



วิริยะประกันภัย  
THE VIRIYAH INSURANCE

Annual Report 2020



Most Trusted Insurance  
with All-Round Excellence **“For You”**

Do business for a better society,  
not for personal wealth accumulation  
without concern about  
the impact on the public.

A good business must be profitable,  
but a line has to be drawn.

Doing business with virtue means  
acquiring business gains  
without taking advantage of others.

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**Lek Viriyabhun**

*Founder of The Viriyah Insurance Public Company Limited*



**Most Trusted Insurance**  
with All-Round Excellence



Support from Professional  
Everywhere...**For You**

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Excellence  
in Services





Cutting-Edge Technologies and Networks  
Every Moment...**For You**

Excellence  
in Innovations





Claim Services and Participating Repair Centers  
Ensure...**For You**

Excellence  
in Claims & Coverage





Non-Life Insurance Agents & Various Products  
Over 74 Years...**For You**

Excellence  
in Credibility



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# VISION

To be a secure, transparent,  
honest, and fair non-life insurer

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# MISSION

**To** provide warm and satisfactory services  
**From** our complete and countrywide network  
**With** modern, expeditious, and efficient process  
**By** our ethical and trustworthy professional teams



## Message from Managing Director

Thailand experienced a major economic crisis in 2020 due to the “Covid-19” pandemic. The impact could be called “Crisis After Crisis” as we all know that the Thai economy had already been fragile even before this global public health crisis. When the production activities were stalled, there was a simultaneous big decrease in global income and purchasing power. As a result, the Thai economy in 2020 had a negative growth rate of 6.1% which was the lowest in 22 years since the Tom Yum Kung crisis.

As for the non-life insurance business in the past year, all sectors focused only on how to keep up the organization. When faced with the Covid-19 situation, it was inevitably affected along with other sectors. However, with our primary objective of managing risks for people during a crisis as well as people’s awareness on using insurance as a risk management tool, we could see a rise in popularity of the Covid-19 insurance products. Consequently, the overall business showed a sign of recovery, making the non-life insurance business grow by 3.9% in 2020.

In the past year, The Viriyah Insurance Public Company Limited still continued to develop technology to increase its service efficiency to gain customer satisfaction. Its operations also centered on a customer centric approach. More importantly, The Viriyah Insurance is determined to provide services and assurance for the society. These are the key success factors that make the company to be placed as a top leader in the non-life insurance business for 29 consecutive years.

However, during this time when Thai people have had to deal with the Covid-19 crisis and adjust themselves to the new normal, The Viriyah Insurance also needs to adapt itself by developing innovative services and expanding its existing products according to the new lifestyle. For example, the company have launched a new insurance product called “Covid-19 Shield” which is very well-received, offered the “Health Advisory” program to provide advice to our customers before, during, and after their medical care, and introduced a new mobile claims service platform called “VClaim on VCall” so that our customers can make an appointment to file a claim through a video call from anywhere without having to meet face-to-face, in response to the social distancing protocol.

As for the 2022 roadmap, The Viriyah Insurance still remains its focus on technology development by setting up a 5-year plan in collaboration with global software solution providers like Oracle, Microsoft, and MuleSoft to revamp the IT architecture and create innovative services to ensure that our customers will experience good services from The Viriyah Insurance at any time.

On behalf of the Board of Directors of The Viriyah Insurance Public Company Limited, I would like to thank all customers, partners, business alliances, public and private agencies, and all other organizations for their trust and participation in providing assurance in life and properties for people. Moreover I would like to extend our appreciation to all the executives and employees for their commitment, knowledge and contribution to help creating innovative services and join forces in driving our business success. The company would like to assure that during the Covid-19 crisis, we are ready to collaborate with the insurance businesses and any other sectors to help Thailand get through this crisis. In accordance with the code of conduct that the Company has been committed to, we will put all of our effort to run our business by adhering to the principles of good governance and sharing in order to create long-lasting stable security for Thai people and the society.



(Suwaporn Thongthew)  
Managing Director

“ *The Viriyah Insurance Public Company Limited still continued to develop technology to increase its service efficiency to gain customer satisfaction. Its operations also centered on a customer centric approach. More importantly, The Viriyah Insurance is determined to provide services and assurance for the society.* ”



## Milestones of Success

1947



3 February

The Viriyah Insurance Company Limited was founded under the name **Asiatic Distributing Company Limited** with 5 million baht paid-up capital. At the beginning, the company offered two major insurance classes: fire insurance and marine and cargo insurance to support the business of Thonburi Automotive Assembly Plant Co., Ltd. — another family business.

5 million baht paid-up capital



At the beginning, the company offered two major insurance classes: fire insurance and marine and cargo insurance

1974



14 January

The title of the company was changed to **“Asiatic Distributing Insurance Company Limited.”**

1979



16 January

The company expanded its insurance business to include car insurance and miscellaneous insurance in order to serve the growing Thai economy and ensure the security of Thai people and communities. The company was then retitled to **“Viriyah Panich Insurance Company Limited.”**



The company expanded its insurance business to include car insurance and miscellaneous insurance

1982



22 February

To become a professional non-life insurer, the company was retitled once again to be **“The Viriyah Insurance Co., Ltd.”** Ever since, the business has gained the acceptance and trust of the Thai people all along.

1987



The year of pride, the company had become the number one position in the car insurance industry for the first time. This position has been maintained until the present day.



The company had become the number one position in the car insurance industry for the first time

## 1992

The company once again achieved great success in the non-life insurance business with the top ranked position in the entire non-life insurance market. The company has maintained this market leadership until today.



Great success in the non-life insurance business with the top ranked position in the entire non-life insurance market

## 2012

1 June

To become a public company limited under the title "The Viriyah Insurance Public Company Limited", with emphasis on being the leading non-life insurance company known for stability, strength, good corporate governance, transparency, and fairness in its business operations.



To become a public company limited with good corporate governance and transparency

## At Present

The Viriyah Insurance Public Company Limited is Thailand's number one non-life insurance company that has operated constantly for 74 years. The company has gained the trust of customers and our market share has ranked 1<sup>st</sup> for 29 consecutive years. Our direct insurance premiums for the year 2020 totaled 38,115 million baht, representing 15.00% of the non-life insurance industry.

The company has had the highest market share of 22.8% in the motor insurance business with the direct written premiums of 33.327 billion baht. Moreover, the company successfully increased the non-motor insurance growth rate to 4.5% from 4.1% in 2019 with the direct written premiums of 4.827 billion baht in 2020.

**74**  
years of  
excellence



Our market share has ranked **1<sup>st</sup>** for **29** consecutive years



Our direct insurance premiums for the year 2020 totaled **38,115** million baht

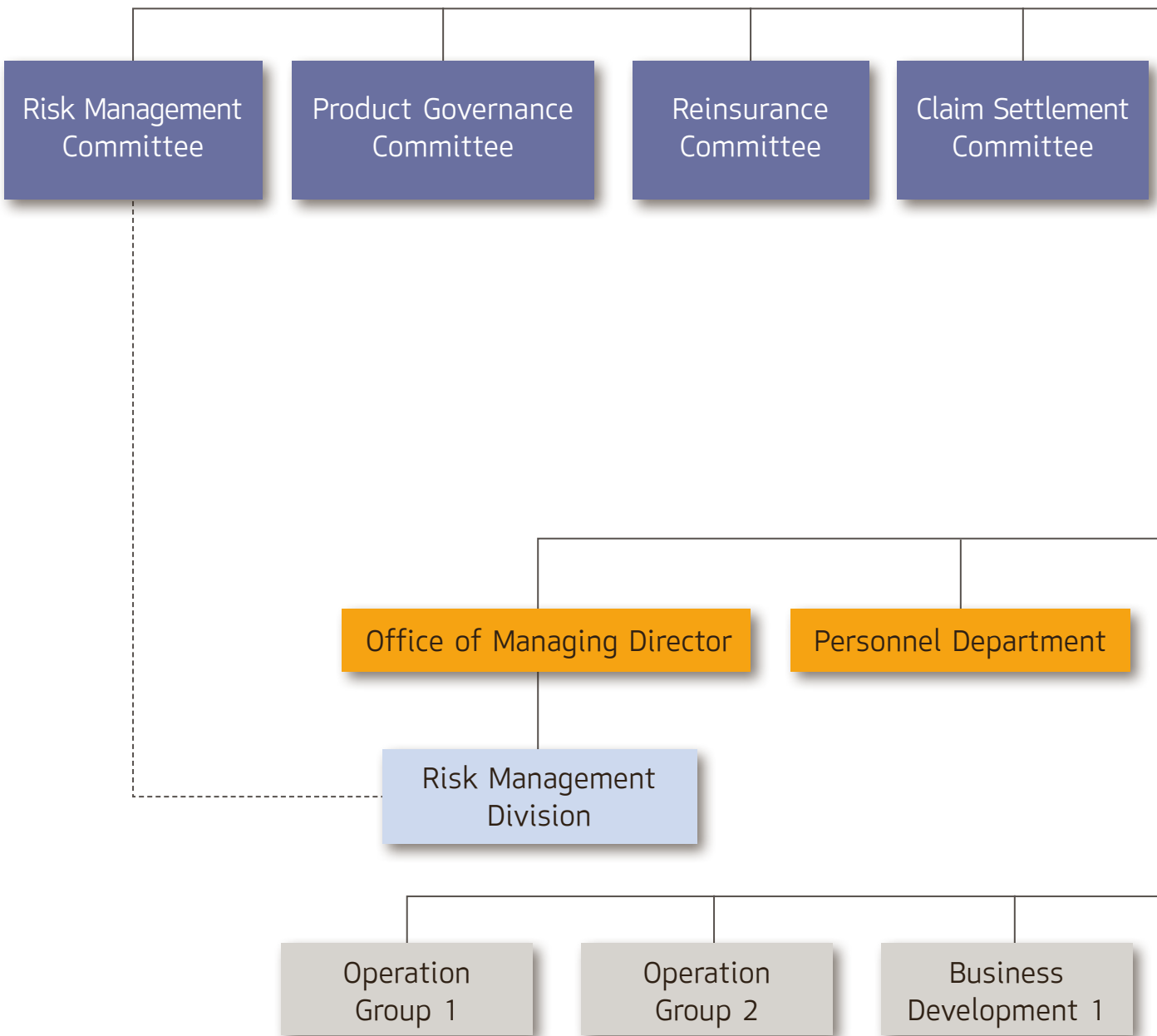


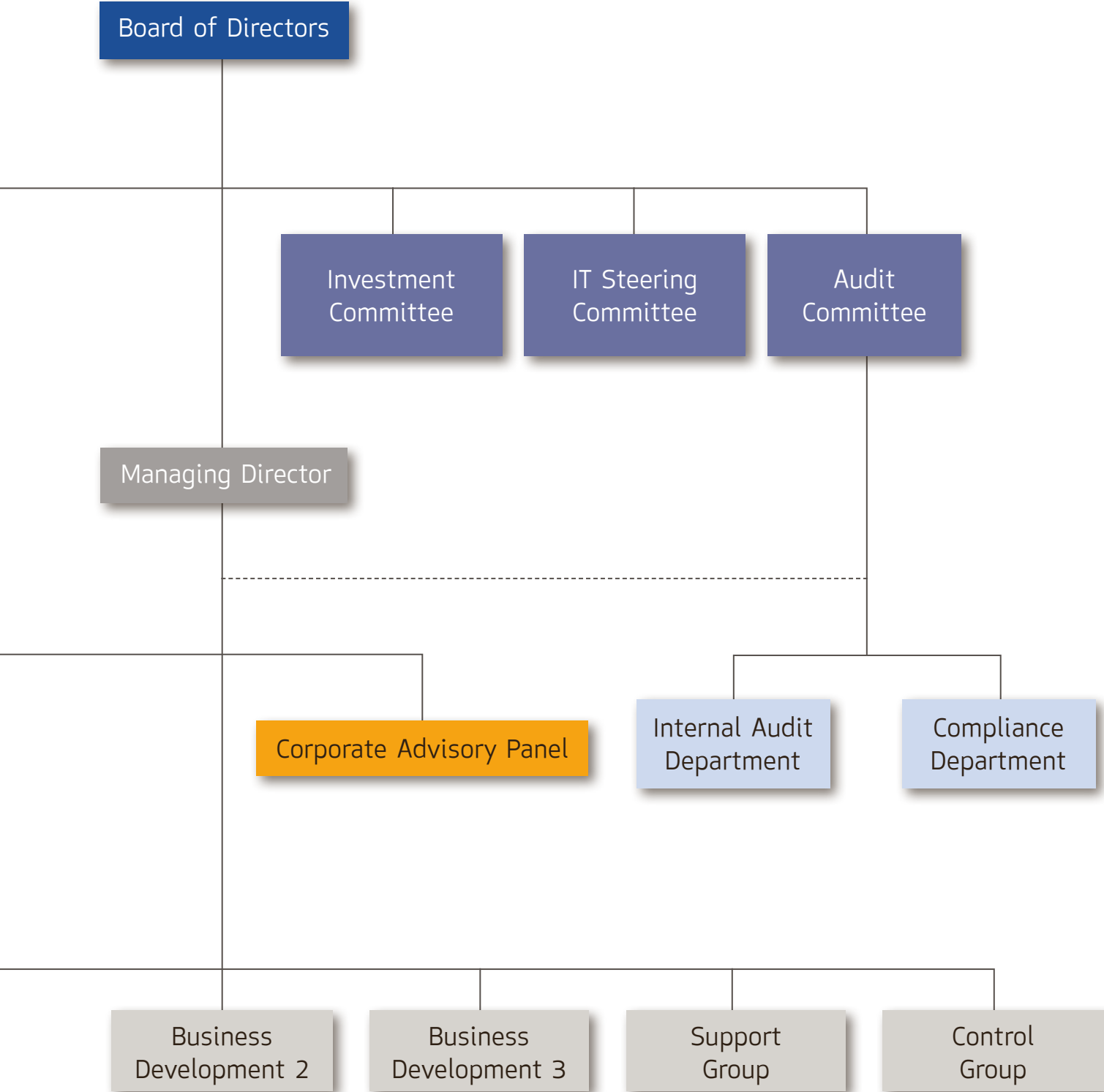
Representing **15.00%** of the non-life insurance industry





# Corporate Structure







## Board of Directors and Executive Managements

### Board of Directors

- Chairperson of the Board of Director  
Mr. Pichan                      Viriyabhun
- Director  
Ms. Suvaporn                      Thongthew  
Mr. Took                              Viriyabhun  
Pol.Lt.Gen. Powthai              Thongthew  
Mr. Amorn                            Thongthew  
Mr. Prasan                           Nilmanat  
Mr. Somchai                        Sawathanuphap  
Mr. Boonlert                        Kusolpermpool  
Ms. Rubporn                        Viriyabhun
- Independent Director  
Mr. Suthin                        Nophaket  
Mr. Chumlong                      Reanvichit  
Mr. Surapol                        Lertprasertkul  
Ms. Nataya                        Lothuvachai  
Mr. Sitthichoke                    Sricharoen

### Risk Management Committee

- Chairperson of the Risk Management Committee  
Ms. Supatra                      Thongkhao
- Member  
Mr. Amorn                        Thongthew  
Ms. Nujchanart                    Laohathaimongkol  
Ms. Bang-orn                      Jiravorasuk  
Mr. Winju                            Angsunit  
Ms. Suthathip                      Vorakul  
Mr. Arjnarong                      Sucharitwongsanon  
Mr. Suthep                        Radchaauppanan  
Ms. Nittaya                        Dockchan  
Mr. Suwat                        Soksomrid  
Ms. Nopparat                      Suratmetapun  
Mr. Opas                            Pinyocheep

### Product Development Committee

- Chairperson of the Product Development Committee  
Ms. Bang-orn                      Jiravorasuk
- Member  
Mr. Winju                            Angsunit  
Mr. Surachai                        Traiwittayanggoon  
Ms. Thavikan                        Techataveesup  
Mr. Suthep                        Radchaauppanan  
Mr. Apichat                        Udomvorchat  
Ms. Somjit                        Kaesornkaew  
Ms. Chorkarn                        Markchom  
Ms. Nittaya                        Dockchan  
Ms. Nopparat                        Suratmetapun  
Ms. Vipassorn                        Sricharoen  
Mr. Supachaet                      Kaewboonruang  
Ms. Chartchakan                    Paiboolsirikul
- Member and Secretary  
Mr. Kittiphan                      Chitratanachinda

### Reinsurance Committee

- Chairperson of Reinsurance Committee  
Mr. Thongchai                      Jira-alongkorn
- Member  
Mr. Amorn                        Thongthew  
Ms. Supatra                        Thongkhao  
Mr. Winju                            Angsunit  
Ms. Bang-orn                      Jiravorasuk  
Mr. Surachai                        Traiwittayanggoon  
Ms. Chorkarn                        Markchom
- Member and Secretary  
Mr. Supachaet                      Kaewboonruang



## Claims Management Committee

- Chairperson of the Claims Management Committee  
Mr. Sompoj                      Chiempantong
- Member  
Mr. Sayom                      Rohitasathira  
Mr. Dondech                      Satchawirakun  
Ms. Supatra                      Thongkhao  
Mr. Pornthep                      Vallibhodom

## Investment Committee

- Chairperson of the Investment Committee  
Mr. Thongchai                      Jira-alongkorn
- Member  
Ms. Suthathip                      Vorakul  
Ms. Nujchanart                      Laohathaimongkol

## IT Steering Committee

- Chairperson of the IT Steering Committee  
Mr. Amorn                      Thongthew
- Member  
Mr. Thongchai                      Jira-alongkorn  
Ms. Supatra                      Thongkhao  
Mr. Sayom                      Rohitasathira  
Mr. Sompoj                      Chiempantong  
Mr. Dondech                      Satchawirakun  
Mr. Thanachai                      Pattanapongpaiboon

## Audit Committee

- Chairperson of the Audit Committee  
Mr. Chumlong                      Reanvichit
- Member  
Mr. Somchai                      Sawathanuphap  
Ms. Nataya                      Lothuvachai  
Mr. Surapol                      Lertprasertkul

## Advisory Boards

- Directors and Corporate Consultants  
Pol.Lt.Gen. Powthai                      Thongthew  
Mr. Prasan                      Nilmanat  
Mr. Boonlert                      Kusolpermpool
- Directors and Accounting Department Consultants  
Mr. Somchai                      Sawathanuphap

## Executive Management

- Managing Director  
Ms. Suvaporn                      Thongthew
- Internal Audit Department Manager  
Ms. Mallika                      Tatiyasataporn
- Personnel Department Manager  
Mr. Arjnarong                      Sucharitwongsanon
- Compliance Department Manager  
Ms. Somjit                      Kaesornkaew
- Office of the Managing Director Manager and Head of Risk Management Section  
Ms. Vipassorn                      Sricharoen

### Operation Group I (Non-Motor Insurance Business)

- Deputy Managing Director  
Mr. Thongchai            Jira-alongkorn
- Assistant Managing Director  
Mr. Winju                Angsunit  
Ms. Bang-orn            Jiravorasuk  
Ms. Thavikan            Techataveesup
- Assistant Managing Director and
  - Acting Non-Motor Reinsurance Department Manager
  - Acting Non-Motor Marketing - Health and Personal Accident Product Department Manager
  - Acting Non-Motor Insurance - Health and Personal Accident Product Department Manager
  - Acting Non-Motor Direct Marketing - Health and Personal Accident Product Department Manager
  - Acting Non-Motor-Motor Claim - Health and Personal Accident Product Department Manager
 Ms. Thavikan            Techataveesup
- Non-Motor Marketing Strategy - Health and Personal Accident Product Department Manager  
Mr. Sittisak              Cuhavilai
- Non-Motor Business Development - Health and Personal Accident Product Department Manager  
Mr. Wynn                Warotamakun
- Non-Motor Claim - Health and Personal Accident Product Department Manager  
Mr. Tanee                Pliponkerd
- Non-Motor Insurance - Property and Miscellaneous Claim Department Manager  
Mr. Kriengkrai        Euphosin
- Non-Motor Insurance - Fire and Property Product (SME) Department Manager  
Ms. Worranan            Tintamora
- Non-Motor Insurance - Motor Product Department Manager and Acting Non-Motor Insurance - Marine Product Department Manager  
Mr. Sarayut              Poomsri
- Non-Motor Insurance Support Department  
Mr. Supachaet        Kaewboonruang

- Non-Motor Business Research and Development Department Manager  
Mr. Kittiphan            Chitratnachinda
- Non-Motor Insurance - Property and Miscellaneous Product Department Manager  
Mr. Thanate              Kiatchanog
- Non-Motor Operation System Development Department Manager  
Mr. Chartchakan        Paiboolsirikul

### Operation Group II

- Deputy Managing Director  
Mr. Sayom                Rohitasathira  
Mr. Sompoj                Chiempanthong  
Mr. Dondech              Satchawirakun
- Assistant Managing Director and Regional Operation Manager (Region 6: Claims Service Center for Bangkok Department)  
Mr. Pornthep            Vallibhodom
- Regional Operation Manager (Region 1: Northern Area Department) and Acting Regional Operation Manager (Region 5: Southern Area Department)  
Mr. Prasit                Sunachusaeng
- Regional Operation Manager (Region 2: Northeastern Area Department)  
Mr. Nattapong            Boonyen
- Regional Operation Manager (Region 3: Eastern Area Department)  
Mr. Thianwit              Hanmatreekuna
- Regional Operation Manager (Region 4: Central and Western Area Department)  
Mr. Panut                Reanprayoon
- Regional Operation Manager (Region 6: Bangkok and Metropolitan Area Department)  
Mr. Surapong              Kitchit
- Acting Customer Relations Department Manager  
Mr. Sayom                Rohitasathira
- Manager  
Mr. Vitaya                Chaisukumara

### Business Development Group I

- Director and Deputy Managing Director  
Mr. Amorn                      Thongthew
- Assistant Managing Director  
Mr. Surachai                      Traiwittayangoon
- Senior Department Manager Motor Underwriting  
Department Manager  
Mr. Suthep                      Radchaauppanan
- Motor Premium Rating Department Manager  
Ms. Wipavadee                      Limprasisssara
- Actuarial Department Manager  
Ms. Chorkarn                      Markchom

### Business Development Group II

- Deputy Managing Director  
Mr. Sayom                      Rohitasathira  
Mr. Sompj                      Chiempantong
- Legal Department Manager  
Mr. Apichat                      Udomvorchat
- Central Claims Operation Department Manager  
Mr. Tanongsak                      Tinsrinuan
- Claims Service Center Standard Department Manager  
Mr. Opas                      Pinyocheep
- Price and Repair Standard Department Manager  
Mr. Natee                      Chaiyakan
- Claim-Front Office Development Department  
Manager  
Mr. Bunpot                      Klianglumyong
- Claim-Back Office Development Department  
Manager  
Mr. Saran                      Sawsakul

### Business Development Group III

- Deputy Managing Director  
Mr. Sayom                      Rohitasathira  
Mr. Sompj                      Chiempantong

- Deputy Managing Director, Acting Agent and  
Dividual Broker Marketing Department Manager,  
Acting Special Channel Marketing Department  
Manager and Acting Insurance Intermediary Data  
Center Manager  
Mr. Donddech                      Satchawirakun
- Assistant Managing Director and Insurance  
Professional Training and Development Center  
Manager  
Ms. Wilai                      Prechaporn
- Manufacturer and Dealer Marketing Department  
Manager  
Ms. Akaranard                      Kittisangtham
- Financial Institution Marketing Department Manager  
Mr. Denpong                      Kunathigan
- Corporate Broker Marketing Department Manager  
Mr. Nattapong                      Boonyen
- Corporate Marketing Department Manager  
Ms. Nittaya                      Dockchan
- Senior Marketing Manager  
Mr. Krit                      Hincheeranun

### Controlling Group

- Deputy Managing Director  
Mr. Thongchai                      Jira-alongkorn
- Assistant Managing Director and Acting Clearing  
Liability Department Manager  
Ms. Suthathip                      Vorakul
- Assistant Managing Director and Acting Finance  
and Investment Department Manager  
Ms. Nujchanart                      Laohathaimongkol
- Accounting Department Manager  
Ms. Nopparat                      Suratmetapun

### Supporting Group

- Deputy Managing Director, Acting Management  
Information System Department Manager and Acting  
Office Administration Department Manager  
Ms. Supatra                      Thongkhao
- Corporate Communications Department Manager  
Mr. Suwat                      Soksomrid

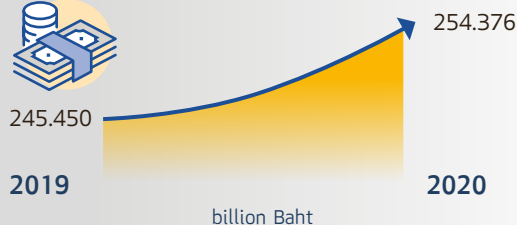


## Overview of Non-Life Insurance Business in 2020

### Non-Life Insurance Business in 2020

the direct premiums of

**254.376 billion Baht**



▲ an increase of **3.9%** from 2019 comprising



The motor insurance premium of

**146.392 billion Baht**

▲ Representing **57.55%**



The fire insurance premium of

**10.120 billion Baht**

▲ Accounting for **3.98%**



The marine and transportation insurance premium of

**4.831 billion Baht**

▲ Representing **2.08%**



The miscellaneous insurance premium of

**92.579 billion Baht**

▲ Accounting for **36.39%**

### Overview of Non-Life Insurance Business in 2020

Thailand's economy in 2020 did not perform a better growth rate as predicted at the end of 2019. Not long after the first month of the year, it was hit by the COVID-19 outbreak causing the business activities in every sector to be disrupted at the same time. At that point, Thai economy had already been fragile for quite a while as shown in the low domestic investment resulting in high household debts and lack of competition in most SMEs and workforce. Therefore, the global crisis of COVID-19 pandemic certainly delivered a one-two punch to Thailand's economy since it depended on global production chain and primarily relies on exports and tourism. As a result, at the end of 2020, Thailand's economy had a negative growth rate of 6.1% which was the lowest in 22 years since the Tom Yum Kung crisis.

However, thanks to the government's measures to increase economic activities and mitigate the impacts of COVID-19, the overall business showed a sign of recovery. We could see some money flow in the whole economic system by stimulating household spending, manufacturing, hiring, and generating income for people. The recovery of the global economy also helped improve the import-export industry. In addition, the purchasing power for vehicles went up at the end of the year after the Motor Expo. People also started to consider the insurance system as a tool to manage their risks and became more interesting in the COVID-19 insurance products.

For these reasons, in 2020 the non-life insurance business could still expand compared to the same period in the previous year, with a direct premiums of 254.376 billion Baht, an increase of 3.9% from 2019, comprising the motor insurance premium of 146.392 billion Baht, representing 57.55% of the industry, the fire insurance premium of 10.120 billion Baht, accounting for 3.98% of the industry, the marine and transportation insurance premium of 4.831 billion Baht, representing 2.08% of the industry, and the miscellaneous insurance premium of 92.579 billion Baht, accounting for 36.39% of the industry.

## Non-Life Insurance Business Trend in 2021

Thai economy in 2021 is expected to have a growth rate of no more than 3% after a sign of recovery of the global economy, while the World Bank predicted that the global economy would grow by 4%. This is also a challenging year for Thailand's economy. We need to see how effectively every sector can handle the COVID-19 issue. The key to success also depends on other factors like herd immunization.

The non-life insurance business in 2021 is likely to expand in relation to the overall economic growth with the recovery of the global economy and the support from the government based on the budget framework and economic measures. However, one factor that can directly affect the insurance business is the people's awareness and familiarity with life insurance which are ones of the risk management tools for their healthcare plan. The other factor is the promising recovery of the sale in automobile industry. Based on these factors, it is expected that the non-life insurance business in 2021 would expand about 0-5% compared to 2020, with a direct premiums of 262.500 billion Baht.

However, in 2021, there are still a lot of challenging factors for non-life insurance businesses. Some have already existed while some are from new occurrences like the COVID-19 pandemic as well as the increasing numbers of disasters, technological changes, cybercrimes, new forms of insurance fraud, and changes in consumer behaviors and lifestyles.

Therefore, it will be the year that will require non-life insurance business providers to adjust and prepare to handle any changes by using technology in operating their business or embracing InsurTech to increase work efficiency. More importantly, it is necessary to develop employees' skills and potentials.

### Expected that the non-life insurance business in 2021

will expand about

▲ **0-5%**  
(compared to 2020)



with the direct premiums of  
**262.500 billion Baht**

“

*It will be the year that will require non-life insurance business providers to adjust and prepare to handle any changes by using technology in operating their business or embracing InsurTech to increase work efficiency.* ”



## Operations and Achievements in 2020



**No. 1 Non-life Insurance Business Market Leadership for**

**29 Consecutive Years** (1992-2020)

- The company has remained the highest market share of **15%**
- The direct premiums of **38.155 billion Baht**

**No. 1 Motor Insurance Business Market Leadership for**

**34 Consecutive Years** (1987-2020)

- The company has remained the highest market share of **22.80%**
- The direct premiums of **33.327 billion Baht.**



### "VClaim on VCall"

Expansion of the VClaim on VCall Platform Nationwide



### "V Fin"

Viriyah One Finance and Accounting  
The goal is to develop technology for linking the finance and accounting systems together



### "V SHINE"

Promoting Competence of Claims Department Personnel



Agency Upgrade to "Office of Non-Life Insurance Agent Standards"



More Branches and Claim Service Centers: **166 claims service centers** in **75 provinces** across the country



More Certified Repair Centers: There are **over 600 certified repair centers**

## 1. Non-life Insurance Market Leadership for 29 Consecutive Years and Motor Insurance Business for 34 Consecutive Years

- **Non-life Insurance Business:** The company has remained the highest market share of 15% for the 29<sup>th</sup> consecutive year (1992-2020) with the direct premiums of 38.155 billion Baht.
- **Motor Insurance Business:** The company has had the highest market share of 22.8% for the 34<sup>th</sup> consecutive year (1987-2020) with the direct premiums of 33.327 billion Baht.

## 2. "Outstanding Insurance Company in Technological Innovation Award" from the OIC

The Office of Insurance Commission (OIC) granted this award to the non-life insurance company that came up with outstanding technological innovations in the year 2019. It reflected the commitment of the Company to develop innovations to enhance our work efficiency for the insured and ensure the best services and highest satisfaction.



### 3. “The Most Powerful Brands of Thailand 2020” Announced by Chulalongkorn University

Department of Marketing, Chulalongkorn Business School, presented “The Most Powerful Brands of Thailand 2020” Award in the insurance business to our company. This award is part of a survey and research program to find brands that are neutral and reliable in aspects both qualitatively and quantitatively. As many as 24,000 samples were collected nationwide, covering 30 product groups during January to May 2020. The research focuses on highlighting the strongest and most powerful brands as well as creating guidelines to improve and develop the potential of the insurance industry in Thailand.

### 4. Achievements in Service Enhancement and Expansion of Non-Motor Insurance Market

- Health Advisory Program

Health Advisory is a service provided to our customers before, during, and after their medical care. In 2020, there was a soft launch to help our customers plan their treatment and expenses in relation to their insurance coverage and needs. We started providing this service to two groups. The first group includes acute cases, such as upper and lower respiratory diseases, a cold, or accidents. The second group includes non-communicable diseases, such as diabetes and hypertension. In 2021, the Company plans to offer the service to an additional group which will include the critical illnesses, such as cancer and heart disease. Our goal is to take care of customers and help them attain a healthy long life.





- Viriyah Healthcare by BDMS

Viriyah Healthcare by BDMS is a collaboration between The Viriyah Insurance Public Company Limited and Bangkok Dusit Medical Services (BDMS) to provide healthcare services and alleviate people's burden of medical expenses. The insured will have the opportunity and choices to receive international standard medical services at private hospitals more easily. The insurance plan provides both accessibility and variety of healthcare. The plan will cover medical expenses at any hospital within the BDMS network nationwide.

## 5. Expansion of the VClaim on VCall Platform Nationwide



The company selects the right technology to accommodate customers during the inspection process by allowing them to file a claim through a video call system “VClaim on VCall” which is easy, convenient, and fast. Through this real-time system, the insured can schedule an appointment at their own convenience without having to wait for the claim surveyor to arrive at the scene. After implementing this service in the Bangkok Metropolitan Area since 2019, we received very good feedback from our customers. In 2020, the Company expanded this service to cover all regions in Thailand. This innovation is also the best solution during the COVID-19 crisis since the insured can get services and practice social distancing at the same time.

## 6. Oracle ERP Project under the Concept of Viriyah One Finance and Accounting “V Fin”

The company continues to strive for develop information technology in all sectors to attain excellent services. In 2020, The Viriyah Insurance joined force with Oracle Corporation to operate the Project Oracle ERP under the concept of Viriyah One Finance and Accounting “V Fin.” The goal is to develop technology for linking the finance and accounting systems together. This will help to manage and audit the finance and accounting information more efficiently. Most importantly, the claim payment process will also be faster.

## 7. “V SHINE” Project: Promoting Competence of Claims Department Personnel



The company implemented the “V SHINE” project to develop management skills and promote knowledge and understanding of the right claims process. We also instilled the sense of responsibility, behavior change, and positive attitude at work to our employees at all levels from claims service center manager, head of claims department, claims adjusters to loss assessors, through the Learning and Development program for the new era. We hope that the program will yield success and utmost benefits. The company has piloted the project in Region 6 (Bangkok Metropolitan Area) and will expand to other regions soon.

## 8. We upgraded our agencies and set up the “Office of Non-Life Insurance Agent Standard, The Viriyah Insurance Public Company Limited” to carry out our mission.

The Company put a strong focus on insurance agents and brokers through which products are mainly presented to customers in the most effective way. We took part in developing the knowledge, enhancing work performance, and providing

technological support to ensure highest customer satisfaction. To that end, we have carried out a program to raise our standard by upgrading our agencies to be the “Office of Non-Life Insurance Agent Standard.” In addition, in 2020, the company set up a marketing division for individual agents and brokers to carry out our mission in raising the standard of our agents and agencies, strengthen relationship, and recruiting more agents to be available in every region. We aim to reflect a good and reliable image of the Office of Non-Life Insurance Agent Standards of Viriyah Insurance where our customers can trust in a fast, convenient, and efficient policy management system. We also make sure that our agents are fully qualified as announced by the Office of Insurance Commission (OIC).

## 9. More Branches and Claim Service Centers

In order to provide our customers fast, convenient, and good services, the Company has a clear policy of increasing more claim service centers and branches across the country to provide easy access for customers. We currently have 166 claim service centers and branches including V-Stations in 75 provinces across the country. In 2020, the Company opened one additional branch as follows:

- **Claim Service Branch Office at 304 Industrial Park**  
213 Moo 4, Chachoengsao-Kabin Buri Rd., Krok Somboon,  
Si Maha Phot, Prachin Buri



## 10. More Certified Repair Centers

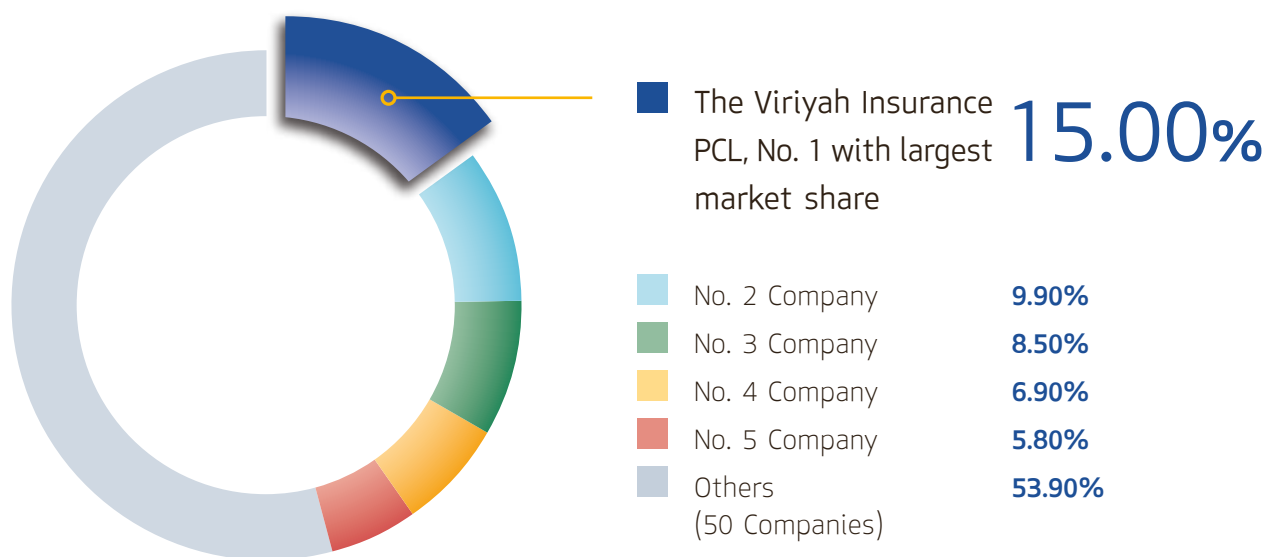
There are over 600 Viriyah Insurance’s certified repair centers in the Bangkok Metropolitan Area and other provinces to provide full repair services. We follow our policy of providing the services with the high quality and same standard at all of our centers and promoting customer satisfaction with maximum benefits and convenience. Furthermore, the Company also expanded our network of services and signed partnership contracts for the year 2021-2022 with more than 850 auto repair shops, auto windshield shops, and towing services all over the country. The objective of this partnership is to ensure the same service quality across the board and gain trust from our partners who act as our representatives to provide professional care and services for our customers and repair the damaged vehicles of our insured in an honest and fair manner.



## Overall Performance

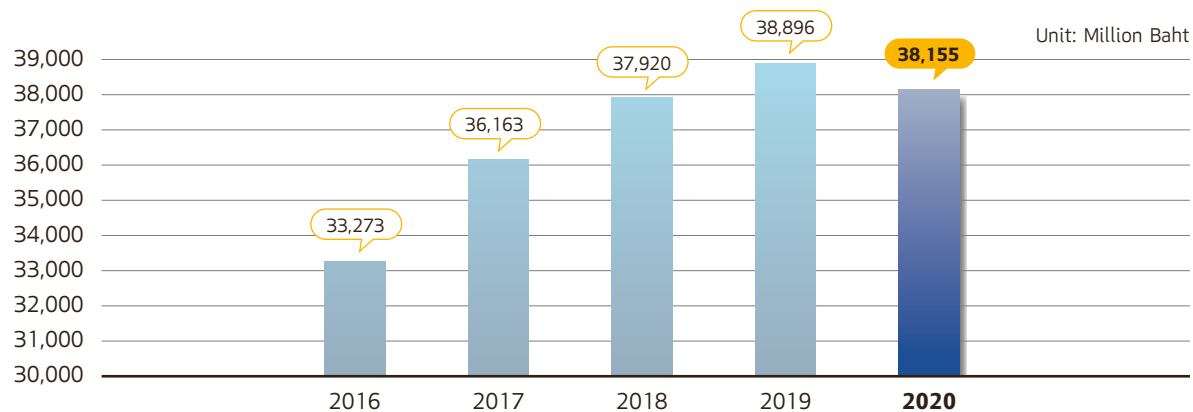
### 1. Overall Market Share and Direct Premiums

#### 1.1 Non-life Insurance Market Share in 2020



#### Non-Life Insurance Direct Premiums

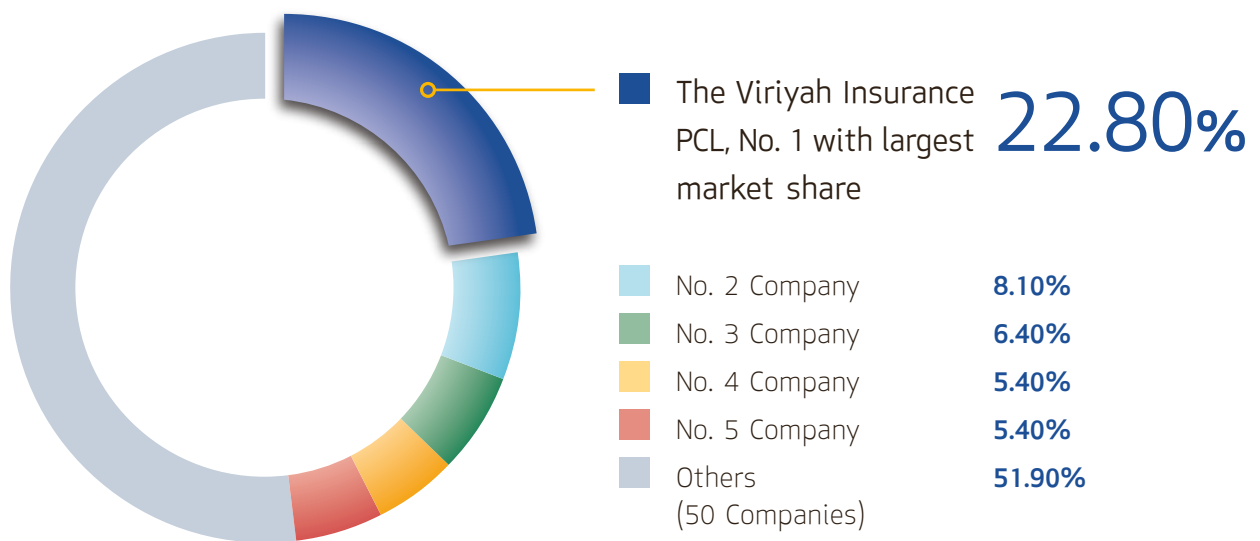
The Viriyah Insurance Public Company Limited from 2016 to 2020



Source: Office of Insurance Commission (OIC)

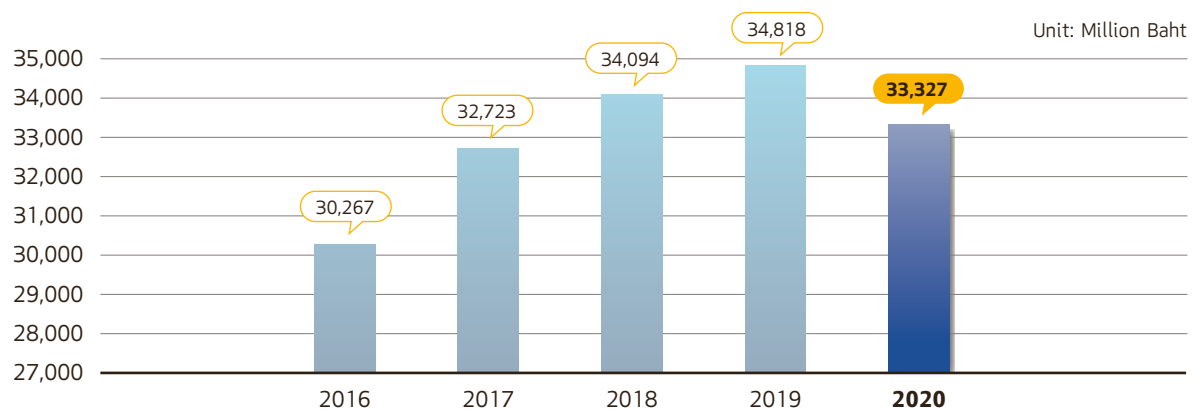
## 1.2 Market Share and Growth Rate of Motor Insurance Premiums

Motor Insurance Market Share in 2020



### Motor Insurance Direct Premiums

The Viriyah Insurance Public Company Limited from 2016 to 2020



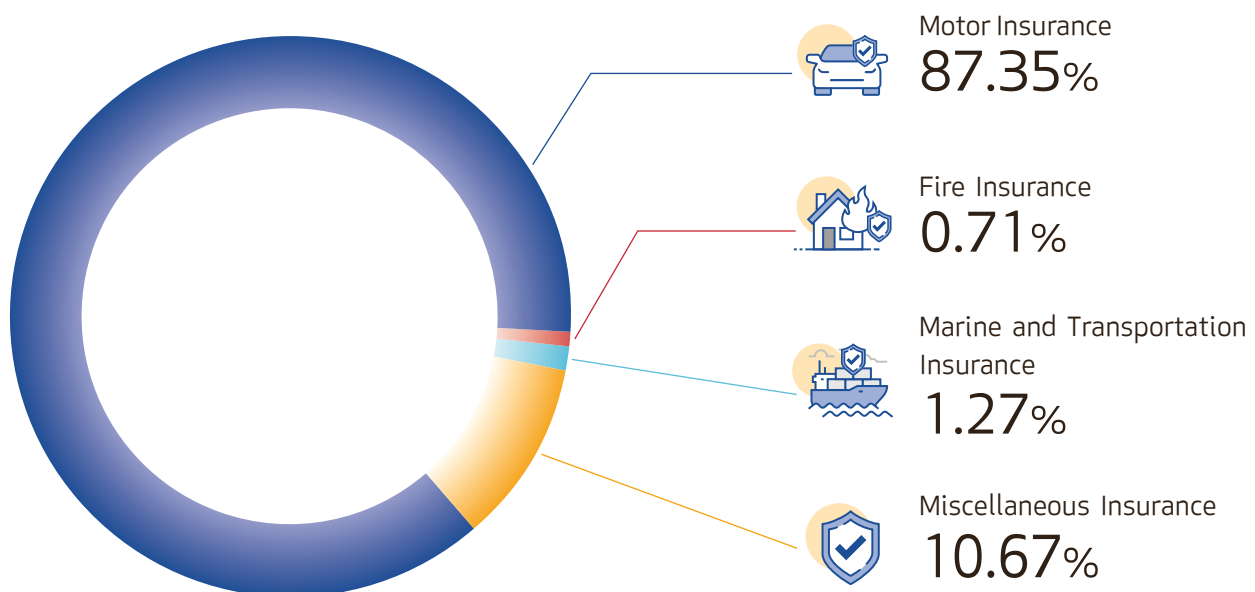
Source: Office of Insurance Commission (OIC)

## 2. Direct Premiums in Five Years Classified by Lines of Business

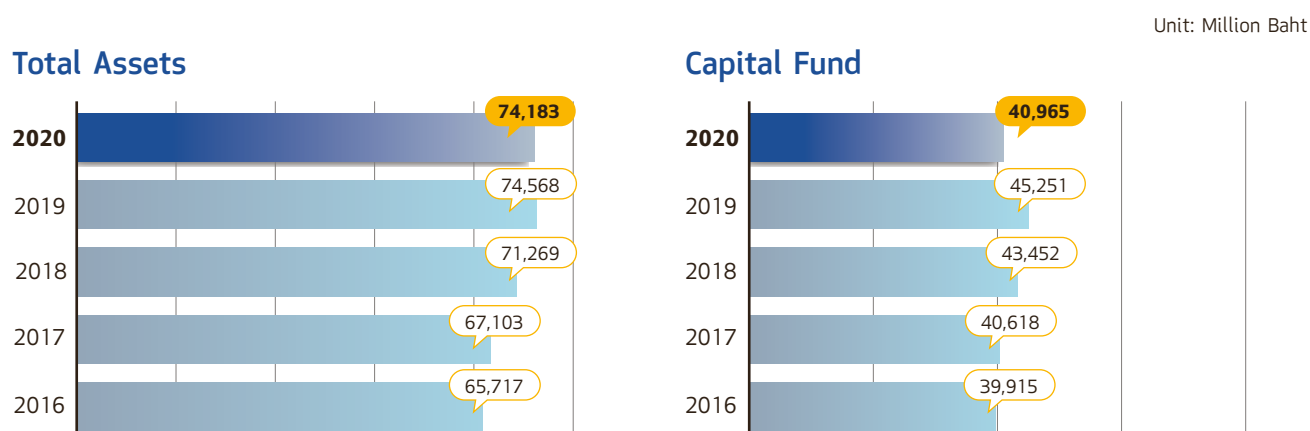
Unit: Million Baht

Class	2016		2017		2018		2019		2020	
	Direct Premiums	%	Direct Premiums	%	Direct Premiums	%	Direct Premiums	%	Direct Premiums	%
Motor insurance	30,267.30	90.97	32,723.05	90.49	34,093.90	89.91	34,818.26	89.52	33,327.04	87.35
Fire insurance	270.88	0.81	270.90	0.75	274.19	0.72	281.14	0.72	271.20	0.71
Marine and transportation insurance	337.74	1.02	390.01	1.08	424.73	1.12	455.89	1.17	485.15	1.27
Miscellaneous insurance	2,396.60	7.20	2,779.00	7.68	3,127.84	8.25	3,341.19	8.59	4,071.31	10.67
<b>Grand Total</b>	<b>33,272.52</b>	<b>100.00</b>	<b>36,162.96</b>	<b>100.00</b>	<b>37,920.66</b>	<b>100.00</b>	<b>38,896.48</b>	<b>100.00</b>	<b>38,154.70</b>	<b>100.00</b>

Direct Premiums in 2020 (Classified by Lines of Business)



### 3. Financial Status and Overall Performance



The Viriyah Insurance Public Company Limited secures its financial strength with the authorized share capital of 2,000 million baht. Total net assets amounted to 74,183 million baht and the capital fund as of 31 December 2020 was 45,873 million baht whereas the total capital required was 20,900 million baht. The capital adequacy ratio was 215.90%.

Unit: Million Baht

#### Financial Status (As of 31 December 2020)

Total Assets	74,183
Total Liabilities	38,516
Shareholder's Equity	35,667
Capital Fund	40,965

#### Financial Performance in 2020

Gross Premiums Written	38,157
Net Premiums Written	37,071
Net Premiums Earned	37,668
Underwriting Expense	31,810
Operating Expense	4,759
Net Investment Income	1,098
Gain on Investments and Other Income	395
Losses on Fair Value Changes	1,659
Profit Before Income Tax	933
Income Tax Expense	125
Net Profit	808



## Well-Known Reputation

Highest market share for the **34<sup>th</sup>** consecutive year since 1987 in the motor insurance business



The direct written premiums (motors) of

**33.327 billion Baht**



An increase in the non-motor insurance growth with the direct written premiums of

**4.827 billion Baht**



## Market Leadership

The Viriyah Insurance Public Company Limited is Thailand's number one non-life insurance company that has gained customer trust and confidence for a long time. It has had the highest market share for the 29<sup>th</sup> consecutive year since 1992 in the non-life insurance business and for the 34<sup>th</sup> consecutive year since 1987 in the motor insurance business. In 2020, the company earned the direct written premiums of 33.327 billion Baht and experienced an increase in the non-motor insurance growth rate from 4.1% to 4.5% with the direct written premiums of 4.827 billion Baht.

## Financial Strengths

The Viriyah Insurance Public Company Limited has a registered capital of 2 billion Baht fully paid-up, assets of 74.183 billion Baht and capital fund of 45.873 billion Baht as of 31 December 2020.



## Ethical Practice and Integrity

With over 74 years in the insurance business, the company has gained extensive experiences, a well-known reputation, and the trust of customers, business partners, and agents countrywide in terms of service quality, worthwhile protection, and transparent operations. The company has operated on the “Fairness Is Our Policy” principle, which focuses not only on maximum profits or shareholders’ interests, but holistically on creating balance in business undertaking with the interest of all stakeholders in mind. Based on the principles of good governance and sharing, we strive for the benefit of Thai society. Our ultimate goal is the country’s steady progress built on strong foundation of insurance business.

## Branches and Claim Service Centers Covering Major Areas in 75 Provinces

The company maintains and gains clients’ confidence with its over 166 branches and claims service centers in 75 provinces nationwide. More claims service centers will be established every year so that clients will have conveniently, speedy, and easily accessible services.

The Viriyah Insurance has gained several awards from local and international institutions



Over

**166**  
branches  
and claim

service centers in

**75** provinces  
nationwide





Reliable repair service at **over 600 branches** nationwide

## Reliable Repair Service at Over 600 Viriyah Certified Repair Centers Nationwide



### Professional body repair:

With the use of top quality repair equipment and body pulling machinery, the vehicles' structures and parts are reinstated to their original conditions.



### Professional paint repair:

The 2K paint system with slow drying process from Germany is used. Paints are cured via a high-standard painting chamber, resulting in cars with glossy finish that can withstand chemicals, sunlight, and environmental corrosion.



### Quality spare parts:

Customers can rest assured of good quality spare parts supplied through quick and reliable services of Viriyah Supply Company Limited.



### Repair works quality guaranteed:

All repair services at Viriyah certified repair centers are guaranteed for one full year to ensure that customers are confident with their quality.



### Greater comfort and convenience with replacement cars:

This is offered during repair service in cases of accidents involving other parties (under car replacement conditions).



## Convenient and Speedy Services with Viriyah 24-hour Customer Relation Center

Our Customer Relations Center provides 24-hour services that allow customers to report accidents and to inquire about insurance services 24 hours a day via our hotline 1557.



## Daily Insurance Inquiry Services During 08.30-18.00 hrs.

Our Customer Information Service Division under the Agent and Broker Marketing Department provides the services of responding to inquiries about insurance, certified repair center information, repair follow-up, insurance claims, and taking customers' feedback about our services via our hotline 1557 press 3 daily during 08.30-18.00 hrs.



# Awards and Recognitions

The Viriyah Insurance has gained several awards from local and international institutions.



#### • The Prime Minister's Insurance Awards from OIC

This is the most prestigious award in the insurance industry. The Office of Insurance Commission (OIC) granted the awards to commend and honor the organization that performed the best practice and the excellence in insurance services. The Viriyah Insurance has been recognized with numerous awards annually including:

##### 1. 2015 Non-Life Insurance Company with the Ultimate Excellent Management Award

As The Viriyah Insurance was honored to receive this distinguished the Excellent Management Award for three consecutive years (2012 - 2014).

##### 2. 2019 Outstanding Insurance Company in Technological Innovation Award

This award reflected the commitment of The Viriyah Insurance to develop innovations to enhance our work efficiency for the insured and ensure the best services and maximum satisfaction for the customer.

##### 3. 2017 Non-Life Insurance Company for Promoting Insurance Policies for People Award

This award was given to the company as our product development, distribution, and promoting activities which aimed for all groups of general public to be able to access insurance protection and to build stability for Thai people. Our products are, for example, 200-baht accident insurance during Songkran Festival, Sook Jai with 10-baht premium/person/30 days.

##### 4. The Best Quality Non-Life Insurance Agent Award 2019

The Viriyah Insurance Non-life Insurance Agents received the Best Quality Non-life Insurance Agent Award 2019. The awards are given to top quality insurance agents, based on their work efficiency, self-development, and contributions to society. The winners were:

- **Ms. Suporn Chanpokapaiboon**  
a non-life insurance agent from our Pak Kret-345 Nonthaburi Branch
- **Mrs. Jitra Phetvisai**  
a non-life insurance agent from our Phuket Branch
- **Ms. Piyapat Vonganansuntree**  
a non-life insurance agent from our Udon Thani Branch.



- **Best Surveyor Award (BSA)**

The Best Surveyor Award is a project initiated by Thai General Insurance Association with an aim to upgrade the claim service in the insurance sector and to develop professionalism in the services provided by insurance agents. The expected outcomes are the confidence and positive impression of service users and the pride of non-life insurance surveyors in their profession. In addition, this will help to build a positive image of the insurance profession. Since 2013, The Viriyah Insurance surveyors have won the awards for 6 consecutive years.



- **TCC Best Award**

The Thai Chamber of Commerce Business Ethics Standard Test Award (Best Award) is given to Thai private business operators in recognition of the way they conduct their business in accordance with the principles of good governance and high ethical standards to gain acceptance and trust of society. With the support of its Good Governance Committee, The Viriyah Insurance Company Public Company Limited received this award.



- **Consumer Protection Thailand Call Center Award 2015 and 2017**

The Viriyah Insurance Public Company Limited received the “Consumer Protection Thailand Call Center Award 2017” from the Office of the Consumer Protection Board (OCPB). The award was given in recognition of the company’s efficiency in receiving and handling consumers’ complaints, high standard of the service, and ongoing application of evaluation and analytical results to service improvement, in accordance with criteria of the Management System Certification Institute (Thailand).



- **World Finance Insurance Awards 2017**

In 2017, The Viriyah Insurance Public Company Limited was honored to receive, for the 8<sup>th</sup> time, the prestigious award from the World Finance - a world renowned financial magazine in the United Kingdom. The award winners were voted by businesses and readers from all over the world. The Viriyah Insurance was the only Thai non-life insurance company to receive the 2017 Company of the Year Award. The award presentation ceremony took place at the London Stock Exchange in London, UK.



- **The Best Insurance Company Award 2021**

The company received the first prize in the car insurance category for the 18<sup>th</sup> consecutive year during the 42<sup>th</sup> Bangkok International Motor Show (2004 - 2021). The selection of award winners was made by a panel of judges from the Society of Automotive Engineers Thailand, the Thai Automotive Journalists Association, the Royal Automobile Association of Thailand, and Grand Prix International Public Company Limited. This signifies our leading position in the motor insurance business in Thailand.



- **Thailand's Most Admired Brand 2021**

The Viriyah Insurance Public Company Limited was named "Thailand's Most Admired Brand 2021" for the 18<sup>th</sup> consecutive year (2004 - 2021). The company has received this honor from BrandAge, one of Thailand's leading marketing magazines. The magazine conducted a nationwide survey on the topic of "Thailand's Most Admired Brand & Why We Buy". The survey results, which reflect the perception and behavior of buyers from all over Thailand, show that The Viriyah Insurance Company Public Company Limited is the non-life insurance company that has gained the highest credibility and trust of Thai buyers.



- **Thailand's Most Admired Company 2020**

The Viriyah Insurance Public Company Limited won the title "Thailand's Most Admired Company 2020" from BrandAge, one of Thailand's leading marketing magazines. The magazine conducted a nationwide survey on the credibility level of companies or organizations in terms of good corporate image, outstanding competitiveness, innovation-driven strategy, and ability to create perceptions of confidence, faith, and good image among white-collar workers. The Viriyah Insurance Company Public Company Limited earned the highest credibility under the category of insurance companies.



# Good Corporate Governance

The company has emphasized the importance of good corporate governance practices with the confidence that adhering to its policy, business ethics, code of conduct, responsibilities to all parties involved, honest practices, and strict compliance with the rules and regulations will be the strong foundation for enhancing and upgrading to the best corporate governance. This policy will be based on the principles that are unique in the insurance industry in order to have its executives and employees to realize, understand, adhere to, and accept good values, as well as practice to become the best in organizational culture and exhibit the good values of the organization.

## Business Ethics and Code of Conduct




With over 74 years of experience as a leader of quality non-life insurance, the Viriyah Insurance has built confidence with its customers through professionalism and delivery of sincere and fair services to all parties. We always adhere to the management principles of good governance and transparency and are ready to take care of our customers side by side in any case. Also, we commit to moving forward to build a strong foundation in the insurance industry so that Thai society will progress steadily and sustainably by adhering to the following guidelines:





- Strictly comply with the relevant laws, rules, and regulations.
- Comply with the company's policy on "Good Corporate Governance" and "Business Ethics".
- Treat the customers fairly with good quality services for customers' utmost benefits.
- Commit to operate the business with transparency, honesty, and fairness by taking into account the interests of all parties.
- Adhere to behave as a good citizen and instill the good awareness to its employees.
- Take into account the interests and the impact of the operations of the organization towards the company's stakeholders with equality and social justice.
- Operate the business responsibly and protect the interests of the stakeholders and society.
- Require all directors, executives, and employees of the whole organization to participate in anti-corruption, promote the quality of working life, and build a strong working system to prevent corruption.
- Establish the preventive measures; detect, report, manage, and remedy the damage arising from fraudulent activities.
- Open the opportunities for the stakeholders to have a channel to report suggestions or complaints and listen to their opinions.






## Practice Guidelines towards Stakeholders

Since the Board of Directors operates the business by adhering to the responsibilities to all stakeholders for sustainable mutual benefits by taking into account the rights of stakeholders in accordance with the laws and the agreements with the company, the policies and guidelines for the stakeholders have clearly been established in the company's business ethics for its directors, executives, and employees to comply. This includes ensuring that such rights are protected and strictly treated equally for all shareholders, employees, customers, and business partners with the following policies and operations:

Stakeholder	Policy	Operations
 Shareholders	<ul style="list-style-type: none"> <li>• Encourage the shareholders to exercise their basic rights granted by law and according to the company's regulations.</li> <li>• Strengthen the business to be firm and add value to the organization in order for the shareholders to receive sustainable and fair benefits.</li> </ul>	<ul style="list-style-type: none"> <li>• Open opportunities for the shareholders to be involved in corporate governance and give their comments.</li> <li>• The company operates with transparency and discloses accurate and full information.</li> <li>• Report the company's status regularly and truthfully in full.</li> </ul>
 Employees	<ul style="list-style-type: none"> <li>• Be aware of the importance of human resources and regard them as extremely valuable resources.</li> <li>• Promote and provide the opportunities to the employees to enhance their knowledge regularly.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide employee trainings to enhance the knowledge from both internal and external organizations.</li> <li>• Establish appropriate and fair compensation and welfare policy.</li> <li>• Maintain the working environment to be always clean, safe, and orderly.</li> </ul>
 Customers	<ul style="list-style-type: none"> <li>• Focus on customer centric by providing fair services and making sure to solve the problems of customers quickly, accurately, appropriately, and fairly.</li> <li>• Emphasize the importance of customers and comply with the fair customer service policy by committing to provide the utmost benefits to the customers.</li> </ul>	<ul style="list-style-type: none"> <li>• Always survey the customer needs and satisfaction.</li> <li>• Improve the products and services to get the standard quality and meet the customer needs appropriately and fairly.</li> <li>• Provide accurate and sufficient information for customer's decision making.</li> <li>• Establish a consulting unit to give advice, receive notifications, coordinate and resolve the problems/complaints of the customers with convenient, fast, accurate, and fair procedure and channel.</li> </ul>

Stakeholder	Policy	Operations
 <p>Business Partners</p>	<ul style="list-style-type: none"> <li>The company has performed according to the promises and commitments given to its business partners by regarding them as if they are the trading partners.</li> <li>Treat the business partners equally and fairly.</li> </ul>	<ul style="list-style-type: none"> <li>Treat the business partners equally and fairly</li> <li>Open the opportunities to the business partners to express their opinions and suggestions for joint business operations.</li> <li>Support the business operations of the business partners to be more efficient, such as giving the information or preparing the information to be available for the immediate request of insurance broker.</li> <li>Provide the emails to agents as communication channel to send the information.</li> </ul>
 <p>Competitors</p>	<ul style="list-style-type: none"> <li>Follow the competition framework honestly in good faith by adhering to the rules and ethics under the legal framework.</li> </ul>	<ul style="list-style-type: none"> <li>Not to seek the trade confidential information for the purpose of dishonest or inappropriate business operations.</li> <li>Executives and employees must not perform any acts in violation of the intellectual property rights of the competitors.</li> </ul>
 <p>Creditors</p>	<ul style="list-style-type: none"> <li>Strictly and completely comply with the loan conditions according to the agreement in order to build the credibility and maintain the good relationship with the creditors.</li> </ul>	<ul style="list-style-type: none"> <li>Strictly perform according to the contract or other conditions.</li> <li>Set the clear financial policy including notifying the billing and payment periods to all creditors.</li> </ul>
 <p>Society and Environment</p>	<ul style="list-style-type: none"> <li>Adhere to the business operations with accountability, care, and attention to society by focusing on supporting activities to promote the quality of society in various fields on both local and national levels.</li> </ul>	<ul style="list-style-type: none"> <li>Arrange the trainings and activities for the executives and employees to participate and realize the importance of conducting themselves for the benefits of society.</li> <li>Emphasize the importance of environmental protection by continuously organizing activities for the environment in cooperation with various agencies in that locality.</li> <li>Organize the community service activities by encouraging the employees to participate as volunteers and jointly act as good citizens of society.</li> </ul>

Stakeholder	Policy	Operations
 <p>Government Sector</p>	<ul style="list-style-type: none"> <li>Operate the business under legal requirements to show transparency, as well as to build confidence and mutual trust.</li> </ul>	<ul style="list-style-type: none"> <li>Comply with the laws, notifications, orders, and relevant regulations, including the policies and standards of operation in accordance with the rules and regulations of the insurance regulator and other government agencies.</li> <li>Cooperate with the supervision of the official by giving accurate, complete, timely, and understandable information.</li> </ul>
 <p>Anti-Corruption</p>	<ul style="list-style-type: none"> <li>The company is well aware of the importance of anti-corruption in the organization.</li> </ul>	<ul style="list-style-type: none"> <li>Arrange the trainings to educate the employees to foresee the importance in joining hands against various forms of corruption.</li> <li>Set the anti-corruption policies, regulations, procedures, and operating manuals to show the company's direction and good operating framework.</li> </ul>
 <p>Personal Data Protection</p>	<ul style="list-style-type: none"> <li>The company will ensure the protection of personal data and the confidentiality of the information of each individual and other related parties.</li> </ul>	<ul style="list-style-type: none"> <li>Issue personal data protection policy as well as guidelines and protocols to protect the privacy rights of each individual.</li> <li>Implement proper security measures to prevent personal data breaches and leakage.</li> </ul>



## Our CSR Activities

The Viriyah Insurance Company Limited has been determined to contribute to Thai society by organizing earnest and ongoing social responsibility activities through collaboration and support given to public, private, and civil society organizations. We work in collaboration with public and private sectors and civil society organizations categorized into six main aspects: Road Safety Campaign, Education, Environmental Conservation, Religion and Culture, Medicine and Public Health, and Sufficiency Economy, in 3 different ways as follows: 1. The company initiates and conducts the projects under the concept of “Initiative, Development, and Sustainability.” 2. The company partners with other agencies under the concept of “Think, Do, and Develop Together.” 3. The company provides continual support for other projects under the concept of “Help, Support, and Joy of Giving.”



Road Safety Campaign



Education



Environmental Conservation



Religion and Culture



Medicine and Public Health



Sufficiency Economy



## Road Safety Campaign

For over 30 years, The Viriyah Insurance Public Company Limited has been organizing road safety campaigns to strive for a safe society through various activities as follows: activities to raise awareness on traffic discipline through different projects, such as the “Drivers’ License Training” project, the “Free Helmets for Safety of Our Kids” project in Nan and Chanthaburi, the “Teens Care to Wear Helmets” project which was initiated by Wang Klai Kangwon School and implemented in Chiang Mai in 2020, and more. Activities to support traffic police by providing them with necessary tools, such as the Smart Police Online Checkpoint System, traffic batons, traffic cones, and breathalyzers. Other projects to promote road safety are the “Zero Deaths during New Year and Songkran” project, the “High-Risk Areas of Accidents Database” project which aims to share information about locations across the country where accidents happen frequently so that people can check the routes before traveling and drive more carefully, and the “Road Accident Reduction” project focusing on the road to Pak Thong Chai Mountain. In addition, we also encourage drivers to inspect their vehicles ahead of their trip by launching the “Pre-Departure Vehicle Inspection” project and “Safe Drive” project.







## Environmental Conservation

Environmental issue is another important aspect that the company focuses on and tries to arrange activities continuously both in the central and regional areas to promote eco-friendly habit. For example, under the “Rak Thung Pha” project, we give cloth bags for putting medications for the patients to take home at many hospitals, such as Lersin Hospital, Omkoi Hospital, Ao Luek Hospital, and Pluak Daeng Hospital to encourage people to use cloth bags as an alternative to plastic. We also came up with another project to support the work of forest rangers at Dong Phrayayen-Khao Yai Forest Complex by giving them some necessary items, such as US military backpacks, hiking boots, camp pots, US steel shovels, underpants, and canned fish. Some of the items can help prevent any injuries or back pain from carrying stuff while patrolling the area. In addition, the company also offers accident insurance for park rangers as a way to recognize their hard work and best effort in protecting and taking care of our valuable natural resources. The company also encourages the employees to participate in the environmental conservation activities with other partners such as the “The Viriyah Insurance’s Fireline Construction” project to control wildfire in collaboration with volunteers from the village and the Watershed Management Unit of Khlong Ngu, and provide tools for the firefighters in the area.



## Religion and Culture

The company is committed to upholding religion and preserving art and culture. We promote and encourage our employees to practice Dharma and purify their mind by joining religious activities during Buddhist holidays through the Buddha's Dharma Club. Furthermore, the company also supports our network's religious activities on a long-term basis. The projects implemented include the "Ordination to Develop Quality of Life through Meditation" project, the "Dharma Practice (Ordination)" project, and the "Almsgiving and Candle Casting on Buddhist Lent Day" project.



## Medicine and Public Health

The company recognizes the importance of primary public health and people's overall well-being. As a result, it continues to run activities to promote medicine and public health in Thailand. In 2020, after the whole world was faced with the COVID-19 pandemic, the company took part in empowering and encouraging Thai people to get through this crisis together. To that end, we supported healthcare workers by donating PPEs to many hospitals, including Ramadhibodi Chakri Naruebodindra Hospital, Buddhachinaraj Hospital, Chomthong Hospital, Chiangrai Prachanukroh Hospital, Sawanpracharak Hospital, Ranod Hospital, Pattani Hospital, Yala Hospital, and Sanam Chai Khet Hospital. In addition, we also donated some money to KMITL GO FIGHT



COVID-19 to produce and deliver medical innovations to the hospitals, such as Go Life ventilators, portable UV-C sterilizers, and food delivery robots. Besides, we also obtained medical equipment for the patient wards at Khongchai Hospital in Kalasin Province, including hospital beds, overbed dining tables, and wheelchairs under the “72<sup>nd</sup> Year of The Viriyah Insurance Volunteer for Philanthropy” project. We encourage our staff to do good deeds by joining the project that needs volunteers to sort hair donated for making wigs for cancer patients. We also provided financial support for “From Angel to Khun Wanmai Foundation” to make the wigs. As the northern region still experiences the smoke and PM 2.5 issue every year, the company continues the project of giving surgical masks to people in the north, such as Chiang Mai, Lamphun, Nan, Phrae, Chiang Rai, and Phayao so that they can protect themselves from dust particles. We also provided N95 masks to wildfire control officers in Chiang Mai.





## Sufficiency Economy

The company continues to uphold the Philosophy of Sufficiency Economy of His Majesty King Bhumibol Adulyadej The Great and instill this concept in our employees, encouraging them to keep on sharing their knowledge to the communities through various activities. For example, we partnered with Ban Chan Subdistrict Administration Organization, Galyani Vadhana District, Chiang Mai Province and the local people to work under the project of “Following in Father’s Footsteps toward Unity” to develop the areas where King Rama IX had visited and worked. The company took part in setting up guidelines and approaches for the development project as well as giving financial support, using Ban Chan Subdistrict as a model for sustainable development in the community. The project is divided into 3 phases:



1. **Redoing landscaping along the path** traveled by the late king by planting northern grown perennials under the concept of “Our Father’s Trees”;
2. **Building a wooden bridge across the rice field** to facilitate community commute and make the area a scenic point for tourists to enjoy the scenery and learn the local people’s way of life in rice farming. The bridge is named “Jorpa Glae” which means “the path of the king”; and
3. **Restoring the pavilion where King Rama IX used as his work area.** Every area is connected as one to symbolize the path for “Following in Father’s Footsteps toward Unity”. We would like to turn it into a new eco-tourism destination where people can learn and follow the path that the king had initiated to achieve sustainability and generate income for the community in the long run.



Furthermore, the company also helps people who suffer from natural disasters. One of the projects was "Sharing to Help Flood Victims" where we donated consumer goods, medicines, and school supplies to the flood victims of the tropical storm "Sinlaku" in Lampang, Phrae, and Nan. Another project was "One Drop of Kindness to Help Disaster Victims" where we received donations of over THB500,000 which we spent to purchase dry food and necessity goods packed in survival bags and delivered to the victims in the southern region, especially in Nakhon Si Thammarat, Phatthalung, Surat Thani, Pattani, and Narathiwat. We also joined the Metropolitan Police Bureau and Traffic Police Division in [giving survival bags to people in Bon Kai Community](#) who were affected by COVID-19.





## Audit Committee's Report

The Audit Committee of the Viriyah Insurance Public Company Limited consists of 4 members as follows:

- |                               |   |
|-------------------------------|---|
| 1. Mr. Chamlong Reanvichit    | Independent Director, Chairman of the Audit Committee |
| 2. Mr. Somchai Sawathanuphap  | Director, Member of the Audit Committee               |
| 3. Mrs. Nataya Lothuvachai    | Independent Director, Member of the Audit Committee   |
| 4. Mr. Surapol Lertprasertkul | Independent Director, Member of the Audit Committee   |

Ms. Mallika Tatiyasataporn, Manager of Internal Audit Department, serves as the secretary of the Audit Committee.

The Audit Committee performed its duties within the scope, assigned by the Board of Directors, according to the Audit Committee Charter. In 2020, the Audit Committee held 11 meetings for related matters with the management, internal auditor, and the external auditor.

**The Audit Committee's summary of duties performed are as follows:**

- 1. Reviewing financial statements:** The Audit Committee reviewed the quarterly financial statements and the annual financial statements together with the management, internal audit department, and external auditor to ensure that they presented fairly, in all material respects, according to Thai Financial Reporting Standards (TFRSs) and disclosed information sufficiently, completely, and reliably.
- 2. Reviewing internal control systems,** internal auditor's reports, risk management approach, and the progress of enterprise risk management in order to assess sufficiency, appropriateness, and efficiency of the internal control systems and risk management, and to ensure regulatory compliance.
- 3. Reviewing related transactions or transactions that may have a conflict of interest:** The Audit Committee views that all of them were reasonable transactions, were optimized benefits to the company's business operation, and were disclosed accurately and completely.
- 4. Reviewing the Audit Committee Charter** to keep it up to date and consistent with regulations of the Office of Insurance Commission.
- 5. Reviewing the compliance with the laws, rules, and regulations:** The Audit Committee has reviewed and monitored the operations to comply with the laws by assigning the Compliance Department to oversee and report the results of compliance with the Non-Life Insurance Act, the Rules of Office of Insurance Commission, and other laws related to the company's business such as Tax Law, Anti-Money Laundering Act, Prevention and Suppression of Financial Support to Terrorism and the Proliferation of Weapons of Mass Destruction Act, and laws related to fraud and corruption, etc.

6. **Assessing performance of the Audit Committee** collectively and individually to ensure that the performance of the Audit Committee is complete as specified in the Audit Committee Charter and well perform in accordance with the guideline.
7. **Selection, appointment, and audit fees:** The Audit Committee assessed the performance of the external auditor in the previous year, the result was satisfactory. In addition, the committee reviewed and monitored the external auditor's independence and qualification, finding they were complied according to rules of the Office of Insurance Commission.

The Audit Committee proposed to the Board of Directors for the appointment of the auditors from KPMG Phoomchai Audit Ltd. for the year 2021:

1. Ms. Pantip Gulsantithamrong CPA Registration No. 4208 or
2. Mr. Chanchai Sakunkersin CPA Registration No. 6827 or
3. Ms. Aorapin Sinthawornkul CPA Registration No. 9441 or
4. Ms. Orawan Chunchakitpaisan CPA Registration No. 6105

The budget for the quarterly financial statements and audit fees for the year 2021 is 3,545,000 baht. It also proposed the Board of Directors to obtain approval from the shareholders at the Annual General Meeting.

The Audit Committee, after reviewing, views that the company's financial statements presented fairly, in all material respects, according to Thai Financial Reporting Standards (TFRSs). The internal control systems were sufficiently efficient, without any material deficiency. The risk management was carried out appropriately. The company complied with laws and operated in accordance with good corporate governance.

22 March 2021



(Mr. Chamlong Reanvichit)

Chairman of the Audit Committee



# Independent Auditor's Report

## To the Shareholders of the Viriyah Insurance Public Company Limited

### • Opinion

I have audited the financial statements of the Viriyah Insurance Public Company Limited (the "Company"), which comprise the statement of financial position as at 31 December 2020, the statements of comprehensive income, changes in equity and cash flows for the year then ended, and notes, comprising a summary of significant accounting policies and other explanatory information.

In my opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Company as at 31 December 2020 and its financial performance and cash flows for the year then ended in accordance with Thai Financial Reporting Standards (TFRSs).

### • Basis for Opinion

I conducted my audit in accordance with Thai Standards on Auditing (TSAs). My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of my report. I am independent of the Company in accordance with the Code of Ethics for Professional Accountants issued by the Federation of Accounting Professions that is relevant to my audit of the financial statements, and I have fulfilled my other ethical responsibilities in accordance with these requirements. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

### • Other Information

Management is responsible for the other information. The other information comprises the information included in the annual report, but does not include the financial statements and my auditor's report thereon. The annual report is expected to be made available to me after the date of this auditor's report.

My opinion on the financial statements does not cover the other information and I will not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, my responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the financial statements or my knowledge obtained in the audit, or otherwise appears to be materially misstated.

When I read the annual report, if I conclude that there is a material misstatement therein, I am required to communicate the matter to those charged with governance and request that the correction be made.

### • Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with TFRSs, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

### • Auditor's Responsibilities for the Audit of the Financial Statements

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with TSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with TSAs, I exercise professional judgment and maintain professional skepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure, and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



**(Pantip Gulsantithamrong)**

Certified Public Accountant

Registration No. 4208

KPMG Phoomchai Audit Ltd.

Bangkok

22 March 2021



The Viriyah Insurance Public Company Limited  
**Statement of Financial Position**



The Viriyah Insurance Public Company Limited  
**Statement of Financial Position**

(in Baht)

	Note	31 December	
		2020	2019
<b>Assets</b>			
Cash and cash equivalents	5	2,760,496,502	2,473,078,947
Premiums due and uncollected	6, 22	4,113,805,616	4,044,514,912
Accrued investment income		188,204,475	308,160,765
Reinsurance assets	8	816,997,737	470,500,013
Reinsurance receivables		7,069,858	6,928,043
Investment assets			
Investments in securities	7, 24, 25	63,219,805,308	65,167,977,391
Loans and interest receivables		56,153,117	130,479,137
Premises and equipment		1,088,872,432	984,050,802
Right-of-use assets	9, 22	666,170,687	-
Intangible assets		180,446,779	176,260,843
Other assets	22	1,084,691,054	806,431,214
<b>Total assets</b>		<b>74,182,713,565</b>	<b>74,568,382,067</b>

The accompanying notes are an integral part of these financial statements.

The Viriyah Insurance Public Company Limited  
**Statement of Financial Position**

(in Baht)

	Note	31 December	
		2020	2019
<b>Liabilities and equity</b>			
<b>Liabilities</b>			
Insurance contract liabilities	8, 22	31,304,109,236	29,767,450,304
Reinsurance payables		657,758,320	292,170,541
Income tax payable		214,955,557	-
Lease liabilities	22	576,068,416	-
Employee benefit obligations	10	1,055,975,339	931,429,803
Deferred tax liabilities	11	2,699,900,293	3,716,670,681
Other liabilities	12	2,006,793,067	1,900,256,499
<b>Total liabilities</b>		<b>38,515,560,228</b>	<b>36,607,977,828</b>
<b>Equity</b>			
Share capital	13		
Authorised share capital		2,000,000,000	2,000,000,000
Issued and paid-up share capital		2,000,000,000	2,000,000,000
Retained earnings			
Appropriated			
Legal reserve	14	200,000,000	200,000,000
Other reserve	14	1,070,000	1,070,000
Unappropriated		19,739,302,715	19,155,112,651
Other components of equity	14	13,726,780,622	16,604,221,588
<b>Total equity</b>		<b>35,667,153,337</b>	<b>37,960,404,239</b>
<b>Total liabilities and equity</b>		<b>74,182,713,565</b>	<b>74,568,382,067</b>

The accompanying notes are an integral part of these financial statements.

The Viriyah Insurance Public Company Limited

**Statement of Comprehensive Income***(in Baht)*

	Note	Year ended 31 December	
		2020	2019
<b>Revenues</b>			
Gross premiums written	22	38,157,405,910	38,897,963,228
Less premiums ceded		(1,086,391,658)	(612,330,257)
Net premiums written		37,071,014,252	38,285,632,971
Add <i>(less)</i> unearned premium reserve decreased (increased) from previous year		378,663,766	(366,844,014)
Add <i>(less)</i> reinsurers' share of unearned premium reserve increased (decreased) from previous year		217,929,940	(35,433,140)
Net premiums earned		37,667,607,958	37,883,355,817
Commission and brokerage income		272,406,105	184,337,920
Net investment income	15	1,098,025,090	1,409,241,740
Gain on investments		250,061,247	43,800,526
Gain (loss) on fair value changes		(1,658,857,698)	132,754,104
Other income		145,551,050	210,145,081
<b>Total revenues</b>		<b>37,774,793,752</b>	<b>39,863,635,188</b>
<b>Expenses</b>			
Insurance claims expenses	17, 22	23,496,758,298	24,334,914,301
Less insurance claims expenses recovered from reinsurers		(509,408,375)	(339,439,805)
Net insurance claims expenses		22,987,349,923	23,995,474,496
Commissions and brokerage expenses		6,047,636,730	6,170,783,056
Other underwriting expenses	17	3,047,620,681	3,552,739,353
Operating expenses	16, 17, 22	4,750,229,951	4,592,780,474
Finance costs	9, 22	9,766,248	-
Expected credit loss (reversal)	19	(777,708)	-
Other expenses		3,259	278,360
<b>Total expenses</b>		<b>36,841,829,084</b>	<b>38,312,055,739</b>
<b>Profit before income tax</b>		<b>932,964,668</b>	<b>1,551,579,449</b>
Income tax	18	125,102,792	244,138,713
<b>Net profit</b>		<b>807,861,876</b>	<b>1,307,440,736</b>

The accompanying notes are an integral part of these financial statements.

The Viriyah Insurance Public Company Limited

## Statement of Comprehensive Income

(in Baht)

	Note	Year ended 31 December	
		2020	2019
Other comprehensive income (loss)			
<b>Items that will not be reclassified subsequently to profit or loss</b>			
Loss on remeasurements of defined benefits plans		(65,909,799)	(145,724,333)
Income tax relating to components of other comprehensive income that will not be reclassified to profit or loss	18	13,181,960	29,144,867
		<b>(52,727,839)</b>	<b>(116,579,466)</b>
<b>Items that will be reclassified subsequently to profit or loss</b>			
Gain (loss) on remeasurements of investments-fair value through other comprehensive income		(4,319,075,241)	1,299,972,619
Income tax relating to components of other comprehensive income that will be reclassified to profit or loss	18	863,815,048	(259,994,524)
		<b>(3,455,260,193)</b>	<b>1,039,978,095</b>
Other comprehensive (loss) income for the year, net of tax		<b>(3,507,988,032)</b>	<b>923,398,629</b>
Total comprehensive (loss) income for the year		<b>(2,700,126,156)</b>	<b>2,230,839,365</b>
Basic earnings per share (in Baht)	20	<b>40.39</b>	<b>65.37</b>

The accompanying notes are an integral part of these financial statements.

The Viriyah Insurance Public Company Limited  
**Statement of Changes in Equity**

(in Baht)

	Note	Retained earnings			Other components of equity	Total equity	
		Issued and paid-up share capital	Legal reserve	Other reserve	Unappropriated		Gain (loss) on remeasurment of investments-fair value through other comprehensive income
Year ended 31 December 2019							
<b>Balance at 1 January 2019</b>		<b>2,000,000,000</b>	<b>200,000,000</b>	<b>1,070,000</b>	<b>18,164,251,381</b>	<b>15,564,243,493</b>	<b>35,929,564,874</b>
Transaction with owners, recorded directly in equity							
Distributions to owners							
Dividends	21	-	-	-	(200,000,000)	-	(200,000,000)
<b>Total distributions to owners</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>(200,000,000)</b>	<b>-</b>	<b>(200,000,000)</b>
Comprehensive income (loss) for the year							
Net profit		-	-	-	1,307,440,736	-	1,307,440,736
Other comprehensive income (loss)		-	-	-	(116,579,466)	1,039,978,095	923,398,629
<b>Total comprehensive income (loss) for the year</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>1,190,861,270</b>	<b>1,039,978,095</b>	<b>2,230,839,365</b>
<b>Balance at 31 December 2019</b>		<b>2,000,000,000</b>	<b>200,000,000</b>	<b>1,070,000</b>	<b>19,155,112,651</b>	<b>16,604,221,588</b>	<b>37,960,404,239</b>

The accompanying notes are an integral part of these financial statements.

The Viriyah Insurance Public Company Limited  
**Statement of Changes in Equity**

(in Baht)

	Note	Retained earnings			Other components of equity	Total equity	
		Issued and paid-up share capital	Legal reserve	Other reserve	Unappropriated		Gain (loss) on remeasurment of investments-fair value through other comprehensive income
Year ended 31 December 2020							
Balance at 31 December 2019 - as reported		2,000,000,000	200,000,000	1,070,000	19,155,112,651	16,604,221,588	37,960,404,239
Impact of changes in accounting policies	3	-	-	-	29,056,027	577,819,227	606,875,254
Balance at 1 January 2020		2,000,000,000	200,000,000	1,070,000	19,184,168,678	17,182,040,815	38,567,279,493
Transaction with owners, recorded directly in equity							
Distributions to owners							
Dividends	21	-	-	-	(200,000,000)	-	(200,000,000)
Total distributions to owners		-	-	-	(200,000,000)	-	(200,000,000)
Comprehensive income (loss) for the year							
Net profit		-	-	-	807,861,876	-	807,861,876
Other comprehensive income (loss)		-	-	-	(52,727,839)	(3,455,260,193)	(3,507,988,032)
Total comprehensive income (loss) for the year		-	-	-	755,134,037	(3,455,260,193)	(2,700,126,156)
Balance at 31 December 2020		2,000,000,000	200,000,000	1,070,000	19,739,302,715	13,726,780,622	35,667,153,337

The accompanying notes are an integral part of these financial statements.

## The Viriyah Insurance Public Company Limited

# Statement of Cash Flows

(in Baht)

	Note	Year ended 31 December	
		2020	2019
<b>Cash flows from operating activities</b>			
Premiums received		38,067,259,206	38,958,073,739
Cash paid to reinsurers		(110,855,823)	(90,031,449)
Interest received		587,276,102	552,997,110
Dividends received		628,648,601	797,373,064
Other investment income		1,294	11,630
Other income		139,450,400	210,104,630
Insurance claims expenses		(21,536,056,168)	(23,936,484,140)
Commissions and brokerage expenses		(6,044,218,859)	(6,183,996,403)
Other underwriting expenses		(3,047,620,681)	(3,552,739,353)
Operating expenses		(4,421,225,864)	(4,261,320,799)
Other expenses		(3,259)	(6,975)
Income tax paid		(204,977,081)	(392,785,468)
Cash received - financial assets		30,210,726,204	28,632,805,936
Cash payment - financial assets		(33,154,649,974)	(29,577,083,302)
<b>Net cash flows provided by operating activities</b>		<b>1,113,754,098</b>	<b>1,156,918,220</b>
<b>Cash flows from investing activities</b>			
Proceeds from sale of equipment		6,502,246	20,798,630
Acquisition of premises and equipment		(262,560,497)	(174,606,265)
Acquisition of intangible assets		(31,629,535)	(152,612,966)
<b>Net cash flows used in investing activities</b>		<b>(287,687,786)</b>	<b>(306,420,601)</b>
<b>Cash flows from financing activities</b>			
Payment of lease liabilities	9	(338,658,757)	-
Dividends paid to owners of the Company	21	(199,990,000)	(199,990,000)
<b>Net cash flow used in financing activities</b>		<b>(538,648,757)</b>	<b>(199,990,000)</b>
<b>Net increase in cash and cash equivalents</b>		<b>287,417,555</b>	<b>650,507,619</b>
Cash and cash equivalents at 1 January		2,473,078,947	1,822,571,328
<b>Cash and cash equivalents at 31 December</b>	<b>5</b>	<b>2,760,496,502</b>	<b>2,473,078,947</b>

The accompanying notes are an integral part of these financial statements.

The Viriyah Insurance Public Company Limited

**Notes to the financial statements** for the year ended 31 December 2020

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The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

These notes form an integral part of the financial statements.

The financial statements issued for Thai statutory and regulatory reporting purposes are prepared in the Thai language. These English language financial statements have been prepared from the Thai language statutory financial statements, and were approved and authorised for issue by the directors on 22 March 2021.

### 1 General information

The Viriyah Insurance Public Company Limited (the “Company”) is incorporated in Thailand and has its registered head office at 121/14-28, 121/32, 121/37-38, 121/50, 121/55, 121/63-65, 121/94 and 121/104 RS Tower, 3<sup>rd</sup> - 7<sup>th</sup>, 9<sup>th</sup>, 12<sup>th</sup>, 14<sup>th</sup>, 18<sup>th</sup> - 19<sup>th</sup>, 34<sup>th</sup> and 39<sup>th</sup> Floor, Ratchadaphisek Road, Din Daeng, Bangkok.

The Company’s major shareholders during the financial year were Viriyabhun family group (28% shareholding), Viriyah Property Co., Ltd. (40% shareholding), and The Ancient City Co., Ltd. (10% shareholding), of which these two companies were incorporated in Thailand.

The principal activity of the Company is the operation of non-life insurance.

### 2 Basis of preparation of the financial statements

#### (a) Statement of compliance

The financial statements are prepared in accordance with Thai Financial Reporting Standards (“TFRSs”) and guidelines promulgated by the Federation of Accounting Professions. In addition, the financial statements are prepared in accordance with the Notification of the Office of Insurance Commission regarding “Rules, Procedures, Conditions and Timing for Preparation and Submission of the Financial Statements and Reporting on the Operation of Non-Life Insurance Companies” B.E. 2562 (No. 2), dated 4 April 2019, which are effective for annual periods beginning on or after 1 January 2020, which is effected to the presentation and disclosure of financial statements.

The Company has initially applied Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities including, the official local interpretation on classification of investment units in Property Fund, Real Estate Investment Trust, Infrastructure Fund and Infrastructure Trust, that established and registered in Thailand and TFRS 16 Leases and disclosed impact from changes to significant accounting policies in note 3.

In addition, the Company has not early adopted a number of new and revised TFRS, which are not yet effective for the current period in preparing these financial statements. The Company has assessed the potential initial impact on the financial statements of these new and revised TFRS and expects that there will be no material impact on the financial statements in the period of initial application. These new and revised TFRSs that are relevant to the Company’s operations are disclosed in note 28.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### (b) Basis of measurement

The financial statements have been prepared on the historical cost basis except for the following items.

Item	Measurement base
Investment measured at fair value through profit or loss	Fair value
Investment measured at fair value through other comprehensive income	Fair value
Defined benefit liability	Present value of the defined benefit obligation, as explained in note 4 (k)

### (c) Functional and presentation currency

The financial statements are presented in Thai Baht, which is the Company's functional currency. All financial information presented in Thai Baht has been rounded in the notes to the financial statements to the nearest thousand unless otherwise stated.

### (d) Use of judgements and estimates

The preparation of financial statements in conformity with TFRSs requires management to make judgements, estimates and assumptions that affect the application of the Company's accounting policies. Actual results may differ from these estimates. Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised prospectively.

#### *Judgements, assumptions and estimation uncertainties*

Information about judgements, assumptions and estimation uncertainties at 31 December 2020 that have a significant risk of resulting in a material adjustment to the carrying amounts of assets and liabilities in the next financial statements is included in the following notes:

Note 7	Investment in securities
Note 8	Insurance contract liabilities
Note 10	Employee benefit obligations
Note 11	Deferred tax
Note 19	Expected credit loss
Note 23	Financial and insurance risk management

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### Insurance contract liabilities

Insurance contract liabilities consist of loss reserves and outstanding claims and unearned premium reserves. The carrying amounts as at the reporting date are provided in note 8.

### Process involved in determining assumptions of loss reserves and outstanding claims

The Company determines the loss reserves and outstanding claims in accordance with the Company's claim experiences. The assumptions used in the estimation are intended to result in provisions which are sufficient to cover any liabilities arising out of insurance contracts to the extent that can be reasonably foreseen.

However, given the uncertainty in establishing a provision for insurance claims, it is likely that the final outcome could prove to be significantly different from the original liability established.

Provision is made at the reporting date for the expected ultimate cost of settlement of all claims incurred in respect of events up to that date, whether reported or not, together with related claims handling expenses, less amounts already paid.

The Company uses several statistical methods to incorporate the various assumptions made in order to estimate the ultimate cost of claims.

The Chain-Ladder technique involves the analysis of historical claims development factors and the selection of estimated development factors based on this historical claims development pattern. The selected development factors are then applied to cumulative claims data for each accident year.

The Bornhuetter-Ferguson method estimates the ultimate loss using a combination of actual reported losses and an estimate of loss developments for future losses which are based on the expected losses and the selected loss development factors of each accident year. The two estimates are combined using a formula that gives weight to the experience-based estimate as time passes.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### 3 Changes in accounting policies

From 1 January 2020, the Company has initially applied Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities and TFRS 16 Leases. Impact of changes in accounting policies on equity are as follows:

	<i>(in thousand Baht)</i>	
	<b>Retained earnings</b>	<b>Other components of equity</b>
At 31 December 2019 - as reported	19,155,113	16,604,222
<i>Increase (decrease) due to:</i>		
Adoption of Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities		
- Impairment losses on financial assets	(52,121)	50,100
- Classification of financial instruments	88,441	672,174
- Related tax	(7,264)	(144,455)
<b>At 1 January 2020 - restated</b>	<b>19,184,169</b>	<b>17,182,041</b>

#### **(a) Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities and TAS 32**

The Company has adopted Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities by adjusting the cumulative effects to retained earnings and other components of equity on 1 January 2020. Therefore, the Company did not adjust the information presented for 2019.

TFRS 4 Insurance Contracts (revised 2019) has allowed insurance entities that meet the conditions as laid down by TFRS 4, to use the deferral approach to TFRS 9 Financial Instruments and TFRS 7 Financial Instruments: Disclosures and continue to apply Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities until TFRS 17 Insurance Contracts becomes effective.

The Company has met the above conditions as mentioned in TFRS 4 Insurance Contracts (revised 2019) and selected to apply Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities.

Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities is prepared using the principle of TFRS 9 Financial Instruments, TFRS 7 Financial Instruments: Disclosures and TAS 32 Financial Instruments: Presentation. The significant differences between Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities and those TFRS are described below.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

- Classification and measurement of financial assets: These are to be classified as trading securities, available-for-sale securities, held-to-maturity debt securities and loans and receivables, with no requirement to take into account the assessment of the Company's business model and the characteristics of the contractual cash flows.
- Loss on impairment, gain or loss on derecognition, and gain or loss on fair value hedges for available-for-sale equity securities and unit trust items are to be recognised in profit or loss.
- The embedded derivatives in financial assets that are hybrid contracts are to be separated from host contract if they meet all criteria for separation.
- The disclosure have some differences from TFRS 7.

The impacts from the adoption Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities are as follows:

(1) *Classification and measurement of financial assets*

The following table shows measurement categories under previous standards and the compliance of Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities, including reconciliation of the carrying amounts of each class of the Company's financial assets as at 1 January 2020.

Classification under previous standards at 31 December 2019	<i>(in thousand Baht)</i>		
		Classification under Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities at 1 January 2020	
	Carrying amounts	Fair value through other comprehensive income	Amortised cost
General investments	140,603	901,219	-
Held-to-maturities securities	31,395,202	-	31,393,500
<b>Total</b>	<b>31,535,805</b>	<b>901,219</b>	<b>31,393,500</b>

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### (2) Impairment - Financial assets

Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities introduces lifetime 'expected credit loss' (ECL) model whereas previously the Company estimates allowance for doubtful account by analysing payment histories and future expectation of customer payment. Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities requires considerable judgement about how changes in economic factors affect ECLs, which will be determined on a probability-weighted basis. The new impairment model applies to financial assets measured at amortised cost, contract assets and debt investments measured at fair value through other comprehensive income, lease receivables, and loans. For investments in equity instruments or unit trusts measured at fair value through other comprehensive income, impairment is considered from objective evidence of impairment, including information about significant change in negative technology, marketing, economy and law environment, which securities issuers has operated, indicate that cost of investment in this equity will not be recovered. Significant or prolonged decline in fair value of the investments below their cost is objective evidence of impairment.

Allowance for impairment for investment measured at fair value through other comprehensive income will be recognised in other comprehensive income instead of carrying value of financial assets in statement of financial position.

The Company has determined that the application of Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities's impairment requirements at 1 January 2020 results in an additional allowance for impairment losses as follows:

(in thousand Baht)

#### Allowance for impairment losses at 31 December 2019

Allowance for impairment losses on investment in securities	-
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#### Additional impairment loss recognised at 1 January 2020 on:

- Investments measured at amortised cost	1,702
- Loans	319

<b>Allowance for impairment losses at 1 January 2020</b>	<b>2,021</b>
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The Company has opted to recognise the increase of impairment losses as an adjustment to retained earnings as at 1 January 2020.

### (b) TFRS 16 Leases

From 1 January 2020, the Company has initially adopted TFRS 16 on contracts previously identified as leases according to TAS 17 Leases and TFRIC 4 Determining Whether an Arrangement Contains a Lease using the modified retrospective approach.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

Previously, the Company, as a lessee, recognised payments made under operating leases and relevant lease incentives in profit or loss on a straight-line basis over the term of the lease. Under TFRS 16, the Company assesses whether a contract is, or contains, a lease. If a contract contains lease and non-lease components, the Company allocates the consideration in the contract based on stand-alone selling price (transaction price). As at 1 January 2020, the Company recognised right-of-use assets and lease liabilities, as a result, the nature of expenses related to those leases was changed because the Company recognised depreciation of right-of-use assets and interest expense on lease liabilities.

### *Impact from the adoption of TFRS 16*

*(in thousand Baht)*

#### *At 1 January 2020*

Right-of-use assets increased	792,552
Other assets decreased	(120,877)
Lease liabilities increased	671,675

### *Measurement of lease liability*

*(in thousand Baht)*

Lease and service agreements commitment as disclosed at 31 December 2019	1,134,457
Recognition exemption for short-term leases and asset leases with low value	(95,155)
Service agreements	(351,976)
Operating lease commitment as disclosed at 31 December 2019	687,326
Deferred interest expenses	(15,651)
<b>Lease liabilities recognised at 1 January 2020</b>	<b>671,675</b>
Weighted-average incremental borrowing rate (% per annum)	1.55 - 2.30

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### 4 Significant accounting policies

The accounting policies set out below have been applied consistently to all periods presented in these financial statements, except for as disclosed in note 3 Changes in accounting policies.

#### (a) Foreign currencies

##### *Foreign currency transactions*

Transactions in foreign currencies are translated to the functional currency at exchange rates at the dates of the transactions.

Monetary assets and liabilities denominated in foreign currencies are translated to the functional currency at the exchange rates at the reporting date.

Non-monetary assets and liabilities measured at cost in foreign currencies are translated to the functional currency at the exchange rates at the dates of the transactions.

Foreign currency differences are generally recognised in profit or loss.

#### (b) Classification of contracts

Insurance contracts are contracts under which the Company accepts significant insurance risk from the policy holders by agreeing to compensate the policy holder if a specified uncertain future event (the insured event) adversely affects the policyholders. Once a contract is classified as an insurance contract, it remains classified as an insurance contract until all rights and obligations are extinguished or expired.

#### (c) Recognition and measurement of insurance contracts

##### *Premiums due and uncollected*

Premiums due and uncollected are stated at their invoice value less allowance for doubtful accounts.

The allowance for doubtful accounts is assessed primarily on analysis of payment histories and future expectations of customer payments. Bad debts are written off when incurred.

##### *Loss reserves and outstanding claims*

Loss reserves are taken up in the accounts upon receipt of claim advices from the insured, at the value appraised by the Company's claim department or outsource surveyors, depending on the particular case. In addition, the Company set up a provision for losses incurred but not yet reported (IBNR) based upon estimates made by a qualified actuary.



The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### *Premium reserve*

Premium reserve consists of unearned premium reserve and unexpired risks reserve.

### *Unearned premium reserves*

The Company set aside part of its premium income as unearned premium reserve as follows:

Fire, marine (hull), auto and miscellaneous	- Daily average basis from net premium written (the one-three hundred sixty fifth basis)
Marine (cargo)	- Net premium written for the last ninety days
Travelling accident	- Net premium written during coverage period for one hundred and eighty days of in-force policies
Freedom	- 70% of net premium written of the effective policies

### *Unexpired risks reserve*

Unexpired risks reserves are the best estimate of the claims that are expected to occur during the remaining period of coverage of in-force policies, based on analysis of historical claims data by a qualified actuary.

Unexpired risk reserves are only recognised in the financial statements to the extent that they exceed unearned premium reserves.

### *Premium written and premium earned*

Premium written is recognised on the date that the insurance policy comes into effect, net of premium ceded and cancelled.

Reinsurance premium income is recognised upon receipt of written advice from reinsurer.

Premium earned comprises of net premium written and change in unearned premium reserves and is recognised as revenue proportionally over the period of coverage.

### *Commissions and brokerage expenses*

Commissions and brokerage expenses are recognised as expenses in the period when incurred.

### *Insurance claims expenses*

Insurance claims expenses consist of claims and losses adjustment expenses during the year and changes in provision for insurance claims, less salvage recoveries and other recoveries (if any) and claims recovered from reinsurers. These expenses are recognised in profit or loss when incurred.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### *Reinsurance*

Assets, liabilities, income, and expense arising from reinsurance contracts are presented separately from the assets, liabilities, income, and expense from the related insurance contracts because the reinsurance arrangements do not relieve the Company from its direct obligations to its policyholders.

Reinsurance receivables are stated at their invoice value less allowance for doubtful accounts.

Reinsurance payables are stated at cost.

Premium ceded, reinsurer's share of change in unearned premium reserves, commission and brokerage income and insurance claims expenses recovered from reinsurers are recognised as expense or income in profit or loss when incurred.

An asset or liability is recognised in the statement of financial position representing reinsurance assets, reinsurance receivables and reinsurance payables. The net amount is presented in the statement of financial position only when the Company has a legal right to offset the amounts and intends either to settle on a net basis or to realise the asset and settle the liability simultaneously.

### (d) *Cash and cash equivalents*

Cash and cash equivalents in the statements of cash flows comprise cash balances, call deposits, and highly liquid short-term investments.

### (e) *Financial instruments*

#### ***Accounting policies applicable from 1 January 2020***

##### *(1) Recognition and initial measurement*

Financial assets and financial liabilities are initially recognised when the Company becomes a party to the contractual provisions of the instrument.

A financial asset and financial liability are initially measured at fair value plus transaction costs that are directly attributable to its acquisition or issue. A financial asset and a financial liability measured at fair value to profit or loss are initially recognised at fair value.

##### *(2) Classification and subsequent measurement*

###### *Financial assets*

Financial assets held for trading measured at fair value to profit or loss. Net gains and losses, including any interest or dividend income, are recognised in profit or loss.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

Financial assets that the Company has the positive intent and ability to hold to maturity are classified as held-to-maturity investments. Held-to-maturity investments are measured at amortised cost, less impairment losses. Acquisition cost and maturity amount of debt securities differences are amortised by the effective interest method through the remaining life of the financial assets. Interest income, foreign exchange gains and losses and impairment are recognised in profit or loss. Any gain or loss on derecognition is recognised in profit or loss.

Financial assets other than those securities held for trading or intended to be held to maturity, are classified as investments measured at fair value through other comprehensive income subsequent to their initial recognition, these investments are measured at fair value to other comprehensive income, with changes in fair value on investments recognised directly in equity, except impairment losses and monetary in foreign exchange differences are recognised in profit or loss. When these investments are derecognised, the cumulative gain or loss previously recognised directly in equity is recognised in profit or loss. Where these investments are interest-bearing, interest calculated using the effective interest method is recognised in profit or loss.

The fair value of debt securities is calculated by referencing to the price quoted by Thai Bond Market Association at the reporting date. For debt securities which are not listed on the Thai Bond Market Association, the fair value is calculated by referencing to the price quoted by a reliable institution at the reporting date.

For equity securities and other securities which are listed, the fair value is estimated using the last bid price from the Stock Exchange of Thailand (SET) at the reporting date. For unit trusts which are non-listed, fair value is estimated using net asset value at the reporting date.

### *Financial liabilities*

Financial liabilities are measured at amortised cost or fair value through profit or loss. A financial liability is classified as at fair value through profit or loss if it is classified as held-for-trading, it is a derivative or it is designated as such on initial recognition. Financial liabilities at fair value through profit or loss are measured at fair value and net gains and losses, including any interest expense, are recognised in profit or loss. Other financial liabilities are subsequently measured at amortised cost using the effective interest method. Interest expense and foreign exchange gains and losses are recognised in profit or loss. Any gain or loss on derecognition is also recognised in profit or loss.

### (3) *Derecognition*

#### *Financial assets*

The Company derecognises a financial asset when the contractual rights to the cash flows from the financial asset expire, or it transfers the rights to receive the contractual cash flows in a transaction in which substantially all of the risks and rewards of ownership of the financial asset are transferred or in which the Company neither transfers nor retains substantially all of the risks and rewards of ownership and it does not retain control of the financial asset.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

The Company enters into transactions whereby it transfers assets recognised in its statement of financial position, but retains either all or substantially all of the risks and rewards of the transferred assets. In these cases, the transferred assets are not derecognised.

### *Financial liabilities*

The Company derecognises a financial liability when its contractual obligations are discharged or cancelled, or expire. The Company also derecognises a financial liability when its terms are modified and the cash flows of the modified liability are substantially different, in which case a new financial liability based on the modified terms is recognised at fair value.

On derecognition of a financial liability, the difference between the carrying amount extinguished and the consideration paid (including any non-cash assets transferred or liabilities assumed) is recognised in profit or loss.

### *(4) Offsetting*

Financial assets and financial liabilities are offset and the net amount presented in the statement of financial position when, and only when, the Company currently has a legally enforceable right to set off the amounts and it intends either to settle them on a net basis or to realise the asset and settle the liability simultaneously.

### *Accounting policies applicable before 1 January 2020*

#### *Investments in debt and equity securities*

Marketable equity securities held for trading are stated at fair value, with any resultant gain or loss recognised in profit or loss.

Debt securities that the Company has the positive intent and ability to hold to maturity are classified as held-to-maturity investments. Held-to-maturity investments are stated at amortised cost, less any impairment losses. The difference between the acquisition cost and redemption value of such debt securities is amortised using the effective interest rate method over the period to maturity.

Debt securities and marketable equity securities, other than those securities held for trading or intended to be held to maturity, are classified as available-for-sale investments. Available-for-sale investments are, subsequent to initial recognition, stated at fair value. Change in security values are recognised directly in equity, except for impairment losses and foreign exchange differences on monetary items which are recognised in profit or loss. When these investments are derecognised, the cumulative gain or loss previously recognised directly in equity is recognised in profit or loss. Where these investments are interest-bearing, interest calculated using the effective interest method is recognised in profit or loss.

Equity securities which are not marketable are stated at cost less any impairment losses.

The fair value of investments in trading and available-for-sale securities using offer price at the reporting date.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### *Recognition*

Purchases and sales of investments are recorded on trade dates.

### *Disposal of investments*

On disposal of an investment, the difference between net disposal proceeds and the carrying amount together with the associated cumulative gain or loss that was reported in equity is recognised in profit or loss.

If the Company disposes of part of its holding of a particular investment, the deemed cost of the part sold is determined using the weighted average method applied to the carrying value of the total holding of the investment.

### *Loans*

Loans are stated at the principal amounts.

The Company provides an allowance for doubtful accounts based on overdue period and the collateral value.

### *Hire-purchase receivables for auto*

Hire-purchase receivables for auto are stated at the outstanding balances of hire-purchase agreements after deducting unearned interest income and allowance for doubtful accounts.

The Company provides an allowance for doubtful accounts, equal to the estimated losses which might be incurred in the collection of all receivables. The estimated losses are based on the analysis of payment histories and future expectations of receivable payments. The basis of allowance for doubtful accounts is computed at the rate of 2% of outstanding hire-purchase receivables after deducting unearned interest income. Bad debts are written off when incurred.

## (f) *Leases*

### *Accounting policies applicable from 1 January 2020*

At the inception of a contract, the Company assesses whether a contract is, or contains, a lease. To assess whether a contract conveys the right to control the use of an identified asset, the Company uses the definition of a lease in TFRS 16.

### *As a lessee*

The Company recognises a right-of-use asset and a lease liability at the lease commencement date, except for leases of low-value assets and short-term leases which is recognised as an expense on a straight-line basis over the lease term.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

Right-of-use asset is measured at cost, less any accumulated depreciation and impairment loss, and adjusted for any remeasurements of lease liability. The cost of right-of-use asset includes the initial amount of the lease liability adjusted for any lease payments made at or before the commencement date, plus any initial direct costs incurred. Depreciation is charged to profit or loss on a straight-line method from the commencement date to the end of the lease term.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the Company's incremental borrowing rate.

The Company determines its incremental borrowing rate by obtaining interest rates from various external financing sources and makes certain adjustments to reflect the terms of the lease and types of the asset leased.

The lease liability is measured at amortised cost using the effective interest method. It is remeasured when there is a change in lease term, change in lease payments, change in the estimate of the amount expected to be payable under a residual value guarantee, or a change in the assessment of purchase, extension or termination options. When the lease liability is remeasured, a corresponding adjustment is made to the carrying amount of the right-of-use asset or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

### *Accounting policies applicable before 1 January 2020*

#### *As a lessee*

Payments made under operating leases are recognised in profit or loss on a straight-line basis over the term of the lease. Lease incentives received are recognised in profit or loss as an integral part of the total lease expense, over the term of the lease. Contingent lease payments are accounted for by revising the minimum lease payments over the remaining term of the lease when the lease adjustment is confirmed.

### (g) *Premises and equipment*

#### *Recognition and measurement*

##### *Owned assets*

Land is measured at cost. Building and equipment are measured at cost less accumulated depreciation and impairment losses.

Cost includes expenditure that is directly attributable to the acquisition of the asset. The cost of self-constructed assets includes the cost of materials and direct labour, any other costs directly attributable to bringing the assets to a working condition for their intended use, the costs of dismantling and removing the items and restoring the site on which they are located, and capitalised borrowing costs. Purchased software that is integral to the functionality of the related equipment is capitalised as part of that equipment.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

When parts of an item of premises and equipment have different useful lives, they are accounted for as separate items (major components) of premises and equipment.

Any gains and losses on disposal of an item of premises and equipment are determined by comparing the proceeds from disposal with the carrying amount of premises and equipment, and are recognised in profit or loss.

### *Subsequent costs*

The cost of replacing a part of an item of premises and equipment is recognised in the carrying amount of the item if it is probable that the future economic benefits embodied within the part will flow to the Company, and its cost can be measured reliably. The carrying amount of the replaced part is derecognised. The costs of the day-to-day servicing of premises and equipment are recognised in profit or loss as incurred.

### *Depreciation*

Depreciation is calculated based on the depreciable amount, which is the cost of an asset, or other amount substituted for cost, less its residual value.

Depreciation is charged to profit or loss on a straight-line basis over the estimated useful lives of each component of an item of premises and equipment. The estimated useful lives are as follows:

Buildings	20	years
Building improvements	20	years
Utility systems	5	years
Vehicles	5 and 7	years
Furniture and office equipment (excluded computer equipment)	5, 7 and 10	years

Computer equipment are depreciated by the sum-of-the-year-digits method of 3 and 5 years.

No depreciation is provided on freehold land or assets under construction.

Depreciation methods, useful lives, and residual values are reviewed at each financial year-end and adjusted if appropriate.

## (h) *Intangible assets*

### *Computer software*

Computer software that is acquired by the Company and has finite useful are measured at cost less accumulated amortisation and accumulated impairment losses.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### *Subsequent expenditure*

Subsequent expenditure is capitalised only when it increases the future economic benefits embodied in the specific asset to which it relates. And all other expenditure is recognised in profit or loss as incurred.

### *Amortisation*

Amortisation is based on the cost of the asset, or other amount substituted for cost, less its residual value.

Amortisation is recognised in profit or loss on a straight-line basis over the estimated useful lives of intangible assets from the date that they are available for use, since this most closely reflects the expected pattern of consumption of the future economic benefits embodied in the asset. The estimated useful lives for the current and comparative periods are as follows:

Computer software	5 and 10	years
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Amortisation methods, useful lives, and residual values are reviewed at each financial year-end and adjusted if appropriate.

### (i) *Impairment*

#### *Accounting policies applicable from 1 January 2020*

##### *Equity instruments and unit trust measured at fair value through other comprehensive income*

Impairment loss is recognised when there has been a significant or prolonged decline in the fair value below their cost or where other objective evidence of impairment exists.

When a decline in the fair value of a financial asset measured at fair value through other comprehensive income has been recognised directly in equity and there is objective evidence that the value of the asset is impaired, the cumulative loss that had been recognised directly in equity is recognised in profit or loss even though the financial asset has not been derecognised. The amount of the cumulative loss that is recognised in profit or loss is the difference between the acquisition cost and current fair value, less any impairment loss on that financial asset previously recognised in profit or loss.

The Company recognised expected credit loss for financial asset measured at amortised cost.

##### *Measurement of ECLs*

ECLs are a probability-weighted estimate of credit losses. Credit losses are measured as the present value of all cash shortfalls (i.e. the difference between the cash flows due to the entity in accordance with the contract and the cash flows that the Company expects to receive). ECLs are discounted at the effective interest rate of the financial asset.



The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

ECLs are measured on either of the following bases:

- 12-month ECLs: these are losses that are expected to result from possible default events within the 12 months after the reporting date; or
- lifetime ECLs: these are losses that are expected to result from all possible default events over the expected lives of a financial instrument.

The Company recognises ECLs equal to 12-month ECLs unless there has been a significant increase in credit risk of the financial instrument since initial recognition or credit-impaired financial assets, in which case the loss allowance is measured at an amount equal to lifetime ECLs.

The maximum period considered when estimating ECLs is the maximum contractual period over which the Company is exposed to credit risk.

ECLs are remeasured at each reporting date to reflect changes in the financial instrument's credit risk since initial recognition. Increase in loss allowance is recognised as an impairment loss in profit or loss. Loss allowances for financial assets measured at amortised cost are deducted from the gross carrying amount of the assets. For debt securities at fair value through other comprehensive income, the Company recognises an impairment loss in profit or loss with the corresponding entry in other comprehensive income.

### *ECLs for investments in debt securities*

Probabilities of default (PD) and loss given default (LGD) for investment in debt securities are based on historical data supplied by the rating agency for each credit rating.

The Company assumes that the credit risk on debt securities has increased significantly if it is significant deterioration in debt securities' credit rating.

The Company considers financial assets to be in default when:

- the debtor is unlikely to pay its credit obligations to the Company in full; or
- the financial assets are more than one day past due.

### *Accounting policies applicable before 1 January 2020*

The carrying amounts of the Company's assets are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, the assets' recoverable amounts are estimated.

An impairment loss is recognised if the carrying amount of an asset exceeds its recoverable amount. The impairment loss is recognised in profit or loss.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

When a decline in the fair value of an available-for-sale financial asset has been recognised directly in equity and there is objective evidence that the value of the asset is impaired, the cumulative loss that had been recognised directly in equity is recognised in profit or loss even though the financial asset has not been derecognised. The amount of the cumulative loss that is recognised in profit or loss is the difference between the acquisition cost and current fair value, less any impairment loss on that financial asset previously recognised in profit or loss.

### *Calculation of recoverable amount*

The recoverable amount of held-to-maturity securities carried at amortised cost is calculated as the present value of the estimated future cash flows discounted at the original effective interest rate.

The recoverable amount of available-for-sale financial assets is calculated by reference to the fair value.

### *Reversal of impairment*

An impairment loss in respect of a financial asset is reversed if the subsequent increase in recoverable amount can be related objectively to an event occurring after the impairment loss was recognised in profit or loss. For financial assets carried at amortised cost and available-for-sale financial assets that are debt securities, the reversal is recognised in profit or loss. For available-for-sale financial assets that are equity securities, the reversal is recognised in other comprehensive income.

## *(j) Impairment of non-financial assets*

The carrying amounts of the Company's assets are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, the assets' recoverable amounts are estimated.

An impairment loss is recognised if the carrying amount of an asset or its cash-generating unit exceeds its recoverable amount. The impairment loss is recognised in profit or loss.

### *Calculation of recoverable amount*

The recoverable amount of a non-financial asset is the greater of the asset's value in use and fair value less costs to sell. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. For an asset that does not generate cash inflows largely independent of those from other assets, the recoverable amount is determined for the cash-generating unit to which the asset belongs.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### *Reversal of impairment*

Impairment losses recognised in prior periods in respect of non-financial assets are assessed at each reporting date for any indications that the loss has decreased or no longer exists. An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount. An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised.

### (k) *Employee benefits*

#### *Defined contribution plan*

Obligations for contributions to defined contribution plans are expensed as the related service is provided.

#### *Defined benefit plans*

The Company's net obligation in respect of defined benefit plans is calculated separately for each plan by estimating the amount of future benefit that employees have earned in the current and prior periods, discounting that amount.

The calculation of defined benefit obligations is performed annually using the projected unit credit method.

Remeasurements of the net defined benefit liability, actuarial gain or loss are recognised immediately in OCI. The Company determines the interest expense on the net defined benefit liability for the period by applying the discount rate used to measure the defined benefit obligation at the beginning of the year, taking into account any changes in the net defined benefit liability during the period as a result of contributions and benefit payments. Net interest expense and other expenses related to defined benefit plans are recognised in profit or loss.

When the benefits of a plan are changed or when a plan is curtailed, the resulting change in benefit that relates to past service or the gain or loss on curtailment is recognised immediately in profit or loss. The Company recognises gains and losses on the settlement of a defined benefit plan when the settlement occurs.

#### *Short-term employee benefits*

Short-term employee benefits are expensed as the related service is provided. A liability is recognised for the amount expected to be paid if the Company has a present legal or constructive obligation to pay this amount as a result of past service provided by the employee and the obligation can be estimated reliably.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### (l) Provisions

A provision is recognised if, as a result of a past event, the Company has a present legal or constructive obligation that can be estimated reliably, and it is probable that an outflow of economic benefits will be required to settle the obligation.

### (m) Measurement of fair values

The Company has an established control framework with respect to the measurement of fair values. This includes a valuation team that has overall responsibility for overseeing all significant fair value measurements, including Level 3 fair values, and reports directly to the management.

The valuation team regularly reviews significant unobservable inputs and valuation adjustments. If third party information, such as broker quotes or pricing services, is used to measure fair values, then the valuation team assesses the evidence obtained from the third parties to support the conclusion that these valuations meet the requirements of TFRS, including the level in the fair value hierarchy in which the valuations should be classified.

When measuring the fair value of an asset or a liability, the Company uses observable market data as far as possible. Fair values are categorised into different levels in a fair value hierarchy based on the inputs used in the valuation techniques as follows:

- Level 1: quoted prices in active markets for identical assets or liabilities.
- Level 2: inputs other than quoted prices included in Level 1 that are observable for the asset or liability, either directly or indirectly.
- Level 3: inputs for the asset or liability that are based on unobservable input.

If the inputs used to measure the fair value of an asset or liability might be categorised in different levels of the fair value hierarchy, then the fair value measurement is categorised in its entirety in the same level of the fair value hierarchy as the lowest level input that is significant to the entire measurement.

The Company recognises transfers between levels of the fair value hierarchy at the end of the reporting period during which the change has occurred.

### (n) Revenue

#### *Interest income*

#### **Accounting policies applicable from 1 January 2020**

#### *Effective Interest Rate (EIR)*

Interest income or expense is recognised using the effective interest method. The EIR is the rate that exactly discounts estimated future cash payments or receipts through the expected life of the financial instrument to:

- the gross carrying amount of the financial asset; or
- the amortised cost of the financial liability.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

In calculating interest income and expense, the effective interest rate is applied to the gross carrying amount of the asset (when the asset is not credit-impaired) or to the amortised cost of the liability. However, for financial assets that have become credit-impaired subsequent to initial recognition, interest income is calculated by applying the effective interest rate to the amortised cost of the financial asset. If the asset is no longer credit-impaired, then the calculation of interest income reverts to the gross basis.

### *Accounting policies applicable before 1 January 2020*

Interest income is recognised in profit or loss as it accrues. The Company ceases recognition of interest income from loans when overdue interest is more than 6 months.

### *Income from hire-purchase*

The Company recognised income from hire-purchase contracts by using the effective interest rate method. The Company ceases recognition of interest income from hire-purchase when the receivables are overdue by more than 6 installment periods or where there is an indication of inability to repay.

### *Dividend income*

Dividend income is recognised in profit or loss on the date the Company's right to receive payments is established.

## (o) Expenses

### *Other expenses*

Other expenses are charged for the period in which they are incurred.

### *Finance costs*

Interest expenses and similar costs are charged to profit or loss for the period in which they are incurred.

## (p) Income tax

Income tax expense for the year comprises current and deferred tax. Current and deferred tax are recognised in profit or loss except to the extent that they relate to items recognised directly in equity or in other comprehensive income.

Current tax is the expected tax payable or receivable on the taxable income or loss for the year, using tax rates enacted or substantively enacted at the reporting date, and any adjustment to tax payable in respect of previous years.

Deferred tax is recognised in respect of temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes. Deferred tax is not recognised for the following temporary differences: the initial recognition of goodwill; the initial recognition of assets or liabilities in a transaction that is not a business combination and that affects neither accounting nor taxable profit or loss; and differences relating to investments in subsidiaries and jointly-controlled entities to the extent that it is probable that they will not reverse in the foreseeable future.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

The measurement of deferred tax reflects the tax consequences that would follow the manner in which the Company expects, at the end of the reporting period, to recover or settle the carrying amount of its assets and liabilities.

Deferred tax is measured at the tax rates that are expected to be applied to the temporary differences when they reverse, using tax rates enacted or substantively enacted at the reporting date.

In determining the amount of current and deferred tax, the Company takes into account the impact of uncertain tax positions and whether additional taxes and interest may be due. The Company believes that its accruals for tax liabilities are adequate for all open tax years based on its assessment of many factors, including interpretations of tax law and prior experience. This assessment relies on estimates and assumptions and may involve a series of judgements about future events. New information may become available that causes the Company to change its judgement regarding the adequacy of existing tax liabilities; such changes to tax liabilities will impact tax expense in the period that such a determination is made.

Deferred tax assets and liabilities are offset if there is a legally enforceable right to offset current tax liabilities and assets, and they relate to income taxes levied by the same tax authority on the same taxable entity.

A deferred tax asset is recognised to the extent that it is probable that future taxable profits will be available against which the temporary differences can be utilised. Future taxable profits are determined based on the reversal of relevant taxable temporary differences. If the amount of taxable temporary differences is insufficient to recognise a deferred tax asset in full, then future taxable profits, adjusted for reversals of existing temporary differences, are considered, based on the business plans. Deferred tax assets are reviewed at each reporting date and reduced to the extent that it is no longer probable that the related tax benefit will be realised.

### (q) *Earnings per share*

The Company presents basic earnings per share (EPS) data for its ordinary shares. Basic EPS is calculated by dividing the profit attributable to ordinary shareholders of the Company by the number of ordinary shares outstanding during the year.

### (r) *Related parties*

A related party is a person or entity that has direct or indirect control, or has significant influence over the financial and managerial decision-making of the Company; a person or entity that are under common control or under the same significant influence as the Company or the Company has direct or indirect control or has significant influence over the financial and managerial decision-making of a person or entity.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### 5 Cash and cash equivalents

	<i>(in thousand Baht)</i>	
	<b>2020</b>	<b>2019</b>
Cash on hand and cheques in the course of collection	133,927	117,507
Deposits at banks - call deposits	2,025,151	1,491,826
Deposits at banks - time deposits	200,000	220,000
Short-term investments	401,438	643,746
Less allowance for ECL	(20)	-
<b>Cash and cash equivalents</b>	<b>2,760,496</b>	<b>2,473,079</b>

### 6 Premiums due and uncollected

As at 31 December 2020 and 2019, the aging analyses for premiums due and uncollected were as follows:

	<i>(in thousand Baht)</i>	
	<b>2020</b>	<b>2019</b>
Within credit terms	3,646,189	3,568,080
Overdue:		
Not over 30 days	334,716	367,145
31 - 60 days	73,867	69,140
61 - 90 days	29,324	22,543
91 days - 1 year	105,037	71,083
Over 1 year	1,955	5,659
Total	4,191,088	4,103,650
Less allowance for doubtful accounts	(77,282)	(59,135)
<b>Net</b>	<b>4,113,806</b>	<b>4,044,515</b>

For premiums due and uncollected from agents and brokers, the Company has established collection guidelines in accordance with the regulatory requirement for premium collection. For overdue premiums due and uncollected, the Company is pursuing legal proceedings against such agents and brokers.

	<i>(in thousand Baht)</i>	
	<b>2020</b>	<b>2019</b>
Bad debts and doubtful accounts expense for the year (reversal of)	<b>18,148</b>	<b>(9,985)</b>

The Viriyah Insurance Public Company Limited

**Notes to the financial statements** for the year ended 31 December 2020**7 Investments in securities**7.1 *Investments in securities by measurement are as follows:*

*(in thousand Baht)*

	2020		2019	
	Cost/ amortised cost	Fair value	Cost/ amortised cost	Fair value
<i>Investments measured at fair value through profit or loss</i>				
Equity securities	6,707,289	9,964,808	5,779,684	10,695,968
Unit trusts	500	3,310	500	3,539
Total	6,707,789	9,968,118	5,780,184	10,699,507
Add gain on remeasurement of investments measured through profit or loss	3,260,329	-	4,919,323	-
<b>Total</b>	<b>9,968,118</b>	<b>9,968,118</b>	<b>10,699,507</b>	<b>10,699,507</b>
<i>Investments measured at fair value through other comprehensive income</i>				
Equity securities	2,347,923	19,456,161	2,393,183	23,053,242
Unit trusts	48,839	13,387	48,838	20,026
Total	2,396,762	19,469,548	2,442,021	23,073,268
Add gain on remeasurement of investments measured through other comprehensive income	17,072,786	-	20,755,277	-
Less allowance for impairment	-	-	(124,030)	-
<b>Total</b>	<b>19,469,548</b>	<b>19,469,548</b>	<b>23,073,268</b>	<b>23,073,268</b>
<i>Investments measured at amortised cost</i>				
Government and state enterprises securities	4,500,979	4,512,459	1,982,335	1,996,089
Private debt securities	2,405,017	2,421,861	2,428,879	2,442,894
Deposits at financial institutions with maturities more than 3 months	26,877,563	26,877,563	26,984,377	26,984,377
Total	33,783,559	33,811,883	31,395,591	31,423,360
Less unrealised loss from change in fair value of securities from reclassified investments	(253)	-	(389)	-
Less allowance for ECL	(1,167)	-	-	-
<b>Total</b>	<b>33,782,139</b>	<b>33,811,883</b>	<b>31,395,202</b>	<b>31,423,360</b>
<b>Total investments in securities</b>	<b>63,219,805</b>		<b>65,167,977</b>	

Investments in debt securities measured at amortised cost were classified into stage 1, no significant increase in credit risk.



**Notes to the financial statements for the year ended 31 December 2020****7.2 Aging of debt securities**

As at 31 December 2020 and 2019, investments in debt securities were classified by the remaining period to maturity as follows:

	2020				2019		
	Maturities				Maturities		
	1 year	1 - 5 years	Over 5 years	Total	1 year	1 - 5 years	Over 5 years
<i>Investments measured at amortised cost</i>							
Government and state enterprise debt securities	4,005,919	495,060	-	4,500,979	1,686,381	295,954	-
Private debt securities	1,286,390	968,627	150,000	2,405,017	1,385,266	893,613	150,000
Deposits at financial institutions with maturities more than 3 months	26,877,563	-	-	26,877,563	25,984,377	1,000,000	-
Total	32,169,872	1,463,687	150,000	33,783,559	29,056,024	2,189,567	150,000
Less unrealised loss from change in fair value of securities from reclassified investments	-	(253)	-	(253)	-	(389)	-
Less allowance for ECL	-	(1,167)	-	(1,167)	-	-	-
Total	32,169,872	1,462,267	150,000	33,782,139	29,056,024	2,189,178	150,000
				33,782,139	29,056,024	2,189,178	150,000
							31,395,202

(in thousand Baht)

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### 7.3 Disclosure on fair value of investments in debt securities for each class as follows

	<i>(in thousand Baht)</i>	
	Fair value as at 31 December 2020	Fair value change during the year
	6,934,320	2,495,337

#### Classification of financial assets

Financial assets which the contractual cash flows from financial assets at the defined date are solely payment of principal and interest, excluding financial assets meet to the definition of held for trading in accordance with Thai Financial Reporting Standards: TFRS 9 or that the Company manages and evaluates on a fair value basis.

## 8 Insurance contract liabilities

	<i>(in thousand Baht)</i>		
	2020		2019
	Liabilities under insurance contracts	Reinsurers' share of liabilities	Liabilities under insurance contracts
	Net		Reinsurers' share of liabilities
	Net		Net
<b>Short-term technical reserves</b>			
Loss reserves and outstanding claims			
- Case reserves	10,482,637	(367,317)	8,351,395
- Incurred but not reported	-	-	(187,829)
Total loss reserve and outstanding claim	10,482,637	(367,317)	(50,920)
Unearned premium reserves	20,821,472	(449,681)	(238,749)
<b>Total</b>	<b>31,304,109</b>	<b>(816,998)</b>	<b>21,200,136</b>
		<b>30,487,111</b>	<b>(470,500)</b>
			<b>29,296,951</b>

## Notes to the financial statements for the year ended 31 December 2020

### 8.1 Loss reserves and outstanding claims

	(in thousand Baht)			
	2020		2019	
	Liabilities under insurance contracts	Reinsurers' share of liabilities	Liabilities under insurance contracts	Reinsurers' share of liabilities
At 1 January	8,567,315	(238,749)	8,138,322	(188,185)
Loss incurred during the year	22,645,947	(458,489)	23,400,623	(321,738)
Change in estimation and assumption	-	-	215,920	(50,920)
Loss paid during the year	(20,730,625)	329,921	(23,187,550)	322,094
<b>At 31 December</b>	<b>10,482,637</b>	<b>(367,317)</b>	<b>8,567,315</b>	<b>(238,749)</b>
		<b>10,115,320</b>		<b>8,328,566</b>
		<b>8,328,566</b>		<b>7,950,137</b>
		<b>22,187,458</b>		<b>23,078,885</b>
		<b>-</b>		<b>165,000</b>
		<b>(20,400,704)</b>		<b>(22,865,456)</b>
		<b>10,115,320</b>		<b>8,328,566</b>

### 8.2 Unearned premium reserves

	(in thousand Baht)			
	2020		2019	
	Liabilities under insurance contracts	Reinsurers' share of liabilities	Liabilities under insurance contracts	Reinsurers' share of liabilities
At 1 January	21,200,136	(231,751)	20,833,292	(267,184)
Premium written during the year	38,157,406	(1,086,392)	38,897,963	(612,330)
Earned premium during the year	(38,536,070)	868,462	(38,531,119)	647,763
<b>At 31 December</b>	<b>20,821,472</b>	<b>(449,681)</b>	<b>21,200,136</b>	<b>(231,751)</b>
		<b>20,371,791</b>		<b>20,968,385</b>
		<b>20,968,385</b>		<b>20,566,108</b>
		<b>37,071,014</b>		<b>38,285,633</b>
		<b>(37,667,608)</b>		<b>(37,883,356)</b>
		<b>20,371,791</b>		<b>20,968,385</b>

The Viriyah Insurance Public Company Limited

**Notes to the financial statements** for the year ended 31 December 20208.3 *Loss development table*8.3.1 *Gross loss development triangle*

At 31 December 2020

*(in thousand Baht)*

Accident year/ Reporting year	Before 2016	2016	2017	2018	2019	2020	Total
At accident year		20,502,148	21,723,561	22,812,707	23,766,257	23,162,070	
One year later		19,903,274	21,668,730	22,773,306	23,235,964		
Two years later		19,610,627	21,625,757	22,635,183			
Three years later		19,593,871	21,648,058				
Four years later		19,592,722					
Estimate of ultimate claims	82,696,454	19,592,722	21,648,058	22,635,183	23,235,964	23,162,070	192,970,451
Cumulative claim paid	(82,670,378)	(19,581,187)	(21,627,892)	(22,536,436)	(22,826,478)	(13,874,180)	(183,116,551)
Total	26,076	11,535	20,166	98,747	409,486	9,287,890	9,853,900
Unallocated loss adjustment expenses							631,241
<b>Gross loss reserves and outstanding claims*</b>							<b>10,485,141</b>

At 31 December 2019

*(in thousand Baht)*

Accident year/ Reporting year	Before 2015	2015	2016	2017	2018	2019	Total
At accident year		19,751,003	20,502,148	21,723,561	22,812,707	23,766,257	
One year later		18,808,827	19,903,274	21,668,730	22,773,306		
Two years later		18,437,144	19,610,627	21,625,757			
Three years later		18,398,807	19,593,871				
Four years later		18,382,256					
Estimate of ultimate claims	75,001,486	18,382,256	19,593,871	21,625,757	22,773,306	23,766,257	181,142,933
Cumulative claim paid	(74,984,931)	(18,374,553)	(19,582,916)	(21,585,592)	(22,211,783)	(16,307,828)	(173,047,603)
Total	16,555	7,703	10,955	40,165	561,523	7,458,429	8,095,330
Unallocated loss adjustment expenses							498,349
<b>Gross loss reserves and outstanding claims*</b>							<b>8,593,679</b>

\*The claim liabilities calculated by using actuarial method include an estimate of salvage and subrogation recoveries which the Company recognises the recoveries amount when incurred.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### 8.3.2 Net loss development triangle

At 31 December 2020

*(in thousand Baht)*

Accident year/ Reporting year	Before						Total
	2016	2016	2017	2018	2019	2020	
At accident year		20,373,389	21,495,795	22,523,513	23,381,568	22,732,601	
One year later		19,706,168	21,401,682	22,467,363	22,770,987		
Two years later		19,421,903	21,368,198	22,335,110			
Three years later		19,405,133	21,394,363				
Four years later		19,403,333					
Estimate of ultimate claims	81,199,095	19,403,333	21,394,363	22,335,110	22,770,987	22,732,601	189,835,489
Cumulative claim paid	(81,179,076)	(19,391,799)	(21,379,183)	(22,248,610)	(22,411,608)	(13,780,340)	(180,390,616)
Total	20,019	11,534	15,180	86,500	359,379	8,952,261	9,444,873
Unallocated loss adjustment expenses							631,241
<b>Net loss reserves and outstanding claims*</b>							<b>10,076,114</b>

At 31 December 2019

*(in thousand Baht)*

Accident year/ Reporting year	Before						Total
	2015	2015	2016	2017	2018	2019	
At accident year		19,674,624	20,373,389	21,495,795	22,523,513	23,381,568	
One year later		18,708,432	19,706,168	21,401,682	22,467,363		
Two years later		18,340,871	19,421,903	21,368,198			
Three years later		18,302,610	19,405,133				
Four years later		18,286,281					
Estimate of ultimate claims	73,370,962	18,286,281	19,405,133	21,368,198	22,467,363	23,381,568	178,279,505
Cumulative claim paid	(73,360,899)	(18,278,652)	(19,394,179)	(21,337,049)	(21,938,666)	(16,113,512)	(170,422,957)
Total	10,063	7,629	10,954	31,149	528,697	7,268,056	7,856,548
Unallocated loss adjustment expenses							498,349
<b>Net loss reserves and outstanding claims*</b>							<b>8,354,897</b>

\*The claim liabilities calculated by using actuarial method include an estimate of salvage and subrogation recoveries which the Company recognises the recoveries amount when incurred.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### 9 Leases

As a lessee

*At 31 December 2020*

(in thousand Baht)

**Right-of-use assets**

Land and Buildings	358,923
Equipment	161,001
Vehicles	146,247
<b>Total</b>	<b><u>666,171</u></b>

In 2020, additions to the right-of-use assets of the Company were Baht 213 million

The Company leases a number of building for 3 years, with extension options at the end of the lease term. The rental is payable monthly as specified in the contract.

During 2020, the Company leased buildings using as branches for 3 years and paid fixed lease payment over the lease term. These payment terms are common in Thailand.

*For the year ended 31 December 2020*

(in thousand Baht)

Fixed payments	<u>338,659</u>
<b>Total</b>	<b><u>338,659</u></b>

*Extension options*

Some property leases contain extension options exercisable by the Company up to one year before the end of the non-cancellable contract period. Where practicable, the Company seeks to include extension options in new leases to provide operational flexibility. The extension options held are exercisable only by the Company and not by the lessors. The Company assesses at lease commencement date whether it is reasonably certain to exercise the extension options. The Company reassesses whether it is reasonably certain to exercise the options if there is a significant event or significant changes in circumstances within its control.

(in thousand Baht)

*For the year ended 31 December*

**Amounts recognised in profit or loss**

Depreciation of right-of-use assets:

	<u>2020</u>	<u>2019</u>
- Buildings	250,070	-
- Equipment	61,681	-
- Vehicles	43,160	-
Interest on lease liabilities	9,766	-
Expenses relating to short-term leases and expenses relating to leases of low-value assets	106,315	-

In 2020, total cash outflow for leases of the Company were Baht 445 million.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### 10 Employee benefit obligations

	<i>(in thousand Baht)</i>	
	2020	2019
<b>Statement of financial position:</b>		
Post-employment benefits - defined benefit plan	1,055,975	931,430
<b>Total</b>	<b>1,055,975</b>	<b>931,430</b>

#### *For the year ended 31 December*

		<i>(in thousand Baht)</i>	
	<i>Note</i>	2020	2019
<b>Statement of comprehensive income:</b>			
<b>Recognised in profit or loss:</b>			
Post-employment benefits - defined benefit plan	17	87,447	255,913
<b>Total</b>		<b>87,447</b>	<b>255,913</b>

Actuarial losses (gains) recognised in comprehensive income:

	<i>(in thousand Baht)</i>	
	2020	2019
Included in retained earnings:		
At 1 January	147,373	1,649
Recognised during the year	65,910	145,724
<b>At 31 December</b>	<b>213,283</b>	<b>147,373</b>

#### *Defined benefit plan*

The Company operates a defined benefit pension plan based on the requirement of Thai Labour Protection Act B.E. 2562 (2019) to provide retirement benefits to employees based on pensionable remuneration and length of service.

The defined benefit plan exposes the Company to actuarial risks, such as longevity risk and interest rate risk.

The Viriyah Insurance Public Company Limited

**Notes to the financial statements** for the year ended 31 December 2020*Present value of the defined benefit obligations*

	<i>(in thousand Baht)</i>	
	<b>2020</b>	<b>2019</b>
At 1 January	931,430	565,545
<b>Include in profit or loss:</b>		
Current service cost	71,849	54,230
Interest on obligation	15,598	19,321
Past service cost	-	182,362
	<u>87,447</u>	<u>255,913</u>
<b>Included in other comprehensive income</b>		
Actuarial losses	65,910	145,724
Benefit paid	(28,812)	(35,752)
<b>At 31 December</b>	<b><u>1,055,975</u></b>	<b><u>931,430</u></b>

On 5 April 2019, the Labour Protection Act was amended to include a requirement that an employee, who is terminated after having been employed by the same employer for an uninterrupted period of twenty years or more, receives severance payment of 400 days of wages at the most recent rate. The Company has therefore amended its retirement plan in accordance with the changes in the Labour Protection Act in 2019. As a result of this change, the provision for retirement benefits as well as past service costs recognised increased.

	<i>(%)</i>	
	<b>2020</b>	<b>2019</b>
<i>Principal actuarial assumptions</i>		
Discount rate	1.67	1.87
Future salary increases	4.80	4.90
Employee turnover	2.95 - 5.20	2.92 - 5.70

Assumptions regarding future mortality are based on the published statistics and mortality tables.

At 31 December 2020, the weighted-average duration of the defined benefit obligation was 18.31 years (2019: 18.54 years).



The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### Sensitivity analysis

Reasonably possible changes at the reporting date to one of the relevant key actuarial assumptions, holding other assumptions constant, would have affected the defined benefit obligations by the amounts shown below:

*(in thousand Baht)*

	Change in assumption	Post-employment benefit obligation increase (decrease)	Change in assumption	Post-employment benefit obligation increase (decrease)
<b>At 31 December 2020</b>				
Discount rate	-1%	112,566	1%	(96,597)
Future salary increases rate	-1%	(94,758)	1%	107,836
Employee turnover rate	-1%	117,539	1%	(102,072)
<b>At 31 December 2019</b>				
Discount rate	-1%	101,979	1%	(87,290)
Future salary increases rate	-1%	(85,706)	1%	97,790
Employee turnover rate	-1%	107,047	1%	(92,677)

Although the analysis does not take account of the full distribution of cash flows expected under the plan, it does provide an approximation of the sensitivity of the assumptions shown.

## 11 Deferred tax

Deferred tax assets and liabilities as at 31 December were as follows:

*(in thousand Baht)*

	2020	2019
Deferred tax assets	1,383,861	1,418,249
Deferred tax liabilities	(4,083,761)	(5,134,920)
<b>Net</b>	<b>(2,699,900)</b>	<b>(3,716,671)</b>

The Viriyah Insurance Public Company Limited

**Notes to the financial statements** for the year ended 31 December 2020

Movements in total deferred tax assets and liabilities during the year were as follows:

*(in thousand Baht)*

	At 1 January 2020*	(Charged) / credited to		At 31 December 2020
		Profit or loss	Other comprehensive income	
		<i>(Note 18)</i>		
<b>Deferred tax assets</b>				
Allowance for impairment losses on investments	17,138	-	-	17,138
Allowance for ECL	482	(182)	-	300
Allowance for doubtful accounts	43,253	3,298	-	46,551
Premium reserve	1,130,826	(22,149)	-	1,108,677
Incurred but not reported loss reserves	33,000	(33,000)	-	-
Employee benefit obligations	186,286	11,727	13,182	211,195
<b>Total</b>	<b>1,410,985</b>	<b>(40,306)</b>	<b>13,182</b>	<b>1,383,861</b>
<b>Deferred tax liabilities</b>				
Net change in fair value of investments measured through profit or loss	983,865	(331,799)	-	652,066
Net change in fair value of investments measured through other comprehensive income	4,295,510	-	(863,815)	3,431,695
<b>Total</b>	<b>5,279,375</b>	<b>(331,799)</b>	<b>(863,815)</b>	<b>4,083,761</b>
<b>Net</b>	<b>(3,868,390)</b>	<b>291,493</b>	<b>876,997</b>	<b>(2,699,900)</b>

\*Include adjusted transaction of change in accounting policies as disclosed in note 3.

The Viriyah Insurance Public Company Limited

**Notes to the financial statements** for the year ended 31 December 2020

(in thousand Baht)

	At 1 January 2019	(Charged) / credited to		At 31 December 2019
		Profit or loss	Other comprehensive income	
		<i>(Note 18)</i>		
<b>Deferred tax assets</b>				
Allowance for impairment losses on investments	24,911	(27)	-	24,884
Allowance for doubtful accounts	65,980	(22,727)	-	43,253
Premium reserve	1,129,248	1,578	-	1,130,826
Incurred but not reported loss reserves	7,920	25,080	-	33,000
Employee benefit obligations	113,109	44,032	29,145	186,286
<b>Total</b>	<b>1,341,168</b>	<b>47,936</b>	<b>29,145</b>	<b>1,418,249</b>
<b>Deferred tax liabilities</b>				
Net change in fair value of investments measured through profit or loss	957,341	26,524	-	983,865
Net change in fair value of investments measured through other comprehensive income	3,891,061	-	259,994	4,151,055
<b>Total</b>	<b>4,848,402</b>	<b>26,524</b>	<b>259,994</b>	<b>5,134,920</b>
<b>Net</b>	<b>(3,507,234)</b>	<b>21,412</b>	<b>(230,849)</b>	<b>(3,716,671)</b>

**12 Other liabilities**

(in thousand Baht)

	2020	2019
Accrued commission and brokerage	661,304	658,372
Accounts payable - agents and brokers	382,639	296,803
Accrued Value Added Tax	135,011	99,771
Over paid premium from brokers and agents	254,191	267,656
Accrued contribution expenses	155,779	179,156
Others	417,869	398,498
<b>Total</b>	<b>2,006,793</b>	<b>1,900,256</b>

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### 13 Share capital

Par value per share <i>(in Baht)</i>	2020		2019	
	Number	Amount	Number	Amount
	<i>(thousand shares / thousand Baht)</i>			
<i>Authorised share</i> at 31 December	20,000	2,000,000	20,000	2,000,000
<i>Issued and paid-up</i>				
At 1 January				
- ordinary shares	100	2,000,000	20,000	2,000,000
At 31 December				
- ordinary shares	100	2,000,000	20,000	2,000,000

### 14 Reserves

Reserve comprise:

#### *Appropriations of profit*

##### **Legal reserve**

Section 116 of the Public Companies Act B.E. 2535 requires that a public company shall allocate not less than 5% of its annual net profit, less any accumulated losses brought forward, to a reserve account ("legal reserve") until this account reaches an amount not less than 10% of the registered authorised capital. The legal reserve is not available for dividend distribution.

##### **General reserve**

The general reserve was appropriated according to the resolution of shareholders for the Company's general purposes.

#### *Other components of equity*

##### **Fair value of investments measured through other comprehensive income**

The fair value of investments measured through other comprehensive income accounts within equity comprises the cumulative net change in the fair value of investments measured through other comprehensive income until the investments are derecognised or impaired.

The Viriyah Insurance Public Company Limited

**Notes to the financial statements** for the year ended 31 December 2020**15 Net investment income**

	<i>(in thousand Baht)</i>	
	<b>2020</b>	<b>2019</b>
Interest received	483,884	604,703
Dividend received	614,141	804,539
	<u>1,098,025</u>	<u>1,409,242</u>
Investment expense	-	-
<b>Total</b>	<b><u>1,098,025</u></b>	<b><u>1,409,242</u></b>

**16 Operating expenses**

	<i>(in thousand Baht)</i>	
	<b>2020</b>	<b>2019</b>
Employee expenses	2,930,954	2,703,421
Premises and equipment expenses	1,181,759	1,175,638
Taxes and duties	10,603	18,159
Bad debt and doubtful accounts expense	22,520	17,263
Other operating expenses	604,394	678,299
<b>Total</b>	<b><u>4,750,230</u></b>	<b><u>4,592,780</u></b>

**17 Employee benefit expenses**

		<i>(in thousand Baht)</i>	
	<i>Note</i>	<b>2020</b>	<b>2019</b>
<b><i>Key management and directors</i></b>			
Salaries, wages, bonuses, and director's remuneration		160,544	135,302
Post-employment benefits		8,557	11,252
<b>Total</b>	<b>22</b>	<b><u>169,101</u></b>	<b><u>146,554</u></b>
<b><i>Other employees</i></b>			
Salaries, wages, and bonuses		3,815,754	3,396,260
Post-employment benefits		78,890	244,661
<b>Total</b>		<b><u>3,894,644</u></b>	<b><u>3,640,921</u></b>
<b>Total</b>		<b><u>4,063,745</u></b>	<b><u>3,787,475</u></b>

The Viriyah Insurance Public Company Limited

**Notes to the financial statements** for the year ended 31 December 2020**18 Income tax***Income tax recognised in profit or loss*

*(in thousand Baht)*

	Note	2020	2019
<i>Current tax expense</i>			
Current year		416,596	265,551
<i>Deferred tax expense</i>			
Movements in temporary differences	11	(291,493)	(21,412)
<b>Total</b>		<b>125,103</b>	<b>244,139</b>

*Income tax recognised in other comprehensive income*

*(in thousand Baht)*

	2020			2019		
	Before tax	Tax benefit (expense)	Net of tax	Before tax	Tax benefit (expense)	Net of tax
<i>(Note 11)</i>						
Net change in fair value of investments measured through other comprehensive income						
31 December	17,158,476	(3,431,695)	13,726,781	20,755,277	(4,151,055)	16,604,222
1 January	21,477,551	(4,295,510)	17,182,041	19,455,304	(3,891,061)	15,564,243
<b>Movement in the year</b>	<b>(4,319,075)</b>	<b>863,815</b>	<b>(3,455,260)</b>	<b>1,299,973</b>	<b>(259,994)</b>	<b>1,039,979</b>
Gains (losses) on remeasurement of defined benefit plans						
31 December	(213,283)	42,657	(170,626)	(147,373)	29,475	(117,898)
1 January	(147,373)	29,475	(117,898)	(1,649)	330	(1,319)
<b>Movement in the year</b>	<b>(65,910)</b>	<b>13,182</b>	<b>(52,728)</b>	<b>(145,724)</b>	<b>29,145</b>	<b>(116,579)</b>

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### Reconciliation of effective tax rate

	2020		2019	
	Rate (%)	(in thousand Baht)	Rate (%)	(in thousand Baht)
Profit before income tax		932,965		1,551,579
Income tax using the Thai corporation tax rate	20	186,593	20	310,316
Income not subjected to tax		(57,199)		(82,939)
Expenses not deductible for tax purposes		81,679		36,940
Expenses deductible for tax purposes		(85,970)		(20,178)
<b>Total</b>	<b>13</b>	<b>125,103</b>	<b>16</b>	<b>244,139</b>

### 19 Expected credit loss (reversal)

	(in thousand Baht)	
	2020	2019
Investment in securities	(515)	-
Loans	(263)	-
<b>Total</b>	<b>(778)</b>	<b>-</b>

### 20 Basic earnings per share

The calculations of basic earnings per share for the years ended 31 December 2020 and 2019 were based on the profit for the years attributable to ordinary shareholders of the Company and the number of ordinary shares outstanding during the years as follows:

	2020	2019
Profit attributable to ordinary shareholders of the Company (basic) (in thousand Baht)	807,862	1,307,441
Number of ordinary shares outstanding (in thousand shares)	20,000	20,000
<b>Basic earnings per share (in Baht)</b>	<b>40.39</b>	<b>65.37</b>

### 21 Dividends

The dividends paid by the Company to the shareholders were as follows:

	Approval date	Payment schedule	Dividend rate per share (Baht)	Amount (in million Baht)
<b>2019</b>				
Annual dividend	1 April 2020	16 April 2020	10	200
<b>2018</b>				
Annual dividend	22 April 2019	15 May 2019	10	200

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### 22 Related parties

Relationships with key management and other related parties were as follows:

Name of entities/person	Country of incorporation/ Nationality	Nature of relationships
Key management personnel	Thailand	Persons having authority and responsibility for planning, directing, and controlling the activities of the entity, directly or indirectly, including any director (whether executive or otherwise) of the Company
Thonburi Automotive Assembly Plant Co., Ltd.	Thailand	Shareholder and some common shareholders
The Ancient City Co., Ltd.	Thailand	Shareholder and some common shareholders
The Viriyah Panich Co., Ltd.	Thailand	Shareholder and some common shareholders
Viriyah Property Co., Ltd.	Thailand	Shareholder and some common shareholders and directors
S.V.T. Property 2003 Co., Ltd.	Thailand	Some common shareholders
Asset 1024 Co., Ltd.	Thailand	Some common shareholders
Viriyabhun Holdings Co., Ltd.	Thailand	Some common shareholders and directors

Significant transactions for the years ended 31 December with key management and related parties were as follows:

	<i>(in thousand Baht)</i>	
<b>For the year ended 31 December</b>	<b>2020</b>	<b>2019</b>
<b>Revenue</b>		
<b>Related parties</b>		
Premiums written	10,490	4,701
<b>Expense</b>		
<b>Related parties</b>		
Insurance claim expenses (reversal)	(3,225)	8,448
Rental and service fees	118,893	280,347
Depreciation expenses of right-of-use assets	189,482	-
Finance costs	3,576	-
<b>Key management and director compensation</b>		
Short term benefits	160,544	135,302
Post-employment benefits	8,557	11,252
<b>Total</b>	<b>169,101</b>	<b>146,554</b>

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The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

Significant balances as at 31 December with related parties were as follows:

	<i>(in thousand Baht)</i>	
	2020	2019
<b>Premiums due and uncollected</b>		
<b>Related parties</b>		
Thonburi Automotive Assembly Plant Co., Ltd.	1,429	1
The Ancient City Co., Ltd.	50	129
Viriyah Property Co., Ltd.	4	-
S.V.T. Property 2003 Co., Ltd.	-	(1)
<b>Total</b>	<b>1,483</b>	<b>129</b>
<b>Other assets</b>		
<b>Related parties</b>		
Viriyabhun Holding Co., Ltd.	12,000	120,000
<b>Total</b>	<b>12,000</b>	<b>120,000</b>
<b>Loss reserves and outstanding claims</b>		
<b>Related parties</b>		
Thonburi Automotive Assembly Plant Co., Ltd.	1,197	5,900
The Ancient City Co., Ltd.	25	68
S.V.T. Property 2003 Co., Ltd.	16	10
Viriyabhun Holding Co., Ltd.	20	980
<b>Total</b>	<b>1,258</b>	<b>6,958</b>
<b>Right-of-use assets</b>		
<b>Related parties</b>		
Viriyah Property Co., Ltd.	9,194	-
S.V.T. Property 2003 Co., Ltd.	117,128	-
Asset 1024 Co., Ltd.	12,785	-
Viriyabhun Holdings Co., Ltd.	119,220	-
<b>Total</b>	<b>258,327</b>	<b>-</b>
<b>Lease liabilities</b>		
<b>Related parties</b>		
Viriyah Property Co., Ltd.	9,250	-
S.V.T. Property 2003 Co., Ltd.	118,044	-
Asset 1024 Co., Ltd.	12,586	-
Viriyabhun Holdings Co., Ltd.	35,064	-
<b>Total</b>	<b>174,944</b>	<b>-</b>

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### 23 Financial and insurance risk management

#### 23.1 Financial risk management policies

The Company is exposed to normal business risks from changes in market interest rates and currency exchange rates and from non-performance of contractual obligations by counterparties. The Company does not hold or issue derivative financial instruments for speculative or trading purposes.

Risk management is integral to the whole business of the Company. The Company has a system of controls in place to create an acceptable balance between the cost of risk occurring and the cost of managing the risks. The management continually monitors the Company's risk management process to ensure that an appropriate balance between risk and control is achieved.

#### 23.2 Insurance risk

The principal activity of the Company is the operation of non-life insurance. The Company takes risks from the insured, who is directly exposed to those risks, by making an insurance contract and receives insurance premium in return. The insurance risks transferred from the insured include one major risk that is the inadequacy of insurance premium for claim and loss adjustment expenses from insurance. The inadequacy can arise from the uncertainty of frequency and severity which deviates from the assumptions used to calculate the damage cost for determination of insurance premium rate.

The Company manages this risk by using statistical data as a basis for determination of insurance premium rate, underwriting consideration regarding renewal policy or specification of guideline to select appropriate risk, revision of operational guideline to reduce work steps and to keep claim cost at appropriate level in order that the Company can maintain the standard of claim services without affecting the commitment given to client. Moreover, the Company recognises the importance of risk reserves and loss reserves, and constantly maintains them at appropriate level.

The Company's major underwriting risk is the catastrophe exposure accumulation such as natural catastrophe, terrorism risks, and so on. The Company therefore has managed the risk as follows:

- Risk analysis: according to the underwriting policy as described, the Company assesses the risk that the Company may take (Assumed Risk) and specifies the underwriting guidelines of risk which can accumulate (Accumulation Control).
- Risk management: the Company has set the decentralized structure of underwriting authority to be appropriate and consistent to the characteristic of the Company's risk exposure to each type of risk. The Company sets underwriting authority in terms of quantity such as allocating underwriting authority based on sum insured and the type of risks to each level of underwriters, consistently to the reinsurance contracts of each year.

The Company is aware that having good reinsurance allocation can mitigate the risks from underwriting. As a result, the Company is determined to keep the fluctuation of the operating performance and the damage rate low and the return that the Company earns must be appropriate as well.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

Furthermore, the Company reviews the reinsurance policy in order to make it suitable to the business plan and the amount of risks which the Company retains today and in the future. This is for the optimal effectiveness of the risk transfer in each year via reinsurance.

### Concentration of insurance risks

The concentration of insurance contract liabilities, gross and net of reinsurance classified by type of insurance underwriting are as follows:

*(in thousand Baht)*

	2020		2019	
	Gross of reinsurance	Net	Gross of reinsurance	Net
<b>Loss reserves and outstanding claims</b>				
Motor	9,774,298	9,762,384	7,884,732	7,873,450
Miscellaneous	601,866	254,207	546,229	345,829
Others	106,473	98,729	136,354	109,287
<b>Total</b>	<b>10,482,637</b>	<b>10,115,320</b>	<b>8,567,315</b>	<b>8,328,566</b>
<b>Unearned premium reserves</b>				
Motor	17,672,228	17,628,461	18,225,075	18,212,836
Miscellaneous	2,381,599	2,066,613	2,184,419	2,041,385
Others	767,645	676,717	790,642	714,164
<b>Total</b>	<b>20,821,472</b>	<b>20,371,791</b>	<b>21,200,136</b>	<b>20,968,385</b>

### Sensitivity analysis

The sensitivity analysis is performed on the net loss reserve and outstanding claims, based on changes in assumptions that may affect the level of liabilities. The assumption that has the greatest effect on the determination of loss reserve and outstanding claims is loss development factor. The test was conducted based on a change level of the loss development factor of latest accident year.

*(in thousand Baht)*

	2020		
	Change in variable (%)	Increase (decrease) in liabilities	Increase (decrease) in profit and equity
Loss development factor of latest accident year	-2	(483,098)	483,098
Loss development factor of latest accident year	+2	482,474	(482,474)

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

(in thousand Baht)

	2019		
	Change in variable (%)	Increase (decrease) in liabilities	Increase (decrease) in profit and equity
Loss development factor of latest accident year	-2	(496,949)	496,949
Loss development factor of latest accident year	+2	496,555	(496,555)

### 23.3 Capital management

The primary objectives of the Company's capital management are to ensure that it has an appropriate financial structure, preserves the ability to continue its business as a going concern and to maintain its capital reserve in accordance with the Notifications of the Office of Insurance Commission so as to maintain shareholders, policy holders, reinsurers, and other stakeholders and to sustain future development of the business. The Board of Directors monitors the return on capital, which the Company defines as results from operating activities divided by total equity.

In accordance with the requirements of the Office of Insurance Commission, all insurers are required to maintain a minimum at least 120% (2019: 120%) of Capital Adequacy Ratio (CAR). It is the Company's policy to hold capital levels in excess of CAR.

### 23.4 Interest rate risk

Interest rate risk is the risk that future movements in market interest rates will affect the interest income from investments. The investments include both short-term and long-term investments that have floating and fixed interest rates. The Company has managed investment risk by considering the risk of investments together with the return on such investments.

## Notes to the financial statements for the year ended 31 December 2020

As at 31 December 2020 and 2019, significant financial assets classified by type of interest rate are as follows:

	2020			2019				
	Floating interest rate	Fixed interest rate	Non-interest bearing	Total	Floating interest rate	Fixed interest rate	Non-interest bearing	Total
<b>Financial assets</b>								
Cash and cash equivalents	1,425,151	1,201,418	133,927	2,760,496	1,491,826	863,746	117,507	2,473,079
Investments in securities								
Equity securities	-	-	29,420,969	29,420,969	-	-	33,749,210	33,749,210
Unit trusts	-	-	16,697	16,697	-	-	23,565	23,565
Government and state enterprise debt securities*	-	4,500,906	-	4,500,906	-	1,982,335	-	1,982,335
Private debt securities	-	2,403,923	-	2,403,923	-	2,428,879	-	2,428,879
Deposits at financial institutions with maturities more than 3 months	-	26,877,563	-	26,877,563	-	26,984,377	-	26,984,377
Loans	19,449	36,704	-	56,153	88,664	41,786	-	130,450
<b>Total</b>	<b>1,444,600</b>	<b>35,020,514</b>	<b>29,571,593</b>	<b>66,036,707</b>	<b>1,580,490</b>	<b>32,301,123</b>	<b>33,890,282</b>	<b>67,771,895</b>

\*Excluding differences from changes in investment type

(in thousand Baht)

The Viriyah Insurance Public Company Limited

**Notes to the financial statements** for the year ended 31 December 2020

The financial instruments carrying fixed interest rates are here under classified by the length of time from the date on the statements of financial position to the sooner of either the dates specified for an interest rate revision or the dates of their maturity:

<i>(in thousand Baht)</i>				
<b>2020</b>				
	<b>Within 1 year</b>	<b>Over 1 year</b>	<b>Total</b>	<b>Average interest rate (% per annum)</b>
Cash and cash equivalents	1,201,418	-	1,201,418	0.63
Investments in securities				
Government and state enterprise debt securities	4,005,919	494,987	4,500,906	0.71
Private debt securities	1,285,692	1,118,231	2,403,923	1.60
Deposits at financial institutions with maturities more than 3 months	26,877,563	-	26,877,563	1.03
Loans	5,549	31,155	36,704	3.65
<b>Total</b>	<b>33,376,141</b>	<b>1,644,373</b>	<b>35,020,514</b>	

<i>(in thousand Baht)</i>				
<b>2019</b>				
	<b>Within 1 year</b>	<b>Over 1 year</b>	<b>Total</b>	<b>Average interest rate (% per annum)</b>
Cash and cash equivalents	863,746	-	863,746	1.18
Investments in securities				
Government and state enterprise debt securities	1,686,381	295,954	1,982,335	1.94
Private debt securities	1,385,266	1,043,613	2,428,879	2.23
Deposits at financial institutions with maturities more than 3 months	25,984,377	1,000,000	26,984,377	1.82
Loans	3,419	38,367	41,786	3.65
<b>Total</b>	<b>29,923,189</b>	<b>2,377,934</b>	<b>32,301,123</b>	

*Sensitivity analysis*

A reasonably possible change of interest rates as at 31 December 2020 would not have affected the measurement of investment in debt securities due to debt securities held as investment measured at amortised cost.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### 23.5 Foreign currency risk

The Company is exposed to foreign currency risk relating to investment in securities which are denominated in foreign currencies.

At 31 December, the Company was exposed to foreign currency risk in respect of financial assets denominated in the following currencies:

	<i>(in thousand Baht)</i>	
	2020	2019
<b>United States Dollars</b>		
Investments in equity securities	21,679	67,671
<b>Gross statements of financial position exposure</b>	<b>21,679</b>	<b>67,671</b>

#### *Sensitivity analysis*

A reasonably possible strengthening (weakening) of the USD all other currencies as at 31 December 2020 would not have affected the measurement of financial instruments denominated in a foreign currency and not affected equity and profit or loss by the significant amount due to as at 31 December 2020 the Company has no remaining transaction of account receivable and account payable in foreign currencies.

### 23.6 Equity price risk

The Company invests in equity portfolio to enhance longer term returns. As equity portfolio value might be volatile due to market price movements, the exposure to equities is managed carefully to ensure that the Company's internal capital requirements are met at all times, as well as in compliance with any applicable regulations by regulators. The Company monitors equity price risk on a regular basis.

#### *Sensitivity analysis*

A reasonably possible change of the stock market as at 31 December 2020 would have affected the valuation of investment in listed equity investments and affected equity and profit or loss by the amount shown below.

	<i>(in thousand Baht)</i>			
	Profit or loss		Equity, net of tax	
	0.5% increase	0.5% decrease	0.5% increase	0.5% decrease
Stock Exchange of Thailand	49,824	(49,824)	94,876	(94,876)

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### 23.7 Credit risk

Credit risk is the potential financial loss resulting from the failure of a customer or a counterparty to settle its financial and contractual obligations to the Company as and when they fall due.

Management has a credit policy in place and the exposure to credit risk is monitored on an ongoing basis. Credit evaluations are performed on all customers requiring credit over a certain amount. At the reporting date, there were no significant concentrations of credit risk. The maximum exposure to credit risk is represented by the carrying amount of each financial asset in the statements of financial position at the reporting date. However, due to the large number of parties comprising the Company's customer base, management does not anticipate material losses from its debt collection.

Concentrations of credit risk with respect to premiums due and uncollected are insignificant due to the large number of customers dispersing across different industries and geographic regions in Thailand.

Concentrations of credit risk with respect to loans are insignificant due to the large number of customers dispersing across different industries and geographic regions in Thailand. In addition, the values of the securities pledged as collateral are adequate value when the Company will settle of debt.

According to the credit risk management strategy approved by the Executive Committee, the Company has managed the risk that reinsurance counterparties who fail to settle liabilities, which may result from the the bankruptcy of counter parties or the rejection of claim payment from counter parties. The Company has managed the risk as follows;

- 1) The Company set criteria for reinsurer selection. For foreign reinsurers, the Company selects reinsurers with credit rating according to the Company's criteria, rated by the leading international credit rating companies. For domestic reinsurers, the Company considers reinsurers' latest capital adequacy ratio according to the Company's criteria.
- 2) The Company assesses underwriting policies, stability of reinsurance companies by analysing their financial positions, size of capital, and stability of capital (e.g. shareholders, portfolio characteristic, past financial performance) and claim policies. Besides, the Company continuously monitors their operation and direction of business.
- 3) The Company has a control to inhibit excessive concentration in a single reinsurer by not letting one reinsurer hold responsibility (in all portfolio) over limit determined by the Company and sharing the risks to other reinsurers by evaluating their underwriting capabilities according to the criteria and long-term relationship with those reinsurers.

#### *Credit quality analysis*

The following table sets out information about the credit quality as at 31 December 2020 of debt securities measured at amortised cost, based on TRIS Rating Co., Ltd. and Fitch Ratings (Thailand) Ltd. excluding deposits at financial institutions with maturities more than 3 months.



The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

*(in thousand Baht)*

	2020			
	Stage 1	Stage 2	Stage 3	Total
<b><i>Investments measured at amortised cost</i></b>				
Government and state enterprise debt - non rated	4,435,979	-	-	4,435,979
Credit rated private debt securities				
Rated AAA	890,058	-	-	890,058
Rated AA- to AA+	920,122	-	-	920,122
Rated A- to A+	659,837	-	-	659,837
Rated BBB and below	-	-	-	-
Carrying amount	6,905,996	-	-	6,905,996
Less unrealised loss from change in fair value of securities from reclassified investments	(253)	-	-	(253)
Less allowance for excepted credit loss	(1,167)	-	-	(1,167)
<b>Net carrying amount</b>	<b>6,904,576</b>	<b>-</b>	<b>-</b>	<b>6,904,576</b>

### 23.8 Liquidity risk

The Company monitors its liquidity risk and maintains a level of cash and cash equivalents and investment assets deemed adequate by management to finance the Company's operations and to mitigate the effects of fluctuations in cash flows.

The analysis of the expected maturity profile of net loss reserves and outstanding claims as at 31 December 2020 and 2019 is as follows:

*(in thousand Baht)*

	2020	2019
Within 1 year	9,036,441	7,452,019
Over 1 - 5 years	1,072,754	872,924
Over 5 years	6,125	3,623
<b>Total</b>	<b>10,115,320</b>	<b>8,328,566</b>

### 23.9 Fair values of financial assets and liabilities

The Company shows the carrying amounts and fair values of financial assets and financial liabilities, including their levels in the fair value hierarchy for financial instruments measured at fair value. It does not include fair value information for financial assets and financial liabilities not measured at fair value if the carrying amount is a reasonable approximation of fair value.

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

*The following methods and assumptions used by the Company in estimating fair value of financial assets and liabilities are disclosed herein.*

The carrying amounts of the following financial assets and financial liabilities are considered to be approximate to their fair values: cash and cash equivalents, accrued investment income, premiums due and uncollected, reinsurance receivables, held-to-maturity promissory notes, deposits at financial institutions with maturities more than 3 months, other receivables, reinsurance payables, and other payables.

The fair value of held-to-maturity debt securities excluding held-to-maturity promissory notes and deposits at financial institutions with maturities more than 3 months is determined by using the prices on the last business day of the year provided by the Thai Bond Market Association.

The fair value of loans and hire-purchase receivables are estimated by using discounted cash flow analysis based on current interest rates adjusted with credit information of an individual receivable for the remaining years to maturity.

The Company determines Level 2 fair values for unit trusts using the net asset value (NAV) on the last business day of the period provided by assets management companies.

The Company determines Level 3 fair values for non-listed equity using discounted cash flow method or net asset value method.

The Company recognises transfers between levels of the fair value hierarchy as of the end of the reporting period during which the transfer has occurred. There were no transfers between Level 1 to Level 2 of the fair value hierarchy during the year ended 31 December 2020 and 2019.

### 23.9.1 Financial assets measured at fair value

	<i>(in thousand Baht)</i>			
	<b>Fair value</b>			
	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Total</b>
<b>31 December 2020</b>				
<b>Financial assets</b>				
Investments in securities				
Investments measured fair value through profit or loss	9,964,808	3,310	-	9,968,118
Investments measured at fair value through other comprehensive income	18,975,228	27	494,293	19,469,548
<b>31 December 2019</b>				
<b>Financial assets</b>				
Investments in securities				
Investments measured fair value through profit or loss	10,695,968	3,539	-	10,699,507
Investments measured at fair value through other comprehensive income	22,932,639	26	-	22,932,665

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### 23.9.2 Financial assets not measured at fair value

(in thousand Baht)

	Carrying amount	Fair value			Total
		Level 1	Level 2	Level 3	
<b>31 December 2020</b>					
<i>Financial assets</i>					
Investments in securities					
Investments measured at amortised cost	33,782,139	-	33,811,883	-	33,811,883
<b>31 December 2019</b>					
<i>Financial assets</i>					
Investments in securities					
Investments measured at amortised cost	31,395,202	-	31,423,360	-	31,423,360

## 24 Securities and assets pledged with the Registrar

24.1 Investments in debt securities were pledged with the Registrar in accordance with the Non-Life Insurance Act No. 2 B.E. 2551 as follows:

(in thousand Baht)

	2020		2019	
	Book value	Face value	Book value	Face value
Government bonds	14,044	14,000	14,090	14,000

24.2 Fixed deposits and certificates of deposit were allocated to the reserve fund in accordance with the Notification of the Office of Insurance Commission regarding "Rates, Rules and Procedures for unearned premium reserve of Non-Life Insurance Company B.E. 2557" as follows:

(in thousand Baht)

	2020		2019	
	Book value	Face value	Book value	Face value
Fixed deposits with original maturities more than 3 months	-	-	1,200,000	1,200,000
Certificates of deposit with original maturities more than 3 months	5,550,000	5,550,000	4,350,000	4,350,000
<b>Total</b>	<b>5,550,000</b>	<b>5,550,000</b>	<b>5,550,000</b>	<b>5,550,000</b>

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### 25 Restricted and collateral securities

	<i>(in thousand Baht)</i>	
	2020	2019
<b>(a) Collateral for courts</b>		
Fixed deposits with original maturities more than 3 months	4,433	4,983
<b>Total</b>	<b>4,433</b>	<b>4,983</b>
<b>(b) Collateral for undrawn overdraft</b>		
Fixed deposits with original maturities more than 3 months	20,000	20,000
<b>Total</b>	<b>20,000</b>	<b>20,000</b>

### 26 Contribution to Non-Life Insurance Fund

As at 31 December 2020 and 2019, the accumulated contribution to Non-Life Insurance Fund were as follows:

	<i>(in thousand Baht)</i>	
	2020	2019
Contribution to Non-Life Insurance Fund	895,200	799,814

### 27 Contingent liabilities

- (a) As at 31 December 2020, lawsuits have been brought against the Company in relation to insurance claims in the normal course of business totalling approximately Baht 1,032 million (2019: Baht 926 million) and sum insured totalling approximately Baht 263 million (2019: Baht 254 million). There is uncertainty with respect to the outcome of the cases; however, the Company's management believes that the probable losses will not have a material effect on the financial statements when the cases are final.
- (b) Letter attached with Voluntary Motor Insurance Policy M.V.03 as at 31 December 2020 in the amount of Baht 61 million (2019: Baht 73 million) were pledged as collateral for various purposes.
- (c) As at 31 December 2020, the Company had letters of guarantee with bank amounted to Baht 7 million (2019: Baht 7 million).

### 28 Thai Financial Reporting Standards (TFRSs) not yet adopted

New and revised TFRSs, which are relevant to the Company's operations, expected to have no material impact on the Company's financial statements when initially adopted, and will become effective for the financial statements in annual reporting periods beginning on or after 1 January 2021 are as follow:

TFRS	Topic
Framework	Conceptual Framework for Financial Reporting

The Viriyah Insurance Public Company Limited

## Notes to the financial statements for the year ended 31 December 2020

### 29 Reclassification of accounts

Certain accounts in the statement of financial position as at 31 December 2019 and statement of cash flows for the year ended 31 December 2019 for comparative purpose, have been reclassified to conform to the presentation in the current financial statements. These reclassifications have principally been made upon the adoption Accounting Guideline: Financial Instruments and Disclosure for Insurance Entities as disclosed in note 3 and in conformity with the Notification of the Office of Insurance Commission regarding the presentation of the financial statements. The significant reclassifications were as follows:

	<i>(in thousand Baht)</i>		
	<u>Before reclassification</u>	<u>Reclassification</u>	<u>After reclassification</u>
<b>Statement of financial position</b>			
<i>as at 31 December 2019</i>			
<b>Asset</b>			
Accrued investment income	308,190	(29)	308,161
Loans and interest receivables	130,450	29	130,479
		<u>-</u>	
<b>Statement of cash flows</b>			
<i>for the year ended 31 December 2019</i>			
<b>Cash flows from operating activities</b>			
Investment in securities	67,634	(67,634)	-
Loans	31,791	(31,791)	-
Deposits at financial institutions	(1,043,702)	1,043,702	-
Cash received - financial assets	-	28,632,806	28,632,806
Cash payment - financial assets	-	(29,577,083)	(29,577,083)
		<u>-</u>	




## Corporate Information

Company Name and Head Office Address	The Viriyah Insurance Public Company Limited 121/28, 121/65 RS Tower, Ratchadaphisek Road, Din Daeng, Bangkok 10400
Telephone Number (Head Office)	0 2129 8888
Accident Report Hotline	1557
Customer Service	0 2239 1557
Website	<a href="http://www.viriyah.co.th">www.viriyah.co.th</a>
Date of Establishment	3 February 1947
Registered Capital	2,000 million baht (fully paid up)
Business Type	Non-life Insurance
Number of Employees	6,753 employees
Number of Branches and Claims Service Centers	166 offices
Number of Certified Repair Facilities	More than 600 Stations
Number of Agents	8,628 agents
Auditor	KPMG Phoomchai Audit Ltd.






## Lines of Business

Types of Product	Product Name
<p>Motor</p> 	<ul style="list-style-type: none"> <li>• Voluntary Motor Insurance</li> <li>• Compulsory Motor Insurance</li> </ul>
<p>Fire</p> 	<ul style="list-style-type: none"> <li>• Fire Insurance for Residential Properties</li> <li>• Fire Insurance for Business or Commercial Risks</li> <li>• Fire Micro Insurance for Residential</li> </ul>
<p>Marine</p> 	<ul style="list-style-type: none"> <li>• Marine Hull Insurance</li> <li>• Marine Cargo Insurance</li> <li>• Inland Transit Insurance</li> <li>• Carrier's liability Insurance</li> </ul>
<p>Personal Accident</p> 	<ul style="list-style-type: none"> <li>• Personal-Group Accident Insurance</li> <li>• Personal Accident Insurance (Broken bone compensation)</li> <li>• Personal-Group Travel Accident Insurance</li> <li>• Travel Delight Insurance</li> <li>• Eua Ar Ree Personal Accident Insurance</li> <li>• Travel Personal Accident for Guide and Travel Business</li> <li>• Commercial Boat PA Insurance</li> <li>• Unnamed Drivers And Passangers PA Insurance</li> <li>• Accident Insurance (Micro-Insurance)</li> <li>• Car Accident Compensation Insurance</li> <li>• International Travel Insurance V-Travel</li> <li>• Inbound Tourists Travel Insurance</li> </ul>

Types of Product	Product Name
<p>Health</p> 	<ul style="list-style-type: none"> <li>• Cancer Insurance</li> <li>• Cancer and Personal Accident Insurance</li> <li>• Group Health and Accident Insurance</li> <li>• Health and Individual Accident Insurance</li> <li>• Hospital Income Protection Insurance</li> <li>• Individual Accident and Health Insurance for Coronavirus Disease</li> </ul>
<p>Property</p> 	<ul style="list-style-type: none"> <li>• Burglary Insurance</li> <li>• Plate Glass Insurance</li> <li>• Industrial All Risks Insurance</li> <li>• All Risks Insurance</li> <li>• Business Interruption Insurance</li> <li>• Money Insurance</li> <li>• Neon Sign Insurance</li> <li>• Golfer's Indemnity Insurance</li> <li>• Gold Shop Protection Insurance</li> <li>• Strike, Riot and Terrorism Insurance</li> <li>• Pieamsuk Home Insurance</li> <li>• Business Owner Insurance</li> <li>• Motorcycle Burglary Insurance</li> <li>• Motor GAP to Invoice Insurance</li> <li>• Extended Warranty Insurance</li> </ul>
<p>Liability</p> 	<ul style="list-style-type: none"> <li>• Public Liability Insurance</li> <li>• Hazardous Carrier's Liability Insurance</li> <li>• Building Inspector Liability Insurance</li> <li>• Gas Station's Liability Insurance</li> <li>• Product Liability Insurance</li> <li>• Medical Malpractice Insurance</li> <li>• Employer's Liability Insurance</li> <li>• Workmen's Compensation Insurance</li> <li>• Liability Insurance for Dormitory</li> <li>• Jet Ski Rental Business Insurance</li> <li>• School's Liability Insurance</li> <li>• Directors &amp; Officers Liability Insurance</li> </ul>



Types of Product	Product Name
<p data-bbox="191 459 321 491">Financial</p> 	<ul data-bbox="649 459 971 608" style="list-style-type: none"><li>• Fidelity Guarantee Insurance</li><li>• Employee Bond Insurance</li><li>• Loan Protection Insurance</li><li>• Bail Bond (After) Insurance</li></ul>
<p data-bbox="191 689 358 721">Engineering</p> 	<ul data-bbox="649 689 1125 998" style="list-style-type: none"><li>• Erection All Risks Insurance</li><li>• Boiler and Pressure Vessel Insurance</li><li>• Electronic Equipment Insurance</li><li>• Contractor All Risks Insurance</li><li>• Contractor's Plant and Machinery Insurance</li><li>• Engineering Insurance</li><li>• Contractor Equipment Insurance</li><li>• Machinery Breakdown Insurance</li></ul>
<p data-bbox="191 1044 272 1076">Other</p> 	<ul data-bbox="649 1044 829 1076" style="list-style-type: none"><li>• Crop Insurance</li></ul>



## Branches and Claim Service Centers

### Bangkok and Vicinity

Branch	Address	Telephone	Facsimile
<b>• Head Office</b>			
	121/28, 121/65 RS Tower, Ratchadaphisek Rd., Din Daeng, Bangkok 10400	0 2129 8888	0 2641 2839 0 2641 3209
<b>• 14 Branches</b>			
1	Krung Kasem 1242 Viriyah Panich Building, Krung Kasem Rd., Khlong Mahanak, Pom Prap Sattru Phai, Bangkok 10100	0 2223 0851 0 2224 0059	0 2621 5487
2	Branch of Special 121/55 RS Tower, 14 <sup>th</sup> B fl., Ratchadaphisek Rd., Din Daeng, Bangkok 10400	0 2129 8500	0 2641 3215 0 2641 3594 0 2641 3046
3	Don Mueang 675-8 Mu 8, Phahonyothin Rd., Khu Khot, Lam Luk Ka, Pathum Thani 12130	0 2532 3000	0 2532 1369
4	Bang Na 423 Rung Saeng Building, 1 <sup>st</sup> , 2 <sup>nd</sup> (Mezzanine) 3 <sup>rd</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> , 7 <sup>th</sup> fl., Bang Na-Trat Rd., Bang Na, Bangkok 10260	0 2743 6500-7	0 2396 0721
5	Bang Phlat 84/1, 1 <sup>st</sup> , 6 <sup>th</sup> -15 <sup>th</sup> fl., Charansanitwong Rd., Bang Phlat, Bangkok 10700	0 2880 0008 0 2424 7100	0 2433 6334
6	Pak Kret-345 71 Mu 6, Saphan Nonthaburi-Bang Bua Thong Rd., Khlong Khoi, Pak Kret, Nonthaburi 11120	0 2149 0713-9	0 2926 0814-5
7	Pu Chao Saming Phrai 258/37 Mu 10, Pu Chao Saming Phrai Rd., South Samrong, Phra Pradaeng, Samut Prakan 10130	0 2384 7741-50 0 2384 1400-1	0 2384 5275 0 2384 7740
8	Rama II 613 Mu 4, Rama II Rd., Samae Dam, Bang Khun Thian, Bangkok 10150	0 2452 8000	0 2452 8362 0 2452 8364
9	Ratchadaphisek 121/17-20, 2 <sup>nd</sup> B fl., RS Tower, Ratchadaphisek Rd., Din Daeng, Din Daeng, Bangkok 10400	0 2129 7979	0 2641 3193-4
10	Lumphini 1024/9 Rimkhobfah Building, 1 <sup>st</sup> -2 <sup>nd</sup> fl., Rama IV Rd., Thung Maha Mek, Sathon, Bangkok 10120	0 2286 6013	0 2286 6010 0 2286 6110
11	Wongsawang 22/2 Ratchadaphisek Rd., Bang Sue, Bang Sue, Bangkok 10800	0 2910 0710	0 2910 1162 0 2585 9670
12	Vibhavadi 333 Lao Peng Nguan 1 Building, M fl., Soi Choei Phuang, Vibhavadi-Rangsit Rd., Chom Phon, Chatuchak, Bangkok 10900	0 2273 8240-50	0 2272 2539
13	Suksawat 330 Suksawat Rd., Bang Pakok, Rat Burana, Bangkok 10140	0 2428 0492-4 0 2428 1043-5	0 2428 1297

## Bangkok and Vicinity

Branch	Address	Telephone	Facsimile
14 Sukhaphiban III	231 Ramkamhaeng Rd., Rat Phatthana, Saphan Sung, Bangkok 10240	0 2136 8699 0 2171 4888	0 2170 6508
<b>• 21 Claims Service Centers</b>			
1 Krung Kasem	1242 Krung Kasem Rd., Khlong Mahanak, Pom Prap Sattru Phai, Bangkok 10100	0 2223 0851	0 2621 5486
2 Kanchanaphisek	116, 118 Soi Charansanitwong 13, Bang Wak Rd., Bang Phai, Bang Khae, Bangkok 10160	0 2410 3325	0 2410 3376 0 2449 5958
3 Khlong Luang	49/57-58 Mu 7, Khlong Luang-Bang Khan Rd., Khlong Song, Khlong Luang, Pathum Thani 12120	0 2153 4800-3	0 2135 4804
4 Don Mueang	675-8 Mu 8, Phahonyothin Rd., Khu Khot, Lam Luk Ka, Pathum Thani 12130	0 2532 3000	0 2532 1453
5 Thepharak	200/56-57 Mu 1, Thepharak Rd., Bang Sao Thong, Bang Sao Thong, Samut Prakan 10570	0 2315 2591-5 0 2181 7923-6	0 2315 2288
6 Bang Na	4423 Rung Saeng Building, 1 <sup>st</sup> , 2 <sup>nd</sup> (Mezzanine) 3 <sup>rd</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> , 7 <sup>th</sup> fl., Bang Na-Trat Rd., Bang Na, Bangkok 10260	0 2743 6500-7	0 2743 6508-11
7 Bang Phlat	84/1, 1 <sup>st</sup> , 6 <sup>th</sup> -15 <sup>th</sup> fl., Charansanitwong Rd., Bang Phlat, Bangkok 10700	0 2435 3515-20	0 2880 2620 0 2433 9632
8 Pak Kret-345	71 Mu 6, Saphan Nonthaburi-Bang Bua Thong Rd., Khlong Khoi, Pak Kret, Nonthaburi 11120	0 2926 0811-3 0 2149 0888	0 2926 0816
9 Pu Chao Saming Phrai	258/37 Mu 10, Pu Chao Saming Phrai Rd., South Samrong, Phra Pradaeng, Samut Prakan 10130	0 2384 7746-50	0 2384 5276 0 2757 9280
10 Rama II	613 Mu 4, Rama II Rd., Samae Dam, Bang Khun Thian, Bangkok 10150	0 2452 8000	0 2452 8361-3
11 Phatthanakan	1009/2 Phatthanakan Rd., Suan Luang, Suan Luang, Bangkok 10250	0 2319 9567-75	0 2319 9579
12 Ratchadaphisek	121/7 RS Tower, 2 <sup>nd</sup> A fl., Ratchadaphisek Rd., Din Daeng, Bangkok 10400	0 2129 8399	0 2641 2843-4
13 Rattanathibet	123/33-38 Pucha-Yachu Building, 1 <sup>st</sup> fl., Mu 3, Rattanathibet Rd., Saima, Mueang Nonthaburi, Nonthaburi 11000	0 2595 4200-4	0 2595 4497
14 Ram Inthra	7,5,3 Soi Ram Inthra 34 Intersection 1, Ram Inthra Rd., Tha Raeng, Bang Khen, Bangkok 10230	0 2508 2400-5 0 2508 2627-30	0 2508 2635

## Bangkok and Vicinity

Branch	Address	Telephone	Facsimile
15 Lat Krabang (Kingkaeo Rd.)	850/3 Lat Krabang Rd., Lat Krabang, Lat Krabang, Bangkok 10520	0 2327 0684-6	0 2327 0687-8
16 Lumpini	1024/9 Rimkhobfah Building, 1 <sup>st</sup> -2 <sup>nd</sup> fl., Rama IV Rd., Thung Maha Mek, Sathon, Bangkok 10120	0 2286 7006 0 2286 6170	0 2286 6602 0 2286 7146
17 Wongsawang	22 Ratchadaphisek Rd., Bang Sue, Bang Sue, Bangkok 10800	0 2586 0220-8	0 2586 0229 0 2585 9664
18 Vibhavadi	333 Lao Peng Nguan 1 Building, M fl., Soi Choei Phuang, Vibhavadi-Rangsit Rd., Chom Phon, Chatuchak, Bangkok 10900	0 2272 2511-20	0 2272 2538
19 Suksawat	330 Suksawat Rd., Bang Pakok, Rat Burana, Bangkok 10140	0 2428 0492-4 0 2428 0498-9	0 2428 1298
20 Sukhaphiban III	231 Ramkhamhaeng Rd., Rat Phatthana, Saphan Sung, Bangkok 10240	0 2136 8699	0 2170 6506
21 Srinakharin	222/167-168 Mu 5, Srinakharin Rd., Bang Mueang, Mueang Samut Prakan, Samut Prakan 10270 (Under the Pu Chao Saming Phrai Claims Service Centers)		

### • Viriyah Customer Care Center

10/7 Ratchaprarop Rd., Phaya Thai, Ratchathewi, Bangkok 10400	1557	0 2248 1557 (A 24-Hour Hotline)
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### • 4 Special Branch for Claims Service

1 Thanyaburi (Klong 3)	5/22 M Park, Room No.107, Mu 2, Rangsit-Nakhon Nayok Rd., Bueng Yitho, Thanyaburi, Pathum Thani 12130	0 2153 4870-4	
2 Kanlapaphruek	55/87 City Connect Zone C-3, Mu 8, Kanlapaphruek Rd., Bang Khun Thian, Chom Thong, Bangkok 10150	0 2452 8000	
3 Khan Na Yao	1, 1/1 Room A105, Suan Siam Rd., Khan Na Yao, Khan Na Yao, Bangkok 10230	0 2508 2400-5 0 2508 2627-30	
4 Bang Phli	B Boulevard, 444 Kingkaeo Rd., Racha Thewa, Bang Phli, Samut Prakan, 10540	0 2743 6500-7	0 2743 6508-11

## Northern Region

Branch	Address	Telephone	Facsimile
<b>• 4 Branches</b>			
1 Chiang Rai	249 Mu 10, Phahonyothin Rd., San Sai, Mueang Chiang Rai, Chiang Rai 57000	0 5377 3862	0 5377 4694
2 Chiang Mai	59/4 Mu 3, Chiang Mai-Lampang Rd., Tha Sala, Mueang Chiang Mai, Chiang Mai 50000	0 5326 2001 0 5310 5888	0 5326 2746 0 5326 2670
3 Nakhon Sawan	26/4-6 Mu 10, Nakhon Sawan-Phitsanulok Rd., Nakhon Sawan Tok, Mueang Nakhon Sawan, Nakhon Sawan 60000	0 5680 2888	0 5622 3471 0 5622 9959
4 Phitsanulok	183/3 Mu 6, Phitsanulok-Nakhon Sawan Rd., Tha Pho, Mueang Phitsanulok, Phitsanulok 65000	0 5533 3370 0 5532 2888	0 5533 3381 0 5533 3382

**• 18 Claims Service Centers**

1 Kamphaeng Phet	198 Mu 3, Phahonyothin-Kamphaeng Phet Rd., Nakhon Chum, Mueang Kamphaeng Phet, Kamphaeng Phet 62000	0 5579 9480-3	0 5579 9346
2 Chai Nat	582, 583 Mu 5, Phahonyothin Rd., Ban Klui, Mueang Chai Nat, Chai Nat 17000	0 5647 6593	0 5647 6548
3 Chiang Rai	249 Mu 10, Phahonyothin Rd., San Sai, Mueang Chiang Rai, Chiang Rai 57000	0 5377 3862-4	0 5377 4569
4 Chiang Mai	59/4 Mu 3, Chiang Mai-Lampang Rd., Tha Sala, Mueang Chiang Mai, Chiang Mai 50000	0 5326 2001 0 5310 5888	0 5324 5068
5 Tak	1/11-12 Phahonyothin Rd., Nhong Luang, Mueang Tak, Tak 63000	0 5551 7631	0 5551 7550
6 Nakhon Sawan	26/4-6 Mu 10, Nakhon Sawan-Phitsanulok Rd., Nakhon Sawan Tok, Mueang Nakhon Sawan, Nakhon Sawan 60000	0 5680 2888	0 5622 9960
7 Nan	78 Mu 4, Sai Nan-Phayao (1091) Rd., Chai Sathan, Mueang Nan, Nan 55000	0 5471 1120	0 5471 1126
8 Phayao	229, 229/1, 229/2 Mu 3, Phahonyothin Rd., Tha Wang Thong, Mueang Phayao, Phayao 56000	0 5448 4153	0 5448 4140
9 Phichit	20/31-32 Khlong Khachen Rd., Nai Mueang, Mueang Phichit, Phichit 66000	0 5699 0952	0 5699 0957
10 Phitsanulok	183/3 Mu 6, Phitsanulok-Nakhon Sawan Rd., Tha Pho, Mueang Phitsanulok, Phitsanulok 65000	0 5533 3370 0 5532 2888	0 5533 3383
11 Phetchabun	96/19 Mu 2, Saraburi-Lom Sak Rd., Sadiang, Mueang Phetchabun, Phetchabun 67000	0 5671 9743-46 0 5671 9780	0 5671 9801
12 Phrae	124 Mu 5, Highway 129 (Bypass) Rd., Kanchana, Mueang Phrae, Phrae 54000	0 5453 3823	0 5453 3827 0 5453 4706

## Northern Region

Branch	Address	Telephone	Facsimile
13 Mae Rim	72/2-4 Mu 7, Chiang Mai-Fang (107) Rd., Rim Tai, Mae Rim, Chiang Mai 50180	0 5329 0079	0 5329 0097
14 Mae Sot	8/19-20 Asia Highway Rd., Mae Sot, Mae Sot, Tak 63110	0 5553 4447-8	0 5553 4449
15 Lampang	43/1 Lampang-Ngao Highway Rd., Chomphu, Mueang Lampang, Lampang 52100	0 5423 1307	0 5423 1750
16 Lamphun	5, 5/1, 5/2 Mu 4, Doi Ti-Lamphun Rd., Wiang Yong, Mueang Lamphun, Lamphun 51000	0 5358 3035 0 5309 3888	0 5358 3039
17 Sukhothai	92/23 Mu 4, Bypass Rd., Thani, Mueang Sukhothai, Sukhothai 64000	0 5564 5724	0 5564 5723
18 Uttaradit	28/5 Mu 1, Phitsanulok-Denchai Rd., Khung Taphao, Mueang Uttaradit, Uttaradit 53000	0 5547 9731	0 5547 9736

### • 4 Special Branch for Claims Service

1 Uthaithani	88/6-7 Mu 2, Uthaithani-Nong Chang Rd., Tha Pho, Nong Khayang, Uthaithani 61130	0 5697 0019-20	0 5697 0063
2 Fang	6/3-4 Mu 9, Chotana (Chiang Mai-Fang) Rd., Wiang, Fang, Chiang Mai 50110	0 5345 2368	
3 Mae Hong Son	28/1 Khumlumphaphat Rd., Chong Kham, Mueang Mae Hong Son, Mae Hong Son 58000	0 5310 5888	
4 Chom Thong	383/2 Mu 2, Doi Kaeo, Chom Thong, Chiang Mai 50160		

## Northeastern Region

Branch	Address	Telephone	Facsimile
• 4 Branches			
1 Khon Kaen	259 Mu 6, Mittraphap Rd., Tha Phra, Mueang Khon Kaen, Khon Kaen 40260	0 4326 1269 0 4347 0888	0 4326 1467
2 Nakhon Ratchasima	2334 Mittraphap Rd., Nai Mueang, Mueang Nakhon Ratchasima, Nakhon Ratchasima 30000	0 4421 3150 0 4492 3888	0 4421 3227
3 Udon Thani	489/12 Mu 1, Udon Thani-Khon Kaen Rd., Mak Khaeng, Mueang Udon Thani, Udon Thani 41000	0 4221 2670 0 4293 0888	0 4221 2454 0 4221 2675
4 Ubon Ratchathani	464/40-42 Chayangkun Rd., Kham Yai, Mueang Ubon Ratchathani, Ubon Ratchathani 34000	0 4531 6050 0 4534 4888	0 4531 6065

## Northeastern Region

Branch	Address	Telephone	Facsimile
<b>• 16 Claims Service Centers</b>			
1 Kalasin	3/8 Bypass Song Plueai Rd., Kalasin, Mueang Kalasin, Kalasin 46000	0 4360 0071	0 4360 0075
2 Khon Kaen	259 Mu 6, Mittraphap Rd., Tha Phra, Mueang Khon Kaen, Khon Kaen 40260	0 4326 1269 0 4347 0888	0 4326 1457
3 Chaiyaphum	5/16-17 Mu 8, Niwet Rat Rd., Nai Mueang, Mueang Chaiyaphum, Chaiyaphum 36000	0 4482 1225	0 4482 1538
4 Nakhon Ratchasima	2334 Mittraphap Rd., Nai Mueang, Mueang Nakhon Ratchasima, Nakhon Ratchasima 30000	0 4421 3150 0 4492 3888	0 4421 3254
5 Nang Rong	338, 340, 342 Chok Chai-Det Udom Rd., Nang Rong, Nang Rong, Buri Ram 31110	0 4463 3000-7	0 4463 3005
6 Bueng Kan	457/2 Mu 1, Bueng Kan-Nakhon Phanom Rd., Bueng Kan, Mueang Bueng Kan, Bueng Kan 38000	0 4249 1505-7 0 4249 1526	0 4249 1530
7 Pak Chong	40/18-19 Mu 10, Bypass Rd., Khanong Phra, Pak Chong, Nakhon Ratchasima 30130	0 4492 9519-27	0 4492 9528
8 Mukdahan	75/5 Chayangkun Rd., Mukdahan, Mueang Mukdahan, Mukdahan 49000	0 4261 4906-9 0 4261 4911-2	0 4261 4929
9 Yasothon	408/29 Mu 2, Witthayathamrong Rd., Nai Mueang, Mueang Yasothon, Yasothon 35000	0 4571 4481-2 0 4571 4819-20	0 4571 4515
10 Roi Et	446, 447, 448 Mu 23, Roi Et-Phonthong Rd., Nuea Mueang, Mueang Roi Et, Roi Et 45000	0 4351 6877	0 4351 8117
11 Loei	198 Mu 4, Maliwan Rd., Na Pong, Mueang Loei, Loei 42000	0 4284 4673-9	0 4284 4681
12 Si Sa Ket	11 Mu 10, Thongmak Rd., Pho, Mueang Si Sa Ket, Sri Sa Ket 33000	0 4564 3411 0 4581 4888	0 4564 3415
13 Sakon Nakhon	85/18 Mu 2, Sakon-Udon Rd., That Choeng Chum, Mueang Sakon Nakhon, Sakon Nakhon 47000	0 4271 3271	0 4271 3335
14 Surin	211/1 Mu 2, Surin-Sangkha Rd., Nok Mueang, Mueang Surin, Surin 32000	0 4451 4797 0 4451 3013	0 4451 4798
15 Udon Thani	489/12 Mu 1, Soi Ban Nong Khon Kwang, Udon Thani-Khon Kaen Rd., Mak Khaeng, Mueang Udon Thani, Udon Thani 41000	0 4221 2670 0 4293 0888	0 4212 2454 0 4221 2675
16 Ubon Ratchathani	464/40-42 Chayangkun Rd., Kham Yai, Mueang Ubon Ratchathani, Ubon Ratchathani 34000	0 4531 6050 0 4534 4888	0 4531 4179

## Northeastern Region

Branch	Address	Telephone	Facsimile
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### • 1 Sub-Branches

1	Nong Bua Lam Phu 320/2 Mu 5, Sai Wang Sa Phung-Udon Thani Rd., Nong Phai Sun, Mueang Nong Bua Lam Phu, Nong Bua Lam Phu 39000	0 4237 8440	0 4237 8518
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### • 6 Special Branches for Claims Service

1	Maha Sarakham 1076, 1078 Nakhon Sawan Rd., Tarat, Mueang Maha Sarakham, Maha Sarakham 44000	0 4375 2175	0 4375 2148
2	Amnat Charoen 214/1 Mu 8, Chayangkun Rd., Bung, Mueang Amnat Charoen, Amnat Charoen 37000	0 4545 2002	0 4545 2003
3	Chum Phae 167, 167/1 Mu 1, Maliwan Rd., Nong Phai, Chum Phae, Khon Kaen 40130	0 4331 2791	0 4331 2820
4	Nong Khai 301 Mu 3, Sadet Rd., Mi Chai, Mueang Nong Khai, Nong Khai 43000	0 4246 7500	0 4246 7503
5	Buri Ram 338/3 Mu 4, Buri Ram-Phra Kon Chai Rd., Sa Med, Mueang Buri Ram, Buri Ram 31000	0 4460 2435	0 4459 6439
6	Nakhon Phanom 232/3 Nittayo Rd., Nai Mueang, Mueang Nakhon Phanom, Nakhon Phanom 48000	0 4251 6233	0 4251 6237

## Eastern Region

Branch	Address	Telephone	Facsimile
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### • 4 Branches

1	Chachoengsao 25 Mu 1, Bypass Rd., Bang Tin Pet, Mueang Chachoengsao, Chachoengsao 24000	0 3882 3157 0 3851 6888	0 3898 1791
2	Chon Buri 99/9 Mu 5, Sukhumvit Rd., Huai Kapi, Mueang Chon Buri, Chon Buri 20130	0 3805 5888 0 3827 8860	0 3828 7092 0 3 827 8866
3	Rayong 375/28-30 Sukhumvit Rd., Noen Phra, Mueang Rayong, Rayong 21000	0 3880 8712-7	0 3880 8720-1
4	Chanthaburi 73/5-8 Mu 14, Sukhumvit Rd., Khlong Narai, Mueang Chanthaburi, Chanthaburi 22000	0 3941 8371	0 3941 8383

### • 9 Claims Service Centers

1	Kabin Buri 324-326 Mu 4, Kabin Buri-Nakhon Ratchasima Rd., Mueang Kao, Kabin Buri, Prachin Buri 25240	0 3748 0578-82	0 3748 0583
2	Chanthaburi 73/5-8 Mu 14, Sukhumvit Rd., Khlong Narai, Mueang Chanthaburi, Chanthaburi 22000	0 3941 8371	0 3941 8386



## Eastern Region

Branch	Address	Telephone	Facsimile
3 Chachoengsao	25 Mu 1, Bypass Rd., Bang Tin Pet, Mueang Chachoengsao, Chachoengsao 24000	0 3882 3157 0 3870 6888	0 3898 1791-2
4 Chon Buri	99/9 Mu 5, Sukhumvit Rd., Huai Kapi, Mueang Chon Buri, Chon Buri 20130	0 3805 5888 0 3827 8860	0 3828 7092 0 3827 8866
5 Bo Win	333/111 Mu 3, Sai 331 Rd., Bo Win, Si Racha, Chon Buri 20230	0 3834 5818-9 0 3834 5823	0 3834 5859
6 Pattaya	79 Mu 1, Sukhumvit Saikao Rd., Na Kluea, Bang Lamung, Chon Buri 20150	0 3870 3111	0 3870 3135
7 Rayong	375/28-30 Sukhumvit Rd., Noen Phra, Mueang Rayong, Rayong 21000	0 3880 8712	0 3880 8720-1
8 Si Racha	98 Mu 9, Sukhumvit Rd., Thung Sukhla, Si Racha, Chon Buri 20230	0 3840 1891-4	0 3840 1895-6
9 Sa Kaeo	232 Mu 21, PTT Sa Kaeo., Highway 359 KM. 54, Sa Khwan, Mueang Sa Kaeo, Sa Kaeo 27000	0 3742 1821	0 3742 1842

### • 4 Special Branches for Claims Service

1 Bang Pakong	52/9 Mu 6, Bang Na-Trat Rd., Bang Wua, Bang Pakong, Chachoengsao 24180	0 3462 0489	0 3462 0493
2 Amata Nakorn	150 Mu 1, Nong Tamlueng, Phan Thong, Chon Buri 20160		
3 Ban Chang	79/119 Mu 3, Sukhumvit Rd., Phla, Ban Chang, Rayong 21130		
4 Nikhom 304	213 Mu 4, Chachoengsao-Kabin Buri Rd., Krok Sombun, Si Maha Phot, Prachin Buri 25140		

## Central and Western Region

Branch	Address	Telephone	Facsimile
• 4 Branches			
1 Nakhon Pathom	265/5 Mu 9, Phetkasem Rd., Lamphaya, Mueang Nakhon Pathom, Nakhon Pathom 73000	0 3496 5480 0 3434 2888	0 3496 5490
2 Phra Nakhon Si Ayutthaya	24 Mu 2, Asia Highway Rd. (Bangkok-Nakhon Sawan), Thanu, Uthai, Phra Nakhon Si Ayutthaya 13000	0 3534 6722	0 3534 6729 0 3534 6727
3 Samut Sakhon	927/71 K. Thon Buri-Pak Tho Rd., Maha Chai, Mueang Samut Sakhon, Samut Sakhon 74000	0 3441 4250-4	0 3442 3045
4 Saraburi	661/12, 661/27 Phahonyothin Rd., Pak Phriao, Mueang Saraburi, Saraburi 18000	0 3622 0833 0 3635 1888	0 3621 2972

## Central and Western Region

Branch	Address	Telephone	Facsimile
<b>• 15 Claims Service Centers</b>			
1	Kanchanaburi 26/9 Mu 3, Kanchanaburi-Lat Ya Rd., Kaeng Sian, Mueang Kanchanaburi, Kanchanaburi 71000	0 3452 0841	0 3452 0846
2	Nakhon Nayok Khor.1-133/4-5 Suwannason Rd., Nakhon Nayok, Mueang Nakhon Nayok, Nakhon Nayok 26000	0 3732 1780-3	0 3732 1784
3	Nakhon Pathom 265/5 Mu 9, Phetkasem Rd., Lamphaya, Mueang Nakhon Pathom, Nakhon Pathom 73000	0 3496 5480 0 3434 2888	0 3424 3209
4	Prachuap Khiri Khan 204/6-8 Prachuapsiri Rd., Prachuap Khiri Khan, Mueang Prachuap Khiri Khan, Prachuap Khiri Khan 77000	0 3260 4833	0 3260 4478
5	Phra Nakhon Si Ayutthaya 24 Mu 2, Asia Highway Rd. (Bangkok-Nakhon Sawan), Thanu, Uthai, Phra Nakhon Si Ayutthaya 13000	0 3534 6722	0 3533 5170
6	Phutthamonthon Sai 4 5/6-7 Mu 8, Phutthamonthon Sai 4 Rd., Kathum Lom, Mueang Nakhon Pathom, Nakhon Pathom 73220	0 2408 8722-30	0 2408 8731
7	Phetchaburi 139 Mu 8, Phetkasem Rd., Tha Sen, Ban Lat, Phetchaburi 76150	0 3258 6163	0 3258 6173
8	Ratchaburi 339/6, 339/7 Mu 10, Ratchaburi Bypass Rd., Don Tako, Mueang Ratchaburi, Ratchaburi 70000	0 3232 8406 0 3233 7387	0 3232 8426
9	Lop Buri 38, 38/2 Mu 1, Phahonyothin Rd., Nikhom Sang Ton Eng, Mueang Lop Buri, Lop Buri 15000	0 3678 5348 0 3649 4888	0 3678 5358
10	Samut Songkhram 53/8 Thon Buri-Pak Tho Rd., Mae Klong, Mueang Samut Songkhram, Samut Songkhram 75000	0 3471 4444 0 3472 3265-6	0 3471 4446
11	Samut Sakhon 927/71 K. Thon Buri-Pak Tho Rd., Maha Chai, Mueang Samut Sakhon, Samut Sakhon 74000	0 3441 4250-4	0 3442 3044
12	Saraburi 82/56 Thetsaban 5 Rd., Pak Phriao, Mueang Saraburi, Saraburi 18000	0 3622 0833 0 3635 1888	0 3622 2971
13	Sing Buri 186/16-17 Sing Buri-Bang Phran Rd., Bang Man, Mueang Sing Buri, Sing Buri 16000	0 3652 4701-4	0 3652 4705
14	Suphan Buri 93/1 Nen Kao Rd., Tha Rahat, Mueang Suphan Buri, Suphan Buri 72000	0 3552 1735	0 3552 1677
15	Ang Thong 46/15 Mu 9, Asia Highway Rd., Ban It, Mueang Ang Thong, Ang Thong 14000	0 3567 2977-81	0 3567 2982
<b>• 4 Special Branches for Claims Service</b>			
1	Chai Badan 139/1 Mu 1, Saraburi-Lomsak, Chai Narai, Chai Badan, Lop Buri 15130	0 3646 1196	0 3646 1197

## Central and Western Region

Branch	Address	Telephone	Facsimile
2 Hua Hin	4/77 Soi Mu Ban Bo Fai, Phetkasem Rd., Hua Hin, Hua Hin, Prachuap Khiri Khan 77110	0 3252 2616-7	0 3252 2618
3 Pratu Nam Phra In	25/2 Mu 6, Phahonyothin Rd., Chiang Rak Noi, Bang Pa-in, Phra Nakhon Si Ayutthaya 13180	0 3524 6573-4 0 3524 6825 0 3524 6893	0 3524 6860
4 Thanyaburi (Khlung 11)	40/827 Mu 2, Rangsit-Nakhon Nayok Rd., Bueng Nam Rak, Thanyaburi, Pathum Thani 12110	0 2159 0691-5 0 2159 0393	0 3524 6860

## Southern Region

Branch	Address	Telephone	Facsimile
• 5 Branches			
1 Krabi	464/26-28 Uttarakit Rd., Krabi Yai, Mueang Krabi, Krabi 81000	0 7566 4010 0 7565 0888	0 7566 4304
2 Nakhon Si Thammarat	106, 108 Phatthanakan-Khu Khwang Rd., Nai Mueang, Mueang Nakhon Si Thammarat, Nakhon Si Thammarat 80000	0 7543 2469 0 7548 0888	0 7543 2478
3 Phuket	183/26-28, 183/60, Phang-nga Rd., Talat Yai, Mueang Phuket, Phuket 83000	0 7621 7149 0 7635 3888	0 7621 7918
4 Surat Thani	41/1-2 Mu 2 Surat-Phunphin Rd., Wat Pradu, Mueang Surat Thani, Surat Thani 84000	0 7720 0585 0 7760 3888	0 7720 1295
5 Hat Yai	16 Soi 6, Phetkasem Rd., Hat Yai, Hat Yai, Songkhla 90110	0 7455 5161 0 7420 5888	0 7423 5660 0 7455 5309

## • 13 Claims Service Centers

1 Krabi	464/26-28 Uttarakit Rd., Krabi Yai, Mueang Krabi, Krabi 81000	0 7566 4010 0 7565 0888	0 7566 4011
2 Ko Samui	151/28 Mu 1, Thawi Ratphakdi Rd., Bo Phut, Ko Samui, Surat Thani 84320	0 7742 6888	0 7743 0446
3 Chumphon	86/9-10 Mu 4, Phetkasem Rd., Wang Phai, Mueang Chumphon, Chumphon, 86190	0 7753 4360 0 7762 2888	0 7753 4684
4 Trang	367/9 Huai Yot Rd., Thap Thiang, Mueang Trang, Trang 92000	0 7529 8115	0 7529 8141
5 Thung Song	20, 20/2-3 Ban Nai Wang Rd., Pak Phrak, Thung Song, Nakhon Si Thammarat 80110	0 7541 2351 0 7548 7888	0 7541 2749

## Southern Region

Branch	Address	Telephone	Facsimile
6 Nakhon Si Thammarat	106, 108 Phatthanakan-Khu Khwang Rd., Nai Mueang, Mueang Nakhon Si Thammarat, Nakhon Si Thammarat 80000	0 7543 2469 0 7548 0888	0 7543 2060
7 Pattani	17/46-47 Mu 4, Ru Samilae, Mueang Pattani, Pattani 94000	0 7335 0236-9	0 7335 0240
8 Phatthalung	108, 108/15 Mu 9, Asia Highway Rd., Tha Miram, Mueang Phatthalung, Phatthalung 93000	0 7467 3790	0 7467 3794
9 Phuket	183/26-28, 183/60, Phang-nga Rd., Talat Yai, Mueang Phuket, Phuket 83000	0 7621 7149 0 7635 3888	0 7621 7919
10 Ranong	399/122-123 Mu 3, Phetkasem Rd., Bang Non, Mueang Ranong, Ranong 85000	0 7788 0870	0 7788 0874
11 Songkhla	556, 568, 570 Mu 2, Songkhla-Ranot Rd., Phawong, Mueang Songkhla, Songkhla 90100	0 7433 4861 0 7455 3888	0 7433 4865
12 Surat Thani	41/1-2 Mu 2, Surat-Phunphin Rd., Wat Pradu, Mueang Surat Thani, Surat Thani 84000	0 7720 0585 0 7760 3888	0 7720 0594
13 Hat Yai	16 Soi 6, Phetkasem Rd., Hat Yai, Hat Yai, Songkhla 90110	0 7455 5161 0 7420 5888	0 7423 5661

### • 2 Special Branches for Claims Service

1 Yala	28/2 Mu 3, Sukhayang Rd., Sateng, Mueang Yala, Yala 95000	06 3202 9734 06 3202 9738	
2 Phang-nga	68/1, Phang-nga - Thap Put, Tham Nam Phut, Mueang Phang-nga, Phang-nga 82000		

## 14 V-Stations

V-Station	Address	Telephone	Mobile Phone
1 Mega Bangna	39 Mu 6, 1 <sup>st</sup> fl., Banking Zone, Bang Na-Trat Rd., Bang Kaeo, Bang Phli, Samut Prakan 10540	0 2105 2081-2	09 1119 1599
2 The Mall Bang Khae	275 The Mall Bang Khae Shopping Center, Room No. 1 SL4B, 1 <sup>st</sup> fl., Phetkasem Rd., Bang Khae Nuea, Bang Khae, Bangkok 10160	0 2454 8491-4	
3 The Mall Bang Kapi	3522 The Mall Bang Kapi Shopping Center, 2 <sup>nd</sup> fl., Lat Phrao Rd., Khlong Chan, Bang Kapi, Bangkok 10240	0 2734 0313-5 0 2734 0316	
4 The Mall Ngamwongwan	430 5 <sup>th</sup> fl., Banking Zone, Ngamwongwan Rd., Bang Khen, Mueang Nonthaburi, Nonthaburi 11000	0 2121 4507	

## 14 V-Stations

V-Station	Address	Telephone	Mobile Phone
5 The Mall Korat	1242/2 Basement fl., Banking Zone, Mittraphap Rd., Nai Mueang, Mueang Nakhon Ratchasima, Nakhon Ratchasima 30000	0 4439 3938-9	
6 CentralWorld	999/9 4 <sup>th</sup> fl., Beacon Zone, Rama I Rd., Pathum Wan, Pathum Wan, Bangkok 10330	0 2252 5850	06 3474 4717
7 CentralPlaza Rama II	160 Basement fl., Banking Zone, Rama II Rd., Samae Dam, Bang Khun Thian, Bangkok 10150	0 2416 5165	06 3464 3874
8 CentralPlaza Salaya	99/21 Mu 2, 3 <sup>rd</sup> fl., Banking Zone, Borommaratchachonnani Rd., Bang Toei, Sam Phran, Nakhon Pathom 73210	0 2429 6554	06 3464 2078
9 CentralFestival Chiang Mai	999/9 3 <sup>rd</sup> fl., Banking Zone, Chiang Mai-Lampang Super Highway Rd., Fa Ham, Mueang Chiang Mai, Chiang Mai 50000	0 5328 8688	06 3464 8352
10 CentralPlaza Chiang Rai	99/9 Mu 13, 2 <sup>nd</sup> fl., Video Wall Zone, Rop Wiang, Mueang Chiang Rai, Chiang Rai, 57000	0 5317 9739	06 3464 8353
11 CentralPlaza Khon Kaen	99, 99/1 Room No. 307, Si Chan Rd., Nai Mueang, Mueang Khon Kaen, Khon Kaen 40000	0 4328 8464	
12 CentralFestival Hat Yai	1518, 1518/1, 1518/2, 3 <sup>rd</sup> fl., Banking Zone, Kanchanawanit Rd., Hat Yai, Hat Yai, Songkhla 90110	0 7433 9841	06 3464 2086
13 CentralPlaza Surat Thani	88 Mu 10, 3 <sup>rd</sup> fl., Banking Zone, Wat Pradu, Mueang Surat Thani, Surat Thani 84000	0 7748 9739	06 3464 2085
14 Hua Hin Market Village	234/1 Room No. 3 KO 001, Phetkasem Rd., Hua Hin, Prachuap Khiri Khan 77110	0 3252 6303	







## Fairness is our policy

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