

Department Functions

Department	Functions
Secretarial Office of Board	Responsible for shareholders' meeting, (managing) board meeting, functional committees and corporate governance
Auditing Department	Responsible for internal audit
Head Office	Responsible for strategy, corporate image, public relations, historical data management, customer experience management, projects, FI, intellectual property management, sustainable development, consumer protection, treating customers fairly, investor relations and secretarial affairs
Corporate Banking Department	Responsible for corporate finance, FX, and overseas business
Personal Banking Department	Responsible for mortgages, consumer finance and credit card operating plan
Credit Card Center	Responsible for credit card business
Customer Finance General Department	Responsible for trust, (high-asset customers) wealth management and insurance agency
Trust Department	Responsible for trust
Success Wealth Management Department	Responsible for high-asset customers wealth management
Wealth Management Department	Responsible for wealth management
Insurance Agency Department	Responsible for insurance agency
Deposits Department	Responsible for deposits, domestic remittance and safe deposit boxes
Treasury Department	Responsible for funding, investments, financial business and treasury marketing
Digital Banking Department	Responsible for digital banking
Digital Technology Department	Responsible for digital technology
Digital Strategy Department	Responsible for digital strategy
Digital Marketing Department	Responsible for digital marketing
Channel Management Department	Responsible for channels management and call center
Regional Centers	Responsible for business supervision and management of branches by regions
Business & International Departments, Branches, and OBU	Responsible for banking business promotion
Overseas Representative Offices	Responsible for data collection, enquiry services and market research
Call Center	Responsible for customer services
Non-Performing Assets Management Department	Responsible for non-performing assets management

Operation Centers	Responsible for banking operating procedures
Human Resources Department	Responsible for human resource management
Administration Management Department	Responsible for general affairs
Information Technology General Department	Responsible for information technology
Information Security Department	Responsible for information security
Accounting Department	Responsible for accounting
Risk Management Department	Responsible for risk management
Compliance Department	Responsible for compliance and AML/CFT
Legal Affairs Department	Responsible for legal affairs
Credit Management Department	Responsible for credit management