



บริษัท บัตรกรุงไทย จำกัด (มหาชน)

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Krungthai Card Public Company Limited

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KTC 652 / 2024

May 14, 2024

To: The President of the Stock Exchange of Thailand
The Stock Exchange of Thailand

Subject: Operating result notification for the Company and its subsidiaries of the quarter ended
March 31, 2024

Enclosure: Management Discussion and Analysis for the quarter ended March 31, 2024

KTC's Board of Directors has approved the Company and its subsidiaries Financial Statement and the Report of certified public accountant for the quarter ended March 31, 2024, which were reviewed by EY Office Limited details enclosed. We would like to submit the corresponding Management Discussion and Analysis to the Stock Exchange of Thailand in order to show the operating results, financial status, industry overview, and other factors that have the impact on the Company for the purpose of distributing to investors.

Please be informed accordingly

Respectfully yours

Krungthai Card Public Company Limited

Rojjana Ussayaporn

(Mrs. Rojjana Ussayaporn)

Chief Financial Officer



IS718770

KTC 013



Management Discussion and Analysis for 1st Quarter of 2024

Executive Summary

“In the first quarter of 2024, the Group continuously maintained its profitability despite decelerating growth in credit card spending and loan expansion, reflecting slower-than-expected economic growth. Nonetheless, the Group has remained committed to maintaining overall asset quality under appropriate risk levels.”

Krungthai Card Public Company Limited and its subsidiaries (“the Group”) reported a net profit of Baht 1,803 million for the first quarter of 2024, up 2.4% from the 4Q2023 net profits of Baht 1,761 million, but down 3.7% from the 1Q2023 net profits of Baht 1,872 million. On a separate basis, KTC registered a net profit of Baht 1,893 million, up 2.7% (YoY - "year over year") compared to Baht 1,843 million net earnings in 1Q2023. The Group's revenues grew by 11.7% (YoY), driven by interest income, fee income, and bad debt recovery. Meanwhile, total expenses increased by 20.4% (YoY) thanks to a higher number of transactions and an increase in bad-debt write-offs as KTC had decided to quicken the timing criteria for writing off bad debts to realistically reflect the actual asset quality following the expiry of the financial assistance program which temporarily relaxed loan staging.

As of 1Q2024, the Group's card spending volume grew 8.5% (YoY), and the total portfolio rose by 2.0% (YoY) to Baht 105,347 million, driven by the credit card and personal loan portfolio, which expanded 2.3% and 2.4% (YoY), respectively. KTC P BERM Car for Cash registered a new loan booking worth Baht 611 million, rising 82.6% (YoY). In contrast, KTB Leasing Public Company Limited (“KTBL”)’s lease receivable portfolio contracted 9.6% (YoY) due to the cessation of new loan issuance since August 2023. KTC remains focused on expanding its loan portfolio alongside prudent asset quality management.

KTC continued to appropriately manage the asset quality by maintaining a high Non-Performing Loan (NPL) Coverage Ratio of 434.7%, with the NPL ratio (%NPL) of the separate financial statement of 1.5%, a reduction from the year-end 2023 of 1.7%. On a consolidated basis, the Group maintained a high NPL Coverage Ratio of 353.8%, with the Group's NPL ratio of 2.0%, down from 2.2% at the end of 2023. For 1Q2024, our credit cost rose to 6.4% from 5.3% in 1Q2023 due to the accelerated write-off criteria. Nevertheless, the Group has concrete operational targets and remains dedicated to expanding our quality loan portfolio responsibly and fairly under the ongoing economic conditions.

Target vs Actual Performance

| Target | 2024 Target | 1Q24 Actual Performance |
|--|-------------|-------------------------|
| Net Profit (MB) | > 7,295 | 1,803 |
| Total Portfolio Growth (%) | 6% - 7% | 2.0% |
| Credit Card Spending Growth (%) | 15% | 8.5% |
| KTC PROUD Portfolio Growth (%) (0-90 Days) | 5% | 3.9% |
| New Booking of P BERM Car for Cash (MB) | 6,000 | 611 |
| Portfolio Quality (%Total NPL) | < 2.0% | 2.0% |

In 2024, the Group aims to expand its profits continually by targeting a 15% growth in credit card spending and a Baht 6,000 million new KTC P BERM Car for Cash loan booking. However, since the Group had adopted a faster bad-debt write-off policy, we had to revise our original 10% total loan growth target to about 6% - 7% growth. The KTC PROUD portfolio (0-90 days) targeted growth to 5%, and the NPL from 2.2% to no more than 2.0%.

In 1Q2024, most targets were short of projections due to the weaker-than-expected economy. Nonetheless, the Group believes that its strategy of building a higher-income credit card customer base, robust screening of credit card and personal loan portfolios and applications, and raising the awareness of the KTC P BERM Car for Cash among the target customer group should ultimately enable KTC to achieve its set goals.

Industry Overview

According to the Monetary Policy Committee report dated April 10, 2024, the Bank of Thailand has forecasted the Thai economic growth rate for 2024 and 2025 to be 2.6% and 3.0%, respectively. The Thai economy is anticipated to exhibit an increased expansion from the previous year (with the economic growth rate for 2023 of 1.9%), propelled by continuous support from private sector consumption and the tourism sector, augmented public sector spending, as well as government economic stimulus measures which may have a positive knock-on effect on consumer finance businesses.

| Industry Data | Y2023 | 1Q2023 | 1Q2024 |
|--|------------|------------|------------|
| Credit Card Receivables (Million Baht) | 513,491 | 470,663 | 472,989 |
| Growth (%) | 3.3% | 9.3% | 0.5% |
| KTC Market Share (%) | 14.5% | 14.4% | 14.6% |
| Amount of Credit Card (Cards) | 26,279,164 | 25,840,518 | 26,407,293 |
| Growth (%) | 2.1% | 3.1% | 2.2% |
| KTC Market Share (%) | 10.0% | 10.0% | 10.2% |

| Industry Data | Y2023 | 1Q2023 | 1Q2024 |
|---|------------------|----------------|----------------|
| Credit Card Spending (Million Baht) | 2,166,728 | 526,527 | 555,463 |
| Growth (%) | 8.1% | 17.7% | 5.5% |
| KTC Market Share (%) | 12.2% | 12.2% | 12.5% |
| Personal Loan Receivables (Excluding Auto Title Loan) (Million Baht) | 510,301 | 498,170 | 501,821 |
| Growth (%) | 2.3% | 8.7% | 0.7% |
| KTC Market Share (%) | 6.4% | 6.3% | 6.1% |
| Auto Title Loan Receivables (Million Baht) | 337,192 | 266,577 | 355,944 |
| Growth (%) | 36.2% | 40.9% | 33.5% |

Source: Industry Data, Bank of Thailand (Data as of May 10, 2024)

The consumer finance industry experienced moderating growth, impacted by constrained debt repayment capability and the persistently elevated level of household debts. However, the overall Consumer Confidence Index in March 2024 stood at 54.1, marking the 16th consecutive month of sustained confidence, reflecting a generally positive sentiment. The industry's total credit card receivables as of March 2024 amounted to Baht 472,989 million, rising 0.5% (YoY). The industry's total credit card spending for 1Q2024 grew by 5.5% (YoY), while the receivables of personal loans (excluding auto title loan receivables) were Baht 501,821 million, up 0.7% (YoY). The auto title loan receivables stood at Baht 355,944 million, representing a growth of 33.5% from the same period in 2023.

KTC's market share of credit card receivables for 1Q2024 stood at 14.6%, and the market share of the total credit card spending was 12.5%, up from the same period in 2023. Moreover, KTC's market share of personal loans (excluding auto title loan receivables) was 6.1%.

Portfolio Overview

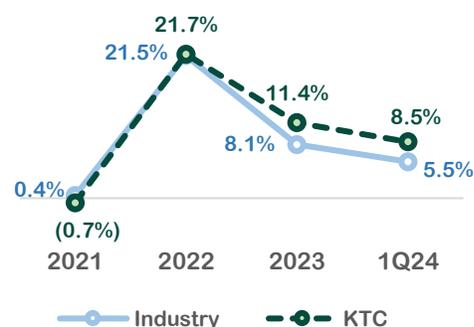
“KTC's 1Q24 credit card spending increased by 8.5% (YoY), while the total portfolio grew by 2.0% (YoY)”

The total value of KTC's card spending for the first quarter of 2024 was Baht 69,419 million, exhibiting growth rates of 8.5% (YoY). The Group had 3,423,147 accounts, consisting of 2,695,453 credit cards, up 4.0% (YoY), and 727,694 personal loan accounts, down 2.6% (YoY).

As of 1Q2024, the total loans to customers and the accrued interest was Baht 105,347 million, demonstrating a growth of 2.0% (YoY). This can be segmented as follows:

1. The credit card receivables amounted to Baht 69,213 million, up 2.3% (YoY), driven by sustained card spending growth despite some slowdown in the growth rate.

Credit Card Spending Growth (YoY)



2. Personal loans amounted to Baht 33,149 million, up 2.4% (YoY), with KTC P BERM Car for Cash receivables amounted to Baht 2,419 million, surging 114.0% (YoY).
3. Lease receivables amounted to Baht 2,985 million, down 9.6% (YoY) from the previous year, as KTC had stopped booking new loans and instead concentrated on managing the existing loan portfolio.

Loans to customers and accrued interest receivables

| (Unit: Million Baht) | 1Q2023 | 1Q2024 | %Growth |
|----------------------|--------|--------|---------|
| Credit Card | 67,640 | 69,213 | 2.3% |
| Personal Loan | 32,371 | 33,149 | 2.4% |
| Leasing | 3,301 | 2,985 | (9.6%) |

The changes in the allowance for expected credit loss as of March 31, 2024 are as following table.

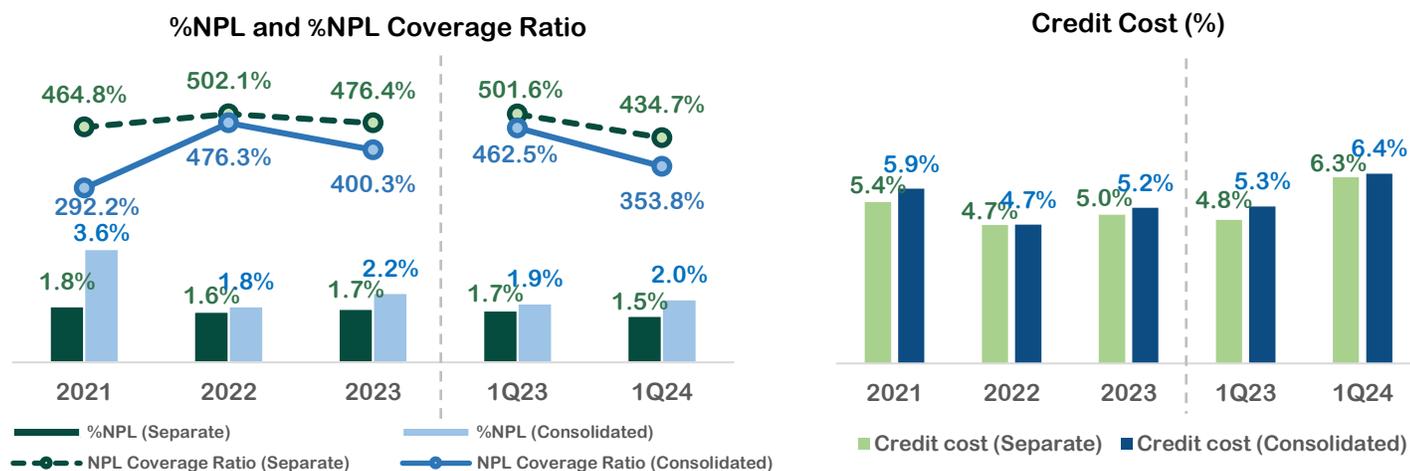
| (Unit: Million Baht) | Consolidated Financial Statement : Allowance for Expected Credit Loss | | | | |
|--|---|---|---|---|---------|
| | Financial assets where there has not been a significant increase in credit risk | Financial assets where there has been a significant increase in credit risk | Financial assets that are credit-impaired | Financial assets where applied simplified approach to calculate lifetime expected credit loss | Total |
| | (Stage 1) | (Stage 2) | (Stage 3) | | |
| Balance as of January 1, 2024 | 4,332 | 3,316 | 1,283 | 832 | 9,763 |
| Changes in staging | 230 | (670) | 439 | - | - |
| Changes in risk parameters | (1,573) | 37 | 3,860 | 96 | 2,420 |
| New financial assets originated or purchased | 159 | - | - | 0.01 | 159 |
| Financial assets derecognized | (55) | (200) | (623) | (18) | (896) |
| Written-off | - | - | (3,999) | (48) | (4,048) |
| Balance as of March 31, 2024 | 3,093 | 2,483 | 960 | 863 | 7,399 |

“NPL ratio stood at 2.0%, and NPL coverage remained high at 353.8%.”

For 1Q2024, the total Non-Performing Loan (NPL) ratio of the Group was recorded at 2.0%. This represents a decrease from the 2.2% reported in 4Q2023 and a slight increase from 1Q2023, which had a ratio of 1.9%. The increase is primarily attributable to defaults on lease receivable. Specifically, the NPL ratios for credit cards, personal loans, and leasing for 1Q2024 stood at 1.2%, 2.1%, and 19.7%, respectively. The Group has set aside an allowance for expected credit losses of Baht 7,399 million, a decrease of 17.2% (YoY), resulting from accelerated write-offs for which provisions had already been established. NPL coverage ratio was at 353.8%, a drop from the same period in 2023, at 462.5%.

According to the separate financial statement, the %NPL for 1Q2024 stood at 1.5%, a decline from the 1.7% reported in the same period last year. The allowance for expected credit losses was valued at Baht 6,536 million, resulting in an NPL coverage ratio of 434.7%, down from 501.6% in 1Q2023.

Due to an accelerated written-off period, the credit cost for separate and consolidated financial statements in 1Q2024 increased to 6.3% and 6.4%, respectively. The Group has adequately provisioned for expected credit losses, ensuring sufficient coverage to mitigate potential economic disruptions and future uncertainties.



NPL

| | |
|----------|--------------|
| Separate | Consolidated |
| 1.5% | 2.0% |

| | 1Q2023 | | 4Q2023 | | 1Q2024 | |
|----------------------------|--------------|-------------|--------------|--------------|--------------|--------------|
| | MB | %NPL | MB | %NPL | MB | %NPL |
| Total NPL | 1,932 | 1.9% | 2,439 | 2.2% | 2,091 | 2.0% |
| NPL – Credit Card | 739 | 1.1% | 851 | 1.1% | 804 | 1.2% |
| NPL – Personal Loan | 902 | 2.8% | 1,024 | 3.0% | 699 | 2.1% |
| NPL – Leasing | 290 | 8.8% | 564 | 17.7% | 588 | 19.7% |

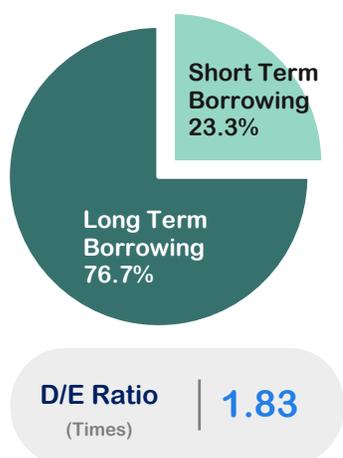
The outstanding balances of loans to customers and accrued interest receivables classified by type of business and stage as of March 31, 2024 are as follows

| (Unit: Million Baht) | Consolidated Financial Statements | | | |
|---|-----------------------------------|----------------|--------------|----------------|
| | Credit Card | Personal Loan | Leasing | Total |
| Stage 1 | 61,073 | 26,395 | - | 87,467 |
| Stage 2 | 7,043 | 5,691 | - | 12,734 |
| Stage 3 | 804 | 699 | - | 1,504 |
| Financial assets where applied simplified approach to calculate lifetime expected credit losses | - | - | 2,985 | 2,985 |
| Total loans to customers | 68,920 | 32,785 | 2,985 | 104,690 |
| Add Accrued interest receivables and undue interest receivables | 293 | 364 | - | 657 |
| Total loan to customers and accrued interest receivables | 69,213 | 33,149 | 2,985 | 105,347 |
| Less Allowance for expected credit loss | (3,817) | (2,719) | (863) | (7,399) |
| Total loans to customers and accrued interest receivables, net | 65,395 | 30,430 | 2,122 | 97,948 |

Borrowing

"The Debt-to-Equity Ratio has decreased to a level of 1.83 times, and short-term borrowing facility amounting to Baht 24,991 million."

1Q24 Borrowing Proportion



As of 1Q2024, the Group had total borrowings of Baht 59,344 million. The funding structure was divided into short-term borrowings (including short-term loans and the current portion of long-term borrowings due within 1 year) of 23.3% and long-term borrowings of 76.7%. KTC diversified sources of funding, including from Thai commercial banks, securities companies, insurance companies, and various funds, allocated as short-term borrowings from financial institutions and related parties at Baht 3,980 million, long-term loans from Krungthai Bank at Baht 10,500 million and debentures amounting to Baht 44,864 million

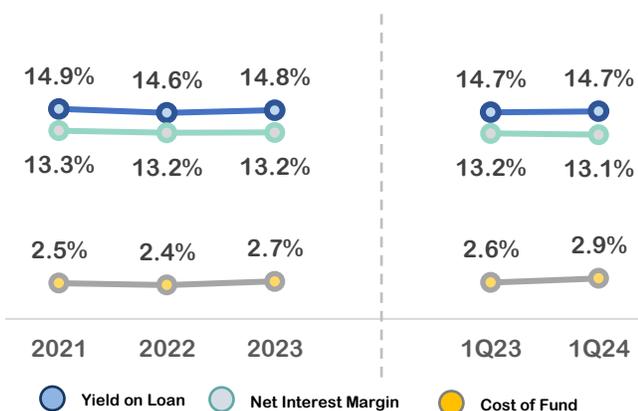
The debt-to-equity ratio stood at 1.83 times in 1Q2024, dropping from 2.00 times in 1Q2023, and remained below the debt covenant of 10 times.

Furthermore, the Group has a total short-term credit line of Baht 28,871 million (including a credit line from Krungthai Bank of Baht 18,561 million). The Group utilized Baht 3,880 million of the short-term credit facility, leaving the remaining credit line of Baht 24,991 million.

In 1Q2024, the cost of funds was 2.9%, up from 2.6% in the same period last year due to the higher cost of new borrowings.

The loan yield was stable at 14.7% (YoY basis), causing the net interest margin to contract to 13.1% compared with the previous year at 13.2%.

Yield on Loans, Net Interest Margin and Cost of Funds



Revenues & Expenses

| | Consolidated Financial Statement | | |
|---|----------------------------------|----------------|-----------------|
| | 1Q2023 | 1Q2024 | Growth (%YoY) |
| (Unit: Million Baht) | | | |
| Total Revenues | 6,055 | 6,763 | 12% |
| Bad Debt Recovery | 822 | 1,041 | 27% |
| Total Operating Expenses | 1,985 | 2,369 | 19% |
| Finance Costs | 390 | 451 | 16% |
| Profit before Expected Credit Loss | 3,685 | 3,943 | 7% |
| Expected Credit Loss | 1,367 | 1,683 | 23% |
| Bad Debt | 1,224 | 4,048 | 231% |
| Doubtful Accounts | 142 | (2,364) | (1,760%) |
| Profit before Income Tax | 2,319 | 2,259 | (3%) |
| Net Profit | 1,866 | 1,793 | (4%) |
| Total Comprehensive Income (Loss) | | | |
| Owners of the parent | 1,872 | 1,803 | (4%) |
| Earning per Shares (Baht) | 0.73 | 0.70 | (4%) |
| Book Value per Share (Baht) | 12.97 | 14.60 | 13% |

Total Revenues 1Q2024

6,763 | **11.7%**
(Million Baht) | YoY

Total interest income increased by

▲ **5.4%**
YoY

Fee income increased by

▲ **14.7%**
YoY

The total interest income (including credit usage fee) ⁽¹⁾ for the first quarter of 2024 stood at Baht 4,008 million, up 5.4% (YoY), comprising of interest income from credit cards amounting to Baht 1,991 million, up 5.8% (YoY); interest income from personal loans Baht 1,970 million, up 5.4% (YoY); and interest income from lease receivables Baht 47 million, down 8.9% (YoY). The rise in interest income was from the company's overall loan portfolio expansion. For 1Q2024, fee income amounted to Baht 1,544 million, expanding 14.7% (YoY), driven by a robust transaction volume. The increase in fee income included a 24.3% (YoY) jump in merchant discount fees, a 22.4% (YoY) increase in cash advance fees, a 12.1% (YoY) expansion in collection fees, and a 6.0% (YoY) rise in interchange fees.

In 1Q2024, bad debt recovery totaled Baht 1,041 million, rising 26.7% (YoY). This was divided into Baht 1,013 million for KTC and Baht 28 million for KTBL. The increase in bad debt recovery was due to effective debt collection across all business groups and a strategic focus on enhancing the debt recovery process. Adjustments to strategies that are more suitable to the current situation have also contributed to improved efficiency in debt collection.

⁽¹⁾ Starting from 1Q2024, the company has reclassified interest income and income from credit usage fee as 'interest income' in the statement of comprehensive income. Consequently, the 'interest income' line item now reflects the sum of interest income and credit usage fee.



Interest Income
(Including Credit Usage Fee)

4,008 Million Baht

| | 1Q2023 | %Total Revenue | 1Q2024 | %Total Revenue | %Growth |
|---------------------------------|--------|----------------|--------|----------------|---------|
| Interest Income - Credit Card | 1,883 | 31.1% | 1,991 | 29.4% | 5.8% |
| Interest Income - Personal Loan | 1,868 | 30.9% | 1,970 | 29.1% | 5.4% |
| Interest Income - Leasing | 51 | 0.8% | 47 | 0.7% | (8.9%) |



Fee Income

1,544 Million Baht

| | 1Q2023 | %Total Revenue | 1Q2024 | %Total Revenue | %Growth |
|------------|--------|----------------|--------|----------------|---------|
| Fee income | 1,347 | 22.2% | 1,544 | 22.8% | 14.7% |

Total Expenses 1Q2024

4,504 | **20.4%**
(Million Baht) | YoY

In the first quarter of 2024, the Group's total administrative expenses amounted to Baht 2,369 million, rising 19.4% (YoY), driven mainly by higher fee payments and service charges in line with the increased number of transactions and increased marketing expenses due to the launch of new products and enhanced online marketing efforts. Additionally, other administrative expenses expanded due to investments in system development to improve operational efficiency. As a result, the cost-to-income ratio for the first quarter of fiscal year 2024 stood at 35.0%, up from the 32.8% reported in the previous year's first quarter.

Cost to Income Ratio

 **35.0%**

“Total expenses increased (YoY) due to the growth in transaction volume, expansion of the overall loan portfolio, and investments in system development.”

The expected credit losses amounted to Baht 1,683 million, up 23.2% (YoY), due to the accelerated write-off policy.

Financial costs totaled Baht 451 million, up 15.6% (YoY), in line with higher interest rates compared to the same period last year.

Total Operating Expense **2,369** Million Baht

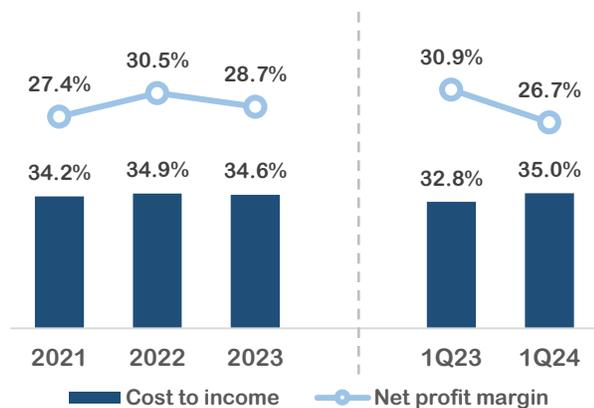
| | 1Q2023 | %Total Revenue | 1Q2024 | %Total Revenue | %Growth |
|-------------------------------------|--------|----------------|--------|----------------|---------|
| Personal expense | 670 | 11.1% | 695 | 10.3% | 3.7% |
| Marketing expense | 164 | 2.7% | 194 | 2.9% | 18.1% |
| Fee and service expense | 708 | 11.7% | 888 | 13.1% | 25.4% |
| Other administrative expense | 442 | 7.3% | 591 | 8.7% | 33.8% |

Expected Credit Loss (ECL) **1,683** Million Baht

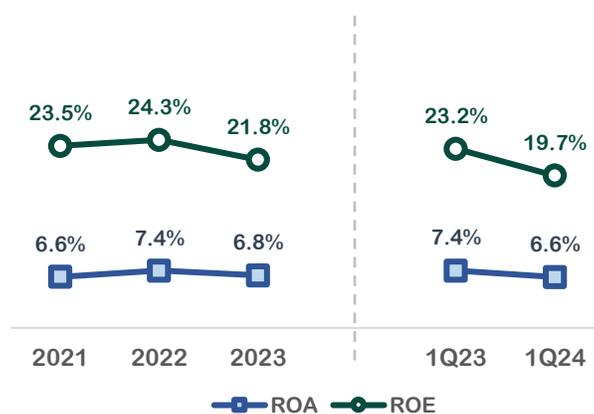
| | 1Q2023 | %Total Revenue | 1Q2024 | %Total Revenue | %Growth |
|----------------------------|--------|----------------|--------|----------------|---------|
| ECL - Credit Card | 636 | 10.5% | 731 | 10.8% | 14.9% |
| ECL - Personal loan | 572 | 9.4% | 874 | 12.9% | 52.8% |
| ECL - Leasing | 158 | 2.6% | 79 | 1.2% | (50.3%) |

Key Financial Ratios

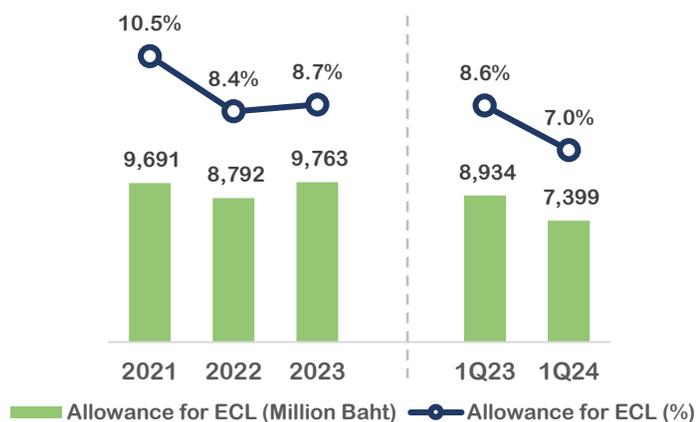
Net Profit Margin and Cost to income ratio



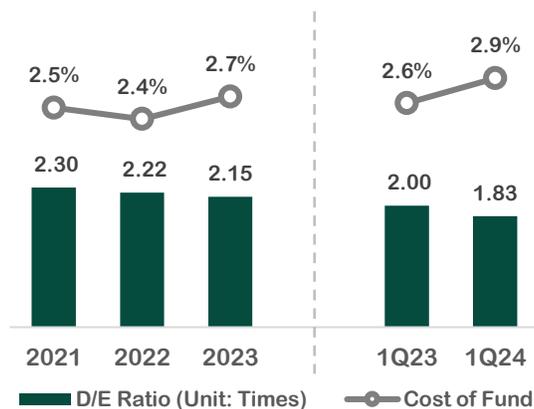
Return on Asset (ROA) and Return on Equity (ROE)



Allowance for ECL to Total Port



Debt to Equity (D/E) Ratio and Cost of Fund



Sustainable Household Debt Solution Approach and Potential Impacts

The Bank of Thailand (BOT) published the regulations for Responsible Lending (RL) in the Notification of Bank of Thailand No. SorKorChor 7/2566 to reinforce the role of financial service providers in responsibly serving customers throughout the credit lifecycle. These criteria have been effective since January 1, 2024.

These lending management criteria encompass eight main areas: (1.) Product Development, (2.) Advertising, (3.) Sales Process, (4.) Consideration of customers' debt repayment capability (affordability), (5.) Discipline Promotion and Financial Management during the indebtedness period, (6.) Assistance for Customers with Persistent Debt (PD), (7.) Assistance for customers with payment problems, including restructuring non-NPL debt for both preemptive debt restructuring (Preemptive DR) and troubled debt restructuring (TDR), and (8.) Compliance with Laws and Debt Transfers.

KTC has implemented measures to assist debtors in compliance with the BOT announcement as follows:

The adjustment of the minimum payment rate for credit cards from 5% to 8% took effect in the billing cycle starting from January 1, 2024. In 1Q2024, we found that most of the company's debtors could make the minimum payment at 8%. Only a minority experienced difficulties. Hence, the company proposed various fair and appropriate debt relief options for these debtors.

Moreover, the company has ready-to-implement measures to assist non-NPL debtors, which involves pre-emptive debt restructuring as soon as there is an indication that debtors may face payment difficulties at least once. This ensures that debtors can meet their obligations without falling into NPL status. The company will also propose at least one form of assistance for NPL debtors, especially before undertaking legal action, debt sale, contract termination, or asset seizure. In providing such debtor assistance, the company will consider the debtor's ability to repay without unduly increasing their debt burden beyond the original obligation.

KTC has reviewed the implementation of assistance measures based on the aforementioned criteria and is confident that these measures will not significantly impact the company's overall operations.

Furthermore, regarding the assistance of debtors with persistent debt issues (Persistent Debt: PD), which will be enforced starting from April 1, 2024, the company has assessed the potential impacts and estimates that if all qualified debtors participate in the program, our interest income will decrease by approximately Baht 18 million per month.

KTC's Strategy Incorporating Sustainability Development



KTC's strategy has integrated sustainable economic, social, and environmental dimensions through Better Products and Services, Better Quality of Life, and Better Climate. KTC conducts its business with responsibility and continuously develops products, services, technology, digital innovation, and human resources to meet business demands, builds trust with stakeholders, increases access to financial products and services for Thai society, alleviates environmental impacts, and supports sustainable development goals of the United Nations. For more information, please visit the website at <https://www.ktc.co.th/en/sustainability-development>