



Live more,
Bank less

CEO Observations

13 Feb 2020

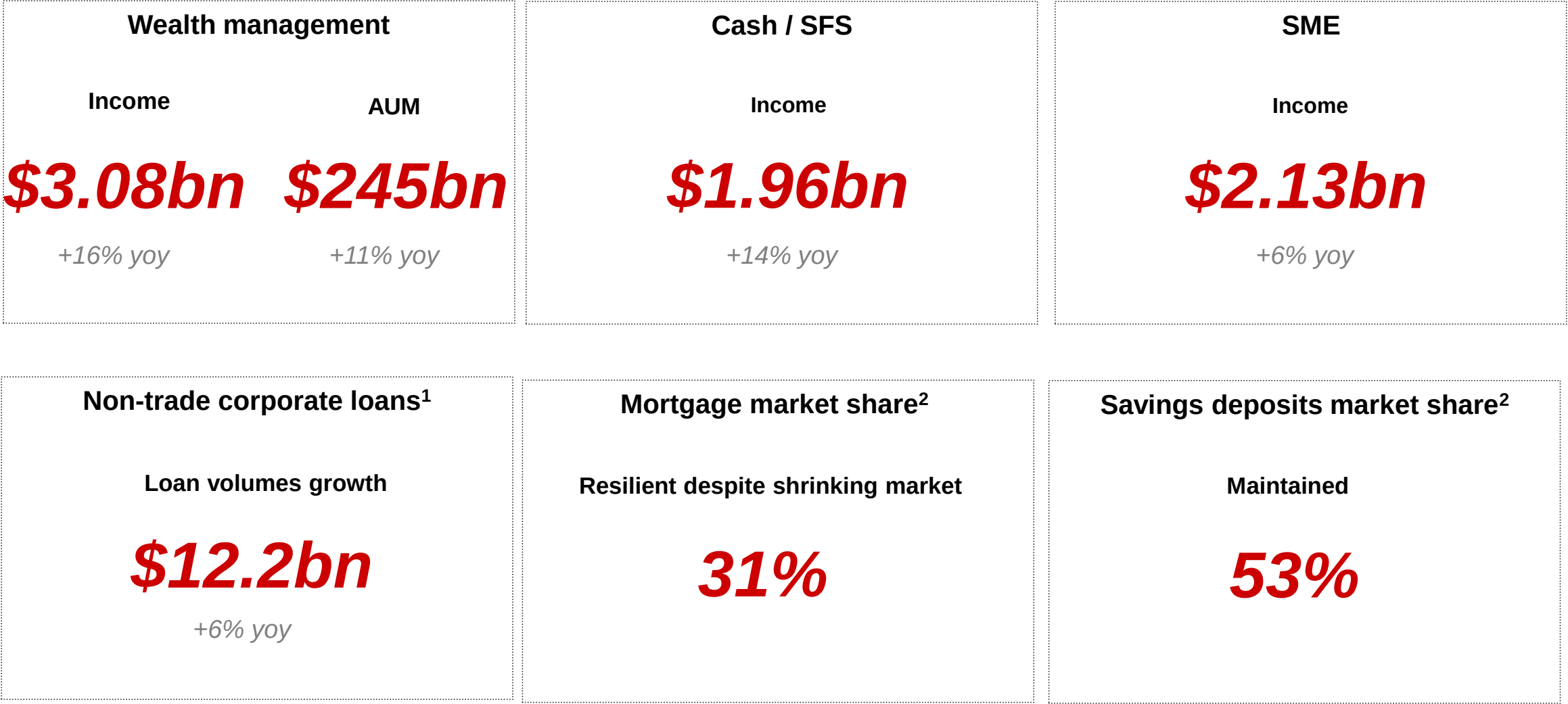


Continued record performance in 2019

- Income increased 10% yoy to \$14.5bn
- Cost-income ratio improved one percentage point to 43%
- NPL rate unchanged at 1.5%; SPs at 20 bp
- Net profit increased 14% yoy to \$6.39bn
- ROE at new high of 13.2%
- Dividend increased 10% to \$1.32 annualised

High quality results despite challenging operating environment

Broad-based business momentum



1. In constant currency terms
2. Singapore

Covid-19 Responses

- China and Hong Kong under Red alert, Singapore DORSCON Orange
- Implemented 'split teams' and 'work from home'; minimal service disruption
- Staff welfare a priority, ensuring there are adequate supplies of personal protection equipment
- Liquidity relief and community support for our customers
- 6 months moratorium on principal repayment for
 - SME property loans in SG and HK; and
 - Mortgage loans for retail customers in SG.
- Community support for our customers:
 - Unlimited free online lessons through our partner 88Tuition
 - Partnering a taxi company to offer discounted fares with cashless payment to aid contact tracing

2020 Outlook

- **Pre-virus, outlook on track to previous guidance**
- **Assuming virus is controlled by summer,**
 - **Revenue impact of around 1-2%**
 - **SP could rise by a few basis points of loans; GP provides cushion**