

press release

FOR IMMEDIATE RELEASE

Standard Chartered Saadiq embraces digital in a big way

Saadiq named Best Islamic Digital Bank by Global Finance

KUALA LUMPUR, 7 September 2018 – Standard Chartered Saadiq Berhad is on the right track to being a digital bank with a human touch, with nearly half of all its' clients embracing digital services for their banking needs.

Of Saadiq's total client base, 45% use digital banking; and of these, 90% of their transactions are done digitally, via online or mobile banking, self-service ATMs and branch Straight-Through-Processing, or branch automation.

Ali Allawala, Chief Executive Officer, Standard Chartered Saadiq Berhad, said the 45% adoption rate by Saadiq clients is very encouraging.

"This is because the latest World Islamic Banking Competitiveness report by Ernst & Young¹ showed that Islamic banking users have typically lagged behind conventional banking users when it comes to adopting digitalisation," he said.

According to the report, 38% of conventional banking users surveyed used digital banking, in contrast to only 26% of Islamic banking users.

This is indicative of the way Standard Chartered Saadiq has embraced technology to make banking simpler, faster and better for Saadiq's clients, Ali said, adding that the Bank's commitment towards being an agile, digital bank has also won Saadiq the honour of being named 'Global Finance's Best Islamic Digital Bank - Malaysia' 2018 recently.

"Saadiq clients can perform a wide range of services and transactions without ever needing to walk into a physical branch. From balance enquiries and balance transfers, to changing their

address or contact information – everything can be performed online via a digital channel,” said Ali.

Standard Chartered is also the first bank in Malaysia to offer a complete range of banking transactions via its mobile app, once the client has authenticated their credentials via Touch ID.

“We are also the first bank to enable Live Bank video banking for online banking. To become a next generation digital bank, we must start with meeting the needs of the next generation of clients,” Ali added. “I am proud of what we’ve achieved so far, but we will not rest on our laurels. Accolades are an honour, but we will never stop striving towards fulfilling our clients’ needs and being Here for good.”

Aside from Malaysia, Standard Chartered was also named Best Islamic Digital Bank in Pakistan and Bangladesh. The Global Finance win brings the total awards tally for the global Saadiq franchise to 35 since the start of 2018.

¹ Source: [Ernst & Young World Islamic Banking Competitiveness Report 2016](#)

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Note to Editors

Standard Chartered Bank Malaysia

Standard Chartered Bank, a member of the Standard Chartered Group was established in Malaysia in 1875 and incorporated as Standard Chartered Bank Malaysia Berhad in 1984. As Malaysia’s first bank, Standard Chartered leads the way through product innovation, consistent and strong growth performance and sustainability initiatives. The Bank provides a comprehensive range of financial products and services to corporates, institutions, small and medium-sized enterprises and individuals through its network of branches across Malaysia.

In 2001, Standard Chartered PLC established its third global technology & operations centre, Standard Chartered Global Business Services (formerly Scope International) in Malaysia – the first international bank to do so in the country. It provides software development, banking operations, IT support services and customer service capabilities to the Bank in up to 70 countries. It now houses the biggest software development company in the country, International Software Centre Malaysia (ISCM) and has a total workforce of more than 4,500 people.

Price Solutions Sdn Bhd, a wholly owned subsidiary of Standard Chartered PLC is also located in Malaysia. The company promotes and markets Standard Chartered’s financial products in Malaysia through a network of direct sales agents.

Standard Chartered Saadiq Berhad (Saadiq), Standard Chartered Bank Malaysia’s Islamic Banking subsidiary was established in November 2008. It offers a full suite of Syariah-compliant products and services to individuals and corporates through its dedicated branches.

Standard Chartered employs over 7,000 employees in all its Malaysian operations.

Standard Chartered

We are a leading international banking group, with more than a 150-year history in some of the world’s most dynamic markets. Our

purpose is to drive commerce and prosperity through our unique diversity, and our heritage and values are expressed in our brand promise, Here for good.

We are present in 63 countries and territories, with over 1,000 branches and around 3,000 ATMs.

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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