

# Management Discussion and Analysis

## OVERVIEW

	2010	2009	% chg
<b>Selected income statement items (\$m)</b>			
Net interest income	4,318	4,455	(3)
Net fee and commission income	1,397	1,394	0
Net trading income	915	700	31
Net (loss) from financial instruments designated at fair value	(20)	(267)	93
Net income from financial investments	310	254	22
Other income	146	67	>100
Total income	7,066	6,603	7
Less: Expenses	2,925	2,604	12
Profit before allowances	4,141	3,999	4
Less: Allowances for credit and other losses	911	1,529	(40)
Share of profits of associates	102	66	55
Profit before tax	3,332	2,536	31
Net profit	2,650	2,064	28
Add: One-time items and goodwill charges	(1,018)	(23)	(>100)
Net profit including one-time items and goodwill charges	1,632	2,041	(20)
<b>Selected balance sheet items (\$m)</b>			
Customer loans <sup>1</sup>	152,094	130,583	16
Interbank assets <sup>1</sup>	23,298	24,189	(4)
Total assets	283,710	258,644	10
Customer deposits <sup>2</sup>	193,692	183,432	6
Total liabilities	250,608	229,145	9
Shareholders' funds	26,599	25,373	5
<b>Key financial ratios (excluding one-time items and goodwill charges) (%)</b>			
Net interest margin	1.84	2.02	–
Non-interest/total income	38.9	32.5	–
Cost/income ratio	41.4	39.4	–
Return on assets	0.98	0.80	–
Return on equity	10.20	8.44	–
Loan/deposit ratio	78.5	71.2	–
NPL ratio	1.9	2.9	–
Specific allowances (loans)/average loans (bp)	43	85	–
Core Tier 1 capital adequacy ratio	11.8	11.0	–
Tier 1 capital adequacy ratio	15.1	13.1	–
Total capital adequacy ratio	18.4	16.7	–
<b>Per share data (\$)</b>			
Per basic share			
– earnings excluding one-time items and goodwill charges	1.15	0.91	–
– earnings	0.70	0.90	–
– net book value	11.25	10.85	–
Per diluted share			
– earnings excluding one-time items and goodwill charges	1.11	0.88	–
– earnings	0.68	0.87	–
– net book value	11.04	10.65	–

<sup>1</sup> Includes financial assets at fair value through profit or loss

<sup>2</sup> Includes financial liabilities at fair value through profit or loss

DBS Group Holdings reported net profit excluding one-time items and goodwill charges of \$2,650 million for 2010, a 28% increase from a year ago.

The record performance reflected the early success of strategic initiatives implemented during the year. The results were driven by strong loan growth across the region, higher income from cross-selling treasury products and an improvement in asset quality.

Underpinned by its strong capital and liquidity position, DBS continued to support customers' financing needs during the year. Total loans rose 16% to \$152,094 million; and if currency effects were excluded, loans grew 21%. In Singapore, DBS' differentiated products resulted in faster domestic loan growth than the industry. In Hong Kong, China, Taiwan, India and Indonesia, healthy corporate and SME lending demand resulted in double-digit loan growth. The higher volumes alleviated the impact of margin pressures arising from a soft interest rate environment and normalising credit conditions. Net interest income declined 3% to \$4,318 million.

The Group's trading income doubled to \$895 million as efforts to cross-sell treasury products to corporate and consumer customers yielded early results. Customer-related flows accounted for three-quarters of trading income. Fee income from wealth management, stockbroking, investment banking and cards also rose. Overall non-interest income rose 28% to \$2,748 million.

The higher business volumes led to a record \$4,141 million in profit before allowances, an increase of 4% from a year ago, with revenues gaining 7% to \$7,066 million. Expenses increased 12% to \$2,925 million to support higher business volumes and as investments in staff and infrastructure were made for future growth.

Asset quality improved. Allowances declined significantly from \$1,529 million in the previous year to \$911 million. Specific allowances fell from 85 basis points of loans a year ago to 43 basis points as the NPL ratio fell from 2.9% to 1.9%.

Return on equity rose to 10.2% from 8.4% and return on assets improved to 0.98% from 0.80%. The capital adequacy ratio on December 31, 2010 was at 18.4%, with Tier 1 at 15.1% and core Tier 1 at 11.8%. DBS issued \$2.5 billion of Tier 1 preference shares during the year to replace, subject to regulatory approval, existing ones due to be called in 2011.

A one-time goodwill impairment charge of \$1,018 million was taken for DBS Bank (Hong Kong) Limited to reflect heightened deposit competition. The charge has no impact on the Group's ability to carry out ongoing business or pay dividends as goodwill was deducted from regulatory capital on consolidation. Including one-time items, net profit amounted to \$1,632 million, a 20% decrease from the prior year.

There were no significant accounting changes for the year.

# Management Discussion and Analysis

## NET INTEREST INCOME

Average balance sheet	Average balance (\$m)	2010		Average balance (\$m)	2009	
		Interest (\$m)	Average rate (%)		Interest (\$m)	Average rate (%)
<b>Interest-bearing assets</b>						
Customer loans	141,245	3,937	2.79	127,832	4,075	3.20
Interbank assets	43,190	358	0.83	41,782	378	0.91
Securities	50,272	1,404	2.79	51,031	1,661	3.26
Total	234,707	5,699	2.43	220,645	6,114	2.78
<b>Interest-bearing liabilities</b>						
Customer deposits	184,792	970	0.53	178,064	1,131	0.64
Other borrowings	30,834	411	1.33	26,272	528	2.02
Total	215,626	1,381	0.64	204,336	1,659	0.81
Net interest income/margin		4,318	1.84		4,455	2.02

Net interest income amounted to \$4,318 million, representing 61% of total income.

Net interest income fell 3% from a year ago. While loans increased, the impact was more than offset by a decline in interest margins. Net interest margins fell 18 basis points to 1.84% on lower asset yields, partly offset by reductions in funding costs.

Average customer loans grew 10% from a year ago, with the expansion spread across most regions and across corporate, SME and consumer borrowers.

Overall asset yields fell by 35 basis points to 2.43%. Loan yields were affected by low interest rates and tightening spreads amid a normalising credit environment. Securities yields were also lower as higher-yielding securities were replaced with higher-quality bonds with lower yields.

Funding costs fell 17 basis points to 0.64% as market rates declined and as the customer deposit mix shifted towards Singapore-dollar savings and current accounts.

### Volume and rate analysis (\$m)

Increase/(decrease) due to change in	Volume	Rate	Net change
<b>Interest income</b>			
Customer loans	426	(564)	(138)
Interbank assets	13	(33)	(20)
Securities	(24)	(233)	(257)
Total	415	(830)	(415)
<b>Interest expense</b>			
Customer deposits	42	(203)	(161)
Other borrowings	39	(156)	(117)
Total	81	(359)	(278)
Due to change in number of days			-
<b>Net Interest Income</b>	<b>334</b>	<b>(471)</b>	<b>(137)</b>

## NET FEE AND COMMISSION INCOME

(\$m)	2010	2009	% chg
Stockbroking	179	170	5
Investment banking	154	146	5
Trade and remittances	227	244	(7)
Loan related	333	375	(11)
Guarantees	59	57	4
Deposit related	85	84	1
Credit card	149	143	4
Fund management	22	20	10
Wealth management	136	101	35
Others	53	54	(2)
<b>Total</b>	<b>1,397</b>	<b>1,394</b>	<b>0</b>

Net fee and commission income was little changed from a year ago at \$1,397 million, as higher revenues from capital market-related activities and cards were offset by lower fees from trade- and loan-related activities. Fee income accounted for 20% of total income for 2010.

Regional equity markets enjoyed strong gains over the year from expanded investment flows, lifting stockbroking commissions and wealth management product sales income by 5% and 35% respectively. Stronger markets also encouraged a

higher level of mergers and acquisitions and IPO activity. For the year, DBS led in managing and underwriting IPOs in Singapore by value as investment banking fees rose 5%.

Trade and remittances fell 7% as margins declined, while loan-related fees fell 11% from an exceptionally strong performance in the previous year. DBS continued to rank among the top 10 in the Asia Pacific (ex-Australia and Japan) league table for arranging syndicated loan deals.

## OTHER NON-INTEREST INCOME

(\$m)	2010	2009	% chg
Net trading income	915	700	31
Net income from financial instruments designated at fair value	(20)	(267)	93
Net income from financial investments	310	254	22
Net gain from fixed assets	103	13	>100
Others	43	54	(20)
<b>Total</b>	<b>1,351</b>	<b>754</b>	<b>79</b>

Other non-interest income rose 79% to \$1,351 million in 2010, accounting for 19% of total income.

The increase from the prior year was mainly from trading. Trading activities (including financial instruments designated at fair value) recorded a gain of \$895 million in 2010, compared

to \$433 million in 2009, led by higher revenues from the sale of treasury products to customers.

Other non-interest income was supported by higher gains from the sale of financial investments and by higher gains from the sale of fixed assets.

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## EXPENSES

(\$m)	2010	2009	% chg
Staff	1,422	1,292	10
Occupancy	269	265	2
Computerisation	569	473	20
Revenue-related	136	132	3
Others	529	442	20
<b>Total</b>	<b>2,925</b>	<b>2,604</b>	<b>12</b>

Expenses rose 12% to \$2,925 million to support higher business volumes and investments for future growth.

Investments made included initiatives to improve customer service, create regional standards and enhance technology

platforms to support business growth. Staff costs rose 10% on a 13% increase in headcount. Non-wage costs collectively rose 15%.

## ALLOWANCES FOR CREDIT AND OTHER LOSSES

(\$m)	2010	2009	% chg
General allowances ("GP")	232	154	51
<b>Specific allowances ("SP") for loans<sup>1</sup></b>	<b>614</b>	<b>1,113</b>	<b>(45)</b>
Singapore	18	149	(88)
Hong Kong	14	185	(92)
Rest of Greater China	25	54	(54)
South and South-east Asia	47	31	52
Rest of the world	510	694	(27)
Specific allowances ("SP") for securities, properties and other assets	65	262	(75)
<b>Total</b>	<b>911</b>	<b>1,529</b>	<b>(40)</b>

<sup>1</sup> Specific allowances for loans are classified according to where the borrower is incorporated. Historical comparatives have been restated to conform to the current year presentation

Total allowances amounted to \$911 million, a decrease of 40% from a year ago, as asset quality improved.

Specific allowances for loans fell 45% to \$614 million with broad-based declines across regions as economic conditions strengthened. Specific allowances due to Rest of the world,

while lower than the previous year, included residual charges for certain corporate loans.

General allowances of \$232 million were taken for loan growth.

## PERFORMANCE BY BUSINESS UNIT

(\$m)	Consumer/ Private Banking	Institutional Banking	Treasury	Others
<b>2010</b>				
Net interest income	1,398	1,995	840	85
Non-interest income	667	1,518	393	170
Total income	2,065	3,513	1,233	255
Less: Expenses	1,471	1,119	368	(33)
Profit before allowances	594	2,394	865	288
Less: Allowances	55	812	(2)	46
Share of profits of associates	0	25	0	77
Profit before tax	539	1,607	867	319
Net profit	458	1,360	733	99
<b>2009</b>				
Net interest income	1,399	1,844	1,223	(11)
Non-interest income	609	1,328	26	185
Total income	2,008	3,172	1,249	174
Less: Expenses	1,245	964	324	71
Profit before allowances	763	2,208	925	103
Less: Allowances	82	1,118	7	322
Share of profits of associates	0	28	0	38
Profit before tax	681	1,118	918	(181)
Net profit	572	974	723	(205)

A description of DBS' reported business units can be found in Note 48.1 of the financial accounts on page 150.

### Consumer/Private Banking (CBG)

Compared to the previous year, CBG's net interest income was flat as strong loan growth was offset by lower net interest margins. Mortgage loans grew 17% led by Singapore where the Group gained market share with its fixed-rate offering. Housing loans also grew in China and Taiwan. Fee income was higher as sales of wealth management products, cards and unsecured products rose.

Expenses were higher due to compensation to customers who had bought Constellation Notes in Hong Kong. Investments were also made to improve the Group's sales and customer servicing capacity across the region. They included a higher headcount, an expanded ATM network and the launch of a new mobile banking platform. These costs were partly offset by lower allowances.

### Institutional Banking (IBG)

Net interest income was higher underpinned by stronger business loan growth across the region. In Singapore, IBG loans grew 21%, supported by stronger economic conditions, and as DBS gained market share. In Hong Kong and China, business loans grew 25% and 19% respectively in local currency terms, as the Group grew its customer base in the two locations.

Non-interest income also rose from higher investment banking fees as the Group maintained domestic leadership in REITs, equity offerings and Singapore-dollar bonds; and from increased treasury product sales. These were partly offset by a decline in trade-related income as lower margins more than offset higher volumes helped by the launch of the Group's RMB trade settlement programme in Hong Kong and Singapore.

Expenses rose as staff costs increased with a higher headcount. Allowance charges were lower as a decline in specific allowances was partly offset by higher general allowances in line with stronger loan growth.

## Management Discussion and Analysis

### Treasury

Treasury's revenues, derived principally from managing the excess liquidity in the balance sheet, market-making and managing residual positions arising from customer flows were little changed from a year ago at \$1,233 million.

At the same time, the value-at-risk of the trading book declined, with average VAR falling 18% to \$27m from the previous year. Expenses rose partly due to a larger headcount while allowances remained low.

### PERFORMANCE BY GEOGRAPHY

(\$m)	S'pore	Hong Kong	Rest of Greater China	South, S-East Asia	Rest of world
<b>2010</b>					
Net interest income	2,683	783	327	283	242
Non-interest income	1,743	682	99	174	50
Total income	4,426	1,465	426	457	292
Less: Expenses	1,611	720	325	207	62
Profit before allowances	2,815	745	101	250	230
Less: Allowances	652	73	52	79	55
Share of profits of associates	10	0	20	72	0
Profit before tax	2,173	672	69	243	175
Net profit	1,688	579	47	203	133
<b>2009</b>					
Net interest income	2,738	888	302	326	201
Non-interest income	1,253	478	107	175	135
Total income	3,991	1,366	409	501	336
Less: Expenses	1,512	600	270	172	50
Profit before allowances	2,479	766	139	329	286
Less: Allowances	1,034	210	74	69	142
Share of profits of associates	16	0	17	33	0
Profit before tax	1,461	556	82	293	144
Net profit	1,186	464	68	226	120

A description of DBS' reported geographic segments can be found in Note 48.2 of the financial accounts on page 152.

### Singapore

Net profit rose to \$1,688 million from \$1,186 million a year ago as higher trading income and lower allowance charges more than offset interest margin pressures as interest rates remained soft.

Net interest income fell 2% due to lower loan yields even as loans grew 21%. Customer loans grew \$16,011 million, with approximately two-thirds in Singapore dollar loans, as DBS gained market share. With deposits growing 8%, the Group improved its Singapore-dollar loan-to-deposit ratio from 55% a year ago to 60%. Non-interest income rose 39% from better trading gains and increased cross-selling of treasury products to customers.

Operating expenses rose 7% to \$1,611 million to support business expansion. Allowances fell 37% to \$652 million as asset quality improved. Tax expense benefited from a write-back of previous accruals, but was higher than a year ago when a larger write-back was recorded.

### Hong Kong

The results for Hong Kong incorporate the effects of a 7% appreciation of the Singapore dollar against the Hong Kong dollar in the profit and loss account, and a 9% appreciation in the balance sheet.

Hong Kong's earnings rose 25% in Singapore-dollar terms to \$579 million from higher revenues and lower allowances.

Revenues rose 7% from broad-based non-interest income growth with higher fees from trade finance, wealth management and loan syndication; higher sales of treasury products and trading gains; and higher gains from the sale of investments and fixed assets. The increase in non-interest income was partly offset by a 12% decline in net interest income as margins fell, while customer loan volumes rose 8%.

Expenses for 2010 included compensation to customers who had bought Constellation Notes. Wage and non-staff costs rose in line with revenues.

Specific allowances were substantially lower as the NPL rate improved from 1.7% a year ago to 1.0%.

### Other regions

The largest earnings contributors are Indonesia through a 99%-owned subsidiary, China through a 100%-owned

subsidiary, India where the Group has 12 branches, and Taiwan where the Group has 40 branches.

Earnings from these regions were generally lower than a year ago as cost increases outpaced revenue growth. Expenses rose as the Group invested in its staff, technology, and distribution network to tap into the longer-term growth prospects of these markets.

During the year, DBS also sold its 37.5% stake in Cholamandalam DBS Finance, a mass-market consumer finance company in India, to focus on serving corporate clients as well as the high net worth and emerging affluent segments through its branch operations. The sale did not have a material impact on earnings.

## CUSTOMER LOANS<sup>1</sup>

(\$m)	2010	2009	% chg
<b>By business unit</b>			
Consumer/Private Banking	50,256	44,162	14
Institutional Banking	103,219	88,503	17
Others	1,247	755	65
<b>By geography<sup>2</sup></b>			
Singapore	91,128	75,117	21
Hong Kong	36,224	33,431	8
Rest of Greater China	12,208	10,252	19
South and South-east Asia	9,121	8,058	13
Rest of world	6,041	6,562	(8)
<b>By currency</b>			
Singapore dollar	67,439	56,712	19
Hong Kong dollar	30,478	30,274	1
US dollar	38,094	29,449	29
Others	18,711	16,985	10
Gross total	154,722	133,420	16

<sup>1</sup> Includes financial assets at fair value through profit or loss

<sup>2</sup> Based on the location where the loans are booked

Gross customer loans increased 16% to \$154,722 million.

Loans booked in Singapore, comprising both Singapore-dollar and foreign-currency loans, rose 21% to \$91,128 million. The growth in Singapore-booked loans was broad-based across consumers, SMEs and corporates. DBS differentiated its products by offering longer-term fixed-rate tenors. This helped the Group increase its market share in Singapore-dollar to 21% as they grew 19% to \$67,439 million.

In Hong Kong, loans grew 19% in local-currency terms and 8% in Singapore-dollar terms to \$36,224 million. Loan growth in Hong Kong was supported by strong economic conditions and higher credit demand from mainland China corporates. DBS' overall share of loans in Hong Kong fell slightly to 5.2%.

Loans booked in Greater China increased 19%, led by housing and corporate loans. Loans booked in South and South-east Asia grew 13%, supported by strong corporate and SME borrowing in India and Indonesia.



# Management Discussion and Analysis

## NON-PERFORMING ASSETS AND LOSS ALLOWANCE COVERAGE

	NPA (\$m)	2010 NPL (% of loans)	(GP+SP)/ NPA (%)	NPA (\$m)	2009 NPL (% of loans)	(GP+SP)/ NPA (%)
<b>By geography</b>						
Singapore	594	0.8	136	731	1.2	104
Hong Kong	359	1.0	162	567	1.7	116
Rest of Greater China	250	1.9	124	352	3.1	95
South and South-east Asia	164	1.2	180	157	1.3	163
Rest of world	1,511	9.5	46	2,069	13.1	45
Total non-performing loans	2,878	1.9	93	3,876	2.9	76
<b>By business unit</b>						
Consumer/Private Banking	317	0.6	192	513	1.2	124
Institutional Banking	2,561	2.5	81	3,363	3.8	68
Total non-performing loans	2,878	1.9	93	3,876	2.9	76
Debt securities	28	–	464	160	–	124
Contingent liabilities	307	–	123	183	–	192
Total non-performing assets	3,213	–	100	4,219	–	83

Non-performing loans (NPLs) fell from \$3,876 million to \$2,878 million, while the NPL rate declined from 2.9% to 1.9%. NPL rates for all geographical and business segments improved.

Including debt securities and contingent liabilities, the amount of non-performing assets fell from \$4,219 million to \$3,213

million, 40% of which were still current and were classified for prudential reasons.

Overall loss allowance coverage increased from 83% to 100% of total non-performing assets. If collateral was considered, allowance coverage rose from 108% to 127%.

(\$m)	2010	2009
Unsecured non-performing assets	2,523	3,233
<b>Secured non-performing assets by collateral type</b>		
Properties	250	540
Shares and debentures	85	124
Fixed deposits	38	22
Others	317	300
<b>Total non-performing assets</b>	<b>3,213</b>	<b>4,219</b>

## FUNDING SOURCES

(\$m)	2010	2009	% chg
<b>Customer deposits by currency and product</b>			
Singapore dollar	<b>112,228</b>	103,842	8
Fixed deposits	<b>20,081</b>	20,617	(3)
Savings accounts	<b>76,417</b>	69,160	10
Current accounts	<b>14,916</b>	12,697	17
Others	<b>814</b>	1,368	(40)
Hong Kong dollar	<b>23,220</b>	23,625	(2)
Fixed deposits	<b>12,946</b>	12,285	5
Savings accounts	<b>7,082</b>	7,932	(11)
Current accounts	<b>3,081</b>	3,254	(5)
Others	<b>111</b>	154	(28)
US dollar	<b>30,022</b>	29,018	3
Fixed deposits	<b>16,064</b>	14,912	8
Savings accounts	<b>3,255</b>	3,468	(6)
Current accounts	<b>9,777</b>	8,846	11
Others	<b>926</b>	1,792	(48)
Others	<b>28,222</b>	26,947	5
Fixed deposits	<b>22,289</b>	20,441	9
Savings accounts	<b>2,035</b>	2,191	(7)
Current accounts	<b>2,341</b>	2,908	(19)
Others	<b>1,557</b>	1,407	11
Total customer deposits	<b>193,692</b>	183,432	6
Interbank liabilities	<b>18,854</b>	9,320	>100
Other borrowings and liabilities	<b>44,565</b>	40,519	10
Shareholders' funds	<b>26,599</b>	25,373	5
<b>Total</b>	<b>283,710</b>	258,644	10

Deposits grew 6% to \$193,692 million, with Singapore-dollar savings accounts accounting for more than two-thirds of the increase. Hong Kong and US dollar deposits grew 8% and 13% respectively if currency translation effects were excluded.

The Group maintained its leadership position in Singapore-dollar deposits. Market share was little changed at 26% as they rose 8% to \$112,228 million.

Hong Kong-dollar deposits grew 8% in local currency terms as increases in current accounts and fixed deposits were partly

offset by a reduction in savings deposits. DBS' overall market share of Hong Kong-dollar deposits was unchanged at 4%. US dollar deposits rose 13% excluding currency effects. Overall US dollar funding was supplemented with a maiden issue from the Group's US\$10 billion Debt Issuance Program of US\$1,000 million, booked under Other borrowings and liabilities.

Other currency deposits grew 5% led by increases in RMB-denominated accounts. This was partly boosted by the gathering of offshore RMB deposits.

# Management Discussion and Analysis

## CAPITAL ADEQUACY RATIOS

(\$m)	2010	2009
<hr/>		
Tier 1		
Share capital	<b>8,780</b>	8,435
Disclosed reserves and others	<b>23,927</b>	20,928
Less: Tier 1 deductions	<b>(5,064)</b>	(6,098)
Total	<b>27,643</b>	23,265
Tier 2		
Loan allowances admitted as Tier 2	<b>696</b>	434
Subordinated debts	<b>5,281</b>	5,970
Revaluation surplus from equity securities	<b>149</b>	87
Less: Tier 2 deductions	<b>(142)</b>	(128)
Total	<b>5,984</b>	6,363
Total capital	<b>33,627</b>	29,628
Risk-weighted assets	<b>182,694</b>	177,222

The Group's core Tier 1, Tier 1 and total capital adequacy ratios were 11.8%, 15.1% and 18.4% respectively, compared to 11.0%, 13.1% and 16.7% at end-2009.

Tier 1 capital increased during the year, as a result of retained earnings and two preference share issues which raised \$2.5 billion. These issues are intended to replace approximately \$2.1 billion of Tier 1 instruments which are, subject to regulatory

approval, callable in 2011. Tier 2 capital registered a net decline due partly to the amortisation of existing Tier 2 subordinated debt. The growth in risk-weighted assets reflects the increase in customer loans over this period.

Additional disclosures made pursuant to Basel II Pillar 3 can be found on pages 61 to 67.

## VALUATION SURPLUS

(\$m)	2010	2009
Properties	<b>507</b>	511
Financial investments	<b>26</b>	119
Total	<b>533</b>	630

The amount of unrealised valuation surpluses fell from \$630 million to \$533 million due to a decline in the valuation surplus of financial investments.