

## Business Review

# Business Banking

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### » OUR BUSINESS IDENTITY

Business Banking (BB) supports a diverse range of customers — from small and medium enterprises (SMEs) to the Commercial Banking (CB) segment — with a comprehensive suite of financial solutions, including loans, trade financing, cash management, foreign exchange services, transaction banking, wealth management, and bancassurance, enabling them to grow and thrive. Our high-touch relationship model delivers value beyond traditional banking services, offering personalised attention to each customer's needs.

#### Small and Medium Enterprises (SMEs)

We deliver fast and efficient financing through streamlined lending programmes backed by strategic guidance from our seasoned Relationship Managers (RMs) to serve mid and upper SME market.

#### Commercial Banking Segment

We serve large commercial enterprises and mid-sized corporates with comprehensive banking services including bespoke financing solutions and corporate advisory in partnership with AmlInvestment Bank.

Our network of 48 strategically located business centres across Malaysia ensures greater accessibility for customers, with dedicated RMs available at every location.

### » BUSINESS ENVIRONMENT

In 2024, the business banking environment was characterised by cautious economic recovery, stronger policy support for sustainability, and accelerated digitalisation. Macro headwinds such as inflationary pressures, geopolitical tensions and supply chain disruptions heightened demand for responsive and personalised financing services.

SMEs faced rising costs and evolving market demands, increasing the need for flexible financing. At the same time, Malaysia's decarbonisation agenda spurred demand for green financing, as businesses pivoted towards more sustainable models. The accelerating pace of digital adoption throughout the sector further reflects changing customer preferences and the need for strategic technology investments.

By effectively responding to these shifts, the Business Banking segment maintained a strong position to elevate customer experience and deliver relevant solutions.

### » OUR KEY FOCUS AREAS

#### Strategic Regional Expansion

Broaden market outreach to Penang, Klang Valley, South and East Malaysia while enhancing overseas efforts, particularly China and Korea, through a one-stop centre to support foreign direct investments.

#### Powering Industrial Growth

Offer comprehensive end-to-end financial solutions for developers and business owners of industrial parks, including capital financing and Initial Public Offering (IPO) support to drive business expansion and market entry. Our strategic focus remains on high-growth sectors such as logistics, warehousing, manufacturing, and supply chain infrastructure.

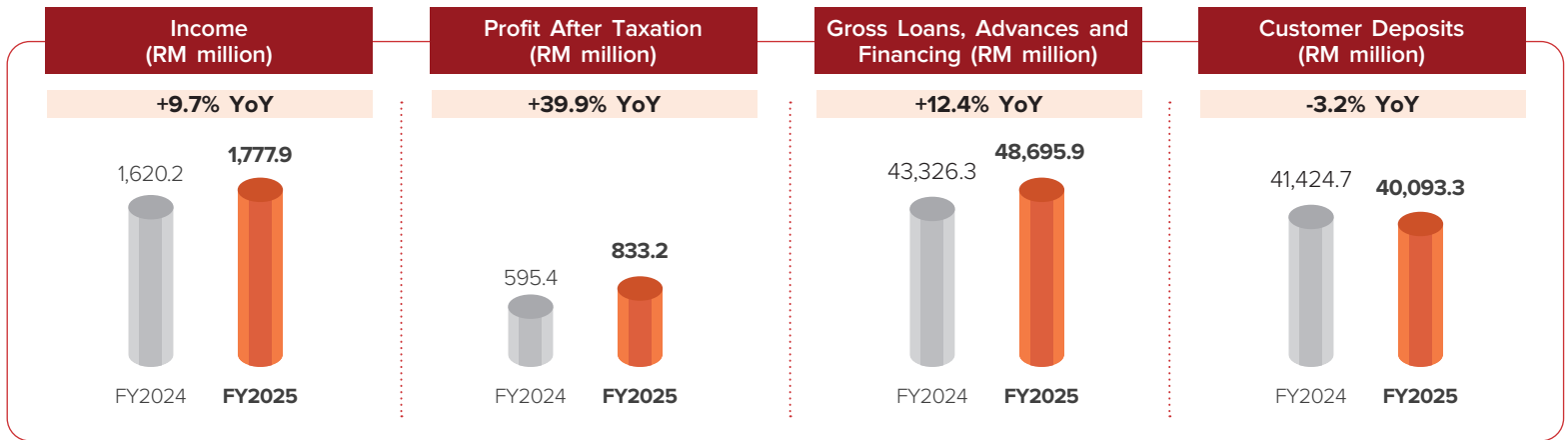
#### Achieving Operational Excellence

Provide innovative financial solutions through integrated systems, automated credit assessments, and streamlined account planning to remain competitive and meet evolving customer needs.

» HIGHLIGHTS AND MILESTONES

**Our Year in Numbers**

In FY2025, Business Banking delivered strong growth in financial performance through banking products and related business advisory services. Our division accounted for 36.1% of the Group's total income, serving more than 16,600 customers nationwide.



**Our Impact Beyond Numbers**

Driving sustainable impact in FY2025, Business Banking embeds Environmental, Social, and Governance (ESG) and green financing across its offerings to support Malaysia's shift to a low-carbon economy.

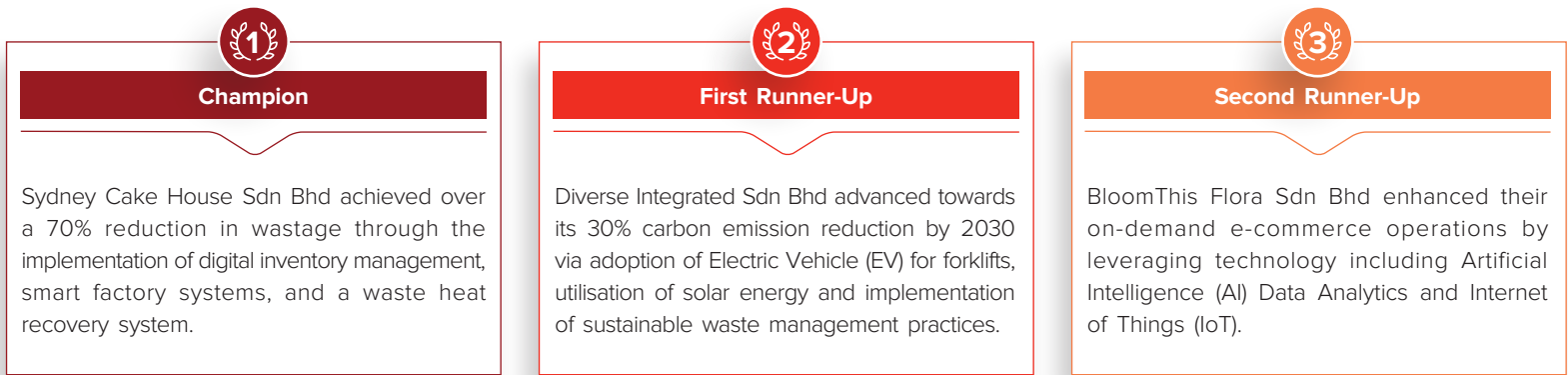
Facilitated **RM91.3 billion in transactions via AmAccess Biz to SME customers**, enabling seamless financial access and management.

**Disbursed over RM1.6 billion** in green financing.

**Facilitated RM1.1 billion** to various Bank Negara Malaysia (BNM) and government schemes for businesses.

**Transforming SMEs Through Purpose-Led Innovation**

AmBank BizRACE Season Four catalysed real-world impact by focusing on Industrial Revolution 4.0 (IR4.0) and ESG themes, delivered in collaboration with strategic partners Bosch Rexroth, Pantas, and the Malaysian Green Technology And Climate Change Corporation (MGTC).



To learn more about BizRACE, please refer page 105 of the Sustainability Report 2025.

## Business Review

### STRATEGIC PERFORMANCE REVIEW

Key Initiatives	Outcomes
<b>Targeted Regional Expansion in Penang, Klang Valley, South and East Malaysia</b>	
<ul style="list-style-type: none"> <li>Strengthened on-ground presence by hiring 85 new Relationship Managers.</li> </ul>	<ul style="list-style-type: none"> <li>Saw a 10.2% YoY growth in customer base across these regions in the last year.</li> </ul>
<b>One-stop Support for Foreign Direct Investment (FDI)</b>	
<ul style="list-style-type: none"> <li>Explored a partnership model to leverage FDI into countries like China, Korea, Japan, and Taiwan.</li> </ul>	<ul style="list-style-type: none"> <li>Onboarded over 30 FDI customers across diverse sectors, including manufacturing, consumer goods, and education, generating more than RM63.8 million in income and RM2.4 billion in loans.</li> </ul>
<b>Tailored Innovative Solutions to Targeted Segments</b>	
<ul style="list-style-type: none"> <li>Developed targeted products and solutions to support customer growth, including:               <ul style="list-style-type: none"> <li>'The Road to Capital Market' initiative in partnership with AmlInvestment Bank.</li> <li>Comprehensive financial solutions for Industrial Parks, Logistics &amp; Warehouses, and Manufacturing.</li> <li>Supply Chain Financing, supported by Wholesale Banking.</li> </ul> </li> <li>Strengthened ecosystem partnerships with service providers to enhance bundled offerings and advisory support.</li> </ul>	<ul style="list-style-type: none"> <li>Extended more than RM5.2 billion loans to customers across industrial parks, logistics &amp; warehouses, and manufacturing sectors in FY2025.</li> <li>Signed several financing facilities and Memorandum of Understanding (MoUs) to support business growth:               <ul style="list-style-type: none"> <li>Secured RM100.0 million in financing facility for CARSOME Group, a car e-commerce platform, to expand its liquidity and bolster its capacity for future growth.</li> <li>Approved a RM120.0 million financing facility to Huawei, reinforcing the Group's role as a panel bank and supporting its sales through vendor financing.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Financed facilities for green and sustainable projects, enabling environmental stewardship.</li> </ul>	<ul style="list-style-type: none"> <li>Formalised several green and sustainable financing facilities to advance ESG adoption including:               <ul style="list-style-type: none"> <li>RM1.1 billion to Worldwide Stainless Sdn Bhd – supporting the expansion of Malaysia's sole producer of sustainable cold-rolled stainless steel.</li> <li>RM498.6 million to Projek Tetap Teguh Sdn Bhd (ProTT) – for land, construction, and equipment costs of an Automated Storage and Retrieval System (ASRS) warehouse in Pulau Pinang, enhancing space efficiency and energy performance.</li> <li>RM180.0 million to Ultimate Ivory Sdn Bhd a wholly owned subsidiary of Nextgreen Global Bhd (Nextgreen) – to finance land reclamation, infrastructure, and utilities development for the Green Technology Park (GTP), promoting circular economy solutions.</li> </ul> </li> </ul>

» CHALLENGES AND MITIGATION

Challenges/ Opportunities

**Balancing Sustainability and Economic Uncertainty**

Ensuring business sustainability and ESG compliance amid economic headwinds, including inflation and supply chain disruptions.

Mitigation Action and Results

- Provided targeted training on ESG principles and Climate Change and Principal-based Taxonomy (CCPT), with more than 40% of clients subsequently shifting to green practices.
- Collaborated with partners to enhance our collections and reconciliation platforms, enabling merchants to receive instant payments via the Internet and mobile banking through our upgraded payment gateway.

» OUTLOOK

In the year ahead, rising costs and inflation will pressure businesses to adopt agile strategies to remain competitive. Embracing automation, AI, and digital transformation will be critical to enhance efficiency and control costs. At the same time, rapid technological development will evolve together with stricter climate-related regulations, as governments worldwide introduce stronger policies to address environmental challenges. Recent geopolitical tensions may potentially affect investor confidence and trade dynamics, nonetheless, Business Banking will remain vigilant and responsive to these shifting political landscapes while pursuing growth and resilience.

In response, we have outlined a clear roadmap for growth across various timeframes:

**Short-term (1-2 years):** We will continue to strengthen our SME's capabilities and expand their reach through enhanced operating models, digital lending solutions, cross-collaboration with service providers and strategic regional expansion particularly across the Northern and Southern regions, Klang Valley, and East Malaysia.

**Mid-term (3-5 years):** We will focus on deepening sector-focused offerings and expanding our FDI footprint, especially with China and South Korea, as well as financing facilities for the redevelopment of complexes and malls.

**Long-term (5+ years):** We aim to lead SME and Mid-Corp lending growth, targeting a 9.1% SME market share and 12.0% Compound Annual Growth Rate (CAGR) in loans, while supporting national economic resilience through sustainable and innovative financing – reinforcing our position as the preferred bank for SMEs in Malaysia.