HANDELSBANKEN KENDAL
Our Way – Accessing Finance
6th December 2012
The essence of Handelsbanken

• Focus on long-term relationships and customer satisfaction
• Genuine local decision-making
• Full range of competitive banking products and services for Businesses and Individuals
• Prudent, long-term approach and financial stability
Long-term relationships

• See the customer’s needs
• Relationships – not transactions
  • Access to your account manager
  • Supported by specialist expertise wherever required
• No call or processing centres
• Long-term view
The most satisfied customers

Ranked top for customer satisfaction and loyalty, for the fourth year running, in an independent survey of UK bank customers.

Source: EPSI Rating UK 2012
Genuine local decision-making

- **THE BRANCH IS THE BANK**
  - The branch is responsible for all customers, including credit decisions and pricing
    - Approx 95% of all credit decisions in Handelsbanken are made at local level
  - Local branches who know their patch
  - Focus on personal contact
  - Bespoke decisions based on individual circumstances and local knowledge
  - Speed of decisions – dependant on quality of information
Full range of banking products

**Businesses**

- Full transactional banking
  - Internet Banking
  - Current accounts
  - Cheque books
  - Commercial cards
  - Domestic and international payments
  - Counter services via an agency arrangement
- Working capital funding – overdraft
- Long term lending – loans
- Import/Export finance
- Asset finance
- Treasury services
  - Foreign exchange
  - Currency and interest rate hedging
- Bonds and guarantees

**Individuals**

- Mortgages
- Internet Banking
- Current accounts
- Cheque books
- Cards
- Deposit accounts
- Personal loans
- Investment portfolio funding
- Buy-to-let loans
- Partnership capital loans
- Pension lending
- Trust facilities
Financial stability - one of the world’s strongest banks

<table>
<thead>
<tr>
<th>The World’s Strongest Banks</th>
<th>Overall Score</th>
<th>Tier Capital to Risk-Weighted Assets</th>
<th>Non-Performing Assets to Total Assets</th>
<th>Loans to Non-Performing Assets to Deposits</th>
<th>Efficiency (Cost to Income)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. OVERSEAS CHINESE BANKING (SINGAPORE)</td>
<td>14.2</td>
<td>14.4</td>
<td>0.4</td>
<td>135.4</td>
<td>81.7</td>
</tr>
<tr>
<td>2. BOC HONG KONG HOLDINGS (HONG KONG)</td>
<td>14.9</td>
<td>12.5</td>
<td>0.0</td>
<td>348.1</td>
<td>80.7</td>
</tr>
<tr>
<td>3. CANADIAN IMPERIAL BANK OF COMMERCE (CANADA)</td>
<td>16.4</td>
<td>14.7</td>
<td>0.5</td>
<td>89.3</td>
<td>90.5</td>
</tr>
<tr>
<td>4. TORONTO-DOMINION BANK (CANADA)</td>
<td>18.0</td>
<td>13.0</td>
<td>0.3</td>
<td>105.3</td>
<td>88.6</td>
</tr>
<tr>
<td>5. NATIONAL BANK OF CANADA (CANADA)</td>
<td>19.8</td>
<td>13.6</td>
<td>0.3</td>
<td>135.1</td>
<td>71.9</td>
</tr>
<tr>
<td>6. ROYAL BANK OF CANADA (CANADA)</td>
<td>20.8</td>
<td>13.3</td>
<td>0.3</td>
<td>82.0</td>
<td>81.9</td>
</tr>
<tr>
<td>7. UNITED OVERSEAS BANK (SINGAPORE)</td>
<td>21.8</td>
<td>13.5</td>
<td>11</td>
<td>106.7</td>
<td>83.6</td>
</tr>
<tr>
<td>8. DBS GROUP HOLDINGS (SINGAPORE)</td>
<td>23.3</td>
<td>12.9</td>
<td>0.0</td>
<td>107.0</td>
<td>79.8</td>
</tr>
<tr>
<td>9. HANG SENG BANK (HONG KONG)</td>
<td>23.8</td>
<td>11.6</td>
<td>0.2</td>
<td>94.3</td>
<td>93.4</td>
</tr>
<tr>
<td>10. SVENSKA HANDELSBANKEN (SWEDEN)</td>
<td>24.7</td>
<td>18.4</td>
<td>0.3</td>
<td>60.7</td>
<td>34.3</td>
</tr>
</tbody>
</table>

Acclaimed as one of the strongest banks in the world by Bloomberg. The ranking is based on factors such as financial strength, the ability to manage risk and cost-effectiveness.

*Banks’ ranks on each of the five criteria were weighted and summed to determine the results. All other figures are ratios. Data are for each bank’s 2011 fiscal year. Includes banks with at least $100 billion in total assets. Source: Bloomberg’s 2nd May 2012
Prudent, long-term approach – Accessing our Finance

• A conservative lending approach
  • The assessment starts with the borrower’s repayment capacity
  • Understanding of prevailing local market conditions
  • Credits must normally be adequately secured

• What do we like to see:-
  • Up to date annual accounts & accurate management accounts
  • The whole picture – business & personal
  • A good track record
  • Business plan – where appropriate
  • Financial powers of resistance – plan A, plan B, plan C……
To summarise

- The branch is the bank
- We make local decisions tailored to the customer’s needs
- More satisfied customers than our competitors
- Prudently run and financially sound
- We are a bank with a full range of products and an appetite to lend money
“Our advice must always be what is best for the customer, not what is most profitable for the bank at that time”

www.handelsbanken.co.uk/kendal
Tel. 01539 732226