



**DTB**

**DIAMOND  
TRUST  
BANK**

**WELCOME  
TO  
DTB**

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3. Corporate History
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**What differentiates DTB**



Diamond Trust Bank (DTB) is a leading, Tier I East African commercial bank headquartered in Nairobi, Kenya and listed on the Nairobi Securities Exchange (NSE) since 1972. As one of Eastern Africa’s leading and longest established banking groups, we understand the intricacies of the region’s markets and provide a wide range of services in business and retail banking. To continue staying at the forefront of the industry, we are **re-imagining banking**.

We use innovation and digital technology to extend our reach, provide convenience and a better customer experience, as well as become more agile in creating tomorrow’s solutions. The Group remains **a purpose-driven institution** with a tailored corporate culture to the local markets in which it operates in and is driven towards a more **customer-centric and innovative business organisation**.



Enabling people to advance with confidence and success

MISSION



To make our customers prosper, our staff excel and create value for our stakeholders.

VALUES



**Integrity - Be Ethical and Fair**

- We honour our commitments and do what is right
- We are fair, respectful and honest at all times
- We are ethical in our decisions and interactions
- We take responsibility for our actions
- We are prudent and responsible with the assets entrusted to DTB

**Customer Centric - Deliver Great Experiences**

- We value our customers and develop products and services around their needs
- We provide exceptional service to all we serve
- We understand and respect our customers
- We deliver solutions that add value to our customers' lives
- We consider the impact of our policies and decisions on our customers
- We endeavor to be fully transparent with our customers

**Value People - Respect, Empower, Appreciate**

- We treat our people equitably and make decisions on merit
- We invest in people and provide opportunities for learning and growth
- We empower people to do what is needed for success
- We provide a positive and collaborative work environment
- We celebrate our successes and recognise people for their contributions
- We encourage and embrace diversity

**Progressive - Innovate and Challenge**

- We challenge our thinking to raise the bar
- We encourage our team members to question the status quo
- We innovate and adapt to change
- We positively impact and serve the communities in which we live

**Excellence - Be Your Best**

- We take ownership of what we do
- We relentlessly pursue quality without compromise
- We consistently adhere to measurable standards and look for ways to exceed them
- We benchmark against the best

**1946:**  
Incorporated as the Diamond Jubilee Investment Trust ("DJIT") to commemorate the Diamond Jubilee of the ascension to the Imamate by the late Aga Khan III. DJIT operated in East Africa with its head office in Dar-es-Salaam (Tanzania) and branches in Mombasa (Kenya), Kampala (Uganda).

**1965:**  
DJIT was split into three companies - DJIT (Kenya), DJIT(Tanzania) and DJIT (Uganda) - with head offices in Nairobi, Dar-es-Salaam and Kampala respectively. It transformed itself from a community-based finance house into a growing non-bank financial institution ("NBF") specialising in installment credit/hire purchase and serving the general public.

**1972:**  
DJIT Kenya changed its name to Diamond Trust of Kenya ("DTK"), and was floated on the Nairobi Securities Exchange (NSE) through an Initial Public Offering, with over 8,500 shareholders.



**Diamond Trust House, Nairobi, 1974**

**1983:**  
Equity participation of institutional shareholders, including International Finance Corporation ("IFC") who took up a 10% shareholding in DTK.

**1986:**  
The shares held by the Aga Khan and members of his family in DTK were consolidated under the Aga Khan Fund for Economic Development ("AKFED"). AKFED had 20.2% shareholding in DTB.



**Nation Centre, Nairobi, 1992**

**1995:**  
DTK and AKFED re-capitalized DJIT (Tanzania) and DJIT (Uganda) which were renamed as Diamond Trust of Tanzania (DTT) and to Diamond Trust of Uganda (DTU) respectively. All three entities continued to operate as non banking financial institutions (NBFIs), with DTK holding an equity stake of 33% in DTT and 27% in DTU.

**1997:**  
The Group acquired a licence to conduct commercial banking business in all three countries. DTK, DTT and DTU were renamed as Diamond Trust Bank Kenya Limited ("DTB Kenya"), Diamond Trust Bank Tanzania Limited ("DTB Tanzania") and Diamond Trust Bank Uganda Limited ("DTB Uganda") respectively.

**2009:**  
DTB Burundi, a commercial banking subsidiary of DTB Kenya (67%) started operations with one branch in Bujumbura, Burundi. Diamond Trust Bancassurance Intermediary Ltd, DTB's fully-owned insurance agency subsidiary, commenced operations.



**DTB Centre, Nairobi, 2013**

**2008:**  
DTB Kenya increased its shareholding in DTB Tanzania to 55% from 33% following a rights issue by the latter.

**2007:**  
DTB Kenya increased its shareholding in DTB Tanzania to 55% from 33% following a rights issue by the latter.



**Corporate Rebranding, 2007**

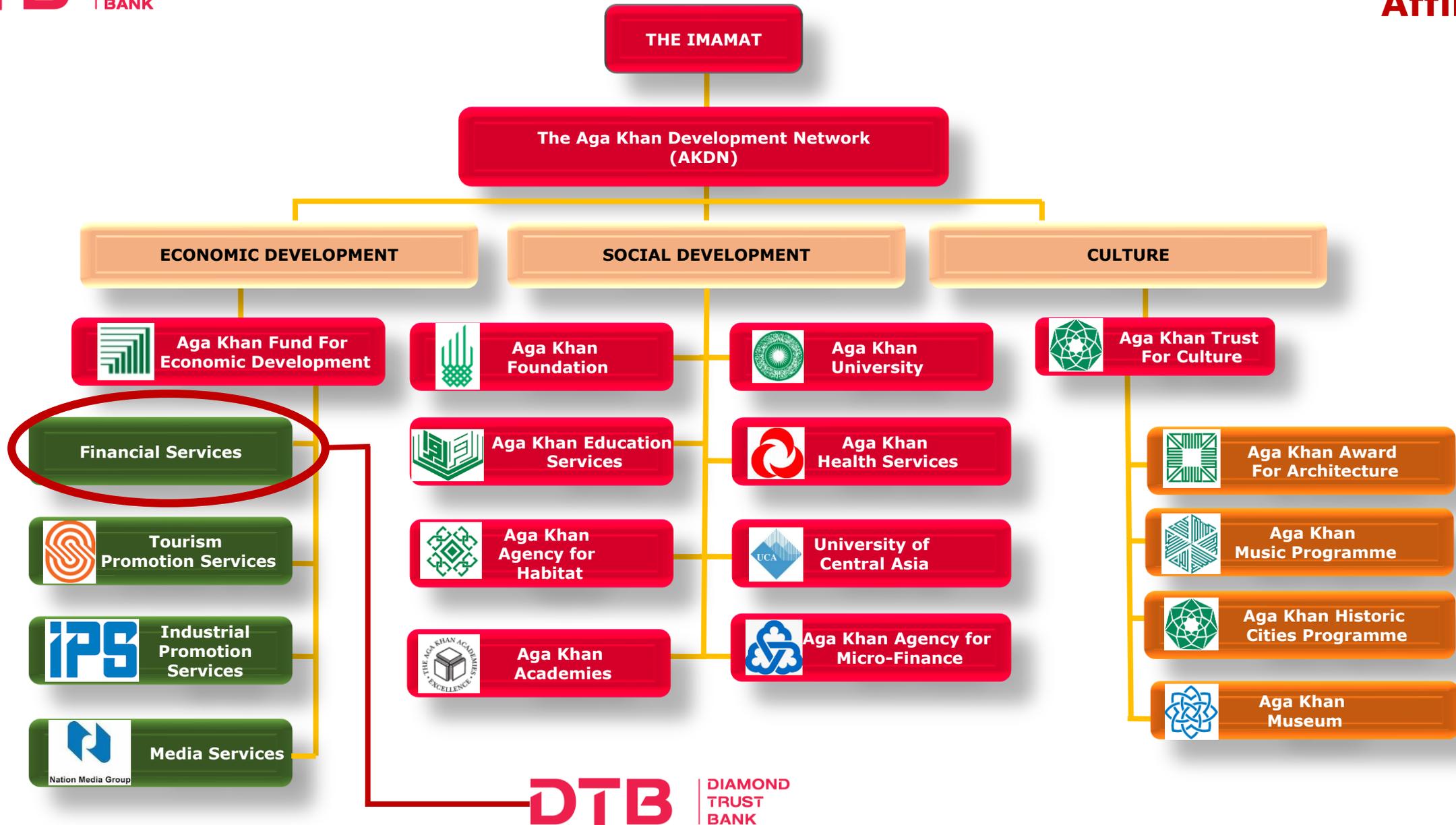
**1999:**  
DTB Kenya acquired the assets and liabilities of its fully-owned subsidiary, Premier Savings & Finance Limited, which was operating as an NBF.

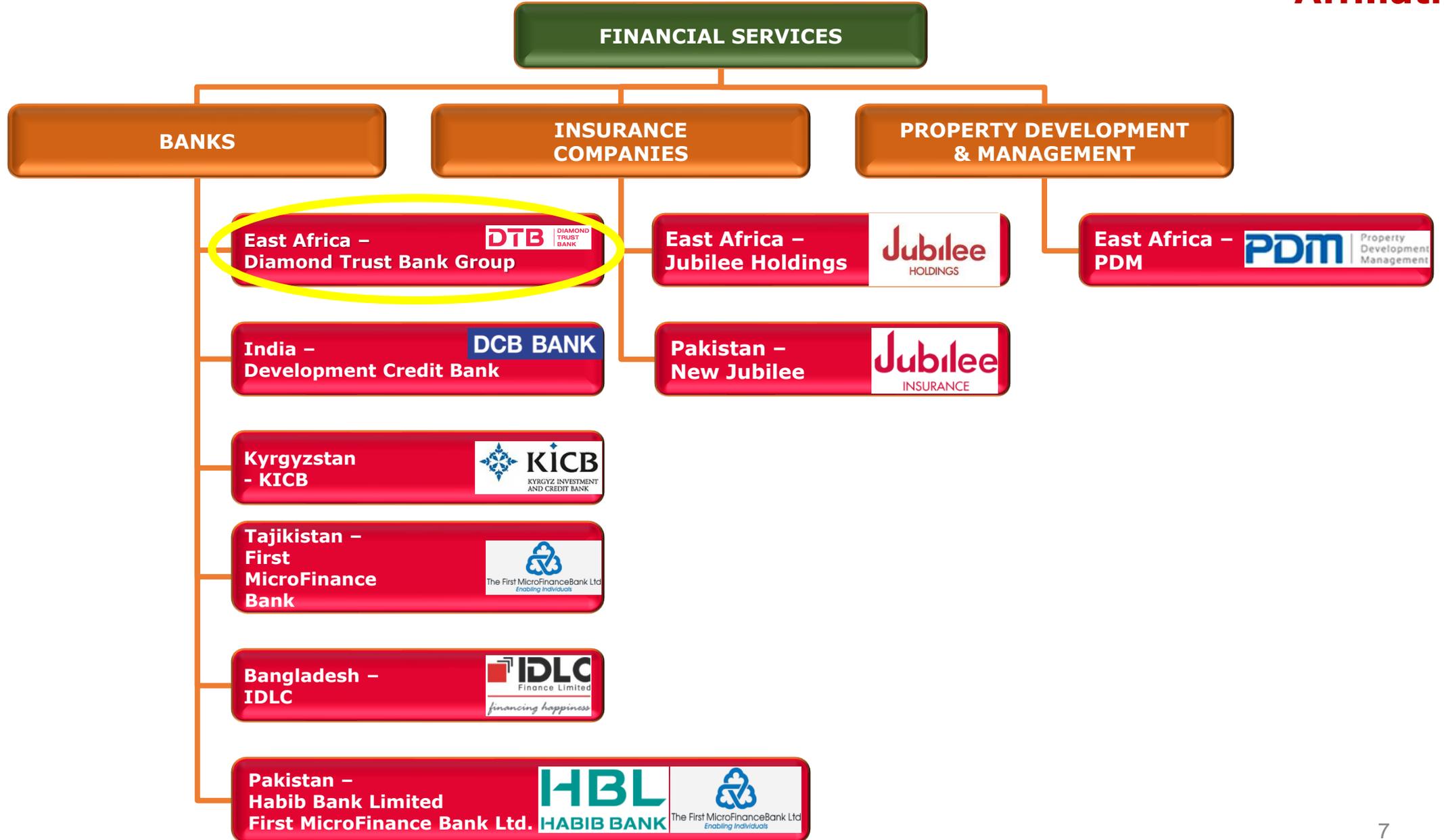
**2019- 2020**  
DTB Group continued to expand its digital channels suite through the enhancement of its digital channels (mobile banking and internet banking) As at September 2020, 88% of all customer transactions done in Kenya were conducted on non branch, mainly digital channels.

**2018:**  
DTB Kenya increased its shareholding in DTB Burundi to 84% from 67%, after acquisition of shares held by International Financial Corporation (IFC).

**2017:**  
DTB Kenya acquired HBL's branch operations and assets in Kenya by way of a merger (i.e. acquisition of HBL's assets and liabilities in exchange for shares of DTB Kenya). DTB Kenya increased its shareholding in DTB Uganda to 67%, from 62%, after participating in a rights issue by the latter.

**2012- 2016:**  
DTB Kenya participated in successive rights issues of DTB Tanzania and DTB Uganda, progressively increasing its shareholding to 66% and 62% respectively in both the subsidiaries.



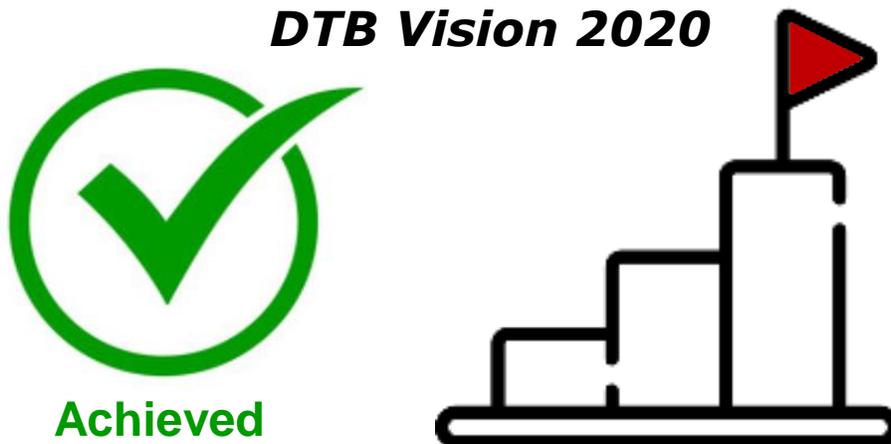


**Top 10 Shareholders of DTB Kenya (April 2021)**

#	Name of Shareholder	% Ownership
1	Aga Khan Fund for Economic Development S.A.	16.50%
2	Habib Bank Limited	16.15%
3	The Jubilee Insurance Company of Kenya Limited	7.86%
4	Stanbic Nominees LTD A/C NR1873738	2.89%
5	Acacia Partners L.P.	2.64%
6	Standard Chartered Nominee A/C KE004667	2.54%
7	Jubilee Holdings Limited	2.08%
8	The Diamond Jubilee Investment Trust (U) Limited	1.37%
9	Tropical Veterinary Services Limited	1.00%
10	Kenya Inland Ports Enterprises Limited	0.67%
	<b>Total</b>	<b>53.71%</b>

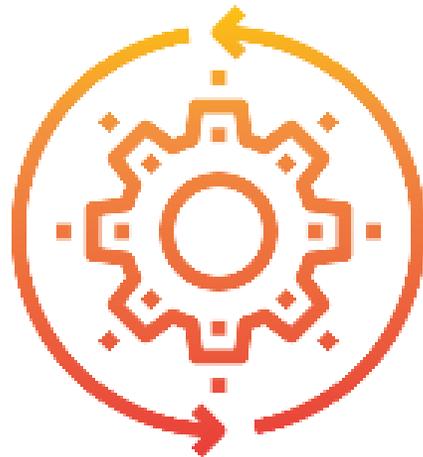
DTB *Vision 2020* envisioned DTB as a **leading commercial bank** and a **significant participant** in the economies where it operates:

- Rank among the top tier banks by liabilities
- Be a sustainable deposit led bank (CASA)
- Play a leading role in transitioning economies to support economic development
- as a 'one- bank, one customer' omnichannel regional bank.
- by providing seamless and consistent customer experience, across borders, through a multiplicity of channels – traditional (branches, agency banking, etc.)
- by incorporating digital channels (enriched mobile banking and enhanced on-line banking platforms, cards, cash management solutions, digital branches, social media channels, etc.)



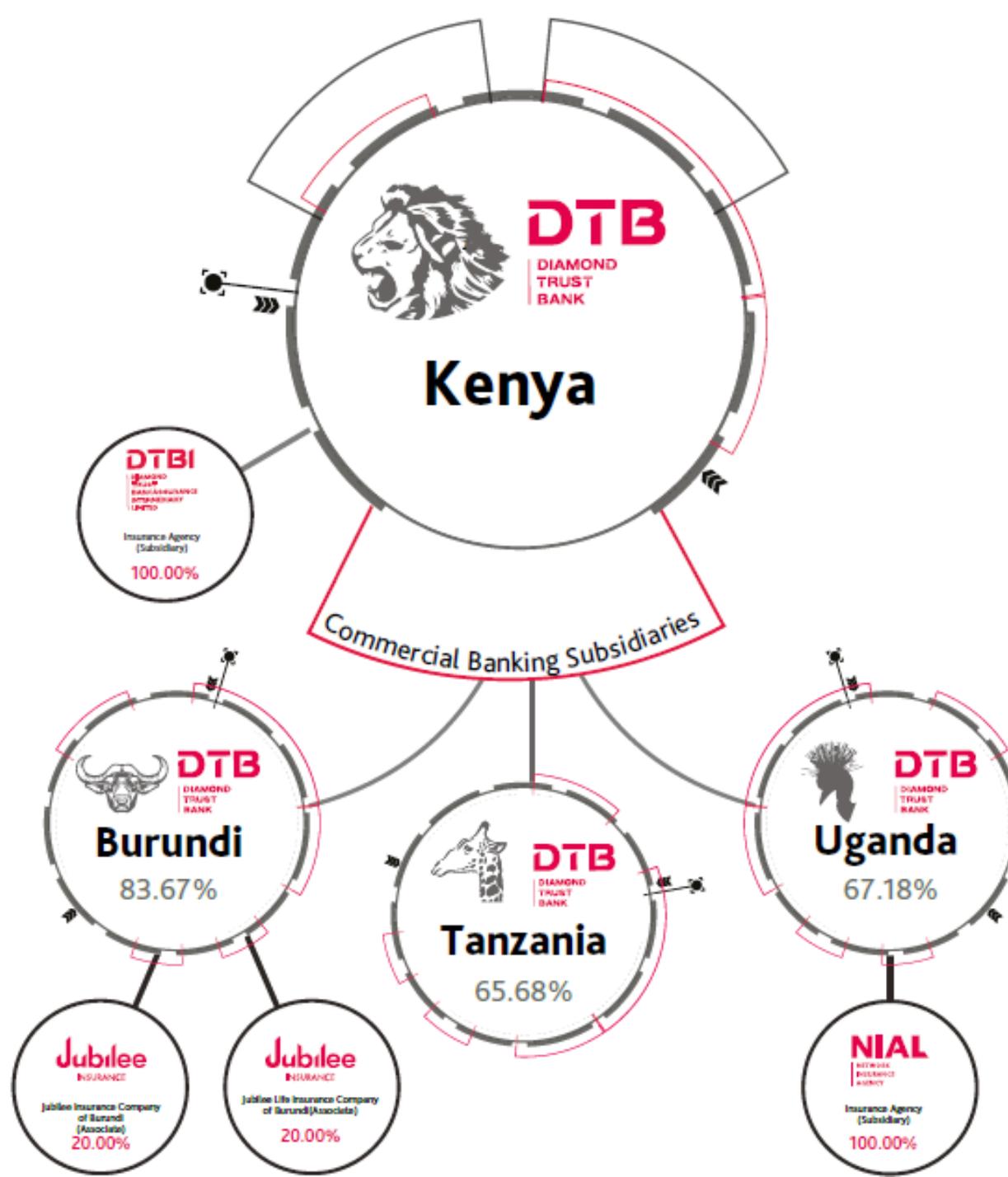
*DTB Strategy 2030 and Beyond:* under review and modification:

- will take into account the changing environment and customer behaviour, including the ongoing effects of the unexpected COVID-19 pandemic and the post-pandemic business landscape.
- will be anchored on the improvement in the quality of lives of customers – those that DTB is currently serving, as well as those that are under-served.
- continued investment in its people, new skills, and technologies (Big Data analytics, Artificial Intelligence (AI), robotics, cloud computing, etc) and innovation.

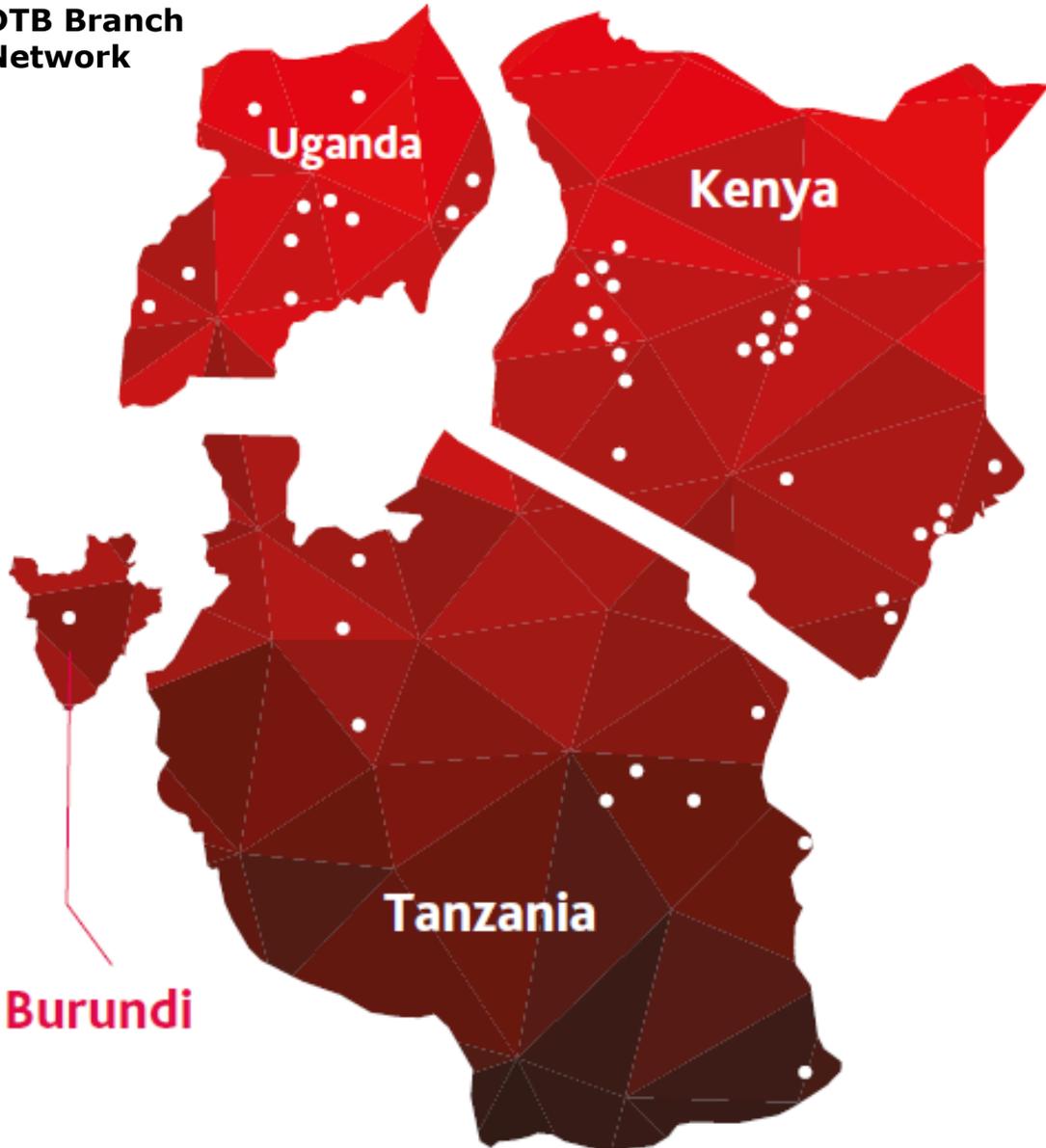


**In Progress**



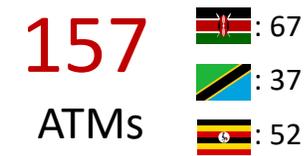
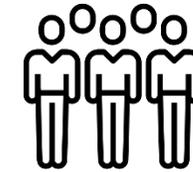


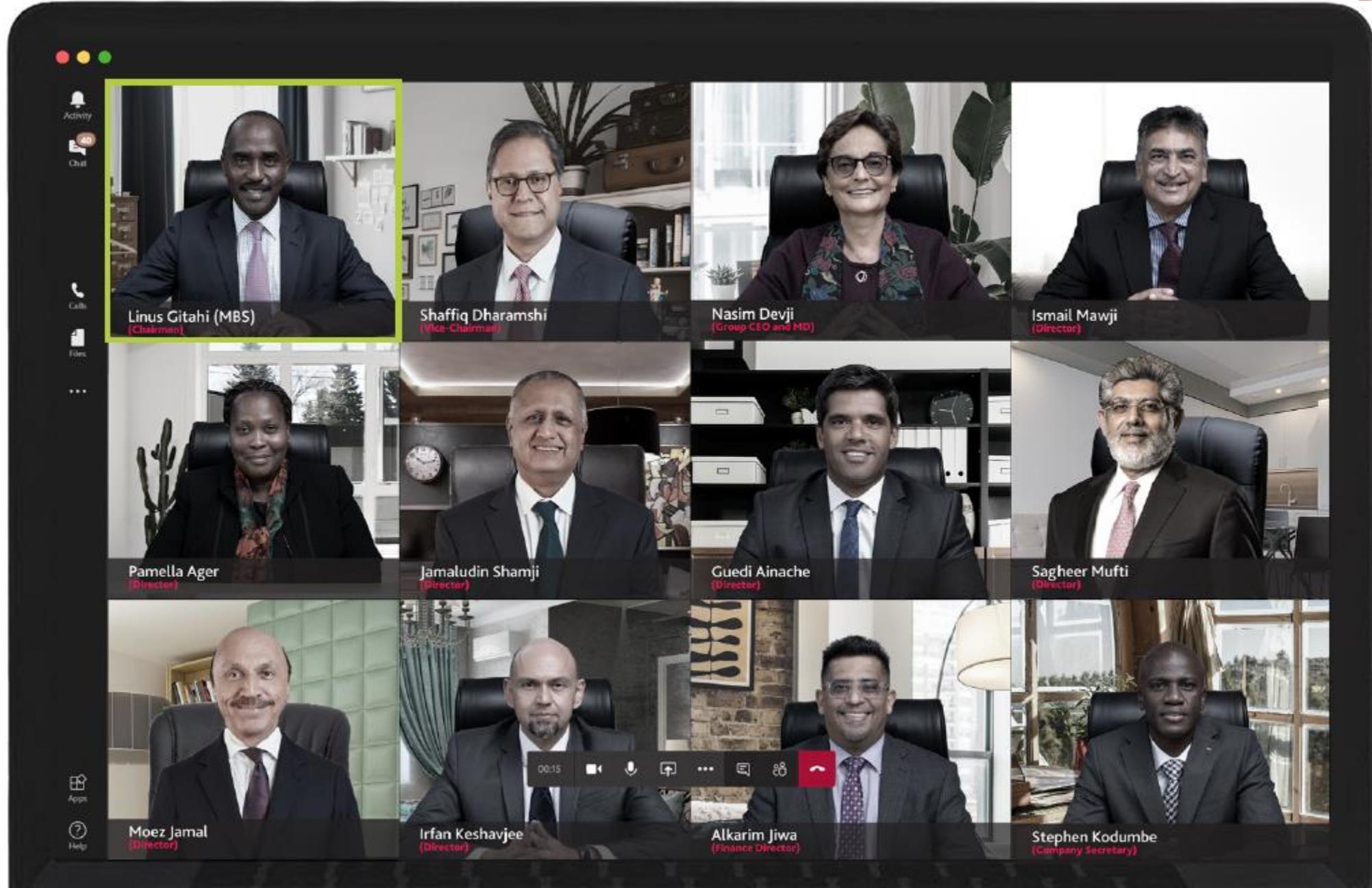
**DTB Branch Network**



**DTB Group Branches and Channels**

As at April 2021







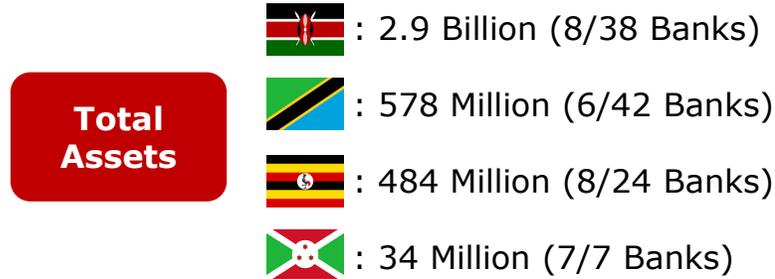
Not in Picture:



**Dancan Okun**  
Head of Risk

<b>BACK ROW</b>	<b>Venkatramani Iyer</b> Head of Treasury	<b>Nizar Tundai</b> Head of Technology	<b>Azra Thobani</b> Head of Service Excellence	<b>Naftali Mwangi</b> Head of Security, Fraud and Forensic Investigation	<b>Hilda Gituro</b> Head of Combatting Financial Crime and Compliance	<b>Shibu Jacob</b> Head of Coast Region	<b>George Otiende</b> Head of Branches & Alternate Channels	<b>Constance Macharia</b> Head of Credit	<b>Lillian Ngala</b> Head of Human Resource
			<b>Peter Kimani</b> Head of Internal Audit	<b>Nita Shah</b> Head of Credit Support	<b>Farouk Khimji</b> Head of Products & Marketing	<b>Suraj Shah</b> Head of Centralised Operations	<b>Shahzad Karim</b> Head of Corporate Banking		
<b>FRONT ROW</b>	<b>Gopa Kumar</b> Head of Retail Banking	<b>Alkarim Jiwa</b> Finance Director	<b>Nasim Devji</b> Group CEO & Managing Director	<b>Stephen Kodumbe</b> Company Secretary and Head of Legal & Debt Recovery	<b>Dr. Kennedy Nyakomitta</b> Head of Business Development				

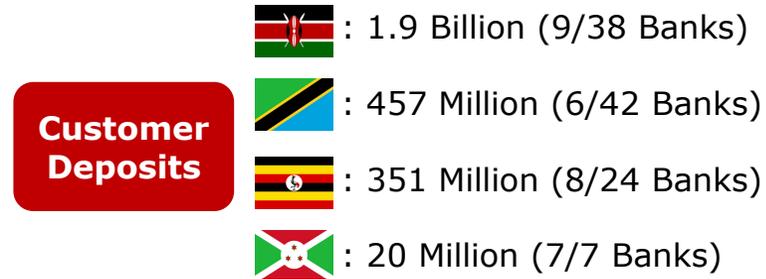
**Financial Highlights in USD as at December 2020**



**DTB** | DIAMOND TRUST BANK : **4.0 Billion**



**DTB** | DIAMOND TRUST BANK : **1.9 Billion**



**DTB** | DIAMOND TRUST BANK : **2.7 Billion**



**DTB Operates a Tier I Bank in its principal markets in East Africa**

Our focus on the Business sector, comprising local corporates and small and medium enterprises (SMEs), as well as the retail segment, coupled with commitment to enhancing access and convenience for customers through our branch and agency banking networks, and an array of innovative digital channels has propelled our growth in recent years. Digitalisation has enabled us to increase our regional footprint and reach out to new customer segments without expensive physical distribution networks across East Africa. Through our digital products and channels, we have offered our customers a variety of efficient and reliable payment solutions to meet their everyday needs, such as paying for their household utility bills or purchasing an airline ticket. We constantly receive feedback from our customers with a view to providing solutions that meet their needs and involving our customers in the product development process.





Being a purpose-driven bank is anchored on DTB contributing to the improvement in the quality of lives of its customers and the broader community it operates in.

Whether it is through responsible banking business practices or **creating socio-economic impact**, our desire is to be relevant and impactful to the society **beyond just being a banking partner**.

To achieve this, we aspire to touch lives and livelihoods and embed ourselves into the lifestyles of our customers by developing simple yet efficient digital financial solutions.

To achieve this, we continue to build on and **leverage digital solutions**, as well as **embrace data driven analytics**, to effectively **respond to evolving customer needs and aspirations**.



**Adoption of Sustainable Business Practices:**

- Adoption of 10 UN Sustainable Development Goals (SDGs) (Refer to pages 79- 88 on Sustainability Review).
- Conduct business in equitable responsible manner with lending decisions aligned to SDGs.
- Financing of businesses aligned to our values and run professionally.
- Ensuring that our borrowing customers remain sustainable and acquire the capacity to scale up.
- Take proactive steps to support borrowers distressed by adverse macroeconomics, industry/ sectoral or business specific factors.



**Creating Social Impact:**

- Conducted financial literacy programmes in Kenya to train **over 600 MSME** customers since 2019 to build financial and non-financial skills and competences.
- Promoted low cost housing by investing equity in the Kenya Mortgage Refinancing Company (KMRC) set up to promote on of Kenya's Big 4 Agenda-Affordable Housing.
- Subscription to the Credit Guarantee Scheme sponsored by the National Treasury in Kenya, providing MSMEs with easier access to credit.



**Strong Governance and Oversight:**

- Highly diversified skills base of Board of Directors (refer to page 40 under Statement of Compliance with Corporate Governance) and Senior Leadership Team.
- Average tenure of service of the Board of Directors: 5 years.
- Average length of service of the Senior Leadership Team in Kenya: 15 years.
- 46% of the Board are Independent Directors.
- 82% are non-executive Directors.

# Being a Purpose Driven Bank



**Promoting Gender Diversity:**

- Achieved a Gender Ratio of **49:51** Female to Male across the Group.
- Women Make up **35% of the Senior Leadership Team** in DTB Kenya.
- Two out of four DTB entities (Kenya and Burundi) **led by Women CEOs**.



**Having an Ethical Culture:**

- Meaningful values promoting an ethical culture.
- Performance-based pay linked to contribution by employees to the Bank's vision, mission and values and not just achievement of profits and other business targets.
- Strong culture of compliance with Policies and Procedures.
- Key Risk Management frameworks covering Credit Risk Management and Combatting Financial Crime benchmarked to best practice.
- Right tone at the top cascaded from Board level down to junior officials of the Bank.



**Environmental Impact:**

- Adoption of Social and Environmental Management Systems (SEMS) applied to the Bank's lending operations.
- Bank-wide initiatives promoting use of energy efficient and environmentally friendly solutions e.g. energy efficient lighting at DTB offices, reduction in paper usage, recycling of wastepaper.
- For more details refer to pages 79- 88 of the Integrated Report under Sustainability Review.



**Committing to Transparent Disclosures:**

- Cost of credit link to KBA website.
- Adoption of credit risk-based price model from 2020.
- Publication of tariffs as part of key facts statements on all products and services.
- Adoption and compliance with the Kenya Banking Sector Charter issued by CBK.

DTB's approach to sustainability involves connecting directly with people and making a lasting impact on their lives. DTB gives careful consideration to the impact of our business activities on the interests of our stakeholders—customers, employees, the larger community and shareholders. We strive to create sustainable social and economic value by delivering delightful and lasting experiences to all those we interact with.

The Bank continues to track progress in 10 of the 17 UN SDGs. More details of the same can be found on the Bank's website by visiting: <https://dtbk.dtbafrica.com/annual-financial-reports>



**DTB's 2020 Key Initiatives**



DTB Kenya has partnered with the National Treasury to implement the inaugural Credit Guarantee Scheme for MSMEs to cushion the businesses against the impact of the COVID-19 pandemic.



DTB Kenya invested in equity in Kenya Mortgage Refinancing Company (KMRC) along with 8 other commercial banks. Through the partnership, DTB has access to long term funding to promote the Government's Big 4 Agenda covering affordable housing.



DTB Uganda continued its partnership with Uganda Revenue Authority (URA) to enable the country's tax payers to make tax payments to the URA. DTB Uganda was recognised as the top URA collections agent in 2020.



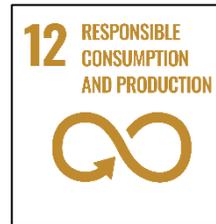
**DTB's 2020 Sustainability Agenda**



DTB Kenya partnered with the Commonwealth Business Women Network (CBWN) to support their first online exhibition which took place in 2020 and impacted **over 1,000 women and youth entrepreneurs** from **across the 47 counties in Kenya** to exhibit their products and services at no cost. DTB Kenya, through its COVID-19 community relief efforts, impacted **over 30,000 families** in **12 counties** in 2020.



DTB announced a five-year commitment to spend **KShs 50 Million** on an initiative to support **over 30,000 school girls** access quality menstrual health products under the #AchieveMoreGirl initiative.



DTB Kenya launched a paper recycling initiative targeting the used paper that it generates from its operations in Kenya in a bid to be more sustainable. In 2020, **the Bank has generated approximately 2.4 tonnes of waste paper for recycling.**



The initiative dubbed "**Much More Than Trees**" (**#MMTT**) aimed at empowering communities by contributing positively to their environmental, economic, health and social attributes. The Bank has planted **over one million** trees from the start of this initiative in 2018.

01

### Deposits

Products offered by DTB serve the needs of various market segments, ranging from low to high-net-worth clientele with age demographics covering minors up to senior citizens and major international currencies (USD, GBP, EUR, RMB, CAD etc).

### Mobile Banking (m24/7)

Mobile Banking options to carry out real time transactions including payments to DTB and other bank accounts, viewing statements, bill payments and Western Union payments.

02

03

### Credit and Debit Cards:

Offering MasterCard Credit and Debit Cards with benefits such as specific merchant discounts, access to global airport lounges, online payments etc.

### Salary Advance (DTB Inua)

Offering unsecured short term salary advances to employees of DTB's corporate and SME customers.

04

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### Remittance Products and Cash Management Solutions

- RTGS - SWIFT - Money Transfer Services e.g. Western Union, World Remit etc - Cash management solutions

### Insurance Products

DTB offers bancassurance and insurance products through a partnership with various insurance companies to offer long-term insurance policies on savings, education and life as well as general and medical insurance

06

07

### Trade Financing

Facilitation of trade financing through products such as letters of credit, guarantees, bills for collection, bills discounting, bonds etc.

### Treasury

- Foreign Exchange (spot and forward deals including SWAPS)
- Money Market (Domestic and foreign currency)
- Facilitation of investments in Government Securities

08

09

### Internet Banking (i24/7)

Online Banking options to carry out real time transactions including payments to DTB and other bank accounts, viewing rights, reports generations and scheduled payment

### Short term and long term lending

Working capital financing, asset financing including hire purchase, insurance premium financing and mortgage finance, term loans and project financing solutions.

### MSME Focused Financing:

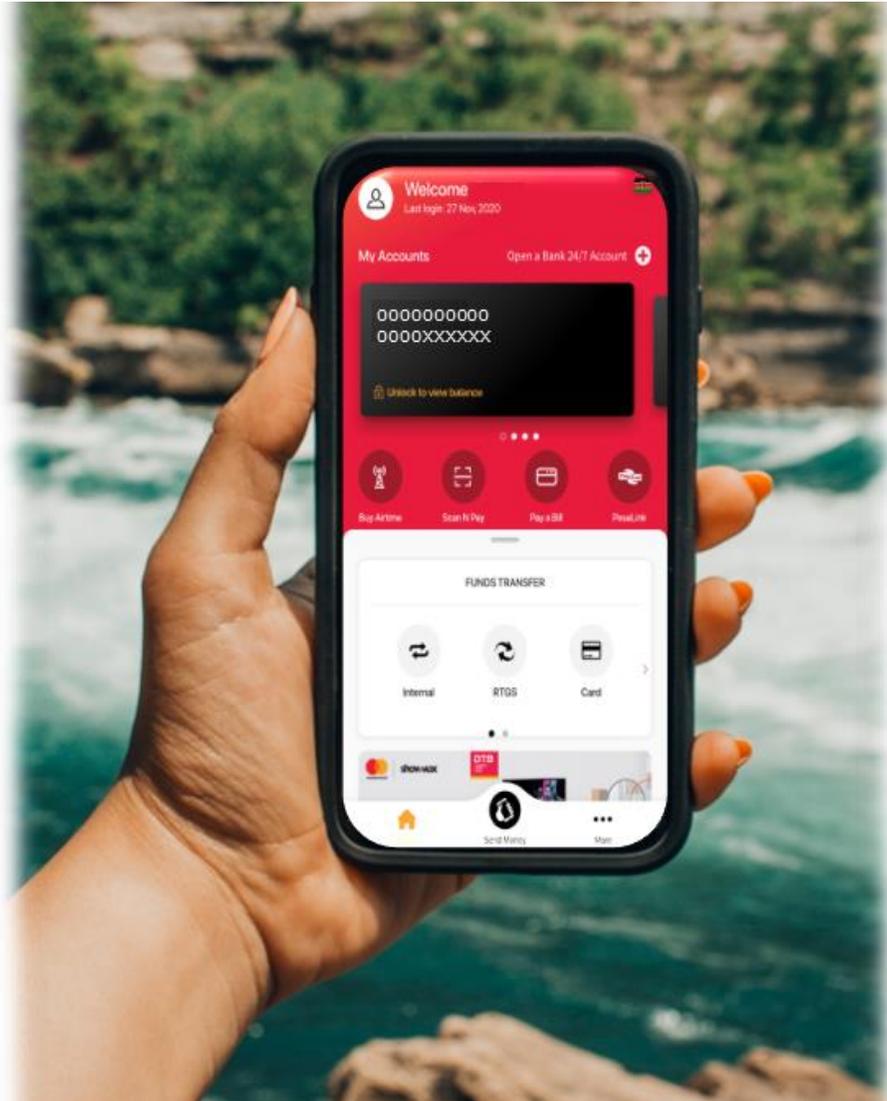
DTB Kenya has partnered with the National Treasury to implement the Credit Guarantee Scheme for MSMEs to cushion the businesses against the impact of the COVID-19 pandemic. The Scheme is aimed at financing working capital, purchase of goods, motor vehicles, purchase of machinery and equipment for the business,

10



Using *i24/7* our internet banking platform, is a 'walk in the park' experience for our customers as they can:

- **pay** their **taxes** real time on Kenya Revenue Authority's (KRA) iTax portal.
- no longer queue in long lines to **pay bills** to Kenya Power and Nairobi Water
- Purchase/ sale of foreign currencies (USD, GBP, EUR) from DTB accounts.
- easily **transfer foreign currency** denominated in USD, GBP and EUR.
- **transact securely** with a one-time pin sent on email every time they log in to the *i24/7* portal.
- **view accounts** of **related companies** effortlessly on a single screen.
- get a **360 view** of **all** the **products** they subscribe to, without a hitch.



Using *m24/7* mobile banking platform our customers can:

- **open a *Bank 24/7* digital current account** in **under 5 minutes**.
- make **seamless payments** to settle their **credit card balances**.
- worry less about security by **authenticating transactions** using leading **biometrics** such as **facial recognition**.
- conveniently be informed of recent and upcoming transactions through **in-app notifications**.
- **confirm** their beneficiary's name **before sending money** to another DTB customer.
- effortlessly **book fixed deposits** directly from their phone promoting a convenient savings culture.
- easily conduct **foreign currency transfers and conversions** denominated in USD, GBP and EUR within DTB accounts.
- comfortably **send/ receive Western Union transfers** directly on their phones.
- **send money** to and from their DTB account effortlessly to third parties.

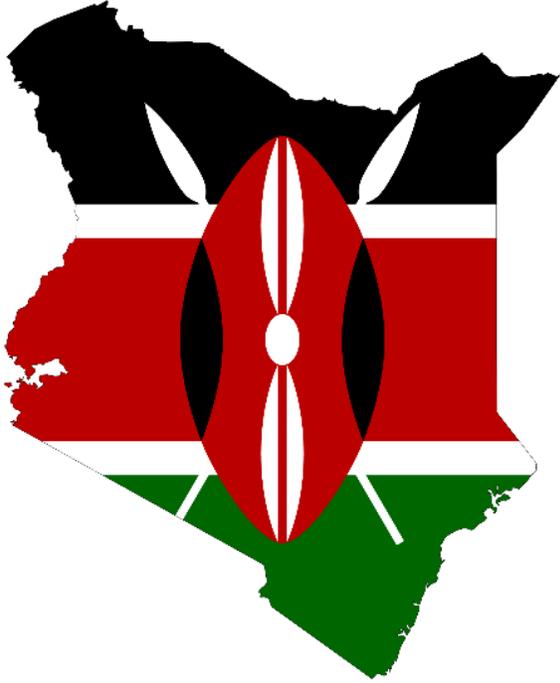


Furthering its opportunity in the digital landscape, during the pandemic, DTB launched DTB *Inua*.

The product is aimed at enabling SMEs offer a salary advance proposition to their staff members to reduce additional financial constraints.

**Key Features & Benefits:**

- Digital loan with no paper work required.
- Pre-approved credit limit – The limit of the loan shall be 30-50% of the net salary.
- Instant disbursement into the DTB Salary Account - No follow up required for disbursement of the loan amount.
- Deduction at source – Saves the employee from constant follow-ups from the Bank on repayment of the loan.
- Short Tenure – Maximum of 30 days.



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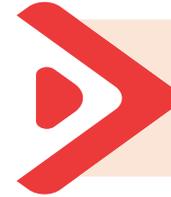
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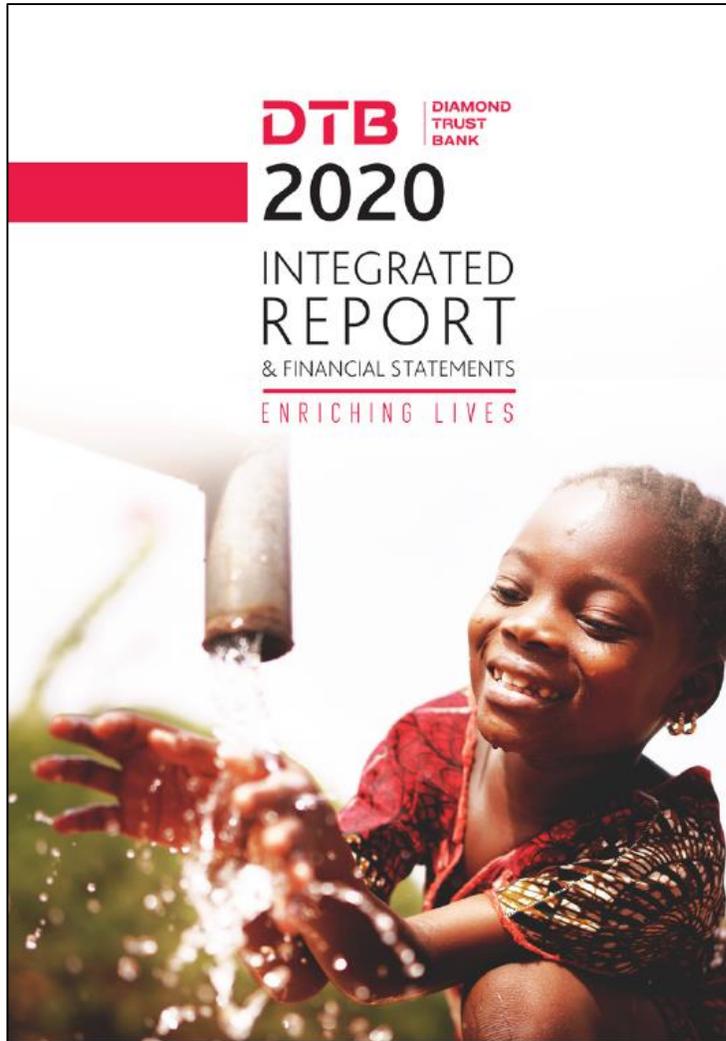
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Scan here to view the Bank's 2020 Integrated Report on our website for financial performance and other qualitative information.

**DTB**

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