I&M Bank (Uganda) Limited Corporate Profile

Bank

2024





Bank 50



Who we are

On 8th November 2021, Orient Bank was rebranded to I&M Bank (Uganda) Limited.







I&M Bank (Uganda) Limited is licensed by the Bank of Uganda. It was officially launched into the Ugandan market following the completion of the acquisition of 90% shareholding of Orient Bank Limited Uganda.

OUR AMBITION

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.

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



Brand Promise We are on your side!









Innovation





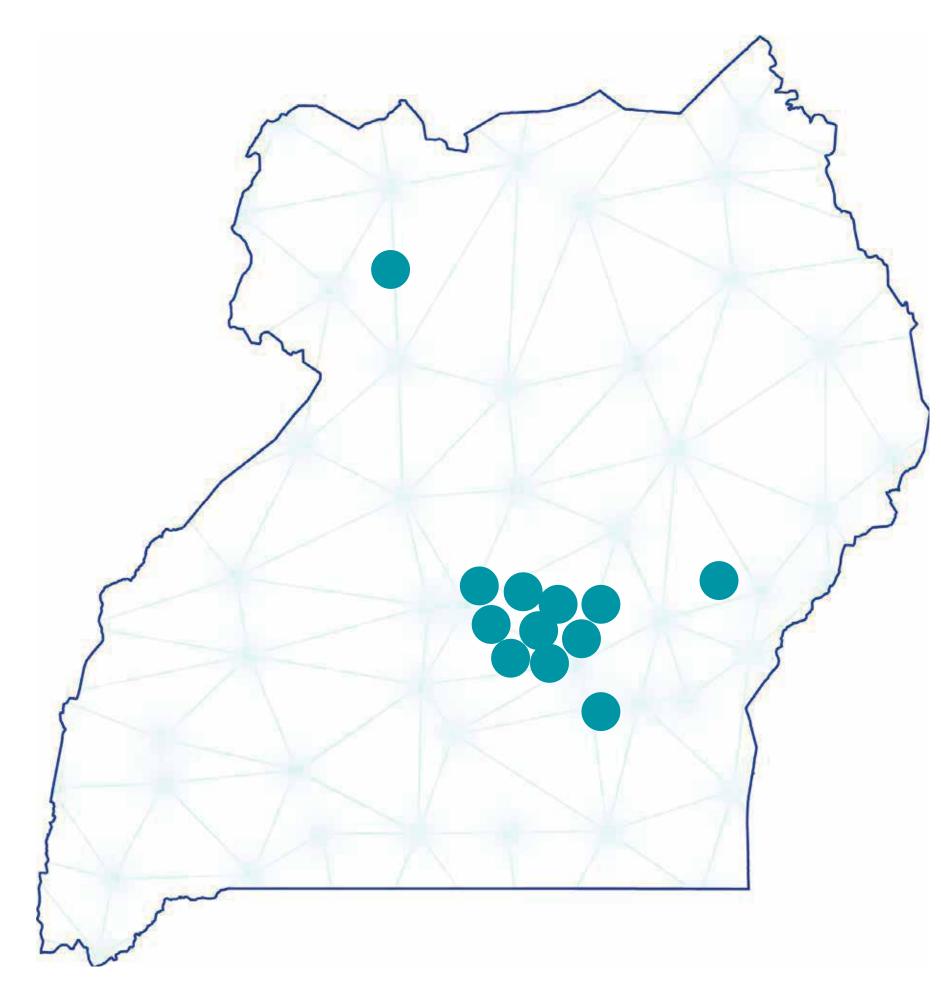
Courage

Respect

Our Purpose Empowering your prosperity



Geographical Footprint



Main Branch Plot 6/6A Kampala Road

Acacia Branch Acacia Mall, Kisementi

Arua Branch Plot 12 Avenue Road, Arua

Bweyogerere Branch Opp. Fuelex Petrol Station



Entebbe Branch Plot 29, Kampala Road

Jinja Branch Plot 8, Scindia Road

Kabalagala Plot 1900, Block 15 Nsambya

Kawempe Branch Plot 174 Bombo Road **Kingdom Kampala** Kingdom Kampala Mall

Kololo Branch Plot 16/17 Wampewo Avenue

Ntinda Branch Capital Shoppers Mall

William Street Branch Plot 44, William Street





12 Branches

Ownership Profile: **ORDINARY SHARES**

Number of shares 166,500,000



Number of shares 25,000,000

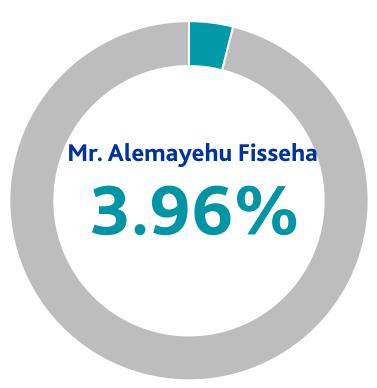
ShoreCap Ill LP 11.90%

NUMBER OF SHARES 210,000,000

Number of shares 10,175,000

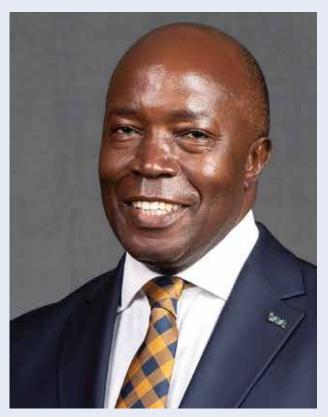


Number of shares 8,325,000





BOARD OF DIRECTORS



Francis Kamulegeya Chairman Board of Directors

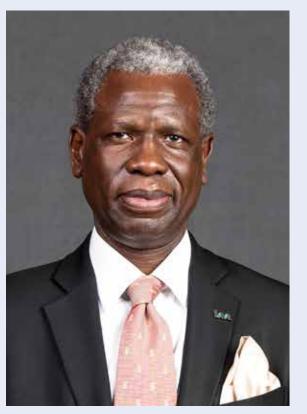


Kihara Maina Non-Executive Director





Sandra Martyres Non-Executive Director



Suleiman Kiggundu Jr. Non-Executive Director



Robin Bairstow Chief Executive Officer



Micheline Ntiru **Non-Executive Director**

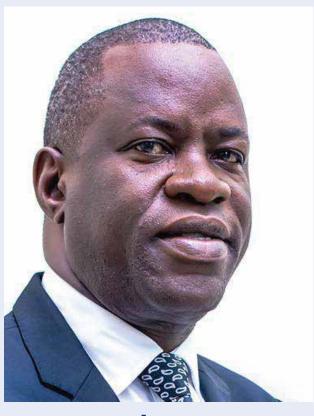


Ketan Morjaria Non-Executive Director

Francis M. Byaruhanga **Non-Executive Director**



L.A. SIVARAM **Non-Executive Director**



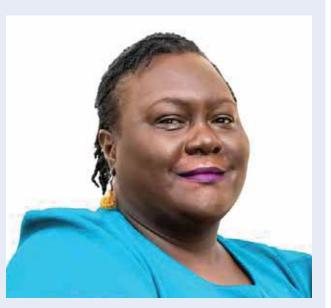
Sam Ntulume **Executive Director**

Executive Committee



Robin Bairstow Chief Executive Officer

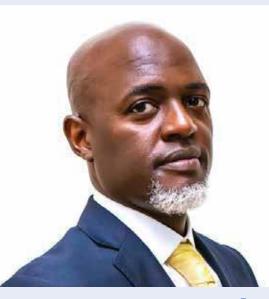






Natalie Kironde Head of Legal

Sam Ntulume Executive Director & Chief Operations Officer



Duncan Karugaba Head of Operations



Gibson Nangono Chief Business Officer



Timothy Musiime Chief Financial Officer

Lucy Akech Head of Human Resources



Annette Nakiyaga Head of Marketing & Corporate Communications



Charles Kiirya Head of Credit



Ann Maria Ajok Head of Compliance



Joseph Biryahwaho Head of Risk



Srinallapa Kumar Head of IT



NADIA MINDRA Head of Treasury



Key Milestones

2001 **ACQUISITION OF TRANS AFRICA**

Orient Bank Limited successfully wins the bid to take over Trans-Africa Bank

1993 **INCORPORATION**

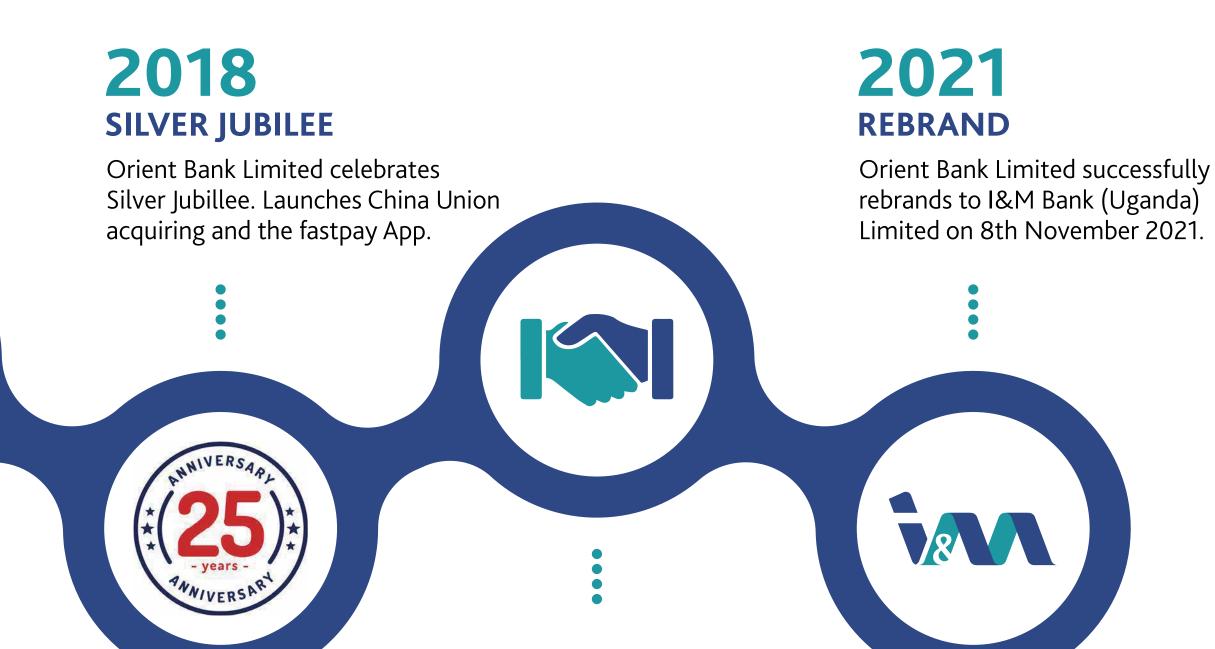
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Orient Bank Limited is successfully registered as a commercial bank in Uganda

2015 **DIGITAL OPERATIONS**

ATM

Orient Bank Limited starts digital operations; launches ATMs and Visa Express Cards



2021 **I&M BANK ACQUISITION**

I&M Holdings Plc successfully acquires a 90% stake in Orient Bank Limited on 30th April 2021.



The iMara 3.0 Group strategy framework comprises 3 Priorities, 5 Enablers and 6 KPIs



Eastern Africa's Leading Financial Partner for Growth

2. Build Relevance in Emerging customer

Sharpen the Retail and SME Value Propositions Optimize our distribution network with a focus on scaling our face-to-face distribution Leverage strategic partnerships to drive lending in

sustainable ventures (Agric, Women, Youth, Solar)

3. Become a market leader in ecosystems

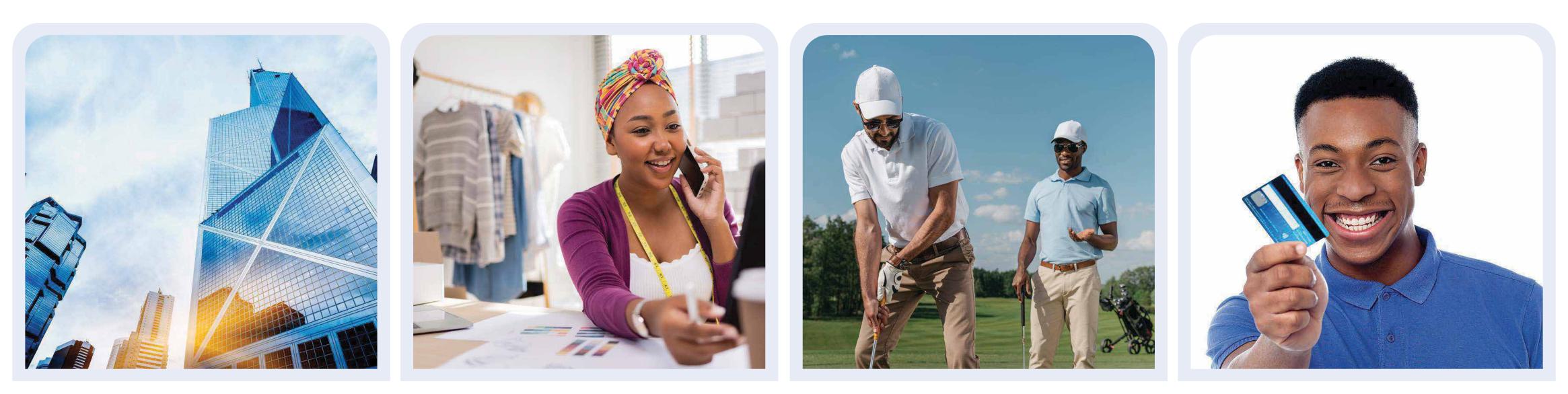
Key initiatives:

- Build out ecosystem framework and identify a) potential ecosystems/partners
- Create optimised (360°) and Digitised customer b) journeys across the ecosystem
- Drive Business growth from ecosystems c) (Balance sheet, Revenues, Customers)

Resilience ntrench risk management Safeguards		Digitally	Digitization Digitally Power the Growth		Cultural Transformation Entrench a high-performance culture in an company that attracts and retains the best talent	
Active 's	% Revenue from Business Initia		Employee Engagement		No of lives impacted (Beyond Profits)	

Target Customer Segments

I&M Bank Uganda, 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.



Corporate Banking Providing an array of financial

solutions for large corporates.

Business Banking

Providing financial solutions across Offering top-notch services medium, small and micro businesses. to high net-worth individuals.

Premium Banking

Personal Banking Delivering the utmost in

personal financial services

Products & Services

Commercial banking represents the largest portion of I&M assets. The products and services are tailored to meet the needs of each customer base. Our services are linked to our vision of being the first choice where customers want to do business, and increasingly these are being offered digitally through our omnichannel capabilities.



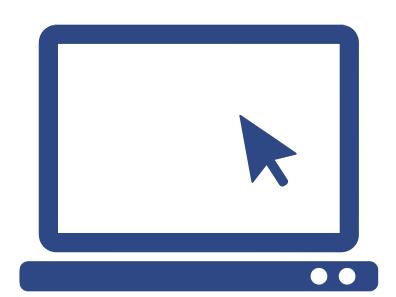


Delivery Channels

We deliver to our customers through the channels below



Bank Branches



Internet Banking





Agency Banking

ATMs and CDMs





Contact Centre

Kingdom Kampala Digital Pod

The Digital Pod is a Digital Branch designed to offer seamless banking services to our customers through digitized customer journeys, requiring minimal manual intervention. Customers are therefore able to access several banking services even outside the typical banking hours. Customers can access the following services through the Digital Pod devices which are available 24/7.



Cash Deposit Machine (CDM)

The CDM is a card-less bulk cash accepting machine capable of taking a large volume of notes within a single instance. Customers do not have to make long queues in branches to deposit bulk cash. Below are the features;

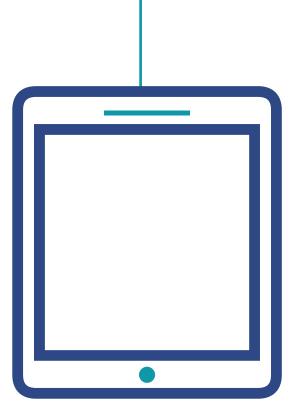
Customers can make Cash Deposits of up to UGX 1 Billion Funds are credited to your account in real time A receipt is issued instantly



money you have on your account

- You can make e-commerce transactions from any online market place of your choice
- Access the I&M Bank website for more information about the bank





Automated Teller Machine (ATM)

Cash withdraws: Withdraw funds from your bank account.

- **Balance Inquiry:** Check your account balance to see how much
- **Pin change:** Ably change your card pin for security purposes
- Mini Statement: Request a statement showing the recent transactions on your account

Embedded screens & Mobile Tablets

These have a large display allowing customers to access the internet and process transactions online.

• Access our new and improved Internet banking website which offers the services below;

Funds Transfers:

Transfer funds between your own accounts or to other bank accounts both within and outside I&M Bank including domestic & international funds transfers

Mobile money:

Transfer funds between your bank account and any mobile money account of your choice Customers can view their account and loan balances

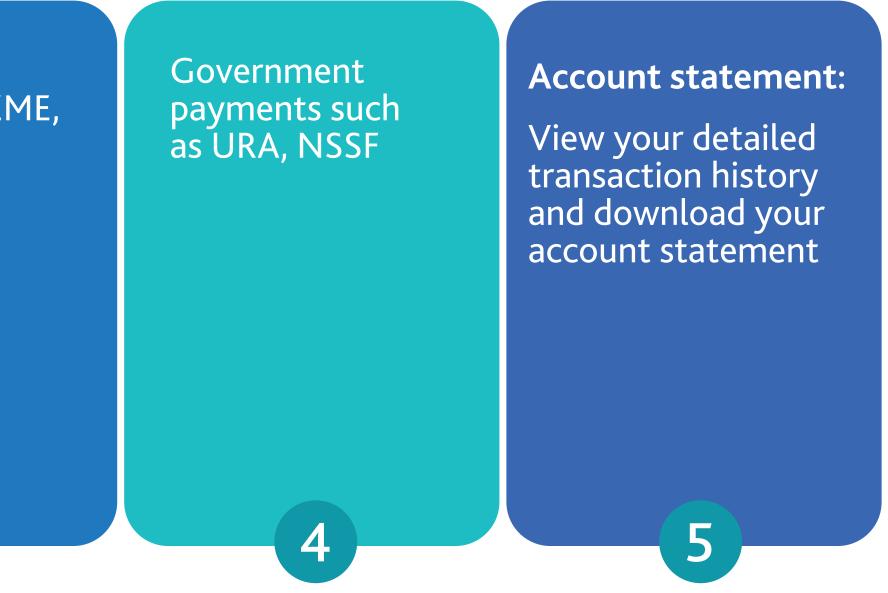
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Bill payments including UMEME, NWSC,



3

Customers can conveniently access our App and Internet banking services as well as ecommerce transactions on their mobile devices.



WIFI – Wireless Internet

CSR Strategy

I&M Bank Uganda continues to offer sustainable socially responsible projects in the communities within which it operates through its Corporate Social Responsibility pillars to deliver positive impact to society.

The approach is to work through partners to deliver its objectives by seeking to leverage and complement resources, skills, experiences, knowledge and track records of partner organisations in a catalytic and value-adding manner.

Vision

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

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.

CSR PILLARS

Environmental Conservation

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

Economic Empowerment

Enhance education outcomes that ensure inclusive and equitable quality education, self-reliance, and gainful livelihoods for Ugandans.

Education & Skills Development

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

Enabling Giving

We strengthen partnerships for sustainable community development.



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Get in touch with us today: I&M Bank (Uganda) Limited Kingdom Kampala, Nile Avenue P.O.Box 3072, Kampala, Uganda.

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I&M Bank (Uganda) Limited is regulated by aBank of Uganda. Customer deposits are protected by the Deposit Protection Fund up to UGX 10 million. T&Cs apply.

