

Forward-Looking Statement Disclaimer

This presentation and subsequent discussions may contain forward-looking statements that involve risks and uncertainties. These statements are generally indicated by the use of forward-looking terminology such as believe, expect, anticipate, estimate, plan, project, target, may, will or may be expressed to be results of actions that may or are expected to occur in the future. You should not place undue reliance on these forward-looking statements, which reflect our belief only as of the date of this presentation. These forward-looking statements are based on our own information and on information from other sources we believe to be reliable. They relate to future events or our future financial, business or other performance and are subject to a number of uncertainties that may cause our actual results to differ materially.





Agenda



Overview

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Financial Performance

3

Business Development

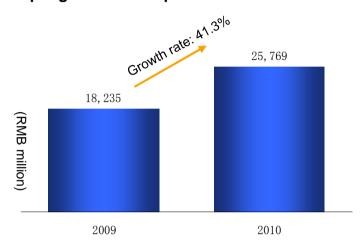
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Outlook

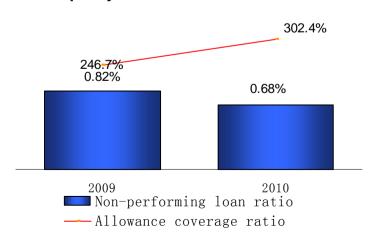


Maintaining balanced development among profitability, asset quality and scale in 2010

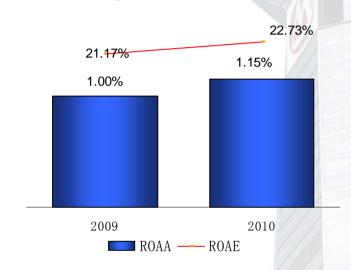
Rapid growth in net profit



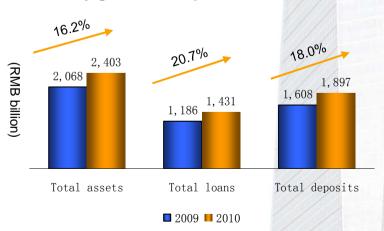
Asset quality remained sound



Continuous growth in ROAA & ROAE



Steady growth in deposits and loans





Good beginning for "Second Transformation"

Capital efficiency improved

- As at the end of 2010, the risk-adjusted return on capital (RAROC, profit after tax) was 20.23%, representing an increase of 2.2 percentage points over the previous year
- The capital adequacy ratio increased from 10.05% as in 2009 to 11.21%, while core capital adequacy ratio increased from 7.36% as in 2009 to 8.70%
- ROAE further increased as compared with the previous year;

Risk pricing of loans improved notably

- As at the end of 2010, the floating band of weighted average interest rates of our new general loans in RMB (weighted at actual amounts, the same hereinafter) increased by 7.9 percentage points as compared with 2009
- The floating band of weighted average interest rates of our new general wholesale loans increased by 3.8 percentage points as compared with 2009
- The floating band of weighted average interest rates of our new general retail loans increased by 20.1 percentage points as compared with 2009.

Cost efficiency and manpower capacity increased

- ◆ As at the end of 2010, the operating expense of the Company was RMB27.14 billion, increasing by 25.2%, which was 14 percentage points lower than the growth rate of net operating income
- Cost-to-income ratio was 39.6% (excluding business tax), decreasing 4.4 percentage points as compared with 2009; net profit per capita was RMB590,000, increasing by 28.3% as compared with the previous year
- Average branch profit was RMB31.29 million, an increase of 26. 1% from the previous year.



Good beginning for "Second Transformation" (continued))

The proportion of high-value customer increased steadily

- As at the end of 2010, the number of our retail customers with daily average total AuM per month of RMB500,000 or above reached 670,100, the proportion of high-net-worth customer increased from 1.3% as at the beginning of the year to 1.5%, and their proportion in the total AuM of the retail customers reached 67.3%
- ◆ The number of corporate customers contributing total revenue of RMB100,000 or above was 37,018. The proportion of high-net-worth corporate customer increased from 6.8% as at the beginning of the year to 8.7%, and their proportion of revenue contribution increased from 93.0% to 93.8% yoy.

Ensure the risk within the tolerance level

- The Company has been constantly improving its risk management capability through actively optimizing the whole process of credit risk management
- ♦ In 2010, the proportion of the Special Mention loans decreased from 1.21% to 1.01%, and the migration ratio of the normal loans decreased from 2.86% to 1.25%. NPL formation ratio decreased to 0.16% from 0.26% in 09 and the allowance-to-loan ratio increased from 2.10% to 2.14% yoy.

Note: Based on the Company range

High-value retail customer refers to retail customer with daily average AuM per month

High-value corporate customers refers to corporate customers contributing revenue of RMB100,000 or above.



Continued to be highly acknowledged



The Best Commercial Bank and Best Retail Bank in China



Economic Observer

No.1 in Bank Wealth Management Products Ranking



THE ASSET

Best Domestic Custody Specialist - China



EUROMONEY

Best Private Banking Services overall, China



GLOBAL FINANCE

Best SME Lending (Domestic) Bank in China & Best Consumer Bank



Asiamoney

The Best Cash Management Bank in China



2010 ACCE Conference & Expo

2010 Global Call Center of the Year Award



SHANGHAI STOCK EXCHANGE

2010 Information Disclosure Award



Forbes

No.7 in Chinese Brand Value Ranking





Agenda



Financial Performance

Business Development

Outlook





Rapid growth in interest income

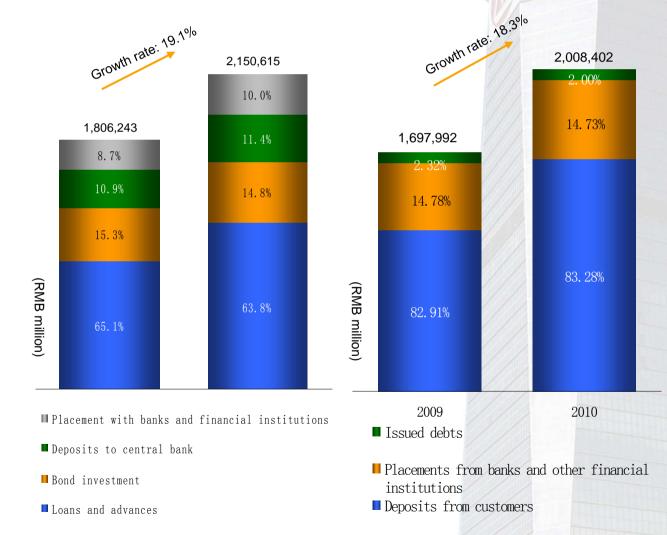
Interest income

Average interest-earning assets Average interest-bearing liabilities1



Interest expense

Net interest income

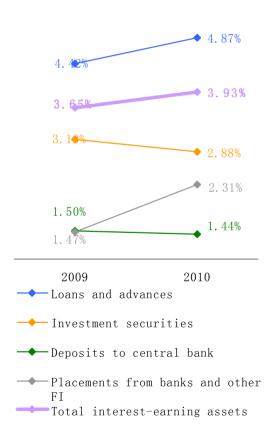




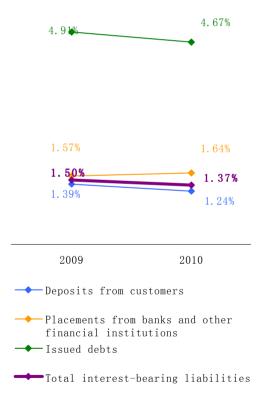
Note: Group level figures

Net interest margin noticeably expanded

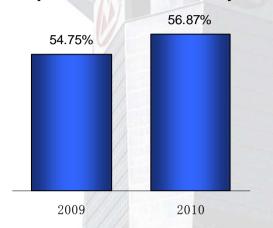
Average yield of interestearning assets



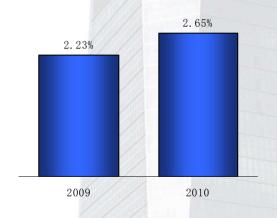
Average cost rate of interest-bearing liabilities



Proportion of demand deposits



Net interest margin



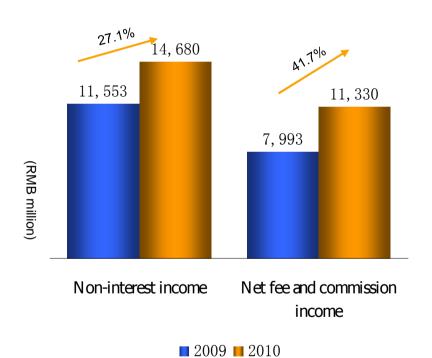


Note: Group level figures

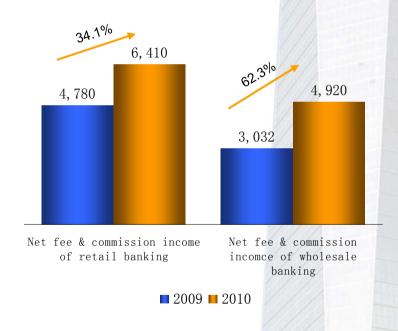
1 Issued debts include certificates of deposit, convertible bonds, financial bonds and subordinate debts

Non-interest income continually grew

Non-interest income



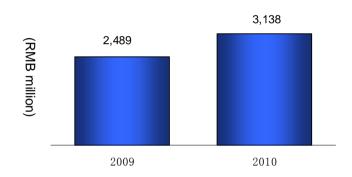
Net fee & commission income of retail and wholesale banking



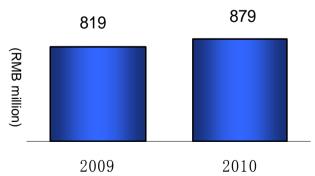


Booming of wealth management business

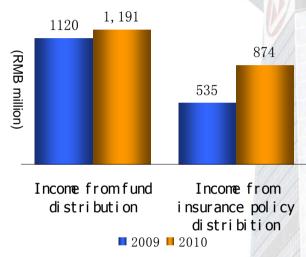
Income from wealth management



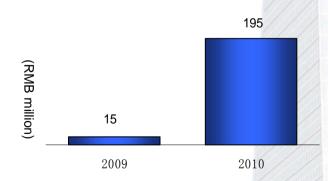
Income from wealth management on behalf of customers



Income from fund and insurance distribution



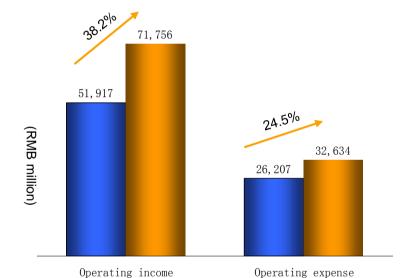
Income from trustee agency services





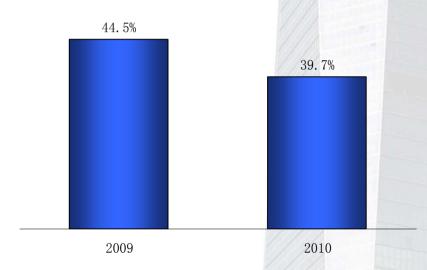
Notably effective cost management

Operating income and expense



■ 2009 **■** 2010

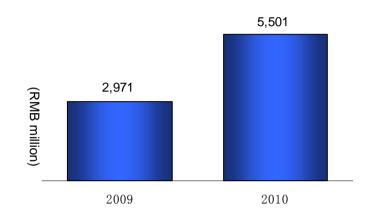
Cost-to-income ratio¹



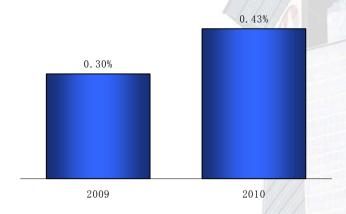


Credit cost kept at low level

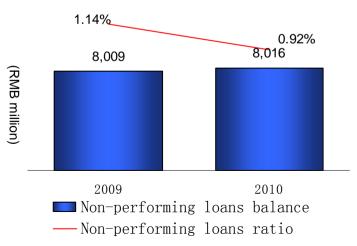
Impairment losses on assets



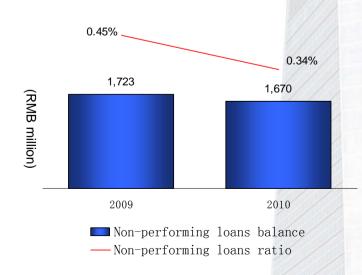
Credit cost



Asset quality of corporate loans



Asset quality of retail loans





Note: Group level figures



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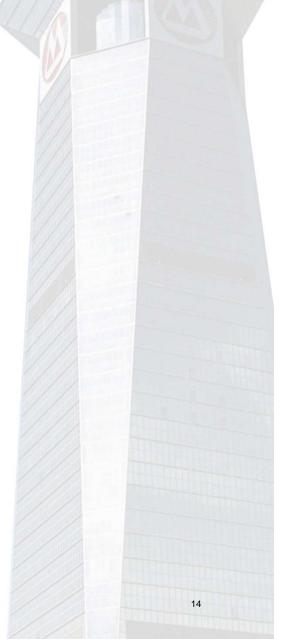


Financial Performance

Business Development

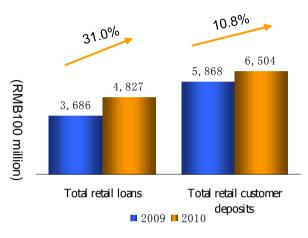
Outlook



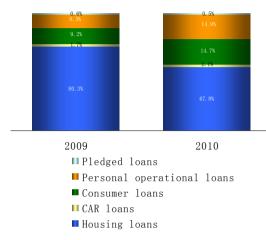


Steady growth in retail banking business helped broaden high-value customer base

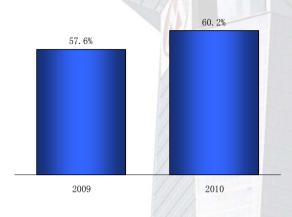
Scale of deposits and loans of retail banking steadily grew



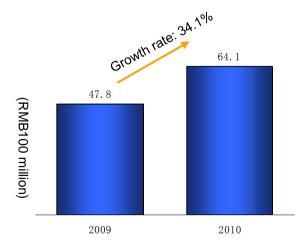
Structure of retail banking loans continued to optimize¹



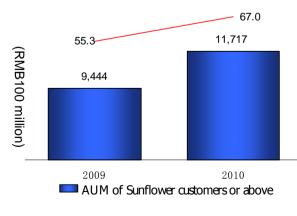
Percentage of demand deposits of retail banking continually rose



Net fee and commission income of retail banking



AuM of Sunflower customers or above increased steadily



Total number of Sunflower customers or above (in 10,000)

Total assets of Diamond and private banking customers jumped quickly

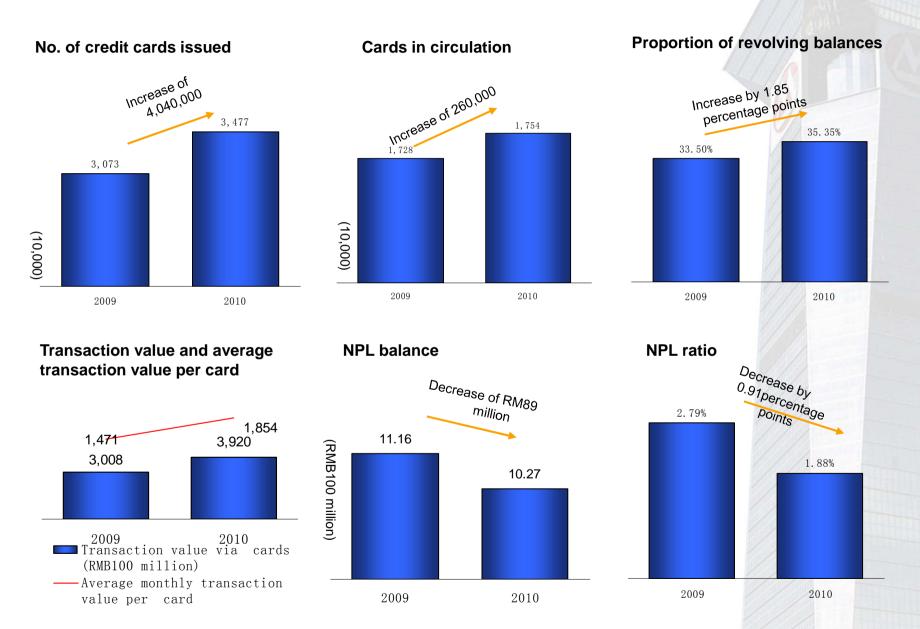
- Number of private banking customers increased by 42%
- AuM of private banking customers increased by 49%



Note: Based on the Company range

1 Retail loans do not include credit card loans

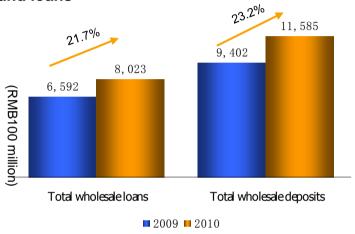
Fruitful progress on sophisticated business development strategy of credit card business



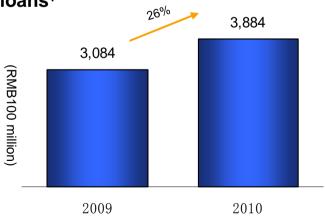


Wholesale banking business growing steadily with transformation speeding up

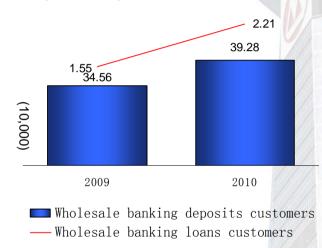
Steady growth in corporate deposits and loans



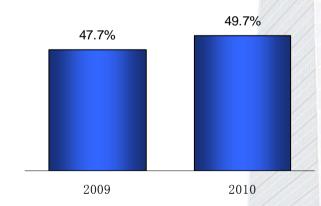
Rapid growth in SME corporate loans¹



Expansion of customer base of corporate deposits and loans

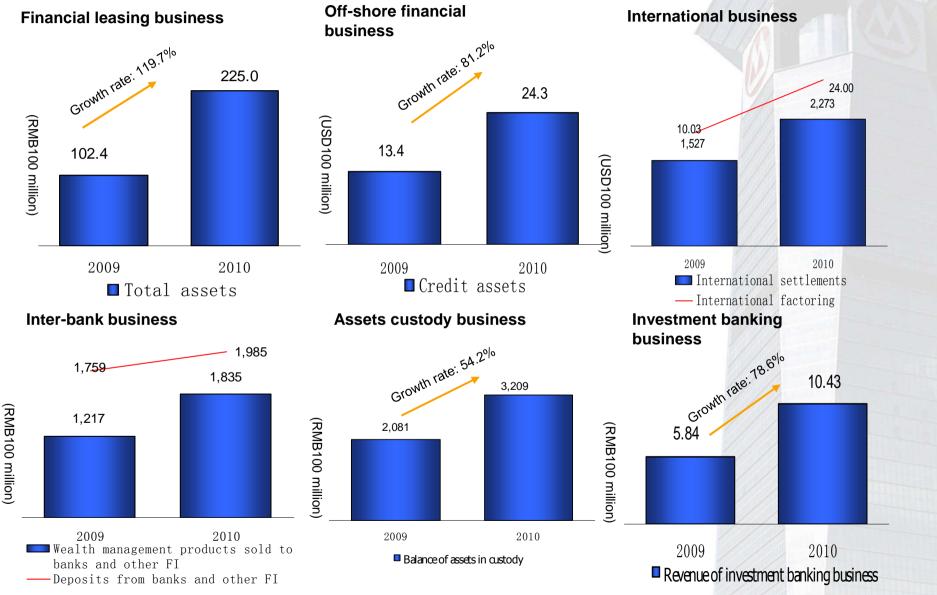


Increase in proportion of SME corporate loans





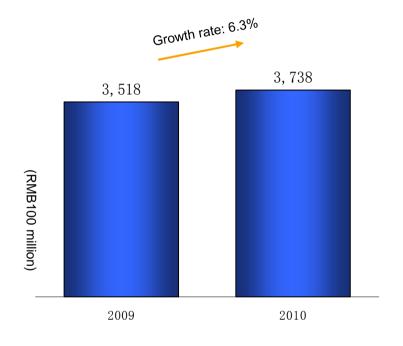
Steady progress of diversified wholesale banking business



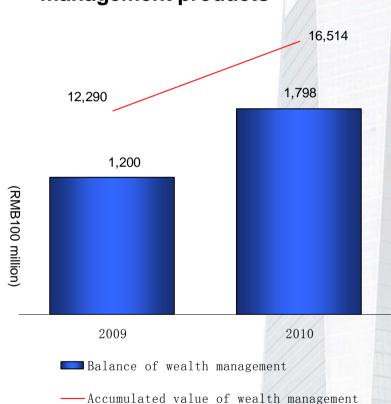


Stable progress of financial market business

Proprietary investment portfolio



Scale of wealth management products

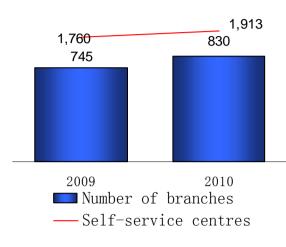


 Accumulated value of wealth management products issued

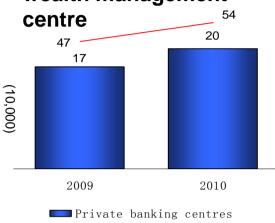


Channel layout further rationalized and operating efficiency further improved.



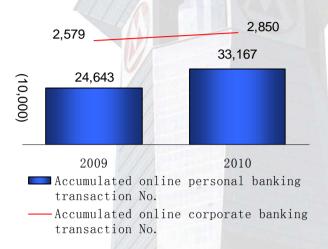


Private banking and wealth management

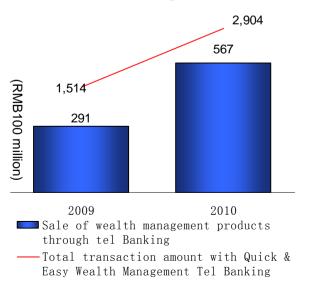


---- Wealth management centres

Online banking transactions

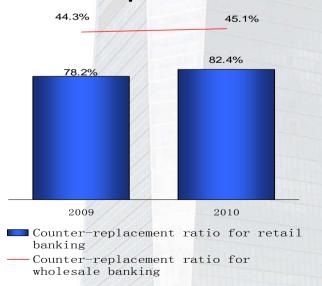


Direct banking transactions



In November 2010, the Company launched the innovative mobile banking for iPhone, which was well received by users. As at the end of February 2011, the downloads broke 350,000 and received top user rating and ranking among Apple's financial software in App Store.

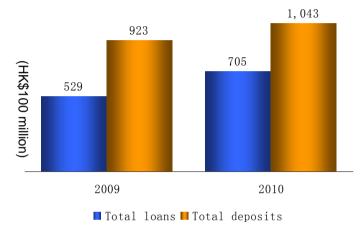
Counter-replacement ratio¹



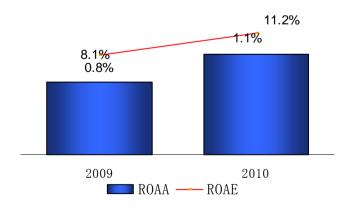


Sustained improvement in WLB operating results

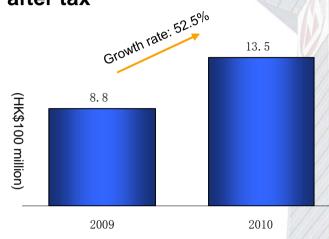
Actively developing deposits and lending business



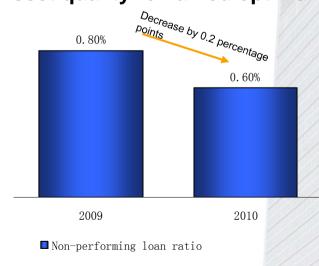
Further improvement in return on assets and equity



Significant increase in profit after tax



Asset quality remained optimal







Agenda



Financial Performance

Business Development

Outlook



Challenges and Opportunities

Challenges

- The pressure of inflation remained huge
- Monetary policies posed accumulated constraints
- Increasingly harsh regulatory requirements on commercial banks
- Interest rate liberation might speed up

Opportunities

- Need for wealth management keeps growing
- The demand of SME for finance support has huge potential
- Strategic emerging sectors possess great demands for loans
- Growing capital market brought about new opportunities for business expansion of commercial banks



Outlook for 2011

Further strengthening capital management

Reasonably controlling the growth rate of risk assets; striving for higher capital allocation and return level; maintaining reasonable capital adequacy ratio in accordance with the regulatory requirements and business development needs

Continuing to drive on business transition

Striving for higher percentage of fee-based business, esp. emerging feebased business; reasonably increasing percentage of retail business, and aggressively promoting wealth management business; striving for higher percentage of high-value customer; accelerating SME business

Striving for higher operating and management efficiency

Actively enhancing risk pricing ability; unfailingly optimizing procedures; reasonably controlling cost-to-income ratio; striving for higher staff efficiency and channel efficiency

Managing risks generally, reasonably and effectively

Further reinforcing overall risk management; intensifying asset & liabilities management; maintaining optimal asset quality and adequate coverage







