

press release

Standard Chartered sees an explosion in digital adoption amid pandemic

Bank awarded Best Direct Debit Bank in Malaysia

Kuala Lumpur, 21 December 2020 – Standard Chartered Malaysia was named “Best Direct Debit Bank” at the Malaysian e-Payments Excellence Awards (MEEA) 2020 for its commitment in leveraging technology to streamline its clients’ collection processes while improving their cash flow efficiently and securely.

The award was based on the bank’s significant volume of direct debit transactions and strong annual growth in volume of transactions, as clients steadily shift away from traditional methods toward digital channels amid the pandemic. Standard Chartered is also the only international bank to clinch an award at the MEEA this year.

Abrar A. Anwar, Managing Director and Chief Executive Officer of Standard Chartered Malaysia said its recognition as Best Direct Debit Bank is a testament to its efforts to be at the forefront of digital banking in the country:

“We are seeing an explosion in digital adoption in Malaysia. Over the last 11 months, we recorded a 92% growth in the adoption of digital collections among our corporate clients with paper-based collections dropping by half. This award is truly a testament to Standard Chartered’s drive to deliver best-in-class client experiences and our commitment to pursue the government’s aspirations of transforming the country into a cashless society.”

The MEEA is an annual event organised by Payment Networks Malaysia (PayNet) that recognises the outstanding achievements of banks, businesses and government agencies that have contributed significantly towards excellence, innovation and growth in e-payments.



From left: Mohd Khairuan Abdul Rahman, Director, Retail Payments Services, Payments Network Malaysia, Peter Schiesser, Group Chief Executive Officer, Payments Network Malaysia, Abrar A. Anwar, Managing Director and Chief Executive Officer, Standard Chartered Malaysia and Wendy Ang, Head of Transaction Banking and Cash Products, Standard Chartered Malaysia

--- ENDS ---

For further media enquiries, please contact:

Geraldine Tan
 Head, Corporate Communications and CCIB Marketing
 Standard Chartered
 +6012 907 1740
geraldine.tan@sc.com

Ang Hui Hsien
 Associate, Corporate Communications and CCIB Marketing
 Standard Chartered
 +6012 222 1513
huihsien.ang@sc.com

Note to Editors

Standard Chartered Malaysia

Standard Chartered Bank, a member of the Standard Chartered Group was established in Malaysia in 1875. 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 solutions to corporates, institutions and individuals through its network of branches across Malaysia. The Bank has an Islamic banking subsidiary, Standard Chartered Saadiq; a global shared services centre, Standard Chartered Global Business Services; a sales arm, Price Solutions and an offshore facility in Labuan. Standard Chartered employs over 7,000 employees in all its Malaysian operations.

Standard Chartered

We are a leading international banking group, with a presence in 60 of the world's most dynamic markets, and serving clients in a further 85. 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.

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 stories and expert opinions please visit [Insights](#) at [sc.com](#). Follow Standard Chartered on [Twitter](#), [LinkedIn](#) and [Facebook](#).