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FACTSHEET

OVERVIEW



“ As part of its continued growth strategy, Access Bank is focused on mainstreaming sustainable business practices into its operations. The Bank strives to deliver sustainable economic growth that is profitable, environmentally responsible and socially relevant, helping customers to access more and achieve their dreams. ”

Access Bank Plc. is a leading full-service commercial Bank operating through a network of more than 600 branches and service outlets, spanning three continents, 14 countries and over 40 million customers. The Bank employs 25,000 people in its operations in Nigeria and has subsidiaries in Sub-Saharan Africa and the United Kingdom (with a branch in Dubai, UAE) and representative offices in China, Lebanon and India.

Listed on the Nigerian Stock Exchange since 1998, Access Bank is a diversified financial institution which combines a strong retail customer franchise and digital platform with deep corporate banking expertise and proven risk management and capital management capabilities. The Bank serves its various markets through four business segments: Retail, Business, Commercial and Corporate. The Bank has over 900,000 shareholders (including several Nigerian and International Institutional Investors) and has enjoyed what is arguably Africa's most successful banking growth trajectory in the last twelve years. Following its merger with Diamond Bank in March 2019, Access Bank became one of Africa's largest retail banks by retail customer base.

As part of its continued growth strategy, Access Bank is focused on mainstreaming sustainable business practices into its operations. The Bank strives to deliver sustainable economic growth that is profitable, environmentally responsible and socially relevant, helping customers to access more and achieve their dreams. In honour of its defining roles across the African continent, Access Bank has been accorded recognition by reputable domestic and global organisations. Some of these recognitions include: 2020 EMEA Finance "Best Bank in Nigeria & Most Innovative Bank in Africa" Award ; 2019 World Finance "Best Mobile App in Nigeria" Award; 2020 Karlsruhe Sustainable Finance "Outstanding Business Sustainability Achievement" Award; 2020 Euromoney "Africa's Best Bank for SME" Award; 2020 International Investors "Best Bank, Nigeria & Sustainable Bank of the Year, Africa" Award; 2020 Global Finance " Best Trade Finance Provider, Nigeria" Award; 2020 Global Brands " Best Digital Banking Brand, Nigeria" Award ; "Best CSR Bank, Nigeria" Award; "Best Bank for Investor Relations, Nigeria" Award; & Best SME Banking Brand, Nigeria" Award. 2019 SERAS 'Most Sustainable Company in Africa', 2019 SERAS "Best Company in Partnership for Development", 2019 SERAS 'Best Company in Sustainability Reporting', 2019 CEO Awards Forum "Gender Leader of the Year" just to mention a few.

FUNDAMENTAL STATISTICS



Distribution Network as at December 31, 2020

 <p>3</p>	 <p>9</p>
 <p>Rep Offices</p>	 <p>Banking Subsidiaries</p>

Number of Customers as at December 31, 2020

40mn+


 Number of Customers

Alternate Channels

 <p style="font-size: 1.5em; font-weight: bold;">675</p> <p>Number of Branches</p>	 <p style="font-size: 1.5em; font-weight: bold;">49,417</p> <p>POS Terminals</p>	 <p style="font-size: 1.5em; font-weight: bold;">2,963</p> <p>ATMs</p>
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Number of Employees as at December 31, 2020

6,897

Professional Staff

Gender Distribution

 <p>53%</p> <p>Men</p>	 <p>47%</p> <p>Women</p>
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Strong Financial Indicators

 <p>After-Tax ROAE 15.6%</p>	 <p>Capital Adequacy Ratio 20.6%</p>	 <p>NPL Ratio 4.3%</p>	 <p>Liquidity Ratio 46.0%</p>
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CREDIT RATING AND LISTINGS



LONG-TERM ISSUER RATINGS

	COUNTERPARTY	ISSUER RATINGS
S&P Global	BBB	B-
Fitch Ratings	A+	B
MOODY'S	A1	B2
Agusto&Co. <small>Research, Credit Ratings, Credit Risk Management</small>	AA-	N/A

LISTINGS

	DEBT/EQUITY LISTING	COUPON RATE
 The Nigerian Stock Exchange	Primary equity listing	-
 Irish Stock Exchange	\$300m senior bond (2021)	10.50%
 FMDO OTC Securities Exchange	N30b Local bond (2026)	15.50%
  	N30b Green bond (2024)	15.50%

OUR INTERNATIONAL NETWORK

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 NIGERIA PBT (₦'bn) 90 Equity (₦'bn) 654 Employees 5,515 Branches 556	GAMBIA PBT (₦'bn) 0.2 Equity (₦'bn) 3.8 Employees 40 Branches 6
THE UK PBT (₦'bn) 7 Equity (₦'bn) 130 Employees 144 Branches 3	R.D. CONGO PBT (₦'bn) 2.0 Equity (₦'bn) 13 Employees 89 Branches 9
GHANA PBT (₦'bn) 23 Equity (₦'bn) 68 Employees 698 Branches 52	SIERRA LEONE PBT (₦'bn) 0.8 Equity (₦'bn) 4.2 Employees 52 Branches 4
RWANDA PBT (₦'bn) 1.4 Equity (₦'bn) 8.3 Employees 83 Branches 8	KENYA PBT (₦'bn) -0.3 Equity (₦'bn) 5.2 Employees 105 Branches 28
ZAMBIA PBT (₦'bn) 0.9 Equity (₦'bn) 5.4 Employees 100 Branches 8	MOZAMBIQUE PBT (₦'bn) 0.008 Equity (₦'bn) 12 Employees 69 Branches 1

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:



Global Brand Awards
 - Best Digital Banking Brand, Nigeria;
 - Best CSR Bank, Nigeria; Best Bank for Investor Relations, Nigeria
 - Best SME Banking Brand, Nigeria



EMEA Finance
 - Best Bank in Nigeria
 - Most Innovative Bank in Africa



Winner of the International Investors Awards
 - Best Bank, Nigeria
 - Sustainable Bank of the Year, Africa



Winner of WIMCA Awards
 - Outstanding Female Friendly Bank of the Year



Winner of Brandcom Awards
 - Best Brand in Sustainability
 - SME Friendly Bank of the Year



Winner of Leadership Newspaper Awards
 - Bank of the Year



Winner of the African Banker Awards
 - African Banker of the Year
 - Agric Deal of the Year



Winner of the Global Finance Awards
 - Best Trade Finance Provider, Nigeria



Winner of IFC Global Trade Awards
 - Best Issuing Bank Partner, Africa



First African Commercial Bank to be granted Sustainability Certification under SSCI by the EOSD



Winner of the Karlsruhe Sustainable Finance Awards
 - Outstanding Business Sustainability Achievement



Winner of the Euromoney Awards
 - Africa's Best Bank for SME



Winner of the Asian Banker Awards
 - Best Digital Bank in Africa

Strategy

“ Through this reorganization, we will create new product revenues without taking additional risk for the enterprise, ensure diversification of earnings, and support outside of Africa expansion. ”

ACCESS BANK'S TRANSITION INTO A HOLDCO STRUCTURE

Access Bank is best positioned to maximize the identified opportunities in Africa on the back of a growing customer base and the move to a cashless economy. We have identified Africa to be a vast pool of opportunities with over 370 million unbanked adults, \$9.2bn in remittances and cross border payments, 89 cities of over 1.3 billion inhabitants by 2025 and the overall African financial ecosystem. We also see opportunities coming from the new African Continental Free Trade Area (AfCFTA), as it is expected to expand intra-Africa trade to 53% by 2022, eliminate tariff on qualifying trade and increase financial flows. In addition, Nigeria presents several opportunities due to its large population, huge payments and remittance flows, and housing an emerging insurance market.

To capture these opportunities, Access Bank will transition into a HoldCo structure that will consist of 4 subsidiaries to tap into the market opportunities that are available in the regulated Banking and consumer lending market, electronic payments industry and retail insurance market. Through this reorganization, we will create new product revenues without taking additional risk for the enterprise, ensure diversification of earnings, and support outside of Africa expansion.

The proposed payments services business will enhance channels availability, agility and security for superior customer services as it will offer a comprehensive payment processing platform for online electronic payments. In addition to the Payments business, the HoldCo will also be pursuing a consumer lending business dedicated to providing financing for personal, family or household purposes. The business products will be aligned with the needs of the consumers for personal loans, mortgage financing, school fees advance, and asset lease, with unique value propositions.

The Insurance Brokerage business will be executed through a long-term Bancassurance partnership with Coronation Insurance, beyond the existing co-location agreement. The Insurance Brokerage business would adopt a dynamic and creative approach to provide a value-added insurance broking services to meet customers insurance protection needs.

DIRECTORS AS AT DECEMBER 2020



Herbert Wigwe
Group Managing Director/
Chief Executive Officer



Roosevelt Ogbonna
Group Deputy Managing Director



Mr. Victor Etuokwu
Executive Director



Mrs. Omosalewa Fajobi
Non-Executive Director



Mrs. Chizoma Okoli
Executive Director



Dr. (Mrs.) Ajoritsedere Awosika
Chairman



Mr. Paul Usoro, SAN
Non-Executive Director



Dr. Okey Nwuke
Executive Director



Ms. Hadiza Ambursa
Executive Director



Mr. Adeolu Bajomo
Executive Director



Dr. Gregory Jobome
Executive Director



Mrs. Anthonia Ogunmefun
Non-Executive Director



Mr. Adeniyi Adekoya
Independent Non-Executive Director



Mr. Iboroma Akpana
Independent Non-Executive Director



Mrs. Ifeyinwa Osime
Independent Non-Executive Director



Mr. Hassan Usman
Independent Non-Executive Director



Mr. Oluseyi Kumapayi
Executive Director

Group Financial Highlights

*underlying in billions of Naira unless otherwise stated

2020	2019
GROSS EARNINGS	
765	667

2020	2019
OPERATING INCOME	
515	389

2020	2019
PROFIT BEFORE TAX	
126	112

2020	2019
PROFIT FOR THE PERIOD	
106	94

2020	2019
COST-TO-INCOME (%)	
63.4	66.1

2020	2019
LOANS AND ADVANCES	
3,611	3,064

2020	2019
TOTAL ASSETS	
8,680	7,143

2020	2019
CUSTOMER DEPOSITS	
5,587	4,256

2020	2019
SHAREHOLDERS' FUND	
751	607

2020	2019
RETURN ON AVERAGE EQUITY (%)	
15.6%	17.1%

- 15%** Gross Earnings
- 32%** Operating Income
- 13%** Profit Before Tax
- 13%** Profit for the Period
- 2.7%** Cost-to-Income (%)
- 18%** Loans and Advances
- 22%** Total Assets
- 31%** Customer Deposits
- 24%** Shareholders' Fund
- 1.5%** Return on Average Equity (%)

1. December 2019 figures have been restated

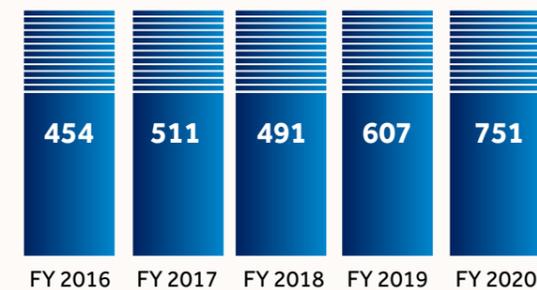
Five-Year Trend for Select Performance Indicators



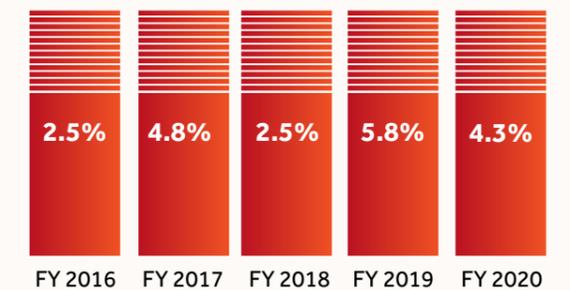
	Net Loans and Advances (₦bn)		
	Loans & Advances to Customers	Loans & Advances to Banks	Total Loans & Advances
Dec 2016	1,809	45	1,855
Dec 2017	1,996	68	2,064
Dec 2018	1,994	142	2,136
Dec 2019	2,912	153	3,064
Dec 2020	3,218	393	3,611

	Customer Deposits (₦bn)			
	Demand	Term	Savings	Total Deposits
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
Dec 2020	2,302	1,975	1,310	5,587

Total Equity (₦bn)



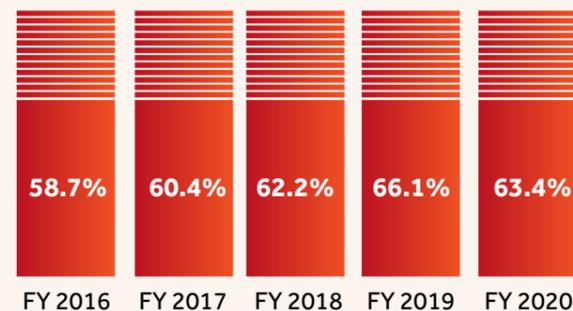
NPL Ratio



Operating Income (₦bn)

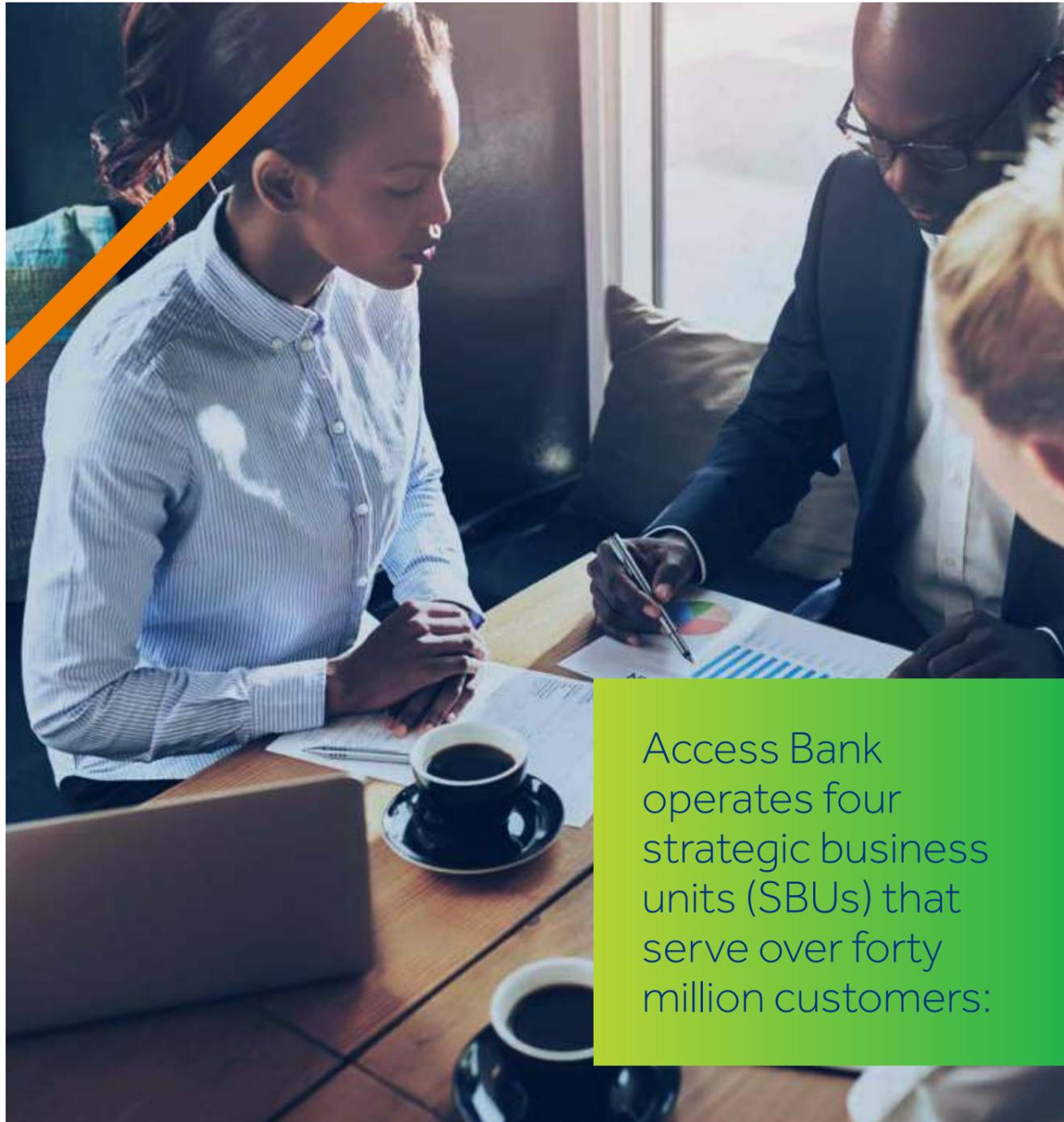


Cost-to-Income Ratio (CIR)



	Capital Adequacy Ratio (CAR)	
	Total CAR	Tier I CAR
Dec 2016	21.0%	15.6%
Dec 2017	20.1%	15.1%
Dec 2018	20.8%	18.1%
Dec 2019	20.0%	16.1%
Dec 2020	20.6%	15.5%

SBU PERFORMANCE

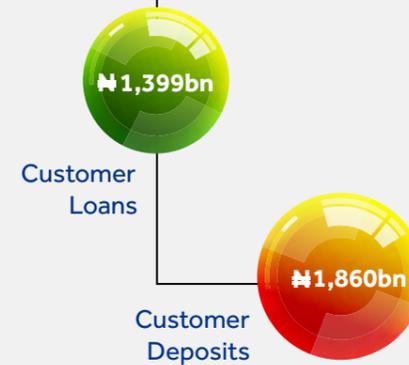


Access Bank operates four strategic business units (SBUs) that serve over forty million customers:

Corporate & Investment Banking

44%
contribution to PBT

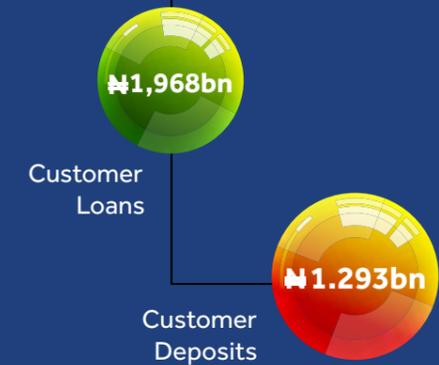
The division focuses on customers in key industry sector with minimum annual turnover of ₦20Billion



Commercial Banking

33%
contribution to PBT

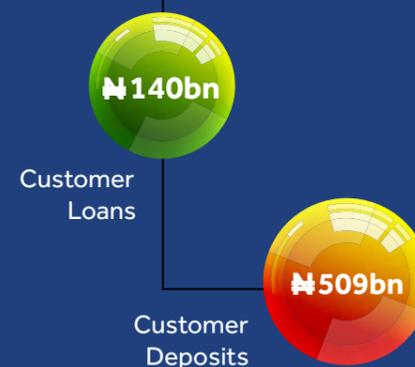
Serves non-institutional clients, medium and small corporate segments of the Nigerian market whose annual turnover is above N1bn.



Business Banking

5%
contribution to PBT

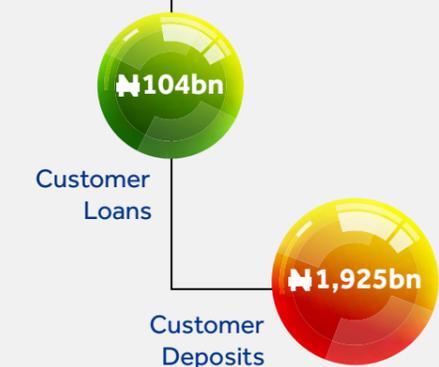
Serves small and medium enterprises (SMEs) with annual gross turnover less than N1bn, as well as micro-SMEs



Retail Banking

18%
contribution to PBT

Serves Ultra High- and High-Net-Worth Individuals (UHNIs & HNIs), Affluent Professionals, Employees in the Value Chain, Students and Pensioners, with focus on women



PROFIT BEFORE TAX (₦'bn)

	Dec'20	Dec'19	% Dec'20	% Dec'19
Corporate & Investment Banking	55.9	76.8	44.4%	66.6%
Commercial Banking	41.9	19.4	33.3%	16.8%
Business Banking	5.7	1.1	4.5%	1.0%
Retail Banking	22.5	18.1	17.9%	15.7%
Total	125.9	115.4	100%	100%

LOAN CONTRIBUTION (₦'bn)

	Dec'20	Dec'19	% Dec'20	% Dec'19
Corporate & Investment Banking	1,399.4	1,370.2	38.8%	44.7%
Commercial Banking	1,968.3	1,283.3	54.5%	41.9%
Business Banking	139.7	143.5	3.9%	4.7%
Retail Banking	103.5	267.4	2.9%	8.7%
Total	3,610.9	3,064.4	100%	100%

CUSTOMER DEPOSIT CONTRIBUTION (₦'bn)

	Dec'20	Dec'19	% Dec'20	% Dec'19
Corporate & Investment Banking	1,859.9	1,238.9	33.3%	29.1%
Commercial Banking	1,292.9	880.4	23.1%	20.7%
Business Banking	509.2	315.6	9.1%	7.4%
Retail Banking	1,925.4	1,820.9	34.5%	42.8%
Total	5,587.4	4,255.8	100%	100%

SUSTAINABILITY

- Minimum of **1%** of PBT dedicated to Sustainability
- Invested over **N10.25 billion** in various corporate social responsibility efforts
- Impacted over **194** communities and **43** Non-Governmental Organizations
- Employees volunteered **48,996** hours in community projects across Nigeria
- Partnered ACT Foundation to impact over **304,760** beneficiaries in focus areas of health, leadership, environment and entrepreneurship
- Pioneered Girls Talk Show for young girls to discuss topical issues
- Provided free HIV testing services at the Access Bank Lagos City marathon
- Empowered over **200** disadvantaged young girls and women with vocational and business skills through our Back on Track program
- **131** branches friendly to physically challenged
- Unveiled All4One project to support businesses affected by the civil unrest in Nigeria
- Raised over **35 billion** through the Coalition Against COVID (CACOVID) to fight the spread of coronavirus in Nigeria
- Provided support to over **4,000** vulnerable individuals during the COVID-19 pandemic
- Introduced W Cares, a virtual desk to manage gender-focused complaints and inquiries
- **N9.25 million** grant to **5** winners and IFC mini-MBA to **50** female entrepreneurs under the Womenpreneur Pitch-a-ton Africa to build their business capacity.

Social Footprint

Economic Footprints:

- Unveiled Africa's first facial payment solution leveraging artificial intelligence and machine learning
- Issued subsidized loans up to **N100bn** to provide funding to Nigeria's healthcare product manufacturers under the auspices of the Central Bank of Nigeria
- Launched Swiftpay, a seamless payment acceptance solution for small businesses
- Empowered **238** entrepreneurs through the Green Social Entrepreneurship Programme in the business of clean cooking stove technologies
- Raised N70 billion Tier II facility from DBN to support MSMEs and the Bank's flagship retail banking programme – the 'W' Initiative
- Launched Access 9ijaKids program to accelerate financial literacy and inclusion of children
- Introduced W Branded Debit Card to provide exclusive and convenient banking for female customers
- Expanded into the Kenyan market to grow its African footprint
- Joined UNEPFI Financial Inclusion Working Group



Environmental Footprints:

- Expansion of responsible waste recycling to **82** locations
- Initiated Paper-to-Pencil initiative, converting old brands to over **10,020** pencils for school children across Nigeria
- Introduced Tyre Upcycling initiative, recycling old tyres to usable furnished materials
- **1,300** cubic meter gains in water usage
- **559** ATMs powered by solar energy
- **100%** use of recycled paper across the Bank
- **24.86%** reduction in CO2 electricity emission
- **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
- **1,900+** 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
- 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.
- Joined the second pilot phase of the Taskforce on Climate-related Financial Disclosures (TCFD).
- Received funding under the SUNREF Nigeria programme to provide investment grants for renewable energy and energy efficiency projects.
- **287** Metric tonnes of Co2 displaced as a result of the use of clean stove technology under the Green Social Entrepreneurship Programme
- Launched Microsoft Teams for meetings and video conferencing

Thought Leadership

- Co-Chair, Corporate Alliance on Malaria in Africa
- Co-Chair, Nigeria Business Coalition Against AIDS
- Chair, Nigerian Sustainable Banking Principles Steering Committee
- Vice Chair, Nigeria Humanitarian Fund Private Sector Initiative
- Board Member, United Nations Global Compact Local Network Nigeria
- Africa Consultative lead, Global Principles for Responsible Banking
- Member, United Nations Environment Programme Finance Initiative
- Member, Private Sector Delegation to the Global Fund Board
- Member, Equator Principles
- Gold Member, Global Reporting Initiative
- Member, International Council for Sustainable Standards and Certification Initiative

Pioneering Sustainability

- First commercial bank in Africa to achieve the highest level of sustainability certification under the Sustainability Standards & Certification Initiative (SSCI) by the European Organisation for Sustainable Development (EOSD)
- 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 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 first 1st African financial institution to win the Karlsruhe Sustainable Finance Awards for Outstanding Business Sustainability (Five-time consecutive winner) – amongst other pioneering feats.



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