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## Press Release

### **Techcombank recognised for working with clients on their ecosystems as it wins Best Payments Bank in Vietnam at The Asian Banker Transaction Awards Programme 2019**

- **Tailored solutions with focus on strengthening client relationships drove strong results for Techcombank's franchise**
- **A successful receivables management mandate delivered for a large utility company**
- **Customer-centric solutions built around enhancing client's ecosystem network**

Bangkok, May 30<sup>th</sup>, 2019— **Techcombank** received the award for **Best Payments Bank in Vietnam** at The Asian Banker Transaction Awards 2019. The award ceremony was held in conjunction with the prestigious Future of Finance Summit 2019, the foremost annual meeting for decision makers in the financial services industry in the Asia Pacific region, held at the Shangri-La Hotel, Bangkok, Thailand.



*In the picture: Mathew Welch and Bill Chua; International Resource Directors, Siddharth Chandani; Researcher; The Asian Banker with Ms. Nguyen Huong Giang; Head; Transaction Banking; Techcombank*

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### **Tailored solutions with focus on strengthening client relationships drove strong results for Techcombank's franchise**

With the philosophy to accelerate client's adoption of its online platform to deliver unique cash and payments products, Techcombank's transaction business strategy is driven by catering to clients with high transaction volumes. In the period under review, the bank's business volume increased significantly by 28% while value of payments grew a stellar 45%. Healthy growth in volumes and value helped the bank strengthen CASA and average deposit balances while grew its market share of deposits to higher single digits.

### **A successful receivables management mandate delivered for a large utility company**

The bank implemented a receivables management solution for a large utility service provider with more than 20 million retail and corporate customers. The provider was grappling with inefficiencies of handling large amounts of cash, largely collected via door-to-door, over-the-counter at post offices and banks, or in convenience stores. That being said, only 20% of client's customers made payments through banking system. Techcombank's offered an e-portal solution which connects provider with bank's core system, proved to be an innovative payment solution covering more than 1 million provider's customers. This additionally helped the expand its own wallet share to 3.4%.

### **Customer-centric solutions built around enhancing client's ecosystem network**

The bank provided customer-centric solutions built around enhancing clients' business ecosystem via integrated cash solutions, H2H and automated payments, reconciliation and collection services. Its e-portal drives immediate, fast and accurate utility payment services for customers. The bank also rolled out Instant tax payment and rapid customs clearance for export and import organizations.

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>

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## **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.

You may view all Business Achievement and Bankers' Choice Awards 2019 photos at <https://bit.ly/2WcifTO>

For further information on the collaterals for winning banks, please contact:

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