

Press Release

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Eastern Bank awarded Best Retail Bank in Bangladesh for 2016

- **Eastern Bank sustained growth in its core business, with assets and total capital at record levels**
- **Among its retail banking assets, solid growth in loan and deposits was achieved**
- **Reinforced financial technology and innovation aligned with a strong customer-centric strategy**

Hong Kong, March 16th 2016— **Eastern Bank** was awarded **Best Retail Bank in Bangladesh for 2016** at The Asian Banker's International Excellence in Retail Financial Services 2016 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 March 16th 2016 at the W Hotel, Hong Kong.

Eastern Bank sustained growth in its core business, with assets and total capital at record levels

The bank successfully maintained robust financial performance amidst economic pressures in the country. Net income increased by 14%, with record level of assets, deposits, and loans. Total capital levels also increased to \$1.2 billion, representing a tangible equity ratio of 9.13%.

Among its retail banking assets, solid growth in loan and deposits was achieved

Loan originations rose for the fifth consecutive year, growing by 5.4%, driven by increased mortgages and credit cards. Deposits comprise the largest retail assets of the bank, increasing by 4% in 2015. Loan-to-deposit ratios stood at 18%. Market share in retail deposits (35%), credit cards (26%), and mortgages (18%) also continued to grow.

Reinforced financial technology and innovation aligned with a strong customer-centric strategy

Customers remain at the forefront of the bank's strategy. Eastern Bank has created a capacity enhancement centre through its EBL Nest, which has generated various ideas to reduce cost, increase efficiency, and improve customer service.

About 200 senior bankers from award-winning banks in 29 countries across the Asia Pacific, the Middle East, Central Asia, and Africa attended the Excellence in Retail Financial Services Convention, which recognises banks' 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 evaluation process across three months based on a balanced and transparent scorecard determines the winners of The Asian Banker International Excellence in Retail Financial Services Awards, and the positions of various retail banks in the region.

About The Asian Banker

The Asian Banker is the region's most authoritative provider of strategic business intelligence to the financial services community. The company is headquartered in Singapore, with offices in Manila, 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.

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