| **#** | **Name** | **Question** |  **RESPONSE TO SHAREHOLDER** |
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| 1 | NGATIA, DAVID IRUNGU | what is the proposed dividend | For prudence your Board has resolved not to propose any dividends or bonus issue in 2020. The year 2020 will go down in history as one of the most difficult ones faced by businesses around the world. Thankfully, DTB’s underlying resilience, solid brand equity, established market presence and loyal customer base built over the years, have enabled your Bank to absorb the shocks brought about by the pandemic. We remain confident, about the future. As the business environment improves, DTB will leverage on its many strengths, and we are confident of delivering a significantly improved performance and returns to shareholders going forward. |
| 2 | NGATIA, DAVID IRUNGU | dividend per share | The Board has resolved not to propose any dividends as indicated answer to question 1 above. |
| 3 | CHAMI, ALOIS WAFULA | clarify the Group business operations? | The DTB Group is involved in the provision of banking services in its principle markets namely Kenya, Uganda, Tanzania and Burundi. The Bank also engages in bancassurance businesses through its subsidiaries i.e. DTBI in Kenya and NIAL in Uganda.  |
| 4 | CHAMI, ALOIS WAFULA | I confirm the minutes. | We added Mr. Chami as the seconder for the motion on special business |
| 5 | CHAMI, ALOIS WAFULA | explain the challenges of the group business? | The key challenge currently is that of the prevailing elevated credit risk environment occasioned by the outbreak of Covid-19. |
| 6 | CHAMI, ALOIS WAFULA | clarify the operations of the Group business next level? |  See response in no. 3 above |
| 7 | CHAMI, ALOIS WAFULA | give light on how you would improve the Group business next level? | DTB as a group has achieved a tremendous growth in the last 10 years driven by its flagship Vision 2020 strategy which saw DTB cross to Tier 1 banks five years ago. To build on this, the Bank has developed a new blue print strategy- DTB Strategy 2030. DTB Strategy 2030 and beyond, once approved, will be anchored on how DTB as a relevant financial service provider will contribute to the improvement in the quality of lives of customers – those that it is currently serving as well as those that are underserved. It will also require DTB to continue investing significantly in its people, new skills and technologies (Big Data analytics, artificial intelligence (AI), robotics, block chain technology, cloud computing, etc.) and innovation over the 2021-2025 plan period and beyond. Ultimately, DTB Strategy 2030 and beyond will be focused on ensuring that the Group continues to remain relevant, as a financial services intermediary player, in all the markets it is present in. Given the fast evolving and disruptive business landscape, the new strategy will be focused on three pillars: (i) DTB being digital at the core, whilst abiding by the disciplines of (ii) operational and (iii) compliance excellence |
| 8 | CHAMI, ALOIS WAFULA | clarify the operations of the Group business? |  See response in no. 3 above |
| 9 | KURIA, JOHN GICHURI | Hi are their any divided his year? | For prudence your Board has resolved not to propose any dividends or bonus issue in 2020. The year 2020 will go down in history as one of the most difficult ones faced by businesses around the world. Thankfully, DTB’s underlying resilience, solid brand equity, established market presence and loyal customer base built over the years, have enabled your Bank to absorb the shocks brought about by the pandemic. We remain confident, about the future. As the business environment improves, DTB will leverage on its many strengths, and we are confident of delivering a significantly improved performance and returns to shareholders going forward. |
| 10 | KURIA, JOHN GICHURI | Hi are their any divided this year? | For prudence your Board has resolved not to propose any dividends or bonus issue in 2020. The year 2020 will go down in history as one of the most difficult ones faced by businesses around the world. Thankfully, DTB’s underlying resilience, solid brand equity, established market presence and loyal customer base built over the years, have enabled your Bank to absorb the shocks brought about by the pandemic. We remain confident, about the future. As the business environment improves, DTB will leverage on its many strengths, and we are confident of delivering a significantly improved performance and returns to shareholders going forward. |
| 11 | CHAMI, ALOIS WAFULA | clarify the operations of the group business year under review? |  See response in no. 3 above |
| 12 | CHAMI, ALOIS WAFULA | give light on how you would improve the Group business next level? |  See response in no. 7 above |
| 13 | CHAMI, ALOIS WAFULA | explain the challenges facing the Group business next level of business? |  See response in no. 5 above |
| 14 | WAINAINA, ANNE WINNIE NJERI | 150 |  The shareholder confirmed on phone that she did not intend to ask any question. |
| 15 | LUKORITO, CHARLES BIKETI | Shareholder value erosion. What are management plans to improve shareholders value as the stock price has been dropping with no sight of recovery? | There are a number of factors which can affect a share price beyond business performance, including supply and demand, peer performance, macro-economic conditions, speculation and political factors. In particular, we believe that the share price is currently impacted by the prevailing market conditions attributed to among other things uncertainty caused by the COVID-19 pandemic. It is also important to note that the downward trajectory of the share is not unique to DTB but is true for quite a number of companies including other listed banks.We do hope that, once macro-economic uncertainties relent and business recovers the DTB’s share price will improve and reflect what we believe DTB true value is. |
| 16 | MWANGI, SAMUEL KAMOTHO | Are there plans for a cum bonus for shareholders? thanks | For prudence your Board has resolved not to propose any dividends or bonus issue in 2020. The year 2020 will go down in history as one of the most difficult ones faced by businesses around the world. Thankfully, DTB’s underlying resilience, solid brand equity, established market presence and loyal customer base built over the years, have enabled your Bank to absorb the shocks brought about by the pandemic. We remain confident, about the future. As the business environment improves, DTB will leverage on its many strengths, and we are confident of delivering a significantly improved performance and returns to shareholders going forward. |
| 17 | GATITI, SAMUEL NGOCI | Can you pay divided via mpesa? | Yes. In future this will be done for those shareholders whose phone number will been verified at the time of payment and who will have opted for payment by Mpesa. However, as indicated in our notice for the AGM we do not have dividend payout this year. |
| 18 | KIMANI, STEPHEN IRUNGU | I am Irungu kimani from Thika cds 6463100, on P&L side i see NPL i.e (Loans and advances to customers) why are this loans not performing? | Recognizing the rapid and significant elevation in the credit risk environment as a consequence of the COVID-19 pandemic, DTB took a prudent approach and downgraded credit exposures whose quality had been impacted by the crisis. Despite this, DTB Kenya’s NPL ratio continues to remain below that of the industry average. The rising NPLs have led the bank to enhance its provisioning levels, out of prudence with specific provision coverage ratio increasing from 33% in 2019 to 43% in 2020. Despite this, DTB is very well secured against almost all of the bad loan exposure and is recovering these non-performing exposures by realizing the value of collateral held in 2021. |
| 19 | KIMANI, STEPHEN IRUNGU | I am Irungu kimani from Thika cds 6463100, on the Balance sheet, the share premium 9b and Retained earnings 51b , how are you planning so that you can distribute this money to shareholders either in terms of special dividend or bonus shares? | The company needs to conserve its shareholder’s funds to support its asset growth and position DTB to be future ready by investing significantly in innovation and technology projects in addition to supporting the subsidiaries. As the business environment improves, DTB will leverage on its many strengths, and we are confident of delivering a significantly improved performance and returns to shareholders going forward. |
| 20 | KIMANI, STEPHEN IRUNGU | I am Irungu kimani from Thika cds 6463100, i look on the board cooperate governance report who audited it? | Scribe Registrars conducted a governance audit in 2020. KPMG have also confirmed that the numbers mentioned in the report are consistent with the financial statements. |
| 21 | KIMANI, STEPHEN IRUNGU | I am Irungu kimani from Thika cds 6463100, on the P&L side why is the finance cost high? | As depicted on page 227 of DTB Integrated report 2020, note 31 e) finance costs include interest on lease liability as required by the new IFRS 16 on leases. This relates to “interest expense” on lease contracts the bank has with land lords of its branches. It is worth noting that the interest expense on the banks borrowings has declined in 2020 due to repayments of some of the loans and the decline in the interest rates. |
| 22 | GADANI, RAKESH PRAKASH | Why does DTB have among the lowest Dividend Payout Ratio of listed banks? For reference the DPR in 2019 was only 15%. DTB's results show a healthy Capital Adequacy Ratios, much higher than the statutory minimums and yet there was no dividend for 2020 unlike peers like I&M Bank. |  The company needs to conserve its shareholder’s funds to support its asset growth and position DTB to be future ready by investing significantly in innovation and technology projects in addition to supporting the subsidiaries. As the business environment improves, DTB will leverage on its many strengths, and we are confident of delivering a significantly improved performance and returns to shareholders going forward. |
| 23 | GADANI, RAKESH PRAKASH | During a conference call, in response to a question about the awfully low dividend, it was said that DTB's raison d'Ãªtre was, and I paraphrase, "charity" and if that is the case then I wish DTB had informed shareholders that is so when DTB came to us for a Rights Issues every 2 years. Does DTB have a dividend policy? If yes, what is it? So there is no confusion or obfuscation, this is not about 2020 but includes prior years eg 2019 when the Div Payout Ratio was about 12%. | The Group’s development- oriented ethos is to improve the quality of lives in the markets we operate but we also strive to create value for our shareholders.The company needs to conserve its shareholder’s funds to support its asset growth and position DTB to be future ready by investing significantly in innovation and technology projects in addition to supporting the subsidiaries. As the business environment improves, DTB will leverage on its many strengths, and we are confident of delivering a significantly improved performance and returns to shareholders going forward. |
| 24 | GADANI, RAKESH PRAKASH | What has the performance been for the past 5 months? | The Bank reported positive growth year on year to March 2021 across all parameters -assets, loans, deposits and profitability.(Refer to the Q1, 2021 published financial statements posted on our website).Whilst the COVID-19 pandemic is still very much within our midst and the adverse effects of this unprecedented crisis are likely to linger in 2021 and beyond, the bank is cautiously optimistic of a rebound in the economic environment it operates in and the financial performance of the Bank. This outlook is based on the current assumptions of a revival in economic activity and no significant or unforeseen deterioration in the macroeconomic or credit environment.  |
| 25 | ALY NASIR SULTANALI MEGHJI & RAHIM NASIR SULTANALI MEGHJI | Explain net profit loss 2020? | There is no loss in 2020. The pretax profit was Shs 4.7 Bn and the after tax profit was Shs 3.5Bn  |
| 26 | WANJERI, SIMON MWANGI | why is DTB the only bank not paying dividends, at least you should have given bonus shares or done a split. Its already difficult for everyone after covid. This is the only way you should have supported your shareholders. look at the price per share for DTB, An all time low of 59 from highs of 220 | The Board has resolved not to propose any dividends or bonus issue given the reduction in earnings in 2020. We remain confident, about the future. As the business environment improves, DTB will leverage on its many strengths, and we are confident of delivering a significantly improved performance and returns to shareholders going forward.It is important to note that the downward trajectory of the share prices is not unique to DTB but is true for quite a number of companies including other listed banks. |
| 27 | SHAH, RATILAL DEVSHI | Why did the board not recommend a bonus share issue? |  As a prudent measure, the Board resolved not to propose dividend or bonus as indicated answer to question 1 above |
| 28 | NTHIGAH, JULIUS MUTEGI | Why is DTB share price on the decline in Nairobi stock exchange? | There are a number of factors which can affect a share price beyond business performance, including supply and demand, peer performance, macro-economic conditions, speculation and political factors. In particular, we believe that the share price is currently impacted by the prevailing market conditions attributed to among other things uncertainty caused by the COVID-19 pandemic. It is also important to note that the downward trajectory of the share is not unique to DTB but is true for quite a number of companies including other listed banks.We do hope that, once macro-economic uncertainties relent and business recovers the DTB’s share price will improve and reflect what we believe DTB true value is. |
| 29 | OKEMWA, DENNIS OMONYI | What is the strategy to improve the return on equity of the group? It is currently one of the lowest in the industry. | The ROE has been declining as a result of growth in shareholder’s funds as the company needs to plough back some of the retained earnings to support its asset growth and position DTB to be future ready by investing significantly in innovation and technology projects in addition to supporting the subsidiaries.DTB as a group has achieved a tremendous growth in the last 10 years driven by its flagship Vision 2020 strategy which saw DTB cross to Tier 1 banks five years ago. To build on this, the Bank has developed a new blue print strategy- DTB Strategy 2030. DTB Strategy 2030 and beyond, once approved, will be anchored on how DTB as a relevant financial service provider will contribute to the improvement in the quality of lives of customers – those that it is currently serving as well as those that are underserved. It will also require DTB to continue investing significantly in its people, new skills and technologies (Big Data analytics, artificial intelligence (AI), robotics, block chain technology, cloud computing, etc.) and innovation over the 2021-2025 plan period and beyond. Ultimately, DTB Strategy 2030 and beyond will be focused on ensuring that the Group continues to remain relevant, as a financial services intermediary player, in all the markets it is present in. Given the fast evolving and disruptive business landscape, the new strategy will be focused on three pillars: (i) DTB being digital at the core, whilst abiding by the disciplines of (ii) operational and (iii) compliance excellence |
| 30 | GADANI, RAKESH PRAKASH | Questions we asked have been IGNORED. There are 3 questions I asked below but none were answered. The Company Secretary claimed the other questions were similar in nature and answered. FALSE. When was the question about the Dividend Payout Ratio asked???? When was it answered? | Agenda No. 3 of the Notice of the AGM states that the Directors are not recommending payment of a dividend for the year ended 31 December 2020. It follows therefore that there cannot be a dividend payout ratio. Indeed during the AGM , there were related questions addressed by the Chairman of the Bank where he provided clarification on the question of dividend. |
| 31 | KANANI, MOEZ | What is the estimated timeline for next dividend. please communicate /memo for foreign share holders | There is no divided recommended and or payable for the year ended 31 December 2020. The same point was addressed in Agenda No. 3 as well as in follow- up questions addressed by the Chairman of the Bank during the AGM. |
| 32 | KANANI, MOEZ | After the pandemic is over, will the foreign share holder be invited via virtual to participate in future AGM | By way of the Notice of the AGM, which was availed on DTB’s website, all the shareholders were invited to participate in the AGM and the steps that were to be followed to so attend were set out in the said Notice. The Bank will also continue to make this forum available to our shareholders both resident in Kenya and outside of the Country.We also pray that you continue to keep safe during these unprecedented times. |