

Press Release

FOR IMMEDIATE RELEASE

Standard Bank wins Best Retail Bank in South Africa and Best Retail Bank in Africa for 2014

- **Standard Bank's customer base in South Africa grew, exceeding 11 million, while expanding to the rest of Africa, operating in 18 other countries and growing its customer base by 8%.**
- **The bank achieved exceptional financial performance in 2013, with net income for the group increasing 19%, coupled with a strong risk strategy.**
- **Standard Bank is expanding its SME business across the African continent with a focus on dedicated service and improved efficiency.**

Sydney, April 3rd 2014—Standard Bank won the Best Retail Bank in South Africa and Best Retail Bank in Africa 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.

The bank increased its customer base in South Africa by 14%, with total customers exceeding 11 million. The bank also expanded its presence in the rest of Africa with operations in 18 other countries, growing its customer base by 8%. Total retail customers outside South Africa hit four million.

Standard Bank saw net income for the group increase 19% in 2013, along with a 10% increase in revenues. Already the largest bank in Africa by assets, it saw further asset growth of 7%. The group maintained a low credit-loss ratio of 1.04, down from 1.08 in 2012. It remains well above the minimum requirements for Basel III and is standardising credit risk methodologies and processes across its businesses.

The bank services over 650,000 SME clients, with 175,000 of them outside South Africa in 16 out of the 18 countries it operates in. The bank's policy is that each account, no matter how small, is assigned a relationship manager who will help explain benefits, products and services. Standard Bank launched "Quick Loans", an unsecured short-term working capital facility across 10 countries in Africa. The application process has been reduced from 19 pages to two pages while the loan can be processed in three days.

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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