

**TAB International Pte Ltd**

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Press Release

FOR IMMEDIATE RELEASE

**Kasikorn Bank is the best Retail Bank in Thailand for 2012**

- Kasikorn Bank wins the Best Retail Bank in Thailand Award
- The bank has emerged as a leading player in deposits and mortgages through its customer-centric approach
- For the year 2012, the bank registered 52% operating profit growth and 27% growth in fee income, in line with conservative loan growth policy

Seoul, South Korea, 22<sup>nd</sup> March 2013 – Kasikorn Bank has been named as the winning bank of the Best Retail Bank in Thailand Award for 2012 during the 12th International Excellence in Retail Financial Services Awards Programme. The bank received the award at The International Excellence in Retail Financial Services 2013 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 at the Westin Chosun, Seoul in South Korea on March 21st 2013.

Kasikorn Bank has adopted a customer-centric strategy, and leads other Thai banks in terms of customer satisfaction ratings over the last three years. The bank is also focused on cost-effective branch expansion, through initiatives such as mini branch models. Additionally, the bank has also made efforts to practise sub-segmentation, by launching character-based debit cards that are aimed at Generation Y.

These efforts have resulted in a good year in terms of financial performance for Kasikorn Bank. The bank registered a 27% growth in fee income. The bank focused on CASA and funding costs, as it wanted to improve profitability, resulting in an operating profit growth of 52%. The bank also managed to reduce cost to income and has lowered its NPLs, in line with its objectives to adhere to a conservative loan growth policy due to perceived systemic risks.

About 150 senior bankers from award-winning banks in 29 countries across the Asia Pacific, the Middle East, Central Asia and Africa attended the glittering event that recognises their efforts in bringing superior products and services to their customers.

The awards programme, administered by The Asian Banker 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 based on a balanced and transparent scorecard used to determine the winners and the positions of various retail banks in the region is attached.

## **About The Asian Banker**

The Asian Banker is the region's most authoritative provider of strategic business intelligence to the financial services community. The Singapore-based company has offices in Singapore, Malaysia, Hong Kong and Shanghai 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. The company's website is [www.theasianbanker.com](http://www.theasianbanker.com)

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## **Evaluation Criteria for Excellence in Retail Financial Services Programme**

The Excellence in Retail Financial Services Programme was instituted in 2001 to recognise the pursuit of excellence amongst retail financial institutions in the region. The programme is also a repository of evolving best practices from which players can benchmark their own products and processes over the long term.

The Excellence in Retail Financial Services programme is predicated by the belief statement below.

Core Belief:

“We believe that a well-run retail bank is one that demonstrates a long term, sustainable, profitable franchise with the customer as its core proposition.”

As per the belief, an outstanding player in the retail financial services industry should demonstrate the following attributes:

- 1. Outstanding annual performance of the retail banking unit**
- 2. Sustainability as a franchise over a long period of time and across economic cycles**
- 3. A well-defined franchise in the chosen marketplace**
- 4. Transparency and accountability of business model**
- 5. Clear sales and execution skills at the product level**
- 6. Rigorous risk management capabilities**
- 7. Superior business and operational processes and technology**
- 8. Strong penetration and efficiency of distribution channels**
- 9. Focus on developing human resources to support the bank's strategy**
- 10. Ethical banking**

In addition, we have developed stringent evaluation criteria for each product or process. The decision-making process we use for these prestigious awards is made as transparent as possible so that banks in the region can understand where they stand as sustainable retail franchises, as well as use the process to re-examine their own products and processes.

Further information on the programme can be found at The Asian Banker website, Awards Programme, at [www.theasianbanker.com](http://www.theasianbanker.com).

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