

Press Release

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## **China Merchants Bank receives Mortgage and Home Loan Product and Mobile Payment Product of the Year in Asia Pacific Awards for 2017**

- **China Merchants Bank’s “Cloud Mortgage” platform enhances processing efficiency**
- **The bank centralised mortgage approval to improve customer experience**
- **“Netcom Pay” facilitates the use of multiple bank cards for mobile payments**

**Tokyo, Japan, March 17th 2017— China Merchants Bank (CMB) received the Mortgage and Home Loan Product of the Year and Mobile Payment Product of the Year in Asia Pacific** for 2017 at The Asian Banker’s International Excellence in Retail Financial Services Awards Programme 2017. The awards ceremony was held in conjunction with the region’s most prestigious retail banking event, the Excellence in Retail Financial Services Convention, held at Conrad Tokyo on March 17, 2017.

### **CMB’s “Cloud Mortgage” platform enhances processing efficiency**

Through the “Cloud Mortgage” platform, mortgage application turnaround and processing time was significantly reduced. Customer acquisition and mortgage business volume increased from 6% to 22%, while processing capacity increased 267%. It also increased the effectiveness of risk controls and reduced non-performing loan ratio to 0.39%.

### **The bank centralised mortgage approval to improve customer experience**

CMB was the first Chinese bank to launch a pre-authorised debit (PAD) report for the home loan and mortgage business. The bank also centralised mortgage approval to improve customer experience. The bank was able to attract more local developers to work with it as a result of the increased efficiency and reduced turnaround time of the cloud based platform.

### **“Netcom Pay” facilitates use of multiple bank cards for mobile payments**

As part of its initiatives to provide customers with more efficient services, CMB partnered with more than 900 businesses in launching Netcom Pay. The success of this product resulted in more than 1.1 million downloads since it was launched.

About 200 senior bankers from award-winning banks in 25 countries in Asia Pacific, Middle East 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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