Payday Loans Market Assessment



Thailand





Table of Contents

Executive Summary Country Overview Digital Maturity Banking System	3 21
Loan Market Micro and Nano Finance Consumer Loans Pawnshops and Loansharks	38
Market Entry Regulatory Framework Online Lending Models Channels and Marketing Risk Management	67
Lending Platforms Online Lending Platforms Offline Lending Platforms	94

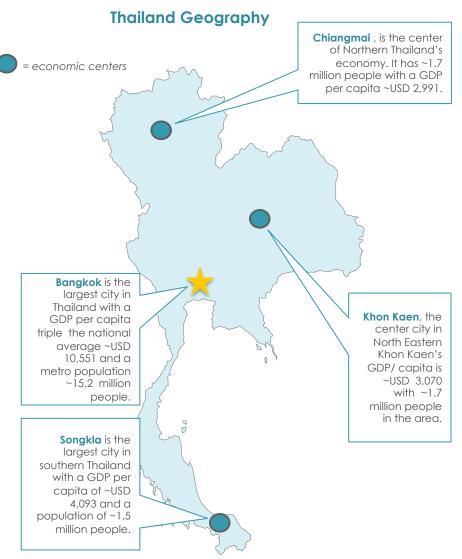
Executive Summary



Thailand Country Overview







Key Indicators

Population: 67.2 Mn (2014)

Annual population growth: 0.3%

• **Total area:** 510,890 km²

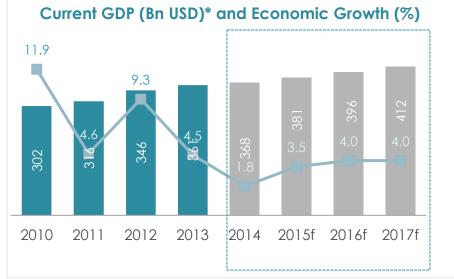
Key cities: Bangkok, Chiangmai, Khon Kaen, SongKhla

Poverty Rate: 12.6%

• Unemployment rate: 0.83% (2015)

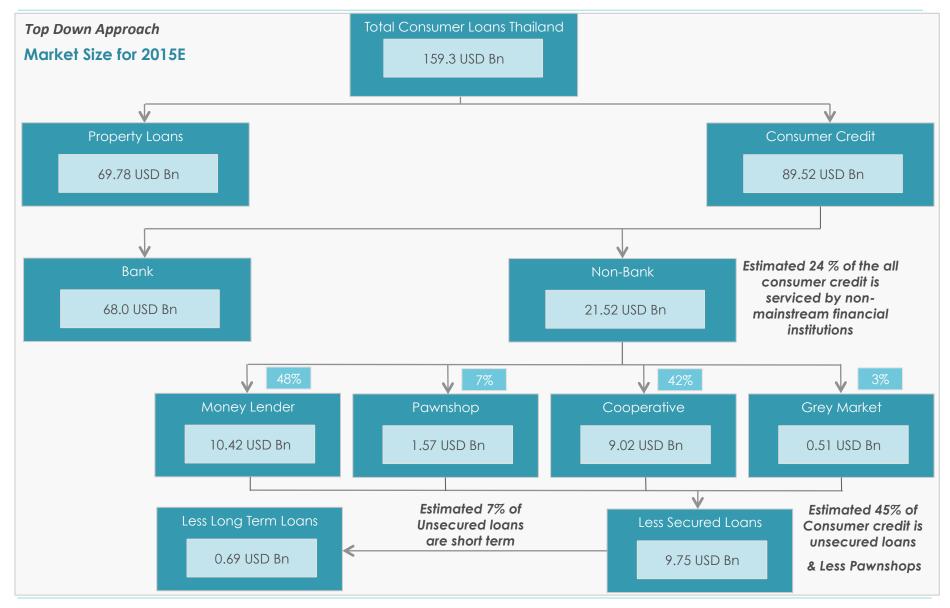
Literacy rate: 96%

• GDP per capita: USD 5,571



Market Model and Assumptions

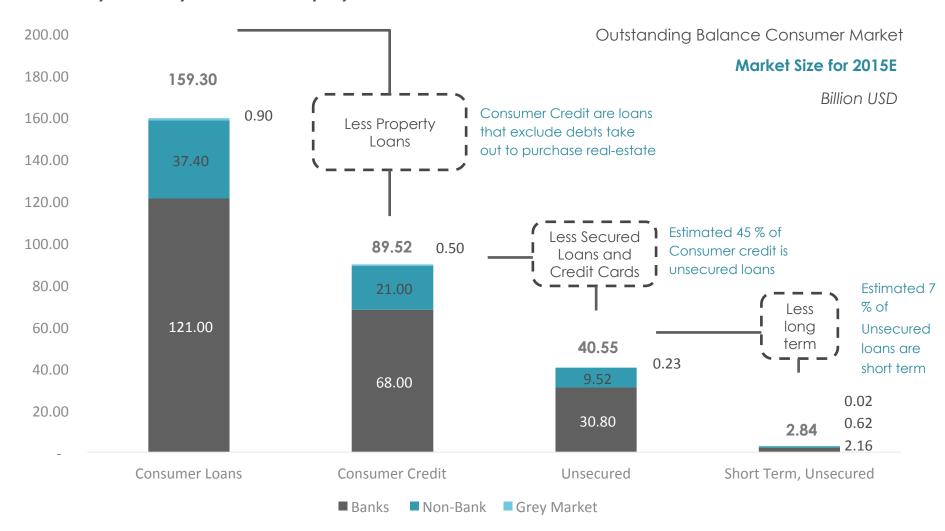








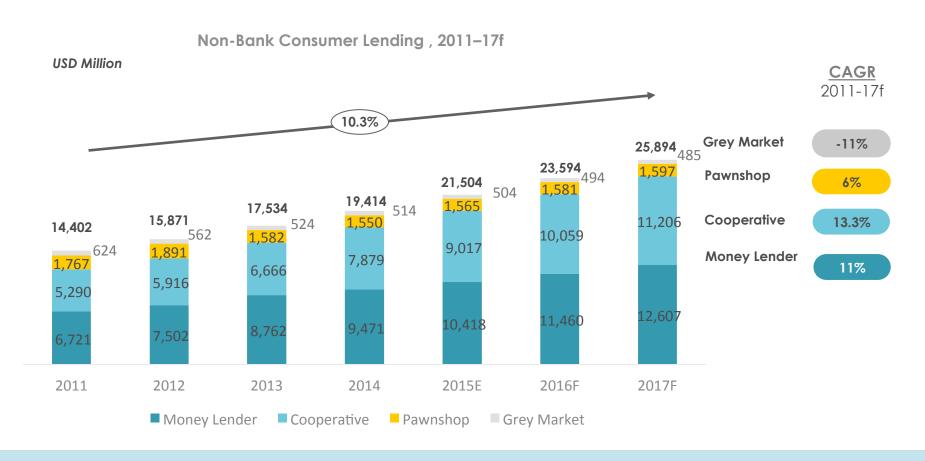
Due to a higher customer base of bank, this has led to the majority of the consumer loan market is served by banks, yet non-bank played more role in small loan such as short-term unsecured loan



Non-Bank Consumer Lending



Money lender is the majority source of non-bank lending and expecting to play a bigger role as people are more educated and the competitive rate offered by personal loan companies

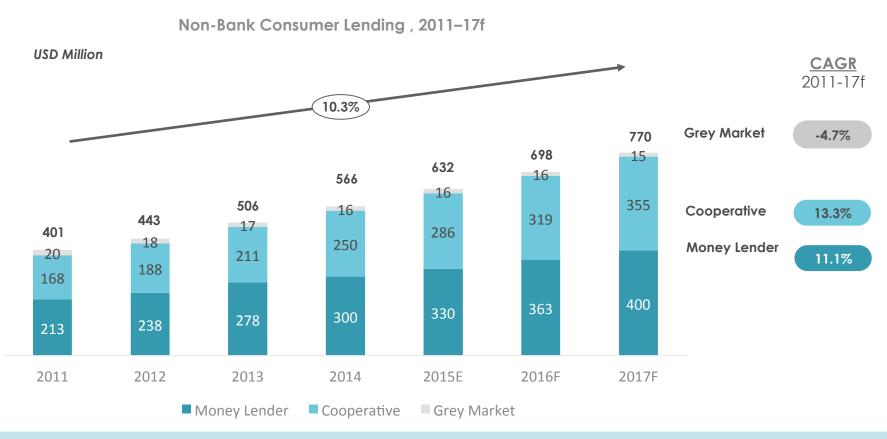


• Only official statistic grey market is taken into account, the size of real grey market is anticipated to double the statistics data

Short Term, Unsecured Market Size



The majority of short-term unsecured lending is from Cooperative & money lender customer base which is low income people both in rural and urban area



• The customer base of cooperative & money lender is similar to microfinance borrower which is a poor income that could be a farmer in rural areas or could be a shopkeepers, service providers or street vendors in urban areas to fund their personal or business expenses in a very small amount



Personal Loan Lending





The loan shark rate is 10 times double than the formal interest rate charged without being formally employed and receive money in a faster manner with less complicated process

Source	%per annum	Loan tenor	Loan amount	Time-to- Money	Loan disbursal	Comment	
Loan shark	240-480%	Varies from weekly or monthly	\$28-\$1,000	1 hour - 1 day	Cash	Unsecured/ sometimes using collateral for high loan amount	
Pawnshop	15-24%	5 months	Maximum \$ 2,800/ collateral asset	1 hour - 1 day	Cash in Pawn shop	Collateralized loans	
Village Fund	5% -17%	Maximum 1 year	Maximum \$656	1 day – 1 week	Bank account	Secured loan requiring collateral asset & collateral person	
Credit Card	20%	Unspecified	Maximum 5 times a borrower's income	Maximum 5 co	1 hours four counter application,	Credit card	Unsecured, but has to be formally
Personal Loan Company	15 – 28%	6 – 60 months		7-14 days for online application	Bank account/ Branches	employed	
Bank	13 - 20/6	3 30 1110111110					

^{*}The interest rate fee is the nominal interest rate including the interest & late penalty fee excepting pawnshop that the collateral asset of the borrower will be asset of the shop automatically after the due date



Executive SummaryOutlining Market Approach



Disbursement

Payment Collection

Debt Collection

Bank Transfer

Current practice:

The common method to distribute the loan is the bank transfer

Payment Channel

Current practice:

Disbursement via payment channel such as counter service is also possible, but the maximum amount is limited to \$280 for one time withdrawal



Payment collection can be easily done through counter service platform. This allows convenient payment for borrowers over 10,000 affiliate 7-11 stores nationwide





Another option could be via the mobile service shops. With over 3,000 Mpay shops nationwide, the customer can conveniently pay back loan together with mobile phone bilss

Collection Agencies

Current practice:

Debt collection outsourcing is possible in Thailand. There are around 100 debt collection agencies in Thailand. The major one such as ACS servicing or JMT Network services is recommended due to their professional practice

Debt Buying

Current practice:

Another option in dealing with delinquent debts is to sell of the debts to 3rd party collection agencies which is normally bought by the major debt collection agencies



Market Entry Scenario



Market	License	Process	Marketing	Risk
Key Potential / Options for Process	Can be outsourced to a law firm or business processing agent	Can be outsourced through various companies	Can be done by partner with well-known payment channel or digital marketing agency	Registered with credit bureau & outsource to personal investigation vendor are suggested to screen the loan applicant
Key Constraint for Process	Very strict requirements for BOT to issue the license, the process can take longer than expect	E-signature is not yet allowed, hindering the possibility to adopt pure online process	Consumers are stick to the well-known existing personal loan provider	Fake ID card in Thailand is easily made with low cost
Key Potential Partner for Process	Zicolaw or Tilleke & Gibbins or SCL Law Group, a firm with Asia country focus could better understand local firm	Mazars or B- accounting; the full payroll, accounting and tax reporting service	A partner with a well-known payment channel can be the marketing channel without investing much cost	Silkspan, the loan application platform outsource or Zele investigators; the personal investigation vendor
Recommendation for Process	Carefully check on the licenses required before applying the personal license as the foreigner investor	Outsource the process to full payroll, accounting and tax reporting service is suggested to reduce time to set up	Marketing with a payment channel is the easiest way to get the customer acceptance and trust to try the product	Outsource with the vendor specialized in personal details screening could help reduce the risk in taking the application

Market Entry Assessment





Market Entry Option

Despite the high risk of foreign Direct Investment, FDI is suggested in order to secure the know-how of the company, however, networking with strong foothold payment channel which is counter service is suggested in order to gain the customer trust in trying new online payday loan service

Market Entry Mode Suggesting	Pros	Cons	Rating Assessment
Acquisition	 Quick access for international expansion Gain to local market easily 	No potential target company existing in Thailand	
Joint Venture	Access to customer base of partnerGain to partner advertising	 Risk of losing know-how in long term Decision can be conflicted with partner Sharing profit 	
FDI	 Fit with the company with innovative products & services Preserve know – how in long term Secure profit 	 High risk due to the cost of paid-in capital requirement Taking time to increase the product awareness May lack of local market insight 	

Note: A public or private company limited license & a foreign business license issuing by the Department of commerce is a requirement before the company is entering in any suggested market entry mode

Thailand Regulatory Landscape



Licensing Options

There is no cap on foreign investment levels for personal loan or nano-finance firms in Thailand. However only Banks & Fls are allowed to collect deposit

Banks	SFIs	Personal Loan Company	Credit Card Company	Nano-Finance Company	Pawnshop
Full range lending for corporate & personal lending	Providing loan for personal & business purpose	Providing loan for personal purpose without collateral	Providing loan on credit card for personal purpose without collateral	Providing loan for Micro-lending business purpose	Providing personal loan & business loan with collateral
14	9	25	10	5	1,391
Maximum 49%	State-owned	No cap (Fc	reign Business Lice	nse Required)	No cap
\$ 0.28 Billion	No minimum	\$ 1.4 Million	\$ 2.8 Million	\$ 1.4 Million	No cap
Yes, including credit cards	Yes, including credit cards	Yes, excluding credit cards	Yes, including credit cards	Yes, excluding credit cards	Not possible
11%-28%	7%-14%	11%-28%	15%-20%	12 - 36%	15 – 24%
NA	NA	60 days	60 days	60 days	NA
No	No	No	No	No	No
Yes		No	No	No	No
Selective N/A		Normal Process			Selective
Bank Department,	Bank of Thailand	Non-Bank Department, Bank of Thailand		Ministry of Interior	
	Full range lending for corporate & personal lending 14 Maximum 49% \$ 0.28 Billion Yes, including credit cards 11%-28% NA No Yes Selective	Full range lending for corporate & business purpose 14 9 Maximum 49% \$ 0.28 Billion Yes, including credit cards 11%-28% NA NA NO No Yes	Full range lending for corporate & personal lending 14 9 25 Maximum 49% \$ State-owned \$ 0.28 Billion Yes, including credit cards 11%-28% NA NA NA NA NA NA NA NA NA N	Full range lending for corporate & personal lending for personal & business purpose without collateral 14 9 25 10 Maximum 49% State-owned No cap (Foreign Business Licent \$ 0.28 Billion No minimum \$ 1.4 Million \$ 2.8 Million Yes, including credit cards redit cards 11%-28% 7%-14% 11%-28% 15%-20% No N	Full range lending for corporate & personal lending purpose without collateral 14 9 25 10 5 Maximum 49% State-owned No cap (Foreign Business License Required) \$ 0.28 Billion No minimum \$ 1.4 Million \$ 2.8 Million \$ 1.4 Million \$ 1.8 Mill

Country Overview



Digital Maturity



Banking System



Thailand Banking System Overview

Financial Inclusion



Financial inclusion in Thailand is high relative to many of its ASEAN neighbors, with 50.9% of households funded through Informal channels

Thailand Financial Inclusion Among ASEAN Countries, 2014*

Financial Institution Account (% of age >15) Total Population > 15 y.o. = 54.8 Mn

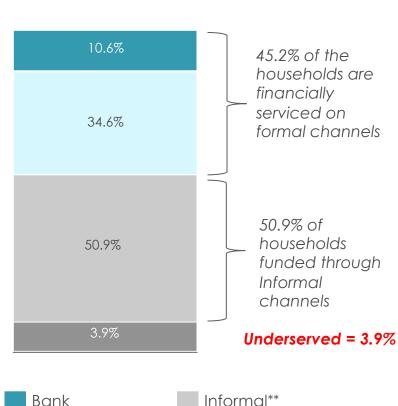


Financial Institution Account (% of adult)

Mobile Account

*Evidence from World Bank Survey

Financial Inclusion on Poor Households, Thailand



Formal Non-bank Underserved

**Informal non-bank channel is the Specialized Financial Institutions, including GSB, BAAC, GHB, IBT & other finance companies



National Credit Bureau



General Information



Created	1961
Location	Bangkok
Owned by	Bank & Non - bank
Type of Business	Credit Bureau is the financial data collector company to record the loan history of individual & business account

The credit bureau has been

in operation since 1961.

History

Members include banks. SFIs, non-bank including financial corporation, leasing companies, personal loan companies securities company and insurance companies.

Members currently include 72 financial

Statistics

institutions.

62.11 million account records, of which are 58.36 individual accounts and 3.75 commercial accounts.

As of 2015, the number of individual borrowers recorded in the credit bureau has risen from 18 million to 27 million.

The credit bureau does not have the right to identify If an individual is on any financial blacklist, only to disclose the financial information without comment.

Since 2010, the credit bureau undertakes credit

scoring of borrowers.

Evaluation System

The members of NCB is obliged to report the credit record monthly, otherwise the members are under criminal by financial institutions act

The system allow the member to transfer data online with the NCB

The measurement of credit scoring is from 300 -900 scores with HH - AA defined as a credit level judgment.

Request Cost

The financial institutions who are members of the credit bureau are required to pay the transaction fee monthly

The individual is also allowed to check their record with a fee.



JMT Network Service



General Information



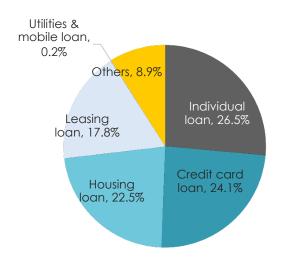
Created	1961
Location	Bangkok
Owned by	JMT Network Service Public Company Limited
Type of Business	JMT Network is a debt collection agency that covers consumer loan, credit card loan, housing loan, leasing loan, mobile phone & utility bills

Revenue model Service

- Credit record investigation
- Issuing warning letter
- Phone collector
- Field collector when phone collector is failed
- Prosecution to the court
- Debt Repayment verification

Debt collection period: 6 – 9 months

Debt collection by type, 2014

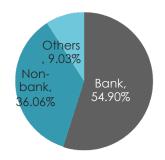


Commission = Debt x

Success Rate x Commission Rate

- Success Rate = 3-5%
- Commission Rate = 22 -25%

Proportion of proprietor



Loan Market

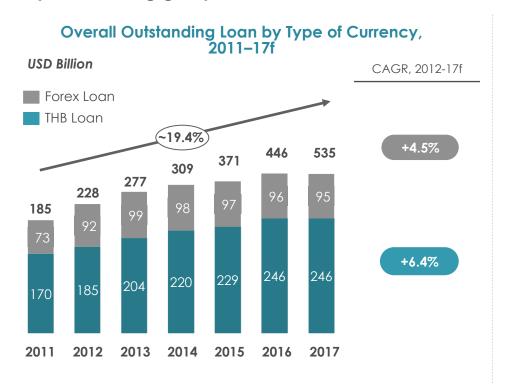


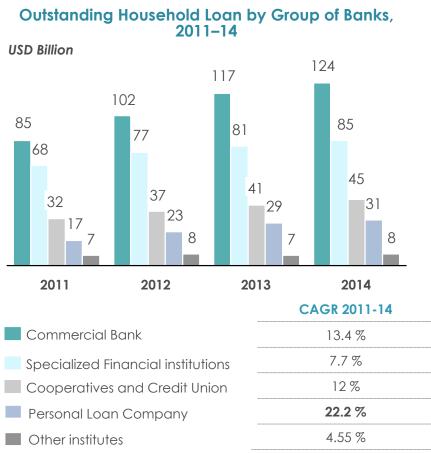
Thailand Loan Market Overview



Outstanding Loan Growth and Trend

Thailand's loan market is growing at ~19.4%, with commercial banks as the primary source of household lending. Personal loan companies experienced the highest growth at 22% in the past 4 years among group of banks





Other institutes are securities companies insurance companies, asset management companies, pawnshop and other finance companies



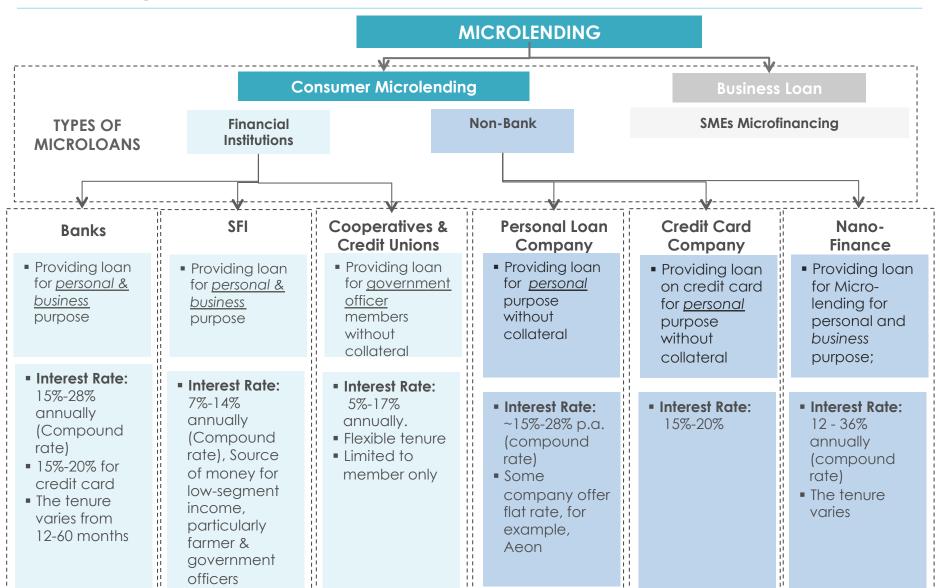
Micro- and Nano Finance



Thailand Loan Market Overview



Microlending Channels



Consumer Loans

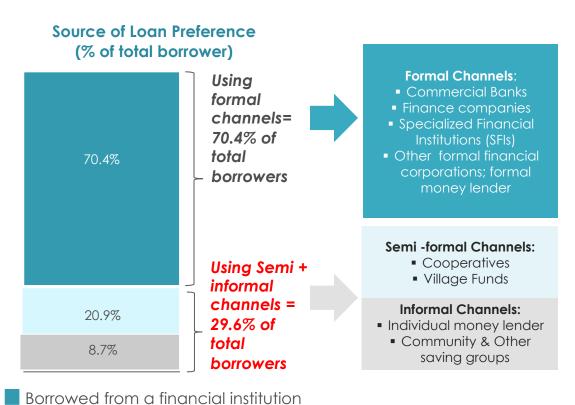


Short-term Consumer Lending





Formal channels are the primary source to meet borrowing needs, especially from the SFIs provided by the government, as only ~27% of the adult population has a financial services account



Population ~67.2 Mn People

Money Borrowers ~26.5 Mn People

Population with Access to Formal Financial Services* ~18.7 Mn People

Borrow from financial institutions ~5.2 Mn People

*Bank or other formal financial service (if available)

Borrowed from informal lenders

Borrowed from semi-formal channels



Source: Worldbank Global Financial Inclusion Database; Bank of Thailand; Solidiance Interviews & Analysis

Pawnshops and Loansharks



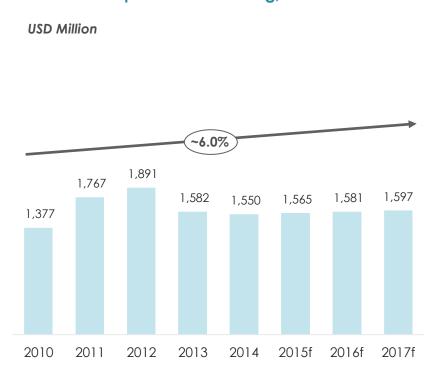
Pawnshop

Pawnshop Estimation



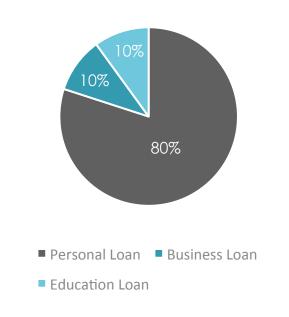
The fall in pawnshop lending in 2013 was attributable in part to a slowing economy that saw GDP growth fall by \sim 3%. However, the pawnshop market is forecast to move sideways over the the next three years as consumers begin shifting towards alternative forms of borrowing, including from personal finance companies

Pawnshop Loan Outstanding, 2011 – 2017f



*The pawnshop cannot outsource the collateral or letting third parties to store the collateral asset

Pawnshop Loan Proportion by Type, 2014





Market Entry



Regulatory Framework



Online Lending Models



Online Consumer Lending





KTC also offers another convenient service for customers during the application process by providing a messenger delivery for the application and consent letter plus picking up the required documents



uline

Submission
Applicant submits the request online

5

Announcement
SMS announcement
& Result can be
checked from
website

Withdrawal &
Payment
Bank transfer

Offline

2 Staff approaching
A staff made a call to schedule for the messenger meeting

4

Messenger Delivery

A messenger man prepare the application and the consent letter to be signed by the applicant, plus picking up the required documents

KTC & Other online providers

Online

Submission
Applicant submits
the application
online

Notification by Email
+ consent letter sent
by email within 1 day

4 Announcement SMS announcement & Result can be checked from website Withdrawal & Payment
Bank transfer

Offline

3 Document Application Sent by Post Mail

The applicant need to send the complete
application & necessary documents within 2
weeks, otherwise the application is void

KTC also offer the online application service like the other company providers, yet the service is outsources to silkspan; the financial comparison providers

Channels and Marketing



Online Consumer Lending





Despite the availability of online application via website, all providers intensively rely on offline sales channel with the emphasis of store network to attract new application instead of investing on their own branches, AEON is the leading in term of sales channel

	Sales Channel	KTC	CEC	Umay +	AEON
	Strategy	 Cooperative promotion with hotel & restaurant to attract borrower to apply Offering as a payment channel for online store 	Focusing on credit card; Network with a variety chain store under central department store	Focusing on revolving loan; networking with hypermarket Such as Lotus & Big -C	Focusing on Installment loan; networking with Key bank ATM; K Bank Thanachart Bank
	Branches	22 service branches limited to Bangkok	24 branches	58 branches	118 branches; 60 outside Bangkok
Offline	Store network	 Over 600 hotels network Over 100 Japanese restaurant network 	Network with 48 chained restaurants, 63 sports outlets, 118 home appliance outlets and bookstores	300 vendor shops nationwide for installment loan; 100 services for revolving loan	1,660 dealers altogether; especially for installment loan
	Own ATM	Using KTB ATM (mother company)	-	91	464
	Website application	Just initial request	Applicable	Applicable	Effective for only credit card application

*CEC is central exclusive cash



Online Consumer Lending





While KTC & CEC are more focusing on urban dweller, AEON & Umay + are more focusing on rural dweller

KTC

CEC

AEON

Umay +

Urban dweller

Target Segment



Urban dweller



Rural dweller



Rural dweller



Shopper



Shopper



Shopper



Shopper



Office worker



Office worker



Office worker



Office worker



Family



Family



Family



Family



Marketing Channels

Channels and Regulation



Advertising for money lenders is regulated in Thailand, only royal family content is prohibited, the financial provider need to follow 5 principles issued by the Bank of Thailand strictly to ensure that the customer make the right decision

Channels Available SEO (Search Engine Optimization) Banner Ads Online **Inbound Marketina** Social Media Mobile ads Mobile Mobile website integration App banner ads Email/SMS Direct Sales teams **Point of Purchase** TV **Traditional Posters** Billboards

The direct channel is recommended in the first phase to access to the right customer and online channel is recommended in the latter phase to reach a wide range of customers/borrowers

Advertising Regulations for Money Lenders

The principles that the money lenders must compile:

- The information must contains necessary requirement, interest rate, all kinds of fee, payment channel and must clarify on the risk involved in the financial products
- The information must be accurate and details enough to make the customer able to compare with other financial products
- The information must be up to date in any forms of advertising
- If the money lender is operated offline, there should be a leaflet published the details of all financial products offered by the money lender, if the money lender operate online, such information must be published clearly online as well
- The advertising is encouraged in order to reduce the public complaints from making the wrong decision from inadequate financial product information

Matters that Cannot be mentioned in the ads:

Any Member of the Royal Family

Fee: The fee is range from \$3,300 for online banner to \$5,600 for one time TV ads



Risk Management



Personal Loan Risk Situation in Thailand



Personal Loan Delinquency records

The approval rate is the key factor affecting the lending risk, AEON is lifting the income criteria from \$140 to \$224 in order to reduce the amount delinquent loan. This practice has spread toward the other personal loan providers as well

Cash Loan Risk Level	Currently, the level of delinquent loans is around 5% of total personal loans in 2014
Causes of Delinquency	Debtor's weakening ability to pay debts as a result of rising costs of living
Factors affecting risk	The approval rate; risk management system, warning system
Fraud Prevention	The update of high value fraud should be done in the company database frequently; relevant parties get the alert info to reduce the risk

Borrower evaluation main stages

- 1) ID verification procedure by requiring the copy of ID card
- 2) Employment/income verification procedure by calling to the working place
- 3) Address verification procedure by requiring the copy housing certification and check if it's matched the address on ID card
- 4) Phone verification procedure by calling the applicant
- 5) Weighted bureau data

Easy Buy (Umay+) is using the cooperative teamwork between frontend staff and back-end staff. A regular report from the back-end staff to fron-end staff on a type of borrower risking engaging in high value fraud, so that the front-end staff is making a strict borrower evaluation



Lending Platforms



Online Lending Platforms



Thailand Online Consumer Lending

Online Money Lender: Easy Buy



General Information



Established	1996
Location	Thailand
Owned by	ACOM Co., Ltd (Japan)
Type of Business	EASY BUY offers two types of consumer financial products representing (i) revolving loan and (ii) installment loan under "Umay+" brand

Easy Buy co.,L td was incorporated in 1996 in a joint venture between Siam A&C Company Limited and ACOM Co., Ltd., a leading consumer financial company in Japan.

History

<u>Umay+'s core</u> <u>revenue came from</u> <u>revolving loans</u>, accounting for 99.65% of total revenue.

Installment loans are now available to customers in over 300 vendor shops nationwide.

About the Holding

Company:

Holding Company

ACOM is one of the leading consumer finance companies in Japan.

Easy Buy has served more than 2 million customers over ~20 years.

Easy Buy Coverage: 58 branches nationwide

Products

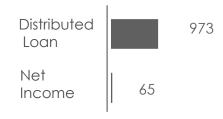
Revolving Loan
 Installment Loan

Minimum Borrower's Income: \$196/

Features:

- 1. No Collateral
- 2. Require ID card or Umay+ Card
- 3. Online Application
- Transfer payment from any ATM or any shops with Umay+ sign to virtual account
- 5. No installment required at the purchasing date
- 6. Extendable Credit lines limit
- 7. Minimum Repayment: \$11/month
- 8. Zero interest rate charged for 2 months for cash withdrawal within 30 days after approval

Statistics USD Million





Offline Lending Platforms



State Pawnshop Loan Application



Parameter Highlight

Loan available: \$14,000/person/day

Loan Period: 5 months

Interest: 0.25% - 1.25%/month

Program availability: 33 outlets; mainly in Bangkok

Application to loan withdrawal duration: Within 24 hous



Application

- 1. Prepare the collateral asset including warrantee certificate if necessary and the identification card before visiting State Pawnshop. The borrower needs to be over 15 years old
- 2. State Pawnshop assess the value of the collateral. The opening time is 8:00 a.m. to 4 p.m. Monday to Friday
- 3. The borrower shows identification card and is fingerprinted

Loan Agreement

The borrower receive cash with pawn ticket as an evidence in exchange for the collateral asset

Interest Term:

Principal < \$140: 0.25%/month Principal \$141 - \$280 : 0.75%/month Principal \$281 - \$560: 1.00 %/month Principal \$561 - \$2,800 : 1.25 %/month

Collateral asset:

- Gold & Diamond: < \$1,680
- Others: < \$560

Loan Payment

The borrower needs to pay the interest fee at the pawn shop. A third party cannot act as a representative or be responsible for fee payment

Late payment penalty: The asset will belong to the State Pawnshop after the designated period



State Pawnshop



General Information



Established	1954
Location	Nationwide
Owned by	State-owned
Type of Business	State Pawnshop is a stated-owned enterprise, operated under the Department of Social Development and Welfare, Ministry of Social Development and Human Security, Thailand.

History **Holding Company** Products **Statistics**

1954s:

State Pawnshop was established in 1954

Its mission is to provide low interest rates to public with transparency management under the office of the government pawnshop board control



About the State Pawnshop

State Pawnshop has 33 operational offices; 29 are in Bangkok and 4 offices is in Nonthaburee, Rayong Pathumthanee and Samutprakarn.

Estimated 1.18 million customers in 2014

Core business:

Consumer loan, Emergency loan, Short-term loan, SME loan, Occupation loan, Education loan

USD Million

Distributed Loan		505
Net Income	16)



EasyMoney Pawnshop



General Information



Established	2005
Location	Nationwide
Owned by	Private-owned
Type of Business	EasyMoney is a private-owned enterprise.

History	Holding Company	Products	Statistics	
2005s:		Core business:	USD Million	
EasyMoney was established in 2005 as a traditional pawnshop, beginning with 4	-easy money	Consumer loan, Emergency loan, Short-term loan,	Distributed Loan	160
branches in Bangkok 2015s:	About the Holding Company EasyMoney has 30	SME loan, Education loan	Net Income	28

EasyMoney is Thailand's largest private pawnshop operator.

Customer growth is estimated at 15-20% over the past 3 years.

The company has posted an annual average growth rate of 50-60% in the value of pawned assets since it opened in 2005.

EasyMoney has 30 operational offices with 3 million customers across 13 cities in Thailand.

EasyMoney Loan Application



Parameter Highlight

Loan available: Maximum \$ 2,800/ collateral asset

Loan Period: 5 months

Interest: 1.25% - 2% per month

Program availability: 30 outlets in 13 cities throughout Thailand

Application to loan withdrawal duration: Within 24 hous



Application

- 1. Prepare the collateral asset including warrantee certificate if necessary and the identification card before visiting the branch
- 2. EasyMoney assess the value of the collateral
- 3. The borrower shows identification card and is fingerprinted

Loan Agreement

The borrower receives cash with pawn ticket as an evidence in exchange for the collateral asset

The borrower can pay the interest fee at the redeemed time

Interest Term:

Principal < \$56: 2.00%/month Principal > \$56: 1.25%/month

Interest is deducted by half if the lending period is within 15 days

Loan Payment

The borrower needs to pay the interest fee at the pawn shop. A third party cannot act as a representative or be responsible for fee payment

Late payment penalty: The asset will belong to the pawnshop after the designated period



Village and Urban Revolving Fund



General Information



Created	2001
Location	Nationwide
Owned by	State-owned
Type of Business	A village fund which focuses on creating self- sustaining microfinance banks in each of Thailand's villages

History Holding Company Products Statistics

2001s:

Village and Urban Revolving Fund was initiated by Dr. Taksin Shinnawatra, Prime Minister from 2001-2006. The scheme is funded by government grants and funds are handled by intermediaries such as the Bank for Agriculture and Agricultural Cooperatives (BAAC), a state-run bank, each village pot is run by an elected local committee that has some discretion in setting loan amounts and interest rates.

The government set THB 1 million for each village fund at the beginning as a source of revolving funds for village development



About the Village and Urban Revolving Fund :

Village and Urban Revolving Fund now has a network of nearly 80,000 village banks nationwide. The number of active borrowers that year stood at 8.5m in 2013

Loan:

Daily loan Revolving loan Emergency loan Occupation loan Education loan

USD Million

Distributed Loan 137
Net Income 50



Village and Urban Revolving Fund



Parameter Highlight

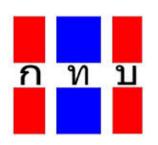
Loan available: \$656 without collateral

Loan Period: < 1 year

Interest: 6% -18% per annum (as low as possible); no fee during the first 2 years

Program availability: Nearly 80,000 village banks nationwide

Application to loan withdrawal duration: Flexible



1

Application

- 1. Applicant needs to be a member of the village fund.
- 2. Applicant can get the application form from the village fund website and submit the completed hard copy to the village fund.
- 3. The applicant needs provide monthly income and expense details.
- 4. Village and Urban Revolving Fund do a check on the borrower's profile, fund request, collateral and the ability to pay back loans
- 5. The decision is made by 10 village fund committee members

2

Loan Agreement

- The loan repayment is calculated from the template provided by the committee
- If the borrower is using the loan for other purpose unspecified in the loan agreement, the committee can cancel the loan agreement and call back the loan amount together with the interest fee immediately. The borrower then will be dismissed from member status and will be forbidden to participate in the village fund for 2 years.

3

Loan Payment

Payment can be done via ATM to the Village and Urban Revolving Fund account

Payment Postponement:

 The borrower can postpone the payment if the borrower is in a situation requiring emergency cash



Appendix



Loan Market Back-Up

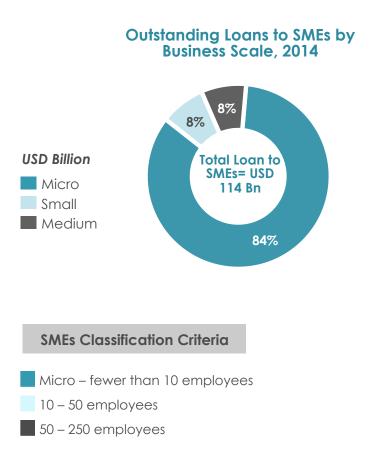


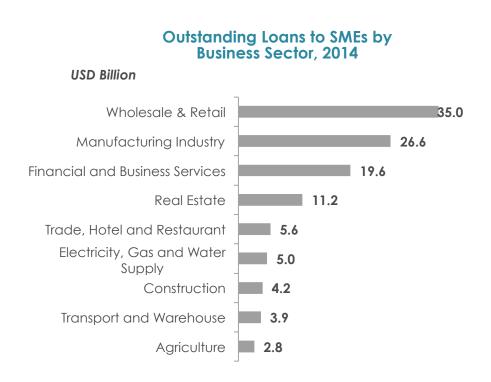
Thailand Loan Market Overview



Loans to SMEs

Micro-scale businesses receive the largest amount of SME lending, specifically in the wholesale & retail sector as this sector requires low amount of investment for a start-up company, with e-commerce companies the fastest growing borrowing source





At conversion rate USD 1 = THB 35.83



Source: Bank of Thailand; Solidiance Research & Analysis

Partner Lists



Mystery Shopping Back-Up



Appendix

Umay plus online document



Consent Letter

ทพงสอทเลวาม	ยืนขอมในการเปิดเผยข้อมูล	RS
	ทำที่ บริษัท อีซี่ บาย อำลัด (บหาช	u)
วันที่ทำหนั	สาขา	n ol
ข้าหเล้า นาย'นาง'นางธาว (ชื่อ-นายธคุล)		
วันเดือนพ.ศ. เคิดบัตรประจำด้วประชาชา	N IRVIT	
ข้างเอ้าหลดงยินขอบให้บริษัท ข้อมูดเลรดิหแห่งชาติ อำลัด (เ	บริษัท) เปิดเผยหรือให้ข้อมูลของข้าหเอ้าแล่บริษัท	อีซี่ บาย อำคัด (บหาช
ขึ้งเป็นสบาชิกหรือคีใข้บริการของบริษัท เพื่อประโยชน์ใน	เลารวิเตราวิห์สินเชื้อ ลารออลบัตรเตรดิต ตายต่	าขอสินเชื้อ/ ขอออกบัเ
เลรดิดของข้างเอ้าที่ให้ไว้กับบริษัทดังกล่าวข้างต้น รวบทั้งแ	พื่อประโยชน์ในการทบทวนสินเชื้อ ต่ออายุลัญล	าสินเชื้อ/บัครเถรดิค ก
บริหารและป้องคันความเชี่ยงตาบข้อคำหนดของอนาการเ อิเล็คทรอนิคซ์ หรือโทรซารที่ทำซำนาขึ้นอาคหนังฮือให้	แห่งประเทศไทย และให้ต่อว่าคู่ลบับ และบรร	ลาสาเพา ภาพล่าย ข้อเ
อเลลทรอนลส พรอ เพรสารพพาสาเนาขนอาลพนคสอ เพ รูปแบบใด ๆ เป็นหลักจานในการให้ถวาบอินยอบของข้าพเอ็		n ni aunma ia (U3)
-		
	จ้างเร็าจึงได้ลงลายนิ้อชื่อให้เป็นส	neg
	×	ผู้ให้ความยินยอบ
	()
		918754
	()
หมายเหตุ : ข้อมูลที่บริษัทเปิดเคยให้แค่สบาชิคหรือผู้ใช้บริก	ารเป็นองด์ประกอบหนึ่งในการพิวารณาธินเชื้อง:	วงของนั้นการเชิน แต่
คามปิดเผยข้อมูล ดังคล่าวเป็น สิทธิของเอ้าของข้	เอบสหเออ เหตราบยนขอบหรอ เบค เด	

Consent Letter is the agreement letter signed by the applicant to allow the company to disclose their financial information to the credit bureau

