

Press release

CTBC receives Best Managed Bank, Best CEO honors at The Asian Banker Awards

TAIPEI, Taiwan, Oct. 19, 2020—CTBC Bank’s customer-first response to the Covid-19 pandemic has been recognized at *The Asian Banker Awards*, with the bank being the only Taiwanese financial institution to pick up two honors at the event.

Chairman Morris Li received the award of the Best CEO in Taiwan for leading the bank’s tech innovation-led response to the crisis. Similarly, CTBC Bank’s digital-first approach to delivering financial relief to those in need earned it the Best Managed Bank in Taiwan.

The Asian Banker, an esteemed financial magazine covering Asia, the Pacific and the Middle East, organized the Oct. 15 awards ceremony completely online. This reminder of the ongoing pandemic wasn’t lost on Li, who said in his acceptance speech that the encouragement offered by the awards was especially appreciated during such trying times.

In the face of Covid-19, companies must step up their efforts in order to maintain competitiveness, Li said. CTBC Bank has done so by emphasizing agile thinking, rapid response and adaptation, and a customer-first focus, he said, adding that its long-running efforts in digital transformation had proven particularly helpful.

At the center of CTBC Bank’s award-winning pandemic response was the creation of an online platform on which affected workers could apply for relief loans. Devised as part of an industry-wide, government-led relief program, the platform was developed and launched within a matter of days, and received and processed more than 280,000 applications within six weeks — more than any other bank.

The bank also mobilized a team of over 2,600 employees to provide pandemic relief-related services and launched a series of measures to provide relief for both small and medium-sized enterprises as well as the general population.

These measures included interest rate cuts for mortgages and personal credit loans, reductions in revolving interest rates on credit cards and extensions or discounts on corporate working capital loans. Besides, rent was also lowered for businesses in its headquarters, CTBC Financial Park, with reductions of up to 86%.



CTBC Bank Chairman Morris Li poses with his Best CEO Award, which he received during the Asian Banker Awards. CTBC Bank was the only Taiwanese financial institution to pick up two honors at the ceremony, winning Best CEO and Best Managed Bank in Taiwan. Photo source: CTBC Bank

Media inquiries

CTBC Bank Public Relations Department

David Li +886 2 3327-7777 ext. 6419

Sherry Fang +886 2 3327-7777 ext. 6711

About CTBC Bank

CTBC Bank, a subsidiary of CTBC Holding (TPE: 2891), was established in 1966 and has been helping build customers' personal wealth and Taiwan's economy for more than 50 years. In addition to its 152 branches nationwide, CTBC Bank has the most extensive international presence of any Taiwanese bank, with 116 overseas branches across 14 countries and regions. Having purchased a subsidiary, The Tokyo Star Bank, in Japan and having established CTBC Bank subsidiaries in the U.S., Canada, the Philippines, and Indonesia, the Bank has laid a strong foundation for regional business, providing international enterprises with comprehensive transnational financial services.

Looking ahead, we plan to continue optimizing our international service network as well as to provide our customers with even more convenient global services. We will also continue to expand our efforts in operational performance, corporate governance, corporate social responsibility, and environmental sustainability as we cement our status as "Taiwan Champion, Asia Leader."