

press release

FOR IMMEDIATE RELEASE

Standard Chartered Inaugurates Three New Branches in Jakarta with further network expansion plans ahead

Opened 10 new branches in 8 months to serve Indonesian customers in 8 cities

JAKARTA, 11 February 2011 – Standard Chartered, the London-based international bank that has been in Indonesia for 148 years, announced the addition of 3 new branches to its existing branch network through the inauguration of three new branch offices in Jakarta today. All three new branch offices are located in major business district areas including Kuningan, Gajah Mada, and Permata Hijau.

The new branches are positioned to cater for the diverse financial services requirements with focus on retail and affluent segments.

The opening of the branches coincides with the launch of the Bank's customer service initiative, "Service Is My Passion", which spells out the customer service commitment of the Bank and the promise to excel in this space.

At the first of three new branch opening ceremonies in Jakarta today, **Standard Chartered Indonesia Chief Executive Officer Tom Aaker**, said:

"When we started our first operational activity back in the old town of Jakarta in 1863, we already aimed to be part of Indonesia's development in many years. Time passed quickly, and now we are proud to be able to serve many Indonesian customers in eight major cities. Standard Chartered Bank is more than just an international bank. With this expansion, we continue to push our presence throughout Indonesia and provide an even greater convenience for our customers who are situated in these areas. Opening an additional branch in the capital city is therefore highly significant, and we shall continue our growth strategy of opening more branches throughout Indonesia."

Meanwhile, Standard Chartered Indonesia's **Country Head of Consumer Banking Sajid Rahman** added:

"Eighteen months ago, Standard Chartered's Consumer Bank embarked upon a major shift, increasing its focus on customer needs in our key segments and on providing higher levels of service. We listened to our customers and have done various transformations in order to deliver superior customer service. We are confident that through the strength of our overall proposition backed by customer friendly processes, premises, knowledgeable staff and superior operational infrastructure, we are able to add the human touch to banking and create a sustainable edge over competition.

“The triple branch opening represents the completion of first wave of Standard Chartered branch expansion network in Indonesia throughout 2010. Kuningan, Gajah Mada and Permata Hijau are one of leading business district areas in Jakarta with thousands of transactions happening in this place. They are all strategically located to serve the needs of our wealth management customers in Jakarta. Furthermore, through our “Service Is My Passion” initiative that is recently introduced, we also improve our frontline team service, so that our customers will be able to enjoy the whole holistic experience with us,” add Sajid.

At the beginning of 2010, Standard Chartered had 13 branches operating in six major cities. Within eight month period, the Bank now has 26 branch offices operating in full service to our customers in eight cities – Jakarta, Bandung, Semarang, Surabaya, Denpasar, Medan, Palembang and Makassar. The branch distribution network is also supported by Standard Chartered Bank’s ATM, over 23,000 ATM Bersama (shared ATM) across Indonesia, more than 1 million Cirrus terminals all over the world, a 24x7 customer contact centre, as well as online banking and SMS banking services.

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Notes to Editor:

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

Standard Chartered PLC is a leading international bank, listed on the London and Hong Kong stock exchanges. It has operated for over 150 years in some of the world’s most dynamic markets and earns around 90 per cent of its income and 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.

With 1,700 offices in 70 markets, Standard Chartered offers exciting and challenging international career opportunities for its 75,000 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. The Bank’s heritage and values are expressed in its brand promise, ‘Here for good’.

As one of the oldest banks in Indonesia, Standard Chartered Bank has 148 years of operations dating back to 1863. With 26 branch offices in eight major cities in Indonesia including Jakarta, Bandung, Semarang, Surabaya, Denpasar, Medan, Palembang and Makassar and a network of over 23,000 shared ATMs, making the Bank as one of the international bank with widest geographical footprints in Indonesia. Standard Chartered also invested majority shares in Permata Bank and has acquired American Express Bank.

For more information on Standard Chartered, please visit www.standardchartered.com.