



KTC PERFORMANCE Y2023



AGENDA



- 1 | KTC Overview & Key Highlights
- 2 | Financial Results
- 3 | Consumer Finance Industry & KTC Portfolio Performances
- 4 | Target 2024
- 5 | KTC Sustainability

Overview & Key Highlights

Financial Results

KTC Portfolio Performance

Target 2024

Sustainability

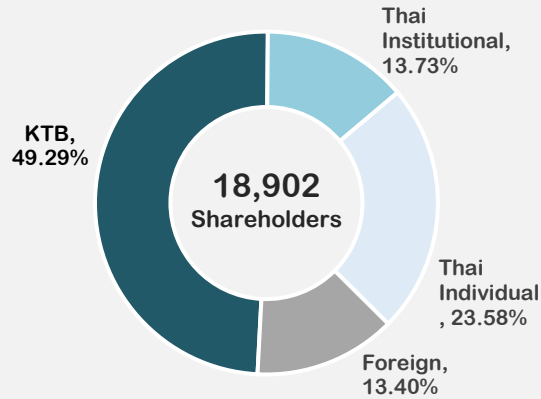


KTC Overview



- Incorporated in 1996 as a credit card servicing subsidiary company of Krung Thai Bank PLC
- In July 2002, KTB sold the credit card portfolio to KTC which subsequently transformed KTC into a full consumer finance company and later listed on the SET in October 2002

Shareholder Structure

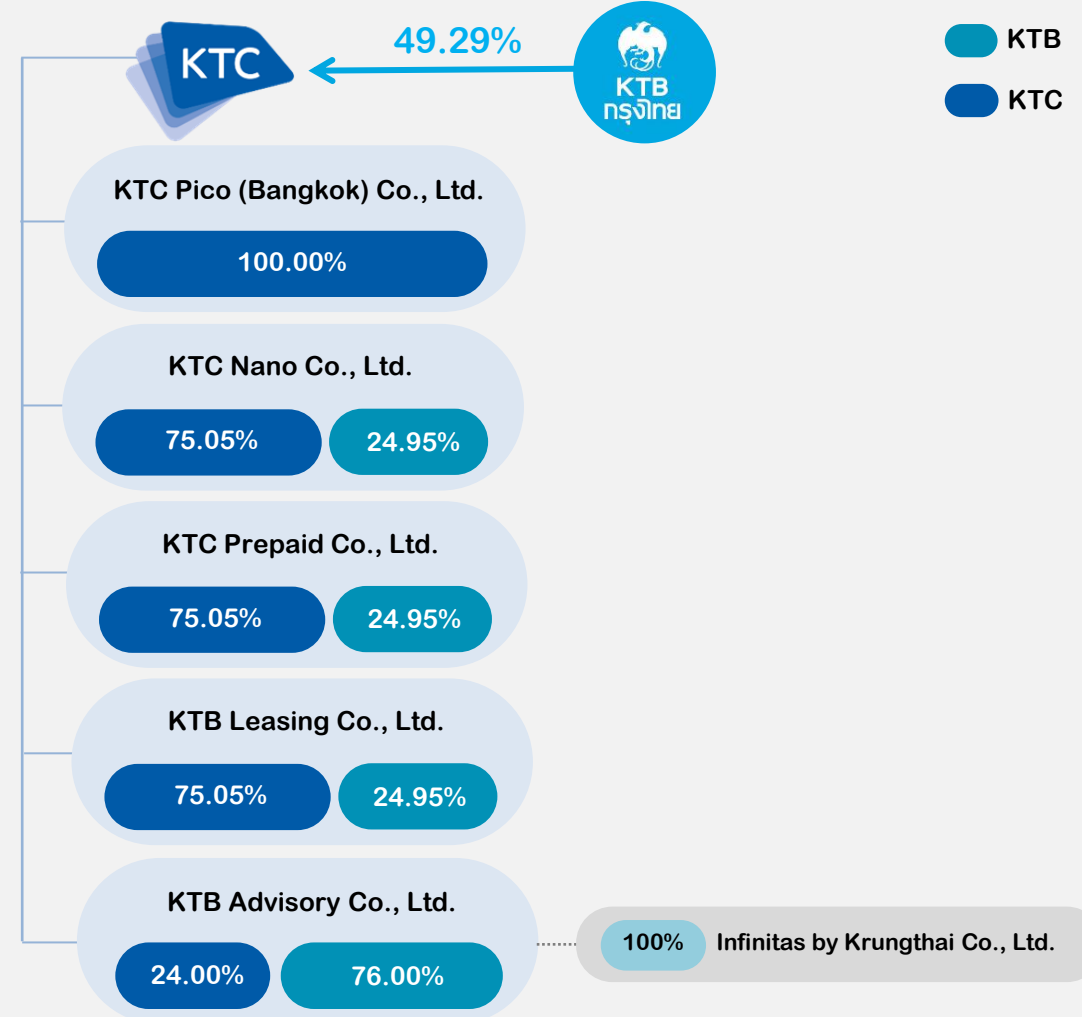


Top 5 Shareholders

1. Krungthai Bank Public Company Limited	49.29%
2. MR. MONGKOL PRAKITCHAIWATTANA	10.76%
3. Thai NVDR Company Limited	8.57%
4. MS. CHANTANA JIRATTITEPAT	4.37%
5. UOB KAY HIAN PTE LTD A/C - RC	3.68%

(As of 31 Dec 2023)

KTC Holding Structure



KTB & KTC Business Synergy



Business Structure & BOT Regulations



Overview & Key Highlight

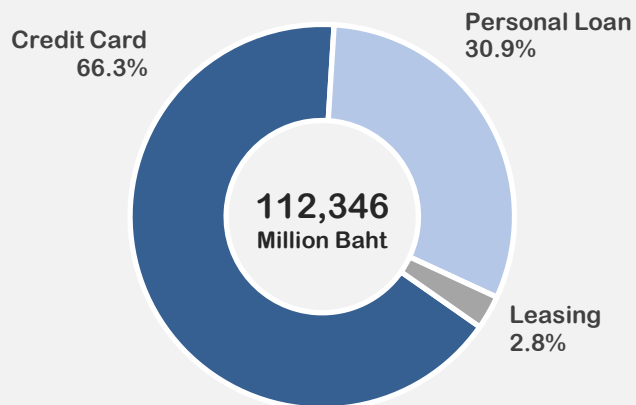
Financial Results

KTC Portfolio Performance

Target 2024

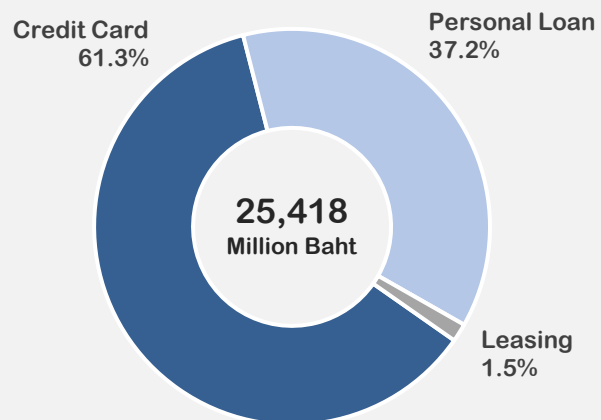
Sustainability

%Total Receivables



(As of 31 Dec 2023)

%Total Revenue

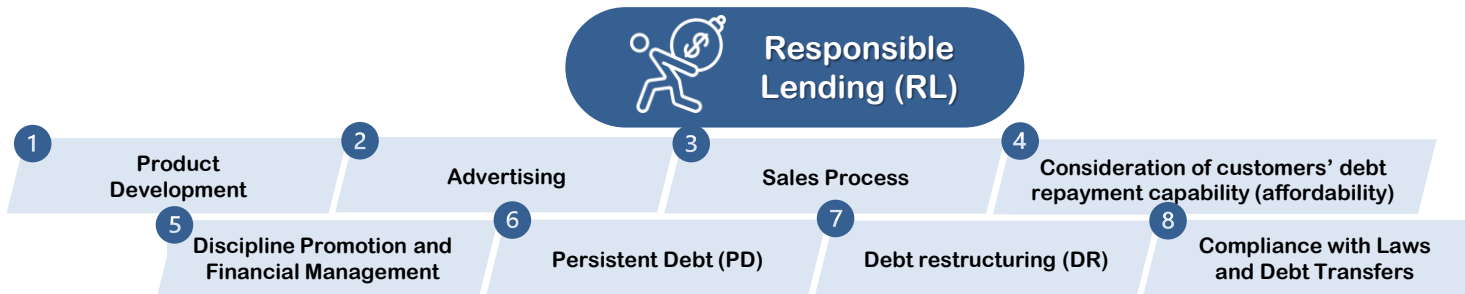


(As of 31 Dec 2023)

	Credit Card	Personal Loan	Auto Title Loan	Hire Purchase
Type of Loan	Multipurpose Unsecured Nationwide	Multipurpose Unsecured Nationwide	Multipurpose Secured or Unsecured Nationwide	Multipurpose Secured Nationwide
Minimum Income (THB)	15,000	-	-	-
Maximum Credit Line (THB)	1.5x (income < 30K) 3x (income 30 – 50K) 5x (income ≥ 50K)	1.5x (income < 30K) 5x (income ≥ 30K)	Automotive Value	Automotive Value
Maximum Interest Rate & Fee	16%	25%	24%	New Car 10% Used Car 15% New & Used Motorcycle 23%
Rate Cap History				

Announced on 12-Oct-22
Effective on 10-Jan-23

Sustainable Household Debt Solution Framework



Debt Restructuring: DR

Persistent Debt: PD

Target Group	Retail
Loan Type	Performing Loans and Non-Performing Loans
Condition	<p>non-NPL: Lender must propose pre-emptive DR at least once to prevent potential issues that a customer may face difficulties in repayment</p> <hr/> <p>NPL: Lender must propose TDR at least once before taking legal actions, debt sales, contract cancellations, or asset seizures.</p>
Effective Period	1 Jan 2024
Status & Impact on KTC	In compliance with BOT's notification (SorKorChor 7/2566)

Revolving Personal Loans
Performing Loans (Interest payment higher than principal payment over the past 3 - 5 years)
<p>General PD (3 to < 5 years) Notification to warn of becoming Severe PD</p> <hr/> <p>Severe PD (5 years) Option to convert Revolving to Term loans (Revolving credit line must be closed)</p> <ul style="list-style-type: none"> Monthly Income < THB 20,000 Interest rate ≤ EIR 15% per Annum Fully repay loans within 5 years
1 April 2024
Maximum impact on interest income THB 18 Million/month

Risk-Based Pricing (RBP)

SANDBOX

Start testing in mid 2024 (1-2 years in the Regulatory Sandbox)

- ✓ Flexible interest rate based on clients' risk appetite
- ✓ Qualifying creditors must apply to test lending out in the Regulatory Sandbox

Debt Service Ratio (DSR)

Plans to take effect in 2025 depending on the economic situation

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Note: BOT released the notification of RL on 28 Dec 2023

Key Highlights Y2023



Overview & Key Highlight

Financial Results

KTC Portfolio Performance

Target 2024

Sustainability

Total Revenue
25,418 MB
▲ 9.4% (YoY)

Net Profit
7,295 MB
▲ 3.1% (YoY)



Total Portfolio
112,346 MB
▲ 7.8% (YoY)

Credit Card
74,441 MB
▲ 7.2% (YoY)

Personal Loans
34,716 MB
▲ 7.5% (YoY)

Leasing
3,189 MB
▲ 30.2% (YoY)

Credit Card Spending
265,383 MB
▲ 11.4% (YoY)

Net Interest Margin*
13.2%

Total NPL
1.7% (Separate) **2.2%** (Consolidated)

NPL Coverage Ratio
476.4% (Separate) **400.3%** (Consolidated)



All Time High Net Profit



Firmly Growing Portfolio in Every Business



Steadily Increase in Card Spending Growth



Healthy Portfolio with Well-Manageable Asset Quality

* Net Interest Margin (NIM) = (Interest Income (Inc. Credit Usage) - Financial Expense) / Average Gross Receivables

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5 | KTC Sustainability

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KTC Portfolio Performance

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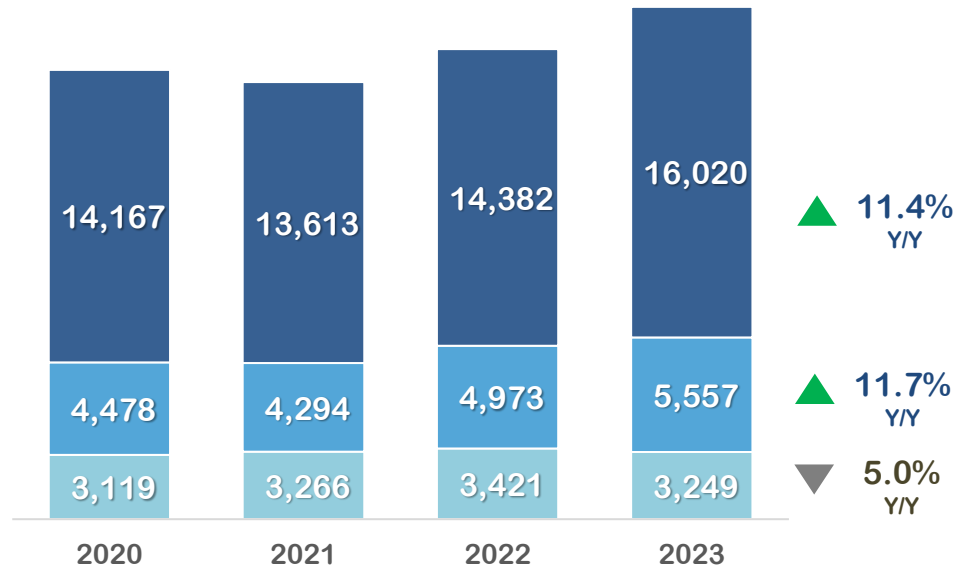
Sustainability



Financial Result Y2023



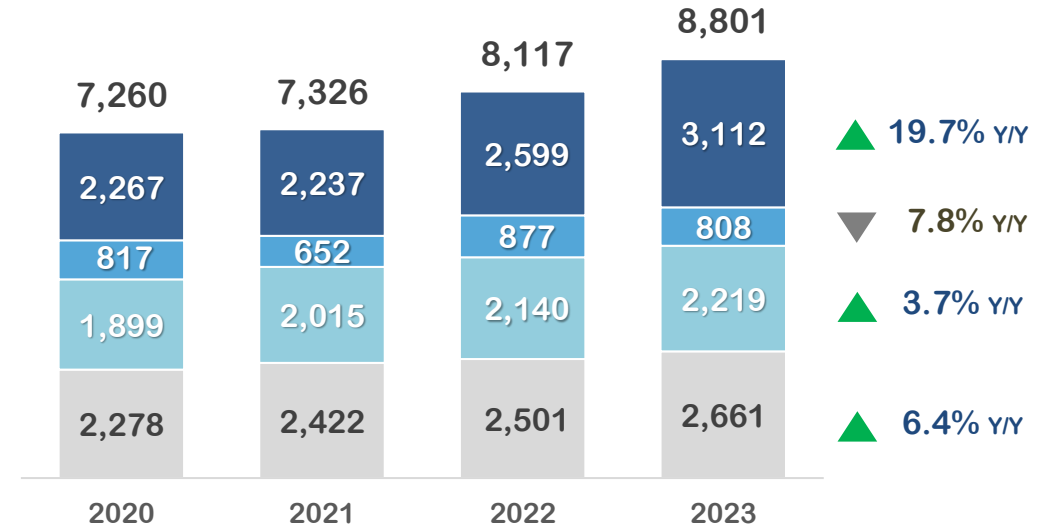
● Total Revenue
Unit: MB



● Interest Income (Including Credit Usage) ● Fee Income (Excluding Credit Usage) ● Recovery Income



● Cost to Income Ratio



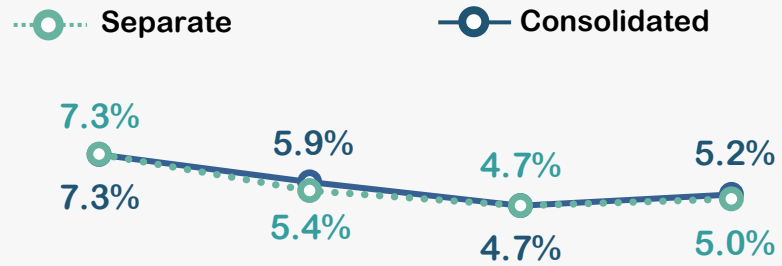
● Fee Expense ● Marketing Expense ● Other Operating Expense (Other Taxes, F&E and etc.) ● Personal Expense

Expected Credit Loss



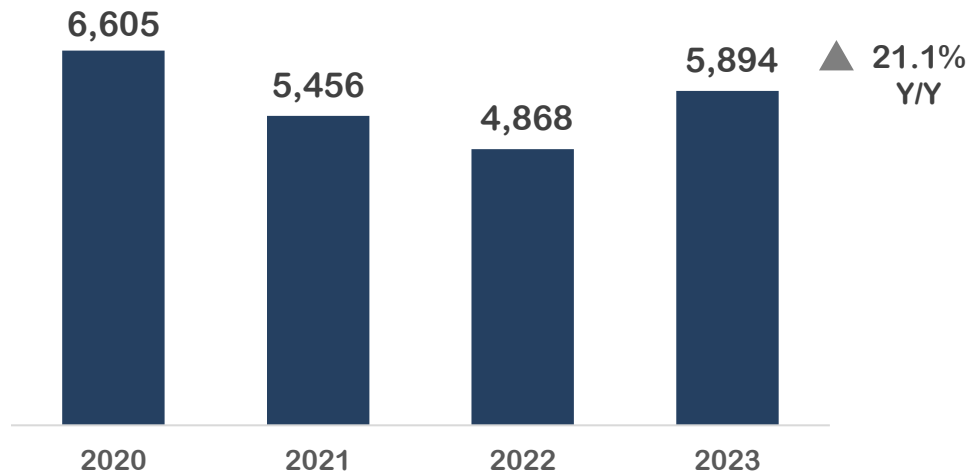
Expected Credit Loss

Credit Cost (Total ECL to Total Loan)



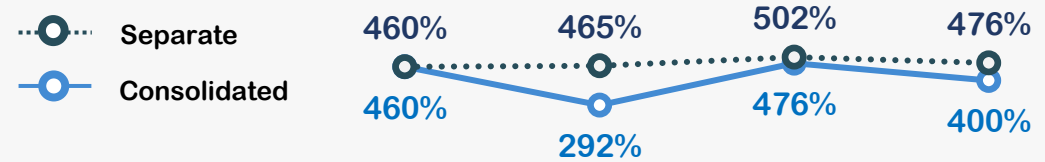
Total Expected Credit Loss

Unit: MB



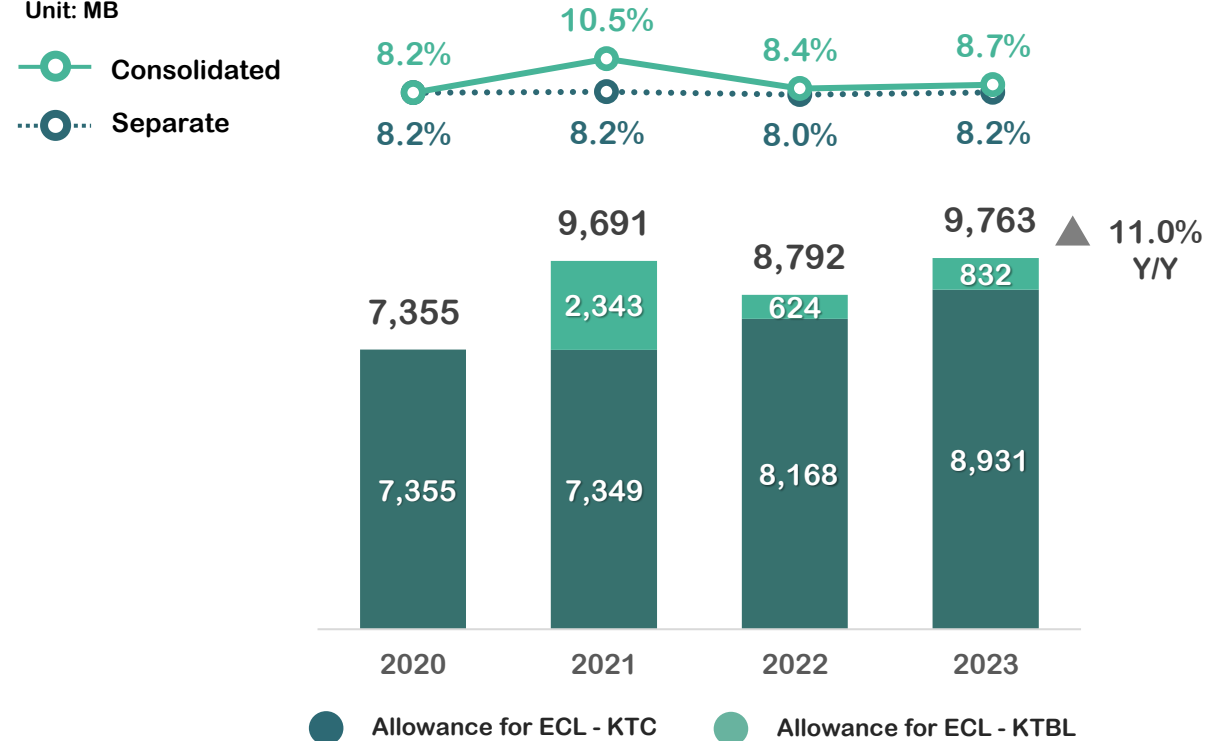
Allowance for Expected Credit Loss

NPL Coverage ratio (Total Allowance to NPLs)



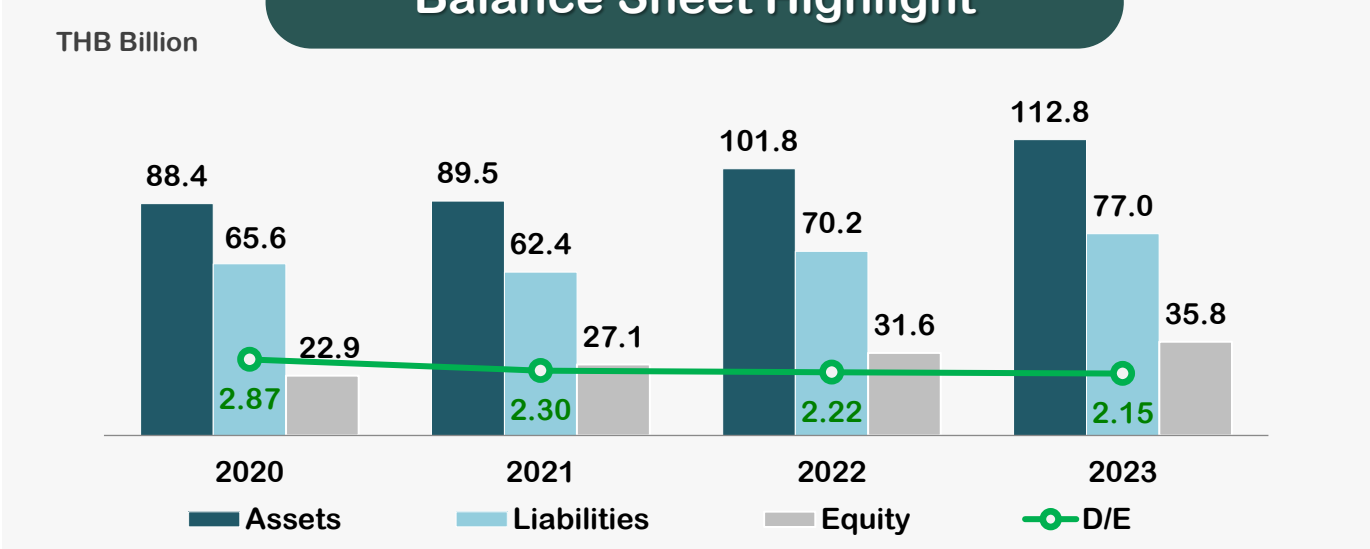
Total Allowance for Expected Credit Loss (Total Allowance to Total Loan)

Unit: MB

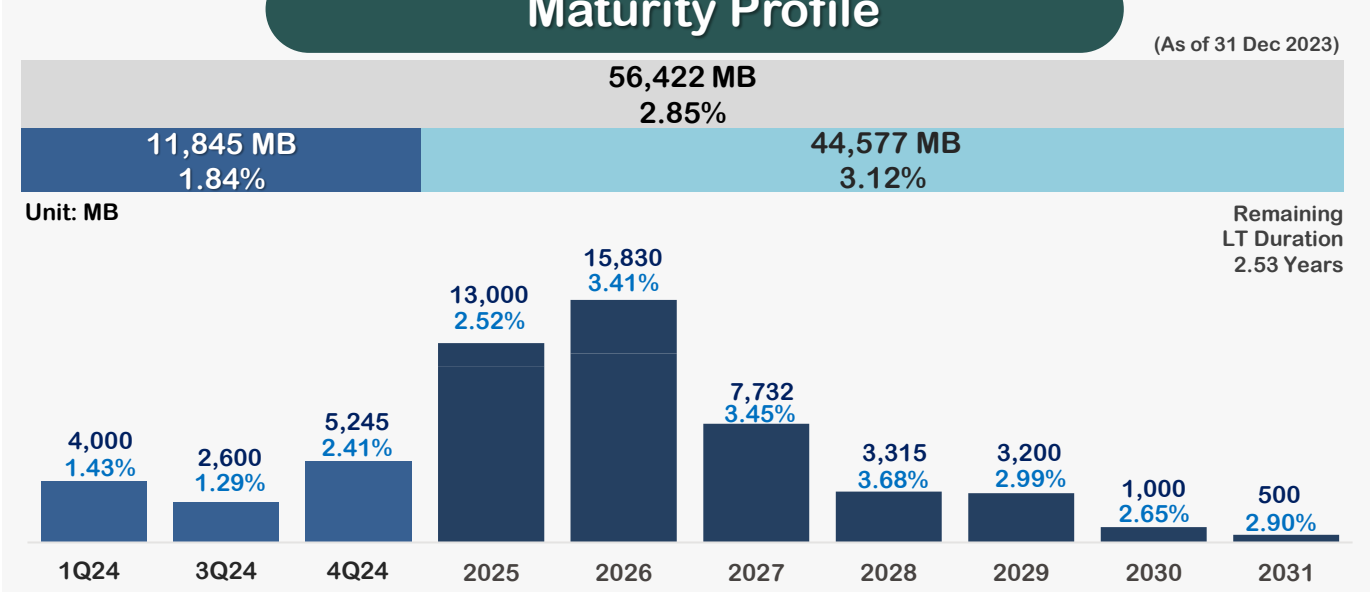


Balance Sheet and Source of Fund

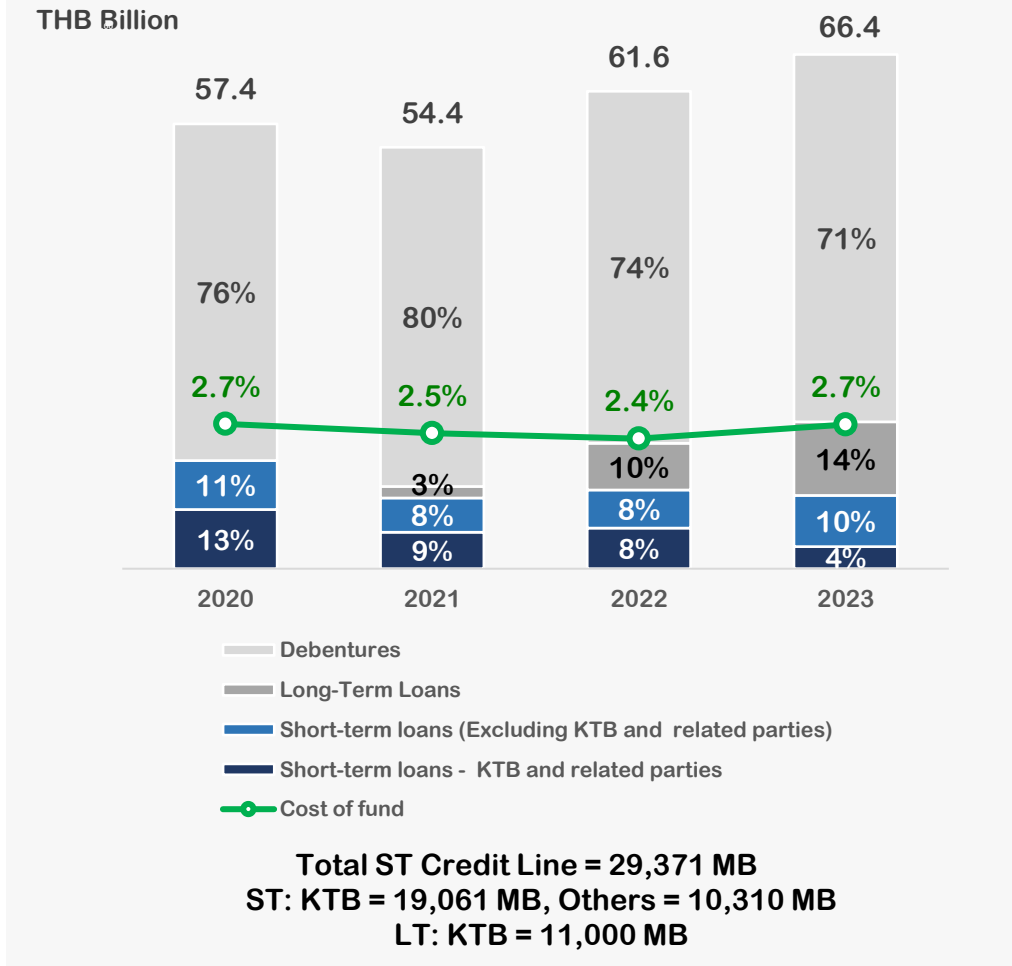
Balance Sheet Highlight



Maturity Profile



Interest Bearing Debt (Original Term)



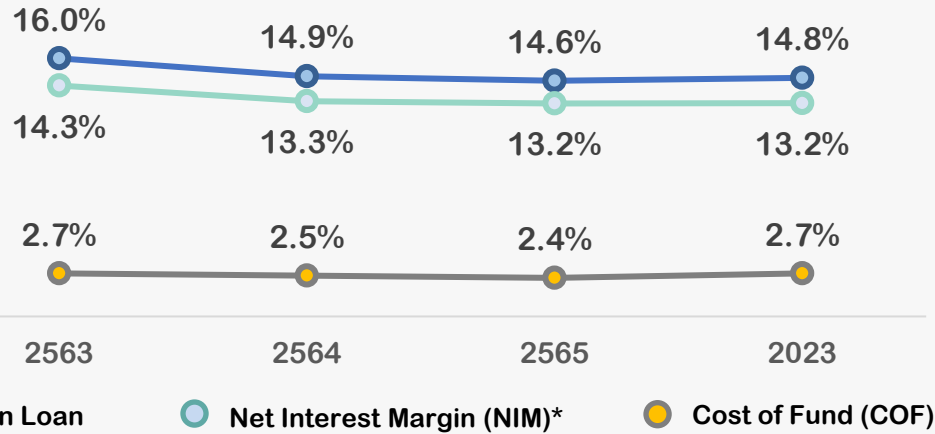
KTC rating AA- by A Strategic Partner of S&P Global

Profitability Ratio



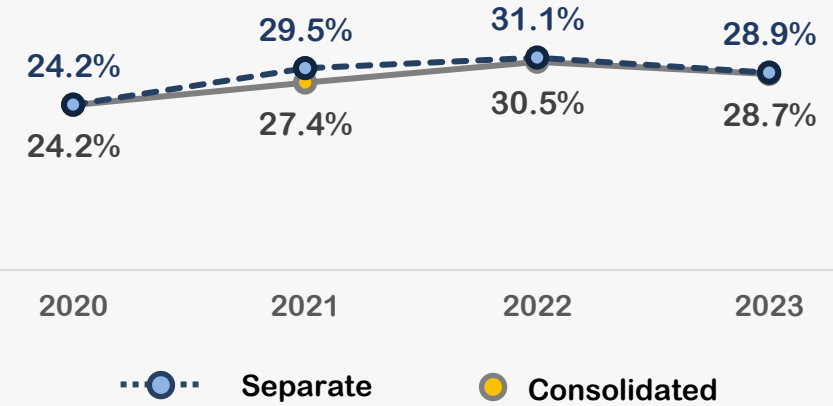
Overview & Key Highlight
Financial Results
KTC Portfolio Performance
Target 2024
Sustainability

Yield on Loan & NIM & COF



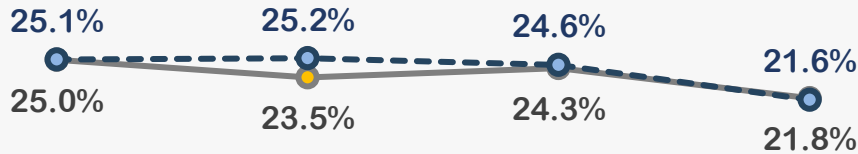
*Net Interest Margin (NIM) = (Interest Income (Inc. Credit Usage) - Financial Expense) / Average Gross Receivables

Net Profit Margin

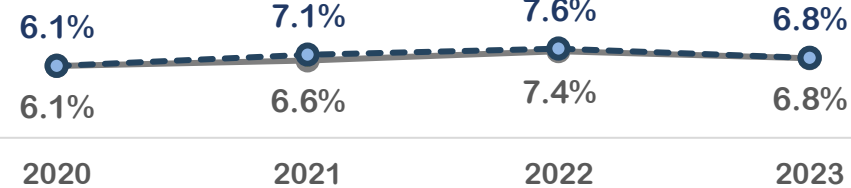


ROE & ROA

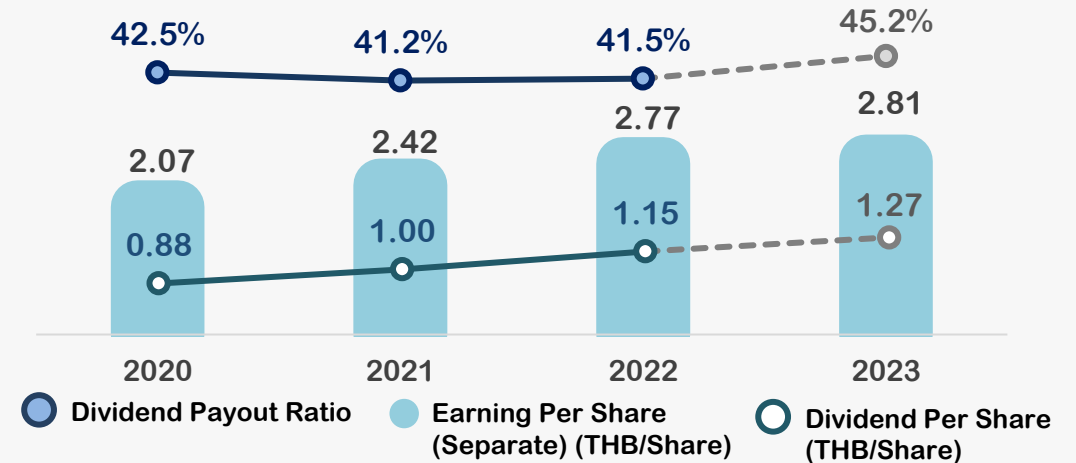
ROE



ROA



EPS & Dividend Payout



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Financial Results

KTC Portfolio Performance

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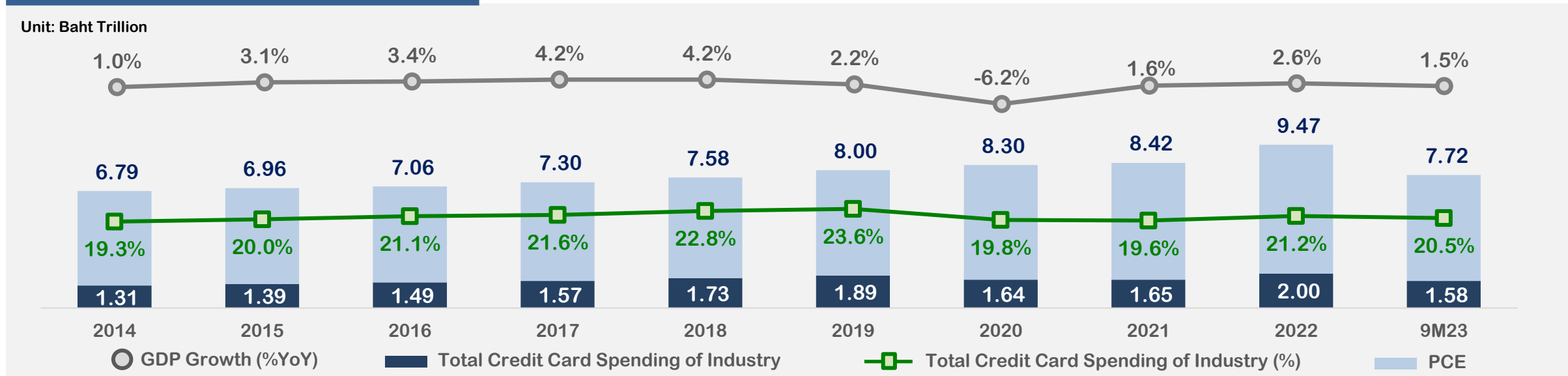
Sustainability



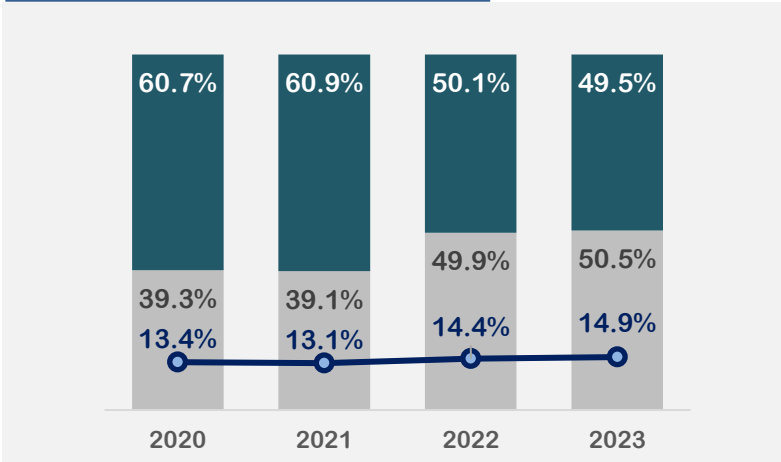
Credit Card Industry & Market Share



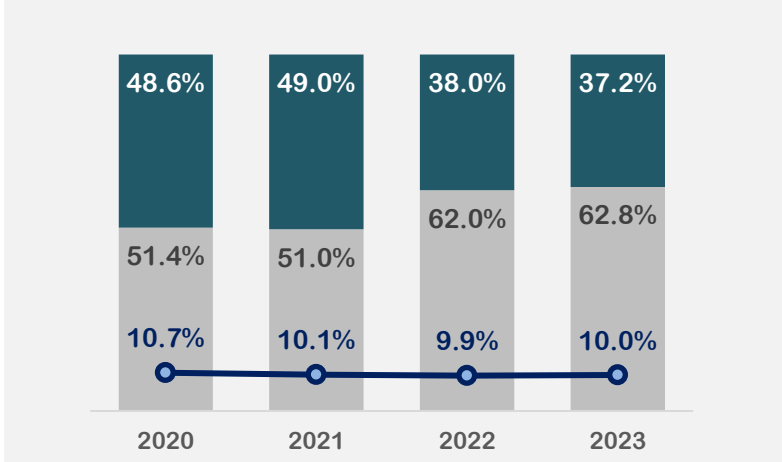
Credit Card Penetration



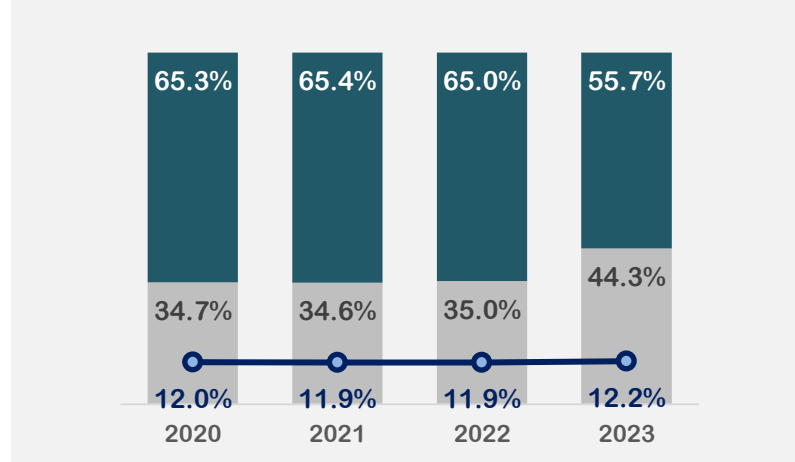
Credit Card Portfolio



No. of Credit Cards



Credit Card Spending



● Commercial Bank ● Non-Bank ● KTC

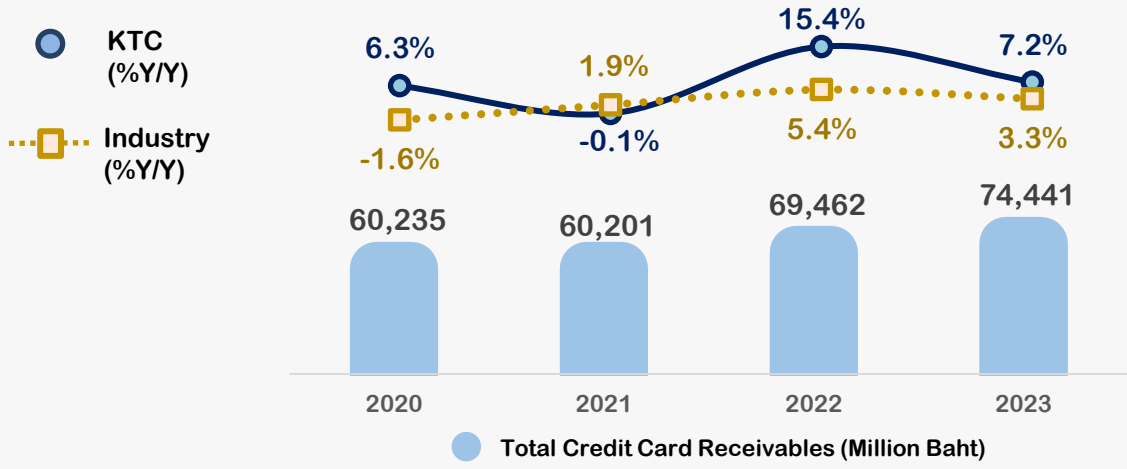
Overview & Key Highlight
Financial Results
KTC Portfolio Performance
Target 2024
Sustainability

Credit Card Performance

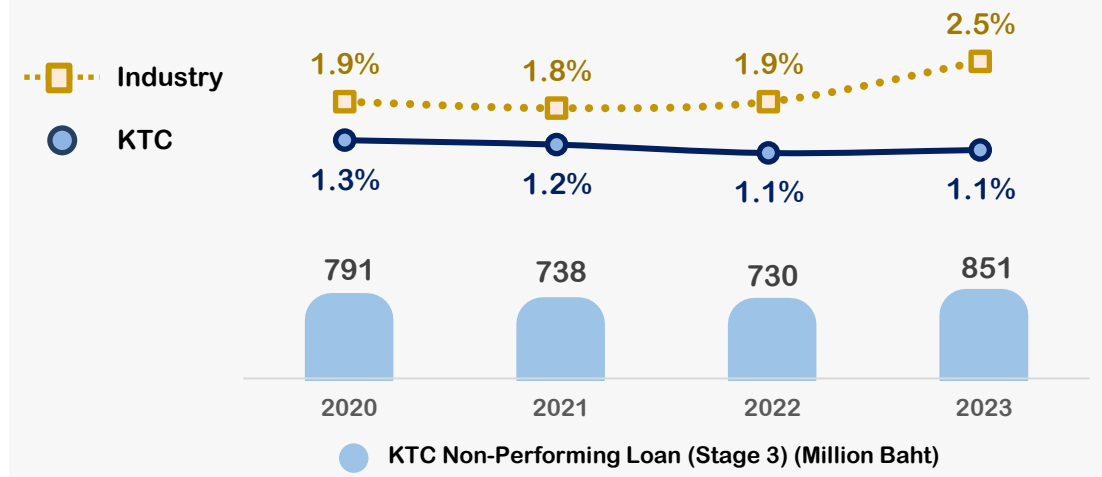


Overview & Key Highlight
Financial Results
KTC Portfolio Performance
Target 2024
Sustainability

Portfolio Growth

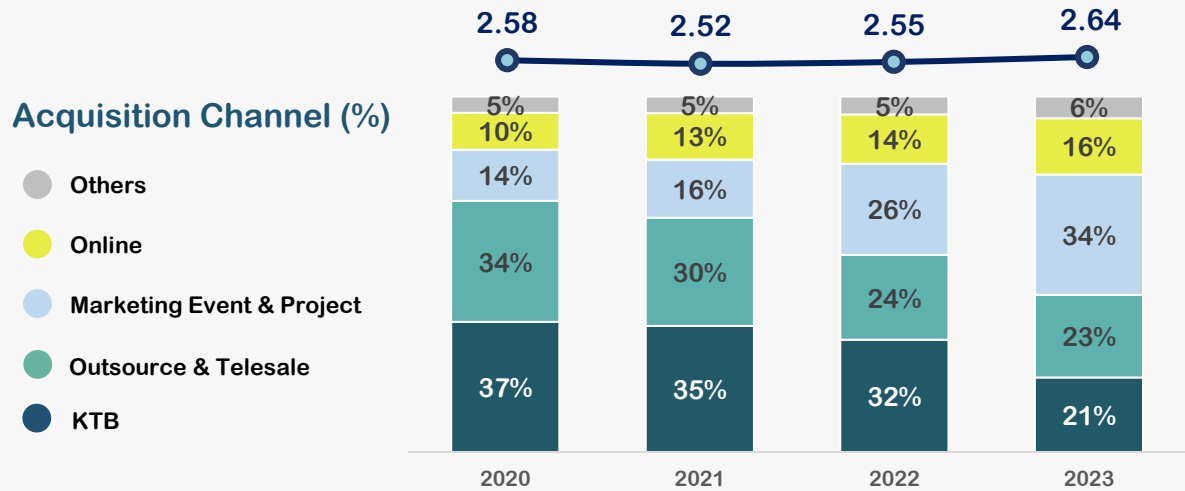


Portfolio Quality

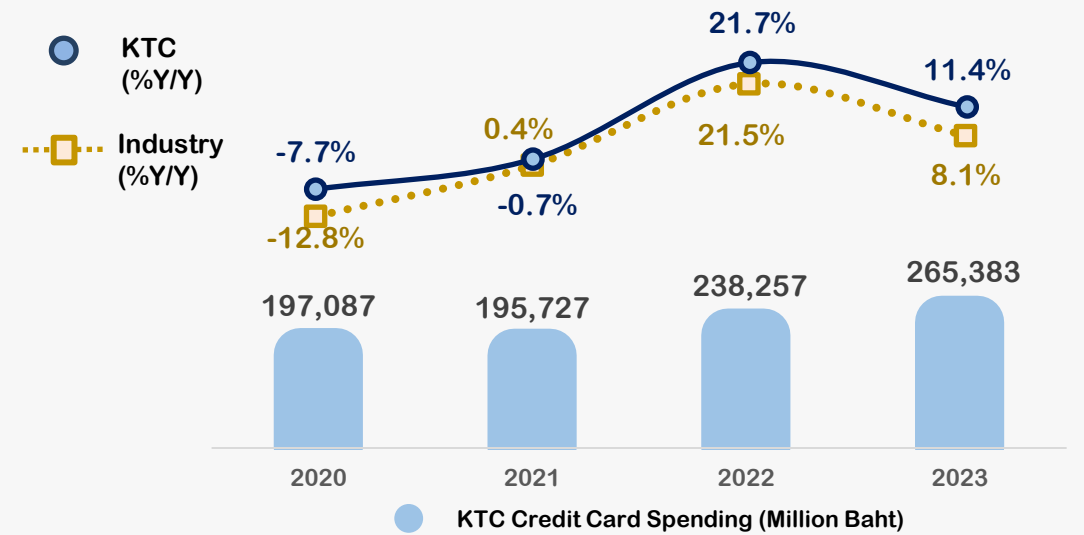


Acquisition Channel

No. of Credit Card (Million Cards)



Card Spending



2024: Credit Card Marketing

- Aligning marketing campaigns strategically with the festive season and leveraging the government's Easy e-receipts campaign.
- Sustain spending momentum across various categories such as dining, shopping, health & beauty, and travel. Additionally, attracting higher-income customers by offering the best deals on hotel dining and travel experiences.
- As anticipating growth in the tourism sector in 2024. Our business partners are becoming more active and increasing their participation in tourism marketing events. KTC continues to deliver exclusive privileges focusing on key destinations through our strategic partnerships: airline, OTA, and NTO.
- With the recent launch of the "KTC DIGITAL" credit card, a digital-first and dynamic CVV feature– a first in Thailand - we continue to expand the number of new card members who frequently shop online and are concerned about their online payment security.



KTC WORLD
★ ทางการไทย - February 6 at 2:00 PM

จีน ฟรีซ่าแล้ว!!
เริ่ม 1 มี.ค. 67

ราคา (ไป - กลับ) เริ่มต้นเพียง 5,840 บาท
ผ่อน 0% นาน 6 เดือน จองได้เลยที่ KTC WORLD
<ลิงก์จอง ในคอมเมนต์>

TITF 24 มหกรรมท่องเที่ยวครั้งยิ่งใหญ่
"เที่ยวทั่วไทย ไปทั่วโลก"
THAI INTERNATIONAL TRAVEL FAIR
Timeless Journeys
TITF#29

25-28 January 2024
Queen Sirikit National Convention Center

WORLD JAPAN AIRLINES
บัตรโดยสาร KTC กับ KTC WORLD
บินคู่ คู่คุ้มกว่า
กับ Japan Airlines
โตเกียว (นาโฮะ) - โอซาก้า - โอซาก้า (นานาชาติ)
เริ่ม 23,890 บาท/เที่ยว
ผ่อน 0% 6 เดือน

WORLD HONG KONG TOURISM BOARD
HELLO HONG KONG
บัตรโดยสาร KTC กับ KTC WORLD
จองตั๋วเครื่องบินไปฮ่องกง
ด้วยบัตร KTC ที่ KTC WORLD
ด้วยบัตรโดยสาร KTC ที่ KTC WORLD
รับส่วนลดสูงสุด 1,800 บาท
ผ่อน 0% 6 เดือน

KTC
ช้อปออนไลน์ได้อย่างมั่นใจ
กับ DYNAMIC CVV
(รหัสลับบัตรที่เปลี่ยนทุกครั้งที่ซื้อ)

บัตรเครดิต KTC DIGITAL
สมัครเลย ไม่มีค่าธรรมเนียมรายปี*

*กรณีบัตรนี้ยังไม่ถึงวันครบอายุบัตร KTC DIGITAL (Visa/Mastercard)
โดยที่บัตรนี้ยังอยู่ในวันครบอายุบัตร จะไม่คิดค่าธรรมเนียม

Overview & Key Highlight

Financial Results

KTC Portfolio Performance

Target 2024

Sustainability

Personal Loan Performance



Overview & Key Highlight

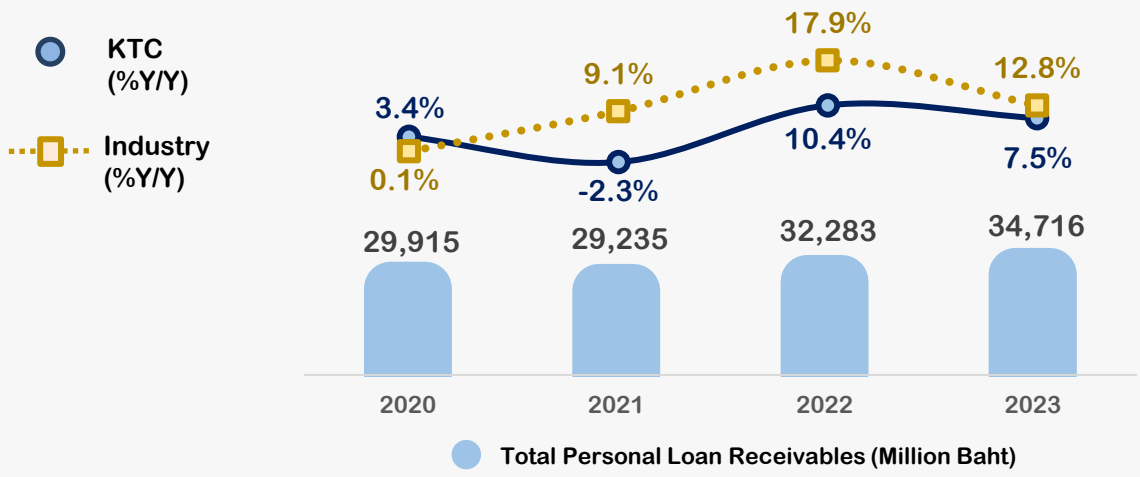
Financial Results

KTC Portfolio Performance

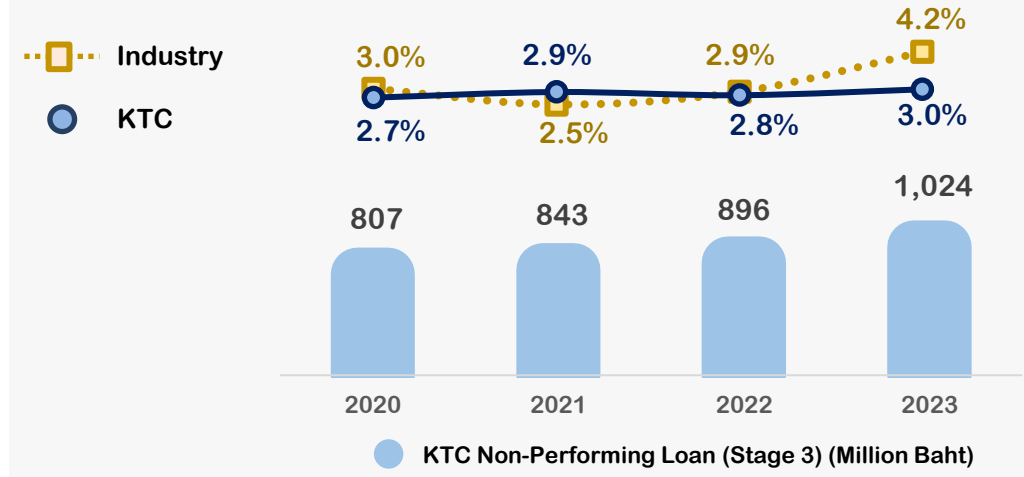
Target 2024

Sustainability

Portfolio Growth



Portfolio Quality

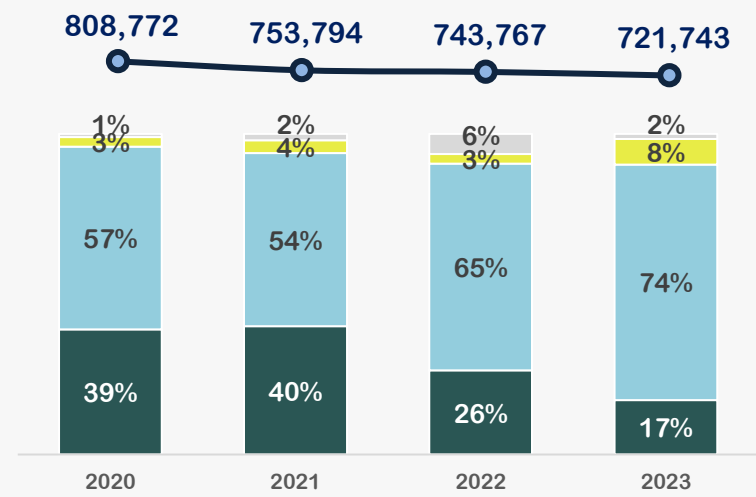


Acquisition Channel

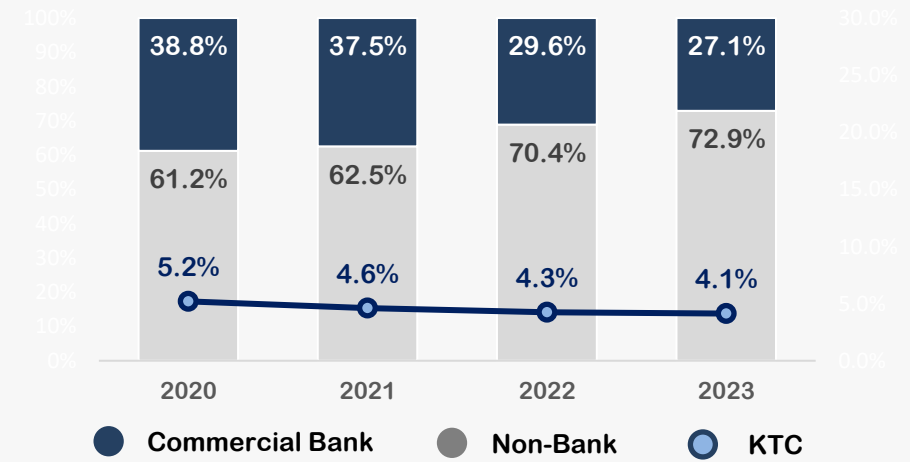
No. of Accounts (Accounts)

Acquisition Channel (%)

- Others
- KTC Branch
- Outsource & Telesale
- KTB

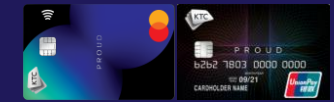


Market Share



P-Loan Marketing Campaign in 2024

- Aims to focus more on online sales channels while emphasizing SEO and SEM strategies,
- Implements convenient and easy online application processes,
- Enables applying for loans through the NEXT Self-Service app.



Overview & Key Highlight

Financial Results

KTC Portfolio Performance

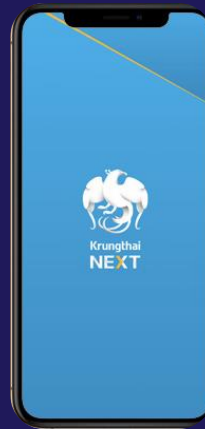
Target 2024

Sustainability



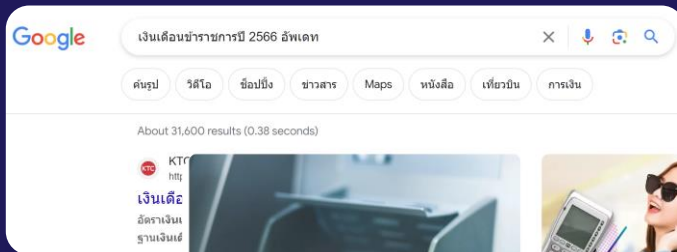
Create Product Awareness

Build KTC PROUD cash card awareness through targeted online articles matching the lifestyles of the target audience.



Offer the “Right deal”:

Special 19.99% APR for up to 60 months for approved cardmembers, easing customer burdens.



ทำบัตรเครดิตใบไหนดี? เปิด 7 เหตุผล ทำไมถึงนำใช้
การวางแผนการเงินเป็นสิ่งที่คุณควรคำนึงถึง ไม่ว่าจะเป็น
การออมเงินหรือการลงทุนก็ควรพิจารณาจากแผนการเงิน



แนะนำบัตรเครดิต สมัครง่ายที่สุด รู้ผลอนุมัติไว ไม่ต้องมีคน...
เมื่อต้องเผชิญปัญหาทางการเงินไม่ว่าจะเพราะรายได้ต่ำกว่ารายจ่ายหรือ
ชชเขา หรือมีค่าใช้จ่ายฉุกเฉินทำให้ต้องใช้จ่ายก้อนด่วน



เปิดช่องทางหาเงินด่วนทันใจ สิ้นเชื่ออนุมัติไวสำหรับคนร้อนเงิน
สำหรับใครที่กำลังเผชิญปัญหาขาดสภาพคล่อง หมดเงินไม่ทันรายจ่าย
อยากได้เงินก้อนใหญ่มาช่วยเสริมสภาพคล่องทางการเงินหรือแบ่งเบาภาระ

KTC

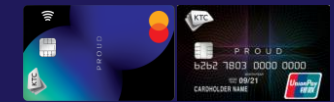
สมัครวันนี้ พิเศษ

สมัครบัตรเครดิตเงินสด KTC PROUD

ดอกเบี้ย 19.99% ต่อปี*

*กู้ทำที่จำเป็นและชำระคืนไหว อัตราดอกเบี้ยพิเศษ สำหรับเงินกู้ก้อนแรกที่โอนเข้าบัญชี 50,000 บาทขึ้นไป และเลือกผ่อนชำระรายเดือน (12 - 60 เดือน) รายการเบิกถอนอื่นจะคิดอัตราดอกเบี้ย 20% - 25% ต่อปี เฉพาะลูกค้าที่สมัครและได้รับอนุมัติภายใน 1 ม.ค. 67 - 30 เม.ย. 67

P-Loan Marketing Campaign in 2024



Overview & Key Highlight

Financial Results

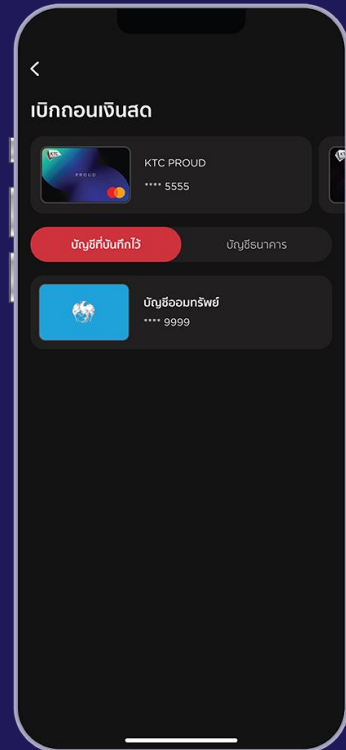
KTC Portfolio Performance

Target 2024

Sustainability

Encourage usage in portfolio thru various features

- Fulfill customers' need anywhere anytime with Swipe-Transfer-Withdraw-Installment functions
- Emphasize on swipe function for retail purchase to meet members' lifestyle by fully leverage on KTC Credit Card partner privileges
- Reward loyal members while stimulate on discipline payment with Clear Debt campaign



KTC SAMSUNG

บัตรกดเงินสด KTC PROUD

ซื้อ Galaxy S24 Series วันนี้

Galaxy AI+ is here

ผ่อน **0%** นานสูงสุด **24** เดือน

BaNANA Advice JIB IT CITY | true 5G 5G 5G Jaymart tg SAMSUNG

*เมื่อผ่อนชำระเต็มจำนวน ภายในวันครบกำหนดชำระ โปรดตรวจสอบเงื่อนไขเพิ่มเติมและสินค้าที่ร่วมรายการ ณ จุดขาย

สมัครเลย

18 มี.ค. 67 - 31 มี.ค. 67

รับเพิ่มฟรี

น้ำดื่ม SUSCO **1** ขวด

รับส่วนลดสูงสุด **440** บาท

PAYDAY

รับส่วนลด **300** บาท

รับส่วนลด **150** บาท

รับส่วนลดสูงสุด **600** บาท

รับส่วนลด **10%** (สูงสุด 600 บาท)

บัตรกดเงินสด KTC PROUD

จ่ายๆแถมได้ สิทธิเยอะ

ลงทะเบียนวันนี้ ผ่านแอป KTC Mobile

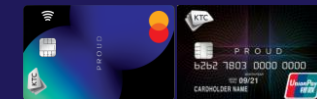
เคลียร์หนี้ ปี 67

- 1 กดที่เมนู "ค้นหาโปรแกรมขั้น"
- 2 พิมพ์ "เคลียร์หนี้ ปี 67" แล้วกดค้นหา
- 3 อ่านรายละเอียด และเลื่อนลงมาด้านล่างสุด กด "ลงทะเบียน"

1 มี.ค. 67 - 31 มี.ค. 67

ผู้ทำซ้ำเป็นและชำระหนี้ต่อ อัตราดอกเบี้ย 20% - 25% ต่อปี

Responsible Lending Regulation



KTC PROUD has already complied with BOT Responsible Lending Regulation to sustainably solve household debt issues which has been implemented since January 1, 2024

Advertising:

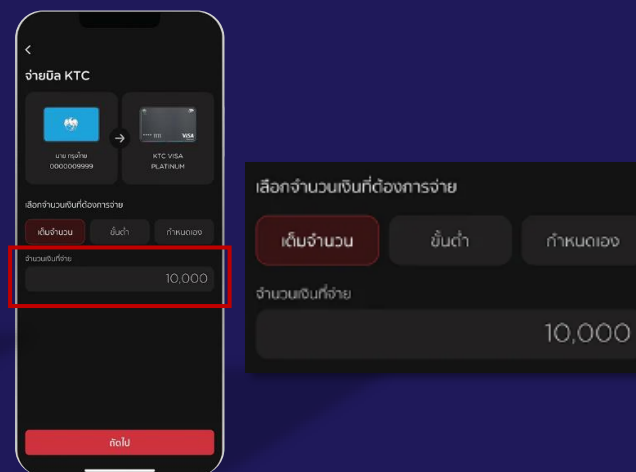
Communicate with “correct and clear” content and promote financial discipline message “apply loan when needed”



แสดงข้อความ “กู้เท่าที่จำเป็นและชำระคืนตามกำหนด จะได้ไม่เสียดอกเบี้ย 20-25% ต่อปี”

Promotion of discipline and financial management:

Provide important information to “Nudge” debtors to encourage “responsible borrowing”



ตั้งค่าเริ่มต้น (Default) ในบริการรับชำระหนี้สินเชื่อ บน KTC Mobile ไว้ที่การชำระหนี้ “เต็มจำนวน”

Helping debtors with debt repayment issues:

Provider restructuring guideline for debtors who show repayment problems signs



ช่วยให้ลูกหนี้เห็นทางปิดจบหนี้ได้อย่างเหมาะสม

In Focus... Continuously Building KTC P BERM Brand



Strengthen KTC P BERM Brand Awareness with an end-scene highlighting Krungthai Branch

- Online Media -



- On The Spot Media -



Billboard @Krungthai Branch



Standee



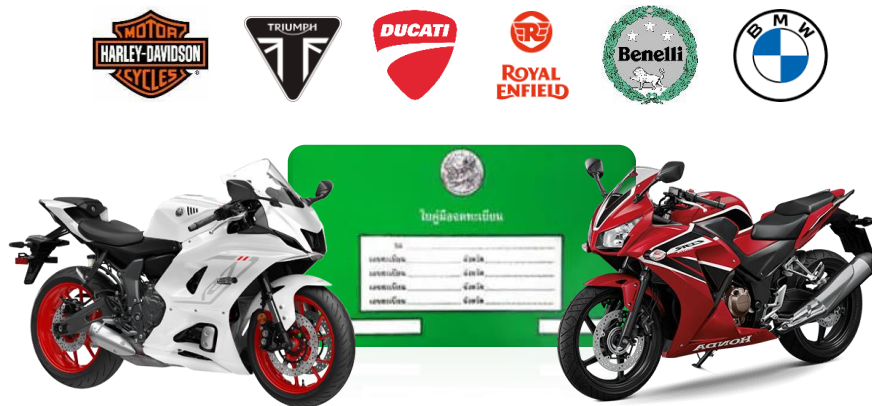
Vinyl Ad @Strategic Location

- **Krungthai branch will be highlighted at the end-scene** to create awareness and draw traffic to Krungthai channel
- **New KTC P Berm brand awareness campaign** will be released in Mid-Feb'24 via different platforms including **Tiktok, Youtube, Facebook, Google, and Line** to increase brand visibility and strengthen brand awareness

RESPONSIBLE LENDING - All communications will be complied with Bank of Thailand Responsible Lending guideline
 เน้นการให้สินเชื่ออย่างรับผิดชอบและเป็นธรรม สื่อสารอย่างชัดเจน โปร่งใส และไม่สนับสนุนการเป็นหนี้เกินตัว

'Product Refinement' to Capture New Customer Group

'Expand Bigbike Brand'
to ensure variety and coverage



- **Bigbike brands will be expanded by end of Q1'24** to ensure coverage and to support business growth
- With an additional 6 brands, **KTC will be offering 11 bigbike brands in total which represents more than 95% of total market**
- Current Bigbike brands: Honda, Kawasaki, Yamaha, Suzuki, Vespa + **Harley-Davidson, Triumph, Ducati, Royal Enfield, Benelli, BMW**

'Car for Cash Refinance'
to expand new segment



- **Car for Cash Refinancing will be launched in early Q2'24** to capture new segment for those whose car still under finance which represents big segment in the market
- Refinance loan is offered to address customers' needs, offering extra loan, longer term, and lower payment

AGENDA



- 1 | KTC Overview & Key Highlights
- 2 | Financial Results
- 3 | Consumer Finance Industry & KTC Portfolio Performances
- 4 | Target 2024**
- 5 | KTC Sustainability

Overview & Key Highlight

Financial Results

KTC Portfolio Performance

Target 2024

Sustainability



Target 2024



AGENDA



1 | KTC Overview & Key Highlights

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4 | Target 2024

5 | KTC Sustainability

Overview & Key Highlight

Financial Results

KTC Portfolio Performance

Target 2024

Sustainability



Sustainability Overview



Overview & Key Highlight

Vision

KTC is a membership company in payment and retail lending business with emphasis on being a trusted organization with sustainable growth

Purpose

To provide better financial products and services to enhance quality of life for all Thais

Strategies

Economic Dimension

Better Product & Service

KTC Digital Credit Card

“Digital Transition for Customers and Employees”

Social Dimension

Better Quality of Life

“Financial Access and Education for All Thais”

Environmental Dimension

Better Climate

“Environmentally Friendly”

Financial Results

KTC Portfolio Performance

Target 2024

Sustainability

National Awards

- SET ESG Ratings 2023** AAA: In SETTHSI Index since 2020 & SET ESG Ratings AAA in 2023
- ESG100 2023**: Certified as an ESG100 company and recognized for outstanding sustainability performance by ThaiPat Institute since 2016
- Excellence CG Scoring** by Thai Institute of Directors Association (IOD) since 2016 (Based on OECD Principles of CG)
- Excellent AGM Scoring** by Thai Investors Association (TIA) in 2023
- CAC** Membership of the Thai Private Sector Collective Action Against Corruption since 2016

International Awards

- MSCI ESG RATINGS** BBB: MSCI ESG Ratings BBB Since July 2023
- FTSE4Good**: FTSE4Good Index since 2021
- ASEAN CORPORATE GOVERNANCE**: ASEAN CG Scorecard award (ASEAN Asset Class PLCs category), average score of 97.5 in 2022
- S&P Global's Sustainability Yearbook 2024**: Member of the S&P Global's Sustainability Yearbook 2024

World Class Standards

- GRI STANDARDS**: Adopting an International Sustainability Reporting Framework, the Global Reporting Initiatives Standards (GRI Standards) since 2019
- With Reference**:
 - ISO/IEC 27001 Information Security Management**: The Information Security Management System ISO/IEC 27001:2013
 - ISO/IEC 27701 Privacy Information Management**: The Privacy Information Management System ISO/IEC 27701:2019
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