

2024



CRDB BANK PLC

Connecting Africa & Beyond

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TANZANIA BANKING SECTOR OVERVIEW

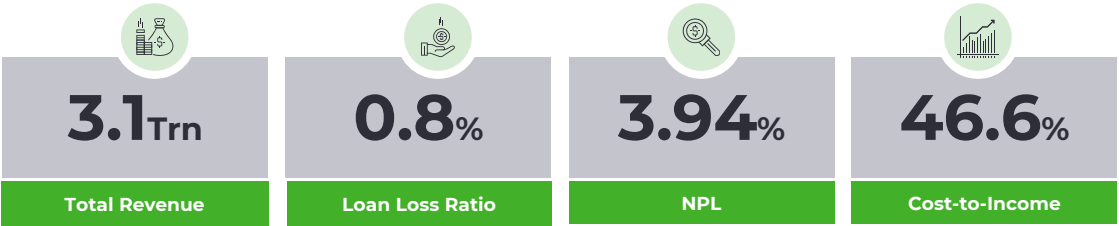
Tanzania banking sector – Industry Overview

| |
|-------------------------|
| 34 |
| Commercial banks |
| 5 |
| Community banks |
| 3 |
| Microfinance banks |
| 2 |
| Development banks |
| 20 |
| NBFIs |
| 1,307 |
| Non-deposit taking MFIs |
| 810 |
| SACCOS |
| 42,257 |
| Community MFIs |

Despite short-term internal and external shocks, the sector maintained stability and resilience, anchored by a stable macroeconomic environment

Key highlights

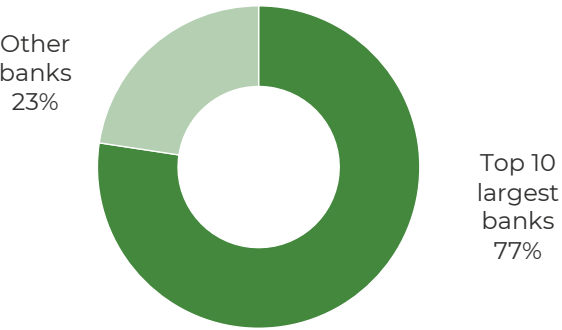
- The banking sector in Tanzania, comprising mainly the Commercial Banks, Development Banks and Microfinance Banks, **accounts for over 70%** of the financial services sector
- The sector is largely **dominated by the largest 2 Commercial Banks**, with CRDB Bank controlling a significant share of the sector’s assets, customer deposits, loans and advances to customers
- The sector has remained stable, maintaining its resilience through Global Shocks.
- Measured by total assets, the banking sector is valued at **TZS 50.4tn (US\$19.7bn)**
- Client loan and deposits are estimated at **TZS32tn (US\$12.5bn)** and **TZS35.8tn (US\$14.0bn)**



Key Figures (TSH)



Market share (total assets)

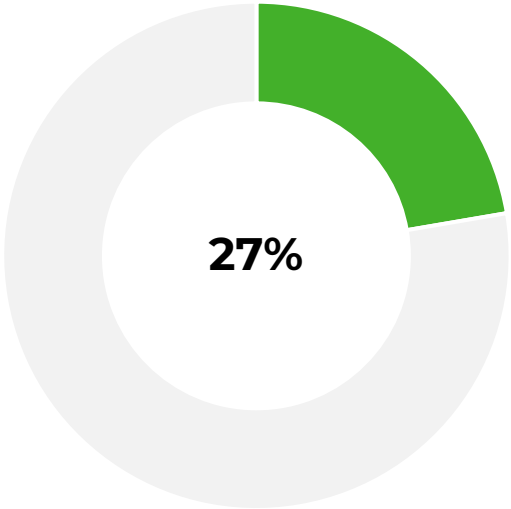


Source: Bank of Tanzania; Bank Published Financials, Q2 2024

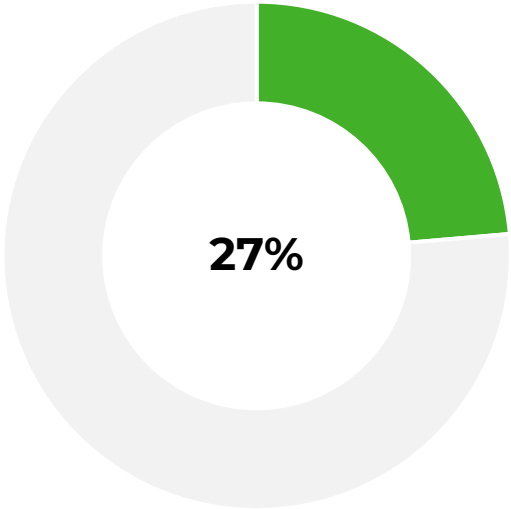
CRDB Maintains a Strong Market Position

Key Highlights – June 2024

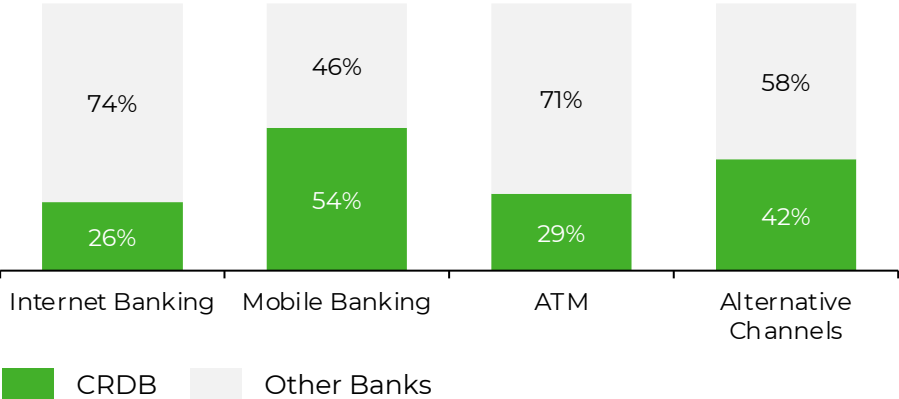
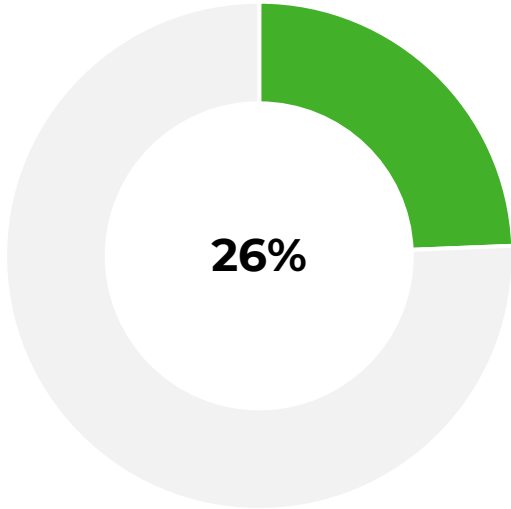
Total assets



Loans, advances and overdrafts



Customer deposits



- **Strategy execution trending positively:** Our substantial shares in total assets (27%), loans and advances (27%), and customer deposits (26%) underscore our commitment to financial stability, support, and customer trust within the banking landscape.
- Strong digital channels deepening digital inclusion: CRDB maintains a leading **54% market share in volume of mobile banking transactions**, reflecting our successful outreach to the Tanzanian population.
- **Across all alternative channels, CRDB holds a solid 42% market share in terms of volume of transactions**, demonstrating our commitment to delivering diverse and accessible financial services across the entire country.

Source: Bank of Tanzania, Financial Sector Supervision Reports, CRDB Annual and Quarterly Reports

Source: Bank of Tanzania (2022); Banks Published Financials as at June 2024

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About CRDB Bank Plc

We are your Partner of Choice

People & Partnerships are at the center of our EVOLVE strategy...



**OUR
PURPOSE**

**Improve Livelihoods & Deliver
sustainable Impact**



**OUR
VALUES**

**Deliver
Impact**

**Learn
Continuously**

**Behave
Responsibly**

**Achieve
Together**

EVOLVE



Overview of CRDB: Our Strong Purpose Drives Positive Impact

We are the largest integrated financial services provider in Tanzania, with presence across markets in East Africa. We play a key role in our markets, supporting economies to unlock sustainable social-economic value for the stakeholders we serve.

Transforming lives through financial services



Listed on the Dar es Salaam Stock Exchange
Total Market Cap: \$500+ Million



Pioneering Climate Financing in Tanzania
Largest Issuance in Sub-Saharan Africa

Regional presence in markets with solid prospects



Note: CRDB is No.1 in Tanzania and Top 3 in Burundi in terms of balance sheet size.

Globally Recognized



1st Green Climate Fund (GCF) Accredited Entity
in Eastern & Central Africa



Solid Credit Rating:
B1, stable outlook

Driving financial inclusion & social impact through Subsidiaries



Multi-award Winning

31 Awards in 2023

Affirming CRDB as Best Bank in Tanzania



Best Banker – Tanzania Global Finance (2023)



Best SME Bank – Tanzania Global Finance (2023)



Best SME Bank – Tanzania Euromoney Awards (2023)



Best Bank in Tanzania Euromoney Awards for Excellence (2022)

Solid Capabilities to Drive Differentiated Experience and Growth

Our purpose is firmly rooted on transform lives through financial sector innovation, intuitive action, and sustainable business

Financial Capabilities

TZS 1.9t (USD +702m)
Total Capital

TZS 15t (USD +5.5bn)
Balance Sheet

Customer base



+5.0
Million Customers

Our human capital

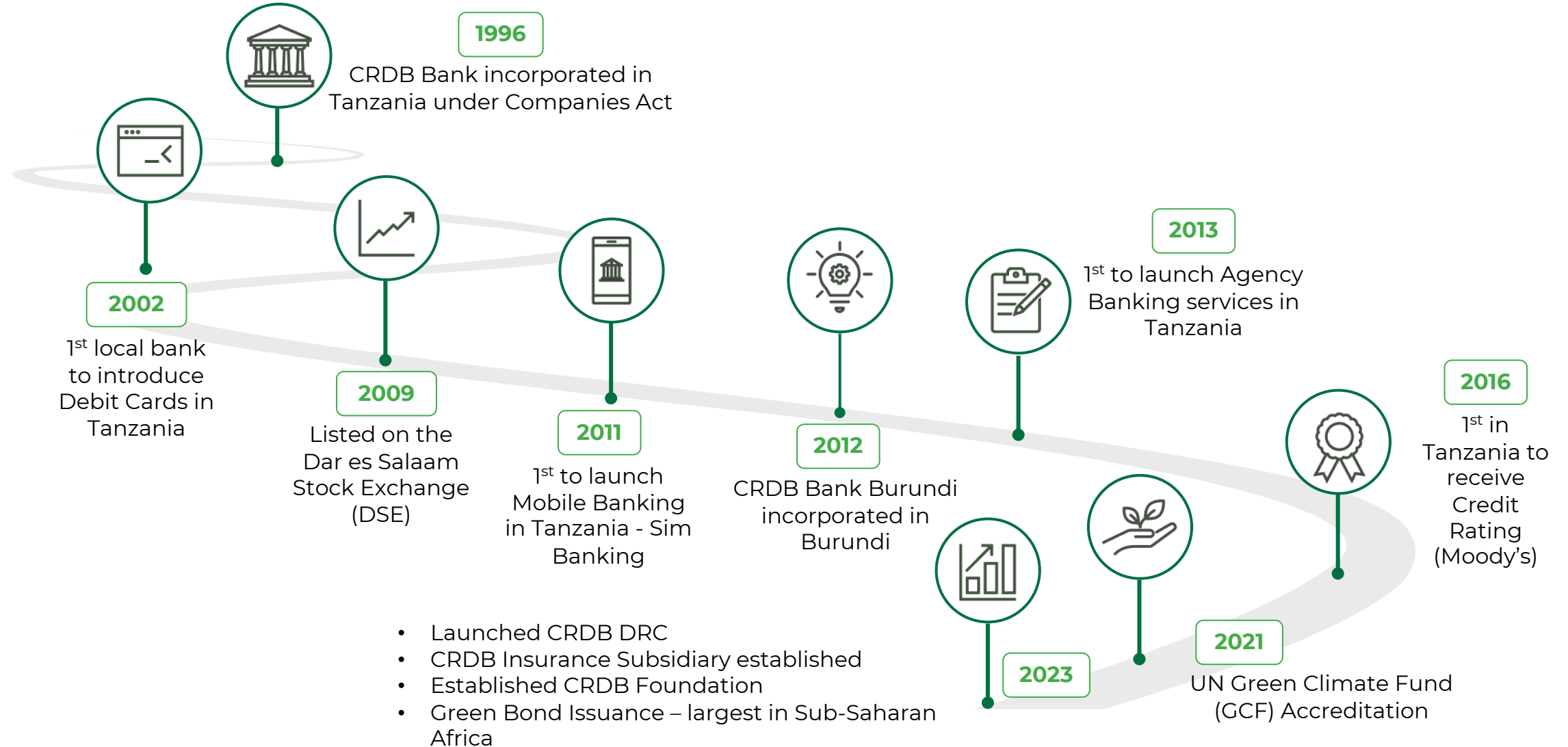


Delivery Channels



Our History of Significant Transformation

From our humble beginnings → transformed into a leading bank in the region → pioneering innovative solutions for our clients and stakeholders in the markets in which we operate.



Our Business Operations & Investments Catalyse East Africa's Growth

An inclusive bank with a strong base to be a catalyst for facilitating growth and economic development across the Eastern African region

Subsidiaries

- **CRDB Bank Burundi – 100%**
- **CRDB Bank DR Congo – 55%**
- **CRDB Insurance – 100%**
- **CRDB Bank Foundation – 100%**

CRDB Bank Plc.



Strategic Investments



KCBL

TACOBA

TMRC

DSE

Our Competitive Advantages Consistently Set us Apart

CRDB is at the forefront of addressing ever-evolving customer needs

We are innovative and adapt to ever-evolving customer needs



Strong Financial Track Record & World Class Governance



We believe in partnerships to propel our growth



Impressive Track Record



Strategic and Structural

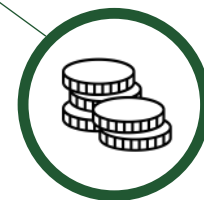
We are the Gateway to Neighbouring Countries



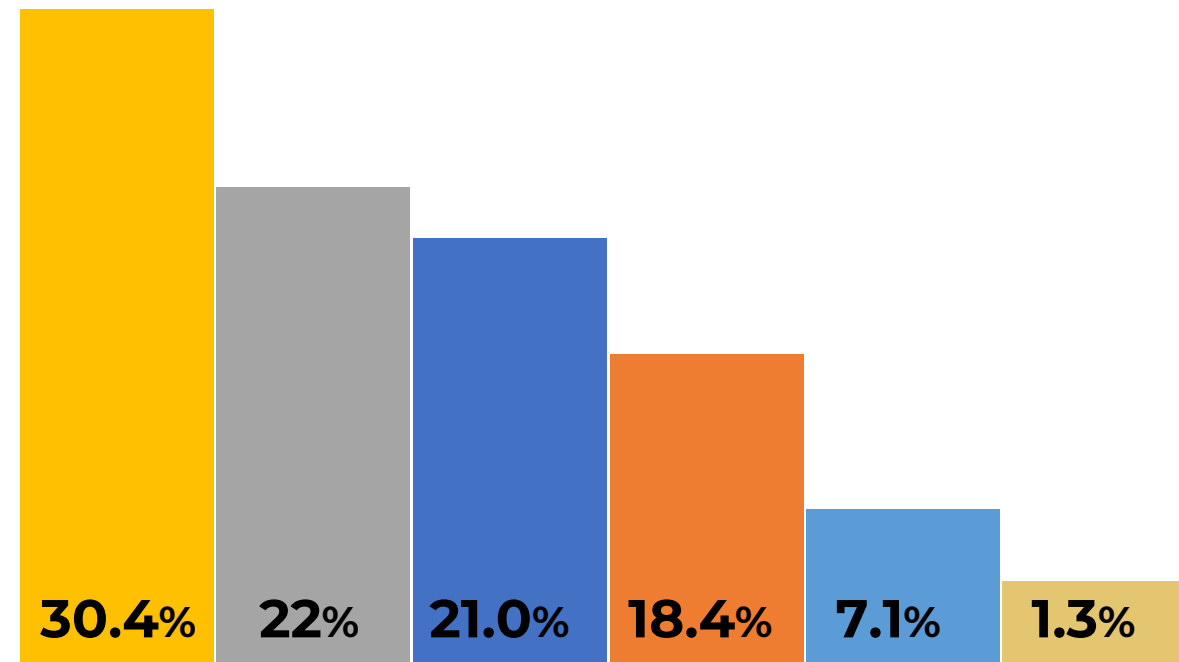
We go beyond banking to offer insurance & community impact programs



We invest in our people to deliver their best.



Our Shareholding Structure Remains Stable & Well Diversified



- Local Individual Investors
- Foreign/International Investors
- Danida Investment Fund
- Government Institutions
- Local Private Institutions
- Cooperative Unions

We are Proud of our Strong Governance Foundations

Board Members



- 12 Board Members
- 83% Tanzanians
- 17% Women

18+
Years
Experience

(Per member)

Executive Leadership



- 20 executives (including subsidiaries' management)
- Strong diversity - by age, professional experience

16+
Years
Industry

Experience

(Per member)

Board Committees



- Executive Committee
- Audit
- Risk
- Credit
- Governance & Human ResourceS



Chairman
Dr. Ally Laay



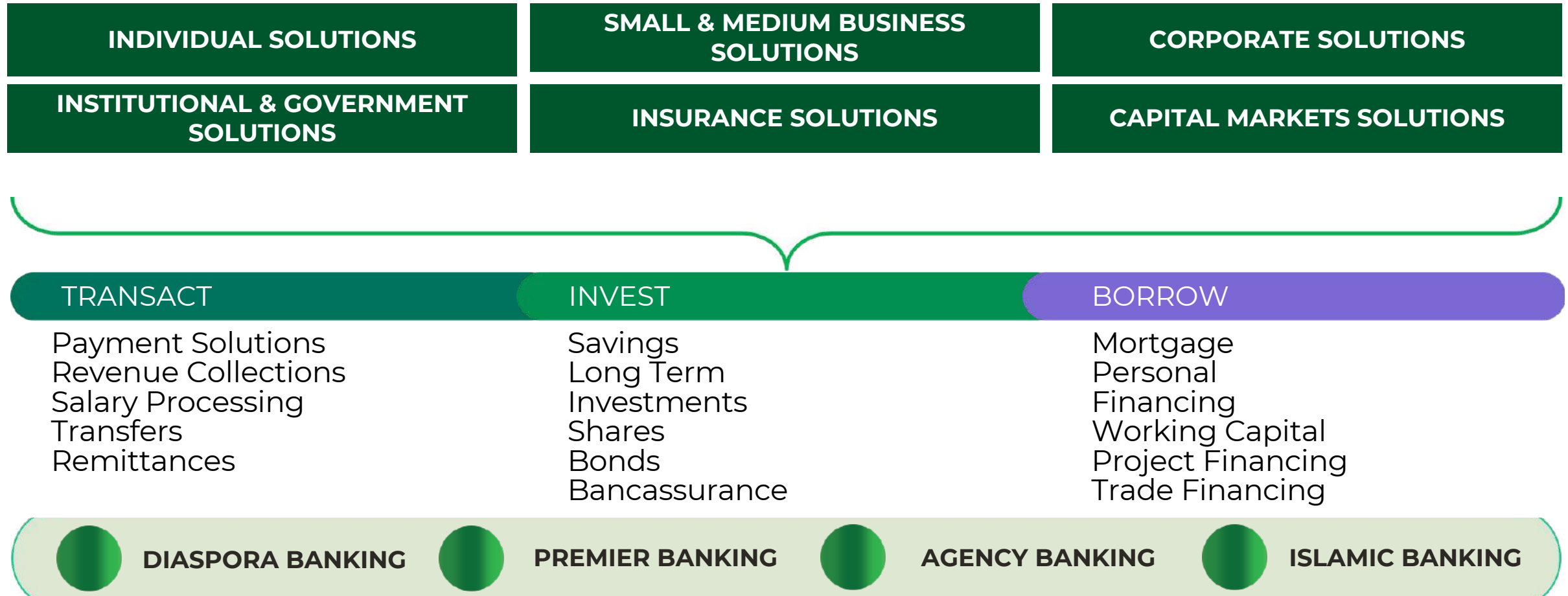
Vice Chair
Prof. Neema Mori



Group CEO & MD
Abdulmajid Nsekela

We Serve the Needs of Entire Value Chains

Our business model enables us to respond to a dynamic environment, competing stakeholders' expectations, emerging trends, and regulatory changes



We Power Economic Transformation in our Markets



Large Infrastructure Financing

- Julius Nyerere Hydro Power Project, 2019
- Standard Gauge Railway, 2018
- Rural Electrification Agency, 2019
- Julius Nyerere Airport Terminal 3, 2015
- TANROADS & TARURA Contractors



Sector-based Financing

- Hotels & Tourism
- Construction e.g. National Housing Corporation, 2015
- Oil & Gas Marketing Cos.
- Health & Pharmaceutical
- General Trading
- Tech & Communications
- Trade Facilitation & Finance



Agriculture & Climate Financing

- Strategic crops: cotton, sugar, cashew nuts, coffee, tea and sisal
- Financial solutions for Cooperative Unions
- Aquaculture projects
- \$200m Tanzania Agriculture Climate Adaptation Technology Deployment Programme (TACATDP)

Our Business is Powered by World Class Technology & Operations



Technological capabilities

- Tier 3 data center and colocation disaster recovery site
- Adopted digital-transformation-enabling systems
- Upgraded and harmonized critical infrastructure
- Enhanced system security & data protection



Seamless digital solutions

- Digital customer onboarding
- Consumer and business loan process automation
- Integrations with critical payment ecosystems
- Digital Insurance proposition



Operational excellence

- Enhanced process reengineering and automation
- Aligned and optimized resources
- Embedded sales culture in operations
- Developed frameworks to enhance collaboration and drive operational effectiveness



Strategic Partners

1

Building funding capabilities

2

Powering payment solutions

3

Cross border Expansion

4

Enabling economic inclusion

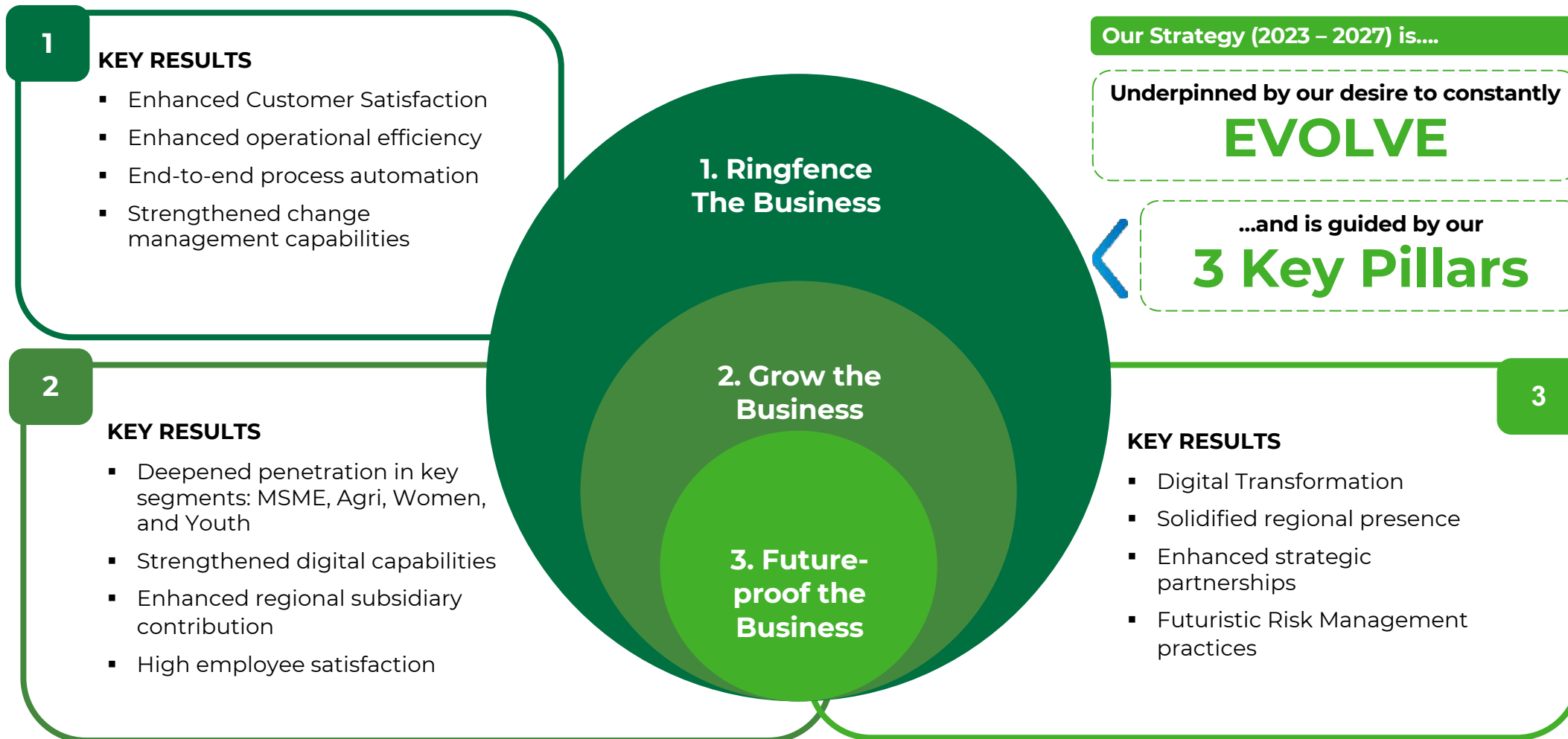
5

Confirming Banks

4

Strategy & Performance

Our Vision: Transform lives and develop economies to their fullest potential



PEOPLE | PLANET | PROSPERITY | PARTNERSHIPS

Our Expansion Aspiration

CRDB Bank plc. currently operates in **3 African countries**: Tanzania, Burundi, and the Democratic Republic of Congo, we aspire to expand to more markets, to move our services closer to customers.



The United Republic of Tanzania

The bank currently covers all districts in Tanzania and offers a range of financial solutions through Branches, Agents & Mobile Banking. Two of the bank's subsidiaries – **CRDB Foundation** and **CRDB Insurance Company** are also based in Tanzania and mainly operate in the country.



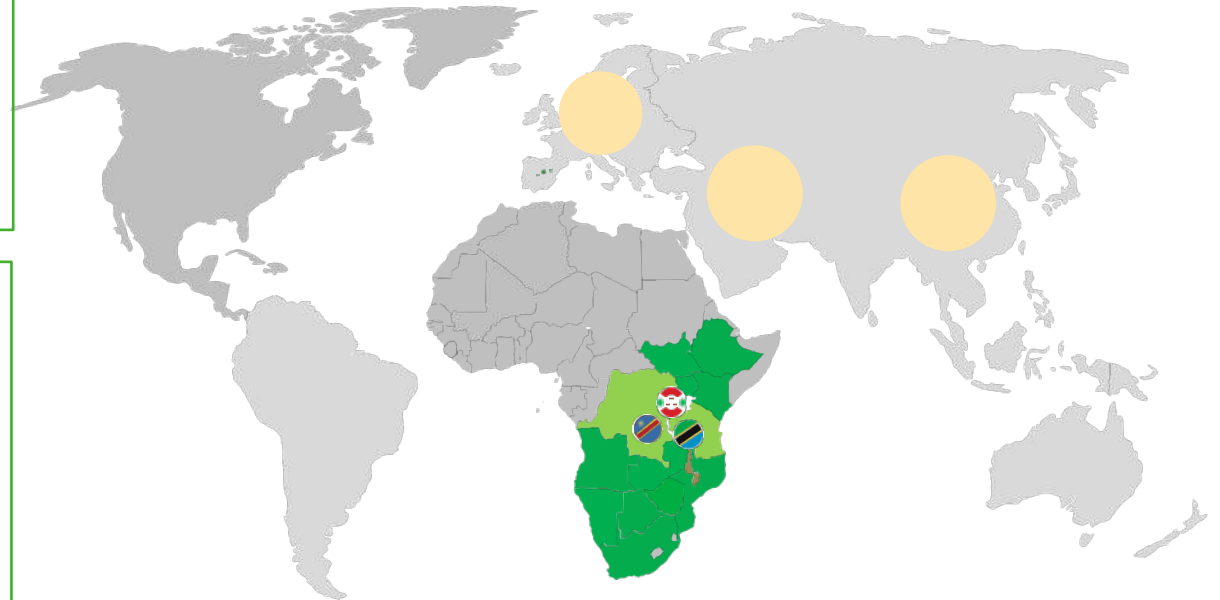
The Republic of Burundi

CRDB Burundi Subsidiary was established in 2012 and the bank has achieved major milestones since its launch. CRDB operates in the country through a network of branches, banking agents and mobile banking. The subsidiary serves all walks of customers, from individuals and businesses to public institutions.



The Democratic Republic of Congo

CRDB Bank received a license to operate in DRC in 2023 and operations commenced in Lubumbashi in July '23.

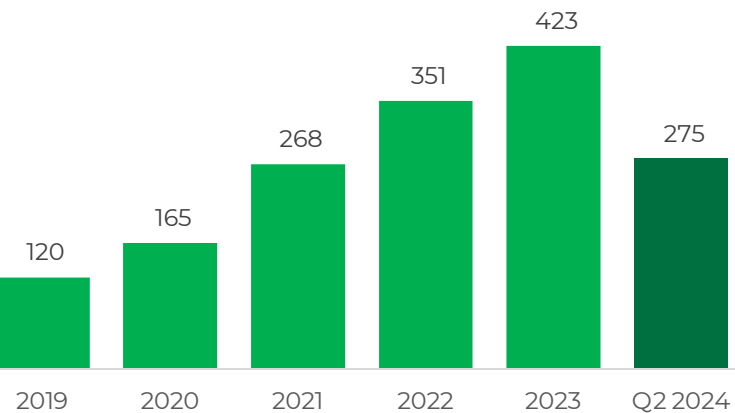


- Our presence
- Future ventures

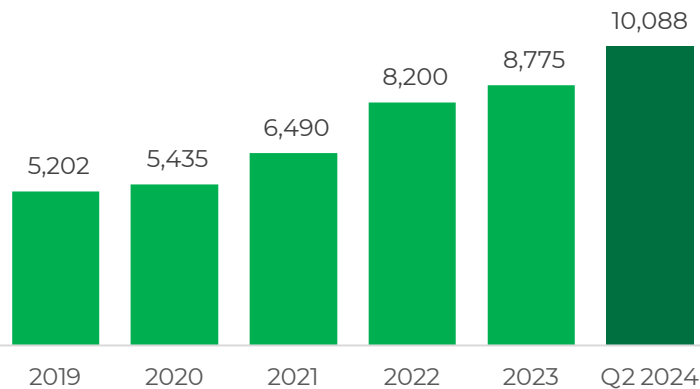
Profitable Path: CRDB's Five-Year Growth Trajectory

The Group has continued to perform well, pivoting on sound **investment decisions** and **sustained innovation**

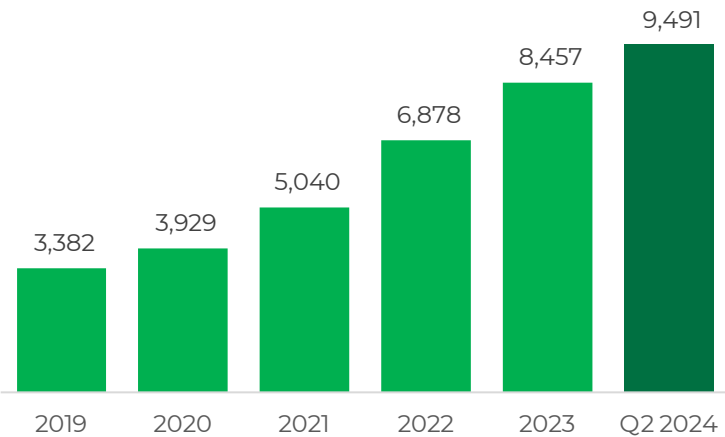
Profit After Tax (TZS'bn)



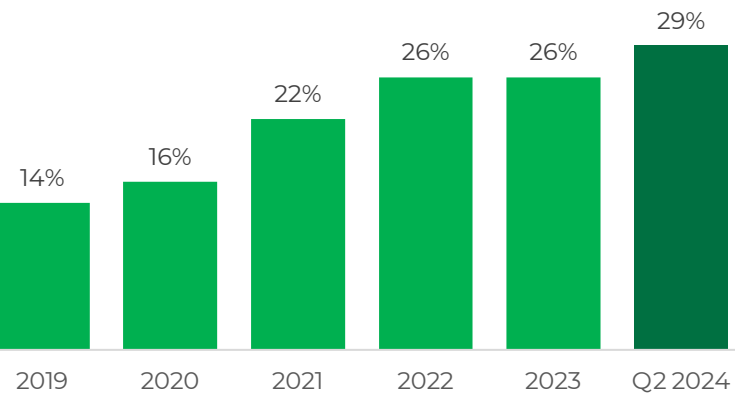
Deposits (TZS'bn)



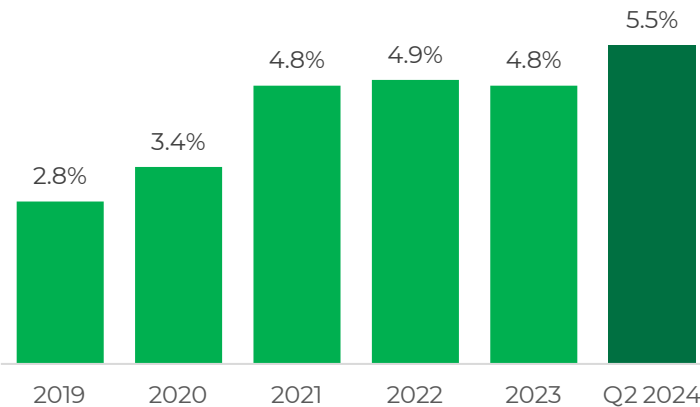
Loans and Advances (TZS'bn)



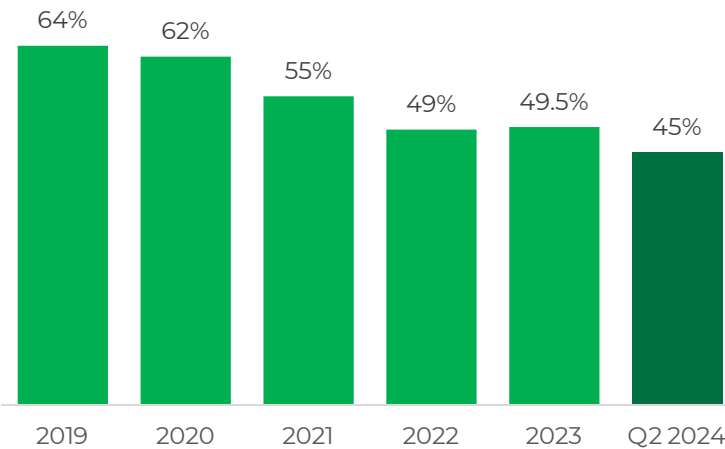
Return on Equity



Return on Assets



Cost to Income Ratio



Source: CRDB Bank Plc, Group Published Financials

5

Sustainability Focus

Championing Sustainability

Since our inception, we have believed in the importance of championing sustainability. Building on our strong heritage, we have continued to play a key role in ensuring the sustainability of our economies and the broader society, undertaking all our sustainability initiatives with a strong sense of social and environmental responsibility and stewardship

Environmental



 **136 Cubic Meters**

of landfill space saved for other potential projects under our solid waste management program

 **27,824 Kgs**

Total amount of solid waste recycled since June 2001

Social



 **USD 3.6m**

Allocated towards supporting impact-led initiatives in health, environment, education, women, and youth (over past five years)

 **15,000 Women**

Formally trained in entrepreneurship & financial skills in 2022 under the Malkia account

Governance



 **Transparency**

Our integrated reporting framework offers maximum transparency to shareholders and the public

 **ESG integration**

We have embedded ESG principles into our credit processes and operations.



Industry Pioneer in Climate Finance



Lasting impact in the communities we operate



World-class governance

Fostering Financial Inclusion

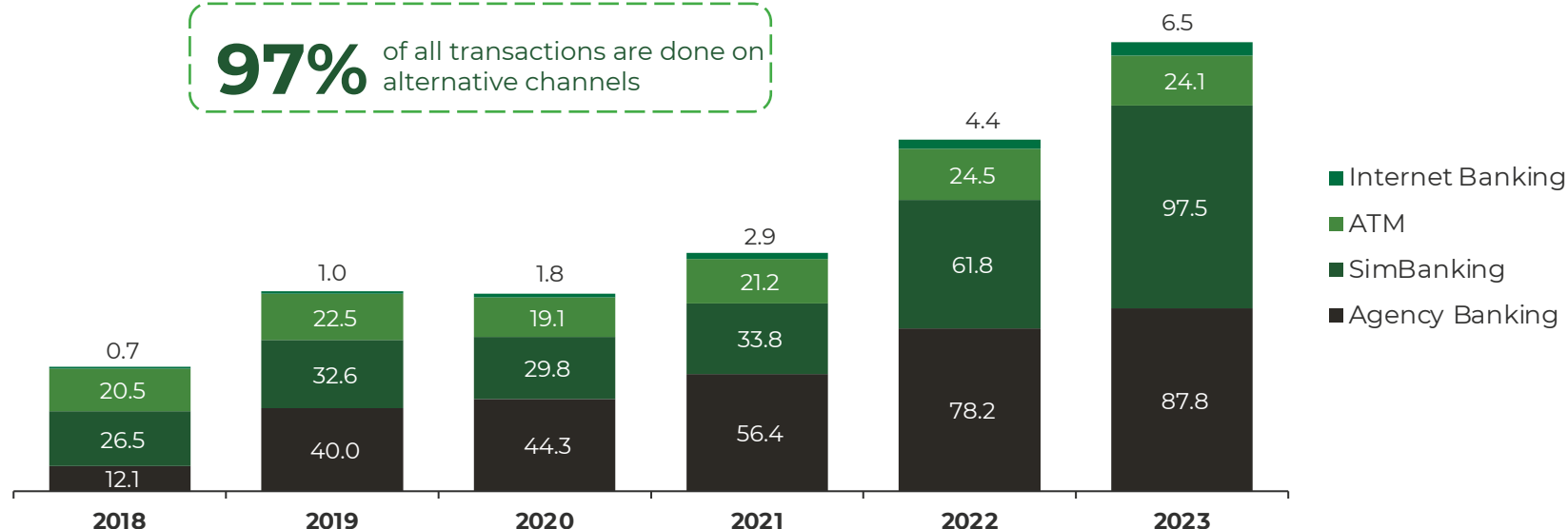


- CRDB remains committed to advancing initiatives to improve access to financial services in its target markets.
- We have embraced a broad concept of financial inclusion, with a focus on increasing access to guarantee the quality and the practical use of financial products and services, such as credit, insurance, payments, remittances, and savings.
- We leverage technology to deliver financial services, ensuring wide accessibility for our stakeholders.



Transaction Volume on Alternative Channels (in millions)

97% of all transactions are done on alternative channels



Empowering Climate Resilient Agriculture

Supporting the Growth and Development of Agriculture Sector



Large & Small Scale Farming



Agriculture Technology



Inputs & Asset Financing

Our approach

- ✓ Specialized solutions
- ✓ Value chain financing
- ✓ Payment integrations
- ✓ Market linkages

> 45%

CRDB'S Agri portfolio contributes 45% of industry credit extended to the sector.

Augmenting Climate Efforts: Tanzania Agriculture Technology Adaptation Programme

- CRDB is the first commercial bank in Africa to have a full Funding Proposal approved by the **Green Climate Fund (2021)**: for a **total funding value of USD200 million** (GCF USD100 million and CRDB co-financing USD100 million).
- Using GCF's concessional resources, CRDB will launch three new financial products to support local agribusiness:
 - ✓ a dedicated credit line **for climate adaptation technologies** and practices,
 - ✓ **a credit guarantee facility** to expand access to new borrowers, and
 - ✓ **a weather-indexed insurance product** to help protect against losses from climate-related events.
- This program aims to **reach more than 6.1 million** direct and indirect beneficiaries through the transformation of the country's climate financing processes to improve access to affordable climate adaptation technologies in the agriculture sector.

Committed towards Driving an Inclusive Workforce



2022

38%

Women in
Leadership positions

Driving Gender Balance in Leadership

Our Ambition



2025

45%

Women in
Leadership positions

Key Initiatives

- CRDB remains committed towards ensuring an environment of inclusion and organizational equity by leveraging diversity in the workplace.
- CRDB continues to focus on key initiatives geared towards ensuring an appropriate mix of skills, competencies, and diversity in senior leadership positions.



| She is Ready to Lead | Female Future Program | Other Key Initiatives |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">▪ The Bank aims to reach 200 women employees who demonstrate strong leadership potential for the accelerator program▪ A total of 68 women employees graduated from the program (as of end of September 2022) | <ul style="list-style-type: none">▪ 11 candidates attended modules 3 & 4 of the program (2022) | <ul style="list-style-type: none">▪ In partnership with the University of Dar es Salaam Business School (UDBS), 15 employees attended the Women Leading Change program. |

1

Financed SME
businesses with
loans valued at
USD300m

2

Financed small
entrepreneurs
with micro-loans
valued at
USD59m



3

Provided
USD1.2b in
personal loans to
private and
public
employees

4

Supported job
creation
through our
network of
+20,000 Bank
agents



Empowering Special Groups



Dedicated Women's Proposition



Empowerment Program for Youth, Women, SMEs



Tailored solutions for youth and students

~ **USD2m allocated towards women and youth** empowerment initiatives through Imbeju Program (2022)

Women

- Tailored products i.e., malkia account
- Affordable financing
- Dedicated support programs i.e., Imbeju
- Exposure programs

Youth

- Entrepreneurship programs i.e., Imbeju
- Tailored products
- Affordable financing
- Accelerator programs

Youth and Students

- Tailored accounts i.e., Junior Jumbo, Scholar
- Affordable student loans i.e., boom advance
- Career fares
- Internships and Graduate programs

Financial inclusion through Sharia principles

- ✓ New offerings
- ✓ Available in all branches
- ✓ Accessible for all segments
- Al Barakah Banking has already made significant contributions to salaried employees, the educational sector, the health sector, and many micro, small, and medium enterprises (MSMEs).
- In 2022, CRDB Al Barakah Banking services managed to achieve solid penetration with more than 34,000 customers
- Achieved **USD 31.6 million in financing** (USD 25 million on balance and USD 6.5 million off balance), and a growing stable deposit base of USD 13.3 million)
- Al Barakah financed about **USD0.6m** to salaried employees, **USD0.13m** to the educational sector, **USD0.09m** to the health sector, and roughly **USD0.17m** to MSMEs.

AL - Barakah
BANKING



6

Next Steps

Partner with Us

1

Capitalize on funding opportunities to grow investment in strategic projects.

2

Partnership for cross border opportunities.

3

Collaborate to support social causes & community development.

4

Implementation of dedicated programs for key segments i.e. youth, women, Agribusiness & MSMEs.

5

Capacity building in emerging technologies, data management, sustainability, green, social, and climate programs.

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The bank that listens

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