

Press Release

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The Asian Banker Excellence in Retail Financial Services Awards 2010

Asia Universal Bank (Kyrgyz Republic) wins two awards -- Best Retail Bank in Central Asia and Best Retail Bank in Kyrgyz Republic for the year 2009

- *For the 2nd time, Asia Universal Bank wins the Best Retail Bank in Central Asia and Best Retail Bank in Kyrgyz Republic Awards for the year 2009.*
- *Over 120 banks and financial institutions from 23 countries across the Asia Pacific, Gulf and Central Asian regions were evaluated as part of the Excellence in Retail Financial Services Programme.*

Singapore, 19 March 2010 – Asia Universal Bank has been named Central Asia’s Best Retail Bank and Kyrgyz Republic’s Best Retail Bank in the ninth Asian Banker Excellence in Retail Financial Services Awards Programme. The bank received the award at The Asian Banker Excellence in Retail Financial Services Awards 2010 ceremony, held in conjunction with the region’s foremost retail banking event, the Excellence in Retail Financial Services Convention. The ceremony was held at the JW Marriot in Shanghai on the evening of March 18th, 2010.

About 120 senior bankers from award winning banks in 22 countries across the Asia Pacific, the Gulf and Central Asian regions attended the formal gala dinner, the industry’s celebration of the region’s best retail bankers that recognizes their efforts in bringing superior products and services to their customers.

The awards programme, administered by The Asian Banker and refereed by prominent global bankers, consultants and academics, is the most prestigious of its kind.

A stringent three month-long evaluation process, based on a balanced and transparent scorecard, determined the winners and the position of the different retail banks in the region. A full list of winners is attached.

For the 2nd time, Asia Universal Bank wins the Best Retail Bank in Central Asia and the Best Retail Bank in Kyrgyz Republic for the year 2009.

Asia Universal Bank (AUB) has won the Best Retail Bank in Central Asia and the Best Retail Bank in Kyrgyz Republic for its strong performance in 2009, having gained higher scores than the other banks surveyed in the programme.

In 2009, AUB strengthened its position in the retail banking business and consolidated its position as the leading bank in the country in terms of total assets, deposit base, shareholders equity and net profit. Furthermore, AUB is also one of the leaders by loan portfolio among the Kyrgyz banks.

Throughout 2009, AUB actively worked to introduce cluster solutions to ensure uninterrupted operations of its critically important systems, paying special attention to the implementation of dedicated communication channels, and the modernisation of their network server infrastructure. AUB has now ensured the uninterrupted automated operations of all its business units and points of service. AUB also merged with Kyrgyzpromostroybank in late 2008, and initiated a plan to perform a comprehensive review of the consolidated bank's internal controls to certify that all operating units meet the bank's standards and processes.

"AUB's integration with Kyrgyzpromostroybank was a remarkable achievement. Once the extensive branch networks of the banks were combined, it created a powerful distribution channel which made the delivery of high quality products and services possible. This delivery was supported by AUB's superior technological base and unsurpassed customer service. AUB is a best practice bank not only for the country but also for the Central Asian region", said Mr. Chris Kapfer, head of Excellence in Retail Financial Services Awards Programme at The Asian Banker.

Over 120 banks and financial institutions from 23 countries across the Asia Pacific, Gulf and Central Asian regions were evaluated as part of the Excellence in Retail Financial Services Programme

"This year over 120 banks and financial institutions in 23 countries across the region were evaluated as part of the Excellence in Retail Financial Services Programme. It has become the single most prestigious, comprehensive and anticipated awards programme that recognises the pursuit of excellence amongst retail financial institutions available almost anywhere in the world today," said Philippe Paillart, Chairman of The Asian Banker Excellence in Retail Financial Services Programme.

The transparent award evaluation process uses a balanced scorecard approach and a comprehensive methodology to evaluate the strength of individual banks' retail banking businesses that involves extensive research and probing interviews, and taps on the combined experience of a team of experienced researchers.

Philippe Paillart, formerly vice chairman and CEO of DBS Bank and a pioneer in the retail banking industry in the Asia Pacific region, added: "The Asian Banker Excellence Programme was instituted in 2001 on the premise that an outstanding player in the retail financial services industry should build business franchises that are sustainable, competitive and profitable over a period of time."

About The Asian Banker

The Asian Banker is the foremost provider of strategic business intelligence on the financial services industry in the Asia Pacific and Middle East regions. The organization has offices in

Singapore, Kuala Lumpur, Beijing and Dubai as well as representatives in Shanghai, London and New York. With a business that revolves around publications, research services, training and forums, the organization is highly regarded in the financial services community for its incisive and independent commentaries on developments in the industry. The company's website is www.theasianbanker.com.

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