# Key Highlights

## Business Highlights



#### TRACTION IN THE TOP 4 STRATEGY

We are in the final year of our Top 4 Strategy and have achieved tangible results which positively contributed to our Top 4 aspirations



#### **NEW DIGITAL CAPABILITIES**

We launched AMY™, a virtual financial assistant for AmOnline mobile banking, as well as formed strategic partnerships with industry players to diversify our ePayment offerings



#### **LEADERSHIP AND TALENT**

We invested in developing and nurturing future talents to ensure AmBankers succeed in their careers and are groomed as future leaders of the Bank



### HOLISTIC BRANCH MODEL

We have a new branch model that encompasses digitally-enabled capabilities to deliver seamless products and services across all lines of business to our valued customers





## **Financial Highlights**



**TOTAL INCOME** 

RM4,227.2 Million



**COST TO INCOME RATIO** 

49.9%



PROFIT ATTRIBUTABLE TO SHAREHOLDERS RM1,340.7

Million



GROSS LOANS, ADVANCES AND FINANCING

RM107.2 Billion



CUSTOMER DEPOSITS

RM113.0 Billion



CET1 CAPITAL RATIO

12.4%



RETURN ON EQUITY

7.4%



**DIVIDEND** PAYOUT RATIO

30.0%

05 Leadership 06 Sustainability Report 07 Additional Information **INTEGRATED REPORT 2020**