

Investor trip 2012

Asia Day

Leading the way in Asia, Africa and the Middle East



Forward looking statements



It is possible that this presentation could or may contain forward-looking statements that are based on current expectations or beliefs, as well as assumptions about future events. These forward-looking statements can be identified by the fact that they do not relate only to historical or current facts. Forward-looking statements often use words such as anticipate, target, expect, estimate, intend, plan, goal, believe, will, may, should, would, could or other words of similar meaning. Undue reliance should not be placed on any such statements because, by their very nature, they are subject to known and unknown risks and uncertainties and can be affected by other factors that could cause actual results, and the Group's plans and objectives, to differ materially from those expressed or implied in the forward-looking statements.

There are several factors which could cause actual results to differ materially from those expressed or implied in forward looking statements. Among the factors that could cause actual results to differ materially from those described in the forward-looking statements are changes in the global, political, economic, business, competitive, market and regulatory forces, future exchange and interest rates, changes in tax rates and future business combinations or dispositions.

Standard Chartered undertakes no obligation to revise or update any forward looking statement contained within this presentation, regardless of whether those statements are affected as a result of new information, future events or otherwise.

Investor trip 2012 key themes



Resilient and true to strategy with focus on foundations of banking

 Our markets still offer significant growth opportunity without the need to increase our risk appetite

 Governance and business model that leverages the potential of our network

Strong culture and values underpin ongoing growth



Investor trip 2012

Asia Strategy

Leading the way in Asia, Africa and the Middle East





Leading the way

in Asia, Africa and the Middle East

Jaspal Bindra

Group Executive Director and Chief Executive Officer, Asia

Key messages



Asia to remain a global growth leader

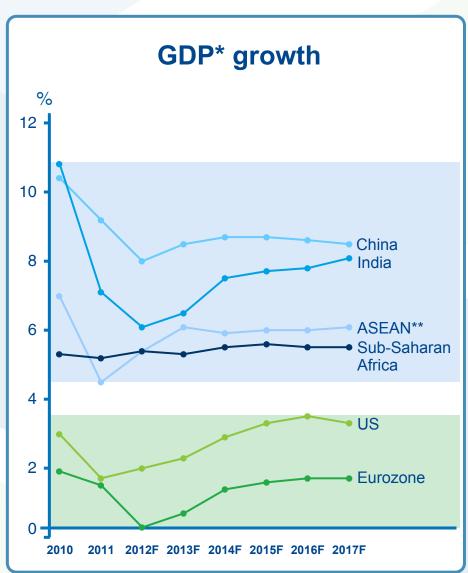
 Geographically diverse franchise powered by multiple growth engines

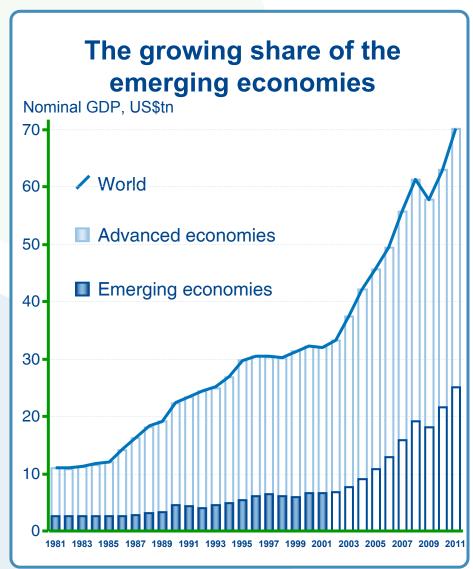
Prudent portfolio risk management

Strong performance and consistent delivery

Our markets







Source: IMF, July 2012; *GDP - Gross Domestic Product;

**Association of South East Asian Nations

Standard Chartered in Asia





H1 12 Asia income* US\$6.6bn



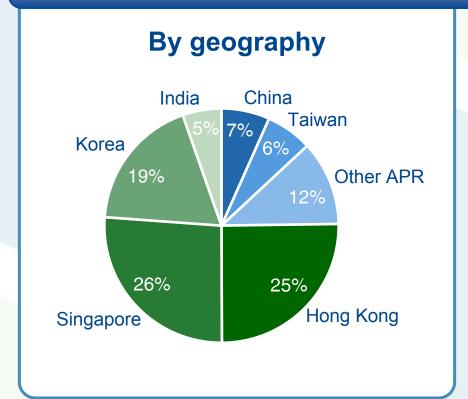
Key highlights by region	North East Asia	South East Asia	South Asia	Total
Staff	24,965	21,519	21,263	67,747
Branches	603	410	162	1,175
ATMs	3,363	1,100	483	4,946
Income (US\$bn)	3.5	2.3	0.8	6.6
Profit before tax (US\$bn)	1.4	1.1	0.3	2.8

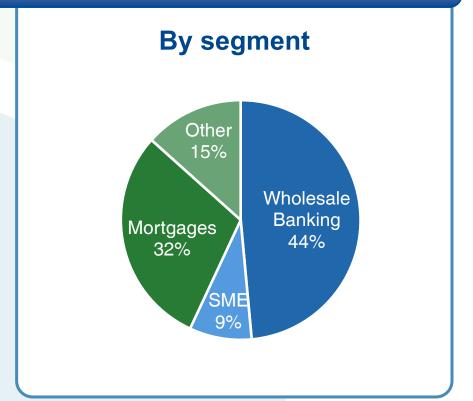
Diversified Ioan portfolio in Asia



 Exposures diversified across geographies, industries and segments

Asia loans and advances to customers*





^{*}As at 30 June 2012; Asia loans and advances to customers – excludes Bangladesh and Sri Lanka

Asia credit quality remains good...



- Loan impairment in both businesses at low levels and forward looking risk indicators broadly stable
- Macro economic headwinds
 - DEFCON level of India and Malaysia downgraded in 2012
- No new material provisions in Wholesale Banking in Q3 12
 - Limited top-up provisions on a small number of existing exposures in India
- Some localised pressure in Consumer Banking portfolios:
 - Step-up in PDRS filings in Korea
 - Increase in loss rates in unsecured retail portfolio in Singapore driven by "Cash One"

Calibrating a soft landing



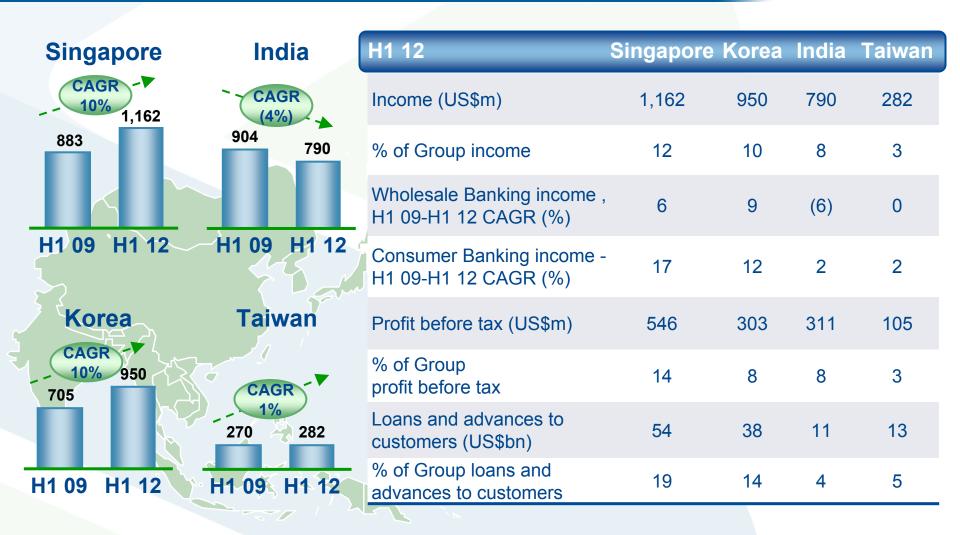
Growth in Asia has moderated further

Inflation has decreased or remained within comfort zones

- Central Bank policy has supported domestic demand and private sector credit growth
- Capital flows have resumed in developing Asian countries
- Asia will remain a global growth leader,
 expanding 2% faster than the world average

Diverse geographic presence in Asia





Diversity across our businesses in Asia gives us real resilience

Challenging environment



Global economic outlook remains uncertain

Tight US\$ liquidity

- Increasingly more stringent regulatory environment
- Increased competition from local and regional banks

Fierce competition for local talent

Governance and corporate culture



- Exemplary corporate governance standards are a core aspect of the Group's strategic intent
- Continued vigilance regarding the prevailing external conditions and the potential impact on our strategy and business models
- Maintain the right balance in pursuing growth opportunities in line with appropriate governance, systems, controls, processes and information flows
- Nurture the Group's corporate culture, values and our Here for good brand promise as the Group continues to grow

Key messages



Asia to remain a global growth leader

 Geographically diverse franchise powered by multiple growth engines

Prudent portfolio risk management

Strong performance and consistent delivery



Investor trip 2012

Global Macro Outlook

Leading the way in Asia, Africa and the Middle East





Leading the way

in Asia, Africa and the Middle East

Marios Maratheftis

Global Head of Regional Research

Agenda



The West

- US fiscal cliff
- Eurozone framing the challenge

The East

- China rebalancing
- South East Asia local drivers
- Indonesia continuous improvement

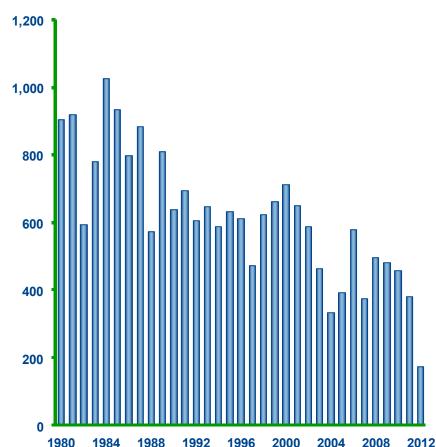


The West

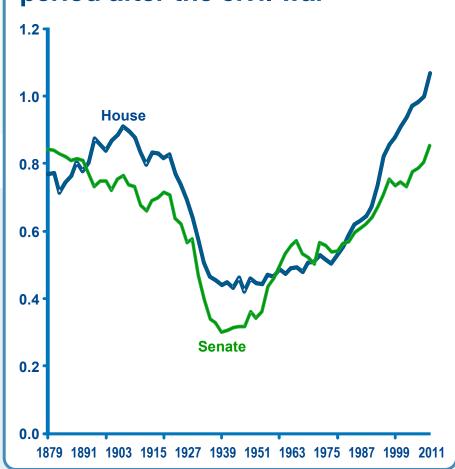
US - political polarisation and the fiscal cliff



The lowest number of public bills enacted into law since the 80th congressional session



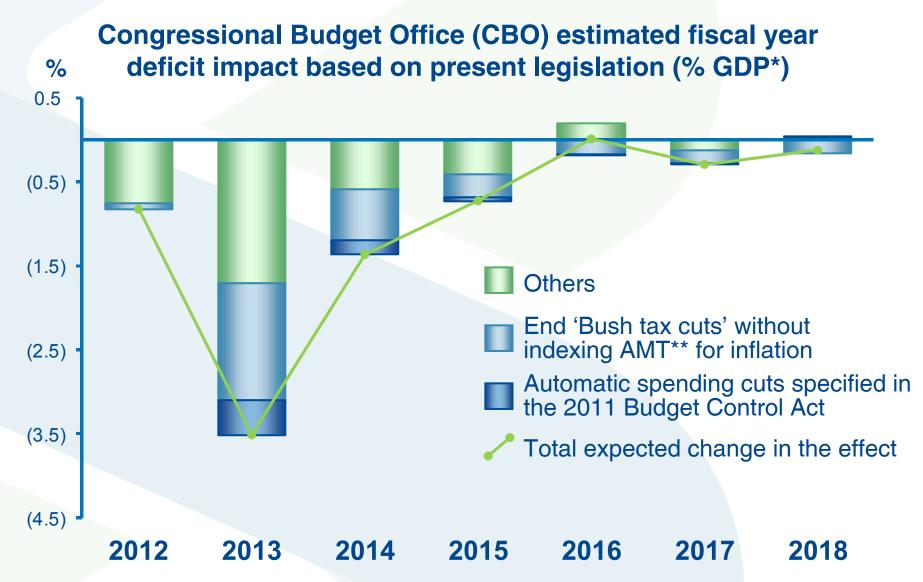




Sources: University of Georgia / New York University, Standard Chartered Research

US - huge fiscal drag potential in 2013

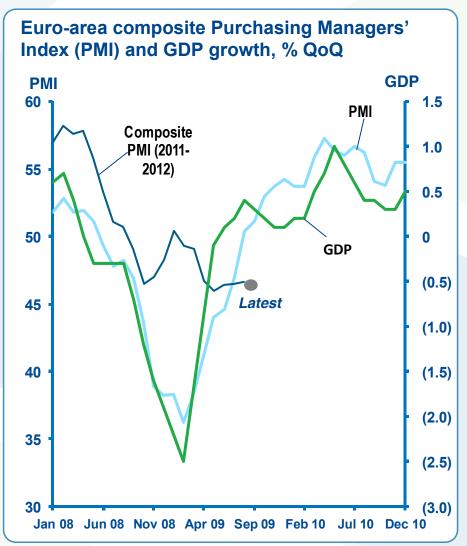


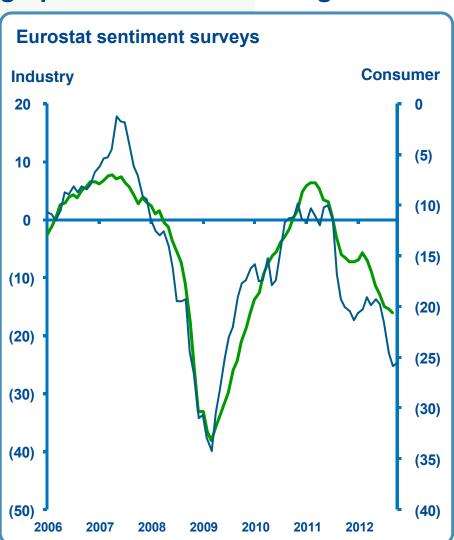


Eurozone - weak macro backdrop



GDP growth likely to remain under high pressure in the coming months





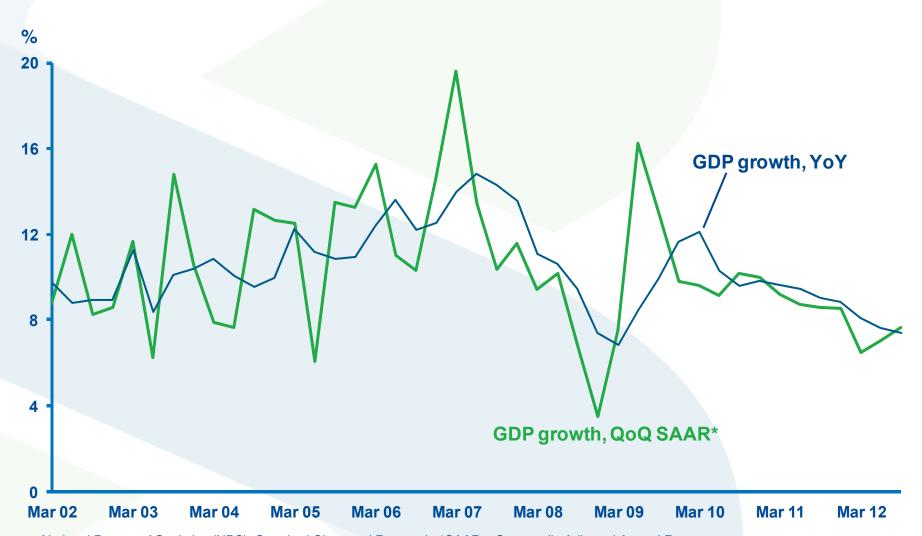


The East

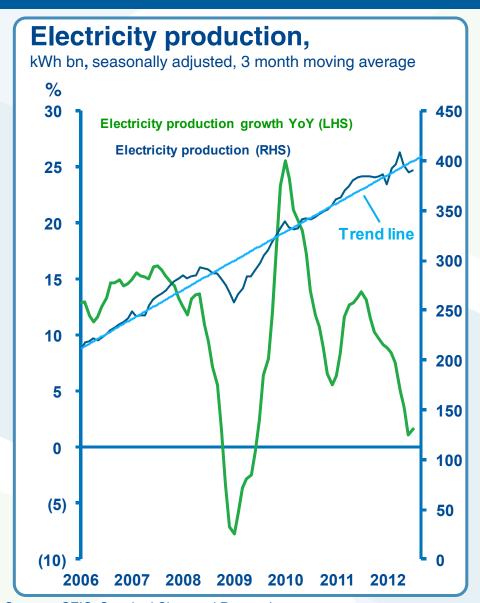
China – GDP growth starting to turn

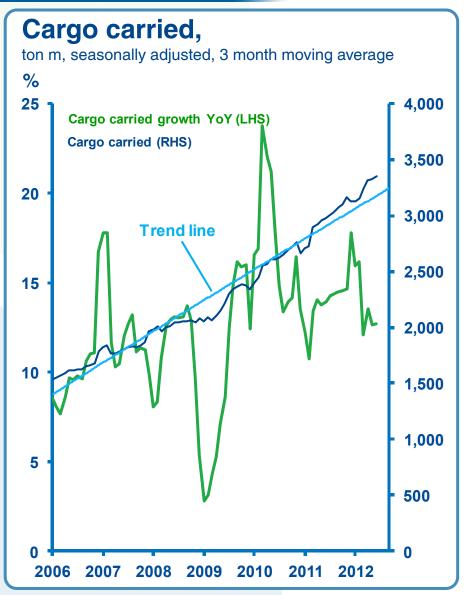


QoQ GDP growth improved mildly, according to our calculation



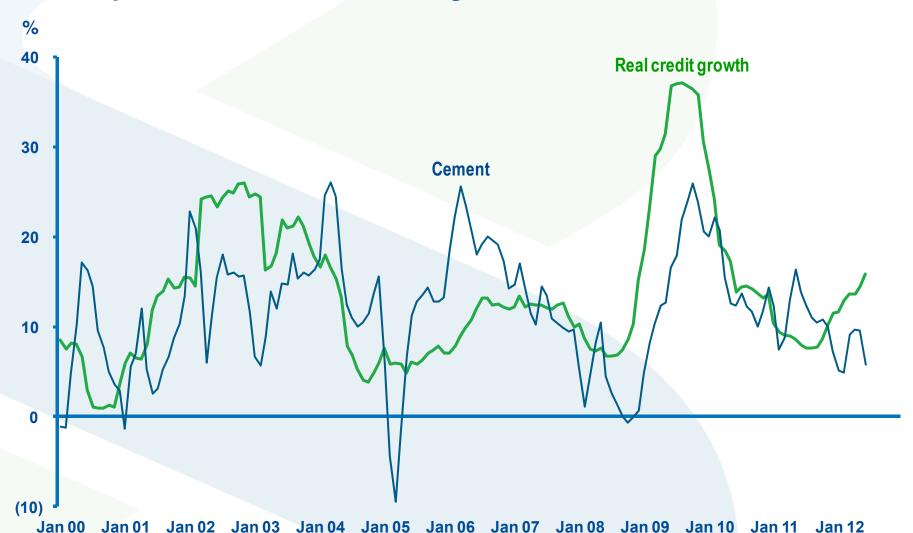








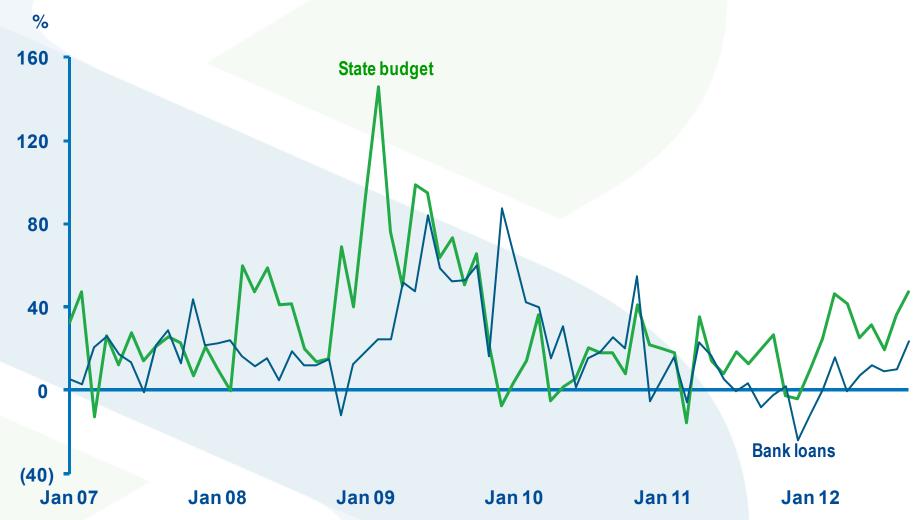
Cement production and real credit growth, YoY





Money is not a problem

Financing for fixed asset investment from state budget and bank loans, YoY



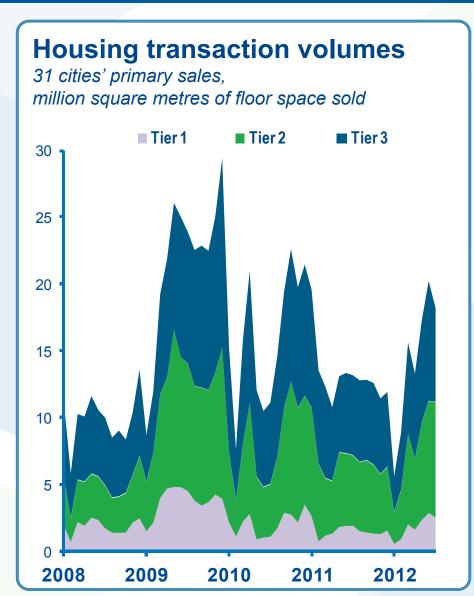


Consumer spending accelerated in September 2012

Retail sales, YoY, nominal and real



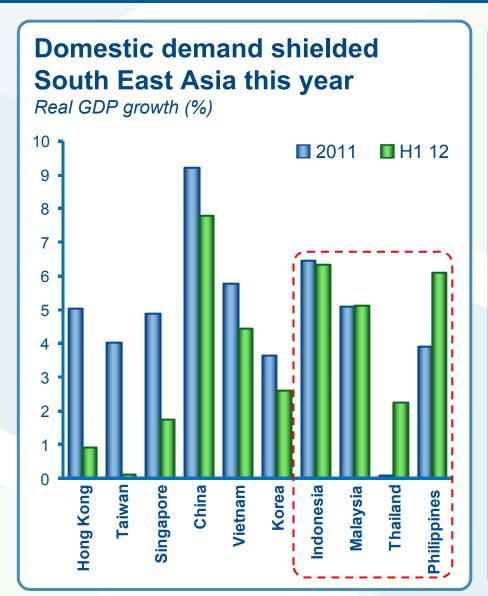


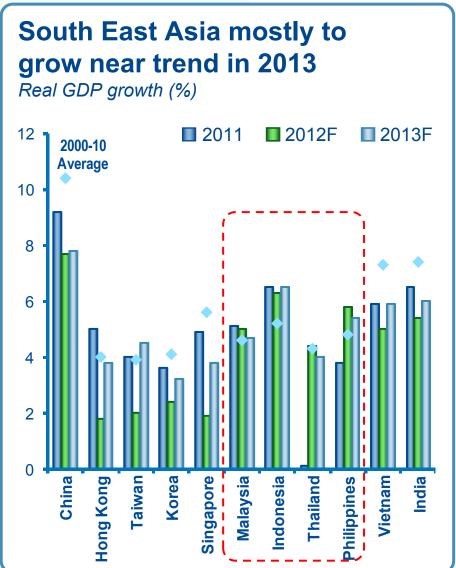




South East Asia - outperforms





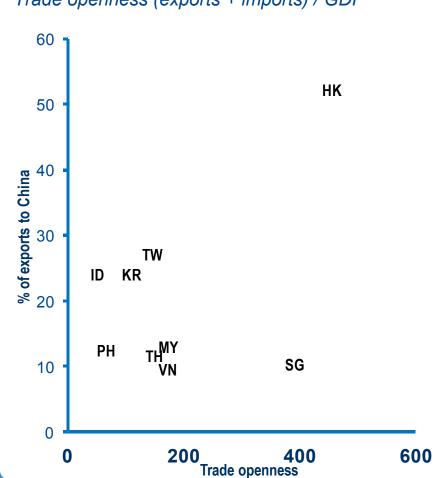


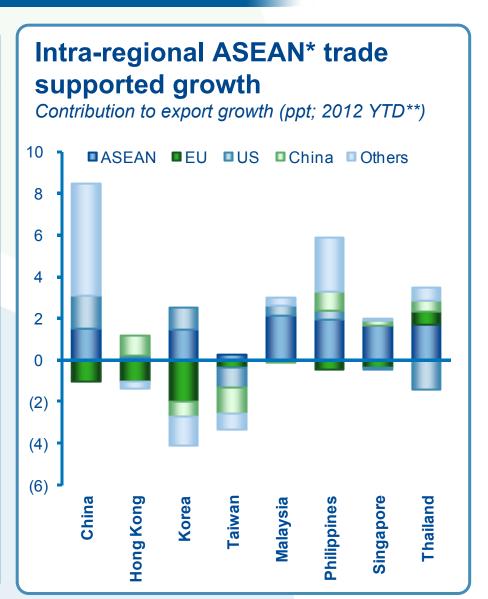
South East Asia - intra-regional trade is a buffer



South East Asia's lower exposure to China helped this year

Trade openness (exports + imports) / GDP

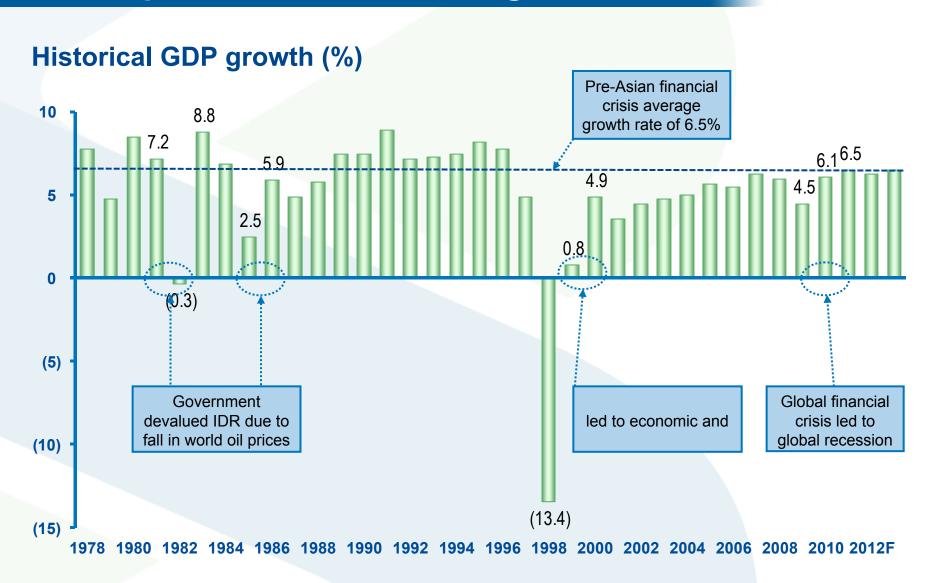




Sources: Standard Chartered Research; * ASEAN – Association of South East Asian Nations; **2012 YTD = 8 months

Indonesia - GDP at pre-Asian crisis average

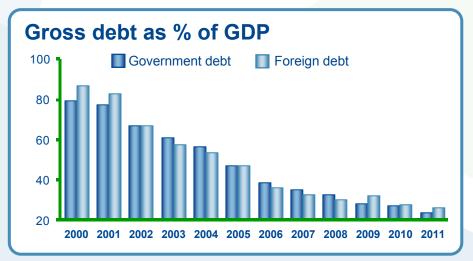


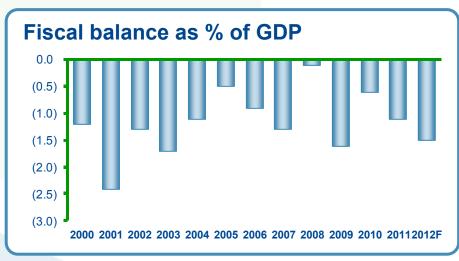


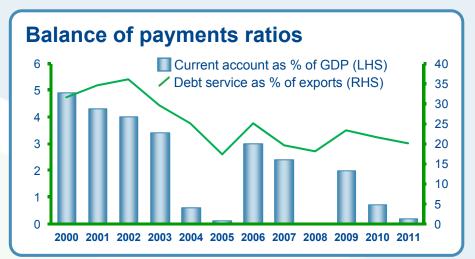
Indonesia - "healthy structural factors"

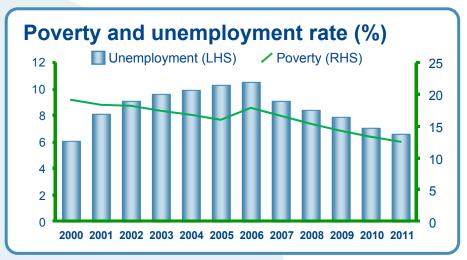


Most of Indonesia's country risk indicators have been improving over last 10 years









Sources: Bank Indonesia, National Statistics Agency

Key Messages



Asia is continuing to outperform driven by the shift in the balance of power from the West to the East

China is rebalancing with focus on quality not quantity of growth, with the authorities willing and able to boost the economy if the global environment deteriorates

South East Asia is growing strongly boosted by the pickup in intra-ASEAN* trade



Investor trip 2012

Greater China

Leading the way in Asia, Africa and the Middle East





Leading the way

in Asia, Africa and the Middle East

Katherine Tsang

Chairperson, Greater China

Key messages



 Greater China offers attractive growth opportunities and is strategically important

Well positioned in this fast growing region

- Clear and consistent strategy, investing for long term growth
- Vigilant of near term risk and challenges

Greater China: Attractive market with sizable opportunity



Key market indicators	
Population	1,378m
GDP*	US\$8,029bn
GDP* growth (07-11 CAGR)	14%
Per capita GDP*	US\$5,827
Reserves	US\$3,852bn
FDI** into Greater China	US\$205bn
FDI** stock	US\$1,906bn
Total trade	US\$5,144bn
Exports	US\$2,636bn
Imports	US\$2,508bn

Topping the world league table

Economy

- Contributes 11% of world GDP
- Largest foreign exchange reserves
- 2nd largest world economy (China)

Consumption and wealth

- One fifth of world population
- 2nd most number of billionaires (China)

Trade and business

- Biggest car market (China)
- Largest export market (China)
- Top 10 Forbes largest global companies (ICBC and PetroChina)

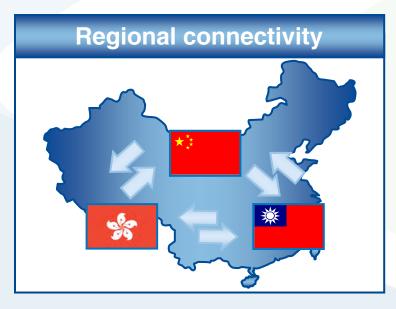
Financial industry

- Top 10 financial centres (3rd Hong Kong, 8th Shanghai)
- Top 10 exchanges by capital raised (2nd Shenzhen, 3rd Hong Kong, 4th Shanghai)

Information as at 2011, unless otherwise stated; * GDP - Gross Domestic Product; ** FDI - Foreign Direct Investment
Source: CEIC, Standard Chartered Research, World Bank, UNCTAD, Statistical Yearbook of Republic of China, HKMA, PBOC, CBC, CIA Factbook, Global Financial Centre Index 11 Mar 2012 by Z/Yen Group, Forbes, Global IPO Trends 2012 by Ernest & Young

Greater China: Market dynamics







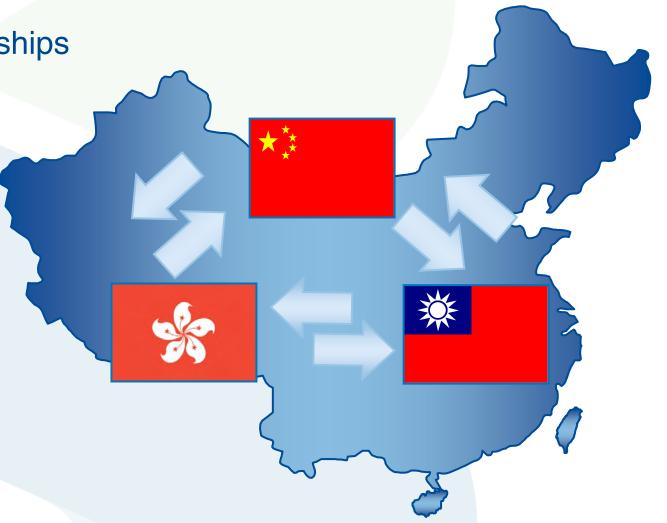


Regional connectivity



Changing landscape

- Political relationships
- Regional trade
- Investment



Economic strength





Millionaires

3rd

China

1,432,000 households

8th

Taiwan

246,000 households

9th

Hong Kong 212,000

households

Billionaire countries

2nd

China

95

billionaires





Source: Boston Consulting Group 2012 Global Wealth Report, Forbes, WTO International Trade Statistics 2012, China Ministry of Commerce, Hong Kong Census & Statistics Dept and Taiwan National Statistics, UNCTAD Word Investment Report 2012

Strong drive for RMB internationalisation



RMB services available today

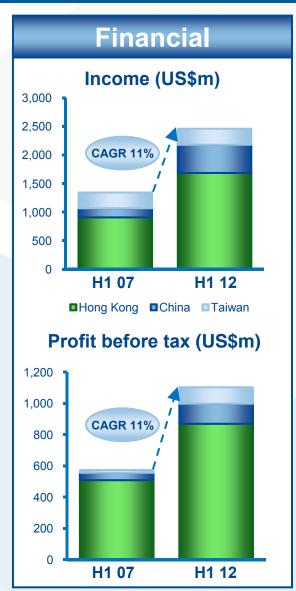


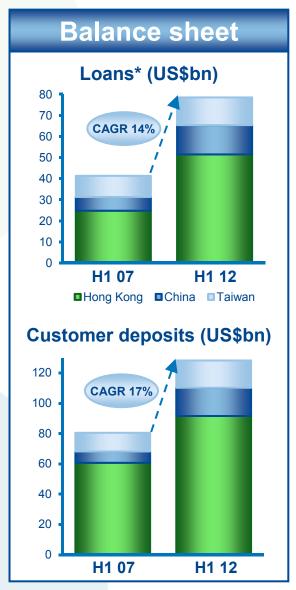
Greater China: Strong contribution to Group performance



Greater China		
Total income	US\$2,464m	
Wholesale Banking income	US\$1,450m	
Consumer Banking income	US\$1,014m	
Profit before tax	US\$1,103m	
Total loans*	US\$78bn	
Staff	16,500	
Outlets	251	

% of Group	_
Customer loans	28%
Income	26%
Profit before tax	28%
Staff	19%





Aspiration and strategic priorities



Aspiration to be the best international bank for Greater China corporates and high net worth individuals

- Continue leading in RMB internationalisation
- Support cross border business and trade flows
- Capture Mainland China wealth opportunity
- Expand distribution through targeted investment
- Grow and invest in the talent base
- Navigate regulatory headwinds
- Leverage strategic partnerships

Key messages



Well positioned in Greater China

Resilient with a clear and consistent strategy

Continue prudent investment for long term growth

Vigilant of near term risks and challenges



Investor trip 2012

China Strategy

Leading the way in Asia, Africa and the Middle East





Leading the way

in Asia, Africa and the Middle East

Lim Cheng Teck

Chief Executive Officer, China

Key messages



- Managed slowdown -China's growth story intact
- Further market liberalisation offers opportunities
- Connecting China to our network
- Continued investment to build scale
- Well placed to capture opportunity; on track for market share gain



Macro overview



- World's second largest economy; GDP US\$7.3tn
- 12th five year plan targets sustainable growth of 7%
- Domestic consumption as new engine of growth
- Continued investment in infrastructure





China slowing



 Signs of sectorial credit deterioration but overall non performing loans are low

Long term trend intact

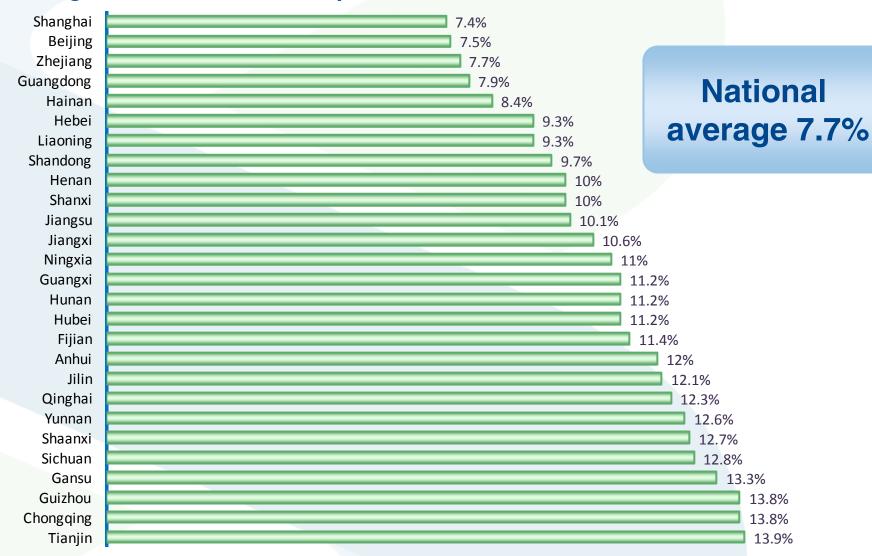
Ability to ease policies, if needed

Transition to quality, sustainable growth

GDP growth in 24 regions beats national average

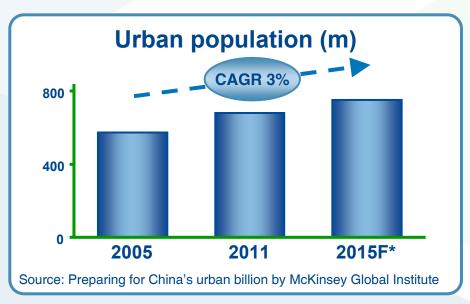


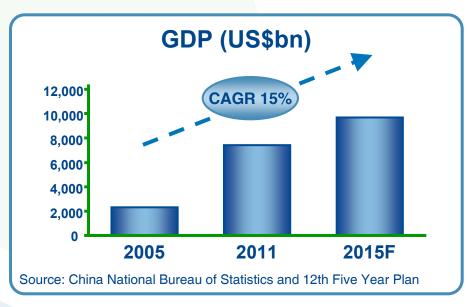
GDP growth % in first three quarters

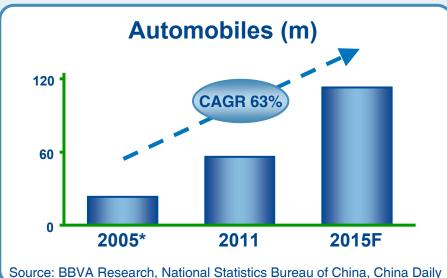


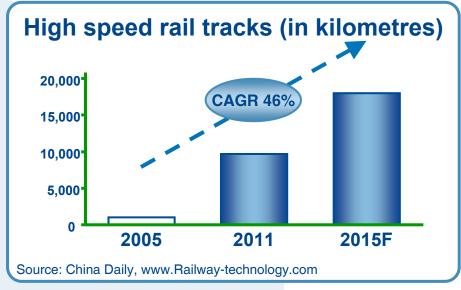
Macro trends











Estimated by inter / extra-polation of external data

Standard Chartered China



- Uninterrupted presence since 1858; 90 outlets across 24 cities
- Tale of two businesses
 - Wholesale Banking: Entrenched and leveraging network advantage
 - Consumer Banking: Building scale across multiple niches
- Leading and growing share of foreign banks

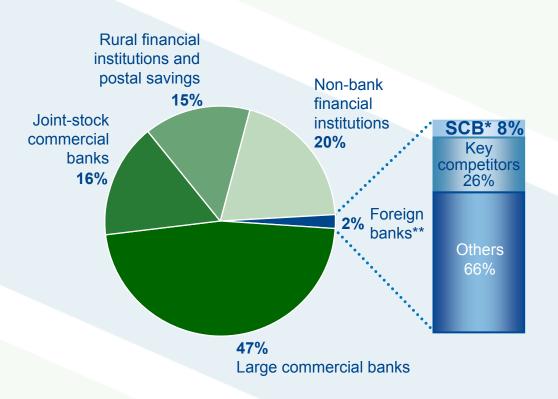


Deregulation offers opportunities



Share of total banking assets as at end 2011

Size of the banking market as at end 2011



- Total banking assets: US\$18.0tn
- Total banking institutions in China: 3,800
- Total deposit base: US\$13.2tn

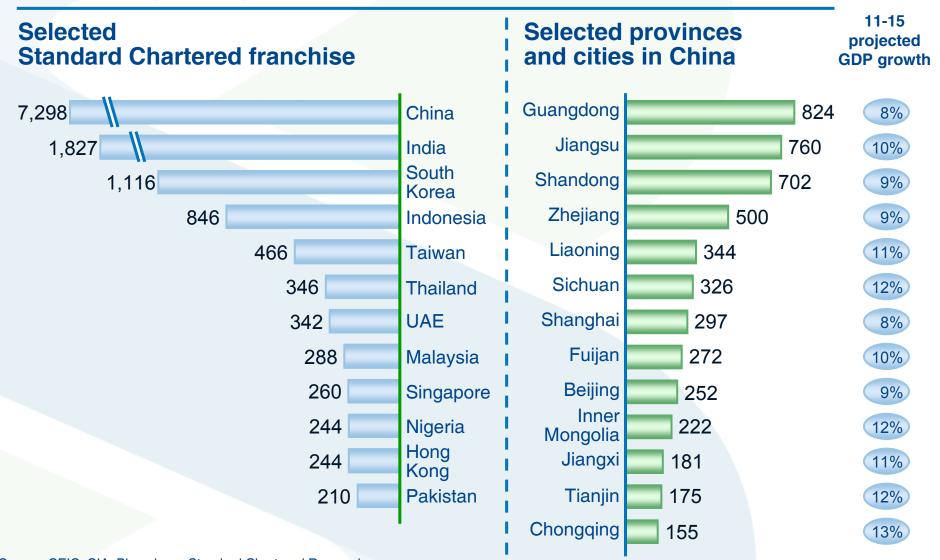
^{*}SCB - Standard Chartered Bank

^{**}Note: Number of locally incorporated foreign banks: 37 Number of foreign branches and joint-venture banks: 96

Size of opportunity



2011 GDP (US\$bn)



Our strengths in China



Top tier foreign bank

Leading foreign bank for offshore RMB

Unbroken commitment since 1858

Cross border capabilities differentiate

Continued balance sheet strength and liquidity management

Comprehensive product licenses

Strong credit rating: AA- (S&P) Innovative alternate channels

Strong market recognition

One Bank approach

Strategic priorities



- Broaden and deepen geographical reach
- Introduce new capabilities as market liberalises
- Build scale in Consumer Banking
- Vigilant and tight discipline on risk
- Capture corridors opportunities
- Building talent pipeline

Key messages



- Managed slowdown China's growth story intact
- Further market liberalisation offers opportunities
- Strong franchise value, connecting China to our network
- Continued investment to build scale
- Well placed to capture opportunity;
 on track for market share gain



Investor trip 2012

China Financial Performance

Leading the way in Asia, Africa and the Middle East





Leading the way

in Asia, Africa and the Middle East

Patrick Sullivan

Chief Financial Officer, China

Key messages



Strong growth in income supports investment agenda

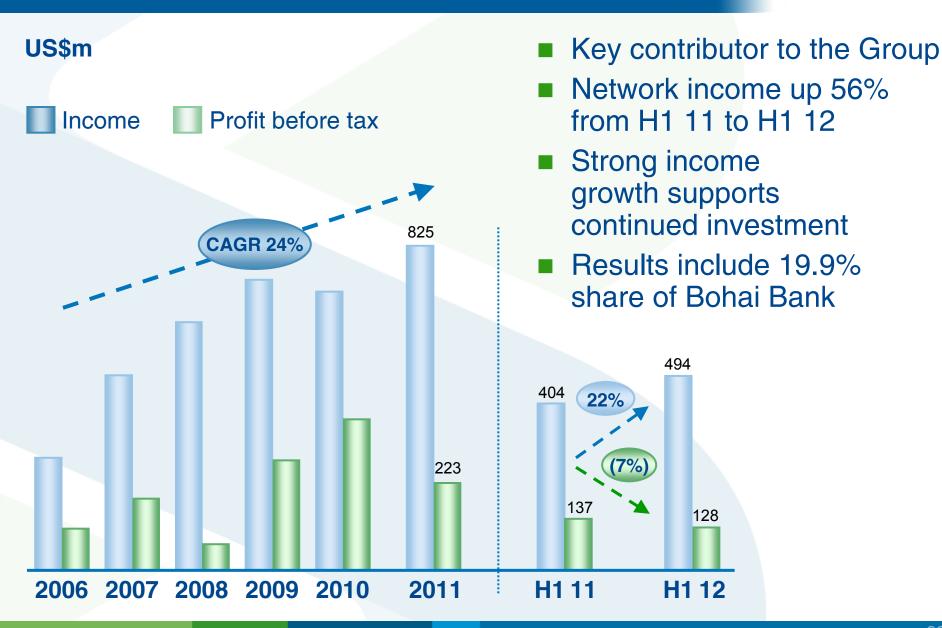
Growing local distribution network and capability

Portfolio credit quality remains robust

Highly liquid and diverse balance sheet

Strong income momentum

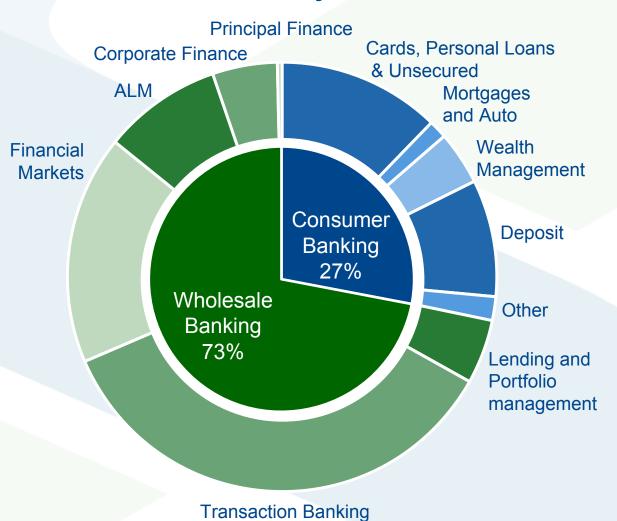




Both businesses growing strongly



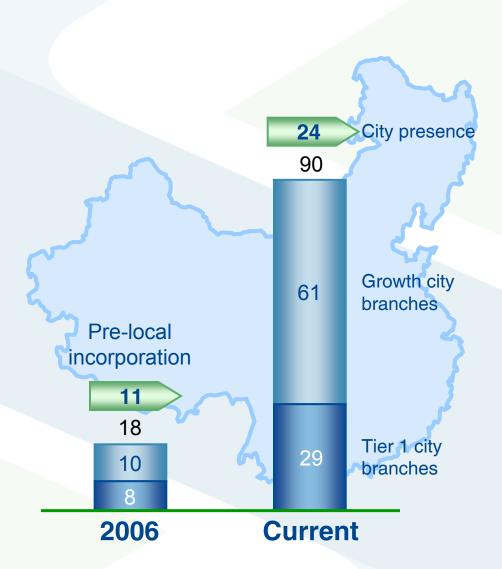
H1 12 income by business



- Strong growth in both businesses H112 vs H1 11:
 - Wholesale Banking 25%
 - Consumer Banking 15%
- Income profile in line with client and customer led strategy
- Retail business substantially started only after local incorporation in 2007

Investing for growth



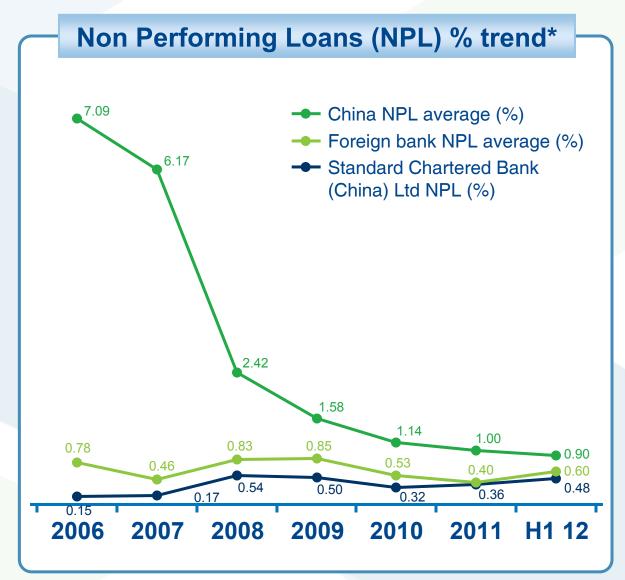


Key investment programmes

- Branch network expansion continues
- Product capability
- People around 7,000 staff
- Technology infrastructure
- Regulatory and compliance enhancement

Risk management - high portfolio quality





- Disciplined and selective asset growth
- Non performing loans remain low and below industry averages
- Stress testing indicates a resilient portfolio
- Proactive early alert risk management of potential issues
- Well-positioned portfolio and robust risk management

Well diversified asset portfolio profile



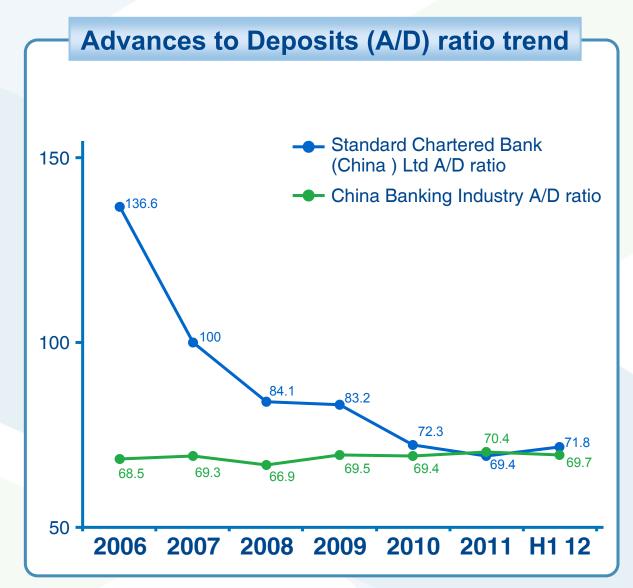
Total assets as of 30 June 2012 US\$29bn



- 78% of Wholesale Banking loans mature in under 1 year
- Loan to value of mortgage book 44%
- SME lending is less than 6% of total assets
- We remain vigilant of emerging risks

Strong liquidity management





- Consistently low A/D ratio since local incorporation
- Customer deposit funded franchise
- Focus on high quality deposits -CASA* 44% of total
- Net interbank lender

Key messages



Strong growth in income supports investment agenda

Growing local distribution network and capability

Portfolio credit quality remains robust

Highly liquid and diverse balance sheet



Investor trip 2012

China Wholesale Banking

Leading the way in Asia, Africa and the Middle East





Leading the way

in Asia, Africa and the Middle East

Eric Lian and Charlie Ye

Co-Heads Wholesale Banking, China

Key messages



Delivering client-led strategy

Strong and sustained performance

Leveraging the strong presence across
 Greater China and our network

Continuing to invest for sustainable growth

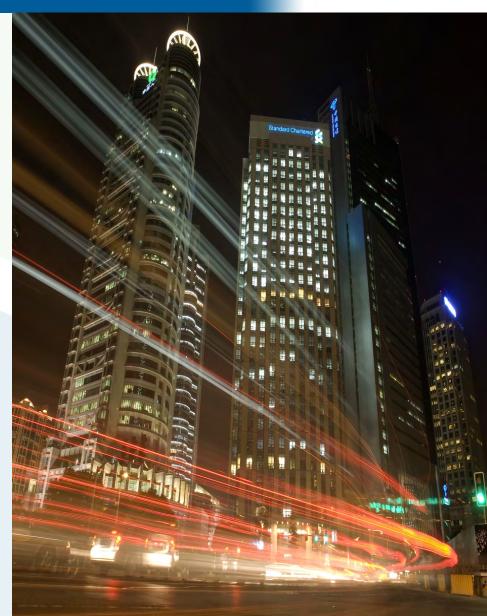
Wholesale Banking China at a glance



Wholesale Banking presence in 24 cities

Over 1,500 WholesaleBanking staff across China

Dealing rooms in 4 cities



Consistent client-led strategy



Our strategy

Deep 'core bank' client relationships

Local scale and cross-border capabilities

Strong balance sheet management

Key enablers

- Infrastructure
- Values and culture

Strategic Value added **Transactional** Basic lending

Our China strategy - connectivity and network





Leverage global network for outbound business flows

Bank global clients locally and local clients globally

Domestic

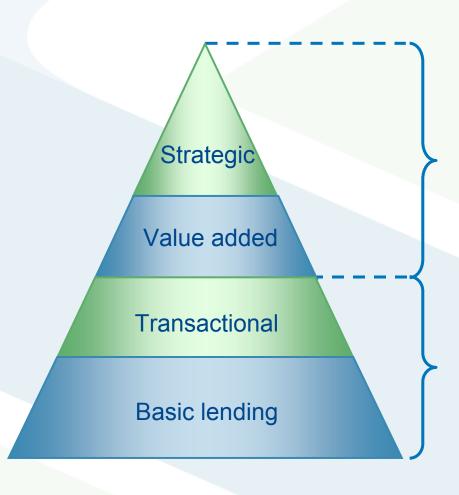
Deepen client relationships to be core bank

Regional

Leverage on Greater China franchise to capture trade and capital flows

Wholesale Banking products





Strategic

- Corporate Finance
- Principal Finance

Value added

- Financial Markets
- Excludes flow Foreign Exchange

Commercial Banking

- Foreign flow
- Transaction Banking
- Gross lending

We have a consistent strategy underpinned by our Commercial Banking business





¹Transactional defined as Transaction Banking + flow Foreign Exchange; ²Value Added defined as Financial Markets – flow Foreign Exchange; ³Strategic defined as Corporate Finance + Principal Finance

Superior financial performance



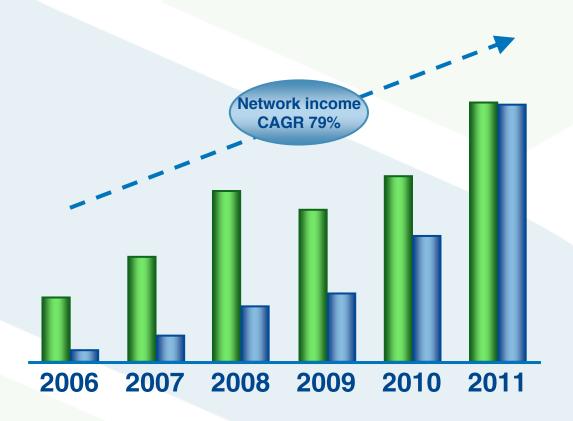
Wholesale Banking income and operating profit trend analysis



Strong contribution to the network



Onshore income Network income





Network remains a competitive advantage



2011 China trade flow (imports and exports)



Wholesale Banking Africa team



Around 60 Chinese corporate clients in Africa

Senior sponsors on the ground to provide coverage

7 dedicated full time
 Chinese relationship
 managers in Africa

Distribution of dedicated Chinese relationship managers



Well positioned to capture **Africa opportunities**



在非洲实现人民币区域化和国际化没有问题

中有7个在世洲,其余3个在亚洲,这7个经济体编年GDP的增长器超过7%。 满之"79俱乐部"。市民联"79俱乐部 **平数企业与企品的规模型(了平型商标**

147亿单元。比2009年增长了60%。已

治打集团执行董事单亚洲区行政 总裁白承春(Jagol Singh Bioha)以 为。设建上序的中型贸易概。已为人民币 在街灣区域化和部分化打下了坚实的

随着人民币图写化的发展。中非之 间的跨域贸易也开始使用人民币进行 结算。2010年1月,中非之间省笔采用 人民币措算的构造贸易在南非实现。 此后,朝此亚、肯尼亚、乌干达等多个国 行官和部人同市协人浏览的外汇储备



易投資的兴起,中国资本进入非洲的超 勞明显, 中国全融机构和中国企业在 《例约投资呈现出哪些特点?

自承費: 非洲是一个拥有10亿人 口的大洲,有非常广阔的前展。它的人

150亿美元。目前 小组洲国家和地区

1077人民币清额帐户、截至2011年间 能。在非洲以人民所植养的贸易已达到

油打银行一份研究报告称、CNII (異年人民本)市场中的广州"不再仅指语 進(Hong Kong),而是更广阔的海外 (Haisoni),伦敦核依均断构筑以人民币 中心、伦敦人民币演绎市场将使用语 港离岸人民币市场的基础设施、类似 初期他们的横次。

录者36公司557年35人程而1855在1866 白承賽于1998年加入清打银行,并1 打的。自己需要被有在加土联合银行及条

了中国。拉美国家、俄罗斯、日本等国也 在对非洲进行投入。对于非洲的投资。 我有确实看到因并行等政策性金融机

京都基础设施建设价格;全建设计分额 了重要作用。中亚贸易在1995年时是 40亿美元。在2011年就达到了1663亿 长部的石油,矿产和其他自然市部,除一至元、加架以次个市业发展,前每一定 责还是以政府为主导,随着中非贸易的 发展。你认为何时有可能发化为以企业

白茶書,由用之前27以上京名/25 殊领域。如果矿业、天然气、石油等、这 种产业在中国最由国企来主导的。所以 不可避免中患之间的合作以政府主导 为前提。但我们多时看到,在很多非货 建设备,通讯和交通签件业,中非之间 纯粹由民营企业甚至是中小企业进行

(21世紀):中国村非洲的总体报 青中,有多少企业是需要商业银行支持

人民币区域化潜在市场

自事者。中非之前贸易場とかけた 还会继续10亿、山南北州岭市使用人 该在这为面临州040°、美国利中国对 作用2.5万亩版目次元。 与8.5万千届公 作用2.65有如此大的投资。大于世界上 报多其他地区、消孔7在非洲实现人民币

不大、长期来看。人民币存款还是有很

丁彩镜设,有提多合业参与建立,空机

国企业提供哪些具体的服务? 的工作物形式模块一个大型的机器员 没有来过非洲。但多化洲企业也不了解 中国,我们可以把双方企业组织起来 让他们共同参与严酷设中去。

服务、贸易估算、银行间交易、外汇股 多.现金管理.债券担保、个人信用卡银 行等。我们可以帮助企业和当地政府 监管机构建立联系、并为企业提供省 校会活的商业伙伴。这些不仅仅基银行

训得成为人民书区域化的潜在市场。其 判断依据是什么?

(21世纪): 香港全营局发布的一 系列数据表明,今年以来参源人民币市 肠的存款增长十分报传,您认为背后的

大增长借力的。不管现在还是朱来、对

(21世紀), 松林点加入工人并希 受船与其国财政部成立一个合作小部 进一步推动香港与伦敦在发展高岸人 民币业务方面的合作、油打也是没个 小组的成员,小组目前推动的工作有哪

角色。我们的达度是伦敦人民币离焊 中心并不是和香港形成变争局面。只是





Economy

长卑达 4.9%。 非 洲经济复苏势头 对没有那么敏感, 非洲经济机遇 论'持续升温。"



第四年日回区の集団を文 (Stephen Injentey) 表示。

WAY "BUR" NO "AND"," MANUFACTURE,

欧债危机传导不减

非洲经贸机遇

由于非洲许多国家的外汇储备都以北元和欧元形 式存在,欧美市种的下面趋势的多数经济体带来负责部 响, 进一步增加了非洲国家的通账压力, 东北多田道 张星基至达到两位数、例如乌干达是张孝在今年 10月 METR-WOOLS, BOAD CHERRISTON ASSESSED. 现为全国会员我们周围知识, 和1955年所以会积长和 HOW RESTAUDED BY BURNEY, MINN FOR LIGHTED BY SHIPS DOTTO 等法 200 亿美元、东省共同省各市部部等仓增长了 10%-25% 不等。由业、物业及利尼日利亚的条组总量 机较去年也分别四单标名

苗铁佩开的债务数据引起人们对非洲大粒未来经 满走势的机比,但超级也交表示。"依须放机难以对你 **运送运动机本性冲击。反而是中国等部内国际海外拓** WOATHW...

一方面, 今年最非常的"选举车", 尼日众, 八内 WHITE HAVE THE WASHINGTON TO BE THE RESIDENCE OF THE PARTY OF THE PART **西周势总体系统保守稳定发展、另一方面、非洲国家采 第了一系列的数型的,吸引外收,均衡以供收帐建设**。 ARRESTMENTAL WILLIAMS FOR THE PROPERTY. 水平、商油等进驻非洲大陆的海外企业吃了一幅"定心

国际货币基金组织采制的数据显示, 今后6年全 球经济增长最快的10个经济水有7个是亚洲国家、但 住文表示赞明。这两年中间国家不断实行联合目录。自 力更生能力能升较色,并积极推动中间一体化发展。例 近年来,积极折离新术市场的通行银行指达保险。 第2011年前至中没发展共同本,在南非共同方法和东 数、每十分看着中国和亚洲和岛、透打银行企业及企图 非共同体制定 "三方一体化" 路线用以 "特别识别"。

级者依靠从方方, 但由非洲积累汤利, 算许深度 非洲思游打银行的规格性市场之一。市场需求与中国企 要一个过程。"塞于 2010 年增长率达 49%。非洲经 业的主势行业较为环况。这几年中洲国家的贸易集心正 法复苏办头良好,对国际市场的"反应 相对没有形 由传光的秋美市场和东部边,转向亚洲市场。而今年以一之故部、"非常经济机道论",持续升展。" 辞仕文说。

来的软件和机型品印度了这一里和确定的进程。 中非贸易正呈现多元化趋势

非洲是"机遇"而非"麻烦" 汉各年中非常显视时长马进, 2008年的城 1000 随着软件允利的扩放、货币股值、通货膨胀等同 亿英元大关。达到10回 亿美元、2010 年则包下 1200 如在北洲区都的出水河、与管不少数美专家对于非洲逐 位美元素高、截至2011年10月、中非贸易报在今年 新成为"谢锁"百之情情,但非实上。"故谁危私的传 "役仅9个月时间内就已达到1200亿美元,预计全年将 SMEASONS, SUBDISHMENISHES AND USES

进行银行今年4月发布的一份报告指出。从双



Successes on Africa opportunities



CNOOC Uganda



CNOOC LIMITED

- In 2011, CNOOC
 Uganda Limited
 successfully completed
 the purchase of 1/3 of
 Tullow's interest in
 the Albertine basin for
 over US\$2.9bn
- CNOOC selected
 Standard Chartered
 Uganda as its Cash
 Management bank

CIC 25% equity stake in Shanduka

CHINA INVESTMENT CORPORATION

SHANDUKA Group

- First China / Africa M&A transaction
- Standard Charterer's first transaction advising CIC and CIC's first investment in Africa

Yutong Bus and PEB



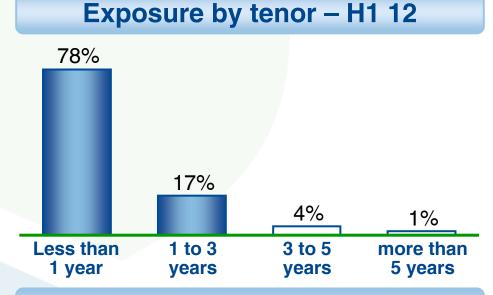


Standard Chartered worked closely with both PEB and Yutong Bus to finance the purchase of the buses using Standard Chartered's China-Africa corridor capability

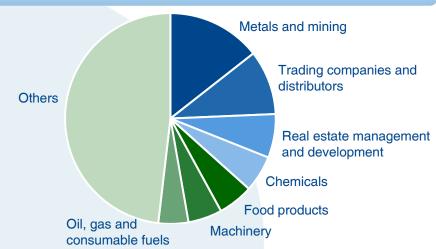
Robust risk management



- No exposure to Local Government Investment Vehicles (LGIV)
- Exposure; short term in nature
- Minimal exposure to commercial real estate
- No major industry concentration
- Robust stress testing







Key messages



Delivering client-led strategy

Strong and sustained performance

Leveraging the strong presence across
 Greater China and our network

Continuing to invest for sustainable growth



Investor trip 2012

China Consumer Banking

Leading the way in Asia, Africa and the Middle East





Leading the way

in Asia, Africa and the Middle East

Jungkiu Choi

Head of Consumer Banking, China

Key messages



 Strong and sustained performance with well-paced investments

Healthy balance sheet

Delivering customer focused strategy

Continuous investment for long term growth

Key long term trend of Consumer Banking market in China



Key trends

- Urbanisation and emergence of affluent customers
- Growth of wealthy customers
- Behaviour shift of customers
- From export orientation to domestic consumption driven growth

How we are positioned

- Began in 2007
- Leader in SME among foreign banks
- Trusted advisor approach
- Personal loans to occasional borrowers
- Leading solution provider for cross border needs of High Value Segment (HVS)
- Leader in digital brand among foreign banks, 3rd including all banks in China
- Build scale in select cities through smarter branch formats

Near term challenges and opportunities of Consumer Banking market in China



Challenges

RMB arbitrage between Hong Kong and China reduced

 SME challenged against macro-economic headwinds

Real estate market slowed

Opportunities

Premium SMEs still robust

High end market continues to grow

 Demand for cross border high end solutions keeps momentum

Consumer Banking China at a glance

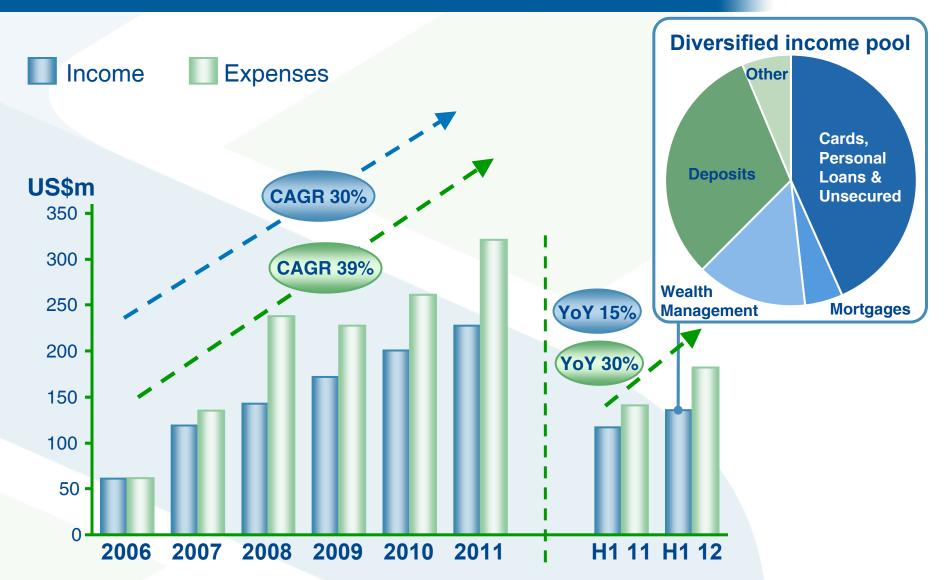


- Presence in 24 cities;90 outlets
- 72 outlets in 12 target cities with a minimum of 4 outlets in each city
- Over 320,000 customers
- 06-11 income CAGR 30%



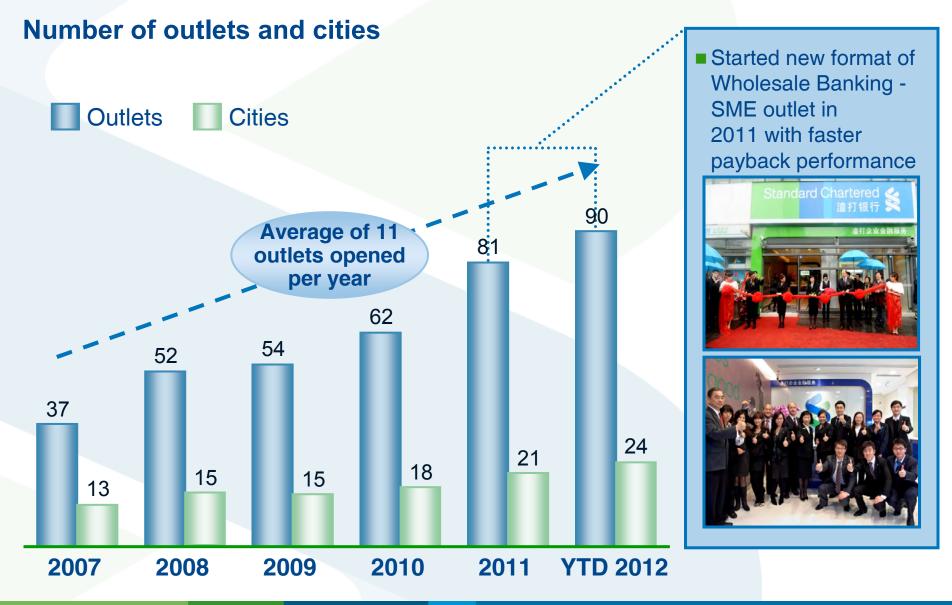
Robust income growth





Fast outlet expansion in smarter format





Healthy and sustainable balance sheet building – loans and advances





- Strong unsecured lending growth with much higher return on risk weighted assets
- Lending growth well within credit control

Healthy and sustainable balance sheet building - deposits



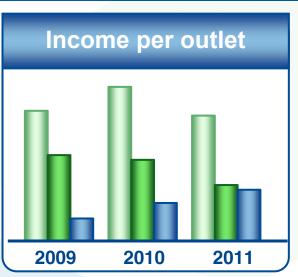


 Maintained healthy proportion of CASA and Term Deposits, with both growing at the same rate

Competitive landscape

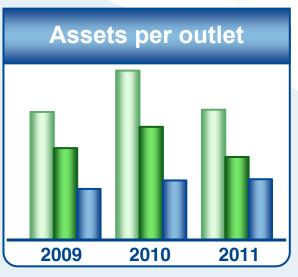








SCB (including SME)



SCB (excluding SME)

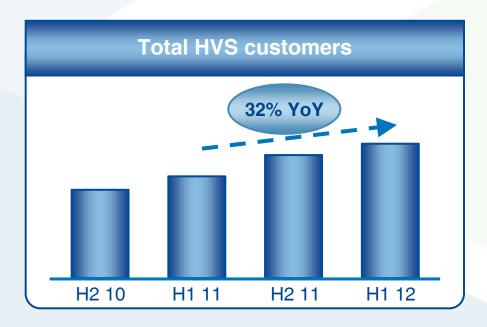
Major locally incorporated

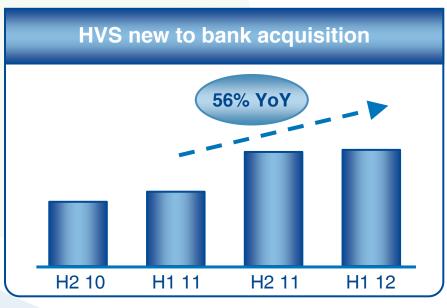
foreign banks average



Increased High Value Segments (HVS) customers













Deepening customer relationships

















Emotional engagement with customers



Continued progress in key customer metrics





SME - well positioned to capture great opportunities



Opportunities

Large SME market potential -99% of China's enterprises and contributing 60% of GDP*



Our positioning

- Largest international bank in China with a dedicated SME focus
- Presence in 20 cities with dedicated branches
- Over 300 relationship managers
- Full solutions tailored to each sub-segment

SME - strong performance underpinned by consistent strategy delivery



Our strategy

 Building depth and local scale in selected cities



Delivering customer focused strategy



Our performance

Strong and consistent growth of income



 Great market profile and strong market recognition



Recognition received



SME



Best Small
Business Lending
(3 consecutive years)



Prominent
Competence Bank on
SME Service Award
2011



SME Gas Station Award 2011

Digital



 Asia Pacific's Best Internet Bank 2011
 The World's Best Consumer Internet Bank 2011



Online Banking Customer Satisfaction Award 2011



Service Excellence Award Best in Category 2011



First Place in Sina Corporate Weibo Vote 2011



Wealth Management



Structured Products

- Best in China (5
consecutive years)
Structured Products
Magazine in UK



Best Bank Financing Products in China 2011



The Ten Best Bank Financing Products in China 2010

Accelerated investments in building sustainable strategic levers















Key messages



 Strong and sustained performance with well-paced investments

Healthy balance sheet

Delivering customer focused strategy

Continuous investment for long term growth