



# World's Best Digital Bank Awards 2022

## PRESS RELEASE



## Global Finance Names the World's Best Consumer Digital Banks in Asia-Pacific 2022

NEW YORK, August 10, 2022 – *Global Finance* has announced the Round One winners for the 2022 World's Best Consumer Digital Bank Awards in Asia-Pacific. This is the 23rd year *Global Finance* has named the World's Best Digital Banks. Details on all Round One winners will be published in the September print and digital editions as well as online at [GFMag.com](http://GFMag.com).

The Round One winners include the Best Consumer Digital Banks, the Best Corporate/Institutional Digital Banks and the Best Islamic Digital Banks by country, territory and district. Winners were selected in Africa, Asia-Pacific, Central & Eastern Europe, Latin America, the Middle East, North America and Western Europe. Also announced today were Regional winners in Sub-Categories such as Best User Experience (UX) Design, Best Mobile Banking App and Most Innovative Digital Bank.

Round One winners are eligible for consideration in Round Two. Round Two honorees, which include the overall Regional and Global winners, and the Global Sub-Category winners, will be revealed for the first time at *Global Finance's* 2022 World's Best Digital Banks Awards Ceremony on September 20 at the Ritz-Carlton DIFC in Dubai. A full report on the Round Two winners and the awards ceremony will be published in December.

Winners were chosen from entries evaluated by a world-class panel of judges at Infosys, a global leader in consulting, technology and outsourcing. The editors of *Global Finance* were responsible for the final selection of all winners.

Only banks that entered the competition were considered for awards, and awards were only given in those categories, regions, countries, territories and districts in which there were entries.

Winning banks were selected based on the following criteria: strength of strategy for attracting and servicing digital customers, success in getting clients to use digital offerings, growth of digital customers, breadth of product offerings, evidence of tangible benefits gained from digital initiatives, and web/mobile site design and functionality. Category winners, such as Best User Experience (UX) Design were selected based on the relative strength and success of those web products and services.

"With the multi-year pandemic accelerating banks' digitalization efforts, the market has witnessed a rapid evolution in electronic offerings," said Joseph Giarraputo, founder and editorial director of *Global Finance*. "Those financial institutions that best introduced new and improved products and services are being honored as *Global Finance's* World's Best Digital Banks 2022."

The full list of *Global Finance's* 2022 World's Best Consumer Digital Banks Round One winners in Asia-Pacific follows.

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### About Global Finance

*Global Finance*, founded in 1987, has a circulation of 50,000 readers in 193 countries, territories and districts. *Global Finance's* audience includes senior corporate and financial officers responsible for making investment and strategic decisions at multinational companies and financial institutions. Its website — [GFMag.com](http://GFMag.com) — offers analysis and articles that are the legacy of 35 years of experience in international financial markets. *Global Finance* is headquartered in New York, with offices around the world. *Global Finance* regularly selects the top performers among banks and other providers of financial services. These awards have become a trusted standard of excellence for the global financial community.

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### Global Finance's World's Best Digital Bank Awards Ceremony

On September 20, *Global Finance* will host the 2022 World's Best Digital Bank Awards Ceremony at the Ritz-Carlton DIFC in Dubai. This signature event will celebrate and be attended by the world's leading organizations in Digital Banking. For more information on the event contact Giulia Cattani at [giulia@gfinance.co.uk](mailto:giulia@gfinance.co.uk).



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COUNTRY, TERRITORY & DISTRICT WINNERS	
Bangladesh	<b>Mutual Trust Bank</b>
China	<b>ICBC</b>
Hong Kong	<b>Citi</b>
Indonesia	<b>UOB Digital Bank</b>
Japan	<b>Rakuten Bank</b>
Malaysia	<b>Maybank</b>
Mongolia	<b>Golomt Bank</b>
Singapore	<b>DBS</b>
Sri Lanka	<b>HSBC</b>
Taiwan	<b>Taishin Bank</b>
Thailand	<b>KASIKORNBANK</b>
Vietnam	<b>Techcombank</b>

REGIONAL SUB-CATEGORY WINNERS	
Best Integrated Consumer Banking Site	<b>CTBC</b>
Best Online Deposit, Card and Investment Product Offerings	<b>Taishin Bank</b>
Best Bill Payment and Presentment	<b>Taishin Bank</b>
Best User Experience (UX) Design	<b>Ping An Bank</b>
Best Mobile Banking App	<b>Ping An Bank</b>
Best Mobile Banking Adaptive Site	<b>DBS</b>
Best Information Security and Fraud Management	<b>Maybank</b>
Best in Social Media Marketing and Services	<b>CTBC</b>
Best in Lending	<b>Siam Commercial Bank</b>
Most Innovative Digital Bank	<b>UOB Digital Bank</b>
Best Open Banking APIs	<b>Ping An Bank</b>