

Looking ahead to 2020

Group Chief Executive Officer
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OCBC Financial Results



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Looking ahead to 2020

Operating environment to remain challenging

- ❑ Watchful of impact to business from continuing trade tensions, geo-political risks and widening COVID-19 outbreak
- ❑ Loan growth expected to be low
- ❑ Low interest rate environment to persist, with NIM likely to trend below 2019 but stay above 2018
- ❑ Costs to be tightly managed; continued investment in technology and digitalisation. Still targeting steady state CIR target of 40%
- ❑ Closely monitor loan portfolio; improvement in credit quality in 2020 from prudent portfolio actions last year could be partly absorbed by COVID-19 related credit costs
- ❑ Strong capital position to allow for progressive and sustainable dividend that is consistent with our long-term growth
- ❑ Focus on ESG agenda; support the community, drive climate change, and enlarge green & renewable energy financing portfolio

Comprehensive COVID-19 support measures

Broad-ranging assistance for our stakeholders across Singapore, China, Hong Kong and Malaysia

☐ **Safeguarding our employees**

☐ **Supporting our customers**

- Customised financial assistance for affected customers. No programme cap. Relief solutions to include loan rescheduling, moratorium on principal repayments, additional working capital financing and co-financing with the government as part of industry relief programme
- Support package for Great Eastern policyholders and their families

☐ **Caring for our community**

- RMB1 million donation to the Singapore Red Cross for assistance efforts in China and S\$200k donation by Great Eastern to Singapore's Courage Fund
- Appreciation and support for the healthcare sector