

## **OCBC MALAYSIA'S *RM CHAT* & *FRANK* DIGITAL INITIATIVES WIN SINGAPORE BUSINESS REVIEW AWARDS**

Kuala Lumpur, 11 May 2021– OCBC Bank (Malaysia) Berhad (OCBC Bank) has bagged top honours for its two recent digital initiatives – *OCBC RM Chat* and *Frank by OCBC* – in the banking category of *Singapore Business Review's* recent Malaysia International Business Awards 2021 and Malaysia Technology Excellence Awards 2021 respectively.

Rolled out in January this year, *OCBC RM Chat* is the country's first secure chat service, introduced as part of the Bank's digital banking journey. The service enables the Bank's Premier Banking and Premier Private Client customers to communicate and place daily banking and wealth trade instructions securely with their Relationship Managers (RMs). *OCBC RM*



Ms Anne Leh, Head of Consumer Financial Services, OCBC Bank receiving the awards from Mr Nick Atkinson, Contributing Editor of the Singapore Business Review

*Chat* resides on the OCBC Internet Banking and Mobile Banking platforms and operates like popular chat services such as WhatsApp and WeChat, with all data transmitted through an end-to-end encrypted system using the AES-256 (military grade) encryption standard.

*Frank by OCBC*, introduced in September last year, aims to cement the Bank's thrust into digital banking through an overarching initiative that offers the mobile generation greater personal control over their finances – entirely on their mobile phones.

Editor in Chief of Singapore Business Review, Tim Charlton, said, “As we've seen in this year's winners, digital transformation is paving the way for banks to expand their potential and impart exceptional services to their customers and clients. What's impressive, however, is that they have accomplished these innovations at a difficult and challenging time for everyone. It's a remarkable achievement for OCBC, and we look forward to seeing more technological breakthroughs ahead.”



Ms Anne Leh, Head of Consumer Financial Services, OCBC Bank (fourth from left) with the *Frank by OCBC* team with their award



Ms Anne Leh, Head of Consumer Financial Services, OCBC Bank (fourth from left) with the *OCBC RM Chat* team with their award

According to OCBC Bank Head of Consumer Financial Services, Ms Anne Leh, the double win is a testament to OCBC Bank’s commitment to delivering best-in-class digital banking offerings to its customers.

“We are pleased to have won these significant digital-based accolades which affirm we are on the right track in our technology-driven endeavours and in our quest to make things simple and convenient for our customers. We are always striving to better understand our customers’ needs and this award provides us with even greater impetus to work harder to innovate and roll out even more offerings in the near future,” she said.

For more information on *OCBC RM Chat* please visit [www.ocbc.com.my/pbservice](http://www.ocbc.com.my/pbservice) and for *FRANK by OCBC*, please visit <https://www.frankbyocbc.com.my/>

## **About OCBC Bank**

OCBC Bank is the longest established Singapore bank, formed in 1932 from the merger of three local banks, the oldest of which was founded in 1912. It is now the second largest financial services group in Southeast Asia by assets and one of the world's most highly-rated banks, with Aa1 by Moody's and AA- by both Fitch and S&P. Recognised for its financial strength and stability, OCBC Bank is consistently ranked among the World's Top 50 Safest Banks by Global Finance and has been named Best Managed Bank in Singapore by The Asian Banker.

OCBC Bank and its subsidiaries offer a broad array of commercial banking, specialist financial and wealth management services, ranging from consumer, corporate, investment, private and transaction banking to treasury, insurance, asset management and stockbroking services.

OCBC Bank's key markets are Singapore, Malaysia, Indonesia and Greater China. It has more than 470 branches and representative offices in 19 countries and regions. These include over 230 branches and offices in Indonesia under subsidiary Bank OCBC NISP, and over 70 branches and offices in Mainland China, Hong Kong SAR and Macau SAR under OCBC Wing Hang.

OCBC Bank's private banking services are provided by its wholly-owned subsidiary Bank of Singapore, which operates on a unique open-architecture product platform to source for the best-in-class products to meet its clients' goals.

OCBC Bank's insurance subsidiary, Great Eastern Holdings, is the oldest and most established life insurance group in Singapore and Malaysia. Its asset management subsidiary, Lion Global Investors, is one of the largest private sector asset management companies in Southeast Asia.

OCBC Bank offers Islamic banking products and services in Malaysia through its wholly-owned subsidiary, OCBC Al-Amin Bank Berhad.

For more information, please visit [www.ocbc.com](http://www.ocbc.com).