



# Corporate Profile 2023



# We are on your side

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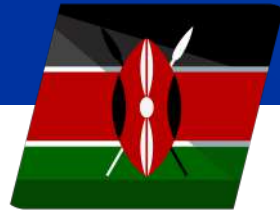
# We are on your side

## Overview

I&M Bank was founded in 1974 as a financial services company and later converted to a commercial bank. It is now a wholly owned subsidiary of I&M Group Plc, a public company listed at the Nairobi Securities Exchange (NSE).

The bank prides itself on the possession of a rich heritage in banking and has over the years evolved from a community financial institution to a publicly listed major regional commercial bank offering a full range of corporate and retail banking services. The Bank is a dominant player in the Kenyan market that has continually grown, leveraging its enhanced digital capabilities to become a Tier 1 Bank in the Kenyan banking industry.

I&M Group continues to take advantage of opportunities presented in different markets with its international networks with subsidiaries in Rwanda, Uganda and Tanzania and a joint venture in Mauritius ( Bank One Ltd).



Kenya



Mauritius



Rwanda



Tanzania



Uganda

# Our Ambition

## Our Aspiration

To be Kenya's Leading  
Financial Partner for Growth



## Vision

To become a company where

- The best people want to work
- The first choice where customers want to do business and
- Where shareholders are happy with their investment



## Mission

To become partners of growth for  
all our stakeholders by meeting our  
customers expectations, motivating  
and developing every employee and  
enhancing shareholder value



# Our Purpose

## *Empowering Your Prosperity*

### Our Core Values



Integrity



Trust



Respect



Innovation



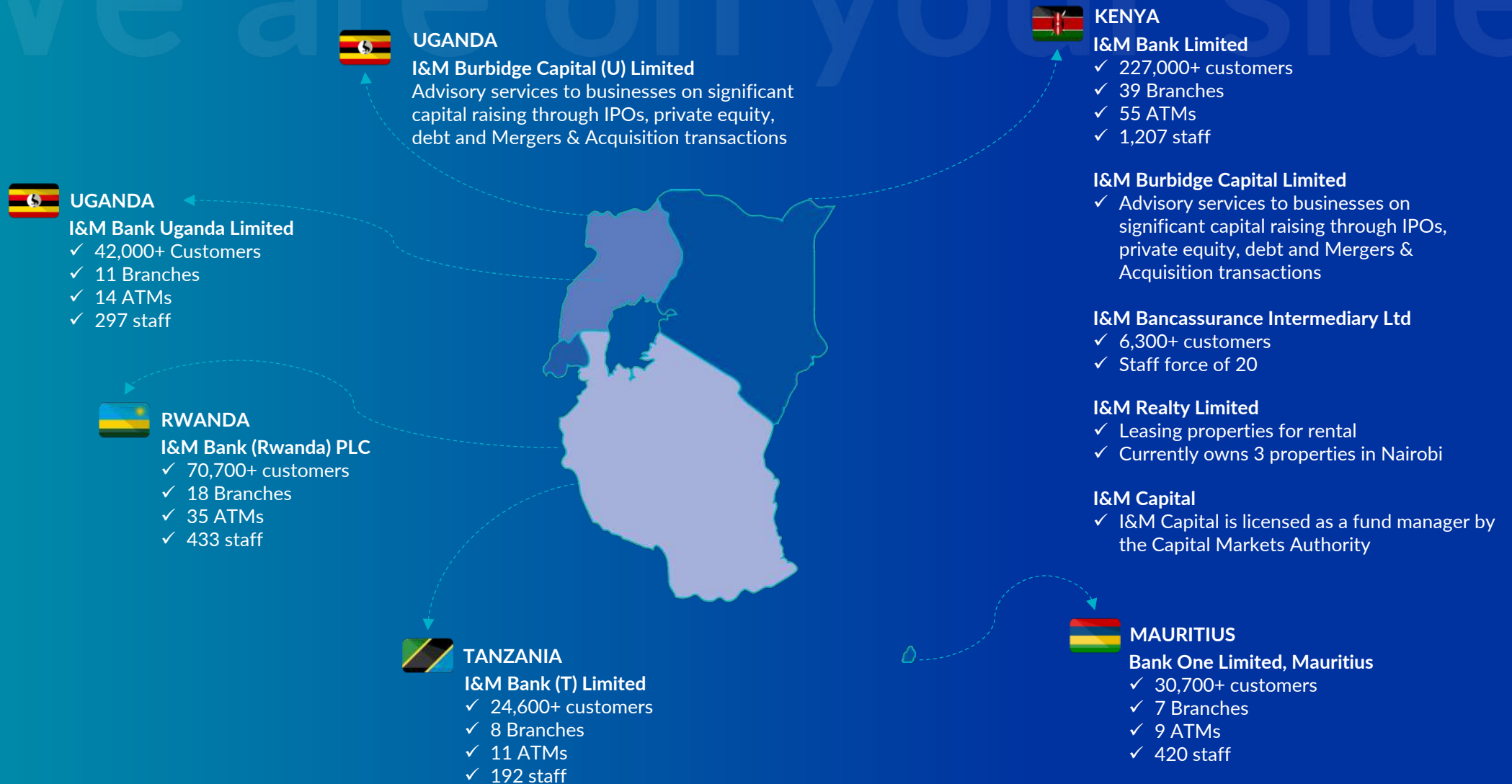
Courage

### Brand Promise

## *We are on your side*

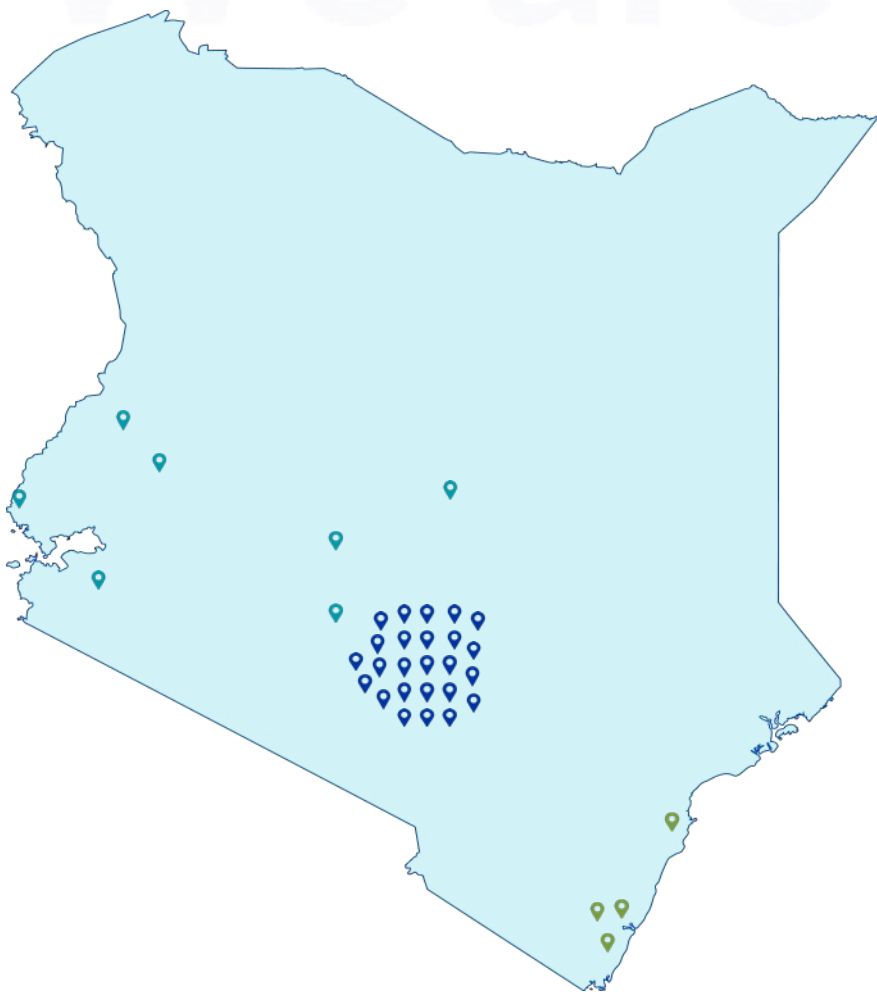


# Our Geographical Footprint





# Our Branches (I&M Bank Kenya)



## Nairobi Branches

Kenyatta Avenue | Sarit Centre | Village Market | One Park | 2nd Ngong Avenue | Spring Valley | Ridge Court | Dunga Road | Eldama Park | Cross Road | Garden City Mall | Gateway Mall | Yaya Centre | Lunga Lunga | Lavington Mall | Karen | Riverside Drive | South C | Ongata Rongai | Wilson Airport | Panari Sky Centre | Valley Arcade | Langata Link | Industrial Area | Biashara Street

## Mombasa Branches

Haile Selassie | Changamwe | Mombasa Main | Nyali Cineplex

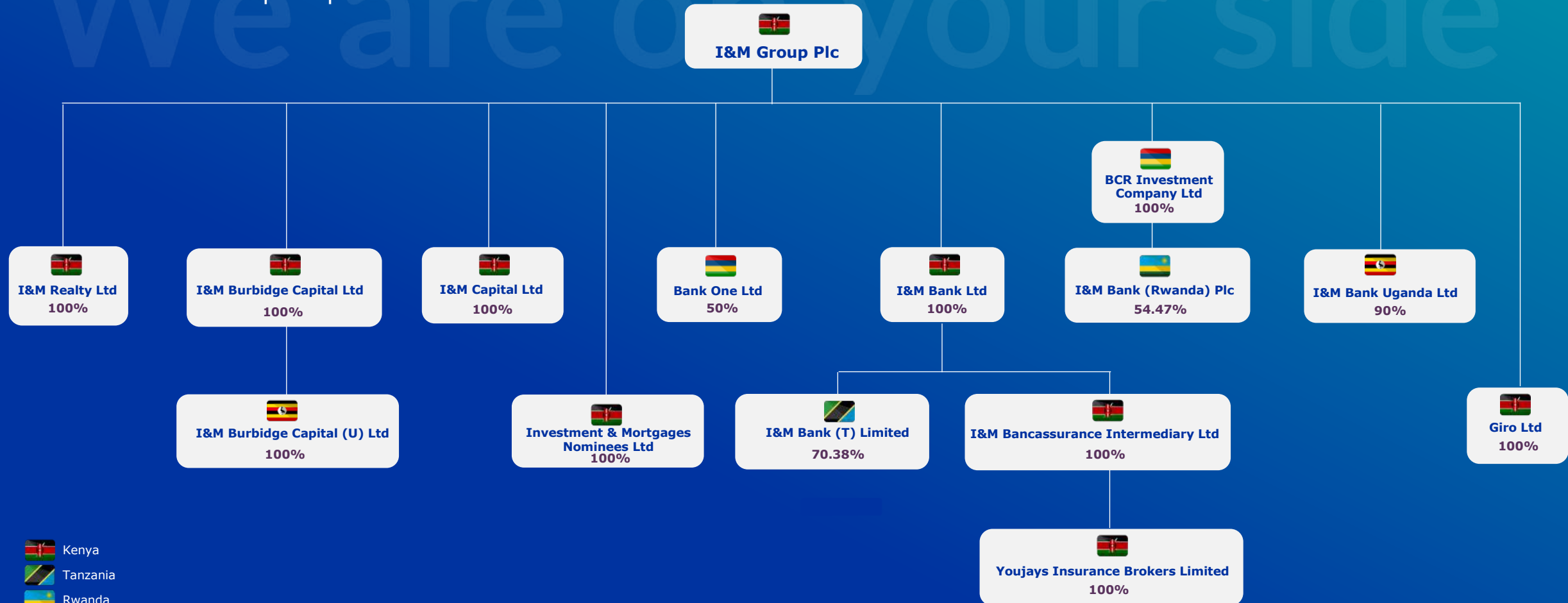
## Other Branches

Meru | Nanyuki | Kitale | Thika | Nyeri | Malindi | Kisii | Eldoret | Nakuru | Kisumu



# Group Legal Organisation

The I&M Group comprises of



I&M Group Plc is listed Nairobi Securities Exchange (NSE) and  
I&M Bank (Rwanda) Plc is listed on the Rwanda Stock Exchange Limited (RSE)





# Board of Directors | I&M Bank Ltd



*Oliver Fowler*  
*Chairman*



*Suresh B R Shah, MBS*  
*Non-Executive Director*



*Sarit S Raja Shah*  
*Group Executive Director*



*Sachit S Raja Shah*  
*Non-Executive Director*



*Gul Khan*  
*CEO, I&M Bank Kenya*



*Nikhil Hira*  
*Independent Director*



*Nyambura Koigi*  
*Independent Director*



*Alan James Dodd*  
*Independent Director*



*Muchemi Wambugu*  
*Independent Director*



*Madabhushi Soundararajan*  
*Independent Director*



*Maximilian Biswanger*  
*Non-Executive Director*



# Group Management Team | I&M Group PLC



*Bhartesh Shah*  
*Group Chief Operating Officer*



*Amit Budhdev*  
*Group Chief Finance Officer*



*Josephine Mwaniki*  
*Group GM, HR*



*Gauri Gupta*  
*Group GM, Corporate Advisory*



*Kennedy Makale*  
*Group GM, Shared Services*



*Zipporah Gitau*  
*Group Chief Risk Officer*



*Rohit Gupta*  
*Group GM, ICT*



*Ruma Shah*  
*Group GM, Internal Audit*



*Sandeep Sinha*  
*Group GM, Credit*



*Nelson Nasongo*  
*Group Chief Information Security Officer*



# Leadership Team | I&M Bank Ltd



*AV Chavda*  
*Director,*  
*Credit*



*L.A Sivaramkrishnan*  
*Divisional Head,*  
*Business Development*



*Shameer Patel*  
*GM, Business &*  
*Personal Banking*



*Winnie Hunja*  
*GM, Corporate & Institutional*  
*Banking*



*Harish Thyagarajan*  
*GM,*  
*Treasury*



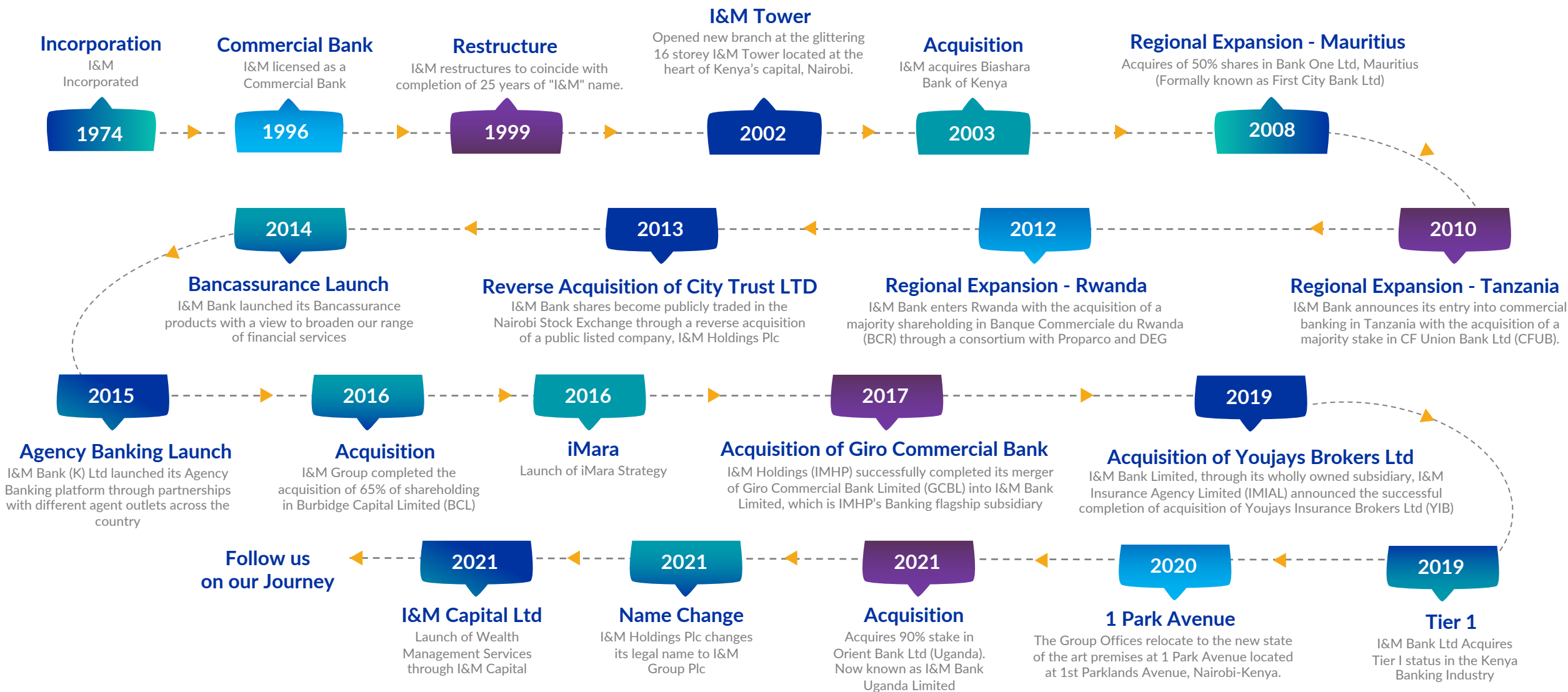
*Joseph Njomo*  
*GM,*  
*Operations*



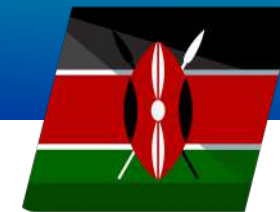
*Michael Mwangi*  
*Head of*  
*Digital*



# Key Milestones



# Audited Financial Results December 2022 (Kes)



Total Assets  
**315.5bn**



Shareholder Funds  
**54.6bn**



Profit Before Tax  
**12.3 bn**



Loans  
**184 bn**



Deposits  
**234 bn**



Profit Contribution  
**82%**



# Our Customer Sentiments

It is easy to access I&M Bank because a dedicated relationship manager is only a phone call away.

As an SME owner, I appreciate I&M's relationship-focused approach. Its flexible offerings are tailored to my needs. This is not possible everywhere

They give great customer care service, they value people and honestly I love the way they work. Everybody knows everything, you do not need to wait for the manager to solve your problem. They are simply awesome

Effective mechanism that has been put in place makes the whole banking experience worthwhile, the staff are organised in such a way that even a new customer doesn't find the the experience intimidating. Security staff are also awesome, quick on their feet to assist any customer who seems stranded.

Highly responsive to our needs and requirements, very efficient processing of transactions, easily accessible branches, very helpful and hardworking staff.  
*Institutional Banking Customer - Kenya*

It is an innovative bank which meets my financial needs and requirements. They also have professional and friendly staff.  
*Personal Banking Customer - Kenya*





# I&M Foundation

I&M Bank Kenya continues to offer sustainable socially responsible projects in the communities within which it operates through its Foundation that endeavours to deliver positive impact to the society.

The Foundation's approach is to work through partners to deliver it's objectives by seeking to leverage and complement resources, skills, experiences, knowledge and track records of partner organizations in a catalytic and value adding manner. The Foundation is guided by the following:

## VISION

Our vision is to positively transform the physical, social and economic environments of communities in Kenya.

## MISSION

Our mission is to deliver positive impact to society through lasting solutions by engaging planet, people and profit to create shared value for our stakeholders.

I&M Bank contributes **2% of Profit Before Tax (PBT)** to the Foundation.

The Foundation supports initiatives in the following key strategic thematic areas namely:



### Environment Conservation

We preserve, protect, and restore the environment and promote sustainable use of ecosystems.



### Education & Skills Development

We enhance education outcomes that ensures inclusive and equitable quality education, self-reliance, and gainful livelihoods for Kenyans.



### Economic Empowerment

We promote sustainable economic growth, productive employment, and decent work for Micro, Small and Medium enterprises (MSMEs).



### Enable Giving

We strengthen partnerships for sustainable community development.



# Recognition and Awards

## 2023

### 7th Ed. Connected Banking Summit

**Winner**  
Excellence in Customer Experience Award

## 2022

### Think Business

**Winner**  
Best in Bank Operations – Sustainable Finance Initiative (SFI Catalyst Awards)

**2nd Runner-Up**  
The Best Bank in Tier I

**2nd Runner-Up**  
The Most efficient Bank in Kenya

**2nd Runner-Up**  
The Best Bank in Retail Banking

## 2021

### Think Business

**2nd Runner-Up**  
The Best Bank in Tier I  
*Dear Makers Africa*

**2nd Runner-Up**  
The Most efficient Bank in Kenya

## 2020

### 2020 Global Banking & Finance Awards

**Winner**  
Best Digital KYC Onboarding Initiative Kenya

## 2019

### Think Business

**Winner**  
Bank with the lowest charge overall

**1st Runner-Up**  
Bank with the lowest charge overall

**2nd Runner-Up**  
Most efficient Bank in Kenya

### CIO 100 Awards

**Silver Category**  
Excellence Enterprise Information Technology Adoption on Digital and Advanced Analytics

### Nairobi Legal Awards 2019

**2nd Runner-Up**  
Corporate Legal Department of the year

## 2017

### Annual Visa Dinner

**Winner**  
Visa E-Commerce Acquiring Award for the highest e-commerce volumes

### Think Business

**2nd Runner-Up**  
Most efficient Bank in Kenya

## 2016

### Visa Awards

**E-Commerce**  
Warrior Award

### East Africa Awards

**Winner**  
Best Bank in Corporate Governance

### Think Business

**Runners Up**  
Best Bank in Kenya

## 2015

### Think Business

**2nd Runner Up**  
Most Efficient Bank

**Winner**  
Best Bank in Kenya – Tier 2

**Winner**  
Best Bank in Internet Banking

### East Africa Banking Awards

**Winner**  
Best Diaspora Offering



# Our Target Customer Segments



## **Corporate & Institutional Banking**

Providing an array of financial solutions for large corporates and institutions



## **Business Banking**

Providing financial solutions across medium, small and micro businesses



## **Premium Banking**

Offering top notch services to the high net worth individuals



## **Personal Banking**

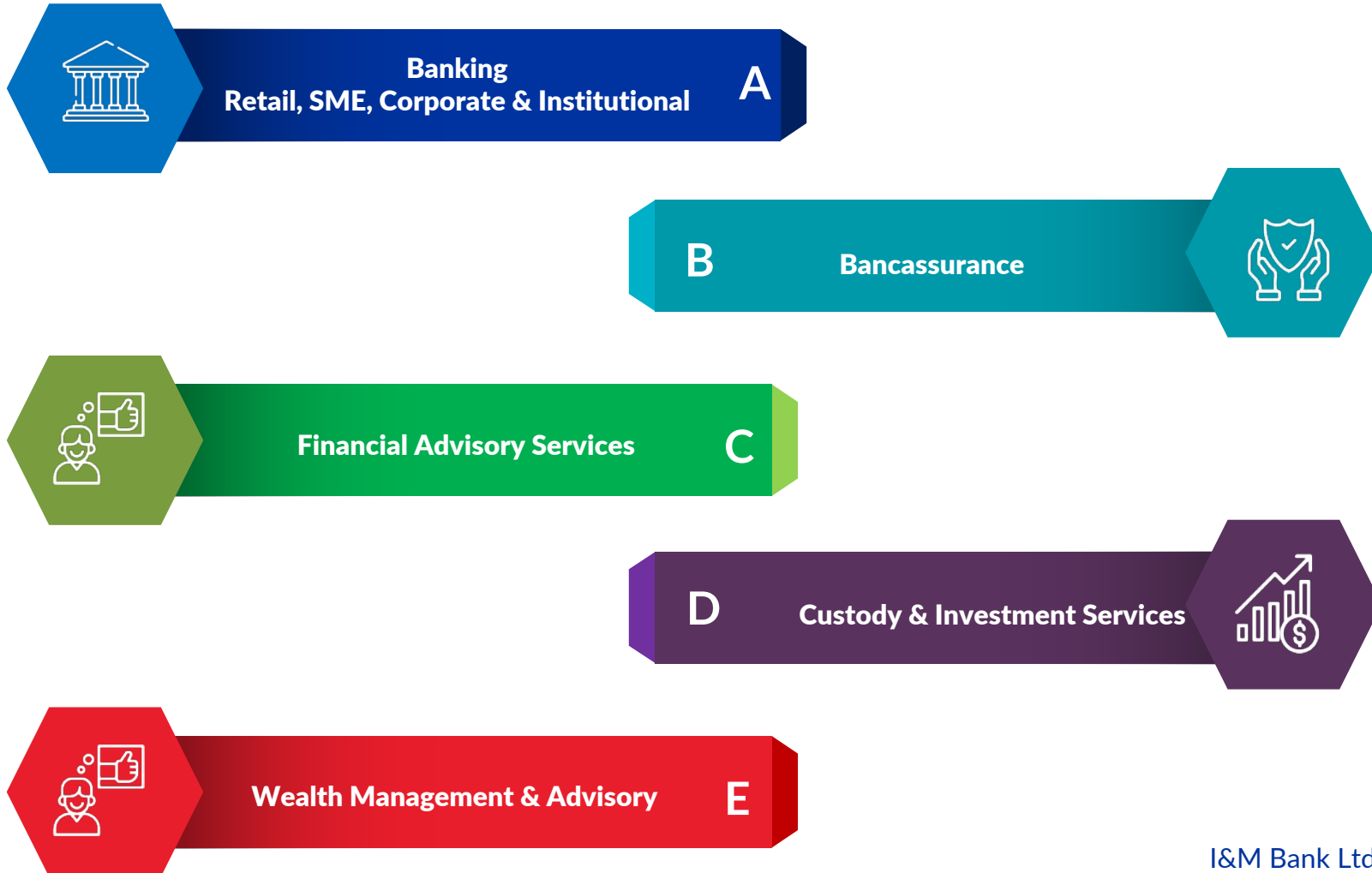
Delivering the utmost in personal financial services

*I&M Bank is traditionally known to service high net worth customers and corporate clients and also continues to achieve recognition for its services to small and medium sized enterprises, including many that have grown with the Bank, with an increasing emphasis on delivery through digital channels.*



# Meeting our customers needs - Products and Services

I&M Bank Ltd provides the following services:



# We are on your side

Corporate, Business, SME and Institutional Banking  
Products & Services



# Account to suit every business needs

**BP**

## **Business Premier Current Account**

Business Premier Current Account is the best bet for your growing business. We are set to move your banking experience from ordinary to extraordinary and open a world of new possibilities.

**BC**

## **Business Current Account**

Stay winning as we help you grow your business! Our Business Current Account is specially designed to create a success story for you.





# Take advantage of I&M Bank's Trade Finance Solutions and expand your import and export business.



Capability to offer trade finance services to all major financial centers worldwide through correspondent banking relationships with a host of major multinational Banks



Cross-border financing arrangements through established financing lines from major worldwide correspondent Banks in several countries



Ability to deal in most major currencies



A Dedicated Trade Finance Department that provides very efficient services.

## Trade Finance Products

- ✓ Letters of Credit (Import & Export)
- ✓ Guarantees | Bonds | Unsecured Bid Bonds
- ✓ Documentary Collections (Import & Export)
- ✓ Transactions under Export Credit Guarantee (GSM-102) program under United States | Department of Agriculture
- ✓ Bill Avalization
- ✓ Bill/Invoice Discounting
- ✓ Import Bill Refinancing |
- ✓ 2- Year LC under Global Trade Finance program (GTFP) of International Finance Corporation (IFC)





# Asset Finance that makes Your dream come true!

Asset Finance product at I&M Bank Ltd covers all forms of business and personal assets, which are moveable in nature and Identifiable through a serial/registration number. This largely covers motor vehicles, machinery and equipment.

Quick and simple application process

Financed assets are self securing

Insurance Premium Financing is available

Option of direct import finance through  
selected dealers

Effective working relationship with vehicle  
dealers/vendors country wide

Talk to any I&M Bank Relationship Manager to take your  
business to the next level or get yourself your dream car!



# Business Connect

I&M Business Connect presents an efficient and convenient way for organisations to collect and account for payments owed to them by their customers or members. As a value add, we provide you with instant payment notifications for all successful Payments. We have two options below based on your organisation set-up.

Direct integration with your Information System or Account System. This allows for real time customer details validation and subsequent update of your system with successful payments collected by the Bank.

If you don't have a system yet or your current system is not ready for integration, we have a free Web portal and Mobile App to enable you access your payment reports and upload billing information.

## Ideal For:

- ✓ Fees collection in schools, universities, colleges and other institutions
- ✓ Membership subscriptions for clubs or professional bodies
- ✓ Rent collections
- ✓ Utility bills collections
- ✓ Invoice/bill collections in businesses against goods/services sold





# Go Cashless with I&M WebPay - Link

Accept Visa, MasterCard and UnionPay for  
your business with I&M WebPay - Link

- ✓ Safe and Secure
- ✓ Quick set up at no cost
- ✓ No website required

We offer 3 different options for  
different categories of merchants

L

Lite is best suited for Small and Medium sized merchants. The Lite option requires very little integration and reduces the deployment time.

E

Enterprise is ideal for medium and large transaction websites. It gives the merchant the flexibility to customize as much as they wish.

L<sub>k</sub>

The Link option is designed for merchants who do not necessarily have websites or those with websites without a shopping cart or a booking engine



mastercard

VISA



I&M Bank Ltd | [Corporate Profile](#)



# Corporate Loans and Other services

We are here to take you business to greater heights

## Corporate Loans and Overdrafts

### OVERDRAFTS

- ✓ Overdrafts extended for Working capital Requirement
- ✓ Available in Kes, USD, GB Pounds and Euros

### TERM LOANS

For:

- ✓ Purchase of long-term assets such as land, buildings, machines and motor vehicles
- ✓ Construction Loans/Real Estate Development Loans
- ✓ Asset Finance – New and used Motor vehicle and machines purchases
- ✓ Business acquisitions
- ✓ Business expansions
- ✓ Agri-production, Agri-processing loans
- ✓ Short loans for working capital needs

## Inter Country Service

As you grow your business or travel within East Africa (Kenya, Tanzania and Rwanda), we are here to walk the journey with you.

We are excited to offer you seamless banking services at all I&M Bank branches in Kenya, Tanzania and Rwanda. You will now be able to enjoy the following services:

### CASH DEPOSITS

- ✓ Direct cash deposit into your I&M account from any of the countries

### CASH WITHDRAWAL

- ✓ Access Cash from any I&M Bank Branch in any of the mentioned countries

### FUNDS TRANSFER

- ✓ Instant funds transfer between any I&M Bank accounts in these 3 countries.

## Funds Transfer Services

- ✓ SWIFT
- ✓ Electronic Funds Transfer
- ✓ Real Time Gross Settlement
- ✓ PesaLink
- ✓ M-Pesa
- ✓ Airtel Money
- ✓ BRISK
- ✓ Western Union
- ✓ Monegram
- ✓ Kentrade Payments
- ✓ KRA Payments





# Medical Equipment Financing

Empowering you to deliver quality healthcare

Theater | Laboratory | ICU | Radiology | Renal

We provide you with the best financing solutions tailor-made to your specific needs. Whether you are a doctor in private practice or a hospital seeking to expand operations, we shall support you to ensure you achieve your goals

## Benefits of our medical equipment financing scheme:



In-chamber service - a designated Relationship Manager will visit your premises to guide you through the process.



A flexible facility tailor-made to meet specific customer needs



A wide range of equipment covered



An All Risk insurance cover for the financed equipment at a discounted premium from GA Insurance, through I&M Bancassurance Intermediary Ltd



Competitive rates on Insurance Premium Financing (IPF)



No penalty for early repayment





# Noble Account

*Noble deeds deserve a noble account*

This is a transaction account in Kenya Shillings or Foreign Currency (USD, GBP, EURO), specifically designed to meet the banking needs of: Local and international NGO'S, Faith -based organizations, Diplomatic missions, Membership organizations, Registered Trust and Self Help groups, Organizations with VAT and income tax waiver.

## Account Features



### Minimum Balance

Kes A/C: 10,000  
GBP | Euro | USD : Nil



### Ledger Fees

Nil



### E-Commerce

For receiving online donations



### Interest

Interest earning from balances of  
5,000 for FCY(GBP, USD & Euro)



### Cheque Book

Free (Except Stamp Duty)



### Income SWIFT and RTGS

Free



**NOBLE  
DEEDS  
DESERVE  
A NOBLE  
ACCOUNT**



# I&M BRISK. REDEFINING REGIONAL BANKING

Transact seamlessly using your  
I&M Bank Account in 3 countries.

## Enjoy:

- Real-time deposits to I&M Bank accounts in the 3 countries.
- Instant funds transfers to/from I&M Bank accounts in the 3 countries.
- Transactions in the 3 countries' local currencies or in GBP, USD or EUR.
- Competitive forex rates for cross-currency transactions.



# Personal and Premium Banking Products & Services





# Account to suit every Individual needs

CA

## Club Account

The I&M Club Account is your unrivalled gateway to a world of privileges that align with your lifestyle requirements, matched with convenient banking services all just for one monthly flat fee

PG

## PayGo Account

The PayGo Account offers you unparalleled flexibility and benefits as you set about achieving your financial goals. With no excessive fees to tie you down, you enjoy the peace of mind that comes with knowing you are only charged for what you use.



# A range of I&M Bank Cards available to you!

Debit Card | Credit Card | Prepaid Card



#StayWinning with the I&M

# World Elite



## Debit Mastercard

## BENEFITS

Airport Lounge Access (Lounge Key): Unlimited access for you and one free guest per visit to over 1000 lounges in more than 450 cities in over 135 countries worldwide

Comprehensive Travel Insurance for yourself, your family and helper. Card holder and spouse (100%), Children (25%), domestic helper (25%):

Travel inconvenience & cancellation insurance:

World Elite Debit Mastercard Concierge services

Airport Concierge

Premium Memberships for Hotel, Airlines, Car rentals & Chauffeur discounts

Rental Collision & Loss Damage waiver for rental cars:

Global Emergency Services: lost or stolen card reporting, emergency card replacement and emergency cash advance

Merchant offers and discounts at participating retailers

Fulfill visa assistance services

+ Many more local benefits





#StayWinning with the I&M

# World

Debit Mastercard



## BENEFITS

Airport Lounge Access (Lounge Key): Unlimited complementary access for you as the card holder to over 1000 lounges in more than 450 cities in over 135 countries worldwide

Comprehensive Travel Insurance for yourself, your family and helper. Card holder and spouse (100%), Children {25%}, domestic helper {25%}

Travel inconvenience & cancellation insurance:

Premium Memberships: available for Hotel, Airlines, Car Rental and Chauffeur discounts

Global Emergency Services: lost or stolen card reporting, emergency card replacement and emergency cash advance

Merchant offers and discounts at participating retailers

Fulfill visa assistance services

+ Many more local benefits



#StayWinning with the I&M

# Platinum

Debit Mastercard

## BENEFITS



### Premium Memberships & discounts:

- \* Clear trip airline & hotel discounts of up to 30%
- \* Up to 10% airfare discount on Travelstart
- \* Booking.com cash back rewards
- \* Up to 10% discount on hotels.com
- \* Up to 10% cash back with booking.com
- \* Discounts on Avis car rental & Rentalcars.com

### Merchant offers and discounts:

- \* 25% cashback on your Jumia Prime membership fee
- \* European shopping villages offer
- \* MyUS premium shipping membership

Fulfill visa assistance services

Purchase protection in case of theft or accidental damage for up to 180 days from date of purchase

### Fraud protection:

- \* Zero liability on fraudulent Point of Sale (POS) usage on lost or stolen card, after reporting loss



# Welcome to the world of infinite possibilities

I&M Visa Infinite Credit Card offers you unparalleled services and privileges locally and abroad.



[APPLY TODAY](#)

## FEATURES

Withdrawal up to Kshs 100,000 at local ATMs

Secure online transaction using Verified by Visa

Earn 1.5% of your spend amount when you shop online or transact on POS

Zero liability on fraudulent POS usage on lost or stolen cards, after reporting loss.

Accepted at all Kenswitch and VISA ATM networks across Kenya and all VISA ATMs world wide

## KEY BENEFITS

Travel: Free unlimited airport lounge access at more than 800 LoungeKey lounges globally, as well as one free guest per visit.

Travel Insurance: You can qualify for up to \$1 million in Emergency Medical Expenses cover, for you and your travel companions as per Visa Multi-trip Travel Insurance T&Cs

Travel: Insurance || Visa Infinite provides you with comprehensive travel insurance benefits when you purchase travel tickets or make hotel reservations with your Visa Infinite card.

Lifestyle Concierge Services | Flight reservations | Hotel reservations | Restaurant reservations | Car rental reservations | Event ticket purchases | Trip planning | Other general requests



# I&M On The Go

## A new way to bank away from the bank

State of the art I&M On The Go (OTG) Personal Mobile App and Web channel. I&M On The Go has been developed with your needs in mind.

✓ View accounts balance

✓ Quick links for most used payments

✓ All accounts overview

✓ Unsecured Personal Loan

✓ Mobile Money, Local and International Payments

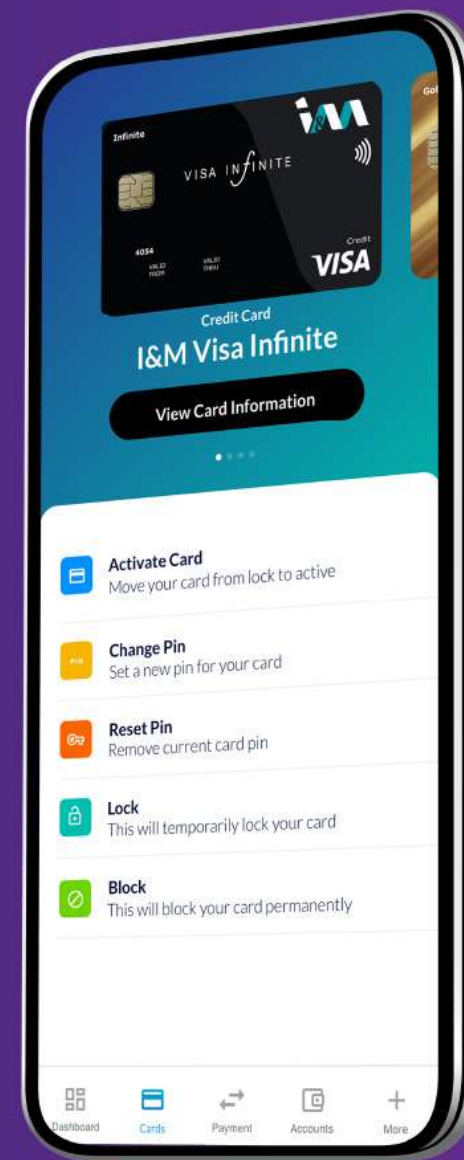
✓ Airtime | Utility | Pesalink | KRA Payments

✓ Approval policy for Joint Account Holders

✓ Service Requests: Stop Cheque | Lock/Unlock - Temporary Block

✓ Authentication through SMS/E-Mail or Google Authenticator and so much more!

Available on







*WE ARE ON  
YOUR SIDE!*

I&M Bank Ltd  
1 Park Avenue, 1<sup>st</sup> Parklands  
P.O. Box 30238 – 00100 | +254 (0)20 3221002

[www.imbank.com](http://www.imbank.com)

We are on your side