



No: 0854...../BCEL.....2023.....

Date:02 MAR. 2023.....

Dear: All valued BCEL'customers

Subject: Selling the bonds of the Bank of the Lao PDR at BCEL on 28th February 2023

Banque Pour Le Commerce Exterieur Lao Public (BCEL) is honored to be selected as one of the representatives to sell the savings bonds of the Bank of the Lao PDR (BOL). The bonds have widely received the trust of customers and the sale was successful as expected. However, some customers were unable to purchase the bonds due to following reasons:

1. The demand for bonds at this time was higher compared to the previous bonds sale;
2. For selling the bonds, BCEL made the sale service in a centralized and real time system for our 256 service counters including 01 headquarter, 20 branches, and 97 service units nationwide. Accordingly, the bonds were sold out in a very short time.

For customers who were unable to purchase the bonds, BCEL would like to express our sincere apology for the inconvenience and we will improve our services to enhance customer satisfaction even more.

Lastly, BCEL would like to request our valued customers to maintain the confidence in our services and we would like to highly express our sincere appreciation to valued customers and society for the constant support for our services.

Deputy Managing Director

Viengsouk Chounthavong