

Awards and Recognition

Given our solid financial strength and outstanding performance, we received various industry awards which have further reinforced our leading position in the market. We were named the Strongest Bank in Asia Pacific and Hong Kong by *The Asian Banker* in recognition of our ability to continuously increase profitability. In addition, we won a number of accolades acknowledging the achievements we have made in enhancing customer experience through continuous product and service innovation. These include awards for our RMB business, cash management, SME, Internet and mobile banking, and credit card services. The Group is also highly commended for its commitment to promote corporate social responsibility.

Financial Strength and Corporate Governance

- Strongest Bank in Asia Pacific and Hong Kong, Best Retail Bank in Hong Kong, Wealth Management Business of the Year, Best Cash Management Bank in Hong Kong, Best Transaction Bank in Hong Kong, Best Trade Finance Deal in Hong Kong and Best Mobile Social Media Engagement Project in Technology Innovation Awards (*The Asian Banker*)
- Best Bank in Hong Kong – Chinese Financial Institutions and Best FIG Deal (*FinanceAsia*)
- Hong Kong Domestic Cash Management Bank of the Year, Hong Kong Domestic Foreign Exchange Bank of the Year, Hong Kong Mobile Banking Initiative of the Year, Hong Kong Digital Banking Initiative of the Year and Hong Kong Social Media Initiative of the Year (*Asian Banking & Finance*)
- Best Consumer Digital Banks in Hong Kong (*Global Finance*)





Service Excellence

- Rank No. 1 as mandated lead arranger in the Hong Kong and Macau syndicated loan market for 12 consecutive years
(Basis Point)
- The Best SME's Partner Award
(The Hong Kong General Chamber of Small and Medium Business)
- Outstanding Import & Export Industry Partner Award
(The Hong Kong Chinese Importers' and Exporters' Association)
- Eleven honours in the Outstanding Financial Management Planner Awards **(The Hong Kong Institute of Bankers)**
- Top Performer (Bank and Services) and Mid-Year Encouragement Award in the Quality Service Scheme
(Mass Transit Railway Corporation Limited)
- Outstanding Claims Management Award Finalist
(The Hong Kong Federation of Insurers and Metro Finance)
- The Hong Kong Leaders' Choice Brand Awards **(Metro Finance and Metro Finance Digital):**
Excellent Brand of Mobile Banking
Excellent Brand of Foreign Exchange Services
Excellent Brand of Corporate Banking Services
Excellent Brand of Mobile Payments
Excellent Brand of Personal Credit Cards
Excellent Brand of Mortgage – Banking
Excellent Brand of Fund Investment Banking Services
Excellent Brand of Securities Services – Banking
- Financial Services Industry – Gold Bauhinia Award
(China Xinhua News Network Corporation)
- Best Custody Specialist – China **(The Asset)**
- Saving Plan – Excellence and Insurance Company of the Year – Outstanding Performance **(Bloomberg Businessweek)**
- Best Total Return of Greater China Equity (1 Year) – BOCHK All Weather CNY Equity Fund
(Chinese Asset Management Association of Hong Kong and Bloomberg)
- Fund of the Year Awards 2016 **(Benchmark):**
High Yield Fixed Income – Outstanding Achiever of Mutual Fund House
Best-In-Class, Manager of the Year Award – High Yield Fixed Income
- 2016 Best of the Best Awards **(Asia Asset Management):**
Best China Fund House in Hong Kong
Best RMB Manager in Hong Kong
Best of the Best Award – RMB Bonds in offshore category (5 Years)
- Wealth Management Awards 2016 **(Benchmark):**
Customer Insights – Best-in-Class
Innovation – Best-in-Class
Customer Support Team – Best-in-Class
High Net Worth Team – Outstanding Achiever
- Listed Company Award of Excellence (Blue Chip)
(Hong Kong Economic Journal)
- Outstanding Brand Award – Wealth Protection Insurance
(Economic Digest)
- Mortgage Services Award and Banking – Dual Currency Credit Card Services Award **(Sing Tao Daily)**
- My Favourite Wealth Management Banking Service Award and My Favourite “Belt and Road” Banking Service Award **(Sky Post)**
- My Favourite Dual Currency Credit Card Award and My Favourite Overseas Spending Award
(Hong Kong Economic Times and Sky Post)



Awards and Recognition



- The Best Life Insurance Award
(*Metro Daily* and *Metro Prosperity*)
- 2016 Metro Creative Awards: The Best Digital Campaign
(*Metro Daily*)
- My Most Favourite Credit Card for Travelling Award
(*U Magazine*)
- 2016 Wealth Money Management Awards – Best for Retail Focused Investment Solutions in Hong Kong
(*Wealth & Finance International*)

MasterCard Worldwide:

- Highest Market Share of Cross-border Cardholder Spending Volume in Macau
- Highest Market Share of Open Cards in Macau
- Highest Market Share of Cardholder Spending in Macau
- Highest Market Share of Open Cards in Hong Kong – 1st Runner Up
- Highest Market Share of Merchant Purchase Volume in Hong Kong – 2nd Runner Up

UnionPay International:

- Bank of the Year Award in Hong Kong & Macau
- Largest Card Number (Credit Card) in Hong Kong – Gold Award
- Highest Card Volume (Credit Card) in Hong Kong – Gold Award
- Highest Card Number Growth (Debit Card) in Hong Kong – Gold Award
- Highest Card Volume Growth (Debit Card) in Hong Kong – Gold Award
- Highest Acquiring Volume in Hong Kong – Gold Award
- Highest QuickPass Acquiring Volume in Hong Kong & Macau – Gold Award
- U-Plan – Innovative Acquiring Award in Hong Kong & Macau
- Highest UPOP Issuing Volume in Hong Kong & Macau – Gold Award

- Highest UPOP Acquiring Volume in Hong Kong & Macau – Gold Award
- Largest Active POS Number in Hong Kong – Silver Award
- Largest Card Number (Debit Card) in Hong Kong – Silver Award

RMB Business

- RMB Business Outstanding Awards
(**Metro Finance, Metro Finance Digital and Hong Kong Ta Kung Wen Wei Media Group**):
Outstanding Innovation – Innovative Products and Services for the Belt and Road Initiative
Outstanding Retail Banking – Comprehensive Investment Services
Outstanding Retail Banking – Comprehensive Banking Services
Outstanding Retail Banking – Insurance Services
Outstanding Retail Banking – E-banking
Outstanding Retail Banking – Credit Cards
Outstanding Retail Banking – Cross-border Mobile Payment Services
Outstanding Corporate/Commercial Banking – Cross-border All-round Services
Outstanding Treasury Business – (Foreign Exchange) Derivatives Trading
Outstanding Treasury Business – Dim Sum Bond Market Maker
Outstanding Insurance Business – Endowment Award
Outstanding Insurance Business – Annuity Award
Outstanding Insurance Business – Universal Life Award
Outstanding Insurance Business – Customer Service Award
- The Hong Kong Leaders' Choice Brand Awards
(**Metro Finance and Metro Finance Digital**):
Excellent Brand of RMB Banking Services
- Outstanding RMB Business Award – Innovative and Comprehensive Cross-border Financial Services (**Wen Wei Po**)
- My Favourite Renminbi Business Award (**Sky Post**)





Social Responsibility

Caring for Society

- Included as a constituent of the **Hang Seng Corporate Sustainability Index** and **Hang Seng (Mainland and HK) Corporate Sustainability Index** respectively, and a constituent of the **Hang Seng Corporate Sustainability Benchmark Index**
- A top 20 constituent stock of the **Hang Kong Business Sustainability Index**
- 10 Years Plus Caring Company Logo (**The Hong Kong Council of Social Service**)
- President's Award (**The Community Chest of Hong Kong**)
- Family-Friendly Employer, Special Mention Award and Award for Breastfeeding Support (**Family Council**)
- Barrier-free Facilities Caring Award (**People of Fortitude • International Mutual-aid Association for the Disabled**)

BOC Life:

- Employer of Choice Award 2016 (**JobMarket**)
- Outstanding Social Caring Organization Award (**Social Enterprise Research Institute**)
- Distinguished Family-Friendly Employer, Award for Innovation and Award for Breastfeeding Support (**Family Council**)



BOCCC:

- 5 Years Plus Caring Company Logo (**The Hong Kong Council of Social Service**)
- Gold Award for Volunteer Service – Organization (**Social Welfare Department**)

Environmental Protection

- Excellence of Environmental Contribution (**U Magazine**)
- My Favourite Green Banking Service Award (**Sky Post**)

BOC Life:

- Wastewi\$e Certificate – Excellence Level (**Environmental Campaign Committee**)



Talent Development Management

- Change Management Legal Team of the Year (**In - House Community**)
- Manpower Developer 1st (**Employees Retraining Board**)
- The Award for Excellence in Training and Development – Excellence Award (**Hong Kong Management Association**)
- FT Asia Pacific Innovative Lawyers Outstanding Individuals Awards (**Financial Times**)

