

Press Release

FOR IMMEDIATE RELEASE

China Merchants Bank wins Best Retail Bank in China, Best Joint Stock Retail Bank in China and Best SME Bank awards for 2014

- **In 2013, CMB's revenue, core retail deposits and operating profits grew by 19.5%, 14.7% and 27.5% respectively, substantially higher than that of its peers.**
- **The bank delivered strong digital banking services with 92.41% transactions conducted on its digital banking platform.**
- **Its SME business has seen significant improvement in 2013, with new loans in the first nine months exceeding full year numbers for 2012 by 30%, well above the competition.**

Sydney, April 3rd 2014—China Merchants Bank (CMB) won the Best Retail Bank in China, Best Joint Stock Retail Bank in China and Best SME Bank awards for 2014. The bank received the awards at The Asian Banker's International Excellence in Retail Financial Services 2014 Awards ceremony, held in conjunction with the region's most prestigious retail banking event, the Excellence in Retail Financial Services Convention. The ceremony was held at the Shangri-La Hotel, Sydney, Australia on April 3rd 2014.

In 2013, CMB's revenue, core retail deposits and operating profits grew 19.5%, 14.7% and 27.5% respectively, substantially higher than that of its peers.

CMB launched the country's first Wechat banking in March 2013 for its credit card segment. By the end of November 2013, the number of Wechat credit card accounts reached five million, the highest among banks offering the service. 92.4% of the transactions are conducted on its digital banking platform, 1.74% higher than that of 2012 and leading its peers in the industry. This showcases the bank's substantial ability in building digital channels and saving overall operating costs.

CMB has the largest customer base among peers, with assets under management exceeding \$1.3 million, and is relooking its sales process to further improve efficiency. Its asset allocation system launched in 2013 provides relationship managers with instant access to asset allocation reports for advisory clients, a service aimed at enhancing the quality of its wealth management services.

CMB has over 1 billion customers in its SME business, of which three quarters are non-loan customers. New loans made in first nine months of 2013 have exceeded full year 2012 loans by 30%, well above the competition.

About 200 senior bankers from award-winning banks in 29 countries across the Asia Pacific, the Middle East, Central Asia and Africa attended the glittering event that recognises 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 evaluation process based on a balanced and transparent scorecard used to determine the winners and the positions of various retail banks in the region is attached.

About The Asian Banker

The Asian Banker is the region's most authoritative provider of strategic business intelligence to the financial services community. The Singapore-based company has offices in Singapore, Malaysia, Hong Kong, Beijing and Dubai as well as representatives in London, New York and San Francisco. It has a business model that revolves around three core business lines: publications, research services and forums. The company's website is www.theasianbanker.com

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