Early Warning System

IFC-601496

Vietnam International Commercial Joint Stock Bank Advisory

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Quick Facts

Countries	Vietnam
Specific Location	National-wide
Financial Institutions	International Finance Corporation (IFC)
Status	Active
Bank Risk Rating	U
Voting Date	2016-03-03
Borrower	Vietnam International Commercial Joint Stock Bank (VIB)
Sectors	Finance, Technical Cooperation
Investment Type(s)	Grant
Investment Amount (USD)	$ 0.32 million
Project Cost (USD)	$ 0.32 million

Project Description

The project aims to strengthen the operational capacity of the Vietnam International Bank to provide more customer-centric services to SME clients. This will be achieved through in-depth advisory assistance in the following areas:

(i) SME Banking, with a focus on customer management:
- Defining the SME client segments to target
- Develop the customer value propositions for the target SME segment
- Enhance sales and services to the SME segment

(ii) Risk Management
- Improve the credit risk management process
- Develop an SME credit scorecard

Investment Description

- International Finance Corporation (IFC)

Contact Information

*No contact information is available"

ACCOUNTABILITY MECHANISM OF IFC

The Compliance Advisor Ombudsman (CAO) is the independent complaint mechanism and fact-finding body for people who believe they are likely to be, or have been, adversely affected by an IFC or MIGA- financed project. If you submit a complaint to the CAO, they may assist you in resolving a dispute with the company and/or investigate to assess whether the IFC is following its own policies and procedures for preventing harm to people or the environment. If you want to submit a complaint electronically, you can email the CAO at CAO@worldbankgroup.org. You can learn more about the CAO and how to file a complaint at http://www.cao-ombudsman.org/