

Business Banking



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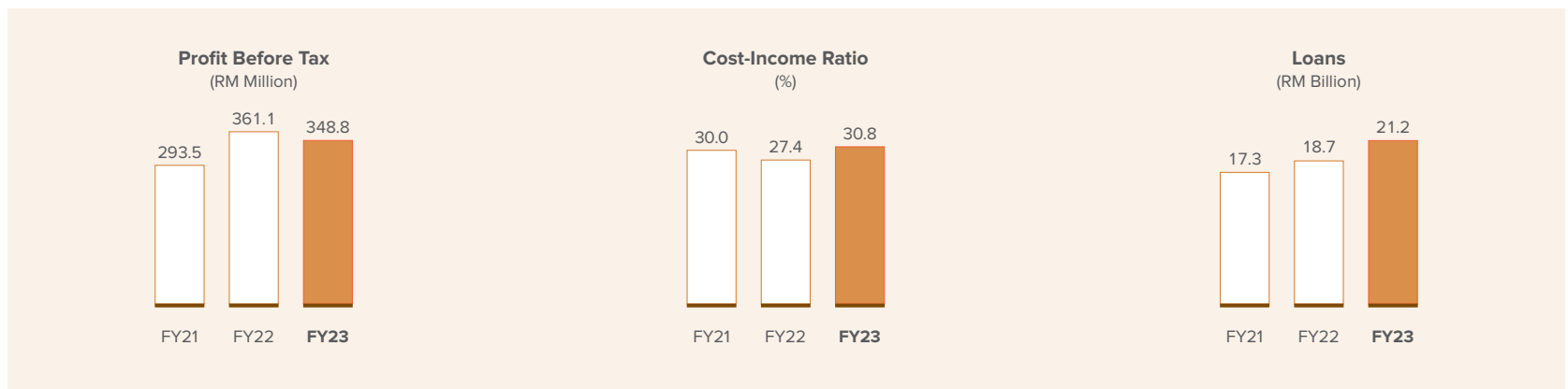
Our Competitive Advantage

Business Banking serves companies from the small, medium and large enterprises. The division provides banking solutions that nurture and grow Malaysia’s entrepreneurs through our network of 48 Business Centres nationwide. We adopt a high-touch relationship model combined with bespoke solutions comprising financing, transaction banking, business wealth and bancassurance to holistically serve more than 13,000 businesses throughout the nation.

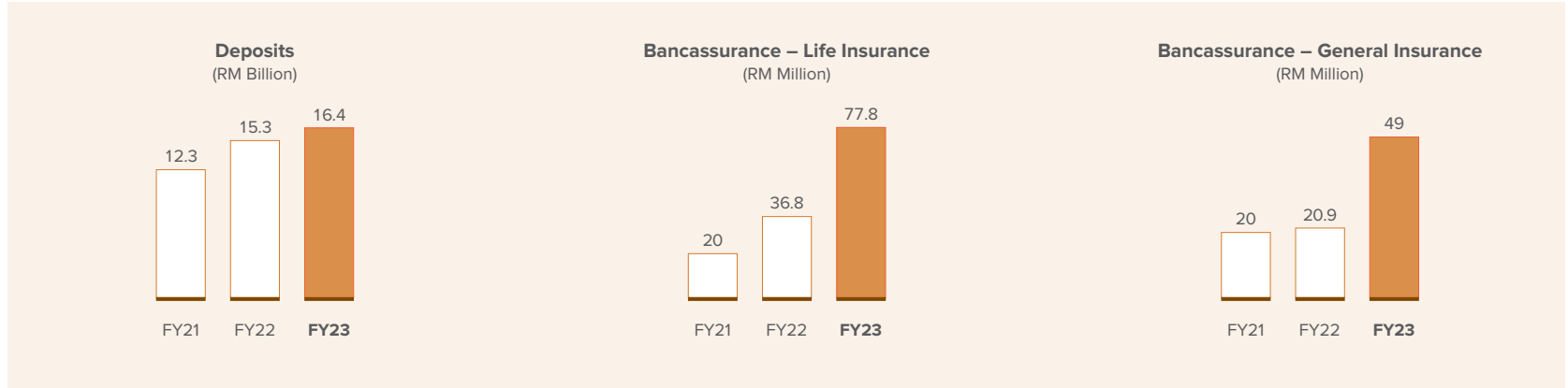
We strive to create holistic relationships that extend beyond financing through innovative value-add products and development initiatives to help businesses accelerate, adapt and sustain during this transformative period.

PERFORMANCE OVERVIEW

In the year under review, Business Banking has achieved a 22% growth in revenue, with a strategic focus on high-yielding products and business advisory capabilities such as Forex & Deposits, Bancassurance and Corporate Finance. We have also achieved a growth of 13.1% for loans and 7.4% for deposits in FY2023.



BUSINESS REVIEW
Business Banking



KEY INITIATIVES & OUTCOMES

Key Initiatives

Financing a sustainable future



- Through the promotion of sustainable financing, we have disbursed over RM8 billion of new loans, of which over 98% are with a low ESG Risk grade.
- We have also successfully disbursed close to RM1.2 billion worth of green financing in the last year.
- We have participated in various BNM and government schemes in our quest to support the SME sector, disbursing a total of over RM2 billion in financing.

Future Proofing AmBank's SME Segment



- We continue to leverage strategic collaborations to provide our clientele with optimum solutions.
- In the last year, we have launched partnerships in which we worked with a technology provider of a GHG accounting system to help SMEs track their GHG emissions.
- Through our business development platform, the AmBank BizRACE Season 3, we have assisted with over RM30 million in bridging financing for participants to implement their smart automation projects.
- In November 2022, we sent over 20 business delegates from the AmBank BizRACE programme to attend a 3-day Executive Development Course on Strategic Decision Making at Cambridge Judge Business School where they were joined by other business owners from around the world.
- The trip also covered an innovation course with a smart technology themed expedition to Germany and Austria to learn about the revolution of smart automation through visits to automobile museums and Bosch's Innovation Centre.
- Through our Road to Capital Markets Series which was launched to educate and guide our SME clients in their journey towards becoming a publicly listed company, we have obtained more than RM5 billion in loans and achieved RM63 million in revenue.

BUSINESS REVIEW

Business Banking

Key Initiatives

Focusing on high growth areas



- In 2022, we formed a partnership with Gulf International Bank to enhance the current process and service levels such as same-day settlement, competitive FX rates and lower transaction costs as well as improved transaction reconciliation.
- We are also tapping into FDI opportunities to capitalise on the potential influx of foreign investments, which is expected to grow and benefit SMEs involved in the supply chain of multinational corporations (MNCs).
- We have formed strategic alliances with listed companies and property developers to offer dedicated financing packages to end-buyers and business expansion programmes for our customers. These include our partnership with Ideal Property Group and NCT Group, in which we offer packages of up to 200% Margin of Advance to end-buyers in Penang.
- We are also collaborating with various players to develop a unique selling proposition for the Joint Management Bodies ecosystem to enhance efficiency in our collections and reconciliation platforms. Through our enhanced payment gateway, our merchants and sellers can collect payments via Internet and mobile banking of participating banks with immediate crediting into seller's accounts.

SUSTAINABILITY HIGHLIGHTS

ESG awareness



- We hosted several seminars on ESG awareness to help SMEs elevate the key themes in the transition to a more sustainable financial future, benefiting close to 1,000 businesses.
- We have disbursed over RM1.2 billion green financing to our clients in the last year.
- We strengthened collaborations with customers and green service providers to develop innovative financing structures for projects such as sustainable industrial parks, solar panel installations and smart automation enhancements.

Awards & Recognition

1. Global Banking & Finance Review

- Best SME Bank 2023

OUTLOOK

With the reopening of the economy, we are optimistic about the prospects of the small, medium and large enterprises in the country. Businesses are continuing to experience growth and taking a greater interest in managing cash flow and overcoming supply chain disruptions. Many organisations are also placing an increased focus on ESG to ensure continued growth and sustainability. To support SMEs through their long-term growth and expansion, we are integrating these new trends into our solutions and beyond financing initiatives. We are continuing to provide support through financing low carbon initiatives and creating awareness about the development and implementation of smart and green technologies.

