

press release

FOR IMMEDIATE RELEASE

Standard Chartered named “Best Consumer Digital Bank” in Hong Kong by *Global Finance*

27 July 2015, Hong Kong – Standard Chartered Bank dominated *Global Finance Magazine’s* 2015 Best Consumer Digital Bank Awards in Asia, Africa and the Middle East, winning 17 country awards and 6 regional awards, including awards for Hong Kong and Asia-Pacific.

Karen Fawcett, CEO of Retail Banking, Standard Chartered, said: “We are delighted that *Global Finance* has recognised our industry-leading digital banking capabilities. What is central to our efforts is creating convenience for our clients, so that they have access to banking anytime, anywhere and using whatever channels they prefer.

“We have invested heavily in technology and have been infusing a strong digital service culture among our staff. By being digital by design, our digital processes are end-to-end, so that clients have access to the same, seamless experience and high quality of service, whether they engage with us through mobile, online, phone banking, at the branches, or ATMs.”

Samir Subberwal, Head of Retail Clients, Hong Kong, Standard Chartered, said: “Digital banking is among the top priorities of Standard Chartered Bank (Hong Kong) Limited. We are committed to building an end-to-end digital process to deliver seamless banking services and experience to our customers. Our suite of Breeze mobile banking platforms are able to handle not only the basic banking services such as balance enquiry and transfer, but also wealth management capabilities such as securities trading, fund subscription and credit card rewards redemption, providing convenience to customers through a secure mobile environment.

“Our commitment to enhancing customer experience through digital banking is crystallised in our state-of-the-art Exchange Square Branch, which opened its doors late last year and houses Hong Kong’s first Digital Teller machines that are able to handle cash transactions in six currencies. This digital branch, together with our sophisticated online and mobile banking platforms, has brought to our customers a revolutionary way to bank and raised industry standard.”

Standard Chartered was awarded **Best Consumer Digital Bank** awards in the following countries, including Hong Kong:

| Asia Pacific | Africa & Middle East | Europe |
|---------------------|---------------------------------|---------------|
| Hong Kong | Botswana | Jersey |
| China | Ghana | |
| Brunei | Kenya | |
| Malaysia | Nigeria | |
| Nepal | Tanzania | |
| Pakistan | Uganda | |
| Singapore | Zambia | |
| South Korea | Zimbabwe | |

Regional awards – Asia Pacific

| |
|--|
| Best Online Deposit, Credit and Investment Product Offerings |
| Best Bill Payment & Presentment |
| Best in Mobile Banking |
| Best Mobile Banking App |

Regional awards – Africa & the Middle East

| |
|---------------------------------------|
| Best Web Site Design |
| Best Information Security Initiatives |

Global Finance selected winning banks based on the following criteria: strength of strategy for attracting and servicing digital customers, success in getting clients to use digital offerings, growth of digital customers, breadth of product offerings, evidence of tangible benefits gained from digital initiatives, and web/ mobile site design and functionality.

Standard Chartered's retail banking business serves the banking needs of over 9 million individual and business clients across more than 30 markets in Asia, Africa and the Middle East, through almost 1,200 branches and 5,000 ATMs, as well as digital channels. In Hong Kong, Standard Chartered operates almost 80 branches and over 210 ATMs.

--- Ends ---

For further information please contact:

Standard Chartered Bank (Hong Kong) Limited

Gabriel Kwan/ Joanne Chung

Corporate Affairs, Hong Kong

Gabriel.kwan@sc.com/ Joanne-cy.chung@sc.com

2820 3036/ 2820 3871

Note to Editors:

Standard Chartered

We are a leading international banking group, with more than 90,000 employees and a 150-year history in some of the world's most dynamic markets. We bank the people and companies driving investment, trade and the creation of wealth across Asia, Africa and the Middle East, where we earn around 90 per cent of our income and profits. Our heritage and values are expressed in our brand promise, Here for good.

Standard Chartered PLC is listed on the London and Hong Kong Stock Exchanges as well as the Bombay and National Stock Exchanges in India.

For more information please visit www.sc.com. Explore our insights and comment on our blog, [BeyondBorders](#). Follow Standard Chartered on [Twitter](#), [LinkedIn](#) and [Facebook](#).

Global Finance

Global Finance, founded in 1987, has a circulation of 50,050 and readers in 180 countries. *Global Finance's* audience includes senior corporate and financial officers responsible for making investment and strategic decisions at multinational companies and financial institutions. Its website — GFmag.com — offers analysis and articles that are the heritage of 28 years of experience in international financial markets. *Global Finance* is headquartered in New York, with offices around the world. *Global Finance* regularly selects the top performers among banks and other providers of financial services. These awards have become a trusted standard of excellence for the global financial community.