

Press Release

FOR IMMEDIATE RELEASE

National Bank of Commerce wins Best Retail Bank in Tanzania award for 2015

- **National Bank of Commerce is the third biggest in the country by assets, growing its retail asset base by 30% in 2014 and retail customer base by 9% while reducing cost to income ratio**
- **The bank improved its lending parameters and tenure flexibility for unsecured personal loans and launched its Islamic banking division, a new liability product and direct banking segment**
- **It also upgraded its ATM network, adding intelligent ATMs that can receive deposits and send cash between ATMs, as well as added online and mobile banking enhancements**

Dubai, May 27th 2015—National Bank of Commerce (NBC) won the **Best Retail Bank in Tanzania** award for 2015. The bank received the award at The Asian Banker's 2nd Annual Middle East and Africa Awards Ceremony. The ceremony was held at the Ritz Carlton, DIFC, Dubai on May 27th 2015, held in conjunction with the Middle East and Africa International Banking Convention.

National Bank of Commerce is the third biggest in the country by assets, growing its retail asset base by 30% in 2014. Retail revenue also grew 30%, with an increase of 6% in liabilities and 41% increase in profit before tax. NBC's retail segment contributes almost two thirds of the bank's total revenue, and represents more than half of its deposit base. It grew its retail customer base by 9% while reducing its cost to income ratio.

The bank is doing well in its personal loan business, improving its lending parameters and tenure flexibility for unsecured personal loans. It also offered more competitive interest rates, reduced its turnaround times for personal loans to 48 hours, and saw a significant growth in its SME loan portfolio. NBC also launched its Islamic banking division, a new liability product and direct banking segment while remaining on the enterprise risk management model.

The bank improved its distribution channel functions, focussing on online and mobile banking. It also upgraded its ATM network, adding intelligent ATMs that can receive deposits and send cash between ATMs. The management remains committed to improving the lives of its customers, already rolling out new products which enhance customer experience and the balance sheet at the same time. In line with industry trends, the bank is also focussing on customer acquisition from the currently large unbanked population in the country.

The Asian Banker's Middle East and Africa Awards are acknowledged by the financial services industry as the highest possible accolade available to professionals and banks in the industry. Over 100 institutions from the Middle East and Africa were evaluated across 30 different countries. A stringent three-month evaluation process based on a balanced and transparent scorecard has been used to determine the winners.

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

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