

Major Department Functions

| Department | Functions |
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| Auditing Department | Responsible for internal audit |
| Secretarial Office of Board | Responsible for GSM, (managing) board meeting and functional committees |
| Corporate Banking Department | Responsible for corporate loans and FX |
| Personal Banking Department | Responsible for mortgages and consumer loans |
| Credit Card Center | Responsible for credit card |
| Customer Finance General Department | Responsible for trust, wealth management , insurance agency and call center |
| Deposits Department | Responsible for deposits and domestic remittance |
| Channel Management Department | Responsible for channels management |
| 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 |
| Digital Banking Department | Responsible for digital banking |
| Operation Centers | Responsible for banking operating procedures |
| Risk Management Department | Responsible for risk management |
| Compliance Department | Responsible for compliance and AML/CFT |
| Legal Affairs Department | Responsible for legal affairs |
| Non-Performing Assets Management Department | Responsible for non-performing assets management |
| Accounting Department | Responsible for accounting |
| Treasury Department | Responsible for funding, investments and financial business |
| Information Security Department | Responsible for information security |
| Information Technology General Department | Responsible for information technology |
| Human Resources Department | Responsible for human resource management |
| Administration Management Department | Responsible for general affairs and investors relations |
| Head Office | Responsible for strategies, corporate image, public relations, projects, overseas business and secretarial affairs |