



VIETNAM POST

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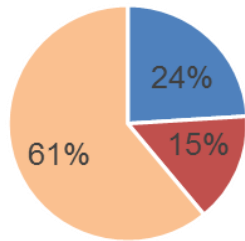
CHANGE FOR SUCCESS

6 July 2021

- **Mission:** As a state-owned enterprise, Vietnam Post provides public postal services (USO) and commercial postal services, connecting the whole community with high quality, modern and friendly services.
- **Network:** 11,539 serving points.
- **Core services:** Postal services, Distribution and Communications, Postal Financial Services.

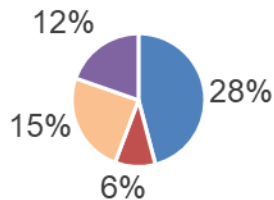


Postal Financial Services Revenue



■ Banking services ■ Insurance ■ Payment

Revenue of Payment Services Group



■ Payment services
■ Money order
■ Social & Health insurance collection
■ Other collections

	Domestic service – composition of payments	<i>Number of payments in 2020 (sent in paper form, by electronic means or by other communication methods)</i>
1	Government payments	85,717,000
2	Bills	208,000,000
3	Money orders	11,750,000
4	Total	305,467,000

	International service – Receipt	<i>Total in 2020 (sent in paper form, by electronic means or by other communication methods)</i>
5	Number of payments	23,653

- Post offices and communicators of social and health insurance reach all communes and villages in Viet Nam.
- **20 million** customers.
- **6 million** health insurance participants (developed by Vietnam Post).
- **611 million** financial transactions per year.

Before

Paper-based process and procedures (many forms, steps, queuing, time consuming, traveling, small number of transactions, customers)



After

IT applications: PayPost (LPB), App 5 (PTI); PiP (Daiichi), Public Administration Portal, SSM system for social insurance, e-Money... (simple, fast, convenient for customers, big number of transactions, customers)



Social security services in Viet Nam

- Total of VN population: **97 million**.
- Health insurance: **87 million** participants (90% of total population), in which:
 - + **60 million** (VN government provides free of charge)
 - + **28 million** (Vietnam Post develops voluntary participants)
- Social insurance: **16 million, including:**
 - + **15 million** compulsory,
 - + **1 million** voluntary.

Vietnam Post provides social security services

- New ways of providing social security services: physical and electronic communications, propaganda, training to all people nationwide.
- Results of Vietnam Post:
 - + **6 million** health insurance participants;
 - + **800,000** voluntary social insurance participants.



UPU's FITAF PROJECT

2019: Sign Vietnam Post & UPU Direct Grand Cooperation Agreement

2020: With support of UPU project team, Vietnam Post develop and pilot Mobile App.

2021: Deploy Mobile App nationwide.

*) FITAF Mobile App insights:

- Interface: simple, convenient for postal staff and agents to collect social and health insurance.

- Functions: help collectors reduce paper based process, reduce forms and word load for postal staff and agents, increase productivity and number of enrollments on app.



*) Results of Mobile App deployment (6 months of 2021):

	Criteria/Month	Jan	Feb	March	April	May	June	Total
1	Users	422	471	107	1,500	1,850	1,375	5,725
2	Number of Enrollment	1,938	2,938	1,155	4,069	12,806	13,570	36,445
3	Male/Female (%)	40/60	45/55	41.5/58.5	42/58	46/54	43.5/56.5	42/58

DEPLOYMENT OF MOBILE APP



Instructions of using Mobile App



Training courses and Communications nationwide



Targets:

- 100% Viet Nam population have health insurance (*electronic instead of paper-based*)
- 100% beneficiaries get pension via e-Money system.

Vietnam Post continues its contribution to national poverty reduction with comprehensive financial inclusion on the postal network to facilitate low income people and poor households in rural, mountainous, remote and island areas to access financial / banking services.

Thank you!