

26th Annual General Meeting

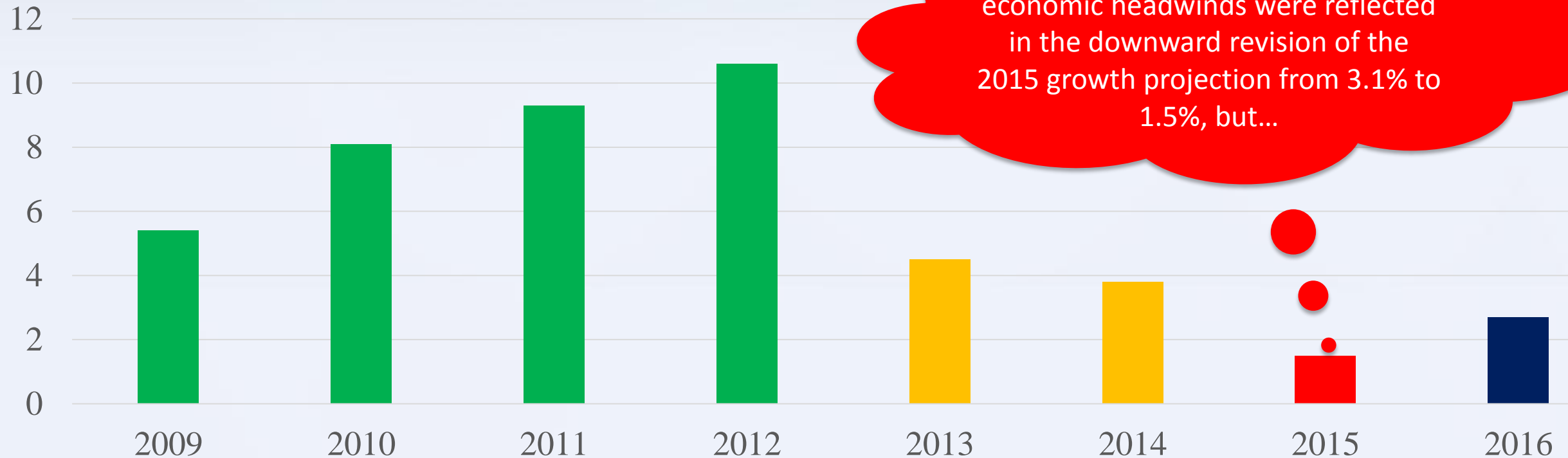
Presentation to Shareholders

by Mr Never Nyemudzo, Group CEO

28 April 2016

OPERATING ENVIRONMENT ...

Real GDP Growth - %



Growing internal & external economic headwinds were reflected in the downward revision of the 2015 growth projection from 3.1% to 1.5%, but...

...the Government of Zimbabwe's continuation with the IMF Staff Monitored Program, and its attainment of the program benchmarks, remains a source of encouragement and a key component for attainment of the country's 2016 growth projections.

NAVIGATING THE OPERATING ENVIRONMENT

SPECIFIC CONSTRAINTS



Liquidity shortages
High credit risk
Growing informalisation of the economy.

OUR RESPONSE

Market creation to take advantage of transitional opportunities in the SMEs sector.






Aggressive collections of Bad Debts.

Strict credit granting and closer monitoring of borrower performance.

Innovation to support customer retention and acquisition as well as creation of new business and income lines



CONSOLIDATED STATEMENT OF FINANCIAL POSITION

		31 March 2016 \$m	31 Dec 2015 \$m	31 March 2015 \$m	Y.T.D Growth (%)
Total assets		2 076.9	1 974.4	1 684.5	5.2 
Total deposits	Create a balance between retail and term deposits mix to manage interest expense.	1 776.8	1 684.3	1 415.3	5.5 
Total advances	Continues to exercise caution on lending	1 041.6	1 021.0	1 139.8	2.0 
Funds Under Management	Portfolio diversification to mitigate negative returns on the equities markets.	121.8	131.3	136.0	(7.2) 
Insurance assets	Balancing risk and rewards; being responsive to obligation.	8.4	5.2	4.2	61.5 

CONSOLIDATED STATEMENT OF INCOME

31 March 2016
\$m

Total Income		35.1
Underwriting income (net)		2.1
Total Expenditure		25.2
Profit After Tax		4.9

New products launch e.g. Mobile App, Money Gram, Agency Banking; and aggressive marketing of insurance products is earmarked to enhance total revenue.

Notwithstanding the pressure on interest income as a result of regulatory persuasions, the key deliverables remain within our internal benchmarks.

How are we going to create value?

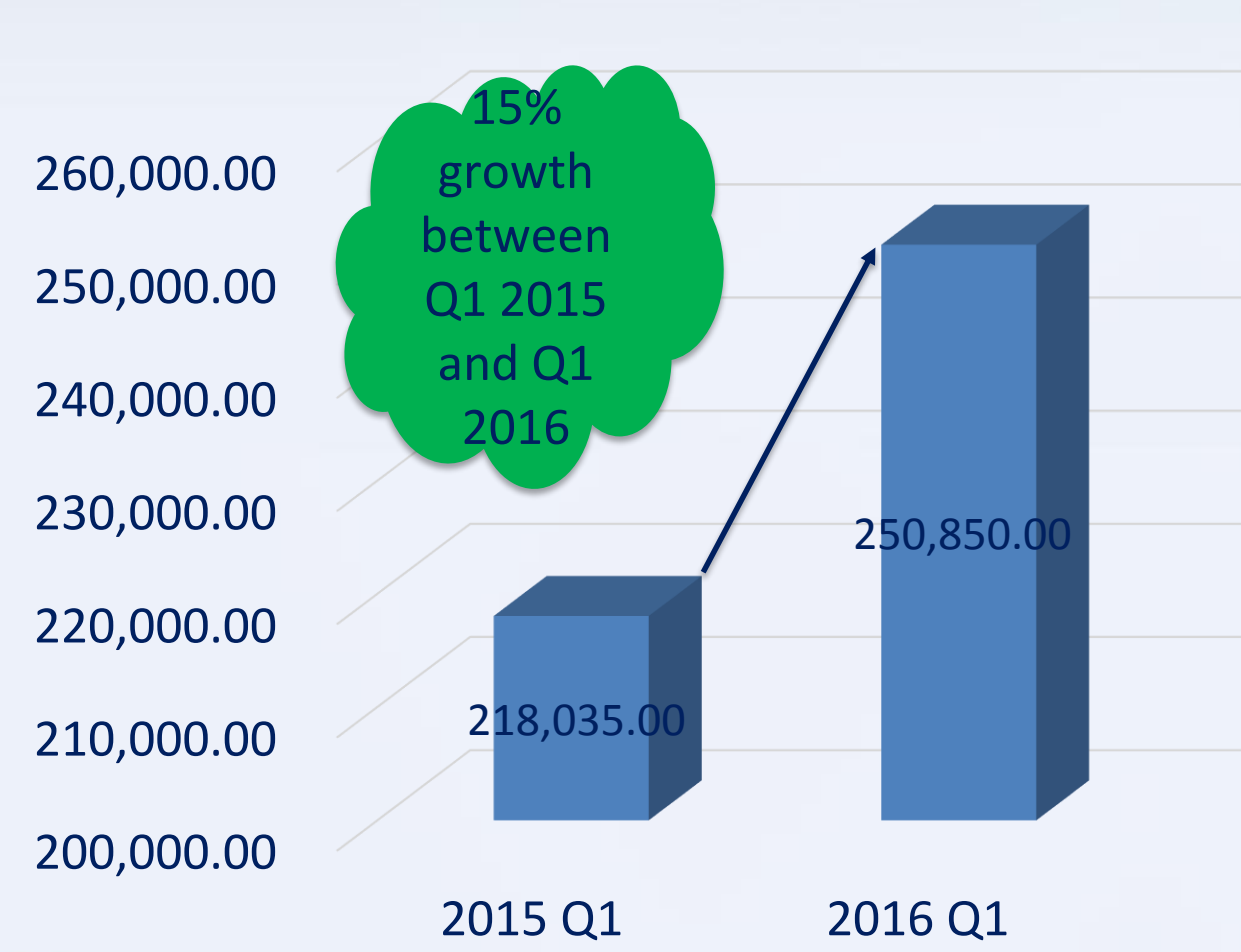
UNPACKING OUR VALUE CREATION MODEL

OUR VALUE CREATION MODEL – STRATEGIC OBJECTIVES

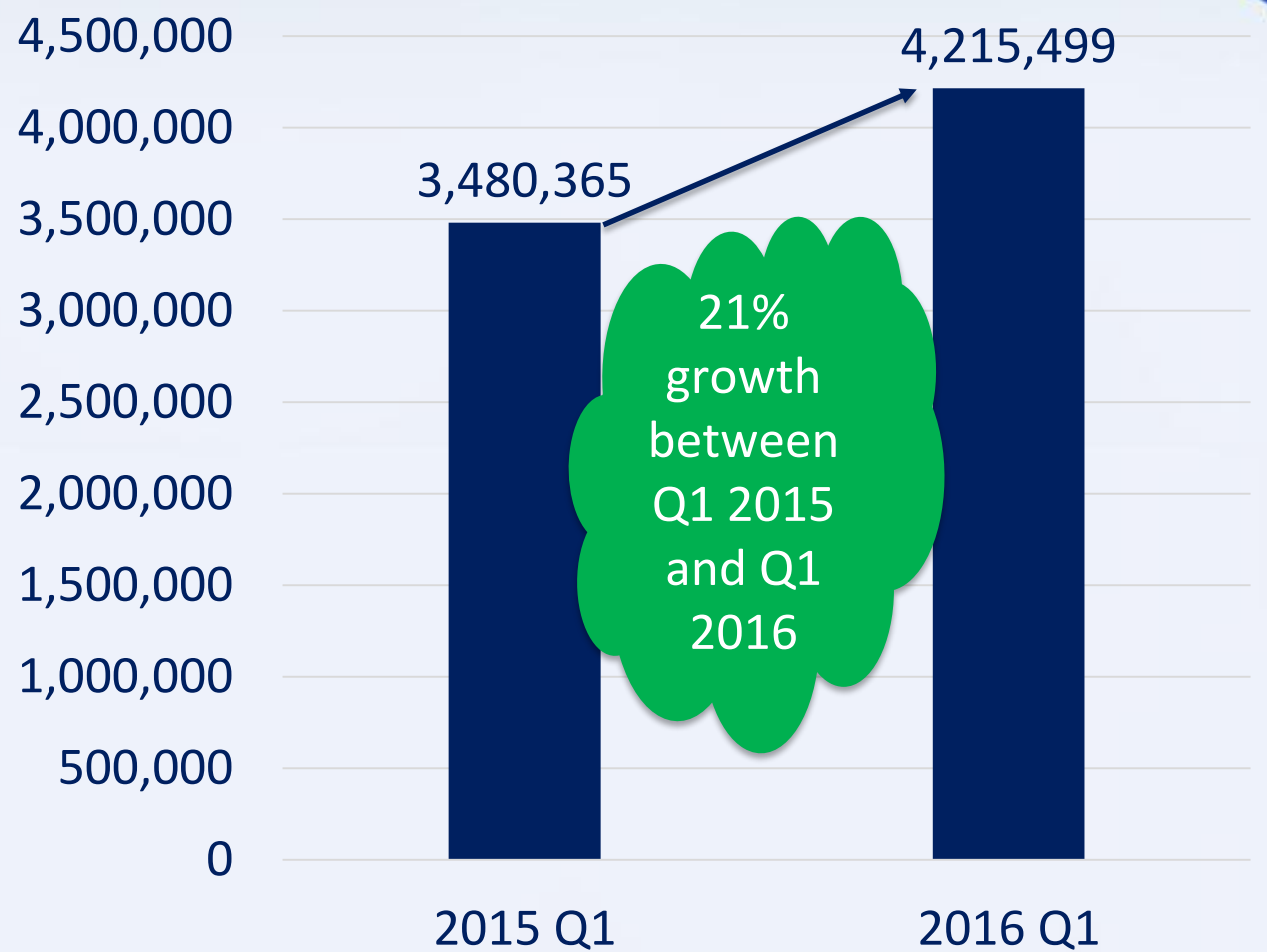
-  To Increase Income Diversification
-  To Promote Innovation & Strengthen Synergies
-  To Increase Strategic Alliances
-  To Drive Strong Investor Relations
-  To Expand Local & Regional Market Presence
-  To Improve Operational Expertise & Reduce Costs

Q1 INTERIM PERFORMANCE - NUMBER OF ACCOUNTS & TRANSACTIONS

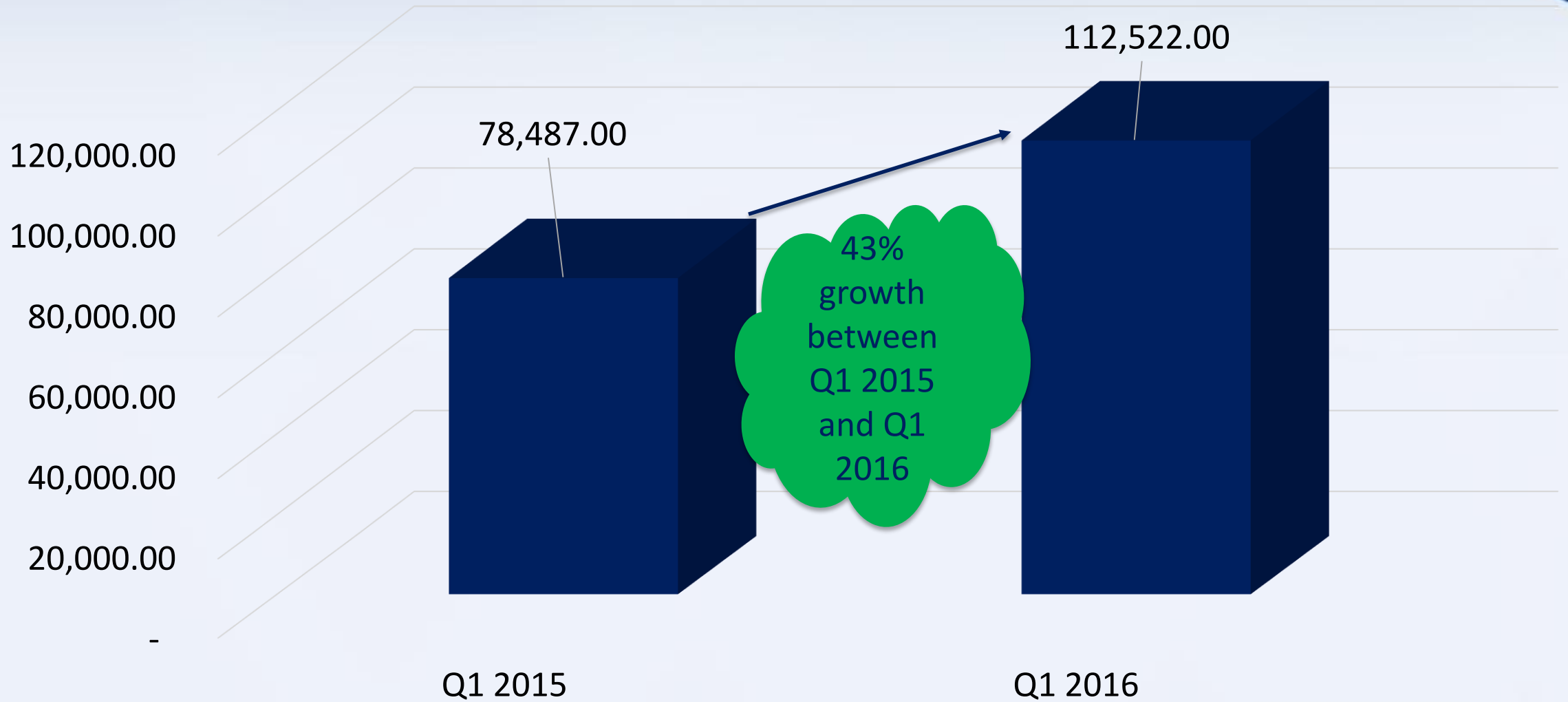
Number of Accounts



Number of Transactions



Q1 INTERIM PERFORMANCE – POLICY COUNT





WEALTH MANAGEMENT CENTRE



ATMs
Banking Hall
DATVEST
Insurance Services
Wealth Management

WEALTH MANAGEMENT CENTRE

