

press release

FOR IMMEDIATE RELEASE

Standard Chartered dominates *Global Finance* consumer digital bank awards in Asia, Africa and the Middle East

27 July 2015, Lusaka – 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. At Africa region-level, StanChart received the 'Best Web Site Design' and 'Best Information Security Initiatives' awards.

In Zambia, Standard Chartered has won the **Best Consumer Digital Bank in Zambia Award**. Commenting on the award, Sonny Zulu – Head of Retail Clients, Standard Chartered Bank Zambia, said, *"We are delighted that Global Finance has recognised our efforts to provide some of the best digital platforms for our retail clients in Zambia. Indeed one of our aspirations is to be the main digital bank in Zambia – scooping this Award is testament to the fact that we have introduced many 'firsts' in the digital banking space, including Electronic Banking Centres and the Straight-to-Bank platform.*

He added, *"We remain committed to further innovation and development of our digital offering."*

Commenting on the Global Awards won by the Bank across Africa and Asia, Karen Fawcett, Global 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."

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.

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For further information please contact:

Christine Matambo

Head of Corporate Affairs
Standard Chartered Bank Zambia
Email: Christine.Matambo@sc.com
Tel: 0211-227616

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.

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Global Finance

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