

### **RHB Bank beats international competition to win three - year currency exchange tender at Changi Airport**

SINGAPORE, 22 August 2011 – RHB Bank has won a three-year tender awarded by Changi Airport Group to operate half of its total number of currency exchange counters in the airport, following a competitive pitch earlier this year.

This means that RHB Bank, which is celebrating its 50th anniversary in Singapore, will increase the number of its currency exchange counters from two to 15, located across all the terminals at the Changi Airport, including the Budget Terminal.

Supported by the almost seven-fold increment of presence in Changi Airport, RHB Bank expects its currency exchange business revenue to grow by almost 7 times and subsequently sustain a promising annual growth of 15% to 20% based on anticipated increase in passenger traffic at Changi Airport.



*(From left to right) Jason Wong, Country Head of RHB Bank Singapore; Zainudin Nordin, Member of Parliament for Bishan-Toa Payoh GRC; Tan Sri Azlan Zainol, Chairman of RHB Bank Berhad and Renzo Viegas, Principal Officer of RHB Bank Berhad officiating the Grand Opening of RHB Bank's Bureau de Change counters*

At the grand opening of the 15 RHB currency exchange counters today, Tan Sri Azlan Zainol, Chairman of RHB Bank Berhad said that the partnership with Changi Airport is an important milestone for the bank's regional expansion plans. Tan Sri Azlan commented: "Singapore is a key regional market for RHB Bank. With Changi Airport achieving record passenger traffic year on year, our increased presence in one of the world's busiest airport will allow us to reach out to an international mix of customers and can translate to potential business opportunities for us."

Mr Jason Wong, Country Head of RHB Bank Singapore expressed that there is good synergy between the bank and the internationally-acclaimed Changi Airport. Mr Wong said: "We are delighted to be awarded the tender and to continue our growing partnership with Changi Airport, with whom we share the same vision in service excellence. As one of the significant tenants in the airport, we will focus in doing our best



## News Room

---

to contribute to the overall customer experience of both local and international visitors through our service and product offerings.”

RHB Bank Singapore is the first full bank to be conferred the Service Class award by SPRING Singapore as well as the first and only bank in Singapore and Malaysia to be awarded the prestigious “Best Customer Experience Management of the Year Award” in banking service by APCSC Hong Kong. Last year, the bank was awarded the Singapore Quality Class by SPRING Singapore.

### **About RHB Bank Singapore**

Marking its 50th Anniversary in Singapore, RHB Bank was first established in 1961 as UMBC (United Malayan Banking Corporation Berhad). Through a series of rapid expansion and strategic mergers, RHB Bank Singapore emerged. RHB Bank Singapore is a full-licensed bank with a network of 7 branches situated in various locations and operates 15 Bureau de Change outlets in Singapore Changi Airport. The main Singapore office is located at 90 Cecil Street, an RHB Bank owned building. The Bank provides a comprehensive range of financial products and services to consumer, corporate and commercial clients, ranging from various types of deposits and loans, treasury to investment banking.

RHB Bank Singapore is the first full bank to be conferred the prestigious S-Class (Service Class) award by SPRING Singapore as well as the first and only bank in Singapore and Malaysia to be awarded the prestigious “Best Customer Experience Management of the Year Award” in banking service by APCSC Hong Kong and most recently, awarded the SQC (Singapore Quality Class) by SPRING Singapore in June 2010.

For more information on RHB Bank Singapore please log on to [www.rhbbank.com.sg](http://www.rhbbank.com.sg).

For more information, please contact:

#### **SOH LI SAR**

Service Quality/ Public Relations  
RHB Bank Berhad Singapore  
Tel: 6320 0242  
Mobile: 8322 7283  
Email: [soh\\_li\\_sar@rhbbank.com.sg](mailto:soh_li_sar@rhbbank.com.sg)  
For media enquiries, please contact:

#### **FELICIA HU ALICIA TAN**

Account Manager Account Executive  
BANG Public Relations Pte Ltd BANG Public Relations Pte Ltd  
Tel: 6372 3562 Tel: 6372 3571  
Mobile: 9423 2973 Mobile: 9101 1202  
Email: [felicia@bang.com.sg](mailto:felicia@bang.com.sg) Email: [alicia@bang.com.sg](mailto:alicia@bang.com.sg)

---



## News Room

---

### **About the RHB Banking Group**

*The RHB Banking Group is the fifth largest fully integrated financial services group in Malaysia. The Group's core businesses are streamlined into seven Strategic Business Groups (SBGs): Retail Banking, Business Banking, Group Transaction Banking, Corporate & Investment Banking, Islamic Banking, Global Financial Banking and Group Treasury. These businesses are offered through its main subsidiaries - RHB Bank Berhad, RHB Investment Bank Berhad, RHB Insurance Berhad and RHB Islamic Bank Berhad, while its asset management and unit trust businesses are held under RHB Investment Management Berhad. RHB's Global Financial Banking Division includes commercial banking operations in Singapore, Thailand and Brunei. The Group also has a non-ringgit based offshore funding operations in Labuan as well as a representative office in Vietnam. It is RHB Banking Group's aspiration to deliver superior customer experience and shareholder value; and be recognised as one of the top financial services group in the ASEAN Region.*

*It's time we simplify banking*