

Số: 2190/2026/CV-BDH.NCB
Re: Measures and roadmap to rectify the
warning status of securities

Hanoi, 13th April 2026

To: The State Securities Commission
The Hanoi Stock Exchange


1. Name of organization: National Citizen Commercial Joint Stock Bank
2. Stock code: NVB
3. Business code: 1700169765
4. Address: No. 25 Le Dai Hanh Street, Hai Ba Trung Ward, Hanoi City
5. Tel: 024.6269 3355 Fax: 024.6269 3535
6. Website: <https://www.ncb-bank.vn/vi/nha-dau-tu/>
7. Submitted by: Mr. Ta Kieu Hung – Chief Executive Officer
8. Type of information disclosure:
 Periodic Unusual 24 hours Upon request
9. Content of disclosed information:

National Citizen Commercial Joint Stock Bank (“NCB”) extends our respectful greetings and thanks for the cooperation and support of the Securities Commission and the Hanoi Stock Exchange (“HNX”) over the past time.

Regarding the Hanoi Stock Exchange's decision to maintain a warning status for NVB securities as stated in Decision No. 264/QĐ-SGDHN dated 30 March 2026 and No. 1282/TB-SGDHN dated 30 March 2026 by the Hanoi Stock Exchange, the National Citizen Bank (NCB) hereby submits a report detailing the measures and roadmap to address the situation in which NVB securities are under warning due to negative retained earnings in the consolidated financial statements for 2025 as follows:

- ▶ On 08 June 2020, the Prime Minister issued Decision 689/QĐ-TTg “approving the plan to restructure the system of credit institutions associated with bad debt handling for the period 2021-2025.” Based on this, in 2023, NCB cooperated with the consulting firm Ernst & Young Vietnam to assess the financial status and update the restructuring plan for submission to the competent authorities. On 07 February 2024, the State Bank of Vietnam provided feedback according to Official Letter No. 62/NHNN-TTGSNH.



- ▶ On 28 June 2024, the Board of Directors of National Citizen Bank approved the “Restructuring plan associated with bad debt handling for the period 2023-2025, with an orientation to 2030” (hereinafter referred to as “Restructuring Plan”), and reported to the State Bank of Vietnam according to Official Letter No. 1426/2024/CV-HDQT.NCB dated 28 June 2024.
- ▶ In 2025, NCB successfully completed capital enhancement, increasing its charter capital by VND 7,500 billion. This increase in charter capital represents a positive signal, serving as a crucial driving force for NCB's comprehensive and robust transformation process, aimed at achieving the Bank's strategic objectives and delivering improved business performance in 2026 and beyond.
- ▶ With the goal of focusing on stable development, gradually restructuring the Bank in accordance with the approved PACCL roadmap, and enhancing service quality, NCB is implementing and will continue to implement strong and synchronized plans and measures in the near future. These efforts aim to improve business performance in 2026, laying the foundation for the Bank's development journey in the coming years, as outlined in the Annual General Meeting of Shareholders in 2026 as follows:
- Maintain credit growth safely and in alignment with the SBV credit growth policies and orientations. Credit quality management will be prioritized to ensure that the NPL ratio remains within the limits prescribed by the SBV. For 2026, NCB sets a credit growth target of 35% compared to the end of 2025;
 - Complete substantially the major objectives of the PACCL in accordance with the approved roadmap and regulatory requirements;
 - Capital mobilization closely follow market trends and the Asset-Liability Management situation to implement timely and appropriate solutions. Market 1 mobilization growth will be aligned with credit growth, with a focus on driving CASA growth to increase low-cost funding. For 2026, NCB targets a growth of 20% in customer deposits and 33% in CASA compared to the end of 2025;
 - Adopt a customer-centric approach, accelerate digital transformation and technology integration to modernize and enhance product quality, thereby elevating the overall customer experience;
 - Achieve sustainable growth, expand market share, and develop diverse financial services to boost service income. Strengthen FX trading and short-term interest rate trading within the interbank market, while broadening partnerships with other credit institutions and financial entities
 - Exercise cost control and improve operational efficiency; optimize the network of branches and transaction offices. 

- ▶ As at 31 December 2025, NCB has achieved significant results in implementing its 2025 business plan. Specifically, the business results for the year ended 2025 were very impressive. Accordingly, the consolidated profit after tax of the year 2025 reached at VND 78 million, an increase of over VND 5,129 billion compared to the loss of VND 5,128.9 billion in the last year, equivalent to an increase of over 100%. Additionally, in the year ended 2025, NCB has completed its 2025 target reported to the General Meeting of Shareholders as follows:

Unit: VND billion, %

No.	Indicator	2025 Target	2025 Performance	± Growth	% Completion of 2025 Target
1.	Total assets	135,500	163,730	28,230	121%
2	Deposits from customers	118,500	131,937	13,437	111%
3	Loans to customers	92,528	97,545	5,017	105%
4	Customer growth	424,000	473,290	49,290	112%
5	CASA	7,586	11,473	3,887	151%
6	Profit before Restructure Plan	59	949	890	1608%

- ▶ In addition, to enhance financial capacity and support the Bank's overall business activities, NCB has its capital increase roadmap in 2026. Accordingly, NCB plan to issue private shares to raise its charter capital by an addition of VND 10,000 billion to strengthen financial ability, ensure safe and sound operation. The increase in charter capital serves as a crucial foundation for expanding banking operations, supplementing business capital, better meeting the credit capital demands of the economy, and contributing to achieving NCB's strategic objectives.

With the specific action plans mentioned above, NCB believes that the Bank's business results in 2026 will improve, creating a stepping stone for NCB's sustainable development in the following years.

This information is disclosed in accordance with regulations. We commit that the disclosed information is true and fully responsible before the law for the content of the disclosed information.

Sincerely!

National Citizen
Commercial Joint Stock Bank



Recipients:

- As stated above;
- Archived at the Clerical Office.

TỔNG GIÁM ĐỐC
La Kiều Hưng





TỔNG GIÁM ĐỐC
Phan Văn Khoa