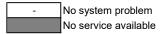
The statistic of Information Technology system problems impacting service channel

| Number of system problems (Q. 1/2022) |          |         |                 | Number of system problems (Q. 2/2022) |          |         |        | Number of system problems (Q. 3/2022) |          |         |        | Number of system problems (Q. 4/2022) |          |         |        |
|---------------------------------------|----------|---------|-----------------|---------------------------------------|----------|---------|--------|---------------------------------------|----------|---------|--------|---------------------------------------|----------|---------|--------|
| Mobile                                | Internet |         |                 | Mobile                                | Internet |         |        | Mobile                                | Internet |         |        | Mobile                                | Internet |         |        |
| Banking                               | Banking  | ATM/CDM | Branch          | Banking                               | Banking  | ATM/CDM | Branch | Banking                               | Banking  | ATM/CDM | Branch | Banking                               | Banking  | ATM/CDM | Branch |
| -                                     | -        | -       | 1 Time/ 3 Hours | -                                     | -        | -       | -      |                                       |          |         |        |                                       |          |         |        |



Remark:

1. System problem is the Bank cannot provide service via all channels or partial such as Mobile Banking, Internet Banking, ATM/CDM, and branches

2. The Bank starts to disclose the time duration of system problem since Q.4 / 2019 onwards