

press release

FOR IMMEDIATE RELEASE

Standard Chartered Awarded Best Global Retail Bank and Best Online Banking Strategy

12 June 2012, Singapore – Standard Chartered Bank has won awards of “Best Global Retail Bank” and “Best Online Banking Strategy” at The Retail Banker International’s Awards, its 27th annual event.

The accolades recognise the Bank’s strong progress in delivering consistent results amidst the industry’s changing climate and regulatory environment. They also reflect the Bank’s leadership in demonstrating innovation and cost effective deployment, while achieving growth, operational efficiencies and high levels of customer satisfaction.

Douglas Blakey, editor of Retail Banker International, said:

“Standard Chartered was a worthy winner of the awards as it has posted record profits for the ninth successive year, while driving to continuously deliver highly differentiated and innovative products, services and superior online consumer experiences.”

The judging criteria of the awards included levels of sustainable profitable growth, demonstration of high professional standards and exemplary representation of the industry to external stakeholders.

Commenting on the awards, Khalid El Gibaly, Regional Head of Consumer Banking for UAE and Middle East, Standard Chartered Bank said:

“Standard Chartered adopts a customer focused strategy which aims to provide its customers with products designed to cater to their specific financial needs. In addition, the bank is continuously investing in its platform and human resources to enhance its customer’s experience when using our services and interacting with our staff. We are glad to receive this award which comes as testament to our continuous efforts to provide best in class retail banking services and products.”

These awards, in addition to the Global Finance Awards for World's Best Internet Bank and seven other regional and country-level accolades won in 2011, reaffirms the Bank's progress and industry leadership. The Bank's Breeze mobile banking service, available in Singapore, Hong Kong, Malaysia, India and China, has registered growth in customer use of almost 50 per cent in the past six months.

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Note to Editors:

Standard Chartered – leading the way in Asia, Africa and the Middle East

Standard Chartered is a leading international banking group. It has operated for over 150 years in some of the world's most dynamic markets and earns more than 90 per cent of its profits in Asia, Africa and the Middle East. This geographic focus and commitment to developing deep relationships with clients and customers has driven the Bank's growth in recent years. Standard Chartered PLC is listed on the London and Hong Kong stock exchanges as well as the Bombay and National Stock Exchanges in India.

With 1,700 offices in 70 markets, the Group offers exciting and challenging international career opportunities for nearly 87,000 staff. It is committed to building a sustainable business over the long term and is trusted worldwide for upholding high standards of corporate governance, social responsibility, environmental protection and employee diversity. Standard Chartered's heritage and values are expressed in its brand promise, 'Here for good'.

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