

Questions raised by shareholders are published on the Bank's website and recorded in the minutes of this General Meeting as follows:

Mr. Basant Kumar Dugar  
(Shareholder) The Bank demonstrated a favorable cash flow performance, indicating a negative value of approximately 13.724, which is considered positive. However, could you give me more details about it?

Financial Management  
Group Head The management's efforts to enhance operational efficiency and expand operations align with the bank's strategy, including the expansion of asset base to generate revenue, such as lending activities has led to a negative cash flow during the past year. However, the Bank consistently monitors its operational performance and evaluates its liquidity position.

Mr. Sataporn  
Kotheeranurak  
(Shareholder) What is the reason behind the significant decrease in expected credit losses compared to 2021? Additionally, what is the point of view of the Bank's auditor on this matter?

Financial Management  
Group Head For the year 2022, the Bank has taken a conservative approach in estimating its expected credit losses and has maintained a high coverage ratio of 179.7%, despite a decrease in expected credit losses compared to 2021. This decision was made as the economic situation in various sectors began to recover. In addition, the Bank's asset quality has improved, resulting in a decrease in the NPL ratio to 3.26%. In relation to this matter, the auditor has conducted a thorough examination of the allowance for expected credit losses on Bank loans for the year 2022, in compliance with both financial reporting standards and the criteria established by the Bank of Thailand.

Mr. Sataporn  
Kotheeranurak  
(Shareholder)

According to Form 56-1 One Report, Annual Report 2022, details on page 205, related to the Statement of Comprehensive Income, according to the loss in the amount of 1,180 million Baht from the investments in equity designated to be measured at fair value through other comprehensive income, this amount has been arising from what type of investment?

Financial Management  
Group Head

The Bank holds equity securities listed on the Stock Exchange of Thailand as investments, which are valued at fair market value and reported in the statement of comprehensive income in accordance with financial reporting standards. It should be noted that the value of these securities may decrease in response to industry trends.

Ms. Benjamas  
Namsiripongphan  
(Shareholder)

Could you kindly provide additional details regarding the increase in other income, specifically interest income, during the year 2022?

Financial Management  
Group Head

In 2022, the Bank experienced an 8.2% increase in interest income compared to the previous year, which was attributed to the expansion of its high-quality loan portfolio and the upward trend of interest rates. Moreover, the Bank's other interest income rose significantly from 60 million Baht in 2021 to 260 million Baht in 2022, primarily due to increased interest earned from derivative transactions.

Ms. Benjamas  
Namsiripongphan  
(Shareholder)

Please specify details regarding the interest expenses (other interest-related expenses) that increase during the year 2022.

Financial Management  
Group Head

The Bank experienced a 7.5% increase in interest expenses in 2022 compared to the previous year, primarily due to the upward trend of interest rates. Furthermore, the Bank's other interest expenses increased mainly as a result of interest expenses from financial derivative transactions.

Mr. Iksana Kowitkulkrai  
(Proxy)

How about the outlook for Expected Credit Loss (ECL) in 2023?

Mr. Nontawat Laonan  
(Shareholder)

Financial Management  
Group Head

At the end of 2022, the Bank's asset quality management resulted in an NPL Ratio-Gross of 3.26%, down from 3.50% at the end of 2022, together with maintaining a high coverage ratio of 179.7%.

In 2023, the Bank is still considering setting aside provisions for expected credit losses on a conservative basis, by considering environmental factors in business operations and highly uncertain economic conditions as the main factors for consideration. The target is still a high coverage ratio of about 170%.

Mr. Iksana Kowitkulkrai  
(Proxy)

What about the trend of Non-Performing Loan (NPL) in 2023?

Financial Management  
Group Head

To be precise, the target NPL Ratio in 2023 is no more than 3.5%.

Ms. Wannee  
Rungjiratsameekul  
(Shareholder)

What is the reason why preferred stock dividends were higher than ordinary shares?

Financial Management  
Group Head

The Bank's preferred share dividend policy is in accordance with the Bank's Articles of Association, which are disclosed in Form 56 - 1 One Report on page 333 as follows: "Preferred shares receive dividends like ordinary shares. And receive a special dividend at a fixed rate of three percent per year before ordinary shares."

Mr. Basant Kumar Dugar  
(Shareholder)

Does the bank consider paying a special remuneration (variable bonus) in accordance with the growth rate of net profit or not and whether other remunerations can be added to the Directors' remuneration?

|  |   |
|--|---|
| <u>Human Resources &amp;<br/>Corporate Governance<br/>Group Head</u> | <p>The payment of a variable bonus each year will be based on the profit generated by the Bank in that year. In addition, comparisons with commercial banks and peer banks were also considered, including other factors.</p>   |
| <u>Ms. Benjamas<br/>Namsiripongphan<br/>(Shareholder)</u>            | <p>Why does the audit fee for 2022 include two parts for auditing details, but in 2023 there is only one part for auditing details? If the audit details are not specified and there are additional audits, will there be an increase in expenses?</p>  |
| <u>Financial Management<br/>Group Head</u>                           | <p>The Bank has determined the audit fee for 2023, which includes the head office and domestic branches, based on the same guidelines and scope of work as specified in 2022. If there is a need for additional inspections, the Bank will consider further as deemed appropriate.</p>  |
| <u>Anonymous shareholder</u>   | <p>What is the reason for the 700,000 Baht increase in audit fees? Since the Bank has now used technology to help with operations, then it is expected to reduce costs.</p>   |
| <u>Financial Management<br/>Group Head</u>                           | <p>The audit fee increased from the original price fixed for 3 years due to the expansion of the Bank's operations, increase in financial transactions, the rise of sophisticated financial products, and more diversified financial structures. Furthermore, the auditor provided additional advice on internal control, which is essential, in addition to the impact of improving economic conditions and rising inflation. Despite the Bank's efforts to reduce costs through the implementation of technology to streamline operations, the increase in audit fees was necessary to ensure the Bank's compliance. Hence, this also enables the Bank to manage expenses holistically and efficiently.</p> |
| <u>Mr. Somsak<br/>Thammachatsuntree<br/>(Shareholder)</u>            | <p>In the event that the auditor specifies the number of years that have been audited for a bank in the past, that is the audit for which bank?</p>   |

|  |  |
|--|--|
| <u>Financial Management</u><br><u>Group Head</u>                                 | The auditor, EY Office Co., Ltd., led by Ms. Ratana Jala, has been appointed as the Bank's auditor since 2020, a total of 3 years. The EY Office Co., Ltd. is an internationally recognized auditing company.                                  |
| <u>Mr. Jompol Panyakul</u><br><u>(Shareholder)</u>                               | Provide recommendation: In voting for an agenda item to consider amending six articles of the Bank's Articles of Association, voting should be allowed for each amended article.   |
| <u>Mr. Basant Kumar Dugar</u><br><u>(Shareholder)</u>                            | Did the Bank organize training courses at the International Institute for Management Development (IMD) in Lausanne, Switzerland, for the Chairman and the President?   |
| <u>Human Resources &amp;</u><br><u>Corporate Governance</u><br><u>Group Head</u> | The Bank has plans to develop the potential of its personnel, which will increase their skills and knowledge to keep up with new events and circumstances. The proposed courses will be considered based on their necessity and suitability.   |
| <u>Mr. Basant Kumar Dugar</u><br><u>(Shareholder)</u>                            | Does the Bank have guidelines for organizing roadshows with TRIS or Moody's or S&P?  |
| <u>Financial Management</u><br><u>Group Head</u>                                 | Krungthai Bank is currently rated by Fitch Ratings, Moody's Investor Services, and S&P Global Ratings. The Bank regularly meets with credit rating agencies and meets with both domestic and international investors.                          |
| <u>Mr. Basant Kumar Dugar</u><br><u>(Shareholder)</u>                            | Where can I get a Sustainability Report?   |
| <u>Communication and</u><br><u>Branding Group Head</u>                           | Shareholders can access Sustainability Report via the Bank's website.<br><br>( <a href="https://krungthai.com/Download/CSR/CSRDownload_73Sustainability-new.pdf">https://krungthai.com/Download/CSR/CSRDownload_73Sustainability-new.pdf</a> ) |
| <u>Ms. Pinpinat</u><br><u>Laungamornpaisarn</u><br><u>(Shareholder)</u>          | What is the Bank's strategy for managing financial costs if it is unable to collect fees for digital channel services? Additionally, what is the annual cost of financing the Bank's digital channel services?                                 |

Financial Management  
Group Head

The Bank regularly manages overall expenses and focuses on productivity improvement. As the number of users of Pao Tang and Krungthai Next applications continues to increase, the Bank has the opportunity to expand its business by leveraging Big Data to accurately assess customer needs, provide services efficiently to target customers, reduce operating costs, and generate additional revenue.

Ms. Areerat Sathitworakul  
(Shareholder)

If an unusual incident occurs, how has the Bank prepared a plan to cope with risks that may arise from business interruption? Is the Bank's liquidity sufficient to handle any panic among depositors, given that the ratio of lending to deposits is as high as 90 percent?

Risk Management Group  
Head

If an unusual incident occurs, the Bank regularly monitors liquidity by conducting LCR and NSFR, as well as regularly conducting stress tests to assess the adequacy of liquid assets to cover future cash flows. As of the end of February 2023, LCR and NSFR were 208.63% and 130.52% respectively, which is significantly higher than the criteria set by the BOT, and the Bank has sufficient liquidity to support such situations. Currently, as of April 4, 2023, the Bank has excess liquidity in the form of Net Repo (Repurchase Agreement) of approximately 400 billion baht, together with about 1 billion baht of free bonds.

Ms. Areerat Sathitworakul  
(Shareholder)

What is the Bank's security policy for customers who use its applications? Does the Bank implement the policy in accordance with the Bank of Thailand's announcement, and how does the Bank build confidence among its depositors?

Technology Group Head

The Bank attaches great importance to the security of customers who use its applications. The information technology security policy has been established and implemented which is referenced from international standards, related laws, regulations and guidelines from regulators, such as the Bank of Thailand, Office of the Securities and Exchange Commission, etc.

Besides, the Bank places great importance on the security of its system development process, starting from the architecture and security design stage. It develops the system to be safe and secure by implementing measures such as protecting Krungthai Next on rooted or jailbroken devices, screen recording protection, and refraining from sending links via email and SMS to prevent customer confusion. Particularly, the Bank also conducts security testing of the system before launching the service to enable it to cope with new threats that may affect the security of customers who use the Bank's applications. In addition, the Bank works with the Thailand Banking Sector Computer Emergency Response Team (TB-CERT) regularly in order to share information on preventing and responding to new threats.

Mr. Sataporn  
Kotheeranurak  
(Shareholder)

In the past year, what have been the Bank's losses resulting from hacking incidents, and what measures have been implemented to prevent such occurrences?

Technology Group Head

In the current year (2022) to date, the Bank has not encountered any instances of direct damage caused by hacking attacks on its systems. The Bank has consistently prioritized prevention and response to cyber threats by investing in the development of human resources, processes, and modern technology to enhance the Bank's security continuously. However, the Bank has discovered instances where malicious individuals have targeted certain groups of

customers, resulting in fraudulent activities and victimization. In all such cases, the Bank cooperates and provides assistance in accordance with its roles and responsibilities to the fullest extent possible. Moreover, the Bank has implemented measures to regularly promote awareness of cyber threats to both employees and customers through various channels.

Thai Investors Association  
(Shareholder) What is the Bank's policy for granting credit to individuals involved in corruption, environmental violations, human trafficking, or drug-related activities?

Communication and  
Branding Group Head Krungthai Bank has a responsible lending policy that includes an exclusion list of loan types that will not be supported and sector-specific guidelines for credit approval for high-risk industries or customers. The Bank conducts regular follow-ups and reviews to ensure continuous improvement and expansion of responsible lending operations for comprehensive coverage.

Thai Investors Association  
(Shareholder) What is the Bank's approach to fostering support from government agencies for anti-corruption policies?

Communication and  
Branding Group The Bank provides mandatory training on anti-corruption measures and organizes forums to share information with executives at all levels of the organization. It also continuously considers submitting matters and coordinating with government agencies such as the National Anti-Corruption Commission and the Royal Thai Police.

Thai Investors Association  
(Shareholder) When Bank employees are involved in corruption, is the Bank liable in such cases?

Human Resources &  
Corporate Governance  
Group Head The degree of responsibility depends on the facts on a case-by-case basis.



|  |  |
|--|--|
| <p><u>Mr. Piyapong Prasartthong</u><br/>(Shareholder)</p>        | <p>Provided recommendation: The Bank's recent proposal to impose a fee of 10 baht per transaction for cash withdrawals through ATMs via the Krungthai Next channel has received substantial criticism. Therefore, in Mr. Piyapong's opinion, the Bank should cancel such a fee to alleviate the suffering of customers who use the services.</p>   |
| <p><u>Retail Banking Product &amp; Strategy Group Head</u></p>   | <p>The Bank acknowledges and accepts customer feedback regarding fees for cardless withdrawals via ATM through the Krungthai Next application and has already postponed the effective date.</p>  |
| <p><u>Assoc. Prof. Dr. Sukulpat Khumpaisal</u> (Shareholder)</p> | <p>Provided recommendation: Assoc. Prof. Dr. Sukulpat suggested that the Bank should improve the service quality of branch officers by emphasizing on service providing and reducing workloads that are not related to the Bank's core activities, such as government lottery distribution.</p>  |
| <p><u>Retail Banking Sales &amp; Distribution Group Head</u></p> | <p>Krungthai Bank is currently in the process of integrating the services of all Bank branches. This includes the allocation of employees according to the capacity model, improving the service process through the Q-touch system and the E-solution system, and providing efficient devices for use in services, such as tablets.</p>   |
| <p><u>Mr. Wiboon Thanasarnpaiboon</u><br/>(Shareholder)</p>      | <p>What is the Bank's policy on efficient branch management? Some areas seem to have more Bank branches than necessary.</p>  |
| <p><u>Retail Banking Product &amp; Strategy Group Head</u></p>   | <p>The Bank constantly reviews its branch management plans, taking into account various factors such as the potential of the area, customer base, and changes in consumer behavior towards digital society. The number of branches will continue to decrease in order to balance the cost of services and customers' convenience in accessing services through various service channels.</p> |

|  |   |
|--|---|
| <p><u>Mr. Weerayut Thongthawonsuwan</u><br/>(Shareholder)</p>  | <p>Currently, the number of bank branches and the number of Bank officers are decreasing. It results in the officers' inability to serve customers efficiently. What is the Bank's approach?</p>  |
| <p><u>Retail Banking Product &amp; Strategy Group Head</u></p> | <p>The Bank is in the process of implementing a new capacity model to plan and manage the number of employees in line with the number of customers who use the service in each branch. In addition, the Bank has accelerated the tool development at the branches to be up-to-date and improve work processes to achieve better service efficiency.</p>   |
| <p><u>Mr. Weerayut Thongthawonsuwan</u><br/>(Shareholder)</p>  | <p>Regarding the Bank status, is the Bank still a state enterprise?</p>   |
| <p><u>Compliance and Legal Management Group Head</u></p>       | <p>The Council of State's decision states that the Financial Institutions Development Fund (FIDF), which holds more than 50 percent of the Bank's shares, is not an enterprise or commercial enterprise like other state enterprises and is established under the Bank of Thailand Act, which is one department of the Bank of Thailand, and Section 5 of the Bank of Thailand Act B.E. 2485, as amended by the Bank of Thailand Act (No. 4) B.E. 2551, stipulating that the Bank of Thailand is a non-governmental agency or state enterprise according to the law on budgetary procedures and other laws. Therefore, FIDF has the same status as the Bank of Thailand and is not a state enterprise under Section 4 of the Budget Procedures Act, B.E. 2561. As a result, when the Financial Institutions Development Fund holding more than 50 percent of the total number of Krung Thai Bank's shares sold is not a state enterprise organization, then Krungthai Bank is not a state enterprise according to the definition of the Budget Procedures Act, B.E. 2561. However, Krungthai Bank still remains a state-owned commercial bank with more than 50 percent of its shares held by</p> |

Compliance and Legal  
Management Group Head  
(Cont.)

government agencies, so the change in Krungthai Bank's status does not affect its financial status or business operations in any way.

Interpretation of the status of Krungthai Bank under other laws will be in accordance with the scope and definition of the word "state enterprises" as defined in each law, which differ according to the objectives and scope of law enforcement. This has to be considered on a case-by-case basis, and the status of the Bank under other laws will have different interpretations.

Mr. Weerayut  
Thongthawonsuwan  
(Shareholder)

Considering the frequent crashes experienced while using the Krungthai Next and Pao Tang applications, does the Bank have any plans or solutions to address this issue?

Technology Group Head

The Bank places importance on the security and availability of all its information technology systems. The Bank has invested in providing modern infrastructure, such as the cloud system, that can support the significant and ever-increasing usage at times and spread support across locations to mitigate risk.

The Bank has implemented internationally standardized work processes for the development and maintenance of applications, aiming to ensure operational excellence. Additionally, the Bank consistently enhances the skills and capabilities of its technology personnel to effectively manage diverse systems.

Mr. Weerayut  
Thongthawonsuwan  
(Shareholder)

The Bank's Passbook Update Machines frequently crash. Does the Bank have a solution to the problem?

Retail Shared Services  
Group Head

The main problems in using the Passbook Update Machines can be summarized as follows:

The problem caused by the magnetic stripe on the passbook

1. The Bank informed branches to encode passbooks for customers whenever there is a problem with the passbook and they cannot successfully update a passbook.

2. The Bank informed branches to inform customers about how to properly keep passbooks, such as keeping them away from magnetic devices (mobile phones).

3. The Bank follows up on solving problems and analyzing incidents that occur weekly with Update Passbook repair and maintenance service providers (Vendor).

4. The Bank coordinates with the Insurance, Investment and Retail Deposit Product Team to communicate and encourage customers to open more no-passbook accounts.

5. The Retail Banking Sales & Distribution Group implemented more channels for reporting Update Passbook Machine problems via QR Code, as well as channels for receiving suggestions from employees under the Retail Banking Sales & Distribution Group. The Retail Business & Network Support Team coordinates and follows up with relevant agencies to solve problems in order to acknowledge the problems and take corrective action in a timely manner.

The problem of using non-standard ink ribbons

1. The Bank has promoted branches to use standard ink ribbons and update passbook machines. The Retail Business & Network Support Team has adjusted the process of ordering genuine ribbons through the online ordering system, Procure to Pay (P2P-Catalog), so that branches can order genuine ribbons more conveniently.

2. The Bank informed branches to change the ink ribbons on the Update Passbook Machines as soon as the ink ribbon fades.

Retail Shared Services  
Group Head (Cont.)

3. The Retail Business & Network Support Team coordinates with the KTBCS team to notify the branch when it finds the faded ink ribbon log so that the branch can replace the ink ribbon immediately.

In 2023, the Channel Management Team, Retail Banking Product & Strategy Group has plans to consider purchasing 753 new Update Passbook machines to replace outdated ones that have reached their usage lifespan. This initiative aims to enhance service efficiency for future customer interactions.

Mr. Niran Jitprakob  
(Shareholder)

What is the reason for the bank's need to adjust interest rates in accordance with the monetary policy rate set by the Bank of Thailand? Such interest rate adjustments can have an impact on borrowers and potentially affect the overall economy of the country.

Financial Management  
Group Head

The Bank has carefully considered the interest rate adjustment, which is in line with the market mechanism, in order to pass on the gradual increase in financial costs. The Bank places great importance on assisting and supporting all customer segments, including depositors and credit customers, with special attention given to vulnerable groups who may still face challenges due to the increased cost of living. The Bank aims to provide them with the necessary support to facilitate a seamless adaptation process.

Mr. Wiboon  
Sereechaiporn  
(Shareholder)

What is the Bank's approach to protect its database?

Technology Group Head

The Bank places a high level of importance on ensuring the security of its database system. To achieve this, an information technology security policy has been developed and implemented, following international standards. Access to the database system is strictly controlled and limited to authorized personnel only. Additionally, the security, accuracy, and availability of the Bank's database system are regularly checked to ensure smooth service provision to customers and systematic access logging.

|  |   |
|--|---|
| <u>Ms. Kanokporn Auttagrit</u><br><u>(Shareholder)</u> | Could you provide detailed information regarding the details of the project: Empower Better Business in EEC?  |
| <u>Sector Head of Corporate Banking Group 2</u>        | <p>The Empower Better Business in EEC project is a solution package related to providing financial services to business operators. It consists of the following services:</p> <ol style="list-style-type: none"> <li>1. EEC Credit Package: This package offers special interest corporate loans in the EEC area, with interest rates starting at 2% p.a. and payable up to 10 years (conditions specified by the Bank).</li> <li>2. Digital Solution Package: This package helps to manage business operations more easily, both domestically and internationally. It includes the following services: <ol style="list-style-type: none"> <li>2.1 Krungthai Business Digital Platform: This platform provides easy financial management, convenient money transfer, money receiving, and payment.</li> <li>2.2 Krungthai Smart Trade: This online service facilitates international transactions and full FCD account transactions, available for up to 16 currencies.</li> <li>2.3 Krungthai Smart FX: This service enables trading of 13 currencies in real-time, both same-day and forward up to 1 year.</li> </ol> </li> <li>3. Krungthai Logistics Package: It is a service that provides payment for taxes and logistics fees. <ol style="list-style-type: none"> <li>3.1 It enables easy payment of taxes, fees, and other income related to import and export through the Krungthai Logistics Card at the Port Authority of Thailand, Thai Airways, and WFS-PG Cargo Co., Ltd.</li> <li>3.2 It also provides ASEAN Customs Letter of Guarantee (ACTS) issuance for transit goods between 7 ASEAN countries.</li> </ol> </li> </ol> <p>Each package provides incentives aimed at encouraging business operators in the five eastern provinces—Chonburi, Chachoengsao, Rayong, Chanthaburi, and Trat—to opt for the bank's services. The objective is to expand the corporate customer base by attracting businesses in these areas.</p> |

|   |   |
|---|---|
| <p><u>Ms. Kanokporn Auttagrit</u><br/>(Shareholder)</p>           | <p>Ms. Kanokporn would like to know more information about refinancing. Which department or unit should she contact for information regarding refinancing existing loans with outstanding balances between 10 and 20 million baht?</p>  |
| <p><u>Communication and Branding Group Head</u></p>               | <p>As different types of loan refinancing options have distinct product information, we suggest reaching out to the nearest Krungthai Bank branch office. This will ensure that you receive accurate and comprehensive information tailored to your specific requirements.</p>  |
| <p><u>Ms. Thimpika Jaimol</u><br/>(Shareholder)</p>               | <p>Provide suggestions that the Bank should reduce the fee for cash withdrawals via ATM.</p>  |
| <p><u>Retail Banking Product &amp; Strategy Group Head</u></p>    | <p>The Bank will consistently review the cost of managing ATM channels and carefully consider the most appropriate fee amounts. This is to ensure that the service costs are adequately covered while minimizing any excessive burden on customers.</p>   |
| <p><u>Mr. Iksana Kowitkulchai</u><br/>(Proxy)</p>                 | <p>How does the bank's plan for the year 2023 differ from its significant initiatives in the year 2022?</p>   |
| <p><u>Global Business Development and Strategy Group Head</u></p> | <p>For the past year 2022, Krungthai Bank has continued to conduct its business operations in line with the 5 Execution Pillars under the concept of "Courage to change." This entails executing the operational plan with increased depth, speed, and adaptability to better align with the evolving circumstances. Such operations include supporting the growth of the core business, creating a new business model, transforming internal work processes into a paperless organization, expanding business from customer partners, and conducting business on transparency and sustainability according to the concept of Krungthai Sustainability.</p> <p style="padding-left: 40px;">In the year 2023, Krungthai Bank's plan will prioritize driving business growth under the concept of "Accelerating Sustainable</p> |

Global Business  
Development  
and Strategy Group  
Head(Cont.)

Value Creation." The Bank will emphasize the importance of integrating Environmental, Social, and Governance (ESG) principles into its business operations to support holistic growth that creates sustainable value. This approach aims to meet the needs and expectations of stakeholders from all sectors while driving the organization towards stable and sustainable growth. The plan will be executed through 7 Strategic Focuses, namely:

1. Unlock disproportionate value from X2G2X
2. Leverage digital and data to drive efficiency
3. Launch new growth platforms
4. Support Sustainable and inclusive growth
5. Build future ready capabilities
6. Upgrade core technology infrastructure
7. Transform culture: embed new ways of working to drive organization agility

According to the 7 Strategic Focuses, the Bank addresses challenges and fosters sustainability. Over the next 5 years, the Bank aims to achieve a return on equity (ROE) exceeding 10%, uniting efforts towards a shared goal. This implementation is divided into 3 key objectives, namely:

1. Accelerate the integration of existing business foundations and structures to be strong and modern.
2. Accelerate growth and build on what has been created and developed to its fullest potential.
3. Accelerate the creation of new businesses to meet the needs of business partners and allies of the Bank in moving towards the digital economy in order to be able to generate appropriate returns for shareholders on a continuous, stable, and sustainable basis.

Krungthai Bank is committed to becoming a leading player in the commercial banking industry in Thailand, catering to the needs of all sectors. The Bank aims to create opportunities that uplift the quality



Global Business Development and Strategy Group Head (Cont.)

of life for all Thai people, promoting inclusivity and equality. This endeavor is driven by the goal of creating sustainable value for the Bank, its employees, shareholders, society, and all Thai individuals.

Mr. Iksana Kowitkulkrai (Proxy)

According to the news reported in the media, will the Bank of Thailand's supervision and oversight of various fees have an impact on the Bank's revenue?

Financial Management Group Head

At present, the Bank expands its services in various fields to provide services that meet the needs of customers. The number of users of the Bank's services has continued to increase. Consequently, the Bank has been afforded the opportunity to expand its operations, decrease operational expenses, and generate future revenue for the organization.

Mr. Nonthawat Laonan (Shareholder)

Does the Bank lose its opportunity to lend money when it has to be a counterparty to huge derivatives contracts with customers since money must be held for future deliveries?

Global Markets Group Head

In determining the counterparties' credit limits for derivative contracts, the Bank will assess their suitability. Typically, the Bank requires financial institution counterparties to provide collateral, such as cash or cash-equivalent assets, to cover the potential exposure arising from the derivative transactions entered into. This helps reduce the proportion of reserves that banks need to set aside. For other derivative counterparties, the Bank will consider the credit risk of the counterparty, including determining the size of the credit limit to suit the needs of the use and the purpose of using the credit line in order not to set a limit higher than necessary. The provision for derivative transactions does not cause the Bank to lose the opportunity to lend money in any way.

Global Markets Group Head (Continued)

- Mr. Sittichoke Boonvanich  
(Shareholder)  
Human Resources and  
Corporate Governance  
Group Head
- What about Krungthai employee welfare after it has been interpreted that the Bank is not a state enterprise?
- Although the Bank does not have the status of a state enterprise under the State Enterprise Labor Relations Act, the Bank still maintains a policy to ensure that employees receive good and appropriate benefits, which are not lower than the legally prescribed standards and comparable to those of commercial banks as a benchmark throughout.
- Mr. Sittichoke Boonvanich  
(Shareholder)  
Risk Management Group  
Head
- What is the impact of the COVID-19 epidemic situation on Thailand's financial institutions?
- Due to the recent outbreak of COVID-19, some financial institution debtors are unable to conduct their business as usual. Therefore, there is an increased risk of debt default by the debtors. They are unable to repay the debt according to the conditions. However, the Bank has managed credit risk with various supportive measures in line with its business status and ability to repay debt so that debtors can continue to operate their businesses, such as sustainable relief measures (blue-orange) to prevent widespread impacts.
- The Bank also closely and consistently monitors and reviews the debtor's debt repayment ability and financial projections, both at the individual and portfolio levels. In addition, after the measures to help the debtor ended, the Bank offers a variety of financial services or products to support lending and further economic recovery.
- Mr. Basant Kumar Dugar  
(Shareholder)
- Mr. Basant complimented the Bank's performance and commended the President.
- Ms. Nipattra Boonsawart  
(Shareholder)
- Ms. Nipattra praised the management of the AGM.
- Ms. Wanna Tanwongwan  
(Proxy)
- Ms. Wanna expressed appreciation to the Board of Directors and the Management.

|  |  |
|--|--|
| <u>Ms. Wipaporn Pichitsasithorn</u><br>(Shareholder) | Ms. Wipaporn complimented the Bank's performance.  |
| <u>Ms. Pensri Wuttisittikulij</u><br>(Shareholder)   | Ms. Pensri praised the Board of Directors.   |
| <u>Mr. Chonnasit Thongsuk</u><br>(Shareholder)       | Mr. Chonnasit praised the Board of Directors.  |
| <u>Mr. Sathaporn Khotheeranurak</u><br>(Shareholder) | Provided recommendation: He suggested that questions should be answered according to the agenda specified in the AGM in order to comply with good corporate governance principles.   |
| <u>Mr. Sittichoke Boonvanich</u><br>(Shareholder)    | The 3 suggestions are summarized as follows: <ol style="list-style-type: none"> <li>1. Propose that the Bank takes the lead in using the database from the Pao Tang application to analyze customer data and offer various marketing products to meet customer needs.</li> <li>2. Propose that the Bank supports people who pay taxes correctly by providing a discount on the interest rates of loan types.</li> <li>3. In the next phase of development for the Pao Tang application, please consider adding the national flag motif within the logo frame of the Bank to differentiate it from the Krungthai Next application.</li> </ol> |
| <u>Assoc. Prof. Dr. Sukulpat Khumpaisal</u>          | Provided recommendation: The Bank should pay attention to the protection of their databases, including disseminating news through various social media channels.   |
| <u>Mr. Thanet Naphawan</u><br>(Shareholder)          | Provided recommendation: The Bank's management should emphasize on service provision and reaching out to customers, in order to encourage everyone to use the Bank's services.   |