

Press Release

**Hang Seng Bank awarded the Best Transaction Bank in Hong Kong at The Asian Banker Transaction Awards Programme 2018**

- **Hang Seng Bank won substantial number of transaction deals that received great customer feedback**
- **The bank has continuously improved its service through digital solutions**
- **The bank facilitated cross-border transactions that enhanced trading experience**

Beijing, May 24<sup>th</sup>, 2018— **Hang Seng Bank** was awarded the **Best Transaction Bank in Hong Kong** for 2018 at The Asian Banker Transaction Awards Programme. The awards ceremony was held in conjunction with The Future of Finance Summit 2018, an annual gathering for decision makers in the financial services industry held at the China World Hotel in Beijing, China on May 24<sup>th</sup> 2018.



*Standing from left: Siddharth Chandani, Research Analyst, The Asian Banker, John Wong, Head, Global Liquidity and Cash Management, Hang Seng Bank, Bill Chua, International Resource Director, The Asian Banker, Jenny Yuen, VP, Corporate Wealth Management, Hang Seng Bank, Mathew Welch, International Resource Director, The Asian Banker*

### **Hang Seng Bank won substantial number of transaction deals that received great customer feedback**

Hang Seng Bank obtained a significant number of deals in 2017 where the bank provided manager payments, collections and liquidity management business services. The global liquidity solutions helped the customer concentrate incoming funds to their master accounts that could enjoy income interest. The solution addressed the special needs of the customers, receiving positive feedback.

### **The bank has continuously improved its service through digital solutions**

The bank is a pioneer in rolling out artificial intelligence (AI) chatbots for banking services in Hong Kong. Hang Seng Bank initiated the Hyper Anna AI in transaction operation that could shorten the time for multiple data analytics with user friendly interface, enhancing customer services.

### **The bank facilitated cross-border transactions that enhanced trading experience**

Hang Seng Bank designed specialised automated teller machines for corporate clients with up to 12 currency coverage. Moreover, the bank incorporated with SWIFT to provide the cross-border transactions, which reduced the costs and risks associated with payments, promoting faster trading service with a more reliable transaction payment platform.

The Asian Banker Transaction Awards Programme, refereed by prominent global bankers, IT consultants and academics, is the most prestigious of its kind in Asia Pacific. Recipients of these awards are honoured in a gala event that recognises their efforts in bringing superior products and services to their customers. A stringent and comprehensive evaluation process determines the awardees. For specific details relating to description of the awards, evaluation criteria and process, kindly visit <http://www.asianbankerawards.com/transactionawards/index.php>.

### **About The Asian Banker**

The Asian Banker is the region's most authoritative provider of strategic business intelligence to the financial services community. The company is headquartered in Singapore, with offices in Manila, Malaysia, Hong Kong, Beijing, and Dubai, as well as representatives in London, New York, and San Francisco. It has a business model that revolves around three core business lines: publications, research services, and forums.

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