

Press Release
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The Asian Banker Excellence in Retail Financial Services Awards 2010

Hatton National Bank (Sri Lanka) wins Best Retail Bank in Sri Lanka for the year 2009

- *Hatton National Bank wins Best Retail Bank in Sri Lanka award for the third time.*
- *Over 120 banks and financial institutions from 23 countries across the Asia Pacific, Gulf and Central Asian regions were evaluated as part of the Excellence in Retail Financial Services Programme.*

Singapore, 19 March 2010 – Hatton National Bank has won Sri Lanka’s Best Retail Bank award for the year 2009 in the ninth Asian Banker Excellence in Retail Financial Services Awards Programme. The bank received the award at The Asian Banker Excellence in Retail Financial Services Awards 2010 ceremony, held in conjunction with the region’s foremost retail banking event, the Excellence in Retail Financial Services Convention. The ceremony was held at the JW Marriot in Shanghai on the evening of March 18th, 2010.

About 120 senior bankers from award winning banks in 22 countries across the Asia Pacific, the Gulf and Central Asian regions attended the formal gala dinner, the industry’s celebration of the region’s best retail bankers that recognizes their efforts in bringing superior products and services to their customers.

The awards programme, administered by The Asian Banker and refereed by prominent global bankers, consultants and academics, is the most prestigious of its kind.

A stringent three month-long evaluation process, based on a balanced and transparent scorecard, determined the winners and the position of the different retail banks in the region. A full list of winners is attached.

Hatton National Bank wins Best Retail Bank in Sri Lanka award for the third time

Hatton National Bank won the Best Retail Bank in Sri Lanka award, for its strong performance in 2009, having gained higher scores than the other banks surveyed in the programme, including the Sampath Bank and the Commercial Bank of Ceylon.

Hatton National Bank showed a robust growth in retail profits of more than 20%. The highest margin among all banks in Sri Lanka and lower cost of funds allowed an upward trend in its interest income, while fee income declined sharply. Remittances served as a major driver for cross-selling, which in turn boosted its revenue and hence helped the bank in outperforming its peers.

Thus, the bank was largely successful in growing its deposit franchise and expanding its branch network. Apart from this, it also grew its ATM network and POS terminals. HNB has clearly had an edge in terms of network productivity.

“The bank outperformed its peers in Sri Lanka by achieving the highest margins and the biggest mortgage loan book in the country. Its strategy of targeting the teenagers, in order to grow its card base, has clearly been fruitful and significantly enhanced the bank’s position in the market,” said Mr. Chris Kapfer, Head of Excellence in Retail Financial Services Awards Programme at The Asian Banker.

Over 120 banks and financial institutions from 23 countries across the Asia Pacific, Gulf and Central Asian regions were evaluated as part of the Excellence in Retail Financial Services Programme

“This year over 120 banks and financial institutions in 23 countries across the region were evaluated as part of the Excellence in Retail Financial Services Programme. It has become the single most prestigious, comprehensive and anticipated awards programme that recognises the pursuit of excellence amongst retail financial institutions available almost anywhere in the world today,” said Philippe Paillart, Chairman of The Asian Banker Excellence in Retail Financial Services Programme.

The transparent award evaluation process uses a balanced scorecard approach and a comprehensive methodology to evaluate the strength of individual banks’ retail banking businesses that involve extensive research and probing interviews, and taps on the combined experience of a team of experienced researchers.

Philippe Paillart, formerly vice chairman and CEO of DBS Bank and a pioneer in the retail banking industry in the Asia Pacific region, added: “The Asian Banker Excellence Programme was instituted in 2001 on the premise that an outstanding player in the retail financial services industry should build business franchises that are sustainable, competitive and profitable over a period of time.”

About The Asian Banker

The Asian Banker is the foremost provider of strategic business intelligence on the financial services industry in the Asia Pacific and Middle East regions. The organization has offices in Singapore, Kuala Lumpur, Beijing and Dubai as well as representatives in Shanghai, London and New York. With a business that revolves around publications, research services, training and forums, the organization is highly regarded in the financial services community for its incisive and independent commentaries on developments in the industry. The company’s website is www.theasianbanker.com.

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