

CUSTOMERS

Customers in DBS' six key markets

No. of retail customers

5.3m

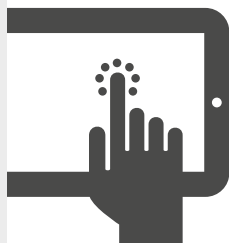


No. of corporate customers

180,000



No. of **Internet banking** customers in Singapore



1.9m



No. of **mobile banking** customers in Singapore

600,000



Reduced branch queue times in Singapore

% of customers served within 15 minutes

84%



Customer waiting time eliminated in past 3 years

237m hours

