



# Malaysia 100 2020

**The annual report on the most valuable and strongest Malaysian brands**  
October 2020

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# About Brand Finance.

**Brand Finance is the world's leading independent brand valuation consultancy.**

**We bridge the gap between marketing and finance**  
Brand Finance was set up in 1996 with the aim of 'bridging the gap between marketing and finance'. For more than 20 years, we have helped companies and organisations of all types to connect their brands to the bottom line.

**We quantify the financial value of brands**  
We put 5,000 of the world's biggest brands to the test every year. Ranking brands across all sectors and countries, we publish nearly 100 reports annually.

**We offer a unique combination of expertise**  
Our teams have experience across a wide range of disciplines from marketing and market research, to brand strategy and visual identity, to tax and accounting.

**We pride ourselves on technical credibility**  
Brand Finance is a chartered accountancy firm regulated by the Institute of Chartered Accountants in England and Wales, and the first brand valuation consultancy to join the International Valuation Standards Council.

Our experts helped craft the internationally recognised standards on Brand Valuation – ISO 10668 and Brand Evaluation – ISO 20671. Our methodology has been certified by global independent auditors – Austrian Standards – as compliant with both, and received the official approval of the Marketing Accountability Standards Board.



## Get in Touch.

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Brand Finance® 

## Request your own Brand Value Report

A Brand Value Report provides a complete breakdown of the assumptions, data sources, and calculations used to arrive at your brand's value.

Each report includes expert recommendations for growing brand value to drive business performance and offers a cost-effective way to gaining a better understanding of your position against competitors.



Brand Valuation Summary



Brand Strength Tracking



Royalty Rates



Cost of Capital Analysis



Customer Research Findings



Competitor Benchmarking



Education



Communication



Understanding



Strategy



Insight



Benchmarking

What's in a Brand Value Report?

Benefits of a Brand Value Report



# Brandirectory.com



Brandirectory is the world's largest database of current and historical brand values, providing easy access to all Brand Finance rankings, reports, whitepapers, and consumer research published since 2007.

- + Browse thousands of published brand values
- + Track brand value, strength, and rating across publications and over time
- + Use interactive charts to compare brand values across countries, sectors, and global rankings
- + Purchase and instantly unlock premium data, complete brand rankings, and research

Visit [brandirectory.com](https://brandirectory.com) to find out more.

# Brand Finance Group.

**Brand Dialogue®**



### Brand Dialogue

Brand Dialogue is a public relations agency developing communications strategies to create dialogue that drives brand value. Brand Dialogue has over 25 years of experience in delivering campaigns driven by research, measurement, and strategic thinking for a variety of clients, with a strong background in geographic branding, including supporting nation brands and brands with a geographical indication (GI). Brand Dialogue manages communications activities across Brand Finance Group's companies and network.

  
**BRAND EXCHANGE®**  
WHERE BRANDS MEET FINANCE

### Brand Exchange

Brand Exchange is a contemporary and exclusive members' club and events space nestled in the heart of the City of London. It was launched in 2015 to provide members with a private space to network and socialise. The club has since held several prestigious events and welcomed many key figures in the marketing and finance sectors as speakers. The membership brings together senior professionals from the world's strongest and most valuable brands.

**vi360**

### VI360

VI360 is a brand identity management consultancy working for clients of all sizes on brand compliance, brand transition, and brand identity management. VI360 provide straightforward and practical brand management that results in tangible benefits for your business.

Brand Finance® 

# Customer insight drives our valuations

Our brand valuations are underpinned by extensive market research across a wide range of sectors, countries and brands.

Our research integrates all key brand measures, linking them to commercial outcomes.

Available for purchase separately or as part of a Brand Value Report.

- Over **1,500 brands** researched each year
- 29 countries** and **10 sectors** covered
- More than **50,000 respondents** surveyed annually
- Key metrics** across all industries and brands
- B2B** and **B2C** results
- We are now **in our 4<sup>th</sup> consecutive year** conducting the study





# Foreword.



**Samir Dixit**  
Managing Director  
Brand Finance Asia Pacific

What is the purpose of a strong brand: to attract customers, to build loyalty, to motivate staff? All true, but for a commercial brand at least, the first answer must always be ‘to make money’.

Huge investments are made in the design, launch, and ongoing promotion of brands. Given their potential financial value, this makes sense. Unfortunately, most organisations fail to go beyond that, missing huge opportunities to effectively make use of what are often their most important assets. Monitoring of brand performance should be the next step, but is often sporadic. Where it does take place, it frequently lacks financial rigour and is heavily reliant on qualitative measures, poorly understood by non-marketers.

As a result, marketing teams struggle to communicate the value of their work and boards then underestimate the significance of their brands to the business. Sceptical finance teams, unconvinced by what they perceive as marketing mumbo jumbo, may fail to agree necessary investments. What marketing spend there is, can end up poorly directed as marketers are left to operate with insufficient financial guidance or accountability. The end result can be a slow but steady downward spiral of poor communication, wasted resources, and a negative impact on the bottom line.

Brand Finance bridges the gap between marketing and finance. Our teams have experience across a wide range of disciplines from market research and visual identity, to tax and accounting. We understand the importance of design, advertising, and marketing, but we also believe that the ultimate and overriding purpose of brands is to make money. That is why we connect brands to the bottom line.

By valuing brands, we provide a mutually intelligible language for marketing and finance teams. Marketers then have the ability to communicate the significance of what they do, and boards can use the information to chart a course that maximises profits. Without knowing the precise, financial value of an asset, how can you know if you are maximising your returns? If you are intending to license a brand, how can you know you are getting a fair price? If you are intending to sell, how do you know what the right time is? How do you decide which brands to discontinue, whether to rebrand and how to arrange your brand architecture? Brand Finance has conducted thousands of brand and branded business valuations to help answer these questions.

Brand Finance’s research revealed the compelling link between strong brands and stock market performance. It was found that investing in highly-branded companies would lead to a return almost double that of the average for the S&P 500 as a whole.

Acknowledging and managing a company’s intangible assets taps into the hidden value that lies within it. The following report is a first step to understanding more about brands, how to value them and how to use that information to benefit the business.

The team and I look forward to continuing the conversation with you.

# Double Win for PETRONAS as it Claims Title of Malaysia’s Most Valuable and Strongest Brand.

- + Total value of Malaysia’s top 100 most valuable brands in 2020 has dropped slightly from last year, down 0.5% to US\$55.8 billion
- + **PETRONAS** continues to dominate as most valuable Malaysian brand for 10<sup>th</sup> consecutive year, brand value US\$15.2 billion
- + **PETRONAS** overtakes **Digi** to become Malaysia’s strongest brand with a AAA brand strength rating
- + Top 10 most valuable Malaysian brands account for 64% of total brand value, while bottom 50 brands contribute only 7% of total brand value
- + Five new entrants in ranking: **Malaysia Airports, Scientex, UEM, Serba Dinamik** and **United Plantations**

# Executive Summary.



Every year, leading brand valuation and strategy consultancy Brand Finance puts thousands of the world’s top brands to the test, evaluating which are the most powerful and valuable globally and across Malaysia. Brand Finance Asia Pacific has just released their annual Malaysia 100 2020 report, showcasing the top 100 most valuable and strongest Malaysian brands.

**PETRONAS, Maybank** and **Genting** continue to dominate the top 3 once again this year, with a combined brand value of over US\$22 billion, while the remaining 7 brands in the top 10 maintain their positions following minimal movement in the ranking.

PETRONAS maintains the top spot for a 10<sup>th</sup> consecutive year, with a brand value of US\$15.2 billion - the only brand to break the US\$10 billion mark in Malaysia. Maybank retains 2<sup>nd</sup> position (brand value US\$3.9 billion) followed by Genting (brand value US\$3.4 billion) in 3<sup>rd</sup>.

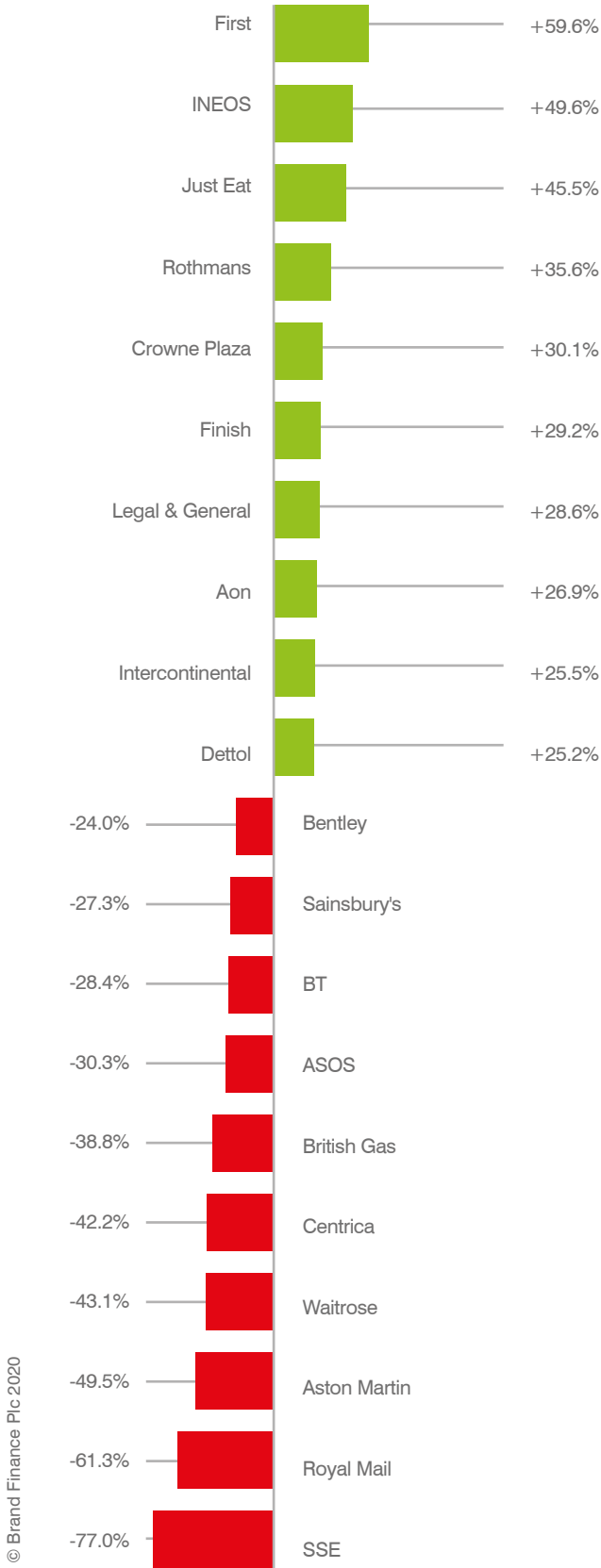
The brand value gap between first and second has widened further to US\$11 billion, showcasing just how dominant the oil & gas giant is. PETRONAS posted a healthy and positive brand value increase of 14% this year.

In addition to measuring overall brand value, Brand Finance also evaluates the relative strength of brands, based on factors such as marketing investment, customer familiarity, staff satisfaction, and corporate reputation. Alongside revenue forecasts, brand strength is a crucial driver of brand value. According to these criteria, PETRONAS has overtaken **Digi** to clinch the title of Malaysia’s strongest

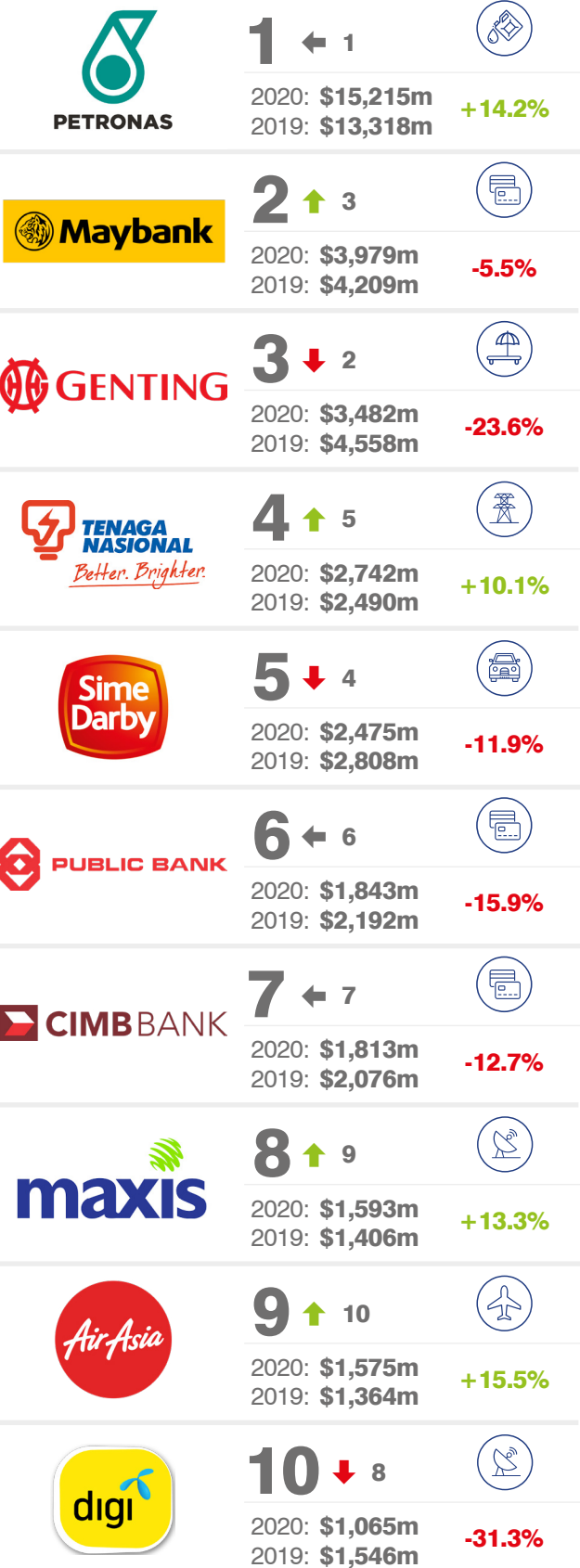
**The Malaysia 100 2020 ranking remains very top heavy this year - we would like to see a more diverse mix at the top and more significant brand value increases at the bottom. To do so, brands must start to focus on building both brand value and strength, rather than being sales and offers driven. These tactics will help in the short term but might destroy the long-term value and strength of brands. It is the brand strength for most Malaysian brands that remains a concern – these have remained stagnant this year. Brand has to be a strategic agenda for senior management and boards and must be treated like any other business asset and not just a legal trademark.**

**Samir Dixit**  
Managing Director of Brand Finance Asia Pacific

## Brand Value Change 2019-2020 (%)



## Top 10 Most Valuable Brands







brand, with a Brand Strength Index (BSI) score of 86.3 out of 100 and a corresponding AAA brand strength rating. Digi's BSI score is 86.1 and Maybank follows just marginally behind with a BSI score of 86.1 also.

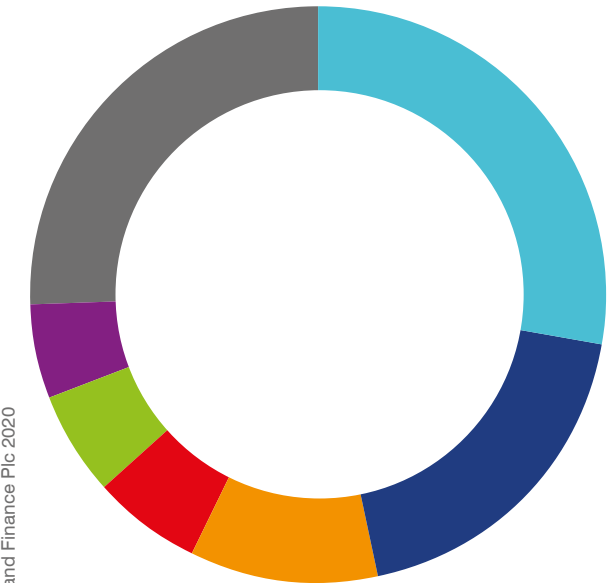
Brand strength, a more accurate measure of brand competitiveness in the market, has remained stagnant for most Malaysian brands, and while they may be doing well locally, they have been losing out to some of the key competitors in the region as they lack competitiveness outside of their home market.

The top 10 account for 64% of the total brand value in the Brand Finance Malaysia 100 2020 ranking, while the bottom 50 brands contribute only 7% of total brand value, highlighting the significant effort required from brands outside the top 10 should they wish to rise to become genuine competitors across the nation.

There are 5 new entrants in this year's ranking: **Malaysia Airports, Scientex, UEM, Serba Dinamik** and **United Plantations**.

The brand with the highest intangible value continues to be Padini with a brand value to enterprise value ratio of 65%, and Bonia at 63%, highlighting the role of brands in business success, especially in the retail sector.

Brand Value by Sector



Sector	Brand Value (USD bn)	% of total	Number of Brands
Oil & Gas	15.6	27.9%	4
Banks	10.5	18.9%	13
Telecoms	5.9	10.6%	9
Casinos & Gambling	3.5	6.2%	1
Utilities	3.1	5.6%	4
Auto	3.0	5.4%	5
Other	14.2	25.4%	64
Total	55.9	100.0%	100

Top 10 Strongest Brands

	<b>1</b> 2	
2020: <b>86.3</b> AAA	2019: <b>86.2</b> AAA	<b>+0.1</b>
	<b>2</b> 1	
2020: <b>86.1</b> AAA	2019: <b>87.8</b> AAA	<b>-1.7</b>
	<b>3</b> 3	
2020: <b>86.0</b> AAA	2019: <b>86.0</b> AAA	<b>+0.0</b>
	<b>4</b> 12	
2020: <b>85.1</b> AAA	2019: <b>76.6</b> AA+	<b>+8.5</b>
	<b>5</b> 4	
2020: <b>84.4</b> AAA-	2019: <b>85.3</b> AAA	<b>-0.9</b>
	<b>6</b> 7	
2020: <b>84.0</b> AAA-	2019: <b>82.1</b> AAA-	<b>+1.9</b>
	<b>7</b> 8	
2020: <b>82.5</b> AAA-	2019: <b>81.1</b> AAA-	<b>+1.4</b>
	<b>8</b> 6	
2020: <b>81.7</b> AAA-	2019: <b>82.4</b> AAA-	<b>-0.7</b>
	<b>9</b> 9	
2020: <b>80.2</b> AAA-	2019: <b>79.9</b> AAA-	<b>+0.3</b>
	<b>10</b> 11	
2020: <b>79.1</b> AA+	2019: <b>77.7</b> AA+	<b>+1.4</b>



# Sector Reputation Analysis.

## Benchmarking against the best

Every brand owner will want to compare brand equity against immediate competitors and peers. But broader benchmarking against brands across a range of categories provides a more rounded assessment of brand strength.

This perspective is also important as brand categories converge, with new technologies enabling disruption and brands seeking tactical entry into neighbouring categories, like a trusted supermarket offering financial services.

Brand reputation is relatively straightforward to compare across sectors. This year's global sector rankings from our B2C research are similar to the previous wave, but there is some movement with potential implications for future brand strategy.

## Reputation dips slightly overall











On a like-for-like basis, reputation scores are lower this year, but only by a very small margin as the average brand score fell from 6.6 to 6.4 out of 10. Categories where a poor reputation is the default position, such as utilities, telecoms, and banks, have failed to convince customers that they are consumer champions – and the global average score reflects overall feelings towards brands: acceptance and appreciation, but rarely love and devotion.

## Autos lead the way









Car brands continue to enjoy strong reputations. The sector also ranks first on other indicators, such as recommendation and word-of-mouth sentiment – people like talking about cars and top brands such as **Audi** (reputation score 7.5/10) and **BMW** (7.7) remain sought after. At the top of the car brand pinnacle is where you can see true brand desire, and meanwhile there are few instances of brands with a really poor reputation – most cars nowadays are well-designed and equipped.

Importantly, the category enjoys a good reputation for being innovative – allowing century-old brands to be well-positioned to withstand the enormous disruption in mobility expected in the coming decade.

## Sectors Ranked by Reputation

	<b>1</b> <b>Auto</b>	<b>6.9</b> <sub>/10</sub>
	<b>2</b> <b>Tech</b>	<b>6.8</b> <sub>/10</sub>
	<b>3</b> <b>Apparel</b>	<b>6.6</b> <sub>/10</sub>
	<b>4</b> <b>Restaurants</b>	<b>6.6</b> <sub>/10</sub>
	<b>5</b> <b>Airlines</b>	<b>6.6</b> <sub>/10</sub>
	<b>6</b> <b>Retail</b>	<b>6.5</b> <sub>/10</sub>
	<b>7</b> <b>Insurance</b>	<b>6.4</b> <sub>/10</sub>
	<b>8</b> <b>Utilities</b>	<b>6.3</b> <sub>/10</sub>
	<b>9</b> <b>Banks</b>	<b>6.1</b> <sub>/10</sub>
	<b>10</b> <b>Telecoms</b>	<b>6.0</b> <sub>/10</sub>

## Top Sectors per Metric

Metric	Top Sector
Reputation	 AUTO
Quality	 AUTO
Recommendation (NPS)	 RESTAURANTS
Loyalty	 TECH
Innovation	 TECH
Website/App	 TECH
Value for money	 RETAIL
OVERALL STAKEHOLDER EQUITY	 TECH

## Tech halo shining less brightly

Consumers continue to hold the tech sector in high regard, even though reputation scores have fallen slightly. In part, any decline may be because issues in the public spotlight are finally impacting the reputation of some industry giants. Reputation scores for **Facebook** (6.3) and **Uber** (5.7) are all lower by 0.5 points, and **Huawei** (6.2) is under the global spotlight.

Nevertheless, brands such as **YouTube** (7.8), **Google** (7.7), and **Netflix** (7.4) continue to enjoy strong reputations and buzz – most brands would love to be in their position.

## Retail & Restaurants

Supermarkets and casual dining brands have moderately positive reputations overall, but these two are category leaders in terms of delivering value for money. Consumers are well aware that brands in these categories are out to make a profit – but unlike for instance banks, the consumer verdict is that brands such as **McDonalds** (39% 'great value') and **Tim Hortons** (38%) charge a fair price, though **Starbucks** (15%) is a notable exception.

## Banks still in the red

Banking brands continue to struggle to earn the respect of consumers and are seen as offering poor value for money. However, ratings have generally stabilised – the key challenge is to show growth.

The broader set of scores in our research shows glimmers of opportunity. Banks fare reasonably well on customer service, caring about the community, and for website/app quality. For national and regional banks especially, a community-centred positioning in an age where in many places globalisation is being rejected, may be worth considering.



# Brand Finance Malaysia 100 (USD m).

Top 100 most valuable Malaysian brands 1-50

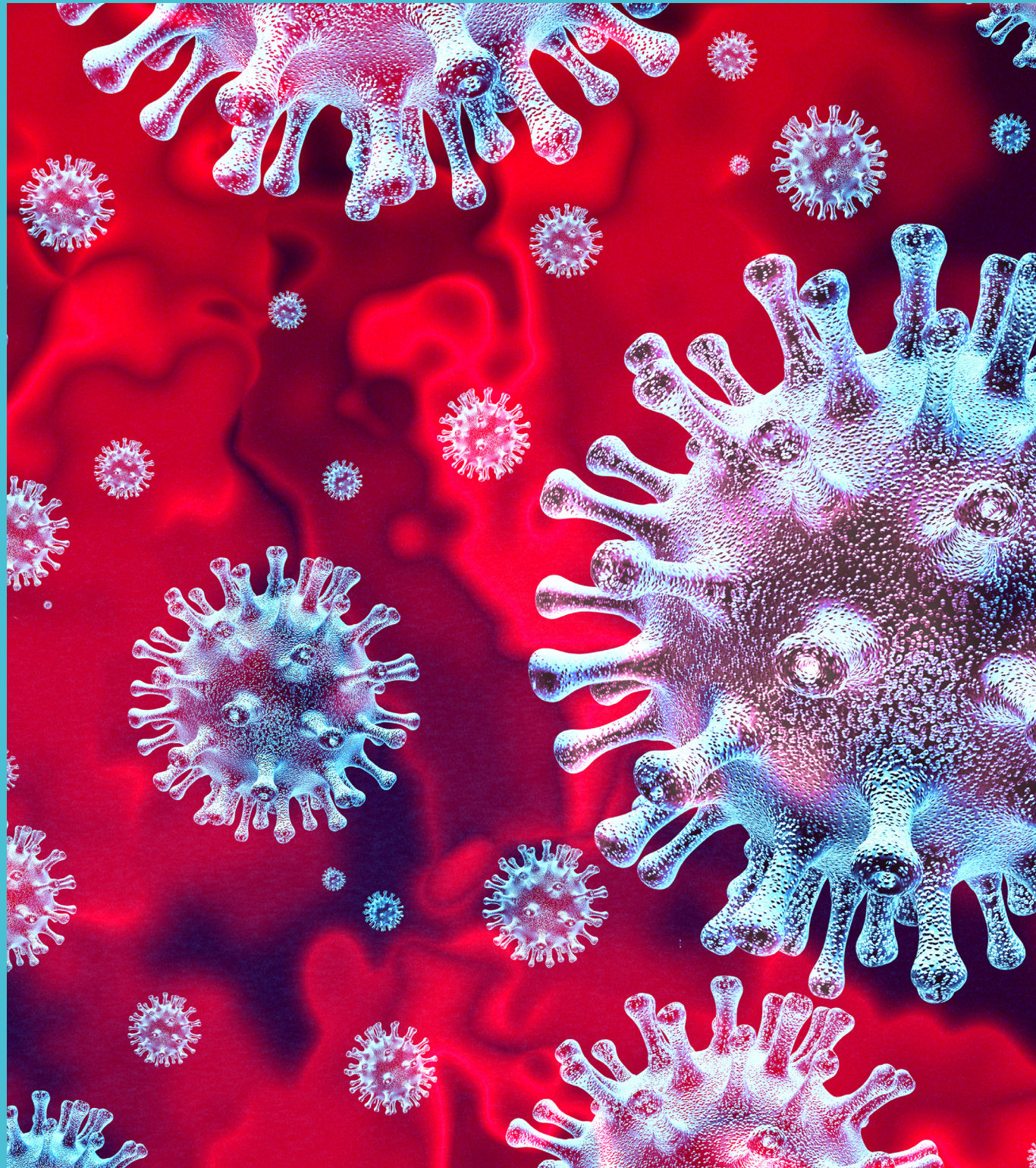
2020 Rank	2019 Rank		Brand	Sector	2020 Brand Value	Brand Value Change	2019 Brand Value	2020 Brand Rating	2019 Brand Rating
1	1	↔	Petronas	Oil & Gas	\$15,215	+14.2%	\$13,318	AAA	AAA
2	3	⬆	Maybank	Banks	\$3,979	-5.5%	\$4,209	AAA	AAA
3	2	⬇	Genting	Casinos & Gambling	\$3,482	-23.6%	\$4,558	AA	AA+
4	5	⬆	Tenaga Nasional	Utilities	\$2,742	+10.1%	\$2,490	AAA-	AAA-
5	4	⬇	Sime Darby	Automobiles	\$2,475	-11.9%	\$2,808	A+	A+
6	6	↔	Public Bank	Banks	\$1,843	-15.9%	\$2,192	AAA-	AAA
7	7	↔	CIMB	Banks	\$1,813	-12.7%	\$2,076	AA+	AAA-
8	9	⬆	Maxis	Telecoms	\$1,593	+13.3%	\$1,406	AAA	AA+
9	10	⬆	AirAsia	Airlines	\$1,575	+15.5%	\$1,364	AAA-	AAA-
10	8	⬇	DiGi	Telecoms	\$1,065	-31.1%	\$1,546	AAA	AAA
11	11	↔	TM	Telecoms	🔒	🔒	🔒	🔒	🔒
12	12	↔	YTL	Engineering & Construction	🔒	🔒	🔒	🔒	🔒
13	16	⬆	Celcom	Telecoms	🔒	🔒	🔒	🔒	🔒
14	14	↔	RHB Bank	Banks	🔒	🔒	🔒	🔒	🔒
15	18	⬆	Axiata	Telecoms	🔒	🔒	🔒	🔒	🔒
16	15	⬇	Berjaya	Leisure & Tourism	🔒	🔒	🔒	🔒	🔒
17	13	⬇	IOI	Food	🔒	🔒	🔒	🔒	🔒
18	17	⬇	Astro Malaysia	Media	🔒	🔒	🔒	🔒	🔒
19	19	↔	Hong Leong Financial	Banks	🔒	🔒	🔒	🔒	🔒
20	21	⬆	Sunway	Real Estate	🔒	🔒	🔒	🔒	🔒
21	22	⬆	Misc	Logistics	🔒	🔒	🔒	🔒	🔒
22	24	⬆	Berjaya Land	Hotels	🔒	🔒	🔒	🔒	🔒
23	20	⬇	AmBank	Banks	🔒	🔒	🔒	🔒	🔒
24	23	⬇	KLK	Food	🔒	🔒	🔒	🔒	🔒
25	29	⬆	Bank Islam	Banks	🔒	🔒	🔒	🔒	🔒
26	28	⬆	Felda Global Ventures	Food	🔒	🔒	🔒	🔒	🔒
27	34	⬆	Hap Seng	Food	🔒	🔒	🔒	🔒	🔒
28	31	⬆	Gamuda	Engineering & Construction	🔒	🔒	🔒	🔒	🔒
29	33	⬆	IJM	Engineering & Construction	🔒	🔒	🔒	🔒	🔒
30	25	⬇	U Mobile	Telecoms	🔒	🔒	🔒	🔒	🔒
31	26	⬇	Setia	Real Estate	🔒	🔒	🔒	🔒	🔒
32	30	⬇	Padini	Retail	🔒	🔒	🔒	🔒	🔒
33	-	New	Malaysia Airports	Engineering & Construction	🔒	🔒	🔒	🔒	🔒
34	35	⬆	Dutch Lady Milk	Food	🔒	🔒	🔒	🔒	🔒
35	32	⬇	Batu Kawan	Chemicals	🔒	🔒	🔒	🔒	🔒
36	39	⬆	Sapura Energy	Oil & Gas	🔒	🔒	🔒	🔒	🔒
37	40	⬆	Top Glove	Chemicals	🔒	🔒	🔒	🔒	🔒
38	44	⬆	Parkway Pantai	Healthcare	🔒	🔒	🔒	🔒	🔒
39	38	⬇	Parkson	Retail	🔒	🔒	🔒	🔒	🔒
40	41	⬆	Malakoff	Utilities	🔒	🔒	🔒	🔒	🔒
41	46	⬆	Boustead	Commercial	🔒	🔒	🔒	🔒	🔒
42	27	⬇	Malaysia Airlines	Airlines	🔒	🔒	🔒	🔒	🔒
43	43	↔	Magnum	Leisure & Tourism	🔒	🔒	🔒	🔒	🔒
44	36	⬇	Proton	Automobiles	🔒	🔒	🔒	🔒	🔒
45	-	New	Scientex	Chemicals	🔒	🔒	🔒	🔒	🔒
46	48	⬆	Kossan Rubber Industries	Pharma	🔒	🔒	🔒	🔒	🔒
47	50	⬆	Umw	Automobiles	🔒	🔒	🔒	🔒	🔒
48	52	⬆	Takaful Malaysia	Insurance	🔒	🔒	🔒	🔒	🔒
49	47	⬇	KPJ Healthcare	Healthcare	🔒	🔒	🔒	🔒	🔒
50	45	⬇	Eco World	Real Estate	🔒	🔒	🔒	🔒	🔒

Top 100 most valuable Malaysian brands 51-100

2020 Rank	2019 Rank		Brand	Sector	2020 Brand Value	Brand Value Change	2019 Brand Value	2020 Brand Rating	2019 Brand Rating
51	42	⬇	Affin Bank	Banks	🔒	🔒	🔒	🔒	🔒
52	49	⬇	Time dotCom	Telecoms	🔒	🔒	🔒	🔒	🔒
53	-	New	UEM	Conglomerates	🔒	🔒	🔒	🔒	🔒
54	58	⬆	QL Resources	Food	🔒	🔒	🔒	🔒	🔒
55	53	⬇	Alliance Financial	Banks	🔒	🔒	🔒	🔒	🔒
56	59	⬆	Gas Malaysia	Utilities	🔒	🔒	🔒	🔒	🔒
57	57	↔	DRB-Hicom	Automobiles	🔒	🔒	🔒	🔒	🔒
58	56	⬇	MBSB	Banks	🔒	🔒	🔒	🔒	🔒
59	54	⬇	Pos Malaysia	Logistics	🔒	🔒	🔒	🔒	🔒
60	60	↔	Westports		🔒	🔒	🔒	🔒	🔒
61	51	⬇	Tropicana	Real Estate	🔒	🔒	🔒	🔒	🔒
62	62	↔	OSK	Banks	🔒	🔒	🔒	🔒	🔒
63	65	⬆	Mah Sing	Real Estate	🔒	🔒	🔒	🔒	🔒
64	64	↔	V.S. Industry	Electronics	🔒	🔒	🔒	🔒	🔒
65	70	⬆	Press Metal	Mining	🔒	🔒	🔒	🔒	🔒
66	66	↔	Bank Muamalat	Banks	🔒	🔒	🔒	🔒	🔒
67	63	⬇	FFM Group	Food	🔒	🔒	🔒	🔒	🔒
68	67	⬇	Matrix Concepts	Real Estate	🔒	🔒	🔒	🔒	🔒
69	55	⬇	UOA Development	Real Estate	🔒	🔒	🔒	🔒	🔒
70	72	⬆	Lpi Capital	Insurance	🔒	🔒	🔒	🔒	🔒
71	71	↔	Yes	Telecoms	🔒	🔒	🔒	🔒	🔒
72	74	⬆	Cahaya Mata Sarawak	Engineering & Construction	🔒	🔒	🔒	🔒	🔒
73	69	⬇	TA Enterprise	Real Estate	🔒	🔒	🔒	🔒	🔒
74	-	New	Serba Dinamikj	Engineering & Construction	🔒	🔒	🔒	🔒	🔒
75	76	⬆	Malayan Flour Mills	Food	🔒	🔒	🔒	🔒	🔒
76	75	⬇	Dialog	Oil & Gas	🔒	🔒	🔒	🔒	🔒
77	80	⬆	Golden Screen Cinemas	Leisure & Tourism	🔒	🔒	🔒	🔒	🔒
78	77	⬇	Bursa Malaysia	Stock Exchanges	🔒	🔒	🔒	🔒	🔒
79	81	⬆	IHH	Healthcare	🔒	🔒	🔒	🔒	🔒
80	79	⬇	Kulim Malaysia	Retail	🔒	🔒	🔒	🔒	🔒
81	85	⬆	Bonia	Retail	🔒	🔒	🔒	🔒	🔒
82	82	↔	Eastern & Oriental	Real Estate	🔒	🔒	🔒	🔒	🔒
83	84	⬆	Unifi	Telecoms	🔒	🔒	🔒	🔒	🔒
84	88	⬆	Malaysian Reinsurance	Insurance	🔒	🔒	🔒	🔒	🔒
85	83	⬇	Takaful Ikhlas	Insurance	🔒	🔒	🔒	🔒	🔒
86	89	⬆	Bumi Armada	Oil & Gas	🔒	🔒	🔒	🔒	🔒
87	91	⬆	Jaya Tiasa	Engineering & Construction	🔒	🔒	🔒	🔒	🔒
88	87	⬇	Star Publications (Malaysia)	Media	🔒	🔒	🔒	🔒	🔒
89	-	New	United Plantations	Food	🔒	🔒	🔒	🔒	🔒
90	86	⬇	Wah Seong	Engineering & Construction	🔒	🔒	🔒	🔒	🔒
91	90	⬇	Tan Chong Motor	Automobiles	🔒	🔒	🔒	🔒	🔒
92	94	⬆	Guan Chong	Food	🔒	🔒	🔒	🔒	🔒
93	92	⬇	Msm Malaysia	Food	🔒	🔒	🔒	🔒	🔒
94	93	⬇	Tune Ins Holding	Insurance	🔒	🔒	🔒	🔒	🔒
95	95	↔	Southern Steel	Engineering & Construction	🔒	🔒	🔒	🔒	🔒
96	73	⬇	Cagamas	Banks	🔒	🔒	🔒	🔒	🔒
97	97	↔	Hiap Teck Venture	Commercial	🔒	🔒	🔒	🔒	🔒
98	98	↔	Mmc	Utilities	🔒	🔒	🔒	🔒	🔒
99	96	⬇	PPB Group	Food	🔒	🔒	🔒	🔒	🔒
100	100	↔	Mulpha	Leisure & Tourism	🔒	🔒	🔒	🔒	🔒



# COVID-19 Global Impact Analysis.

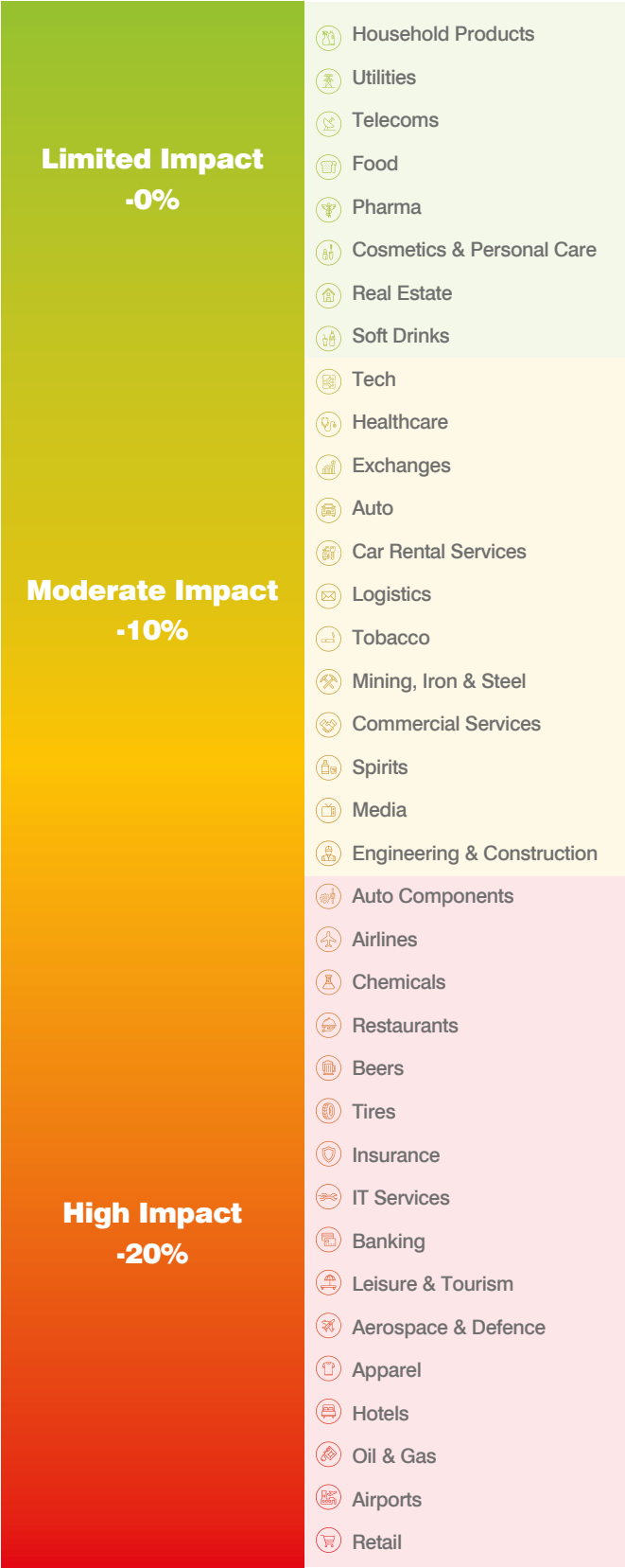


## Companies likely to lose up to \$1tn in Brand Value as Direct Impact of COVID-19 Outbreak, Effects to be Felt Well into Next Year.

- + Worst hit industries: aviation, oil & gas, tourism & leisure, restaurants, retail
- + Brand Finance has measured levels of business impact categorised by: limited impact, moderate and worst hit
- + International aviation, airlines and airports to be worst affected by Coronavirus outbreak, with measures of social distancing, closure of borders, advice against travel
- + Home delivery apps, online video conferencing platforms, digital media see surge in demand from remote working revolution



Brand Value at Risk



Up to US\$1 trillion estimated brand value loss from COVID-19 globally

The brand value of the world’s biggest companies is set to lose an estimated US\$1tn as a result of the Coronavirus outbreak, with the aviation sector being the most affected. The 2003 SARS outbreak, which infected about 8,000 people and killed 774, cost the global economy an estimated US\$50 billion. As of 10<sup>th</sup> September 2020, there have been 28,050,208 cases and 908,434 deaths of COVID-19 confirmed worldwide. Global spread has been rapid, with 146 countries now having reported at least one case.

Brand Finance has assessed the impact of COVID-19 on brands based on the effect of the outbreak on enterprise value, compared to what it was on 1<sup>st</sup> January 2020. The likely impact on brand value was estimated separately for each sector. The industries have been classified into three categories – limited impact (minimal brand value loss or potential brand value growth), moderate impact (up to 10% brand value loss), and heavy impact (up to 20% brand value loss) – based on the level of brand value loss observed for each sector in the first quarter of 2020.

The COVID-19 pandemic is now a major global health threat and its impact on global markets is very real. Worldwide, brands across every sector need to brace themselves for the Coronavirus to massively affect their business activities, supply chain and revenues in a way that eclipses the 2003 SARS outbreak. The effects will be felt well into 2021.

David Haigh,  
CEO, Brand Finance

Work from home revolution

Brands offering in-home or remote working solutions have observed an immediate uptick in demand, as multiple **Zoom** online video conferencing platform prompted huge demand for workable solutions

Food delivery apps **Deliveroo** and **UberEats**, now offering contact-free delivery options whereby a food delivery is conveniently left on your doorstep so as not to encourage contact between customer and delivery driver, have also seen a huge surge in demand for their services.

Media and film industry feel effects

Film production and promotion schedules have been affected by the outbreak, with **Disney** pushing back the release of its remake of Mulan as well as The New Mutants, part of the X-Men franchise. The effects of social distancing have meant more viewers watching TV, however **Netflix** has had to suspend production on all scripted series and films in the US and Canada. As massive televised sports events and festivals such as Glastonbury being cancelled, TV executives will be feeling the strain of providing fresh and watchable content.

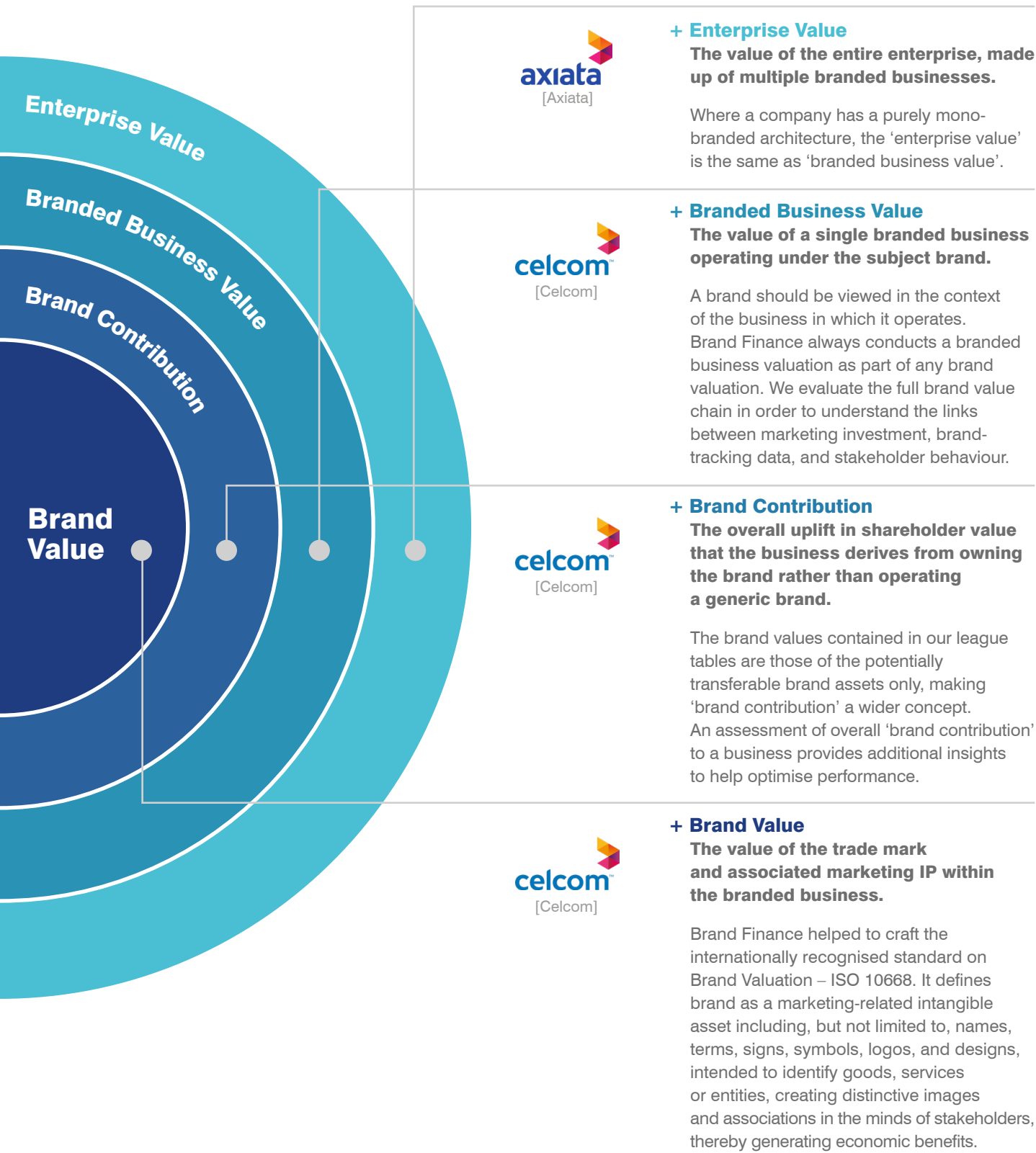
However it is not all doom and gloom. Some brands will fare better under COVID-19: Amazon, Netflix, WhatsApp, Skype, BBC and BUPA are all booming.

David Haigh,  
CEO, Brand Finance





# Definitions.



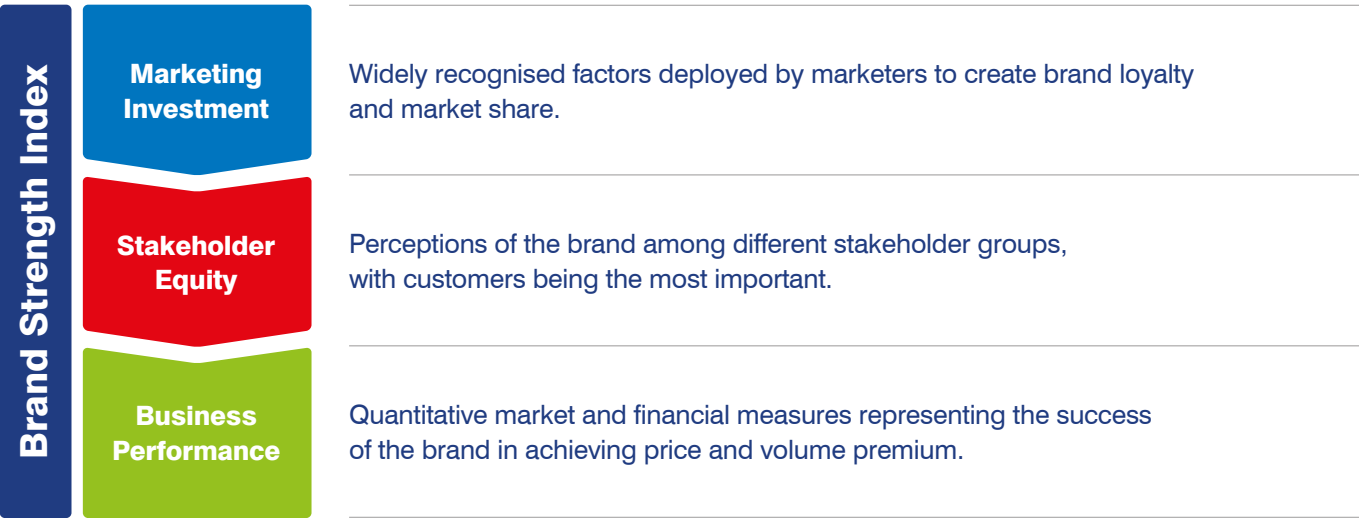
## Brand Strength

**Brand Strength is the efficacy of a brand's performance on intangible measures, relative to its competitors.**

In order to determine the strength of a brand, we look at Marketing Investment, Stakeholder Equity, and the impact of those on Business Performance.

Each brand is assigned a Brand Strength Index (BSI) score out of 100, which feeds into the brand value calculation. Based on the score, each brand is assigned a corresponding rating up to AAA+ in a format similar to a credit rating.

Analysing the three brand strength measures helps inform managers of a brand's potential for future success.





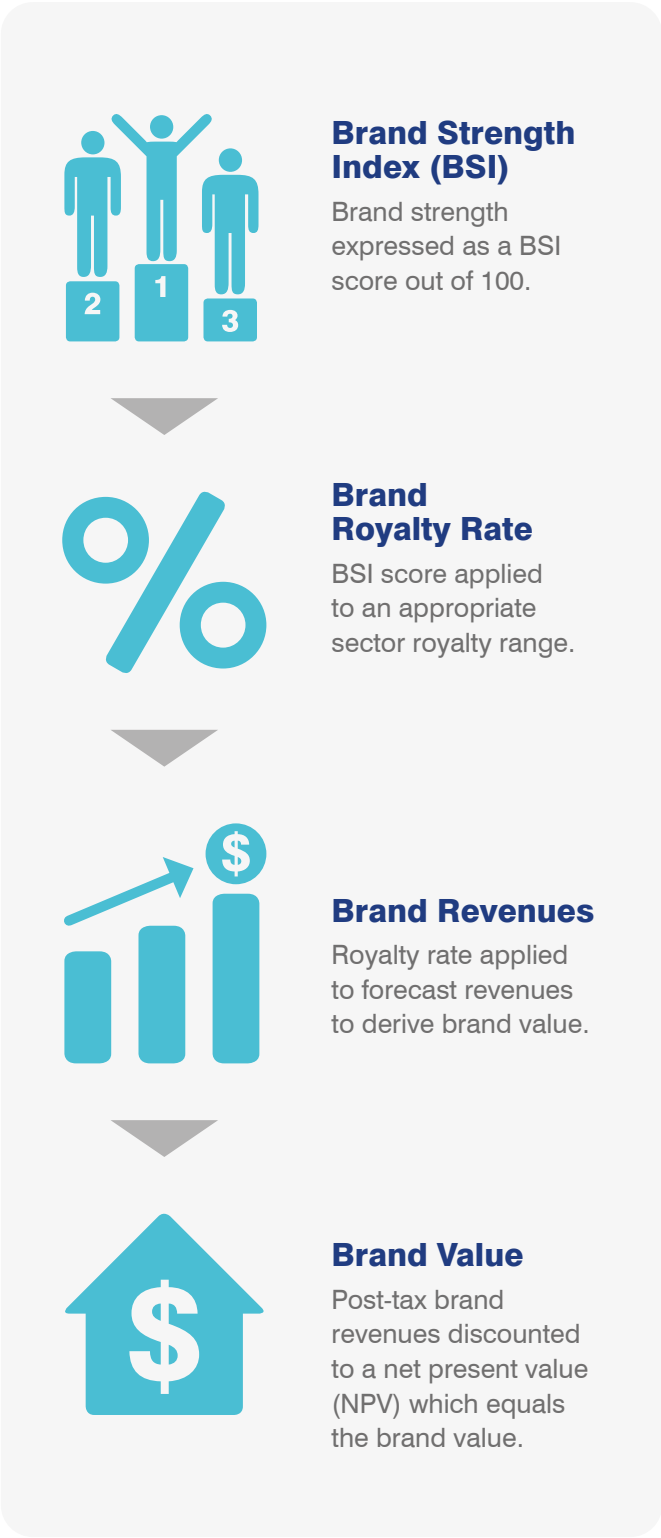
# Brand Valuation Methodology.

Brand Finance calculates the values of the brands in its league tables using the Royalty Relief approach – a brand valuation method compliant with the industry standards set in ISO 10668.

This involves estimating the likely future revenues that are attributable to a brand by calculating a royalty rate that would be charged for its use, to arrive at a ‘brand value’ understood as a net economic benefit that a licensor would achieve by licensing the brand in the open market.

The steps in this process are as follows:

- 1 Calculate brand strength using a balanced scorecard of metrics assessing Marketing Investment, Stakeholder Equity, and Business Performance. Brand strength is expressed as a Brand Strength Index (BSI) score on a scale of 0 to 100.
- 2 Determine royalty range for each industry, reflecting the importance of brand to purchasing decisions. In luxury, the maximum percentage is high, in extractive industry, where goods are often commoditised, it is lower. This is done by reviewing comparable licensing agreements sourced from Brand Finance’s extensive database.
- 3 Calculate royalty rate. The BSI score is applied to the royalty range to arrive at a royalty rate. For example, if the royalty range in a sector is 0-5% and a brand has a BSI score of 80 out of 100, then an appropriate royalty rate for the use of this brand in the given sector will be 4%.
- 4 Determine brand-specific revenues by estimating a proportion of parent company revenues attributable to a brand.
- 5 Determine forecast revenues using a function of historic revenues, equity analyst forecasts, and economic growth rates.
- 6 Apply the royalty rate to the forecast revenues to derive brand revenues.
- 7 Brand revenues are discounted post-tax to a net present value which equals the brand value.



**Disclaimer**  
Brand Finance has produced this study with an independent and unbiased analysis. The values derived and opinions produced in this study are based only on publicly available information and certain assumptions that Brand Finance used where such data was deficient or unclear. Brand Finance accepts no responsibility and will not be liable in the event that the publicly available information relied upon is subsequently found to be inaccurate. The opinions and financial analysis expressed in the report are not to be construed as providing investment or business advice. Brand Finance does not intend the report to be relied upon for any reason and excludes all liability to any body, government or organisation.

# Market Research Methodology.

Brand Finance conducted original market research in 10 sectors across 29 markets with a sample size of over 50,000 adults, representative of each country’s internet population aged 18+. Surveys were conducted online during autumn 2019.



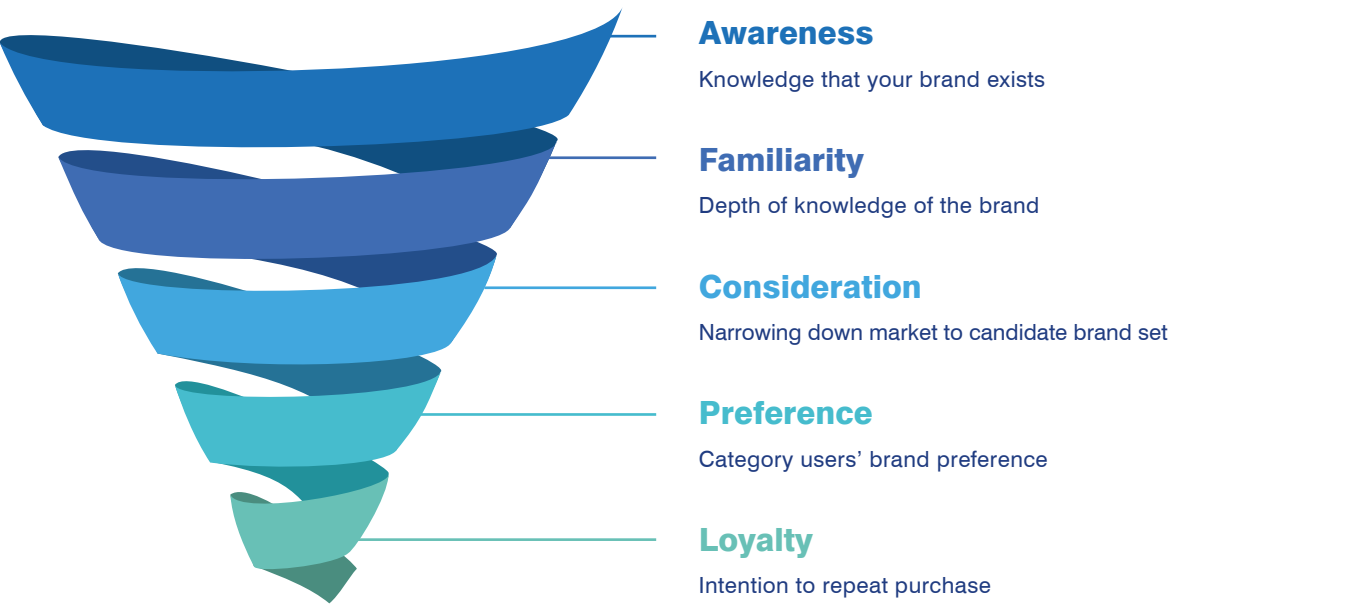
# Stakeholder Equity Measures.

Key Metrics

- + Reputation
- + Innovation
- + Value for Money
- + Emotional Fit
- + Recommendation
- + Quality etc.

Brand converison funnel

The brand conversion funnel is a way of summarising the likely strength of a brand to convert to purchase.



# Consulting Services.

## 1. Valuation: What are my intangible assets worth?

Valuations may be conducted for technical purposes and to set a baseline against which potential strategic brand scenarios can be evaluated.

- + Branded Business Valuation
- + Trademark Valuation
- + Intangible Asset Valuation
- + Brand Contribution

## 2. Analytics: How can I improve marketing effectiveness?

Analytical services help to uncover drivers of demand and insights. Identifying the factors which drive consumer behaviour allows an understanding of how brands create bottom-line impact.

- Market Research Analytics +
- Return on Marketing Investment +
- Brand Audits +
- Brand Scorecard Tracking +

#### 4. Transactions: Is it a good deal? Can I leverage my intangible assets?

Transaction services help buyers, sellers, and owners of branded businesses get a better deal by leveraging the value of their intangibles.

- + M&A Due Diligence
- + Franchising & Licensing
- + Tax & Transfer Pricing
- + Expert Witness

### 3. Strategy: How can I increase the value of my branded business?

Strategic marketing services enable brands to be leveraged to grow businesses. Scenario modelling will identify the best opportunities, ensuring resources are allocated to those activities which have the most impact on brand and business value.

- Brand Governance +
- Brand Architecture & Portfolio Management +
- Brand Transition +
- Brand Positioning & Extension +



## MARKETING



## FINANCE



## TAX



LEGAL

We help marketers to connect their brands to business performance by evaluating the return on investment (ROI) of brand-based decisions and strategies.

We provide financiers and auditors with an independent assessment on all forms of brand and intangible asset valuations.

We help brand owners and fiscal authorities to understand the implications of different tax, transfer pricing, and brand ownership arrangements.

We help clients to enforce and exploit their intellectual property rights by providing independent expert advice in- and outside of the courtroom.

# Brand Evaluation Services.



## How are brands perceived in my category?

Brand Finance tracks brand fame and perceptions across 30 markets in 10 consumer categories. Clear, insightful signals of brand performance, with data mining options for those who want to dig deeper – all at an accessible price.

## What if I need more depth or coverage of a more specialised sector?

Our bespoke brand scorecards help with market planning and can be designed to track multiple brands over time, against competitors, between market segments and against budgets. Our 30-country database of brand KPIs enables us to benchmark performance appropriately.

## Do I have the right brand architecture or strategy in place?

Research is conducted in addition to strategic analysis to provide a robust understanding of the current positioning. The effectiveness of alternative architectures is tested through drivers analysis, to determine which option(s) will stimulate the most favourable customer behaviour and financial results.

## How can I improve return on marketing investment?

Using sophisticated analytics, we have a proven track record of developing comprehensive brand scorecard and brand investment frameworks to improve return on marketing investment.

## What about the social dimension? Does my brand get talked about?

Social interactions have a proven commercial impact on brands. We measure actual brand conversation and advocacy, both real-world word of mouth and online buzz and sentiment, by combining traditional survey measures with best-in-class social listening.



# Communications Services.

How we can help communicate your brand's performance in brand value rankings



**Brand Accolade** – create a digital endorsement stamp for use in marketing materials, communications, annual reports, social media and website. Advertising use subject to terms and conditions.



TOP 100  
MALAYSIAN  
BRAND



MOST VALUABLE  
MALAYSIAN  
BRAND



STRONGEST  
MALAYSIAN  
BRAND



**Video Endorsement** – record video with Brand Finance CEO or Director speaking about the performance of your brand, for use in both internal and external communications.



**Bespoke Events** – organise an award ceremony or celebratory event, coordinate event opportunities and spearhead communications to make the most of them.



**Digital Infographics** – design infographics visualising your brand's performance for use across social media platforms.



**Trophies & Certificates** – provide a trophy and/or hand-written certificate personally signed by Brand Finance CEO to recognise your brand's performance.



**Sponsored Content** – publish contributed articles, advertorials, and interviews with your brand leader in the relevant Brand Finance report offered to the press.



**Media Support** – provide editorial support in reviewing or copywriting your press release, pitching your content to top journalists, and monitoring media coverage.

## Brand Dialogue®



### Value-Based Communications

With strategic planning and creative thinking, we develop communications plans to create dialogue with stakeholders that drives brand value. Our approach is integrated, employing tailored solutions for our clients across PR, marketing and social media.

#### SERVICES

- Research and Insights
- Integrated Communications Planning
- Project Management and Campaign Execution
- Content and Channel Strategy
- Communications Workshops

For more information, contact [enquiries@brand-dialogue.co.uk](mailto:enquiries@brand-dialogue.co.uk) or visit [www.brand-dialogue.co.uk](http://www.brand-dialogue.co.uk)

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