## Letshego Group Namibia

Annual Results Release 2018

06 March 2019





## **AGENDA**

- Key achievements
- Operational Highlights
- Financial Highlights





- PMR Diamond Arrow Award
- Expand our reach deposit mobilization
- Adequately capacitate branch structures
- Process re-engineering to leverage efficiencies
- Enhance our technology platforms
- Invest in talent and skills development



## **OPERATIONAL HIGHLIGHTS**

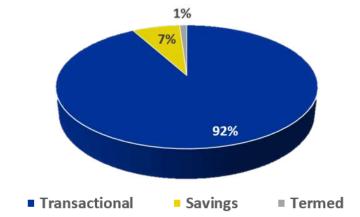
### **Deposit Mobilisation**

- Launch of LetsGo in Windhoek Main, Katutura and Swakopmund branches
- Rundu branches near finalisation
- Process efficiencies to streamline loan to LetsGo disbursements
- Understanding customer insights

Deposits Growth				
<u>'000's</u>	2018	2017		
Retail	3 355	49		
Business	71 394	90 156		
Total	74 749	90 205		
Transactional	3 545	2		
Savings	337	23		
Term deposits	70 867	90 180		
Total	74 749	90 205		









## **OPERATIONAL HIGHLIGHTS**

## **Operational Excellence**

- Cross-selling opportunities
- Revisit customer engagement journeys
- Embed customer feedback management processes
- Entrench outbound call center capability



## Access, Anytime and Anywhere Dec 18 Jun 18 Mobile registrations 1,276 405 Agents 50 23 Lending customers 51,209 52,344 Deposit customers 1,992 313

Access points





16

16

## Financial highlights. **Letshego**



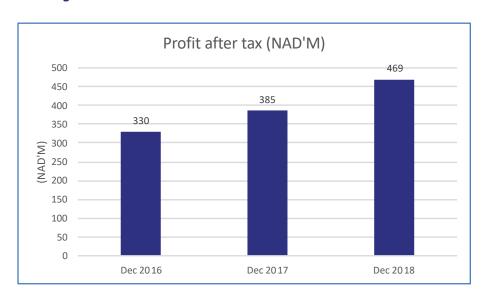
## **Financial Highlights**

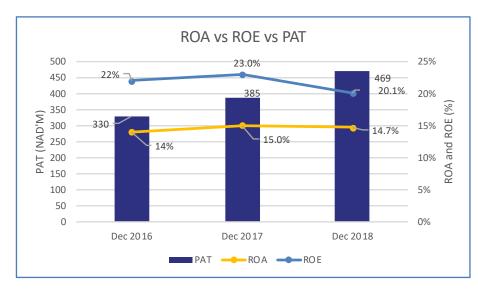
	1163		
Growth	<ul><li>Loans and advances to customers up 5.4%</li><li>2018 PSCE to households of 6.14%</li></ul>	Loans and advances	<b>5.4%</b>
Revenue	<ul><li>11% increase in total income</li><li>Yields and cost of funding consistent with prior period</li></ul>	Total Income	11% 📤
Efficiency and Profitability	<ul> <li>Profit After Tax increased 22% (6% normalised)</li> <li>Cost to income of 23.2% (2017: 24.3%) within internal target of 28%</li> <li>ROE declined from 22.0% to 20.1%</li> </ul>	Cost to Income	23.2% 🔻
Asset Quality	<ul> <li>Non-performing loans decreased from 3.9% to 3.6% due to improved arrears management</li> </ul>	NPLs	0.3% 🔻
Capital and Liquidity	<ul> <li>Debt: Equity decreased from 54% to 16% due to the conversion of loan from parent company, LHL to preference shares</li> <li>CAR stood at 95%</li> <li>Cash reserves on hand of NAD 751 million</li> </ul>	Debt to Equity Ratio	16% 🔺

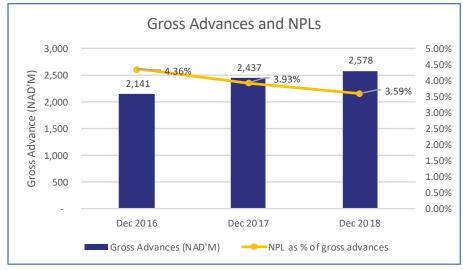
• Cash reserves on hand of NAD 751 million

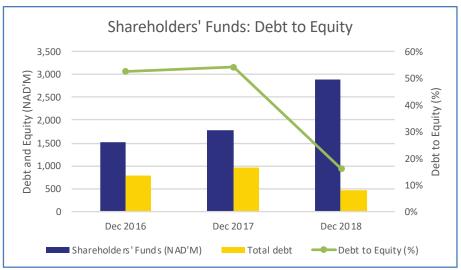


## **Key Metrics**









# Thank You.

