

# United Bank for Africa

## FACTSHEET





# Our ESG Journey and Current Impact

## Environmental Stewardship



UBA Nigeria's emissions dropped to **44,188.74tCO<sub>2</sub>e in 2022** from 47,339.90tCO<sub>2</sub>e in 2021.



119 **ATMs powered by alternative energy sources in 2022**, down from 183 ATMs in 2021.



Continued **partnership with Partnership - for Carbon Accounting for Financials (PCAF.)**

## Community Engagement



In 2022, the UBA community **feeding program reached 1,500 people, up from 1,300 in 2021**



Sustaining partnership with GPAP showcases **dedication to circular plastics economy**

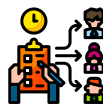


**N1.337Bn donation in 2022** vs N1.405Bn in 2021

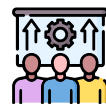
## Women Empowerment



Females on board-level positions **increased to 47% in 2022** from 31% in 2021



Females at the senior management level in Nigeria, **increased to 33% in 2022** from 23% in 2021.



Increase in capacity building on female employees from 40.5% in 2021 **to 44% in 2022**

## Customer Experience



From an SME **Customer count** of 5,000 in 2021 **to 55,000 in 2022**



Financial inclusion is up with **200,000 agents** across Nigeria in 2022 from 100,000 in 2021.



The bank's self-assessment **CSAT rating was at 69% in 2022.** This is still below the target of 90% set by the bank

# UBA: A Unique Pan-African Franchise

## Leading Pan-African Franchise: Strong Positioning and Preferred Partner



Regional top tier leadership position in 10 countries and a Systemically Important Bank in Nigeria and other countries



74-year history with strong brand recognition through a substantial network of over 30million+ customers

## Leading Pan-African Franchise: Strong Positioning and Preferred Partner



**Leadership in technology:** LEO is the first AI Bot launched in Financial services in Sub-Saharan Africa.



**2nd largest acquirer in the industry** with over **500k+ POS terminals** and processing over **25m+ transactions**.



UBA mobile app processes **over 60m+ transactions monthly** and currently ranks **2nd highest in the industry in Nigeria**.



Recognized for innovation in African banking (**Asian Banker and Finnovex Awards, 2019**)

## Best in Class Corporate Governance & Risk Management Framework



Well-entrenched **risk management** and **strong corporate governance practices**.



Listed on the **Premium board of the Nigerian Exchange**



Robust regulatory understanding and interface **led by dynamic management team across geographies**



**Low Cost of Risk 0.8%, NPL 3.4% and 125.4% NPL coverage**



**Well-capitalized and compliant under Basel prudential standards** (CAR: 28.3% as at Dec 2022)

**High Quality Diversified:  
Low Risk Asset Portfolio**



**Increased geographic diversification:** c.43% Earnings & c.44% Assets from Africa (ex-Nigeria) and Rest of World



**Business model diversification:** (Revenues: Corporate 34.3%, Retail 38.9%, Treasury & Capital Markets 25.9%)



**Preferred partner** for multi-nationals and sector leaders



Predominantly deposit funded with **significant room for growth**

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**High Quality Diversified:  
Low Risk Asset Portfolio**



**3rd Largest bank** by total assets, total deposits, and shareholder funds in Nigeria as at 31 Dec 2022



**Strong profitability:** RoAE – 22.65%with consistent growth in earnings(17% CAGR FY20 – FY22)



**Stable & sticky deposit base** with low funding costs and robust risk management have led to improved profitability



Group-wide efficiency efforts support the path to **enhanced profitability**

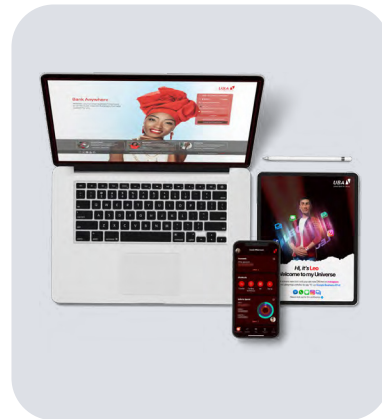
# Specialised Products and Services



Cards



Corporate Solutions



Digital Solutions



Loans



Money Transfers



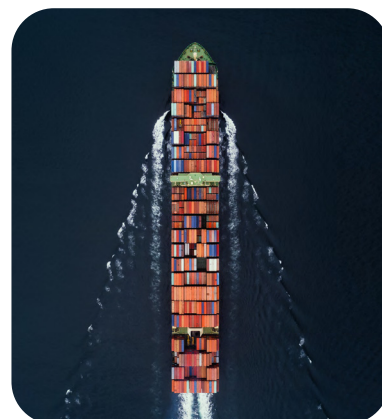
Personal Banking



Strategic Advisory  
and Research



Energy  
Banking



Trade and  
Treasury Products

# Awards



**Winner, Banking Group Brand of the Year Burkina Faso 2022**  
Awarding Institution: Global Banking and Finance Award  
**UBA Group (BURKINA FASO)**



**Winner, Banking Group Brand of the Year Chad 2022**  
Awarding Institution: Global Banking and Finance Award  
**UBA Group (CHAD)**



**Winner, Banking Group Brand of the Year Guinea 2022**  
Awarding Institution: Global Banking and Finance Award  
**UBA Group (GUINEA)**



**Winner, Banking Group Brand of the Year Liberia 2022**  
Awarding Institution: Global Banking and Finance Award  
**UBA Group (LIBERIA)**



**Winner, Banking Group Brand of the Year Sierra Leone 2022**  
The Banker Magazine,  
**UBA Group (SIERRA LEONE)**



**Winner, Banking Group Brand of the Year Zambia 2022**  
The Banker Magazine,  
**UBA Group (ZAMBIA)**



**Winner, Banking Group Brand of the Year Ghana 2021**  
Awarding Institution: Global Banking and Finance Award  
**UBA Group (GHANA)**



**Best CSR Bank Ghana 2021**  
Awarding Institution: Global Banking and Finance Award  
**UBA Group (GHANA)**



**Best Remittance Bank Ghana 2021**  
Awarding Institution: Global Banking and Finance Award  
**UBA Group (GHANA)**



**Winner, Africa Bank of the Year 2021**  
Awarding Institution: The Banker Magazine, Financial Times publication  
**UBA Group (AFRICA)**



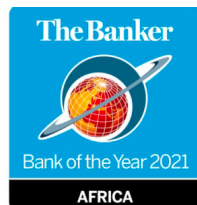
**Winner, Africa Bank of the Year 2021**  
Awarding Institution: The Banker Magazine, Financial Times publication  
**UBA Group (NIGERIA)**



**Winner, Africa Bank of the Year 2021**  
Awarding Institution: The Banker Magazine, Financial Times publication  
**UBA Group (BENIN)**



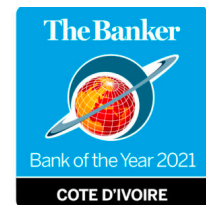
**Winner, Africa Bank of the Year 2021**  
Awarding Institution: The Banker Magazine, Financial Times publication  
**UBA Group (BURKINA FASO)**



**Winner, Africa Bank of the Year 2021**  
Awarding Institution: The Banker Magazine, Financial Times publication  
**UBA Group (AFRICA)**



**Winner, Africa Bank of the Year 2021**  
Awarding Institution: The Banker Magazine, Financial Times publication  
**UBA Group (CHAD)**



**Winner, Africa Bank of the Year 2021**  
Awarding Institution: The Banker Magazine, Financial Times publication  
**UBA Group (COTE D'IVOIRE)**



**Winner, Africa Bank of the Year 2021**  
Awarding Institution: The Banker Magazine, Financial Times publication  
**UBA Group (GABON)**



**Winner, Africa Bank of the Year 2021**  
Awarding Institution: The Banker Magazine, Financial Times publication  
**UBA Group (GUINEA)**



**Winner, Bank of the Year Cameroon 2023**  
 Awarding Institution:  
 The Banker  
**UBA Group (CAMEROON)**



**Winner, Bank of the Year Chad 2023**  
 Awarding Institution:  
 The Banker  
**UBA Group (CHAD)**



**Winner, Bank of the Year Ghana 2023**  
 Awarding Institution:  
 The Banker  
**UBA Group (GHANA)**



**Winner, Bank of the Year Cote d'Ivoire 2023**  
 Awarding Institution:  
 The Banker  
**UBA Group (COTE D'IVOIRE)**



**Winner, Bank of the Year Mozambique 2023**  
 Awarding Institution:  
 The Banker  
**UBA Group (MOZAMBIQUE)**



**Winner, Bank of the Year Republic of Congo 2023**  
 Awarding Institution:  
 The Banker  
**UBA Group (REPUBLIC OF CONGO)**



**Winner, Bank of the Year Sierra Leone 2023**  
 Awarding Institution:  
 The Banker  
**UBA Group (SIERRA LEONE)**



**Winner, Bank of the Year Tanzania 2023**  
 Awarding Institution:  
 The Banker  
**UBA Group (TANZANIA)**



**Winner, Bank of the Year – Regional Bank of the Year for Africa 2023**  
 Awarding Institution:  
 The Banker  
**UBA Group (MOZAMBIQUE)**



**Winner, Best SME Bank 2023**  
 Awarding Institution:  
 Global Finance  
**UBA Group (NIGERIA)**



**Winner, Best SME Bank 2023**  
 Awarding Institution:  
 Global Finance  
**UBA Group (GHANA)**



**Winner, Best SME Bank 2023**  
 Awarding Institution:  
 Global Finance  
**UBA Group (MOZAMBIQUE)**



**Winner, FMDQ Money Market Liquidity Provider 2023**  
 Awarding Institution:  
 FMDQ Gold Awards  
**UBA Group**



**Winner, FMDQ FX Market Liquidity Provider 2023**  
 Awarding Institution:  
 FMDQ Gold Awards  
**UBA Group**



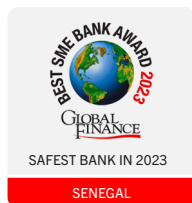
**Winner, FMDQ Dealing Member of the Year 2023**  
 Awarding Institution:  
 FMDQ Gold Awards  
**UBA Group**



**Winner, Bank of the Year Africa 2023**  
 Awarding Institution:  
 BusinessDay's Bank and other Financial Institutions Awards (BAFI)  
**UBA Group**



**Winner, Best Innovative Bank 2023**  
 Awarding Institution:  
 PULSE (Ringier Digital Marketing)  
**UBA Group (SENEGAL)**



**Winner, Safest Bank in Senegal 2023**  
 Awarding Institution: Global Finance  
**UBA Group (SENEGAL)**



**Excellence in Product Innovation Award**  
 Awarding Institution:  
 Finnovex Awards  
**Leo Virtual Banker**



**CEO Innovator of the Year**  
 Awarding Institution:  
 Finnovex Awards  
**Chike Isiwe, MD/CEO UBA Kenya Bank.**





**Grand Prize for Social and Economic Impact in Guinea**  
 Awarding Institution:  
 Thônho224 (Private Category)  
**UBA Group (GUINEA)**



**Best CSR Bank Ghana 2023**  
 Awarding Institution:  
 Global Business Magazine  
**UBA Group (GHANA)**



**Preferred Banking Platform Ghana 2023**  
 Awarding Institution:  
 International Business Magazine Awards  
**UBA Group (GHANA)**



**Preferred Bank for Business Ghana 2023**  
 Awarding Institution:  
 International Business Magazine Awards  
**UBA Group (GHANA)**



**BEST BANKING SERVICES PROVIDER GHANA 2023**



**LEADING FINANCIAL SERVICES INSTITUTIONS GHANA 2023**



**BANKING CEO OF THE YEAR GHANA 2023**



**Best Social Media Bank 2023**  
 Awarding Institution:  
 Brands and Business Magazine Awards  
**UBA Group**

**Best Banking Services Provider Ghana 2023**  
 Awarding Institution:  
 World Business Outlook Awards  
**UBA Group (GHANA)**

**Leading Financial Services Institutions Ghana 2023**  
 Awarding Institution:  
 World Business Outlook Awards  
**UBA Group (GHANA)**

**Banking CEO of the Year Ghana 2023**  
 Awarding Institution:  
 World Business Outlook Awards  
**Chris Ofikulu, MD/CEO UBA Ghana**



**Best Trade Finance Bank 2023**  
 Awarding Institution:  
 Brands and Business Magazine Awards  
**UBA Group**



**Best Financial Services Institution Ghana 2023**  
 Awarding Institution: Gazet International  
 Global Magazine Awards  
**UBA Group (GHANA)**



**Best Digital Bank Ghana 2023**  
 Awarding Institution: Gazet International  
 Global Magazine Awards  
**UBA Group (GHANA)**



**Most Innovative Online Banking Services Ghana 2023**  
 Awarding Institution: Gazet International  
 Global Magazine Awards  
**UBA Group (GHANA)**



**Most Innovative Digital Bank Ghana 2023**  
 Awarding Institution:  
 Global Business Outlook Awards  
**UBA Group (GHANA)**



**Banking CEO Ghana 2023**  
 Awarding Institution:  
 Ghana CEO Awards  
**Chris Ofikulu, MD/CEO UBA Ghana**



**SME Bank of the Year Ghana 2023**  
 Awarding Institution:  
 Ghana Credit Excellence Awards  
**UBA Group (GHANA)**



**5 Stars in Service Quality (Consumer Banking)**  
 Awarding Institution:  
 CIMG Awards  
**UBA Group**



**5 Star in Customer Satisfaction (Business Banking)**  
 Awarding Institution:  
 CIMG Awards  
**UBA Group**



**5 Stars in Service Quality (Business Banking)**  
 Awarding Institution:  
 CIMG Awards  
**UBA Group**



**5 Stars in Service Quality**  
 Awarding Institution:  
 CIMG Awards  
**UBA Group**



**2022 Customer Service CEO Award**  
 Awarding Institution:  
 CX Touchpoints Group  
**Jude Anele, MD/CEO UBA Cameroon**

# United by One Bank



USA



United Kingdom



France



Cote d'Ivoire



Ghana



Liberia



Congo DRC



Uganda



Kenya



Chad



Mozambique



Burkina Faso



Cameroon



UAE



Guinea



Mali



Gabon



Congo Brazzaville



Benin Republic



Sierra Leone



Tanzania



Zambia



Senegal



Cayman Islands



Nigeria

With presence in 20 African countries and 4 global financial centres: London, New York, Paris and Dubai, UBA is connecting people and businesses through retail and corporate banking, innovative cross-border payments and trade finance.

# 2023 Factsheet Highlights



Gross Earnings:

**₹2.075 trn**

+143% ▲



Interest Income:

**₹1.075 trn**

+93% ▲



Interest Expense:

**₹367.81 bn**

+107% YoY ▲



Net interest income:

**₹707.54 bn**

+86% YoY ▲



Net trading and  
foreign exchange income:

**₹659.26 bn**

+814% YoY ▲



Total non-interest income:

**₹1 trn**

+238% YoY ▲



Operating Income:

**₹1.589 trn**

+168% YoY ▲



Net operating income after  
impairment charge on loans and receivables:

**₹1.382 trn**

+151% YoY ▲



Profit for the period:

**₹607.70 bn**

+257% YoY ▲

Earnings per share

**17**

262% ▲

Total Loans

**₹5.55 trn**

+61% ▲

Cash and  
Cash equivalents

**₹3.23 trn**

+156% ▲

Customers' deposits

**₹14.89 trn**

+90% ▲

