limitation for selling or buying securities issued by the Bank. Directors, staff members, and related parties will be informed the use of inside information prevention regulations via the Bank channels regularly.

## 8. Auditor's Fee Paid

### • Audit fee

The Bank and subsidiaries paid a total of Baht 7,466,250 for the audit fee in the accounting period of 2013. The amount comprised of Baht 6,610,000 for auditing and Baht 856,250 for other expenses.

### • Non-audit fee

The Bank and its subsidiaries paid for the preparation of special report, report on foreign exchange profit, report on electronics money transfer system audit, and the review on the English translation of financial statement and Comfort Letter to the Bank's auditor in amount of Baht 4,300,000 which will be paid in the future.

## 9. Other Issues of Corporate Governance Principles

The Bank has fully complied with the principles of good corporate governance and all the five categories set forth by the Stock Exchange of Thailand as details in section 2. The Board of Directors and Executives are required to operate their work in accordance with the Governance Risk & Compliance including risk management, and complying with the Bank regulations and corporate governance policy. Management and operation process shall be related together. Each process require individual officer to take clearly responsibility, starting from initiating the strategic plan/ business plan/ policy of launching products, tool development, complying with the Bank policy, to the process of monitoring and reporting.

Moreover, the Board of Directors oversees the performance of the Management to ensure its compliance with the key performance indicators (KPI) determined at the beginning of the year. Operating performance is monitored on a monthly and quarterly basis so as to know the status at every stage. If the operating performance falls short of the target, the Board will conduct an analysis to find the root causes for further solutions. At year-end, the Board will compare the Management's performance with the KPI set under the Performance Agreement (PA).

The Board controls and verifies the Management work to ensure transparency and compliance with the Bank's code of conduct which has been implemented since 1998 and developed conforming to the flexible matters as well as supervised internal control and risk management properly.



### 1. The Important Related-Party Transactions

As at December 31, 2013 and 2012, loans to the Bank's executives (First Vice President and above) were Baht 488 million and Baht 509 million. The average outstanding balances of loans at month-end were Baht 496 million and Baht 446 million, respectively.

The loans outstanding as at December 31, 2013 and 2012 to close family members of the Bank's executives mentioned above were Baht 161 million and Baht 32 million, respectively.

Information on the important related-party transactions and related-party transactions conducted between the bank and subsidiaries, associated and affiliated companies in 2013 is shown in the Notes to the Financial Statements No. 6.25 Related-Party Transactions.

### 2. Policy on Pricing

To prevent conflict of interest that may arise from conducting related-party transactions, the Bank has prescribed the market price or fair price to be used in conducting transactions of all types except any transactions under requirement prescribed otherwise by the regulators, then the Bank will adhere to the practices under such requirement.

### 3. Necessity and Justifications of Related-Party Transactions

Inter-party or related-party transactions conducted in 2013 were normal business transactions or normal business support transactions of the Bank. Such transactions are conducted under the same general trading conditions as those done with outsiders. Moreover, such conducts of inter-party or related-party transactions

were necessary for business operation and supporting business operation. However, the Bank had already considered inter-party transactions between the Bank or subsidiaries and related persons or persons who might have conflict of interest with the Bank or subsidiaries, and was of the opinion that such transactions were conducted in accordance with general nature of business. In addition, the Bank received and paid remunerations at market prices or fair prices, and also complied with the requirements of the regulators concerned with such transactions while relevant information was disclosed accurately and completely.

#### 4. Measures for Related-Party Transactions Approval

The Bank gives importance to prevention of conflict of interest from conducting inter-party or related transactions. In approving such transactions, the Bank has carefully considered the issues with integrity, good faith, justification and independence within moral ethical framework while adhering to the code of Business Ethics and good corporate governance principles of the Bank. Moreover, the Bank formulates related transactions procedure and regulations to the responsible unit. The Bank has assigned the Compliance Department to oversee and re-check the approval procedures of such

transaction to be in compliance with the requirements prescribed by the regulators.

However, any related-party transactions or related transactions prescribed by the regulators or by the Bank procedures requiring that such transaction must be approved by the Board of Directors, the Bank has prescribed the best practices of the Directors in relation to approval of related-party transactions or related transactions so as to prevent conflict of interest. Details are summarized as follows:

1) Each Director is required to disclose information on transactions that might bear conflict of interest, related-party transactions or related transactions as prescribed in the requirements of the Office of Securities and Exchange Commission and the Stock Exchange of Thailand.

2) Director having conflict of interest is prohibited from approving such transaction. In conducting the related-party transaction, the Audit Committee shall participate and give opinion under the principles of good corporate governance and the requirements prescribed by the Stock Exchange of Thailand.

3) Lending or investing in business in which the Director has interest must be unanimously approved by the Board of Directors without attendance of such Director. To

prevent conflict of interest, pricing and terms and conditions must be determined in accordance with the Bank's normal trading and with the same treatment given to general clients.

#### 5. Policy on Conducting Future Related-Party Transactions

In general business operation, if the Bank realizes that conducting related-party transactions in the future will benefit the Bank and its shareholders, the possibility will be that the Bank or subsidiaries will do so in compliance with the regulators' requirements and the Bank's measures for approval of related-party transactions as earlier described.

Moreover, in conducting related-party transactions or related transactions in the future, the Bank will adhere to the same practices as those of conducting transactions with general clients on trading terms and conditions that are not different from those of general business or business of the same type. Remuneration paid or received from such transactions shall be in accordance with market price or fair price. Relevant information concerning related-party transactions or related transactions must be disclosed to the public in accurate and complete manner in accordance with the regulatory requirements.

## Corporate Social Responsibility (CSR)



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Krung Thai Bank gives priority to corporate governance & corporate social responsibility by involving 2 matters of CSR into the Bank mission including creating collaborative economic development and promoting intellectual capital, and creating sustainable returns to shareholders. The Bank takes attention on social and environmental responsibility for sustainable of banking business and society in accordance with 8 principles set by the Stock Exchange of Thailand as information provided below.

### 1. The fairness on business operation

The Bank operates business under supervising of many organizations such as Bank of Thailand (BOT), The Securities and Exchange Commission (SEC), State Enterprise Policy Office (SEPO), Anti-Money Laundering Office (AMLO), and Office of the Auditor General of Thailand (OAG). Thus, conducting any transaction must rely on the relevant laws and regulations

strictly in order to create correctness and fairness for all related parties. The Bank nominates subcommittee to monitor the Bank business including Risk Management Committee, The Regulatory Compliance Committee, and Audit Committee. Moreover, Compliance Department was assigned to operate as the center to distribute regulations and working guidance as well as to supervise all business units ensuring that they comply with related regulations and the regulation originate annually with the aim of preventive supervision in accordance with compliance risk comprising of Compliance Policy Compliance Unit Charter and Compliance Program.

### 2. Anti corruption

The Bank attends to anti corruption reflecting from determining policy of corporate governance, business ethics, code of conduct together with enacting strictly regulations, nominating subcommittee to supervise business

operation for anti-corruption reduction, nominating Corporate Governance and Social Responsibility Committee to ensure good governance on the Bank performance. In addition, the Bank also realizes on damage occurred by corruption which has devastated economic stability and competitive competence. Therefore, the Bank joined Private Sector Collective Action Coalition Against Corruption (CAC) to support activities that make awareness of corruption damages and jointly resist all type of corruptions.

### 3. Respect for human rights

The Bank upholds and respects human rights through providing communication channel to inform valuable information for business operation as well as providing staff members the channel of initiating opinions or grievances via the Bank webboard and HR Care along with creating legal and disciplinary behavior knowledge to staff members. In this

regard, Welfare & Employee Relation Department takes the role of assuring that the Bank business is not be involved breaking human rights.

#### 4. The elimination of compulsory labor

The Bank supports the freedom of association and the effective recognition of the right to collective bargaining by providing staff members the rights to formulate Krung Thai Bank State Enterprise Labor Union while the Bank strictly adheres to the state Enterprise Labor Relations Act so as to eliminate all forms of forced and compulsory labor. Besides, child labor is abolished hence, children less than 18 years of age are not permitted to apply the Bank jobs or take the role of outsource employee. In addition, discrimination of employment and occupation are eliminated as well as female and male employees will be treated without discrimination for advancement. The Bank has announced to employ person with disability complying with section 33 and 35, arranging or providing the place for persons with disability.

#### 5. Consumer responsibility

Consumer responsibility is originated and included in the Code of Conduct. All of staff members are stimulated to provide customers the excellent services by service mind with fairness and prudence as well as do not disclose customer information, except

legal exemption or written customer permission. The staff members keep in mind to service customers politely and try to find problems of customers along with solving problems. System of customer service and the support unit are originated to satisfy customers including KTB Call Center 1551 which is the unit to provide customers the Bank information and solve primary problems via telephone, E-mail, and Fax. Another support unit is Customer Complaints Function, the unit of hearing customer grievances and contacting to solve problems. Customers can contact this unit via telephone, E-mail, and Fax.

#### 6. Environmental responsibility

The Bank has focused on environmental responsibility continuously and seriously reflecting from measures and activities originated by the Bank, for instance, renovating office building to accommodate energy conservation scheme for global warming reduction by renovating Nananua Office building to the green building by changing materials, for example, replacing the building envelope by specialty glass which is able to diminish heat transfer into the building, changing air conditioning system to Chiller which contains the technology to decrease electricity usage amounting to 15-20%, and redecorating building environment by embellishing plants and trees around the building to decrease heat at the head office. Besides, the Bank also implements



**KTB**

**Creating  
collaborative  
economic  
development  
and promoting  
intellectual capital**

the measure of controlling energy use by setting time to turn the light and air conditioner on and off. Time to turn the light and air conditioner on during 7.30-12.00 a.m. and 1.00-5.30 p.m. Moreover, the Bank upholds using green building and interior materials. All business units are stipulated to shred the used documents securely in Shred2Share Project (the project of shredding papers with energy saving process and recycling the shredded papers); all staff members are stimulated to keep in mind about paperless. Apart from the internal environmental responsibility mentioned before, customers and external people will be supported with the knowledge of green technology. Entrepreneurs are supported to operate energy conservation business by KTB-Green Loan as well as youths are able to join KTB Green @ Heart Project for environmental and energy conservation, reduction global warming, and complying with the government policy.

## 7. Community development

The Bank has operated community development projects including "Krung Thai Weaving Dream Schools Project", the project to uphold students the quality study without far traveling, "Krung Thai Young Enterprise project" and Krung Thai Business Ethics Initiative (White Seedlings) Project, the project of supporting job creation for students and community, "Thai Women Empowerment

Funds Project", providing financial knowledge in order to enhance business operation potential in community (for more information, please find Sustainability Report 2013 or [www.ktb.co.th](http://www.ktb.co.th) )

## 8. Maintenance and exposure innovations derived by corporate governance and corporate social responsibility, and stakeholders

Innovative matter is involved as 1 in 5 of KTB core value (KTB FIRST). The Bank pushes forward value creation and innovation as a part of operation. Creative Center Project was created to offer staff members some chances of raising creative ideas which originate benefits to the Bank and able to create innovation. The staff members will be present to receive prizes if their ideas

lead to initiate innovations. Furthermore, project of KTB Transformation focus on amending work process to enhance efficiency like the service innovation development, for instance, system of Intelligent Queue, KTB Netbank, KTB Corporate Online, KTB e-Opened Account, and KTB Online@Mobile which lead convenience services to customers.

For more information reflects corporate social responsibility of the Bank within 2013 is stated in Sustainability Report 2013 or click on KTB CSR menu tab in <http://www.ktb.co.th>.



## Awards of Pride

### 1. SOE Award as an Honorable Achievement for distinctive State Enterprise Board of Directors:

The Bank has received this award from State Enterprise Policy Office for 4-year successively during 2010-2013.

**2. Best Bond Awards 2013:** The Thai Bond Market Association gave the Bank five awards including Best Ministry of Finance's Counterparty, Deal of the Year, Most Creative Issue, Best Dealer Development, and certificate of Recognition for Primary Contributor reflecting of emphasizing growth sustainable of bond.

### 3. Achievement in Operational Risk Management Award for 2012:

The Bank was presented to receive this award by The Asian Banker Journal.

### 4. Thailand ICT Excellence Awards

**2012:** The Business Management Association awarded Thailand ICT Excellence Awards 2012 to the Bank for 2 categories including Innovation Projects from the service of Pay/Receive with Mobile by KTB netbank, and Business Enabler Projects from the service of KTB E-Withholding Tax for the fourth successive year.

### 5. Trusted Brand Gold Awards 2013 for the Bank Category:

The Bank was presented to receive this award by Reader's Digest Magazine for the second successive year.

### 6. The Best FX Bank in The Region of The Year 2013:

Asiamoney Magazine gave the Bank for 3 awards including Best Domestic Provider for FX Options in Thailand 2013, Best Overall Domestic Provider of FX Service in Thailand 2013, and Best Domestic Provider

for FX Research & Market Coverage in Thailand 2013. The awards were the result from voting by financial institutions in Thailand as the remarks reflecting satisfaction, trust, and good experience from the Bank's service and advice.

### 7. SET Award of Honor in the Category of Top Corporate Governance Report Award:

The Bank has received this proudly award from the Stock Exchange of Thailand since 2009-2013.

### 8. Excellence for AUD & NZD STP in

**2013:** The Bank received this award from Australia and New Zealand Banking Group Limited for transfer excellence as Straight Through Processing (STP).

### 9. Outstanding Booth Award at

**Money Expo 2013:** The Bank won this award for the category more than 500-1,000 square meters of size area under the Carnival of Wealth theme.



## Report of the Audit Committee 2013

The Audit Committee of Krung Thai Bank Pcl. comprises three qualified Independent members as follows :

- |    |                |                |                                 |
|----|----------------|----------------|---------------------------------|
| 1. | Mr. Chulasingh | Vasantasingh   | Chairman of the Audit Committee |
| 2. | Mr. Nontigorn  | Kanchanachitra | Member of the Audit Committee   |
| 3. | Mr. Prasert    | Bunsumpun      | Member of the Audit Committee   |

Ms.Pannipa Apichatabutra, Senior Executive Vice President - Managing Director, is the secretary of the Audit Committee.

The Audit Committee performed duties in accordance with the scope and responsibilities, defined in the Audit Committee Charter and assigned by the Board of Directors, complied with rules and regulations of the Stock Exchange of Thailand and Ministry of Finance. In 2013, the Audit Committee held 13 meetings with management, senior executives, and external auditor to consider related issues. The Audit Committee reported the operation results of each meeting to the Board of Directors by monthly, highlights were as follows:

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### Review of the Financial Statements

Reviewed the monthly operating performance of the Bank and reviewed the quarterly, half-yearly and annual financial statements with the external auditor and Management of the Accounting Department, to ensure that the accounting system and the financial reports were prepared in accordance with generally accepted accounting principles and that the disclosures of information were adequate, complete and reliable.

### Review of Intercompany Transactions or Transactions that might involve Conflicts of Interest

Reviewed intercompany transactions between the Bank and its subsidiaries including related-party transactions or transactions that might lead to conflict of interest, to ensure that they were in accordance with normal business practices, that information disclosures were adequate and transparent, and that there were no transactions with significant negative impact on the Bank.

### Review of Risk Management

Reviewed risk management processes of the Bank and the Consolidated Group and followed up the results of risk management with senior executives of Risk Management Group, to ensure that the Bank's risk management was appropriate and efficient and the Bank's risks were at acceptable risk levels.

### Review of the Effectiveness of Internal Controls

Reviewed reports of risk assessments accordance with requirements of Office of the Auditor General of Thailand and followed up the operation of internal control system and control self-assessment, to ensure that internal control system was adequate and appropriate.

### Review of Compliance Operations

Reviewed compliance operations regularly with the Management to ensure that the Bank complies with legal provisions and requirements of regulators and the Bank's operating procedures and regulations.

### Monitoring of Internal Audit Operations

Approved the review of the Internal Audit Charter to consider the appropriateness of duties, responsibilities, scopes, rights and independence of the operations. Approved the Internal Audit Group's strategic plan, 3-year audit plan, and annual audit plan. In addition, approved the annual budget, the Human resource management, the adequacy assessment of resources, the revision of standard of procedures of the Internal Audit Group as well as monitored the operations accordance with the approved audit plans.

### Quality Maintaining of the Audit Committee

Reviewed and revised the Audit Committee Charter, performed individual self-assessment accordance with the best practice guidance of State Enterprise Policy Office to ensure that the operations of the Audit Committee were efficient and effective as defined in the Audit Committee Charter.

### External Auditor

Recommended the external auditor and its remuneration to the Board of Directors for approval at the shareholders' meeting.

The Audit Committee performed its duty with prudence and independence. All the opinions expressed were straightforward, transparent and verifiable, and in accordance with good corporate governance. In this regard, the Audit Committee is of the opinion that the Bank's financial statements and disclosure of information are complete and reliable, consistent with generally accepted accounting principles. Overall risk management and internal control systems have been implemented effectively and appropriately. Internal audits have been independently conducted in compliance with internal audit standards covering all high-risk processes. Moreover, there are adequate system of control in place to ensure compliance with applicable laws and regulations, consistent with the current business environment.



(Mr. Chulasingsh Vasantasingh)  
Chairman of the Audit Committee  
January 18, 2014

## The Board of Directors' Responsibility for Financial Reports

The Board of Directors has attached great importance and been aware of the duty as the Director taking responsibility for the consolidated financial statements of Krung Thai Bank and its subsidiaries, as well as the financial information stated in the annual report. The Board thus oversees that such financial statements have been prepared in accordance with the generally accepted accounting principles and standards under appropriate accounting policy and regular adherence to them with prudence, accuracy, completeness, truthfulness and rationality to reflect the true operating performance of the Bank. In this connection, the Bank has continuously reported its operating results and disclosed adequately key information with transparency to the Stock Exchange of Thailand in the interest of the shareholders and general investors.

The Board of Directors has provided the business administration in compliance with the good corporate governance system and maintained appropriate and effective risk management and internal control to ensure accurate, complete and adequate financial information for retention of assets and prevention of frauds or any significant irregularities.

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The Board of Directors has appointed the Audit Committee comprising of Independent Directors to oversee and review the reliability and accuracy of the financial reports including the internal control and internal audit to be efficient thus ensuring reliability of the Bank's financial reports. The Audit Committee has expressed its opinions about such issue in the Report of the Audit Committee appeared in this annual report.

The Board of Directors has an opinion that the Bank's overall internal control is adequate and appropriate to be rationally confident that the Bank's financial statements and the consolidated financial statements for the year ended December 31, 2013 are reliable in accordance with the generally accepted accounting standards and accurate under the relevant laws and procedures.



(Mr.Voravidh Champeeratana)  
Chairman of the Board of Directors



(Mr.Vorapak Tanyawong)  
President

## Auditor's Report

### To : The Shareholders of Krung Thai Bank Public Company Limited

The Office of the Auditor General of Thailand has audited the consolidated financial statements of Krung Thai Bank Public Company Limited and its subsidiaries, and the Bank's financial statements of Krung Thai Bank Public Company Limited, respectively, which comprise the consolidated and the Bank's statements of financial position as at December 31, 2013, and the consolidated and the Bank's statements of comprehensive income, consolidated and the Bank's statements of changes in equity and consolidated and the Bank's statements of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

### Management's Responsibility for the Consolidated and the Bank's Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated and the Bank's financial statements in accordance with Thai Financial Reporting Standards, 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.

### Auditor's Responsibility

The Office of the Auditor General of Thailand's responsibility is to express an opinion on these consolidated and the Bank's financial statements based on the audit. The Office of the Auditor General of Thailand conducted the audit in accordance with Thai Standards on Auditing. Those standards require that the Office of the Auditor General of Thailand comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the consolidated and the Bank's financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated and the Bank's financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated and the Bank's financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated and the Bank's financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the consolidated and the Bank's financial statements.

The Office of the Auditor General of Thailand believes that the audit evidence the Office of the Auditor General of Thailand has obtained is sufficient and appropriate to provide a basis for The Office of the Auditor General of Thailand's audit opinion.

### Opinion

In the Office of the Auditor General of Thailand's opinion, the above mentioned consolidated and the Bank's financial statements present fairly, in all material respects, the consolidated financial position of Krung Thai Bank Public Company Limited and its subsidiaries, and the Bank's financial position of Krung Thai Bank Public Company Limited, respectively, as at December 31, 2013, and consolidated and the Bank's financial performance and consolidated and the Bank's cash flows for the year then ended in accordance with Thai Financial Reporting Standards.

Jiraporn Piriyakitpaiboon  
(MS.JIRAPORN PIRYAKITPAIBOON)  
INSPECTOR GENERAL 1

Yupin Chalanonniwat  
(MS.YUPIN CHALANONNIWAT)  
DIRECTOR OF AUDIT OFFICE NO.2

# KRUNG THAI BANK PUBLIC COMPANY LIMITED AND ITS SUBSIDIARIES

## STATEMENTS OF FINANCIAL POSITION

AS AT DECEMBER 31, 2013

(Thousand Baht)

		CONSOLIDATED FINANCIAL STATEMENTS			THE BANK'S FINANCIAL STATEMENTS		
		NOTES	DECEMBER 31, 2013	DECEMBER 31, 2012 (RESTATED)	JANUARY 1, 2012 (BROUGHT FORWARD) (RESTATED)	DECEMBER 31, 2013	DECEMBER 31, 2012 (RESTATED)
ASSETS							
CASH		50,689,508	43,705,259	37,331,456	50,687,465	43,703,573	37,329,976
INTERBANK AND MONEY MARKET ITEMS, NET	6.2	448,572,228	332,134,147	198,203,012	448,445,334	332,097,503	198,180,526
CLAIMS ON SECURITIES		-	-	17,539,000	-	-	17,539,000
DERIVATIVES ASSETS	3.4 6.3	21,310,251	10,759,205	13,868,168	21,335,305	10,759,205	13,868,168
INVESTMENTS, NET	3.6 6.4	230,573,088	290,585,928	217,784,743	230,398,733	290,520,989	217,754,751
INVESTMENTS IN SUBSIDIARIES AND ASSOCIATES, NET	3.6 6.5	11,209,982	10,453,797	8,715,246	5,369,563	5,219,543	6,386,640
LOANS TO CUSTOMERS AND ACCRUED INTEREST							
RECEIVABLES, NET	3.7 6.6						
LOANS TO CUSTOMERS		1,718,734,183	1,534,978,025	1,426,307,615	1,715,679,231	1,538,906,475	1,428,775,665
ACCRUED INTEREST RECEIVABLES		4,647,126	5,555,693	5,810,417	4,775,672	5,572,988	5,814,822
TOTAL LOANS TO CUSTOMERS AND ACCRUED							
INTEREST RECEIVABLES		1,723,381,309	1,540,533,718	1,432,118,032	1,720,454,903	1,544,479,463	1,434,590,487
LESS DEFERRED REVENUE		(7,643,919)	(4,880,745)	(1,886,072)	(175,334)	(220,583)	(183,615)
LESS ALLOWANCE FOR DOUBTFUL ACCOUNTS	3.8 6.7	(61,676,632)	(55,138,237)	(44,218,324)	(60,847,080)	(54,792,252)	(43,938,817)
LESS REVALUATION ALLOWANCE FOR DEBT							
RESTRUCTURING	3.9 6.8	(130,221)	(49,864)	(52,206)	(130,221)	(49,864)	(52,206)
TOTAL LOANS TO CUSTOMERS AND ACCRUED							
INTEREST RECEIVABLES, NET		1,653,930,537	1,480,464,872	1,385,961,430	1,659,302,268	1,489,416,764	1,390,415,849
CUSTOMERS' LIABILITIES UNDER ACCEPTANCES							
		3,121,789	3,437,029	3,120,975	3,121,789	3,437,029	3,120,975
PROPERTIES FOR SALE, NET	3.10 6.9	30,661,019	35,936,832	42,819,012	30,386,602	35,889,465	42,800,241
PREMISES AND EQUIPMENT, NET	3.11 6.10	26,798,824	26,124,986	24,223,454	21,350,942	21,640,327	20,280,546
OTHER INTANGIBLE ASSETS, NET	3.12 6.11	3,848,182	3,723,702	3,759,755	637,399	626,854	722,940
DEFERRED TAX ASSETS	3.19 6.12	3,876,024	2,727,930	3,189,416	3,719,681	2,616,278	3,088,776
ACCRUED INCOME		4,374,111	3,471,186	2,446,433	4,092,263	3,165,343	2,260,799
OTHER ASSETS, NET	6.13	25,805,007	12,964,848	9,226,309	23,383,397	11,791,130	8,460,822
TOTAL ASSETS		2,514,770,550	2,256,489,721	1,968,188,409	2,502,230,741	2,250,884,003	1,962,210,009

NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

# KRUNG THAI BANK PUBLIC COMPANY LIMITED AND ITS SUBSIDIARIES

## STATEMENTS OF FINANCIAL POSITION (CONTINUED)

AS AT DECEMBER 31, 2013

(Thousand Baht)

		CONSOLIDATED FINANCIAL STATEMENTS			THE BANK'S FINANCIAL STATEMENTS		
		NOTES	DECEMBER 31, 2013	DECEMBER 31, 2012 (RESTATED)	JANUARY 1, 2012 (BROUGHT FORWARD) (RESTATED)	DECEMBER 31, 2013	DECEMBER 31, 2012 (RESTATED)
LIABILITIES AND EQUITY							
DEPOSITS	3.18 6.14	1,883,781,168	1,666,960,580	1,285,389,513	1,884,261,913	1,667,373,731	1,285,759,671
INTERBANK AND MONEY MARKET ITEMS, NET	6.15	200,989,265	192,011,519	161,502,641	199,372,480	191,091,318	161,523,203
LIABILITIES PAYABLE ON DEMAND		5,695,007	6,077,906	3,562,860	5,695,007	6,077,906	3,562,860
LIABILITIES TO DELIVER SECURITIES		-	-	17,539,000	-	-	17,539,000
DERIVATIVES LIABILITIES	3.4 6.3	24,544,712	9,151,590	15,584,898	24,544,712	9,151,590	15,584,898
DEBT ISSUED AND BORROWINGS	6.16	133,000,654	146,636,104	308,934,256	128,911,083	146,716,104	308,946,632
BANK'S LIABILITIES UNDER ACCEPTANCES		3,121,789	3,437,029	3,120,975	3,121,789	3,437,029	3,120,975
PROVISIONS	3.17 3.21 6.17	14,345,933	13,287,455	12,001,081	13,732,153	12,736,792	11,512,267
DEFERRED TAX LIABILITIES	3.19 6.12	182,682	143,791	78,534	-	-	-
OTHER LIABILITIES	6.18	43,019,051	35,936,007	27,539,163	40,416,804	34,044,572	26,017,107
TOTAL LIABILITIES		2,308,680,261	2,073,641,981	1,835,252,921	2,300,055,941	2,070,629,042	1,833,566,613
EQUITY							
SHARE CAPITAL	6.19						
AUTHORIZED SHARE CAPITAL							
5,500,000 PREFERRED SHARES							
OF BAHT 5.15 EACH		28,325	28,325		28,325	28,325	
13,976,061,250 ORDINARY SHARES							
OF BAHT 5.15 EACH		71,976,715	71,976,715		71,976,715	71,976,715	
5,500,000 PREFERRED SHARES							
OF BAHT 5.15 EACH				28,325			28,325
11,191,412,250 ORDINARY SHARES							
OF BAHT 5.15 EACH				57,635,773			57,635,773
ISSUED AND PAID-UP SHARE CAPITAL							
5,500,000 PREFERRED SHARES							
OF BAHT 5.15 EACH		28,325	28,325		28,325	28,325	
13,976,061,250 ORDINARY SHARES							
OF BAHT 5.15 EACH		71,976,715	71,976,715		71,976,715	71,976,715	
5,500,000 PREFERRED SHARES							
OF BAHT 5.15 EACH				28,325			28,325
11,179,749,000 ORDINARY SHARES							
OF BAHT 5.15 EACH				57,575,707			57,575,707

NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

# KRUNG THAI BANK PUBLIC COMPANY LIMITED AND ITS SUBSIDIARIES

## STATEMENTS OF FINANCIAL POSITION (CONTINUED)

AS AT DECEMBER 31, 2013

(Thousand Baht)

		CONSOLIDATED FINANCIAL STATEMENTS			THE BANK'S FINANCIAL STATEMENTS		
		NOTES	DECEMBER 31, 2013	DECEMBER 31, 2012 (RESTATED)	JANUARY 1, 2012 (BROUGHT FORWARD) (RESTATED)	DECEMBER 31, 2013	DECEMBER 31, 2012 (RESTATED)
LIABILITIES AND EQUITY (CONTINUED)							
PREMIUM ON SHARE CAPITAL							
PREMIUM ON ORDINARY SHARE		20,833,734	20,833,734	1,208	20,833,734	20,833,734	1,208
OTHER COMPONENTS OF EQUITY	6.20	6,738,638	11,272,535	8,997,947	6,522,303	9,407,572	7,680,023
RETAINED EARNINGS							
APPROPRIATED							
LEGAL RESERVE	6.21	7,200,504	6,836,464	5,550,464	7,200,504	6,836,464	5,550,464
UNAPPROPRIATED		99,312,372	71,899,456	60,781,836	95,613,219	71,172,151	57,807,669
TOTAL EQUITY ATTRIBUTABLE TO							
EQUITY HOLDERS OF THE BANK		206,090,288	182,847,229	132,935,487	202,174,800	180,254,961	128,643,396
NON-CONTROLLING INTEREST		1	511	1			
TOTAL EQUITY		206,090,289	182,847,740	132,935,488	202,174,800	180,254,961	128,643,396
TOTAL LIABILITIES AND EQUITY		2,514,770,550	2,256,489,721	1,968,188,409	2,502,230,741	2,250,884,003	1,962,210,009

NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

Voravidh Champeeratana  
(MR. VORAVIDH CHAMPEERATANA)  
CHAIRMAN

Kittiya Todhanakasem  
(MS. KITTIYA TODHANAKASEM)  
FIRST SENIOR EXECUTIVE VICE PRESIDENT  
FOR AND ON BEHALF OF PRESIDENT

# KRUNG THAI BANK PUBLIC COMPANY LIMITED AND ITS SUBSIDIARIES

## STATEMENTS OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED DECEMBER 31, 2013

(Thousand Baht)

	NOTES	CONSOLIDATED FINANCIAL STATEMENTS		THE BANK'S FINANCIAL STATEMENTS	
		2013	2012 (RESTATED)	2013	2012 (RESTATED)
INTEREST INCOME	3.2 6.29	111,402,861	101,797,951	109,959,344	101,272,495
INTEREST EXPENSES	3.3 6.30	46,921,365	43,675,550	46,773,347	43,644,908
INTEREST INCOME, NET		64,481,496	58,122,401	63,185,997	57,627,587
FEES AND SERVICE INCOME		17,368,570	15,148,786	16,534,548	14,582,066
FEES AND SERVICE EXPENSES		1,656,851	1,484,739	1,786,719	1,597,383
FEES AND SERVICE INCOME, NET	6.31	15,711,719	13,664,047	14,747,829	12,984,683
GAINS ON TRADINGS AND FOREIGN EXCHANGE TRANSACTIONS, NET	6.32	4,580,838	3,917,129	4,612,725	3,917,011
GAINS ON INVESTMENTS, NET	6.33	2,559,978	351,129	2,559,488	3,984,276
SHARE OF PROFIT FROM INVESTMENTS FOR USING EQUITY METHOD		3,238,498	1,777,892	-	-
DIVIDEND INCOME		2,028,467	1,310,525	2,377,727	2,175,299
OTHER OPERATING INCOME		1,729,957	2,752,994	1,256,818	1,844,723
TOTAL OPERATING INCOME		94,330,953	81,896,117	88,740,584	82,533,579
OTHER OPERATING EXPENSES					
EMPLOYEES' EXPENSES		23,512,407	20,074,384	20,318,912	17,274,566
DIRECTORS' REMUNERATION		97,944	87,737	76,753	67,176
PREMISES AND EQUIPMENT EXPENSES		7,444,003	7,183,643	4,900,249	4,769,756
TAXES AND DUTIES		3,774,118	3,438,947	3,732,256	3,410,464
OTHERS		5,485,018	4,558,266	9,455,145	8,482,130
TOTAL OTHER OPERATING EXPENSES		40,313,490	35,342,977	38,483,315	34,004,092
BAD DEBTS, DOUBTFUL ACCOUNTS AND LOSS ON IMPAIRMENT	6.34	12,310,527	15,162,852	11,599,849	14,999,849
OPERATING PROFIT BEFORE INCOME TAX EXPENSES		41,706,936	31,390,288	38,657,420	33,529,638
INCOME TAX EXPENSES	3.19 6.35	7,777,668	8,023,850	7,700,000	7,916,338
NET PROFIT		33,929,268	23,366,438	30,957,420	25,613,300

NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

# KRUNG THAI BANK PUBLIC COMPANY LIMITED AND ITS SUBSIDIARIES

## STATEMENTS OF COMPREHENSIVE INCOME (CONTINUED)

FOR THE YEAR ENDED DECEMBER 31, 2013

(Thousand Baht)

	NOTES	CONSOLIDATED FINANCIAL STATEMENTS		THE BANK'S FINANCIAL STATEMENTS	
		2013	2012 (RESTATED)	2013	2012 (RESTATED)
OTHER COMPREHENSIVE INCOME					
CHANGES IN REVALUATION SURPLUS ON ASSETS		(1,876)	966	(1,876)	2,620
GAINS (LOSSES) ON REMEASURING					
AVAILABLE-FOR-SALE INVESTMENTS		(5,325,768)	2,645,776	(3,677,140)	2,097,083
GAINS (LOSSES) ARISING FROM TRANSLATING					
THE FINANCIAL STATEMENTS OF FOREIGN OPERATIONS		59,142	(5,994)	59,142	(5,994)
INCOME TAX RELATING TO COMPONENTS OF					
OTHER COMPREHENSIVE INCOME		734,605	(366,160)	734,605	(366,160)
OTHER COMPREHENSIVE INCOME, NET		(4,533,897)	2,274,588	(2,885,269)	1,727,549
TOTAL COMPREHENSIVE INCOME		29,395,371	25,641,026	28,072,151	27,340,849
NET PROFIT ATTRIBUTABLE					
EQUITY HOLDERS OF THE BANK		33,929,268	23,366,438	30,957,420	25,613,300
NON-CONTROLLING INTEREST		-	-	-	-
TOTAL COMPREHENSIVE INCOME ATTRIBUTABLE					
EQUITY HOLDERS OF THE BANK		29,395,371	25,641,026	28,072,151	27,340,849
NON-CONTROLLING INTEREST		-	-	-	-
EARNINGS PER SHARE OF PARENT COMPANY					
BASIC EARNINGS PER SHARE (BAHT)	3.20	2.43	1.99	2.21	2.18
DILUTED EARNINGS PER SHARE (BAHT)	3.20	2.43	1.99	2.21	2.18

NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

Voravidh Champeeratana  
(MR. VORAVIDH CHAMPEERATANA)  
CHAIRMAN

Kittiya Todhanakasem  
(MS. KITTIYA TODHANAKASEM)  
FIRST SENIOR EXECUTIVE VICE PRESIDENT  
FOR AND ON BEHALF OF PRESIDENT

# **KRUNG THAI BANK PUBLIC COMPANY LIMITED AND ITS SUBSIDIARIES** **STATEMENTS OF CHANGES IN EQUITY**

FOR THE YEAR ENDED DECEMBER 31, 2013

(Thousand Baht)

CONSOLIDATED FINANCIAL STATEMENTS									
NOTES	ATTRIBUTABLE TO EQUITY HOLDERS OF THE BANK						NON-CONTROLLING INTEREST	TOTAL	
	ISSUED AND PAID-UP SHARE CAPITAL	PREMIUM ON SHARE CAPITAL	OTHER COMPONENTS OF EQUITY			TOTAL EQUITY ATTRIBUTABLE TO EQUITY HOLDERS OF THE BANK			
			APPRAISAL SURPLUS (DEFICIT) ON ASSETS	REVALUATION SURPLUS (DEFICIT) ON INVESTMENTS	GAIN (LOSS) FROM TRANSLATING THE FINANCIAL STATEMENTS				RETAINED EARNINGS
BEGINNING BALANCE AS AT JANUARY 1, 2012 (BEFORE RESTATED)	57,604,032	1,208	7,935,458	3,048,223	-	-	129,824,605	1	129,824,606
EFFECT OF CHANGE IN ACCOUNTING POLICY REGARDING DEFERRED TAX	-	-	(1,639,528)	(346,206)	-	-	3,110,882	-	3,110,882
BALANCE AFTER ADJUSTMENT AS AT JANUARY 1, 2012	57,604,032	1,208	6,295,930	2,702,017	-	-	132,935,487	1	132,935,488
DIVIDEND PAID	-	-	-	-	-	(10,962,818)	(10,962,818)	-	(10,962,818)
INCREASE AUTHORIZED SHARE CAPITAL	14,401,008	20,832,526	-	-	-	-	35,233,534	-	35,233,534
OTHERS	-	-	-	-	-	-	-	510	510
TOTAL COMPREHENSIVE INCOME	-	-	53,209	2,226,175	(4,796)	(4,796)	25,641,026	-	25,641,026
ENDING BALANCE AS AT DECEMBER 31, 2012 (RESTATED)	72,005,040	20,833,734	6,349,139	4,928,192	(4,796)	(4,796)	182,847,229	511	182,847,740
BEGINNING BALANCE AS AT JANUARY 1, 2013 (BEFORE RESTATED)	72,005,040	20,833,734	7,936,424	5,693,999	(5,994)	(5,994)	180,263,090	511	180,263,601
EFFECT OF CHANGE IN ACCOUNTING POLICY REGARDING DEFERRED TAX	-	-	(1,587,285)	(765,807)	1,198	1,198	2,584,139	-	2,584,139
BALANCE AFTER ADJUSTMENT AS AT JANUARY 1, 2013	72,005,040	20,833,734	6,349,139	4,928,192	(4,796)	(4,796)	182,847,229	511	182,847,740
DIVIDEND PAID	-	-	-	-	-	(6,152,312)	(6,152,312)	-	(6,152,312)
OTHERS	-	-	-	-	-	-	-	(510)	(510)
TOTAL COMPREHENSIVE INCOME	-	-	(1,500)	(4,590,340)	57,943	57,943	29,395,371	-	29,395,371
ENDING BALANCE AS AT DECEMBER 31, 2013	72,005,040	20,833,734	6,347,639	337,852	53,147	106,512,876	206,090,288	1	206,090,289

NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

# **KRUNG THAI BANK PUBLIC COMPANY LIMITED AND ITS SUBSIDIARIES** **STATEMENTS OF CHANGES IN EQUITY (CONTINUED)**

FOR THE YEAR ENDED DECEMBER 31, 2013

(Thousand Baht)

NOTES	THE BANK'S FINANCIAL STATEMENTS				
	ISSUED AND PAID-UP SHARE CAPITAL	PREMIUM ON SHARE CAPITAL	OTHER COMPONENTS OF EQUITY		
			APPRAISAL SURPLUS (DEFICIT) ON ASSETS	REVALUATION SURPLUS (DEFICIT) ON INVESTMENTS	GAIN (LOSS) FROM TRANSLATING THE FINANCIAL STATEMENTS
BEGINNING BALANCE AS AT JANUARY 1, 2012 (BEFORE RESTATED)	57,604,032	1,208	7,933,804	1,731,953	-
EFFECT OF CHANGE IN ACCOUNTING POLICY	-	-	(1,639,528)	(346,206)	-
REGARDING DEFERRED TAX	-	-	-	-	5,074,510
BALANCE AFTER ADJUSTMENT AS AT JANUARY 1, 2012	57,604,032	1,208	6,294,276	1,385,747	-
DIVIDEND PAID	-	-	-	-	63,358,133
INCREASE AUTHORIZED SHARE CAPITAL	14,401,008	20,832,526	-	-	(10,962,818)
TOTAL COMPREHENSIVE INCOME	-	-	54,863	1,677,482	-
ENDING BALANCE AS AT DECEMBER 31, 2012 (RESTATED)	72,005,040	20,833,734	6,349,139	3,063,229	25,613,300
BEGINNING BALANCE AS AT JANUARY 1, 2013 (BEFORE RESTATED)	72,005,040	20,833,734	7,936,424	3,829,036	(5,994)
EFFECT OF CHANGE IN ACCOUNTING POLICY	-	-	(1,587,285)	(765,807)	1,198
REGARDING DEFERRED TAX	-	-	-	-	4,968,172
BALANCE AFTER ADJUSTMENT AS AT JANUARY 1, 2013	72,005,040	20,833,734	6,349,139	3,063,229	78,008,615
DIVIDEND PAID	-	-	-	-	(6,152,312)
TOTAL COMPREHENSIVE INCOME	-	-	(1,500)	(2,941,712)	57,943
ENDING BALANCE AS AT DECEMBER 31, 2013	72,005,040	20,833,734	6,347,639	121,517	102,813,723
					202,174,800

NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

Voravith Champeeratana  
(MR. VORAVITH CHAMPEERATANA)  
CHAIRMAN

Kittiya Todhanakasem  
(MS. KITTIYA TODHANAKASEM)  
FIRST SENIOR EXECUTIVE VICE PRESIDENT  
FOR AND ON BEHALF OF PRESIDENT

# KRUNG THAI BANK PUBLIC COMPANY LIMITED AND SUBSIDIARIES

## STATEMENTS OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31, 2013

(Thousand Baht)

	CONSOLIDATED FINANCIAL STATEMENTS		THE BANK'S FINANCIAL STATEMENTS	
	2013	2012 (RESTATED)	2013	2012 (RESTATED)
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>				
OPERATING PROFIT BEFORE INCOME TAX EXPENSES	41,706,936	31,390,288	38,657,420	33,529,638
ADJUSTMENTS TO RECONCILE OPERATING PROFIT BEFORE INCOME TAX EXPENSES TO NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES				
DEPRECIATION AND AMORTIZATION EXPENSES	3,018,518	3,040,694	1,361,445	1,516,468
BAD DEBTS, DOUBTFUL ACCOUNTS AND LOSS ON IMPAIRMENT	12,310,527	15,162,852	11,599,849	14,999,849
SHARE OF PROFIT FROM INVESTMENTS FOR USING EQUITY METHOD	(3,238,498)	(1,777,892)	-	-
DIVIDEND RECEIVED FROM ASSOCIATES	983,685	586,380	-	-
GAIN ON DISPOSAL OF ASSETS	(18,802)	(42,054)	(903)	(2,860)
GAIN ON DISPOSAL OF INVESTMENTS	(3,587,888)	(375,742)	(3,587,888)	(4,043,290)
LOSS ON RECLASSIFICATION OF INVESTMENTS	500	-	500	-
LOSS (GAIN) ON REVALUATION OF INVESTMENTS	10,367	(54,919)	10,367	(54,919)
REVERSAL OF IMPAIRMENT OF PROPERTIES FOR SALE	(320,698)	(1,089,260)	(343,545)	(1,084,832)
LOSS ON IMPAIRMENT OF INVESTMENTS	1,027,910	24,613	1,028,400	59,013
REVERSAL OF IMPAIRMENT OF PREMISES AND EQUIPMENT	-	(522)	-	(522)
REVERSAL OF IMPAIRMENT OF OTHER ASSETS	(5,394)	(10,990)	(5,394)	(10,990)
LOSS ON IMPAIRMENT OF OTHER ASSETS	94,987	25,509	94,987	25,509
AMORTIZATION OF DISCOUNT ON INVESTMENTS	(713,353)	(1,273,046)	(710,752)	(1,271,486)
GAIN ON FOREIGN CURRENCY TRANSLATION	(1,090,932)	(650,767)	(1,090,227)	(650,649)
INCREASE IN PROVISIONS	1,058,477	511,985	995,361	450,137
INCREASE IN OTHER ACCRUED INCOME	(464,352)	(182,801)	(488,348)	(62,591)
INCREASE (DECREASE) IN OTHER ACCRUED EXPENSES	1,599,407	188,455	1,070,395	(268,581)
INTEREST INCOME, NET	52,371,397	45,472,783	48,591,667	43,129,894
DIVIDEND INCOME	(64,481,496)	(58,122,401)	(63,185,997)	(57,627,587)
PROCEEDS FROM INTEREST INCOME	(2,028,467)	(1,310,525)	(2,377,727)	(2,175,299)
CASH PAID ON INTEREST EXPENSES	111,226,823	100,857,779	109,672,056	100,319,432
PROCEEDS FROM DIVIDEND INCOME	(44,304,119)	(39,857,938)	(46,622,041)	(40,652,670)
CASH PAID ON INCOME TAX EXPENSES	2,028,947	1,310,045	2,378,206	2,174,819
OPERATING INCOME BEFORE CHANGES IN OPERATING ASSETS AND LIABILITIES	(7,384,913)	(6,991,501)	(7,145,174)	(6,780,616)
(INCREASE) DECREASE IN OPERATING ASSETS				
INTERBANK AND MONEY MARKET ITEMS	47,428,172	41,358,242	41,310,990	38,387,973
INVESTMENTS IN TRADING SECURITIES	(115,792,529)	(133,577,711)	(115,702,278)	(133,563,554)
LOANS TO CUSTOMERS	15,885,387	(19,986,134)	15,885,387	(19,986,134)
PROPERTIES FOR SALE	(189,856,710)	(111,530,628)	(185,454,619)	(115,852,208)
OTHER ASSETS	10,767,765	8,793,214	10,979,856	8,817,383
OTHER ASSETS	(22,893,982)	949,713	(21,671,850)	1,357,827
INCREASE (DECREASE) IN OPERATING LIABILITIES				
DEPOSITS	216,820,588	381,571,067	216,888,183	381,614,060
INTERBANK AND MONEY MARKET ITEMS	8,977,746	30,508,878	8,281,163	29,568,114
LIABILITIES PAYABLE ON DEMAND	(382,899)	2,515,046	(382,899)	2,515,046
DEBT ISSUED AND SHORT-TERM BORROWINGS	5,739,917	(137,709,204)	1,370,346	(137,709,204)
OTHER LIABILITIES	16,699,894	(3,717,660)	19,266,336	(2,509,353)
NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES	(6,606,651)	59,174,823	(9,229,385)	52,639,950

NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

# KRUNG THAI BANK PUBLIC COMPANY LIMITED AND SUBSIDIARIES

## STATEMENTS OF CASH FLOWS (CONTINUED)

FOR THE YEAR ENDED DECEMBER 31, 2013

(Thousand Baht)

	CONSOLIDATED FINANCIAL STATEMENTS		THE BANK'S FINANCIAL STATEMENTS	
	2013	2012 (RESTATED)	2013	2012 (RESTATED)
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>				
PURCHASES OF AVAILABLE FOR SALE SECURITIES	(77,461,766)	(135,353,261)	(77,461,766)	(135,353,261)
PROCEEDS FROM DISPOSAL OF AVAILABLE FOR SALE SECURITIES	100,160,485	135,789,065	100,160,485	135,789,065
PURCHASES OF HELD TO MATURITY DEBT SECURITIES	(43,920,402)	(71,184,669)	(43,283,637)	(70,346,283)
PROCEEDS FROM DISPOSAL OF HELD TO MATURITY DEBT SECURITIES	65,678,239	20,681,201	65,148,239	19,876,201
PURCHASES OF GENERAL INVESTMENTS	(687,225)	(284,921)	(687,175)	(284,921)
PROCEEDS FROM DISPOSAL OF GENERAL INVESTMENTS	654,213	425,989	654,213	425,989
PURCHASES OF INVESTMENTS IN SUBSIDIARY / ASSOCIATED COMPANIES	(150,000)	-	(150,510)	(490)
PROCEEDS FROM DISPOSAL OF INVESTMENTS IN SUBSIDIARY / ASSOCIATED COMPANIES	-	-	-	4,800,735
PURCHASES OF INTANGIBLE ASSETS	(549,852)	(395,883)	(101,178)	(1,002)
PURCHASES OF PREMISES AND EQUIPMENT	(2,993,546)	(2,382,323)	(835,685)	(924,982)
PROCEEDS FROM DISPOSAL OF PREMISES AND EQUIPMENT	291,750	228,008	1,287	9,199
NET CASH PROVIDED BY (USED IN) INVESTING ACTIVITIES	41,021,896	(52,476,794)	43,444,273	(46,009,750)
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>				
PROCEEDS FROM DEBT ISSUED AND LONG-TERM BORROWINGS	14,870,673	27,997,597	15,070,673	28,065,220
REPAYMENTS OF DEBT ISSUED AND LONG-TERM BORROWINGS	(36,208,499)	(52,385,749)	(36,208,499)	(52,385,749)
PROCEEDS FROM ISSUANCE OF SHARE CAPITAL	-	35,233,534	-	35,233,534
DIVIDEND PAID-ORDINARY SHARE	(6,149,467)	(10,956,154)	(6,149,467)	(10,956,154)
DIVIDEND PAID-PREFERRED SHARE	(2,845)	(6,665)	(2,845)	(6,665)
NET CASH USED IN FINANCING ACTIVITIES	(27,490,138)	(117,437)	(27,290,138)	(49,814)
GAIN (LOSS) ARISING FROM TRANSLATING THE FINANCIAL STATEMENTS OF FOREIGN OPERATIONS	59,142	(206,789)	59,142	(206,789)
NET INCREASE IN CASH AND CASH EQUIVALENTS	6,984,249	6,373,803	6,983,892	6,373,597
BEGINNING BALANCE OF CASH AND CASH EQUIVALENTS	43,705,259	37,331,456	43,703,573	37,329,976
ENDING BALANCE OF CASH AND CASH EQUIVALENTS	50,689,508	43,705,259	50,687,465	43,703,573

NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

Voravidh Champeeratana  
(MR. VORAVIDH CHAMPEERATANA)  
CHAIRMAN

Kittiya Todhanakasem  
(MS. KITTIYA TODHANAKASEM)  
FIRST SENIOR EXECUTIVE VICE PRESIDENT  
FOR AND ON BEHALF OF PRESIDENT

# KRUNG THAI BANK PUBLIC COMPANY LIMITED AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2013

### 1. GENERAL INFORMATION

Krung Thai Bank Public Company Limited (the Bank) is a public company limited registered in the Kingdom of Thailand with its head office located at 35 Sukhumvit Road, Klongtoey Nua, Wattana, Bangkok, Thailand. The Bank engages in commercial banking business and conducts its business through a nationwide branch network and in certain major centers of the world.

### 2. BASIS OF PRESENTATION OF THE FINANCIAL STATEMENTS

#### 2.1 Basis of Preparation of the Consolidated and the Bank's Financial Statements

The consolidated financial statements and the Bank's financial statements are presented in accordance with the Notification of the Bank of Thailand (BOT) No. SOR NOR SOR.11/2553 dated December 3, 2010, regarding the Preparation and Announcement of Financial Statements of Commercial Banks and Parent Companies of Financial Holding Groups, including any other supplementary BOT's notifications; and with the regulations of the Stock Exchange of Thailand (SET) dated January 22, 2001, regarding the Preparation and Submission of Financial Statements and Report on Financial Position and Results of Business Operations of Listed Companies, B.E. 2544 (2001). Moreover, these financial statements are prepared in conformity with generally accepted accounting principles, under Accounting Act B.E. 2543 (2000).

#### The Consolidated Financial Statements

The consolidated financial statements comprise the accounts of the Bank and its subsidiaries in which the Bank has entity control or holds over 50 percent of paid-up shares capital after eliminating material intercompany transactions and balances. The 7 consolidated subsidiaries are KTB Law Co., Ltd., KTB General Services Co., Ltd., Krung Thai Asset Management Pcl., KTB Computer Services Co., Ltd., KTB Leasing Co., Ltd., KTB Advisory Co., Ltd., and KTB Capital Holding Co., Ltd. (registration of the company made on December 21, 2012).

Percentages of shareholdings and investments in the Bank's subsidiaries and associates are shown in Note 6.5. Investments in associates are accounted in the consolidated financial statements using the equity method.

#### The Bank's Financial Statements

Investments in subsidiaries and associates are accounted in the Bank's financial statements using the cost method. The Bank's financial statements for the years ended December 31, 2013 and 2012 included the accounts of domestic and foreign branches, after eliminating the effects of all interbranch transactions.

#### The English Translation of Financial Statement

This English translation of financial statement has been prepared from the statutory financial statements that were issued in Thai language. In case of a conflict or a difference in interpretation between the two languages, the Thai language statutory financial statements shall prevail.

#### 2.2 The New and Revised Thai Accounting Standards (TAS) and Thai Financial Reporting Standards (TFRS) Announced but not yet Effective

The Federation of Accounting Professions has announced accounting standards and financial reporting standards effective for the financial statements for periods beginning on or after January 1, 2014 as follows:

Accounting Standards			Effective Date
TAS 1	Presentation of Financial Statements	(Revised 2012)	1 January 2014
TAS 7	Statement of Cash Flows	(Revised 2012)	1 January 2014
TAS 12	Income Taxes	(Revised 2012)	1 January 2014
TAS 17	Leases	(Revised 2012)	1 January 2014

Accounting Standards			Effective Date
TAS 18	Revenue	(Revised 2012)	1 January 2014
TAS 19	Employee Benefits	(Revised 2012)	1 January 2014
TAS 21	The Effects of Changes in Foreign Exchange Rates	(Revised 2012)	1 January 2014
TAS 24	Related Party Disclosures	(Revised 2012)	1 January 2014
TAS 28	Investments in Associates	(Revised 2012)	1 January 2014
TAS 31	Interests in Joint Ventures	(Revised 2012)	1 January 2014
TAS 34	Interim Financial Reporting	(Revised 2012)	1 January 2014
TAS 36	Impairment of Assets	(Revised 2012)	1 January 2014
TAS 38	Intangible Assets	(Revised 2012)	1 January 2014
Financial Reporting Standards			Effective Date
TFRS 2	Share-based Payment	(Revised 2012)	1 January 2014
TFRS 3	Business Combinations	(Revised 2012)	1 January 2014
TFRS 5	Non-current Assets Held for Sale and Discontinued Operations	(Revised 2012)	1 January 2014
TFRS 8	Operating Segments	(Revised 2012)	1 January 2014
TSIC Interpretations			Effective Date
TSIC 15	Operating Leases-Incentives		1 January 2014
TSIC 27	Evaluating the Substance of Transactions in the Legal Form of a Lease		1 January 2014
TSIC 29	Disclosure-Service Concession Arrangements		1 January 2014
TSIC 32	Intangible Assets-Web Site Costs		1 January 2014
TFRIC Interpretations			Effective Date
TFRIC 1	Changes in Existing Decommissioning, Restoration and Similar Liabilities		1 January 2014
TFRIC 4	Determining Whether an Arrangement Contains a Lease		1 January 2014
TFRIC 5	Rights to Interests arising from Decommissioning, Restoration and Environmental Rehabilitation Funds		1 January 2014
TFRIC 7	Applying the Restatement Approach under TAS 29 Financial Reporting in Hyperinflationary Economies		1 January 2014
TFRIC 10	Interim Financial Reporting and Impairment		1 January 2014
TFRIC 12	Service Concession Arrangements		1 January 2014
TFRIC 13	Customer Loyalty Programmes		1 January 2014
TFRIC 17	Distributions of Non-cash Assets to Owners		1 January 2014
TFRIC 18	Transfers of Assets from Customers		1 January 2014

The Bank's managements have already considered adopting TAS, TFRS, TSIC and TFRIC mentioned above will not have any significant impacts on the Bank's financial statements when they are effective.

### 2.3 Practice of New Thai Accounting Standards (TAS) and Thai Financial Reporting Standards (TFRS)

The Federation of Accounting Professions has announced accounting standards and financial reporting standards effective for the financial statements for periods beginning on or after January 1, 2013 as follows:

TAS 12 Income Taxes

TAS 21 (Revised 2009) The Effects of Changes in Foreign Exchange Rates

TFRS 8 Operating Segments

In 2013, the Bank practices TAS 12 Income Taxes and TFRS 8 Operating Segments, resulted in changes as follows:

1) TAS 12 Income Taxes, the Bank and its subsidiaries have changed accounting policy of income taxes in 2013 and used retrospective approach. The effects to the consolidated and the Bank's financial statements are as follows:

(Million Baht)

	Consolidated Financial Statements			The Bank's Financial Statements		
	December 31, 2013	December 31, 2012	Brought Forward January 1, 2012	December 31, 2013	December 31, 2012	Brought Forward January 1, 2012
<b>Statements of Financial Position</b>						
Increase in deferred tax assets	3,876.02	2,727.93	3,189.41	3,719.68	2,616.28	3,088.78
Increase in deferred tax liabilities	182.68	143.79	78.53	-	-	-
Net	<b>3,693.34</b>	<b>2,584.14</b>	<b>3,110.88</b>	<b>3,719.68</b>	<b>2,616.28</b>	<b>3,088.78</b>
Decrease in appraisal surplus on assets	(1,586.91)	(1,587.28)	(1,639.53)	(1,586.91)	(1,587.28)	(1,639.53)
Decrease in revaluation surplus on investments	(30.38)	(765.81)	(346.20)	(30.38)	(765.81)	(346.20)
Differences of translating the financial statements	-	1.20	-	-	1.20	-
Increase in unappropriated retained earnings	5,310.63	4,936.03	5,096.61	5,336.97	4,968.17	5,074.51

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
<b>Statements of Comprehensive Income</b>				
Increase (decrease) in income tax expenses	(374.60)	160.58	(368.80)	106.34
Increase (decrease) in net profit	374.60	(160.58)	368.80	(106.34)

2) TFRS 8 Operating Segments, there are changes in presentation and disclosure of segments information; however, it has no impact on the Bank and its subsidiaries' reported assets, liabilities, and financial performance. The Bank also discloses information in a manner of internal management segments as shown in Note 6.28.

TAS 21 (Revised 2009) The Effects of Changes in Foreign Exchange Rates, the Bank and its subsidiaries have adopted before its effective date.

## 2.4 Reclassification

The financial statements for the year ended December 31, 2012 and the brought forward balances of January 1, 2012 are reclassified to conform with presentation of the financial statement for the year ended December 31, 2013.

## 3. SIGNIFICANT ACCOUNTING POLICIES

### 3.1 Cash and Cash Equivalents

Cash and cash equivalents represent cash in hand and cash on collection.

### 3.2 Recognition of Interest Income

Interest income is recognized on an accrual basis, except for interest on loans classified as delinquent over 3 months and interest on loans under troubled debt restructuring contract. In accordance with the BOT's regulations, interest income on delinquent loans over 3 months from the due date already recognized as an income since January 1, 2000 would have been reversed and recognized as income only when the actual payments are received.

The lease income of the Bank and subsidiaries is recognized as follows:

- Interest income from hire-purchase and financial lease are recognized by using effective interest rate throughout the term of the lease. Interest on defaulted lease over 4 months of hire-purchase and financial lease and over 3 months of consumer financial lease are ceased to recognize and reversed from the statements of comprehensive income, and will be recognized only when the actual payment are received.

- Income from operating lease contract is recognized in profit or loss on a straight-line basis over the term of lease.

### 3.3 Recognition of Expenses

Interest expenses, fees and service expenses, and other operating expenses are recognized on an accrual basis.

### 3.4 Derivatives

Accounting for financial derivative transactions depends on their purposes as follows:

#### 1) Trading Derivatives

The Bank records trading derivatives at fair value and recognizes gains or losses arising from changes in fair value in gains (losses) on tradings and foreign exchange transactions, net in the statements of comprehensive income along with assets or liabilities on the statements of financial position.

#### 2) Hedging Derivatives

The Bank measures derivatives with the same manner of the hedged items.

### 3.5 Embedded Derivatives

Accounting for embedded derivatives namely Credit Derivative and Structured Note in line with the IAS 39 Financial Instruments: Recognition and Measurement is treated as follows:

1) For the embedded derivatives (not closely related) those could be separated from their host contract; if the Bank is able to measure them separately and reliably, their gains (losses) will be recognized at fair value through gains (losses) on tradings and foreign exchange transactions, net in the statements of comprehensive income. Conversely, the Bank

is unable to measure the embedded derivatives separately, the Bank will revalue the entire combined contract and designate as trading booked at fair value through profit or loss, which also be recognized in the statements of comprehensive income.

2) For the embedded derivatives (closely related), the Bank will not separate them from their host contracts and will recognize the entire combined contract in accordance with related accounting standards.

### 3.6 Investments

#### 3.6.1 Basis of Classification of Investments

Marketable debt and/or equity securities are classified as trading securities, and/or as available-for-sale securities, and held-to-maturity debt securities. Non-marketable equity securities are classified as general investments. Securities held for 1 year or less are presented as current investments, while those held for more than 1 year are presented as long-term investments. Trading securities are classified as current investments.

#### 3.6.2 Basis of Valuation of Investments

Investments in marketable debt or equity securities classified as trading securities are stated at fair value. Unrealized gains or losses arising from the revaluation are recorded through gains (losses) on tradings and foreign exchange transactions, net in the statements of comprehensive income.

Investments in marketable debt or equity securities classified as available-for-sale securities are stated at fair value. Unrealized gains or losses arising from the revaluation are separately shown in equity and realized gains or losses when disposal.

Investments in debt securities classified as held-to-maturity are stated at the amortized cost. Premiums or discounts on held-to-maturity debt securities are adjusted to interest income at the end of each month by using the straight-line method which is immaterially different from using the effective interest rate method.

Investments in non-marketable equity securities classified as general investments are stated at cost, net of allowance for impairment. Losses on impairment are recorded through gains (losses) on investments, net in the statements of comprehensive income.

Investments in marketable unit trust classified as trading and available-for-sale securities are stated at fair value whereas investments in non-marketable unit trust are stated at net asset value of financial assets.

Investments in foreign asset-backed debt securities classified as trading securities-current investments are stated at fair value.

Investments in subsidiaries and associates, shown in the Bank's financial statements, are accounted for by the cost method, net of allowance for impairment.

Investments in subsidiaries and associates, shown in the consolidated financial statements of the Bank and its subsidiaries, are accounted for by the equity method (the Bank uses financial information from unaudited/unreviewed financial statements of the associates).

The cost of disposed investments is calculated by the weighted-average method. Gains or losses on disposal of investments are presented under gains (losses) on investments, net in the statements of comprehensive income.

Dividend income from investments is recognized when declared (except dividend income from associates in the consolidated financial statements is recognized by the equity method).

### 3.7 Loans

Loans represent the outstanding principal amounts, except for bank overdrafts 2012 including accrued interest receivables. Deferred revenue is presented as deduction from the loans.

Hire purchase receivables represent the outstanding amounts, less deferred interest receivables, and deferred commission, plus amortized direct expenses.

### 3.8 Allowance for Doubtful Accounts

Allowance for doubtful accounts are set aside compliance with the BOT's Notification No. SOR NOR SOR.31/2551 dated August 3, 2008, regarding Regulations on Assets Classification and Provision of Financial Institutions and with the BOT's Regulations on Valuation and Appraisal of Collateral and Immovable Properties for Sale acquired through Debt Repayment dated December 9, 2009. The notifications and policy regulations are as follows:

1) The Bank has set aside provision for impaired-debtors at 100 percent of the difference between the book value of loans and the present value of expected cash flows from the disposals of collateral as to the practice stipulated by the BOT.

2) Collateral using for calculating the present value of expected cash flows from disposals are immovable properties and leasehold rights (e.g. the present value of the expected cash flows from disposals of immovable properties which are collateral of debtors under the litigation process equal to 62.03 percent of the appraisal value and the present value of the expected cash flows from disposals of immovable properties which are collateral of debtors under the public auction process equal to 66.38 percent of the appraisal value). Other types of collateral are calculated by using the valuation rate specified by the BOT.

3) Collateral valuation has been conducted according to the BOT's regulations relating to types of collateral, valuation methodology, valuation frequency, and values of collateral that could be deductible before provisioning as follows:

- As for normal and special mention categories, the underlying collateral is required to reappraise or revalue on a 3-year basis except for every credit line of housing loans and other loans apart from housing loans with credit lines or outstanding balances not exceeding Baht 5 million.

- As for sub-standard, doubtful and doubtful of loss, the reappraisal or revaluation of collateral is conducted by using the methods specified by the BOT. All types of immovable properties are required to reappraise or revalue on a 3-year basis as minimum; whereas, near-cash collateral such as marketable securities and non-traded securities, is required to reappraise or revalue at the end of each accounting period.

Besides, the Bank also considers provisioning on a qualitative basis by assessing debtors' solvency. Since the accounting period of 2008, the Bank has gradually set aside the allowance for doubtful accounts on a monthly basis of Baht 500 million. Apart from this, the additional provision has been appropriately considered by the management. In 2013, the Bank set more of the allowance for doubtful accounts at Baht 5,600 million (Note 6.7).

Bad debts written off and bad debts recovered are either deducted from or added to the allowance for doubtful accounts, whichever the case may be.

Any debtors classified as doubtful of loss and considered to be irrecoverable are written off at the underlying value of provisioning as prescribed by the Bank's write-off policy and in line with the BOT's regulations.

### 3.9 Determination of Losses on Troubled Debt Restructuring (TDR)

Losses arising from debt restructuring are determined as follows:

**3.9.1** In case of relaxation of the debt repayment conditions without reducing of principal and accrued interest receivables prior to troubled debt, the present value of expected cash flow received is discounted by using the interest rate under the conditions specified in the TDR contract. Where such interest rate is lower than financial cost rate, the financial cost rate will be used instead. If the present value computed is lower than the book value (the principal amount

plus accrued interest receivables included in the outstanding balance of restructured debt), an allowance for losses on troubled debt restructuring will be fully recognized in the statements of comprehensive income for the relevant period.

The component of financial costs features the weighted average cost of deposits and borrowings, contributions to the BOT and the Deposit Protection Agency (DPA), and expenses incurred to maintain liquidity.

**3.9.2** In case of receipt of assets, financial instruments, or debtors' equity, accounts receivables are entirely written off. Losses on debt restructuring arising are charged to the statements of comprehensive income instantly upon the receipt of assets by taking into account the original allowance for doubtful accounts. Thus, the value of transferred assets shall be recorded not higher than the book value of the debt plus accrued interest receivables entitled by the Bank.

In case of partial settlement of debt through the transfer of assets, financial instruments or debtors' equity, the Bank's will follow Note 3.9.2 in the first place. For the remaining amount of debt, if there is the relaxation of the repayment condition, the Bank will follow Note 3.9.1.

### 3.10 Properties for Sale

Properties for sale are immovable and movable properties which are stated at lower of cost or market value less allowance for impairment. Losses on impairment or reversal of losses on impairment are recognized as other operating expenses or income in the statements of comprehensive income. Gains or losses on disposals of those properties after deducting selling expenses are recognized as other operating income or expenses in the statements of comprehensive income.

The Bank has followed the BOT's Notification No. SOR NOR SOR.21/2555 dated December 17, 2012, regarding Regulations on Accounting of Financial Institutions Section 1, Accounting for the Sales of Foreclosed Assets, SOR NOR SOR.31/2551 dated August 3, 2008, regarding Regulations on Assets Classification and Provision of Financial Institutions, SOR NOR SOR.22/2552 dated December 11, 2009, regarding Immovable Properties for Sale, and SOR NOR SOR.23/2552 dated December 11, 2009, regarding the Rules of the Purchase and Holding of Immovable Properties Used as Premises for the Business or as Facilities for its Officers and Employees of Financial Institutions.

According to the BOT's Policy No. THOR POR THOR. PHOR NOR SOR.(21) WOR.2470/2552 dated December 9, 2009, regarding Delivery Policy of Appraisal Guarantee and Properties for Sale Received from Financial Institutions, the Bank appraises properties for sale that amount not over than Baht 50 million by internal appraisers and amount over Baht 50 million by external appraisers.

### 3.11 Premises and Equipment

Premises and equipment are stated at cost less accumulated depreciation and allowance for asset impairment. Land is revalued on a 3-5 year basis. In case that revaluation result decreased or decreased more than surplus on land revaluation which had been recognized in equity, the Bank will recognize deficit in the statements of comprehensive income. In case that revaluation result increased, the Bank will recognize surplus through appraisal surplus on assets in equity. Except for the case that the Bank revalued decreased on land and already recognized loss in the statements of comprehensive income, the Bank will recognize only surplus amounts that excess of the deficit amounts used to recognized of such land.

Depreciation of premises is calculated on the straight-line basis over their useful lives. Since April 1, 2012, depreciation of premises is calculated on the straight-line basis over their residual useful lives not over 50 years which appraised by independent expert appraisers.

Before April 1, 2012, depreciation of premises is calculated on the straight-line basis over their useful lives of 20 years.

Depreciation of equipment is calculated on the straight-line basis over their useful lives of 5 years. Equipment with an acquisition cost not over Baht 3,000 is charged directly to expense in the period of acquisition. The amounts of those transactions are not significant affect to the Bank's financial statements.

Depreciation method, useful lives, and residual value are annually reviewed.

Depreciation of premises and equipment in foreign countries is at the legal rates applicable in each locality.

### 3.12 Intangible Assets

Intangible assets comprising software licenses, other licenses, and computer system development costs are stated at cost net accumulated amortization and allowance for impairment. Amortization is calculated by the straight-line basis at the rate of 10 percent per annum and recognized in the statements of comprehensive income. Amortization of intangible assets in foreign countries is at the legal rates applicable in each locality.

### 3.13 Leaseholds

Leaseholds are stated at cost less accumulated amortization. Amortization charge is calculated by the straight-line basis over the lease period between 3-30 years and recognized as expense in the statements of comprehensive income.

### 3.14 Impairment of Assets

For outstanding balances of assets as at the end of period, the Bank reviews the impairment of assets by items when there is an indication that the book value of those assets is higher than the expected recoverable amounts. As such, losses on impairment will be realized as other operating expenses. The reversal of losses on impairment will be recorded only when there is an indication that such impairment no longer exists or shown at a declining balance, if any, and reversed to other operating income in the statements of comprehensive income.

### 3.15 Foreign Currency Translation

Assets and Liabilities in Foreign Currencies:

1. Presentation currency in Baht
2. Foreign currency translation

2.1 Items denominated in foreign currencies are translated into the functional currency at the exchange rates prevailing at the transaction dates. Balances of monetary assets and liabilities are translated by using the reference exchange rates of BOT as at the reporting date. Balances of non-monetary assets and liabilities are translated by using the exchange rates prevailing at the transaction dates or exchange rates at the date when the fair value was measured.

2.2 Gains or losses on foreign currency exchange and foreign currency translation are presented in the statements of comprehensive income as gains (losses) on tradings and foreign exchange transactions, net.

3. Foreign currency translation of foreign branches' financial statements

Items on the foreign branches' statements of financial position are translated into Baht by using the reference exchange rates of BOT as at the reporting date. The statements of comprehensive income are translated into Baht by using the exchange rate prevailing at the transaction dates or average exchange rates of that accounting period.

Gains or losses on translation of foreign branches' financial statements are presented in equity through other comprehensive income.

### 3.16 Employees Provident Fund and Retirement Pay

The Bank established a Provident Fund under the Provident Fund Act B.E. 2530 (1987) and entered to the registered fund approved by the Ministry of Finance in June 25, 1992. The Provident Fund is managed by an external fund manager.

Permanent employees of the Bank are entitled to apply for membership according to the registered KTB Provident Fund regulations. Employees could opt to contribute to the Fund at the rate of either 3, 6 or 10 percent of their basic salaries while the Bank's supplemental contribution is at 10 percent of each employees' basic salary.

### 3.17 Defined Benefit Plan

The Bank and its subsidiaries have defined benefit plan to pay their employees under the employment agreements. The estimate of employee benefits obligations are calculated by using the actuarial techniques called the Projected Unit Credit Method. This method uses statistical data as a factor to estimate the present value of expected future payments and discounts by using market yields on high quality corporate bonds with the approximate maturity of those obligations. The estimate amount is shown in a part of the provisions. The differences increasing or decreasing from estimate by using actuarial techniques in each period will be recognized to expense or income of that period.

### 3.18 Unclaimed Balances

Unclaimed balances remaining dormancy for over 10 years are taken to other operating income at the end of fiscal year.

### 3.19 Income Taxes

Income taxes comprise of current tax and deferred tax.

#### 1) Current Tax

Current tax is the amount expected to be paid to the tax authorities by calculating from taxable profit for the period under Revenue Code.

#### 2) Deferred Tax

Deferred tax is recognized on temporary differences between the carrying amounts of assets and liabilities in the financial statements and the corresponding taxes basis used in the computation of taxable profit (tax base). The Bank recognized deferred tax assets arising from such temporary differences to the extent that it is probable that taxable profit will be available against those temporary differences could be utilized. The carrying amounts of deferred tax assets are reviewed at each reporting date and shall be reduced to the extent that the tax benefit will be realized.

Deferred tax is recognized directly to equity if it relates to items recognized in equity.

The Bank and its subsidiaries calculate amounts of deferred tax assets and liabilities by using tax rates enacted or substantively enacted at the reporting date.

Deferred tax assets and deferred tax liabilities could be offset, if the Bank has a legally enforceable right to offset current tax assets and current tax liabilities, relating income taxes levied by the same tax authority on the same taxable entity.

### 3.20 Earnings per Share

Basic earnings per share are calculated by dividing the net income by the number of weighted-average ordinary shares.

Diluted earnings per share are calculated by dividing the net income after deducting non-cumulative preferred dividend declared during the period by the number of weighted-average ordinary shares.

### 3.21 Provisions

The BOT's Notification No. SOR NOR SOR.31/2551 dated August 3, 2008, regarding Regulations on Assets Classification and Provision of Financial Institutions prescribed regulations to set provisions for off-the statements of financial position obligations in conformity with TAS 37 (revised 2009): Provisions, Contingent Liabilities and Contingent Assets. The Bank is required to set provisions for off-the statements of financial position obligations when satisfied all of the following criteria:

1. Off-the statements of financial position obligations classified as substandard, doubtful, doubtful of loss, and loss.
2. Off-the statements of financial position obligations which the Bank should recognize provisions under liabilities

according to TAS 37 (revised 2009), paragraph 14 when satisfied all of the following criteria:

2.1 A present obligation resulting from past events could be a legal or a constructive obligation.

2.2 It is possibly certain that there will be a future outflow of resources embodying economic benefit to settle such obligation, and

2.3 An estimate of obligation can be reliably made.

3. Off-the statements of financial position obligations engage in high credit risk such as guarantees on borrowings, aval to bills or irrevocable obligations whereby the Credit Conversion Factor stipulated by the BOT in calculating Capital Fund to be maintained is equal to 1.0.

## 4. RISK MANAGEMENT

### 4.1 The Bank's Risk Information

#### Credit Risk

Credit risk is the risk that a counterparty or borrower fails to comply with conditions and covenants as stated in the mutual agreement or the deterioration of assets' quality resulting in non-repayment debts as set out in the loan contract and an adverse effect over the Bank's income and capital funds. The assets on the statements of financial position, net of allowance for doubtful accounts, represent the Bank's credit risk exposure.

The Bank's risk arises from the counterparties fails to meet their obligations of contingencies which included aval to bills, guarantees on borrowings, liability under unmatured import bills, letters of credit, and other contingencies. The credit risk exposure on these instruments is represented by the notional amount recorded off-the statements of financial position.

The Bank concerns about the contingent credit risk as well as the credit quality, the appropriateness of borrowing objectives and repayment ability of the borrower. The Bank also accentuates a credit expansion to both existing and new customers with high potentiality, low risks, and high yield. Moreover, the Bank shall closely evaluate and follow up situations both inside and outside country continually. The Bank also estimate the risks that may impact on solvency of the debtors within the Bank's credit portfolio. Later, the Bank shall signal the credit department to grade the violence of the consequences and determine the loan policy guidance before the debtors become NPLs. The Bank also boosts up credit applicant screening competence to have good standard in risk management by using statistical tools. Additionally, the Bank adjust Risk Rating rules and Credit Application Form of principal customers and major SMEs to be briefly and concisely in order to expedite the Bank's credit approval process but still able to consider risk as well.

Nevertheless, the Bank has regularly improved credit risk management together with making review/improvement of credit policies and policies related to the credit risk management for the purpose of complying with economic situation and the Bank's business operation as well as being in consonant with risk management guidance prescribed by

the BOT. Therefore, this adaptive policy guidance shall be set so as to enhance credit extension, establish flexible in practical operation and conform to the international standards.

Besides, the Bank develops Industry Rating and Business Alert (Outlook) report to set Industry Direction for the credit management and screening criteria for potential entrepreneurs of credit department. The Bank also update information to increase more effective in credit risk management.

The Bank manages credit risk management of the companies in financial business group of the Bank under the BOT's regulations. The credit risk management policies and guidelines of those companies are also reviewed/improved annually and/or when significantly changed event occurs and affects credit risk management.

The Bank monitors and reports risk management results with the intention to control credit risk to be in compliance with the Bank's risk management plan, the BOT's supervision policy and other regulators' rules.

To follow up and manage the quality of credit, the Bank closely monitors the customers whose credits are approved in order to ensure that they are in comply with the terms and conditions of loan agreements by carrying out NPLs reduction project. The watch list debtors with weak performance will be monitored and controlled to prevent such loans becomes NPLs. However, in case those debtors become NPLs, the measure for debt restructuring shall be set up together with legal process. With this regards, the NPLs reduction project shall help stipulating the implementation plan to become clearer and more effective for the NPLs problem solving. Thus, the regular progress shall be reported regularly in order to expedite debt repayment with minimum loss.

In assessing the adequacy of provision as prescribed by the BOT, the Bank is required to examine the accuracy and completeness of loan classification, debt-restructuring and collateral data as type and value of collateral. Such associated data potentially has significant impacts on the allowance for doubtful accounts of the Bank.

According to assets written-off, the Bank has policy to write off any assets classified as doubtful of loss with 100 percent provision; however, the Bank still called for uncollectible amounts or taken legal proceedings to the final action.

The credit review is established to ensure the compliance with standard operation procedures in relation to credit approval and debt restructuring. In addition, the qualitative assessments for loan and other related assets is conducted for the benefit of debtors' classification as prescribed by the BOT.

#### Market Risk

Market risk is the risk that the Bank may sustain loss from changes in value of position on the statements of financial position and off-the statements of financial position, caused by fluctuation of interest rate, foreign exchange rate, equity securities price, and commodity price resulting in negative impact on income and capital. The Bank monitors and controls the market risk in the trading book and banking book portfolio by comparing the existing risks with the approved risk limits/indicators, conducting the approval processes for the breach of the limits/indicators and reporting to the executives and the risk management committee regularly.

#### Interest Rate Risk

Interest rate risk is the risk that income or capital is adversely affected by changes in interest rate of the asset, liability and off-the statements of financial position items which were Rate Sensitive Items. These may have negative impact on Net Interest Income, market values of Trading Account, and other income and expenses related to interest rate.

### Foreign Exchange Rate Risk

Foreign exchange rate risk is the risk that foreign exchange rate volatility giving adverse impact on income or capital due to having foreign currency transactions or having assets or liabilities in foreign currency, when converting all items on the Bank's financial statements to local currency, the book values decrease including decline of income or loss incurred from foreign exchange trading.

### Equity Securities Price Risk

Equity securities price risk is the risk that income or capital is negatively affected by changes in equity securities prices. However, the Bank focuses on investing in potential securities which have growth performance and have opportunities to generate bank's return.

### Commodity Price Risk

This is the risk that income or capital is adversely affected by changes in commodity price. The Bank conducts commodity derivative transactions to accommodate customer hedging of risk. The Bank eliminates those risk exposures by doing back-to-back transactions.

### The Bank's Market Risk Management Structure and Supervision

The Bank has designated the Board of Directors and Risk Management Committee to formulate policy and market risk limit as follows:

#### Board of Directors

To be responsible for the approval of market risk management policy and the limitation acceptance or threshold of Bank in order to control risk exposure that affects to the market risk and decentralized to relevant committees or responsible departments to supervise as appropriate.

#### Risk Management Committee – RMC

To be responsible for the determination of risk management policy to the Board of Directors, controlling, monitoring, assessing the result of risk management and supervising that the risk management policy and guidelines set by the Bank and the regulators have been implemented and observed.

The Bank has designated the Market Risk Management Department, an independent business unit from front office, to supervision risk in order to create transparency and efficiency. Moreover, it conforms with the BOT's market risk supervision regulations and the Bank's market risk management policy.

The Bank has set the risk management policy to be in line with the Bank's strategy and the BOT's market risk supervision regulations.

For transactions in trading accounts, the Bank set the maximum acceptable risk limit such as investment value/ position, maximum loss, including statistic risk measurement namely Value at Risk (VaR) and Sensitivity for the trading book portfolio. The Bank also regularly assesses market value and conducts stress testing for both trading book portfolio and banking book portfolio. Besides, the Bank prepares Product Programme while enhancing applications and tools used in risk assessment and control for higher efficiency capable of accommodate more complex transactions.

The Bank regularly monitors the interest rate risk in the banking book portfolio by simulating the net interest income change and economic value change. The Bank also regularly conduct stress testing and closely monitor whenever there are some changes in the interest rate market movement that affects the bank significantly.

## Liquidity Risk

Liquidity risk is the risk that the Bank fails to repay liabilities or contingencies on due date because of inability to liquidate assets into cash or having insufficient funds or acquiring funds at a higher unacceptable cost thus affecting income and capital funds at present and in the future.

### The Bank's Liquidity Risk Management Structure and Supervision

The Bank has designated the Board of Directors, Risk Management Committee, Assets and Liabilities Management Committee to prescribe policy and strategy of liquidity risk management as follows:

#### Board of Directors

To be responsible for the approval of liquidity risk management policy, liquidity management plan and liquidity emergency plan and to approve the Bank's acceptable limit or trigger of liquidity risk.

#### Risk Management Committee – RMC

To be responsible for the determination of risk management policy to the Board of Directors, controlling, monitoring, assessing the result of risk management and supervising that the risk management policy and guidelines set by the Bank and the regulators have been implemented. RMC also submitted the operational report to the Audit Committee for acknowledgement and/or for considering on monthly basis and report to the Board of Directors for acknowledgement and/or for considering on quarterly basis.

#### Assets and Liabilities Management Committee – ALCO

To be responsible for the determination of strategy to manage the Bank's assets, liabilities, and capital to be appropriate. ALCO monitors various external factors affecting the Bank's liquidity, specify strategy to manage liquidity and interest rate risk and submits ALCO report to the Board of Executive Directors for acknowledgement and/or for considering.

### Liquidity Risk Management Structure and Supervision of the Financial Business Group

The Bank has supervision of risk management of the financial business group and prescribes policy of risk management of the financial business group. The policy was approved by the Board of Directors which determining the subsidiaries within the financial business group to have completely risk management, organization chart that support the efficiency of risk management, including the determining of clearly authorization. The policy also determines the subsidiaries to completely and efficiently follow the monitoring process and internal control system by identifying, measuring, monitoring and controlling risk under the guidance prescribed in the risk management policy of the financial business group. Moreover, the group is required to prepare liquidity position report and relating information for submission to the Bank in order that the Bank can monitor liquidity position and risk level of companies in the financial business group and assess effect to the Bank's liquidity.

The Bank's financial business group has decentralized risk management that means companies within the financial business group manage their own risk and the Bank will consider to support their liquidity as appropriate.

### Structure of Sources and Uses of Funds

Liquidity risk is the significant risk of commercial banks. The Bank's liquidity risk factors are the structure of sources and uses of funds. The Bank's sources of funds are from short-term deposits which are almost less than one year including revolving deposits, while uses of funds for lending have maturity date longer than the deposits. Therefore, the Bank's liquidity risk stems from asset to cash turning period not matching with liability's maturity date. Besides, cost of fund that higher than acceptable limit could affect to the Bank's income and capital at present and in the future.

Thus, liquidity risk management process of the Bank is liquidity trend analysis by estimating the Bank's liquidity status and Net high-quality liquid assets to net liquidity gap ratio in order to evaluate the sufficiency of liquidity assets that supported short-term capital demand. The Bank also assigns the trigger to control liquidity risk and consistency report risk to the Risk Management Committee, the executive officers, and related parties.

#### Liquidity Risk Management Tools

Liquidity risk management tools are presented in several reports related to the Bank's liquidity to top-level executives and relating departments in order to efficiently apply to use of liquidity risk management.

- The Bank prepares liquidity risk report to determine liquidity risk on a daily and monthly basis by comparing with the approved risk limit/indicators to manage and control the risk level to the prescribed limit.
- Net liquidity position report is prepared on a daily basis in the first 14 calendar days to present daily details by showing estimated cash inflow and outflow information adjusted according to customer behavior, preceding cash flow model together with future trend considerations adhere to realistic and conservative principles.
- Daily liquidity position report represents liquidity reserve of deposits at the BOT by the BOT's requirement that required financial institutions to maintain deposits at the BOT at least 0.8 percent of total deposits and other specified borrowings. Moreover, the report demonstrates high quality liquidity assets in each asset category reserved as an operating liquidity for the Bank's normal operations.
- Simulation liquidity risk stress testing report is submitted to the Risk Management Committee on a quarterly basis.

#### Liquidity Risk Stress Testing

The Bank sets quarterly liquidity risk stress testing in conformity with the Bank's stress testing policy by using the 3 situations which are (1) Institution-specific crisis (2) Market-wide crisis and (3) Combination of both. Each situation is based on assumptions such as withdrawing customers' deposit in different proportion, declining in the market liquidity of assets, decreasing in ability to reach large-sized sources of funds. The Bank also prepares contingency plan to support crisis by considering to stress test result of each model situation. The contingency plan is set warning triggers of liquidity crisis in order that the Bank can reduce negative impact from liquidity problems that may occur with reasonable expenses/costs.

#### Liquidity Assets

As at December 31, 2013 and 2012, the Bank's liquidity assets are totaling to Baht 366,761 million and Baht 432,689 million or 18.75 percent and 24.63 percent of deposits, respectively. However, liquidity assets of the Bank are greater than the BOT's regulations that required commercial banks to maintain average liquidity assets not less than 6 percent of average deposits and borrowings.

#### Sources and Uses of Funds

Sources and uses of funds as at December 31, 2013, the Bank and its subsidiaries' major sources of funds were deposits accounting for 74.91 percent of total funds. Other sources of funds included net interbank and money market borrowings of 7.99 percent, debt issued and borrowings of 5.29 percent, and equity of 8.20 percent.

The Bank and its subsidiaries' uses of funds were loans to customers, net accounting for 68.04 percent of total uses of funds. Other uses of funds included interbank and money market items of 17.84 percent and investments, net of 9.61 percent.

	December 31, 2013	December 31, 2012
<b>Sources of Funds</b>		
Deposits	74.91%	73.87%
Interbank and money market borrowings, net	7.99%	8.51%
Debt issued and borrowings	5.29%	6.50%
Equity	8.20%	8.10%
<b>Uses of Funds</b>		
Loans to customers	68.04%	67.81%
Interbank and money market borrowings, net	17.84%	13.34%
Investments, net	9.61%	14.72%

### Loans to Deposits Ratio

On the consolidated financial statement as at December 31, 2013, the Bank has loans to deposits ratio of 90.83 percent which decreased from 91.79 percent as at December 31, 2012.

Loans to deposits ratio on the Bank's financial statement as at December 31, 2013 is 91.04 percent which decreased from 92.28 percent as at December 31, 2012. The decreased in loans to deposits ratio comes from expansion of deposits from the end of the last year of 13.01 percent which is more than expansion of loans of 11.49 percent from the end of the year 2012.

When considering to the total loans to deposits ratio including bills of exchange of the Bank's financial statement as at December 31, 2013 is 89.55 percent which a bit increased from 89.02 percent as at December 31, 2012. This is because the Bank's bills of exchange gradually reach their maturity, while comparing to the end of the year 2012, the Bank's bills of exchange decreased 48.46 percent.

	December 31, 2013	December 31, 2012
Loans to deposits ratio (Consolidated financial statements)	90.83%	91.79%
Loans to deposits ratio (The Bank's financial statements)	91.04%	92.28%
Loans to deposits ratio including bills of exchange (The Bank's financial statements)	89.55%	89.02%

As at December 31, 2013 and 2012, the Bank's financial assets and liabilities are classified by remaining maturity as follows:

(Million Baht)

	December 31, 2013					
	Less than 1 Month	1-3 Months	Over 3 Months upto 1 Year	Over 1 Year	No Maturity	Total
<b>Financial Assets</b>						
Interbank and money market items, net	177,850.69	47,499.12	127,076.57	96,018.95	-	448,445.33
Investments, net	-	-	75,031.64	155,367.10	5,369.56	235,768.30
Loans to customers	95,465.78	96,930.97	352,250.93	1,171,031.55	-	1,715,679.23
<b>Total financial assets</b>	<b>273,316.47</b>	<b>144,430.09</b>	<b>554,359.14</b>	<b>1,422,417.60</b>	<b>5,369.56</b>	<b>2,399,892.86</b>
<b>Financial Liabilities</b>						
Deposits	1,154,745.35	161,230.62	424,784.19	143,501.75	-	1,884,261.91
Interbank and money market items, net	101,647.03	18,213.26	29,780.32	49,731.87	-	199,372.48
Debt issued and borrowings	3,777.87	20,720.57	5,531.90	98,880.74	-	128,911.08
<b>Total financial liabilities</b>	<b>1,260,170.25</b>	<b>200,164.45</b>	<b>460,096.41</b>	<b>292,114.36</b>	<b>-</b>	<b>2,212,545.47</b>

(Million Baht)

	December 31, 2012					
	Less than 1 Month	1-3 Months	Over 3 Months upto 1 Year	Over 1 Year	No Maturity	Total
<b>Financial Assets</b>						
Interbank and money market items, net	150,325.58	37,750.03	111,321.40	32,700.49	-	332,097.50
Investments, net	-	-	122,987.21	167,533.78	5,219.54	295,740.53
Loans to customers	81,079.89	89,930.02	277,348.21	1,090,548.35	-	1,538,906.47
<b>Total financial assets</b>	<b>231,405.47</b>	<b>127,680.05</b>	<b>511,656.82</b>	<b>1,290,782.62</b>	<b>5,219.54</b>	<b>2,166,744.50</b>
<b>Financial Liabilities</b>						
Deposits	1,058,366.18	151,723.51	261,165.44	196,118.60	-	1,667,373.73
Interbank and money market items, net	123,623.61	4,093.17	2,619.07	60,755.47	-	191,091.32
Debt issued and borrowings	4,966.05	6,132.48	27,613.40	108,004.17	-	146,716.10
<b>Total financial liabilities</b>	<b>1,186,955.84</b>	<b>161,949.16</b>	<b>291,397.91</b>	<b>364,878.24</b>	<b>-</b>	<b>2,005,181.15</b>

## 4.2 Fair Value of Financial Instruments

(Million Baht)

Type of Financial Instruments	Consolidated Financial Statements			
	December 31, 2013		December 31, 2012	
	Book Value	Fair Value	Book Value	Fair Value
<b>Financial Assets</b>				
Cash	50,689.51	50,689.51	43,705.26	43,705.26
Interbank and money market items, net	448,572.23	448,572.23	332,134.14	332,134.14
Derivative assets	21,310.25	21,310.25	10,759.20	10,759.20
Investments, net	241,783.07	240,312.80	301,039.73	303,140.85
Loans to customers and accrued interest receivables, net	1,653,930.54	1,653,930.54	1,480,464.87	1,480,464.87
Total	2,416,285.60	2,414,815.33	2,168,103.20	2,170,204.32
<b>Financial Liabilities</b>				
Deposits	1,883,781.17	1,883,781.17	1,666,960.58	1,666,960.58
Interbank and money market items, net	200,989.27	200,989.27	192,011.52	192,011.52
Liabilities payable on demand	5,695.01	5,695.01	6,077.91	6,077.91
Derivative liabilities	24,544.71	24,544.71	9,151.59	9,151.59
Debt issued and borrowings	133,000.65	133,156.85	146,636.10	146,937.02
Total	2,248,010.81	2,248,167.01	2,020,837.70	2,021,138.62

(Million Baht)

Type of Financial Instruments	The Bank's Financial Statements			
	December 31, 2013		December 31, 2012	
	Book Value	Fair Value	Book Value	Fair Value
<b>Financial Assets</b>				
Cash	50,687.47	50,687.47	43,703.57	43,703.57
Interbank and money market items, net	448,445.33	448,445.33	332,097.50	332,097.50
Derivative assets	21,335.31	21,335.31	10,759.20	10,759.20
Investments, net	235,768.30	238,238.57	295,740.53	300,466.07
Loans to customers and accrued interest receivables, net	1,659,302.27	1,659,302.27	1,489,416.76	1,489,416.76
Total	2,415,538.68	2,418,008.95	2,171,717.56	2,176,443.10
<b>Financial Liabilities</b>				
Deposits	1,884,261.91	1,884,261.91	1,667,373.73	1,667,373.73
Interbank and money market items, net	199,372.48	199,372.48	191,091.32	191,091.32
Liabilities payable on demand	5,695.01	5,695.01	6,077.91	6,077.91
Derivative liabilities	24,544.71	24,544.71	9,151.59	9,151.59
Debt issued and borrowings	128,911.08	129,067.28	146,716.10	147,017.02
Total	2,242,785.19	2,242,941.39	2,020,410.65	2,020,711.57

### 4.3 Statutory Capital Fund

(Million Baht)

	The Bank's Financial Statements
	December 31, 2013
Tier 1 capital	
Paid-up share capital	72,005.04
Premium on share capital	20,833.74
Legal reserve (Note 6.21)	7,200.50
Net income after appropriated	78,089.99
Appraisal surplus on land	6,340.00
Add Revaluation surplus on investments in available-for-sale equity securities, net	1,321.62
Hybrid tier 1	9,573.39
Less Deferred tax assets	(4,968.17)
Total tier 1 capital	190,396.11
Tier 2 capital	
Long-term subordinated debt	64,688.32
Allowance for pass asset-classification	21,611.90
Total tier 2 capital	86,300.22
Total capital fund	276,696.33

As at December 31, 2013, the Bank's capital fund calculated based on Basel III framework that was adjusted to conform with the BOT's Notification No. SOR NOR SOR.13/2555, regarding the Composition of Capital Fund for Commercial Banks Registered in Thailand. Adjustment of supervisory revision of capital fund regulations, based on Basel III: a global regulatory framework for more resilient banks and banking systems (Revised version: June 2011), issued by the Basel Committee on Banking Supervision (BCBS), to support the Bank's quality and sufficiently capital fund to deal with losses might occur in normal and crisis situation and to preserve the stability of overall financial institutional system.

The BOT's Notification No. SOR NOR SOR.12/2555, regarding the Capital Fund for Commercial Banks Supervision, requires commercial banks registered in Thailand to maintain the minimum capital ratio to be 8.5 percent of total risk weighted assets and obligations with the condition that the tier 1 capital must not be less than previously 4.25 to currently 6.0 percent of total risk weighted assets and obligations. As at December 31, 2013, the Bank maintains a ratio of capital fund to assets and obligations as prescribed by the BOT's regulations and process as follows:

	Percentage
	December 31, 2013
Total capital fund	14.79
Tier 1 capital	10.17

(Million Baht)

	The Bank's Financial Statements	
	December 31, 2012	
Tier 1 capital		
Paid-up share capital		72,005.04
Premium on share capital		20,833.74
Legal reserve (Note 6.21)		6,836.46
Net income after appropriated		54,397.06
Hybrid tier 1		10,637.10
Total tier 1 capital		164,709.40
Tier 2 capital		
Appraisal surplus on land		5,547.67
Long-term subordinated debt		72,196.72
Allowance for pass asset-classification		20,168.23
Add Revaluation surplus on investments in available-for-sale equity securities, net		1,706.28
Total tier 2 capital		99,618.90
Total capital fund		264,328.30

As at December 31, 2012, the Bank's capital fund has been calculated based on Basel II framework and subjected to the BOT's Notification No. SOR NOR SOR.88/2551, regarding the Composition of Capital Fund for Commercial Bank registered in Thailand. Supervisory revision of capital fund regulations is based on the international convergence of capital measurement and capital standards - A revised framework (Comprehensive version: June 2006) (Basel II framework) issued by the Basel Committee on Banking Supervision (BCBS). Calculation of capital fund according to such regulations has taken all risk related into consideration which reflected risk - sensitive against the Bank's assets in order to strengthen and sustainable growth.

The BOT's regulations require commercial banks registered in Thailand to maintain the minimum capital ratio to be 8.5 percent of total risk weighted assets and obligations with the condition that the tier 1 capital must not be less than 4.25 percent of total risk weighted assets and obligations. As at December 31, 2012, the Bank maintains a ratio of capital fund to assets and obligations as prescribed by the BOT's regulations and process as follows:

	Percentage	
	December 31, 2012	
Total capital fund		16.38
Tier 1 capital		10.21

## 5. ESTIMATES AND ASSUMPTIONS

The preparation of financial statements in conformity with the Thai financial reporting standards, requires managements to make estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. Actual results may differ from such estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognized in the period in which estimates are revised and in any future periods affected. Information about significant areas of estimation uncertainty and assumptions in applying accounting policies has significant effects on the amount recognized in the financial statements.

## 6. SUPPLEMENTARY INFORMATION

### 6.1 Supplementary Information of Cash Flows

Significant non-cash items for the years ended December 31, 2013 and 2012 are as follows:

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Increase (decrease) in revaluation surplus on investments in equity	(5,325.77)	2,645.78	(3,677.14)	2,097.08
Increase in properties for sale from loan payment	5,127.10	2,555.38	5,127.10	2,555.38
Properties for sale transferred to premises and equipment, net	-	1,733.93	-	1,733.93

## 6.2 Interbank and Money Market Items, Net (Assets)

(Million Baht)

	Consolidated Financial Statements					
	December 31, 2013			December 31, 2012		
	Demand	Time	Total	Demand	Time	Total
<b>6.2.1 Domestic Items</b>						
Bank of Thailand and						
Financial Institutions Development Fund	4,879.93	108,500.51	113,380.44	2,441.40	126,700.51	129,141.91
Commercial banks	75.44	18,796.80	18,872.24	54.80	6,265.32	6,320.12
Special purpose financial institutions	0.15	95,971.46	95,971.61	16.27	27,823.88	27,840.15
Other financial institutions	292.93	174,203.10	174,496.03	222.08	149,562.47	149,784.55
Total	5,248.45	397,471.87	402,720.32	2,734.55	310,352.18	313,086.73
<u>Add</u> Accrued interest receivables	-	1,124.23	1,124.23	-	513.97	513.97
<u>Less</u> Deferred revenue	-	-	-	-	-	-
Allowance for doubtful accounts	(1.81)	(1,649.12)	(1,650.93)	(1.99)	(1,358.07)	(1,360.06)
Revaluation allowance for						
debt restructuring	-	-	-	-	-	-
Total domestic items	5,246.64	396,946.98	402,193.62	2,732.56	309,508.08	312,240.64
<b>6.2.2 Foreign Items</b>						
US Dollar	15,155.81	27,980.88	43,136.69	1,744.28	15,846.35	17,590.63
Japanese Yen	377.93	-	377.93	151.41	-	151.41
Euro	456.50	-	456.50	128.79	-	128.79
Other currencies	1,571.77	854.00	2,425.77	1,239.24	762.55	2,001.79
Total	17,562.01	28,834.88	46,396.89	3,263.72	16,608.90	19,872.62
<u>Add</u> Accrued interest receivables	0.04	184.23	184.27	0.06	148.91	148.97
<u>Less</u> Deferred revenue	-	-	-	-	-	-
Allowance for doubtful accounts	-	(202.55)	(202.55)	-	(128.09)	(128.09)
Revaluation allowance for						
debt restructuring	-	-	-	-	-	-
Total foreign items	17,562.05	28,816.56	46,378.61	3,263.78	16,629.72	19,893.50
Total domestic and foreign items	22,808.69	425,763.54	448,572.23	5,996.34	326,137.80	332,134.14

## 6.2 Interbank and Money Market Items, Net (Assets) (Continued)

(Million Baht)

	The Bank's Financial Statements					
	December 31, 2013			December 31, 2012		
	Demand	Time	Total	Demand	Time	Total
<b>6.2.1 Domestic Items</b>						
Bank of Thailand and						
Financial Institutions Development Fund	4,879.93	108,500.51	113,380.44	2,441.40	126,700.51	129,141.91
Commercial banks	27.91	18,796.80	18,824.71	38.05	6,265.32	6,303.37
Special purpose financial institutions	0.15	95,971.46	95,971.61	16.27	27,823.88	27,840.15
Other financial institutions	213.56	174,203.10	174,416.66	202.19	149,562.47	149,764.66
Total	5,121.55	397,471.87	402,593.42	2,697.91	310,352.18	313,050.09
<u>Add</u> Accrued interest receivables	-	1,124.23	1,124.23	-	513.97	513.97
<u>Less</u> Deferred revenue	-	-	-	-	-	-
Allowance for doubtful accounts	(1.81)	(1,649.12)	(1,650.93)	(1.99)	(1,358.07)	(1,360.06)
Revaluation allowance for						
debt restructuring	-	-	-	-	-	-
Total domestic items	5,119.74	396,946.98	402,066.72	2,695.92	309,508.08	312,204.00
<b>6.2.2 Foreign Items</b>						
US Dollar	15,155.81	27,980.88	43,136.69	1,744.28	15,846.35	17,590.63
Japanese Yen	377.93	-	377.93	151.41	-	151.41
Euro	456.50	-	456.50	128.79	-	128.79
Other currencies	1,571.77	854.00	2,425.77	1,239.24	762.55	2,001.79
Total	17,562.01	28,834.88	46,396.89	3,263.72	16,608.90	19,872.62
<u>Add</u> Accrued interest receivables	0.04	184.23	184.27	0.06	148.91	148.97
<u>Less</u> Deferred revenue	-	-	-	-	-	-
Allowance for doubtful accounts	-	(202.55)	(202.55)	-	(128.09)	(128.09)
Revaluation allowance for						
debt restructuring	-	-	-	-	-	-
Total foreign items	17,562.05	28,816.56	46,378.61	3,263.78	16,629.72	19,893.50
Total domestic and foreign items	22,681.79	425,763.54	448,445.33	5,959.70	326,137.80	332,097.50

### 6.3 Derivatives Held for Trading

The fair values and the notional amounts classified by type of risk

(Million Baht)

Type of Risks	Consolidated Financial Statements					
	December 31, 2013			December 31, 2012		
	Fair Value		Notional Amounts	Fair Value		Notional Amounts
	Assets	Liabilities		Assets	Liabilities	
Exchange rate	18,420.31	21,666.86	1,228,659.61	7,610.25	6,007.79	872,778.34
Interest rate	1,639.12	1,550.87	243,214.21	2,121.18	2,128.59	140,403.65
Others	1,250.82	1,326.98	49,706.04	1,027.77	1,015.21	18,260.40
Total	21,310.25	24,544.71	1,521,579.86	10,759.20	9,151.59	1,031,442.39

(Million Baht)

Type of Risks	The Bank's Financial Statements					
	December 31, 2013			December 31, 2012		
	Fair Value		Notional Amounts	Fair Value		Notional Amounts
	Assets	Liabilities		Assets	Liabilities	
Exchange rate	18,420.31	21,666.86	1,228,659.61	7,610.25	6,007.79	872,778.34
Interest rate	1,664.18	1,550.87	245,024.49	2,121.18	2,128.59	140,403.65
Others	1,250.82	1,326.98	49,706.04	1,027.77	1,015.21	18,260.40
Total	21,335.31	24,544.71	1,523,390.14	10,759.20	9,151.59	1,031,442.39

The proportion of derivative transactions classified by type of counterparty based on the notional amounts

Counterparty	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
	Proportion	Proportion	Proportion	Proportion
Financial institutions	69.73%	75.85%	69.65%	75.85%
Financial business group	0.17%	0.08%	0.29%	0.08%
Third parties	30.10%	24.07%	30.06%	24.07%
Total	100.00%	100.00%	100.00%	100.00%

## 6.4 Investments, Net

(Million Baht)

	Consolidated Financial Statements							
	December 31, 2013				December 31, 2012			
	Cost/ Amortized Cost	Unrealized Gains	Unrealized Losses	Fair Value	Cost/ Amortized Cost	Unrealized Gains	Unrealized Losses	Fair Value
<b>6.4.1 Trading Securities</b>								
Government & state enterprise securities	7,958.66	12.06	-	7,970.72	22,354.81	25.02	(3.35)	22,376.48
Private enterprise debt securities	-	-	-	-	-	-	-	-
Foreign debt securities	-	-	-	-	-	-	-	-
Domestic marketable equity securities	-	-	-	-	-	-	-	-
Investments in borrowings with embedded derivatives	984.41	-	(778.97)	205.44	2,450.53	1.38	(859.24)	1,592.67
Total	8,943.07	12.06	(778.97)	8,176.16	24,805.34	26.40	(862.59)	23,969.15
<u>Less</u> Allowance for revaluation	(972.35)				(895.90)			
Total	7,970.72			8,176.16	23,909.44			23,969.15
<b>6.4.2 Available-for-Sale Securities</b>								
Government & state enterprise securities	84,071.53	162.45	(1,703.75)	82,530.23	76,902.10	126.80	(129.00)	76,899.90
Private enterprise debt securities	646.00	6.79	(0.51)	652.28	1,722.99	15.19	-	1,738.18
Foreign debt securities	4,185.66	35.24	(4.24)	4,216.66	3,075.34	24.32	(4.11)	3,095.55
Domestic marketable equity securities	5,409.04	1,792.75	(259.80)	6,941.99	1,887.12	2,011.95	(258.18)	3,640.89
Foreign marketable equity securities	400.77	119.07	(70.42)	449.42	371.87	103.24	(65.70)	409.41
Others - VAYUPAK MUTUAL FUND 1	-	-	-	-	29,474.13	1,934.71	-	31,408.84
Total	94,713.00	2,116.30	(2,038.72)	94,790.58	113,433.55	4,216.21	(456.99)	117,192.77
<u>Add</u> Allowance for revaluation	151.89				3,829.04			
<u>Less</u> Allowance for impairment	(74.31)				(69.82)			
Total	94,790.58			94,790.58	117,192.77			117,192.77
<b>6.4.3 Held-to-Maturity Debt Securities</b>								
Government & state enterprise securities	110,520.51	411.42	(3,007.38)	107,924.55	136,063.43	730.98	(232.16)	136,562.25
Private enterprise debt securities	893.32	18.83	(36.32)	875.83	893.47	18.06	(36.47)	875.06
Foreign debt securities	15,749.32	-	-	15,749.32	10,920.31	-	-	10,920.31
Total	127,163.15	430.25	(3,043.70)	124,549.70	147,877.21	749.04	(268.63)	148,357.62
<u>Less</u> Allowance for impairment	(207.06)				(207.21)			
Total	126,956.09			124,549.70	147,670.00			148,357.62

## 6.4 Investments, Net (Continued)

(Million Baht)

	Consolidated Financial Statements							
	December 31, 2013				December 31, 2012			
	Cost/ Amortized Cost	Unrealized Gains	Unrealized Losses	Fair Value	Cost/ Amortized Cost	Unrealized Gains	Unrealized Losses	Fair Value
<b>6.4.4 General Investments</b>								
Domestic non-marketable equity securities	2,026.58	-	(1,242.54)	784.04	1,959.14	-	(214.63)	1,744.51
Foreign non-marketable equity securities	71.66	-	-	71.66	69.21	-	-	69.21
Total	2,098.24	-	(1,242.54)	855.70	2,028.35	-	(214.63)	1,813.72
Less Allowance for impairment	(1,242.54)				(214.63)			
Total	855.70			855.70	1,813.72			1,813.72
Total investments, net	230,573.09			228,372.14	290,585.93			291,333.26

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(Million Baht)

	The Bank's Financial Statements							
	December 31, 2013				December 31, 2012			
	Cost/ Amortized Cost	Unrealized Gains	Unrealized Losses	Fair Value	Cost/ Amortized Cost	Unrealized Gains	Unrealized Losses	Fair Value
<b>6.4.1 Trading Securities</b>								
Government & state enterprise securities	7,958.66	12.06	-	7,970.72	22,289.87	25.02	(3.35)	22,311.54
Private enterprise debt securities	-	-	-	-	-	-	-	-
Foreign debt securities	-	-	-	-	-	-	-	-
Domestic marketable equity securities	-	-	-	-	-	-	-	-
Investments in borrowings with embedded derivatives	984.41	-	(778.97)	205.44	2,450.53	1.38	(859.24)	1,592.67
Total	8,943.07	12.06	(778.97)	8,176.16	24,740.40	26.40	(862.59)	23,904.21
Less Allowance for revaluation	(972.35)				(895.90)			
Total	7,970.72			8,176.16	23,844.50			23,904.21

## 6.4 Investments, Net (Continued)

(Million Baht)

	The Bank's Financial Statements							
	December 31, 2013				December 31, 2012			
	Cost/ Amortized Cost	Unrealized Gains	Unrealized Losses	Fair Value	Cost/ Amortized Cost	Unrealized Gains	Unrealized Losses	Fair Value
<b>6.4.2 Available-for-Sale Securities</b>								
Government & state enterprise securities	84,071.53	162.45	(1,703.75)	82,530.23	76,902.10	126.80	(129.00)	76,899.90
Private enterprise debt securities	646.00	6.79	(0.51)	652.28	1,722.99	15.19	-	1,738.18
Foreign debt securities	4,185.66	35.24	(4.24)	4,216.66	3,075.34	24.32	(4.11)	3,095.55
Domestic marketable equity securities	5,409.04	1,792.75	(259.80)	6,941.99	1,887.12	2,011.95	(258.18)	3,640.89
Foreign marketable equity securities	400.77	119.07	(70.42)	449.42	371.87	103.24	(65.70)	409.41
Others - VAYUPAK MUTUAL FUND 1	-	-	-	-	29,474.13	1,934.71	-	31,408.84
Total	94,713.00	2,116.30	(2,038.72)	94,790.58	113,433.55	4,216.21	(456.99)	117,192.77
Add Allowance for revaluation	151.89				3,829.04			
Less Allowance for impairment	(74.31)				(69.82)			
Total	94,790.58			94,790.58	117,192.77			117,192.77
<b>6.4.3 Held-to-Maturity Debt Securities</b>								
Government & state enterprise securities	110,346.20	411.42	(3,007.38)	107,750.24	136,063.43	730.98	(232.16)	136,562.25
Private enterprise debt securities	893.32	18.83	(36.32)	875.83	893.47	18.06	(36.47)	875.06
Foreign debt securities	15,749.32	-	-	15,749.32	10,920.31	-	-	10,920.31
Total	126,988.84	430.25	(3,043.70)	124,375.39	147,877.21	749.04	(268.63)	148,357.62
Less Allowance for impairment	(207.06)				(207.21)			
Total	126,781.78			124,375.39	147,670.00			148,357.62
<b>6.4.4 General Investments</b>								
Domestic non-marketable equity securities	2,026.53	-	(1,242.54)	783.99	1,959.14	-	(214.63)	1,744.51
Foreign non-marketable equity securities	71.66	-	-	71.66	69.21	-	-	69.21
Total	2,098.19	-	(1,242.54)	855.65	2,028.35	-	(214.63)	1,813.72
Less Allowance for impairment	(1,242.54)				(214.63)			
Total	855.65			855.65	1,813.72			1,813.72
Total investments, net	230,398.73			228,197.78	290,520.99			291,268.32

As at December 31, 2013 and 2012, trading securities which are investments in borrowings with embedded derivatives, closely related, of Baht 984.41 million and Baht 2,450.53 million are asset-backed debt securities with fair value of Baht 205.44 million and Baht 1,592.67 million, and have allowance for revaluation amounting to Baht 984.41 million and Baht 917.57 million, respectively. They are included CDO at fair value of Baht 205.44 million and Baht 59.71 million that the Bank has recognized full allowance for revaluation as follows:

(Million Baht)

	December 31, 2013			
	Cost	Allowance for Revaluation	Book Value	Fair Value
Collateralized Debt Obligations (CDO)	984.41	(984.41)	-	205.44
Credit Linked Notes (CLN)	-	-	-	-
	984.41	(984.41)	-	205.44

(Million Baht)

	December 31, 2012			
	Cost	Allowance for Revaluation	Book Value	Fair Value
Collateralized Debt Obligations (CDO)	918.95	(918.95)	-	59.71
Credit Linked Notes (CLN)	1,531.58	1.38	1,532.96	1,532.96
	2,450.53	(917.57)	1,532.96	1,592.67

In the consolidated and the Bank's financial statements as at December 31, 2013 and 2012, the Bank has held-to-maturity investments in government and state enterprise debt securities included promissory notes issued by the Thai Asset Management Corporation (TAMC) paid for the transfer of the Bank's impaired assets amounting to Baht 3,388.20 million and Baht 6,039.57 million, respectively (Note 6.37). There is a TAMC's promissory note amounting to Baht 2,824.22 million, was already due in 2011, and is in the process of transferred price adjustment.

As at December 31, 2013 and 2012, general investments which are domestic non-marketable equity securities of Baht 2,026.53 million and Baht 1,959.14 million included investments in the Islamic Bank of Thailand amounting to Baht 1,048.15 million (the Bank purchased additional shares in this period of Baht 91.12 million) and Baht 957.03 million which is reserved the full amount of allowance for impairment of Baht 1,048.15 million in this period. This increase in capital is the cooperation of shareholders of the Islamic Bank of Thailand in order to rehabilitates its business. According to conservative, the Bank reserved the full amount of allowance for impairment.

As at December 31, 2013 and 2012, the Bank had foreign debt securities affected by foreign exchange rate, resulting in an increase of the carrying amount of Baht 243.50 million and a decrease of the carrying amount of Baht 585.85 million, respectively.

#### Sales of Investments to the Bank's Subsidiaries

In 2009, the Bank sold some CDO, cost of Baht 3,090.46 million which was reserved the full amount of allowance for revaluation, to its subsidiary at Baht 3. Moreover, the Bank sold general investments in ordinary shares of 12 companies, cost of Baht 912.41 million which was reserved the full allowance for impairment to its subsidiary at Baht 13.

In 2011, the Bank sold some CDO, cost of Baht 1,266.20 million which was reserved the full amount of allowance for revaluation, to its subsidiary at Baht 1.

In addition, the Bank has acquired the investments in other securities, whereby the Bank holds for equal to or over 10 percent of the paid-up capital, classified into industrial sector and stated at their fair value as follows:

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Manufacturing	1.00	1.00	1.00	1.00
Banking and financial	232.05	174.04	232.05	174.04
Public utilities and services	1,131.16	1,340.55	1,131.16	1,340.55
Others	18.48	16.05	18.48	16.05
Total	1,382.69	1,531.64	1,382.69	1,531.64

**6.4.5 Gains (Losses) on Investments, Net shown in the Statements of Comprehensive Income** for the years ended December 31, 2013 and 2012 comprises the following:

(Million Baht)

	Consolidated Financial Statements			
	December 31, 2013		December 31, 2012	
	Gain/Reverse	Loss	Gain/Reverse	Loss
Realized gains (losses) on disposal of available-for-sale current investments	30.84	(1.54)	128.59	(0.13)
Realized gains on disposal of current general investments	3.23	-	2.47	-
Realized gains (losses) on disposal of available-for-sale long-term investments	3,652.21	(128.05)	273.45	(21.08)
Realized gains (losses) on disposal of long-term general investments	91.09	(59.89)	22.75	(30.31)
Reversed (losses) on impairment of investments	-	(1,027.91)	-	(24.61)
Total	3,777.37	(1,217.39)	427.26	(76.13)
Gains on investments, net	2,559.98		351.13	

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(Million Baht)

	The Bank's Financial Statements			
	December 31, 2013		December 31, 2012	
	Gain/Reverse	Loss	Gain/Reverse	Loss
Realized gains (losses) on disposal of available-for-sale current investments	30.84	(1.54)	128.59	(0.13)
Realized gains on disposal of current general investments	3.23	-	2.47	-
Realized gains (losses) on disposal of available-for-sale long-term investments	3,652.21	(128.05)	273.45	(21.08)
Realized gains (losses) on disposal of long-term general investments	91.09	(59.89)	22.75	(30.31)
Reversed (losses) on impairment of investments	-	(1,028.40)	-	(59.01)
Gains on sale of investments in associated company (Note 6.5.1)	-	-	3,667.55	-
Total	3,777.37	(1,217.88)	4,094.81	(110.53)
Gains on investments, net	2,559.49		3,984.28	

**6.4.6** As at December 31, 2013, the Bank has investments in 2 listed companies in which their financial position and performance fall under SET's delisted criteria, cost of Baht 1.83 million which are reserved full amount of allowance for impairment.

## 6.5 Investments in Subsidiaries and Associates, Net

### 6.5.1 The Bank's Financial Statements

(Million Baht)

Name of Company	Type of Business	Type of Shares	December 31, 2013		
			Percentages of Shareholdings	Investments (Cost Method)	Dividend
Subsidiaries					
KTB Law Co., Ltd.	Legal Services	Ordinary	100.00	30.00	-
KTB General Services Co., Ltd.	General Services	Ordinary	100.00	140.00	5.12
Krung Thai Asset Management Pcl.	Securities Business	Ordinary	100.00	210.90	16.50
KTB Computer Services Co., Ltd.	IT Services	Ordinary	100.00	1,300.00	50.70
KTB Leasing Co., Ltd.	Hire Purchase	Ordinary	100.00	100.00	-
KTB Capital Holding Co., Ltd.	Holding	Ordinary	100.00	1.00	-
KTB Advisory Co., Ltd.	Financial Counseling & Advisory Services	Ordinary	100.00	40.00	-
Total				1,821.90	72.32
Less Allowance for impairment *				(34.89)	
Total				1,787.01	72.32
Associates					
Krungthai-AXA Life Insurance Pcl.**	Life Insurance	Ordinary	0.00	0.00	-
Krungthai Card Pcl.	Credit Card Business	Ordinary	49.45	1,994.60	51.00
Krungthai Panich Insurance Pcl.	Non-Life Insurance	Ordinary	20.00	431.68	37.40
Krung Thai IBJ Leasing Co., Ltd.	Hire Purchase	Ordinary	49.00	87.38	32.83
KT Zmico Securities Co., Ltd.	Securities Business	Ordinary	50.00	1,068.89	155.71
Total				3,582.55	276.94
Investments in subsidiaries and associates, net				5,369.56	349.26

\* Allowance for impairment of investments in subsidiaries comes from cost higher than book value.

\*\* The Bank has investment in 1 share of Krungthai-AXA Life Insurance Pcl.

## 6.5.1 The Bank's Financial Statements (Continued)

(Million Baht)

Name of Company	Type of Business	Type of Shares	December 31, 2012		
			Percentages of Shareholdings	Investments (Cost Method)	Dividend
Subsidiaries					
KTB Law Co., Ltd.	Legal Services	Ordinary	100.00	30.00	-
KTB General Services Co., Ltd.	General Services	Ordinary	100.00	140.00	9.39
Krung Thai Asset Management Pcl.	Securities Business	Ordinary	100.00	210.90	4.00
KTB Computer Services Co., Ltd.	IT Services	Ordinary	100.00	1,300.00	-
KTB Leasing Co., Ltd.	Hire Purchase	Ordinary	100.00	100.00	265.00
KTB Capital Holding Co., Ltd.	Holding	Ordinary	49.00	0.49	-
KTB Advisory Co., Ltd.	Financial Counseling & Advisory Services	Ordinary	100.00	40.00	-
Total				1,821.39	278.39
Less Allowance for impairment *				(34.40)	-
Total				1,786.99	278.39
Associates					
Krungthai-AXA Life Insurance Pcl.**	Life Insurance	Ordinary	0.00	0.00	415.00
Krungthai Card Pcl.	Credit Card Business	Ordinary	49.45	1,994.60	-
Krungthai Panich Insurance Pcl.	Non-Life Insurance	Ordinary	20.00	431.68	84.15
Krung Thai IBJ Leasing Co., Ltd.	Hire Purchase	Ordinary	49.00	87.38	25.97
KT Zmico Securities Co., Ltd.	Securities Business	Ordinary	50.00	918.89	61.26
Total				3,432.55	586.38
Investments in subsidiaries and associates, net				5,219.54	864.77

\* Allowance for impairment of investments in subsidiaries comes from cost higher than book value.

\*\* The Bank has investment in 1 share of Krungthai-AXA Life Insurance Pcl.

**Investments in Subsidiaries**

KTB Capital Holding Co., Ltd. (KT BCH) has operated to invest in other companies, as a holding company, which the Bank has entity control. It was be registered on December 21, 2012 with Baht 1 million of registered share capital. The Bank owned 49,000 shares or 49 percent of KT BCH with the remaining 51,000 shares or 51 percent of total issued shares being held by Thai individuals. The BOT already approves KT BCH to be a company in the Bank's financial business group.

KT BCH was established with the objective to be the Bank's agent holding shares in the insurance company, in order to be in compliance with Life Insurance Act No.2 B.E. 2551 and Non-Life Insurance Act No.2 B.E. 2551. According to those Acts, the

insurance companies are supposed to have (1) a Thai individual and/or (2) a legal person incorporated in Thailand (in which more than 50 percent of the total number of voting issued shares is held by Thai individuals directly or through holding legal entities) holding shares more than 75 percent in aggregate of the total of voting issued shares of such insurance company. The Bank is a state enterprise held by the FIDF 55.05 percent (the Bank itself considers that the FIDF is a legal person); however, the Bank was not a Thai individual or a legal person which met these qualifications at that point in time. If the Bank continues to hold shares in these companies, the shareholding structure in life insurance company and non-life insurance company will not be in compliance with those Acts.

On December 26, 2012, the Bank sold ordinary shares comprising 25 percent of total issued shares of Krungthai Panich Insurance Pcl. (KPI) and ordinary shares comprising 50 percent of the total issued shares of Krungthai-AXA Life Insurance Pcl. (KTAL) to KTB Capital Holding Co., Ltd. amounting to Baht 4,800.74 million. The Bank has gain on sale of investments in associates of Baht 3,667.55 million (Note 6.25.7). As a result, the Bank owned 20 percent of KPI's total issued shares and 1 share of KTAL's total issued shares. Ultimately, the management of Krungthai Panich Insurance Pcl. and Krungthai-AXA Life Insurance Pcl. remained supported by the Bank under the BOT's Consolidated Supervision Policy.

On March 11, 2013, the Office of Insurance Commission (OIC) informed the Bank for the interpretation of the Office of the Council of State of Thailand that the shareholding by the FIDF is regarded as a holding by Thai individual for the purpose of the relevant acts. As a result, the Bank is now able to hold shares in an insurance company. On July 24, 2013, the Bank submitted its reorganized shareholding structure of the financial business group to the BOT for the approval. In its approval on August 26, 2013, the BOT stipulated that the Bank had to purchase 51 percent of total issued shares of KTBCH from former shareholders and also repurchase shares of KPI and KTAL from KTBCH. Moreover, the Bank had to exclude KTBCH from its financial business group.

On October 1, 2013, the Bank conducted the process that was stipulated the BOT by purchasing KTBCH's total issued shares at the cost. As a result, the Bank currently holds 100.00 percent of KTBCH's total issued shares. For repurchasing KPI and KTAL from KTBCH, it is under the considering process.

#### Investments in Associates

In 2013, the Bank bought 18.18 million of the additional shares of KT Zmico Securities Co., Ltd., amounting to Baht 150 million.

### 6.5.2 The Consolidated Financial Statements

(Million Baht)

Name of Company	Type of Business	Type of Shares	December 31, 2013		
			Percentages of Shareholdings	Investments (Cost Method)	Investments (Equity Method)
Associates					
Krungthai-AXA Life Insurance Pcl.	Life Insurance	Ordinary	50.00	593.57	4,625.71
Krungthai Card Pcl.	Credit Card Business	Ordinary	49.45	1,994.60	3,030.57
Krungthai Panich Insurance Pcl.	Non-Life Insurance	Ordinary	45.00	971.30	1,902.09
Krung Thai IBJ Leasing Co., Ltd.	Hire Purchase	Ordinary	49.00	87.38	455.55
KT Zmico Securities Co., Ltd.	Securities Business	Ordinary	50.00	1,068.89	1,196.06
Total investments in associates, net:				4,715.74	11,209.98

## 6.5.2 The Consolidated Financial Statements (Continued)

(Million Baht)

Name of Company	Type of Business	Type of Shares	December 31, 2012		
			Percentages of Shareholdings	Investments (Cost Method)	Investments (Equity Method)
Associates					
Krungthai-AXA Life Insurance Pcl.	Life Insurance	Ordinary	50.00	593.57	4,511.62
Krungthai Card Pcl.	Credit Card Business	Ordinary	49.45	1,994.60	2,566.83
Krungthai Panich Insurance Pcl.	Non-Life Insurance	Ordinary	45.00	971.30	1,899.82
Krung Thai IBJ Leasing Co., Ltd.	Hire Purchase	Ordinary	49.00	87.38	424.01
KT Zmico Securities Co., Ltd.	Securities Business	Ordinary	50.00	918.89	1,051.52
Total investments in associates, net				4,565.74	10,453.80

Investments in associates are accounted in the consolidated financial statements using the equity method based on financial information from unaudited/unreviewed financial statements of the associates.

## 6.5.3 Financial Positions and Operations of Associates

(Million Baht)

Name of Company	Consolidated Financial Statements					
	December 31, 2013			December 31, 2012		
	"Unaudited"			"Audited"		
	Total Assets	Total Liabilities	Shareholders' Equity	Total Assets	Total Liabilities	Shareholders' Equity
Krung Thai IBJ Leasing Co., Ltd.	6,892.14	5,962.44	929.70	5,922.85	5,055.34	867.51
KT Zmico Securities Co., Ltd.	6,484.80	4,092.68	2,392.12	7,392.65	5,288.45	2,104.20
Krungthai Panich Insurance Pcl.	9,560.90	5,334.04	4,226.86	11,471.46	7,248.32	4,223.14
Krungthai-AXA Life Insurance Pcl.	96,747.90	87,496.47	9,251.43	74,501.94	65,473.63	9,028.31
Krungthai Card Pcl.	51,904.83	45,776.34	6,128.49	49,137.94	43,946.81	5,191.13
	171,590.57	148,661.97	22,928.60	148,426.84	127,012.55	21,414.29

### 6.5.3 Financial Positions and Operations of Associates (Continued)

(Million Baht)

Name of Company	Consolidated Financial Statements			
	December 31, 2013		December 31, 2012	
	“Unaudited”		“Audited”	
	Total Income	Net Profit (Loss)	Total Income	Net Profit (Loss)
Krung Thai IBJ Leasing Co., Ltd.	542.39	129.19	477.74	134.59
KT Zmico Securities Co., Ltd.	2,054.20	324.97	1,774.49	203.24
Krungthai Panich Insurance Pcl.	2,773.57	406.61	2,071.20	370.35
Krungthai-AXA Life Insurance Pcl.	42,032.58	4,343.86	31,138.81	2,648.03
Krungthai Card Pcl.	13,867.78	1,282.63	12,622.23	255.00
	61,270.52	6,487.26	48,084.47	3,611.21

### 6.6 Loans to Customers and Accrued Interest Receivables, Net

#### 6.6.1 Classified by Type of Loans

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Overdrafts	152,640.55	135,763.31	152,640.55	135,763.31
Loans	1,104,846.15	964,190.09	1,151,116.26	993,948.18
Bills	398,217.40	395,871.31	410,409.06	406,522.04
Hire purchase receivables	51,902.47	29,603.80	232.63	433.84
Financial lease receivables	9,470.50	7,184.05	-	-
Others	1,657.11	2,365.46	1,280.73	2,239.10
<u>Less</u> Deferred revenue	(7,643.92)	(4,880.74)	(175.33)	(220.58)
Total loans to customers net of deferred revenue	1,711,090.26	1,530,097.28	1,715,503.90	1,538,685.89
<u>Add</u> Accrued interest receivables	4,647.13	5,555.69	4,775.67	5,572.98
Total loans to customers net of deferred revenue, plus accrued interest receivables	1,715,737.39	1,535,652.97	1,720,279.57	1,544,258.87
<u>Less</u> Allowance for doubtful accounts				
1. Minimum reserve under BOT's regulations				
- Individual approach	(40,959.49)	(43,155.77)	(40,250.05)	(42,911.99)
2. Excess allowance	(20,717.14)	(11,982.47)	(20,597.03)	(11,880.26)
<u>Less</u> Revaluation allowance for debt restructuring	(130.22)	(49.86)	(130.22)	(49.86)
Total loans to customers, net	1,653,930.54	1,480,464.87	1,659,302.27	1,489,416.76

As at December 31, 2013 and 2012, the Bank's other loans of Baht 1,280.73 million and Baht 2,239.10 million included debts resulting from the Bank's liabilities under acceptances or guarantees amounting to Baht 1,220.20 million and Baht 2,176.39 million, respectively.

## 6.6.2 Classified by Currency and Customer's Residence

(Million Baht)

	Consolidated Financial Statements					
	December 31, 2013			December 31, 2012		
	Domestic	Foreign	Total	Domestic	Foreign	Total
Thai Baht	1,593,013.61	89.25	1,593,102.86	1,432,277.31	42.45	1,432,319.76
US Dollar	103,627.78	20,431.16	124,058.94	79,258.17	20,848.60	100,106.77
Other currencies	1,502.48	69.90	1,572.38	2,480.10	71.39	2,551.49
Total	1,698,143.87	20,590.31	1,718,734.18	1,514,015.58	20,962.44	1,534,978.02
Less Deferred revenue			(7,643.92)			(4,880.74)
Total loans net from deferred revenue			1,711,090.26			1,530,097.28

(Million Baht)

	The Bank's Financial Statements					
	December 31, 2013			December 31, 2012		
	Domestic	Foreign	Total	Domestic	Foreign	Total
Thai Baht	1,589,958.66	89.25	1,590,047.91	1,436,205.76	42.45	1,436,248.21
US Dollar	103,627.78	20,431.16	124,058.94	79,258.17	20,848.60	100,106.77
Other currencies	1,502.48	69.90	1,572.38	2,480.10	71.39	2,551.49
Total	1,695,088.92	20,590.31	1,715,679.23	1,517,944.03	20,962.44	1,538,906.47
Less Deferred revenue			(175.33)			(220.58)
Total loans net from deferred revenue			1,715,503.90			1,538,685.89

### 6.6.3 Classified by Business Types and Loan Classification

(Million Baht)

	Consolidated Financial Statements					
	December 31, 2013					
	Normal	Special Mention	Substandard	Doubtful	Doubtful of Loss	Total
Agriculture and mining	36,710.94	416.30	120.30	190.96	911.07	38,349.57
Manufacturing and commercial	472,745.80	31,321.07	6,454.98	5,386.57	12,671.14	528,579.56
Real estate and construction	113,114.74	5,704.20	385.44	1,272.12	10,949.37	131,425.87
Public utilities and services	339,979.59	13,051.91	970.79	1,683.73	6,984.62	362,670.64
Housing loans	270,382.58	4,212.59	1,120.14	1,218.71	2,540.50	279,474.52
Others	368,394.65	6,018.41	1,470.14	1,402.65	948.17	378,234.02
Total	1,601,328.30	60,724.48	10,521.79	11,154.74	35,004.87	1,718,734.18
Less Deferred revenue						(7,643.92)
Total loans net from deferred revenue						1,711,090.26

(Million Baht)

	Consolidated Financial Statements					
	December 31, 2012					
	Normal	Special Mention	Substandard	Doubtful	Doubtful of Loss	Total
Agriculture and mining	31,770.89	534.26	185.28	278.84	851.59	33,620.86
Manufacturing and commercial	403,110.26	31,775.02	2,054.08	7,842.59	15,592.95	460,374.90
Real estate and construction	101,291.11	3,808.38	903.30	2,545.03	10,821.81	119,369.63
Public utilities and services	352,412.92	8,317.87	2,520.86	3,382.22	6,762.18	373,396.05
Housing loans	214,628.30	2,601.72	663.49	735.24	2,497.67	221,126.42
Others	322,584.80	2,574.49	650.01	525.93	754.93	327,090.16
Total	1,425,798.28	49,611.74	6,977.02	15,309.85	37,281.13	1,534,978.02
Less Deferred revenue						(4,880.74)
Total loans net from deferred revenue						1,530,097.28

## 6.6.3 Classified by Business Types and Loan Classification (Continued)

(Million Baht)

	The Bank's Financial Statements					
	December 31, 2013					
	Normal	Special Mention	Substandard	Doubtful	Doubtful of Loss	Total
Agriculture and mining	35,512.39	395.23	100.53	184.18	911.07	37,103.40
Manufacturing and commercial	462,193.94	31,057.90	6,364.86	5,367.79	12,662.88	517,647.37
Real estate and construction	109,929.75	5,575.08	316.33	1,237.20	10,945.25	128,003.61
Public utilities and services	329,634.63	12,863.56	908.50	1,680.23	6,984.62	352,071.54
Housing loans	270,382.58	4,212.59	1,120.14	1,218.71	2,540.50	279,474.52
Others	395,793.55	3,100.76	899.40	1,020.20	564.88	401,378.79
Total	1,603,446.84	57,205.12	9,709.76	10,708.31	34,609.20	1,715,679.23
Less Deferred revenue						(175.33)
Total loans net from deferred revenue						1,715,503.90

(Million Baht)

	The Bank's Financial Statements					
	December 31, 2012					
	Normal	Special Mention	Substandard	Doubtful	Doubtful of Loss	Total
Agriculture and mining	30,969.36	530.41	185.28	278.83	851.59	32,815.47
Manufacturing and commercial	396,548.82	31,745.13	2,052.43	7,826.56	15,583.27	453,756.21
Real estate and construction	100,955.02	3,780.43	897.66	2,543.61	10,815.46	118,992.18
Public utilities and services	345,203.99	8,279.23	2,511.11	3,379.80	6,762.18	366,136.31
Housing loans	214,628.30	2,601.72	663.49	735.24	2,497.67	221,126.42
Others	342,792.35	1,700.52	485.62	499.94	601.45	346,079.88
Total	1,431,097.84	48,637.44	6,795.59	15,263.98	37,111.62	1,538,906.47
Less Deferred revenue						(220.58)
Total loans net from deferred revenue						1,538,685.89

#### 6.6.4 Classified by Loan Classification

(Million Baht)

	Consolidated Financial Statements			
	December 31, 2013			
	Loans and Accrued Interest Receivables	Net Amount Used for Set aside the Allowance for Doubtful Accounts <sup>1</sup>	% Used for Set aside the Allowance for Doubtful Accounts	Allowance for Doubtful Accounts
<b>1. Minimum reserve under BOT's regulations</b>				
Normal	1,598,588.83	735,043.05	1	8,425.05
Special mention	60,408.87	34,256.19	2	8,298.61
Substandard	10,383.59	6,418.79	100	6,631.83
Doubtful	11,095.86	3,888.01	100	3,937.03
Doubtful of loss	35,260.24	8,801.45	100	13,666.97
<b>2. Excess allowance</b>				20,717.14
Total *	1,715,737.39	788,407.49		61,676.63

(Million Baht)

	Consolidated Financial Statements			
	December 31, 2012			
	Loans and Accrued Interest Receivables	Net Amount Used for Set aside the Allowance for Doubtful Accounts <sup>1</sup>	% Used for Set aside the Allowance for Doubtful Accounts	Allowance for Doubtful Accounts
<b>1. Minimum reserve under BOT's regulations</b>				
Normal	1,426,162.60	659,079.97	1	11,167.84
Special mention	49,622.35	31,052.87	2	4,606.68
Substandard	6,938.44	3,256.74	100	3,646.69
Doubtful	15,469.72	5,463.95	100	7,022.66
Doubtful of loss	37,459.86	12,256.75	100	16,711.90
<b>2. Excess allowance</b>				11,982.47
Total *	1,535,652.97	711,110.28		55,138.24

\* Total loans to customers net of deferred revenue in Note 6.6.1

<sup>1</sup>Net amount used for set aside the allowance for doubtful accounts represents outstanding amount of principal excluding accrued interest receivables after deducted collateral, or debts after deducted the present value of expected cash flows from debtors, or present value of expected cash flows from sale of collateral.

## 6.6.4 Classified by Loan Classification (Continued)

(Million Baht)

	The Bank's Financial Statements			
	December 31, 2013			
	Loans and Accrued Interest Receivables	Net Amount Used for Set aside the Allowance for Doubtful Accounts <sup>1</sup>	% Used for Set aside the Allowance for Doubtful Accounts	Allowance for Doubtful Accounts
1. Minimum reserve under BOT's regulations				
Normal	1,607,545.13	790,510.12	1	8,392.84
Special mention	57,426.52	33,877.30	2	8,291.03
Substandard	9,709.84	6,246.84	100	6,459.87
Doubtful	10,730.87	3,775.39	100	3,824.42
Doubtful of loss	34,867.21	8,412.81	100	13,281.89
2. Excess allowance				20,597.03
Total *	1,720,279.57	842,822.46		60,847.08

(Million Baht)

	The Bank's Financial Statements			
	December 31, 2012			
	Loans and Accrued Interest Receivables	Net Amount Used for Set aside the Allowance for Doubtful Accounts <sup>1</sup>	% Used for Set aside the Allowance for Doubtful Accounts	Allowance for Doubtful Accounts
1. Minimum reserve under BOT's regulations				
Normal	1,435,917.66	695,398.10	1	11,123.65
Special mention	48,818.59	30,836.72	2	4,602.35
Substandard	6,795.38	3,214.54	100	3,604.49
Doubtful	15,430.99	5,443.98	100	7,002.69
Doubtful of loss	37,296.25	12,123.65	100	16,578.81
2. Excess allowance				11,880.26
Total *	1,544,258.87	747,016.99		54,792.25

\* Total loans to customers net of deferred revenue in Note 6.6.1

<sup>1</sup> Net amount used for set aside the allowance for doubtful accounts represents outstanding amount of principal excluding accrued interest receivables after deducted collateral, or debts after deducted the present value of expected cash flows from debtors, or present value of expected cash flows from sale of collateral.

### 6.6.5 Non-Performing Loans (NPLs)

As at December 31, 2013 and 2012, the Bank and its subsidiaries had NPLs classified by the BOT's notifications as substandard, doubtful, doubtful of loss, and loss, including loans to interbank and money market except accrued interest receivables.

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
NPLs before deducting allowance for doubtful accounts:	56,458.09	59,515.91	55,026.31	59,170.52
Percentage of total loans	2.65	3.21	2.58	3.18
NPLs before deducting allowance for doubtful accounts:	32,222.25	32,134.66	31,460.13	31,984.53
Percentage of net loans	1.53	1.76	1.49	1.74

For the years ended December 31, 2013 and 2012, impaired loans have been written off both principal and accrued interest receivables amounting to Baht 6,809.64 million and Baht 4,758.64 million, respectively.

### 6.6.6 Loans to Discontinued Financial Institutions

For the year ended December 31, 2012, the Bank wrote off loans and accrued interest receivables of 3 customers; the financial institutions suffered from financial difficulties and officially ordered to be discontinued, and classified as NPLs amounting to Baht 42.63 million and accrued interest receivables amounting to Baht 0.07 million, totaling to Baht 42.70 million which the Bank has already set aside provision for bad debts.

### 6.6.7 Loans to Potential Delisted Companies

As at December 31, 2013 and 2012, the Bank has loans to 7 and 9 potential delisted companies of Baht 1,150.26 million and Baht 1,513.89 million, including accrued interest receivables amounting to Baht 0.14 million and Baht 0.20 million, totaling to Baht 1,150.40 million and Baht 1,514.09 million, their allowance for doubtful accounts were provided for Baht 830.44 million and Baht 940.84 million in accordance with the BOT's notifications for loan classification, respectively.

### 6.6.8 Troubled Debt Restructuring (TDR)

For the years ended December 31, 2013 and 2012, the original loan value of the 7,040 and 7,719 troubled debt restructuring cases are Baht 30,661.41 million and Baht 35,704.22 million. The repayment for related interest and principal are Baht 5,221.10 million and Baht 8,124.66 million, whereas extended lending increased by Baht 2,309.44 million and Baht 2,957.51 million. Bad debts from Troubled Debt Restructuring are Baht 324.48 million and Baht 481.94 million, respectively.

TDR for the year ended December 31, 2013 is set out as follows:

(Million Baht)

Troubled Debt Restructuring Approaches	The Bank's Financial Statements			
	December 31, 2013			
	No. of Cases	Outstanding Debt before Restructuring	Type of Transferred Assets	Fair Value
Transfers of assets	20	3,080.46	Land & Premises	2,897.69
Change of repayment conditions	1,021	15,003.30		
Debt restructuring in various forms	5,999	12,577.65		
	7,040	30,661.41		

As at December 31, 2013, the Bank has outstanding balance of loans to restructured debts for 23,898 cases amounting to Baht 80,513.22 million, of which 532 cases amounting to Baht 6,458.77 million, has been monitored under the new contractual agreements.

The consolidated financial statements as at December 31, 2013, the Bank restructured debts of 7,086 cases which the debts before restructuring were Baht 31,208.33 million.

TDR for the year ended December 31, 2012 was set out as follows:

(Million Baht)

Troubled Debt Restructuring Approaches	The Bank's Financial Statements			
	December 31, 2012			
	No. of Cases	Outstanding Debt before Restructuring	Type of Transferred Assets	Fair Value
Transfers of assets	39	783.02	Land & Premises	783.02
Change of repayment conditions	1,571	15,884.55		
Debt restructuring in various forms	6,109	19,036.65		
	7,719	35,704.22		

As at December 31, 2012, the Bank has outstanding balance of loans to restructured debts for 22,773 cases amounting to Baht 79,405.74 million, of which 502 cases amounting to Baht 5,436.41 million, has been monitored under the new contractual agreements.

The consolidated financial statements as at December 31, 2012, the Bank restructured debts of 7,758 cases which the debts before restructuring were Baht 35,793.22 million.

## 6.6.9 Financial Lease Receivables (Including Hire Purchase Receivables and Financial Lease Receivables)

(Million Baht)

	Consolidated Financial Statements							
	December 31, 2013				December 31, 2012			
	The Amount Due to Pay of the Contract				The Amount Due to Pay of the Contract			
	Not Over 1 Year	Over 1 - 5 Years	Over 5 Years	Total	Not Over 1 Year	Over 1 - 5 Years	Over 5 Years	Total
Gross investment of minimum leases payment	19,177.20	39,537.20	2,658.57	61,372.97	10,661.32	23,983.84	2,142.69	36,787.85
<u>Less</u> Unearned financial income				(7,526.31)				(4,774.44)
Present value of minimum leases payment				53,846.66				32,013.41
Allowance for doubtful accounts				(460.02)				(239.95)
Financial lease receivables, net				53,386.64				31,773.46

(Million Baht)

	The Bank's Financial Statements							
	December 31, 2013				December 31, 2012			
	The Amount Due to Pay of the Contract				The Amount Due to Pay of the Contract			
	Not Over 1 Year	Over 1 - 5 Years	Over 5 Years	Total	Not Over 1 Year	Over 1 - 5 Years	Over 5 Years	Total
Gross investment of minimum leases payment	62.36	170.27	-	232.63	81.16	352.68	-	433.84
<u>Less</u> Unearned financial income				(37.88)				(82.40)
Present value of minimum leases payment				194.75				351.44
Allowance for doubtful accounts				(3.29)				(3.57)
Financial lease receivables, net				191.46				347.87

## 6.7 Allowance for Doubtful Accounts

(Million Baht)

	The Bank's Financial Statements						
	December 31, 2013						
	Normal	Special Mention	Substandard	Doubtful	Doubtful of Loss	Allowance in Excess of BOT's Regulations	Total
Beginning balance	11,123.65	4,602.35	3,604.49	7,002.69	16,578.81	11,880.26	54,792.25
Increase (decrease) in allowance for doubtful accounts	(2,365.09)	3,688.28	2,855.38	(3,178.27)	1,882.93	8,716.77	11,600.00
Allowance for doubtful accounts transferred to allowance for debt restructuring revaluation	-	-	-	-	(80.36)	-	(80.36)
Bad debt recovered	-	-	-	-	1,669.69	-	1,669.69
Bad debt written-off	-	-	-	-	(6,809.64)	-	(6,809.64)
Others	(365.72)	0.40	-	-	40.46	-	(324.86)
Ending balance	8,392.84	8,291.03	6,459.87	3,824.42	13,281.89	20,597.03	60,847.08

The consolidated financial statements as at December 31, 2013, the Bank has set aside allowance for doubtful accounts of Baht 61,676.63 million including its subsidiaries' allowance for doubtful accounts of Baht 829.55 million.

For the year ended December 31, 2013, the Bank has set aside allowance for doubtful accounts of Baht 500 million a month, totaling to Baht 6,000 million and set more of Baht 5,600 million, totaling to Baht 11,600 million.

## 6.7 Allowance for Doubtful Accounts (Continued)

(Million Baht)

	The Bank's Financial Statements						
	December 31, 2012						
	Normal	Special Mention	Substandard	Doubtful	Doubtful of Loss	Allowance in Excess of BOT's Regulations	Total
Beginning balance	9,516.94	3,003.49	2,154.01	11,125.24	15,413.70	2,725.44	43,938.82
Increase (decrease) in allowance for doubtful accounts	2,061.43	1,629.00	1,450.48	(4,122.55)	4,826.82	9,154.82	15,000.00
Allowance for doubtful accounts transferred from (to) allowance for debt restructuring revaluation	(3.77)	-	-	-	6.12	-	2.35
Bad debt recovered	-	-	-	-	1,807.25	-	1,807.25
Bad debt written-off	-	-	-	-	(4,758.64)	-	(4,758.64)
Others	(450.95)	(30.14)	-	-	220.84	-	(260.25)
Total	11,123.65	4,602.35	3,604.49	7,002.69	17,516.09	11,880.26	55,729.53
Allowance for doubtful accounts transferred to TAMC, net	-	-	-	-	7.85	-	7.85
Allowance for potential losses arising on debt transferred to TAMC	-	-	-	-	(945.13)	-	(945.13)
Ending balance	11,123.65	4,602.35	3,604.49	7,002.69	16,578.81	11,880.26	54,792.25

The consolidated financial statements as at December 31, 2012, the Bank had set aside allowance for doubtful accounts of Baht 55,138.24 million, including its subsidiaries' allowance for doubtful accounts of Baht 345.99 million.

For the year ended December 31, 2012, the Bank had set aside allowance for doubtful accounts of Baht 500 million a month, totaling to Baht 6,000 million and set more of Baht 9,000 million, totaling to Baht 15,000 million.

## 6.8 Revaluation Allowance for Debt Restructuring

(Million Baht)

	Consolidated and the Bank's Financial Statements	
	December 31, 2013	December 31, 2012
Beginning balance	49.86	52.21
Transfer from (to) allowance for doubtful accounts	80.36	(2.35)
Ending balance	130.22	49.86

The revaluation allowance for debt restructuring was transferred from allowance for doubtful accounts for restructured debtors, and vice versa when the debtors failed to comply with the new troubled debt restructuring agreement.

The revaluation allowance for debt restructuring has not been amortized and recognized as income upon receipt of debt repayment but transferred to allowance for doubtful accounts instead as the restructured debts may again become non-performing.

## 6.9 Properties for Sale, Net

(Million Baht)

Type of Properties for Sale	Consolidated Financial Statements							
	December 31, 2013				December 31, 2012			
	Beginning Balance	Additions	Disposals	Ending Balance	Beginning Balance	Additions	Disposals	Ending Balance
Assets from debt repayment								
Immovable properties								
- Appraised by external appraisers	22,749.02	3,775.37	6,034.01	20,490.38	30,279.89	1,186.64	8,717.51	22,749.02
- Appraised by internal appraisers	11,636.43	2,286.17	3,619.20	10,303.40	13,956.35	1,609.74	3,929.66	11,636.43
Movable properties	160.14	736.62	486.73	410.03	135.97	140.14	115.97	160.14
Total	34,545.59	6,798.16	10,139.94	31,203.81	44,372.21	2,936.52	12,763.14	34,545.59
Others (closed branches)	84.39	6.35	19.22	71.52	129.72	0.40	45.73	84.39
Properties for sale in transit	2,454.85	214.13	2,455.99	212.99	2,112.90	2,704.57	2,362.62	2,454.85
Total	37,084.83	7,018.64	12,615.15	31,488.32	46,614.83	5,641.49	15,171.49	37,084.83
Less Allowance for impairment	(1,148.00)	-	(320.70)	(827.30)	(3,795.82)	-	(2,647.82)	(1,148.00)
Properties for sale, net	35,936.83	7,018.64	12,294.45	30,661.02	42,819.01	5,641.49	12,523.67	35,936.83

## 6.9 Properties for Sale, Net (Continued)

(Million Baht)

Type of Properties for Sale	The Bank's Financial Statements							
	December 31, 2013				December 31, 2012			
	Beginning Balance	Additions	Disposals	Ending Balance	Beginning Balance	Additions	Disposals	Ending Balance
Assets from debt repayment								
Immovable properties								
- Appraised by external appraisers	22,749.02	3,775.37	6,034.01	20,490.38	30,279.89	1,186.64	8,717.51	22,749.02
- Appraised by internal appraisers	11,636.43	2,286.17	3,619.20	10,303.40	13,956.35	1,609.74	3,929.66	11,636.43
Movable properties	110.60	-	-	110.60	110.60	-	-	110.60
Total	34,496.05	6,061.54	9,653.21	30,904.38	44,346.84	2,796.38	12,647.17	34,496.05
Others (closed branches)	84.39	6.35	19.22	71.52	129.72	0.40	45.73	84.39
Properties for sale in transit	2,454.85	214.13	2,455.99	212.99	2,112.90	2,704.57	2,362.62	2,454.85
Total	37,035.29	6,282.02	12,128.42	31,188.89	46,589.46	5,501.35	15,055.52	37,035.29
Less Allowance for impairment	(1,145.83)	-	(343.54)	(802.29)	(3,789.22)	-	(2,643.39)	(1,145.83)
Properties for sale, net	35,889.46	6,282.02	11,784.88	30,386.60	42,800.24	5,501.35	12,412.13	35,889.46

As at December 31, 2013 and 2012, the Bank's allowance for impairment of properties for sale has decreased Baht 343.54 million and Baht 2,643.39 million (including items transferred to premises and equipment of Baht 1,556.05 million (Note 6.10)), respectively. For properties for sale located in flood areas in 2011, the Bank complied with the BOT's Notification No. THOR POR THOR. PHOR NOR SOR. (23) WOR.1564/2554 dated October 19, 2011, regarding Rehearsal of Helping Measure to Flood Crisis Debtors allowing to use the previous appraisal price, not over 1 year from the revalued due date.

As at December 31, 2013 and 2012, properties for sale from debt repayment of disposal immovable properties of Baht 9,653.21 million and Baht 12,647.17 million (including items transferred to premises and equipment of Baht 3,289.99 million (Note 6.10)), respectively.

For the years ended December 31, 2013 and 2012, the Bank generated gains on sale of properties for sale of Baht 1,028.31 million and Baht 949.45 million, respectively (before deduction of selling expenses of Baht 406.68 million and Baht 620.68 million, respectively).

## 6.10 Premises and Equipment, Net

Premises and equipment as at December 31, 2013 and December 31, 2012 are as follows:

(Million Baht)

	Consolidated Financial Statements									
	December 31, 2013									
	Cost				Accumulated Depreciation				Allowance for Impairment	Premises and Equipment, Net
	Beginning Balance	Additions	Disposals	Ending Balance	Beginning Balance	Depreciation	Disposals	Ending Balance		
Land										
Historical cost	9,151.93	5.09	6.00	9,151.02	-	-	-	-	1,619.83	7,531.19
Revaluation										
Surplus in 2011	7,952.23	-	1.87	7,950.36	-	-	-	-	-	7,950.36
Revaluation										
Deficit in 2011	(15.81)	-	-	(15.81)	-	-	-	-	-	(15.81)
Premises	10,026.41	118.49	45.50	10,099.40	6,498.88	135.18	21.13	6,612.93	-	3,486.47
Equipment	20,327.12	3,184.53	1,090.28	22,421.37	13,211.86	2,202.44	763.74	14,650.56	-	7,770.81
Others	13.68	64.37	2.25	75.80	-	-	-	-	-	75.80
Total	47,455.56	3,372.48	1,145.90	49,682.14	19,710.74	2,337.62	784.87	21,263.49	1,619.83	26,798.82

(Million Baht)

	Consolidated Financial Statements									
	December 31, 2012									
	Cost				Accumulated Depreciation				Allowance for Impairment	Premises and Equipment, Net
	Beginning Balance	Additions	Disposals	Ending Balance	Beginning Balance	Depreciation	Disposals	Ending Balance		
Land										
Historical cost	5,870.73	3,287.72	6.52	9,151.93	-	-	-	-	1,619.83	7,532.10
Revaluation										
Surplus in 2011	7,949.61	2.62	-	7,952.23	-	-	-	-	-	7,952.23
Revaluation										
Deficit in 2011	(15.81)	-	-	(15.81)	-	-	-	-	-	(15.81)
Premises	10,041.31	32.59	47.49	10,026.41	6,286.36	269.25	56.73	6,498.88	-	3,527.53
Equipment	18,526.50	2,934.22	1,133.60	20,327.12	11,735.38	2,192.85	716.37	13,211.86	-	7,115.26
Others	37.18	-	23.50	13.68	-	-	-	-	-	13.68
Total	42,409.52	6,257.15	1,211.11	47,455.56	18,021.74	2,462.10	773.10	19,710.74	1,619.83	26,124.99

## 6.10 Premises and Equipment, Net (Continued)

(Million Baht)

	The Bank's Financial Statements									
	December 31, 2013									
	Cost				Accumulated Depreciation				Allowance for Impairment	Premises and Equipment, Net
	Beginning Balance	Additions	Disposals	Ending Balance	Beginning Balance	Depreciation	Disposals	Ending Balance		
Land										
Historical cost	9,368.87	5.09	6.00	9,367.96	-	-	-	-	1,619.83	7,748.13
Revaluation										
Surplus in 2011	7,952.23	-	1.87	7,950.36	-	-	-	-	-	7,950.36
Revaluation										
Deficit in 2011	(15.81)	-	-	(15.81)	-	-	-	-	-	(15.81)
Premises	9,595.65	37.50	1.51	9,631.64	6,277.26	107.81	1.15	6,383.92	-	3,247.72
Equipment	10,286.04	733.47	148.62	10,870.89	7,663.16	1,004.66	141.75	8,526.07	-	2,344.82
Others	13.60	62.12	-	75.72	-	-	-	-	-	75.72
Total	37,200.58	838.18	158.00	37,880.76	13,940.42	1,112.47	142.90	14,909.99	1,619.83	21,350.94

(Million Baht)

	The Bank's Financial Statements									
	December 31, 2012									
	Cost				Accumulated Depreciation				Allowance for Impairment	Premises and Equipment, Net
	Beginning Balance	Additions	Disposals	Ending Balance	Beginning Balance	Depreciation	Disposals	Ending Balance		
Land										
Historical cost	6,087.67	3,287.72	6.52	9,368.87	-	-	-	-	1,619.83	7,749.04
Revaluation										
Surplus in 2011	7,949.61	2.62	-	7,952.23	-	-	-	-	-	7,952.23
Revaluation										
Deficit in 2011	(15.81)	-	-	(15.81)	-	-	-	-	-	(15.81)
Premises	9,575.60	22.59	2.54	9,595.65	6,051.50	225.99	0.23	6,277.26	-	3,318.39
Equipment	9,606.83	822.61	143.40	10,286.04	6,744.63	1,069.62	151.09	7,663.16	-	2,622.88
Others	37.10	-	23.50	13.60	-	-	-	-	-	13.60
Total	33,241.00	4,135.54	175.96	37,200.58	12,796.13	1,295.61	151.32	13,940.42	1,619.83	21,640.33

According to change in economic benefits lives (Note 3.11), the depreciation for the year 2012 decreased of Baht 255.62 million.

For the year ended December 31, 2012, premises and equipment cost increased of Baht 4,135.54 million which included items transferred from properties for sale of Baht 3,289.99 million (land of Baht 3,285.81 million and premises of Baht 4.18 million), and allowance for impairment increased from transferring of Baht 1,556.05 million (Note 6.9).

As at December 31, 2013 and 2012, the Bank has premises and equipment which were full depreciated but still in use, with the original cost approximately Baht 7,102.89 million and Baht 6,081.96 million, respectively.

As at December 31, 2013 and 2012, the allowance for impairment is as follows:

(Million Baht)

	December 31, 2013	December 31, 2012
Beginning balance	1,619.83	164.33
Add Allowance for impairment	-	1,455.50
Less Transfer to income	-	-
Ending balance	1,619.83	1,619.83

#### 6.11 Other Intangible Assets, Net

(Million Baht)

	Consolidated Financial Statements								
	December 31, 2013								
	Cost				Accumulated Amortization				Intangible Assets, Net
	Beginning Balance	Increase	Decrease/ Disposal	Ending Balance	Beginning Balance	Increase	Decrease/ Disposal	Ending Balance	
Software licenses	3,742.00	625.89	-	4,367.89	1,724.00	385.37	-	2,109.37	2,258.52
Other licenses	7.65	0.69	-	8.34	5.87	1.16	-	7.03	1.31
Development cost	2,721.22	220.93	-	2,942.15	1,463.82	276.27	-	1,740.09	1,202.06
Partial payment of intangible assets	446.52	88.81	(149.04)	386.29	-	-	-	-	386.29
Total	6,917.39	936.32	(149.04)	7,704.67	3,193.69	662.80	-	3,856.49	3,848.18

(Million Baht)

	Consolidated Financial Statements								
	December 31, 2012								
	Cost				Accumulated Amortization				Intangible Assets, Net
	Beginning Balance	Increase	Decrease/ Disposal	Ending Balance	Beginning Balance	Increase	Decrease/ Disposal	Ending Balance	
Software licenses	3,484.07	257.93	-	3,742.00	1,371.00	353.00	-	1,724.00	2,018.00
Other licenses	7.65	-	-	7.65	4.74	1.13	-	5.87	1.78
Development cost	2,551.17	173.06	(3.01)	2,721.22	1,209.02	254.80	-	1,463.82	1,257.40
Partial payment of intangible assets	301.63	479.79	(334.90)	446.52	-	-	-	-	446.52
Total	6,344.52	910.78	(337.91)	6,917.39	2,584.76	608.93	-	3,193.69	3,723.70

## 6.11 Other Intangible Assets, Net (Continued)

(Million Baht)

	The Bank's Financial Statements								
	December 31, 2013								
	Cost				Accumulated Amortization				Intangible Assets, Net
	Beginning Balance	Increase	Decrease/ Disposal	Ending Balance	Beginning Balance	Increase	Decrease/ Disposal	Ending Balance	
Software licenses	696.11	14.85	-	710.96	183.23	68.20	-	251.43	459.53
Other licenses	4.91	0.06	-	4.97	4.01	0.49	-	4.50	0.47
Development cost	262.46	0.46	-	262.92	173.29	22.39	-	195.68	67.24
Partial payment of intangible assets	23.90	86.26	-	110.16	-	-	-	-	110.16
Total	987.38	101.63	-	1,089.01	360.53	91.08	-	451.61	637.40

(Million Baht)

	The Bank's Financial Statements								
	December 31, 2012								
	Cost				Accumulated Amortization				Intangible Assets, Net
	Beginning Balance	Increase	Decrease/ Disposal	Ending Balance	Beginning Balance	Increase	Decrease/ Disposal	Ending Balance	
Software licenses	694.34	1.77	-	696.11	109.05	74.18	-	183.23	512.88
Other licenses	4.91	-	-	4.91	3.52	0.49	-	4.01	0.90
Development cost	262.46	-	-	262.46	150.10	23.19	-	173.29	89.17
Partial payment of intangible assets	23.90	-	-	23.90	-	-	-	-	23.90
Total	985.61	1.77	-	987.38	262.67	97.86	-	360.53	626.85

## 6.12 Deferred Tax Assets and Deferred Tax Liabilities

Deferred tax assets and deferred tax liabilities as at December 31, 2013 and 2012 are as follows:

(Million Baht)

	Consolidated Financial Statements			The Bank's Financial Statement		
	December 31, 2013	December 31, 2012	Brought Forward January 1, 2012	December 31, 2013	December 31, 2012	Brought Forward January 1, 2012
Deferred Tax Assets	3,876.02	2,727.93	3,189.41	3,719.68	2,616.28	3,088.78
Deferred Tax Liabilities	182.68	143.79	78.53	-	-	-
Net	3,693.34	2,584.14	3,110.88	3,719.68	2,616.28	3,088.78

Movements in deferred tax assets and deferred tax liabilities during the year are as follows:

(Million Baht)

	Consolidated Financial Statements			
	As at January 1, 2013	Charged / credited to:		As at December 31, 2013
		Profit / Loss	Other Comprehensive Income	
<b>Deferred Tax Assets</b>				
Investments	376.69	218.46	315.45	910.60
Investments in subsidiaries and associates	6.88	0.10	-	6.98
Loans to customers and accrued interest receivables, net	1,094.36	162.47	-	1,256.83
Properties for sale	426.39	(63.53)	-	362.86
Premises and equipment	586.53	13.13	-	599.66
Provisions	2,657.38	211.84	-	2,869.22
Guarantee deposit under financial lease	114.90	19.20	-	134.10
Others	190.58	33.76	(1.20)	223.14
Total	5,453.71	595.43	314.25	6,363.39
<b>Deferred Tax Liabilities</b>				
Investments	848.52	(2.87)	(419.98)	425.67
Premises and equipment	1,648.30	58.39	(0.37)	1,706.32
Loans to customers and accrued interest receivables, net	372.75	165.31	-	538.06
Total	2,869.57	220.83	(420.35)	2,670.05
Net	2,584.14	374.60	734.60	3,693.34

## 6.12 Deferred Tax Assets and Deferred Tax Liabilities (Continued)

(Million Baht)

	Consolidated Financial Statements			
	As at January 1, 2012	Charged / credited to:		As at December 31, 2012
		Profit / Loss	Other Comprehensive Income	
Deferred Tax Assets				
Investments	341.86	22.16	12.67	376.69
Investments in subsidiaries and associates	-	6.88	-	6.88
Loans to customers and accrued interest receivables, net	1,055.21	39.15	-	1,094.36
Properties for sale	1,034.37	(607.98)	-	426.39
Premises and equipment	293.87	292.66	-	586.53
Provisions	2,402.14	255.24	-	2,657.38
Guarantee deposit under financial lease	123.67	(8.77)	-	114.90
Others	200.60	(11.22)	1.20	190.58
Total	5,451.72	(11.88)	13.87	5,453.71
Deferred Tax Liabilities				
Investments	412.10	4.14	432.28	848.52
Premises and equipment	1,644.97	55.58	(52.25)	1,648.30
Loans to customers and accrued interest receivables, net	283.77	88.98	-	372.75
Total	2,340.84	148.70	380.03	2,869.57
Net	3,110.88	(160.58)	(366.16)	2,584.14

## 6.12 Deferred Tax Assets and Deferred Tax Liabilities (Continued)

(Million Baht)

	The Bank's Financial Statements			
	As at January 1, 2013	Charged / credited to:		As at December 31, 2013
		Profit / Loss	Other Comprehensive Income	
<b>Deferred Tax Assets</b>				
Investments	376.69	218.46	315.45	910.60
Investments in subsidiaries and associates	6.88	0.10	-	6.98
Loans to customers and accrued interest receivables, net	1,018.76	55.63	-	1,074.39
Properties for sale	426.39	(68.71)	-	357.68
Premises and equipment	581.75	13.18	-	594.93
Provisions	2,547.41	199.07	-	2,746.48
Others	141.57	9.49	(1.20)	149.86
Total	5,099.45	427.22	314.25	5,840.92
<b>Deferred Tax Liabilities</b>				
Investments	848.52	(2.87)	(419.98)	425.67
Premises and equipment	1,634.65	61.29	(0.37)	1,695.57
Total	2,483.17	58.42	(420.35)	2,121.24
Net	2,616.28	368.80	734.60	3,719.68

## 6.12 Deferred Tax Assets and Deferred Tax Liabilities (Continued)

(Million Baht)

	The Bank's Financial Statements			
	As at January 1, 2012	Charged / credited to:		As at December 31, 2012
		Profit / Loss	Other Comprehensive Income	
<b>Deferred Tax Assets</b>				
Investments	341.86	22.16	12.67	376.69
Investments in subsidiaries and associates	-	6.88	-	6.88
Loans to customers and accrued interest receivables, net	983.67	35.09	-	1,018.76
Properties for sale	1,034.37	(607.98)	-	426.39
Premises and equipment	291.16	290.59	-	581.75
Provisions	2,302.51	244.90	-	2,547.41
Others	186.84	(46.47)	1.20	141.57
Total	5,140.41	(54.83)	13.87	5,099.45
<b>Deferred Tax Liabilities</b>				
Investments	412.10	4.14	432.28	848.52
Premises and equipment	1,639.53	47.37	(52.25)	1,634.65
Total	2,051.63	51.51	380.03	2,483.17
Net	3,088.78	(106.34)	(366.16)	2,616.28

## 6.13 Other Assets, Net

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Prepaid expenses	1,043.21	1,113.54	928.29	931.99
Advances	37.30	34.92	28.49	29.67
Account receivables - Revenue Department	1,271.87	848.18	221.67	210.55
Leaseholds	450.23	419.00	450.23	419.00
Collateral under Credit Support Annex Contract and Cash Margin Debtors	4,973.31	667.38	4,973.31	667.38
Interbranch transactions	3,141.74	-	3,141.74	-
Sundry assets	16,958.88	11,866.94	15,708.90	11,517.65
Total	27,876.54	14,949.96	25,452.63	13,776.24
Less Allowance for impairment	(2,071.53)	(1,985.11)	(2,069.23)	(1,985.11)
Total other assets, net	25,805.01	12,964.85	23,383.40	11,791.13

As at December 31, 2013 and 2012, sundry assets were included the differences between debts transferred to Bangkok Commercial Asset Management Co., Ltd. and a promissory note received amounting to Baht 134.81 million, which were included in the balances notified to FIDF and the Bank already received in 2013 as mentioned in Note 6.36. Moreover, a part of them were default debtors from convertible preferred shares contracts of Baht 997.87 million with the same amounts of allowance for impairment (Note 6.39.1).

## 6.14 Deposits

### 6.14.1 Classified by Type of Deposits

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Demand deposits	97,970.25	91,653.75	97,973.10	91,654.19
Savings deposits	967,701.56	890,594.66	968,163.78	890,993.10
Time deposits	818,109.36	684,712.17	818,125.03	684,726.44
Total	1,883,781.17	1,666,960.58	1,884,261.91	1,667,373.73

### 6.14.2 Classified by Currency and Residence of Depositors

(Million Baht)

	Consolidated Financial Statements					
	December 31, 2013			December 31, 2012		
	Domestic	Foreign	Total	Domestic	Foreign	Total
Thai Baht	1,820,242.87	10,167.88	1,830,410.75	1,635,051.41	8,531.39	1,643,582.80
US Dollar	47,875.94	3,013.49	50,889.43	11,294.60	9,321.29	20,615.89
Other currencies	2,182.51	298.48	2,480.99	2,565.11	196.78	2,761.89
Total	1,870,301.32	13,479.85	1,883,781.17	1,648,911.12	18,049.46	1,666,960.58

(Million Baht)

	The Bank's Financial Statements					
	December 31, 2013			December 31, 2012		
	Domestic	Foreign	Total	Domestic	Foreign	Total
Thai Baht	1,820,723.61	10,167.88	1,830,891.49	1,635,464.56	8,531.39	1,643,995.95
US Dollar	47,875.94	3,013.49	50,889.43	11,294.60	9,321.29	20,615.89
Other currencies	2,182.51	298.48	2,480.99	2,565.11	196.78	2,761.89
Total	1,870,782.06	13,479.85	1,884,261.91	1,649,324.27	18,049.46	1,667,373.73

## 6.15 Interbank and Money Market Items (Liabilities)

(Million Baht)

	Consolidated Financial Statements					
	December 31, 2013			December 31, 2012		
	Demand	Time	Total	Demand	Time	Total
<b>6.15.1 Domestic Items</b>						
Bank of Thailand and Financial Institutions						
Development Fund	8.78	33,931.82	33,940.60	16.65	34,998.29	35,014.94
Commercial banks	509.55	78,046.19	78,555.74	461.71	86,620.01	87,081.72
Special purpose financial institutions	7,497.73	11,650.00	19,147.73	7,347.91	12,653.14	20,001.05
Other financial institutions	18,122.49	22,139.48	40,261.97	17,922.76	18,256.20	36,178.96
Total domestic items	26,138.55	145,767.49	171,906.04	25,749.03	152,527.64	178,276.67
<b>6.15.2 Foreign Items</b>						
US Dollar	166.92	28,603.62	28,770.54	88.83	13,435.02	13,523.85
Japanese Yen	-	-	-	-	-	-
Euro	176.04	-	176.04	99.22	-	99.22
Other currencies	136.65	-	136.65	111.78	-	111.78
Total foreign items	479.61	28,603.62	29,083.23	299.83	13,435.02	13,734.85
Total domestic and foreign items	26,618.16	174,371.11	200,989.27	26,048.86	165,962.66	192,011.52

(Million Baht)

	The Bank's Financial Statements					
	December 31, 2013			December 31, 2012		
	Demand	Time	Total	Demand	Time	Total
<b>6.15.1 Domestic Items</b>						
Bank of Thailand and Financial Institutions						
Development Fund	8.78	33,931.82	33,940.60	16.65	34,998.29	35,014.94
Commercial banks	509.55	78,046.19	78,555.74	461.71	86,620.01	87,081.72
Special purpose financial institutions	7,497.73	11,650.00	19,147.73	7,347.91	12,653.14	20,001.05
Other financial institutions	18,180.48	20,464.70	38,645.18	17,737.61	17,521.15	35,258.76
Total domestic items	26,196.54	144,092.71	170,289.25	25,563.88	151,792.59	177,356.47
<b>6.15.2 Foreign Items</b>						
US Dollar	166.92	28,603.62	28,770.54	88.83	13,435.02	13,523.85
Japanese Yen	-	-	-	-	-	-
Euro	176.04	-	176.04	99.22	-	99.22
Other currencies	136.65	-	136.65	111.78	-	111.78
Total foreign items	479.61	28,603.62	29,083.23	299.83	13,435.02	13,734.85
Total domestic and foreign items	26,676.15	172,696.33	199,372.48	25,863.71	165,227.61	191,091.32

## 6.16 Debt Issued and Borrowings

classified by type of debts and sources of fund as follows:

(Million Baht)

	Consolidated Financial Statements								
	Currency	Interest Rate (%)	Maturity Date	December 31, 2013			December 31, 2012		
				Domestic	Foreign	Total	Domestic	Foreign	Total
Short-term bonds	Baht	2.60-3.08	2014	6,081.00	-	6,081.00	4,023.00	-	4,023.00
Long-term bonds	USD	2.25	2018	-	16,374.64	16,374.64	-	-	-
KTb subordinated debentures									
No.1/2008	Baht	3.85-5.00	2018	-	-	-	7,508.40	-	7,508.40
No.1/2009	Baht	5.00	2019	21,000.00	-	21,000.00	21,000.00	-	21,000.00
No.2/2009	Baht	4.80	2019	13,000.00	-	13,000.00	13,000.00	-	13,000.00
No.1/2010	Baht	4.35	2020	10,400.00	-	10,400.00	10,400.00	-	10,400.00
No.1/2012	Baht	4.50	2022	5,155.00	-	5,155.00	5,155.00	-	5,155.00
No.2/2012	Baht	4.60	2022	15,133.32	-	15,133.32	15,133.32	-	15,133.32
- Hybrid debt capital instruments	Baht/USD	4.74-5.15		3,524.60	6,218.18	9,742.78	3,524.60	5,804.69	9,329.29
Bill of exchange (B/E)									
Short term*	Baht	0.00-2.80	2014	4,886.70	-	4,886.70	6,074.35	-	6,074.35
Long term	Baht	3.50-6.60	2014-2024	30,726.04	-	30,726.04	55,011.57	-	55,011.57
Private repo	Baht	2.65	2014	500.00	-	500.00	-	-	-
Others	Baht	0.00-0.50	2018	1.17	-	1.17	1.17	-	1.17
Total				110,407.83	22,592.82	133,000.65	140,831.41	5,804.69	146,636.10

\*Short term bill of exchange (B/E) is included maturity B/E but not yet redeemed.

## 6.16 Debt Issued and Borrowings (Continued)

(Million Baht)

	The Bank's Financial Statements								
	Currency	Interest Rate (%)	Maturity Date	December 31, 2013			December 31, 2012		
				Domestic	Foreign	Total	Domestic	Foreign	Total
Short-term bonds	Baht	2.60-3.08	2013	6,081.00	-	6,081.00	4,023.00	-	4,023.00
Long-term bonds	USD	2.25	2018	-	16,374.64	16,374.64	-	-	-
KTB subordinated debentures									
No.1/2008	Baht	3.85-5.00	2018	-	-	-	7,508.40	-	7,508.40
No.1/2009	Baht	5.00	2019	21,000.00	-	21,000.00	21,000.00	-	21,000.00
No.2/2009	Baht	4.80	2019	13,000.00	-	13,000.00	13,000.00	-	13,000.00
No.1/2010	Baht	4.35	2020	10,400.00	-	10,400.00	10,400.00	-	10,400.00
No.1/2012	Baht	4.50	2022	5,155.00	-	5,155.00	5,155.00	-	5,155.00
No.2/2012	Baht	4.60	2022	15,133.32	-	15,133.32	15,133.32	-	15,133.32
- Hybrid debt capital instruments	Baht/USD	4.74-5.15		3,524.60	6,218.18	9,742.78	3,524.60	5,804.69	9,329.29
Bill of exchange (B/E)									
Short term*	Baht	0.00-2.80	2014	4,886.70	-	4,886.70	6,074.35	-	6,074.35
Long term	Baht	3.50-6.60	2014-2024	26,636.47	-	26,636.47	55,091.57	-	55,091.57
Private repo	Baht	2.65	2014	500.00	-	500.00	-	-	-
Others	Baht	0.00-0.50	2018	1.17	-	1.17	1.17	-	1.17
Total				106,318.26	22,592.82	128,911.08	140,911.41	5,804.69	146,716.10

\*Short term bill of exchange (B/E) is included maturity B/E but not yet redeemed.

## Long-Term Bonds No. 1/2013 (Euro Medium Term Note Programme)

On March 11, 2013, the Bank launched and sold unsubordinated debentures, unsecured of USD 500 million, with maturity of 5.5 years and a fixed coupon of 2.25 percent per annum under Euro Medium Term Note Programme. The interest payment is semiannually on 11<sup>th</sup> of March and September of each year, over the time to maturity.

## 6.17 Provisions

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Defined benefit plan				
Balance brought forward	9,285.33	8,956.45	8,750.79	8,485.08
Current service cost	502.14	456.37	434.60	390.14
Interest	477.66	432.99	453.91	410.82
Employee benefits pay in the period	(577.55)	(618.89)	(561.36)	(594.31)
Actuarial losses (gains) on defined benefit plans	727.51	58.41	728.12	59.06
Total defined benefit plan	10,415.09	9,285.33	9,806.06	8,750.79
Loss from NPLs transferred to TAMC (Note 6.37)	3,461.48	3,461.48	3,461.48	3,461.48
Contingent liabilities from being sued	447.00	510.64	447.00	510.64
Other contingent liabilities	22.36	30.00	17.61	13.88
Total provisions	14,345.93	13,287.45	13,732.15	12,736.79

### The Significant Actuarial Assumptions

Average discount rate	4.00% - 5.12%
Average rate of salary raise	6.00% - 7.50%
Average rate of resignation	0.02% - 21.79%
Age of retirement	50 - 60 years

## 6.18 Other Liabilities comprise the followings:

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Accrued interest expenses	5,173.07	5,289.38	5,171.66	5,288.25
Accrued expenses	9,957.10	8,538.31	9,449.06	8,114.98
Inter account between head office and branches	-	2,064.19	-	2,064.19
Suspense account creditors	3,453.00	2,682.70	2,748.34	2,503.52
Tax payables	5,482.53	4,331.23	5,440.09	4,298.67
Deferred revenue	986.16	959.12	986.16	986.16
Sundry liabilities	17,967.19	12,071.08	16,621.49	10,788.80
<b>Total</b>	<b>43,019.05</b>	<b>35,936.01</b>	<b>40,416.80</b>	<b>34,044.57</b>

## 6.19 Share Capital

### 6.19.1 Ordinary Shares

On September 28, 2012, the Bank had registered with the Department of Business Development, the Ministry of Commerce to reduce authorized share capital served as the back up to the warrants granted to the Bank's employees which were entirely exercised on December 30, 2004 of 11,663,250 shares, approved by the Extraordinary General Meeting of Shareholders No.1/2012 on September 21, 2012. As a result, authorized share capital and issued and paid-up share capital are equal to 11,179,749,000 shares.

Then, on October 1, 2012, the Bank registered with the Department of Business Development, the Ministry of Commerce to increase authorized share capital of 2,796,312,250 shares from previously 11,179,749,000 shares to currently 13,976,061,250 shares, approved by the Extraordinary General Meeting of Shareholders No.1/2012 on September 21, 2012. As a result, authorized share capital is 13,976,061,250 shares and issued and paid-up share capital is 11,179,749,000 shares. On October 19, 2012, the Bank registered the increase of issued and paid-up share capital, as a result, authorized share capital and issued and paid-up share capital are equal to 13,976,061,250 shares.

### 6.19.2 Preferred Shares

The 5.5 million of preferred shares are fully paid-up. Preferred share has more preference over the ordinary share. Apart from entitling to the same voting rights and claims on dividends as ordinary shares, it may enjoy preferential rights to a special dividend at a 3 percent fixed rate per annum prior to the ordinary shares when paid.

**6.19.3** The Bank is the state enterprise, its major shareholder is the Financial Institutions Development Fund (FIDF). As at December 31, 2013, FIDF holds 7,696,248,833 shares or 55.05 percent of paid-up ordinary and preferred shares.

## 6.20 Other Components of Equity

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Appraisal surplus on assets	6,347.64	6,349.14	6,347.64	6,349.14
Revaluation surplus on investments	337.85	4,928.19	121.51	3,063.23
Gains (losses) from translating the financial statements	53.15	(4.80)	53.15	(4.80)
<b>Total</b>	<b>6,738.64</b>	<b>11,272.53</b>	<b>6,522.30</b>	<b>9,407.57</b>

## 6.21 Legal Reserve

(Million Baht)

	December 31, 2013	December 31, 2012
Net profit of the year	30,957.42	25,719.64
Legal reserve 5%	364.04	1,286.00
Balance brought forward	6,836.46	5,550.46
<b>Total</b>	<b>7,200.50</b>	<b>6,836.46</b>

According to the Public Limited Company Act, the Bank is required to appropriate net profit of the year as legal reserve which is not less than 5 percent after deducting accumulated losses brought forward (if any) until legal reserve to be not less than 10 percent of authorized share capital.

As at December 31, 2013, the Bank's legal reserve is already 10 percent of authorized share capital.

## 6.22 The Appropriation of 2012 Net Profit and Dividend Payment

On April 5, 2013, the 20<sup>th</sup> Annual General Shareholders' Meeting passed the resolution to approve the appropriation of 2012 net profit amounting to Baht 25,719.64 million. On April 11, 2012, the 19<sup>th</sup> Annual General Shareholders' Meeting passed the resolution to approve the appropriation of 2011 net profit amounting to Baht 17,334.06 million and dividend payment as follows:

(Million Baht)

	Net Profit of 2012	Net Profit of 2011
Legal reserve	1,286.00	867.00
Dividend - preferred shares (@ Baht 0.9545 and Baht 0.7745)	5.25	4.26
Dividend - ordinary shares (@ Baht 0.80 and Baht 0.62)	10,174.18	6,931.44
Net profit carried forward	14,254.21	9,531.36

In 2012, the Bank paid interim dividend payment for the first half year 2012 to the preference shareholders at the rate of Baht 0.43725 per share, totaling to Baht 2.40 million and to the ordinary shareholders at the rate of Baht 0.36 per share, totaling to Baht 4,024.71 million. The Bank also paid additional dividend, according to the 20<sup>th</sup> Annual General Shareholders' Meeting resolution, for the second half year 2012 to the preference shareholders at the rate of Baht 0.51725 per share, totaling to Baht 2.85 million and to the ordinary shareholders at the rate of Baht 0.44 per share, totaling to Baht 6,149.47 million.

## 6.23 Contingent Liabilities

(Million Baht)

	Consolidated and the Bank's Financial Statements	
	December 31, 2013	December 31, 2012
Avals to bills	4,715.65	3,384.70
Guarantees of loans	12,194.90	16,036.18
Letters of credit	48,687.76	36,637.42
Other contingencies		
Unused credit line of overdraft	141,086.85	139,196.67
Other guarantees	134,635.54	118,031.27
Others	984.41	2,450.53
<b>Total</b>	<b>342,305.11</b>	<b>315,736.77</b>

Besides the contingent liabilities mentioned above, as at December 31, 2013 and 2012, the Bank has material contingent liabilities owing to prosecutions of Baht 15,392.66 million and Baht 19,560.42 million, respectively. Such prosecutions comprised of the completed cases in the civil court and the cases proceedings in the Appeal Court and the Supreme Court.

As at December 31, 2013 and 2012, the Bank has set up provisions of Baht 446.18 million and Baht 510.64 million, respectively, for estimated losses from such cases.

## 6.24 Assets with Obligations and Restrictions

(Million Baht)

	Consolidated and the Bank's Financial Statements	
	December 31, 2013	December 31, 2012
Government and state enterprise bonds pledged as collateral		
- court collateral	263.81	408.22
- repurchase agreements	83,378.56	95,218.83
Properties for sale (debtor is granted the right to buy back or first right for this portion)	7,540.25	11,814.66
<b>Total</b>	<b>91,182.62</b>	<b>107,441.71</b>

## 6.25 Related Party Transactions

6.25.1 As at December 31, 2013 and 2012, loans to the Bank's executives (First Vice President and above) are Baht 487.91 million and Baht 508.62 million. The average outstanding balances of such loans at month-end are Baht 496.15 million and Baht 446.14 million, respectively.

The loans outstanding as at December 31, 2013 and 2012 to close family of the Bank's executives mentioned above are Baht 161.47 million and Baht 31.70 million, respectively.

(Million Baht)

	The Bank's Financial Statements				
	Pricing Policy for Loans and Obligations	December 31, 2013		December 31, 2012	
		Loans	Obligations	Loans	Obligations
6.25.2 Loans and Obligations to Businesses which the Bank Totally Held from 10 to 20 Percent of Their Paid-up Capital					
Dhipaya Insurance Pcl.	Normal Bank Policy	0.35	24.57	0.34	20.25
6.25.3 Loans and Obligations to Businesses which the Bank Acquired equal to or over 10 Percent of Their Paid-up Capital from TDR					
Kiatpapha Co., Ltd.	Normal Bank Policy	113.76	-	122.56	-
Manager Media Group Pcl.	Normal Bank Policy	-	0.29	-	0.29
6.25.4 Loans and Obligations to Subsidiaries and Associates					
Subsidiaries					
KTB General Services Co., Ltd.	Normal Bank Policy	9.75	23.20	10.48	20.40
KTB Computer Services Co., Ltd.	Normal Bank Policy	3,775.69	4.55	3,306.55	4.55
KTB Leasing Co., Ltd.	Normal Bank Policy	50,204.68	1,118.39	32,276.05	1,060.90
Krung Thai Asset Management Pcl.	Normal Bank Policy	0.01	-	0.02	-
KTB Law Co., Ltd.	Normal Bank Policy	-	-	-	1.10
KTB Advisory Co., Ltd.	Normal Bank Policy	-	-	15.00	-
KTB Capital Holding Co., Ltd.	Normal Bank Policy	4,471.66	-	4,800.73	-
Associates					
Krung Thai IBJ Leasing Co., Ltd.	Normal Bank Policy	1,925.73	1.27	1,623.11	1.00
Krungthai Card Pcl.	Normal Bank Policy	0.91	-	0.99	-
KT Zmico Securities Co., Ltd.	Normal Bank Policy	965.33	0.25	2,242.36	0.25
Krungthai Panich Insurance Pcl.	Normal Bank Policy	0.27	-	-	-

## 6.25 Related Party Transactions (Continued)

(Million Baht)

	The Bank's Financial Statements				
	Pricing Policy for Loans and Obligations	December 31, 2013		December 31, 2012	
		Loans	Obligations	Loans	Obligations
6.25.5 Loans and Obligations to Related Companies					
With Common Directors					
Thai Airways International Pcl.*	Normal Bank Policy	-	-	15.16	-
PTT Pcl.	Normal Bank Policy	-	9,570.78	-	43.98
PTT Global Chemical Pcl.	Normal Bank Policy	17,085.00	16.22	14,802.25	16.22
Bangkok Commercial Asset Management Co., Ltd.	Normal Bank Policy	0.37	-	0.44	-
IRPC Pcl.*	Normal Bank Policy	-	-	1,920.00	-
MCOT Pcl.	Normal Bank Policy	0.40	0.10	0.41	0.10
Electricity Generating Authority of Thailand	Normal Bank Policy	78.78	11,866.47	3.61	4,650.37
Eastern Water Resources Development and Management Pcl.	Normal Bank Policy	1,496.03	10.25	-	-
Mass Rapid Transit Authority of Thailand	Normal Bank Policy	0.05	-	-	-
Provincial Electricity Authority	Normal Bank Policy	0.01	6.84	-	-
The Siam United Steel (1995) Co.,Ltd.	Normal Bank Policy	0.26	-	-	-
With Common Top Managements					
Siam Paper Pcl.	Normal Bank Policy	326.87	2.19	326.87	1.98
Bangkok Expressway Pcl.	Normal Bank Policy	446.13	-	965.46	-

As at December 31, 2013 and 2012, the Bank has other benefits paid to authorized managements which are committed to employment contracts of Baht 178.51 million and Baht 166.87 million, respectively.

\*As at December 31, 2013, the Bank has no common directors and common top managements.

## 6.25.6 Intercompany Trading Transactions

### Subsidiaries

1) KTB Computer Services Co., Ltd. (KTBCS) has been designated mainly to provide information technology (IT) services to various work units in the Bank. Service offers consist of introducing IT to the Bank's business operation and modernizing the existing systems in line with the Bank's requirement, rendering system control and maintenance system software development, offering preliminary consultancy service and organizing training in various applications of IT and techniques. The Bank incurred service charges on a cost plus method amounting to Baht 3,241.68 million and Baht 3,070.70 million for the years ended December 31, 2013 and 2012, respectively.

Since 2003, the GFMS project Phase 2 has been developed and implemented on behalf of the Bank by KTBCS. The Bank and the Office of GFMS attached to the Secretariat of the Prime Minister have unanimously signed on the Memorandum of Agreement upon the submission of deliverables and disbursement associated to the investments on the GFMS project on September 22, 2005. Further, the Bank has signed the hiring contract for the implementation and maintenance with the Office of GFMS. The Bank incurs service charges for the years ended December 31, 2013 and 2012 amounting to Baht 188.73 million and Baht 234.15 million, respectively.

2) The Bank incurs service charges on its subsidiaries (including service charges mentioned in No.1)) for the years ended December 31, 2013 and 2012 amounting to Baht 6,331.92 million and Baht 5,999.06 million, respectively, at the agreed-upon rate.

3) The Bank generates fees income from service contracts for the years ended December 31, 2013 and 2012 amounting to Baht 256.52 million and Baht 189.71 million, respectively.

4) Other Information

### Intercompany Considerations

Intercompany income and expenses are based on the agreed-upon rate and the amount specified in the contract, whereas cost plus system has been applicable to some certain transactions.

The consolidated financial statements include the accounts of subsidiaries after eliminating intercompany transactions and balances.

### Associates

1) For the years ended December 31, 2013 and 2012, the Bank generates premises rental income from associates of Baht 0.72 million and Baht 0.95 million at the agreed-upon rate.

2) For the years ended December 31, 2013 and 2012, the Bank generates fees income from supportive service contracts of Baht 1,555.22 million and Baht 1,391.91 million at the agreed-upon rate.

## 6.25.7 Sales of Investments to the Bank's Subsidiaries

On December 26, 2012, the Bank sold 25 percent of total issued shares in Krungthai Panich Insurance Pcl. (KPI) and almost all of the total issued shares in Krungthai-AXA Life Insurance Pcl. (KTAL) to KTB Capital Holding Co., Ltd. amounting to Baht 4,800.74 million. The Bank had gain on sale of Baht 3,667.55 million (Note 6.5.1).

The consolidated financial statements had been already eliminated intercompany transactions.

## 6.26 Long-Terms Leased

The Bank has commitments arising from lease agreements. The amounts due according to the period of time are classified as follows:

(Million Baht)

Period	December 31, 2013				December 31, 2012			
	Within 1 year	Over 1 to 5 years	Over 5 years	Total	Within 1 year	Over 1 to 5 years	Over 5 years	Total
Land and/or Premises	408.42	439.14	104.16	951.72	349.25	374.99	115.52	839.76
Vehicles	252.10	641.90	-	894.00	205.85	378.87	-	584.72
Facsimile/Copy machine	4.98	6.62	-	11.60	5.36	10.54	-	15.90
Total	665.50	1,087.66	104.16	1,857.32	560.46	764.40	115.52	1,440.38

## 6.27 Significant Financial Position and Operations Classified by Domestic and Foreign Business Segment

### 6.27.1 Financial Position Classified by Business Segment

(Million Baht)

	Consolidated Financial Statements					
	December 31, 2013			December 31, 2012		
	Domestic Business Segment	Foreign Branches Business Segment	Total	Domestic Business Segment	Foreign Branches Business Segment	Total
Total assets	2,470,661.39	52,681.66	2,523,343.05	2,236,781.28	42,436.53	2,279,217.81
Interbank and money market items, net	417,740.60	30,831.63	448,572.23	313,805.94	18,328.20	332,134.14
Investments, net	241,182.13	600.94	241,783.07	298,639.31	2,400.42	301,039.73
Loans to customers and accrued interest receivables, net	1,632,986.29	20,944.25	1,653,930.54	1,459,046.64	21,418.23	1,480,464.87
Deposits	1,880,723.33	3,057.84	1,883,781.17	1,664,032.68	2,927.90	1,666,960.58
Interbank and money market items, net	183,633.11	17,356.16	200,989.27	181,660.68	10,350.84	192,011.52
Debt issued and borrowings	110,407.83	22,592.82	133,000.65	140,831.41	5,804.69	146,636.10

(Million Baht)

	The Bank's Financial Statements					
	December 31, 2013			December 31, 2012		
	Domestic Business Segment	Foreign Branches Business Segment	Total	Domestic Business Segment	Foreign Branches Business Segment	Total
Total assets	2,458,121.58	52,681.66	2,510,803.24	2,231,175.56	42,436.53	2,273,612.09
Interbank and money market items, net	417,613.70	30,831.63	448,445.33	313,769.30	18,328.20	332,097.50
Investments, net	235,167.36	600.94	235,768.30	293,340.11	2,400.42	295,740.53
Loans to customers and accrued interest receivables, net	1,638,358.02	20,944.25	1,659,302.27	1,467,998.53	21,418.23	1,489,416.76
Deposits	1,881,204.07	3,057.84	1,884,261.91	1,664,445.83	2,927.90	1,667,373.73
Interbank and money market items, net	182,016.32	17,356.16	199,372.48	180,740.48	10,350.84	191,091.32
Debt issued and borrowings	106,318.26	22,592.82	128,911.08	140,911.41	5,804.69	146,716.10

The consolidated and the Bank's financial statements as at December 31, 2013 and 2012, the Bank has total assets before eliminating net interbranch transactions of Baht 8,572.50 million and Baht 22,728.09 million, respectively.

## 6.27.2 Operations Classified by Business Segment

(Million Baht)

	Consolidated Financial Statements					
	December 31, 2013			December 31, 2012		
	Domestic Business Segment	Foreign Branches Business Segment	Total	Domestic Business Segment	Foreign Branches Business Segment	Total
Interest income	110,260.82	2,639.21	112,900.03	101,112.33	1,558.00	102,670.33
Interest expenses	(46,873.70)	(1,544.83)	(48,418.53)	(43,625.18)	(922.75)	(44,547.93)
Interest income, net	63,387.12	1,094.38	64,481.50	57,487.15	635.25	58,122.40
Fees and service income, net	15,540.81	170.91	15,711.72	13,527.82	136.22	13,664.04
Other operating income	14,133.27	4.47	14,137.74	10,094.67	15.00	10,109.67
Other operating expenses	(52,274.81)	(349.21)	(52,624.02)	(50,084.49)	(421.34)	(50,505.83)
Operating profit (loss) before income tax expenses	40,786.39	920.55	41,706.94	31,025.15	365.13	31,390.28

(Million Baht)

	The Bank's Financial Statements					
	December 31, 2013			December 31, 2012		
	Domestic Business Segment	Foreign Branches Business Segment	Total	Domestic Business Segment	Foreign Branches Business Segment	Total
Interest income	108,817.30	2,639.21	111,456.51	100,586.88	1,558.00	102,144.88
Interest expenses	(46,725.69)	(1,544.83)	(48,270.52)	(43,594.54)	(922.75)	(44,517.29)
Interest income, net	62,091.61	1,094.38	63,185.99	56,992.34	635.25	57,627.59
Fees and service income, net	14,576.92	170.91	14,747.83	12,848.46	136.22	12,984.68
Other operating income	10,802.29	4.47	10,806.76	11,906.31	15.00	11,921.31
Other operating expenses	(49,733.95)	(349.21)	(50,083.16)	(48,582.60)	(421.34)	(49,003.94)
Operating profit (loss) before income tax expenses	37,736.87	920.55	38,657.42	33,164.51	365.13	33,529.64

The consolidated and the Bank's financial statements for the years ended December 31, 2013 and 2012, the Bank has total interest income and interest expenses before eliminating net interbranch transactions of Baht 1,497.17 million and Baht 872.38 million, respectively.

## 6.28 Operations Classified by Operating Segment

### Segment definition

The Bank is organized into segments for internal management which the Management Committee of each segment is the chief operating decision-maker (CODM). Three reportable segments have been divided based on customer types and nature of businesses:

- 1) Retail banking segment: develops financial products and services, and also provides services for individual customers relating to deposits, loans, payment for goods and services as well as sale of products released by the Bank's subsidiaries and business alliances through network branches nationwide.
- 2) Wholesale banking segment: provides credit facilities and financial services to corporate clients; and
- 3) Treasury and investment segment: controls the Bank's financial structure to appropriate to make profit from the Bank's equity investment, foreign currency exchange services, international business and excess liquidity, and also supervising overseas branches and companies in which the Bank has invested.

Other segments comprise of middle, back offices, subsidiaries and associates.

### Accounting policies for segment reporting

In contrast to the accounting policies for external reporting, the accounting policies of the operating segments are based on the principle of Economic Value Management (EVM), whereby performance is measured based on segment economic profit (EP), as included in the internal management reports that are reviewed by the Bank's CODM. In accordance with the EVM concept, all business units are treated as profit centers, having internal service charge (ISC) between service providing unit and service receiving unit. Fund Transfer Pricing (FTP) concept is used to calculating value of fund for fund provider unit and cost of fund for fund user unit. Income and expenses are allocated according to ownership basis in order to calculate the economic profit.

(Million Baht)

	Consolidated Financial Statements					
	December 31, 2013					
	Retail Banking	Wholesale Banking	Treasury and Investment	Support and Others	Adjustments	Total
Total operating income	50,048.50	29,569.65	11,697.99	4,277.99	(1,263.18) <sup>1</sup>	94,330.95
Total expenses (excluding bad debts, doubtful accounts and loss on impairment)	(31,442.23)	(18,839.70)	(5,540.61)	(9,986.72)	17,718.11 <sup>1,2</sup>	(48,091.15)
Bad debts, doubtful accounts and loss on impairment	(2,003.85)	(2,119.80)	(272.93)	(7,914.10)	0.15	(12,310.53)
Net profit (loss)	16,602.42	8,610.15	5,884.45	(13,622.83)	16,455.08	33,929.27
Segment assets	682,106.33	1,166,971.18	414,496.71	257,134.75	(5,938.42) <sup>3</sup>	2,514,770.55
Segment liabilities <sup>4</sup>	1,953,879.87	598.64	217,965.32	156,322.96	(20,086.53) <sup>3</sup>	2,308,680.26

## 6.28 Operations Classified by Operating Segment (Continued)

(Million Baht)

	Consolidated Financial Statements					
	December 31, 2012					
	Retail Banking	Wholesale Banking	Treasury and Investment	Support and Others	Adjustments	Total
Total operating income	45,247.70	25,405.00	6,693.08	4,642.05	(91.72) <sup>1</sup>	81,896.11
Total expenses (excluding bad debts, doubtful accounts and loss on impairment)	(28,926.13)	(17,257.41)	(4,080.12)	(7,589.49)	14,486.33 <sup>1,2</sup>	(43,366.82)
Bad debts, doubtful accounts and loss on impairment	(952.77)	(2,490.86)	(502.94)	(11,216.43)	0.15	(15,162.85)
Net profit (loss)	15,368.80	5,656.73	2,110.02	(14,163.87)	14,394.76	23,366.44
Segment assets	568,926.88	1,087,773.97	229,108.81	372,550.16	(1,870.10) <sup>3</sup>	2,256,489.72
Segment liabilities <sup>4</sup>	1,761,704.13	486.93	189,307.58	139,025.35	(16,882.01) <sup>3</sup>	2,073,641.98

<sup>1</sup>In the financial statements, certain gains are presented net of losses and shown either as gains under operating income or as losses under other operating expenses. However, these items from EVM data are predetermined as either income or expense regardless of whether they are gains or losses.

<sup>2</sup>Capital charge is recorded at each operating segment according to EVM concept, whereas, in the overall Bank's financial statements, capital charge is reversed.

<sup>3</sup>Assets and liabilities in the financial statements are ending balances while assets and liabilities from EVM data are average balances.

<sup>4</sup>The Bank's major liabilities are deposits which are booked at branches under retail banking segment according to ownership basis.

## 6.29 Interest Income

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Interbank and money market items	13,223.74	10,102.33	13,222.45	10,102.06
Investment and trading transactions	190.16	190.57	190.16	189.01
Investment in debt	6,595.72	6,695.75	6,593.11	6,695.75
Loans	87,789.43	83,219.48	89,869.52	84,198.28
Hire-purchase and finance lease	3,583.89	1,570.00	64.18	67.57
Others	19.92	19.82	19.92	19.82
Total interest income	111,402.86	101,797.95	109,959.34	101,272.49

### 6.30 Interest Expenses

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Deposits	28,809.03	23,579.94	28,814.74	23,583.72
Interbank and money market items	4,004.20	4,602.70	3,860.06	4,602.95
Contributions to Bank of Thailand (BOT)*	8,034.51	6,745.28	8,034.51	6,745.28
Contributions to Deposit Protection Agency (DPA)**	174.94	541.85	174.94	541.85
Debt issued				
- Subordinated notes	4,150.83	3,868.49	4,150.83	3,868.49
- B/E	1,669.82	4,156.41	1,669.82	4,156.41
Borrowings	72.69	178.44	63.29	143.77
Others	5.35	2.44	5.15	2.44
Total interest expenses	46,921.37	43,675.55	46,773.34	43,644.91

\*According to the Emergency Decree on Revising Management of Ministry of Finance Loans to Support the Financial Institutions Development Fund (FIDF), B.E.2555, the Bank has to contribute to the "Account for Amortization of the Principle of Fiscalize the FIDF Losses" at the rate of BOT specified, 0.46 percent per annum since January 27, 2012 onward.

\*\*DPA set the new calculation criteria of cash contribution by changing the contributed rate from 0.4 percent per annum to 0.01 percent per annum since January 27, 2012 onward.

### 6.31 Fees and Service Income, Net

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Fees and service income				
- Acceptance, aval and guarantee	1,677.59	1,407.11	1,677.59	1,407.11
- Others	15,690.98	13,741.67	14,856.96	13,174.95
Total fees and service income	17,368.57	15,148.78	16,534.55	14,582.06
Fees and service expenses	(1,656.85)	(1,484.74)	(1,786.72)	(1,597.38)
Fees and service income, net	15,711.72	13,664.04	14,747.83	12,984.68

### 6.32 Gains on Tradings and Foreign Exchange Transactions, Net

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Gains (losses) on Tradings and Foreign Exchange Transactions				
- Foreign currency and derivatives on foreign exchange rate	3,808.34	3,293.34	3,815.18	3,293.22
- Derivatives on interest rate	602.23	85.39	627.28	85.39
- Debt securities	107.82	488.27	107.82	488.27
- Equity securities	7.95	15.62	7.95	15.62
- Others	54.50	34.51	54.50	34.51
Total gains on tradings and foreign exchange transactions	4,580.84	3,917.13	4,612.73	3,917.01

### 6.33 Gains on Investments, Net

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Gains (losses) on sale of				
- Available-for-sale securities	3,553.46	380.83	3,553.46	380.83
- General investments	34.43	(5.09)	34.43	(5.09)
- Investment in subsidiaries and associates (Note 6.25.7)	-	-	-	3,667.55
Total	3,587.89	375.74	3,587.89	4,043.29
Reverse (losses) on impairment of				
- General investments	(1,027.91)	(24.61)	(1,027.91)	(24.61)
- Investment in subsidiaries and associates	-	-	(0.49)	(34.40)
Total	(1,027.91)	(24.61)	(1,028.40)	(59.01)
Total gains on investments	2,559.98	351.13	2,559.49	3,984.28

### 6.34 Bad Debts, Doubtful Accounts, and Loss on Impairment

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Interbank and money market items	365.33	481.09	365.33	481.09
Held-to-maturity debt securities	(0.15)	(0.15)	(0.15)	(0.15)
Loans to customers	11,945.35	14,681.91	11,234.67	14,518.91
Total bad debts, doubtful accounts, and loss on impairment	12,310.53	15,162.85	11,599.85	14,999.85

### 6.35 Income Tax Expenses

Income tax expenses that are realized in profit or losses for the years ended December 31, 2013 and 2012 are as follows:

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Current Tax				
Current period	8,152.27	7,863.27	8,068.80	7,810.00
Deferred Tax				
Movement in temporary differences	(374.60)	160.58	(368.80)	106.34
Total	7,777.67	8,023.85	7,700.00	7,916.34

Income tax expenses that are realized in other comprehensive income for the years ended December 31, 2013 and 2012 are as follows:

(Million Baht)

	Consolidated Financial Statements		The Bank's Financial Statements	
	December 31, 2013	December 31, 2012	December 31, 2013	December 31, 2012
Income tax relating to components of other comprehensive income				
Movement in temporary differences (Note 6.12)	734.60	(366.16)	734.60	(366.16)

Reconciliation of effective tax rates for the years ended December 31, 2013 and 2012 are as follows:

(Million Baht)

	Consolidated Financial Statements			
	December 31, 2013		December 31, 2012	
	Tax Rate	Amount	Tax Rate	Amount
Operating profit before income tax expenses		41,706.94		31,390.29
Income tax calculated statutory tax rates	20.00%	8,341.39	23.00%	7,219.77
Tax effects of income and expenses that are not taxable and deductible for tax purposes, net		(563.72)		804.08
Total	18.65%	7,777.67	25.56%	8,023.85

(Million Baht)

	The Bank's Financial Statements			
	December 31, 2013		December 31, 2012	
	Tax Rate	Amount	Tax Rate	Amount
Operating profit before income tax expenses		38,657.42		33,529.64
Income tax calculated statutory tax rates	20.00%	7,731.48	23.00%	7,711.82
Tax effects of income and expenses that are not taxable and deductible for tax purposes, net		(31.48)		204.52
Total	19.92%	7,700.00	23.61%	7,916.34

### 6.36 The Acquisition of Assets and Liabilities of Bangkok Bank of Commerce Pcl.

During the period from October 8, 1998 to December 31, 1998, the Bank acquired certain liabilities (depositors and creditors) and performing assets of Bangkok Bank of Commerce, Pcl. (BBC) (as now called Bangkok Commerce Pcl.). BBC was recorded as a Bank's debtor for the difference of Baht 16,580.57 million and was liable to pay interest at weighted average cost of 3 month-fixed deposit rate of the previous month, plus 1 percent per annum on the net debtor amount. The transfer value as such was settled since October 8, 2003. The Bank still has repayment approximately to Baht 966.70 million related to debts borne by the BBC, as the notice letter to the Ministry of Finance (MOF) dated August 15, 2002.

On September 25, 2002, KTB Law Co., Ltd. (previously Krung Thai Legal Services Co., Ltd.), acting as a fiduciary of the Bank, filed the claim with the receiver against BBC as a debtor in Bankruptcy, for the receive performance which included accrued interest receivables of Baht 816.44 million and suspense accounts of Baht 139.57 million. A permission has been passed by the court's order but the repayment amount has yet to be considered. Where such case was not fully met, the Bank would be totally set off by the FIDF or the MOF.

As at December 31, 2012, the Bank's outstanding balances compose of accrued interest receivables since the year 1998 of Baht 816.44 million included in accrued interest receivables (Note 6.6) and suspense account in other assets arising from the difference of transfer of Baht 134.81 million included in other debtors and sundry assets (Note 6.13) (the Bank received distribution from the BBC's bankruptcy estate of Baht 4.76 million).

The Bank has consulted with the FIDF, the Fiscal Policy Office, and the MOF many times since the year 2004-2013 to consider the Bank's compensation of Baht 981.86 million (which is right obligations).

On August 7, 2013, the Bank was informed by the FIDF that the MOF notified the FIDF to pay the Bank's compensation; however, the Bank has to make a right transferred contract on settle BBC's bankruptcy to the FIDF instead. When official receiver or the court orders the FIDF to subrogate as the Bank, the FIDF should pay compensation to the Bank.

The Bank already made a right transferred contract on settle BBC's bankruptcy to the FIDF on September 4, 2013. Then, official receiver ordered the FIDF to subrogate as the Bank on September 12, 2013.

On September 26, 2013, the Bank received total amounts of the right compensation for interest expenses and other liabilities from the acquisition of assets and liabilities of Bangkok Bank of Commerce Pcl. (as now called Bangkok Commerce Pcl.) amounting to Baht 981.86 million.

### 6.37 The Transfer of Non-Performing Loans to Thai Asset Management Corporation (TAMC)

TAMC was established under the Emergency Decree on Thai Asset Management Corporation B.E. 2544 (2001) with an objective to manage impaired assets of financial institutions by acquisition of impaired assets of financial institutions as well as any other rights over the property being held as collateral for debt repayments with respect to such impaired assets. Under such decree, financial institutions are required to transfer their impaired assets to TAMC as well as any other rights over the property held as collateral under the conditions and within the timeframe specified by TAMC. The transfer price shall be equal to the value of assets held as collateral, with respect to such impaired assets, according to the appraisal criteria specified by the BOT. The Bank shall have the right to request a new appraisal of the collaterals within specified criteria and timeframe. TAMC and the Bank agree to recognize and share profit or loss arising from the management of impaired assets at the end of the year 5<sup>th</sup> and 10<sup>th</sup> since July 1, 2001. TAMC shall calculate the profit or

loss for the transferred impaired-assets of each debtor who completely repaid or only debtors whose assets are disposed in the case of asset transferred for repayment. The calculation as such will base on accumulated asset recoveries on a cash basis up to the date of calculation less transfer cost, other operating expenses incurred by TAMC including all interest expenses paid to the Bank.

In the case of generating the profits, the first portion of profits not exceeding 20 percent of the transfer price will be evenly shared between the Bank and TAMC. The second portion of the profits included with the first portion thus not exceeding the difference between the book value of impaired assets and transfer price will be realized by the Bank. The residual profit will be realized by TAMC.

In the case of realizing the consequent losses, the first portion not exceeding 20 percent of the transfer price will be solely absorbed by the Bank whereas the second portion not exceeding 20 percent of the transfer price will be evenly shared between the Bank and TAMC. The residual losses will be wholly absorbed by TAMC. Total losses absorbed by the Bank, therefore, will be up to 30 percent of the transfer price.

The Bank had transferred impaired assets to TAMC during the year 2001-2006. TAMC shall complete a preliminary verification of asset price within 180 days for each transfer. Having confirmed matching asset price, TAMC shall issue non-transferable promissory notes, with 10 year maturity and avaled by the FIDF, to the Bank. TAMC may exercise the right to redeem these promissory notes before their maturities. Interest rates will be calculated by using reference weighted-average deposit interest rate of the five large scale commercial banks announced by the BOT and will be paid on the last workday of the year.

TAMC has completely reached a decade of running its business under the Emergency Decree on Thai Asset Management Corporation B.E. 2544 (2001) Clause 95 dated June 8, 2011. TAMC has dissolved its business on June 9, 2011 and is in the process of liquidation under the Royal Decree on Liquidation of Thai Asset Management Corporation B.E. 2554 (2011).

TAMC permanently dissolved its organization on June 8, 2013 and has employed the Phloenchit Capital Co., Ltd. to manage its outstanding tasks.

On September 11, 2013, the Phloenchit Capital Co., Ltd. officially informed the calculation result of profit and loss from impaired asset management as at November 30, 2012 and asked the Bank to pay loss to TAMC of Baht 2,507.48 million. On October 3, 2013, the Bank opposed the calculation of profit and loss from impaired asset management, regarding to add pledged machines of impaired assets of a debtor amounting to Baht 1,744.48 million, in transfer price for calculate profit and loss from impaired asset management as at November 30, 2012.

As at December 31, 2013 and 2012, the Bank has net impaired assets transferred to TAMC after adjusting transfer price of Baht 17,743.18 million. For a debtor who pledging machineries as collaterals, the machine values are Baht 1,744.48 million. TAMC has already decreased the face value of promissory notes but the Bank informed TAMC that it denies to receive those promissory notes until transfer price would be concluded. The Bank has been suing TAMC which the case is in the process of appeal court considering. As at December 31, 2013 and 2012, TAMC has amount due to the Bank of Baht 3,388.20 million and 6,039.57 million, respectively. The 10 promissory notes were issued to the Bank and recorded under held-to-maturity investments (Note 6.4). As at December 31, 2013, the Bank recorded accrued interest receivables at Baht 37.01 million.

Provisions that may arise from losses on impaired-assets transferred to TAMC have been estimated at 15 percent upon transfer price. As at December 31, 2012, the management has considered set more provisions of Baht 800 million, totaling to Baht 3,461.48 million as shown in provisions (Note 6.17).

### 6.38 Operation and Risk Management Policies within the Financial Business Group

The BOT's Notification No. SOR NOR SOR.6/2553 dated June 18, 2010, regarding the Consolidated Supervision Policy requires the Bank to disclose the operation and risk management policies within the financial business group as follows:

The operation and risk management within the financial business group are prepared as regulations to supervise the operation within the financial conglomerate, including the Bank and 12 companies within the financial business group (Note 6.5), in terms of common standards and procedures which conform to the BOT's consolidated supervision policy. The policies are approved by the Bank's board of directors and reviewed at least once a year. The policies also include operations, rules and regulations of business transactions, ratio of business transactions within the financial business group, and other related operating procedures. The operations within the group are conducted in the same manner as public operations and follow the Bank's corporate governance.

In case of the Bank has business transactions with a company within the financial business group as it is the Bank's sector, the Bank will follow the BOT's relenting regulations.

### 6.39 Others

**6.39.1** The Bank has a debtor prosecuted to the Supreme Court's Criminal Division for Person Holding Political Positions by the Office of the Attorney General. The Supreme Court issued the order of acceptance on July 25, 2012. This debtor has granted credit limit on December 9, 2003 of Baht 9,900 million which has been drawn down amounting to Baht 8,368.73 million. As at December 31, 2013, the arrears is totally the drawn amount including accrued interest. The Bank also set full amounts of allowance for doubtful accounts as the prescription of BOT's regulations. Moreover, such case is related to accrued receivables from default debtors from convertible preferred shares contracts recorded in other assets of Baht 997.87 million with full amounts of allowance for impairment (Note 6.13).

**6.39.2** In 2010, the Bank's loans to a company amounting to USD 95.67 million (Baht 2,884.61 million) arising from the Bank's investment in ordinary shares of a foreign financial institution, amounting to 50 percent of authorized shares capital. The Bank has a security sold under repurchase agreement to another company within the group of this foreign financial institution with the specific price and period, which the Bank has no influences over this invested financial institution. The Bank determined this transaction to the loan pledge with ordinary shares as collateral. The differences between par value and loans are recognized to interest income. The Bank has completely received total loan repayment of this contract in July, 2011. Currently, the Bank has not yet transferred those ordinary shares pledged as collateral to the company since the company shall find the new investor should be the financial institution.

#### 6.40 Information Disclosure under the BOT's Notifications

The Bank discloses information about capital fund of financial business group and capital fund maintenance under the BOT's notifications on disclosure of capital and risks assessment for financial business group and disclosure of capital maintenance for commercial banks.

Location of disclosure	<a href="http://www.ktb.co.th">www.ktb.co.th</a> >Investor Relations>Financial Information>Pillar III Disclosures
Date of disclosure	Within April 2014
Information as at	December 31, 2013

#### 6.41 Approval of the Financial Statements

These financial statements have been authorized to issue by the Board of Directors on February 27, 2014.

## General Information and Other Major Information

### 1. Company Information

Name of Company	:	Krung Thai Bank Public Company Limited
Business Type	:	Commercial Banking
Head Office	:	35 Sukhumvit Road, Klong Toey Nua Subdistrict, Wattana District, Bangkok 10110
Registration Number	:	0107537000882 (formerly Bor.Mor.Jor.335) The Bank registered its transformation to public limited company on March 24, 1994
Telephone Number	:	+662 255-2222
Fax.	:	+662 255-9391-3
KTB Call Center	:	1551
Website	:	www.ktb.co.th

### 2. Bank's Shares

#### 2.1 Number and Type of the Total Shares issued

As at December 31, 2013, the Bank's registered and paid-up capital amounted to THB 72,005,040,437.50 classified into

Ordinary shares	13,976,061,250 shares	at THB 5.15 per share
Preferred shares	5,500,000 shares	at THB 5.15 per share
Total	13,981,561,250 shares	

## 2.2 Debt Instruments or Convertible Securities

Issuance Date	Type of Debt Instruments	Credit Rating <sup>(1)</sup>	Outstanding	Period	Redemption Date
Oct. 2006	Hybrid Tier I <sup>(2)</sup>	B (Fitch Ratings) B2 (Moody's) B+ (S&P)	USD 189.50 million	-	Redemption on Liquidation. First date to redeem is Oct. 2016
Nov. 2006	Hybrid Tier I no.1/2006	BBB (tha)	THB 1,440 million	-	Redemption on Liquidation. First date to redeem is Nov. 2016
Feb. 2009	Subordinated Debenture no.1/2009	AA (tha)	THB 21,000 million	10 yrs.	Feb. 2019 (Call option in 5 <sup>th</sup> year)
Oct. 2009	Subordinated Debenture no.2/2009	AA (tha)	THB 13,000 million	10 yrs.	Oct. 2019 (Call option in 5 <sup>th</sup> year)
Mar. 2010	Subordinated Debenture no.1/2010	AA (tha)	THB 10,400 million	10 yrs.	Oct. 2020 (Call option in 5 <sup>th</sup> year)
Dec. 2010	Hybrid Tier I no.1/2010	BBB (tha)	THB 2,085 million	-	Redemption on liquidation. First date to redeem is Dec. 2015
Mar. 2012	Subordinated Debenture no.1/2012	AA (tha)	THB 5,155 million	10 yrs.	Mar. 2022 (Call option in 5th year)
Nov. 2012	Subordinated Debenture no.2/2012	AA (tha)	THB 15,133 million	10 yrs.	Nov. 2022 (Call option in 5th year)
Mar. 2013	Long-term Bonds	BBB (Fitch Ratings) Baa1 (Moody's) BBB (S&P)	USD 500 million	5.5 yrs.	Sep. 2018
End of Dec. 2013	Short-term Bonds	-	THB 6,081 million	Not over 270 days	Depend on the date of purchase
End of Dec. 2013	Bill of Exchange (Short term)	-	THB 4,887 million	1-12 months	Depend on the date of purchase
End of Dec. 2013	Bill of Exchange (Long term)	-	THB 30,726 million	3-12 yrs.	Depend on the date of purchase

Notes: <sup>(1)</sup> Credit Rating as at December 31, 2013

<sup>(2)</sup> Listed on the Stock Exchange of Singapore as secondary market

### 3. Companies in which Krung Thai Bank holds 10 percent or more of the total shares issued as at December 31, 2013

Name and Address	Type of Business	Total Shares Issued	No. of Shares Invested	Percentage of Shareholding	Type of Share
<b>Holding Company</b>					
1. KTB Capital Holding Co., Ltd. <sup>1/</sup> 35 Krung Thai Bank, Nana Nua Bldg., 5 <sup>th</sup> Fl., Sukhumvit Rd., Klongtoey Nua, Wattana, Bangkok 10110 Tel. +662 208-3048 Fax. +662 256-8659	Holding Company	100,000	99,997	100.00	Ordinary
<b>Life / Non-Life Insurance</b>					
2. Krungthai Panich Insurance Pcl. <sup>1/</sup> 1122 KPI Tower, New Phetchaburi Rd., Makasun, Rajathevi, Bangkok 10400 Tel. +662 624-1111 Fax. +662 624-1234	Non-Life Insurance	11,000,000	2,200,000	20.00	Ordinary
3. Dhipaya Insurance Pcl. 63 / 2 Rama IX Rd., Huay Khwang, Bangkok 10320 Tel. +662 248-0059 Fax. +662 248-7850	Non-Life Insurance	300,000,000	36,900,800	12.30	Ordinary
4. Krungthai-AXA Life Insurance Pcl. <sup>1/</sup> 2034/116-117, 136, 138-143 Italthai Tower, 27 <sup>th</sup> and 32 <sup>nd</sup> - 33 <sup>rd</sup> Fl., New Phetchaburi Rd., Bang Kapi, Huay Khwang, Bangkok 10320 Tel. +662 723-4000 Fax. +662 723-4032	Life Insurance	135,500,000	1	0.00 <sup>2/</sup>	Ordinary

<sup>1/</sup> Krung Thai Bank holds 100 percent of the total shares in KTB Capital Holding Co., Ltd. because the Bank bought the total shares of this company from previous minority shareholders on October 1, 2013. Later in February 25, 2014, the bank bought the shares of krungthai-AXA life Insurance Pcl. and krungthai Panich Insurance Pcl. from KTB Capital Holding Co., Ltd. As a result, Krung Thai Bank holds 49.99 percent of the total shares in Krungthai-AXA Life Insurance Pcl. and holds 45 percent of the total shares in Krungthai Panich Insurance Pcl.

<sup>2/</sup> Less than 0.01%

Name and Address	Type of Business	Total Shares Issued	No. of Shares Invested	Percentage of Shareholding	Type of Share
<b>Hire Purchase / Leasing</b>					
5. KTB Leasing Co., Ltd. 20 Suan Mali Tower, 6 <sup>th</sup> - 8 <sup>th</sup> Fl., Yukol 2 Rd., Wat Debsirin, Pom Prap Sattru Phai, Bangkok 10100 Tel. +662 299-3888 Fax. +662 299-3801-2	Hire Purchase	10,000,000	9,999,993	100.00	Ordinary
6. Krung Thai IBJ Leasing Co., Ltd. 161 Nantawan Bldg., 18 <sup>th</sup> Fl., Rajadamri Rd., Lumpini, Pathumwan, Bangkok 10330 Tel. +662 651-8120 Fax. +662 254-6118	Hire Purchase	10,000,000	4,899,998	49.00	Ordinary
<b>Credit Card</b>					
7. Krungthai Card Pcl. 591 UBC II Bldg., 14 <sup>th</sup> Fl., Sukhumvit Rd., Klong Ton Nua, Wattana, Bangkok 10110 Tel. +662 665-5000 Fax. +662 661-7721	Credit Card	257,833,407	127,500,000	49.45	Ordinary
<b>Securities / Financial Consultant</b>					
8. Krung Thai Asset Management Pcl. 195 Empire Tower., 32 <sup>nd</sup> Fl., South Sathorn Rd., Yannawa, Sathorn, Bangkok 10120 Tel. +662 686-6100 Fax. +662 670-0430	Asset Management	20,000,000	19,999,986	100.00	Ordinary
9. KTB Advisory Co., Ltd. 900 Tonson Tower, 9B Fl., Phloen Chit Rd., Lumpini Pathumwan, Bangkok 10330 Tel. +662 257-0550 Fax. +662 639-3600	Financial Consultant	4,000,000	3,999,997	100.00	Ordinary

Name and Address	Type of Business	Total Shares Issued	No. of Shares Invested	Percentage of Shareholding	Type of Share
10. KT ZMICO Securities Co., Ltd. 287 Liberty Square Bldg., 8 <sup>th</sup> - 9 <sup>th</sup> , 15 <sup>th</sup> -17 <sup>th</sup> , 21 <sup>th</sup> Fl., Silom Rd., Bang Rak, Bangkok 10500 Tel. +662 695-5000 Fax. +662 631-1709	Securities	259,127,200	129,563,600	50.00	Ordinary
11. Trinity Watthana Plc. 179/111 Bangkok City Tower, 26 <sup>th</sup> Fl., South Sathorn Rd.,Thung Maha Mek, Sathorn, Bangkok 10120 Tel. +662 670-9100 Fax. +662 286-7222	Finance & Securities	175,552,000	34,125,000	19.44	Ordinary
<b>Services</b>					
12. KTB Law Co., Ltd. 191/50-53.55 CTI Tower, 18 <sup>th</sup> - 19 <sup>th</sup> Fl., Ratchadapisek Rd., Klong Toey, Bangkok 10110 Tel. +662 261-3739 Fax. +662 261-3748 -51	Legal Services	300,000	299,993	100.00	Ordinary
13. KTB General Services Co., Ltd. 96/12 Soi Ladprao 106 (Boon- Udom 1), Ladprao Rd., Wang Thong Lang, Bangkok 10310 Tel. +662 791-9800 -1 Fax. +662 935-3706	General Services	1,400,000	1,399,990	100.00	Ordinary
14. KTB Computer Services Co., Ltd. 22/1 Sawai Brown 2 Bldg., Soi Sukhumvit 1, Sukhumvit Rd., Klong Toey Nua, Wattana, Bangkok 10110 Tel. +662 251-8199 Fax. +662 251-8198	IT Services	13,000,000	12,999,994	100.00	Ordinary

Name and Address	Type of Business	Total Shares Issued	No. of Shares Invested	Percentage of Shareholding	Type of Share
<b>Others</b>					
15. Metro Designee Co., Ltd. 189 Rama IX Rd., Huaykwang, Bangkok 10320	Special Purpose Vehicle (SPV)	1,000	390	39.00	Ordinary
16. WTA (Thailand) Ltd. 313 CP Tower, Silom Rd., Silom, Bangrak, Bangkok 10500 Tel. +662 699-1609 Fax. +662 699-4891	Special Purpose Vehicle (SPV)	1,000	250	25.00	Ordinary
17. National ITMX Co., Ltd. 93/1 GPF Witthayu Tower A, 17 <sup>th</sup> -18 <sup>th</sup> Fl., Wireless Rd., Lumpini, Pathumwan, Bangkok 10330 Tel. +662 650-6800 Fax. +662 650-6808	Interbank Transaction Management	500,000	98,250	19.65	Ordinary
18. Thanathep Printing Co., Ltd. 111 Km. 9, Ladprao Rd., Klong Chan, Bang Kapi, Bangkok 10240 Tel. +662 377-5074 Fax. +662 377-6289	Printing and Publishing	100,000	10,000	10.00	Ordinary
19. Suvarnabhumi Airport Hotel Co., Ltd. 999 Moo 1 Suvarnabhumi Airport Hotel Bldg., Nongprue, Bang Phli, Samut Prakan 10540 Tel. +662 131-1042 -4 Fax. +662 131-1189	Hotel	10,177,800	1,017,780	10.00	Ordinary

Name and Address	Type of Business	Total Shares Issued	No. of Shares Invested	Percentage of Shareholding	Type of Share
20. Saraburi New Industrial City Co., Ltd. 123 Thai Life Insurance Bldg., 12 <sup>th</sup> Fl., Ratchadapisek Rd., Huaykwang, Bangkok 10320 Tel. +662 246-9487 Fax. +662 246-9819	Industrial Estate	25,000,000	2,500,000	10.00	Ordinary
21. Kiatpapha Co., Ltd. 2 Moo 12, Kingkaew Rd., Bang Phli, Samut Prakarn 10540 Tel. +662 750-2478 Fax. +662 312-4482	Paints Manufacturing and Distribution	839,000	419,000	49.94	Ordinary
22. Alphatec Electronics Pcl. (Contact Office of the Liquidator) 889 Thai CC Tower, 14 <sup>th</sup> Fl., North Sathorn Rd., Sathorn, Bangkok 10120	Electronics Components Manufacturing	2,642	806	30.51	Ordinary
23. Manager Media Group Pcl. 98/3-10 Phra-Athit Rd., Chana Songkram, Phra Nakorn, Bangkok 10200 Tel. +662 629-4488 Fax. +662 629-4469	Publishing	129,354,620	20,814,928	16.09	Ordinary

## 4. Other References

- **Securities Registrar**

**Thailand Securities Depository Co., Ltd.**

62 Stock exchange of Thailand Bldg.  
Ratchadapisek Rd., Klong Toey Sudistrict,  
Klong Toey District, Bangkok  
Tel. +662 229-2800  
Fax. +662 359-1259

- **Debenture Holder Agent and Debenture Registrar**

**TMB Public Company Limited**

3000 Bldg. A, Phahonyothin Rd.,  
Chomphon, Chatuchak,  
Bangkok 10900  
Tel. +662 299-1321, +662 299-1536  
Fax. +662 242-3270

- > Hybrid Tier 1, No. 1/2006 (currency: THB)
- > Subordinated debenture, No.1/2008 series 1  
Redemption in 2018
- > Subordinated debenture, No.1/2008 series 2  
Redemption in 2018
- > Subordinated debenture, No.1/2009  
Redemption in 2019
- > Subordinated debenture, No.2/2009  
Redemption in 2019
- > Subordinated debenture, No.1/2010  
Redemption in 2020
- > Subordinated debenture, No.1/2012  
Redemption in 2022
- > Subordinated debenture, No.2/2012  
Redemption in 2022
- > Hybrid Tier 1, 2006 (USD 220 million)

**The Bank of New York Mellon  
(Debenture Holder Agent)**

Merck House  
Seldown  
Poole BH15 1PX  
United Kingdom

**The Bank of New York Mellon (Registrar)**

101 Barclay Street  
New York, NY 10286  
United States of America

> Hybrid Tier 1, No. 1/2010

- Auditor

**CIMB Thai Bank Public Company Limited**  
44 Langsuan Bldg. 15<sup>th</sup> Fl., Langsuan Rd.,  
Lumpini, Pathum Wan, Bangkok 10330  
Tel. +662 626-7503-4  
Fax. +662 626-7543

- Legal Advisors

**Office of the Auditor General of Thailand**  
Rama VI Rd., Sam Sen Nai,  
Phaya Thai, Bangkok 10400  
Tel. +662 271-8000  
Fax. +662 618-5788

**Legal Consultant Department,  
Compliance & Procedures Sector,  
Compliance & Legal Management Group,  
Krung Thai Bank Pcl.**  
35 Nana Nua Bldg. 8<sup>th</sup> Fl., Sukhumvit Rd.,  
Klong Toey Nua, Wattana,  
Bangkok 10110  
Tel. +662 208-3850-59, +662 208-3862-63  
Fax. +662 256-8028

**KTB Law Co., Ltd.**  
191/50-53 CTI Tower 19<sup>th</sup> Fl.,  
Ratchadapisek Rd., Klong Toey,  
Klong Toey, Bangkok 10110  
Tel. +662 261-3739  
Fax. +662 261-3748-50

## Executives Directory

as at March 3, 2014

### President

Mr. Vorapak Tanyawong

Advisor to the President

Ms. Praralee Ratanaprasartporn

Advisor to the President

Ms. Wareemon Niyomthai

Advisor to the President

Mr. Tanyapong Thamavaranut

### Corporate Strategy Sector

Executive Vice President - Director

Mr. Gridsn Nuengsigkapan

#### Corporate Strategy Dept.

First Vice President & Manager

Mr. Thanakorn Kamjananut

### Marketing & Corporate Communication Group

-

#### Marketing & Corporate Communication Sector

Executive Vice President - Director

Ms. Siriporn Nopwattanapong

#### Corporate Branding & Communications Dept.

Senior Vice President & Manager

Mr. Viroj Tritrakoolsin

#### Office of the President

Senior Vice President & Manager

Ms. Malee Ratanagraisri

#### Marketing Strategy & Management Dept.

First Vice President & Manager

Ms. Papassra Niwatsiriwong

### Internal Audit Group

Senior Executive Vice President-

Managing Director

Ms. Pannipa Apichatabutra

#### Audit Planning and Analysis Dept.

Executive Vice President - Acting Manager

Mr. Kijjar Onlamai

### Internal Audit Sector

Executive Vice President - Director

Mr. Kijjar Onlamai

#### Head Office Audit Dept.

Senior Vice President & Manager

Mr. Saroj Chantawatchai

#### Corporate Business & Business Center Audit Dept.

Senior Vice President & Manager

Mr. Phanchoke Ekarohita

#### Metropolitan Network Audit Dept.

Senior Vice President & Manager

Mr. Boonchai Rompocapong

#### Provincial Network Audit Dept.

Vice President - Acting Manager

Mr. Thawatchai Chimnikorn

#### Information Technology Audit Dept.

First Vice President & Manager

Mr. Sarawut Pawasakarin

#### Credit Review & Audit Dept.

First Vice President & Manager

Mr. Bunjerd Nathalai

### Retail Business & Network Group

First Senior Executive Vice President - Managing Director

Mr. Weidt Nuchjalearn

#### KTB Retail Transformation Project

Senior Vice President & Manager

Ms. Kulnaree Kettong

#### Customer Relationship Management Dept.

Advisor to the President - Acting Manager

Ms. Praralee Ratanaprasartporn

#### Retail Business & Network Support Office

Senior Vice President & Manager

Ms. Roongjit Punnahitananda

### Retail Loan Factory Sector

-

#### Collateral Function Dept.

First Vice President & Manager

Mr. Sompong Laosuwan



## Network & Retail Banking Products Strategy Sector

Executive Vice President – Director

Mr. Chainarong Eursithichai

### Retail Banking Strategy Dept.

Senior Vice President & Manager

Mr. Arpichad Akdhakura

### Consumer Loan & Leasing Products Management Dept.

Executive Vice President – Acting Manager

Mr. Chainarong Eursithichai

### Housing Loan Products Management Dept.

Senior Vice President & Manager

Mr. Apichard Detpreechar

### Financial & Investment Products Management Dept.

Senior Vice President & Manager

Mr. Jakkrit Prasatthai

### Private Wealth Dept.

First Vice President & Manager

Ms. Patinya Vachiratamma

### Product Knowledge Communication Dept.

Senior Vice President & Manager

Mr. Chutichai Chanakorn

### Alternative Channel Dept.

First Vice President & Manager

Mr. Chirat Leupatanapichit

## Metropolitan Network Sector 1

Executive Vice President – Director

Mr. Cherdchai Chomphonukulrut

## Metropolitan Network Sector 2

Senior Vice President – Director

Mr. Warawut Sitthiyos

## Metropolitan Network Sector 3

Executive Vice President – Director

Mr. Prasit Amporn

### Nana Nua Office

Senior Vice President & Manager

Mr. Opas Ruengkitkrisin

## Central Region Network Sector

Executive Vice President – Director

Mr. Thawat Yooyod

## Eastern Region Network Sector

Executive Vice President – Director

Mr. Surachai Srisataporn

## North-Eastern Region Network Sector 1

Executive Vice President – Director

Mr. Thanan Wongkasem

## North-Eastern Region Network Sector 2

Executive Vice President – Director

Mr. Luechai Chaiparinya

## Northern Region Network Sector 1

Executive Vice President – Director

Mr. Rungsan Bumbudsapparok

## Northern Region Network Sector 2

Senior Vice President – Director

Mr. Pallop Limpraisan

## Southern Region Network Sector 1

Senior Vice President – Director

Mr. Mathee Pansaita

## Southern Region Network Sector 2

Senior Vice President – Director

Mr. Attawut Sakarin

## Business Center Group

Senior Executive Vice President – Managing Director

Mr. Prasit Wasupath

### KTBSMEs Transformation Project

Senior Vice President & Manager

Mr. Supakit Bunleang

### SMEs Loan Factory Sector

-

### SMEs Strategy and Development Sector

-

### Metropolitan BC Sector 1

Executive Vice President - Director

Mr. Udomsak Rojviboonchai

### Metropolitan BC Sector 2

Executive Vice President - Director

Mr. Sakdee Cheablam

### Northern Region BC Sector

Executive Vice President - Director

Mr. Songvut Vejaanuruk

### North-Eastern Region BC Sector

Executive Vice President - Director

Mr. Nuttasak Jeansirisomboon

### Central & Eastern Region BC Sector

Executive Vice President - Director

Mr. Virath Tearakul

### Southern Region BC Sector

Executive Vice President - Director

Mr. Pativate Santavanond

## Government & State Enterprise Relations Group

First Executive Vice President - Managing Director

Ms. Arisara Dharamadhaj

### Government & State Enterprise Strategy Dept.

Senior Vice President & Manager

Ms. Troungchit Limpabandh

### Government Relations Sector

Senior Vice President - Director

Ms. Willajporn Thirakanat

### Government Relations Dept. 1

Senior Vice President & Manager

Ms. Roongtip Singsuwan

### Government Relations Dept. 2

Senior Vice President & Manager

Mr. Apichat Jaroenruanglert

### State Enterprise Relations Sector

Executive Vice President - Director

Mr. Thirin Taothong

### State Enterprise Relations Dept.

First Vice President - Acting Manager

Mr. Suttirak Pasubma

### Government Project Management Dept.

Senior Vice President & Manager

Mr. Boonchai Sasiwong

### Community Bank

Vice President - Acting Manager

Mr. Peerawas Termpanya

## Electronic Banking & Cash Management Group

Senior Executive Vice President - Managing Director

Mr. Vites Techangam

### Business Development Dept.

First Vice President & Manager

Mr. Eakapol Sakulhongs

### Electronic Banking & Cash Management Products Development Sector

Executive Vice President - Director

Ms. Amara Klabprathum

### Electronic Banking Products Dept.

Senior Vice President & Manager

Ms. Punyanuch Pankitcharoen

### Cash Management Products Dept.

First Vice President - Acting Manager

Mr. Jitti Supakamolsanee

#### Card Products Management Dept.

Senior Vice President & Manager  
Ms. Ratana Ratana

#### Cash Management Products Sale Sector

Executive Vice President - Director  
Mr. Boonsun Prasitsumrit

##### Cash Management Dept. 1

Senior Vice President & Manager  
Mr. Sittikorn Direksoonthorn

##### Cash Management Dept. 2

Senior Vice President & Manager  
Mr. Prapat Noonpukdee

##### Cash Management Implementation Dept.

Senior Vice President & Manager  
Mr. Vachara Kanchanabundhu

### Compliance & Legal Management Group

Senior Executive Vice President - Managing Director  
Ms. Wallaya Kaewrungruang

#### Compliance & Procedures Sector

Executive Vice President - Director  
Ms. Mayurasiri Pongtaranont

##### Office of the Board of Directors & Shareholders

Senior Vice President & Manager  
Ms. Sineenard Damr-Anant

##### Compliance Dept.

Senior Vice President & Manager  
Mr. Witoon Kantaapa

##### Procedures & Regulation Dept.

Vice President - Acting Manager  
Ms. Nipawan Wanasathop

##### Legal Consultant Dept.

Senior Vice President & Manager  
Mr. Apinan Suntharanan

#### Legal Management Sector

Executive Vice President - Director

Mr. Dhanit Laksanaphuk

##### Special Cases Dept.

Senior Vice President & Manager  
Mr. Chinapat Vatayanon

##### Legal Monitoring Dept. 1

Senior Vice President & Manager  
Mr. Bunchit Saowan

##### Legal Monitoring Dept. 2

Senior Vice President & Manager  
Mr. Kasem Swasdee

##### Legal Support & Loan Collection Expedition Dept.

Senior Vice President & Manager  
Ms. Pongpetch Vongyimyong

### Risk Management Group

First Executive Vice President - Managing Director  
Mr. Poonpat Sripleng

##### Credit Committee Administration Dept.

Senior Vice President & Manager  
Ms. Cheerawat Phanpaisal

#### Risk Management Sector

Senior Vice President - Director  
Mr. Songpol Tangkijthavorn

##### Credit Risk Management Dept.

First Vice President - Acting Manager  
Ms. Wiyada Manoprasertkul

##### Market Risk Management Dept.

Senior Vice President & Manager  
Mr. Chuchird Wannatong

##### Operation Risk Management Dept.

Senior Vice President & Manager  
Mr. Chaovalit Thongsukmak

##### Enterprise Risk Management Dept.

First Vice President & Manager  
Ms. Jinda Vudhiprasittipol

##### Business Risk Research Dept.

First Vice President & Manager  
Mr. Rachatapong Suksanguan

#### Fraud Risk Management and Assessment Dept.

Vice President - Acting Manager  
Ms. Chuthanat Iamkasemmas

#### Business Center CRTM Sector

Executive Vice President - Director  
Ms. Boonsri Waitanomsat

##### Metropolitan BC CRTM Dept.

Senior Vice President & Manager  
Mr. Santi Parivisutt

##### Northern Region BC CRTM Dept.

Senior Vice President & Manager  
Ms. Jaturaporn Uttamo

##### North-Eastern Region BC CRTM Dept.

Senior Vice President & Manager  
Mr. Somkiat Preeprem

##### Central & Eastern Region BC CRTM Dept.

Senior Vice President & Manager  
Mr. Prasert Putthisappasit

##### Southern Region BC CRTM Dept.

First Vice President & Manager  
Mr. Witaya Kiatadisorn

#### Corporate CRTM Sector

Executive Vice President - Director  
Ms. Luckana Leelaamornsri

##### Industrial Business CRTM Dept.

First Vice President - Acting Manager  
Ms. Tithima Pattanawala

##### Commercial & Service Business CRTM Dept.

First Vice President & Manager  
Mr. Arnonda Kanchanasrisupa

##### Agricultural Business CRTM Dept.

Senior Vice President & Manager  
Mr. Siripong Viriyavibulkij

##### Construction Business CRTM Dept.

Senior Vice President & Manager  
Mr. Jaruk Saengthong

##### Project & Finance Institution Financing CRTM Dept.

Senior Vice President & Manager  
Ms. Rapee Kaewsringam

## Wholesale Banking

Senior Executive Vice President, Head of Wholesale Banking  
Mr. Kittiphun Anutarasoti

### Corporate Banking Group 1

Senior Executive Vice President - Managing Director  
Ms. Jaree Wuthisanti

#### Client Services Corporate Banking Dept. 1

First Vice President - Acting Manager  
Ms. Busabongkoch Surangkura

#### Corporate Banking Sector 1

Executive Vice President - Director  
Ms. Saranya Ramkiattisak

##### Agricultural Finance Dept. 1

First Vice President & Manager  
Mr. Sorawit Laoprachayakul

##### Agricultural Finance Dept. 2

Vice President - Acting Manager  
Mr. Rattaporn Chumnaphol

##### Commercial Finance Dept.

First Vice President & Manager  
Ms. Siriluk Chiangsorn

#### Corporate Banking Sector 2

Senior Executive Vice President - Managing Director -  
Acting Director

Ms. Jaree Wuthisanti

##### Construction Finance Dept. 1

First Vice President & Manager  
Ms. Darawan Kothcharin

##### Construction Finance Dept. 2

First Vice President & Manager  
Mr. Kittipat Peantham

##### Services Finance Dept.

First Vice President & Manager  
Mr. Piya Sumranwanich

#### Corporate Banking Sector 3

Senior Vice President - Director  
Ms. Yupa Chanaudomsuk

#### Industrial Finance Dept. 1

Vice President - Acting Manager

Ms. Patariga Sodthisuporn

#### Industrial Finance Dept. 2

First Vice President & Manager

Ms. Pornpimol Prachasit

### Corporate Banking Group 2

-

#### Client Services Corporate Banking Dept.2

First Vice President & Manager

Ms. Busaba Kittiwattanakul

#### Corporate Banking Sector 4

Executive Vice President - Director

Mr. Werapong Suppasedsak

#### Corporate Banking Dept. 1

Senior Vice President & Manager

Ms. Suwanna Anantanond

#### Corporate Banking Dept. 2

Senior Vice President & Manager

Mr. Ekachai Techawiriyakul

#### Corporate Banking Dept. 3

Senior Vice President - Acting Manager

Mr. Ekachai Techawiriyakul

#### Corporate Banking Sector 5

Executive Vice President - Director

Ms. Suthini Visessmit

#### Corporate Banking Dept. 4

Senior Vice President & Manager

Ms. Sujira Kittidusadeekul

#### Corporate Banking Dept. 5

Senior Vice President & Manager

Ms. Aungkana Pulsombat

#### Corporate Banking Dept. 6

-

### Credit Restructuring & Asset Management Group

Senior Executive Vice President - Managing Director

Mr. Parinya Ratanaphakdee

#### Credit Restructuring Sector 1

Senior Vice President - Director

Ms. Surang Thanutthanon

#### Credit Restructuring Dept. 1

First Vice President - Acting Manager

Ms. Chanya Mongkol

#### Credit Restructuring Dept. 2

First Vice President & Manager

Mr. Niphon Yamprayoon

#### Credit Restructuring Dept. 3

Senior Vice President & Manager

Mr. Suwat Buranasajja

#### Credit Restructuring Dept. 4

Senior Vice President & Manager

Ms. Kessraporn Prapurttum

#### Credit Restructuring Sector 2

Executive Vice President - Director

Mr. Verasak Prommas

#### Credit Restructuring Dept. 5

Vice President - Acting Manager

Mr. Kittitach Shevakidakarn

#### Credit Restructuring Dept. 6

Senior Vice President & Manager

Ms. Nongluk Chantarasombat

#### Credit Restructuring Dept. 7

Senior Vice President & Manager

Mr. Paichit Sirithummapun

#### Credit Restructuring Dept. 8

First Vice President & Manager

Ms. Nataporn Osirisakul

#### Asset Disposition Sector

Executive Vice President - Director

Mr. Suchart Dejittirut

#### Asset Disposition Management Dept.

Senior Vice President & Manager

Mr. Kamthorn Chavanaves

#### Asset Disposition Administration Dept.

Vice President - Acting Manager

Mr. Luesak Sukasem

## Financial Management Group

First Senior Executive Vice President -  
Managing Director  
Ms. Kittiya Todhanakasem

### Financial Planning Sector

Executive Vice President - Director  
Ms. Walairat Lertumpornpisal  
[Planning & Budgeting Dept.](#)  
First Vice President - Acting Manager  
Ms. Piyaoporn Gitmanowan

### Accounting Dept.

Senior Vice President & Manager  
Mr. Somsak Likitkranchanakul  
[Cashier Dept.](#)  
First Vice President & Manager  
Ms. Prapawadee Lailert

### Management Information Dept.

Senior Vice President & Manager  
Ms. Kanjanee Udomchaiporn

### Credit Monitoring & Customer Information Dept.

First Vice President - Acting Manager  
Mr. Atiphol Subhadhanaanant

### Treasury Sector

Executive Vice President - Director  
Mr. Panop Svetarundra  
[Treasury Dept.](#)  
Senior Vice President & Manager  
Mr. Arj Seriniyom

### Capital Markets Dept.

Senior Vice President & Manager  
Mr. Tawatchai Pramualcharoenkij  
[Asset & Liabilities Management Dept.](#)  
First Vice President & Manager  
Ms. Dhanyawat Apipanyasopon

### Equity Investment Sector

Executive Vice President - Director

Mr. Tawan Puntawong

### Equity Investment Dept.

Senior Vice President & Manager  
Mr. Boonlert Nithi-Uthai

### Financial Institutions & Investor Relations Dept.

Senior Vice President & Manager  
Mr. Kaival Pongnontakul

### Overseas Branch Strategy Dept.

Senior Vice President - Acting Manager  
Mr. Kaival Pongnontakul

### International Business Sector

Executive Vice President - Director  
Ms. Suwannee Sukhavachana

### International Products & Marketing Strategy Dept.

Senior Vice President & Manager  
Ms. Malulee Kaewmoraruangrit

### International Trade Services Dept.

Senior Vice President & Manager  
Mr. Chainarong Nisamaneewong

### Foreign Exchange Business Dept.

Senior Vice President & Manager  
Acting Lt. Surat Naweera

## Operation Group

First Executive Vice President - Managing Director  
Mr. Kasem Paeyai

### Operation Support Dept.

First Vice President & Manager  
Mr. Preecha Chanyatanavut

### Banking Operation Sector

Executive Vice President - Director  
Ms. Natharee Sakriganon

### Branch Support Dept.

Senior Vice President & Manager  
Mr. Wisun Supasombatolarn

### Cash Management Dept.

First Vice President & Manager  
Ms. Krittika Pruttipittayatorn

#### Electronic Channel Support Dept.

First Vice President & Manager

Mr. Tirasut Simasathien

#### Transaction Credit & Banking Operation Sector

Executive Vice President - Director

Mr. Chainarong Isadawong

#### Corporate Credit Operation Dept.

Senior Vice President & Manager

Ms. Wirisara Taptimtong

#### Small and Medium Credit Operation Dept.

First Vice President & Manager

Ms. Kidanun Chongprasert

#### Electronic Document Operation Dept.

Senior Vice President & Manager

Mr. Sermsak Jettananont

#### Treasury and Capital Market Operation Dept.

Vice President - Acting Manager

Ms. Suparat Wiwatpanachai

#### Foreign Remittance Dept.

Vice President - Acting Manager

Ms. Suparat Wiwatpanachai

#### Capital Market Services Dept.

First Vice President & Manager

Mr. Manop Phaka

#### Premises & Facilities Management Sector

Executive Vice President - Director

Mr. Kittiroj Pakdeevong

#### Procurement Dept.

Vice President - Acting Manager

Ms. Ratchapabha Kaewkitiroj

#### General Services & Security Dept.

Senior Vice President & Manager

Acting Sub Lt. Pairoj Deeruksa

#### Premises & Property Management Dept.

Senior Vice President & Manager

Mr. Suwat Teerasetthamrong

## Human Resources & Corporate Government Group

First Executive Vice President - Managing Director

Mr. Chaianun Siravanichkam

#### Human Resources Sector

Executive Vice President - Director

Mr. Suppawat Wadhanapatee

#### Human Resources Management Dept.

First Vice President - Acting Manager

Ms. Orapin Manusmongkol

#### Human Resources Development Dept.

First Vice President & Manager

Ms. Tuangnataya Intoh

#### Human Resources Policy and Planning Dept.

Senior Vice President & Manager

Mr. Natakrit Tanapaisankit

#### Human Resources Representative Dept.

First Vice President & Manager

Mr. Anute Pooaree

#### Corporate Governance & Welfare Sector

Senior Vice President - Director

Mr. Adisorn Anutarapong

#### Welfare & Employee Relation Dept.

First Vice President - Acting Manager

Mr. Kanawat Kaewkhilai

#### Corporate Governance and Social Responsibility Dept.

Senior Vice President & Manager

Mr. Tasporn Klincharoen

#### Medical Dept.

First Vice President & Manager

Dr. Thawatchai Leelasophit M.D.

## Banking Network

(Please visit [www.ktb.co.th](http://www.ktb.co.th) to search for branches' location.)

### Domestic Branches

Working hours: Mon.-Fri. 8.30-16.30 hrs.

(except specific branches indicated in the bracket)

Branch Name	Telephone	Fax.
<b>Bangkok (298 Branches)</b>		
Administrative Court	+662 143-9874	+662 143-9875
Asok	+662 664-1600 -5	+662 260-1365
Asok-Dindaeng Road	+662 246-0735 -7	+662 248-0134
Avenue Ratchayothin	+662 512-3546 -7	+662 512-3548
Baiyoke Center (Mon-Sun 10.00-19.00 hrs.)	+662 251-7237 -8	+662 251-7239
BAM	+662 236-6223 -4	+662 236-6225
Bang Bon	+662 416-0090 -3	+662 416-0094
Bang Chan	+662 517-1223 -5	+662 517-1444
Bang Khun Non	+662 435-1893 -5	+662 435-8006
Bang Khun Thian	+662 416-3015 -6, 3315	+662 415-3015
Bang Plad	+662 424-3678, 9028	+662 424-9313
Bangkok Airport	+662 535-2468	+662 535-2445
Bangkok Bus Terminal (Chatuchak) (Mon-Sun 9.00-18.00 hrs.)	+662 537-9097-8	+662 537-9075
Bangkok Bus Terminal (Thanon Borommaratchachonnani) (Mon-Sun 10.00-19.00 hrs.)	+662 894-6015 -6	+662 894-6017
Bangkok Christian College (Mon-Fri 08.00-16.00 hrs.)	+662 236 8695 -6	+662 236-8697
Bangkok Metropolitan Administration	+662 226-3879	+662 226-3879
Bangkok Metropolitan Administration 2	+662 245-5174 -5	+662 245-5176
Banglampu	+662 281-6121, +662 282-8436	+662 281-6120
Bangpo	+662 585-3562 -3	+662 585-3564
Bangyikhan	+662 434-4895, 7157	+662 435-3681
Big C Bangna (Mon-Sun 10.00-20.00 hrs.)	+662 398-5175 -6	+662 398-5177
Big C Bangpakok (Mon-Sun 10.30-19.30 hrs.)	+662 428-7713 -4	+662 428-7715
Big C Chaengwattana (Mon-Sun 11.00-19.00 hrs.)	+662 574-3603 -4	+662 574-3605
Big C On Nuch (Mon-Sun 10.30-20.00 hrs.)	+662 311-5671	+662 311-5672
Big C Phetkasem 2 (Mon-Sun 10.30-19.30 hrs.)	+662 421-2941 -2	+662 421-2943
Big C Prachauthit (Mon-Sun 10.00-19.00 hrs.)	+662 463-0884 -5	+662 463-0886
Big C Rama 2 (Mon-Sun 10.30-19.30 hrs.)	+662 468-4969, +662 877-0450 -1	+662 468-6344
Big C Rama 4 (Mon-Sun 10.30-19.30 hrs.)	+662 258-9300 -1	+662 258-9302

Branch Name	Telephone	Fax.
Big C Rangsit (Mon-Sun 10.00-19.00 hrs.)	+662 567-4960, 4968	+662 567-4951
Big C Sai Mai (Mon-Sun 10.30-19.30 hrs.)	+662 197-5325 -6	+662 197-5327
Big C Saphankwai (Mon-Sun 10.30-20.00 hrs.)	+662 615-4080 -1	+662 615-4082
Big C Sukhaphiban 3 (Mon-Fri 10.00-19.00 hrs.)	+662 540-4958 -9	+662 540-4960
Bobae (Mon-Sun 8.30-16.30 hrs.)	+662 280-6255 -6	+662 280-6257
CAT Bang Rak	+662 233-6149 -50	+662 233-6151
CAT Telecom	+662 506-4024 -5	+662 574-2937
Central Bangna Tower (Mon-Sun 10.30-19.30 hrs.)	+662 361-0993 -4	+662 361-0995
Central Ladprao (Mon-Sun 11.00-19.00 hrs.)	+662 541-1637	+662 541-1639
Central Pinklao (Mon-Fri 8.30-19.00 hrs. Sat-Sun 10.00-19.00 hrs.)	+662 884-9000 -7	+662 884-9011
Central Plaza Chaengwattana (Mon-Sun 11.00-20.00 hrs.)	+662 193-8106 -7	+662 193-8108
Central Plaza Grand Rama 9 (Mon-Sun 11.00-20.00 hrs.)	+662 160-3895 -6	+662 160-3897
Central Rama 3 (Mon-Sun 11.00-20.00 hrs.)	+662 673-7112	+662 673-7113
Central World Plaza (Mon-Sun 11.00-19.00 hrs.)	+662 646-1062 -3	+662 646-1064
Century (Mon-Sun 11.00-20.00 hrs.)	+662 245-7358	+662 245-7359
Chaeng Wattana	+662 574-4197 -8	+662 574-5778
Chamchuri Square (Mon-Sun 10.00-19.00 hrs.)	+662 160-5121 -5, 5127 -8	+662 160-5129
Chan Road	+662 213-2233, +662 286-2095 -7	+662 287-1738
Chandrakasem Rajabhat University	+662 541-6735 -6	+662 541-6738
Charansanitwongse 13	+662 411-1288 -90	+662 411-4027
Charoen Krung Pracharak Hospital	+662 291-8041 -2	+662 291-8855
Charoen Nakhon Road	+662 438-9551 -3	+662 438-7600
Chinnakhet Soi 2/42	+662 591-4710 -1	+662 591-4712
Chokchai 4 Soi 22	+662 530-2571, 3616	+662 530-2572
City Complex Pratunam (Mon-Sun 9.00-18.00 hrs.)	+662 253-5681 -2	+662 253-5683
C.P.Tower (Mon-Fri 9.00-17.00 hrs.)	+662 236-4702 -3	+662 236-4704
Criminal Court	+662 541-2870 -1	+662 541-2872
Crystal Design Center (Mon-Sun 11.00-19.00 hrs.)	+662 102-2485 -6	+662 102-2487

Branch Name	Telephone	Fax.
Department of Industrial Works	+662 354-4334 -5	+662 354-4336
Department of Land Transport	+662 272-4315 -6	+662 272-4317
Department of Special Investigation	+662 575-0602 -3	+662 575-0604
Dindaeng	+662 692-6351 -3, 6373 -5	+662 692-6350
Ekamai	+662 381-4052 -4, +662 390-1921	+662 391-2950
Empire Tower (Sathorn Road)	+662 670-1700 -4	+662 670-1705
Energy Complex	+662 537-0363 -4	+662 537-0365
Esplanade Ngamwongwan -Khae Rai (Mon-Sun 11.00-19.00 hrs.)	+662 580-9653 -4	+662 580-9656
Esplanade Ratchada (Mon-Sun 11.00-19.00 hrs.)	+662 354-2058 -9	+662 354-2074
Exchange Tower (Siyaek Asok) (Mon-Fri 10.30-20.00 hrs. Sat-Sun 10.30-16.30 hrs.)	+662 261-5274	+662 260-3047
Exim Building	+662 278-1786 -7	+662 278-1785
Fashion Island (Mon-Sun 11.00-19.00 hrs.)	+662 947-5236 -7	+662 947-5238
Fortune Town (Mon-Sun 11.00-19.00 hrs.)	+662 641-1081	+662 641-1083
Government House	+662 282-0275, 0478	+662 282-0472
Government Pharmaceutical Organization	+662 354-8892 -3	+662 354-8890
Green Place (Thanon Chan 43) (Mon-Sun 10.00-19.00 hrs.)	+662 307-8507 -8	+662 307-8509
Happyland Road	+662 375-6058, 6513, 6653	+662 375-6849
Head Office Building 2 (Sukhumvit Soi 2)	+662 208-8443 -4	+662 256-8616
Hi Mall Bangkrabue (Mon-Sun 11.00-19.00 hrs.)	+662 636-9784 -5	+662 636-9782
Huamark Town Center (Mon-Sun 10.30-19.30 hrs.)	+662 718-7641, 7643	+662 718-7722
Hua Takhe (Lad Krabang)	+662 326-6243 -4	+662 326-6243
Ideo Mix Sukhumvit 103	+662 397-5383 -4	+662 397-5385
Imperial World Ladprao (Mon-Sun 11.00-19.00 hrs.)	+662 530-1815 -6	+662 530-1817
Institute of Dermatology	+662 354-4446 -7	+662 354-4448
IT Square Laksi (Mon-Sun 11.00-19.00 hrs.)	+662 576-0527 -8	+662 576-0528
J.J. Mall (Chatuchak) (Mon-Sat 10.00-18.00 hrs., Sun 11.00-19.00 hrs.)	+662 265-9063 -4	+662 265-9046
Kao San Road	+662 281-1987, 2301, 3345, +662 282-8507 -8	+662 282-8506
Kasetsart University Bang Khen	+662 579-9810 -1	+662 579-9808
Klong Sam Wa (Mon-Fri 09.30-17.30 hrs.)	+662 548-0517 -8	+662 548-0510
Khu Bon 5	+662 510-5934 -5	+662 510-5936

Branch Name	Telephone	Fax.
King Mongkut's Institute of Technology Ladkrabang	+662 326-4700 -1	+662 326-4702
Klang Hospital	+662 224-9938 -9	+662 224-9921
KPI Tower	+662 252-9690 -1	+662 252-9692
Krasuang Sueksathikan	+662 282-3132, 5457	+662 282-5458
Krungdeb Co-Operative Store Ltd. (Ekamai) (Mon-Sun 10.00-19.00 hrs.)	+662 391-9861 -3	+662 391-9860
Krungkasem	+662 223-2431 -2, +662 225-9697 -8	+662 223-2430
Lad Krabang Industrial Estate Ladplakhao 41	+662 326-0545 -6 +662 570-7020, 7116 -7	+662 326-0547 +662 570-7223
Ladprao 33	+662 511-2739, 3316, +662 512-1326, 1879, +662 513-9430	+662 513-9432
Ladprao 71	+662 538-4041, 4102	+662 538-4130
Ladprao 102	+662 530-4092, 4243, 4885	+662 530-6252
Ladprao 130/1	+662 731-3123 -4	+662 375-6647
Lak Si	+662 522-7690 -1	+662 522-7692
Legal Execution Department Liberty Square (Mon-Fri 9.30-17.30 hrs.)	+662 424-4737 -8 +662 233-6722 -3	+662 424-4739 +662 233-6724
Mahanak	+662 225-5611 -4	+662 225-5615
Major Hollywood Ramkhamhaeng (Mon-Sun 11.00-19.00 hrs.)	+662 369-1466 -7	+662 369-1468
Makro Charan Sanitwong (Mon-Sun 10.00-20.00 hrs.)	+662 411-3657 -8	+662 411-3659
Marketing Organization for Farmers (Chatuchak) (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-17.00 hrs.)	+662 270-0260 -3	+662 270-0794
Maxvalu Nawamin (Mon-Sun 11.00-19.00 hrs.)	+662 510-0754 -5	+662 510-0756
MBK Center (Mon-Fri 11.00-20.00 hrs. Sat-Sun 11.00-20.00 hrs.)	+662 686-3945 -6	+662 686-3947
Meenburi	+662 918-8880 -4	+662 918-8885
Metropolitan Waterworks	+662 503-9474	+662 503-9930
Ministry of Defence	+662 223-6122 -3	+662 223-6124
Ministry of Finance	+662 273-9665 -6	+662 273-9955
Ministry of Labour Muangthong Building (Yaowaraj)	+662 247-7763, 8030 +662 224-6371 -2	+662 247-8072 +662 224-6378
N Mark Plaza (Mon-Sun 11.00-19.00 hrs.)	+662 375-4220 -1	+662 375-6518
Nananua Office	+662 208-4230 -2, 4254 -5	+662 256-8425, 8696
Nanglingee Road	+662 213-2181 -2, +662 678-8411 -3	+662 678-8414
Nanta-Uttayan Royal Thai Navy	+662 418-5100 -1	+662 418-5102

Branch Name	Telephone	Fax.
National Assembly	+662 243-6107, +662 244-1479, +662 282-6911	+662 280-3682
National Housing Authority Nawamin City Avenue (Mon-Sun 11.00-19.00 hrs.)	+662 374-1450, 1466 +662 907-1485 -6	+662 374-1670 +662 907-1648
Nawamin Road	+662 375-2844 -6	+662 375-1154
New Phetchaburi Road	+662 314-5580 -7	+662 314-5588
Ngamdophli	+662 287 4379 -80	+662 287-4381
Nongchok	+662 548-3241 -2	+662 548-3243
Nuan Chan 25	+662 184-2742 -3	+662 184-2747
OIC. (Ratchadaphisek Road)	+662 513-8280 -1	+662 513-8250
On Nuch	+662 322-8932 -4	+662 322-8933
P.S.Tower (Asoke)	+662 258-8128 -31	+662 258-8132
Pakklong Talad	+662 226-6350 -2	+662 221-7552
Palladium World Shopping (Pratunam) (Mon-Sun 10.00-18.00 hrs.)	+662 250-6326 -7	+662 250-6328
Pantip Plaza Ngamwongwan	+662 953-6280 -1	+662 953-6276
Panya Village Ramindra (Mon-Sun 10.00-19.30 hrs.)	+662 508-7390 -1	+662 508-7392
Paradise Park (Mon-Sun 10.00-19.00 hrs.)	+662 746-0907 -9	+662 746-0620
Park Village Rama 2 (Mon-Fri 10.00-18.00 hrs.)	+662 415-7738 -9	+662 415-7740
Pathum Wan	+662 215-0050 -4	+662 215-7717
Patpong (Mon-Fri 9.00-17.00 hrs.)	+662 238-5611 -2	+662 238-5613
Petroleum Authority	+662 537-8006 -9	+662 936-2471
Phahonyothin 39	+662 561-1725 -6, 3458, +662 562-0217	+662 561-1724
Phahonyothin 40	+662 561-3702 -3	+662 561-3704
Phahonyothin 62/1	+662 532-2910 -1	+662 532-2912
Phanthai Norasing (Rama 2 KM.17)	+6634 872-031 -2	+6634 872-033
Phatthanakarn 17	+662 319-3910 -1, 7881	+662 319-7958
Phatthanakarn 31/1	+662 318-0130 -1	+662 318-0132
Phatthanakarn 65	+662 322-8549 -51	+662 322-8552
Phetkasem 29 (Phasi Charoen)	+662 458-0778 -9	+662 467-5456
Phetkasem 65/1 (Bangkhaenua)	+662 421-9753 -5	+662 421-0372
Phetkasem 77/2 (Nong Khaem)	+662 444-2783 -5	+662 444-2786
Phetkasem 81	+662 487-5760 -1	+662 487-5762
Phetkasem 84 (Bangkae)	+662 454-2100 -1, +662 455-2048	+662 454-2102
Phuttamonthon Sai 2 (Mon-Fri 9.30-17.30 hrs.)	+662 448-2371 -2	+662 448-2373
Phuttamonthon Sai 4 (Mon-Fri 10.00-18.00 hrs.)	+662 420-5023 -4	+662 420-5025
Ploenchit Metropolitan Electricity	+662 251-9114 -6	+662 255-2989
Police General Hospital	+662 250-1452 -3	+662 250-1454
Port Authority of Thailand	+662 350-2389 -90	+662 350-2391

Branch Name	Telephone	Fax.
Prachaniwet	+662 591-1742	+662 591-3947
Pracharaj Road	+662 911-3105 -8	+662 585-4010
Prachautis Road (Toongkru)	+662 428-8813 -4	+662 428-8815
Prachautit	+662 934-7416, 7418 -20	+662 934-7417
Pradipat 13	+662 618-4855 -62	+662 270-0056
Pradipat 16	+662 278-1612 -3	+662 279-6395
Prakanong	+662 391-1961, +662 392-9173	+662 390-0150
Prannok	+662 411-5590 -2	+662 411-5593
Praram 3 -Soi 7	+662 291-0756 -7	+662 291-0758
Pratunam	+662 252-9472 -3, +662 253-4192	+662 255-1008
Provincial Electricity Authority	+662 591-6314	+662 591-3141
PTT. Raminthra km.3 (Mon-Sun 10.00-18.00 hrs.)	+662 522-6156 -7	+662 522-6158
Pure Place Ramkhamhaeng 110 (Mon-Sun 11.00-19.00 hrs.)	+662 372-3517 -8	+662 372-3519
Q.House Lumpini (Mon-Fri 10.30-18.30 hrs.)	+662 343-8828 -9	+662 343-8830
Qlss Mall (Kluaynamthai) (Mon-Sat 10.00-18.00 hrs.)	+662 339-3851 -2	+662 339-3853
Queen Sirikit National Convention Center	+662 229-4235 -9	+662 229-4234
Rachadapisek -Huaikhwang	+662 276-0096 -100	+662 276-0101
Rajathevi	+662 215-8080 -3	+662 215-8084
Rajawongse	+662 222-2171 -8	+662 222-9881
Rajchawat	+662 241-4204 -6	+662 241-4206
Rama 4 Road	+662 249-3178, 3184, 3316	+662 249-3350
Rama 9 Soi 13	+662 717-0121 -3	+662 717-0125
Ramindra Km.2	+662 521-1980, +662 552-6030, +662 971-6167 -70	+662 552-6029
Raminthra Km.4	+662 510-6630 -1	+662 509-0386
Raminthra Km.10	+662 518-1112 -5	+662 517-5375
Ramkhamhaeng 65 (FBT Building) (Mon-Sun 11.00-19.00 hrs.)	+662 318-6130 -1	+662 318-6121
Rattana Bundit University (Soi Ladprao 107)	+662 187-0854 -5	+662 187-0856
Revenue Department	+662 617-2566 -7	+662 617-2568
Saint Louis Soi 3	+662 212-3379, 5702	+662 212-7981
Sampeng	+662 221-8666 -7	+662 221-0375
Samsen Road (Vajira Hospital)	+662 241-5836 -7	+662 241-5838
Samyod	+662 222-1171 -4	+662 225-9276, +662 226-1372
Sanphawut	+662 361-1765 -8	+662 361-1769
Saphan Kasatsuek	+662 214-4147, 4846, +662 215-3127	+662 214-1826
Saphan Khao	+662 282-2463 -4, 5007 -8	+662 282-0786

Branch Name	Telephone	Fax.	Branch Name	Telephone	Fax.
Saphanmai	+662 551-0545 -7, +662 972-5792 -3	+662 521-1300	Suanplu	+662 286-2626, +662 287-1252, 1587	+662 287-1489
Sathupradit	+662 295-4921 -3	+662 295-4924	Sukhaphiban 2	+662 375-1653, 1836, 1954	+662 375-1644
Seacon Bangkae (Mon-Sun 10.30-19.30 hrs.)	+662 454-8085 -7	+662 454-8084	Sukhaphiban 3 Road	+662 728-5523 -6	+662 729-5424
Seacon Square (Mon-Sun 11.00-20.00 hrs.)	+662 138-5690 -1	+662 138-5689	Sukhumvit 22	+662 663-7001 -2	+662 663-7003
Securities and Exchange Commission	+662 272-2489 -90	+662 272-2491	Sukhumvit 33 (Mon-Sun 09.00-18.00 hrs.)	+662 259-7995 -6	+662 259-7994
Sermit Tower	+662 260-2697 -8	+662 260-2698	Sukhumvit 47	+662 258-0624,	+662 258-0511
Si Ayutthaya Road	+662 246-7774 -9, +662 247-9256 -8	+662 246-2855	(Mon-Sun 09.00-18.00 hrs.) Sukhumvit 64	+662 261-6480 -1	+662 331-6067
Si Nakarin	+662 379-3241 -2	+662 379-3243	Sukhumvit 71	+662 311-4706, 4710, 6069	+662 331-6067
Si Nakarin Km.9	+662 721-8010 -3	+662 721-8014	Sukhumvit 77	+662 381-2603 -5	+662 381-2602
Siam Square	+662 251-1476, +662 252-1479, 4070, 7291	+662 254-8686	Sukhumvit 93	+662 333-0440	+662 311-6701
Siamkit Building (Mon-Sun 10.00-19.00 hrs.)	+662 252-0102 -3	+662 252-0104	Sun Towers	+662 311-4216, 4514, +662 332-5219 -21	+662 331-6667
Sieng Somboon Tower Center (Meenburi)	+662 540-7931 -2	+662 540-7933	Surawongse	+662 273-8101	+662 273-8102
Silom	+662 233-2383 -4, +662 235-8153 -4	+662 231-5695, +662 237-5920	Sutthisanwinitchai Taksin Road	+662 233-0953, 4977, +662 234-7837 -8	+662 237-6596
Siyaek Arun Amrin	+662 433-0619, +662 435-3508, 3510	+662 433-0620	Talad Huai Khwang	+662 276-9351 -3	+662 276-9354
Siyaek Bankhaek	+662 465-7048, +662 466-1650	+662 466-1989	Talad Mai Don Mueang	+662 438-0023 -4	+662 438-2625
Siyaek Praya Sri	+662 221-8570, +662 222-2206, 3670	+662 222-9252	Talad Plu	+662 275-2306, 2385, 2554, +662 278-2518	+662 275-2503
Siyaek Rajawongse	+662 221-1193 -4, +662 222-2580	+662 222-6368	Talad Khlong Toei (Mon-Sun 08.00-16.00 hrs.)	+662 249-4801 -2	+662 249-4803
Siyaek Saphan Krungthon Soi Ari	+662 423-0530 -1 +662 271-2570 -3, 2575 -6	+662 435-0423 +662 271-2579	Talad Noi	+662 565-9180 -1	+662 565-9182
Sport Authority of Thailand (Huamark) (Mon-Fri 9.00-17.00 hrs.)	+662 314-7240 -1	+662 314-7242	Talad Wongsakorn (Mon-Fri 9.30-17.30 hrs.)	+662 236-4866 -7	+662 233-8875
Srinakharinwirot University Prasarnmit	+662 259-5491 -2	+662 259-5493	Tanam Rajawongse	+662 466-2464, 7342, 9395, +662 472-7019	+662 466-7345
Sriwara Town in Town	+662 530-3375 -6	+662 530-3371	Tanon Fuangnakhon	+662 533-3275, 3379	+662 533-3243
Sriyan	+662 243-3738 -40	+662 243-2863	Tanon Kanchana Phisek (Bangwaek)	+662 221-1284, 4624, 8368, +662 222-1584	+662 225-9708
Srong Prapa	+662 566-4388	+662 566-4472	Tanon Mahachai	+662 221-1832	+662 224-3996
State Tower	+662 630-5918 -9	+662 630-5917	Tao Poon	+662 449-6013 -4	+662 449-6015
Suan Chatuchak (Wed-Fri 8.30-16.30 hrs. Sat-Sun and Public Holiday 8.30-18.00 hrs.)	+662 272-4321 -2	+662 272-4323	Tesco Lotus Bangkae (Mon-Sun 10.30-19.30 hrs.)	+662 222-9444	+662 225-3965
Suanmali	+662 223-7718, 7721, 7731, 7774, +662 621-6500 -4	+662 223-7759, +662 621-6570	Tesco Lotus Ladprao 101 (Mon-Sun 10.00-19.00 hrs.)	+662 585-1312, 2198	+662 585-8075
Suanphak Road (Taladkrungnon) (Mon-Sun 9.00-19.00 hrs.)	+662 448-8264 -5	+662 448-8266	Tesco Lotus Lak Si (Mon-Sun 10.30-19.30 hrs.)	+662 454-9613 -4	+662 454-9645
			Tesco Lotus Pinklao (Mon-Sun 10.00-20.00 hrs.)	+662 370-3276 -7	+662 370-3278
			Tesco Lotus Rama 1 (Mon-Sun 10.30-19.30 hrs.)	+662 521-5890 -1	+662 521-5892
			Tesco Lotus Si Nakarin (Mon-Sun 10.00-19.30 hrs.)	+662 433-8884 -5	+662 433-8886
			Tesco Lotus Wanghin (Mon-Sun 10.30-19.30 hrs.)	+662 214-2821 -2	+662 214-2823
				+662 759-9267 -8	+662 759-9269
				+662 570-8201 -2	+662 570-8203

Branch Name	Telephone	Fax.
Tha Tien	+662 222-0198 -9	+662 221-8483
Thadindaeng	+662 437-2979	+662 437-4491
Thai Airways International	+662 512-2009, +662 545-0121 ext.2069	+662 512-2154
Thailand Post	+662 573-8748 -9	+662 573-8750
Thammasat University	+662 222-5207 -8	+662 222-5194
Tha Prachan		
Thanon Bangkhunthian- Chaithalay	+662 464-5550 -1	+662 464-5552
Thanon Watcharaphol	+662 519-8500, 8604	+662 519-8639
Thanon Kheha Romklao	+662 557-0626, 0643	+662 557-0676
Thanon Ramkhamhaeng 2 (Bangna-Trad)	+662 316-7493 -4	+662 316-7495
Thanon Romklao (Moo Baan Preecha)	+662 909-8266 -7	+662 909-8268
Thanon Romklao Soi 21/3 (Mon.-Fri. 09.00-17.00 hrs.)	+662 360-9404 -5	+662 360-9406
Thanon Suksawat	+662 468-6860 -1, +662 476-3824, 4027	+662 468-5255
Thanonnewamin 161 (Sahafarms) (Mon-Sun 10.00-18.00 hrs.)	+662 509-5402 -3	+662 509-4791
Thanya Shopping Park (Srinakarin Road) (Mon-Sun 10.30-19.30 hrs.)	+662 108-6105 -6	+662 108-6107
Thapra	+662 457-8208 -9, +662 467-4224, 4292, +662 868-2330 -1	+662 457-2344
The Circle Ratchapreuk (Mon-Sun 10.30-19.30 hrs.)	+662 863-8766	+662 863-8767
The Customs Department	+662 249-9310 -2	+662 249-9313
The Government Complex Commemorating Chaengwattana (Building A)	+662 143-8966 -8	+662 143-8969
The Government Complex Commemorating Chaengwattana (Building B)	+662 143-8961 -4	+662 143-8965
The Mall Bangkae (Mon-Sun 10.30-20.00 hrs.)	+662 454-9201 -2	+662 454-9203
The Mall Bangkokpi (Mon-Sun 10.30-20.00 hrs.)	+662 363-3476 -7	+662 363-3478
The Mall Thapra (Mon-Fri 11.00-20.00 hrs. Sat-Sun 10.00-20.00 hrs.)	+662 477-7300 -1	+662 477-7307
The Nine Rama 9 Road (Mon-Sun 11.00-19.00 hrs.)	+662 314-6249 -50	+662 314-6251
The Paseo (Lad Krabang) (Mon-Sun 10.00-19.00 hrs.)	+662 346-4195 -6	+662 346-4197
The Platinum Fashion Mall (Mon-Sun 10.30-19.30 hrs.)	+662 121-8271 -2	+662 121-8273
Thewet	+662 281-1332, 1570	+662 281-1127
Thonburi-Paktho	+662 428-6362 -3	+662 427-6550

Branch Name	Telephone	Fax.
Thong Lo	+662 381-3508, 3867	+662 381-3868
TOT (Cheang Wattana)	+662 574-9410	+662 574-9412
Tourism Authority of Thailand	+662 250-1504	+662 250-1503
Udomsuk	+662 399-1168 -9, 1351	+662 399-1375
Union Mall Ladprao (Mon-Sun 11.00-19.00 hrs.)	+662 511-4330, 4336	+662 511-4295
U Tover (Srinakarin 13)	+662 379-5480 -1	+662 379-5482
Victory Mall (Mon-Sun 11.00-20.00 hrs.)	+662 245-2692 -3	+662 245-2694
Victory Memorial	+662 298-0016 -20	+662 298-0884
Viphavadi-Rangsit 2 (Horkarnkathai) (Mon-Fri 9.30-17.30 hrs.)	+662 275-3530 -1	+662 275-3525
Viphavadi-Rangsit 5	+662 272-2214 -5, 2241 -2, 2484	+662 272-2386
Viphavadi-Rangsit 64	+662 521-6085 -6	+662 521-6087
Vorachak	+662 221-4578, +662 223-2311, 2496, +662 225-2395	+662 221-5878
Vue Charoennakhon Road (Mon-Fri 10.00-18.00 hrs.)	+662 861-1450 -1	+662 861-1452
Wannasorn Building (Mon-Fri 11.00-19.00 hrs. Sat-Sun 8.00-16.30 hrs.)	+662 306-0878 -80	+662 306-0881
White Mall (Mon-Sun 10.30-18.30 hrs.)	+662 587-4861-2	+662 587-4868
Wisut Kasat Road	+662 281-7476, 7483	+662 280-1874
Wong Sawang	+662 913-2347 -9	+662 913-2346
Wongsawang Town Center (Mon-Sun 10.30-19.30 hrs.)	+662 913-9716 -9	+662 913-9720
Yan Nawa	+662 211-0156, 3300, +662 213-0300 -1	+662 211-9989
Yaowaraj	+662 222-0131 -6	+662 225-9275
Yingcharoen Market (Mon-Sun 8.30-18.30 hrs.)	+662 521-1494 -5	+662 521-1496
Zuellig House (Mon-Fri 8.30-19.00 hrs. Sat 8.30-15.30 hrs.)	+662 235-6292 -3	+662 235-6294
<b>Bangkok Vicinity (114 Branches)</b>		
<b>Nakhon Pathom (20 Branches)</b>		
Bang Len	+6634 391-032 -3	+6634 391-034
Big C Nakhonphathom (Mon-Sun 10.00-19.00 hrs.)	+6634 251-755	+6634 251-780
Dontum	+6634 382-011 -2	+6634 342-013
Kamphaeng Saen	+6634 351-434 -6	+6634 351-632
Mahidol University Salaya	+662 441-5497 -8	+662 441-5499
Nakhon Chaisi	+6634 331-113 -6	+6634 332-163
Nakhon Pathom	+6634 250-770 -2	+6634 253-956
Nakhon Pathom	+6634 261-133 -4	+6634 261-135
Rajabhat University		

Branch Name	Telephone	Fax.	Branch Name	Telephone	Fax.
Om Yai	+662 420-4980 -1, 5183	+662 420-4983	Talad Klang Bangyai (Mon-Sun 10.00-18.00 hrs.)	+662 595-0596, 0703 -4	+662 595-0719
Phrapratone	+6634 293-052 -3	+6634 395-052	Talad Pra Pin 3 (Tanon Kanchanaphisek) (Mon-Sun 10.00-19.00 hrs.)	+662 595-5031 -2	+662 595-5033
Phutthamonthon Sai 5	+662 420-8771 -3	+662 420-8773	Talad Ruamjai (Muang Thong Thani) (Mon-Sun 11.00-19.00 hrs.)	+662 503-3927 -8	+662 503-3929
Prapatomjedee	+6634 254-297 -8	+6634 254-237	Talad Tha It	+662 595-8513 -4	+662 595-8098
Salaya	+662 441-4451 -2	+662 441-4450	Tanon Kanchana Phisek (Bangyai)	+662 443-6682 -3	+662 443-6684
Salaya 2	+662 444-6747 -8	+662 444-6749	Thai Lotto Center	+662 589-6905 -6	+662 589-6944
Sam Phran	+6634 322-900 -2	+6634 323-155	The Government Lottery Office	+662 951-3688 -9	+662 951-3690
Siyak Sanamchan	+6634 254-533 -5	+6634 254-240	The Mall Ngamwongwan (Mon-Sun 10.30-20.00 hrs.)	+662 550-1226 -7	+662 550-0789
Taladnam Donwai (Mon-Sun 09.00-18.00 hrs.)	+6634 393-710 -1	+6634 393-712	The Walk Ratchaphruek (Mon-Sun 11.00-20.00 hrs.)	+662 489-6980 -1	+662 489-6982
Tesco Lotus Nakhon Chaisri (Mon-Sun 10.00-20.00 hrs.)	+6634 339-456	+6634 339-576	Tiwanon 3	+662 591-5525 -7, 8228	+662 580-2254
Tesco Lotus Nakhon Pathom (Mon-Sun 10.00-20.00 hrs.)	+6634 259-751 -2	+6634 259-753			
Tesco Lotus Salaya (Mon-Sun 10.00-20.00 hrs.)	+662 482-2130 -1	+662 482-2132			
<b>Nonthaburi (29 Branches)</b>			<b>Pathum Thani (26 Branches)</b>		
Bang Bua Thong	+662 571-7668 -9, 924-1031 -3	+662 571-7667	Amphoe Sam Khok	+662 593-1381 -3	+662 593-1380
Bang Kruai	+662 447-0652 -4	+662 447-1554	Big C Lum Luk Ka (Klong 5) ) (Mon-Sun 10.30-19.30 hrs.)	+662 152-7671 -2	+662 152-7673
Bangkruai Electricity Generating	+662 434-8308, 436-1590 -1	+662 433-4663	Big C Rungsit Klong 6 (Mon-Sun 10.30-19.30 hrs.)	+662 577-4150 -1	+662 577-4240
Center Point (Bang Yai) (Mon-Sun 11.00-19.00 hrs.)	+662 594-0507 -9	+662 594-0506	Future Park Rungsit (Mon-Sun 11.00-19.00 hrs.)	+662 567-3607, 4498	+662 567-5019
Central Plaza Rattana Thibet (Mon-Sun 10.00-19.00 hrs.)	+662 526-0336 -7	+662 526-0338	Klongluang (Mon-Sun 8.30-17.30 hrs.)	+662 524-2141 -2	+662 524-2143
Homepro Ratchaphruek (Mon-Sun 11.00-19.00 hrs.)	+662 422-2449 -50	+662 422-2451	Lat Lum Kaew (Yak Noppawong)	+662 194-5564 -5	+662 194-5563
Ministry of Commerce	+662 547-5941 -2	+662 547-5943	Muang-Ake Rang Sit	+662 536-4415 -6	+662 536-4417
Ministry of Public Health	+662 580-7000	+662 580-9435	Navanakorn Industrial (Mon-Sun 9.30-18.30 hrs.)	+662 529-6333 -4	+662 529-6335
Tiwanon			Pathum Thani	+662 581-2245 -6, 6228, 6490, 6675	+662 581-1465
Muang Thong Thani	+662 503-4311, 4893 -4	+662 503-4899	Phithaksanti (Talad Pathum Thani)	+662 581-6331 -3	+662 581-4055
Ngamwongwan	+662 580-1594, 591-6180 -1	+662 589-8855	Poonsap Market (Mon-Sun 10.00-19.00 hrs.)	+662 581-4260 -1	+662 581-4362
Nonthaburi	+662 525-0421, 0447, 527-1037, 1148	+662 525-0857	Pure Place Rungsit Klong 2	+662 549-9238	+662 549-8233
Nonthaburi Municipality	+662 580-2028 -9	+662 580-2022	Rungsit Municipality	+662 567-1816 -8	+662 567-1819
Office of Civil Service	+662 525-4727 -8	+662 525-4729	Rung Sit	+662 567-1001 -5	+662 531-3450
Comission			Rungsit-Nakhonnayok Klong 3 (Mon-Sun 8.30-17.30 hrs.)	+662 569-6933, 6973	+662 569-7466
Pak Kret	+662 583-8616 -7, 584-3157 -8	+662 583-8618	Rungsit-Nakhonnayok Klong 4	+662 990-9939 -42	+662 533-1543
Ratanathibet	+662 591-3598, 8363	+662 591-3599	Rungsit-Nakhonnayok Klong 6	+662 577-5827, 5853	+662 577-5933
Social Security Office	+662 526-1337 -8	+662 526-1322	Rungsit-Nakhonnayok Klong 10	+662 546-1239 -40	+662 546-1241
Software Park Building	+662 584-1319	+662 584-1039	Talad nana Charoen (Mon-Sun 10.00-19.00 hrs.)	+662 592-4493 -4	+662 592-4483
Suan Yai (Tanam Nonthaburi)	+662 525-0683, 0913, 0957	+662 525-1139	Talad Simummueng	+662 531-5111 -3	+662 531-7245
Ta Nam Pakkret (Mon-Fri 8.30-16.30 hrs. Sat-Sun and Public Holiday 9.00-16.00 hrs.)	+662 584-0669, 1032	+662 584-1258			

Branch Name	Telephone	Fax.
Talad Tai	+662 529-2022, 4206 -7	+662 529-4786
Tesco Lotus Lam Luk Ka (Klong 2) (Mon-Sun 10.30-19.30 hrs.)	+662 191-1577 -8	+662 191-1579
Tesco Lotus Navanakorn (Mon-Sun 10.30-19.30 hrs.)	+662 529-2883 -4	+662 529-5172
Thammasat University Rangsit Center	+662 564-3377	+662 564-3378
Valayaalongkorn Rajabhat University	+662 520-3140, 3196	+662 520-3188
Zeer Rangsit (Mon-Sun 11.00-19.00 hrs.)	+662 992-6373 -4	+662 992-6375
<b>Samut Prakarn (28 Branches)</b>		
Airport Operating Building	+662 134-1923 -4	+662 134-1925
Bang Bo	+662 708-5504	+662 708-5505
Bang Kru	+662 462-7860 -2	+662 817-8819
Bang Phli	+662 316-1935 -6	+662 316-1938
Bangpla	+662 312-1722 -3	+662 312-1724
Bang Poo	+662 395-3047, 4599, +662 703-8093 -4	+662 395-3048
Big C Bangphli (Mon-Sun 10.00-20.00 hrs.)	+662 312-2732	+662 312-2733
Big C Samrong (Mon-Sun 10.00-19.30 hrs.)	+662 380-2657 -8	+662 380-2659
Big C Samutprakan (Mon-Sun 10.00-20.00 hrs.)	+662 395-4190	+662 395-4191
Free Zone Building Suvarnabhumi Airport	+662 134-1929 -30	+662 134-1931
Imperial World Samrong	+662 183-0758 -9	+662 183-0760
Mega Bangna (Mon-Sun 10.00-20.00 hrs.)	+662 105-1824 -5	+662 105-1826
Mueang Mai Bang Phli	+662 315-2284 -5	+662 315-2286
Operation Center Thai Airways International Public Company Limited	+662 134-1920 -1	+662 134-1922
O Square Sinakarin KM.19 (Mon-Sun 08.30-18.30 hrs.)	+662 395-0107 -8	+662 395-0109
Pak Nam	+662 387-0704, 2564, +662 389-0993 -7	+662 387-0705
Phra Pradaeng	+662 462-5000, 7988, +662 463-3722, +662 464-1457 -8	+662 463-3721
Puchao Saming Phrai Road	+662 384-2757 -9, 7320	+662 394-0955
Samrong (Mon-Fri 8.30-16.30 hrs. Sat-Sun 10.00-18.00 hrs.)	+662 384-4974, +662 394-1157	+662 384-4448
Samut Prakan	+662 389-1161	+662 387-1182
Si Nakarin Km.14	+662 385-8167	+662 385-8292

Branch Name	Telephone	Fax.
Srisamut Road	+662 175-8894, +662 387-1003, +662 389-5970	+662 387-1002
Talad Nhamdaeng Tepharak	+662 385-1205 -6 +662 394-4750, 6839 -40	+662 385-1207 +662 394-0720
Tesco Lotus Bang Phli (Mon-Sun 10.00-20.00 hrs.)	+662 325-1087 -8	+662 325-1088
Tesco Lotus Bangpoo (Mon-Sun 10.30-19.30 hrs.)	+662 710-9067 -8	+662 710-9069
Thanon Phraeksa	+662 382-6712 -3	+662 382-6714
Transportation Center Suvarnabhumi Airport	+662 134-1926 -7	+662 134-1928
<b>Samut Sakorn (11 Branches)</b>		
Ban Pheo	+6634 481-173, +6634 850-684	+6634 481-364
Big C Mahachai (Mon-Sun 10.30-19.30 hrs.)	+6634 442-855 -6	+6634 442-857
Krathum Baen	+6634 471-926 -7, +6634 846-713	+6634 471-928
Krok Krak	+6634 425-184 -5	+6634 425-176
Phetkasem 91 (Om Noi)	+662 420-5454 -5	+662 420-5456
Pho Chae	+6634 491-481 -2	+6634 491-483
Porto Chino Rama 2 (Mon-Sun 11.00-19.00 hrs.)	+6634 110-852 -3	+6634 110-854
Samut Sakhon	+6634 411-186, 788, +6634 421-601, +6634 424-795	+6634 421-600
Samutsakhon City Hall	+6634 413-515 -7	
Talad Mahachai (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6634 810-257 -8	+6634 427-702
Thanon Settakit 1	+6634 448-154 -5	+6634 448-156
<b>Central Region (105 Branches)</b>		
<b>Ang Thong (4 Branches)</b>		
Ang Thong (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6635 611-720 -1	+6635 611-665
Pa Mok	+6635 661-329, 429	+6635 661-323
Pho Thong	+6635 691-352 -3	+6635 691-351
Wisetchaichan	+6635 631-740 -1	+6635 631-742
<b>Chainat (4 Branches)</b>		
Chai Nat (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6656 412-406 -7	+6656 411-107
Hankha	+6656 451-099 -101	+6656 451-269
Ong Chang	+6656 531-797 -8	+6656 531-799
Sankha Buri	+6656 481-061 -2	+6656 481-006
<b>Kanchanaburi (12 Branches)</b>		
Bophloi	+6634 628-492 -4	+6634 628-495

Branch Name	Telephone	Fax.
Kanchanaburi	+6634 512-289 -90	+6634 514-518
Kanchanaburi City Hall	+6634 512-803 -4	+6634 512-805
Robinson Kanchanaburi (Mon-Sat 10.30-19.30 hrs.)	+6634 603-356 -7	+6634 603-358
Saengchuto Road	+6634 511-292	+6634 516-768
Sai Yok	+6634 634-263	+6634 634-266
Sungkhaburi	+6634 595-198, +6634 595-507	+6634 595-601
Talad Phasuk Kanchanaburi (Mon-Sun 9.00-19.00 hrs.)	+6634 515-934 -5	+6634 515-936
Tha Maka	+6634 543-310, 312, +6634 640-682	+6634 543-311
Tha Muang	+6634 611-441, 1891	+6634 611-890
Tharua Phrathaeen (Mon-Fri 9.30-17.30 hrs.)	+6634 562-767, +6634 562-177	+6634 562-877
Thong Pha Phum	+6634 599-065 -6, 537 -8	+6634 599-100
<b>Lop Buri (11 Branches)</b>		
Ban Mi	+6636 471-239	+6636 471-360
Khao Phra Ngam	+6636 486-615	+6636 486-651
Khok Samrong	+6636 441-239, 723	+6636 441-160
Lamnarai	+6636 461-044, +6636 630-797 -8	+6636 461-043
Lop Buri	+6636 411-204 -5	+6636 420-955
Phatthananihom	+6636 639-313 -4	+6636 491-506
Tesco Lotus Lop Buri Inn Plaza (Mon-Sun 10.00-20.00 hrs.)	+6636 446-150 -1	+6636 446-152
Tha Wung	+6636 622-039	+6636 622-040
Thepsatri Rajabhat University	+6636 425-311 -2	+6636 426-905
Vichayen Road	+6636 617-953 -4	+6636 618-836
Wong Wien Srakaew	+6636 413-678, +6636 420-082	+6636 413-723
<b>Phetchaburi (6 Branches)</b>		
Cha-am (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6632 471-600	+6632 471-601
Phetchaburi (Mon-Fri 8.30-16.30 hrs. Sat-Sun 8.30-15.00 hrs.)	+6632 425-501, 516	+6632 428-229
Phetchaburi City Hall (Mon-Sun 10.00-19.00 hrs.)	+6632 401-033 ,044	+6632 401-055
Phra Nakhonkiri	+6632 424-229	+6632 427-099
Silpakorn University	+6632 594-130 -1	+6632 594-132
Phetchaburi IT Campus		
Tha Yang	+6632 461-551 -3	+6632 461-552
<b>Phranakhon Si Ayutthaya (15 Branches)</b>		
Ayutthaya	+6635 211-483 -4	+6635 241-266
Ayutthaya Government Central	+6635 345-755, +6635 345-684	+6635 345-901

Branch Name	Telephone	Fax.
Ayutthayapark Shopping Complex (Mon-Sun 10.00-19.00 hrs.)	+6635 345-280, 636, 830	+6635 346-051
Bang Pa-In	+6635 221-025 -7	+6635 221-028
Big C Ayutthaya (Mon-Sun 10.00-19.00 hrs.)	+6635 747-150 -1	+6635 747-149
Phachi	+6635 311-089	+6635 311-389
Phak Hai	+6635 391-458 -9	+6635 391-457
Phra Nakorn Si Ayutthaya Hospital	+6635 323-017 -8	+6635 323-019
Pratunam Phra In Rojana	+6635 361-334 -6 +6635 243-289, 389, 489, 829	+6635 362-006 +6635 322-921
Rojana Industrial Park Sena	+6635 706-301 -2 +6635 201-289, +6635 217-169 -70	+6635 706-300 +6635 201-089
Talad Hua Raw	+6635 252-365 -6, 699	+6635 252-368
Talad Wang Noi	+6635 271-321 -2	+6635 271-323
Tha Rua	+6635 341-989	+6635 341-990
<b>Prachuap Khiri Khan (10 Branches)</b>		
Bang Saphan	+6632 692-254 -5	+6632 692-263
Chumchon Eangnam (Hua Hin)	+6632 512-936 -7	+6632 512-938
Hua Hin (Mon-Fri 8.30-16.30 hrs. Sat-Sun and Public Holiday 10.00-16.00 hrs.)	+6632 511-307, 812, +6632 512-053	+6632 511-242
Hua Hin Market Village (Mon-Sun 11.00-19.00 hrs.)	+6632 526-192 -3	+6632 526-242
Kui Buri	+6632 681-585	+6632 681-546
Prachuap Khiri Khan (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6632 551-140, +6632 602-366, +6632 611-171, 353, 372	+6632 611-575
Pran Buri	+6632 621-444, 664	+6632 542-366
Talad Chat-Chai (Hua Hin) (Mon-Fri 09.00-17.00 hrs., Sun and Public Holiday 09.00-15.00 hrs.)	+6632 513-208 -9	+6632 513-300
Tesco Lotus	+6632 652-282 -3	+6632 652-284
Prachuap Khiri Khan		
Tesco Lotus Pranburi (Mon-Sun 10.30-19.30 hrs.)	+6632 825-803 -4	+6632 825-805
<b>Ratchaburi (14 Branches)</b>		
Ban Pong	+6632 342-988	+6632 211-891
Big C Ratchaburi (Mon-Sun 10.00-19.00 hrs.)	+6632 332-787 -8	+6632 332-789
Chom Bung	+6632 362-350 -1	+6632 261-300
Damnoen Saduak	+6632 241-500 -2	+6632 254-133

Branch Name	Telephone	Fax.
Damnoen Saduak Floating Market (Mon-Fri 8.30-16.30 hrs. Sat-Sun 8.30-14.30 hrs.)	+6632 241-542 -3	+6632 241-544
Kraiphet Road	+6632 322-049	+6632 325-590
Pak Tho	+6632 281-479	+6632 281-480
Pho Tharam	+6632 231-075, 926	+6632 231-927
Ratchaburi	+6632 337-146	+6632 321-737
Ratchaburi City Hall	+6632 325-947	+6632 350-006
Si Suriyawong	+6632 323-394 -5, +6632 326-721	+6632 323-393
Suan Phung	+6632 364-262 -3	+6632 364-264
Talad Srimuang (Ratchaburi) (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-16.00 hrs.)	+6632 332-138 -9	+6632 332-140
Tanon Khatha Thorn	+6632 325-948	+6632 314-262
<b>Samut Songkhram (2 Branches)</b>		
Maeklong (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6634 716-352 -3	+6634 716-351
Samut Songkhram	+6634 711-166, 199	+6634 723-834
<b>Sara Buri (12 Branches)</b>		
Hin Kong	+6636 337-411 -2, +6636 379-493	+6636 379-494
Kaeng Khoi	+6636 248-284 -6	+6636 248-287
Na Phra Lan	+6636 347-192 -3, +6636 351-193	+6636 351-192
Nong Khae	+6636 326-452, +6636 371-374	+6636 371-324
Nong Zang	+6636 399-239 -40	+6636 399-237
Pakpreaw	+6636 212-507, +6636 312-543	+6636 222-580
Phra Phutthabat	+6636 266-970 -1	+6636 266-972
Robinson Saraburi (Mon-Sun 10.30-19.30 hrs.)	+6636 351-491 -2	+6636 351-493
Sao Hai	+6636 332-037, +6636 731-686	+6636 731-685
Sara Buri (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6636 222-093 -4	+6636 222-095
Sara Buri City Hall	+6636 231-136 -7	+6636 231-138
Thalan	+6636 281-427	+6636 281-334
<b>Sing Buri (3 Branches)</b>		
In Buri	+6636 581-476 -8	+6636 581-331
Sing Buri	+6636 511-004, 115, +6636 512-032, 581, +6636 522-717	+6636 511-006
Tesco Lotus Sing Buri (Mon-Sun 10.00-20.00 hrs.)	+6636 512-953 -4	+6636 511-999

Branch Name	Telephone	Fax.
<b>Suphan Buri (12 Branches)</b>		
Dan Chang	+6635 509-503 -4	+6635 595-367
Doen Bang Nang Buat	+6635 578-742	+6635 578-748
Don Chedi	+6635 591-301 -3	+6635 591-304
Phraphanvasa Road (Mon-Fri 8.30-16.30 hrs. Sat-Sun 10.00-16.00 hrs.)	+6635 523-475	+6635 523-722
PTT.Wat Palelai	+6635 450-131 -2	+6635 450-133
Robinson Suphanburi (Mon-Sun 10.30-19.30 hrs.)	+6635 454-381 -2	+6635 454-383
Sam Chuk	+6635 571-033, 755	+6635 571-022
Si Prachan	+6635 581-984 -5	+6635 582-595
Song Phi Nong	+6635 531-395, 454	+6635 531-453
Suphan Buri	+6635 523-042, +6635 525-202 -5	+6635 523-315
Suphanburi Government Centre	+6635 535-060 -3	+6635 535-064
U-Thong	+6635 551-927 -8	+6635 551-929
<b>Northern Region (172 Branches)</b>		
<b>Chiang Mai (40 Branches)</b>		
Big C Chiang Mai (Mon-Sun 10.00-20.00 hrs.)	+6653 246-709 -10	+6653 246-791
Big C Hang Dong (Mon-Sun 10.00-20.00 hrs.)	+6653 447-809 -10	+6653 447-811
Big C Hangdong (Mon-Sun 10.00-20.00 hrs.)	+6653 442-921 -2	+6653 442-923
Bo Sang	+6653 338-289, 389	+6653 338-376
Central Airport Plaza Chiang Mai (Mon-Sun 10.00-20.00 hrs.)	+6653 279-337	+6653 279-676
Central Festival Chiang Mai (Mon-Sun 11.00-20.00 hrs.)	+6653 288-783 , +6653 288-784	+6653 288-785
Chaiprakarn	+6653 457-002 -3	+6653 457-004
Changklan Road	+6653 272-093 -5 , +6653 273-276	+6653 818-368
Changpuak Road (Chiang Mai)	+6653 226-916 -7	+6653 326-918
Chiang Dao	+6653 388-599 -600, +6653 455-237 -9	+6653 455-147
Chiang Mai	+6653 245-250 -1	+6653 248-868
Chiang Mai Government Center	+6653 112-812 -3	+6653 112-814
Chiangmai University	+6653 223-191	+6653 223-172
Chom Thong	+6653 341-351, +6653 826-840	+6653 341-350
Fang	+6653 451-481 -3	+6653 452-006
Hang Dong	+6653 441-097 -8	+6653 441-096
Huai Kaew Road	+6653 225-808 -9	+6653 225-810
Hot	+6653 461-244 -5	+6653 461-246
Kad Suan Kaew Shopping Center (Mon-Sun 10.00-20.00 hrs.)	+6653 223-254, 268	+6653 225-807

Branch Name	Telephone	Fax.
Khuang Sing	+6653 409-545 -7	+6653 409-548
Mae Ai	+6653 459-318 -9	+6653 459-320
Mae Joe	+6653 353-431 -3	+6653 353-430
Mae Rim	+6653 297-221, 223, 969, +6653 298 -401	+6653 297-222
Mee Choke Plaza (Chiang Mai) (Mon-Fri 10.00-18.00 hrs.)	+6653 230-058 -9	+6653 230-060
Night Bazaar Chiang Mai (Mon-Fri 10.00-18.00 hrs.)	+6653 280-667 -9	+6653 282-782
Nim City Daily (Chiang Mai) (Mon-Fri 10.00-18.00 hrs.)	+6653 280-670 -1	+6653 280-672
Nimmanhemini (Mon-Sun 11.00-20.00 hrs.)	+6653 213-877 -8	+6653 213-879
Phra Sing	+6653 283-270	+6653 283-269
Pratu Chiang Mai	+6653 274-127 -8	+6653 274-129
San Pa Khoi	+6653 241-110, 854, +6653 243-188	+6653 245-405
Sanpatong	+6653 311-519 -21	+6653 311-503
Saraphi	+6653 325-472 -3	+6653 325-474
Siyaeak Nong Hoy	+6653 800-475 -6, 478	+6653 800-477
Siyaeak Sanambin Chiang Mai	+6653 280-965 -7	+6653 280-968
Sri Nakorn Pink	+6653 234-395, 890, +6653 251-044 -6	+6653 251-724
Sun Kumphaeng	+6653 331-993, +6653 332-311, 628	+6653 331-994
Suthep Road	+6653 278-084, 087	+6653 278-871
Tesco Lotus Chiang Mai	+6653 280-610 -1	+6653 280-612
Hang Dong (Mon-Sun 10.00-20.00 hrs.)		
Tesco Lotus Mae Tang (Mon-Sun 10.00-20.00 hrs.)	+6653 471-292 -3	+6653 471-294
Tha Pae	+6653 252-801 -5	+6653 232-537
<b>Chiang Rai (16 Branches)</b>		
Big C Chiangrai (Mon-Sun 10.00-20.00 hrs.)	+6653 717-641 -2	+6653 717-789
Central Plaza Chiang Rai	+6653 179-780 -1	+6653 179-782
Chiang Khong	+6653 791-665	+6653 791-772
Chiang Rai	+6653 744-282 -3	+6653 711-700
Chiang Rai City Hall	+6653 177-314 -6	+6653 177-317
Chiang Saen	+6653 650-696 -7	+6653 650-698
Denha (Chiang Rai) (Mon-Sun 8.30-18.30 hrs.)	+6653 718-601, 603	+6653 718-604
Hayaek Phokhun Mengrai	+6653 717-740 -3	+6653 719-147
Mae Chan	+6653 771-940 -2	+6653 771-939
Mae Sai (Mon-Fri 8.30-17.30 hrs. Sat-Sun 9.30-17.30 hrs.)	+6653 641-001, +6653 731-624 -5	+6653 731-831
Phan	+6653 721-370 -1	+6653 721-622
Talad Ban Du (Chiang Rai) (Mon-Sun 8.30-18.30 hrs.)	+6653 175-680 -1	+6653 175-682

Branch Name	Telephone	Fax.
Talad Pa Kor (Chiang Rai) (Mon-Sat and Public Holiday 08.30-18.30 hrs.)	+6653 600-230 -1	+6653 600-232
Tesco Lotus Chiang Khong (Mon-Sun 10.00-20.00 hrs.)	+6653 791-973 -4	+6653 791-984
Thoeng	+6653 795-822 -3	+6653 795-789
Wiangpapao	+6653 782-175 -6	+6653 782-177
<b>Kamphaeng Phet (9 Branches)</b>		
Chakangrao (Mon-Fri 8.30-16.30 hrs. Sat-Sun and Public Holiday 9.00-15.00 hrs.)	+6655 711-003, 013, 023	+6655 714-024
Kamphaeng Phet	+6655 711-007, 117	+6655 713-567
Kamphaengphet Government Center	+6655 705-151-2	+6655 705-153
Khanu Worakabsaburi	+6655 779-074	+6655 779-014
Klong Khlung	+6655 863-114 -6	+6655 863-113
Lan Krabu	+6655 769-117 -9	+6655 769-174
Mae Ramat	+6655 581-154 -5	+6655 581-156
Salokbat	+6655 771-100, 200, 300	+6655 771-491
Wang Chao	+6655 593-197 -8	+6655 593-199
<b>Lampang (10 Branches)</b>		
Central Plaza Lampang (Mon-Fri 11.00-20.00 hrs. Sat-Sun 10.30-19.30 hrs.)	+6654 811-843 -4	+6654 811-845
Kalangnakorn	+6654 230-193 -5	+6654 230-192
Lam Pang	+6654 221-276, +6654 225-074, +6654 226-275	+6654 225-748
Lan Pang Government Center	+6654 265-219 -20	+6654 265-221
Mae Mo	+6654 255-611, +6654 822-852	+6654 822-851
Mae Tha	+6654 289-155	+6654 289-154
Pratuchai	+6654 223-638	+6654 225-051
Tesco Lotus Lampang (Mon-Sun 10.00-20.00 hrs.)	+6654 230-443 -4	+6654 230-445
Thoen	+6654 291-111, 333, 444	+6654 291-555
Wang Nua	+6654 279-118 -9	+6654 279-117
<b>Lamphun (6 Branches)</b>		
Ban Hong	+6653 591-311	+6653 591-211
Big C Lamphun (Mon-Sun 10.00-20.00 hrs.)	+6653 582-810 -1	+6653 582-812
Lamphun	+6653 510-309, +6653 511-109, 950	+6653 511-189
Lumphun Industrial Estate	+6653 581-442	+6653 581-443
Mae Thar	+6653 574-322 -5	+6653 574-821
Tesco Lotus Pasang (Mon-Sun 09.00-19.00 hrs.)	+6653 521-302 -3	+6653 521-332

Branch Name	Telephone	Fax.
<b>Mae Hong Son (4 Branches)</b>		
Khun Yuam	+6653 691-043	+6653 691-033
Mae Hong Son (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6653 612-049, 399	+6653 612-219
Mae Sariang	+6653 621-327, +6653 681-111, 482	+6653 681-222
Pai	+6653 699-028 -9	+6653 699-030
<b>Nakorn Sawan (15 Branches)</b>		
Banphot Phisai	+6656 279-034, 068	+6656 279-227
Chumsaeng	+6656 282-103	+6656 282-218
Fairy Land (Nakhonsawan) (Mon-Sun 10.00-19.00 hrs.)	+6656 372-122 -3	+6656 372-124
Lat Yao	+6656 271-267	+6656 271-328
Matuli Road	+6656 229-343	+6656 229-853
Nakhon Sawan	+6656 216-281 -3	+6656 216-284
Nakhon Sawan Rajabhat University (Mon-Sun 9.00-17.00 hrs.)	+6656 882-633 -4	+6656 882-635
Pak Nam Pho	+6656 221-590, +6656 227-643	+6656 221-706
Phayuha Khiri	+6656 341-502	+6656 341-455
Sawannviti Road	+6656 221-628	+6656 226-790
Tak Fa	+6656 241-074, 178	+6656 241-177
Takhli	+6656 261-557	+6656 262-500
Tesco Lotus Nakhonsawan (Mon-Sun 10.00-19.00 hrs.)	+6656 370-258 -9	
Tha Tako	+6656 248-727 -8	+6656 248-729
V -Square (Big C)	+6656 372-116 -7	+6656 372-118
Nakorn Sawan (Mon-Sun 10.00-19.00 hrs.)		
<b>Nan (3 Branches)</b>		
Nan	+6654 710-208, +6654 772-543 -4	+6654 710-209
Nara Hypermart (Mon-Sun 10.00-20.00 hrs.)	+6654 773-163, +6654 775-134	+6654 740-056
Wiang Sa	+6654 782-052, 055	+6654 782-076
<b>Phayao (9 Branches)</b>		
Chiang Kham	+6654 451-800, 965, +6654 452-096	+6654 451-675
Dok Kham Tai	+6654 491-478 -9	+6654 491-476
Mark four Plaza (Mon-Sun 10.30-18.30 hrs.)	+6654 521-580	+6654 521-581
Phayao (Mon-Fri 8.30-18.30 hrs. Sat 10.00-18.30 hrs. Sun 9.30-17.30 hrs.)	+6654 431-032, 622, 733, 992	+6654 431-802
Phayao Government Center	+6654 449-723, 725	+6654 449-726
Pong	+6654 497-038	+6654 497-035
Pua	+6654 792-979 -80	+6654 792-981

Branch Name	Telephone	Fax.
<b>Tesco Lotus Chiang Kham (Mon-Sun 11.00-19.00 hrs.)</b>		
University of Phayao	+6654 466-782 -3	+6654 466-784
<b>Phetchabun (9 Branches)</b>		
Bueng Samphan	+6656 732-503 -4	+6656 732-505
Chon Daen	+6656 761-276 -7	+6656 761-276
Lom Sak	+6656 701-029, +6656 702-400	+6656 701-676
Nong Phai	+6656 781-886 -8	+6656 781-884
Phetchabun	+6656 711-055, 344, 388	+6656 711-168
Phetchabun Government Center	+6656 725-548 -9	+6656 725-460
Phetcharoen Road	+6656 711-644 -5	+6656 711-646
Tesco Lotus Phetchabun (Mon-Sun 10.00-19.00 hrs.)	+6656 711-841 -2	+6656 711-843
Wichian Buri	+6656 791-316	+6656 791-318
<b>Phichit (7 Branches)</b>		
Bang Mun Nak	+6656 631-202 -3, 830, 977	+6656 631-414
Phichit (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6656 611-376	+6656 611-396
Pho Thale	+6656 681-022	+6656 681-024
Rajkasemutit	+6656 651-393	+6656 651-396
Sak Leg	+6656 699-128 -9	+6656 699-130
Taphan Hin	+6656 621-159, 179, +6656 622-545	+6656 621-959
Thap Klo	+6656 641-334	+6656 641-307
<b>Phitsanulok (16 Branches)</b>		
Bang Rakam	+6655 371-227 -8	+6655 371-148
Baromtrilokanart (Mon-Fri 9.00-17.00 hrs. Sat-Sun 10.00-17.00 hrs.)	+6655 252-221 -2	+6655 252-311
Big C Phitsanulok (Mon-Sun 09.30-19.30 hrs.)	+6655 301-777, +6655 303-875	+6655 302-856
Buddhachinaraj Hospital Phitsanulok (Mon-Fri 9.00-17.00 hrs.)	+6655 252-800, 678	+6655 252-679
Central Plaza Phitsanulok (Mon-Sun 11.00-20.00 hrs., Sat-Sun and Public Holiday 10.00-20.00 hrs.)	+6655 338-500 -1	+6655 338-502
Hayae Khokmatoom	+6655 302-007 -8, 010	+6655 302-011
Nakhon Thai	+6655 389-296 -7	+6655 389-090
Naresuan University (Mon-Fri 9.00-17.00 hrs.)	+6655 227-293 -4	+6655 227-445
Phitsanulok	+6655 230-371 -5, +6655 242-800	+6655 242-112
Phitsanulok City Hall	+6655 259-300, 400	+6655 259-567

Branch Name	Telephone	Fax.	Branch Name	Telephone	Fax.
Phrom Phiram	+6655 369-111	+6655 369-112	Uthai Thani	+6656 511-027, 330	+6656 512-400
Singhawatt Road	+6655 230-721 -4	+6655 230-723	(Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)		
Tesco Lotus Phitsanulok (Mon-Sun 10.00-20.00 hrs.)	+6655 301-001 -2	+6655 301-003			
Tesco Lotus Phitsanulok Thathong (Mon-Sun 10.00-19.00 hrs.)	+6655 253-601 -2	+6655 253-603	<b>Uttaradit (8 Branches)</b>		
Topland Phitsanulok (Mon-Sun 10.00-20.00 hrs.)	+6655 247-444, 755	+6655 247-833	Nam Pat	+6655 481-012, 229	+6655 481-081
Wang Thong	+6655 311-314, 317	+6655 311-231	Phichai	+6655 421-555	+6655 421-001
<b>Phrae (4 Branches)</b>			Sisatchanalai	+6655 672-465 -6	+6655 672-467
Big C Phrae (Mon-Sun 11.00-19.00 hrs.)	+6654 532-183 -4	+6654 532-185	Si Utra Road	+6655 411-285, +6655 413-860	+6655 414-692
Long	+6654 581-452 -4, 666	+6654 581-456	Tesco Lotus Uttaradit (Mon-Sun 09.00-19.00 hrs.)	+6655 413-853, 863	+6655 413-783
Phrae	+6654 511-630, +6654 522-941	+6654 522-928	Tron	+6655 825-838	+6655 825-839
Sungmen	+6654 544-448 -9	+6654 544-688	Uttaradit	+6655 411-225, +6655 444-346	+6655 411-477
<b>Sukhothai (7 Branches)</b>			Uttaradit Rajabhat University	+6655 416-803 -4	+6655 416-805
Big C Sukhothai (Mon-Sun 09.00-19.00 hrs.)	+6655 616-018 -9	+6655 616-020			
Kong Krailat	+6655 691-132 -3	+6655 691-131	<b>Northeastern Region (212 Branches)</b>		
Sawankhalok	+6655 641-422, 681, +6655 642-252	+6655 641-539	<b>Amnat Charoen (3 Branch)</b>		
Si Nakhon	+6655 652-636, 638	+6655 652-637	Amnat Charoen	+6645 511-784	+6645 511-785
Si Samrong	+6655 628-598, +6655 681-366, 368	+6655 681-320	Amnatcharoen City Hall (Opposite) (Mon-Sun 09.00-18.00 hrs.)	+6645 523-207	+6645 523-209
Sukhothai (Mon-Fri 8.30-16.30 Sat-Sun 9.00-15.00 hrs.)	+6655 611-299, 383	+6655 612-921	Pathumratchawongsa	+6645 465-382	+6645 465-383
Sukhothai City Hall	+6655 611-667 -8	+6655 611-616	<b>Buri Ram (12 Branches)</b>		
<b>Tak (6 Branches)</b>			Big C Buri Ram (Mon-Sun 10.00-19.00 hrs.)	+6644 690-186 -7	+6644 690-249
Mae Sot	+6655 531-006, 193, 600	+6655 531-436	Buri Ram	+6644 611-520, +6644 613-558 -9	+6644 613-434
Rim Ping (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6655 511-963 -4	+6655 511-965	Buri Ram Government Center	+6644 666-677 -8	+6644 666-679
Tak	+6655 511-116, 423	+6655 511-597	Buri Ram Hospital	+6644 602-083 -4	+6644 602-085
Talad Phacharoen Maesot (Mon-Fri 9.00-17.00 hrs. Sat-Sun 9.00-15.00 hrs.)	+6655 536-120 -1	+6655 361-116	Krasang	+6644 691-020 -1	+6644 691-382
Tesco Lotus Maesot (Mon-Sun 09.00-19.00 hrs.)	+6655 506-918 -9	+6655 506-920	Kumueng	+6644 699-001, 121	+6644 699-123
Tesco Lotus Tak (Mon-Sun 10.00-20.00 hrs.)	+6655 893-374 -5	+6655 893-376	Lam Plaimat	+6644 661-209	+6644 623-121
<b>Uthai Thani (3 Branches)</b>			Nangrong	+6644 632-105 -7	+6644 632-104
Muang Prachanok (Uthai Thani)	+6656 571-674 -5	+6655 571-672	Phutthaisong	+6644 689-203	+6644 689-201
Sawang Arom	+6656 544-126, +6656 599-001	+6656 544-127	Prakhon Chai	+6644 671-117, 434	+6644 671-391
			Satuk	+6644 627-415, +6644 681-283	+6644 681-282
			Thani Road	+6644 611-233, 560, +6644 614-270	+6644 614-306
			<b>Chaiyaphum (10 Branches)</b>		
			Bantant	+6644 887-109	+6644 887-132
			Bumnet Narong	+6644 859-221 -2	+6644 859-223
			Chaiyaphum	+6644 821-321 -4	+6644 821-578
			Chaiyaphum Government Center	+6644 824-882 -3	+6644 824-884
			Chatturat	+6644 852-171 -2	+6644 852-173

Branch Name	Telephone	Fax.
Haruethai Road (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6644 821-799 -800	+6644 811-325
Hang Kraw	+6644 882-359, +6644 882-475	+6644 882-476
Nong Bua Daeng	+6644 872-361 -2	+6644 872-365
Nong Bua Rawe	+6644 897-225 -6	+6644 897-112
Pu Keaw	+6644 861-277	+6644 861-411
<b>Kalasin (5 Branches)</b>		
Kalasin	+6643 811-731, +6643 814-880	+6643 812-232
Kalasin Plaza (Mon-Sun 10.00-19.00 hrs.)	+6643 815-683	+6643 815-684
Kalasin City Hall	+6643 813-300 -1	+6643 813-322
Kuchinarai	+6643 851-312, 314	+6643 851-052
Nong Kung Si	+6643 881-123 -4	+6643 881-222
<b>Khon Kaen (25 Branches)</b>		
Ban Phai	+6643 272-116, 996	+6643 272-886
Big C Khon Kaen (Mon-Sun 10.00-20.00 hrs.)	+6643 226-012 -3	+6643 226-014
Central Plaza Khon Kaen (Mon-Sun 10.00-20.00 hrs.)	+6643 288-096	+6643 288-098
Chum Phae	+6643 311-119, +6643 312-017, 252, 809, 908	+6643 311-139
Thungsang	+6643 241-795 -6	+6643 241-797
Khon Kaen	+6643 246-838 -40	+6643 246-838
Khonkaen City Hall	+6643 241-826 -836	+6643 241-846
Khonkaen University (Mon-Sun 10.00-20.00 hrs.)	+6643 204-154 -5	+6643 204-156
Klangmuang Road	+6643 321-647 -8	+6643 321-649
Kranuan	+6643 251-700 -2	+6643 252-013
Maliwan Road	+6643 241-605 -6	+6643 241-607
Mancha Khiri	+6643 289-241	+6643 289-243
Mordindaeng Khonkaen	+6643 244-461	+6643 247-044
Muang Phon	+6643 414-273 -4, 915	+6643 414-275
Nam Phong	+6643 473-347 -8	+6643 473-349
Nong Rua	+6643 294-119	+6643 294-118
Nong Song Hong	+6643 491-840 -1	+6643 491-842
North Eastern University	+6643 271-132 -3	+6643 271-134
Phu Wiang	+6643 291-886 -7	+6643 291-996
Pratumuang (Mon-Fri 8.30-16.30 hrs. Sat-Sun and Public Holiday 9.00-17.00 hrs.)	+6643 271-135 -7	+6643 222-966
Si Chan	+6643 245-634, +6643 246-604	+6643 241-865
Tesco Lotus Chumphae (Mon-Sun 10.00-20.00 hrs.)	+6643 313-400, +6643 313-444	+6643 311-550
Mitraphap Road (Khon Kaen) (Mon-Sun 10.00-18.00 hrs.)	+6643 472-506 -7	+6643 472-508

Branch Name	Telephone	Fax.
Tesco Lotus Khon Kaen 2 (Mon-Sun 10.00-20.00 hrs.)	+6643 911-779 -80	+6643 911-781
Ubol Ratana	+6643 446-002 -4	+6643 446-005
<b>Loei (5 Branches)</b>		
Dan Sai	+6642 891-273, 275	+6642 891-274
Loei	+6642 812-650 -1	+6642 811-728
Loei City Hall	+6642 815-547 -8	+6642 815-557
Loei Rajabhat University	+6642 845-194 -5	+6642 845-196
Tanon Ouaree (Mon-Sun 09.00-17.00 hrs.)	+6642 811-941	+6642 811-942
<b>Maha Sarakham (11 Branches)</b>		
Big C Maha Sarakham (Mon-Sun 10.00-19.00 hrs.)	+6643 995-636 -7	+6643 995-638
Borabu	+6643 771-451 -2	+6643 771-113
Hayae Mahasarakham University	+6643 721-125	+6643 721-625
Kosum Phisai	+6643 761-846	+6643 761-844
Maha Sarakham	+6643 711-048, 310	+6643 721-512
Mahasarakham City Hall	+6643 777-934 -5	+6643 777-936
Na Chuak	+6643 779-641, 643	+6643 779-651
Phayakkaphumphisai	+6643 791-401 -2	+6643 791-112
Sermthai Plaza (Mon-Sun 10.30-19.30 hrs.)	+6643 723-070	+6643 723-061
Tha Khon Yang Mahasarakham (Mon-Fri 10.00-18.00 hrs.)	+6643 970-224 -5	+6643 970-223
Yang Talat	+6643 891-486 -7	+6643 891-488
<b>Mukdahan (4 Branches)</b>		
Khamcha-i	+6642 691-144	+6642 691-188
Mukdahan	+6642 611-507, +6642 633-420	+6642 611-508
Mukdahan City Hall (Mon-Sun 10.00-19.00 hrs.)	+6642 614-923 -4	+6642 614-980
Nikhom Kham Soi	+6642 638-312	+6642 681-075
<b>Nakhon Phanom (5 Branches)</b>		
Nakae	+6642 571-121 -3	+6642 571-323
Nakhon Phanom	+6642 513-993	+6642 511-571
Nakhon Phanom City Hall	+6642 512-835 -6	+6642 512-837
Ranu Nakhon	+6642 579-126 -7	+6642 579-124
Tesco Lotus That Phanom (Mon-Sun 10.00-19.00 hrs.)	+6642 540-250 -1	+6642 540-268
<b>Nakhon Ratchasima (28 Branches)</b>		
Ampawan	+6644 352-589	+6644 352-590
Big C Nakhonratchasima (Mon-Sun 10.30-19.30 hrs.)	+6644 271-037 -8	+6644 271-039
Bua Yai	+6644 461-030 -1	+6644 461-120
Changpuak Road	+6644 243-300	+6644 241-328
Nakhonratchasima		
Chok Chai	+6644 491-701 -3	+6644 491-704

Branch Name	Telephone	Fax.
Dan Khun Thot	+6644 204-034, 698, +6644 389-428 -9, 492	+6644 389-258
Fort Suranari Hospital	+6644 934-123 -4	+6644 934-125
Jua Hua	+6644 371-035	+6644 371-158
Khonburi	+6644 444-024 -5	+6644 444-026
Klang Dong	+6644 361-638 -9, 686 -7	+6644 361-688
Maharat Hospital	+6644 248-585 -6	+6644 248-587
Nakornratchasima		
Mitraphap Road	+6644 257-470 -3	+6644 259-067
(Mon-Fri 8.30-18.30 hrs. Sat-Sun 10.00-18.00 hrs.)		
Nakhon Ratchasima	+6644 254-918 -9, +6644 256-285 -6	+6644 257-432
Nakhon Ratchasima City Hall	+6644 258-865 -6	+6644 258-868
Non Thai	+6644 381-212 -3	+6644 381-214
Pak Chong	+6644 311-095, 421	+6644 311-401
Pak Thong Chai	+6644 441-090, 245	+6644 441-244
Phimai	+6644 928-303 -4	+6644 928-305
Phoklang Road	+6644 244-194, 222, +6644 253-710	+6644 244-154
Pra Thai	+6644 479-464 -5	+6644 479-467
Rajamangala University of Technology Isan	+6644 254-293 -4	+6644 254-295
Nakhonratchasima		
Samyaeak Pakthongchai	+6644 222-122 -4	+6644 222-125
Save One Market	+6644 214-646 -7	+6644 214-648
(Mon-Sun 12.00-20.00 hrs.)		
Si Khui	+6644 411-666, 699, +6644 412-592	+6644 411-600
Soeng Sang	+6644 457-133 -4	+6644 457-135
Suranaree University of Technology	+6644 216-124 -5	+6644 216-126
The Mall Nakornratchasima	+6644 245-432, 444	+6644 245-444
(Mon-Fri 10.30-19.30 hrs. Sat-Sun 10.00-19.00 hrs.)		
Wang Num Khieo	+6644 228-035 -7	+6644 228-038
<b>Nong Bua Lumphu (3 Branches)</b>		
Nong Bua Lumphu	+6642 312-027 -9	+6642 312-026
(Mon-Fri 8.30-16.30 hrs. Sat-Sun 11.00-16.30 hrs.)		
Nong Bua Lumphu	+6642 313-274 -5	+6642 313-279
Government Center		
Na Klang	+6642 359-480, 490	+6642 359-767
<b>Nong Khai (13 Branches)</b>		
Bigjieng Nongkhai	+6642 413-927 -9	+6642 413-926
(Mon-Sun 10.00-20.00 hrs.)		
Bung Kan	+6642 491-756 -8	+6642 491-760
Nong Khai	+6642 420-065 -7	+6642 420-068
Nong Khai Government Center	+6642 422-606 -7	+6642 422-608
(Mon-Fri 09.00-17.00 hrs.)		

Branch Name	Telephone	Fax.
Phon Charoen	+6642 487-574 -5	+6642 487-576
Phonphisai	+6642 471-827 -8	+6642 471-666
Seka	+6642 489-087 -8	+6642 489-098
Si Chiang Mai	+6642 451-541, 641	+6642 451-741
Siyake Bungkan	+6642 492-015 -6	+6642 492-017
Tesco Lotus Thabo	+6642 432-115, 155	+6642 432-047
(Mon-Sun 9.00-19.00 hrs.)		
Tha Bo	+6642 431-793 -4	+6642 431-796
Thai-Lao Friendship Bridge	+6642 413-097 -8	+6642 413-099
(Nong Khai)		
(Mon-Sun 9.00-18.00 hrs.)		
Thasadej	+6642 460-024 -6	+6642 460-028
<b>Roi Et (13 Branches)</b>		
Big C Roi Et	+6643 624-809-10	+6643 624-811
(Mon-Sun 10.00-19.00 hrs.)		
Bung Planchai	+6643 520-489	+6643 520-491
Kaset Wisai	+6643 589-590 -1	+6643 589-592
Khao Wong	+6643 859-355, +6643 859-357	+6643 859-359
Nong Phok	+6643 579-179, 230	+6643 579-099
Phon Thong	+6643 572-325	+6643 572-335
Roi Et	+6643 511-135, 153	+6643 511-992
Roi Et City Hall	+6643 519-162, +6643 519-219	+6643 519-175
Selaphum	+6643 551-251 -2	+6643 551-252
Suwannaphum	+6643 581-252 -3	+6643 581-011
Talad Haisoke	+6643 522-168 -9	+6643 513-333
Tesco Lotus Roi Et	+6643 519-536, 576	+6643 519-741
(Mon-Sun 11.00-19.00 hrs.)		
Somdet	+6643 861-917 -8	+6643 861-919
<b>Sakon Nakhon (9 Branches)</b>		
Akat Amnuai	+6642 798-123, +6642 799-252	+6642 799-251
Charoenmuang	+6642 715-089	+6642 713-391
Kasetsart University	+6642 754-264 -5	+6642 754-266
Chalermphrakiat		
Sakon Nakhon		
Nevada Multiplex	+6642 716-850 -1	+6642 716-852
Sakonnakhon		
(Mon-Sun 10.00-19.00 hrs.)		
Phang Khon	+6642 771-030, 122 -3	+6642 771-417
Robinson Sakon Nakhon	+6642 971-785 -6	+6642 971-787
Sakon Nakhon	+6642 711-024, 231, +6642 716-421	+6642 712-938
Sakon Nakhon Government	+6642 713-162 -3	+6642 713-187
Center		
Sawang Daen Din	+6642 721-680 -1	+6642 721-033

Branch Name	Telephone	Fax.
<b>Si Sa Ket (10 Branches)</b>		
Big C Sisaket (Mon-Sun 9.00-19.00 hrs.)	+6645 634-252 -3	+6645 634-254
Kantharalak	+6645 661-245 -6	+6645 661-730
Khun Han	+6645 637-498, 605, +6645 679-042 -3	+6645 679-044
Khukhan	+6645 671-197, +6645 671-475	+6645 671-755
Si Sa Ket (Mon-Sun 8.30-16.30 hrs.)	+6645 611-115, 558, +6645 612-508, 537	+6645 613-204
Sisaket City Hall	+6645 611-288 +6645 611-314	+6645 611-663
Sisaket Hospital	+6645 613-675 -6	+6645 613-677
Tepha Road	+6645 622-871 -2	+6645 622-873
Tesco Lotus Khukhan (Mon-Sun 10.00-19.00 hrs.)	+6645 671-551 -2	+6645 671-711
Uthumphon Phisai	+6645 691-199	+6645 691-198
<b>Surin (10 Branches)</b>		
Chom Phra	+6644 581-188 -9	+6644 581-021
Lukmuang Road	+6644 519-416, 419	+6644 519-418
Prasat	+6644 551-308	+6644 551-309
Rattanaaburi	+6644 599-702 -3	+6644 599-704
Robinson Surin	+6644 042-735 -6	+6644 042-737
Sangkha	+6644 571-745, +6644 571-747	+6644 571-748
Si Khoraphum	+6644 561-323 -4	+6644 561-322
Surin	+6644 511-021, +6644 514-567 -8	+6644 511-423
Surin Plaza (Mon-Sun 10.00-18.30 hrs.)	+6644 714-005 -6	+6644 714-007
Wongwien Namphu (Surin)	+6644 518-312 -3	+6644 518-314
<b>Ubon Ratchathani (23 Branches)</b>		
Aupparaj Road	+6645 240-381 -2	+6645 240-384
Big C Warin Chamrap (Mon-Sun 10.00-19.00 hrs.)	+6645 854-080 -1	+6645 854-082
Buntharik	+6645 376-005 -7	+6645 376-008
Central Plaza Ubonratchathani (Mon-Sun 10.30-19.30 hrs.)	+6645 422-487 -8	+6645 422-489
Chayangkul Road	+6645 280-157 -9, +6645 313-304 -5	+6645 313-306
Chongmek	+6645 476-242 -3	+6645 476-264
Det Udom	+6645 282-457, +6645 361-058 -9	+6645 282-458
Khong Chiam	+6645 351-124 -5	+6645 351-126
Khueang Nai	+6645 423-730 -1	+6645 423-732
Sappasit Road	+6645 240-099, +6645 244-848 -9	+6645 242-629
Siyaek Kilosoon	+6645 244-790 -4	+6645 244-792
Sunee Tower Ubonratchathani (Mon-Sun 10.00-19.00 hrs.)	+6645 311-311 -2	+6645 311-300

Branch Name	Telephone	Fax.
Talad Big C Ubon Ratchathani (Mon-Sun 10.00-19.00 hrs.)	+6645 317-944, 955	+6645 317-366
Taladsod Tessaban Muang Warinchamrap	+6645 324-363 -4	+6645 324-365
Tesco Lotus Det Udom (Mon-Sun 10.00-19.00 hrs.)	+6645 362-721	+6645 362-743
Tesco Lotus Pi boonmangsaahan (Mon-Sun 10.00-19.00 hrs.)	+6645 441-676, 797	+6645 441-763
Tesco Lotus Warinchamrap (Mon-Sun 10.00-19.00 hrs.)	+6645 324-854 -5	+6645 324-856
Trakan Phuet Phon	+6645 482-199, +6645 482-299	+6645 482-259
Ubon Ratchathani	+6645 314-931 -4	+6645 314-935
Ubon Ratchathani City Hall	+6645 249-967	+6645 240-998
Ubon Ratchathani University	+6645 433-097 -8	+6645 433-099
Warin Chamrap	+6645 321-894, +6645 322-841 -3	+6645 321-613
Yingcharoen Park (Mon-Sun 10.00-19.00 hrs.)	+6645 474-012	+6645 -474-011
<b>Udon Thani (17 Branches)</b>		
Ban Phu	+6642 281-281 -2	+6642 281-283
Big C Udon Thani (Mon-Sun 10.00-19.00 hrs.)	+6642 128-567, 597	+6642 128-596
Central Plaza Udon Thani (Mon-Fri 11.00-19.00 hrs. Sat-Sun 10.00-18.00 hrs.)	+6642 249-211 -2	+6642 249-210
Chiangkan (Thu-Mon 10.00-18.00 hrs.)	+6642 822-115	+6642 822-113
Kumphawapi	+6642 331-055, 384, 800	+6642 331-006
Markkaeng Road	+6642 249-701 -3	+6642 249-704
Nonghan	+6642 261-124	+6642 261-121
Si Bun Ruang	+6642 353-641 -2	+6642 353-643
Talad Nong Bua	+6642 244-035	+6642 247-654
Tesco Lotus Nadi Udonthani (Mon-Sun 10.00-19.00 hrs.)	+6642 130-559	+6642 130-560
Tukcom Landmark Udonthani	+6642 247-662	+6642 247-664
UD Town (Mon-Sun 10.00-19.00 hrs.)	+6642 932-956 -7	+6642 932-958
Udonusadee Road	+6642 222-490	+6642 241-768
Udon Thani	+6642 247-755 -7	+6642 247-758
Udon Thani City Hall	+6642 212-172 -3	+6642 212-174
Udon Thani Rajabhat University	+6642 241-045 -6	+6642 241-040
Wangsaphung	+6642 842-157 -8	+6642 842-159
<b>Yasothon (6 Branches)</b>		
Big C Yasothon (Mon-Sun 10.00-19.00 hrs.)	+6645 724-517 -8	+6645 724-519
Kut Chum	+6645 789-416 -7	+6645 789-114
Kham Khuaoen Kaeo	+6645 791-470 -1	+6645 791-472
Loeng Noktha	+6645 781-171, 374 -5	+6645 781-172

Branch Name	Telephone	Fax.
Yasothon (Mon-Sun 8.30-16.30 hrs.)	+6645 712-684, 695	+6645 712-215
Yasothon City Hall	+6645 714-834 -5	+6645 714-836
<b>Eastern Region (104 Branches)</b>		
<b>Chachoengsao (15 Branches)</b>		
Bang Khla	+6638 541-838	+6638 827-499
Bang Nam Prieo	+6638 581-215 -7	+6638 581-179
Bang Pakong	+6638 531-211 -2, +6638 532-088	+6638 531-213
Bangpakong Thermal Plant	+6638 573-574 -5	+6638 573-574
Big C Chachoengsao (Mon-Sun 9.00-19.00 hrs.)	+6638 514-676 -7	+6638 514-668
Chachoengsao	+6638 511-045 -6, 468 -73	+6638 981-567
Chachoengsao City Hall	+6638 513-711 -2	+6638 513-713
Mahachakapad Road	+6638 514-449	+6638 512-023
Panich Road	+6638 516-691 -3	+6638 516-694
Phanom Sarakhom	+6638 551-600 -1, 836	+6638 551-154
Rajabhat Rajanagarindra University (Chachoengsao) (Mon-Sun 10.00-19.00 hrs.)	+6638 511-535 -6	+6638 511-534
Sanam Chai Khet	+6638 597-068, 999	+6638 597-067
Talad Burapha Bangwua (Mon-Fri 10.00-18.00 hrs.)	+6638-538-925 -6	+6638 538-927
Talad Suwintawong Plaza Chachoengsao (Mon-Fri 10.00-18.00 hrs.)	+6638 592-441 -2	+6638 592-443
Tesco Lotus Bangpakong	+6638 540-041 -2	+6638 540-043
<b>Chanthaburi (12 Branches)</b>		
Chanthaburi	+6639 311-008, 507, +6639 322-050	+6639 321-153
Huai Saton	+6639 437-200 -1	+6639 437-202
Khlung	+6639 441-239 -40	+6639 441-241
Na Yai Am	+6639 371-236 -7	+6639 371-235
Pleaw	+6639 397-225	+6639 397-222
Pong Nam Ron	+6639 387-106 -8	+6639 387-109
Pra Pok Klao Hospital	+6639 324-098 -9	+6639 324-100
Chanthaburi		
Robinson Chanthaburi (Mon-Sun 11.00-20.00 hrs.)	+6639 303-255 -6	+6639 303-257
Soydow	+6639 381-035, 301	+6639 381-511
Sirongmueng Road	+6639 321-188, +6639 322-116 -7	+6639 322-052
Tanon Triratana	+6639 325-930 -2	+6639 313-718
Tesco Lotus Chanthaburi (Mon-Sun 10.00-19.00 hrs.)	+6639 303-414	+6639 303-415
<b>Chon Buri (43 Branches)</b>		
Amata Nakorn Industrial Estate (Mon-Fri 9.00-17.00 hrs.)	+6638 440-518 -9	+6638 440-520

Branch Name	Telephone	Fax.
Ao Udom	+6638 351-357, 620, 665	+6638 351-679
Ban Kao-Panthong Road (Mon-Fri 10.00-18.00 hrs.)	+6638 155-402 -3	+6638 155-404
Ban Bung	+6638 443-006, 498	+6638 443-005
Bangphra	+6638 358-265 -6	+6638 358-267
Bang Pla Soi	+6638 274-093 -5	+6638 274-092
Bangsang	+6638 387-322	+6638 387-324
Banglamung (Talad Naklua)	+6638 416-874 -5	+6638 416-876
Big C Chonburi (Mon-Sun 10.30-19.30 hrs.)	+6638 192-150 -1	+6638 192-210
Borwin (331 Road)	+6638 346-216 -7	+6638 346-218
Central Center Pattaya Nua (Mon-Sun 11.00-20.00 hrs.)	+6638 362-547 -8	+6638 362-574
Central Festival Pattaya Beach (Mon-Sun 11.00-20.00 hrs.)	+6638 043-285 -6	+6638 043-287
Central Plaza Chonburi (Mon-Sun 10.30-19.30 hrs.)	+6638 053-637 -8	+6638 053-639
Chalermthai Shopping Mall (Mon-Sun 10.30-19.30 hrs.)	+6638 288-496, 638	+6638 288-696
Chon Buri	+6638 273-584 -7	+6638 273-582
Chonburi City Hall	+6638 287-612 -3	+6638 287-614
Chonburi Hospital (Mon-Sun 9.00-17.00 hrs.)	+6638 288-101 -2	+6638 288-103
Jadnamong Road	+6638 282-456, +6638 283-457 -8	+6638 272-458
Kao Talo (Pattaya Soi 83)	+6638 332-616, +6638 332-665	+6638 332-636
Ko Pho Chonburi	+6638 209-794	+6638 209-795
Laemtong Bangsean (Mon-Sun 10.30-19.30 hrs.)	+6638 394-527 -9	+6638 394-526
Najomtien (Bann Amphur)	+6638 235-786 -7	+6638 235-788
Noenplubwan (Pattaya Soi 53)	+6638 406-546 -7	+6638 406-541
Nongmon	+6638 392-059 -60, +6638 393-141	+6638 392-058
Nongtumlueang	+6638 206-556 -7	+6638 206-311
Nong Yai	+6638 219-472 -3	+6638 219-471
Pacific Park Sriracha (Mon-Sun 11.00-20.00 hrs.)	+6638 312-152, 154	+6638 312-085
Pattaya (Sukhumvit Road)	+6638 427-863, 891	+6638 427-897
Pattaya Klang	+6638 428-436	+6638 423-505
Pattayatai	+6638 425-014 -6, +6638 429-275 -6	+6638 423-820
Phan Thong	+6638 452-593 -4	+6638 452-595
Phanat Nikhom	+6638 461-400, +6638 473-034	+6638 473-041
Plutaluang	+6638 245-057 -8	+6638 245-091
Prayasatja Road	+6638 275-871 -2	+6638 275-873
Sahapat Industrial Park	+6638 482-929 -30	+6638 482-932
Samyaeak Angsila	+6638 272-471 -3	+6638 272-475
Sattahip	+6638 438-042 -3	+6638 438-044
Si Racha	+6638 312-002, 854, +6638 321-661	+6638 312-001

Branch Name	Telephone	Fax.
Talad Sriracha	+6638 312-200 -1, +6638 323-224 -5	+6638 312-202
Tesco Lotus Amata Nakorn (Mon-Sun 10.30-19.30 hrs.)	+6638 457-363 -4	+6638 457-365
Tesco Lotus Banbung (Mon-Sun 10.30-19.30 hrs.)	+6638 752-160 -1	+6638 752-162
Tha Rua Laemchabang	+6638 494-320 -2	+6638 494-324
Thanon Theprasit (Pattaya) (Mon-Sun 09.00-17.00 hrs.)	+6638 252-445 -6	+6638 252-447
<b>Nakhon Nayok (3 Branches)</b>		
Ban Na	+6637 381-191, 228 -9	+6637 381-668
Nakhon Nayok (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6637 311-475 -6, +6637 312-038	+6637 311-076
Nakhon Nayok City Hall	+6637 311-759-60	+6637 311-770
<b>Prachin Buri (5 Branches)</b>		
304 Industrial Park (Khlung Rang) (Mon-Fri 10.00-18.00 hrs.)	+6637 274-631 -2	+6637 274-633
Big C Prachin Buri (Mon-Sun 10.00-20.00 hrs.)	+6637 452-129 -30	+6637 452-131
Kabin Buri	+6637 281-635 -6, +6637 282-043, 423	+6637 281-637
Prachin Buri (Mon-Fri 8.30- 16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6637 212-022, +6637 213-184	+6637 211-369
Talad Udomsuk Kabinburi	+6637 455-826 , 828 , 829	+6637 455-612
<b>Rayong (16 Branches)</b>		
Ban Chang	+6638 601-680, +6638 602-684	+6638 603-256
Ban Khai	+6638 642-463 -4	+6638 642-465
Ban Phe	+6638 651-541 -3	+6638 651-540
Big C Rayong (Mon-Sun 10.00-20.00 hrs.)	+6638 621-793, 853	+6638 621-914
Klaeng	+6638 671-200, 765 -6	+6638 671-240
Laemtong Shopping Plaza	+6638 023-792 -3	+6638 023-794
Rayong		
Mabtapud	+6638 607-995 -9	+6638 607-994
Nikhom Phatthana (Rayong) (Mon-Fri 09.00-17.00 hrs.)	+6638 637-343 -4	+6638 637-345
Pluak Daeng (Mon-Fri 10.00-18.00 hrs.)	+6638 659-977 -8	+6638 659-979
Rayong	+6638 611-592, +6638 613-964 -5	+6638 611-205
Rayong Trade Center	+6638 011-401 -2	+6638 011-400
Siam Eastern Industrial	+6638 660-046 -7	+6638 660-048
Star IT Center (Mon-Sun 10.30-19.30 hrs.)	+6638 613-659 -60	+6638 613-661
Tesco Lotus Rayong (Mon-Sun 9.00-19.00 hrs.)	+6638 624-161, +6638 624-511	+6638 624-019

Branch Name	Telephone	Fax.
Tha Pradu	+6638 615-180	+6638 615-181
Wangchan	+6638 888-254 -5	+6638 666-382
<b>Srakaew (5 Branches)</b>		
Aranyaprathet	+6637 231-031, +6637 232-576	+6637 231-331
Srakaew (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6637 241-577, +6637 242-694 -5	+6637 241-576
Ta Phraya	+6637 269-114 -5	+6637 269-116
Taladrongklua (Mon-Sun 10.00- 18.00 hrs.)	+6637 230-372 -3	+6637 230-374
Watthana Nakhon	+6637 261-021, 031	+6637 261-022
<b>Trad (5 Branches)</b>		
Khlung Yai	+6639 581-243	+6639 581-244
Ko Chang (Mon-Sun 10.00-19.00 hrs.)	+6639 551-621 -2	+6639 551-623
Santung	+6639 599-121 -3	+6639 599-124
Trad (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6639 520-541 -4	+6639 520-545
Trat Consumer Store	+6639 520-353 -4	+6639 520-355
Cooperative (Mon-Sun 10.00-18.00 hrs.)		
<b>Southern Region (162 Branches)</b>		
<b>Chumphon (8 Branches)</b>		
Big C Chumphon (Mon-Sun 10.30-19.30 hrs.)	+6677 658-647, 764	+6677 658-754
Chumphon	+6677 511-158, 887	+6677 511-889
Chumphon Government Center	+6677 658-380 -1	+6677 658-382
Lamae	+6677 559-227 -8	+6677 559-229
Lung Suan	+6677 541-091, +6677 541-109, +6677 541-851	+6677 541-947
Ocean Shopping Mall Chumphon (Mon-Sun 10.30-19.30 hrs.)	+6677 501-957 -8	+6677 501-959
Pathomphon	+6677 502-926 -8	+6677 502-925
Sawi	+6677 531-276, 500	+6677 531-275
<b>Krabi (10 Branches)</b>		
Ao Luk	+6675 619-260	+6675 619-261
Aonang	+6675 695-317 -8	+6675 695-300
Bantakhun	+6675 397-425 -6	+6675 397-427
Khao Phanom	+6675 689-527 -8	+6675 689-541
Klong Thom	+6675 640-502, +6675 699-038, 054	+6675 699-039
Koh Lanta	+6675 684-315 -6	+6675 684-317
Krabi	+6675 611-193 -4, +6675 612-775 -6	+6675 612-727
Lam Thap	+6675 702-209 -10	+6675 702-211
Nua Khlung (Mon-Fri 8.30- 16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6675 961-114 -5	+6675 691-113

Branch Name	Telephone	Fax.
Tesco Lotus Krabi (Mon-Sun 10.00-20.00 hrs.)	+6675 650-740 -1	+6675 650-742
<b>Nakhon Si Thammarat (21 Branches)</b>		
Cha Uat	+6675 381-344 -6	+6675 381-348
Chandi	+6675 486-271 -2	+6675 486-154
Chawang	+6675 481-272	+6675 481-172
Chian Yai	+6675 362-486	+6675 362-485
Homarika (Nakhon Si Thammarat)	+6675 343-051 -2	+6675 347-860
Khanom	+6675 529-441 -2	+6675 529-100
Maharat Hospital	+6675 342-011	+6675 342-011
Nakhonsithummarat		
Muangtong	+6675 432-040 ,	+6675 432-131
Nakhon Si Thammarat	+6675 432-089	
Nakhon Si Thammarat	+6675 342-772,	+6675 341-197
	+6675 356-017, 919	
Nakhon Si Thammarat City Hall	+6675 357-137 -8	+6675 357-145
Pak Phanang	+6675 517-609,	+6675 517-760
	+6675 517-120 -1	
Robinson Ocean	+6675 346-331 -2	+6675 346-331
Nakhon Si Thammarat (Mon-Sun 10.30-20.00 hrs.)		
Sichon	+6675 535-330 -1	+6675 535-332
Talad Hua It	+6675 343-015	+6675 315-826
Taladkaset	+6675 411-311, 565, 768	+6675 411-411
Tesco Lotus Nakhon Si Thammarat (Mon-Sun 10.00-20.00 hrs.)	+6675 343-752 -3	+6675 347-832
Tesco Lotus Thung Song (Mon-Sun 10.00-20.00 hrs.)	+6675 421-724 -5	+6675 421-726
Tha Sala	+6675 521-453 -4	+6675 521-455
Thawang	+6675 347-334 -7	+6675 347-338
Thung Song	+6675 411-200,	+6675 411-601
	+6675 420-688, 787	
Thung Yai	+6675 489-171	+6675 489-132
<b>Narathiwat (5 Branches)</b>		
Narathiwat (Mon-Fri 9.00-15.00 hrs.)	+6673 511-004, 389, +6673 522-229	+6673 512-012
Naradhiwasrajanagarindra Hospital	+6673 512-893 -4	+6673 512-895
Sungai Kolok (Mon-Fri 9.00-15.00 hrs.)	+6673 612-000	+6673 614-314
Tak Bai (Mon-Fri 9.00-15.00 hrs.)	+6673 524-375, +6673 581-262 -3	+6673 581-261
Tanyongmas (Mon-Fri 9.00 -15.00 hrs.)	+6673 671-002,113, 393	+6673 671-451
<b>Pattani (4 Branches)</b>		
Big C Pattani (Mon-Sun 10.00-18.00 hrs.)	+6673 312-554	+6673 312-555

Branch Name	Telephone	Fax.
Charoen Pradit (Mon-Fri 9.00-15.00 hrs.)	+6673 332-553 -5	+6673 335-991
Pattani (Mon-Fri 9.00-15.00 hrs.)	+6673 333-024 -6	+6673 331-036
Yarang (Mon-Fri 9.00-15.00 hrs.)	+6673 352-277, +6673 439-049	+6673 439-112
<b>Phang Nga (5 Branches)</b>		
Khok Kloi	+6676 581-403	+6676 434-754
Khura Buri	+6676 491-392	+6676 491-118
Phang Nga (Mon-Fri 8.30 -16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6676 411-365, 565 -6	+6676 411-810
Takua Pa	+6676 425-283 -4	+6676 425-286
Talad Yanyao	+6676 424-762 -3	+6676 424-764
<b>Phatthalung (7 Branches)</b>		
Khao Chaison	+6674 691-124	+6674 691-032
Khuan Khanun	+6674 681-980 -1	+6674 681-982
Mae Khri	+6674 695-138 -9	+6674 633-231
Pak Phayun	+6674 699-038	+6674 699-028
Phatthalung	+6674 611-432, +6674 613-033	+6674 612-156
Rames Road	+6674 606-660 -1	+6674 606-662
Tesco Lotus Phatthalung (Mon-Sun 10.00-19.00 hrs.)	+6674 606-517 -8	+6674 606-519
<b>Phuket (14 Branches)</b>		
Big C Kamala Phuket (Mon-Sun 11.00-20.00 hrs.)	+6676 322-406 -7	+6676 322-408
Central Festival Phuket (Mon-Sun 11.00-20.00 hrs.)	+6676 248-291 -2	+6676 248-290
Cherngthalay	+6676 324-537 -8	+6676 324-539
Hayaek Chalong	+6676 384-526 -7	+6676 384-528
Jungcetlon Patong Phuket (Mon-Sun 11.00-20.00 hrs.)	+6676 366-057 -8	+6676 376-059
Kathu (Mon-Fri 10.00-18.00 hrs.)	+6676 322-113 -4	+6676 322-115
Kohkaew (Phuket)	+6676 364-024 -5	+6676 364-026
Patong (Mon-Fri 10.00-18.00 hrs.)	+6676 344-301 -2	+6676 344-300
Phuket	+6676 211-158, 351, 893	+6676 213-598
Rusda Road	+6676 217-632, +6676 222-519, +6676 225-116	+6676 211-586
Talang	+6676 313-376 -7	+6676 313-378
Tesco Lotus Rawai Phuket (Mon-Sun 10.00-19.00 hrs.)	+6676 383-519 -20	+6676 383-533
Thanon Wirat Hongyok	+6676 522-161 -2	+6676 522-164
Thep Kasattri Road	+6676 355-284 -6	+6676 355-288
<b>Ranong (3 Branches)</b>		
Ranong	+6677 811-502, +6677 823-039	+6677 811-646
Ranong Government Center	+6677 800-180 -1	+6677 800-182

Branch Name	Telephone	Fax.
Ruengraj Road (Mon-Fri 8.30 -16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6677 811-105, 716, +6677 823-841	+6677 811-152
<b>Satun (4 Branches)</b>		
Khuan Ka Long	+6674 797-020 -1	+6674 797-019
Langu	+6674 781-984 -5	+6674 781-986
Satun	+6674 721-340 -1	+6674 721-344
Tesco Lotus Satun (Mon-Sun 10.00-19.00 hrs.)	+6674 751-082 -3	+6674 751-084
<b>Songkhla (31 Branches)</b>		
Big C Hat Yai (Mon-Sun 10.00-20.00 hrs.)	+6674 580-913 -4	+6674 580-915
Big C Extra Hatyai (Mon-Sun 10.00-20.00 hrs.)	+6674 555-463 -4	+6674 555-465
Central Festival Hat Yai (Mon-Sun 10.00-19.00 hrs.)	+6674 339-935 -6	+6674 339-937
Chung Loon (Mon-Fri 9.30-17.30 hrs.)	+6674 557-124 -5	+6674 557-126
Had Yai Nai (Mon-Fri 8.30-16.30 hrs. Sat-Sun and Public Holiday 9.00-15.00 hrs.)	+6674 230-917 -8, +6674 237-987	+6674 237-988
Hat Yai	+6674 220-704 -5, +6674 230-622 -3	+6674 238-236
Hat Yai Hospital	+6674 245-388 -9	+6674 244-667
Hatyai University (Mon-Fri 9.00-17.00 hrs.)	+6674 501-629 -30	+6674 501-631
Kanjanavanit (Songkhla) (Mon-Fri 10.00-18.00 hrs.)	+6674 558-622 -3	+6674 558-624
Khleng Ngae	+6674 541-668 -9	+6674 541-667
Na Thawi (Mon-Fri 8.30-15.30 hrs.)	+6674 371-545, 547	+6674 371-546
Nipatutit 2 (Mon-Fri 10.00-18.00 hrs.)	+6674 220-795, +6674 239-088 -9	+6674 246-652
Padang Besar	+6674 521-616 -7	+6674 521-615
Phetkasem Road (Hadyai)	+6674 237-742, 960 -1, +6674 239-086, +6674 245-854	+6674 246-634
Poonnakan (Mor-Or.Hat Yai) (Mon-Fri 11.00-19.00 hrs.)	+6674 500-263 -4	+6674 500-265
Rajamangala University of Technology Srivijaya (Mon-Fri 8.30-17.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6674 307-312	+6674 307-313
Raj Uthit	+6674 258-463 -4	+6674 258-465
Rajyindee	+6674 230-481 -2, 498	+6674 230-499
Ranot	+6674 392-440 -1	+6674 392-442
Sadao	+6674 411-007, +6674 411-955 -6	+6674 411-957
Sathing Phra	+6674 397-115 -6	+6674 397-044
Rattaphum	+6674 388-780 -1	+6674 388-782

Branch Name	Telephone	Fax.
Singha Nakhon	+6674 331-252, 276, 297	+6674 331-278
Songkhla (Mon-Fri 8.30-16.30 hrs. Sat-Sun 9.00-15.00 hrs.)	+6674 311-064, 585, +6674 324-648	+6674 323-316
Songkhla City Hall (Mon-Fri 9.00-17.00 hrs.)	+6674 323-186 -7	+6674 323-188
Songkhla Hospital	+6674 380-377	+6674 380-379
Tesco Lotus Songkhla (Mon-Sun 10.00-19.00 hrs.)	+6674 307-911 -2	+6674 307-913
Tesco Lotus Hat Yai (Mon-Sun 10.00-20.00 hrs.)	+6674 223-831 -2	+6674 223-820
Tesco Lotus Sadao (Mon-Sun 11.00-20.00 hrs.)	+6674 414-300 -1	+6674 414-302
Thanon Nakhon Nok	+6674 315-236 -7	+6674 315-239
Thung Lung	+6674 291-487, +6674 471-254 -5	+6674 291-486
<b>Surat Thani (29 Branches)</b>		
Bang Sawan	+6677 365-100 , +6677 365-111	+6677 365-200
Ban Na San	+6677 341-450, 999	+6677 341-010
Bank Rak Samui	+6677 447-736 -7	+6677 447-738
Big C Ko Samui	+6677 962-031	+6677 962-030
Big C Surat Thani (Mon-Sun 10.00-20.00 hrs.)	+6677 600-165 -6	+6677 600-167
Central Plaza Suratthani (Mon-Sun 10.30-19.30 hrs.)	+6677 489-212	+6677 489-823
Chaweng (Mon-Fri 10.00-18.00 hrs.)	+6677 484-745 -6	+6677 484-744
Chaiya	+6677 431-663 -4	+6677 431-766
Chonkasem Road	+6677 206-889 -90	+6677 206-891
Coliseum Suratthani (Mon-Sun 10.00-20.00 hrs.)	+6677 203-545 -6	+6677 203-547
Don Sak	+6677 371-095	+6677 371-096
Haadrin (Mon-Fri 11.00-18.00 hrs.)	+6677 375-033, 233	+6677 375-569
Khiri Ratthanikhom	+6677 391-074 -5	+6677 391-019
Khuntalae	+6677 600-826 -7	+6677 600-828
Ko Phangan	+6677 377-184, 376	+6677 377-123
Ko Samui	+6677 421-503 -5	+6677 421-503
Lamai	+6677 424-569 -70	+6677 424-600
Maenam	+6677 427-295 -6	+6677 427-405
Phunphin	+6677 311-016, 134, 334	+6677 311-988
Srivichai Road	+6677 286-002-3, 442	+6677 286-001
Surat Thani	+6677 281-829 -30, +6677 282-923 -4	+6677 283-964
Surat Thani City Hall	+6677 289-117, +6677 286-555	+6677 289-118
Surat Thani Cooperative	+6677 441-091	+6677 441-116

Branch Name	Telephone	Fax.
Suratthani Hospital	+6677 204-072 -3	+6677 204-074
Talad Mai Road	+6677 273-967,	+6677 289-042
	+6677 283-042 -3	
Tesco Lotus Surat Thani (Mon-Sun 10.30-19.30 hrs.)	+6677 206-945 -6	+6677 206-947
Tesco Lotus Wiengsa (Mon-Sun 10.00-19.00 hrs.)	+6677 310-510 -11	+6677 310-512
Tha Chang	+6677 389-054	+6677 389-015
Wiengsa	+6677 363-100 -1	+6677 362-012

#### Trang (13 Branches)

Big C Trang (Mon-Sun 10.30-19.30 hrs.)	+6675 581-936 , +6675 581-900	+6675 581-938
Hualiyot	+6675 271-846, 746	+6675 271-840
Kantang	+6675 251-178, +6675 252-898 -9	+6675 251-753
Kapang	+6675 286-251 -2, 254	+6675 286-253
Nayong	+6675 242-464 -5	+6675 242-466
Robinson Trang	+6675 217-827	+6675 217-830
Sikao	+6675 291-064 -5	+6675 291-036
Siriban Shopping Center (Mon-Sun 10.30-20.00 hrs.)	+6675 214-208 -9	+6675 214-204
Talad Muengtrang	+6675 219-871 -2, +6675 223-435 -6	+6675 213-023
Thab Thiang	+6675 211-482 -4	+6675 211-485
Thungyao	+6675 501-626 -7	+6675 501-628
Trang	+6675 218-093, 110	+6675 211-192
Yan Ta Khao	+6675 281-194, +6675 281-198	+6675 281-196

#### Yala (8 Branches)

Ban Nang Sata (Mon-Fri 9.00-15.00 hrs.)	+6673 289-422	+6673 289-363
Betong (Mon-Fri 9.00-15.00 hrs.)	+6673 231-372, +6673 232-034	+6673 245-793
Coliseum Cineplex Yala (Mon-Sun 10.00-18.00 hrs.)	+6673 213-026	+6673 213-057
Raman (Mon-Fri 9.00-15.00 hrs.)	+6673 295-101 -2, 295	+6673 295-024

Branch Name	Telephone	Fax.
Siroros (Mon-Fri 9.00-15.00 hrs.)	+6673 211-749 -51	+6673 213-732
Sukyang Road (Mon-Fri 9.00-15.00 hrs.)	+6673 230-024	+6673 230-867
Yaha (Mon-Fri 9.00-15.00 hrs.)	+6673 250-358, +6673 291-034	+6673 291-209
Yala (Mon-Fri 9.00-15.00 hrs.)	+6673 212-545, 596 -7	+6673 213-458



## Business Office Centers

(BOC): 63 Centers as at January 31, 2014

Opening hours: Mon.-Fri. 8.00 -17.00 hrs.

Business Office Center Name	Telephone	Fax.
<b>Bangkok and Vicinity: 20 Centers</b>		
Bang Bon	+662 415-8125, 8130	+662 415-8014
Chaeng Wattana	+662 573-0367 -8	+662 573-0381
Charoennakon Road	+662 437-6217, 6829, 6832, 9943	+662 437-6886
Ekamai	+662 382-1135 -8	+662 382-1134
Lad Prao	+662 538-2803, 2831, 3847	+662 538-4175
Nana Nua	+662 208-3302 -5, 3307	+662 256-8174
Nonthaburi	+662 580-7544, 7561, 7563	+662 580-7603
Om Noi	+662 420-5953 -7	+662 420-9577
On Nuch	+662 320-2476 -9	+662 320-2480
Pak Nam	+662 385-8620 -3	+662 385-8625
Phathanakarn	+662 714-6473 -9	+662 714-6470
Pathum Thani	+662 581-8455 -6	+662 581-8458
Phra Pinklao	+662 435-8391, 8401	+662 435-8385
Rajawongse	+662 225-3422 -9	+662 222-9208
Raminthra	+662 521-7617 -22	+662 521-7613
Samyod	+662 225-3043 -5	+662 222-2107
Sphan Khao	+662 280-1036 -40, 281-1374, 1478, 1530	+662 281-0847
Suanmali	+662 223-5812, 225-3031, 3040 -2	+662 225-3034
Surawongse	+662 637-0572 -7	+662 637-0578
Wong Sawang	+662 556-1641 -2	+662 556-1640
<b>Central Region: 8 Centers</b>		
Ayutthaya	+6635 345-091 -6	+6635 345-098
Lop Buri	+6636 414-175 -6	+6636 414-177
Nakhon Pathom	+6634 395-553, 582, 592 -3	+6634 395-174
Phetchaburi	+6632 423-835 -7	+6632 423-840
Ratchaburi	+6632 310-957 -8, 977	+6632 311-022
Samut Sakhon	+6634 421-521, 422-328, 424-620	+6634 425-616
Saraburi	+6636 332-942 -48	+6636 332-939
Suphan Buri	+6635 525-570 -1	+6635 525-887
<b>Northern Region: 9 Centers</b>		
Chiang Mai	+6653 409-536 -9, 226-414 -7	+6653 409-543
Chiang Rai	+6653 748-803 -6	+6653 748-801
Kamphaeng Phet	+6655 717-026 -7	+6655 713-093
Lam Pang	+6654 230-407, 426, 607	+6654 230-523
Nakhon Sawan	+6656 222-400, 224-219	+6656 224-593

Business Office Center Name	Telephone	Fax.
Phichit	+6656 650-670 -1	+6656 650-672
Phitsanulok	+6655 232-460 -5	+6655 232-469
Suthep Road	+6653 281-671 -4	+6653 281-670
Uttaradit	+6655 407-420, 421	+6655 407-423
<b>North-Eastern Region: 10 Centers</b>		
Buri Ram	+6644 618-748 -9	+6644 618-764
Chaiyaphum	+6644 813-516 -7	+6644 813-524
Khon Kaen	+6643 338-419 -24	+6643 338-418
Mukdahan	+6642 614-587	+6642 614-593
Nakhon Ratchasima	+6644 222-114 -20	+6644 222-113
Roi-et	+6643 516-002 -3, 520-416 -7	+6643 520-418
Sakon Nakhon	+6642 733-793 -6	+6642 733-802
Surin	+6644 521-503 -8	+6644 521-502
Ubon Ratchathani	+6645 283-027 -33	+6645 283-034
Udon Thani	+6642 325-126 -31	+6642 325-132
<b>Eastern Region: 6 Centers</b>		
Chachoengsao	+6638 824-280 -2	+6638 824-283
Chanthaburi	+6639 340-294 -5	+6639 340-296
Chon Buri	+6638 144-070 -2	+6638 144-075
Prachin Buri	+6637 214-917, 952, 954	+6637 214-814
Ra Yong	+6638 624-983, 624-989	+6638 624-986
Si Racha	+6638 324-067	+6638 314-130
<b>Southern Region: 10 Centers</b>		
Chumphon	+6677 576-807 -8	+6677 576-809
Hat Yai	+6674 239-130, 132, 306	+6674 234-185
Ko Samui	+6677 426-155 -6	+6677 426-199
Krabi	+6675 623-340, 367, 505	+6675 623-209
Nakhon Si Thammarat	+6675 313-669 -75	+6675 313-676
Phuket	+6676 232-566 -8	+6676 232-228
Songkhla	+6674 311-212, 313 -141	+6674 313-312
Surat Thani	+6677 221-648, 661 -3, 696	+6677 221-660
Trang	+6675 217-941 -7	+6675 217-938
Yala	+6673 222-282 -3, 225-385 -6	+6673 222-281

## International Business Centers

(IBC): 22 Centers as at January 31, 2014

Opening hours: Mon.-Fri. 8.00 -17.00 hrs.

Business Office Center Name	Telephone	Fax.
<b>Bangkok and Vicinity: 15 Centers</b>		
Ekamai	+662 382-1092 -6	+662 382-1090
Energy Complex	+662 537-0392 -4	+662 537-0395
Nananua	+662 208-4318, 4320, 4325, 4366	+662 256-8695
Om Yai	+662 811-4323 -5	+662 431-0156
Pak Nam	+662 389-3183 -4, 395-0371 -2	+662 389-2802
Phrapinklao	+662 884-6910 -2	+662 884-6914
Rajawongse	+662 225-4507 -14	+662 225-4506
Samut Prakan	+662 385-8473 -4	+662 385-8464
Samut Sakhon	+6634 413-057 -8	+6634 413-059
Samyod	+662 224-8931, 8933 -5	+662 224-8929
Saphan Khao	+662 282-5151, 5153 -4	+662 282-5152
Saphan Mai	+662 521-6340 -2, 6345	+662 521-6343
Suan Mali	+662 223-7716, 7717, 7738, 7751, 9544	+662 225-3036, 3062
Surawongse	+662 233-3922 -5	+662 233-3926 -7
Wongsawang	+662 913-2660 -2	+662 585-0862, 9469
<b>Central Region: 1 Center</b>		
Ayutthaya	+6635 353-671 -3	+6635 353-674
<b>Northern Region: 1 Center</b>		
Chiang Mai	+6653 216-028, 6283	+6653 214-998
<b>North-Eastern Region: 2 Centers</b>		
Nakhon Ratchasima	+6644 222-742 -3	+6644 222-740
Udon Thani	+6642 211-879	+6642 211-897
<b>Eastern Region: 1 Center</b>		
Chon Buri	+6638 352-210 -1	+6638 352-209
<b>Southern Region: 2 Centers</b>		
Hat Yai	+6674 351-571 -5, 1577 -80	+6674 236-045
Phuket	+6676 232-470 -2	

## OVERSEAS OFFICES

9 Branches as at January 31, 2014

### Kunming Branch

General Manager & FVP : Ms. Pornpip Toonpairat

Address : 19<sup>st</sup> Floor Shuncheng, East Building,  
No.11 Dongfeng Road, (West), Kunming, Yunnan  
The People's Republic of China, 650032

Tel. : +86 (871) 6313-8370 #11, +86 (874) 6313-8371

Fax. : +86 (871) 6313-8367

E-Mail : br.kunming@ktb.co.th, ktbkmxcn@public.km.yn.cn

### Los Angeles International Branch

Senior Manager -Credit & Acting GM :

Mr. Ittisoonthorn Nuangyindee

Address : 707 Wilshire Boulevard, Suite 3150  
Los Angeles, CA.90017, U.S.A.

Tel. : +1 (213) 488-9897, +1 (213) 488-9899

Fax. : +1 (213) 891-0733

SWIFT : KRTN US 6L

E-Mail : br.losangeles@ktb.co.th, ktbla@pacbell.net

### Mumbai Branch

General Manager & FVP : Mr. Pisit Buranakitpinyo

Address : 6<sup>th</sup> Floor, 62 Maker Chambers VI  
Nariman Point, Mumbai 400021, India

Tel. : +91 (22) 2287-3741, +91 (22) 2283-7693  
+91 (22) 2287-5458

Fax. : +91 (22) 2287-3744

SWIFT : KRTN IN BB

E-Mail : br.mumbai@ktb.co.th, ktbmbin@vsnl.com

### Phnom Penh Branch

General Manager & VP : Mr. Apinart Nuntikulvanich

Address : 149 Road 215, Sangkat Deiao,  
1 Market Tuankok District,  
Phnom Penh, Cambodia

Tel. : +855 (23) 882-959, +855 (23) 883-720

Fax. : +855 (23) 883-719

E-Mail : br.phnompenh@ktb.co.th

### Siem Reap Province Sub-Branch

General Manager & AVP : Mr. Sethayut Maneesri

Address : 10-11, Sivatha Road, Mondol 2  
Khum Svay Dangkom Siem Reap District  
Siem Reap Province, Cambodia

Tel. : +855 (63) 964-758

Fax. : +855 (63) 964-759

E-Mail : br.siemreap@ktb.co.th, ktbsre@ezecom.com.kh

### Singapore Branch

General Manager & FVP :

Ms. Nuannapha Wongthawatchai

Address : 65 Chulia Street, OCBC Centre,  
32-05/07, Singapore 049513

Tel. : +65 6533-6691

Fax. : +65 6533-0930

+65 6533-0932

SWIFT : KRTN SG SG

E-Mail : singapore@ktb.co.th, ktbs@pacific.net.sg

## Vientiane Branch

General Manager & VP : Mr. Jaturong Bunnag  
 Address : 80 Lanexang Road, B.Xiengngeuanthong  
 M.Chanthabouly, Vientiane  
 People's Democratic Republic of Lao  
 Tel. : +856 (21) 213-480, +856 (21) 222-761  
 Fax. : +856 (21) 222-762  
 E-Mail : br.vientiane@ktb.co.th, ktblao@laotel.com

## Yangon Representative Office

Chief Representatives & AVP :  
 Mr. Wutichai Sermsongsakunchai  
 Address : Centre Point Tower, 7<sup>th</sup> Floor,  
 No.65 Corner of Sule Pagoda Road  
 and Merchant Street, Kyuaktada Township,  
 Yangon Myanmar  
 Tel. : +95 9 420 277056, +95 1 -243186  
 E-Mail : br.yangon@ktb.co.th, ktbyangonrep@gmail.com  
 wutichai.serm@ktb.co.th

## Cayman Branch

Vice President & Executive Officer :  
 Mr. Wittaya Archewaparisut  
 Address : 190 Elgin Avenue, Grand Cayman  
 KY1 -9005, Cayman Islands  
 E-Mail : br.cayman@ktb.co.th





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