

# OUR JOURNEY

## 1920

Eastern Bank Limited (EBL) opens a branch in Chatham Street

## 1957

EBL was acquired by Chartered Bank

## 1969

Commercial Bank of Ceylon Limited was incorporated with EBL holding a 40% stake

## 1971

Business of EBL integrated with Chartered Bank

## 1972

First two branches opened in Galewela and Matale

## 1973

Acquired Galle, Jaffna and Kandy branches of Mercantile Bank Limited

## 1979

Offshore banking centre formed

## 1980

Commercial Development Company (CDC) formed to construct the Head Office building with 40% equity participation

## 1984

Head office moved to new premises at No. 21, Sir Razik Fareed Mawatha, (formerly Bristol Street), Colombo 1

## 1987

EBL changed its name to Standard Chartered (UK) Holdings Limit

## 1990

Introduced ATM facilities to customers

## 1993

Introduced core banking software- International Comprehensive Banking System (ICBS)

## 1996

Increased shareholding in CDC to 94.5% through a share swap

## 1997

Standard Chartered Bank sold its 40% stake in the Bank

## 1998

- First 365-day branch opened in Colombo 7
- All branches linked to ICBS except Jaffna

## 1999

Banking and supermarketing were combined by opening the first "MiniCom"

## 2000

Launched Internet Banking

## 2001

Opened the 100th branch at Kaduruwela and the Gold Trading Unit at the Foreign Branch

## 2003

Acquired operations of Crédit Agricole Indosuez in Bangladesh

## 2005

Raised USD 65 Mn. syndicated loan, becoming the 1st non-sovereign corporate in Sri Lanka to source external funding

## 2006

- Issued USD 10 Mn. bond, becoming the first indigenous bank to do so
- Opened 150th branch at Mahiyanganaya

## 2008

First Sri Lankan bank to be ranked among the top 1,000 banks in the world

## 2009

First Sri Lankan Bank to be certified CMMi

## 2010

Reached milestone 400th ATM at the Ruwanwella branch

## 2011

- Commenced "Sharia" compliant Islamic Banking
- Opened 200th branch in Kataragama
- Opened an exclusive "Elite" Branch at Colombo 7 for high net worth customers
- ATM network expanded to 500

## 2012

- Became the first Sri Lankan Bank to Link its ATMs to China UnionPay
- Raised USD 65 Mn., from the International Finance Corporation (IFC)
- Launched an exclusive savings account for women named "Anagi"

## 2013

- Launched sophisticated Internet Banking service (On-line Banking) in Bangladesh
- Raised a 10-year subordinated debt of USD 75 Mn. from IFC
- Opened "24-hour automated Banking Centre" at Ward Place

## 2014

- Bank's first "Forex ATM" installed at Crescat Boulevard
- Commissioned 600th ATM at the new Colombo Gold Centre
- Bank acquired the 100% stake of Indra Finance Limited
- Became the first Sri Lankan Bank to be granted a license by the Central Bank of Myanmar to operate a Representative Office

## 2015

- Launched paperless green banking facility
- Launched new generation of automated cash deposit terminals eliminating the use of paper
- Indra Finance, a fully-owned subsidiary of Commercial Bank, renamed Serendib Finance Limited
- Bank branches go green with the installation of solar power systems at four branches

## 2016

- Only Sri Lankan bank to be ranked among the "Top 1,000 banks in the world" for the 7th time, the 6th consecutive year
- Launched Sri Lanka's first Remittance Card
- Commenced Commercial operations of Commex Sri Lanka S.R.L. Italy, our fully owned subsidiary
- Opened Commercial Bank of Maldives Private Limited, 2nd foreign subsidiary with a 55% stake
- The Bank became a Trillion-Rupee Asset company

## 2017

- Became the first ATM network to be fully EMV compliant in Sri Lanka
- Introduced Mastercard Debit Cards with Chip and PIN technology for the first time in Sri Lanka
- Introduced mobile banking in the literal sense with the launch of "Bank on Wheels" – a modified and branded vehicle designed to provide basic over-the-counter banking facilities to customers living outside city limits
- "World Finance" the prestigious London-based magazine declares COMBANK the best in Sri Lanka for digital and mobile banking
- Commercial Bank of Maldives opens its second branch in Hulhumalé
- COMBANK tops private banks in Interbrand's inaugural ranking of country's best brands
- Commercial Bank's Annual Report 2016 wins overall award for best annual report at the ICASL Annual Report Awards
- The Bank was named among the "Top Companies in Asia" and the "Top Green Companies in Asia" at the 2017 Asia Corporate Excellence and Sustainability (ACES) awards
- Established 100% owned CBC Myanmar Microfinance Company Limited, 3rd foreign subsidiary

### Progress in 2017 on Strategic Imperatives

**Loans and receivables and deposits** grew by over **Rs. 100 Bn.** for the 3rd and 2nd consecutive years, respectively

Our **3rd foreign subsidiary** was incorporated in **Myanmar**

The **only Sri Lankan Bank** amongst the **Top 1000 banks** in the world for the 7th successive year

Procured a **digital banking solution** from FISERV, a leading software vendor from the USA

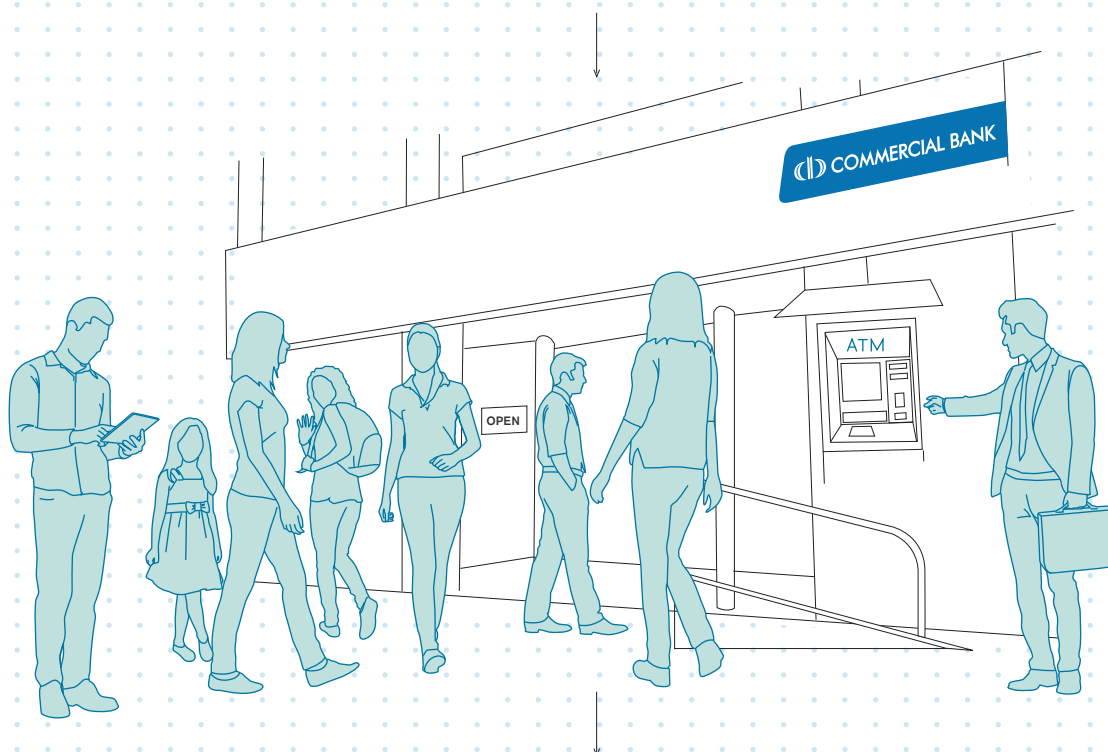
Over **800,000** online banking customers

Adjudged the **highest ranked private sector bank** with a value of **Rs. 20.33 Bn.** at the “Best Sri Lankan Brands in 2017” ranking by **Interbrand**

A total of **21** international banking and other awards

Augmented regulatory capital by **Rs. 10.144 Bn.** through a rights issue

Strengthened the independent element of the Board by appointing **two Non-Executive Independent Directors**



### Impact on our Key Stakeholders

**Largest lender to SMEs** in Sri Lanka

**Highest market capitalisation** in the Bank, Insurance and Finance Sector

Largest private sector bank with a wide reach of **1,055 customer touch points**

Market share in **imports and exports volumes** grew to **10.56%** and **18.58%**

Paid **Rs. 11.5 Bn.** or 41% of profits in **taxes** to the Governments and collected over **Rs. 2 Bn.** in taxes on their behalf

Bank's **CSR Trust** contributed **Rs. 43.4 Mn.** towards the well-being of the community