Consumer Banking
- Bancassurance sales premiums rose 56% to S$1.1 billion, increased market share from 39% to 47%
- Unit trust sales rose 38% to S$1.1 billion, estimated market share of 40%
- New housing loans surged 67% to S$1.4 billion, ranked number one based on covenants lodged
- New car loans jumped 78% to more than S$1 billion
- Renovation loans increased 60%
- Credit card base expanded significantly to approximately half a million cards following the launch of OCBC Robinsons credit card
- Prestige Credit (now known as credit) customer base grew 20% to 140,000
- Participated in SPRING’s Loan Insurance Scheme Initiative for SMEs
- Bancassurance sales premiums rose

Investment Banking
- Underwrote and managed several fixed-rate bond issues by Singapore statutory boards, government-linked companies and other corporations
- Notable transactions include Frasers & Nesters’ S$750 million Medium Term Note programme and Tuan Power’s S$400 million fixed rate note issue
- Managed 1 IPOs, 4 financial advisory mandates for divestments and takeovers, and 3 secondary market capital raising exercises

Transaction Banking
- OCBC Bank named Best Corporate/Banking Institutional Internet Bank in Singapore and in the Asia-Pacific by US-based Global Finance magazine, mainly in recognition of the Bank’s online cash management system, Velocity@ocbc
- Online corporate customers now by 54%
- OCBC Bank was one of the pioneer banks in the consortium that launched QR, a multi-bank on-line payment gateway
- Joined the Continuous Linked Settlement system
- Appointed by a major international bank as their strategic partner to process payments for their domestic cash management services in Singapore

Asset Management
- Widen product range with launch of five principal protected funds
- S$4.6 billion in total assets under management and administration, increase of 9%
- 49 unit trusts with S$13.3 billion of funds under management, one of the largest unit trust fund managers in Singapore

Malaysia
- One of the largest foreign banks by assets, with 25 branches located throughout Peninsula Malaysia, Sabah and Sarawak
- 20 branches reorganized to new look by end of 2002, providing enhanced banking experience for customers
- Launched retail online banking service known as eCafe (e-Customer Activated Financial Experience)
- Outstanding housing loans jumped 28% to RM8.65 billion; new housing loan applications exceeded RM4 billion
- Lion Golden Dividend Plan achieved total sales premium of RM4.42 million
- Achieved unit trust sales of close to RM180 million
- Launched various cash management products for business clients, such as Auto-Credit /Debit /Payroll System
- Launched Islamic: Industrial Mie Purchase known as IFP-I
- Awarded Sahabat SMI Award (Friend of SMI) for the foreign bank with the highest sales of unit trusts in Malaysia
- Launched various cash management products for business clients, such as Auto-Credit /Debit /Payroll System
- Legal General Management Information and Human Resource systems upgraded with Oracle E-busines Suite
- Successfully integrated backroom operations of ex-Keppel TatLee Bank
- Implemented outsourcing of cash management services
- Continued enhancements made to Customer Relationship Management system
- Implemented Global Data Warehouse to facilitate improved profitability analysis of customers and products
- General Ledger Management Information and Human Resource systems upgraded with Oracle E-business Suite
- Integrated Financial Planning System with the fulfilment system of our insurance partner, Great Eastern Holdings, to facilitate faster response to customer requests
- Served top 50 Asian organisations best at “Adding business value through strategic use of information technology” by CIO Magazine in 2002
- Implemented outsourcing of outbound cheque clearing

Operations at a Glance