

Letshego Group Namibia

Annual Results Release 2018

06 March 2019



AGENDA

- Key achievements
 - Operational Highlights
 - Financial Highlights
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KEY ACHIEVEMENTS

- 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

• Data analytics driven customer
acquisitions pilots



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

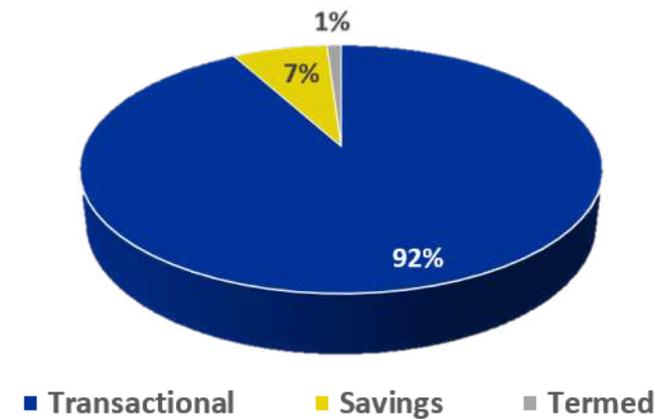
Deposits Growth

<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

LetsGo Awareness



Numbers of Accounts



OPERATIONAL HIGHLIGHTS

Operational Excellence

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

Improving Lives Campaign



Access, Anytime and Anywhere

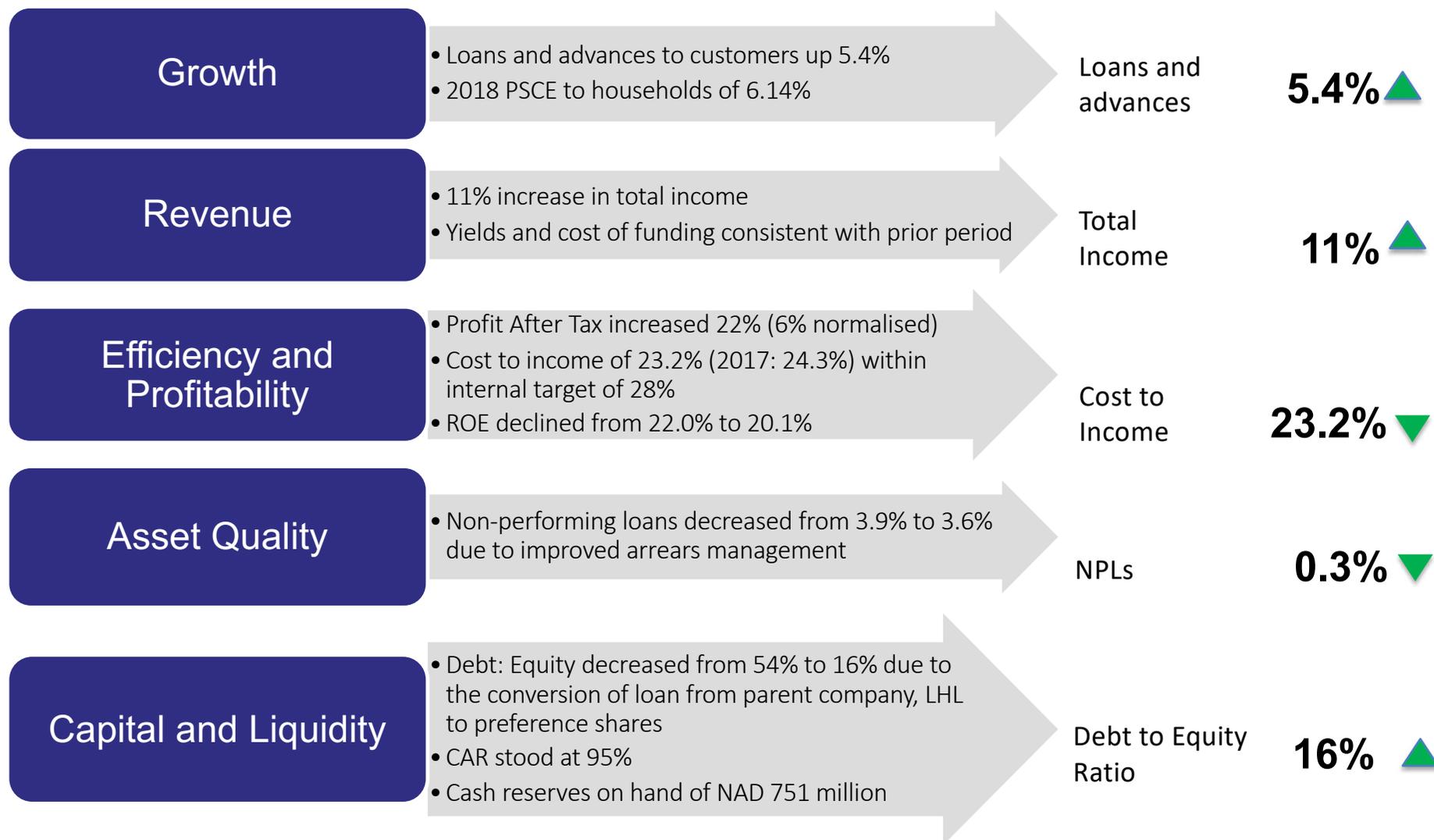
	Dec 18	Jun 18
Mobile registrations	1,276	405
Agents	50	23
Lending customers	51,209	52,344
Deposit customers	1,992	313
Access points	16	16



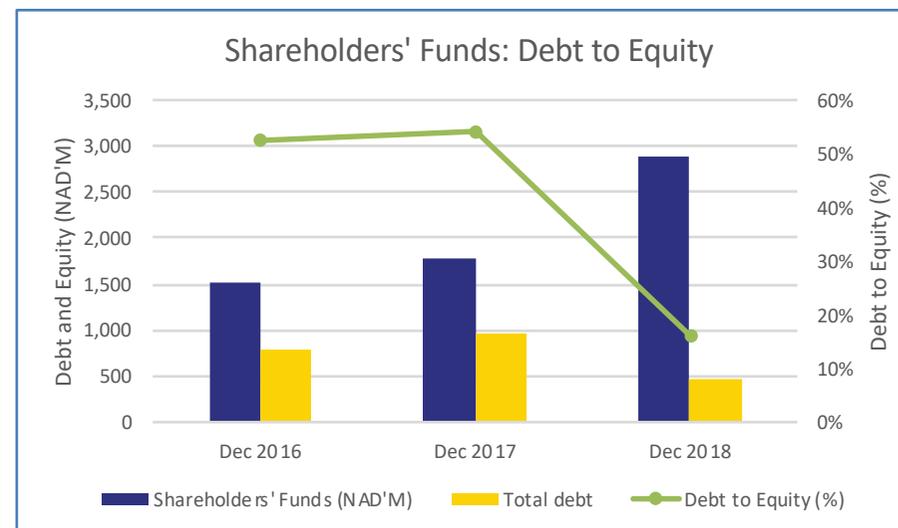
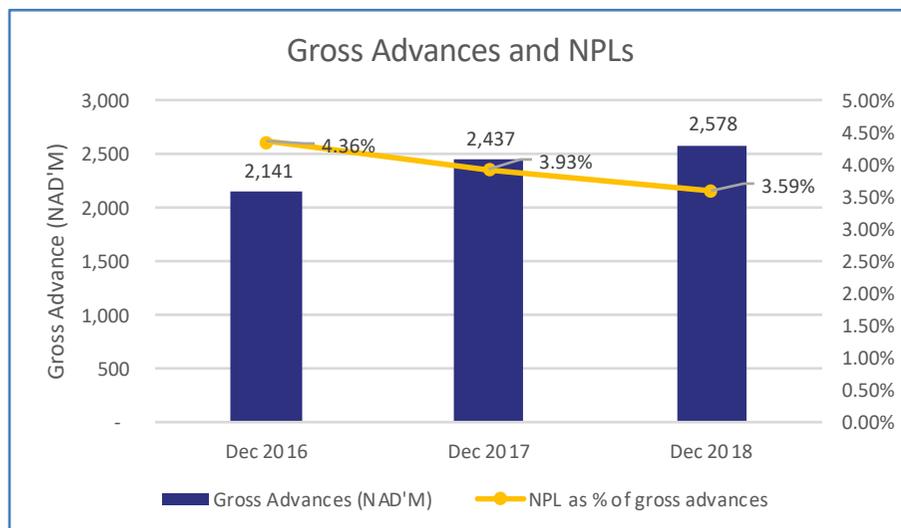
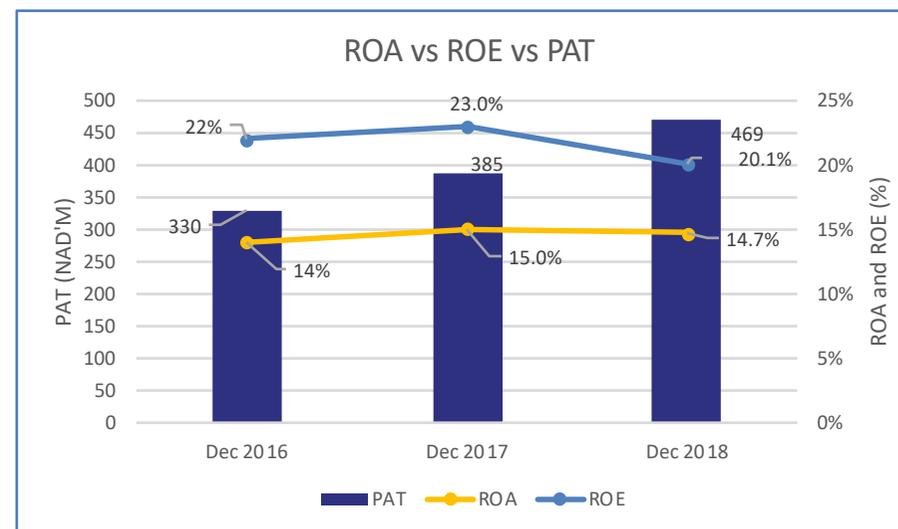
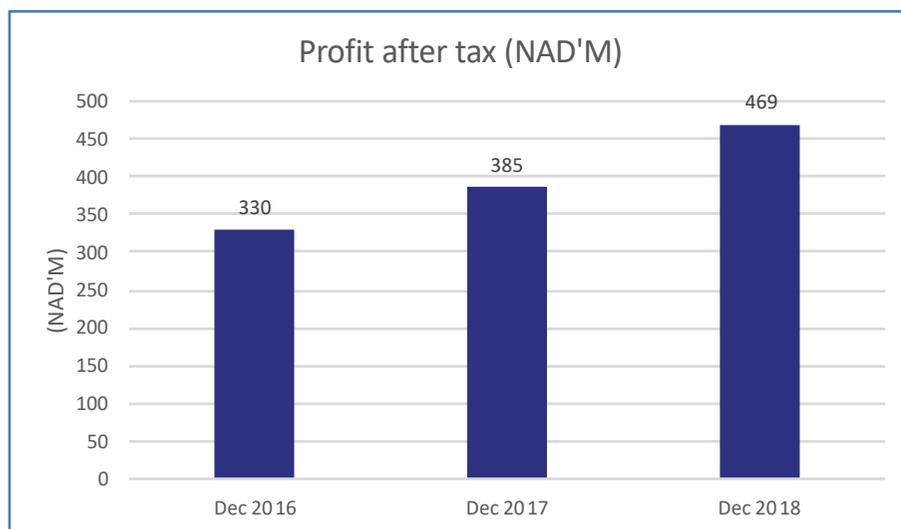
Financial highlights.



Financial Highlights



Key Metrics



Thank You.

