



Investors Briefing

FY'24 Results Presentation



Our Reason for Existence...

...to make valuable contribution to the economic prosperity of the countries we operate and build capabilities for sustainable future...



Our Purpose

Improve livelihoods and deliver sustainable Impact”...



Our Vision

Transform lives and develop economies to their fullest potential”...



Our Mission

Provide disruptive financial solutions to unlock social-economic value for our stakeholders”...



Embracing our legacy...



Transforming Lives



“Navigating people’s path to prosperity.”

Empowering Business And sectors

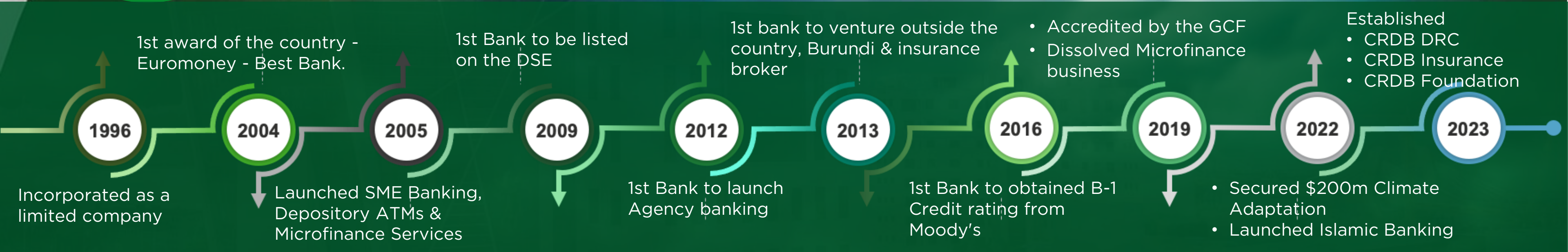


“Catalyzing Innovation to drive change and Success.”

Supporting Economic Growth



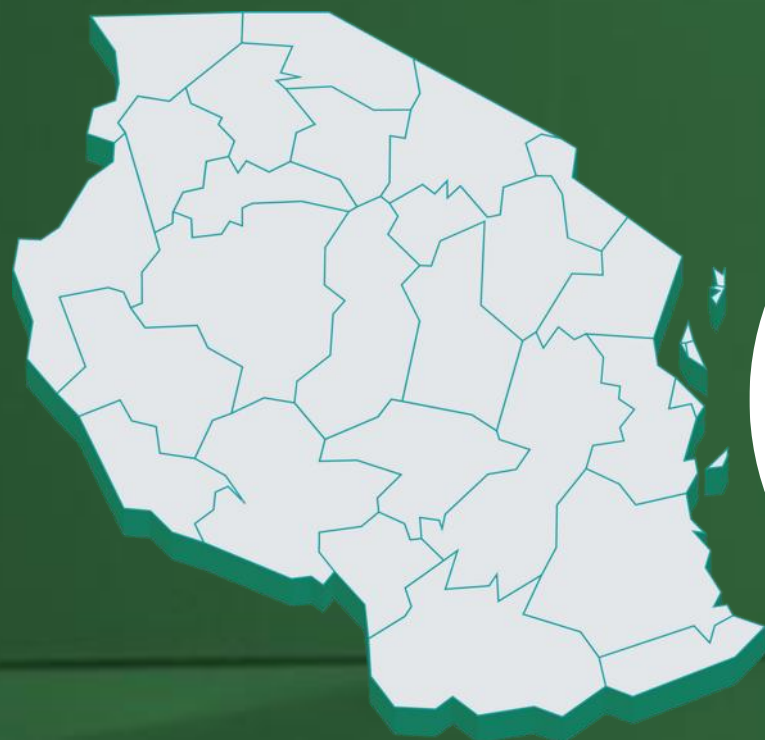
“Cultivating partnership to unleash the potential of economic ecosystem.”



Our Credibility

We are the largest integrated financial services provider, aiming to improve livelihoods and developing economies to unlock sustainable social-economic value for our stakeholders

OUR BUSINESSES



WE ARE THE BANK THAT **LISTENS**



243
Branches



684
ATM



4,708
Merchants



9
Mobile
Branches



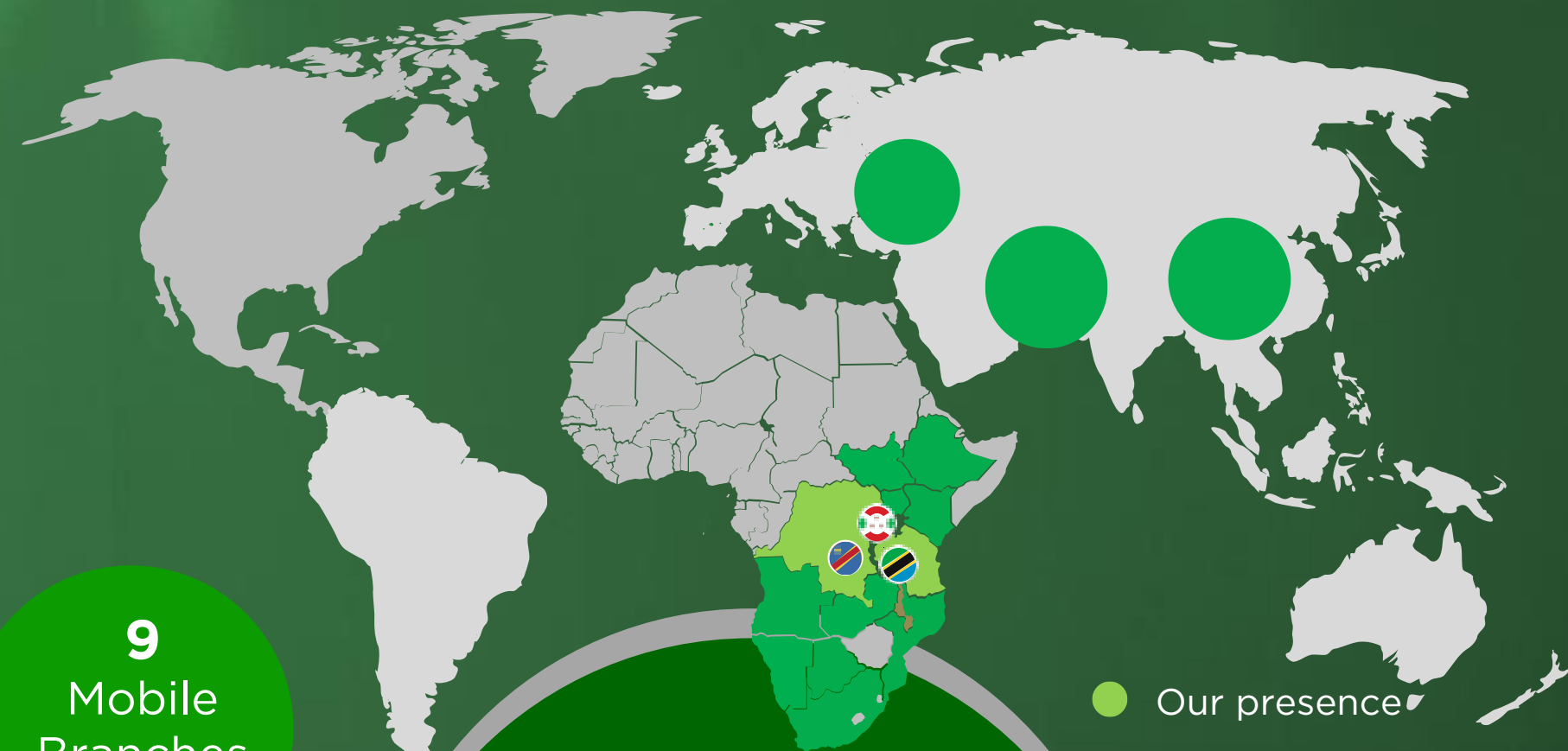
36,556
Agents



**Robust Online
Banking
Platforms**



OUR OPERATIONS IN AFRICA & BEYOND



- Our presence
- Future ventures (Africa and Beyond)

Our Unique Capabilities...

Our Strength



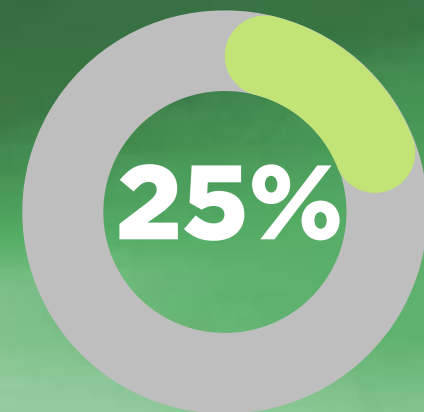
Our Human Capital



45% **55%**

4,000 diversified and talented employees

Our Market Share



Our Business Model

Individual	MSMEs	Corporate
Government	Institutions	Groups
Securities	Insurance	Capital Market

Transact	Borrow	Invest	
<ul style="list-style-type: none"> • Payment • Revenue • Salary • Processing • Transfers • Remittances 	<ul style="list-style-type: none"> • Savings • Long Term Investments • Shares & Bonds • Insurance 	<ul style="list-style-type: none"> • Mortgage • Personal Financing • Working Capital • Project Financing • Trade Financing 	
Diaspora Banking	Private Banking	Agency Banking	Islamic Banking



Our Strategy...

Our strategic vision is firmly focused on safeguarding the success of our current businesses, and we are committed to pioneering innovative new growth engines to ensure our continued relevance and leadership in tomorrow's competitive landscape.



Ringfence the Business

- Elevate service experience
- Promote operational agility
- Promote ecosystem banking



Grow the Business

- Business diversification
- Partnerships optimization
- Penetrate new markets



Futureproof the Business

- Accelerate digital strength
- Build critical competencies
- Seek sustainable practices
- Prudent financial buffers
- Strengthen cyber security

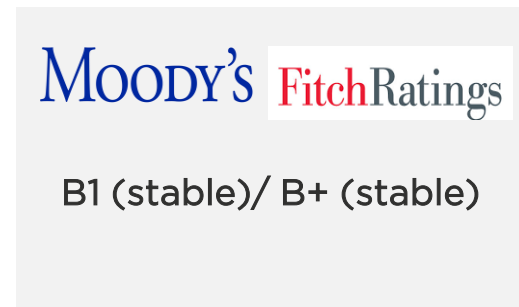
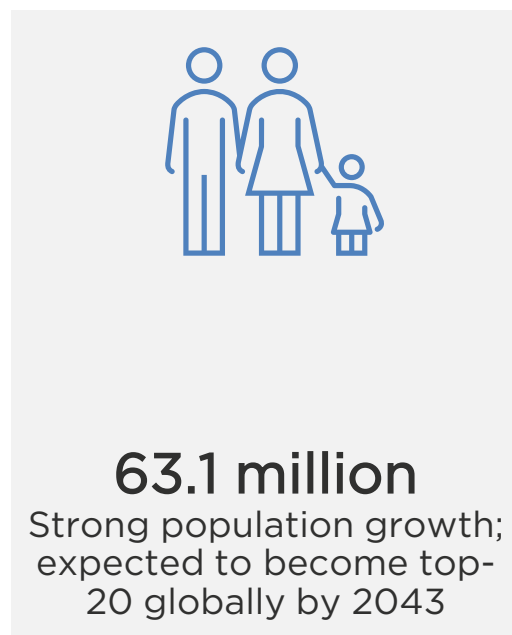
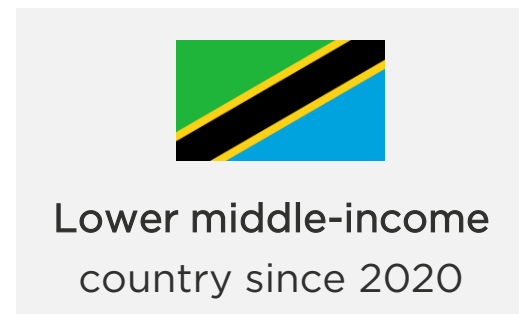
A close-up photograph of a chess knight piece on a chessboard. The knight is positioned on the left side of the frame, facing right. The chessboard has a checkered pattern. A large green overlay covers the middle and bottom portions of the image. The text "Review of Operating Environment" is written in white, bold, sans-serif font on the green background.

Review of Operating Environment

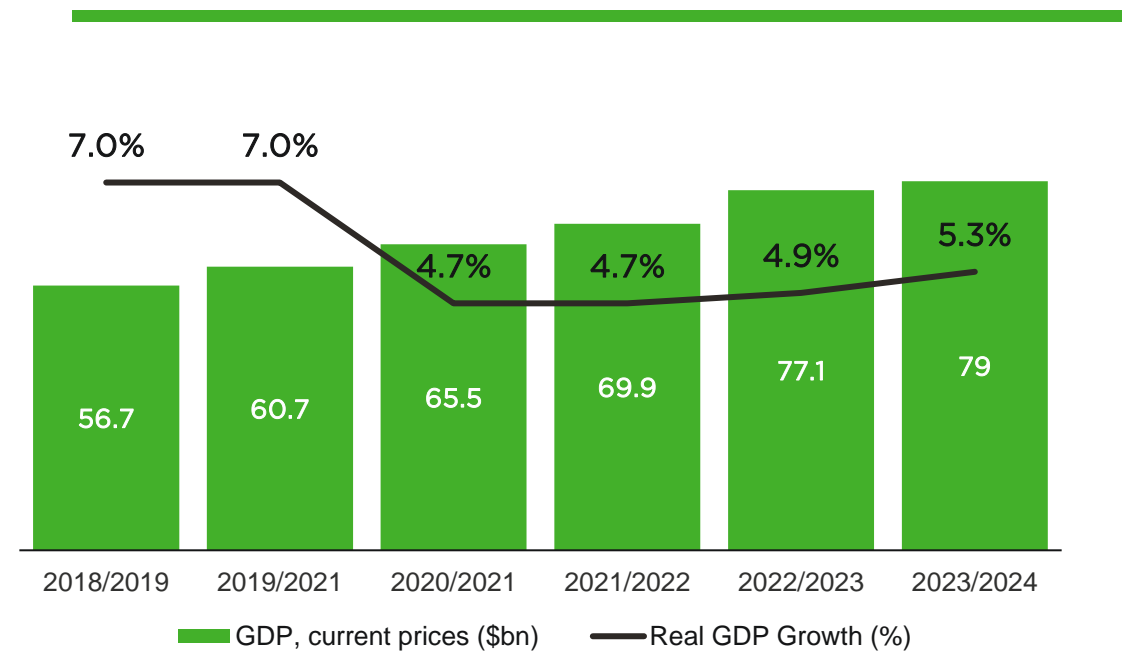
A Macroeconomic Snapshot

Tanzania stands out as one of the most vibrant and rapidly expanding economies in Sub-Saharan Africa. With promising and diverse macroeconomic prospects, the country's future looks bright and inviting.

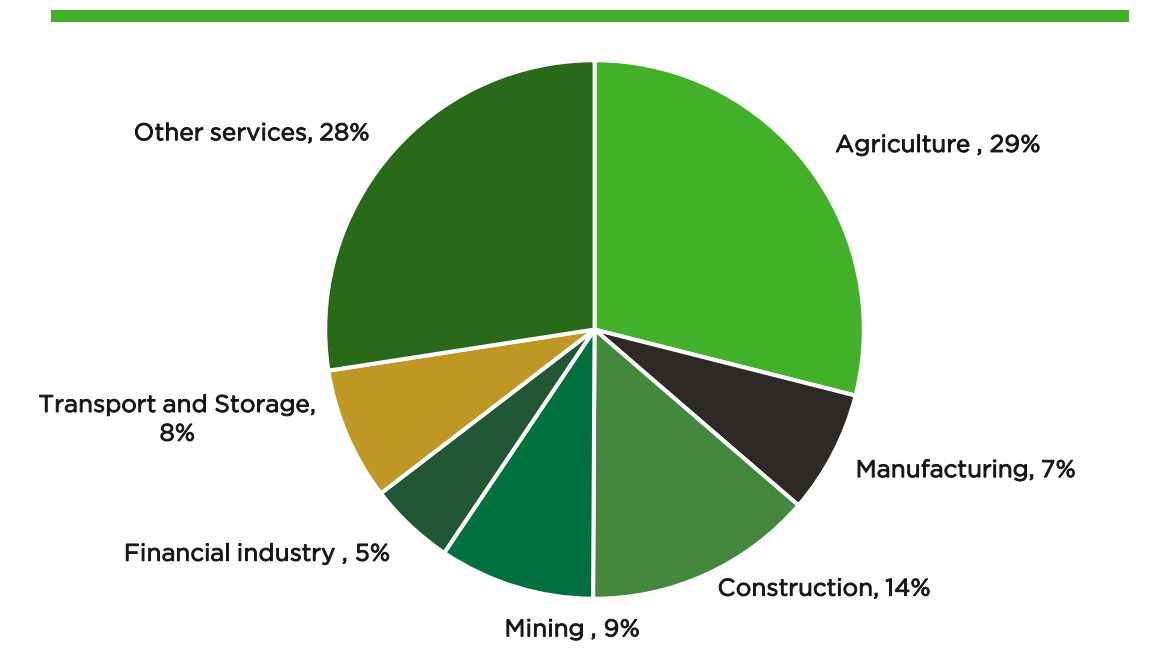
Overview



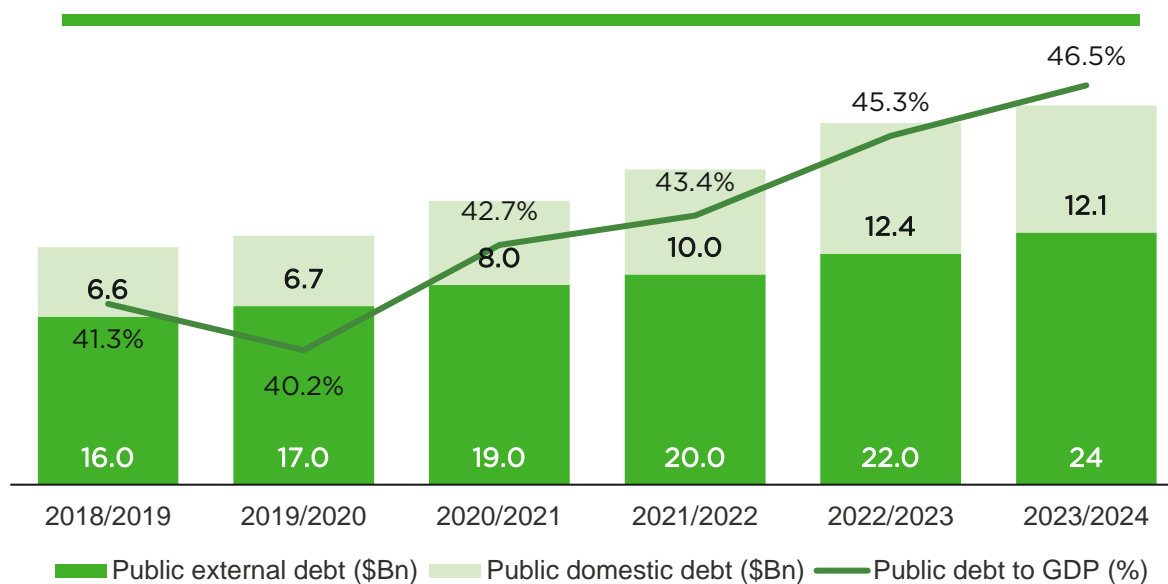
Real GDP and growth



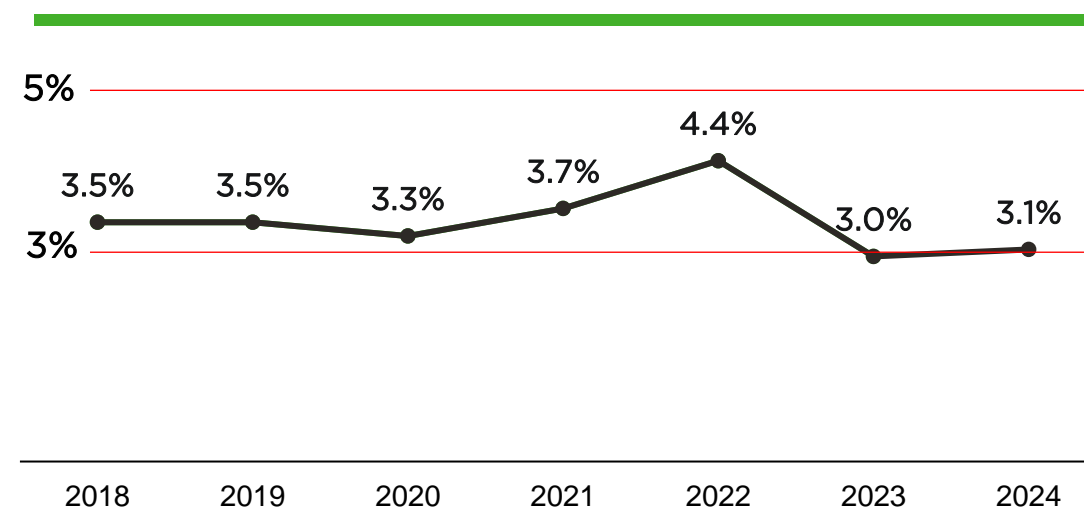
GDP contribution



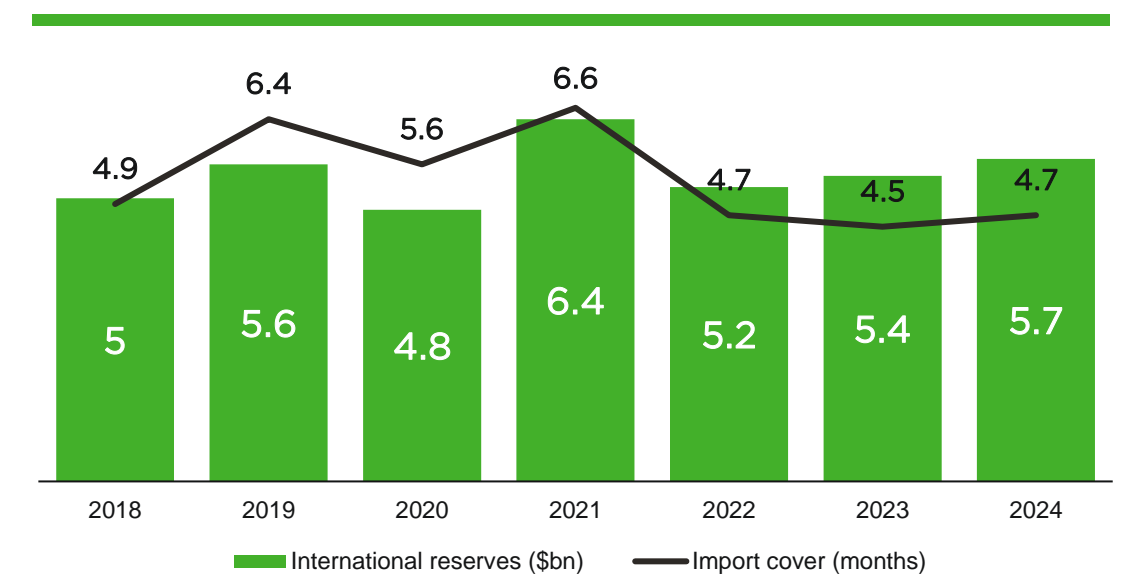
Fiscal performance



Inflation



Foreign exchange reserves





Banking Sector Overview

Tanzania's stable macroeconomic environment has supported the banking sector's stellar performance; with all important variables exhibiting significant improvement compared to the prior year

Sector Performance

- *The Banking sector closed 2024 with the net profit of above TZS 2 Trillion, 36% growth YoY*
- *The Banking demonstrated resilience in 2024, closing the year with an NPL ratio of 5% better than previous years and the best in the region*
- *On the other hand, total sector deposits and loans have also shown a tremendous growth closing Dec 2024 at TZS 42.34 Trillion and TZS 37.38 Trillion respectively*

Regulatory Landscape

- *BOT prohibits using foreign currency for domestic payments of goods and services between the residents of Tanzania. Tanzania shilling remains the only legal tender within the country.*
- *BOT issued guidelines for disclosing sustainability-related risks and opportunities in annual financial reports.*

Risks Factors

- *Potential lingering spillover effects from interest rate pressure from advanced economies.*

Our Unique Capabilities...

The outlook for both Burundi and DR Congo remains positive due to improvement in key sectors with few downside risks necessitating close vigilance



Burundi

- The economy remains strong, driven by growth of primary sectors, specifically agriculture. However, other activities in the secondary and tertiary sectors are demonstrating slower growth.
- Inflation levels are still above the medium country target due to exogenous factors, including exchange rate pressure, climatic situation, and fuel shortages



DR Congo

- DR Congo's economic performance continued to be attributed by activities in the mining sector and good price performance of the main exported products.
- At the start of the year, the exchange rate slightly depreciated, but international reserves remained stable.
- Despite ongoing conflict in DR Congo potentially disrupting our customer business and our operations, we have implemented appropriate measures to ensure business continuity.

A close-up, black and white photograph of a chess knight piece on a chessboard. The knight is positioned on the left side of the frame, facing right. The chessboard's alternating light and dark squares are visible in the foreground and background. A large, semi-transparent green banner with a diagonal cutout on the right side is overlaid across the middle of the image. The text "Drivers of Success" is written in white, bold, sans-serif font on the green banner.

Drivers of Success

Unwavering focus on financial inclusion designed to bring everyone closer to their financial goals.



Remote account opening for mass market.



Short term financing for individuals.



Inclusive financial solutions for all segments



Scaled payment points for accessibility

1.6MIn

New customers from remote account opening in 2024

5MIn

New micro borrowers from partnership with MNOs

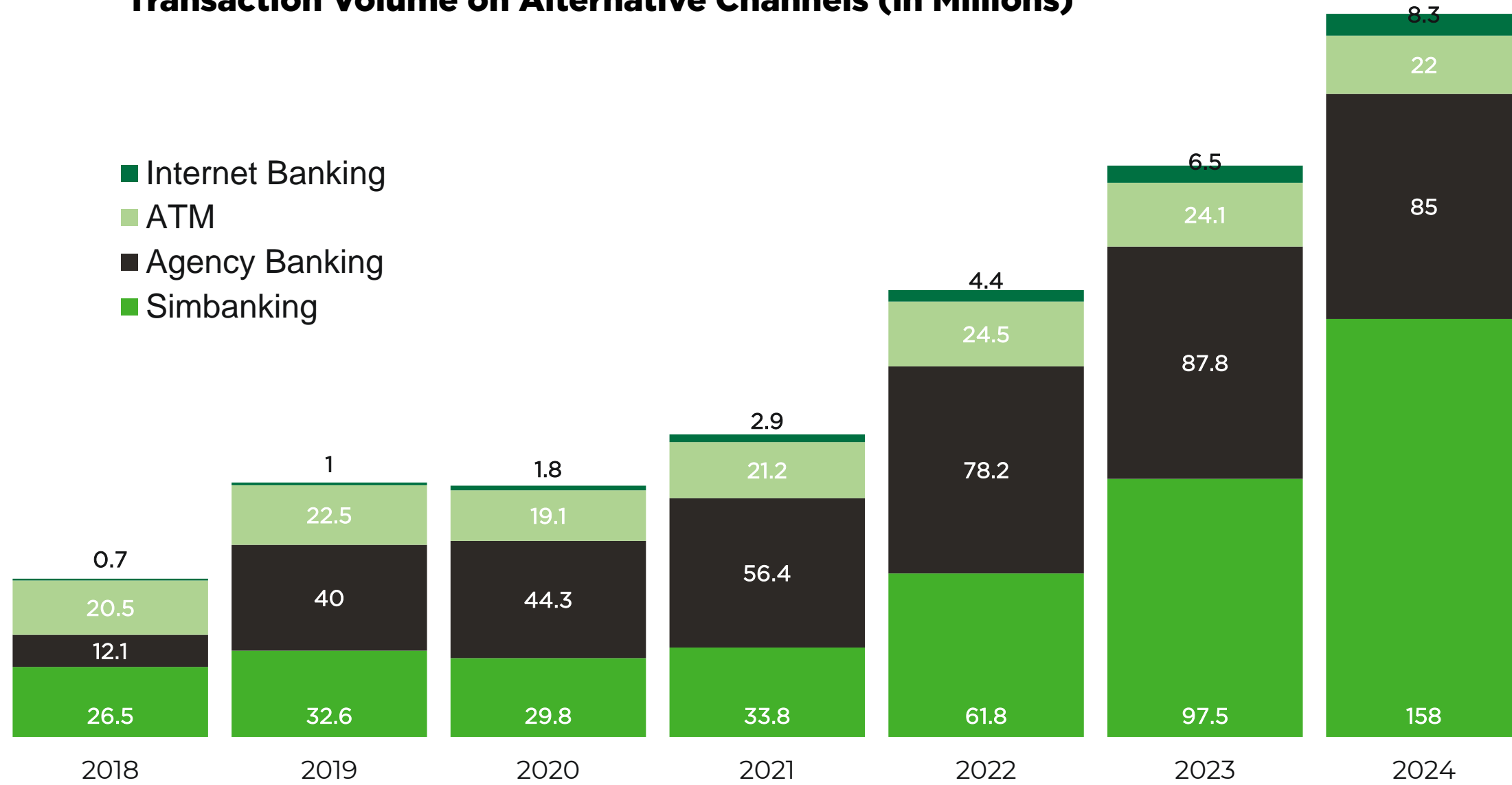
Empowering everyone with greater economic opportunities by broadening access to affordable financial services.

Strong focus on leveraging technology and digitization to build superior experience and operational efficiency.



Transaction Volume on Alternative Channels (in Millions)

- Internet Banking
- ATM
- Agency Banking
- Simbanking



Mobile banking usage has increased by **62%** in 2024.

Deep understanding and addressing ever-changing needs of our customers across every sector and segment.

Service Experience



- Improved **contact center efficiency** and **empowered staff to resolve** issues during the initial interaction.
- Integrate values with **service philosophy.**

Product Innovation



- **Developed innovative products** and services to meet the needs of all segments and **created new revenue streams.**

Digital Enablement



- Successfully **migrate more services to self-service** channels.
- Improved operational workflows to **foster service delivery - TAT.**
- Optimize digital tools to collect **real-time feedback.**

Implemented strategic interventions to effectively address challenges and seize opportunities

Business Model

- Optimized **portfolio pricing** to align market dynamics.
- Implemented **strategic interest rates** optimize cost of funds attract customers.
- Attained additional income from **system stabilization**.

Operating Model

- **Decentralized** some credit decisions to accelerate growth of MSMEs portfolio.
- Achieved significant cost savings from the following areas:
 - Significant reduction of transaction decline
 - Contracts **renegotiations**
 - System **decommission**

Risk Management

- Enhanced credit **monitoring per sector** to sustain quality portfolio.
- Improved **cyber security maturity** and incident management.
- Enhanced **stress testing** to proactively address risk exposure.

We cultivate a workforce that is highly engaged, motivated, and productive.



Create a Safe and Healthy Work Environment

- Prioritized **wellness programs** that support mental and physical health.
- Promoted policies that support **flexible working options**.

Opportunities for Growth and Development

- Offered **tailored training programs**, to build competencies and opportunities.
- Offered **mentoring** and **coaching** to help employees progress in their careers.

Foster Productive Work Culture

- Strengthened **performance management** through digital systems
- **Aligned** employee performance with **rewards** and **growth** opportunities to enhance motivation.

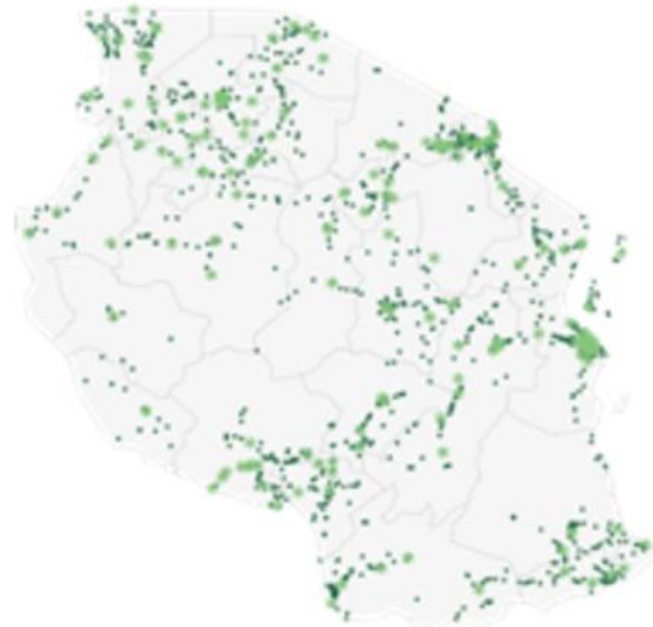


Success Stories

Elevated digital experience, accessibility, revenue engines



ACCESSIBILITY



98%

of transactions happening outside the branch.

Available in all Districts



53% Digital



45% Wakala



2% Branch

VALUE CREATED

Processed
+170 Mln
Trans/year

Value of
trans TZS
195 Trn/year

Opened over
1 million
accounts/
year

40% of trans
occurring
after branch
closure



Over **TZS 6.5 trn**
value of
government Tax
collected.



Provided
employment to
over **40,000**
people.

Enabling youth and women-led businesses

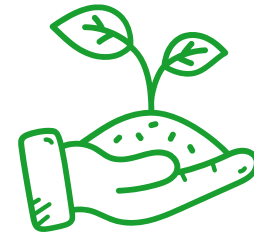


Capacity building beneficiaries



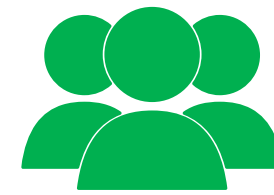
306,650

Facilitated seed capital



**TZS
9.3Bn**

Beneficiaries of seed capital



3,239

Facilitated inclusion beneficiaries



202,853



Drove development of businesses and enterprises



- Address capital gaps
- Records Management



- Trade financing
- Import financing
- Global remittance



- Project Financing
- Payment integrations
- Asset financing

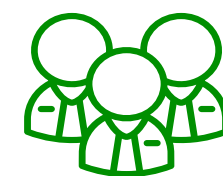


- Industries revival
- Asset financing



Financed MSMEs
from various sectors

+ TZS 1.5 Tn



Facilitated
employment to citizens

+ 300K

Promoting resilience and sustainable agriculture sector



Large- & Small-Scale Farming



CRDB claims **+ 45%** of agriculture portfolio

Financed over
TZS 2.01 Tn



Resilient Agriculture - TACATDP



Total set aside fund
= **USD 200 Mln**

Number of
beneficiaries: **+6 Mn**



Asset Financing



Number of
Equipment: **+1410**

Value of Assets:
+ TZS 28.4 Bn

Driving Resilient Infrastructure



SAMIA INFRASTRUCTURE BOND

Another oversubscribed instrument



TZS
323 Bn

Individuals **TZS 204 Bn**

Entities **TZS 119 Bn**

> 115%

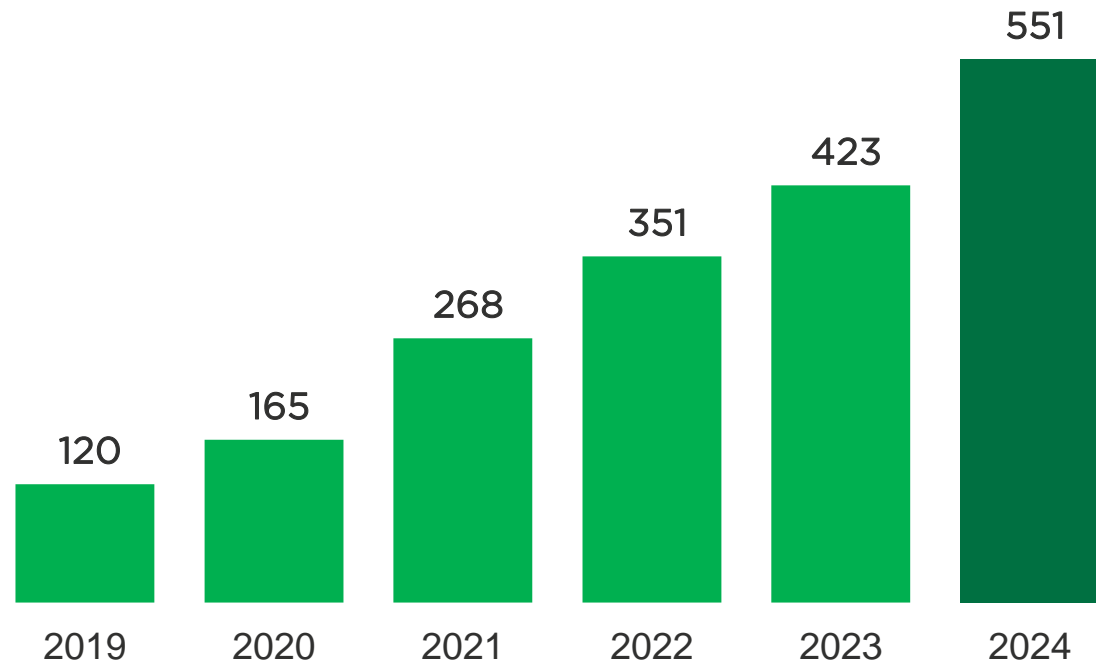
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Financial Performance

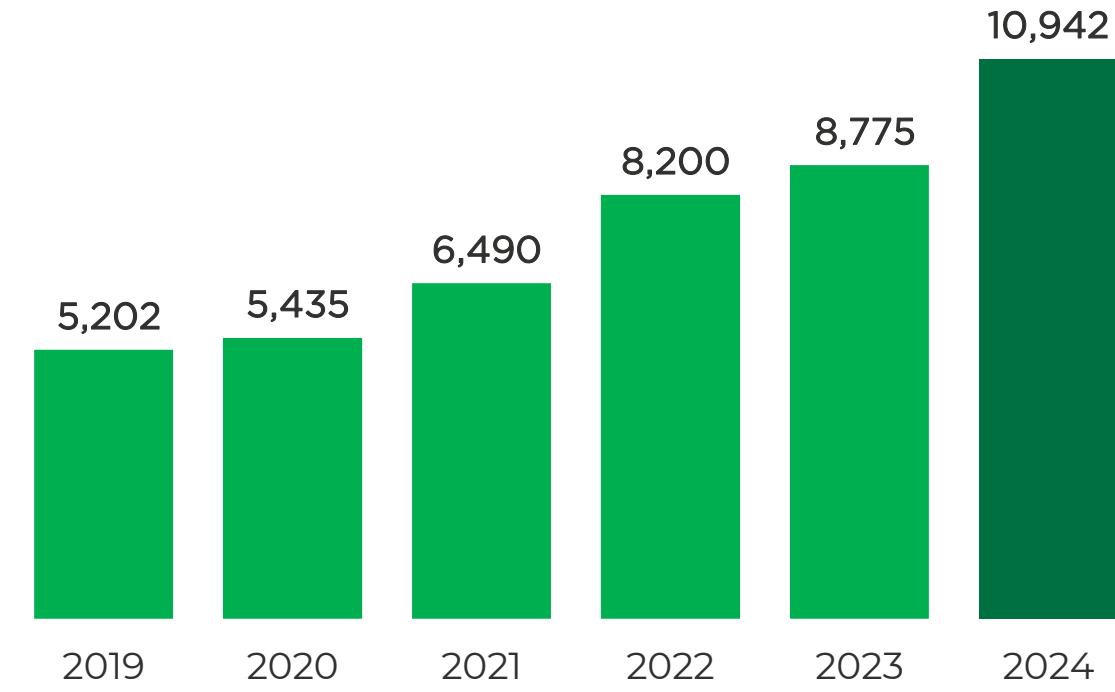


Highlights of Performance

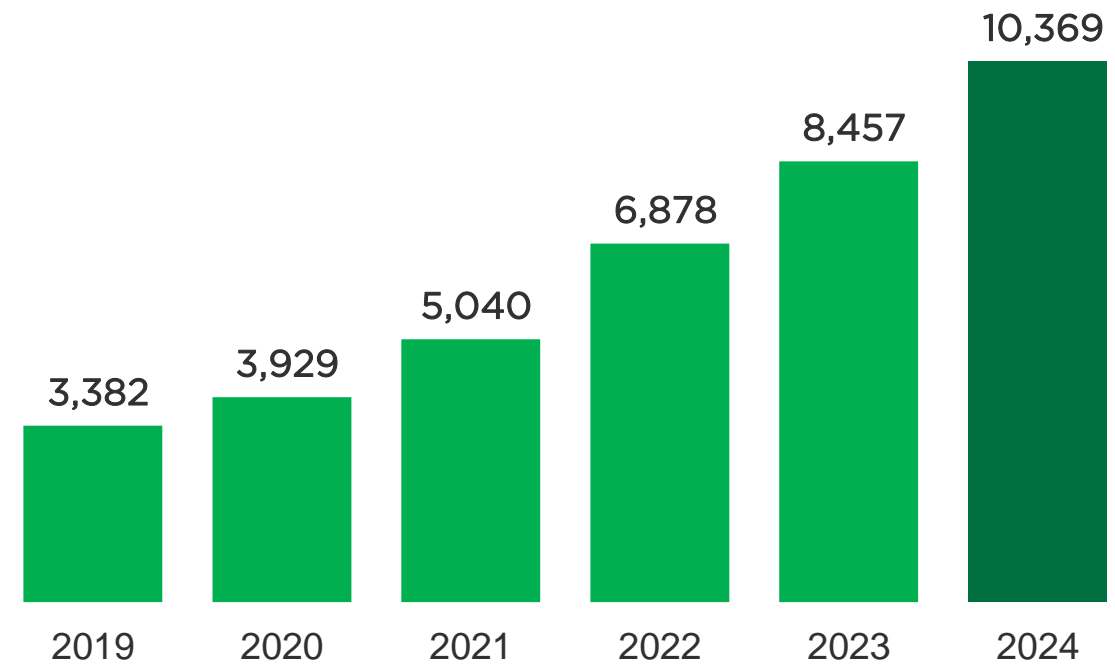
Profit After Tax (TZS 'bn)



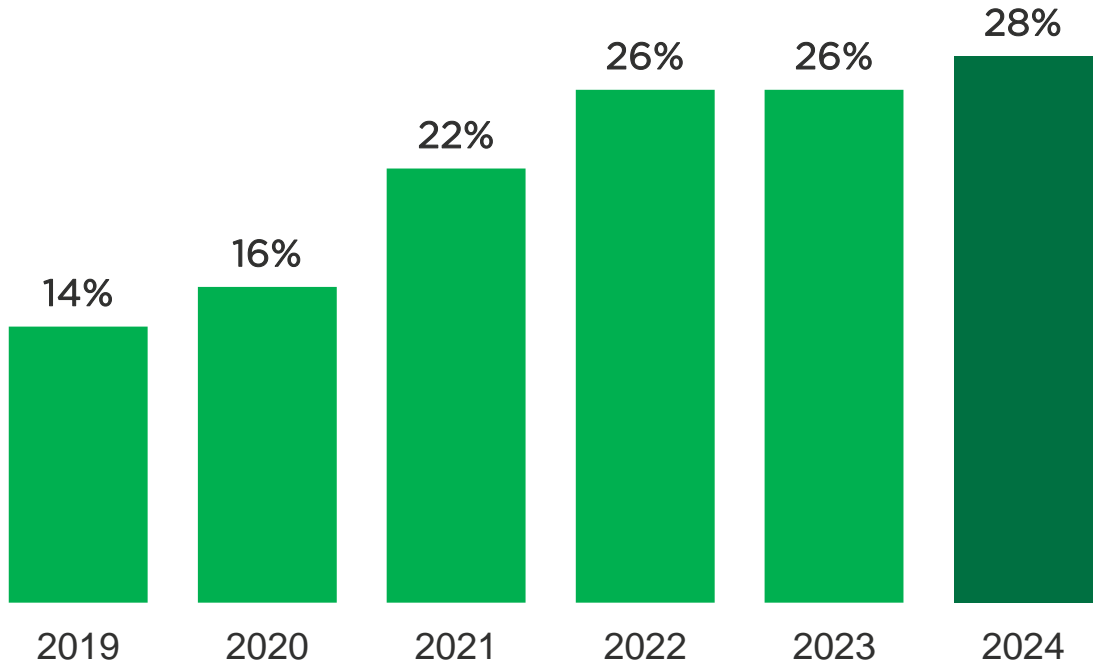
Deposits (TZS 'bn)



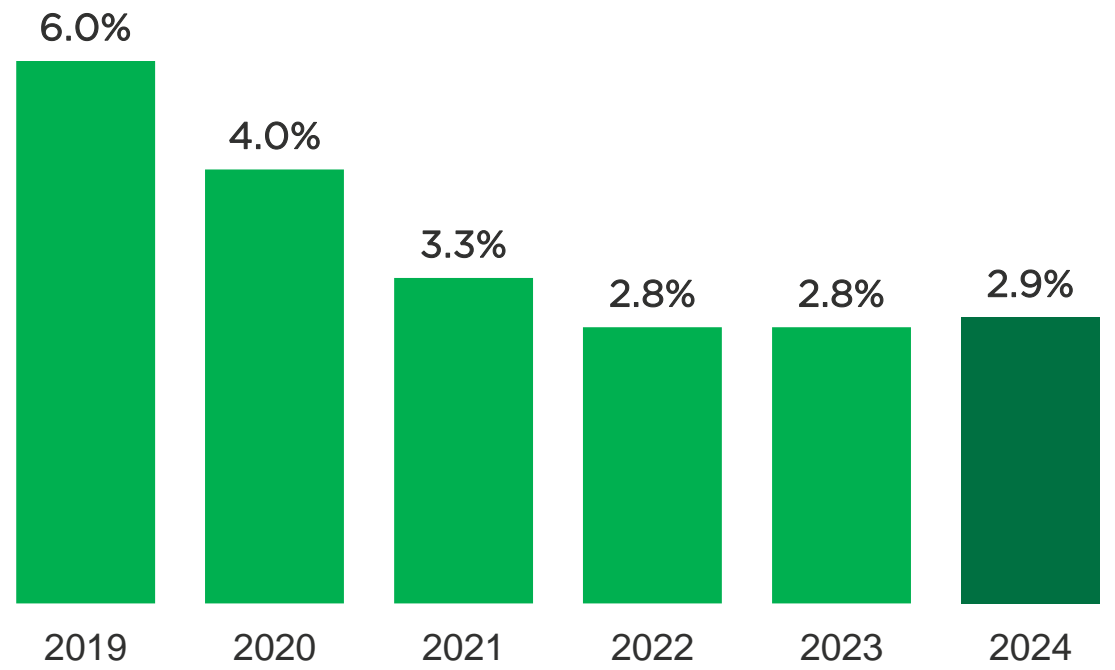
Loans and Advances (TZS 'bn)



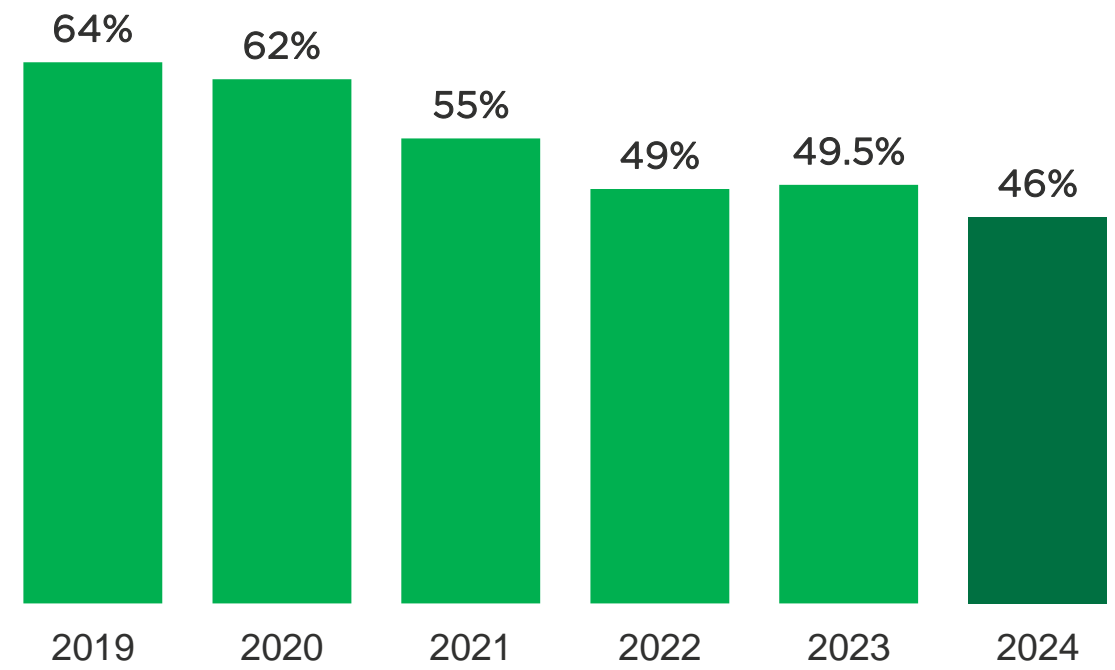
Return on Equity



NPL



Cost to Income Ratio



A close-up photograph of a chess knight piece on a chessboard. The knight is positioned on the left side of the frame, facing right. The chessboard has a checkered pattern. A large green overlay covers the middle and bottom portions of the image. The text "Financial Soundness Highlights" is written in white, bold, sans-serif font on the green background.

Financial Soundness Highlights

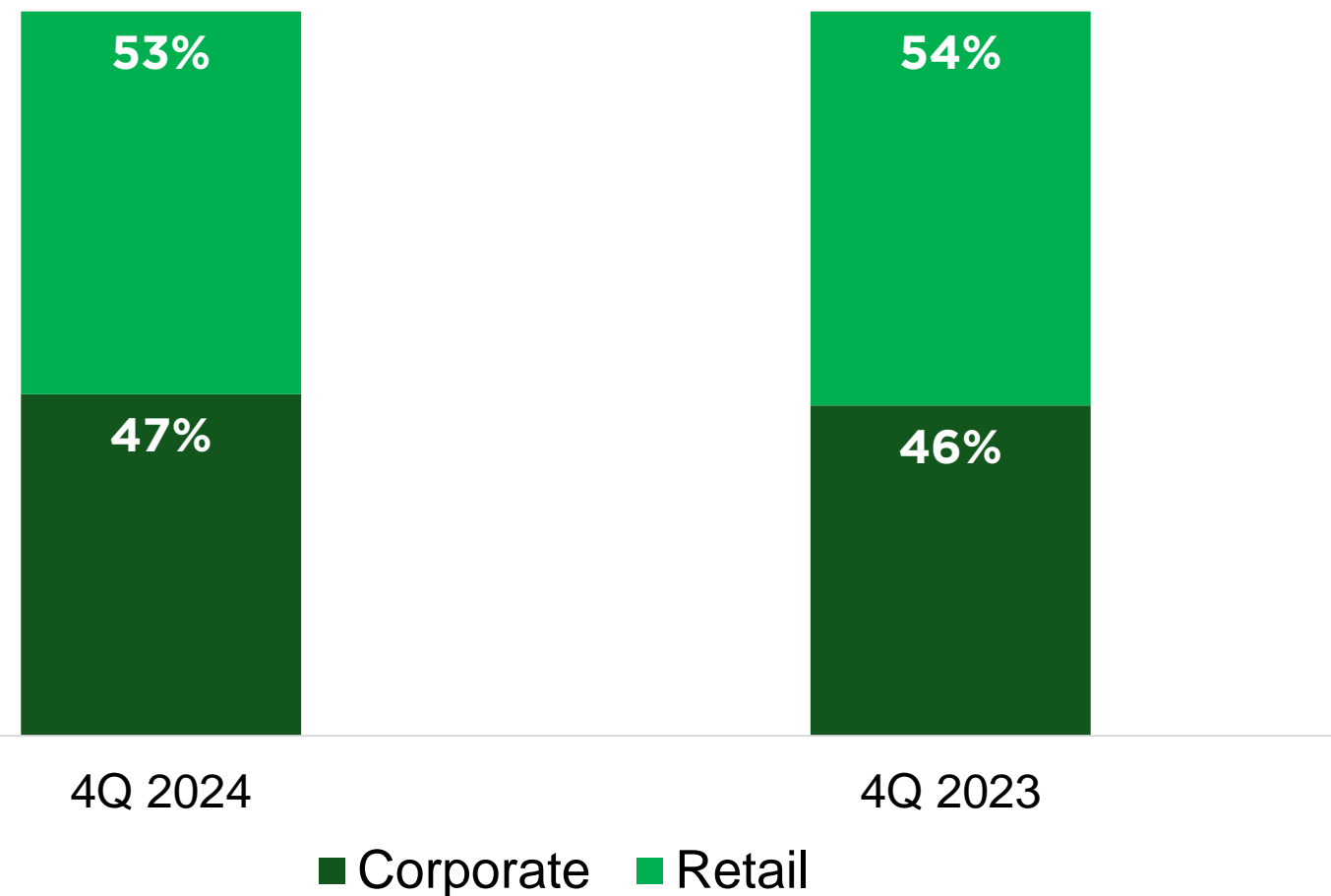


Strong Balance Sheet Growth

TZS Billions	4Q 2024	4Q 2023	% Growth
Net Loans & Advances	10,369	8,445	23%
Total Assets	16,591	13,321	25%
Customer Deposits	10,833	8,775	23%
Borrowings	2,975	2,230	33%
Shareholders Fund	2,175	1,781	22%

- Group balance sheet grew by 25% from TZS 13.3 trillion to TZS 16.6 trillion mainly driven by 23% growth of loan book.
- Group customer deposits increased by 23% to TZS 10.8 trillion.
- Steady growth in shareholders fund, annual growth of 22%.

Loan Portfolio Split



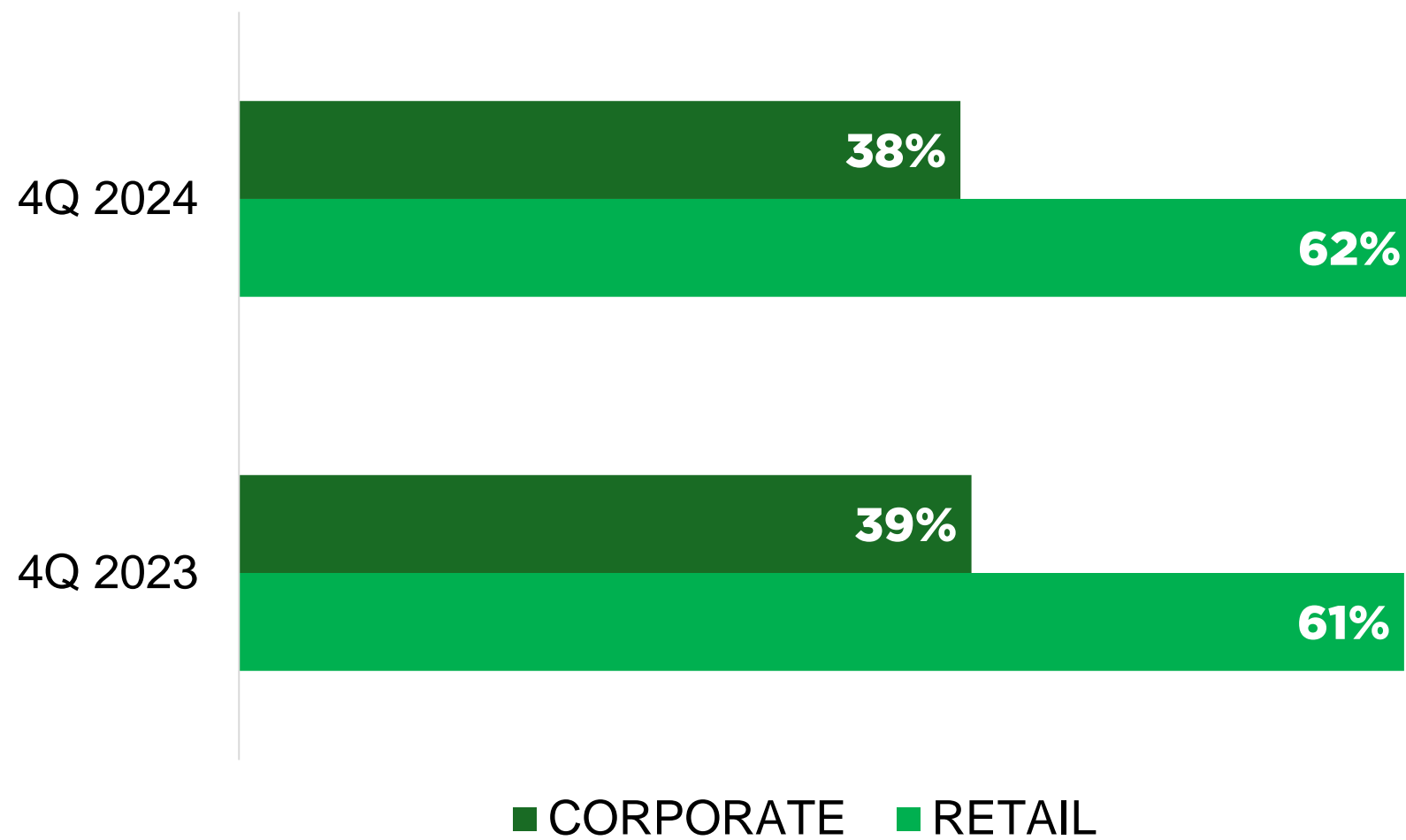
- Corporate and retail loans contribution at 47% and 53% in 4Q 2024, slight change from 4Q 2023.

Split per Sector	4Q 2024	4Q 2023
Personal	36%	38%
Agriculture	19%	16%
Trade	13%	13%
Manufacturing	9%	7%
Financial Intermediaries	5%	3%
Others	18%	22%

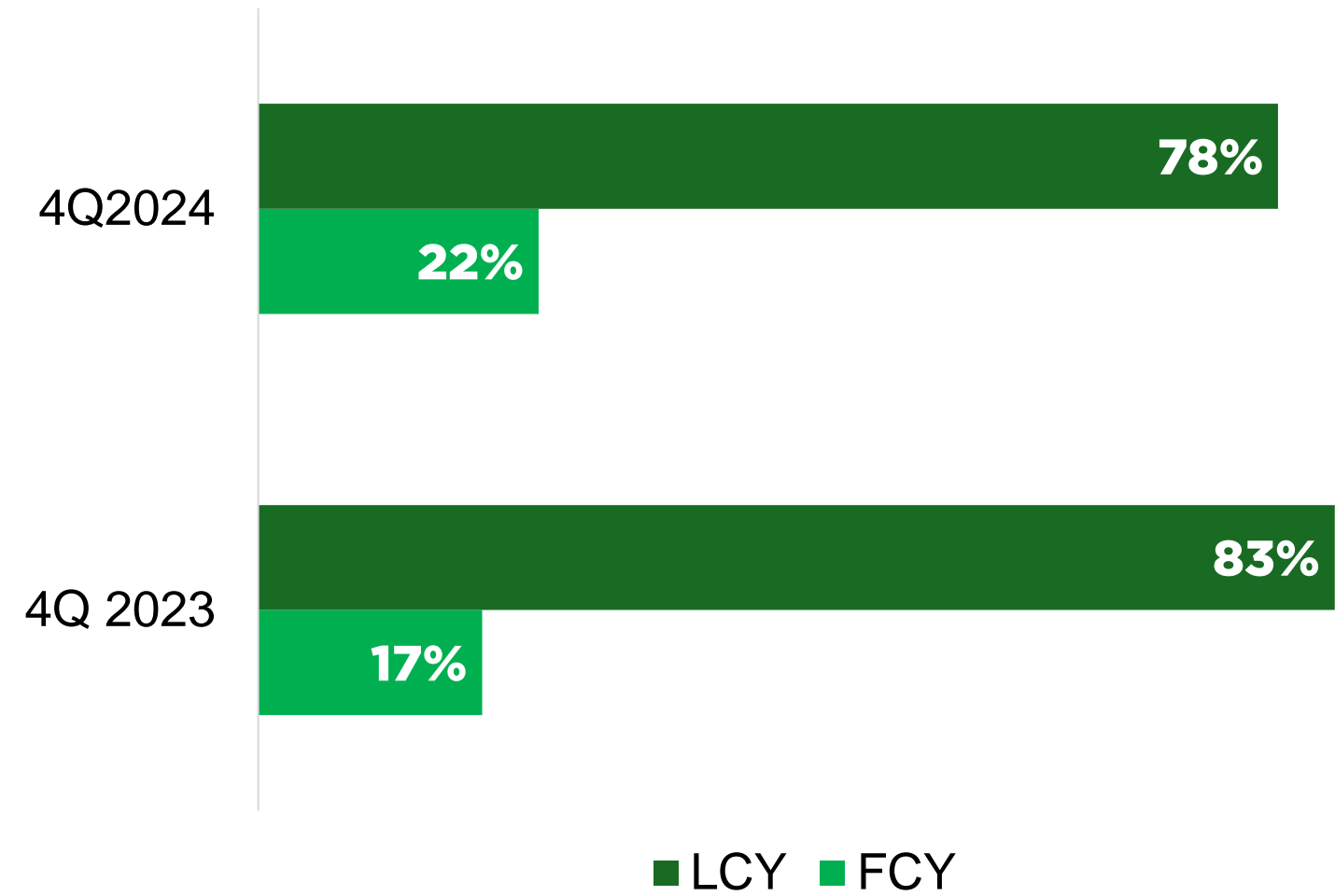
- Portfolio composition on key economic sectors and priority segments such as agriculture, manufacturing sector and consumer.
- Financial intermediaries have grown by 2% indicating more impact in the economy.
- Other sectors include Building and Construction 4%, Mortgage 2%, and Real Estate 2%.

Deposit Mix - CASA at 85%

By Segment



By Currency



- In 4Q 2024, Customer deposits grew to TZS 10.8 Tn, 23% growth from TZS 8.8 Tn in 4Q 2023.
- Foreign currency deposits increased to 22% in 4Q 2024, from 16% recorded in 4Q 2023, reflecting heightened depositor preference in foreign currency holdings.
- Retail segment deposits increased to 62% in 4Q 2024 from 61% in 4Q 2023.

Solid PAT Growth – 30% YoY

TZS Billions	4Q 2024	4Q 2023	% Growth
Interest Income	1,519	1,195	27%
Interest Expenses	(417)	(350)	19%
Net interest income	1,103	845	30%
Non - Funded Income	511	448	14%
Operating Expense	(737)	(641)	15%
Loan Impairment charges	(93)	(54)	71%
Profit After Tax	551	423	30%

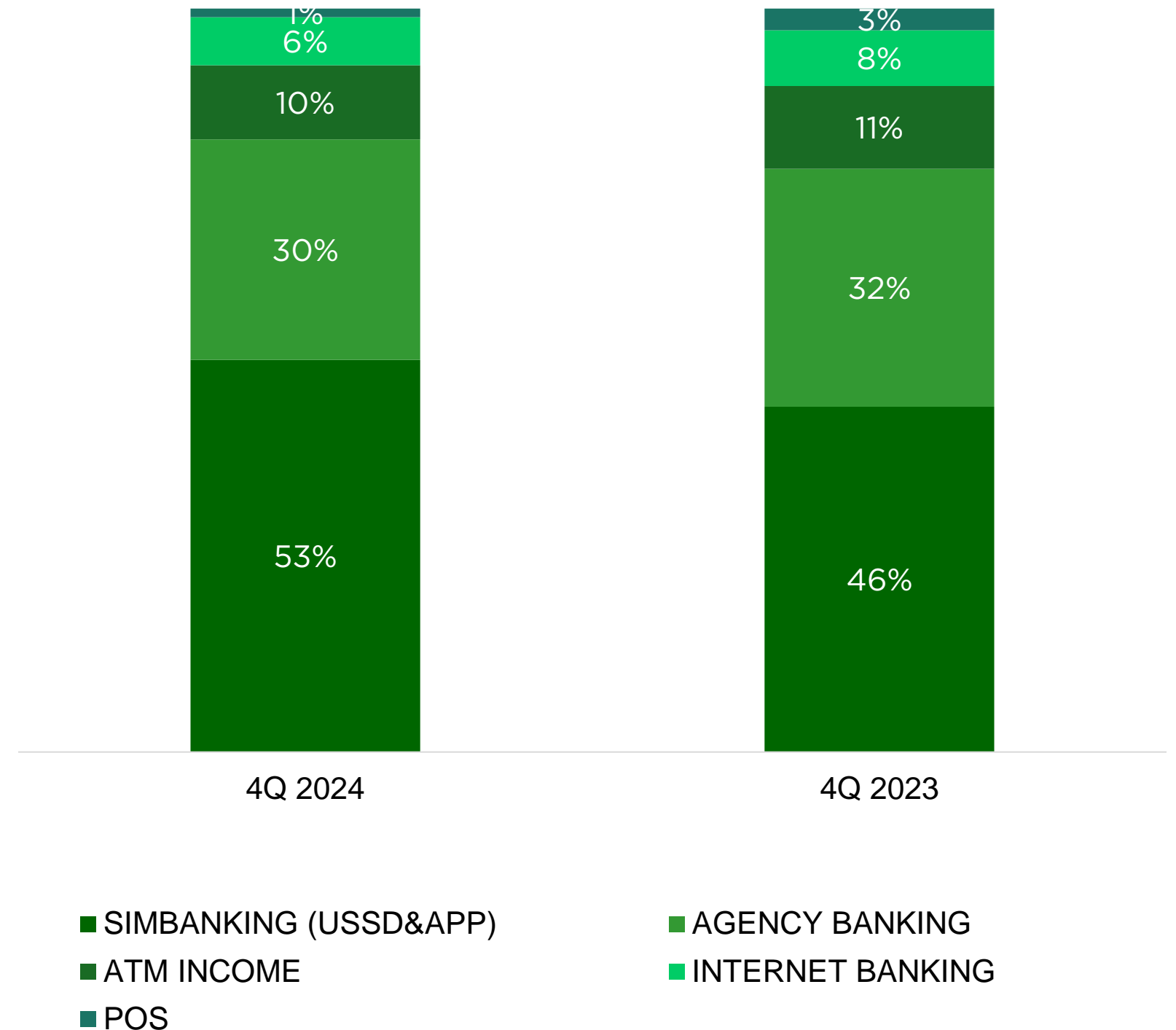
- PAT grew by 30% to TZS 551 billion in 4Q 2024 from TZS 423 billion in 4Q 2023.
- The growth was driven by strong revenue growth of 25% and 25% assets growth:
 - Interest income – growth in loan portfolio.
 - Non-funded Income from strong performance of transactions channels such as Sim Banking and Internet banking derived from enhanced service offerings, and systems capabilities.
- NIMs improved to 8.4% in 4Q 2024 from 7.8% in 4Q 2023 driven by improvement in performance of earning assets and effective interest rate spread.
- Cost of funds maintained at 3%.

Fees & Commission: 90% of NFI

TZS Billions	4Q 2024	4Q 2023	% Growth
Forex Income	31,534	65,948	-52%
Fees and Commission	458,786	364,536	26%
Other Operating Income	20,589	16,688	23%

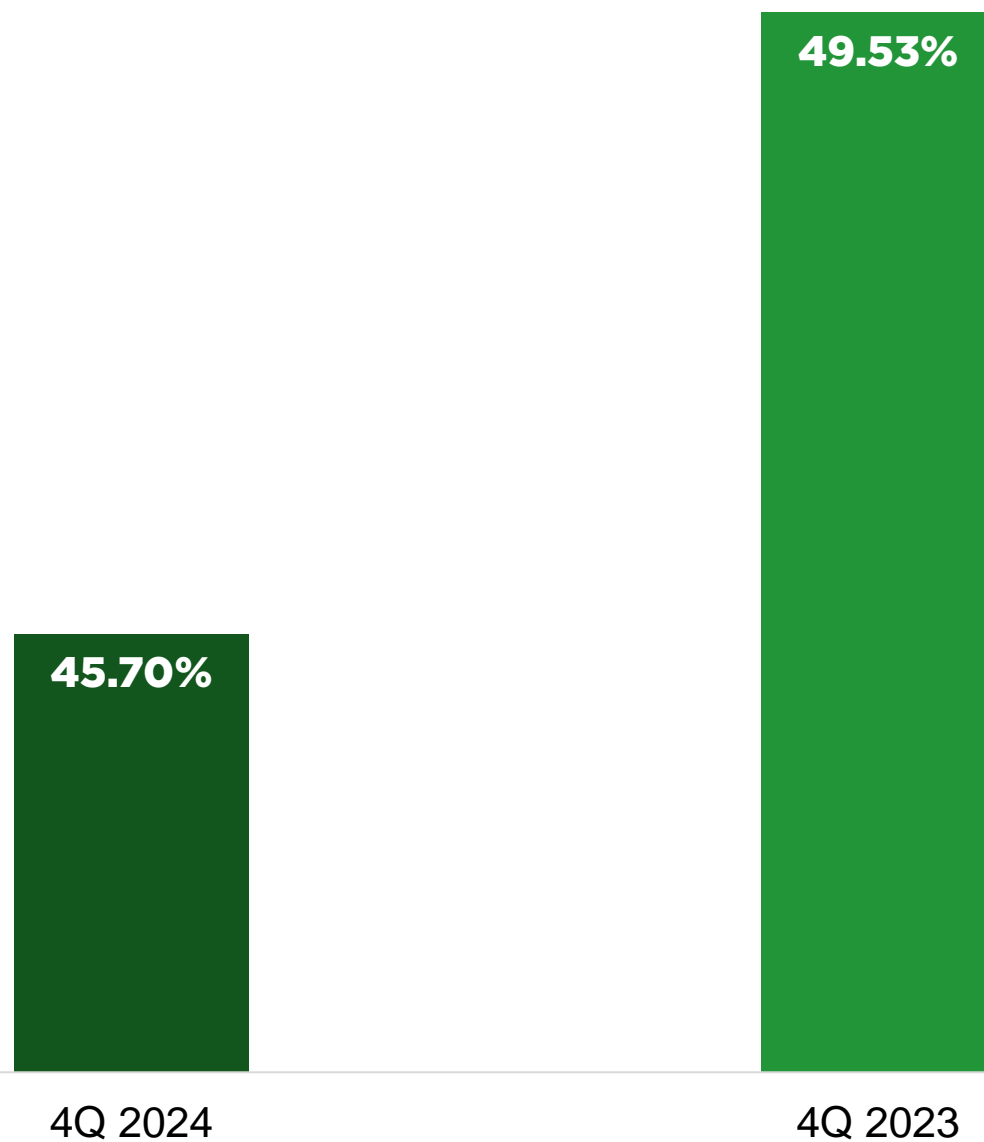
- Alternative channels income contributed to **68% of Fees and Commission**, mainly driven by increase in transaction volumes on SimBanking with 63% YoY growth and Internet Banking with 27% YoY growth.

Income from Alternative Channels Composition



Improved Efficiencies - CIR 45.7%

Cost to Income Ratio

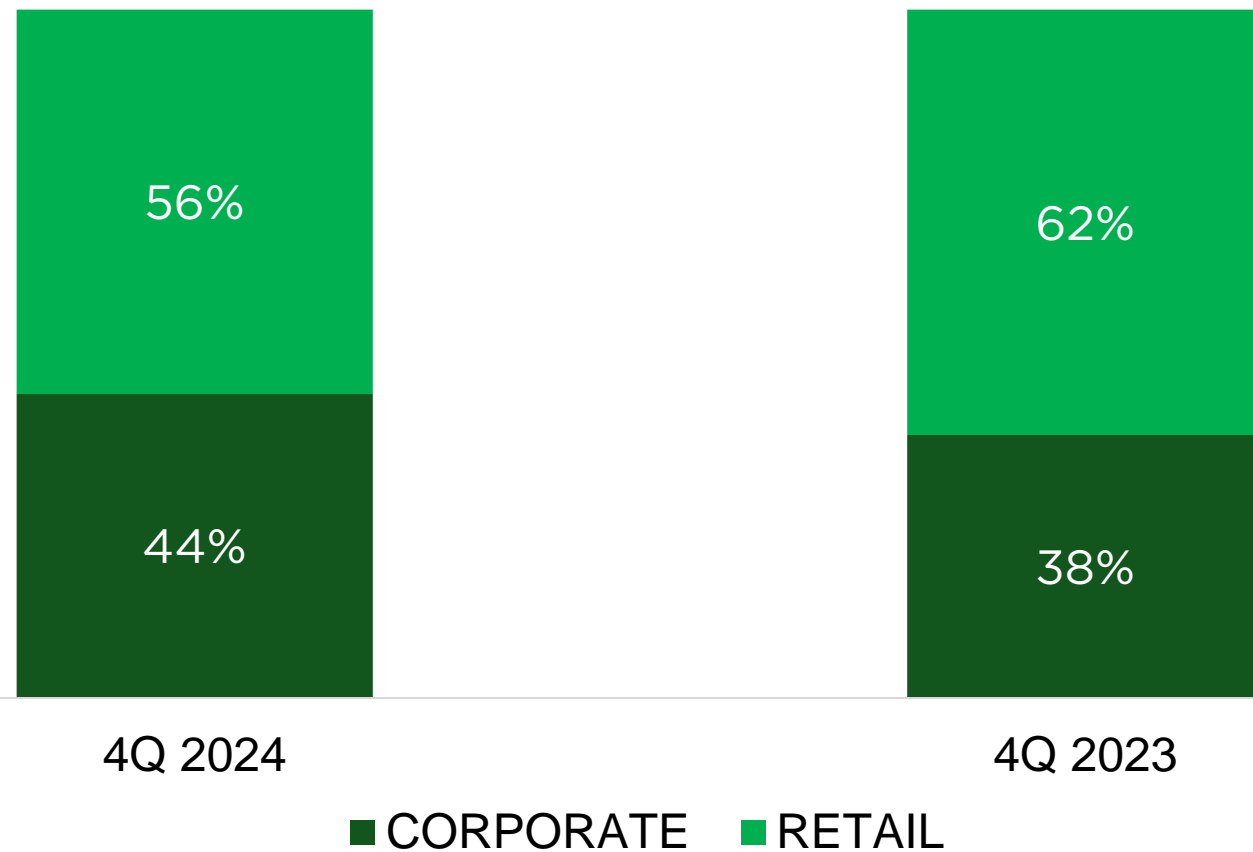


**Regulatory Limit
CIR 55%**

- The Group's YTD operating expenses grew to TZS 737 billion, a 15% growth from TZS 641 billion recorded in the same period in 2023.
- The growth was driven by increase in business activities and the implementation of strategic initiatives.
- Enhanced operational efficiencies indicated by improved 45.7% from 49.3% in the previous year resulting from growth in total income by 24%.

Good Asset Quality – NPL at 2.9%

NPL Split per Segment

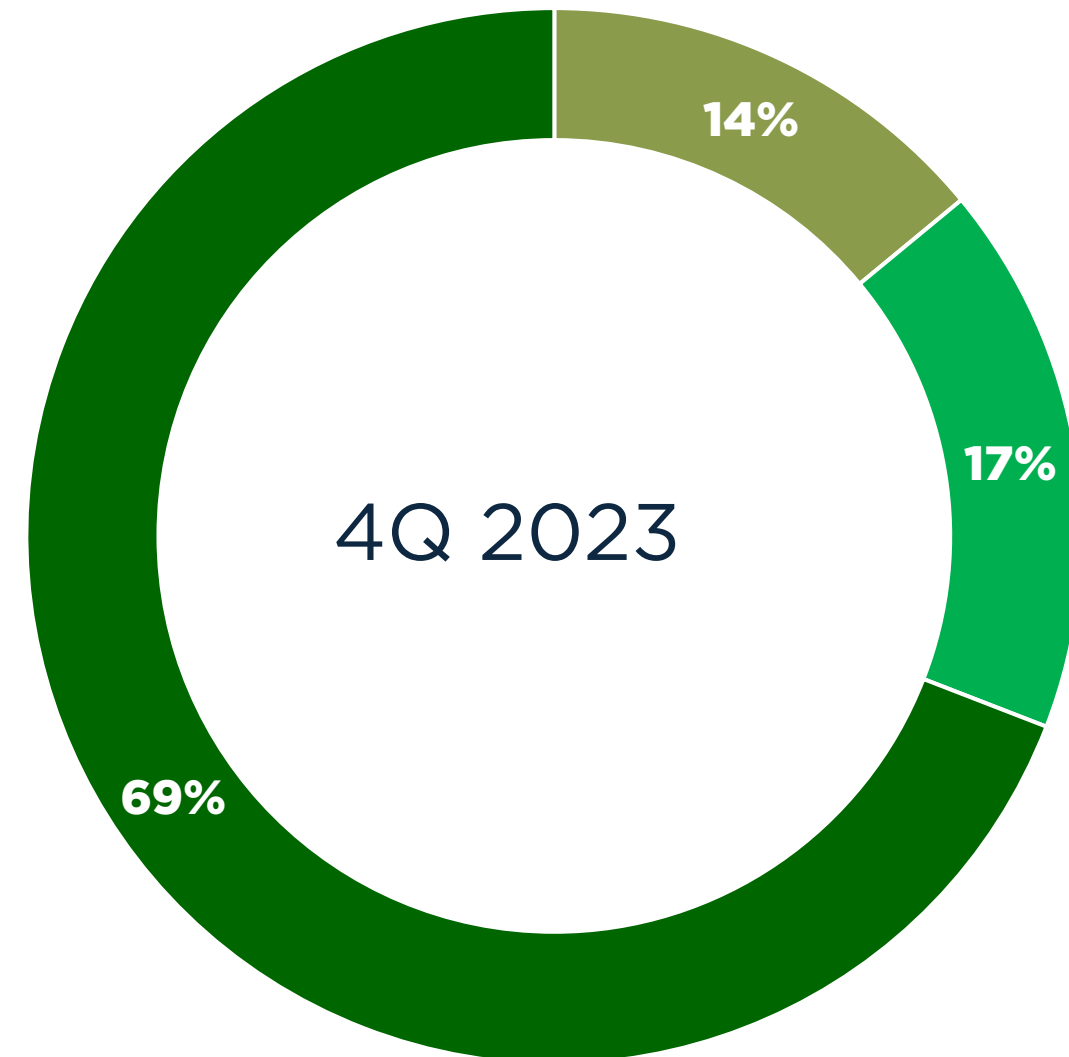
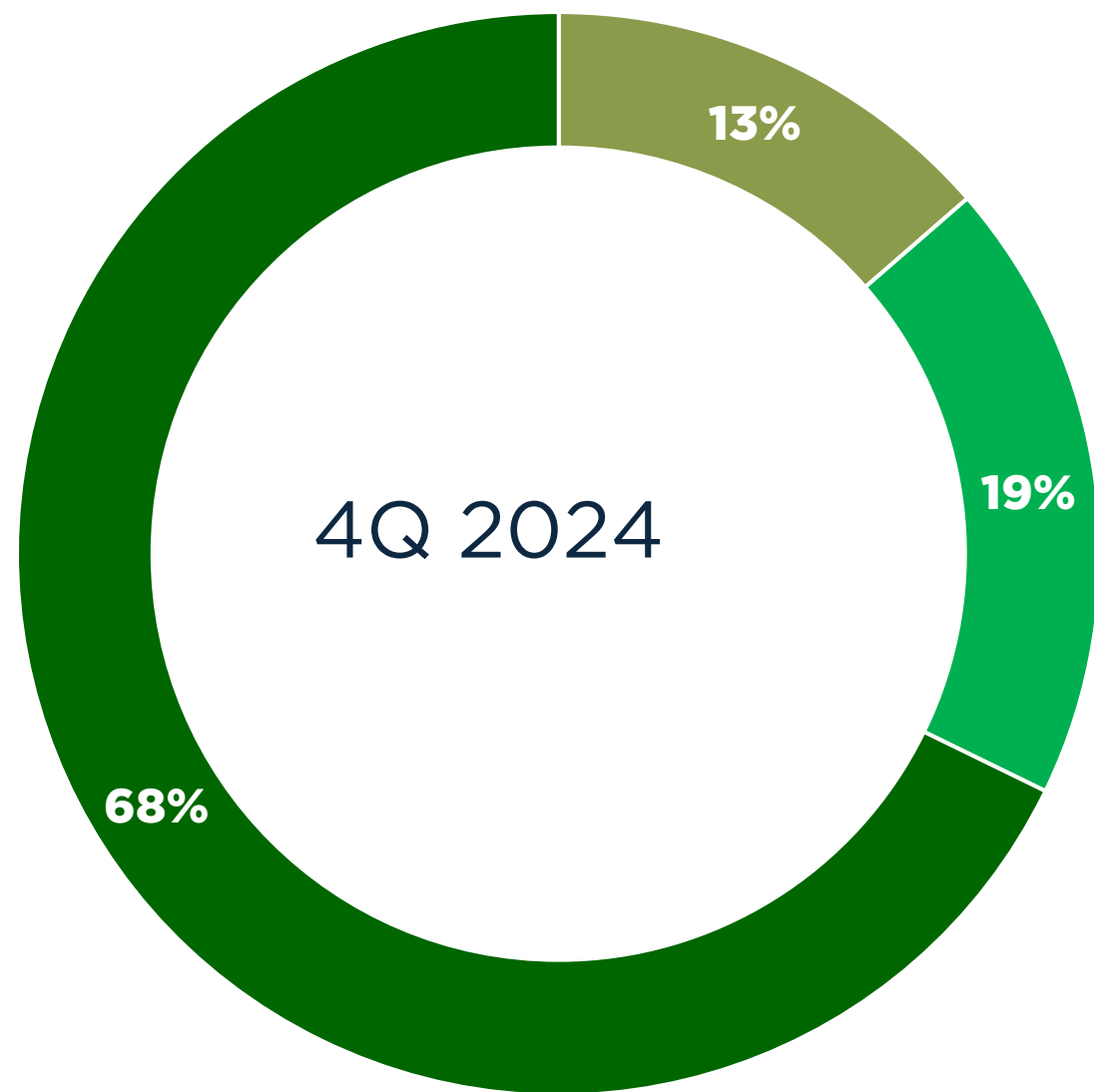


Top Five Contributing Sectors

Sector	4Q 2024	4Q 2023
Agriculture	40%	43%
Personal	26%	15%
Trade	15%	12%
Building and Construction	7%	2%
Real Estate	4%	19%
Others	9%	9%

- Non-performing loans (NPL) ratio has improved to **2.9%** of total loans, below the regulatory requirement of 5%, affirming our rigorous credit risk management practices and stronger borrower performance in key economic sectors such as agriculture.

Liquidity and Funding



■ SHAREHOLDER'S FUNDS

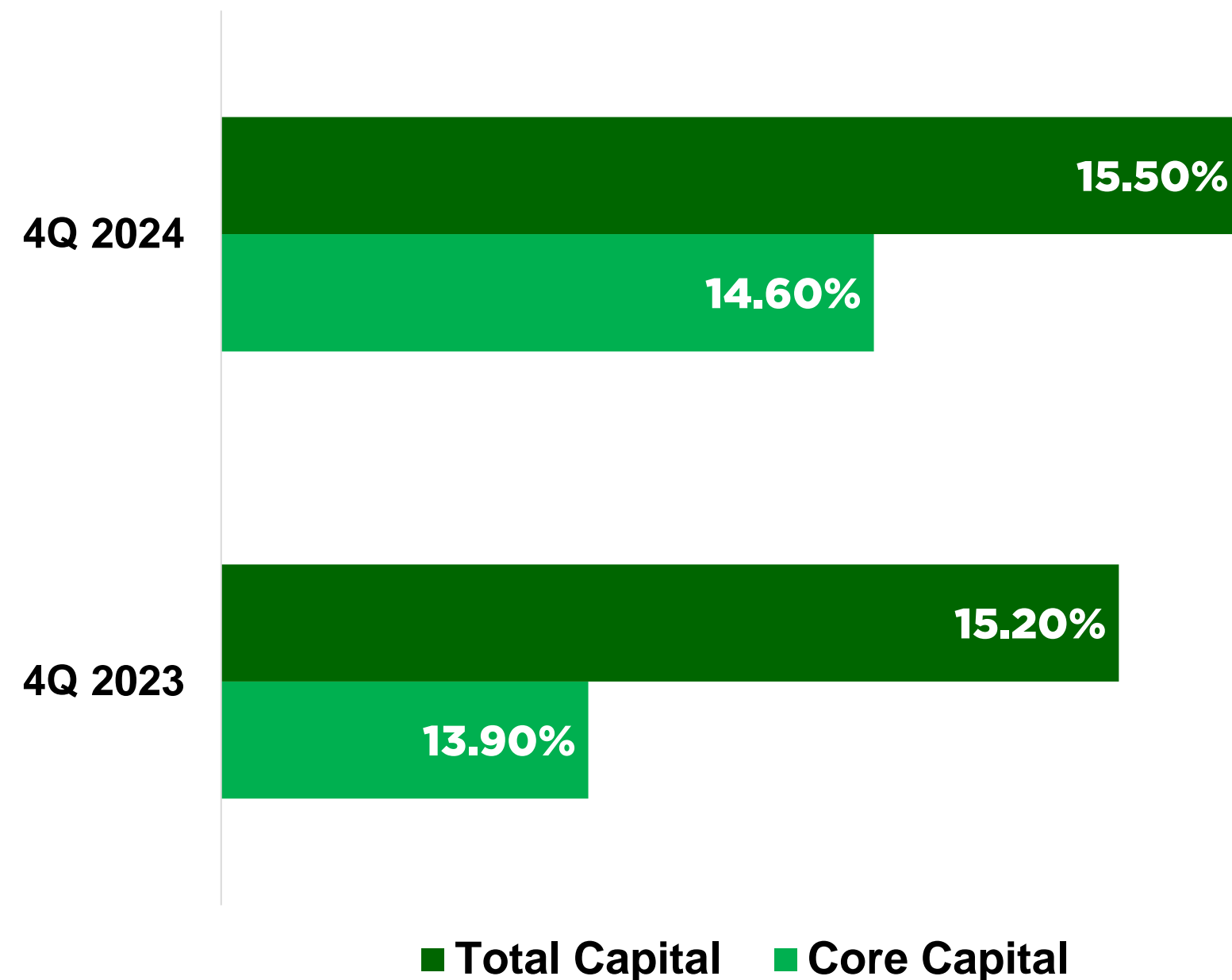
■ BORROWINGS

■ DEPOSITS

- The Group closed the fourth quarter of the year with **liquidity ratio of 28.2%**, well above the regulatory requirement of 20%.
- **68% of the funding** came from deposits demonstrating sustainable funding sources.
- The borrowings composition increased to 19% from 17% in 4Q 2023 to support growing demands for long-term funding and earning assets.

Adequate Capital To Drive Growth

- The Group closed the fourth quarter with a Core Capital ratio of **14.6%** and a Total Capital ratio of **15.5%**, surpassing the regulatory requirements of 12.5% and 14.5%, respectively.
- The Bank has implemented Basel II and Basel III in line with Central Bank guidelines.
- The Bank continues to focus on prudent capital management and managing risk-weighted asset growth to support future business growth.



Regulatory Limits

Core Capital - 12.5%
Total Capital - 14.5%

Growing Subsidiary Contribution - 6%

(TZS Millions)	4Q 2024	4Q 2023	YoY Growth
Burundi			
Total Assets	1,423,951	982,724	45%
Total Deposits	1,258,374	892,331	41%
Operating Income	87,719	58,726	49%
Net Profit	38,522	30,135	28%
DR Congo			
Total Assets	173,934	123,380	41%
Total Deposits	70,828	2,324	2948%
Operating Income/Loss	13,124	1,353	870%
Net Profit/(Loss)	(6,801)	(4,218)	(61%)
Insurance			
Gross Written Premium	26,899	1,840	1362%
Number of policies	37,834	3,715	918%
Net Profit/(Loss)	344	(1,249)	128%

Burundi

- Burundi closed the quarter with a PAT of TZS 39Bn, a 28% YoY growth.
- Strong YoY growth of 45% in total assets, 41% in customer deposits, 34% in loans, and 31% in Government Securities, demonstrating robust lending activities and strategic investments.
- Significant increase in Agency Banking transactions by 647% QoQ driven by integrations; E-Tax payment.

DR Congo

- Strong growth momentum YoY with growth in 41% total assets. The subsidiary continue to expand its outreach with new outlets in Lubumbashi and setting up in Kinshasa.
- Rolled out SimBanking, Internet Banking and VISA for enhanced cross border payments within the region.
- Net Interest Income, QoQ growth by 341%, mainly driven by interest earned on treasury securities and placements.

Insurance

- Commenced operations in October 2023 & closed the quarter with net profit of TZS 344Mn.
- Demonstrated resilience with increased policyholder numbers with 34% QoQ growth, and 37% QoQ increase in gross written premium.
- Continued to diversify product offerings, launching specialized insurance solutions, i.e. , travel, livestock, and crop insurance.

Investors and Share Price Performance

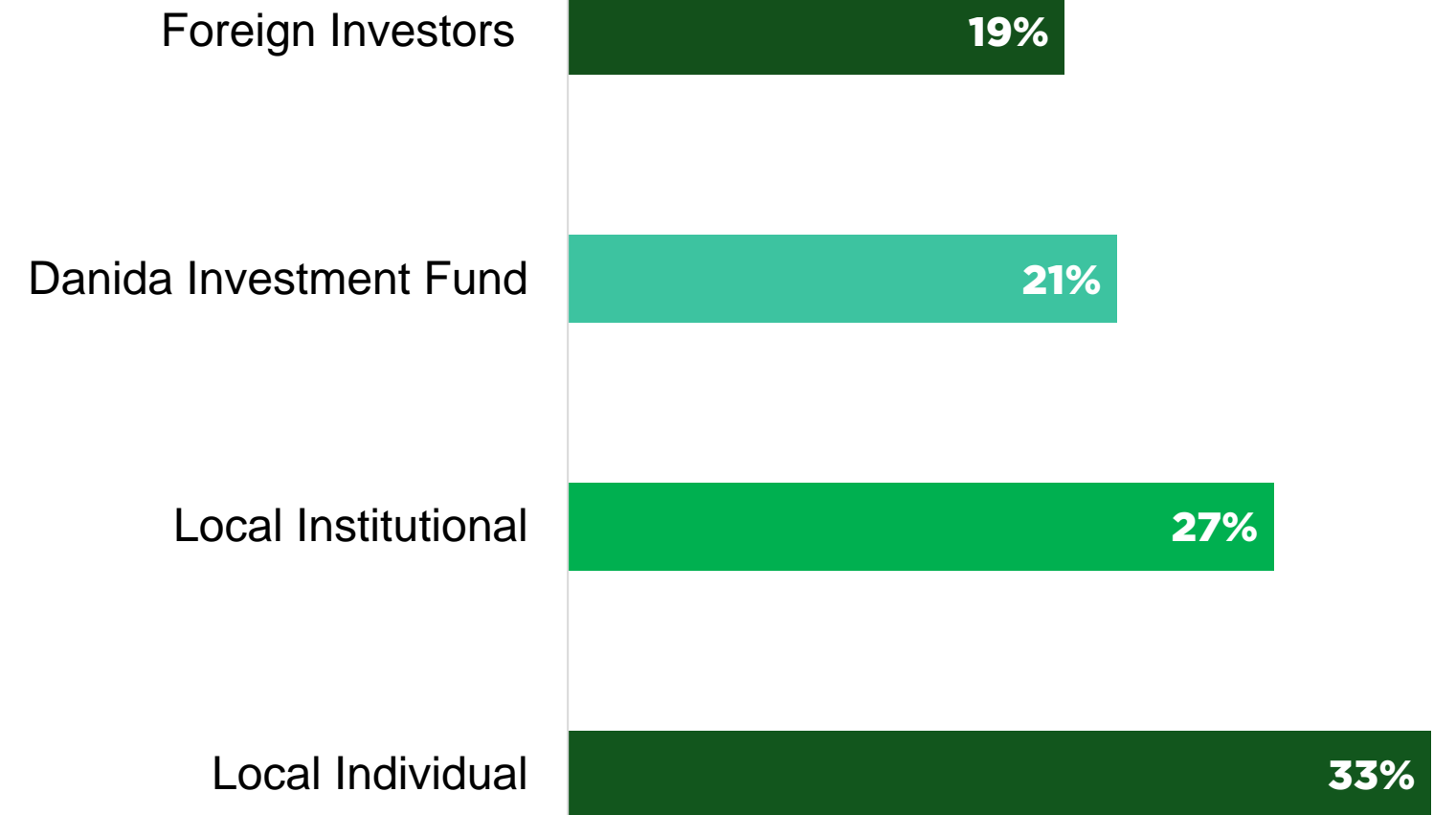
General Remarks

The share price has consistently demonstrated impressive growth YoY with 46% increase in 2024, Largely attributed by the bank's strong performance.

The share's trading activity was mainly driven by purchases from local investors.

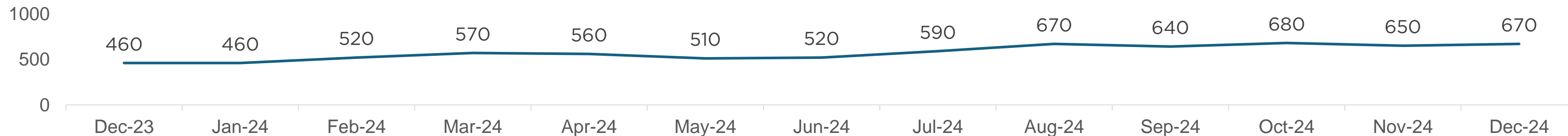
The shares closing price on February 28th, 2025 was TZS 740.

CRDB Share Ownership as of 31 Dec 2024



Key Metrics (TZS)	31 Dec '24	31 Dec '23	YoY Change
Market Cap (Bln)	1,749.9	1,201.4	46%
Share Price	670	460	46%
Book Value	832.3	666	25%
Earnings per Share (EPS)	211	160	0.32

Share Price Performance



A close-up photograph of a chess knight piece on a chessboard. The knight is a dark, metallic-looking piece with a horse's head. The chessboard has a black and white checkered pattern. A large, semi-transparent green banner is overlaid across the middle of the image, containing the text "Way Forward".

Way Forward

Looking ahead

We aim to work towards achieving healthy growth through enhanced customer experience, improved technological infrastructure, better risk management, and regulatory compliance.

Staying on Course

- Continue to maintain focus on strategic ambitions and plans.
- Aligning aspirations for growth with internal strengths and external market conditions.
- Drive consistency service experience across the network.

Emphasizing Stability

- Emphasize a strong commitment to regulatory compliance.
- Strengthen risk assessment processes to detect, react and mitigate all kind of risks exposures.

Enhancing Scalability

- Continue to elevate our technological landscape to seamlessly integrate cutting-edge FINTECH solutions.
- Leverage technology to enhance accessibility and reach diverse market segments.

Inorganic Growth

- Enhance support for our subsidiaries to fully leverage the benefits of business expansion.
- Seek out and cultivate strategic partnerships to enhance financial resilience and drive innovation.

Capital, liquidity, and Asset quality improvement plans

- **Portfolio Diversification:** Focus capital investments on low-RWA and high-return portfolios.
- **De-risking:** Broaden guarantees including nontraditional portfolios to enhance coverage and prioritize syndication.
- **Stress test:** Regularly conduct stress tests to evaluate resilience against adverse economic scenarios.
- **Asset Quality:** Prioritize quality lending through diligent borrower assessment and performance monitoring.
- **Liquidity:** Leverage innovative investment options that maintain cashflow and liquidity stability.



Outlook for the Year

	4Q 2024 Actual	2025 Outlook
Loan Growth	23%	16% - 19%
Deposit Growth	24%	25% - 29%
Non-Funded Income Contribution to Total Income	32%	32% - 35%
Cost to Income Ratio	45.7%	42% - 44%
Return on Equity	27.7%	28% - 30%
Return on Average Assets	5.2%	5.5% - 6%
NPL	2.9%	3%



Thank you