

27th Annual General Meeting

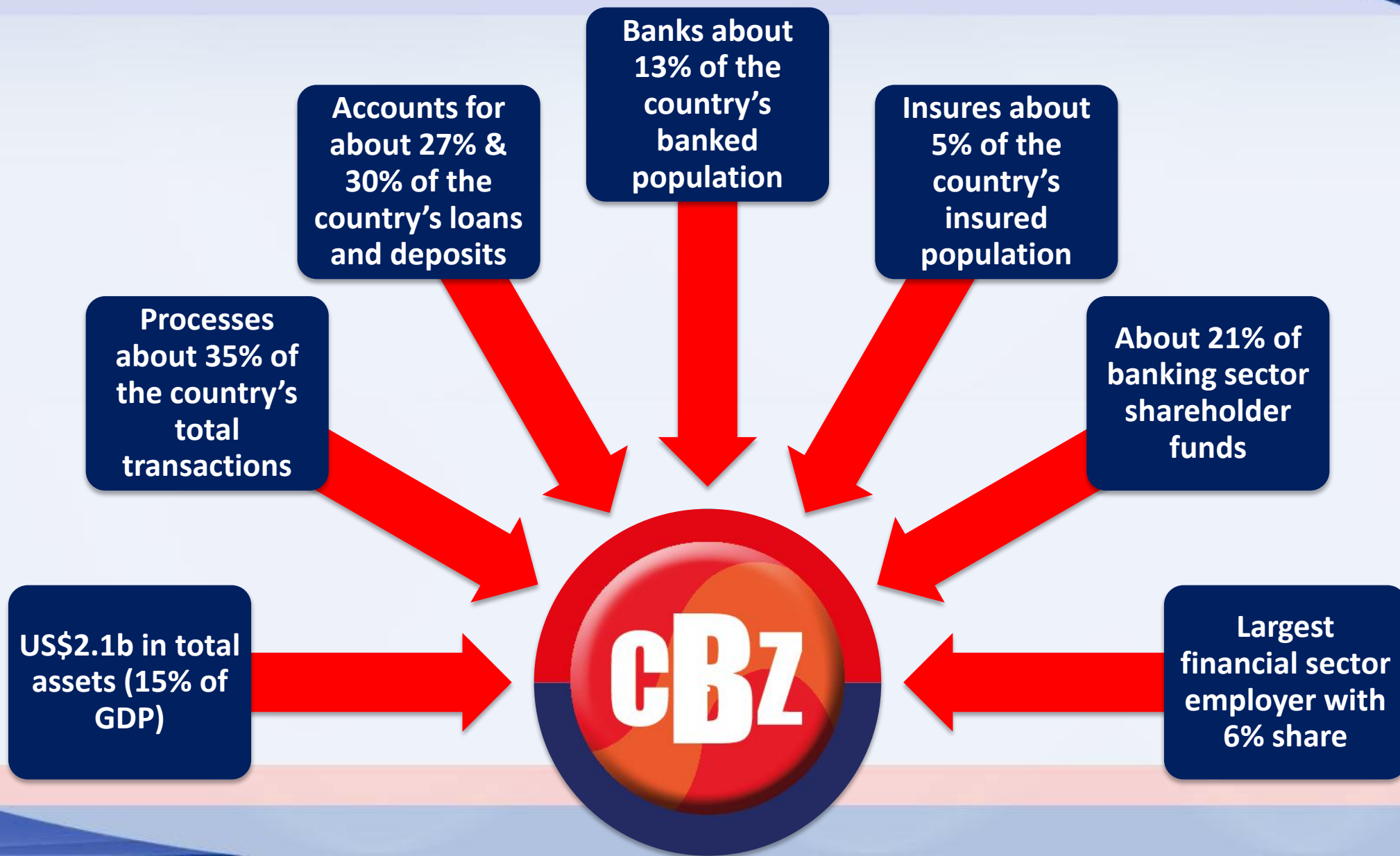
Trading Update to Shareholders

Presented by Mr Never Nyemudzo, GCEO

on

11 May 2017

OVERVIEW OF CBZ HOLDINGS LIMITED



OVERVIEW OF THE OPERATING ENVIRONMENT

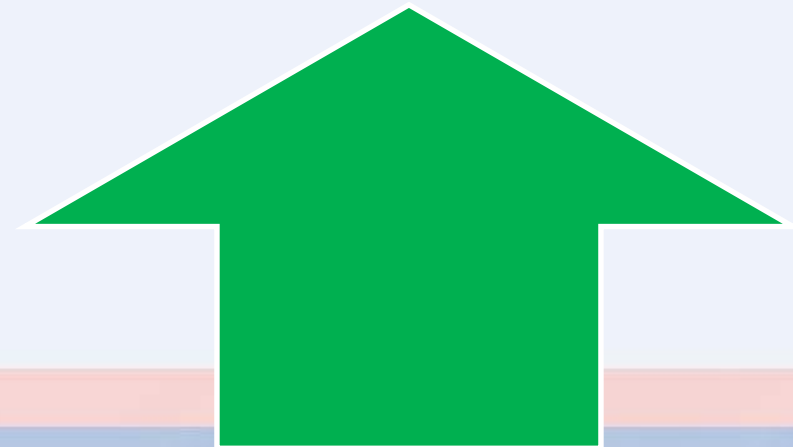
SPECIFIC CONSTRAINTS




Cash and foreign currency shortages.
Constrained credit expansion.
Balance sheet recession.
Informalisation of the economy.

OUR RESPONSE

Strengthening market presence and Group synergies.
Rehabilitation of clients with future potential, strict credit granting and closer monitoring of borrower performance.
Innovation to support business development.
Process reengineering to reduce, reorient & optimize costs.
Regional expansion.



UPDATE ON KEY INNOVATIONS



e-Volve

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- ➡ The country's first & only integrated financial services mobile app, CBZ Touch, continues to post significant performance, with
- ➡ More than 200k registered customer
- ➡ Average monthly transactions of 400k in Q1 2017
- ➡ Average monthly transactions value of US\$26m in Q1 2017

This will certainly strengthen the Group's drive towards transactional business and cushion the business against softening interest rates.

LOW COST HOUSING

Project 1	Vic Falls
Number of stands	1309
Project Status	Development at 95% complete
Stands Sales	792 Sold / reserved.
Project 2	Mtausi
Number of stands	368
Project Status	Development 100% complete
Stands Sales	120 Sold / reserved.
Project 3	Chikanga
Number of stands	276
Project status	Development 100% complete
Stand sales	276 sold/ reserved
Project 4	Kwekwe
Number of stands	445
Project Status	Development 100%
Stand Sales	207 Sold/reserved
Project 5	Nehosho
Number of stands	1085
Project Status	Infrastructural development 100% complete
Stand Sales	197 sold/ reserved

➡ Committed US\$70m for low cost housing development in 2017.

➡ We will commence development of 2 800 high density stands in Marondera soon.

➡ We are at an advanced stage of negotiation with the Bulawayo City Council for Mahatshula Project – (670 medium density stands).

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

	DECEMBER 2016 USDm	MARCH 2017 USDm	Y.T.D. %
Total Assets	2 086.6	2 134.0	2.3
Total Deposits	1 777.2	1 809.8	1.8
Total Advances	1 007.2	1 021.3	1.4
FUM	147.6	148.4	0.5
Insurance Assets	4.9	8.3	69.4
Shareholder Funds	283.1	287.4	1.5

COMMENTS

☞ Growing the business, despite difficult market conditions.

☞ Preserving and growing value for shareholders.

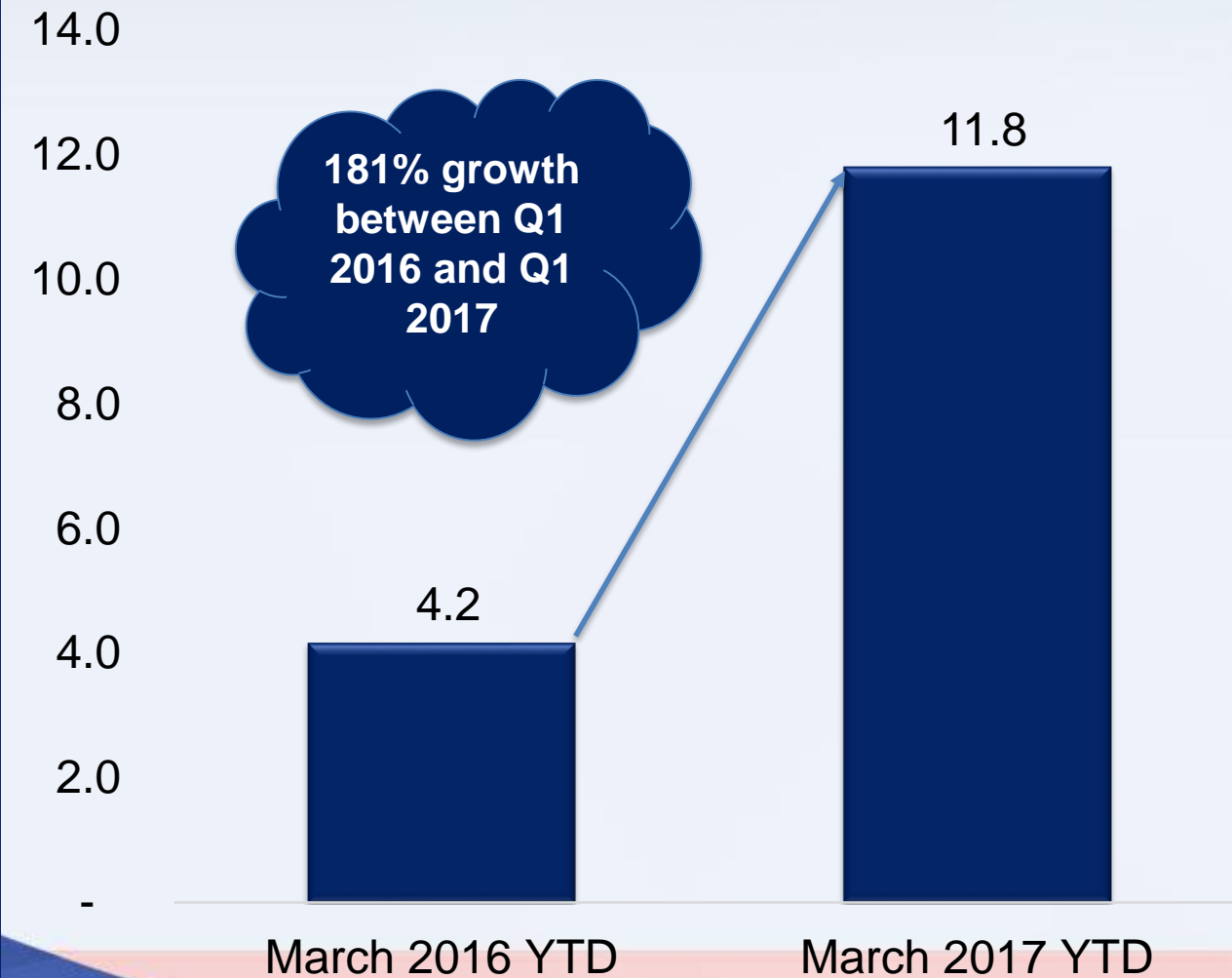
☞ Maintained the 10% growth in dividend.

CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME

	MARCH 2016 USDm	DECEMBER 2016 USDm	MARCH 2017 USDm	Y.O.Y. %	COMMENTS
Total income	35.1	159.0	37.7	7.4	☞ Reduced operating costs by 6% in 2016.
Underwriting Income	2.1	8.3	1.9	(9.5)	☞ Costs contained within budgets in Q1 2017.
Total Expenditure	25.2	110.6	26.0	3.2	☞ Efforts focused on improving operational efficiency and driving transactional income.
Profit After Tax	4.9	23.8	5.5	12.2	

THE BUSINESS IN NUMBERS

No. of transactions (mln)

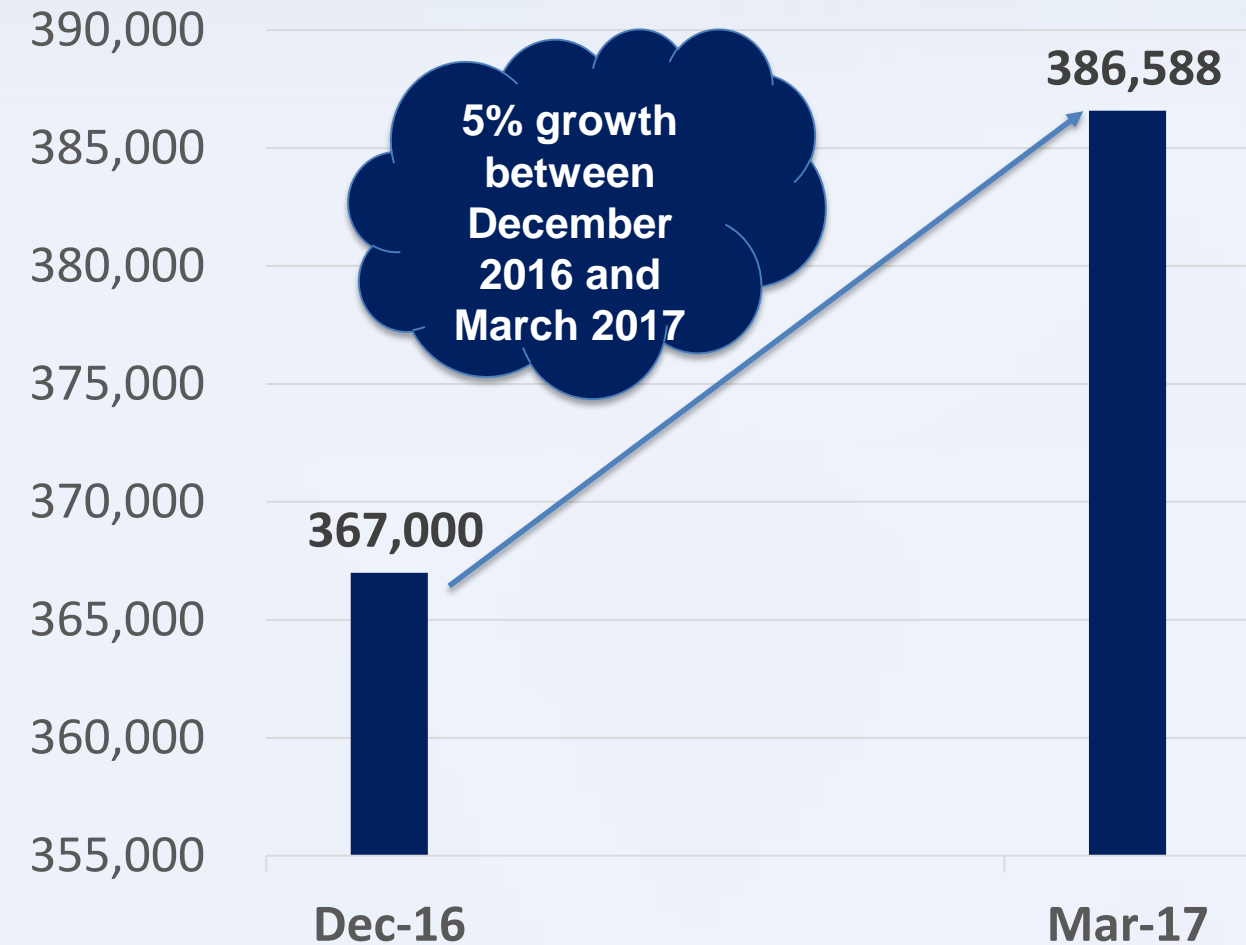


Value of transactions (US\$bIn)

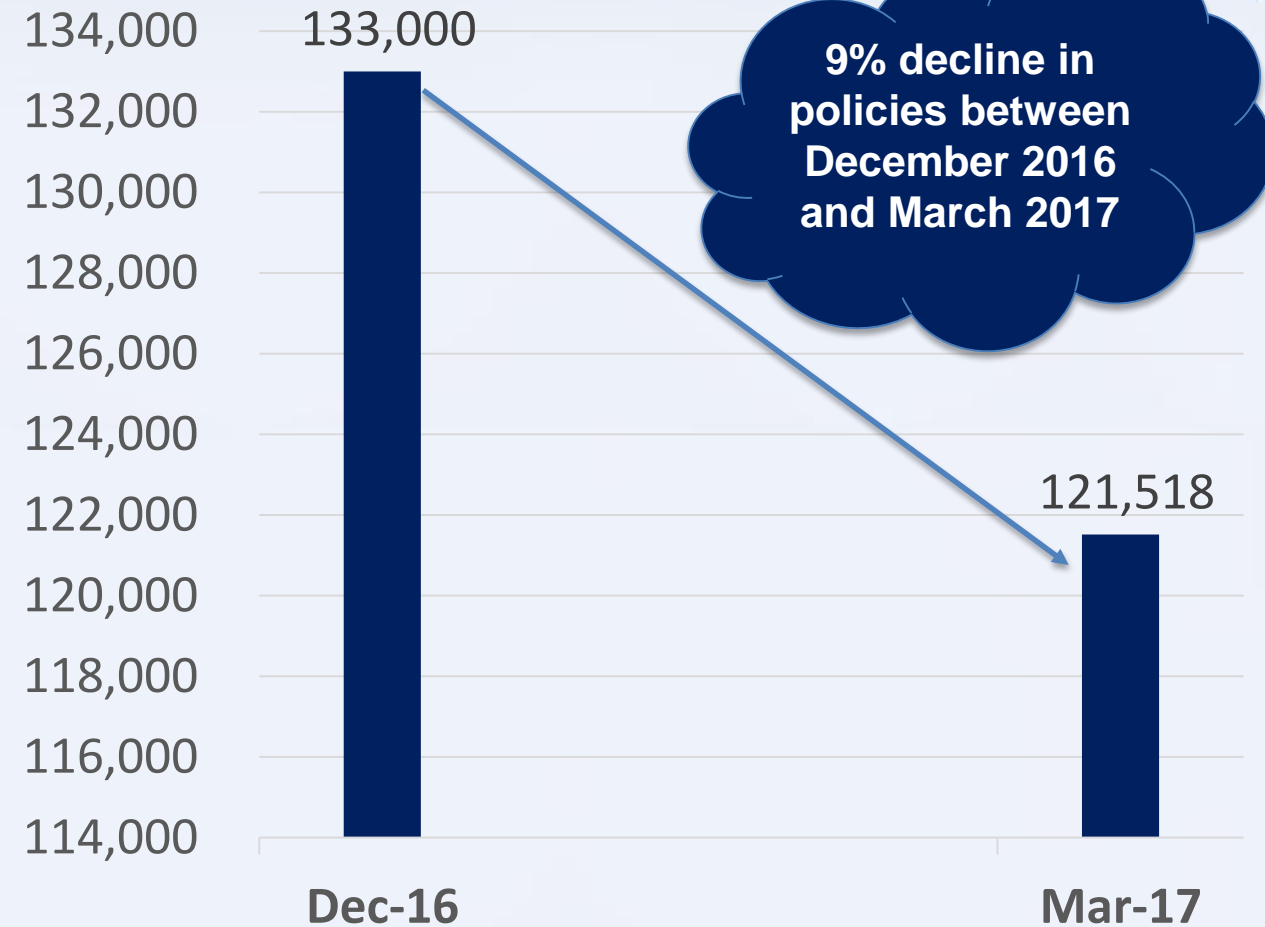


THE BUSINESS IN NUMBERS

NUMBER OF BANK ACCOUNTS



POLICY COUNT



INVESTMENT IN ICT

- ➡ Enhanced our ICT systems & platforms.
 - ➡ Invested US\$900k towards commissioning of a new state of the art Data Center.
 - ➡ New platform offers increased data security for our customers, proactive management of ICT risks and ability to process huge volumes of transactions.

STRATEGIC ROADMAP

- 
-  Global reach
 -  Strategic alliances, partnerships and integration.
 -  Technology driven solutions.
 -  Innovation.
 -  Portfolio & earnings diversification.
 -  Liquidity management.
 -  Cost management.



ATMs
Banking Hall
DATVEST
Insurance
Services
Wealth
Management

WEALTH MANAGEMENT CENTRE

