



2023

Annual Results Announcement

This announcement is based on the 2023 Annual Report. In order to fully understand the operating results, financial position and future development plans of the Company, please read the full report carefully at the Investor Relations section of the website of the Company or the website of Shanghai Stock Exchange. This report contains forward-looking statements that may involve risks and uncertainties. These statements are generally indicated by the use of forward-looking terminology such as believe, expect, anticipate, estimate, plan, forecast, goal, may, will or other similar words that express indication of actions or 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 apply only as of the date of this report. These forward-looking statements are based on information of the Company and information from other sources the Company believes to be reliable. Such forward-looking statements are related to future events or the Company's future financial, business or other performance and are subject to a number of unclear factors that could cause material difference in actual results.

Notes:

1. Unless otherwise stated, the financial indicators in this report are based on information of the Group and the business indicators are based on information of the Bank.
2. Unless otherwise stated, all data in this report are based on the Chinese Accounting Standards and the currency is RMB.

01



Business performance
remained steady and tended
to get better



02



Business structure
continued to improve



03



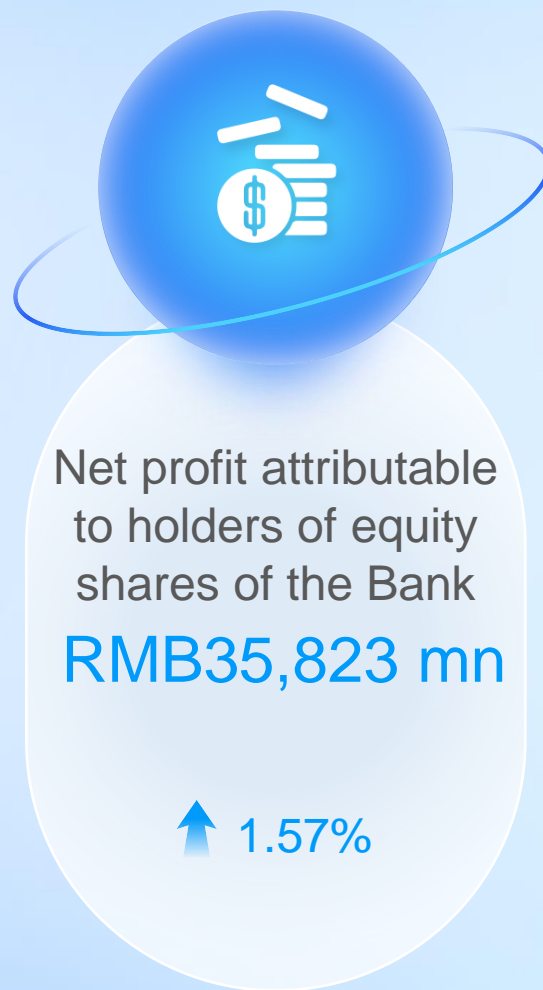
Growth impetus
continued to increase





Business performance
remained steady and tended to get better

01



Asset quality tended to get better in stability



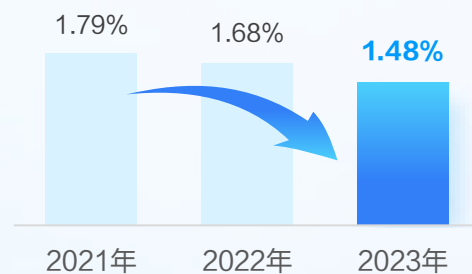
Total NPLs
RMB65,097 mn

↓ RMB4,290 mn



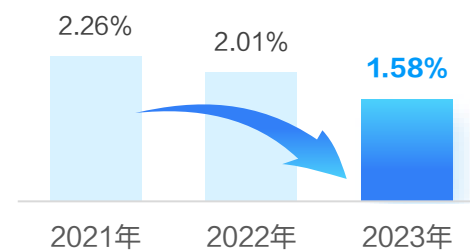
NPL ratio
1.48%

↓ 0.20 pp



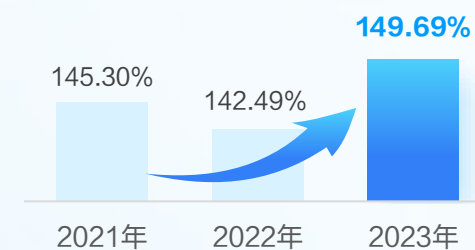
Formation rate of NPLs
1.58%

↓ 0.43 pp



Allowance to NPLs
149.69%

↑ 7.20 pp



*The formation rate of NPLs in this page is based on information of the Bank and other indicators are based on information of the Group

Continued to promote
collection and disposal

Collection and disposal of non-
performing assets in 2023

RMB78,760 mn

The “three-year plan” for collection and
disposal concluded

Effectively improved
recovery value

Collection of written-off assets
in 2023

RMB10,110 mn,

↑ **22.4%** YoY



Business structure
continued to improve

Assets: Improved structure

Total assets **RMB7.67 trillion** ↑ 5.78%

Total loans **RMB 4.38 trillion** ↑ 5.89%, accounted for **57.13%** of total assets, up by **0.06 pp**



Loans to strategic clients

RMB1,167,730

mn

↑ 8.7%



Credit to SMEs

RMB842,210

mn

↑ 22.9%



Small Business Loans

RMB791,220

mn

↑ 15.8%



Loans to key fields and key areas

Accounted for

61.9%

↑ 1.62 pp

*Guangdong-Hong Kong-Macau Greater Bay Area, the Yangtze River Delta, Beijing-Tianjin-Hebei, and the Chengdu-Chongqing economic zone

SMEs: Small and medium-sized enterprises

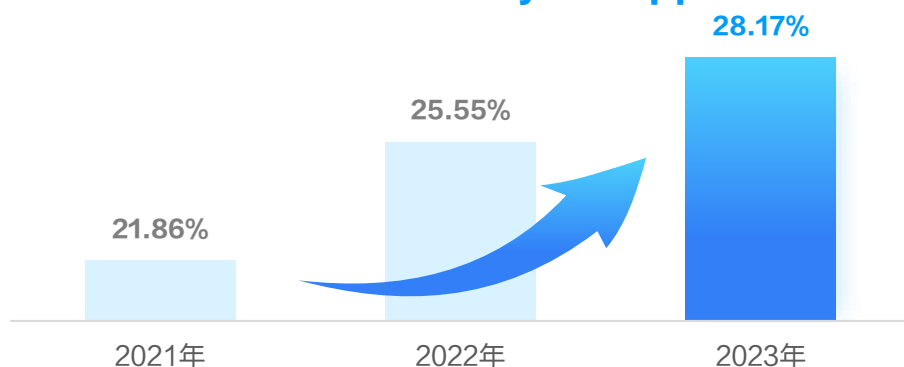
Total liabilities **RMB7.04 trillion** ↑ 5.94%

Total deposits **RMB4.28 trillion** ↑ 7.25%, accounted for 60.86% of total liabilities, up by 0.74 pp

Personal deposits

RMB1.21 trillion ↑ 18.23%

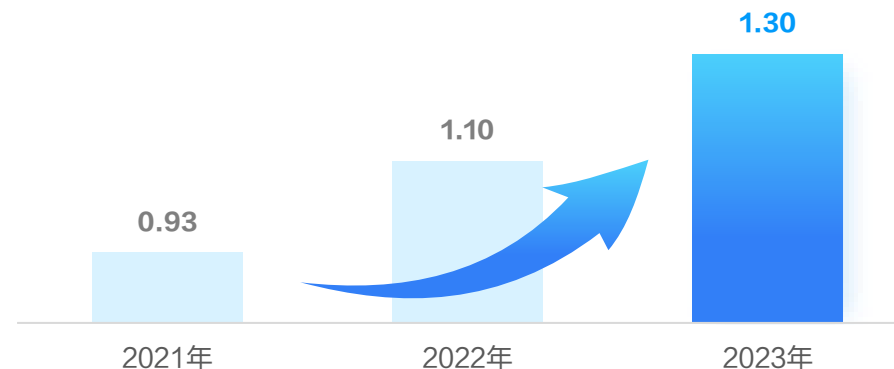
The proportion of personal deposits in total deposits **increased by 2.62 pp**



General deposits of settlement customers

Daily average balance **RMB1.30 trillion** ↑ 17.67%

Daily average balance of general deposits of settlement customers



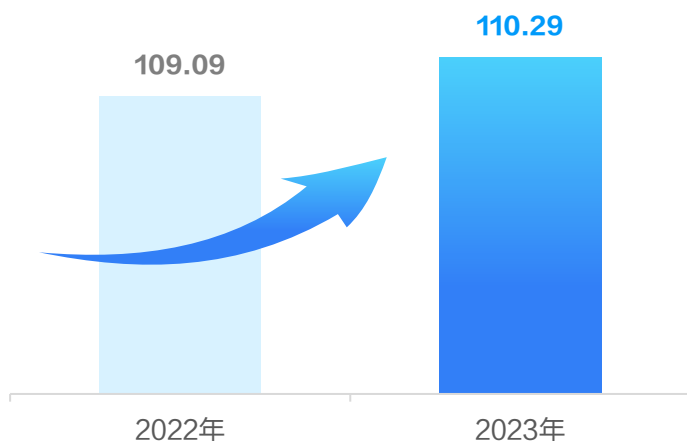
Operating income: Increased proportion of income from basic intermediary business

Operating income RMB140,817 mn ↓ 1.16%

Net non-interest income RMB38,386 mn ↑ 9.63%, accounted for 27.26% of total operating income, up by 2.69 pp

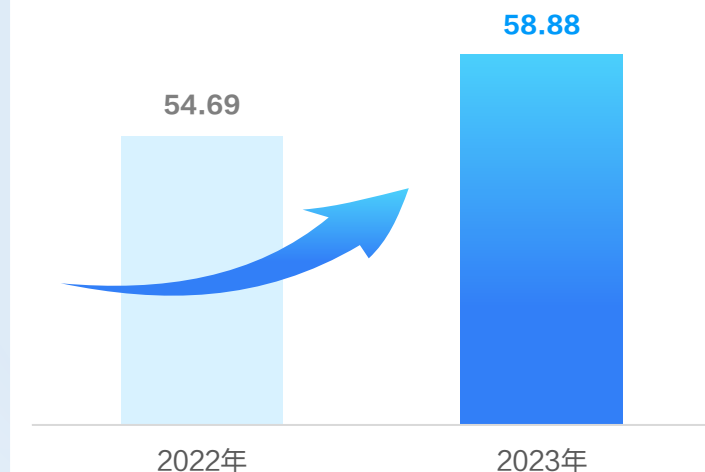
Bank card service fees

RMB11,029 mn ↑ 1.10%



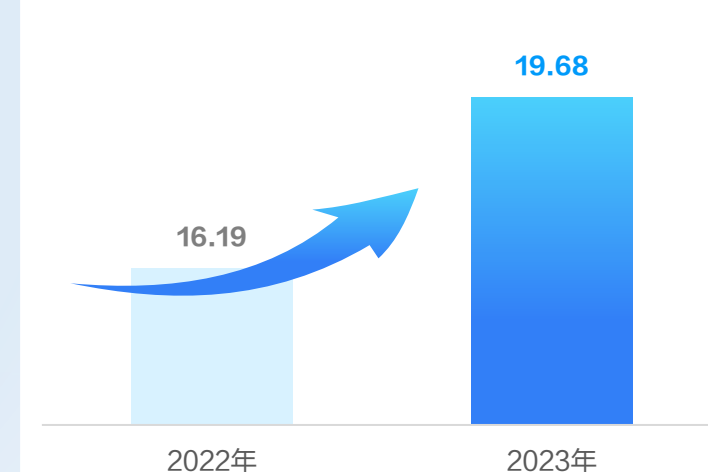
Agency service fees

RMB5,888 mn ↑ 7.66%



Settlement and clearance service fees

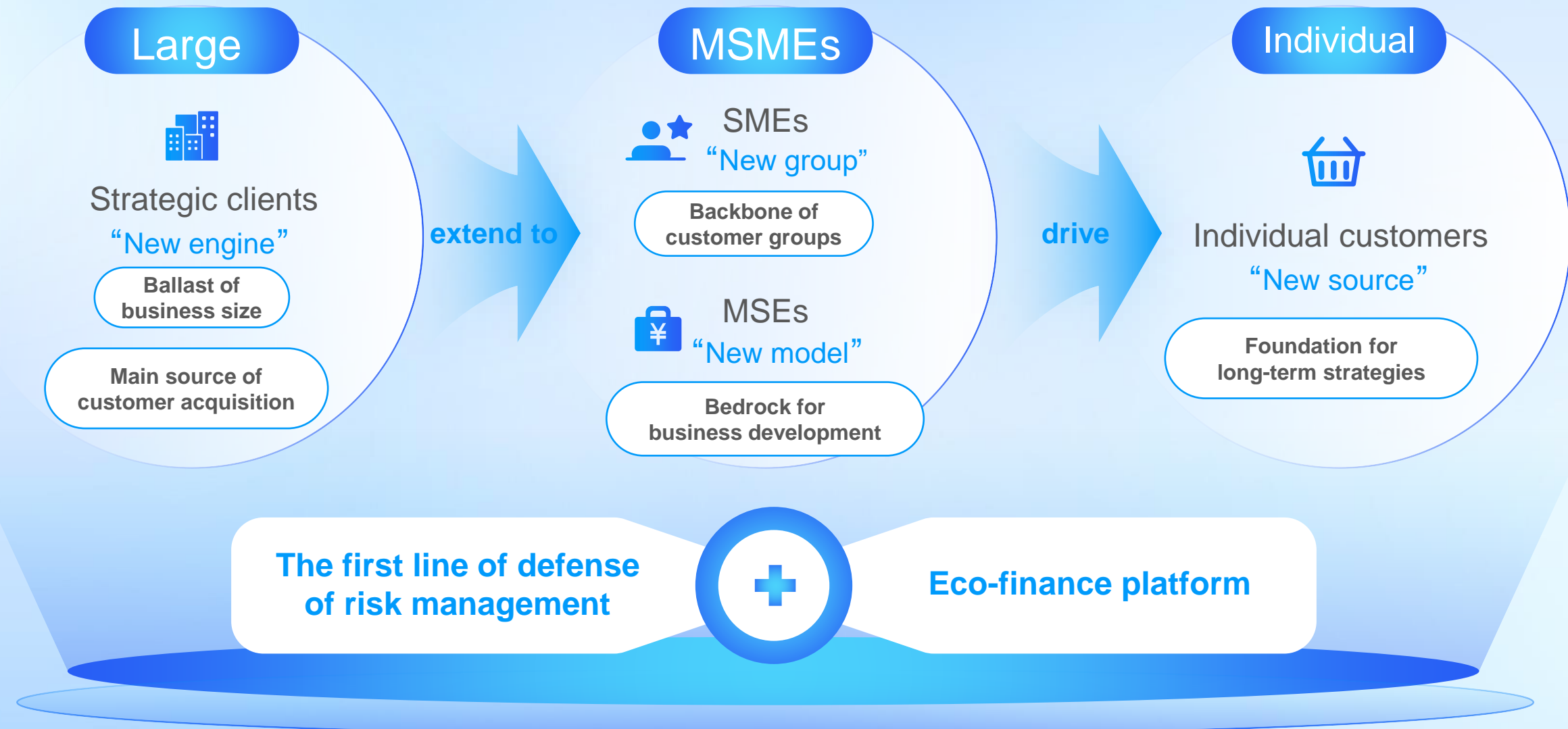
RMB1,968 mn ↑ 21.56%





Growth impetus
continued to increase

Corporate banking: Integrated services for MSMEs, large and individual customers



MSMEs: Micro, small and medium-sized enterprises
MSEs: Micro and small-sized enterprises

Corporate banking: Consolidated customer group foundation

The leading indicators kept getting better, and fundamental changes were made with focus from quantity to quality, and from size to efficiency

Improved quality and expanded size of strategic clients

Number of strategic clients **1,689** ↑ **338**

Financing corporate clients along supply chains
19,142

↑ **11,753**

Newly contracted clients for payroll agency

550

↑ **273**

New individual customers brought in

196,000

↑ **49,000**

Consolidated MSME customer base

SME credit customers

28,193 ↑ **47.5%**

In-depth services to DRDI customers

18,000+

DRDI customers: Dedicated, refined, distinctive and innovative customers

Corporate banking: Advantages in products adapted to customer groups

Prioritising service and adopting online and digital methods to improve product adaptation rate and enhance customer experience

Strategic clients

Basic settlements

Treasury management, Bills butler, cross-border capital pool, etc.

Ecosystem service

Served upstream and downstream clients of settlements and financing products and services incl. Minsheng E-Chain, non-recourse factoring, Order Cashier, etc.

Customers of each other

Sharing channels, jointly building ecosystems, buying services of each other

Special benefits

Core benefits, benefits for ecosystem partners, employee benefits, horizontal alliances

MSMEs

Settlement products

All scenarios of “collection, payment, asset management, risk control and value adding”: Payment and settlement products incl. E-Account Opening, Tax and Fees Express, payroll agency, etc.

Financing services

Exclusive online convenient services: Minsheng Benefits, Minsheng Express Loan, E-Easy Innovation Loan, E-Cross-border Finance, E-letter of guarantee and self-service discounting

Benefit system

One-stop digital service platform, Benefit Manual for MSME Customers

High-quality and efficient batch customer acquisition

Corporate Weixin account reached **2.7w+** accounts
1 million customers

E-connect **5.7w+** outbound calls

E-Account Opening **337,000** new accounts

Daily average balance of general deposits of settlement customers **↑ 18%**

Factoring **↑ 80%**

Discounted bills **↑ 13%**

Balance of
inclusive small
business loans
RMB612.27 bn

Of which,
balance of new small
business legal person
loans
RMB48.27 bn

Small business
loans
RMB791.22 bn
↑ **15.8%**

Inclusive small business
loan customers
513,000
↑ **110,000**

NPL ratio of inclusive
small business loans

1.14%

↓ **0.56 pp** from the end
of the previous year

2,459 banking outlets of
the Bank are providing
comprehensive financial
services to small
business customers

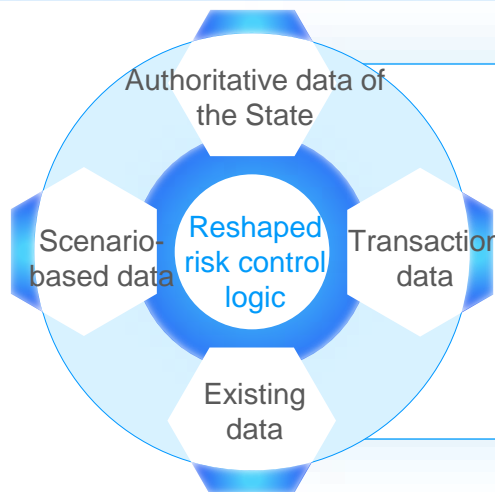


Focused on customer groups with regional characteristics, provided **differentiated approvals, limits, terms, repayment methods**, as well as matching settlements and benefits

In 2023, nearly 100 distinctive business customer groups or scenarios were provided with customised financing solutions, the credit lines exceeded **RMB18 bn**



- Massive data introduction
- **Proactive credit granting, smart decision-making**
- Launched in September 2023, balance reached **RMB13.36 bn**



- Approval efficiency up by over 50%
- Approval completed in 3s for customers in the namelist
- T+0 disbursement**

Retail customers **128,719,000** ↑ 5.7%

Private banking customers **55,906** ↑ 8.6%

Monthly and daily average AUM
RMB 6 mn (incl.) and above

VIP customers **3,923,000** ↑ 7.1%

Monthly and daily average AUM
RMB50,000 (incl.) and above

Credit card customers **51.15 mn** ↑ 7.0%

New credit cards issued **4,394,000** ↑ 12.6%


Corporate-retail
business synergy

Payroll agency as the “connector” of retail and
corporate business

Served **3,857,000** individual customers
↑ **190,000** YoY

Joint issuance of
credit card and debit card

Seamless connection of debit card account
opening with credit card application
New customers holding both cards **1,855,000**

Retail AUM RMB2,741.09 bn  6.8%

 Explored pension finance


1,702,000 individual pension accounts
Over 14 mn elderly customers

 Upgraded private banking centres

7 private banking centres were selected into
2023 Top 100 Private Banking Centres

 Improved community finance

1,072 community sub-branches
Financial assets of community segment increased by over 10%

 Enhanced wealth management

Focused on long-term security needs of customers
Premiums of security insurance increased by 37.73% YoY



Retail banking: Ultimate customer experience



Enhanced basic products and services

Retail savings deposits  **18.3%**

Fast payment business

Number of transactions  **7.6% YoY**

FX services

Leading market share of Cross-Border Wealth Management Connect


Parent-children services

2023 Excellent Case of Retail Banking Innovation by The Chinese Banker




Reshaped consumer loan business

Personal housing mortgage loans

RMB82.5 bn
 **17.8% YoY**

Personal unsecured consumer loans

RMB46.37 bn
 **25.5%**



Expanded benefits system



Best Value-Added Service Award of the Year for Private Banking in China by The Asian Banker



Nearly **1,800** customised communications were organised exclusively for high-net-worth customers in the year

Financial markets business

- Total bonds assets **RMB1.96 trillion**;
- Trading volume of derivatives in the domestic interbank FX market **USD1,39 trillion**, ranked among the top in comprehensive ranking of market makers

Pension business

- Won the bids for **30** occupational annuity programmes at provincial or municipal levels
- Corporate annuity under custody **247,000** accounts **↑40.9%**



Asset custody

Size **RMB12.05 trillion**

Securities investment funds **↑6.2%**
Insurance funds **↑44.1%**

Funds and wealth management

Total volume of wealth management products of Minsheng Wealth Management **RMB868.47 bn**
AUM of Minsheng Royal Fund **RMB170.17 bn**

Smooth operation of agile mechanism

Innovated various agile mechanisms, completed construction of mechanisms for cross-business agile decision-making, employee selection and transfer, IT development, risk guarantee and special programme promotion, and innovation results have been applied to many fields of the whole bank

Building of ecosystem platforms

Built public innovative incubation platform, established supply chain finance platform, general platform for express loan products, internet finance platform, and non-financial benefits and service platform, and realised ecosystem-based cooperation and traffic attraction

IT input
RMB5.99 bn

↑ 27.2%

Fintech personnel

4,559

↑ 12.5%

Preliminary achievements in innovation incubation

Launched 32 digital finance products across four major categories of Minsheng E-Chain, Scenario Express Loan, internet consumer loans and E-Minsheng Family to satisfy customer demands for various scenarios, different customer groups and multiple links and facilitate the digital transformation of enterprises

Gradual market expansion

Served MSMEs, large and individual customers with fast scale expansion, high generation of deposits and good asset quality:

- Financing balance: RMB147.06 bn, up by 100%;
- Deposits generated: RMB66.2 bn, up by 99%;
- NPL ratio lower than 0.03%

Core enterprises

2,027 ↑ 110.5%

Micro, small and medium-sized financing customers

56,200 ↑ 575.1%

Total distribution

RMB244.43 bn ↑ 106.3%

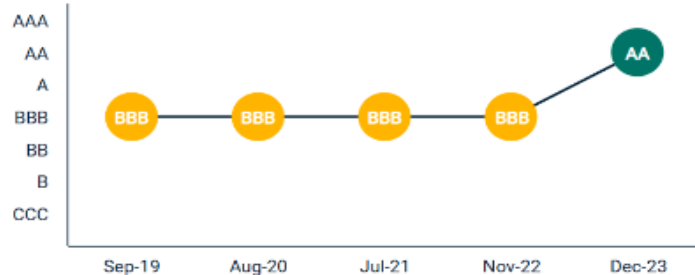
ESG governance: The highest ratings

MSCI, the international authoritative index institution, elevated the annual ESG ratings of the Bank to **AA**, the highest among domestic banks

China Minsheng Bank was upgraded in **December 2023**

ESG Rating history

MSCI ESG Rating history data over the last five years or since records began.



Green credit

RMB264.24 bn ↑46.9%



Loans related to agriculture, rural areas and farmers

RMB373.58 bn ↑12.7%

Both the amount and the rate of increment reached the best level in recent years

ESG governance: Symbiotic, sharing and win-win

Diversified assistance Facilitating common wealth

Targeted assistance for
consecutive **22** years



Charity and public welfare Delivering Minsheng warmth

RMB**124 mn** donation
in the year



Cultural welfare Arts serving the society

17 years in cultural welfare
6 art institutions donated and
operated





Thank you