

Asian Corporate Cash Management: Impact of COVID-19

Webinar & Virtual Panel Discussion

8 December 2020



Coalition Greenwich

CRISIL
An S&P Global Company

About Greenwich Associates

We are the leading provider of global information based products and advisory services to the financial services industry

We provide unique market information, insights and advice to help clients:

- **Improve their business performance**
 - Enhance operational performance
 - Increase sales effectiveness
- **Drive product strategy and development**
- **Improve every aspect of customer experience**
- **Gain a significant competitive advantage**

By the numbers

300+ Clients

in financial services and Fintech

200 Employees

throughout North America, Europe and Asia

Unique Data Sourcing

Gather proprietary data from commercial banks, investment banks, asset managers, and third parties

Data Collection from Buy Side

Annual inputs from over 60,000 key buyers of financial languages

300,000+ Universe of Experts

relationships with buy-side contacts who control global asset flows

Firm Facts

- Founded in 1972
- Since 2020 part of CRISIL (an S&P Global company); Integrated with Coalition
- Headquartered in Stamford, CT, with regional offices in London, Singapore, Tokyo, and Toronto

Today's Speakers



Gaurav Arora
*Head - Asia &
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CRISIL Coalition
Greenwich



Mahesh Kini
*Head of Cash
Management, Asia
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BNP Paribas



Mark Troutman
*Group Head of Sales,
Global Transaction
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DBS Bank



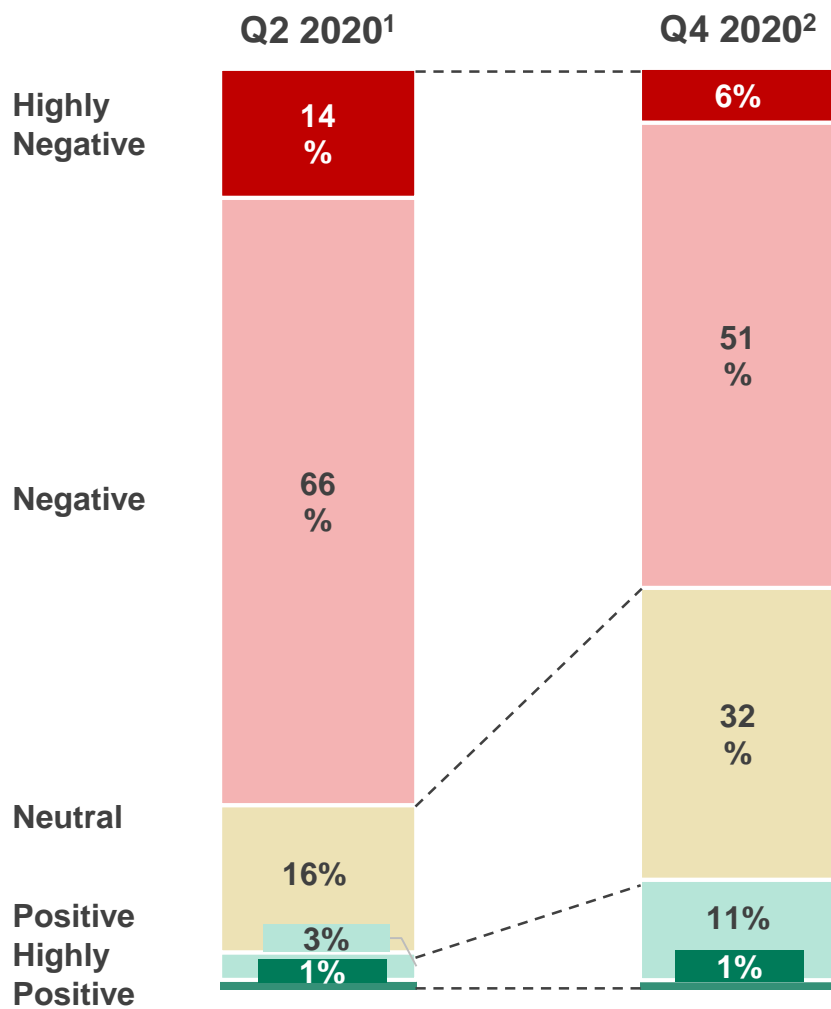
Sridhar Kanthadai
*Head of Wholesale
Payments, Asia
Pacific*
J.P. Morgan



Highlights from Greenwich 2020 Large Corporate Cash Management Study

Impact of COVID-19 on Business (Corporates in Asia)

To what extent has COVID-19 impacted your business?



Key Themes:

- Sentiment on impact of COVID has moderated over past two quarters as some markets benefit from faster recovery / stability
- Transition to “Adapt” phase as corporates adjust to New Normal
- Set of Winners and Losers emerging from impact of COVID

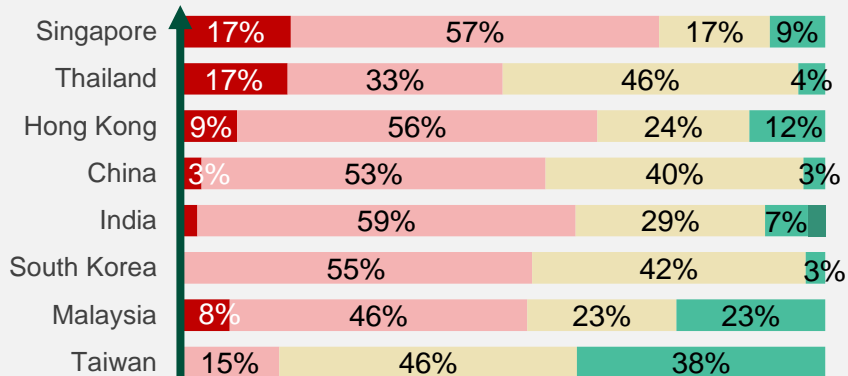
1. Based on 347 respondents from Greenwich Large Corporate Trade Finance Study 2020, interviewed between March to May 2020.

2. Based on 290 respondents from Greenwich Large Corporate Cash Management Study 2020, interviewed between September to November 2020.

Impact of COVID-19 on Business – By Markets / Industry

Degree of Impact by Market (in Descending Order)

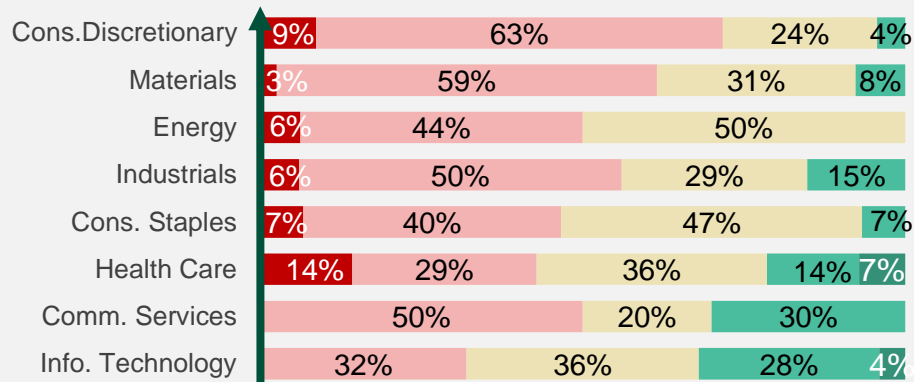
Highest Degree of Negative Impact



Lowest Degree of Negative Impact

Degree of Impact by Industry (in Descending Order)

Highest Degree of Negative Impact



Lowest Degree of Negative Impact

“Our sales are mostly from the travel retail sector and since most of the people are no longer travelling, there has been major impact on revenue.”

– Cons. Discretionary Company, Singapore

“There’s cancellation of orders from customers. Due to the lockdown, factories were shut and logistics were disrupted.”

– Trading Company, India

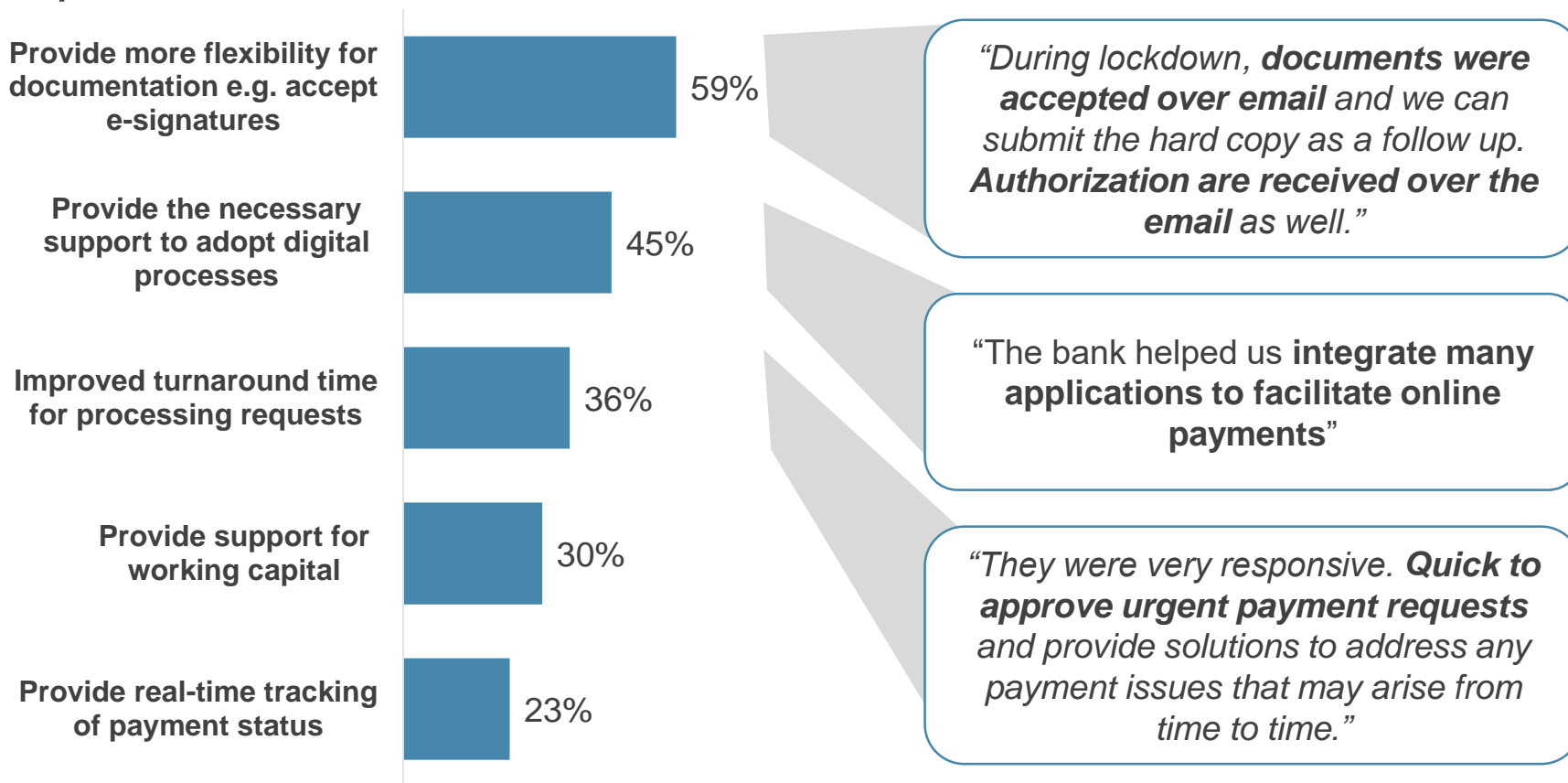
“Due to WFH situation, demand for our PC and server products is rising. Revenues are up slightly this year.”

– Technology Company, Taiwan

Actions by Cash Providers that Proved Valuable to Clients

What have your cash management providers done in response to the COVID-19 crisis that you found particularly valuable?

Top 5 Actions / Initiatives



Based on 269 respondents from Greenwich Large Corporate Cash Management Study 2020, interviewed between September to November 2020.

Development of Innovative Solutions for Cash Mgmt.

What have your providers done you consider innovative?



Payments / Receivables

*“They are helping us **enable cashless payments** from our clients (POS system at our branches)”*

*“There are major improvements in the transparency and **real-time tracking of international payments**”*



APIs / Emerging Technology

*“Their response time is very fast. They **use AI to provide us with answers** and communicate with us quickly”*

*“We have moved ahead with **APIs** for **aggregation and real-time visibility** on balances – Bank platforms are likely to be less relevant”*



Supply Chain Solutions

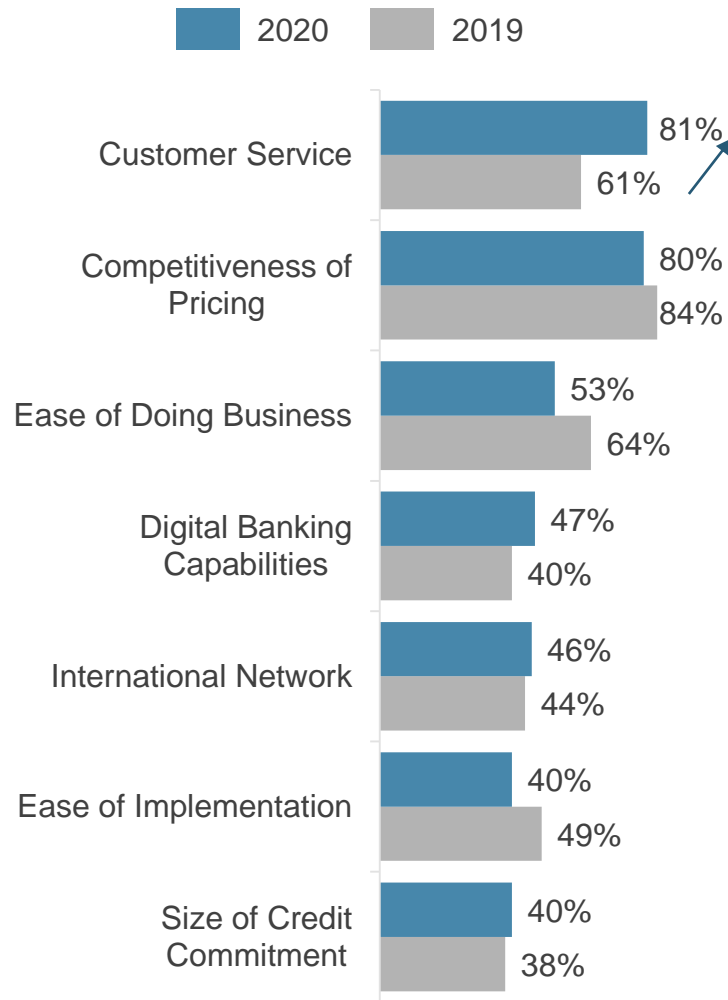
*“They have **innovative solutions for supply chain finance** and it is **well integrated with e-banking** services for our upstream and down stream partners.”*



Other Cash Management Products

*“They offered some products such as **exchange rate arbitrage products** which helps us lock in exchange rates. The solutions they provided are better than other banks, including both foreign and Chinese banks”*

Top Selection Criteria for Cash Management Provider



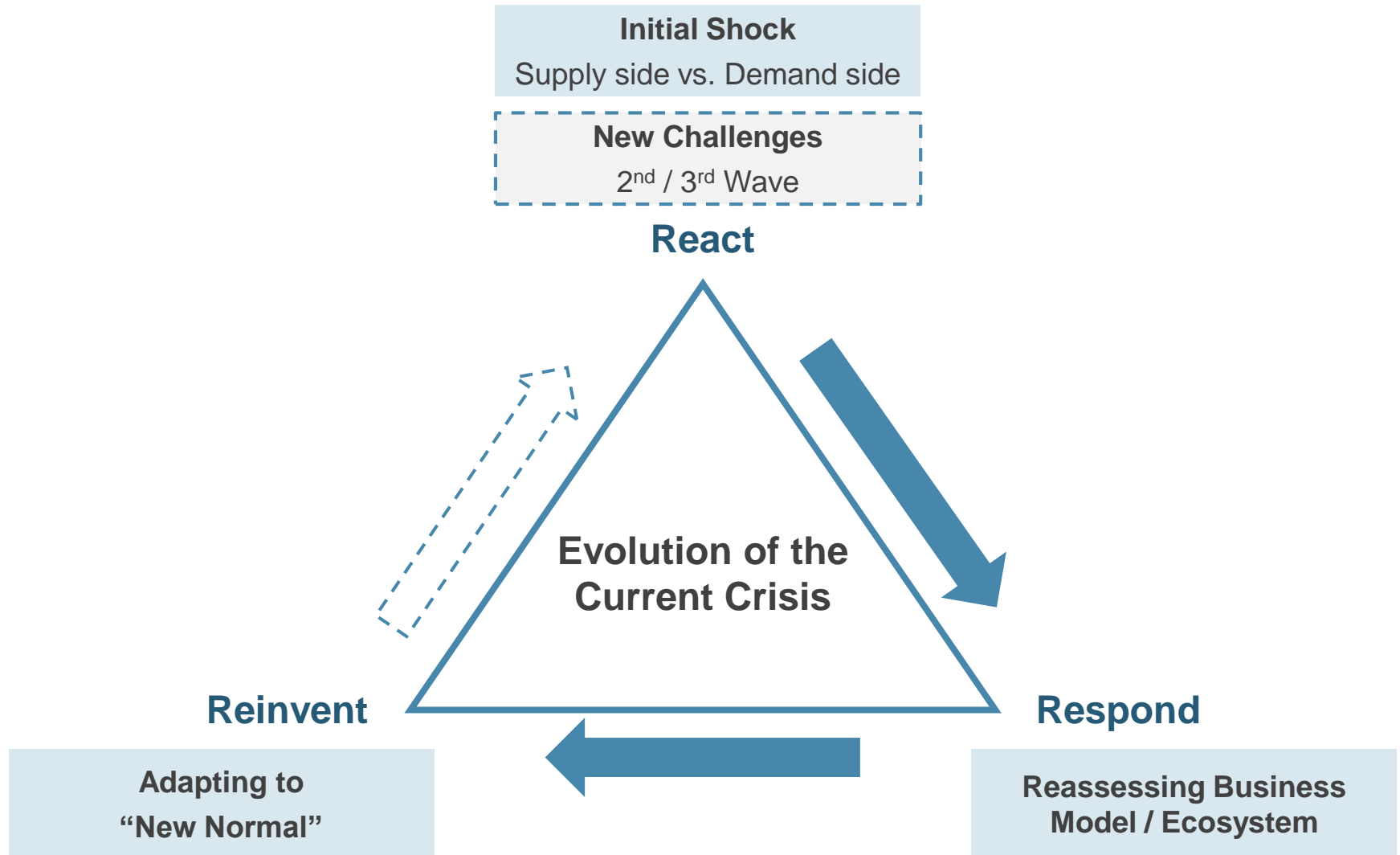
*“They are **willing to tailor their products and services to meet our needs**, and have introduced to us their latest digital solutions. There is **very good support from their technical team and customer service team** who **understand our needs and are able to deliver what we want.**”*

*“We will work closer with the bank due to their **process organization**. They are the one bank who **makes it easier to manage the process.**”*

*“They are **doing vey good with digital banking**. They are providing **digital tools for us to support our customer service and vendor portfolio**, and have recently implemented **digital portfolio**. They also have **other products like assets and digital trade banking** for general financing & supply chain financing.”*

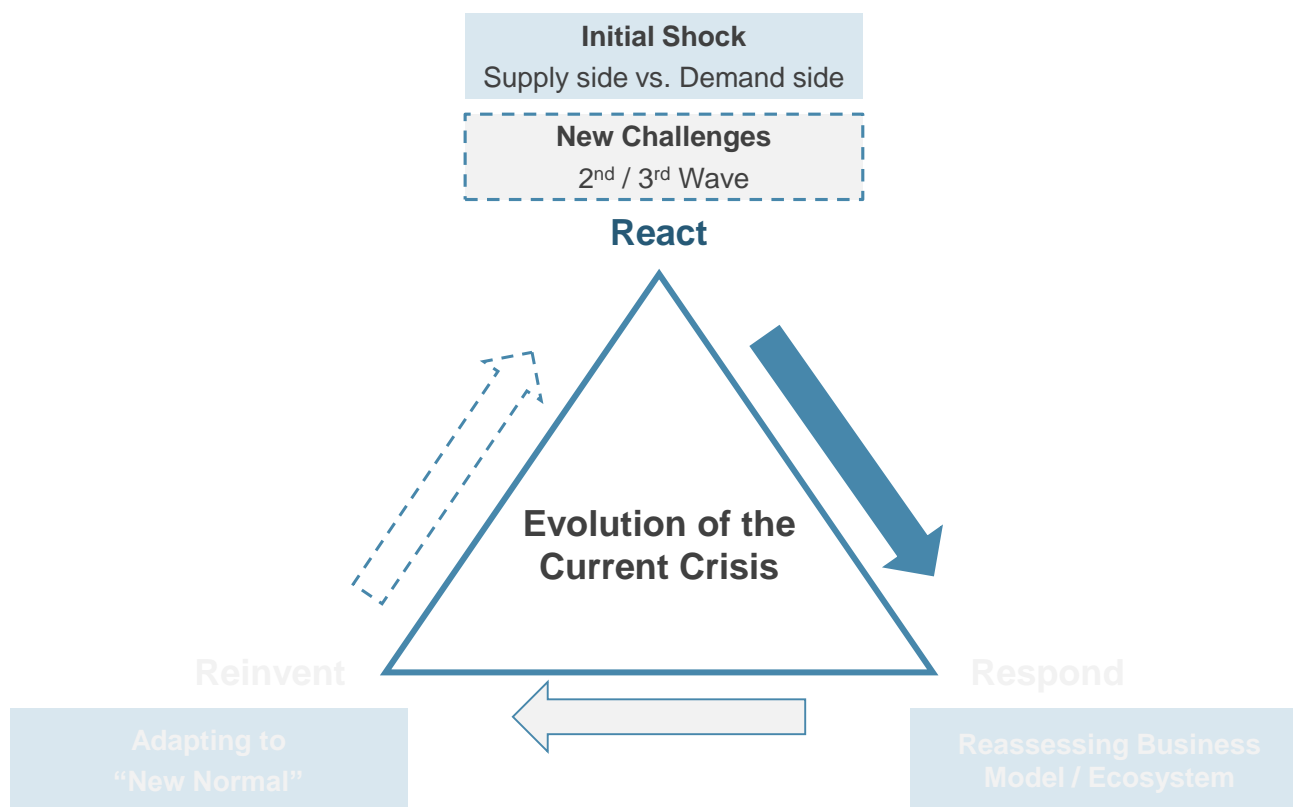
Note: Based on 249 respondents from Greenwich Large Corporate Cash Management Study 2020 interviewed between September to November, and 317 respondents in 2019.

Panel Discussion



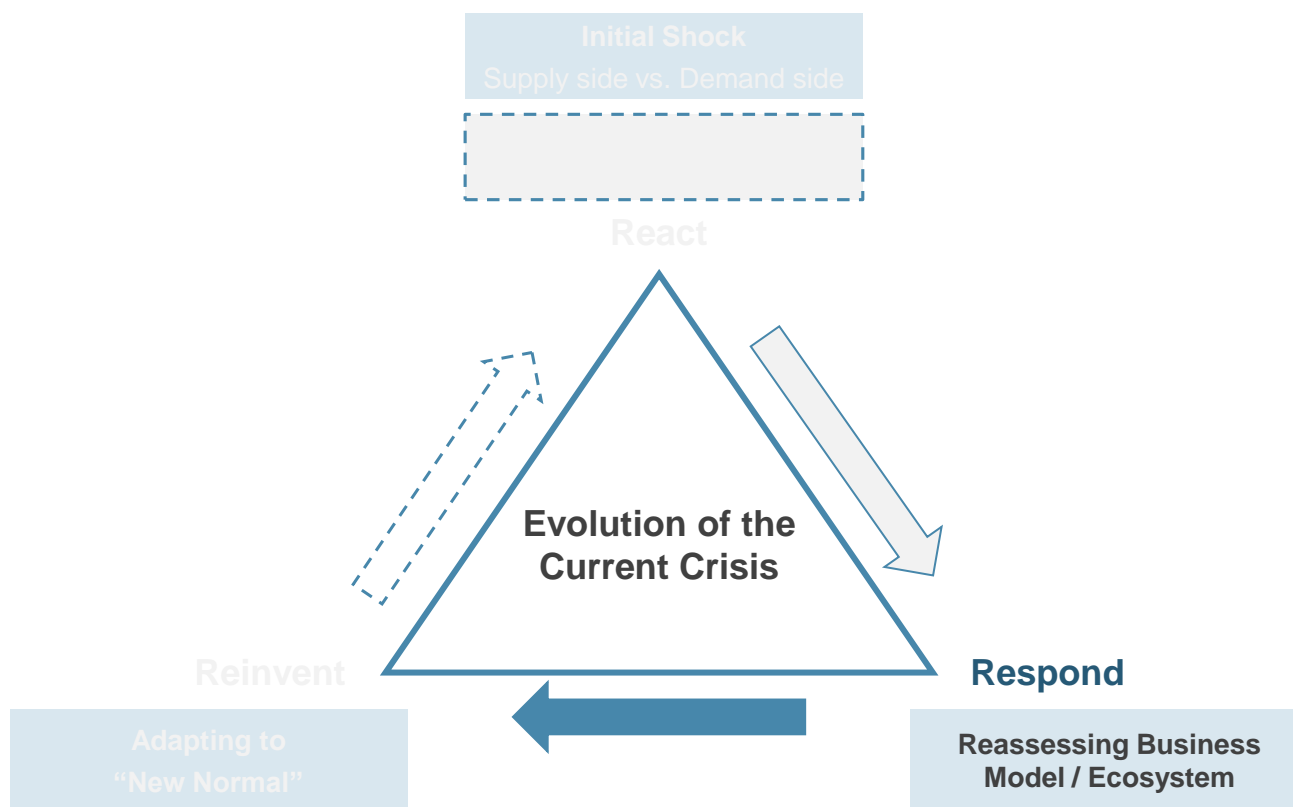
Panel Discussion

Q: How are banks helping to meet the evolving needs of clients across different markets & to mitigating the impact of COVID-19?



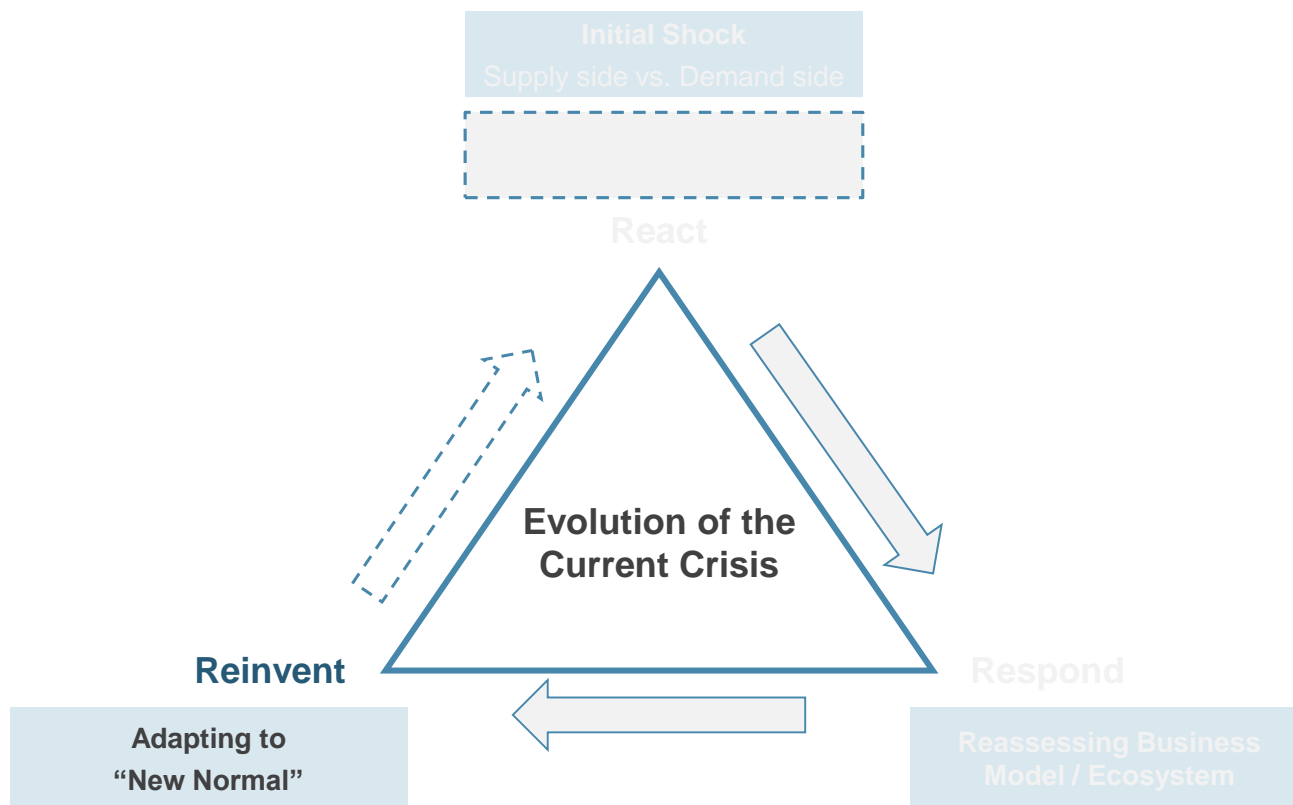
Panel Discussion

Q: What are some developments on digital and product solutions to help clients better manage their Cash Management needs?



Panel Discussion

Q: Looking forward, where do you see the most opportunities or risks for businesses in Asia?



Questions?



Gaurav Arora
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