

Press Release

Embargoed for 19th March 2015

Ecobank Ghana wins The Best Retail Bank in Ghana award for 2015

- **Ecobank Ghana grew its retail assets by nearly 10%, and almost doubled its operating profits in 2014.**
- **The bank has the largest ATM network in the country, and provides convenient and innovative services such as cardless ATM withdrawals.**
- **The bank reduced its turnaround times for debit cards to 30 minutes, credit cards to 24 hours and mortgages to 24 hours.**

Singapore, March 19th 2015—Ecobank Ghana won the Best Retail Bank in Ghana award for 2015. The bank received the award at The Asian Banker's International Excellence in Retail Financial Services 2015 Awards ceremony, held in conjunction with the region's most prestigious retail banking event, the Excellence in Retail Financial Services Convention. The ceremony was held at the Capella on March 19th 2015.

Ecobank Ghana grew its retail assets by nearly 10%, almost doubling its operating profit in 2014. As one of the few pan-African banks, it has established itself as the leader in innovation in the country. It was the first bank to launch mobile banking and online banking in the country, and is focused on building a complete service offering for its customers.

The bank operates the largest ATM network in the country, with 201 ATMs, and provides convenient and innovative services such as cardless ATM withdrawals. Customers can simply use their mobile phone to withdraw money.

With its new digitalisation processes in place, the bank has reduced turnaround time for credit cards and loans, enhanced risk management systems and individualised pricing to customers. The bank reduced its turnaround times for debit cards to 30 minutes, credit cards to 24 hours and mortgages to 24 hours.

About 200 senior bankers from award-winning banks in 29 countries across the Asia Pacific, the Middle East, Central Asia and Africa attended the glittering event that recognises their efforts in bringing superior products and services to their customers. The awards programme, administered by The Asian Banker and refereed by prominent global bankers, consultants and academics, is the most prestigious of its kind.

A stringent three-month evaluation process based on a balanced and transparent scorecard used to determine the winners and the positions of various retail banks in the region is attached.

About The Asian Banker

The Asian Banker is the region's most authoritative provider of strategic business intelligence to the financial services community. The Singapore-based company has offices in Singapore, Malaysia, Hong Kong, Beijing and Dubai as well as representatives in London, New York and San Francisco. It has a business model that revolves around three core business lines: publications, research services and forums. The company's website is www.theasianbanker.com

For more information please contact:

Mr. Colin Savage
Head of Research
Tel: (+65) 6236 6520
cjsavage@theasianbanker.com

Ms. Janice Chua
Senior Executive, Marketing
Tel: (+65) 6236 6532
jchua@theasianbanker.com

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