

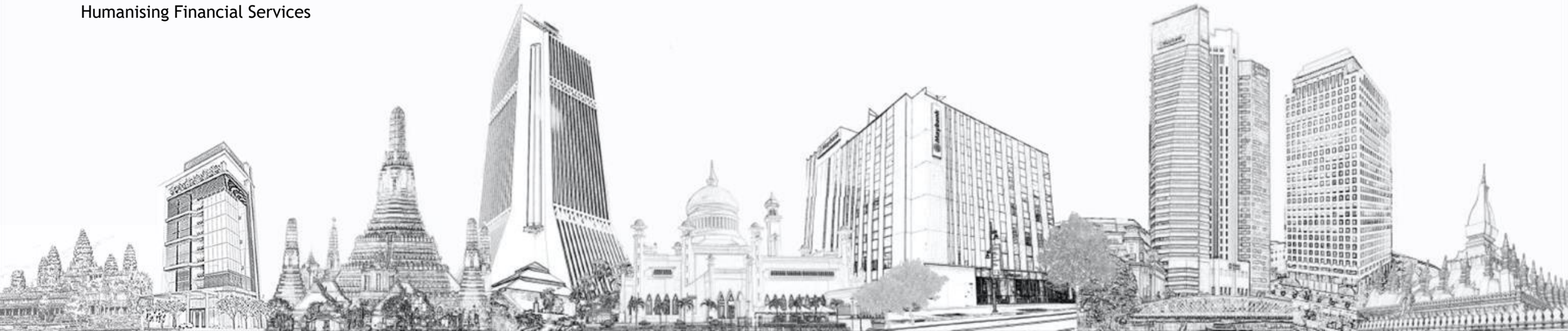
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# Investor Presentation

**Financial Results**  
**First Quarter FY2024 ended 31 March 2024**  
**24 May 2024**



Humanising Financial Services



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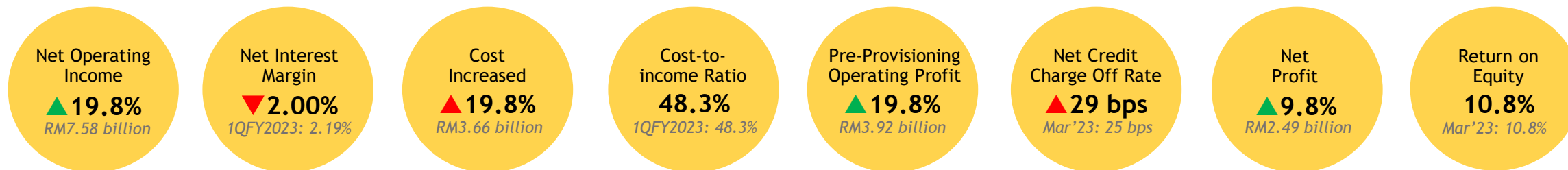


# 1Q FY2024: Net Profit Rose 9.8% YoY to RM2.49 billion on Net Operating Income Growth of 19.8% to RM7.58 billion



Income growth driven by core fees increase of 17.3% as well as gains in treasury and markets

1Q FY2024 vs 1Q FY2023



1QFY2024 vs 1QFY2023 (YoY)

- Net operating income and pre-provisioning operating income increased 19.8% respectively mainly from non-interest income (NOII) growth of 79.2%, led by strong core fees growth of 17.3% from wealth management, cards, advisory fees and investment & trading income gains
- Net fund based income improved 0.9% to RM4.84 billion supported by strong Group loans growth of 11.2% driven by home markets
- Cost increased 19.8% on higher personnel costs, admin and general costs, IT expenses, and marketing expenses
- Higher net impairment losses of 85.8% to RM544.27 million on i) higher net loan provisions by 29.9% to RM467.77 million and ii) net allowances for financial investments and others of RM76.49 million, a reversal from net writeback of RM67.20 million a year ago
- Net profit rose 9.8% to RM2.49 billion; stable YoY ROE at 10.8%

1QFY2024 vs 4QFY2023 (QoQ)

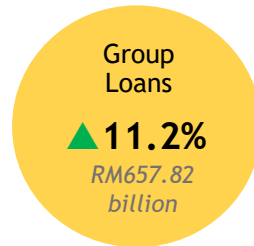
- Net operating income grew 8.6% as NOII rose 29.6% driven by higher treasury and markets income. Lower net fund based income of RM4.84 billion from RM4.87 billion on marginal net interest margin (ann.) compression of 6 bps
- Cost was up 1.1% QoQ due to higher personnel, IT, admin and general expenses, offset by lower marketing spend
- Net impairment losses increased 15.4% following higher i) net loan provisions by 0.8% to RM467.77 million and ii) net allowances for financial investments and others of RM76.49 million from RM7.31 million made in 4QFY2023
- Net profit rose by 4.2%

# 1Q FY2024: Strong Loans Growth Supported by Good Deposit Growth



## Strong loans growth of 11.2% driven by growth across all home markets

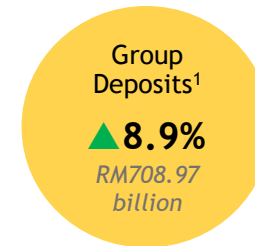
31 Mar 2024 vs 31 Mar 2023



- **Group loans rose 11.2% YoY as:**
  - MY grew 8.2% (CFS: 8.6% and GB: 7.4%)
  - SG grew 12.2% (GB: 21.1% and CFS: 4.1%)
  - IDN grew 13.6% (GB: 18.1% and CFS: 11.3%)
- **Group loans grew 2.7% QoQ** driven by strong growth in corporate banking in IDN & SG and CFS Malaysia. Overall:
  - IDN grew 6.1%
  - SG grew 3.7%
  - MY grew 1.7%

## Good deposit growth of 8.9% supported by CASA increase of 4.3%

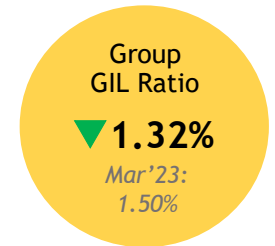
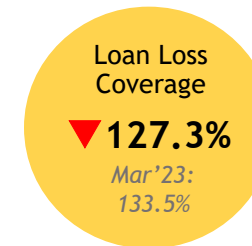
31 Mar 2024 vs 31 Mar 2023



- **Group deposits rose 8.9% YoY** (IDN: 13.1%, SG: 9.8% and MY: 6.2%)
- **Group CASA increased 4.3%** (IDN: 8.0% and MY: 5.1%). **Group FD grew 8.1%** (IDN: 18.6%, SG: 15.7% & MY: 5.0%). Faster FD growth resulted in Group CASA ratio at 37.3% from 39.1% a year ago
- **Group deposits increased 1.7% QoQ** as CASA grew 3.1% (MY: 4.4% and SG: 1.2%) and FD grew 2.2% (MY: 5.6%, IDN: 4.5% and SG: 0.5%). **Group CASA ratio improved QoQ** to 37.3% from 36.9% as at end-Dec 2023
- Meanwhile, **other deposits declined 2.4% QoQ** as we intentionally reduced costlier deposits to manage funding cost

## Healthy LLC and GIL Ratios

As at 31 Mar 2024



- **Loan loss coverage (LLC) remained healthy at 127.3%** as at end-Mar 2024 (end-Dec 2023: 124.9%; end-Mar 2023: 133.5%)
- **Group GIL ratio improved to 1.32%** as at end-Mar 2024 (end-Dec 2023: 1.34%; end-Mar 2023: 1.50%) mainly due to recoveries, write-offs and growth in Group loans

1. Include investment accounts

# Set to Exceed FY2025 Sustainability Commitment Targets This Year While Demonstrating Leadership in Regional Decarbonisation Journey



## Leading The Decarbonisation Transition Journey Industry-Wide

### Sustainable Finance



**1Q'24 Achievement: RM5.86 bil**

FY2024 Target: RM34.2 bil

Cumulative Achievement: RM74.33 bil

FY2025 Target: RM80 bil

### Improving Lives Across ASEAN\*



**1Q'24 Achievement: 114,606**

FY2024 Target: 423,512

Cumulative Achievement: 1.48 mil

FY2025 Target: 2 mil

### Carbon Emissions Position#



**1Q'24 Achievement: 50.4% reduction**

FY2024 Target: 52.5% reduction

2030 Target: Neutral

2050 Target: Net Zero

### Living Sustainability



**1Q'24 Achievement: 284,729**

FY2024 Target: 1 mil hours

FY2025 Target: 1 mil sustainability hours p.a. & 1,000 significant UN SDG outcomes

**Leading JC3 Transition Finance Framework** establishment to guide transition finance development within financial industry

**White paper for Palm Oil & Power sectors to be released by end-May.** 2030 targets are based on science-based reference pathways and decarbonisation strategies, ensuring an economically positive, socially inclusive transition that supports the countries in which we operate

**Launched myimpact SME Hub: A comprehensive ecosystem for Malaysian SMEs** to equip them with business tools and knowledge as well as to make sustainable choices. Assisted 72 SMEs as at Apr'24

**Maybank appointed as Steering Group member of UN-convened Net Zero Banking Alliance (NZBA),** and as Malaysia Co-Chair for Glasgow Financial Alliance for Net Zero's (GFANZ) Asia Pacific Network SEA Public Policy Workstream

**Issued first of its kind Environmental Report in Malaysia,** aimed at progressively meeting and fully adopting TCFD requirements by 2025

## Notable Deals

### Joint lead manager for LBS Bina Group's



**RM200 mil**  
ASEAN Social SRI Sukuk issuance

First-of-its kind by a real estate developer in Malaysia. Proceeds raised will be allocated for affordable housing

### Sole financier and sustainability structuring adviser for AET's



**USD100 mil**  
Sustainability-linked Islamic revolving credit facility

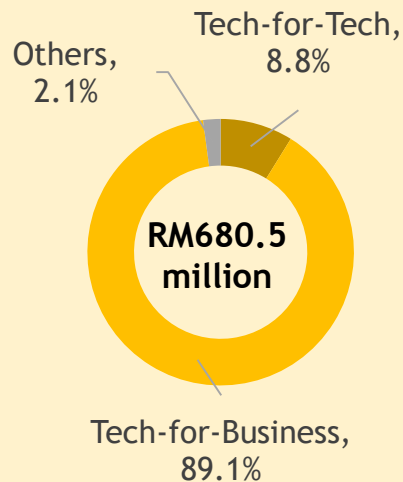
First-of-its-kind facility in the Southeast Asia shipping industry

\* Households  
# Cumulative reduction

# 1Q FY2024: M25+ Continues To Make Good Progress Across All Customer Segments



Total M25+ Committed Investments since FY2023 to YTD Mar'24 (Opex and Capex)



|  |  |  |         |   |      |  |       |  |      |   |
|--|--|--|---------|---|------|--|-------|--|------|---|
| <p><b>SP1</b></p> <p>Supercharge Global Banking's Mid-Cap Segment Growth</p> | <p><b>Focus Area:</b></p> <ul style="list-style-type: none"> <li>Higher revenue for mid-market segment from improved efficiency and productivity</li> </ul>                                | <p><b>Progress (1Q'23 vs 1Q'24):</b></p> <p>MY mid-market growth</p> <table border="1"> <tbody> <tr> <td>~300%</td> <td>Growth in total deals pipeline since May'23 with a dedicated team focused on mid market segment (RM6.6 bil to RM26.3 bil)</td> </tr> <tr> <td>+7%</td> <td>YoY growth for loans and unrated bonds in mid-cap segment in MY</td> </tr> <tr> <td>+9.3%</td> <td>Growth in FX sales driven by beyond credit cross-selling</td> </tr> </tbody> </table>                          | ~300%   | Growth in total deals pipeline since May'23 with a dedicated team focused on mid market segment (RM6.6 bil to RM26.3 bil) | +7%  | YoY growth for loans and unrated bonds in mid-cap segment in MY      | +9.3% | Growth in FX sales driven by beyond credit cross-selling           |      |   |
| ~300%  | Growth in total deals pipeline since May'23 with a dedicated team focused on mid market segment (RM6.6 bil to RM26.3 bil)  |  |         |   |      |  |       |  |      |   |
| +7%  | YoY growth for loans and unrated bonds in mid-cap segment in MY  |  |         |   |      |  |       |  |      |   |
| +9.3%  | Growth in FX sales driven by beyond credit cross-selling   |  |         |   |      |  |       |  |      |   |
| <p><b>SP2</b></p> <p>Supercharge Transaction Banking Digital Onboarding</p>  | <p><b>Focus Area:</b></p> <ul style="list-style-type: none"> <li>Expand corporate onboarding through digital penetration via M2E Ezy Apply (launched in Jul'23)</li> </ul>                 | <p><b>Progress (3Q'23 vs 1Q'24):</b></p> <table border="1"> <tbody> <tr> <td>+16p.p.</td> <td>Increase in digital onboarding from 12% in 3Q'23 to 28% in 1Q'24</td> </tr> </tbody> </table>  | +16p.p. | Increase in digital onboarding from 12% in 3Q'23 to 28% in 1Q'24  |      |  |       |  |      |   |
| +16p.p.  | Increase in digital onboarding from 12% in 3Q'23 to 28% in 1Q'24   |  |         |   |      |  |       |  |      |   |
| <p><b>SP4</b></p> <p>Scale Up SMEs Across Markets</p>                        | <p><b>Focus Area:</b></p> <ul style="list-style-type: none"> <li>SME re-segmentation in SG &amp; ID: Increased SME loan limits for expanded access to funding and customer base</li> </ul> | <p><b>Progress (Mar'23 vs Mar'24):</b></p> <table border="1"> <tbody> <tr> <td>+11%</td> <td>Increase in IDN loan growth IDR18.1 tri to IDR20.1 tri</td> </tr> <tr> <td>+39%</td> <td>Increase in IDN average monthly origination IDR1.4 tri to IDR1.9 tri</td> </tr> <tr> <td>+61%</td> <td>Growth in IDN average monthly loan approval IDR1 tri to IDR1.6 tri</td> </tr> <tr> <td>+59%</td> <td>Growth in SG average monthly loan approval SGD13.1 mil to SGD20.8 mil</td> </tr> </tbody> </table> | +11%    | Increase in IDN loan growth IDR18.1 tri to IDR20.1 tri  | +39% | Increase in IDN average monthly origination IDR1.4 tri to IDR1.9 tri | +61%  | Growth in IDN average monthly loan approval IDR1 tri to IDR1.6 tri | +59% | Growth in SG average monthly loan approval SGD13.1 mil to SGD20.8 mil |
| +11%   | Increase in IDN loan growth IDR18.1 tri to IDR20.1 tri   |  |         |   |      |  |       |  |      |   |
| +39%   | Increase in IDN average monthly origination IDR1.4 tri to IDR1.9 tri   |  |         |   |      |  |       |  |      |   |
| +61%   | Growth in IDN average monthly loan approval IDR1 tri to IDR1.6 tri   |  |         |   |      |  |       |  |      |   |
| +59%   | Growth in SG average monthly loan approval SGD13.1 mil to SGD20.8 mil  |  |         |   |      |  |       |  |      |   |

# 1Q FY2024: M25+ Continues To Make Good Progress Across All Customer Segments



|   |  |   |
|---|--|---|
| <p><b>SP5 &amp; SP7</b></p> <p><b>Build Global Islamic Finance Leadership via Islamic Wealth Management and Halal Ecosystem</b></p> | <p><b>Focus Area:</b></p> <ul style="list-style-type: none"> <li>• <b>Stronger traction from Islamic wealth beyond banking propositions</b> (Shariah wealth advisory, EzyWasiat, EzQurban) <b>and tailored ecosystem solutions to Halal businesses</b> (Halal4ward, Halal Facilitation and Halal Assurance)</li> <li>• <b>Drive fee income through Shariah Wealth Management (SWM)</b> in Indonesia</li> </ul>                           | <p><b>Progress (Mar'23 vs Mar'24):</b></p> <ul style="list-style-type: none"> <li><b>+77%</b> GIWM fee income growth from RM36.16 mil to RM64.11 mil</li> <li><b>+96%</b> Increase in GIWM customers acquired from 76.5k to 149.7k</li> <li><b>+62%</b> Increase in number of Halal certified companies from 2,624 to 4,240</li> <li><b>+29%</b> Increase in AUM from IDR3.1 tri (RM0.9 bil) to IDR4 tri (RM1.2 bil)</li> <li><b>+33%</b> Increase in fee-based income from IDR12.3 bil to IDR16.4 bil</li> </ul> |
| <p><b>SP6</b></p> <p><b>Enhance Insurance's Customer-Centricity</b></p>   | <p><b>Focus Area:</b></p> <ul style="list-style-type: none"> <li>• <b>Personalised solutions through algorithm-driven BANCA 2.0 - EASE tool</b>, featuring automatic population of customer biodata and financial data in the BANCA EASE app</li> <li>• <b>Improve convenience for motor insurance vehicle renewal:</b> Shortened renewal process time to three minutes from eight minutes previously via 'One-Click Renewal'</li> </ul> | <p><b>Progress (Mar'23 vs Mar'24):</b></p> <ul style="list-style-type: none"> <li><b>9x</b> Improved sales productivity per month from agents/RMs post-enhanced app rollout from RM20k (Mar'23) to RM180k (Mar'24)</li> <li><b>&gt;100%</b> Increase in sales from RM138 mil (1Q'23) to RM314 mil (1Q'24) driven by BANCA EASE app</li> <li><b>+24%</b> Daily auto renewal premium increase (Mar'23 vs Mar'24)</li> <li><b>&gt;9.8k policies</b> Registered RM9.17 mil in premium as at Mar'24</li> </ul>         |

# 1Q FY2024: M25+ Continues To Make Good Progress Across All Sectors In Our Home Markets



|   |   |  |
|---|---|--|
| <p><b>SP3</b></p> <p>Expand GCFS Consumer's Ecosystem</p>             | <p><b>Focus Area:</b></p> <ul style="list-style-type: none"> <li>• <b>Expand homeownership ecosystem</b> by embedding Home<sup>2</sup>u Mortgage platform into partner's ecosystem, enabling access to sales force and building dedicated sales team</li> <li>• <b>Driving efficiencies via e-KYC straight through processing (STP)</b> for CASA products and Auto loans</li> </ul> | <p><b>Progress (as at Mar'24):</b></p> <ul style="list-style-type: none"> <li><b>&gt;100%</b> Increase in loans originated via Home<sup>2</sup>u (YTD Mar'23: RM2.9 bil vs YTD Mar'24: RM8.6 bil)</li> <li><b>+12.1%</b> Total MY mortgage growth YoY (Mar'23: 6.9%)</li> <li><b>&gt;100%</b> Increase in new CASA accounts opened digitally (YTD Mar'23: 30,743 vs YTD Mar'24: 63,115), with a 33% increase in average daily balances</li> <li><b>+RM100 million</b> Financing disbursed to pre-qualified customers for car ownership, capitalising hyper-personalised event-triggered algorithm</li> </ul>   |
| <p><b>SP13</b></p> <p>Leverage SG as Regional Group Wealth Driver</p> | <p><b>Focus Area:</b></p> <ul style="list-style-type: none"> <li>• <b>Powered by wealth management,</b> resulting in higher penetration rate</li> </ul>   | <p><b>Progress (Mar'23 vs Mar'24):</b></p> <ul style="list-style-type: none"> <li><b>+46k new clients</b> Increase in wealth customers from 1.16 mil to 1.21 mil customers across all segments (including Private and Retail) across home markets</li> <li><b>+15.3%</b> Wealth AUM rose from RM59.12 bil to RM68.14 bil driven by an expanded customer base</li> <li><b>+61%</b> Pure wealth income grew from RM152.6 mil to RM246.0 mil with the following breakdown by product: <ul style="list-style-type: none"> <li>▪ Investment: From RM107.1 mil to RM169.8 mil (+58.4% YoY)</li> <li>▪ Banca: From RM45.5 mil to RM76.2 mil (+67.5% YoY)</li> </ul> </li> </ul> |



# 2024: Stable Economic and Loans Growth Across Home Markets



## Malaysia

| 2024 Forecast (f)    | Previous (f) | Current (f) | (f) Change |
|----------------------|--------------|-------------|------------|
| GDP                  | 4.4%         | 4.7%        | ▲          |
| System loan          | 4.6%         | 5.1%        | ▲          |
| OPR                  | 3.00%        | 3.00%       | -          |
| USD/MYR <sup>^</sup> | 4.40         | 4.60        | ▲          |
| Inflation average    | 3.0%         | 2.4%        | ▼          |

### Economic outlook

- Stronger economic growth of 4.7% following a robust 4.2% growth in 1Q 2024, and driven by rebound in export of goods and services amid sustained consumer spending and investment growth
- MADANI economy and other national programmes expected to further strengthen the Ringgit and improve capital market sentiment

### Banking outlook

- Loans growth expected to remain stable amid a domestic economic growth pickup
- NIMs are expected to stabilise following the sizeable contractions seen in 2023
- Credit costs to remain accommodative amid stable asset quality

## Singapore

| 2024 Forecast (f)    | Previous (f) | Current (f) | (f) Change |
|----------------------|--------------|-------------|------------|
| GDP                  | 2.2%         | 2.4%        | ▲          |
| System loan          | 3.1%         | 3.1%        | -          |
| 3M SORA              | 3.15%        | 3.15%       | -          |
| USD/SGD <sup>^</sup> | 1.34         | 1.33        | ▼          |
| Inflation average    | 3.0%         | 2.6%        | ▼          |

### Economic outlook

- Stronger economic growth of 2.4% supported by recovery in trade-related segments and rebound in manufacturing on the back of upturn in global electronics cycle.
- Headline inflation expected to average at 2.6% due to GST hikes, carbon taxes and wage cost pressures

### Banking outlook

- Loan demand expected to rise gradually in 2H'24 on potential rate cuts & rising demand
- NIMs expected to moderate at a slower pace but funding costs set to rise from liquidity competition
- Competition from digital challengers could intensify with product innovations, etc

## Indonesia

| 2024 Forecast (f)    | Previous (f) | Current (f) | (f) Change |
|----------------------|--------------|-------------|------------|
| GDP                  | 5.1%         | 5.1%        | -          |
| System loan          | 9.5%         | 10.0%       | ▲          |
| Reference Rate       | 5.25%        | 6.25%       | ▲          |
| USD/IDR <sup>^</sup> | 14,600       | 15,900      | ▲          |
| Inflation average    | 3.0%         | 3.0%        | -          |

### Economic outlook

- Economic growth to remain at 5.1%, as household consumption is supported by the continuation of National Strategic Projects
- BI expected to maintain its policy rate at 6.25% for 2024, after the 25 bps hike in April, to stabilise the rupiah and pre-emptively guard against inflationary risks stemming from currency depreciation

### Banking outlook

- As system loans grew 12.4% YoY in 1Q'24, 2024 target revised upwards to 10%
- Funding costs may stay elevated as funding competition continues, leading to lower NIM
- Overall loan book quality is expected to improve but remain watchful for NPLs from medium, small, and micro enterprises

# FY2024: Focus on Revenue Uplift and AQ Preservation; Drive Stronger M25+ Momentum Leveraging Targeted Investments



## Income Growth

- Focus on growth opportunities across Group CFS, Group GB and Group Insurance & Takaful within the ASEAN franchise:
  - Double down on mortgage, RSME and SME+ portfolios across universal markets
  - Deepen account planning across segments (especially the mid market segment), products (stronger cash management penetration) and countries for Global Banking
  - Expand regional wealth management penetration; strengthen Islamic wealth management proposition in home markets
  - Expand our bancassurance reach and deepen our motor policy penetration
  - Deploy sustainable financing and decarbonisation solutions to customers



## Balance Sheet Management

- Maintain strong liquidity position to support asset growth. Continue RWA optimisation initiatives to maintain capital levels
- Defend CASA balances tactically with continued emphasis on non-rates proposition; cost of deposits expected to reduce in the later part of 2024 if OPR remains unchanged and subject to industry's overall liquidity position
- 1Q FY2024 Group NIM (ann.) compression at 6 bps; full year 2024 guidance of  $\leq 5$  bps



## Investment/ Cost

- Continued strategic investments to be made to ensure enablers and capabilities can cope with the business and operational needs
- 1Q FY2024 Group cost-to-income ratio (CIR) of 48.3%; below full year 2024 guidance of  $\leq 49\%$



## Asset Quality Management

- Enhance asset quality management and recovery efforts towards achieving a sustained lower net credit charge off (NCC) rate
- 1Q FY2024 Group NCC rate (ann.) at 29 bps; below full year 2024 guidance of  $\leq 30$  bps



## Sustainable Shareholder Returns

- 1Q FY2024 Group ROE (ann.) at 10.8%; full year 2024 guidance of 11%
- Maintaining our 40%-60% dividend payout policy while prioritising higher cash component to reward shareholders and optimise capital

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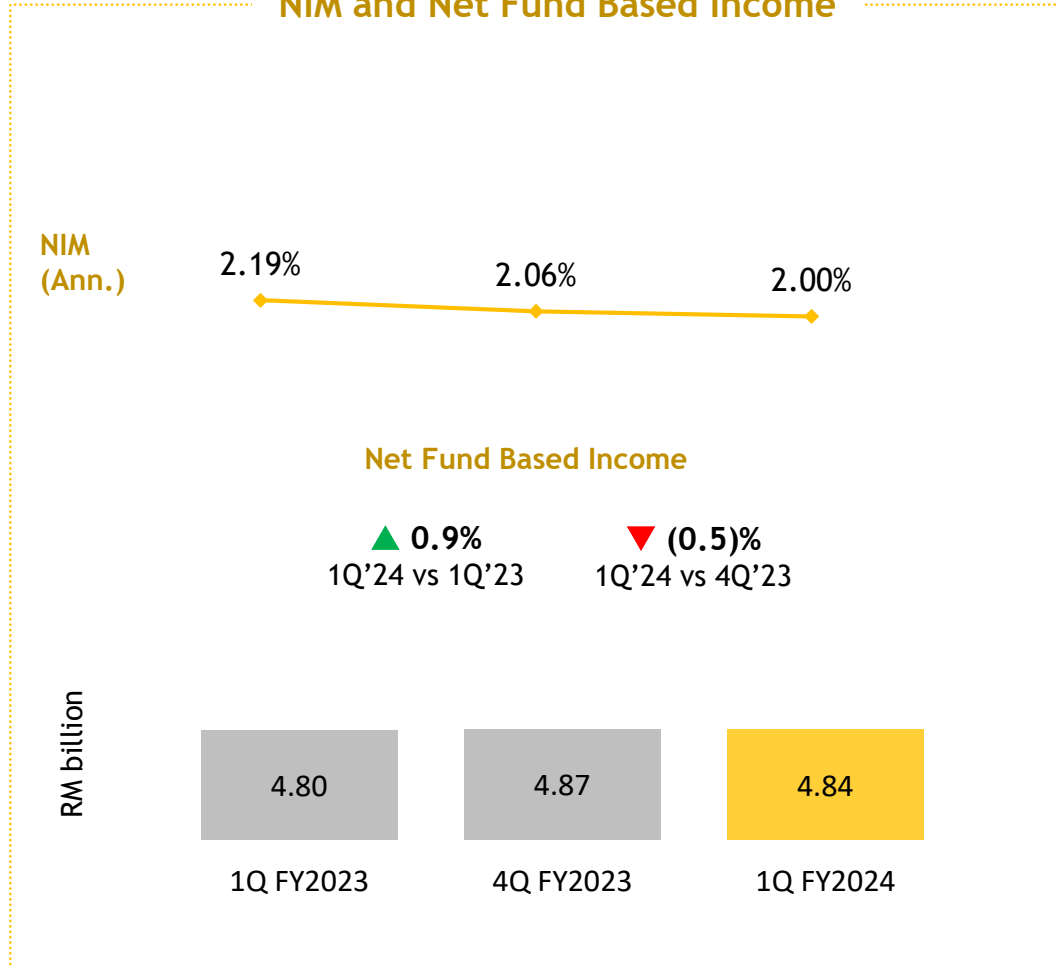
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# Net Fund Based Income Improved to RM4.84 billion from RM4.80 billion; Strong Group Loans Growth of 11.2%



## NIM and Net Fund Based Income



## Key Drivers

Loans growth

- Group loans grew 11.2% YoY led by:
  - 13.6% in IDN
  - 12.2% in SG
  - 8.2% in MY
  - Segments across markets including auto, non-retail, corporate banking and mortgage (MY)

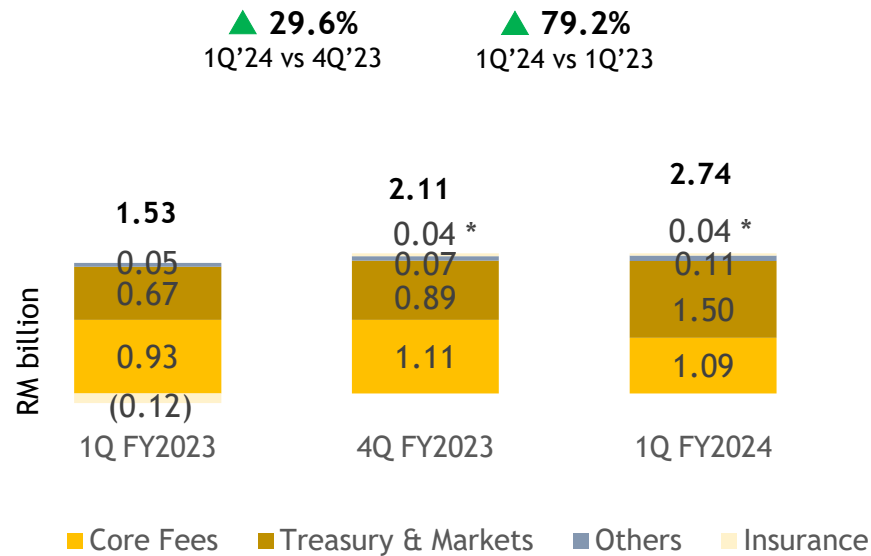
Margin trends

- 1Q FY2024 NIM compressed 19 bps YoY on higher funding cost
- QoQ, NIM (ann.) compressed 6 bps as customer deposits expense increase slows

# Higher NOII of RM2.74 billion driven by Improved Core Fees and Better Investment & Trading Income



## Non-Interest Income



| % change           | 1Q FY2024 (QoQ) | 1Q FY2024 (YoY) |
|--------------------|-----------------|-----------------|
| Core fees          | ▼ (2.1)%        | ▲ 17.3%         |
| Treasury & Markets | ▲ 68.6%         | ▲ >100%         |
| Insurance*         | ▼ (15.1)%       | ▲ (>100)%       |
| Others             | ▲ 67.2%         | ▲ >100%         |

## Key Drivers

- Core fees increased by 17.3% YoY, driven by higher wealth fee, cards and advisory fees

| % change         | 1Q FY2024 (QoQ) | 1Q FY2024 (YoY) |
|------------------|-----------------|-----------------|
| Wealth fee       | ▲ 20.9%         | ▲ 60.9%         |
| Brokerage income | ▲ 18.2%         | ▼ (7.9)%        |
| Cards            | ▼ (14.1)%       | ▲ 10.3%         |
| IB Advisory fees | ▼ (45.2)%       | ▲ 7.3%          |

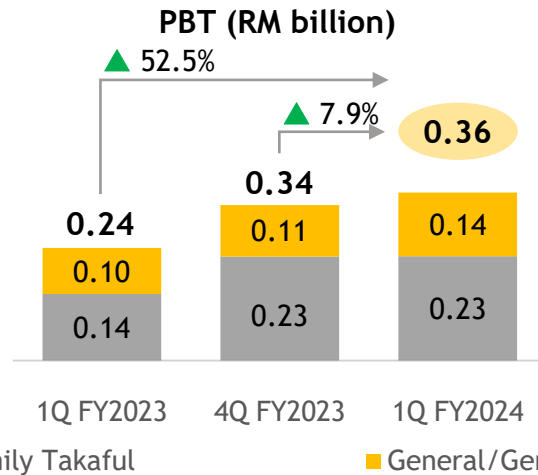
- Treasury and markets income from our Global Markets business more than doubled YoY. This was led by realised gains on bond disposals due to favorable yield curve movements, better FX sales and unrealised gains on financial assets at FVTPL
- Insurance recorded a gain of RM0.04 billion versus a loss at RM0.12 billion a year ago on improved mark-to-market (MTM) gains from lower interest rates and better equity performance
- QoQ, NOII increased 29.6% as treasury & markets income rose 68.6%, offsetting the 2.1% decrease in core fees mainly coming from service charges and fees

Note: \*This relates to Insurance and Takaful NOII excluding NII. For the full analysis of Insurance and Takaful please refer to page 13. Insurance decreased from RM43.5m in 4QFY23 to RM36.9m in 1QFY24, a QoQ drop of RM6.6m.

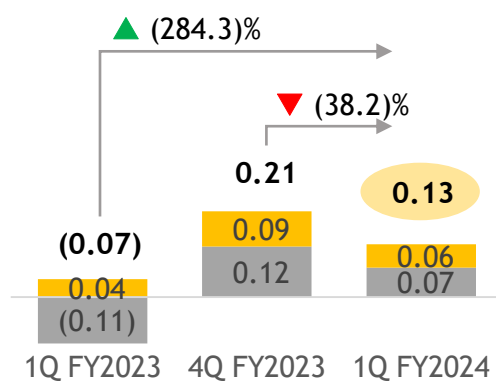
# Overall Group Insurance & Takaful Profit Before Tax (PBT) Rose 52.5%



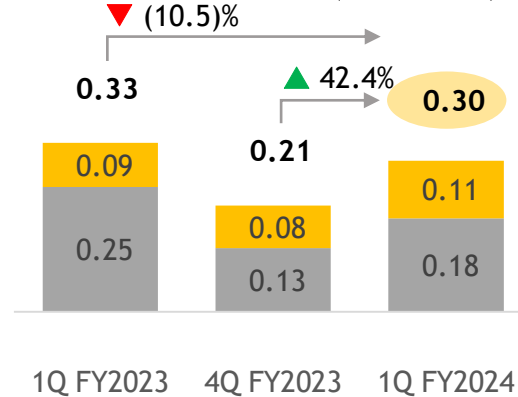
## Group Insurance & Takaful



## Underwriting Income (RM billion)



## Investment Income (RM billion)



## Key Drivers

- 1QFY2024 PBT increased by 52.5% YoY, mainly driven by better underwriting income and higher investment income:
  - Underwriting income - Improved business growth from both Life and Family Takaful as well as General and General Takaful businesses aligning from super growth areas in bancassurance and motor insurance
  - Major contributors to the improved business growth YoY:

| Premium                            | GWP*    | NAP#    |
|------------------------------------|---------|---------|
| Life/Family Takaful, of which:     | ▲ 74.6% | ▲ 70.4% |
| Regular Premium - New Business     | ▲ 17.3% | ▲ 38.4% |
| Regular Premium - Renewals         | ▲ 7.2%  | ▲ 16.1% |
| Group                              | ▲ 14.0% | ▲ 7.9%  |
| General/General Takaful, of which: | ▲ 25.4% | ▲ 29.6% |
| Motor                              | ▲ 9.1%  | ▲ 20.6% |
| Fire                               | ▲ 6.9%  | ▲ 8.0%  |

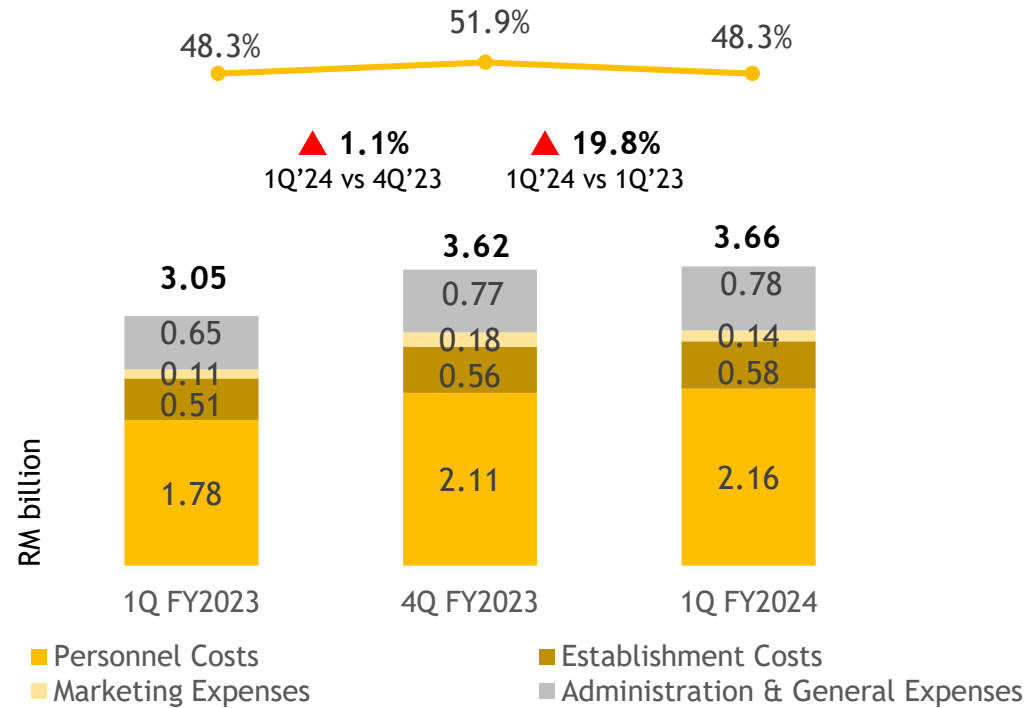
- Investment income - Higher MTM gains from equity investments and net realised gains from private debt securities
- QoQ, PBT increased primarily due to higher investment income from favourable market conditions in 1QFY2024

\* Gross written premium  
# Net adjusted premium

# Cost Increase on Higher Personnel, IT Expenses and Revenue-related Fees



## CIR and Costs



| % change                 | 1Q FY2024 (QoQ) | 1Q FY2024 (YoY) |
|--------------------------|-----------------|-----------------|
| Personnel                | ▲ 2.4%          | ▲ 21.3%         |
| Establishment            | ▲ 2.6%          | ▲ 14.1%         |
| Marketing                | ▼ (22.5)%       | ▲ 19.0%         |
| Administration & General | ▲ 1.5%          | ▲ 20.4%         |

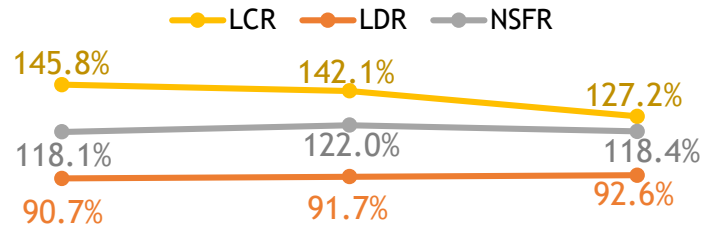
## Key Drivers

- Cost increase of 19.8% YoY due to:
  - 21.3% increase in personnel costs and provisions for unionised staff
  - 14.1% increase in establishment costs mainly from higher IT software maintenance expenses and project contract staff
  - 19.0% increase in marketing expenses, which are revenue-related
  - 20.4% increase in administration and general expenses from higher credit card-related fees on increased billings and merchant volume as well as higher subscription fees
- M25+ related spend is RM87.3 million in 1QFY2024, of which 27% is capex spend. Excluding M25+ operating expenses, CIR was at 47.4%
- QoQ, cost increased by 1.1% from higher personnel, IT, admin and general expenses, offset by lower marketing spend

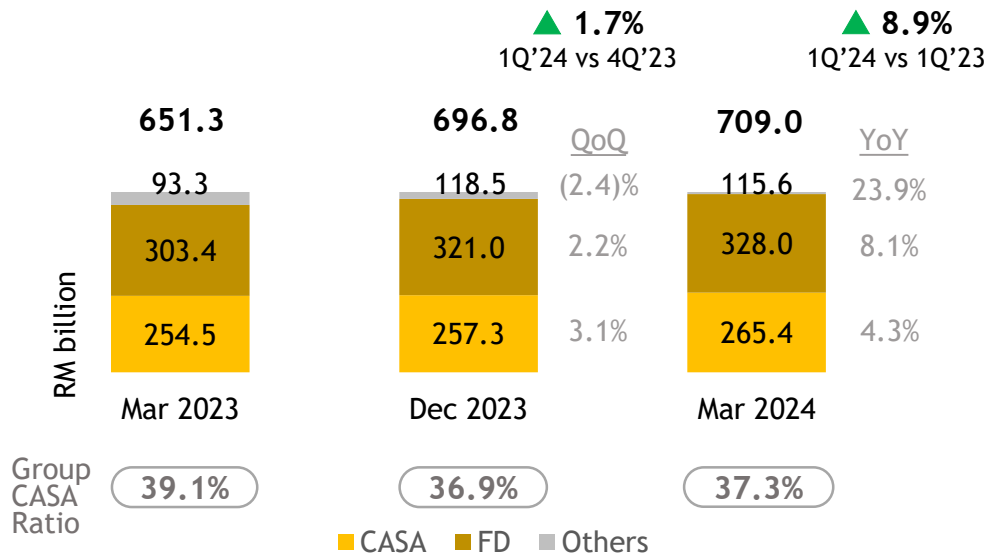
# Healthy Liquidity Levels



## Liquidity Indicators



## Group Deposits



## Key Drivers

### Liquidity Position

- Healthy Group liquidity ratios with optimal LCR level

### Deposits

- Group deposits grew 8.9% YoY as:
  - IDN grew 13.1% (FD: +18.6% and CASA: +8.0%)
  - SG grew 9.8% (FD: +15.7%)
  - MY grew 6.2% (Other deposits: +10.4%, CASA: +5.1% and FD: +5.0%)
- Group deposits grew 1.7% QoQ as:
  - MY grew 2.5% (FD: +5.6% and CASA: +4.4%). Other deposits declined 5.0%
  - IDN grew 1.5% (FD: +4.5%)
  - SG grew 0.7% (CASA: +1.2% and FD: +0.5%)
- Group CASA ratio improved QoQ to 37.3% from 36.9%:
  - MY CASA ratio 43.5% at Mar'24 (Dec'23: 42.7%)
  - SG CASA ratio 23.9% at Mar'24 (Dec'23: 23.8%)
  - IDN CASA ratio 51.6% at Mar'24 (Dec'23: 50.9%)

**Note:**

- 1) BNM's minimum LCR and NSFR requirements are 100%
- 2) LDR excludes loans to banks and FIs



# Improving Group GIL ratio; Management Overlay Maintained



## Loan ECL, NCC, and LLC

|                                    |                           |           |                            |  |
|------------------------------------|---------------------------|-----------|----------------------------|--|
| P&L ECL<br>(RM billion)            | ▲ +0.8%<br>1Q'24 vs 4Q'23 |           | ▲ +29.9%<br>1Q'24 vs 1Q'23 |  |
|                                    | 0.36                      | 0.46      | 0.47                       |  |
|                                    | 1Q FY2023                 | 4Q FY2023 | 1Q FY2024                  |  |
| NCC                                | (25) bps                  | (32) bps  | (29) bps                   |  |
| LLC                                | 133.5%                    | 124.9%    | 127.3%                     |  |
| LLC incl.<br>Regulatory<br>Reserve | 146.7%                    | 143.4%    | 146.1%                     |  |

### Key Drivers

- 1Q FY2024 loan ECL increased by 29.9% YoY:
  - From the Malaysia SME and auto portfolios coupled with lower write back for Malaysia and Singapore corporate borrowers in the current year
  - Maintained RM1.7 billion management overlay on balance sheet, with 67% allocated for CFS and RSME portfolios
  - QoQ, loan ECL at RM0.47 billion versus RM0.46 billion the previous quarter

## Gross Impaired Loans (GIL)

|   | Mar 2023     |             | Dec 2023     |             | Mar 2024     |             |
|---|--------------|-------------|--------------|-------------|--------------|-------------|
|   | %            | RM billion  | %            | RM billion  | %            | RM billion  |
| Non Performing Loans (NPL)                            | 1.25%        | 7.39        | 1.00%        | 6.41        | 1.07%        | 7.01        |
| Restructured & Rescheduled (R&R)                      | 0.04%        | 0.26        | 0.11%        | 0.68        | 0.08%        | 0.50        |
| Impaired Due to Judgmental/ Obligatory Triggers (IPL) | 0.21%        | 1.25        | 0.24%        | 1.51        | 0.17%        | 1.14        |
| <b>Total GIL Ratio</b>                                | <b>1.50%</b> | <b>8.89</b> | <b>1.34%</b> | <b>8.60</b> | <b>1.32%</b> | <b>8.65</b> |
| <i>Of which:</i>                                      |              |             |              |             |              |             |
| <i>Malaysia</i>                                       | 1.37%        | 4.98        | 1.21%        | 4.70        | 1.25%        | 4.93        |
| <i>Singapore</i>                                      | 0.60%        | 0.87        | 0.81%        | 1.34        | 0.68%        | 1.16        |
| <i>Indonesia</i>                                      | 4.14%        | 1.34        | 3.88%        | 1.36        | 3.66%        | 1.36        |

### Key Drivers

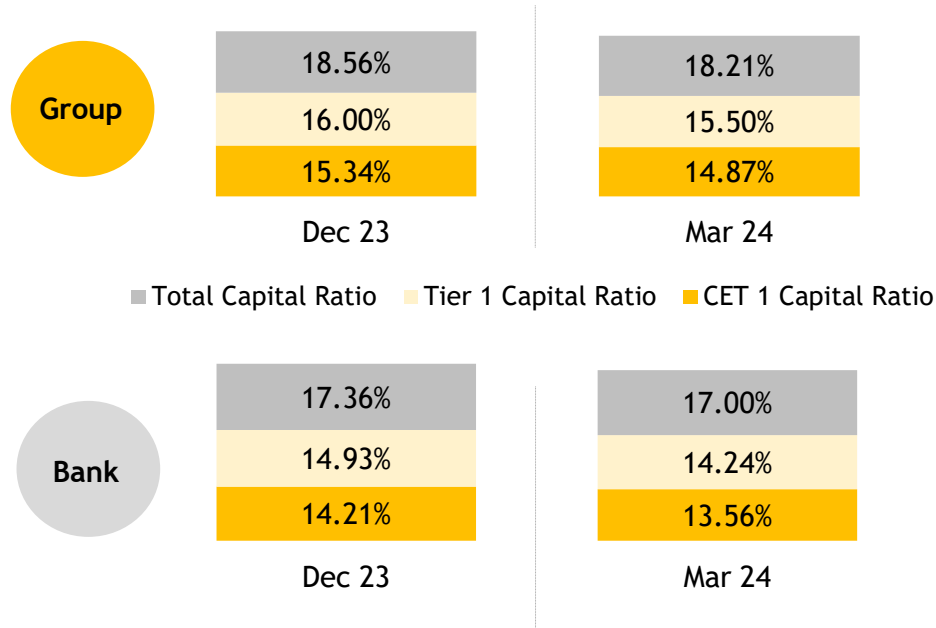
- Group GIL ratio reduced QoQ to 1.32% on recoveries, write-offs and growth in Group loans
- R&R balances remained small and manageable
- Stable GIL ratio trends across most consumer and business lines in home markets; some uptick from auto and RSME portfolios

# Robust Capital Positions



## Capital Ratios

After proposed dividend



### Regulatory Requirements:

- Min. CET 1 Capital Ratio + Capital Conservation Buffer (CCB) is 7.0%, min. Tier 1 Capital Ratio + CCB is 8.5% and min. Total Capital Ratio + CCB is 10.5%
- 1.0% D-SIB Buffer effective 31 January 2021
- Pending announcement of the countercyclical capital buffer (CCyB) rate by BNM

## Key Drivers

- Capital ratios remain robust with Group CET1 capital ratio at 14.87% and Group total capital ratio at 18.21%, well above regulatory requirements
- Credit RWA growth of 10.3% YoY was below Group loans growth of 11.2% ensuring optimal capital utilisation

| Growth (%)         | YoY   | YTD Annualised |
|--------------------|-------|----------------|
| Group Gross Loans  | 11.2% | 10.7%          |
| Total Group RWA    | 10.6% | 13.7%          |
| - Group Credit RWA | 10.3% | 10.1%          |

# Table of Contents

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# P&L Summary: 1Q FY2024 (YoY)



| RM million   | 1Q<br>FY2024   | 1Q<br>FY2023   | YoY          | 4Q<br>FY2023   | QoQ          |
|--|----------------|----------------|--------------|----------------|--------------|
| Net fund based income *                                      | 4,839.8        | 4,796.7        | 0.9%         | 4,865.3        | (0.5)%       |
| Non-interest income *  | 2,737.5        | 1,527.6        | 79.2%        | 2,111.6        | 29.6%        |
| <b>Net operating income</b>                                  | <b>7,577.3</b> | <b>6,324.3</b> | <b>19.8%</b> | <b>6,976.9</b> | <b>8.6%</b>  |
| Overhead expenses  | (3,657.5)      | (3,052.2)      | 19.8%        | (3,619.0)      | 1.1%         |
| <i>Personnel Costs</i>                                       | (2,163.1)      | (1,783.0)      | 21.3%        | (2,111.5)      | 2.4%         |
| <i>Establishment Costs</i>                                   | (578.6)        | (507.0)        | 14.1%        | (563.8)        | 2.6%         |
| <i>Marketing Expenses</i>                                    | (135.6)        | (113.9)        | 19.0%        | (175.0)        | (22.5)%      |
| <i>Administration &amp; General Expenses</i>                 | (780.3)        | (648.2)        | 20.4%        | (768.8)        | 1.5%         |
| <b>Pre-provisioning operating profit (PPOP) <sup>1</sup></b> | <b>3,919.8</b> | <b>3,272.1</b> | <b>19.8%</b> | <b>3,357.9</b> | <b>16.7%</b> |
| Net impairment losses  | (544.3)        | (292.9)        | 85.8%        | (471.5)        | 15.4%        |
| <b>Operating profit</b>                                      | <b>3,375.6</b> | <b>2,979.3</b> | <b>13.3%</b> | <b>2,886.4</b> | <b>16.9%</b> |
| <b>Profit before taxation and zakat (PBT)</b>                | <b>3,442.4</b> | <b>3,055.8</b> | <b>12.6%</b> | <b>2,949.6</b> | <b>16.7%</b> |
| <b>Net Profit <sup>2</sup></b>                               | <b>2,488.5</b> | <b>2,265.4</b> | <b>9.8%</b>  | <b>2,387.8</b> | <b>4.2%</b>  |
| <b>EPS - Basic (sen)</b>                                     | <b>20.6</b>    | <b>18.8</b>    | <b>9.8%</b>  | <b>19.8</b>    | <b>4.2%</b>  |

Note:

\* From consolidated 1Q FY2024 Group numbers, Insurance and Takaful accounts for 8.9% of net fund based income and (0.2)% of non-interest income

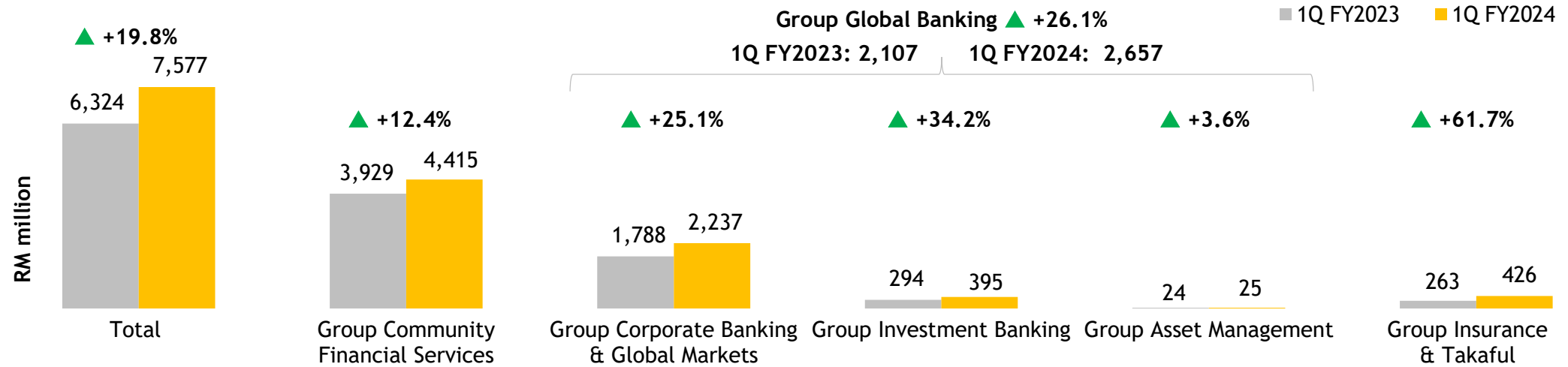
<sup>1</sup> Pre-provisioning operating profit (PPOP) is equivalent to operating profit before impairment losses

<sup>2</sup> Net Profit is equivalent to profit attributable to equity holders of the Bank

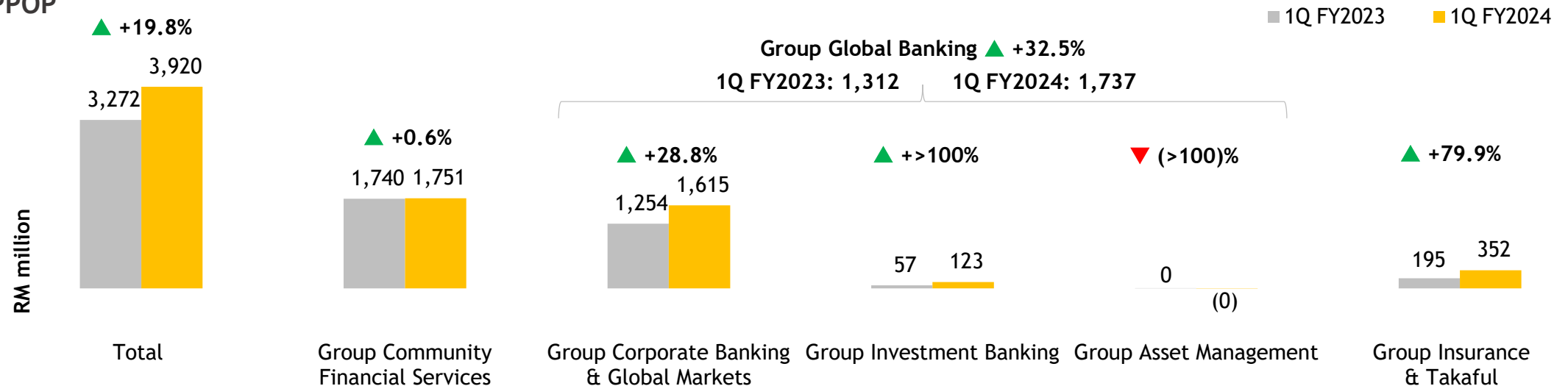
# Segmental Performance of Businesses: 1Q FY2024 (1/2)



## Net Operating Income



## PPOP

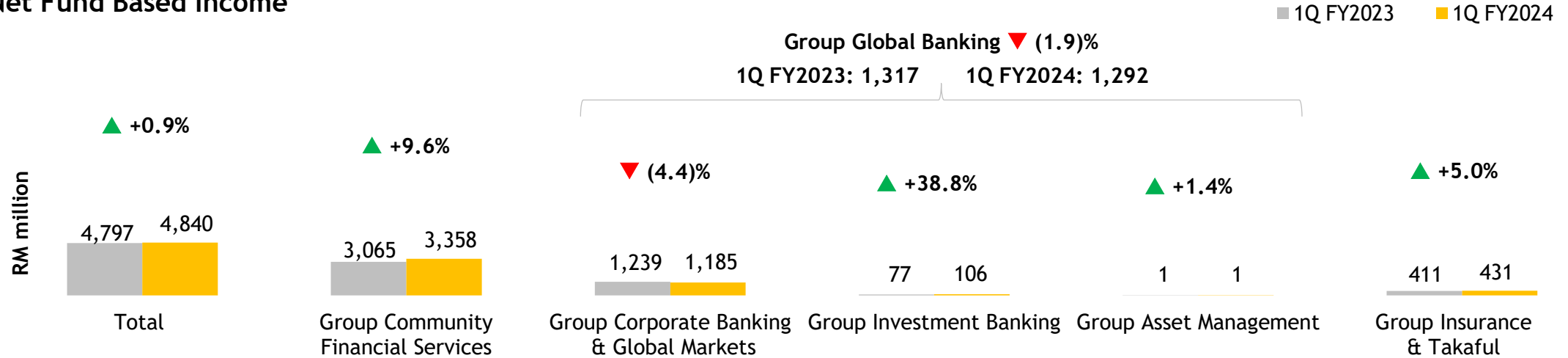


Note:  
Net income and PPOP for Group includes "Head Office & Others" income of RM24.8 million for 1Q FY2023 and income of RM79.6 million for 1Q FY2024

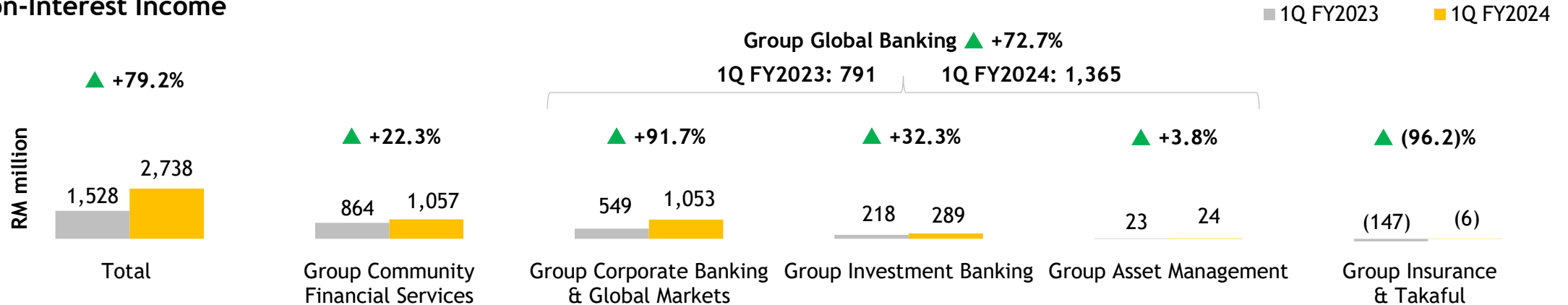
# Segmental Performance of Businesses: 1Q FY2024 (2/2)



## Net Fund Based Income



## Non-Interest Income



Note:  
 Net fund based income includes "Head Office & Others" income of RM4.3 million for 1Q FY2023 and expenditure of RM241.2 million for 1Q FY2024  
 Non-interest income includes "Head Office & Others" income of RM20.1 million for 1Q FY2023 and income of RM320.8 million for 1Q FY2024

# Group Non-Interest Income: 1Q FY2024



| NOII (RM million)                            | 1Q<br>FY2024 | 1Q<br>FY2023 | YoY                 | 4Q<br>FY2023 | QoQ              |
|--|--------------|--------------|---------------------|--------------|------------------|
| <b>Commission, service charges and fees</b>  | <b>1,086</b> | <b>926</b>   | <b>▲ 17.3%</b>      | <b>1,110</b> | <b>▼ (2.1)%</b>  |
| <i>Commission</i>                            | 385          | 341          | ▲ 12.9%             | 358          | ▲ 7.3%           |
| <i>Service charges and fees</i>              | 544          | 432          | ▲ 25.9%             | 621          | ▼ (12.3)%        |
| <i>Underwriting fees</i>                     | 24           | 26           | ▼ (8.8)%            | 11           | ▲ >100%          |
| <i>Brokerage income</i>                      | 83           | 90           | ▼ (7.9)%            | 70           | ▲ 18.2%          |
| <i>Fees on loans, advances and financing</i> | 51           | 37           | ▲ 37.6%             | 50           | ▲ 1.7%           |
| <b>Treasury &amp; markets income</b>         | <b>1,500</b> | <b>671</b>   | <b>▲ &gt;100%</b>   | <b>890</b>   | <b>▲ 68.6%</b>   |
| <b>Insurance income</b>                      | <b>37</b>    | <b>(116)</b> | <b>▲ (&gt;100)%</b> | <b>44</b>    | <b>▼ (15.1)%</b> |
| <b>Other income</b>                          | <b>114</b>   | <b>48</b>    | <b>▲ &gt;100%</b>   | <b>68</b>    | <b>▲ 67.2%</b>   |
| <b>Total Group's Non-Interest Income</b>     | <b>2,738</b> | <b>1,528</b> | <b>▲ 79.2%</b>      | <b>2,112</b> | <b>▲ 29.6%</b>   |

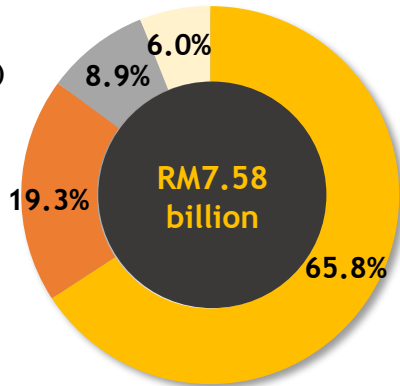
# International & Malaysia Portfolio Mix 1Q FY2024



### Net Operating Income

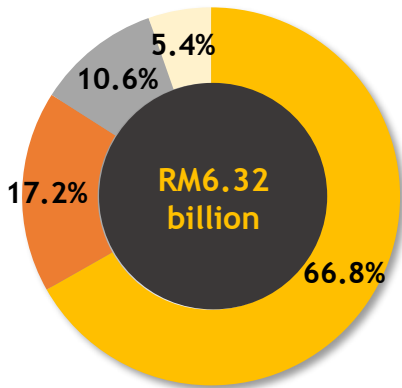
1Q FY2024  
(Jan 24 - Mar 24)

Overseas:  
34.2%



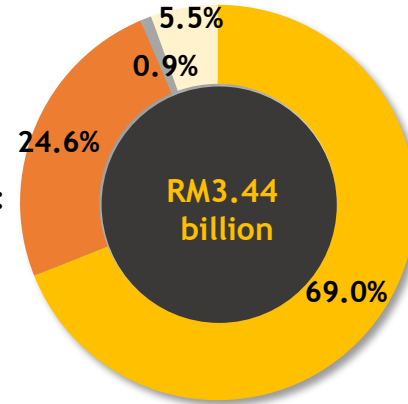
1Q FY2023  
(Jan 23 - Mar 23)

Overseas:  
33.2%



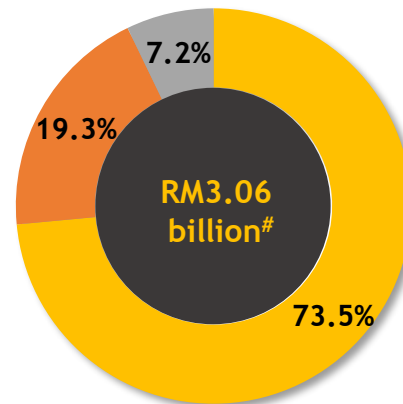
### Profit Before Tax

Overseas:  
31.0%



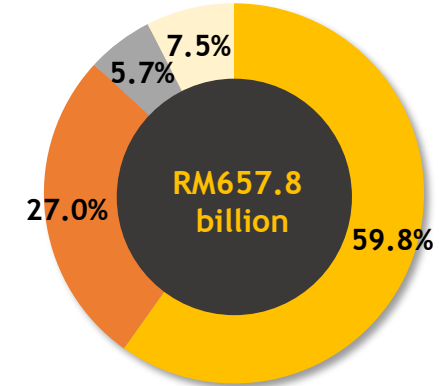
■ Malaysia ■ Singapore ■ Indonesia ■ Others

Overseas:  
26.5%

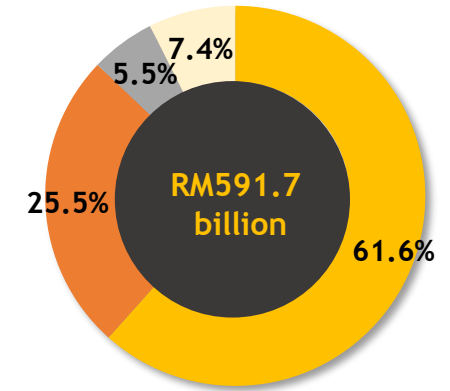


### Gross Loans\*

Overseas:  
40.2%



Overseas:  
38.4%



Note:

# Profit Before Tax country percentages for 1Q FY2023 excludes Others as they registered a loss before tax of RM19.0 million

\* Net of unwinding interest and effective interest rate



# Group Gross Loans Growth: 31 March 2024



|  | % of Portfolio | 31 Mar 2024  | 31 Dec 2023  | QoQ             | YTD Annualised  | 31 Mar 2023  | YoY            |
|--|----------------|--------------|--------------|-----------------|-----------------|--------------|----------------|
| <b>Group Gross Loans</b>               |                | <b>657.8</b> | <b>640.8</b> | <b>▲ 2.7%</b>   | <b>▲ 10.7%</b>  | <b>591.7</b> | <b>▲ 11.2%</b> |
| <b>Malaysia (RM billion)</b>           | <b>60%</b>     | <b>393.6</b> | <b>387.2</b> | <b>▲ 1.7%</b>   | <b>▲ 6.6%</b>   | <b>363.7</b> | <b>▲ 8.2%</b>  |
| <i>Community Financial Services</i>    | 77%            | 303.8        | 298.3        | ▲ 1.8%          | ▲ 7.4%          | 279.7        | ▲ 8.6%         |
| <i>Global Banking</i>                  | 23%            | 89.7         | 89.3         | ▲ 0.5%          | ▲ 1.9%          | 83.5         | ▲ 7.4%         |
| <b>International (RM billion)</b>      | <b>39%</b>     | <b>258.8</b> | <b>248.2</b> | <b>▲ 4.3%</b>   | <b>▲ 17.1%</b>  | <b>222.0</b> | <b>▲ 16.5%</b> |
| <b>Singapore (SGD billion)</b>         | <b>67%</b>     | <b>49.2</b>  | <b>47.5</b>  | <b>▲ 3.7%</b>   | <b>▲ 14.7%</b>  | <b>43.9</b>  | <b>▲ 12.2%</b> |
| <i>Community Financial Services</i>    | 51%            | 25.3         | 25.1         | ▲ 1.1%          | ▲ 4.4%          | 24.3         | ▲ 4.1%         |
| <i>Global Banking</i>                  | 49%            | 23.0         | 21.5         | ▲ 7.1%          | ▲ 28.5%         | 19.0         | ▲ 21.1%        |
| <b>Indonesia (IDR trillion)</b>        | <b>14%</b>     | <b>124.8</b> | <b>117.7</b> | <b>▲ 6.1%</b>   | <b>▲ 24.3%</b>  | <b>109.9</b> | <b>▲ 13.6%</b> |
| <i>Community Financial Services</i>    | 61%            | 76.1         | 74.4         | ▲ 2.2%          | ▲ 8.7%          | 68.3         | ▲ 11.3%        |
| <i>Global Banking</i>                  | 39%            | 48.7         | 43.0         | ▲ 13.1%         | ▲ 52.5%         | 41.2         | ▲ 18.1%        |
| <b>Other markets (RM billion)</b>      | <b>19%</b>     | <b>49.3</b>  | <b>47.8</b>  | <b>▲ 3.2%</b>   | <b>▲ 12.7%</b>  | <b>44.1</b>  | <b>▲ 11.9%</b> |
| <b>Investment banking (RM billion)</b> | <b>1%</b>      | <b>8.5</b>   | <b>8.6</b>   | <b>▼ (1.4)%</b> | <b>▼ (5.7)%</b> | <b>7.8</b>   | <b>▲ 9.0%</b>  |

# Malaysia Loans Growth: 31 March 2024



| RM billion                                     | % of Portfolio | 31 Mar 2024 | 31 Dec 2023 | QoQ      | YTD Annualised | 31 Mar 2023 | YoY       |
|--|----------------|-------------|-------------|----------|----------------|-------------|-----------|
| <b>Community Financial Services</b> (reported) | 77%            | 303.8       | 298.3       | ▲ 1.8%   | ▲ 7.4%         | 279.7       | ▲ 8.6%    |
| <b>Community Financial Services</b> (rebased)  | 77%            | 303.8       | 298.2       | ▲ 1.9%   | ▲ 7.4%         | 279.7       | ▲ 8.6%    |
| <b>Consumer</b>                                | 61%            | 241.6       | 237.5       | ▲ 1.7%   | ▲ 6.9%         | 223.3       | ▲ 8.2%    |
| <i>Total Mortgage</i>                          | 36%            | 140.2       | 135.9       | ▲ 3.2%   | ▲ 12.6%        | 125.1       | ▲ 12.1%   |
| <i>Auto Finance</i>                            | 17%            | 65.4        | 64.1        | ▲ 2.1%   | ▲ 8.4%         | 60.0        | ▲ 9.1%    |
| <i>Credit Cards</i>                            | 3%             | 10.1        | 10.2        | ▼ (1.8)% | ▼ (7.1)%       | 8.8         | ▲ 14.5%   |
| <i>Unit Trust</i>                              | 6%             | 23.5        | 24.9        | ▼ (5.8)% | ▼ (23.2)%      | 27.4        | ▼ (14.2)% |
| <i>Other Retail Loans</i>                      | 1%             | 2.5         | 2.4         | ▲ 3.7%   | ▲ 14.6%        | 2.2         | ▲ 14.8%   |
| <b>Business Banking + SME</b> (reported)       | 16%            | 62.2        | 60.8        | ▲ 2.3%   | ▲ 9.1%         | 56.4        | ▲ 10.3%   |
| <b>Business Banking + SME</b> (rebased)        | 16%            | 62.2        | 60.7        | ▲ 2.4%   | ▲ 9.5%         | 56.4        | ▲ 10.3%   |
| <i>SME</i> (reported)                          | 9%             | 35.9        | 36.3        | ▼ (1.2)% | ▼ (4.9)%       | 26.4        | ▲ 36.1%   |
| <i>SME</i> (rebased)                           | 9%             | 35.9        | 35.5        | ▲ 1.1%   | ▲ 4.5%         | 26.4        | ▲ 36.1%   |
| <i>Business Banking</i> (reported)             | 7%             | 26.3        | 24.5        | ▲ 7.4%   | ▲ 29.8%        | 30.0        | ▼ (12.3)% |
| <i>Business Banking</i> (rebased)              | 7%             | 26.3        | 25.3        | ▲ 4.1%   | ▲ 16.5%        | 30.0        | ▼ (12.3)% |
| <b>Global Banking (Corporate)</b> (reported)   | 23%            | 89.7        | 89.3        | ▲ 0.5%   | ▲ 1.9%         | 83.5        | ▲ 7.4%    |
| <i>Term Loan</i>                               | 62%            | 55.2        | 52.5        | ▲ 5.1%   | ▲ 20.4%        | 48.7        | ▲ 13.4%   |
| <i>Short Term Revolving Credit</i>             | 25%            | 22.8        | 24.6        | ▼ (7.6)% | ▼ (30.4)%      | 24.2        | ▼ (5.9)%  |
| <i>Trade Finance and Others</i>                | 13%            | 11.7        | 12.1        | ▼ (3.2)% | ▼ (12.9)%      | 10.6        | ▲ 10.2%   |
| <b>Global Banking (Corporate)</b> (rebased)    | 23%            | 89.7        | 88.9        | ▲ 1.0%   | ▲ 3.9%         | 83.5        | ▲ 7.4%    |
| <b>Total Malaysia</b>                          |                | 393.6       | 387.2       | ▲ 1.7%   | ▲ 6.6%         | 363.7       | ▲ 8.2%    |

Note:

'Term Loan' includes foreign currency denominated accounts, while 'Trade Finance and Others' is combined with 'Overdraft'

# Singapore Loans Growth: 31 March 2024



| SGD billion                          | % of Portfolio | 31 Mar 2024 | 31 Dec 2023 | QoQ             | YTD Annualised   | 31 Mar 2023 | YoY             |
|--------------------------------------|----------------|-------------|-------------|-----------------|------------------|-------------|-----------------|
| <b>Community Financial Services</b>  | <b>51%</b>     | <b>25.3</b> | <b>25.1</b> | <b>▲ 1.1%</b>   | <b>▲ 4.4%</b>    | <b>24.3</b> | <b>▲ 4.1%</b>   |
| <b>Consumer</b>                      | <b>36%</b>     | <b>17.4</b> | <b>17.3</b> | <b>▲ 1.1%</b>   | <b>▲ 4.3%</b>    | <b>17.6</b> | <b>▼ (0.8)%</b> |
| <i>Housing Loan</i>                  | 25%            | 12.2        | 12.0        | ▲ 1.6%          | ▲ 6.5%           | 12.4        | ▼ (0.9)%        |
| <i>Auto Loan</i>                     | 5%             | 2.4         | 2.4         | ▲ 1.0%          | ▲ 4.0%           | 2.3         | ▲ 2.0%          |
| <i>Cards</i>                         | 1%             | 0.3         | 0.4         | ▼ (4.3)%        | ▼ (17.2)%        | 0.3         | ▲ 6.3%          |
| <i>Others</i>                        | 5%             | 2.5         | 2.5         | ▼ (0.8)%        | ▼ (3.1)%         | 2.6         | ▼ (3.7)%        |
| <b>Non-Individuals</b>               | <b>16%</b>     | <b>7.9</b>  | <b>7.8</b>  | <b>▲ 1.1%</b>   | <b>▲ 4.5%</b>    | <b>6.7</b>  | <b>▲ 17.1%</b>  |
| <i>RSME</i>                          | 4%             | 2.0         | 2.0         | ▼ (1.7)%        | ▼ (6.7)%         | 1.8         | ▲ 7.8%          |
| <i>Business Banking</i>              | 6%             | 3.0         | 2.7         | ▲ 10.3%         | ▲ 41.3%          | 2.2         | ▲ 35.0%         |
| <i>SME+</i>                          | 2%             | 1.0         | 1.2         | ▼ (14.6)%       | ▼ (58.3)%        | 1.1         | ▼ (9.3)%        |
| <i>Others</i>                        | 4%             | 1.9         | 1.9         | ▲ 0.7%          | ▲ 2.8%           | 1.6         | ▲ 21.3%         |
| <b>Corporate Banking</b>             |                | <b>23.0</b> | <b>21.5</b> | <b>▲ 7.1%</b>   | <b>▲ 28.5%</b>   | <b>19.0</b> | <b>▲ 21.1%</b>  |
|                                      | <b>49%</b>     |             |             |                 |                  |             |                 |
| <b>Loans to Related Corporations</b> |                | <b>0.9</b>  | <b>0.9</b>  | <b>▼ (5.6)%</b> | <b>▼ (22.5)%</b> | <b>0.6</b>  | <b>▲ 63.3%</b>  |
| <b>Total Singapore</b>               |                | <b>49.2</b> | <b>47.5</b> | <b>▲ 3.7%</b>   | <b>▲ 14.7%</b>   | <b>43.9</b> | <b>▲ 12.2%</b>  |

# Indonesia Loans Growth: 31 March 2024 (Based on MBI's reporting)



| IDR trillion                        | % of Portfolio | 31 Mar 2024  | 31 Dec 2023  | QoQ             | YTD Annualised  | 31 Mar 2023  | YoY            |
|-------------------------------------|----------------|--------------|--------------|-----------------|-----------------|--------------|----------------|
| <b>Community Financial Services</b> | <b>62.0%</b>   | <b>75.9</b>  | <b>74.3</b>  | <b>▲ 2.1%</b>   | <b>▲ 8.5%</b>   | <b>67.9</b>  | <b>▲ 11.7%</b> |
| <b>CFS Retail</b>                   | <b>35.9%</b>   | <b>44.0</b>  | <b>43.5</b>  | <b>▲ 1.1%</b>   | <b>▲ 4.5%</b>   | <b>40.1</b>  | <b>▲ 9.6%</b>  |
| <i>Auto Loan</i>                    | <i>19.3%</i>   | <i>23.5</i>  | <i>23.1</i>  | <b>▲ 1.8%</b>   | <b>▲ 7.4%</b>   | <i>20.5</i>  | <b>▲ 14.6%</b> |
| <i>Mortgage</i>                     | <i>13.2%</i>   | <i>16.1</i>  | <i>16.2</i>  | <b>▼ (0.3)%</b> | <b>▼ (1.2)%</b> | <i>15.9</i>  | <b>▲ 1.4%</b>  |
| <i>Credit Cards + Personal Loan</i> | <i>3.0%</i>    | <i>3.7</i>   | <i>3.6</i>   | <b>▲ 3.1%</b>   | <b>▲ 12.5%</b>  | <i>3.1</i>   | <b>▲ 20.5%</b> |
| <i>Other loans</i>                  | <i>0.5%</i>    | <i>0.6</i>   | <i>0.6</i>   | <b>▼ (1.1)%</b> | <b>▼ (4.4)%</b> | <i>0.6</i>   | <b>▲ 2.5%</b>  |
| <b>CFS Non-Retail</b>               | <b>26.1%</b>   | <b>31.9</b>  | <b>30.8</b>  | <b>▲ 3.5%</b>   | <b>▲ 14.2%</b>  | <b>27.8</b>  | <b>▲ 14.6%</b> |
| <i>Business Banking</i>             | <i>9.8%</i>    | <i>12.0</i>  | <i>11.8</i>  | <b>▲ 2.0%</b>   | <b>▲ 7.9%</b>   | <i>10.0</i>  | <b>▲ 19.8%</b> |
| <i>SME+</i>                         | <i>4.5%</i>    | <i>5.5</i>   | <i>5.1</i>   | <b>▲ 7.3%</b>   | <b>▲ 29.0%</b>  | <i>5.0</i>   | <b>▲ 8.9%</b>  |
| <i>RSME</i>                         | <i>11.7%</i>   | <i>14.4</i>  | <i>13.9</i>  | <b>▲ 3.5%</b>   | <b>▲ 14.1%</b>  | <i>12.7</i>  | <b>▲ 12.9%</b> |
| <b>Global Banking</b>               | <b>38.0%</b>   | <b>46.4</b>  | <b>41.7</b>  | <b>▲ 11.3%</b>  | <b>▲ 45.1%</b>  | <b>39.3</b>  | <b>▲ 18.2%</b> |
| <b>Total Indonesia</b>              |                | <b>122.3</b> | <b>116.0</b> | <b>▲ 5.4%</b>   | <b>▲ 21.7%</b>  | <b>107.2</b> | <b>▲ 14.0%</b> |

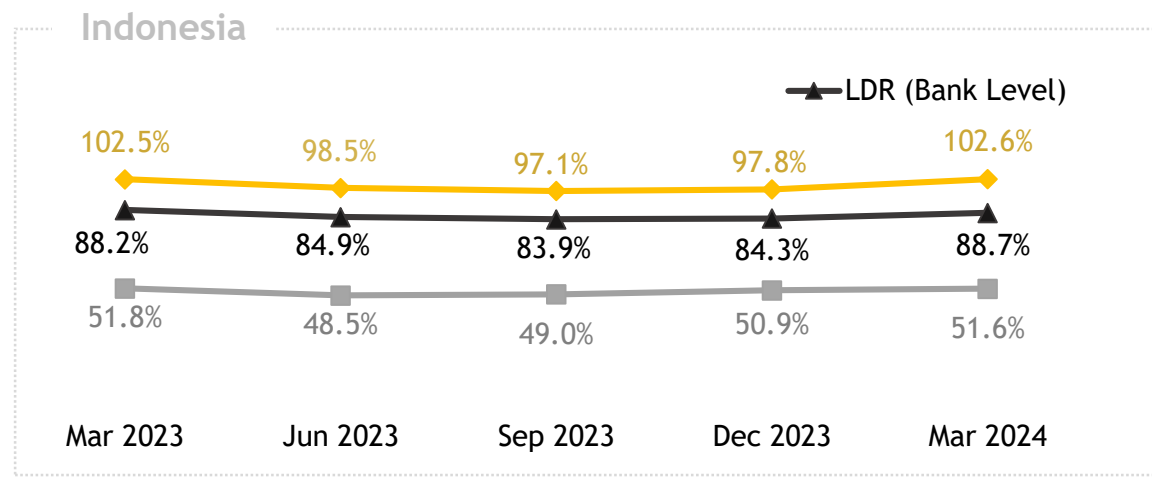
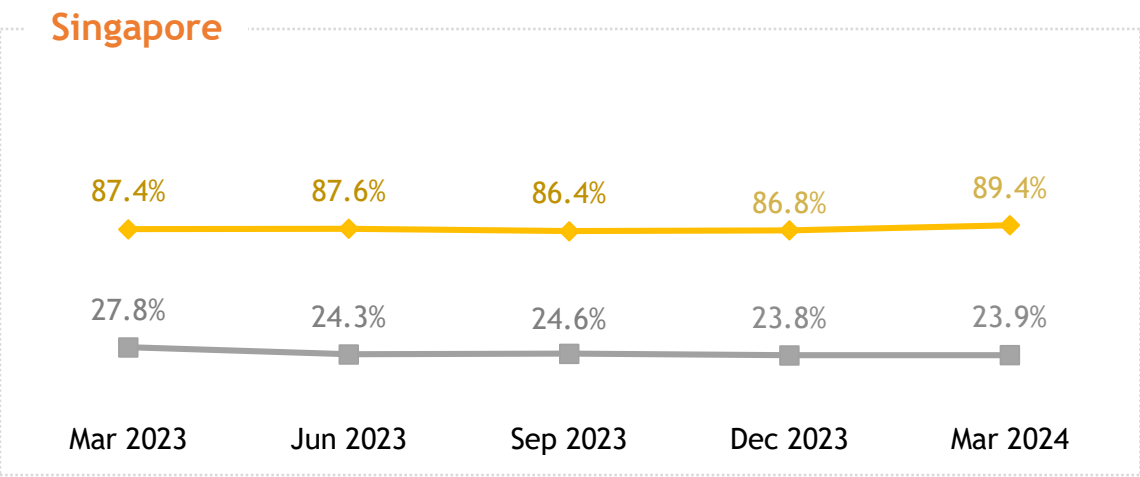
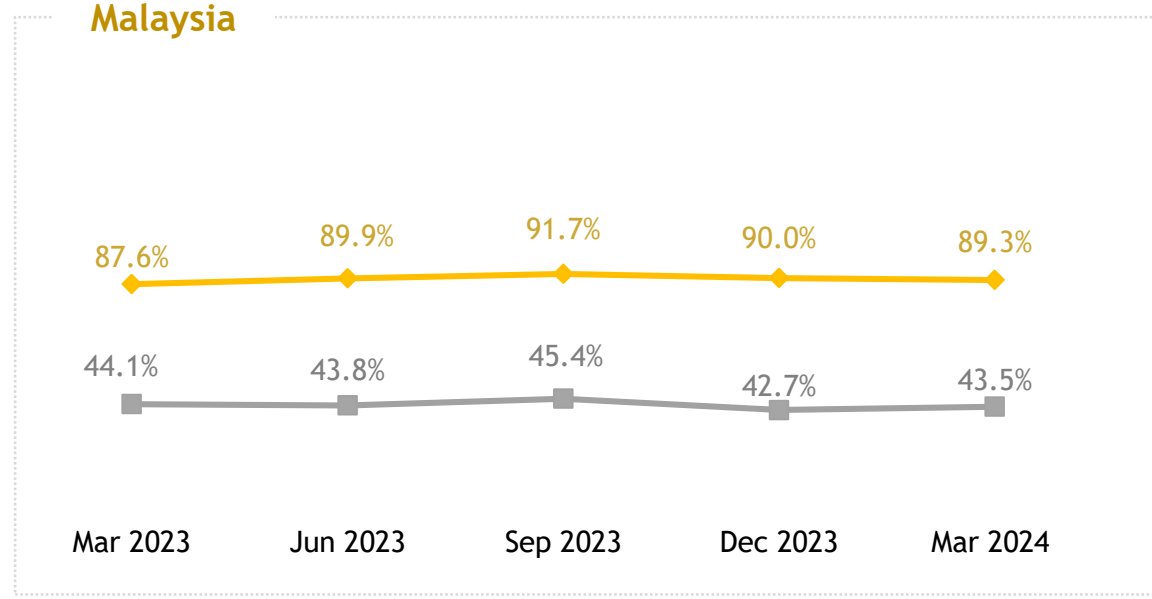
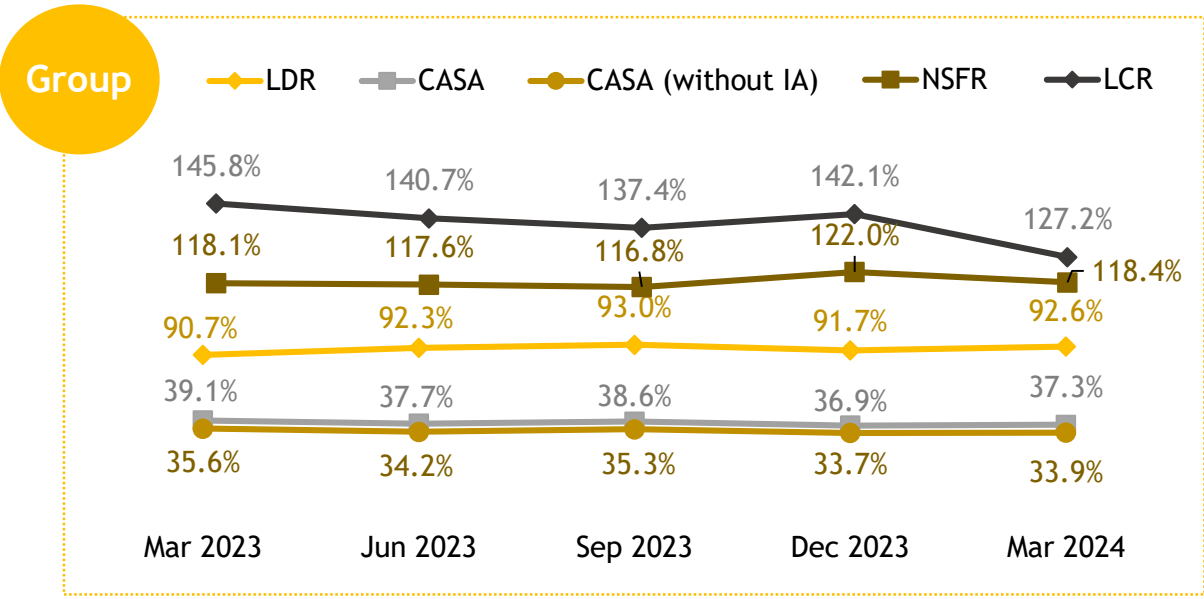
Note: Maybank Indonesia's loans breakdown is mapped in accordance to its local regulatory reporting requirements

# Group Deposits Growth: 31 March 2024



|                                 | % of Portfolio | 31 Mar 2024  | 31 Dec 2023  | QoQ           | YTD Annualised | 31 Mar 2023  | YoY            |
|---------------------------------|----------------|--------------|--------------|---------------|----------------|--------------|----------------|
| <b>Group Gross Deposits</b>     |                | <b>709.0</b> | <b>696.8</b> | <b>▲ 1.7%</b> | <b>▲ 7.0%</b>  | <b>651.3</b> | <b>▲ 8.9%</b>  |
| <i>Total CASA</i>               |                | 265.4        | 257.3        | ▲ 3.1%        | ▲ 12.5%        | 254.5        | ▲ 4.3%         |
| <i>Total Fixed Deposits</i>     |                | 328.0        | 321.0        | ▲ 2.2%        | ▲ 8.7%         | 303.4        | ▲ 8.1%         |
| <b>Malaysia (RM billion)</b>    | <b>63%</b>     | <b>444.2</b> | <b>433.5</b> | <b>▲ 2.5%</b> | <b>▲ 9.9%</b>  | <b>418.2</b> | <b>▲ 6.2%</b>  |
| <i>Total CASA</i>               | 44%            | 194.2        | 186.0        | ▲ 4.4%        | ▲ 17.7%        | 184.8        | ▲ 5.1%         |
| <i>Savings Deposits</i>         | 14%            | 62.3         | 60.6         | ▲ 2.7%        | ▲ 10.9%        | 63.2         | ▼ (1.4)%       |
| <i>Current Accounts</i>         | 30%            | 131.9        | 125.3        | ▲ 5.3%        | ▲ 21.0%        | 121.7        | ▲ 8.4%         |
| <i>Fixed Deposits</i>           | 33%            | 147.3        | 139.4        | ▲ 5.6%        | ▲ 22.6%        | 140.3        | ▲ 5.0%         |
| <i>Others</i>                   | 23%            | 102.8        | 108.2        | ▼ (5.0)%      | ▼ (20.0)%      | 93.0         | ▲ 10.4%        |
| <b>International</b>            | <b>38%</b>     | <b>266.3</b> | <b>264.7</b> | <b>▲ 0.6%</b> | <b>▲ 2.4%</b>  | <b>234.5</b> | <b>▲ 13.5%</b> |
| <b>Singapore (SGD billion)</b>  | <b>72%</b>     | <b>55.1</b>  | <b>54.7</b>  | <b>▲ 0.7%</b> | <b>▲ 2.7%</b>  | <b>50.2</b>  | <b>▲ 9.8%</b>  |
| <i>Total CASA</i>               | 24%            | 13.2         | 13.0         | ▲ 1.2%        | ▲ 4.7%         | 14.0         | ▼ (5.6)%       |
| <i>Savings Deposits</i>         | 12%            | 6.6          | 6.4          | ▲ 3.7%        | ▲ 14.9%        | 5.9          | ▲ 13.4%        |
| <i>Current Accounts</i>         | 12%            | 6.5          | 6.6          | ▼ (1.3)%      | ▼ (5.2)%       | 8.1          | ▼ (19.3)%      |
| <i>Fixed Deposits</i>           | 76%            | 41.9         | 41.7         | ▲ 0.5%        | ▲ 2.0%         | 36.2         | ▲ 15.7%        |
| <b>Indonesia (IDR trillion)</b> | <b>13%</b>     | <b>117.2</b> | <b>115.4</b> | <b>▲ 1.5%</b> | <b>▲ 6.0%</b>  | <b>103.6</b> | <b>▲ 13.1%</b> |
| <i>Total CASA</i>               | 49%            | 58.0         | 58.8         | ▼ (1.4)%      | ▼ (5.5)%       | 53.7         | ▲ 8.0%         |
| <i>Savings Deposits</i>         | 20%            | 23.7         | 23.2         | ▲ 2.1%        | ▲ 8.3%         | 21.2         | ▲ 11.9%        |
| <i>Current Accounts</i>         | 29%            | 34.2         | 35.5         | ▼ (3.6)%      | ▼ (14.5)%      | 32.5         | ▲ 5.4%         |
| <i>Fixed Deposits</i>           | 51%            | 59.2         | 56.7         | ▲ 4.5%        | ▲ 18.0%        | 49.9         | ▲ 18.6%        |

# LDR and CASA Ratio



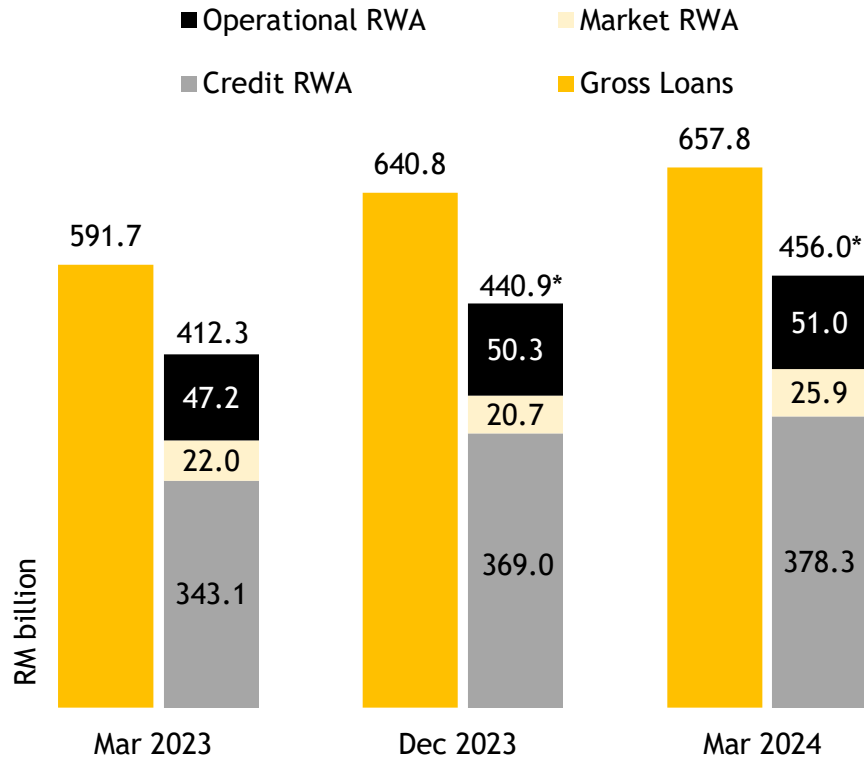
**Note:**

- Group and Indonesia LDR excludes loans to banks and FIs
- Group and Malaysia LDR include investment accounts totaling RM28.28 billion for 31 Mar 2024, RM26.48 billion for 31 Dec 2023, RM25.11 billion for 30 Sep 2023, RM26.69 billion for 30 Jun 2023, and RM26.83 billion for 31 Mar 2023

# RWA Optimisation and Funding Management

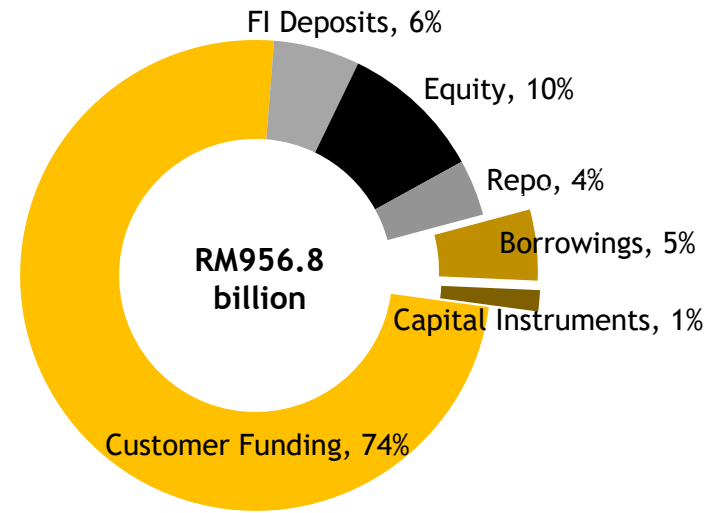


## Group Gross Loans & Group RWA

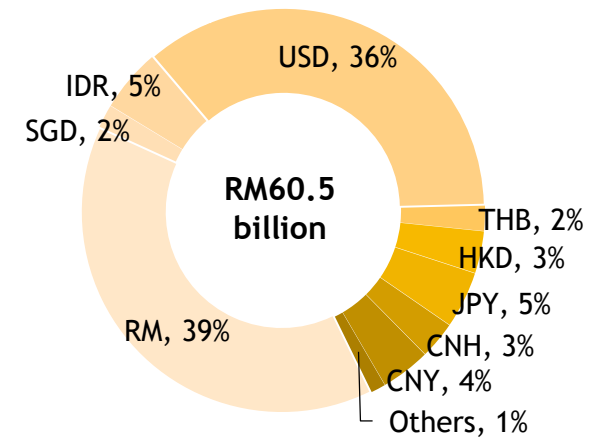


| Growth (%)         | YoY   | YTD Annualised |
|--------------------|-------|----------------|
| Group Gross Loans  | 11.2% | 10.7%          |
| Total Group RWA    | 10.6% | 13.7%          |
| - Group Credit RWA | 10.3% | 10.1%          |

## Funding Breakdown



## Borrowings and Capital Instruments by Currency



### By maturity

|          |     |
|----------|-----|
| ≤ 1 Year | 28% |
| > 1 Year | 72% |

**Note:**

- Customer Funding comprises Deposits from Customers & Investment Accounts of Customers
- Borrowings are inclusive of financial liabilities
- Repo is defined as Obligations on Financial Assets Sold Under Repurchase Agreements

**Note:**

\* Includes Equity RWA of RM809.94 million for Mar 2024 and RM922.1 million for Dec 2023

# Asset Quality



## Allowances for losses on loans

| P&L ECL<br>(RM million)          | 1Q FY2023  | 2Q FY2023  | 3Q FY2023  | 4Q FY2023  | 1Q FY2024  |
|----------------------------------|--|------------|------------|------------|------------|
| Stage 1, net                     | (87)   | (73)       | (66)       | 59         | 72         |
| Stage 2, net                     | 407  | 132        | (68)       | (33)       | 223        |
| Stage 3, net                     | 165  | 652        | 667        | 647        | 339        |
| Write-offs                       | 9  | 22         | 13         | 18         | 26         |
| Recoveries                       | (136)  | (174)      | (111)      | (236)      | (192)      |
| Other debts                      | 1  | 4          | 5          | 9          | (1)        |
| <b>Total</b>                     | <b>360</b>                                       | <b>562</b> | <b>440</b> | <b>464</b> | <b>468</b> |
| <i>Of which:</i>                 | <i>Group Community Financial Services (GCFS)</i> |            |            |            | <i>350</i> |
|                                  | <i>Group Global Banking (GGB)</i>                |            |            |            | <i>121</i> |
|                                  | <i>Group Insurance &amp; Takaful (Etiqa)</i>     |            |            |            | <i>(4)</i> |
| <b>Net Charge Off Rate (bps)</b> |  |            |            |            | <b>29</b>  |

|  | 1Q FY2023 | 2Q FY2023 | 3Q FY2023 | 4Q FY2023 | 1Q FY2024 |
|--|-----------|-----------|-----------|-----------|-----------|
| <b>Loan loss coverage</b>                                  | 133.5%    | 130.3%    | 127.1%    | 124.9%    | 127.3%    |
| <b>Loan loss coverage<br/>incl. Regulatory<br/>Reserve</b> | 146.7%    | 145.7%    | 143.8%    | 143.4%    | 146.1%    |

Note:

Loan loss coverage includes ECL for loans at FVOCI as per Note A11(xii) of the Group's Condensed Financial Statements

## GIL Ratio Composition

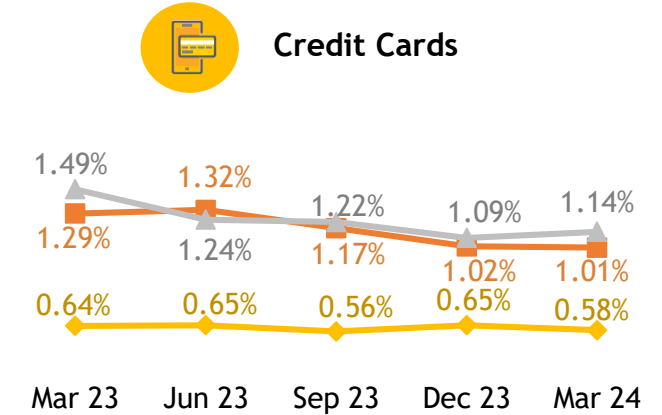
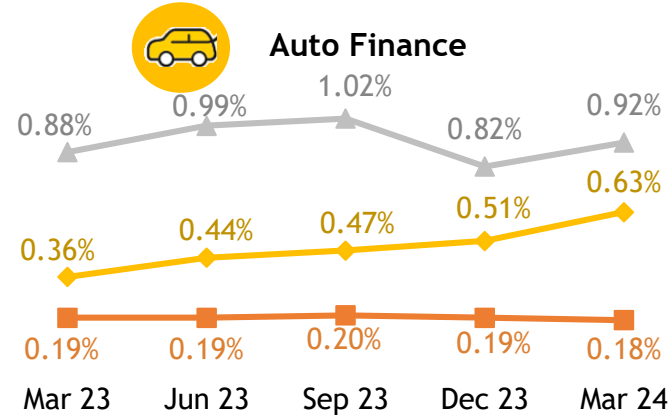
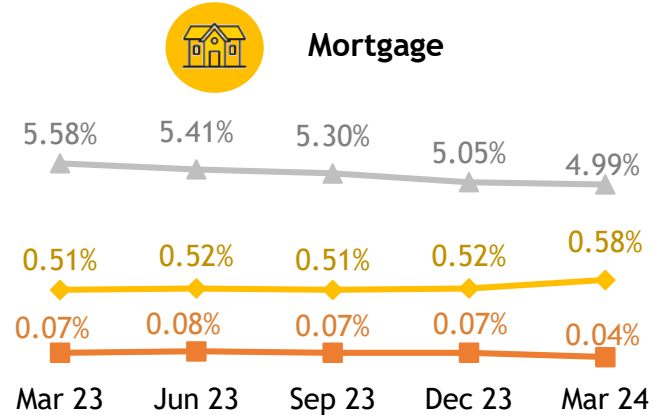
|   | Mar<br>2023  | Jun<br>2023  | Sep<br>2023  | Dec<br>2023  | Mar<br>2024  |
|---|--------------|--------------|--------------|--------------|--------------|
| Non Performing Loans<br>(NPL)   | 1.25%        | 1.15%        | 1.06%        | 1.00%        | 1.07%        |
| Restructured &<br>Rescheduled (R&R)   | 0.04%        | 0.10%        | 0.10%        | 0.11%        | 0.08%        |
| Performing Loans<br>Impaired Due to<br>Judgmental/ Obligatory<br>Triggers (IPL) | 0.21%        | 0.22%        | 0.28%        | 0.24%        | 0.17%        |
| <b>Total GIL Ratio</b>  | <b>1.50%</b> | <b>1.47%</b> | <b>1.43%</b> | <b>1.34%</b> | <b>1.32%</b> |
| <i>Malaysia</i>   | <i>1.37%</i> | <i>1.34%</i> | <i>1.30%</i> | <i>1.21%</i> | <i>1.25%</i> |
| <i>Singapore</i>  | <i>0.60%</i> | <i>0.61%</i> | <i>0.70%</i> | <i>0.81%</i> | <i>0.68%</i> |
| <i>Indonesia</i>  | <i>4.14%</i> | <i>4.06%</i> | <i>4.45%</i> | <i>3.88%</i> | <i>3.66%</i> |



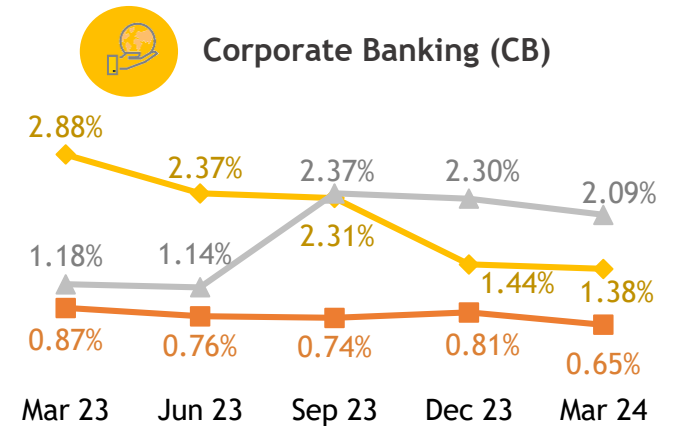
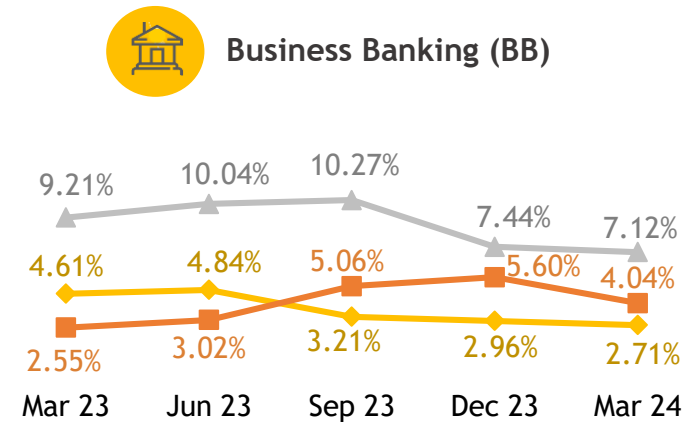
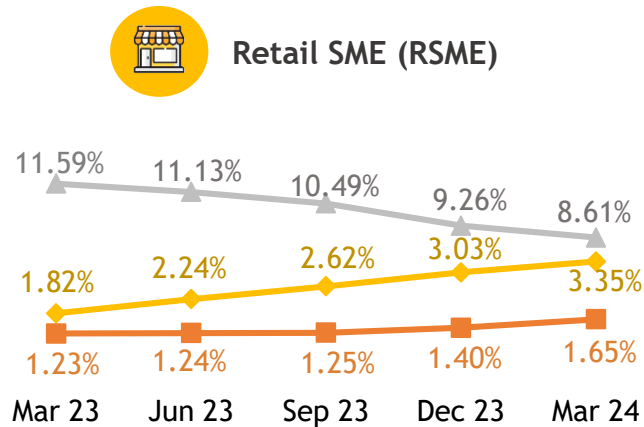
# Asset Quality by Line of Business in Home Markets



## Consumer GIL Ratios



## Business GIL Ratios



◆ Malaysia 
 ■ Singapore 
 ▲ Indonesia

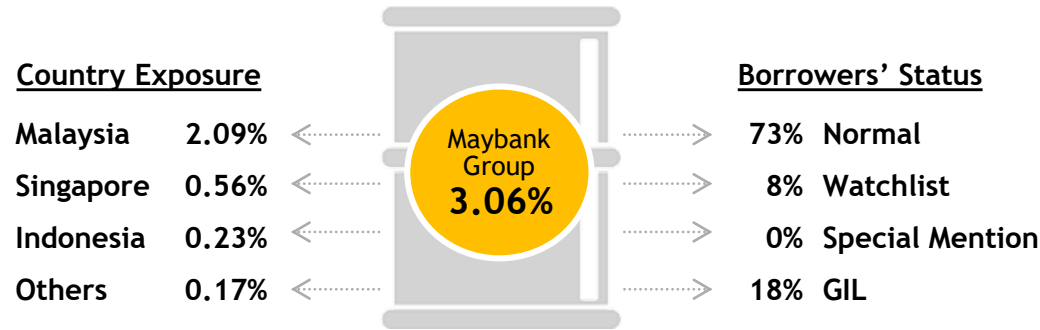
Note:

• Maybank Indonesia's GIL ratios are mapped in accordance to its local regulatory reporting requirements

# Specific Asset Exposures as at 31 March 2024

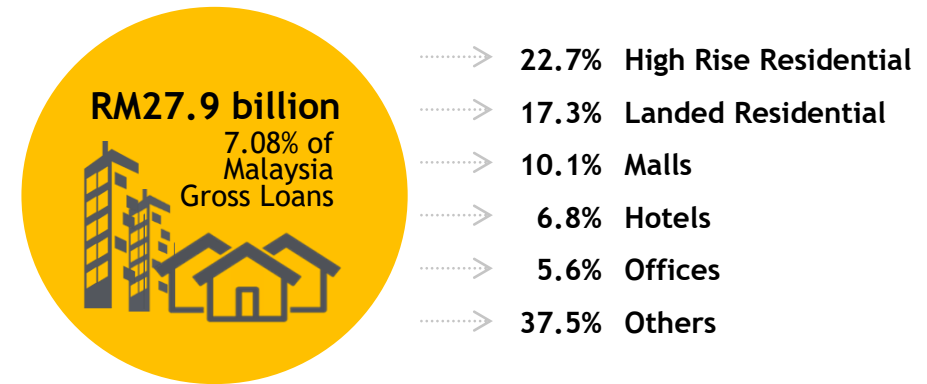


## Oil & Gas Loan and Fixed Income Securities Exposures to Non-Retail Borrowers



Note: Exposures is for loans and fixed income securities, with base including Group gross loans and corporate bonds and sukuk. Funded-only loans exposure is 1.66% of Group gross loans

## Real Estate Loan Exposure to Non-Retail Malaysian Borrowers



## ESG Vulnerable Sectors Loan Exposure to RSME and Non-Retail Borrowers

|                   | Real Estate | Palm Oil | Forestry & Logging | Oil & Gas | Mining (Minerals) | Agri | Power (ex-Coal) | Coal |
|-------------------|-------------|----------|--------------------|-----------|-------------------|------|-----------------|------|
| <b>Funded</b>     | 15.13       | 1.50     | 0.47               | 1.74      | 0.03              | 1.21 | 1.14            | 0.26 |
| Non-Retail        | 14.88       | 1.44     | 0.36               | 1.66      | 0.02              | 1.08 | 1.14            | 0.26 |
| RSME              | 0.24        | 0.06     | 0.11               | 0.08      | 0.00              | 0.13 | 0.00            | 0.00 |
| <b>Non-Funded</b> | 0.34        | 0.05     | 0.03               | 1.00      | 0.00              | 0.02 | 0.45            | 0.02 |

% of Group Gross Loans

## Borrowers' Status



|     |   |
|-----|---|
| 76% | Normal  |
| 20% | Watchlist<br>26% is from high rise residential<br>27% is from malls, hotels and offices |
| 0%  | Special Mention Account   |
| 4%  | GIL<br>32% is from high rise residential<br>44% is from malls and hotels                |

Note:

- Funded-only loans exposure is 6.56%\*
- Exposures exclude unrated bonds
- 'Others' include Land, Industrial Buildings & Factories, Other Residential, Other Commercial and REITs

\*Funded only loans exposure was restated to exclude Labuan

# Overall Business and Financial Impact From Basel III Reform



## Implementation Approach and Impact:

- Basel III Reform encompasses changes to credit, market, operational risk-weighted assets (RWA) and capital, as well as Pillar 3 Disclosure
- The changes will be implemented in phases across various areas as aligned to BNM guidance. The overall reform will be implemented over a span of 6-7 years (2024 - 2030)
- In view of the complexity and the depth of change, a working group has been set up to oversee the overall Basel III Reform implementation, that includes system implementation and potential business changes
- The bank is on track to ensure compliance of the guidelines as planned
- Other jurisdictions i.e.: Indonesia have implemented Basel III Reform, whereby Maybank Indonesia has been in full compliance since Jan 2023. Maybank Singapore Limited will start reporting in 2H2024 as per MAS guidance
- Due to the gradual phase-in of relevant guidelines in Malaysia, the RWA impact is expected to be volatile

## Business Perspective

- May have impact on pricing and business product strategies, especially arising from capital floor requirement, CVA and Market RWA. Overall changes also include reform to credit, operational, liquidity and capital

## Capital Requirements

- For FY2025, changes to the Operational RWA is expected to have capital impact based on the current proposed guidance
- Other significant impact will be market risk, or better known as fundamental review of trading book, expected in 2030

## Key Changes

- The capital impact from the adoption of Basel III Reform are mainly from the following key components:-
  - Operational Risk RWA (effective in 2025) - Allows use of bank's own loss data to determine Internal Loss Multiplier. However, BNM has prescribed value of 1 for all banks in Malaysia.
  - Capital Floor (effective in 2027) - As the bank computes CRWA under Internal Rating Based (IRB), required to compute under both IRB and Full Standardised Approach (SA) in parallel  
(The higher of x%\* SA or IRB will prevail, where x is phased in from 50% to 72.5% over a period of up to 6 years. The number of years likely to be compressed)
  - MRWA (effective in 2030) - Significant change from mainly supervisory parameter driven to now driven by usage of risk sensitivities (delta, vega and curvatures)

# Income Statement for Insurance and Takaful Business



| RM million                                      | 1Q FY2024      | 1Q FY2023    | YoY            | 4Q FY2023    | QoQ            |
|---|----------------|--------------|----------------|--------------|----------------|
| Net interest income                             | 431.3          | 410.7        | ▲ 5.0%         | 436.4        | ▼ (1.2)%       |
| Insurance/takaful service result                | 128.0          | (69.4)       | ▲ (>100)%      | 207.1        | ▼ (38.2)%      |
| Other operating income                          | 584.1          | 328.7        | ▲ 77.7%        | 224.3        | ▲ >100%        |
| <b>Total operating income</b>                   | <b>1,143.3</b> | <b>669.9</b> | <b>▲ 70.7%</b> | <b>867.9</b> | <b>▲ 31.7%</b> |
| Net insurance/takaful investment/finance result | (717.6)        | (406.7)      | ▲ 76.5%        | (451.6)      | ▲ 58.9%        |
| <b>Net operating income</b>                     | <b>425.8</b>   | <b>263.3</b> | <b>▲ 61.7%</b> | <b>416.3</b> | <b>▲ 2.3%</b>  |
| Overhead expenses                               | (70.5)         | (66.5)       | ▲ 6.1%         | (70.9)       | ▼ (0.5)%       |
| <b>PPOP</b>                                     | <b>355.2</b>   | <b>196.8</b> | <b>▲ 80.5%</b> | <b>345.4</b> | <b>▲ 2.9%</b>  |
| Net impairment losses                           | 9.7            | 42.4         | ▼ (77.2)%      | (7.4)        | ▲ (>100)%      |
| <b>Profit before taxation and zakat</b>         | <b>364.9</b>   | <b>239.2</b> | <b>▲ 52.5%</b> | <b>338.0</b> | <b>▲ 7.9%</b>  |

# Key Operating Ratios



| %                                      | 1Q FY2024 | 1Q FY2023 | YoY      | 4Q FY2023 | QoQ      |
|--|-----------|-----------|----------|-----------|----------|
| Return on Equity <sup>3</sup>          | 10.8      | 10.8      | 0.0%     | 11.0      | (0.2)%   |
| Net Interest Margin <sup>3</sup> (bps) | 2.00      | 2.19      | (19) bps | 2.06      | (6) bps  |
| Fee to Income Ratio                    | 36.1      | 24.2      | 11.9%    | 30.3      | 5.8%     |
| Loans-to-Deposit Ratio <sup>1</sup>    | 92.6      | 90.7      | 1.9%     | 91.7      | 0.9%     |
| Cost to Income Ratio                   | 48.3      | 48.3      | 0.0%     | 51.9      | (3.6)%   |
| <b>Asset Quality</b>                   |           |           |          |           |          |
| Gross Impaired Loans Ratio             | 1.32      | 1.50      | (18) bps | 1.34      | (2) bps  |
| Loans Loss Coverage                    | 127.3     | 133.5     | (6.2)%   | 124.9     | 2.4%     |
| Net Charge Off Rate <sup>3</sup> (bps) | (29)      | (25)      | (4) bps  | (32)      | 3 bps    |
| <b>Capital Adequacy <sup>2</sup></b>   |           |           |          |           |          |
| CET1 Capital Ratio                     | 14.87     | 15.09     | (22) bps | 15.34     | (47) bps |
| Total Capital Ratio                    | 18.21     | 18.48     | (27) bps | 18.56     | (35) bps |

Note:

<sup>1</sup> LDR excludes loans to banks and FIs

<sup>2</sup> The capital ratios are based on an assumption of 85% reinvestment rate for periods relating to dividends under DRP, and based on full cash payment of dividends for period without DRP.

<sup>3</sup> Quarterly positions of Return on Equity, Net Interest Margin and Net Charge Off Rate are on an annualised basis

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# Market Share Overview for Community Financial Services Malaysia



| Market share                             | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|--|--------|--------|--------|--------|--------|
| <b>Loans</b>                             |        |        |        |        |        |
| Total consumer                           | 18.7%  | 18.6%  | 18.7%  | 18.9%  | 19.0%  |
| Auto (Retail Hire Purchase)              | 30.2%  | 30.2%  | 30.1%  | 30.1%  | 29.8%  |
| Total mortgage *                         | 14.8%  | 14.9%  | 15.1%  | 15.3%  | 15.5%  |
| Credit cards **                          | 21.0%  | 21.2%  | 21.6%  | 22.0%  | 21.8%  |
| <b>Deposits</b>                          |        |        |        |        |        |
| Total deposits ***                       | 18.0%  | 18.1%  | 17.7%  | 18.1%  | 20.3%  |
| Total core retail deposits ^             | 17.8%  | 17.4%  | 17.4%  | 17.3%  | 19.3%  |
| Retail CASA ^                            | 25.3%  | 25.4%  | 25.1%  | 24.6%  | 28.5%  |
| Retail savings ^                         | 28.6%  | 28.8%  | 28.5%  | 28.3%  | 32.6%  |
| Demand deposits ^                        | 18.3%  | 18.3%  | 18.0%  | 17.1%  | 20.1%  |
| Retail fixed deposits ^                  | 13.6%  | 13.1%  | 13.3%  | 13.5%  | 14.8%  |
| <b>Channels</b>                          |        |        |        |        |        |
| Internet banking - Subscriber base       | 37.5%  | 38.2%  | 38.0%  | 37.7%  | 37.4%  |
| Mobile banking - Subscriber base         | 28.2%  | 27.3%  | 26.9%  | 26.3%  | 26.1%  |
| Internet banking - Transaction Volume ^^ | 56.4%  | 58.4%  | 56.1%  | 54.0%  | 46.7%  |
| Mobile banking - Transaction Volume      | 46.6%  | 46.2%  | 50.9%  | 52.9%  | 55.6%  |
| Branch network $\Sigma$                  | 19.3%  | 19.3%  | 19.3%  | 19.3%  | 19.3%  |

**Note:**

\* Refers to housing, shophouse and other mortgage loans

\*\* Credit cards market share refer to receivables for commercial banks

\*\*\* Total bank deposits inclusive of investment asset ("IA")

$\Sigma$  Industry number from ABM, latest data as at December'23

^ Without IA. With IA, the market share as at March'24 for Total Core Retail Deposits, Retail CASA, Retail Savings, Demand Deposits and Retail Fixed Deposits are 19.1%, 30.8%, 32.7%, 27.3% and 15.2% respectively (against MBB retail IA)

^^ Excluding non-financial transactions as per BNM guidelines

# We maintained our leadership position in Mobile & Internet Banking with strong growth in digital payments



As at Mar' 24



## Mobile Banking

Market Share **55.6%**

of Malaysia's digital transaction volume



## Internet Banking

Market Share **46.7%**

of Malaysia's digital transaction volume

As at Mar' 24



## 3-month Active Users

more than **9.6mil** digital customers

Recorded at group level (MY, SG, ID, PH, KH)

As at end-Mar' 24 in Malaysia



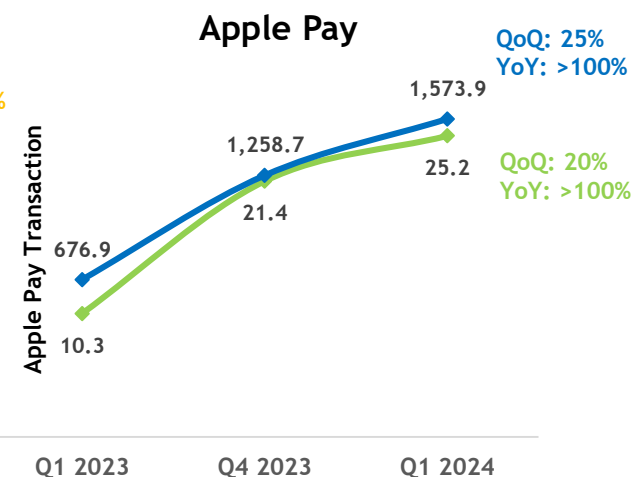
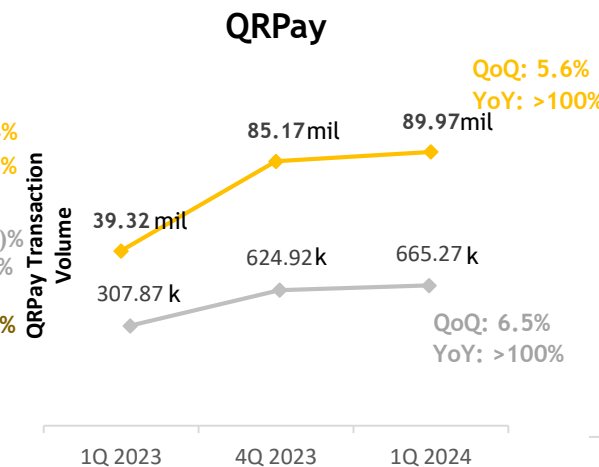
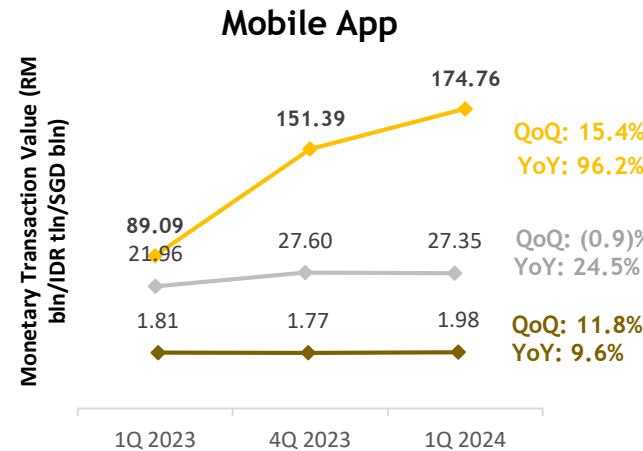
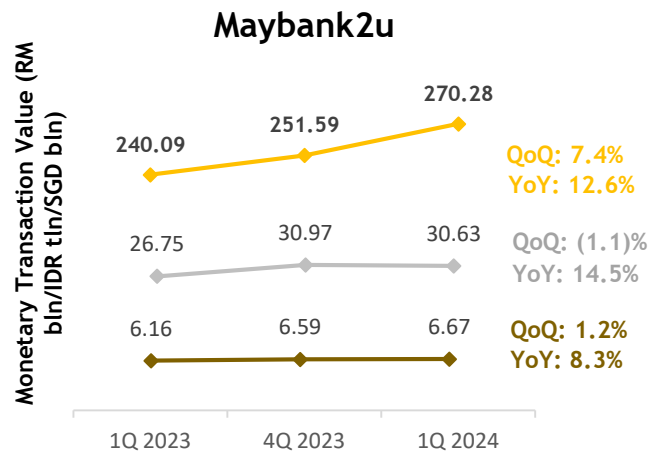
## SME Digital Financing

**RM4.04 bil** approved loans since its launch in Sep'20



## SME Digital Accounts

**263,155** accounts activated since its launch in Feb'20



Transaction Volume Growth (QoQ):  
MY: 5.3% IND: -2.5% SG: -3.2%

Transaction Volume Growth (QoQ):  
MY: 5.7% IND: -3.1% SG: -1.1%

Legend: Malaysia (Yellow), Indonesia (Grey), Singapore (Brown), Volume ('Mil) (Green), Value (RM 'Mil) (Blue)

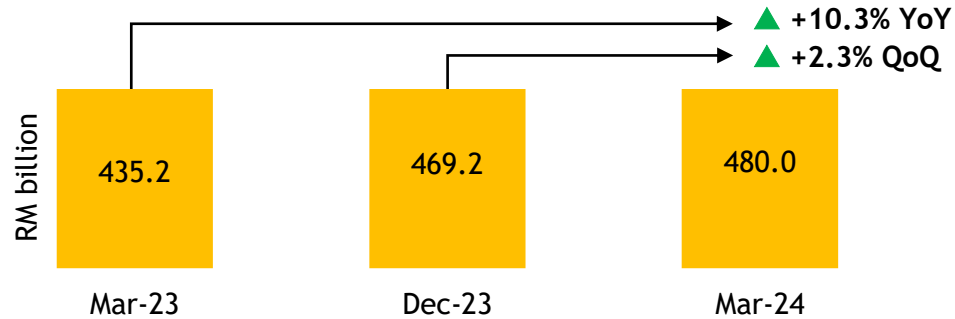


# Overview: Group Wealth Management & Group Securities Portfolios



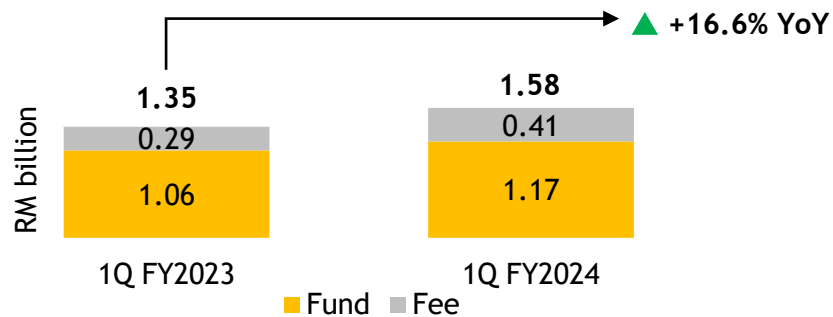
## Group Wealth Management

Total Financial Assets grew 10.3% YoY to RM480.0 billion contributed by investments growth of 15.7% and loans growth of 12.6%



Note: Total Financial Assets (Deposits, Investments, Financing & Protection)

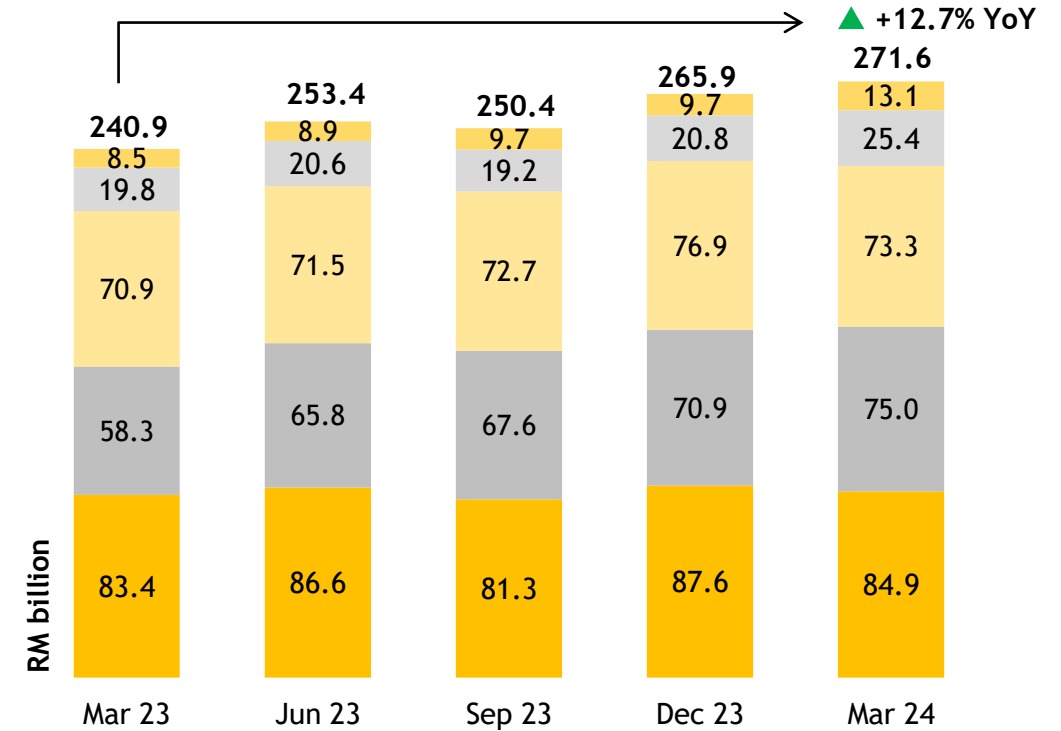
Total wealth income increased by 16.6% YoY driven primarily by wealth fee income registering 42.3% YoY



Note: Premier & Privilege segments contribute to 91.3% of wealth income for 1Q FY2024

## Group Securities Portfolio

Group Securities Portfolio<sup>1</sup> grew 12.7% YoY



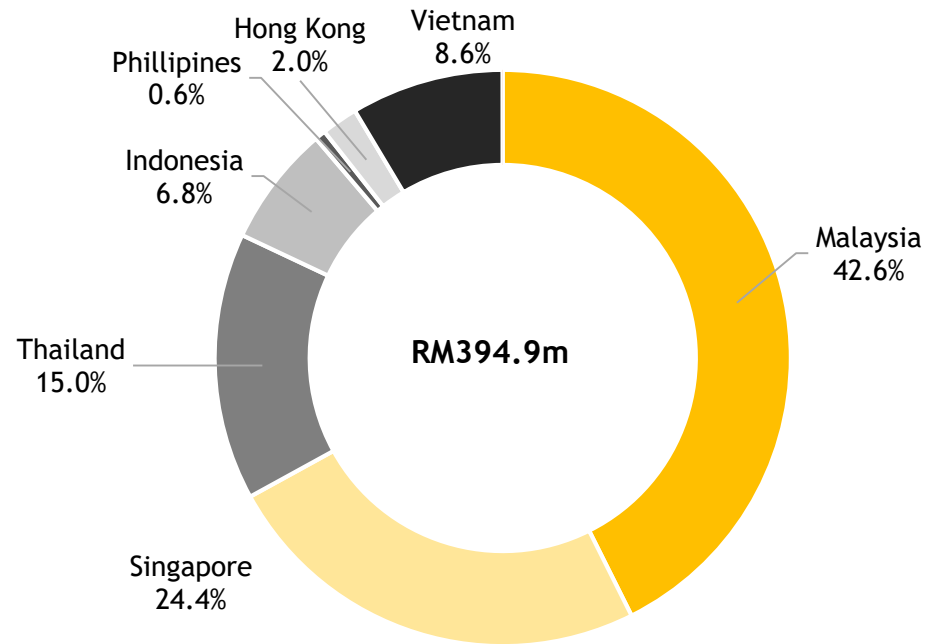
- Govt. Securities - Domestic
- Govt. Securities - Foreign
- PDS/Corp Bonds - Domestic
- PDS/Corp Bonds - Foreign
- Others

Note:  
GWM TFA includes non-individual customers serviced by Client Advisors

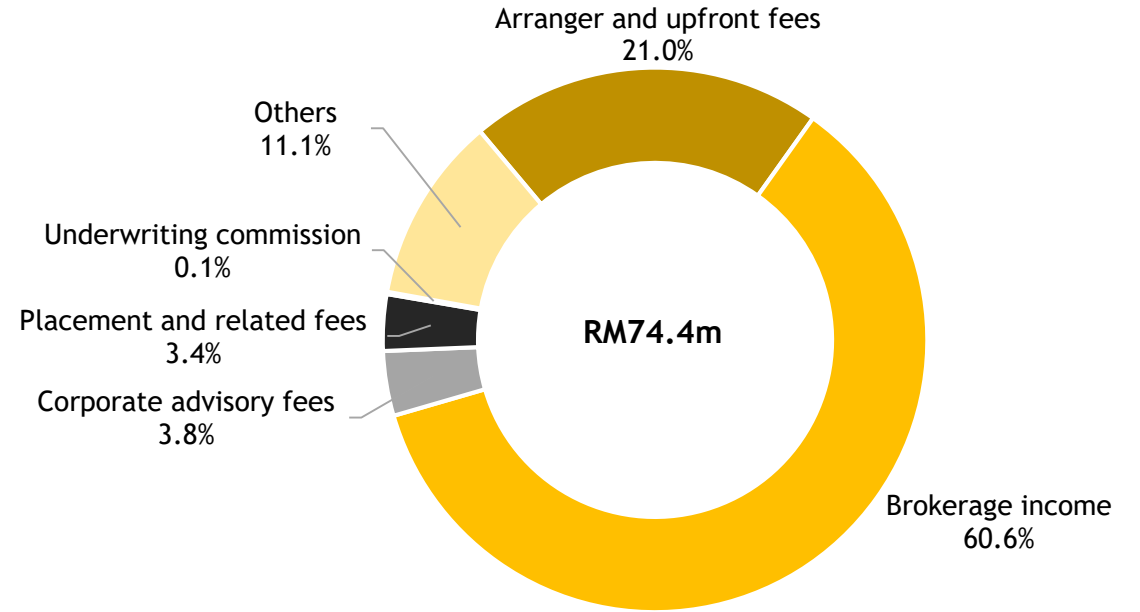
Note:  
<sup>1</sup> Group Securities Portfolio is inclusive of Financial assets designated upon initial recognition (part of FVTPL)

# Overview of Group Investment Banking<sup>1</sup> Portfolio

### 1Q 2024 Total Income Breakdown by Country



### 1Q 2024 Non-Interest Income for Malaysia



### Top 10 Broker Rankings (ASEAN countries)

|                      | Malaysia        | Thailand        | Indonesia       | Philippines    |
|----------------------|-----------------|-----------------|-----------------|----------------|
| <b>Ranking</b>       | <b>#7</b>       | <b>#4</b>       | <b>#3</b>       | <b>#4</b>      |
| <b>Market Share</b>  | 7.6%            | 4.6%            | 8.2%            | 5.9%           |
| <b>Trading Value</b> | MYR29.0 billion | MYR32.6 billion | MYR31.2 billion | MYR3.7 billion |

### IB&A League Table (ASEAN countries)

|                 | LC Bonds            | Global Sukuk        | Loan          | ECM               |
|-----------------|---------------------|---------------------|---------------|-------------------|
| <b>ASEAN</b>    | <b>#4</b>           | <b>#6</b>           | <b>#5</b>     | <b>#3</b>         |
| <b>Malaysia</b> | <b>MYR Bonds #2</b> | <b>MYR Sukuk #2</b> | <b>ECM #4</b> | <b>M&amp;A #1</b> |

Source: Bloomberg (extracted on 1 April 2024)

**Note**

1. Maybank Investment Banking Group (MIBG) represents the combined business of Maybank IB and business segments under Maybank IBG Holdings  
 2. ECM deals excludes convertible debt deals and data collated based on exchange nationality incl. Malaysia, Singapore, Thailand, Philippines, Indonesia & Vietnam

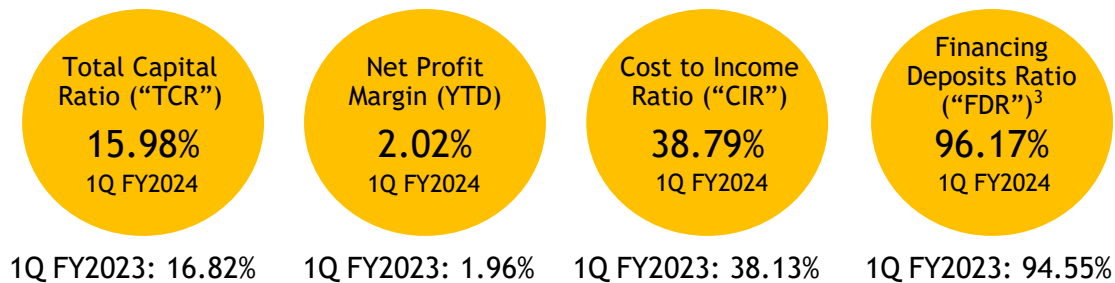
Legend: IB&A - Investment Baking & Advisory, ECM - Equities Capital Market, LC - Local Currency, M&A - Mergers & Acquisition

# Islamic Banking: Performance Overview

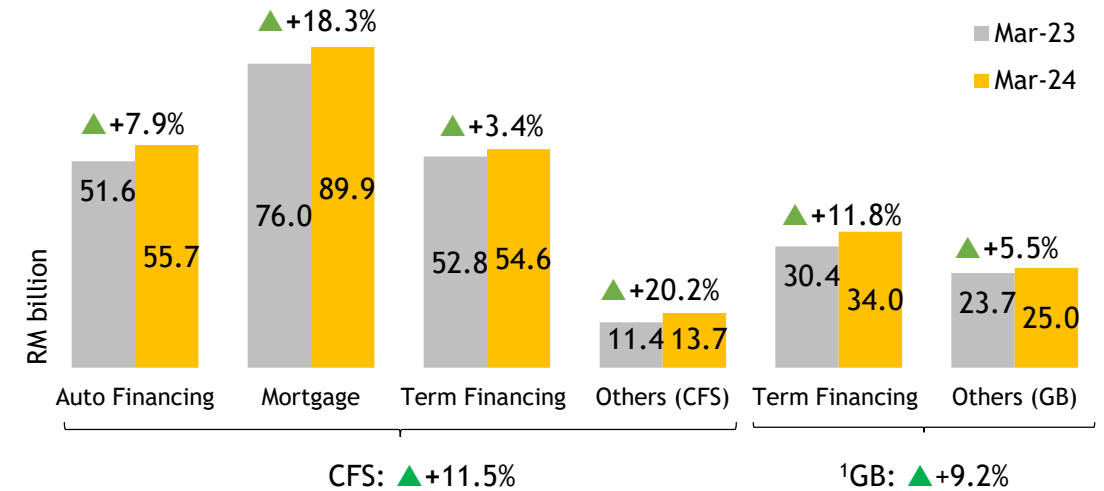
## Group Islamic Banking Financial Performance<sup>1</sup>

| RM million                     | 1Q FY2024              | 1Q FY2023              | YoY     |
|--------------------------------|------------------------|------------------------|---------|
| Total Income                   | 2,104.3                | 1,778.6                | 18.3%   |
| Profit Before Tax              | 819.3                  | 924.7                  | (11.4)% |
| Financing & Advances           | 291,287.9 <sup>2</sup> | 259,564.7 <sup>2</sup> | 12.2%   |
| Deposits & Investment Account: |                        |                        |         |
| <i>Deposits from Customers</i> | 237,951.9              | 221,158.5              | 7.6%    |
| <i>Investment Account</i>      | 29,222.4               | 27,374.6               | 6.8%    |

## Maybank Islamic: Key Financial Ratios

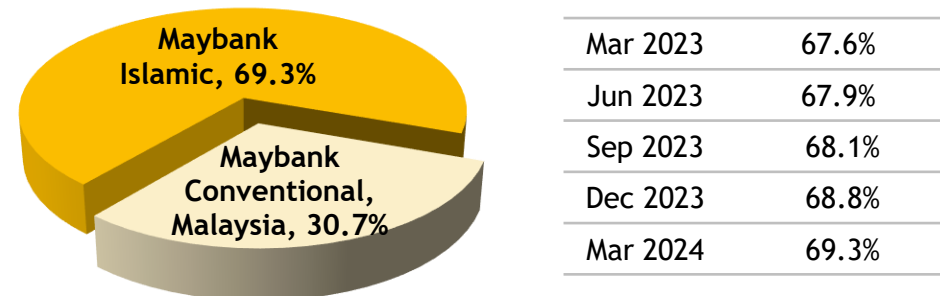


## Maybank Islamic: Total Gross Financing<sup>2</sup> grew to RM272.9 billion



Note: Figures are as per latest segmentation breakdown

## Maybank Islamic Contribution to Maybank Malaysia Loans and Financing as at 31 March 2024



Note:

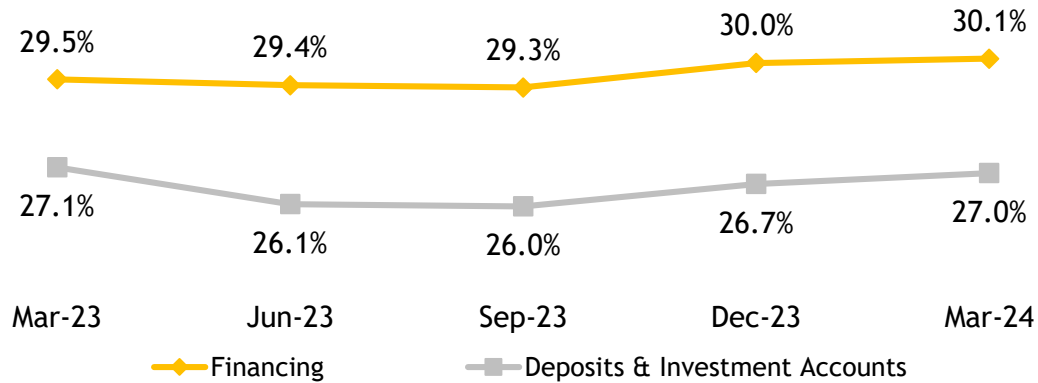
<sup>1</sup>Included MBI Unit Usaha Syariah ("UUS") numbers has been restated to align to regulatory reporting

<sup>2</sup>Including Financing Managed by the Bank i.e. RPSIA financing that are treated as off-balance sheet effective from 31 December 2021

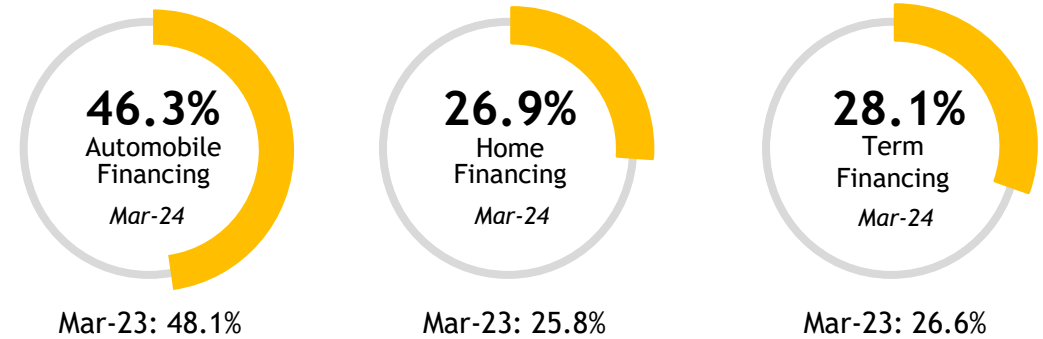
<sup>3</sup> Financing to Deposits Ratio ("FDR") is computed based on Gross Financing against Deposit and Unrestricted Investment Account (exc. RPSIA assets and liabilities)

# Islamic Banking: Market Share

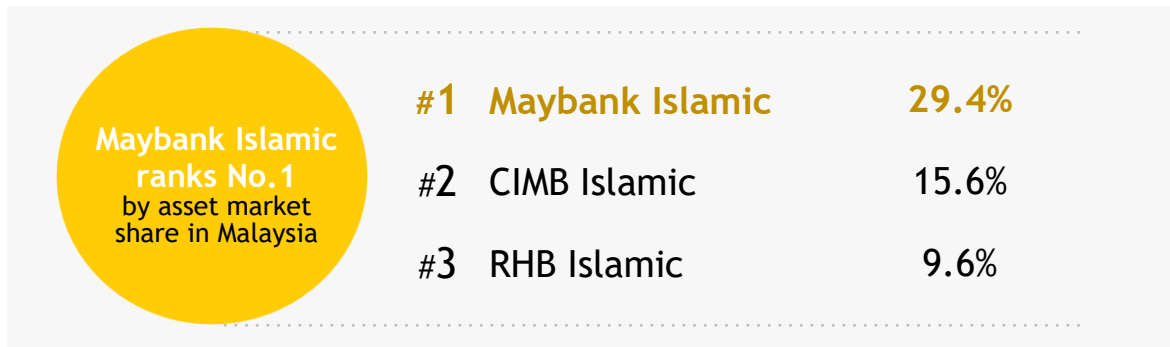
## Maybank Islamic Market Share<sup>1</sup>



## Market Share by Key Products (Malaysia)<sup>1</sup>



## Asset Market Share in Malaysia (December 2023)



Source: Respective Bank's Financial Statements

## Sukuk League Table Ranking (March 2024)

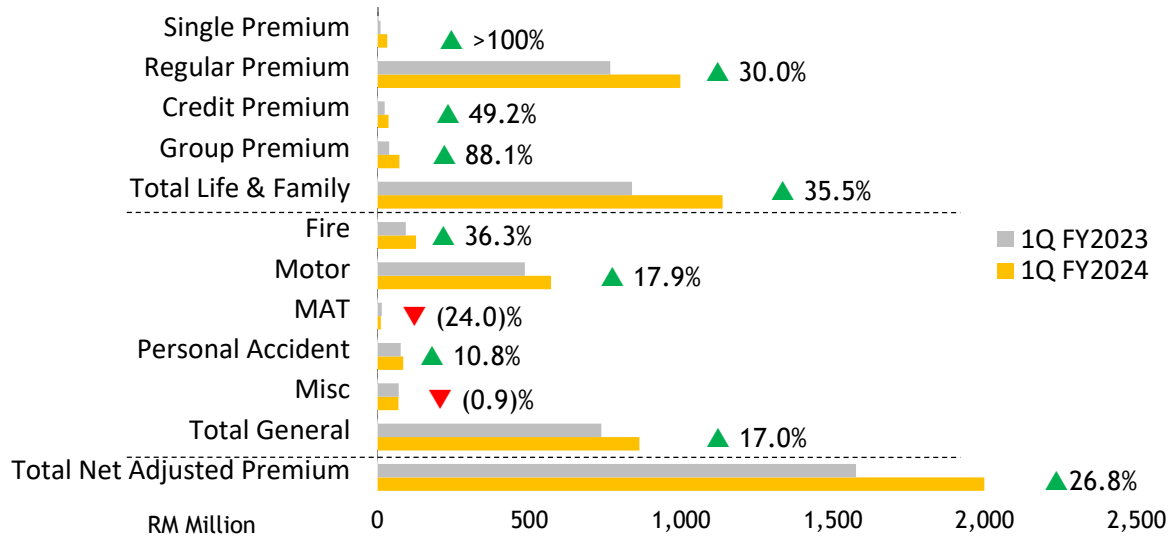


Source: Bloomberg

Note:  
<sup>1</sup>Source: Latest BNM Monthly Statistical Bulletin

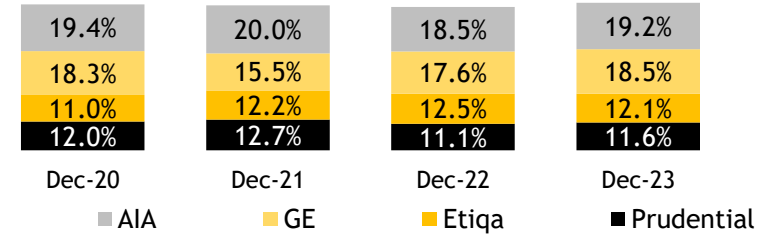
# Insurance and Takaful: Performance Overview

## Net Adjusted Premium/Contribution



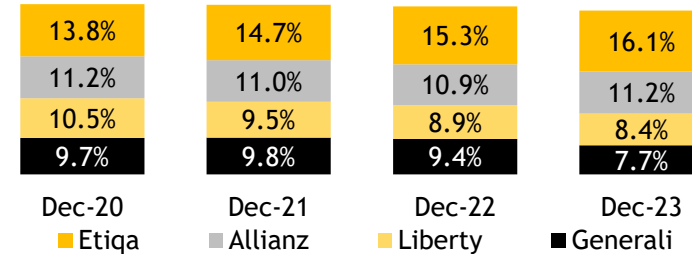
\*Net Adjusted Premium (NAP) = Life/Family Adjusted Premium (100% Regular Premium + 10% Single Premium/Credit/Group) + Net Written Premium (General)

## Life Insurance & Family Takaful (New Business) Market Share (Malaysia)



**No. 3**  
in Life/Family  
(New Business)

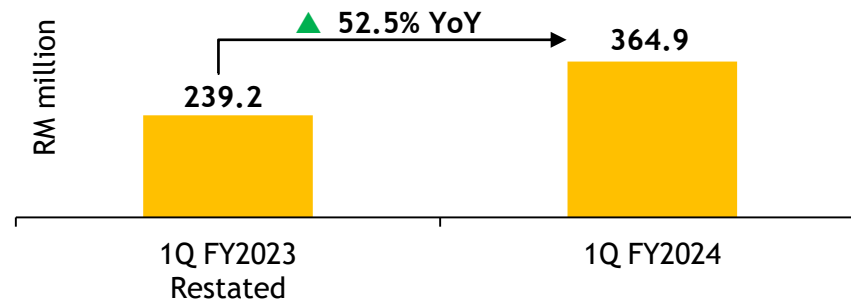
## General Insurance and Takaful Market Share (Malaysia)



**No. 1**  
in General Insurance  
and Takaful  
(Gross Premium)

Note: Market Share is based on rolling 12 months period (Source: LIAM / ISM Statistics)

## Profit Before Tax



# Maybank Singapore: P&L Summary



| SGD million                           | 1Q FY2024     | 1Q FY2023     | YoY            | 4Q FY2023     | QoQ             |
|---------------------------------------|---------------|---------------|----------------|---------------|-----------------|
| Net fund based income                 | 160.80        | 204.14        | (21.2)%        | 179.02        | (10.2)%         |
| Non-interest income                   | 143.62        | 69.83         | >100%          | 86.17         | 66.7%           |
| <b>Net income</b>                     | <b>304.42</b> | <b>273.97</b> | <b>11.1%</b>   | <b>265.19</b> | <b>14.8%</b>    |
| Overhead expenses                     | (141.85)      | (124.95)      | 13.5%          | (155.93)      | (9.0)%          |
| <b>Operating profit</b>               | <b>162.57</b> | <b>149.02</b> | <b>9.1%</b>    | <b>109.25</b> | <b>48.8%</b>    |
| <b>Profit/ (Loss) before taxation</b> | <b>200.35</b> | <b>231.22</b> | <b>(13.4)%</b> | <b>98.13</b>  | <b>&gt;100%</b> |

- Fund based income decreased 21.2% YoY and 10.2% QoQ, as higher interest cost outpaced the increase in interest income from loans growth, compressing net interest margin.
- Non-interest income more than doubled YoY and surged 66.7% QoQ, contributed by treasury income growth as well as strong wealth management income from structured notes, securities and bancassurance commission.
- Overheads rose 13.5% YoY on higher staff costs and marketing expenses. However, it fell 9.0% QoQ.
- Profit before taxation (PBT) dipped 13.4% YoY to SGD200.35 million on lower write-back in loan loss allowances. Nonetheless, PBT doubled QoQ on higher write-back in loan loss allowances compared to preceding quarter.

# Maybank Indonesia: P&L Summary and Financial Ratios



| IDR billion   | 1Q<br>FY2024 | 1Q<br>FY2023 | YoY               | 4Q<br>FY2023 | QoQ               |
|---|--------------|--------------|-------------------|--------------|-------------------|
| Net Fund Based income                                 | 1,753        | 1,807        | (3.0)%            | 1,825        | (4.0)%            |
| Non-Interest income                                   | 370          | 574          | (35.5)%           | 604          | (38.7)%           |
| <b>Net income</b>                                     | <b>2,123</b> | <b>2,380</b> | <b>(10.8)%</b>    | <b>2,429</b> | <b>(12.6)%</b>    |
| Overhead expenses                                     | (1,514)      | (1,453)      | 4.2%              | (1,381)      | 9.6%              |
| <i>Personnel</i>                                      | (796)        | (738)        | 8.0%              | (737)        | 8.0%              |
| <i>General and Administrative</i>                     | (718)        | (716)        | 0.3%              | (644)        | 11.5%             |
| <b>Operating profit</b>                               | <b>609</b>   | <b>927</b>   | <b>(34.3)%</b>    | <b>1,048</b> | <b>(41.9)%</b>    |
| Provisions Expenses                                   | (873)        | (176)        | >100%             | (354)        | >100%             |
| Non Operating Income/(Expense)                        | (2)          | (1)          | 59.9%             | 4            | (>100)%           |
| <b>Profit Before Tax and Non-Controlling Interest</b> | <b>(265)</b> | <b>750</b>   | <b>(&gt;100)%</b> | <b>699</b>   | <b>(&gt;100)%</b> |
| Tax and Non-Controlling Interest                      | 37           | (184)        | (>100)%           | (202)        | (>100)%           |
| <b>Profit After Tax and Non-Controlling Interest</b>  | <b>(228)</b> | <b>566</b>   | <b>(&gt;100)%</b> | <b>497</b>   | <b>(&gt;100)%</b> |
| EPS - Basic (IDR)                                     | (2.99)       | 7.42         | (>100)%           | 6.52         | (>100)%           |

| Key Operating Ratios                    | Mar 24  | Dec 23  | Mar 23  | YoY      |
|---|---------|---------|---------|----------|
| <b>Profitability &amp; Efficiency</b>   |         |         |         |          |
| ROA                                     | (0.60)% | 1.41%   | 1.86%   | (2.46)%  |
| ROE (Tier 1)                            | (3.22)% | 6.20%   | 8.15%   | (11.37)% |
| NIM                                     | 4.53%   | 4.96%   | 5.14%   | (0.61)%  |
| CIR                                     | 72.21%  | 63.84%  | 64.83%  | 7.38%    |
| <b>Asset Quality</b>                    |         |         |         |          |
| NPL - Gross                             | 2.67%   | 2.92%   | 3.37%   | (0.70)%  |
| <b>Liquidity &amp; Capital Adequacy</b> |         |         |         |          |
| LCR                                     | 213.47% | 210.22% | 171.89% | 41.58%   |
| CET1                                    | 24.50%  | 26.57%  | 28.00%  | (3.51)%  |
| CAR                                     | 25.65%  | 27.74%  | 29.11%  | (3.46)%  |

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Humanising Financial Services

