



Corporate Day 2024

Building the Future of ASEAN

Infrastructure to Support Business
Growth and Technology Resiliency

14 August 2024
Kuala Lumpur, Malaysia

Private and Confidential

Our tech strategy is to enable and support the Bank's strategy and ambition



1



Drive Standardisation

Standardise/centralise systems and processes to maximise synergies and reduce time to market

2



Keep Control

Buy and Partner, but retain architecture and design capabilities and customer experience management, key in current disruption

3



Balance Experimentation

Monitor and understand innovation, adopt a fast follower approach

We have built a solid foundation to scale our franchise



Architecture of the Future



Regional Platform
& Operating Model



Modular & Flexible
Architecture



Build for
Differentiation



UOB Hybrid
Cloud



Hybrid
Delivery

Enablers



Tech Operating
Model



Stable
Production



Tech Talent

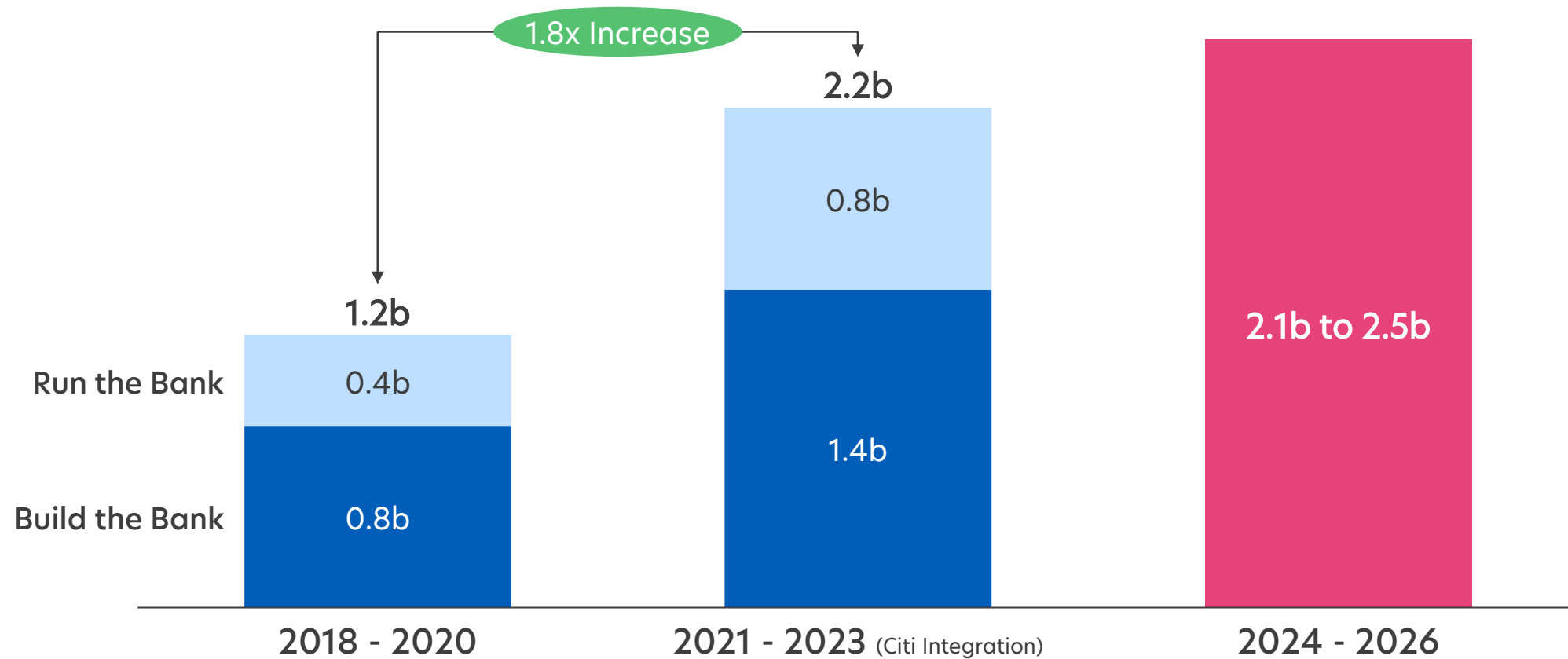


Innovation

Investing heavily in technology and infrastructure; IT investments to maintain at same level next 3 years



IT Investments (\$)

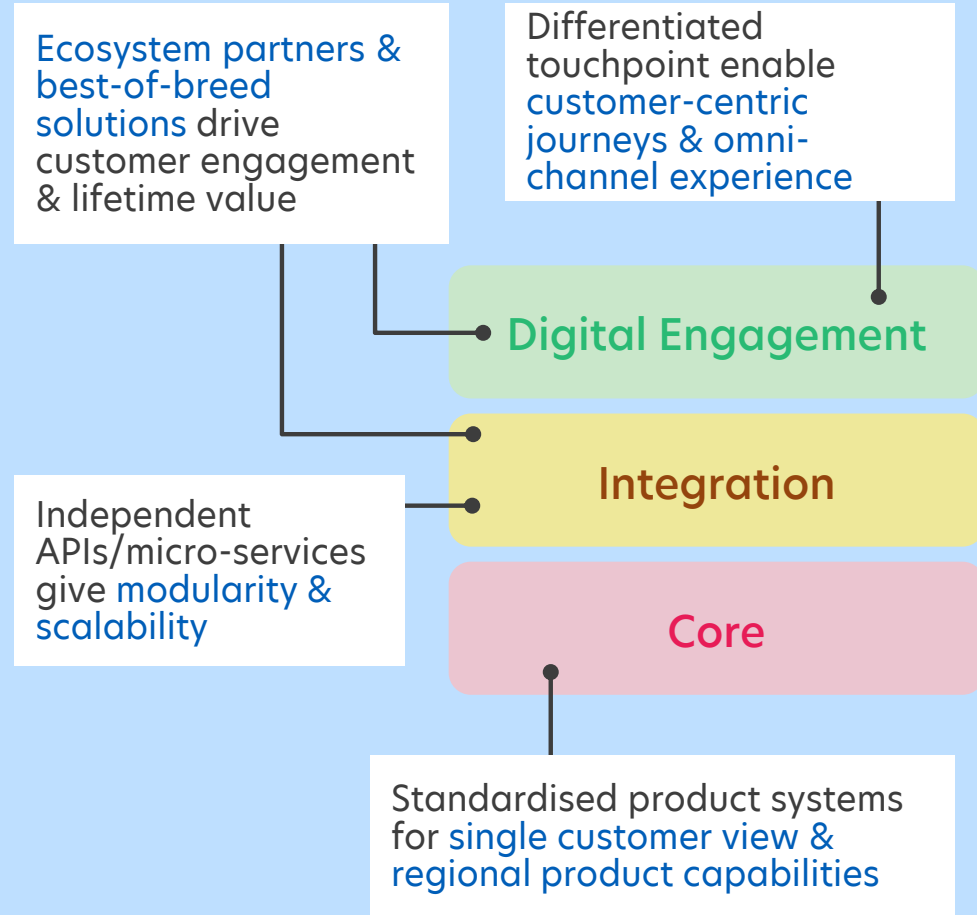


Work with tech partners to leverage their niche capabilities

Modular & Flexible Architecture

complemented with

Digital Technologies & Assets



Cloud



AI



RegTech



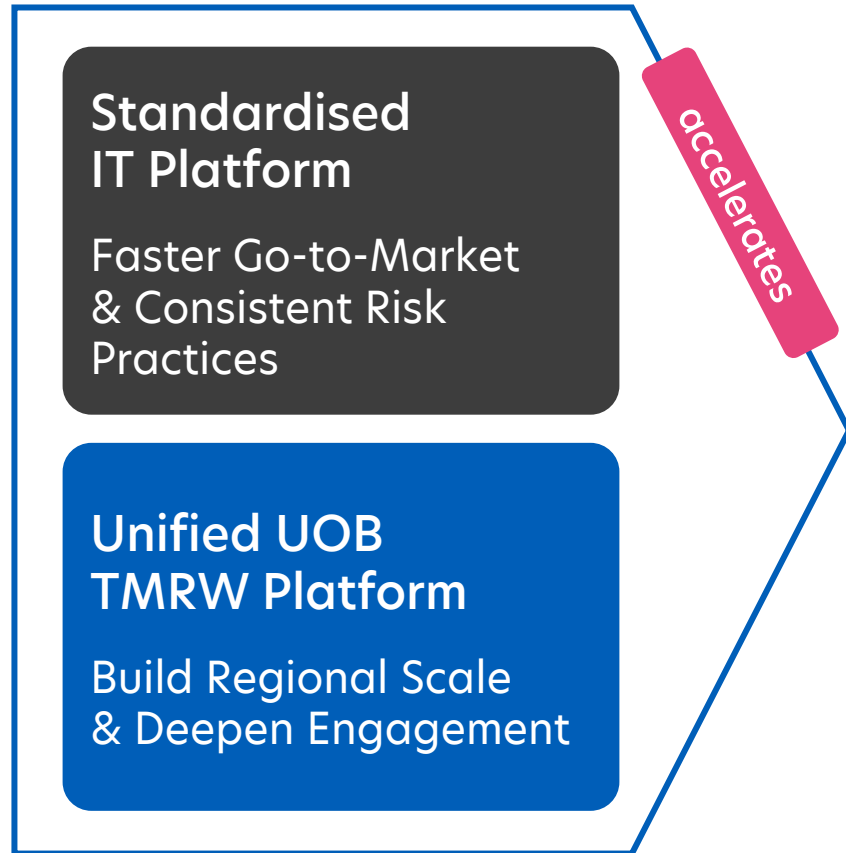
FinTech



Ecosystem Partners





Our integrated regional platform and common digital backbone accelerated the Citi integration



Completed integration and migration of Citigroup's consumer banking business for 3 markets within 20 months

Completion of acquisition (Nov 2022)


Malaysia  Q3 2023


Indonesia  Q4 2023


Thailand  Q2 2024

~8 Million retail customers

Vietnam integration on track for 2025

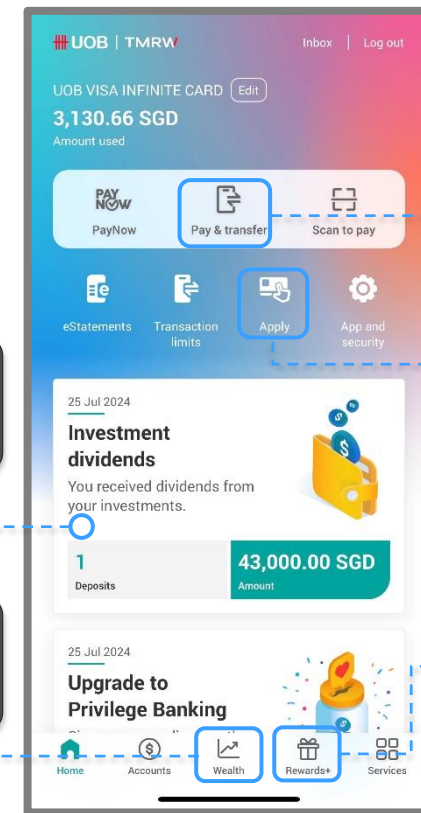
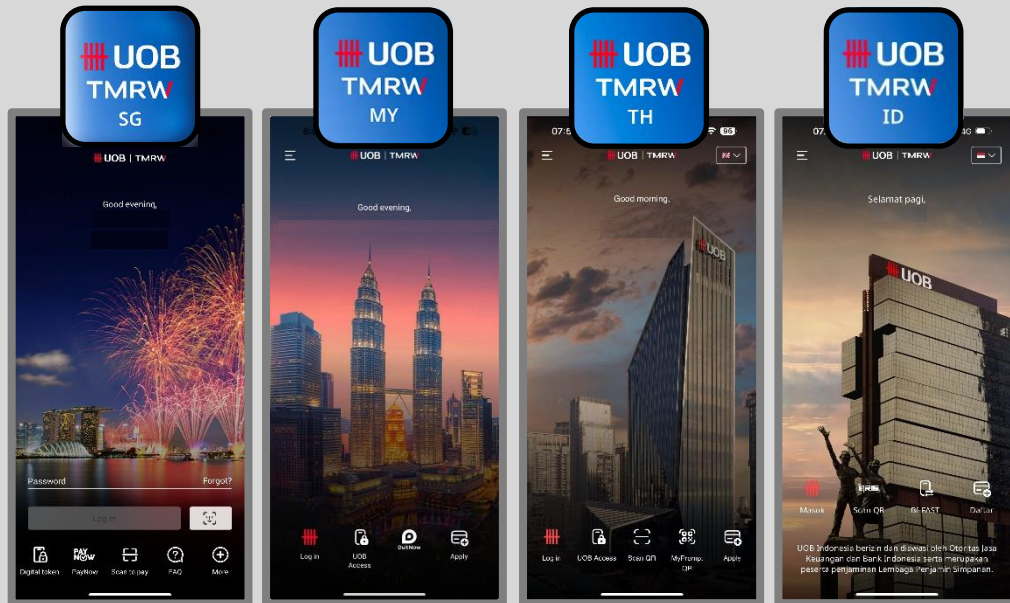
UOB TMRW: One digital banking app to serve 8 million ASEAN customers



Delivering Personalised Banking Experience at Scale

Standardized regional user interface

- Unified design system - multi theme ready
- Time-synced dynamic interface
- Pre-login Scan-to-Pay function



Cross-border payments

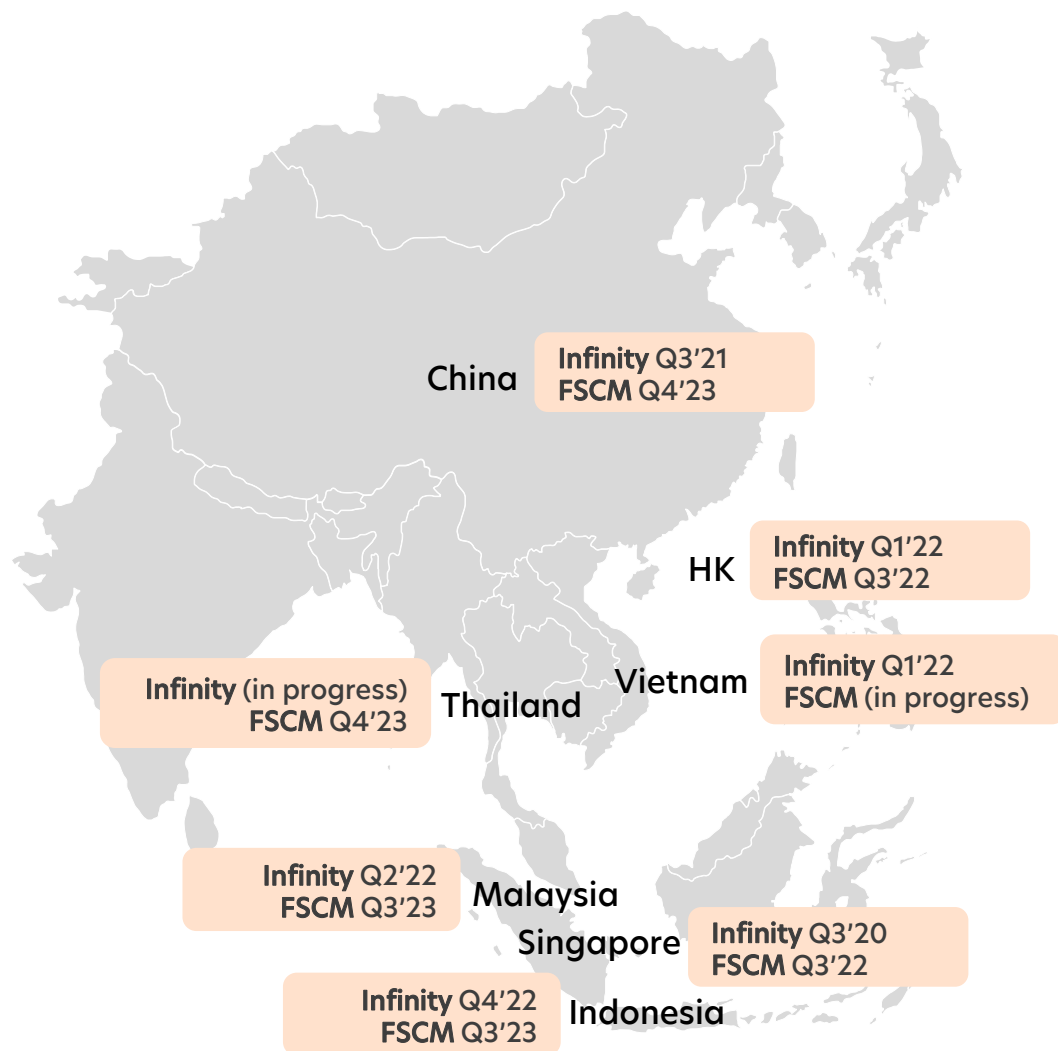
Digital acquisition, straight-through-processing

Best regional Rewards+ program

AI-powered personalized insights

Wealth self-serve

Our regional platform enabled us to quickly scale cash and financial supply chain management capabilities across region



Industry leading e-Banking platform (Infinity) rolled out across the region in 2022

A digital banking platform that manages your cash flows efficiently with real-time account information and supports a comprehensive range of payments and collections features including remittance tracking with SWIFT gpi

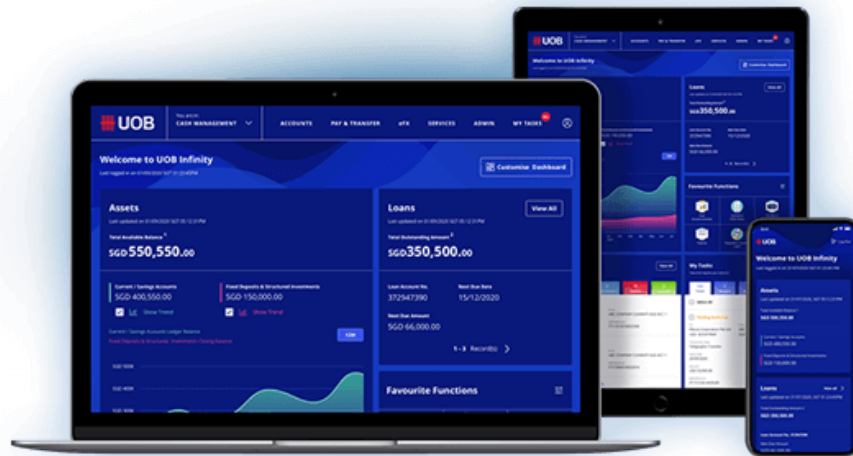
Infinity Financial Supply Chain Management (FSCM) platform rolled out across region in 2023

FSCM capabilities will enable clients to digitally connect buyers, suppliers, and distributors within their supply chain ecosystem and provides access to financing at different stages

UOB Infinity: Integrated online platform for wholesale customers in ASEAN



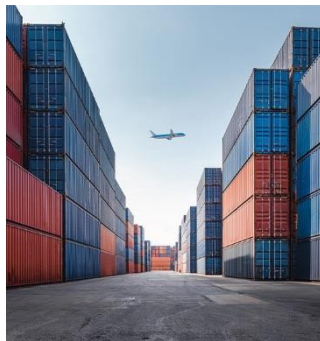
Secure and Seamless Cross-Border Connectivity and Data Flows



Solutions



Cash Management



Financial Supply Chain Management



Trade Services



10 markets:
ASEAN and Greater China



Multi-touchpoints:
Web and Mobile



Global account management:
Single login



Customizable dashboard:
Tailored insights



Frictionless workflows:
Connecting supply chain ecosystems

Providing stable and resilient IT platform while delivering increasing tech capabilities



Acceleration of tech demand in recent years



2X CAPEX increase

Over last 5 years

300 Project Milestones

Ongoing delivery

Doubled Retail Customer Base

From Citi integration

6x Production Workload

Since 2014

Stable, resilient & secure IT platform

99.99% uptime & availability

For critical systems

61% drop in critical systems incidents

Since 2020

No security breach

Security by design

Diversity and development of tech talent is key to deliver quality

Building a Sustainable Tech Workforce



Av. 10-15 years work experience



> 30 nationalities



30% leaders are women



50-100 graduate hires yearly¹



Overseas hiring corridors



UOB Innovation Centre 2 (IH2)

Differentiated Employee Value Proposition



GTO Academy



Tech Development Program (TDP)



Multiple career pathways



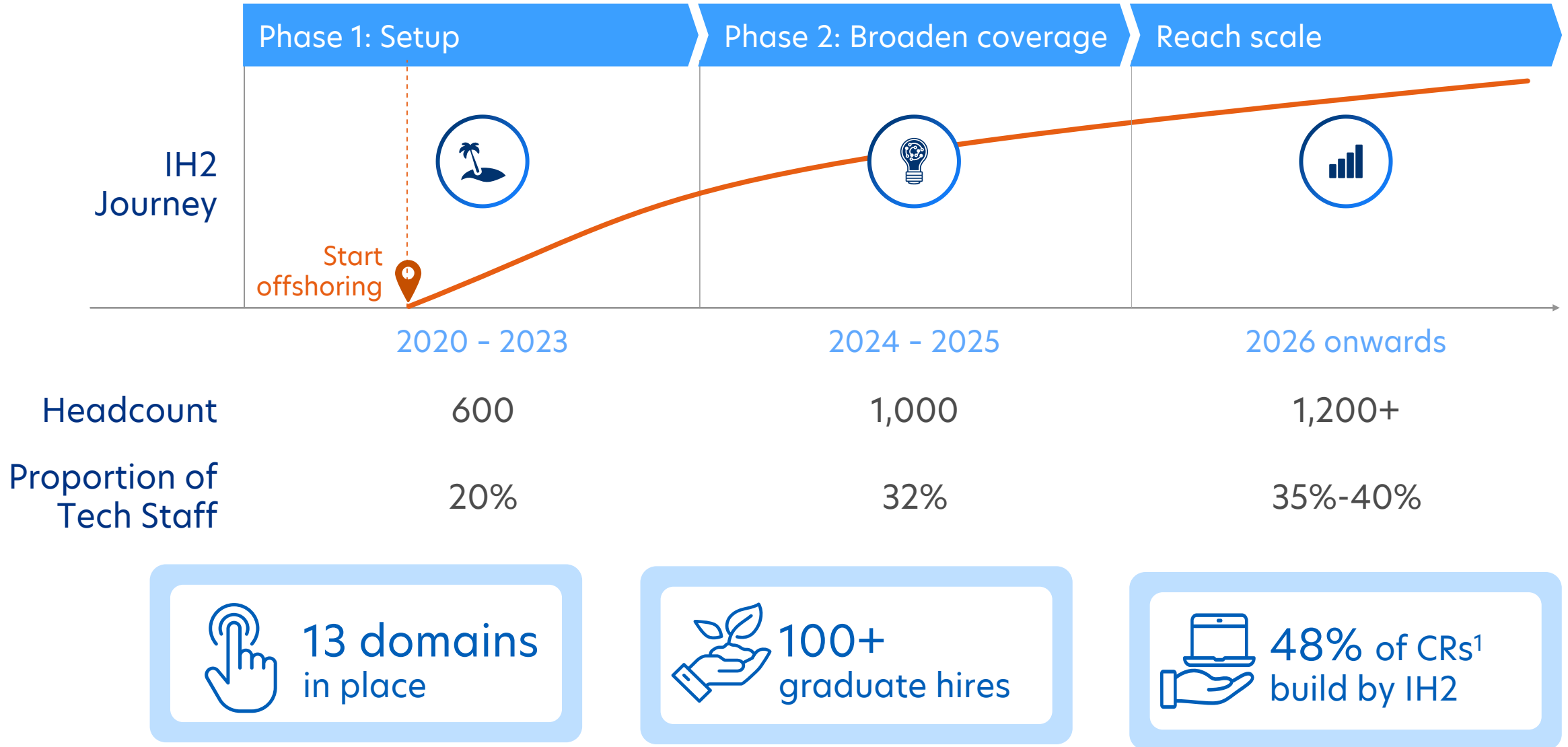
Rotation opportunities (SG & region)



New global tech & innovation centre

1. Covers Tech grad hiring programs in Singapore and IH2

IH2 allowed us to grow talent and keep costs lower

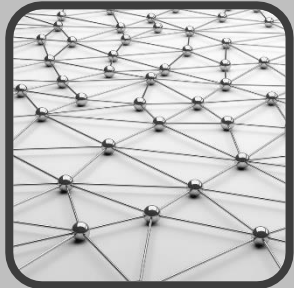


1. Change Requests

New IH2 office spans across 5 floors with capacity for 1000+ staff and a total floor area of 74,000 sqft.



We monitor disruptive technologies and focus on a few key technologies as part of our innovation agenda



Blockchain

- Focused on use cases around CBDCs and tokenised securities
- Involved in various trials led by Monetary Authority of Singapore
 - Digital currency transactions (Project Orchid)
 - Tokenisation of liabilities and assets (Project Guardian)



GenAI

- Exploring for staff productivity and customer experience
- First Singapore bank to use Microsoft Copilot
- Assessing GenAI technologies, multi-pronged approach to experiment
- Member of MAS Generative AI Consortium (Project MindForge)



Quantum Computing

- Experiment and learn by partnering
- Discussions underway with industry partners and technology providers on use cases and proof of concepts



Right By You