

Addendum to UOB Group Investor Deck

Driving Client Centricity

November 2019

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Integrate Banking Solutions into Consumer Top Lifestage/Style Priorities



Driving superior customer experience,
Growing customer franchise and Enhance profitability



Transforming the way we **BANK.** **PLAY.** **LIVE.**

Omni-channel
engagement



Design customer-centric
solutions and digitise processes
to make banking simpler



Leverage
partnership ecosystems



Channel Preferences Vary across Engagement Journey and Products

- 1 'DIGITAL' channels are preferred during the **research and post-purchase stages**
- 2 'OFFLINE' channels are preferred during the **purchasing stage**
- 3 'OFFLINE' channels are more relevant for **wealth, deposit and loan products**



		Engagement Journey ¹			
		AWARENESS	CONSIDERATION	APPLICATION	SERVICE
		<i>Find best product provider</i>	<i>Comparison of offers</i>	<i>Product take-up and advisory</i>	<i>Ongoing transactions</i>
WEALTH	Offline	30%	37%	56%	40%
	Digital	70%	63%	44%	60%
DEPOSIT	Offline	31%	40%	58%	41%
	Digital	69%	60%	42%	59%
LOAN	Offline	29%	40%	58%	42%
	Digital	71%	60%	42%	58%
CARD	Offline	23%	29%	45%	44%
	Digital	77%	71%	55%	36%

1. UOB's survey conducted in Singapore

Enhance Digital Capabilities to Engage Customers Online-to-Offline



Drive digital engagement



Enhance digital capabilities



TRADITIONAL¹

DIGITALLY ENGAGED

OMNI-CHANNEL¹

DIGITAL¹

FY17

Jun'18 – May'19

FY17

Jun'18 – May'19

FY17

Jun'18 – May'19

% of UOB customers

55%

47%

34%

37% ↑

11%

16%

Median transactions³

35

33

148

186 ↑

100

123

Average product holdings

1.54

1.53

1.85

1.87 ↑

1.48

1.48

% of total revenue

48%

41%

44%

50% ↑

8%

10%

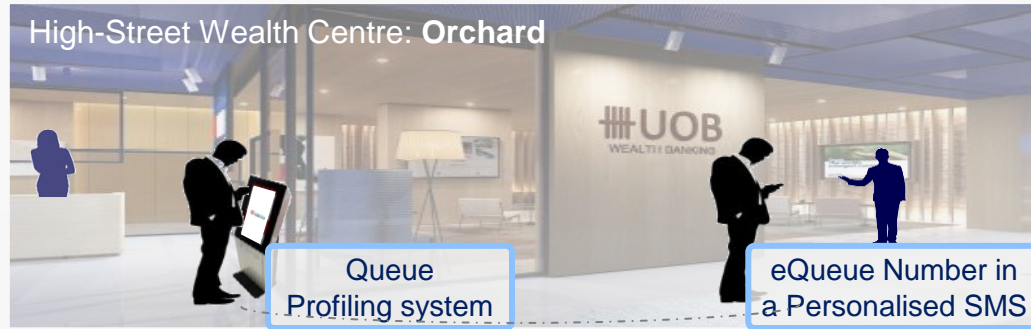
Key Statistics²

1. Traditional refers to customers using only branches and call centres; Digital refers to customers using only internet and mobile banking; Omni-channel refers to customers using both traditional and digital platforms.
2. All figures are related to Singapore and annualised, where appropriate.
3. Branch, internet banking, mobile banking, ATM, CASA and credit/debit card transactions are used for comparison.

Transforming Physical Network

As physical channels are still used by digitally-savvy customers, we leverage **data analytics and technology** to **enhance the role of branches** to provide omni-channel engagement.

High-Street Wealth Centre: Orchard



Geospatial analytics-driven decisioning on touchpoint location/format

Locality knowledge augmented with data insights to enable network optimisation and touchpoint

Customer-centric journey



Customer **queue profile system**, offering **next best product/engagement recommendation** via personalised SMS for existing customers

Simple and seamless onboarding

Leverage SingPass/ MyInfo to enable quick and fuss-free onboarding for new-to-bank customers

One-stop financial services

Purpose-built digital financial advisory tool, augmented with face-to-face advisory, to address customers' needs for **borrowing, protection and investments**, beyond **saving and transactional** needs.

Digitise to Make Banking Simpler

Transforming customer onboarding journey

Improving turnaround time through digitisation

Aligning with Smart Nation



Customer is given the option to log into SingPass at point of online application



Fast application < 3-mins leveraging MyInfo



Automated KYC, income calculation and instant credit decision



Real-time approval via SMS



Customers can transact immediately

Authentication

Data Retrieval

Automated KYC and Credit Decisioning

Instant Approval

Instant Usage

Products

Savings and current accounts

Car loans

Mortgage loans

Credit cards

Online submission with MyInfo

Less than 15 minutes

1st bank to enable instant digital onboarding for new-to-bank customers across ALL products

Forging Ecosystems and Marketplace



Build the Largest Partnership **Ecosystems** and **Marketplace**

 **LIVE**

UOB Mortgage

Aug'18



Market's 1st digital **Home Loans solution**, partnering largest partner ecosystem (>80% agents, online marketplace)

UOB Utilities Marketplace

Nov'18
May'19



Market's 1st **Utilities marketplace** partnering the largest network of utilities partners (>60% electricity retailers, SP group and Singtel)

 **COMMUTE**

UOB Car Loan

Jul'18



Market's 1st digital **Car Loans solution**, partnering largest partner ecosystem (>70% dealers and online marketplace)

UOB  **Grab**

Jan'19



Preferred banking partner, providing greater value and convenience for customers who commute

UOB  **LTA, TransitLink**

Apr'19



Only bank appointed to process debit/credit payments at fare readers



SimplyGo with UOB Mastercard

 **PLAY**

UOB  **SIA**

Apr'19



Partnering home-grown brand to address needs of frequent travellers

KrisFlyer UOB Credit / Debit Card / Savings Account

UOB X **Travel Insider**

Mar'18



Market's 1st **online travel marketplace** partnering the largest online travel agencies

UOB X **Dining Advisor**

Sep'17



Market's 1st **online dining platform** that provides honest food reviews and restaurant bookings

UOB Home Solution: Turning House Hunters into Home Owners

CUSTOMER JOURNEY

CUSTOMER-CENTRIC SOLUTION

RESULTS

AWARENESS



Research on house that suits his/her lifestyle

1 **Online** Affordability Calculator and **Instant** Valuation

2 **Getbanker** Instantly

3 **Digitised** and **Instant** Home Loan Approval

CONSIDERATION



Engage agent and showflat valuation

PAIN POINT



House valuation **after** showflat



Credible and instant online property valuation

APPLICATION



Enquire financing package from banker



Liaise with **multiple parties**



Liaise with **one party** with GetBanker

SERVICE



Service loan



Multiple forms needed



Hassle-free online approval with MyInfo



3 days for loan approvals



Instant generation of Letters of Offers

5

Partnerships with largest real estate agencies

40%

Penetration of active property agents

<1 min

Turnaround time for online valuation

3x

Lift in online applications

UOB Car Solution: Turning Car Hunters into Car Owners



CUSTOMER JOURNEY

CUSTOMER-CENTRIC SOLUTION

RESULTS

AWARENESS



Research on model that suits his/her lifestyle



CONSIDERATION



Test drive the car model



APPLICATION



Enquire financing package



Wait 2-3 days for bank loan approval



SERVICE



Service loan

1

Digitised
Car Loan Approval

2

Instant
Car Loan Approval

PAIN POINT



Loan applications through **physical** forms



SOLUTION



Paperless
loan applications



Multiple forms needed



Hassle-free online approval through 3 data points



2-3 days for loan approvals



Loan approvals cut to **15 mins**

12

Car dealerships



Partnership with Carousell

>50%

Online applications since launch

Cards Solution: The Right Card for Everyone

CUSTOMER JOURNEY

CUSTOMER-CENTRIC SOLUTION

RESULTS

AWARENESS



Research on card that suits his/her lifestyle



CONSIDERATION



Compare cards



APPLICATION



Apply for selected card



SERVICE



Pay recurring bills

1

Right Card Recommender

2

Digitised Card Application

PAIN POINT



Unaware of relevant credit card



Unable to choose appropriately



Manual filling of information



Up to a week for card approval



SOLUTION



Recommend a card that matches their lifestyle through data insights



Auto-population through MyInfo



Same day approval

40%

Increase in online credit card applications

>80%

of applications done through MyInfo

Omni-channel Wealth Creation Journey

CUSTOMER JOURNEY

CUSTOMER-CENTRIC SOLUTION

RESULTS

AWARENESS



Research on wealth planning advice online and offline



CONSIDERATION



Compares products/offers online

Consults financial advisors



APPLICATION



Understand risk-returns of various asset classes

Prefers to **take up** wealth product after **face-to-face consultation** with advisor



SERVICE



Ongoing transactions are preferred to be done online

1

Structured **Risk-First** Approach

2

Simple and Digital Investment Insights

3

Digital **Portfolio Advisory Tools**

PAIN POINT



Clients do not know **where to begin**



Complex investment insights



Singular and basic view of portfolio



SOLUTION



Structured **Risk-First approach** to address their financial goals and needs

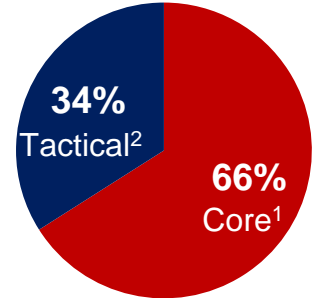


Digitally-delivered and simple infographics with key insights



Easy-to-visualise portfolio explorer, tracker and insight tools

AUM Mix



~900

Choice of bonds and funds on Portfolio Explorer

~90%

Portfolio tracker adoption rate within sales force

1. Core products are suitable for achieving long-term financial goals.
2. Tactical products are more focused on short-term capital appreciation.

Transforming the way we

BANK.

PLAY.

LIVE.

Travel

Dining

Home

Transport



MyInfo
SingPass



On-the-Go

- Digital straight-through account opening
- Transactional and payment capabilities
- Digital Wealth advisory tools



THE TRAVEL INSIDER
PARTNER WITH UOB CARDS

Travellers

- Co-Brand cards and banking account
- Travel Insider

thediningadvisor
SERVED UP BY UOB CARDS

Diners

- Dining Advisor



SPC

Drivers

- Digital Car Loan solution and petrol offers



Ride-Hailers

- Greater value and convenience



TransitLink
adding value always

Commuters

- LT/TransitLink: SimplyGo with hassle-free Account based ticketing



Mobile Users

- Exclusive deals & rebates for mobile plan that matters



Home-Seekers/Owners

- Digital home loan solution,
- Utilities Marketplace
- Everyday groceries rebates that bring about more savings
- Exclusive mobile plans and rebates

Making Banking Simpler and Smarter: Launch of Mighty v2 with AI-powered insights

UOB Mighty, an all-in-one banking app, that allows our customers to **BANK**, **PAY** and **PLAY** effortlessly.



BANK: Manage accounts and transactions on the go
Mighty Insights – Insights tailored to you
Contactless cash withdrawal – Withdraw cash with your phone
Mighty FX – Competitive exchange rates 24/7
Mighty Secure – Personalised digital token



PAY: Make payments swiftly and securely
PayNow – Quick fund transfers via your mobile number
QR Pay – Scan and pay with your mobile phone
Bill Payments – Pay your bills on the go



Play: Deals, dining reviews and rewards redemption
Deals and coupons – Exclusive coupons up for grabs and all your favorite deals at your fingertips
Rewards – Miles, vouchers, cashbacks and more. Redeem your preferred UNI\$ rewards on the go

Thank You

