



# KTC PERFORMANCE 1H24



# AGENDA



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## 3 | Consumer Finance Industry & KTC Portfolio Performance

## 4 | Target vs Actual

## 5 | KTC Sustainability

Overview &  
Key Highlights

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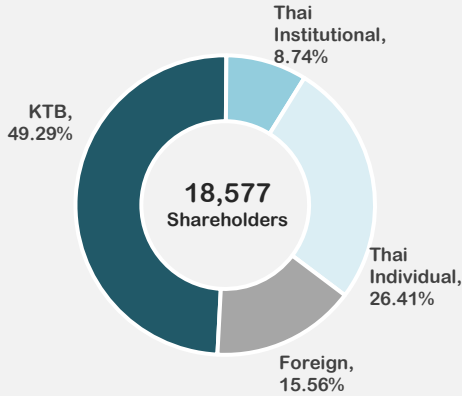


# KTC Overview



- Incorporated in 1996 as a credit card servicing subsidiary company of Krungthai Bank PLC
- In July 2002, KTB sold the credit card portfolio to KTC which subsequently transformed KTC into a full consumer finance company

## Shareholder Structure

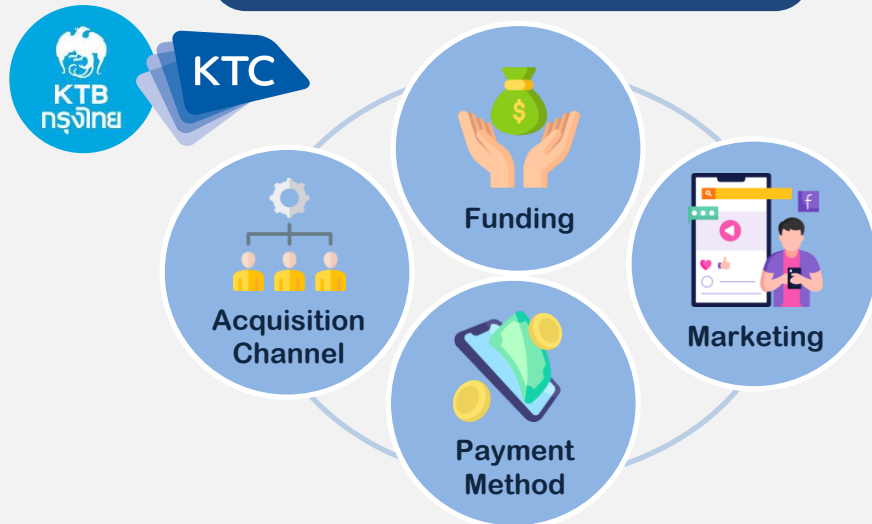


### Top 5 Shareholders

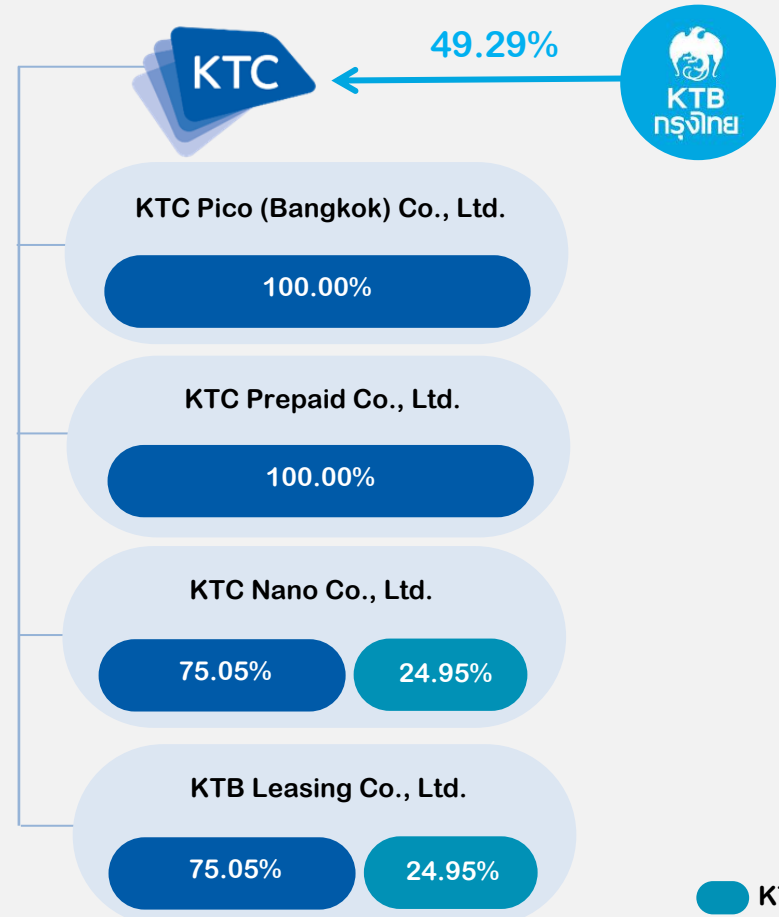
1.	Krungthai Bank Public Company Limited	49.29%
2.	MR. MONGKOL PRAKITCHAIWATTANA	11.96%
3.	MS. CHANTANA JIRATTITEPAT	4.95%
4.	UOB KAY HIAN PTE LTD A/C - RC	4.09%
5.	Thai NVDR Company Limited	3.86%

(As of 30 Jun 2024)

## KTB & KTC Business Synergy



## KTC Holding Structure



KTB  
 KTC

(As of 30 Jun 2024)

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# Business Structure & BOT Regulations



Overview & Key Highlights

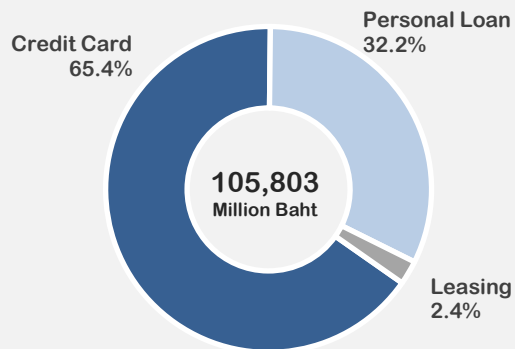
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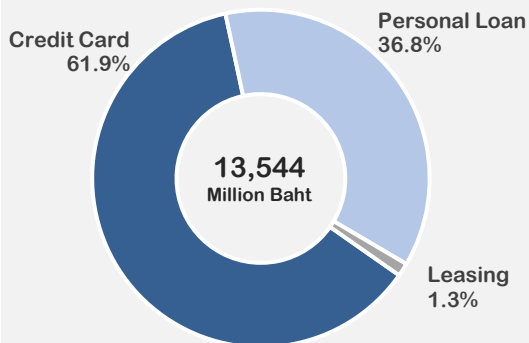
Sustainability

## %Total Receivables



(As of 30 Jun 2024)

## %Total Revenue



(As of 30 Jun 2024)



### 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

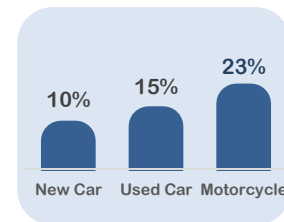
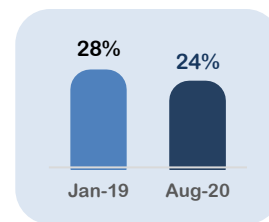
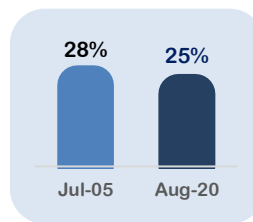
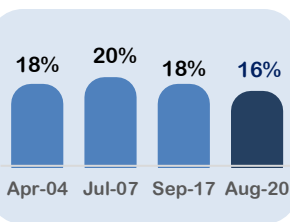
16%

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

# 2024 KTC Debt Restructuring & BOT Relief Measures (Revised)

Assistance Measure	Interest Rate	Period
<p><b>Credit Card</b></p> <p>Change to Long Term Personal Loan</p>	15.75% Per Annum	48 Months
<p><b>KTC PROUD Cash Card</b></p> <p>Convert Revolving Loan to Term Loan</p>	Based on Current Agreement	60 Months
<p><b>Severe Persistent Debt</b></p> <p>Convert Revolving Loan to Term Loan</p> <p>Qualification:</p> <ul style="list-style-type: none"> <li>Not categorized as NPL</li> <li>Paid interest more than principal over the past 5 years</li> <li>Monthly Income &lt;20K THB</li> </ul>	15% Per Annum	84 Months Effective from 1 Jan 2025
<p><b>KTC Fixed Loan</b></p> <p>Lower Installment by 30%</p>	Based on Current Agreement	3 Billing Cycles
<p><b>P BERM Car for Cash (Car &amp; Big Bike)</b></p> <p>Lower Installment by 30%</p>	Based on Current Agreement	3 Billing Cycles
<p><b>P BERM Car for Cash (MotorBike)</b></p> <p>Extend Payment Term</p>	Based on Current Agreement	60 / 72 / 84 Months
<p><b>P BERM Car for Cash (MotorBike)</b></p> <p>Convert Revolving Loan to Term Loan</p>	Based on Current Agreement	60 Months

## Minimum Payment

- Extends the minimum payment at 8% from the end of 2024 to the end of 2025.
- Debtors who pay a minimum payment of  $\geq 8\%$ 
  - receive cashback, per the below rates, paid quarterly in 2025.

1H25  
**0.5%**  
of outstanding balance

2H25  
**0.25%**  
of outstanding balance

- Debtors who are unable to meet the 8% threshold
  - Can choose to restructure an outstanding credit-card loan into a term loan before turning to NPL.
  - Can still utilize the available credit limit.
  - Effective within September 2024.

## Debt Consolidation

- Eligible for mortgages and retail loans.
- LTV ratio restrictions will be relaxed. Debtor's overall burden must be reduced.
- Effect until the end of 2025.

Source: KTC Product Disclosure Table, KTC Official Website as of 16 Jul 2024, BOT Relief Measure (Revised) Announcement on 2 Aug 2024

# Key Highlights 1H24



Total Revenue

13,544 MB

▲ 10.2% (YoY)

Net Profit

3,629 MB

▼ 1.3% (YoY)



Total Portfolio  
105,803 MB

▲ 0.2% (YoY)



Credit Card

69,253 MB

▲ 0.9% (YoY)



Personal Loans

34,028 MB

▲ 1.9% (YoY)



Leasing

2,523 MB

▼ 28.7% (YoY)

Credit Card Spending

140,368 MB

▲ 10.0% (YoY)

Net Interest Margin

13.0%

Total NPL

1.68%

(Separate)

1.97%

(Consolidated)

NPL Coverage Ratio

402.7%

(Separate)

363.3%

(Consolidated)

Prudent Asset Quality Management

Continuous Credit Card Spending Growth Amid Challenging Economy

Steady and Sustainable Loan Portfolio Growth

Stronghold Balance Sheet

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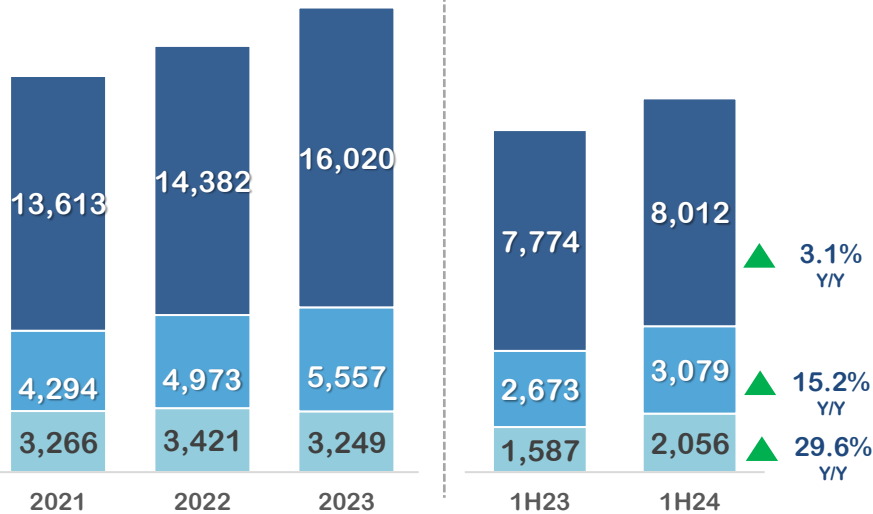
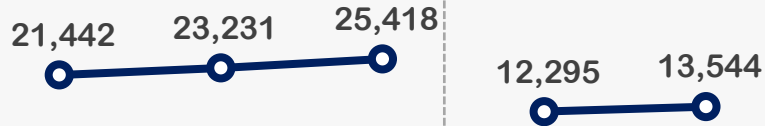


# Financial Result 1H24



**Total Revenue** 13,544  
Million Baht ↑ 10.2%  
(YoY)

**Total Revenue**  
Unit: MB



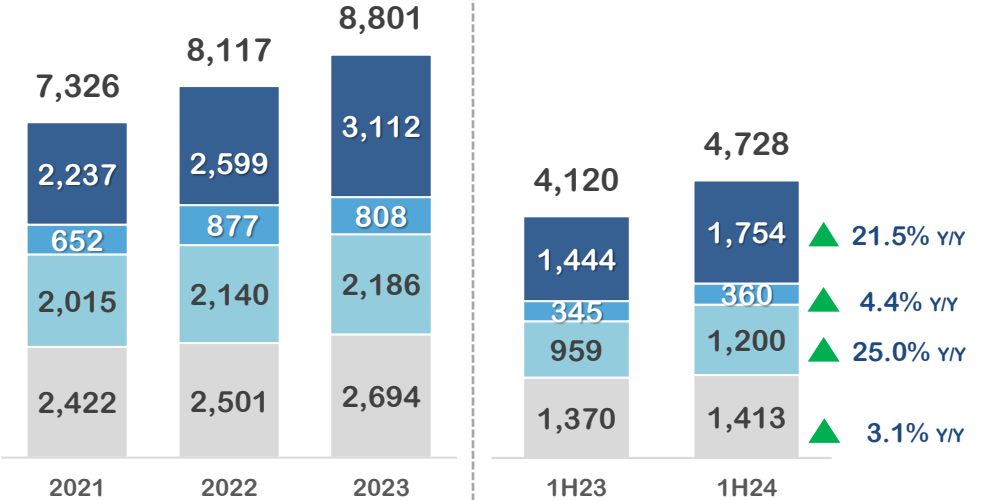
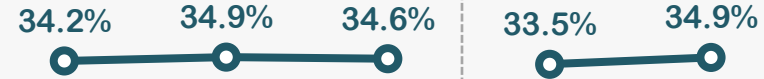
● Interest Income (Including Credit Usage) ● Fee Income (Excluding Credit Usage) ● Recovery Income

Note: Based on Consolidated Financial Statement

**Total Expense** 9,000  
Million Baht ↑ 16.4%  
(YoY)

**Total Operating Expense** 4,728  
Million Baht ↑ 14.8%  
(YoY)

**Cost to Income Ratio**



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

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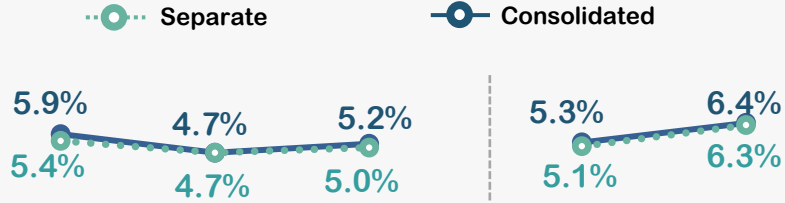


# Expected Credit Loss



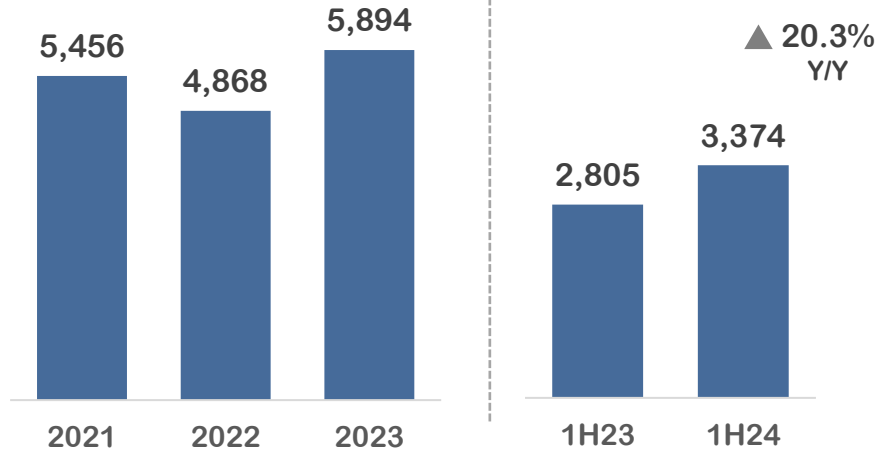
## Expected Credit Loss

Credit Cost (Total ECL to Total Loan)



Total Expected Credit Loss

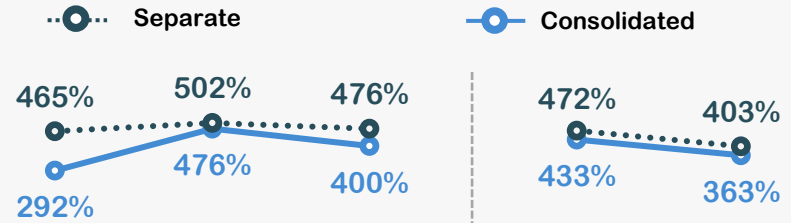
Unit: MB



● ECL

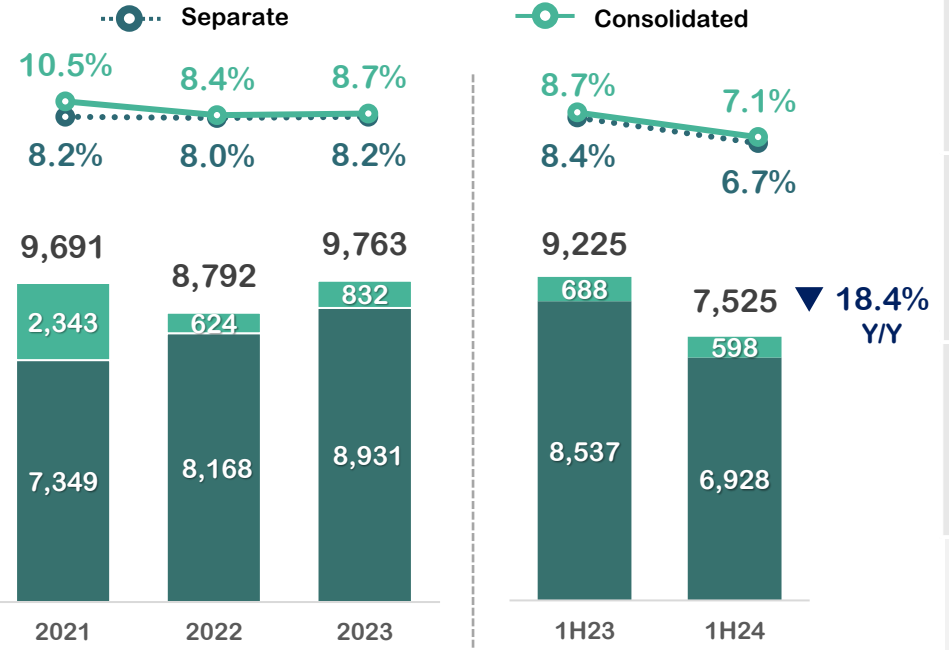
## Allowance for Expected Credit Loss

NPL Coverage ratio (Total Allowance to NPLs)



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

Unit: MB



● Allowance for ECL - KTC

● Allowance for ECL - KTBL

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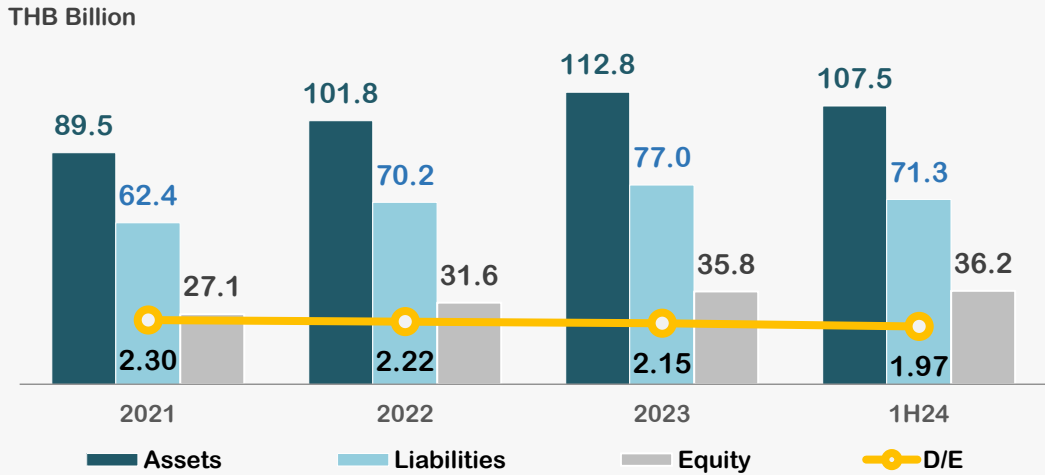
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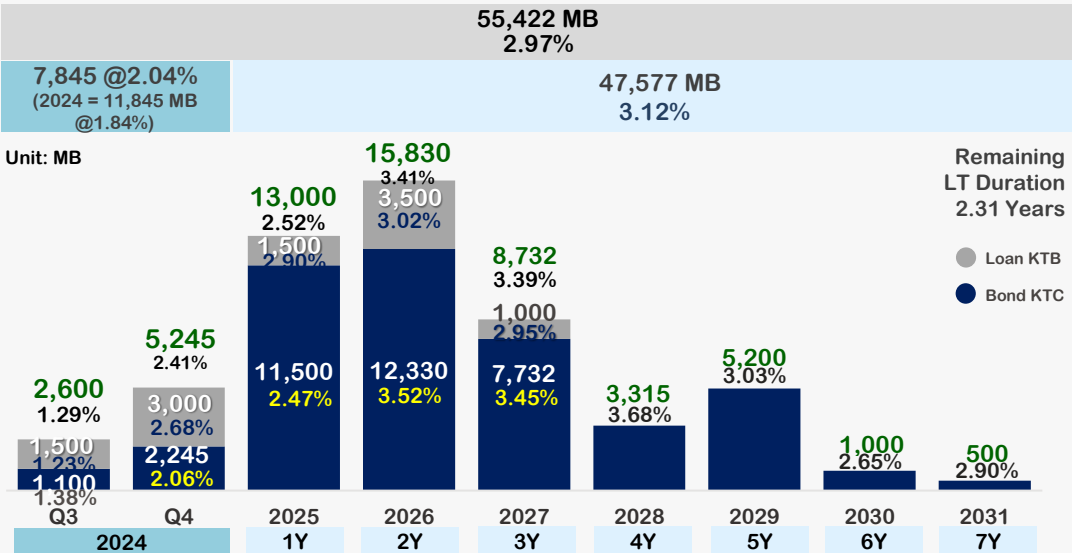
# Balance Sheet and Source of Fund



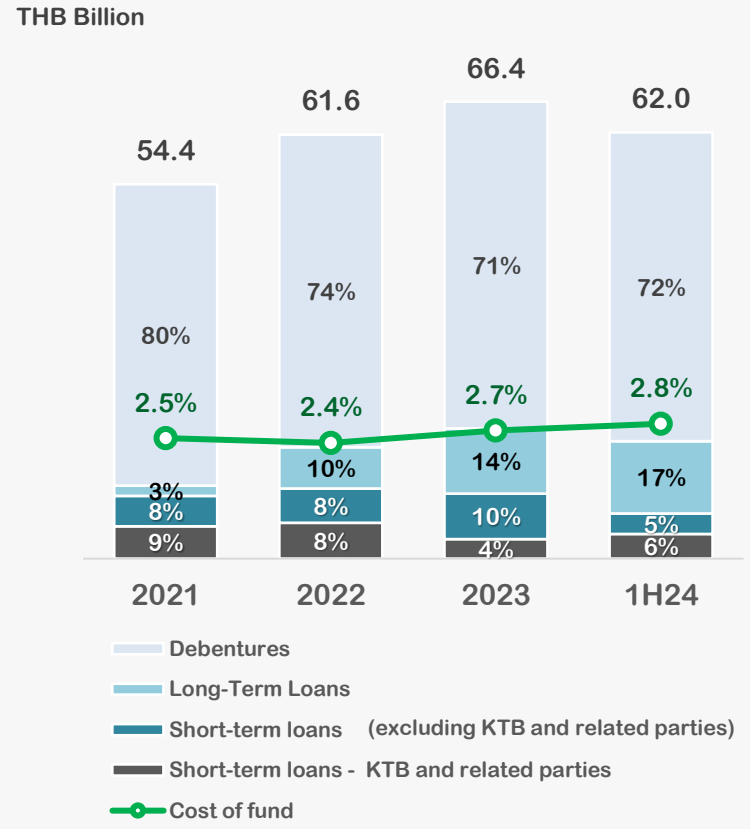
## Balance Sheet Highlight



## Maturity Profile



## Interest Bearing Debt (Original Term)



**Total ST Credit Line = 28,871 MB**  
**ST: KTB = 18,561 MB, Others = 10,310 MB**  
**LT: KTB = 16,000 MB**

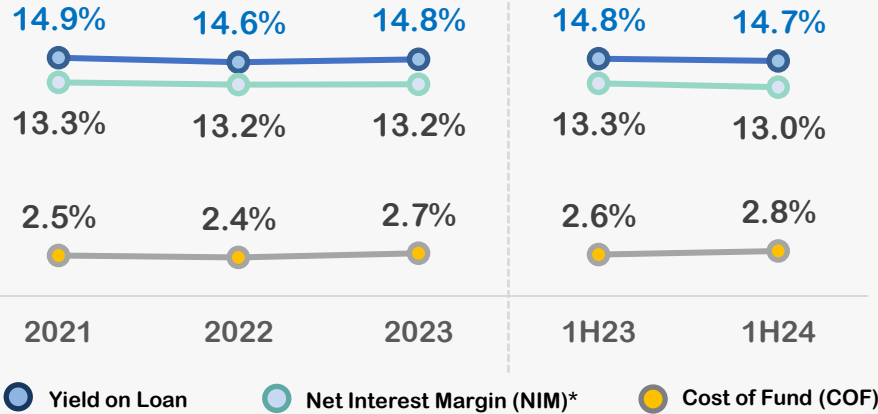
KTC rating **AA-** by **TRIS RATING**

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# Profitability Ratio

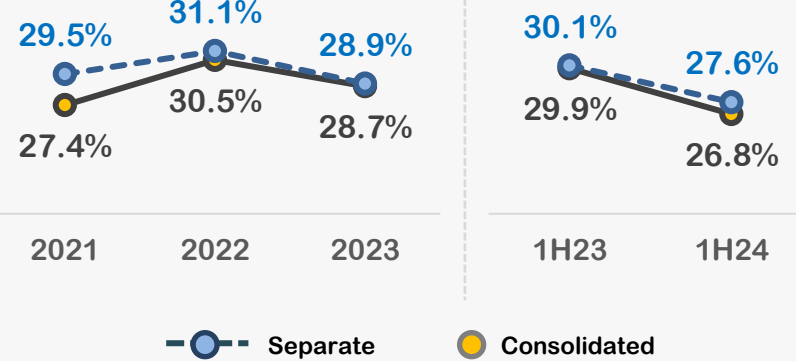


## Yield on Loan & NIM & COF

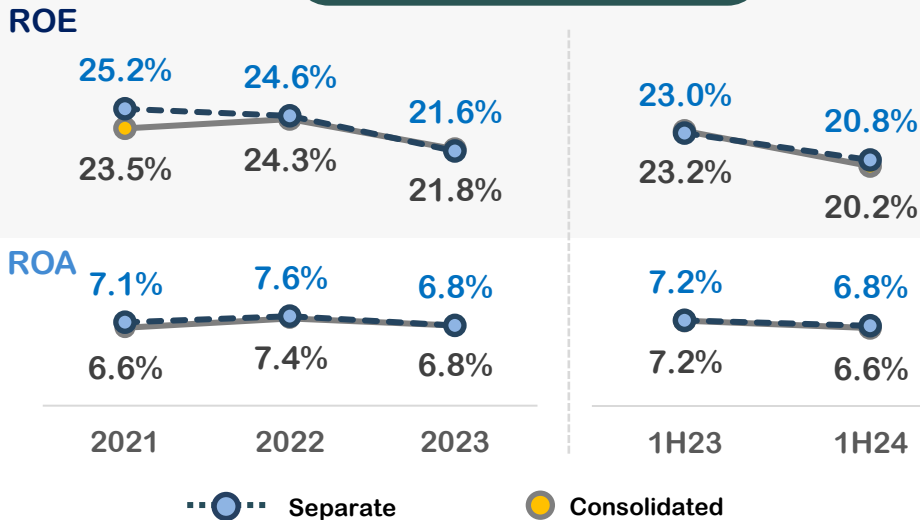


\*Net Interest Margin (NIM) = (Interest Income (Inc. Credit Usage) - Financial Expense) / Average Gross Receivables

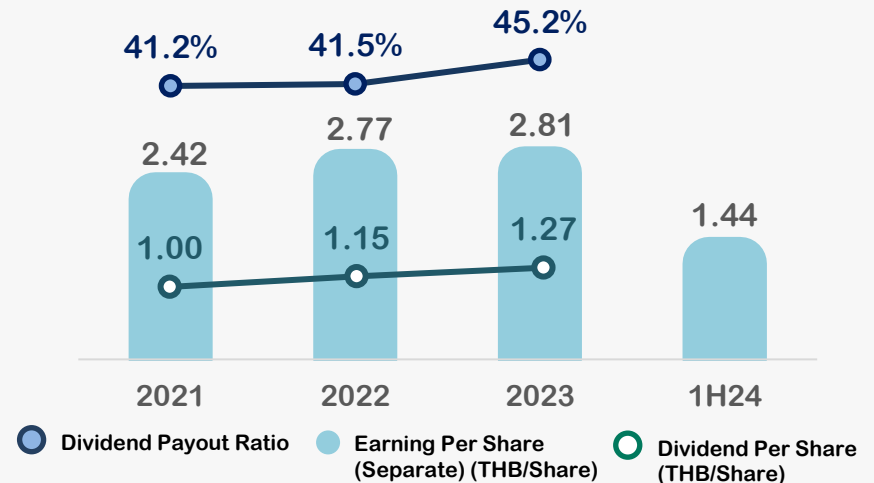
## Net Profit Margin



## ROE & ROA



## EPS & Dividend Payout



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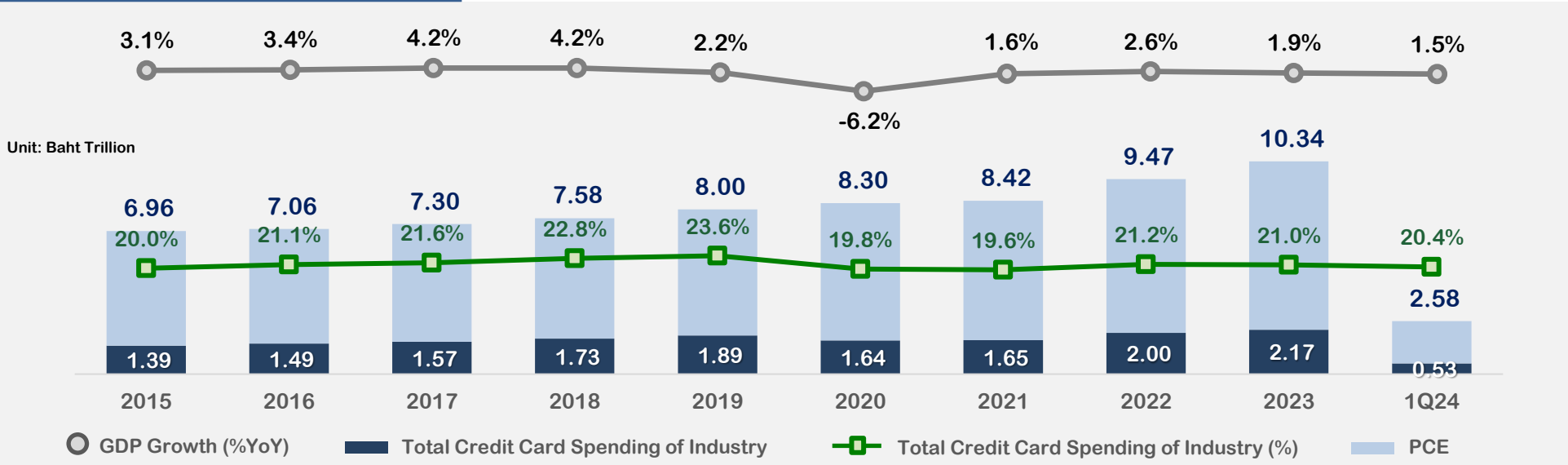
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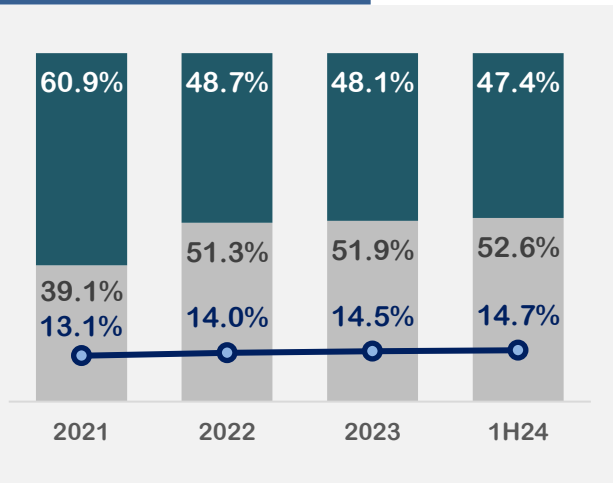
# Credit Card Industry & Market Share



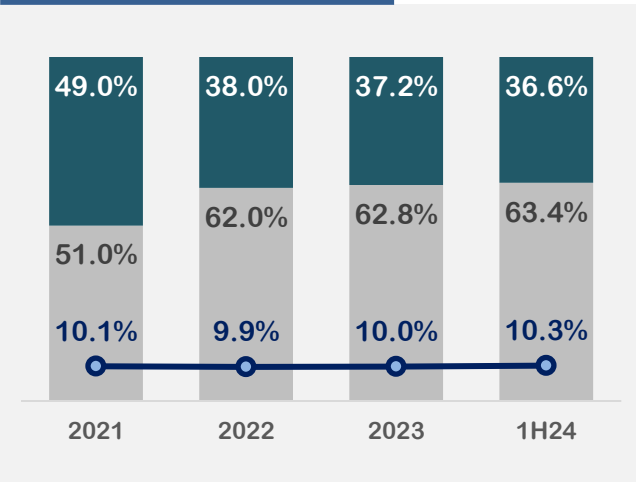
## Credit Card Penetration



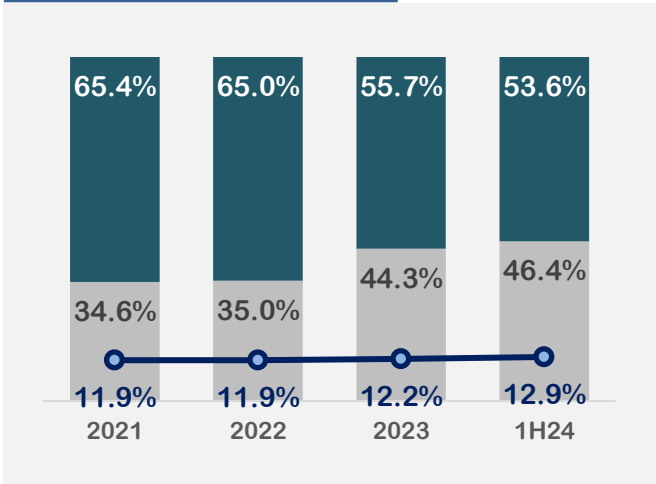
## Credit Card Portfolio



## No. of Credit Cards



## Credit Card Spending



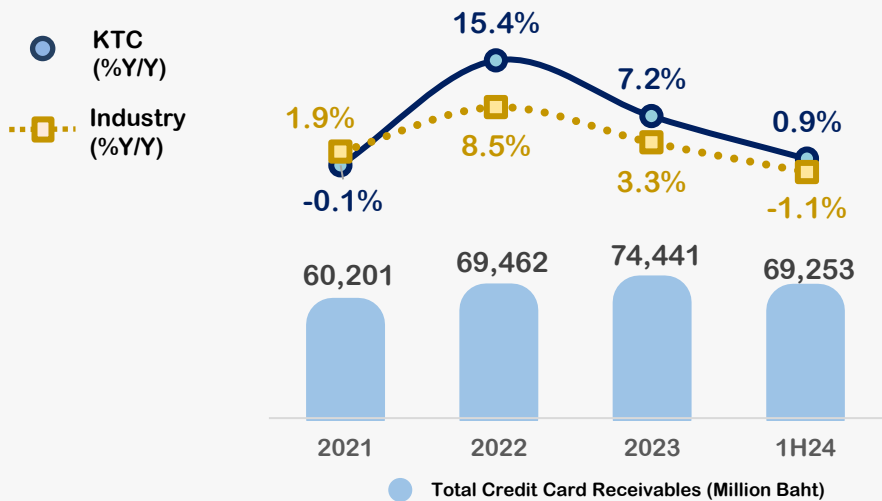
● Commercial Bank ● Non-Bank ● KTC

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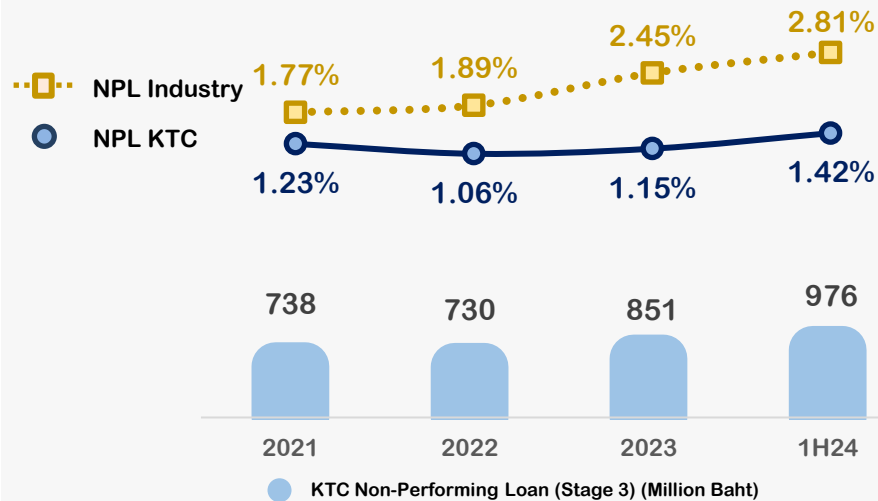
# Credit Card Performance



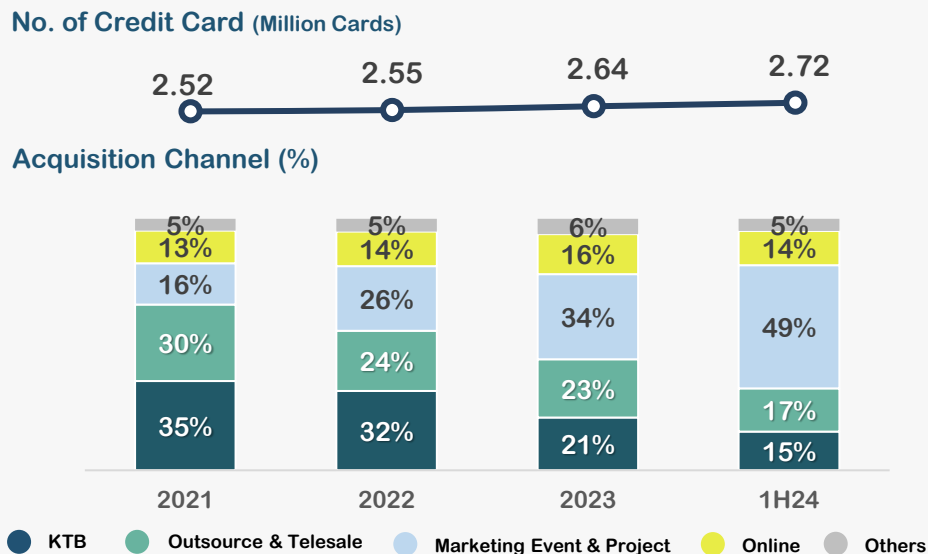
## Portfolio Growth



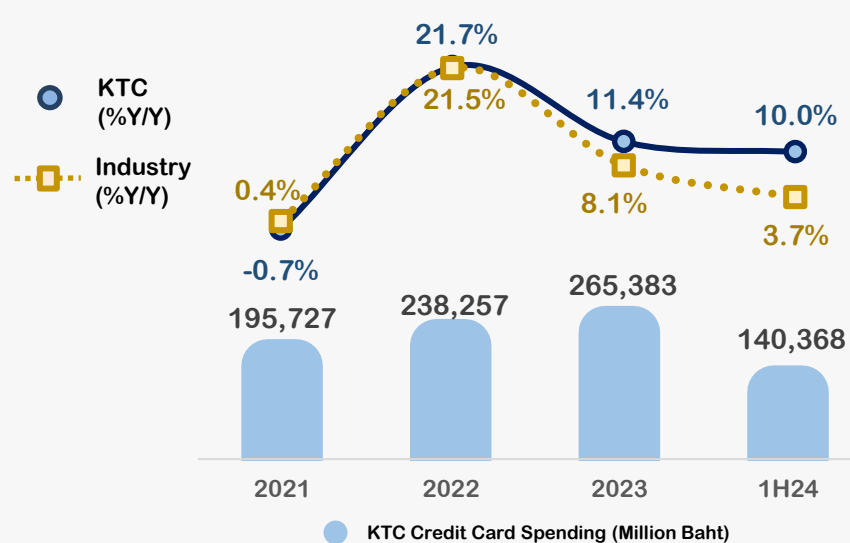
## Portfolio Quality



## Acquisition Channel



## Card Spending



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# Credit Card Marketing: 3Q2024 Activities



- Despite the slow economic growth, we remain proactive, driving spending through marketing initiatives and strengthening our strategic partnerships.
- Growth opportunities lie in targeting higher-income customers focusing on premium lifestyle and the tourism sector.
- Campaign Highlights: Collaborate with TAT to boost domestic tourism, Partner with NTO to promote tourism in ASEAN destinations, and Festive promotion on Mother's Day with key partners across various categories including Dining, Hotel Dining, Shopping, Health & Beauty
- Continuous improvement of the KTC Mobile App, including features such as credit line increases and the launch of the E-Application for a seamless new customer application process

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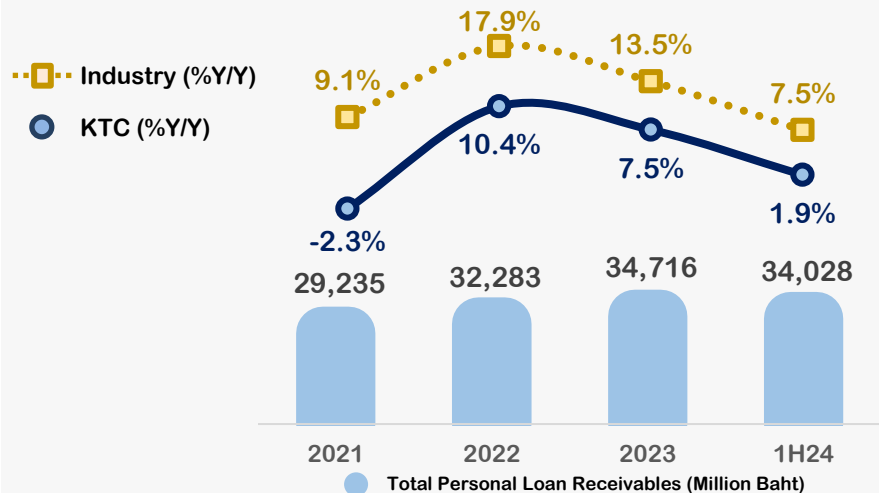
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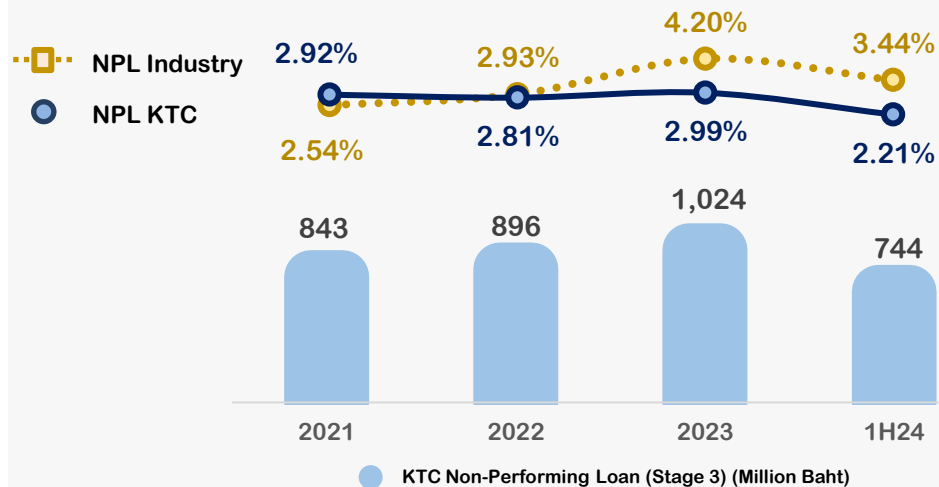
# Personal Loan Performance



## Portfolio Growth



## Portfolio Quality

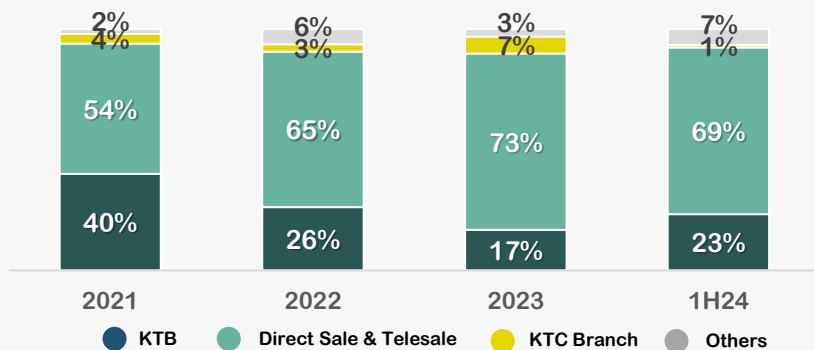


## Acquisition Channel

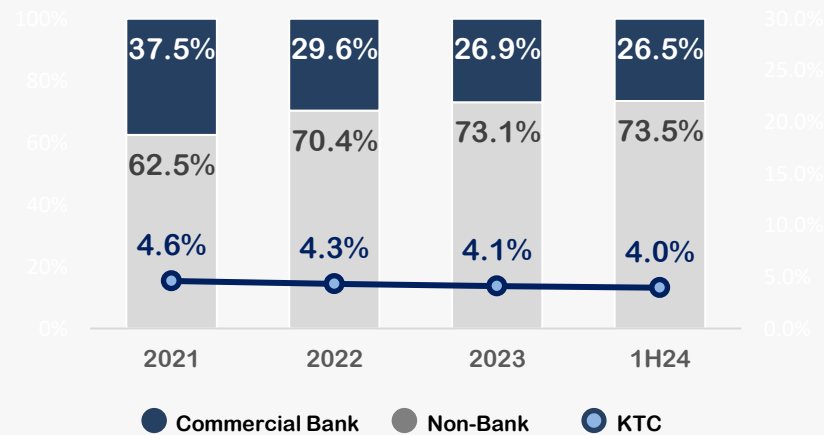
No. of Accounts (Accounts)



Acquisition Channel (%)



## Market Share



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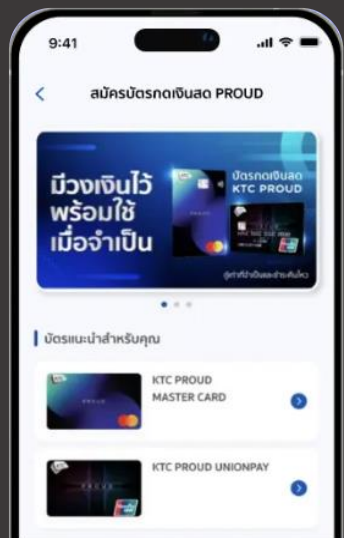


# Personal Loan Marketing

## New Features and Services

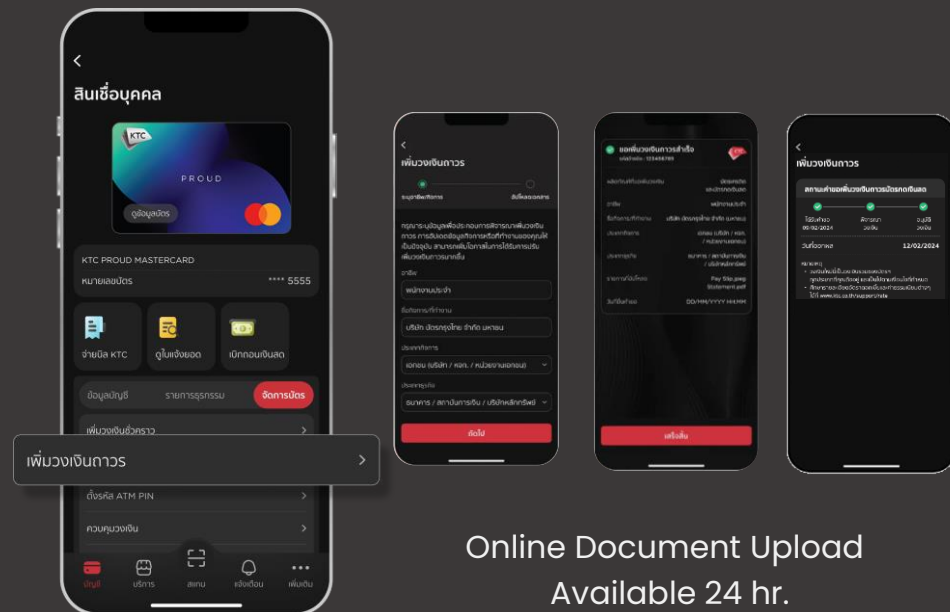
Launch online self service  
E-Application to serve urgent needs

Easy to apply KTC Proud  
get approval within 30 mins  
(when apply 8.00 am-7.30 pm )

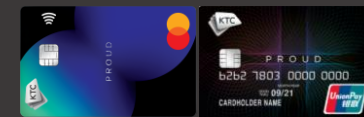


Enhance service on KTC Mobile

Launch new service "Permanent credit line increase" for customer to request line increasing via KTC Mobile



Online Document Upload  
Available 24 hr.



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# Personal Loan Marketing

## Acquisition Campaigns

Acquire customers with **desired promotion** by offering **19.99% P.A.** and create usage activation

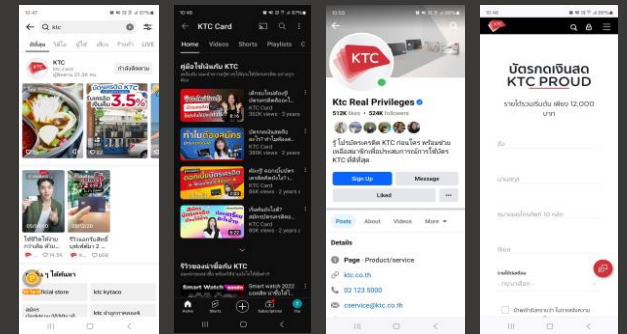
Explore new acquisition channels by leveraging credit card key partners on **"WIN-WIN"** approach

Focus more on online channels to seize customers with **"Real Demand"**

บัตรกดเงินสด KTC PROUD  
สมัครวันนี้ รับดอกเบี้ยพิเศษต่ำสุด **19.99% ต่อปี**  
\*อัตราดอกเบี้ยเริ่มต้นที่ 18.99% ต่อปี  
#บัตรเครดิตกดเงินสดมีวงเงินสูงสุด 50,000 บาท  
วงเงินสูงสุด 30,000 - 40,000 บาท หรือสูงสุด 20,000 บาท  
#บัตรเครดิตกดเงินสดมีค่าธรรมเนียม 0% ต่อปี  
#บัตรเครดิตกดเงินสดมีวงเงินขั้นต่ำ 5,000 บาท  
#บัตรเครดิตกดเงินสดมีอายุการใช้งาน 3 ปี  
สมัครเลย

สมัครบัตรกดเงินสด KTC PROUD MASTERCARD  
รับโค้ดส่วนลด **500 บาท** Lazada  
สมัครเลย ไม่มีค่าธรรมเนียมรายปี  
\*อัตราดอกเบี้ยเริ่มต้นที่ 18.99% ต่อปี  
วงเงินสูงสุด 30,000 - 40,000 บาท หรือสูงสุด 20,000 บาท  
#บัตรเครดิตกดเงินสดมีวงเงินสูงสุด 50,000 บาท  
วงเงินสูงสุด 30,000 - 40,000 บาท หรือสูงสุด 20,000 บาท  
#บัตรเครดิตกดเงินสดมีค่าธรรมเนียม 0% ต่อปี  
#บัตรเครดิตกดเงินสดมีวงเงินขั้นต่ำ 5,000 บาท  
#บัตรเครดิตกดเงินสดมีอายุการใช้งาน 3 ปี  
สมัครเลย

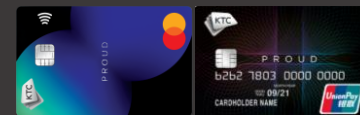
สมัครบัตรกดเงินสด KTC PROUD  
รับ Lotus's Gift Card **500 บาท**  
สมัครบัตรกดเงินสด KTC PROUD ใหม่  
รับเครดิตเงินสด **500 บาท\***  
สมัครเลย



สมัครช่องทางนี้ รับเลย  
โค้ดส่วนลด มูลค่าสูงสุด **500 บาท**  
เมื่อสมัครผ่านช่องทางออนไลน์ และ  
เปิดบัญชีชำระค่าสินค้า/บริการ ตามเงื่อนไขที่กำหนด

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# Personal Loan Marketing



## Usage Campaigns

**Increase usage** of each feature, e.g., Swipe, Transfer, Withdraw, Installment, to make the KTC PROUD portfolio grow



717,915

KTC PROUD Members



### Swipe

Provide retail offerings on necessity for everyday usage

**SUBSCO** รับส่วนลด 170 บาท  
**Lazada** รับส่วนลด 170 บาท FRIDAY SPECIAL  
**Tops online** รับส่วนลดสูงสุด 100 บาท  
**GrabFood** รับส่วนลด 50 บาท

**บัตรกดเงินสด KTC PROUD**  
 เปิดกดเงินสดออนไลน์แบบแบ่งชำระรายเดือนผ่านแอป KTC Mobile  
 เริ่มต้นเพียง 22% ต่อปี

วงเงิน (บาท)	6, 12, 18	18, 24, 30, 36	48, 60
10,000 - 29,999	25%	25%	-
30,000 - 59,999	25%	25%	25%
60,000 - 99,999	24%	25%	25%
100,000 - 299,999	23%	24%	24%
300,000 ขึ้นไป	22%	23%	23%

**KTC PROUD**  
 บัตรกดเงินสดที่รองรับโอนผ่าน KTC Mobile



### Transfer

Promote online cash WD on KTC Mobile



### Withdraw

Reward customers for discipline payment

**4 รอบ**  
 สุดท้ายของปี  
 เคลียร์หนี้ปี 67  
 ก็ลุ้นเคลียร์หนี้แบบตัวแม่ได้

รับได้รับ! อย่าออมค้ะ

รับสิทธิ์บาง  
ใช้จำนวนบัตร 2,000 บาท (ต่อค่า 15 วัน) วัน 1 อัน  
หรือ จำนวนวงเงินที่เพิ่มเป็น วัน 1 อัน

**ผ่อน 0% 10 เดือน**  
 หรือ  
**16%**  
 ดอกเบี้ย  
 เริ่มต้นเพียง 3% เมื่อผ่อน  
 และค่าธรรมเนียมเริ่มต้น 13% เมื่อชำระแบบ

**Lotus's**  
 สมัครบัตรกดเงินสด KTC PROUD วันดี!  
 ผ่อนด้วยบัตร Lotus's  
 850 บาทต่อวัน  
 0% 24 เดือน

**Lotus's**  
 สมัครวันนี้  
 บัตรกดเงินสด KTC PROUD ผ่อน iPhone 15 ทุกรุ่นที่ Lotus's  
**0%\***  
 24 เดือน



### Installment

Offer deals that match to seasonal demand

Overview & Key Highlight

Financial Results

KTC Portfolio Performance

Target vs Actual

Sustainability





## 'KTC P Berm One-Stop Service'

### 15 service points to expand loan service coverage and create brand visibility



- The first 15 'KTC P Berm One Stop Service' are launched in Jun 2024 at selective strategic locations at potential customers' community around Bangkok and vicinity, aiming at expanding loan service coverage and create brand visibility to support business growth
- The service point is designed in bright red to capture target audiences' attention with highlighted key selling points of KTC P BERM วงเงินใหญ่ อนุมัติเร็ว รับเงินทันที

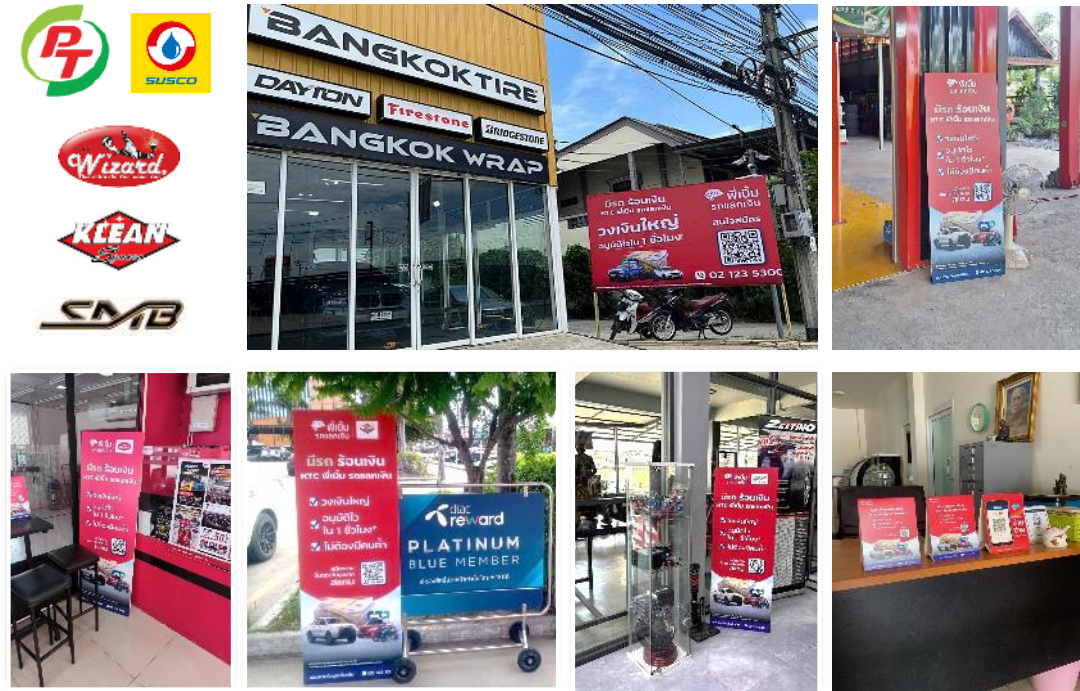


## 'Brand Visibility' by leveraging KTC's partnerships to create awareness and get leads

### 'Krungthai Bank'



### 'Auto-Related Business Partners'



- **KTC's partnerships is leveraged to increase P BERM brand visibility as well as expanding acquisition Channel**
  - **Krungthai Bank:** Employ both online and on-spot media to ensure KTC P BERM brand visibility
  - **Strategic partners in auto-related business:** Partnering with both key and small merchants including PT, Susco, Wizard, Klean Square, and SMB to promote KTC P BERM brand and fulfill lead acquisition

# AGENDA



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

Overview & Key Highlights

Financial Results

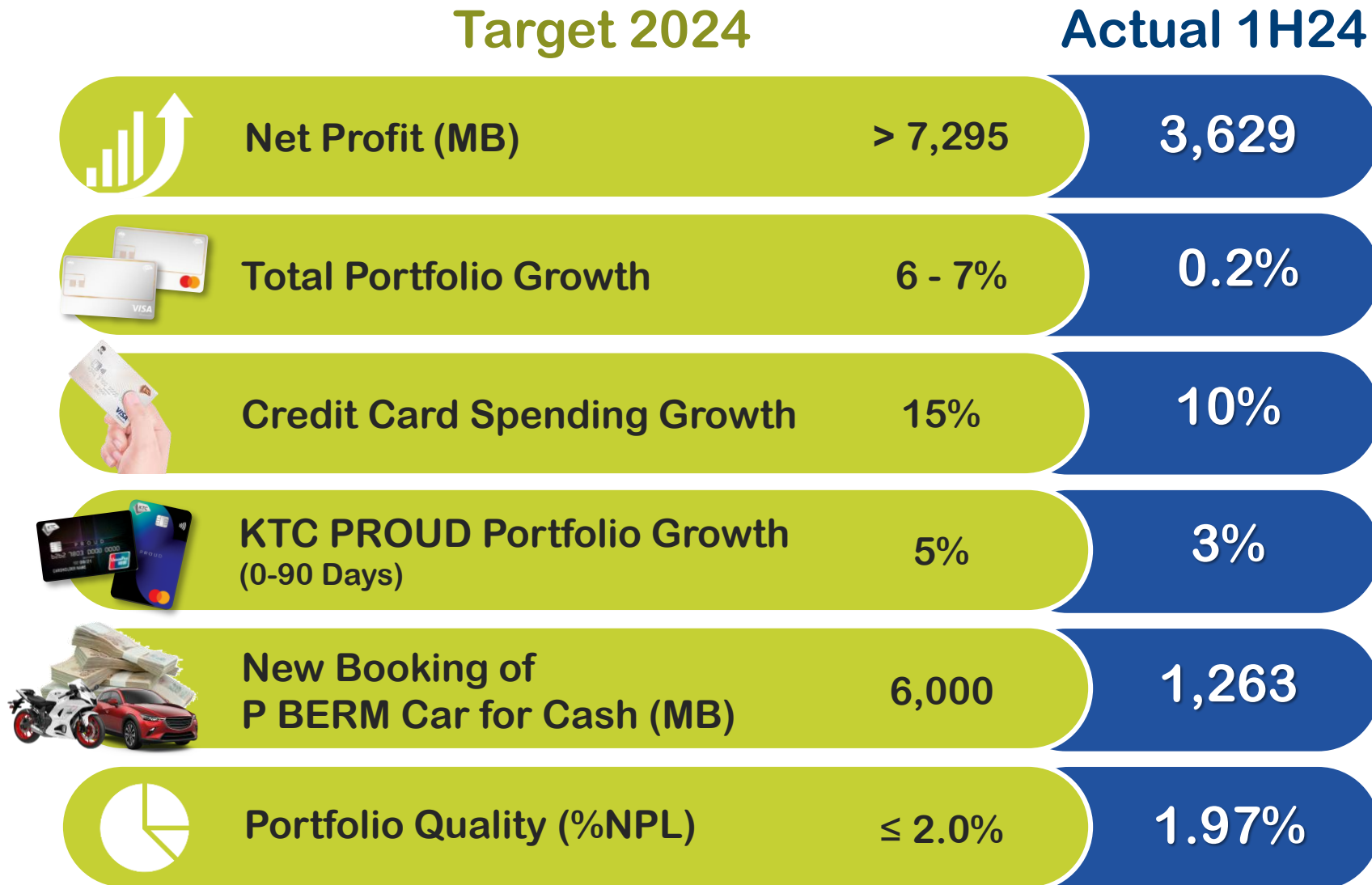
KTC Portfolio Performance

Target vs Actual

Sustainability



# Target vs Actual



# AGENDA



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Overview & Key Highlights

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# Sustainability Overview

**Vision**

KTC is a member company in the payment and retail lending business with an 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



“Digital Transition for Customers and Employees”

### Social Dimension Better Quality of Life



“Financial Access and Education for All Thais”

### Environmental Dimension Better Climate



Overview & Key Highlights  
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## National Awards

- SET AAA ESG Ratings 2023**  
In SETTHSI Index since 2020 & SET ESG Ratings AAA in 2023
- ESG100 2024**  
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 2024
- CAC** Membership of the Thai Private Sector Collective Action Against Corruption since 2016
- Business + Product Innovation Awards 2024**
- NEWS Compass® Global Award - Distinguished Achievement in Coaching and Mentoring**
- KTC makes Fortune Southeast Asia 500 List by Revenue Ranking in 2023**

## International Awards

- Sustainability Yearbook Member**  
S&P Global's Sustainability Assessment (CSA) Score 2023
- Member of the S&P Global's Sustainability Yearbook 2024**
- MSCI ESG Ratings BBB**  
Since July 2023
- FTSE4Good**  
FTSE4Good Index since 2021
- Top Agent Award 2023** from the Japan National Tourism Organization (JNTO)
- Silver Winner of The International Architecture & Design Awards 2024**

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## World Class Standards

- GRI STANDARDS**  
Adopting an International Sustainability Reporting Framework, the Global Reporting Initiatives Standards (GRI Standards) since 2019
- With Reference**
- bsi ISO/IEC 27001 Information Security Management System CERTIFIED**  
The Information Security Management System ISO/IEC 27001:2013
- bsi ISO/IEC 27701 Privacy Information Management System CERTIFIED**  
The Privacy Information Management System ISO/IEC 27701:2019
- bsi PCI DSS Payment Card Industry Data Security Standard CERTIFIED**  
PCI DSS Version 3.2.1-Acquiring Service

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Thai Version



English Version

# THANK YOU

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