

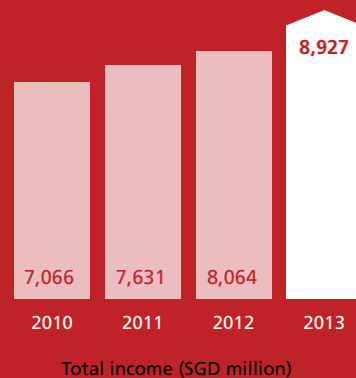
HIGHLIGHTS

SHAREHOLDERS

▲
Total income
+11%

SGD 8,927 m
 2012: SGD 8,064 m

Total income rose 11% to a record SGD 8.93 billion from higher loan volumes and broad-based non-interest income growth

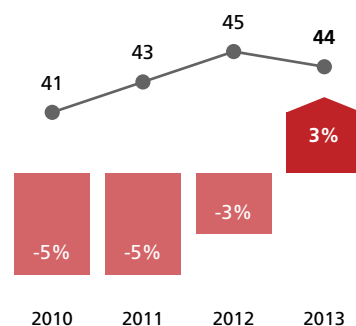


▲
Income-expense jaws
+3% pt

2012: -3% pt

Expense growth was contained at 8%, resulting in a positive income-expense jaws of 3% points. The cost-income ratio improved to 44% from 45% in 2012

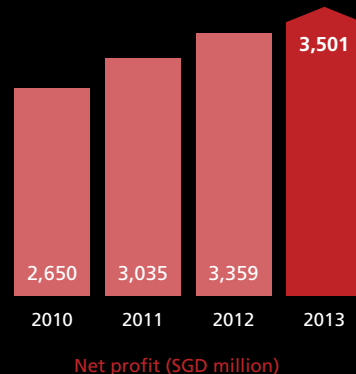
■ Cost/income (%)
 ■ Income-expense jaws (YoY % pt)



▲
Net profit
+4%

SGD 3,501 m
 2012: SGD 3,359 m

Net profit before one-time items rose 4% to a record SGD 3.50 billion



CUSTOMERS

Internet banking users:

2.4m
 ▲ **200,000**



Mobile banking users:

839,000
 ▲ **240,000**



REGULATORS

One of first two foreign banks to be given a licence to set up sub-branch in Shanghai Free Trade Zone

EMPLOYEES

Employee engagement

Ranked among top 10% of all companies surveyed by Gallup globally

Awarded 2013 Gallup Great Workplace Award



SOCIETY

COMMITTED
SGD 50m TO
 DBS FOUNDATION TO STRENGTHEN CSR EFFORTS

