# Ecobank Group
# Results Presentation for the
# 12 Months Ended 31 December 2012

**5 April 2013**

www.ecobank.com

Ecobank
The Pan African Bank

# Forward Looking Statements

This presentation includes ‘forward-looking statements’. These statements contain the words “anticipate”, “believe”, “intend”, “estimate”, “expect” and words of similar meaning. All statements other than statements of historical facts included in this presentation, including, without limitation, those regarding the Group’s financial position, business strategy, plans and objectives of management for future operations (including development plans and objectives relating to the Group’s products and services) are forward-looking statements. Such forward-looking statements involve known and unknown risks, uncertainties and other important factors that could cause the actual results, performance or achievements of the Group to be materially different from future results, performance or achievements expressed or implied by such forward-looking statements. Such forward looking statements are based on numerous assumptions regarding the Group’s present and future business strategies and the environment in which the Group will operate in the future. These forward-looking statements speak only as at the date of this presentation. The Group expressly disclaims any obligation or undertaking to disseminate any updates or revisions to any forward-looking statements contained herein to reflect any change in the Group’s expectations with regard thereto or any change in events, conditions or circumstances on which any such statement is based.

# Contents

# Overview

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# 2012: A Transitional Year for Ecobank

| | |
|---|---|
| **Shareholder returns** | • Return on Average Equity increased every quarter during 2012<br>• Maintained RoAE of 15.8% for 2012 (vs 15.9% in FY 2011), and proposed dividend payment of 0.4 $ cents, despite equity issuance<br>• Cost-Income Ratio improved every quarter during 2012<br>- Integration costs of $74M 'balanced' by AMCON refund of $72M |
| **Capital raising** | • Further strengthened balance sheet<br>- $250M investment from PIC (GEPF)<br>- $100M investment from IFC managed funds<br>• Tier 1 Capital under Basel 1 of 15.2%, Total CAR 19.3% |
| **Integration of acquisitions** | • Oceanic Bank gave Ecobank Nigeria scale (#6 in total assets, #3 in branches), CBN Tier 1 bank status and a strong retail presence<br>- (11 of 12 work streams done in 2012; IT being completed)<br>• The Trust Bank (TTB) reinforced Ecobank Ghana's market position (now clear #1) |
| **Leadership transition** | • Well orchestrated handover process<br>• Full strategy and budget review complete<br>• Targets for 2013 outlined |

# FY 2012 Results Summary

| | |
|---|---|
| **Revenue** | • Strong net interest income (NII) growth of 47% YoY; NIMs 6.5% v 6.1%<br>• Non-interest revenue (NIR) up 46% YoY<br>• Growth balanced between both Domestic Bank and Corporate & Investment Bank |
| **Expenses** | • Operating expenses up 51% YoY driven by acquisitions<br>• One-off integration costs of $74M amortised in 2012<br>• Adopting centralised approach to cost management<br>• The cost-to-income ratio improved from 80.5% in 1Q12 to 72% for the full year |
| **Earnings** | • Record profit before tax of $348M<br>• Net income of $287M and Basic EPS of 1.70 $ cents |

| | |
|---|---|
| **Balance sheet** | • Total assets reached the $20B mark<br>• Strong customer loans growth, up 28% to nearly $10B<br>• Customer deposits up 21% to almost $15B, with strong Q4 performance |
| **Asset quality** | • NPL ratio stable YoY, and improved from 6.5% in Q1 to 5.6% at year end<br>• Significant increase in coverage ratio from 57% to 74% YoY |

# 2012 Results Review

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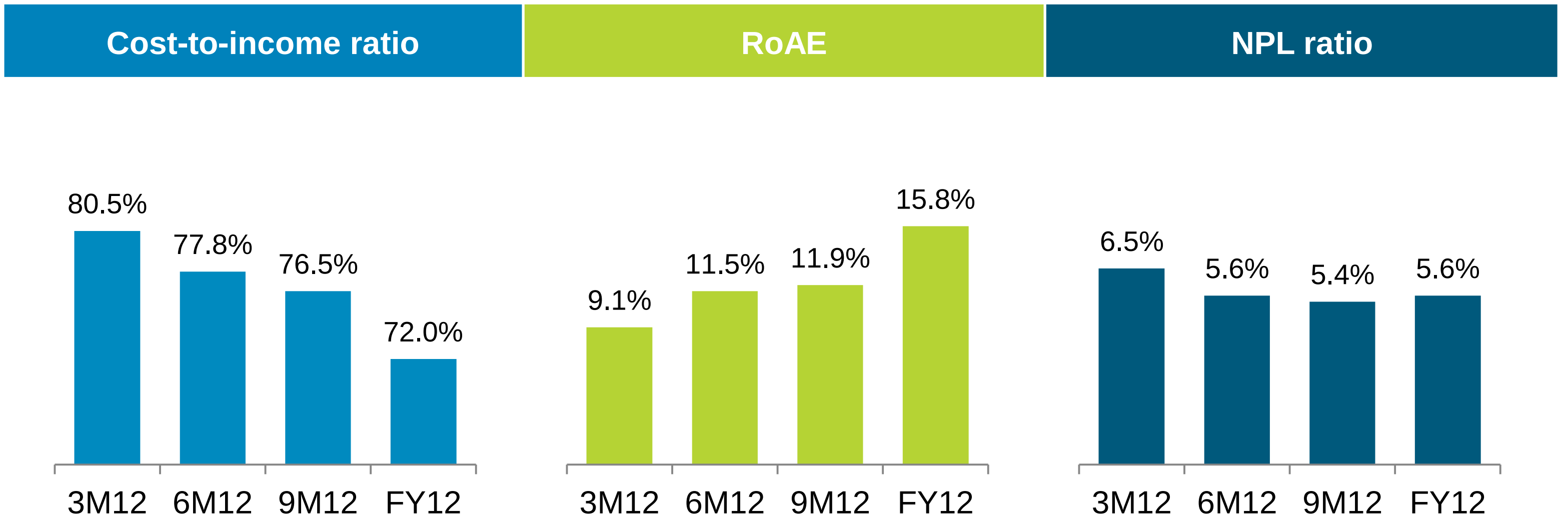
# Performance Summary

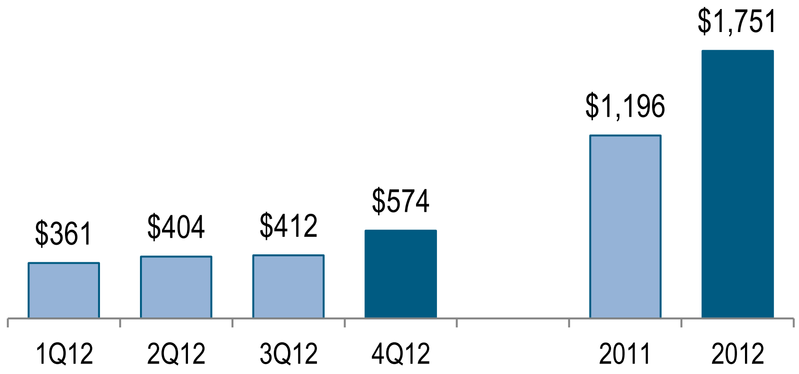
| US$ in millions (unless otherwise stated) | 2010 | 2011 | 2012 | %chg '12 v '11 |
|---|---|---|---|---|
| Revenue | 899.6 | 1,195.6 | **1,750.9** | *+46%* |
| Operating expense | (629.2) | (832.7) | **(1,261.3)** | *+51%* |
| Provision for impairment losses | (101.5) | (85.7) | **(140.9)** | *+64%* |
| **Profit before tax(1)** | 169.0 | 277.4 | **348.0** | *+25%* |
| Net income attributable to equity shareholders | 112.7 | 182.2 | **249.7** | *+37%* |
| Reported Basic EPS (US cents) | 1.14 | 1.76 | **1.70*** | *(3%)* |




Note: * Reflects impact of new share issuance in 2012 and 2011
(1) Profit before tax includes share of profit and loss of associates of $0.04m, $0.25m and ($0.61m) in 2010,2011 & 2012 respectively

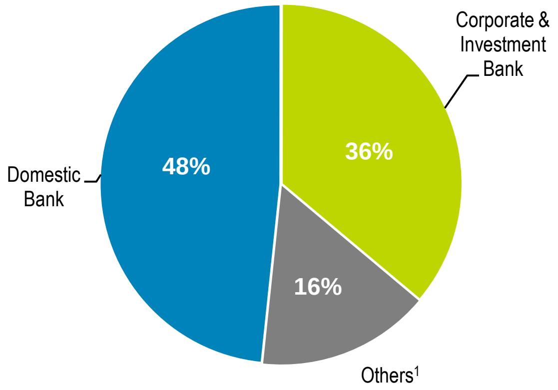
# Revenues

## Total revenue net of interest expense ($M)



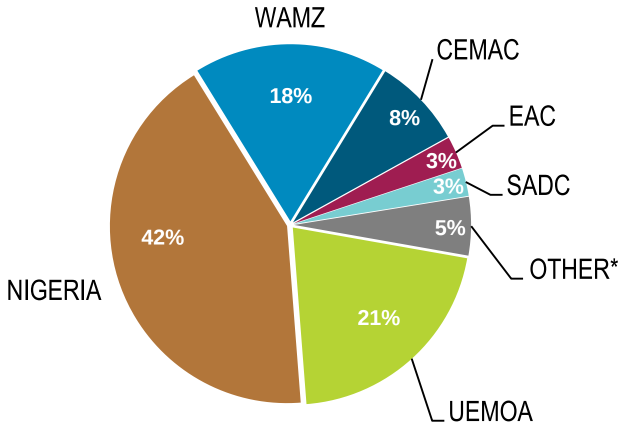

- Net revenue up $555M or 46% YoY to $1.8B and 39% QoQ to $574M
- YoY increase was driven by full year contribution of Oceanic Bank and TTB as well as growth across the platform in fees and commissions, cash management fees, and trading income
- Q4 revenue included a one-off amount of $72.4M refund from AMCON in respect of the Oceanic acquisition

## Net revenue split by business



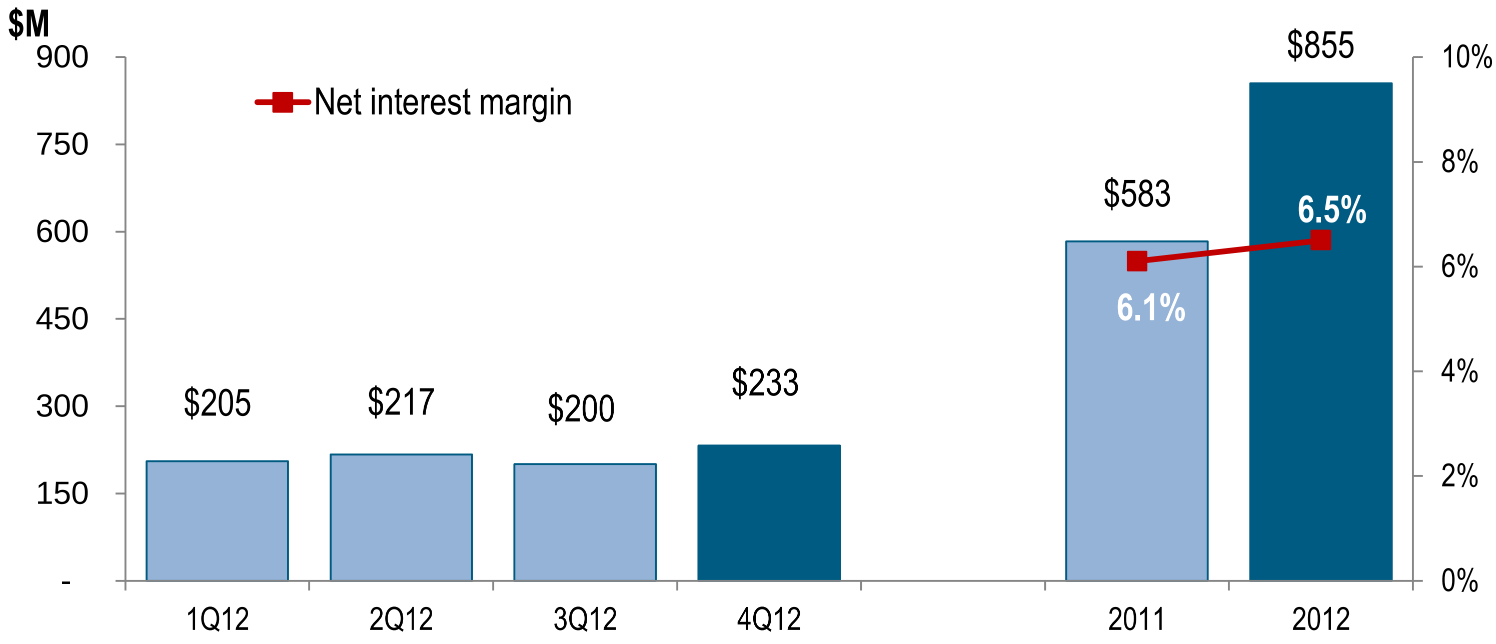

[(1)] Others include pre-consolidation adjustment numbers for the parent company ETI and eProcess

## Net revenue split by cluster



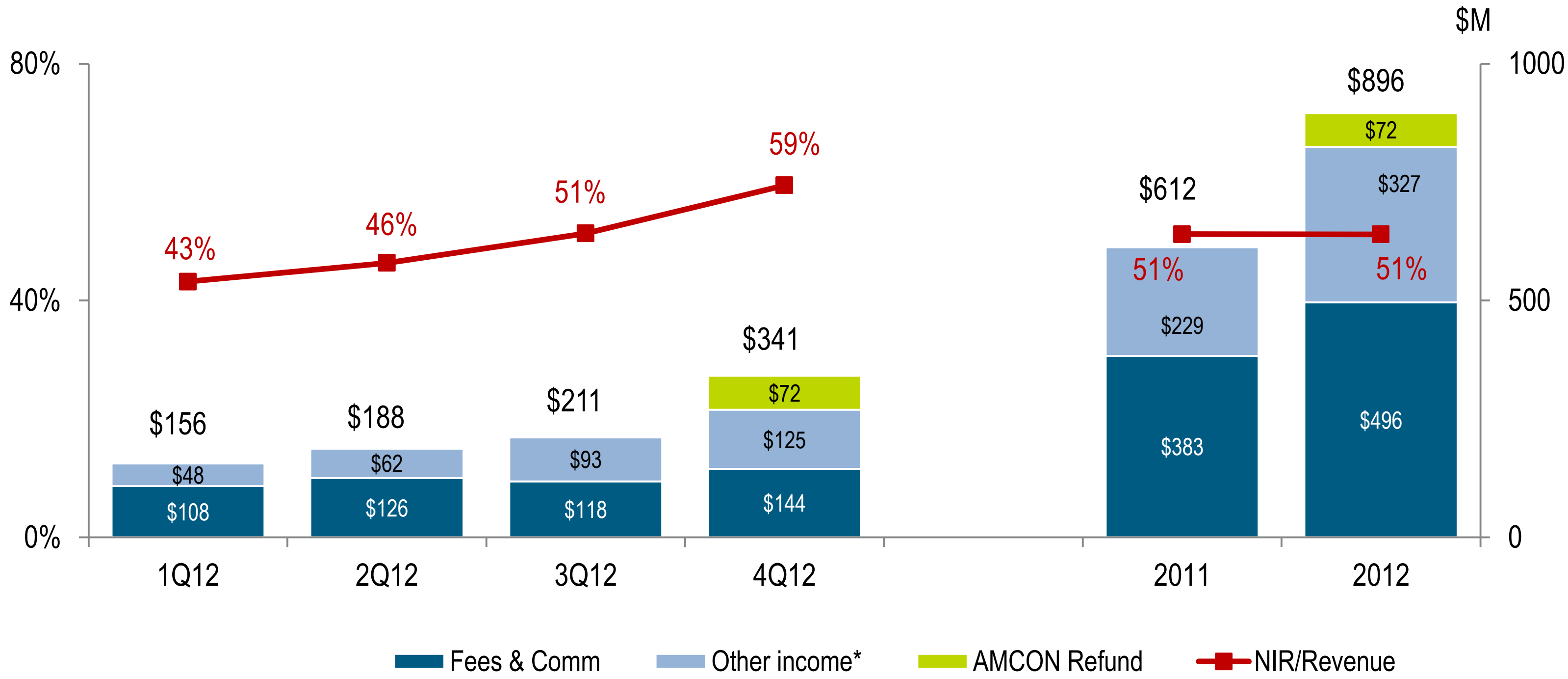

Note: Net revenue defined as net interest income plus non-interest revenue
* Other includes our International Cluster, which comprises EBI SA our Paris Affiliate and revenues from EDC Group, which houses our IB and Securities and Asset Management businesses

# Net Interest Income




- NII up $272M, or 47% YoY to $855M and up primarily reflecting the full year contribution from Oceanic and TTB; 17% QoQ to $233M
- The increase also reflected moderate growth in interest earning assets, driven by Corporate Bank loans
- Net interest margin (NIM) increased 40bps YoY to 6.5%

# Non-Interest Revenue

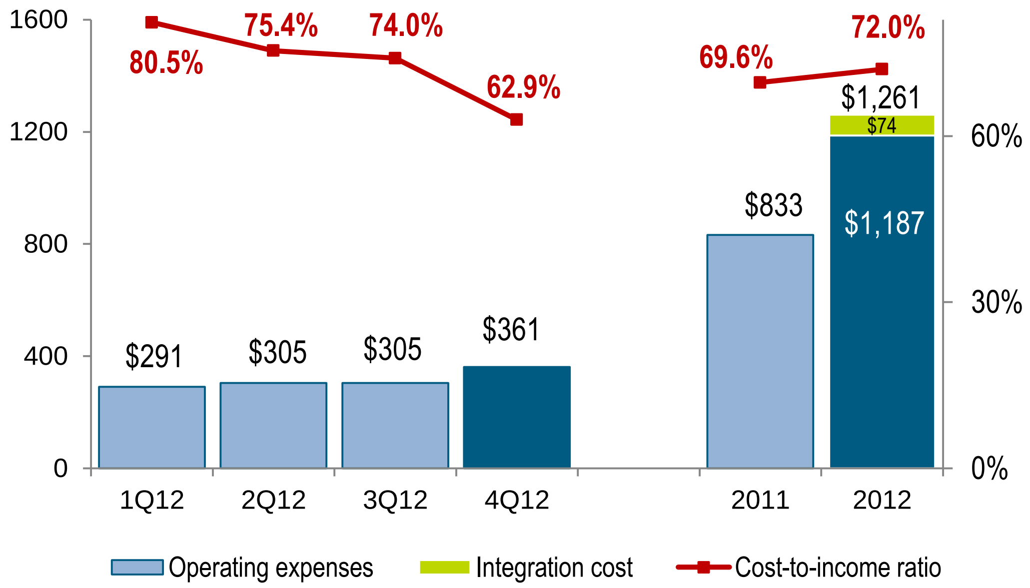



- Non-interest revenue (NIR) up $284M, or 46% YoY to $896M and 62% QoQ to $341M
- YoY NIR increase largely driven by strong client lending and FX activities leading to strong YoY growth in cash management fees (+38%), credit related fees and commissions (+19%), and card management fees (+111%).
- Q4 NIR included significant one-off items - $72.4M AMCON refund in relation to Oceanic acquisition and fair value gains of $33.7M on investment properties

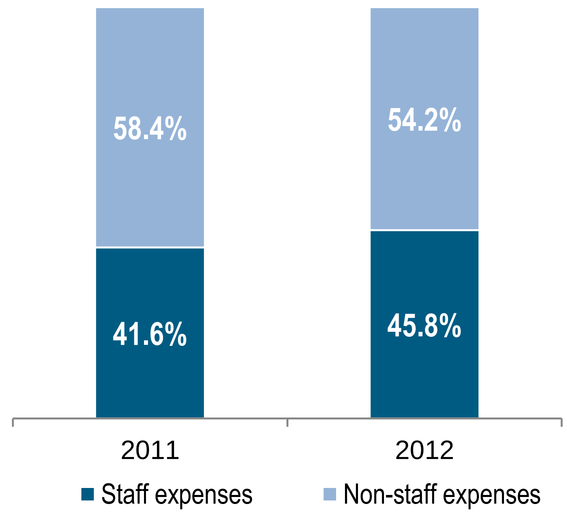
* Other income includes lease income, dividend income, gains/losses from investment securities and other operating income

# Operating Expenses

## Operating expenses ($M)




## Operating expenses mix

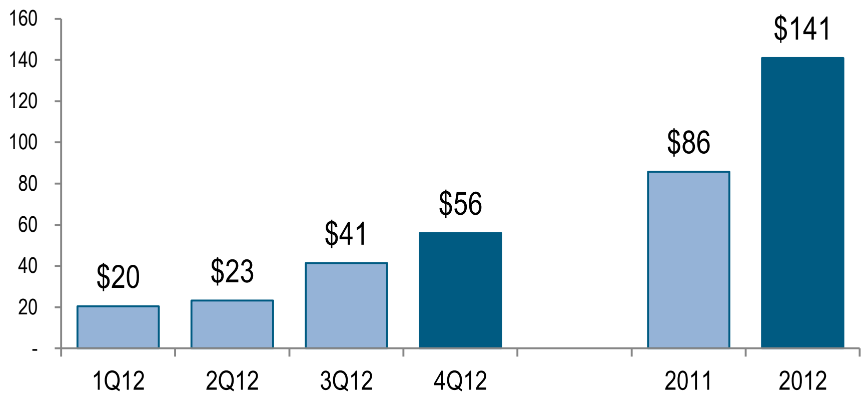



- Operating expenses up $429M, or 51% YoY to $1.3B. On a QoQ basis, operating expenses rose 18% to $361M
- YoY opex increase reflects higher staff and operating expenses taken on as part of our acquisitions of Oceanic and TTB
- Also one-off integration costs of $74M amortised in 2012

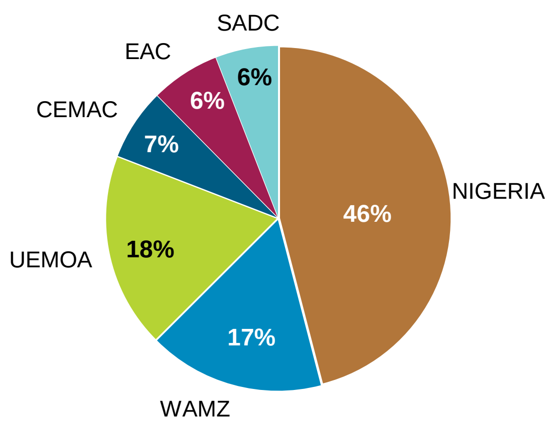
Note: Cost-to--income ratio defined as operating expenses divided by net revenue, and has been computed on a quarterly basis for the quarterly periods

# Impairment Losses on Loans

Impairment losses on loans, net ($M)



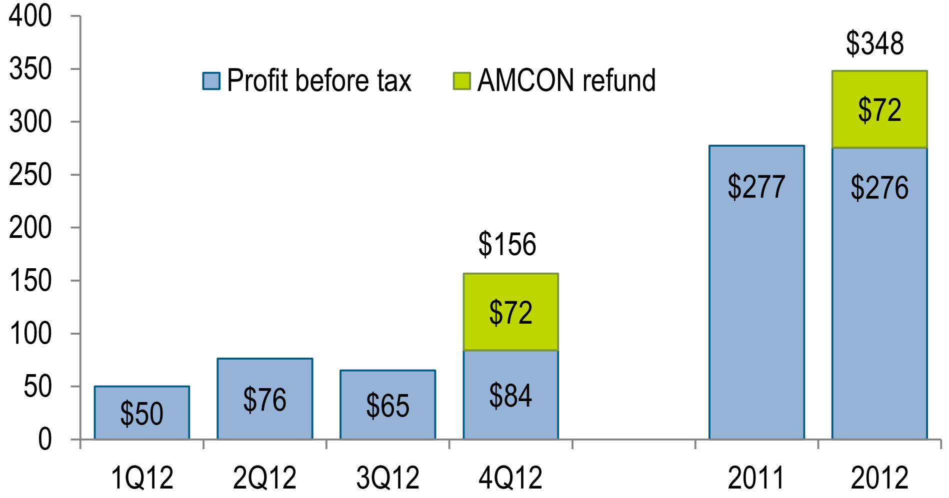

Impairment losses on loans (net) split by clusters-FY2012



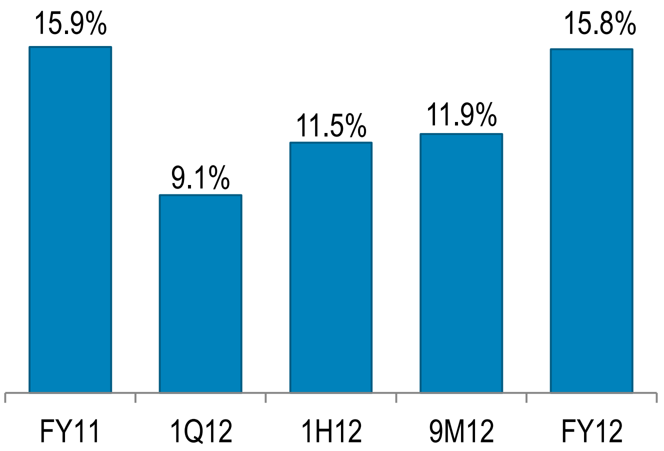

- Net provision for impairment losses was up $55M YoY to $141M and up $15M QoQ to $56M
- The increase in YoY provisions was primarily due to:
  - Ghana: provisions on the SME loan book of TTB
  - Nigeria: provisions on Domestic Bank local corporate loans that were restructured
- On a regional basis the remaining increase in provisions largely came from Kenya, Mali (due to unstable political environment) and Zambia
- Aggressive recovery plan in place

# Earnings

## Profit before tax ($M)

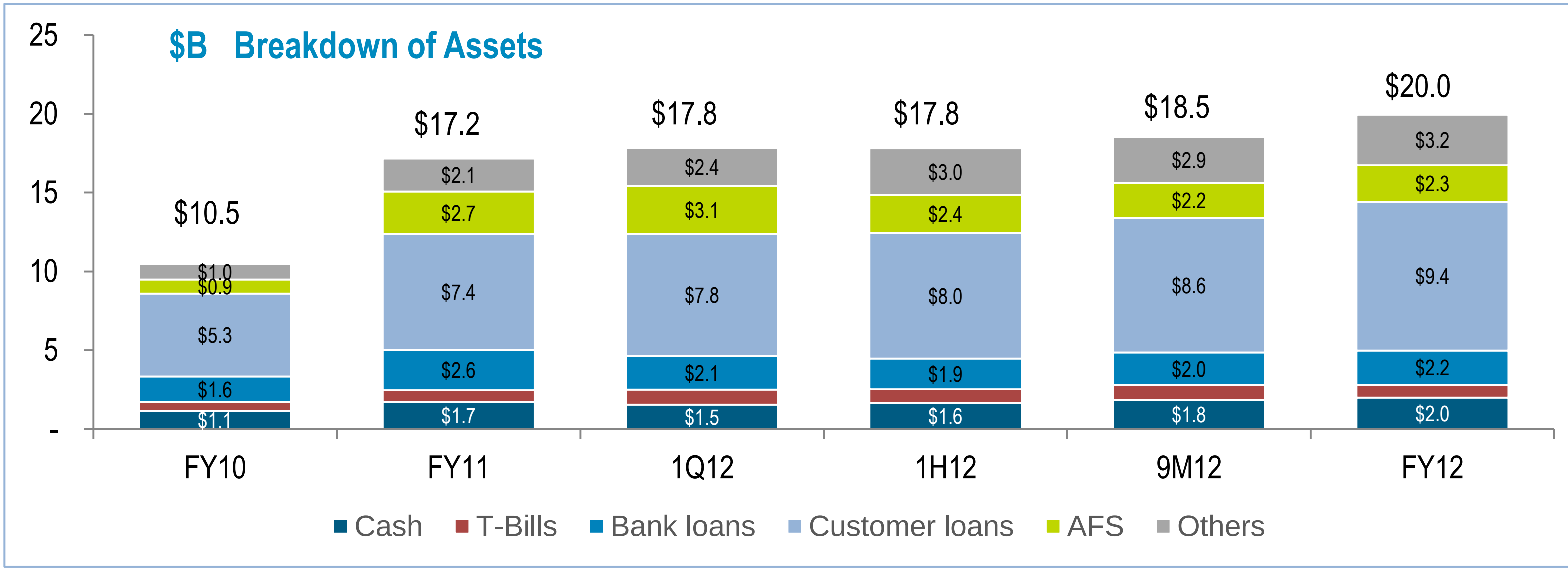



## Return on average equity (RoAE)

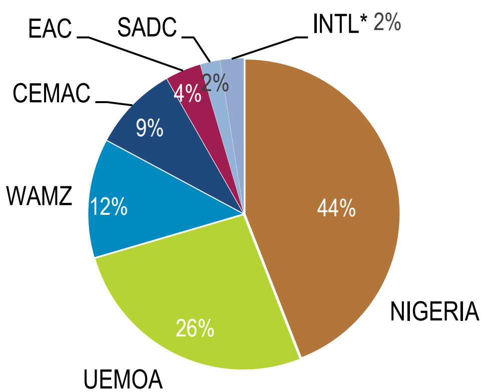



- Record PBT of $348M, up 25% after a strong Q4 performance
- Adverse currency movements against our reporting currency, USD: Average depreciation of Ghana cedi [-20%] and CFA [-8%]. 11% overall negative impact on PBT in 2012
- On a regional basis, PBT was positively impacted by Nigeria (+62%), WAMZ (+47%) offset by pre-tax losses in EAC and SADC
- RoAE has increased steadily throughout the year and reached 15.8% for FY 2012

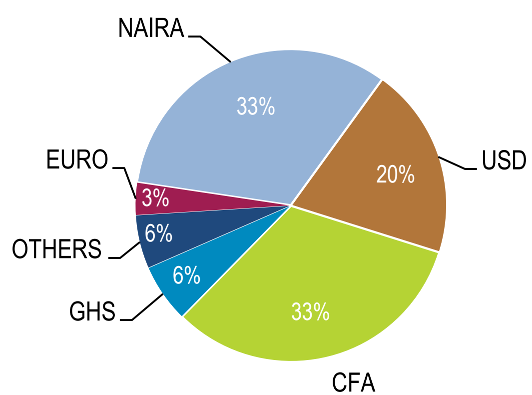
# Group Assets



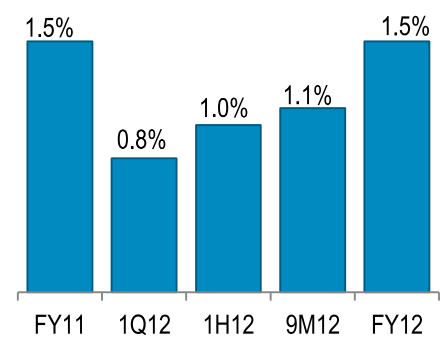

## Assets split by clusters – FY 2012




## Financial assets split by currency – FY2012



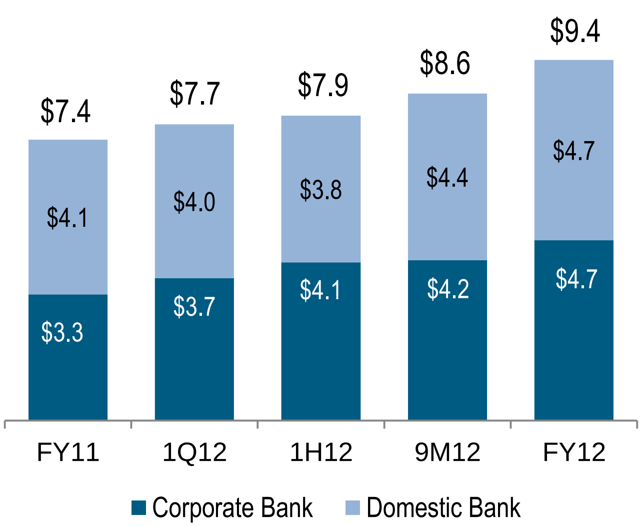

## Return on Av. Assets (RoAA)



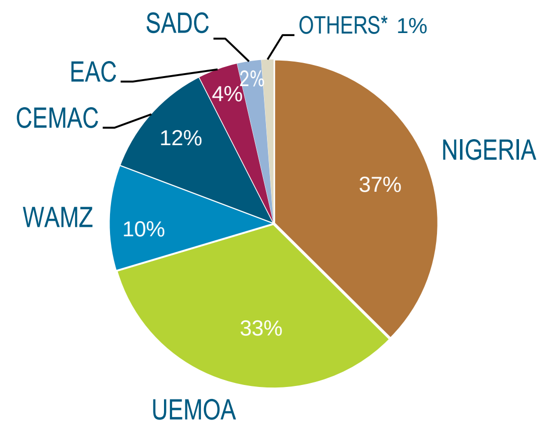

* International Cluster, which is mainly EBI SA, our Paris Affiliate

# Loan Activity

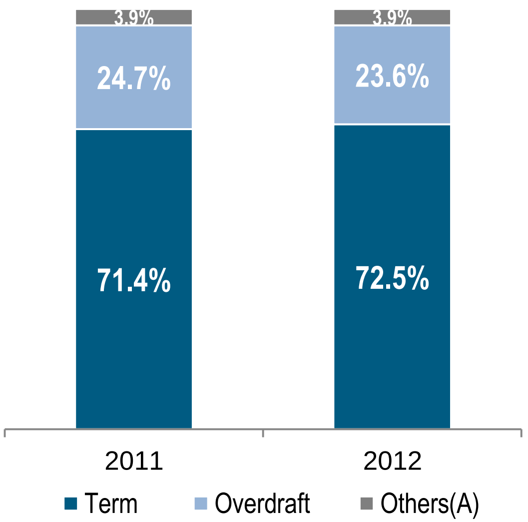
Net customer loans ($B)




Customer loans (net) split by clusters – FY 2012




Gross customer loans by type – FY 2012

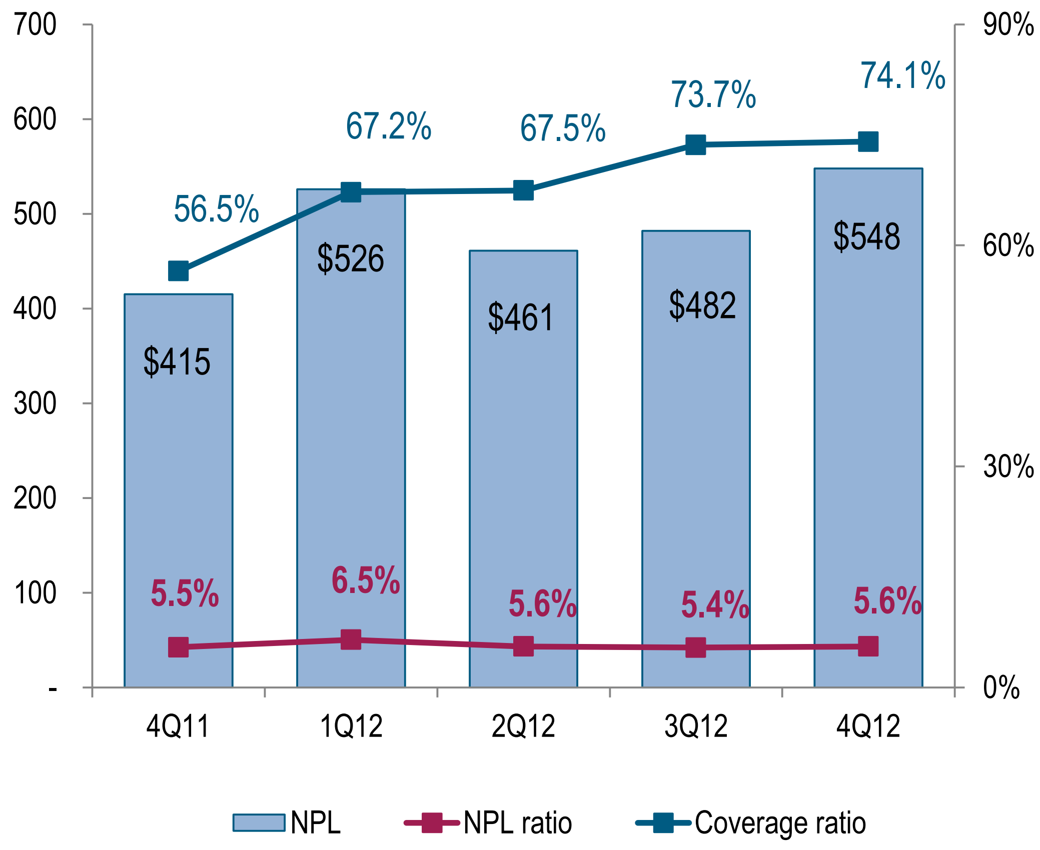



- Customer loans were $9.4B, up $2.1B or 28% YoY driven by customer deposit growth and capital raising in the 3Q12
- On a QoQ basis, customer loans grew 10%, the strongest 2012 quarterly growth, driven by increased client activity across our businesses
- Loan-to-deposit ratio at FY2012 was 67.4% compared to 62.9% in FY2011

* Others include loans from EDC Group and International Cluster,
(A) Others comprises Credit Cards and Other loans

# Asset Quality

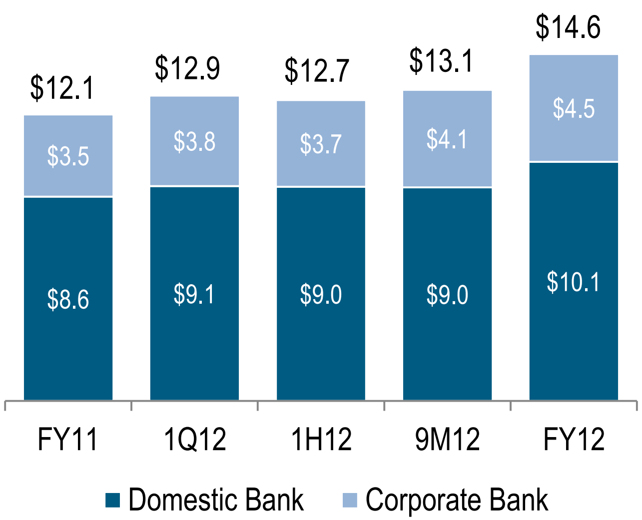
## Non-performing loans ($M)



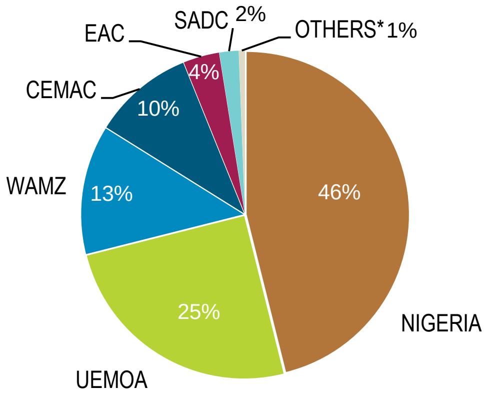

- NPL ratio was 5.6% at FY2012, compared with 6.5%, 5.6% and 5.4% at 1Q12, 2Q12 and 3Q12 of the year, respectively
- Asset quality has remained broadly stable throughout the year
- Our coverage ratio has increased to 74.1%, a significant improvement from 56.5% at end 2011

# Customer Deposits

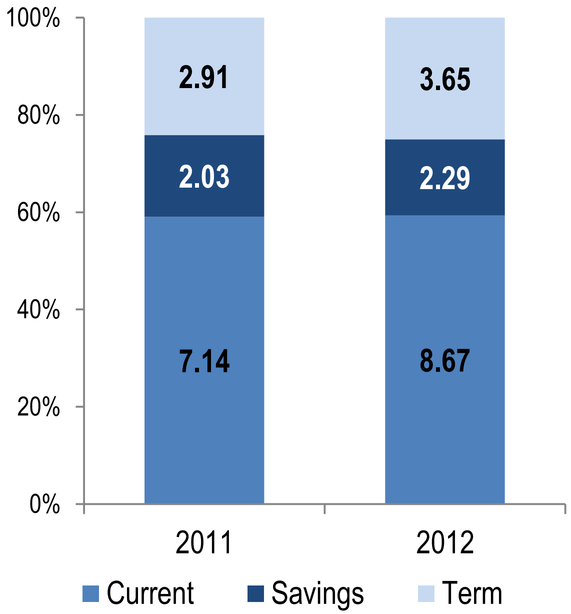
## Customer deposits ($B)




## Customer deposits split by clusters- FY 2012




## Customer deposits mix ($B)

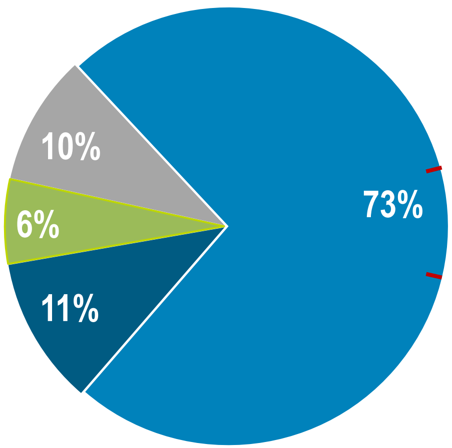



- Customer deposits increased $2.5B, or 21% YoY to $14.6B driven by both business segments
  - Domestic Bank + $1.5B
  - Corporate & Investment Bank +$1B
- Strong performance in Q4 as a result of Group-wide deposit drive, adding $1.5B
- CASA[2] was 75% of total deposits providing a stable source of funding

* Others include loans from EDC Group and International Cluster

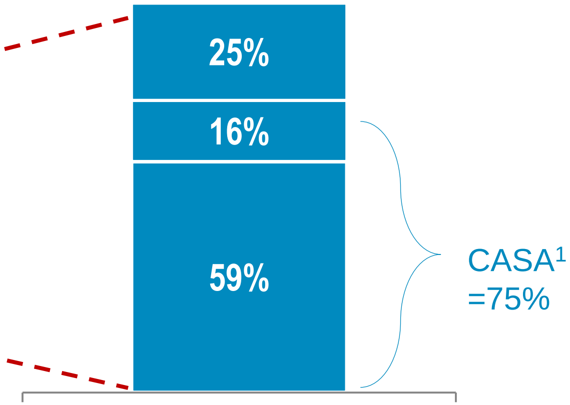
# Funding Overview

## Funding structure as of FY 2012




| | |
|---|---|
| Deposits | 73% |
| Equity | 11% |
| Borrowed funds | 6% |
| Other liabilities | 10% |

## Deposit mix as of FY 2012



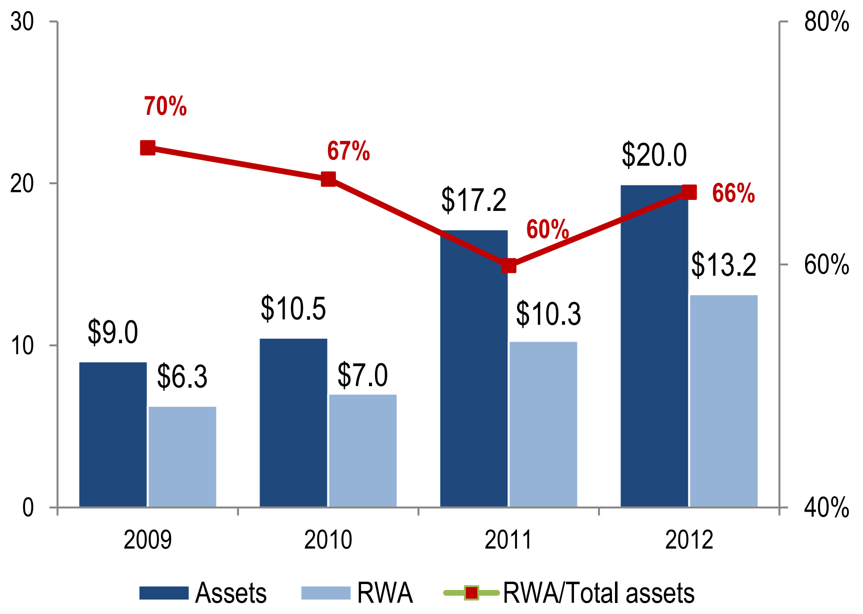

| | |
|---|---|
| Current | 59% |
| Savings | 16% |
| Term | 25% |

**Cost of funds: 3.3%**

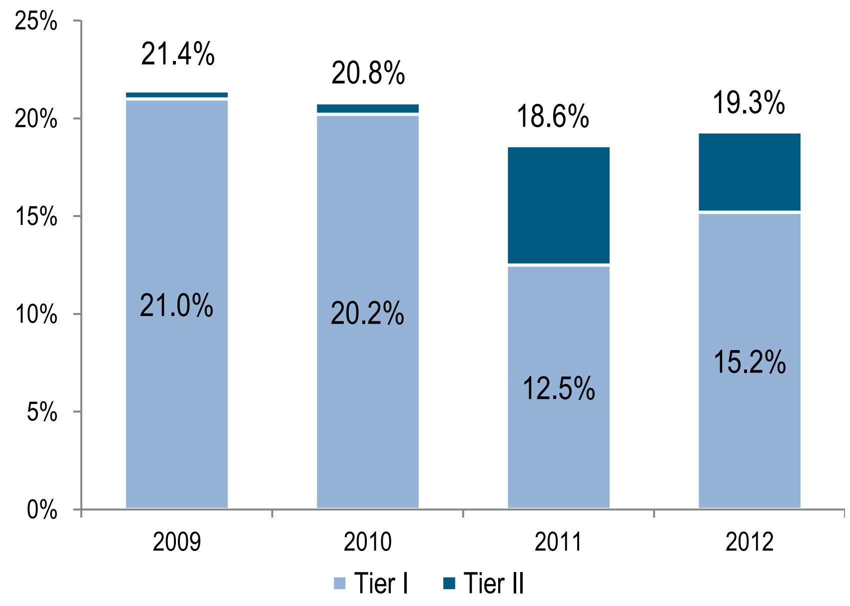
(1) CASA = Current Accounts and Savings Accounts

# Capital

## Assets and risk-weighted assets ($B)




## Capital adequacy ratio (%)




- Tier 1 ratio of 15.2% in 2012 compared with 12.5% in 2011
  - Reflects an increase in Tier 1 capital of 55% (PIC/GEPF and IFC Funds capital raising and retained earnings) and RWA increase of 28%
- Capital Adequacy Ratio (CAR) was 19.3% for 2012 compared to 18.6% in 2011

# Nigeria Update: the "Game Changer"

**Platform**
- #6 by assets, #3 by branches, #2 by cards
- "Tier 1" classification by Central Bank of Nigeria

**Integration**
- 11 of 12 workstreams completed in 2012
- IT migration to Flexcube being completed (key for efficiency)

**Revenues**
- Revenue more than doubled year-on-year
- Seeing synergies from combination
- Cards / e-banking opportunity

**Costs**
- $74M of integration costs absorbed in 2012
- Focus on all areas of cost (opex, cost of funds)

**Balance sheet**
- Strong deposit and loan growth in Q4 2012
- Focus on key sectors (upstream oil/gas, power, telecoms, agri-business)

**Asset quality**
- Continued monitoring of the loan portfolio
- NPL ratio down year-on-year to c.5%

**Capital**
- $400M injected by Ecobank parent post-acquistion
- 16% Tier 1 ratio

## Outlook for 2013

- PBT upside from revenue growth and CIR reduction
- Remaining vigilant on asset quality
- Encouraging signs from initial Q1 performance
- Potential to raise Tier 2 capital

Section 3

# Summary and Outlook

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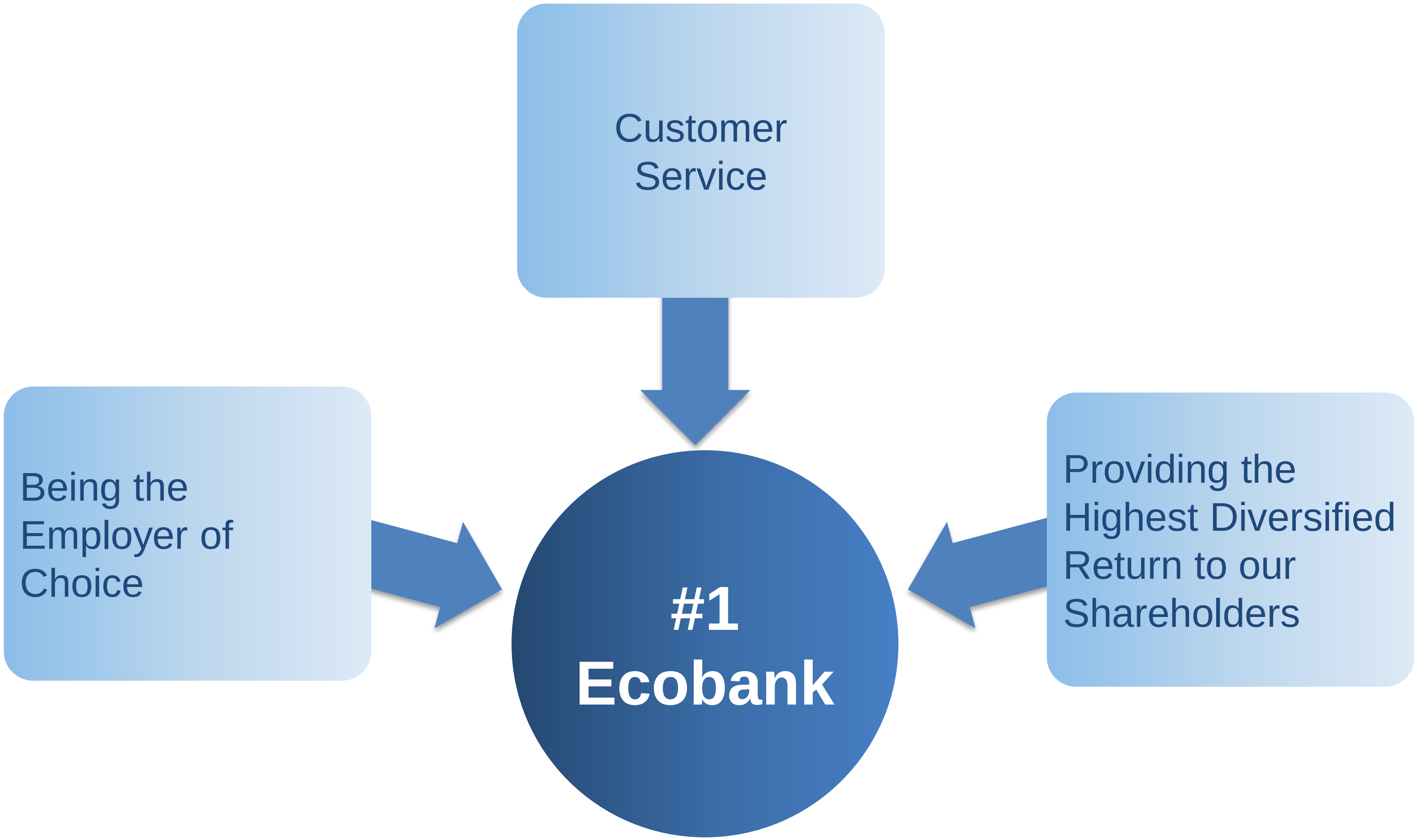
# Ecobank's Strategy – To be the No. 1 Pan-African Bank



# Outlook

## Positioned for sustained growth

| | |
|---|---|
| **Macro** | • Strong projected Middle African economic growth<br>• Geopolitics improving (although localised issues in CAR, Mali, DRC)<br>• Intra-African trade upside potential (c.12% today vs c.60% in EU) |
| **Management** | • Nigeria: change in organisational structure<br>• Implementation of Project Management Office (PMO) |
| **Business Segments** | • Domestic: deposits, alternative channels (cards, e-banking, mobile)<br>• CIB: transaction banking, cross border trade and commodity finance |
| **Efficiency** | • Customer deposit drive strategy to strengthen NIMs<br>• Focus on cross-selling and cost management |
| **Financial Targets** | • As outlined in January's Capital Markets Day<br>• FY 2012 RoAE in mid-teens |
| **Investor Access** | • "Facts Behind the Figures" events in all 3 markets of listing<br>• AGM in June 2013 |

# Ecobank's Financial Targets

**2013 Growth Targets**

| | |
|---|---|
| **Deposits** | 20%+ |
| **Loans** | ~1/2 deposit growth |
| **Revenues** | 15%+ |
| **Costs** | C/I ratio - low 70s |

**Cost-to-income ratio**

| | |
|---|---|
| **FY 2015** | < 60% |

**Improved shareholder value**

Thank You

Questions…

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# Appendices

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# Summary Financial Statements

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# Summary Income Statement

| ($m, except per share & ratio) | 2012 | 2011 | % YoY |
|---|---|---|---|
| Net interest income | 855.0 | 583.4 | +47% |
| Non-interest revenue | 895.9 | 612.2 | +46% |
| **Net revenues** | **1,750.9** | **1,195.6** | **+46%** |
| Operating expenses | (1,261.3) | (832.7) | +51% |
| Provision for impairment losses | (140.9) | (85.7) | +64% |
| **Profit before tax** | **348.0*** | **277.4** | **+25%** |
| Income tax | (61.3) | (70.6) | -13% |
| **Net income** | **286.7** | **206.8** | **+39%** |
| *Effective tax rate* | *17.6%* | *25.4%* | |
| **Profit attributable to ordinary shareholders** | **249.7** | **182.2** | **+37%** |
| Basic EPS ($ cents) | 1.70 | 1.76 | -3% |
| **ROAE** | **15.8%** | **15.9%** | |
| **Cost-to-income ratio** | **72.0%** | **69.6%** | |

*PBT includes a share of profit and loss from associates of $0.3m and (0.6m) for the year 2011 and 2012 respectively

# Summary Statement of Financial Position

| ($m) | 2012 | 2011 | %YoY |
|---|---|---|---|
| Cash | 1,982 | 1,707 | +16% |
| Treasury bills | 826 | 746 | +11% |
| Loans to banks | 2,175 | 2,559 | (15%) |
| Loans to customers | 9,441 | 7,360 | +28% |
| Available-for-sale | 2,318 | 2,552 | (9%) |
| Other assets | 3,208 | 2,238 | +43% |
| **Total assets** | **19,950** | **17,162** | **+16%** |
| Deposits from other banks | 662 | 937 | (29%) |
| Customer deposits | 14,620 | 12,077 | +21% |
| Borrowed funds | 1,240 | 1,403 | (12%) |
| Other liabilities | 1,252 | 1,286 | (3%) |
| **Total liabilities** | **17,774** | **15,703** | **+13%** |
| Shareholders' equity | 2,009 | 1,354 | +48% |
| Minority interest | 167 | 105 | +60% |
| **Total equity** | **2,176** | **1,459** | **+49%** |
| **Total liabilities and equity** | **19,950** | **17,162** | **+16%** |

# Business Segments Analysis

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# Corporate & Investment Bank

## Serving international businesses & institutional investors focused on Africa

| $m | 2012 | 2011 |
|---|---|---|
| Net interest income | 297.2 | 274.9 |
| Non-interest revenue | 419.4 | 343.0 |
| **Revenue (net)** | **716.6** | **617.9** |
| Operating expenses | (372.2) | (371.8) |
| Provisions for impairment | (13.8) | (17.9) |
| **Profit before tax** | **330.6** | **228.5*** |
| Net loans | 4,726 | 3,302 |
| Customer deposits | 4,539 | 3,466 |
| *Cost/income ratio* | *51.9%* | *60.2%* |
| *Loans/deposits ratio* | *106.5%* | *95.3%* |
| *NPL ratio(1)* | *1.2%* | *1.3%* |

- CIB revenue increased 16% YoY to $717 million driven by our acquisitions, an increase in earning assets and higher client activity.
- Operating expenses were $372 million, flat from 2011 reflecting internal cost allocation policies across the Group and continued expense management discipline.
- Provisions declined 23% to $13.8 million, despite a 43% growth in loans, due to significant decline in gross provisions in Nigeria and Ghana.
- CIB PBT of $330 million, up 44% YoY delivered by strong pre-tax profit growth in Nigeria and Ghana due to acquisitions.
- **FOCUS**
  - Intra-regional trade opportunities
  - Deposit mobilisation
  - Cross-sell products

(1) The NPL ratio for CIB relates only to Corporate Bank and not the Investment Bank
* Include share profit of associate

# Domestic Bank

## Innovative solutions to retail and local businesses

| $m | 2012 | 2011 |
|---|---|---|
| Net interest income | 599.4 | 314.3 |
| Non-interest revenue | 360.3 | 283.5 |
| **Revenue (net)** | **959.7** | **597.8** |
| Operating expenses | (886.1) | (475.8) |
| Provisions for impairment | (127.2) | (68.1) |
| **Profit before tax** | **(53.6)** | **53.9** |
| | | |
| Net loans | 4,715 | 4,057 |
| Customer deposits | 10,081 | 8,611 |
| | | |
| *Cost/income ratio* | *92.3%* | *79.6%* |
| *Loans/deposits ratio* | *46.8%* | *47.1%* |
| *NPL ratio* | *9.7%* | *9.6%* |

- Revenues of $960 million, up 61% YoY reflecting strong NII growth driven by increase in yield spreads
- NIR growth was moderate reflecting lower growth in loans of 27% from 2011
- Operating expenses up 86% to $866 million due to internal cost allocation.
- Domestic Bank reported a pre-tax loss of $53.6 million in 2012, compared to a pre-tax profit of $53.9 million in 2011, largely due to internal cost allocation.
- **FOCUS**
  - Accelerated low-cost deposit mobilisation
  - Increased Value-Chain propositions
  - Increase products per customer
  - Integrated channel approach
  - Cards

# Segmental Analysis by Cluster

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# Francophone West Africa (UEMOA)

| $m | 2012 | 2011 |
|---|---:|---:|
| **Revenue** | **367.5** | **367.6** |
| Operating expenses | (235.5) | (224.1) |
| Provisions for impairment | (25.8) | (25.6) |
| **Profit before tax** | **106.2** | **117.8** |
| Total assets | 5,440 | 4,684 |
| Loans | 3,114 | 2,633 |
| Deposits | 3,652 | 3,261 |
| *Cost/income ratio* | *64.1%* | *61.0%* |
| *Loans/deposits ratio* | *85.3%* | *80.7%* |
| *NPL ratio* | *4.3%* | *4.5%* |

- Revenue increased by 8% in local currency (flat in USD terms), as a recovery in Cote d'Ivoire was offset by slower revenue growth elsewhere within the cluster
- The conflict in Mali – which was the most profitable country in the cluster in 2011 – impacted non-interest revenues and has resulted in increased provisions

* The PBT of $106.2 million excludes share of loss of $0.1 million from associates
`Francophone West Africa comprises affiliates in Benin, Burkina Faso, Cape Verde, Cote d'Ivoire, Guinea Bissau, Mali, Niger, Senegal, and Togo

# Nigeria

| $m | 2012 | 2011 |
|---|---|---|
| **Revenue** | **742.8** | **360.4** |
| Operating expenses | (614.2) | (292.7) |
| Provisions for impairment | (64.6) | (28.8) |
| **Profit before tax** | **64.1** | **38.8** |
| | | |
| Total assets | 9,076 | 7,447 |
| Loans | 3,531 | 2,606 |
| Deposits | 6,739 | 5,472 |
| *Cost/income ratio* | *82.7%* | *81.2%* |
| *Loans/deposits ratio* | *52.4%* | *47.6%* |
| *NPL ratio* | *5.2%* | *7.5%* |

- Nigeria cluster results benefitted from a full year's contribution from the former Oceanic Bank assets (vs 2 months in 2011)
- Revenues more than doubled, with NII up 128% and NIR up 85%, including strong trading income
- The $321 million increase in operating expenses [includes $74m of one-off restructuring costs associated with the Oceanic Bank acquisition]
- Provisions increased significantly in the second half of the year primarily from provisions on Domestic Bank local corporate loans that were restructured

Nigeria categorized as a cluster in its own right due to its size

# Rest of West Africa (WAMZ)

| $m | 2012 | 2011 |
|---|---:|---:|
| **Revenue** | **306.9** | **229.3** |
| Operating expenses | (168.3) | (129.8) |
| Provisions for impairment | (23.3) | (11.8) |
| **Profit before tax** | **115.4*** | **87.8** |
| Total assets | 2,549 | 2,243 |
| Loans | 977 | 837 |
| Deposits | 1,872 | 1,628 |
| *Cost/income ratio* | *54.9%* | *56.6%* |
| *Loans/deposits ratio* | *61.0%* | *51.4%* |
| *NPL ratio* | *6.7%* | *2.1%* |

- Strong performance from WAMZ was driven by Ghana, which included a full year of contribution from TTB acquisition in 2012, and was our most profitable country
- Significant currency headwind, with the average GHS-USD rate depreciating [15%] from 2011 to 2012
- Majority of revenue growth from NII, reflecting both a higher interest rate environment, and the growth in interest earning assets
- Some additional provisions taken in SME loan portfolio acquired in Ghana

* The PBT of $115.4 million excludes share of loss of $0.2 million from associates
Rest of West Africa comprises affiliates in Ghana, Guinea, Liberia, Sierra Leone and The Gambia

# Central Africa (CEMAC)

| $m | 2012 | 2011 |
|---|---:|---:|
| **Revenue** | **144.2** | **129.3** |
| Operating expenses | (102.5) | (84.5) |
| Provisions for impairment | (9.4) | (10.0) |
| **Profit before tax** | **31.7*** | **34.8** |
| | | |
| Total assets | 1,835 | 1,430 |
| Loans | 1,111 | 808 |
| Deposits | 1,463 | 1,083 |
| *Cost/income ratio* | *71.1%* | *65.4%* |
| *Loans/deposits ratio* | *75.9%* | *74.6%* |
| *NPL ratio* | *3.7%* | *3.4%* |

- Strong growth in net interest income driven by good lending growth across the business units, albeit with slightly declining NIMs
- The cost-income ratio has worsened, reflecting non-staff cost growth, including the opening costs for Equatorial Guinea
- We are closely monitoring developments in Central African Republic

* The PBT of $31.7 million excludes share of profit of $0.6 million from associates
Central Africa comprises affiliates in Cameroon, Central Africa Republic, Chad, Congo-Brazzaville, Gabon and Sao Tome & Principe

# East Africa (EAC)

| $m | 2012 | 2011 |
|---|---|---|
| **Revenue** | **51.7** | **57.2** |
| Operating expenses | (66.7) | (56.7) |
| Provisions for impairment | (9.1) | (4.1) |
| **Profit before tax** | **(24.1)** | **(3.5)** |
| Total assets | 765 | 620 |
| Loans | 370 | 283 |
| Deposits | 525 | 418 |
| *Cost/income ratio* | *129.0%* | *99.0%* |
| *Loans/deposits ratio* | *70.5%* | *67.7%* |
| *NPL ratio* | *6.0%* | *7.5%* |

- East Africa reported an increased loss in 2012 primarily as a result of losses in Kenya, Uganda and Tanzania
- Revenues declined 10% in a challenging operating environment, particularly in Kenya where net interest spreads narrowed
- Expense growth of 18% was driven by communications and IT and advertising/promotion spend
- Provision expense increase was driven by Kenya and Uganda, particularly in the Domestic Bank

East Africa comprises affiliates in Burundi, Kenya, Rwanda, Uganda and Tanzania

# Southern Africa (SADC)

| $m | 2012 | 2011 |
|---|---|---|
| **Revenue** | **44.5** | **36.7** |
| Operating expenses | (45.0) | (38.2) |
| Provisions for impairment | (8.3) | (3.8) |
| **Profit before tax** | **(8.8)** | **(5.3)** |
| | | |
| Total assets | 423 | 331 |
| Loans | 225 | 157 |
| Deposits | 280 | 200 |
| *Cost/income ratio* | *101%* | *104%* |
| *Loans/deposits ratio* | *80.2%* | *78.8%* |
| *NPL ratio* | *8.0%* | *13.2%* |

- Southern Africa pre-tax loss increased mainly due to losses in Zambia
- Revenues growth in Zimbabwe and DR Congo was offset by declines in Zambia and Malawi
- NIMs were lower, giving flat NII, but NIR increased driven by credit and cash management fees
- Provisions increased in the Domestic Bank in Zambia

Southern Africa comprises affiliates in Democratic Republic of Congo, Malawi, Zambia and Zimbabwe