



Performance snapshot

R1.4trn total assets
(2018: R1.3trn)

R917bn loans and advances to customers
(2018: R842bn)

1 926.0 cents headline earnings per share
(2018: 1 913.4 cents)

R826bn deposits due to customers
(2018: R736bn)

R16.3bn¹ headline earnings
(2018: R16.1bn)

R80.0bn¹ revenue
(2018: R75.7bn)

11.8%² common equity tier 1 ratio
(2018: 12.0%)

The story behind the numbers

134.4% liquidity coverage ratio³
(2018: 109.9%)

Level 1 B-BBEE
(2018: Level 2)

61.1% women in our workforce
(2018: R61.1%)

Successes

- Achieved a Level 1 B-BBEE rating.
- Absa Mobile Banking App rated number 1 in South Africa, and now includes a world first beneficiary switching capability and CashSend and payments via Western Union.
- Driving digital access innovations such as ChatBanking, Timiza, Jumo and youtap.
- Placed 3 564 youth in workplace experience opportunities through the Youth Employment Service initiative in South Africa.
- Founding signatory of the UNEP FI Principles for Responsible Banking.
- First African bank to conclude a capital guarantee deal with the Multilateral Investment Guarantee Agency; joint book runner in Africa's first USD Social Bond; and secured the CDC Group's largest trade finance commitment in Africa.



- Steady strategic progress and a resilient performance against challenging macroeconomic conditions.
- Balance sheet, revenue and earnings growth in line with peers; gross loans and deposits grew 9% and 12%, respectively.
- The Separation is close to completion, with 90% of projects delivered.
- Improving customer numbers and levels of customer engagement.
- Launched the Absa brand across Africa.
- Successful integration of bancassurance within Retail and Business Banking South Africa.
- Completed the re-organisation of Corporate and Investment Bank South Africa.
- Strong Absa Regional Operations performance.

Challenges

- Continuing macroeconomic, social and political challenges, significantly deepened by the Covid-19 outbreak.
- Competitive pressure from new entrants to an already highly competitive and evolving financial services market.
- Evermore complex regulatory environment, globally and locally, across prudential, conduct, tax and market authorities.
- Global syndicates which pose risk to our cyber and fraud defences.
- Impairments which are increasing.
- Our South African Markets business and the turnaround required.
- The transformation of our culture, and the need for further traction in this regard.
- The transition to digital for customers and employees, and the acceleration in the pace thereof.

¹ Normalised.

² Remains within Board target range.

³ Restated due to the Prudential Authority's 2019 exclusion proposals.