

Full Year Results 2009

Leading the way in Asia, Africa and the Middle East



Forward looking statements



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Leading the way

in Asia, Africa and the Middle East

John Peace

Chairman

Performance highlights



| Income | US\$15.18bn | 9% |
|----------------------|-------------|-----|
| Profit before tax | US\$5.15bn | 13% |
| Normalised EPS | 179.8c | 3% |
| Dividend (per share) | 66.03c | 7% |
| Core Tier 1 capital | 8.9% | |

Support for customers





Support for customers





Remuneration



Policy is to pay for performance. We do not reward failure

Compensation to revenue ratio down to 32%

UK bank payroll tax spread across global bonus pool

Clawback where appropriate

Summary



Another successful year

Right strategy and in the right markets

Resilience and momentum



Leading the way

in Asia, Africa and the Middle East

Richard Meddings

Group Finance Director

Key highlights



Record levels of income and profit

Demonstrable cost control resulting in positive jaws

Risk environment improving and loan impairment falling

Liquidity and capital strength enhanced

Group performance



| US\$m | 2008 | 2009 | YOY % |
|---|---------|---------|-------|
| Income | 13,968 | 15,184 | 9 |
| Expenses | (7,611) | (7,952) | 4 |
| Operating profit before impairment | 6,357 | 7,232 | 14 |
| Loan impairment | (1,321) | (2,000) | 51 |
| Other impairment | (469) | (102) | (78) |
| Profit from associates | 1 | 21 | nm |
| Profit before tax* | 4,568 | 5,151 | 13 |
| Profit attributable to ordinary shareholders* | 3,131 | 3,279 | 5 |

^{*} Restated as explained in note 33 of the accounts

Performance metrics

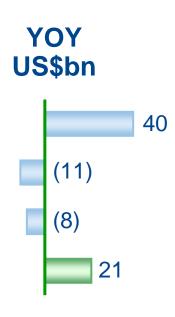


| | 2008 | 2009 | YOY % |
|------------------------|-------|-------|-------|
| DPS (cents) | 61.62 | 66.03 | 7 |
| Normalised EPS (cents) | 174.9 | 179.8 | 3 |
| Normalised ROE (%) | 15.2 | 14.3 | |
| | | | |

Group balance sheet



| US\$bn | FY 2008 | H1 2009 | FY 2009 |
|-----------------------|------------|------------|------------|
| CASA | 117.3 | 135.3 | 157.3 |
| Time deposits | 145.2 | 129.7 | 133.9 |
| Other deposits | 12.1 | 5.0 | 4.5 |
| Total deposits US\$bn | 274.6 | 270.0 | 295.7 |
| A/D ratio %* | 74.8 | 78.4 | 78.6 |
| Liquidity ratio % | 23.1 | 24.1 | 26.2 |
| Total assets | 435.1 | 411.2 | 436.7 |



^{*} Ratio of customer loans to customer deposits

Group balance sheet - assets



| US\$bn | | 2008 | 2009 | YOY % |
|---------------|----------------------------|-------|-------|-------|
| Consumer I | oans to customers | 80.7 | 94.6 | 17 |
| Wholesale I | oans to customers | 98.5 | 108.1 | 10 |
| Portfolio imp | pairment provision | (0.7) | (0.9) | 29 |
| Derivatives | | 69.7 | 38.2 | (45) |
| Loans and a | advances to banks | 46.6 | 50.9 | 9 |
| Assets held | at fair value [†] | 11.1 | 18.9 | 70 |
| Investment | securities | 69.3 | 75.7 | 9 |
| Cash at cer | ntral banks | 24.2 | 18.1 | (25) |
| Other | | 35.7 | 33.1 | (7) |
| Total ass | ets | 435.1 | 436.7 | |
| Of which: | Asset backed securities* | 3.8 | 2.9 | (24) |
| | Commercial real estate** | 6.4 | 7.0 | 9 |
| | Leveraged loans | 2.2 | 1.2 | (45) |
| | Level 3 assets | 2.3 | 2.0 | (13) |

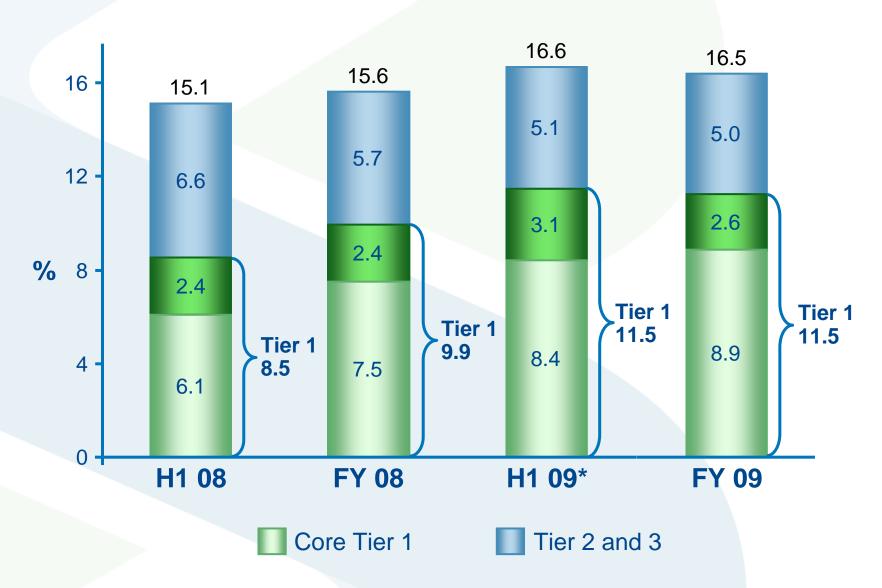
[†] Excludes loans to customers held at fair value

^{*} Reflects balance sheet carrying value

^{**} Average loan to value of 58%

Capital





^{*} Includes the impact of equity placing

Consumer Banking performance

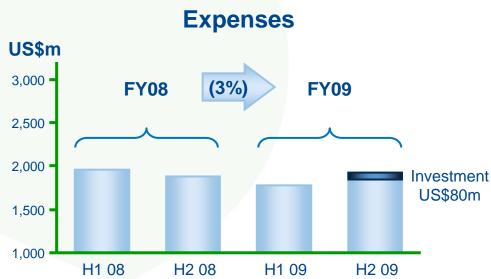


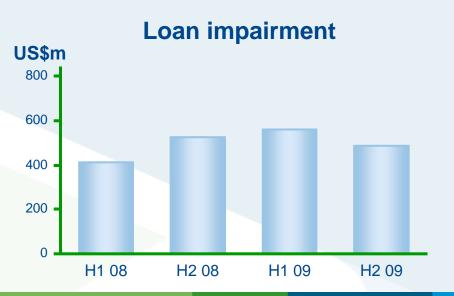
| US\$m | 2008 | 2009 | YOY % | YOY % Constant currency |
|------------------------------------|---------|---------|-------|-------------------------|
| Income | 5,952 | 5,629 | (5) | 0 |
| Expenses | (3,843) | (3,709) | (3) | 2 |
| Operating profit before impairment | 2,109 | 1,920 | (9) | (5) |
| Loan impairment | (937) | (1,052) | 12 | 20 |
| Other impairment | (56) | (1) | nm | nm |
| Operating profit | 1,116 | 867 | (22) | (19) |

Consumer Banking performance trends





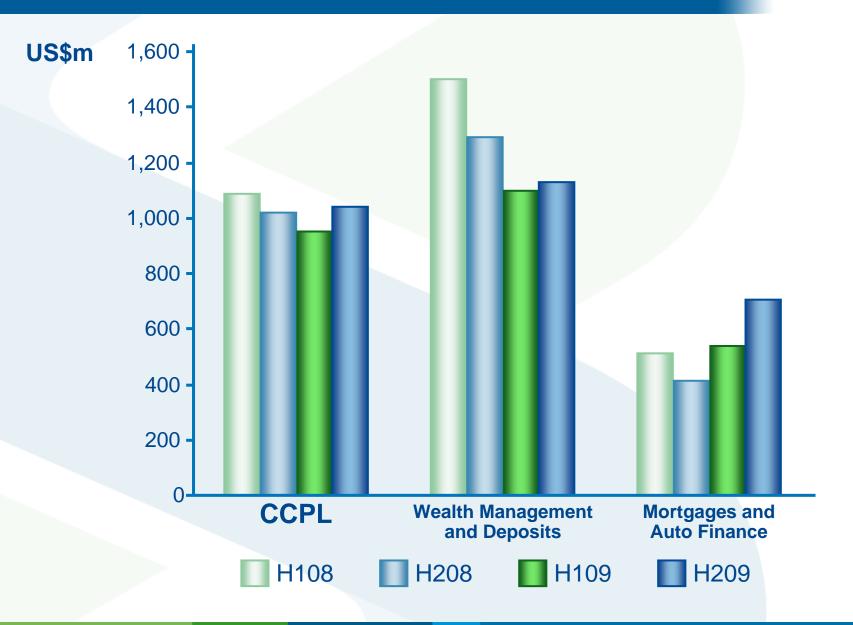






Consumer Banking income





Consumer Banking Ioan impairment trend



| | | Q4 08 | | Q1 09 | Q2 09 | Q3 09 | Q4 09 | FY09 |
|---|---|-----------------------------|---|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------------------------|
| Mortgages | LI/ANR 30dpd/ENR Loan book (US\$bn) LI (US\$m) | 0.05% 1.34% 47 6 | C | 0.13% 1.22% 47 16 | 0.31% 1.19% 51 40 | 0.08% 0.99% 55 11 | 0.16% 0.90% 58 23 | 0.17% 0.90% 58 90 |
| SME | LI/ANR 90dpd/ENR Loan book (US\$bn) LI (US\$m) | 2.75% 2.52% 12 85 | | 2.31% 2.54% 11 60 | 1.96% 2.42% 12 54 | 1.48% 1.91% 14 44 | 1.33% 1.61% 13 43 | 1.74% 1.61% 13 201 |
| Other Including personal loans & credit cards | LI/ANR 30dpd/ENR Loan book (US\$bn) LI (US\$m) | 4.84% 3.25% 22 264 | | 3.90% 3.37% 21 185 | 3.21% 3.40% 22 208 | 3.52% 2.77% 22 199 | 2.81% 2.68% 24 169 | 3.33% 2.68% 24 761 |
| Total | LI/ANR 30dpd/ENR Loan book (US\$bn) LI (US\$m) | 1.70% 2.07% 81 355 | | 1.34% 2.00% 79 261 | 1.35% 1.92% 85 302 | 1.13% 1.60% 90 254 | 0.98% 1.39% 95 235 | 1.19% 1.39% 95 1,052 |

NOTE: LI - Loan impairment, ANR - Average net receivables, ENR - End period net receivables

Wholesale Banking performance



| US\$m | 2008 | 2009 | YOY % |
|------------------------------------|---------|---------|-------|
| Income | 7,489 | 9,291 | 24 |
| Expenses | (3,768) | (4,185) | 11 |
| Operating profit before impairment | 3,721 | 5,106 | 37 |
| Loan impairment | (384) | (948) | 147 |
| Other impairment | (336) | (82) | (76) |
| Operating profit | 3,001 | 4,076 | 36 |
| Risk weighted assets (US\$bn) | 136.7 | 160.7 | 18 |

Wholesale Banking income







Diversified income streams



| Total income by product US\$m | 2008 | H1 09 | H2 09 | 2009 | YOY % |
|-----------------------------------|-------------|-------------|-------------|-------------|-------|
| Lending & Portfolio Mgt | 551 | 412 | 437 | 849 | 54 |
| Transaction Banking | 2,663 | 1,272 | 1,265 | 2,537 | (5) |
| Trade | 1,023 | 625 | 664 | 1,289 | 26 |
| Cash Mgt & Custody | 1,640 | 647 | 601 | 1,248 | (24) |
| Global Markets | 4,275 | 3,343 | 2,562 | 5,905 | 38 |
| Financial Markets | 2,365 | 2,036 | 1,275 | 3,311 | 40 |
| ALM | 912 | 557 | 406 | 963 | 6 |
| Corporate Finance | 745 | 615 | 679 | 1,294 | 74 |
| Principal Finance | 253 | 135 | 202 | 337 | 33 |
| Total Wholesale Banking | 7,489 | 5,027 | 4,264 | 9,291 | 24 |
| Of which client income % of total | 5,642 75 | 3,454 69 | 3,428 80 | 6,882 74 | 22 |

Wholesale Banking Financial Markets



| Total income by product US\$m | 2008 | H1 09 | H2 09 | 2009 | YOY % |
|-----------------------------------|-------------|-------------|-------------|-------------|-------|
| FX | 1,194 | 831 | 518 | 1,349 | 13 |
| Rates | 748 | 573 | 306 | 879 | 18 |
| Commodities and Equities | 141 | 236 | 153 | 389 | 176 |
| Capital Markets | 234 | 226 | 183 | 409 | 75 |
| Credit and Other | 48 | 170 | 115 | 285 | 494 |
| Total Financial Markets | 2,365 | 2,036 | 1,275 | 3,311 | 40 |
| Of which client income % of total | 1,821 77 | 1,229 60 | 1,043 82 | 2,272 69 | 25 |

Wholesale Banking loan impairment



| US\$m | 2008 | H1 09 | H2 09 | 2009 | YOY % |
|---|-------|-------|-------|-------|-------|
| Specific impairment provision | (394) | (498) | (384) | (882) | 124 |
| Recoveries | 89 | 19 | 57 | 76 | (15) |
| Portfolio impairment provision | (79) | (46) | (96) | (142) | 80 |
| Total net charge | (384) | (525) | (423) | (948) | 147 |
| Loans and advances to customers (US\$bn)* | 98.5 | 101.2 | 108.1 | 108.1 | 10 |

^{*} Excludes portfolio impairment provision

MESA



| US\$m | 2008 | 2009 | YOY % |
|--|---------------------|---------------------|----------------|
| Income | 1,658 | 2,078 | 25 |
| Expenses | (821) | (891) | 9 |
| Operating profit before impairment | 837 | 1,187 | 42 |
| Loan impairment | (185) | (811) | 338 |
| Other impairment | | (10) | nm |
| Operating profit | 652 | 366 | (44) |
| Loans and advances to customers (US\$bn)* Consumer loans Wholesale loans | 17.6 4.3 13.3 | 18.8 4.2 14.6 | 7 (2) 10 |

^{*} Excludes portfolio impairment provision

India



| US\$m | 2008 | 2009 | YOY % | YOY % Constant currency |
|---|-----------------------|-----------------------|----------------|-------------------------|
| Income Wholesale Banking* Consumer Banking* | 1,694 1,064 484 | 1,813 1,369 444 | 7 29 (8) | 17 43 1 |
| Expenses | (646) | (571) | (12) | (2) |
| Operating profit before impairment | 1,048 | 1,242 | 19 | 30 |
| Loan impairment | (133) | (201) | 51 | 67 |
| Other impairment | (24) | 19 | nm | nm |
| Operating profit | 891 | 1,060 | 19 | 30 |

^{*} Excludes US\$146m profit from sale of asset management company

Korea



| US\$m | 2008 | 2009 | YOY % | YOY % Constant currency |
|---|-----------------------|---------------------|---------------|-------------------------|
| Income Wholesale Banking Consumer Banking | 1,547 530 1,017 | 1,554 559 995 | - 5 (2) | 16 22 13 |
| Expenses | (955) | (953) | | 16 |
| Operating profit before impairment | 592 | 601 | 2 | 17 |
| Loan impairment | (263) | (278) | 6 | 22 |
| Other impairment | | (1) | nm | nm |
| Operating profit | 329 | 322 | (2) | 13 |

Outlook



2010 has started well

■ Good momentum in both businesses

Remain focused on foundations



Leading the way

in Asia, Africa and the Middle East

Peter Sands

Group Chief Executive

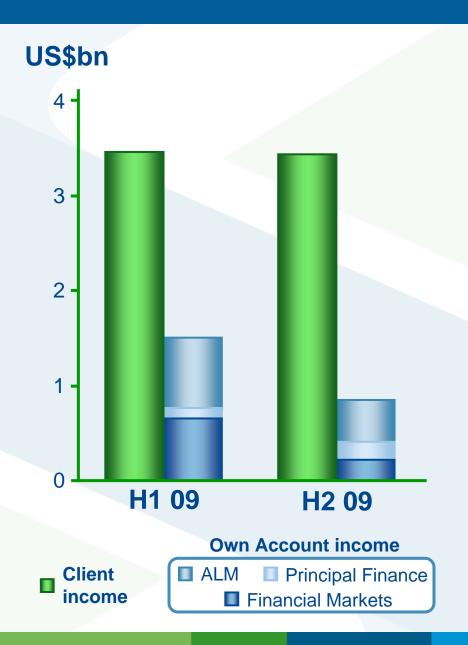
2009 Challenges





Own Account income



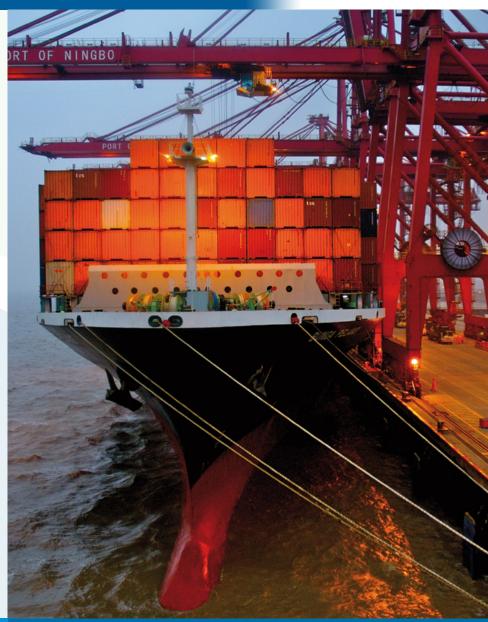




Global economic outlook



| GDP % | 2009 | 2010F |
|-----------|------|-------|
| US | -2.4 | 2.6 |
| UK | -5.0 | 1.2 |
| Eurozone | -4.0 | 1.2 |
| China | 8.5 | 10.0 |
| India * | 6.8 | 7.5 |
| Hong Kong | -2.7 | 5.4 |
| Taiwan | -1.9 | 4.0 |
| Korea | 0.2 | 4.8 |
| Singapore | -2.0 | 5.1 |



Source: SCB Global Research * For fiscal year starting April

Macro economic risks in 2010



Global imbalances

- Deleveraging
- Fiscal and monetary withdrawal
- Unemployment and protectionism
- Unintended consequences of regulation

Regulation





Regulatory proposals



- More and better quality capital
- Effective non-equity capital
- Increased risk weighting of trading activity
- Robust liquidity regulation
- Simplified resolution
- Harmonised accounting
- Common principals on remuneration
- Macro-prudential tools

Group strategy



Leading the way in Asia,
Africa and the Middle East

Emphasis on organic growth

Conservative business model

One Bank



Performance by geography



| Profit before tax US\$m | 2008* | 2009 | YOY US\$m |
|-------------------------|-------|-------|-----------|
| Hong Kong | 989 | 1,062 | 73 |
| Singapore | 608 | 714 | 106 |
| Korea | 329 | 322 | (7) |
| Other APR | 705 | 770 | 65 |
| India | 891 | 1,060 | 169 |
| MESA | 652 | 366 | (286) |
| Africa | 313 | 482 | 169 |
| Americas, UK & Europe | 81 | 375 | 294 |
| Total | 4,568 | 5,151 | 583 |

^{*} Restated as explained in note 33

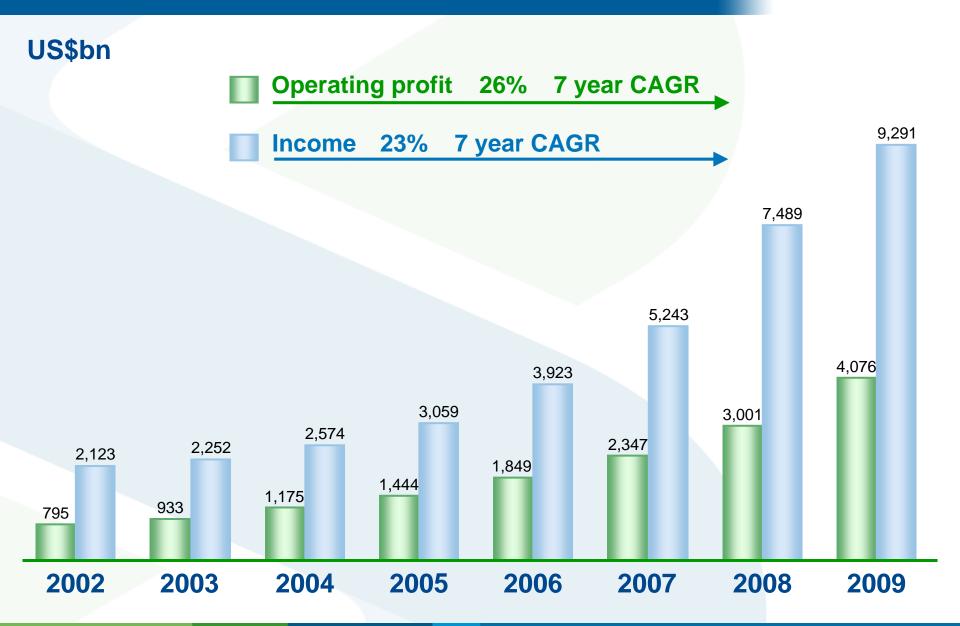
2010 priorities



- Maintain track record of delivery
 - Sustain Wholesale Banking momentum
 - Complete the transformation of Consumer Banking
- Focus on the basics of banking
 - Liquidity
 - Capital
 - Proactive approach to risk management
 - Firm cost discipline
- Reinforce the brand

Wholesale Banking





Consumer Banking





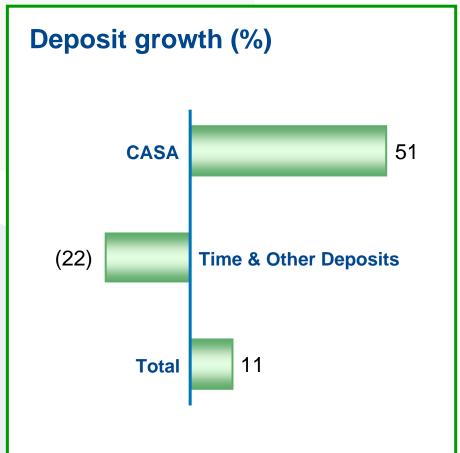
| | 2008 | 2009 |
|-------------------------------|------|------|
| Active online customers | 1.1M | 1.5M |
| | | |
| Countries with online banking | 25 | 29 |
| | | |
| Countries with mobile banking | 17 | 30 |
| | | |
| E-statements | 9% | 20% |

Consumer Banking



2009 vs 2008





Brand







Summary



