

Innovation & Digitisation Event

13 October 2021

9 to 11.30am BST



standard
chartered

Agenda

OPENING

9.00 – 9.20 AM BST
4.00 – 4.20 PM SGT / HKT

**Key messages and
our aspirations**

• Remarks



**Bill
Winters**

BREAKOUTS 90 min

9.25 – 11.00 AM BST
4.25 – 6.00 PM SGT / HKT

 30 min

Transforming our core

• Opening
• Short film
• Questions and Answers



**Judy
Hsu**



**Kahina
Van Dyke**



**Sunil
Kaushal**



**Marc Van
de Walle**

 30 min

**Partnering for scale
and to extend reach**

• Opening
• Short film
• Questions and Answers



**Ben
Hung**



**Mary
Huen**



**Andrew
Chia**

 30 min

**Building new
business models**

• Opening
• Short film
• Questions and Answers



**Simon
Cooper**



**Alex
Manson**

CLOSING

11.05 – 11.30 AM BST
6.05 – 6.30 PM SGT / HKT

Wrap up

• Remarks
• Questions and Answers



**Bill
Winters**



**Andy
Halford**



Key Messages

What we are already doing is:

- Fundamentally transformative
- A differentiated strategic approach...
- .. with growing evidence of success

We will back innovations that are or have the potential to be:

- First and best in their class
- Scaled fast
- Disruptive with a clear purpose: to meet customer needs

We believe we can win because:

- We have invested in our core infrastructure
- We are an “incumbent” who is prepared to disrupt...
- ... building a unique ecosystem in which to play...
- ... with SC Ventures separate but inextricably connected to the Group
- We can pace our investments



Financial Commentary



Income

- We are fundamentally repositioning the Group to generate **50% of income from digital initiatives, innovation and transformation of the core...**
- ... the majority of which will come from new and upgraded platforms and partnerships, supplemented selectively by new business ventures



Cash Investments and Expenses

- We are changing the mix of our cash investments thereby **doubling the strategic component to ~\$1bn per annum...**
- ... with an expanding shift into digital initiatives
- We expect total expenses in 2021 related to SC Ventures, Mox and SC Bank Solutions of ~\$200m...
- ... these will grow meaningfully over time as these businesses move beyond their start-up phases
- The more efficient models enabled by multiple digitisation initiatives will be key enablers in **lowering the cost-to-income-ratio to below 60%**, consistent with our >10% medium-term RoTE target



Venture Investments

- We have **invested ~\$0.6bn in our ventures largely over the last two years**, which includes
 - ~\$0.2bn of equity investments into SCV Funds and other minority stakes...
 - ... and a further ~\$0.4bn in cash investments in majority owned ventures such as Mox, SC Bank Solutions and others
- The **estimated value of these investments has doubled since inception**
- We intend to continue to make selective equity investments at similar levels going forward...
- ... targeting Venture Capital like returns for our venture portfolio



Clients

- Our ambition over the medium-term is **grow our Retail and SME client base 5X...**



Flows

- ... and to generate **volumes and payment flow growth of 50X** across our various new venture platforms



Returns

- We expect our ventures and investments to be profitable, generating attractive returns, adding materially to shareholder value over-time



►► Showcases

Showcase factsheets




Storyteller profiles

Further resources

Terms and important notice



Showcases

TOPIC	STORYTELLERS	EXAMPLES
Transforming our core		<div>Digitalising our Network</div> <div>Digitalising Wealth Management</div> <div>Africa Digital Bank</div>
Partnering for scale and to extend reach		<div>mox by standard chartered</div> <div>nexus</div> <div>standard chartered</div> <div>Linklogis</div>
Building new business models		<div>SÖLV growth simplified</div> <div>zodia</div> <div>ASEMBLY</div> <div>currencyfair</div>



Showcases

►► **Showcase factsheets**

Storyteller profiles

Further resources

Terms and important notice



Digitalising our Network

Be the leading digital-first and data-driven banking platform powering global trade, commerce and financial services in our footprint

Proposition

A global digital-first and data-driven banking platform enables us to:

- Grow engagement, opportunity and wallet share with our clients
- Drive client experience and make it simple to do business anywhere
- Automate operations to decrease costs while increasing transparency and signal
- Leverage data as a differentiator to make better business decisions, faster
- Compete to attract high-growth technology and new economy clients
- Partner with to deliver digital and data solutions at scale and speed

Progress

Investment, acceleration and digitisation over the last 12 months..

- **Platform Expansion** – available in 40+ markets with majority of clients migrated
- **Global Acceleration** – delivered 250+ digital and data features across 40+ network markets, launching a new digital feature every 2-3 days
- **Empowered by Data** – Data Dashboards launched were co-created with clients
- **Ease of Doing Business** – Digital Self-servicing launched reducing client queries from hours into minutes
- **Channel Expansion** – Mobile channel launched in 30+ markets
- **Global Open Banking** – 200m API transactions and increasing client demand in markets
- **Client Satisfaction** and client engagement increasing across digital platform: +8% in 2021 vs 2020

Positioning

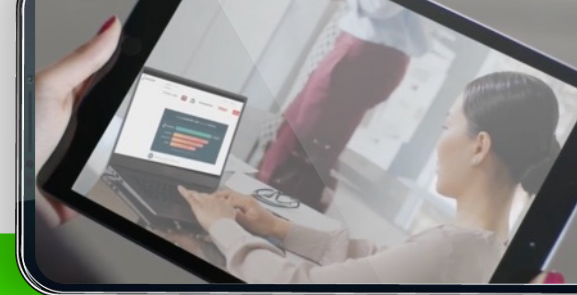
Unlocking Global Opportunity

- **Client Centricity** – Superior client experience drives client engagement and wallet share
- **Be Trusted Partners** – Client Co-creation allows us to transform industry disruption into opportunity
- **Global Interconnected Platform** – Our unique footprint is positioned to unlock outsized value for digital first data driven delivery platform
- **Data Drives Opportunity** – Empowering clients with actionable data insights to drive better decisions and more transparency
- **Partnership drives Innovation** – Investing in a global API platform to enable open banking creates a secure environment for strategic partnerships and client innovation



Digitalising Wealth Management

Help people prosper and achieve their life goals...



Proposition

- ...by establishing ourselves as trusted international wealth management experts

Positioned as wealth management experts, we aim to:

- Improve our ability to know our clients more deeply and serve them at scale through personalised advice and solutions
- Enhance capacity for investments in talent, tech, data and branding
- Tap into the vast and growing wealth pools in our footprint markets (net wealth assets expected to reach ~\$184 trillion by 2025¹)
- Increase overall profitability of our Affluent business (WM is a high RoTE, less capital consuming business)

Progress

Continued strong performance

- Record income in 1H'21, up 21% YoY ccy
- Now 16% of Group income; up 4%pts YoY
- Ranked top 3 wealth manager in Asia²
- International banking proposition live in 20 corridors, across 4 wealth hubs
 - Cross-border onboarding time down to ~48 hours

Predominantly digital trade execution

- Tripled digital transactions since 2019
- ~92% of transaction³ paperless
- ~72% of transactions DIY

Personalised Investment Ideas...

- ...is a deep analytics-backed tool for personalised portfolio recommendation and portfolio health scores, live in 4 markets

Positioning

Creating differentiated client experiences

- Leveraging data and AI to scale personalisation of advice and solutions for our clients
- Delivering convenient and integrated experience across all channels and empower clients with intuitive self-serve solutions 24X7

Scaling wealth management

- Re-wiring technology to be API-led, flexible and modular to plug easily with partners
- Extending WM proposition through digital-first model
- Exploring new business models & partnerships

Driving cost efficiencies

- Converging technology stack across all client segments
- Automating trade execution and product fulfillment

¹BCG Global Wealth Report 2021

²Asian Private Banker, Asia 2020 Wealth Continuum AUM report

³These reflect top 12 markets



Africa Digital Bank

Deliver scalability and profitability in Africa Mass Retail using a low-cost digital platform



Proposition

Driven by the phenomenal growth in mobile penetration

- Africa is the birthplace of mobile wallets which took off in the mid-2000's, driven by limited access to branches and banking services
- Already 400m consumers use mobile payments to handle \$300bn of mobile money transactions, generating \$2bn-\$3bn in mobile banking fees
- By 2025, the mobile payment market could reach 650m to 750m customers¹

Progress

Added ~700k clients to a base of 1m

- ~75% < 35 years old vs 25% in traditional bank
- Retail and Wealth Management (WM) products already available

Footprint not restricted by small branch network

- Digital offerings across 20 states in Nigeria vs 3 earlier
- 10k locations in Uganda through agent banking vs 3 branches earlier

Marginal costs comparable to challenger banks

- Branch network halved
- Cost of acquisition reduced by ~2/3rds
- Cost of servicing reduced by ~1/3rd

Positioning

Now available in 9 markets

- Kenya, Nigeria, Ghana, Uganda, Zambia, Côte d'Ivoire, Botswana, Tanzania and Zimbabwe
 - Digital retail bank first launched in Côte d'Ivoire in 2018
- Recent pan-Africa collaboration with Airtel increasing access to mobile services and enabling co-creation of innovative financial offerings

In-house tech platform standardised across all markets

- Providing clients affordable, convenient, fast and 24/7 banking services
- Future ready, lower cost and nimble to localise

¹ Five Strategies for mobile payment in Africa by BCG, August 2020



Mox, Virtual Bank Hong Kong

Help everyone in Hong Kong grow – your money, your world, your possibilities



Proposition

Hong Kong is a lucrative retail banking market

- A Virtual Bank is core to accelerating our Mass Retail strategy and to spearhead innovation across the Group
- Bringing a new way of banking to clients in Hong Kong
- Attracting a younger and broader demographic via a scalable, cost-efficient and entirely digital proposition
- And providing future potential opportunities with the opening of the Greater Bay Area region

Leveraging partnerships for customer acquisition at scale

- Enabling more rapid and cost-effective customer growth
- Creating differentiated client propositions and digital experiences, integrating with partner ecosystems

Progress

~175k clients; ~70k Mox Credit clients

- The < 35 years old demographic is 50% of the Mox client base while it is only 23% of the Hong Kong population
- Fastest account opening in < 3 minutes; Median 9 minutes
- Captured 1/4th of the Virtual Bank deposit market share in Hong Kong¹; ~\$700m of deposits
- Rank #2 by deposits among 8 Virtual Banks in Hong Kong¹
- ~75% growth in clients since Mox Credit launch in May'21

Smart banking, smart saving, smart spending and Mox credit products already available

- Highest rated virtual bank in Hong Kong on the App Store
- Most trusted virtual bank in Hong Kong²
- 1st all-in-one numberless bank card in Asia
- 1st Virtual Bank to support Apple Pay and Google Pay in HK
- 1st Virtual Bank to launch credit services on its bank card (Mox Credit)
 - FX and Equity trading in pipeline

Positioning

Mox was launched as a Joint Venture...

- ...with HKT, PCCW and Trip.com in September 2020
 - HKT and parent PCCW are Hong Kong's leading telecommunications provider
 - Trip.com is Asia's largest online travel agency
 - Providing reach to 4m HKT and 1m Trip.com customers in Hong Kong

Mox is a cloud-native, mobile only, digital bank

- Built from the ground up, Mox is a cloud-native bank built in collaboration with some of the world's leading organisations and fintechs
- Enables "lift and shift" to new markets at lower costs
- Mox technology to support our 2nd licensed digital bank in Asia, in partnership with NTUC Enterprise, Singapore

Creating a new business and operating model, and setting a blueprint for future ventures in Standard Chartered

¹Based upon published accounts for the 8 HK virtual banks

²Based on a YouGov survey conducted in June 2021, with responses from 1,033 respondents



nexus, Global embedded finance solution

Redefine the banking experience by marrying digital ecosystems to the bank at scale

nexus

Proposition

Progress

Positioning

Launching first in Indonesia

- Indonesia is the world's 4th most populous country, home to 273m...
 - ... and has and will continue to have the largest internet economy in Southeast Asia¹
 - 56% of consumers prefer to buy products and services online²...
 - ...but many do not have access to banking services
- Indonesia is expected to be fully cashless by 2029²

Most digital platforms are typically not able to provide financial services themselves...

- ...and this is where nexus comes in with partnerships for customer reach and to promote financial inclusion
- Providing access to rich transactional datasets

Planning for go-live in the coming months³...

- ...offering CASA and debit cards³
- Lending products to follow
- Assets and liabilities will reside with SCB
- Clients aware of the SCB relationship but deals via partner apps
- Seamless experience for clients within the partner ecosystem
- Reviewing future partnerships across Indonesia and other markets in our network

Allowing digital ecosystems to offer financial services...

- ...to their customer base under their own brand

Partnership with Indonesian e-commerce giant Bukalapak announced in January 2021, including a strategic investment into Bukalapak

- Indonesian e-commerce giant with >100m users
- >12.9m micro and SME partners

2nd partnership with beauty and personal care platform Sociolla

SCB owned and developed technology solution

- Enabling all customer interfaces (onboarding, servicing, transacting) at world leading scale given sizes of potential partners

¹e-Conomy SEA 2020 At full velocity: resilient and racing ahead, by Google, Temasek & Bain

²Standard Chartered 2020 Global Consumer Survey

³Subject to regulatory approval



Olea, enabling trade to be an investible asset class for investors

Bring together institutional investors in alternative asset class with businesses requiring supply chain financing



Proposition

A Joint Venture with Linklogis to address the gap in supply chain financing

- Olea is a joint venture between Standard Chartered and Linklogis – a leading provider of technology solutions for supply chain finance
- Aims to fill the gap in supply chain finance globally (estimated to be above \$5 trillion), further widened as a result of pandemic disruption
- A digitised trade finance platform that provides transparent and frictionless access to supply chain finance
- Investors gain access to a full range of trade finance assets with credible insights on asset quality

Progress

Partnership progress

- Partnership with Linklogis started in 2019, followed by an investment
- Joint agreement for JV signed August 2021 with operating entities to be set up upon regulatory approval
- Reached agreement with Refinitiv of the LSE Group to jointly provide supply chain financing solutions

Client validation process

- Operating platform built with over 100 user stories including due diligence and real time matching engine
- Received strong initial demand from both investors and suppliers with live transaction expected in early 2022

Positioning

Olea is uniquely positioned to reinvent trade finance and be a force for good

- Brings together trade asset origination with investor risk appetite by applying the best of trade and risk management expertise of the bank
- Leverages Linklogis' innovation in supply chain technology – with over 20% market share in supply chain financing in China
- Enables trusted and transparent insights on the trade finance assets, allowing investors to understand the risk and manage



SOLV, B2B Micro, Small and Medium Enterprises (MSMEs) platform

Enable digital and financial inclusion of MSMEs in a scalable, cost-efficient way



Proposition

Solving growth pain points of MSMEs through digital platform

- Solv is addressing growth pain-points of >50m MSMEs in India that employ >100m people, representing 30% of GDP
- B2B e-commerce platform facilitates end-to-end transactions between verified buyers and sellers across India

Leveraging data to enable access to financing

- Platform generates valuable data that helps derive a proprietary AI/ML based trust score (Solv Score) which aids credit decisioning
- Solv's Buy Now, Pay Later product offers short term, revolving credit to buyers on the platform
- Supply Chain Finance platform offers anchor led, invoice-based financing

Progress

Live in India and making good progress

- Leadership talent and team in place, 150 people today
- Presence in 6 cities
- Already >70k small retailers, traders, wholesalers and manufacturers onboarded
- \$50m Gross Merchandise Value generated
- Net promoter score for Solv App has been consistently over 50

Expanding through partnerships and new markets

- Multiple FI partners to ensure coverage across regions and sectors; anchor clients include Samsung and Dell
- Expanding proposition to Kenya; exploring other ASEAN markets

Positioning

Unique, pure-play, digital B2B marketplace with potential to scale

- Getting the new-to-digital and new-to – banking MSMEs into the formal economy
- Building multiple inter-connected business models in the MSME/supply chain ecosystem
- Presence in Asia, Africa and the Middle East allows to leverage IP to build multi-market proposition
- Deep relationships with global and local anchor clients supporting their supply chains
- Bringing expertise and talent in banking and technology together



Zodia, Institutional grade infrastructure for digital assets

Help institutional clients safely navigate the fast growing, complex world of cryptocurrencies



Proposition

Growing digital assets and need for institutional grade infrastructure

- Institutional investors currently account for less than 10% of investments in cryptocurrencies - expected to grow
- Zodia aspires to create end to end ecosystem for digital assets from custody, to brokerage, to tokenisation

Zodia includes both custody and markets proposition

- **Zodia Custody** enables institutional owners and managers to invest in a range of cryptocurrencies without compromising on asset safekeeping—starting with the two most traded cryptoassets, Bitcoin and Ethereum
- **Zodia Markets** is a digital asset brokerage and exchange platform for institutional and corporate clients

Progress

Zodia Custody

- Leadership team based in the UK, with a subsidiary being set up in Ireland
- Partnership and investment by Northern Trust in December 2020
- Registered with the UK Financial Conduct Authority in July 2021
- After completing pilot testing, went live in October 2021

Zodia Markets

- Formed as a partnership with BC Group of Hong Kong (underpinned by subsidiary OSL), in July 2021
- Operational launch in 2022 in the United Kingdom and Ireland, pending regulatory approvals

Positioning

Leveraging institutional strength and partnerships to create first in class venture

- Zodia combines the risk management, governance and security expertise of a bank, with the agility and innovation of a tech company
- Partnered with established industry leaders Northern Trust and BC Group for Custody and Markets proposition
- Zodia Custody is one of nine cryptoasset businesses granted FCA registration
- OSL is the world's first SFC licensed, listed, digital asset wallet-insured, Big 4 audited digital asset trading platform
- As a group we are investing in best in class tech capabilities e.g. Metaco



Assembly Payments & CurrencyFair, payments platform for online economy

Provide innovative payment solutions to clients globally as they transition to the digital economy



Proposition

Fast growing digital economy and client demands

- Global e-commerce sales estimated at US\$26 trillion while global cross-border payment flows expected to cross US\$150 trillion
- Clients need seamless, secure and cost-efficient platforms that integrate payment services across multi-markets and multi-currencies

CurrencyFair and Assembly Payments to provide full range of payment services

- Venture helps businesses manage and automate the complexities of payment workflows whilst adhering to stringent compliance and risk standards globally
- Merged entity will offer full range of payment services including card and non-card payments, fraud management, reconciliation, FX and liquidity

Progress

The merger

- Announced JV with Assembly Payments in February 2020
- Announced merger of Assembly Payments & CurrencyFair in April 2021
- Integration of the merged entity expected to be completed later this year including rebranding

Scale of combined entity

- Over 150 people across 8 markets today including - US, UK, AU, SG, HK, PH, IN, EU
- Plans to expand to 15+ markets over the coming years
- ~160k clients and expected to exceed \$6bn in total annualized volumes in 2021

Positioning

A multi-currency, multi-markets payments platform for the online economy

- SCB experience in payments and presence in emerging markets will accelerate scale of new entity
- Brings together the complimentary business of cross-border payments of CurrencyFair with the automated domestic payment processing capabilities of Assembly Payments
- Combined entity has licenses to operate in 8 markets with licenses in additional 5 in progress
- Aligned with the strategic priorities of SCB to provide innovative payment solution to SCB's clients globally



SC Bank Solutions, Virtual Bank Singapore

Bring the next-generation digital bank with a local ecosystem partner

Proposition

Leveraging partnerships is key to building a 'next-generation digital bank' in Singapore

- Mix between digital and physical offerings positioning us to further differentiate
- Providing accessible banking services is in-line with Singapore's efforts to digitalise its economy

Progress

Our second separately licensed digital bank in Asia, after Mox in Hong Kong

- Full Bank license - an advantage in terms of time to market and lower capital requirement
- A unique partner in NTUC Enterprise with unprecedented access to customers
 - A group of social enterprises that spans across a lifestyle network...
 - including supermarkets, pre-schools, training platforms, F&B, financial services and health and eldercare
 - Serving >2m customers daily

Planning to go-live in 2022

- Quicker speed to market by leveraging Mox technology stack

Positioning

SCB Singapore was the first and only bank to be awarded the "Significantly Rooted Foreign Bank" (SRFB)

- Awarded by the Monetary Authority of Singapore in August 2020
- SCB Singapore was granted enhanced SRFB privileges, in recognition of the significantly higher degree of rootedness in December 2020

SC Bank Solutions incorporated as a fully licensed bank

- Owned jointly by SCB Singapore and BetaPlus, a holding company controlled by NTUC Enterprise
- The Joint Venture was finalised in September 2021

Supplementary information on an additional "Partnering for scale and to extend reach" initiative



CardsPal, Rewards and deals platform

Help customers maximise rewards, whilst enabling merchants/banks to showcase their best deals



Proposition

Growing volumes and penetration of digital payments and credit cards

- Transaction values of digital payments in Asia Pacific has grown exponentially and crossed \$200bn in 2020¹ (ex-China)
- Further growth potential in credit-card penetration as current levels of credit card usage is <5% in Emerging Asia and <25% in Developed Asia²

CardsPal unique proposition for users and merchants

- For users, CardsPal enables easy discovery of relevant deals to maximise benefits (starting with credit cards)
- For merchants and banks, CardsPal enables efficient promotion of deals and reward incentives to target digitally savvy users
- CardsPal aims to be the leading Deals Marketplace that connects users, merchants and banks, creating hyper-personalised experiences and curated offerings

¹ <https://www.statista.com/statistics/1226197/apac-digital-payments-transaction-value-by-country/>

² McKinsey – The Future of Payments in Asia
Supplementary information on an additional “Building new business models” initiative

Progress

Progress to date

- Team of 15+ employees in Singapore
- #1 app in Singapore lifestyle category in Google Play Store
- Rating 4.8 in iOS and 4.7 in Google Play Store
- Rapidly growing user and merchant base with >200k downloads and 300 merchants on-boarded

Partnerships and plans

- Working with major banks and local partners such as NTUC Income, Mastercard, Great World Mall, Wildlife Reserves
- Gamification to further enhance user experience and retention
- Plans to expand to next countries with similar demographics (e.g. Hong Kong and Malaysia)

Positioning

Open platform for lifestyle and rewards with significant growth potential

- Open platform that solves two-pronged challenge of optimizing benefits across multiple payment modes and wallets by users, and efficiently promoting deals by merchants and banks
- Cardspal leverages SCB's strong experience in Credit Card and Payments business in target markets.
- CardsPal as a value-added service for digital banks / digital payment platforms
- Insights on lifestyle choices on Cardspal helps design new and relevant propositions for digitally savvy millennials
- Ability to grow partner networks beyond credit cards to other rewards and sectors driving scale and ecosystem effect



Autumn, Holistic financial planning for all

Empower customers to plan their retirement across the aspects of wealth, health, and lifestyle



Proposition

The problem of ageing and retirement planning is getting real

- Asia will be home to 60% of global over-65s by 2030¹. Total liquid assets of Asian working population is \$3.5 trillion²
- Over 50% feel underprepared for retirement due to lack of trusted financial advice and poor financial literacy

Autumn empowers customers to create their best retirement

- Retirement planning platform that provides bank-agnostic, neutral, customer-centric tools, advice and products directly to retail customers
- Integrates wealth, health and lifestyle to create unique profiles, motivate right choices, and budget for future care
- Over time, end-to-end wealth management journey will go from financial aggregation to needs analysis, advice & execution

¹Deloitte's Voice Of Asia Report 2017

² Credit Suisse Global Wealth Report 2019

Supplementary information on an additional "Building new business models" initiative

Progress

Progress to date

- Team of 30+ employees with headquarters in Singapore
- Franklin Templeton partnership signed in June 2021
- Since launch in May 2021
 - 7k+ downloads
 - Assets Under Influence: \$780m+ total shared by users on the platform

Launching in next phase

- Financial literacy and education
- Health score, programs, and coaching
- Financial advice and execution (pending regulatory approval)
- Expansion to start testing HK market in 2022

Positioning

A new way to tackle the challenge of retirement planning leveraging institutional strengths

- Autumn's open platform for retirement planning is a fundamental change from RM-led model
- Leverages bank experience in serving wealth needs of affluent clients in key markets
- Complements banks by cost-effectively activating customers to shift cash-on-deposits to AUM, generating leads, and reducing service costs
- Bank grade data privacy and security helps clients trust their data with the platform
- Integrate offering with core bank or digital banks in key markets to create revenue streams from new and existing customers



Showcases

Showcase factsheets

► **Storyteller profiles**

Further resources

Terms and important notice



Storyteller profiles

Transforming our core



Judy Hsu

CEO,
Consumer, Private & Business
Banking

Judy was appointed CEO, Consumer, Private and Business Banking in January 2021 and has been a member of the Group Management Team since 2018



Kahina Van Dyke

Global Head, Digital Channels &
Client Data Analytics, Corporate,
Commercial & Institutional Banking

Kahina was appointed Global Head of Digital Channels and Data Analytics in Corporate, Commercial & Institutional Banking in February 2020. Kahina joined us after working in financial technology and global technology companies in Silicon Valley as well as previous global banking roles



Sunil Kaushal

CEO,
Africa & Middle East

Sunil was appointed Regional CEO, Africa & Middle East in October 2015, and has been a member of the Group Management Team since



Marc Van de Walle

Global Head,
Wealth Management

Marc was appointed Global Head of Wealth Management in July 2020. Marc has spent the last 28 years in retail and private banking, and wealth management in Europe and Asia



Storyteller profiles

Partnering for scale and to extend reach



Ben Hung

CEO, Asia

Ben was appointed Standard Chartered's Chief Executive Officer for Asia in January 2021. He sits on the Group's Management Team and is the Chairman of Standard Chartered Bank (China) Limited



Mary Huen

Executive Director and CEO,
Hong Kong and Cluster CEO, Hong Kong,
Taiwan & Macau

Mary was appointed CEO, Hong Kong in 2017 and Cluster CEO of Hong Kong, Taiwan & Macau in 2021



Andrew Chia

Cluster CEO,
Indonesia & ASEAN Markets (Australia,
Brunei & The Philippines)

Andrew was appointed as Cluster CEO, Indonesia and ASEAN Markets (including Australia, Brunei and The Philippines) in November 2020



Storyteller profiles

Building new business models



Simon Cooper

CEO, Corporate, Commercial & Institutional Banking and CEO,
Europe & Americas

Simon joined the Group as CEO, Corporate & Institutional Banking in April 2016 and has been a member of the Group Management Team since. He assumed additional responsibility for Commercial Banking in March 2018 and Europe & Americas in September 2020



Alex Manson

SC Ventures

Alex heads SC Ventures, established in 2018 to drive innovation in banking by investing in fintechs and building ventures that explore new business models



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Further resources

sc.com/en/about/innovation

How we're innovating for businesses and corporates

- Zodia: Custody for crypto assets
 - [Watch overview](#)
 - [Visit website](#)
- Olea, a digital blockchain-enabled trade finance platform
 - [Read press release](#)
- Currency Fair and Assembly Payments: Digital payments for businesses
 - [Read press release](#)
- nexus: Embedding financial services into popular platforms
 - [Watch overview](#)
- Solv: A growth platform for small business
 - [Watch overview](#)
 - [Watch demo](#)
 - [Visit website](#)
- Open banking/API: Boosting client productivity
 - [Watch client testimonial](#)
- Straight2Bank: our digital corporate banking platform
 - [Watch overview](#)

How we're innovating for personal customers

- Fully digital banks in Asia
 - [Mox, our HK virtual bank - watch demo](#)
 - [SC Bank Solutions Singapore - read press release](#)
- Fully digital banks in Africa
 - [Read recent coverage](#)
- Autumn: Empowering consumers to achieve their goals
 - [Watch overview](#)
 - [Watch demo](#)
- MyRM: Personalising client interactions
 - [Watch overview](#)
- Personalised Investment Ideas
 - [Watch overview](#)
- CardsPal: Making credit cards work for clients
 - [Watch demo](#)

How we're innovating with fintech

- SCVentures
 - [Visit website](#)
- SC Ventures FinTech Bridge
 - [Visit website](#)
- aXess: Experience open banking
 - [Visit website](#)

Our latest innovation news

- [Visit website](#)

Showcases
Showcase factsheets
Storyteller profiles
Further resources

► **Terms and
important notice**



Selected technical and abbreviated terms

Term	Definition
AI/ML	Artificial intelligence and machine learning
API	Application Programming Interface
AAME	Asia, Africa and the Middle East
B2B	Business-to-business
Big 4	The “Big 4” is the nickname used to refer collectively to the four largest professional services networks in the world, consisting of the global accounting networks Deloitte, Ernst & Young, KPMG and PwC
CASA	Current accounts and savings accounts
CCIB	The Group’s Corporate, Commercial & Institutional Banking segment
CPBB	The Group’s Consumer, Private & Business Banking segment
Ccy	A performance measure on a constant currency basis is presented such that comparative periods are adjusted for the current year’s functional currency rate
EM	Emerging Markets
FI	Financial Institutions
FM	The Group’s Financial Markets business
HNW	High net wealth [clients], defined as >USD3m in assets under management
Network activities	Corporate and institutional banking services offered to clients utilising the Group’s unique network in 59 markets across Asia, Africa and the Middle East
O2D	Originate to distribute – a core part of CCIB’s RWA allocation strategy
RoTE	Return on Tangible Equity: the ratio of the current year’s profit available for distribution to ordinary shareholders to the weighted average tangible equity, being ordinary shareholders’ equity less the average goodwill and intangible assets for the reporting period
RWA	Risk-Weighted Assets are a measure of the Group’s assets adjusted for their associated risks

Term	Definition
WM	The Group’s Wealth Management business
YoY	Year-on-Year change
%pt	Percentage point

Important notice

This document contains or incorporates by reference “forward-looking statements” regarding the belief or current expectations of Standard Chartered PLC (the “Company”), the board of the Company (the “Directors”) and other members of its senior management about the strategy, businesses and performance of the Company and its subsidiaries (the “Group”) and the other matters described in this document. Generally, words such as “may”, “could”, “will”, “expect”, “intend”, “estimate”, “anticipate”, “believe”, “plan”, “seek”, “continue” or similar expressions are intended to identify forward-looking statements.

Forward-looking statements involve inherent risks and uncertainties. They are not guarantees of future performance and actual results could differ materially from those contained in the forward-looking statements. Recipients should not place reliance on, and are cautioned about relying on, any forward-looking statements. Forward-looking statements are based on current views, estimates and assumptions and involve known and unknown risks, uncertainties and other factors, many of which are outside the control of the Group and are difficult to predict. Such risks, factors and uncertainties may cause actual results to differ materially from any future results or developments expressed or implied from the forward-looking statements. Such risks, factors and uncertainties include but are not limited to: changes in the credit quality and the recoverability of loans and amounts due from counterparties; changes in the Group’s financial models incorporating assumptions, judgments and estimates which may change over time; risks relating to capital, capital management and liquidity; risks associated with implementation of Basel III and uncertainty over the timing and scope of regulatory changes in various jurisdictions in which the Group operates; risks arising out of legal and regulatory matters, investigations and proceedings; operational risks inherent in the Group’s business; risks arising out of the Group’s holding company structure; risks associated with the recruitment, retention and development of senior management and other skilled personnel; risks associated with business expansion or other strategic actions, including engaging in acquisitions, disposals or other strategic transactions; reputational, compliance, conduct, information and cyber security and financial crime risks; global macroeconomic and geopolitical risks; risks arising out of the dispersion of the Group’s operations, the locations of its businesses and the legal, political and economic environment in such jurisdictions; competition; risks associated with the UK Banking Act 2009 and other similar legislation or regulations; risks associated with the discontinuance of IBORs and transition to alternative reference rates; changes in the credit ratings or outlook for the Group; market, interest rate, commodity prices, equity price and other market risk; foreign exchange risk; financial market volatility; systemic risk in the banking industry and among other financial institutions or corporate borrowers; country risk; risks arising from operating in markets with less developed judicial and dispute resolution systems; risks arising out of regional hostilities, terrorist attacks, social unrest or natural disasters; risks arising out of health crises and pandemics, such as the COVID-19 (coronavirus) outbreak; climate related transition and physical risks; business model disruption risks; the implications of a post-Brexit and the disruption that may result in the United Kingdom and globally from the withdrawal of the United Kingdom from the European Union; and failure to generate sufficient level of profits and cash flows to pay future dividends. Please refer to the Company’s latest Annual Report for a discussion of certain other risks and factors which may impact the Group’s future financial condition and performance.

Any forward-looking statement contained in this document is based on past or current trends and/or activities of the Company and should not be taken as a representation that such trends or activities will continue in the future. No statement in this document is intended to be a profit forecast or to imply that the earnings of the Company and/or the Group for the current year or future years will necessarily match or exceed the historical or published earnings of the Company and/or the Group. Each forward-looking statement speaks only as of the date of the particular statement. Except as required by any applicable law or regulations, the Company expressly disclaims any obligation or undertaking to release publicly or make any updates or revisions to any forward-looking statement contained herein whether as a result of new information, future events or otherwise.

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