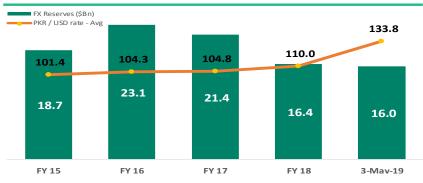
# Doing First Class business in a First Class way

Citi's Frontier Markets Symposium 20-21 May, 2019

## Pakistan Economy



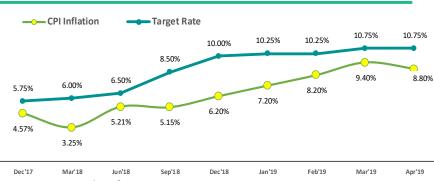




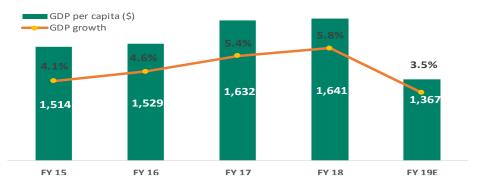
C/A & Fiscal Deficit



#### Policy rate / Inflation



#### GDP per capita / GDP Growth



- After peaking at 9.4% in Mar'19, CPI in Apr'19 was 8.8%. Average inflation during 10MFY'19 has risen to 7.0% vs 3.8% during 10MFY'18, but is expected to remain in line with SBP's projection of 6.5%-7.5% for FY'19.
- Pakistan's historical twin deficit problems have resurfaced in full force with a combined deficit >10% in FY'18 expected to remain at this level for FY'19.
- Despite a slight decline in exports, the trade deficit during 9MFY'19 narrowed by 7.7% as imports declined by 4.9%. Continued growth in remittances (up 9%) restricted the current account deficit to USD 9.6 Bn (down 29.4% YoY).
- The downward pressure on FX reserves has been temporarily alleviated through bilateral inflows and deferred oil facilities. An IMF program appears to be nearing finalization conditionalities will be reflected in the next Federal Budget which has been delayed to mid-June.
- USD 1 Bn payment was made during Apr '19 on maturity of the 5-year Eurobond. Another USD 1 Bn payment is expected in Dec'19 on maturing of the 5-year Sukuk launched in Nov'14.
- Tax collection remains weak with significant shortfalls vs targets, due to a slowing economy, and reduction in petroleum levies and customs duties. The Fiscal Deficit for H1'19 is at 2.7% of GDP and IFIs project a deficit of around 7.0% for FY19. (vs Budget 5.1%).
- Monetary tightening continues, with a 500bps increase in the last 15 months.

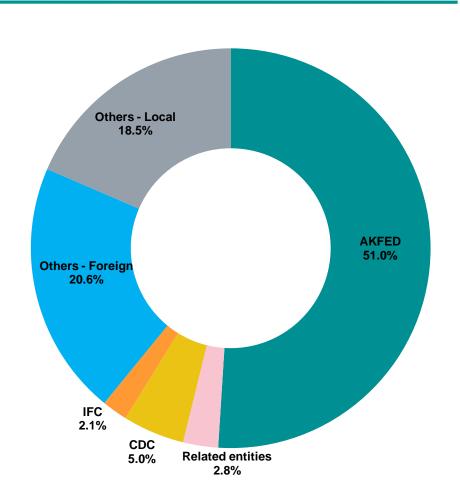
## Pakistan's No. 1, AAA rated, Commercial Bank



#### # 1 bank in Pakistan (1):

#### **Shareholding Pattern**





## Major awards and accolades



**Major Certifications** 



Regional Bank of the Year for Belt and Road Initiative in South Asia Best Bank for Infrastructure/Project Finance in the Region in South Asia



Best Investment Bank Best Bank for Agriculture



Best Corporate and Investment Bank **Best Domestic Bank** Best Bank for CSR





HBL is Pakistan's first bank to have its **Business Continuity** Management System (BCMS) certified as ISO 22301:2012 compliant



Brand of the Year - Banking. Pakistan



Best Investment Bank - Pakistan Best Innovation in Retail Banking -**Pakistan** 



Best Performing Primary Dealer of **Government Securities** 



HBL is the only Bank in Pakistan to be ISO 27001 certified



#1 Credit Card in **Pakistan** 



Best Investment Bank - Pakistan Best Belt and Road Bank - Pakistan



HBL is the only bank in Pakistan to have achieved and maintained PCI DSS certification, the security standard for the payment cards industry



Best Bank as Employer of Choice for **Gender Diversity** 



Effie Pakistan - Bronze Award to HBL Konnect



Best Retail Bank in Pakistan

#### A Seasoned Board



#### Chairman



Sultan Ali Allana Chairman

- Mr. Sultan Ali Allana has served as the Chairman of the Board of Directors of HBL since February 2004. He has over 33 years of experience in the financial and banking sector.
- Mr. Allana also serves on the Boards of The Aga Khan Fund for Economic Development S.A, AQA Holding S.p.A, Geasar S.p.A, Jubilee Holdings Limited (East Africa), Jubilee Life Insurance Company Limited, Industrial Promotion Services (Pakistan) Limited and Tourism Promotion Services (Pakistan) Limited.

#### **President & CEO**



Muhammad Aurangzeb President & CEO

- Mr. Muhammad Aurangzeb joined HBL on April 30, 2018 as the President & CEO of HBL. He has done his Bachelors of Science in Economics and Masters in Business Administration from The Wharton School, University of Pennsylvania, USA. Mr. Aurangzeb possesses an overall banking experience of more than 30 years in both domestic and international locations.
- He has held senior positions in ABN AMRO Bank and Royal Bank of Scotland and was Chief Executive Officer – Global Corporate Bank, Asia Pacific at JP Morgan prior to joining HBL.

#### **Directors**



Shaffiq Dharamshi Non-Executive Director



**Moez Ahamed Jamal** *Non-Executive Director* 

- Mr. Dharamshi joined the Board in 2015.
   He is a banker with over 25 years of banking experience in the Middle East and Africa.
- He also currently serves on the Boards of Diamond Trust Bank, Tanzania, Diamond Trust Bank, Uganda, Diamond Trust Bank, Kenya, DCB Bank Limited, India, Kyrgyz Investment and Credit Bank, Kyrgyzstan and First Microfinance Bank, Tajikistan.
- Mr. Moez Ahamed Jamal has been on the Board of HBL since 2009. He has over 39 years of experience in the financial sector.
- He currently serves on the Boards of Diamond Trust Bank Kenya, Marcuard Family Office, Switzerland and Global Finanz Agency AG.

#### **Directors**



Sadia Khan Non-Executive Director

- Ms. Sadia Khan joined in March 2018. She has pursued a versatile career path traversing investment banking, financial regulation, family businesses and entrepreneurship across three continents. With Masters degrees in Economics from both Cambridge University and Yale University and started her career at Lehman Brothers in New York.
- Since then she has worked with various international institutions and local regulatory authorities, including the Asian Development Bank in the Philippines, the Securities & Exchange Commission of Pakistan and the State Bank of Pakistan. Ms. Khan currently serves on the Boards of Engro Fertilizer and Pakistan Cables.



Salim Raza Independent Director

- Mr. Salim Raza joined the Board in 2017. He has over 40 years of experience in the banking and financial sector. He has held various positions at Citibank NA in Pakistan and abroad and has also held the position of Governor of the State Bank of Pakistan.
- He currently serves on the Board of International Steels Limited and is an adjunct professor at the Institute of Business Administration (IBA), Karachi for Political Economy.



**Dr Najeeb Samie** Independent Director

- Dr. Najeeb Samie was appointed to the Board in 2013. He has over 37 years of experience in the corporate and financial sector.
- He is currently the Managing Director of Roosevelt Hotel Corporation and is a Director of PIA Investments Limited and Minhal France, S.A, amongst other tourism related companies.



Agha Sher Shah Independent Director

- Mr. Agha Sher Shah has been on the Board since 2013. He has over 26 years of experience in the financial sector.
- He is currently Chairman and Chief Executive of Bandhi Sugar Mills (Private) Limited. He is also Director of HBL Asset Management Limited, Attock Cement Pakistan Limited, Thatta Cement Company Limited, Benazirabad Facilities (Private) Limited, Bandhi Powergen (Private) Limited and Triton LPG (Private) Limited.

## **Strengthened Governance**



Committee	Chairman	Member	Secretary	
Board Audit Committee	Dr. Najeeb Samie (Independent)	Mr. Moez Jamal Ms. Sadia Khan	Chief Internal Auditor	
Board Risk Management Committee	Mr. Salim Raza (Independent)	Mr. Shaffiq Dharamshi Mr. Muhammad Aurangzeb	Chief Risk Officer	
Board Human Resource & Remuneration Committee	Mr. Agha Sher Shah (Independent)	Mr. Sultan Ali Allana Mr. Shaffiq Dharamshi Ms. Sadia Khan	Chief Human Resources Officer	
Board Compliance and Conduct Committee *	Mr. Moez Jamal	Ms. Sadia Khan Chief Operating Officer (Non-voting member)	Chief Compliance Officer	
Board Development Finance Committee *	Mr. Salim Raza (Independent)	Mr. Sultan Ali Allana Mr. Muhammad Aurangzeb	Chief Financial Officer	
Board IT Committee *	Mr. Salim Raza (Independent)	Mr. Agha Sher Shah Mr. Muhammad Aurangzeb	Chief Operating Officer	
Board Oversight Committee – International Governance *	Mr. Sultan Allana	Dr. Najeeb Samie Mr. Muhammad Aurangzeb	Company Secretary	
Board Oversight Committee – New York	Mr. Shaffiq Dharamshi	Dr. Najeeb Samie	Company Secretary	

## **An experienced Executive Committee**

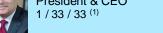


#### The senior team represents a good balance between continuity and fresh blood

\*



**Muhammad Aurangzeb** President & CEO 1 / 33 / 33 (1)



#### **Front Office**



Amer Aziz Head Development Finance 1 / 33 / 33 (1)



\*

Aamir Irshad Head Branch Banking 15 / 29 / 32 (1)



Muhammad Afaq Khan Head Islamic Banking 1 / 27 / 31 (1)



Aamir Kureshi Head Consumer Banking 12 / 29 / 29 (1)



Faisal Lalani Head International Banking 1 / 30 / 30 (1)



Risha A. Mohyeddin Global Treasurer 1 / 23 / 23 (1)



Khalid Mohsin Shaikh Head Remedial & Structured Credits 6 / 25 / 34 (1)



Farhan Talib Head Corporate and Investment Banking 9 / 22 / 22 (1)

#### **Business Support**



Naeem Bashir Ahmed Head Business Transformation 1 / 18 / 33 (1)



Rizwan Haider Chief Risk Officer 17 / 38 / 39 (1)



Rayomond Kotwal Chief Financial Officer 4 / 21 / 32 (1)



Sagheer Mufti Chief Operating Officer 1 / 37 / 37 (1)



Jamal Nasir Chief Human Resources Officer 4 / 21 / 31 (1)



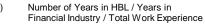
2 / 25 / 25 (1)



Adnan Pasha Siddigui Chief of Staff 1 / 24 / 24 (1)



#### Nauman Riaz Chief Compliance Officer



Reporting to BAC

Joined in last 18-24 months



Neelofar Hameed Company Secretary 1 / 31 / 35 (1)





Armughan Ahmed Kausar Chief Internal Auditor 1 / 22 / 22 (1)

## HBL's Strategic Direction: The 6-Point Agenda







- Strict cost discipline including cost initiatives
- Optimal deployment of Balance Sheet, with enhanced focus on cross-sell
- Maintain high portfolio quality

#### Relentless focus on customer experience

- "Delighting our clients" has to become the rallying cry
- Mindset needs to get embedded into the DNA of the organization, front-to-back

#### People Agenda to be our top priority

- Culture Change Increase investment in training and development
- Staff Engagement Frequent interaction with teams across the network
- Succession Planning Nurture and retain top talent and improve bench strength
- Gender Diversity Make HBL the employer of choice for women, with greater participation at senior management level

#### **Embedding Risk, Compliance and Control in our Business Principles**

- Successful completion of Business Transformation Program Doing first class business in a first class way
- Strengthening our first, second and third lines of defense across all disciplines

#### **Making Innovation the Driving Force**

- Proactively reinvent We are a technology company with a Banking License
- Continuous process improvement good is never good enough

#### Giving back to the Country and the Communities that we Serve

- Robust Development Finance agenda, driven by Board level Committee
- Strong CSR agenda backed by proactive employee volunteerism





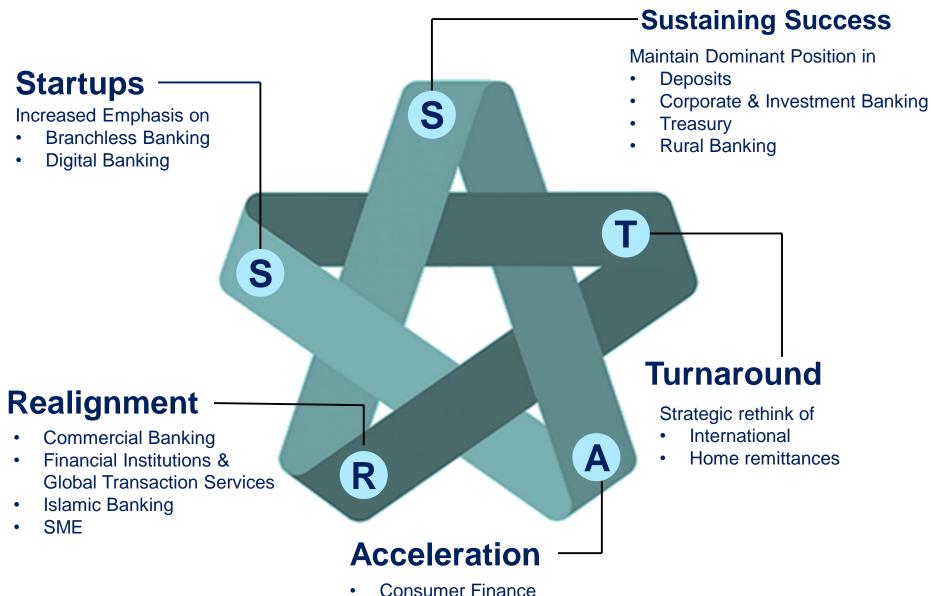






## HBL's Portfolio: A STARS Approach





MicroFinance



## **Key Initiatives Underway**

## **Business Transformation**



The Business Transformation (BT) Program is centered around the following Workstreams

Completed

Ongoing

**Gap Analysis** 

Correspondent Bank Query Unit (CBQU) Payment Screening Unit (PSU)

Request for Information Unit (RFIU)

Financial Crime Risk Assessment (FCRA)

**Customer Onboarding** 

Communication,
Branch Support Unit
& Capability (CBC)

**KYC Remediation** 

Biometric Verification

Sanctions Screening Transaction
Monitoring
(TMS)

International Rollout

#### **Work Done**

#### **1** Dec 2017

HBL formally embarked on the transformation journey with a 'Gap Analysis' exercise

#### **2** Jan 2018

- Designed the Business
   Transformation Programme built
   around the 12 workstreams shown
   above.
- Initiated implementation of changes to strengthen HBL's control framework

#### **3** Mar 2018

Fully established CBQU & PSU

#### **4** May 2018

Set BT priorities & 90 days plan with Executive Management

#### **5** July 2018

Implemented digitized account opening process, with revised Risk rating methodology & due diligence requirements in line with local & international best practices.

#### **6** Sep 2018

Established RFI Unit, completed FCRA, Kicked-off KYC remediation of High Risk/High Priority Customers. Established CBC unit, launched change packages, conducted trainings & revamped AML/CFT learning modules

#### **7** Mar 2019

Completed SBP mandated Biometric verification of 'High' and 'Medium' risk accounts.

#### **8** May 2019

Concluded optimization of existing TM scenarios. Completed full portfolio screening against ATA/ sanctions list. Completed SBP risk regularization activity on legacy portfolio. Formally kicked-off international rollout of transformation program in UAE (including all GCC countries) & UK

#### Next in 2019...

- Simplification of account opening process & system implementation of CIF methodology for Consumer and FI onboarding
- Completion of International rollout initiated in key locations & planning for remaining locations
- 'Go-live' of real-time sanctions screening capabilities
- Optimization & implementation of new scenarios to enhance coverage of correspondent banking, Trade, Consumer and Money Service Bureaus (MSBs)
- Biometric verification of Normal Priority accounts & KYC remediation of medium & low risk legacy customers

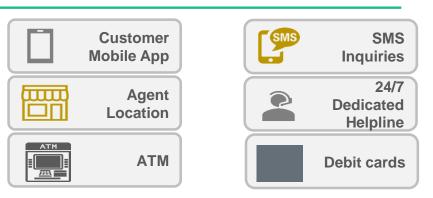
## Branchless Banking – HBL KONNECT



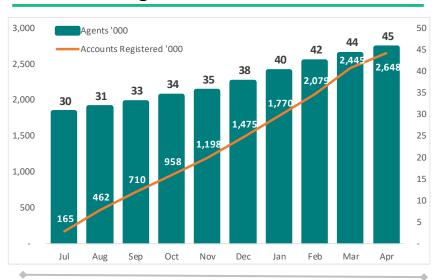
#### **Business Model**

- Leveraging Agents and Mobile for mass acquisition.
   Take banking closer to largely unbanked masses in environments more familiar to them.
- Launched in July 2018. 2.6 million new accounts as of now; 24% women.
- Real time sanctions screening and biometric authentication against GoP database.
- Enables large-scale G2P payments BISP
- Transactions growing steadily. In April 2019, 1.9 million transactions valued at Rs 8.6 billion processed (Avg. transaction size: Rs 4,500 [\$32]).
- Distribution network growing: Now at 45k agents.

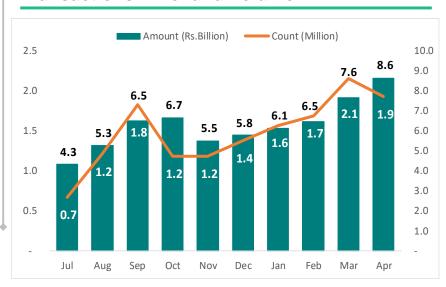
#### **Channels**



#### **Customers / Agent network**



#### Transactions - No. and Volume



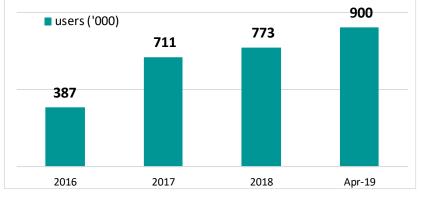
## **HBL** Digital





#### **Mobile & Internet Banking**

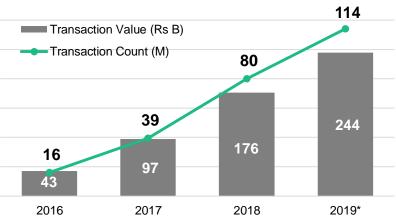
- 0.9 million users of Mobile & Internet
- Average monthly transactions Count: 9.6m, Value: 20b
- Lifestyle app: Partnering with merchants to enable in-app shopping. Offers investment and insurance products.
- First in market to offer loan on Mobile. Over Rs 1.4b disbursed to date to more than 9,115 customers





#### **Data**

- Governance structure established through Data Governance Council
- Data lake being deployed
- Advanced analytics team trained on machine learning and AI.
   Initial use cases being analyzed for customer churn management and AML related Transaction Monitoring



#### Open API



#### **Ecosystem Partnerships**

- Active engagement with startup community to identify potential partnerships
- 3 finalists from 2017 Innovation Challenge working with HBL
- API strategy finalized, execution plan being developed
- 1st commercial bank to enable a payments API integrated with the biggest e-commerce website

\* YTD April 2019 numbers have been annualized

## Transaction and Employee Banking (TEB)



#### Digitization is the key!

Digitizing collections and payments by bringing clients to digital platform at both sending and receiving end via internet, mobile and branchless banking

Provide customized solutions to educational institutions, digitize collections and payments

Capitalizing on the CPEC initiative, to penetrate CPEC corridor in underserved areas - KPK, Balochistan, Gilgit - Baltistan

Financial inclusion via tapping the unbanked population through branchless banking

Digitizing the unstructured pension payments process

### TEB Landscape

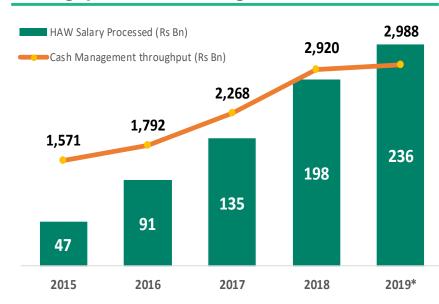
#### **Cash Management:**

- Collection mandates755
- Payment mandates 308
- ➤ Market share 37%

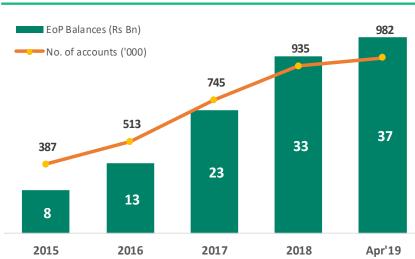
# Employee Banking / HBL At Work (HAW)

- ➤ Total mandates 1,359
- ➤ Market share 55%

#### Throughput - Cash Management & HAW



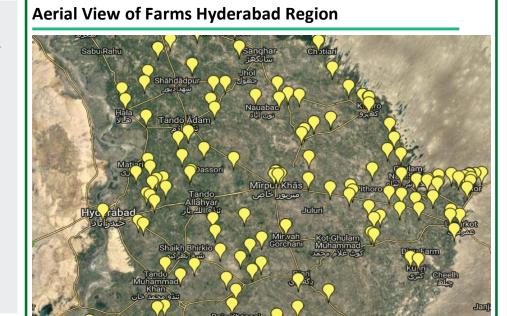
#### **HAW – Salary Accounts**



## Digitizing Agriculture Finance



- · Geotagging of farms
- Aerial view of farms to be accessed from Google Maps
- Image of farmer and farm to evaluate condition of agricultural lands
- Centralized storage of important data points along with time and date stamp
- HBL is the first bank in the industry to have integrated its system with Punjab Land Record Authority. Will enable on-line extraction of title documents to improve turnaround and risk management
- HBL also has an arrangement with Sindh Board of Revenue, whereby Bank is able to verify the mutation of Rural borrowers.



# Farmer and Farm image



#### Farm Land with coordinates

Longitude: 74.47394561111112

Latitude: 32.59056088888889

Captured Date: 2019:01:31 12:40:50

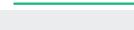


## Building the nation – Corporate and Investment Banking



The largest Corporate & Investment Bank in the country with total credit exposure of over USD 5.7 Bn to over 600 corporate customers. At the forefront of all major transactions

#### **Major Deals**



## H-ELECTRIC

#### **K-Electric Limited**

Financial Advisor, Mandated Lead Arranger & Equity Arranger

#### USD 1,700M

Project Finance Advisory & Arrangement **Ongoing** 

## ThalNova

#### ThalNova Power

Thar Limited
Financial Advisor & LCY
Mandated Lead
Arranger

#### **USD 527 M**

Project Finance Debt Arrangement and Financial Advisory

Ongoing

#### Power Sector

#### Pak Matiari Lahore Transmission Line Company (Pvt.) Ltd

生開展力技术的最有限公司

Financial Advisor & Mandated Lead Arranger

#### USD 1,700M

Project Finance Advisory & Arrangement **2019** 



## **Lucky Electric Power Limited**

FCY Lead Arranger

#### **USD 638M**

Project Financing Debt Arrangement

2018



#### Thar Energy Limited

Financial Advisor & LCY Mandated Lead Arranger

#### USD 520M

Project Finance Debt Arrangement and Financial Advisory 2018



#### Water and Power Development Authority

Shariah Structuring Agent Lead Advisor & Arranger

**USD 1,400M** 

Syndicated Term Finance Facility

2017

#### **Others**



#### Panda Bond

**Issue** Joint Lead Manager

USD 1,000M

Inaugural Panda Bond Issue by Government of Pakistan

**Ongoing** 

## Luna Pakistan (Private) Limited

Mandated Lead Arrangers

#### **USD 81 M**

Shariah Complaint Term Finance Facility based on Istisna

2019



## Pakistan National Shipping

#### Corporation

Lead Advisor & Arranger

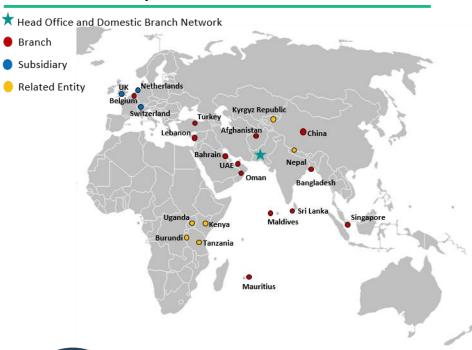
USD 75.5M

Syndicated Term Finance Facility (Islamic/Conventional **2018** 

## International Network



#### **International Footprint**



Strategic Focus Economic currents moving eastwards - with China and the emergence of Central Asia

HBL footprint - opportunity to gain significant share in these markets and flows between these corridors.

#### We aim to be:

- In the top 5 foreign banks for trade volumes between China & Central Asia, the GCC, Turkey and South Asia.
- No.1 for Pakistan Inbound and Outbound flows from these corridors / markets

#### Strategy

#### Corporate, Trade Finance and FI

- Upgrade global trade finance capability and proposition products, services, people, processes and platform
- Capture GCC and SAARC flows to and from Pakistan, China and Central Asia
- Inbound and Outbound business Pakistan and across all locations
- Belt & Road opportunities China coverage and connectivity across the network
- Focus on trade and working capital needs; build cross-sell of deposits and treasury products
- Grow FI as a global business with strong sell-side offering

#### **Retail and Remittances**

- Build liabilities and re-structure branches to enhance sales capacity
- Enhance customer experience through digital roll-out and distribution channels
- New products, leader in remittances, and go-to Bank for non-resident Pakistanis

#### **Compliance and Controls**

- Enhance compliance environment to global standards
   People
- Indigenization and diversity

#### HBL's Environmental, Social and Governance Framework



#### **Environmental & Social (E&S)**

- Worked proactively with CDC to ensure that the Bank's environmental and social risk management policies are compliant with international best practices
- Product development and client workshops for E&S being pursued in collaboration with CDC one workshop on renewable energy already conducted
- Social and Environmental Management System (SEMS) developed and implemented since 2014, compliant with UK and IFC standards
- Played a leading role in development of the Green Banking Guidelines in Pakistan
- ESG due diligence process embedded in all Corporate Banking credit approvals
- Environment Committee formed to create focus on Green Finance and environmental risks in lending

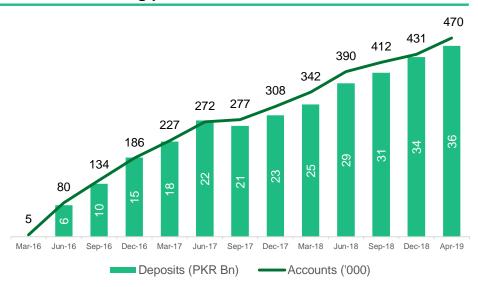
#### Governance

- Through CDC, organized trainings on Financial Crime Governance and Risk Appetite for the Boards and Management Teams of HBL and FMFB.
- Strengthened policy for Prohibition of Insider Trading
- Policy for Prohibition of Bribery and Corrupt practices implemented mandatory e-learning module developed in-house, 75% staff certified
- Two new management committees formed to strengthen the control environment Compliance Committee and Controls Committee

## **Embracing Diversity**

## HBL

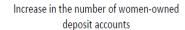
#### **HBL Nisa – Banking platform for women**



# More women are choosing to bank with HBL HBL Nisa

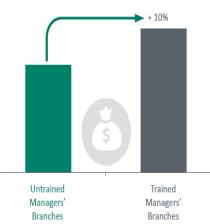
#### **Gender Sensitization**

- In collaboration with IFC, Gender Sensitization training rolled out across the Bank to over 12,000 employees
- Improved perception of equal performance capacity at the workplace
- Diversity Council formed. Programs rolled out to promote Women Leadership and introduce gender friendly policies
- Mentoring program launched for senior women
- Targeting 30% of women in new hiring to reach 20% participations by 2020. Currently over 16%
- Female entry level programs being introduced. First batch of all-women IT graduates inducted



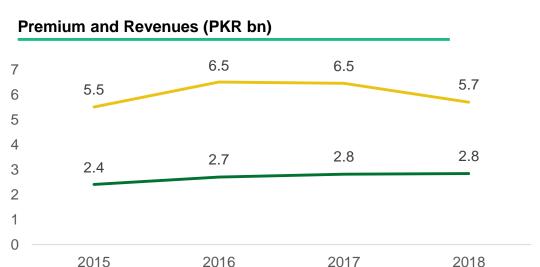


Increase in the volume of deposits in women-owned deposit accounts



## Bancassurance – Maintain leadership, 34% Market share

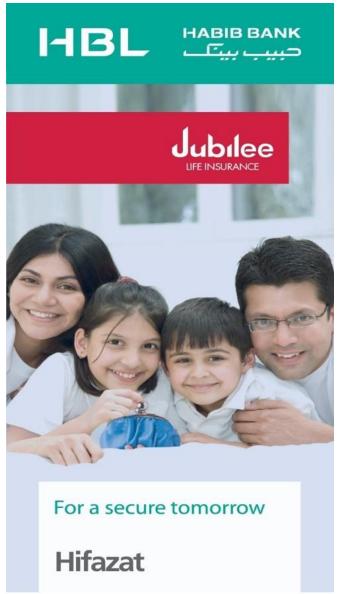




---Premium ----Fee

#### **Business Summary - Lifetime to date**

Total Premium sold	32.7 Bn
No. of Policies	573,193, 30% women
Persistency	3 Years at over 83%
Insurance Partners	Jubilee Life, EFU Life, Jubilee General



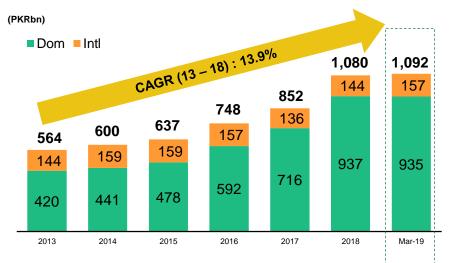


## **Financial Performance**

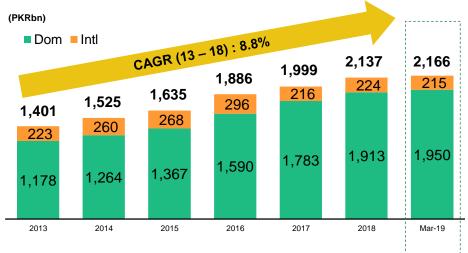
## **HBL's Fortress Balance Sheet**



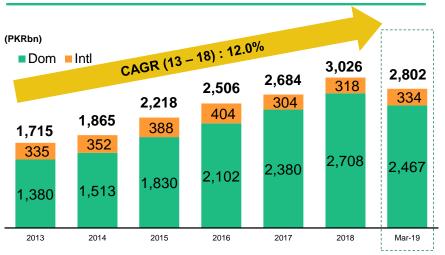
#### **Net Advances**



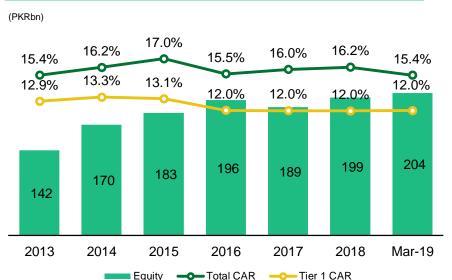
#### **Deposits**



#### **Total assets**



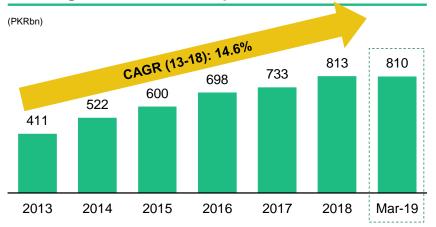
#### **Capital and CAR**



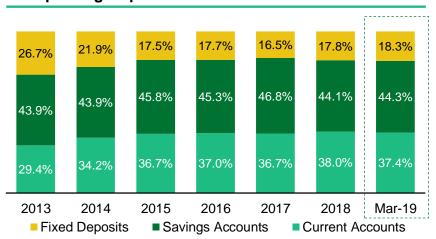
## Deposits remain the growth engine



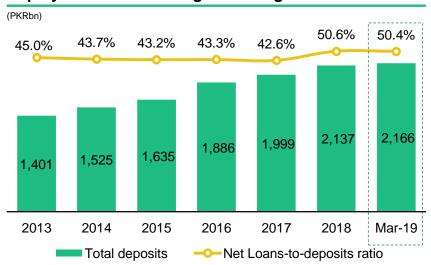
#### Robust growth in current deposits...



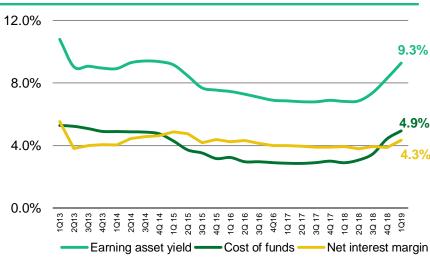
#### ... Improving Deposit mix



#### Deployment now skewing to lending



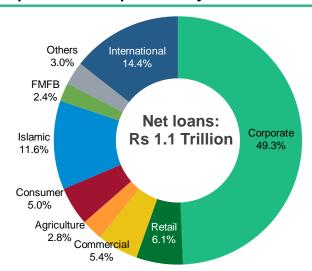
#### Net interest margin



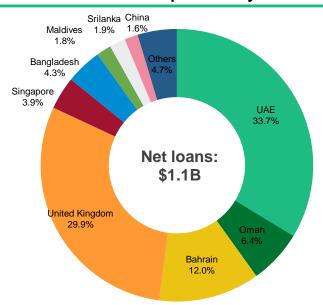
## A diversified loan portfolio...



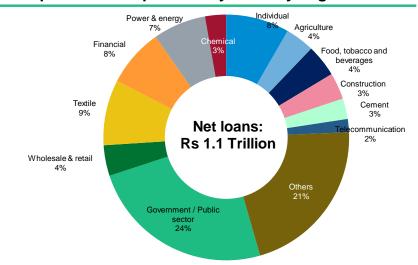
#### Loan portfolio composition by line of business



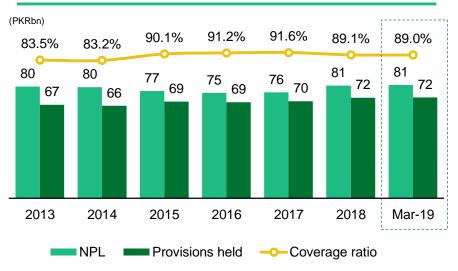
#### International advances composition by location



#### Loan portfolio composition by industry segments



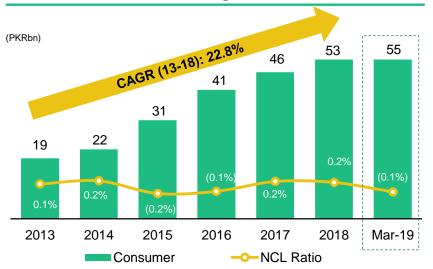
#### Conservative risk management



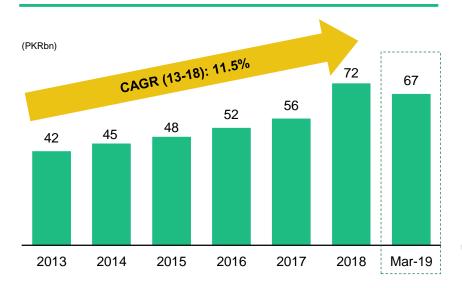
## Strategic initiatives to continue driving growth & inclusion



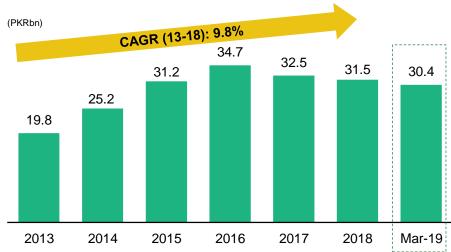




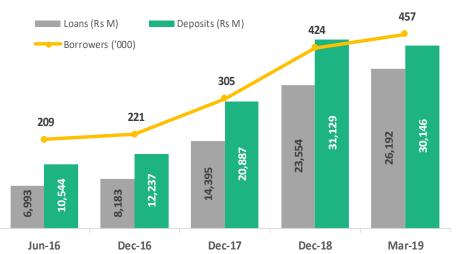
#### **SME Portfolio**



#### Agriculture Financing – Leadership in a challenging market



The First MicroFinanceBank - 3x growth since acquisition

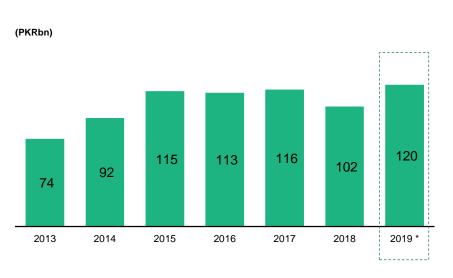


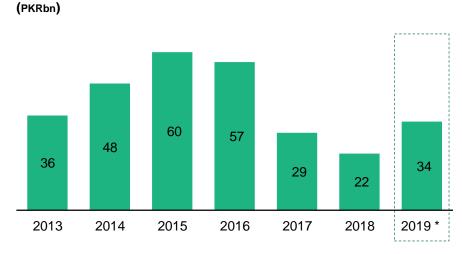
## Operating results



#### **Total Revenue**

## Profit before tax

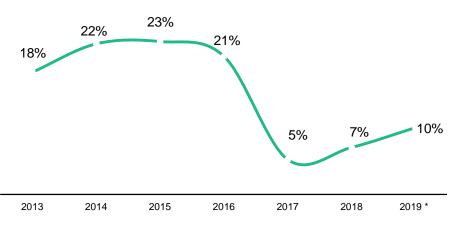




#### Profit after tax

#### **Return on Equity**



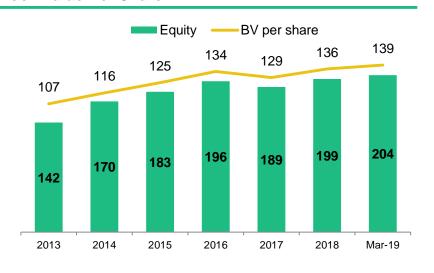


\* Q1'19 numbers have been annualized

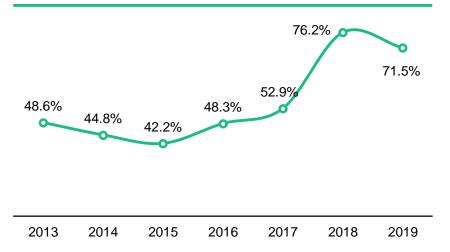
## **Earnings and Dividends**



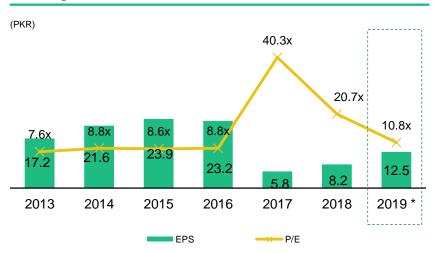
#### **Book Value Per Share**



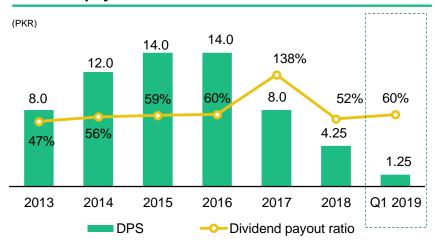
#### Cost to income ratio



#### **Earnings**



#### **Dividend payout**





# **Appendix**

## **Balance Sheet**



PKR Bn	2013	2014	2015	2016	2017	2018	Mar-19
Assets							
Cash & Bank Balances	193	203	208	284	287	322	290
Lendings to financial institutions	35	34	18	34	34	51	298
Investments	826	923	1,271	1,344	1,375	1,390	934
Advances	564	600	637	749	852	1,080	1,092
Others	97	105	84	96	149	182	188
Total Assets	1,715	1,865	2,218	2,507	2,696	3,026	2,802
Liabilities							
Bills payable	19	22	28	31	34	42	28
Borrowings	108	103	314	333	398	523	232
Deposits and other accounts	1,401	1,525	1,635	1,886	1,999	2,137	2,166
Subordinated loan	3	-	10	10	10	10	10
Other liabilities	42	45	48	51	67	114	161
Total Liabilities	1,573	1,695	2,036	2,311	2,507	2,827	2,597
Equity	142	170	183	196	189	199	204
Total Liabilities + Equity	1,715	1,865	2,218	2,507	2,696	3,026	2,802

## Profit / Loss



	2012	2014	2045	204.6	2047	2040	04 2040
PKR Mn	2013	2014	2015	2016	2017	2018	Q1 2019
Interest Income	120,605	137,416	141,101	141,089	148,010	165,283	51,524
Interest Expensed	65,207	68,833	62,933	59,138	66,177	83,606	28,154
Net Interest Income	55,397	68,583	78,169	81,951	81,833	81,677	23,370
Fee and commission income	11,686	14,025	17,194	19,026	19,519	18,024	5,323
Dividends / Capital Gains	3,060	2,359	12,603	6,616	8,984	2,016	(286)
Share of profit from associates	1,785	3,267	3,399	3,768	2,052	2,723	891
FX Income	1,574	2,847	2,749	1,399	3,880	4,437	993
Reval. loss on open position	_	_	_	_	(1,127)	(6,835)	(540)
Other income	836	926	639	625	808	(471)	253
Non Fund Income	18,941	23,425	36,584	31,435	34,116	19,894	6,634
Gross Revenue	74,339	92,008	114,753	113,387	115,949	101,571	30,004
Administrative expenses	36,110	41,254	48,400	54,790	61,300	77,380	21,441
Other expenses	744	973	1,312	1,180	1,071	(2,403)	212
Total Expenses	36,854	42,227	49,713	55,970	62,371	74,978	21,652
Operating profit	37,485	49,781	65,040	57,417	53,578	26,593	8,352
Provisions - net	1,351	1,531	4,754	892	374	5,009	(83)
Profit before extraordinary item	36,133	48,250	60,286	56,525	53,204	21,585	8,435
Extra ordinary / unusual item	-	-	-	-	23,717	-	-
Profit before tax	36,133	48,250	60,286	56,525	29,487	21,585	8,435
Taxation	13,106	16,768	25,185	22,319	20,639	9,144	5,257
Profit after tax	23,027	31,483	35,102	34,206	8,848	12,441	3,178

## **Key Ratios**



	2013	2014	2015	2016	2017	2018	2019
Profitability							
Return on average assets (RoA)	1.4%	1.8%	1.7%	1.4%	0.3%	0.4%	0.6%
Return on shareholders' equity (RoE)	16.8%	20.2%	19.9%	18.1%	5.2%	7.1%	9.9%
Cost : Income ratio	48.6%	44.8%	42.2%	48.3%	52.9%	76.2%	71.5%
NFI : Gross revenue	25.5%	25.5%	31.9%	27.7%	29.4%	19.6%	22.1%
Asset Quality & Liquidity	***************************************						 
Gross Advances to deposits ratio	45.0%	43.7%	43.2%	43.3%	46.1%	53.9%	53.7%
CA %	29.4%	34.2%	36.7%	37.0%	36.7%	38.0%	37.4%
CASA %	73.3%	78.1%	82.5%	82.3%	83.5%	82.2%	81.7%
NPLs to Gross Advances	12.7%	11.9%	10.9%	9.2%	8.2%	7.0%	7.0%
Net NPLs to Net Advances	2.7%	2.7%	1.7%	1.4%	1.1%	1.1%	1.2%
Coverage - Specific	80.8%	79.9%	85.8%	86.4%	87.6%	84.7%	84.5%
Coverage - Total	83.5%	83.2%	90.1%	91.2%	91.6%	89.1%	89.0%
Capital Adequacy							 
Tier I CAR	12.9%	13.3%	13.1%	12.0%	12.0%	12.0%	12.0%
Total CAR	15.4%	16.2%	17.0%	15.5%	16.0%	16.2%	15.4%
Industry Share							 
Deposits	15.1%	14.8%	14.1%	14.1%	14.3%	13.9%	14.3%
Advances	10.7%	11.0%	10.7%	11.3%	11.6%	12.2%	12.2%