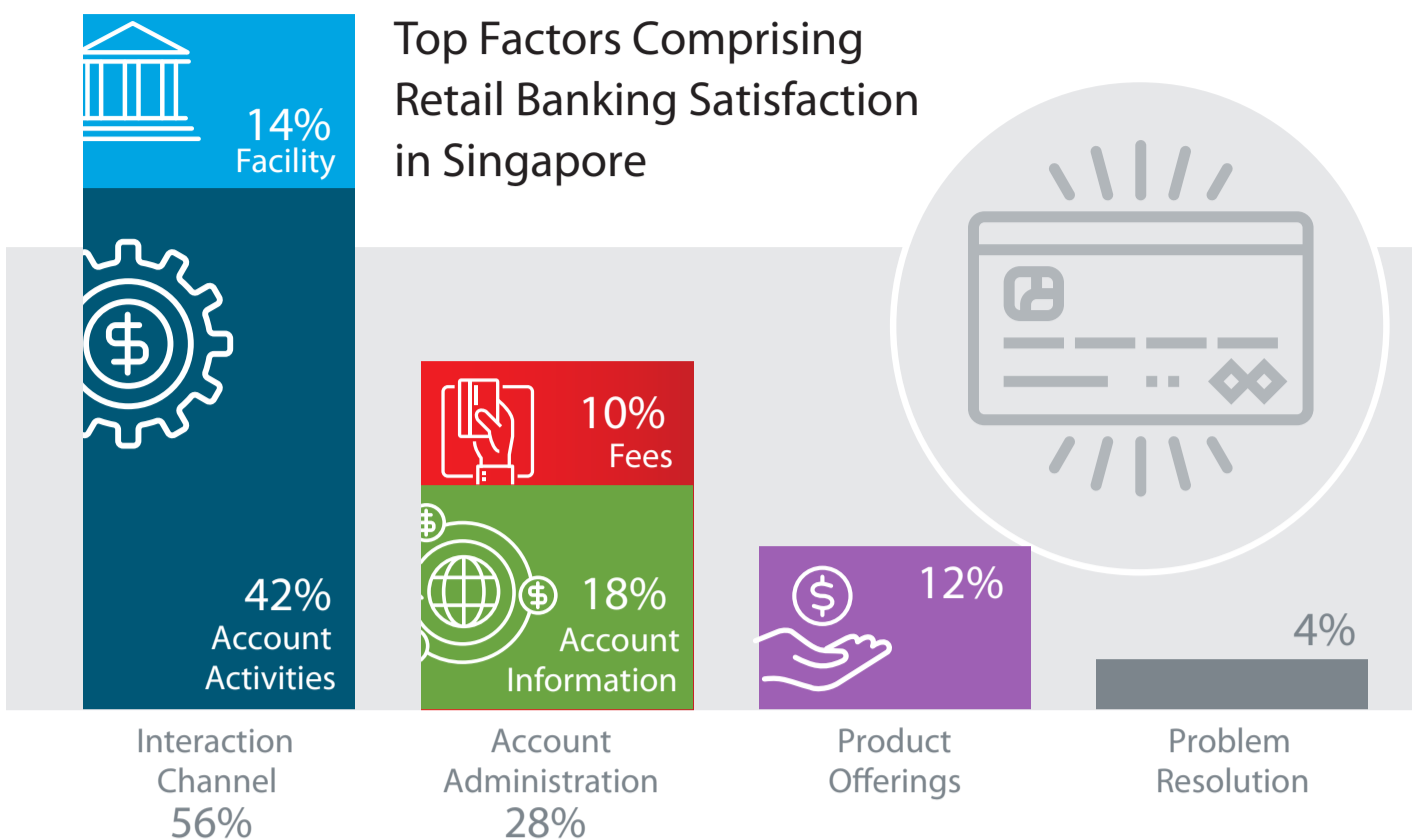
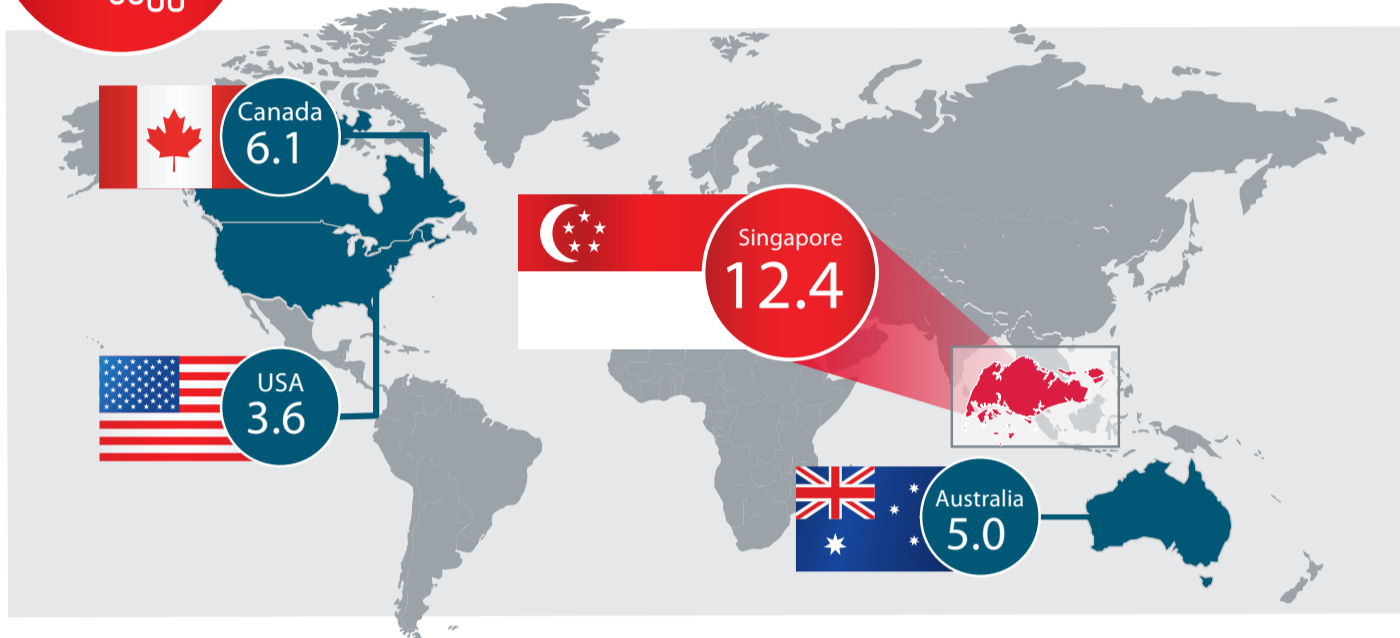


SPOTLIGHT | J.D. Power 2017 Singapore Retail Banking Satisfaction StudySM

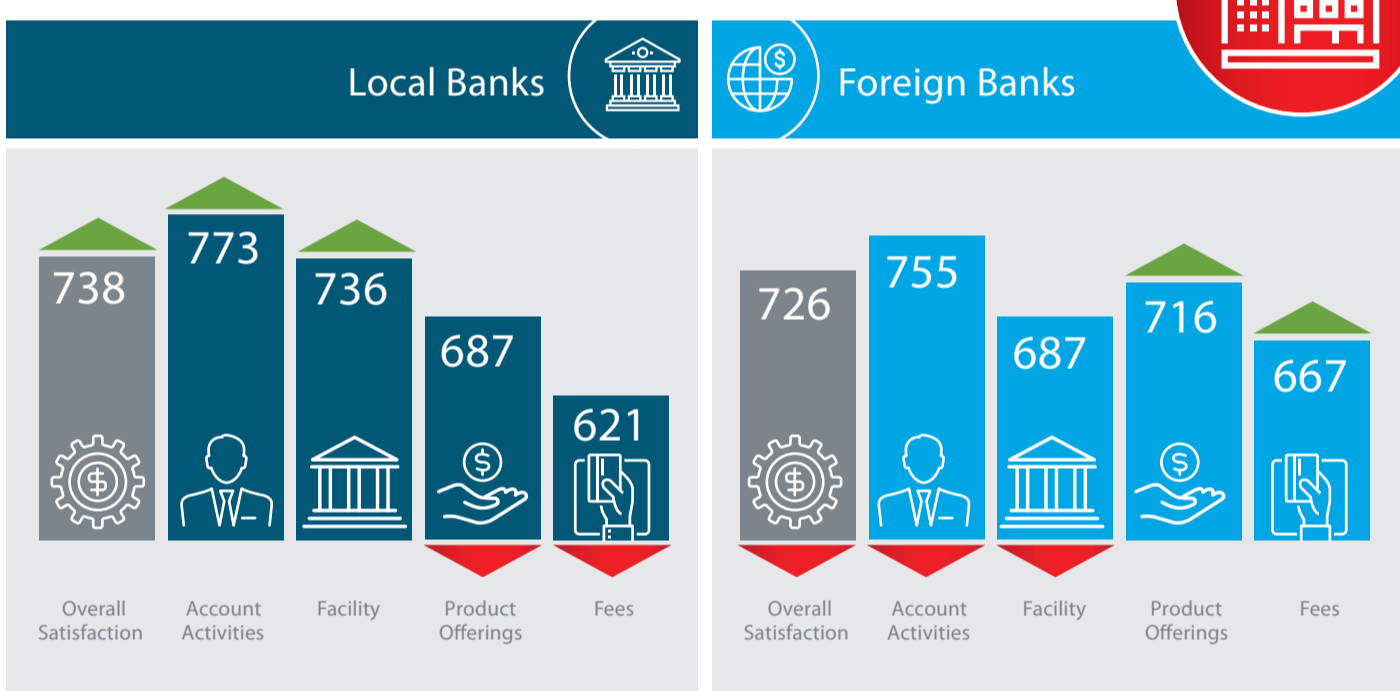


Are you being served?

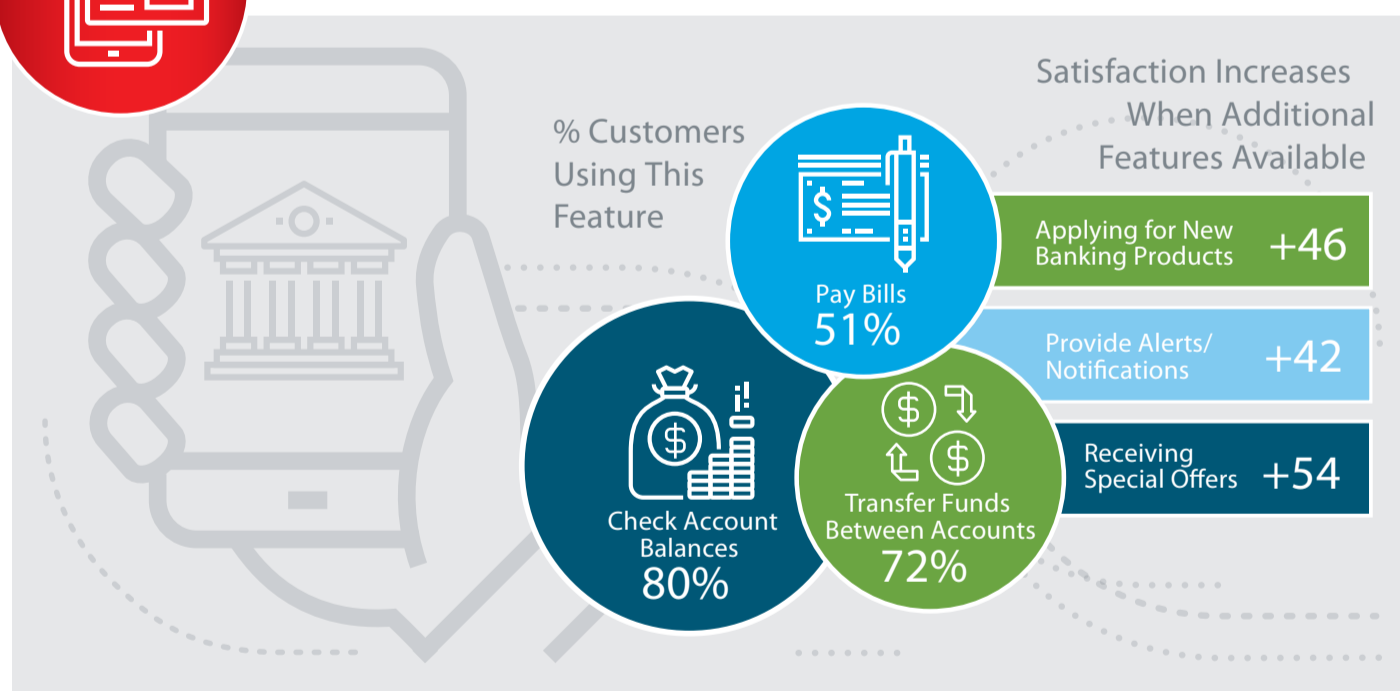
Average wait-time at branch in Singapore more than triple that of US, and double that of Australia and Canada



Local Banks vs. Foreign Banks



Mobile App Activities & Features



Brand Performance

J.D. Power 2017 Singapore Retail Banking StudySM

AWARD RECIPIENT:
OCBC

	RATINGS FACTORS						
	Overall Satisfaction	Interaction: Account Activities	Interaction: Facility	Account Administration: Account Information	Account Administration: Fees	Product Offerings	Problem Resolution
AWARD RECIPIENT: OCBC	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Citibank	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	—
DBS	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
POSB	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Standard Chartered	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	—
UOB	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
HSBC	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	—

●●●●● Among the best ●●●●● Better than most ●●●●● About average ●●●●● The rest

Please note that JDPower.com Power Circle Ratings may not include all information used to determine J.D. Power awards. See more: <http://www.jdpower.com/about-us/jdpower-ratings>