



Corporate Profile 2023



We are on your side

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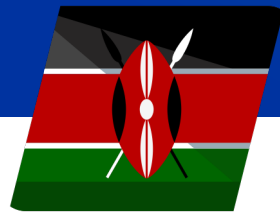
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Overview

I&M Bank Tanzania is one of the fast-growing commercial banks, offering a full range of Corporate, Business, Premium and Personal banking services.

Headquartered in Dar es Salaam, I&M Bank is a subsidiary of I&M Group PLC which is listed on the Nairobi Stock Exchange and has a growing regional presence currently also extending to Mauritius, Rwanda, Kenya and Uganda. It is licensed by the Bank of Tanzania. The bank started operations in Tanzania in 2002 as CF Union Bank. In September 2010, the bank changed its name from CF Union Bank to I&M Bank (Tanzania) Limited, to reflect the new ownership. Now the bank operates in major cities including Dar es Salaam, Arusha, Mwanza and Moshi with plans to extend to other regions.

I&M Bank Tanzania aspires to be Tanzania's Leading Financial Partner of Growth through offering innovative and market driven banking solutions for its target segments.



Kenya



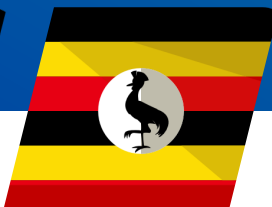
Mauritius



Rwanda



Tanzania



Uganda

Our Ambition

Our Aspiration

To be Tanzania'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

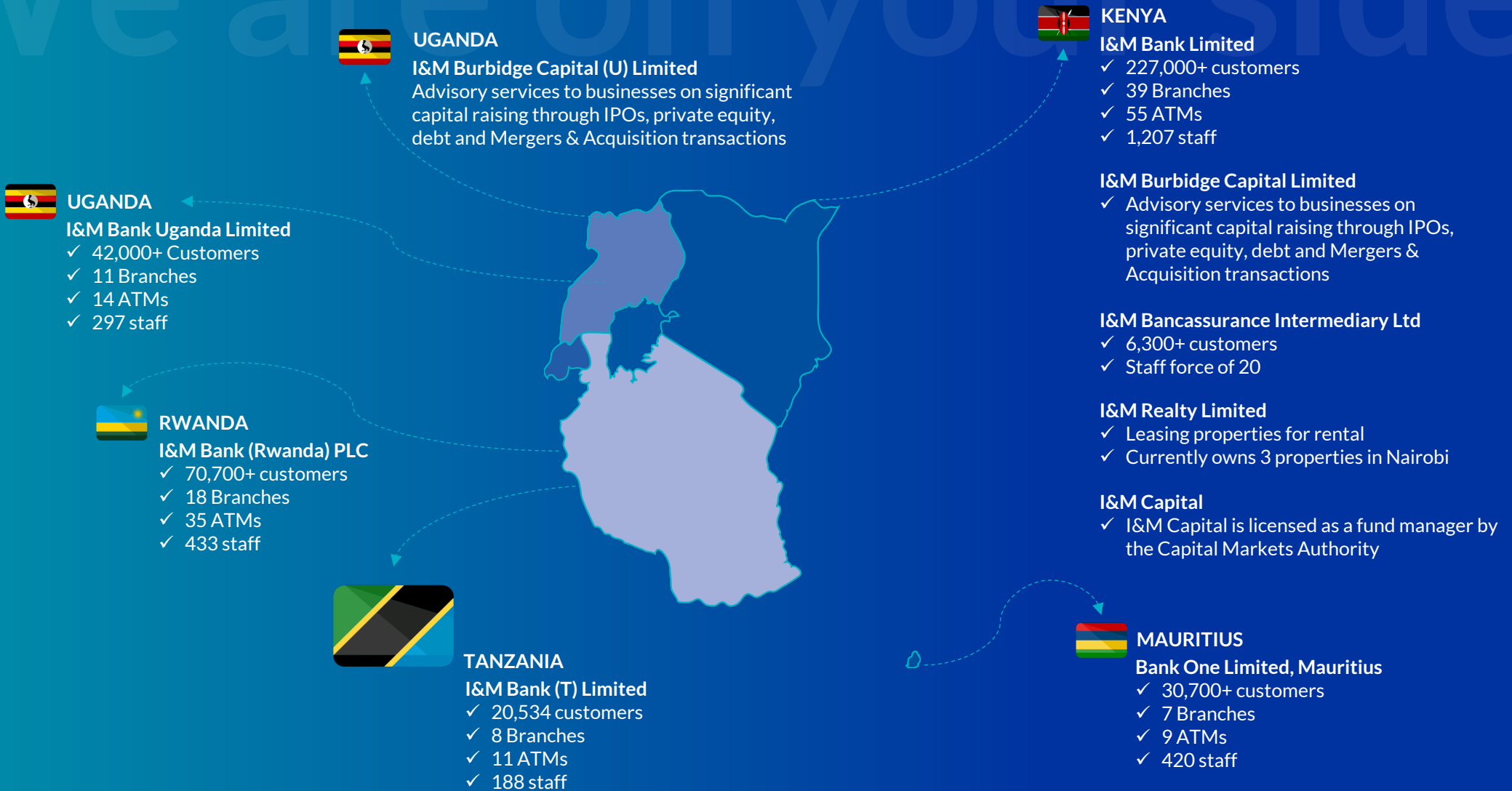
Brand Promise

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Our Geographical Footprint

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Our Branches (I&M Bank Tanzania)



Main Branch

Indira Gandhi/Mosque St, Dar es Salaam
Box 1509 Dar es salaam

Oysterbay Branch

Toure Drive & Ghuba Road, Dar es Salaam

Maktaba Branch

Maktaba Square, Dar es Salaam

Nyerere Branch

Quality Plaza , Dar es Salaam

Kariakoo Branch

Livingstone St, Dar es salaam

Arusha Branch

Sunda Plaza, Ground Floor, Goliondoi Street

Moshi Branch

Rindi Lane, Moshi

Mwanza Branch

Gradia Tower, Uhuru Street, Mwanza



Board of Directors | I&M Bank Tanzania Ltd



Sarit S Raja Shah
Board Chairman



Shameer Patel
Director



Pratul Shah
Director



Michael Shirima
Director



Alan Mchaki
Director



Parash Manek
Director



Zahid Mustafa
Director



Emmanuel Johannes
Director



Ambassador Amina Salum Ali
Director



Raeesha Fakir
Director



Christian Shirima
Director



Leadership Team | I&M Bank Tanzania Ltd



Zahid Mustafa
Chief Executive Officer



Donald Aswani Mate
Chief Operating Officer



Krishnan Ramachandran
Head of Corporate Banking



Lilian Kidee Mtali
Head of Consumer Banking



Patrick Kapella
Head of Treasury



Veronica Magongo
Head of Finance



Emmanuel Wilson Moshi
Head of Credit



Gabriel Mlinga
Head of Risk and Compliance



Erica W. Mboya
Head of Human Resource



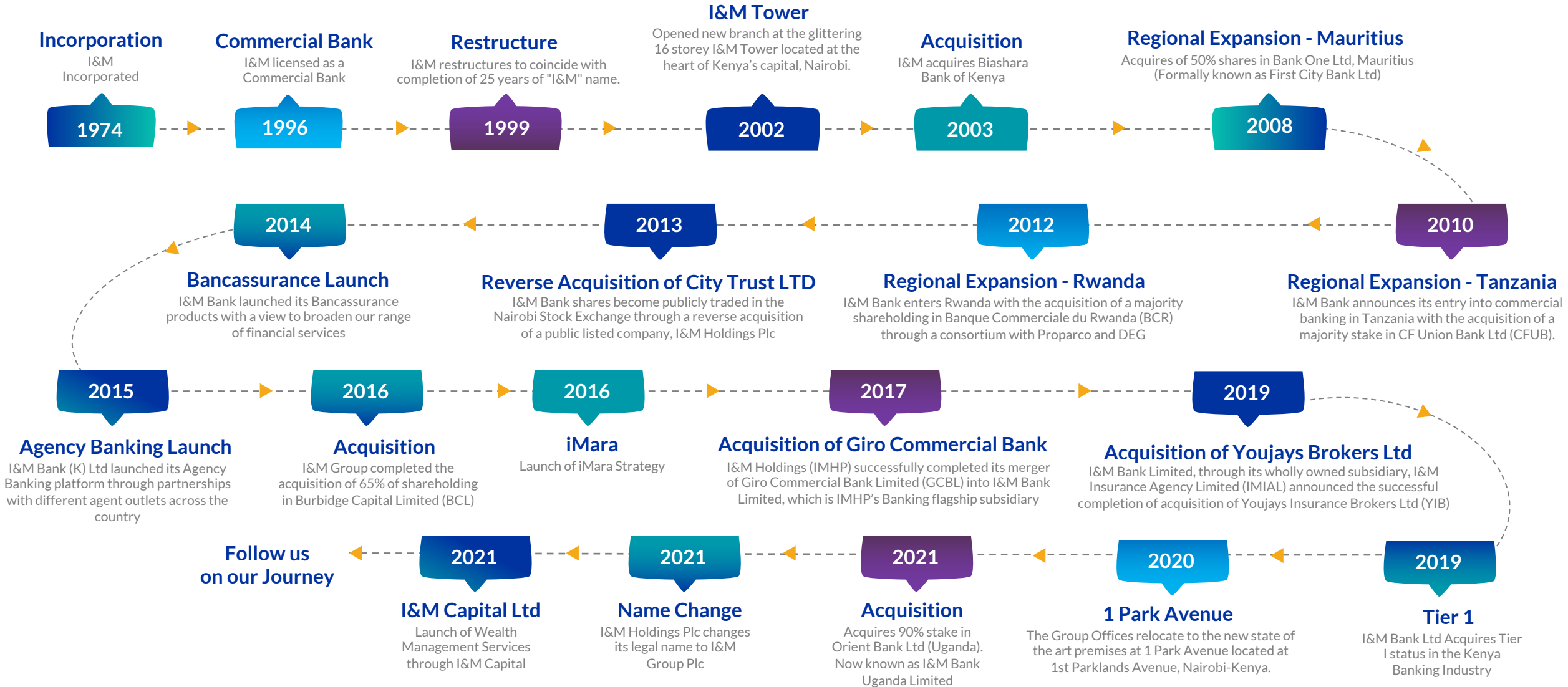
Aimtonga Adolph
Head of Internal Audit



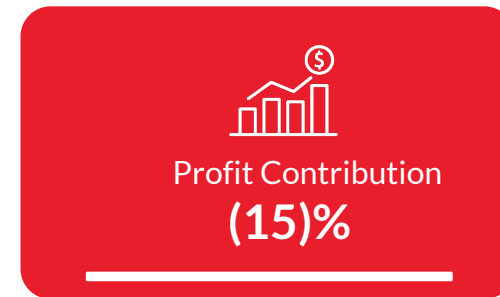
Alan Mbagula
Head of ICT



Key Milestones (I&M Bank Group)



Audited Financial Results December 2022 (TShs)



Our Target Customer Segments



Corporate & Institutional Banking

Providing an array of financial solutions for large corporates and institutions.



Business and SME Banking

Providing financial solutions across large, medium, small and micro businesses



Select Banking

Offering personalized and relationship-based services to the high-net-worth individuals



Personal Banking

Offering to individuals and families to meet their primary financial needs

I&M Bank Tanzania though traditionally known to service high net worth customers and corporate clients 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.



Our Customer Sentiments

“For the business like ours, we needed to have somebody who is responsive to our needs. I&M Bank looked at how they could assist us and offer us right products that suit our needs. That was something we didn’t always find, especially with the larger banks.”

Ahmed Alwani
Managing Director
Agrovision Ltd

"Honestly speaking, without I&M Bank we wouldn't be where we are right now. I&M Bank not only took a chance on us in our early days, but they also spent the time to understand our business model and offered the personalized service that you can't find in other banks."

Nadeem Juma
CEO
Dar es Salaam International School

"I have been a customer of I&M Bank over the past five years. It is fun to deal with people who know you by name and treat you like family member. I know exactly who to call and enjoy doing business with a bank that supports my financial needs every step of the way. I always look forward to stopping in to visit with my “friends at the Bank.” Even more special to be treated with respect and gratitude - the same way I try to treat my customers in my business”.

Jose Thomas
Chief Financial Officer
Petrofuel (T) Ltd

We have developed great relationships with I&M Bank and their dedication and professionalism is evident in many aspects of our business. We appreciate their attention to detail and collaborative approach to bring our business into greater heights.

Kiran Pattni
Director
JD Pharmacy



Recognition and Awards

2010

Think Business

I&M Bank extended its footprints to Tanzania after the acquisition of a majority stake in CF Union Bank Ltd (CFUB). Also participating in the equity buy-out was PROPARCO, a French Development Financial Institution, together with The Kibo Fund and a respected Tanzanian businessman Mr. Michael N Shirima who is a significant shareholder of Precision Air. PROPARCO, the French Development Agency, jointly with DEG – the German Investment & Development Company increased their shareholding through an additional investment of USD 17 Million in I&M Bank (T) Ltd.

2015

Market Leadership

I&M Bank (T) Ltd got a Brand Excellence Award under Tanzanian Leadership Award – 2015.

2019

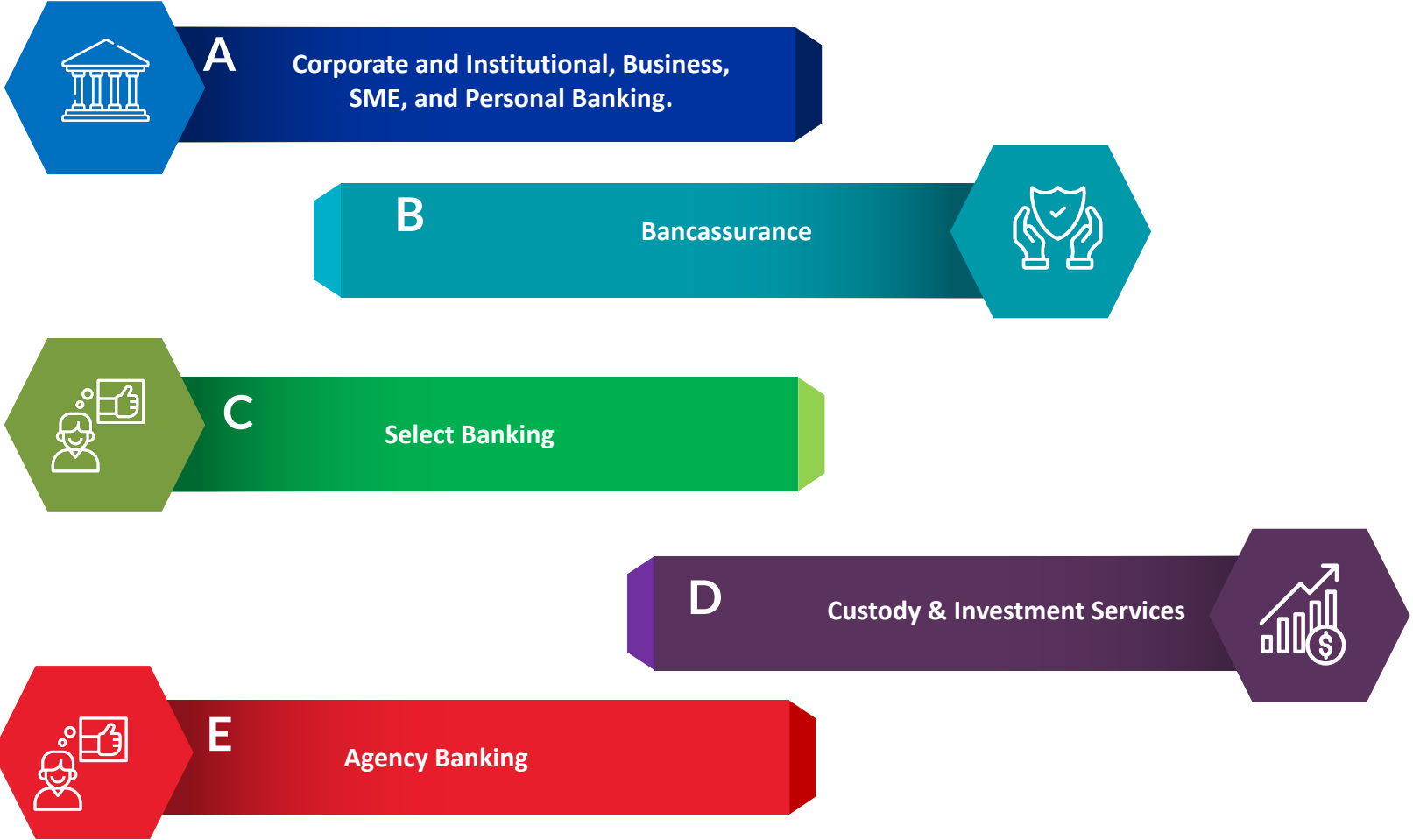
Treasury Payment

I&M Bank (T) Ltd got STP Excellence Award US Dollar Payments (Treasury Payments Straight Through Processing Rate 97%+) under Tanzanian Leadership Award Brand Excellence Award – 2019.



Meeting our customers needs - Products and Services

I&M Bank Ltd provides the following services:



Products & Services



Personal Banking

Savings Account – Dunduliza Account

I&M Savings Account help you to save for the future and realize your dreams while enjoying various benefits and value-added services.

Young Savers Account

I&M Young Savers Account enable you to secure your child's future by giving your child an early start in banking. The account can be opened and operated by the parent/guardian right from a young age which will inculcate habit of saving in children.

Salary Account

I&M Salary Account is designed to provide a hassle-free way of receiving and managing your salary while enjoying various benefits and valued added services.

Recurring Deposit – Ndoto yako Account

Let your money grow as per your income. You can save and earn interest with our Recurring Deposit Scheme. Invest as much as you can afford every month for a pre-determined period and earn interest as much as of a fixed deposit.

Mafao Account

An exclusive savings product tailored for senior citizens from the age of fifty-five. The senior citizens shall earn higher interest than normal savings accounts on a monthly basis from their retirement benefits. All Senior Citizens may opt for regular savings and earn more through Ndoto Yako Account (Recurring Deposit Account) if saved for two years or more.

Home Loan

I&M Step Up Home Loan has helped vast amounts of families to achieve the dream of owning a home. Loan enables you to own your dream home earlier than you can imagine. Our unique step-up plan allows you to pay low monthly installments initially which you can step up as your income increases.



Corporate, SME and Business Banking

Current Account

I&M Current Account allow business entities having number of regular transactions to facilitate business transactions smoothly and conveniently.

Bonanza Account

A premium current account with additional features which enable customer to earn an interest on balances beyond the threshold limits.

Business Loans

We extend business loans, in the form of overdrafts or term loans to corporate, partnership firms, proprietary concerns after detailed consultations. This ensures that the facility, fund based, and non-fund based given to your business is the most appropriate and cost-effective for its purposes. Loans and overdrafts are available in Tanzanian Shillings and United States Dollars

Insurance Premium Finance

We finance payment of non-life insurance premium through an agreement with the Insurer and the Insured.

Bulk Salary Disbursement

We understand disbursing staff salaries or bulk payments can be challenging if they are out of bank branch network and therefore, we give you a solution that make salary disbursement as smooth as possible.

Mobile Bulk Payments

We enable corporate customers or any other individual customers to make direct bulk disbursements to multiple mobile wallets.





Select Banking

I&M Bank is offering top notch services to the high-net-worth individuals.

Our I&M Select Banking Service accords our customers many recognition benefits, offers several complimentary and concessional services and makes some specialized products available to members.

Open to a world of unforgettable experiences with I&M Select Banking and Visa. This premium infinite debit card provides you with a wide range of exclusive privileges and rewards that complement your lifestyle. Sign up to get personalized deals on travel, insurance, concierge services, claims, and many more special offers.



Treasury

Spot FX

With financial partners located throughout the globe, we buy and sell over thirteen global currencies in the spot market in order to meet market needs of both retail and corporate clients. Furthermore, our Group strong presence in East Africa enables us to cater for cash foreign exchange transactions for walk-in customers (non-account holders) at a zero cost at any of our branches across the country. At the same time, we offer special and negotiable rates for amounts above USD 5,000.00 or the equivalent in other currencies.

Forward Transactions

We facilitate execution of contracts which allow customers to buy or sell one currency against another at a future date i.e. a date more than two days from the deal date, at a predetermined price. With this arrangement customers can hedge against the impact of exchange rate and interest rate fluctuations in the spot market by agreeing with I&M Bank to fix a future rate in advance.

Foreign Exchange Swaps

Our Foreign Exchange (FX) Swaps allow customers to exchange two currencies at an agreed rate on a specified value date and at a later date swap the currencies at a pre-agreed rate. It gives flexibility to corporates to optimize the use of cash flows of different currencies.

Fixed Income (Bond Trading)

We trade securities in Secondary market, where brokers can have opportunities to receive competitive return on their investments when buying or selling to the bank.

Trade Finance

Letters of Credit: Our reputation and strong network enables to confirm beneficiaries anywhere in the world

Guarantees: We can help you to ensure fulfillment of your contracts at the most competitive terms

Export Document Collections: We simplify the process of receiving payments from importers while also safeguarding the supplier's title to the goods until payment has been received or documents have been accepted for payment.

Import Document Collections: Our service offers exporters both security and comfort since we take care of all document-handling needs on behalf of clients.

Cheque on Collection: We facilitate clearing of international cheque at the competitive and affordable price

Funds Transfer: We offer a very competitive services in facilitating local and international funds transfer



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.



Digital Channels

Cards

I&M Bank offer a wide range of Visa payment cards, designed to facilitate the payment of your everyday expenditures locally and internationally, without the risk and hassles of carrying cash, as well as conveniently accessing cash whenever required from ATMs. Choose among a range of debit and pre-paid cards to carry with you wherever you go.

iClick

An online service designed to enhance your convenience of accessing our services. iClick will enable you to perform banking transactions either on your mobile phone (Mobile Banking) or web-based platform (Internet Banking) in a more convenient and secure way.

WhatsApp Banking – Rafiki ChatBanking

WhatsApp digital banking adds into our range of digital solution that create convenience and seamless banking experience. The platform allows the customer to open account and transact instantly to their immediate basic banking needs from the comfort and safety of their homes.



Other Services

Cash In Transit

We facilitate your businesses to get cash to the bank or any relevant destination quickly and safely at very competitive rates.

Funds in Transfer

We offer wide range of dynamic transfer services enabling you to conveniently make transfers locally and internationally.

TRA Tax Payment Services

The bank is integrated with revenue authority to facilitate smooth settlements of tax payments at your convenience through our digital channel platform. Our TRA payment system caters for both customers as well as non-customers.

Agency Banking

The bank is offering services through a good number of registered Wakala outlets distributed around Dar es salaam, Mwanza, Arusha, and Moshi ensuring financial inclusion is achieved in the community.

Bancassurance

The bank has been licensed by TIRA to offer first class insurance services by partnering with best insurance companies in the market.

Custodial Services

The Bank is licensed by the Capital Markets and Securities Authority (CMSA) and the Dar es Salaam Stock Exchange (DSE) as a Custodian Bank to provide various services such as assisting clients in the application of government securities, safekeeping of securities and corporate bonds.

Safe Deposit Lockers

We offer safe deposit locker facility for a nominal annual rent for the safety of your valuables.





***WE ARE ON
YOUR SIDE!***

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invest@imbank.co.tz,
www.imbankgroup.com/tz.

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