Frequently Asked Questions on the Standard Chartered Bank acquisition of American Express Bank

Q1. What changes should I expect after the acquisition?

There will be no immediate changes to the way you currently do business with us. Our goal has always been and will continue to be to deliver the same high-quality service without any impact or disruption to our clients; if there are any changes going forward that may impact you, we will, of course, let you know in advance. During the period following the acquisition close date, our client materials, including statements and marketing collateral, will undergo a transition reflecting the change from American Express to Standard Chartered. We request your patience during this time as you may see some client materials reflecting the American Express brand and others reflecting the Standard Chartered brand.

Q2. I've never heard of Standard Chartered. What can you tell me about Standard Chartered and its Private Bank?

- **Standard Chartered Bank** has been a leader in international banking for more than 150 years:
  - The Bank’s offerings include private banking, retail banking and commercial and corporate banking services.
  - It operates in more than 50 countries and has more than US$296 billion in total assets.
  - It is listed on both the London Stock Exchange and Hong Kong Stock Exchange ranks among the top 25 companies in the FTSE-100 by market capitalization. It has a market capitalization of US$51 billion (as of 30 December 2007).
  - Standard Chartered is a leader in some of the world’s fastest growing markets; it has more than 14 million retail customers and is a core bank to approximately 5,000 corporate clients.
  - Standard Chartered is an award-winning commercial bank with a strong understanding of credit. The Bank’s credit offering is multi-currency, cross-border, and can be tailored to fit the specific needs of a client’s multi-asset portfolio.

- **The Standard Chartered Private Bank** is part of Standard Chartered Bank and caters to clients with investable assets of over US$1 million.

**The Standard Chartered Private Bank:**

- Has a true open-architecture approach to investment products, ensuring that clients have access to a wide and unbiased range of financial solutions to meet their individual needs. Currently, it maintains global distribution agreements with 14 major asset management houses. In addition, it has more than 50 such agreements in local markets worldwide.

- Currently offers both offshore and on-shore wealth management.

- Takes a very tailored and personal approach: Relationship Managers seek to understand each client’s values and objectives before providing investment advice.
Q3. Where is Standard Chartered located?

Standard Chartered is one of the world’s most international banks. The Bank operates in 57 countries, with an extensive network of more than 1,400 branches worldwide.

In addition, Standard Chartered employs more than 65,000 people, representing more than 100 nationalities. This diversity lies at the heart of the Bank’s values and supports its growth as the world increasingly becomes one market.

Given its international presence and experience, Standard Chartered enjoys a reputation for leadership in many of the world’s fastest growing markets and has a unique understanding of the financial needs of individuals, from these markets.

Looking to the future, the Bank is committed to building on its strong global position through organic growth as well as strategic alliances and acquisitions.

Q4. Is private banking an important business to Standard Chartered Bank?

Standard Chartered is committed to being a leader in international private banking. Private banking is a core business for Standard Chartered and one that is strategically important to the Bank’s future growth.

Our two private banking businesses complement each other well:

- The core business models of both businesses are very similar, especially the fact that each has a very strong client service ethic.
- American Express Private Bank customers can benefit from Standard Chartered’s wide range of commercial banking services and other capabilities.
- Additional offices will be available to clients from both private banks.

Whether through organic growth or alliances/acquisitions, Standard Chartered is committed to investing and growing its wealth-management business. It aims to be one of the major international players in the market.

Q5. What is Standard Chartered’s history in Europe?

Currently, Standard Chartered Bank has offices in London, Jersey and Geneva, with plans to open branches in Paris and Frankfurt. The company is pursuing a three-pronged strategy in Europe, including:

- Providing greater domestic support for client relationships throughout Western Europe
- Expanding relationships with European multi-national corporations and financial institutions, especially as they invest and trade in regions where Standard Chartered enjoys market leadership, such as the emerging trade corridors of Asia, Africa and the Middle East
• Enhancing service to non-European clients who are expanding beyond their domestic markets and into Europe.

Q6. What is Standard Chartered's history in Latin America?

The Standard Chartered Bank has a strong and growing Financial Institutions business in Latin America, thus the acquisition of AEB is a logical and complementary extension of its operations in this region. The Standard Chartered Private Bank understands the needs of investors from high-growth markets and is seeking expansion in Latin America.

Q7. What can you tell me about the size and stability of Standard Chartered Bank?

Standard Chartered PLC, listed on both the London Stock Exchange and the Hong Kong Stock Exchange, ranks among the top 25 companies in the FTSE-100 by market capitalization.

Standard Chartered is a strong and stable company with a capitalization of US$51 billion as of 30 December 2007. The Bank carries strong credit ratings from Standard & Poor's (A+), Moody's (A2) and Fitch (A+). The Bank's income of US$8.6 billion in 2006 has more than doubled over the last five years, primarily as a result of organic growth, supplemented by acquisitions. The Bank is subject to regulatory oversight by the UK's Financial Securities Authority, one of the world's leading financial regulatory bodies.

Standard Chartered brings more than 150 years of experience in world financial markets, operating in more than 50 countries worldwide. The Bank maintains an extensive global network of more than 1,400 branches and is a leader in many of the world's fastest-growing markets. Standard Chartered employs almost 65,000 people, representing over 100 nationalities. This diversity lies at the heart of the Bank's values and supports the Bank's growth as the world increasingly becomes one market.

As one of the world's leading international banks, Standard Chartered is well placed to add capability and scale to its private banking business, which is dedicated to serving high-net-worth customers with personalized service, access to top-tier global and local investment managers and first-class credit and transaction banking facilities from its highly-rated commercial bank.

Finally, Standard Chartered is committed to building a sustainable business over the long term and is trusted worldwide for upholding high standards of corporate governance, social responsibility, environmental protection and employee diversity.