

Press Release

FOR IMMEDIATE RELEASE

Industrial and Commercial Bank of China wins Best Large-Scale Retail Bank in China award for 2014

- **ICBC consistently reinforced its position as the country's largest retail bank with robust increase in personal loans (22.6%) and credit cards (28%).**
- **It tailored an extensive range of new services to meet customers' needs, such as the China Tourism Card, comprehensive rewards point system and e-lending.**
- **Its "Service Quality Improvement Year" initiative, resulted in significant improvement in customer service.**

Sydney, April 3rd 2014—Industrial and Commercial Bank of China (ICBC) won the Best Large-Scale Retail Bank in China for 2014. The bank received the award 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.

To improve its personal banking business and enhance competitiveness, the bank effected a strategic transformation, shifting from "extensive personal banking" to "strong personal banking". From June 2012 to June 2013, the bank enjoyed a Rmb468 billion increase in personal loans (22.58% year-on-year) and a Rmb165 billion increase in credit cards spending (28.14% year-on-year), successfully maintaining its position as the country's largest retail bank.

ICBC has constantly leveraged opportunities in the personal banking market, keeping abreast with customer needs. To this end, the bank launched an extensive range of new products and services, including ICBC E-Lending, personal comprehensive reward points, ICBC cross-border service, bank-hospital all-in-one service, QuickPay Card and China Tourism Card. This strong product development capability contributed to its strong position within the industry.

In line with its "Service Quality Improvement Year" initiative, the bank sought to respond to public opinions and customer complaints through timely monitoring and active resolution. As a result, retail banking complaints decreased sharply as compared to the same period in 2012.

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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ENDS

• Convincing financial performance in retail banking sector

In 2013, UOB managed to achieve a 7% growth in total retail banking income and 19% growth in fee income, leading the retail banking sector in Singapore. It also managed to maintain a ROA above 1% with such a high growth rate.

simplified its product portfolio and improving its sales processes from pre sales to after sales servicing.

In risk management, UOB and OCBC are heads on and the only distinguishing factor is that UOB has better recovery rates in retail banking 39%

focusing on a few things (wealth management, SME banking, successful roadmap to implement segmentation and sales plans combined with a strong trainings agenda) is paying off on the financial performance.

Promising achievement in mortgage and credit cards services

In 2013, UOB kept its strong position in mortgages and credit cards markets in Singapore. It also grew its outstanding housing loans book by \$5.4 billion (12% yoy) by instant approval at the branch and its better processing time.

Moreover, its market share of SME business has grown to approximately 30% in 2013 from 15% in 2009.

Increased service quality and amount of Wealth management

UOB's total wealth management business saw an increase of 48 per cent from \$48 billion in 2010 to \$71 billion in 1H2013. With an increased quality of service,

its wealth management business (excluding private banking) contributed 28% to total retail income.

	YoY growth in core retail deposits	YoY Growth in retail customers	ROA	Operating profit growth	Growth in Revenue
CMB	14.73%	12.22%	3.05%	27.47%	19.5%
ICBC	7.87%	6.54%	1.51%	10.34%	10.07%