



Disclaimer



This presentation contains forward-looking statements that involve risks and uncertainties. These statements are generally indicated by the use of forwardlooking terminology such as believe, expect, anticipate, estimate, plan, project, target, may, will or other similar words that express an 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 presentation. These forward-looking statements are based on our own information and information from other sources we believe to be reliable. Our actual results may be materially less favorable than those expressed or implied by these forward-looking statements which could affect the share price of our shares.



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Business overview



In 2013, our Group actively responded to the adjustments and changes in macro-economic environment and regulatory policies, pressed ahead with strategic transformation and delivered continuous improvement in profitability

1

Continuous improvement in profitability and stable return to shareholders

- Net profit attributable to equity shareholders of the Group amounted to RMB42,278 million, representing an increase of 12.55% Y-o-Y
- Operating income amounted to RMB116,102 million, representing an increase of 12.87% Y-o-Y
- Net assets per share attributable to equity shareholders of the parent company was RMB6.97, representing an increase of 21.22% over end of 2012 Basic earnings per share was RMB1.49, representing an increase of 11.19% Y-o-Y

2

Optimized business structure and remarkable achievement of strategic businesses

- Total assets of the Group amounted to RMB3,226,210 million, representing an increase of 0.44% over end of 2012
- Total balance of loans and advances to customers and total deposits increased by 13.70% and 11.45% over end of 2012, respectively
- ♦ The balance of personal deposits grew fast, reaching RMB510,944 million at the end of this reporting period, representing an increase of RMB117,170 million, or 29.76%, over end of 2012 . The balance of personal deposits accounted for 23.80% of total deposits, representing an increase of 3.36 percentage points over end of 2012
- Net non-interest income amounted to RMB33,069 million, representing an increase of 28.63% Y-o-Y, and the net non-interest income accounted for 28.48% of the operating income, representing an increase of 3.49 percentage points Y-o-Y
- Outstanding loans to small and micro enterprises (SMEs)¹ amounted to RMB404,722 million, representing an increase of 27.69% over end of 2012. The number of SME customers reached 1.90 million, representing an increase of 91.97% over end of 2012; the outstanding loans to SMEs accounted for 25.96% of the Company's total balance of loans and advances¹, representing an increase of 2.89 percentage points over end of 2012
- By the end of 2013, 3,305 community branches and self-service outlets have been completed and commenced operations¹
- ♦ The outstanding general loans to NSOEs¹ amounted to RMB585,241 million, and the number of NSOE customers with outstanding loan balances¹reached 12,973, accounting for 64.91% and 86.52% of corporate banking segment¹, respectively
- The Company had 12,900 private banking customers, representing an increase of 37.39% over end of 2012. The scale of financial assets under management¹ reached RMB191,941 million, representing an increase of 49.76% over end of 2012
- The number of mobile banking customers¹ reached 5,545.2 thousand with total transaction amount¹ up to RMB1,125,851 million

3

Improved operating efficiency with stringent cost control

The cost-to-income ratio was 32.69%, representing a decrease of 1.40 percentage points Y-o-Y



Enhanced risk management and maintained stable asset quality

The impaired loans ratio, provision coverage ratio and provision for total loans ratio were 0.85%, 259.74% and 2.21%, respectively

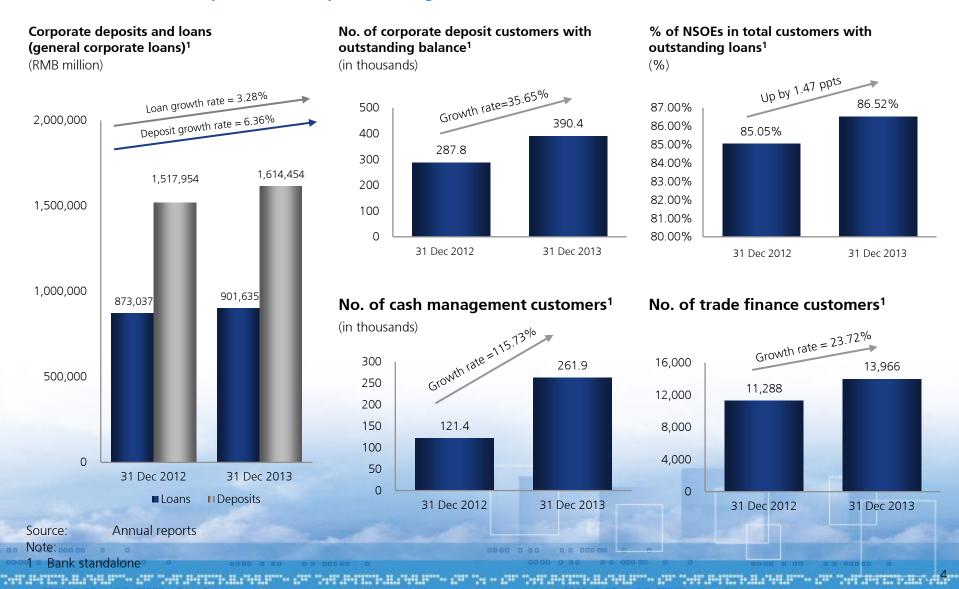
Note:

1 Bank standalone

Corporate banking – Consolidating existing customer base and enlarging scale of financial assets



We took initiatives to respond to the changes of economic and financial environment to strengthen the reform of SBUs and corporate banking business development of its branches. We also strengthened our regional distinctive features and our "two chains" financial services, enhanced the innovation of corporate banking products in order to continuously facilitate the transformation and development of our corporate banking business

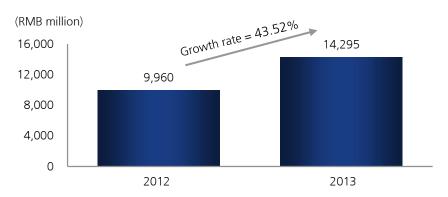


Corporate banking — Achieving rapid growth in net non-interest income businesses



We promoted the integrated financial services model of "Financial Stewardship" in order to enhance the major contribution of commercial banks investment banking business to the revenue of the intelligence-based intermediary business. We also accelerated the development and innovation of investment banking model to improve the professional level and value-creating capability of the intermediary business services

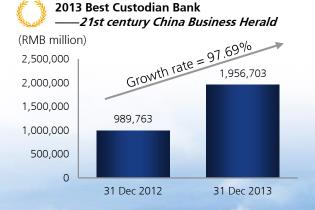
Net fee and commission income from corporate banking business1



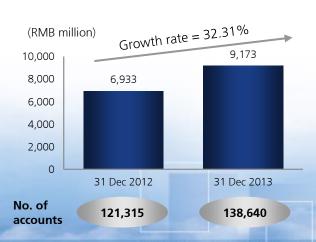
Commercial bank investment banking business

- Further advanced on "commercial banking + investment banking" and "smart financing", and become a distinctive and efficient investment bank providing comprehensive financial services
- Established seven business segments, including merger and acquisition, capital market, investment management, innovative financing, fixed income, issue of bonds and institutional wealth management
- Focused on the major industries of SBU and regional featured industries of branches, and promoted the development of investment banking business for enterprises to improve profitability
- Strived to develop innovative high-end investment banking business with a clear profit model to drive the upgrade of its investment banking business
- Through our strategic customers, thorough studies on businesses and industries were conducted and distinctive comprehensive financial services were provided

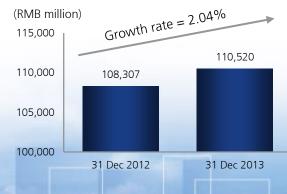
Assets in custody (including safekeeping)¹



Corporate annuity funds in custody¹



Debt financing instruments in issue¹



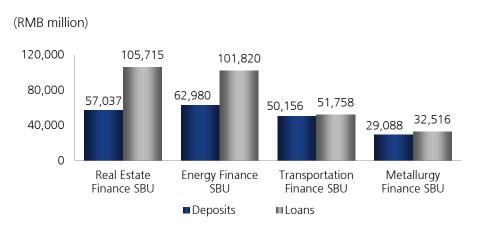
Annual reports Source:

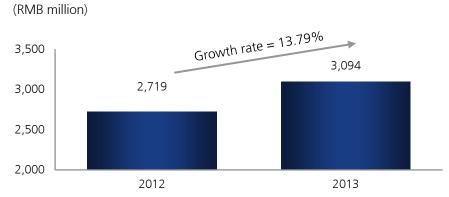
Corporate banking — Launching SBUs reform version 2.0



We comprehensively innovated and reformed the operation mode to facilitate the transformation of SBUs into a professional investment banking provider from the traditional deposit and loan model, aiming to realize structural transformation and increase our returns on capital

Balance of deposits and loans of industry SBUs^{1, 2} (general corporate loans) Net non-interest income from industry SBUs^{1, 2}





Continuous growth in trade finance business

Net non-interest income¹ The Innovative Transaction Bank in China (2013) -Financial Times Growth rate = 28.99% (RMB million) 6.000 5,264 4,081 4,000 2,000 0 2012 2013 Annual reports Source: Notes: 1 Bank standalone

Rapid development of Modern Agriculture Industry Finance SBU and Culture Industry Finance SBU

 Initiated the establishment of a financial service platform for modern agricultural industries with adoption of a "full and partial outsourcing" model

- Active customers in marine fisheries and tea industry chains amounted to 5,613 and 1,270, representing increases of 127.15% and 248.90% over end of 2012, respectively
- The outstanding general loans to customers in marine fisheries and tea industry reached RMB13,258 million and RMB2,092 million, representing increases of 108.86% and 137.71% over end of 2012, respectively

Further explored new businesses and commercial models, formulated fundamental targeted customer base and enlarged financial assets rapidly

The outstanding balance of financial assets of the Culture Industry Finance SBU amounted to RMB3,641 million, which included outstanding credit balance of RMB2,566 million and non-credit balances of RMB1,075 million, accounting for 29.52%. Deposit balance was RMB2,835 million

2 Including Real Estate Finance SBU, Energy Finance SBU, Transportation Finance SBU and Metallurgy Finance SBU

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Modern

Agriculture

Industry

Finance SBU

Culture

Industry

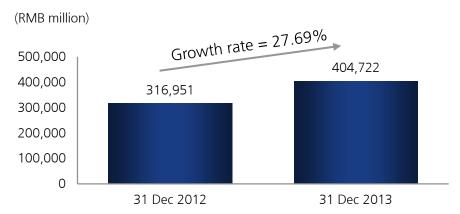
inance SBU

Retail banking —Comprehensively expanding small business finance and community finance activities

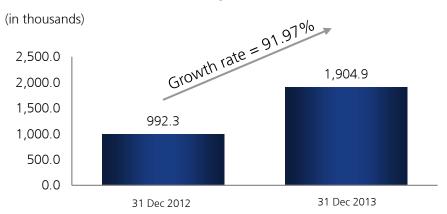


We comprehensively carried out the transformation focusing on small business finance and community finance in all branches. Apart from further enhancing small business finance, we officially launched community finance. We gathered pace in development through transformation, promoting its retail banking business to a whole new stage of development

Outstanding loans to small and micro enterprises¹



No. of small and micro enterprise customers¹



The official launch of community finance business and continuous innovations on micro-loan products

The launch of community finance

- Promoted the construction of product portfolio, channel network and supporting system of community finance to become the leading service provider of small business finance and community finance in the industry. 3,305 community branches and self-service outlets have been completed and commenced operation in 2013
- Concentrated financial resources, logistic resources and human resources to expedite the establishment of the community financial service system; launched Smart Family product series and accelerated the establishment of software supporting platform and non-financial platform
- Persisted in the community finance strategy and expedited the upgrade and improvement of the marketing management model for community finance; further strengthened the regional planning of community finance, optimized channel and network distribution, strengthened the head office-to-head office marketing and implemented distinctive marketing model

Innovations on microloan products

♦ Upgraded micro-loan products to "Micro-Loan 2.0", introduced five key series of products, namely "recurring loan, loan for freight bill, loan for sales volume, loan for tax bills and collection loan" and launched "Xiaowei Bao" which offered multi-channel acceptance and counter services through mobile operation and sales

Note:

1 Bank standalone

Retail banking and private banking businesses continued to expand





China's Best Private Bank with High Net Worth Customer Services



Best Private Bank with Integrated Services

-21st Century Business Herald



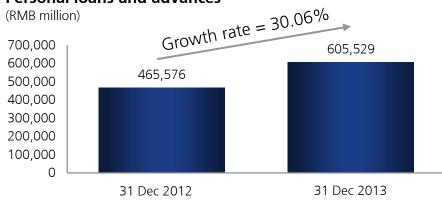
The Private Bank of 2013
——Economic Observer



Best Domestic Private Banking Performance

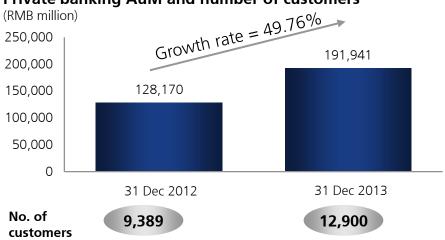
—Hurun Report

Personal loans and advances

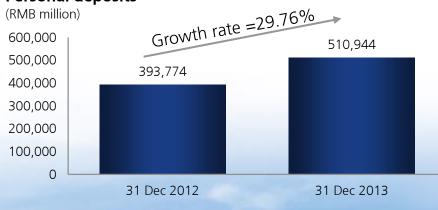


-Euromoney

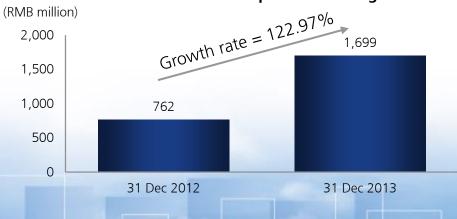
Private banking AuM and number of customers¹



Personal deposits



Fee and commission income from private banking business¹



Source: Note: Annual reports

Note

1 Bank standalone

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Overview of key financial indicators



| Income statement highlights (RMB million, except per share data) | 2013 | 2012 | Gro | wth rate (%) |
|---|---------|---------|----------|-----------------|
| Operating income | 116,102 | 102,861 | ↑ | 12.87 |
| Of which: Net interest income | 83,033 | 77,153 | ↑ | 7.62 |
| Net non-interest income | 33,069 | 25,708 | ↑ | 28.63 |
| Profit before income tax | 57,151 | 50,652 | ↑ | 12.83 |
| Net profit attributable to equity shareholders of the Bank | 42,278 | 37,563 | 1 | 12.55 |
| Basic earnings per share (RMB) | 1.49 | 1.34 | ↑ | 11.19 |

| Statement of financial position highlights (RMB million) | 31 Dec 2013 | 31 Dec 2012 | Growth | n rate (%) |
|--|----------------|----------------|------------|----------------|
| Total assets | 3,226,210 | 3,212,001 | 1 | 0.44 |
| Of which: Gross balance of loans and advances to customers | 1,574,263 | 1,384,610 | <u> </u> ↑ | 13.70 |
| Total liabilities | 3,021,923 | 3,043,457 | ↓ ↓ | (0.71) |
| Of which: Deposits from customers | 2,146,689 | 1,926,194 | † ↑ | 11.45 |
| Equity attributable to equity shareholders of the Bank | 197,712 | 163,077 | 1 | 21.24 |

| Key profitability indicators (%) | 2013 | 2012 | Chan | ge (ppt) |
|---|-------|-------|----------|----------|
| ROAA | 1.34 | 1.41 | \ | (0.07) |
| ROAE | 23.44 | 25.67 | \ | (2.23) |
| Net interest margin (NIM) | 2.49 | 2.94 | \ | (0.45) |
| Net fee and commission income to total operating income | 25.80 | 19.95 | ↑ | 5.85 |
| Cost to income ratio ¹ | 32.69 | 34.09 | \ | (1.40) |
| Source: Annual reports | | | | |

| Asset quality indicators (%) | 31 Dec 2013 | 31 Deci 2012 | Cha | nge (ppt) |
|--|----------------|-----------------|----------|-----------|
| Impaired loans ratio | 0.85 | 0.76 | ↑ | 0.09 |
| Allowance to total loans ratio | 2.21 | 2.39 | \ | (0.18) |
| Capital adequacy ratio indicators (%) ² | | | | |
| Core tier-one capital adequacy ratio | 8.72 | na | | |
| Tier-one capital adequacy ratio | 8.72 | nal | | |
| Capital adequacy ratio | 10.69 | 10.75 | | |

Source: Annual reports

Notes:

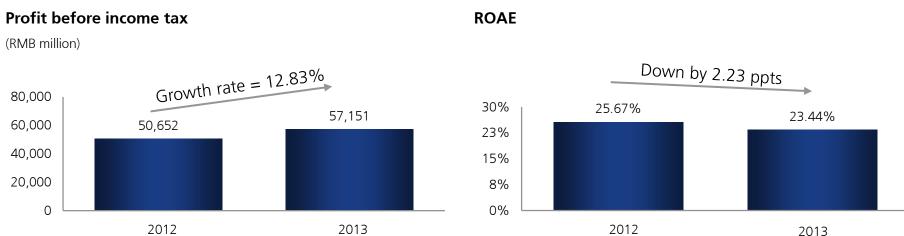
1. Cost to income ratio = (Operating and other expenses – business tax and surcharges) / operating income

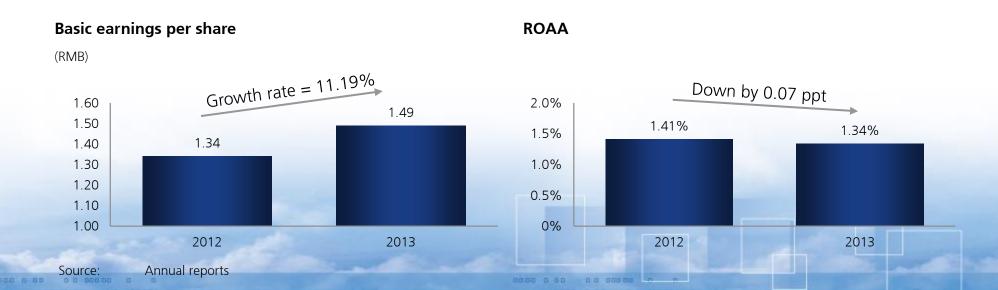
2. The capital adequacy ratio and relevant indicators as at the end of the reporting period were calculated in accordance with the Administrative Measures for the Capital of Commercial Banks (Provisional) (Decree of the CBRC 2012 No. 1) which became effective on 1 January 2013 and other relevant regulatory requirements. The capital adequacy ratios as at the end of other periods were calculated in accordance with the Administrative Measures for the Capital Adequacy Ratios of Commercial Banks

Profitability



Our Group sustained good performance in terms of profitability and operating results. ROAA and ROAE recorded slight decreases as compared to end of last year primarily due to net interest margin compression

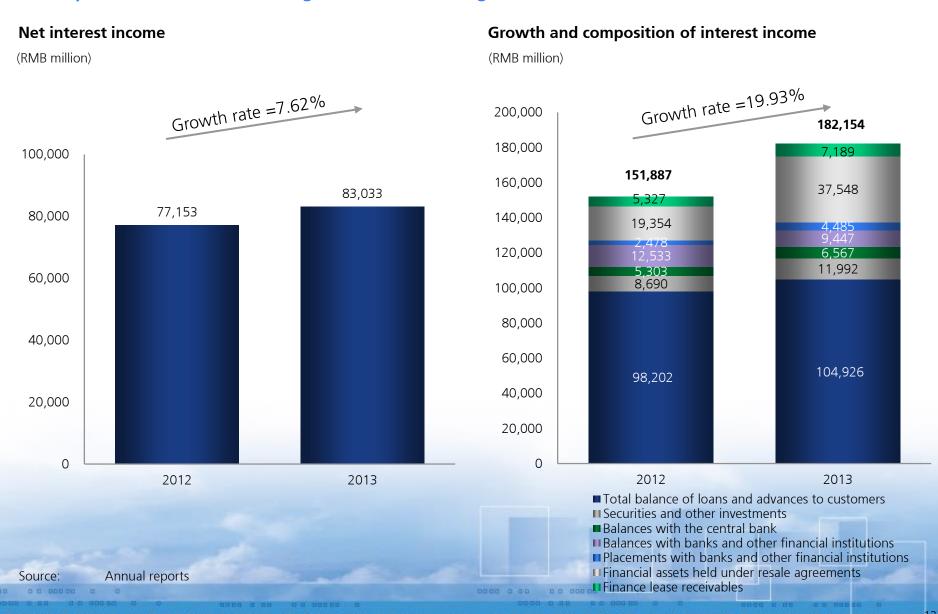




Net interest income



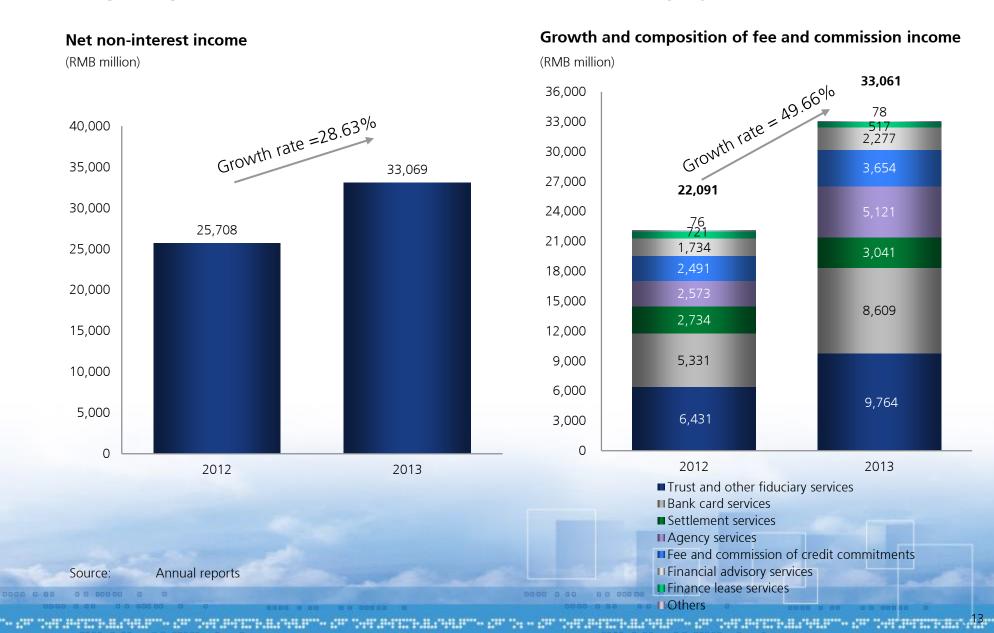
The expansion of interest earning assets fuelled the growth in net interest income



Net non-interest income



Fast growing fee and commission income further diversified the company's income sources

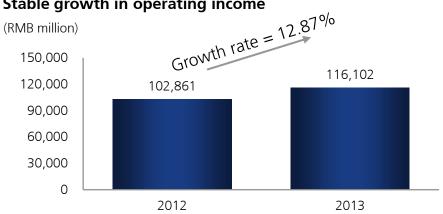


Operating efficiency

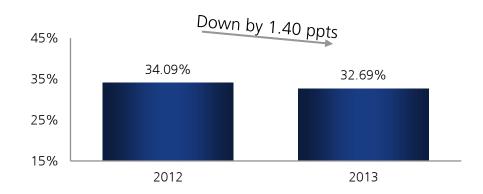


The growth in operating income and successful cost control measures led to a decrease in cost-to-income ratio, while net profit per employee further increased

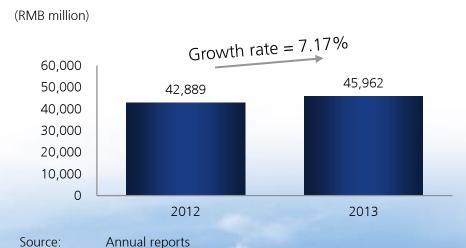




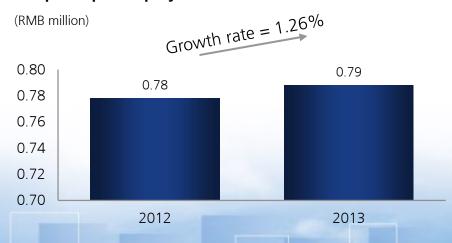
Further decrease of cost-to-income ratio¹



Successful control over operating expenses



Net profit per employee²



1 Cost to income ratio = (Operating and other expenses – business tax and surcharges) / operating income

2 Net profit per employee = net profit / the number of employees

Notes:

Deposit and loan portfolios

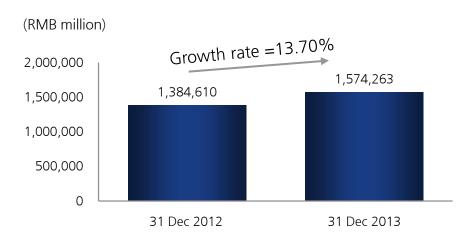


The balance of deposits and loans continued to grow steadily. The deposit mix remained stable while the percentage of personal loans further increased

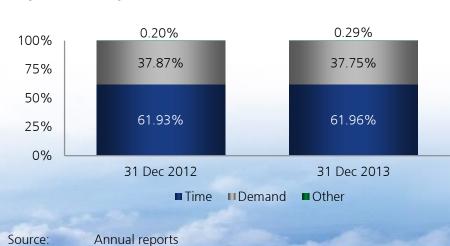
Deposits from customers

(RMB million) Growth rate = 11.45% 2,500,000 2,146,689 1,926,194 2,000,000 1,500,000 1,000,000 500,000 0 31 Dec 2012 31 Dec 2013

Gross balance of loans and advances to customers



Deposit mix (by duration)



Loan mix



Asset quality

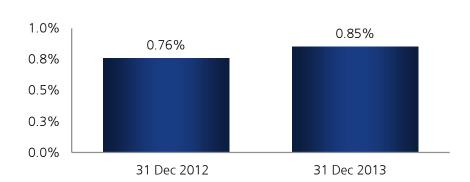


Comprehensive risk management system has been fully implemented to ensure the stability of asset quality

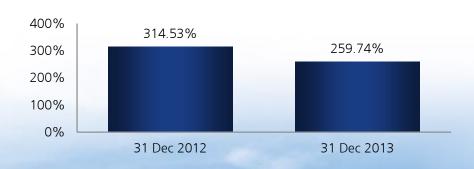
Proactive measures to control asset quality

- Enhancing credit planning, proactively adjusting loan distribution, and continuously optimizing asset structure
- Continuing to improve risk management policies and imposing multidimensional risk limit management for various industries and regions
- Strengthening risk monitoring, early-warning and routine post-loan management
- Closely monitoring loans with potential risk factors and problems in an early and timely manner
- Comprehensively utilizing all available recovery and disposal measures to improve efficiency and effectiveness of recovery
- Strengthening training programs to improve the professional skills and the comprehensive qualities of the risk management team

Impaired loans ratio



Provision coverage ratio



Provision for total loans ratio



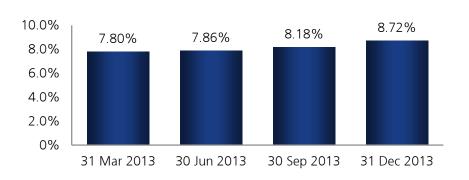
Source: Annual reports

Capital adequacy ratio

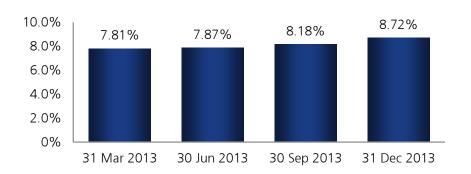


All capital adequacy indicators of the Group have met the regulatory requirements for the transition period under the new measures issued by the CBRC, while total equity to total assets ratio further increased

Core tier-one capital adequacy ratio¹

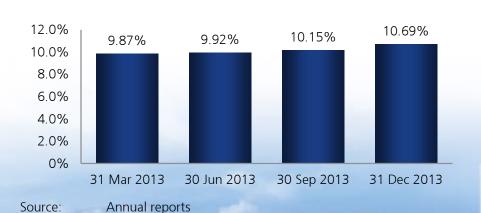


Tier-one capital adequacy ratio¹



Capital adequacy ratio¹

Note:



Total equity to total assets ratio



and other relevant regulatory requirements as a second regulatory requirement requirement regulatory requirements as a se

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2014 Outlook



In 2014, in order to fully realise the objectives under the "New Three-Year Plan", our Group will strive to ensure sustainable development across all businesses and achieved the "Second Take-off". We will devote to position ourselves as the best commercial bank in China with core competitiveness and unique business characteristics. Specific measures are as follows:



Further refine the structure of corporate governance and provide clear guidelines for the comprehensive risk management, so as to further improve and regulate the corporate governance system

With focus on regional distinctive services and services for small business finance and community finance as well as the industry chains and supply chains, transformation of branches will be implemented to strengthen the growth of branches and sub-branches

Further enhance risk control. strengthen the collection and disposal of nonperforming loans and maintain the stability of asset quality

Push forward reform and innovation by implementing of the results of major reforms in SBUs, small business financing and private banking version 2.0

Continue to optimise the management system of ebanking business and improve traditional counter services to better serve customers

Streamline and optimize the procedures of midand-back office to further enhance internal operation efficiency and lower operation



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