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**FACTSHEET**



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# OVERVIEW

Access Bank is a full service commercial bank operating through branches and service outlets located in major centres primarily across Nigeria and sub-Saharan Africa, as well as the United Kingdom (extension to United Arab Emirates (Dubai)), with representative offices in China, Lebanon, and India. The Group provides a wide range of banking and other financial services to over 36 million customers from over 660 branches and service centres.

business practices into its operations. The Bank strives to deliver sustainable economic growth that is profitable, environmentally responsible and socially relevant.

In furtherance of its 5 year strategic plan, the Bank went into a merger with defunct Diamond Bank Plc in 2019 to create one of the biggest Banks in Africa in terms of customer base and assets size.

Listed on the Nigerian Stock Exchange in 1998, the Bank serves its various markets through four business segments: Personal, Business, Commercial and Corporate & Investment Banking. The Bank has over 830,000 shareholders including several Nigerian and International Institutional Investors and has enjoyed what is arguably Africa's most successful banking growth trajectory in the last seventeen years ranking amongst Africa's top 20 banks by total assets and customer deposit in 2019.

As part of its continued growth strategy, Access Bank is focused on mainstreaming sustainable

**Access Bank  
strives to deliver  
sustainable  
economic growth  
that is profitable,  
environmentally  
responsible and  
socially relevant.**



# Fundamental Statistics

Subsidiaries **10**



Rep Offices **3**



Distribution Network as at December 31, 2019

Number of Customers

**36mn+**



Number of Customers as at December 31, 2019

Professional Staff

**6,898**

Men **53%**



Women **47%**






Staff Strength as at December 31, 2019



## CREDIT RATINGS

Long-Term Issuer Ratings		
	Counterparty	National
<b>S&amp;P Global</b>	B (Stable)	A
<b>Fitch Ratings</b>	B (Stable)	A+
<b>MOODY'S</b>	B2 (Stable)	A1 (Stable)
<b>Agusto&amp;Co.</b> <small>Research, Credit Ratings, Credit Risk Management</small>	N/A	AA-(Stable)

## LISTINGS

Stock Exchange	Debt/Equity Listing	Coupon Rate
 The Nigerian Stock Exchange	Primary equity listing	-
 Irish Stock Exchange	\$300m Senior bond (2021)	<b>10.50%</b>
	N15bn Green Bond (2024)	<b>15.50%</b>
	N30b Local bond (2026)	<b>15.50%</b>



## Channels

Alternate Channels  
Dec. 2019



Number of Branches  
**667**

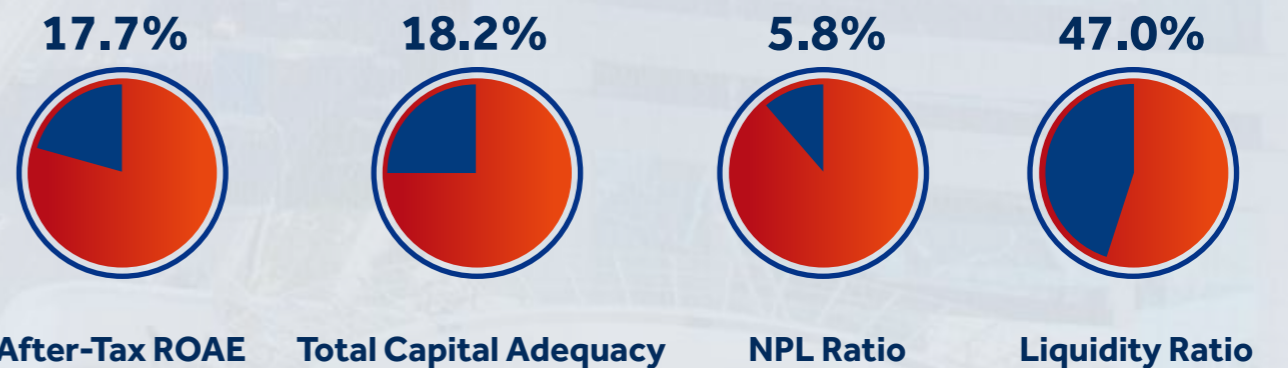


ATMs  
**3,080**



POS Terminals  
**40,860**

## STRONG FINANCIAL INDICATORS





# Our International Presence

The Bank's strategic intent includes expansion into high-impact EMEA countries, the Bank has successfully established representative offices in:



supported by a strong compliance and risk management framework. In addition to the above, Access UK has established a branch in Dubai.



Parent Company				
		PBT (₦'bn)	83	
		Equity (₦'bn)	543	
		Employees	5,878	
		Branches	582	
NIGERIA				
		PBT (₦'bn)	0.5	
		Equity (₦'bn)	12	
		Employees	84	
		Branches	5	
R.D. CONGO				
		PBT (₦'bn)	21	
		Equity (₦'bn)	118	
		Employees	139	
		Branches	3	
THE UK				
		PBT (₦'bn)	0.3	
		Equity (₦'bn)	1.6	
		Employees	50	
		Branches	4	
SIERRA LEONE				
		PBT (₦'bn)	15	
		Equity (₦'bn)	51	
		Employees	546	
		Branches	52	
GHANA				
		PBT (₦'mn)	4	
		Equity (₦'mn)	9	
DIAMOND BANK B.V.				
		PBT (₦'bn)	0.4	
		Equity (₦'bn)	4	
		Employees	89	
		Branches	8	
RWANDA				
		Equity (₦'bn)	5	
ACCESS BANK GUINEA				
		PBT (₦'bn)	0.8	
		Equity (₦'bn)	7	
		Employees	80	
		Branches	7	
ZAMBIA				
		PBT (₦'bn)	0.4	
		Equity (₦'bn)	4	
ACCESS PFC				
		PBT (₦'bn)	0.2	
		Equity (₦'bn)	4	
		Employees	32	
		Branches	6	
GAMBIA				

# Awards & Recognition

In honour of its defining roles across the African continent, Access Bank has been accorded recognition by reputable domestic and global organisations.

Some of the recognitions in the year: »



## FINTECHNGR RECOGNITION AWARD, 2019

- » Ecosystem Recognition Award



## KARLSRUHE SUSTAINABLE FINANCE AWARDS, 2019

- » Outstanding Business Sustainability



## SUSTAINABILITY, ENTERPRISE AND RESPONSIBILITY AWARDS (SERAS), 2019

- » Best in Partnership for Development
- » Best in Sustainability Reporting
- » Best Corporate Communications Team
- » Best in Climate Action
- » Most Responsible Company of the Year/ Overall Winner



## EMEA FINANCE (AFRICAN BANKING AWARDS), 2019

- » Best Bank, Nigeria
- » Best Product Launch, Pan-Africa



## GLOBAL BRANDS MAGAZINE AWARDS, 2019

- » Best CSR Banking Brand, Nigeria
- » Best Bank for Investor Relations, Nigeria
- » Fastest Growing Digital Banking Brand, Nigeria



## WORLD FINANCE AWARDS, 2019

- » Most Sustainable Bank, Nigeria
- » Best Digital Bank, Nigeria
- » Best Mobile Banking Application, Nigeria
- » Best Consumer Digital Bank, Nigeria



## CBN SUSTAINABILITY AWARDS, 2019

- » Sustainable Bank of the Year,
- » Sustainable Transaction of the Year (Oil and Gas Sector)
- » Sustainable Transaction of the Year (Agriculture)
- » Sustainable Transaction of the Year (Power)
- » Excellence in Women Economic Empowerment,



## FMDQ GOLD AWARDS 2019

- » Largest Corporate Bond Issuer on FMDQ, Nigeria
- » FMDQ Fixed Income Market Liquidity Provider Award, Nigeria



# DIRECTORS AS AT DECEMBER 2019

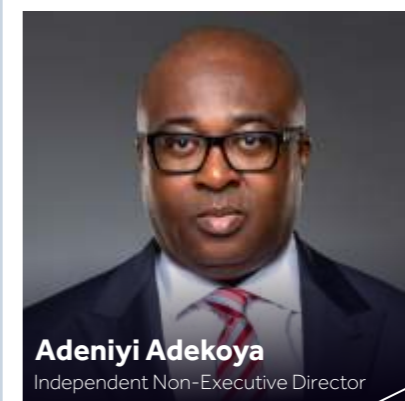
\* Appointed effective November 7, 2019  
 \*\* Appointed effective November 19, 2019  
 \*\*\* Appointed effective March 22, 2019



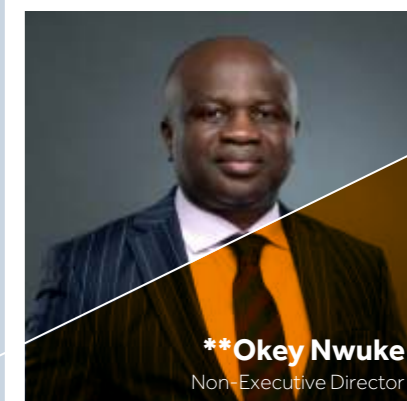
**Mosunmola Belo-Olusoga**  
Chairman



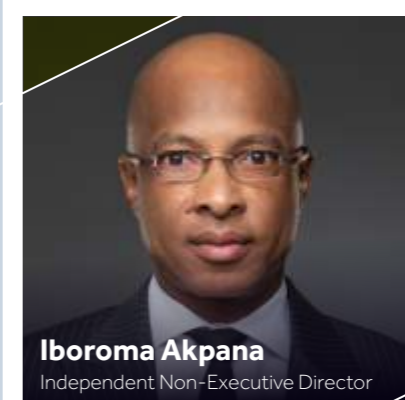
**Herbert Wigwe**  
Group Managing Director/  
Chief Executive Officer



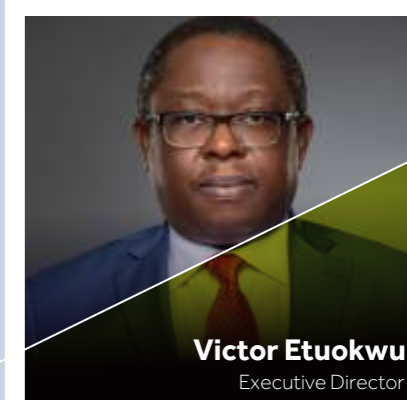
**Adeniyi Adekoya**  
Independent Non-Executive Director



**\*\*Okey Nwuke**  
Non-Executive Director



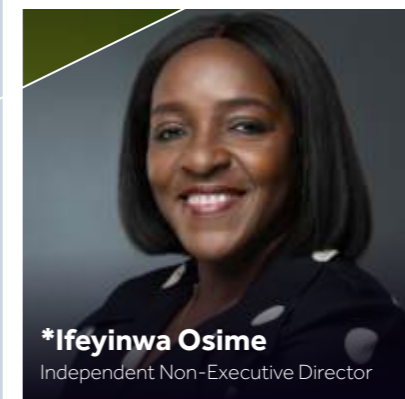
**Iboroma Akpana**  
Independent Non-Executive Director



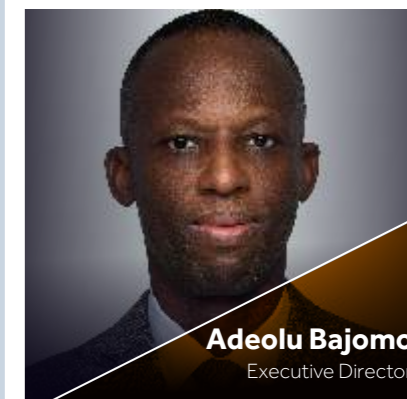
**Victor Etuokwu**  
Executive Director



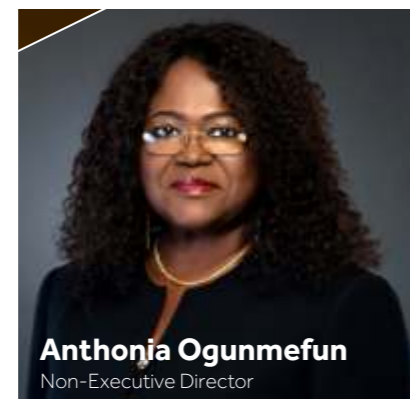
**Roosevelt Ogbonna**  
Group Deputy Managing Director



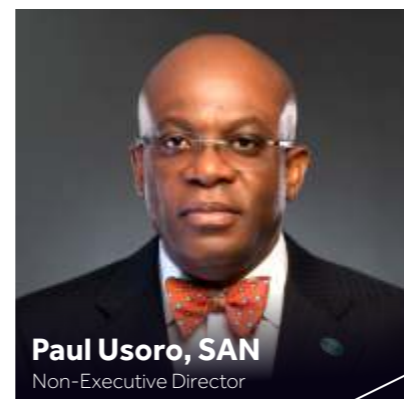
**\*Ifeyinwa Osime**  
Independent Non-Executive Director



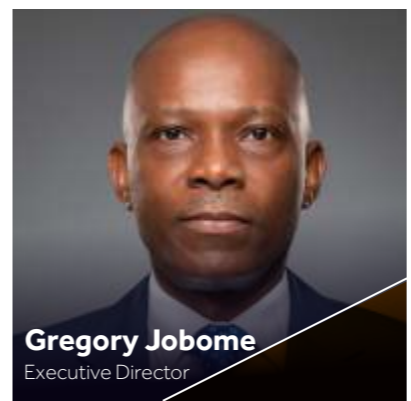
**Adeolu Bajomo**  
Executive Director



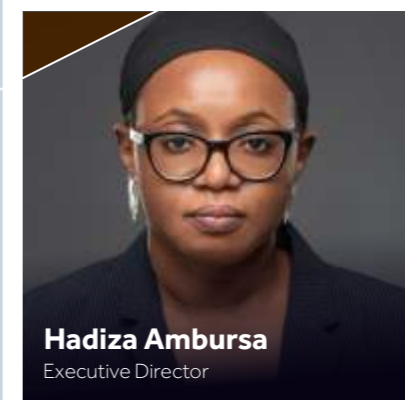
**Anthonia Ogunmefun**  
Non-Executive Director



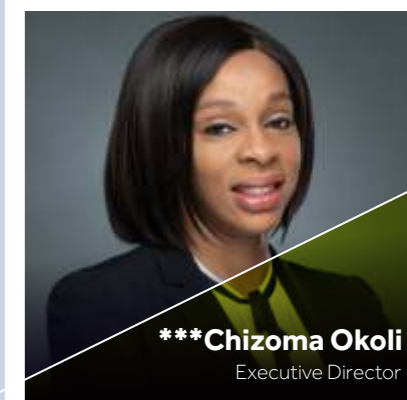
**Paul Usoro, SAN**  
Non-Executive Director



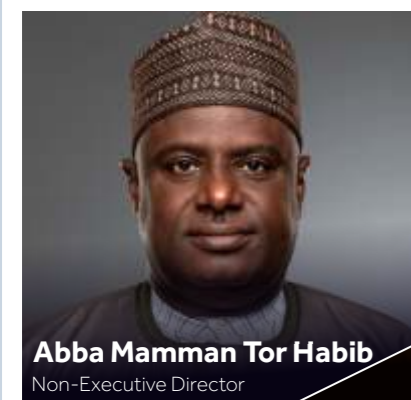
**Gregory Jobome**  
Executive Director



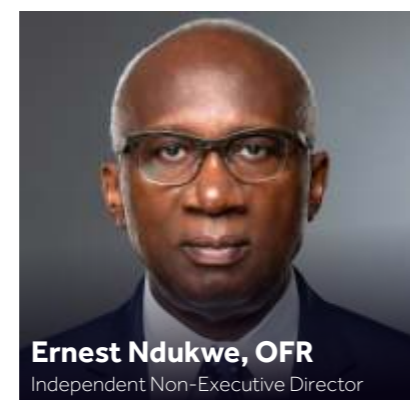
**Hadiza Ambursa**  
Executive Director



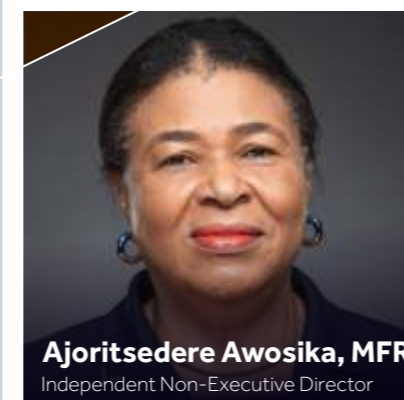
**\*\*\*Chizoma Okoli**  
Executive Director



**Abba Mamman Tor Habib**  
Non-Executive Director



**Ernest Ndukwe, OFR**  
Independent Non-Executive Director



**Ajoritsedere Awosika, MFR**  
Independent Non-Executive Director





# Access-Diamond MERGER

The Bank's five years (2018 - 2022) strategic intent is to become Africa's Gateway to the world, which is to be achieved by being the number one Bank in Nigeria by rapidly growing its retail base. To deliver this transformation, Access Bank took deliberate strides towards achieving its overall retail strategy. We are proud to have successfully completed the merger with the defunct Diamond Bank, the results of this merger are evident in the 2019 Financial Results. Access Bank is a leading Tier 1 Nigerian bank and the largest bank in Africa in terms of number of total assets, customers and deposits. The next phase of our strategy is the expansion of our African footprint in key African markets in line with the strategic objectives. We are exceptionally pleased with the Bank's recent expansions into Kenya, Guinea and the Republic of Cameroon. In the course of the next two years, the Bank would have also expanded into additional countries including Mozambique, Cote D'Ivoire, and Angola.

**Access Bank took deliberate strides towards achieving its overall retail strategy. We are proud to have successfully completed the merger with the defunct Diamond Bank, the results of this merger are evident in the 2019 Financial Results.**

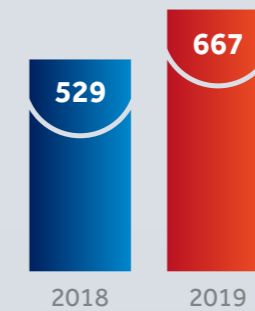


# Group Financial Highlights

## Group Financial Highlights

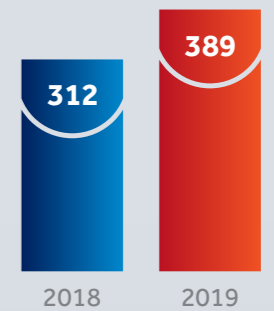
*\*underlying in billions of Naira unless otherwise stated*

### Gross Earnings



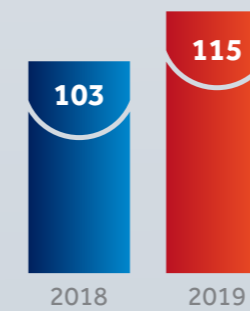
**26%**

### Operating Income



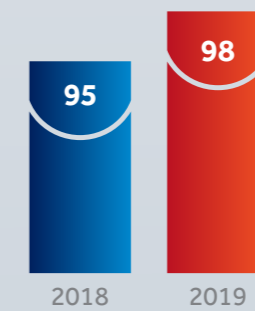
**25%**

### Profit Before Tax



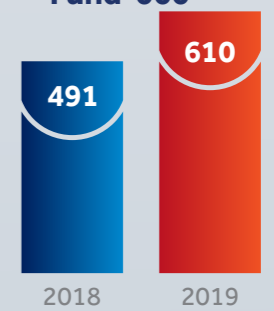
**12%**

### Profit for the Period



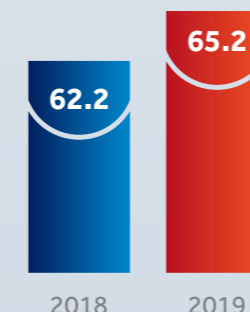
**3%**

### Shareholders' Fund '000



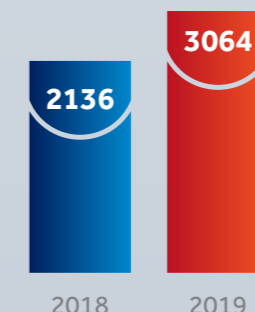
**24%**

### Cost-to-Income (%)



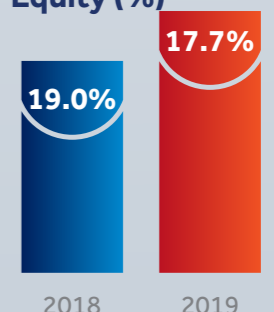
**5%**

### Loans and Advances



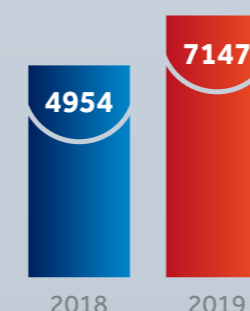
**43%**

### Return on Average Equity (%)



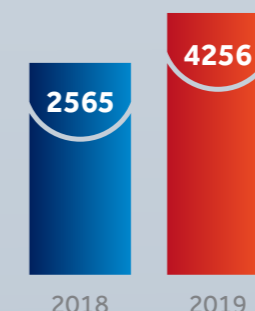
**-1.2**

### Total Assets



**44%**

### Customer Deposits



**66%**











# SBU Performance



## SBU PERFORMANCE

Access Bank operates four strategic business units (SBUs) that serve over eight million customers:

 <p>Corporate &amp; Investment Banking</p>	<p>Serves multinationals and well-structured companies with annual gross turnover in excess of <b>₦10bn</b></p>	 <p>27% Contribution to PBT</p>	<p><b>₦1,370bn</b> in customer loans</p>	<p><b>₦1,239bn</b> in customer deposits</p>
 <p>Commercial Banking</p>	<p>Serves corporate organizations with annual gross turnover between <b>₦1bn</b> and <b>₦10bn</b>, as well as federal entities</p>	 <p>33% Contribution to PBT</p>	<p><b>₦1,283bn</b> in customer loans</p>	<p><b>₦880bn</b> in customer deposits</p>
 <p>Business Banking</p>	<p>Serves small and medium enterprises (SMEs) with annual gross turnover less than <b>₦1bn</b>, as well as micro-SMEs</p>	 <p>4% Contribution to PBT</p>	<p><b>₦144bn</b> in customer loans</p>	<p><b>₦316bn</b> in customer deposits</p>
 <p>Personal Banking</p>	<p>Serves Ultra High- and High-Net-Worth Individuals (UHNIs &amp; HNIs), Affluent Professionals, Employees in the Value Chain, Students and Pensioners, with focus on women</p>	 <p>36% Contribution to PBT</p>	<p><b>₦115bn</b> in customer loans</p>	<p><b>₦1,821bn</b> in customer deposits</p>



## Profit Before Tax (₦'bn)

	Dec '19	Dec '18	% Dec '19	% Dec '18
Corporate & Investment Banking	30.9	86.3	27%	68%
Commercial Banking	38.1	27.9	33%	22%
Personal Banking	4.8	5.4	4%	4%
Personal Banking	41.6	7.0	36%	6%
<b>Total</b>	<b>115.4</b>	<b>126.6</b>	<b>100%</b>	<b>100%</b>

## Deposit Contribution (₦'bn)

	Dec '19	Dec '18	% Dec '19	% Dec '18
Corporate & Investment Banking	1,239	1,008	29%	39%
Commercial Banking	880	806	21%	31%
Personal Banking	316	331	7%	13%
Personal Banking	1,821	435	43%	17%
<b>Total</b>	<b>4,256</b>	<b>2,580</b>	<b>100%</b>	<b>100%</b>

## Loan Contribution (₦'bn)

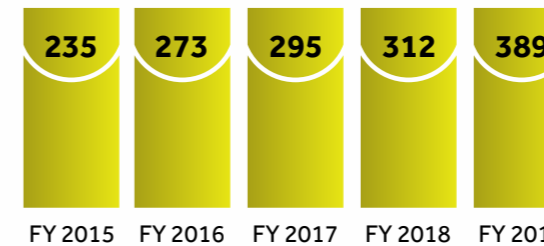
	Dec '19	Dec '18	% Dec '19	% Dec '18
Corporate & Investment Banking	1,370	791.0	47%	37%
Commercial Banking	1,283	1,237.1	44%	58%
Personal Banking	144	61.9	5%	3%
Personal Banking	115	46.1	4%	2%
<b>Total</b>	<b>2,911.6</b>	<b>2,136.1</b>	<b>100%</b>	<b>100%</b>



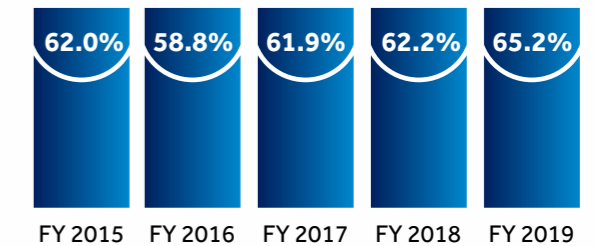


# Five-Year Trend for Select Performance Indicators

## Operating Income (₹'bn)



## Cost-to-Income Ratio (CIR)



## Net Loans and Advances (₹'bn)

	Loans & Advances to Customers	Loans & Advances to Banks	Total Loans & Advances
Dec 2015	1,366	43	1,409
Dec 2016	1,809	45	1,855
Dec 2017	1,996	68	2,064
Dec 2018	1,994	142	2,136
Dec 2019	2,912	153	3,064

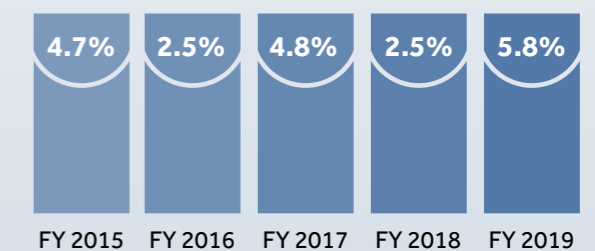
## Customer Deposits (₹'bn)

	Demand	Term	Savings	Total Deposits
Dec 2015	839	706	138	1,683
Dec 2016	984	926	179	2,089
Dec 2017	861	1,173	212	2,245
Dec 2018	1,011	1,287	267	2,565
Dec 2019	1,682	1,785	789	4,256

## Total Equity (₹'bn)



## NPL Ratio



## Capital Adequacy Ratio (CAR)

	Total CAR	Tier I CAR
Dec 2015	19.5%	15.0%
Dec 2016	21.0%	15.6%
Dec 2017	20.0%	15.1%
Dec 2018	19.9%	17.2%
Dec 2019	18.2%	14.2%



# Sustainability

At Access Bank, sustainability is about creating shared value, which is important for our customers and beneficial to the communities and industry in which we operate. For this reason, we continue to explore new avenues for strategic multi-stakeholder partnerships to enable us deepen sustainable business practices within the Bank, influence positive market transformation, contribute meaningfully to a prosperous and sustainable economy, and provide long-term value for our stakeholders. Access Bank's Sustainability footprints is described at a glance:

## SOCIAL FOOTPRINTS:

Some of our most notable social investments in 2019 include:

- Minimum of **1%** of PBT dedicated to Sustainability
- Invested **₦9.34 billion** in various corporate social responsibility initiatives (2015-2019)
- Impacted over **1,316** communities (2015-2019)
- Reached **30,075,356** lives
- Reached **793** Non-Governmental Organisations beneficiaries
- Employees have volunteered a total of **2,735,011** hours, in over **320** strategic community initiatives across **6** geo-political zones.
- Continued strategic partnership with ACT Foundation to provide grants to **28** non-governmental organizations to implement projects/initiatives in the areas of health, entrepreneurship, environment and leadership which impacted over **91,000** lives.
- Raised over **₦800 million** in 2019 for education of less privileged children in Northern Nigeria, in partnership with UNICEF

- Partnered Art X in preservation of contemporary African arts
- Provided free HIV testing services at the Access Bank Lagos City marathon
- Established pioneer Inclusion Hub for physically challenged in Nigeria
- **131** branches friendly to physically challenged



## ENVIRONMENTAL FOOTPRINTS:

- Increase in the number of solar powered ATM's by **321**, bringing the total number of ATM's powered by clean energy at **605**
- Installation of state-of-the-art technology at Oniru Head Office to ensure seamless environmental protection
- Reduction in fuel consumption by **23.5%** and electricity consumption by **31%** in 2019
- **58** branches powered by alternative energy (hybrid)
- Use of LED lights in all the Bank's facilities nationwide
- Motion-sensitive lightings at Head office and Annex Locations
- Braille-enabled ATMs bankwide
- **5.5%** increase in the amount of waste recycled in 2019 despite the increase in the number of branches, shrinking the size of our waste-to-landfill even further
- **1,800+** Sustainability champions promoting the waste recycling initiative, with full commitment of all staff members in all recycling locations
- Facilitated waste recycling at the Access Bank Lagos City marathon
- Initiated paper-to-pencil initiative, recycling the bank's old brands and newspapers to pencils
- No Paper Initiative aimed at rewarding reduced paper usage in the Bank.
- Automated Memo Approval System on Processmaker and automated Payment System on Dynamic 365
- Automated processes, reducing quantity of printing e.g. automation for approvals, paperless meetings, conference calls.
- Board uses Diligent BoardBook, an automated and secured system, hence helping to significantly reduce the quantity of documents printed for Board meetings
- Eco-printing practices – use of recycled paper, print on both sides of paper.
- Water efficient cisterns resulting in **1,300m3** gains in water usage at Head Office toilets. Motion sensor automatic water tap system implemented at Head Office Annex Locations
- Intense strategic carpooling drive has reduced carbon footprints from company fleet thus **82.85%** reduction in fuel consumption by fleet cars
- Launched the first ever Climate Bonds Initiative (CBI) certified corporate green bond in Africa to finance/refinance eligible green projects
- Joined the second pilot phase of the Taskforce on Climate-related Financial Disclosures (TCFD).
- Established **154** entrepreneurs and reached **1,200** lives through the Green Social Entrepreneurship Programme in partnership with SME Funds through the use of clean cooking stove technology across Nigeria.





## PIONEERING SUSTAINABILITY:

- First Nigerian bank to adopt global frameworks and principles that engender sustainability, such as:
  - *Equator Principles*
  - *United Nations Principle for Responsible Investment*,
  - *Global Reporting Initiative*
  - *LBG*
- The first Bank in Africa to launch a Climate Bonds Initiative (CBI) certified corporate green bond, which is also the first cross-listing to be born out of the partnership between NSE and LuxSE
- The first African on the Board of the Global Banking Alliance for Women GBA in recognition of the Bank's commitment to women economic empowerment
- The 1st Bank in Africa to be admitted as a member of the Sustainability Standards and Certification Initiative (SSCI)
- The 1st West African Bank to develop the Global Principles for Responsible Banking.
- The 1st financial institution to establish a dedicated women banking team fully committed to meeting the financial needs of women for socio-economic development
- The Bank is the 1st financial services provider in Nigeria to produce a standalone sustainability

- report (digital and online)
- The Bank is the 1st financial institution in West Africa to win the internationally acclaimed the FT/IFC Sustainable Bank of the Year Award (Africa and Middle East)
- The Bank is the first 1st African financial institution to win the Karlsruhe Sustainable Finance Awards for Outstanding Business Sustainability (Four-time consecutive winner) – amongst other pioneering feats



## ECONOMIC FOOTPRINTS:

- The Maternal Health Service Scheme supports families in their quest for children by providing discounted financing for medical bills
- Better Mama, Better Pikin: Aimed at alleviating infant and maternal mortality especially for women in Northern Nigeria. The product provides life insurance cover to the tune of **30%** of savings deposit of subscribers who are largely in the bottom of the economic pyramid. The remaining **70%** is saved for them with interest.
- Code4Impact, an initiative in partnership with HACEY Health Initiative empowered over **10,000** girls and young women, building digital and analytical competency through practical training.
- Green Social Entrepreneurship Program

- (GSEP): Initiated partnership with SME Funds, to use clean cooking stove technology to replace existing cooking technologies which are harmful to health and environment.
- Access the Stars partnership with Nigerian Breweries aimed at supporting musical talent across **6** states through a musical talent hunt with over **₦150 million** worth of prizes to be won.
- Africa Fintech Foundry (AFF): A Pan-African accelerator aimed at finding and investing in start-ups with a global outlook
- Over **30** hospital beneficiaries of the Hospital Facility Upgrade Support Scheme (HFUSS) developed to address inadequate equipment/facilities as a barrier to quality

- healthcare.
- Creative Sector Loan to finance players beyond movie industry and include Fashion, Information Technology, Music and Software, Engineering Student Loan.
- Access Africa, a payments product designed to simplify global payments across the African continent
- Quickbucks:
  - *Mobile application for financial empowerment and includes*
  - *Payday Loan, small ticket personal loans (3 months instant loan) assessed on channels mobile banking, ATM, USSD (\*901\*11#),*
  - *Low interest rates/minimal documentation on Salary Advance (6 months)*
  - *Device financing*
- Diamond Xtra Digital: An innovative savings solution that allows retail consumers in the Nigerian market space regardless of their economic class (low income and middle income persons), enter for a prize draw contest (Rent for a year, Salary 4Life, Business grant, Educational allowance for 5 years, Family health cover and various cash prizes)

from the comfort of their homes, through their savings account simply by dialling **\*901\*5#**



## PARTNERSHIPS AND LEADERSHIPS:

Pioneering Nigerian member and leader of various organisations, both international and local, that promote Sustainability performance including:

- Member, United Nations Environment Program Finance Initiative
- Lead, Africa, UNEPFI Core Group for development of Global Principles for Responsible Banking (GPRB)
- Vice Chair, Nigeria Humanitarian Fund Private Sector Initiative
- Co-Chair, Corporate Alliance on Malaria in Africa
- Board member, United Nations Global Compact Nigerian Local Network
- Leadership Group Member, United Nations Women Empowerment Principles
- Chair, Steering Committee, Nigerian Sustainable Banking Principles
- Board Advisory Committee, Private Sector Health Alliance of Nigeria
- Board Member, Nigerian Business Council on

Sustainable Development

- Co-Chair, Nigeria Business Coalition Against AIDS
- Member, Private Sector Delegation to the Global Fund Board
- Member, WeConnect National Advisory Board





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