

BE THE DIFFERENCE THAT IMPACTS OUR WORLD.

Nedbank Group Limited

Group at a glance

at 30 June 2021



NEDBANK
GROUP

OUR PURPOSE

To use our financial expertise to do good for individuals, families, businesses and society

OUR VISION

To be the most admired financial services provider in Africa by our employees, clients, shareholders, regulators and society

A BANK FOR AFRICANS

Nedbank's history traces back to the early 19th century with the establishment of the Cape of Good Hope Bank in 1831. Following successive branding and structural changes, from The Nederlandsche Bank voor Zuid-Africa to the Netherlands Bank of South Africa (NBSA), to Nedcor Group in the 1980s, Nedbank Group was formed in 2003. Today we have strategic alliances across the globe, and are proud of our reputation as one of the most transformed banks in South Africa.

Nedbank Group is one of the largest financial services groups in Africa, offering wholesale and retail banking services as well as insurance, asset management and wealth management.

In SA, Nedbank has a strong franchise evidenced by a 19% deposit and 19% advances market share.

Outside SA, we operate in five countries in the Southern African Development Community (SADC), through subsidiaries and banks in Lesotho, Mozambique, Namibia, eSwatini and Zimbabwe. In Central and West Africa we have a strategic alliance with Ecobank Transnational Incorporated (ETI) and we have representative offices in Angola and Kenya.

Outside Africa, we have a presence in key global financial centres to provide international financial services for SA- and Africa-based multinational and high-net-worth clients in Guernsey, Isle of Man, Jersey and London, and we have a representative office in Dubai.

FINANCIAL HIGHLIGHTS

at 30 June 2021

	Jun 2021	Jun 2020	Dec 2020
Headline earnings (Rm)	5 251	2 114	5 440
ROE (%)	11,7	4,8	6,2
Diluted HEPS (cents)	1 067	434	1 113
Ordinary dividends paid per share (cents)	433	-	-
CET1 capital ratio (%)	12,2	10,6	10,9
Gross banking advances (bn)	781	838	797
Deposits (bn)	936	944	954
NIM (%)	3,68	3,33	3,36
CLR (%)	0,85	1,87	1,61
Cost-to-income ratio (%)	58,5	56,4	58,1

WHO LEADS US

Directors

V Naidoo (Chairman), PM Makwana** (acting Chairman), MWT Brown* (Chief Executive), HR Brody, BA Dames, M Davis* (Chief Financial Officer), NP Dongwana, EM Kruger, RAG Leith, L Makalima, Prof T Marwala, Dr MA Matoane, MC Nkuhlu* (Chief Operating Officer), S Subramoney.

* Executive ** Lead Independent Director

Group executive

Mike Brown (CE), Mfundo Nkuhlu (COO), Mike Davis (CFO), Anél Bosman (ME: Nedbank Corporate and Investment Banking), lolanda Ruggiero (ME: Nedbank Wealth), Ciko Thomas (ME: Nedbank Retail and Business Banking), Dr Terence Sibiyi (ME: Nedbank Africa Regions), Trevor Adams (CRO), Deborah Fuller (GE: Group Human Resources), Fred Swanepoel (CIO), Priya Naidoo (GE: Strategy and Economics), Khensani Nobanda (GE: Group Marketing and Corporate Affairs), Anna Isaac (Group Chief Compliance Officer).

CE: Chief Executive
CRO: Chief Risk Officer
ME: Managing Executive

CFO: Chief Financial Officer
CIO: Chief Information Officer

COO: Chief Operating Officer
GE: Group Executive

Group Company Secretary

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Investor Relations

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Market information

Date of incorporation 1966
JSE share code NED
Registration no 1966/010630/06
ISIN ZAE000004875

Abbreviations

CET1 common equity tier 1

CLR credit loss ratio

ETI Ecobank Transnational Incorporated

HEPS headline earnings per share

NIM net interest margin

NIR non-interest revenue

NPS Net Promoter Score

ROE return on equity

A TOP 40 JSE LISTED
COMPANY

R87bn

market capitalisation

TOTAL ASSETS

R1,2tn

CET1 RATIO

12,2%

(Strong balance sheet above board-approved targets and well-above regulatory minima)

EMPLOYEES

27 580

With high levels of staff satisfaction

TOP TIER CLIENT
SATISFACTION
METRICS - NPS

41%

CLIENTS

7,4m

DIGITALLY ACTIVE
CLIENTS

2,3m

MSCI ESG RATING

AA

NEDBANK CORPORATE AND INVESTMENT BANKING

Corporates, institutions and parastatals with an annual **turnover of over R750m.**



> 600 large corporate clients.



Full suite of wholesale banking solutions, including investment banking and corporate lending, global markets and treasury, commercial-property finance, deposit-taking, and transactional banking.

ADVANCES **R391bn** HE **R2 909m** ROE **15,8%**

- Market leader with strong expertise in commercial property, corporate advances, advisory and renewable-energy financing.
- Market-leading trading franchise with excellent trading capabilities across all asset classes.
- Leading industry expertise in public sector, mining and resources, infrastructure and telecoms.
- Integrated model, delivering high levels of client service and better coverage.
- Ability to attract and retain high-quality intellectual capital.
- Efficient franchise.

NEDBANK RETAIL AND BUSINESS BANKING

Individual clients and businesses.



> 7,0 million clients, including:

- > 310 000 small and medium enterprises (typically businesses with an annual turnover of less than R30m), as well as informal traders like spaza shops.
- > 14 250 business-banking client groups with an annual turnover of between R30m and R750m. Of the total clients, 3,0 million are retail main-banked clients.



Full range of 'Banking and Beyond' services, including transactional banking, card and payment solutions, lending solutions, deposit-taking services, risk management, investment products, card-acquiring services for businesses, ecosystems and platforms-based solutions.

ADVANCES **R370bn** HE **R2 144m** ROE **13,0%**

- A strong position in business banking market, underpinned by an accountable, empowered, decentralised business service model.
- End-to-end digital onboarding capability for transactional and lending products across various channels.
- Differentiated and disruptive CVPs across our different client segments, including Unlocked.Me, MobiMoney, Avo, MoneyTracker, USSD-based Stokvel Account, Apple Pay, Money Message, Home-buying Toolkit, Karri school payments app, tap on phone, SimplyBiz and API_Marketplace.
- Highly competitive relationship banking offering for our affluent (Professional Banking) and small-business clients.
- Digitally enabled, reimagined distribution network with five different store types, including retailer partnerships and flexible workforce.
- A leader in small-business services as perceived by clients for two years in a row.
- Leading client experiences evidenced by our improvement in NPS and social-media sentiment, as well as recent award wins for being the most helpful bank in SA (and Africa) during Covid-19, as voted by clients (Asian Banker BankQuality Consumer Survey on Retail Banks 2020).
- Proud of my Town community transformation initiative.

NEDBANK WEALTH

High-net-worth individuals, and other retail, business and corporate clients.



> 18 400 high-net-worth clients locally and internationally (SA, UK, Guernsey, Jersey, Isle of Man and the UAE).



Wide range of financial services, including high-net-worth banking and wealth management solutions, as well as asset management and insurance offerings.

ADVANCES **R31bn** HE **R476m** ROE **22,0%**

Nedbank Insurance

- Leverages existing distribution channels and platforms to sell short-term, credit life and other insurance products to Nedbank's 7,4 million clients.

Nedbank Private Wealth

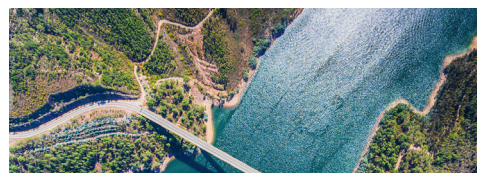
- Holistic and integrated high-net-worth offering.
- Launched a seamless service to enable clients to transfer money from their SA accounts to their Nedbank Private Wealth International Focus Accounts via the Nedbank Private Wealth app.
- Nedbank Private Wealth (International) won Best Private Bank for the seventh year in a row (City of London Wealth Management Awards)

Asset Management

- Top fund managers identified through Nedgroup Investments' Best of Breed™ investment approach.
- Committed to responsible investing through progress on key ESG focus areas and gain a deeper appreciation of the real-life impact of our investments.

NEDBANK AFRICA REGIONS

Retail, small and medium enterprises, and business and corporate clients across the countries we operate in.



> 369 000 clients.



Full range of banking services, including transactional, lending, deposit-taking services and card products, as well as selected wealth management offerings.

Bancassurance offering in selected markets.

ADVANCES **R22bn** HE **R182m** ROE **5,8%**

SADC (own, manage and control banks)

- Presence in five SADC countries – well positioned for growth on the back of a standardised model nuanced for market context.
- Ongoing technology investments to ensure digital leadership, and competitive and locally relevant CVPs.
- Winner of 2021 International Business Magazine Awards for Best Internet Banking Africa and Best Mobile Banking Africa.
- Aiming for #1 in client service in every market that we are operating in. (#1 NPS scores in Namibia and Mozambique)

Central and West Africa (ETI alliance – 21,2% shareholding)

- Ecobank-Nedbank alliance is the widest banking network on the African continent in 39 countries.
- Aiming to increase deal flow by leveraging ETI's local presence and knowledge and Nedbank's structuring expertise.
- ETI has a very strong West and Central Africa franchise: they are in the top three in 13 of 16 countries in the region.