

press release

Standard Chartered Bank Uganda wins Best Bank in Uganda – EMEA Finance Award

13 December 2011– Standard Chartered Bank Uganda has won the award for **Best Bank in Uganda** from *EMEA Finance* at this year's Awards for Excellence.

The *EMEA Finance* Awards are given to banks which, through their client focus and steady management, continue to increase profits, deliver credit to the retail and wholesale markets, and support local and transnational corporations do business.

Chris Moore, the ex-*EMEA Finance* Limited Publisher and CEO congratulated Standard Chartered Bank Uganda Limited for winning this award for the 3rd consecutive year, and for the bank's outstanding performance in 2011.

Commenting on the latest win for Standard Chartered, Lamin Manjang, Chief Executive Officer, Standard Chartered Bank Uganda said:

"I am delighted that we have won this prestigious award. Standard Chartered uniquely combines international expertise and capabilities with deep-rooted local experience, enabling us to deliver market-leading solutions to our customers in Uganda and across the world through our provision of world-class products and services. Standard Chartered has made a huge contribution to the sustainable development of the business in Uganda since inception in August 1912, and this award is a great tribute to the hard work and dedication of the employees of Standard Chartered Bank across the country as we prepare to celebrate 100 years of existence in Uganda".

Mr Manjang added that the Bank has continued to run our business basing on the fundamentals of banking which include superior customer service, vigilant risk monitoring and credit management, and efficient liquidity and capital management, although in a difficult operating environment.

Specific achievements that earned the Bank the accolade included the following:

The Bank introduced new and improved products and services for both personal and SME customer segments. The launch of the Instant Interest

Term deposit account gave the customers the opportunity to earn interest on their fixed deposits upfront. The Bank ran campaigns that reduced personal lending interest rates by up to 6%. The launch of Priority Banking meant that the Bank guarantees priority service, priority solutions and priority benefits. The branch in Lugogo was relocated to more spacious premises and the first Priority Banking center in Uganda was opened. On the SME side, a branch and SME center were opened in Ndeeba bringing the total of fully fledged SME centers in Kampala to 3. In 2011 the Bank launched Borderless Banking service between Kenya and Uganda, and the Chinese RMB cross border trade settlement initiative.

In Wholesale Banking the hedging solutions to mitigate some of the risks in this volatile economic environment have been appreciated by customers. With the acquisition of the Barclays Custody business, the Bank expanded its product suites to offer security services to customers. Further, the Bank introduced the Receivables Services product, which allows customers who transact under open account to access funds as they await payment from their buyers. The Bank supports the Uganda Revenue Authority e-Tax platform which is available in all our branches, as well as on the Straight2Bank online platform and provides our corporate customers the flexibility and convenience. Also introduced was the Virtual Accounts product which is a collections platform capturing all the required details on each transaction, for ease of reconciliation.

The Bank's commitment to the growth and development of its staff was also recognised, with a number of Ugandans working in the Standard Chartered Group in the United Kingdom, Singapore, Oman and Kenya.

Some of the sustainability projects invested in by the Bank included restoring sight to 5,023 blind people in 2010, investing USD 223,000 in tree planting among others.

The bank has had a smooth relationship with the regulators. To ensure we share best practice given our international exposure and local expertise, Standard Chartered facilitated the first interbank training on Derivatives, for all banks and supported by Bank of Uganda.

-ENDS -

Notes to Editors

Standard Chartered Bank in Uganda

Standard Chartered Bank Uganda is a member of the Standard Chartered Group. The Bank has been operating in Uganda for over 99 years. As Uganda's first bank, established in 1912, it currently has a network of 11 branches, 29 ATMs spread across the country. The Bank employs over 600 people. Standard Chartered's core businesses in Uganda are in Consumer Banking and Wholesale Banking (Origination & Client Coverage and Global Markets) products and services.

Standard Chartered is committed to the community in Uganda through various community relations programs, working closely with the Ministry of Health, Uganda Red Cross, Sight Savers International and Water Aid. The Bank's philanthropic work in Uganda was recognized when it won two awards from the Federation of Uganda Employers.

Standard Chartered Bank won the Euromoney Award for Best Bank in Uganda, 2009 and 2010, the emea Finance Best Bank in Uganda in 2009, 2010 and 2011, and was recognized by Consumer Insights as the best bank in customer service in Uganda. The Bank also won the Federation of Uganda Employer's Award for best in Training and Development for 2008 and best in HR MIS in 2009.

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 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. 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 around 85,000 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'.

For more information please visit www.standardchartered.com

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