

## Press Release

### **Hang Seng Bank awarded Best Payment Bank in Hongkong at The Asian Banker Transaction Awards Programme 2018**

- **Hang Seng Bank has recorded steady payment business growth in recent years**
- **The bank introduced additional features to facilitate easier payment process**
- **The bank increased its capital expenditure spending to upgrade its infrastructure and technology**

Beijing, May 24<sup>th</sup>, 2018— **Hang Seng Bank** was awarded the **Best Payment Bank in Hong Kong** for 2018 at The Asian Banker Transaction Awards Programme 2018. The awards ceremony was held in conjunction with The Future of Finance Summit 2018, an annual gathering for decision makers in the financial services industry, held at the China World Hotel in Beijing, China.



*Standing from left: Siddharth Chandani, Research Analyst, The Asian Banker, John Wong, Head, Global Liquidity and Cash Management, Hang Seng Bank, Bill Chua, International Resource Director, The Asian Banker, Jenny Yuen, VP, Corporate Wealth Management, Hang Seng Bank, Mathew Welch, International Resource Director, The Asian Banker*

### **Hang Seng Bank has recorded steady payment business growth in recent years**

Hang Seng Bank's payment division has experienced steady growth in the last three years in terms of volume, both inward and outward, and revenue. With an approximately 10% market share, the bank grew its payment-related revenues by 16% in 2017.

### **The bank introduced additional features to facilitate easier payment process**

The bank upgraded its foreign exchange transactions that are available 24 hours in five days. In addition, specially designed automated teller machines for corporates clients were deployed, which support foreign exchange payment, covering 12 currencies. The bank also included a SWIFT transaction capability for corporates.

### **The bank increased its capital expenditure spending to upgrade its infrastructure and technology**

The bank has consistently invested in infrastructure and customer solutions, enhancing its partnership with a financial technology (fintech) solution provider to strengthen service proposition and provide highly relevant valuable content for target customers. Moreover, the bank used big data to personalise customer offers.

The Asian Banker Transaction Awards Programme, refereed by prominent global bankers, IT consultants and academics, is the most prestigious of its kind in Asia Pacific. Recipients of these awards are honoured in a gala event that recognises their efforts in bringing superior products and services to their customers. A stringent and comprehensive evaluation process determines the awardees. For specific details relating to description of the awards, evaluation criteria and process, kindly visit <http://www.asianbankerawards.com/transactionawards/index.php>.

### **About The Asian Banker**

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