

# Awards and Recognition

Given our solid financial strength and outstanding performance of our major businesses, we were granted various industry awards which have further reinforced our leading market positions. We were named the Bank of the Year in Hong Kong by *The Banker* in the UK and 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 an array of accolades acknowledging our achievements in enhancing customer experience through continuous product and service innovation. These include awards for our RMB business, cash management, SME, internet and mobile banking, e-finance, trade finance and credit card services. The Group is also highly commended for its commitment to promote corporate social responsibility.

## Financial Strength and Corporate Governance

- Bank of the Year in Hong Kong (*The Banker*)
- Strongest Bank in Asia Pacific and Strongest Bank in Hong Kong (*The Asian Banker*)
- Listed Company Award of Excellence (Blue Chip) (*Hong Kong Economic Journal*)





## Service Excellence

- Achievement Award for Best Trade Finance Bank in Hong Kong and Best Corporate Trade Finance Deal in Thailand (**The Asian Banker**)
- Hong Kong Domestic Cash Management Bank of the Year, Hong Kong Mobile Banking Initiative of the Year, Hong Kong Digital Banking Initiative of the Year, Hong Kong Online Securities Platform of the Year and Hong Kong Domestic Foreign Exchange Bank of the Year (**Asian Banking & Finance**)
- Rank No. 1 as mandated lead arranger in the Hong Kong and Macao syndicated loan market for 13 consecutive years (**Basis Point**)
- Syndicated Corporate Deal of the Year (**Asia Pacific Loan Market Association**)
- The Best SME's Partner Gold 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**)
- IT Governance Achievement Awards (Non-Public Sector) – Gold Award (**Information Systems Audit and Control Association**)

- Best FinTech Gold Award (Emerging Solutions/Payment Innovation) and Best Smart Hong Kong (Digital Inclusion Application) – Certificate of Merit (**Office of the Government Chief Information Officer**)
- Ten honours in the Outstanding Financial Management Planner Awards (**The Hong Kong Institute of Bankers**)
- The Mystery Caller Assessment Gold Award and Banking – Best-in-Class Award (**Hong Kong Call Centre Association**)
- Key Business Partner in FIC Market (**Hong Kong Exchanges and Clearing Limited**)
- Offshore Investor Excellence Award (**China Foreign Exchange Trading System**)
- Malaysian e-Payment Excellent Award 2017: Best Emerging IBG Bank (**MyClear**, a subsidiary of Bank Negara Malaysia)
- Best Acquisition Financing Thailand of the Year (**The Asset**)
- 2017 Claims Awards Asia-Pacific (Claims Innovation of the Year) – Winner (**Insurance Post**)
- Cross Border Insurance Service – Excellence and Brand of the Year – Excellence (**Bloomberg Businessweek**)
- The Hong Kong Leaders' Choice Brand Awards (**Metro Finance**):  
 Excellent Brand of FinTech – Banking  
 Excellent Brand of Corporate Banking Services  
 Excellent Brand of Mobile Payment Services  
 Excellent Brand of Mortgage Services – Banking  
 Excellent Brand of Securities Services – Banking  
 Excellent Brand of Personal Credit Card  
 Excellent Brand of MPF Online Platform



## Awards and Recognition



- Fund of the Year Awards 2017 (**Benchmark**):  
China Fixed Income of House Award – Best-In-Class
- Wealth Management Awards 2017 (**Benchmark**):  
The High Net Worth Team of the Year  
Client Engagement – Best-In-Class  
Outstanding Customer Support Team
- Wealth & Money Management Awards – Best China Financial Institutions 2017 (**Wealth & Finance International**)
- Cross-border Banking Services Award (**Sing Tao Daily**)
- Outstanding Wealth Management Service (Banking), Excellence Award for Dual Currency Credit Card Product and Excellence Award for Overseas Spending (**Sky Post**)
- Outstanding Intelligent Personal Banking Services (**ET Net**)
- My Favourite Travelling Credit Card Award (**U Magazine**)
- **MasterCard Worldwide:**  
The Highest Market Share of Cross-border Cardholder Spending Volume In Macau  
The Highest Market Share of Cardholder Spending In Macau  
The Highest Growth of Open Cards In Hong Kong - 1st Runner Up  
The Highest Market Share of Open Cards In Hong Kong - 1st Runner Up
- The Best Travel Prepaid Card in Malaysia (**UnionPay International**)

## RMB Business

- RMB Business Outstanding Awards (**Metro Finance and Hong Kong Ta Kung Wen Wei Media Group**):  
Outstanding Treasury Business – Dim Sum Bond Market Maker  
Outstanding Retail Banking – Cross-border Wealth Management Service  
Outstanding Retail Banking – Cross-border Mobile Payment Service  
Outstanding Corporate/Commercial Banking – Cross-border All-round Services  
Outstanding Retail Banking – Credit Card  
Outstanding Insurance – Universal Life  
Outstanding Insurance – Customer Service
- The Hong Kong Leaders' Choice Brand Awards (**Metro Finance**):  
Excellent Brand of RMB Banking Services
- Fund of the Year Awards 2017 (**Benchmark**): RMB Fixed Income of House Award – Outstanding Achiever





## Social Responsibility

- 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 **Hong Kong Business Sustainability Index**
- 15 Years Plus Caring Company Logo (**The Hong Kong Council of Social Service**)
- Outstanding Corporate Social Responsibility Award (**The Mirror**)
- Selected as a Junzi Corporation 2017 (**Hang Seng Management College**)
- Platinum Award in the Charter on External Lighting Programme (**Environment Bureau**)
- Excellence of Environmental Contribution (**U Magazine**)

### BOC Life:

- Social Capital Builder (**Community Investment and Inclusion Fund of the Labour and Welfare Bureau**)
- Indoor Air Quality Certificate – Excellent Class (**Environmental Protection Department**)

### BOCCC:

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



## Talent Development Management

- Excellence in Talent Acquisition Gold Award and Excellence in Graduate Recruitment/Development Gold Award (**Human Resources**)
- Best Employer Branding Award (**CTgoodjobs**)
- Transformation Award 2017 – Silver Award (**LinkedIn HK**)
- The Top 20 Global General Counsel (**Financial Times**)

### BOC Life:

- Employer of Choice Award 2017 (**JobMarket**)

