

Press Release

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Hatton National Bank awarded The Best Retail Bank in Sri Lanka for 2018

- **Hatton National Bank maintained profitability amid growth in domestic franchise**
- **HNB improved their performance through centralisation of retail credit processing**
- **HNB partners with institutions to provide new means of value creation**

Kuala Lumpur, Malaysia, March 22nd 2018— **Hatton National Bank (HNB)** was awarded **The Best Retail Bank in Sri Lanka for 2018** at The Asian Banker's International Excellence in Retail Financial Services 2018 Awards ceremony, held in conjunction with The Asian Banker Digital Finance Convention at the Westin Kuala Lumpur in Malaysia.

HNB maintained profitability amid growth in domestic franchise

HNB achieved a double-digit growth in the last four years for its retail banking income. As a testament to the bank's profitability, it managed to keep its costs-to-income ratio low while maintaining a relatively high return on income and revenue growth. Last September 2017, the bank has recorded the highest growth in current and savings account amongst private sector banks allowing them to preserve greater margins in relation to its peers.

HNB improved their performance through centralisation of retail credit processing

HNB has addressed the challenges posed by increased competition and decreasing interest margins by optimising resources through centralisation of retail credit processing. In 2017, HNB has completed its centralisation of retail credit underwriting which was carried out at the three largest regions of HNB, making up more than 60% of the volumes. The regionalisation of small and medium enterprise (SME) cells to create ten cells dedicated to SME facilities has enhanced service and better relationship management in the SME business.

HNB partners with institutions to provide new means of value creation

Striving towards new means of value creation, HNB has collaborated with technology companies to deliver a web-checkout payment system, which is another online payment option for SME clients. As a result of continuously providing digital channels and innovations to enhance customer experience, a digital/hybrid branch was introduced in 2017—a first in Asia. Furthermore, HNB has partnered with the Export Development Board of Sri Lanka to facilitate greater credit lines and launched an SME Expo Credit Product.

About 200 senior executives from award-winning retail financial services institutions from about 25 countries across the Asia Pacific, the Middle East and Africa attended The Asian Banker Digital Finance Convention, which recognises financial institutions' 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.

For more information please contact:

Mr. Foo Boon Ping
Managing Editor
Tel: (+65) 6236 6526
bpfoo@theasianbanker.com
www.theasianbanker.com