

Press Release

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## **Bank of Tokyo-Mitsubishi UFJ awarded the Best Mega Retail Bank in Japan for 2017**

- **Despite an adverse business environment, Bank of Tokyo-Mitsubishi UFJ built a strong franchise by expanding its customer base and consumer finance products**
- **The bank has digitally revolutionised its services to meet customer needs**
- **The bank has built a strong global franchise to drive its growth**

**Tokyo, Japan, March 17th 2017— Bank of Tokyo-Mitsubishi UFJ (BTMU)** was awarded the **Best Mega Retail Bank in Japan** 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.

**Despite an adverse business environment, BTMU built a strong franchise by expanding its customer base and consumer finance products**

BTMU broadened its customer base through an initial public offering involving three Japan Post Group operating companies with total shares amounting to \$12.3 billion (¥1.4 trillion). Moreover, the bank's revenue from its consumer finance and card businesses increased 5%.

**The bank has digitally revolutionised its services to meet customer needs**

To respond to the needs of its customers, BTMU introduced Nao, a programmable 58cm tall mini-robot bank teller, which is built with multiple sensors and language support for Japanese, Chinese and English. In addition, the bank deployed artificial intelligence and robotics technologies to its mobile app based virtual bank teller, MAI.

**The bank has built a strong global franchise to drive its growth**

BTMU strengthened its operations in key markets in the United States and Asia as part of its global expansion plan. Specifically, the bank acquired Bank of Ayudhya in Thailand and took equity stakes in Vietnam Joint Stock Commercial Bank for Industry and Trade (VietinBank) in Vietnam and Security Bank in the Philippines to drive its growth in Southeast Asia.

About 200 senior bankers from award-winning banks from about 25 countries across 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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