

Press Release

Embargoed for 19 March 2010

The Asian Banker Excellence in Retail Financial Services Awards 2010

Bank of Beijing wins Best City Commercial Retail Bank Award for the year 2009

- *For the second time, Bank of Beijing wins Best City Commercial Retail Bank Award 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 – Bank of Beijing has been named Best City Commercial 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 second time, Bank of Beijing wins Best City Commercial Retail Bank Award for the year 2009

Bank of Beijing wins Best City Commercial Retail Bank Award for its outstanding performance in retail banking business in Beijing region in 2009, generating the highest score in the award evaluation for this category.

In 2009, Bank of Beijing's profits remained steady in the midst of the crisis. The bank's assets increased by 15% and deposit has increased markedly since the beginning of last year. It expanded retail banking business into the rural and town area of Beijing by stock participation with LangFang Bank and opening a rural bank in YanQing. In addition Bank of Beijing also established the suburban administration office to manage the suburban branches.

Bank of Beijing strengthened its communication channels by establishing the investor advisory telephone services and an improved investor relations page. It also set up a specific department to efficiently handle customer complaints.

“The bank stood out by excelling in the financial performance in the region and programmes to enhance customer relationship. The bank’s attempt to get more market share in rural area of Beijing seemed unique but enabled the bank to avoid some direct competition with the big four bank in China and generate more customers,” said Mr. Chris Kapfer, head of the Excellence in Retail Financial Services 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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