

I&M Bank (Uganda) Limited Corporate Profile

2024

Section 01: I&M Bank Uganda

Who we are

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

OUR AMBITION



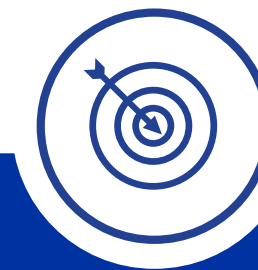
To be Uganda's leading financial partner for growth.

Aspiration



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.

Vision



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

Mission

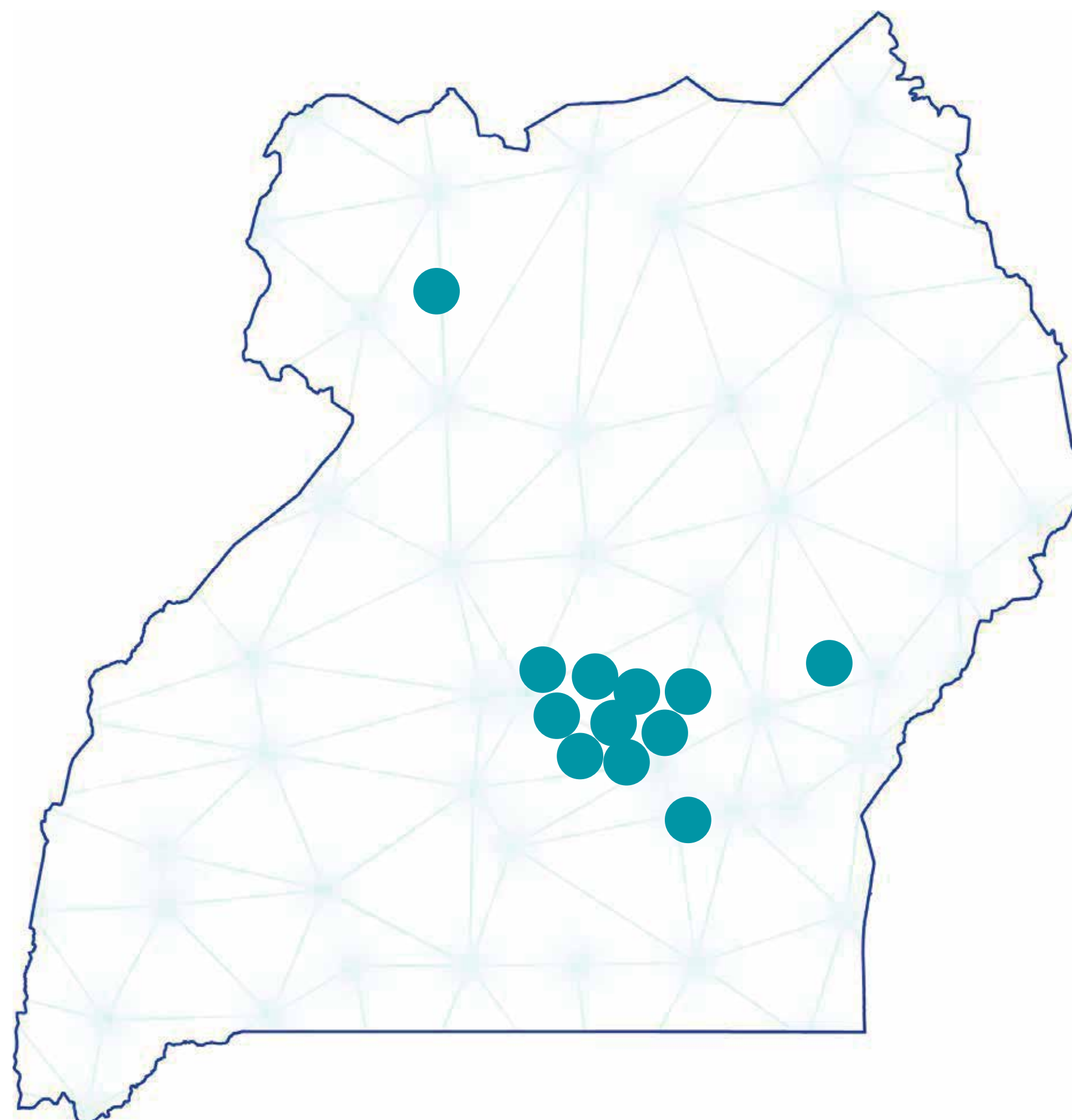
Brand Promise

We are on your side!



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



78,000+
Customers



311
Employees

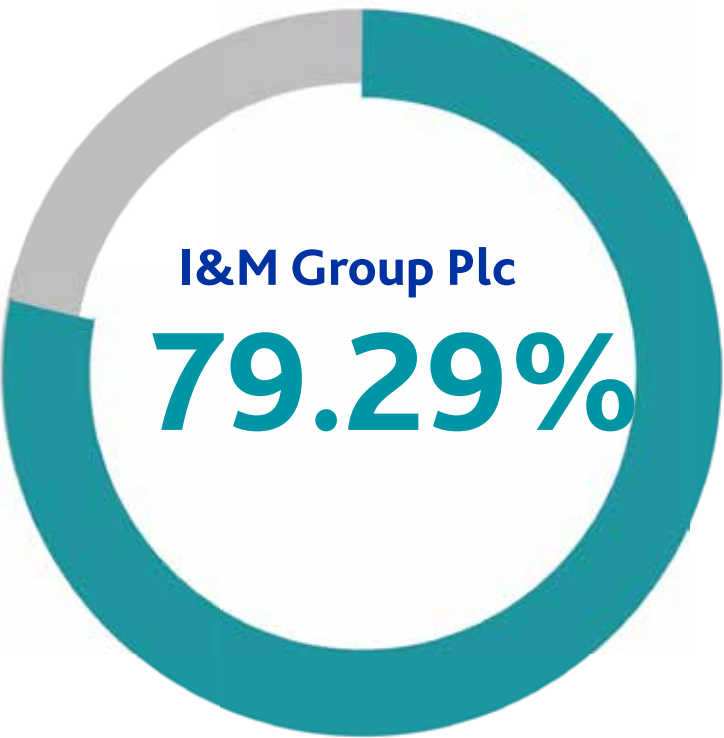


12
Branches

Ownership Profile:

ORDINARY SHARES

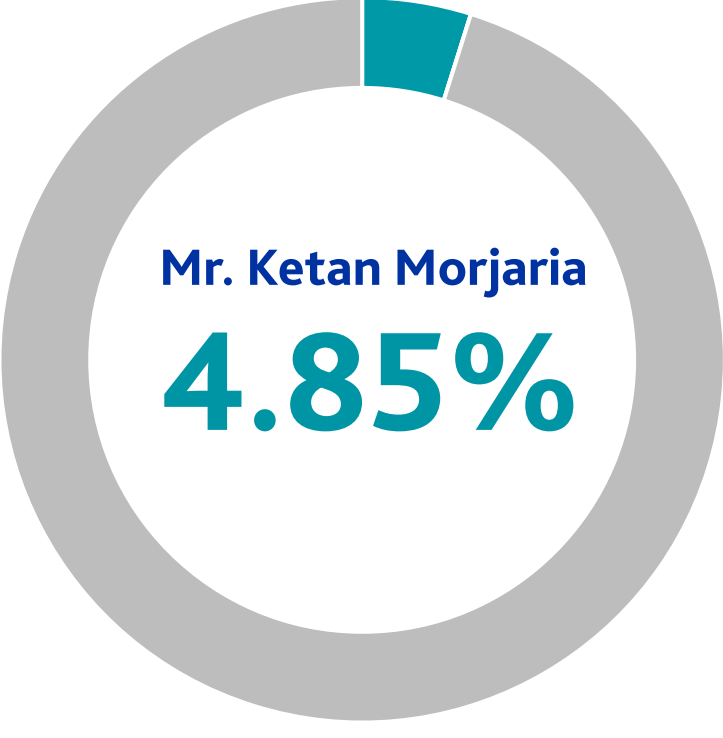
Number of shares
166,500,000



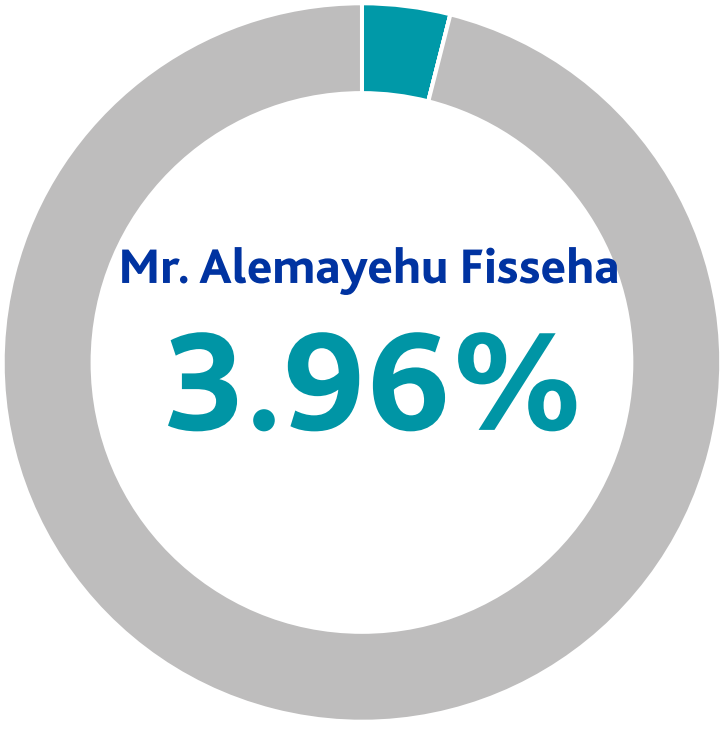
Number of shares
25,000,000



Number of shares
10,175,000



Number of shares
8,325,000



NUMBER OF SHARES
210,000,000

SHAREHOLDING
100%

BOARD OF DIRECTORS



Francis Kamulegeya
Chairman Board of Directors



Kihara Maina
Non-Executive Director



Robin Bairstow
Chief Executive Officer



Micheline Ntiru
Non-Executive Director



Ketan Morjaria
Non-Executive Director



Sandra Martyres
Non-Executive Director



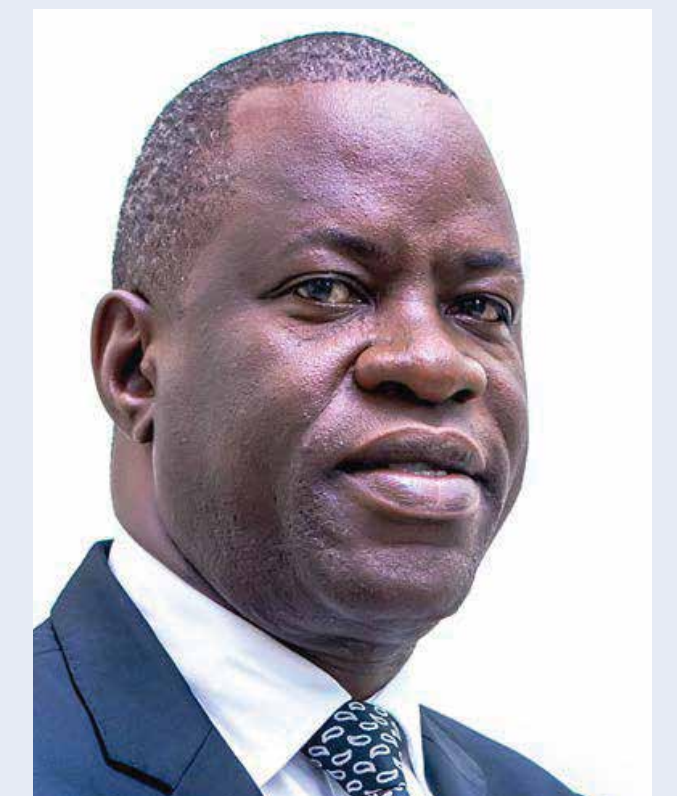
Suleiman Kiggundu Jr.
Non-Executive Director



Francis M. Byaruhanga
Non-Executive Director



L.A. SIVARAM
Non-Executive Director



Sam Ntulume
Executive Director

Executive Committee



Robin Bairstow
Chief Executive Officer



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



Natalie Kironde
Head of Legal



Joseph Biryahwaho
Head of Risk

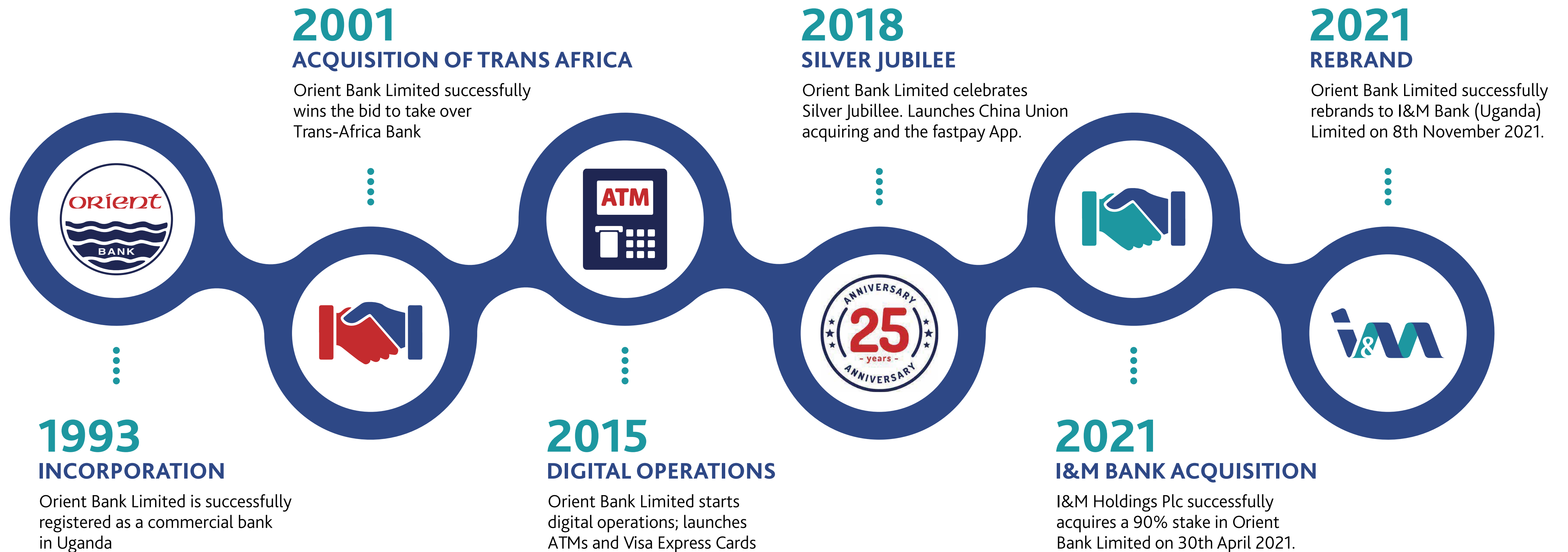


Srinallapa Kumar
Head of IT



NADIA MINDRA
Head of Treasury

Key Milestones



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



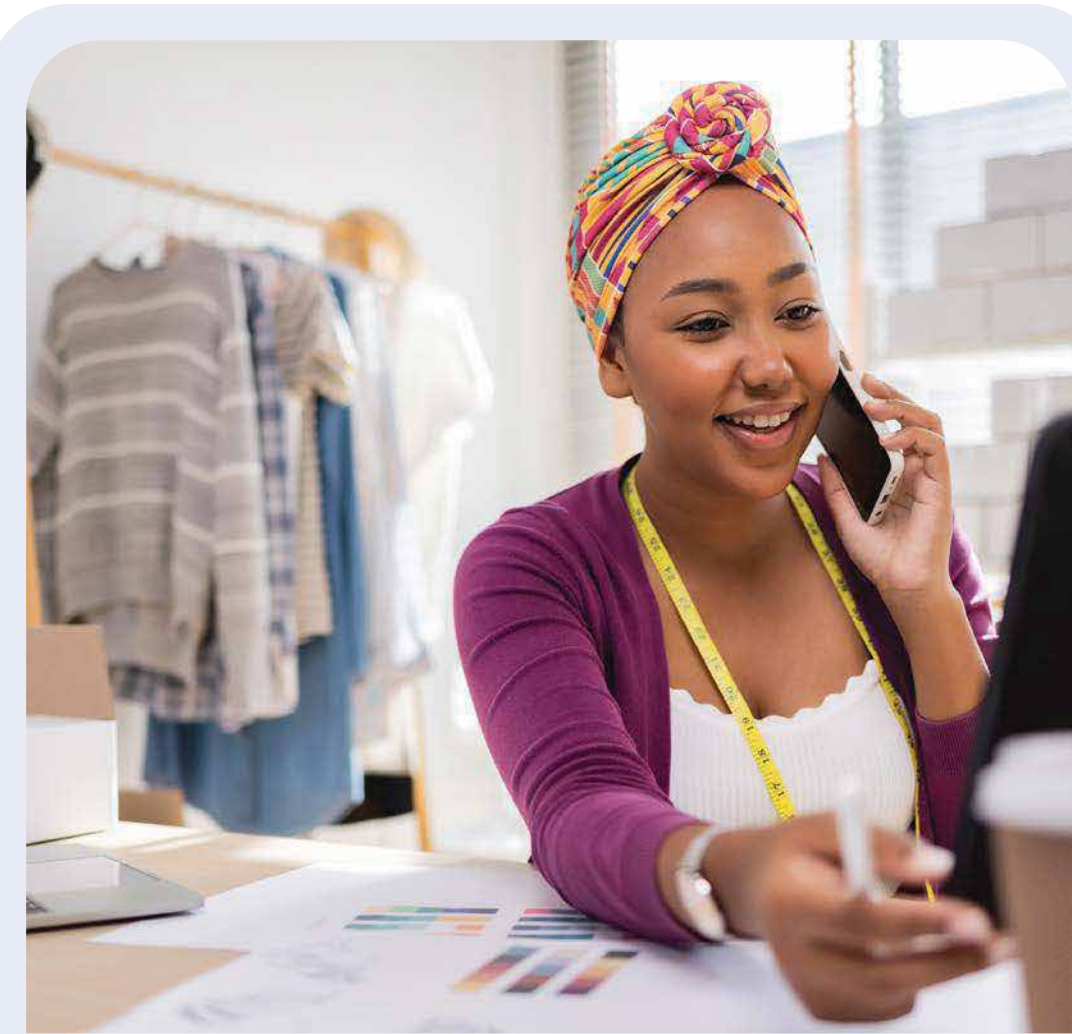
Target Customer Segments

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.



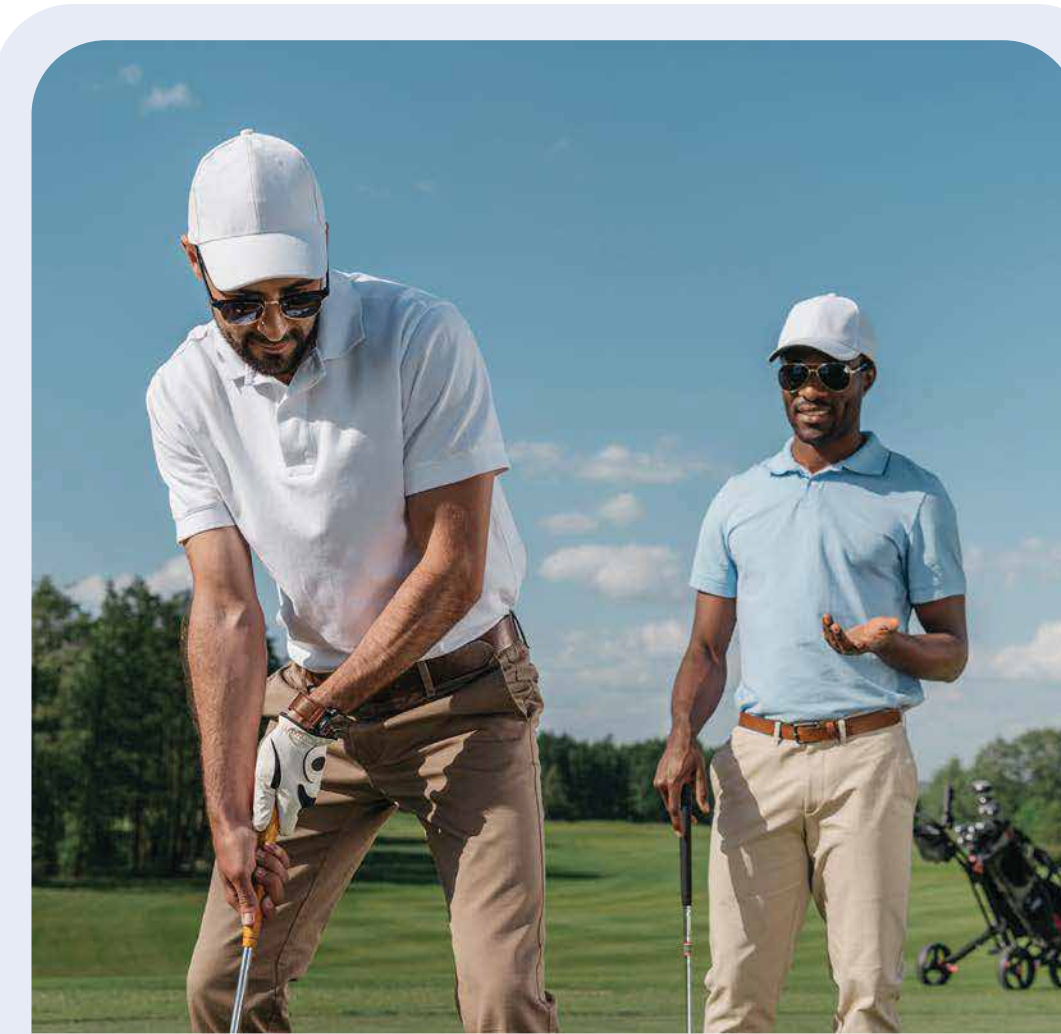
Corporate Banking

Providing an array of financial solutions for large corporates.



Business Banking

Providing financial solutions across medium, small and micro businesses.



Premium Banking

Offering top-notch services to high net-worth individuals.



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 omni-channel capabilities.



Delivery Channels

We deliver to our customers through the channels below



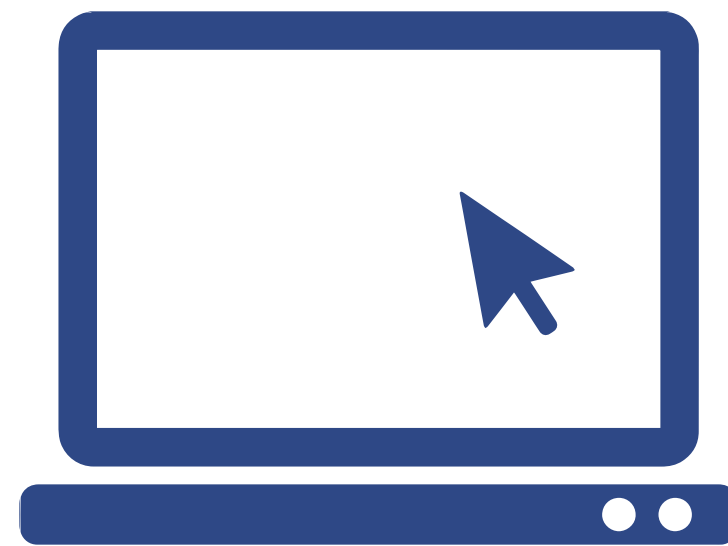
Bank Branches



ATMs and CDMs



**Mobile Banking
(App & USSD)**



Internet Banking



Agency Banking



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.



1 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



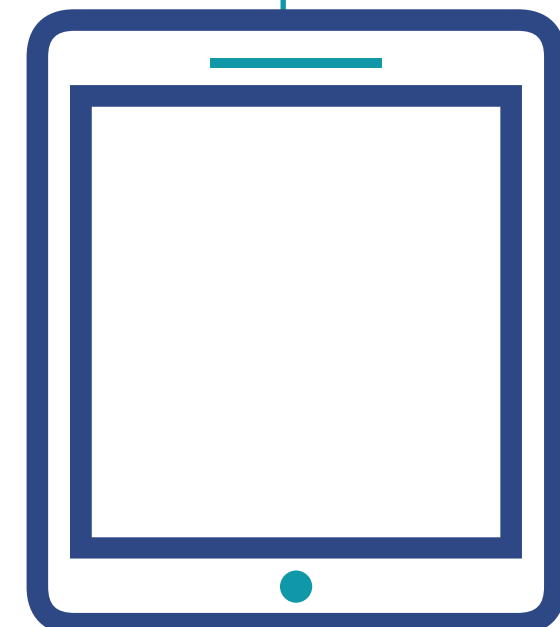
2 Automated Teller Machine (ATM)

Cash withdraws: Withdraw funds from your bank account.

Balance Inquiry: Check your account balance to see how much money you have on your account

Pin change: Aply change your card pin for security purposes

Mini Statement: Request a statement showing the recent transactions on your account

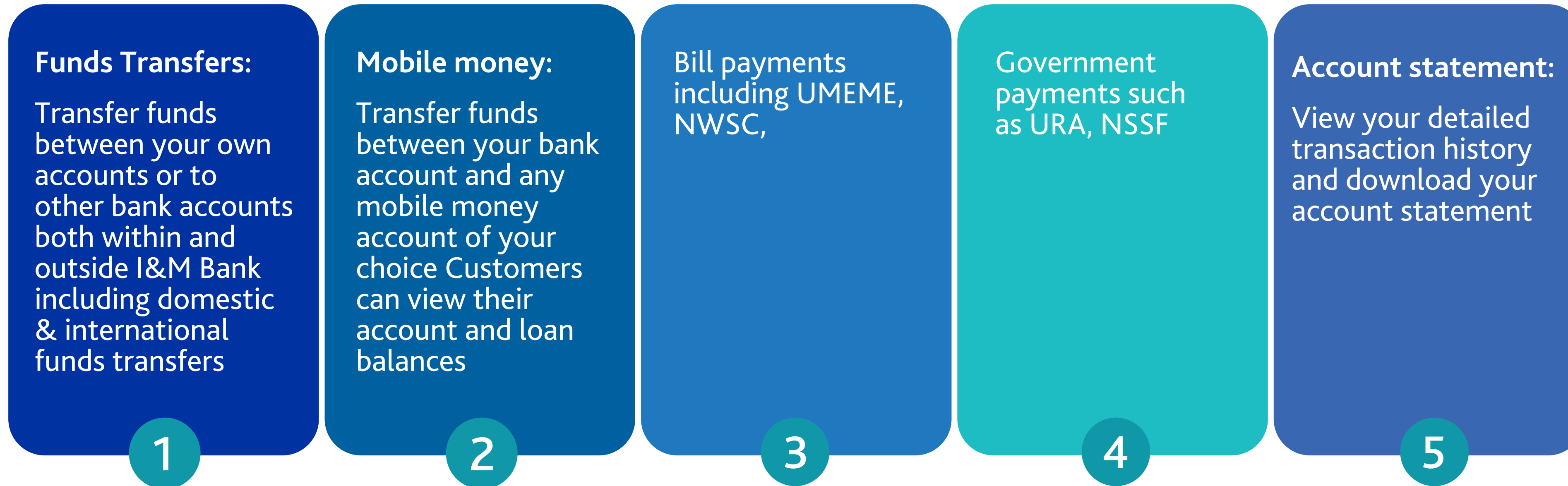


3 Embedded screens & Mobile Tablets

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

- 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

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



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.

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





Get in touch with us today:

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Email: info@imbank.co.ug
www.imbankgroup.com/ug

     @imbankug

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.