

# Strength through Diversity

**Gareth Bullock** 

**Group Executive Director** 



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# Agenda for the day



09:00 - 09:45	Overview	Gareth Bullock
09:45 - 10:15	ME Economic overview	Marios Maratheftis
10:15 – 11:00	MENA overview	Shayne Nelson
11:00 – 11:15	Tea & coffee break	
11:15 – 11:45	UAE Consumer Banking	Chris de Bruin
11:45 – 12:15	UAE Wholesale Banking	Hassan Jarrar
12:15 – 12:45	Abu Dhabi	Jeremy Parrish
12:45 – 13:15	MESA Recap and Q&A	
13:15 – 14:15	Lunch	
14:15 – 14:45	Africa overview	Mike Hart
14:45 – 15:05	Africa Consumer Banking	Raheel Ahmed
15:05 – 15:25	Africa Wholesale Banking	Fred Lee
15:25 – 15:40	Tea & coffee break	
15:40 - 16:00	Nigeria	Chris Knight
16:00 - 16:30	MESA & Africa Recap and Q&As	

## **Standard Chartered market presence**





#### **Standard Chartered in the west**

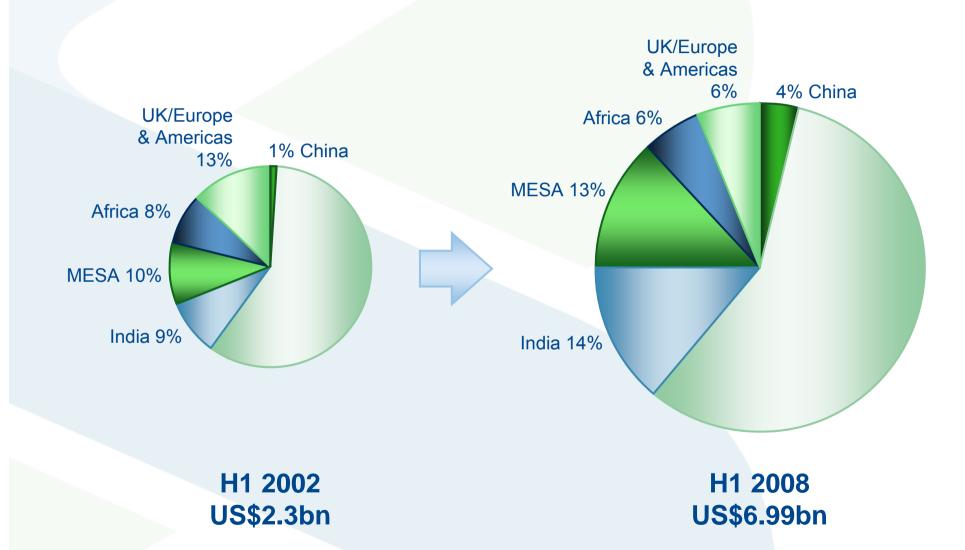


- Group HQ and regulatory base
- Long history
- Material portion of the group
- Three pillars of growth -China, India and the Middle East



## **Changing income composition**





## **Opportunities**



Expand our footprint

Increase penetration in our existing markets

Exploit the increasing trade flows with Asia



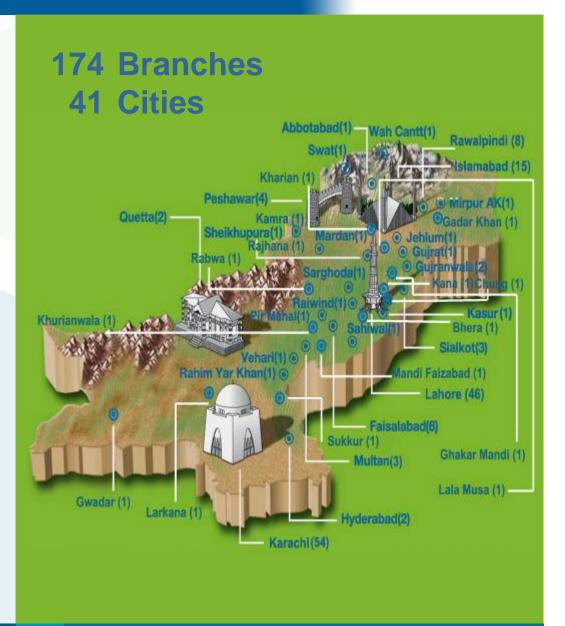
#### Pakistan - overview



Strong fundamentals... but

Serious short-term challenges... though

More encouraging medium - term outlook



#### Pakistan – our business



#### **Wholesale Banking**

- Strong financial performance
- Existing product strategy is working well
- Deepening already entrenched relationships

#### **Consumer Banking**

- Income and loan impairment headwinds
- Expanded footprint
- Focused on specific segments
- Strengthened collection and recovery



## **Summary of the West**



An integral and important part of the Group

Ideal position to take advantage of opportunities

Continuing expansion and deepening of our franchise



Q & A



# GCC Outlook: Structural positives, cyclical challenges

#### **Marios Maratheftis**

Head of Research, MEPNA Marios.Maratheftis@standardchartered.com



## **Key points**



Structural positives

Cyclical challenges

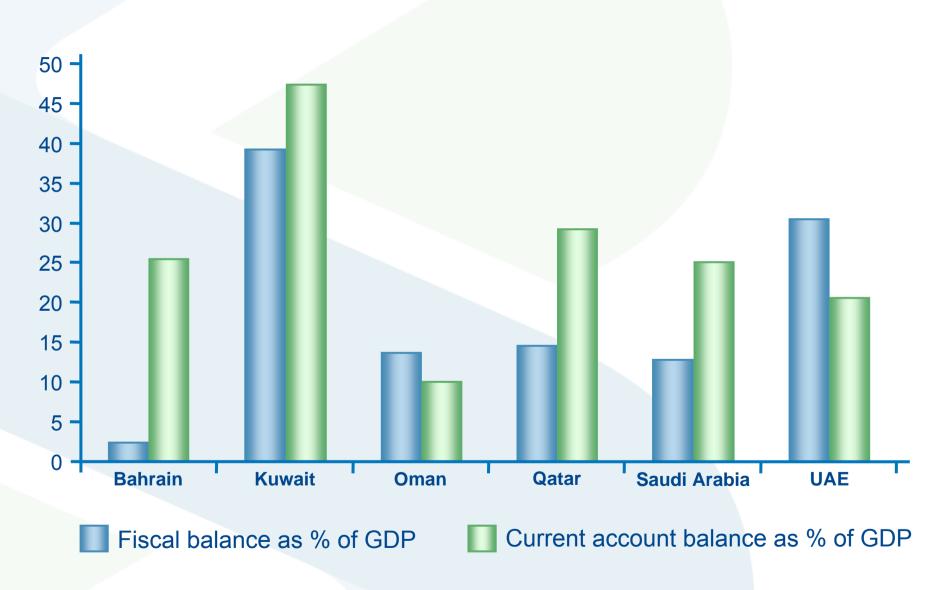
Outlook





## A1. Surplus as of 2007





Source: SCB Global Research; IMF

# A.2 Estimated net foreign assets as of end 2007

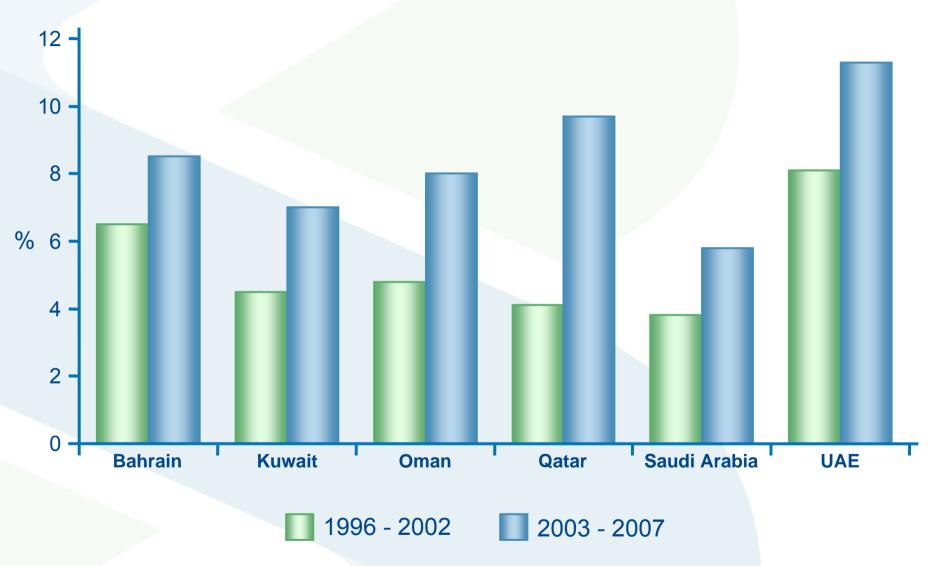


	2007 assets US\$ bn			
Bahrain	25			
Kuwait	280			
Oman	15			
Qatar	85			
Saudi Arabia	540			
UAE	850			
Total	1,795			

Source: IIF, SCB

## A3. GCC Real non-hydrocarbon growth



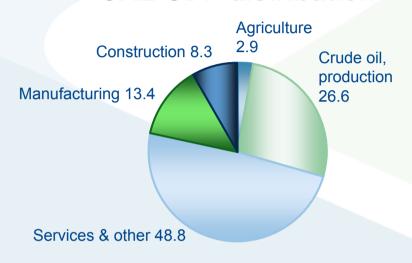


Source: IIF, SCB

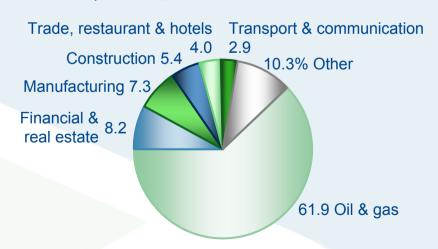
#### A4. GDP distribution of the GCC



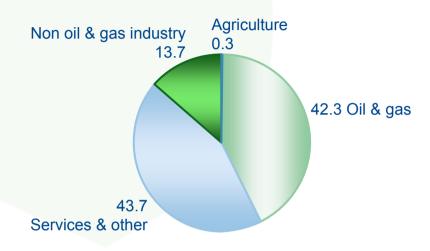
#### **UAE GDP distribution**



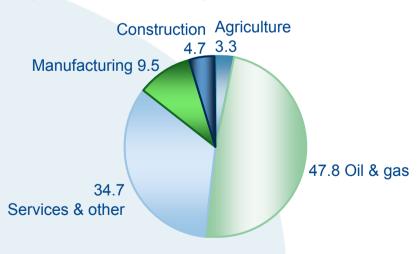
#### **Qatar GDP distribution**



#### **Kuwait GDP distribution**



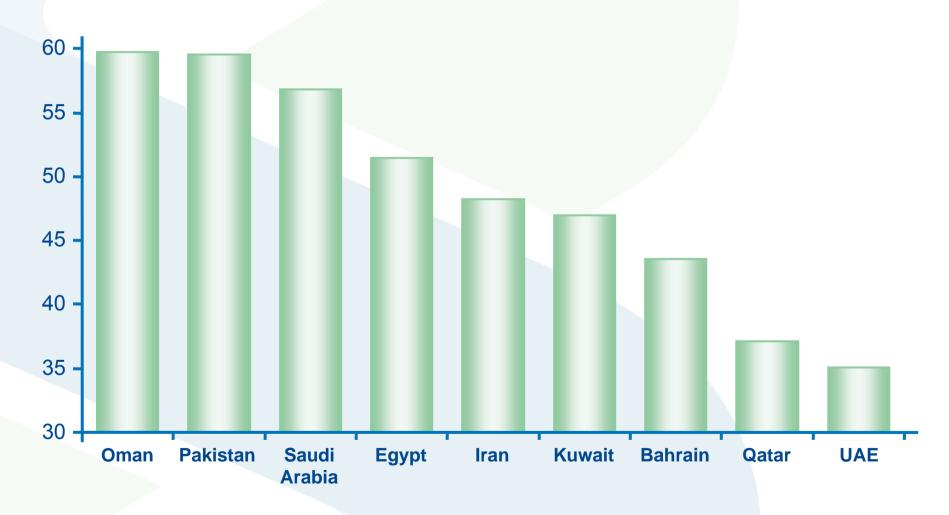
#### Saudi Arabia GDP distribution



## **A5.** Demographics



#### % of population below the age of 24 years



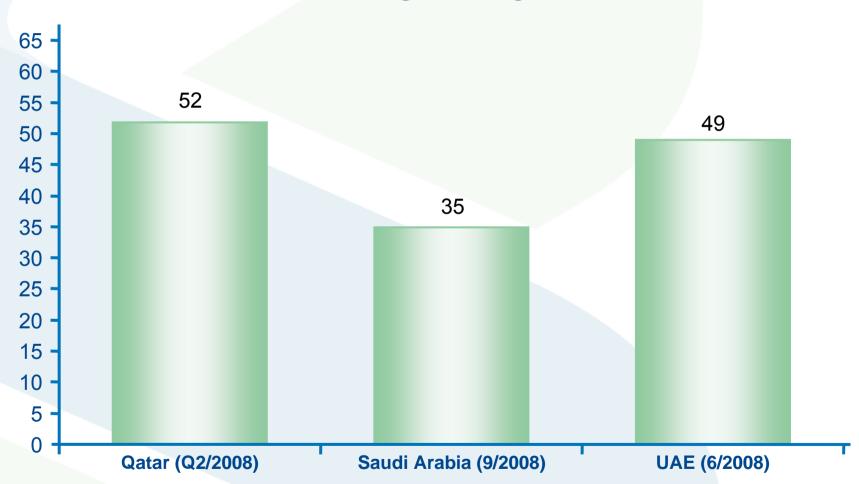




#### **B.1** Managing credit growth





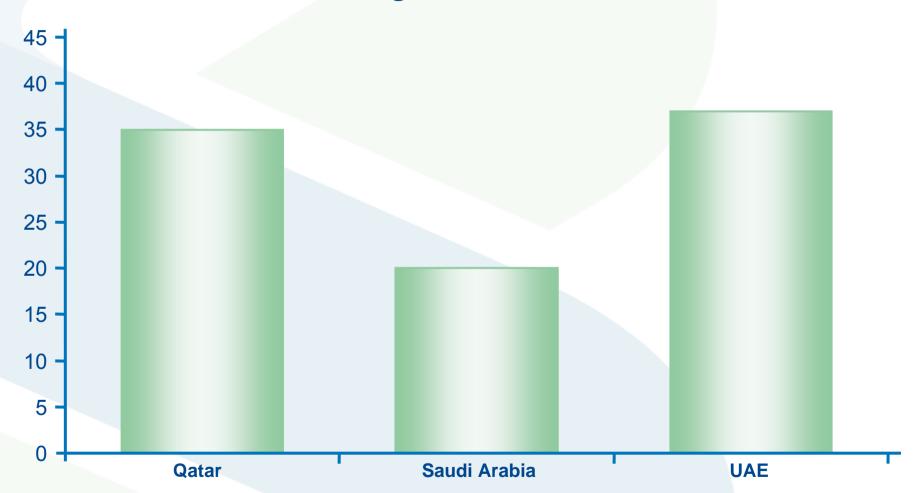


Source: SCB Global Research; Government central bank websites

## **B.2 Money supply growth**







Source: SCB Global Research; Government central bank websites

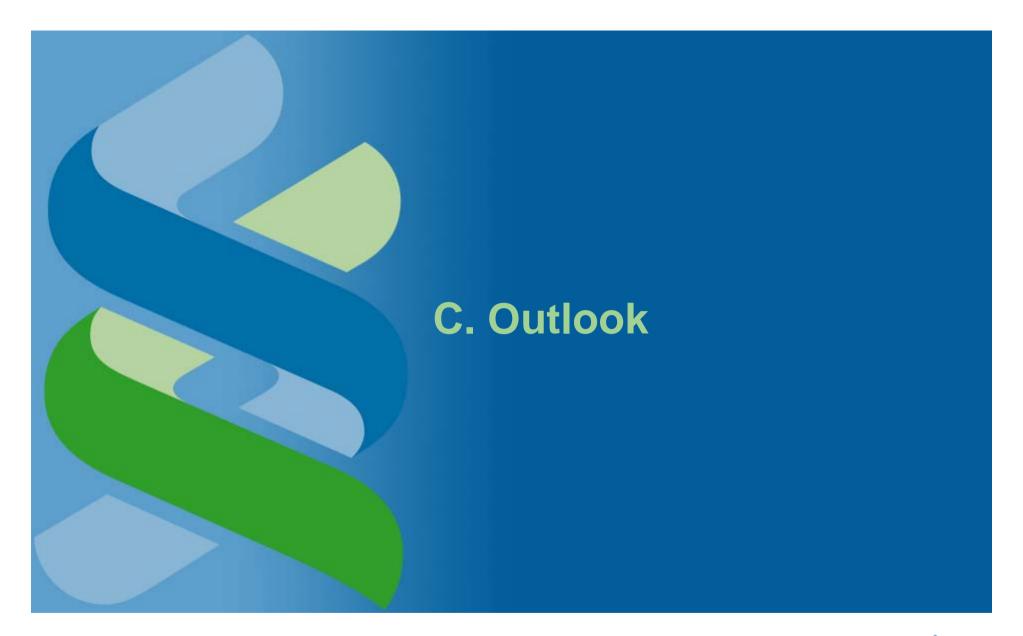
### **B.3** Rising inflation



#### **US\$** pegs undermine monetary policy flexibility



Source: SCB Global Research; UAE figures are SCB forecasts





## C1. MENA outlook



	Real GDP growth (%)			Inflation (yearly average %		
	2008	2009	2010	2008	2009	2010
Bahrain	4.5	3.5	4.0	5.2	3.5	3.0
Egypt	5.0	3.5	5.0	16.0	10.0	8.0
Jordan	5.2	3.5	4.3	13.8	8.5	6.0
Kuwait	4.0	3.0	3.5	11.0	7.0	4.5
Oman	4.0	2.5	3.0	9.8	6.0	5.0
Qatar	7.0	4.5	5.2	15.2	10.0	7.5
Saudi Arabia	2.7	2.0	3.0	11.0	7.0	4.0
UAE	4.8	2.7	3.5	12.0	8.0	7.0

Source: SCB Global Research



Q & A



# **MENA**

Shayne Nelson

Regional CEO MENA & UAE CEO



### What is MENA?





## **Key messages – MENA**



Growing markets; compelling opportunities

 Confident in our ability to continue delivering high levels of income growth

Strong competitive advantage and differentiation

## **GDP** growth



%	2007	2008F*	2009F*	
UAE	7.4	4.8	2.7	
Jordan	6.0	5.2	3.5	
Saudi Arabia	3.5	2.7	2.0	
Oman	6.4	4.0	2.5	
Qatar	15.9	7.0	4.5	
Bahrain	6.0	4.5	3.5	
Egypt	7.1	5.0	3.5	
Kuwait	4.6	4.0	3.0	
US	2.0	1.3	-2.0	
UK	3.0	0.7	-2.0	
Eurozone	2.6	1.0	-0.5	

Source: \*Standard Chartered Economic Forecasts

### **MENA** challenges



- Currency peg
- Property market
- Liquidity
- People and premises
- Regulatory environment
- Geo-political uncertainty



#### **Competitive positioning**



- Longevity
- Trust and relationships
- Regional and global network
- Product complexity and range (including Islamic)
- People



### Liquidity management



#### Our Asset and Liability Committee:

- Active engagement of all business heads and country CEOs in the Asset and Liability Management process
- Management oversight on strategic balance sheet issues
- Regular review of liquidity, capital and risk positions
- Medium / long term liquidity and capital planning

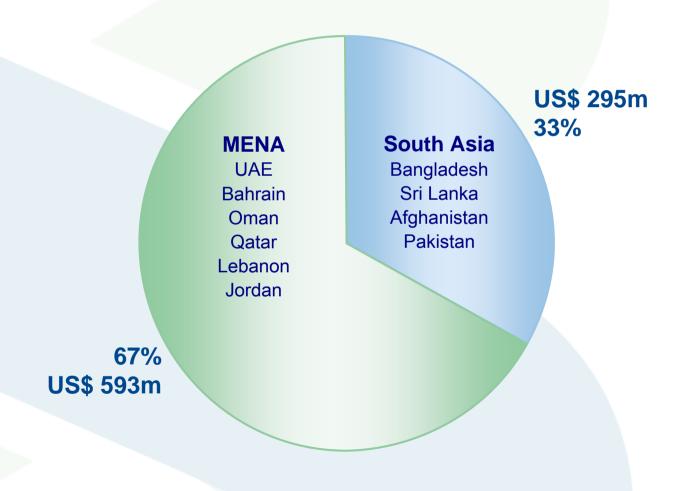
#### What differentiates us:

- Rigorous liquidity risk management principles –
   one of the few banks who are net lenders to the market
- Forecasting, contingency planning, speed to the market / events and maintaining liquidity buffer
- Synergy from being a global bank

#### **MESA / MENA income**







## **MENA** income breakdown



US\$ m	H1 08	H1 07			YoY %	
UAE	401		272		47	
Bahrain	108		73	/	48	
Oman	13		7		86	
Qatar	26		26			
Jordan	32		25		28	
Lebanon	5		5			
Other	8		9		(11)	
MENA	593		417		42	
Customer Assets	11,763		8,292		42	
Customer Deposits	14,867		8,997		65	

## **UAE** performance



US\$ m	H1 08	H1 07	YOY %	CAGR H1 04 - H1 08
Income	401	272	47%	32%
Expenses	(178)	(137)	30%	37%
Operating profit before provisions	223	135	65%	28%
Loan impairment	(21)	(19)		
Profit before tax	202	116	74%	25%
Jaws	17%	(4%)		
Cost income ratio	44%	50%		

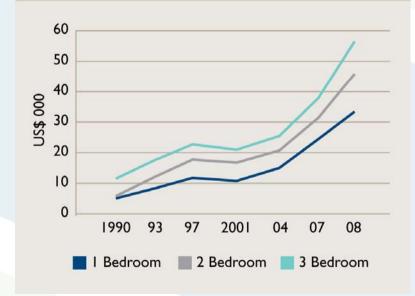
## **SCB UAE** property market exposure



#### **Dubai rental prices\***

YOY rental price increases of 22%, with sales prices up 37%

#### **AVERAGE RENTAL RATE GROWTH**



#### **SCB Consumer Banking**

- Mortgage book US\$ 383m at June 2008
- UAE mortgage market share approx 2.5%
- Reduced LTV to 75%
- Relatively new business, margins of 3.5%
- Only finance lead developers

#### **SCB Wholesale Banking**

 Only lend to big, well established names like Aldaar and Emaar

<sup>\*</sup>Source: Colliers International, MENA Real Estate Overview Four Quarter 2008

### **Jordan and Bahrain**



- SCB Jordan growing fast
- Strong opportunity positive demographic and wealth trends
- Presence in Bahrain for over 80 years
- Strong growth prospects
- Offshore Saudi banking
- Launched Saadiq in Q3



## **Islamic Banking**



- Growth prospects remain strong
- Saadiq Innovation according to Islamic principles
- Expected to be a US\$ 100m business (income) by end 2008
- Substantial operations in key Islamic Banking markets
- Offshore major deals in Saudi, Kuwait, Singapore, Hong Kong
- Established reputation, leading the market in arranging and structuring complex Islamic transactions



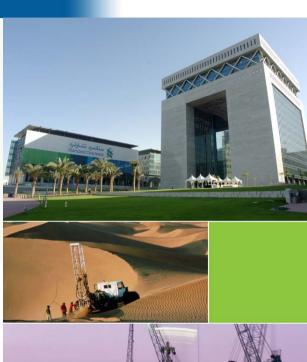
## **Key messages / opportunities**



Growing markets;compelling opportunities

 Confident in our ability to continue delivering high levels of income growth

Strong competitive advantage and differentiation









Q & A



# UAE Consumer Banking Review

Chris de Bruin

Head of Consumer Banking, UAE



## Key messages



- UAE is still a growing opportunity
- SCB well positioned despite growing competition

We have a clear and consistent strategy

Investments are delivering

We continue to show solid growth momentum

## **Growth opportunity in the UAE**



Market income Pools to 2011



In the short term, business driven by local boom economy and strong lending margins

Healthy market fundamentals with Wealth Management and SME leading long term growth

## Competitive landscape in the UAE



- NBD
- Emirates Bank Group
- Masreq
- Noor Islamic Bank
- Al Hilal Bank
- HSBC
- Citibank
- RBS
- Barclays

- 51 banks in the UAE, 28 foreign
- Strong local competitors with 'deep pockets' and improving competitiveness
- Aggressive new domestic and international entrants
- SCB is maintaining its product leadership but will focus on relationships to stay ahead

## **UAE CB strategy**



## Focus on high value segments

- Relationship approach to high value segments -HNW, Affluent, SME & Islamic
- Focus on payroll in mass segment
- Shift to secured lending and premium unsecured lending

## Deliver superior customer experience

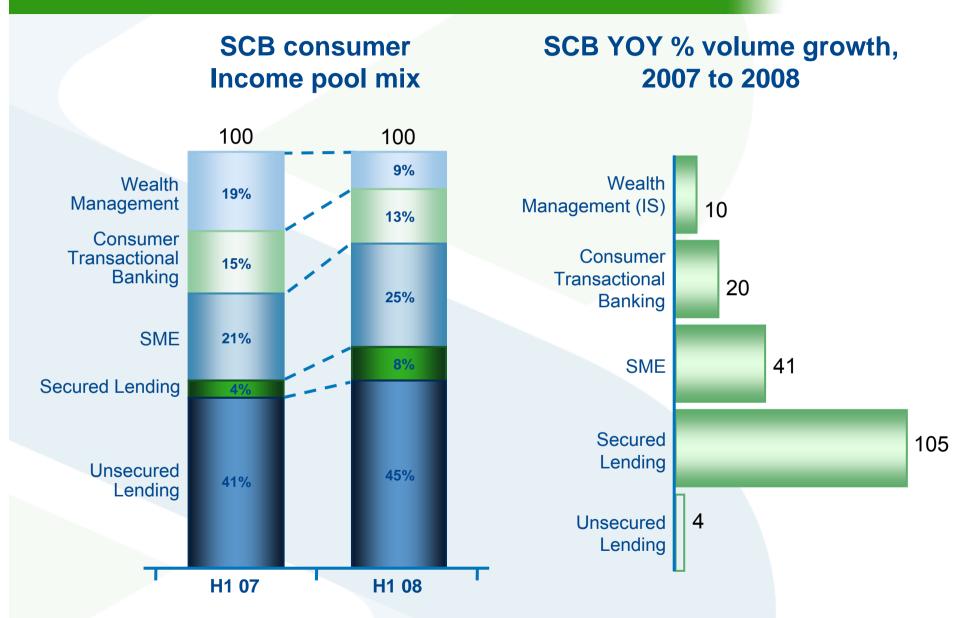
- High-visibility distribution network
- Leading direct channels and transactional convenience
- New branch operating model
- Process standardisation and automation

## Invest in a talent advantage

- Skilled frontline with appropriate tools & empowerment
- Establish SCB academy to build talent pipeline
- Improve workplace diversity

#### **UAE CB Income mix and momentum**





## **Short-term challenges**



#### **Market instability**

#### **Liquidity constraints**

#### **Inflation**

**Credit bureau** 

#### **Potential impact**

- Poor investor confidence
- Lack of AUM growth & NFI momentum
- Soft growth in the property market
- Potential correction in property prices
- Lower mortgage LTVs
- Escalating property costs & rental costs
- Debt servicing of lower-income segments eroded
- Contraction of liquidity on perfection of information
- Middle income segments potentially over-leveraged

## New branch operating model





#### **Achievements to date**

- Deira branch (Dubai) opened May 2008
- Khalidya branch (Abu Dhabi) opened July 2008
- Saadiq finance centre (Sharjah)
   opened September 2008

#### **Planned projects**

- New Jebel Ali branch in 2009
- Refurbishments scheduled for:
  - Al Ain
  - Dragonmart (Dubai)
  - Gold Souk (Dubai)
  - Sharjah

## New branch model operating model



#### **Description**

Drastically improve available sales time per head by:

- 50% reduction in non-value added work
- Automation of tasks, including web-based application forms
- Front-line empowerment in resolving customer queries at the first point of contact

#### **Initial results**

Dramatic increase in branch productivity, including:

- 4x increase in Credit Card sales
- 9x increase in Mortgage sales
- 3x increase in Personal Loan sales
- 1x increase in Current Account volumes

#### **Direct channel investment**



#### **I-Banking transaction volume trends**







#### **152 ATMs**

3<sup>rd</sup> largest ATM network in the UAE, and largest among international banks

## Islamic segment growth





القيام مسادق من مسالا عرد تشاركره ، حساول إسلامها أمن المستوي الاسائلي جميع احتياجات الجالية . المن في مسالات تشارك دائون بأنه لايدًا لك من الاستمالة من النجات الصيلية العالية من الساومة على أوَّ من مبالك أو

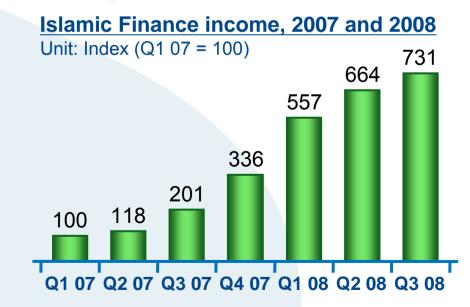
نمن في ستاسره نشارتره دؤون بأته لايد لك من الاستفادة من النمهات السفهاية العالية بون الساومة على أيَّ من مبادلت أو فيهت الصفيعة بوقر لك صافق من ستاسره نشارتره متوكّ مالية من الطراز العالي متوافقة لاماً مع أمكام الشريعة الإسلامية. استهتع بنتجات "صدار" الأساق عليها من قبل فنظ عاصة لتطبيق الشهفة والتي نشهل منتجات عاصدالمؤسسات وقحال التجارية للمزيد من العلومات, انصل على 48 8 8 8 8 8 مانية

> صدادق سناندرد نشارتره Sandura Operato Saacilq

خدسات ساليبة إسلاميسة

www.standardchartered.ae

- Dedicated segment management with full-time General Manager and team
- Broadening of product suite to drive further growth, e.g., Sharia' compliant SME and home finance solutions
- Aspiration is to double growth in this year and next year



## Focus on lending quality



- Focus on premium segments
- Concentrate mortgage portfolio with blue-chip developers



- EMAAR
- ALDAR
- NAKHEEL
- Union Properties
- Dubai Properties
- TDIC

## Key messages and opportunities



UAE is still a growth opportunity

 On track to double economic profit in the next 3 to 5 years

Strategy to focus on high value segments is working

Investments in channels, systems and people delivering



Q & A



# **UAE Wholesale Banking strategy**

#### **Hassan Jarrar**

Head of Originations & Client Coverage, UAE & GCC



## Agenda



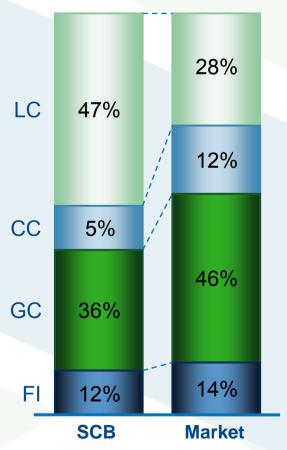
- Market & competitive analysis: How much do we have?
- Business transformation products: What's different?
- Financial performance: Comparing half on half
- Revenue distribution: What makes up the pie?
- Our vision for 2012: Where do we see ourselves in five years?
- Aspirations for client segments: The wish list!

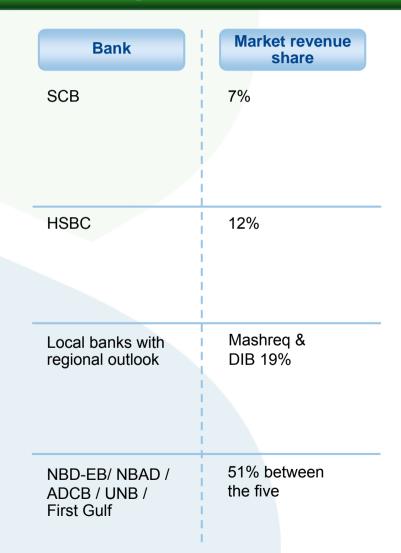
## **Market & competitive position**



#### SCB has 7% of WB wallet - opportunity to increase share in government linked GC & CC

## WB Revenue by Client Segment (Estimated)



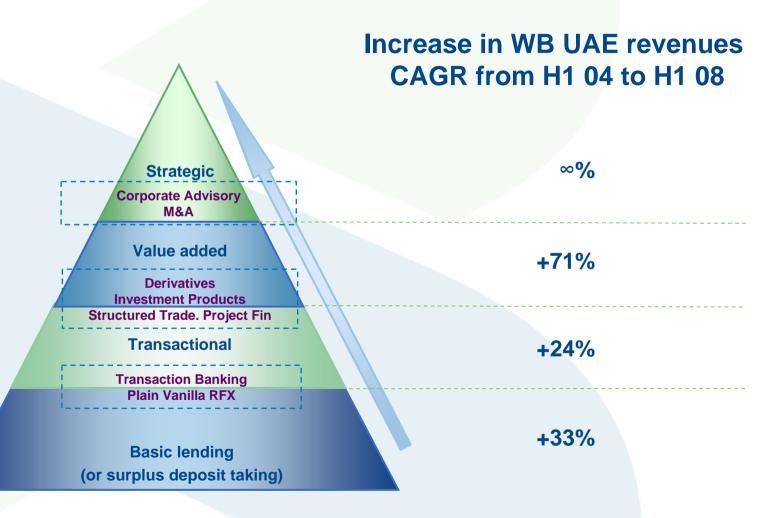


Source: SCB estimates

## **Business transformation products**



#### Climbing towards the top of the pyramid



## H1 2008 performance



US\$m	H1 08	YoY% H1 08 vs. H1 07
Client revenues	203	54%
Trading revenues	57	1,321%
Total revenues	260	93%
Total Costs	(99)	48%
Working profit	161	137%
Net debt charge	1	-75%
Trading profit	162	125%
C:I	38%	
JAWS	45%	

US\$m	Margin / return (%) 2007	Margin/ return (%) H1 08
Lending assets	0.57	1.12
Trade assets	1.46	2.08
Liabilities	2.33	1.37
Trade RWA	2.58	3.71
Lending RWA	0.93	1.77
Corporate Finance RWA	4.01	3.26

Note: Return on RWA are standalone product and not relationship level

■ UAE Lending asset, Trade assets and Liabilities grew by 21%, 69% and 40% respectively during H1 08

## Revenue distribution: What makes up the pie?



#### As at H1 08



- Well diversified income base
- Commercial Banking income remains strong catalyst for value added and strategic products
- CRE exposure is not material

#### 2012 Vision: Where do we want to be?



#### **UAE Vision is to achieve over 15% market share**

#### Vision 2012

The bank of choice, leading the way for and in the UAE, with over 15% market share

#### **Client Segment**

GC& Energy:

No. 1 bank for GCs & Energy and top 2 bank with ME franchise corporates

LC: Top 3 bank for LCs

Traders: Top 3 provider of FM and Trade products

FI: No. 1 bank for FI & strong position for I&I

Niche provider to Gov. / public sector

#### **Product Group**

Top 2 provider of FM products, particularly higher-end derivatives, DCM and CF services

No.1 provider of transaction banking services via growth in Cash & Trade

Strong position in funds and liquidity management products

Islamic Banking Leader and innovator, capturing 10% of the market wallet

#### Geography

Dubai

Abu Dhabi

Northern Emirates

Free trade zones

#### **Technology and Operations**

Align technology and operations with Group standards and industry best practices
Ensure excellent performance of back-office to deliver highest QoS, incl. rapid implementation of product support infrastructure
Be the first bank that comes to mind for service excellence and solution provision

#### **People**

Make SCB a choice employer to attract and retain top talent through appropriate incentives and international career opportunities Diversify and deepen skills of our team to align with client priorities

## **Client segments - The wish list!**



Global Corporates	Help customers leverage on our footprint Achieve a 30% cross sell ratio of TB and RFX
Local Corporates	Islamic Banking - Core Products Capture more trade flows between GCC and other countries in our footprint Double the number of middle market clients in Abu Dhabi Deepen relationship with top-tier locally-owned large corporates
Commodity Traders & Agriculture	Leverage on transfer of expertise from London to Dubai
Financial Institutions	Significantly increase our market share in the investment and insurance company space Leverage on our seats in DCGX and DME - Catalyst for network revenues

### In summary



- We view current scenario as opportunity to deepen relationships
- Our portfolio remains solid with a balanced product mix and respectable Half on Half client revenue growth
- Despite the global financial crisis and the expected challenges in the Dubai real estate market, the UAE remains fundamentally sound and it continues to represent growth opportunities for us
- We continue to apply our consistent client focus strategy to achieve our vision of 15% market share



Q & A



# Abu Dhabi: The UAE's Capital

Jeremy Parrish

CEO Abu Dhabi & Al Ain



## Agenda



- Abu Dhabi present & future
- Our journey in Abu Dhabi
- Performance highlights
- Our aspiration for Abu Dhabi
- Impact of current market conditions

## **Key facts about Abu Dhabi**



- Average GDP per capita US\$71,200 in 2007 –
   2nd highest in the world (Source: DPE)
- 56% of UAE GDP: est. for AD: US\$105bn in 2008 (Source: DPE)
- Oil revenues underpinning growth (~ 60% of GDP)
- Conservative re-investment of oil surplus Abu Dhabi
   Investment Authority (ADIA) founded in 1976
- Overseas investments intensifying global profile
- Diversification from hydrocarbon sector continues...

## ... so, what is the vision?



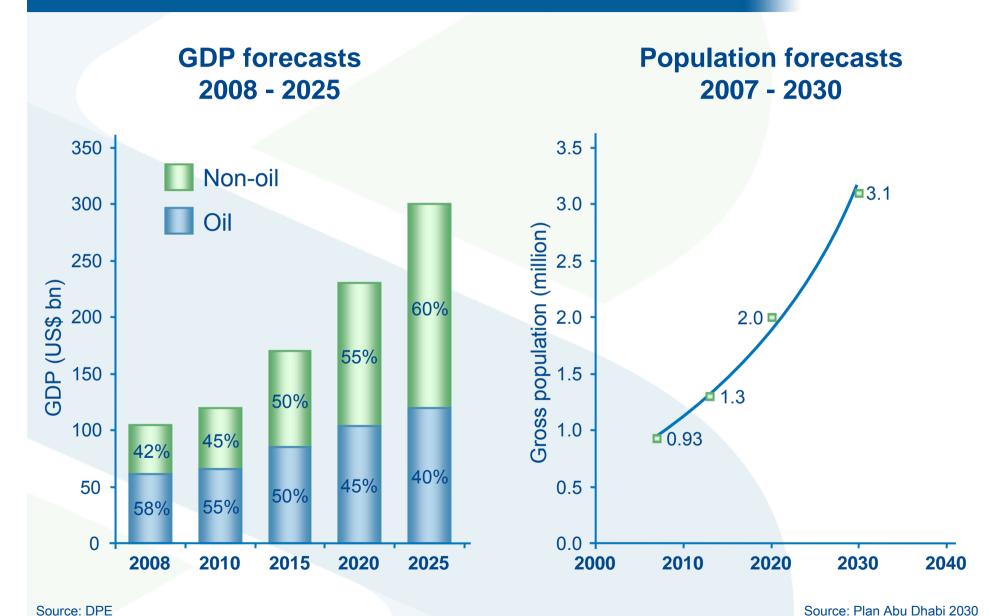
- Plan 2030
- Population growth
- Industrial diversification
- Leverage natural advantage
- Political stance stable & secure
- Highly developed infrastructure
- Masdar sustainable, zero-carbon ecology
- ADIA/ADIC
- Museums Guggenheim and Louvre in Saadiyat Island





## Abu Dhabi: GDP & population growth





Source: Plan Abu Dhabi 2030

## Impact of current market conditions



#### **Risks**

- Severe liquidity constraint
- Slowdown of projects
- Lower inflow of FDI
- Inflation still high

### **Strengths**

- UAE Government's guarantee for banks
- Term funding being made available
- Internally generated funding available
- Relatively balanced CRE market
- Building costs down; US\$ stronger

Break-even oil price is US\$23 per barrel for UAE in 2008. Ongoing & future projects are covered at US\$45 per barrel.

## **Competitive positioning of Standard Chartered**



#### **Local Banks**

- Strong relationships with Local Corporates & Government and family/private offices
- Substantial risk appetite
- Powerful new Islamic players in Abu Dhabi
- Consolidation likely to take place

#### **International Banks**

- Attracted by opportunities
- Limited distribution network
- Active use of balance sheet

#### **Standard Chartered Bank**

- International network
- Broad solution capability delivered locally
- Investment in Abu Dhabi premises, brand, sponsorships
- Deepening local connections and relationships
- Long history as banking partner
- Relationship banking with an edge

### In 3 years, we have....



- Nearly doubled income: US\$49m in 2005 to US\$84m in 2007
- Expanded & improved network
- Entered mortgage market in collaboration with Aldar Properties
- Transformed profile with key decision makers
- Partnered with leading education colleges
- Entered into platinum sponsorship deals for Abu Dhabi Golf Championship and World Future Energy Summit









# SCB Abu Dhabi income growth





### Revenue distribution: 2007 - 2008



H1 2007 WB Income: US\$19.3 m H1 2008 WB Income: US\$29.4 m



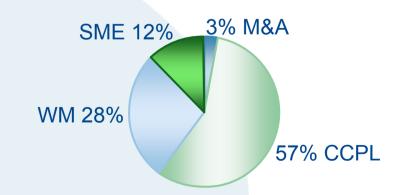


H1 2007 CB Income: US\$19.8 m

**GM 64%** 



H1 2008 CB Income: US\$19.7 m



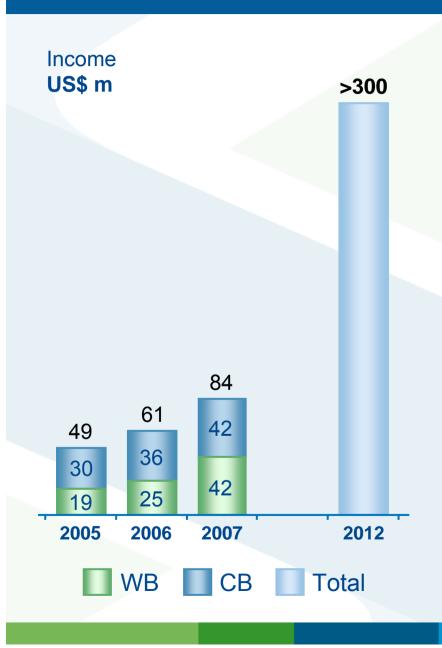
## Risk profile of WB clients



- Good blend of government-linked names & family-backed local corporates
- Clients have increasingly diverse business activities
- Larger clients are expanding across the Gulf & broader region (Africa & South Asia)
- Excellent credit experience

# Our aspiration in Abu Dhabi





# To achieve our aspiration, we will focus on...

- Partnerships with Government & key industries
- Global network
- Deeper relationships with WB clients
- Wealth Management & Private Banking (including Islamic Banking)
- Brand development

# Key messages



- Abu Dhabi's natural advantage preserved
- Abu Dhabi is already on the map globally
- Abu Dhabi will be an increasingly attractive market for us

We are well-positioned to capitalise on Plan 2030

We have big ambition for this market



Q & A





### **Our Africa franchise**



### SCB AFRICA

145 years of experience in Africa

13 key markets

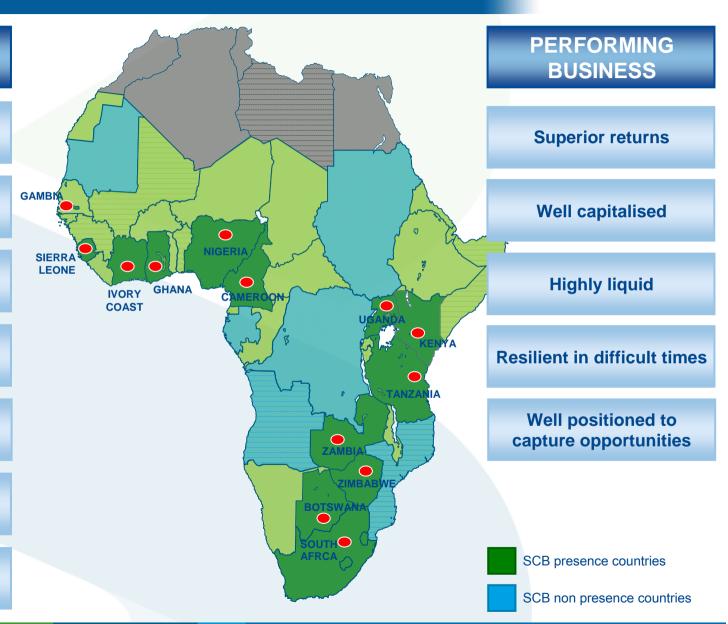
12 Subsidiaries

6 Strategic non-presence countries

6,000+ staff

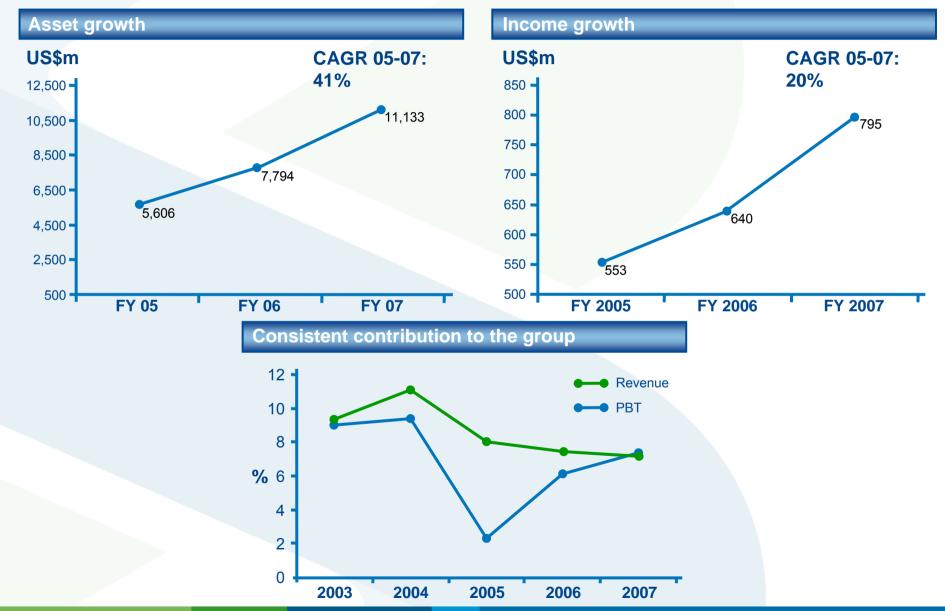
608,000+ customers

2
Shared Service Centres



# Performance highlights





### Africa key messages

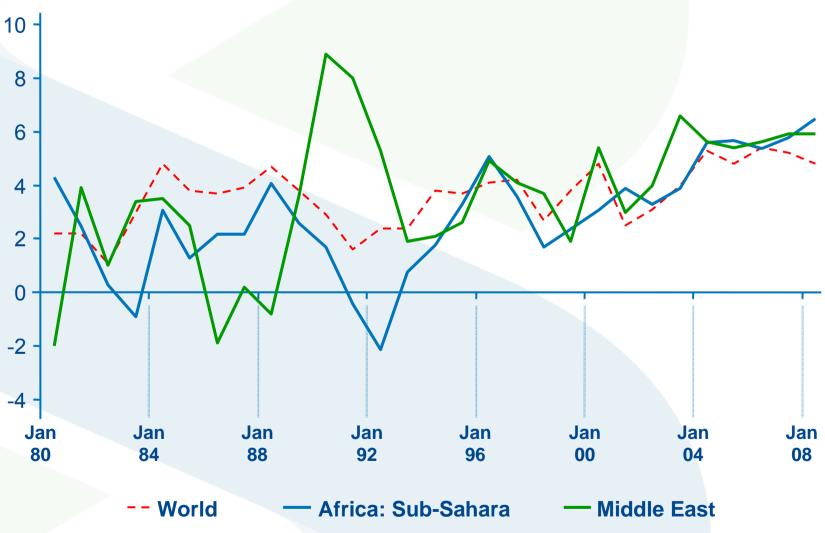


- Africa is resource rich; fundamental improvements in governance and economic reform have resulted in increased growth and investment that are set to continue
- Standard Chartered is a highly-respected, well-established household name in Africa, with deep local knowledge and experience; actively combining this local position with the Group's international capabilities and expertise enables the Bank to uniquely capitalise on the opportunities in our markets
- The application of Group Risk Management standards in Africa provides the Bank with a strong and sustainable foundation for well-managed growth
- The Africa franchise is integral to the Group's strategic intent, and has consistently delivered excellent returns

# **Something fundamental** has changed in Africa

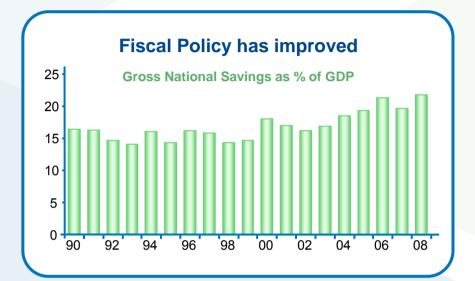


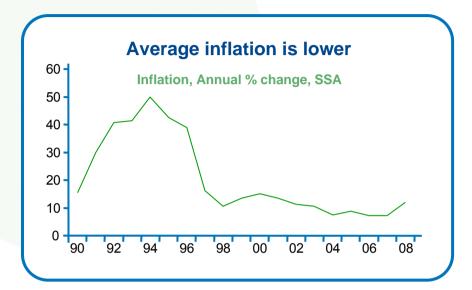
### Sub Saharan Africa, Middle East & global GDP growth compared

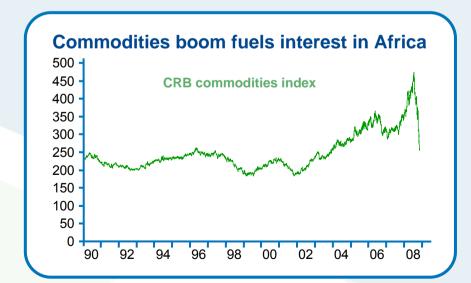


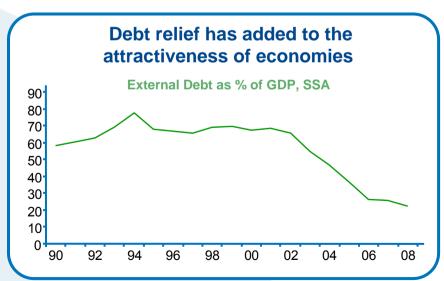
# Africa's economic performance has improved significantly







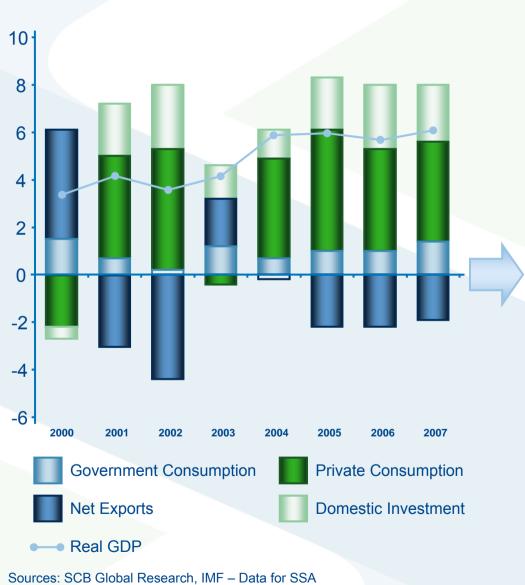




Source: IMF

# Consumption and Investment are key contributors to growth





### **High GDP growth rates**

%	06	07	08 F	09 F
Botswana	3.4	5.7	5.3	4.6
Ghana	6.4	6.3	6.5	5.8
Kenya	6.4	7.0	3.3	6.4
Nigeria	6.2	5.9	6.2	8.1
South Africa	5.4	5.1	3.8	3.3
Tanzania	6.7	7.1	7.5	8.0
Uganda	10.8	7.9	9.8	8.1
Zambia	6.2	6.3	5.8	6.4
Other SCB	4.5	4.6	4.4	5.3
markets*				
US				
	2.8	2.0	1.3	-2.0
UK	2.8	3.0	0.7	-2.0
Euro Area	2.8	2.6	1.0	-0.5

<sup>\*</sup> Excludes Zimbabwe

# SCB is uniquely advantaged vs. the 3 key types of competitors



Region	Large domestics	Regional	Pan-African
Southern Africa		First Rand Nedbank	Standard Bank
East & Central Africa	NMB, CRDB (TZ) Cooperative Bank (KE) Equity Bank (KE)	KCB (KE)	EcoBank Barclays/ABSA
West Africa	GCB (GH) First Bank (NG) Union Bank (NG)	Intercontinental Bank (NG) Guaranty Trust Bank (NG) Zenith Bank (NG) UBA (NG) Societe Generale (Int'I)	Standard Chartered Citibank

SCB's Competitive Advantage	Global funding and product capabilities  Specialist WB product and industry sector teams	Asia, Middle East network
	Group best practice standards – product programmes, risk management, governance	PLUS

### Drivers of our competitive advantage



### **Wholesale Banking**

- Specialist product capabilities
  - Project Export Finance
  - Corporate Advisory
  - Debt Capital Markets
  - Structured Agricultural Finance
- Unmatched industry knowledge
  - Oil & Gas
  - Mining
  - Telecoms
  - Agriculture
- Unique network in Asia,
   Africa and the Middle East

### **Consumer Banking**

- Segmented products offerings
  - Bancassurance
  - New range of SME products
- Distribution channels
  - Branches and ATMs
  - Mobile banking
  - iBanking
- Systems and processes
  - Branch operations rationalisation
  - New core banking system
  - Risk management

# Integrated group governance structure

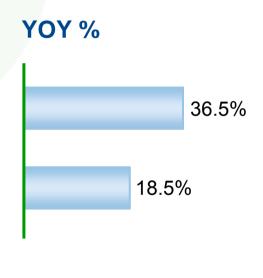


**Country Product Risk** Region **Board Risk Committee Management Committees Asset Liability Committee Operational Risk Assurance Credit Portfolio Committee Credit Issues Forum** 

# **SCB** Africa balance sheet



US\$m	H1 2007	H2 2007	H1 2008
Customer loans	2,726	3,330	3,722
Customer deposits	5,284	5,816	6,263
Customer loans to deposits %	<b>52</b>	57	59



# **SCB Africa performance**



US\$m	H1 2007	H2 2007	H1 2008	YOY %
Income	341	454	434	27%
Expense	218	250	274	26%
Working profit	123	204	160	30%
NDB + W/O	12	17	3	(75%)
Profit before tax	111	187	157	41%

### **Industry recognition**



**Country Awards** 

#### Awards received by SCB Africa

- Best Bank in Africa (Euromoney, 2007)
- Bank of the Year in Africa (The Banker, 2007)
- Best Bank for Risk Management in Africa (Global Finance, 2007)
- Best Foreign Exchange Bank in Africa (Global Finance, 2008)
- Best Foreign Exchange Bank in Gambia (Global Finance, 2007)
- Best Bank for Liquidity in Africa (Global Finance, 2006 2007)
- Bank of the Year for Botswana (*The Banker*, 2006 2007)
- Best Internet Bank for Trade Finance Services in Africa (Global Finance, 2007)



"...it is hard to look elsewhere than SCB for the Best Bank in Africa award, 2<sup>nd</sup> year in a row."\*



Q & A



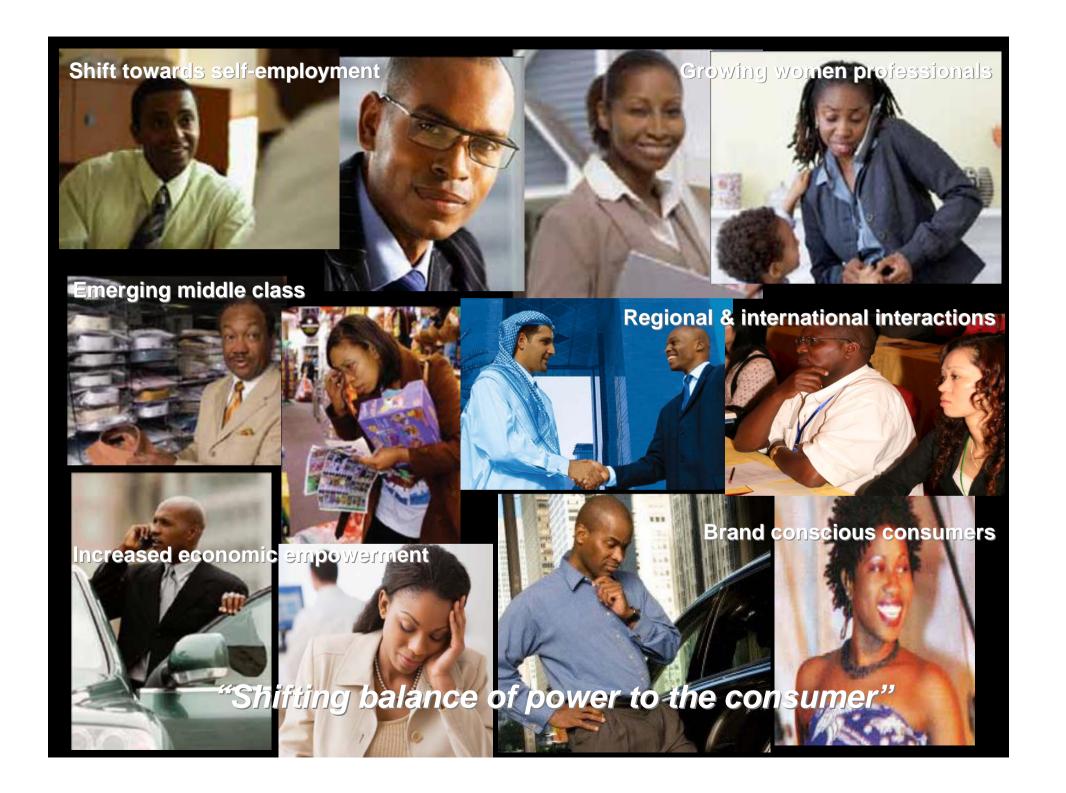
# Consumer Banking Africa

**Raheel Ahmed** 

Regional Head of Consumer Banking, Africa







### **Strong footprint in Sub-Saharan Africa**





■ 146 Branches

■ 313 ATMs

■ 600,000+ Customers

■ 3,500+ Staff

#### Southern Africa

- Botswana
- Zambia
- Zimbabwe

## Key messages

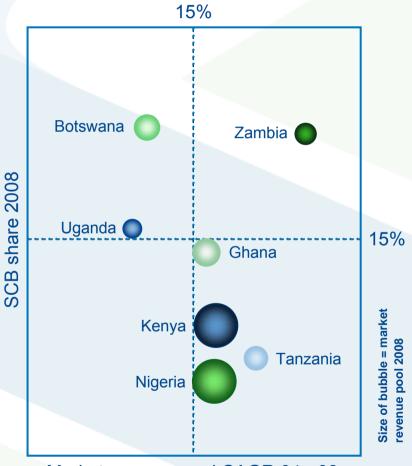


- Africa CB delivering sustained double digit financial results
- Broad-based growth across markets & product lines
- Focused on SME, affluent and mass affluent customer segments in large urban centres
- Standard Chartered has a strong well-established brand, we are leaders in product innovation & management capability
- We continue to invest for profitable growth
- We have transformed from a traditional savings bank to a modern consumer bank

### Attractive landscape, intense competition



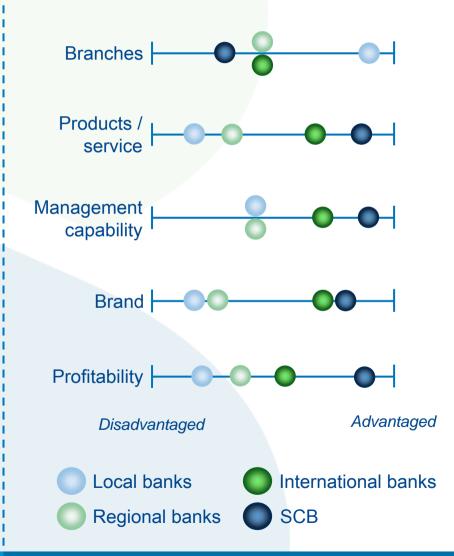
### **Market landscape**



Market revenue pool CAGR 04 - 08

Nigeria & Kenya have the most attractive revenue pools; Ghana, Tanzania & Zambia offer fast growth opportunities

### **Competitive positioning**

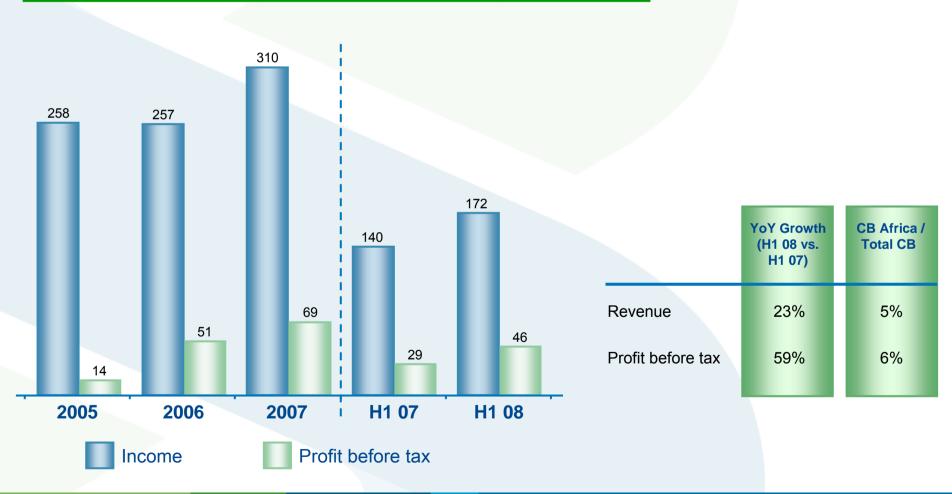


## **Strong financial performance**



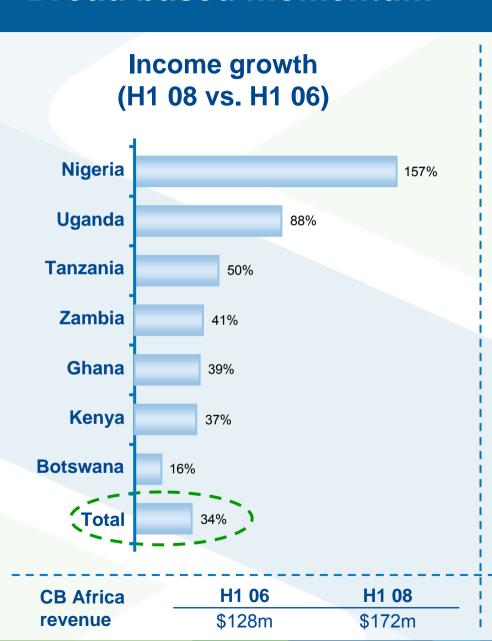
Branches ATMs Employees 2006: 129 2006: 215 2006: 2.500

2006: 129 2006: 215 2006: 2,500 + 2008: 313 2008: 3,500 +

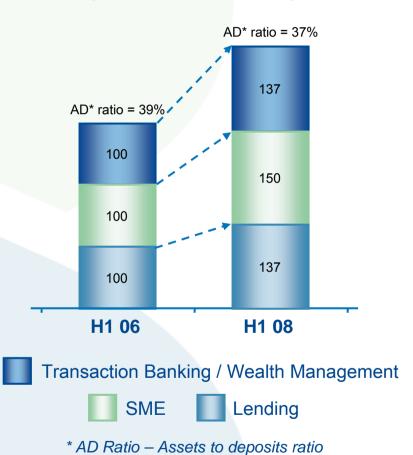


### **Broad based momentum**





# Footings growth index (H1 08 vs. H1 06)

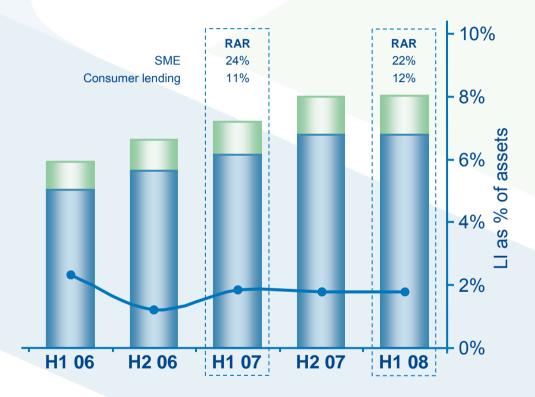


"Consumer Banking contributes significantly to bank's liquidity in the region"

## **Healthy portfolio quality**



### Loan impairment trend



- Assets SME
- Assets consumer lending
- Loan impairment (LI) as % of assets

- >80% of SME assets are secured through mortgages
- >95% consumer loans either salary transfer or deduction based
- We have priced well for risk – risk adjusted return of 10%+
- Our risk management capability / systems are strong
- We have taken pro-active actions in light of the global economic outlook

<sup>\*</sup> RAR - Risk adjusted return

# Leveraging local knowledge and global expertise



### Deep rooted local knowledge...

- DIVA and DIVA Chamma Account
- Safari Junior
- Funeral Insurance

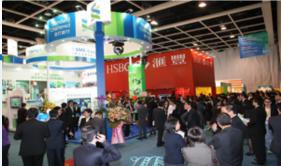


### International expertise...

- SME Mandarin Campaign
- Hong Kong SME Expo
- My Dream Account

ISME SEPTEMBER





### 2012 ambition



The 'Bank of Choice' for SME, affluent and mass affluent customers

Lead in customer experience and product innovation

Leverage trade corridors with
 Asia and Middle East to leverage our global reach



Q & A



# Wholesale Banking Africa

Fred Lee

Regional Head, Global Markets



## Key messages



WB Africa has delivered robust growth

 Africa is integrating into the global financial system and we are uniquely positioned to seize this opportunity

 Combining local knowledge with international expertise and product capabilities

## **Financial performance**



We have grown revenue by 26.2% YoY in the last 3 years

### 2005 H1 WB Africa

Income: US\$131m

### 2008 H1 WB Africa

Income: US\$262m



26.2% CAGR



**C/I ratio 2005: 66%** 

NII 57%, NFI 43%

C/I ratio 2008: 57%

NII 50%, NFI 50%

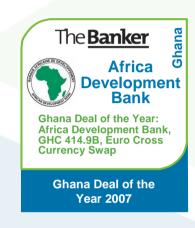
## **Industry recognition**



#### Our recent deal awards highlight our competitive advantage...

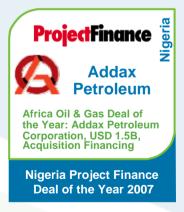


Year 2007













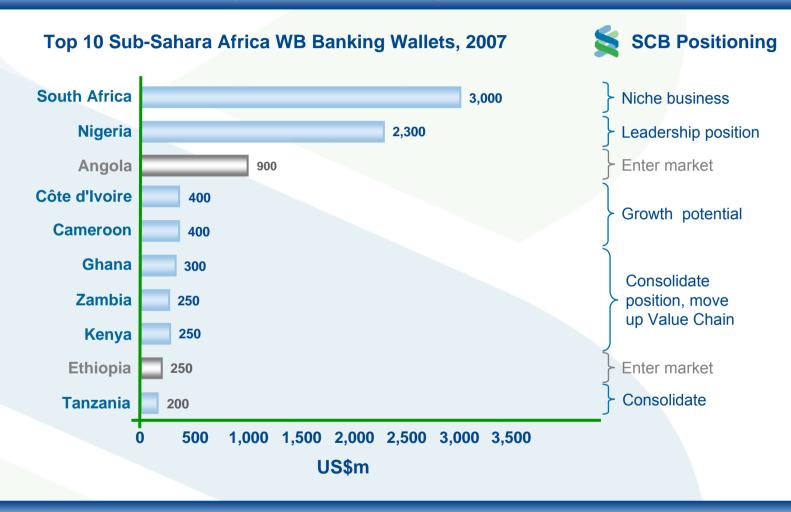


...and our role in developing Capital Markets in the countries we operate in

## **Presence in top WB markets**



### SCB has presence in 8 of the Top 10 Sub Saharan WB wallets



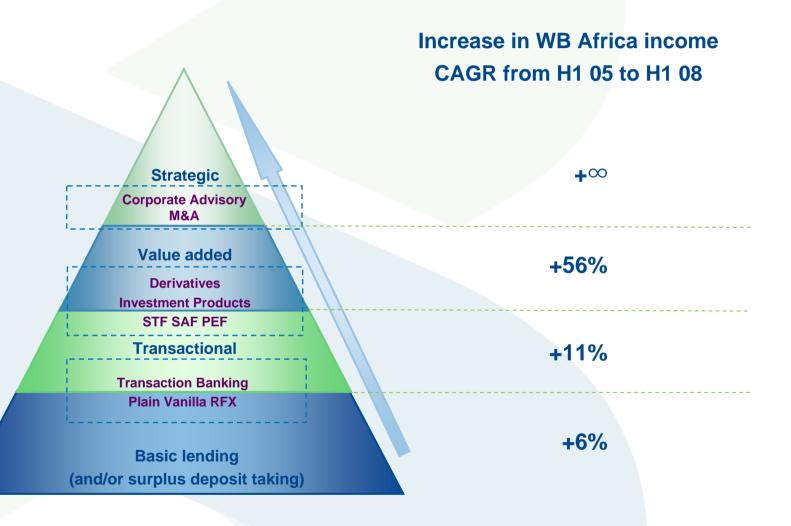
...and plan to enter Angola in 2009

Source: SCB Global Focus 2008, Group Strategy 2007

## Well balanced revenue stream

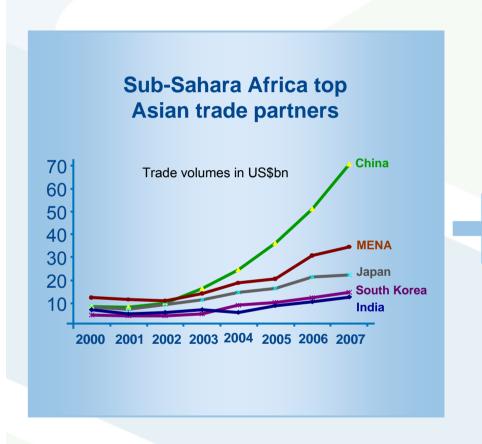


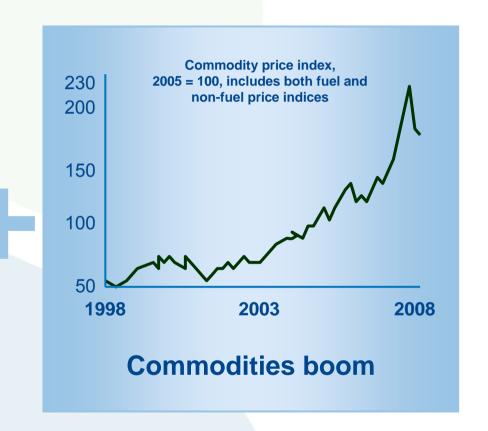
Sustainable core revenue streams complemented by good growth in value-add products



## Africa trade and investment corridors







...plus increased Africa – Asia trade and investment flows

## **Drivers of 2012 aspiration**



Drivers of 2012 aspiration: client focus, innovation & product leadership, our people, our network



## Key messages



WB Africa has delivered robust growth

Africa is integrating into the global financial system and we are uniquely positioned to seize this opportunity

 Combining local knowledge with international expertise and product capabilities



Q & A



# Africa's fastest growing business

Standard Chartered Bank Nigeria Ltd

Christopher Knight
CEO



## **Key messages**



- Huge developing market with great potential
  - Population of 140m
  - GDP US\$178bn (per capita US\$1,158) \*
  - 5 year average GDP growth 7.8% (H1 08 + 6.2%)\*
- Low credit penetration: 13.4% GDP vs. 132% world average\*
- Economy driven by internal demand isolating economy from economic slowdown elsewhere
- Dynamic private sector driving economic growth
- Key competition local with focus on growth
- SCB Nigeria well positioned to maximise opportunities

# Nigeria key facts - pluses



- Natural resource rich
- An emerging middle class
- Oil and gas sector 98% FX earnings and 77% government revenues
- FX reserves US\$63.1bn; 13.4 months imports
- Low external debt ~ US\$3.3bn (2% GDP)
- Embedding of democratic institutions and rule of law

# Nigeria: challenges & mitigants



## Challenges

# High corruption / fraud levels

# Non-operational & inadequate utilities

Niger Delta conflict / Security

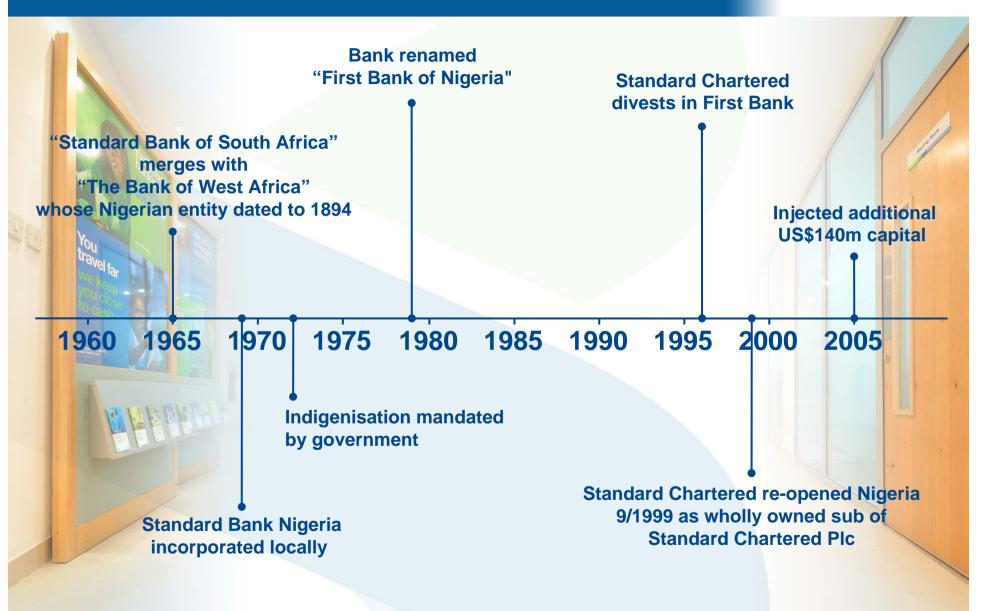
#### **Poor infrastructure**

## Mitigants

- ✓ KYC/AML stringent checking
- ✓ Tight adherence to policies/procedures
- ✓ Strict enforcement of dual controls
- ✓ Robust new staff application verification
- ✓ Transparency supplier bidding
- ✓ Outsource to vendors for electricity supply
- ✓ Good reliability & costs
- ✓ Service contract with local police
- ✓ Two armed police plus private guard at each branch
- ✓ Access control for branch entry
- √ Hardened premises
- ✓ Limit staff numbers gong to delta region
- ✓ Hard to mitigate
- ✓ Slow improvement in Lagos State - financial & commercial hub

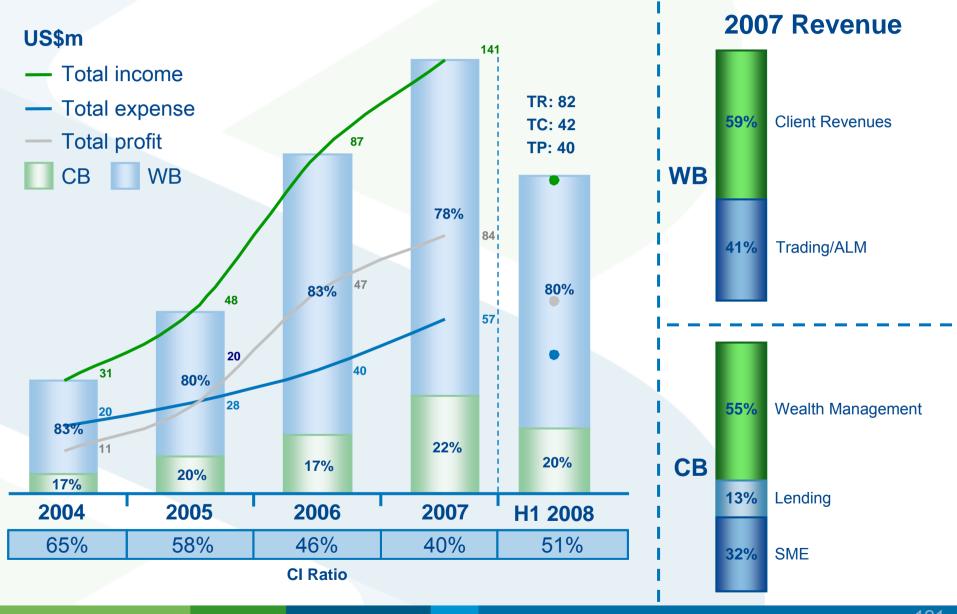
# **Standard Chartered's Nigeria history**





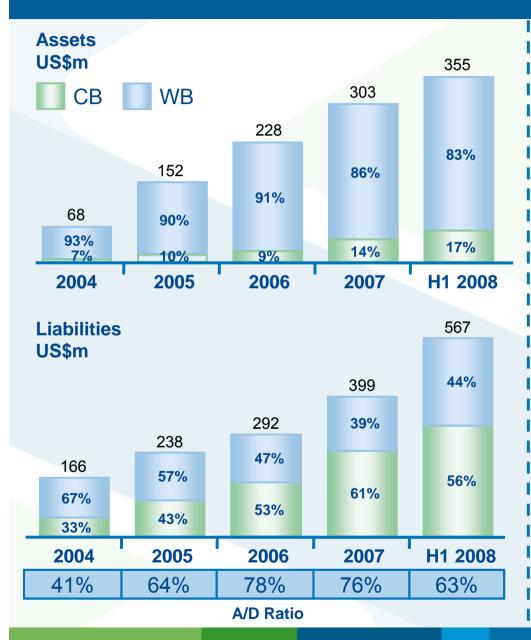
## SCB Nigeria P & L

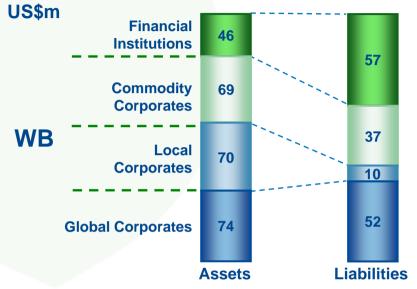


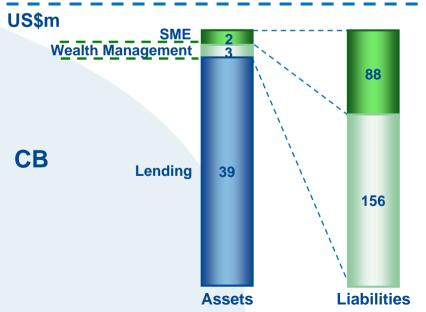


## **SCB Nigeria: balance sheet**









## **Consumer Banking**



- Market growing at 15% pa; 2008 wallet size US\$893m
- Target segments are: affluent, mass affluent and emerging middle class (75% of market revenues)
- SCB strengths:
  - Strong brand
  - Strong service
  - Product innovation
  - Conservative risk appetite
- Adding branches and innovative alternative delivery channels to be more accessible
- 8% market share by 2012 from 4% today

## Wholesale Banking



- Wallet size US\$2.5bn to US\$5.4bn in 2012 (CAGR 17%)
- 8% M/S by 2012 from 3% today (CAGR 18%)
- Targets: Oil, Gas and Infrastructure projects,
   Financial Institutions, Development Organisations,
   Global and top Local Corporates
- SCB Nigeria's strengths:
  - Strong brand
  - Leverage global / regional relationships
  - Access to group products and solutions
- Strategy
  - Enhance product offering and sophistication
  - Roll out new branches
  - Build and retain strong team

# Nigeria summary



- Large and rapidly growing economy
- A vibrant private sector
- Low credit penetration with great demand
- A great growth opportunity for Standard Chartered with its:
  - Excellent reputation
  - Tailored products and services
  - Delivered by the best talent in the market



Standard Chartered's Head Office building in Lagos Nigeria

## **Africa summary**



- Africa is resource rich; fundamental improvements in governance and economic reform have resulted in increased growth and investment that are set to continue
- Standard Chartered is a highly-respected, well-established household name in Africa, with deep local knowledge and experience; actively combining this local position with the Group's international capabilities and expertise enables the Bank to uniquely capitalise on the opportunities in our markets
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Q & A