

press release

FOR IMMEDIATE RELEASE

Standard Chartered Singapore posts record income and profit for sixth consecutive year

Income crosses US\$2 billion and profit over US\$1 billion for the first time

29 February 2012, Singapore – Standard Chartered Bank in Singapore delivered record income of US\$2.186 billion for the financial year ended 2011, up 26 per cent year-on-year (YOY) and crossing US\$2 billion for the first time. Operating profit crossed US\$1 billion and grew 40 per cent YOY to US\$1.002 billion despite margin pressure and market sentiment. The Bank's twin engines of growth, Consumer Banking and Wholesale Banking, both fired up strongly, whilst effective cost management showed positive impact on the Bank's bottom line.

FY2011 Country Financial Highlights (YOY):

- **Record income crossing US\$2 billion**, at US\$2.186 billion. Income was up 26 per cent, driven by strong growth in Consumer and Wholesale Banking
- **Record profit, crossing US\$1 billion**, at US\$1.002 billion, up 40 per cent
- **Balanced income contribution** by both businesses, with Consumer Banking contributing 42 per cent to income and Wholesale Banking, 58 per cent
- **Disciplined management of controllable costs** as expenses grew 12 per cent to US\$1.105 billion due to flow through costs of up-scaling talent and capabilities
- Singapore continues to be a **core contributor to Group** income and profit, ranking second amongst the markets
- **Strong fundamentals** with robust growth in customer loans of 21 per cent funded by 22 per cent growth in customer deposits; stable Asset-Deposit ratio of 75 per cent

FY2011 Consumer Banking Highlights (YOY):

Consumer Banking maintained a focused strategy on further enhancing customer service and continuing customer-centric innovation, that drove record income and profit for the business.

- **Consumer Banking income** grew 27 per cent to US\$924 million, with double-digit income growth across segments and products despite weakening external environment affecting client risk appetites
- **Wealth Management** income grew 18 per cent driven by FX and Bancassurance
- **Private and Premium Banking** income grew 22 per cent and 14 per cent, due to broadened and deepened client relationships
- **Retail Banking Products** performed strongly as CCPL¹ (Unsecured) income grew 35 per cent, Mortgage and Autos Loan income grew 33 per cent and CASA and TD² (Consumer Transaction Banking) grew 29 per cent
- **Consumer Banking expenses** rose 31 per cent to US\$503 million, due to flow through costs of investment in frontline employees
- Successfully completed integration of GE Money and the investment is showing good returns
- Launched **first-in-market initiatives** such as Online Trading with no minimum fee, Step Up Time Deposit and 360° Rewards across segments

FY2011 Wholesale Banking Highlights (YOY):

Wholesale Banking leveraged Singapore's hub position for commodity trading, capital raising and Corporate Regional Treasury Centre activities. Riding on the growth of Asia, the business focused on building 'core bank' relationships and meeting end to end cross-border flow needs of both corporates and Financial Institutions.

- **Wholesale Banking income** grew 25 per cent to US\$1.262 billion, supported by a growth in client income by 32 per cent

¹ Credit Cards and Personal Loans

² Current and Savings Accounts and Time Deposits

- **All client segments grew income** by more than 15 per cent, showing a well-balanced portfolio
- **Transaction Banking** revenue grew 34 per cent, supported by a growth in Trade and Cash Management income
- **Financial Markets** revenue grew 26 per cent, on the back of improved Commodities, Equities, Derivatives platforms and Syndication Desk capabilities
- **Corporate Finance** revenue grew 49 per cent as enhanced product and team capabilities delivered strategic and value-added offerings
- Exceptional cost management saw **Wholesale Banking expenses** stay flat at US\$602 million

Ray Ferguson, Chief Executive, Standard Chartered Bank Singapore said:

“Standard Chartered Singapore has delivered another record set of results. We are growing our franchise and we are in great shape. This is owing to our ability to differentiate ourselves through our strategy of staying focused on our clients. On the Wholesale Banking side, we are true to helping corporates to not just weather the storm, but further their business ambitions by being the partner whom they can depend on. On the Consumer Banking front, we constantly innovate to revolutionise our service and offering, and are looking forward to continue growing our Singapore Consumer Banking operations at pace.

Looking ahead, we are mindful of external headwinds. However, we believe we have strong fundamentals and the right platforms to support our customers and clients. We see opportunities in trade corridors and in market recovery across our footprint. Through the strength of our offering and network, we are well-placed to help clients capture these growth opportunities.

We continue to invest in our Singapore franchise. In February, we announced that we’re leasing an additional 154,000 square feet in Changi Business Park. This will allow us the flexibility to support the growth of our

business over the next three to five years. We are confident of double digit growth in income in 2012.”

- Ends -

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Note to Editors:

Standard Chartered in Singapore is part of an international banking group with an extensive network of over 1,700 branches and outlets in more than 70 countries in the Asia Pacific Region, South Asia, the Middle East, Africa, the United Kingdom and the Americas.

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'.

Standard Chartered has a history of more than 150 years in Singapore, opening its first branch here in 1859 and in October 1999 was among the first international banks to receive a Qualifying Full Bank (QFB) licence, an endorsement of the Group's long-standing commitment to its businesses in the country.

It serves both Consumer and Wholesale Banking customers. Consumer Banking provides credit cards, personal loans, mortgages, deposit taking and wealth management services to individuals and small to medium sized enterprises. Wholesale Banking provides corporate and institutional clients with services in trade finance, cash management, lending, securities services, foreign exchange, debt capital markets and corporate finance.

The Bank employs over 7,000 people in Singapore and has a network of 20 branches, 6 Priority Banking centres and 30 ATMs. Standard Chartered is the only international bank to offer NETS service, giving its customers access to EFTPOS at over 17,000 outlets islandwide. The Bank's global businesses - Consumer and Wholesale Banking - are managed out of Singapore, as is its global Technology & Operations function.

Key awards/achievements

Business

- Leading the way through product innovation, for example, MortgageOne, e\$aver, CashOne, Business Instalment Loan, Business\$aver, FamilyLink, LinkOne & Visa Infinite
- First Singapore \$100 million Fixed Rate Note bond offering by The Central American Bank for Economic Integration, a Latin American issuer
- Best Deposit Product in Asia Pacific and Gulf States - Xtra\$aver (Asian Banker Journal - 2007)
- Best in Singapore (Structured Products Asia – 2008)
- Deal of the Year in Singapore (The Banker – 2008)
- Best Bank in Singapore (The Asset – 2009)
- Best Debt House in Singapore (The Asset - 2007, 2008, 2009, 2010)
- Best Trade Finance Bank in Singapore (Global Finance – 2007, 2008, 2009)
- Country Deal of the Year, Singapore (Islamic Finance News – 2009, 2010)
- Singapore Capital Markets Deal of the Year (IFR Asia – 2009)
- Retail Bank of the Year (Asian Banking and Finance – 2007, 2008)
- Best Branch Initiative - Vivo City branch (Asian Banking and Finance – 2007, 2008)
- Best Self-Service Initiative - Online banking (Asian Banking and Finance – 2008)
- Best Core Banking System Initiative - Virtual banking relationship centre (Asian Banking and Finance – 2008)
- Best Consumer Internet Bank, Singapore (Global Finance – 2010, 2011)
- Best Corporate/ Institutional Internet Bank in Singapore (Global Finance – 2010)
- Best Project Financing, Singapore (Asiamoney – 2010)
- Best Singapore Deal (FinanceAsia – 2010)
- Best Singapore Deal at the Islamic Finance Awards 2010 (The Asset – 2010)
- Country Deal of the Year, Singapore (Asiamoney – 2011)
- Best Payments Product – Pay Any Card (The Asian Banker – 2011)
- Service Excellence Award, Best in Category – Breeze (Banking and Payments Asia – 2011)

Corporate / Sustainability

- Best Corporate and Employee Citizenship Award (HRM – 2008, 2009)
- Leader in HR practices (Singapore HR Awards)
 - *Learning and Human Capital Development (2009, 2010)*
 - *Talent Management, Retention and Succession Planning(2009, 2010)*
 - *Performance Management (Special Mention) (2009, 2010)*
 - *Regional/International/Global HR practices (Special Mention) (2009, 2010)*
 - *Corporate Social Responsibility (2009, 2010, 2011)*
- Best Graduate Development Practices and Fair Employment Practices (HRM – 2010)
- President's Social Service Award 2008
- National Volunteerism and Philanthropy Centre Corporate Citizen Award for Volunteerism 2009
- Silver Award for Best Community Programme (Global CSR Award 2010)
- Special Commendation Prize for Learning and Talent Development (Asian Human Capital Award 2010)