



# Accolades of Excellence

In 2025, EBL once again distinguished itself with numerous prestigious awards that affirmed its ability to transform challenges into opportunities and lead with clarity of purpose. At a time when the financial landscape demanded resilience and adaptability, EBL's disciplined governance, digital acceleration, and sustainability-driven initiatives earned recognition from both global and local institutions alike. Industry leaders acknowledged EBL's cost efficiency, strengthened risk management, and one of the lowest non-performing loan ratios in the sector. Awards for digital innovation highlighted our success in advancing analytical capabilities and customer-centric solutions, while accolades for sustainability and climate risk management reinforced our role as a forward-looking institution prepared to create enduring value in a changing world. These recognitions validate EBL's ability to move faster, think bolder, and remain relevant in an evolving environment.

## Sustainability Rating Recognition 2024 by Bangladesh Bank

EBL has been awarded as one of the top ten banks in Sustainability Rating Recognition 2024.

## ICMAB Best Corporate Award

EBL has won the Bronze Award in the Private Commercial Bank category at the "15<sup>th</sup> ICMAB Best Corporate Award", in recognition of its significant contribution to the banking sector and the national economy.

## ICSB National Award for Corporate Governance Excellence

EBL has been awarded the Silver Award in the General Banking category at the 12<sup>th</sup> ICSB National Award for "Corporate Governance Excellence" for its outstanding corporate governance practices as well as transparency and accountability in overall management and control. Since inception of the award in 2013, EBL is the most awarded financial institution in the category.

## Euromoney Awards for Excellence

EBL won the Euromoney Best Bank Award 2025, marking its sixth win and a historic achievement as the first Bangladeshi bank to attain this distinction. This recognition builds on EBL's exceptional performance in 2024, when it earned a dual honor for Best Bank and Best Bank for Corporate Responsibility, further reinforcing its leadership in both financial excellence and responsible banking.

## International Finance Banking Award

EBL has been honored with the 'Most Innovative Digital Bank – Bangladesh' award at the International Finance Banking Awards 2025, presented by the London-based International Finance magazine, a globally recognized authority on the financial services industry. This achievement builds on EBL's earlier success in 2019, when it was awarded 'Most Innovative Retail Bank – Bangladesh', reaffirming the bank's continued leadership in driving innovation and digital transformation in the country's banking sector.

## Mastercard Excellence Awards

EBL has received four accolades at "Mastercard Excellence Awards 2025" for excellence in Online Acquiring, POS Acquiring, Cross-Border Credit Business, and Business Innovation, reflecting strong acquiring and portfolio execution excellence across complex payment verticals.

## Visa Leadership Conclave Awards

EBL received four accolades at "Visa Leadership Conclave 2025" for excellence in Prepaid Cards Business (Principal Client), Cross-Border Business (Overall), Value-Added Services (VAS), and Cobrand Cards, underscoring a diversified and balanced card strategy.

## Digital CX Awards

EBL Connect has once again been recognized at the Digital CX Awards 2025, winning the "Outstanding Digital CX – Cash Management Platform" award from The Digital Banker. This marks the second consecutive year of achievement, following its win in 2024, underscoring EBL's consistent excellence in delivering innovative and customer-centric digital solutions.

## GRG Global Customer Exchange Award

EBL has been awarded the prestigious GRG Global Customer Exchange Award 2025 in the "AI Empowerment Category." The award recognizes EBL's pioneering efforts in integrating cutting-edge artificial intelligence (AI) technologies to enhance customer experience and drive digital banking innovation in Bangladesh.

## Superbrands Award

EBL has been recognized as a Superbrand for 2025–2026, marking its third time receiving this prestigious honor. Previously, EBL earned the distinction for the periods 2009–2011 and 2018–2020, reaffirming its enduring reputation as one of Bangladesh's most trusted and influential brands.

## ISO 9001:2015 Certification

Our relentless effort to upgrade and update on every account of standardization is reflected in our ISO 9001: 2015 certification of all four risk departments: Risk Management, Credit Risk Management, Retail Risk, Credit Administration division along with Finance, Operations and Human Resources division of the Bank.

ISO 27001:2013 certificate has been conferred to EBL ICT by Bureau Veritas (Bangladesh) Private Limited for its compliance with Information Security Management System (ISMS), which is an international risk management framework.

## PCI DSS Certificate

In 2025, EBL again was assessed by Network Intelligence Pvt. Ltd. and was found to be compliant with the PCI DSS version 4.0.1 and received the certificate of compliance.

## Highest taxpayer award

Eastern Bank PLC. has been recognized as one of the highest taxpayers in the banking sector for the 2022-23 Tax year at the Large Taxpayers Unit (LTU).

## The Banker Award

EBL has been awarded Bangladesh's "Bank of the Year 2023" by the renowned international financial analysis and intelligence publication, The Banker. EBL is the first local bank to receive the coveted award for the third time 2020, 2021 and 2023.

## Best Climate Focus Bank

EBL has been recognized as the 'Best Climate Focus Bank' during the 24<sup>th</sup> National Conference and Green Expo, titled "Policy Frameworks for Enabling Renewable Energy Investment: A Global and Regional Perspective".

## Asiamoney Awards

For the third consecutive year EBL has won the coveted "Bangladesh's Best Domestic Bank 2023" award accorded by the Asiamoney. EBL was awarded the Asiamoney Best Corporate and Investment Bank in Bangladesh for three consecutive years from 2018-2020.

## e-Commerce Movers Award (eCMA)

EBL won e-Commerce Movers Award (eCMA) 2023 for its significant contribution to Bangladeshi e-commerce industry by the e-Commerce Association of Bangladesh (e-CAB).

## Cyber Drill

EBL has won the Financial Institution Cyber Drill 2022 at the National Cyber Drill 2022 hosted by Bangladesh Government's e-Government Computer Incident Response Team (BGD e-GOV CIRT), Bangladesh Digital Security Agency, Bangladesh Computer Council and Information and Communication Technology Division (Ministry of Posts, Telecommunications and Information Technology).

## IFC Award

In 2021 EBL has been awarded by International Finance Corporation (IFC) under World Bank Group as the Best Partner for Equipment Trade in South Asia under Global Trade Finance Program.

IFC of World Bank group recognized EBL as the Best Issuing Bank Partner and Best Trade Operations Issuing Bank Partner in South Asia in 2017.

## Bangladesh FinTech Award

EBL has won the first Bangladesh FinTech award in 2021 in the 'FinTech Innovation of the year-Banks' category for EBLConnect, a solution developed by EBL ICT Division for Corporate customers.



→ Visa Leadership Conclave Awards



→ The Banker Award



→ Sustainability Rating Recognition



→ ICMAB Best Corporate Award



→ GRG Global Customer Exchange Award



→ Euromoney Awards for Excellence



→ Mastercard Excellence Awards



→ IFC Award



→ Digital CX Awards



→ ICSB National Award for Corporate Governance Excellence



→ International Finance Award



→ Superbrands Award



→ Highest taxpayer award



→ Bangladesh FinTech Award



→ ISO 9001:2015 Certification



→ Best Climate Focus Bank



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→ e-Commerce Movers Award (eCMA)



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