



# INVESTOR RELATIONS PRESENTATION

FY2019



A BANK TO TRUST



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# Egypt's Fact Sheet

## Country Profile

Name	Arab Republic of Egypt
Capital	Cairo
Currency	Egyptian Pound (EGP)
Total area	c.1,002,000 sqm.km
Inhibited area	7.88% of total area
Governorates	27

## Favorable Demographics

Population	99.97mn <sup>2</sup>
Median age	24 <sup>2*</sup>
Labor force/population	42.2% <sup>1*</sup>
Unemployment rate	7.8% <sup>1*</sup>

Most populous country in the Middle East

3<sup>rd</sup> most populous in Africa

Production age totals to c.50% of total population

Over 85% of the population is below 55 years

<sup>1</sup> CBE, Economic Activity as % of GDP 2018/2019

<sup>2</sup> CAPMAS, as of 06/02/2020

<sup>1\*</sup> CAPMAS, as of Q3'2019

<sup>2\*</sup> CIA, World Fact Book

## Diversified Economy<sup>1</sup>

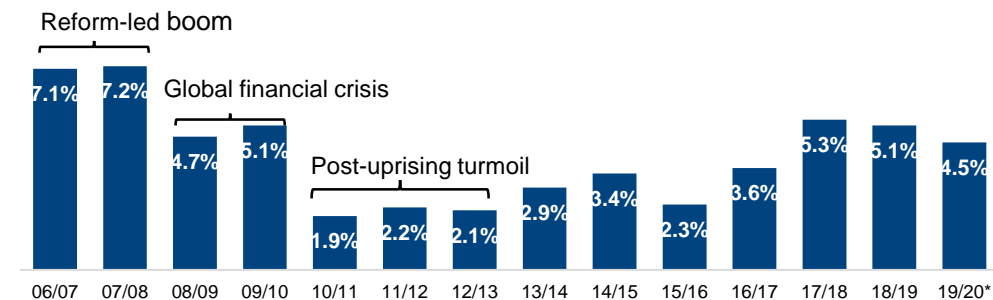


Manufacturing Industries (16%)	Wholesale & Retail Trade (13%)
Agriculture, Forests & Fishing (11%)	Real Estate (10%)
Extractions (10%)	General Government (8%)
Construction & Building (6%)	Transportation & Storage (5%)
Financial Intermediaries & Auxiliaries (4%)	Tourism (3%)
Communications (2%)	Suez Canal (2%)



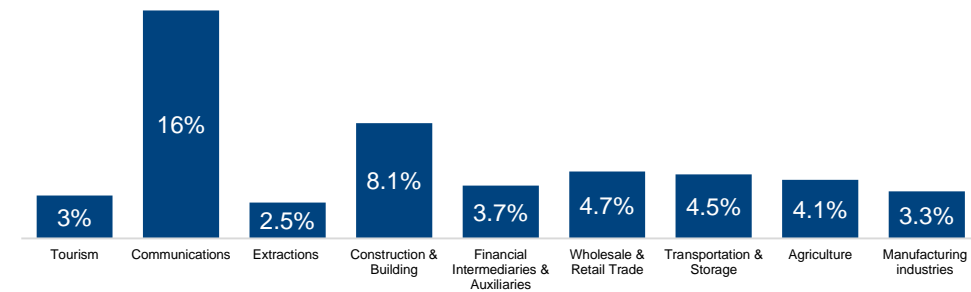
# Macro-Environment- Real Sector

## Real GDP Growth\* (%)



\*1Q20 Data

## Key Sector Growth rates\*\*\*\*



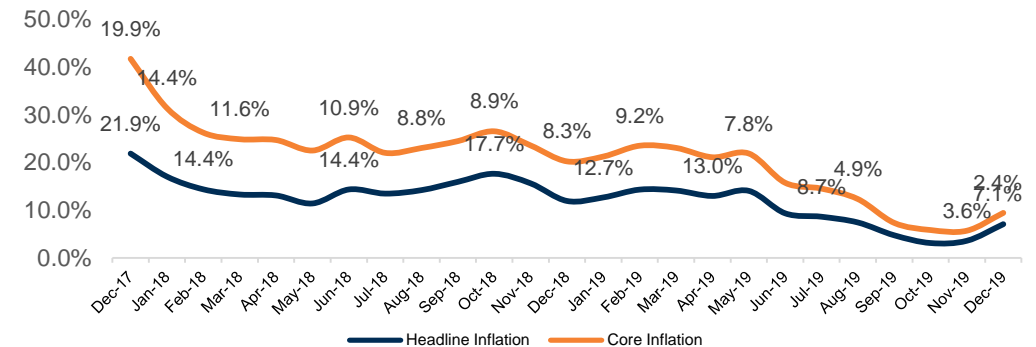
\*GDP at Factor Cost

<sup>2</sup>CBE, figures as of Q4'2018/2019

\*\*CBE, figures as of Q1 2019/2020

<sup>3</sup>Expected GDP/Capita (current prices), IMF, WEO Database, October 2019

## Inflation (%)



## Manageable debt

- Net International Reserve: \$45.4bn (Dec19)<sup>2</sup>
  - Current A/C balance: \$-586.5mn<sup>2</sup>
  - LT external debt: \$98.3bn<sup>2</sup>
  - ST external debt: \$11.0bn<sup>2</sup>
- c.80% of debt in LCY held by public sector*

## Growth Opportunities

- Total GDP: EGP 1,479,496.6mn<sup>\*\*\*</sup>
- GDP/Capita: \$ 3,046 (2019)<sup>3</sup>

## Consumption\*\*

- Private consumption/GDP: 77.3%
- Public consumption/GDP: 9.3%

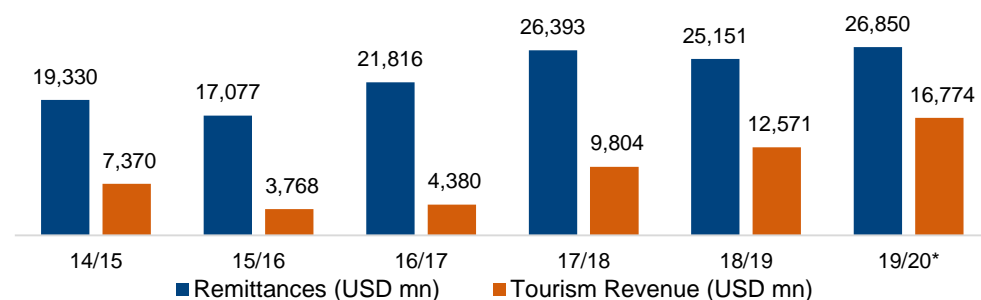
<sup>\*\*\*</sup> GDP at Factor cost by economic activity (current prices) as of Q1 2019/2020

<sup>\*\*\*</sup> As of Q1 2019/2020



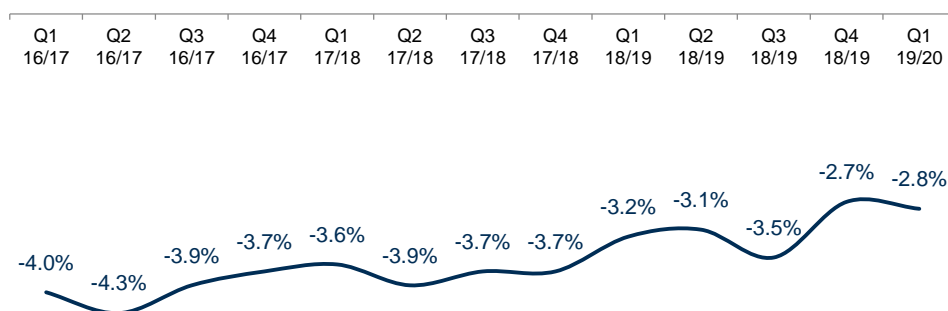
# External Sector (BOP)

## Tourism and Remittance proceeds (USD mn)

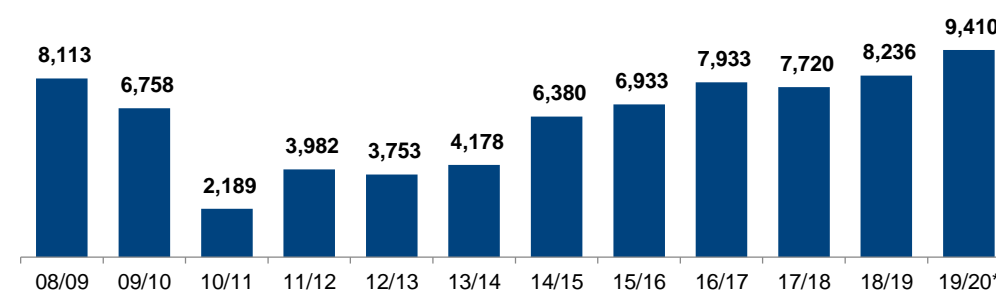


\*1Q20 Annualized

## Trade Deficit (% GDP)

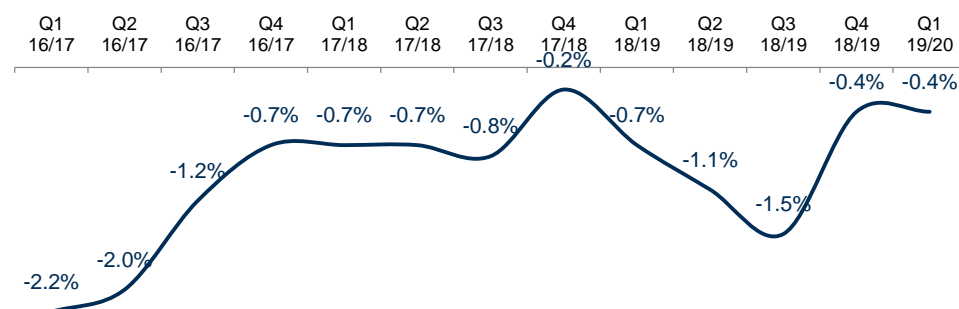


## FDI (USD mn)



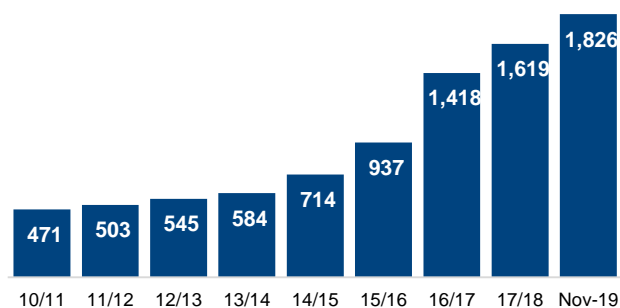
\*1Q20 Annualized

## Current Account balance (% GDP)

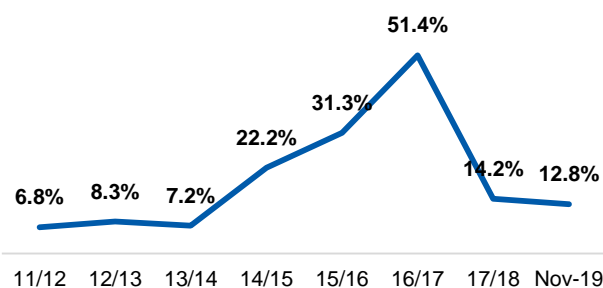


# Egypt's Banking Sector

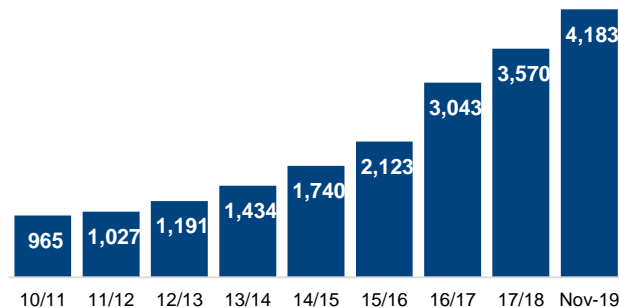
Total loans (EGP bn)



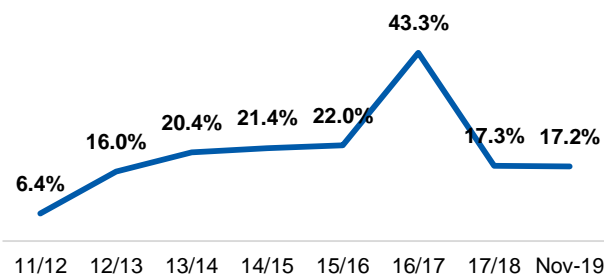
Loan growth (%)



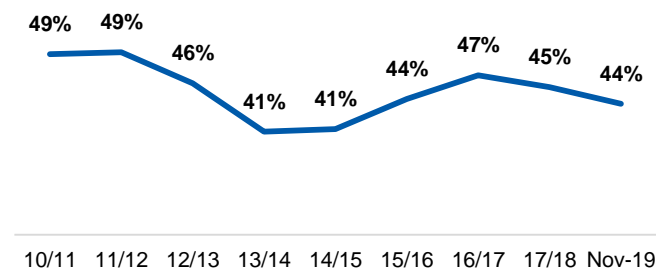
Total deposits (EGP bn)



Deposit growth (%)



LDR (%)



Underleveraged

- ⊗ Total # of banks: 38\*
- ⊗ Total bank lending facilities/GDP: 34.59%\*\*
- ⊗ Corporate loans/GDP: 27.29%\*\*
- ⊗ Household debt/GDP: 7.31%\*\*
- ⊗ Loans/Deposits: 44.01%

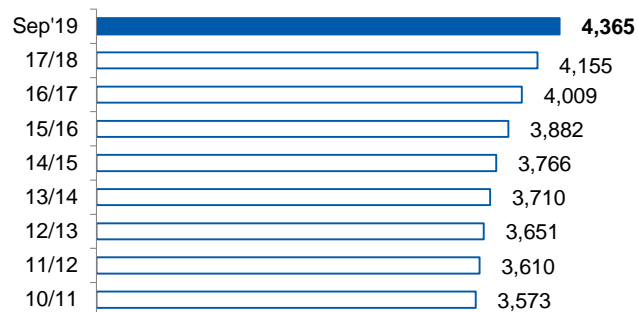
\* After The Bank of Nova Scotia and The National Bank of Oman obtained approvals to cease operations in Egypt

\*\*GDP by expenditure at market price, data as of Nov 2019

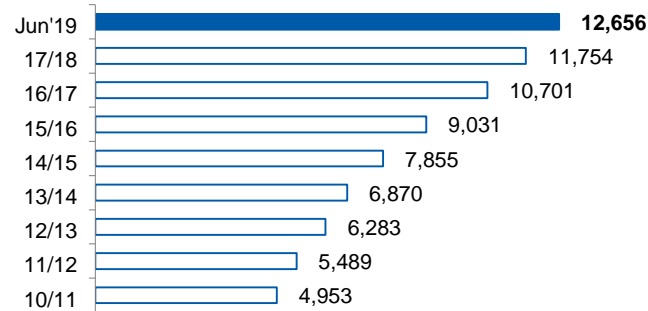
Figures as per CBE

# Egypt's Banking Sector (Cont'd)

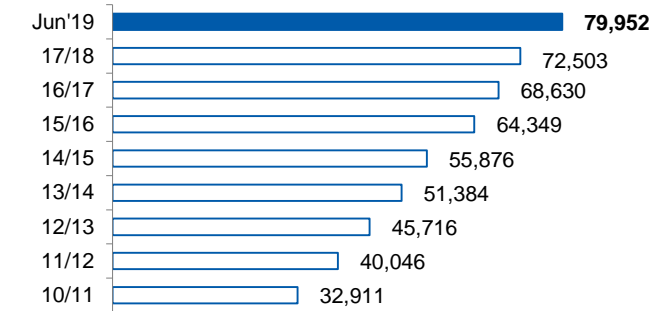
## Total # of branches



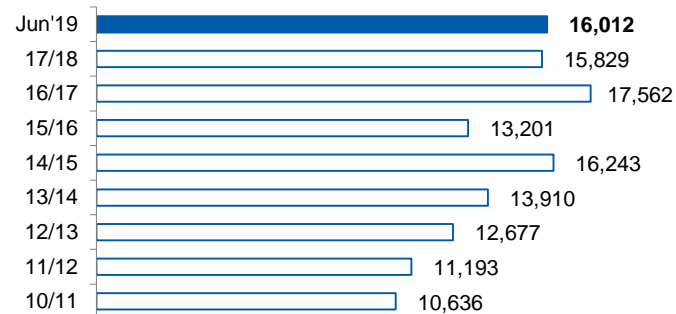
## Total # of ATMs



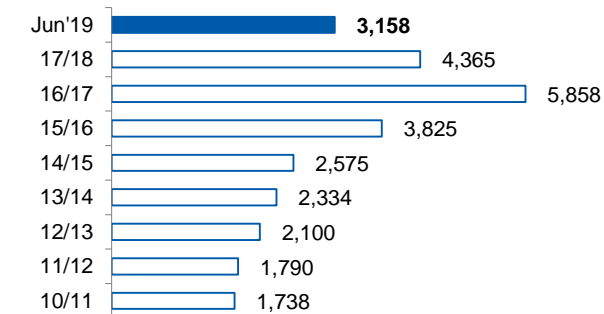
## Total # of POS



## Total # of debit cards ('000)\*



## Total # of credit cards ('000)



## Banking Reforms

- Phase I** (2005-2008): completed
- Phase II** (2009- 2011): improving regulatory environment, adopting Basel II, increased focus on corporate governance, limit concentrated risk exposure and proprietary investment
- Phase III** (2011-2012): finalized fine-tuning of regulations
- Phase IV** (Ongoing): parallel run of existing regulations on capital adequacy and Basel II, finalizing data warehousing framework, final regulations on leverage ratio, 2nd discussion paper on LCR and NSFR, final regulations on ICAAP, Capital conservation buffer
- Starting 1Q19, banks report financial statements in accordance with IFRS9**

\* Including the number of prepaid debit cards from June 2013 until June 2015





# Why Egypt?

## Economic Environment

Among the most diverse in the MENA region

### Mega Projects

- ⌘ New Suez Canal
- ⌘ New Cairo Administrative Capital
- ⌘ Development Passage in Western Desert
- ⌘ Golden Triangle in the South
- ⌘ North Coast development plan
- ⌘ 1.5 million feddan reclamation project in New Valley

### Financial Inclusion

- ⌘ Unveiling opportunities within SMEs
- ⌘ Initiative to pay government employees via debit cards
- ⌘ Integration of grey economy
- ⌘ Attracting retail into banks
- ⌘ (over 80% of adult population unbanked)

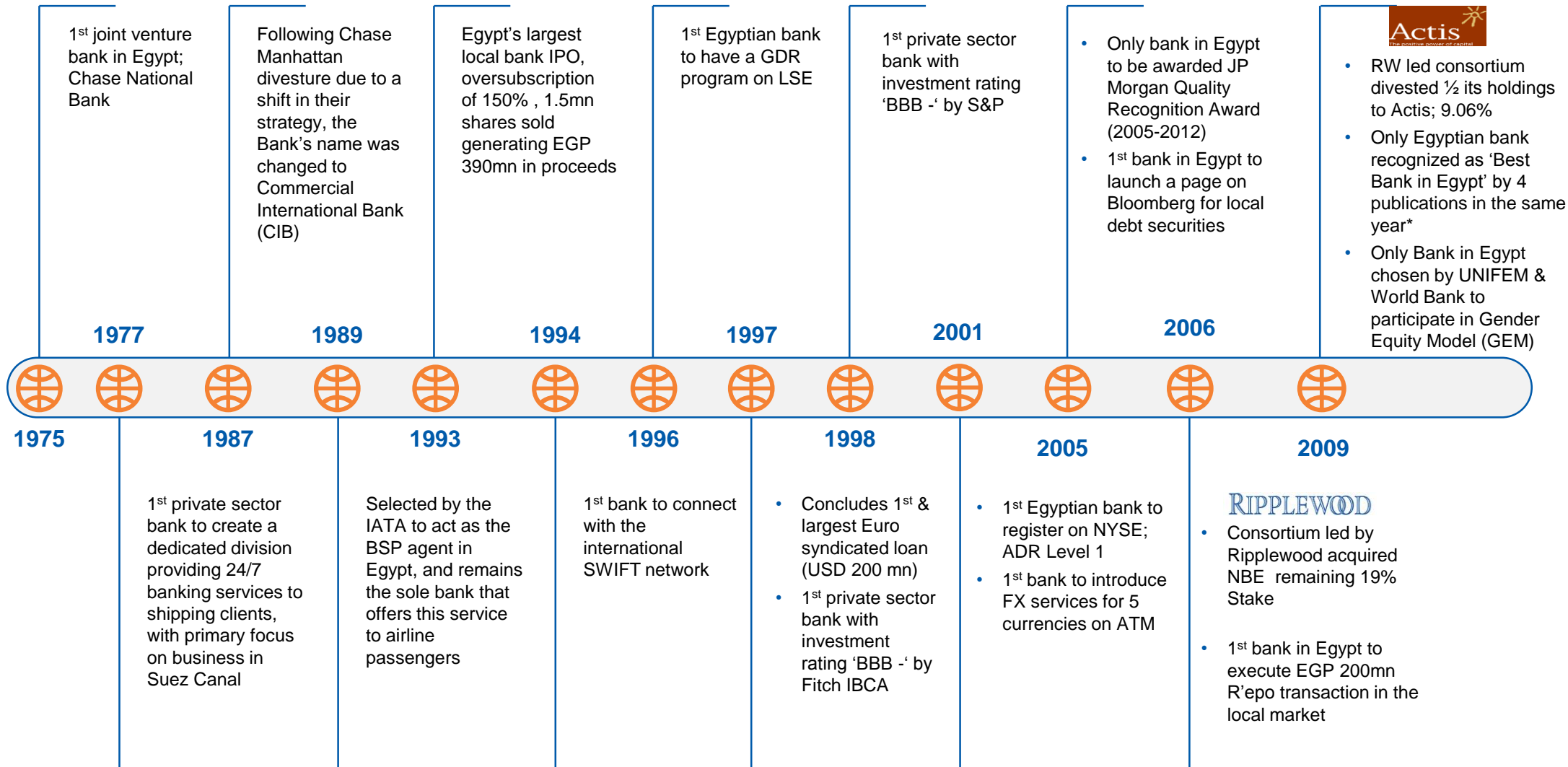
### Reform Policy

- ⌘ Economy faced rising imbalances that led to weakening growth, high public debt, a widening current account deficit, and low official reserves hence the need for reform
- ⌘ Liberalization of foreign exchange system to eliminate forex exchange shortages and encourage investment and exports
- ⌘ Monetary policy aimed at containing inflation
- ⌘ Target to decrease budget deficit to contain public debt by collecting more revenues through progressive taxation and cutting expenditure through eliminating fuel and energy subsidies
- ⌘ Strengthening social safety nets by increasing spending on food subsidies and cash transfers such as Takaful and Karama.
- ⌘ Far-reaching structural reforms to promote higher and inclusive growth, increasing employment opportunities for youth and women

## Attracts Investments

- ⌘ Approved IMF Loan signaling a tremendous confidence boost in Egypt's ability to release its economic potential in a sustainable way
- ⌘ Broad and increasing local consumer base
- ⌘ Government has finalized the new investment law, new industrial license act and the new bankruptcy law which will increase domestic investment & attract FDI
- ⌘ Low labor costs

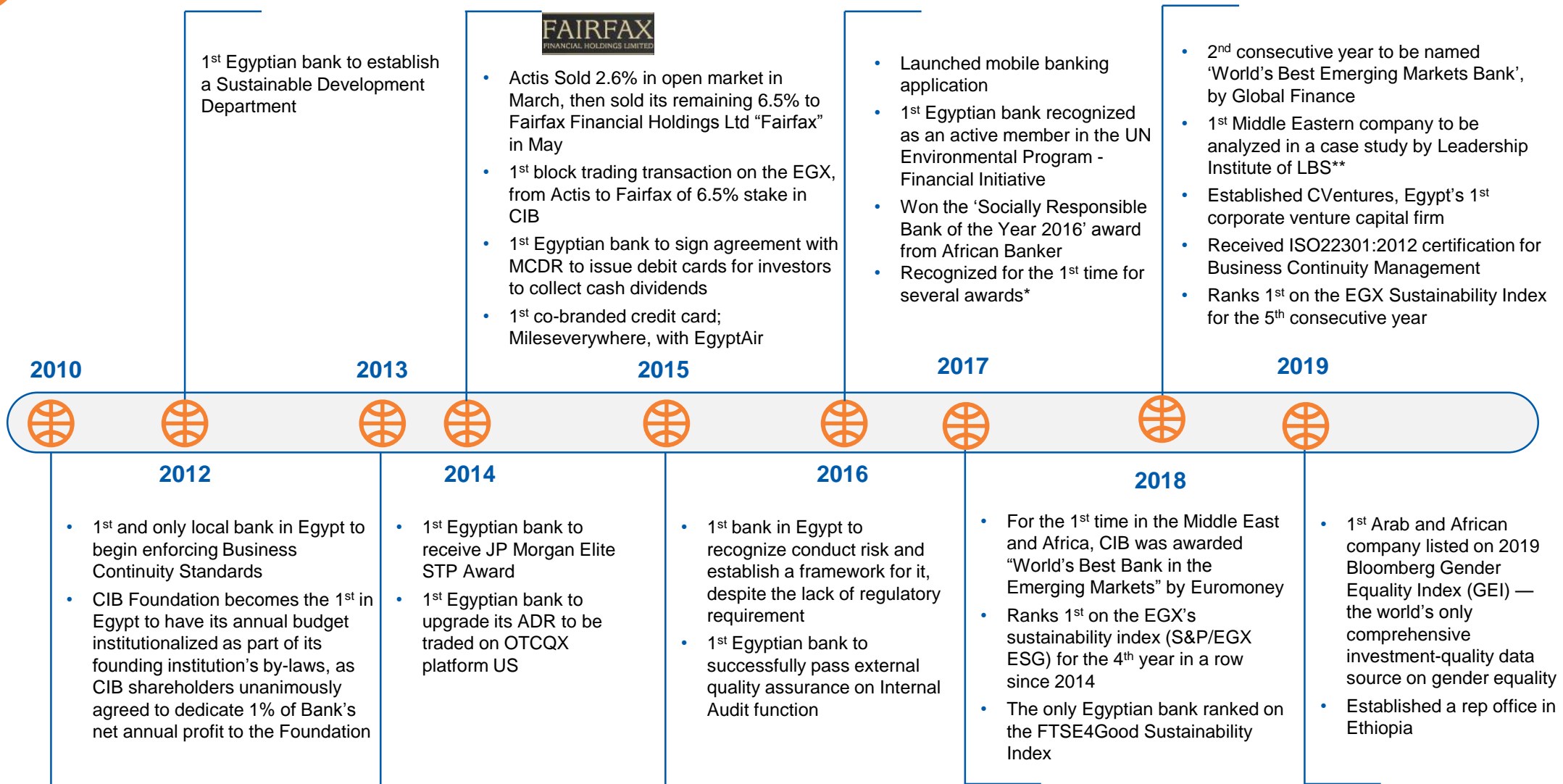
# CIB's Key Milestones



\* The publications are Euromoney, Global Finance, EMEA Finance, & The Banker



# CIB's Key Milestones (Cont'd)




\* Awards include: Best Bank in Egypt Supporting Women Owned and Women Run Businesses by the American Chamber of Commerce in Egypt, Two awards in Achievement in Liquidity Risk and Operational Risk for Middle East & Africa by Asian Banker for 2016, Best Retail Risk Management Initiative by Asian Banker for 2016, Middle East Most Effective Recovery 2016 by BCI

\*\* LBS: London Business School

\*\*\* By PECB in partnership with EGYBYTE



# CIB's Associates & Subsidiaries




**Ownership**

**32.5%**

**Profile:** Offers a full suite of security services;

Private security	Premises protection	Cash-in-Transit (CIT)
Electronic security system solutions	General and facility management services	Touristic and governmental concierge services




**Ownership**

**23.5%**

**Profile:** an “Agent Bank” financial services;

Registration and Application Services	Loans and Credit Cards Payment	Retail Cash Deposit and Withdrawals
Local and International Remittances	Drop In and Collection Services	ATM Outsourcing Services



**Ownership 99.98%**

Established in 2018, CVentures is Egypt’s first corporate venture capital firm focused primarily on investing in category-defining companies with the potential to create meaningful change in financial services. CVentures primarily participates in investment rounds, and —on a selective basis — seed investment rounds in core financial applications.

*Fawry Plus is a newly established Joint Venture offering an “Agent Bank” financial services that acts on behalf of another bank or group of banks, which is an innovative delivery model that brings financial services providers closer to millions of un-banked population.*

*\* CI Capital is now within the available for sale investment portfolio. On the back of CI Capital's Initial Public Offering and Capital Increase, CIB's stake in CI Capital was diluted to reach 7.56%.*

# Our Presence in Egypt

## CIB's footprint

### Distribution Network

207	Total Branches and Units
120	Cairo
29	Alexandria
28	Sinai and Canal
15	Delta
15	Upper Egypt and Red Sea

### Digital Banking

12,457,771	Website Visits
4,577,463	Call Center Calls
2,113,249	IVR calls
625,167	Smart Wallet Users
592,137	Internet Banking Users
395,674	Mobile Banking Downloads*
16,252	POS
1,012	ATMs

\*New mobile banking app as of August 2019

## Digital Banking Initiatives

- the highest activity rate for mobile payment through its Smart Wallet in the Egyptian market, amounting to 18% with a total value of transactions of EGP 1.4 billion
- Launched CIB's new Mobile Banking application on August 3rd, which includes a revamped layout that offers an enhanced user experience and additional features, such as fingerprint login, in-app registration, managing beneficiaries and viewing investment funds, and others



# CIB's Digital Transformation Highlights

Since the launch of CIB's digital transformation strategy, significant progress has been made on all three fronts. Today, CIB is ideally positioned to continue building on its current framework to drive full digitalization across the entirety of its day-to-day operations in the coming years

## Analytics and Data Management

### Credit Card Purchase Behavior Segmentation

The first phase of the project involved an internal staff analysis using data from more than 7,500 credit cards issued to c.4,500 CIB employees

### Intelligent Product Recommendation Engine

### Anomaly Detection Model

### Automated Credit Limit Increase (ACLI)

## Building CIB's Digital Channels

As of December 2019:

**592,137** Online users with an activity rate of 64.1%

▲ **45%** Internet banking subscribers increase versus 2018

▲ **16%** Internet banking rise in the number of transactions versus 2018

▲ **114%** Y-o-Y increase in CIB's Mobile Banking app transactions

### Channels and Services

CIB's digital channels include a well-established internet and mobile banking platforms, a fully developed IVR and contact center framework, and a wide-reaching network of ATMs and POS machines

Today, CIB clients can make payments using CIB's Smart Wallet application, transfer money at home and abroad, and settle or activate cards directly online. Around 93% of all transactions take place using CIB's digital channels

## Digital Innovation and International Recognition



Only Egyptian private sector company in **Digital Economy Task Force** (2018-2019)



**R3 Consortium Member** (since 2017)



Part of pilot and launch of **Interbank Information Network (IIN)** powered by JP Morgan (2017-2019)



Subject of **London Business School Case Study** (2018)



Euromoney's "Best Bank in the Emerging Markets"

Digital Edge 50 award



# CIB's Latest Digital Initiatives – 2019

## Chatbot



2019 was the introduction of “Zaki the Bot”; the virtual assistant who uses artificial intelligence to help the Bank’s customers and non-customers learn about CIB’s products and also locates the nearest ATM or branch

The chatbot supports both English and colloquial Arabic operating on both Facebook Messenger and CIB’s public website, off-loading inquiries from both call-center agents and social media teams, and significantly creates a new customer touch point

In 2020, Zaki the Bot’s use cases will be expanded to serve new customer segments, such as corporate and business banking

## QR Code



QR Code is a new payment method which provides a secure and convenient approach to process payments through mobile wallets

In 2019, the Bank obtained the license to introduce the QR Code via CIB Smart Wallet as a new payment method which will rapidly expand the Bank’s merchant network and in a cheaper channel compared to the traditional terminals (POS) that used to be provided to the merchants

The new payment method will encourage a large portion of the mobile wallet users who currently reached 13.5 mn users to activate their wallets and follow the new market trend

## Mobile Banking Facelift



In 2019, we focused on enhancing our Mobile Banking application by revamping the customer interface and improving the user experience. The app includes a new layout with an enhanced UI and added features such as fingerprint login, In app registration, managing beneficiaries and viewing Investment funds

App ratings has increased for both Android and IOS to reach 4.3 and 4.0 respectively (vs 3.68 and 3.26 on the old app)

Number of transactions on Mobile Banking has increased by 35% (based on average transactions in 3 months before vs 3 months after launch)

Increased CIB Online Banking market share to reach 25% of Egyptian Banking sector

# CIB's Presence in Africa

CIB foresees tremendous growth across the continent and is working towards increased collaboration among African countries, financial institutions and individuals to expand markets and to bolster trade



**World Economic Forum (WEO):** CIB's Chairman was invited by the WEF to lead and address the discussion on Financial Crime within the scope of the "Globalization 4.0: shaping a global architecture in the age of the fourth industrial revolution" theme and to also inaugurate their regional African forum in Cape Town, South Africa. CIB has since officially become a WEO member, and accordingly, will be able to leverage this unique platform to learn from other world class financial intuitions, engage in globally transformative projects, and connect with potential African and global partners alike



**Smart Africa:** CIB is proud to have joined the esteemed Smart Africa network, joining forces and actively working hand-in-hand with the continent's leading organizations on financial inclusion and digital transformation. The Smart Africa Alliance is a Public-Private platform dedicated to shaping and driving Africa's Digital Transformation. Launched in 2013 by seven African Heads of State, the Alliance is made up of all African countries adhering to the Smart Africa Manifesto and dozens of private sector and academia members. During their Transform Africa Summit in Rwanda, CIB signed an MOU with Smart Africa to collaborate on ICT literacy, eServices innovation and awareness and digital entrepreneurship advancement



**European Union (EU) and African Union's (AU) Digital Economy Task Force (DETF):** CIB was invited to be member of the DETF. The DETF is a multi-stakeholder group consisting of private sector companies, financing institutions, development agencies and civil society, to create synergies between the EU and AU and promote private sector interventions and investments in developing countries. The Task Force has published recommendations based on four priority pillars of intervention within the sphere of a digital economy namely: *1. Access to affordable broadband connectivity and digital infrastructure 2. Digital skills 3. Digital entrepreneurship and 4. eServices*. The final document, signed off on June 13<sup>th</sup>, 2019, showcases CIB's Advanced Analytics and Big Data Lab as a best practice across the African continent



**Ethiopia Representative Office:** During April 2019, CIB established its commercial representative office in Addis Ababa, Ethiopia with the aim to strengthen the relationships with Ethiopian banks, promote Egyptian exports and gain market insights. This office represents the CIB's first step to operate in one of the most attractive markets in the region, registering one of the highest GDP growth rates globally over the past years



**Carnegie Mellon University (CMU):** CIB has partnered with CMU Africa based in Kigali, Rwanda to provide real-life business case practicum courses for their Master of Science in Information Technology (MSIT) degree specifically within the IT Entrepreneurship concentration. CMU is a top ranked US research institution, whose industry partners include top international renowned companies

# Lines of Business and Credit Rating

	Institutional Banking	Consumer Banking
<b>Profile</b>	<ul style="list-style-type: none"> <li>Market leader</li> <li>Prime contributor to profitability</li> </ul>	<ul style="list-style-type: none"> <li>The take-off for a world class consumer banking franchise</li> </ul>
<b>Focus</b>	<ul style="list-style-type: none"> <li>Large and medium-size corporates (MNCs, institutions and banks)</li> <li>Project finance and syndicated loans</li> <li>Treasury and capital Markets Services</li> <li>Transactional banking services</li> </ul>	<ul style="list-style-type: none"> <li>Retail customers (with special focus on Wealth and Plus)</li> <li>Business Banking (SMEs)</li> </ul>
<b>Contribution to loans</b>	79%	21%
<b>Contribution to deposits</b>	32%	68%
<b># of customers</b>	11,518	1,457,896

## Credit Rating

### Current Rating

### Previous Rating

	LT FCY	ST FCY	Outlook	LT FCY	ST FCY	Outlook
<b>Fitch*</b>	B+	B	Stable	B	B	Positive
<b>S&amp;P</b>	B	B	Stable	B-	B	Positive
<b>Moody's**</b>	B3	NP	Stable	Caa1	NP	Positive
<b>CI***</b>	B+	B	Stable	B	B	Positive

The information and figures related to lines of business are based on Managerial Accounting and according to CIB's internal organization chart

\* According to the latest upgrade on April 3<sup>rd</sup> 2019

\*\* According to the latest upgrade on April 23<sup>rd</sup> 2019

\*\*\* According to the latest upgrade Sep 27<sup>th</sup> 2018

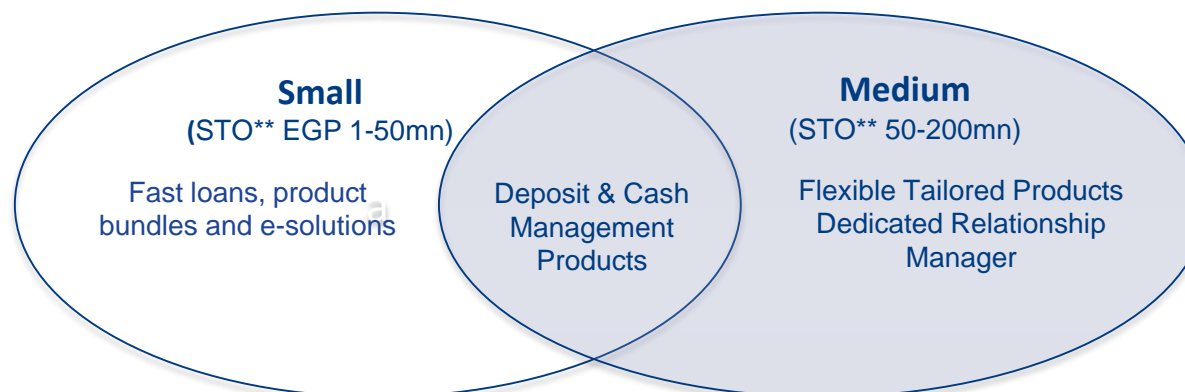
# Business Banking

Serves SMEs through a comprehensive range of financial solutions

Covers all sectors and industries through over 70 highly trained Relationship Managers across Egypt

2010	2011	2013	2015	2016	2017	2018	2019
Pilot launch	Formal launch with liability-led strategy	<ul style="list-style-type: none"> <li>Launched unsecured lending products</li> <li>Expanded coverage area</li> </ul>	<ul style="list-style-type: none"> <li>Built-up strong relationship team focused on larger corporates</li> </ul>	<ul style="list-style-type: none"> <li>Launched segment based distribution model</li> <li>Launched simpler &amp; faster turnaround products and bundles for small segment</li> </ul>	<ul style="list-style-type: none"> <li>Accredited team members 'Small Business Consultant'</li> <li>New digital channel platform launched for trade &amp; cash management</li> </ul>	<ul style="list-style-type: none"> <li>Innovative lending data based eligibility system</li> <li>New predictive models to detect fraud and provide early warning signals for borrowers with a high degree of accuracy</li> </ul>	<ul style="list-style-type: none"> <li>Launched the revamped SME Lending programs that offers faster delivery and more flexible</li> <li>Launched dedicated Contact Center</li> <li>Pilot launch of "BB Professional Services Program" to grow their businesses through our partners</li> <li>Piloted a special offering to encourage women through our new "Women In Business Program"</li> </ul>

## Customer Segmentation\*



\* According to CBE Segment Definition  
\*\*STO: Sales turnover



# Our Stock in a Nutshell

## STOCK EXCHANGES

### TICKER

Listed Egyptian Exchange (EGX)

COMI

Listed London Stock Exchange (LSE)

CBKD

Traded OTCQX Int'l Premier (Level 1 ADR prog.)

CIBEY

## SHARE INFORMATION

Shares outstanding 1,469,082,130

Par value EGP 10.00

GDR convertibility 1:1

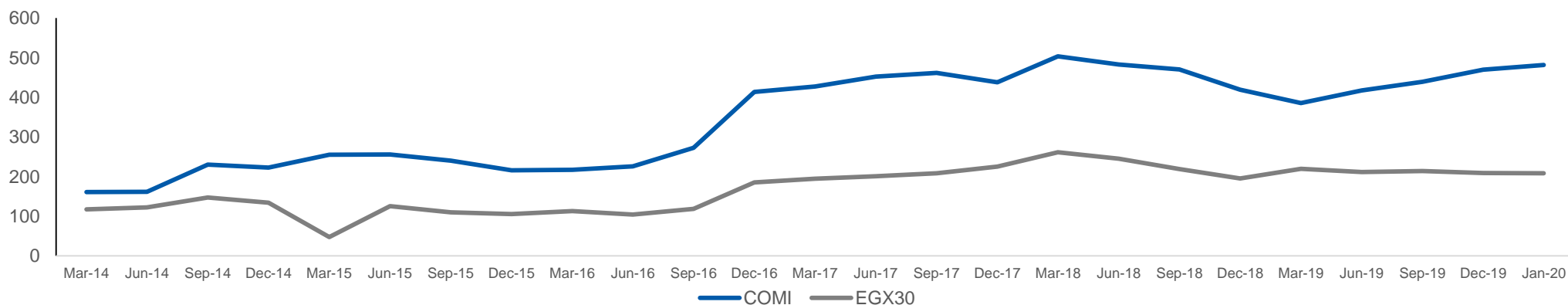
## 52 WEEKS PERFORMANCE

High EGP 87.10

Low EGP 66.15

	2013	2014	2015	2016	2017	2018	2019	YTD 2020*
Market Cap. (EGP)	29,329mn	44,673mn	43,691mn	84,324mn	89,865mn	86,438mn	109bn	1.23bn
Avg. Daily Volume	2.110mn	1.98mn	2.17mn	2.37mn	1.31mn	1.30mn	1.23mn	1.23bn
Avg. Daily Price (EGP)	15.65	26.41	33.86	38.20	62.92	65.84	73.47	84.37

## Stock Activity: COMI vs. EGX30



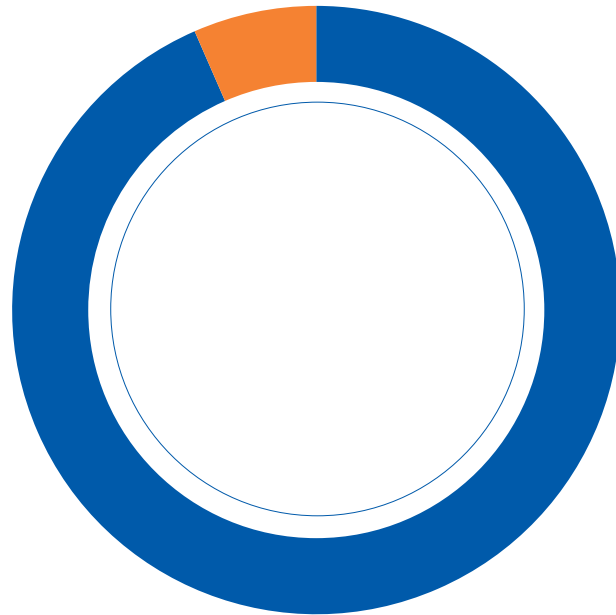
All information normalized after 1:4 stock bonus as of 14/2/2019

CIB's market cap surpassed EGP 100bn in July 2017, the highest ever in EGX history and 1<sup>st</sup> time a listed company reaches this mark

\*As of 4/02/2020

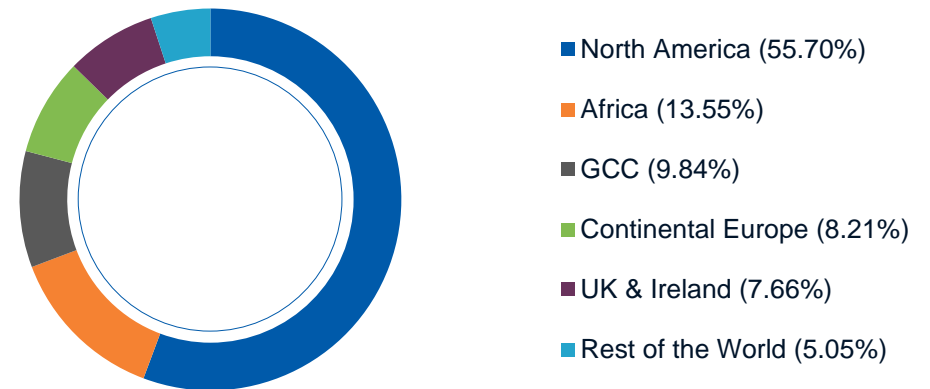
Source: Bloomberg

# Shareholding Structure

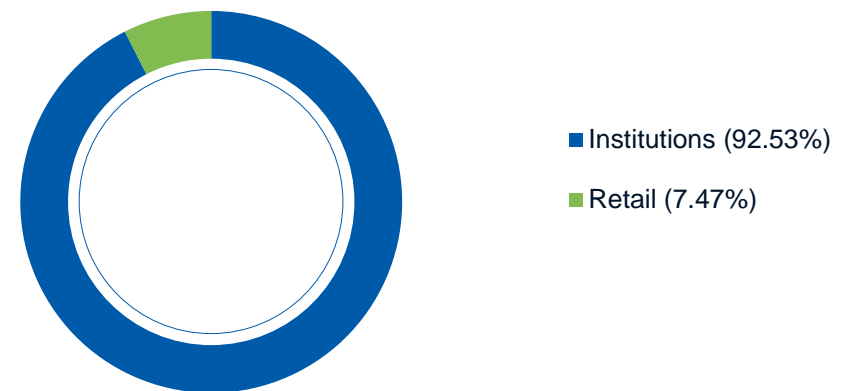


■ Free Float (93.45%) ■ Fairfax (6.55%)\*

## Free Float by Region



## Free Float by Category



\* Several wholly owned subsidiaries of Fairfax Financial Holdings Ltd ("Fairfax")

# Corporate Governance

## Commitment to Sound Corporate Governance Practices Continues to Define CIB

### This commitment is supported by several mandates:

- ⊗ Internal policies, risk controls, and manuals have been put in place to ensure that all business aspects are not only covered, but well-governed (including risk management, compliance, audit, remuneration, evaluation, succession planning, code of conduct, and budgeting)
- ⊗ Segregation of the role of Executive Management and Board of Directors
- ⊗ Dedicated Corporate Governance team
- ⊗ Highly skilled Investor Relations team

The Board carries on with its mandate to continuously improve the overall corporate governance framework by regularly reviewing and supervising the Bank's practices

### The Board's main responsibilities include:

- ⊗ Setting the Bank's overall strategy and overseeing its execution
- ⊗ Establishing internal control mechanisms
- ⊗ Setting the Bank's risk appetite and regularly monitoring performance indicators against approved, defined appetite
- ⊗ Approving IT Group strategy and review it periodically, especially with regards to the confidentiality of the Bank's information
- ⊗ Ensuring that shareholders' interests are being catered to

We take pride in our strong corporate governance structures which include:

Experienced team of professional executive directors and senior management

Distinguished group of non-executive directors

Competent board committees

# Board of Directors

- ⌘ The Board enjoys significant diversity, leadership, skills, operating experience and professionalism in a broad set of industries
- ⌘ Complying with best international practices, an independent Lead Director is appointed
- ⌘ The Board and its committees are governed by well-defined charters that sets out its responsibilities and composition requirements
- ⌘ The Board is supported by internal and external auditors

7 committees assist in fulfilling the Board's responsibilities;

## Non-executive

Audit Committee

Corporate Governance & Nomination Committee

Risk Committee

Operations & IT Committee

Compensation Committee

## Executive

High Lending & Investment Committee

Management Committee

CIB's Board consists of 9 members;  
7 are non-executive and 6 are independent\*

Hisham Ezz Al-Arab	Chairman and Managing Director
Hussein Abaza	Chief Executive Officer and Board Member
Jawaid Mirza	Lead Director Independent, Non-Executive Board Member
Mark Richards	Independent, Non-Executive Board Member
Bijan Khosrowshahi	Non-Executive Board Member
Amani Abou-Zeid	Independent, Non-Executive Board Member
Magda Habib	Independent, Non-Executive Board Member
Paresh Sukthankar	Independent, Non-Executive Board Member
Rajeev Kakar	Independent, Non-Executive Board Member

On October 8<sup>th</sup> 2019, Mr. Yasser Hashem and Dr. Sherif Kamel stepped down as non-executive directors having concluded six years of service on the Board. Their departure comes in compliance with the CBE's decision in accordance to the corporate governance directives

On the same date, CIB welcomed both Mr. Paresh Sukthankar and Mr. Rajeev Kakar as independent non-executive directors of the Board



# Our Strategy

Today				Tomorrow
<b>Financial Performance Drivers</b>	Quality loan growth, with focus on increasing product penetration and SoW	Deposit growth, specially from households	Transactional banking services	<ul style="list-style-type: none"> <li>Positioned as trade finance hub for Egypt &amp; Africa</li> <li>Focus on SMEs &amp; underpenetrated retail banking segment</li> <li>Capture the pent-up CAPEX and investments inflow on the back of expected economic recovery</li> </ul>
<b>Customer Centricity</b>	Adopting a customer relationship model	Offering bundled financial solutions and value-added services	Undertaking several service quality initiatives to improve customer satisfaction	<ul style="list-style-type: none"> <li>Deepen understanding of customer behavior through data analytics</li> <li>Adding granularity to customer segments for a behavioral and lifestyle approach</li> <li>Development of need-based bundled value propositions</li> </ul>
<b>Operational Efficiency</b>	Centralization of Operations	Automation and process re-engineering	Core system upgrade	<ul style="list-style-type: none"> <li>Focus on operational efficiency , automation and productivity gains</li> <li>Digitize banking experience and work towards straight through processing</li> <li>Enforcing advanced business continuity, and security management best practices including cyber security</li> </ul>
<b>Organizational Development</b>	Focus on learning and development	Reduction in our ecological footprint	Adoption of corporate governance best practices and solid CSR strategy	<ul style="list-style-type: none"> <li>Enforcing a social and environmental management system</li> <li>Become Egypt's number 1 "Green Bank"</li> <li>Development in human capital and alignment to accommodate with the digital transformation</li> </ul>





# Business Continuity & Resilience Management

**Pioneer in implementing international standards and best practices;** established in 2010; ahead of all major players in the market

**Set a unique model within the Egyptian financial sector in Business Continuity industry;** since 2014, CIB was shortlisted for 12 global and regional Business Continuity excellence awards from 3 of the most reputed organizations in the BCM industry worldwide.

**Award winner of “Middle East Most Effective Recovery 2016” by Business Continuity Institute-UK (BCI) & “Business Continuity Team of the Year 2015” from Disaster Recovery Institute International-USA (DRII)**

**Certified ISO22301 in Business Continuity** as the first Egyptian private bank to obtain this reputable accolade

## Initiatives

CIB continues to invest in further improving its business continuity and recovery capabilities to ensure it provides sustainable and uninterrupted services to our customers

- ⊗ **Progressive Disaster Recovery Planning**
- ⊗ **Continuous Alternate Sites Enhancement**
- ⊗ **Moving towards Resilience Management**
- ⊗ **Critical Suppliers Management**
- ⊗ **Automation and Performance Metrics Management**

# Cyber & Information Security

**Security is a major area of focus for CIB**

**Strong Security Governance & policies** aligned with International Standards and Best Practices

**Certified Payment Cards Industry – Data Security Standards (PCI-DSS)** since 2017

**Dedicated Information Security Compliance and Controls** departments responsible for ensuring Bank maintains security posture status

**Cyber Security Operations Center (SOC)** for ongoing Monitoring and response for Security threats considered the first SOC operating with full in-house capabilities in the financial sector in Egypt, when launched in 2017

**Commitment** towards a safer operational and business environment that supports the organization and customers' benefits and well-being

## Initiatives

CIB continues to invest in further improving its Cyber & Information Security capabilities to continuously protect its customers', shareholders and provide secure banking services and unique customer experience

- ⊗ Round the clock 24x7 Security Operations Center (SOC)
- ⊗ Focus on Data Protection
- ⊗ Moving towards ISO27001 Certification
- ⊗ Incident response Automation and efficiency
- ⊗ **Continuous Investment** in Security Infrastructure, technologies, and Workforce development

# Awards and Recognition



## 2019

Best Online Portal Services - by Global Finance	Best Information Security and Fraud Management - by Global Finance	Best Online Deposit, Credit and Investment Product Offerings - by Global Finance
Best Integrated Consumer Banking Site - by Global Finance	Best in Mobile Banking - by Global Finance	Best Mobile Banking App - by Global Finance
Best Trade Finance Services - by Global Finance	Best FX Services in North Africa - By EMEA Finance	Best Payment Services in North Africa - By EMEA Finance
Middle East's Best Bank for Corporate Responsibility - by Euromoney	Best Bank in Egypt - by Global Finance	Best Bank for Payments & Collections in the Middle East - by Global Finance
Best Treasury & Cash Management Providers in Egypt - by Global Finance	Best Trade Finance Provider in Egypt - by Global finance	Egypt's Best Bank - by Euromoney
Best Bill Payment and Presentment - by Global Finance	Best Mobile Banking App - by Global Finance	Best Subcustodian Bank in Egypt - by Global Finance

More awards available:

<https://www.cibeg.com/English/AboutCIB/Pages/Awards.aspx>



# Performance Snapshot: FY 2019

	Key Indicators	1H19	Comparison	Commentary	
<b>Profitability</b>	REVENUES NPAT ROAE*** ROAA***	EGP 23.0bn EGP 11,801mn 29.5% 3.26%	EGP 20.4bn; FY18 EGP 9,582mn; FY18 33.1%; FY18 3.03%; FY18	13% YoY 23% YoY -11% YoY 8% YoY	▲ ▲ ▼ ▲
<b>Efficiency</b>	NIM** COST/INCOME	6.48% 21.6%	6.43%; FY18 20.3%; FY18	1% YoY 6% YoY	▲ ▼
<b>Assets</b>	TOTAL ASSETS NET LOANS	EGP 386,742mn EGP 119,946mn	EGP 342,461mn; Dec-18 EGP 106,377mn; Dec-18	13% YoY 13% YoY	▲ ▲
<b>Asset Quality</b>	NPLs/GROSS LOANS* COVERAGE RATIO*	3.99% 225%	4.06%; Dec-18 269%; Dec-18	-2% YoY -16% YoY	▼ ▼
<b>Funding</b>	CUSTOMER DEPOSITS LOAN TO DEPOSIT RATIO*	EGP 304,448mn 43.3%	EGP 285,297mn; Dec-18 41.9%; Dec-18	7% YtD 3% YtD	▲ ▲
<b>Equity &amp; Capital</b>	SHAREHOLDERS' EQUITY CAR	EGP 51,880mn 26.1%	EGP 34,228mn; Dec-18 19.1%; Dec-18	52% YoY 37% YoY	▲ ▲

Figures on a consolidated basis unless otherwise stated

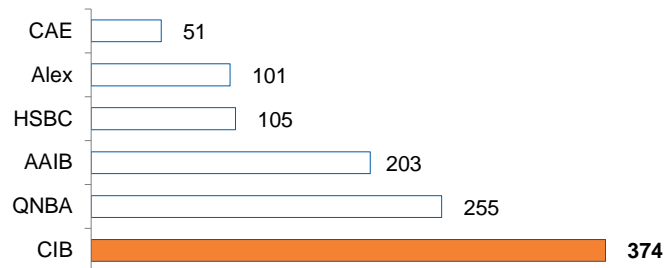
\*\*NIM on a standalone managerial basis

\*Ratios on a standalone basis

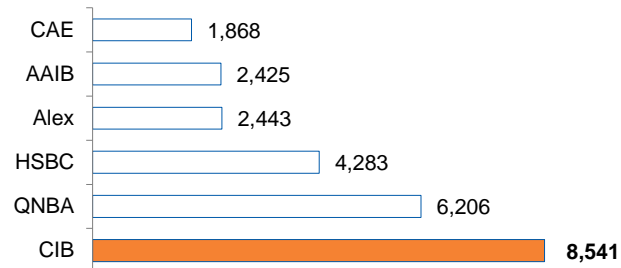
\*\*\*Full-year ROAE and ROAA after profit appropriation

# Position Among Peers

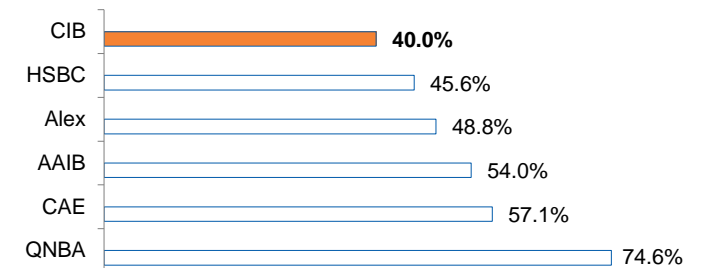
## Total Assets (EGP bn)



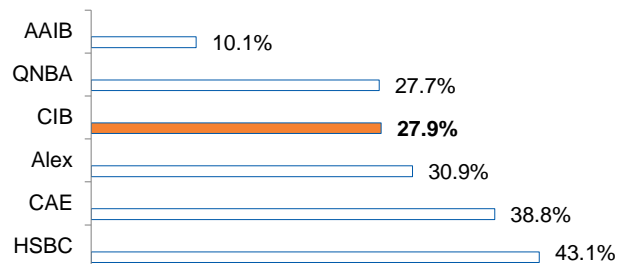
## Net Income (EGP mn)



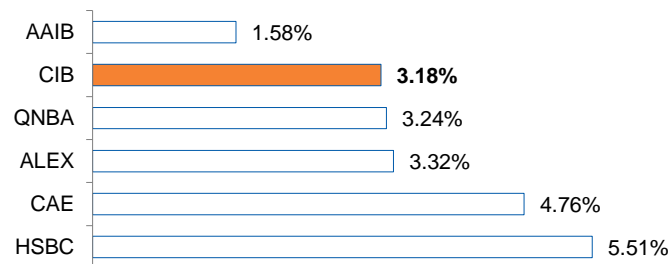
## Gross Loans/Deposits



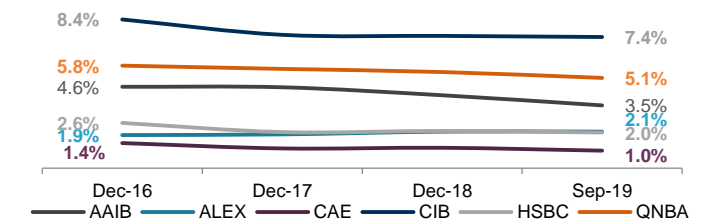
## ROAE



## ROAA



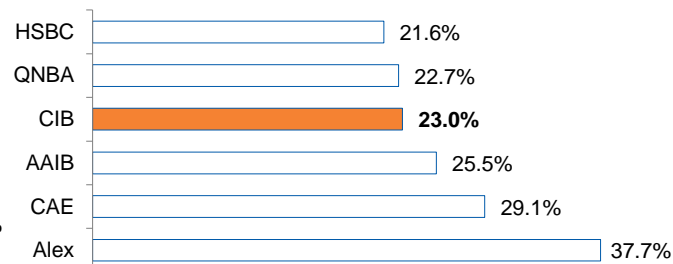
## Deposits Market Share



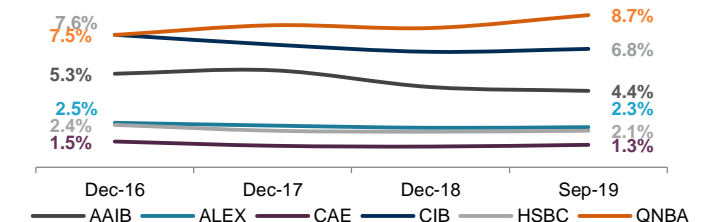
## CAR



## Cost/Income



## Loans Market Share



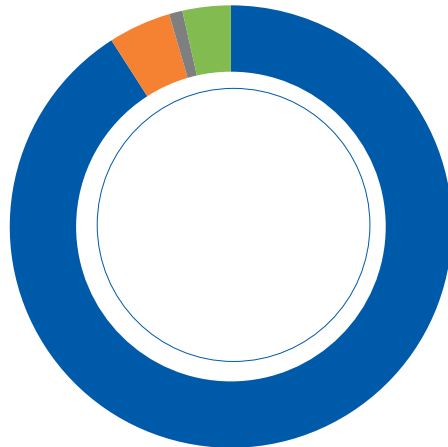
Peer Analysis figures as of June 2019



# Performance Snapshot: Funding Overview

## Funding Structure

- Due to Customers (90.92%)
- Other Liabilities (4.58%)
- Other Term Loans (0.98%)
- Due to Banks (3.53%)



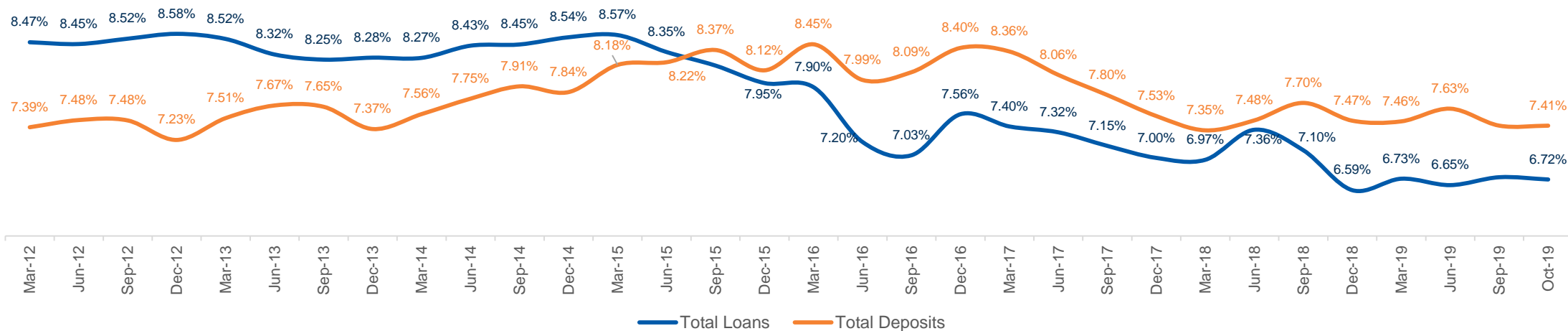
## Customer Deposit Mix



*CIB's funding structure has no wholesale funds*



# Market Share



## Loan Market Share as of Oct'19

**Total Loans 6.72%**

- ⊗ **LCY Loans 5.49%**
- ⊗ **FCY Loans 9.92%**
- ⊗ **Household Loans 7.15%**
- ⊗ **Institutional Loans 6.61%**

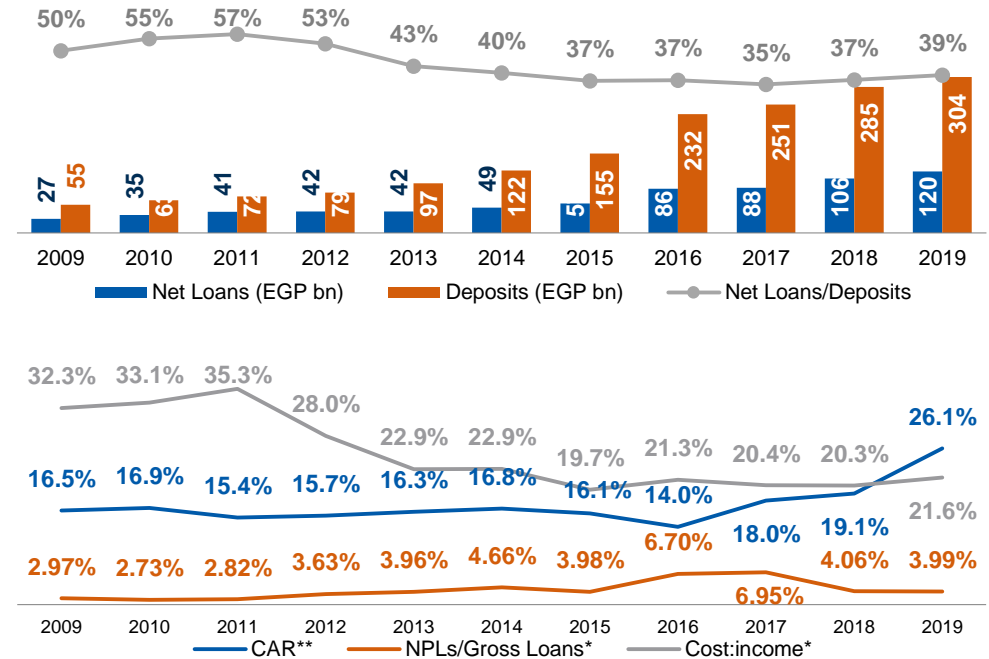
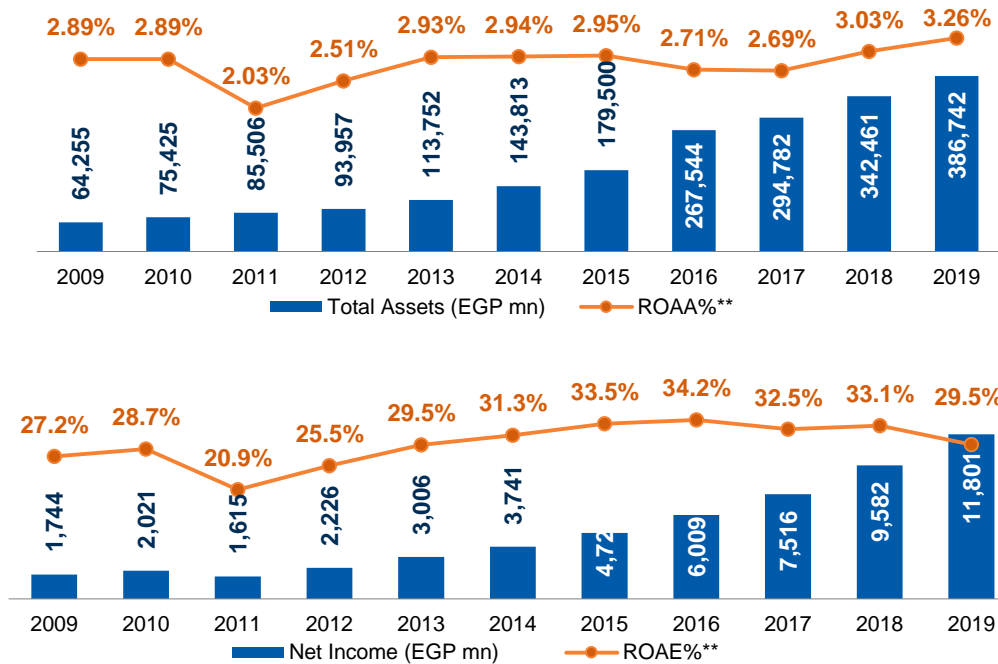
## Deposit Market Share as of Oct'19

**Total Deposits 7.41%**

- ⊗ **LCY Deposits 6.42%**
- ⊗ **FCY Deposits 11.90%**
- ⊗ **Household Deposits 7.01%**
- ⊗ **Institutional Deposits 8.28%**

*Latest available published ratios*

# 10-Year Performance Summary



Years	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Branches and Units	155	153	154	156	152	160	187	192	196	203	207
Headcount	4,426	4,750	4,845	5,181	5,490	5,697	5,983	6,714	6,551	6,759	6,900

Starting 2009, CIB used IFRS

\* Figure on a standalone basis

\*\* Ratio after appropriation

Figures on a consolidated basis unless otherwise stated

# Why CIB?



Profitability		
NPAT EGP 11,801mn		Revenues EGP 23,019mn
Asset Quality		
NPL/Gross loans 3.99%*		Direct Coverage Ratio 225%*
KPIs		
ROAA 3.26%	ROAE 29.5%	Cost/income 21.6%
Largest in		
Total Assets EGP 387bn	Deposits EGP 304bn	Market Cap EGP 127bn**

CIB's financial performance as of FY2019

\*Ratio on a standalone basis

Figures on a consolidated basis unless otherwise stated

\*\*As of 5/02/2020



# Thank You!

- 🌐 For more information, please visit our website; [www.cibeg.com](http://www.cibeg.com)
- 🌐 To read about the projects that the CIB Foundation has helped support, and to know ways in which you can donate, please visit [www.cibfoundationegypt.org](http://www.cibfoundationegypt.org)

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24/7 dedicated customer service short number