

Greater KL advances digitalisation for the banking sector

Digital transformation is the dominant trend in the global banking industry. Banks around the world — including Commerzbank, Germany's second-largest bank — are accelerating their digitalisation efforts. Commerzbank is focusing on being customer-centric, sustainable and profitable to future-proof its competitive advantage.

Banks in Malaysia are also embracing the digitalisation wave as they look to transform their customers' experience, drive greater financial inclusion and build world-class digital capabilities.

Bank Negara Malaysia's five-year financial sector blueprint launched in early 2022 has five strategic thrusts:

- Funding Malaysia's economic transformation Elevating the financial well-being of households and businesses
- Advancing digitalisation of the financial sector Facilitating an orderly transition to a greener economy
- Advancing value-based financing through thought leadership in Islamic finance





ABOUT THE HQ Commerzbank is the leading bank for the German Mittelstand (SMEs) and a strong

partner for about 28,000 corporate clients and 11 million private and small-business

customers in Germany. Commerzbank transacts about 30% of Germany's foreign trade and has a presence in over 40 countries. As part of its international business, it supports clients with German connectivity and companies operating in selected future-oriented industries.





ABOUT COMMERZ TRADE SERVICES SDN BHD

Commerz Trade Services Sdn

Bhd (CTS KL), a wholly-owned

subsidiary of Commerzbank, is

based in Greater Kuala Lumpur.

The company has grown from 15

employees to its current headcount of more than

300 employees. From processing trade finance

transactions, CTS KL is now a global shared service

■ TECHNOLOGICAL & DIGITAL ADVANTAGE

intelligence (AI) drive in trade finance.

recognition (OCR) to capture data from

• Captured data is used to populate

• A paperless trade financing processing

minimal disruptions to the business.

• Algorithms and machine acumen will be

augmented to improve turnaround time for

transaction processing. This will improve

FUTURE PLANS IN GREATER KL

compliance controls.

systems.

Deployed a tool that utilises optical character

physical documents. This is used to adhere to

mandatory information in different banking

model implemented during the pandemic enabled employees to work from home with

• At the forefront of the group's artificial

€8.5 billion

• Net result of more than €1 billion and dividend payment planned for 2022

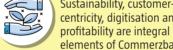




TALENT POOL About 46,500 employees across the globe in 2021







elements of Commerzbank's transformation programme "Strategy 2024". The bank is committed to the UN Global Compact and to becoming a net zero bank.

STRATEGY

and to further strengthen its leading position

Guided by its programme

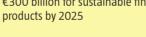
aims to be the direct and

advisory bank for Germany

"Strategy 2024", Commerzbank

ESG GOALS

- Net zero portfolio by 2050
- Net zero banking operations by 2040 • €300 billion for sustainable financial

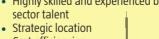




HEADCOUNT Over 300 employees

overseas training programmes, as well as exposure to regional and global forums

BUSINESS BENEFITS OF BEING IN MALAYSIA



2012







group. It allows us to serve our Asian branches during Asian business hours and provide 'follow the sun' support for our **European and US branches.** Backed by favourable exchange rates and an excellent talent pool, this hub has grown in significance towards the overall group strategy and the cost/income ratio target that we have committed to shareholders.

— Arne Graeber, CEO of Commerz Trade Services Sdn Bhd

Financial services-related companies such as **Commerz Trade** Services Sdn Bhd



are part of the ecosystem that drives and enables the local banking industry as it enters a stage of IT-enabled development. We need the entire banking ecosystem to leverage global best practices and the latest cuttingedge technology to advance digitalisation of the financial sector. This way, the industry can continue to improve businesses and the well-being of society, and turn the government's vision of being a tech-enabled nation into a reality.

- Muhammad Azmi Zulkifli, CEO of InvestKL



operational efficiencies at CTS KL.

- Other IT functions in the application operations system will be developed. Implementing more paper-reduction
- initiatives and targets. Further development to the AI system
- and extended its scope across all operational segments.
- **TALENT DEVELOPMENT**
- Aims to recruit as many Malaysians with digital skills as possible • Women hold key management positions
- throughout the company, including on senior and internal committees
- Employees are given role-specific training to learn global best banking practices and the latest developments
- Staff development includes local and

ESTABLISHED

Customers

Corporate clients

GLOBAL PRESENCE

 HQ in Frankfurt, Germany 19 operational foreign branches

35 international representative

BUSINESS SEGMENTS

Private and small-business

1870



Europe.

centre serving important markets across Asia and

CTS KL follows digital trends locally and works

with Commerzbank to automate as many banking

services as possible to improve process efficiencies,

boost cost benefits and reduce human errors. The

company also works with several fintech entities

towards achieving the group's strategic goals.

