

### Global Markets & Investment Management

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### **Gravitation towards Customer Flow Business**



Banking regulatory reforms, e.g., Volcker Rules, Dodd-Frank, Basel III etc. impede trading business MACRO-ECONOMY Volatile trading income replaced by steady income OUTLOOK stream from customer flow business Hedge against volatility in foreign exchange rates and rising interest rates to mitigate financial risks to businesses Strong customer demand for more sophisticated investment, hedging and liability management products across interest rates, FX, credit, equity & commodities **CUSTOMER DYNAMICS** 

- Increasing external trade and cross-border business expansion present opportunities, in particular, for FX and derivatives business
- Corporate/Commercial Banking diversifying into new industries, e.g., manufacturing, agriculture and oil & gas







### **Focusing on Customer Flow Business**



#### **GMIM's Growth Trending**



- Given the market shift, GMIM has since 2008 focused on growing feebased income from customer flow business
- The large contribution of GMIM's sales growth is attributed by the strong partnership/collaboration with internal business segments, i.e.,
  - Financial Institution/Non-bank Financial Institutions,
  - Corporate,
  - Commercial,
  - Business Banking and
  - Wealth management business

#### Agenda





#### **Growth Drivers**





# Building Traction via Synergies with Coverage Teams





# Building Traction via Synergies with Coverage Teams







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SALES EGMENTATION MODEL	<ul> <li>Collaboration with internal business partners</li> <li>Set up – business development (hunter) /execution teams (farmer)</li> <li>Geographical segmentation – proximity to customers, leverage strong relationship</li> <li>Alignment to internal business partners</li> <li>Geographical segmentation</li> <li>Industry group segmentation</li> </ul>
PRODUCTS	<ul> <li>Full suite of products – FX, IRS, CCS, Commodities, Gold, Dual- Currency Investment, Structured Investment Products, Fixed Income and Derivative</li> </ul>
CLIENT	<ul> <li>Client solutioning teams – structuring team for business and individuals each</li> </ul>





## **THANK YOU**