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Annual Report 2013  
Bangkok Bank Public Company Limited  
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# NEW HORIZONS



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## Vision

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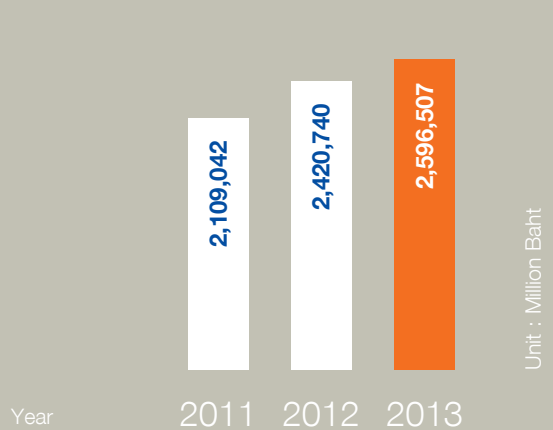
TO BE A BANK WHICH PROVIDES  
QUALITY FINANCIAL SERVICES IN LINE  
WITH CUSTOMERS' REQUIREMENTS,  
AND IS WELL EQUIPPED WITH  
QUALIFIED HUMAN RESOURCES  
AND WORLD-CLASS TECHNOLOGY  
AND WORKING SYSTEMS,  
WHILE MAINTAINING ITS STATUS  
AS A WELL-ESTABLISHED INTERNATIONAL BANK  
AND A LEADING ASIAN BANK.

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## Assets

7.3% ▲

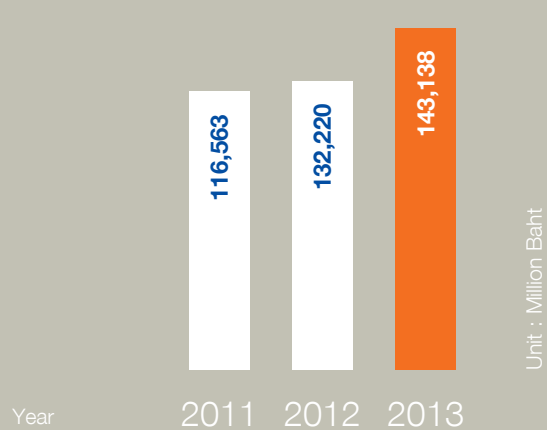
2012 → 2013



## Total Income

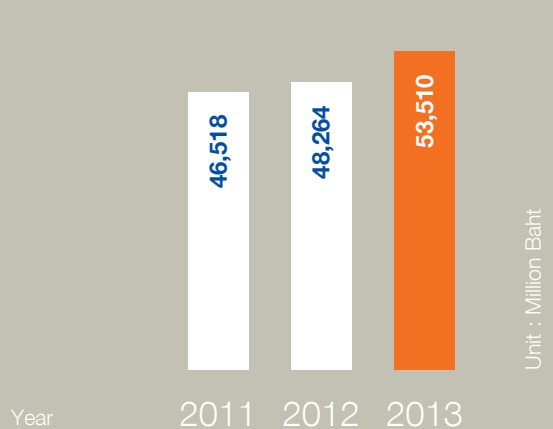
8.3% ▲

2012 → 2013

Profit before  
provision and tax

10.9% ▲

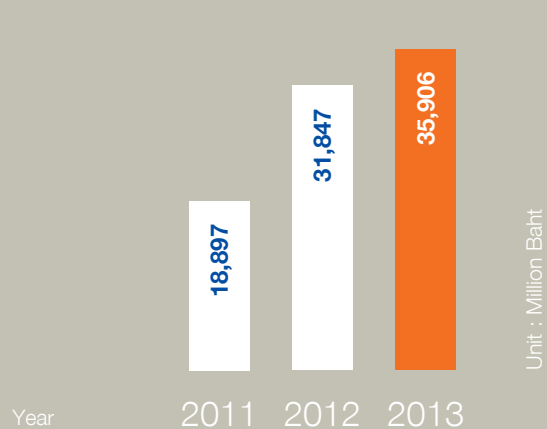
2012 → 2013



## Net Profit

12.7% ▲

2012 → 2013





## Financial Performance Indicators (Consolidated)

	2013	2012*	2011*	Percentage Change	
				2013/2012	2012/2011
<b>Financial Position (Million Baht)</b>					
<b>As at 31 December</b>					
Assets	2,596,507	2,420,740	2,109,042	+ 7.3	+ 14.8
Loans to customers <sup>1</sup>	1,752,667	1,604,391	1,470,398	+ 9.2	+ 9.1
Loans to customers (less allowance for doubtful accounts) <sup>1</sup>	1,660,085	1,516,803	1,385,661	+ 9.4	+ 9.5
Deposits	1,935,272	1,834,654	1,587,834	+ 5.5	+ 15.5
Liabilities	2,300,455	2,148,643	1,862,384	+ 7.1	+ 15.4
Shareholders' equity <sup>2</sup>	295,936	272,025	245,785	+ 8.8	+ 10.7
<b>Operating Results (Million Baht)</b>					
<b>For the Year Ended 31 December</b>					
Interest income	100,405	95,260	81,827	+ 5.4	+ 16.4
Total income	143,138	132,220	116,563	+ 8.3	+ 13.4
Profit before provision and tax	53,510	48,264	46,518	+ 10.9	+ 3.8
Profit before tax	44,917	41,016	34,490	+ 9.5	+ 18.9
Net profit <sup>2</sup>	35,906	31,847	18,897	+ 12.7	+ 68.5
<b>Per Share (Baht)</b>					
Profit before tax	23.53	21.49	18.07	+ 9.5	+ 18.9
Net profit <sup>2</sup>	18.81	16.68	9.90	+ 12.7	+ 68.5
Par value	10.00	10.00	10.00	-	-
Book value <sup>2</sup>	155.03	142.50	128.76	+ 8.8	+ 10.7
Share prices - range	237.00 - 174.00	203.00 - 146.00	184.00 - 123.50	-	-
- year-end	178.00	195.50	153.50	- 9.0	+ 27.4
<b>Financial Ratio (%)</b>					
Rate of return on average assets <sup>2</sup>	1.45	1.41	0.94	+ 0.04	+ 0.47
Rate of return on average equity <sup>2</sup>	12.62	12.35	7.99	+ 0.27	+ 4.36
Net profit to total income <sup>2</sup>	25.09	24.09	16.21	+ 1.00	+ 7.88
Total capital to risk - weighted assets <sup>3</sup>	16.75	15.98	15.22	+ 0.77	+ 0.76

Remarks 1. Less deferred revenue

2. Attributable to the Bank

3. 2013 : Basel III ; 2011-2012 : Basel II

\* Restated according to TAS 12 Income Tax (effective from January 1, 2013)



GROWING  
TOGETHER





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As Thailand gears up to become a regional logistics and energy hub, the corporate sector is ready to capitalize on the many opportunities that lie ahead. Thailand's strong manufacturing base, sound business practices and central geographical position make it an ideal location for establishing regional headquarters and building regional supply chains. Meanwhile, Thailand's home-grown enterprises are spreading their wings to meet the growing demands of a dynamic region.

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## Service for corporate customers

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69

Years of experience

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23

Specialized teams

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4,400+

Large corporate customers

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Bangkok Bank is a leading provider of corporate debt financing in Thailand, and its in-depth knowledge of Thai industry means that it is highly regarded for its specialist industry advice. The Bank offers an extensive and sophisticated range of products including cash management, project financing, trade services, supply-chain financing, custodial services and syndicated loan management services.

Bangkok Bank has a significant overseas presence, particularly in East Asia. This, together with its extensive domestic network of over 1,100 branches and expert knowledge, gives it a significant competitive advantage in servicing corporate customers.

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## Percentage of total loans

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Corporate  
banking 44%



- 
- Broad Industry Experience
  - Investment Banking
  - Trade Services
  - Treasury
  - Cash Management
- 

“Thailand is at the center of one of the fastest-growing regions in the world and access to secure energy supplies is crucial to our future.”

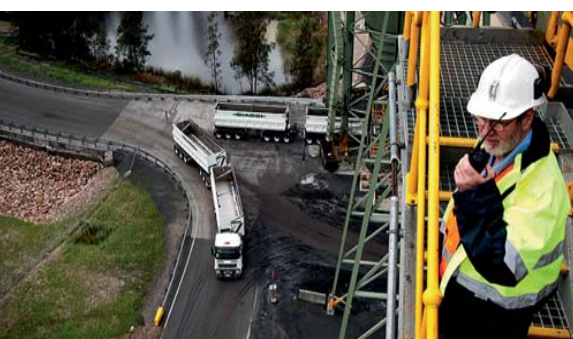
→  
**Mr. Chansak Fungfu**  
Senior Executive  
Vice President







## Expanding horizons



For the next 10 years and beyond, the spotlight will be more on Asia due to increasing connectivity within the region and high levels of growth, especially in Southeast Asia.

To benefit from such opportunities, Thai corporations have been expanding across the region, with outbound investment reaching historically high levels in recent years. One of these corporations, Banpu, began as a small coal producer in Lamphun Province in northern Thailand 30 years ago and has now risen to become a significant regional energy company, with operations in six countries throughout Asia Pacific. Bangkok Bank understands the importance of stable energy supplies for economic growth and national security and we are pleased to be able to contribute to this by supporting Banpu.



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ASEAN's growth will  
depend on secure access  
to energy supplies



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80%

Projected increase in Southeast  
Asia's energy needs by 2035

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\$1.7T

Increase in energy-supply  
infrastructure needed by 2035

Source International Energy Agency

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“Our business involves complex financial  
needs. We couldn't have managed to grow  
so strongly without Bangkok Bank's  
expertise and depth of industry knowledge.”

**Mr. Chanin Vongkusolkit**  
CEO Banpu Public Company Limited

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“As the market leader in corporate banking  
we are ready to support our customers'  
expansion in the next phase  
of Thailand's growth.”

**Ms. Niramarn Laisathit**  
Executive Vice President






# SUPPORTING ALWAYS



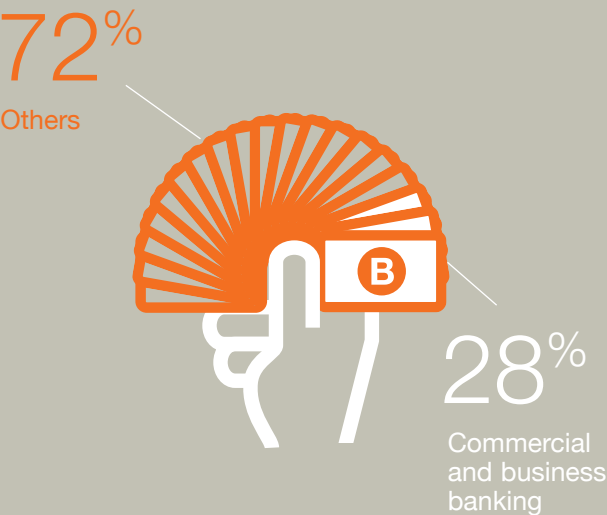




Good advice, business planning and a strong support network are key success factors for the entrepreneur of today. At Bangkok Bank, we believe that by working in partnership with our customers we are building a better future. We offer an extensive range of support programs to help them expand their knowledge base and business networks so they can grow their business more efficiently and effectively.

# Creating a bright future for SMEs

## Percentage of total loans



250,000+

SME customers

236 Business centers/  
business desks  
around the country

By providing our customers with a full range of services, including training, workshops, networking and succession-planning for family enterprises, we can help them thrive and grow sustainably. This corresponds to our strategic intent to be ‘puan koo kit mit koo baan’ – a trusted partner and reliable close friend.



- 
- Workshops
  - Seminars
  - SME Toolbox
  - Business Planning
  - Smart Family Enterprises
- 

“Small and medium-sized enterprises are the lifeblood of the economy and we have always worked to provide them with a helping hand.”



**Mr. Virasak Sutanthavibul**  
Senior Executive Vice President



The Promenade

Location : The Promenade Lifestyle Mall



## From small beginnings...

Starting in 1989 with a workshop of less than 20 sewing machines producing fabric bags and other fabric-based goods, and a 2-square meter sales booth, NaRaYa is now a Baht 500 million business, employing over 4,000 people. The business was founded by husband and wife team Vassilios and Wasna Lathouras who attribute their success to their focus on quality and diversity of products. They combine practical business skills with a strong sense of social responsibility and have been training local villagers to develop expertise in craftwork. NaRaYa now has outlets in Asia, Europe and the Middle East.







“Bangkok Bank was the first bank NaRaYa used when we started up. We have learned a lot about business from Bangkok Bank. Everybody gave us sincere and reasonable advice which was practical and helpful and when we applied this to our business we got good results. Bangkok Bank is truly focused on its customers, a trusted friend and a knowledgeable partner.”

**Mrs. Wasna Lathouras**

Managing Director and Owner of NaRaYa



### Participants in training courses for SME customers



Bangkok Bank holds regular seminars and training courses to help small and medium-sized enterprises to enhance management skills, drive innovation, expand industry knowledge and build connections.



“Knowing the market and business environment means we can help our customers in the way that matters most.”

**Mrs. Srisuphang Sukprasith**

Assistant Vice President

# A FRIEND INDEED





Our customers come first. That's why we have developed new services and channels such as mobile apps and personalized ATM menus that make it easier and quicker for them to do their banking and keep track of their finances. Whether they are looking to buy a home, saving for the future, want insurance protection for their family, or are preparing for retirement, we can help them. Our specialist financial advisors can recommend a loan repayment plan that minimizes interest payments, helps develop a realistic savings plan and optimizes after-tax earnings, while safeguarding their family's future.



## Personal banking

### Percentage of total loans

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Personal banking

12%



Others  
88%

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48%

Growth in assets under  
management by  
BBL Asset Management



45%

Growth in  
internet banking users

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- 
- Deposit Accounts
  - Home Loans
  - Personal Loans
  - Mutual Funds
  - Bancassurance
  - Debit and Credit Cards
  - Payments and Transfers
- 

“A major focus for us is converting our customers to Be1st smart cards as they enhance security and add value to customer services.”

**Mr. Thaweelap Rittapirom**  
Executive Vice President







## Mobile banking

Bualuang mBanking offers the convenience of making transactions, paying bills, checking accounts, finding the nearest branch or ATM, and customers can change their password anywhere, anytime.



## Be1st Smart Rabbit Debit Card

The Be1st Smart Rabbit Debit card can be used for shopping, withdrawing cash from ATMs, and traveling on the BTS and BRT. Customers can also earn Carrot Points with the card which can be redeemed for gifts from the Carrot Rewards program.



## Good returns and financial security

Experienced financial experts from Bangkok Bank and its affiliates help individuals and families plan income and expenses, make savings plans for the future, prepare for emergencies and protect themselves from risks, including accidents, natural disasters and illnesses.

“Growing urbanization means rising incomes and increasing demand for sophisticated financial services.”

**Ms. Pochanee Kongkalai**  
Executive Vice President



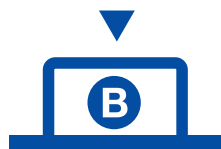
1,100+

Branches Nationwide



8,400+

ATMs



1,100+

CDMs



Be1st Smart cards use a highly secure and innovative EMV Chip system which is nearly impossible to copy.



GOING  
WHERE  
YOU GO



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As the ASEAN Economic Community (AEC) takes shape and is extended to include other regional partnerships, new horizons beckon. With in-depth knowledge of local markets and the connections to help with all your personal and business banking needs, Bangkok Bank is your ideal financial partner for Asia's new era.

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# Thailand's truly regional bank

## Reach and experience

26 International branches and 1 representative office

13 Economies covered

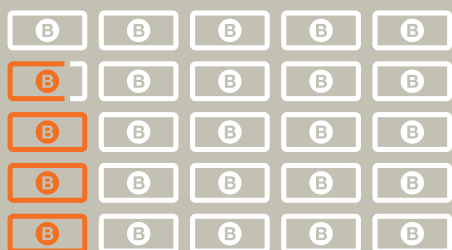
60 Years of delivering international branch services



Bangkok Bank is one of the leading regional banks in Southeast Asia, with an expanding regional network that includes wholly-owned subsidiaries Bangkok Bank Berhad in Malaysia and Bangkok Bank (China), plus a global network of over 1,000 correspondent banks in approximately 90 countries.



## Percentage of loans



  
International  
banking

16%

  
Domestic  
banking

84%

“There are major changes on the horizon with the AEC and we are helping our clients to take advantage of the upcoming opportunities.”

**Mr. Chaiyarit Anuchitworawong**

Executive Vice President







## Namchow

Namchow Group was founded in Taiwan by Mr. Chen Kee-chih more than 60 years ago. It is a major conglomerate, with a diverse range of operations and 12 companies in three countries – China, Taiwan and Thailand. Namchow Thailand was established in 1989 as the first overseas investment by the group, and it has become famous for its rice crackers, rice snacks and instant noodles which are exported all over the world.

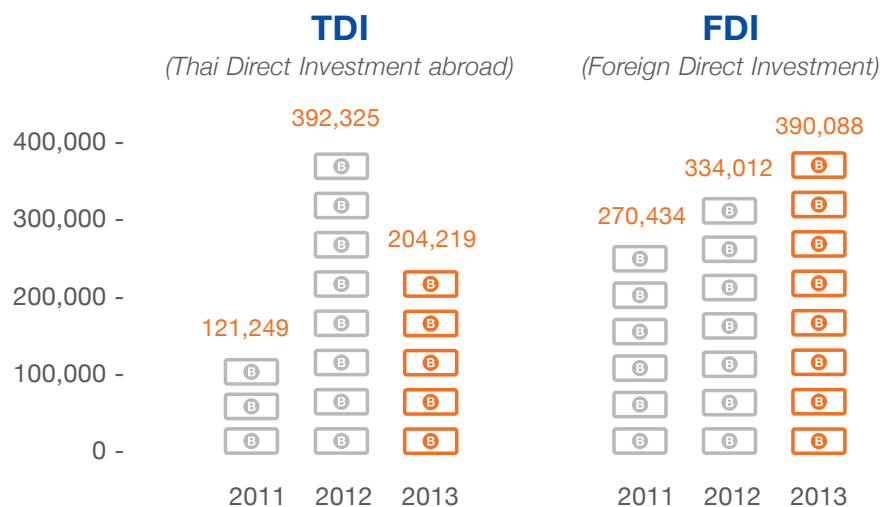




## Growth in Thailand's outbound and inbound investment



(Unit : Million Baht)



From Left to Right

**Mr. Suwatchai Songwanich**

CEO Bangkok Bank (China)

**Mrs. Rungtawan Anantathanid**

Senior Vice President

**Mr. Chokechai Puapattanakajorn**

Senior Vice President

“We want our clients to understand that even if they are away from home they have a friend to support them.”

**Mr. Suwatchai Songwanich**

CEO Bangkok Bank (China)



“We have been a customer of Bangkok Bank since we were established in Thailand more than two decades ago. Bangkok Bank’s support and friendship has helped us to reach success.”

**Mr. Kevin Lee**

Executive Vice President, Namchow

# PAVING THE WAY





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Bangkok Bank has been a leading force in Thai society for nearly 70 years, supporting Thailand's cultural and social development while meeting the financial needs of businesses and households.

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Education is a key part of our CSR program. We believe that by helping young people achieve their potential we can create a better future for all.



1984

Year Bangkok Bank's Student Internship Program (SIP) began



5,332

Number of students who have participated in SIP courses



1975

Year Bangkok Bank's rural school building program began

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## Thailand's education scorecard

93.5% Thailand's literacy rate\*

3.8% Thailand's educational expenditure as % of GDP\*

12 Average years of schooling for Thais\*\*

40% Thais aged 18-22 who receive higher education\*\*

\*Source CIA World Factbook

\*\*Source Office of Higher Education

“We see education as vital for the development of a healthy nation; hence it forms a key part of our CSR program.”

**Mrs. Patima Chavalit**  
Senior Vice President







## A better future

Bangkok Bank gives priority to educating the younger generation as we want them to increase their capabilities. One way we do this is through our Student Internship Program which teaches young people about finance, economics and management with practical exercises in business planning, product development and marketing. Our courses teach them personal development and leadership skills, and help prepare students for their future careers. All this enables them to be effective leaders who can support society in the future.



## Student Internship Program (SIP)

The Bank's prestigious Student Internship Program (SIP) began in 1984 and caters for Thai university students in all disciplines, whether studying in Thailand or overseas. The training program provides students with an opportunity to experience business and the financial and banking industry while familiarizing themselves with the roles and functions of the country's major economic and financial institutions.



“Since SIP began 29 years ago thousands of students have participated in the program, with many going on to play leading roles in Thai business, politics and social life.”

**Mrs. Anongnart Tantichantavong**  
Vice President



“Participating in the program was amazing. I learnt about the real world of banking, finance and business and made many connections with people whom I believe will be lifelong friends.”

**Ms. Bundhitar Sutarthada**  
Former SIP student



## Message from the Chairman

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THE YEAR 2013 WAS ANOTHER  
SUCCESSFUL ONE FOR BANGKOK BANK.  
DESPITE A SUBDUED DOMESTIC ECONOMY  
AND VOLATILE INTERNATIONAL CONDITIONS,  
THE BANK GREW ALONGSIDE ITS  
CUSTOMERS AND ENDED THE YEAR WELL  
PLACED ACROSS KEY ASPECTS  
OF ITS CORE BUSINESS.

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Compared with 2012, we increased our lending by 9.2 percent and our deposits by 5.5 percent. Our net profit was 12.7 percent higher at Baht 35.9 billion, a record for the fourth consecutive year, representing earnings per share of Baht 18.81.

Our balance sheet remained strong, with capital ratios comfortably exceeding the requirements of the Basel III Capital Adequacy regulations implemented by the Bank of Thailand on January 1, 2013. We were also named by the Asian Banker magazine as the Thai bank with the strongest balance sheet.

During the year we raised USD 1 billion on the world's capital markets by issuing 5 and 10-year senior bonds under our Global Medium Term Note Program. The program, which has been well-received by international investors, is part of our overall financing strategy to diversify our funding sources towards USD longer-term stable funding and ensure we have sufficient capital to fund our customers' growth needs.

To support the continuing overseas expansion of our customers, we opened our third branch in Indonesia, in Medan, on the northern coast of Sumatra. Medan is Indonesia's third-largest city, and the new branch will strengthen our capacity to serve the needs of business customers, who want to expand to Indonesia, while also connecting them with trade and investment opportunities in ASEAN.





“Our overseas network now numbers 26 branches, plus a representative office, across 13 economies, giving us by a considerable margin the most extensive international reach of any Thai bank.”

Our overseas network now numbers 26 branches, plus a representative office, across 13 economies, giving us by a considerable margin the most extensive international reach of any Thai bank. Our international strategy is to support our customers and to grow with them by focusing on markets with good opportunities and where local conditions are conducive to success. That strategy has worked admirably for us since we established our first overseas branch in Hong Kong in 1954.

We continued to support our communities and wider Thai society with a range of environmental, cultural and educational initiatives. For almost 70 years now Bangkok Bank has been privileged to be an integral part of the nation's economic and social fabric, acting in the Bualuang spirit of 'puan koo kit mit koo baan' (aspiring to be a trusted partner and reliable close friend).

Finally, on behalf of my fellow directors, I would like to thank all our stakeholders - including customers, shareholders, business partners, management and staff - for their loyal support in 2013. Each year brings both recurring and unique challenges, and our

readiness and capacity to meet these and make the most of our opportunities is a tribute to the dedication of our executives and staff. We look forward to continuing to serve our customers and Thai society in the years ahead.

A stylized, handwritten signature in blue ink, consisting of a large, sweeping 'C' followed by a smaller, more intricate mark.

**Chatri Sophonpanich**  
Chairman

## Message from the Chairman of the Board of Executive Directors

IN 2013 THE THAI ECONOMY  
FACED MANY INTERNAL  
AND EXTERNAL CHALLENGES,  
CAUSING GDP GROWTH FORECASTS  
TO BE LOWERED MANY TIMES  
DURING THE YEAR.

Private consumption was significantly lower than the previous year because many of the government policies introduced in 2012 were less effective than expected. Some of these policies, such as the first-car scheme and the promotion of household lending, had the effect of preventing household consumption from growing at a normal pace, as households had to reserve some of their income to meet their increased debt burden.

On the international front, the global economy in 2013 was still in an adjustment phase, so the Thai export sector fell by 0.2 percent, which was the first decline in the past four years, resulting in current account deficits which may affect the country's ongoing economic stability.

Due to these challenging internal and external factors, the Thai economy grew by 2.9 percent in 2013 compared to 6.5 percent in 2012.

Despite the economic downturn, Bangkok Bank was able to meet its business growth targets by prudently adjusting our operations to reflect the business environment. At the same time, we increased our corporate lending to support local and overseas investment expansion while supporting new types of investment in industries such as telecommunications. Small and medium-sized business customers, as well as customers in the agriculture sector, have great growth potential and we expanded our SME and agriculture lending in accordance with the growth in these sectors.

Bangkok Bank's major achievements in 2013 included supporting Thai businesses expanding internationally or investing overseas, enhancing the products and services we offer to be appropriate and effective for our customers, and growing our international customer base, which included opening a new branch in Medan, Indonesia.

In addition to responding to the aforementioned economic issues, we have also been adjusting our strategies to suit the evolving social structure of Thailand, especially demographic changes such as smaller Thai families and longer life expectancy. These two factors mean it is more important than ever for Thais to manage their families' money to provide long-term financial stability. In recognition of this, the Bank joined with our subsidiaries and partners to teach households to be financially savvy – the starting point for us to develop financial services that will strengthen the family in the years ahead.



“ In 2014, we will enter our seventh decade of business operations. Drawing upon the experiences of the past six decades, we will continue to expand the business as appropriate for the economic and market conditions and expand our international connections.”



In 2014 the global economy is expected to improve, although the outlook for the domestic environment is uncertain, both politically and economically, as the negative impacts of high household debt levels will continue to be felt. The overall outlook is for stronger growth than in 2013, and if domestic conditions improve, the Thai economy should grow by around 3 percent.

Assuming these general conditions, Bangkok Bank expects to grow in parallel with the country as a whole. We will continue to focus on connecting Thailand with the global economy by improving and expanding our international branch network in appropriate areas so our customers can take advantage of the strong growth potential in economics such as China and ASEAN.

The increase in global economic connectivity continues to open up opportunities for large corporations so we will support our domestic and international customers to expand their trade and investment in ASEAN. For small and medium-sized enterprises, there is an opportunity to expand businesses through trade and investment in neighboring countries and in border provinces of the Greater Mekong: Cambodia, Laos, Myanmar, Vietnam and China. The Bank will continue to add to its branch network in these areas so as to support growth in line with the formation of the ASEAN Economic Community (AEC) in 2015.

Bangkok Bank is confident about the potential of the Thai agricultural sector, both regionally and internationally. To capitalize on this, we will build upon our ‘puan koo kit mit koo baan’ (aspiring to be a trusted partner and reliable close friend) approach in the ‘Modern Agriculture’ project. This helps to support value chains, starting from the farmer, and builds agricultural connections between Thailand and Asia, where Thailand has the potential to be the agriculture hub of the region.

In 2014, we will enter our seventh decade of business operations. Drawing upon the experiences of the past six decades, we will continue to expand the business as appropriate for the economic and market conditions and develop our international connections. While prudently managing the business to ensure long-term stability, we will work to create benefits for the country and support the economic growth of the region.

A stylized handwritten signature in blue ink, consisting of several fluid, connected strokes.

**Kosit Panpiemras**  
Chairman of the Board  
of Executive Directors

## Management Report

Bangkok Bank recognizes the importance of financial institutions to Thailand's economic development and their contribution to the sustainable growth of society. The Bank is committed to working closely with its customers across all market segments – Corporate, SME, Consumer and International – to develop a sound understanding of their current needs and future requirements. With the additional benefits of our rigorous risk management, Bangkok Bank can approach with confidence the challenges and opportunities of the 'New Horizons' ahead.

The overall economy remained stable. Average headline and core inflation rates in 2013 were 2.2 percent and 1.0 percent, respectively, reflecting weakening domestic demand, while production costs rose only slightly, despite an increase in the minimum wage to Baht 300 per day nationwide and higher energy prices. In a volatile year for the currency, the Thai baht on average appreciated during 2013 to 30.74 THB/USD from 31.09 THB/USD in 2012. In the beginning of the year it steadily appreciated to below 29 THB/USD, before changing

### Overview

#### Thai Economy

In 2013, the Thai economy grew by 2.9 percent from the previous year, much lower than its 6.5 percent expansion in 2012. The world economy continued its recovery at a slow pace and there was a greater decline than expected in domestic demand – for both private consumption and investment – due to declining spending on durable goods after the end of the government's first-car tax rebate scheme, and also higher household debt levels. In addition, economic and political uncertainty, including uncertainty surrounding the government's infrastructure-investment plans, caused the private sector to delay its investment decisions. The tourism and service sectors, however, continued their strong growth, and were major driving forces behind the economy in 2013. Foreign tourist arrivals in Thailand reached a record high of 26.7 million, growing by 19.6 percent from a year earlier.





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Bangkok Bank continues to be the market leader in key business areas. These include corporate and SME banking. Although the greater competition is from domestic banks, the presence of foreign banks is growing as they are attracted by the excellent opportunities that lie ahead for Thailand and the region.

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direction in May 2013, and weakening just as steadily through the second half of the year to 33 THB/USD following the US Federal Reserve's signal that it would begin to reduce the size of its asset-purchasing program and eventually stop injecting liquidity into the US economy.

The Bank of Thailand's Monetary Policy Committee (MPC) twice cut its policy interest rate by 0.25 percent, in May and November, from 2.75 percent to 2.25 percent per annum by the end of 2013. The main reasons were the Thai economy's slower-than-expected rate of expansion, with risks to economic growth both from internal and external factors.

Looking ahead, although the export sector is likely to improve in line with the recovery of the global economy, particularly in the US and Europe, political uncertainty could dampen private consumption growth, and may continue to delay the government's infrastructure investment. These factors have contributed to forecast GDP growth of around the same level as in 2013.

## Banking Industry

Although the economic slowdown in the second half of 2013, and political uncertainty in the latter part of the year, caused consumer and business confidence to decline, the banking system overall performed satisfactorily. Looking at the combined balance sheets of the commercial banks, lending grew by 11.0 percent from 2012, slightly down from the previous year's 13.7 percent growth. Deposits grew steadily, by 9.3 percent, with competition subdued due to the delays in government investment.

Loan growth was higher than deposit growth which led to a slight tightening of liquidity, as reflected in a ratio of loans to deposits of 97.9 percent at the end of 2013, from the 96.4 percent ratio of 2012.

The challenges for Thai banks, both economic and in terms of liquidity, are likely to continue. The Thai economy is expected to slow down further due to political uncertainty, which will likely cause loan growth to continue its deceleration. Liquidity is also expected to tighten further as capital outflows intensify competition for deposits, especially once domestic political unrest eases.

Thailand will face ongoing changes in the economic and financial environment which will significantly affect the Bank's performance, in terms of both business expansion and operational challenges. These include:

- **The global economic recovery.** The latest forecast from the International Monetary Fund (IMF) indicates that global GDP will grow by around 3.7 percent in 2014, accelerating from 3.0 percent in 2013, due largely to the recovery of advanced economies benefiting exports from Asian countries, including Thailand. This will favor the Bank's corporate customers who have significant export operations.
- **The normalization of the US Federal Reserve's monetary policy.** The central bank is tapering its quantitative easing (QE) policy, and is likely to return to more normal policies over the next few years. This will cause capital to flow back from developing and emerging economies to advanced economies, tightening the liquidity of Thailand's financial system and causing volatility in foreign-exchange markets. Therefore, Bangkok Bank must ensure it has sufficient liquidity to conduct its regular business, and offer foreign-exchange risk-management products for its customers involved in foreign trade and investment.
- **The integration of Asia and the introduction of the ASEAN Economic Community (AEC).** The Asian region will play an increasingly prominent role in the global economy on the back of its consistently high GDP growth rates. In addition, Asia has become the world's largest consumer market with a large population of young middle-class consumers of working-age. Thai businesses can look forward to many opportunities as they join the region's production and trade networks. Additionally, the Greater Mekong Sub-region countries are in the early stages of their economic development and will need infrastructure investment in every area to support their growth. This provides opportunities for Bank customers able to do business in these countries, and opportunities for the Bank to expand its loan services and other financial products to these customers.



- **Greater competition in the banking sector, both domestically and regionally.** The Bank of Thailand has continued its plan to allow foreign banks to apply for licenses to operate in Thailand by setting up subsidiaries; meanwhile, competition from non-banks is increasing, as is competition in providing financial services. In response, Bangkok Bank has been improving in many areas including increasing its management efficiency, strengthening its capital base, and continuing to expand its local and regional branch networks to meet the greater competition.

Our strategic approach combines resilience with the capability for expansion. Our balance sheet is strong in terms of liquidity, capital reserves and loan-loss reserves. These strengths, together with our well-established presence and growing branch network in Southeast Asia and elsewhere, ensures not only our readiness to embrace the new opportunities and 'New Horizons' ahead, but also our readiness to cope with any unexpected downturn or risks – domestic or global.

## Financial Results

Despite challenging economic conditions, within and outside Thailand, we increased our total lending during 2013 by Baht 148.276 billion or 9.2 percent to Baht 1,752.667 billion, with growth across every customer segment – Corporate, SME, Consumer and International. Our net profit rose by Baht 4.059 billion or 12.7 percent to Baht 35.906 billion.

Our net interest income rose by Baht 927 million or 1.7 percent to Baht 55.879 billion, and our net interest margin fell from 2.55 percent in 2012 to 2.36 percent in 2013, due to the rising cost of deposits, while loan yield declined. Non-interest income increased by Baht 5.119 billion or 16.8 percent to Baht 35.578 billion, due mainly to an increase in net fees and service income, net gains on investments, and net gains on trading and foreign exchange transactions.

Deposit growth for the year was 5.5 percent, with an increase of Baht 100.618 billion to Baht 1,935.272 billion. Since loan growth was higher than deposit growth, the loan-to-deposit ratio increased from 87.4 percent at the end of 2012 to 90.6 percent at the end of 2013.

With the inclusion of net profit for the second half of 2013, our total capital adequacy ratio, the common equity Tier 1 ratio and Tier 1 capital ratio would be approximately 17.7 percent, 15.2 percent and 15.2 percent, respectively, compared with Basel III guidelines of 8.5 percent, 4.5 percent and 6.0 percent, respectively. Shareholders' equity was Baht 295.936 billion, equivalent to 11.4 percent of total assets.

## Corporate and Investment Banking

Our Corporate Banking unit services large Thai companies across a wide range of industries, as well as multinational companies operating in Thailand. The Bank's industry and account specialists have in-depth knowledge and provide a full range of financial support to clients, including strategic counsel and advisory services to enhance clients' business performance.

2013 was a year of fresh opportunities for Thailand with Thai companies extending their horizons beyond national boundaries as they embraced regional integration ahead of the AEC's introduction at the end of 2015 and prepared for business opportunities occurring from the infrastructure development projects. With a large customer base in corporate banking and a well-established international branch network, we can help our customers capitalize on these opportunities.

### Performance and Highlights

The Bank's corporate lending rose by 4.8 percent in 2013. The main growth drivers were services, public utilities and the energy sector. While demand for trade services and working capital slowed in line with the system, our trade-finance earnings still outperformed the market. A contributing factor to the growth in fee income from the corporate sector was the success of our cash management and treasury services. Our experienced teams helped our clients protect their businesses amidst volatile market conditions, especially from fluctuations in the Thai baht.

Despite the difficult global conditions and Thailand's economic slowdown, many industries still had good growth. Bangkok Bank has always provided support to these growth industries, such as automotive and auto-parts, energy, agribusiness and telecommunications, which enabled us to achieve a solid performance and maintain our market-leading position.

Despite the volatile global economy in 2013, the Thai debt capital market grew by 4.8 percent. Bangkok Bank participated in 22 corporate bond deals across a broad spectrum of industries while we were consistently ranked among the top three banks in this area.

Our success in debt-securities markets is based on a number of key strengths. These include our track record in building a strong base of retail investors, the trust we have earned from both investors and issuers, and our innovative approach in designing and developing financial products. We endeavor to balance the interests of the issuer and the investor, which creates a win-win situation for both parties. We also offer a wide range of investment options for investors, including low-risk debentures for conservative investors and high-yield options for those seeking higher yields.

Thailand has many infrastructure development plans, many of them for large-scale projects which will require other types of funding in addition to loans. Infrastructure funds and property funds are among the new types of investment vehicles being introduced to the Thai capital market.

Bangkok Bank took part in supporting the development of financial markets by participating as a selling agent for many infrastructure funds in Thailand such as those investing in the mass-transit rail system and in telecommunications infrastructure. The Bank also contributed to other bond issues from leading companies.

In anticipation of regional integration under the upcoming AEC, an increasing number of bonds are being issued in Thailand by foreign entities, and we leveraged our connections through our foreign branches to engage in this market. Our initial participation was the issuance of Thai baht bonds by the Laotian Ministry of Finance.

### Strategy

As one of the biggest automaker, auto-parts, and electronics-producing countries in the world, Thailand is a vital link in the global supply chain. This situation will continue and strengthen due to increasing globalization, economic recovery in developed countries and growing prosperity in the Asian region. Moreover, many industries are moving to a new era, which requires innovation, advanced technology and business evolution. Examples of the business shift that is taking place include digital television, the introduction of 3G or 4G telecommunications, and the trend to clean energy and green products. We are helping our clients prepare for these changes by providing advice and services to enable them to thrive in a new business landscape.





Thanks to the long-term vision of our leadership we have already built a solid foundation for capitalizing on the growth of Thailand. We have 23 industry divisions and industry specialists in each division who have technical and financial skills, as well as an understanding of our customers' industries. We have also increased our specialists in high-potential industries, including automotive, energy and renewable energy, construction, telecommunications and agribusiness, which are set to benefit from accelerating business investment and regional integration. Our personnel are also ready to support the development of new industries and are prepared for the dramatic changes in trading rules and regulations in areas such as environmental conservation and the reduction of energy consumption.

Our organizational structures are well designed to support our clients most effectively and we collaborate closely with our subsidiaries, international banking operations and extensive domestic branch network to leverage our strengths. Bualuang Securities is one of Thailand's leaders in investment banking, especially in terms of fundraising through capital markets, and mergers and acquisitions. Our domestic branch network provides a channel for corporates to raise funds from retail customers, while our well-established international network covers major cities around Asia, and the global financial centers of New York and London. For these reasons, Bangkok Bank is ready to support customers who want to expand their business overseas.

## SME Banking

Our Business and Commercial Banking customers (comprising small and medium-sized enterprises) are served by dedicated relationship managers and relationship officers at Business Centers nationwide.

Bangkok Bank is one of the market leaders in SMEs. Many of Thailand's large companies and regional players began as small customers, benefiting at every step of their development from our attention to relationship-building and long-term planning. Apart from providing financial services, other important features of our support include education programs, professional workshops and advice to customers on new business opportunities to help them compete and grow. These are all parts of our core mission. We also take a long-term view of business, aiming to help our customers thrive across business cycles while assisting them to strongly adapt to changing circumstances.

This is a period of great opportunity for Thailand, as it seeks to position itself as a key transport, logistics and manufacturing hub for Southeast Asia. SME customers are a crucial part of the supply chain and many are adjusting themselves to prepare for an expanded regional economy and to become more value-added enterprises, as well as relocating part of their production to neighboring countries. Although the period of adjustment will be challenging for many, and will entail major changes in the way they do business, this move up the value chain is necessary for Thailand's SMEs to remain competitive in Asian and world markets.



#### Performance and Highlights

Our SME units experienced good growth in 2013, with lending up 13.1 percent from the end of 2012. Business drivers included strong growth in major provincial economies, particularly in the east, northeast and north of Thailand, and in provinces that benefit from cross-border trade. Greater urbanization also supported growth, along with a rising concentration of business activity in provincial centers such as Nakhon Ratchasima, Udon Thani, Khon Kaen, Chonburi, Chiang Mai and Surat Thani. Our strategy of staying close to our customers enables us to identify opportunities and increase our transaction volume in high-economic-growth regions such as those with a convergence of industrial development, construction activity and infrastructure development, as well as those regions experiencing high growth in retail trade.

In 2013 we opened six new business centers, in Ratchaburi, Prachuap Khiri Khan, Kalasin, Loei, Tak and Sa Kaeo provinces, and opened five new trade finance centers in industrial estate zones in Bangkok, Rayong, Samut Prakan and Chachoengsao to support the sector's strong growth.

Fee income from SMEs increased in 2013, driven by our increased focus on cross-selling services such as iSupply, iCash and payroll services. It was also supported by earnings from transactions such as merchant services and payments. Bangkok Bank became the first bank in Thailand to offer same-day cheque processing, which helps customers to better manage their liquidity and lower their business costs.



Since our SME customers are predominantly family enterprises, business succession is one of the key factors to business success. In order to support sustainable growth of our customers and strengthen inter-generational relationships between customers, we have conducted our Bualuang SMART Family Enterprise program as well as seminars to enhance business competitiveness.

BIZ iBanking, our online service for SMEs, increased in popularity, with the number of accounts increasing by more than 28 percent in 2013. The services include funds transfer to Bangkok Bank and other banks' accounts, international funds transfer, payroll management, direct credit (batch), bill payment, and viewing deposit or loan account activity.

The minimum wage of Baht 300 was applied nationwide in 2013, after being introduced in Bangkok and several other provinces in 2012, and our customers invested substantially in machinery, equipment and systems to improve their productivity. They also realigned their businesses to focus more on value-added products and branding, while Original Equipment Manufacturers (OEM) who used to manufacture for other brands are now focused on establishing their own brands, which will further increase their competitiveness and help them prepare for the more liberalized trade and investment environment under the AEC.

To help our customers move up the value chain and prepare for the changing business landscape, we held a number of events throughout the year aimed at expanding knowledge about regionalization and improving competitiveness. We took groups of customers to explore market opportunities and to establish business networks in overseas countries, allowing our customers to meet with local business people and organizations in countries such as Indonesia, Myanmar and China.

Bangkok Bank recognizes the importance of the agriculture sector as a foundation of the Thai economy and thereby initiated the Modern Agriculture project in 1999, aiming to help farmers develop knowledge, capability and self-reliance. For all these years the Bank has focused on sharing knowledge with farmers in terms of technology and production. In addition the Bank has focused on marketing development by encouraging farmers to participate in developing business networks which will lead to mutual understanding and allow farmers to set a development framework that will benefit all parties under market mechanisms.

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Activities that regularly attract great attention from our entrepreneurial customers are workshops on succession planning that we host with our partners, Babson College and Bangkok University, which bring together different family members and help smooth the transition to a new generation of business leaders.

During the year the Bank arranged the seminar 'Sustainable Leadership for a Bright Future'. This gathered on one stage for the first time the top leaders of several outstanding Thai business companies – Bangkok Airways, True Corporation, Central Retail Group, Thai Beverage Corporation and Bangkok Bank – who shared their experiences of generation-to-generation business succession with an audience of mainly SMEs. The Bank also held seminars on other subjects such as 'Know-how: Secrets of Sustainable SME Businesses' and 'How to Reach 30 Million Customers in Myanmar', as well as running training programs for SMEs.

In 2013 we launched a new television program, 'Secrets of Victory', on cable TV. Customers who participate in the program share with the audience their real-life knowledge about business strategy and the factors that have led to their success, while viewers are also provided with useful financial information from Bangkok Bank personnel.

Our television program, 'Puan Koo Kit', which showcases innovative ideas of entrepreneurs, has been running continuously for 24 years. The program aims to support and inspire Thai entrepreneurs by sharing practical knowledge, creative ideas and the business strategies of successful SMEs.

### Strategy

Bangkok Bank is supporting its SME customers to adjust to a changing business environment, one characterized by regionalization, greater connectedness and competition, higher labor costs in Thailand, and a reorientation of Thailand's industrial base up the value chain.

By providing advice and support to our customers, we help them prepare for the new opportunities ahead. Our support includes helping customers invest in other countries, especially the fast-growing areas that border the Mekong – Cambodia, Laos, Myanmar, Vietnam and Southern China – together with Indonesia. Our strong customer relationships, international connections and deep knowledge of our customers' businesses and industries, provide us with major competitive strengths which will serve us well as we move forward with our customers to explore Thailand's 'New Horizons'.

Peace of mind  
when making financial transactions.

Protect your money with the innovative  
and highly-secure electronic chip.



## Consumer Banking

Bangkok Bank is one of the leading consumer banks with a nationwide retail customer base of deposit accounts and more than 1,150 branches. Our self-service network comprises over 8,470 ATMs and 1,140 cash-deposit machines, phone banking and mobile banking, and we offer a comprehensive range of services through these channels.

Our products and services for retail customers cover all aspects of traditional banking as well as investment services. They are designed to suit a wide range of lifestyles and meet the needs of different generations through various stages of the life cycle.

Consumer banking presents a major opportunity for Bangkok Bank and we have been growing our market share in this segment. We see many important trends on the horizon. These include increasing urbanization and rising prosperity in the provinces, growth in the usage of smartphones, demand for easier access to information, and growing interest in investment products.

### Performance and Highlights

In the face of intense competition, Bangkok Bank retained its leadership position in deposits, with total deposits rising by 5.5 percent from 2012. Housing loans also rose, by 13.9 percent, compared with growth of 8.1 percent in 2012 and 6.3 percent in 2011, respectively.

The Bank has always developed new financial products to meet the changing lifestyle needs of society. In 2013 we introduced the Be1st Smart Rabbit card which is the first and only card in Thailand that combines many forms of financial services – debit card, a travel card for mass transit services (the BTS and BRT in Bangkok), a smart purse and rewards points. At the same time, we also focus on security for customers who use financial services, having been the first bank in Thailand to initiate EMV Chip technology in our credit cards, in 2005, and having expanded the use of this technology to cover our ATM and debit cards since 2009. These embedded electronic chips not only provide extra security to customers but also enable the cards to be used for multiple purposes such as travel cards, ID cards, library cards, loyalty cards and stored-value cards that reduce the need to carry cash. In 2013 we enhanced all our ATMs' capability to accept EMV Chip technology.

For credit cards we continued with our highly successful co-branding partnerships with Toyota Motor Thailand and the Tourist Authority of Thailand that provide discounts, coupons and cash-back benefits to our customers. We also introduced new promotions with discounts in areas such as golf, health, dining and shopping, as well as dining recommendations by location with our fine-dining booklet and exclusive discounts on interesting performances etc.

In 2013 we opened 52 branches, 925 ATMs and 34 cash-deposit machines, so that at the end of the year we had 1,157 domestic branches, 8,472 ATMs and 1,142 cash-deposit machines. Thirty-five of our new branches were opened in provincial centers such as Chiang Rai, Chiang Mai, Nakhon Sawan, Suphan Buri, Ubon Ratchathani and Udon Thani, reflecting their faster pace of growth, while other branches were opened in border areas, tourist hotspots and industrial estates. Many of the new branches were opened in shopping malls and office buildings that are open longer hours, including evenings and weekends, to provide more convenience for customers outside the Bank's regular business hours.

We introduced a 'no-slip' service whereby customers no longer have to fill out withdrawal or deposit slips. We introduced an SMS alert service to inform customers of account movements via mobile phone. We also developed more language options on all our ATMs, such as Thai, English and Chinese, as well as Japanese and Arabic on many of our ATMs.

In 2013 we collaborated with our subsidiaries and partners – Bangkok Insurance, Bualuang Securities and BBL Asset Management – on launching the Family Banking project, under the theme that all individuals care for their families and that protection must cover all members including parents, spouses and children. In 2013, four events were held – in Bangkok, Chiang Mai, Udon Thani and Songkhla. Participants were provided with practical advice about sustainable money-management practices for families. The events received an excellent response from local people and were attended by capacity crowds.



### Strategy

Our strategy is to offer products to suit the needs of our customers who differ in terms of occupation, age and income so we have to group our customers into segments in order to better understand them and be able to provide better products and services, as well as to give advice on investment and financial management to provide optimal benefits to each group of customers.

We will also continue to invest in adding new branches, and increasing our digital channels to ensure that we have met the needs and changing lifestyles of our customers. We also introduced new branch designs together with other service initiatives at our branches, at points-of-sale, on ATMs and via new social-media channels. For credit cards, we have expanded our cooperation with our business partners to provide value-added privileges to our credit cards. We also continue to strength our relationship with the younger generation such as school and university students by offering our Be1st Smart card to students for use as an all-in-one student ID card, debit card, ATM and digital purse, a sector in which we are the leader.

We continued our strategy to educate customers on financial management because we believe that better understanding and knowledge about investment selection will provide greater benefits for customers in the long run, which will help customers to select products that better suit their requirements. The above strategy, and our successful Family Banking project, have enabled us to build on our success, highlighting our goal to be the financial partner of Thais.

Strategies that focus on providing knowledge, as mentioned above, combined with high-quality products and good service, our focus on providing customer benefits, and our good track record mean customers always select Bangkok Bank's services in the long term.

### International Banking

Bangkok Bank has an extensive international branch network comprising 26 branches and one representative office in 13 economies worldwide. These include local banks in China and Malaysia which are Bangkok Bank subsidiaries, branches in Hong Kong, Japan, Taiwan, Indonesia, Laos, Philippines, Vietnam,

Singapore, the UK and the US, and our representative office in Myanmar. Our long-established presence means our people on the ground have been working for us for a long time, know their markets well, and are ideally placed to support customers and investors, particularly in the growing economies of Southeast Asia.

Our focus is to provide services that meet the needs of our customers who comprise Thai customers growing their international presence; multinational businesses with whom we have a long and productive relationship, such as our Chinese customers in Hong Kong, Taiwan, Singapore, Indonesia and Malaysia; and local customers in countries where we have a base.

### Performance and Highlights

Our extensive international network and our ongoing overseas branch expansion are key factors in progressing the Bank's business. Despite difficult global conditions, many of our international branches recorded impressive loan growth while our international operations as a whole experienced positive loan growth of 12.0 percent from 2012. Meanwhile the non-performing loans of our international operations remained at a low level.

In 2013 we opened an additional international branch in Medan, Indonesia's third-largest city, and our third branch in this country because we are aware that Indonesia is a high-potential market with high-growth opportunity. Bangkok Bank was selected by Indonesia's InfoBank magazine as one of the top three foreign banks, due to our outstanding financial performance. At the same time, Bangkok Bank's Vietnam branch received a 'Certificate of Merit for Excellent Banking Performance in 2012' from the State Bank of Vietnam for the third consecutive year and was the only foreign bank to receive a 'Flag of Merit 2012' from the Vietnam government and the State Bank of Vietnam.

The Bank has established a Japanese Corporate Division to provide support and advice to Japanese customers who are interested in investing in Thailand. During the year we strengthened our relationships with leading Japanese organizations – up until December 2013, we had signed cooperation agreements with 27 Japanese government institutions and regional banks to serve their customers from Hokkaido to Kyushu. This is an opportunity for the Bank to expand its Japanese customer base.



In recognition of the untapped potential of Myanmar, where we have had a representative office since 1995, we are ready to support our customers who would like to expand their businesses into this country. We were one of the lead sponsors of the Myanmar Global Investment Forum, held in the capital, Nay Pyi Taw, and we took our SME customers to Myanmar to explore business opportunities.

#### Strategy

Southeast Asia is growing strongly and is a magnet for investors from both in and outside the region. Bangkok Bank is the only Thai bank whose international branches cover economic zones around the region, and will continue to expand its international network by focusing on opportunities for business expansion and expected benefits from the AEC. We will focus on both Thai companies expanding their businesses overseas and foreign companies investing in Thailand to build upon and expand our business base into this region which has abundant opportunities for expansion.

We have determined potential areas for operating our international branches, especially in markets with high growth, by focusing on providing a wide range of financial services and encouraging cooperation between our international branches and our domestic

business units. In addition, we are developing new products and service channels and expanding our international network to be ready for the challenges ahead.

#### Information Technology

Information technology (IT) is one of the key success factors for the Bank and we have been investing heavily in our IT systems, including supporting a business-process redesign, implementing new information and data systems, and continuously developing innovative products and services. This investment, together with stringent risk management standards, means customers can rely on the accuracy and safety of transactions made with the Bank.

To prepare for the AEC we have been upgrading our communications networks, payments systems and work processes using the most advanced technology. As new technologies become available and consumer behavior changes, we have also been developing and introducing new products and services to meet these needs. We upgrade our IT systems regularly to make sure our system is of a world-class standard.

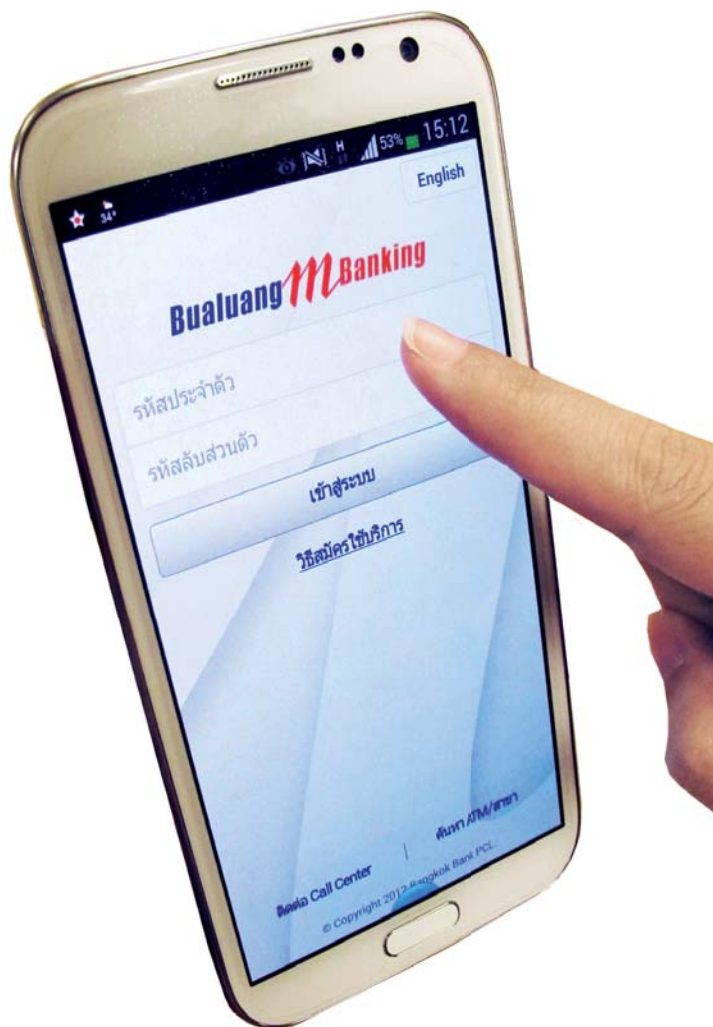
## Products and Services

Our focus is to provide customers with fast, secure and convenient services – in the form that suits them best. Examples include extending our chip-card technology to provide the Smart Rabbit Debit Card – Thailand's first combination travel card, debit and ATM card and smart purse – and upgrading and converting ATM cards from magnetic-stripe cards to chip-card technology. We are the only Thai bank that has upgraded all its ATM machines to the latest industry-standard software to accept chip cards, thus providing both convenience and security to our customers, while increasing reliability and functionality. In addition, we began offering a new tailored experience for ATM users. For example, customers can record the numbers and names of accounts where they make regular funds transfers and they can modify the button menu on the ATM for easy use.

The popularity of our internet banking service continued to rise, with user numbers increasing by more than 45 percent during the year. We continued to enhance our Bualuang iBanking service and customers can now manage an ever-growing range of accounts and transactions online including credit cards, mutual funds, savings and current accounts. Our internet-banking service enables customers to add third-party accounts, redeem credit card reward points, review the status of cheques, apply to receive company dividends and buy gold futures online.

Meanwhile we developed new services to cater to the growing number of customers upgrading to smartphones and tablets. To capitalize on this trend, we developed new mobile-banking applications and services under the name of Bualuang mBanking for mobile phone users. We have developed a single platform for different mobile operating systems and customers can enjoy the convenience of linking their information across different devices. We also upgraded the capability of our system to accommodate an expected upsurge in online traffic via mobile banking, in line with international trends.

In 2013 we became the first bank in Thailand to offer a same-day cheque clearing service nationwide. Provided a Bangkok Bank cheque is deposited before 3.30 p.m. the money will be entered into the account on the same day, which provides many benefits to businesses in terms of payments and cash flow.





## Business Systems

In 2013 we changed a number of operations from manual systems to automated systems. These changes will increase the operational efficiency of our business and operational centers, branches and support units. Improved systems enable our personnel to speed up processing, eliminate work duplication, reduce errors, and expand our development capacity. These have been developed in the credit application process, trade finance operations, and mutual fund transactions.

To meet anticipated increases in demand from our domestic and international branches we have further upgraded our network services to support a growing volume of online transactions and services. We are also moving to a paperless environment for all our processes, which is already providing tangible benefits for customers such as reduced paperwork and a faster and more convenient banking experience, including no-slip banking transactions at the bank counter.

We also further developed our customer information systems so customers can reach us through their preferred communication channels. This will help us to further improve our delivery of customer service and increase customer satisfaction. State-of-the-art technology enables us to analyze customer data and tailor our service offerings as well as to access expertise from across the Bank. The use of such technology helps us to provide a seamless service to customers from all branches and across all channels.

In anticipation of financial integration under the AEC we have been working closely with the public and private sectors to ensure we have appropriate cross-border systems that will support increasing volumes of international transactions.

Our technology division is working closely with country managers to increase the efficiency of our international banking operations. We have upgraded the network utility systems for our international branches so we can improve and expand the services we offer to our international customers.

We continue to focus on providing international standards of IT service so that we can meet the changing needs of customers amidst the dynamic social and economic forces affecting Thailand.

## Risk Management

We place great importance on effective risk management and continually develop and fine-tune relevant policies, tools and processes. We continue to refine our enterprise-wide risk assessment methodology under Basel II-Pillar 2's Internal Capital Adequacy Assessment Process (ICAAP). Under this framework, we assess all material risks that may adversely affect our business in order to develop comprehensive risk management guidelines and maintain appropriate levels of capital, under both normal and stressed business conditions. In 2013, we assessed the potential impact of gradual tapering or ending of the Quantitative Easing policy of the US Federal Reserve on our liquidity exposure, asset quality, earnings and capital.

Our risk management framework also covers the companies in the financial business group, in accordance with the Bank of Thailand's Consolidated Supervision guidelines, both qualitative and quantitative. We have established the Group Risk Management Policy to govern the risk management practices of our subsidiaries and ensure that they are consistent with the Bank's practices.

We managed credit risk, including credit acceptance and approval, credit underwriting, credit risk monitoring, risk asset review and troubled debt restructuring to ensure that loan underwriting was in line with our credit policy, and was well diversified across industries. In 2013 our loan quality was well under control.

In terms of liquidity risk management, in 2013 we established the Global Medium Term Note (GMTN) Program to allow for flexibility and speed to access medium and long-term funding when needed, given the higher uncertainty of global market conditions. We also issued USD 1.0 billion in US dollar-denominated senior notes out of the established GMTN Program in October 2013 to further strengthen and diversify our foreign currency source of funds.

In terms of market risk management, we have continued to monitor and assess the impact of domestic and global macroeconomic factors, especially those resulting from the monetary policies of major central banks, that may increase the volatility of market factors and eventually affect our risk exposures, earnings and capital, in order to take proactive measures and/or adjust our



trading and investment strategies in a timely and appropriate fashion.

We have strengthened our operational risk management framework to ensure that operational risk awareness and management processes underpin all critical functions. Risk management systems and tools used to identify, assess, monitor and control operational risk have been developed and improved. A risk identification process for new financial products and services is also in place to ensure that all material risks are managed, monitored and controlled within acceptable levels. In addition, we have a Business Continuity Plan to manage operational risks under exceptional circumstances to cope with potential risks and events, such as flooding and political unrest, to prevent disruptions in our major business activities. We test the readiness of departments involved in the plan every year.

We have recently undertaken a number of initiatives to ensure that our risk management system is in line with international standards and in accordance with the guidelines set under the principles of Basel II and Basel III. Since January 1, 2013 we have followed the minimum capital requirements under the Basel III framework stipulated by the Bank of Thailand and have pre-emptively adopted Basel III on a consolidated basis since March 2013. We have also calculated and monitored other Basel III risk parameters such as

Credit Value Adjustment (CVA) Risk, Leverage Ratio, Liquidity Coverage Ratio (LCR) and Net Stable Funding Ratio (NSFR), in light of the framework's impending implementation in Thailand.

### Human Resources

The continuous expansion of the Thai banking sector has generated intense competition for talent across the industry; however we are pleased to note that we have been successful in attracting and retaining high-caliber people. We attribute this to our working environment and corporate culture, which emphasizes mutual respect, personal development and teamwork.

In recognition of the great importance of human resource development, we have established a wide range of programs to attract and retain high-quality personnel. These include helping our employees pursue lifelong learning, maximize their career options and raise their skills and capabilities. As well as enhancing their work satisfaction, this will enable them to be effective and proactive business partners to our customers.

To meet the demands of a new era we are enhancing the content of our training programs. In addition to our core training programs in skills such as credit control, sales and service, we are broadening the capabilities of our people and building a pool of future leaders.

The Bank recognizes the importance of developing effective leaders for the future and has launched an integrated executive development program which includes structured training, mentoring, coaching and applied work-based leadership-learning experiences. To enhance the capabilities of our people, we continue to upgrade our broad array of training and development programs.

By providing an excellent working environment and working conditions we seek to enhance the job satisfaction of our personnel and also provide an attractive environment for our customers so that our culture of excellent service is reflected at all levels of the organization.

We have continued to develop several technology-based tools and processes for human resource management and to promote continuous learning so our personnel will develop and grow with the Bank. The cooperation of qualified personnel who are loyal to the organization will support the Bank's continued leadership and performance.

## Looking Forward

Our systematic and prudent management, together with our long-term vision and commitment to excellence, has been reflected in a steady improvement in our financial performance over many years, and the receipt of many awards. This means customers can be confident in the quality of our services. We stand ready to grow alongside our customers in accordance with our commitment of 'puan koo kit mit koo baan' – aspiring to be a trusted partner and reliable close friend.

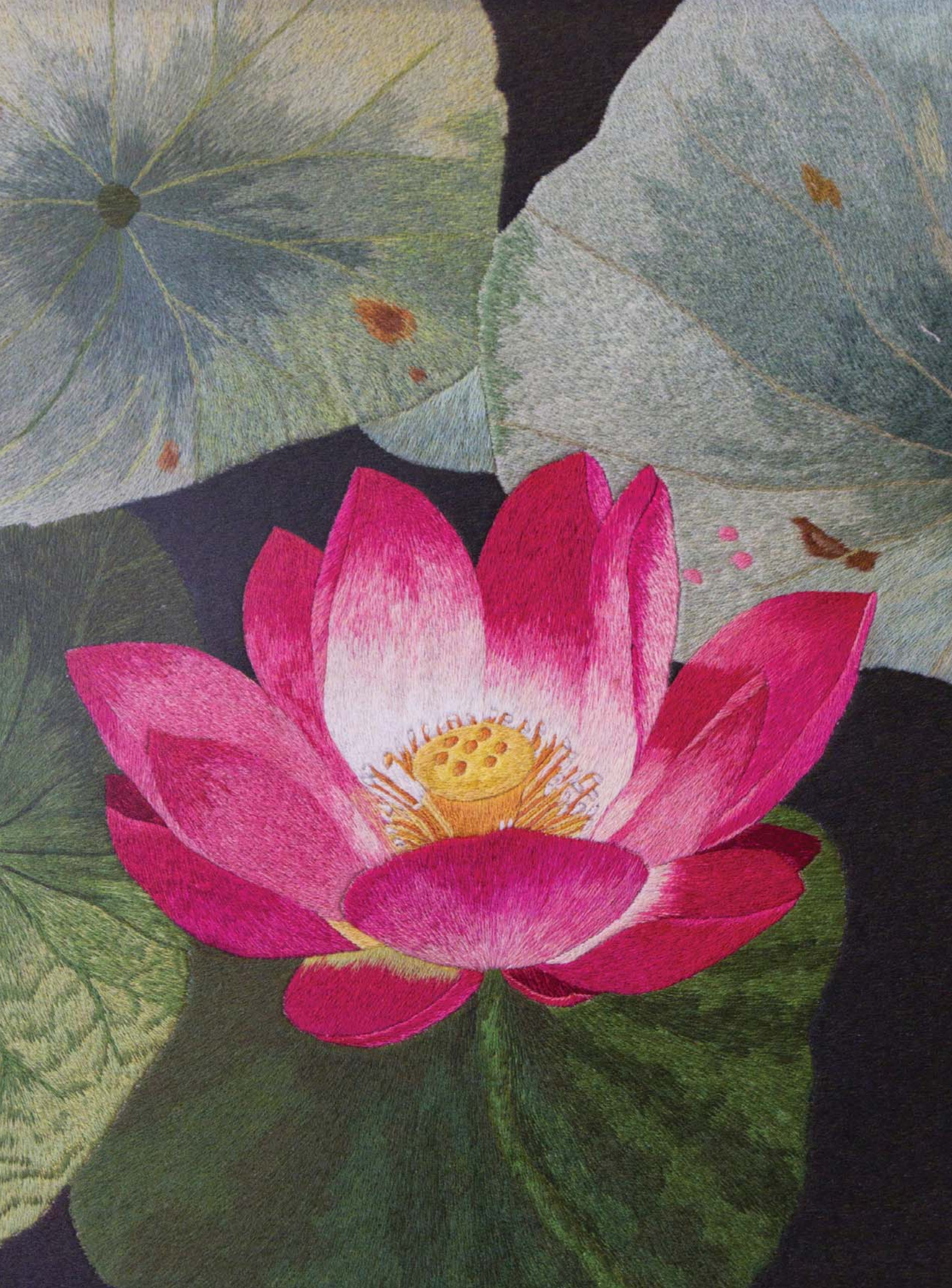
The world is changing rapidly and there is much uncertainty about the future. This presents tremendous opportunities for those with foresight. Economic recovery in developed countries, a slowdown in some economies in Asia, new markets in developing countries, the upcoming AEC, and political upheavals around the globe, all require adjustments and competitive business strategies in order for businesses to survive and compete successfully. Our customers have been tapping into the rising prosperity in Thailand's provinces and flourishing border towns, investing overseas and restructuring business operations. Bangkok Bank is ready to support Thailand's business sector and step forward with its customers to the 'New Horizons' ahead.



## AWARDS

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- 1 **Best Trade Finance Bank Award 2012**  
— The Asian Banker magazine (4th consecutive year)
  - 2 **Leading Counterparty Bank in Thailand Award 2012**  
— The Asian Banker magazine (2nd consecutive year)
  - 3 **Best Sub-Custodian Bank 2013**  
— Global Finance magazine (6th consecutive year)
  - 4 **Best Bond House 2013**  
— FinanceAsia magazine
  - 5 **Best Trade Finance Bank**  
— Alpha Southeast Asia magazine (7th consecutive year)
  - 6 **Deal of the Year 2012**  
— Thai Bond Market Association
  - 7 **Recognition for Primary Market Contributor**  
— Thai Bond Market Association
  - 8 **Best Dealer Compliance**  
— Thai Bond Market Association
  - 9 **Top-rated for Securities Services in Thailand**  
— Global Custodian magazine (2nd consecutive year)
  - 10 **The Strongest Bank Balance Sheet in Thailand for 2013**  
— The Asian Banker magazine
  - 11 **Certificate of Merit for Excellent Banking Performance in 2012**  
— State Bank of Vietnam (3rd consecutive year)
  - 12 **Flag of Merit 2012**  
— Vietnam Government  
— State Bank of Vietnam (3rd consecutive year)
  - 13 **Best Loan Deal of the Year in Southeast Asia**  
**Best Domestic M&A Deal of the Year in Southeast Asia**  
— Alpha Southeast Asia magazine
  - 14 **Best Sovereign Bond Deal**  
— Alpha Southeast Asia magazine
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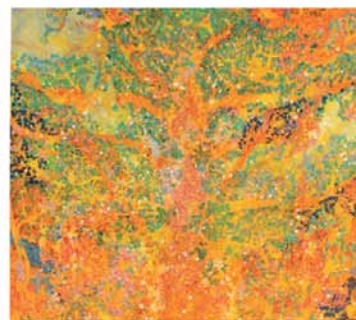
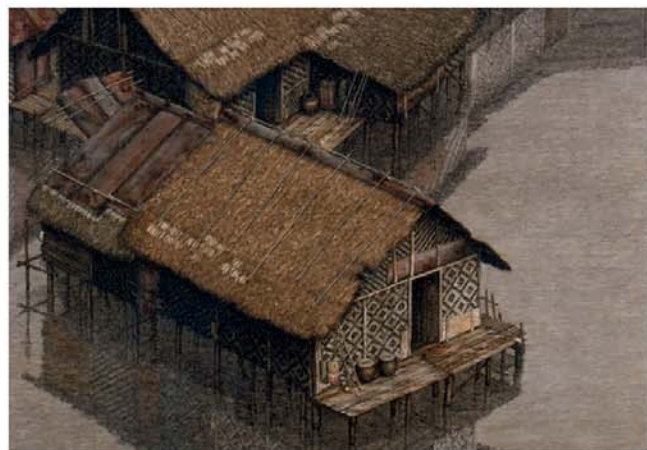
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## Corporate Social Responsibility

Seventy years after its formation in 1944, Bangkok Bank as a leading Thai commercial bank remains committed to being a trusted partner and reliable close friend to its customers, supporting them to achieve their financial goals, helping grow the Thai economy, empowering society, and protecting the environment.

Bangkok Bank and its subsidiaries are committed to doing business in accordance with the principles of ethical business practice and good corporate governance by taking into consideration the interests of all stakeholders, including shareholders, customers, employees, counterparties, competitors, creditors, society, communities and the environment. The Bank also takes action against all kinds of corruption by following clearly prescribed anti-corruption policies and practical guidelines, and regularly trains employees in anti-corruption regulations and laws and practical procedures.

In addition, the Bank supports and engages in social and environmental activities in five main areas aimed at helping all stakeholders as well as every part of the society to be self-reliant as the Bank believes this is a way for Thailand to achieve sustainable strength and prosperity. These activities include strengthening the Thai economy, providing satisfaction to customers, caring for employees, developing society, and preserving the environment.

Bangkok Bank aims to help  
all stakeholders and every part of society  
become self-reliant as the Bank believes  
this is a way for Thailand to achieve  
sustainable strength and prosperity.



The Bank's business operations, coupled with its support for giving society strength and self-reliance and preserving the environment, are in line with the guidelines of the Stock Exchange of Thailand (SET) for corporate social responsibility (CSR), namely: conducting business fairly; acting against corruption; respecting human rights; treating employees fairly; dealing with consumers in a responsible manner; preserving the environment; encouraging the development of community and society; and innovating and sharing innovations arising from its business operations in a responsible manner for the good of society, the environment and its stakeholders.

The Bank's social and environmental projects and activities in each of the areas outlined above are as follows:





## 1. STRENGTHENING THE THAI ECONOMY

Bangkok Bank continues to help enhance the growth and stability of the Thai economy by supporting Thai entrepreneurs to become stronger and more competitive and achieve sustainable growth. Apart from supporting corporate customers – an area in which the Bank has excelled for decades – the Bank also focuses on the development of small and medium-sized enterprises (SMEs), including those in the agricultural sector, to help them achieve sustainable growth, knowing that many of Thailand's leading companies began as small family businesses. As more than 90 percent of all Thai businesses are SMEs, their strength will also support the Thai economy. The agricultural sector also continues to be an essential part of the Thai economy, and helping businesses in this sector become stronger will not only benefit the country's economy, but also ensure the security of food supplies, preserve the environment, and distribute wealth to provincial areas. Bangkok Bank therefore has various activities to enhance the country's economic stability as follows:

### Modern Agriculture

Agriculture is an important sector of the economy, and Thailand for many years has been a leading food and agricultural-product exporter, particularly for prawns, rubber and tapioca. However, the sustainable future of Thai agriculture depends on continuous improvement in order to improve its competitiveness.

Recognizing this need, Bangkok Bank in 2001 introduced its Modern Agriculture Project to help Thai farmers adjust to the ever-changing market. The project aims to help farmers apply technology and innovative methods to improve farming processes and deliver higher-standard farm products, with better quality and no toxic chemicals. The new methods are also aimed at helping preserve the environment of farming areas so that Thai farm products comply with international trade regulations on product quality and consumer safety. The improvement in the agricultural sector also benefits communities around farming areas, providing higher income from greater employment and sales of farm products, better quality of life, and a more peaceful and stable society.

To achieve the objectives of the Modern Agriculture Project, the Bank organized activities to promote good agricultural practices, particularly use of appropriate technology and innovation for each form of agriculture. The Bank has organized more than 120 training



courses and seminars over the past 12 years with a focus on three areas – knowledge sharing, management of output, and marketing – to help farmers increase efficiency and achieve good financial returns in proportion to their investment.

Activities which Bangkok Bank organized under the Modern Agriculture Project in 2013 included:

- The 'Modern Agriculture Day 2013' trade fair for the eighth consecutive year in front of the Bank's head office on Silom Road on December 20 to promote the marketing aspects of the project and to present awards to modern farmers achieving outstanding success in line with the project's principles. The fair featured advances in agriculture and offered quality goods for sale.
- 'Agricultural Technology Seminars' were held to share new technology for developing farming processes and products, as well as concepts for managing both quantity and quality of output. Speakers were experienced people in various agriculture-related fields.
- Technical experts and successful farmers were invited to speak at 'Knowledge Exchange' activities to share their experiences with farmers interested in combining production techniques with marketing know-how.
- 'Nationwide Farmers' Networks' activities were developed to create complete supply chains for quality products, connecting farmers with consumers.

#### Puan Koo Kit SME Project

Following the 1997 financial crisis, Bangkok Bank initiated the Puan Koo Kit SME (SME's Thinking Partner) Project to access, share and transfer the knowledge and experience of strong and successful SMEs to fellow SMEs in need of information and role models for adjusting their businesses in line with an ever-changing business environment.

For more than 15 years, Bangkok Bank has implemented several measures to strengthen Thai SMEs, including organizing training and seminars, publishing books and magazines, and assisting them to set up the 'Bualuang SME Club' as a co-operative network. From 46 founding members in 2003, the Bualuang SME Club has grown to more than 600. The club organizes activities in three main areas: knowledge network, manufacturing and supply chain network, and market network.

Knowledge-network activities include training, seminars and study tours to learn about best practices. In 2013, the club's members visited businesses and explored business opportunities in several countries where Bangkok Bank's overseas branches are located: Laos, Indonesia, Myanmar, China and Taiwan. The manufacturing and supply chain network focuses on connecting businesses between members to enhance manufacturing efficiency.

In 2009, Bangkok Bank initiated the 'Bualuang SME Fair' by inviting Bualuang SME Club members to sell their goods at a market in front of the Bank's head office on Silom Road. The fair met with great success from the outset, and has become an annual event which has prompted the development of a market network. In 2012, the Bank initiated its knowledge network, organizing training to help new generation leaders in family enterprises and provide them with opportunities to build relationships among their counterparts.

#### Puan Koo Kit Television Documentary Program

Bangkok Bank has produced and broadcast this short-documentary program on television for 24 consecutive years since 1989, a time when Thailand experienced an economic crisis. To help people cope with rising prices, the bank initiated the program to encourage members of Thai families to spend time together producing necessities for their everyday use. The homemade goods not only helped reduce the cost of living, but also generated additional





income for families. Fresh presentations and useful content quickly earned recognition for the program. Viewers later suggested that the program present business tips for people looking for new ideas to start small businesses of their own. The Bank therefore adjusted the program's format to feature entrepreneurs with innovative or creative ideas who could educate and inspire viewers – a concept which continues today.

When Thailand encountered another financial crisis in 1997, slowing down business activity and consumer spending, the Puan Koo Kit television program continued to broadcast news and information about selected entrepreneurs to viewers nationwide. This helped many entrepreneurs survive the crisis, and earned the program national popularity, as well as a Golden Television award for Outstanding Program for Entrepreneurship Promotion for 1997 from the Television Promotion Club, Chamnong Rangsi Foundation, and the Office of the National Culture Commission. The award reflected the success of the Bank in helping Thai entrepreneurs and the Thai economy as a whole.

Today, Puan Koo Kit is broadcast on Thai TV Channel 3 on Thursdays and Fridays at 10:10 am, and re-broadcast on NBT

Channel on Saturdays and Sundays at 10:55 pm. The Bank continues to improve the format and content of the program in light of current economic conditions to help strengthen Thai SMEs so that they remain a strong foundation for the Thai economy in a sustainable fashion.

On the occasion of the program's 24th anniversary in 2013, Bangkok Bank held the 'Puan Koo Kit 24th Anniversary Fair', inviting successful entrepreneurs featured on the program to display and sell their products in front of the Bank's head office on Silom Road. The fair aimed to provide them with opportunities to expand their markets and networking opportunities which may lead to future business collaborations. The fair attracted more than 2,000 fairgoers including customers, entrepreneurs, and Bangkok Bank executives and staff.

#### **Bualuang SMART Family Enterprise Project**

Most SMEs in Thailand are family-owned with many families at the point of transferring their businesses to successors. They need proper processes to smoothly transfer their businesses and wealth to the next generation. Bangkok Bank has therefore collaborated with Babson College, based in the US and the world's leading





institution on entrepreneurship and family-business development; and the Creative Entrepreneurship Development Institute (CEDI) of Bangkok University to develop a family enterprise curriculum dedicated to Thailand based on information collected from interviews with family business owners who are the Bank's customers. The Bank and its partners also established the Bualuang SMART Family Enterprise Project, which provides workshops to help family-enterprise owners prepare to transfer their businesses to their successors, and to assist the new owners to sustainably grow their businesses.

Each group of family-enterprise owners are invited to join a three-day and two-night workshop, which has trained 10 groups so far. In 2013, the Bank organized workshops for four groups in February, June, August and November, with 47 families joining.

To build on the success of the Bualuang SMART Family Enterprise Project, in 2012 the Bank initiated an annual seminar for

entrepreneurs and invited knowledgeable speakers to share their knowledge and experiences of growing family businesses in a sustainable fashion, and of the processes for efficiently transferring family business to later generations. In 2013, the Bank held the first of what is planned to be an annual seminar entitled 'Sustainable Leadership for a Bright Future' by inviting CEOs of leading Thai companies that are business partners of Bangkok Bank to share their experiences and the strategies behind their successes in growing family enterprises. The four new-generation business leaders agreed that one of the factors contributing to business sustainability is care and support for all stakeholders, including suppliers, dealers, employees, and communities or society. The seminar was a great success, attended by more than 1,000 customers and interested people.

In addition, the Bank also held half-day seminars and invited experts to give lectures on topics useful for family businesses, for example corporate income tax, transferring family businesses to the next generation, how business owners work effectively with professional managers, managing differences between generations in a family business, and building on family-business wealth for sustainable growth.

The Bank has organized 18 seminars of this type, including 10 held in 2013, with more than 2,000 customers attending in total.

#### Learn & Share Forum

Bangkok Bank invited business owners who are corporate customers from the provinces to share and exchange first-hand experience on transgenerational entrepreneurship – transferring business leadership to successive generations. The discussions provided an ideal setting for entrepreneurs to get to know their counterparts in other businesses and extend their business networks. The Bank, as a trusted partner and reliable close friend of customers, is committed to working with them to add value to their businesses by developing quality financial products and services in line with the changing business climate. The Bank held 17 seminars of this type in 2013.

#### Bualuang Family Banking Seminar

Bangkok Bank realizes that for the past few years Thai families have been facing major economic and social changes as Thai society ages with people living longer after retirement. Families are



becoming smaller as birth rates decline, and are experiencing rising costs of living and health care due to natural disasters and illnesses. The situation is forcing Thai family members to better manage their finances to maintain their quality of life and save for their retirement, so they do not become a burden for their descendants or the government.

In 2013, Bangkok Bank and its affiliates, including Bangkok Life Assurance PLC, Bangkok Insurance PLC, BBL Asset Management Co. Ltd. and Bualuang Securities PLC, organized 'Bangkok Bank Family Banking' seminars in Chiang Mai, Udon Thani, Hat Yai and Bangkok to encourage families to plan for their financial future. The seminars also shared knowledge and options for building financial stability for families using the financial-planning expertise of the four companies covering all aspects of the topic. Expert teams comprising staff from Bangkok Bank and its three affiliates also offered personal consultancy and advisory services on financial planning – particularly planning for saving, investments and life protection – to interested customers at the seminars. The four seminars in 2013 were attended by nearly 10,000 people, reflecting the growing interest of Thai families in financial planning. The Bank has continued to organize the seminars in 2014.

## 2. PROVIDING SATISFACTION TO CUSTOMERS

The Bank is committed to meeting customers' needs and satisfying them with financial products and services of high quality and standards while maintaining good relationships with them as 'puan koo kit mit koo baan'; that is, aspiring to be a trusted partner and reliable close friend. In this regard, the Bank has developed processes and operating systems, using modern technology as appropriate, and is continually innovating. The Bank provides knowledgeable and skilled personnel to ensure that customers receive the best possible service and are able to make financial transactions securely. The Bank is continually expanding its nationwide network of branches and business centers, protecting customer information, and managing and duly rectifying complaints, taking into consideration its responsibilities to its customers.

### Commitment to Providing Good Service to Customers

The Bank recognizes that Thailand's economy and social structure are undergoing many major changes due to factors such as the ageing of society, income growth in the provinces, and greater

demand by residents of big cities for services ready to use anywhere, anytime. The Bank therefore continues to create and develop new benefits for society, including financial products and services to help customers achieve their personal and business goals.

In 2013, the Bank developed many new products and services, especially investment products which help Thai families manage financial matters, such as ensuring adequate savings for retirement. The Bank has collaborated with its affiliates in providing customer benefits and creating products and services as below:

**Bualuang Huang Krobkrua and Bualuang Huang Luk Larn life insurances** – products that the Bank and Bangkok Life Assurance have developed to meet customer needs, including protection for customers and their families, in addition to current life insurance available at the Bank. Bualuang Huang Krobkrua is a new-format life insurance which addresses uncertainty in the future by providing protection for both life and health. Insurance premiums start from around only Baht 3 per day but cover life protection and 17 types of critical illnesses.

**B Senior Citizen Mixed Fund** – suited to customers preparing for retirement. The fund focuses on generating regular returns and opportunities to receive greater returns from investment in risk assets. Investment unit holders can plan their finances as they can place normal redemption orders within the last five business days of every month or make pre-redemption orders by identifying the amount of money they need for each month. The redemption will take effect on the last business day of the month.

**Bualuang Trigger 555** – a fund that aims to provide a return of not less than 15 percent within 18 months of the registration date. BBL Asset Management will make profits from the stock price movements in order to be able to provide continual returns. The first two returns will be 5 percent of par value and the final return will be not less than 5 percent of par value, with the fund needing to close in order for the investment to be returned.

**Bualuang Fixed Income Term Fund** – a fund with a specific investment period. The Bank offers this fund across the year as an alternative for investors prepared to take a certain amount of risk. The fund provides opportunities for better returns than deposits while individual customers don't need to pay tax on the returns earned.

**Ministry of Finance Savings Bonds** – another investment product the Bank continues to distribute, commissioned by the Finance Ministry. Last year, the Bank distributed Ministry of Finance Savings Bonds B.E. 2556 # 1 and # 2 at its branches and ATMs nationwide. At the end of the year, the Bank was also assigned to distribute Ministry of Finance Savings Bonds B.E. 2557 # 1 from 2 December 2013 to 31 March 2014.

**Be1<sup>st</sup> Smart Rabbit Debit card** – a financial innovation designed to make urban life easy and comfortable with a single card. The card is based on highly-secure EMV-chip technology with various capabilities added to provide greater convenience for customers. Apart from its main feature as a debit card, the card comes with many features including use as an ATM card, as a BTS and BRT travel card, and as an electronic cash card which can be used to make payments at merchants showing Rabbit signage all over Bangkok. Cardholders can also collect bonus points on purchases at merchants offering promotional packages. This is the first card to be issued by a Thai financial institution which can be used as a BTS travel card.

Bangkok Bank is the first bank using the latest EMV-chip technology to prevent information theft and duplication of cards, and ensure money is kept safe in bank accounts. The Bank has also installed EMV-chip readers on its more than 8,400 ATMs nationwide, so they can read data from chips installed on the card. The Bank is pleased to have made such a huge investment on the service upgrade to ensure customer convenience and confidence in security.

The Bank continues to regularly create, develop and improve service channels using a modern technology system to serve customers. In 2013, the Bank added a No-Slip Deposit Withdrawal and Transfer Service to provide customers with greater convenience and satisfaction.

Besides counter service at branches, the Bank is continually developing other service channels, so customers can make transactions more conveniently, e.g. internet banking 'Bualuang iBanking', phone banking 'Bualuang Phone', and automatic-banking service 'Bualuang Express' which comprises Bualuang ATMs, Bualuang cash-deposit machines and auto passbook updates that cover all daily banking needs.

The Bank reduced its fees for inter-regional funds transfers via electronic channels, effective from 1 July 2013, to meet customers' needs by providing fast, convenient funds transfers 24 hours a day with Bualuang iBanking, online banking, and the Bank's ATMs.

This fee reduction has especially helped customers who have to transfer funds to their families in the provinces every month. Customers can make up to five free inter-regional funds transfers per month between Bangkok Bank accounts via Bualuang iBanking and Bualuang mBanking, and one free transfer on Bualuang ATM. The new fee structure is intended to meet customer needs as well as to help society. The Bank also encourages customers who have never used internet banking to recognize its benefits and start using this safer and more convenient service. This is in line with modern consumer lifestyles and their increasing use of the internet as part of daily living.

**SMS Account Alert** – will be sent to customers' mobile phones when there is a funds transfer of Baht 500 or more to or from individual savings and current accounts. A weekly account summary will be provided every Monday so customers have the security of checking account movements.

**Deposit and Clear Cheques in One Day** – the latest innovation of the Bank, fully launched in October 2013. This is a result of the development of the Bank's cheque-processing center, founded in 1996 as the first cheque center in Thailand and a model for other banks in Thailand. The Bank has also co-operated with the Bank of Thailand in developing its 'Imaged Cheque Clearing and Archive System' or ICAS. With this service, customers' cheques can be cleared on the day of deposit provided the cheque is deposited at any of the Bank's nationwide branches before 3:30 pm on normal business days. The service provides greater convenience to both business and individual customers – cheque depositors and cheque payers alike – especially SME customers, enabling them to better manage their cash flows, maintain greater liquidity, reduce their costs and operate their businesses more efficiently, which will enhance sustainable business growth.





**BIZ iBanking** – the Bank’s 24-hour service for juristic persons, which continued to upgrade its capability during 2013, with new features added as follows:

- International funds transfers for juristic persons, which allows transfer for up to 35 purposes in more than 16 international currencies including the US Dollar, Euro, Yen, Australian Dollar, Hong Kong Dollar and Singapore Dollar, without any use of supporting documents. Customers have the convenience of being able to access the service through their mobile devices and a variety of web browsers such as Safari, Chrome, Firefox and Internet Explorer.
- Mutual Fund Service via BIZ iBanking, which allows users to conveniently purchase or redeem investment units and view mutual fund transactions 24 hours a day.
- Order Cheque Book via BIZ iBanking, which is an extra service for registered business customers who have current accounts with Bangkok Bank. The service provides confidence to its users and makes cheque-book ordering more convenient, faster and safer.

Bangkok Bank has more than 60 years of experience in Trade Services, with an extensive international branch network of 26 branches (plus one representative office) and more than 1,000 correspondent banks worldwide covering all significant economic areas, as well as 62 Trade Finance-Business Centers located at the Bank’s business centers, branches and industrial estates across

Thailand. To support the export and import sectors, which are the major drivers of Thailand’s economy, Bangkok Bank has continuously improved its Trade Finance products and services to meet customers’ needs in the fast-paced business world, with new services added to its capability in 2013.

- In 2013, the Bank introduced a new payment service for international trade, Bank Payment Obligation or BPO, which is a popular payment service among international traders that enhances business operations by using electronic systems for transferring and verifying documents to save time and reduce errors and fees on documents. Bangkok Bank will guarantee payments on behalf of buyers and this will help importers and exporters achieve greater efficiency, speed and flexibility in their businesses.
- The Bank established its ‘TFC Call Center’ to provide information, process follow-up, problem solving and consultancy about Trade Services over the phone via 0 2680 9559 as a one-stop service to Trade Services’ customers. The call center has helped streamline and increase service efficiency at branches and business centers nationwide.

### Serving Customers Responsibly

Bangkok Bank not only focuses on continuous improvements to provide customers with up-to-date, effective and convenient products and services, but also serves them responsibly under the code of conduct, business ethics, and good corporate governance guidelines.

## 3. CARING FOR EMPLOYEES

The Bank recognizes that personnel are a vital driving force behind its almost seven decades of business growth and success. The Bank's employees are not just its closest business partners but also members of the Bualuang Family. The Bank's care for its employees covers remuneration and welfare as well as developing their potential to enhance their career progression.

### Training Employees

The Bank appointed a Human Resource Management Committee charged with the duty of proposing human resource management policy as well as providing opinions on enhancement of staff knowledge and potential including training, work rotation, promotion in rank and position, development of high-potential staff, and scholarships for staff. The Committee also proposes annual plans for human resource development for overall staff and for each staff member.

The Bank focuses on all levels of personnel development with measurable targets and learning opportunities as major parts of its policy. Personnel development emphasizes leveraging knowledge and skills so that employees can work and progress in an organization that provides for the full potential of each employee to be realized, as well as personnel preparation to cope with current business competition and current changes in the market. The Bank trains employees with its core curriculum in line with duties and responsibilities for each level. The Bank also trains and develops employees with special curricula in response to business needs.

In 2013 the Bank held various training courses totaling more than 20,000 hours which were attended by 30,600 employees in both front-line and support operations. These courses were organized into various curricula, including leadership development, customer relationship management, and specific job training for staff according to their positions and business units. The Bank

also expanded learning channels for staff by subscribing to training courses on satellite television organized by the National Technological University (NTU). For staff in the provinces, the Bank continued to collaborate in providing staff training with Chiang Mai, Khon Kaen and Prince of Songkhla universities, and established new collaborations with Naresuan and Burapha universities in 2013.

The Bank also supported staff in joining self-development programs, such as training, seminars, and study tours in Thailand and overseas; organizing various knowledge-enhancement activities, such as the BBL Executive Forum with experts in relevant subjects invited to lecture; providing scholarships at various levels at institutions in Thailand and overseas in line with the Bank's needs for growing its business, and work rotation among units for executives and staff to enhance knowledge, experience and competency. In 2013, the Bank implemented work rotation for staff at the levels of department manager; regional manager; processing center manager; branch manager; business center manager; and branch, business center, and processing center staff.

The Bank has put in place executive development programs to select and prepare successive managers at every level, as well as individual development plans which emphasize managers' roles as mentors closely coaching, supervising and developing their staff. The Bank also supports staff in enhancing their knowledge and potential by placing them on training and study tours in Thailand and overseas, such as at Harvard Business School, the Pacific Rim Bankers' Program, the Modern Banking Executive Development Program (MOBEX), the Financial Executive Development Program (FINEX), and the Young Bankers' Executive Development Program (YOBEX). These are programs for developing executives for future generations and for building relationships across industries. The Bank also has leadership succession plans to meet its business needs in a timely fashion.

The Bank has also provided opportunities for employees to participate in improving working processes as well as developing products and services by using knowledge and experience gained from their work which will not only increase the efficiency of their working processes but also increase the quality of products and services and thereby provide greater satisfaction to customers. This has also made employees proud to take part in the development of the organization and has contributed to an increase



in the competitiveness of the Bank and its sustainable growth. The opportunities provided for employees mentioned above are provided through various activities conducted by different work units.

To provide greater convenience and leverage the efficiency of branch officers, the Bank has developed a system to link customer databases nationwide for branch marketing officers. The system will allow these officers to retrieve customer data on-screen showing what products and services customers are using, which they can analyze and seek opportunities to introduce additional products and services or provide add-on products or services.

Other types of personnel development consist of:

- Self-Learning/ E-Learning – personal development regarding the Bank's businesses together with its products and services which are posted on the Bank's internal website.
- Knowledge Base Management – a system that gathers or collects a work unit's knowledge and uses this knowledge to increase the efficiency and effectiveness of the organization in a valuable way.
- Knowledge Sharing – a way to release content or articles that provide beneficial knowledge to employees, such as work-related articles, the Bank's products and services, energy conservation and general knowledge which will be posted on the Bank's website or published in internal newsletters or journals.
- 'Sharing Together' - activities hosted on the Bank's internal

website to allow Bank officers who attend training courses on satellite television to share what they have learned with many staff who have not participated in these training courses, exchanging knowledge within the organization.

- Professional Development within the Work Unit – a way to build personnel expertise by having the head of work units or supervisors provide guidance, assistance and support for the development of the potential of their subordinates. The main focus is to monitor the learning effectiveness of their subordinates on a regular basis.
- Video Conference – a learning channel via television broadcasting consisting of qualified and modern courses from lecturers who have experience and expertise in their fields.

#### Employee Welfare

The Bank has established practical guidelines pertaining to its code of conduct and business ethics to take good care of and promote the lives and well-being of staff. To support sustainable development and growth of the Bank's operations, the guidelines are based on good relationships and cooperation between the Bank and its staff.

#### Employment

The Bank recognizes the importance of recruitment of personnel, which is a vital element for achieving successes and growth for the organization, with no discrimination on gender, age, and nationality. The Bank has a policy of not employing child labor.

#### Employee Rights and Participation

The Bank recognizes the significance of listening to staff opinions or suggestions useful for work, and therefore encourages staff to be innovative. The Bank adheres to the principle of establishing good labor relations in the organization, creating a happy workplace, and engaging in negotiations on proposals from staff labor unions.

#### Workplace Security and Health

The Bank provides good security for its premises by using standard systems and equipment for security control and by providing appropriate security guards. The Bank provides suitable workplaces that encourage staff to perform their work efficiently and effectively, taking into consideration workplace safety and health.



### Employee Remuneration and Welfare

In 2013 the Bank provided remuneration in the form of salary, wages, bonuses, contribution to the staff provident fund, medical fees, contribution to the social security fund, training fees, subsidies, and other benefits. The Bank also provided support for improving the quality of life, such as sports clubs and sports grounds for staff to organize activities and exercise.

- Medical Services

The Bank has a Health Care Unit for staff at head office, which provides health care services that include consultations with general physicians. Staff at branches and other locations are entitled to medical services, including annual check-ups at any private or government hospital, and they will be reimbursed at rates equivalent to the medical service fee rates provided by the Bank. The Bank also regularly provides lectures on health throughout the year to give employees a better understanding of diseases so they can protect themselves from any health-related risks. Retired staff who have applied for membership of the Bank's retiree club can also use the Health Care Unit services at no expense for the rest of their lives and can also join regular recreation activities hosted by the retiree club.

- Bangkok Bank Sports Club

Bangkok Bank Sports Club was founded almost 60 years ago, on April 21, 1955, as a center for staff to associate with the aim of strengthening relationships among staff and support staff and promoting the good health of staff and family. The club has organized many sporting competitions amongst members within the Bank such as football, sepak takraw, badminton, tennis, golf, volleyball, chair ball, table tennis, bowling, snooker and petanque.

In addition to internal sports competition, the club has also rented tennis and badminton courts spread around Bangkok to service members and their families as well as holding health-related activities such as aerobics, yoga, aikido, etc.

The Bank has built a fitness center on the eighth floor of its head office and provided a variety of fitness equipment for staff who are club members, with professional trainers on duty to give advice on how to correctly use this equipment, especially for members with physical problems or illnesses who need to use fitness equipment for physical therapy.

The Bank has also held activities during the summer holidays for members and their families, such as Thai traditional music lessons, badminton and table tennis, to encourage members and children to make better use of their leisure time, to build unity and sportsmanship, and to provide a good understanding of the rules of competition and to encourage members to respect them.

- Child allowances – in 2013 the Bank provided welfare loans for children's education with no interest rate
- Welfare loans for employees where loan conditions and interest rates are specified by the Bank
- 'Friends Help Friends' and 'Friends Help Friends After Retirement' programs, voluntary staff clubs whereby donations are collected from all members to help families of members who have died

### Encouraging Employees to Contribute to Society

The Bank always encourages employees to take part in social activities as seen from ongoing activities organized by the Bualuang Volunteers Club which brings together staff who would like to contribute to their colleagues and society. In addition to fund raising activities, the club has also organized quarterly Dharma teachings at the Bank's head office and hosted 'Bualuang Meditation' activities, with the Bank providing facilities and opportunities for employees to join.



#### 4. DEVELOPING SOCIETY

Bangkok Bank believes that a peaceful society is a vital element for sustainable economic growth. The Bank therefore organizes projects and activities for social development in six areas: providing educational opportunities, maintaining arts and culture, supporting religion, acting against corruption and promoting integrity, promoting public service, and upholding the monarchy.

##### Providing Educational Opportunities

Education is an important factor in driving the development of the nation, and Bangkok Bank is determined to support education, particularly for the young, with the following projects and activities:

##### School Buildings in Rural Areas

To help support students in rural areas with much-needed dedicated facilities for learning, Bangkok Bank initiated its School Building in Rural Areas Project in 1975 in collaboration with the Office of the Basic Education Commission, the Ministry of

Education. The Bank has donated school buildings to 29 schools in 28 provinces nationwide with more than 10,000 students using the buildings each year. After construction is completed, the Bank hands over every building for the school, the local administration offices and the local people to maintain. Bangkok Bank branch representatives also visit the schools regularly and help maintain the buildings as needed.

##### Bangkok Bank Scholarships

Bangkok Bank has provided scholarships for several levels of education for 47 years. In 2013 the Bank provided scholarships to students at schools to which it donated school buildings, and to university students with good academic records and in need of financial support at universities nationwide. This is because the Bank recognizes that education is a vital element in the nation's development, and support for education will yield long-term, ongoing benefits and results.



To prepare personnel for business operations in the future and recruit people of high potential, Bangkok Bank also offers scholarships to employees and interested persons in general to pursue master's degrees in English-language programs in Thailand and in the US, the UK, China and Japan.

#### PCs in Schools Project

Bangkok Bank initiated its PCs in Schools Project in 2009 to donate computers retired from business use to rural schools in need. The project has been well-supported by various organizations, namely the Office of the Basic Education Commission, the National Electronics and Computer Technology Center (NECTEC), Hewlett-Packard (Thailand) Co. Ltd., Microsoft (Thailand) Co. Ltd., and Sisco Systems (Thailand) Co. Ltd. The project not only provides youngsters in rural areas with opportunities to learn and develop

skills in information technology, and expand their vision of the world similar to that of children in cities, but also enables teachers to bolster their teaching and research with information and new techniques that enhances their presentation. In 2013, the Bank donated computers to eight schools in Phichit, Phitsanulok, Nong Khai and Buengkan. Since the beginning of the project, 34 schools with more than 4,000 students in rural areas throughout the country have received computers from the Bank.

#### JA Banks in Action

Bangkok Bank in collaboration with Junior Achievement Thailand, a non-profit organization, organizes training on the financial and banking industry for secondary-school students with a curriculum designed by the US-based Junior Achievement organization for American high-school students. Bangkok Bank was the first organization to adopt the English-language program for students in Thailand and has now organized the training for three consecutive years. In addition to providing textbooks and teaching equipment, the Bank also invited its employees to be volunteer trainers lending their knowledge, experience, and expertise earned from working at the Bank to educate the students with a basic knowledge of the financial and banking industry. The training program also sets up virtual "banks" in which student teams compete in managing their "banks" to achieve the greatest profit. Ten secondary schools in Bangkok with English-language programs participated in the program in 2013.



#### Student Internship Program

Bangkok Bank initiated the Student Internship Program (SIP) in 1984 to share knowledge of the financial and banking industry with the younger generation who will drive Thailand's development. The training is open to Thai students at Thai universities who have completed their third year or who are pursuing a master's degree, and to Thai students at overseas universities who have completed their second year or who are pursuing a master's degree.

The internship program trains qualified students for about one month with an experiential learning format under a curriculum focused on five subjects: finance, banking and investment; business management; national economy and development; community and social development; and personal development and leadership. There are also other activities for the students to enhance their experiences, including community service, being



proud to be Thai, visits to agribusinesses, and Bualuang iLeague@SIP, a stock-investment simulation game which allows students to play with actual stock-movement data provided by Bualuang Securities.

In 2013, 254 students were trained under the program, with three training classes held instead of the usual two for the first time, catering to three student groups: students at Thai universities, English-language program students at Thai universities, and students at overseas universities.

After 30 consecutive years the program has served more than 5,000 students enrolled in 61 groups. Many students have advanced to important roles in Thai business and politics.

#### Asia Venture Challenge

For the eighth consecutive year, Bangkok Bank sponsored the Asia Venture Challenge business-planning competition, inviting students pursuing master's degrees in business to present their business plans to investors and providing them with the opportunity to turn their plans into business ventures. The competition has been organized by Thammasat University for nine consecutive years, and the theme for 2013 was 'Passion Driving Entrepreneurial Success'. The competition, aimed at training a new generation of entrepreneurs or grooming high-potential staff for business, has received strong interest from universities teaching business studies, from participants, and from the media. It is also recognized as a leading program in Asia for inspiring a new generation with entrepreneurial spirit. The winning team also has an opportunity to present its business plan at a global competition at the University of Texas at Austin in the US.

#### Automotive Engineering Program, Thammasat University

Bangkok Bank supported Thammasat University in setting up an English-language Automotive Engineering Program to train automotive engineers and meet the demand from Thailand's fast-growing automotive industry for qualified engineers. The program, aimed at strengthening Thailand's automotive industry and enhancing its competitiveness ahead of the upcoming ASEAN Economic Community, receives strong technical support from the automotive industry, ensuring it meets industry needs.

In addition, the Bank supported other educational and youth-development activities promoting health, friendship, proper use of free time and drug prevention.

#### Arts and Culture

Thailand boasts beautiful and unique arts and culture, reflecting the fact that Thai civilization is one of the oldest in the world. Arts and culture are not only a reflection of civilisation, they also provide a spiritual base, encouraging people to share their love and care for one another. All of this contributes to a peaceful society which is a foundation for the development of the nation in all its aspects. Arts and culture are becoming more important in this era of globalization as they reflect unique Thai characteristics which gives the Thai people pride in their image in the outside world. Bangkok Bank has continued to support and promote Thai arts and culture, particularly music and dramatic art, literature, paintings, and craftsmanship.

Bangkok Bank established the Musical Art Center in 1979 to support and promote Thai traditional music and dramatic arts in both the high arts and folk styles. In the 35 years in which the Bangkok Bank Musical Art Center has been organizing art and cultural activities it has earned recognition from Thai traditional music and dramatic arts circles for its enthusiastic and continued support. It has also developed close relationships with artists, teachers, and students of Thai traditional music and dramatic arts through these years. The Musical Art Center has initiated and continues to organize these activities.





#### Thai Traditional Music and Dramatic Arts

- Thai Traditional Music Competition

Bangkok Bank Musical Art Center, in collaboration with the Government Office of Welfare Promotion, Protection and Empowerment of Vulnerable Groups, has organized the annual Thai music performance competition for secondary school students since 1986. The competition was initiated by Her Royal Highness Princess Maha Chakri Sirindhorn who saw that Thai traditional music was vanishing and should be preserved. The competition was initiated to encourage secondary school students to learn and develop performing skills in line with patterns invented by the founding artists in ancient times and passed on from generation to generation to the present day.

Over the course of more than 28 years, the competition has encouraged many younger people to enter Thai traditional music. Many contestants over the years chose to further their education in Thai traditional music and earned degrees from bachelor to doctoral levels, and many have taken on the role of maintaining Thai traditional music as academic experts and teachers at educational institutions all over the country.

In 2013, the Bank widened opportunities for newcomers by adding another category of awards to the competition. The upper-category award is for schools that have already won awards in previous competitions, and the lower-category award is for those who have not won previously. As a result, the number of schools entering bands and soloists in 2013 rose to 51, plus there were entries from two private music schools.

- Thai Traditional Music Shows by Students

The Musical Art Center in 2011 initiated Thai traditional music shows by students featuring six bands which entered the final round of the high-school music competition. The shows were held in the school's local communities for parents, teachers and local residents to enjoy and be proud of their young people's success. The shows also promoted the competition and Bangkok Bank Musical Art Center as an enthusiastic supporter of Thai traditional music. The event also provided an opportunity for the bank to build relationships with government offices, schools, communities and leaders in the provinces which collaborated with the Bank in organizing the event.

In 2013, Bangkok Bank Musical Art Center held shows for schools in Bangkok, Samut Prakan, Kanchanaburi, Suphanburi and Prachuap Khiri Khan.

- Thai Performing Art Shows

Bangkok Bank Musical Art Center has organized Thai traditional music and dramatic arts shows since 2011 for both experienced and new performing artists to exhibit their talent and for interested people to enjoy rare performances. The artists and performing art troupes have had relationships with the Musical Art Center through their work over the past three decades.

In 2013, 24 performances were held at the Kukrit Institute in Bangkok on the first and third Saturdays of every month from 4:00-6:00 pm. The regular shows were successful as evidenced by the rising number of regular fans, with many youngsters





among them. Teenagers living in communities near the show venues have become more interested in the performances as well; not only have they come more frequently to see the shows, but some have also enrolled for Thai traditional musical and dramatic arts training organized free of charge every Sunday by the Kukrit Institute. Many have been offered opportunities to be part of the shows held by the Kukrit Institute on various occasions.

- **Annual Ritual for Paying Respect to Performing Arts Teachers**  
The ritual for paying respect to teachers is a tradition that has been faithfully observed by Thai performing artists and craftspeople since ancient times. The purpose of the ritual is for students to express gratitude to their teachers and mentors for providing them with invaluable knowledge and skills, and to proudly present themselves to the public as worthy scholars. Bangkok Bank Musical Art Center, as a true supporter of Thai arts and culture, organizes the annual ritual at its main auditorium at its head office on Silom Road. The master of ceremonies is a performing arts teacher whose artistic status was bestowed by His Majesty the King. The ritual organized

by the bank is therefore in accordance with royal custom and is respected by artistic and cultural circles with many Thai traditional musicians, dramatic artists, teachers and students participating every year.

- **Bangkok Bank Musical Art Center Library**  
Apart from providing a stage for Thai performing artists to perform, the Bangkok Bank Musical Art Center Library is one of the best repositories of traditional Thai musical and dramatic arts, folk art and Thai culture. The library maintains more than 15,000 books, photographic slides and CDs recording stage performances from 1979 to today. The library serves as a knowledge resource for performing artists, teachers, students and interested people to research the information they regularly need.

The Bangkok Bank Musical Art Center Library is located at Bangkok Bank's branch building on Tanoo Road, Phra Nakhon district, Bangkok. It is open to artists, teachers, students and the general public from Monday to Friday, 8:30am-5:00pm.

## Literary Awards

- S.E.A. Write Awards

Bangkok Bank has sponsored ASEAN's leading literature competition, the S.E.A. Write Awards, since 1984, working in collaboration with P.E.N. International Thailand, the Writers' Association of Thailand, and the S.E.A. Write Awards Organizing Committee. The Bank is currently the main sponsor. Since 2010, the Bank has hosted a symposium by the S.E.A. Write laureates at its head office on Silom Road, Bangkok, for the writers to share their experiences and the inspiration behind their award-winning literature. The symposium was held for the fourth consecutive year in 2014 with a large number of interested persons attending.



- Chommanard Book Prize

Bangkok Bank in collaboration with Praphansarn Publishing House Co. Ltd. has organized the Chommanard Book Prize literary award every two years since 2007 to recognize literary work by Thai female writers and introduce their work to readers in Thailand and overseas. This prestigious award provides a great opportunity for writers to present their work to the general public, and a stepping stone for them to improve their writing skills to achieve a higher level of success.



The Bangkok Bank Foundation, established in 1979, is another organization which organizes various community and social-development activities and supports charitable activities of other organizations. Activities initiated and organized by the Bangkok Bank Foundation are as follows:

## Painting Competition

- Bualuang Painting Competition

The Bangkok Bank Foundation has organized the Bualuang Painting Competition since 1974 to help maintain Thai arts and culture by supporting new artists as they create and exhibit their paintings to the general public.

This prestigious competition is known for its high standards. Many award-winning artists have achieved great recognition for their works of art and have gone on to enjoy highly successful careers, with some becoming national artists.





The 35<sup>th</sup> Bualuang Painting Competition in 2013 received 220 entries from 142 artists in the three competition categories - Thai Traditional, Thai Semi-traditional and Thai Contemporary. Each first-prize winner received a gold medal, cash prize and an art-study tour to the United Kingdom.

- Bualuang 101 Art Competition

The Bangkok Bank Foundation in collaboration with the Queen's Art Gallery held the Bualuang 101 Art Competition for university students for the sixth consecutive year in 2013. Participating artists competed in creating their paintings at the Queen's Art Gallery for 10 days. The creative activities were broadcast live on a website which also invited viewers to vote online for their favorite young artists.

The competition not only provides an opportunity for young artists to create their works of art, but also lets them gain experience outside the classroom, learn from fellow artists, and complete their work within a limited timeframe and environment. It is a semi-competitive, semi-educational activity which is useful for training art students.







#### Crafts Competition

- Bualuang Crafts Competition

In 2012 the Bangkok Bank Foundation initiated the first Bualuang Crafts Competition for metalware chasing, repoussé and engraving to provide an opportunity for Thai artisans to create works of art and to preserve one of Thailand's heritage artforms. The competition invited entries in two categories - Traditional Thai Crafts and Creative Thai Crafts - and the results were announced in 2013.

In addition to its support for Thai arts and culture, Bangkok Bank also sponsored various musical events as it recognizes that all musical genres are useful for the development of youth. These musical events are as follows:

- Sponsoring a comedy stage play by National Artist Suprawat Pattamasut
- Sponsoring the Music in the Park concert by Matichon Co. Ltd.
- Sponsoring a country-singing contest by Khon Kaen University
- Sponsoring a concert for national artists by Phayathai Palace Conservation Foundation
- Sponsoring a student concert to celebrate the 96<sup>th</sup> anniversary of Chulalongkorn University
- Sponsoring a concert on the occasion of the 100th birthday anniversary of Chamnong Rangsiikul, the pioneer of Thai television
- Sponsoring Bangkok's 15th International Festival of Dance and Music, to allow Thai people, particularly youngsters, to see performing arts from all over the world without having to travel overseas. The Bank has sponsored the event from its 11th year onwards
- Sponsoring Kasetsart University Wind Symphony to enter the World Music Contest 2013 in Ketkrad, the Netherlands. The band won a gold medal for first prize in the first division for concert performance and was ranked first among Asian bands and sixth in the world
- Sponsoring the St. Joseph Convent School marching band to enter the World Championship of Marching Show Bands 2013 in Chiba, Japan. The band won the first prize at the competition.
- Sponsoring Rangsit University's Brass and Percussion Concert and Workshop for Youth in Chiang Mai
- Sponsoring the Classics Jeeb Bangkok Concert by the Rama IX Art Museum Foundation
- Sponsoring the Phantom of the Opera musical play

Support for Thai traditional music and dramatic arts as well as the other activities detailed above reflect Bangkok Bank's determination to support and promote performing arts and culture, academic, and human-development, achievement and morality. This is an example of the use of artistic and cultural activities for social development.

### Supporting Religion

Recognizing the role of religion as the spiritual foundation and key to a peaceful society, Bangkok Bank supports Buddhism and every major religion in Thailand. The Bank also invites its directors, executives, staff, counterparties and local communities to participate in its religious activities.

#### Royal Kathin

For 47 years since 1967 Bangkok Bank – along with government offices, state enterprises and private companies – has responded to His Majesty the King's commitment to maintaining Buddhism by taking the Royal Kathin – comprising monks' robes, donations and other offerings – to temples under royal patronage around the country.

On November 10, 2013, the bank presented the Royal Kathin, including a donation from the bank, its executives, local public servants and businesspeople, and Buddhist believers to Wat Yai Suwannaram in Petchaburi province.

#### Congratulatory Luncheon for Buddhist Monks

Another religious activity which Bangkok Bank has undertaken every year since 1974 is to organize a congratulatory luncheon for Buddhist monks who have passed the examination in the ninth grade, the highest grade, in Buddhist theology. The luncheon was held for the 40th year in 2013. Including the year in review, the Bank has organized the luncheon for 1,162 monks and 220 novices – 1,382 in all. Most of the monks remain ordained today, indicating their acceptance of the important responsibility of maintaining their religion.

The Bank's continued efforts have encouraged more monks and novices to study Dharma as evidenced by the rising number of monks and novices taking the examination. In 2013, 322 monks and novices took the examination with 60 monks and five novices passing the test. The five novices will be ordained as monks under the royal patronage. Bangkok Bank is proud to help maintain religion by supporting the education of Buddhist monks.





### Paying Respect to the Sangkha Council

To mark the beginning of Buddhist Lent, the Bank in 2013 presented tokens of respect to 21 members of the Sangkha Council and senior monks at 16 temples in Bangkok. In a Buddhist tradition maintained since ancient times, the monks take the opportunity to pay respect and seek pardon for any mistakes from senior monks to clear their minds for practicing meditation over the next three months. Bangkok Bank is the only private organization to have adopted and maintained this tradition.

### Charity Fund Raising for CICU at Udon Thani Hospital

As part of the celebration of the 100th birthday anniversary of a highly respected senior monk in Udon Thani province, Bangkok Bank in collaboration with the monk's followers, customers and the public held a charity campaign to raise funds for construction of a cardiac intensive care unit (CICU) at Udon Thani Hospital. The campaign raised Baht 11,442,512.95 and allowed the Bank to work with customers and the public for a charitable purpose and to build good relationships with local communities.

### Dharma Teaching

The Bank supports the Bualuang Volunteers Club, a group of Bank employees who gather voluntarily to organize charitable activities, in organizing quarterly Dharma teachings at its head office. In 2013, four teachings by famous monks were organized and were well-attended by interested executives, staff, customers and the public.

### Practicing Meditation

During December 5-8, 2013, the Bualuang Volunteers Club led a group of 150 Bank executives and staff to practice meditation at Phra Maha Vudhijaya Vajiramedhi's Rai Chern Tawan Meditation Center in Chiang Rai province. The activity helped participants to practice maintaining mindfulness and containing personal desires, skills that are useful for their life and work.

Bangkok Bank also supported other religious activities as follows:

- Supporting Bang Rak District Office's project for ordaining children as novices during school vacations. The Bank's executive and staff also gave offerings to 99 novices in front of its head office on Silom Road, Bangkok



- Supporting Buddhist Promotion Week on the occasion of 2013's worldwide Visakha Bucha Festival, under the auspices of the Buddhism Promotion Center of Thailand
- Supporting the publication of 'Thai Kings and Buddhism' by former finance minister Amnuay Viravan
- Supporting World Buddhism television channel, of Wat Yannawa

### Honoring the Monarchy

With gratitude for the unmatched kindness of Their Majesties the King and Queen, as well as members of the royal family, and for their continual efforts to better the life of the Thai people and for being the center of unity helping the country to safely navigate through all crises, Bangkok Bank has held activities to uphold the beloved and highly respected monarchy.

### Publishing a Book about the Thai Monarchy's Visits to Asia

To honor Their Majesties the King and Queen for their far-sighted vision with regards to establishing relationships with Asian countries, the Bank in 2013 published a second volume of a book about their mission to visit China, Japan, Taiwan, the Philippines, Singapore, and Indonesia. The first volume, published the previous



year, was about the missions of King Rama 5, King Rama 6, and King Rama 7 for building relationships with Asian countries. Both books were authored by an expert on Thai history and culture for the benefit of readers.

#### Honoring His Majesty the King

To celebrate the King's 86th birthday anniversary on December 5, 2013, the Bank held an event in front of its head office on Silom Road for executives and staff to make offerings to 100 Buddhist monks in tribute to His Majesty. The executives and staff also sang songs together to honor the King.

Other activities for honoring the monarchy which Bangkok Bank supported in 2013 included:

- Sponsoring a second volume of a book about the King's work authored by a former director-general of the Royal Irrigation Department, Pramote Maiklad, and published by the Association for Promotion of Animal Welfare under Royal Patronage
- Sponsoring a book collecting quotes of Her Royal Highness Princess Galayai Vadhana, the late Princess Sister, published to mark her 90th birthday anniversary in 2013
- Supporting the Ananda Mahidol Foundation in selling Ananda Mahidol Day pins to raise funds for medication for patients in need at Chulalongkorn Hospital
- Supporting Chulalongkorn University Alumni Association in organizing an event to honor His Majesty King Chulalongkorn and to raise funds to support students in need at Chulalongkorn University
- Supporting the 50th Anniversary Maha Vajiralongkorn Foundation in raising funds for knee and hip joint surgery for Buddhist monks, priests of other religions, and people in need to mark His Majesty the King's 86th birthday anniversary in 2013
- Supporting a Buddhist chanting ceremony in tribute to Their Majesties the King and Queen in 2013 held by the Ruamchit Nomklao Foundation (for Children and Youth)
- Joining the public in laying a wreath to pay respect to His Majesty King Chulalongkorn to mark the day he passed away on October 23

#### Acting Against Corruption and Promoting Integrity

Bangkok Bank believes that any society with integrity, and particularly honesty, will prosper and become stronger in a sustainable fashion. The Bank has therefore co-operated with the authorities in acting against corruption and ensuring that its business operations as well as those of the companies which are part of its financial business group will not be involved in any way with corruption. The Bank has established a corporate governance policy and a code of conduct and ethical business practices, based



on the key principles of conducting its business with honesty, integrity and responsibility. The Bank will never assist, encourage or support any illegal activities or transactions. The Bank abides by relevant laws, such as the Anti-Money Laundering Act (No. 4) B.E. 2556, the Counter Terrorism Financing Act B.E. 2556, and the Ministerial Regulation Prescribing Rules and Procedures for Customer Due Diligence B.E. 2556.

The Bank and the companies which are part of its financial business group, namely Bualuang Securities PLC and BBL Asset Management Co. Ltd., announced their intention to participate in the Private Sector Collective Action Coalition Against Corruption in 2012. In addition, the Bank also launched various internal activities to oppose corruption. In 2013, the Bank held training to educate more than 2,000 executives, branch managers and staff from business-banking units, support units and consumer banking about the essence, impacts, and practical guidelines related to relevant laws and regulations. The training aimed to educate staff about the new laws to ensure the Bank's operations comply with the laws and are consistent across the country. The Bank also requires staff to take an examination on their knowledge of anti-money laundering every two years.

Bualuang Securities PLC, one of the companies in the Bank's financial business group, has established policies and practical guidelines for doing business as well as training its staff to prevent corruption in line with the Anti-Money Laundering Act and the Counter Terrorism Financing Act. The company has also established practical guidelines related to customer identification and customer due-diligence regulations, assessment of risks associated with anti-money laundering and counter-terrorism financing measures, and transaction reporting; the company also trains staff on relevant laws and regulations on a regular basis.

BBL Asset Management Co. Ltd. (BBLAM) has implemented various measures to fight corruption. The company announced its intention to oppose corruption in companies listed on the Stock Exchange of Thailand (SET) and in the capital markets industry by signing an agreement on March 11, 2013 with associations representing institutional investors. BBLAM has continued to strengthen its anti-corruption culture by encouraging executives

to join relevant training, such as Anti-Corruption: The Practical Guide (ACPG), while executives and staff attend seminars held by the Thai Institute of Directors. BBLAM also takes corporate governance and business transparency into consideration before deciding to invest in securities of a company. It has also set up Bualuang Siriphol Corporate Governance (BSIRICG), an open-ended mutual fund which invests in securities of SET-listed Thai companies practicing good corporate governance.

In addition to measures implemented in accordance with legal requirements, Bangkok Bank also organizes activities to promote righteousness in society with religious activities inside and outside the organization to enhance honesty in Thai society. These activities are as follows:

#### **Growing Good Workshop**

The Bank sponsored teachers from one of the schools it supports to join the Growing Good Workshop held by the Catholic Education Council of Thailand and the National Institute of Development Administration, with the aim of establishing the value of honesty in the younger generation. The workshop trained teachers to teach their students five virtues, which are honesty, public spiritedness, social justice, accountability, and self-sufficiency.

#### **Book of Moral Fables**

The Bank sponsored a pocket book collecting moral tales from around the world by the Institute of Asian Studies, Chulalongkorn University. The institute distributed the books to 25,611 elementary and secondary schools, 415 vocational colleges and 1,274 government hospitals nationwide with the purpose of establishing the value of morality in young people.

#### **Morality in Thai Society Lecture**

The Bank sponsored a gala dinner with a lecture on Morality in Thai Society held by the National Press Council of Thailand on the occasion of its 16th anniversary to promote mass media adherence to professional ethics and remind people of the value of morality.

### Charitable Activities

Bangkok Bank appreciates that caring for one another is one of the unique characteristics of Thai people. It has become a thread through Thai society and has helped maintain its unity. The Bank cares for its communities as seen in its continued support and collaboration with charitable organizations in fund-raising activities every year. The Bank also organizes activities to help people affected by catastrophes.

#### Supporting the Thai Red Cross Society

Bangkok Bank has organized activities to receive blood donations for the National Blood Center, the Thai Red Cross Society since 1984. In 2013, the Bank held this activity every quarter, receiving blood from staff, customers and the public, as well as educating them about blood donations. The Bank also supported the Thai Red Cross' activities related to blood donations, such as the annual charity walk rally and World Blood Donor Day, and provided financial support for the construction of regional blood centers in the provinces.

#### Supporting the Heart Foundation of Thailand

The Bank supported a two-day event promoting healthy hearts organized by the Heart Foundation of Thailand for the third consecutive year in 2013. The activity aimed to educate the public about proper care and healthy behavior for the heart. Activities at the event included an exhibition, health check-ups and heart-disease risk assessment, panel discussions on heart health, exercise demonstrations, and sales of heart-healthy food and products.



#### Health Me Please TV Program

The Bank sponsored the 'Health Me Please' television program by the Faculty of Medicine, Ramathibodi Hospital, Mahidol University to educate the public about personal health care and encourage people to take preventive measures rather than be forced to seek cures. The program airs on Thai TV Channel 3 on Mondays to Fridays at 5:55am, and is re-run on Rama Channel cable TV and on screens inside the hospital. The Bank sponsored the program for the third consecutive year in 2013.

#### Supporting Development of Disadvantaged Children and the Disabled

Bangkok Bank supported various projects for the development of disadvantaged children and people with disabilities to help improve their education, experience, professional and inter-personal skills, and to teach them how to work with others. The support aimed to provide them with opportunities for education, social acceptance, and professional development to their optimum potential. It is also expected to help them improve their quality of life in a sustainable fashion. Major support for disadvantaged children and people with disabilities which the Bank provided last year included funding for the purchase of a property for the Universal Foundation for Persons with Disabilities to operate a job allocation and vocational training center for persons with hearing disabilities, and for the Foundation's once-a-year television program educating the public on the true potential of the disabled, as well as raising public donations to support the job and training center for the deaf.





## 5. PRESERVING THE ENVIRONMENT

Bangkok Bank recognizes that a healthy environment is crucial to human life; therefore it is one of the Bank's priorities to conduct its business to meet high environmental standards, supporting efficient resource usage and playing a part in running educational campaigns about energy and environmental conservation for sustainable benefits. The Bank adopts these environmental conservation efforts in its organization and supports initiatives of other parties including our customers as follows:

### Thailand Water Challenge

Utokapat Foundation, Hydro and Agro Informatics Institute – a public body under the auspices of the Ministry of Science and Technology – has collaborated with government organizations, the public sector and charitable organizations that recognize the importance of natural resource and environment conservation, to organize the Thailand Water Challenge, a competition to find solutions to community water-resource management challenges, recognizing the initiatives of His Majesty the King. The winners will receive trophies from His Majesty the King and Her Royal Highness Princess Sirindhorn. The competition has been organized with Bangkok Bank's support for seven consecutive years since 2007. It aims to support the gathering and communication of knowledge about water, sharing the knowledge with the public, and encouraging communities to manage water resources efficiently.

Community water-resource management in line with His Majesty the King's initiative, with the main purpose of emphasizing water management for best use, and allocating water for drinking, cleaning, and cultivation is an integral part of strengthening and sustaining Thailand's water-resource management. As Thailand has more than 60,000 communities, it is crucial to support these communities to efficiently manage natural water resources in a sustainable way, particularly communities beside waterways, upstream and downstream. The project aims to help communities utilize water resources in a self-sufficient manner and connect their water-management solutions with other communities. The project is also expected to eventually create water-management networks with processes for concerned communities to consider, decide, and work together on agreed activities. These networks should

cooperate with respective authorities at both local and national levels to share a common direction for sustainable water management.

As a result of the competitions from 2007–2011, there were 20 role-model solutions and communities. The successful solutions from winning communities have been extended to become the centers of 20 water-resource management community networks covering 154 member communities including 73 communities in upstream areas, 70 communities in agricultural areas and 11 communities in downstream areas.

In 2014 the project aims to share sustainable water-management knowledge through seminars on the use and development of water resources, expanding the network to youth communities under the project, sharing the success of the project through the 'Natural Museum of Community Water Management under His Majesty the King's Initiative' and publicizing water-resource management under His Majesty the King's Initiative.

### Encouraging Customers to Use Environmentally-Friendly Technologies

Bangkok Bank has a policy to encourage entrepreneurs to develop or use environmentally-friendly technologies, consume energy efficiently or use alternative energy, and undertake agricultural activities in an environmentally-friendly way. The Bank provides information, knowledge, special low interest-rate loans, and helps facilitate customers' business and network expansion.

### Modern Agriculture Loans

Bangkok Bank supports agricultural practitioners who want to invest in proven technologies to realize economic value or develop their own innovations with special interest-rate loans for approved projects. These aim to help agricultural practitioners reduce costs and improve their production efficiency to deliver good-quality products that are safe for consumers.

### Bualuang Green Loans

The Bank encourages its customers to adopt environmentally-friendly technologies by providing funding with 'Bualuang Green Loans', which cater to any type of business that wants to invest in energy-saving projects, improve energy consumption or produce environmentally-friendly products. Entrepreneurs can apply for a

loan to meet several objectives such as development of alternative or renewable energy, support of green-label products, support of waste management, and development and production of bio-products replacing chemical products.

#### Bualuang Energy Saving Loans

Bangkok Bank supports small and medium enterprises to invest in energy cost reduction with Bualuang Energy Saving Loans which offer low interest rates. The objective of the loan is investment in energy-saving equipment or the use of agricultural products, leftover materials or waste water to produce alternative energy.

The Bank also provided long-term loans to companies to invest in ten photovoltaic (PV) solar power plant projects which are a part of core projects under the alternative energy capacity-improvement policy supported by the government, and in biomass power plants using waste from the coconut industry as fuel to produce electricity to sell to the Provincial Electricity Authority (PEA).

#### Environmentally-Friendly Working Processes

Environmental change has caused many natural disasters worldwide, including Thailand which is frequently affected. The impact of natural disasters on Thailand is becoming more serious. Bangkok Bank as a large corporate citizen in the region recognizes the importance of environmental conservation and its policy is to put this into practice starting from its organization and employees. This sets a strong foundation and provides a role model for the following efforts:

#### Energy-Saving Policy

Bangkok Bank has an energy-saving policy with substantial practices and protocols to promote efficient and optimal energy usage internally and publicly. This is in line with the government's energy-saving policy.

In addition to having a clear energy-saving policy, Bangkok Bank also follows protocols in three areas:

- Management – the appointment of an energy-management committee to ensure consistent, efficient and effective working processes under the energy-saving policy. The committee comprises representatives from different departments. The

Bank has also appointed an internal energy-management auditor

- Technology – researching and discovering procedures and methods for energy saving including installing new and more efficient air-conditioning systems, converting to energy-saving light bulbs, using power from solar cells for lighting and banners
- Personnel – organizing, training and sincerely encouraging employees to recognize the importance of energy saving

#### Campaign to Reduce Electricity Use

The Bank co-operated with the government in maintaining the stability of the country's power supplies by encouraging employees at its offices and branches nationwide to use electricity sparingly and effectively by, for example, turning off lights in areas with natural light as well as during lunchtime and after work; reducing unnecessary use of electrical appliances, such as electric kettles and printers; using water sparingly to reduce water consumption and electricity used for water pumps; and making minimal use of elevators. The Bank also arranged for its building-facility systems to operate during electricity off-peak hours which significantly reduced power consumption compared to running the machines during peak hours.

These measures reflect the Bank's commitment to be a socially responsible corporate citizen prepared to handle energy crises and cooperate with government policy.

In addition, Bangkok Bank also organized other environment and energy conservation activities including:

- Improving the efficiency of air-conditioning systems and using environmental friendly refrigerants
- Improving the efficiency of lighting systems by using energy-saving light bulbs
- Improving the efficiency of elevator systems, thereby reducing energy usage in head office and other offices
- Designing and constructing new branches under the green concept of the Ministry of Energy's ministerial regulation prescribing the 'Type or Size of Building and Standard, Rule and Procedure for Designing of Energy Conservation Building, B.E. 2552 (2009)'



### Environmental Conservation Activities

Bangkok Bank is serious about organizing environmental-conservation activities, starting from within the Bank. These promote to employees the value of concern for the environment and setting an example for society. Our internal environmental activities include:

#### Occupational Health Project

The Bank established a Committee of Occupational Safety, Health and Working Environment of the Workplace in recognition of the ministerial regulation prescribing the Standard for Administration and Management of Occupational Safety, Health and Environment B.E. 2549 (A.D. 2006). This promotes cooperation between employer and employees on safety management, consideration of workplace-safety policies and procedures, preventing and reducing accidents, and dealing with potential workplace dangers, illnesses or hindrances caused by poor or unsafe working conditions. The committee is required to propose policies and procedures to deal with such issues.

#### Used Desk-Calendar Donations for Blind Students

Bangkok Bank has organized its Used Desk-Calendar Donation for Blind Students program for three consecutive years. The Bank collects more than 10,000 old desk calendars from employees around the country and donates them to Pattaya Redemptorist

School for the Blind under the patronage of H.R.H. Princess Sirindhorn in Chon Buri. The school converts the calendars to Braille books and cards, as learning aids for people with visual disabilities.

#### Car Pooling Project

The Bank provides parking areas to employees who drive vans and provide lifts to their colleagues. There are 35 vans participating in the Car Pooling project which reduces the number of personal vehicles by at least 300 cars. If each car has an average gasoline expense of Baht 4,000 a month, this project will save at least Baht 1 million a month.

#### Other environmental conservation projects include:

- Printing calendars and annual reports using soy-based ink which is more environmentally-friendly than petroleum-based ink
- Reusing treated waste water for gardening at the Bank's Rama III office building

Bangkok Bank aspires to be a trusted partner and reliable close friend for its customers and the public. The Bank not only conducts its business in a responsible manner with regard to the economy, society and the environment, but is also ready to support every part of society to help its stand on its own, which is the way for Thailand to achieve sustainable development.



## Corporate Governance

Bangkok Bank recognizes the importance of good corporate governance as a major factor in enhancing the efficiency of the organization. The Bank therefore conducts its business in line with the principles of good corporate governance, which form a basis for sustainable growth.

In order to maintain the Bank's solid financial status, to achieve ongoing positive performance results and to sustain its good reputation, the Bank is committed to conducting its business in a prudent manner by setting up sufficient and appropriate internal controls and risk management systems in accordance with the principles of good corporate governance.

### CORPORATE GOVERNANCE POLICY

The Board of Directors has supported and encouraged the adoption and implementation of good corporate governance principles in a prudent manner suited to the Bank's environment and situation. The Bank has already adopted a corporate governance policy and monitored the implementation of good corporate governance policy, which includes the code of conduct and business ethics, as well as reviewed and revised the principles and relevant practical guidelines and directions so that they remain appropriate.

The Bank aims to provide those relating to the Bank with an understanding, awareness, upholding and acceptance of the value of corporate governance and consistent compliance with the corporate governance policy so that such compliance becomes part of the organization culture.

The Bank encourages its subsidiaries within its financial business group to adopt the Bank's corporate governance policy to their operations as applicable to their business condition.

THE BANK IS COMMITTED TO CONDUCTING ITS BUSINESS IN A PRUDENT MANNER BY SETTING UP SUFFICIENT AND APPROPRIATE INTERNAL CONTROLS AND RISK MANAGEMENT SYSTEMS IN ACCORDANCE WITH THE PRINCIPLES OF GOOD CORPORATE GOVERNANCE.

### COMMITTEES

The Board of Directors has set up committees to screen matters to be submitted and propose ideas to the Board of Directors as well as monitor and oversee the Bank's operations as assigned by the Board of Directors for the purpose of the Board of Directors' efficient performance of its duties. The committees must report their progress to the Board of Directors on a regular basis. These committees include the Board of Executive Directors, the Audit Committee, the Nomination and Remuneration Committee, and the Risk Management Committee.

#### (a) The Board of Executive Directors Objective

To perform duties as assigned by the Board of Directors.



### Composition and Qualifications

At the end of December, 2013, the Board of Executive Directors comprised six members from the Board of Directors. The members of the Board of Executive Directors are:

1. Mr. Kosit Panpiemras  
Chairman of the Board of Executive Directors
2. Mr. Deja Tulananda  
Vice Chairman of the Board of Executive Directors
3. Mr. Amorn Chandarasomboon  
Executive Director
4. Mr. Chartsiri Sophonpanich  
Executive Director
5. Mr. Singh Tangtatswas  
Executive Director
6. Mr. Suvarn Thansathit  
Executive Director

### Authority and Responsibility

1. To perform duties as assigned by the Board of Directors, including approval of loans, troubled debt restructuring and investment in securities and properties, as well as conducting any other normal businesses or activities related to the Bank's operations
2. To scrutinize matters requiring the approval of the Board of Directors or the shareholders' meeting in accordance with legal requirements or the Bank's Articles of Association, such as business targets, policies, operational plans and the issuance of the Bank's securities



**Meetings**

The Board of Executive Directors schedules regular meetings, generally twice a week, to consider various matters as assigned.

**Reporting**

The Board of Executive Directors reports to the Board of Directors.

**(b) The Audit Committee****Objective**

To assist the Board of Directors with regard to the auditing of financial reports, internal controls and internal audits, and to select and work in coordination with the Bank's external auditors.

**Composition and Qualifications**

The Audit Committee comprises four independent members of the Board of Directors, with expertise in various fields, namely accounting, finance, law and organizational management. The Chairman of the Audit Committee is not assigned any other duties on other committees.

The Audit Committee has tenure of two years and the members are:

1. Admiral Prachet Siridej  
Chairman of the Audit Committee
2. Mr. Kanung Luchai  
Member of the Audit Committee
3. H.S.H. Prince Mongkolchaleam Yugala  
Member of the Audit Committee
4. Mrs. Gasinee Witoonchart  
Member of the Audit Committee

H.S.H. Prince Mongkolchaleam Yugala and Mrs. Gasinee Witoonchart have knowledge and experience in accounting and finance.

**Authority and Responsibility**

1. To ensure correct and sufficient financial reporting, and to work in coordination with the external auditors and the executive in charge of financial reports preparation
2. To ensure that the Bank has adequate and effective internal control and audit systems by reviewing and assessing those systems with internal auditors as well as external auditors, and to consider the independence of an internal audit unit as well as to give approval to the appointment, transfer and termination of employment of the most senior executive in charge of audit and control

3. To consider, select, and nominate independent individuals as external auditors and propose their remuneration for approval, as well as to attend non-management meetings with external auditors at least once a year
4. To ensure that the Bank complies with all relevant regulations and laws on securities and the stock exchange, regulations of the Stock Exchange or any laws pertaining to the business of financial institutions
5. To ensure proper disclosure of relevant information in cases of connected transactions or transactions where there exist potential conflicts of interest
6. To call for documents and data, or to summon the management and personnel from various operating units of the Bank, to provide clarification on relevant matters within the scope of the Audit Committee's duties
7. To hire specialists in specific areas to provide expert advice as the Audit Committee deems appropriate
8. To produce and publish the Audit Committee's report, which shall be signed by the Chairman of the Audit Committee, as part of the Bank's Annual Report
9. To perform any other tasks as assigned by the Board of Directors with the consent of the Audit Committee

**Meetings**

The Audit Committee schedules meetings at least once every three months to scrutinize matters as assigned by the Board of Directors.

**Reporting**

The Audit Committee has a duty to report its performance to the Board of Directors, and produce and publish its report as part of the Bank's Annual Report.

**(c) The Nomination and Remuneration Committee****Objective**

To select and nominate suitable persons to the Board of Directors for appointment as directors, as members of various committees, and as senior executive officers, as well as to recommend the appropriate remuneration thereof.

**Composition and Qualifications**

The Nomination and Remuneration Committee comprises three members of the Board of Directors, of which two members are independent directors. The Chairman of the Nomination and Remuneration Committee is an independent director.



The Nomination and Remuneration Committee has tenure of two years and the members are:

1. Mr. Kovit Poshyananda  
Chairman of the Nomination and Remuneration Committee
2. Mr. Amorn Chandarasomboon  
Member of the Nomination and Remuneration Committee
3. Mr. Phornthep Phornprapha  
Member of the Nomination and Remuneration Committee

#### Authority and Responsibility

1. To determine and propose to the Board of Directors for approval the following policies:
  - (1) Policy, criteria and methodology for selecting directors and senior executives from the level of Executive Vice President upwards
  - (2) Policy and criteria for the consideration of the remuneration and other benefits including the amount of the remuneration and other benefits for the directors and senior executives from the level of Executive Vice President upwards  
The above policies are to be proposed to the Board of Directors for approval.
2. To select, nominate and submit for approval by the Board of Directors persons with appropriate qualifications to be appointed to the following positions:
  - (1) Directors
  - (2) Members of the various committees who are assigned duties and responsibilities directly by the Board of Directors
  - (3) Senior executives from the level of Executive Vice President upwards
3. To review the size and structure of the Board of Directors to ensure that it is suitable for the organization and in line with the changing environment, as well as to ensure that the Board of Directors is comprised of persons with a range of knowledge, ability and experience in different areas
4. To ensure that the directors and senior executives, from the level of Executive Vice President upwards, obtain remuneration commensurate with their duties and responsibilities to the Bank. Those directors who have been assigned increased duties and responsibilities receive higher remuneration accordingly
5. To establish performance appraisal guidelines for determining annual remuneration increases for directors and senior executives from the level of Executive Vice President upwards. The guidelines take into account the individual's duties and responsibilities and associated risks as well as their contribution to the long-term growth of shareholders' equity
6. To report on the work of the committee as part of the Bank's Annual Report

#### Meetings

The Nomination and Remuneration Committee schedules meetings at least twice a year to scrutinize matters as assigned by the Board of Directors.

#### Reporting

The Nomination and Remuneration Committee has the duty of reporting its performance to the Board of Directors, and also of producing and publishing the remuneration report as part of the Bank's Annual Report.

#### (d) The Risk Management Committee

##### Objectives

To oversee and ensure that the Bank's risk management is systematic and comprehensive, efficient and effective, maximizes value to the Bank and is in line with the Bank's strategic plan and overall risk management policy.

##### Composition and Qualifications

The Risk Management Committee comprises five members of the Board of Directors, of whom four are directors and one is an executive of the Bank.

1. Mr. Singh Tangtatswas  
Chairman of the Risk Management Committee
2. Mr. Charn Sophonpanich  
Member of the Risk Management Committee
3. Mr. Amorn Chandarasomboon  
Member of the Risk Management Committee
4. Mr. Suvam Thansathit  
Member of the Risk Management Committee
5. Mr. Ayuth Krishnamara  
Member of the Risk Management Committee

#### Authority and Responsibility

1. To establish and propose to the Board of Directors the policy for overall risk management covering major risks such as credit risk, market risk, liquidity risk, operational risk and reputation risk
2. To formulate risk management strategies that are in line with the Bank's risk management policy so as to be able to assess, monitor and maintain the Bank's risks at an appropriate level

3. To review the adequacy of the risk management policy and systems, including the efficiency of the systems and compliance with the policy
4. To provide advice to the Board of Directors on improvements in order to comply with the policy and strategies as set by the Board of Directors

### Meetings

The Risk Management Committee schedules meetings at least once every three months.

### Reporting

The Risk Management Committee has a duty to report its performance to the Board of Directors.

### Board of Directors' Meetings

The Bank's Board of Directors schedules meetings on a regular basis. Usually a meeting is held once every month, and additional meetings may be called if necessary. At each meeting, the

management provides information, references and details of each agenda item to all members of the Board of Directors for consideration. At the meeting, the Chairman of the Board of Directors allocates sufficient time for the members to consider each agenda item in a prudent fashion and allows them to freely discuss, inquire, and express opinions on important issues so that they can fulfil their duties to the best of their ability.

### Nomination and Appointment of the Directors and Top-level Executives Management Independent Director

The Bank has a process for independent directors to be nominated by the Nomination and Remuneration Committee, which will take responsibility for selecting and screening persons who have qualifications according to the regulations prescribed by the Capital Market Supervisory Board as follows:

1. Holds shares in an amount not exceeding one percent of the total number of shares with voting rights of the Bank or the parent company, subsidiary, affiliate, major shareholder or controlling person of the Bank, provided that shares held by

The attendance at meetings of the Board of Directors and committees during 2013 is summarized in the table below.

No. of meetings attended in 2013

Name		Board of Directors Total: 12 meetings	Audit Committee Total: 15 meetings	Nomination and Remuneration Committee Total: 8 meetings	Risk Management Committee Total: 12 meetings
1. Mr. Chatri	Sophonpanich	12			
2. Mr. Kosit	Panpiemras	12			
3. Mr. Piti	Sithi-Amnuai	11			
4. Admiral Prachet	Siridej	12	15		
5. Mr. Kovit	Poshyananda	12		8	
6. Mr. Singh	Tangtatswas	11			12
7. Mr. Chartsiri	Sophonpanich	12			
8. Mr. Charn	Sophonpanich	11			10
9. Mr. Amorn	Chandarasomboon	12		8	12
10. Mr. Deja	Tulananda	12			
11. Mr. Kanung	Luchai	12	14		
12. H.S.H. Prince	Mongkolchaleam Yugala	11	13		10
13. Mr. Suvarn	Thansathit	12			
14. Mr. Phornthep	Phornprapha	11		7	
15. Mrs. Gasinee	Witoonchart	12	15		
16. Mr. Chansak	Fuangfu	11			
17. Mr. Thaweelap	Rittapirom	12			

such independent director shall also include shares held by any related person of the said independent director;

2. Is not or has not been a director who participates in the management of the business of, an employee, officer or advisor who receives a salary from, or the controlling person of the Bank or the parent company, subsidiary, affiliate or same-level subsidiary company, a major shareholder or controlling person of the Bank, except in the case where such status has ended for not less than two years;
3. Is not related to any other director, senior executive, major shareholder, controlling person or any person to be nominated to be a director, senior executive or controlling person of the Bank or any subsidiary either as parent, spouse, sibling, child or spouse of a child, whether such relationship is by blood or by legal registration;
4. Does not have nor used to have a business relationship with the Bank or the parent company, subsidiary, affiliate, major shareholder or controlling person of the Bank, such that it may interfere with the independent judgment of such independent director and is not nor used to be a significant shareholder or controlling person of any person with a business relationship with the Bank or the parent company, subsidiary, affiliate, major shareholder or controlling person of the Bank, except in the case where such status has ended for not less than two years;

The term 'business relationship' in the foregoing paragraph shall include normal business transactions, rental or lease of immovable property, transactions relating to assets or services, providing or receiving financial assistance through loans, guarantees, providing assets as collateral and any other similar actions which result in the Bank or the counterparty becoming indebted to the other party in the amount equal to three percent or more of the net tangible assets of the Bank or Baht 20 million, whichever is lower. The method for the calculation of the value of connected transactions under the Notification of the Capital Market Supervisory Board shall apply to the calculation of such indebtedness, mutatis mutandis, provided that all indebtedness incurred during the period of one year prior to the date of such business relationship shall also be included.

5. Is not or has not been an auditor of the Bank or the parent company, subsidiary, affiliate, major shareholder or controlling person of the Bank, and is not a significant shareholder, controlling person or partner of the audit firm employing the external auditor of the Bank or the parent company, subsidiary, affiliate, major shareholder or controlling person of the Bank,

except in the case where such status has ended for not less than two years;

6. Is not or has not been a provider of any professional services which include being a legal advisor or financial advisor, and receiving service fees exceeding Baht 2 million per year from the Bank or the parent company, subsidiary, affiliate, major shareholder or controlling person of the Bank, and is not a significant shareholder, controlling person or partner of the firm providing such professional services, except in the case where such status has ended for not less than two years;
7. Is not a director appointed to be a representative of any other director of the Bank or a major shareholder, or a shareholder related to a major shareholder of the Bank;
8. Does not carry on business of the same nature and in competition with the business of the Bank or its subsidiary and is not a significant partner in a partnership or a director who participates in the management of the business, or an employee, officer or advisor who receive a salary, or holds shares in the amount exceeding one percent of the total number of shares with voting rights of another company engaging in business of the same nature and in significant competition with the business of the Bank or its subsidiary;
9. Does not have any other characteristics which would impact the ability to express independent opinions regarding the Bank's business operations.

#### Nomination of Director and Top-level Executives

Regarding the nomination of directors, the Nomination and Remuneration Committee will take responsibility for selecting and screening persons to be appointed as directors of the Bank. The Nomination and Remuneration Committee has to consider the person's knowledge, skills, experience and qualifications to meet the requirements under the Bank's Articles of Association and relevant authorities. At the same time, the selection must also take into consideration the structure, composition and size of the Board of Directors in order to suit the business of the Bank, while persons with diversified knowledge and ability are beneficial to the Bank's operation. The Nomination and Remuneration Committee shall present the names to the Board of Directors and the Board will ask for approval from the Bank of Thailand before proposing the names to the shareholders' meeting for appointment.

The Bank has a process for the Nomination and Remuneration Committee to nominate top-level executives, taking responsibility for proposing qualified persons who have qualifications as prescribed



by relevant authorities and who also have the knowledge and abilities to conduct their duties according to the policies and assignments determined by the Board of Directors. The Nomination and Remuneration Committee shall present the names to the Board of Directors and the Board will ask for approval from the Bank of Thailand before appointing.

#### Appointment of the Bank's Directors

At every annual ordinary meeting of shareholders, one-third of the total number of the directors of the Bank shall retire. If the number of directors is not a multiple of three, the number of directors nearest to one-third shall retire. Retired directors may be re-elected.

Voting to appoint the director during the shareholders' meeting should be done as follows:

- (a) One shareholder shall have one vote for each share;
- (b) Shareholders shall cast their votes to appoint individual directors. Each shareholder shall exercise all the votes he or she has under (a) to appoint one or several person(s) to be director(s), provided that he or she cannot apportion his or her votes to any person to any extent;
- (c) Persons receiving the most votes are those who are elected to be directors, in descending order, to the number of directors who are to be elected. If there is a tie in the last to be elected and this exceeds the said numbers of directors, the presiding Chairman shall have an additional casting vote.

In case of a vacancy on the Board of Directors other than by rotation – such as death, resignation, being removed by court order, lack of qualifications or being subject to prohibition under the law – the Board of Directors can appoint a qualified person as a replacement director at the next meeting of the Board of Directors. If the term of vacancy is less than two months, the person who has been appointed as a replacement director will be in that position only for the remainder of the term. The appointed director has to receive the votes of not less than three-quarters of the number of remaining directors.

#### Overseeing the Operations of its Subsidiaries and Associates

The Bank must oversee the operations of its subsidiaries which are under the Bank's financial business group, according to the Notification of the Bank of Thailand regarding guidelines on Consolidated Supervision (which include approval for the Bank to establish its financial business group) where the major supervisions include overseeing the risks of its financial business group as a whole

and also other certain risks, overseeing of transactions performed within the financial business group, and instructing its subsidiaries to submit reports and provide the Bank with any important information.

#### Supervision of Inside Information Usage

Directors and top executives are required to report changes in their holdings of the Bank's shares to the office of the Securities and Exchange Commission, with notification to the Bank within three working days from the day of such changes.

Furthermore, the Bank has a policy to prevent the usage of inside information by establishing guidelines to safeguard against the improper use of inside information and has disseminated Supervision of Inside Information Usage guidelines to its staff, executives and directors for their acknowledgement and observance. The guidelines include a prohibition on directors, executives and personnel involved with the preparation of financial statements from buying or selling, offering to buy or sell, or advising others to buy or sell the Bank's shares during a period of one month prior to, and three days after, the disclosure of the Bank's quarterly financial statements.

#### Remuneration of the Auditor

Information regarding remuneration of the auditor is shown under the Bank's financial position and financial performance section.

#### Implementation of the Principles of Good Corporate Governance in Other Matters

##### Rights of Shareholders and Equitable Treatment of Shareholders

The Bank observes and takes into consideration shareholders' rights and has therefore established a corporate governance policy and practical guidelines pertaining to the code of conduct and business ethics to ensure equitable and fair treatment of all shareholders. To this end, the Bank allows shareholders to submit their questions in advance and propose agenda items for the annual ordinary meeting of shareholders as well as propose persons to be nominated as Bank directors in line with prescribed Rules and Guidelines which have been made generally available to shareholders. Shareholders can also find more information about the Rules and Guidelines from the Bank's official website.

The Bank supports and makes it convenient for shareholders to exercise their rights. For example, the Bank sends each shareholder an invitation to the annual ordinary meeting of shareholders, along with relevant documents, prior to the date of the meeting. The Bank takes into consideration the convenience of shareholders when

scheduling a suitable date, time and venue and also provides facilities for shareholders attending the meeting. The Bank also recognizes the significance of the disclosure of accurate information to its shareholders, and therefore disseminates substantive information on a regular basis. In order to allow shareholders sufficient time to review the information relevant to the meeting prior to receiving the information in printed form from the Bank, the invitation to the shareholders' meeting, the agenda items, all relevant materials and minutes of the shareholders' meeting are posted on the Bank's website.

In 2013, the Bank's Annual Ordinary Meeting of Shareholders was held on April 12, and was attended by 16 members of the Board of Directors including the Chairman, Executive Chairman, Chairman of the Audit Committee, Chairman of the Nomination and Remuneration Committee, Chairman of the Risk Management Committee, and the President. The Bank has a policy to encourage shareholders to attend the meeting in person or, for those who are proxy holders, to exercise their rights to vote and also make it convenient for them to do so. The meeting was held according to the scheduled agenda without additional items. The Bank used ballots and announced voting results for each agenda item at the meeting. In addition, in voting on the appointment of directors, the Bank provided shareholders an opportunity to consider and vote for each candidate. During the meeting, the Chairman gave shareholders ample opportunity and time to ask questions, express opinions and make suggestions on various issues. Shareholders were able to exercise their rights independently to vote on the scheduled agenda items, and to express their opinions or inquire about decisions of the Board of Directors on important matters.

The Bank recognizes the importance of scrutinizing matters where there exist, or potentially exist, conflicts of interest, connected transactions, or related-party transactions, and has proceeded in accordance with the principles of good corporate governance, as well as the stipulations and regulations of the authorities on such matters. To this end, the Bank requires directors and top executives to prepare reports of their interests as well as provide information on their shareholdings and directorships in various businesses and to report other information pertaining to their interests. The Bank uses such information in controlling transactions between the Bank and persons with whom the directors and top executives have interests or involvement, and in reporting related-party transactions in the annual registration statement. In the event that the Board of Directors has to scrutinize matters where there exist, or potentially

exist, conflicts of interest, connected transactions, or related-party transactions, directors who are related persons must not participate in the scrutiny and approval of such transactions. In addition, the Bank will not prescribe special conditions for such transactions in favor of the directors involved.

### Roles of Stakeholders

The Bank has established a corporate governance policy and practical guidelines pertaining to the code of conduct and business ethics to ensure and provide fair treatment to stakeholders by adhering to the principles of honesty, friendship and appropriate mutual care.

In undertaking its business, the Bank allows all stakeholders to lodge complaints to the Bank directly and assigns its Compliance Unit to monitor and oversee to ensure that actions taken in relation to the complaints are prudent and appropriate. The Bank also assigns the Corporate Secretary to coordinate and receive suggestions and comments from shareholders or other stakeholders such as customers and propose them for consideration of the Board of Directors and the executives. The Bank has guidelines to protect its employees or any persons who draw attention to wrongdoing by investigating and taking action to obtain an appropriate settlement according to the Bank's procedure and relevant laws.

The Bank believes that conducting business by taking into consideration the roles of stakeholders in accordance with the directions prescribed in the corporate governance policy and practical guidelines pertaining to the code of conduct and business ethics will contribute to the prosperity of the organization, create job opportunities, and strengthen sustainable financial stability for the organization. The Bank has published key activities reflecting its corporate social responsibility and its roles relating to stakeholders on its website and in the Annual Report.

The Bank has a policy and practice for treating stakeholders as specified below.

### Shareholders

The Bank realizes that shareholders are the owners of the business and have ownership rights which the Bank observes and treats in accordance with the principles of good corporate governance as stated in the section: Rights of Shareholders and Equitable Treatment of Shareholders.

## Customers

The Bank has policies and guidelines regarding its customers which provide that customers are to be treated as one of the major contributors to the Bank's success and growth. Bangkok Bank is committed to meeting customers' needs and satisfying them with financial products and services of a high quality and standard while maintaining good relationships with them as 'puan koo kit mit koo baan'; that is, aspiring to be a trusted partner and reliable close friend. In this regard, the Bank has developed processes and operating systems, using modern technology as appropriate, and has provided knowledgeable and skilled personnel to ensure that customers receive the best possible service. The Bank is continually expanding its network of branches and business centers nationwide, protecting customer information, and managing and duly rectifying complaints, taking into consideration due responsibility to our customers.

## Staff

The Bank recognizes that staff are one of its most valuable assets. It has therefore established practical guidelines pertaining to the code of conduct and business ethics to take good care of and promote the lives and well-being of staff. To support sustainable development and growth of the Bank's operations, the guidelines are based on good relationships and cooperation between the Bank and staff. The guidelines cover the following areas:

### 1) Workplace security and health

The Bank has workplace security and health policies and guidelines and has provided good security measures in the premises using standard systems and equipment for security control and by providing appropriate security guards. The Bank provides suitable workplaces that encourage staff to perform their work efficiently and effectively taking into consideration workplace safety and health.

### 2) Staff remuneration and welfare

The Bank has staff remuneration and welfare policies and guidelines and has provided various welfare systems such as healthcare and provident funds, as well as educational allowances for the children of staff. The Bank's Human Resource Management Committee is charged with the duty of proposing human resource management policy as well as its opinions on remuneration and welfare for executives and staff, including wage, remuneration and allowance management. In addition,

the Bank takes into consideration its financial performance in both the short-term and long-term when the Bank has to consider its staff remuneration and welfare issues.

### 3) Enhancement of staff knowledge and potential

The Bank has policies and guidelines regarding enhancement of staff knowledge and potential. The Human Resource Management Committee is charged with the duty of proposing human resource management policy as well as its opinions on enhancement of staff knowledge and potential including development, training, work rotation, promotion in rank and position, development of high-potential staff, scholarships and human resource development plans for staff overall and for each staff member.

Staff are provided with orientation and knowledge and skill-development programs. The Bank allocates a budget for providing more than 100 internal and external training and development programs throughout the year to help enhance the knowledge, ability, working skills, and managerial and other technical skills of its staff. The Bank has developed its own core training courses to provide the necessary knowledge and skills required for most members of staff, and for certain key functions within the Bank. The Bank has also developed various courses for the development of employees such as:

- (a) General development training courses, including techniques for effective leadership, time management, and analytical and report-writing techniques;
- (b) Training courses for specific job positions, for example customer service officer, marketing officer, branch manager and lending officer. The courses arranged by the Bank cover the required knowledge and skills, such as selling skills for consumer banking, strategic sales management, product management, risk management, credit risk and ethics, credit monitoring, risk mitigation and control, designing loan structures, and debt restructuring.

The Bank also provides scholarships for staff to further their education in Thailand and abroad.

### 4) Human rights

The Bank has a policy not to be involved in the violation of human rights. The Bank believes and respects the rights of persons as prescribed by laws and widely-accepted human rights. The Bank will never support, or be involved in, any violation of human rights.



### Counterparties

The Bank has counterparties policies and guidelines in place as it believes that counterparties play a significant role in supporting its business. With regard to counterparties selection and the Bank's performance of its transactions with counterparties, the Bank honors its trade conditions and agreements with counterparties with mutual good understanding, cooperation and recognition of the basis for fair competition and market practice as well as other widely accepted standards relating to the Bank's business undertakings.

### Competitors

The Bank has policies and guidelines relating to competitors. The Bank treats its competitors with good understanding and cooperation. The Bank understands that other commercial banks also have duties as providers of good-quality financial services to customers. The Bank conducts its business under a framework of regulations and fair competition with the Bank of Thailand as the regulator.

### Creditors

The Bank recognizes the importance of, and its responsibility to, contractual obligations made with depositors, holders of debentures, buyers of its bills of exchange and other trade accounts-payable beneficiaries who are regarded as creditors and are important to the Bank's business operations. Therefore, the Bank publicly announces interest rates and related conditions, and acts in compliance with obligations and conditions related to deposit-taking as well as with conditions for borrowing and commercial terms and conditions made with creditors.

### Society and Community

The Bank has society and community policies and guidelines in place as it recognizes the importance of putting into practice the corporate social responsibility guidelines and principles generally accepted to be suitable for the economic and social environment of the country and the region. The Bank therefore supports undertakings which contribute to the public, to the community and to society as a whole. The Bank provides ongoing support to activities that benefit communities and Thai society in areas such as education, religion, sports, Thai traditional arts and culture, and energy saving, as well as making other public contributions to support society.

### Environment

The Bank has policies and guidelines regarding the environment and has placed great emphasis on conducting business under an environmental standard suitable for its business operations. The

Bank supports measures and good practices for environmental conservation, encourages efficient utilization of resources, and also organizes campaigns or promotes knowledge and understanding of energy conservation and environmental protection for sustainable benefits. The Bank therefore uses energy-saving equipment in its buildings and facilities, and encourages staff to participate in energy conservation and environmental-protection activities. The Bank also has a policy for providing loans to support energy-saving projects and eco-agricultural projects.

### Other Matters

The Bank has established a corporate governance policy and a code of conduct and business ethic practices, based on the key principles of conducting its business with honesty, integrity and responsibility. The Bank will never assist, encourage or support any illegal activities or transactions. The Bank has an established policy and guidelines on not to be involved in any violation of others' intellectual properties and copyrights. The Bank respects intellectual properties including copyrights and therefore will never support, or be involved in, any violation of a third party's intellectual properties including copyrights.

The Bank will never demand, request or receive any presents, prizes, or other forms of returns from customers or other parties except for tokens given in a traditional manner. In addition, the Bank opposes corruption and will never commit bribery for business gain. The Bank cooperates with and supports the anti-corruption measures of the government and the private sector.

The Bank will ensure that the Bank and the companies which are part of the financial business group of the Bank will not be involved in any corruption. The Bank has announced its intention to participate in the Coalition Against Corruption (CAC).

### Information Disclosure and Transparency

The Bank recognizes the significance of disclosing important information necessary for shareholders and investors to make decisions. The Bank has therefore established a corporate governance policy and practical guidelines to ensure that its information disclosure is accurate, complete, timely, transparent, and delivered through channels which are easily accessible and trustworthy so that shareholders or investors can conveniently obtain the information.

The Board of Directors is responsible for the preparation of consolidated financial statements of the Bank and its subsidiary companies. It has assigned the Audit Committee to review the Bank's

financial statements to ensure that they are accurate, credible and in line with generally accepted accounting standards. A report from the Audit Committee on the financial statements has been included in this Annual Report.

The Bank recognizes the significance of the disclosure of important financial and non-financial information, including the Annual Report. The Bank has disclosed such information to investors and involved parties across a variety of channels and media, namely sending information to shareholders by direct mail, holding press conferences and sending out press releases, including disseminating information through the Stock Exchange of Thailand, analysts' briefings, and publishing the Bank's information on its website at [www.bangkokbank.com](http://www.bangkokbank.com). The Bank has also provided contact details of investor relations personnel on its website.

The Bank has established policies, criteria and methods for determining the remuneration of directors and executives commensurate with their individual assigned duties and responsibilities by taking into account relevant factors. These factors include the level of remuneration provided by leading financial institutions in Thailand and in the region; the level of remuneration provided by leading listed companies in Thailand; duties, responsibilities and related risks undertaken; the performance of directors and top management; the Bank's operating results; the business environment; and other factors that may affect the Bank's business or the overall economy.

In 2013, the remuneration provided to directors was in accordance with the above criteria and at a level commensurate with that of other commercial banks in Thailand, taking into consideration the Bank's assets, which the Nomination and Remuneration Committee considers to be appropriate. The Bank has published a report of the Nomination and Remuneration Committee, including details of the remuneration of each director.

#### Responsibilities of the Board of Directors

##### Roles, Duties and Responsibilities of the Board of Directors

The Bank recognizes the duties and responsibilities of the Board of Directors which is tasked with the responsibility of supervising the Bank's business to ensure the maximum benefit to the organization. The Bank has established a corporate governance policy with practical guidelines to ensure that the Board of Directors is performing its duties in a prudent and honest manner, and that

it supervises the Bank's operations to comply with the law, the business objectives and the Articles of Association of the Bank, and the resolutions of shareholders' meetings.

The Bank has grown and prospered along with the Thai economy and society over a period of many years due to the leadership and vision within the Bank.

The Bank's Board of Directors comprises prominent people from diverse backgrounds with proven knowledge, experience and expertise, who are known and respected for their leadership. The directors understand their duties and the commitment required by their directorships.

#### Vision, Mission and Core Value of the Bank

##### Vision

Bangkok Bank's vision is to be a bank which provides quality financial services in line with customers' requirements, and is well equipped with qualified human resources and world-class technology and working systems, while maintaining its status as a well-established international bank and a leading Asian bank.

##### Mission

The Bank has a financial mission, market and customer mission, quality operational mission, and capability mission, as described below:

##### Financial Perspective

- To attain stable growth in financial performance

##### Market and Customer Perspective

- To maintain business leadership with service excellence

##### Quality Operations Perspective

- To have efficient working systems and quality control procedures
- To set standards for work processes and be able to use data from these processes to support decision-making

##### Capability Perspective

- To equip the Bank's staff with the ability and potential to support the Bank's business expansion

##### Core Value

The Bank's core value, which enables it to continue to be the leading bank in the country, is 'to provide quality financial services which satisfy customers in keeping with the Bank's role as a trusted partner and reliable

close friend'. All personnel in the Bank are required to recognize and uphold this in their individual conduct in all circumstances. The core value embraces the following working philosophies:

- To provide excellent quality service from the customer's point of view
- To provide quality work
- To perform duties as ethical and professional bankers
- To work as a team with shared goals
- To give importance to personnel development

#### Corporate Governance Policy and Practical Guidelines Related to Code of Conduct and Business Ethics

The Bank believes that the corporate governance policy and practical guidelines pertaining to the code of conduct and business ethics provides an important basis for promoting and enhancing good corporate governance practices. The Bank has therefore prescribed a corporate governance policy and practical guidelines pertaining to the code of conduct and business ethics for directors, executives, staff and employees which is regarded as a compilation of clear guidelines for appropriate behavior which upholds and promotes the honor and reputation of the Bank. This written corporate governance policy and practical guidelines pertaining to the code of conduct and business ethics have been approved and reviewed with regard to suitability by the Board of Directors and have been disseminated to directors, executives and staff for their awareness and observance. The Bank has also assigned supervisors at all levels to oversee and encourage their subordinates to practice the code and also to set a good example. In addition, staff and the general public are able to view the Bank's corporate governance policy and practical guidelines related to the code of conduct and business ethics on the Bank's website.

#### Internal Control and Risk Management

The Board of Directors' meeting no. 1/2557 was held on January 30, 2014 and was attended by six independent directors. During the meeting, the Board of Directors assessed the Bank's internal control system based on five internal control components, namely 1) Organization and environment 2) Risk management 3) Control of management operations 4) Information technology and communications and 5) Monitoring systems. The Board of Directors agreed that the internal control system is adequate and appropriate, and that there are adequate personnel to operate the system effectively and efficiently. The Bank recognizes the importance of conducting its operations with good internal control systems and good corporate governance in order to provide financial business

services to individuals and corporate entities with a high level of transparency, accuracy and reliability.

The Audit Committee has approved the appointment of Mr. Niphon Chancharoensuk as Senior Vice President and Manager, Audit and Control Division since December 1, 2010 because of his 34 years of experience in the internal audit department of Bangkok Bank. Mr. Niphon has attended many courses related to the practice of internal audit and also has a good understanding of the activities and operations of the Bank, therefore making him a person to perform such duties. To consider and approve the appointment, removal or transfer of the Audit and Control Division Manager, the Bank has to obtain approval from the Audit Committee. The Audit and Control Division Manager's Curriculum Vitae is as follows:

#### Niphon Chancharoensuk

- Senior Vice President and Manager, Audit and Control Division

#### Educational Qualifications

- Bachelor's Degree in Accounting, Ramkhamhaeng University

#### Training Programs

- Internal Audit Program: Prepared Course for Certified Internal Auditor (Pre-CIA), Chulalongkorn University
- Financial Institution Preparation to Support BOT Supervision Policy, Bank and Financial Institution Internal Auditors Club
- New Anti-Corruption Law and Thai Organization Development for Transparency, IOD
- Academic Conference on the Prevention of Corruption, Office of The National Anti-Corruption Commission
- The Anti-Money Laundering Act, The Counter-Terrorism Financing Act, and The Ministerial Regulation for CDD Human Resources Division, Bangkok Bank PCL
- Financial Institutions and the Prevention of Smuggling Money Out of the Kingdom by the Drug Trade, Thai Bankers' Association

#### Work Experience

- 2010 – Present      SVP and Manager, Audit and Control Division, Audit and Control Division, Bangkok Bank PCL
- 1998 – 2010      AVP-Specialist Auditor – SVP in Charge of Operation Audit, Audit and Control Division, Bangkok Bank PCL
- 1976 – 1998      Auditor – Chief Officer-Auditor, Audit Department, Bangkok Bank PCL



The Bank has assigned Mr. Parnsak Pruksakit as the Head of Compliance, responsible for supervising operations in compliance with the rules and regulations issued by the relevant authorities regulating the banking industry. The Head of Compliance's Curriculum Vitae is as follow:

#### **Parnsak Pruksakit**

- Executive Vice President in charge of Compliance

#### **Educational Qualifications**

- Bachelor's Degree in Accounting, Thammasat University
- Bachelor's Degree in Law, Thammasat University Training Programs
- Compliance Officer in Banking Industry Program, Chulalongkorn University
- Transaction Reporting According to The Anti-Money Laundering Act, Anti-Money Laundering Office
- Supervision Guidance on the Significant Activities Auditing Approach for Financial Institutions, Bank of Thailand
- Knowledge on Supervision for Heads of Compliance, Securities and Exchange Commission
- Lessons learnt from the HSBC-USA Money Laundering Case 2012, AML Experts Co. Ltd.
- Director Certification Program, IOD
- Role of the Nomination and Governance Committee (RNG), IOD

#### **Work Experience**

- 2008 - Present SVP – EVP in charge of Compliance, Compliance Unit, Bangkok Bank PCL
- 2000 - 2007 Branch Manager, London branch, Bangkok Bank PCL
- 1993 - 1999 Control Manager, Singapore branch, Bangkok Bank PCL
- 1988 - 1992 Assistant Branch Manager, London branch, Bangkok Bank PCL
- 1975 - 1988 Auditor, Bangkok Bank PCL

The Head of Compliance has central oversight of the business operations of the Bank with the aim of ensuring that they are conducted in accordance with the applicable laws, rules, regulations and policies of relevant authorities. These authorities include the Bank of Thailand, the Office of the Securities and Exchange Commission, the Office of Insurance Commission, host regulators of the Bank's overseas branches, and other authorities associated with the Bank's business operations. The Board of Directors has approved the compliance policy which stipulates that the Board of Directors, the Audit Committee, all executives, work units and staff must conduct their duties in accordance with the law. The

Bank has also communicated to staff that they all have a duty and responsibility to study and understand the laws and regulations that relate to his or her field of work and that they are required to strictly comply with the applicable laws and regulations.

#### **Composition of Board**

At the end of December 2013, the Board of Directors comprised 17 members, six of whom were executive directors: Mr. Kosit Panpiemras, Mr. Chartsiri Sophonpanich, Mr. Deja Tulananda, Mr. Suvarn Thansathit, Mr. Chansak Fuangfu and Mr. Thaweelap Rittapirom; five of whom were non-executive directors: Mr. Chattri Sophonpanich, Mr. Singh Tangtatswas, Mr. Piti Sithi-Amnuai, Mr. Amorn Chandarasomboon and Mr. Charn Sophonpanich; and six of whom were independent directors: Admiral Prachet Siridej, Mr. Kovit Poshyananda, Mr. Kanung Luchai, H.S.H. Prince Mongkolchaleam Yugala, Mrs. Gasinee Witoonchart and Mr. Phornthep Phornprapha.

#### **Combination or Division of Positions**

The Bank requires a separation of the roles and duties of the Chairman of the Board of Directors and the Chairman of the Board of Executive Directors.

#### **Holding of Positions in Other Limited Companies by Directors or High-Level Executives**

The Bank complies with the regulation of the Bank of Thailand which specifies that the Bank's directors and senior executive officers must not hold one or more positions as chairman, executive director or authorized director in other companies which are part of more than three business groups of companies. The Bank also requires its executives to seek approval from the Board of Executive Directors for taking up a directorship in any other limited company, or for becoming a partner with unlimited liability in any partnership. However, each member of the Board of Directors should not become a director of more than three other listed companies.

#### **Corporate Secretary**

The Bank appointed Mr. Aphichart Ramyarupa its Corporate Secretary as the Bank considered Mr. Aphichart to have suitable qualifications and experience from his role as the Secretary to the Board of Directors. Mr. Aphichart has successfully completed the Director Certification Program (DCP) training arranged by the Thai Institute of Directors Association as well as possessing qualifications pursuant to criteria prescribed in the Securities and Exchange Act. The Corporate Secretary is charged with duties and responsibilities

in the following four areas:

1. Matters relating to meetings such as organizing meetings of the Bank's Board of Directors and shareholders as well as the preparation of the meeting's agenda, invitations to the meeting, documents required for the meeting, the annual report, and the minutes of the meeting. The Corporate Secretary is also charged with the duty of implementing the resolutions of the shareholders' meeting such as registering changes to the company's registration with the Ministry of Commerce.
2. Matters relating to the safe-keeping of records and documents, namely the register of directors, reports on interests filed by directors or executives, documents required for the meeting, and minutes of Board of Directors' and shareholders' meetings.
3. Rendering advice and recommendations to the Board of Directors for the purpose of compliance with the articles of association and the relevant laws, rules and regulations as well as good corporate governance principles.
4. Being the contact person to communicate and coordinate with the Securities and Exchange Commission, the Stock Exchange of Thailand, the Bank of Thailand, and other relevant government authorities as well as to provide information to the said authorities as required by relevant laws, rules and regulations.

directors, produced a director's manual, and provided expenses to directors who wish to enroll in training courses which are useful in assisting them to perform their duties as directors. In addition, the Bank regularly supports activities for the development of directors and executives at various levels - for example, it provides training courses, seminars and lectures by knowledgeable speakers from outside the Bank. The directors who have passed the Director Certification Program training courses run by the Thai Institute of Directors Association are Mr. Kosit Panpiemras, Mr. Piti Sithi-Amnuai, Mr. Amorn Chandarasomboon, Mr. Chartsiri Sophonpanich, Mr. Singh Tangtatswas, Admiral Prachet Siridej, H.S.H. Prince Mongkolchaleam Yugala, Mr. Suvarn Thansathit, Mrs. Gasinee Witoonchart and Mr. Thaweelap Rittapirom. The directors who have attended the Director Accreditation Program include Mr. Chatri Sophonpanich, Mr. Kanung Luchai, Mr. Kovit Poshyananda, Mr. Phornthep Phornprapha and Mr. Chansak Fuangfu.

#### Assessment of the Board of Directors' and President's Performances

Directors assess the performance of the Board of Directors as a whole, including the performance of the President, on an annual basis. The performance results are reviewed regularly, and the remuneration for the President considered accordingly. The Board of Directors' performance result assessment is intended to review and gather opinions on various issues relevant to the Bank's performance, and the execution of the duties of the Board of Directors. This will contribute to the development of corporate governance. The Bank will provide an assessment form for each director to fill out for the Board of Directors' performance results, and the assessment results are considered at a Board of Directors' meeting.

#### Succession of High-level Executive Positions

The Nomination and Remuneration Committee selects and nominates persons with suitable qualifications to the Board of Directors for approval to be appointed as directors, as members of various committees, and as senior executives from the level of Executive Vice President upwards.

#### Development of Directors and Executives

The Bank has provided general information to newly appointed

## Risk Factors and Risk Management

Bangkok Bank recognizes that effective risk management is fundamental to good banking practice. Accordingly, the Bank has established the guidelines for managing risk in each area of its business to ensure that it has effective risk management mechanisms in place.

Over the past few years, the Bank has continuously analyzed major risk factors which could affect its financial operations and, where necessary, has adjusted its organizational structure and risk management processes accordingly. This is to ensure that its risk management system is effective and in line with international standards and in accordance with the principles of Basel II and Basel III. The Basel III guidelines were introduced by the Basel Committee on Banking Supervision with an aim to strengthen the regulatory capital requirements, liquidity risk management standards, and supervisory measures over systemically important financial institutions. The Bank of Thailand



“The Bank has continuously analyzed major risk factors which could affect its financial operations and, where necessary, has adjusted its organizational structure and risk management processes accordingly. This is to ensure that its risk management system is effective and in line with international standards and in accordance with the principles of Basel II and Basel III.





has implemented the revised regulatory capital requirements under the principles of Basel III since January 1, 2013.

The Risk Management Committee, the Board of Executive Directors and the senior management all play significant roles in prescribing and reviewing the sufficiency of the risk management policy and system. They also define the risk management strategy, and monitor and control the Bank's risk to be at an appropriate level, in compliance with the risk management policy approved by the Board of Directors.

The Bank's risk management process comprises the identification of significant risks which may potentially impact the Bank's business operations, the assessment of each type of risk, the monitoring and control of risks to an appropriate level, and the reporting of the status of each type of risk to the relevant parties so as to enable them to manage and/or handle the risks in a timely manner.

The key principle of risk management is based on each business unit being responsible for continuously managing its relevant risk exposures and ensuring each risk stays within the approved limits and in compliance with the overall risk management policy approved by the Board of Directors, while the Risk Management Division is responsible for monitoring and controlling the overall risks on a regular basis.

The operating environment and major risks that may affect the operations of the Bank, as well as the Bank's management of these risks, are as follows.

#### **1) UNCERTAINTIES IN THE DOMESTIC AND GLOBAL ECONOMY CONTINUE TO RESTRICT GROWTH**

The US economy continued to recover in 2013, driven by private sector consumption, the recovery in the property market and the stronger financial status of the banking sector and financial institutions. This led to decreased unemployment and provided the impetus for the US Federal Reserve to begin to taper the QE bond purchase program. Signals about the tapering, especially in the second half of 2013, led to fluctuations in global financial markets, particularly in developing countries. During the year the US government also faced financial problems, notably from the debt ceiling issue carried over from last year. Such problems culminated in a confrontation between Democrat and Republican parties and a temporary shutdown of some government services in October 2013.

The EU economy, which had been in recession since the second half of 2012, showed signs of improvement by the middle of 2013 and should be able to grow again but at a slower rate. However, bad debt held by financial institutions and the government's public debt, as well as high levels of unemployment in some countries, means that it will be quite some time before the EU economies are able to return to normal. Meanwhile Japan, under the leadership of Prime Minister Abe, introduced a three-pronged gradual economic reform

program. If Japan can successfully take the reforms to the next stage, it should be able to achieve a sustainable recovery.

Developing countries have been affected by a slowdown in global exports stemming from weakness in major economies, so countries in Asia must reduce their reliance on exports as the major driver of their economies. In 2013 Thailand's exports did not grow at all. China meanwhile has entered a new phase of economic development; economic growth is lower than before and there are fragile areas of the market that need to be addressed, such as the real estate sector. A pickup in China's economic growth in late 2013 provided relief to those who had been worried about China's economy. Going forward, Thailand's internal problems, especially political conflicts, which erupted in the fourth quarter, will be the key risk factor that will affect consumers' sentiment and consumption, government and private investment, foreign investment, and the tourism sector. If the political problem is prolonged, this will detract from the momentum of Thailand's economic expansion which will certainly affect the business environment.

## 2) REGULATORY CHANGES

### — Principles of the Basel III Framework

The Bank of Thailand has revised its regulatory capital requirements according to the Basel III framework issued by the Basel Committee on Banking Supervision (BCBS), which covers regulatory capital requirements and liquidity risk management standards.

Since January 1, 2013, the Bank of Thailand's regulatory capital framework has required banks to have more capital, in both quantitative and qualitative terms, to support losses that may occur in normal time and in stressed time, and to maintain the stability of the financial system. Significant revisions in capital requirements are: the new minimum capital ratio, an increase in the quality of capital, and an expansion of the coverage of risk weighted assets so that they are more comprehensive and reflect real risks. The revisions include the requirement to maintain the Capital Conservation Buffer, which will be phased in, starting in January 1, 2016 and due for completion by January 1, 2019.

Apart from the regulatory capital requirements mentioned above, the Bank of Thailand has issued calculation guidelines for leverage

ratio, aimed at restricting leverage, and it also requires commercial banks to report liquidity risk measurements in accordance with the Basel III framework to prepare for the adoption of appropriate liquidity standards for Thailand.

The Bank has studied, prepared itself, and continually assessed the quantitative impact of compliance with these pending Basel III guidelines.

### — New or Revised Financial Reporting Standards

The Bank's financial statements have been and will be prepared under the new and revised Thai Financial Reporting Standards (TFRS), which were adopted by the Federation of Accounting Professions (FAP) in accordance with IFRS from January 1, 2011. The financial reporting standards that relate to the Bank, which will take effect in 2014, are new amendments or newly issued interpretations which will be more current with the IFRS, of which there are no significant changes in the principles. The Bank has prepared for the implementation of the accounting standards with its pertinent management, accounting policies and processes.

## 3) CREDIT RISK

Credit risk is the risk that arises from the inability of borrowers or counterparties to perform their obligations under contractual agreements in relation to the Bank's lending, investment and other contractual commitments, for example the borrower's failure to repay principal and/or interest as agreed with the Bank.

Credit risk factors are those factors which may affect the ability of borrowers to fully repay loans, and include factors which may affect the Bank's ability to resolve non-performing loans.

The global economy tends to face risks from developing countries and emerging markets, which have driven global economic growth for the past few years, as there are indicative signs of sluggish growth. In contrast, the economies of developed countries are starting to show some signs of recovery. Moreover, the withdrawal of unconventional monetary policies which have supported the economy for the past few years may cause fluctuations to money markets and capital markets, as well as to asset values around the world.

In 2014, Thailand is likely to confront global economic volatility and a slowdown in domestic consumption. Hence, economic growth will mainly depend on exports, business with neighboring countries and government expenditure. However, there are risks over government expenditure due to planning delays and uncertainty surrounding government disbursements.

The Bank must therefore closely monitor the risks that might adversely affect debtors and counterparties. Furthermore, tighter liquidity and rising interest rates may lessen the repayment ability of borrowers, especially ones with a weakening financial status or high sensitivity to risk factors

In managing credit risk, the Bank has established credit underwriting processes which include the formulation of credit policy, credit risk ratings for customers, and the establishment of different levels of delegation of authority for credit approval, depending upon the type of business and/or the size of the credit line. In considering the approval of loans in general, the Bank considers the purpose of the loan and assesses the repayment ability of the applicant, taking into account the applicant's operating cash flows, business feasibility, the capability of management, and collateral coverage. The Bank performs credit reviews which include reviewing credit risk ratings on a regular basis. In order to effectively monitor and manage its credit risks, the Bank has therefore set up the following divisions.

**Risk Management Division** is responsible for analyzing and reporting to management on the status of various risks of the Bank, as well as proposing recommendations for the review of the overall risk policy of the Bank in anticipation of, and in compliance with, new rules, regulations and international standards. The division is also responsible for overseeing the management of each type of risk to comply with the Bank's risk management policy.

**Credit Management Division** is responsible for managing risks related to credit extension by supervising and monitoring credit extensions in accordance with the Bank's credit policies. The Credit Management Division comprises the Credit Policy unit, the Credit Acceptance unit, the Portfolio Management unit, the Risk Asset Review unit, the Special Asset Management unit, the Loan Recovery

and Legal unit, and the Bank Property unit. The functions of each unit are summarized below.

- **Credit Policy unit** oversees the credit policy framework and coordinates the improvement and adjustment of the credit policy. It is also responsible for disseminating the credit policy, credit standards and credit processes; for monitoring and overseeing exceptional cases which are inconsistent with the credit policy; and for gathering various inputs which may be used for improving the credit policy.
- **Credit Acceptance unit** oversees the quality of credit extensions to ensure they are in line with the credit policy and credit underwriting standards, reviews the appropriateness of loan structures as well as the results of customers' credit risk ratings, promotes the development of a good credit culture, and maintains a systematic and reliable credit extension process.
- **Portfolio Management unit** is responsible for analyzing and making recommendations for adjustments to the portfolio structure, recommending the appropriate portfolio composition and the provision of reserves for loan losses at the portfolio level, developing and overseeing credit risk management tools and methodologies, constructing credit databases, and overseeing related management standards.
- **Risk Asset Review unit** is charged with reviewing credit quality and credit management processes, assessing the adequacy of loan loss reserves, and evaluating compliance with credit policy, regulations and credit underwriting standards.
- **Special Asset Management unit** is responsible for managing non-performing loans, and for determining and executing strategies for the resolution and restructuring of troubled loans.
- **Loan Recovery and Legal unit** is responsible for taking legal actions, negotiating loan settlements, and seizing collateral for sale by public auction.
- **Bank Property unit** is responsible for managing and selling foreclosed assets obtained from loan recovery processes and from legal actions.

For the credit process, credit applications are first considered by the business units and then submitted to the Credit Acceptance



unit. The unit conducts additional analysis to help mitigate credit risk by ensuring that the proposals comply with the Bank's credit policies in areas such as credit underwriting standards, credit risk rating, and collateral appraisal. In handling non-performing loans, there is a specific unit to manage and resolve such loans. The Bank also has an independent unit to review credit quality and credit management processes; assess the adequacy of loan loss reserves for non-performing loans; evaluate the effectiveness in complying with credit policy, regulations and credit underwriting standards; and assess the appropriateness of portfolio composition, the adequacy of capital and the effectiveness of stress testing as specified by the Bank of Thailand. All the above units report to the senior management, the Board of Executive Directors and the Risk Management Committee on a regular basis.

The Bank has established different measures to control credit risk. For example, the Bank has instituted limits on the amount of total credit extended, contingent liabilities and investment in a group of borrowers, an industry and a country. All of this will limit the loss of capital due to an economic downturn. Moreover, the Bank monitors and reports on these aspects to the senior management, the Board of Executive Directors and the Risk Management Committee to ensure that there will be adequate capital to safeguard the continuity of business operations in difficult times.

In addition, the Bank has established a risk management policy for intra-group<sup>1</sup> transactions, in accordance with the consolidated supervision principles of the Bank of Thailand which cover guidelines and limitations for intra-group transactions and their risk management. The intra-group transaction policy stipulates that the companies in the Bank's financial group shall manage, control and monitor the transaction volumes to be within the intra-group transaction policy of the Bank (as a parent company) and to be consistent with the guidelines of the Bank of Thailand and/or other relevant regulators. The companies in the Bank's financial group shall report intra-group transactions to the Risk Management Committee of the Bank's financial group and to the Bank's Board

of Directors on a regular basis so that potential problems can be monitored and pre-empted before serious damage occurs.

The ratios of the Group's asset quality as at December 2013 and December 2012 were as follows:

	Dec-13	Dec-12
Ratio of loan-loss reserves to total loans *	5.3%	5.4%
Ratio of loan-loss to total loans *	0.2%	0.1%
Ratio of impaired loans to total loans **	2.2%	2.3%
Ratio of accrued interest to total loans *	0.3%	0.3%
Ratio of loan-loss reserve to impaired loans**	214.2%	206.9%

\* including accrued interest

\*\* As per the Bank of Thailand requirements

#### 4) MARKET RISK

Market risk is the risk of losses in on and off balance sheet positions of the Bank arising from movements in market prices such as interest rates, foreign exchange rates, equity prices and commodity prices.

The primary objective of market risk management is to manage the risks resulting from changes in market factors to be at acceptable levels and in line with the overall risk management policy of the Bank. The Bank has established a market risk management policy and specified market risk measurement metrics and limits, taking into consideration the nature and complexities of the respective financial activities. The Asset-Liability Management Committee (ALCO), Treasury Division and the Market Risk unit are mainly responsible for managing, monitoring and controlling market risks in accordance with the policy.

— **Asset-Liability Management Committee** is responsible for establishing and reviewing policies and guidelines for asset and liability management and market risk management as well as monitoring and controlling these risks to be at acceptable levels and in compliance with the risk management policy set by the Risk Management Committee.

<sup>1</sup> The Group comprises 8 companies as follows; 1) BANGKOK BANK PUBLIC COMPANY LIMITED (as a parent company) 2) BANGKOK BANK BERHAD (BBB) 3) BANKOK BANK (CHINA) COMPANY LIMITED (BBC) 4) SINSUPTAWEE ASSET MANAGEMENT CO., LTD. (STAM) 5) BBL ASSET MANAGEMENT CO.,LTD. (BBLAM) 6) BUALUANG SECURITIES PCL. (BLS) 7) BBL NOMINEES (TEMPATAN)SDN.BHD. 8) BBL(CAYMAN) LIMITED

- **Treasury Division** is responsible for executing the trading strategy for the Bank through buying and selling financial products such as foreign exchange, bonds and derivatives instruments, as well as managing the Bank's foreign exchange risk, interest rate risk and liquidity risk to be within the limits according to ALCO's guidelines and the Bank's acceptable risk level.
- **Market Risk unit**, which is part of the Risk Management Division, is accountable for identifying, assessing, monitoring, reporting and controlling risk positions against specified limits. The Market Risk unit reports to ALCO on a regular basis and is responsible for proposing the enhancement of market risk policies, measurement metrics and limits in response to changes in operating environment, the Bank's business plans, and the complexities of financial activities.

In managing market risk, the Bank may consider using interest rate and/or currency-related derivatives with the purpose of hedging interest rate and foreign exchange risks, or of providing limited financial derivative services to sophisticated corporate customers and/or domestic and international financial institutions. Such financial derivatives include foreign exchange forward contracts, cross currency swaps and interest rate swaps.

The Bank segregates market risk management into two parts, the trading book and the banking book, which are classified according to the purpose of entering into the transaction.

#### Market Risk in the Trading Book

Trading book position includes positions of financial instruments that the Bank holds for a short period with an intention to trade, resell, and benefit from the difference between the buying and selling prices; to benefit from arbitrage opportunities; or to hedge other positions in the trading book. The Bank's main traded market risks are interest rate risk and foreign exchange risk.

Interest rate risk in the trading book arises when the Bank holds interest rate-related financial instruments with an intention to trade, speculate for a short-term profit, or to hedge other positions in the trading book. These trading exposures include debt securities, foreign exchange forward contracts, interest rate swaps and

currency swaps, etc. Changes in interest rates affect the fair value of these positions and may result in gains or losses for the Bank.

Foreign exchange risk arises when the Bank executes a foreign currency transaction which may lead to an overbought or an oversold position in a particular currency. These transactions include foreign currency exchange, investments, loans, borrowings, financial commitments, and foreign exchange-related derivatives. The Bank may incur gains or losses as a result of movements in foreign exchange rates.

Risk factors affecting the Bank's trading exposures in 2013 and going forward include the US budget deficit problems which created uncertainty over the US economic recovery, the timing and speed of reversal of the quantitative easing measures of the US Federal Reserve and its impact to capital flows of Asia and emerging market economies, the fragile recovery of the euro zone's economies, the monetary policy adopted by the Bank of Thailand and the central banks of major countries, economic slowdown in China, India and other emerging market countries, and more importantly, the political situation in Thailand.

The Bank manages traded market risk primarily through a series of limits, such as VaR Limit, PV01 Limit and Maximum Loss Limit. Risk exposures are monitored and reported to senior management, the Board of Executive Directors and the Risk Management Committee on a regular basis. Value-at-risk (VaR) is a statistical technique for estimating the potential losses on risk exposures as a result of movements in market rates and prices over a specified time horizon and at a given level of confidence. The Bank also performs market risk stress testing on its trading book position at least on a quarterly basis to determine the potential losses from extreme market movements or crisis events. This stress testing enhances the Bank's understanding of its risk exposures and vulnerability as well as facilitating proactive risk management.

By using the historical simulation approach, the average VaR of the trading book for a one-day holding period, with a 99 percent confidence level, was Baht 61 million in 2013, meaning that the Bank's potential loss from trading activity could be no greater than Baht 61 million for 99 days out of 100 business days.

### Market Risk in the Banking Book

The Bank's banking book is subject to interest rate risk and equity price risk which can be described as follows:

#### — Interest Rate Risk in the Banking Book

Interest rate risk in the banking book normally arises when the repricing and/or maturity schedule of assets, liabilities and off-balance sheet positions are not matched, or when the movements of reference interest rates on assets and liabilities are not correlated, negatively affecting net interest income (NII) and/or economic value of equity (EVE).

Primary factors affecting the trend and the level of interest rates include macroeconomic conditions and inflation rates, as well as the monetary policies adopted by the Bank of Thailand and central banks of major countries that may directly affect the trend and level of interest rates or affect the movement of international capital flows and subsequently affect interest rates. Moreover, competition among banks to increase or maintain market share on deposits and loans may also narrow the Bank's net interest margin.

To control interest rate risk in the banking book, the Bank establishes a NII Impact Limit (being the Cumulative NII Impact within one year) and an EVE Impact Limit, assuming interest rates rise immediately by one percent.

The Bank manages interest rate risk by adjusting its asset and liability structure in line with forecast interest rate trends, taking into consideration the changes in NII and EVE. The Bank may deploy plain vanilla derivatives, such as interest rate swaps and cross currency interest rate swaps, to hedge or mitigate interest rate risks to be within the risk tolerance limit, based on ALCO's risk management guidelines. The Bank also performs stress testing for interest rate risk in the banking book on a quarterly basis in order to understand its vulnerability and potential negative impact on Net Interest Income under various stress scenarios. Results of the stress testing are used to determine alternative balance sheet strategies more suited to the business environment in order to achieve the business return target under an acceptable level of risk.

The Group's Net Interest Income impact of a one percent interest rate increase as at December 31, 2013 and December 31, 2012 was as follows.

Million Baht

Currency	Dec 31, 13	Dec 31, 12
THB	960.04	(422.21)
USD	1,618.12	1,018.85
EUR	17.46	13.50
OTHER	349.77	253.02
<b>Total NII Impact</b>	<b>2,945.39</b>	<b>863.16</b>

#### — Equity Exposure in the Banking Book

Equity price risk is the risk associated with equity price changes resulting in the deterioration of investment value affecting the Bank's capital.

Objectives of the Bank's equity investment in the banking book are to enhance income in terms of dividends and capital gains under a medium-to long-term investment horizon and to support our core banking business by establishing good relationships with customers and creating networks of strategic investment partners, as well as using securities for debt repayment under debt restructuring agreements.

The Bank has established an equity investment and risk management policy as a guideline for assessing, monitoring and controlling equity price risk. Risk measurement techniques for the assessment of equity price risk are categorized by equity type. The Bank performs equity price risk stress testing at least on a quarterly basis in order to assess maximum potential losses from extreme market movements or crisis situations, as well as controlling the ratio of equity investment exposures to total capital in accordance with Bank of Thailand regulations.

### 5) LIQUIDITY RISK

Liquidity risk is the risk that the Bank is not able to meet financial obligations when they fall due. The purpose of the Bank's liquidity risk management is to maintain sufficient funds to meet present and future financial obligations while managing the use of the funds to generate an appropriate return in line with prevailing market conditions.

Liquidity risk factors mainly comprise the structure of the sources and use of funds, competition among commercial banks for a larger market share in deposits and increased loan demand. Furthermore,



the domestic political situation and the US Federal Reserve's reversal of quantitative easing measures may affect Thailand's capital flows and subsequently affect the liquidity in the banking system, commercial banks' cost of funds and the accessibility of Thai commercial banks to foreign currency funding in pursuing business expansion.

The Bank manages liquidity risk in accordance with policies and principles established internally by ALCO and the relevant regulatory requirements. The Treasury Division is in charge of managing the Bank's day-to-day cash flow and liquidity position, monitoring money market conditions and interest and exchange rate movements and forecasting rate trends, as well as executing liquidity management strategies in accordance with ALCO guidelines. The Market Risk unit of the Risk Management Division is responsible for identifying, assessing, monitoring, reporting and controlling liquidity risks against specified limits. The Market Risk unit reports to ALCO regularly, at least once a month.

The Bank has diversified funding sources. Our major funding source is customer deposits which are well diversified in terms of customer type, deposit type and maturity. Moreover, the Bank manages liquidity in major currencies such as the Thai baht and the US dollar by using domestic and international money and capital markets, including swap and repurchase markets. The Bank aims to balance the cost of liquidity against liquidity risks as deemed appropriate, based on market conditions and acceptable risk levels. The Bank also closely manages short-term and long-term liquidity positions, including the consideration of foreign short-term and long-term borrowings to meet customers' foreign currency loan demands in both domestic and overseas operations, as well as planning for capital fundraising as market conditions permit.

In addition to funding diversification, the Bank maintains high-quality liquid assets which can be liquidated or realized as needed in order to meet its financial obligations under both business-as-usual and crisis situations. The Bank maintains a liquidity reserve ratio in accordance with the requirements of the Bank of Thailand and other regulatory authorities in the countries where it has an international presence, as well as in accordance with the ALCO guidelines.

The Bank assesses, monitors and controls liquidity risk through a variety of measurements such as the loan-to-deposit ratio, liquidity reserve ratio and cumulative cash flow positions, under business-as-usual and crisis scenarios. The Bank also put in place an early warning system which provides alerts of any looming liquidity crisis, from both internal and external factors, that will allow for the prevention of liquidity risk crisis and/or for the proactive liquidity risk management. The Bank conducts liquidity-risk stress tests whereby the stress scenarios incorporate both internal and external liquidity risk factors. Liquidity-risk stress scenarios can be classified into three categories: (i) bank-specific crisis; (ii) market-wide crisis; and (iii) a combination of both. Under each stress scenario, the assumptions of cash inflows and outflows are specified differently from those under the business-as-usual scenario, such as abnormal customer deposit withdrawals and overdraft drawdowns, inaccessibility to the money market, sales of the Bank's liquid assets at below-market prices due to the decrease of market liquidity of such assets, and contingent support for companies in the financial group. The results of liquidity-risk stress tests performed in 2013 showed that the Bank has continued to maintain a sufficient amount of excess liquidity under all three crisis scenarios. The Bank has a liquidity contingency plan that outlines the roles and responsibilities of management and relevant departments, and early warning indicators, as well as an action plan that enables the Bank to promptly cope with crisis events and successfully restore the situation to normal. In 2013, the Bank established the Global Medium Term Notes (GNTN) Program to allow for flexibility and speed in accessing medium and long-term funding.

The Group's liquidity position as at December 31, 2013 and December 31, 2012 was as follows.

	Dec 31, 13	Dec 31, 12
Liquid assets (million baht)	772,733	746,669
Loans/deposits (%)	90.6	87.4
Loans/deposits and bills of exchange (%)	90.5	87.1
Liquid assets/total assets (%)	29.8	30.9
Liquid assets/deposits (%)	39.9	40.7
Liquid assets/deposits and short-term borrowings (%)	39.9	40.5

Note: Liquid assets are defined as cash, interbank and money market placement and lending, claims on securities, trading securities, and available-for-sale securities.

## 6) OPERATIONAL RISK

Operational risk is the risk of loss from failed or inadequate internal processes, people and systems, or from external events. This includes legal risks, but does not include strategic risks and reputation risks.

Operational risk factors are primarily composed of internal factors and external factors.

### Internal factors are:

- The efficiency of the Bank's internal processes and internal control systems, including operational processes supporting business operations and processes for taking care of its personnel.
- The adequacy, qualifications and efficiency of the Bank's personnel.
- The Bank's operating systems, in terms of their capability to support the Bank's business operations, their complexity which may inflict risks, the issue of data security, the accuracy of data processing, and the development of, and changes in, technologies.

### External factors are:

- Actions by outsiders such as theft or embezzlement of assets or data.
- Catastrophes, natural disasters and civil disorders that might cause damage to the Bank's assets.

The Bank understands that good operational risk management is vital to sustainable business success, particularly in the current environment where uncertainties, both domestic and international, prevail. The Bank therefore places great importance on effective operational risk management that provides sufficient coverage for all aspects of its operations, and is well-prepared to deal promptly with any unpredictable event.

Furthermore, the Bank pays close attention to fraud risk management related to bank products and services such as credit cards, ATM cards and electronic services to ensure customer confidence. In relation to a new product and service launch, the product and service risks must be well analyzed, assessed and controlled to be at the acceptable level, and the appropriate risk control procedures must be in place.

The Bank's operational risk management includes defining, assessing, monitoring, mitigating and controlling risk. Each unit in the Bank is directly responsible for managing its operational risk and for establishing measures to mitigate and control the risk to the designated level by allocating appropriate resources and establishing an organizational culture for managing operational risk.

A key principle underlying the Bank's operational risk management is to educate staff throughout the Bank by providing them with a consistent understanding of operational risk, and to build an operational risk culture across the Bank, so that they are able to accurately and completely identify the operational risks, assess the risks, analyze details of the risks, find appropriate solutions to mitigate risks, and implement the selected solutions to minimize risks. This is followed by the systematic monitoring of progress, the measurement of potential risks, and regular reviews of the entire process.

The Bank has a dedicated unit for operational risk management under its Risk Management Division, which has taken steps to enhance its operational risk management system. The enhancements include monitoring and supporting every unit in implementing the operational risk management framework at the unit level, managing operational risk at the organization level, reviewing operational risk management in the process of product and service development, calculating the capital required for operational risk under the Basel

II framework, and maintaining and analyzing data on the operational risk loss data system. The Operational Risk unit coordinates with the Compliance and Audit and Control Division, by information sharing, analyzing and setting controls to enhance the efficiency of operational risk management and the Bank's internal controls.

The Bank has implemented business continuity management to help minimize the impact of operational risk loss and events from external factors, such as political unrest in 2010 and severe flooding in 2011. The Bank has adopted the business continuity management policy approved by the Board of Directors and has developed a business continuity plan which is reviewed and updated in accordance with potential threats, as well as being tested on a regular basis.

## 7) CAPITAL ADEQUACY RISK

Capital is an important source of funding for any financial business. Therefore, effective capital management reflects the financial strength, and directly affects the reliability, of financial institutions.

In the past year, the capital structure, according to the Bank of Thailand's Basel II guidelines, consists of Tier 1 capital and Tier 2 capital. Tier 1 capital comprises paid-up share capital, premiums on share capital, legal reserves, reserves appropriated from net profit, and retained earnings after appropriations. Tier 2 capital consists of revaluation reserves for land and buildings in accordance with Bank of Thailand regulations, general provisions for normal assets, net unrealized gains on the revaluation of available-for-sale equity securities, and long-term subordinated debt instruments.

Since January 1, 2013 the Bank of Thailand has implemented the regulations on capital requirements under the principles of Basel III, by which the capital structure is revised into Common Equity Tier 1 capital, Additional Tier 1 capital and Tier 2 capital. Common Equity Tier 1 capital comprises paid-up share capital, premium on share capital, legal reserves, reserves appropriated from net profit, retained earnings after appropriations, and other reserves. Additional Tier 1 capital consists of Tier 1 capital instruments and non-controlling interest. Tier 2 capital consists of long-term subordinated debt instruments and general provisions for normal

assets. Under the Bank of Thailand's Basel III, other items of the other comprehensive income are allowed to be recognized as Common Equity Tier 1 capital, and deductible items from the capital are revised to be more than those prescribed under Basel II. With regards to additions to, or deductions from the capital, the Bank of Thailand requires the Bank to phase in and phase out at 20 percent per annum, starting in 2014.

In addition to the revision of the capital structure and its component, there are also changes in other main requirements, i.e. raising the quality of eligible capital instruments to be higher than that of the previous Basel II. The new guidelines prohibit offering incentives to redeem capital instruments. This is in order to ensure that the aforementioned instruments satisfy the feature of being long-term capital and capable of absorbing losses of the Bank on an ongoing basis, or at the point of non-viability. Instruments which do not meet the criteria or such qualifications of Basel III, will be phased out at 10 percent per annum, starting in 2013.

The Group's capital positions in accordance with the principles of Basel II as at December 31, 2012 and the principles of Basel III December 31, 2013 were as follows:

	Million Baht
	<b>Dec 31, 12</b>
Tier 1 capital	205,811
Tier 2 capital	75,364
<b>Total capital</b>	<b>281,175</b>
	<b>Dec 31, 13</b>
Tier 1 capital	276,678
Common Equity Tier 1 Capital	276,562
Additional Tier 1 Capital	116
Tier 2 capital	48,349
<b>Total capital</b>	<b>325,027</b>

Capital adequacy risk factors cover the type, quantity and quality of the Bank's risk assets as well as the Bank's earnings' capacity. In times of severe economic and financial difficulties, the quality of the Bank's assets, including its investments, may deteriorate. The value of the Bank's assets and/or investments and/or collateral may



also decline, thereby increasing the Bank's risk weighted assets. As a consequence, the Bank's earnings may also be affected, resulting in a reduction of capital and leading to a corresponding decline in its capital adequacy ratio.

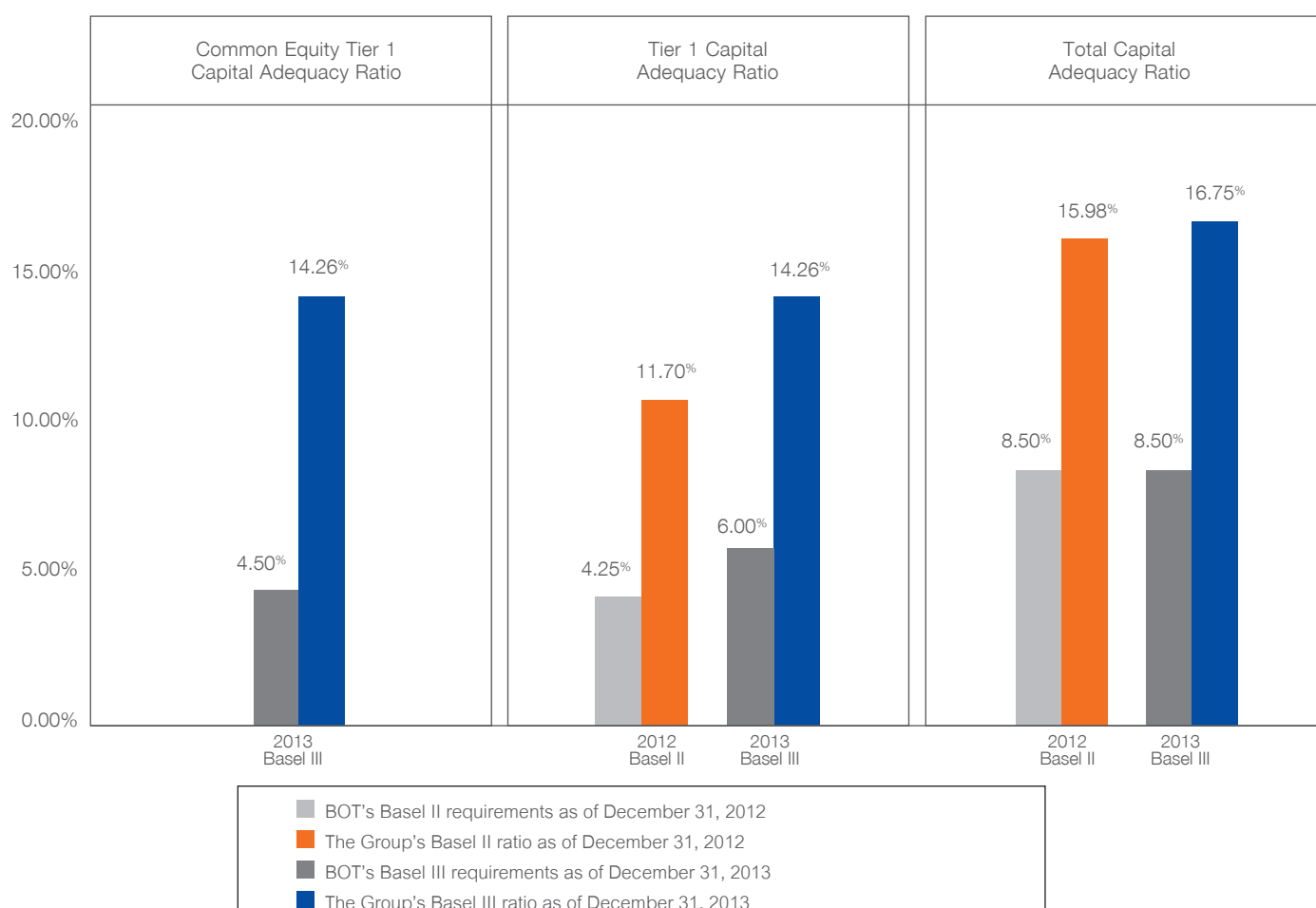
The objective of the Bank's capital management policy is to maintain an adequate level of capital to support growth strategies within an acceptable risk framework, as well as to meet regulatory requirements and market expectations.

In compliance with the Bank of Thailand's supervisory review process guidelines under Basel II-Pillar 2, the Bank's capital management process assesses the overall risk and capital adequacy under the Internal Capital Adequacy Assessment Process (ICAAP). The process covers assessments of all substantial risks to the Bank's operations under projected normal and stressed

scenarios, so that the Bank can effectively manage its risks while ascertaining and ensuring that it has a sound capital base in line with its risk profile.

The Standardized Approach (SA) is currently used to measure credit risk, market risk and operational risk for computing regulatory capital requirements under Pillar I. The change from Basel II to Basel III, starting January 2013, has not significantly affected the calculation of capital adequacy.

As at December 31, 2012, the Group's Tier 1 capital adequacy ratio and its Total capital adequacy ratio were 11.70 percent and 15.98 percent, respectively. Such ratios exceeded the Bank of Thailand's Basel II minimum requirements: a Tier 1 capital adequacy ratio of no less than 4.25 percent, and a Total capital adequacy ratio of no less than 8.50 percent.



As at December 31, 2013, the Group's Common Equity Tier 1 capital adequacy ratio and its Tier 1 capital adequacy ratio were equal at 14.26 percent, and its Total capital adequacy ratio was 16.75 percent. Such ratios exceeded the Bank of Thailand's Basel III minimum requirements: a Common Equity Tier 1 capital adequacy ratio of no less than 4.5 percent, a Tier 1 capital adequacy ratio of no less than 6.0 percent, and a Total capital adequacy ratio of no less than 8.5 percent.

The aforementioned minimum ratio does not include the Capital Conservation Buffer whereby the Bank of Thailand will phase in an additional capital ratio of more than 0.625 percent per annum, beginning in 2016 until completion of the increment at more than 2.5 percent in 2019.

## 8) CREDIT CONCENTRATION RISK

Credit concentration risk is the risk from the Bank making lending, investment and other contractual commitments to any borrower or any sector at very high volumes. If losses occur, this will affect the status and operations of the Bank.

The Bank manages credit concentration risk by controlling its large borrower concentration and industry concentration. Large borrower concentration is controlled by limiting the lending, investment and other contractual commitments to any one borrower or any one project to no more than 25 percent of the Bank's total capital. The Bank also sets a limit on the total sum of lending, investment and other contractual commitments to any group of borrowers that exceeds 10 percent of the Bank's total capital to three times the total capital. These two limits are required by the Bank of Thailand.

To control industry concentration, the Bank determines the lending limit to any industry sector at an acceptable level to limit damages to the Bank's capital in the event of a serious incident with major implications on certain sectors.

As at December 31, 2013, groups of borrowers with exposure exceeding 10 percent of the Bank's capital had a combined exposure lower than the regulations mentioned above. By sector, the Group's lending to manufacturing and commercial was the highest, at 48.1 percent of total lending. The next highest was utilities and services, at 16.5 percent, followed by housing at 9.7 percent. Although the Bank's lending to the manufacturing and commercial sectors is considered high as a proportion of total lending, it is well diversified among various subsectors. Moreover, the Bank regularly monitors its lending portfolio in order to maintain an appropriate level of diversification.

## Management Discussion and Analysis

### OVERALL PICTURE OF THE BANK AND ITS SUBSIDIARIES

Bangkok Bank and its subsidiaries reported a net profit for 2013 of Baht 35.906 billion, an increase of Baht 4.059 billion or 12.7 percent from 2012. Total operating income amounted to Baht 91.457 billion, an increase of Baht 6.046 billion or 7.1 percent, due to an increase of Baht 927 million from net interest income, an increase of Baht 5.119 billion from non-interest income. Operating expenses increased by Baht 801 million.

Net fees and service income for 2013 totaled Baht 21.239 billion, an increase of Baht 2.115 billion or 11.1 percent, in line with the Bank's strategy of increasing fee income, causing the ratio of net fees and service income to operating income for 2013 to increase to 23.2 percent from 22.4 percent in 2012. Gains on investments were Baht 2.489 billion, an increase of Baht 1.349 billion from 2012.

In 2013, operating expenses of the Bank and its subsidiaries amounted to Baht 37.947 billion, an increase of Baht 801 million or 2.2 percent from 2012, which the Bank continued to invest in many areas, including its branch network, human resources and systems. Operating expenses mainly consisted of personnel expenses of Baht 20.821 billion and premises and equipment expenses of Baht 8.913 billion.

Lending continued to grow for all customer segments – Corporate, SME, Consumer and International – benefiting from the Bank's ability to stay close to its customers, allowing it to understand their needs and support

# 12.7%

Bangkok Bank and its subsidiaries reported a net profit for 2013 of Baht 35.906 billion, an increase of 12.7% from 2012

	Million Baht			
	2013	2012 (Restated)	Change Amount	%
Profit before provision and tax	53,510	48,264	5,246	10.9
Operating profit before tax	44,917	41,016	3,901	9.5
Net profit *	35,906	31,847	4,059	12.7
Earnings per share (Baht)	18.81	16.68	2.13	12.7
Net interest income	55,879	54,952	927	1.7
Net interest margin	2.36%	2.55%		(0.19)
Net fees and service income to operating income ratio	23.2%	22.4%		0.8
Expenses to operating income ratio	41.5%	43.5%		(2.0)
Return on average assets *	1.45%	1.41%		0.04
Return on average equity *	12.62%	12.35%		0.27

\* Attributable to the Bank

	Million Baht			
	December 2013	December 2012	Change Amount	%
Loans *	1,752,667	1,604,391	148,276	9.2
Deposits	1,935,272	1,834,654	100,618	5.5
Loan to deposit ratio	90.6%	87.4%		3.2
Non-performing loans (NPLs)	43,228	42,325	903	2.1
Ratio of NPLs to total loans	2.2%	2.3%		(0.1)

\* Less deferred revenue





them appropriately. At the end of December 2013, total lending was Baht 1,752.667 billion, an increase of Baht 148.276 billion or 9.2 percent from the end of 2012.

The Bank continued to be disciplined in setting aside provisioning expenses on loan and debt securities in order to prepare for future uncertainties. Provisioning expenses for 2013 were Baht 8.593 billion, the ratio of loan loss reserves to NPLs stood at 214.2 percent.

In terms of liquidity, at the end of December 2013, deposits were Baht 1,935.272 billion, an increase of Baht 100.618 billion or 5.5 percent from the end of 2012. Since loan growth was higher than deposit growth, the loan-to-deposit ratio increased from 87.4 percent at the end of 2012 to 90.6 percent at the end of 2013.

Shareholders' equity as of December 31, 2013 was Baht 295.936 billion, equivalent to 11.4 percent of total assets. Book value per share was Baht 155.03, an increase of

### Operating Income and Expenses

Million Baht

	2013	2012 (Restated)	Change Amount	%
Net interest income	55,879	54,952	927	1.7
Non-interest income	35,578	30,459	5,119	16.8
Operating expenses	37,947	37,146	801	2.2
Impairment loss of loans and debt securities	8,593	7,248	1,345	18.6
Operating profit before tax	44,917	41,016	3,901	9.5
Income tax expenses	8,882	9,100	(218)	(2.4)
Net profit	36,035	31,916	4,119	12.9
Net profit *	35,906	31,847	4,059	12.7
Total comprehensive income *	36,315	39,405	(3,090)	(7.8)

\* Attributable to the Bank

Baht 12.53 from 2012. Higher net profit lifted basic earnings per share for 2013 to Baht 18.81, an increase of 12.7 percent from 2012. There were two dividend payments during 2013 totaling Baht 12.407 billion, consisting of the final dividend payment for 2012 performance of Baht 4.50 per share and the interim dividend payment for the operating results of January – June 2013 of Baht 2.00 per share.

Net profit for 2013 amounted to Baht 35.906 billion, an increase of Baht 4.059 billion or 12.7 percent from 2012. Significantly higher items included net fees and service income and gains on investments. With the inclusion of other comprehensive income (losses), the Bank and its subsidiaries in 2013 had total comprehensive income of Baht 36.315 billion, a decrease of Baht 3.090 billion or 7.8 percent from 2012 due to a reduction in revaluation gains on available-for-sale investments.

### Net Interest Income

In 2013, net interest income of the Bank and its subsidiaries amounted to Baht 55.879 billion, an increase of Baht 927 million from 2012. Interest income increased by Baht 5.145 billion to Baht 100.405 billion, while interest income from loans increased by Baht 3.829 billion, predominantly from businesses. Interest income from interbank and money market items increased by Baht 691 million due to the increase in business volume. Interest expenses rose by Baht 4.218 billion or 10.5 percent, due mainly to an increase of

### Net Interest Income

Million Baht

	2013	2012	Change Amount	%
<b>Interest income</b>				
Loans	82,108	78,279	3,829	4.9
Interbank and money market items	8,531	7,840	691	8.8
Investments and trading transactions	485	592	(107)	(18.1)
Investments in debt securities	9,281	8,549	732	8.6
<b>Total interest income</b>	<b>100,405</b>	<b>95,260</b>	<b>5,145</b>	<b>5.4</b>
<b>Interest expenses</b>				
Deposits	29,597	25,909	3,688	14.2
Interbank and money market items	1,589	2,370	(781)	(33.0)
Contributions to the Deposit Protection Agency	7,882	7,308	574	7.9
Debt issued and borrowings	5,458	4,721	737	15.6
<b>Total interest expenses</b>	<b>44,526</b>	<b>40,308</b>	<b>4,218</b>	<b>10.5</b>
<b>Net interest income</b>	<b>55,879</b>	<b>54,952</b>	<b>927</b>	<b>1.7</b>
Net interest margin	2.36%	2.55%		(0.19)

Bangkok Bank Interest Rates	Feb 21, 12	Oct 22, 12	Oct 29, 12	Nov 28, 12	Jan 7, 13	Feb 1, 13	Dec 2, 13
<b>Loans (%)</b>							
MOR	7.375	7.25	7.375	7.375	7.375	7.375	7.375
MRR	7.875	7.75	7.75	7.75	7.75	8.00	7.75
MLR	7.125	7.00	7.00	7.00	7.00	7.00	6.875
<b>Deposits (%)</b>							
Savings	0.75	0.75	0.75	0.75	0.75	0.75	0.625
Fixed 3 months	2.00 - 2.25	1.875 - 2.00	1.875 - 2.00	1.75 - 2.00	1.625 - 2.00	1.625 - 2.00	1.625 - 1.75
Fixed 6 months	2.375 - 2.625	2.125	2.125 - 2.25	2.00 - 2.25	2.00 - 2.25	2.00 - 2.25	1.875 - 2.00
Fixed 12 months	2.75 - 3.00	2.50	2.50 - 2.75	2.505	2.375 - 2.50	2.375 - 2.50	2.25
	Jul 13, 11	Aug 24, 11	Nov 30, 11	Jan 25, 12	Oct 17, 12	May 29, 13	Nov 27, 13
<b>Bank of Thailand Policy Rates (%)</b>	3.25	3.50	3.25	3.00	2.75	2.50	2.25

## Non-Interest Income

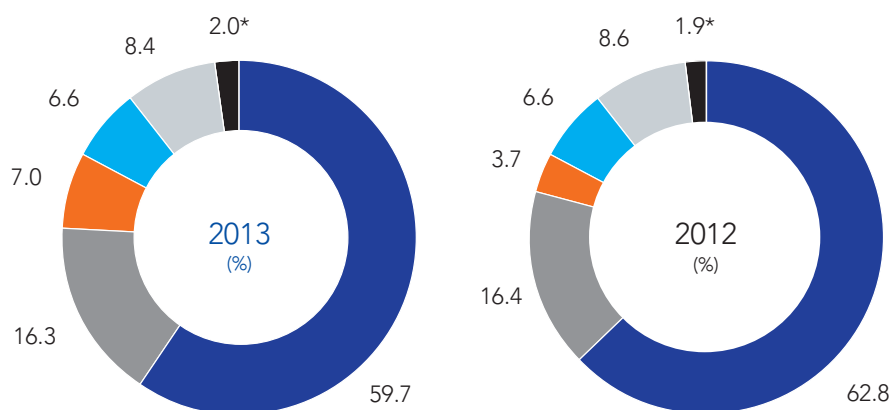
Million Baht

	2013	2012 (Restated)	Change Amount	%
Fees and service income	28,393	25,625	2,768	10.8
Less fees and service expenses	7,154	6,501	653	10.0
Net fees and service income	21,239	19,124	2,115	11.1
Gains on tradings and foreign exchange transactions	5,796	5,000	796	15.9
Gains on investment	2,489	1,140	1,349	118.2
Share of profit from investment for using equity method	162	83	79	95.7
Gains on disposal of assets	2,360	2,019	341	16.9
Dividend income	2,968	2,597	371	14.3
Other operating income	564	496	68	13.7
Total other operating income	14,339	11,335	3,004	26.5
Total non-interest income	35,578	30,459	5,119	16.8

Baht 3.688 billion or 14.2 percent due to the increase in deposit volume. Interest expenses from interbank and money market items decreased by Baht 781 million or 33.0 percent, due mainly to lower average interest rates. In 2013 net interest margin stood at 2.36 percent, a decline from 2.55 percent in 2012 due partly to a decrease in yield on loans, caused by market interest rates, and due partly to an increase in deposit costs caused by competition and the issuance of long-term debt.

## Non-Interest Income

In 2013, non-interest income of the Bank and its subsidiaries amounted to Baht 35.578 billion, an increase of Baht 5.119 billion or 16.8 percent from 2012. Net fees and service income in 2013 totaled Baht 21.239 billion, an increase of Baht 2.115 billion or 11.1 percent from 2012, caused by an increase in total fees income of Baht 2.768 billion, due mainly to fees and service income from most of the Bank's core businesses: credit cards, mutual funds and securities business. Fees and service expenses rose by Baht 653 million in line with rising business volume, increasing the ratio of net fees and service income to operating income to 23.2 percent.



\* Share of profit from investment for using equity method and other operating income



Total other operating income in 2013 totaled Baht 14.339 billion, an increase of Baht 3.004 billion or 26.5 percent from 2012. The increase in other operating income was primarily the result of an increase in gains on sale of available-for-sale investments, gains on tradings and foreign exchange transactions, and dividend income.

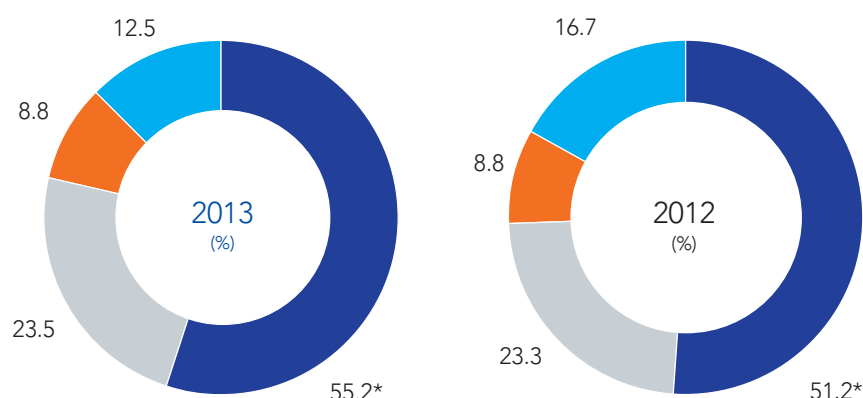
### Operating Expenses

In 2013, operating expenses of the Bank and its subsidiaries amounted to Baht 37.947 billion, an increase of Baht 801 million from 2012. Significant items included personnel expenses of Baht 20.821 billion, an increase of Baht 1.924 billion, due to special allowances paid to staff, annual pay increases and an increase in the number of employees. Premises and equipment expenses amounted to Baht 8.913 billion, an increase of Baht 232 million due to branch expansion. Other expenses amounted to Baht 4.754 billion, a decrease of Baht 1.442 billion, mostly from the reversal of the entire provisions for probable loss arising from the impaired assets transferred to Thai Asset Management Corporation (TAMC), due to TAMC having concluded its performance and informed the allocation of profit to the Bank.

### Operating Expenses

Million Baht

	2013	2012 (Restated)	Change Amount	%
Personnel expenses	20,821	18,897	1,924	10.2
Directors' remuneration	140	112	28	25.3
Premises and equipment expenses	8,913	8,681	232	2.7
Taxes and duties	3,319	3,260	59	1.8
Other expenses	4,754	6,196	(1,442)	(23.3)
<b>Total operating expenses</b>	<b>37,947</b>	<b>37,146</b>	<b>801</b>	<b>2.2</b>



\* Included directors' remuneration

### Impairment Loss of Loans and Debt Securities

Million Baht

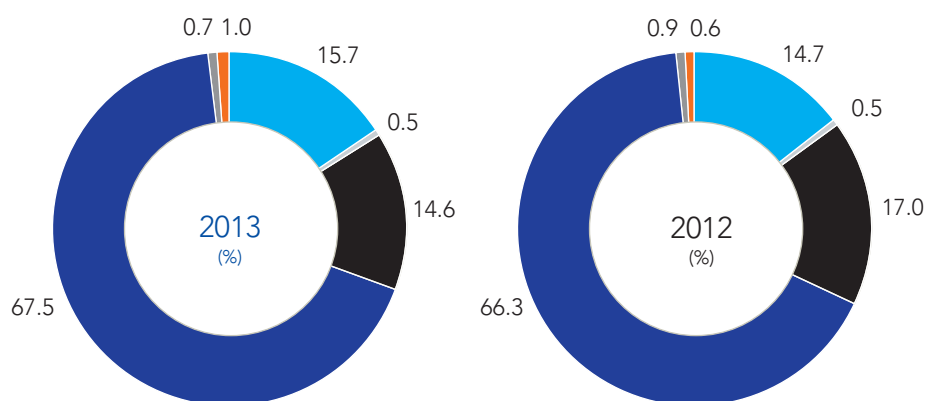
	2013	2012	Change Amount	%
Bad debt and doubtful accounts	7,672	7,218	454	6.3
Loss on debt restructuring	421	30	391	1,303.3
Loss on diminution in value of investment	500	-	500	100.0
<b>Total</b>	<b>8,593</b>	<b>7,248</b>	<b>1,345</b>	<b>18.6</b>

## Assets

Million Baht

	December 2013	December 2012 (Restated)	Change Amount	%
Net interbank and money market items	407,632	354,988	52,644	14.8
Derivatives assets	13,770	11,163	2,607	23.4
Net investments	377,413	412,418	(35,005)	(8.5)
Net investments in subsidiaries and associates	910	779	131	16.8
Loans *	1,752,667	1,604,391	148,276	9.2
Net properties for sale	18,901	21,262	(2,361)	(11.1)
Others	25,214	15,739	9,475	60.2
<b>Total assets</b>	<b>2,596,507</b>	<b>2,420,740</b>	<b>175,767</b>	<b>7.3</b>

\* Less deferred revenue



## FINANCIAL POSITION

## Assets

Total assets of the Bank and its subsidiaries as of December 31, 2013 amounted to Baht 2,596.507 billion, an increase of Baht 175.767 billion or 7.3 percent from December 31, 2012. Significant items included loans, which amounted to Baht 1,752.667 billion, an increase of Baht 148.276 billion or 9.2 percent due to growth in every customer segment – Corporate, SME, Consumer and International. Net interbank and money market items amounted to Baht 407.632 billion, an increase of Baht 52.644 billion or 14.8 percent, due mainly to an increase in securities purchased with resale agreement. Net investments amounted to Baht 377.413 billion, a decrease of Baht 35.005 billion or 8.5 percent, in accordance with the Bank's liquidity management.

Net properties for sale of the Bank and its subsidiaries as of December 31, 2013 totaled Baht 18.901 billion, (net of allowance for impairment losses of Baht 8.431 billion), a decrease of Baht 2.361 billion or 11.1 percent from December 31, 2012. The sale of properties for sale in 2013 amounted to Baht 3.859 billion while the transfer of additional assets from debtors amounted to Baht 1.049 billion.

## Loans

As of December 31, 2013, total loans of the Bank and its subsidiaries amounted to Baht 1,752.667 billion, an increase of Baht 148.276 billion or 9.2 percent from December 31, 2012. The increase in loans occurred across every customer segment – Corporate, SME, Consumer and International.

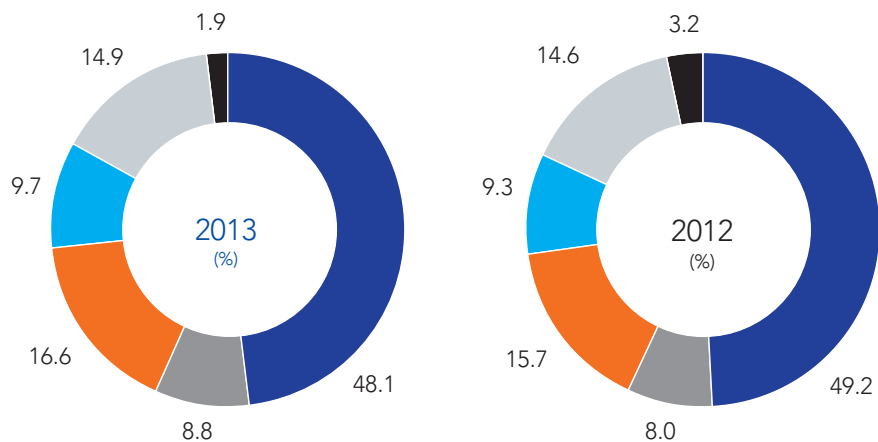
The highest portion of loans extended by the Bank and its subsidiaries was to a range of industries in the manufacturing and commercial sectors, at 48.1 percent, followed by 16.6 percent to utilities and services, 9.7 percent to housing, and 8.8 percent to real estate and construction. The main increases in loans from the end of 2012 were to commercial and utilities.

## Loans by Business Type \*

Million Baht

	December 2013	December 2012 (Restated)	Change Amount	%
— Agriculture and mining	33,915	51,588	(17,673)	(34.3)
— Manufacturing and commercial	843,293	788,623	54,670	6.9
— Real estate and construction	153,417	127,976	25,441	19.9
— Utilities and services	290,044	252,049	37,995	15.1
— Housing	170,256	149,506	20,750	13.9
— Others	261,742	234,649	27,093	11.5
<b>Total loans by business type</b>	<b>1,752,667</b>	<b>1,604,391</b>	<b>148,276</b>	<b>9.2</b>

\* Less deferred revenue



## Quality of Loans

Million Baht

	Loans & Accrued Interest Receivable*		Allowance for Doubtful Accounts Classified to the Bank of Thailand Criteria	
	December 2013	December 2012	December 2013	December 2012
Normal	1,678,314	1,537,152	12,384	11,416
Special mentioned	35,661	29,232	492	481
Substandard	6,058	3,810	965	786
Doubtful	5,937	6,401	2,219	2,147
Doubtful of loss	31,269	32,131	17,031	18,161
<b>Total</b>	<b>1,757,239</b>	<b>1,608,726</b>	<b>33,091</b>	<b>32,991</b>
<u>Plus</u> excess allowance for doubtful accounts			56,606	51,592
<b>Total allowance for doubtful accounts from loan classification</b>			<b>89,697</b>	<b>84,583</b>
<u>Plus</u> revaluation allowance for debt restructuring			2,886	3,005
<b>Total allowance for doubtful accounts</b>			<b>92,583</b>	<b>87,588</b>

\* Less deferred revenue



### Quality of Loans

Non-performing loans (NPLs) of the Bank and its subsidiaries as of the end of December 2013 were at a satisfactory level, amounting to Baht 43.228 billion, and the ratio of NPLs to total loans was 2.2 percent. For 2013, the Bank's restructured loans amounted to Baht 32.412 billion.

At the end of December 2013, the Bank and its subsidiaries set aside total allowances for doubtful accounts of Baht 92.583 billion, up by 5.7 percent from Baht 87.588 billion at the end of 2012. The total allowance for doubtful accounts exceeded the minimum provisioning required by the Bank of Thailand (BOT) by Baht 56.606 billion and was equivalent to 157.3 percent of the minimum required provisioning in recognition of the possibility of future economic downturn. The ratio of loan loss reserves to NPLs at the end of December 2013 was 214.2 percent.

### Net Investments

As of December 31, 2013, the investment portfolio of the Bank and its subsidiaries amounted to Baht 377.413 billion, a decrease of Baht 35.005 billion or 8.5 percent from the end of December 2012.

Based on classifications by investment holding, as of December 31, 2013, the largest allocation was in the available-for-sale portfolio, accounting for 80.4 percent of the portfolio, while investments in held-to-maturity securities constituted 11.9 percent of the portfolio. Investments in general investments and trading securities accounted for 5.6 percent and 2.1 percent of the portfolio, respectively.

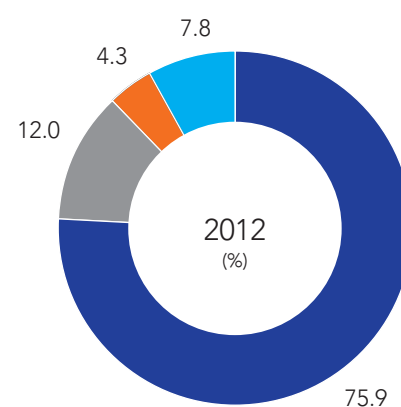
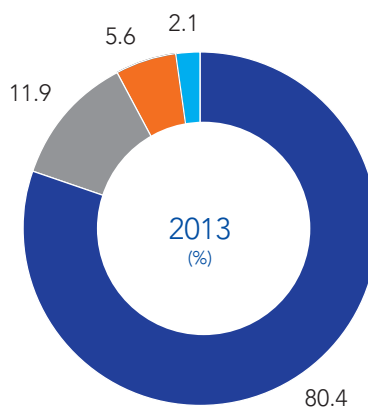
Million Baht

	December 2013	December 2012	Change Amount	%
NPLs before allowance for doubtful accounts	43,228	42,325	903	2.1
NPLs as percentage of total loans	2.2%	2.3%		(0.1)
Net NPLs after allowance for doubtful accounts	12,485	10,478	2,007	19.2
Net NPLs as percentage of net total loans	0.6%	0.6%		-
Ratio of loan loss reserves to NPLs	214.2%	206.9%		7.3

### Investment by Investment Holding

Million Baht

	December 2013	December 2012	Change Amount	%
Trading securities	7,927	32,393	(24,466)	(75.5)
Available-for-sale securities	303,617	312,853	(9,236)	(3.0)
Held-to-maturity debt securities	44,854	49,324	(4,470)	(9.1)
General investments	21,015	17,848	3,167	17.7
Total net investments	377,413	412,418	(35,005)	(8.5)



Most of the investments of the Bank and its subsidiaries were in government and state-enterprise securities, which as of December 31, 2013 amounted to Baht 262.826 billion, accounting for 69.6 percent of total investments. Foreign debt securities amounted to Baht 31.272 billion, private enterprise debt securities amounted to Baht 8.140 billion, and equity securities amounted to Baht 73.339 billion.

The remaining terms of the investments (including net investments in subsidiaries and associates) as of December 31, 2013 were as follows: Securities with less than one year to maturity amounted to Baht 62.226 billion, a decrease of Baht 35.269 billion from the end of 2012; securities with between one-to-five years to maturity totaled Baht 212.830 billion, an increase of Baht 13.768 billion; securities with a maturity profile of more than five years totaled Baht 29.281 billion, a decrease of Baht 16.266 billion; and securities with no maturity totaled Baht 73.986 billion, an increase of Baht 2.893 billion.

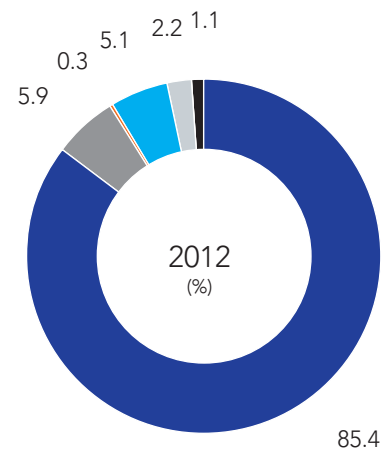
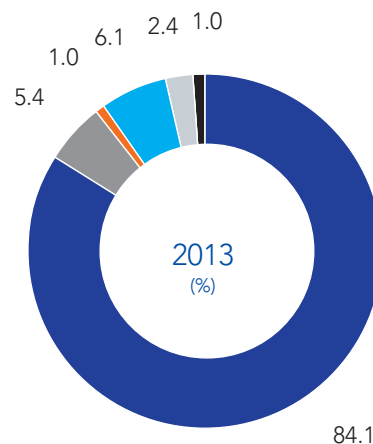
### Liabilities

Total liabilities of the Bank and its subsidiaries as of the end of December 2013 amounted to Baht 2,300.455 billion, an increase of Baht 151.812 billion from the end of December 2012. The primary source of funds for the Bank and its subsidiaries remains deposits. At the end of December 2013, the ratio of deposits to total liabilities stood at 84.1 percent and the ratio of debt issued and borrowings stood at 6.1 percent. The ratio of loans to deposit ratio rose from 87.4 percent at the end of December 2012 to 90.6 percent at the end of December 2013 due to the loan growth rate being higher than the deposit growth rate.

### Liabilities

Million Baht

	December 2013	December 2012 (Restated)	Change Amount	%
Deposits	1,935,272	1,834,654	100,618	5.5
Net interbank and money market items	124,296	127,088	(2,792)	(2.2)
Derivatives liabilities	21,711	7,142	14,569	204.0
Debt issued and borrowings	140,147	108,758	31,389	28.9
Other liabilities	54,572	47,527	7,045	14.8
Others	24,457	23,474	983	4.2
<b>Total liabilities</b>	<b>2,300,455</b>	<b>2,148,643</b>	<b>151,812</b>	<b>7.1</b>



### Deposits

Total deposits of the Bank and its subsidiaries as of December 31, 2013 amounted to Baht 1,935.272 billion, an increase of Baht 100.618 billion or 5.5 percent from the end of 2012, mostly from fixed deposits, which increased by 7.1 percent.

**Deposits Classified by Product Type**

Million Baht

	December 2013		December 2012		Change	
	Amount	Portion (%)	Amount	Portion (%)	Amount	%
Demand	81,257	4.2	76,528	4.2	4,729	6.2
Savings	733,848	37.9	712,243	38.8	21,605	3.0
Fixed	1,118,078	57.8	1,043,737	56.9	74,341	7.1
Negotiable certificates of deposit	2,089	0.1	2,146	0.1	(57)	(2.7)
<b>Total</b>	<b>1,935,272</b>	<b>100.0</b>	<b>1,834,654</b>	<b>100.0</b>	<b>100,618</b>	<b>5.5</b>

**Debt Issued and Borrowings Classified by Type of Instruments**

Million Baht

	December 2013		December 2012		Change	
	Amount	Portion (%)	Amount	Portion (%)	Amount	%
Senior unsecured notes	111,034	75.6	73,471	63.6	37,563	51.1
Unsecured subordinated notes	34,759	23.7	33,777	29.2	982	2.9
Bills of exchange	882	0.6	8,053	7.0	(7,171)	(89.0)
Others	138	0.1	222	0.2	(84)	(37.8)
<b>Total (before less discount on borrowings)</b>	<b>146,813</b>	<b>100.0</b>	<b>115,523</b>	<b>100.0</b>	<b>31,290</b>	<b>27.1</b>
<u>Less</u> discount on borrowings	6,666		6,765		(99)	(1.5)
<b>Total</b>	<b>140,147</b>		<b>108,758</b>		<b>31,389</b>	<b>28.9</b>

**Debt Issued and Borrowings**

Total debt issued and borrowings of the Bank and its subsidiaries as of December 31, 2013 amounted to Baht 140.147 billion, an increase of Baht 31.389 billion or 28.9 percent from the end of 2012. This was mainly due to the additional issuing USD 1.000 billion of senior unsecured notes in the offshore debt capital markets in October 2013.

**Shareholders' Equity**

Shareholders' equity as of December 31, 2013 amounted to Baht 295.936 billion, an increase of Baht 23.911 billion or 8.8 percent from the end of 2012. This was due primarily to the net profit in 2013 of Baht 35.906 billion and the two dividend payments during 2013 totaling Baht 12.407 billion, consisting of the final dividend payment for performance in 2012 of Baht 8.589 billion (Baht 4.50 per share) and the interim dividend payment for the operating results of January – June 2013 of Baht 3.818 billion (Baht 2.00 per share).

At the end of December 2013, the Bank and its subsidiaries had total legal reserves of Baht 18.000 billion, reflecting an increase of Baht 1.000 billion from the end of December 2012, Baht 76.500 billion in general reserves, and unappropriated retained earnings of Baht 86.164 billion.



## Contingent Liabilities

As of December 31, 2013, contingent liabilities of the Bank and its subsidiaries amounted to Baht 466.707 billion, an increase of Baht 35.679 billion or 8.3 percent from the end of 2012. This was due to an increase in other guarantees and unused bank overdrafts.

## Changes in Cash Flow

Cash and cash-equivalent items, as indicated in the cash flow statement of the Bank and its subsidiaries as of December 31, 2013, totaled Baht 57.169 billion, a net increase of Baht 9.255 billion from the end of 2012. Details of the changes are as follows.

In 2013, net cash used for operations totaled Baht 37.005 billion, which included cash flow from operating profit of Baht 49.805 billion, while operating liabilities increased by Baht 114.919 billion, largely due to an increase of Baht 100.618 billion in deposits, an increase of Baht 22.688 billion in other liabilities, and a decrease in short-term borrowings of Baht 7.172 billion. Cash flow on the increase in operating assets for 2013 rose by Baht 201.729 billion, predominantly due to increases of Baht 152.628 billion in lending and Baht 50.780 billion in interbank and money market assets.

## Contingent Liabilities

Million Baht

	December 2013	December 2012	Change Amount	%
Avals to bills	6,666	4,157	2,509	60.4
Guarantees of loans	10,413	10,297	116	1.1
Liability under unmatured import bills	16,428	16,750	(322)	(1.9)
Letters of credits	37,675	36,656	1,019	2.8
Other commitments				
Amount of unused bank overdrafts	173,554	163,635	9,919	6.1
Other guarantees	211,221	187,646	23,575	12.6
Others	10,750	11,887	(1,137)	(9.6)
<b>Total</b>	<b>466,707</b>	<b>431,028</b>	<b>35,679</b>	<b>8.3</b>

Net cash flow from investing activities totaled Baht 27.670 billion. The Bank and its subsidiaries earned cash flow from sale of securities and the maturing of debt securities of Baht 407.589 billion. Cash used for investments in securities and debt securities increased by Baht 377.819 billion, and investments in land, buildings, equipment and leasehold property rose by Baht 2.248 billion.

Net cash flow from financing activities amounted to Baht 18.503 billion, mainly from the issuance of senior unsecured notes of Baht 31.068 billion and dividend payments of Baht 12.407 billion.

## Capital Adequacy Ratio to Risk Assets

The Bank of Thailand announced Basel III Capital Adequacy regulations, effective from January 1, 2013. The key difference from Basel II is that Basel III adds the common equity Tier 1 capital adequacy ratio to the Tier 1 capital structure and adjusts the composition of capital reserves, which has a positive impact on the Bank's Tier 1 capital adequacy ratio. As of December 31, 2013, the Bank had legal capital reserves under Basel III of Baht 319.747

## The Bank

	Basel III *					Basel II *	
	BOT's notification	Dec 31, 13	Sep 30, 13	Jun 30, 13	Mar 31, 13	BOT's notification	Dec 31, 12
Total capital	8.50%	16.92%	17.61%	16.43%	16.74%	8.50%	16.21%
Tier 1 capital	6.00%	14.40%	15.01%	13.86%	14.05%	4.25%	11.86%
Common equity Tier 1 capital	4.50%	14.40%	15.01%	13.86%	14.05%	-	-

\* Not including the net profit in each half-year period as the BOT requires that the net profit from the first half-year period must be included in the reserves after approval by the Board of Directors in accordance with the Bank's Articles of Association; and that the net profit from the second half-year period be included in the reserves after approval by a General Shareholders' Meeting. In the event of net loss, the loss must be deducted from the capital reserves immediately.

billion, and common equity Tier 1 capital of Baht 272.156 billion, equal to the amount of Tier 1 capital. The Bank's total capital adequacy ratio was 16.92 percent while the common equity Tier 1 ratio and the Tier 1 capital ratio were 14.40 percent. With the inclusion of net profit for the second half of 2013, the total capital adequacy ratio, the common equity Tier 1 ratio and the Tier 1 capital ratio would be 17.75 percent, 15.23 percent and 15.23 percent, respectively.

### The Bank

Million Baht

	December 2013 (Basel III) *	December 2012 (Basel II) *
Total capital	319,747	278,884
Tier 1 capital	272,156	203,928
Common equity Tier 1 capital	272,156	-
Tier 2 capital	47,591	74,956

\* Not including the net profit in each half-year period as the BOT requires that the net profit from the first half-year period must be included in the reserves after approval by the Board of Directors in accordance with the Bank's Articles of Association; and that the net profit from the second half-year period be included in the reserves after approval by a General Shareholders' Meeting. In the event of net loss, the loss must be deducted from the capital reserves immediately.

### Consolidated

Million Baht

	December 2013 (Basel III) *			December 2012 (Basel II) *		
	BOT's notification	Ratio	Capital	BOT's notification	Ratio	Capital
Total capital	8.50%	16.75%	325,027	8.50%	15.98%	281,175
Tier 1 capital	6.00%	14.26%	276,678	4.25%	11.70%	205,811
Common equity Tier 1 capital	4.50%	14.26%	276,562	-	-	-
Tier 2 capital	-	2.49%	48,349	-	4.28%	75,364

\* Not including the net profit in each half-year period as the BOT requires that the net profit from the first half-year period must be included in the reserves after approval by the Board of Directors in accordance with the Bank's Articles of Association; and that the net profit from the second half-year period be included in the reserves after approval by a General Shareholders' Meeting. In the event of net loss, the loss must be deducted from the capital reserves immediately.

### Liquid Assets

Liquid assets maintained by the Bank and its subsidiaries consisted of cash, interbank and money market items, claims on securities, trading securities and available-for-sale securities. As of December 31, 2013, liquid assets totaled Baht 772.733 billion, an increase of Baht 26.064 billion or 3.5 percent from the end of 2012. Significant changes included an increase of Baht 52.644 billion in interbank and money market items and an increase of Baht 7.118 billion in cash, while trading securities decreased by Baht 24.466 billion and available-for-sale securities decreased by Baht 9.236 billion.

### Liquid Assets

	December 2013	December 2012
Liquid assets (Million Baht)	772,733	746,669
Loan/deposits (%)	90.6	87.4
Liquid assets/total assets (%)	29.8	30.8
Liquid assets/deposits (%)	39.9	40.7
Liquid assets/deposits and short-term borrowings (%)	39.9	40.5

The ratio of liquid assets to deposits and short-term borrowings as of December 31, 2013 stood at 39.9 percent. The ratio of loans to deposits stood at 90.6 percent.

## CREDIT RATINGS

At the end of December, 2013, most credit rating agencies maintained the Bank's credit ratings from the end of 2012, although during September, 2013 Moody's downgraded the Bank's long-term USD subordinated debt rating from Baa1 to Baa3, due to an adjustment in the credit-rating assessment method used for long-term subordinated debt in foreign currencies issued by financial institutions around the world. This change has no impact on other credit ratings of the Bank and our long-term USD subordinated debt is still an investment grade rating. The outlook for the Bank's credit ratings is as follows.

### Credit Rating Agencies \*

	Dec 31, 13	Dec 31, 12
<b>Moody's Investors Service</b>		
Long term - Deposits	Baa1	Baa1
Short term - Debt instruments / deposits	P-2 / P-2	P-2 / P-2
Senior unsecured debt instruments	A3	A3
Subordinated debt instruments **	Baa3	Baa1
Outlook	Stable	Stable
Financial strength (BCA / BFSR)	baa2 / C-	baa2 / C-
Financial strength outlook	Stable	Stable
<b>Standard &amp; Poor's</b>		
Long term - Debt instruments	BBB+	BBB+
- Deposits	BBB+	BBB+
Short term - Debt instruments / deposits	A-2 / A-2	A-2 / A-2
Senior unsecured debt instruments	BBB+	BBB+
Subordinated debt instruments	BBB	BBB
Financial strength (SACP)	bbb	bbb
Support	+1	+1
Outlook	Stable	Stable
ASEAN Regional Ratings (Long term / Short term)	axA+ / axA-1	axA+ / axA-1
<b>Fitch Ratings</b>		
<b>International ratings</b>		
Long term - Debt instruments	BBB+	BBB+
Short term - Debt instruments	F2	F2
Senior unsecured debt instruments	BBB+	BBB+
Subordinated debt instruments	BBB	BBB
Financial strength (Viability)	bbb+	bbb+
Support	2	2
Outlook	Stable	Stable
<b>Domestic ratings</b>		
Long term - Debt instruments	AA	AA
Short term - Debt instruments	F1+	F1+
Subordinated debt instruments	AA-	AA-
Outlook	Stable	Stable

\* Long-term credit ratings classified as investment grade by Moody's Investors Service, Standard & Poor's and Fitch Ratings are Baa3, BBB- and BBB-, or higher, respectively. Short-term credit ratings classified as investment grade by Moody's Investors Service, Standard & Poor's and Fitch Ratings are P-3, A-3 and F3, or higher, respectively.

\*\* Foreign currency subordinated debt instruments



## Appropriation of Profit for the Year 2013

In 2013, the net profit from operations of the Bank amounted to Baht 33,874,260,713.81 and the total profit to be appropriated for 2013 amounted to Baht 89,852,124,246.36. The Board of Directors had appropriated a part of the profit in the first half and paid an interim dividend on September 20, 2013 at the rate of Baht 2.00 per share. The Board of Directors has now passed a resolution to submit to the shareholders' meeting for consideration of the appropriation of profit for 2013 and the payment of the final dividend at the rate of Baht 4.50 per share, details as follows:

<b>Profit to be appropriated</b>			Baht 89,852,124,246.36
Appropriation			
Legal reserve			
For the period January-June 2013	Baht	500,000,000.00	
For the period July-December 2013	Baht	500,000,000.00	Baht 1,000,000,000.00
Other reserve			
For the period January-June 2013	Baht	5,000,000,000.00	Baht 5,000,000,000.00
Dividend on ordinary shares			
1,908,842,894 shares at Baht 2.00 per share	Baht	3,817,685,788.00	
1,908,842,894 shares at Baht 4.50 per share	Baht	8,589,793,023.00	Baht 12,407,478,811.00
Profit remaining after appropriation carried forward			Baht 71,444,645,435.36

If approved by the meeting of shareholders as proposed, the dividend payments made by the Bank for the year 2013 for 1,908,842,894 ordinary shares would be at a total rate of Baht 6.50 per share, totaling Baht 12,407,478,811.00 or about 36.63 percent of the annual net profit. This compares with the dividend paid at the rate of Baht 6.50 per share in 2012, totaling Baht 12,407,478,811.00 or about 39.34 percent of the annual net profit.

## Ten-Year Statistical Summary (Consolidated)

	2013*	2012*	2011*
<b>Operating Results for the Year (Million Baht)</b>			
Operating income	143,138	132,220	116,563
Operating expenses	98,221	91,204	82,073
Profit before provision and tax	53,510	48,264	46,518
Profit before tax	44,917	41,016	34,490
Income tax	8,882	9,100	15,280
Net profit <sup>1</sup>	35,906	31,847	18,897
<b>Financial Position as at 31 December (Million Baht)</b>			
Assets	2,596,507	2,420,740	2,109,042
Cash	53,550	46,432	45,289
Net investments	377,413	412,418	328,068
Loans to customers <sup>2</sup>	1,752,667	1,604,391	1,470,398
Loans to customers (less allowance for doubtful accounts) <sup>2</sup>	1,660,085	1,516,803	1,385,661
Premises and equipment (net)	32,275	33,577	35,240
Deposits	1,935,272	1,834,654	1,587,834
Shareholders' equity <sup>1</sup>	295,936	272,025	245,785
<b>Per Share (Baht)</b>			
Operating income	74.99	69.27	61.06
Profit before tax	23.53	21.49	18.07
Net profit <sup>1</sup>	18.81	16.68	9.90
Dividends <sup>3</sup>	6.50	6.50	6.00
Book value <sup>1</sup>	155.03	142.50	128.76
Number of Bank staff	24,096	22,934	21,503
Number of Bank shareholders	11,571	11,944	12,332
Number of Bank branches	1,174	1,122	1,054

Remarks 1. Attributable to the Bank

2. Less deferred revenue

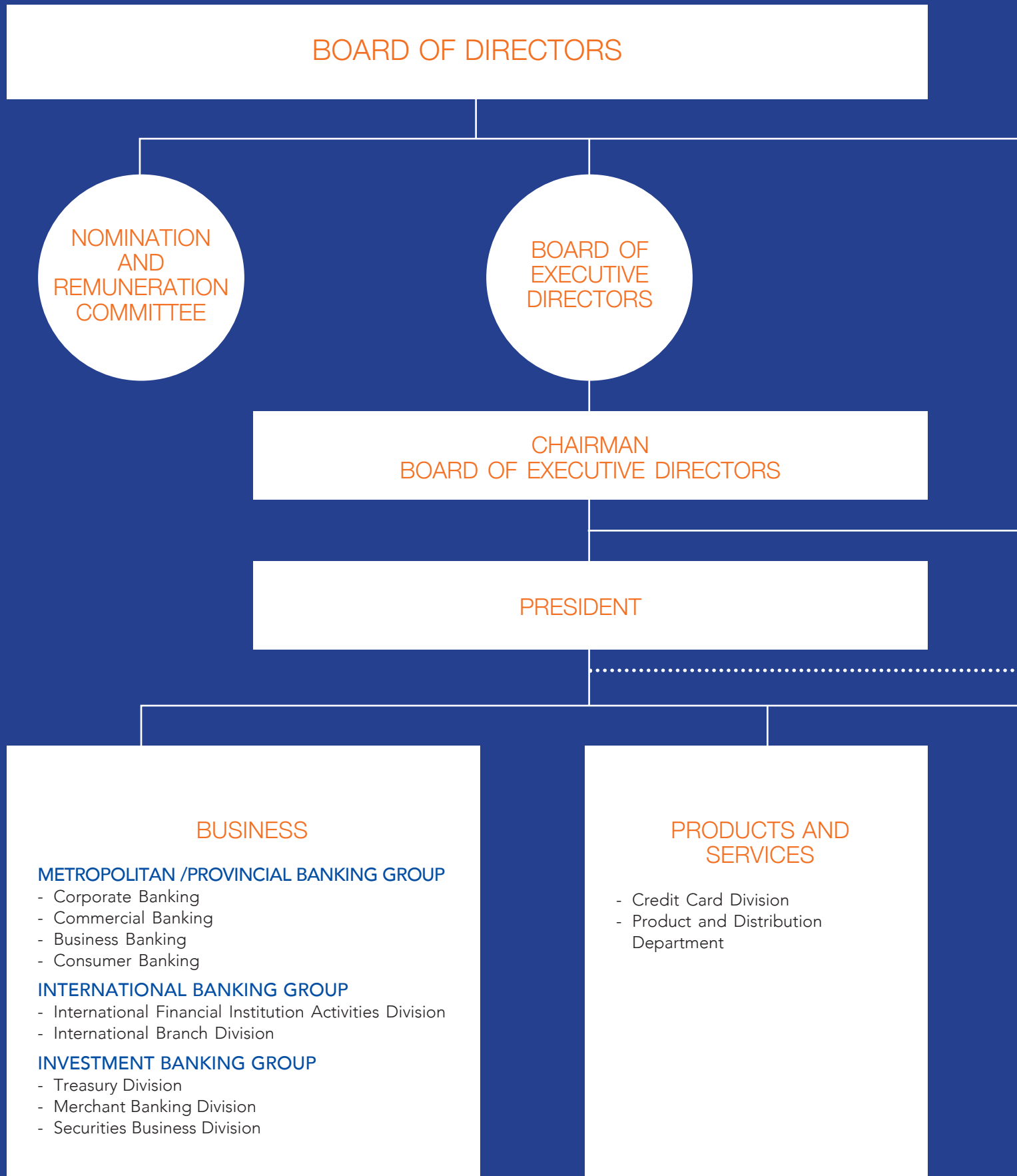
3. Dividends paid from the net profit for the year. The dividends for 2013 include the proposed dividend for the second half of the year of Baht 4.50 per ordinary share pending approval by the annual ordinary meeting of shareholders

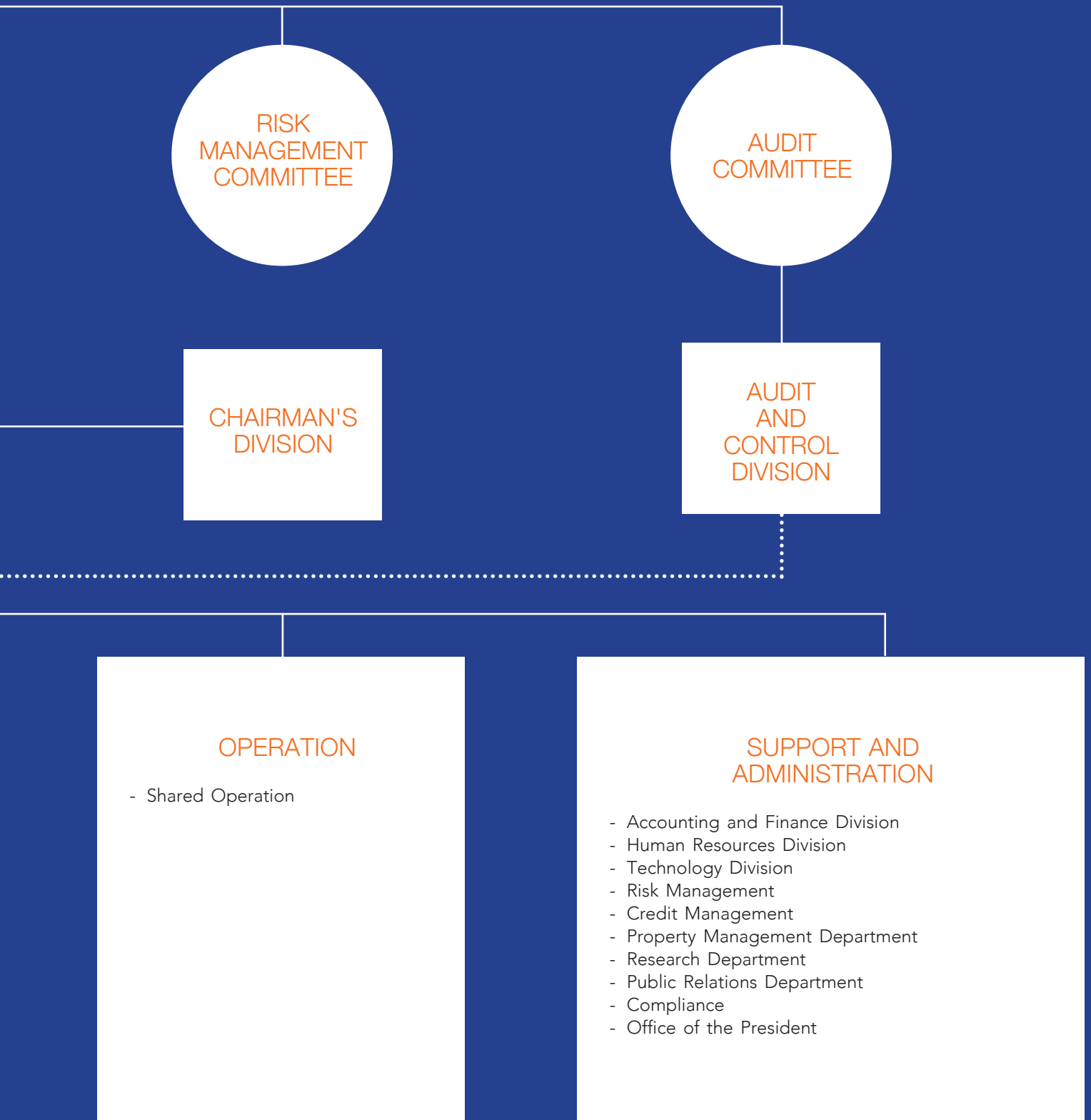
\* The figures for 2011 - 2013 have been prepared according to TAS 12 Income Tax (effective from January 1, 2013)

2010	2009	2008	2007	2006	2005	2004
98,665	92,026	102,188	103,407	103,540	75,045	68,289
62,352	62,944	72,698	74,849	80,349	52,395	50,472
43,880	36,680	36,068	34,137	33,139	27,004	21,990
36,313	29,082	29,490	28,558	23,191	22,650	17,817
11,505	8,393	9,165	9,220	5,216	2,284	141
24,593	20,562	20,243	19,218	17,975	20,367	17,676
1,949,688	1,771,932	1,677,111	1,595,971	1,493,599	1,398,654	1,407,347
40,508	35,780	41,506	35,715	33,115	34,222	30,553
284,407	342,578	253,441	311,680	290,832	305,800	299,066
1,256,123	1,143,287	1,181,217	1,042,074	962,070	911,176	934,434
1,183,670	1,078,143	1,120,866	974,605	890,369	831,290	824,690
36,510	29,504	30,823	30,189	31,293	33,083	29,516
1,394,388	1,360,716	1,322,287	1,277,371	1,228,451	1,163,501	1,195,366
230,572	192,999	174,973	165,979	148,268	139,232	114,966
51.69	48.21	53.53	54.17	54.24	39.32	35.78
19.02	15.24	15.45	14.96	12.15	11.87	9.33
12.88	10.77	10.60	10.07	9.42	10.67	9.26
5.00	4.00	3.00	3.00	2.75	2.00	1.75
120.79	101.11	91.66	86.95	77.67	72.94	60.23
21,229	20,735	21,192	20,074	19,239	18,904	18,791
12,638	13,154	13,401	13,658	14,214	14,868	15,509
1,001	976	915	823	749	710	672



## Organization Chart





## Board of Directors



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- 1 Mr. Chatri Sophonpanich**
  - Chairman of the Board of Directors
- 2 Mr. Kosit Panpiemras**
  - Chairman of the Board of Executive Directors
- 3 Admiral Prachet Siridej**
  - Independent Director
  - Chairman of the Audit Committee
- 4 Mr. Kovit Poshyananda**
  - Independent Director
  - Chairman of the Nomination and Remuneration Committee
- 5 Mr. Singh Tangtatswas**
  - Chairman of the Risk Management Committee
  - Member of the Board of Executive Directors
- 6 Mr. Deja Tulananda**
  - Vice Chairman of the Board of Executive Directors
- 7 Mr. Chartsiri Sophonpanich**
  - Member of the Board of Executive Directors
  - President
- 8 Mr. Piti Sithi-Amnuai**
  - Member of the Board of Directors
- 9 Mr. Amorn Chandarasomboon**
  - Member of the Board of Executive Directors
  - Member of the Nomination and Remuneration Committee
  - Member of the Risk Management Committee
- 10 Mr. Charn Sophonpanich**
  - Member of the Risk Management Committee
- 11 Mr. Kanung Luchai**
  - Independent Director
  - Member of the Audit Committee
- 12 H.S.H. Prince Mongkolchaleam Yugala**
  - Independent Director
  - Member of the Audit Committee
- 13 Mr. Suvarn Thansathit**
  - Member of the Board of Executive Directors
  - Member of the Risk Management Committee
  - Director and Senior Executive Vice President
- 14 Mrs. Gasinee Witoonchart**
  - Independent Director
  - Member of the Audit Committee
- 15 Mr. Phornthep Phornprapha**
  - Independent Director
  - Member of the Nomination and Remuneration Committee
- 16 Mr. Chansak Fuangfu**
  - Director and Senior Executive Vice President
- 17 Mr. Thaweelap Rittapirom**
  - Director and Executive Vice President
- 18 Mr. Apichart Ramyarupa**
  - Corporate Secretary

**1 Mr. Chattri Sopphonpanich**

- Chairman of the Board of Directors

Years of Directorship 51

Age 80

**Educational qualifications**

- Honorary Doctorate of Philosophy Degree in Business Administration, Thammasat University
- Honorary Doctorate Degree in Law, Pepperdine University, USA
- Honorary Doctorate of Philosophy Degree in Business Administration, De La Salle University, the Philippines
- Honorary Doctorate of Philosophy Degree in Business Administration, Siam University
- Diploma of Banking, Institute of Bankers, UK

**IOD Training Program**

- Director Accreditation Program (DAP), Class CP/2005

**Shareholding\*** 16,678,478 shares or 0.87375 %**Family relationship with other directors and members of management**

- Father of Mr. Chartsiri Sopphonpanich - President
- Elder brother of Mr. Charn Sopphonpanich - Director

**Work experience**

- 2005 - Present Chairman, Dusit Thani Public Company Limited
- 1999 - Present Chairman, Bangkok Entertainment Public Company Limited
- 1999 - Present Chairman, Bangkok Bank Public Company Limited
- 1977 - Present Director, Asia Warehouse Company Limited
- 1992 - 1999 Executive Chairman, Bangkok Bank Public Company Limited
- 1980 - 1992 President, Bangkok Bank Public Company Limited

**2 Mr. Kosit Panpiemras**

- Chairman of the Board of Executive Directors

Years of Directorship 6

Age 71

**Educational qualifications**

- Honorary Doctorate of Philosophy Degree in Rural Resource Development, Maejo University
- Honorary Doctorate of Philosophy Degree in Economics Development, National Institute of Development Administration
- Honorary Doctorate of Philosophy Degree in Economics, Sripatum University
- National Defence College, Class 31
- Master's Degree in Economics, University of Maryland, USA
- Bachelor's Degree (Honors) in Political Science (Public Finance), Chulalongkorn University

**IOD Training Program**

- Director Certification Program (DCP), Class 61/2005

**Shareholding\*** None**Family relationship with other directors and members of management** None**Work experience**

- Present Executive Chairman, Bangkok Bank Public Company Limited
- Present Director, Friesland Food Foremost (Thailand) Public Company Limited
- Present Chairman and Executive Director, Thailand Development Research Institute
- Present Member, Policy Board of the Thailand Research Fund
- March 2008 - Present Director, Bangkok Bank Public Company Limited
- September 2009 - January 2011 Chairman, National Innovation Agency
- October 2006 - February 2008 Deputy Prime Minister and Minister, Ministry of Industry
- January 1999 - October 2006 Executive Chairman, Bangkok Bank Public Company Limited
- October - November 1997 Minister, Ministry of Finance
- July 1997 - July 2013 Director, National Economic and Social Development Board
- October - December 1996 Minister, Ministry of Industry
- 1994 - 1996 Member, Board of Executive Directors, Bangkok Bank Public Company Limited
- 1992 - 2006 Executive Director, Padaeng Industry Public Company Limited
- June 1992 Minister, Ministry of Agriculture and Cooperatives
- April - May 1992 Secretary General to the Prime Minister
- 1991 - 1992 Deputy Minister, Ministry of Agriculture and Cooperatives
- 1986 - 1992 Deputy Secretary General, National Economic and Social Development Board
- 1982 - 1986 Assistant Secretary General, National Economic and Social Development Board
- 1981 - 1984 Director, National Rural Development Center, Office of the National Economic and Social Development Board (NESDB)
- 1976 - 1981 Director, Development Studies Division, Office of the National Economic and Social Development Board (NESDB)

\* Inclusive of those shares held by spouse and children who have not yet come of age



### 3 Admiral Prachet Siridej

- Independent Director
- Chairman of the Audit Committee

Years of Directorship 15

Age 78

#### Educational qualifications

- Master's Degree in Economics (Business Economics), Thammasat University
- Bachelor's Degree in Science, Royal Thai Navy Academy School

#### IOD Training Program

- Financial Institutions Governance Program (FGP), Class 1/2010
- Monitoring the System of Internal Control and Risk Management (MIR), Class 6/2009
- Monitoring the Internal Audit Function (MIA), Class 5/2009
- Director Certification Program - Refresher (DCP-Refresher), Class 4/2007
- The Role of Chairman Program (RCP), Class 15/2007
- Improving the Quality of Financial Reporting (QFR), Class 1/2006
- Audit Committee Program (ACP), Class 1/2004
- Director Certification Program (DCP), Class 35/2003

Shareholding\* None

Family relationship with other directors and members of management None

#### Work experience

- 2003 - Present Chairman of the Audit Committee, Bangkok Bank Public Company Limited
- March 1999 - Present Independent Director, Bangkok Bank Public Company Limited
- Present Vice Chairman, General Prem Tinsulanonda Statesman Foundation
- Present Chairman, The Phra Racha Wang Derm Restoration Foundation
- Present Director, Rak Maung Thai Foundation
- 2006 - February 2008 Member, The National Legislative Assembly
- 2002 - 2003 Member of the Nomination Committee, Bangkok Bank Public Company Limited
- 2002 - 2003 Member of the Audit Committee, Bangkok Bank Public Company Limited
- 1996 - 1997 Adviser, Thai Military Bank Public Company Limited
- 1995 - 2000 Senator, Senate
- 1995 - 1996 Director, Thai Oil Public Company Limited
- 1994 - 1996 Director, Petroleum Authority of Thailand
- 1994 - 1996 Director, PTT Exploration and Production Public Company Limited
- 1993 - 1996 Commander-In-Chief, Royal Thai Navy
- 1993 - 1996 Chairman, Port Authority of Thailand
- 1993 - 1996 Director, Thai Military Bank Public Company Limited
- 1993 - 1996 Member, Thai-Malaysian Joint Development Area Committee



### 4 Mr. Kovit Poshyananda

- Independent Director
- Chairman of the Nomination and Remuneration Committee

Years of Directorship 11

Age 78

#### Educational qualifications

- National Defence College, Class 30
- Honorary Doctorate Degree in Economics, Chulalongkorn University
- Master's Degree and Doctorate Degree in Economics, Cornell University, USA
- Bachelor of Arts (Honors), Cambridge University, UK

#### IOD Training Program

- The Role of Chairman Program (RCP), Class 15/2007
- Director Accreditation Program (DAP), Class 2/2003

Shareholding\* None

Family relationship with other directors and members of management None

#### Work experience

- 2004 - Present Chairman of the Nomination and Remuneration Committee, Bangkok Bank Public Company Limited
- April 2003 - Present Independent Director, Bangkok Bank Public Company Limited
- Present Chairman, Sansiri Public Company Limited
- Present Chairman of the Audit Committee and Independent Director, Furugawa Metal (Thailand) Public Company Limited
- Present Chairman of the Audit Committee and Independent Director, Shangri-la Hotel Public Company Limited
- Present Chairman of the Audit Committee and Independent Director, Glow Energy Public Company Limited
- Present Director, Glow SPP 2 Company Limited
- Present Director, Glow SPP 3 Company Limited
- Present Director, Group 30 Company Limited
- Present Director, Office of Insurance Commission
- Present Director, Office of the Council States of Thailand
- Present Vice Chairman, Walailak University Council, Walailak University
- Present Chairman, Rajapark Institute Council

\* Inclusive of those shares held by spouse and children who have not yet come of age



**5 Mr. Singh Tangtatswas**

- Chairman of the Risk Management Committee
- Member of the Board of Executive Directors

**Years of Directorship** 9  
**Age** 71

**Educational qualifications**

- Executive Development Program, Harvard Business School, USA
- Management Development Program, Wharton School, USA
- Master's Degree in Business Administration, Majoring in Banking and Finance, Wharton School of Finance and Commerce, University of Pennsylvania, USA
- Bachelor's Degree in Economics, Thammasat University

**IOD Training Program**

- Financial Institutions Governance Program (FGP), Class 2/2011
- Monitoring the Internal Audit Function (MIA), Class 6/2009
- Director Certification Program (DCP), Class 0/2000

**Shareholding\*** None

**Family relationship with other directors and members of management** None

**Work experience**

- 2010 - Present Director, Thai Institute of Directors Association
- 2005 - Present Chairman of the Risk Management Committee, Bangkok Bank Public Company Limited
- 2005 - Present Executive Director, Bangkok Bank Public Company Limited
- December 2004 - Present Director, Bangkok Bank Public Company Limited
- 2004 - Present Director and Chairman Remuneration and Nomination Committee and Independent Director, Bangkok Insurance Public Company Limited
- 2004 - Present Chairman of the Audit Committee and Independent Director, Thai Optical Group Public Company Limited
- Present Director, Kanjanatat Company Limited
- Present Director, Burapa Tharin Company Limited
- 2006 - July 2010 Managing Director, Bangkok Bank Public Company Limited
- 2005 - May 2013 Independent Director, TWZ Corporation Public Company Limited
- 2002 - 2009 Adviser, Corporate Governance Center, The Stock Exchange of Thailand
- 1999 - 2001 President and Chief Executive Officer, Krung Thai Bank Public Company Limited
- 1996 - 1999 Director and Manager, The Stock Exchange of Thailand

**6 Mr. Deja Tulananda**

- Vice Chairman of the Board of Executive Directors

**Years of Directorship** 23  
**Age** 79

**Educational qualifications**

- Executive Program, Pennsylvania State University, USA
- Bachelor's Degree in Economics, Leicester University, UK

**IOD Training Program** None

**Shareholding\*** 96,650 shares or 0.00506%

**Family relationship with other directors and members of management** None

**Work experience**

- 2009 - Present Executive Vice Chairman, Bangkok Bank Public Company Limited
- 2000 - Present Director, City Realty Company Limited
- 1999 - Present Director, Furugawa Metal (Thailand) Public Company Limited
- 1992 - Present Director and Senior Executive Vice President, Bangkok Bank Public Company Limited
- 2004 - May 2012 Director, Wave Entertainment Public Company Limited
- 1992 - 2008 Executive Director, Bangkok Bank Public Company Limited
- 1991 - 1992 Director and Executive Vice President, Bangkok Bank Public Company Limited

\* Inclusive of those shares held by spouse and children who have not yet come of age



## 7 Mr. Chartsiri Sophonpanich

- Member of the Board of Executive Directors
- President

Years of Directorship 22

Age 54

### Educational qualifications

- Master's Degree in Management, Sloan School of Management, Massachusetts Institute of Technology, USA
- Master's Degree in Chemical Engineering, Massachusetts Institute of Technology, USA
- Bachelor's Degree in Chemical Engineering, Worcester Polytechnic Institute, USA

### IOD Training Program

- Director Accreditation Program (DAP), Class TG/2004
- The Role of Chairman Program (RCP), Class 2/2001
- Director Certification Program (DCP), Class 3/2000

Shareholding\* 6,078,200 shares or 0.31842 %

### Family relationship with other directors and members of management

- Son of Mr. Chatri Sophonpanich - Chairman
- Nephew of Mr. Charn Sophonpanich - Director

### Work experience

- 14 February 2011 - Present Member, Board of Investment
- 19 July 2010 - Present Director, Payment Systems Committee
- 19 July 2010 - Present Chairman, Thai Bankers' Association
- 18 February 2010 - Present Director, TRG Management LP
- 18 February 2010 - Present Director, TRG Allocation LLC
- 28 December 2009 - Present Chairman, Bangkok Bank (China) Company Limited
- 30 April 2009 - Present Member of the Board of Trustees, Bangkok University
- 2004 - Present Member of the Board of Trustees, Singapore Management University
- 1994 - Present President, Bangkok Bank Public Company Limited
- 1993 - Present Director, Post Publishing Public Company Limited
- 1992 - Present Director, Bangkok Bank Public Company Limited
- 1992 - Present Executive Director, Bangkok Bank Public Company Limited
- 10 August 2010 - 8 June 2011 Director, Thai Asset Management Corporation
- 2006 - 2008 Member, The National Legislative Assembly

- 2003 - September 2009 Director, The Electronic Transactions Commission
- 2002 - 2008 Director, Thai Airways International Public Company Limited
- 2002 - 2006 Chairman, Thai Bankers' Association
- 2002 - 2006 Director, Thai Asset Management Corporation
- 2001 - 2008 Director, VISA International - Asia Pacific



## 8 Mr. Piti Sithi-Amnuai

- Member of the Board of Directors

Years of Directorship 29

Age 80

### Educational qualifications

- Honorary Doctorate of Philosophy Degree in Business Administration, Rangsit University
- Advanced Management Program, Harvard Business School, Harvard University, Boston, USA
- Management Development Program, Asian Institute of Management, the Philippines
- Diploma in Business Administration, Hutching's Commercial College, Malaysia
- Matriculation "A" Level, Cambridge University (Overseas), UK

### IOD Training Program

- Director Certification Program (DCP), Class 57/2005
- Financial Institutions Directors Educations Program (FIDE), Malaysia 2013

Shareholding\* 149,941 shares or 0.00786 %

### Family relationship with other directors and members of management

None

### Work experience

- 2013 - Present Chairman, Bangkok Bank Berhad, Malaysia
- 1985 - Present Director, Bangkok Bank Public Company Limited
- March 2008 - 2009 Executive Co-Chairman of the Executive Board of Directors, Bangkok Bank Public Company Limited
- 2006 - February 2008 Executive Chairman, Bangkok Bank Public Company Limited
- 1992 - 2006 Vice Chairman of the Board of Executive Directors, Bangkok Bank Public Company limited
- 2003 - 2005 Chairman of the Risk Management Committee, Bangkok Bank Public Company Limited
- 1991 - 2001 Chairman, Berli Jucker Public Company Limited
- 1993 - 2000 Chairman, Asian Finance Corporation Limited, Singapore
- 1989 - 2000 Chairman, Siam Square Tower Company Limited
- 1987 - 2000 Director, Bangkok Sakura Leasing Company Limited

\* Inclusive of those shares held by spouse and children who have not yet come of age

**9 Mr. Amorn Chandarasomboon**

- Member of the Board of Executive Directors
- Member of the Nomination and Remuneration Committee
- Member of the Risk Management Committee

**Years of Directorship** 26  
**Age** 83

**Educational qualifications**

- Bachelor of Law, 1951, Thammasat University
- Doctorate Degree in International Law, 1955, Paris University, France
- Certificate, National Defence College, 1971, Class 14
- Honorary Doctorate Degree in Law, 1982, Ramkhamhaeng University
- Honorary Doctorate Degree in Law, 1988, Chulalongkorn University
- Distinguished Research Professor in Law, 1990, Sukhothai Thammarat Open University
- Honorary Doctorate Degree in Law, 1991, Thammasat University

**IOD Training Program**

- Financial Institutions Governance Program (FGP), Class 3/2011
- Audit Committee Program (ACP), Class 26/2009
- Monitoring the System of Internal Control and Risk Management (MIR), Class 6/2009
- Monitoring the Internal Audit Function (MIA), Class 5/2009
- Monitoring the Quality of Financial Reporting (MFR), Class 7/2009
- Director Certification Program (DCP), Class 36/2003
- Director Accreditation Program (DAP), Class 2/2003
- Finance for Non-Finance Director (FND), Class 7/2003

**Shareholding\*** 10,800 shares or 0.00056 %

**Family relationship with other directors and members of management** None

**Work experience**

- 2012 - Present Honorary Member of Academic Committee, The National Institute of Development Administration (NIDA)
- 2010 - Present Member of the Advisory Board, Sasin Graduate Institute of Business Administration of Chulalongkorn University
- 2010 - Present Independent Director, BTS Group Holdings Public Company Limited
- 2005 - Present Member of the Nomination and Remuneration Committee, Bangkok Bank Public Company Limited
- 2003 - Present Member of the Risk Management Committee, Bangkok Bank Public Company Limited
- 2000 - Present Member of the Board of Trustees, Mahidol University
- 1996 - Present Member of the Board of Trustees, Ubon Ratchathani University
- 1990 - Present Executive Director, Bangkok Bank Public Company Limited
- 1988 - Present Director, Bangkok Bank Public Company Limited

**10 Mr. Charn Sophonpanich**

- Member of the Risk Management Committee

**Years of Directorship** 34  
**Age** 73

**Educational qualifications**

- Master's Degree in Business Administration, Majoring in Finance, University of Chicago, USA
- Bachelor's Degree in Engineering, University of Sydney, Australia

**IOD Training Program**

- Financial Institutions Governance Program (FGP), Class 5/2012
- Duties and Liabilities of Directors and Executives of Listed Companies under the Amended Securities and Exchange Act 1992 (Amendment), Class 1/2008

**Shareholding\*** 312,152 shares or 0.01635 %

**Family relationship with other directors and members of management**

- Younger brother of Mr. Chatri Sophonpanich - Chairman
- Uncle of Mr. Chartsiri Sophonpanich - President

**Work experience**

- 2003 - Present Member of the Risk Management Committee, Bangkok Bank Public Company Limited
- 1980 - Present Director, Bangkok Bank Public Company Limited
- Present Director, Watana Charn Company Limited
- Present Director, Palangsophon Company Limited
- Present Director, CR Holding Company Limited
- Present Director, Watanasophonpanich Company Limited
- 1980 - May 2009 Executive Director, Bangkok Bank Public Company Limited

\* Inclusive of those shares held by spouse and children who have not yet come of age





#### 11 Mr. Kanung Luchai

- Independent Director
- Member of the Audit Committee

Years of Directorship 14

Age 90

#### Educational qualifications

- Honorary Doctorate Degree in Law, Chulalongkorn University
- Honorary Doctorate Degree in Law, Thammasat University
- Honorary Doctorate Degree in Management (Management Technology), Suranaree University of Technology
- Bachelor of Law, Thammasat University
- Bachelor of Arts, Hons., Bachelor of Law, University of Cambridge, UK
- Barrister-at-Law, Gray's Inn, London, UK
- Certificate in Public International Law, Council of Legal Education, UK

#### IOD Training Program

- Monitoring the Internal Audit Function (MIA), Class 4/2008
- The Role of Chairman Program (RCP), Class 15/2007
- Improving the Quality of Financial Reporting (QFR), Class 1/2006
- Finance for Non-Finance Director (FND), Class 18/2005
- Audit Committee Program (ACP), Class 1/2004
- Director Accreditation Program (DAP), Class 4/2003

Shareholding\* None

Family relationship with other directors and members of management None

#### Work experience

- November 1999 - Present Independent Director, Bangkok Bank Public Company Limited
- 1999 - Present Member of the Audit Committee, Bangkok Bank Public Company Limited
- Present Adviser, The Electronic Transactions Commission
- Present Chairman of the Audit Committee, Thailand Iron Work Public Company Limited
- Present Chairman, Kanung & Partners Law Offices Company Limited
- Present Member of the Audit Committee, Thai Beverage Public Company Limited
- Present Member of the Audit Committee, Beer Thai (1991) Public Company Limited
- 1998 - 2009 Director, Thammasat University Council, Thammasat University
- 1979 - 1998 Legal Adviser, Bangkok Bank Public Company Limited



#### 12 H.S.H. Prince Mongkolchaleam Yugala

- Independent Director
- Member of the Audit Committee

Years of Directorship 11

Age 77

#### Educational qualifications

- Master's Degree in Business Administration, Northeastern University, USA
- Bachelor's Degree in Commerce, Thammasat University

#### IOD Training Program

- Financial Institutions Governance Program (FGP), Class 2/2011
- Monitoring the Internal Audit Function (MIA), Class 5/2009
- Monitoring the System of Internal Control and Risk Management (MIR), Class 6/2009
- Director Certification Program - Refresher (DCP-Refresher), Class 4/2007
- The Role of Chairman Program (RCP), Class 15/2007
- Improving the Quality of Financial Reporting (QFR), Class 1/2006
- Finance for Non-Finance Director (FND), Class 19/2005
- Audit Committee Program (ACP), Class 1/2004
- Director Certification Program (DCP), Class 33/2003

Shareholding\* 24,860 shares or 0.00130%

Family relationship with other directors and members of management None

#### Work experience

- 2004 - Present Member of the Audit Committee, Bangkok Bank Public Company Limited
- April 2003 - Present Independent Director, Bangkok Bank Public Company Limited
- 2000 - 2003 Adviser to Public Relations Department, Bangkok Bank Public Company Limited
- 1966 - 1999 Executive Officer, Bangkok Bank Public Company Limited

\* Inclusive of those shares held by spouse and children who have not yet come of age

**13 Mr. Suvarn Thansathit**

- Member of the Board of Executive Directors
- Member of the Risk Management Committee
- Director and Senior Executive Vice President

**Years of Directorship** 7**Age** 69**Educational qualifications**

- National Defence College, Class 355
- Master's Degree of Science in Commerce, University of Santo Tomas, the Philippines
- Bachelor's Degree in Business Administration Management, University of the East, the Philippines

**IOD Training Program**

- Director Certification Program (DCP), Class 63/2005

**Shareholding\*** 8,860 shares or 0.00046 %**Family relationship with other directors and members of management** None**Work experience**

- 2007 - Present Executive Director, Bangkok Bank Public Company Limited
- October 2006 - Present Director and Senior Executive Vice President, Bangkok Bank Public Company Limited
- 2006 - Present Chairman, Sinnsuptawee Company Limited
- 2005 - Present Director of Remuneration and Nomination Committee, Bangkok Insurance Public Company Limited
- 2004 - Present Member of the Risk Management Committee, Bangkok Bank Public Company Limited
- 2002 - Present Chairman of the Audit Committee, Lalin Property Public Company Limited
- 1996 - 2006 Senior Executive Vice President, Bangkok Bank Public Company Limited
- 1973 - 1996 Executive Officer, Bangkok Bank Public Company Limited

**14 Mrs. Gasinee Witoonchart**

- Independent Director
- Member of the Audit Committee

**Years of Directorship** 7**Age** 66**Educational qualifications**

- Master's Degree in Business Administration, University of Texas at Austin, USA
- Bachelor's Degree in Business Administration, 2<sup>nd</sup> Class Honors (Finance and Banking), Thammasat University
- Capital Market Academy Leadership Program, Class 3
- Certificate in Education Development, Monash University, Australia

(Columbo's Scholarship)

- Certificate in Property Valuation, ASEAN Valuer Association
- Certificate in Operations Management, National University of Singapore, Singapore

**IOD Training Program**

- Financial Institutions Governance Program (FGP), Class 3/2011
- Monitoring the Quality of Financial Reporting (MFR), Class 7/2009
- Monitoring the Internal Audit Function (MIA), Class 5/2009
- Audit Committee Program (ACP), Class 23/2008
- Monitoring the System of Internal Control and Risk Management (MIR), Class 3/2008
- Director Certification Program (DCP), Class 90/2007
- Director Accreditation Program (DAP), Class 40/2005

**Shareholding\*** None**Family relationship with other directors and members of management** None**Work experience**

- 2010 - Present Vice Rector For Planning And Finance, Thammasat University
- April 2007 - Present Independent Director, Bangkok Bank Public Company Limited
- 2007 - Present Member of the Audit Committee, Bangkok Bank Public Company Limited
- 2007 - Present Arbitrator, Office of the Securities and Exchange Commission
- 2007 - Present Arbitrator for resolution of disputes between Securities Business Licensees or disputes related to securities business customer
- 2004 - Present Director, Thammasat University Council
- 2006 - 2011 Adviser to the Executive Committees, The Valuers Association of Thailand
- 2002 - 2011 Mediator, Mediator Center, Alternative Dispute Resolution Office, Office of the Judiciary
- 2010 - 2011 Adviser, Association to Advance Collegiate Schools of Business (AACSB) for Asia
- 2008 - 2011 Director, Global Foundation of Management Education (GFME), The Association to Advance Collegiate School of Business
- 2004 - 2009 Dean, Faculty of Commerce and Accountancy, Thammasat University
- 1997 - 2007 Representative of Thailand, ASEAN Valuation Association (AVA)
- 2005 - 2006 Director, Electricity Generating Authority of Thailand
- 1997 - 2004 Independent Director, Thai Coating Industrial Public Company Limited
- 1994 - 2004 Independent Director, Yuasa Battery (Thailand) Public Company Limited

\* Inclusive of those shares held by spouse and children who have not yet come of age

**15 Mr. Phornthep Phornprapha**

- Independent Director
- Member of the Nomination and Remuneration Committee

**Years of Directorship** 7**Age** 65**Educational qualifications**

- National Defence Joint Public and Private Program, National Defence College, Class 5
- Honorary Doctorate Degree in Science, Environmental Science, Chiangmai University
- Honorary Doctorate Degree in Agricultural Technology, Landscape Technology, Mae Jo Agricultural Technology University
- Honorary Doctorate Degree in Science, Topography, Srinakarinwirote University
- Bachelor's Degree in Business Administration, California College of Commerce, USA

**IOD Training Program**

- Director Accreditation Program (DAP), Class 66/2007

**Shareholding\*** None**Family relationship with other directors and members of management** None**Work experience**

- September 2012 - Present Member of the Nomination and Remuneration Committee, Bangkok Bank Public Company Limited
- April 2007 - Present Independent Director, Bangkok Bank Public Company Limited
- Present Chairman, MAHLE Siam Filter Systems Company Limited
- Present Chairman, Valeo Siam Thermal Systems Company Limited
- Present Chairman, Valeo Thermal System Sales (Thailand) Company Limited
- Present Chairman, Siam Daikin Sales Company Limited
- Present Chairman, NSK Bearings (Thailand) Company Limited
- Present Chairman, Siam NSK Steering System Company Limited
- Present Chairman, NSK Bearings Manufacturing (Thailand) Company Limited
- Present Chairman, Siam Hitachi Elevator Company Limited
- Present Chairman, Bangkok Komatsu Company Limited
- Present Chairman, Bangkok Komatsu Forklift Company Limited
- Present Chairman, Bangkok Komatsu Sales Company Limited
- Present Chairman, Nittan (Thailand) Company Limited
- Present Chairman, GS Yuasa Siam Industry Company Limited
- Present Chairman, Siam Motors Sales Company Limited
- Present Chairman, Thong Thaworn Development Company Limited
- Present President, Siam Motors Company Limited

\* Inclusive of those shares held by spouse and children who have not yet come of age

- Present President, Siam Motors Trading Company Limited
- Present President, Siam Nissan Body Company Limited
- Present President, Siam Motor Parts Company Limited
- Present President, Siam GS Battery Company Limited
- Present President, Siam Country Club Company Limited
- Present Chairman, Siam Patumwan Honda Automobile Company Limited
- Present Chairman, Siam GS Sales Company Limited
- Present Chairman, Siam Music Yamaha Company Limited
- Present President, Bangkok Motor Works Company Limited
- Present President, Siam Motor Logistics Company Limited
- Present Director, Bangkok Komatsu Industries Company Limited
- Present Director, Nissan Motor (Thailand) Company Limited
- Present Chairman, Thaworn Holding Company Limited
- Present Director, Siam Nitco Company Limited
- Present Director, Bosch Automotive (Thailand) Company Limited
- Present Director, PM Property and Development Company Limited
- Present Chairman, GS Yuasa Siam Sales Company Limited
- Present Director, MP Asset and Property Company Limited

**16 Mr. Chansak Fuangfu**

- Senior Executive Vice President
- Director and Senior Executive Vice President

**Years of Directorship** 2**Age** 64**Educational qualifications**

- National Defence College, Class 399
- Advanced Management Program, Harvard Business School, USA
- Master in Business Management (M.B.M.) Asian Institute of Management, the Philippines
- Bachelor's Degree in Economics, 2<sup>nd</sup> Class Honors, Thammasat University

**IOD Training Program**

- Director Accreditation Program (DAP), Class 9/2004

**Shareholding\*** None**Family relationship with other directors and members of management** None**Work experience**

- December 2011 - Present Director and Senior Executive Vice President, Bangkok Bank Public Company Limited
- 2010 - Present Independent Director, BEC World Public Company Limited
- 2006 - Present Independent Director, Wave Entertainment Public Company Limited
- 2003 - Present Independent Director, BEC Tero Entertainment Public Company Limited
- 1994 - Present Director, Teijin Polyester Company Limited
- 1991 - Present Director, Hi-Tech Nittsu (Thailand) Company Limited
- 1988 - Present Director, Thai Industrial Estate Company Limited
- 2001 - 2011 Senior Executive Vice President, Bangkok Bank Public Company Limited
- 1977 - 2001 Executive Officer, Bangkok Bank Public Company Limited



**17 Mr. Thaweelap Rittapirom**

- Director and Executive Vice President

**Years of Directorship** 3**Age** 46**Educational qualifications**

- Doctor of Jurisprudence (J.S.D.) University of Chicago Law School, USA
- Master of Laws (LL.M.) University of Chicago Law School, USA
- Master of Laws (LL.M.) University of Michigan Law School, USA
- Bachelor of Laws (LL.B.) Thammasat University

**IOD Training Program**

- Director Certification Program (DCP), Class 143/2011
- Director Accreditation Program (DAP), Class 87/2011

**Shareholding\*** None**Family relationship with other directors and members of management** None**Work experience**

- December 2010 - Present Director and Executive Vice President, Bangkok Bank Public Company Limited
- 1993 - December 2010 Executive Officer, Bangkok Bank Public Company Limited
- 1989 - 1992 Legal Officer, Legal Department, The Siam Cement Company Limited

**Work Experience**

- 1997 - Present Chairman, Thanatthep Printing Company Limited
- 1975 - Present Director, Nitikit Company Limited
- 2008 - Present Corporate Secretary and Secretary to the Board of Directors, Bangkok Bank Public Company Limited
- 2005 - 2008 Secretary to the Board of Directors, Bangkok Bank Public Company Limited
- 1996 - 2005 Executive Vice President & Head of Provincial Wholesale Group and Provincial Commercial Group, Bangkok Bank Public Company Limited
- 1993 - 1996 Manager, Office of the President, Bangkok Bank Public Company Limited
- 1989 - 1993 Manager, Executive Services Department, Bangkok Bank Public Company Limited
- 1988 - 1989 Manager, Public Relations Department, Bangkok Bank Public Company Limited
- 1973 - 1988 Officer, Bangkok Bank Public Company Limited

**18 Mr. Apichart Ramyarupa**

- Corporate Secretary

**Years of Corporate Secretaryship** 6**Age** 66**Educational qualifications**

- Bachelor of Accounting, Thammasat University
- Master's Degree in Business Administration, Seton Hall University, USA
- Certificate, Advanced Bank Management Program, Asian Institute of Management, the Philippines
- Certificate, Pacific Rim Bankers Program, University of Washington, USA
- Diploma, The Joint State - Private Sector Course, Class 12, National Defence College

**IOD Training Program**

- Director Certification Program, Class 56/2005

**Shareholding\*** 31,326 shares or 0.00164 %**Family relationship with other directors and members of management** None

\* Inclusive of those shares held by spouse and children who have not yet come of age

## Board of Directors and Top Executives

### Board of Directors

#### Chairman

Chatri Sophonpanich

#### Directors

Kosit Panpiemras  
Admiral Prachet Siridej  
Kovit Poshyananda  
Singh Tangtatswas  
Kanung Luchai  
H.S.H. Prince Mongkolchaleam Yugala  
Gasinee Witoonchart (Mrs.)  
Phornthep Phornprapha  
Deja Tulananda  
Piti Sithi-Amnuai  
Charn Sophonpanich  
Amorn Chandarasomboon  
Chartsiri Sophonpanich  
Suvann Thansathit  
Chansak Fuangfu  
Thaweelap Rittapirom

#### Corporate Secretary

Apichart Ramyarupa

### Audit Committee

#### Chairman

Admiral Prachet Siridej

#### Members

Kanung Luchai  
H.S.H. Prince Mongkolchaleam Yugala  
Gasinee Witoonchart (Mrs.)

#### Secretary

Phornthep Kitsanayothin

### Nomination and Remuneration Committee

#### Chairman

Kovit Poshyananda

#### Members

Amorn Chandarasomboon  
Phornthep Phornprapha

#### Secretary

Chaiyarit Anuchitworawong

### Risk Management Committee

#### Chairman

Singh Tangtatswas

#### Members

Charn Sophonpanich  
Amorn Chandarasomboon  
Suvann Thansathit

#### Member and Secretary

Ayuth Krishnamara

### Board of Executive Directors

#### Chairman

Kosit Panpiemras

#### Vice Chairman

Deja Tulananda

#### Directors

Amorn Chandarasomboon  
Chartsiri Sophonpanich  
Singh Tangtatswas  
Suvann Thansathit

#### President

Chartsiri Sophonpanich

#### Senior Executive Vice President

Suvann Thansathit  
Chansak Fuangfu

## TOP EXECUTIVES

### Boonsong Bunyasaranand

- Senior Executive Vice President & Manager, Treasury Division
- Directorship in Other Companies**
  - BBL (Cayman) Company Limited

### Chong Toh

- Senior Executive Vice President in charge of International Banking Group
- Directorship in Other Companies**
  - Bangkok Bank Berhad, Malaysia
  - Bangkok Bank (China) Company Limited
  - BBL (Cayman) Company Limited
  - Bualuang Securities Public Company Limited
  - Bumrungrad Hospital Public Company Limited
  - Asia Cement Company Limited
  - Asia Landmark Fund Limited
  - Asia Landmark Master Fund Limited
  - Asia Landmark (US) Fund Limited
  - Asia Discovery Emerging Companies Fund Limited
  - Asia Discovery Emerging Companies (US) Fund Limited

### Suteera Sripaibulya (Miss)

- Senior Executive Vice President and Manager, Technology Division
- Directorship in Other Companies**
  - Anew Corporation Limited
  - Business Online Public Company Limited
  - Processing Center Company Limited
  - Bangkok Smartcard System Company Limited
  - National Credit Bureau Company Limited
  - National ITMX Company Limited

### Rushda Theeratharathorn (Miss)

- Senior Executive Vice President in charge of Credit Management
- Directorship in Other Companies**
  - ASEAN Finance Corporation Limited (Singapore)
  - Bangkok Bank Berhad, Malaysia
  - Sinnsuptawee Asset Management Company Limited
  - Bangkok Bank (China) Company Limited

### Virasak Suthanthavibul

- Senior Executive Vice President in charge of Metropolitan Commercial Banking
- Directorship in Other Companies**
  - Bangkok Insurance Public Company Limited
  - Toyota Leasing (Thailand) Company Limited
  - T. Krungthai Industries Public Company Limited
  - Asia Lamp Industry Company Limited
  - The Grand UB Company Limited
  - Thai Indo Kordsa Company Limited

### Siridej Aungudomsin

- Senior Executive Vice President in charge of Business Banking
- Directorship in Other Companies**
  - None

### Ruchanee Nopmuang (Mrs.)

- Senior Executive Vice President & Manager, Human Resources Division
- Directorship in Other Companies**
  - Bangkok Life Assurance Public Company Limited

### Thaweelap Rittapirom

- Member of the Board of Directors
- Executive Vice President in charge of Product and Distribution Department & Credit Card Division
- Directorship in Other Companies**
  - None

### Apichart Ramyarupa

- Executive Vice President, Office of the President and Corporate Secretary
- Directorship in Other Companies**
  - Thanathep Printing Company Limited
  - Nitikit Company Limited

### Kulathida Sivayathorn (Mrs.)

- Executive Vice President, Office of the President
- Directorship in Other Companies**
  - Sinnsuptawee Asset Management Company Limited

### Piyada Sucharitkul (Miss)

- Executive Vice President, Office of the President
- Directorship in Other Companies**
  - WTA (Thailand) Company Limited
  - Sinnsuptawee Asset Management Company Limited

### Ayuth Krishnamara

- Executive Vice President in charge of Accounting and Finance Division & Manager, Risk Management
- Directorship in Other Companies**
  - BBL Asset Management Company Limited
  - The Philatelists Association of Thailand

### Piyapan Tayanithi

- Executive Vice President & Manager, Research Department
- Directorship in Other Companies**
  - None



**Panit Dunnvatanachit**

- Executive Vice President in charge of Construction, Property Development, Telecommunication & Manager, Telecommunication, Metropolitan Corporate Banking

**Directorship in Other Companies**

- Bangkok Engineering Consultants Company Limited
- Bangkok Expressway Public Company Limited
- Northern Bangkok Expressway Company Limited
- Thai Yamaha Motor Company Limited
- Boonterm Company Limited
- Boonterm (2554) Company Limited

**Kenneth See**

- Executive Vice President in charge of Chemical and Petrochemical 1, 2 & 3, Chinese Desk, Multinational 2 & Manager, Chinese Desk, Metropolitan Corporate Banking

**Directorship in Other Companies**

- TPT Petrochemicals (Thailand) Company Limited
- Indorama Ventures Public Company Limited
- Indorama Polyester Industry Public Company Limited
- Bangkok Industrial Gas Company Limited
- HMC Polymers Company Limited
- Golden River Investment International Corporation

**Yaowadee Nakhata (Mrs.)**

- Executive Vice President in charge of Conglomerate 2 and Financial Institution, Metropolitan Corporate Banking

**Directorship in Other Companies**

- Bualuang Securities Public Company Limited
- Rayong Bulk Terminal Company Limited

**Kajornvut Tayanukorn**

- Executive Vice President, Technology Division

**Directorship in Other Companies**

- Samart Telecoms Public Company Limited
- Processing Center Company Limited

**Saowanee Siripat (Mrs.)**

- Executive Vice President, Human Resources Division

**Directorship in Other Companies**

- None

**Songkram Sakulphramana**

- Executive Vice President, Loan Recovery and Legal

**Directorship in Other Companies**

- Subcommittee to consider on legal issues and appeals, Credit Information Protection Committee

**Hitoshi Ozawa**

- Executive Vice President & Manager, Japan Corporate, Metropolitan Corporate Banking

**Directorship in Other Companies**

- None

**Wallapa Klinpratoom (Mrs.)**

- Executive Vice President in charge of Correspondence Banking Department

**Directorship in Other Companies**

- Niraco Company Limited

**Bhakorn Vanuptikul**

- Executive Vice President in charge of Property Management Department

**Directorship in Other Companies**

- Nantawan Company Limited
- Nantawan Management Company Limited

**Ian Guy Gillard**

- Executive Vice President, Office of the President

**Directorship in Other Companies**

- Hiroyuki Holdings Company Limited

**Mr. Lin Cheng Leo Kung**

- Executive Vice President, Regional Business Expansion, International Banking Group

**Directorship in Other Companies**

- Ancient Castle Company Limited
- Manyulon Properties Company Limited
- Step high Company Limited
- Victoria Management Company Limited
- Ocean Park Corporation Limited
- Bangkok Bank (China) Company Limited
- World Guide Corporation Limited

**Sa-Ard Theerarojanawong**

- Executive Vice President, Foreign Exchange Trading Department, Treasury Division

**Directorship in Other Companies**

- BBL (Cayman) Company Limited
- Thailand Securities Depository Company Limited

**Thawat Treewannakul**

- Executive Vice President and Manager, Credit Acceptance, Credit Management

**Directorship in Other Companies**

- Kamol Kij Company Limited
- Better Rice Company Limited
- Seacon Development Public Company Limited
- TNP Industry Company Limited
- Thai Nam Plastic Public Company Limited
- Sammitr Motors Manufacturing Public Company Limited

**Kraisorn Barameeauychai**

- Executive Vice President & Manager, Legal Department

**Directorship in Other Companies**

- Thailand Tobacco Monopoly
- CAT Telecom Public Company Limited
- Provincial Electricity Authority

**Niramarn Laisathit (Miss)**

- Executive Vice President in charge of Light Industry, Energy, Service Industry & Manager, Energy, Metropolitan Corporate Banking

**Directorship in Other Companies**

- Gateaux House Company Limited
- Bangkok Bank (China) Company Limited

**Prassanee Ouyiamaphan (Mrs.)**

- Executive Vice President, Office of the President

**Directorship in Other Companies**

- None

**Pornthep Kitsanayothin**

- Executive Vice President in charge of Audit and Control Division, Compliance and Directed Property Management Department

**Directorship in Other Companies**

- None

**Than Siripokee**

- Executive Vice President & Head of Metropolitan Business Banking

**Directorship in Other Companies**

- Suetrong Property Company Limited

**Chaiyong Ratanacharoensiri**

- Executive Vice President & Head of Provincial Corporate Banking

**Directorship in Other Companies**

- Taokaenoi Food and Marketing Company Limited

**Narin Opamuratawongse**

- Executive Vice President & Manager, Merchant Banking Division

**Directorship in Other Companies**

- Pongsaap Public Company Limited
- BBL Asset Management Company Limited

**Kirati Laisathit**

- Executive Vice President & Manager, Portfolio Management, Credit Management

**Directorship in Other Companies**

- Gateaux House Company Limited

**Pornnit Dunnvatanachit (Mrs.)**

- Executive Vice President in charge of Securities Service Department and Trade Services & Manager, Shared Operation

**Directorship in Other Companies**

- BBL (Cayman) Company Limited

**Malee Sintharapantorn (Mrs.)**

- Executive Vice President in charge of Planning and Budgeting, Accounting and Finance Division & Manager, Credit Policy, Credit Management

**Directorship in Other Companies**

- None

**Chaiyari Anuchitworawong**

- Executive Vice President, in co-charge of International Banking Group & Manager, International Branch Division, International Banking Group and in charge of Projects, Public Relations Department & Investor Relations, Accounting and Finance Division

**Directorship in Other Companies**

- BBL (Cayman) Company Limited
- Thaweewat Press Company Limited

**Jirana Osothsilp (Miss)**

- Executive Vice President in charge of Conglomerate 1, Agro Industry, Conglomerate 3, Metropolitan Corporate Banking

**Directorship in Other Companies**

- None

**Amporn Purintawaragul (Mrs.)**

- Executive Vice President in charge of Heavy Industry and Multinational 1, Metropolitan Corporate Banking

**Directorship in Other Companies**

- None

**Sutthirat Pacheerat (Miss)**

- Executive Vice President & Manager, Sugar Industry, Metropolitan Corporate Banking

**Directorship in Other Companies**

- None

**Nutthaporn Luangsuwan (Mrs.)**

- Executive Vice President & Head of Metropolitan Commercial Banking

**Directorship in Other Companies**

- Bangkok Ranch Public Company Limited

**Kobsak Pootrakool**

- Executive Vice President, International Banking Group

**Directorship in Other Companies**

- None

**Thongchai Ananthothai**

- Executive Vice President & Head of Provincial Commercial Banking

**Directorship in Other Companies**

- None

**Thanit Sirichote**

- Executive Vice President, Cash Management, Office of the President

**Directorship in Other Companies**

- None

**Shoke Na ranong**

- Executive Vice President & Manager, Credit Card Division

**Directorship in Other Companies**

- None

**Parnsak Pruksakit**

- Executive Vice President in charge of Compliance

**Directorship in Other Companies**

- None

**Pochanee Kongkalai (Miss)**

- Executive Vice President, Relationship and Sales Management, Metropolitan Consumer Banking and Acting, Relationship and Sales Management, Provincial Consumer Banking

**Directorship in Other Companies**

- Bangkok Life Assurance Public Company Limited

**Kukkong Ruckphaopunt**

- Executive Vice President, Technology Division

**Directorship in Other Companies**

- None

**Kanoksak Mookmakul**

- Executive Vice President in charge of Automobile and Heavy Equipment, Electronics and Computer Parts, Textile and Garment & Manager, Electronics and Computer Parts, Metropolitan Corporate Banking

**Directorship in Other Companies**

- None

**Benjaporn Prisuwana (Miss)**

- Executive Vice President & Manager, Accounting and Finance Division

**Directorship in Other Companies**

- Motion Link Company Limited
- PACE Development Corporation Public Company Limited

**Preyarnit Hetrakul**

- Executive Vice President, Head of Special Asset Management

**Directorship in Other Companies**

- None

**Suchada Sukpantavorn (Mrs.)**

- Executive Vice President & Manager, Chemical and Petrochemical 2, Metropolitan Corporate Banking

**Directorship in Other Companies**

- Bangkok Synthetics Company Limited
- BST Elastomers Company Limited
- BST Specialty Company Limited
- JSR BST Elastomer Company Limited
- Indorama Polyester Industries Public Company Limited

**Samart Chutchawanjurnut**

- Executive Vice President, Shared Operation, Treasury Division

**Directorship in Other Companies**

- None

**Kamolrut Silapatkul (Miss)**

- Executive Vice President, Shared Operation, Treasury Division

**Directorship in Other Companies**

- None



## Report of the Board of Directors' Responsibilities for the Financial Statements

### To Shareholders,

The Board of Directors is responsible for the consolidated financial statements of the Bank and its subsidiaries, the separate financial statements of the Bank, and the financial information in the Annual Report. The said financial statements for the year ended December 31, 2013 have been prepared in accordance with Thai Financial Reporting Standards, with appropriate accounting policies applied on a consistent basis. Where judgment and estimates were required, these were made with careful and reasonable consideration, and adequate disclosures have been made in the notes to the financial statements. These financial statements have been audited by independent certified auditors who have given their unqualified opinions.

The Board of Directors supports the practice of good corporate governance in the Bank and endeavors to improve the structure of the Board of Directors accordingly so that the Bank's operations are efficient, transparent and reliable. An internal control system and a risk management system have been established to reasonably ensure that the financial records are accurate and complete. The Board of Directors has appointed an Audit Committee which comprises four independent directors who are responsible for reviewing the financial reports and for maintaining the adequacy of the internal control and audit systems of the Bank. The Audit Committee has expressed its opinion with regard to the stated matters in the Report of the Audit Committee which is presented in this Annual Report.

The Board of Directors is of the opinion that the Bank's overall internal control system is adequate and appropriate and can reasonably assure the creditability of the consolidated financial statements of the Bank and its subsidiaries and the separate financial statements of the Bank for the year ended December 31, 2013.



(Chatri Sophonpanich)

Chairman of the Board of Directors  
February 26, 2014

## Report of the Nomination and Remuneration Committee

### To Shareholders,

Bangkok Bank Public Company Limited has appointed the Nomination and Remuneration Committee which comprises three directors, all of whom are non-executives of the Bank, while the Chairman of the Nomination and Remuneration Committee is an independent director and does not serve on any other committee. The members of the existing Nomination and Remuneration Committee are:

1. Mr. Kovit	Poshyananda	Chairman of the Nomination and Remuneration Committee
2. Mr. Amorn	Chandarasomboon	Member of the Nomination and Remuneration Committee
3. Mr. Phornthep	Phornprapa	Member of the Nomination and Remuneration Committee

The Nomination and Remuneration Committee has performed its duties as assigned by the Board of Directors and as defined in the charter of the Nomination and Remuneration Committee. It has the responsibility of selecting suitable candidates and proposing them to the Board of Directors for their nomination as members of the Board of Directors, as members of committees whose authorities, duties and responsibilities are assigned directly by the Board of Directors, or as senior executives from the level of Executive Vice President and upwards, as well as determining the remuneration for the Bank's Directors and senior executives from the level of Executive Vice President and upwards to be proposed to the Board of Directors. The Nomination and Remuneration Committee has established and obtained approval from the Board of Directors for policies, criteria and a clear methodology in accordance with its charter and the relevant regulatory requirements which provide the guidelines and framework for the Committee in carrying out its duties, as follows:

- In selecting and nominating members of the Board of Directors, members of the committees, and senior executives from the level of Executive Vice President and upwards, the Nomination and Remuneration Committee takes into consideration the specific qualifications, knowledge, abilities, skills, experience and expertise of each individual as well as their leadership, vision and attitude toward the organization, with the view that such qualities would be beneficial to the Bank's operations. The Nomination and Remuneration Committee also takes into consideration the appropriate size, structure and composition of the Board of Directors which is well-balanced and supportive of good corporate governance and efficient management, complies with regulatory requirements and is suitable for the changing business environment. Appointments of the members of the Board of Directors and senior executives from the level of Executive Vice President and upwards have been approved by the Bank of Thailand.
- In determining remuneration for the members of the Board of Directors and the senior executives from the level of Executive Vice President and upwards, the Nomination and Remuneration Committee takes into consideration that such remuneration is commensurate with the duties and responsibilities assigned, the individual's performance, the Bank's overall performance, the business environment, and factors which may affect the Bank's operations or the economy as a whole.

In 2013, the Nomination and Remuneration Committee held eight meetings to carry out the duties assigned.

As of December 31, 2013, the Board of Directors comprises seventeen directors. Among them, six are independent directors, five are not executives and six are executives. The Nomination and Remuneration Committee required the Bank's directors to assess the performance of the Board of Directors and to review their own undertakings in the year under review. The remuneration for the directors and executives is presented in this Annual Report in the section entitled 'The Remuneration and Benefits for the Board of Directors and Executives'. The Committee is of the opinion that such remuneration is appropriate and commensurate with the assigned duties and responsibilities, and complies with the policy and criteria established by the Nomination and Remuneration Committee. The said remuneration has been considered and approved by the Board of Directors.



(Kovit Poshyananda)

Chairman  
Nomination and Remuneration Committee  
February 26, 2014

## Report of the Audit Committee

### To Shareholders,

The Audit Committee of Bangkok Bank Public Company Limited comprises four members of the Board of Directors, all of whom are independent directors, and who are knowledgeable in various fields, namely accounting and finance, law and organizational management. No Audit Committee member serves on any other committee.

The members of the Audit Committee are:

1. Admiral Prachet	Siridej	Chairman of the Audit Committee
2. Mr. Kanung	Luchai	Member of the Audit Committee
3. H.S.H. Prince Mongkolchaleam	Yugala	Member of the Audit Committee
4. Mrs. Gasinee	Witoonchart	Member of the Audit Committee

Mr. Pornthep Kitsanayothin, Executive Vice President in charge of the Audit and Control Division, is the Secretary of the Audit Committee. In 2013, the Audit Committee held 15 meetings to perform its duties within the scope of responsibilities stipulated in the charter of the Audit Committee which had been assigned by the Board of Directors and are in accordance with the requirements of the Stock Exchange of Thailand and the Bank of Thailand. The Audit Committee reported the conclusion of each meeting to the Board of Directors as follows:

- **Audits on financial reports**

The Audit Committee performed audits on quarterly, half-yearly, and annual financial reports by holding meetings in conjunction with the independent auditors, executives from the Accounting and Finance Division, and management and executives from the Audit and Control Division to consider financial reports, disclosure of information supplementary to the financial statements, major accounting policies and projections, as well as remarks made by the independent auditors on the Bank's financial statements. Furthermore, the Audit Committee considered the Bank's performance results on a monthly basis and held meetings with the independent auditors, without the participation of the Bank's management, to discuss the independence of the auditors in performing their duties and expressing opinions. The independent auditors reported their findings to the Audit Committee for its consideration.

In the course of its duties, the Audit Committee has reviewed the financial statements of Bangkok Bank Public Company Limited as of December 31, 2013 and is of the opinion that these financial statements are in accordance with Thai Financial Reporting Standards and with appropriate accuracy in significant essence and sufficient disclosure of information. The independent auditors have expressed an opinion thereon as presented in their report to the Board of Directors and to shareholders. The independent auditors have performed their duties and expressed their opinions independently.

- **Internal control and audit systems**

The Audit Committee has considered and approved the annual audit plan of the Audit and Control Division which has been developed and improved so that it is efficient and current, and covers important operations and units exposed to high levels of risk. The Audit Committee has also reviewed the performance results of the Audit and Control Division against the plan on a monthly basis, participated in meetings to consider summarizing the results of the annual audits with the Audit and Control Division and executives from the Bank's divisions which had been audited, and considered audit results of the Bank of Thailand, independent auditors and local authorities in which the Bank's branches are located. The meetings aimed to assess the status of the internal control and risk management systems, and to follow up on results of regular corrective measures taken in each quarter. Further, the Audit Committee has performed an annual assessment of the sufficiency of the internal control system and submitted the results to the Board of Directors.

The Audit Committee is of an opinion that the Bank's internal control and audit systems are sufficient, appropriate, and continuously developed.

- **Independent auditors**

The Audit Committee has selected the Bank's independent auditors by considering their knowledge, ability, experience, credibility and sufficiency of resources as well as the results of assessments on their independence and the quality of work of the auditors in the past year. With regard to the remuneration for the independent auditors, the Audit Committee has considered their scope of responsibilities, remuneration rates at other auditing firms, and available information on remuneration for independent auditors at other commercial banks.

The Audit Committee has considered and nominated the auditors of Deloitte Touche Tohmatsu Jaiyos Audit Company Limited to be the Bank's independent auditors for 2014, and has also considered their suitable remuneration. The Audit Committee has submitted its opinions and recommendations on the appointment and remuneration of the independent auditors to the Board of Directors, to be proposed to the shareholders' meeting for approval.

- **Regulatory compliance**

The Audit Committee has reviewed the Bank's operations to ascertain compliance with requirements and laws relevant to the banking business, such as the Acts regarding Public Limited Companies, Financial Institution Business, and Securities and Exchange, other relevant laws, and other requirements of supervisory authorities as well as local authorities in which the Bank's branches are located. In so doing, the Audit Committee has considered on a regular basis the results of internal supervision for compliance alongside the requirements of supervisory authorities, and the audit results of the Audit and Control Division, the Bank of Thailand, the independent auditors and the local authorities in which the Bank's branches are located.

The Audit Committee is of the opinion that the Bank has closely supervised and examined operations of its internal units to ascertain that every unit operates properly and is in compliance with relevant requirements and regulations.

- **Connected transactions or potential conflicts of interests**

The Audit Committee has considered connected transactions or potential conflicts of interests by adhering to principles of rationality, transparency, sufficient information disclosure and benefit maximization for the Bank as guidelines.

The Audit Committee is of the opinion that such transactions as reported by relevant units are rational and represent normal business undertakings.

The Audit Committee has performed its duties carefully and independently and has been forthcoming in expressing its opinions for the benefit of the Bank. It has not encountered any difficulty in obtaining information, resources or cooperation from the Bank. The Audit Committee has assessed its performance in 2013 in order to ascertain that it has been efficient and effective and has achieved its objectives as assigned by the Board of Directors.

Admiral



(Prachet Siridej)

Chairman of the Audit Committee  
February 20, 2014



## Report of the Independent Certified Public Accountants

### TO THE SHAREHOLDERS AND BOARD OF DIRECTORS BANGKOK BANK PUBLIC COMPANY LIMITED

We have audited the consolidated financial statements of Bangkok Bank Public Company Limited and subsidiaries and the Bank's financial statements of Bangkok Bank Public Company Limited, which comprise the consolidated and Bank's statements of financial position as at December 31, 2013, and the related consolidated and Bank's statements of comprehensive income, changes in shareholders' equity and cash flows for the year then ended and notes, comprising a summary of significant accounting policies and other explanatory information.

#### Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Thai Financial Reporting Standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Thai Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Bank's preparation and fair presentation of the 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 Bank'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 financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

#### Opinion

In our opinion, the aforementioned consolidated and Bank's financial statements present fairly, in all material respects, the financial position of Bangkok Bank Public Company Limited and subsidiaries and of Bangkok Bank Public Company Limited as at December 31, 2013, and financial performance and cash flows for the year then ended in accordance with Thai Financial Reporting Standards.

#### Emphasis of matter

Without modifying our opinion, we draw attention to Note 6.32 to the financial statements, the Bank and subsidiaries have applied the new accounting policy regarding the income taxes which is in accordance with Thai Accounting Standard No. 12 "Income Taxes" and restated the consolidated and Bank's financial statements for the year ended December 31, 2012 and the consolidated and Bank's statements of financial position brought forward as at January 1, 2012, which are presented as comparative information, to be in accordance with the new accounting policy.



**Permsak Wongpatcharapakorn**

Certified Public Accountant (Thailand)  
Registration No. 3427

## Statement of Financial Position

Bangkok Bank Public Company Limited and Subsidiaries

As at December 31, 2013

Baht : '000

		CONSOLIDATED			THE BANK		
	Notes	December 31, 2013	December 31, 2012 (Restated)	January 1, 2012 (Restated)	December 31, 2013	December 31, 2012 (Restated)	January 1, 2012 (Restated)
<b>ASSETS</b>							
CASH		53,550,467	46,431,773	45,289,067	53,299,523	46,239,346	45,173,561
INTERBANK AND MONEY MARKET ITEMS, NET	6.2	407,632,067	354,988,061	258,072,475	356,833,087	305,122,757	214,409,029
CLAIMS ON SECURITY		6,810	2,934	165,817	-	-	-
DERIVATIVES ASSETS	6.3	13,770,312	11,162,579	10,129,136	13,672,755	11,149,188	10,089,873
INVESTMENTS, NET	6.4	377,412,764	412,418,353	328,067,713	363,575,834	402,048,149	324,225,195
INVESTMENTS IN SUBSIDIARIES AND ASSOCIATES, NET	6.5	910,177	778,773	707,227	31,123,425	29,505,279	26,926,451
LOANS TO CUSTOMERS AND ACCRUED INTEREST RECEIVABLES, NET	6.6						
Loans to customers		1,753,344,023	1,605,303,558	1,471,448,699	1,706,723,444	1,567,264,954	1,429,128,054
Accrued interest receivables		4,571,094	4,335,045	4,161,295	4,472,766	4,257,550	4,034,368
Total loans to customers and accrued interest receivables		1,757,915,117	1,609,638,603	1,475,609,994	1,711,196,210	1,571,522,504	1,433,162,422
Less Deferred revenue		(676,580)	(912,727)	(1,050,594)	(603,865)	(844,989)	(998,637)
Less Allowance for doubtful accounts	6.7	(89,697,165)	(84,582,515)	(79,993,423)	(87,621,580)	(82,840,977)	(77,841,289)
Less Revaluation allowance for debt restructuring	6.8	(2,885,668)	(3,005,239)	(4,744,083)	(2,885,668)	(3,005,239)	(4,744,083)
Total loans to customers and accrued interest receivables, net		1,664,655,704	1,521,138,122	1,389,821,894	1,620,085,097	1,484,831,299	1,349,578,413
CUSTOMER'S LIABILITY UNDER ACCEPTANCES		2,051,165	487,020	283,506	332,527	242,040	283,506
PROPERTIES FOR SALE, NET	6.9	18,900,941	21,262,116	25,456,863	12,286,849	14,156,741	17,716,239
PREMISES AND EQUIPMENT, NET	6.10	32,275,104	33,576,936	35,239,756	31,280,619	32,685,372	34,309,185
OTHER INTANGIBLE ASSETS, NET	6.11	606,416	300,295	330,368	530,002	219,727	241,107
DEFERRED TAX ASSETS	6.32.1	2,006,821	1,901,262	2,129,607	904,395	866,919	1,170,118
OTHER ASSETS, NET		22,728,494	16,291,289	13,348,639	18,825,607	11,898,807	11,049,073
<b>TOTAL ASSETS</b>		<b>2,596,507,242</b>	<b>2,420,739,513</b>	<b>2,109,042,068</b>	<b>2,502,749,720</b>	<b>2,338,965,624</b>	<b>2,035,171,750</b>

## Statement of Financial Position (Continued)

Bangkok Bank Public Company Limited and Subsidiaries  
As at December 31, 2013

Baht : '000

		CONSOLIDATED			THE BANK		
	Notes	December 31, 2013	December 31, 2012 (Restated)	January 1, 2012 (Restated)	December 31, 2013	December 31, 2012 (Restated)	January 1, 2012 (Restated)
<b>LIABILITIES AND SHAREHOLDERS' EQUITY</b>							
DEPOSITS	6.13	1,935,272,479	1,834,653,937	1,587,834,143	1,871,061,159	1,774,370,748	1,524,795,800
INTERBANK AND MONEY MARKET ITEMS, NET	6.14	124,295,617	127,087,635	90,817,386	114,417,434	117,650,828	89,234,145
LIABILITY PAYABLE ON DEMAND		10,909,681	9,333,195	7,168,993	10,803,643	9,294,532	7,068,805
LIABILITY TO DELIVER SECURITY		133,317	27,781	269,534	-	-	-
DERIVATIVES LIABILITIES	6.3	21,710,574	7,142,057	15,197,572	21,316,105	6,836,077	14,944,837
DEBT ISSUED AND BORROWINGS	6.15	140,147,252	108,758,320	116,927,560	140,734,626	108,849,894	117,406,477
BANK'S LIABILITY UNDER ACCEPTANCES		2,051,165	487,020	283,506	332,527	242,040	283,506
PROVISIONS	6.19	8,257,159	10,207,526	9,670,297	8,174,667	10,144,899	9,618,757
DEFERRED TAX LIABILITIES	6.32.1	3,106,688	3,419,023	158,205	2,802,278	3,231,346	-
OTHER LIABILITIES		54,571,620	47,526,650	34,056,955	44,142,551	39,212,162	29,641,017
TOTAL LIABILITIES		2,300,455,552	2,148,643,144	1,862,384,151	2,213,784,990	2,069,832,526	1,792,993,344

## Statement of Financial Position (Continued)

Bangkok Bank Public Company Limited and Subsidiaries

As at December 31, 2013

Baht : '000

		CONSOLIDATED			THE BANK		
	Notes	December 31, 2013	December 31, 2012 (Restated)	January 1, 2012 (Restated)	December 31, 2013	December 31, 2012 (Restated)	January 1, 2012 (Restated)
LIABILITIES AND SHAREHOLDERS' EQUITY							
(CONTINUED)							
SHAREHOLDERS' EQUITY							
SHARE CAPITAL	6.21						
Authorized share capital							
1,655,000 preferred shares of Baht 10 each		16,550	16,550	16,550	16,550	16,550	16,550
3,998,345,000 common shares of Baht 10 each		39,983,450	39,983,450	39,983,450	39,983,450	39,983,450	39,983,450
Issued and paid-up share capital							
1,908,842,894 common shares of Baht 10 each		19,088,429	19,088,429	19,088,429	19,088,429	19,088,429	19,088,429
PREMIUM ON COMMON SHARES		56,346,232	56,346,232	56,346,232	56,346,232	56,346,232	56,346,232
OTHER RESERVES		39,837,149	40,033,850	33,437,291	38,495,631	40,739,220	33,605,508
RETAINED EARNINGS							
Appropriated	6.23 , 6.24						
Legal reserve		18,000,000	17,000,000	16,000,000	18,000,000	17,000,000	16,000,000
Others		76,500,000	71,500,000	66,500,000	76,500,000	71,500,000	66,500,000
Unappropriated		86,164,059	68,056,239	54,413,467	80,534,438	64,459,217	50,638,237
TOTAL BANK'S EQUITY		295,935,869	272,024,750	245,785,419	288,964,730	269,133,098	242,178,406
NON-CONTROLLING INTEREST		115,821	71,619	872,498	-	-	-
TOTAL SHAREHOLDERS' EQUITY		296,051,690	272,096,369	246,657,917	288,964,730	269,133,098	242,178,406
TOTAL LIABILITIES AND SHAREHOLDERS' EQUITY		2,596,507,242	2,420,739,513	2,109,042,068	2,502,749,720	2,338,965,624	2,035,171,750

Notes to the financial statements form an integral part of these financial statements

(Mr. Chartsiri Sophonpanich)  
President(Mr. Suvarn Thansathit)  
Senior Executive Vice President



## Statement of Comprehensive Income

Bangkok Bank Public Company Limited and Subsidiaries  
For the year ended December 31, 2013

Baht : '000

	Notes	CONSOLIDATED		THE BANK	
		2013	2012 (Restated)	2013	2012 (Restated)
INTEREST INCOME	6.34	100,404,996	95,260,285	96,221,347	91,208,082
INTEREST EXPENSES	6.35	44,526,164	40,307,641	42,433,506	38,433,927
NET INTEREST INCOME		55,878,832	54,952,644	53,787,841	52,774,155
FEES AND SERVICE INCOME	6.36	28,392,696	25,625,078	25,082,462	23,223,567
FEES AND SERVICE EXPENSES	6.36	7,154,018	6,501,662	7,081,102	6,450,541
NET FEES AND SERVICE INCOME		21,238,678	19,123,416	18,001,360	16,773,026
GAINS ON TRADINGS AND FOREIGN EXCHANGE TRANSACTIONS	6.37	5,795,886	4,999,579	5,311,987	4,474,071
GAINS ON INVESTMENTS	6.38	2,488,685	1,140,301	2,480,175	962,162
SHARE OF PROFIT FROM INVESTMENT USING EQUITY METHOD		161,824	82,697	-	-
GAINS ON DISPOSAL OF ASSETS		2,360,455	2,018,795	1,871,724	1,846,158
DIVIDEND INCOME		2,968,382	2,596,623	3,056,279	2,629,064
OTHER OPERATING INCOME		564,683	496,551	462,201	407,956
TOTAL OPERATING INCOME		91,457,425	85,410,606	84,971,567	79,866,592
OTHER OPERATING EXPENSES					
Employee's expenses		20,820,864	18,896,676	18,689,268	17,131,292
Directors' remuneration		140,354	111,988	104,300	96,300
Premises and equipment expenses		8,913,345	8,681,573	8,447,246	8,197,366
Taxes and duties		3,318,499	3,259,778	3,189,745	3,089,269
Others		4,754,016	6,196,339	4,084,880	5,470,800
TOTAL OTHER OPERATING EXPENSES		37,947,078	37,146,354	34,515,439	33,985,027
IMPAIRMENT LOSS OF LOANS AND DEBT SECURITIES	6.39	8,593,176	7,248,420	8,306,697	7,006,908
PROFIT FROM OPERATING BEFORE INCOME TAX EXPENSES		44,917,171	41,015,832	42,149,431	38,874,657
INCOME TAX EXPENSES	6.32.2	8,881,720	9,100,284	8,275,170	8,562,696
NET PROFIT		36,035,451	31,915,548	33,874,261	30,311,961

## Statement of Comprehensive Income (Continued)

Bangkok Bank Public Company Limited and Subsidiaries  
For the year ended December 31, 2013

Baht : '000

Notes	CONSOLIDATED		THE BANK	
	2013	2012 (Restated)	2013	2012 (Restated)
OTHER COMPREHENSIVE INCOME (LOSSES)				
Changes in revaluation surplus	(839)	-	(839)	-
Gains (losses) on remeasuring available-for-sale investment	(1,119,075)	11,142,727	(1,039,844)	11,185,527
Gains (losses) arising from translating the financial statements of foreign operations	1,649,017	(1,405,010)	(458,792)	(910,891)
Actuarial gains (losses) on defined benefit plans	(397,949)	67,497	(394,859)	69,410
Income tax relating to components of other comprehensive income (losses)	277,968	(2,248,322)	259,184	(2,248,258)
TOTAL OTHER COMPREHENSIVE INCOME (LOSSES)	409,122	7,556,892	(1,635,150)	8,095,788
TOTAL COMPREHENSIVE INCOME	36,444,573	39,472,440	32,239,111	38,407,749
NET PROFIT ATTRIBUTABLE				
Owners of the Bank	35,905,565	31,847,381	33,874,261	30,311,961
Non-controlling interest	129,886	68,167	-	-
	36,035,451	31,915,548	33,874,261	30,311,961
TOTAL COMPREHENSIVE INCOME ATTRIBUTABLE				
Owners of the Bank	36,314,859	39,404,707	32,239,111	38,407,749
Non-controlling interest	129,714	67,733	-	-
	36,444,573	39,472,440	32,239,111	38,407,749
BASIC EARNINGS PER SHARE (BAHT)	18.81	16.68	17.75	15.88
WEIGHTED AVERAGE NUMBER OF ORDINARY SHARES (THOUSAND SHARES)				
	1,908,843	1,908,843	1,908,843	1,908,843

Notes to the financial statements form an integral part of these financial statements



(Mr. Chartsiri Sophonpanich)  
President



(Mr. Suvarn Thansathit)  
Senior Executive Vice President

# Statement of Changes in Shareholders' Equity

Bangkok Bank Public Company Limited and Subsidiaries

For the year ended December 31, 2013

Baht : '000

Notes	CONSOLIDATED													
	Issued and Paid-up Share Capital Common Shares	Premium on Common Shares	Other Reserves				Retained Earnings			Total Equity Attributable to the Bank's Shareholders	Non-controlling Interest	Total		
			Unrealized Increment per Land Appraisal	Unrealized Increment per Premises Appraisal	Unrealized Gains on Investments	Foreign Exchange Adjustment	Unrealized Gains Resulting from the Sale of Shares of a Subsidiary to the Public in Excess of Book Value	Appropriated					Unappropriated	
								Legal Reserve	Others					
(Restated)														
Balance as at January 1, 2012 as previously reported		19,088,429	56,346,232	12,861,818	8,821,698	21,720,885	(1,262,199)	45,400	16,000,000	66,500,000	43,692,401	243,814,664	871,851	244,686,515
Adjustment for cumulative effect of application of the new accounting policy-income taxes	6.32	-	-	(2,572,364)	(1,764,172)	(4,413,775)	-	-	-	-	10,721,066	1,970,755	647	1,971,402
Balance as at January 1, 2012 after adjustment		19,088,429	56,346,232	10,289,454	7,057,526	17,307,110	(1,262,199)	45,400	16,000,000	66,500,000	54,413,467	245,785,419	872,498	246,657,917
Appropriation for previous year														
Dividend paid	6.24	-	-	-	-	-	-	-	-	-	(7,635,371)	(7,635,371)	(20,000)	(7,655,371)
Legal reserve	6.23 , 6.24	-	-	-	-	-	-	-	500,000	-	(500,000)	-	-	-
Appropriation for current year														
Dividend paid	6.24	-	-	-	-	-	-	-	-	-	(3,817,686)	(3,817,686)	(27,501)	(3,845,187)
Legal reserve	6.23 , 6.24	-	-	-	-	-	-	-	500,000	-	(500,000)	-	-	-
Others	6.23 , 6.24	-	-	-	-	-	-	-	-	5,000,000	(5,000,000)	-	-	-
Total comprehensive income		-	-	-	-	8,953,010	(1,405,010)	(45,400)	-	-	31,902,107	39,404,707	67,733	39,472,440
Transfer to retained earnings		-	-	-	(906,041)	-	-	-	-	-	906,041	-	-	-
Changes in ownership interests in subsidiaries that did not result in loss of control		-	-	-	-	-	-	-	-	-	(1,712,319)	(1,712,319)	(821,111)	(2,533,430)
Balance as at December 31, 2012		19,088,429	56,346,232	10,289,454	6,151,485	26,260,120	(2,667,209)	-	17,000,000	71,500,000	68,056,239	272,024,750	71,619	272,096,369
Balance as at January 1, 2013 as previously reported		19,088,429	56,346,232	12,861,818	7,689,147	32,909,177	(2,600,238)	-	17,000,000	71,500,000	58,748,813	273,543,378	70,752	273,614,130
Adjustment for cumulative effect of application of the new accounting policy-income taxes	6.32	-	-	(2,572,364)	(1,537,662)	(6,649,057)	(66,971)	-	-	-	9,307,426	(1,518,628)	867	(1,517,761)
Balance as at January 1, 2013 after adjustment		19,088,429	56,346,232	10,289,454	6,151,485	26,260,120	(2,667,209)	-	17,000,000	71,500,000	68,056,239	272,024,750	71,619	272,096,369
Appropriation for previous year														
Dividend paid	6.24	-	-	-	-	-	-	-	-	-	(8,589,793)	(8,589,793)	(32,500)	(8,622,293)
Legal reserve	6.23 , 6.24	-	-	-	-	-	-	-	500,000	-	(500,000)	-	-	-
Appropriation for current year														
Dividend paid	6.24	-	-	-	-	-	-	-	-	-	(3,817,686)	(3,817,686)	(50,002)	(3,867,688)
Legal reserve	6.23 , 6.24	-	-	-	-	-	-	-	500,000	-	(500,000)	-	-	-
Others	6.23 , 6.24	-	-	-	-	-	-	-	-	5,000,000	(5,000,000)	-	-	-
Total comprehensive income		-	-	-	(839)	(931,724)	1,649,017	-	-	-	35,598,405	36,314,859	129,714	36,444,573
Transfer to retained earnings		-	-	(9,191)	(903,964)	-	-	-	-	-	913,155	-	-	-
Changes in ownership interests in subsidiaries that did not result in loss of control		-	-	-	-	-	-	-	-	-	3,739	3,739	(3,010)	729
Balance as at December 31, 2013		19,088,429	56,346,232	10,280,263	5,246,682	25,328,396	(1,018,192)	-	18,000,000	76,500,000	86,164,059	295,935,869	115,821	296,051,690

Notes to the financial statements form an integral part of these financial statements

## Statement of Changes in Shareholders' Equity (Continued)

Bangkok Bank Public Company Limited and Subsidiaries  
For the year ended December 31, 2013

Baht : '000

	Notes	Issued and Paid-up Share Common Shares	Premium on Common Shares	THE BANK					Retained Earnings			Total
				Other Reserves			Legal Reserve			Appropriated	Unappropriated	
				Unrealized Increment per Land Appraisal	Unrealized Increment per Premises Appraisal	Unrealized Gains on Investments	Foreign Exchange Adjustment	Legal Reserve	Others			
(Restated)												
Balance as at January 1, 2012 as previously reported		19,088,429	56,346,232	12,861,818	8,821,698	21,720,797	(1,047,313)	16,000,000	66,500,000	40,716,627	241,008,288	
Adjustment for cumulative effect of application of the new accounting policy-income taxes	6.32	-	-	(2,572,364)	(1,764,172)	(4,414,956)	-	-	-	9,921,610	1,170,118	
Balance as at January 1, 2012 after adjustment		19,088,429	56,346,232	10,289,454	7,057,526	17,305,841	(1,047,313)	16,000,000	66,500,000	50,638,237	242,178,406	
Appropriation for previous year												
Dividend paid	6.24	-	-	-	-	-	-	-	-	(7,635,371)	(7,635,371)	
Legal reserve	6.23 , 6.24	-	-	-	-	-	-	500,000	-	(500,000)	-	
Appropriation for current year												
Dividend paid	6.24	-	-	-	-	-	-	-	-	(3,817,686)	(3,817,686)	
Legal reserve	6.23 , 6.24	-	-	-	-	-	-	500,000	-	(500,000)	-	
Others	6.23 , 6.24	-	-	-	-	-	-	-	5,000,000	(5,000,000)	-	
Total comprehensive income		-	-	-	-	8,950,644	(910,891)	-	-	30,367,996	38,407,749	
Transfer to retained earnings		-	-	-	(906,041)	-	-	-	-	906,041	-	
Balance as at December 31, 2012		19,088,429	56,346,232	10,289,454	6,151,485	26,256,485	(1,958,204)	17,000,000	71,500,000	64,459,217	269,133,098	
Balance as at January 1, 2013 as previously reported		19,088,429	56,346,232	12,861,818	7,689,147	32,906,324	(1,900,656)	17,000,000	71,500,000	56,006,231	271,497,525	
Adjustment for cumulative effect of application of the new accounting policy-income taxes	6.32	-	-	(2,572,364)	(1,537,662)	(6,649,839)	(57,548)	-	-	8,452,986	(2,364,427)	
Balance as at January 1, 2013 after adjustment		19,088,429	56,346,232	10,289,454	6,151,485	26,256,485	(1,958,204)	17,000,000	71,500,000	64,459,217	269,133,098	
Appropriation for previous year												
Dividend paid	6.24	-	-	-	-	-	-	-	-	(8,589,793)	(8,589,793)	
Legal reserve	6.23 , 6.24	-	-	-	-	-	-	500,000	-	(500,000)	-	
Appropriation for current year												
Dividend paid	6.24	-	-	-	-	-	-	-	-	(3,817,686)	(3,817,686)	
Legal reserve	6.23 , 6.24	-	-	-	-	-	-	500,000	-	(500,000)	-	
Others	6.23 , 6.24	-	-	-	-	-	-	-	5,000,000	(5,000,000)	-	
Total comprehensive income		-	-	-	(839)	(870,803)	(458,792)	-	-	33,569,545	32,239,111	
Transfer to retained earnings		-	-	(9,191)	(903,964)	-	-	-	-	913,155	-	
Balance as at December 31, 2013		19,088,429	56,346,232	10,280,263	5,246,682	25,385,682	(2,416,996)	18,000,000	76,500,000	80,534,438	288,964,730	

Notes to the financial statements form an integral part of these financial statements

*Charat Pophonpanich*

(Mr. Chatsiri Sophonpanich)  
President

*S. Suvarn*

(Mr. Suvarn Thansathit)  
Senior Executive Vice President



## Statement of Cash Flows

Bangkok Bank Public Company Limited and Subsidiaries  
For the year ended December 31, 2013

Baht : '000

	Notes	CONSOLIDATED		THE BANK	
		2013	2012 (Restated)	2013	2012 (Restated)
CASH FLOWS FROM OPERATING ACTIVITIES					
Profit from operating before income tax expenses		44,917,171	41,015,832	42,149,431	38,874,657
Items to reconcile profit from operating before income tax expenses					
to cash received (paid) from operating activities					
Depreciation and amortization expenses		3,461,254	3,438,261	3,334,516	3,310,408
Bad debt and doubtful accounts		7,671,758	7,218,516	7,385,279	6,977,004
Loss on debt restructuring		421,418	29,904	421,418	29,904
Loss (gain) on foreign exchange		776,175	(877,558)	746,324	(884,446)
Amortization of discount on investment in debt securities		(343,415)	(1,228,433)	(208,201)	(1,168,066)
Unrealized loss (gain) on revaluation of trading securities		21,726	(20,639)	(15,967)	7,532
Unrealized loss (gain) on transfer of investments		(12,918)	5,252	(12,918)	5,252
Gain on disposal of securities for investments		(2,725,804)	(1,204,616)	(2,717,294)	(1,026,478)
Loss on impairment of investments		737,119	64,316	737,119	64,316
Share of profit from investment using equity method		(161,824)	(82,697)	-	-
Loss on impairment of properties for sale (reversal)		14,002	483,758	(82,086)	155,610
Gain on disposal of premises, equipment and leasehold		(113,974)	(65,791)	(113,329)	(62,635)
Gain on revaluation of premises		(839)	-	(839)	-
Loss on impairment of other assets (reversal)		183,223	(6,283)	183,223	(6,283)
Provision expenses (reversal)		(2,085,323)	819,854	(2,102,098)	806,068
Net interest income		(55,878,832)	(54,952,644)	(53,787,841)	(52,774,155)
Dividend income		(2,968,382)	(2,596,623)	(3,056,279)	(2,629,064)
Proceeds from interest income		99,926,069	94,022,937	95,771,560	90,074,062
Interest expenses paid		(39,971,201)	(37,681,605)	(38,913,544)	(35,807,891)
Proceeds from dividend income		2,968,382	2,596,623	2,793,280	2,475,413
Income tax paid		(7,679,395)	(6,357,278)	(7,206,923)	(5,800,472)
Increase in other accrued receivables		(1,230)	(96,838)	(11,416)	(13,728)
Increase in other accrued expenses		649,617	1,125,704	490,939	898,601
Profit from operating before changes in					
operating assets and liabilities		49,804,777	45,649,952	45,784,354	43,505,609

## Statement of Cash Flows (Continued)

Bangkok Bank Public Company Limited and Subsidiaries  
For the year ended December 31, 2013

Baht : '000

	Notes	CONSOLIDATED		THE BANK	
		2013	2012 (Restated)	2013	2012 (Restated)
<b>CASH FLOWS FROM OPERATING ACTIVITIES (CONTINUED)</b>					
Decrease (increase) in operating assets					
Interbank and money market items		(50,779,700)	(96,360,444)	(51,884,107)	(90,709,320)
Investment in short-term securities		7,583,891	(65,748,580)	6,593,123	(64,649,878)
Loans to customers		(152,627,608)	(137,930,517)	(144,073,573)	(141,677,134)
Properties for sale		3,366,747	3,985,277	2,971,551	3,678,176
Other assets		(9,272,248)	(2,985,560)	(9,669,953)	(1,175,880)
Increase (decrease) in operating liabilities					
Deposits		100,618,542	246,819,795	96,690,411	249,574,948
Interbank and money market items		(2,792,018)	36,270,249	(3,233,393)	28,416,682
Liabilities payable on demand		1,576,486	2,164,202	1,509,110	2,225,728
Short-term borrowings		(7,171,516)	(63,237,988)	(7,171,516)	(63,337,988)
Other liabilities		22,687,880	(1,423,394)	20,135,540	(4,575,918)
Net cash from operating activities		(37,004,767)	(32,797,008)	(42,348,453)	(38,724,975)
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>					
Purchase of available-for-sale securities		(285,042,815)	(264,698,672)	(272,171,335)	(257,689,400)
Proceeds from disposal of available-for-sale securities		313,241,064	291,396,158	303,441,969	287,001,084
Purchase of held-to-maturity debt securities		(87,952,118)	(95,299,985)	(6,830,509)	(48,945,191)
Proceeds from redemption of held-to-maturity debt securities		92,008,826	62,980,277	12,054,529	19,117,515
Purchase of general investments		(4,824,520)	(1,946,739)	(4,824,521)	(1,946,739)
Proceeds from disposal of general investments		2,338,651	1,101,889	2,338,651	1,101,889
Purchase of investment in subsidiary		729	(2,578,829)	(1,619,256)	(2,578,829)
Proceeds from disposal of investment in associate		14,918	-	14,918	-
Proceeds from dividend income from subsidiaries and associates		15,501	11,152	263,000	153,651
Purchase of premises, equipment and leasehold		(2,247,554)	(1,739,043)	(2,047,607)	(1,678,623)
Proceeds from disposal of premises, equipment and leasehold		117,328	68,902	116,078	65,330
Net cash from investing activities		27,670,010	(10,704,890)	30,735,917	(5,399,313)

## Statement of Cash Flows (Continued)

Bangkok Bank Public Company Limited and Subsidiaries  
For the year ended December 31, 2013

Baht : '000

	Notes	CONSOLIDATED		THE BANK	
		2013	2012 (Restated)	2013	2012 (Restated)
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>					
Cash received from issuance of senior unsecured notes		31,068,334	36,804,267	31,068,334	36,804,267
Cash received from issuance of unsecured subordinated notes		-	20,000,000	-	20,000,000
Decrease in borrowings		(75,703)	(122,985)	(75,703)	(122,985)
Dividend paid		(12,407,479)	(11,453,057)	(12,407,479)	(11,453,057)
Dividend paid to non-controlling interest		(82,502)	(47,501)	-	-
Net cash from financing activities		18,502,650	45,180,724	18,585,152	45,228,225
Effect on cash due to changes in the exchange rates		86,816	(37,965)	87,561	(38,152)
Net increase in cash and cash equivalents		9,254,709	1,640,861	7,060,177	1,065,785
Cash and cash equivalents as at January 1,		47,913,875	46,273,014	46,239,346	45,173,561
Cash and cash equivalents as at December 31,	6.1.1	57,168,584	47,913,875	53,299,523	46,239,346

Notes to the financial statements form an integral part of these financial statements



(Mr. Chartsiri Sophonpanich)  
President



(Mr. Suvarn Thansathit)  
Senior Executive Vice President

## Notes to the Financial Statements

Bangkok Bank Public Company Limited and Subsidiaries  
For the year ended December 31, 2013

### 1. REGULATORY REQUIREMENTS

The Bank is subject to various capital and regulatory requirements administered by the Bank of Thailand (BOT). Under these capital adequacy guidelines and the regulatory framework for prompt corrective action, the Bank must satisfy specific capital guidelines that involve quantitative measurements of the Bank's assets, liabilities and certain off-balance sheet items calculated in accordance with regulatory requirements. The Bank's capital amounts and classification are also subject to qualitative judgement by the BOT about components, risk weightings and other factors. The Bank believes that as at December 31, 2013 and 2012, the Bank complied with all capital adequacy requirements. However, these capital and regulatory requirements are subject to change by the BOT.

### 2. BASIS FOR PREPARATION OF THE CONSOLIDATED AND THE BANK'S FINANCIAL STATEMENTS

Bangkok Bank Public Company Limited is a public company limited registered in the Kingdom of Thailand and registered in the Stock Exchange of Thailand with its head office located at 333 Silom Road, Bangrak, Bangkok. The Bank's main business is commercial banking and the Bank conducts its businesses through a network of branches covering all parts of Thailand and some major parts of the world.

- 2.1 The consolidated and the Bank's financial statements are prepared in accordance with Thai Accounting Standard No. 1 (Revised 2009) regarding Presentation of Financial Statements; and in accordance with the Regulations of The Stock Exchange of Thailand (SET) regarding the Basis, Conditions and Procedures for the Preparation and Submission of Financial Position and Results of Operations of Listed Companies B.E. 2544 dated January 22, 2001, including the BOT's Notification regarding the Preparation and Announcement of Financial Statements of Commercial Banks and Parent Companies of Financial Holding Groups dated December 3, 2010.

The financial statements have been prepared under the historical cost convention except as disclosed in the accounting policies.

The preparation of the financial statements in conformity with Thai Financial Reporting Standards also requires the Bank to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expense during the reporting period. The actual results may differ from those estimates. The use of accounting judgments and estimates that are of significance are disclosed in Note 5. Further information about methods and key assumptions are set out in the relevant notes.

The Bank prepares its statutory financial statements in the Thai language in conformity with Thai Financial Reporting Standards and the regulations as stated above. These financial statements are prepared in accordance with accounting principles and practices generally accepted in Thailand.



## 2.2 New or Revised Thai Financial Reporting Standards

## 2.2.1 The Application of the New or Revised Thai Financial Reporting Standards

Thai Accounting Standards, Thai Financial Reporting Standards, Thai Accounting Standards Interpretation and Accounting Treatment Guidance for Transfers and Accept Transfers of Financial Assets to be applied for the financial statements of the periods beginning on or after January 1, 2013 that are relevant to the Bank are as follows:

Thai Financial Reporting Standards		Effective date
<b>Thai Accounting Standards (TAS)</b>		
TAS 12	Income Taxes	January 1, 2013
TAS 21 (Revised 2009)	The Effects of Changes in Foreign Exchange Rate	January 1, 2013
<b>Thai Financial Reporting Standards (TFRS)</b>		
TFRS 8	Operating Segments	January 1, 2013
<b>Thai Accounting Standards Interpretations (TSI)</b>		
TSI 21	Income Taxes - Recovery of Revalued Non - Depreciable Assets	January 1, 2013
TSI 25	Income Taxes - Changes in the Tax Status of an Entity or its Shareholders	January 1, 2013
Accounting Treatment Guidance for Transfers and Accept Transfers of Financial Assets		January 1, 2013

The Bank has adopted the above accounting standards, financial reporting standards, financial reporting interpretations and accounting treatment guidance for transfers and accept transfers of financial assets with no material impact on the Bank's financial statements.

In terms of the new Thai financial reporting standards, the Bank has disclosed the accounting policy and its impact on applying TAS 12 Income Taxes in Note 6.32, and disclosed information according to TFRS 8 Operating Segments in Note 6.33, respectively.

- 2.2.2 The Federation of Accounting Professions had issued the Notifications of Federation of Accounting Professions regarding Thai Accounting Standards, Thai Financial Reporting Standards, Thai Accounting Standards Interpretations and Thai Financial Reporting Interpretations which had been announced in the Royal Gazette, that are relevant to the Bank but not yet effective in 2013 as follows :

Thai Financial Reporting Standards		Effective date
<b>Thai Accounting Standards (TAS)</b>		
TAS 1 (Revised 2012)	Presentation of Financial Statements	January 1, 2014
TAS 7 (Revised 2012)	Statement of Cash Flows	January 1, 2014
TAS 12 (Revised 2012)	Income Taxes	January 1, 2014
TAS 17 (Revised 2012)	Leases	January 1, 2014
TAS 18 (Revised 2012)	Revenue	January 1, 2014
TAS 19 (Revised 2012)	Employee Benefits	January 1, 2014
TAS 21 (Revised 2012)	The Effects of Changes in Foreign Exchange Rate	January 1, 2014
TAS 24 (Revised 2012)	Related Party Disclosures	January 1, 2014
TAS 28 (Revised 2012)	Investments in Associates	January 1, 2014
TAS 34 (Revised 2012)	Interim Financial Reporting	January 1, 2014
TAS 36 (Revised 2012)	Impairment of Assets	January 1, 2014
TAS 38 (Revised 2012)	Intangible assets	January 1, 2014

Thai Financial Reporting Standards		Effective date
<b>Thai Financial Reporting Standards (TFRS)</b>		
TFRS 5 (Revised 2012)	Non - current Assets Held for Sale and Discontinued Operations	January 1, 2014
TFRS 8 (Revised 2012)	Operating Segments	January 1, 2014
<b>Thai Accounting Standards Interpretations (TSI)</b>		
TSI 15	Operating Leases - Incentives	January 1, 2014
TSI 32	Intangible Assets - Web Site Costs	January 1, 2014
<b>Thai Financial Reporting Interpretations (TFRI)</b>		
TFRI 4	Determining whether an arrangement contains a lease	January 1, 2014
TFRI 13	Customer loyalty programmes	January 1, 2014
TFRI 17	Distributions of Non - cash Assets to Owners	January 1, 2014

The Bank has considered the impact of the above accounting standards, financial reporting standards, accounting standards interpretations and financial reporting interpretations and determined that they will not have any material impact on the Bank's financial statements.

- 2.3 The consolidated financial statements for the years ended December 31, 2013 and 2012, included the accounts of the head office and all branches of the Bank and its subsidiaries, which have been audited by eliminating significant business transactions and outstanding balances between the Bank and its subsidiaries. The subsidiaries consist of BBL (Cayman) Limited, Bangkok Bank Berhad, Sinnsuptawee Asset Management Company Limited, BBL Asset Management Company Limited, Bualuang Securities Public Company Limited and Bangkok Bank (China) Company Limited.

In addition, the consolidated financial statements for the years ended December 31, 2013 and 2012, also included BBL Nominees (Tempatan) Sdn. Bhd, the 100.00% owned subsidiary of Bangkok Bank Berhad.

The consolidated financial statements for the years ended December 31, 2013 and 2012, did not include the financial statements of Thai Precision Manufacturing Company Limited in which the Bank holds 59.77% stake through debt restructuring as such company's operation was discontinued and is in the process of liquidation. Thai Precision Manufacturing Company Limited reported total assets amounting to Baht 122 million in the audited financial statements for the year ended December 31, 2005.

All subsidiaries of the Bank were incorporated in the Kingdom of Thailand except for BBL (Cayman) Limited which was incorporated in the Cayman Islands British West Indies, Bangkok Bank Berhad which was incorporated in Malaysia and Bangkok Bank (China) Company Limited which was incorporated in the People's Republic of China.

The consolidated financial statements for the years ended December 31, 2013 and 2012, included equity interest in associates which was determined from the unaudited financial statements of these companies.

- 2.4 The Bank's financial statements for the years ended December 31, 2013 and 2012, included the accounts of the head office and all branches of the Bank. Investments in subsidiaries and associates were accounted for using the cost method, net of valuation allowance for impairment.

### 3. SIGNIFICANT ACCOUNTING POLICIES

#### 3.1 Recognition of income

The Bank recognizes interest and fee income on an accrual basis, except for interest from lending which was accrued over three months, such interest is recognized when received. The Bank reverses all accrued interest income for items which are no longer on an accrual basis.

#### 3.2 Recognition of expenses

The Bank recognizes interest and fee expenses on an accrual basis.

#### 3.3 Cash

Cash consists of cash on hand and cash in transit.

#### 3.4 Derivatives

Derivatives are initially recorded at fair value at the date on which a derivative contract is entered into (Trade Date) and are subsequently measured at fair value. The changes in fair value are recognized as gains (losses) on tradings and foreign exchange transactions.

The fair value of derivatives is derived from market price or valuation techniques which are based on the market prices of instruments with similar characteristics and maturities or the valuation quoted by a reliable institution. Where applicable, a valuation reserve is applied to arrive at proper fair value.

The Bank makes use of derivatives to manage exposures arising from assets, liabilities, off-balance sheet items, net positions or cash flow. Upon meeting specified criteria for hedge accounting, the Bank applies hedge accounting for the aforementioned derivatives and the same basis (accrual basis) of accounting for the hedged items.

In hedging, the Bank takes into consideration the relationship between derivatives and the hedged item, including the nature of the risk, the objective and strategy for undertaking the hedge as well as the effectiveness of the hedging relationship.

The Bank discontinues using hedge accounting when a hedging instrument expires or is sold, or when a hedge no longer meets the criteria for hedge accounting. Derivative is then remeasured at fair value and the difference between the carrying value under accrual method and the fair value of derivative is amortized and recognized in profit or loss in line with the hedged items.

#### 3.5 Embedded derivative

An embedded derivative is a component of a hybrid or combined instrument that also includes a non-derivative host contract. An embedded derivative causes some or all of the cash flows that otherwise would be required by the contract to be modified according to the specified variable. The Bank recognizes, classifies and accounts for the embedded derivative in accordance with the BOT's Notification. An embedded derivative is separated from the host contract and accounted for as a derivative if all of the following criteria are met, namely that the embedded derivative has economic characteristics and risks that are not closely related to that of the host contract, and which when separated from the host contract would still meet the definition of a derivative, and where the hybrid instrument is not measured and recognized at fair value with changes in fair value recognized in profit or loss. An embedded derivative that is separated from the host contract is classified as held for trading and is presented at fair value with changes in fair value recognized as gains (losses) on tradings and foreign exchange transactions. The related host contract is recognized, classified and measured according to the related accounting policy. An embedded derivative in a hybrid instrument which does not meet the aforementioned criteria is accounted for under the host contract.

### 3.6 Investments

The Bank and its subsidiaries classify debt securities, equity securities and investments in receivables as trading investments, available-for-sale investments, held-to-maturity debt securities, general investments and investments in subsidiaries and associates.

Investments are initially recognized on the settlement date at fair value.

Investments in debt securities or marketable equity securities with readily determinable market values that are acquired with the intent to hold for a short period of time in order to take advantage of anticipated changes in market values are classified as trading investments and carried at fair value. Unrealized gains and losses from changes in their fair value, and gains and losses on disposal of investments are recognized as gains (losses) on tradings and foreign exchange transactions.

Debt securities and investments in receivables for which the Bank has the intent and the ability to hold until maturity are classified as held-to-maturity debt securities and carried at the amortized cost, net of valuation allowances for impairment (if any).

Debt securities, investments in receivables and marketable equity securities with readily determinable market values that are not classified as either held-to-maturity debt securities, or trading investments or investments in subsidiaries and associates are classified as available-for-sale investments and carried at fair value. The unrealized gains or losses from changes in their fair value are reported as a component of shareholders' equity through other comprehensive income until realized, after which such gains or losses on disposal of the investments will be recognized as gains (losses) on investments.

Non-marketable equity securities and listed securities with restriction on trading price are classified as general investments and carried at cost, net of valuation allowances for impairment (if any).

Investments in subsidiaries and associates in the Bank's financial statements are presented under the cost method, net of valuation allowances for impairment (if any). Investments in associates in the consolidated financial statements are presented under the equity method, net of valuation allowances for impairment (if any).

The Bank presents its investments transferred to a subsidiary as securities transferred to subsidiary, classified as available-for-sale investments. Cash received from the aforementioned transfer is presented as other liabilities in accordance with accounting treatment guidance for transfers and accept transfers of financial assets.

The Bank classifies the non-negotiable promissory note, which is availed by the Financial Institutions Development Fund (FIDF) entitled to the Bank by the Thai Asset Management Corporation (TAMC) upon entering into the Asset Transfer Agreement in order to transfer impaired assets of the Bank, as held-to-maturity debt securities. The Bank recognizes interest income on the aforementioned promissory note on an accrual basis and concurrently provides reserve for loss sharing from TAMC by the same amount.

Cost of debt and equity securities disposed is computed based on the weighted-average method. Interest income on debt securities is recognized on an accrual basis. The amortization of premiums and accretion of discounts uses methods that produce a level yield and presents as interest income. Dividend is recognized on an accrual basis as other operating income.

Valuation allowances for impairment are established by recognizing an unrealized loss upon impairment of investments as per the Bank and its subsidiaries' assessment. The impairment loss for equity securities is reported as gains (losses) on investments and the impairment loss for debt securities is reported as impairment loss of loans and debt securities.



The fair value determination of debt securities

- For domestic debt securities listed in the Thai Bond Market Association, the fair value is determined by using the bid yield of debt securities published in the Thai Bond Market Association. For such debt securities that are not listed in the Thai Bond Market Association, the average bid yield from three reliable financial institutions will be used.
- For foreign debt securities, the value quoted by reliable international financial institutions will be used.

The fair value determination of equity securities

- For marketable equity securities with readily determinable market values, the fair value is determined by the last bid price on The Stock Exchange of Thailand on the last business day of the period. If the last bid price is not available, the last closing price will be used.
- Investment in unit trusts are stated at fair value based on redemption value as at the end of the period.

3.7 Loans to customers

The Bank recognizes loans to customers at cost when cash is advanced to a borrower and derecognizes when getting repayment or writing off.

Overdrafts are carried at the drawn amounts including interest. Other loans to customers are carried at the principal amounts (See Note 6.6).

3.8 Allowance for doubtful accounts

The BOT allows banks to classify loans and set up the allowance for doubtful accounts on an account-by-account basis or on a customer basis. In this respect, the Bank has chosen to classify loans and set up the allowance for doubtful accounts on a customer basis, such that all loans extended to a customer are classified at the lowest quality category of such customer and the allowance for doubtful accounts is determined according to the loan classification. The Bank also performs qualitative reviews of loans and commitments in accordance with the guidelines of the BOT.

The Bank had set up the minimum allowance for doubtful accounts in accordance with the BOT's Notification regarding the Basis for Classification and Allowance of Financial Institutions dated August 3, 2008.

The Bank had set up the allowance for doubtful accounts for non-performing loans in an amount equal to the difference between the book value of the outstanding loan and the present value of estimated future cash flows from the debtor, or the difference between the book value of the outstanding loan and the present value of estimated future cash flows from the disposal of collateral. For the allowance for doubtful accounts for performing loans, the Bank had set up the allowance in accordance with the minimum percentage of the BOT's guidelines. For loans having similar credit risk characteristics, the Bank may set up the allowance in an amount of collective impairment by using the historical loss data including current observable data (See Note 6.6.1). Furthermore, the Bank had set aside an additional allowance for doubtful accounts in excess of the minimum BOT's requirement by taking into consideration the potential additional loss arising from changes in economic and legal environment and other factors that may impact the ability of the debtors in meeting their obligations under the loan agreements.

Debts that are determined to be irrecoverable are written off in the period in which the decision is taken. Bad debts recovered are recorded as an increase in allowance for doubtful accounts.

In the event of a loss on debt restructuring, the Bank will reduce bad debt and doubtful accounts and allowance for doubtful accounts by either the loss on debt restructuring or the allowance for doubtful accounts for that debtor, whichever is the lower.

3.9 Troubled debt restructurings

The Bank's restructuring methodology includes reduction of principal and/or accrued interest receivable, asset transfer, debt-equity conversion, and modification of payment schedule.

For debt repayment through asset transfer or debt-equity conversion according to debt restructuring contract, the Bank recognizes the transferred asset or equity conservatively at the lower of recorded loan amount or asset fair value, the effect of which is not materially different from recording the transfer at the fair value following Thai Accounting Standard regarding Accounting for Troubled Debt Restructurings.

For debt restructuring using modification of payment schedule, the Bank calculates the fair value of loans based on the present value of the expected future cash flows discounted by the market rate. The Bank applies lending interest rate (MLR) published by the Bank and in force at the time of restructuring as the discount rate in calculating the resulting future loss, and recognizes this loss on restructuring as expense immediately upon restructuring. Subsequently, the Bank recalculates the above-mentioned future loss periodically using the lending interest rate published by the Bank and in force as at the reporting date as the discount rate and recognizes the change of the above-mentioned future loss as an increase or a decrease in expense in loss on restructuring accounts.

3.10 Properties for sale

Properties for sale consist of immovable and movable properties which are stated at the lower of cost or market value at the date of acquisition. In the event where the Bank considers that there is a decline in net realizable value, the impairment is recognized as other operating expense.

Net realizable value is estimated based on the appraised value together with other factors which can affect the realizable value such as related selling expenses and future discounts expenses.

Gains or losses on disposal of such properties for sale are recognized as other operating income or expense on the date of disposal.

The Bank had complied with the BOT's Notification regarding the Immovable Properties for Sale, and the Rules of the Purchase and Holding of Immovable Properties to be used as Premises for Business of Commercial Banks or as Facilities for its Officers and Employees dated December 11, 2009 and the Accounting Rules for Financial Institutions in relation to the Sales of Properties for Sale dated August 3, 2008.

3.11 Premises, equipment and depreciation

Land is stated at the new appraised value. Premises are stated at the new appraised value net of accumulated depreciation and allowance for impairment (if any). Equipment is stated at cost net of accumulated depreciation and allowance for impairment (if any).

The land and premises reappraisal is done by independent appraisers according to the guidelines established by the BOT based on the market value method for land and the replacement cost method net of accumulated depreciation for premises, and the increment resulting from the appraisal is recognized as part of shareholders' equity as unrealized increment per land and premises appraisal. Depreciation of the increment per premises appraisal is recognized as other operating expense and the unrealized increment per premises appraisal is amortized by transferring directly to retained earnings in an amount equal to such depreciation. Land and premises appraisal decrease is charged directly against any prior appraisal increase for the particular asset. The residual appraisal decrease is recognized as other operating expense.

Depreciation is calculated by the straight-line method, based on the estimated useful lives of the assets, as follows :

Premises-reappraised	20 - 30 years
Premises-newly constructed	20 years
Equipment	3 - 5 years

Depreciation of premises and equipment in foreign countries is at the legal rates applicable in each locality.

When land, premises and equipment become impaired, the allowance for impairment is recorded to recognize loss on impairment as other operating expenses.

Gains or losses on disposal of land, premises and equipment are recognized as other operating income or expenses upon disposal.

### 3.12 Intangible assets and amortization

Intangible assets are stated at cost net of accumulated amortization and allowance for impairment (if any).

Amortization is calculated by the straight-line method, based on the estimated useful lives of the assets. For computer software, the estimated useful lives are between 3 - 5 years.

Amortization of intangible assets in foreign countries is at the legal rates applicable in each locality.

When intangible assets become impaired, the allowance for impairment is recorded to recognize loss on impairment as other operating expenses.

Gains or losses on disposal of intangible assets are recognized as other operating income or expenses upon disposal.

### 3.13 Leaseholds

Leaseholds are stated at cost less amortization. Amortization charge is calculated by the straight-line method, based on the lease period, which ranges between 2 - 30 years.

### 3.14 Provisions

The Bank recognizes provisions in the statements of financial position when the Bank has obligations as a result of a past event and where it is probable that there will be an outflow of economic benefits to settle such obligations. The provisions, such as the provisions for off-balance sheet contingencies, the probable loss arising from the impaired assets transferred to the TAMC (See Note 6.6.7), the provision for the post-employment benefits (See Note 6.20), the probable loss on legal indemnity, and other provisions, have been recognized in the statements of financial position.

The Bank recognizes the provisions as other operating expenses and as provisions in the statements of financial position.

The Bank reviews the provisions on a regular basis, and recognizes the changes in the provisions as increase or decrease in other operating expenses.

3.15 Assets and liabilities in foreign currencies

3.15.1 Functional currency and presentation currency

Items in the financial statements of foreign operations are recorded at their functional currency.

The consolidated and the Bank's financial statements are presented in Baht as the presentation currency.

3.15.2 Translation of foreign currency transactions

Transactions denominated in foreign currencies are translated into the functional currency at the rates of exchange prevailing at the transaction dates.

At the reporting date, balances of monetary assets and liabilities are translated at the exchange rate as of the reporting date. Balances of non-monetary assets and liabilities are translated at the exchange rate prevailing at the transaction dates or exchange rate at the date when the fair value was determined.

Gains and losses on foreign currency trading and foreign currency translation are presented as gains (losses) on tradings and foreign exchange transactions.

3.15.3 Translation of financial statements of foreign operations

In preparation of the consolidated and the Bank's financial statements, the Bank translates the items in the statement of financial position of the foreign operation which its functional currency is other than Baht by using the reference rates of BOT as of the reporting date and translates the items in the statement of comprehensive income by using the reference rates of BOT at the end of each month.

Gains or losses on translation of the financial statements of foreign operations are recognized as a component of shareholders' equity through other comprehensive income.

3.16 Post-employment benefits

3.16.1 Defined contribution plans

The Bank and its domestic subsidiaries have the provident funds, which are managed by external fund managers, for their employees in accordance with the Provident Fund Act B.E. 2530 (1987). The Bank, its domestic subsidiaries and their employees contribute to the funds at the determined rates. The employees are entitled to benefits according to the Fund regulations.

The provident funds for overseas branches and overseas subsidiaries are established in accordance with each country's legal requirement and any withdrawal is made in compliance therewith.

The provident funds are considered defined contribution plans. The Bank and subsidiaries recognize their contributions to the provident funds as personnel expenses upon receiving the service from employees.

3.16.2 Defined benefit plans

The Bank and its subsidiaries provide the defined benefit plans for their employees under the employment agreements. The provision for the employee benefits is assessed by an actuary using the actuarial techniques called the Projected Unit Credit Method to determine the present value of cash flows of employee benefits to be paid in the future. Under this method, the determination is based on actuarial calculations which include the employee's salaries, turnover rate, mortality rate, years of service and other factors.



The Bank and its subsidiaries recognize the provision for defined benefit plans in the statements of financial position with the net total of the present value of defined benefits obligations minus unrecognized past service costs and the fair value of plan assets. The expense for defined benefit plans is recognized as personnel expenses in the statements of comprehensive income.

The actuarial gains (losses) are recognized in other comprehensive income and transferred immediately to the retained earnings in the period in which they arise. The past service costs are recognized immediately as expense to the extent that the benefits have vested except for non-vested benefits which shall be amortized using a straight-line basis over the average period until the benefits become vested.

### 3.17 Income taxes

Income taxes comprise of current tax and deferred tax.

Current tax is recognized at the amount expected to be paid or recovered from the tax authorities by calculating from taxable profit or loss for the period and using tax rates enacted or substantively enacted by the reporting date.

Deferred tax is recognized on temporary differences arising between carrying amounts of assets and liabilities in the financial statements and the corresponding tax bases used in the computation of taxable profit or loss (tax base). The Bank recognized deferred tax assets and liabilities arising from such temporary differences at the amount of expected benefit to be received from the assets or paid for the liabilities in profit or loss except to the extent that it relates to items recognized in equity, in which case it is recognized directly in equity.

Deferred tax assets and liabilities are offset, if the Bank has a legally enforceable right to offset current tax assets and current tax liabilities, and they relate to income taxes levied by the same tax authority on the same taxable entity.

Deferred tax assets are recognized to the extent that it is probable that future taxable profits will be sufficiently available to allow the temporary differences to be utilized. The carrying amount of deferred tax assets are reviewed at each reporting date and reduced to the extent that the related tax benefit will be realized.

### 3.18 Earnings per share

Basic earnings per share are calculated by dividing the net income attributable to the Bank by the average number of ordinary shares outstanding and issued during the period, weighted by the time and amount paid.

Diluted earnings per share are computed from adjusting the net income attributable to ordinary shares and adjusting the number of ordinary shares by the effect of dilutive potential ordinary shares.

## 4. RISK MANAGEMENT

### 4.1 Risk information of the Bank

The Bank's Risk Management Committee plays a significant role in prescribing the risk management policy, reviewing the sufficiency of the risk management policy and system, defining the strategy for risk management, and monitoring the Bank's risk to an appropriate level, in compliance with the Bank's risk management policy which has been approved by the Board of Directors based on the Risk Management Committee's recommendation. The objectives are to manage the relevant risks within designated boundaries, in particular the maintenance of capital in accordance with the revised capital adequacy requirements under the Basel III guidelines and to achieve an appropriate rate of return.

Important processes in the risk management system comprise the identification of significant risks which may potentially impact the Bank's business operations, the assessment of each type of risk, the monitoring of risks to be at an appropriate level under the Bank's policy, and the reporting of the status of each type of risk to relevant parties so as to enable them to manage and/or handle the risks in a timely manner.

The key principle of the risk management system is that business units shall be responsible for continuously managing their risk exposures in order to ensure that the risk is within the specified limits and in compliance with the overall risk management policy approved by the Board of Directors, while the Risk Management unit is responsible for monitoring and controlling the risks on a regular basis.

#### 4.1.1 Credit risk

Credit Risk is the risk that borrowers or counterparties fail to fulfill their obligations under contractual agreements arising from lending, investment and other contractual activities, such as the borrowers' failure to repay principal or interest as agreed in the contract, etc. The Bank's maximum exposure to credit risk is the net carrying amount of the financial assets or the amount which the Bank could have to pay if counterparties cannot meet such contractual obligations.

The Bank has established comprehensive credit underwriting processes which include the formulation of the credit policy, procedures for the assessment of credit risk ratings for customers, and the establishment of various levels of credit approval authority, based on the type of business and/or the size of the credit facilities. In general, credit facilities are extended based on the capacity to repay, which is assessed by evaluating the purpose of the loan, the projected operating cash flows, business feasibility and the capability of management. Collateral coverage is also taken into consideration as a contingency measure. Credit reviews including reviews of the credit risk ratings are undertaken on a regular basis. Furthermore, the Bank also has established limits to be used as a tool to monitor and control credit risk.

#### 4.1.2 Interest rate risk

Interest rate risk arises from the potential change in interest rates which may have an adverse effect on the net interest income of the Bank in the current reporting period, and/or in future periods. Interest rate risk arises from the structure and characteristics of the Bank's assets and liabilities, and in the mismatch in repricing dates of its assets and liabilities.

The Bank assesses, monitors, and controls interest rate risk to be at an acceptable level and to comply with the policy set by the Asset-Liability Management Committee (ALCO) and the Risk Management Committee (RMC). The Bank manages interest rate risk in order to achieve business return targets and control the potential impact on capital to be within a specified limit. The Bank thus deploys derivatives to hedge its interest rate risk.

The Bank has significant financial assets and financial liabilities categorized by the earlier of contractual repricing or maturity dates as at December 31, 2013 and 2012 as follows :

Million Baht

CONSOLIDATED 2013								
	Call to 1 Month	1 - 3 Months	3 - 12 Months	1 - 5 Years	Over 5 Years	Non - interest bearing	Non - accrual Loans	Total
<b>Financial Assets</b>								
Interbank and money								
market items *	302,220	45,078	25,230	2,044	-	32,921	-	407,493
Investments in debt securities	12,387	24,645	26,889	210,507	29,253	-	-	303,681
Loans	1,168,128	275,149	173,281	65,435	24,168	8,742	37,764	1,752,667
<b>Financial Liabilities</b>								
Deposits	990,215	389,753	414,177	59,869	-	81,258	-	1,935,272
Interbank and money								
market items	46,615	44,145	6,351	8,227	-	18,958	-	124,296
Liabilities payable on demand	10,910	-	-	-	-	-	-	10,910
Debt issued and borrowings	274	449	159	42,745	96,520	-	-	140,147

Million Baht

CONSOLIDATED 2012								
	Call to 1 Month	1 - 3 Months	3 - 12 Months	1 - 5 Years	Over 5 Years	Non - interest bearing	Non - accrual Loans	Total
<b>Financial Assets</b>								
Interbank and money								
market items *	268,933	28,952	19,938	380	-	36,374	-	354,577
Investments in debt securities	12,078	19,420	73,741	190,459	44,963	161	-	340,822
Loans	1,062,988	236,899	179,260	50,404	30,398	7,080	37,362	1,604,391
<b>Financial Liabilities</b>								
Deposits	1,043,378	353,823	338,053	22,872	-	76,528	-	1,834,654
Interbank and money								
market items	59,556	33,421	8,462	7,906	-	17,743	-	127,088
Liabilities payable on demand	9,333	-	-	-	-	-	-	9,333
Debt issued and borrowings	5,937	1,378	779	12,419	88,245	-	-	108,758

\* Excluding allowance for doubtful accounts and accrued interest receivable.

Million Baht

THE BANK 2013								
	Call to 1 Month	1 - 3 Months	3 - 12 Months	1 - 5 Years	Over 5 Years	Non - interest bearing	Non - accrual Loans	Total
<b>Financial Assets</b>								
Interbank and money								
market items*	289,817	37,496	5,561	691	-	23,455	-	357,020
Investments in debt securities	12,290	19,330	25,585	204,736	28,762	-	-	290,703
Loans	1,146,136	260,220	164,156	65,435	24,168	8,742	37,263	1,706,120
<b>Financial Liabilities</b>								
Deposits	972,702	375,277	401,185	42,305	-	79,592	-	1,871,061
Interbank and money								
market items	42,282	41,718	3,044	8,227	-	19,146	-	114,417
Liabilities payable on demand	10,804	-	-	-	-	-	-	10,804
Debt issued and borrowings	274	449	159	42,745	97,108	-	-	140,735

Million Baht

THE BANK 2012								
	Call to 1 Month	1 - 3 Months	3 - 12 Months	1 - 5 Years	Over 5 Years	Non - interest bearing	Non - accrual Loans	Total
<b>Financial Assets</b>								
Interbank and money								
market items*	258,876	17,178	1,133	380	-	27,569	-	305,136
Investments in debt securities	11,477	15,758	73,489	188,710	42,332	161	-	331,927
Loans	1,047,574	224,376	169,963	50,355	30,398	7,080	36,674	1,566,420
<b>Financial Liabilities</b>								
Deposits	1,023,080	338,592	326,142	11,829	-	74,728	-	1,774,371
Interbank and money								
market items	55,216	29,416	7,186	7,906	-	17,927	-	117,651
Liabilities payable on demand	9,295	-	-	-	-	-	-	9,295
Debt issued and borrowings	5,937	1,378	779	12,419	88,337	-	-	108,850

\* Excluding allowance for doubtful accounts and accrued interest receivable.



Basic information concerning fixed interest rate versus floating interest rate of domestic loans as at December 31, 2013 and 2012 are as follows :

Million Baht				
	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
Fixed interest rate	477,567	446,578	477,567	446,578
Floating interest rate	1,015,286	927,242	1,014,205	926,355
<b>Total</b>	<b>1,492,853</b>	<b>1,373,820</b>	<b>1,491,772</b>	<b>1,372,933</b>

The interest-earning financial assets and interest-bearing financial liabilities for the years ended December 31, 2013 and 2012 are as follows :

Million Baht						
	CONSOLIDATED					
	FOR THE YEARS ENDED DECEMBER 31,					
	2013			2012		
	Average Balance	Interest Income / Expense	Average Rate (%) Per Annum	Average Balance	Interest Income / Expense	Average Rate (%) Per Annum
<b>Earning Financial Assets</b>						
Interbank and money market items	384,198	8,529	2.22	330,832	7,840	2.37
Investments in debt securities	311,135	9,766	3.14	285,666	9,141	3.20
Loans	1,650,637	82,108	4.97	1,532,813	78,278	5.11
<b>Total</b>	<b>2,345,970</b>	<b>100,403</b>		<b>2,149,311</b>	<b>95,259</b>	
<b>Interest-bearing Financial Liabilities</b>						
Deposits	1,861,068	29,597	1.59	1,700,515	25,908	1.52
Interbank and money market items	122,071	1,584	1.30	126,365	2,367	1.87
Debt issued and borrowings	110,137	5,459	4.96	100,052	4,721	4.72
<b>Total</b>	<b>2,093,276</b>	<b>36,640</b>		<b>1,926,932</b>	<b>32,996</b>	

Million Baht

THE BANK						
FOR THE YEARS ENDED DECEMBER 31,						
	2013			2012		
	Average Balance	Interest Income / Expense	Average Rate (%) Per Annum	Average Balance	Interest Income / Expense	Average Rate (%) Per Annum
<b>Earning Financial Assets</b>						
Interbank and money market items	338,720	6,769	2.00	288,331	5,982	2.07
Investments in debt securities	299,581	9,419	3.14	279,219	8,934	3.20
Loans	1,610,684	80,028	4.97	1,493,719	76,290	5.11
<b>Total</b>	<b>2,248,985</b>	<b>96,216</b>		<b>2,061,269</b>	<b>91,206</b>	
<b>Interest-bearing Financial Liabilities</b>						
Deposits	1,802,107	27,702	1.54	1,645,139	24,200	1.47
Interbank and money market items	114,189	1,369	1.20	119,017	2,188	1.84
Debt issued and borrowings	110,569	5,476	4.95	100,391	4,735	4.72
<b>Total</b>	<b>2,026,865</b>	<b>34,547</b>		<b>1,864,547</b>	<b>31,123</b>	

## 4.1.3 Foreign exchange risk

Foreign exchange rate risk arises when the Bank deals in foreign currency transactions which lead to overbought or oversold positions in any individual foreign currency positions. The Bank may incur gains or losses as a result of changes in foreign exchange rates.

The Bank manages its foreign currency positions in compliance with regulatory guidelines and the internal risk limits set by ALCO and RMC.

## 4.1.4 Equity price risk

Equity price risk is the risk associated with equity price changes and resulting in the deterioration of investment value or income fluctuations.

The Bank invests in equity securities within the regulatory guidelines and its investment policy.

## 4.1.5 Liquidity risk

Liquidity Risk is the risk that the Bank is unable to meet financial obligations when they fall due. The purpose of the Bank's liquidity risk management is to maintain sufficient funds to meet present and future financial obligations while managing the use of the funds to generate an appropriate return in line with prevailing market conditions.

The Bank manages liquidity risk in accordance with policies and guidelines established by ALCO and the liquidity reserve requirement as well as other relevant regulatory requirements. Treasury Division is in charge of managing the Bank's liquidity, while the Market Risk unit of the Risk Management unit is responsible for identifying, assessing, monitoring, reporting and controlling risks to be within the specified limits and reports to ALCO on a regular basis.

The Bank has diversified funding sources. Its major funding source is customer deposits which are well-diversified in different deposit types and maturities. Moreover, the Bank manages its liquidity through domestic money and capital markets including swap and repurchase markets, and through international money and capital markets in currencies such as the US dollar and the Euro. The Bank aims to balance the cost of liquidity against liquidity risks as deemed appropriate based on market conditions and acceptable risk levels. The Bank also closely manages

short-term and long-term liquidity positions, taking into consideration foreign short-term and long-term borrowings to meet customers' foreign currency loan demands in both domestic and overseas operations as well as planning for capital fund raising as market conditions permit. In addition to funding diversification, the Bank maintains high-quality liquid assets which can be liquidated or realized as needed in order to meet its financial obligations under both business-as-usual and crisis situations.

The Bank has financial assets and financial liabilities categorized by maturity profile as at December 31, 2013 and 2012 as follows :

Million Baht

CONSOLIDATED 2013						
	Up to 1 Year	1 to 5 Years	Over 5 Years	No Maturity	Non - accrual Loans	Total
<b>Financial Assets</b>						
Interbank and money market item *	405,449	2,044	-	-	-	407,493
Derivatives	9,235	1,947	2,588	-	-	13,770
Investments	62,226	212,830	29,281	73,986	-	378,323
Loans	868,323	547,521	299,258	-	37,565	1,752,667
<b>Financial Liabilities</b>						
Deposits	1,875,403	59,869	-	-	-	1,935,272
Interbank and money market items	114,432	9,864	-	-	-	124,296
Liabilities payable on demand	10,910	-	-	-	-	10,910
Derivatives	16,958	2,246	2,507	-	-	21,711
Debt issued and borrowings	882	42,745	96,520	-	-	140,147

Million Baht

CONSOLIDATED 2012						
	Up to 1 Year	1 to 5 Years	Over 5 Years	No Maturity	Non - accrual Loans	Total
<b>Financial Assets</b>						
Interbank and money market item *	354,197	380	-	-	-	354,577
Derivatives	8,836	1,072	1,255	-	-	11,163
Investments	97,495	199,062	45,547	71,093	-	413,197
Loans	795,149	506,358	265,773	-	37,111	1,604,391
<b>Financial Liabilities</b>						
Deposits	1,811,782	22,872	-	-	-	1,834,654
Interbank and money market items	119,182	7,906	-	-	-	127,088
Liabilities payable on demand	9,333	-	-	-	-	9,333
Derivatives	4,942	971	1,229	-	-	7,142
Debt issued and borrowings	8,094	12,419	88,245	-	-	108,758

\* Excluding allowance for doubtful accounts and accrued interest receivable.

Million Baht

THE BANK 2013						
	Up to 1 Year	1 to 5 Years	Over 5 Years	No Maturity	Non - accrual Loans	Total
<b>Financial Assets</b>						
Interbank and money market item <sup>*</sup>	356,329	691	-	-	-	357,020
Derivatives	9,138	1,947	2,588	-	-	13,673
Investments	54,853	207,060	28,790	103,996	-	394,699
Loans	829,411	542,583	296,863	-	37,263	1,706,120
<b>Financial Liabilities</b>						
Deposits	1,828,756	42,305	-	-	-	1,871,061
Interbank and money market items	104,553	9,864	-	-	-	114,417
Liabilities payable on demand	10,804	-	-	-	-	10,804
Derivatives	16,563	2,246	2,507	-	-	21,316
Debt issued and borrowings	882	42,745	97,108	-	-	140,735

Million Baht

THE BANK 2012						
	Up to 1 Year	1 to 5 Years	Over 5 Years	No Maturity	Non - accrual Loans	Total
<b>Financial Assets</b>						
Interbank and money market item <sup>*</sup>	304,756	380	-	-	-	305,136
Derivatives	8,822	1,072	1,255	-	-	11,149
Investments	91,699	197,313	42,915	99,626	-	431,553
Loans	766,771	501,350	261,625	-	36,674	1,566,420
<b>Financial Liabilities</b>						
Deposits	1,762,542	11,829	-	-	-	1,774,371
Interbank and money market items	109,745	7,906	-	-	-	117,651
Liabilities payable on demand	9,295	-	-	-	-	9,295
Derivatives	4,636	971	1,229	-	-	6,836
Debt issued and borrowings	8,094	12,419	88,337	-	-	108,850

\* Excluding allowance for doubtful accounts and accrued interest receivable.



## 4.2 Fair value of financial instruments

The following table presents the carrying amount and estimated fair value of financial instruments as at December 31, 2013 and 2012 :

Million Baht

	CONSOLIDATED			
	2013		2012	
	Carrying Amount	Fair Value	Carrying Amount	Fair Value
<b>Financial Assets</b>				
Cash	53,550	53,550	46,432	46,432
Interbank and money market items, net	407,632	407,632	354,988	354,988
Derivatives	13,770	13,770	11,163	11,163
Investments, net	378,323	407,027	413,197	411,020
Loans to customers and accrued interest receivable, net	1,664,656	1,664,656	1,521,138	1,521,138
<b>Total</b>	<b>2,517,931</b>	<b>2,546,635</b>	<b>2,346,918</b>	<b>2,344,741</b>
<b>Financial Liabilities</b>				
Deposits	1,935,272	1,935,272	1,834,654	1,834,654
Interbank and money market items, net	124,296	124,296	127,088	127,088
Liabilities payable on demand	10,910	10,910	9,333	9,333
Derivatives	21,711	21,711	7,142	7,142
Debt issued and borrowings	140,147	150,104	108,758	124,692
<b>Total</b>	<b>2,232,336</b>	<b>2,242,293</b>	<b>2,086,975</b>	<b>2,102,909</b>

Million Baht

	THE BANK			
	2013		2012	
	Carrying Amount	Fair Value	Carrying Amount	Fair Value
<b>Financial Assets</b>				
Cash	53,300	53,300	46,239	46,239
Interbank and money market items, net	356,833	356,833	305,123	305,123
Derivatives	13,673	13,673	11,149	11,149
Investments, net	394,699	430,190	431,553	430,945
Loans to customers and accrued interest receivable, net	1,620,085	1,620,085	1,484,831	1,484,831
<b>Total</b>	<b>2,438,590</b>	<b>2,474,081</b>	<b>2,278,895</b>	<b>2,278,287</b>
<b>Financial Liabilities</b>				
Deposits	1,871,061	1,871,061	1,774,371	1,774,371
Interbank and money market items, net	114,417	114,417	117,651	117,651
Liabilities payable on demand	10,804	10,804	9,295	9,295
Derivatives	21,316	21,316	6,836	6,836
Debt issued and borrowings	140,735	150,687	108,850	124,785
<b>Total</b>	<b>2,158,333</b>	<b>2,168,285</b>	<b>2,017,003</b>	<b>2,032,938</b>

The following methods and assumptions were used by the Bank in estimating the fair value of financial instruments as disclosed herein :

For cash, interbank and money market items (assets and liabilities), deposits, liabilities payable on demand, the carrying amounts in the statements of financial position approximate the fair value of the items.

The fair value for derivatives is presented in accordance with the significant accounting policies disclosed in Note 3.4.

For trading investments, available-for-sale investments, and held-to-maturity debt securities, the fair value is calculated in accordance with the significant accounting policies disclosed in Note 3.6.

For general investments, the fair value is determined by using appropriate valuation techniques with price and/or variables from the market and consideration to limitation of sale, liquidation, and discount rate to adjust such fair value. The valuation techniques include the use of recent arm's length transactions, reference to current fair value of other investments that have similar characteristics, discounted cash flows, and market multiples.

The fair value for loans to customers and interest receivables is based on the carrying value of the loans to customers and interest receivables, net of the allowance for doubtful accounts as presented in the statement of financial position, as most of the loans are floating rate loans.

The fair value for debt issued and borrowings is based on the market value or amortized cost.

#### 4.3 Capital fund

It is the Bank's policy to maintain an adequate level of capital to support growth strategies under an acceptable risk framework taking into consideration regulatory requirements and market expectations. The Bank regularly assesses its capital adequacy under various scenarios in order to anticipate capital requirements for the purpose of its capital planning and management process.

The Bank of Thailand has issued the Notification regarding new supervisory guideline on capital fund based on the Basel III guidelines, which is effective on January 1, 2013. The new guideline improves the components of capital fund categories as Common Equity Tier 1, Additional Tier 1 and Tier 2 and maintaining the minimum capital adequacy ratios as follows:

Capital fund ratio	Percentage	
	Basel III	Basel II
Common equity Tier 1 ratio	4.50	-
Tier 1 capital ratio	6.00	4.25
Total capital fund ratio	8.50	8.50

As at December 31, 2013, the Bank had capital fund and maintained capital adequacy ratios to risk assets in accordance with the BOT's Notification relating to the Basel III guidelines as follows :

	Million Baht
	2013
<b>Tier 1 capital</b>	272,156
Common Equity Tier 1 capital	272,156
Paid-up share capital	19,088
Premium on share capital	56,346
Legal reserve	18,000
Reserves appropriated from the net profit	76,500
Retained earnings after appropriation	64,979
Other reserves	37,243
Additional Tier 1 capital	-
<b>Tier 2 capital</b>	47,591
<b>Total capital fund</b>	319,747
	Percentage 2013
Common equity Tier 1 capital to risk assets ratio	14.40
Additional Tier 1 capital to risk assets ratio	14.40
<b>Total capital to risk assets ratio</b>	16.92

As at December 31, 2012, the Bank had capital fund and maintained capital adequacy ratios to risk assets in accordance with the BOT's Notification relating to the Basel II guidelines as follows :

	Million Baht
	2012
Tier 1 capital	203,928
Paid-up share capital	19,088
Premium on share capital	56,346
Legal reserve	17,000
Reserves appropriated from the net profit	71,500
Retained earnings after appropriation	39,994
Tier 2 capital	74,956
Total capital fund	278,884
	Percentage 2012
Total capital to risk assets	16.21
Tier 1 capital to risk assets	11.86

Disclosure of capital maintenance information of the Bank and the Financial Holding Group under the BOT's Notification regarding the disclosure of the capital requirement of commercial banks and regarding the disclosure of the capital requirement of the Financial Holding Group.

Location of disclosure	www.bangkokbank.com
Date of disclosure	October 31, 2013
Information as of	June 30, 2013



## 5. SIGNIFICANT USE OF ACCOUNTING JUDGMENTS AND ESTIMATES

### 5.1 Impairment of investments in securities

The Bank assesses the impairment of investments in securities where objective evidence of impairment exists and determines that the investments are impaired when there has been a significant or prolonged decline in the fair value below its cost. This determination of what is significant or prolonged requires the Bank's judgment. In making this judgment, the Bank evaluates the volatility in the investment's fair value and other factors which include the estimated future cash flows, the deterioration in the financial position of the issuer of the securities and the operating environment in the industry sector of the issuer.

### 5.2 Allowance for doubtful accounts

The determination of the allowance for doubtful accounts requires the use of various assumptions and judgments by the Bank, which includes the consideration of objective evidence indicating an adverse change in the capacity of the borrowers to repay loans, the estimated future cash flows to be received from the borrowers, the estimated cash flows from the collateral, the timing of future cash flows, the potential of additional future loss and the economic conditions that may have an impact on the loan default rate. The Bank reviews these estimates and assumptions on a regular basis.

### 5.3 Provisions

The determination of the provisions on the statement of financial position requires the use of various assumptions and judgments by the Bank, taking into consideration the nature of transactions and the circumstances requiring the provisions, the probability of the outflow of economic benefits to settle such obligations and the estimate of the net future cash outflows. The consideration is based on the experience and information that is available at the time that the financial statements are being prepared. The provisions are reviewed regularly. However, the actual results may differ from the estimates.

For the estimation of the provision for the defined benefit plans under the post-employment benefits, the estimation is calculated by an actuary by using the actuarial techniques which requires actuarial assumptions on financial variables such as discount rate, future salaries and benefits, expected return on plan assets etc., and demographic variables such as employee mortality and turnover etc.

### 5.4 Fair value of financial instruments

Fair value is the amount for which an asset can be exchanged, or a liability settled, between knowledgeable and willing parties in an arm's length transaction. The Bank uses different methodologies for determining the fair value of financial instruments depending on the characteristics of the financial instruments and the financial markets in which it operates.

Financial instruments that have standard terms and conditions and are traded on an active and liquid market have their fair values determined by the quoted market prices. For other types of financial instruments, the fair value is determined by using valuation techniques commonly used by market participants including the reference to the fair value of another instrument of a similar nature, the discounted cash flow analysis and pricing models.

The Bank uses its best judgment in estimating the fair values of financial instruments. However, estimation methodologies and assumptions used to estimate fair values are inherently subjective. Accordingly, the use of different estimation methodologies and/or market assumptions may have a significant effect on the estimated fair values.

**6. ADDITIONAL INFORMATION****6.1 Supplementary disclosures of cash flow information**

6.1.1 Cash and cash equivalents are cash on hand and cash in transit including subsidiaries' cash at bank and short-term investments with a maturity of less than or equal to three months from the acquisition date and without any obligations.

Cash and cash equivalents as at December 31, 2013 and 2012 are as follows :

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
Cash	53,551	46,432	53,300	46,239
Cash equivalents				
Cash at Bank - current and saving	817	182	-	-
Fixed deposit and notes with a maturity less than or equal to three months	2,801	1,300	-	-
Total cash and cash equivalents	57,169	47,914	53,300	46,239

Million Baht

6.1.2 Significant non-cash items for the years ended December 31, 2013 and 2012 are as follows :

	CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,		THE BANK FOR THE YEARS ENDED DECEMBER 31,	
	2013	2012 (Restated)	2013	2012 (Restated)
Unrealized gains on investments in shareholders' equity increase (decrease)	(932)	8,953	(871)	8,951
Properties for sale increased from loans payment/inactive assets	1,023	274	1,023	274
Unrealized increment per land and premises appraisal transferred to retained earnings	913	906	913	906

Million Baht

## 6.2 Interbank and money market items, net (assets)

Interbank and money market items, net (assets) as at December 31, 2013 and 2012 consisted of the following :

Million Baht

	CONSOLIDATED					
	2013			2012		
	Demand	Time	Total	Demand	Time	Total
<b>Domestic items</b>						
Bank of Thailand and Financial Institutions						
Development Fund	9,888	196,500	206,388	12,373	183,000	195,373
Commercial banks	3,778	24,742	28,520	1,078	9,642	10,720
Special purpose financial institutions	40	1,000	1,040	36	-	36
Other financial institutions	1,222	26,019	27,241	1,674	16,891	18,565
Total	14,928	248,261	263,189	15,161	209,533	224,694
<u>Add</u> Accrued interest receivables	5	205	210	-	162	162
<u>Less</u> Allowance for doubtful accounts	(12)	(455)	(467)	-	(210)	(210)
Total domestic items	14,921	248,011	262,932	15,161	209,485	224,646
<b>Foreign items</b>						
USD	8,412	56,693	65,105	4,035	45,189	49,224
JPY	3,825	1	3,826	5,763	1,424	7,187
EUR	480	2,377	2,857	552	9,586	10,138
Others	13,529	58,987	72,516	13,487	49,847	63,334
Total	26,246	118,058	144,304	23,837	106,046	129,883
<u>Add</u> Accrued interest receivables	3	546	549	3	541	544
<u>Less</u> Allowance for doubtful accounts	(5)	(148)	(153)	(12)	(73)	(85)
Total foreign items	26,244	118,456	144,700	23,828	106,514	130,342
<b>Total domestic and foreign items</b>	41,165	366,467	407,632	38,989	315,999	354,988

Million Baht

	THE BANK					
	2013			2012		
	Demand	Time	Total	Demand	Time	Total
<b>Domestic items</b>						
Bank of Thailand and Financial Institutions						
Development Fund	9,888	196,500	206,388	12,373	183,000	195,373
Commercial banks	8	22,324	22,332	111	9,420	9,531
Special purpose financial institutions	40	1,000	1,040	36	-	36
Other financial institutions	1,222	26,019	27,241	1,673	16,891	18,564
Total	11,158	245,843	257,001	14,193	209,311	223,504
<u>Add</u> Accrued interest receivables	-	203	203	-	161	161
<u>Less</u> Allowance for doubtful accounts	(11)	(455)	(466)	-	(210)	(210)
Total domestic items	11,147	245,591	256,738	14,193	209,262	223,455
<b>Foreign items</b>						
USD	7,768	58,051	65,819	3,361	40,232	43,593
JPY	3,825	2	3,827	5,763	1,424	7,187
EUR	461	485	946	541	7,909	8,450
Others	4,752	24,675	29,427	5,390	17,012	22,402
Total	16,806	83,213	100,019	15,055	66,577	81,632
<u>Add</u> Accrued interest receivables	-	90	90	-	54	54
<u>Less</u> Allowance for doubtful accounts	(5)	(9)	(14)	(11)	(7)	(18)
Total foreign items	16,801	83,294	100,095	15,044	66,624	81,668
<b>Total domestic and foreign items</b>	27,948	328,885	356,833	29,237	275,886	305,123



## 6.3 Derivatives

The fair values and the notional amounts classified by type of risk as at December 31, 2013 and 2012 are as follows :

Million Baht

Type of risk	CONSOLIDATED					
	2013			2012		
	Fair Value		Notional Amount	Fair Value		Notional Amount
	Assets	Liabilities		Assets	Liabilities	
Foreign exchange rate	11,892	19,333	843,130	10,894	6,576	622,579
Interest rate	1,878	2,114	202,363	269	278	138,553
Others	-	264	1,672	-	288	1,722
<b>Total</b>	<b>13,770</b>	<b>21,711</b>	<b>1,047,165</b>	<b>11,163</b>	<b>7,142</b>	<b>762,854</b>

Million Baht

Type of risk	THE BANK					
	2013			2012		
	Fair Value		Notional Amount	Fair Value		Notional Amount
	Assets	Liabilities		Assets	Liabilities	
Foreign exchange rate	11,795	19,202	825,293	10,880	6,558	619,913
Interest rate	1,878	2,114	202,363	269	278	138,553
<b>Total</b>	<b>13,673</b>	<b>21,316</b>	<b>1,027,656</b>	<b>11,149</b>	<b>6,836</b>	<b>758,466</b>

The proportion of derivative transactions classified by type of counterparty based on the notional amounts as at December 31, 2013 and 2012 are as follows :

Percentage

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
Financial Institutions	72.79	74.46	72.72	74.70
Group companies	-	-	0.02	-
External entities	27.21	25.54	27.26	25.30
<b>Total</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>

Derivative is a financial instrument whose value changes in response to the change in an underlying variable such as interest rate, foreign exchange rate, index of prices or rates, or underlying asset price etc. Notional amounts of derivatives reflect the extent of the Bank's involvement in particular classes of derivatives but do not reflect market risk and credit risk. The Bank's derivatives are as follows :

Forward foreign exchange derivatives

- Forward foreign exchange contracts are contracts that effectively fix a future foreign exchange rate. The contract provides that, at a predetermined future date, a cash delivery will be made between the parties at a specified contract rate.
- Currency swaps are contracts which involve the exchange of principal and interest in two different currencies with counterparty for a specified period.

Interest rate derivatives

Interest rate swaps are contracts which involve the exchange of interest with counterparties for a specified period in the same currency of principal without the exchange of the underlying principal.

6.4 Investments, net

6.4.1 Investments as at December 31, 2013 and 2012 consisted of the following :

Million Baht

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
	Fair Value	Fair Value	Fair Value	Fair Value
Trading securities				
Government and state enterprise securities	7,167	30,600	7,167	30,600
Private enterprise debt securities	6	11	6	11
Foreign debt securities	98	500	-	-
Domestic marketable equity securities	656	1,282	-	-
<b>Total</b>	<b>7,927</b>	<b>32,393</b>	<b>7,173</b>	<b>30,611</b>

Million Baht

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
	Fair Value	Fair Value	Fair Value	Fair Value
Available-for-sale securities				
Government and state enterprise securities	215,569	229,652	215,569	229,652
Private enterprise debt securities	7,434	8,679	7,434	8,679
Foreign debt securities	27,110	22,055	19,647	17,775
Domestic marketable equity securities	45,873	43,451	45,797	43,375
Foreign marketable equity securities	3,333	4,818	3,333	4,818
Others	4,298	4,198	4,188	4,098
<b>Total</b>	<b>303,617</b>	<b>312,853</b>	<b>295,968</b>	<b>308,397</b>

Million Baht

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
	Cost/ Amortized Cost	Cost/ Amortized Cost	Cost/ Amortized Cost	Cost/ Amortized Cost
Held-to-maturity debt securities				
Government and state enterprise securities	40,090	46,951	35,072	43,290
Private enterprise debt securities	700	700	700	700
Foreign debt securities	4,064	1,513	3,665	1,060
Investments in receivables	-	160	-	160
<b>Total</b>	<b>44,854</b>	<b>49,324</b>	<b>39,437</b>	<b>45,210</b>

Million Baht

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
	Cost	Cost	Cost	Cost
General investments				
Domestic non-marketable equity securities	6,810	7,174	6,801	7,165
Foreign non-marketable equity securities	16,667	12,970	16,659	12,961
<b>Total</b>	<b>23,477</b>	<b>20,144</b>	<b>23,460</b>	<b>20,126</b>
<u>Less</u> Allowance for impairment	(2,462)	(2,296)	(2,462)	(2,296)
<b>Total</b>	<b>21,015</b>	<b>17,848</b>	<b>20,998</b>	<b>17,830</b>
<b>Total investments, net</b>	<b>377,413</b>	<b>412,418</b>	<b>363,576</b>	<b>402,048</b>

Investments classified in accordance with the notification of the BOT as at December 31, 2013 and 2012 are presented in Note 6.12.

Investments in certain companies with shareholdings of 20% or more from debt restructuring are accounted for by the cost method, net of valuation allowance for impairment and are classified as general investments. As at December 31, 2013 and 2012, there is only an investment in Thai Precision Manufacturing Co., Ltd. because the company has discontinued operations and is in the process of liquidation.

As at December 31, 2013 and 2012, the Bank has investments in 32 companies and 33 companies with cost values of Baht 432 million, which are companies whose prospects as a going concern are uncertain or are unlisted companies but whose financial positions and operations would fall under the SET delisting criteria, which the Bank had set aside allowance for impairment of these investments amounting to Baht 432 million and Baht 430 million and these companies had net book value totaling Baht 0 million and Baht 2 million, respectively.

As at December 31, 2013 and 2012, the Bank has investments in 5 listed companies and 7 listed companies that are under the SET delisting criteria, amounting to Baht 96 million and Baht 80 million, with the fair value of Baht 44 million and Baht 25 million, which the Bank had set aside allowance for impairment of these investments amounting to Baht 52 million and Baht 55 million, respectively.

For the years ended December 31, 2013 and 2012, the Bank has recorded loss for impairment of investments in the statements of comprehensive income amounting to Baht 737 million and Baht 64 million, respectively.

As at December 31, 2012, investments in government and state enterprise securities that have been classified as held-to-maturity debt securities, included the non-negotiable promissory notes from TAMC, amounting to Baht 82 million. As at December 31, 2013, the Bank received the entire amount of such investment (See Note 6.6.7).

On December 30, 2004, the Bank entered into a transaction to transfer certain investments classified as available-for-sale securities received from debt restructuring to Sinnsuptawee Asset Management Co., Ltd., a subsidiary of the Bank, at the closing price on December 28, 2004 quoted on The Stock Exchange of Thailand in the amount of Baht 3,323 million. The proceeds from the aforementioned transfer were recorded as other liabilities and the related securities recorded as securities transferred to subsidiary under available-for-sale securities in accordance with accounting treatment guidance for transfers and accept transfers of financial assets.

In 2006, the subsidiary partially disposed of the investment and recognized gain on sale of investment amounting to Baht 1,335 million. The Bank recorded such transaction by reducing other liabilities by Baht 1,732 million, and recognized gain on sale of investment amounting to Baht 1,341 million.

In 2009, the subsidiary partially disposed of the investment and recognized loss on sale of investment amounting to Baht 133 million. The Bank recorded such transaction by reducing other liabilities by Baht 186 million, and recognized gain on sale of investment amounting to Baht 173 million.

In 2010, the subsidiary partially disposed of the investment and recognized loss on sale of investment amounting to Baht 3 million. The Bank recorded such transaction by reducing other liabilities by Baht 5 million, and recognized gain on sale of investment amounting to Baht 4 million.

In 2012, the subsidiary partially disposed of the investment and recognized gain on sale of investment amounting to Baht 150 million. The Bank recorded such transaction by reducing other liabilities by Baht 267 million, and recognized gain on sale of investment amounting to Baht 209 million.

- 6.4.2 As at December 31, 2013 and 2012, the Bank and subsidiaries had investments in other companies of 10% and upwards of the paid-up capital of the respective companies but which are not considered to be investments in subsidiaries and associates. The classification is as follows :

	Million Baht			
	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
Manufacturing and commercial	11	81	11	81
Real estate and construction	187	187	187	187
Utilities and services	21	21	21	21
Others	1,322	2,196	1,322	2,196
<b>Total</b>	<b>1,541</b>	<b>2,485</b>	<b>1,541</b>	<b>2,485</b>



## 6.5 Investments in subsidiaries and associates, net

As at December 31, 2013 and 2012, the Bank had investments in subsidiaries and associates, net as follows :

Million Baht

CONSOLIDATED 2013					
Company	Type of Business	Type of Shares	Direct and Indirect Shareholding (%)	Investment (Cost Method)	Investment (Equity Method)
<b>Associates</b>					
BSL Leasing Co., Ltd.	Finance	Ordinary share	35.88	43	484
Processing Center Co., Ltd.	Service	Ordinary share	30.00	15	244
WTA (Thailand) Co., Ltd.*	Service	Ordinary share	24.90	- **	- **
National ITMX Co., Ltd.	Service	Ordinary share	19.80	10	182
Total				68	910
Less Allowance for impairment				(2)	-
Investments in associates, net				66	910

Million Baht

CONSOLIDATED 2012					
Company	Type of Business	Type of Shares	Direct and Indirect Shareholding (%)	Investment (Cost Method)	Investment (Equity Method)
<b>Associates</b>					
BSL Leasing Co., Ltd.	Finance	Ordinary share	35.88	43	410
Processing Center Co., Ltd.	Service	Ordinary share	30.00	15	218
WTA (Thailand) Co., Ltd.	Service	Ordinary share	24.90	- **	- **
National ITMX Co., Ltd.	Service	Ordinary share	22.01	11	151
Total				69	779
Less Allowance for impairment				(2)	-
Investments in associates, net				67	779

\* On December 27, 2013, WTA (Thailand) Co., Ltd. was discontinued and is in the process of liquidation.

\*\* Amount less than Baht 1 million.

Million Baht

THE BANK 2013				
Company	Type of Business	Type of Shares	Direct and Indirect Shareholding (%)	Investment (Cost Method)
<b>Subsidiaries</b>				
BBL (Cayman) Limited	Finance	Ordinary share	100.00	2
Bangkok Bank Berhad	Banking	Ordinary share	100.00	4,113
Sinnsuptawee Asset Management Co., Ltd.	Asset management	Ordinary share	100.00	2,500
Bangkok Bank (China) Co., Ltd.	Banking	Ordinary share	100.00	19,585
BBL Asset Management Co., Ltd.	Finance	Ordinary share	75.00	183
Bualuang Securities PCL.	Securities	Ordinary share	99.89	4,769
<b>Associates</b>				
BSL Leasing Co., Ltd.	Finance	Ordinary share	35.88	43
Processing Center Co., Ltd.	Service	Ordinary share	30.00	15
WTA (Thailand) Co., Ltd.*	Service	Ordinary share	24.90	- **
National ITMX Co., Ltd.	Service	Ordinary share	19.80	10
Total				31,220
Less Allowance for impairment				(97)
Investments in subsidiaries and associates, net				31,123

\* On December 27, 2013, WTA (Thailand) Co., Ltd. was discontinued and is in the process of liquidation.

\*\* Amount less than Baht 1 million.

Million Baht

THE BANK 2012				
Company	Type of Business	Type of Shares	Direct and Indirect Shareholding (%)	Investment (Cost Method)
<b>Subsidiaries</b>				
BBL (Cayman) Limited	Finance	Ordinary share	100.00	2
Bangkok Bank Berhad	Banking	Ordinary share	100.00	4,113
Sinnsuptawee Asset Management Co., Ltd.	Asset management	Ordinary share	100.00	2,500
Bangkok Bank (China) Co., Ltd.	Banking	Ordinary share	100.00	19,585
BBL Asset Management Co., Ltd.	Finance	Ordinary share	75.00	183
Bualuang Securities PCL.	Securities	Ordinary share	99.75	3,150
<b>Associates</b>				
BSL Leasing Co., Ltd.	Finance	Ordinary share	35.88	43
Processing Center Co., Ltd.	Service	Ordinary share	30.00	15
WTA (Thailand) Co., Ltd.	Service	Ordinary share	24.90	-*
National ITMX Co., Ltd.	Service	Ordinary share	22.01	11
Total				29,602
Less Allowance for impairment				(97)
Investments in subsidiaries and associates, net				29,505

During the year 2013, the Bualuang Securities Public Company Limited, which is a subsidiary, increased its registered share capital from 270,000,000 ordinary shares or Baht 540,000,000 to 1,079,993,828 ordinary shares or Baht 2,159,987,656 and increased its issued and paid-up share capital from 269,998,457 ordinary shares or Baht 539,996,914 to 1,079,990,920 ordinary shares or Baht 2,159,981,840. The Bank additionally acquired 809,430,814 shares amounting to Baht 1,619 million according to the right of the Bank and that of the other shareholders. As a result, the equity interest increased from 99.75% to 99.89% of issued and paid-up share capital.

\* Amount less than Baht 1 million.

The summarized financial information of associates are as follows :

Million Baht

Company	CONSOLIDATED					
	2013			2012		
	Total Assets	Total Liabilities	Cumulative Unrecognized Share of Loss	Total Assets	Total Liabilities	Cumulative Unrecognized Share of Loss
<b>Associates</b>						
BSL Leasing Co., Ltd.	8,123	6,775	-	6,698	5,555	-
Processing Center Co., Ltd.	1,262	348	-	1,026	200	-
WTA (Thailand) Co., Ltd.	- *	- *	-	- *	- *	-
National ITMX Co., Ltd.	1,135	215	-	880	196	-

Million Baht

Company	CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,					
	2013			2012		
	Revenue	Profit (Loss)	Unrecognized Share of Loss	Revenue	Profit (Loss)	Unrecognized Share of Loss
<b>Associates</b>						
BSL Leasing Co., Ltd.	941	201	-	805	117	-
Processing Center Co., Ltd.	445	170	-	337	86	-
WTA (Thailand) Co., Ltd.	- *	- *	-	- *	- *	-
National ITMX Co., Ltd.	547	244	-	491	186	-

\* Amount less than Baht 1 million.



## 6.6 Loans to customers and accrued interest receivables, net

## 6.6.1 Classified by product type as at December 31, 2013 and 2012 :

Million Baht

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
Overdrafts	111,276	108,955	109,897	108,059
Loans	1,159,078	1,042,208	1,121,533	1,009,490
Bills	481,807	453,023	474,111	448,598
Others	1,183	1,118	1,183	1,118
<u>Less</u> Deferred revenue	(677)	(913)	(604)	(845)
Loans to customers after deferred revenue, net	1,752,667	1,604,391	1,706,120	1,566,420
<u>Add</u> Accrued interest receivable	4,572	4,335	4,473	4,257
Loans to customers and accrued interest receivables after deferred revenue, net	1,757,239	1,608,726	1,710,593	1,570,677
<u>Less</u> Allowance for doubtful accounts				
Minimum provision according to the BOT's requirement				
- Individual approach	(29,303)	(29,600)	(28,440)	(28,686)
- Collective approach	(3,788)	(3,390)	(3,788)	(3,390)
Excess provision	(56,606)	(51,593)	(55,394)	(50,765)
Total	(89,697)	(84,583)	(87,622)	(82,841)
<u>Less</u> Revaluation allowance for debt restructuring	(2,886)	(3,005)	(2,886)	(3,005)
<b>Total Loans to customers, net</b>	<b>1,664,656</b>	<b>1,521,138</b>	<b>1,620,085</b>	<b>1,484,831</b>

- 6.6.2 As at December 31, 2013 and 2012, the Bank and subsidiaries had non-performing loans (NPLs), defined according to the BOT's notification as loans classified as substandard, doubtful and doubtful of loss including interbank and money market items but excluding accrued interest receivable, as follows :

Million Baht

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
NPLs before allowance for doubtful accounts	43,228	42,325	42,653	41,566
NPLs as percentage of total loans	2.16	2.33	2.18	2.34
Net NPLs after allowance for doubtful accounts	12,485	10,478	12,458	10,220
Net NPLs as percentage of net total loans	0.63	0.59	0.65	0.59

- 6.6.3 Classified by currency and customer's residence as at December 31, 2013 and 2012 :

Million Baht

	CONSOLIDATED					
	2013			2012		
	Domestic	Foreign	Total	Domestic	Foreign	Total
BAHT	1,326,705	20,356	1,347,061	1,235,992	14,436	1,250,428
USD	112,763	173,948	286,711	98,477	148,967	247,444
Others	5,754	113,141	118,895	4,807	101,712	106,519
<b>Total</b>	<b>1,445,222</b>	<b>307,445</b>	<b>1,752,667</b>	<b>1,339,276</b>	<b>265,115</b>	<b>1,604,391</b>

Million Baht

	THE BANK					
	2013			2012		
	Domestic	Foreign	Total	Domestic	Foreign	Total
BAHT	1,331,715	20,356	1,352,071	1,242,005	14,436	1,256,441
USD	112,763	158,849	271,612	98,477	135,951	234,428
Others	5,754	76,683	82,437	4,807	70,744	75,551
<b>Total</b>	<b>1,450,232</b>	<b>255,888</b>	<b>1,706,120</b>	<b>1,345,289</b>	<b>221,131</b>	<b>1,566,420</b>

## 6.6.4 Classified by business type and in accordance with the notification of the BOT as at December 31, 2013 and 2012 :

Million Baht

CONSOLIDATED 2013						
	Normal	Special Mentioned	Substandard	Doubtful	Doubtful of Loss	Total
Agriculture and mining	32,470	932	20	102	391	33,915
Manufacturing and commercial	796,416	19,013	3,683	3,695	20,486	843,293
Real estate and construction	143,631	2,714	304	411	6,357	153,417
Utilities and services	278,574	8,109	1,568	559	1,234	290,044
Housing loans	165,453	1,312	344	664	2,483	170,256
Others	257,449	3,366	103	506	318	261,742
<b>Total</b>	<b>1,673,993</b>	<b>35,446</b>	<b>6,022</b>	<b>5,937</b>	<b>31,269</b>	<b>1,752,667</b>

Million Baht

CONSOLIDATED 2012						
	Normal	Special Mentioned	Substandard	Doubtful	Doubtful of Loss	Total
Agriculture and mining	50,380	653	194	91	270	51,588
Manufacturing and commercial	745,396	16,193	2,274	2,701	22,059	788,623
Real estate and construction	116,885	3,633	388	2,048	5,022	127,976
Utilities and services	245,600	4,036	467	476	1,470	252,049
Housing loans	144,521	1,279	391	662	2,653	149,506
Others	230,295	3,195	79	423	657	234,649
<b>Total</b>	<b>1,533,077</b>	<b>28,989</b>	<b>3,793</b>	<b>6,401</b>	<b>32,131</b>	<b>1,604,391</b>

Million Baht

THE BANK 2013						
	Normal	Special Mentioned	Substandard	Doubtful	Doubtful of Loss	Total
Agriculture and mining	29,949	747	20	102	391	31,209
Manufacturing and commercial	761,077	17,637	3,683	3,695	20,072	806,164
Real estate and construction	140,647	2,663	304	411	6,357	150,382
Utilities and services	276,805	8,092	1,568	559	1,234	288,258
Housing loans	165,450	1,310	344	664	2,481	170,249
Others	255,727	3,363	97	410	261	259,858
<b>Total</b>	<b>1,629,655</b>	<b>33,812</b>	<b>6,016</b>	<b>5,841</b>	<b>30,796</b>	<b>1,706,120</b>

Million Baht

THE BANK 2012						
	Normal	Special Mentioned	Substandard	Doubtful	Doubtful of Loss	Total
Agriculture and mining	47,584	653	194	91	270	48,792
Manufacturing and commercial	716,904	14,297	2,107	2,701	21,627	757,636
Real estate and construction	114,166	3,633	388	2,048	5,022	125,257
Utilities and services	243,252	4,036	467	476	1,470	249,701
Housing loans	144,516	1,277	391	662	2,650	149,496
Others	231,345	3,191	78	327	597	235,538
<b>Total</b>	<b>1,497,767</b>	<b>27,087</b>	<b>3,625</b>	<b>6,305</b>	<b>31,636</b>	<b>1,566,420</b>



6.6.5 As at December 31, 2013 and 2012, the Bank and subsidiaries had classified loans and allowance for doubtful accounts in accordance with the notification of the BOT as follows :

Million Baht

CONSOLIDATED 2013				
	Loans to Customers and Accrued Interest Receivables	Net Outstanding used in Determining the Allowance for Doubtful Accounts	Rate used in Determining the Allowance for Doubtful Accounts (%)	Allowance for Doubtful Accounts Recorded by the Bank
Minimum provision according to the BOT's requirement				
Normal	1,678,314	1,050,945	1	12,384
Special mentioned	35,661	19,793	2	492
Substandard	6,058	1,038	100	965
Doubtful	5,937	2,215	100	2,219
Doubtful of loss	31,269	16,298	100	17,031
Excess provision according to the BOT's requirement				56,606
<b>Total</b>	<b>1,757,239</b>	<b>1,090,289</b>		<b>89,697</b>

Million Baht

CONSOLIDATED 2012				
	Loans to Customers and Accrued Interest Receivables	Net Outstanding used in Determining the Allowance for Doubtful Accounts	Rate used in Determining the Allowance for Doubtful Accounts (%)	Allowance for Doubtful Accounts Recorded by the Bank
Minimum provision according to the BOT's requirement				
Normal	1,537,152	971,486	1	11,416
Special mentioned	29,232	11,103	2	481
Substandard	3,810	647	100	786
Doubtful	6,401	1,883	100	2,147
Doubtful of loss	32,131	16,815	100	18,161
Excess provision according to the BOT's requirement				51,592
<b>Total</b>	<b>1,608,726</b>	<b>1,001,934</b>		<b>84,583</b>

Million Baht

**THE BANK  
2013**

	Loans to Customers and Accrued Interest Receivables	Net Outstanding used in Determining the Allowance for Doubtful Accounts	Rate used in Determining the Allowance for Doubtful Accounts (%)	Allowance for Doubtful Accounts Recorded by the Bank
Minimum provision according to the BOT's requirement				
Normal	1,633,882	1,020,861	1	12,093
Special mentioned	34,022	18,569	2	467
Substandard	6,052	1,036	100	964
Doubtful	5,841	2,119	100	2,124
Doubtful of loss	30,796	15,846	100	16,580
Excess provision according to the BOT's requirement				55,394
<b>Total</b>	<b>1,710,593</b>	<b>1,058,431</b>		<b>87,622</b>

Million Baht

**THE BANK  
2012**

	Loans to Customers and Accrued Interest Receivables	Net Outstanding used in Determining the Allowance for Doubtful Accounts	Rate used in Determining the Allowance for Doubtful Accounts (%)	Allowance for Doubtful Accounts Recorded by the Bank
Minimum provision according to the BOT's requirement				
Normal	1,501,768	949,303	1	11,202
Special mentioned	27,326	9,343	2	281
Substandard	3,642	647	100	786
Doubtful	6,305	1,788	100	2,051
Doubtful of loss	31,636	16,437	100	17,757
Excess provision according to the BOT's Requirement				50,764
<b>Total</b>	<b>1,570,677</b>	<b>977,518</b>		<b>82,841</b>

As at December 31, 2013 and 2012, the consolidated and the Bank's financial statements included the allowance for doubtful accounts amounting to Baht 3,788 million and Baht 3,390 million, respectively, on a collective approach, for loans classified as normal and special mentioned.

- 6.6.6 As at December 31, 2013 and 2012, the Bank and subsidiaries had loans and accrued interest receivables due from companies experiencing financial difficulties as defined in the SET's guidelines dated July 8, 1998 regarding the disclosure of asset quality and related party transactions, for which the Bank and subsidiaries had provided an allowance for doubtful accounts, as follows :

Million Baht

**CONSOLIDATED  
2013**

	No. of Companies	Outstanding Balance	Loans Net of Collateral/ Present Value of Future Cash Flows According to the BOT	Provision Required by the BOT	Provision Recorded by the Bank
Financial institutions ordered closed	-	-	-	-	-
Listed companies identified for delisting	2	378	373	373	373
<b>Total</b>	<b>2</b>	<b>378</b>	<b>373</b>	<b>373</b>	<b>373</b>

Million Baht

**CONSOLIDATED  
2012**

	No. of Companies	Outstanding Balance	Loans Net of Collateral/ Present Value of Future Cash Flows According to the BOT	Provision Required by the BOT	Provision Recorded by the Bank
Financial institutions ordered closed	1	2	-	-	-
Listed companies identified for delisting	5	1,258	869	485	485
<b>Total</b>	<b>6</b>	<b>1,260</b>	<b>869</b>	<b>485</b>	<b>485</b>

Million Baht

THE BANK 2013					
	No. of Companies	Outstanding Balance	Loans Net of Collateral/ Present Value of Future Cash Flows According to the BOT	Provision Required by the BOT	Provision Recorded by the Bank
Financial institutions ordered closed	-	-	-	-	-
Listed companies identified for delisting	2	378	373	373	373
<b>Total</b>	<b>2</b>	<b>378</b>	<b>373</b>	<b>373</b>	<b>373</b>

Million Baht

THE BANK 2012					
	No. of Companies	Outstanding Balance	Loans Net of Collateral/ Present Value of Future Cash Flows According to the BOT	Provision Required by the BOT	Provision Recorded by the Bank
Financial institutions ordered closed	1	2	-	-	-
Listed companies identified for delisting	5	1,258	869	485	485
<b>Total</b>	<b>6</b>	<b>1,260</b>	<b>869</b>	<b>485</b>	<b>485</b>

#### 6.6.7 Transfer of assets to Thai Asset Management Corporation (TAMC)

On October 12, 2001, the Bank entered into the Asset Transfer Agreement (the Agreement) with TAMC in order to transfer the impaired assets of the Bank including all rights over the collateral securing such loans. The price shall be the value of collateral of such loan but shall not exceed the book value of the loan less the allowance for doubtful accounts as at the transfer date which has been set aside pursuant to the notification of the Bank of Thailand. TAMC made payments by issuing a non-negotiable promissory note which is given aval by the Financial Institutions Development Fund (FIDF) under the Agreement. From the date that the Bank had entered into the Agreement until December 31, 2013 and 2012, the Bank had transferred impaired assets to TAMC at the net amount of loan, after deducting the allowance for doubtful accounts in the amount of Baht 25,484 million. Such amount have reflected the reduction of the value given for the transferred impaired assets being used as collateralized assets, of which TAMC considers as non-qualified collaterals at the amount of Baht 2,761 million. The Bank has still objected such reduction of the value given for the transfer which is now under court proceedings.



The Bank and TAMC agreed to recognize any profits or losses arising from the management of the impaired assets at the end of the fifth and the tenth year starting from July 1, 2001. The profits or losses shall be calculated based on all accumulated asset recoveries on a cash basis up to the date of calculation of such profits or losses less the transfer costs and other operating expenses incurred by TAMC, including all interest paid by TAMC to the Bank.

In the case whereby profits are realized, the first portion of the profits, not exceeding 20% of the transfer price of the impaired assets transferred to TAMC, will be allocated to the Bank and TAMC at 50% each. The second portion of the profits will be given to the Bank at the amount such that when included with the first profit portion shall not exceed the difference between the book value of the impaired assets of the Bank and the transfer price of such assets transferred to TAMC. The residual amount of the second profit portion will be given to TAMC. In the case whereby losses are realized, the first portion of the losses will be borne by the Bank but not exceeding 20% of the transfer price of the impaired assets transferred to TAMC. The second portion of the losses, not exceeding 20% of the transfer price of the impaired assets transferred to TAMC, will be allocated to the Bank and TAMC at 50% each. The residual amount of the second portion of losses will be borne by TAMC. As at December 31, 2012, the Bank had provisions for probable loss arising from the impaired assets transferred to TAMC amounting to Baht 2,578 million and reversed the entire amount of such provisions for probable loss in the second quarter of 2013 since TAMC declared winding-up of the organization permanently according to the Royal Ordinance establishing TAMC B.E. 2544 and notified the allocation of profit or loss arising from the management of the impaired assets to the Bank as a profit.

As at December 31, 2012, the Bank has the outstanding investment in held-to-maturity debt securities, non-negotiable promissory notes, being a payment for the impaired assets transferred from TAMC amounting to Baht 82 million. As at December 31, 2013, the Bank received the entire amount of such investment (See Note 6.4.1).

#### 6.6.8 Troubled debt restructurings

Details of the restructured debts of the Bank for the years ended December 31, 2013 and 2012, classified by the restructuring methods are as follows :

Million Baht				
THE BANK FOR THE YEAR ENDED DECEMBER 31, 2013				
Restructuring Method	No. of Cases	Outstanding Debt before Restructuring	Type of Transferred Assets	Fair Value
Asset transfer	85	1,077	Land, building, condominium	1,077
Debt-equity conversion	1	1	Equity securities	1
Debt restructuring in various forms	7,583	31,334		
<b>Total</b>	<b>7,669</b>	<b>32,412</b>		

The weighted average tenure of the above-mentioned restructuring is 4 years; and the total debt outstanding after debt restructuring at the restructuring contract date is Baht 32,412 million.

Million Baht

THE BANK FOR THE YEAR ENDED DECEMBER 31, 2012				
Restructuring Method	No. of Cases	Outstanding Debt before Restructuring	Type of Transferred Assets	Fair Value
Asset transfer	80	505	Land, building, machinery, condominium	505
Debt restructuring in various forms	8,790	37,676		
<b>Total</b>	<b>8,870</b>	<b>38,181</b>		

The weighted average tenure of the above-mentioned restructuring is 4 years; and the total debt outstanding after debt restructuring at the restructuring contract date is Baht 38,136 million.

For the years ended December 31, 2013 and 2012, the Bank recognized interest income from restructured debts amounting to Baht 4,393 million and Baht 5,001 million, respectively.

As at December 31, 2013 and 2012, the Bank had outstanding balances of loans to restructured debtors amounting to Baht 71,344 million and Baht 78,111 million, respectively.

Disclosures for the consolidated financial statements for troubled debt restructurings which occurred during the years ended December 31, 2013 and 2012 have not been provided, as such information is not significantly different from the above disclosures for the Bank's financial statements.

#### 6.7 Allowance for doubtful accounts

Allowance for doubtful accounts consisted of the following as at December 31, 2013 and 2012 :

Million Baht

CONSOLIDATED 2013							
	Normal	Special Mentioned	Substandard	Doubtful	Doubtful of Loss	Allowance for Doubtful Accounts in Excess of the BOT's Requirement	Total
Beginning balance	11,416	481	786	2,147	18,161	51,592	84,583
Doubtful accounts	968	11	179	72	1,601	4,841	7,672
Bad debt recovered	-	-	-	-	912	-	912
Bad debt written off	-	-	-	-	(3,643)	-	(3,643)
Others	-	-	-	-	-	173	173
<b>Ending balance</b>	<b>12,384</b>	<b>492</b>	<b>965</b>	<b>2,219</b>	<b>17,031</b>	<b>56,606</b>	<b>89,697</b>

Million Baht

**CONSOLIDATED  
2012**

	Normal	Special Mentioned	Substandard	Doubtful	Doubtful of Loss	Allowance for Doubtful Accounts in Excess of the BOT's Requirement	Total
Beginning balance	10,017	457	1,620	3,439	17,777	46,683	79,993
Doubtful accounts	1,399	24	(834)	(1,292)	461	7,461	7,219
Bad debt recovered	-	-	-	-	1,053	-	1,053
Bad debt written off	-	-	-	-	(1,130)	-	(1,130)
Others	-	-	-	-	-	(2,552)	(2,552)
Ending balance	11,416	481	786	2,147	18,161	51,592	84,583

Million Baht

**THE BANK  
2013**

	Normal	Special Mentioned	Substandard	Doubtful	Doubtful of Loss	Allowance for Doubtful Accounts in Excess of the BOT's Requirement	Total
Beginning balance	11,202	281	786	2,051	17,757	50,764	82,841
Doubtful accounts	891	186	178	73	1,576	4,481	7,385
Bad debt recovered	-	-	-	-	890	-	890
Bad debt written off	-	-	-	-	(3,643)	-	(3,643)
Others	-	-	-	-	-	149	149
Ending balance	12,093	467	964	2,124	16,580	55,394	87,622

Million Baht

**THE BANK  
2012**

	Normal	Special Mentioned	Substandard	Doubtful	Doubtful of Loss	Allowance for Doubtful Accounts in Excess of the BOT's Requirement	Total
Beginning balance	9,739	422	1,611	3,344	16,811	45,914	77,841
Doubtful accounts	1,463	(141)	(825)	(1,293)	472	7,301	6,977
Bad debt recovered	-	-	-	-	1,049	-	1,049
Bad debt written off	-	-	-	-	(575)	-	(575)
Others	-	-	-	-	-	(2,451)	(2,451)
Ending balance	11,202	281	786	2,051	17,757	50,764	82,841

As at December 31, 2013, the Bank and subsidiaries had the allowance for doubtful accounts of Baht 89,697 million and Baht 87,622 million in the consolidated and the Bank's financial statements, respectively.

As at December 31, 2012, the Bank and subsidiaries had the allowance for doubtful accounts of Baht 84,583 million and Baht 82,841 million in the consolidated and the Bank's financial statements, respectively.

As at December 31, 2013 and 2012, the Bank and subsidiaries recorded allowances for doubtful accounts in excess of the allowances as per the BOT's requirement in the consolidated financial statements of Baht 56,606 million and Baht 51,592 million, and in the Bank's financial statements of Baht 55,394 million and Baht 50,764 million, respectively (See Note 3.8).

#### 6.8 Revaluation allowance for debt restructuring

Revaluation allowance for debt restructuring are as follows as at December 31, 2013 and 2012 :

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
Beginning balance	3,005	4,744	3,005	4,744
Increase during the year	840	488	840	488
Write off/decrease during the year	(959)	(2,227)	(959)	(2,227)
Ending balance	2,886	3,005	2,886	3,005

#### 6.9 Properties for sale, net

Properties for sale consisted of the following as at December 31, 2013 and 2012 :

Type of Properties for Sale	CONSOLIDATED 2013			
	Beginning Balance	Additions	Disposals	Ending Balance
Assets from debt repayment				
Immovable assets	29,602	1,036	(3,771)	26,867
Movable assets	488	-	(88)	400
Total	30,090	1,036	(3,859)	27,267
Others	52	13	-	65
Total properties for sale	30,142	1,049	(3,859)	27,332
Less Allowance for impairment	(8,880)	(14)	463	(8,431)
Total properties for sale, net	21,262	1,035	(3,396)	18,901



Million Baht

**CONSOLIDATED  
2012**

Type of Properties for Sale	Beginning Balance	Additions	Disposals	Ending Balance
Assets from debt repayment				
Immovable assets	34,482	1,440	(6,320)	29,602
Movable assets	400	90	(2)	488
Total	34,882	1,530	(6,322)	30,090
Others	52	-	-	52
Total properties for sale	34,934	1,530	(6,322)	30,142
<u>Less</u> Allowance for impairment	(9,477)	(484)	1,081	(8,880)
<b>Total properties for sale, net</b>	<b>25,457</b>	<b>1,046</b>	<b>(5,241)</b>	<b>21,262</b>

As at December 31, 2013, the Bank and subsidiaries had immovable assets from debt repayment in the amount of Baht 26,867 million consisting of immovable assets which were appraised by external appraisers in the amount of Baht 19,121 million and appraised by internal appraisers in the amount of Baht 7,746 million.

As at December 31, 2012, the Bank and subsidiaries had immovable assets from debt repayment in the amount of Baht 29,602 million consisting of immovable assets which were appraised by external appraisers in the amount of Baht 19,740 million and appraised by internal appraisers in the amount of Baht 9,862 million.

Million Baht

**THE BANK  
2013**

Type of Properties for Sale	Beginning Balance	Additions	Disposals	Ending Balance
Assets from debt repayment				
Immovable assets	20,489	1,036	(3,322)	18,203
Movable assets	487	-	(88)	399
Total	20,976	1,036	(3,410)	18,602
Others	52	13	-	65
Total properties for sale	21,028	1,049	(3,410)	18,667
<u>Less</u> Allowance for impairment	(6,871)	82	409	(6,380)
<b>Total properties for sale, net</b>	<b>14,157</b>	<b>1,131</b>	<b>(3,001)</b>	<b>12,287</b>

Million Baht

THE BANK 2012				
Type of Properties for Sale	Beginning Balance	Additions	Disposals	Ending Balance
Assets from debt repayment				
Immovable assets	24,495	528	(4,534)	20,489
Movable assets	399	90	(2)	487
Total	24,894	618	(4,536)	20,976
Others	52	-	-	52
Total properties for sale	24,946	618	(4,536)	21,028
<u>Less</u> Allowance for impairment	(7,230)	(155)	514	(6,871)
<b>Total properties for sale, net</b>	<b>17,716</b>	<b>463</b>	<b>(4,022)</b>	<b>14,157</b>

As at December 31, 2013, the Bank had immovable assets from debt repayment in the amount of Baht 18,203 million consisting of immovable assets which were appraised by external appraisers in the amount of Baht 11,761 million and appraised by internal appraisers in the amount of Baht 6,442 million.

As at December 31, 2012, the Bank had immovable assets from debt repayment in the amount of Baht 20,489 million consisting of immovable assets which were appraised by external appraisers in the amount of Baht 12,246 million and appraised by internal appraisers in the amount of Baht 8,243 million.

Classified properties for sale in accordance with the notification of the BOT as at December 31, 2013 and 2012 are presented in Note 6.12.

The Bank had disclosed transactions according to the BOT's Notification regarding the Accounting Rules for Financial Institutions in relations to the Sale of Properties for Sale, dated August 3, 2008, the transactions of the Bank and subsidiaries are as follows :

Million Baht

CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,							
		2013			2012		
Type of Sale of Properties for Sale	Income Recognition Method	Deferred Profit on Sale of Properties for Sale	Profit on Sale of Properties for Sale	Loss on Sale of Properties for Sale	Deferred Profit on Sale of Properties for Sale	Profit on Sale of Properties for Sale	Loss on Sale of Properties for Sale
Sale to public	Per Installment	26	8	-	28	52	-
Sale to public	Per cost recovery	-	2,310	(15)	-	2,023	(18)

Million Baht

THE BANK							
FOR THE YEARS ENDED DECEMBER 31,							
2013				2012			
Type of Sale of Properties for Sale	Income Recognition Method	Deferred Profit on Sale of Properties for Sale	Profit on Sale of Properties for Sale	Loss on Sale of Properties for Sale	Deferred Profit on Sale of Properties for Sale	Profit on Sale of Properties for Sale	Loss on Sale of Properties for Sale
Sale to public	Per Installment	26	8	-	28	52	-
Sale to public	Per cost recovery	-	1,812	(13)	-	1,805	(12)

## 6.10 Premises and equipment, net

Premises and equipment consisted of the following as at December 31, 2013 and 2012 :

Million Baht

CONSOLIDATED											
2013											
	Cost					Accumulated Depreciation					
	Beginning Balance	Additions/ Transfer	Disposal/ Transfer	Others	Ending Balance	Beginning Balance	Depreciation	Disposal/ Transfer	Others	Ending Balance	Premises and Equipment (Net)
<b>Land</b>											
Cost	7,518	71	(1)	(101)	7,487	-	-	-	-	-	7,487
Appraisal Increase (year 2010)	12,862	-	(12)	-	12,850	-	-	-	-	-	12,850
Appraisal Decrease (year 2010)	(1,013)	-	-	-	(1,013)	-	-	-	-	-	(1,013)
<b>Premises</b>											
Cost	9,510	63	-	(37)	9,536	7,269	277	-	(3)	7,543	1,993
Appraisal Increase (year 2010)	26,026	-	(2)	-	26,024	18,338	1,130	(2)	-	19,466	6,558
Appraisal Decrease (year 2010)	(351)	-	-	-	(351)	(140)	(14)	-	-	(154)	(197)
<b>Equipment</b>	20,524	1,628	(967)	33	21,218	16,921	1,558	(963)	33	17,549	3,669
<b>Others</b>	889	821	(786)	4	928	-	-	-	-	-	928
<b>Total</b>	<b>75,965</b>	<b>2,583</b>	<b>(1,768)</b>	<b>(101)</b>	<b>76,679</b>	<b>42,388</b>	<b>2,951</b>	<b>(965)</b>	<b>30</b>	<b>44,404</b>	<b>32,275</b>

Million Baht

CONSOLIDATED 2012											
	Cost					Accumulated Depreciation					
	Beginning Balance	Additions/ Transfer	Disposal/ Transfer	Others	Ending Balance	Beginning Balance	Depre- ciation	Disposal/ Transfer	Others	Ending Balance	Premises and Equipment (Net)
<b>Land</b>											
Cost	7,666	23	-	(171)	7,518	-	-	-	-	-	7,518
Appraisal Increase (year 2010)	12,862	-	-	-	12,862	-	-	-	-	-	12,862
Appraisal Decrease (year 2010)	(1,013)	-	-	-	(1,013)	-	-	-	-	-	(1,013)
<b>Premises</b>											
Cost	9,495	93	-	(78)	9,510	6,996	292	-	(19)	7,269	2,241
Appraisal Increase (year 2010)	26,026	-	-	-	26,026	17,205	1,133	-	-	18,338	7,688
Appraisal Decrease (year 2010)	(351)	-	-	-	(351)	(127)	(13)	-	-	(140)	(211)
<b>Equipment</b>	20,170	1,261	(871)	(36)	20,524	16,275	1,535	(866)	(23)	16,921	3,603
<b>Others</b>	734	669	(514)	-	889	-	-	-	-	-	889
<b>Total</b>	75,589	2,046	(1,385)	(285)	75,965	40,349	2,947	(866)	(42)	42,388	33,577

As at December 31, 2013 and 2012, the Bank and subsidiaries had premises and equipment which are fully depreciated but still in use at the original costs amounting to Baht 13,682 million and Baht 12,986 million, respectively.



Million Baht

THE BANK 2013											
	Cost					Accumulated Depreciation					
	Beginning Balance	Additions/ Transfer	Disposal/ Transfer	Others	Ending Balance	Beginning Balance	Depre- ciation	Disposal/ Transfer	Others	Ending Balance	Premises and Equipment (Net)
<b>Land</b>											
Cost	7,510	71	(1)	(100)	7,480	-	-	-	-	-	7,480
Appraisal Increase (year 2010)	12,862	-	(12)	-	12,850	-	-	-	-	-	12,850
Appraisal Decrease (year 2010)	(1,013)	-	-	-	(1,013)	-	-	-	-	-	(1,013)
<b>Premises</b>											
Cost	9,326	62	-	(36)	9,352	7,188	270	-	(3)	7,455	1,897
Appraisal Increase (year 2010)	26,026	-	(2)	-	26,024	18,338	1,130	(2)	-	19,466	6,558
Appraisal Decrease (year 2010)	(351)	-	-	-	(351)	(140)	(14)	-	-	(154)	(197)
<b>Equipment</b>	19,826	1,528	(953)	15	20,416	16,452	1,469	(949)	19	16,991	3,425
<b>Others</b>	337	696	(756)	4	281	-	-	-	-	-	281
<b>Total</b>	<b>74,523</b>	<b>2,357</b>	<b>(1,724)</b>	<b>(117)</b>	<b>75,039</b>	<b>41,838</b>	<b>2,855</b>	<b>(951)</b>	<b>16</b>	<b>43,758</b>	<b>31,281</b>

Million Baht

THE BANK 2012											
	Cost					Accumulated Depreciation					
	Beginning Balance	Additions/ Transfer	Disposal/ Transfer	Others	Ending Balance	Beginning Balance	Depre- ciation	Disposal/ Transfer	Others	Ending Balance	Premises and Equipment (Net)
<b>Land</b>											
Cost	7,658	23	-	(171)	7,510	-	-	-	-	-	7,510
Appraisal Increase (year 2010)	12,862	-	-	-	12,862	-	-	-	-	-	12,862
Appraisal Decrease (year 2010)	(1,013)	-	-	-	(1,013)	-	-	-	-	-	(1,013)
<b>Premises</b>											
Cost	9,314	91	-	(79)	9,326	6,922	286	-	(20)	7,188	2,138
Appraisal Increase (year 2010)	26,026	-	-	-	26,026	17,205	1,133	-	-	18,338	7,688
Appraisal Decrease (year 2010)	(351)	-	-	-	(351)	(127)	(13)	-	-	(140)	(211)
<b>Equipment</b>	19,497	1,206	(845)	(32)	19,826	15,869	1,444	(840)	(21)	16,452	3,374
<b>Others</b>	185	652	(499)	(1)	337	-	-	-	-	-	337
<b>Total</b>	74,178	1,972	(1,344)	(283)	74,523	39,869	2,850	(840)	(41)	41,838	32,685

As at December 31, 2013 and 2012, the Bank had equipment which is fully depreciated but still in use at the original costs amounting to Baht 13,321 million, and Baht 12,678 million, respectively.

## 6.11 Other intangible assets, net

Other intangible assets consisted of the following as at December 31, 2013 and 2012 :

Million Baht

CONSOLIDATED 2013											
	Cost					Accumulated Amortization					
	Beginning Balance	Additions/ Transfer	Disposal/ Transfer	Others	Ending Balance	Beginning Balance	Amorti- zation	Disposal/ Transfer	Others	Ending Balance	Other Intangible Assets (Net)
Software	1,630	156	(98)	9	1,697	1,370	129	(95)	6	1,410	287
Others	40	312	(33)	-	319	-	-	-	-	-	319
<b>Total</b>	<b>1,670</b>	<b>468</b>	<b>(131)</b>	<b>9</b>	<b>2,016</b>	<b>1,370</b>	<b>129</b>	<b>(95)</b>	<b>6</b>	<b>1,410</b>	<b>606</b>

Million Baht

CONSOLIDATED 2012											
	Cost					Accumulated Amortization					
	Beginning Balance	Additions/ Transfer	Disposal/ Transfer	Others	Ending Balance	Beginning Balance	Amorti- zation	Disposal/ Transfer	Others	Ending Balance	Other Intangible Assets (Net)
Software	1,568	80	(15)	(3)	1,630	1,252	130	(11)	(1)	1,370	260
Others	14	29	(3)	-	40	-	-	-	-	-	40
<b>Total</b>	<b>1,582</b>	<b>109</b>	<b>(18)</b>	<b>(3)</b>	<b>1,670</b>	<b>1,252</b>	<b>130</b>	<b>(11)</b>	<b>(1)</b>	<b>1,370</b>	<b>300</b>

Million Baht

THE BANK 2013											
	Cost					Accumulated Amortization					
	Beginning Balance	Additions/ Transfer	Disposal/ Transfer	Others	Ending Balance	Beginning Balance	Amorti- zation	Disposal/ Transfer	Others	Ending Balance	Other Intangible Assets (Net)
Software	1,434	129	(95)	-	1,468	1,254	98	(95)	-	1,257	211
Others	40	312	(33)	-	319	-	-	-	-	-	319
<b>Total</b>	<b>1,474</b>	<b>441</b>	<b>(128)</b>	<b>-</b>	<b>1,787</b>	<b>1,254</b>	<b>98</b>	<b>(95)</b>	<b>-</b>	<b>1,257</b>	<b>530</b>

Million Baht

THE BANK 2012											
	Cost					Accumulated Amortization					
	Beginning Balance	Additions/ Transfer	Disposal/ Transfer	Others	Ending Balance	Beginning Balance	Amorti- zation	Disposal/ Transfer	Others	Ending Balance	Other Intangible Assets (Net)
Software	1,393	52	(10)	(1)	1,434	1,166	100	(11)	(1)	1,254	180
Others	14	29	(3)	-	40	-	-	-	-	-	40
<b>Total</b>	<b>1,407</b>	<b>81</b>	<b>(13)</b>	<b>(1)</b>	<b>1,474</b>	<b>1,166</b>	<b>100</b>	<b>(11)</b>	<b>(1)</b>	<b>1,254</b>	<b>220</b>

6.12 As at December 31, 2013 and 2012, classified assets in accordance with the notification of the BOT are as follows :

Million Baht

**CONSOLIDATED  
2013**

	Loans to Customers and Accrued Interest Receivables	Investments	Properties for Sale	Other Assets	Total
Normal	1,678,314	-	-	-	1,678,314
Special mentioned	35,661	-	-	-	35,661
Substandard	6,058	-	-	-	6,058
Doubtful	5,937	-	-	-	5,937
Doubtful of loss	31,269	5,561	2,240	1,372	40,442
<b>Total</b>	<b>1,757,239</b>	<b>5,561</b>	<b>2,240</b>	<b>1,372</b>	<b>1,766,412</b>

Million Baht

**CONSOLIDATED  
2012**

	Loans to Customers and Accrued Interest Receivables	Investments	Properties for Sale	Other Assets	Total
Normal	1,537,152	-	-	-	1,537,152
Special mentioned	29,232	-	-	-	29,232
Substandard	3,810	-	-	-	3,810
Doubtful	6,401	-	-	-	6,401
Doubtful of loss	32,131	4,417	2,629	1,206	40,383
<b>Total</b>	<b>1,608,726</b>	<b>4,417</b>	<b>2,629</b>	<b>1,206</b>	<b>1,616,978</b>



Million Baht

THE BANK 2013					
	Loans to Customers and Accrued Interest Receivables	Investments	Properties for Sale	Other Assets	Total
Normal	1,633,882	-	-	-	1,633,882
Special mentioned	34,022	-	-	-	34,022
Substandard	6,052	-	-	-	6,052
Doubtful	5,841	-	-	-	5,841
Doubtful of loss	30,796	5,539	1,106	1,367	38,808
<b>Total</b>	<b>1,710,593</b>	<b>5,539</b>	<b>1,106</b>	<b>1,367</b>	<b>1,718,605</b>

Million Baht

THE BANK 2012					
	Loans to Customers and Accrued Interest Receivables	Investments	Properties for Sale	Other Assets	Total
Normal	1,501,768	-	-	-	1,501,768
Special mentioned	27,326	-	-	-	27,326
Substandard	3,642	-	-	-	3,642
Doubtful	6,305	-	-	-	6,305
Doubtful of loss	31,636	4,502	1,537	1,201	38,876
<b>Total</b>	<b>1,570,677</b>	<b>4,502</b>	<b>1,537</b>	<b>1,201</b>	<b>1,577,917</b>

## 6.13 Deposits

## 6.13.1 Classified by product type as at December 31, 2013 and 2012 :

Million Baht

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
Demand	81,257	76,528	79,592	74,728
Savings	733,848	712,243	728,350	706,583
Fixed	1,118,078	1,043,737	1,062,027	991,715
Negotiable certificates of deposit	2,089	2,146	1,092	1,345
<b>Total</b>	<b>1,935,272</b>	<b>1,834,654</b>	<b>1,871,061</b>	<b>1,774,371</b>

## 6.13.2 Classified by currency and customer's residence as at December 31, 2013 and 2012 :

Million Baht

	CONSOLIDATED					
	2013			2012		
	Domestic	Foreign	Total	Domestic	Foreign	Total
BAHT	1,665,088	87,231	1,752,319	1,584,124	76,777	1,660,901
USD	21,595	41,829	63,424	24,240	41,548	65,788
Others	11,037	108,492	119,529	8,445	99,520	107,965
<b>Total</b>	<b>1,697,720</b>	<b>237,552</b>	<b>1,935,272</b>	<b>1,616,809</b>	<b>217,845</b>	<b>1,834,654</b>

Million Baht

	THE BANK					
	2013			2012		
	Domestic	Foreign	Total	Domestic	Foreign	Total
BAHT	1,665,106	87,211	1,752,317	1,584,148	76,753	1,660,901
USD	21,434	36,541	57,975	23,006	35,152	58,158
Others	8,189	52,580	60,769	6,993	48,319	55,312
<b>Total</b>	<b>1,694,729</b>	<b>176,332</b>	<b>1,871,061</b>	<b>1,614,147</b>	<b>160,224</b>	<b>1,774,371</b>

## 6.14 Interbank and money market items, net (liabilities)

Interbank and money market items, net (liabilities) consisted of the following as at December 31, 2013 and 2012 :

Million Baht

	CONSOLIDATED					
	2013			2012		
	Demand	Time	Total	Demand	Time	Total
<b>Domestic items</b>						
Bank of Thailand and						
Financial Institutions Development Fund	28	7,794	7,822	33	7,887	7,920
Commercial banks	1,037	45,300	46,337	1,137	27,200	28,337
Special purpose financial institutions	3,998	1,821	5,819	3,962	2,898	6,860
Other financial institutions	8,182	1,093	9,275	8,329	559	8,888
Total domestic items	13,245	56,008	69,253	13,461	38,544	52,005
<b>Foreign items</b>						
USD	3,458	18,001	21,459	2,011	39,473	41,484
JPY	472	5,416	5,888	533	5,336	5,869
EUR	6,916	-	6,916	3,867	636	4,503
Others	5,425	15,355	20,780	6,458	16,769	23,227
Total foreign items	16,271	38,772	55,043	12,869	62,214	75,083
<b>Total domestic and foreign items</b>	29,516	94,780	124,296	26,330	100,758	127,088

Million Baht

	THE BANK					
	2013			2012		
	Demand	Time	Total	Demand	Time	Total
<b>Domestic items</b>						
Bank of Thailand and						
Financial Institutions Development Fund	28	7,794	7,822	33	7,887	7,920
Commercial banks	1,037	45,300	46,337	1,137	27,200	28,337
Special purpose financial institutions	3,998	1,821	5,819	3,962	2,898	6,860
Other financial institutions	8,274	1,092	9,366	8,430	559	8,989
Total domestic items	13,337	56,007	69,344	13,562	38,544	52,106
<b>Foreign items</b>						
USD	3,495	17,260	20,755	2,065	38,445	40,510
JPY	484	5,415	5,899	555	5,336	5,891
EUR	6,922	-	6,922	3,877	636	4,513
Others	5,526	5,971	11,497	6,533	8,098	14,631
Total foreign items	16,427	28,646	45,073	13,030	52,515	65,545
<b>Total domestic and foreign items</b>	29,764	84,653	114,417	26,592	91,059	117,651

## 6.15 Debt Issued and Borrowings

## 6.15.1 Classified by type of instruments and source of fund as at December 31, 2013 and 2012 :

Million Baht

	CONSOLIDATED					
	2013			2012		
	Domestic	Foreign	Total	Domestic	Foreign	Total
Senior unsecured notes	-	111,034	111,034	-	73,471	73,471
Unsecured subordinated notes	20,000	14,759	34,759	20,000	13,777	33,777
Bills of exchange	882	-	882	8,053	-	8,053
Others	138	-	138	222	-	222
<u>Less</u> Discount on borrowings	-	(6,666)	(6,666)	-	(6,765)	(6,765)
<b>Total</b>	<b>21,020</b>	<b>119,127</b>	<b>140,147</b>	<b>28,275</b>	<b>80,483</b>	<b>108,758</b>

Million Baht

	THE BANK					
	2013			2012		
	Domestic	Foreign	Total	Domestic	Foreign	Total
Senior unsecured notes	-	111,624	111,624	-	73,563	73,563
Unsecured subordinated notes	20,000	14,759	34,759	20,000	13,777	33,777
Bills of exchange	882	-	882	8,053	-	8,053
Others	138	-	138	222	-	222
<u>Less</u> Discount on borrowings	-	(6,668)	(6,668)	-	(6,765)	(6,765)
<b>Total</b>	<b>21,020</b>	<b>119,715</b>	<b>140,735</b>	<b>28,275</b>	<b>80,575</b>	<b>108,850</b>

## 6.15.2 Classified by type of instruments, currency, maturity and interest rate as at December 31, 2013 and 2012 :

Million Baht

Type	Currency	Maturity	CONSOLIDATED Interest Rate	Amount	
				2013	2012
Senior unsecured notes	USD	2015 - 2023	2.75% - 5.00%	111,034	73,471
Unsecured subordinated notes	USD	2029	9.025%	14,759	13,777
Unsecured subordinated notes	THB	2022	4.375%	20,000	20,000
Bills of exchange	THB	2013	1.50% - 3.00%	882	8,053
Others	THB	2013 - 2019	0.50%	138	222
<u>Less</u> Discount on borrowings				(6,666)	(6,765)
<b>Total</b>				<b>140,147</b>	<b>108,758</b>

Million Baht

Type	Currency	Maturity	THE BANK Interest Rate	Amount	
				2013	2012
Senior unsecured notes	USD	2015 - 2023	2.75% - 5.00%	111,624	73,563
Unsecured subordinated notes	USD	2029	9.025%	14,759	13,777
Unsecured subordinated notes	THB	2022	4.375%	20,000	20,000
Bills of exchange	THB	2013	1.50% - 3.00%	882	8,053
Others	THB	2013 - 2019	0.50%	138	222
<u>Less</u> Discount on borrowings				(6,668)	(6,765)
<b>Total</b>				<b>140,735</b>	<b>108,850</b>



#### 6.16 Unsecured subordinated notes

On January 28, 1999, the Bank issued and offered USD 450 million of unsecured subordinated notes with a maturity of 30 years, to be due in 2029, at a coupon rate of 9.025% p.a. for sale to foreign investors in exchange for the Bank's existing USD 150 million of unsecured subordinated notes to be due in 2016 at a coupon rate of 8.25% p.a. and USD 300 million of unsecured subordinated notes to be due in 2027 at a coupon rate of 8.375% p.a., which were redeemed before their maturities and already obtained the approval from the BOT. As this transaction was a redemption of the existing notes at their market values, which were lower than the par values, the Bank recorded the book value of the unsecured subordinated notes to be due in 2029 at the amount of USD 259 million (Baht 9,535 million). The difference between the book value and the redemption value of the notes will be amortized on a monthly basis throughout the life of the notes.

On December 7, 2012, the Bank issued and offered Baht 20,000 million of unsecured subordinated notes with a maturity of 10 years, to be due in 2022 with the issuer's early redemption right, at a coupon rate of 4.375% p.a. for sale to general investors, high net worth investors and institutional investors according to the resolution of the 14th Annual Ordinary Meeting of Shareholders convened on April 12, 2007.

#### 6.17 Bonds

On April 12, 2005, the shareholders reconsidered the resolutions of the shareholders' meeting, convened on April 9, 2004, approving to issue bonds of the Bank and passed a resolution for the Bank to issue and offer subordinated bonds and/or unsubordinated bonds and/or perpetual bonds, both subordinated and unsubordinated, and/or subordinated convertible bonds and/or convertible bonds (together "Bonds") in an amount not exceeding USD 3,000 million or its equivalent in other currencies, offered and sold in foreign markets and/or domestic markets to general public and/or institutional investors or investors with specific characteristics defined in the notification of the Securities and Exchange Commission. The Bank may issue different types of Bonds in one issue simultaneously or in several issues at different times. The non-perpetual bonds shall have a maturity of not exceeding 100 years. The subordinated convertible bonds and/or convertible bonds shall have a maturity of not exceeding 30 years, and the amount of not exceeding USD 1,000 million or its equivalent in other currencies. The Board of Directors or the Executive Board of Directors shall be empowered to consider terms and conditions and other details for the issue and offering of the bonds. The shareholders also approved the allocation of 500 million ordinary shares to accommodate the conversion right of the subordinated convertible bonds and/or convertible bonds (See Note 6.21).

On November 17, 2006, the Bank obtained approval from the Office of the Securities and Exchange Committee (SEC) to issue and offer for sale short-term bonds in an amount not exceeding Baht 30,000 million with no limit on the number of issues. The Bank issued 5 series of short-term bonds totaling Baht 7,863 million which were gradually redeemed up to the full amount as at September 2007.

On April 12, 2007, the shareholders passed a resolution for the issuance of bonds, whether subordinated or unsubordinated and/or secured or unsecured, including but not limited to short-term bonds, derivative bonds and non-cumulative hybrid debt instruments with non-payment of interest in the years where the Bank does not report any profit (together the "Bonds") in the amount not exceeding Baht 150,000 million or its equivalent in other currencies to be offered for sale in domestic markets and/or in foreign markets to the general public, and/or institutional investors or investors with specific characteristics as defined in the Notification of the Securities and Exchange Commission. At any point in time, the Bank may offer for sale Bonds in an amount within such limit less the amount of Bonds already issued under such limit but not yet redeemed at that point in time. The Bank may issue and offer for sale different types of Bonds simultaneously in one issue at the same time or in several issues at different times and/or as a program and/or on a revolving basis and may issue and offer for sale Bonds in conjunction with or at the same time with other securities, provided that the Bonds, other than perpetual bonds, shall have a maturity of not exceeding 100 years. The Bank may be granted the right to redeem the Bonds prior to their maturities, and/or the bondholders may be granted the right to call the Bank to redeem the Bonds prior to their maturities, in accordance with the condition of the Bonds. The Board of Directors or the Board of Executive Directors shall be empowered to consider terms and conditions and other details for the issue and offering of the bonds.

On October 18, 2010, the Bank issued and offered 2 series of senior unsecured notes for sale to foreign investors according to the resolution of the 12<sup>th</sup> Annual Ordinary Meeting of Shareholders convened on April 12, 2005 consisting of senior unsecured notes with a maturity of 5 years at a coupon of 3.25% p.a., amounting to USD 400 million and senior unsecured notes with a maturity of 10 years at a coupon of 4.80% p.a., amounting to USD 800 million. The Bank received net proceeds from the sale of senior unsecured notes amounting to USD 1,196 million.

On September 27, 2012, the Bank issued and offered 2 series of senior unsecured notes for sale to foreign investors according to the resolution of the 12<sup>th</sup> Annual Ordinary Meeting of Shareholders convened on April 12, 2005 consisting of senior unsecured notes with a maturity of 5.5 years at a coupon of 2.75% p.a., amounting to USD 400 million and senior unsecured notes with a maturity of 10 years at a coupon of 3.875% p.a., amounting to USD 800 million. The Bank received net proceeds from the sale of senior unsecured notes amounting to USD 1,194 million.

On April 12, 2013, the shareholders passed a resolution for the issuance of bonds, whether subordinated or unsubordinated and/or secured or unsecured, including but not limited to short-term bonds, derivative bonds, perpetual bonds and non-cumulative hybrid debt instruments with non-payment of interest in the years where the Bank does not report any profit (together the "Bonds") in the amount not exceeding Baht 150,000 million or its equivalent in other currencies to be offered for sale in domestic markets and/or in foreign markets to the general public, and/or institutional investors or investors with specific characteristics as defined in the Notification of the Securities and Exchange Commission. At any point in time, the Bank may offer for sale Bonds in an amount within such limit less the amount of Bonds already issued under such limit but not yet redeemed at that point in time. The Bank may issue and offer for sale different types of Bonds simultaneously in one issue at the same time or in several issues at different times and/or as a program and/or on a revolving basis and may issue and offer for sale Bonds in conjunction with or at the same time with other securities, provided that the Bonds, other than perpetual bonds, shall have a maturity of not exceeding 100 years. The Bank may be granted the right to redeem the Bonds prior to their maturities, and/or the bondholders may be granted the right to call the Bank to redeem the Bonds prior to their maturities, in accordance with the terms and conditions of the Bonds. The Board of Directors or the Board of Executive Directors shall be empowered to consider conditions and other details for the issue and offering of the bonds.

On October 3, 2013, the Bank issued and offered 2 series of senior unsecured notes for sale to foreign investors according to the resolution of the 14<sup>th</sup> Annual Ordinary Meeting of Shareholders convened on April 12, 2007 consisting of senior unsecured notes with a maturity of 5 years at a coupon of 3.30% p.a., amounting to USD 500 million and senior unsecured notes with a maturity of 10 years at a coupon of 5.00% p.a., amounting to USD 500 million. The Bank received net proceeds from the sale of senior unsecured notes amounting to USD 999 million.

#### 6.18 The Issuance of Bonds under the Medium Term Note Program

On March 26, 1997, the shareholders passed a resolution for the Bank to issue and offer bonds including subordinated bonds and unsubordinated bonds under the Medium Term Note Program in an amount of not exceeding USD 1,500 million or its equivalent in other currencies. The bonds shall have a maturity of not exceeding 30 years and be offered and sold in foreign markets and/or domestic markets. The Bank may be given the right to redeem the bonds prior to their maturity and/or the bondholders may be given the right to call the Bank to redeem the bonds prior to their maturity in accordance with the condition of the bonds. The Board of Directors was authorized to proceed with the issue. As at December 31, 2013, the Bank had not yet issued bonds according to the above-mentioned resolution.

## 6.19 Provisions

As at December 31, 2013 and 2012 provisions are as follows :

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
Beginning balance	10,208	9,670	10,145	9,619
Increase during the year	1,800	1,379	1,781	1,362
Written off/reversal during the year	(3,751)	(841)	(3,751)	(836)
<b>Ending balance</b>	<b>8,257</b>	<b>10,208</b>	<b>8,175</b>	<b>10,145</b>

Million Baht

## 6.20 Post-employment benefits

## 6.20.1 Defined contribution plans

For the years ended December 31, 2013 and 2012, the Bank and its subsidiaries have the expenses for defined contribution plans in the consolidated financial statements, amounting to Baht 837 million and Baht 738 million, and in the Bank's financial statements amounting to Baht 750 million and Baht 667 million, respectively.

## 6.20.2 Defined benefit plans

As at December 31, 2013 and 2012, the Bank and its local subsidiaries have unfunded defined benefit plans but some overseas branches have funded defined benefit plans. The reconciliation of the defined benefit obligations, both funded and unfunded, and plan assets to the amounts recognized in the financial statements are as follows :

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
The present value of the funded defined benefit plans	798	703	798	703
The fair value of plan assets	(428)	(351)	(428)	(351)
	370	352	370	352
The present value of the unfunded defined benefit plans	5,513	4,925	5,430	4,862
Unrecognized past service costs	(1)	(1)	(1)	(1)
<b>Liabilities, net</b>	<b>5,882</b>	<b>5,276</b>	<b>5,799</b>	<b>5,213</b>

Million Baht

The following table presents the reconciliations of the present value of defined benefit obligations, both funded and unfunded, under the post-employment benefits as at December 31, 2013 and 2012 :

Million Baht

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
Beginning balance	5,628	5,504	5,565	5,457
Current service costs	316	307	302	295
Interest costs	196	176	193	174
Benefit paid during the year	(265)	(283)	(265)	(283)
Actuarial losses (gains) on obligations	410	(65)	407	(67)
Unrealized losses (gains) on exchanges	26	(11)	26	(11)
<b>Ending balance</b>	<b>6,311</b>	<b>5,628</b>	<b>6,228</b>	<b>5,565</b>

The following table presents the reconciliations of the fair value of plan assets related to the funded defined benefit plans as at December 31, 2013 and 2012 :

Million Baht

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
Beginning balance	351	337	351	337
Expected return on plan assets	33	3	33	3
Contributions	25	14	25	14
Benefit paid during the year	(11)	(5)	(11)	(5)
Actuarial gains on plan assets	12	3	12	3
Unrealized gains (losses) on exchanges	18	(1)	18	(1)
<b>Ending balance</b>	<b>428</b>	<b>351</b>	<b>428</b>	<b>351</b>

Principal actuarial assumptions used to calculate the defined benefit obligations and plan assets, average per each plan, as at December 31, 2013 and 2012 are as follows :

	Percentage			
	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
Discount rate	1.70 - 12.80	1.70 - 12.80	1.70 - 12.80	1.70 - 12.80
Expected return on plan assets	2.50 - 6.00	2.50 - 5.00	2.50 - 6.00	2.50 - 5.00
Average future salary increases	2.00 - 15.00	2.00 - 15.00	2.00 - 15.00	2.00 - 15.00
Average turnover rate	1.17 - 12.00	1.20 - 13.38	1.17 - 8.10	1.20 - 8.10

Employee benefits under defined benefit plans recognized in the statements of comprehensive income for the years ended December 31, 2013 and 2012 consist of the following items.

	Million Baht			
	CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,		THE BANK FOR THE YEARS ENDED DECEMBER 31,	
	2013	2012	2013	2012
Current service costs	316	307	302	295
Interest costs	196	176	193	174
Expected return on plan assets	(33)	(3)	(33)	(3)
<b>Total</b>	<b>479</b>	<b>480</b>	<b>462</b>	<b>466</b>

#### 6.21 Share capital

The Bank's share capital consists of :

- Ordinary shares
- Class A and Class B preferred shares, the holders of which have rights according to Article 3 of the Bank's Articles of Association.

As at December 31, 2013 and 2012, the Bank had registered share capital of Baht 40,000,000,000 divided into ordinary shares and preferred shares totaling 4,000,000,000 shares, with par value of Baht 10 each, details of which are as follows :

Type	Number of Registered Shares	
	2013	2012
Ordinary shares	3,998,345,000	3,998,345,000
Class A preferred shares	655,000	655,000
Class B preferred shares	1,000,000	1,000,000
<b>Total</b>	<b>4,000,000,000</b>	<b>4,000,000,000</b>



As at December 31, 2013 and 2012, the Bank had 1,908,842,894 issued ordinary shares and 2,039,502,106 unissued ordinary shares and 655,000 Class A unissued preferred shares and 1,000,000 Class B unissued preferred shares. In relation to the allocation of the unissued ordinary shares, the Bank will follow the resolutions of the 12<sup>th</sup> ordinary shareholders' meeting convened on April 12, 2005, as per the following details :

1. Allocation of 1,339,502,106 ordinary shares as follows :
  - 1.1) Allocation of 459,502,106 ordinary shares for offer and sale to the general public, including the existing shareholders and the beneficial owners of the shares held by custodian or by any other similar arrangements.
  - 1.2) Allocation of 440,000,000 ordinary shares for offer and sale to institutional investors or investors with specific characteristics prescribed by the Securities and Exchange Commission.
  - 1.3) Allocation of 440,000,000 ordinary shares for offer and sale to the existing shareholders and the beneficial owners of the ordinary shares in proportion to their shareholdings.
2. Allocation of 50,000,000 ordinary shares to be reserved for the exercise of the conversion right attached to the subordinated convertible bonds issued by the Bank and offered for sale in 1999 as part of the Capital Augmented Preferred Securities (CAPS).
3. Allocation of 500,000,000 ordinary shares to be reserved for the exercise of the conversion right attached to the subordinated convertible bonds and/or convertible bonds that may further be issued in the future by the Bank.
4. Allocation of 200,000,000 ordinary shares to be reserved for the exercise of right to purchase ordinary shares by holders of warrants that may further be issued in the future by the Bank.
5. Allocation of 655,000 Class A preferred shares for offer and sale in foreign markets and/or domestic markets, which may be offered and sold in conjunction with subordinated bonds.
6. Allocation of 1,000,000 Class B preferred shares for offer and sale in foreign markets and/or domestic markets, which may be offered and sold in conjunction with subordinated bonds and/or unsubordinated bonds and/or subordinated convertible bonds and/or convertible bonds.

The offer and sale of the Bank's securities shall comply with the regulations prescribed by the Securities and Exchange Commission.

#### 6.22 The establishment of Special Purpose Vehicle to issue capital securities

On April 21, 1998, the shareholders passed a resolution for the Bank to establish Special Purpose Vehicle (SPV) to issue capital securities in the amount not exceeding USD 1,000 million or its equivalent in other currencies, to be offered in private placement and/or to institutional investors in accordance with the rules and guidelines of the Securities and Exchange Commission. The Bank may issue capital securities in whole amount or in lots. The Board of Directors was authorized to proceed with the establishment of the SPV.

Such capital securities may be perpetual, non-cumulative, and redeemable by the SPV or may be guaranteed by the Bank. The terms and conditions in the offering of the capital securities may state that upon specific conditions, the Bank must or may issue other securities in exchange for the capital securities.

Upon the issuance of capital securities by the SPV, the Bank may issue securities which may be subordinated; secured; convertible into ordinary shares or other securities of the Bank; or any other securities in the amount not exceeding USD 1,100 million or its equivalent in other currencies to the SPV. The Board of Directors has been authorized to proceed with the issuance of the capital securities by the SPV and those securities that the Bank may have to issue to the SPV. The terms and conditions of the offering of the capital securities by the SPV may include dividend payment or other kind of payment as determined by the Board of Directors and such payment may be related to payment of dividend or other payment on other securities of the Bank.

On March 18, 1999, the shareholders passed a resolution for the Bank to establish or to invest in a subsidiary or SPV for the purpose of raising fund of the Bank, by issuing preferred shares and/or bonds to the subsidiary or SPV, or the Bank may issue the preferred shares and/or bonds to a mutual fund or a juristic entity that is established for investing mainly in the Bank's preferred shares and/or bonds; and the Bank is authorized to enter into Trust Agreement or Master Investment Agreement between the Bank and the subsidiary or SPV or mutual fund or any other juristic entity. As at December 31, 2013, the Bank had not yet established the SPV as it had not issued the instrument for fund raising via SPV according to the above-mentioned resolution.

6.23 Legal reserve and other reserves

6.23.1 Under the Public Limited Companies Act, the Bank is required to allocate to a reserve fund at least 5% of its net profit after accumulated losses brought forward (if any) until the reserve fund is not less than 10% of the registered capital. However, the Bank's Articles of Association require that the Bank shall allocate to the reserve fund at least 10% of its net profit after accumulated losses brought forward (if any) until the reserve fund is not less than 25% of the registered capital. The reserve fund is not available for dividend distribution.

6.23.2 The Bank appropriated annual profit as other reserves, which are treated as general reserve with no specific purpose.

6.24 The appropriation of the profit and the dividend payments

On April 12, 2012, the 19th Annual Ordinary Meeting of Shareholders approved the resolutions regarding the appropriation of the profit and the payment of dividend for the year 2011 as follows :

- The appropriation as legal reserve and as other reserves amounting to Baht 1,000 million and Baht 5,000 million, respectively, with the amount to be appropriated for the period of January - June 2011 amounting to Baht 500 million as legal reserve and Baht 5,000 million as other reserves (all of which had already been appropriated as stated in the financial statements for the year ended December 31, 2011), and the amount to be appropriated for the period of July - December 2011 amounting to Baht 500 million as legal reserve.
- The payment of dividend at the rate of Baht 6.00 per ordinary share, totaling Baht 11,453 million, a part of which had been paid as interim dividend at the rate of Baht 2.00 per share amounting to Baht 3,818 million on September 23, 2011, and the remaining amount will be paid on May 8, 2012 at the rate of Baht 4.00 per share amounting to Baht 7,635 million.

The Bank already paid dividend according to the above-mentioned resolution amounting to Baht 7,635 million on May 8, 2012.

On August 23, 2012, the meeting of the Board of Directors of the Bank No. 9/2012 approved the resolutions regarding the appropriation of the profit and the payment of interim dividend as follows :

- The appropriation as legal reserve and as other reserves for the period of January - June 2012 amounting to Baht 500 million and Baht 5,000 million, respectively.
- The payment of interim dividend at the rate of Baht 2.00 per ordinary share amounting to Baht 3,818 million on September 21, 2012.

The Bank already paid dividend according to the above-mentioned resolution amounting to Baht 3,818 million on September 21, 2012.

On April 12, 2013, the 20<sup>th</sup> Annual Ordinary Meeting of Shareholders approved the resolutions regarding the appropriation of the profit and the payment of dividend for the year 2012 as follows :

- The appropriation as legal reserves and as other reserves amounting to Baht 1,000 million and Baht 5,000 million, respectively, with the amount to be appropriated for the period of January - June 2012 amounting to Baht 500 million as legal reserves and Baht 5,000 million as other reserves (all of which had already been appropriated as stated in the financial statements for the year ended December 31, 2012) and the amount to be appropriated for the period of July - December 2012 amounting to Baht 500 million as legal reserves.
- The payment of dividend at the rate of Baht 6.50 per ordinary share, totaling Baht 12,407 million, a part of which had been paid as interim dividend at the rate of Baht 2.00 per share amounting to Baht 3,818 million on September 21, 2012, and the remaining amount will be paid on May 8, 2013 at the rate of Baht 4.50 per share amounting to Baht 8,589 million.

The Bank already paid dividend according to the above-mentioned resolution amounting to Baht 8,589 million on May 8, 2013.

On August 22, 2013, the meeting of the Board of Directors of the Bank No. 8/2013 approved the resolutions regarding the appropriation of the profit and the payment of interim dividend as follows :

- The appropriation as legal reserve and as other reserves for the period of January - June 2013 amounting to Baht 500 million and Baht 5,000 million, respectively.
- The payment of interim dividend at the rate of Baht 2.00 per ordinary share amounting to Baht 3,818 million on September 20, 2013.

The Bank already paid dividend according to the above-mentioned resolution amounting to Baht 3,818 million on September 20, 2013.

#### 6.25 Assets pledged as collateral and under restriction

The Bank had investments in government securities and state enterprise securities which had been pledged as collateral for repurchase agreements and for commitments with government agencies. The book values of such securities, net of valuation allowances for impairment, as at December 31, 2013 and 2012 amounted to Baht 44,008 million and Baht 25,938 million, respectively.

The Bank had investments in equity securities which allowed the pre-determined parties to buy such securities or had restriction on sale for a temporary period. The book values of such securities, net of valuation allowances for impairment, as at December 31, 2013 and 2012 amounted to Baht 1 million and Baht 2 million, respectively.

A subsidiary of the Bank had properties for sale with restrictions on sale, transfer, pledge and/or other commitments at the book value, net of valuation allowances for impairment, as at December 31, 2013 and 2012 amounted to Baht 515 million.

## 6.26 Contingent liabilities

As at December 31, 2013 and 2012, the Bank and subsidiaries had contingent liabilities as follows :

	Million Baht			
	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
Avals to bills	6,666	4,157	6,666	4,157
Guarantees of loans	10,413	10,297	6,693	6,440
Liability under unmatured import bills	16,428	16,750	15,434	15,747
Letters of credit	37,675	36,656	36,486	36,098
Other commitments				
Amount of unused bank overdraft	173,554	163,635	171,973	162,329
Other guarantees	211,221	187,646	209,672	186,387
Others	10,750	11,887	10,923	11,507
<b>Total</b>	<b>466,707</b>	<b>431,028</b>	<b>457,847</b>	<b>422,665</b>

## 6.27 Litigation

As at December 31, 2013 and 2012, a number of civil proceedings have been brought against the Bank and subsidiaries in the ordinary course of business. The Bank and subsidiaries believe that such proceedings, when resolved, will not materially affect the Bank and subsidiaries's financial position and result of operations.

## 6.28 Related party transactions

As at December 31, 2013 and 2012, related parties of the Bank consisted of subsidiaries, associates, key management personnel that are directors, executives at the level of executive vice president and higher or equal, any parties related to key management personnel, including the entities in which key management personnel and any parties related which are controlled or significantly influenced.

The Bank had significant assets, liabilities and commitments with related parties, as follows :

Million Baht

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
<b>PLACEMENT</b>				
Subsidiaries				
Bangkok Bank Berhad	-	-	2,461	1
Bangkok Bank (China) Co., Ltd.	-	-	8,471	729
<b>Total</b>	-	-	10,932	730
<b>LOANS</b>				
Subsidiary				
Sinnsuptawee Asset Management Co., Ltd.	-	-	6,090	6,901
Associate				
BSL Leasing Co., Ltd.	805	200	805	200
Other related parties	128	115	128	115
<b>Total</b>	933	315	7,023	7,216
<b>ALLOWANCE FOR DOUBTFUL ACCOUNTS</b>				
Subsidiary				
Sinnsuptawee Asset Management Co., Ltd.	-	-	73	83
Associate				
BSL Leasing Co., Ltd.	10	2	10	2
<b>Total</b>	10	2	83	85
<b>OTHER ASSETS</b>				
Subsidiaries				
Bangkok Bank Berhad	-	-	1	-
Sinnsuptawee Asset Management Co., Ltd.	-	-	2	17
Bualuang Securities PCL.	-	-	1	1
Bangkok Bank (China) Co., Ltd.	-	-	4	-
Associates				
BSL Leasing Co., Ltd.	1	1	1	1
Processing Center Co., Ltd.	57	31	57	31
<b>Total</b>	58	32	66	50



Million Baht

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
<b>DEPOSITS</b>				
Subsidiaries				
BBL (Cayman) Limited	-	-	167	599
Bangkok Bank Berhad	-	-	65	64
Sinnsuptawee Asset Management Co., Ltd.	-	-	18	24
BBL Asset Management Co., Ltd.	-	-	57	34
Bualuang Securities PCL.	-	-	35	67
Bangkok Bank (China) Co., Ltd.	-	-	94	97
Associates				
BSL Leasing Co., Ltd.	58	41	58	41
Processing Center Co., Ltd.	25	32	25	32
National ITMX Co., Ltd.	14	24	14	24
Other related parties	5,926	4,550	5,926	4,550
<b>Total</b>	<b>6,023</b>	<b>4,647</b>	<b>6,459</b>	<b>5,532</b>
<b>BORROWINGS</b>				
Subsidiaries				
BBL (Cayman) Limited	-	-	588	91
Bangkok Bank (China) Co., Ltd.	-	-	541	541
<b>Total</b>	<b>-</b>	<b>-</b>	<b>1,129</b>	<b>632</b>
<b>OTHER LIABILITIES</b>				
Subsidiaries				
BBL (Cayman) Limited	-	-	6	1
Sinnsuptawee Asset Management Co., Ltd.	-	-	1,133	1,133
Associate				
Processing Center Co., Ltd.	1	1	1	1
Other related parties	19	9	19	9
<b>Total</b>	<b>20</b>	<b>10</b>	<b>1,159</b>	<b>1,144</b>
<b>COMMITMENTS</b>				
Subsidiaries				
Bangkok Bank Berhad	-	-	-	3
Bualuang Securities PCL.	-	-	117	-
Bangkok Bank (China) Co., Ltd.	-	-	179	-
Associate				
BSL Leasing Co., Ltd.	5	9	5	9
Other related parties	11	4	11	4
<b>Total</b>	<b>16</b>	<b>13</b>	<b>312</b>	<b>16</b>

For the year ended December 31, 2013, the Bank charged interest at rates between 2.35% to 12.75% on loans to these related parties depending on the types of loans and collateral and interest rate charged 2.35% on loans to Sinnsuptawee Asset Management Co., Ltd.

For the year ended December 31, 2012, the Bank charged interest at rates between 2.75% to 12.75% on loans to these related parties depending on the types of loans and collateral and interest rate charged between 2.80% to 2.85% on loans to Sinnsuptawee Asset Management Co., Ltd.

The Bank follows the BOT guidelines in estimating the minimum allowance for doubtful accounts on loans to related parties similar to loans to normal debtors.

In the consolidated and the Bank's financial statements, investments in subsidiaries and associates as at December 31, 2013 and 2012 are shown in Note 6.5.

Significant accounting transactions between the Bank and subsidiaries, associates and other related parties were transacted under normal business practices. The prices, interest rates, commission charges, terms and conditions are determined on an arm's length basis. Significant accounting transactions between the Bank and certain restructured debtors were transacted under special debt restructuring conditions.

The Bank had significant income and expenses with related parties as follows :

Million Baht

	CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,		THE BANK FOR THE YEARS ENDED DECEMBER 31,	
	2013	2012	2013	2012
Interest and discount received				
Subsidiaries				
Bangkok Bank Berhad	-	-	4	1
Sinnsuptawee Asset Management Co., Ltd.	-	-	176	236
Bualuang Securities PCL.	-	-	2	1
Bangkok Bank (China) Co., Ltd.	-	-	26	65
Associate				
BSL Leasing Co., Ltd.	20	12	20	12
Other related parties	2	19	2	19
<b>Total</b>	<b>22</b>	<b>31</b>	<b>230</b>	<b>334</b>

Million Baht

	CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,		THE BANK FOR THE YEARS ENDED DECEMBER 31,	
	2013	2012	2013	2012
<b>Fees and service income</b>				
Subsidiaries				
Bangkok Bank Berhad	-	-	1	-
Sinnsuptawee Asset Management Co., Ltd.	-	-	-	5
BBL Asset Management Co., Ltd.	-	-	855	603
Bualuang Securities PCL.	-	-	16	7
Associates				
BSL Leasing Co., Ltd.	1	-	1	-
Processing Center Co., Ltd.	8	5	8	5
Other related parties	-	1	-	1
<b>Total</b>	<b>9</b>	<b>6</b>	<b>881</b>	<b>621</b>
<b>Dividend income</b>				
Subsidiary				
BBL Asset Management Co., Ltd.	-	-	247	143
Associates				
BSL Leasing Co., Ltd.	2	2	2	2
Processing Center Co., Ltd.	14	9	14	9
<b>Total</b>	<b>16</b>	<b>11</b>	<b>263</b>	<b>154</b>
<b>Other income</b>				
Subsidiaries				
BBL Asset Management Co., Ltd.	-	-	2	-
Bualuang Securities PCL.	-	-	2	2
Bangkok Bank (China) Co., Ltd.	-	-	41	41
Associate				
National ITMX Co., Ltd.	4	4	4	4
<b>Total</b>	<b>4</b>	<b>4</b>	<b>49</b>	<b>47</b>
<b>Interest paid</b>				
Subsidiaries				
BBL (Cayman) Limited	-	-	19	13
Sinnsuptawee Asset Management Co., Ltd.	-	-	-	2
BBL Asset Management Co., Ltd.	-	-	1	1
Bualuang Securities PCL.	-	-	1	5
Bangkok Bank (China) Co., Ltd.	-	-	2	3
Associate				
Processing Center Co., Ltd.	1	-	1	-
Other related parties	67	73	67	73
<b>Total</b>	<b>68</b>	<b>73</b>	<b>91</b>	<b>97</b>

Million Baht

	CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,		THE BANK FOR THE YEARS ENDED DECEMBER 31,	
	2013	2012	2013	2012
Commission paid				
Subsidiary				
Bualuang Securities PCL.	-	-	-	4
Other expenses				
Subsidiaries				
Sinnsuptawee Asset Management Co., Ltd.	-	-	1	18
Bangkok Bank (China) Co., Ltd.	-	-	6	6
Associates				
Processing Center Co., Ltd.	19	14	19	14
National ITMX Co., Ltd.	84	35	84	35
Other related parties	55	44	55	44
<b>Total</b>	<b>158</b>	<b>93</b>	<b>165</b>	<b>117</b>

Compensation of key management personnel for the years ended December 31, 2013 and 2012 consisted of the following :

Million Baht

	CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,		THE BANK FOR THE YEARS ENDED DECEMBER 31,	
	2013	2012	2013	2012
Short-term employee benefits	1,194	1,029	862	770
Post-employment benefits	44	38	36	33
<b>Total</b>	<b>1,238</b>	<b>1,067</b>	<b>898</b>	<b>803</b>

#### 6.29 Other benefits to directors and persons with managing authority

The Bank has not extended the extraordinary monetary and/or non-monetary benefits to the Banks' directors, executives at the level of executive vice president and higher, other than the ordinary benefits.

## 6.30 Disclosure of the statements of cash flows of the Asset Management Company (AMC)

In accordance with the BOT's regulations, the Bank is required to disclose the statements of cash flows of the AMC of the Bank in the notes to the financial statements. The statements of cash flows of Sinnsuptawee Asset Management Co., Ltd. are as follows :

**SINNSUPTAWEE ASSET MANAGEMENT COMPANY LIMITED**  
**STATEMENTS OF CASH FLOWS**  
**FOR THE YEARS ENDED DECEMBER 31, 2013 AND 2012**

Million Baht

	2013	2012
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Profit (loss) from operating before income tax expense	281	(262)
Items to reconcile net profit (loss) to cash received (paid) from operating activities		
Net gain on disposal of securities	(3)	(154)
Gain on disposal of equipments	-	(1)
Loss on impairment of properties for sale	96	328
Net interest expenses	176	235
Dividend income	(122)	(82)
Proceeds from interest income	-	2
Proceeds from dividend income	122	82
Interest expenses paid	(176)	(236)
Income tax paid	(23)	(32)
Profit (loss) from operating before changes in operating assets and liabilities	351	(120)
Operating assets (increase) decrease		
Securities purchased under resale agreements	-	100
Properties for sale	395	307
Operating liabilities increase (decrease)		
Accrued expenses	2	(1)
Deposits	75	35
Advance received for properties for sale	3	28
Net cash from operating activities	826	349
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Purchase of available-for-sale securities	(769)	(964)
Proceeds from disposal of available-for-sale securities	762	1,369
Purchase of equipment	-	(1)
Sale of equipment	-	1
Net cash from investing activities	(7)	405
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Cash received from loan from the parent company	-	600
Cash paid for loan from the parent company	(810)	(1,361)
Net cash from financing activities	(810)	(761)
Net increase (decrease) in cash and cash equivalents	9	(7)
Cash and cash equivalents as at January 1,	8	15
Cash and cash equivalents as at December 31,	17	8



## 6.31 Long-term leases

Long-term leases as at December 31, 2013 and 2012 consisted of the following :

Million Baht

		REMAINING RENTAL EXPENSES			
		CONSOLIDATED		THE BANK	
		2013	2012	2013	2012
Type of lease	Period				
Land and/or premises	1 Year	164	160	164	160
Land and/or premises	Over 1 Year to 5 Years	269	255	269	255
Land and/or premises	Over 5 Years	306	295	306	295
<b>Total</b>		<b>739</b>	<b>710</b>	<b>739</b>	<b>710</b>

## 6.32 Application of the new accounting policy

Since January 1, 2013, the Bank has applied the new accounting policy regarding the income taxes which is in accordance with TAS 12 Income Taxes.

The Bank has restated the comparative consolidated and the Bank's financial statements for the year ended December 31, 2012 and comparative consolidated and the Bank's statements of financial position beginning balances as at January 1, 2012 as if the Bank had always applied such accounting policy. Therefore, the comparative consolidated and Bank's financial statements have been restated in accordance with this new accounting policy. The effect of this change on the consolidated and the Bank's financial statements are as follows :

Million Baht

		CONSOLIDATED		THE BANK	
		December 31, 2012	January 1, 2012	December 31, 2012	January 1, 2012
<b>STATEMENT OF FINANCIAL POSITION</b>					
Assets					
Increase in deferred tax assets		1,901	2,130	867	1,170
Liabilities					
Increase in deferred tax liabilities		3,419	158	3,231	-
Shareholders' equity					
Decrease in other reserves		(10,826)	(8,750)	(10,817)	(8,752)
Increase in unappropriated retained earnings		9,307	10,721	8,453	9,922
Increase in non-controlling interest		1	1	-	-

Million Baht

CONSOLIDATED	THE BANK
FOR THE YEAR ENDED	FOR THE YEAR ENDED
DECEMBER 31, 2012	DECEMBER 31, 2012

## STATEMENT OF COMPREHENSIVE INCOME

Other operating expenses		
Decrease in taxes and duties	(714)	(714)
Increase in income tax expenses	1,888	1,943
Decrease in net profit	(1,174)	(1,229)
Other comprehensive income (loss)		
Increase in losses arising from translating the financial statements of foreign operations	68	57
Increase in income tax relating to components of other comprehensive income (loss)	2,248	2,248
Decrease in basic earnings per share (Baht)	(0.62)	(0.64)

Million Baht

CONSOLIDATED	THE BANK
FOR THE YEAR ENDED	FOR THE YEAR ENDED
DECEMBER 31, 2012	DECEMBER 31, 2012

## STATEMENT OF CHANGES IN SHAREHOLDERS' EQUITY

Decrease in unrealized increment per land appraisal - beginning	(2,572)	(2,572)
Decrease in unrealized increment per premises appraisal - beginning	(1,764)	(1,764)
Decrease in unrealized gains on investment - beginning	(4,414)	(4,415)
Increase in unappropriated retained earnings - beginning	10,721	9,922
Increase in non-controlling interest - beginning	1	-

## 6.32.1 Deferred tax assets and liabilities

Deferred tax assets and liabilities as at December 31, 2013 and 2012 are as follows :

Million Baht

	CONSOLIDATED		THE BANK	
	2013	2012	2013	2012
Deferred tax assets	2,007	1,901	904	867
Deferred tax liabilities	3,107	3,419	2,802	3,231
Deferred tax assets (liabilities), net	(1,100)	(1,518)	(1,898)	(2,364)

Movements in total deferred tax assets and liabilities during the year are as follows :

Million Baht

	CONSOLIDATED 2013				
	Beginning Balance	Recognized in Profit and Loss	Recognized in Other Comprehensive Income	Others	Ending Balance
<b>Deferred tax assets</b>					
Investments	2,503	134	83	-	2,720
Loans to customers and accrued interest receivables	2,401	318	-	33	2,752
Properties for sale	1,776	(90)	-	-	1,686
Premises and equipment	262	9	-	2	273
Provisions	2,112	(493)	91	3	1,713
Others	1,106	599	-	3	1,708
<b>Total</b>	<b>10,160</b>	<b>477</b>	<b>174</b>	<b>41</b>	<b>10,852</b>
<b>Deferred tax liabilities</b>					
Investments	7,097	4	(104)	-	6,997
Properties for sale	-	-	-	2	2
Premises and equipment	4,121	(224)	-	(3)	3,894
Others	460	599	-	-	1,059
<b>Total</b>	<b>11,678</b>	<b>379</b>	<b>(104)</b>	<b>(1)</b>	<b>11,952</b>
<b>Net</b>	<b>(1,518)</b>	<b>98</b>	<b>278</b>	<b>42</b>	<b>(1,100)</b>

Million Baht

	CONSOLIDATED 2012				Ending Balance
	Beginning Balance	Recognized in Profit and Loss	Recognized in Other Comprehensive Income	Others	
<b>Deferred tax assets</b>					
Investments	2,628	(38)	(87)	-	2,503
Loans to customers and accrued interest receivables	3,695	(1,227)	-	(67)	2,401
Properties for sale	1,896	(120)	-	-	1,776
Premises and equipment	269	(6)	-	(1)	262
Provisions	2,017	107	(12)	-	2,112
Others	1,237	(132)	-	1	1,106
<b>Total</b>	<b>11,742</b>	<b>(1,416)</b>	<b>(99)</b>	<b>(67)</b>	<b>10,160</b>
<b>Deferred tax liabilities</b>					
Investments	4,886	62	2,149	-	7,097
Premises and equipment	4,348	(227)	-	-	4,121
Others	537	(77)	-	-	460
<b>Total</b>	<b>9,771</b>	<b>(242)</b>	<b>2,149</b>	<b>-</b>	<b>11,678</b>
<b>Net</b>	<b>1,971</b>	<b>(1,174)</b>	<b>(2,248)</b>	<b>(67)</b>	<b>(1,518)</b>

Million Baht

	THE BANK 2013				
	Beginning Balance	Recognized in Profit and Loss	Recognized in Other Comprehensive Income	Others	Ending Balance
<b>Deferred tax assets</b>					
Investments	2,494	134	64	-	2,692
Loans to customers and accrued interest receivables	1,937	262	-	-	2,199
Properties for sale	1,374	(98)	-	-	1,276
Premises and equipment	262	9	-	2	273
Provisions	2,100	(497)	90	3	1,696
Others	937	644	-	-	1,581
<b>Total</b>	<b>9,104</b>	<b>454</b>	<b>154</b>	<b>5</b>	<b>9,717</b>
<b>Deferred tax liabilities</b>					
Investments	6,904	(3)	(105)	-	6,796
Properties for sale	-	-	-	2	2
Premises and equipment	4,111	(227)	-	(2)	3,882
Others	453	482	-	-	935
<b>Total</b>	<b>11,468</b>	<b>252</b>	<b>(105)</b>	<b>-</b>	<b>11,615</b>
<b>Net</b>	<b>(2,364)</b>	<b>202</b>	<b>259</b>	<b>5</b>	<b>(1,898)</b>



Million Baht

	THE BANK 2012				Ending Balance
	Beginning Balance	Recognized in Profit and Loss	Recognized in Other Comprehensive Income	Others	
<b>Deferred tax assets</b>					
Investments	2,620	(38)	(88)	-	2,494
Loans to customers and accrued interest receivables	3,235	(1,240)	-	(58)	1,937
Properties for sale	1,446	(72)	-	-	1,374
Premises and equipment	269	(6)	-	(1)	262
Provisions	2,008	105	(13)	-	2,100
Others	1,186	(250)	-	1	937
<b>Total</b>	<b>10,764</b>	<b>(1,501)</b>	<b>(101)</b>	<b>(58)</b>	<b>9,104</b>
<b>Deferred tax liabilities</b>					
Investments	4,753	5	2,146	-	6,904
Premises and equipment	4,338	(227)	-	-	4,111
Others	503	(50)	-	-	453
<b>Total</b>	<b>9,594</b>	<b>(272)</b>	<b>2,146</b>	<b>-</b>	<b>11,468</b>
<b>Net</b>	<b>1,170</b>	<b>(1,229)</b>	<b>(2,247)</b>	<b>(58)</b>	<b>(2,364)</b>

## 6.32.2 Income tax expenses

Income tax recognized in profit or loss for the years ended December 31, 2013 and 2012 are as follows :

Million Baht

	CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,		THE BANK FOR THE YEARS ENDED DECEMBER 31,	
	2013	2012	2013	2012
Current tax	8,980	7,926	8,477	7,334
Deferred tax	(98)	1,174	(202)	1,229
<b>Total income tax expenses</b>	<b>8,882</b>	<b>9,100</b>	<b>8,275</b>	<b>8,563</b>

## 6.32.3 Income tax recognized in component of other comprehensive income

Income tax recognized in component of other comprehensive income for the years ended December 31, 2013 and 2012 are as follows :

Million Baht

CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,						
	2013			2012		
	Before-tax Amount	Tax (expense) Benefit	Net-of-tax Amount	Before-tax Amount	Tax (expense) Benefit	Net-of-tax Amount
Changes in revaluation surplus	(1)	-	(1)	-	-	-
Gains (losses) on remeasuring available-for-sale investment	(1,119)	187	(932)	11,143	(2,235)	8,908
Gains (losses) arising from translating the financial statements of foreign operations	1,649	-	1,649	(1,405)	-	(1,405)
Actuarial gains (losses) on defined benefit plans	(398)	91	(307)	67	(13)	54
<b>Total</b>	<b>131</b>	<b>278</b>	<b>409</b>	<b>9,805</b>	<b>(2,248)</b>	<b>7,557</b>

Million Baht

THE BANK FOR THE YEARS ENDED DECEMBER 31,						
	2013			2012		
	Before-tax Amount	Tax (expense) Benefit	Net-of-tax Amount	Before-tax Amount	Tax (expense) Benefit	Net-of-tax Amount
Changes in revaluation surplus	(1)	-	(1)	-	-	-
Gains (losses) on remeasuring available-for-sale investment	(1,040)	169	(871)	11,186	(2,235)	8,951
Losses arising from translating the financial statements of foreign operations	(458)	-	(458)	(911)	-	(911)
Actuarial gains (losses) on defined benefit plans	(395)	90	(305)	69	(13)	56
<b>Total</b>	<b>(1,894)</b>	<b>259</b>	<b>(1,635)</b>	<b>10,344</b>	<b>(2,248)</b>	<b>8,096</b>

## 6.32.4 Reconciliation of effective tax rates

Reconciliation of effective tax rates for the years ended December 31, 2013 and 2012 are as follows :

Million Baht

CONSOLIDATED				
FOR THE YEARS ENDED DECEMBER 31,				
	2013		2012	
	Amount	Percentage	Amount	Percentage
Profit from operating before income tax expense	44,917		41,016	
Income tax calculated at statutory tax rate	8,983	20.00	9,434	23.00
Overseas tax	749		735	
Tax effect of income and expenses that are not taxable and not deductible for tax purposes	(470)		(304)	
Others	(380)		(765)	
<b>Total income tax expenses</b>	<b>8,882</b>	<b>19.77</b>	<b>9,100</b>	<b>22.19</b>

Million Baht

THE BANK				
FOR THE YEARS ENDED DECEMBER 31,				
	2013		2012	
	Amount	Percentage	Amount	Percentage
Profit from operating before income tax expense	42,149		38,875	
Income tax calculated at statutory tax rate	8,430	20.00	8,941	23.00
Overseas tax	726		714	
Tax effect of income and expenses that are not taxable and not deductible for tax purposes	(450)		(285)	
Others	(431)		(807)	
<b>Total income tax expenses</b>	<b>8,275</b>	<b>19.63</b>	<b>8,563</b>	<b>22.03</b>

## 6.33 Operating Segments

## 6.33.1 Operating Segments

Operating segments are reported measured on a basis that is consistent with internal reporting. Amounts for each operating segment are shown after the allocation of centralized costs and transfer pricing.

Transactions between operating segments are recorded within the segment as if they were third party transactions and are eliminated on consolidated financial statement.

The Bank is organized into segments based on products and services as follows :

#### Domestic Banking

Domestic Banking provides financial services in domestic. The main products and services are loans, deposits, trade finance, remittances and payments, electronic services, credit cards, debit cards and related other financial services.

#### International Banking

International Banking provides financial services through overseas branches and subsidiaries. The main products and services are loans, deposits, foreign exchange services, international fund transfers and payments, and export and import services.

#### Investment Banking

Investment Banking provides project services, corporate finance services, financial advisory services, securities business services, business strategic management by trading financial instruments including liquidity management of the Bank.

#### Others

Segments other than banking and investment banking business provide fund management services, securities services, assets management services and others, including operating expenses not allocated to operating segments.

The operating results of operating segments for the years ended December 31, 2013 and 2012 are as follows :

Million Baht

	CONSOLIDATED FOR THE YEAR ENDED DECEMBER 31, 2013					
	Domestic Banking	International Banking	Investment Banking	Others	Elimination	Total
Total operating income	57,678	7,769	14,262	11,749	(1)	91,457
Total operating expenses before credit losses	(22,890)	(3,304)	(1,080)	(10,674)	1	(37,947)
Profit from operating before credit losses and income tax expenses	34,788	4,465	13,182	1,075	-	53,510

Million Baht

CONSOLIDATED  
FOR THE YEAR ENDED DECEMBER 31, 2012

	Domestic Banking	International Banking	Investment Banking	Others	Elimination	Total
Total operating income	56,514	7,762	11,271	9,865	(1)	85,411
Total operating expenses before credit losses	(23,773)	(3,301)	(514)	(9,559)	1	(37,146)
Profit from operating before credit losses and income tax expenses	32,741	4,461	10,757	306	-	48,265

The financial position of operating segments as December 31, 2013 and 2012 are as follows :

Million Baht

## CONSOLIDATED

	Domestic Banking	International Banking	Investment Banking	Others	Elimination	Total
<b>Total assets</b>						
As at December 31, 2013	1,562,534	589,549	692,488	138,988	(387,052)	2,596,507
As at December 31, 2012	1,478,807	490,228	601,011	129,132	(278,438)	2,420,740

### 6.33.2 Geographical Segments

The operating results classified by geographical areas for the years ended December 31, 2013 and 2012 are as follows :

Million Baht

CONSOLIDATED  
FOR THE YEARS ENDED DECEMBER 31,  
2013 2012

	Domestic Operations	Foreign Operations	Total	Domestic Operations	Foreign Operations	Total
Total operating income	82,553	8,904	91,457	76,071	9,340	85,411
Total operating expenses *	(41,256)	(5,284)	(46,540)	(39,791)	(4,604)	(44,395)
Profit from operating before income tax expenses	41,297	3,620	44,917	36,280	4,736	41,016

\* Including credit losses.



The financial position classified by geographical areas as at December 31, 2013 and 2012 are as follows :

Million Baht

	CONSOLIDATED					
	2013			2012		
	Domestic Operations	Foreign Operations	Total	Domestic Operations	Foreign Operations	Total
Non-current assets*	29,115	3,767	32,882	29,980	3,897	33,877
Total assets	2,168,009	428,498	2,596,507	2,042,853	377,887	2,420,740

#### 6.34 Interest income

Interest income for the years ended December 31, 2013 and 2012 are as follows :

Million Baht

	CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,		THE BANK FOR THE YEARS ENDED DECEMBER 31,	
	2013	2012	2013	2012
Interest on interbank and money market items	8,529	7,840	6,769	5,982
Investments and trading transactions	485	592	482	589
Investment in debt securities	9,281	8,549	8,937	8,345
Interest on loans	82,108	78,278	80,028	76,290
Others	2	1	5	2
<b>Total interest income</b>	<b>100,405</b>	<b>95,260</b>	<b>96,221</b>	<b>91,208</b>

#### 6.35 Interest expenses

Interest expenses for the years ended December 31, 2013 and 2012 are as follows :

Million Baht

	CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,		THE BANK FOR THE YEARS ENDED DECEMBER 31,	
	2013	2012	2013	2012
Interest on deposits	29,597	25,909	27,702	24,200
Interest on interbank and money market items	1,584	2,367	1,368	2,188
Contributions to the Deposit Protection Agency	7,882	7,308	7,882	7,308
Interest on debt issued				
Bonds and subordinated notes	5,426	3,335	5,445	3,347
Others	31	1,313	31	1,313
Interest on borrowings	1	73	1	75
Others	5	3	5	3
<b>Total interest expenses</b>	<b>44,526</b>	<b>40,308</b>	<b>42,434</b>	<b>38,434</b>

\* Consisting of premises and equipment, net and other intangible assets, net.

## 6.36 Net fees and service income

Net fees and service income for the years ended December 31, 2013 and 2012 are as follows :

Million Baht

	CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,		THE BANK FOR THE YEARS ENDED DECEMBER 31,	
	2013	2012	2013	2012
Fees and service income				
Acceptances, aval and guarantees of loans	184	149	172	133
Others	28,209	25,476	24,910	23,091
Total fees and service income	28,393	25,625	25,082	23,224
Fees and service expenses	7,154	6,501	7,081	6,451
Net fees and service income	21,239	19,124	18,001	16,773

## 6.37 Gains (losses) on tradings and foreign exchange transactions

Gains (losses) on tradings and foreign exchange transactions for the years ended December 31, 2013 and 2012 are as follows :

Million Baht

	CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,		THE BANK FOR THE YEARS ENDED DECEMBER 31,	
	2013	2012	2013	2012
Gains (losses) on tradings and foreign exchange Transactions				
Foreign exchanges and derivatives	5,453	4,475	5,690	4,426
Interest rate derivatives	(228)	(68)	(228)	(68)
Debt securities	(144)	122	(150)	116
Equity securities	(835)	471	-	-
Others	1,550	-	-	-
Total	5,796	5,000	5,312	4,474

## 6.38 Gains (losses) on investments

Gains (losses) on investments for the years ended December 31, 2013 and 2012 are as follows :

Million Baht

	CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,		THE BANK FOR THE YEARS ENDED DECEMBER 31,	
	2013	2012	2013	2012
Gains (losses) on investments				
Available-for-sale securities	2,099	1,197	2,077	1,019
Held-to-maturity debt securities	1	-	-	-
General investment	626	7	626	7
Investments in subsidiaries and associates	-	-	14	-
Total	2,726	1,204	2,717	1,026
Loss on impairment				
General investment	(237)	(64)	(237)	(64)
Total	(237)	(64)	(237)	(64)
Total gains (losses) on investments	2,489	1,140	2,480	962

## 6.39 Impairment loss of loans and debt securities

Impairment loss of loans and debt securities for the years ended December 31, 2013 and 2012 are as follows :

Million Baht

	CONSOLIDATED FOR THE YEARS ENDED DECEMBER 31,		THE BANK FOR THE YEARS ENDED DECEMBER 31,	
	2013	2012	2013	2012
Loans to customers	7,672	7,218	7,385	6,977
Loss on debt restructuring	421	30	421	30
Available-for-sale debt securities	500	-	500	-

## 6.40 Approval of the financial statements

On February 20, 2014, the Audit Committee and the Board of Executive Directors have authorized to issue these financial statements.

## General Information

<b>Name of Company:</b>	<b>Bangkok Bank Public Company Limited</b>
Business Type:	Commercial Bank
Head Office Address:	333 Silom Road, Bangrak, Bangkok 10500
Registration Number:	0107536000374
Website:	<a href="http://www.bangkokbank.com">http://www.bangkokbank.com</a>
Telephone:	0-2231-4333
Fax:	0-2231-4890

### Registered Capital as of 31 December 2013

Authorized share capital	40,000,000,000	baht
Common Shares	3,998,345,000	shares of 10 baht each
Preferred Shares	1,655,000	shares of 10 baht each
Issued and paid-up share capital	9,088,428,940	baht
Common Shares	1,908,842,894	shares of 10 baht each

## 1. References

### 1.1 Share registrar

Thailand Securities Depository Co., Ltd.  
62 The Stock Exchange of Thailand Building (4th Floor)  
Ratchadaphisek Road, Khlong Toei, Bangkok 10110  
Tel. 0-2229-2800 Fax. 0-2654-5427

### 1.2 Trustee

Type of Bonds	Interest Rates	Maturity	Trustee
Subordinated notes	4.375%	December 7, 2022	Bank of Ayudhya Public Company Limited 1222 Rama 3 Road, Bangphongphang, Yannawa, Bangkok 10120, Thailand
Senior unsecured notes	3.300%	October 3, 2018	The Bank of New York Mellon
Senior unsecured notes	5.000%	October 3, 2023	101 Barclay Street, Floor 4E, New York, NY 10286, USA

### 1.3 Auditor

Mr. Permsak Wongpatcharapakorn  
Certified Public Accountant (Thailand) Registration No.3427  
Deloitte Touche Tohmatsu Jaiyos Audit Co., Ltd.  
183 Rajanakarn Building, 25th Floor, South Sathon Road, Bangkok 10120  
Tel. 0-2676-5700 Fax. 0-2676-5757

### 1.4 Legal advisers

Mr. Chuchart Srisaeng  
333 Silom Road, Bangrak, Bangkok 10500  
Tel. 0-2230-2969 Fax. 0-231-5448  
Mr. Watchara Karnchanawirote  
333 Silom Road, Bangrak, Bangkok 10500  
Tel. 0-2230-2731 Fax. 0-231-5448

### 1.5 Investor Relations

Mr. Chaifarit Anuchitworawong Executive Vice President  
Mrs. Chaliga Saengudomlert VP Investor Relations  
Email: [ir@bbl.co.th](mailto:ir@bbl.co.th)

**Note :** Investors can find more information about a company which issues securities from its Form 56-1 which is posted on [www.sec.or.th](http://www.sec.or.th) or its website

## 2. Disclosure of Information on Capital Structure and Major Shareholders

### Shareholders

Shareholding structure on the closing date of the share registration book as of September 6, 2013

No.	Name of Shareholder	Number of Shares	Percentage of Total Shares
1	Thai NVDR Company Limited	573,403,931	30.04
2	State Street Bank and Trust Company	81,534,655	4.27
3	Thailand Securities Depository Company Limited for Depositors	68,399,127	3.58
4	State Street Bank Europe Limited	60,497,484	3.17
5	BNY Mellon Nominees Limited	47,763,876	2.50
6	Morgan Stanley & Co. International Plc.	45,059,235	2.36
7	HSBC (Singapore) Nominees Pte, Ltd.	36,588,677	1.92
8	Bangkok Insurance Public Co., Ltd.	34,097,030	1.79
9	UOB Kay Hian (Hong Kong) Limited - Client Account	33,132,750	1.74
10	GIC Private Limited - C	32,574,000	1.71

### Information with respect to free-float

As of March 15, 2013, the free-float of the Bank, according to the Stock Exchange of Thailand, was 97.66 percent.

### Dividend Policy

#### (1) The Bank's policy

The Bank will pay dividends to shareholders when it has profitable performance results, taking into consideration long-term returns for shareholders and the capital adequacy of the Bank's business operations. The profit remaining after dividend payments may be allocated as reserves for various purposes as deemed appropriate.

Dividend payments require approval from a shareholders' meeting. However, the Board of Directors may from time to time pay to shareholders such interim dividends as appear to the directors to be justified by the profits of the Bank. After the distribution of the dividends, the shareholders shall be informed of such distribution at the next shareholders' meeting.

Dividend payments will be made in accordance with Article 43 of the Bank's Articles of Association which prohibits the Bank from paying dividends from any source of funds other than profit, and with Article 45 of the Bank's Articles of Association which requires the Bank to allocate at least 10 percent of the annual net profit after deduction of the accumulated losses brought forward (if any) as legal reserve until the Bank's legal reserve reaches an amount of not less than 25 percent of registered capital.

In addition, the Bank's dividend payments must be subject to regulatory requirements and notification of the Bank of Thailand no. SorNorSor. 21/2012 Re: Guidelines on Accounting of Financial Institutions section 8 on Dividend Policy dated December 17, 2012 which stipulates that financial institutions should not pay dividends from transactions that result in unrealized gains or no real cash inflow, such as profit from mark-to-market and profit from reclassification of financial assets, etc.

#### (2) Subsidiaries' policies

The Bank's subsidiaries' dividend policies depend on each company's performance and dividend payments will be made in accordance with the resolution of each company's Board of Directors and the resolution of the shareholders' meeting.



## 3. Remuneration of the Board of Directors and Senior Executives for 2013 and 2012

Unit: Baht

No.	Directors		Position	2013	2012
1	Chatri	Sophonpanich	Chairman of the Board of Directors	9,900,000	9,150,000
2	Kosit	Panpiemras	Chairman of the Board of Executive Directors	5,520,000	5,100,000
3	Deja	Tulananda	Vice Chairman of the Board of Executive Directors	5,520,000	5,100,000
4	Admiral Prachet	Siridej	Chairman of the Audit Committee and Independent Director	6,600,000	6,100,000
5	Kovit	Poshyananda	Chairman of the Nomination and Remuneration Committee and Independent Director	6,120,000	5,700,000
6	Singh	Tangtatswas	Chairman of the Risk Management Committee and member of the Board of Executive Directors	6,120,000	5,700,000
7	Kanung	Luchai	Member of the Audit Committee and Independent Director	6,120,000	5,700,000
8	H.S.H. Prince Mongkolchaleam	Yugala	Member of the Audit Committee and Independent Director	6,120,000	5,700,000
9	Gasinee	Witoonchart (Mrs.)	Member of the Audit Committee and Independent Director	6,120,000	5,700,000
10	Phornthep*	Phornprapha	Member of the Nomination and Remuneration Committee and Independent Director	6,320,000	5,100,000
11	Piti	Sithi-Amnuai	Member of the Board of Directors	5,520,000	5,100,000
12	Charn	Sophonpanich	Member of the Risk Management Committee	6,120,000	5,700,000
13	Amorn	Chandarasomboon	Member of the Board of Executive Directors, the Risk Management Committee and the Nomination and Remuneration Committee	6,120,000	5,700,000
14	Chartsiri	Sophonpanich	Member of the Board of Executive Directors	5,520,000	5,100,000
15	Suvarn	Thansathit	Member of the Board of Executive Directors and the Risk Management Committee	5,520,000	5,100,000
16	Chansak	Fuangfu	Member of the Board of Directors	5,520,000	5,100,000
17	Thaweelap	Rittapirom	Member of the Board of Directors	5,520,000	5,100,000

As at December 31, 2013

\* Appointed to the Nomination and Remuneration Committee on 27 September 2012

## Remuneration in cash

1. The remuneration paid to the members of the Board of Directors, consisting of monthly remuneration and bonus, amounted to Baht 104.30 million in 2013, for 17 persons, compared with Baht 96.30 million in 2012, for 18 persons.
2. The remuneration (consisting of salary, bonus and contribution to provident funds) paid Senior Executive Vice Presidents and upward, amounted to Baht 401.78 million in 2013, for 12 persons, compared with Baht 328.06 million in 2012, for 10 persons.
3. The remuneration (consisting of salary, bonus and contribution to provident funds) paid to directors who are employees and executives with management authority (as defined by the Financial Institution Act B.E. 2551), amounted to Baht 793.32 million in 2013, for 58 persons.

**4. Change in Shareholdings of the Board of Directors from Year End 2012 to Year End 2013**

No.	Board of Directors		As at End 2013	As at End 2012	Change
1	Chatri	Sophonpanich	16,678,478	16,678,478	-
2	Kosit	Panpiemras	-	-	-
3	Deja	Tulananda	96,650	96,650	-
4	Admiral Prachet	Siridej	-	-	-
5	Kovit	Poshyananda	-	-	-
6	Singh	Tangtatswas	-	-	-
7	Kanung	Luchai	-	-	-
8	H.S.H. Prince Mongkolchaleam	Yugala	24,860	24,860	-
9	Gasinee	Witoonchart (Mrs.)	-	-	-
10	Phornthep	Phornprapha	-	-	-
11	Piti	Sithi-Amnuai	149,941	149,941	-
12	Charn	Sophonpanich	312,152	312,152	-
13	Amorn	Chandarasomboon	10,800	10,800	-
14	Chartsiri	Sophonpanich	6,078,200	6,078,200	-
15	Suvarn	Thansathit	8,860	8,860	-
16	Chansak	Fuangfu	-	-	-
17	Thaweelap	Rittapirom	-	-	-

**5. Remuneration of Auditors**

The auditor of Bangkok Bank is Deloitte Touche Tohmatsu Jaiyos Audit Co., Ltd. In 2013, the Bank and its subsidiaries engaged Deloitte Touche Tohmatsu Jaiyos Audit Co., Ltd. and audit firms in other countries that are affiliated with Deloitte Touche Tohmatsu to provide audit services and other services and incurred the following expenses in connection therewith:

1. Audit Fees for 2013

The Bank and its subsidiaries engaged Deloitte Touche Tohmatsu Jaiyos Audit Co., Ltd to provide audit services and incurred fees relating thereto amounting to Baht 15,086,000.00.

The Bank also incurred fees amounting to Baht 15,312,747.54 in the engagement of audit firms in other countries that are affiliated with Deloitte Touche Tohmatsu to provide audit services for international branches.

2. Fees for other services for 2013

The Bank incurred fees for the engagement of Deloitte Touche Tohmatsu Jaiyos Audit Co., Ltd to provide services for special regulatory reports required by the Bank of Thailand and special purpose audit engagement amounting to Baht 4,105,000.00 and a further amount of Baht 1,090,000.00 to be paid in the future upon completion of the services agreed upon.

Furthermore, the Bank also incurred fees for the engagement of audit firms in other countries that are affiliated with Deloitte Touche Tohmatsu to provide services for engagements related to legal and tax matters amounting to Baht 925,247.93 and a further amount of Baht 346,235.18 to be paid in the future upon completion of the services agreed upon.

## 6. Information on Bonds as at 31 December 2013

Type of Bonds	Interest Rates	Maturity	Amount (Million)	Credit Rating (Moody's/S&P/Fitch Ratings)
Senior unsecured notes	3.250%	October 18, 2015	US\$ 400	A3/BBB+/BBB+
Senior unsecured notes	2.750%	March 27, 2018	US\$ 400	A3/BBB+/BBB+
Senior unsecured notes	3.300%	October 3, 2018	US\$ 500	A3/BBB+/BBB+
Senior unsecured notes	4.800%	October 18, 2020	US\$ 800	A3/BBB+/BBB+
Senior unsecured notes	3.875%	September 27, 2022	US\$ 800	A3/BBB+/BBB+
Subordinated notes	4.375%	December 7, 2022	Baht 20,000	-/-/AA- (tha)
Senior unsecured notes	5.000%	October 3, 2023	US\$ 500	A3/BBB+/BBB+
Unsecured subordinated notes	9.025%	March 15, 2029	US\$ 449.825	Baa1/BBB/-

## 7. Investment of Bangkok Bank Public Company Limited in Companies at 10% or more of Paid-up Capital as at December 31, 2013

No.	Company	Type of Business	Type of Shares	No. of Shares Held	% of Company's Paid-Up Capital
1	<b>BANGKOK BANK BERHAD</b> 105 Jalan Tun H.S. Lee, 50000 Kuala Lumpur, Malaysia P.O.Box 10734, 50923 Kuala Lumpur, Malaysia Tel. (60-3) 2173-7200 Fax. (60-3) 2173-7300	Bank	Ordinary	400,000,000	100.00
2	<b>BBL (CAYMAN) LIMITED</b> C/O Maples and Calder, P.O.Box 309 GT, Ugland House, South Church Street, George Town, Grand Cayman, Cayman Islands Tel. 1(345) 949-8066 Fax. 1(345) 949-8080	Investment Company	Ordinary	100,000	100.00
3	<b>BANGKOK BANK (CHINA) CO., LTD*</b> No. 7, Zhongshan Road (East-1), Huangpu District, Shanghai 200002, The People's Republic of China Tel. (86-21) 2329-0100 Fax. (86-21) 2329-0101 *No number of shares to be registered according to company law	Bank	-	-	100.00
4	<b>SINNSUPTAWEE ASSET MANAGEMENT CO., LTD.</b> 323 United Center Building, 30th Floor, Silom Road, Bangrak, Bangkok 10500 Tel. 0-2635-5001-3 Fax. 0-2635-5004	Asset Management	Ordinary	24,999,996	100.00
5	<b>BUALUANG SECURITIES PUBLIC COMPANY LIMITED</b> 191 Silom Complex Office Building, 29th Floor, Silom Road, Silom, Bangrak, Bangkok 10500 Tel. 0-2618-1000, 0-2231-3777 Fax. 0-2231-3951, 0-2618-1001	Security Business	Ordinary	1,078,765,100	99.89
6	<b>BBL ASSET MANAGEMENT CO., LTD.</b> 175 Sathorn City Tower, 7th 21st and 26th Floors, South Sathorn Road, Thungmahamek, Sathorn, Bangkok 10120 Tel. 0-2674-6488 Fax. 0-2674-6400	Asset Management	Ordinary	749,995	75.00
7	<b>THAI PRECISION MANUFACTURING CO., LTD.</b> 226 Moo 3, Thungsukhla, Sriracha, Chonburi 20230	Manufacturing of Electronic Components	Ordinary	2,401,522	59.77
8	<b>BSL LEASING CO., LTD.</b> 175 Sathorn City Tower, 19th Floor, South Sathorn Road, Thungmahamek, Sathorn, Bangkok 10120 Tel. 0-2670-4700 Fax. 0-2679-6160	Leasing and Hire Purchase	Ordinary	358,750	35.88
9	<b>PROCESSING CENTER CO., LTD.</b> 142 Kasikornbank Building, 4th Floor, Unit 3 Silom Road, Suriyawong, Bangrak, Bangkok 10500 Tel. 0-2237-6330-4 Fax. 0-2634-3231	Computer Services	Ordinary	149,985	30.00
10	<b>WTA (THAILAND) LIMITED</b> 313 C.P. Tower Building, Silom Road, Silom, Bangrak, Bangkok 10500 Tel. 0-2699-1609 Fax. 0-2643-1881	Buy-Sell Products	Ordinary	249	24.90

No.	Company	Type of Business	Type of Shares	No. of Shares Held	% of Company's Paid-Up Capital
11	<b>NATIONAL ITMX CO., LTD.</b> 93/1 GPF Witthayu, 17th-18th Floor Tower A, Wireless Road, Lumpini, Patumwan, Bangkok 10330 Tel. 0-2650-6800 Fax. 0-2650-6808	Transaction Switching and Clearing Service Provider	Ordinary	99,000	19.80
12	<b>HIGH PRESSURE STEEL PIPE INDUSTRY CO., LTD.</b> 36/4 Moo 2, Soi Wat Mahawong, Poochao Samingphrai Road, Samrong, Phra Pradaeng, Samutprakan 10130	Steel Pipe Manufacturer	Ordinary	95,603	19.12
13	<b>THAI SPECIAL STEEL INDUSTRY PCL.</b> 26/56 19th Floor, TPI Tower, Chan Tat Mai Road, Thungmahamek, Sathorn, Bangkok 10120 Tel. 0-2678-6500-4, 0-2678-6555 Fax. 0-2678-6511	Steel Manufacturer	Ordinary	55,000,000	13.03
14	<b>ALPHATEC ELECTRONICS PCL.</b> 14th Floor Room No. 141, 889 Thai CC Tower, South Sathorn Road, Yannawa, Sathorn, Bangkok 10120 Tel. 0-2210-0593-6 Fax. 0-2210-0597	Electronic Components	Ordinary	326	12.34
15	<b>GOLDENRIVER INVESTMENT INTERNATIONAL CORPORATION</b> Beaufort House, P.O.Box 438, Road Town, Tortola, British Virgin Islands Tel. 886-2-2528-6906 Fax. 886-2-2528-6912	Asset Management	Ordinary	816,880	10.00
16	<b>SEACON DEVELOPMENT PCL.</b> 55 Srinakarin Road, Nongbon, Prawet, Bangkok 10250 Tel. 0-2721-8888 Fax. 0-2721-9444	Building Rental	Ordinary	574,000	10.00
17	<b>TOYOTA LEASING (THAILAND) CO., LTD.</b> 990 Abdulrahim Place, 18th-19th Floor, Rama IV Road, Silom, Bangrak, Bangkok 10500 Tel. 0-2634-6400, 0-2634-6391 Fax. 0-2636-1380	Leasing	Ordinary	4,500,000	10.00
18	<b>THAI NAMSIRI INTERTEX CO., LTD.</b> 44 Srijulsup Tower, 17th Floor, Rama 1 Road, Rongmuang, Pathumwan, Bangkok 10330 Tel. 0-2613-7429 Fax. 0-2613-7422	Textile	Ordinary	1,000,000	10.00
19	<b>THANATHEP PRINTING CO., LTD.</b> 1017/5 Pracha Pattana Road, Thap Yao, Lat Krabang, Bangkok 10520 Tel. 0-2360-7914-7 Fax. 0-2360-7918	Printing	Ordinary	10,000	10.00
20	<b>THAI OBAYASHI CORP., LTD.</b> 161 Ratchadamri Road, Lumpinee Pathumwan, Bangkok 10330 Tel. 0-2252-5200 Fax. 0-2252-5381	Construction and Office Rental	Ordinary	2,000	10.00
21	<b>BANGKOK MITSUBISHI UFJ LEASE CO., LTD.</b> 139 Sethiwan Tower 8th Floor, Pan Road, Silom, Bangrak, Bangkok 10500 Tel. 0-2266-6040 Fax. 0-2266-6190	Leasing	Ordinary	60,000	10.00
22	<b>BANGKOK BTMU LTD.</b> 54 Harindhorn Tower, 4th Floor, Unit A, North Sathorn Road, Silom, Bangrak, Bangkok 10500 Tel. 0-2266-3075 Fax. 0-2266-3059	Lending & Investment	Ordinary	200,000	10.00



No.	Company	Type of Business	Type of Shares	No. of Shares Held	% of Company's Paid-Up Capital
23	<b>BANGKOK SMBC CONSULTING CO., LTD.</b> No.1 Q.House Lumpini Building, 10th Floor, South Sathorn Road, Tungmahamek, Sathorn, Bangkok 10120 Tel. 0-2677-7270-5 Fax. 0-2677-7279	Service Consulting	Ordinary	2,000	10.00
24	<b>BUMRUNGRAD INTERNATIONAL LTD.</b> 33 Soi Sukhumvit 3 (Nana Nua), Sukhumvit Road, Klongtoey Nua, Wattana, Bangkok 10110 Tel. 0-2667-1260, 0-2667-2010 Fax. 0-2667-1299	Investments in Overseas Healthcare-Related Businesses and Providing Consulting and Management Services for those Businesses	Ordinary	4,593	10.00
25	<b>UNITED SILO &amp; SERVICES CO., LTD.</b> 177, 9th Floor, Rajawongse Road, Chakrawad, Samphanthawong, Bangkok 10100 Tel. 0-2225-0200 Fax. 0-2224-5670	Services	Ordinary	200,000	10.00
26	<b>ASIA INSURANCE (PHILIPPINES) CORPORATION</b> 15th Floor, Tytana Plaza Building, Plaza Lorenzo Ruiz, Binondo Manila, Philippines 1006 Tel. (632) 241-52-01 Fax. (632) 241-62-57	Non-Life Insurance	Ordinary	350,000	10.00
27	<b>ASIA LAMP INDUSTRY CO., LTD.</b> 199 Moo 2, Putharaksa Rd., Taiban District, Ampher Muang, Samuthprakarn 10280 Tel. 0-2702-9467-8 Fax. 0-2702-9470	Electric Bulbs	Ordinary	700,000	10.00
28	<b>ASPAC CO., LTD.</b> 717 Sukhumvit 55 (Soi Thonglor), Sukhumvit Road, Khlongton-Nua, Watthana, Bangkok 10110 Tel. 0-2185-1375-80 Fax. 0-2185-1396	Export-Chemicals	Ordinary	26,000	10.00
29	<b>U M C METALS LTD.</b> 32/40 Sino-Thai Tower, 16th Floor, Sukhumvit 21 Road (Asoke), North Klongtoey, Khet Wattana, Bangkok 10110 Tel. 0-2259-2942-5 Fax. 0-2259-2946	Steel Manufacturer	Ordinary	14,500,000	10.00
30	<b>WONGPAITON GROUP PCL.</b> 686 Ekkachai Road, Bangbon, Bangkok 10150	Exporter and Manufacturer of Sports Products	Ordinary	86,826,816	10.00
31	<b>BANGKOK SMARTCARD SYSTEM CO., LTD.</b> 21 TST Tower, 19/F and 24/F, Vipavadi-Rangsit Road, Chomphon, Chatuchak, Bangkok 10900 Tel. 0-2617-8338 Fax. 0-2617-8339	E-Money Business	Ordinary	400,000	10.00
32	<b>FUCHS CAPITAL PARTNERS PTE. LTD.</b> 112 Robinson Road, #14-04, Singapore 068902 Tel. (65) 6576-5555 Fax. (65) 6576-5599	Alternative Investment Management Company	Class B Shares	400,000	10.00
33	<b>BANGKOK CONSULTING PARTNERS CO., LTD.</b> 942/140 Charn Issara Tower, 7th floor, Rama 4 Road, Suriyawongse, Bangrak, Bangkok 10500 Tel. 0-2632-9179 Fax. 0-2632-9354-5	Business Consulting	Ordinary	200	10.00

## List of Branches

### Head Office

333 Silom Road, Bangkok 10500 Thailand Tel. 0-2231-4333 <a href="http://www.bangkokbank.com">http://www.bangkokbank.com</a>	Bualuang Phone : 0-2645-5555 or 1333 Credit Card Division : 0-2638-4000
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### Overseas Branches

<b>HONG KONG</b> <b>CENTRAL DISTRICT BRANCH</b> Bangkok Bank Building 28 Des Voeux Road, Central	<b>Sitthichai Jiwattanakul</b> SVP & General Manager - Hong Kong Tel. (85-2) 2801-6688	Fax. (85-2) 2810-5679 Swift : BKKB HK HH
<b>KOWLOON SUB-BRANCH</b> Bangkok Bank Building 490-492 Nathan Road, Kowloon	Tel. (85-2) 2300-1888	Fax. (85-2) 2780-5896
<b>INDONESIA</b> <b>JAKARTA BRANCH</b> Jalan M.H. Thamrin No.3 Jakarta 10110 (P.O. Box 4165, Jakarta 11041, Indonesia)	<b>Chalit Tayjasanant</b> SVP & General Manager - Jakarta Branch Tel. (62-21) 231-1008	Fax. (62-21) 385-3881, 231-0070 Swift : BKKB ID JA
<b>SURABAYA SUB-BRANCH</b> Jl.Raya Darmo No.73 Surabaya 60265	<b>Zainal Karnadi</b> Branch Manager - Surabaya Sub-Branch Tel. (62-31) 566-2333	Fax. (62-31) 568-3338
<b>MEDAN SUB-BRANCH</b> B & G Tower Ground Floor Jalan Putri Hijau No.10 Medan 20111	<b>Hartono</b> Branch Manager - Medan Sub-Branch Tel. (62-61) 8001-0700	Fax. (62-61) 8001-0703
<b>JAPAN</b> <b>TOKYO BRANCH</b> Bangkok Bank Building 8-10, Nishi-Shimbashi 2-chome, Minato-ku, Tokyo 105-0003	<b>Thawee Phuanketkeow</b> SVP & General Manager - Japan Tel. (81-3) 3503-3333	Fax. (81-3) 3502-6420 Swift : BKKB JP JT
<b>OSAKA BRANCH</b> Bangkok Bank Building 9-16, Kyutaromachi, 1-chome Chuo-ku, Osaka 541-0056	<b>Varot Samakoses</b> VP & Branch Manager - Osaka Branch Tel. (81-6) 6263-7100	Fax. (81-6) 6263-6286 Swift : BKKB JP JT OSA
<b>LAO PEOPLE'S DEMOCRATIC REPUBLIC</b> <b>VIENTIANE BRANCH</b> 140 Unit 08 Hadsadee Road, Vientiane (P.O. Box 5400, Vientiane, Laos)	<b>Phisit Charoenphan</b> SVP & Branch Manager - Vientiane Branch Tel. (856-21) 213-560, 213-562	Fax. (856-21) 213-561 Swift : BKKB LA LA
<b>THE REPUBLIC OF THE UNION OF MYANMAR</b> <b>YANGON REPRESENTATIVE OFFICE</b> Lobby Floor, Chatrium Hotel Royal Lake Yangon 40 Natmauk Road, Tamwe Township	<b>Tossatis Rodprasert</b> AVP & Chief Representative - Yangon Representative Office Tel. (95-1) 549-922	Fax. (95-1) 549-977
<b>REPUBLIC OF THE PHILIPPINES</b> <b>MANILA BRANCH</b> 10 <sup>th</sup> Floor, Tower 2, The Enterprise Center 6766 Ayala Avenue, Makati City Metro, Manila 1200	<b>Dutsadee Khemapunmanut</b> VP & Branch Manager - Manila Branch Tel. (63-2) 752-0333	Fax. (63-2) 752-0877-8 Swift : BKKB PH MM
<b>REPUBLIC OF SINGAPORE</b> <b>SINGAPORE BRANCH</b> Bangkok Bank Building 180 Cecil Street, Singapore 069546 (P.O. Box 941, Robinson Road, Singapore 901841)	<b>Charoenlarp Thammanichanond</b> VP & General Manager - Singapore Branch Tel. (65) 6410-0400	Fax. (65) 6225-5852 Swift : BKKB SG SG
<b>TAIWAN</b> <b>TAIPEI BRANCH</b> 121, Sung Chiang Road Taipei 10485 (P.O. Box 22419, Taipei, Taiwan)	<b>Chokechai Puapattanakajorn</b> SVP & General Manager - Taiwan <b>Gary Hsiao</b> SVP & Branch Manager - Taipei Branch Tel. (886-2) 2507-3275	Fax. (886-2) 2506-4625 Swift : BKKB TW TP

## Overseas Branches

<b>KAOHSIUNG SUB-BRANCH</b> 1 <sup>st</sup> Floor, Asia Pacific Commercial Building No.63 Wu Fu 3rd Road, Kaohsiung 80148	<b>Chin-Chi Charles Leu</b> SVP & Branch Manager - Kaohsiung Sub-Branch Tel. (886-7) 271-0000	Fax. (886-7) 271-3730, 271-3731 Swift : BKKB TW TP
<b>TAICHUNG SUB-BRANCH</b> 1 <sup>st</sup> Floor, No.201 Sec.1 Taichung Kang Road Taichung City	<b>Ming Chung David Tu</b> SVP & Branch Manager - Taichung Sub-Branch Tel. (886-4) 2326-9623	Fax. (886-4) 2323-3685 Swift : BKKB TW TP
<b>UNITED KINGDOM LONDON BRANCH</b> Exchequer Court 33 St. Mary Axe London, EC3A 8BY	<b>Peeriyathap Homhuan</b> SVP & Branch Manager - London Branch Tel. (44-20) 7929-4422	Fax. (44-20) 7283-3988 Swift : BKKB GB 2L
<b>UNITED STATES OF AMERICA NEW YORK BRANCH</b> 29 Broadway, 19 <sup>th</sup> Floor New York, NY 10006	<b>Thitipong Prasertsilp</b> VP & Branch Manager - New York Branch Tel. (1-212) 422-8200	Fax. (1-212) 422-0728 Swift : BKKB US 33
<b>THE SOCIALIST REPUBLIC OF VIETNAM HO CHI MINH CITY BRANCH</b> Harbour View Tower 35 Nguyen Hue Street District 1, Ho Chi Minh City	<b>Tharabodee Serng-Adichaiwit</b> SVP & General Manager - Vietnam and Branch Manager - Ho Chi Minh City Branch Tel. (84-8) 3821-4396-8	Fax. (84-8) 3821-3772 Swift : BKKB VN VX
<b>HANOI BRANCH</b> Unit 3, Level 3, International Center Building 17 Ngo Quyen Street, Hoan Kiem District, Hanoi	<b>Nattika Kanpawong (Miss)</b> VP & Branch Manager - Hanoi Branch Tel. (84-4) 3936-5903-8	Fax. (84-4) 3826-7397, 3936-5913 Swift : BKKB VN VX HAN
<b>PEOPLE'S REPUBLIC OF CHINA BANGKOK BANK (CHINA) COMPANY LIMITED (WHOLLY-OWNED SUBSIDIARY)</b> HEAD OFFICE Bangkok Bank Building No.7, Zhongshan, East -1 Road Shanghai 200002	<b>Suwatchai Songwanich</b> Chief Executive Officer Tel. (86-21) 2329-0100	Fax. (86-21) 2329-0168 Swift : BKKB CN SH
<b>SHANGHAI BRANCH</b> Bangkok Bank Building No.7, Zhongshan, East -1 Road Shanghai 200002	<b>Mei-Huei Ruth Yeh</b> Branch Manager - Shanghai Branch Tel. (86-21) 2329-0100	Fax. (86-21) 2329-0101 Swift : BKKB CN SH SHA
<b>BEIJING BRANCH</b> New China Insurance Tower (NCI Tower) 1 <sup>st</sup> Floor, No.12A, Jianguomenwai Avenue Chaoyang District, Beijing 100022	<b>Chiravit Supatanakul</b> Branch Manager - Beijing Branch Tel. (86-10) 6569-0088	Fax. (86-10) 6569-0000 Swift : BKKB CN SH PEK
<b>XIAMEN BRANCH</b> 1-2/F, Xiamen Top Plaza No.2, Zhenhai Road Siming District, Xiamen 361001 Fujian	<b>Shu Ming Simon Yan</b> Branch Manager - Xiamen Branch Tel. (86-592) 297-9889	Fax. (86-592) 297-9890 Swift : BKKB CN SH SMN
<b>SHENZHEN BRANCH</b> Hua Rong Building, 1 <sup>st</sup> Floor, Unit 12 178 Mintian Road, Futian District Shenzhen Municipality Guangdong Province 518048	<b>Watcharapong Pornchaichanakit</b> Branch Manager - Shenzhen Branch Tel. (86-755) 3396-5800	Fax. (86-755) 3396-5840 Swift : BKKB CN SH SZN
<b>MALAYSIA BANGKOK BANK BERHAD (WHOLLY-OWNED SUBSIDIARY)</b> HEAD OFFICE AND MAIN BRANCH 105 Jalan Tun H.S.Lee 50000 Kuala Lumpur (P.O. Box 10734, 50923 Kuala Lumpur, Malaysia)	<b>Robert Loke Tan Cheng</b> Chief Executive Officer <b>Simon Koh Fong Lim</b> Branch Manager - Kuala Lumpur Main Branch Tel. (60-3) 2173-7200	Fax. (60-3) 2173-7300 Swift : BKKB MY KL Fax. (60-3) 2031-9733

## Overseas Branches

<b>JALAN BAKRI BRANCH</b> No.8, Taman Pesta Baru Pusat Perniagaan Pesta Baru Jalan Bakri, 84000 Muar Johor	<b>John Ng Tuan Peng</b> Branch Manager - Jalan Bakri Branch Tel. (60-6) 953-1001	Fax. (60-6) 953-2229
<b>PENANG AUTO-CITY BRANCH</b> 1815-A, Jalan Perusahaan Auto-City, North-South Highway Juru Interchange 13600 Prai, Pulau Pinang	<b>Hanson Lim Ek</b> Branch Manager - Penang Auto-City Branch Tel. (60-4) 501-2388	Fax. (60-4) 508-8106
<b>TAMAN MOLEK BRANCH</b> No.1 & 3 Jalan Molek 1/30, Taman Molek 81100 Johor Bahru Johor	<b>Ng Teck Lee</b> Branch Manager - Taman Molek Branch Tel. (60-7) 353-3001	Fax. (60-7) 356-2001
<b>BANDAR BOTANIC KLANG BRANCH</b> No.1, Jalan Kasuarina 2/KS07, Bandar Botanic 41200 Klang, Selangor Darul Ehsan	<b>Theam Yuen Wai</b> Branch Manager - Bandar Botanic Klang Branch Tel. (60-3) 3325-2178	Fax. (60-3) 3325-2248

## Metropolitan Branches

Branch	Telephone	Facsimile	Branch	Telephone	Facsimile
Abdulrahim	0-2636-0578-80	0-2636-0582	Bangkok Hospital	0-2718-1551-2	0-2718-1553
All Seasons Place	0-2685-3851-2	0-2685-3853	Bangkok Airport	0-2535-3657-8, 0-2532-1436	0-2504-2691
Asok-Din Daeng	0-2246-1610-3, 0-2247-9232	0-2246-0104	Bangkok Noi	0-2411-0101-4	0-2412-2282
Asokemontri Road	0-2260-0545-8	0-2260-0549	Bangkok Tower	0-2308-0071-3	0-2308-0075
Bang Bon	0-2416-2010, 0-2415-3081	0-2416-2009	Bangpu Industrial Estate	0-2324-0517-20	0-2324-0533
Bang Chak	0-2311-3851-2, 0-2311-7804, 0-2331-9684	0-2311-7501	Belle Grand Rama 9	0-2168-1216-9	0-2168-1220
Bang Kapi	0-2653-1011-23, 0-2251-5148	0-2251-5149	Big C Thanyaburi	0-2577-4886-9	0-2577-4627
Bang Khae	0-2413-1701-5	0-2454-2389	Boonthavorn Kaset-Navamin	0-2943-9101-3, 0-2943-9109	0-2943-9110
Bang Khen	0-2579-1146-8	0-2579-1149	Bukkhalo	0-2468-0123-5, 0-2468-4971-3, 0-2468-3485	0-2468-6670
Bang Khru-Phra Pradaeng	0-2463-7051-2	0-2463-7053	Bumrungrad International Hospital	0-2254-6505-6, 0-2667-1219	0-2254-6507
Bang Khun Non	0-2423-0471, 0-2435-8776, 0-2424-2203	0-2423-0470	C.P. Tower	0-2236-8595-8	0-2236-8599
Bang Khun Thian	0-2468-6660-3, 0-2875-5503	0-2468-4879	Central Ladprao 2	0-2541-1691-3	0-2541-1695
Bang Kruai	0-2447-0591-3, 0-2447-0595	0-2447-0594	Central Bangna	0-2361-7946-7	0-2361-7948
Bang Lamphu	0-2281-4118, 0-2282-5682, 0-2281-4134	0-2280-1839	Central Bangna 2	0-2399-1519-21	0-2399-1523
Bang Na	0-2361-8444-8, 0-2361-8437-8	0-2361-8453-4	Central Chaengwattana	0-2193-8071-4	0-2193-8075
Bang Phlat	0-2423-0820-1, 0-2435-8777	0-2423-0822	Central Ladprao	0-2541-1539-41	0-2541-1538
Bang Pho	0-2585-7357-8, 0-2585-7746	0-2587-4923	Central Pinklao	0-2884-7502-4	0-2884-7501
Bang Plee	0-2750-8600-7	0-2312-5332	Central Pinklao 2	0-2884-7471-3, 0-2884-7605	0-2884-7604
Bang Plee Industrial Estate	0-2315-2944-7	0-2315-2948	Central Rama 3 (2)	0-2164-0020-3	0-2164-0024
Bang Rak	0-2630-9273-5, 0-2630-9277	0-2630-9276	Central Rama 9	0-2160-3829-31	0-2160-3833
Bang Sue	0-2585-5301, 0-2585-7450-2	0-2585-5250	Central Rama II	0-2872-4001-2	0-2872-4003
Bang Yai, Nonthaburi	0-2595-0444-6, 0-2903-1151-5	0-2595-0447	Central Ramindra	0-2970-6530-3	0-2970-6534
Bang Yi Khan	0-2424-7921-3, 0-2424-6243	0-2433-2698	Central Rattanathibet	0-2526-6720-1, 0-2526-7385	0-2526-6744
Bangchalong	0-2312-7025-7	0-2312-7029	Central World	0-2646-1575-8	0-2646-1579
Bangkan Road-Klongluang	0-2524-0059, 0-2524-0065, 0-2524-0087	0-2524-0378	Chaeng Watthana Road	0-2583-6298-9, 0-2962-2517-8, 0-2583-6010	0-2962-2516

## Metropolitan Branches

Branch	Telephone	Facsimile
Chalaem Nimit	0-2688-5146-9, 0-2688-5150	0-2688-5167
Chamchuri Square	0-2160-5091-4	0-2160-5095
Chan Road	0-2674-7585, 0-2213-2749	0-2212-5871
Chan Road Saphan 5	0-2678-3150-5, 0-2678-3882	0-2287-4650
Charansanitwong Soi 13	0-2410-2022, 0-2410-2024-5, 0-2410-2027	0-2410-2028
Charoen Phat	0-2465-5042, 0-2465-0695	0-2465-5044
Charoen Phon	0-2214-1431, 0-2214-3281	0-2214-4417
Chokchai 4 Latphrao	0-2530-5340-4, 0-2931-4712	0-2530-5344
Chulalongkorn Hospital	0-2251-9761-3	0-2251-9765
Citi Resort (Sukhumvit 39)	0-2259-0197-8	0-2259-0199
Crystal Design Center	0-2102-2490-2	0-2102-2494
Cyberworld Tower	0-2168-3070-3	0-2168-3074
Din Daeng Road	0-2245-3521-3, 0-2245-3858	0-2245-2800
Ekkamai	0-2714-3100-18, 0-2714-3098, 0-2391-9276	0-2714-3096
Empire Tower	0-2670-2544-6	0-2670-2548
Emporium	0-2664-9291-3	0-2664-9294
Energy Complex	0-2537-0358-61	0-2537-0362
Esplanade	0-2354-2075-7	0-2354-2079
Exchange Tower Sukhumvit Road	0-2260-4471-4	0-2260-4475
Faculty of Dentistry Mahidol University	0-2354-3720-2	0-2354-3724
Fashion Island	0-2947-5245-7	0-2947-5248
Fortune Town	0-2642-0138-40	0-2642-0142
Fortune Town 2	0-2642-0070-1	0-2642-0072
Future Park Rangsit	0-2958-5865-6, 0-2958-5868	0-2958-5867
Ha Yaek Pak Kret	0-2583-7987-9, 0-2584-2046	0-2583-1648
Horizon Ekamai	0-2381-4740-3	0-2381-4744
Hua Lamphong	0-2216-3074-7, 0-2216-6933, 0-2216-6935-9	0-2216-3139
Hua Mak	0-2314-1736-8, 0-2314-5777	0-2314-0788
Huai Khwang	0-2277-4651-2	0-2277-6348
Imperial World Samrong	0-2380-0160-3	0-2380-0164
India Emporium	0-2224-0533-6	0-2224-0537
Indra Square	0-2251-5651-3	0-2251-5655
Inthamara	0-2277-2551-2, 0-2277-0353	0-2277-0788
Intharak	0-2519-5306-8, 0-2519-3435	0-2519-5309
J.J. Mall	0-2265-9529-32	0-2265-9533
Kasemkij Building Silom	0-2236-3983-5	0-2236-3987
Kasetsart University	0-2579-9782, 0-2579-9851-3	0-2579-9785
Khae Rai	0-2580-0151, 0-2589-3254, 0-2951-0940-3	0-2589-3255
Khao San Road	0-2281-2480-1	0-2281-2482
Khlong Chan	0-2377-6611, 0-2377-4667	0-2375-8898
Khlong Luang Pathumthani	0-2516-2840-3	0-2516-2844

Branch	Telephone	Facsimile
Khlong San	0-2437-0216-9, 0-2439-5867-8	0-2438-7290
Khlongtan	0-2719-9125-9, 0-2314-3740	0-2314-4383
Khlongtoey	0-2258-2835, 0-2258-2829	0-2258-2831
Khuen Khan-Phra Pradaeng	0-2462-7865-6	0-2462-7864
King Kaeo Road	0-2738-9600-2	0-2738-9604
King Mongkut's University of Technology North Bangkok	0-2587-4392-3	0-2587-4394
King Mongkut's University of Technology Thonburi	0-2427-8675-7, 0-2427-2948	0-2427-8678
Klongthom	0-2221-8394-6	0-2221-8398
Kluai Nam Thai	0-2391-1058, 0-2392-2581, 0-2392-2824	0-2391-1963
Ko Pho Office	0-2281-5744, 0-2280-4040	0-2281-5965
Lak Si	0-2521-3145-6, 0-2521-2761, 0-2521-3148, 0-2521-5282	0-2521-3148
Lak Si Plaza	0-2576-1286-9	0-2576-1290
Lam Luk Ka Road Khlong 2	0-2995-8145-9	0-2995-8150
Lat Pla Khao Road	0-2940-3744-5	0-2940-3489
Latkrabang	0-2326-9950-3	0-2326-9954
Latkrabang Industrial Estate	0-2326-1261-4	0-2326-1265
Latphrao	0-2511-4051-5, 0-2513-1405, 0-2511-1304	0-2511-3138
Latphrao 101	0-2187-0046-7	0-2187-0048
Latphrao Road 44	0-2512-1882-3	0-2512-1884
Latphrao Road Soi 99	0-2514-2772, 0-2539-7518, 0-2514-1434, 0-2514-0773	0-2538-6250
Lumphini	0-2252-9365-6, 0-2252-8105	0-2254-7833
M Park Rangsit Klong 3	0-2533-1911, 0-2533-1913, 0-2533-1959	0-2533-1958
Mahanak	0-2281-9964, 0-2281-9941, 0-2628-0839-41	0-2281-9963
Mahboonkrong	0-2611-8052-3	0-2611-8051
Mahboonkrong 2	0-2611-4952-5	0-2611-4951
Maleenont Tower	0-2661-2295-7	0-2661-2298
Mega Bangna	0-2105-1264-6	0-2105-1268
Mengjai	0-2274-3551-2, 0-2274-3123	0-2274-3791
Min Buri	0-2517-0117-9, 0-2517-0360	0-2517-0361
Mooban D.K. (Bangbon)	0-2417-7145-8	0-2417-7149
Muangthongthani	0-2583-6472-3, 0-2583-6449	0-2583-6450
N Mark Plaza Bangkapi	0-2377-5466-9	0-2377-5404
Nakniwat Road	0-2538-5087, 0-2538-5307, 0-2538-5732, 0-2538-5015	0-2538-5629
Nana Charoen Market	0-2592-4082-4	0-2592-4010
Nana Nua	0-2253-4492, 0-2253-4498	0-2253-4494
National Institute of Development Administration	0-2378-4201-3, 0-2378-0747	0-2378-0748
Nava Nakhon	0-2909-2031, 0-2909-2148	0-2909-2160
Navanakorn Industrial Estate	0-2529-0045, 0-2529-0067, 0-2529-0187	0-2529-0166



## Metropolitan Branches

Branch	Telephone	Facsimile
New Phetchaburi Road	0-2314-1041-3, 0-2314-1324-5, 0-2314-4390	0-2319-3366
Ngamwongwan Road	0-2580-9414, 0-2580-9468, 0-2580-9567, 0-2580-7371	0-2580-8378
Nong Chok	0-2543-1187, 0-2543-2488	0-2543-1188
Nong Khaem	0-2431-2156-8	0-2431-1729
Nonthaburi	0-2525-0258, 0-2525-2727-9, 0-2526-5571	0-2525-0259
On Nut Soi 16	0-2331-3812, 0-2331-3819, 0-2331-3899	0-2331-3796
Oriental	0-2236-5651, 0-2630-6780-2, 0-2266-8616	0-2233-6394
Oriental 2	0-2233-9872-4	0-2233-9875
Pak Khlong Talat	0-2226-4601-4, 0-2226-3884	0-2226-4600
Pantip Plaza	0-2656-6146-8, 0-2656-6173	0-2656-6145
Paradise Park	0-2787-2027-30	0-2787-2031
Phahurat	0-2222-2843, 0-2222-5868	0-2225-6843
Phasi Charoen	0-2454-1679, 0-2454-1773, 0-2454-1371	0-2454-2742
Phatthanakan Road	0-2321-7000-3, 0-2722-7221	0-2321-5872
Phetchakasem Soi 63/2	0-2421-3782, 0-2421-3785-6, 0-2421-3795	0-2421-3796
Phlapphlaichai Branch Office	0-2221-4681, 0-2221-5265, 0-2222-0321	0-2222-2649
Phloenchit Road	0-2253-6735, 0-2255-2413	0-2251-1649
Phra Khanong	0-2392-1984, 0-2391-2877	0-2381-2407
Phra Pradaeng	0-2462-5907-8, 0-2462-7570, 0-2463-4625, 0-2462-6824	0-2463-3449
Phraekkas Road	0-2382-7285-7	0-2382-7288
Platinum Pratunam	0-2121-9578-80, 0-2121-9582	0-2121-9581
Pracha Uthit Road, Ratburana	0-2428-4001-2, 0-2872-6956	0-2428-2891
Prachachun Road	0-2589-9922-5, 0-2591-8006-7	0-2589-5995
Pradiphat Road	0-2279-8060-7, 0-2279-0741	0-2271-4690
Pratu Nam	0-2253-7823, 0-2253-9086, 0-2252-5183-5, 0-2254-7950	0-2253-9009
PTT Raminthra Road	0-2362-4935-8	0-2362-4939
Puchao Samingphrai Road	0-2394-4863-4, 0-2394-5990, 0-2384-1663	0-2384-1662
Rajamangala University of Technology Krungthep	0-2286-8210-1	0-2286-8212
Rama II Road Km. 7	0-2416-5571-5, 0-2416-0805-6	0-2416-5574
Rama IX Road	0-2247-9883-5, 0-2641-4044, 0-2247-9881, 0-2248-4937	0-2248-4935
Ramintra	0-2521-2649-50, 0-2521-0349, 0-2552-5445	0-2521-2651
Ramintra Road Km. 10	0-2918-0270-3	0-2918-0274
Ramkhamhaeng Road, Soi 28	0-2377-0222, 0-2377-0228, 0-2377-0235	0-2377-0334
Ramkhamhaeng University	0-2319-4007-9	0-2319-3991
Ramkhamhaeng University 2	0-2397-7216-9	0-2397-7220

Branch	Telephone	Facsimile
Ramkhamhaeng-Tepleela Road	0-2319-1710-3	0-2319-1714
Rangsit	0-2531-3226, 0-2531-0669, 0-2531-3239-40, 0-2531-8224	0-2531-0668
Ratburana	0-2427-0130-2	0-2427-3769
Ratchada Road Si Yaek Sathu Pradit	0-2284-2893-4, 0-2294-2916, 0-2294-1252, 0-2294-2926	0-2294-8762
Ratchada-Huai Khwang Road	0-2692-6900-4, 0-2276-0995	0-2276-0996
Ratchada-Latphrao Road	0-2512-1867-9, 0-2513-9724	0-2521-1870
Ratchathewi	0-2216-1550-8, 0-2216-1574-6	0-2216-1572
Ratchawat	0-2241-1550-5, 0-2241-1079, 0-2241-1648	0-2241-0717
Ratchawithi	0-2241-0815, 0-2243-0775-8, 0-2243-4000	0-2243-4001
Ratchawong	0-2224-5489, 0-2224-5494, 0-2224-6400	0-2221-3172
Ratchayothin	0-2939-5682-3, 0-2939-5685-6	0-2939-5687
Rattanathibet Road	0-2969-9152-4	0-2969-9158
RMUTP (Thewet)	0-2280-0080-2	0-2280-0084
Sai Luat Road, Samut Prakan	0-2387-0133-5, 0-2387-1699, 0-2701-6793-4	0-2701-6795
Saint Louis Hospital	0-2211-1381-2, 0-2211-1384, 0-2211-1378	0-2211-1379
Sam Yaek Fai Chai	0-2411-1145, 0-2411-0444, 0-2866-6645-8, 0-2866-7660-1	0-2411-3143
Sam Yot	0-2225-6716-7, 0-2223-1589-90, 0-2225-9273	0-2225-6845
Samakshi Road, Prachaniwet	0-2574-6443, 0-2574-6076	0-2980-1039
Sampheng	0-2222-2141, 0-2224-2336, 0-2622-4776	0-2225-6842
Samrong	0-2384-1375-6, 0-2384-7607-8, 0-2754-1082-3	0-2754-1083
Samut Prakan	0-2702-6235-8, 0-2702-6218	0-2702-6219, 0-2702-7498
Saphan Khao	0-2281-3820, 0-2282-9627, 0-2281-3811, 0-2628-2410-1	0-2281-0265
Saphan Luang	0-2267-1022-5, 0-2266-7284-6	0-2266-7288
Saphan Mai Donmuang	0-2521-0335, 0-2521-1593, 0-2521-2077, 0-2521-4371	0-2552-1779
Saphan Phan Fa	0-2281-5926, 0-2282-0010, 0-2281-0944, 0-2281-5362	0-2280-1849, 0-2281-5359
Saphan Phra Pinklao	0-2434-0140-4	0-2423-0104
Sathon	0-2287-1141, 0-2285-5242-3, 0-2285-5240	0-2285-5265
Sathu Pradit	0-2211-9591-3, 0-2211-7023-4, 0-2211-8227	0-2211-9165
Seacon Bangkai	0-2458-2966-8	0-2458-2970
Seacon Square	0-2721-8642-50	0-2721-8651
Sena Nikhom	0-2513-9142-6	0-2513-2774
Si Phraya Road	0-2236-8715-6, 0-2236-2706-7, 0-2236-2589	0-2236-2591
Si Yaek Bang Na	0-2396-1196-7, 0-2396-0742	0-2396-1195

## Metropolitan Branches

Branch	Telephone	Facsimile
Si Yan	0-2241-3191-4, 0-2241-2888, 0-2241-0125	0-2243-0999
Siam Paragon	0-2129-4318-22	0-2129-4323-5
Siam Square	0-2252-1330-9, 0-2252-0519, 0-2251-8546	0-2254-7834, 0-2252-3204
Silom	0-2233-6080, 0-2635-8451, 0-2635-6614-6	0-2233-4953
Silom Head Office	0-2230-1036, 0-2230-1649, 0-2230-1098, 0-2230-1940	0-2230-2722
Silom Jewelry Trade Center	0-2630-0569, 0-2630-0576-7	0-2630-0579
Sinakharn Road	0-2385-7152, 0-2385-7158, 0-2758-9515	0-2385-7151
Siriraj Piyamaharajkarun Hospital	0-2411-4988-90	0-2411-3662
Soi Ari	0-2279-2090-4, 0-2279-9860-3	0-2271-4583
Somdech Phra Debaratana Building-Ramathibodi Hospital	0-2354-5338-40	0-2354-5342
Song Prapha Road, Donmuang	0-2929-9719-24	0-2929-9725
Srinakharinwong University (Prasarnmit)	0-2261-6321-4	0-2261-6325
Suan Chatuchak	0-2272-4420, 0-2272-4422	0-2272-4421
Suan Phlu	0-2287-1561-5	0-2287-1567
Suan Sayam	0-2517-1364-6, 0-2517-8496	0-2517-1367
Suan Sunandha Rajabhat University	0-2241-8289-90	0-2241-8291
Sukhaphiban 1 Road, Raminthra Km. 8	0-2948-5581-4, 0-2948-5231-2	0-2948-5585
Sukhaphiban 3 Road, Bung Kum	0-2728-0740-6	0-2372-0328
Sukhumvit 103 (Udomsuk)	0-2393-0126-9	0-2393-0130
Sukhumvit 43	0-2662-4778-9, 0-2258-8847	0-2258-4727
Sukhumvit 77 (Prawet)	0-2328-6690-3	0-2328-6694
Sukhumvit Soi 11	0-2255-3680-3	0-2255-3684
Suksawat Road	0-2468-1504, 0-2460-1813, 0-2468-2724, 0-2877-1102-3	0-2460-1814
Suna Dusit Rajabhat University	0-2241-8314-5	0-2241-8316
Sunthonsa	0-2240-4071-3, 0-2240-4080, 0-2240-4085	0-2240-4074
Surawong	0-2233-9760-9, 0-2234-4816	0-2234-5182
Suvarnabhumi Airport	0-2134-1840-3	0-2134-1844
Suvarnabhumi Airport Customs Free Zone	0-2134-1790-3	0-2134-1794
Tak Sin Road	0-2465-9001-5, 0-2890-5901-2	0-2466-3316
Talaadthai	0-2908-4918-20	0-2908-4921
Talardnoi	0-2234-9049, 0-2267-0275, 0-2234-9654, 0-2234-9046-7	0-2234-9048
Talat Plo	0-2466-1060-3, 0-2466-8478-9, 0-2465-6613	0-2466-8480

Branch	Telephone	Facsimile
Talat Si Mum Muang, Rangsit	0-2536-8003, 0-2536-8086, 0-2536-8104, 0-2536-8107	0-2536-7906
Taling Chan	0-2434-0461-2, 0-2435-3109-10	0-2435-3110
Tanao Road	0-2225-6546, 0-2221-6309, 0-2221-8126-9, 0-2224-1317	0-2221-7876
Tesco Lotus Bang Kapi	0-2377-3095, 0-2377-3098-9	0-2377-3183
Tha It (Nonthaburi)	0-2595-8113-5	0-2595-8146
Tha Phra	0-2457-0040-4, 0-2457-3194	0-2457-2176
Tha Tian	0-2221-7821, 0-2221-7141	0-2222-4647
The Mall 3 Ramkhamhaeng	0-2369-3604-5, 0-2369-3607	0-2396-3606
The Mall Bang Kapi	0-2734-1646	0-2734-1649
The Mall Bang Khae	0-2454-9372-4	0-2454-9368
The Mall Ngamwongwan	0-2550-0995	0-2550-0994
The Mall Ngamwongwan 2	0-2550-1271-3, 0-2550-1275	0-2550-1274
The Mall Tha Phra	0-2468-9692, 0-2468-2789, 0-2468-8792	0-2468-2768
The Circle Ratchapreuk	0-2863-8500-2	0-2863-8504
The Crystal	0-2515-0790-3	0-2515-0794
The Government Complex A	0-2142-8975-8	0-2143-8979
The Government Complex B	0-2143-9610-4	0-2143-9615
The Scene Town in Town	0-2108-5800-2	0-2108-5804
The Walk Kaset-Nawamin	0-2578-0106-8	0-2578-0109
Thepharak Road Km. 22	0-2706-9615-8	0-2750-4815
Thepharak Road, Samut Prakan	0-2312-3127-9, 0-2312-3110, 0-2312-3139	0-2312-3130
Thonburi	0-2437-0220-3, 0-2473-8468, 0-2437-8471	0-2439-1220
Thonburi Market Sanam Luang 2	0-2458-4122-4	0-2458-4125
Thong Lo Road	0-2381-2339-42	0-2381-7071
TOT Chaeng Watthana	0-2575-3283-6	0-2575-3287
Uruphong	0-2215-0640-2, 0-2215-9628	0-2251-9631
Vanit Building	0-2254-2789, 0-2254-2773, 0-2253-4601, 0-2254-2620	0-2254-2826
Vibhavadi Rangsit Road	0-2277-6396, 0-2275-6045	0-2277-6122
Wireless Road, All Seasons Place	0-2252-5371-4	0-2252-5370
Wong Sawang	0-2585-0350, 0-2585-5717, 0-2585-8858	0-2585-5717
Wongwian 22 Karakada	0-2223-2596, 0-2222-2848	0-2223-2597
Worachak	0-2221-7410, 0-2221-7887-9	0-2225-1688
Yakult Building, Sanam Pao	0-2279-7421-4, 0-2279-7442-3	0-2279-7441
Yannawa	0-2289-2561, 0-2289-0143, 0-2289-0114	0-2289-2563
Yaowarat	0-2225-4683-5, 0-2225-4675	0-2225-4676
Yingcharoen Market	0-2552-7340-1, 0-2552-7364-5	0-2552-7386
Zeer Rangsit	0-2992-5582-4	0-2992-5585
Zuellig House	0-2235-7090-3	0-2235-7094

## Metropolitan Commercial Banking, Business Centers

Business Center	Telephone	Facsimile
Bang Kapi	0-2653-2970, 0-2252-4979	0-2254-7830
Bang Khae	0-2804-6039-40, 0-2804-6037	0-2804-6034-5
Bang Lamphu	0-2281-7411, 0-2282-3728	0-2281-4120
Bang Na	0-2361-8444, 0-2361-8441, 0-2361-8443	0-2744-3170
Bukkhalo	0-2877-7128, 0-2878-2101	0-2878-2103
Chan Road	0-2674-7582, 0-2673-0324	0-2673-3004
Ekkamai	0-2714-2824, 0-2714-4392	0-2714-2822
Hua Lamphong	02-216-6935-9, 0-2216-9056	0-2216-7652
Khlong Tan	0-2719-9125-9, 0-2719-8389	0-2719-8696
Kingkaew Road	0-2738-9460-4, 0-2738-9469	0-2738-9472
Ladprao	0-2930-9301-8, 0-2513-3131	0-2939-2620-1
Ladprao Road, Soi 99	0-2935-0607, 0-2932-3078	0-2935-0624
Phlapplachai	0-2623-2727, 0-2623-2722-3	0-2623-2734, 0-2221-4418
Rama II Road Km. 7	0-2417-2802, 0-2417-2800	0-2840-1005
Rama IX Road	0-2645-5600 Ext. 2801	0-2645-5601-2
Ramintra	0-2521-8925, 0-2521-8927	0-2986-3500
Ratburana	0-2873-1194-5, 0-2873-1610	0-2873-7042

Business Center	Telephone	Facsimile
Ratchada-Ladprao Road	0-2938-2141-2, 0-2938-9801	0-2938-9227-8
Ratchathewi	0-2216-1569, 0-2612-1760-1	0-2612-1765
Ratchawong	0-2622-5101-4, 0-2224-6404	0-2221-3143
Rattanaibet Road	0-2969-9152-5, 0-2527-8940	0-2527-8949
Sampheng	0-2622-9955, 0-2688-9245	0-2622-9956
Samrong	0-2384-1374, 0-2754-1086	0-2394-3432
Saphan Phra Pinklao	0-2886-0642-3, 0-2886-0640	0-2886-0646-7
Sathu Pradit	0-2674-2911, 0-2674-1439	0-2674-4960
Siam Square	0-2658-4514, 0-2658-4505	0-2658-4507
Silom	0-2635-6611-20, 0-2233-7400	0-2635-6897-8
Silom Head Office	0-2230-1281-4, 0-2626-4101-3	0-2231-4570, 0-2626-4124
Soi Ari	0-2279-2090, 0-2271-4580	0-2279-6528
Suan Sayam	0-2906-8357-8, 0-2906-8350	0-2906-8359-60
Tak Sin Road	0-2890-6505, 0-2890-6501	0-2890-6512
Talat Si Mum Muang, Rangsit	0-2992-3520, 0-2536-8107	0-2992-3532
Wong Sawang	0-2913-9155-7, 0-2913-9150	0-2913-9159
Worachak	0-2621-2414-5, 0-2621-1745	0-2225-1688

## Metropolitan Business Banking, Business Centers

Business Center	Telephone	Facsimile
Bang Kapi	0-2252-8459, 0-2653-2970	0-2254-7830
Bang Khae	0-2804-6038, 0-2803-9010-5	0-2804-6034
Bang Lamphu	0-2281-3752, 0-2282-9623-4	0-2281-4120
Bang Na	0-2361-8442, 0-2361-8444-8	0-2744-3170-1
Bukkhalo	0-2878-2100, 0-2877-9020	0-2878-2103
Chan Road	0-2673-0323, 0-2674-7582	0-2673-3004
Ekkamai	0-2714-4391, 0-2714-2824	0-2714-2822
Hua Lamphong	0-2215-6197, 0-2216-6935-9	0-2216-7652
Khlong Tan	0-2719-8390, 0-2719-9125-9	0-2719-8696
Kingkaew Road	0-2738-9468, 0-2738-9460-4	0-2738-9472
Ladprao	0-2939-2707, 0-2930-9301-8	0-2939-2620
Ladprao Road, Soi 99	0-2932-3892, 0-2935-0607	0-2935-0624
Phlapplachai	0-23-2720-1, 0-2623-2727-8	0-2623-2723-4
Rama II Road, Km.7	0-2417-2801, 0-2417-2805-9	0-2840-1005
Rama IX Road	0-2645-5600	0-2645-5601-2
Ramintra	0-2521-8926, 0-2521-2649	0-2986-3500
Ratburana	0-2873-1611, 0-2873-1194-5	0-2873-7042
Ratchada-Ladprao Road	0-2938-9802, 0-2938-2141-2	0-2938-9227-8

Business Center	Telephone	Facsimile
Ratchathewi	0-2216-1570, 0-2216-1550-8, 0-2216-1574-6	0-2612-1765
Ratchawong	0-2224-6404, 0-2622-5101-4	0-2221-3143
Rattanaibet Road	0-2527-8941, 0-2969-9152-3	0-2527-8948-9
Sampheng	0-2662-9951, 0-2224-1362	0-2622-9956
Samrong	0-2754-1084, 0-2710-4134	0-2394-3432
Saphan Phra Pinklao	0-2886-0641, 0-2886-0203-5	0-2886-0646
Sathu Pradit	0-2674-2905, 0-2674-2911	0-2674-4960
Siam Square	0-2658-4504, 0-2658-4509-17	0-2658-4507
Silom	0-2233-7401, 0-2635-8451	0-2635-6897-8
Silom Head Office	0-2626-4089, 0-2230-1060, 0-2230-2452	0-2626-4080, 0-2626-4124
Soi Ari	0-2279-9978, 0-2278-2157	0-2271-4582
Suan Sayam	0-2906-8351, 0-2906-8357-8	0-2906-8359-60
Tak Sin Road	0-2890-6505, 0-2890-6500	0-2890-6512-3
Talat Si Mum Muang, Rangsit	0-2992-3521, 0-2992-3523	0-2536-8003
Wong Sawang	0-2913-9151, 0-2913-9154-7	0-2913-9158-9
Worachak	0-2621-1746, 0-2621-2416-9	0-2225-1688

## Provincial Branches

Branch	Telephone	Facsimile
<b>Amnat Charoen</b>		
Amnat Charoen	045-511850-2	045-511854
Pathum Ratchawongsa	045-465052-3	045-465054
<b>Ang Thong</b>		
Ang Thong	035-611741-2, 611279	035-611278
Wiset Chai Chan	035-631092, 631427, 631502	035-631091
<b>Bueng Kan</b>		
Bueng Kan	042-492020-2	042-492023
<b>Buri Ram</b>		
Ban Kruat	044-679134-5	044-679133
Buri Ram	044-612717	044-611500
Lam Plai Mat	044-661293-5	044-661494, 623037
Nang Rong	044-631987, 631000	044-631988
Pa Kham	044-646079	044-654225
Satuk	044-681315-7	044-681047
<b>Chachoengsao</b>		
Ban Pho	038-587255, 587251-3	038-587254
Bang Khla	038-541500, 541700	038-541879
Bang Nam Prieo	038-581271-2, 581278	038-581273-4
Bang Pakong	038-531289, 531292	038-531291
Big C Chachoengsao 2	038-514992-3	038-514991
Chachoengsao	038-514982-7	038-514981
Phanom Sarakham	038-551530, 551001	038-551602
Suwintawong	038-593011-3	038-593014
Toyota Chachoengsao	038-130128-30	038-130131
Wellgrow Industrial Estate	038-840731, 571822, 571833	038-571866
<b>Chainat</b>		
Chainat	056-411769, 411758-9	056-412504
Han Kha	056-451113, 451115	056-451114
Pho Nang Dam	056-413543-4, 413546	056-413545
<b>Chaiyaphum</b>		
Chaiyaphum	044-811222, 812058	044-811251
Chatturat	044-851123	044-851196
Hayaek Nonhai	044-822205-7, 836022	044-822204
Nong Bua Daeng	044-872044-5	044-872829
<b>Chanthaburi</b>		
Chanthaburi	039-311162, 346428-9	039-313225
Khlung	039-441513, 366065	039-441514
Makham	039-389004-5	039-389003
Na Yai Am	039-371231	039-371234
Soi Dao	039-381512-5	039-381516
Tha Chalaep Road	039-321780, 321768-9	039-321779
Tha Mai	039-431989	039-431431

Branch	Telephone	Facsimile
<b>Chiang Mai</b>		
Ban Thawai	053-023620-2	053-023619
Bo Sang	053-338103-4	053-338094
Central Festival Chiang Mai	053-288584-6	053-288587
Chaiprakarn Chiang Mai	053-457792-4	053-457795
Chang Khlan Road	053-820787-91	053-282528
Chom Thong	053-826599-601	053-341112
Doi Saket	053-495996-7, 866331	053-495948
Faculty of Associated Medical Sciences Chiang Mai University	053-289326-9	053-289330
Fang	053-451431-5	053-451212
Hang Dong	053-441650-2	053-427085
Hot	053-461035-6	053-461037
Kad Suan Kaew	053-895099-100, 225465-7	053-225464
Kuang Singh	053-224106, 408820-1	053-224105
Mae Ai	053-459156-8	053-459148
Mae Jo	053-878261	053-878262
Mae Rim	053-297162-3	053-297286
Muang Samut Road	053-876217-20, 233111	053-251161
Nimmanahaeminda Road Chiang Mai	053-289321-3	053-289324
Nong Hoi	053-801661-3	053-801665
Pratu Chang Phuak	053-214333, 404920-7	053-213996
Pratu Chiang Mai	053-272462, 270124-6	053-272706
Promenada Chiang Mai	053-142605-7	053-142608
Sa Moeng	053-487126-7	053-487127
San Kamphaeng	053-331470-1	053-331472
San Pa Khoi	053-262666, 243121, 302520	053-246625
San Pa Tong	053-311200, 311237-9	053-311236
Saraphi	053-322992, 321272-4	053-321415
Si Don Chai Road	053-208631-3	053-208635
Si Nakhon Phing	053-251033-8	053-251040
Suthep Road	053-277444, 808390-4	053-277101
Talad Mae Hia Chiang Mai	053-271834-5, 271837	053-271836
Talad Mae Malai	053-471111-4	053-471461
Talad Mee Chok	053-266526-30	053-266528
Talad Sansai Chiang Mai	053-380920-2	053-380923
Tha Phae	053-282100-2	053-274734
The Harbour Chiang Mai	053-223580-2	053-223583
<b>Chiang Rai</b>		
Chiang Rai	053-711258, 714013	053-711256
Chiang Saen, Chiang Rai	053-777571-3	053-777525
Hayaek Phokhun Mengrai	053-718113-7	053-718116
Mae Chan	053-711394-5, 771059	053-771058
Mae Kha Chan	053-704411	053-704413

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Branch	Telephone	Facsimile
Mae Sai	053-731398, 732701-3	053-731399
Mae Suai	053-656422, 786010	053-786012
Phan	053-721234-6	053-721233
Talad Bandu Chiang Rai	053-151795-8	053-151799
<b>Chon Buri</b>		
Amata City Industrial Estate	038-337656-8	038-337659
Amatanakorn Industrial Estate	038-214615-7, 214528	038-214613-4
Ao Udom	038-352150, 352145-7	038-352149
Assumption Road Branch Siracha	038-339450-2	038-339453
Ban Bung	038-443691-2, 444021-2	038-443712
Bang Lamung	038-222370-7	038-222376
Bang Phra, Si Racha	038-358246-7	038-358248
Bang Pla Soi	038-285837	038-285842
Bangsang	038-386445-8	038-386449
Boonsamphan Pattaya	038-426793-4, 426750-1	038-426745
Boonthavorn Pattaya	038-429931, 429941, 429951, 429961	038-429971
Borthong Chon Buri	038-211225-6, 211255	038-211256
Central Festival Pattaya Beach	038-043161-4	038-043160
Chai Hat Pattaya	038-489104-6	038-489107
Chon Buri	038-278400	038-278446
Don Hua Lo, Chon Buri	038-453201-3	038-453205
Jomtien Beach Second Road Pattaya	038-232736-7, 232745, 232750	038-232751
Leamchabang Port	038-401875-7, 401789	038-401790
Muang Pattaya	038-427962, 410425-7	038-361609
Noen Teng	038-271036-9	038-271035
Nong Mon	038-391121	038-391124
North Pattaya	038-489067-70	038-489484
Phan Thong	038-740072, 451185	038-451783
Phanat Nikhom	038-473342	038-461969
Phra Tamnak Road	038-710562-3, 411586-7	038-710564
Phraya Satja Road Chon Buri	038-467380-1	038-467382
Ratprasong Road	038-794837	038-794834
Sattahip	038-437672, 437129	038-437480
Si Racha	038-322767-8	038-311917
Si Yaek Pakruam	038-337106-7	038-337110
Soi Buakhao Pattaya	038-410394-7	038-410398
Soi Noen Plub whan	038-041184-8	038-041182
Suan Utsahakam Sahaphat	038-408914, 481526-8	038-480913
Sukhumvit Pattaya Klang	038-428459, 428475, 428577	038-428285
Walking Street Pattaya	038-415368-70, 415724	038-415725
<b>Chumphon</b>		
Chumphon	077-511446, 511854, 511274	077-511464

Branch	Telephone	Facsimile
Lang Suan	077-541601, 581486, 581495	077-541736
Map Amrit	077-578135-7	077-578134
Pak Nam Chumphon	077-521900, 521462	077-521460
Sawi	077-531070-1, 583372	077-531071
Siyaek Patomporn	077-534514, 534516	077-534515
Tha Sae	077-599000, 584157, 584213	077-599001
<b>Kalasin</b>		
Kalasin	043-812655-6	043-811275, 812001
Khao Wong	043-859537	043-859124
Somdet	043-861308	043-861419
<b>Kamphaeng Phet</b>		
Kamphaeng Phet	055-713345, 713511-3	055-711014
Khanu Woraklaksaburi	055-779065, 725243-4	055-779153
Nakhon Chum	055-799417, 799464	055-799497
Salokbat	055-771432-3	055-771488
Tha Makhua	055-724490-2	055-724493
<b>Kanchanaburi</b>		
Kanchanaburi	034-512710-1	034-511111
Tha Muang	034-611722, 627027	034-611131, 611411
Tha Rua	034-561997-8, 562232-4	034-561031
<b>Khon Kaen</b>		
Ban Phai	043-272887, 272889	043-272888
Chum Phae	043-311332	043-311490
Khao Suan Kwang	043-449224-5	043-449223
Khon Kaen	043-225142-6	043-221923
Kra Nuan	043-251719-21	043-251720
Mancha Khiri	043-289020-1, 381255	043-289019
Muang Phon	043-414170	043-414223
Na Muang Road	043-225416, 413543-6	043-225319
Prachasamoson Road	043-237945, 238091, 237689	043-237699
Pratoonam Khon Kaen	043-472550-3	043-472554
The Front Museum Khon Kaen	043-246516-8	043-246610
<b>Krabi</b>		
Ao Luk	075-610829, 681131	075-654562, 681132
Ao Nang Krabi	075-695745-7	075-695748
Krabi	075-631657-8	075-611785
Nua Khlong	075-636455-6	075-636458
<b>Lampang</b>		
Chat Chai Road	054-225682, 227931	054-227840
Koh Kha	054-328500, 281158-9	054-281156
Lamp Tech Lampang	054-265081-2, 265195	054-265144
Lampang	054-228132-7	054-228139
Muang Pan	054-276123, 276000	054-276021



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Branch	Telephone	Facsimile
Sop Tui	054-218109, 218397	054-222949
Thoen	054-291898-9	054-291896
<b>Lamphun</b>		
Ban Thi	053-501307	053-501306
Lamphun	053-511177, 511179, 511053	053-561579
Northern Region Industrial Estate Lamphun	053-582890-2	053-582893
Umong	053-559210, 559207-8	053-559209
<b>Loei</b>		
Loei	042-812226	042-812227
Wang Saphung	042-841426-7	042-841425
<b>Lop Buri</b>		
Ban Mi	036-471046, 471153, 471500	036-471559
Khok Samrong	036-441202, 625255-6	036-441003, 441397
Lam Narai	036-461363, 631056, 461563	036-461436, 631057
Lop Buri	036-411084, 411023, 413884, 617529-31	036-412622
Sa Kaeo	036-412561, 613863-4	036-412301
<b>Mae Hong Son</b>		
Mae Hong Son	053-611546, 611295, 611275	053-611547
Pai	053-699482, 699941	053-699474
<b>Maha Sarakham</b>		
Chiang Yun	043-781123, 781112, 782192	043-781113
Kanthrawichai	043-744127, 789252	043-744128
Maha Sarakham	043-723020-3	043-723024
<b>Mukdahan</b>		
Mukdahan	042-611554	042-611120
<b>Nakhon Nayok</b>		
Banna	037-382304-6	037-382307
Nakhon Nayok	037-312033, 311188	037-311077
<b>Nakhon Pathom</b>		
Bang Len	034-391036-8	034-391035
Don Tum	034-381006-9	034-381773
Kamphaeng Saen	034-351368-70	034-351039
Mahidol University Salaya	0-2441-5205-8	0-2441-5209
Nakhon Chaisri	034-228383, 333337, 332420	034-228385
Nakhon Pathom	034-251994-6	034-259676
Om Noi	0-2420-0432, 0-2420-0540, 0-2810-4986-9, 0-2420-0763-4	0-2420-0767
Om Yai	034-325010-4	034-325015
Phutthamonthon	0-2889-3349-52	0-2889-3353
Phutthamonthon Sai 4, Nakhon Pathom	0-2420-7157-9, 0-2420-7106	0-2420-7105
Phutthamonthon Sai 5	0-2445-3804-6, 0-2445-3844	0-2445-3856

Branch	Telephone	Facsimile
Sam Phran	034-325016-7, 311291-2, 322865-6	034-321822
Songphon Road	034-251092-5, 219647-8	034-251096
<b>Nakhon Phanom</b>		
Ban Phaeng	042-591222, 591609, 591018	042-591100
Nakhon Phanom	042-511209, 511134	042-511588
<b>Nakhon Ratchasima</b>		
Atsadang Road	044-267050-4	044-259430
Bua Yai	044-461564, 461248	044-461565
Chakkarat	044-399112-3	044-399111
Cho Ho	044-296105	044-296106
Chok Chai	044-491201, 491203	044-491448
Chomsurang Yat	044-253524, 257711-3	044-257715
Chum Phuang	044-477291-2	044-477279
Dan Khun Thot	044-204507-9, 204511	044-204510
Hua Thale	044-244651	044-255661
Mitraphap Road	044-244092, 244536, 243597	044-243577
Nakhon Ratchasima	044-241100, 257344	044-253552
Non Thai	044-381034	044-381035
Pak Chong	044-311361, 311381	044-312191
Pak Thong Chai	044-441935-6	044-441937-8
Phimai	044-471299, 471315, 471876	044-471802
Save One Market	044-222811-3	044-222814
Sikhiu	044-290996-7, 290571	044-411230
Sung Noen	044-286412-4	044-419277
Suranarai Road	044-247123-4, 244183-4	044-244285
The Mall Nakhon Ratchasima	044-288282-5	044-288281
<b>Nakhon Sawan</b>		
Chum Saeng	056-282236, 282422	056-282097
Lat Yao	056-271281	056-271280
Matuli Road	056-229072, 224136	056-228361
Nakhon Sawan	056-222194-5	056-222702
Nong Bua	056-251159, 323200	056-323255
Phayuha Khiri	056-341501	056-341024
Sawanwithi Road	056-222582, 226489	056-222580
Sawanwithi Road 2	056-370591-3	056-370594
Takhli	056-261191, 261157	056-261875
<b>Nakhon Si Thammarat</b>		
Hua Sai	075-337733-4	075-389017
Karom Road	075-342296, 342890	075-342889
Na Bon	075-491004, 491092	075-491092
Nakhon Si Thammarat	075-312560-1, 312309	075-356393
Pak Phanang	075-517702, 517139	075-517138
Phatthanakan Road	075-318507-12	075-318509
Ron Phibun	075-441095	075-441096

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Branch	Telephone	Facsimile
Sichon	075-536222, 536504	075-536031
Thung Song	075-412805-6, 332725	075-411459
<b>Nan</b>		
Nan	054-710129, 710901	054-710218
Pua Nan	054-791766-8	054-791769
<b>Narathiwat</b>		
Narathiwat	073-513805-6, 511461-3	073-513102
Sungai Kolok	073-611505, 611043	073-611709
Sungai Padi	073-651143, 651097	073-523116
Waeng	073-659250	073-659217
<b>Nong Bua Lamphu</b>		
Nong Bua Lamphu	042-312034-5	042-312036
<b>Nong Khai</b>		
Mitraphap Road Nong Khai	042-413013	042-413014
Nong Khai	042-411594, 412675-6	042-412576
Phon Phisai	042-471289-90	042-471288
<b>Nonthaburi</b>		
Bang Bua Thong	0-2571-3383-5	0-2571-7851
Bang Bua Thong-Suphan Buri Road km.45	0-2922-3917-20	0-2922-3921
<b>Pathum Thani</b>		
Noppahawong	0-2977-6230-3	0-2581-6755
Pathum Thani	0-2581-3033-4, 0-2978-0700	0-2581-6753
Suan Utsahakam Bang Kadi	0-2501-3500-1, 0-2501-2932, 0-2501-3234	0-2501-2662
Talad Phoosap	0-2593-3716-7, 0-2593-3719-20	0-2593-3721
<b>Pattani</b>		
Khok Pho	073-431266-7	073-315561
Nong Jik Road	073-336019, 336196	073-336196
Pattani	073-333001, 331037	073-332663
<b>Phangnga</b>		
Khaolak Phangnga	076-485741-4	076-485663
Khok Kloi	076-581222, 581112	076-581444
Phangnga	076-430500, 411905	076-411904
Thai Muang	076-571227-30	076-571202
Yanyao Takuapa	076-431286-7, 421531	076-421532
<b>Phatthalung</b>		
Khuan Khanun	074-681783, 682004	074-681199
Phatthalung	074-613196, 612025	074-613296
<b>Phayao</b>		
Chiang Kham	054-451551, 451971	054-451225
Chiang Muan	054-495041-2	054-495020
Dok Kham Tai	054-418936-7, 418939	054-418938
Mae Chai	054-499234, 499037-8	054-499039
Phayao	054-411039-42, 411306	054-482201

Branch	Telephone	Facsimile
University of Phayao	054-870213-5	054-870216
<b>Phetchabun</b>		
Lom Sak	056-701901, 701413	056-701009
Phetchabun	056-721497, 743501	056-711292
Sap Samo Thot	056-732400, 731027, 561188-90	056-731028
Srithep	056-799140-2	056-799416
<b>Phetchaburi</b>		
Cha-am	032-434200, 434047-8	032-434046
Khao Wang	032-428067-8	032-428065
Khao Yoi	032-428066-8	032-439889
Phetchaburi	032-427047-8, 425024	032-425099
Tha Yang	032-461578-9, 461821-2	032-461577
<b>Phichit</b>		
Bang Mun Nak	056-631057	056-631058
Phichit	056-611053, 611093, 611573	056-611073
Taphan Hin	056-621835, 621197, 621036	056-621275
<b>Phitsanulok</b>		
Bang Krathum	055-391115-7	055-391118
Hayaek Khokmatum	055-301134-7	055-301138
Naresuan Road	055-242543	055-242547
Phitsanulok	055-218666-70	055-242419
Singha Wat Road	055-245519-21	055-245522
Wang Thong	055-311774-5	055-311224
<b>Phra Nakhon Si Ayutthaya</b>		
Ayutthaya	035-252381-4	035-252385
Bangpain Industrial Estate	035-221886-8, 221890	035-221889
Hi-Tech Industrial Estate	035-351401-3	035-351404
Nakhon Luang	035-359131-4	035-359132
Pratunam Phra-In	035-361670-1, 361066-8	035-361065
Rochana Industrial Park Ayutthaya	035-332142-4	035-332145
Rotchana Road	035-213809-12	035-213808
Sena	035-201859	035-201959
Talat Chaophrom	035-243301-4	035-243305
Tha Rua- Ayutthaya	035-341022, 341079, 341386	035-341385, 222089
Wang Noi	035-271976, 271997	035-271386
<b>Phrae</b>		
Den Chai	054-613291, 613276	054-613251
Kadnamthong, Phrae	054-533506-8	054-533509
Phrae	054-511005, 511966	054-511863
Wang Chin	054-589163	054-589164
<b>Phuket</b>		
Choengtalay	076-325506-9	076-325510
Hat karon Phuket	076-398475-8	076-398477

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Branch	Telephone	Facsimile
Hayaekchalong Phuket	076-383440-2	076-383524
Jungceylon-Phuket	076-366075-8	076-366079
Kamala Phuket	076-386160-3	076-386164
Patong	076-344906-11	076-344912
Patong 2 (Saikor Road)	076-322861-4	076-322865
Phuket	076-216256, 211292-5	076-216895
Tha Ruea Intersection	076-386867-70	076-386871
Thalang	076-311689, 311713, 311275	076-311726
Thep Kasattri Road	076-216725, 216728	076-225719
<b>Prachin Buri</b>		
Kabin Buri Industrial Zone	037-455493-5	037-455722
Prachin Buri	037-211555	037-211556
Si Yaek Kabin Buri	037-281093, 282137	037-281286
<b>Prachuap Khiri Khan</b>		
Bang Saphan	032-548697-9	032-548700
Bang Saphan Noi	032-699334-5	032-699142
Boonthavorn Hua Hin	032-520939, 520956-7	032-520979
Hua Hin	032-511717, 511818	032-512512
Hua Hin 2	032-521099-102	032-521111
Khlung Wan	032-661492-3	032-661491
Pak Nam Pran Buri	032-570247-50	032-570250
Prachuap Khiri Khan	032-611251, 611420	032-611590
Pran Buri	032-621666, 622111	032-622056
Thap Sakae	032-671393-4	032-671795
<b>Ranong</b>		
Kapoe	077-897115, 897131-3	077-897091
Ranong	077-811389, 811325, 811094-5	077-822790
Saphan Pla	077-824058, 824060	077-824059
<b>Ratchaburi</b>		
Ban Pong	032-211242-3, 301039-40	032-211960, 301116
Chombung	032-261293-4, 261396	032-261299
Damnoen Saduak	032-346337, 253336, 254006	032-254440
Nong Pho	032-389008-9, 351040	032-351042
Photharam	032-354074-6, 231060, 391963	032-231163, 231964
Ratchaburi	032-321282, 322053-6	032-321281
Sam Yaek Wang Manao	032-281111, 358570	032-281000
Si Suriyawong Road	032-310556-7	032-310558
Talad Srimuang Ratchaburi	032-332765-8	032-332769
Wat Phleng	032-399081, 363456-7	032-399282
<b>Rayong</b>		
Ban Chang	038-601586, 602385-7	038-602700
Ban Phe	038-651967-8	038-651966
Eastern Seaboard Industrial Estate	038-656458-60	038-656461

Branch	Telephone	Facsimile
Klaeng	038-671170, 672503-4	038-671576
Maptaphut	038-608535-6, 608122-3	038-608600
Maptaphut Industrial Estate	038-687979	038-687982
Nikhom Phatthana	038-636204, 636250	038-636251
Rayong	038-613095, 613047-8	038-613046
<b>Roi Et</b>		
Kaset Wisai	043-589151, 530294-5	043-589152, 589025
Phon Thong Roi Et	043-572473-5	043-572476
Ratchakan Damnoen Road	043-524859	043-524860
Roi Et	043-514590-1	043-512503
Selaphum Roi Et	043-550621-23	043-550624
<b>Sa Kaeo</b>		
Aranya Prathet	037-232900, 232315	037-232311
Sa Kaeo	037-242641-2	037-242638
Talad Rongklue	037-230876-8	037-230944
<b>Sakon Nakhon</b>		
Ban Muang	042-794172	042-794176
Phang Khon	042-771243, 734982-4	042-771241-2
Sakon Nakhon	042-711501, 711706, 732603	042-711142
Sawang Daen Din	042-721096	042-721090
Waritchaphum	042-781205	042-781109
<b>Samut Prakan</b>		
Khlung Dan	0-2330-1117-8	0-2330-1119
<b>Samut Sakhon</b>		
Ban Phaeo	034-467567-9	034-859365
Ekkachai 2	034-421661-4	034-421665
Ekkachai Road	034-852630-2	034-852628
Krathum Baen	034-470908-9, 473326-7, 471909	034-471908, 470910
Lak Sam Ban Phaeo	034-850834-5, 481159	034-481060
Mahachai Samut Sakhon	034-864438, 864441	034-864442
Phutthasakhon	0-2420-6235-8	0-2420-6239
Samut Sakhon	034-423577-8, 811323-4	034-810920, 811325
Setthakit 1 Road	034-827252-4	034-827256
Tha Chalom	034-818504, 808505	034-497234
<b>Samut Songkhram</b>		
Amphawa	034-751504-5, 751600	034-751506
Bang Khonthi	034-761862-4	034-761863
Big C Samutsongkhram Branch	034-770800-3	034-770804
Samut Songkhram	034-711365, 711457, 723529-30	034-715576, 711564
<b>Saraburi</b>		
Kaeng Khoi	036-251541-5	036-251544, 320179

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Branch	Telephone	Facsimile
Nong Khae	036-371788, 371643-4	036-371787, 325062
Nong Saeng	036-366242-4	036-366241
Phra Phutthabat	036-268010-1	036-268012
Robinson Saraburi	036-351487-9	036-351490
Saraburi	036-222194-5, 211083, 221428, 221186	036-221226
Sutbanthat Road	036-315626-8	036-315629
<b>Satun</b>		
Langu	074-781455, 781511	074-781147
Satun	074-721350, 730424	074-721348
Thung Wa	074-789016-7	074-789016
<b>Sing Buri</b>		
In Buri	036-581787-9, 581487	036-581788
Sing Buri	036-511978-9	036-511131
<b>Si Sa Ket</b>		
Kantharalak	045-628045, 628048, 628051	045-661011
Kanthararom	045-651030	045-651029
Khukhan	045-630031	045-671027
Rasi Salai	045-681091, 682485-7	045-681090, 681092
Si Sa Ket	045-611706, 612202-3	045-611733
Yang Chum Noi	045-687125, 687127	045-687126
<b>Songkhla</b>		
Central Festival Hat Yai	074-339790-3	074-339794
Chana	074-378330-1	074-207127
Dan Sadao (Jang Lone)	074-523522-3	074-557211, 523521
Hat Yai	074-234900, 234902	074-234117
Hat Yai Nai	074-239945, 257602-7	074-257609
Hat Yai Yan Phetchakasem	074-235450-4, 237729	074-232512
Hayaek Saphan Tinsulanonda	074-333085-6	074-333087
Kanchanavanich Songkhla	074-558120-1	074-558-100
Kho Hong	074-238193, 237586-9	074-238172
Muang Mai	074-235809-10	074-237398
Na Thawi	074-371321-2	074-371323
Padang Besar	074-444200-1	074-521995
Phunnakan Road Hat Yai	074-500290-2	074-500293
Ranot	074-391350, 391068	074-391026
Rattakarn Taradsod	074-225440-3	074-225444
Rattaphum	074-430400, 389123	074-389035
Saba Yoi	074-377222, 377220	074-377223
Sadao	074-411374, 411772	074-411372
Si Phuwanat Road	074-231996, 429002	074-231760
Songkhla	074-323751, 313748	074-323752
Talat Phongcharoen	074-582501-3	074-582505

Branch	Telephone	Facsimile
<b>Sukhothai</b>		
Sawankhalok	055-642505	055-642042
Si Satchanalai	055-671275-7	055-671274
Sukhothai	055-611751-4	055-611122
Thung Saliam	055-659179, 659226	055-659166
<b>Suphan Buri</b>		
Sam Chuk	035-571177, 571144	035-571155
Si Prachan	035-581021-3, 581411	035-581020
Suan Taeng	035-599187-90	035-599189
Suphan Buri	035-523871-3	035-523874
U Thong	035-551199, 551122, 551244	035-551212
<b>Suratthani</b>		
Bo Phut Koh Samui	077-427517-8, 427533	077-427534
Buddy Koh Samui	077-458601-2	077-458604
Chon Kasem Road	077-281297-8, 287717	077-281299
Don Sak	077-371456-8, 251046	077-371459
Hat Chaweng	077-414441-5	077-414446
Koh Phangan	077-377590-2, 377619, 377681	077-377570
Koh Samui	077-420202, 420301, 421105	077-421239
Koh Tao Suratthani	077-456536, 456571, 456684	077-456790
Phra Saeng	077-250465, 369062	077-369081
Phunphin	077-311971, 311322, 311397	077-311344
Suratthani	077-282906, 273928-30	077-282806
Talad Makham Tia	077-289223-4	077-289225
Tha Chana	077-262246, 381208	077-381083
Wiang Sa	077-257564, 258060	077-362009
<b>Surin</b>		
Kap Choeng	044-559080	044-559081
Lamduan	044-537211	044-537210
Prasat	044-551155, 551076-7	044-551147
Robinson Surin	044-042730-3	044-042734
Sikhoraphum	044-561040	044-561177
Surin	044-512013	044-511213
Surindra Rajabhat University	044-521272-4	044-521275
<b>Tak</b>		
Intarakeeree Road	055-533564-6	055-533567
Mae Sot	055-531480, 531639	055-531312
Tak	055-511123, 541707	055-511051
<b>Trang</b>		
Huai Yot	075-271460-2	075-271462
Kantang	075-251500-1, 251247	075-251248
Na Yong	075-299088, 242247	075-242248
Palian	075-289102-3	075-289009
Rama VI Road	075-219346, 210156	075-219347
Trang	075-223443-8	075-223449

## Provincial Branches

Branch	Telephone	Facsimile
<b>Trat</b>		
Khao Saming	039-599131-4	039-599133
Khlung Yai	039-581157-9	039-581156
Koh Chang Trat	039-551154, 551162	039-551163
Trat	039-521050-4	039-521049
<b>Ubolrajthani</b>		
Central Plaza Ubolrajthani	045-442390-3	045-422394
Det Udom	045-361034-5	045-361456
Khemarat	045-491200, 491203	045-491196
Kilo Sun	045-242708	045-243837
Nam Yun	045-371009-10	045-371011
Sapphasit Road	045-246072, 244171	045-264399
Trakan Phutphon	045-481027, 481029	045-481028
Ubolrajthani	045-254074, 254634, 254685	045-255015
Varin Chamrap	045-269413	045-321117
<b>Udon Thani</b>		
Ban Dung Udonthani	042-273586-8	042-273585
Ban Phue Udonthani	042-282820-2	042-281227
Kumphawapi	042-331616, 203071-2	042-331617
Nong Han	042-261074-5, 209450-2	042-261342

Branch	Telephone	Facsimile
Phosi Road	042-221222	042-246223
Pracharaksa Road	042-243344	042-243348
Tang Ngee Soon Udonthani	042-130536-8	042-130535
Udon Thani	042-247700	042-241871
<b>Uthai Thani</b>		
Nong Chang	056-531254	056-531121
Uthai Thani	056-511909, 511344, 511354	056-511910
<b>Uttaradit</b>		
Boromma-at Road	055-440205, 440170	055-440425
Chetsada Bodin Road	055-832396-8	055-832399
Phichai	055-422001-2, 421212	055-421213
Thong Saen Khan	055-418046	055-418047
Uttaradit	055-411234, 411707, 411804	055-413317
<b>Yala</b>		
Betong	073-230988, 230985	073-230987
Yala	073-241440, 241190	073-212118
<b>Yasothon</b>		
Pa Tiu	045-795125, 795462	045-795173
Yasothon	045-711443, 712485	045-711861

## Provincial Commercial Banking, Business Centers

Business Center	Telephone	Facsimile
Amatanakorn Industrial Estate	038-457656-8	038-457660
Ban Pong Ratchaburi	032-210262-6 Ext. 2102	032-211266
Bang Pla Soi	038-782145-52 Ext. 2102	038-782153
Buri Ram	044-620727 Ext. 2102	044-620499
Chachoengsao	038-814313-4 Ext. 2102	038-814316
Chiang Rai	053-752540-6 Ext. 2102	053-753002
Chon Kasem Road	077-216551-3 Ext. 2102	077-281392
Hat Yai Nai Songkhla	074-257017 Ext. 2102	074-257181
Hatyai	074-235330-9 Ext. 2102	074-351621, 235363
Karom Road	075-316502-5 Ext. 2102	075-348155, 347246
Khao Wang	032-419889-90 Ext. 2102	032-428069
Khon Kaen	043-389272-5 Ext. 2102	043-389283
Ko Samui, Surat Thani (Bo Phut)	077-430761-3	077-430764
Lop Buri	036-618862-6 Ext. 2102	036-618860
Mahachai Samut Sakhon	034-864114-7 Ext. 2102	034-864205
Mitrapab Road Nakhon Ratchasima	044-243472 Ext. 2102	043-243528
Mitrapab Road Nong Khai	042-413124-6	042-413806
Muang Pattaya	038-052360-5 Ext. 2101	038-052368-9
Nakhon Ratchasima	044-241434 Ext. 2102	044-267804

Business Center	Telephone	Facsimile
Om Yai	034-292201-6 Ext. 2102	034-292210
Pathum Thani	0-2581-8013-7 Ext. 2102	0-2581-8019
Patong Phuket	076-346104 Ext. 2401-2	076-345120
Phitsanulok	055-218668 Ext. 2102	055-218660
Pratu Chang Phuak	053-404920-9 Ext. 2102	053-223080
Pratunam Phra-In	035-361086-8 Ext. 2102	035-361017
Rayong	038-861025-7 Ext. 2102	038-861028
Rotchana Road	035-229382-91 Ext. 2102	035-229395
San Pa Khoi	053-302520-2 Ext. 2103	053-243121
Sawanvithi Road	056-228892-4 Ext. 2102	056-222902, 228894
Setthakit 1 Road	034-827490-4 Ext. 2102	034-827261
Si Racha	038-771544-9 Ext. 2102	038-322768
Si Suriyawong Road	032-310733-7 Ext. 2102	032-310732
Songphon Road	034-219659-65 Ext. 2102	034-254238
Sop Tui	054-318600-2 Ext. 2102	054-226572
Suphan Buri	035-500244-6 Ext. 2102	035-500218
Surin	044-539499-509 Ext. 2102	044-539510
Sutbanthat Road	036-308223-9 Ext. 2102	036-308230-1
Thep Kasattri Road	076-233148-52 Ext. 2102	076-233153
Ubon Ratchathani	045-262908-10 Ext. 2102	045-262873
Udon Thani	042-344420-32 Ext. 2102	042-344432-3



## Provincial Business Banking, Business Centers

Business Center	Telephone	Facsimile
Aranya Prathet	037-232974-6, 232983-4	037-2329993-7
Amatanakorn Industrial Estate Business Center	038-457656-8	038-457660
Ang Thong	035-626269-72 Ext. 2101	035-626304
Bang Pla Soi	038-782145-50 Ext. 2101	038-782153
Bangpong	032-210262-6	032-211266-7
Bo Phut-Ko Samui	077-430761-2	077-430764
Buri Ram	044-620727 Ext. 2101	044-620499
Chachoengsao	038-814313 Ext. 2101	038-814316
Chainat	056-420108, 420132, 420088 Ext. 2101	056-412505
Chiang Rai	053-752540-6 Ext. 2101	053-753002
Chonkasem Road	077-216548-9 Ext. 2101	077-281392
Chumphon	077-570262, 570309 Ext. 2101	077-511447
Ha Yaek Non Hai	044-836966 Ext. 2101	044-836023
Hat Yai	074-234902-5 Ext. 2101	074-238687
Hat Yai Nai	074-239945, 257602 Ext. 2101	074-257182
Hua Hin	032-531415-23 Ext. 2101	032-512513
Kabin Buri	037-202983 Ext. 2101	037-281161
Kalasin	043-812591-3, 812311-2	043-812510-1
Kamphaeng Phet	055-721828-30 Ext. 2101	055-721866
Karom Road	075-316502-5 Ext. 2101	075-348155
Khao Wang	032-419895 Ext. 2101	032-428069
Khon Kaen	043-389272 Ext. 2101	043-389283
Krabi	075-630509-10 Ext. 2101	075-611186
Loei	042-814894-8	042-814892-3
Lop Buri	036-618862-6 Ext. 2101	036-618860
Maesot	055-534063-7	055-534072-3
Mahachai Samut Sakhon	034-864115-6	034-864205
Mitrapab Road Nakhon Ratchasima	044-243472-5, 243527	044-243528-9
Mitrapab Road Nong Khai	042-413124-6, 413803-6	042-413014
Muang Pattaya	038-052360-5 Ext. 2101	038-052368-9
Nakhon Panom	042-512577, 512671-4	042-511975
Nakhon Ratchasima	044-241434 Ext. 2101	044-257264

Business Center	Telephone	Facsimile
Narathiwat	073-522634-8 Ext. 2101	073-513101
Nong Jik Road	073-336017-9 Ext. 2101	073-350262
Omyai	034-292208 Ext. 2102	034-292210
Pathum Thani	02-581-6751-2 Ext. 2101	02-581-8019
Patong	076-341809 Ext. 2101	076-345120
Phthalung	074-617346-50	074-617351-4
Phayao	054-410831-2 Ext. 2101	054-431818
Phetchabun	056-728042-4 Ext. 2101	056-711548
Phitsanulok	055-218668 Ext. 2101	055-218660
Pratu Chang Phuak	053-404920-9 Ext. 2101	053-223080
Pratunam Phra-in	036-361086-8 Ext. 2101	035-361017
Ratchakan Damnoen Road	043-525568 Ext. 2101	043-525573
Rayong	038-861025 Ext. 2101	038-861028
Rotchana Road	035-229382-91 Ext. 2101	035-229395
Sakon Nakhon	042-736124 Ext. 2101	042-711410
San Pa Khoi	053-262433, 302520-2 Ext. 2101	053-243121
Sawankvithi Road	056-227814 Ext. 2101	056-222902
Sethakit 1 Road	034-827252-5 Ext. 2101	034-827261
Si Racha	038-771542 Ext. 2101	038-322768
Si Sa Ket	045-620026 Ext. 2101	045-611980
Si Suriyawong Road	032-310729 Ext. 2101	032-310732
Songphon Road	034-219657 Ext. 2101	034-254238
Sop Tui	054-318600-2, 318622-5 Ext. 2201-4	054-226572
Sukhothai	055-621035 Ext. 2101	055-611752
Suphan Buri	035-500219-20 Ext. 2101-2	035-500218
Surin	044-539500 Ext. 2101	044-539510
Sutbanthat Road	036-308223-30 Ext. 2101	036-308230-1
Tha Chaleap Road	039-321768-9 Ext. 2101	039-321178
Thamuang Kanchanaburi	034-626671-2 Ext. 2101	034-611311
Thep Kasattri Road	076-233148-54 Ext. 2101	076-232250
Trang	075-223302-7 Ext. 2101	075-223308
Ubon Ratchathani	045-262908-10 Ext. 2101, 2111	045-262873
Udon Thani	042-344420 Ext. 2101	042-344433
Uttaradit	055-441596, 441640 Ext. 2101	055-413319

## Micro Branches : Metropolitan Area

Micro Branch	Telephone	Facsimile
Amorini	0-2540-3401-3	0-2540-3404
Bangkok Insurance / Y.W.C.A.	0-2679-1752-3	0-2679-1754
Big C Bang Na	0-2393-0894-5	0-2393-0878
Big C Bang Yai	0-2903-1920, 0-2903-1681	0-2903-0006
Big C Bangbon	0-2898-2271-3	0-2898-2274
Big C Bangpakok	0-2872-0241-2	0-2872-0243
Big C Bangphlee	0-2312-2921-3	0-2312-2924
Big C Chaengwattana 2	0-2962-6241-2	0-2962-6240

Micro Branch	Telephone	Facsimile
Big C Downkanong	0-2876-2627-9	0-2876-2630
Big C Itsaraphap	0-2466-5817-8	0-2466-5819
Big C Keha Romklao	0-2329-9602, 0-2329-9700, 0-2329-9988	0-2329-9276
Big C Khubon	0-2509-7611-3	0-2509-7614
Big C Ladprao 2	0-2938-6434-5	0-2938-6437
Big C Lamlukka	0-2152-7403-4	0-2152-7405
Big C Lamlukka 2	0-2563-3195-7	0-2563-3198

## Micro Branches : Metropolitan Area

Micro Branch	Telephone	Facsimile
Big C Navanakorn	0-2520-3962-4	0-2520-3965
Big C Onnut	0-2740-3801-2	0-2740-3803
Big C Petchkasem	0-2421-3589-90	0-2421-3587
Big C Petchkasem 2	0-2807-5193-4	0-2807-5191
Big C Prachauthit 90	0-2463-6827-8, 0-2463-6708	0-2463-6709
Big C Rama 2	0-2453-1824-5	0-2453-1826
Big C Rama 2 (2)	0-2451-4238-9, 0-2451-4260	0-2451-4262
Big C Rama 4	0-2204-1926-7	0-2204-1928
Big C Ram-In Thra	0-2971-7881-2	0-2971-7880
Big C Ramkhamhaeng	0-2735-2175, 0-2735-2178, 0-2735-2609	0-2735-2626
Big C Rangsit 2	0-2995-1305-6	0-2995-1303
Big C Rangsit Khlong 3	0-2592-2944-6	0-2592-2947
Big C Ratchadamri	0-2250-4714-5	0-2250-4716
Big C Ratchadaphiseak	0-2642-2372-3	0-2642-2370
Big C Rattanaibet	0-2921-0257-8	0-2921-0133
Big C Rattanaibet 2	0-2950-5661-2	0-2950-5660
Big C Saimai	0-2536-0972-4	0-2536-0969
Big C Samrong 2	0-2757-9076-7	0-2757-9078
Big C Samuthprakarn	0-2395-2082-4	0-2395-2085
Big C Saphankwai	0-2616-7214-5	0-2616-7216
Big C Srinakarin	0-2710-5052-3	0-2710-5054
Big C Sukaphiban 3	0-2916-3720-1	0-2916-3722
Big C Sukhaphiban 5	0-2153-1627-9	0-2153-1630
Big C Suwintawong	0-2906-4651, 0-2906-4657	0-2906-4484
Big C Tiwanon	0-2968-6248-9	0-2968-6247
Big C Udomsuk	0-2328-2143-5	0-2328-2146
Central Chidlom	0-2254-9121, 0-2254-9123, 0-2655-7833	0-2254-9124
Central Rama 3	0-2673-6534-5	0-2673-6533
Fashion Mall	0-2246-1136-8	0-2246-1139
Future Mart Rama 3	0-2291-7908-10	0-2291-7906
Homepro Bangna	0-2316-4961-3	0-2316-4964
Kasemrad Hospital Bangkai	0-2455-0421-3	0-2455-0424
National Science and Technology Development Agency	0-2564-8028, 0-2564-8030	0-2564-8029
Pata Pinklao	0-2435-0192-4	0-2435-0195
Phayathai Hospital 2	0-2278-3013, 0-2278-3963-4	0-2278-3046
Rangsit University	0-2564-0911, 0-2564-0830	0-2564-0914
Shinawatra Tower 3	0-2949-2606-8	0-2949-2605
Siam Makro Charansanitwong	0-2864-6833-4	0-2864-6835
Siam Makro Ladprao	0-2734-3362-4	0-2734-3361
Siam Makro Samsen	0-2636-9870-1	0-2636-9872
Siam Makro Sathon	0-2676-4302-3	0-2676-4301
Tesco Lotus Bang Phli	0-2751-2339-40	0-2751-2338

Micro Branch	Telephone	Facsimile
Tesco Lotus Bangkhae	0-2804-4781, 0-2804-4783, 0-2804-4779	0-2804-4777
Tesco Lotus Bangna	0-2740-9687-9	0-2739-9165
Tesco Lotus Bangpakok	0-2872-1558-60	0-2872-1561
Tesco Lotus Bangpoo	0-2710-9059-61	0-2710-9058
Tesco Lotus Bangyai	0-2443-6796-7	0-2443-6798
Tesco Lotus Chaengwattana	0-2990-7528-9	0-2990-7527
Tesco Lotus Charansanitwong	0-2434-7494-5	0-2434-7491
Tesco Lotus Ekkamai-Raminthra	0-2935-9791-2	0-2935-9790
Tesco Lotus Ladprao	0-2930-9380-2	0-2930-9378
Tesco Lotus Laksi	0-2521-4642-4	0-2521-4640
Tesco Lotus Minburi	0-2918-5641-2	0-2918-5646
Tesco Lotus Navanakorn	0-2520-4828-9	0-2520-4830
Tesco Lotus Nongjok	0-2548-3741-3	0-2548-3744
Tesco Lotus Onnut 80	0-2322-3285-7	0-2322-3288
Tesco Lotus Pakkrad	0-2584-5920-1	0-2584-5912
Tesco Lotus Pattanakarn	0-2320-1531-3	0-2320-1534
Tesco Lotus Phongphet	0-2955-5754-6	0-2955-5757
Tesco Lotus Pracha Uthit	0-2426-0140-2	0-2426-0150
Tesco Lotus Praksa	0-2178-6762-4	0-2178-6765
Tesco Lotus Rama 1	0-2219-1956-7	0-2219-1958
Tesco Lotus Rama 2	0-2415-4810, 0-2415-4673	0-2415-4503
Tesco Lotus Rama 3	0-2294-0621-3	0-2294-0624
Tesco Lotus Rama 4	0-2249-2745-7	0-2249-2758
Tesco Lotus Ramintra 109	0-2175-3445-7	0-2175-3448
Tesco Lotus Rangsit	0-2958-3765-7	0-2958-3768
Tesco Lotus Rangsit Klong 7	0-2577-3097-8	0-2577-3099
Tesco Lotus Rangsit Nakornnayok Klong 3	0-2569-5085-6	0-2569-5087
Tesco Lotus Rattanaibeth	0-2591-9725, 0-2591-9532	0-2591-9746
Tesco Lotus Srinakharin	0-2175-7534-6	0-2175-7537
Tesco Lotus Sukhaphiban 1	0-2508-2663-4	0-2508-2665
Tesco Lotus Sukhaphiban 3	0-2916-5236-8	0-2916-5239
Tesco Lotus Suthisan	0-2690-8185-6	0-2690-8187
Tesco Lotus Wanghin	0-2578-6070-1	0-2578-6072
Tesco Lotus Watcharaphon	0-2945-6946-7	0-2945-6948
Tesco Lotus Yaowaraj	0-2623-0972-3	0-2623-0974
Thammasat University Rangsit Campus	0-2564-2752-4	0-2564-2751
Thammasat University Tha Phrachan	0-2222-2481-2	0-2222-2483
The Walk Ratchapruet	0-2489-6870-2	0-2489-6873
U Center Chula 42	0-2216-2094-5	0-2216-2096
University of The Thai Chamber of Commerce	0-2692-0811, 0-2692-0833	0-2692-0710

## Micro Branches : Provincial Area

Micro Branch	Telephone	Facsimile
Ayutthaya Park Shopping Center	035-346667-8	035-346668
Bangbuathong-Suphanburi Road Km.28	0-2571-5200-2	0-2571-5203
Banglamall Phuket	076-292540-1	076-292542
Big C Amnat Charoen	045-270203-5	045-270206
Big C Ang Thong	035-851284-6	035-851287
Big C Ayutthaya	035-747047-8	035-747049
Big C Banpong	032-368453-5	032-368456
Big C Buriram	044-690268, 690349-50	044-690240
Big C Chachoengsao	038-536031-2	038-536033
Big C Chaiphaphum	044-051234-5	044-051237
Big C Chanthaburi	039-436471-4	039-436475
Big C Chiang Mai	053-850789	053-850793
Big C Chiang Mai 2	053-850716-7	053-850715
Big C Chiang Rai	053-711644, 747058-9	053-717766
Big C Chonburi	038-192211-3	038-192214
Big C Chonburi 2	038-387991-4	038-387995
Big C Hangdong Chiang Mai	053-447837-8	053-447839
Big C Hangdong 2	053-442841-2	053-442843
Big C Hat Yai	074-214580-2	074-214583
Big C Hat Yai 2	074-262956-9	074-262960
Big C Kalasin	043-810471-4	043-810475
Big C Kamphaeng Phet	055-853826-8	055-853829
Big C Koh Samui	077-960828-9	077-960830
Big C Korat	044-341326-9	044-341327
Big C Krabi	075-810507-8	075-810509
Big C Lampang	054-352651-3	054-352654
Big C Lamphun	053-575601-3	053-575604
Big C Loei	042-845765-7	042-845768
Big C Lomsak	056-704615-7	056-704618
Big C Lopburi	036-784464-6	036-784467
Big C Lopburi 2	036-780721-3	036-780724
Big C Maha Sarakham	043-995538-40	043-995541
Big C Mahachai	034-442880-3	034-442884
Big C Mukdahan	042-661950-5	042-661953
Big C Nakhon Pathom	034-275691-3	034-275694
Big C Nakhon Sawan	056-233180-2	056-233179
Big C Omyai	0-2420-6283, 0-2420-4657	0-2420-6290
Big C Pattaya 2	038-374840-2	038-374843
Big C Pattaya Klang	038-488290-2	038-488289
Big C Phetchabun	056-744504-6	056-744507
Big C Phetchaburi	032-402600-3	032-402604
Big C Phisanulok	055-378045-7	055-258597
Big C Ratchaburi	032-332700-1	032-332703

Micro Branch	Telephone	Facsimile
Big C Rayong	038-624116-7	038-624118
Big C Sakaeo	037-421771-3	037-421774
Big C Sakon Nakhon	042-731370-2	042-731373
Big C Satun	074-741944-6	074-741947
Big C Sukhothai	055-616466-8	055-616469
Big C Suphanburi	035-494890-2	035-494893
Big C Suratthani	077-600142-3	077-600141
Big C Surin	044-535100-2	044-535103
Big C Ubonrajthani	045-355163-5	045-355166
Big C Udonthani	042-222094, 222314	042-223049
Big C Warincharap	045-854051-3	045-854054
Big C Yasothorn	045-724513-5	045-724516
Boploy New Krungthai	034-581494-7	034-581498
Buriram Rajabhat University	044-602201-2	044-602200
Central Airport Chiang Mai	053-283923-4	053-283925
Central Festival Phuket	076-249857-9	076-249860
Central Plaza Chiang Rai	053-179770-2	053-179773
Central Plaza Chonburi	038-053913-5	038-053916
Central Plaza Khon Kaen	043-288122-3	043-288124
Central Plaza Lampang	054-811811-3	054-811814
Central Plaza Phitsanulok	055-338400-2	055-338403
Central Plaza Suratthani	077-602723-4	077-602725
Central Plaza Udonthani	042-921364-6	042-921367
Chiangmai Rajabhat University	053-231750-1	053-231752
Chiang Mai University	053-224144-6	053-224147
Chiang Rai Rajabhat University	053-776281-4	053-776285
Coliseum Cineplex Phatthalung	074-617440-2	074-617443
Coliseum Cineplex Yala	073-223630-1	073-223629
Fairy Land Nakhon Sawan	056-372300-3	056-372299
Home Pro Rayong	038-610037-8	038-610355
Home Pro Trang	075-502167, 502177, 502194	075-502196
Hadd Chaveng 2	077-414447-8	077-414449
Hadd Lamai	077-424656-7	077-424540
Kalasin Plaza	043-816195-7	043-816194
Kamphaeng Phet Rajabhat University	055-716501-4	055-716505
Kaset Thai Industry Sugar	056-338324, 338327	056-338328
Khon Kaen University	043-202650-1	043-202653
Klang Plaza	044-248943-5	044-248946
Koleseum Paradise Phuket	076-214630, 214964-5	076-214629
Lopburi Provincial Office	036-770179-80	036-770182
Mae Fah Luang University	053-912209-12	053-912213
Mahasarakarm University	043-754611-2	043-754613

## Micro Branches : Provincial Area

Micro Branch	Telephone	Facsimile
Mahjo University	053-499171-2, 499177-8	053-499173
Naresuan University	055-260123-5	055-260126
Ocean Shoppingmall Chumphon	077-502248-50	077-502321
Pantip Plaza Chiang Mai	053-288026	053-288028
Phetchabun Rajabhat University	056-725737-9	056-725111
Phisanulok Provincial Office	055-243352-5	055-246111
Phuket Rajabhat University	076-523395-7	076-523398
Piboonsongkram Rajabhat University	055-267021-2	055-267024
Prince of Songkhla Univesity	074-218542-4	074-218717
Robinson Chanthaburi	039-328686-90	039-328689
Robinson Hatyai	074-225546-8	074-225567
Robinson Kanchanaburi	034-603315-8	034-603319
Robinson Sakon Nakhon	042-971735-8	042-971739
Robinson Suphanburi	035-454261-4	035-454265
Robinson Trang	075-216188-9	075-216197
Roi Et Provincial Office	043-514754-5, 514768	043-514742
Sahathaipalaza Nakhonsithamarat	075-342745-8	075-343123
Sarasamosorn Nakhon Nayok	037-393633	037-393655
Sermthai Plaza Maha Sarakham	043-723076-7	043-723193
Siam Makro Chonburi	038-288516-8	038-288517
Siam Makro Hat Yai	074-217742-3	074-217744
Siam Makro Nakhonpathom	034-378399-400	034-378401
Siam T.V. Chiangmai	053-275200-2	053-275203
SK Shopping Park Ubon Ratchathani	045-474021-3	045-474024
Songkhla Provincial Office	074-323900-2	074-323903
Sunee Grand City Mall Ubon Ratchathani	045-316754, 316757	045-316758
Tesco Lotus Amatanakorn Chonburi	038-457301-2	038-457300
Tesco Lotus Ao Luk	075-610813, 682223-5	075-610815
Tesco Lotus Aranyaprathet	037-541681	037-541684
Tesco Lotus Ban Chang	038-695544-5	038-695546
Tesco Lotus Bang Pa-in	035-742453-4	035-742455
Tesco Lotus Banpong	032-368250, 368254	032-368216
Tesco Lotus Bowin Chonburi	038-117063-5	038-117068
Tesco Lotus Bueng Kan	042-492024-6	042-492028
Tesco Lotus Chainat	056-426847-9	056-426846
Tesco Lotus Chaiyaphum	044-813410-3	044-813414
Tesco Lotus Chanthaburi	039-303467	039-303469
Tesco Lotus Chaofah	076-216742-3	076-216744
Tesco Lotus Chiang Kham Payao	054-454234-5	054-454236

Micro Branch	Telephone	Facsimile
Tesco Lotus Chiangkhong	053-791814-6	053-791809
Tesco Lotus Chonburi	038-276051-3	038-276020
Tesco Lotus Chum Phae	043-312544, 312547, 312537	043-312601
Tesco Lotus Chumphon	077-658980-2	077-658983
Tesco Lotus Dan Sai	042-810917-9	042-810920
Tesco Lotus Detudom	045-361444, 361226, 361855	045-362727
Tesco Lotus Fairy Plaza Khon Kaen	043-271141-2	043-271145
Tesco Lotus Fang	053-383091, 383098	053-383075
Tesco Lotus Hang Dong Chiang Mai	053-807546	053-807547
Tesco Lotus Hangchad	054-269712-4	054-269715
Tesco Lotus Hat Yai	074-223671-2	074-223670
Tesco Lotus Kabinburi	037-283434-6	037-283437
Tesco Lotus Kachanaburi	034-623878-9	034-623881
Tesco Lotus Kamphaeng Saen	034-352752, 351042-3	034-352762
Tesco Lotus Kantharalak	045-663484-6	045-663487
Tesco Lotus Khon Kaen	043-365008-10	043-365011
Tesco Lotus Khon Kaen 2	043-911713-5	043-911712
Tesco Lotus Khrathum Baen	034-472064-6, 472077	034-472080
Tesco Lotus Khukhan	045-671130, 671360, 671643	045-671089
Tesco Lotus Korat	044-342528-9, 342574-5	044-342576
Tesco Lotus Krabi	075-650730-1	075-650732
Tesco Lotus Kumphawapi	042-334802-4	042-334805
Tesco Lotus Kumthieng Chiang Mai	053-872771-3	053-872774
Tesco Lotus Lang	054-317988-9	054-317990
Tesco Lotus Langsuan	077-544726-7, 544738	077-544739
Tesco Lotus Loei	042-833595-7	042-833556
Tesco Lotus Lopburi Inn Plaza	036-614041-3	036-614045
Tesco Lotus Mae Chan Chiang Rai	053-772394-5	053-772385
Tesco Lotus Maesai	053-734561-4	053-734565
Tesco Lotus Maesod	055-536708, 536682	055-536712
Tesco Lotus Maesod-Tak	055-506996-8	055-506999
Tesco Lotus Mahachai	034-827510-2	034-827514
Tesco Lotus Muang Sukhothai	055-645823-5	055-645826
Tesco Lotus Mukdahan	042-631548-9	042-631551
Tesco Lotus Nakhon Pathom	034-275310-2	034-275313
Tesco Lotus Nakhon Phanom	042-514147-8	042-514149
Tesco Lotus Nakhon Si Thammarat	075-358432-4	075-358435
Tesco Lotus Nakhonsawan 2	056-370200-2	056-370203
Tesco Lotus Nan	054-743165-7	054-743168

## Micro Branches : Provincial Area

Micro Branch	Telephone	Facsimile
Tesco Lotus Nong Bua Lam Phu	042-312914-6	042-312917
Tesco Lotus Nong Han Udonthani	042-261260, 261309, 261350	042-261379
Tesco Lotus Nong Song Hong	043-491631-3	043-491634
Tesco Lotus Nongkhai	042-413470-1	042-413469
Tesco Lotus North Pattaya	038-370858	038-370228
Tesco Lotus Pakchong	044-328710-2	044-328713
Tesco Lotus Pathumthani	0-2978-1263-6	0-2978-1267
Tesco Lotus Phanom Sarakham	038-553349-50	038-553348
Tesco Lotus Phthalung	074-606543-4	074-606545
Tesco Lotus Phayao	054-484297-9	054-484294
Tesco Lotus Phetchabun	056-712206-7	056-712209
Tesco Lotus Phetchaburi	032-402801-3	032-402804
Tesco Lotus Phitsanulok	055-221664, 221636-7	055-221665
Tesco Lotus Phitsanulok Tathong	055-330323-5	055-330326
Tesco Lotus Phon Khonkaen	043-415369, 414443, 414344	043-415007
Tesco Lotus Photharam	032-231116-7, 231658, 232758	032-232949
Tesco Lotus Phrae	054-511231, 511014, 511898	054-511733
Tesco Lotus Phuket	076-255128-9	076-255130
Tesco Lotus Pibulmangsahan	045-442032, 442054, 442095	045-442029
Tesco Lotus Pong Sanook	054-224292-4	054-224295
Tesco Lotus Prachinburi	037-482250-3	037-482254
Tesco Lotus Prachuap Khiri Khan	032-652250-3	032-652254
Tesco Lotus Pranburi	032-825780-2	032-825783
Tesco Lotus Ranong	077-813402-3	077-813404
Tesco Lotus Ratchaburi	032-350366-9	032-350365
Tesco Lotus Rawai	076-383945-7	076-388967
Tesco Lotus Rayong	038-800535-7	038-800538
Tesco Lotus Ruam Choke Chiang Mai	053-243596-8	053-243599
Tesco Lotus Sakon Nakhon	042-715310-2	042-715313
Tesco Lotus Salaya	0-2482-2069, 0-2482-2071	0-2482-2072
Tesco Lotus Sam Chuk	035-572044-5	035-572046
Tesco Lotus Sam Phran	034-312150-2	034-312153
Tesco Lotus Samui	077-245464-5	077-245466
Tesco Lotus Samut Songkhram	034-7115871-2	034-7118678

Micro Branch	Telephone	Facsimile
Tesco Lotus San Sai	053-350555, 350500, 350516	053-350529
Tesco Lotus Saraburi	036-222078, 222340, 222378	036-222763
Tesco Lotus Sattahip	038-439446-9	038-439445
Tesco Lotus Sawang Daen Din	042-722612-3	042-722614
Tesco Lotus Sena Ayuthaya	035-202793-4	035-202795
Tesco Lotus Si-Mahaphot	037-274369-71	037-274040
Tesco Lotus Singburi	036-522112-3	036-523111
Tesco Lotus Sisaket	045-644190-2	045-644193
Tesco Lotus Songkhla	074-307917-9	074-307920
Tesco Lotus Songpeenong	035-532544-6	035-532767
Tesco Lotus South Pattaya	038-427853, 427857, 427937	038-427423
Tesco Lotus Suphanburi	035-526137-8	035-526140
Tesco Lotus Suratthani	077-221351-2, 221263-4	077-221263
Tesco Lotus Surin	044-531966-7	044-531968
Tesco Lotus Surin Plaza	044-539487-9	044-539486
Tesco Lotus Tak	055-893356-8	055-893359
Tesco Lotus Tha Muang	034-612895-7	034-612899
Tesco Lotus Thabo	042-401509-10	042-401506
Tesco Lotus Thalang	076-311243-4	076-311245
Tesco Lotus Thamaka	034-542914-7	034-542682
Tesco Lotus Thasala Nakomsrihammarat	075-522237, 522247	075-522637
Tesco Lotus That Phanom Nakhon Phanom	042-541299, 541456	042-541593
Tesco Lotus Thayang	032-463280, 463300, 463400, 463404	032-463480
Tesco Lotus Thung Song	075-421732-3, 424324	075-424325
Tesco Lotus Topland Phetchabun	056-725609-11	056-725612
Tesco Lotus Trang	075-225326-30	075-225332
Tesco Lotus Trat	039-513701-3	039-513704
Tesco Lotus Ubonratchathani	045-255825-6	045-255827
Tesco Lotus Udon Thani	042-326489-90	042-249241
Tesco Lotus Uthumphornpisai	045-692180, 692425, 692464	045-691823
Tesco Lotus Wangnamyen	037-251408-9, 251508-9	037-251550
Tesco Lotus Wat Latpladuk	0-2194-5082-5	0-2194-5086
Tesco Lotus Watthanakanakhon	037-261321-2, 261325-6	037-261315
Tesco Lotus Wiengsa	054-690847-9	054-690850
Thepsatri Rajabhat University	036-425315-6	036-425318
UD Town Udonthani	042-932983-4, 932986	042-932996







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