

# Your Total Financial Solution





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# I. Shinhan Financial Group 1. Overview & History





Shinhan Financial Group Co., Ltd,("SFG") is Korea's first privately established financial holding company incorporated on September 1, 2001. Currently, there are 13 subsidiaries, including Shinhan Bank, Shinhan Card, Shinhan Investment, Shinhan Life, Shinhan BNPP Asset Management, Shinhan Capital etc., which constitutes a powerful network that provides comprehensive financial solutions to customers. Our goal is to further improve this network by encouraging cohesive collaboration and synergy among group companies, thereby adding value to our customers and firmly establishing the best brand within the Korean market.

Our subsidiaries offer quality financial products and services in commercial banking, corporate and investment banking (CIB), private wealth management (WM), credit card, asset management, brokerage and insurance services.

SFG serves about 29 million customers with 20,000 employees and 1,400 network branches nationwide. The Group has 69 offices in 14 countries, including the US, the UK, Japan, China, Germany, India, Hong Kong, Vietnam and Singapore.

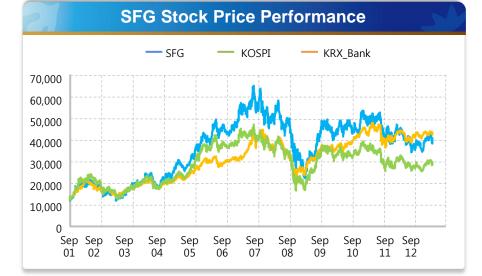
Currently, Shinhan Financial Group is listed on both the Korea Exchange (KRX) and the New York Stock Exchange (NYSE).

SHINHAN FINANCIAL GROUP



### Overview (As of Dec. 31, 2012)

- Net Income : KRW 2.32 trillion (1st among peers)
- Total Assets : KRW 342 trillion (including AUM)
- Total Market Cap: KRW 18.4 trillion (1<sup>st</sup> among peers)
- ROE : 9.3%
- ROA: 0.8%
- BIS Ratio : 12.4%
- 13 direct subsidiaries, 18 indirect subsidiaries





### **Top 500 Banking Brands (The Banker)**

Bank Ranking	Company	Nationality
1	Wells Fargo	US
2	Chase	US
3	HSBC	UK
15	Bank of China	China
51	Shinhan Financial Group	Korea
57	Nomura	Japan
76	KB Financial Group	Korea

\* Source: The Banker (Feb. 2013)





### **Group Consolidated Net Income**

### Tuperior Profitability

The efficient asset quality control and steadfast contribution from non-bank subsidiaries differentiate the profitability base of the Group, which was proved by KRW 2,323 billion of net income for 2012.

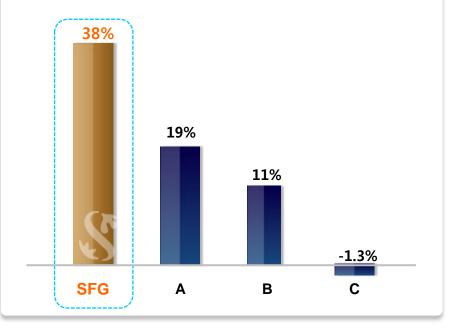


(KRW billion)

### **Net Income Contribution from non-banks**

### Tiversified Income Sources

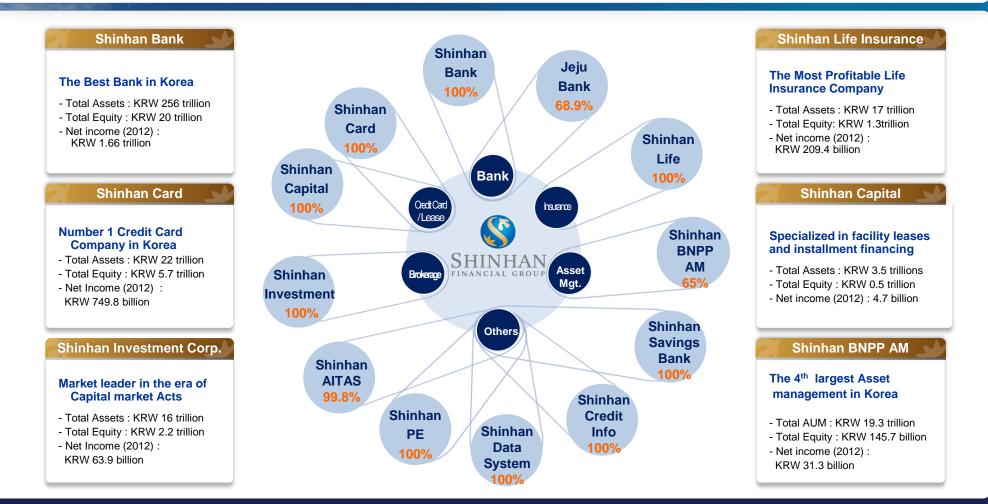
The stable net income contribution from non-bank subsidiaries (38%) demonstrates the diversified income source of the Group and the successful financial holding company strategy.





🔇 Shinhan Financial Group

Through continuous organic growth combined with several rounds of noteworthy M&As, SFG has established a well-balanced business platform upon which an array of integrated financial products are provided for customer value maximization. This platform is the key to the differentiating competitiveness that enables higher profitability and sustainable growth.





While National Pension Fund of Korea is the single largest shareholder of SFG, a large portion of SFG shares are owned by international and domestic institutional investors. The stable shareholder base of SFG reflects the market participants' confidence towards SFG, one the group has built through a proven track record and maintained with solid performance even in the toughest times during the financial crises.





### Management

- Chairman & CEO Shinhan Financial Group (incumbent)
- Main Work Experience 2007 – Vice Chairman, Shinhan Life Insurance 2001 – CEO, Shinhan Life Insurance 1999 – Vice President, Shinhan Bank

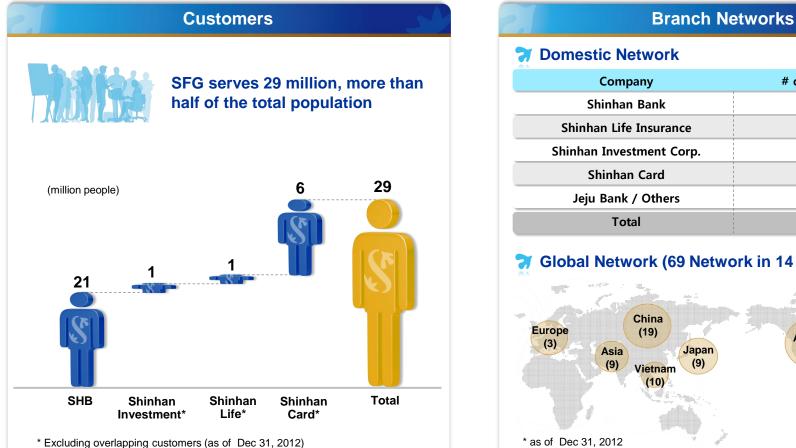


#### **Jin Won Suh**

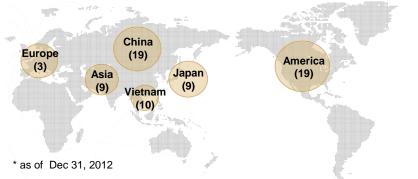
- President & CEO, Shinhan Bank (incumbent)
- Main Work Experience
   2007 CEO, Shinhan Life Insurance
   2006 Deputy President, Shinhan Financial Group
   2004 Deputy President, Shinhan Bank



SFG serves about 29 million customers with 20,000 employees and 1,400 network branches nationwide. The Group has 69 offices in 14 countries, including the US, the UK, Japan, China, Germany, India, Hong Kong, Vietnam and Singapore.

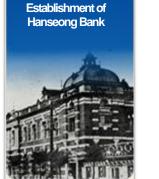


### **Global Network (69 Network in 14 Countries)**





SFG was founded in 2001, however SFG's legacy goes back more than 100 years to Hanseong Bank, the first bank in Korea. Built on the foundation of Shinhan Bank established in 1982, SFG's history encompasses the youth and passion of former Shinhan Bank, the heritage and tradition of Chohung Bank, and the profitability of the Korea's largest LG Card, all of which contributed to the brand and competitiveness of Shinhan today.



Established Hanseong Bank which later became Chohung Bank through the merger of Hanseong Bank and Dongil Bank in 1943.

### Establishment of Shinhan Bank



Shinhan Bank was formed in 1982 with seed money by the Korean Japanese community.

1982

Establishment of Shinhan Financial Group



SFG was established in September immediately followed by a strategic alliance with BNP Paribas Group

2001

Launching of Shinhan Investment



Shinhan Securities, thensubsidiary of SFG and Good Morning Securities merged to now provide advanced professional financial services.

2002

#### Integrated Shinhan Bank



Shinhan Bank, an innovator in the industry, and Chohung Bank, a long-standing industry leader merged to become one.

2006

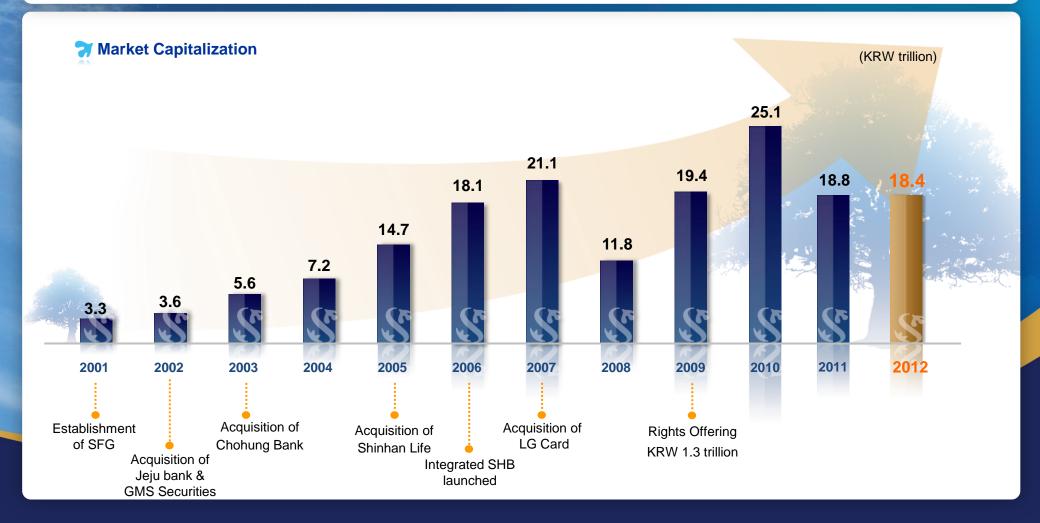
#### Merger of Shinhan Card & LG Card



LG Card became an affiliate of SFG and soon merged with Shinhan Card on October 1st to become the number 1 credit card company.



SFG was able to sustain organic and inorganic growth by persistently facing challenges at hand and successfully closing meaningful rounds of M&As. By acquiring Good Morning Shinhan Securities in 2002, Chohung Bank in 2003 and LG Card in 2007, SFG has been establishing a well-balanced portfolio as a comprehensive financial group.



# I. Shinhan Financial Group 2. Vision, Strategy & Core Capability



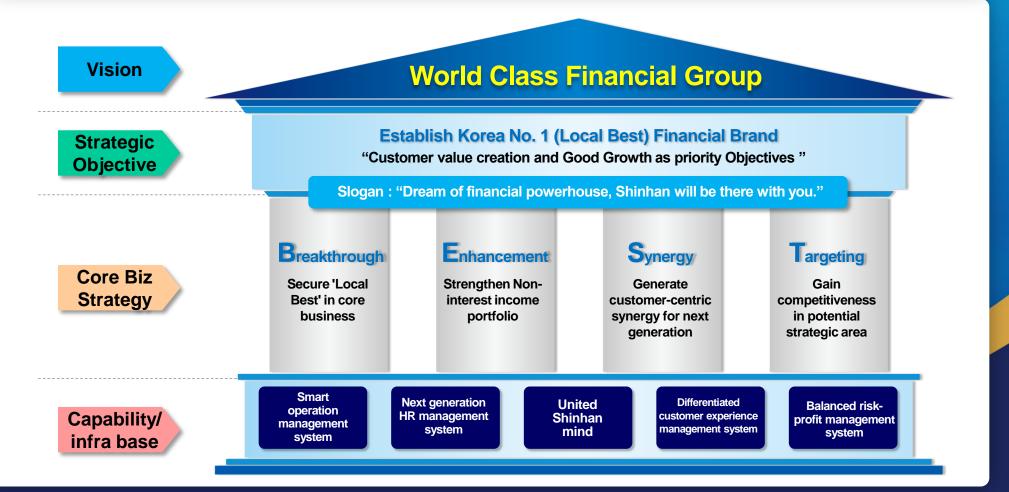


Since its inception, SFG has strived to accomplish balanced growth between bank and non-bank businesses, to create new value by identifying new growth drivers and further differentiating our business model and, to become a world class financial group with global competence in talent and infrastructure.





To realize the long term vision of emerging as a "World Class Financial Group", SFG has set its strategic objective as to "establish local best financial brand" by 2015, and will first pursue "good growth" and "customer value."

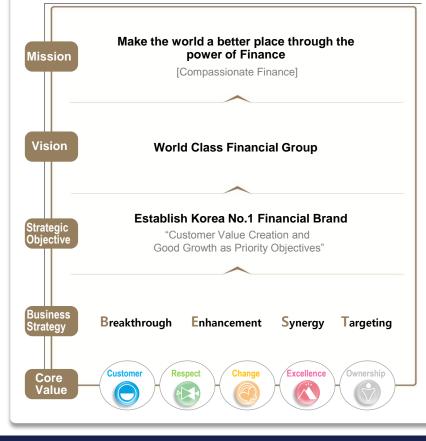






'Compassionate Finance' is the mission of Shinhan Financial Group. 'Compassionate Finance' means making the world a better place through the main business of finance. We intend to make every effort in creating customer values and protecting our customers, based on the consideration that each of our customers is our partner. In addition, we will be considerate to the social weak and fulfilling social responsibilities in accordance with the demands of our time.

#### **Management Paradigm of Shinhan Financial Group**





### **Core Value**



#### Customer

We always think and act from the perspective of customers based on honesty and trust in order to grow together with our customers.

#### Respect

We try to maximize our organizational cohesion and pursue to grow together by practicing mutual respect among Group companies, departments and individuals.

#### Change

We aim to secure differentiated competitiveness that can set us apart from others by making creative approaches to potential markets.

#### Excellence

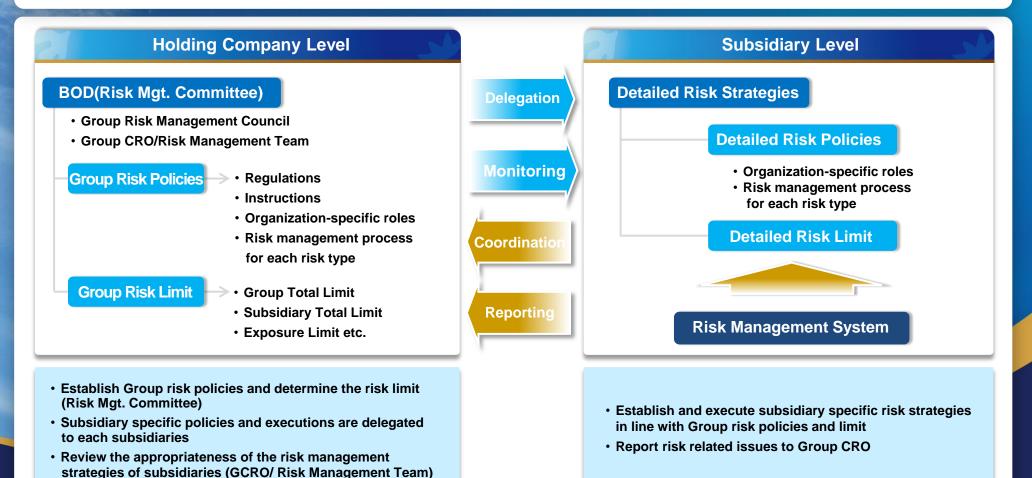
We set challenging goals to become the best and act swiftly and resolutely to attain them by obtaining expertise and constantly stretching ourselves.

#### **Ownership**

We take the initiative in our work with a strong sense of responsibility as we believe our organization's growth is closely in line with personal growth.



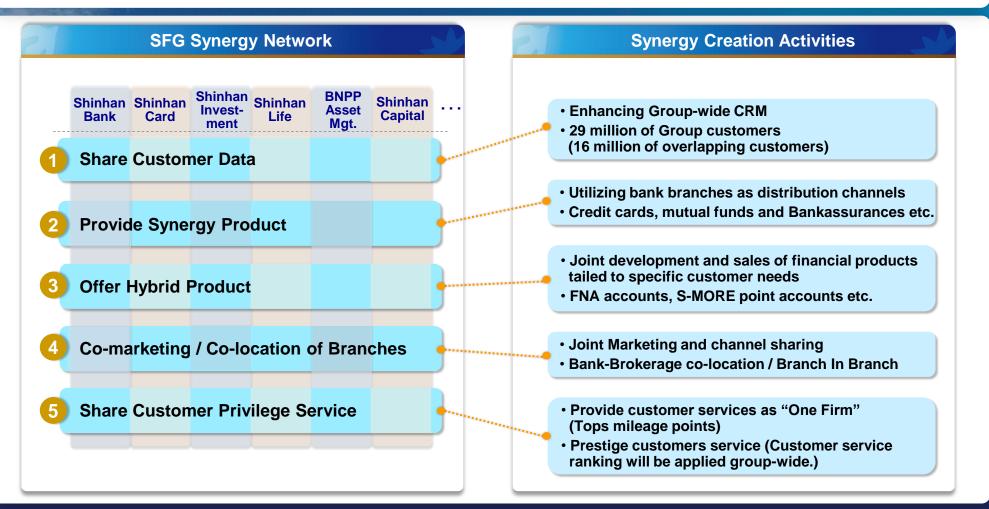
Shinhan's proactive risk management system has proved its effectiveness, evidenced by Shinhan's continuing surplus earnings with the exception of its first year net loss in 1982. Weathering through several difficulties such as the Asian Financial Crisis of 1997 and credit card bubble in 2003, risk management system of Shinhan was the key contributor to the strong and stable growth of SFG.



>>>>> 16



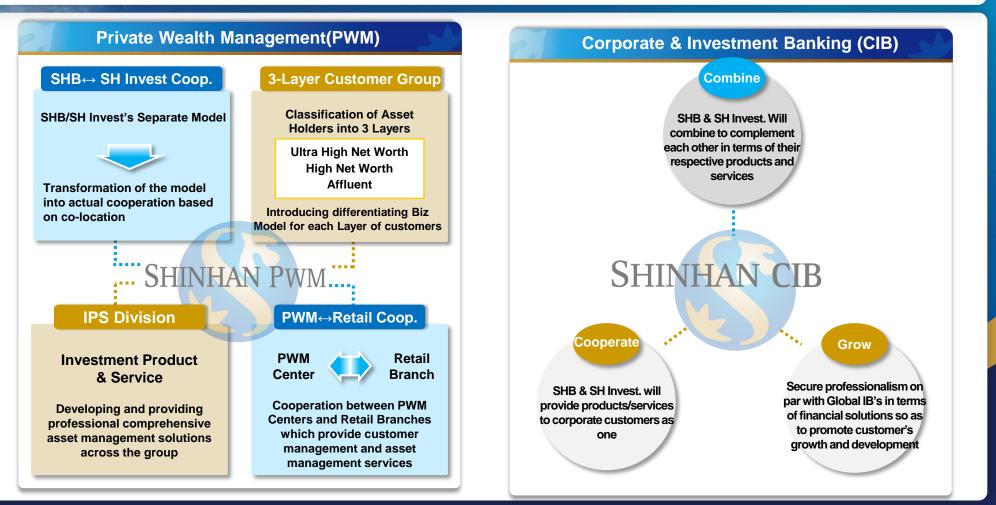
SFG's synergy activities involves collaboration of business marketing and pooling of core assets between group subsidiaries to boost their respective performances and, at the same time, contributing collectively to the group. Creating synergy within and among the well-diversified business platform with economy of scale is the core competitive advantage that differentiates SFG from industry peers.





### 🔇 Shinhan Financial Group

PWM & CIB Group, which seek to promote close cooperation between Shinhan Bank and Shinhan Investment, were introduced to provide more systematic and further segmented financial services to the Group's individual and corporate customers

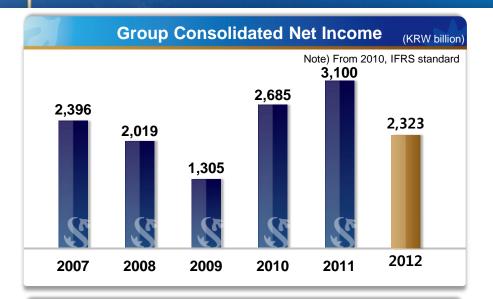


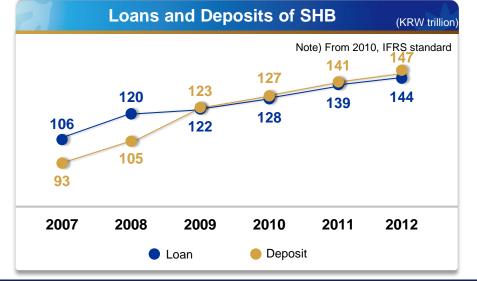
# I. Shinhan Financial Group 3. Financial Highlights





SHINHAN WAY







2007

2008

SFG

2009

2010

Shinhan Bank

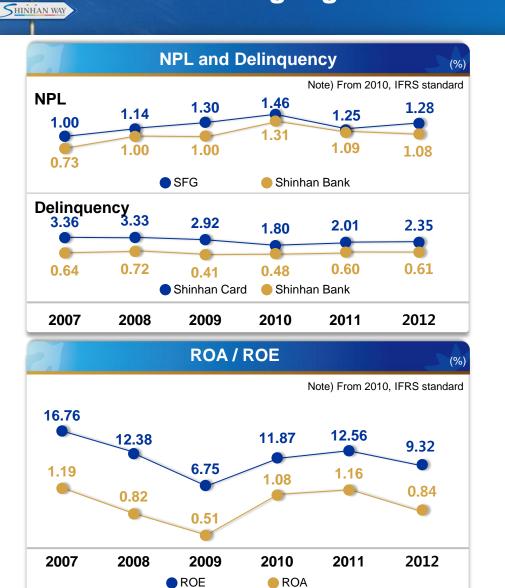
2011

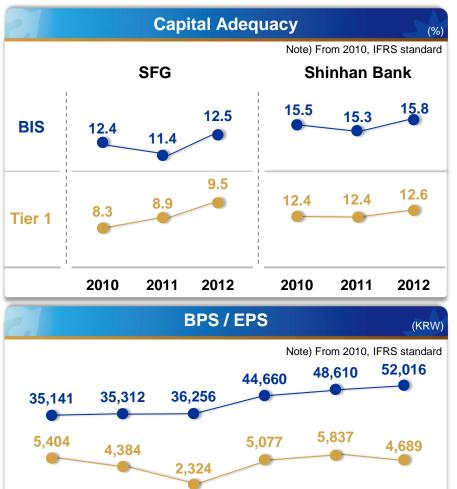
2012

SHINHAN FINANCIAL GROUP

### SFG Key Financials Financial Highlights







2007

2008

2009

BPS

2010

EPS

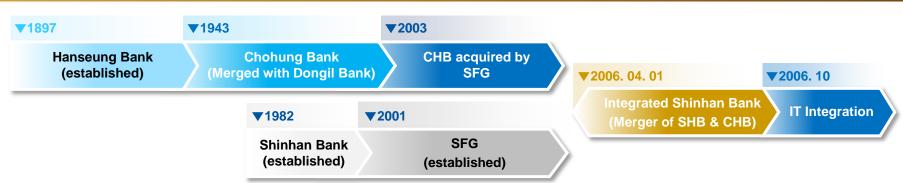
2011

# II. Companies in the Group 1. Shinhan Bank

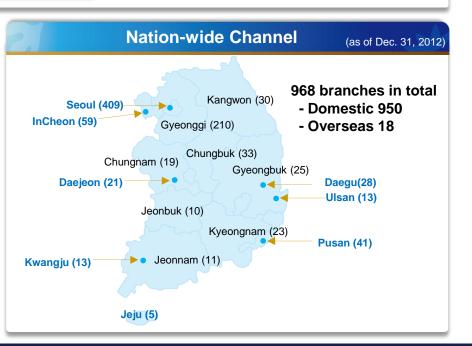




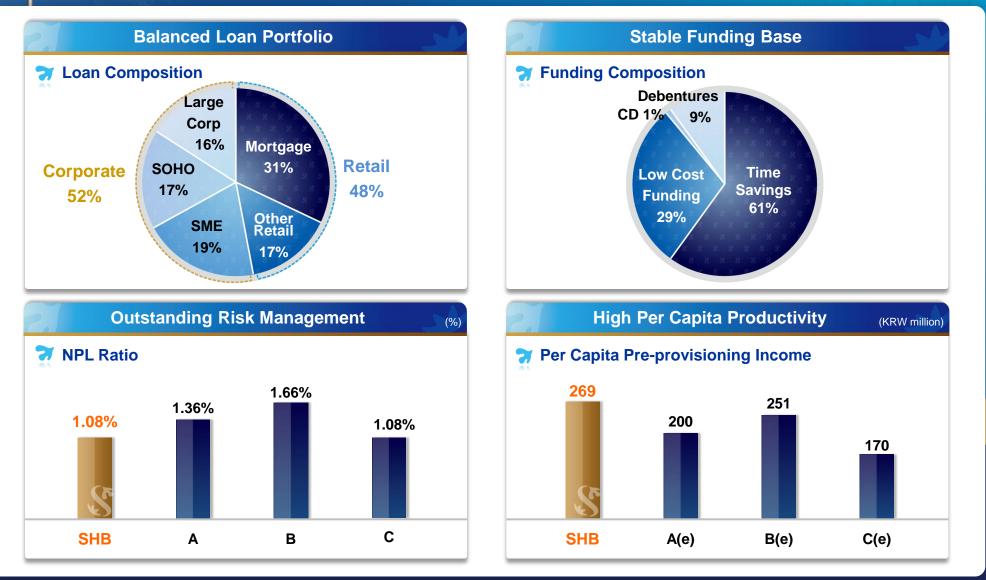
Shinhan Bank's Key milestones



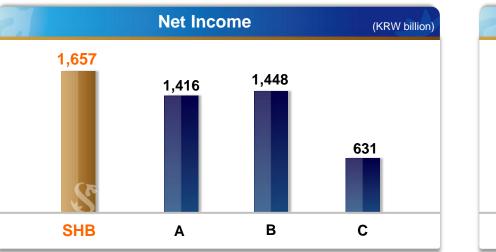
Corpora	te Profile (as of Dec. 31, 2012)						
Shinhan Bank is the flagship company of Shinhan Financial Group.							
• Total Assets (including trust ac • Net Income for 2012: KRW 1,65	,						
Note <sup>1)</sup> Total Assets : Banking Account + Merchant Banking Account +Trust Account <sup>2)</sup> Net Income derived on consolidated bases							
Rating Agency	F/C LT Debt Rating						
MOODY'S A1 (Stable)							
S&P	A (Stable)						
FITCH RATINGS	A (Stable)						

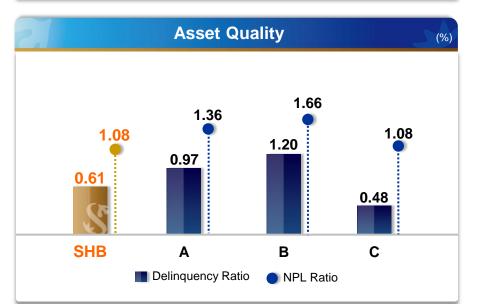


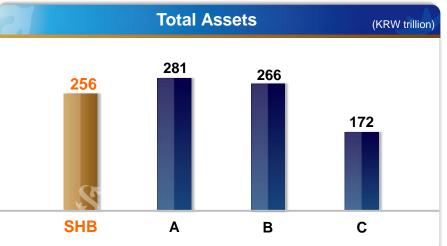


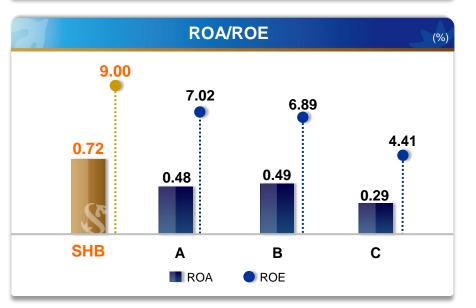














SHINHAN WAY

SHINHAN FINANCIAL GROUP

(%)



0.48

2011

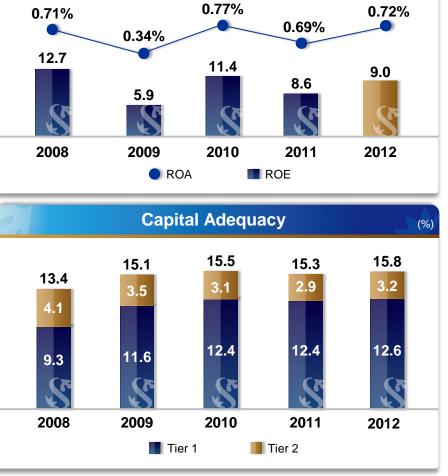
NPL Ratio 📕 Delinquency Ratio 🔵 NPL Coverage Ratio

2012

2010

0.41

2009



**Profitability (ROA, ROE)** 

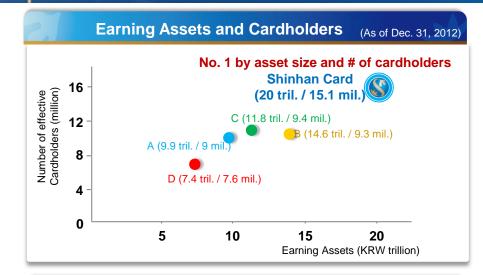
# II. Companies in the Group 2. Shinhan Card



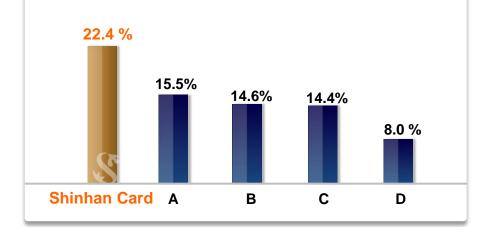


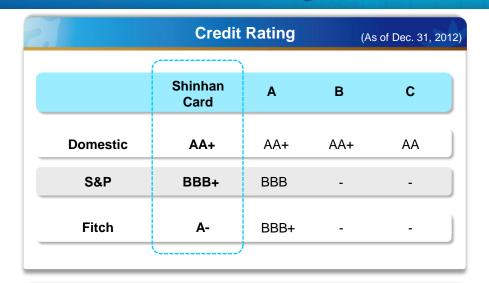
		Shinhan Ca	ard's Corpo	orate Miles	stone		
1987 Received approval for credit card biz	June 2002 • Jan. 2004 Former SHC spun-off from z Shinhan Bank LG Group	Chohung Card S merged with C	SFG signed MOU L on LG Card a	Mar. 2007 • G Card became a subsidiary of SFG	Oct. 2007 Integration of LG Card and former SHC	August: IT integration December: Integration of	<b>Oct. 2012</b> Open Next Generation IT System
	on of LG Card and Expan Shinhan Card	sion of Business	LG Card	Acquisition	Inte	grated Growth Platfor	m
Shinhar	n Card is the No. 1 credi card divisior	Number 1 Cre t card company of a bank as w	v in Korea w	hich encon	npasses the	strengths of both company.	the credit
Merits of Credit Card Division under Bank	<ul> <li>Benefits of the bank credit rating and deposits</li> <li>Attract new customers through the bank's channels</li> </ul>	process indepen Benefits SFG and direct lin	SHINHAN efficient decis s, marketing ex ndence s from the high d Shinhan Bar quidity access Shinhan Bank's	sion making xpertise and h credit rating hk as well as	of	Ability to focus on the card business only wit greater expertise Efficient decision- making process Active marketing activities	h Merits of mono-line Credit Card Company







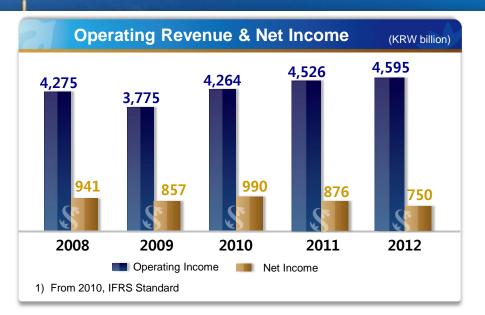


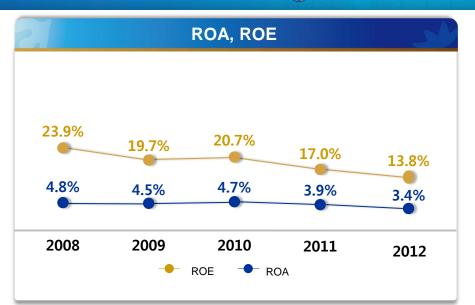


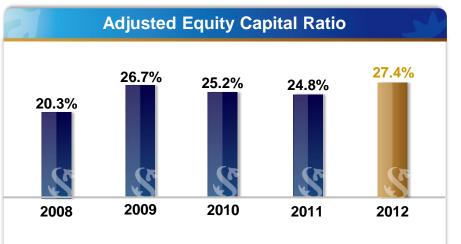
### Bona fide No.1 credit card company in Korea

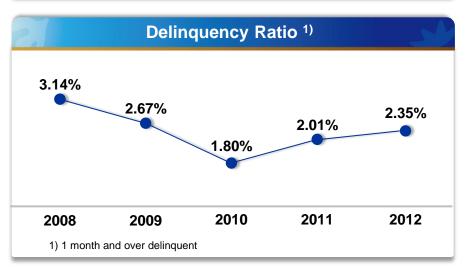












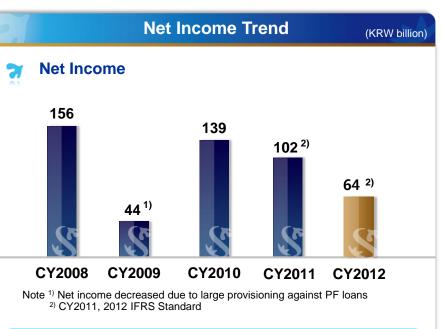
# II. Companies in the Group 3. Shinhan Investment Corp.





### Shinhan Investment Corp. Company Overview

	Key Milestones
~2001	<ul> <li>1973 Incorporation of Hyosung Securities</li> <li>1983 Renamed to Ssangyoung Securities</li> <li>1999 Renamed to Good Morning Securities</li> </ul>
2002	<ul> <li>SFG acquired a 31.7% share of Good Morning Securities and subsequently, Good Morning Securities was merged with Shinhan Securities and renamed to Good Morning Shinhan Securities ("GMSH")</li> <li>As of December 31, 2002, following the foregoing transactions, SFG effectively owned 60.5% of GMSH</li> </ul>
2003	<ul> <li>Obtained licenses for OTC derivative trading and discretionary investment management</li> <li>Opened a first BIB (a branch collocated with a Shinhan Bank's Branch)</li> </ul>
2004	SFG acquired the remaining shares of GMSH
2005	<ul> <li>Registered for retirement pension business, and obtained license for trust business</li> <li>Opened on-line shopping mall for financial products</li> </ul>
2007	<ul> <li>Jan./ May Paid in capital increase of KRW 500 billion</li> <li>May Overseas subsidiary in Hong Kong incorporated</li> </ul>
2009	<ul> <li>Aug. Changed the company's name to 'Shinhan Investment Corporation'</li> <li>Dec. Opened Tokyo office</li> </ul>
2010	June. Opened Ho Chi Minh office
2011	Strategic Alliance with PSI Securities in Vietnam
2012	• 19 <sup>th</sup> of April, The day of vision 2015 declaration



SHINHAN FINANCIAL GROUP

Year	Total Assets (KRW billion)	Total Equity (KRW billion)	No. of Branches <sup>1)</sup>	No of Customers (thousands)
2007	6,686	1,584	83	1,362
2008	7,316	1,710	87	1,479
2009	7,552	1,766	86	1,596
2010	9,540	1,898	88	1,714
2011	12,166	2,118	89	1,810
2012	16,465	2,178	91	1,926

Note <sup>1)</sup> Excluding branches collocated within Shinhan Bank branches but, PWM branches included

### Shinhan Investment Corp. Industry Overview & Market Position

SHINHAN FINANCIAL GROUP



SHINHAN WAY

### **Market Position**

### Market Share for Brokerage Business

	CY 2010	CY 2011	CY 2012
Equities	5.4% (4)	4.4% (9)	4.9% (5)
Futures	7.4% (2)	8.4% (1)	6.7 % (1)
Options	6.5% (2)	6.0% (2)	4.9% (4)

\* ( ) represents the ranking in the industry

### 중 Ranking of IB Business

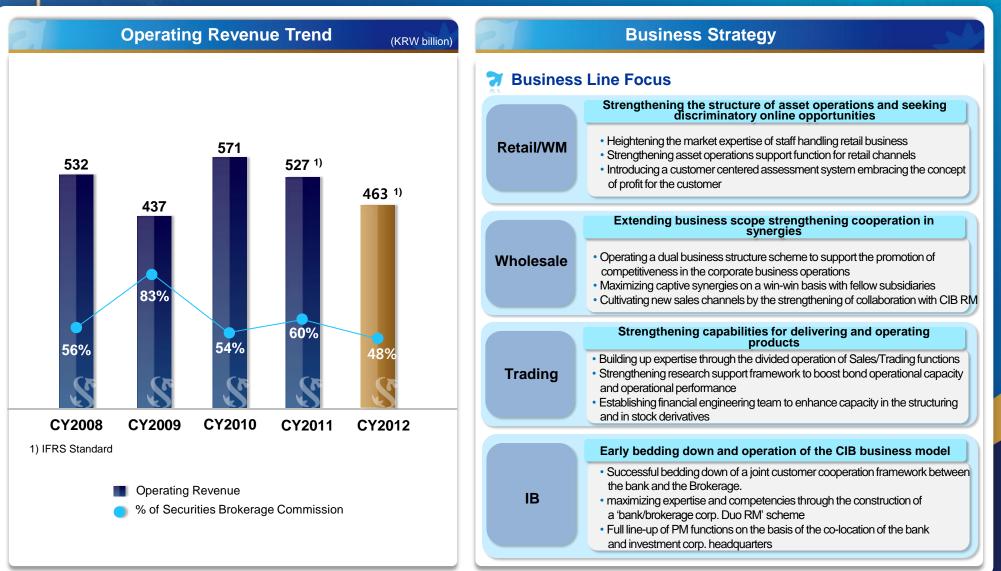
	CY 2010	CY 2011	CY 2012
IPO	(2)	(7)	(8)
Corporate Bonds	(4)	(5)	(4)
ABS	(5)	(10)	(8)

\* Source: The Bell



### Shinhan Investment Corp. Operation & Strategies

SHINHAN FINANCIAL GROUP



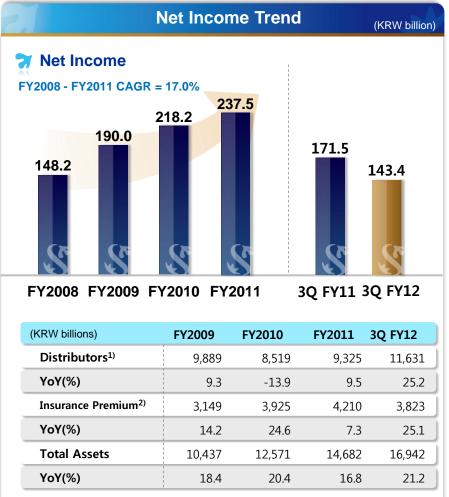
# II. Companies in the Group 4. Shinhan Life Insurance







	Key Milestones
1990	<ul> <li>Jan. Shinhan Life Insurance established (Paid-in Capital KRW 10 billion)</li> <li>March Open for business</li> </ul>
1997	• Jan. Tele-marketing initiated
2001	<ul> <li>Feb. Nominated as a successful company by Seoul National Univ., Harvard Univ. and London Business School</li> </ul>
2003	<ul> <li>Sep. Bancassurance initiated</li> <li>Oct. First to develop and introduce Children CI insurance</li> </ul>
2005	Dec. Joined SFG as a subsidiary
2006	• July, Launched Financial Full-service named as "TopsClub" for the first time in the industry
2007	Oct, Launched automated insurance payment service for the first time in the industry
2010	April Announced corporate vision at 20 <sup>th</sup> anniversary of incorporation
2012	<ul> <li>May, Rated AAA for solvency for five consecutive years.</li> <li>Nov., Awarded Grand Prize for Insurancecorp. by the Herald Business</li> </ul>

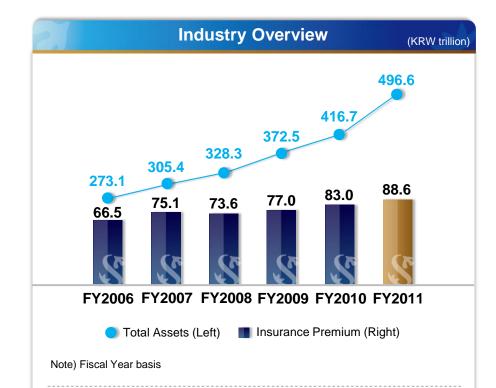


1) Includes financial planners and agents

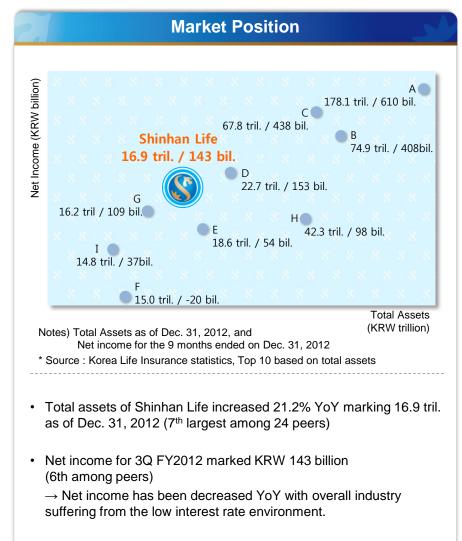
2) Includes separate accounts

### Shinhan Life Insurance Industry Overview and Market Position

🔇 SHINHAN FINANCIAL GROUP



- The recovery of real economy after the global crisis resulted in, increase of insurance premium by 6.7% YoY mostly due to the growth of savings products such as pensions.
- Total assets increased 19.2% YoY on the back of growing insurance premiums thanks to increasing sales of variable insurance products.





### Shinhan Life Insurance Financial Highlights

SHINHAN FINANCIAL GROUP

	Condensed Income Statements					
(KRW billi	on)	FY2009	FY2010	FY2011	3Q FY12	
	Insurance Margin	826.3	1,460.4	1,551.8	1,636.2	
Insurance	Premium Income	2,668.3	3,469.4	3,607.5	3,403.7	
	Claims Paid	1,842.0	2,009.0	2,055.7	1,767.5	
Net Inve	estment Income	445.4	534.1	618.8	504.5	
Policy R	eserve (△)	1,056.3	1,745.0	1,901.1	1,993.9	
Operatir	ng Income	215.4	249.5	269.5	146.8	
Non-op	erating Income	26.4	37.7	40.2	33.4	
Net Inco	ome before tax	241.8	287.2	309.7	180.2	
Net Inco	ome	190.0	218.2	237.5	143.4	

Policies in Force							
(KRW billion, %) FY2011 % 3Q FY12 %							
	Individual Insurance	86,249.9	99.0	92,707.5	98.9		
General Account	Pure Endowment	9,021.9	10.4	9,619.7	10.3		
	Against Death	64,858.2	74.5	68,314.0	72.9		
	Endowment	12,369.8	14.1	14,773.9	15.7		
	Group Insurance	660.8	0.8	810.9	0.9		
	Sub total	86,910.7	99.8	93,518.4	99.8		
Separated Account		203.3	0.2	194.7	0.2		
Total		87,114.0	100.0	93,713.1	100.0		

### **Condensed Balance Sheets**

(KRW bill	ion)	FY2009	FY2010	FY2011	3Q FY12
Cash & Equivalents	264.1	775.1	864.3	1,510.8	
General	Securities	4,807.4	6,141.9	6,647.4	7,264.8
Accounts	Loans	2,612.8	2,526.5	3,059.4	3,581.0
	Others	1,183.2	1,338.3	2,331.7	2,689.2
Separate	d Account	1,569.6	1,788.9	1,779.2	1,896.2
Total A	ssets	10,437.1	12,570.7	14,682.0	16,942.0

### Key Financials <sup>1)</sup>

(%)	FY2009	FY2010	FY2011	3Q FY12
Solvency Ratio	306.2(7)	361.4(6)	309.0(6)	287.7(7)
ROA <sup>2)</sup>	3.39(2)	1.90(2)	1.70(2)	1.21(2)
ROE <sup>2)</sup>	28.07(1)	22.60(1)	20.70(1)	14.99(1)

Note 1) Figures in the parenthesis indicate the rank in terms of asset size among insurance firm with over KRW 10 tril. of assets.

2) For ROA and ROE, the Asset and the Equity are calculated by the sum of beginning and ending balances of each period divided by 2.

## II. Companies in the Group 5. Shinhan BNP Paribas Asset Management





### Shinhan BNP Paribas Asset Management Corporate Overview

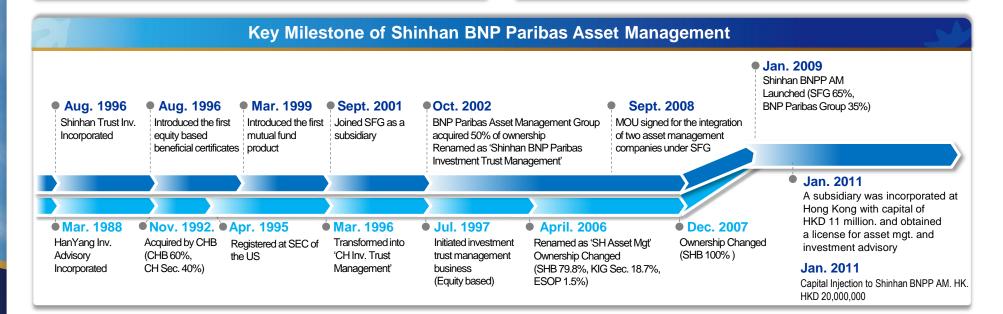
SHINHAN FINANCIAL GROUP

### Your Investment Partner, Shinhan BNPP AM

Shinhan BNP Paribas Asset Management was launched in January 2009 through an integration of two outstanding asset management companies; SH Asset Management, specialized in investment in domestic equities and bonds, and Shinhan BNP Paribas Trust Investment, whose specialty was foreign equity funds.

We are trying our very best to pursue our utmost goal of 'customer satisfaction' on the back of global standard investment know-how, efficient system and the best crew in our investment team.

7	Overview	(as of Dec. 31, 2012)
•	Incorporation : August 26, 1996	
•	Paid-in Capital : KRW 75.4 billion	
•	Employees : 189	
•	Major Shareholders : SFG(65%), BNPP IP (3	5%)
•	AUM : KRW 33.1 trillion (including discretion	nary accounts)



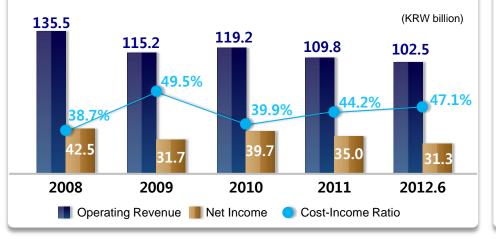


### Shinhan BNP Paribas Asset Management Financial Highlights & Market Position

SHINHAN FINANCIAL GROUP

### **Financial Highlights**

(KRW Billion)	CY 2008	CY 2009	CY 2010	CY 2011	CY 2012	
Condensed IS						
Operating Revenue	135.5	115.2	119.2	109.8	102.5	
Operating Expense	76.1	71.6	65.5	61.7	59.2	
SG&A	37.5	42.8	35.7	38.2	38.6	
Operating Income	59.4	43.6	53.7	48.1	43.3	
Net Income	42.5	31.7	39.7	35.0	31.3	
Condensed BS						
Total Asset	180.8	168.0	172.1	170.7	168.9	
Total Equity	131.6	140.9	147.2	146.3	145.7	
Key Financial Indications						
ROE	29.94%	23.28%	27.59%	23.89%	21.44%	
ROA	23.04%	18.18%	23.38%	20.45%	18.43%	
Cost-Income Ratio	38.74%	49.54%	39.93%	44.26%	47.13%	





# IV. Companies in the Group 6. Shinhan Capital





### Shinhan Capital Corporate Overview

**Profile** 



# 🍞 Overview

- Incorporation Date : April 19, 1991
- Shareholders' Equity : KRW 486 billion
   (Paid in Capital: KRW 180 billion)
- Major Shareholders : SFG owns 100% of Shinhan Capital
- Total Assets : KRW 3.5 trillion
- Credit Ratings : AA-
- Networks : Headquarter (Ansan) / Branches (Seoul, Kangnam, Pusan, Taejeon)

### 🍞 Business

- Leasing in relation to ships, medical instruments, and other PP&Es
- Installment Financing
- Venture Capital
- Corporate restructuring financing
- Real Estate PF / Loans / Factoring, etc

	Key Milestones
1991	• May Began operations
2005	<ul> <li>Mar. Rating upgrade (A → A+)</li> <li>Nov. Selected as the fund of funds management company for SMBA</li> </ul>
2006	<ul> <li>Jan. Gold prize awarded at the 15th Dasan Finance Award</li> <li>July Relocation of Head Quarters</li> <li>Nov. Rating upgrade (A+ → AA-)</li> </ul>
2007	<ul> <li>Mar. Issued USD 80 mil. FRN</li> <li>Nov. Opened Daejeon Branches (A+ → AA-)</li> <li>Nov. Increased capital by KRW 100 billion</li> <li>Dec. Assumed Shinhan Card's Corporate leasing assets</li> </ul>
2008	<ul> <li>Jan. Announced DREAM2012 Plan</li> <li>Feb. Funded USD 100 mil. of syndicated loans</li> <li>July "Grand Prize "2008 Best Service Award"</li> </ul>
2010	<ul> <li>May Selected as Investment Trust Management Agency for KoFC Fund to foster New Growth Driver Corporation</li> <li>July Announced 2015 mid-to long term strategies</li> </ul>
2011	Aug. ISO27001 / BS10012 certificate awarded
2012	<ul> <li>Oct. ISP (Information Strategic Planning) Consulting</li> <li>Dec. Opened Yoido Financial Center</li> </ul>

### Shinhan Capital Financial Highlights & Market Position

SHINHAN FINANCIAL GROUP

Financial Highlights						
(KRW billion)	2008	2009	2010	2011	2012	
Condensed B/S						
Total Assets	4,007.7	3,652.0	3,734.7	3,518.3	3,526.2	
Total Liabilities	3,643.7	3,253.8	3,288.3	3,037.9	3,053.9	
Total Shareholders' Equity	364.0	398.2	446.5	480.4	472.3	
(Paid in Capital)	180.0	180.0	180.0	180.0	180.0	
Condensed P/L						
Operating Revenue	638.9	449.0	403.4	365.9	376.3	
Operating Income	88.9	51.5	52.9	67.4	3.9	
Net Income	66.1	38.4	40.1	51.1	4.7	
Key Financial Indicators						
ROE	19.4%	10.1%	13.0%	11.0%	1.0%	
ROA	1.9%	1.0%	1.5%	1.4%	0.1%	
Capital Adequacy Ratio	11.8%	13.2%	14.2%	14.5%	15.0%	
NPL ratio	1.2%	2.2%	2.4%	2.2%	3.0%	

**Einancial Highlights** 





### Shinhan Capital Operation & Strategy



### **Business Scope**

### 7 Lease Financing

Financing for purchase of medical equipment, heavy machinery, etc.

### 🍞 Ship Financing

Ship financing for small-to mid-size shipping lines

### 7 Real Estate Project Financing (PF)

Real estate PF, real estate PF-related collateralized loan, bridge loans, SOC investment and real estate funds

### 7 Investment Finance

CRC

Corporate restructuring investments, investment in NPLs

Venture Capital

Investment in and loans for venture firms, underwriting

M&A Financing, Mezzanine Loan, M&A Consulting & Financial Advisory

### 🛪 Retail Finance

Mortgage products, auto leasing, installment loans, stock loans and home lease loans

### **Vision & Strategy**

#### Best Partner, No 1. Capital!

Shinhan Capital's mid-to-long term corporate vision is 'No.1 creditspecialized financial company in Korea leading the financial market.' This vision is in line with SFG's vision of 'World Class Leading Financial Group' and its strategic objective of 'establishing Korea No. 1 (Local Best) Financial Brand" by 2015.

For the year 2011, we set our strategic objective as 'shift of a momentum for long term growth.' In this regard, we have been pursuing 4 core business strategies such as 'secure growth leadership, preemptive risk management, diversify marketing competitiveness, and raise organizational vitality.'

### **7** 2015 Target

(KRW billion)	2011	2012	2015	CAGR
Total Asset	3,518.3	3,526.2	4,240.0	3.8%
Net Income	51.1	4.7	55.5	1.7%
ROA	1.41%	1.0%	1.3%	
No. of Employees	142	162	195	

# Thank you

