



Media Advisory

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HSBC Indonesia once again claimed the Top 3 position in Forbes' World's Best Bank in Indonesia.

The rating this year recognises the digital and mobile technologies that are revolutionizing the global banking market especially as a measure of adaptability amidst the coronavirus pandemic. Banking customers turn to online banking capabilities, digital payments technologies, and smartphone applications for their banking needs during quarantine where security and reliability are key.

Instead of gauging the balance sheets and P&L statements, as *Forbes* does for its ranking of the 100 largest publicly-traded U.S. banks published annually, the ranking surveyed more than 40,000 customers around the globe for their opinions on their current and former banking relationships. Banks were rated on general satisfaction and key attributes such as trust, fees, digital services and financial advice.

“This ranking is a testament to how we continue to strive for excellence in delivering the best customer experience even in challenging times like the COVID-19 Pandemic. We are now even more motivated to provide more features that will enable our customers to carry out their banking needs as well as helping them realise their financial goals,” said Edhi Tjahja Negara, Director of Wealth & Personal Banking PT Bank HSBC Indonesia