



PERSATUAN BANK BANK DALAM MALAYSIA
THE ASSOCIATION OF BANKS IN MALAYSIA



ANNUAL REPORT **2012**

FORGING PUBLIC UNDERSTANDING FOR A RESPONSIBLE AND RESPONSIVE BANKING INDUSTRY

Cover Rationale



Putting the Pieces Together

A jigsaw puzzle is a tiling puzzle that requires the assembly of numerous small, often oddly shaped, interlocking and tessellating pieces. Each piece usually has a small part of a picture on it. When complete, a jigsaw puzzle produces a whole picture.

It is generally agreed that the first jigsaw puzzle was produced around 1760 by John Spilsbury, a London engraver and mapmaker. Spilsbury mounted one of his maps on a sheet of hardwood and cut around the borders of the countries using a fine-bladed marquetry saw. The end product was an educational pastime, designed as an aid in teaching British children their geography.

Jigsaw puzzles are proven to help children develop hand-eye coordination, fine motor skills and prepare children for reading. Having to engage both the left and right brain simultaneously when working on jigsaw puzzles, increases our ability to learn and decreases incidence of such brain illnesses as dementia, memory loss and most notably, Alzheimer's Disease.

In 2012, ABM focused on rendering assistance to its members to fill in the gaps and to piece together the information, material and documents required of banks arising from the operationalisation of a number of important regulatory guidelines and legislation. These include the Credit Card Guidelines, the Policy on Single Counterparty Exposure Limit, the Personal Data Protection Act, the Credit Reporting Agencies Act and the Foreign Account Tax Compliance Act.

Such exercises have indeed proven to be challenging for ABM as the general principles enunciated usually set out the broad approach or a mere outline. Somewhat laborious work is then needed to elicit responses to the queries raised by members when implementing the same, to iron out any incongruence and impracticalities, to bring parties to a meeting of minds wherever possible and ultimately, to complete the picture.

ABM has also endeavoured to find the missing pieces in the landscape of customer expectations and services for improvement all round. In this connection, 2012 saw the conception of an initiative to standardise certain key terms and conditions of housing loan or home financing agreements for individuals involving a principal sum of RM500,000 and below.

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Corporate Information

Chairman Bank

Malayan Banking Berhad (Maybank)

Dato' Sri Abdul Wahid Omar
(Alternate: Datuk Lim Hong Tat)

Principal Officer

Chuah Mei Lin
Executive Director

Council Members

Affin Bank Berhad

Dato' Zulkiflee Abbas bin Abdul Hamid
(Alternate: Shariffudin bin Mohamad)

CIMB Bank Berhad

Dato' Sri Nazir Razak
(Alternate: Dato' Sulaiman Mohd Tahir)

Citibank Berhad

Sanjeev Nanavati

Hong Leong Bank Berhad

Datuk Yvonne Chia
(Alternate: Zulkiflee Hashim)

HSBC Bank Malaysia Berhad

Mukhtar Hussain
(Alternate: Baldev Singh, from 2 May 2012)

OCBC Bank (Malaysia) Berhad

Chew Sun Teong, Jeffrey
(Alternate: Choo Yee Kwan)

Public Bank Berhad

Tan Sri Dato' Sri Tay Ah Lek
(Alternate: Dato' Sri Lee Kong Lam)

RHB Bank Berhad

Johari Abdul Muid

Standard Chartered Bank Malaysia Berhad

Osman Tarique Morad
(Alternate: Raymond Wong Lai Loong)

United Overseas Bank (Malaysia) Bhd

Wong Kim Choong (from 1 October 2012)
(Alternate: Kevin Lam Sai Yoke)

Co-Opted Members

Alliance Bank Malaysia Berhad

Sng Seow Wah
(Alternate: Raymond Leung Chun-Kow)

AmBank (M) Berhad

Cheah Tek Kuang (until 1 April 2012)
Ashok Ramamurthy (from 2 April 2012)
(Alternate: Dato' James Lim Cheng Poh)

Registered Office

34th Floor, UBN Tower, 10, Jalan P. Ramlee, 50250 Kuala Lumpur

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Fax: 603-2078 8004
E-mail: banks@abm.org.my
ABMConnect: 1-300-88-9980
Website: www.abm.org.my

Banker

Malayan Banking Berhad

Auditor

Messrs Azman, Wong, Salleh & Co



DATO' SRI ABDUL WAHID OMAR



TAN SRI DATO' SRI TAY AH LEK

DATO' SRI ABDUL WAHID OMAR
President & CEO
Maybank

Dato' Sri Abdul Wahid Omar is the President and CEO of Maybank, Malaysia's largest banking group, a position he has held since May 2008. He is a Fellow of the Association of Chartered Certified Accountants (United Kingdom) and a Member of the Malaysian Institute of Accountants.

Prior to joining Maybank, he was Group Chief Executive Officer of Telekom Malaysia Berhad from July 2004 until its demerger with Axiata Group Berhad in April 2008. He was formerly Managing Director/Chief Executive Officer of UEM Group Berhad as well as Executive Vice Chairman of PLUS Expressways Berhad.

Dato' Sri Abdul Wahid sits on the Board of several Maybank subsidiaries including Maybank Ageas Holdings, Maybank Investment Bank and Bank Internasional Indonesia.

He is also Chairman of Malaysian Electronic Payment System Sdn Bhd (MEPS), Vice Chairman of Institute of Bankers Malaysia as well as a member of the Investment Panels of Kumpulan Wang Persaraan (Kwap) and Lembaga Tabung Haji.

TAN SRI DATO' SRI TAY AH LEK
Managing Director
Public Bank Berhad

Tan Sri Dato' Sri Tay Ah Lek, Managing Director of Public Bank, has 52 years of experience in banking and finance. He joined Public Bank Group as a pioneer staff in 1966. He was Executive Director of Public Bank from 18 June 1997 to 30 June 2002 and was re-designated as Managing Director on 1 July 2002. He was Executive Vice President of Public Bank from 1995 to 1997 and prior to this appointment, he was Executive Vice President of the former Public Finance.

Tan Sri Dato' Sri Tay holds a Master's degree in Business Administration from Henley, United Kingdom and attended the Advanced Management Programme at Harvard Business School. He is an Emeritus Fellow of the Malaysian Institute of Management and is a Fellow of CPA Australia, Financial Services Institute of Australasia and Institute of Bankers Malaysia.

He is presently the Chairman of Association of Hire Purchase Companies Malaysia and is a Member of National Payments Advisory Board.



DATUK YVONNE CHIA



CHEW SUN TEONG, JEFFREY

DATUK YVONNE CHIA
Group Managing Director/Chief Executive
Hong Leong Bank Berhad

Datuk Yvonne Chia, an international banker for over 30 years, began her career in Bank of America and has worked in Malaysia and the region. Highly regarded in the banking community in Malaysia, she has the distinction of being the first female Chief Executive Officer of any bank in the region.

She is an Economics graduate from University of Malaya and a Certified Risk Professional. She was appointed as a Fellow of Institute of Bankers Malaysia in 2002 and to the Wharton Fellows in 2005. In 2008, CNBC nominated her amongst the finalists in the Asia Business Leaders Awards.

She is also a Director of Hong Leong Financial Group and Hong Leong Islamic Bank Berhad as well as the Chairman of ASEAN Finance Corporation Limited (which operates under the name AFC Merchant Bank), a regional merchant bank owned by banks and financial institutions from ASEAN, since July 2011.

She is known for her energetic inspiration for change, openness and learning values that drive her personal and organisational success. With an established track record in leading financial services organisations on sustainable and profitable growth paths in highly competitive environments, she is recognised as a banker of excellence, vision and integrity.

CHEW SUN TEONG, JEFFREY
Director and Chief Executive Officer
OCBC Bank (Malaysia) Berhad

Mr Jeffrey Chew Sun Teong is Director and CEO of OCBC Bank (Malaysia) Berhad, currently overseeing the OCBC Group's Malaysian business. He joined the Bank in April 2003 initially as Head of the Bank's SME business and subsequently as Head of Business Banking. He was appointed Executive Vice President in October 2006.

Mr Chew began his career at PriceWaterhouse Coopers in 1987 and was involved in the area of corporate audit and taxation for four years. He subsequently joined Citibank in Malaysia where he held various roles over 12 years, including customer relationship management, risk management and international offshore banking and product management. His last position was General Manager of Commercial/SME banking business and Director of Citicorp Capital Sdn Bhd.

A qualified accountant by training, he is a fellow member of the Chartered Association of Certified Accountants, United Kingdom.

Apart from his role in OCBC Bank, Mr Chew is also Chairman of Pac Lease Sdn Bhd and a director of OCBC Al-Amin Bank Berhad, e2 Power Sdn Bhd and Credit Bureau Malaysia Sdn Bhd. Presently, he is a council member of Institute of Bankers Malaysia.



MUKHTAR HUSSAIN



SANJEEV NANAVATI

MUKHTAR HUSSAIN

**Deputy Chairman & Chief Executive Officer
HSBC Bank Malaysia Berhad**

Mr Mukhtar Hussain was appointed as Deputy Chairman and Chief Executive Officer of HSBC Bank Malaysia Berhad on 15 December 2009. He graduated from University of Wales with a Bachelor of Science in Economics. Mr Hussain first joined the HSBC Group in 1982 as a Graduate Trainee in Midland Bank International. He was then appointed as Assistant Director in Samuel Montagu in 1991. After close to 11 years of working in the HSBC Group's London offices, Mr Hussain then held numerous posts in Dubai including Chief Executive Officer of HSBC Financial Services (Middle East) Limited from 1995 to 2003 and established the initiative to create the first foreign investment bank in Saudi Arabia for HSBC.

In 2003, he assumed the position of Chief Executive Officer of Global Banking and Market and became the Co-Head of Global Banking in 2005. He headed back to London as the Global Head of Principal Investments from 2006 to 2008. He was the Deputy Chairman, HSBC Bank Middle East Limited, Global Chief Executive Officer of HSBC Amanah and Chief Executive Officer of Global Banking and Markets, Middle East and North Africa, a dual role with global responsibilities for Islamic Finance and HSBC's wholesale banking activities in the Middle East and North Africa before he came to Malaysia.

In addition to his current role, Mr Hussain is also the Global Chief Executive Officer of HSBC Amanah, Chairman of HSBC Amanah Takaful (Malaysia) Sdn Bhd, and Director of HSBC Amanah Malaysia Berhad. He is also a member of the Nominating Committee of the Bank. He serves as a member of the Executive Committee of HSBC Asia Pacific region.

SANJEEV NANAVATI

**Chief Executive Officer
Citibank Berhad**

Mr Sanjeev Nanavati was appointed Citibank's Chief Executive Officer on 5 October 2007, responsible for Citi's overall consumer and corporate banking activities in Malaysia. Prior to this appointment, he was Country Head for its Institutional Clients Group since 2005.

Before moving to Malaysia, he was Managing Director and Global Head of Citigroup Depository Receipt Services based in New York and Hong Kong. Mr Nanavati joined Citigroup Depository Receipt Services Management team in July 2001.

Prior to joining Citi, he was the Head of Corporate and Investment Banking at one of the largest international banks in India. Before that, he also worked with a major American bank in M&A and Capital Markets, in the United States of America and Hong Kong.

Mr Nanavati holds a Master of Business Administration degree from Syracuse University, United States of America.

At present, he is the President for the American Malaysian Chamber of Commerce.



WONG KIM CHOONG

SNG SEOW WAH

WONG KIM CHOONG**Chief Executive Officer****United Overseas Bank (Malaysia) Bhd**

Mr Wong Kim Choong was appointed as Director and Chief Executive Officer of United Overseas Bank (Malaysia) Bhd (UOB Malaysia) on 1 October 2012. He has 29 years of banking experience.

He started his career with UOB Singapore in 1983, where he served for over 14 years. During the 14 years with UOB Singapore, Mr Wong held various management and senior positions in Consumer Banking, Corporate Banking and Commercial Banking. He was transferred to UOB Malaysia in 1997 where he was appointed as Head of Corporate and Commercial Banking and subsequently as Deputy CEO in 2003. In 2004, he was appointed as Director and Country CEO of United Overseas Bank (Thai) Public Company Limited, a position he held until his appointment as Director and CEO of UOB Malaysia in October 2012.

Mr Wong holds a Bachelor of Commerce from the University of Toronto, Canada.

SNG SEOW WAH**Group Chief Executive Officer & Director****Alliance Bank Malaysia Berhad**

Mr Sng Seow Wah was appointed Group Chief Executive Officer and Director of Alliance Bank Malaysia Berhad since 5 July 2010. He is also a Director of Alliance Financial Group Berhad, Alliance Investment Bank Berhad and Malaysian Electronic Payment System Sdn Bhd (MEPS).

He is a career banker with experience in leading and developing high-performance organisations, in a number of well-established regional and international banks.

From 2003 to 2008, Mr Sng was the Executive Vice President and Head of Enterprise Banking at OCBC Bank, Singapore. Before OCBC, he was with Citibank, Singapore as the Managing Director of the Local Corporate Group. He had previously held senior commercial and corporate banking positions in Banque Nationale De Paris, and Westpac Banking Corporation. Prior to joining Alliance Bank, Mr Sng was the Executive Vice President, Head of Human Resources, Special Projects & Corporate Communications of Fullerton Financial Holdings (International) Pte Ltd. In this capacity, he also held directorships in several organisations across the Asian region.

Mr Sng has a Bachelor's degree in Accountancy from the National University of Singapore. He attended the Advanced Management Programme at the Wharton School, University of Pennsylvania, and the Corporate & Investment Banking Programme at Macquarie University.



DATO' SRI NAZIR RAZAK
Deputy Chairman
CIMB Bank Berhad

Dato' Sri Nazir Razak, aged 46, is presently the Group Chief Executive/Managing Director of CIMB Group Holdings Berhad (CIMB Group). Dato' Sri Nazir graduated from the University of Bristol with a Bachelor of Science (Honours) and obtained a Masters of Philosophy from the University of Cambridge. He joined CIMB's corporate advisory department in 1989 and was appointed Chief Executive on 1 June 1999. Dato' Sri Nazir spearheaded the Group's transformation from a Malaysian investment bank to a leading ASEAN universal bank via several acquisitions throughout the region.

CIMB Group is today Malaysia's second largest financial services group and fifth largest in ASEAN with total assets of about USD107 billion, and a staff force of approximately 42,000. In 2012, CIMB Group was recognised by Euromoney as the "Best Bank" and "Best Investment Bank" in Malaysia. CIMB was also awarded Malaysia's "Best Investment Bank", "Best Bond House", "Best Equity House" and "Best Broker" by FinanceAsia. Asiamoney also named CIMB the "Best Islamic Bank in Asia". In 2011, CIMB was awarded the "Most Admired ASEAN Enterprise for Employment" by the ASEAN Business Advisory Council.

Dato' Sri Nazir received the "2012 Outstanding Achievement Award" in recognition of his outstanding contribution to the Asian financial markets. In 2011, he was named "Best CEO (Malaysia)" by FinanceAsia while in 2010, Asiamoney recognised Dato' Sri Nazir as the "Best Executive in Malaysia". He also became the youngest recipient of FinanceAsia's "Lifetime Achievement Award" in 2009.



JOHARI ABDUL MUID
Managing Director
RHB Bank Berhad

Encik Johari Abdul Muid has more than 30 years of experience in the financial sector. He started his career with Asian International Merchant Bankers Berhad, a subsidiary of Sime Bank Berhad in 1981. From 1983 to 1994, he was with Commerce International Merchant Bankers Berhad (CIMB), working in the Treasury Division and was made the Head of Treasury in 1988. He became the Senior Vice President of Institutional Sales in 1995, within a year of joining CIMB Securities Sdn Bhd, where he was responsible for setting up the Institutional Sales Team. He joined ValueCap Sdn Bhd in February 2003 as the Chief Investment Officer. In August 2004, he joined the Employees Provident Fund Board as the Chief Investment Officer heading the Equity Investment and Equity Research Departments. In 2007, he was promoted to Deputy Chief Executive Officer in charge of the Investment Division and subsequently, he took charge of Corporate Planning, Policies and Training, as well as provided oversight to the Human Resource function on behalf of the Chief Executive Officer.

He is a Fellow Member of the Chartered Institute of Management Accountants, United Kingdom (FCMA). His other directorships in public companies include Rashid Hussain Berhad (In Member's Voluntary Liquidation) and RHB Bank (L) Ltd.

Encik Johari was appointed as a Director of RHB Bank on 1 April 2005, representing RHB Capital Berhad, the holding company of RHB Bank. On 14 November 2011, he was appointed as the Managing Director of RHB Bank and accordingly resigned as a Non-Independent Non-Executive Director of the relevant Boards within RHB Banking Group on the same date. He also serves as a member of the Group IT & Transformation Strategy Committee.



DATO' ZULKIFLEE ABBAS BIN ABDUL HAMID
Managing Director/
Chief Executive Officer
Affin Bank Berhad

Dato' Zulkiflee Abbas bin Abdul Hamid, aged 56, was appointed Managing Director/Chief Executive Officer of Affin Bank Berhad (AFFINBANK) on 1 April 2009.

He joined AFFINBANK in March 2005 as Director, Enterprise Banking. He was later made the Director of Business in 2007 and subsequently the Executive Director, Banking in 2008 before assuming his current position. Prior to joining AFFINBANK, Dato' Zulkiflee was the Chief Credit Officer in one of Malaysia's leading banks where he also served in various positions including as a Board member of its subsidiaries. He graduated with a Master's Degree in Business Administration from Southern Illinois University, United States of America.

Dato' Zulkiflee has more than 30 years of extensive experience in the banking sector. He possesses the necessary knowledge and professional competence in the conduct of the licensed institution's business.



OSMAN TARIQUE MORAD
Managing Director and Chief
Executive Officer
Standard Chartered Bank Malaysia
Berhad

Mr Osman Tarique Morad was appointed as the Managing Director and Chief Executive Officer of Standard Chartered Bank Malaysia Berhad (SCBMB) in October 2009. Mr Morad is responsible for the implementation of Standard Chartered's business strategies and overall Corporate Governance not only for SCBMB but also for the Group's operations in Malaysia. This includes Scope International (M) Sdn Bhd, which forms the Standard Chartered Group's Global Shared Service Centre, and Price Solutions Sdn Bhd.

Mr Morad joined Standard Chartered Bank in 1993 as the Regional Head of Institutional Banking Middle East and South Asia in Dubai and was responsible for the Bank's Financial Institutions business teams in India, Bangladesh, Pakistan, Sri Lanka and the Middle East. Prior to Malaysia, he spent 12 years as Chief Executive Officer in Bangladesh and Bahrain.

He graduated from the Punjab University and the Marlboro College of Vermont, United States of America.



ASHOK RAMAMURTHY
Chief Executive Officer
AmBank (M) Berhad

Mr Ashok Ramamurthy is the Chief Executive Officer of AmBank (M) Berhad. He was appointed as the Group Managing Director and a member of the Board of AMMB Holdings Berhad (AMMB) on 2 April 2012. Mr Ramamurthy, an Australian, joined AmBank Group in 2007 as a representative of Australia and New Zealand Banking Group Limited (ANZ), holding the position of Chief Financial Officer (CFO). He was subsequently appointed to hold dual roles as Deputy Group Managing Director (DGMD) and CFO of AMMB in October 2008.

He is also a Board member of several subsidiaries of AMMB, namely AmBank (M) Berhad, AmIslamic Bank Berhad, AmInvestment Group Berhad, AmInvestment Bank Berhad and AmInvestment Management Sdn Bhd.

Prior to serving the AmBank Group, Mr Ramamurthy was with ANZ for over 23 years building an impressive track record, holding various key positions across various jurisdictions including New Zealand, Australia, India and now Malaysia. His vast banking experience includes commercial banking, financial markets, funds management and insurance, wealth management, banking products and transaction services, and personal banking.

Mr Ramamurthy has a MBA from XLRI, Jamshedpur, India and Bachelor Degree of Commerce (Accounting) from University of Madras. He is a Fellow member of the Financial Services Institute of Australasia.

The Council - Alternates

DATUK LIM HONG TAT

**Deputy President & Head, Community Financial Services
Malayan Banking Berhad**

Datuk Lim Hong Tat is the Deputy President and the Head of Community Financial Services at Maybank. As the Head of Community Financial Services, he is responsible for the overall management and performance of the Bank's SME, Business Banking and Consumer segments as well as sales and distribution. This covers community banking, product innovation and industrialisation, customer segmentation, virtual banking, wealth management and payment services, sales and distribution, and business strategy, planning and development. Being a Maybank scholar, Datuk Lim joined the Bank upon graduation in 1981. He has 32 years of experience covering all aspects of banking, having managed branches, regional banking, credit cards and international banking operations including holding senior management positions as Director/President and CEO of Maybank Philippines Inc, Head of International Banking and Head of Consumer Banking in Maybank Group. He is also a Director of Credit Bureau Malaysia Sdn Bhd. Datuk Lim graduated with a Bachelor of Economics (Business Administration) (Honours) from University of Malaya, and also holds a Diploma in Marketing & Selling Bank Services from International Management Centre.



DATUK LIM HONG TAT



SHARIFFUDIN BIN MOHAMAD



DATO' SULAIMAN MOHD TAHIR

SHARIFFUDIN BIN MOHAMAD

**Executive Director, Operations
Affin Bank Berhad**

Encik Shariffudin bin Mohamad is the Executive Director, Operations of Affin Bank Berhad (AFFINBANK). He joined AFFINBANK as the Director, Operations in August 2007 and was appointed to his present position effective 1 November 2009. While Encik Shariffudin was the Director, Operations, he was also the Chief Corporate Strategist and Chief Human Resource Officer. Currently, he oversees the Operations Division encompassing Loan Administration & Documentation, Strategic & Corporate Services including Legal & Secretarial, Information Technology Services Management, Property & Logistics, Customer Care & Quality and Corporate Communications. He has over two decades of extensive banking experience with a well-known international financial institution and its acclaimed global outsourcing outfit. Encik Shariffudin holds a Masters in Business Administration and graduated with a Bachelor in Finance degree from Southern Illinois University, United States of America.

DATO' SULAIMAN MOHD TAHIR

**Executive Director/ Head of Consumer Sales & Distribution
CIMB Bank Berhad**

Dato' Sulaiman Mohd Tahir, aged 50, is the Head of Consumer Sales and Distribution Division, a position he held since July 2005. On 1 October 2009, Dato' Sulaiman was appointed Executive Director of CIMB Bank. With over 25 years of experience in consumer and commercial banking, he held various positions in the Bank including Group Head of the Japanese Business Unit, Branch Manager Shah Alam, Area Business Manager for Shah Alam and Petaling Jaya, and Regional Manager for Business Credit for Selangor and Wilayah Persekutuan. In 2002, he was appointed to head the Credit Card Centre before being entrusted to the position of Head of Retail Sales. This was followed by the appointment as Head of Retail Sales and Distribution Division in January 2005. Presently, Dato' Sulaiman is responsible for the performance, management and development of the sales and distribution channels for CIMB Bank which encompass 311 branches, 38 mobile sales centres and contact centre to service the Bank's 7.0 million customers. A graduate of RMIT University, Australia with a degree in Accounting, Dato' Sulaiman served Price Waterhouse before joining Bank of Commerce (M) Berhad (now known as CIMB Bank) in 1987.

The Council - Alternates (Cont'd)

ZULKIFLEE HASHIM

Chief Operating Officer, Group Strategic Support
Hong Leong Bank Berhad

Encik Zulkiflee Hashim started his career in the banking sector with Citibank NA as its Vice President in 1990. From December 1991 to 1997, he held the position of Deputy Managing Director of Deutsche Bank Malaysia and was responsible for Corporate Banking, International Trade Finance, Operations and Transaction Banking Services Department. Encik Zulkiflee was appointed an Executive Director of Hong Leong Bank in 1998 and has held responsibilities in various areas in Hong Leong Bank. He is currently the Chief Operating Officer, Group Strategic Support.

BALDEV SINGH A/L GURDIAL SINGH

Non-Independent Executive Director & Chief Financial Officer
HSBC Bank Malaysia Berhad

In addition to his current role as Executive Director and Chief Financial Officer of HSBC Bank Malaysia Berhad, Mr Baldev Singh is also the Chairman of HSBC Malaysia Trustee Berhad and a Non-Executive Director of HSBC Software Development (M) Sdn Bhd. Mr Baldev was appointed as Non-Independent Executive Director on 10 November 2011. He graduated from University of Malaya with a Bachelor of Economics (Honours), majoring in accounting and is a Fellow of the Malaysian Institute of Taxation. He began his career with Inland Revenue Board and moved on to work for one of the big four accounting firms prior to joining HSBC in 1983. Since then, he has held a number of senior positions within the Bank and has been the Bank's Chief Financial Officer for the past 14 years.



ZULKIFLEE HASHIM



**BALDEV SINGH A/L
GURDIAL SINGH**



CHOO YEE KWAN



DATO' SRI LEE KONG LAM

CHOO YEE KWAN

Country Chief Risk Officer
OCBC Bank (Malaysia) Berhad

Mr Choo Yee Kwan is currently the Country Chief Risk Officer for OCBC Bank (Malaysia) Berhad. Prior to joining OCBC in 2007, he was the Chief Risk Officer of Maybank Group. During his 14-year career at Maybank, he was the Division Head for Credit Control, International Banking, Corporate Remedial Management and Group Risk Management. He also served on the Corporate Debt Restructuring Committee (CDRC) set up under the auspices of Bank Negara Malaysia. Prior to starting his career with Maybank, he had worked for the National Westminster Bank PLC, United Kingdom, in London and Malaysia. Mr Choo has Honours degrees in Economics and Law from University of Malaya and University of London respectively, and is a Barrister-at-Law following his call to the Bar of England and Wales. He was conferred an Associate Fellowship by the Institute of Bankers Malaysia and has served on the Education Committee of the Institute since 2000.

DATO' SRI LEE KONG LAM

Executive Director
Public Bank Berhad

Dato' Sri Lee Kong Lam was appointed as an Executive Director of Public Bank in November 2001. He is currently Chairman of its Operational Risk Management Committee and its Business Continuity Management Committee, and is a member of the Board Executive Committee as well as various other Committees in the Bank. Prior to joining Public Bank in November 1996, he was with Bank Negara Malaysia and was involved primarily in the supervision and examination of banking institutions. He was then the Head of Examination Department at Bank Negara Malaysia. Dato' Sri Lee is a Fellow of CPA Australia and the Chartered Institute of Bankers, United Kingdom, and a Chartered Accountant of the Malaysian Institute of Accountants.

The Council - Alternates (Cont'd)

RAYMOND WONG LAI LOONG

Chief Financial Officer

Standard Chartered Bank Malaysia Berhad

As Chief Financial Officer, Mr Raymond Wong Lai Loong is responsible for the overall management of the Finance, Corporate Treasury and Tax functions of Standard Chartered Bank Malaysia Berhad (SCBMB), with oversight responsibilities for CRES functions. His role focuses on creating long term value for SCBMB through execution of its strategic financial management agenda with effective corporate governance in supporting the Board/CEO and in partnership with the Business/Functional Heads. Mr Wong also takes on a lead role in the Bank's sustainability programme as Country Environment Champion. Prior to joining Standard Chartered in 1991, he had earlier built his banking expertise with OCBC Malaysia where he served in various roles since 1980. Overall, he has over 30 years' experience in the banking industry. Mr Wong is a graduate from the Chartered Institute of Management Accountants, United Kingdom.

KEVIN LAM SAI YOKE

Managing Director and Country Head, Personal Financial Services

United Overseas Bank (Malaysia) Bhd

Mr Kevin Lam Sai Yoke joined United Overseas Bank (Malaysia) Bhd on 10 January 2011. Mr Lam brings with him years of valuable experience from the banking industry, having dealt with various aspects of consumer banking services and financial technology for over 20 years, including strategic planning, business management, product development, sales & distribution, technology and banking infrastructure development, and other areas of corporate services as a senior member of the management committee. Prior to joining UOB (Malaysia), Mr Lam held various positions including the Head of Loans Singapore and Regional, and the Head of Sales and Distribution, Singapore and Regional, with UOB Group headquartered in Singapore. Whilst there, he successfully increased UOB's home loan market share and led the loans and sales divisions in achieving record sales in both loans and wealth management products from 2006 to 2010. Kevin has worked for several large international foreign banks and technology companies in Singapore, United State of America and Hong Kong for more than a decade before joining the UOB Group.



**RAYMOND WONG
LAI LOONG**



KEVIN LAM SAI YOKE



**RAYMOND LEUNG
CHUN-KOW**



**DATO' JAMES LIM
CHENG POH**

RAYMOND LEUNG CHUN-KOW

Group Chief Operating Officer

Alliance Bank Malaysia Berhad

Mr Raymond Leung Chun-Kow joined Alliance Bank as Group Chief Operating Officer on 19 January 2011. He oversees the operations, technology and various support functions of the Bank, and is instrumental in developing key strategies that encompass all aspects of the Bank's business to drive growth. This includes product support, talent development, customer services and delivery. Prior to joining Alliance Bank, Mr Leung had gained a diverse wealth of experience with over 30 years in Citigroup, with assignments in Hong Kong, Toronto, New York and Singapore. He held key positions in both country and regional capacities for operations, technology, internal audit and product management.

DATO' JAMES LIM CHENG POH

Managing Director, Business Banking

AmBank (M) Berhad

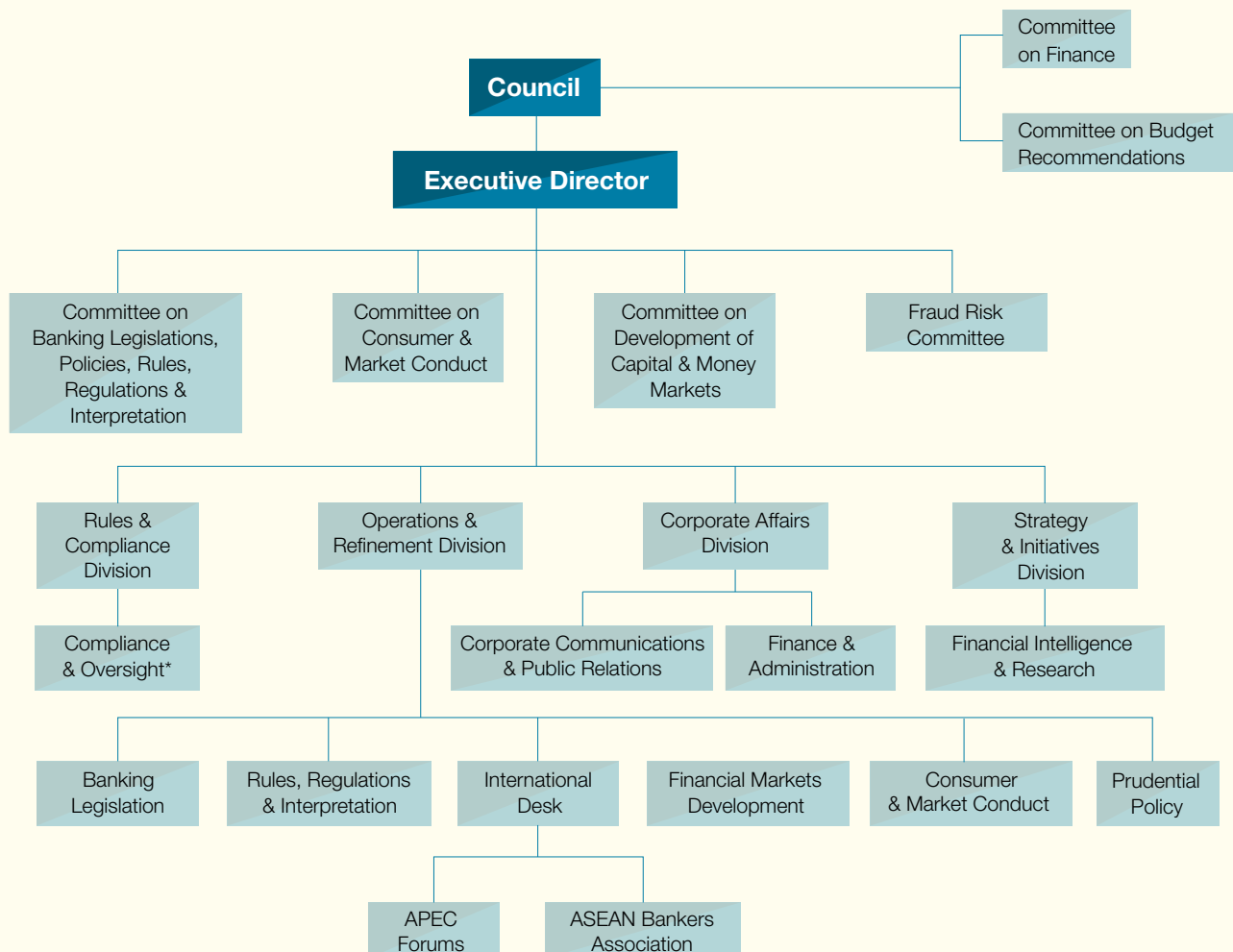
Dato' James Lim Cheng Poh joined AmBank Berhad as its Managing Director/CEO on 15 June 2004. After the merger of the business operations of AmBank Berhad and AmFinance Berhad on 1 June 2005, he was appointed as Managing Director, Business Banking of AmBank (M) Berhad. Currently, Dato' Lim is also a Director on the Board of AmLife Insurance Berhad. In addition to graduating from Camborne School of Mines (England) in Mining Engineering, he also holds a Masters degree in Science (Engineering) from Queen's University in Canada and a Masters degree in Business Administration from Harvard University, United States of America. Prior to joining AmBank, he served in the Hong Leong Group for more than 20 years. He joined the Hong Leong Group in 1983 and from time to time, was the Managing Director over-seeing various industries in the Group including computer services, properties and financial services. In 1994, he was appointed as the Senior Group Managing Director of Hong Leong Bank Berhad, a position he held until his retirement in October 2003.

The Association of Banks in Malaysia (ABM) is structured into four core divisions, namely Operations & Refinement, Strategy & Initiatives, Corporate Affairs and Rules & Compliance. As at the date of publication, ABM has a total of 16 full-time staff and two Associates.

In addition, there are six Permanent Committees under ABM, which comprise senior bankers from our Council banks. Two of the Committees, i.e. the Committee on Finance and the Committee on Budget Recommendations, report directly to the Council while the remaining four report to the Executive Director of ABM.

ABM's organisational structure is depicted below.

Organisational Structure



Note: * to be established

The Association (Cont'd)

Its Organisational Structure and Family Tree

The ABM Team



Seated, from left:

Wong Ai Mei, Chuah Mei Lin, Mas Elati Samani

Standing, from left:

Michelle Phoon Yoon Yee, Lau May Cho,
Nur Munirah Abdullah, Moo Swee Choo



Seated, from left:

Erina Lim, Feizal bin Haji Ahmad, Mazliza Mahdzar,
Joginder Kaur

Standing, from left:

Lydia Ore Siew Moi, Chuah Mei Lin, Joanne Wong

Not in group photos:



NG AI LEEN



GERARD FORSYTHE



ANUSUYAH
SELVADURAI



LIM SHOO LING

CHUAH MEI LIN **Executive Director**

Ms Chuah Mei Lin was appointed as the Executive Director of ABM on 6 October 2008. She represents ABM on the Board of Directors of Financial Mediation Bureau. She is also an alternate director on the Board and Executive Committee of ASEAN Finance Corporation Limited, Singapore.

Under her leadership, ABM has evolved to assume a pivotal role as the voice for the commercial banking industry. Long has the post-box function been discarded – no doubt ABM is still very much involved in the collation of views and data but in responding to the authorities and the public alike, ABM sets out to grasp the underlying facts and issues, re-write, prioritise, strategise and recommend, value add and speak out. Council and other member banks have enjoyed new found strength as one under the ABM banner.

In addition, consumerism has also been very much on the radar in her tenure thus far. With the establishment of *ABMConnect* in 2008 and *eABMConnect* soon thereafter in 2009, ABM has been able to assist in bridging any gaps which may occur in the individual bank's communication with its customers. Bank customers may request for clarification on best practices and general concerns about credit through these channels. They may also seek ABM's intermediation if they are dissatisfied with the handling or treatment of their complaints. Recognising that engagement is crucial, road-shows and dialogues with the public and in particular the small and medium enterprises have become permanent features in ABM's annual calendar of events.

A lawyer by training, Ms Chuah brings with her a wealth of experience in both the financial services and the securities industries. Her foray into the corporate world after 10 years in legal practice began with the financial services group, Komplek Kewangan/ Amanah Capital Partners (now MIDF – Amanah Capital Partners). Prior to this appointment, Ms Chuah headed the Legal and Group Internal Compliance Division of Scomi Group Bhd and its group of companies and enjoyed the challenges of overseeing matters arising from the Group's focused but diverse activities in 35 countries. Her colourful and interesting career has straddled, in succession, several key positions including Head of the Corporate Strategy Division of Affin Bank Berhad, Head of the Legal and Secretarial Division of the United Engineers (Malaysia) Berhad (UEM) Group during the major reorganisation of the Group in 2002–2005 and before that, Senior Vice President, Legal Advisory & Membership Services Division of Bursa Malaysia Securities Berhad.

Senior Management Team

JOANNE WONG **Director, Operations & Refinement**

Ms Joanne Wong joined ABM as Senior Administrative Officer in August 1991 and has over the years moved up the ranks from Assistant Manager to Manager and Senior Manager. She was subsequently promoted to Assistant General Manager, heading the Operations & Refinement Division. A graduate from University of Ottawa, Canada with a Bachelor in Business Administration, she first started her career with a development company as an officer in its leasing and credit department overseeing the housing loans division.

Ms Wong was redesignated as a Director with effect from March 2013.

NG AI LEEN **Director, Strategy & Initiatives**

Ms Ng Ai Leen joined ABM as Senior Manager, Strategy and Initiatives on 7 September 2009 and was subsequently promoted to Assistant General Manager, and redesignated as a Director with effect from March 2013. She heads the Strategy & Initiatives Division of the Association. Prior to joining ABM, she was Head of Corporate Planning & Finance at a local commercial bank. A graduate from Royal Melbourne Institute of Technology with a Bachelor of Business in Economics & Finance, she first started her career with Ernst & Young as an audit & corporate recovery consultant, and subsequently joined Pengurusan Danaharta Nasional Berhad, where she was actively involved in the asset management functions of the company as Head, Marketing & Sales Administration in Property Division. After the eventual closure of Danaharta, she joined a foreign bank as Head, Auction Sales and continued to be involved in asset management work.

WONG AI MEI **Director, Corporate Affairs**

Ms Wong Ai Mei joined ABM in 2008 as Assistant Manager, Finance and was recently promoted to Director, Corporate Affairs. Her enlarged portfolio includes overseeing the Corporate Communications Department as well as the Finance & Administration Department.

She began her career as a tax consultant at Arthur Andersen, which later became part of Ernst & Young. Ms Wong then ventured into the corporate world in 2003 when she joined the local arm of a leading Australian magazine publishing company as the head of the local finance department. She graduated with a Bachelor (Honours) degree in Accounting & Finance from Middlesex University, United Kingdom.

Family Tree



PERSATUAN BANK BANK DALAM MALAYSIA THE ASSOCIATION OF BANKS IN MALAYSIA

ABM Investments Sdn Bhd

- ABM Investments Sdn Bhd (AISB), an investment holding company, was incorporated in July 1991.
- The Company's investments presently comprise a 30% stake in Akademi IBBM Sdn Bhd (AIBBM) and 20% of the ordinary shares in Credit Bureau Malaysia Sdn Bhd (CBM).
- The principal activity of AIBBM is to promote or take part in the formation, management, supervision or control of the business of a private higher educational institution.
- CBM is in the business of providing credit reference services, credit rating and such services related to a credit bureau.

30%

in Akademi
IBBM Sdn Bhd

20%

in Credit Bureau
Malaysia Sdn Bhd

AFC Holdings (Malaysia) Sdn Bhd

- AFC Holdings (Malaysia) Sdn Bhd was set up in April 1981 for the purpose of investing in the shares of ASEAN Finance Corporation Limited (AFCL) and currently holds 20% of its ordinary shares.
- AFCL's principal activities are merchant banking, mobilising of financial resources in order to finance projects and assisting in the promotion of industrialisation and overall economic development in the ASEAN region.

20%

in ASEAN Finance
Corporation Limited

BCF Holdings Sdn Bhd (liquidated)

- BCF Holdings Sdn Bhd was incorporated in September 1985.
- The Company's sole investment comprised 45,000 ordinary shares in Malaysian Futures Clearing Corporation Sdn Bhd (MFCC). The liquidation of MFCC was completed in December 2008 and since then BCF Holdings Sdn Bhd has remained dormant.
- The Company was placed in members' voluntary liquidation in June 2011, and the liquidation was completed in November 2012.

ABM Permanent Committees

and its Members as at 31 December 2012

Committee on Finance

- 1 Affin Bank Berhad (Chairman Bank)**
Dato' Zulkiflee Abbas bin Abdul Hamid
- 2 CIMB Bank Berhad**
Dato' Sulaiman Mohd Tahir
- 3 Hong Leong Bank Berhad**
Sanjay Uppal (until July 2012)
- 4 Public Bank Berhad**
Chang Siew Yen (replaced Leong Kwok Nyem)
- 5 RHB Bank Berhad**
Kellee Kam Chee Khiong
- 6 Standard Chartered Bank Malaysia Berhad**
Osman Tarique Morad



Committee on Banking Legislations, Policies, Rules, Regulations and Interpretation

- 1 Malayan Banking Berhad (Chairman Bank)**
a. Mohd Hanif Suadi
b. Abdul Razak Kamardin (Alternate)
- 2 Affin Bank Berhad**
Ee Kok Sin
- 3 CIMB Bank Berhad**
Devabalan Theyventheran
- 4 Citibank Berhad**
June Lee Siew Yee
- 5 HSBC Bank Malaysia Berhad**
James Gossip (replaced Leong Soon Cheong)
- 6 OCBC Bank (Malaysia) Berhad**
Lim Yau Seong
- 7 RHB Bank Berhad**
a. Ee Yew Chai
b. Fong Kin Lung (Alternate)
- 8 Standard Chartered Bank Malaysia Berhad**
Raymond Wong Lai Loong



ABM Permanent Committees (Cont'd)

and its Members as at 31 December 2012

Fraud Risk Committee

- 1 Malayan Banking Berhad (Chairman Bank)**
 - a. Lim Chin Heng
 - b. Wong Fook Chun
 - c. Mustafa Hassan (replaced Muhd Nithya Thyalen)
- 2 CIMB Bank Berhad**
 - a. Balashanmugam Vadivelu
 - b. Yunos Yusop
- 3 Citibank Berhad**

Chong Tong Lim
- 4 HSBC Bank Malaysia Berhad**
 - a. Dennis Cheah (replaced Leong Soon Cheong)
 - b. Andrea Lim (replaced Chong Kit Sim)
- 5 Public Bank Berhad**
 - a. Veronica Foo (replaced Paul Khoo Siew Keong)
 - b. Matthias Chay Kai Cheong (until 3 March 2013)
- 6 RHB Bank Berhad**
 - a. Arivananthan a/I Supaya
 - b. V. Maslamani
- 7 Standard Chartered Bank Malaysia Berhad**
 - a. Steven Leong Wai Hoong
 - b. Victor Ong (until 15 December 2012)



Committee on Budget Recommendations

- 1 CIMB Bank Berhad**

Lee Heng Guie
- 2 HSBC Bank Malaysia Berhad**

Baldev Singh
- 3 Malayan Banking Berhad**

Suhaimi Ilias



ABM Permanent Committees (Cont'd)

and its Members as at 31 December 2012

Committee on Consumer & Market Conduct

- 1 Malayan Banking Berhad (Chairman Bank)**
Chow Yin Li
- 2 Affin Bank Berhad**
Mohd Azhar Shahbudin
- 3 Alliance Bank Malaysia Berhad**
Yong Kok Mun
- 4 CIMB Bank Berhad**
Datin Aziyah Omar
- 5 Hong Leong Bank Berhad**
Josephine Leong
- 6 OCBC Bank (Malaysia) Berhad**
Alvin Lim Kim Leng
- 7 Public Bank Berhad**
Matthias Chay Khai Cheong (until 3 March 2013)
- 8 RHB Bank Berhad**
Nesaratnam Somasundram
- 9 Standard Chartered Bank Malaysia Berhad**
Jessie Liew
- 10 United Overseas Bank (Malaysia) Bhd**
Lau Chee Kheong (replaced Lin Kok Hoi)



Committee on Development of Capital & Money Markets

- 1 Malayan Banking Berhad (Chairman Bank)**
Leslie Foo Chek Shen
- 2 CIMB Bank Berhad**
a. Dato' Lee Kok Kwan
b. Thomas Tan (Alternate)
- 3 Citibank Berhad**
Yousuf Sandeela (replaced Stantley Tan)
- 4 HSBC Bank Malaysia Berhad**
Piyush Kaul
- 5 Public Bank Berhad**
Lim Lye Ping (replaced Tang Hong Keat)
- 6 RHB Bank Berhad**
Datin Zaimah bte Zakaria
- 7 Standard Chartered Bank Malaysia Berhad**
Leon Koay Li Onn



The Association would like to accord a note of thanks to the above for their contributions to the Association and the industry.

Chairman's Statement



As Chairman of The Association of Banks in Malaysia (ABM), I am honoured to present ABM's Annual Report 2012, my fourth since taking over the chairmanship of this organisation.

Over the years, ABM has undoubtedly built up its reputation piece-by-piece, patiently and painstakingly cultivating a good rapport with its member banks, the banking public as well as the regulators. It is heartening to see ABM's role and contributions, not only to the commercial banking industry but to its other stakeholders, evolving and expanding with its heightened visibility.

In the international arena, ABM has certainly done itself proud with its much lauded hosting of the 19th ASEAN Banking Conference and 42nd ASEAN Banking Council Meeting which was very well received both locally and internationally. On the domestic front, there has been no let up in the demands placed on ABM as it continued to drive issues that affect the banking industry, ranging from the Personal Data Protection Act (PDPA) to the Foreign Account Tax Compliance Act (FATCA).

GLOBAL SCENARIO

2012 proved to be another testing year for the world economy as global real gross domestic product (GDP) growth moderated to 3.2% from 4.0% in 2011, coupled with the uneven performance among the major economies.

Despite the European Central Bank's efforts to stabilise the financial markets and stimulate the economy, the Eurozone went into its second recession in four years amid fiscal belt-tightening and credit crunch, reflecting the aftermath of the sovereign debt crisis which claimed Cyprus as its latest victim.

On the other side of the Atlantic, the United States of America (US) continued to experience a sluggish recovery as the economy was hampered by uncertainties over taxes, Government spending and the public debt ceiling caused by the political gridlock in Washington over how to address the issues of budget deficit and Government debt. The fiscal policy cobwebs compounded the glacial improvement in the job and housing markets, in turn prompting the third round of quantitative easing by the Federal Reserve in September 2012.

Meanwhile, the Japanese economy rebounded from the contraction in 2011 on the back of the reconstruction works and recovery in activities from the earthquake-and-tsunami of March 2011, although it continued to remain stuck in the decades-old deflation. Towards the end of 2012, the newly-elected Prime Minister, Shinzo Abe, launched an aggressive monetary stimulus in a bid to reflate the Japanese economy, underpinned by the weakening of the Japanese Yen, the setting of a 2% inflation target and the expansion in Bank of Japan's asset purchase programme.

Over in China, the economy expanded by 7.8% last year, the slowest pace in 13 years. It heralded China's entry into a moderate growth phase as the country's new leadership focuses on economic re-balancing and structural reforms to achieve a more sustainable and equitable economic growth and development. In essence, this involves transforming China from an export-oriented, investment-based and debt-driven economy to growth that is consumption-based and income-driven. On top of that, issues like financial liberalisation, environment, corruption, income distribution, the role of state-owned enterprises, property bubble risk and excessive credit growth (especially in the shadow banking system) remain to be addressed.

The economic conditions in these major economies which led to the slower global economic expansion and world trade growth also resulted in the negative contributions of external demand to the real GDP growth of newly industrialising and emerging economies. Such impact was especially visible to the large emerging economies like Brazil and India as well as the Asian Newly Industrialising Economies (NIEs – South Korea, Taiwan, Hong Kong, Singapore) where growth was lacklustre. ASEAN economies – in particular Indonesia, Thailand, Malaysia and the Philippines – however were able to sustain their positive growth momentum, thanks to the pick-up and resilience in domestic demand, driven by consumer spending, investment expenditure and infrastructure development.

The outlook for 2013 is that of a stabilising global economy after two years of slowdown as the world GDP growth is projected to be at 3.3%. Critical to this prediction is the US economy being able to shake off the negative fiscal impulses from the tax increases and budget sequestration enacted during the first quarter of 2013, assuming the rebound in the job and housing markets gather momentum to support consumer spending which has been resilient thus far, and lift business spending that was dampened by the earlier fiscal policy uncertainty.

The 2013 global economic outlook is also contingent upon the prospect of stimulus-driven growth in Japan. This appears to be taking shape given the “technical recovery” following the two consecutive quarters of sequential GDP expansions in the first quarter of 2013 and the fourth quarter of 2012 that reversed the “technical recession” in the second and third quarters of 2012 when there were contractions in quarter-over-quarter GDP.

Given the consensus view of another year of recession in the Eurozone, the major wildcard in the world economic prospect at this juncture is the ability of China's policymakers to engineer a soft-landing in growth while rebalancing, restructuring and reforming its economy and attending to the risks in the real estate and financial sectors.

For the emerging economies, the main challenge in 2013 will be to strike a balanced mix of policies and measures to sustain economic growth and at the same time safeguard macroeconomic stability. The still fragile global economy – and hence vulnerable external demand – necessitates supportive macroeconomic policy to spur domestic demand, namely the continuation of neutral-to-accommodative monetary policy and targeted fiscal stimulus. Concerns over macroeconomic stability are triggered by the unintended consequences of “cheap money” policy in the major economies, i.e. inflows of volatile capital resulting in excessive currency and financial market movements, as well as fuelling internal liquidity and domestic credits that risk finding their way into unproductive or speculative activities, thus requiring the application or adoption of macro-prudential measures.

The Malaysian economy grew by 5.6% in 2012, a pick up from 5.1% in 2011 and... is expected to remain on a steady growth path into 2013 with expansion forecasted at 5% to 6%...

MALAYSIAN ECONOMIC OUTLOOK AND PERSPECTIVE

The Malaysian economy grew by 5.6% in 2012, a pick up from 5.1% in 2011 and bucking the aforementioned trend in global GDP growth. Headline growth was driven by the robust 10.6% rise in domestic demand, thanks to the sustained consumer spending growth and the surge in investment activities.

Consumer spending growth was upheld by a combination of continued accommodative monetary policies as Bank Negara Malaysia's Monetary Policy Committee maintained the Overnight Policy Rate (OPR) at 3% throughout 2012; targeted fiscal stimulus and financial aids for the lower income households and select groups; supportive financing conditions within the banking system; and favourable macroeconomic fundamentals that included the continued low and stable unemployment rate, which fell marginally to 3% (2011: 3.1%), as well as the moderation in inflation rate as the Consumer Price Index (CPI) averaged 1.6% in 2012 (2011: 3.2%).

Meanwhile, investments were underpinned by the roll-out of infrastructure projects and corporate spending under the Economic Transformation Programme (ETP), the implementation of Petronas' five-year (2011-2015) oil and gas capital expenditure plan as well as the realisation of investments approved by the Malaysian Investment Development Authority (MIDA) and the regional corridor development authorities.

The strength and resilience in domestic demand enabled the Malaysian economy to weather the softer global economic conditions – especially in the major economies – that adversely affected international trade, causing Malaysia's net exports to contract by 29.4% during the year due to weaker external demand for Malaysia's manufactured goods and commodities.

The Malaysian economy is expected to remain on a steady growth path into 2013 with expansion forecasted at 5% to 6%, in line with the projected stabilisation in the global economy. Domestic demand is expected to continue driving the economy in 2013 on the back of resilient consumer spending and robust private investment, in addition to the

Malaysian financial institutions have implemented strategies to better manage exposures to market risk, insurance risk and displaced commercial risks, all of which have further improved the resilience to a range of economic and market shocks.

gradual improvement in external demand. On the supply side, all major economic sectors are projected to expand in 2013, led by the services and manufacturing sectors. Growth of the construction industry is also expected to remain strong as several major infrastructure and property projects under the ETP are in various stages of implementation. Inflation rate is expected to be contained at 2%-3% in 2013. As the external environment continues to face much challenges and uncertainty in the foreseeable future, there remains the downside risk to the economic outlook, hence the expectation that the central bank will keep the OPR steady at 3% in 2013.

MALAYSIAN BANKING SECTOR – DEVELOPMENTS AND ISSUES

With its sound fundamentals backed by strong capitalisation, liquidity and asset quality, the Malaysian banking sector showed a high level of resilience in 2012, despite the ongoing concerns in Europe and the U.S. pertaining to slow economic growth, sovereign debt woes and fiscal issues. As at end-2012, the banks' risk-weighted capital ratio and core capital ratios stood at 15.2% and 13.4% respectively while financial buffers amounted to over RM80 billion. Malaysian banks are well placed to meet the new capital requirements under Basel III which are being phased in from January 2013. The current common equity tier 1 capital ratio, tier 1 capital ratio and total capital ratio of the banks stood at 12.1%, 13% and 14.5% respectively as at end February 2013, which are well above the minimum Basel III requirements.

Malaysian financial institutions have implemented strategies to better manage exposures to market risk, insurance risk and displaced commercial risks, all of which have further improved the resilience to a range of economic and market shocks. The level of net impaired loans of the banking system was 1.4% of net loans, while the loan loss coverage remained well above 90% as at end February 2013.

The Asian Financial Crisis of the late 1990s and the more recent Global Financial Crisis have certainly tested the efficacy and ability of prudential regulation to pre-emptively deal with impending disruptions to financial stability. The crises also highlighted the importance of linkages between monetary stability and financial stability, as well as the need for prudential regulators to be conversant with the risks and implications of macro-economic developments for individual financial institutions and also the financial system as a whole. Some of the lessons learnt by Malaysian regulators have already been reflected in the Central Bank of Malaysia Act 2009 and the Malaysia Deposit Insurance Corporation Act 2011.

Important developments which began in the 1980s are the convergence of capital requirements, supervisory standards, payment system standards, anti-money laundering and counter terrorist financing standards, accounting standards, and more recently, Basel III on liquidity management standards. The propagation of international soft legislation has necessitated a legislative framework which would enable the efficient and timely adoption of such standards in Malaysia. The Financial Services Act 2013 (FSA) and the Islamic Financial Services Act 2013 which were passed by Parliament in November 2012 are seen to complete the overhaul of the legislative framework and the supervisory regime for financial institutions in Malaysia. These two Acts are viewed as significant milestones in modernising Malaysia's financial sector laws to reinforce Bank Negara Malaysia's mandate to safeguard financial stability. The new laws will significantly strengthen

Chairman's Statement (Cont'd)

the foundations for a more effective and transparent regulatory and supervisory framework, and which contributes to an efficient financial system that is able to withstand future stresses.

The FSA has combined four pre-existing statutes, namely the Banking and Financial Institutions Act 1989, Insurance Act 1996, Payment Systems Act 2003 and Exchange Control Act 1953, whilst the Islamic Financial Services Act is a merger of the Islamic Banking Act 1983 and Takaful Act 1984.

One of the objectives of the FSA is thus to empower Bank Negara Malaysia to specify standards relating, inter alia, to capital adequacy, liquidity, corporate governance, risk management, related party transactions, maintenance of reserve funds, and the prevention of financial institutions from being used for criminal activities. Under the FSA, Bank Negara Malaysia is also empowered to specify standards for payment systems and business conduct.

Other developments in the financial sector include the issuance of the Single Counterparty Exposure Limit Policy and Risk Governance Policy in the first quarter of 2013. The enhanced supervisory regime is, in our view, a positive step that will not only fortify the Malaysian banking system but also promote sustainable growth in the long run.

Further, in its continuing effort to encourage and promote the use of electronic channels for banking, Bank Negara Malaysia recently announced a new pricing strategy for payment services. This pricing strategy is aimed at addressing the current price distortion between electronic payments and paper-based payment instruments. Bank Negara Malaysia's target is to increase the number of electronic payments per capita from 56 in 2012 to 200 by the year 2020, and to reduce the number of cheques cleared in Malaysia by half, i.e. from 204 million to 100 million during the same period.

ABM and its member banks will continue to support and work closely with Bank Negara Malaysia as the regulator to attain the objective of shifting from paper based to a more electronic based system towards becoming a high value added, high-income economy.

...now into its 40th year of operations, ABM will continue to champion the issues affecting the commercial banking industry on various fronts. In the year ahead, we will push forward with our efforts to bring about greater efficiencies in the banking sector to better serve the banking public.

ABM'S STRATEGY FOR 2013

In my statement last year, I said that change is crucial – both for the industry and for ABM. I am convinced that this is even truer now with a host of legislation and policies that have come online in 2013 and are expected to come online in the near future which will bring about plenty of changes for the banking industry.

There will be no let up in the demands placed on ABM from all its stakeholders but I have faith that ABM, which is now into its 40th year of operations, will continue to champion the issues affecting the commercial banking industry on various fronts. In the year ahead, we will push forward with our efforts to bring about greater efficiencies in the banking sector to better serve the banking public.

CONCLUSION

In closing, I would like to state that 2012 has been another challenging but no less exciting year filled with many major events, both locally and abroad. I am confident that the new laws and policies will elevate the Malaysian financial sector to the next level and beyond in the years ahead, to achieve Vision 2020 of becoming a developed nation.

Alas, this will be my last message as Chairman of ABM as I will soon be relinquishing my position at Maybank to better serve the nation in a new capacity. I have enjoyed my tenure and hope that I will be passing the baton to the next Chairman with ABM in a better stead. On behalf of ABM, I would like to convey my appreciation to Bank Negara Malaysia, the Securities Commission, government ministries and consumer associations for their support, guidance and confidence in empowering us to drive various initiatives on behalf of the industry. I would also like to thank my colleagues in the Council, the ABM Committees, the various working groups and the ABM staff for their continued contributions, support and dedication throughout 2012 and my tenure.

I wish ABM the very best as it continues to work for the benefit of all stakeholders.

Dato' Sri Abdul Wahid Omar
Chairman

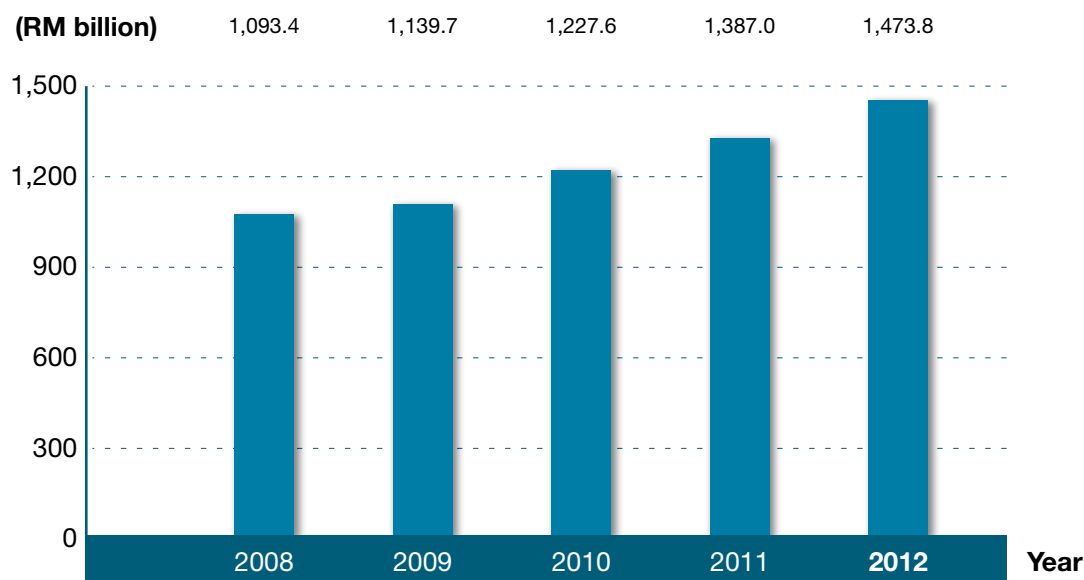
Financial Data

Total Assets, Total Loans and Total Deposits of Commercial Banks ^a

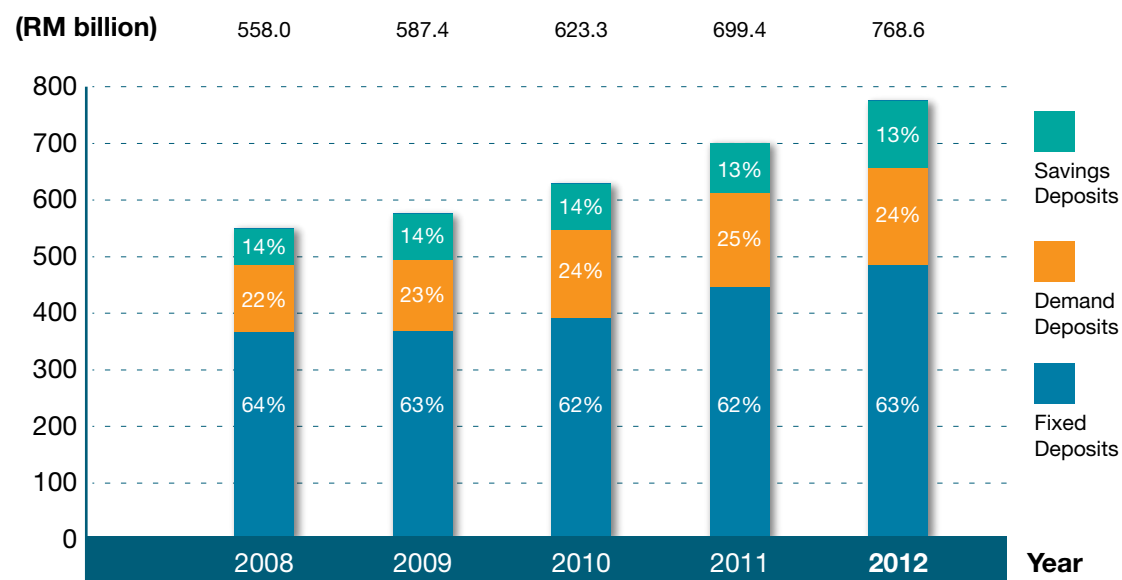
	2008		2009		2010		2011		2012	
	RM million	% Increase (yoy)	RM million	% Increase (yoy)	RM million	% Increase (yoy)	RM million	% Increase (yoy)	RM million	% Increase (yoy)
Total Assets	1,093,402	4.0	1,139,726	4.2	1,227,608	7.7	1,386,980	13.0	1,473,818	6.3
Total Loans	614,678	4.7	644,980	4.9	716,879	11.1	798,350	11.4	865,353	8.4
Total Deposits (excluding NCDs, NIF deposits, Special Deposits & Hawkers' Deposit)	558,025	1.4	587,375	5.3	623,262	6.1	699,416	12.2	768,597	9.9

yoy = year on year

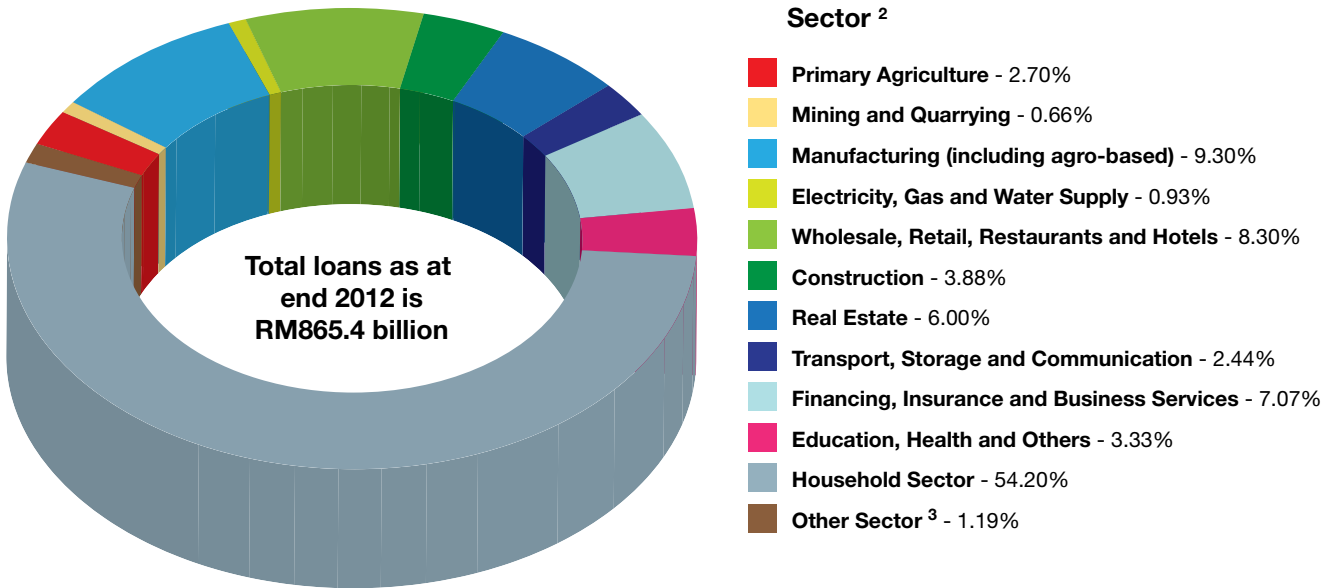
Total Assets ^a



Total Deposits ^a



Total Loans¹ by Sector as at end of 2012^a



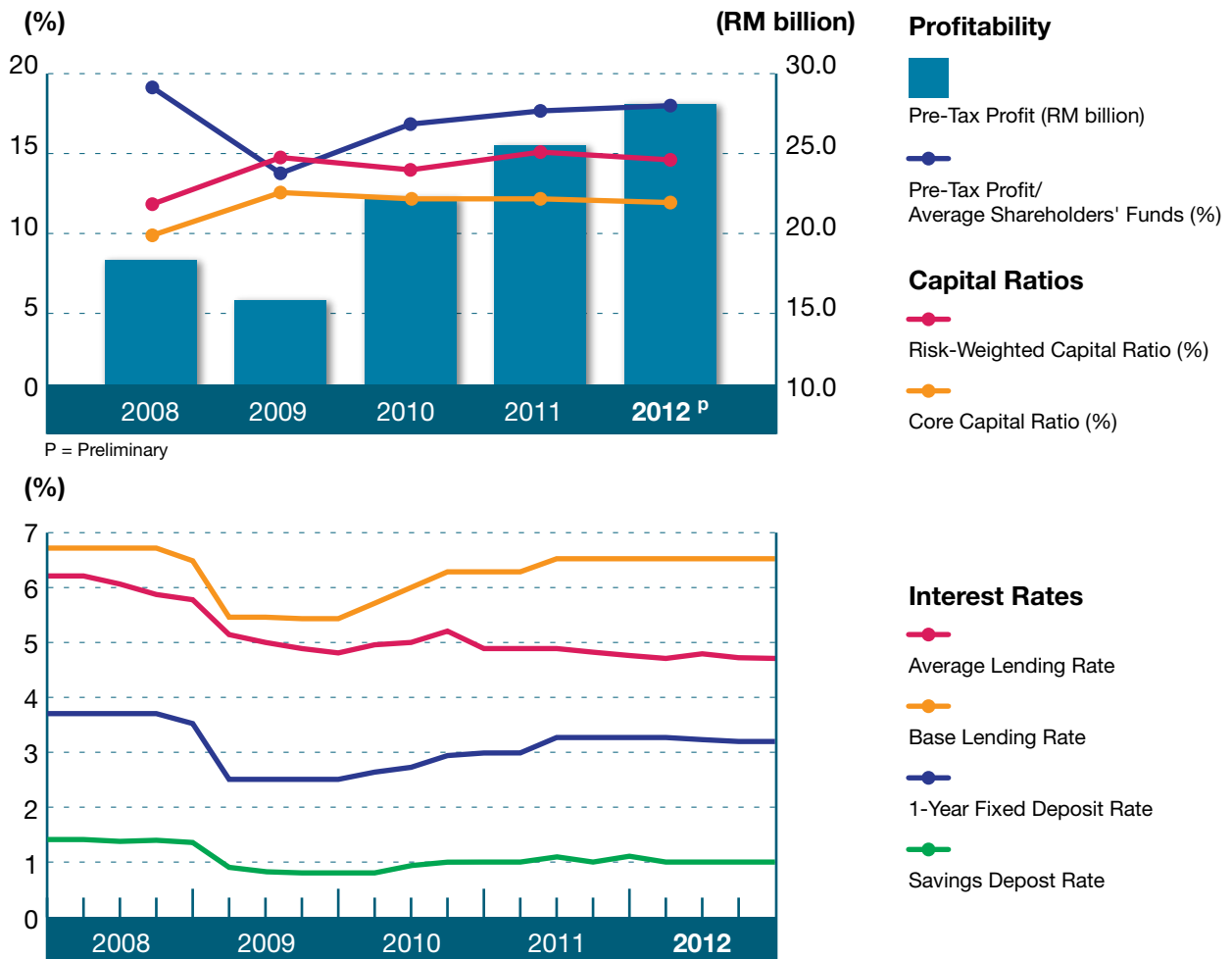
Notes:

1 Total loans as at end 2012 is RM865.4 billion, and includes loans sold to Cagamas.

2 The definitions of the economic sectors/industries are based on the Malaysian Standard Industrial Classification (MSIC) 2000.

3 Includes loans to individual businesses.

Profitability, Capital Ratios and Interest Rates of Commercial Banks^{a,b}

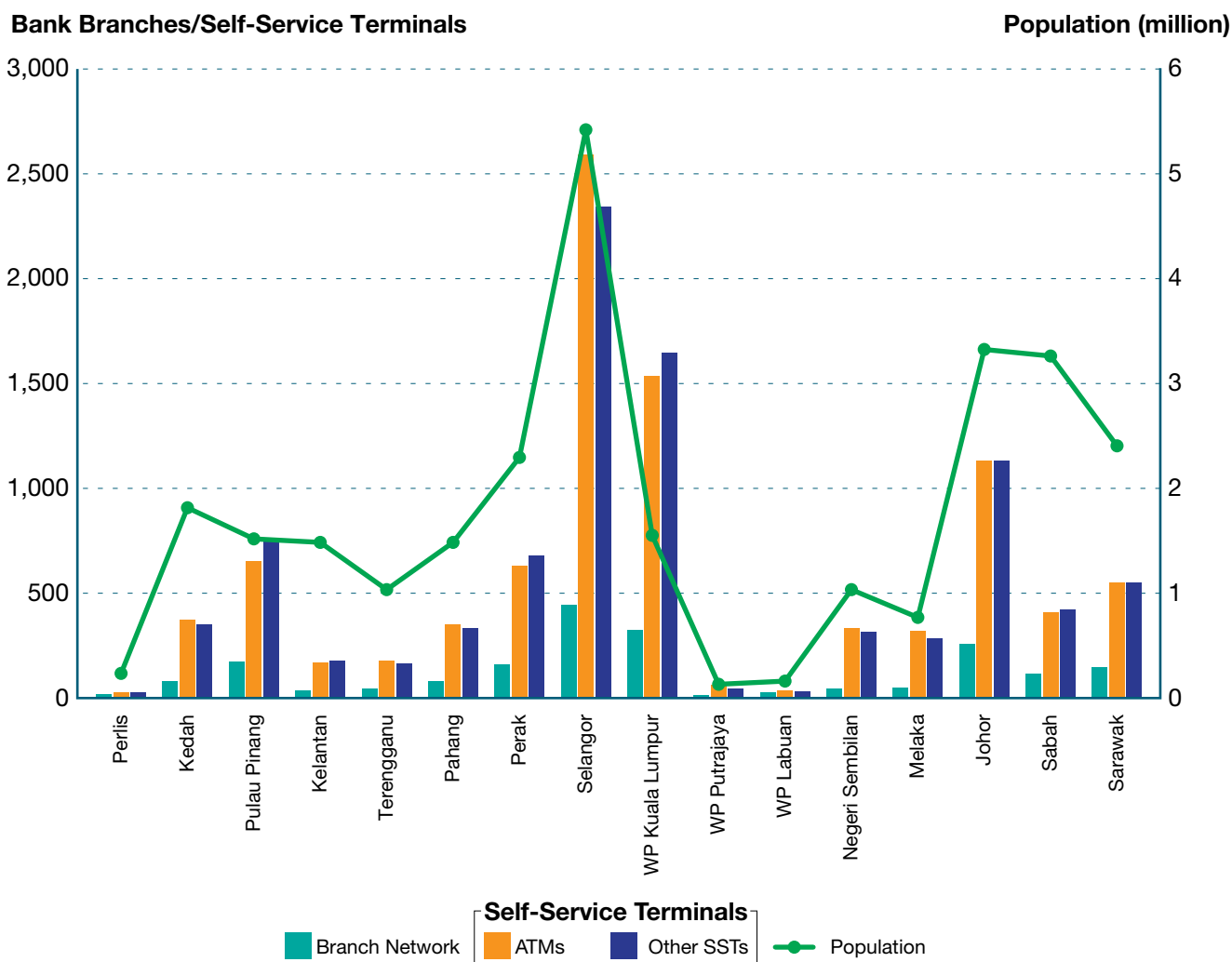


Source:

a. Data for 2008 to 2012 extracted from Bank Negara Malaysia's Monthly Statistical Bulletin January 2013.

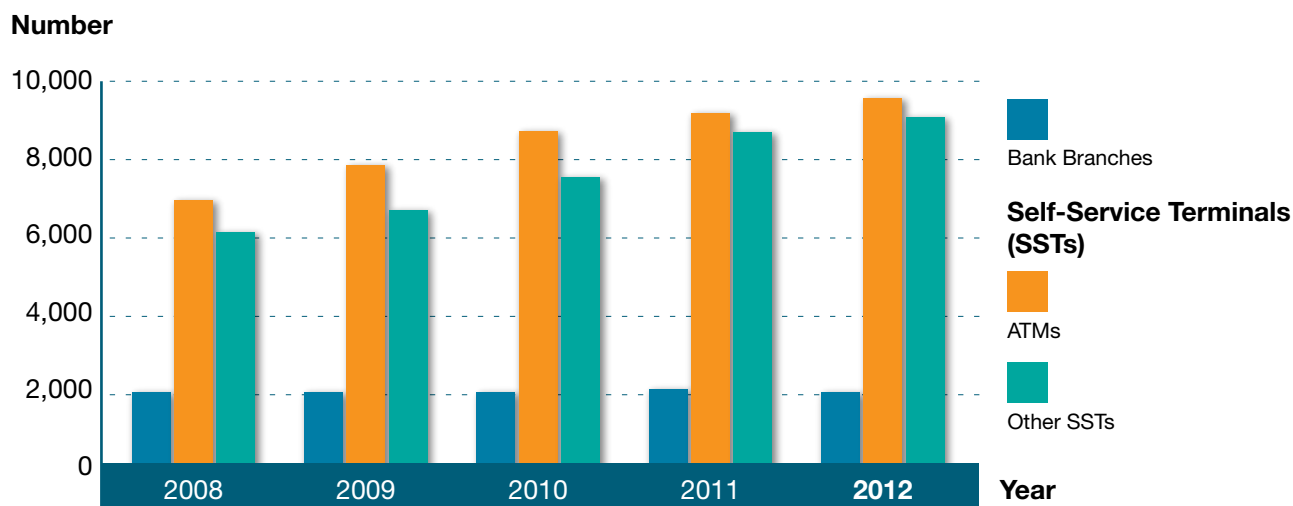
b. Data for 2012 extracted from Bank Negara Malaysia's Financial Stability and Payment Systems Report 2012.

Branch Network and Self-Service Terminals of Commercial Banks by State as at 31 December 2012



Source:
Population Distribution and Basic Demographic Characteristics 2010 (Table 1- Key summary statistics by state, Malaysia, 2010),
Population and Housing Census of Malaysia, Department of Statistics Malaysia.
The population and housing census is conducted once every 10 years.

Growth of Branches and Self-Service Terminals of Commercial Banks from 2008-2012 °



Source:
c. Data from 2008-2011, extracted from ABM Annual Report 2008-2011.

Bank Branches, Number of Staff, Self-Service Terminals and Alternative Delivery Channels of Commercial Banks as at 31 December 2012

	Bank Branches	Number of Staff	Self-Service Terminals (SSTs)			
			ATM	Cash Deposit Machine	Cheque Deposit/ Scan Machine	Others
Affin Bank Berhad	100	3,342	248	140	111	7 internet banking kiosks, 2 statement printers
Alliance Bank Malaysia Berhad	98	4,189	174	106	94	0
AmBank (M) Berhad	184	8,325	874	268	192	60 EPF kiosks
Bangkok Bank Berhad	5	155	0	0	0	0
Bank of America Malaysia Berhad	1	54	0	0	0	0
Bank of China (Malaysia) Berhad	6	198	0	0	1	0
Bank of Tokyo-Mitsubishi UFJ (Malaysia) Berhad	2	383	0	0	0	0
BNP Paribas Malaysia Berhad	1	55	0	0	0	0
CIMB Bank Berhad	316	14,934	2,284	1,131	630	2 coin deposit machines, 67 EPF kiosks, 327 internet banking kiosks, 10 electronic payment kiosks at Maxis Centres
Citibank Berhad	11	3,179	38	48	19	11 internet kiosks, 7 EPF kiosks, 6 phone banking kiosks
Deutsche Bank (Malaysia) Berhad	1	159	0	0	0	0
Hong Leong Bank Berhad	304	9,405	665	463	368	5 EPF kiosks, 165 internet kiosks
HSBC Bank Malaysia Berhad	42	4,134	128	128	83	20 EPF kiosks, 36 internet banking, 40 phone banking
India International Bank Malaysia Berhad	1	26	0	0	0	0
Industrial and Commercial Bank of China (Malaysia) Berhad	2	160	0	0	0	0
J.P. Morgan Chase Bank Berhad	1	107	0	0	0	0
Malayan Banking Berhad	399	47,233	2,862	1,035	505	1 coin deposit machine, 49 internet kiosks, 17 multi function kiosks, 41 recycle cash deposit machines
Mizuho Corporate Bank (Malaysia) Berhad	1	86	0	0	0	0
National Bank of Abu Dhabi Malaysia Berhad	1	23	0	0	0	0
OCBC Bank (Malaysia) Berhad	39	3,496	84	88	49	35 EPF kiosks, 26 passbook update machines
Public Bank Berhad	254	14,285	521	405	532	186 recycle cash deposit machines, 16 EPF kiosks
RHB Bank Berhad	188	11,299	1,383	578	283	463 EPF kiosks
Standard Chartered Bank Malaysia Berhad	32	2,062	76	79	61	12 E kiosks, 28 internet kiosks, 51 phone banking
Sumitomo Mitsui Banking Corporation Malaysia Berhad	1	57	0	0	0	0
The Bank of Nova Scotia Berhad	5	96	0	0	0	0
The Royal Bank of Scotland Berhad	2	100	0	0	0	0
United Overseas Bank (Malaysia) Bhd	45	4,042	70	63	88	2 EPF kiosks, 42 recycle cash deposit machines
TOTAL	2,042	131,584	9,407	4,532	3,016	1,734

Bank Branches, Number of Staff, Self-Service Terminals and Alternative Delivery Channels of Commercial Banks as at 31 December 2012 (Cont'd)

	Alternative Delivery Channels			
	Internet Banking	Mobile Banking	Telebanking	PC/Desktop Banking
Affin Bank Berhad	www.affinonline.com			Corporate customers
Alliance Bank Malaysia Berhad	1) Retail: https://www.allianceonline.com.my 2) Corporate: https://www.alliancebizsmart.com.my		1) Call Centre: 603-5516 9988 2) Platinum cardholders and Privilege Banking members: 603-5516 9898	
AmBank (M) Berhad	www.ambankgroup.com	Retail: Available on WAP & WEB	Retail: Call Centre: 603-2178 8888	
Bank of America Malaysia Berhad	Corporate customers	Corporate customers		
Bank of Tokyo-Mitsubishi UFJ (Malaysia) Berhad	Corporate: www.bk.mufg.jp/foreign/malaysia/index.html		603-2034 8055	Corporate customers
CIMB Bank Berhad	www.cimbclicks.com.my Corporate: http://www.cimbbizchannel.com/index.php?tpt=biz	Retail: 1) mobile.cimbclicks.com.my 2) CIMB Clicks App 3) MyMobile Service (USSD)	Call Centre: 1-300-88-0900	
Citibank Berhad	www.citibank.com.my	Retail: www.mobile.citibank.com.my	Kuala Lumpur: 603-2883 0000 Penang: 604-296 0000 Johor Bahru: 607-268 0000 Kuantan: 609-509 0000 Melaka: 606-852 0000 Sabah & Sarawak: 1-800-82-1010	
Deutsche Bank (Malaysia) Berhad	Corporate: https://my-db-direct.db.com			
Hong Leong Bank Berhad	www.hlb.com.my Retail: www.hongleong.connect.my	Retail: via mobile App	Retail: 603-7626 8899	Corporate customers
HSBC Bank Malaysia Berhad	www.hsbc.com.my	www.hsbc.com.my	Retail: 1-300-88-1388 Corporate: 1-300-88-1128	
Industrial and Commercial Bank of China (Malaysia) Berhad	www.icbcm.com			All customers
J.P. Morgan Chase Bank Berhad	Corporate: http://www.jpmorganaccess.com.my/default.html		Corporate: 603-2270 4119/ 603-2270 4136	
Malayan Banking Berhad	Retail: www.Maybank2u.com.my Corporate: www.Maybank2e.com	Retail: 1) mobile.maybank2u.com.my 2) M2U Mobile App 3) MyMobile Service (USSD) Corporate: Maybank2e App	Retail: 1-300-88-6688 Corporate: 1-300-88-7788 Overseas: 603-7844 3696 Fraud alert: 603-5891 4744	
Mizuho Corporate Bank (Malaysia) Berhad	Corporate: https://otp.ffrontier.com Global Call Centre Help desk: 001-800-3766-8937			
OCBC Bank (Malaysia) Berhad	www.ocbc.com.my	(under redevelopment)	Retail: 1-300-88-5000 Corporate: 1-300-88-7000	
Public Bank Berhad	www2.pbcbank.com www.pbcbank.com	1) https://www.pbcbank.mobi/app 2) https://www.pbcbank.mobi Retail: MyMobile Service (USSD)		Corporate customers
RHB Bank Berhad	Retail: https://logon.rhb.com.my/ Corporate: https://logon.reflex.rhbbank.com.my/rhbcams/corporate/login.jsp	Retail: via mobile App and Google Play	1-300-888-RHB (742) West Malaysia: 603-9206 8118 East Malaysia: 6082-276 118	
Standard Chartered Bank Malaysia Berhad	Retail: https://www.standardchartered.com.my/en/index_web.html	Retail: Breeze Mobile	Retail: 603-7711 8888	
Sumitomo Mitsui Banking Corporation Malaysia Berhad	Corporate: https://gcms.smbc.co.jp/cmswebapp/AEGSL00_Login.jsp			
The Royal Bank of Scotland Berhad	Corporate: www.rbs.my			
United Overseas Bank (Malaysia) Bhd	www.uob.com.my		Kuala Lumpur: 603-26128 121 Penang: 604-2401 121 Johor Bahru: 607-2881 121 Kuching: 6082-287 121 Kota Kinabalu: 6088-477 121	



As Executive Director of The Association of Banks in Malaysia (ABM), I have pleasure in submitting the Annual Report and the Audited Financial Statements for the year ended 31 December 2012 for and on behalf of the Council.

INTRODUCTION

ABM spent a large part of 2012 engaging in earnest with various relevant authorities in respect of several pieces of important legislation which had been introduced very much earlier but slated to take effect only in the near horizon. Anxiety of member banks had heightened over time as regulations and directives which were promised for the purposes of supplementing the laws and providing certainty to the exact scope, extent and application of the broad frameworks did not materialise.

The process of adding flesh to the skeletal structure with the requisite details proved to be a test of patience and persistence for ABM. More often than not, just as we thought we had made good head-way, we found ourselves back to square one. Changes in the personnel who were dealing with the matters on the part of the relevant authorities as well as the speed with which new facets to the issues to be considered surfaced (before old ones were clarified) were generally the bane. Unfortunately as we write this report, the situation remains hazy and we shall continue to try and pound on doors to elicit information.

The cover rationale of this year's Annual Report, "Putting the Pieces Together" was thus selected to draw a parallel (of our experience thus far in this respect) with the rather laborious task of assembling the numerous small, often oddly shaped, interlocking and tessellating pieces of a jigsaw puzzle. Be that as it may, we must say we remain positive and undeterred.

REPORT OF KEY INITIATIVES IN 2012

A. ABM as the key liaison for regulatory and other developments

(i) *Personal Data Protection Act*

Internally, ABM had already initiated several rounds of meetings with member banks and ABM's solicitors as far back as 2011 to discuss the implications of the Personal Data Protection Act 2010 (PDPA) to ABM and its members.

In order to address the issue of minimum standards amongst financial institutions in so far as it relates to the handling of personal data, ABM proceeded to seek the agreement of Bank Negara Malaysia, Malaysian Investment Banking Association (MIBA) and Association of Islamic Banking Institutions Malaysia (AIBIM) for ABM to be the Data User Forum for the banking industry in Malaysia. ABM is grateful to the support given by Bank Negara Malaysia, MIBA and AIBIM as well as for their agreement that ABM be the Data User Forum for the banking sector. As the Data User Forum, ABM will undertake the drafting and preparation of the Code of Practice for the use of all banks in Malaysia. The draft Code has been prepared and will be fine-tuned once the PDPA Regulations are issued by the Ministry of Information, Communications and Culture (MICC).

Efforts to try and engage with the MICC on the implementation of the PDPA carried into 2012 in the face of the official launch in February 2012 of the *Jabatan Perlindungan Data Peribadi Malaysia* (JPDPM) by the Minister of Information, Communications and Culture. JPDPM is tasked with, among other things, the registration of data users, developing codes of practice and the appointment of a Commissioner.

At a meeting arranged by ABM with the Director General of JPDPM and member banks in April 2012, the Director General clarified that the PDPA will apply to both pre-existing and new personal data. He further explained that the JPDPM would take a collaborative approach with the industry, focusing on how to enforce the provisions of the PDPA, and that the regulations will be issued prior to the PDPA being operationalised.

The banks were heartened by the reconciliatory stance of the Director General who agreed to work with the industry before issuing guidelines on the same. However, the Director General retired during the year. No feedback has been forthcoming since then with regard to the status of the implementation of the PDPA.

At the close of the year, reports appeared in the newspapers which stated that the PDPA will come into force on 1 January 2013 and that all data users will have a three-month grace period to comply with the Act. Checks were made with JPDPM to confirm the matter and we were informed that the PDPA is not operational as long as the Minister has not made a statement and the order for operationalisation of the PDPA has not been gazetted. JPDPM however confirmed that guidelines are

being prepared in anticipation of the coming into force of the Act.

(ii) Credit Reporting Agencies Act

The Credit Reporting Agencies Act (CRAA) was gazetted on 10 June 2010. In preparation for the implementation of the CRAA, ABM arranged a briefing for member banks by the Registrar Office of Credit Reporting Agencies on the CRAA and the obligations of the subscribers in July 2012. Banks were informed that as subscribers, they must maintain security and confidentiality of information obtained and ascertain that information declared to the Credit Reporting Agencies are accurate, up-to-date, complete, relevant and not misleading. Proper procedural safeguards must be in place to ensure the security, integrity and accessibility of credit information. As banks do collect credit information from the public domain for use by the bank as well as within its group, clarifications were sought from the Registrar as to whether the banks would in this instance be subject to the Act. The Registrar subsequently clarified that the collecting of credit information for the banks' own usage within the banking group would not violate the provisions of the Act if there was no element of "for profit" to be gleaned.

A consultative session was also held with the Registrar to seek further clarifications on the CRAA and when it would be implemented. As at the end of the year, implementation of the CRAA has also yet to be gazetted.

(iii) Foreign Account Tax Compliance Act

ABM continued to work closely with Bank Negara Malaysia and our regional counterparts with regard to the Foreign Account Tax Compliance Act (FATCA). During the year, we hosted a briefing on FATCA by Ms Chinchie Killfoil, Tax Attaché, U.S. Internal Revenue Service (U.S. IRS) for our member banks. In April 2012, ABM and the national banking associations of Singapore, Thailand, Indonesia, Philippines, Brunei and Cambodia submitted a 2nd joint-submission to the U.S. IRS highlighting our comments in respect of the FATCA proposed regulations issued in February 2012. We have also actively pursued and followed-up with Bank Negara Malaysia on the developments of its discussion with the Ministry of Finance (MOF) on the Intergovernmental Agreement (IGA) model to be executed by Malaysia. At the same time, we also attended a briefing by The Organisation for Economic Co-operation and Development (OECD) in Singapore in September 2012 to keep abreast of the developments relating to FATCA.

(iv) Single Counterparty Exposure Limit

In February 2012, Bank Negara Malaysia issued the Concept Paper on Single Counterparty Exposure Limit (SCEL) for comments. ABM was specifically tasked by Bank Negara Malaysia to form a SCEL discussion group to deliberate on the concept paper so as to expedite the process of responding on the same to Bank Negara Malaysia. To kick start the process, meetings were held with the banks to discuss the concept paper. Based on

the feedback received, ABM reorganized and rewrote the feedback for submission to Bank Negara Malaysia. A 43-page submission was made to Bank Negara Malaysia and after close follow up by ABM, a meeting was finally called by Bank Negara Malaysia in October 2012 to discuss the proposed concept paper. The SCEL policy which was eventually issued by Bank Negara Malaysia on 28 February 2013 took into consideration, where possible, the comments submitted by ABM for and on behalf of the industry.

(v) Credit Card Guidelines

The Credit Card Guidelines which were announced by Bank Negara Malaysia in March 2011 set out the specific requirements and minimum standards to be observed by credit card issuers. Under the said Guidelines, cardholders who earn RM36,000 per annum or less can only hold credit cards from a maximum of two issuers. To assist the industry, ABM submitted several appeals to Bank Negara Malaysia after strategising probable counter-proposals with the card issuers. ABM also worked with the card issuers on the advertisements placed in the major newspapers to inform bank customers earning RM36,000 and below of the requirement to update their income information at the banks.

To comply with the guidelines, card issuers agreed to carry on using all means available to collect income related documents. In the event an existing card holder were to fail to provide the required income related documents, there will be no increase to his credit limit until and unless a due submission is made. An appeal was also made to Bank Negara Malaysia in late 2012 to permit the card issuers not to take action against card holders who were already in the banks' books prior to 1 April 2011. These card holders would have been on record for at least 18 months by end December 2012 and their repayment capacity could be clearly established.

B. ABM as the propounder of initiatives for the efficacy of the banking industry

(i) Focus Group on Private Sector Efficiency and Accountability towards Consumerism

ABM continues to be an active participant of the Focus Group on Registering Property (FGRP) as well as the Focus Group on Private Sector Efficiency and Accountability towards Consumerism (FGPE), both established under the auspices of PEMUDAH.

Whereas the FGRP is tasked to look at ways and means of improving processes and enhancing the transparency in the procedures in the pre and post registration of property in Malaysia, the FGPE serves as a platform to identify initiatives for productivity improvement in the industries concerned that will benefit the consumers. ABM is a member of the taskforce on Banking and Insurance chaired by Bank Negara Malaysia, one of the five taskforce groups set up under the FGPE. The other four are Retail, Public Utilities, Legal and Telecommunications.

(ii) Standardised template for description of key terms and conditions

As part of the efforts to enhance the efficiency of the banking industry as one of the main private sectors, ABM in collaboration with Bank Negara Malaysia and our 13 Council banks embarked in 2012 on the development of a standardised template for description of key terms and conditions in respect of housing loan or home financing agreements for individuals involving a principal sum of RM500,000 and below. In this connection, discussions were held with both the business as well as the legal units of our member banks. The standardised template will, in the main, take the form of a three-part agreement as follows:-

- Part A which contains the standardised provisions;
- Part B which contains other terms not covered in Part A; and
- Part C which contains the respective bank's Letter of Offer.

With the standardised template, our members will not only aim to present the key terms in a manner which is consistent, clear and easy to understand, but aspire to promote better consumer understanding of their rights and obligations to enable them to make informed decisions that best meet their financial circumstances and needs. Consumers will also be able to make a more direct comparison of the financial products and services offered. The standardised template was rolled out in January 2013.

(iii) Electronic payments

In support of the national agenda to accelerate the migration to electronic payments (e-payments), ABM worked with its member banks and Bank Negara Malaysia to explore various measures to increase the use of e-payments. Four key areas were identified, i.e. increasing the use of debit cards, reducing the cost of transacting via electronic means, operationalising the domestic switch and enhancing the payment infrastructure to be more effective, efficient and competitive. In tandem with the aforesaid, several initiatives were undertaken by member banks during the year. These included migrating the banks' own payments to e-payments, increasing the interbank funds transfer limit via internet banking beyond RM5,000 to reduce the use of cash and cheques, and reducing the number of cheques issued by bank customers by 10% by end 2012.

In addition, to further promote e-payments, ABM and

its members started working with Malaysian Electronic Clearing Corporation Sdn Bhd (MyClear) on the development of a payment reference standard to facilitate reconciliation for payments received, to be implemented by mid-2013.

(iv) Implementation of Europay-MasterCard-Visa (EMV) Chip and PIN, and migration of e-debit cards to EMV standards

Work by the Steering Committee on the issuance of a Request for Proposal to invite consultants to tender for the chip and PIN project progressed into 2012. Even as this was going on, appeals continued to be made to Bank Negara Malaysia for a reconsideration of the basis of the initiative and for a waiver or deferral of the same. The main contention put forward by our members/credit card issuers was that the benefit envisaged by the regulators, which is mitigation of Lost and Stolen card fraud, would not be wide-spread and did not justify the huge investment costs involved. Other fraud mitigation measures including the introduction of transaction alerts via short message service (SMS) and the establishment of fraud mitigation systems such as the Falcon system have already been adopted by the banks/credit card issuers.

Furthermore, the prior migration to 'Chip and Signature' from 'Magnetic Stripe and Signature' in 2003-2004 had already helped to reduce fraud significantly, particularly the Counterfeit card type of fraud. As a matter of fact, in the case of the United Kingdom, there was a shift to the Card Not Present type of fraud.

Simultaneously, our members were engaging with Bank Negara Malaysia on the initiative to migrate debit cards to EMV standards. Given the history of e-debit card development in the Malaysian context, Bank Negara Malaysia was urged not to view the costs of migration to EMV standards from the perspective of the costs to the Payments Multipurpose Card (PMPC) cards in isolation given that there would be a degree of impact on the combi or scheme cards since upgrades to the Point of Sale (POS) terminals, Automated Teller Machines (ATMs), petrol pump islands and the banks' host systems would also have to be made.

Additionally, the chip in the combi cards has a five to seven year life span. There would be substantial savings should the chip-based combi cards be phased out when they reach their expiry dates rather than replacing them all in one go in a "big bang" approach. Statistics were provided to Bank Negara Malaysia to support the appeal.

POS acceptance in ASEAN would also depend on the other members in ASEAN being able to recognise

With the standardised template, our members will not only aim to present the key terms in a manner which is consistent, clear and easy to understand, but aspire to promote better consumer understanding of their rights and obligations to enable them to make informed decisions that best meet their financial circumstances and needs.

Malaysian's EMV standards at their respective banks' POS if the standards adopted by Malaysia were to be different from standards implemented in other ASEAN members. This aspect has yet to be addressed and remains to be seen.

Both matters are still under consideration by Bank Negara Malaysia.

C. ABM as the collaborator with other agencies

(i) Bursa Malaysia and the Securities Commission

On the capital market front, ABM continues to provide input to Bursa Malaysia on the proposed amendments to the Listing Requirements of the Main Market and ACE Market to facilitate Exchange Traded Bonds and Sukuk as well as on Corporate Governance and other requirements. The year also saw the Securities Commission extending to ABM its proposed Guidelines on Sales Practices which will serve as a regulatory guide on sales practices for the market participants who are involved in the issuing, marketing or selling of unlisted capital market products to investors. Feedback from member banks were compiled and forwarded to the Securities Commission for consideration.

(ii) Ministry of Housing and Local Government

Under the Ministry of Housing and Local Government (MHLG), ABM is represented in the Special Taskforce on Abandoned Projects chaired by the Chief Secretary to address issues relating to abandoned projects. Under the Special Taskforce, three working groups have been formed, i.e. (a) Working Group on the Revival and Monitoring of Abandoned Projects; (b) Working Group on the Direction and National Housing Development Policy; and (c) Working Group on the Legal, Enforcement and Monitoring Mechanism.

ABM, together with the representatives from the Chairman Bank, are active members of all three working groups. Meetings are held regularly and issues relating to alleged non-enforcement of Letters of Undertaking issued by developers, alleged non-compliance of banks in maintaining the minimum balance in Housing Development accounts and financing of unlicensed projects by banks come under the radar. In addition, proposed amendments to Schedules G and H of the Housing Development (Control and Licensing) Regulations 1989 were also reviewed by ABM. One of the key proposed amendments by MHLG was to include a redemption sum of the unit in Schedules G and H, and to limit the same to not more than 35% of the purchase price. Noting the severe implications the proposed amendment would have on the banking industry, ABM pointed out to MHLG that whilst fortification of Schedules G and H can be supported, the purchaser's attention is better drawn to the importance of ensuring that his property is excluded from any foreclosure proceedings which may be taken against the developer and the said land is free from encumbrances. The MHLG agreed to review the clause again.

The proposed 10:90 Build Then Sell concept was also deliberated at length and input was given to the MHLG that banks will support projects that are viable be it Build Then Sell or Sell Then Build. Comments were also given by ABM on the proposed Build Then Sell concept under syariah compliance.

(iii) Department of Land and Mines

ABM is a member of the Strata Titles Working Group chaired by the Director General of the Department of Land and Mines which addresses issues relating to the issuance of strata titles. Measures to expedite the issuance of strata titles were discussed and member banks have been requested specifically to assist on projects where the developers had wound up.

(iv) Ministry of International Trade and Industry

Engagements with other government agencies such as the Ministry of International Trade and Industry continued to be held where issues relating to the setting up of a National Single Window to facilitate trade in Malaysia were deliberated at length.

(v) Commercial Crime Investigation Department

Fraud related issues affecting the banking industry were keenly pursued by ABM. The modus operandi of fraud syndicates was shared amongst member banks to alert them of the latest fraud trends. The joint taskforce between the Commercial Crime Investigation Department (CCID), members of the ABM Fraud Risk Committee and ABM was formalised and two dialogues involving the relevant parties were held during the year. At the dialogue sessions, the latest fraud trends were shared with the banks. Measures were also proposed to facilitate police investigations such as providing the police with the banks' branch code to enable them to detect the branch where the fraud was committed. To facilitate prompt dissemination and collection of information, a list of the liaison officers of both member banks and CCID were drawn up. We are grateful to CCID for the dialogues held which have provided an avenue for greater collaboration to combat fraud.

(vi) Royal Malaysian Police and Ministry of Women, Family and Community Development

On the social front, ABM maintained our commitment to work together with the Royal Malaysian Police and the Ministry of Women, Family and Community Development on the missing child alert initiative where notices of missing children were quickly disseminated to the banks and posted at the bank premises, on ATM screens and on the respective bank's websites.

(vii) Agensi Kaunseling dan Pengurusan Kredit

ABM continued to collaborate with the banks on the Financial Capability Programme (also known as POWER! programme) which is aimed at equipping individuals (particularly new prospective borrowers and young working adults) with personal financial knowledge and management skills. Run by *Agensi Kaunseling dan*

Pengurusan Kredit (AKPK), member banks' participation was sought to host the programme at their premises in order to reach out to the public. Responses to the POWER! programme has been very encouraging based on the feedback received. In addition, ABM participates actively in the industry working group formed by AKPK to address issues relating to its debt management programme, a programme aimed at assisting borrowers who are distressed by their financial obligations to financial service providers under the purview of Bank Negara Malaysia.

(viii) SME Corporation Malaysia

The momentum of collaboration between SME Corporation Malaysia (SMECorp) and ABM was maintained in 2012. Pitching sessions for the 1-Innocent companies and Light-Emitting Diodes (LED) companies were jointly organised for the benefit of banks so that they may better understand these companies and lend them support in terms of financing. The 1-Innocent certification by SMECorp is a programme used to recognise and certify innovative enterprises and the Small and Medium Enterprises (SMEs) besides encouraging entrepreneurs to venture into high technology and innovation-driven industries.

Positive feedback has been received from these companies where some banks have approached them to explore financing options.

D. ABM as the face of the industry for customers and the public

(i) PARTNER, Phase 2

Work went on in 2012 for the second phase of "PARTNER", a key initiative aimed at enhancing banking efficiency and customer services for the SMEs. Active consultation with our member banks and the various SME related chambers and trade organisations were held during the year in relation to Phase 2. This second part of the initiative will in the main revolve around the following areas:-

- Fine-tuning the initiatives under Phase 1, for example further shortening the time lines committed to in Phase 1 for straight forward cases;
- Simplifying and streamlining processes and procedures for non-straight forward cases which require Credit Guarantee Corporation Malaysia Berhad (CGC)'s approval; and
- Addressing the purported lack of transparency on the banks' part in disclosing the reason(s) for rejecting a SME loan application.

Phase 2 is targeted to be rolled out by the first half of 2013.

(ii) Customer Service Charter

As one of the initiatives on improving banking efficiencies, ABM had launched the Customer Service Charter the year before on 13 October 2011. The aim of the Charter

ABM continued to collaborate with the banks on the Financial Capability Programme (POWER! programme) which is aimed at equipping individuals with personal financial knowledge and management skills.

is to underscore the banks' commitment to deliver a consistently high standard of customer service, including the handling of complaints. In 2012, the Customer Service Charter which is displayed in the respective bank's website or banking halls was translated into Bahasa Malaysia.

(iii) N1CCE Handbook

To further improve the public's experience with banks, ABM in collaboration with its Council banks issued the "Handbook for Nurturing First Class Customer Experience" or N1CCE Handbook to all member banks in May 2012 for frontline/call centre staff to better equip themselves with the relevant knowledge on how to deal with customers in a professional manner. Based on a list of frequently asked questions compiled, ABM assembled answers which act as both a learning aid and a reference guide for the relevant staff.

(iv) Road shows

Following from the success of the dialogues held in East Malaysia in 2010, ABM returned to Kota Kinabalu, Sabah and Kuching, Sarawak in 2012 as part of its initiatives to engage with the SMEs, business organisations and banks in the two states.

The dialogues with the business organisations jointly organised with Bank Negara Malaysia drew positive responses with a turn-out of more than 80 representatives including ABM member banks at each venue. A wide spectrum of financing options available for SMEs and other businesses were presented by Bank Negara Malaysia, SMECorp and CGC. This was followed by the dialogue proper where questions and comments relating to SME financing were aired.

(v) ABMConnect

ABMConnect, a toll free service on 1-300-88-9980 set up by ABM to receive queries and complaints on issues relating to the local conventional banking industry continued to play a key role in addressing the concerns of the banking public. *eABMConnect*, the online version which enables the public to submit their complaints and/or queries to ABM 24/7, remains a popular alternative channel. These online complaints/queries were also addressed and responded to promptly. ABM is pleased to report that since its inception, *ABMConnect* and *eABMConnect*, have received about 7,800 calls and queries from members of the public. In cases of complaints, 98% of the cases were resolved by the banks with their customers.

Report of the Council (Cont'd)

E. ABM as the lead in tax and accounting matters

(i) Amendments to the Stamp Act

Having relentlessly pursued our appeal in respect of the ad valorem stamp duty imposed on instruments relating to clean or unsecured facilities which are repayable on demand or in a bullet repayment following from the amendments to the Stamp Act 1949, YAB Minister of Finance on 31 March 2011 and in accordance to Section 80(2) of the Stamp Act finally agreed to reduce the stamp duty payable to 0.1% ad valorem instead of at ad valorem of 0.5%. The remission order was gazetted on 14 August 2012 and member banks were duly informed.

(ii) FRS139

On the accounting front, ABM continued to work closely with the banks on issues relating to implementation of FRS139 which came into effect on 1 January 2012. ABM, through PricewaterhouseCoopers, sought clarification from the MOF on whether the FRS139 Tax Guidelines issued by MOF would also extend to cover the adoption or variations of principles in Bank Negara Malaysia's FRS 139 guidelines. We are grateful to have obtained MOF's approval letter permitting a tax deduction for the collective impairment for the year of assessment 2011 in the case of banks with financial year ended 31 December 2011, and year of assessment 2012 for all other banks.

(iii) Appeal on tax treatment

The appeal on the tax treatment for bonuses and other provisions, over-accruals, surveillance fees and contributions to the Staff Training Fund was yet another matter on ABM's list for 2012. The MOF however rejected the appeal by both MIBA and ABM to allow members to claim a tax deduction for the same. Individual banks were advised to lodge a formal appeal directly to the Inland Revenue Board should they wish to take the matter up further.

(iv) Goods and Services Tax

The final draft Goods and Services Tax (GST) Guide on Hire Purchase and Credit Sales was issued by the authorities for consultation during the year. Under the proposed GST treatment on hire purchase transactions, banks are deemed as the supplier of goods instead of merely being a provider of credit financing to customers intending to purchase cars under a hire purchase credit arrangement. In noting that this would have an adverse impact on the industry, ABM quickly sought a meeting with the Royal Malaysian Customs Department (Customs) to highlight the implications to the hirers as well as the car industry as a whole. We are grateful that Customs has agreed to review the Guide and make the necessary amendments.

F. ABM as the flag bearer in regional and international activities

(i) APEC Ease of Doing Business Stock-take Workshop

ABM was proud to have been nominated by the Ministry of International Trade and Industry to present a paper on Malaysia's Experience on Access to Credit at the APEC Ease of Doing Business Stock-take Workshop which was held in Moscow, Russia in February 2012. The paper, presented by its Executive Director, touched on the reforms, benefits and challenges of getting credit in Malaysia and also highlighted the many avenues for financing, especially for SMEs.

(ii) 19th ASEAN Banking Conference and 42nd ASEAN Banking Council Meeting

On 7-9 November 2012, ABM organised and hosted the 19th ASEAN Banking Conference and 42nd ASEAN Banking Council Meeting in Kuala Lumpur. The theme of the Conference was "Laying the Foundation for the One ASEAN Market – Identifying and Prioritizing Initiatives" which was in keeping with the ASEAN agenda of realising the ASEAN Economic Community and ASEAN Single Market.

We were honoured to have Tan Sri Dato' Sri Dr Zeti Akhtar Aziz, Governor, Bank Negara Malaysia grace and officiate the Conference. An overwhelming 300 over participants comprising banking regulators, executives and experts from all the ASEAN countries turned up in support of the Conference.

The Conference comprised two panel discussions. The first featured a lineup of eminent speakers from differing but relevant backgrounds, namely Mr Peter De Keyser, Chief Economist, BNP Paribas Fortis; Tan Sri Dato' Dr Mohd Munir Abdul Majid, Chairman of Bank Muamalat Malaysia Berhad (and founding Chairman of the Securities Commission); and Mr Usama DeLorenzo, ASEAN Director, Market and Initiatives, SWIFT. Encik Mohammad Faiz Azmi, Executive Chairman of PricewaterhouseCoopers Malaysia was the moderator for the first panel discussion. The speakers shared their candid thoughts and opinions concerning the road ahead for One ASEAN and also addressed key issues that were critical in developing the roadmap for collaboration for the ASEAN banking sector.

During the second panel discussion, captains of the banking industry from the region made up of Mr Nestor V. Tan, President, Banco de Oro, Philippines; Mr Sim Lim, Country Manager, DBS Bank, Singapore; Mr Chartsiri Sophonpanich, President, Bangkok Bank, Thailand; and Dato' Sri Nazir Razak, Group Chief Executive, CIMB Bank, Malaysia, shared insights on their respective

We are positive that the commercial banking industry will remain resilient with strong capitalisation, profitability and stable asset quality to meet the greater demands and challenges ahead.

experience and aspirations of taking their banks regional in an interactive dialogue with ABM Chairman, Dato' Sri Abdul Wahid Omar.

The following day, the three Permanent Committees of the ASEAN Banking Council, i.e. Cooperation in Finance, Investment and Trade, ASEAN Inter-Regional Relations and Banking Education, held their meetings. Recognising the need for banks to cooperate amongst each other, several key recommendations proposed by the respective Permanent Committees were adopted by the ASEAN Banking Council at its meeting on the third and final day.

We are deeply grateful for the cooperation and support rendered to us by Bank Negara Malaysia, invited speakers, panelists, participants from the ASEAN region and our member banks in making the event a huge success.

(iii) APEC Financial Institutions Dealing with SMEs

As Malaysia's representative at the annual meetings of APEC Financial Institutions Dealing with SMEs, ABM attended the 9th Annual Meeting and Conference hosted by Planters Development Bank in Manila, Philippines in July 2012. The objective of the annual meetings is to review cooperation activities in the past year and discuss future plans among the participating economies. In accordance to the Memorandum of Understanding signed in 2003, signatory economies meet at least once a year prior to the APEC Finance Ministers Meeting on Economies, which is hosted in alphabetical rotation. Next year's Annual Meeting will be hosted by The Association of Banks in Singapore.

MEMBERSHIP STRENGTH

We are pleased to welcome India International Bank Malaysia Berhad and National Bank of Abu Dhabi Malaysia Berhad which commenced operations in Malaysia during the year and were admitted as members of ABM. Consequently, as at 31 December 2012, the ordinary membership of ABM increased to 27 commercial banks operating in Malaysia. The branch network of commercial banks as at 31 December 2012 was 2,042.

CHANGES TO THE COUNCIL

At the 38th Annual General Meeting held on 21 June 2012, pursuant to Article 13 (iii) of the Constitution, Malayan Banking Berhad, Standard Chartered Bank Malaysia Berhad, Hong Leong Bank Berhad, United Overseas Bank (Malaysia) Bhd and Affin Bank Berhad retired and were re-elected as Council members. Alliance Bank Malaysia Berhad and AmBank (M) Berhad were co-opted as Council members for the year.

Malayan Banking Berhad was re-elected as Chairman Bank for the ensuing year.

The year also saw some changes in the Council representation. ABM welcomes Mr Ashok Ramamurthy,

Chief Executive Officer of AmBank (M) Berhad and Mr Wong Kim Choong, Chief Executive Officer of United Overseas Bank (Malaysia) Bhd who joined the Council on 2 April 2012 and 1 October 2012 respectively. At the same time, we bid a fond farewell to Mr Chan Kok Seong who relinquished his position as Chief Executive Officer of United Overseas Bank (Malaysia) Bhd to take on the position of Chief Risk Officer of UOB Group in Singapore. We would like to take this opportunity to record our appreciation to him for his contributions to the industry and wish him well in his future endeavours.

CONCLUSION

The year 2012 saw the global economy continuing to be dominated by uncertainty and volatility. Concerns around the slowing down of the Chinese economy, uncertainty about the pace of recovery in the United States and the ongoing sovereign debt crisis in the Euro area weighed heavily on the global economy. While affected by these global developments, Malaysia and other Asian economies have fared considerably well, supported by strong domestic demand and rapid growth of regional trade and investments.

We are positive that the commercial banking industry will remain resilient with strong capitalisation, profitability and stable asset quality to meet the greater demands and challenges ahead.

For ABM, the year 2012 was an exciting and challenging one with the rapid developments impacting the banking industry both domestically and regionally. ABM remains committed to assist member banks in addressing and resolving issues at the industry level and looks forward to member banks' continued support and cooperation.

Once again, ABM and the Council wish to record our highest appreciation to Bank Negara Malaysia, the Ministry of Finance, Government agencies and other regulatory authorities including the Securities Commission for their assistance and guidance during the course of the year.

On behalf of the Council

Chuah Mei Lin
Executive Director

Footnote:
ABM and its Council would like to congratulate Dato' Sri Abdul Wahid Omar on his recent appointment as Minister in the Prime Minister's Department. We thank him for his exemplary leadership during his 4-year tenure as Chairman of ABM and wish him well as he embarks upon his new career path.

Calendar of Events



Briefing by Deputy Assistant Secretary of U.S. Treasury Department **Monday, 30 January 2012**

The Association of Banks in Malaysia (ABM) hosted a briefing by Mr Luke Bronin, Deputy Assistant Secretary with the U.S. Treasury Department, for members of the ABM Compliance Sub-Working Group members on legislation matters relating to the U.S. sanctions against Iran and possible implications for banks in Malaysia. The banks were reminded of the importance of properly discharging their duty of care in establishing the destination and purpose of trade for all transactions carried out with Iran.



Dialogue with the Royal Institute of Surveyors Malaysia **Tuesday, 21 February 2012**

Members of the Building Surveying Division, Royal Institute of Surveyors Malaysia (RISM) paid a courtesy visit to ABM and held a dialogue session to brief member banks on the roles and involvement of building surveyors in the Malaysian building industry. Both parties had a frank exchange of views on issues relating to abandoned projects, project revival, second-hand property market and transactions, as well as indemnity insurance. The session provided useful insights to strengthen future ABM-RISM collaborations.



Briefing by Danajamin Nasional Berhad **Thursday, 22 March 2012**

Following a similar dialogue held the year before in March 2011, Danajamin Nasional Berhad (Danajamin) held a briefing for ABM member banks involved in the debt capital market (DCM) business on its progress to date as well as new business areas and products. At the same time, Danajamin took the opportunity to explore potential business prospects with the banks.



First Joint Working Committee Meeting with the Police **Thursday, 5 April 2012**

The Joint Working Committee comprises representatives from member banks and the Commercial Crime Investigation Department (CCID) of the Royal Malaysian Police, is one of two committees set up by the CCID/ABM Joint Taskforce to Combat Commercial Crime. The second committee, i.e. the Joint Central Committee, is tasked with reviewing the recommendations made by the Joint Working Committee.

At the first meeting of the Joint Working Committee chaired by Federal CCID Principal Assistant Director 1, SAC Dato' Lim Char Boo, the CCID sought the cooperation of all member banks to respond immediately to requests made by the Investigating Officers for information on the cases that are being investigated especially after the bank has received the necessary approvals from its Head Office.

Presentation by Tax Attaché of U.S. Internal Revenue Service

Friday, 13 April 2012

ABM hosted a briefing by Ms Chinchie Killfoil, Tax Attaché from the U.S. Internal Revenue Service (IRS), on the Foreign Account Tax Compliance Act (FATCA) for its members. The attendees were briefed about FATCA and its requirements in line with the issuance of the proposed FATCA regulations by the U.S. authorities in February 2012.



Dialogue with National Council for the Blind Malaysia

Tuesday, 8 May 2012

As part of ABM's ongoing efforts to better understand the issues faced by the banking public, a dialogue with the National Council for the Blind Malaysia was held to discuss two main issues – the issuance of ATM cards to the blind and the lack of banking documents in Braille. The issues raised during the dialogue were further discussed at the ABM Consumer and Market Conduct Committee, and a standardised Letter of Indemnity (LOI) for both the blind and the illiterate has subsequently been drafted and forwarded to the National Council for the Blind Malaysia for its review.



Briefing on Credit Reporting Agencies Act

Friday, 13 July 2012

The Registrar Office of Credit Reporting Agencies, Ministry of Finance conducted a briefing entitled "Credit Reporting Agencies Act 2010 and Subscribers Obligations" for ABM member banks. The aim of this briefing was to enable bankers to be better informed on the provisions of the said Act that relate to the banking industry as a subscriber to private credit reporting agencies, such as Credit Bureau Malaysia Sdn Bhd (CBM).



Visiting delegates from the Central Bank of Kenya and Kenya School of Monetary Studies

Thursday, 19 July 2012

Twelve delegates from the Central Bank of Kenya and the Kenya School of Monetary Studies paid a visit to ABM to gain a better understanding on the growth of the Malaysian banking industry, the progress of banks in Malaysia, the role of ABM to its member banks and Bank Negara Malaysia, as well as the products and services that are being offered. The delegates had a fruitful session and were grateful for the information shared by ABM.



Calendar of Events (Cont'd)

SME Dialogues with Business Organisations and Bankers, Kota Kinabalu and Kuching

Monday-Tuesday, 6-7 August 2012

After a successful visit in 2010, ABM returned to East Malaysia to once again engage with the Small and Medium Enterprises (SMEs), business organisations and banks in Kota Kinabalu, Sabah and in Kuching, Sarawak. Representatives from Bank Negara Malaysia, Credit Guarantee Corporation Malaysia Berhad and SME Corporation Malaysia (SMECorp) presented various topics including the spectrum of financing options available for SMEs and businesses. SMECorp also briefed the participants on the SME Masterplan.



The first interactive session, held at Hyatt Regency Hotel, Kota Kinabalu, on 6 August 2012, saw an encouraging turnout of over 80 representatives from prominent trade organisations in Sabah and ABM member banks. The dialogue provided an excellent avenue for the business community to share its suggestions and ideas for better collaboration with the commercial banking sector going forward.

Similar sessions were conducted at the Riverside Majestic Hotel in Kuching on 7 August 2012, where the attendance was equally impressive with more than 90 participants, and with the full support of ABM member banks with presence in Sarawak.

These dialogues were part of ABM's continuing series of engagements with the various business chambers and associations throughout Malaysia.

19th ASEAN Banking Conference

Wednesday, 7 November 2012



ABM successfully organised the 19th ASEAN Banking Conference under the auspices of the ASEAN Bankers Association (ABA), which was held at Sasana Kijang, Bank Negara Malaysia's centre of excellence in knowledge and learning. More than 300 delegates comprising bankers and regulators from Malaysia and the ASEAN region attended this biennial Conference. Themed "*Laying the Foundation for the One ASEAN Market – Identifying and Prioritising Initiatives*", the one-day Conference addressed 'those issues most critical in developing the roadmap ahead for collaboration of the region's banking sector', as mentioned in the Welcome Remarks by ABM Chairman, Dato' Sri Abdul Wahid Omar.



The programme started with the Opening Ceremony and Keynote Address by Bank Negara Malaysia Governor, Tan Sri Dato' Sri Dr Zeti Akhtar Aziz. This was followed by Panel Discussion 1, facilitated by Mohammad Faiz Azmi, Executive Chairman of PricewaterhouseCoopers Malaysia in the morning, and Panel Discussion 2, moderated by Dato' Sri Abdul Wahid Omar, in the afternoon.



ABM was honoured to have an esteemed panel of speakers for both sessions. During Panel Discussion 1, three speakers shared their thoughts and experiences from a macro perspective. The session ended with an interactive dialogue between the facilitator and the panellists, fuelled by questions from the participants.

Panel Discussion 2 took on a different format which saw lively discussions among the four respected and experienced bankers and the moderator on their experiences in "Going ASEAN".

Gala Dinner

Wednesday, 7 November 2012

The foreign delegates were invited to a Gala Dinner at the Gardens Ballroom of The Gardens Hotel & Residences in Mid Valley City. As part of the pre-dinner activities, arrangements were made by Malaysia Convention and Exhibition Bureau (MyCEB) under the Ministry of Tourism to set up several booths to showcase colourful batik painting, caricature and henna drawing as well as Chinese calligraphy. In keeping with the “Malay wedding” theme for the dinner, the festivities for the night began with the entry of the bridal entourage accompanied by the *kompang* and *bunga manggar*. The Heads of Delegation were then invited to participate in the *majlis bersanding* dan *merinjis*. The guests enjoyed a sumptuous dinner featuring an array of typical Malaysian cuisine whilst being entertained with local traditional dances performed by children from Permata Seni dance troupe, and a sand art performance which depicted recognisable icons from each ASEAN country. The night ended with a colourful batik fashion show.



Permanent Committee Meetings

Thursday, 8 November 2012

The formal agenda for Day Two comprised the meetings of the three Permanent Committees, i.e. Cooperation in Finance, Investment and Trade (COFIT), ASEAN Inter-Regional Relations (IRR), and Banking Education. There were several initiatives identified by each Permanent Committee Meetings for tabling at the Council Meeting the following day:

- COFIT will continue to identify regionally relevant and topical issues as well as initiate ideas relating to the promotion of ASEAN banking co-operation in the areas of Finance, Investment and Trade.
- Having reaffirmed the terms of reference of the IRR, the Committee agreed to continue to identify countries (in the form of study visits) which will allow ASEAN participants to study the developments or advancements in the area of banking, trade and finance in these countries.
- The Committee on Banking Education will start to standardise certification courses across ASEAN and will continue to actively solicit resource persons to match training needs of member countries.



Calendar of Events (Cont'd)

Social Programmes

Thursday, 8 November 2012

In the afternoon of Day Two, the ASEAN delegates were treated to either a half-day Kuala Lumpur city tour, including the Kuala Lumpur City Centre, the Grand Palace, Dataran Merdeka and Putrajaya, or a friendly golf game at the Saujana Golf and Country Club. The social programmes ended with dinner at the said Club.



42nd ASEAN Banking Council Meeting

Friday, 9 November 2012

The 42nd ASEAN Banking Council Meeting was also held at Sasana Kijang, where each of the Permanent Committees tabled their reports and plans for the coming year. The initiatives identified and to be carried out by the three Permanent Committees demonstrated the close cooperation amongst the ABA members. During the meeting, the Council endorsed the setting up of a new dedicated committee to be named "ASEAN One Integration" and led by the Indonesian Banks Association (Perbanas).

The next 43rd ASEAN Banking Council Meeting will be held in November 2013 and hosted by the Myanmar Banks Association in Yangon, Myanmar.



Calendar of Events (Cont'd)

38th ABM/ABS Annual Golf Tournament, Palm Garden Golf Club, Putrajaya Saturday, 10 November 2012

ABM played host to its counterparts from The Association of Banks in Singapore (ABS) for the 38th ABM/ABS Annual Golf Tournament, which was held at the Palm Garden Golf Club in Putrajaya. This year's tournament saw the participation of over 60 bankers who played in teams to vie for the challenge trophy. Despite the friendly but heated competition, the bankers took this opportunity to strengthen ties and create new linkages between the two countries.



Seminar on the Biomass Industry in Malaysia Wednesday-Thursday, 28-29 November 2012

ABM jointly organised a two-day seminar with Malaysia Biomass Industries Confederation (MBIC) on the biomass industry. The objective of this seminar was to provide ABM member banks with a better understanding of the Biomass Sector and the potential it holds for commercialisation, its viability for financing as well as its impact to the environment.

An overview of the biomass industry was given by Dato' Leong Kin Mun, Technical Advisor, EU-Malaysia Biomass Sustainable Production Initiative (Biomass-SP). Other speakers included Kester Chin on *Sustainable Wealth from Bio-Fertilizer Production*; Danny Ng on *Leading Eco-Friendly Erosion Product in Asia*; Ivan Ho on *Bio-Chemical: Sago-Base*; Albert Law on *Green Energy Pellet and the Road Map of GTFS Application to Bankers*; Rusila Kamarulzaman on *Kenaf: Malaysia's Next Golden Crop* and William Tan on *Zero Waste Park: A Complete Solution for Municipal Solid Waste Management*. Feedback from the bankers who attended was positive as their questions relating to the biomass sectors were clarified.



Second Joint Working Committee Meeting with the Police Friday, 7 December 2012

Subsequent to the inaugural Joint Working Committee meeting on 5 April 2012, the second meeting was held between representatives from ABM member banks and members of the CCID, which was again chaired by Federal CCID Principal Assistant Director 1, SAC Dato' Lim Char Boo. At the meeting, the CCID shared some statistics on financial crimes for the year 2006 until October 2012 and the modus operandi of the latest fraud trends.

CCID thanked the banks for their cooperation in ensuring that the necessary approvals for the release of information were expedited.



List of Press Releases

Issued by ABM in 2012

Date	Subject
23 February 2012	The Association of Banks in Malaysia: In response to article in The Star titled "Give latest data income, credit card clients urged"
15 March 2012	Commercial banking industry fully supportive of <i>Skim Rumah Pertamaku</i>
19 March 2012	The Association of Banks in Malaysia: Letter-to-Editor in response to the Article: <i>SBM sokong Skim Rumah Pertamaku</i>
23 March 2012	The Association of Banks in Malaysia: In response to Letter-to-Editor titled "Give them passbook, monthly statement"
4 April 2012	The Association of Banks in Malaysia: In response to article in The Sun titled "No Licence! – 195 housing projects undertaken by illegal developers"
10 April 2012	The Association of Banks in Malaysia: In response to Letter-to-Editor titled "Thousands still short-changed"
18 June 2012	The Association of Banks in Malaysia: In response to Letter-to-Editor titled "Allow for cash withdrawals without issuing cheques"
3 July 2012	Commercial banks working with hosts of off-site ATMs to enhance security
11 July 2012	India International Bank Malaysia Berhad joins The Association of Banks in Malaysia
6 August 2012	The Association of Banks in Malaysia returns to East Malaysia to host dialogues with SMEs and Business Organisations
31 October 2012	National Bank of Abu Dhabi Malaysia Berhad joins The Association of Banks in Malaysia
8 November 2012	19th ASEAN Banking Conference Hosted by Malaysia Well Received
28 December 2012	The Association of Banks in Malaysia: In response to article in Sin Chew Daily titled "Notification for approval of housing loan within 16 days"
28 December 2012	The Association of Banks in Malaysia: In response to article in Nanyang Siang Pau titled "Housing loan application below RM500,000 will be confirmed within 16 days with effect from next month"

ABM State Sub-Committees



PENANG/KEDAH/PERLIS

Goay Yeap Siang
Regional Director
Penang/Kedah/Perlis
Community Distribution
Community Financial Services
Malayan Banking Berhad
1st Floor, Plaza MWE
8, Farquhar Street
10200 Penang
Tel : 604-263 8841
Fax: 604-264 4739

PENANG

Goay Yeap Siang
Malayan Banking Berhad
Chairman
Liew Chee Cheang
CIMB Bank Berhad
Deputy Chairman
Christopher Looi
The Royal Bank of Scotland
Berhad
Secretary

Soon Chee Beng
Hong Leong Bank Berhad
Assistant Secretary
Tan Guan Leong
United Overseas Bank
(Malaysia) Bhd
Treasurer

Khoo Gaik Hong
Public Bank Berhad
Auditor

Wong Kang Yang
Standard Chartered Bank
Malaysia Berhad
Auditor

KEDAH

Azhadi bin Ahmad
Malayan Banking Berhad
Chairman

Kalaiselvi M.
Affin Bank Berhad
Secretary

Chow Tow Heng
United Overseas Bank
(Malaysia) Bhd
Treasurer

Lian Su Ching
RHB Bank Berhad
Auditor
Megat Zaidi Megat Mokhtar
Public Bank Berhad
Auditor

Aphan Tri
Alliance Bank Malaysia Berhad
Committee Member

Lee Jiun Han
AmBank (M) Berhad
Committee Member

Mohd Azrul Abdul Rahman
CIMB Bank Berhad
Committee Member

Lai Hooi Lu
Hong Leong Bank Berhad
Committee Member

Christine Lee Wai Ying
HSBC Bank Malaysia Berhad
Committee Member

Choy Meei Jye
OCBC Bank (Malaysia) Berhad
Committee Member

ABM State Sub-Committees (Cont'd)

Wong Kang Yang
**Standard Chartered Bank
Malaysia Berhad**
Committee Member

PERLIS

Badrulhisham Yahaya
Malayan Banking Berhad
Chairman

Soffiah bt Yakob
RHB Bank Berhad
Secretary

Saadat bt Haphas
Hong Leong Bank Berhad
Treasurer

Abdul Rahim bin Sharif
Affin Bank Berhad
Committee Member

Leong Weng Onn
AmBank (M) Berhad
Committee Member

Abdul Halim Haji Mat Alwi
CIMB Bank Berhad
Committee Member

PERAK

Mohd Zaini bin Aris
**Regional Director
Perak**

Community Distribution
Community Financial Services
Malayan Banking Berhad
3rd Floor, 194-206
Jalan Sultan Idris Shah
30000 Ipoh, Perak
Tel : 605-254 5818
Fax: 605-253 8366

PERAK

Mohd Zaini bin Aris
Malayan Banking Berhad
Chairman

Abdul Rahim bin Mohd Arif
Malayan Banking Berhad
Secretary

Sherine Lee Guat Tin
Affin Bank Berhad
Committee Member

Darren Lee Kwang Yong
Alliance Bank Malaysia Berhad
Committee Member

Beh Leong Joo
AmBank (M) Berhad
Committee Member

Mohd Sayadi Damansuri
CIMB Bank Berhad
Committee Member

Chang Kok Khan
Hong Leong Bank Berhad
Committee Member

Lee Eng Khen
HSBC Bank Malaysia Berhad
Committee Member

Chris Lu Koon Wing
OCBC Bank (Malaysia) Berhad
Committee Member

Lee See Chuan
Public Bank Berhad
Committee Member

Mazlan bin Ali
RHB Bank Berhad
Committee Member

Lim Boon Khai
**Standard Chartered Bank
Malaysia Berhad**
Committee Member

Choo Kin Chuang
**United Overseas Bank
(Malaysia) Bhd**
Committee Member

FEDERAL TERRITORY

Jatry Abie @ Jeffry Mohd Ali
**Regional Director
Federal Territory**
Community Distribution
Community Financial Services
Malayan Banking Berhad
Level 6, Tower A
Dataran Maybank Bangsar
1, Jalan Maarof
59200 Kuala Lumpur
Tel : 603-2295 8668
Fax: 603-2283 1186

SELANGOR/NEGERI SEMBILAN

Tuan Mohd Zeinal Annual bin
Tuan Noor
**Regional Director
Selangor/Negeri Sembilan**
Community Distribution
Community Financial Services
Malayan Banking Berhad
Level 6, 10, Persiaran Perbandaran
Seksyen 14, 40000 Shah Alam
Selangor
Tel : 603-5512 1754
Fax: 603-5511 8171

JOHOR/MELAKA

Md Gharif bin Haji Talib
**Regional Director
Johor/Melaka**
Community Distribution
Community Financial Services
Malayan Banking Berhad
Level 8, Office Tower
Johor Bahru City Square
108, Jalan Wong Ah Fook
80000 Johor Bahru, Johor
Tel : 607-219 3630
Fax: 607-224 4939

JOHOR

Md Gharif bin Haji Talib
Malayan Banking Berhad
Chairman

Shahar Abd Rashid
Malayan Banking Berhad
Secretary

Maniza Mohd Abu
Affin Bank Berhad
Committee Member

Fong Hong Meng
Alliance Bank Malaysia Berhad
Committee Member

Shaiful Bahri Mohd Yaacob
AmBank (M) Berhad
Committee Member

Ng Teck Lee
Bangkok Bank Berhad
Committee Member

Chua Sher Yan
Bank of China (Malaysia) Berhad
Committee Member

Ang Ee Tiam
CIMB Bank Berhad
Committee Member

Wong Siew Fong
Citibank Berhad
Committee Member

Cynthia Chin Oi Kim
Hong Leong Bank Berhad
Committee Member

Yee Fook Seng
OCBC Bank (Malaysia) Berhad
Committee Member

Peter Cheong Kwok Liong
Public Bank Berhad
Committee Member

Ahmad Zaini bin Sofian
RHB Bank Berhad
Committee Member

ABM State Sub-Committees (Cont'd)

Asmadi Jasin
Standard Chartered Bank Malaysia Berhad
Committee Member

Lai Swee Kim
The Bank of Nova Scotia Berhad
Committee Member

Koh Boon Huat
United Overseas Bank (Malaysia) Bhd
Committee Member

MELAKA

Md Gharif bin Haji Talib
Malayan Banking Berhad
Chairman

Haji Mahadzir Mohamad
Malayan Banking Berhad
Secretary

Nazri bin Somail
AmBank (M) Berhad
Treasurer

Alex Lee Boon Hak
Affin Bank Berhad
Committee Member

Fong Hong Meng
Alliance Bank Malaysia Berhad
Committee Member

Rashid bin Ibrahim
CIMB Bank Berhad
Committee Member

Sim Yeo Kim
Citibank Berhad
Committee Member

J. Saradaran Pillai
HSBC Bank Malaysia Berhad
Committee Member

Goh Wee Lei
OCBC Bank (Malaysia) Berhad
Committee Member

Lee Kee Chuan
Public Bank Berhad
Committee Member

Wan Noriani Wan Hasan
RHB Bank Berhad
Committee Member

Cindy Yeoh Yee Lien
Standard Chartered Bank Malaysia Berhad
Committee Member

Yeow Kheng Leh
United Overseas Bank (Malaysia) Bhd
Committee Member

PAHANG/KELANTAN/TERENGGANU

Haji Abd Halim Lehan
Regional Director
Pahang/Kelantan/Terengganu
 Community Distribution
 Community Financial Services
 Malayan Banking Berhad
 2nd Floor, 61-73, Jalan Tun Ismail
 25000 Kuantan, Pahang
 Tel : 609-516 1111
 609-515 7262
 Fax: 609-513 5387

PAHANG

Haji Abd Halim Lehan
Malayan Banking Berhad
Chairman

Tengku Jamil Ikil bin
 Tengku Hussin
CIMB Bank Berhad
Secretary

Mohd Nawi bin Mohd Yusof
AmBank (M) Berhad
Assistant Secretary

Ginny Lim Ai Mei
OCBC Bank (Malaysia) Berhad
Treasurer

Ahmad Fauzi bin Omar Shukri
Affin Bank Berhad
Committee (Government)

Chan Boon Seng
Alliance Bank Malaysia Berhad
Committee (Government)

Robert Foo Kit Sun
Public Bank Berhad
Committee (Non-Government)

Thong Oi Chyn
Standard Chartered Bank Malaysia Berhad
Committee (Non-Government)

Lim Hang Seng
Hong Leong Bank Berhad
Committee Member

Bonnie Lim
HSBC Bank Malaysia Berhad
Committee Member

Nazri Othman
RHB Bank Berhad
Committee Member

Liew Chai Kar
United Overseas Bank (Malaysia) Bhd
Committee Member

KELANTAN

Che Hassan Che Muhammad
Malayan Banking Berhad
Chairman

Tuen Fong Meay
HSBC Bank Malaysia Berhad
Secretary

Wan Zainal Alam Ismail
CIMB Bank Berhad
Treasurer

Mohd Zaidi Janah
CIMB Bank Berhad
Committee Member

Ong Pang Ming
OCBC Bank (Malaysia) Berhad
Committee Member

Ameena Beevi Mohamed Saleh
United Overseas Bank (Malaysia) Bhd
Committee Member

TERENGGANU

Hasnee bin Husain
Malayan Banking Berhad
Chairman

Wan Nora bt Wan Ibrahim
Affin Bank Berhad
Secretary

Talahat bin Omar
Public Bank Berhad
Sports Committee

Mohammad Fatin bin Ahmed
Alliance Bank Malaysia Berhad
Social Committee

Mohd Nasir bin Mohd Noor
AmBank (M) Berhad
Committee Member

Muhamat bin Mustaffa
CIMB Bank Berhad
Committee Member

Ibrahim bin Hassan
Hong Leong Bank Berhad
Committee Member

Jayne Puan Gek Cheng
HSBC Bank Malaysia Berhad
Committee Member

Wan Hazmanor bin Wan Harun
Public Bank Berhad
Committee Member

Aminudin bin Mohamad Napiah
RHB Bank Berhad
Committee Member

ABM State Sub-Committees (Cont'd)

SABAH

Liew Kui Choi
Regional Director
Sabah
Community Distribution
Community Financial Services
Malayan Banking Berhad
Bangunan Maybank
1, Jalan Kemajuan
Karamunsing
88000 Kota Kinabalu, Sabah
Tel : 6088-217 013
Fax: 6088-234 743

SABAH

Liew Kui Choi
Malayan Banking Berhad
President
Maturin Sibi
CIMB Bank Berhad
Secretary
Irene Chung
Alliance Bank Malaysia Berhad
Treasurer
Lo Chee Fui @ Felix Lo
Affin Bank Berhad
Committee Member
Lo Mei Hwa
RHB Bank Berhad
Committee Member
Liew Chee Yuen
HSBC Bank Malaysia Berhad
Committee Member
Chieng Yew Hoon
Public Bank Berhad
Committee Member

SARAWAK

Nasir Khan bin Istiar Hussain Khan
Regional Director
Sarawak
Community Distribution
Community Financial Services
Malayan Banking Berhad
4th Floor, Crown Towers
88, Jalan Pending
93450 Kuching, Sarawak
Tel: 6082-346 281
Fax: 6082-342 529

SARAWAK

Nasir Khan bin Istiar Hussain Khan
Malayan Banking Berhad
Chairman
Chua Ko Onn
Public Bank Berhad
Secretary
David Ling Ee Kuong
CIMB Bank Berhad
Treasurer
Mohamad Shibli Abang Sapuan
Affin Bank Berhad
Committee Member
David Voon Siew Leong
Alliance Bank Malaysia Berhad
Committee Member
Simon Su Hiong Tiing
AmBank (M) Berhad
Committee Member
Patrick Lau Sie Kong
Hong Leong Bank Berhad
Committee Member
Thomas Ting Siew Hung
Hong Leong Bank Berhad
Committee Member
Loo Siong Ching
HSBC Bank Malaysia Berhad
Committee Member
Jessie Lim Pei Lian
OCBC Bank (Malaysia) Berhad
Committee Member
Hajah Johanna bt Abdullah
RHB Bank Berhad
Committee Member
Iris Ngui
Standard Chartered Bank
Malaysia Berhad
Committee Member
Jean Si Poi Ne
United Overseas Bank
(Malaysia) Bhd
Committee Member

Member Banks

as at 31 December 2012

in accordance to Chairmanship and in alphabetical order of Member Banks

	Malayan Banking Berhad (Chairman Bank)		India International Bank Malaysia Berhad
	Affin Bank Berhad		Industrial and Commercial Bank of China (Malaysia) Berhad
	Alliance Bank Malaysia Berhad		J.P. Morgan Chase Bank Berhad
	AmBank (M) Berhad		Mizuho Corporate Bank (Malaysia) Berhad
	Bangkok Bank Berhad		National Bank of Abu Dhabi Malaysia Berhad
	Bank of America Malaysia Berhad		OCBC Bank (Malaysia) Berhad
	Bank of China (Malaysia) Berhad		Public Bank Berhad
	Bank of Tokyo-Mitsubishi UFJ (Malaysia) Berhad		RHB Bank Berhad
	BNP Paribas Malaysia Berhad		Standard Chartered Bank Malaysia Berhad
	CIMB Bank Berhad		Sumitomo Mitsui Banking Corporation Malaysia Berhad
	Citibank Berhad		The Bank of Nova Scotia Berhad
	Deutsche Bank (Malaysia) Berhad		The Royal Bank of Scotland Berhad
	Hong Leong Bank Berhad		United Overseas Bank (Malaysia) Bhd
	HSBC Bank Malaysia Berhad		

Directory of ABM Members

(in accordance to alphabetical order of Member Banks)

AFFIN BANK BERHAD

17th Floor, Menara AFFIN
80, Jalan Raja Chulan
50200 Kuala Lumpur

Tel: 603-2055 9000
Hotline: 603-5522 3000 (Call Centre)
1-800-88-3883 (CareLine)
Fax: 603-2031 4721
E-mail: yourvoice@affinbank.com.my
Website: www.affinbank.com.my
SWIFT Code: PHBMMYKL

BOARD OF DIRECTORS

Chairman

General (Rtd) Tan Sri Dato' Seri Ismail bin Haji Omar

Directors

Tan Sri Dato' Seri Lodin bin Wok Kamaruddin
Dr Raja Abdul Malek bin Raja Jallaludin
Tan Sri Dato' Sri Abdul Aziz bin Abdul Rahman
Aubrey Li Kwok-Sing
Mohd Suffian bin Haji Haron
Tan Sri Dato' Seri Mohamed Jawhar
Gary Cheng Shui Hee
(Alternate Director to Aubrey Li Kwok-Sing)

Managing Director/Chief Executive Officer

Dato' Zulkiflee Abbas bin Abdul Hamid

Company Secretary

Nimma Safira bt Khalid

MANAGEMENT

BUSINESS UNITS

Director, Business Banking

Amirudin bin Abdul Halim

Director, Consumer Banking

Idris bin Abd Hamid

Director, Treasury

Tan Kok Toon

BUSINESS SUPPORT UNITS

Executive Director, Operations

Shariffudin bin Mohamad

Chief Recovery Specialist, Special Asset Management

Dato' Mohamad Aslam Khan bin Gulam Hassan
(until 31 October 2012)

Group Chief Risk Officer, Risk Management

Kasinathan a/I T. Kasipillai

Chief Financial Officer, Finance

Ee Kok Sin

Group Chief Internal Auditor

Khatimah bt Mahadi

Chief Human Resource Officer

Nor Rozita bt Nordin

Chief Corporate Strategist

Nazlee bin Khalifah

ALLIANCE BANK MALAYSIA BERHAD

3rd Floor, Menara Multi-Purpose
Capital Square
8, Jalan Munshi Abdullah
50100 Kuala Lumpur

Tel: 603-2604 3333
Fax: 603-2694 6200
E-mail: info@alliancefg.com
Website: www.alliancebank.com.my
SWIFT Code: MFBBMYKL

BOARD OF DIRECTORS

Chairman

Dato' Thomas Mun Lung Lee

Directors

Sng Seow Wah
Tuan Haji Megat Dziauddin bin Megat Mahmud
Kung Beng Hong
Tan Yuen Fah
Zakaria bin Abd Hamid
Ou Shian Waei
Kuah Hun Liang
Lee Ah Boon

MANAGEMENT

Group Chief Executive Officer

Sng Seow Wah

Group Chief Operating Officer

Raymond Leung Chun-Kow

Group Chief Financial Officer (Acting)

Ng Lip Choon

Group Chief Risk Officer

Pang Choon Han

Head, Group Consumer Banking

Ronnie Lim Kheng Swee

Head, Group Business Banking

Steven Kenneth Miller

Head, Financial Markets

Yeo Chin Tiong

Head, Group Transaction & Alternate Banking

Victor Khor Eng Swee

Chief Executive Officer, Alliance Investment Bank Berhad

Rafidz Rasiddi

Chief Executive Officer, Alliance Islamic Bank Berhad

Fozia Amanulla Khan

Head, Group Corporate Strategy & Development

Amarjeet Kaur

Group Chief Credit Officer

Andrew Chow Thim Kwong

Group Chief Information Officer

Mary James

Directory of ABM Members (Cont'd)

(in accordance to alphabetical order of Member Banks)

Group Chief Internal Auditor

Leong Sow Yoke

Head, Group Human Resource

Chew Siew Suan

Group Company Secretary

Lee Wei Yen

AMBANK (M) BERHAD

22nd Floor, Bangunan AmBank Group
55, Jalan Raja Chulan
50200 Kuala Lumpur

Tel: 603-2036 2633
Hotline: 1-300-80-8888 (Domestic)
603-2178 8888
Fax: 603-2031 6453
E-mail: customercare@ambankgroup.com
Website: www.ambankgroup.com
SWIFT Code: ARBKMYKL

BOARD OF DIRECTORS

Chairman

Tan Sri Azman Hashim

Directors

Tun Mohammed Hanif bin Omar
Tan Sri Datuk Clifford Francis Herbert
Dato' Gan Nyap Liou @ Gan Yap Liow
Chin Yuen Yin
Cheah Tek Kuang
Ashok Ramamurthy

SENIOR MANAGEMENT

Chief Executive Officer

Ashok Ramamurthy

Deputy Group Managing Director

Datuk Mohamed Azmi bin Mahmood

HEADS OF DIVISION

Managing Director, Business Banking

Dato' James Lim Cheng Poh

Managing Director, Investment Banking

Kok Tuck Cheong

Managing Director, Corporate & Institutional Banking

Pushpa Rajadurai

Managing Director, Markets Division

Yvonne Phe Kheng Peng

Chief Financial Officer

Mandy Simpson

Chief Human Resource Officer

Fauziah Yacob

Chief Information Officer

Charles Tan Keng Lock

Chief Risk Officer

Nigel Denby

Chief Internal Audit

Thein Kim Mon

Chief Operations Officer

Ross Neil Foden

Senior General Manager, Transaction Banking

Tan Chin Aun

BANGKOK BANK BERHAD

105, Jalan Tun H S Lee
50000 Kuala Lumpur

Tel: 603-2173 7200
Fax: 603-2173 7300
E-mail: bbb@bangkokbank.com
Website: www.bangkokbank.com.my
SWIFT Code: BKKBMYKL

BOARD OF DIRECTORS

Directors

Rushda Theeratharathorn
Toh Chong
Chris Chia Woon Liat
Robert Loke Tan Cheng

SENIOR MANAGEMENT

Chief Executive Officer

Robert Loke Tan Cheng

Chief Operating Officer

Chaiwat Suvanasingha

HEADS OF DEPARTMENT

Operations (Credit Administration, Trade Finance, Corresponding Banking, Settlement & Information Technology)

Amar Jauhari bin Abang

Business Banking

Ng Wai Hoy

Treasury

Calbert Loh Wai Mun

Risk Management

Kwan Kim Fai

Human Resources

Rebecca Khor Ying Ying

Budget & Planning

Kaan Wai May

Chief Internal Auditor

Chew Boon Keong

Compliance

Zainal Abidin bin Ahmad Zaighu

Company Secretarial

Loo Choon Keow

General Affairs

Michelle Khoo Sheau Feuan

Directory of ABM Members (Cont'd)

(in accordance to alphabetical order of Member Banks)

BANK OF AMERICA MALAYSIA BERHAD

18th Floor, Wisma Goldhill
Jalan Raja Chulan
50200 Kuala Lumpur

Tel: 603-2034 3900
Fax: 603-2031 9084
E-mail: asia.sse.my@baml.com
Website: <http://corp.bankofamerica.com/business/bi/Malaysia>
SWIFT Code: BOFAMY2X

BOARD OF DIRECTORS

Chairman

Richard David Maloney Jr

Executive Director

Tracy Ong Guat Kee

Directors

Tan Sri Dato' IR (DR) Wan Abdul Rahman bin Wan Yaacob
Dato' Chew Kong Seng
Ayesha Natchiar bt Dato' Maricar
Henry Talmadge Pelaez
David Allen Cairns

MANAGEMENT

Credit

Choong Heng Theng

Operations

Joanne Oh Phaik Ean

Treasury

Rodzlin Abdul Rahman

Compliance

Bakri Jamaluddin

Human Resource

Samuel Tan

Finance

Divyesh Shah

BANK OF CHINA (MALAYSIA) BERHAD

Ground, Mezzanine & 1st Floor, Plaza OSK
25, Jalan Ampang
50450 Kuala Lumpur

Tel: 603-2162 6633
Fax: 603-2161 4240
E-mail: gmooffice@bkchmy.po.my
Website: www.boc.cn/malaysia/
SWIFT Code: BKCHMYKL

BOARD OF DIRECTORS

Chairman

Zheng Weiping

Directors

Wang Hongwei
Liu Lijing
Tan Siak Tee
Datuk Ter Leong Yap
Chai Woon Chew

MANAGEMENT

Chief Executive Officer

Wang Hongwei (from 18 January 2013)

Deputy Chief Executive Officer

Liu Nengsheng

Deputy Chief Executive Officer

Xu Zanjun

Assistant Chief Executive Officer

Seet Meng Hui

General Manager, Corporate Banking

An Qi

General Manager, Channel Development

Li Qiusheng

General Manager, Risk Management

Lim Seong Soon

Assistant General Manager, Finance & Operation Service

Cho Lai Kuan

Assistant General Manager, Internal Audit

Chong Siew Chin

Director, Personal Banking

Han Jui Kwang

Director, Human Resource & Administration

Chew Lee Lin

BANK OF TOKYO-MITSUBISHI UFJ (MALAYSIA) BERHAD

Level 9, Menara IMC
8, Jalan Sultan Ismail
50250 Kuala Lumpur

Tel: 603-2034 8000, 603-2034 8008
Fax: 603-2078 8870
E-mail: customercare@my.mufg.jp
Website: www.bk.mufg.jp/foreign/malaysia/index.html
SWIFT Code: BOTKMYKX

BOARD OF DIRECTORS

Chairman

Lee Dang Fook

Managing Director

Masato Nakamura

Non-Executive Directors

Jun Minamoto
Tetsuya Takahashi
Takami Onodera

Directory of ABM Members (Cont'd)

(in accordance to alphabetical order of Member Banks)

Independent Directors

Dato' Hashim bin Dato' Dr Md Salleh
Dato Abdul Rahim bin Osman

MANAGEMENT

President/CEO

Masato Nakamura

Executive Vice Presidents

Hideaki Yamashita
Christopher Danker

HEADS OF DIVISION

SENIOR VICE PRESIDENTS

Corporate Banking Department 4

Ravi Buchia

Human Resources Department

Norsaida bt Mohd Said

SENIOR MANAGERS

Planning & Coordination Department

Michelle Deng Yuet Yan

Corporate Banking Department 1

Foo See Hee

Corporate Banking Department 3

Eric Leong Yuh Haw

Corporate Banking Department 5

Patrick Liew Su Wei

Operation 2 Department

Adlin bin Abdul Razak

Accounts Department

Lee Sien Tuck

EDP System Development Department

Ong Chin Kee

BNP PARIBAS MALAYSIA BERHAD

Level 48A, Vista Tower
The Intermark
182, Jalan Tun Razak
50400 Kuala Lumpur

Tel: 603-2179 8383
Fax: 603-2179 8203
Website: www.bnpparibas.com.my
SWIFT Code: BNPAMYKL

BOARD OF DIRECTORS

Chairman/Independent Non-Executive Director

Dato' Abdullah bin Mat Noh

Chief Executive Officer

Dayakrishna Vaidynatha Chetti

Independent Non-Executive Director

Halim Haji Din

Non Independent Non-Executive Directors

Jean Pierre Roger Beno Bernard
Didier Raymond Marie Balme
(until 24 September 2012)
Yves Maurice Guy Marie Drieux
(from 25 September 2012)

MANAGEMENT

Chief Executive Officer

Dayakrishna Vaidynatha Chetti

Chief Operating Officer

Frederic Barcza

Chief Risk Officer

Jeremy Lewis

Chief Financial Officer

Wong Poh Leng

Head of Compliance

Cheryl Tan Hooi Ling

Head of Credit Risk Control

Tan Lan Fong

Head of Internal Audit

Nasrul Azam Mohd Bakri

Head of Legal

Marwalis Mohd Kassim

HEADS OF DIVISION

Head of Fixed Income

Jamzidi Khalid

Head of Cash Management

Kenny Tan Kian Lye

Head of Global Trade Services

Alvin Ang Hock Sam

Head of Structured Finance

Chan Siew Kien

Head of Islamic Banking

Syed Alwi

Head of Treasury ALM

Ian Gan Kah Wai

Senior Banker

Tan Chong Hin

CIMB BANK BERHAD

5th Floor, Bangunan CIMB
Jalan Semantan
Damansara Heights
50490 Kuala Lumpur

Tel: 603-2084 8888
Fax: 603-2093 9688
Email: callcentre@cimb.com
Website: www.cimbbank.com.my
SWIFT Code: CIBBMYKL

Directory of ABM Members (Cont'd)

(in accordance to alphabetical order of Member Banks)

BOARD OF DIRECTORS

Chairman/Independent Non-Executive Director

Dato' Zainal Abidin Putih

MEMBERS

Deputy Chairman/Non-Independent

Non-Executive Director

Dato' Sri Nazir Razak

Executive Director

Dato' Sulaiman Mohd Tahir

Executive Director

Renzo Christopher Viegas

Non-Independent Non-Executive Director

Joseph Dominic Silva

Independent Non-Executive Directors

Datuk Dr Syed Muhamad Syed Abdul Kadir

Rosnah Kamarulzaman

Venkatachalam Krishnakumar

Company Secretary

Datin Rossaya Mohd Nashir

SENIOR MANAGEMENT

GROUP MANAGEMENT COMMITTEE

Group Managing Director/Chief Executive Officer

Dato' Sri Nazir Razak

Deputy Chief Executive Officer, Investment Banking/Chief Executive Officer, CIMB Investment Bank

Dato' Charon Wardini Mokhzani

Deputy Chief Executive Officer, Corporate Banking, Treasury and Markets

Dato' Lee Kok Kwan

Deputy Chief Executive Officer and Head of Consumer Banking

Renzo Christopher Viegas

Adviser, Investment Banking

Dato' Robert Cheim Dau Meng

Adviser, Group Risk Management

Dato' Dr Gan Wee Beng

Country Head, Indonesia/President Director/ Chief Executive Officer, CIMB Niaga

Arwin Rasyid

Country Head, Thailand/President/ Chief Executive Officer, CIMB Thai Bank

Subhak Siwaraksa

Country Head, Singapore/ Chief Executive Officer, CIMB Bank, Singapore

Mak Lye Mun

Group Chief Financial Officer/ Head, Group Strategy and Strategic Investments

Kenny Kim

Head, Group Islamic Banking/ Chief Executive Officer, CIMB Islamic Bank

Badlisyah Abdul Ghani

Head, Group Information and Operations

Iswaraan Suppiah

Head, Group Corporate Resources

Hamidah Naziadin

Head, Corporate Client Solutions/ Deputy Chief Executive Officer, CIMB Investment Bank

Kong Sooi Lin

Head, Group Marketing and Communications

Effendy Shahul Hamid

Group Chief Risk Officer

David Richard Thomas

CITIBANK BERHAD

Menara Citibank

165, Jalan Ampang

50450 Kuala Lumpur

Tel: 603-2383 8585

Fax: 603-2383 6000

Website: www.citibank.com.my

SWIFT Code: CITIMYKL

BOARD OF DIRECTORS

Sanjeev Nanavati

Tan Sri Dato' Haji Omar bin Ibrahim

Dato' Siow Kim Lun @ Siow Kim Lin

Agnes Liew Yun Chong

Terence Kent Cuddyre

Dato' Dr Thillainathan a/l Ramasamy

Anil Wadhwani

MANAGEMENT

Chief Executive Officer

Sanjeev Nanavati

Consumer Business Manager

Sergio Zanatti

Country Chief Financial Officer

Tang Wan Chee

Country Risk Head

Suresh Raman

Country Human Resource Head

Nikki Grant-Cook

Country Compliance Head

Shova Pushparajah

Country Legal Counsel

Lee Chee Ming

Country Operations & Technology Head

Abhijit Kumta

Country Corporate Affairs Head

Sreejaya Menon

Country Treasurer & Markets Head

Yousuf Sandeela

Cards & Consumer Lending Head

Anand Cavale

Directory of **ABM Members** (Cont'd)

(in accordance to alphabetical order of Member Banks)

Mortgage Business Head

Lum Choong Yu

Retail Banking Head

Elaine Fan

Citi Transaction Services Head

Noel Saminathan

Global Banking Head

Ho Heng Chuan

Local Commercial Bank Head

Alfred Chan

Country Islamic Head

Ahmad Shahriman Mohd Shariff

Enterprise Risk Management Head

Francis Lu

DEUTSCHE BANK (MALAYSIA) BERHAD

Level 18-20, Menara IMC
8, Jalan Sultan Ismail
50250 Kuala Lumpur

Tel: 603-2053 6788
Fax: 603-2031 9822
Website: www.db.com/malaysia
SWIFT Code: DEUTMYKL

BOARD OF DIRECTORS

Chairman

Tun Mohamed Dzaiddin Haji Abdullah

Directors

Dato' Mohamed Nizam bin Abdul Razak
Dato' Ahmad Johari bin Abdul Razak
Ng Soon Lai @ Ng Siek Chuan
Choy Khai Choon
Richard Anthony Yacenda Jr
Raymond Yeoh Cheng Seong

SENIOR MANAGEMENT

Chief Executive and Managing Director

Raymond Yeoh Cheng Seong

Chief Operating Officer

Donna Chang Wai Kah

Head of Finance

Elaine Liew Yeh Yin

Head of Operations

Yap Jen Mei

Human Resources

Nik Ilyana Mohamed

HEADS OF DEPARTMENT

Debt Capital Market & Corporate Coverage

Raja Ali Raja Othman

Corporate Treasury Sales

Jacqueline Ho

Institutional Coverage Group

Nik Azhar Abdullah

Global Rates

Rohaizat Rahim

Global Foreign Exchange

Kevin Yam

Cash Management Corporates

Karthiyani Ramalingam

Cash Management-FI

Renee Lim

Domestic Custody Services

Jacqueline William

Trade Services

Wendy Ang

Compliance

Nadia Kamaruddin

HONG LEONG BANK BERHAD

Level 3, Wisma Hong Leong
18, Jalan Perak
50450 Kuala Lumpur

Tel: 603-2164 2828
Fax: 603-2715 6363
E-mail: Norlina.yunus@hlbb.hongleong.com.my
Website: www.hlb.com.my
SWIFT Code: HLBBMYKL

BOARD OF DIRECTORS

Chairman

Tan Sri Quek Leng Chan

Group Managing Director/Chief Executive

Datuk Yvonne Chia

Directors

Kwek Leng Hai
Datuk Kwek Leng San
Dato' Mohamed Nazim bin Abdul Razak
Choong Yee How
Quek Kon Sean
Lim Lean See
Tan Sri A. Razak bin Ramli
Lim Beng Choon
Dato' Syed Faisal Albar bin Syed A.R. Albar

MANAGEMENT

Group Managing Director/Chief Executive

Datuk Yvonne Chia

HEADS OF DIVISION

Chief Operating Officer, Group Strategic Support

Zulkiflee Hashim

Chief Financial Officer

Foong Pik Yee

Chief Risk Officer

Justin Soong Jia Seng

Chief Operating Officer, Personal Financial Services

Moey Tan

Directory of ABM Members (Cont'd)

(in accordance to alphabetical order of Member Banks)

Chief Operating Officer, Business & Corporate Banking

Peter Chow Ying Choon

Chief Operating Officer, Global Markets

Hor Kwok Wai

Chief Credit Officer, Personal Financial Services

Leong Wai Mun

Head, Wholesale Credit Evaluation

Peter Fong Seow Loong

Chief Special Assets Officer

Janet Choo Kam Leng

Chief Internal Auditor

Lim Kim Seng

Chief Information & Technology Officer

Wong Chee Kong

Chief Operating Officer, Branch Banking & Integrated Channel

Simon Newman

Head, Digital Banking

Galvin Yeo

Chief Operating Officer, Business Intelligence & Analytics

Glenn Saunders

Head, Human Resources

Roselaini Faiz

Head, Group Corporate Communications & Public Relations

Norlina Yunus

HSBC BANK MALAYSIA BERHAD

2, Leboh Ampang
50100 Kuala Lumpur

Tel: 603-2075 3000
Fax: 603-2070 1146
Website: www.hsbc.com.my
SWIFT Code: HBMBMYKL

BOARD OF DIRECTORS

Chairman

Peter Wong Tung Shun

Deputy Chairman and Chief Executive Officer

Mukhtar Hussain

Executive Director and Chief Financial Officer

Baldev Singh

Non-Executive Directors

Tan Sri Dato' Sulaiman bin Sujak

Datuk Ramli bin Ibrahim

Dato' Henry Sackville Barlow

Ching Yew Chye

SENIOR MANAGEMENT

Deputy Chairman and Chief Executive Officer

Mukhtar Hussain

Executive Director and Chief Financial Officer

Baldev Singh

Head of Commercial Banking

Andrew Grisdale

Head of Retail Banking & Wealth Management

Lim Eng Seong

Head of Global Banking & Markets

Piyush Kaul

Head of Global Banking

Roni L. Abdul Wahab

Managing Director, Strategic Business Development

Datuk Richard Lee

Chief Risk Officer

Ramnath Krishnan

Head of Human Resources

Vincent Ho

Head of Compliance and Company Secretary

Grace Tong

Head of Communications

Marlene Kaur

Head of Marketing

Abdul Sani bin Abdul Murad

General Counsel

Elsie Kok

Chief Operating Officer

James Gossip

Senior Manager, Internal Audit

Fong Cha Ping

INDIA INTERNATIONAL BANK MALAYSIA BERHAD

Ground Floor, Bangunan Yee Seng
15, Jalan Raja Chulan
50200 Kuala Lumpur

Tel: 603-2026 1767
Fax: 603-2026 1766
E-mail: cs@iibm.com.my
Website: www.indiainternationalbank.com.my
SWIFT Code: IIMBMYKL

BOARD OF DIRECTORS

Non-Independent Non-Executive Directors

Mairpady Narendra

Banavar Anantharamaiah Prabhakar

Independent Non-Executive Directors

Datuk Bhupatra a/I Mansukhlal Premji

Gopala Krishnan a/I C. P. Gopalan

Chief Executive Officer cum Managing Director

Kalanjiam Purushothaman Vairavan

Directory of ABM Members (Cont'd)

(in accordance to alphabetical order of Member Banks)

MANAGEMENT

Chief Executive Officer

Kalanjiam Purushothaman Vairavan

Deputy Chief Executive Officer

Chinni Masthanaiah

HEADS OF DIVISION

Chief Financial Officer

Muniandy a/l R. Krishnan

Chief Internal Auditor

K. Panir Selvam

Head, Treasury

Brahm Prakash

Head, Credit

Vishwananda Kadamba

Head, Compliance

Sadhana Agrawal

Head, IT

Basanta Kumar Patra

INDUSTRIAL AND COMMERCIAL BANK OF CHINA (MALAYSIA) BERHAD

Level 35, Menara Maxis
Kuala Lumpur City Centre
50088 Kuala Lumpur

Tel: 603-2301 3399
Fax: 603-2301 3388
E-mail: icbcmalaysia@icbcmalaysia.com.my
Website: www.icbcm.com
SWIFT Code: ICBKMYKL

BOARD OF DIRECTORS

Chairman

Yi Huiman

Managing Director/Chief Executive Officer

Tian Fenglin

Non-Independent Non-Executive Directors

Lan Li
Hong Guilu

Independent Non-Executive Directors

Dato' Leong Sonny @ Leong Khee Seong
Ong Ah Tin @ Ong Chee Kwee

MANAGEMENT

Chief Executive Officer

Tian Fenglin

Deputy Chief Executive Officers

Wei Xiaogang
Xie Shaoxiong

Deputy Chief Compliance Officer

Liau See Cheek

Assistant CEO

Lim Kok Hoong

HEADS OF DIVISION

Head, HR and Administration

Li Kezhao

Head, Global Trade Finance

Chen Yun

Head, Global Market and Treasury

Xu Hongtao

Head, Investment Banking

Lim Kok Hoong

Head, Corporate Financial Services

Lim Kok Fuat

Head, Commercial Banking

Lim Hsien Loong

Head, Consumer Financial Services

Liu Tingting

Head, Risk Management

Chong Foo Lim

Head, Internal Audit

Kee Chin Teck

Head, Legal and Compliance

Liau See Cheek

Head, Information Technology

Lin Pingfa

Head, Finance and Settlement

Zhong Xuejing

General Manager, Branch Administration

Chew Cheng Chan

J.P. MORGAN CHASE BANK BERHAD

Level 26-27, Menara Dion
Jalan Sultan Ismail
50250 Kuala Lumpur

Tel: 603-2270 4111
Fax: 603-2270 4110
Website: www.jpmorganaccess.com.my
SWIFT Code: CHASMYKX

BOARD OF DIRECTORS

Chairman

Kevin Wong Chee Wah

Directors

Steven Ronald Clayton
Anthony Julian Cole
Tan Sri Dato' Ahmad bin Mohd Don
Christine Lau Souk Huan
Faisal bin Ismail
Omar bin Merican

MANAGEMENT

Chief Executive Officer

Steven Ronald Clayton

Chief Administrative Officer

Alex Law

Directory of ABM Members (Cont'd)

(in accordance to alphabetical order of Member Banks)

Head of Treasury

Yong Eng Hwa

Treasury Services

Wong Hooi Ching

Global Corporate Banking

Steve Chen

Compliance

Chan Yew Ling

Client Credit Management

Leong Ket Ti

HEADS OF DIVISION

Finance

Mark Ling

Priority Sector

Goh Kee Boon

Global Technology Infrastructure

Lau Kam Fatt

Human Resources

Francis Yoong

Head of Wholesale Operations

Chua Seu Kee

MALAYAN BANKING BERHAD

14th Floor, Menara Maybank
100, Jalan Tun Perak
50050 Kuala Lumpur

Tel: 603-2070 8833 (General)
1-300-88-8899
(Maybank Group Customer Care)
Fax: 603-2711 3421
(Customer Feedback Management)
E-mail: publicaffairs@maybank.com.my
Website: www.maybank.com
SWIFT Code: MBBEMYKL

BOARD OF DIRECTORS

Chairman /Non-Independent

Non-Executive Director

Tan Sri Dato' Megat Zaharuddin Megat Mohd Nor

Vice Chairman/Independent

Non-Executive Director

Dato' Mohd Salleh Haji Harun

Non-Independent Executive Director/

President & CEO

Dato' Sri Abdul Wahid Omar

Independent Non-Executive Directors

Tan Sri Datuk Dr Hadenan A. Jalil

Dato' Seri Ismail Shahudin

Dato' Dr Tan Tat Wai

Alister Maitland (until 28 March 2013)

Cheah Teik Seng

Dato' Johan Ariffin

Datuk Mohaiyani Shamsudin

Erry Riyana Hardjapamekas

Non-Independent Non-Executive Director

Zainal Abidin bin Jamal

General Counsel and Company Secretary

Mohd Nazlan Mohd Ghazali

MANAGEMENT

President & CEO

Dato' Sri Abdul Wahid Omar

Group Chief Financial Officer

Mohamed Rafique Merican Mohd Wahiduddin Merican

Deputy President & Head, Community Financial Services

Datuk Lim Hong Tat

Deputy President & Head, Global Banking

Datuk Abdul Farid Alias

Group Chief Risk Officer

Dr John Lee Hin Hock

Head, Enterprise Transformation Services

Geoff Stecyk

Head, Group Human Capital

Nora Abd Manaf

Head, Islamic Banking & CEO, Maybank Islamic Berhad

Muzaffar Hisham

President Director, PT Bank Internasional Indonesia Tbk

Dato' Khairussaleh Ramli

CEO, Maybank Singapore

Pollie Sim Sio Hoong

Group CEO, Maybank Kim Eng & CEO, Maybank Investment Bank Berhad

Tengku Dato' Zafrul Tengku Abd Aziz

Head, Insurance and Takaful & CEO, Maybank Ageas Holdings Berhad

Hans de Cuyper (until 28 February 2013)

Acting Head, Insurance and Takaful & CEO, Maybank Ageas Holdings Berhad

Kamaludin Ahmad (from 1 March 2013)

Chief Strategy & Transformation Officer

Michael Foong Seong Yew

Directory of ABM Members (Cont'd)

(in accordance to alphabetical order of Member Banks)

MIZUHO CORPORATE BANK (MALAYSIA) BERHAD

Level 27, Menara Maxis
Kuala Lumpur City Centre
50088 Kuala Lumpur

Tel: 603-2058 6881
Fax: 603-2058 6988
SWIFT Code: MHCBMYKA

BOARD OF DIRECTORS

Chairman/Non-Executive Director

Hiroshi Suehiro

Non-Independent Non-Executive Director

Katsuyuki Mizuma

Managing Director/Chief Executive Officer

Hiroyuki Yoshinari

Independent Non-Executive Directors

Mohd Mokhtar bin Ghazali
Dato' Seri Talaat bin Husain

MANAGEMENT

Managing Director/Chief Executive Officer

Hiroyuki Yoshinari

Deputy Chief Executive Officer

Fumio Sakurai

HEADS OF DIVISION

Head of Corporate Banking I

Fumihiko Takeshita

Head of Corporate Banking II

Norsiah Hashim

Head of Risk Management

Shahriza Omar

Head of Treasury

Satoshi Obinata

Head of Operations

Kazuya Sakata

Head of Finance

Angie Soo

Head of Islamic Finance

Tomohiro Seo

Head of Internal Audit

Rajan Ganapathy

Head of Compliance/Legal

Shabreena Abdul Rahman

Head of General Affairs/Human Resource

Mayumi Miyagawa

Head of Information Technology

Ang Khay Hock

Head of Business Promotion Support

Alice Low

NATIONAL BANK OF ABU DHABI MALAYSIA BERHAD

Level 28, Menara Maxis
Kuala Lumpur City Centre
50088 Kuala Lumpur

Tel: 603-2330 3800
Fax: 603-2330 3801
E-mail: customersupport.malaysia@nbad.com
Website: www.nbad.ae
SWIFT Code: NBADMYKL

BOARD OF DIRECTORS

Chairman

Dr Michael H. Tomalin

Directors

Qamber Ali Al Mulla
Ernest Law Shee Wing
Datuk Nik Azman bin Mohd Zain
Ahmad Nazim bin Abd Rahman

MANAGEMENT

Chief Executive Officer

Leong See Meng

Head of Operations

Peter Cheah

Head of Finance

Tan Hai Huat

Head of Treasury

Sukardi Rahmani

Head of Corporate Banking

Naser Jan

HEADS OF DIVISION

Head of Operations

Peter Cheah

Head of Finance

Tan Hai Huat

Head of Treasury

Sukardi Rahmani

Head of Corporate Banking

Naser Jan

OCBC BANK (MALAYSIA) BERHAD

Menara OCBC
18, Jalan Tun Perak
50050 Kuala Lumpur

Tel: 603-2034 5034
Fax: 603-2698 4363
Website: www.ocbc.com.my
SWIFT Code: OCBCMYKL

BOARD OF DIRECTORS

Chairman

Tan Sri Dato' Nasruddin bin Bahari

Directory of ABM Members (Cont'd)

(in accordance to alphabetical order of Member Banks)

Deputy Chairman

Dato' Ooi Sang Kuang

Directors

Chew Sun Teong, Jeffrey

Ching Wei Hong

Dr Raja Lope bin Raja Shahrome

Tan Siok Choo

Lai Teck Poh

Darren Tan Siew Peng

Samuel Tsien

MANAGEMENT

Director & Chief Executive Officer

Chew Sun Teong, Jeffrey

Country Chief Risk Officer

Choo Yee Kwan

Chief Financial Officer

Teoh Yin Meng

Head of Business Banking Division

Ong Eng Bin

Head of Consumer Financial Services Division

Sik Wan King, Charles

Head of Treasury Division

Ng Seow Pang

Head of Investment Banking Division

Tan Ai Chin

Head of Transaction Banking Division (Acting)

Thing Tock Kong

Head of Operations Division

Lim Yau Seong

Head of Technology Division

Yeo Yew Seng

Head of Internal Audit Division

Joseph Chan Fook Onn

Head of Human Resource

Cheah Syn Yeam

Company Secretary

Quah Boon Huat

PUBLIC BANK BERHAD

Menara Public Bank

146, Jalan Ampang

50450 Kuala Lumpur

Tel: 603-2176 6000

603-2176 6666

603-2163 8888

603-2163 8899

Fax: 603-2163 9917

E-mail: customerservice@publicbank.com.my

Website: www.publicbank.com.my

SWIFT Code: PBBEMYKL

BOARD OF DIRECTORS

Chairman

Tan Sri Dato' Sri Dr Teh Hong Piow

Co-Chairman

Tan Sri Datuk Seri Utama Thong Yaw Hong

Managing Director

Tan Sri Dato' Sri Tay Ah Lek

Executive Director

Dato' Sri Lee Kong Lam

Non-Executive Directors

Dato' Yeoh Chin Kee

Dato' Haji Abdul Aziz bin Dato' Dr Omar

Quah Poh Keat

Tang Wing Chew

Lai Wan

Lai Wai Keen

MANAGEMENT

Managing Director

Tan Sri Dato' Sri Tay Ah Lek

Executive Director

Dato' Sri Lee Kong Lam

Chief Operating Officers

Dato' Chang Kat Kiam

Sulaiman bin Abd Manap

HEADS OF DIVISION

Senior General Manager, Public Affairs Division

Ab Razak bin Mohd Dali

Senior General Manager, Secretariat Division

Dato' Chia Lee Kee

Senior General Manager, PB Card Services & Support

Chong You Lin

Senior General Manager, Corporate Banking

Chan Chew Fung

Senior General Manager, Finance/Corporate Planning & Strategy/ Information Technology

Chang Siew Yen

Chief Financial Officer

Yik Sook Ling

Group Chief Internal Auditor

Chai Ming Kiat

General Manager, Credit Administration & Supervision Division

Chan Kok Kwai, Eddie

General Manager, Knowledge & Learning

Koay Seok Khim

General Manager, Compliance Division

Lim Then Fui

General Manager, Human Resource Division

Marlene Goh

Directory of ABM Members (Cont'd)

(in accordance to alphabetical order of Member Banks)

General Manager, Information Technology Division

Tan Teck Kong

Director, Security Division

Haji A. Wahab bin A. Raman

Director, Retail Financial Services Division

Chan Chew Peng

Director, Risk Management Division

Jasmine Loh Sook Ling (from 1 January 2013)

Director, Treasury Division

Lim Lye Ping (from 1 January 2013)

Director, Banking Operations Division

Patrick Lim Yoong Leng

Director, Credit Operations Division

Quah Ewe Lee

Director, Property Division

Sim Goay Chye

Director, HP Operations

Wong Man Hoe (from 1 January 2013)

RHB BANK BERHAD

Head Office

Towers Two & Three

RHB Centre

Jalan Tun Razak

50400 Kuala Lumpur

Tel: 603-9287 8888

Fax: 603-9287 9000

Website: www.rhb.com.my

SWIFT Code: RHBBMYKL

BOARD OF DIRECTORS

Chairman

Tan Sri Azlan Zainol

Directors

Haji Khairuddin Ahmad

Ong Seng Pheow

Choong Tuck Oon

Dato' Mohd Ali Mohd Tahir

Abdul Aziz Peru Mohamed

Dato' Mohamed Khadar Merican

Managing Director

Johari Abdul Muid

GROUP SENIOR MANAGEMENT

Group Managing Director

Kellee Kam Chee Khiong

Managing Director, RHB Bank Berhad

Johari Abdul Muid

Officer in Charge, RHB Investment Bank Berhad

Mike Chan Cheong Yuen

Managing Director, RHB Insurance Berhad

Kong Shu Yin

Managing Director, RHB Investment Management Sdn Bhd

Anthony Siau Ming Chong

Group Chief Financial Officer

Prem Kumar

Director, Group Corporate Services

Norazzah Sulaiman

Director, Group Risk Management

Patrick Ho Kwong Hoong

Director, Retail Banking

Vince Au Yoong See Weng

Director, Branch Management

Yeoh Beng Hooi

Director, Global Financial Banking and Head, Group Japanese Business

Akira Miyama

Director, Business Banking

Amy Ooi Swee Lian

Director, Corporate Banking

Mike Chan Cheong Yuen

Director, Treasury and Transaction Services

Michael Lim Kheng Boon

Director, Human Resource Management (Acting)

Azaharin Abd Latiff

Director, Operations

Ee Yew Chai

Chief Internal Auditor

Wong Yih Yin

Head, Group Secretariat & Security Services

Azman Shah Md Yaman

Head, Group Strategic IT

Ho Sin Kheong

Head, Credit Management

Mazlan Md Yusof

Head, Compliance

V. Maslamani a/l Vatharajoo

STANDARD CHARTERED BANK MALAYSIA BERHAD

Menara Standard Chartered

30, Jalan Sultan Ismail

50250 Kuala Lumpur

Tel: 603-2117 7777

Fax: 603-2711 6006

Website: www.standardchartered.com.my

SWIFT Code: SCBLMYKX

BOARD OF DIRECTORS

Chairman

Tan Sri Dato' Mohd Sheriff Mohd Kassim

Executive Director

Osman Tarique Morad

Directory of ABM Members (Cont'd)

(in accordance to alphabetical order of Member Banks)

Non-Executive Directors

Neeraj Swaroop
Datuk Abu Hassan Kendut
Datuk Ishak Imam Abas
Datuk Seri Michael Yam Kong Choy
Karen Fawcett
Edward Martin Williams

MANAGEMENT

Chief Executive Officer & Managing Director

Osman Tarique Morad

HEADS OF DIVISION

Country Head, Consumer Banking

Sonia Bozena Wedrychowiec-Horbatowska

Head of Global Markets

Leon Koay Li Onn

Managing Director, Origination & Client Coverage, Wholesale Banking

Saif Malik

Chief Financial Officer

Raymond Wong Lai Loong

Country Head, Human Resources

Rahmat Roslan Hashim

Head of Compliance

Irene Tan Li Ching

Country Head of Corporate Affairs

Norliza Kamaruddin

Chief Information Officer

Arif Siddiqui

Country Chief Risk Officer

Jai Raj Batra

Chief Executive Officer, Standard Chartered Saadiq Berhad

Wasim Akhtar Saifi

SUMITOMO MITSUI BANKING CORPORATION MALAYSIA BERHAD

Level 51, Vista Tower
The Intermark
348, Jalan Tun Razak
50400 Kuala Lumpur

Tel: 603-2168 1500
Fax: 603-2168 1770
E-mail: GeneralEnquiries@my.smbc.co.jp
Website: www.smbc.co.jp/global/malaysia/index.html
SWIFT Code: SMBCMYKL

BOARD OF DIRECTORS

Chairman/Independent Non-Executive Director

Razman Hafidz bin Abu Zarim

Chief Executive Officer/Non-Independent Executive Director

Hitoshi Suyama

Non-Independent Non-Executive Directors

Masayuki Shimura
Hiroshi Irie

Independent Non-Executive Director

Lim Choon Eng

MANAGEMENT

President/CEO

Hitoshi Suyama

Deputy President

Takeshi Futagami

Head of Treasury

Atsushi Morimoto

Head of Business Promotion 1 (Japanese Corporate), Business Promotion 2 (Non-Japanese Corporate) and Strategic Business Promotion

Kazunori Murakami

Head of Credit Risk Management

Chew Ae Hoh

Head of Market Risk Management

Khaizy Osman

Head of Cash Management Services

Maszeri Maisah

Head of Internal Audit

Stephen Chin

Head of Compliance

Albert Tai

Head of Legal

Carolyn Chow

Head of Human Resource

Ng Soon Mong

Head of Planning

Takeo Kaminaga

Head of Cash Department

Joanne Khoo

THE BANK OF NOVA SCOTIA BERHAD

Menara Boustead
69, Jalan Raja Chulan
50200 Kuala Lumpur

Tel: 603-2141 0766
Fax: 603-2141 2160
E-mail: bns.kualalumpur@scotiabank.com
Website: www.scotiabank.com.my
SWIFT Code: NOSCMYKL

BOARD OF DIRECTORS

Chairman

Claude David Morin

Directory of ABM Members (Cont'd)

(in accordance to alphabetical order of Member Banks)

Directors

Philip Victor Seymour
Dato' Kok Wee Kiat
Geh Cheng Hooi
Rasool Khan

MANAGEMENT

Managing Director

Rasool Khan

Director & Head of Corporate and Commercial Banking

Lodewijk Govaerts

Director, Credit Solutions

Sivadas Menon

Senior Manager, Operations

Leong Soon Cheong

HEADS OF DIVISION

Director & Head of Commercial Branches

Low Kok Ang

Director, Treasury

Kenny Foong

Senior Relationship Managers

Terence Chin
Shaleza Mohd Hanif
Lai Swee Kim
Jasmand Ng Kok Khoo
Mohamed Azman Mohamed Taufik

THE ROYAL BANK OF SCOTLAND BERHAD

Level 1, Menara Maxis
Kuala Lumpur City Centre
50088 Kuala Lumpur

Tel: 603-2160 9888
Fax: 603-2160 9993
Website: www.rbs.my
SWIFT Code: ABNAMYKL

BOARD OF DIRECTORS

Chairman

General (Rtd) Tan Sri Dato' Mohd Ghazali Seth

Managing Director

Andrew Mark Sill

Directors

Dato' Jorgen Bornhoft
Tan Sri Datuk Asmat Kamaludin
Choo Tuck Wai
Peter Andrew Akwaboah
David Edward Hourican

Company Secretary

Chua Siew Chuan

MANAGEMENT

Managing Director/Country Executive

Andrew Mark Sill

Chief Operating Officer

Lim Yu Mei

Chief Financial Officer

Jeremy Loh

Country Credit Risk Officer (Acting)

Arief Ariyana

Treasurer

Rozainol Bahari

UNITED OVERSEAS BANK (MALAYSIA) BHD

Menara UOB
Jalan Raja Laut
50350 Kuala Lumpur

Tel: 603-2692 7722
Fax: 603-2691 0281
E-mail: uob121@uob.com.my
Website: www.uob.com.my
SWIFT Code: UOVBMKYL

BOARD OF DIRECTORS

Chairman

Wee Cho Yaw

Directors

Wee Ee Cheong
Francis Lee Chin Yong
Abdul Latif bin Yahaya
Datuk Abu Huraira bin Abu Yazid
Ong Yew Huat (from 2 January 2013)
Wong Kim Choong

SENIOR MANAGEMENT

Chief Executive Officer

Wong Kim Choong

Managing Director

Country Head, Personal Financial Services

Kevin Lam Sai Yoke

Managing Director

Country Head, Global Markets & Investment Management

Michael Beh Soo Heng

Managing Director

Country Head, Debt Capital Markets/Corporate Finance, Investment Banking

Phoebe Yap

Managing Director

Country Head, Specialised Financing

Steven Ng Ling Tee

Executive Director

Country Head, Finance & Corporate Services

Chief Financial Officer

Albert Quah Chei Jin

Directory of ABM Members (Cont'd)

(in accordance to alphabetical order of Member Banks)

Executive Director

Country Head, Risk Management

Alex Por Peng Seong

Executive Director

Country Head, Transaction Banking

Andre Lee Ean Chye

Executive Director

Country Head, Commercial Banking II

Beh Wee Khee

Executive Director

Head, Retail Technology & Operations

Chan Shu Peng

Executive Director

Head, Wholesale/Treasury

Technology & Operations

Chun Choy Wan

Executive Director

Country Head, Credit – Corporates & Financial Institutions

David Tan Kok Soon

Executive Director

Head, High Networth Banking

Goh Cheng Ean

Executive Director

Country Head, Commercial Banking I

Kan Wing Yin

Executive Director

Head, Sales & Distribution, Personal Financial Services

Khoo Chock Seang

Executive Director

Country Head, Human Resources

Lee Voon Seng

Executive Director

Country Head, Corporate Banking II

Lim Jit Yang

Executive Director

Country Head, Special Assets Management

Linda Tan Mei Lin

Executive Director

Country Head, Credit – Middle Market

Low Choon Seong

Executive Director

Country Head, Technology & Operations

Lum Chee Onn

Executive Director

Country Head, Bumiputera Business Banking

Mohd Fhauzi bin Muridan

Executive Director

Country Head, Internal Audit

Ong Yee Ben

Executive Director

Country Head, Business Banking

Raymond Chui Keng Leng

Executive Director

Country Head, Corporate Banking I

Steven Loong See Meng

Executive Director

Country Head, Credit – Retail

Wee Hock Kiong

Executive Director

Country Head, Channels

Yap Kok Tee

Vision and Mission

The Association of Banks in Malaysia (ABM) was formed in November 1973 with the primary objective of establishing and promoting a sound banking system in Malaysia in cooperation and consultation with Bank Negara Malaysia. Its members comprise the 27 commercial banks that currently operate in Malaysia.

Guided first and foremost by its mission statement, “Forging public understanding for a responsible and responsive banking industry”, ABM takes on the role of an important intermediary between bank customers and the member banks. In this respect it assists in bridging any gaps which may occur in the individual bank’s communication with its customers where necessary.

On a broader front, ABM pursues a wide-ranging set of issues and policies affecting banking infrastructure and clearing system, as well as areas such as consumer education, risk management and talent development to establish best practises and set industry standards. All in all, ABM strives to facilitate and create a conducive banking environment whilst promoting orderliness and ethical behaviour.



PERSATUAN BANK BANK DALAM MALAYSIA
THE ASSOCIATION OF BANKS IN MALAYSIA

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