

## Our **organisational** structure, products and services

### Retail and Business Banking (RBB)



Arrie Rautenbach

#### Products and services

Universal offering across retail, enterprise and commercial banking.

#### Presence

South Africa

#### Strategic goals

- Through a cultural journey, drive to a market-facing culture which is defined by results, learning, enjoyment and caring.
- To actively retain our customers and to focus on new customer acquisition.
- To focus on relationships as our core, moving from a product focus to serve the customer through their life stages.
- To drive cost efficiencies.
- Digital first in everything we do. To embed digital in every business unit's execution plan.

Headline earnings

**R8.9bn**  
**53.1%**  
of Group<sup>1</sup>

Revenue

**R43.6bn**  
**56.4%**  
of Group<sup>1</sup>

### Corporate and Investment Bank (CIB)



Charles Russon

#### Products and services

Specialist solutions across corporate and transactional banking, investment banking, financing, risk management, advisory products and services.

#### Presence

South Africa and serving customers across Africa alongside Absa Regional Operations

#### Strategic goals

Increase share of wallet in current businesses through:

- A focus on key growth sectors (power, utilities and infrastructure, agriculture, consumer, natural resources and financial institutions) through stronger origination and commercialisation capabilities.
- A Corporate Bank focused on transactions, custody and trustee, payments and integrated propositions.
- Product expansion to select markets across Africa – commercial property finance, structured trade commodity finance, risk solutions group and index solutions.

Target new growth including:

- Leveraging partners to expand our footprint in Africa.
- Strong networks across key global corridors leveraging partnerships including in China and greater Asia, while developing our presence in the United Kingdom and the United States to support our customer base in Africa.
- To successfully deliver the separation of Corporate and Investment Bank specific systems from Barclays.

Headline earnings

**R3.4bn**  
**20.1%**  
of Group<sup>1</sup>

Revenue

**R11.6bn**  
**15.0%**  
of Group<sup>1</sup>

<sup>1</sup> Excluding Head office, Treasury and other operations in South Africa and the impact of the Barclays separation effects.

## Our organisational structure, products and services continued

### Absa Regional Operations (ARO)



Peter Matlare

#### Products and services

Comprehensive suite of retail, business, corporate and investment banking products and services.

#### Presence

Botswana, Ghana, Kenya, Mauritius, Mozambique, Seychelles, Tanzania, Uganda and Zambia. Representative offices in Namibia and Nigeria.

#### Strategic goals

- To grow share significantly in core middle and affluent markets and to implement innovative and low-cost digital platforms.
- To deliver the optimal distribution channel mix based on customer requirements in the retail business to include agency banking and streamlined bancassurance model.
- To enhance relationship manager capabilities and to reach leading market share in focus sectors in business bank such as agribusiness and supply chains.
- To optimise the current portfolio and deepen the CIB product suite across presence markets.
- To successfully deliver the Separation, including systems and the brand name change.

#### Headline earnings

**R3.2bn**  
**19.2%**  
of Group<sup>1</sup>

#### Revenue

**R16.3bn**  
**21.1%**  
of Group<sup>1</sup>

### Wealth, Investment Management and Insurance (WIMI)



Nomkhita Nqweni

#### Products and services

Advice-led investment, credit and banking solutions for high net-worth customers as well as asset management and insurance offerings.

#### Presence

Botswana, Kenya, Mozambique, South Africa, Tanzania and Zambia.

#### Strategic goals

- To build a digitally enabled end-to-end insurance capability to improve access, service and retention while attracting new customers.
- To deepen integration with Retail and Business Banking offering a seamless bancassurance offering.
- To continue building a diverse asset management offering to compete effectively for institutional mandates while attracting increased retail flows.
- To focus on Wealth Management increasing share of wallet, strengthening customer retention and expanding offerings to Private Bank customers.
- To focus on current Absa Regional Operations by optimising returns in countries where we have a presence and which offer attractive growth and return prospects.

#### Headline earnings

**R1.3bn**  
**7.6%**  
of Group<sup>1</sup>

#### Revenue

**R5.8bn**  
**7.5%**  
of Group<sup>1</sup>

<sup>1</sup> Excluding Head office, Treasury and other operations in South Africa and the impact of the Barclays separation effects.