



SCB^x

SCB^x Group

**FINANCIAL INCLUSION
& FINANCIAL HEALTH
POLICY**

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A close-up photograph of a hand holding a black smartphone. The hand is positioned in the center-left of the frame, with the thumb and index finger visible. The smartphone is held vertically, with its screen facing the viewer. The background is a soft, out-of-focus green, suggesting foliage or grass. The lighting is warm and natural, creating a sense of being outdoors. The overall composition is simple and focused on the act of holding the device.

**OPPORTUNITIES
FOR EVERYONE,
POSSIBILITIES
EVERYDAY**

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SCBX GROUP FINANCIAL INCLUSION & FINANCIAL HEALTH POLICY

1. RATIONALE

Access to financial services and a foundation of financial literacy are essential factors that support individuals' financial wellbeing, which in turn underpins sustainable economic growth. Access to financial products and services alone may not be sufficient to build strong financial health; it must also be supported by the development of necessary financial knowledge and skills, and the cultivation of sound financial habits. These enable individuals and households to effectively manage their day-to-day income and expenses, sustainably manage debt obligations, build savings, plan for unforeseen events that may affect their finances, and prepare financially for their future goals and retirement.

While access to basic financial services in Thailand continues to expand, significant financial challenges remain across multiple dimensions. These include limited financial knowledge and planning capabilities, high household debt levels¹, limited capacity to cope with financial emergencies, and risks from financial fraud and scams by fraudster groups that have caused substantial financial losses among the public.²

In response to these challenges, SCB X Public Company Limited (the "SCBX"), as the parent company of SCBX Financial Technology Group (the "SCBX Group"), recognizes the Group's role in supporting individuals' financial wellbeing by expanding responsible access to financial services while strengthening financial knowledge, skills, and habits. This will help people improve their financial health by managing and planning their finances, managing debt, and preparing financially for the future. The Group also focuses on raising awareness of financial threats and fraud, and promoting measures to prevent, detect, and respond to financial fraud, particularly among vulnerable groups with limited financial knowledge or digital skills.

2. SCOPE

The Financial Inclusion & Financial Health Policy applies to business operations within SCBX Group, which includes SCB X Public Company Limited, its subsidiaries, associated companies, and joint ventures over which SCBX exercises operational control (hereinafter, subsidiaries, associated companies, and joint ventures over which SCBX exercises control over operations shall be collectively referred to as "Group Companies"). The Policy also covers the Board of Directors, executives, and all employees of SCBX Group. Group Companies may adopt the principles of this Policy as appropriate and in a manner consistent with their business contexts.

3. DEFINITIONS

Financial products and services refer to deposits, credit, investments, insurance, and financial advisory services, and other related services.

Underserved Group refers to individuals or entrepreneurs who are unable to access, or face constraints in accessing, formal financial services. This includes individuals who are unbanked,

¹ These challenges are reflected in Thailand's household debt-to-GDP ratio, which remained high at approximately 86% in 2025 (Source: Bank of Thailand).

² During 2022–2025, more than 1 million people in Thailand fell victim to financial fraud, with losses exceeding 98 billion baht and more than 3.3 million "mule accounts" accumulated (Sources: Royal Thai Police and Bank of Thailand).

those who can access some types of financial services but face constraints in accessing or using certain services (underbanked), as well as individuals or self-employed individuals without collateral or income documentation, individuals residing in remote areas, and/or micro, small, and medium enterprises (MSMEs).

Vulnerable Group refers to individuals with certain factors or constraints that may affect their ability to access, understand, use, or make decisions regarding financial products and services, or who are at greater risk of financial harm than the general population. This includes individuals with limited financial and digital knowledge or skills, individuals with communication or visual impairments, and older individuals or individuals with health constraints, who may require appropriate care or support when using financial services.

4. GOVERNANCE

SCBX Group has established governance over operations to promote access to financial services and financial health. The Board of Directors and the Sustainability Committee have oversight roles within their respective mandates, including monitoring direction, targets, and performance to ensure alignment with the sustainability strategy and the principles set out in this Policy.

The Sustainability Function, together with relevant functions and Group Companies, is responsible for supporting and coordinating operations, monitoring performance against targets and indicators, and reporting progress and key issues to the relevant committees in line with the Group's governance structure. Group Companies may establish governance structures appropriate to their respective contexts and business natures, consistent with the principles and guidelines set out in this Policy.

Details of the roles and responsibilities of the Board of Directors and relevant functions of SCBX and Group Companies shall be as prescribed in SCBX Group Sustainability Policy.

5. COMMITMENT

SCBX Group is committed to promoting financial wellbeing and has included this as one of the key issues in the Group's sustainability strategy framework. The Group has also defined key targets and indicators to expand financial inclusion for underserved groups, while promoting financial knowledge and skills to enhance the financial health and literacy of customers and target groups.

SCBX Group seeks to promote financial wellbeing across four key areas, aligned with the Group's mission to "make finance easy and accessible for everyone", and responsive to the financial challenges faced by people in Thailand:

5.1 Financial Foundations: Promote financial knowledge and skills and strengthen appropriate financial habits and behaviors to support long-term financial health, as well as enhance awareness of financial fraud and scams to help reduce the risk of individuals becoming victims of financial fraud.

5.2 Financial Security and Resilience: Build financial security and resilience through savings, emergency funds, and the use of insurance or financial risk management tools, to strengthen

readiness to cope with and recover from events that may have financial impacts.

5.3 Access to Affordable Credit with Sustainable Debt Management: Expand access to credit at fair cost, based on the principles of responsible lending, while developing knowledge and skills for sustainable debt management to reduce the risk of over-indebtedness.

5.4 Financial Planning for Retirement and Future Goals: Promote knowledge, tools, and capabilities for long-term financial planning to support the achievement of future financial goals at different life stages, including preparation for quality retirement, particularly in the context of an ageing society.

6. MANAGEMENT GUIDELINES

SCBX Group drives the above commitments through the following management guidelines:

6.1 Products and Services Development

- **Availability and Accessibility:** The Group is committed to developing and offering financial products and services responsibly to promote suitable and accessible financial options, taking into account fair pricing, transparency, and service safety, as well as the needs and financial capabilities of different customer groups, particularly underserved and vulnerable groups.
- **Digital Financial Products and Services:** The Group places importance on developing innovations and digital financial products and services to promote convenient, appropriate, and safe access to and use of financial services, responding to the diverse financial needs of customers and target groups.
- **Financial and Digital Finance Skills:** The Group is committed to developing products, services, and tools that enhance customers' financial and digital finance knowledge and skills, including strengthening awareness of financial fraud and scams.

6.2 Process Management

- **Customer Protection:** The Group is committed to developing and improving management processes to support the offering of financial products and services with due regard for customer rights and fair treatment, and to reducing potential negative risks and impacts for customers, with emphasis on underserved and vulnerable groups. Key guidelines and practices include:
 - Market conduct and responsible lending guidelines
 - Good practices in marketing and communications, such as providing clear, accurate, complete, and transparent product information, including interest rates and fees, to support customer decision-making;
 - Establishing convenient channels for complaints and reporting service issues, with appropriate and timely complaint handling processes;
 - Measures to prevent and manage financial fraud and scams, promoting awareness and providing information and guidance to customers to support safe use of services and financial transactions.
- **Technology and Data Use:** The Group is committed to using technology and data responsibly and in line with customer needs, including applying risk-based pricing to develop products and services that match customers' needs and financial capabilities,

under data governance, personal data protection, fair customer treatment, and relevant risk management principles.

6.3 Partnership

- **Collaboration with Various Sectors:** The Group is committed to collaborating with regulators, government agencies, associations, industry groups, customers, business partners, educational institutions, and other organizations and networks to support access to financial services, strengthen financial knowledge and skills, and promote good financial health for the public. This includes participating in the development of relevant policies and standards and fostering a safe financial and digital finance ecosystem.

7. POLICY REVIEW

This Financial Inclusion and Financial Health Policy have been approved by the Board of Directors and is subject to annual review, or review upon any significant changes that may affect the substance of the Policy.

In the case of significant policy amendments, the Sustainability Function shall submit the proposed amendments to the Management Committee for consideration, comments, and recommendations. Where such amendments may have a significant impact on the business, they shall first be submitted to the Executive Committee for consideration, comments, and recommendations, before being presented to the Sustainability Committee for endorsement and then to the Board of Directors for approval, in sequence.

In the case of non-significant policy amendments, the Sustainability Committee is authorized to approve such amendments pursuant to the authority delegated by the Board of Directors and shall report such policy amendments to the Board of Directors for acknowledgement.

8. RELATED POLICIES

- Sustainability Policy
- Environmental, Social and Governance (ESG) Risk Management Policy



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