

Press Release

CTBC Bank awarded The Best Transaction Bank in Taiwan & The Best Cash Management Bank in Taiwan for 2018

Beijing, China, May 24th 2018—**CTBC Bank** was awarded **The Best Transaction Bank in Taiwan & The Best Cash Management Bank in Taiwan for 2018** at The Asian Banker's Transaction 2018 Awards ceremony, held in conjunction with The Asian Banker Future of Finance Summit at the China World Hotel in Beijing, China.



Standing from left: Siddharth Chandani, Research Analyst, The Asian Banker; Bill Chua, International Resource Director, The Asian Banker; Edison Chang, Vice President, CTBC Bank; Matthew Welch, International Resource Director and member of the Asian Banker Transaction Awards Advisory Council

CTBC Bank continued to emphasise product innovations

CTBC introduced innovative products especially for payments, both online and mobile, that cover cross-border payments, compatible payment format, and the One Stop Mobile Payment Service. CTBC Bank improved the cross-border payment process to provide more efficient and secure services to its customers. Compatible payment format is a one-stop service available through internet-banking which automatically completes the bulk remittance file format transformation and reviews the results immediately. This tailor-made mobile payment API for hospitals and corporates realises the one-stop payment experience. The Bank differentiated itself from its competitors in different regions around the world by offering customised trade products for each region and sector to outfit the local and overseas offices with a competitive advantage.

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CTBC Bank developed the e-channel tools to facilitate more secure information transfers

The Bank introduced the CTBC e-banking platform “e-Trust” with its i-Account plus service, allowing the parent company to easily manage all its subsidiaries’ accounts through a central system. In addition, the Bank developed an encoded fax-banking service. A specialised PDF e-form and nominated fax number makes the transfer of remote information safer. Its automated Message Notification Services (MMAS) enabled customers to get real-time transaction information from all the accounts of CTBC’s subsidiaries all over the world.

The Bank still led the cash management business among Taiwanese banks

The Bank kept up its double-digit growth in transaction values and deposit balances, and its financial performance and growth has been incredible. Cash management revenue increased by 42% and the profit went up by 105%. The Bank has diversified its cash management products to better serve not only B2B but also B2C customers in Taiwan. It is also dedicated to expanding its overseas network and subsidiaries to provide more convenient and faster cross-border solutions.

Some 2,000 senior executives from award-winning retail financial institutions from nearly 30 countries across the Asia Pacific, the Middle East and Africa attended The Asian Banker Future of Finance Summit, which recognised the efforts of financial institutions 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 built around a balanced and transparent scorecard determines the winners of The Asian Banker Transaction 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 all Transaction Awards 2018 photos, please visit

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