



ANNUAL REPORT

2021

BANKING DRC FOR 20 YEARS

20
years



BANKING DRC FOR 20 YEARS

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Foreword

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A WORD FROM OUR CHAIRMAN

Mazhar Rawji

Chairman of the Board of Directors

Since it was founded 20 years ago, Rawbank has applied the same recipe for success to bring the best of banking to the Democratic Republic of the Congo, with the capacity to finance the economy and its development, and to enable people to build better lives.

This recipe is quite simple if you have the right ingredients: knowing, understanding and serving the Congo. And it's a recipe that Rawbank has perfected!

Since day one, we have never deviated from this philosophy, despite the ups and downs and difficulties we have encountered.

It is still this very same recipe that we apply today as we continue preparing the country's future by consolidating the bank on clearly defined fundamentals and by implementing strategic priorities that create shared value.

With the same preoccupation: satisfying the customer whatever the circumstances, despite the consequences of the Covid-19 pandemic or the risks resulting from the conflict in Ukraine.

Over the next three years, Rawbank will intensify and deploy digitalisation in both its internal operations and its customer services, specifically through the Illico Cash service for individuals. Digitalisation is key to better access to finance and financial inclusion. This is something we strongly believe in.

Rawbank is pursuing its actions to strengthen its compliance policy and risk management, while consolidating its prudential ratios, so as to continue to be the benchmark when it comes to upgrading the Congolese banking sector. Lucid and determined, we have made profound changes to our business lines in recent years. We will continue to do so.

Lastly, Rawbank is gearing up to serve medium-sized businesses, of which there are many. Yet, despite the fact that they represent a very high potential for the country in terms of wealth and employment, they are still under-served.

These are our priorities for the coming years. Based on our 2021 performance, we can allow ourselves to be ambitious for the DRC.



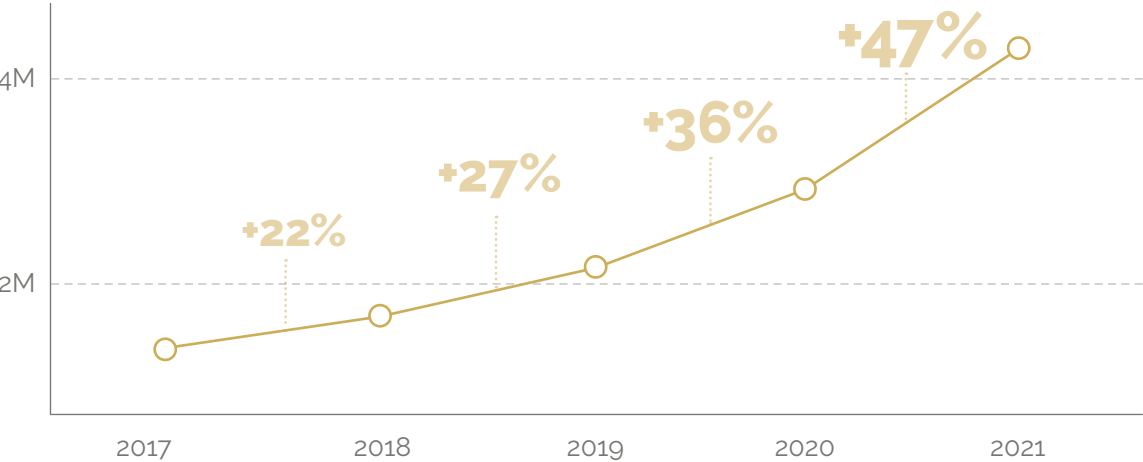
MAPS

RAWBANK branch network in the DRC

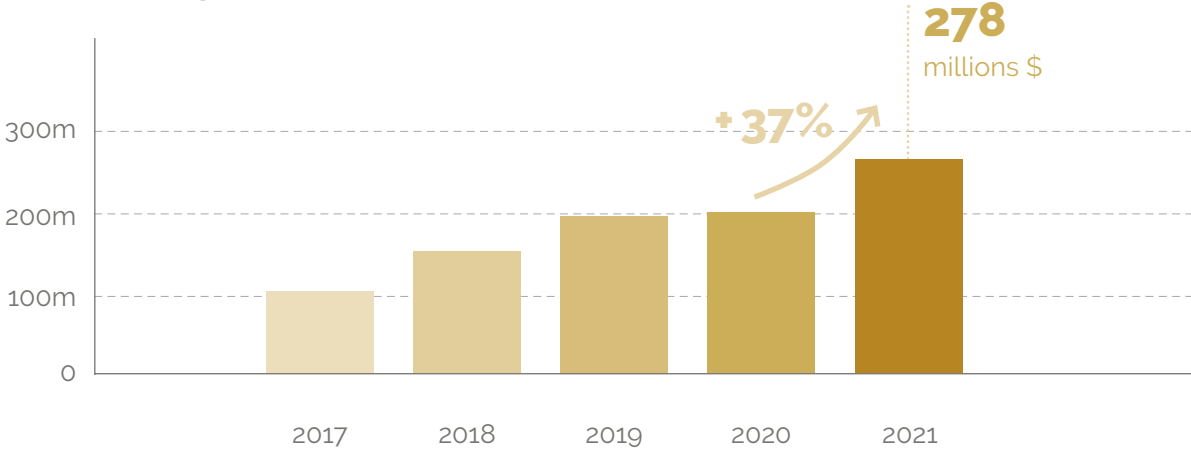


2021 FIGURES

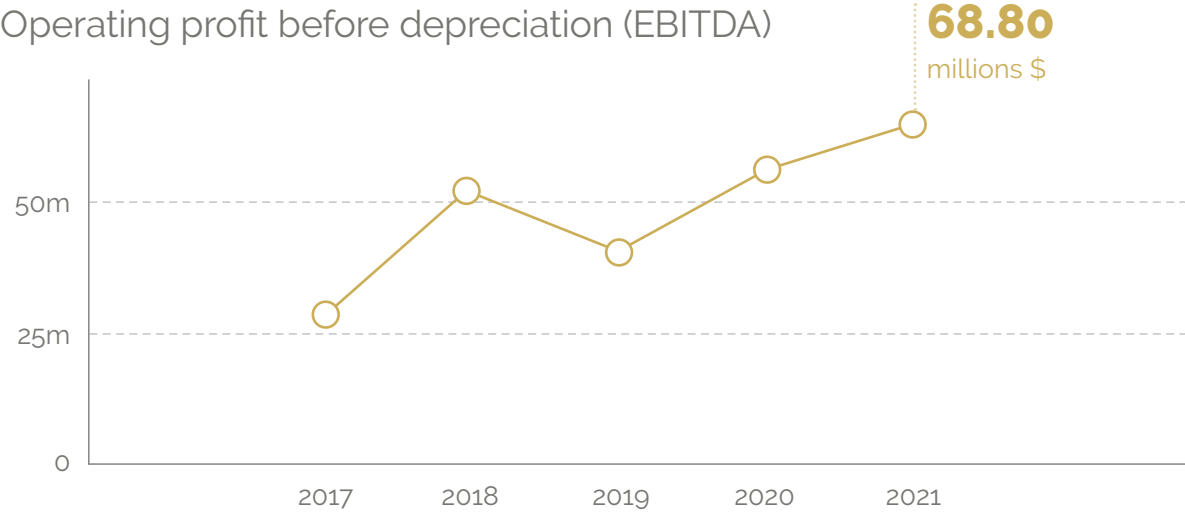
Total assets between 2017 and 2021



Net banking income

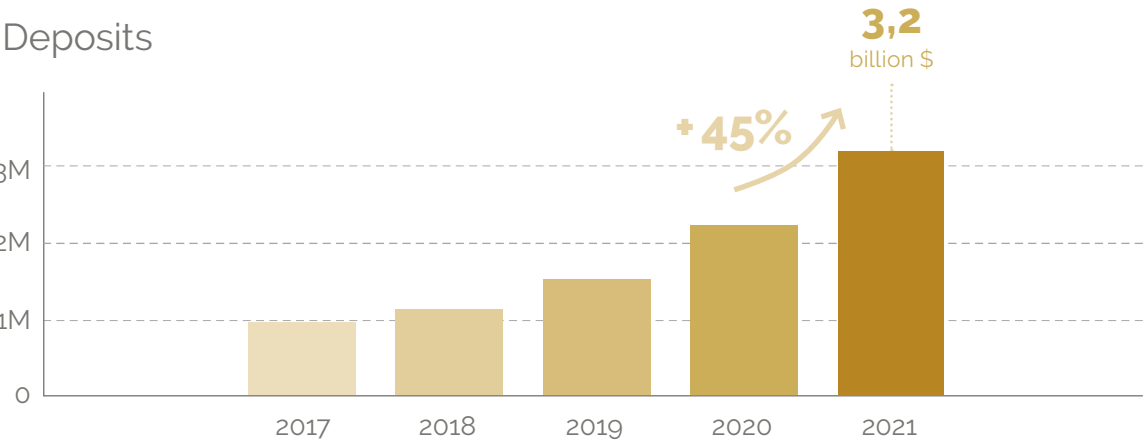


Operating profit before depreciation (EBITDA)

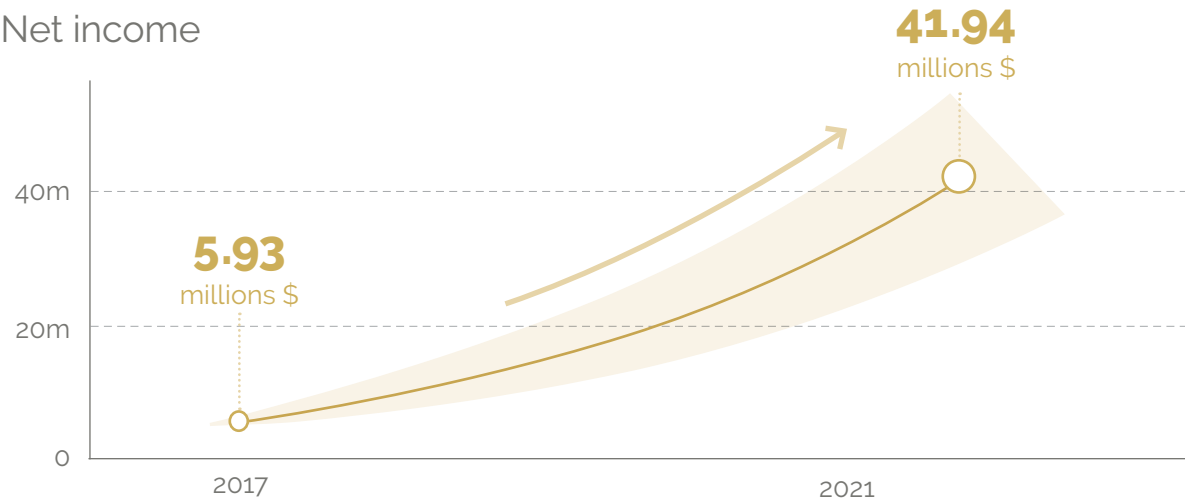


2021 Loans	938 millions \$	+20%
2021 Permanent capital	313 millions \$	+24%

Deposits



Net income



Profitability indicators

Return on equity (ROE)	14,07%
Profitability of assets (ROA)	0,99%
Coefficient (CIR)	73,77%
Operating profitability (GOI/NBI)	24,78%

Our 2021 ratios

Credit risk	Non-performing loan rate (net)	0,65%
	Total loans/ Total deposits	29,22%
Liquidity risk	Overall liquidity (Congo Central Bank)	179,30%
Solvency ratio		13,09%

Operational performance and balance sheet strength

POSITION AS OF 31 DECEMBER (in thousands of current dollars*)	2017	2018	2019	2020	2021
Total Assets	1 377 319	1 679 534	2 133 168	2 894 197	4 215 398
Loans	428 795	665 230	773 193	788 316	937 814
Deposits	937 631	1 159 416	1 500 857	2 217 134	3 209 916
Permanent capital	167 553	218 051	228 457	252 955	313 954
Net banking income	102 084	155 294	203 289	203 545	278 130
Operating profit before depreciation (EBITDA)	21 938	40 586	35 469	42 473	68 804
Net income	5 926	23 684	7 422	-46 552	41 931

*Exchange rate as of 31/12/2021: 1995 CDF = 1 USD / Exchange rate as of 31/12/2020: 1970 CDF = 1 USD



The search for excellence to achieve steady growth

- Interview with Mustafa Rawji, Managing Director
- A look back at 2021
- The rewards of excellence
- Environmental, social and governance issues inform the bank's decisions





We are even more solid, robust, efficient and rigorous.

Interview with Mustafa Rawji,
Managing Director

What, in 2021, stands out the most for you?

The figures and our results once again validate the Rawbank model, which has been built on our knowledge of the Congolese market, on entrepreneurial spirit and innovation, and the desire to meet the demands of our customers since Rawbank's founding 20 years ago, but what I will remember most about 2021 is the context in which these results were achieved and the methods and dynamics of the year.

Due to Covid, the climate was unfavourable, but Rawbank, with all its employees, was able to respond and maintain its activity and prepare for the recovery we are now seeing as mining prices rise. Given the strategic challenges of risk management and compliance policy, Rawbank is constantly adjusting its working methods in order to comply with the highest international standards.

In terms of governance and organisation, but also of investment and the development of digital technology,

Rawbank is gearing up to be the bank of the future in an increasingly competitive environment. To summarise these three ideas, I would say that 2021 was certainly a year for growth but, above all, for consolidation. We're even more solid, robust, efficient and rigorous.

Can you describe the main digital developments that have taken place and what is still to come?

First of all, I would like to emphasise one point: digitalisation is not something we're doing to look fancy and modern; it is a genuine lever of growth for those financial institutions that manage to appropriate digitalisation across the board. Furthermore, digital technology will enable us to provide banking services to the population at a lower cost, respond to internationalisation and the need for financial flow traceability and consolidate our expansion by optimising our human and financial resources.

Therefore, in 2021, we developed new products, most notably Illico 2.0, which can now be used for "bank-to-wallet and wallet-to-bank" payments, to make international transfers, to use Mastercard and the Wiikko online shopping platform. Our objective is to create a universal Illicocash ecosystem for electronically carrying out all banking operations, and for this solution to be included in every account opened with Rawbank.

I'd also like to emphasise the ongoing improvements in the accessibility and functionality of our Rawbank Online platform. Speed, simplicity and security of transactions for our customers is my priority.

Which are your corporate client priorities?

We're moving forward on two fronts: large corporations and specific products adapted to mining company needs (Optimus, SIOP, etc.) and SMEs because they make our economies inclusive, create jobs, and have an impact. A leading bank like Rawbank has to be active in this segment: it is not only a question of growth for us but also – and above all – of contributing to the DRC's economic development.

In this respect, our 2021 results were very encouraging: our SME deposits and loans increased by 28% and 18% respectively. SMEs trust us and we know how to support them. I call this the "Rawbank Plus"!

Where does Rawbank stand on key risk management and compliance policy advances?

These advances are ongoing and major. Given the challenges, we're constantly on the alert and striving for excellence, without concession and with perseverance. We've acquired new tools and software, adopted anti-money laundering and traceability procedures, obtained certifications and improved our IT security services. We've also strengthened our governance with the Ethics & Compliance Committee reporting to the Board of Directors and the Compliance Department reporting to Executive Management. These measures were confirmed by an independent audit conducted by Deloitte.

Which main CSR achievements were recorded this year?

Success stories can only be sustained through change.

Rawbank was quick to understand this early on, when it set up the Rawji Foundation and made numerous CSR commitments. We're now shifting up a gear: the priority is not so much to engage in philanthropy or to form partnerships without creating value, but rather to support, facilitate and encourage initiatives that enable the DRC to move forward and help improve its people's lives.

This is the philosophy behind the revitalisation of the Lady's First programme. I would also like to mention the Mutuelle Financière des Femmes Africaines (MUFFA – African Women's Financial Mutual Fund), the NGO Change Your World, the Carme Medical Centre in Goma, and Schoolap, etc. which are all projects that we support. We've also made numerous commitments to combat discrimination and violence against women, in education, health and access to water.

Our success in banking and our commitment to the DRC means that in 2022 we can proudly celebrate Rawbank's 20th anniversary!



A look back at 2021

During the past financial year, the Democratic Republic of the Congo continued to deal with the fallout from the global health and economic crisis. Throughout this period, Rawbank remained fully engaged with its customers, as in 2020.

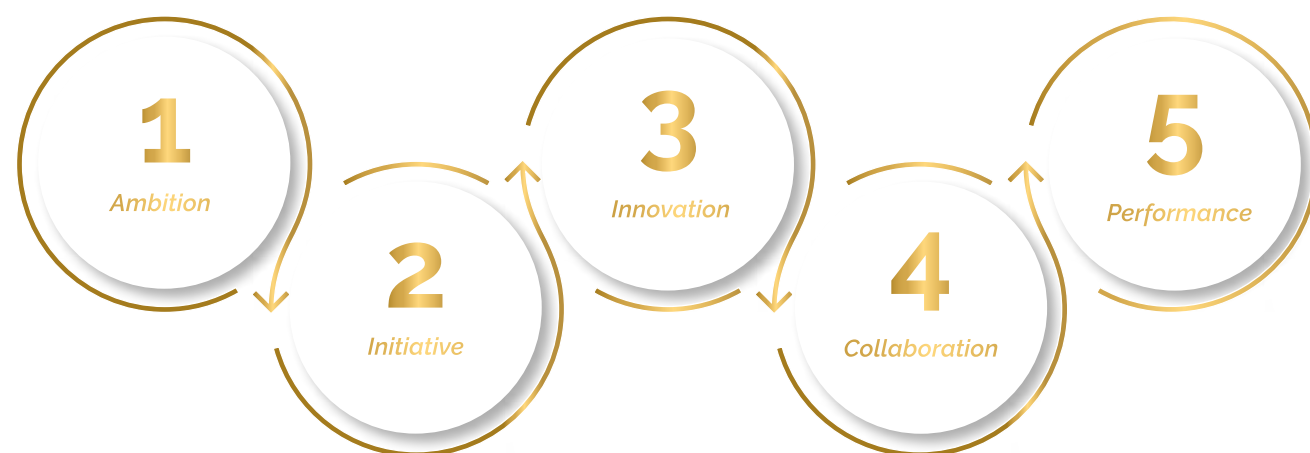
Digital solutions that had been rapidly implemented to meet changing needs were increasingly deployed.

Whether to improve the customer experience or to streamline internal operational processes, the bank's teams worked hard to fully integrate the new technologies into their daily operations. Lastly, in 2021, Rawbank continued to support the Congolese financial market and contribute to its structuring. Once again, the

bank demonstrated its pioneering spirit and launched alternative financing and investment solutions.

In 2021, the bank signed off on its new 2022-2025 strategic plan. This roadmap, which represents the work of over a hundred of the Bank's employees, across all positions and departments, will guide the Bank's development. In continuity with the previous strategic plan, this new plan is entitled: "Innovate and perpetually create to better support our customers, today and tomorrow".

Over the course of the year, the bank's actions were once again structured around the values that drive it.



Clear operational objectives are derived from these values and are reflected in all five of the bank's strategic priorities:



1 KEY POINTS

Using digital technologies to enhance customer relations

When the Covid 19 pandemic hit the Democratic Republic of Congo, and everywhere else in the world, Rawbank was called upon to demonstrate its selflessness and resilience. Owing to the efforts of all its teams, the bank was able to be innovative, both in terms of its internal tools and in the services offered to its customers.

During the course of 2021, new products were developed around digital solutions that are particularly well suited to this new reality, and always with the aim of meeting the multiple expectations of its different customer categories in real time. The bank of the future will be digital, decentralised and more than ever focused on customer service. And this is exactly the approach taken by Rawbank, which has made customer satisfaction its DNA.

Rawbank listens to its customers so as to constantly improve its services and ensure that its tools meet their needs. Satisfaction surveys were carried out in branches and digitised using QR codes. Complaints management procedures are now entirely digital.

The bank has also acquired the QBC (Quality Base Clients) module to optimise its database quality, an essential condition for successfully carrying out its future projects, by detecting any anomalies and ensuring that the information is consistent.

All of these tools are designed to strengthen Rawbank's customers' trust and loyalty. As a result, and despite the health crisis, the notion of being in touch with and accessible to customers has not been affected by the economic situation, and service quality has been maintained.

Illicocash2.0, an all-in-one solution

Rawbank is a pioneer in electronic and digital banking, and in 2017 launched the illicocash solution, which brings together multiple paperless services in a single app. Sending, transferring and withdrawing money, checking accounts, mobile airtime top-ups, international transfers and contract renewals are all available on the illicocash platform.

The platform has proved so popular during the current health crisis that customer take-up has risen by 30%, resulting in an increase in the number of transactions (+20%). This can be explained by the fact that users no longer have to go to their branch to make the transaction of their choice. illicocash also makes it possible to send

mobile money via SMS and to make withdrawals from any Rawbank ATM in the country.

Since its launch, Rawbank has continued to develop and improve this solution. In 2021, illicocash 2.0 was launched, making remote payments possible – bank-to-wallet, wallet-to-bank, linking a bank account to the illicocash wallet – with the vision of creating a future ecosystem where all transactions will be carried out electronically. This new version of illicocash offers more functionality while ensuring better monitoring through the new interface. Rawbank's goal for the year 2022 is to include the illicocash solution in every account opened with the bank.



Among the many features now offered by illicocash 2.0 is international money transfers. Users are able to receive and send money from and to any country in the world. Customers love this feature, as it is the first solution in the country that allows them to do this on the spot.

The app also allows customers to make use of Mastercard virtual cards. Users can buy these prepaid cards on the app and then access various e-commerce platforms. Another great feature of this new app is being able to request funds.

Using artificial intelligence technology, illicocash 2.0 contains an integrated budget manager, allowing users to better manage their money.

Retail customers can use the e-top-up service, developed in partnership with the DRC's four telecommunications companies, to buy airtime no matter where they are, while partnerships with five TV channels also means that customers can renew their TV packages instantly. Rawbank's close collaboration with the Wiikko e-commerce platform gives all customers with an illicocash account the opportunity to make payments via the e-wallet.



Rawbank Online: a new banking experience

In 2021, a solution to credit bank accounts automatically was launched for large companies based in the DRC. On top of this, a Help Desk service to assist staff and improve the customer experience was introduced.

One of the main innovations introduced by Rawbank in 2021 was the Rawbank Online service, which guides and supports customers in their use of online services. The Help Desk service introduced in 2021 assists customers on-site, with agents providing remote and face-to-face assistance alongside the technical support staff. There is a steady increase in the number of subscribers to this service, and functional difficulties have been considerably reduced. Again, customers no longer have to physically go to their branch to resolve any issue, as banking staff are now not only serving

and assisting customers from behind a counter, but are also moving into the role of process controllers to serve them online.

The staff concerned have themselves deemed this to be a positive development. For example, the sales role is being transformed into that of a customer manager, making it easier to analyse customer needs so as to offer the most suitable products. This approach also provides the opportunity to better target potentially interested customers when launching a marketing campaign.

In addition, for large companies operating in the DRC, the optimisation of file uploading to Rawbank Online means they can electronically pay salaries directly into their employees' bank accounts.



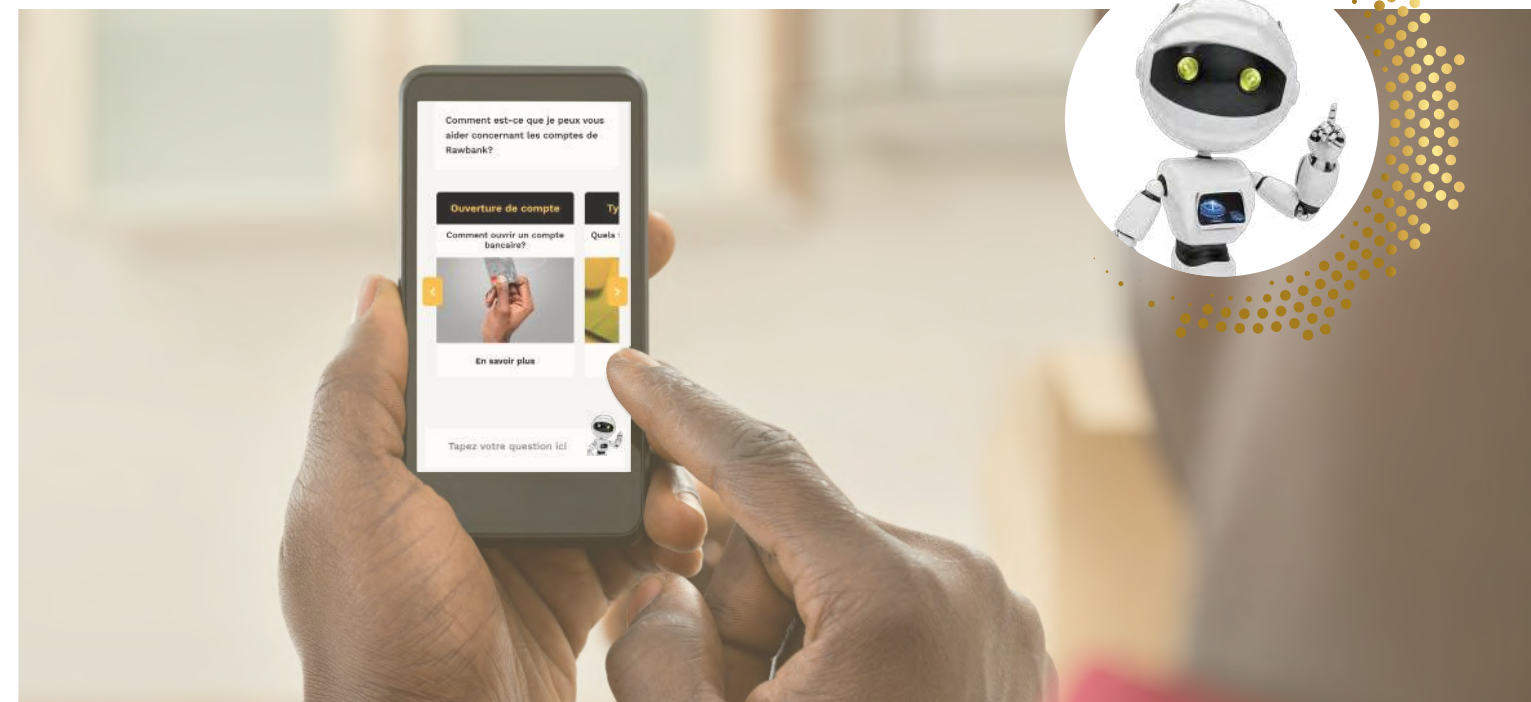
Rawbot, a future staff member in the making

A chatbot, launched in 2020 and updated in 2021, has been integrated into Rawbank's website and onto the bank's Facebook page. Customers can also access it from Messenger and WhatsApp.

Called Rawbot, this IT tool is designed to facilitate a real-time conversation with its user, allowing customers to start a discussion with the bank via the chat channel of their choice. Of course, Rawbank safeguards the data

and information shared on Rawbot to the most stringent standards.

This programme further optimises the customer experience. The bank gains increased knowledge of complaints, customer interactions and requests for better management of social networks, allowing for an optimisation of service and delivery quality.



VISA direct

This service was also launched in 2020 and really took off in 2021. VISA direct allows any Rawbank customer with a VISA card to receive funds in the bank account linked to that card. The procedure is simple and facilitates remote money transfers. The beneficiary provides their Primary Account Number (PAN) to the sender, who uses the VISA Direct app to send the desired sum, which is automatically credited to the recipient's account linked to the VISA card.

Rawbank is the only bank in the DRC that offers this service, an integral part of the deployment of its

digitalisation strategy to ensure faster and more secure customer service.





2 WOMEN ARE A RAWBANK PRIORITY



From the outset, Rawbank has been actively engaged in promoting women's empowerment and leadership. This dedication can be seen at all levels, from internal human capital management policy to the development of products and services.

China Express: facilitating transfers between the two countries

Last year, Rawbank launched China Express, a new service designed to facilitate the transfer of money between the DRC and the Chinese corridor. Using this service, anyone can instantly and securely credit any bank account in China. To do so, all they need to do is enter the UNION PAY card number attached to their account.

For now, this service is available in the majority of our Katanga branches as well as in a few Kinshasa branches.



Creating an enabling environment for women's leadership

First and foremost, the bank itself strives to set an example internally, including the gender equality aspect of the staff hiring process and the inclusion of women more generally in the company. The results in this area are impressive, with women accounting for 35% of the bank's employees and the trend is improving.

There are two women on the Management Committee and a third, Isabelle Lessedjin, became the first female member of the Board of Directors in 2021, demonstrating the bank's commitment to integrating women at the highest levels of management.

Trading room

In May 2021, Rawbank became the first bank in the Democratic Republic of Congo to be granted financial securities custodian status and was thus able to open its own trading room. Located in The Atrium and staffed by a team of specialist experts under the supervision of the Treasury, the DRC's first ever trading room enables Congolese banks to issue debt locally, thereby facilitating investment in companies seeking to raise capital.

The financial teams are thus able to access market information from a single location for greater responsiveness and better coordination. At the same time, this innovation allows Rawbank to deepen its relationship and connection with its customers.

Raw Up

Launched in 2020, this sales promotion tool saw widespread use in 2021, with clear success in the retail and private banking business segments. It is a real in-house social network, enabling managers to better coach their teams, providing opportunities for the bank

to launch its marketing campaigns and, above all, to identify potential talent. Thanks to Raw Up, Rawbank became the largest VISA card issuer in the Democratic Republic of Congo, with the highest number of transactions recorded in the country.

Lady's First, designed with Congo's women entrepreneurs in mind

Rawbank has been developing products and services for its Lady's First programme since 2010, with the aim of fostering female entrepreneurship. In addition to classic banking offerings, this programme strengthens women entrepreneurs' capacities in DRC by facilitating their access to financing. Dedicated teams within the bank assist women in starting and managing their businesses.

Women are also offered support and training on financial and managerial issues. Female clients benefit from specific banking solutions designed to facilitate their access to financing and to thus increase the impact of women's entrepreneurship on the DRC economy.



The Lady's First concept was revitalised in 2021 with the introduction of the Lady's First credit card and the launch of dedicated Lady's First credit packages. In November of the same year, the first Lady's Talk was held on International Women's Entrepreneurship Day.

From March to November 2021, Rawbank launched a national campaign around the election of the Lady's First ambassador, who is both a sponsor and a patron. Impossible is no longer a word for women entrepreneurs at Rawbank, the leading bank for women-owned and-run businesses in the Democratic Republic of the Congo.

The Rawbank Lady's First Ambassador is positioned as a true spokesperson and role model within women's communities, thus encouraging the proliferation of generations of women business owners.

The election of this Ambassador is based on various criteria such as the business these customers have brought to their bank over the past 12 months, the size of the commitments and loans obtained by the customers over the past year, the number of loans and the average savings account balance held by the customers with the bank. All candidates are then invited to present their business plan which is rated according to various criteria, such as the feasibility of the project and its presentation.

There are two types of cards available for women entrepreneurs – VISA and Mastercard. The Lady's First VISA card is less expensive than a Platinum card, but offers the same features. Mastercard's Lady's First Maximus card offers the same benefits as the Titanium card, but at a much lower cost.

The Lady's First loan is an amortised loan starting from US\$10,000 and going up to US\$500,000. The bank is able to offer this loan to its customers for a period of five years. It is available without a mortgage, up to a maximum of US\$30,000.



Rawbank now has the largest network of women entrepreneurs in the DRC. And this number is constantly growing.

Mutuelle Financière des Femmes Africaines (African Women's Financial Mutual Fund)

Rawbank also decided to support those who do not meet the criteria for admission to the Lady's First programme, for legal or financial reasons. With the aim of encouraging the advancement of women, the bank supports the MUFFA CD project (African Women's Financial Mutual Fund). Women established and manage this economic and social advancement organisation for women engaged in low-income economic activities in urban and peri-urban areas. More than 4,000 women across the country are members.

The partnership between Rawbank and MUFFA seeks to support women in the development of their business activities and provide them with financial support through loans. The mutual fund can draw on Rawbank's expertise in terms of financial assistance, training and logistical support.

The bank is especially committed to helping women market gardeners. It has provided the women of Tshuenge in Kinshasa with agricultural equipment so that they can work under the best conditions and maximise their income. Rawbank also donated school materials and anti-Covid supplies to the community. The operation was sponsored by the Lady's First National Ambassador, Françoise Kilende.



3

DEVELOPING A REGIONAL APPROACH TO REDUCE RISK EXPOSURE

In 2021, Rawbank pursued efforts initiated in previous years to regionalise its operations, in order to better serve the entire country. With a population of 105 million spread over 2,345 million square kilometres, divided into 26 provinces that are as different as they are culturally and socially rich, Rawbank supports the Democratic Republic of the Congo's private sector in its efforts to develop decentralised operating models.

432 115

*retail customers
+28,8% since 2017*

Rawbank's decision-making model combines regionalisation and efficiency

Operating in 46 towns and cities via over 100 branches, including a new one opened in Katanga last year, Rawbank was initially built on a decentralised model, structured around five major hubs: the regions of Kinshasa, the West, the South, the Centre and the East, each of which entails regionalising decision-making powers. In 2021, mechanisms were put in place to facilitate communication between Head Office and the regional branches. Three times a year, the regional branches come to Kinshasa to attend a mini board meeting. The aim is to create more interregional synergies.

The regionalisation process began in 2003 with certain divisions, including the Legal Department. Lawyers were assigned to the bank's main branches to bridge the gap between the head office's lawyers based in the country's capital, and the need for legal expertise in other establishments. Gradually, other departments were also regionalised, including the Marketing and Treasury Departments as well as the Performance and Networks Department. The Fintech Department is also preparing to deploy illicocash representatives to each of the regions who will report to the regional management.

Last year, it was the Human Resources Department's turn to regionalise its services, with two new people recruited to look after the Kinshasa and Southern regions. The main objective has always been to bring management closer to the various teams located throughout the country.

The specific realities of each region require in-depth understanding to better align customer service. This has led to greater responsibility being given to local teams. Regional managers have thus become true local Managing Directors, whose prerogatives and decision-making powers extend to all operational and commercial activities, compliance requirements and logistics activities. The regional departments thus benefit from decision-making and budgetary autonomy, which fosters more effective customer relations, without having to systematically obtain approval from head office for decisions taken locally.

Accordingly, regional departments were granted credit approval powers last year. Two pilot committees were established, one in the region of Kinshasa and the other in Lubumbashi, the bank's two most important hubs in the country. These regional committees should make it possible to rely on local expertise, guaranteeing greater agility and speed in processing loan applications.

This strategy aims to make the Kinshasa head office a support, oversight and steering entity for major strategic decisions. Rawbank is thus actively and proactively advancing its regionalisation policy, which became fully operational in 2020.

The strengthening of powers granted to the regions in recent years demonstrates the soundness of the model advocated by Rawbank, as well as the quality of its local teams, which have been carefully trained, empowered and equipped with the means to best serve their clients, at all levels and throughout the country.

As well as increasing the number of branches (103), ATMs (300) and payment terminals (310), Rawbank has expanded its locations across the country to meet the needs of its sales staff. While at the same time improving its storage and archiving capacities, the bank is now able to serve its customers in ever more optimal conditions, thanks to the work carried out by the Performance & Networks and Marketing departments.



Establishing a risk culture at all levels of the organisation

Year after year, Rawbank continues to improve its risk management by equipping itself with the best tools available to support its exponential growth. The year 2021 was no exception and the bank acquired new programmes that enable it to counter a very wide range of risks.

One of these is the Logiref software, which automates single window operations for online declarations, thereby facilitating the integration of bank accounts into the Customs and Excise General Directorate (DGDA) system. It also allows for the integration, automation, speeding up and securing of the Treasury's collection of customer payments. This operation has been transformed from a manual into a fully automated task, using the IT solutions offered by the bank.

The bank has, at the same time, introduced anti-money laundering solutions, such as SIRON and SWIFT Payment Control, which, by blocking suspicious payments, reduce the risk of servicing undesirable customers. In the space of a few months, identification of suspicious withdrawals and other transactions has improved significantly, much to the satisfaction of our partners, thereby improving our position with regard to both our legal and regulatory obligations in the anti-money laundering effort. Furthermore, since early 2021,

Rawbank began digitising customer accounts in all its branches using the Docubase tool, which helps to strengthen the compliance of each of these accounts.

To sustain this momentum, Rawbank has also recruited an additional IT auditor to boost the Audit Department's skills in IT and cyber security. As a result, three out of the bank's 19 auditors are IT auditors. Mechanisms have also been put in place to limit lateral movement attacks and to privilege escalation attempts through the management of updates, passwords and the delegation of rights.

Rawbank's progress and efforts to comply with security standards have been rewarded by obtaining PCI DSS (Payment Card Industry – Data Security Standard) certification, awarded by the main electronic payment industry operators. This certification validates the bank's high standards in terms of data protection and compliance with legislation.



Governance structured to meet all challenges

Governance is organised around the Board of Directors, which determines the strategic direction underpinning the bank's activities and ensuring its implementation, and the specialist committees that assist it on a daily basis. Given the bank's rapid growth and the accountability that comes with its leadership position, the organisational structure is regularly bolstered by the arrival of high-level members or the establishment of new committees.

BOARD OF DIRECTORS



On 31 December 2021, Rawbank's Board of Directors comprised 12 members, including five independent directors who are experts in the African financial sector and who, by virtue of their experience, provide the Bank with a strategic and innovative vision. The Board of Directors met six times in 2021.

Rawbank specialist committees

Specialist committees attached to the Board of Directors support it in the execution of its tasks. They are responsible for strengthening governance in the areas of audit, risk management, ethics and compliance; the appointment of Board members, corporate officers and senior executives of the bank, as well as determining remuneration policy.



AUDIT COMMITTEE

The Audit Committee assists the Board of Directions in the execution of its oversight role in the following areas:

- Risk management and internal control
- Financial and accounting information reporting
- Execution of the Statutory Auditors' duties.



RISK COMMITTEE

The main role of the Risk Committee is to assist the Board of Directors in determining risk appetite, overseeing the implementation by the executive body of the risk appetite statement and monitoring the risk function.



ETHICS & COMPLIANCE COMMITTEE

The Ethics & Compliance Committee is responsible for overseeing the compliance function and, more generally, that the bank's operations are carried out in accordance with the legal and regulatory provisions in force.



APPOINTMENTS & REMUNERATION COMMITTEE

The Appointments & Remuneration Committee assists the Board of Directors in selecting and appointing members of the executive body and managers of various departments. This committee also participates in the determination of an overall remuneration system appropriate to the company's culture, risk appetite, activities, and profitability.



CREDIT VALIDATION COMMITTEE

The Credit Valuation Committee monitors the company's credit risk management in accordance with the rules set out in the credit policy. This committee is the only body authorised to decide on the granting of credit to a client whose total net exposure exceeds US\$1 million.

Executive committee

CHAIRMAN



Mustafa RAWJI
Managing Director



Nadeem AKHTAR
Deputy Managing Director
Support & Infrastructure



Antoine KIALA
Managing Director
Treasury



Christian KAMANZI
Deputy Managing Director
Administration & Risks



Thomas de DREUX-BREZE
Strategic Development
Director
Permanent guest



Dave LECHUANGE
Risk Management Director
Permanent guest



Etienne MABUNDA
Commercial Director
Permanent guest



Naïma ISSAWI
Performance
& Network Director
Permanent guest

Management committee

CHAIRMAN



Mustafa RAWJI
Managing Director



Nadeem AKHTAR
Deputy Managing Director
Support & Infrastructure



Antoine KIALA
Managing Director
Treasury



Christian KAMANZI
Deputy Managing Director
Administration & Risks



Albert OKITOSOMBA
Secretary



Dave LECHUANGE
Risk Management
Director



Arvind KUMAR
Digital Innovation
Director



Baby PALLIPADAN
Financial Director



Jean-Jacques KABWE
Banking Production
Director



Tatiana MARESCA
Logistics & Real Estate
Director



Frederic BAILLET
IT Director



Naïma ISSAWI
Performance & Network
Director



Dieudonné NKUZI
Human Capital Director



Thomas de DREUX-BREZE
Strategic Development
Director



Isaac KALALA
Compliance Director



Nicolas GROBELNY
Auditor General



Etienne MABUNDA
Commercial Director



Arnaud COUPÉ
Regional Director,
Haut Katanga



Hugues BOSALA
Regional Director,
Kinshasa region



The rewards
of excellence

1 REASSURING AND IMPROVING RATIOS

Although the consequences of the health crisis and its economic impact continued to affect the activities of the entire banking sector in 2021, with a slowdown in international operations, Rawbank maintained its position as the leading bank of the DRC. The financial year ended with very good results, the best since the bank was founded 20 years ago.

Rawbank continues to evolve, year after year. Having been exclusively a corporate bank at the time of its establishment, the bank gradually moved into retail banking, and is now taking an even greater interest in the SME sector.



In 2021, Rawbank recorded a very favourable performance of its deposits, across all customer segments and all depositor segments – corporate, SME and retail. After posting the strongest year-on-year increase in 2020, Rawbank repeated the feat again in 2021, thanks in particular to its key accounts.

Mining sector

Following the legislative obligation imposed on the DRC's mining companies to repatriate 60% of their export earnings, Rawbank, along with all other banks in the country, has seen its deposit-taking activities strongly supported by the mining sector. Renewed partnerships with international donors have also boosted banking activity across the country.

Regarding the mining sector, Rawbank's sales teams must be commended for their drive and contribution to bringing major projects to the bank, as well as securing the banking custom of the vast majority of mining company employees. To better support the major projects implemented throughout 2021, Rawbank provided its clients with all the expertise they needed in terms of licences and exchange regulations. They were able to use Rawbank's local networks and digital platforms, such as Optimus, SIOP and Rawbank Online.

And the bank did not stop there. For its teams, this approach applies to the entire ecosystem of a major mining company. Accordingly, solutions adapted to their needs – loans against invoices, overdraft facilities, etc. – were offered to subcontracting companies, and favourable lending proposals were introduced for the employees of these various companies.



Services designed for small and medium-sized enterprises

The bank has also developed a real SME strategy that has proven highly successful, given the 28% increase in deposits and the 18% increase in outstanding loans in this segment of the market. Rawbank's flagship product, Facturis, offers its customers control over the entire payment process and is now an indispensable support tool for SME suppliers to large companies. Facturis finances the payment period that SMEs grant to large companies so as to remain competitive, while avoiding putting themselves at risk.

Rawbank also offers this customer segment the Maximus Titanium credit card, which, without the need for a deposit, facilitates access to credit, to enable SMEs to pursue and develop their activities. This offer is regularly updated through ongoing innovations.

From the outset, Rawbank has made its relationship with small- and medium-sized enterprises one of the pillars of its development. As the country's leading partner for SMEs, Rawbank provides much more

than banking products and services tailored to this type of customer. SMEs have specific needs in terms of financing and are often not well equipped or trained to commence and sustain their activities. In response to this situation, Rawbank became the first private financial institution in Central Africa to introduce training modules for local entrepreneurs, such as those in Business Edge. This type of training focuses on building SME capacity to facilitate their access to needed financing and to improve their management tools and methods.



Deposits grew by **28%**
and outstanding loans by **18%**
in this sector

SME FOCUS: Schoolap



One of the most interesting projects supported by Rawbank is the Schoolap initiative. When Rawbank realised the project's social and educational potential, it decided to lend its support and provided initial funding for the production of online educational content for all students, pupils and teachers in the Democratic Republic of the Congo.

A first grant contributed to the acceleration of the project. In 2021, the bank then developed the Schoolap-Tab loan to facilitate access for teachers who are Rawbank customers to school tablets developed by a Congolese entrepreneur. This service helped boost demand, with 10,000 tablets delivered by the end of the year, far more than the 500 that had been sold monthly in the first few months after their launch. In this way, the bank is helping a multitude of teachers and students to access quality content across the country. Rawbank is thus making a significant contribution to improving the quality of education in the DRC by supporting this initiative.

Performance acknowledged at the highest level

In 2021, Rawbank broke all its previous records by increasing its total assets to US\$4.2 billion. Despite the uncertainties arising from the pandemic and compounded by the current crisis in Ukraine, the bank is continuing its progress, characterised by innovation and performance, towards further digitalisation of all its services.

Today, the bank's customers, as well as the sector's regulators, recognise and appreciate this dynamic. And so, for the first time since Rawbank was founded, its directors met with the Central Bank of Congo (BCC) officials and its governor. They were also able to meet with the Directorate for the Supervision of Financial Institutions to discuss the changing nature of the banking sector in the country.

In 2021, Rawbank was recognised by the US magazine Global Finance and its expertise acknowledged at the Africa Financial Industry Summit, organised by the Africa CEO Forum.

On the strength of this recognition, the bank is able to build on its core agreements with long-standing partners to continue its commitments to the country's entrepreneurs.

In 2021, the bank was granted a line of financing to the tune of \$7 million from the DRC Financial Inclusion Fund (FPM) and another \$6 million from the World Bank to finance the EASE electricity project. With this renewed show of confidence, Rawbank can continue its work with trades people, SMEs, large companies, and the men and women who make up the country's economic fabric.

2

OPTIMISING THE BUSINESS MODEL

The future is already here for Rawbank. And to be better prepared, the bank has made digitalisation its great ambition for the decade. The bank is totally immersed in this digital project, which is at the heart of all Rawbank's activities, from banking transactions to financial facilities, including loans and electronic banking.

Rawbank is aiming to improve its performance as it digitises paperwork related to its activities, and thus to its processes. This means identifying solutions that provide speed, agility and precision to obtain the best possible results. Ongoing digitalisation will strengthen the bank's know-how in its core businesses, reinforce its skills in terms of accessibility and availability to customers and its expertise for the clientele.

Leveraging digital technologies for profitability

The ongoing digitalisation process that was set in motion before the Covid-19 pandemic should considerably improve the bank's performance/cost ratio.

Currently in the implementation phase, digitalisation should be fully implemented by 2025, especially with regard to the entire customer relationship process: opening an account, identification process, various payment methods, etc. The bank's management sees the prospect of improving the customer experience as an additional incentive to move towards this new digital model, by offering customers a more interactive, dynamic and accessible experience on a daily basis.

Ultimately, customers will be able to carry out three basic types of operations without having to go to the bank: payments and transactions, loans and investments, and savings.

Digitalisation will allow customers to use digital technology to carry out all their banking operations from their telephones or computers, rather than having to rely on counter service.

Given that certain services will no longer be required outside of business hours, the bank expects to make better use of its staff and consequently reduce costs and expenses. Electronic banking assistance is expected to improve the profitability of the bank, which has acquired IFRS9 (International Financial Reporting Standard) software to facilitate this digitalisation process.

The digital transformation that Rawbank has been undergoing for some time is now essential in light of its role in the national banking sector.

On a day-to-day basis, digital technologies give teams better oversight of all operations, making it possible to limit the number of transactions. This will then make it possible to reduce, and eventually put an end to risks and fraud across various banking activities. For this to happen, all electronic transactions have to be secured. Rawbank plans to invest \$1.8 million in 2022 to strengthen the security of its IT infrastructure and to be able to offer an ultraconverged system.

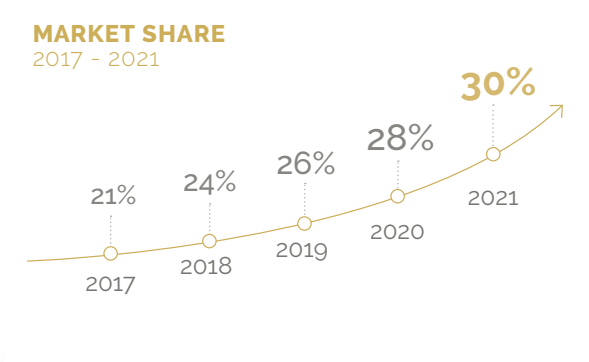
In its race to go digital, the bank is striving to develop its cloud-based services, which experts claim are easier and more secure than a data centre. While the core of the bank's business will remain in traditional data centres to meet the Central Bank of Congo's (BCC) requirements, all else will gradually be transferred to the cloud.

One example is Customer Relationship Management (CRM), which is due to be available from the cloud within three months. Launched in 2020 and 2021, this Oracle CRM system is designed to improve the processing of customer claims and complaints. Marketing campaigns can also be carried out directly with customers while new accounts can be opened quickly and easily. Last but not least, it is an invaluable tool for sales staff to get a better picture of their business.

Once again, this is a tool that will encourage customers to go digital, since every problem can be dealt with automatically by the account managers. Yet another digital solution offered by Rawbank to consolidate its leading position in the country by satisfying its customers' expectations twice as fast as its competitors.

Due to the size of the country's informal sector, a lot of cash is circulating throughout the Democratic Republic of the Congo. Electronic banking is a way of structuring these informal business models, to the benefit of the people. In a country as immense as the DRC, physical access to people in the most remote areas can be a challenge for banks. Now, thanks to its many digital services, Rawbank is becoming more accessible to the population and therefore to its customers, who benefit more from its financial services.

The only element missing from this vast digitalisation project is the digital signature, which has not yet been authorised in the DRC. Due to the lack of an available interface, opening an account remotely via a digitised identity document is thus not yet possible and an original document is still required to access one's



payment methods. The Board of Directors is already tackling these bottlenecks to fully digitalise the bank and its services.

In its quest to control costs, Rawbank is also looking at the possibility of going completely paperless. For the past three years, the bank has been increasingly and steadily digitising its various workflows, for example requests for leave and equipment, assignment instructions, etc., with the aim of reaching its objective by 2025.

PROJECT FOCUS
Agency banking

By obtaining a licence last year to develop its agency banking network, composed of non-banking agents (merchants, retailers, mobile airtime vendors), the bank hopes to reduce its operational costs by outsourcing some of its services, while boosting financial inclusion for as many people as possible throughout the country. Agency banking will allow Rawbank to outsource services developed in-house, so as to create a distribution chain throughout the country. In the most remote areas, people will now have access to financial services by simply dropping in at local shops.

Rawbank staff at a glance...



HR policy focusing on well-being and skills development

By improving the efficiency of its processes, the bank has not had to increase its workforce. Apart from replacing departed staff and hiring in the Fintech division and Innovation Department, there was thus minimal new recruitment. The bank has instead opted for internal mobility to meet its needs. As a result, more than 400 employees were transferred in 2021.

The Human Resources policy implemented by Rawbank meets its cherished values of commitment and dialogue. All employees are subject to due diligence in terms of education and training, diplomas and criminal records. The department also uses a Human Resources Management Information System (HRMIS), which consolidates an employee's career information. In 2021, an external audit of the way staff are administered was carried out for the first time. Results were due to be delivered in December.

Rawbank provides all its employees with medical insurance through Rawsur. Based on a set cost for the employee and his or her family, the switch to health insurance means that Rawbank, more than any other company in the country, is enabling its staff to benefit from a wider choice of hospitals (in Kinshasa for now).

Rawbank has taken initiatives to support and care for its employees. For example, it has set up personal follow-ups of all staff members who have been diagnosed with Covid-19 and has organised an awareness and screening campaign for prostate, breast and cervical cancer for staff throughout the entire organisation.

Ever attentive to its employees, Rawbank conducted a satisfaction survey at its head office as a prelude to a more extensive survey that will give all employees the opportunity to give their impressions of the organisation. These results will be presented along with an action plan.

Rawbank employees also enjoy a range of services, such as a cafeteria and special rates for several gyms and swimming pools. The bank also set up an in-house sports committee, which organised the Rawbank tennis tournament this year. This tournament will be open to other banks in the country in the future. Well done to the Rawbank basketball team for winning the 2021 inter-company cup for the fourth year in a row!

3 COMPLIANCE WITHOUT COMPROMISE

For several years now, compliance has been an imperative central to Rawbank's business lines and departments. Over time, the bank has developed a strong culture of compliance that defines all of its functions and employees.

Rawbank is committed to taking all the necessary measures to comply with the regulatory framework that applies to the banking sector, by meeting the highest international standards governing movement of funds, tellers, withdrawals and electronic banking. The bank has integrated the values of prevention and detection of compliance risks into all of its operational practices in the credit decision process and in the execution of customer transfer orders.

All transactions must follow the regulations of the Central Bank of Congo (BCC) as well as Rawbank's internal regulations. The execution of capital transactions, both incoming and outgoing, have to follow procedure or they are blocked by the bank's compliance department. This traceability ensures that, if necessary, a restriction on payments can be imposed. For cash payments above \$10,000, the bank employs greater vigilance by demanding justification for not using a conventional transfer.

The bank has acquired a module designed to facilitate customer information updates, ensuring that its databases contain reliable information. It strives to get to know its various clients better by implementing the necessary Know Your Customer (KTC) procedures.

The bank also verifies that all its suppliers and external partners comply with its policies and undertakes to work only with them. It is particularly vigilant in ensuring that its suppliers comply with international regulations and standards relating to anti-money laundering and countering the financing of terrorism.

It is crucial that the bank's suppliers are aware of and acknowledge Rawbank's internal policy. All new

suppliers have to undergo a regularisation process before being approved by the relevant departments. Once the relationship has been established, the verifications continue. Compliance must always be top of mind for the bank's managers.

In order to reshape its vision of compliance and share it with all personnel, the bank held its first ever large-scale online training campaign, which was mandatory for all employees. It proved to be a great success, with an almost 95% participation rate.

There are four levels of compliance risk management at the Bank: the Board of Directors, through its Ethics & Compliance Committee; the Executive Board, through its Compliance Committee chaired by the Managing Director; the Compliance Department, formed in 2020 and responsible for upstream risk management and prevention and downstream risk monitoring; and the operating entities, where risk prevention and detection are integrated into procedures at each stage of the customer relationship. In 2021, to ensure better monitoring and control, compliance officers were recruited in each region.

The Audit Department is currently working with the bank's other oversight bodies on a project to create a shared platform for mapping risks and defining the chain of supervision to be put in place based on identified incidents. In this way, all the oversight bodies can benefit from centralised information.

Lastly, Rawbank has doubled its commitments regarding compliance with its investments, particularly in its state-of-the-art IT infrastructure, with the constant aim of strengthening the quality of its compliance oversight.

Environmental, social and governance issues inform the bank's decisions

1 LEADING THE WAY IN FOSTERING A RESPONSIBLE BUSINESS MODEL

Rawbank is pursuing a consistent and relevant CSR strategy that is a powerful lever for development. Drawing on efficiency and innovation, Rawbank focuses its actions on issues with a strong impact on the country's development, such as SMEs and entrepreneurship, women's empowerment and, internally, human capital. These are all areas in which Rawbank has long been active.

Because CSR has been an integral part of Rawbank's DNA for over a decade and has become a pillar of its growth model, the bank expressed its commitment in 2017 by officially joining the United Nations Global Compact and adopting its 10 founding principles. These cover four areas (Human Rights, International Standards, Environment and Anti-Corruption) which together pave the way for a socially responsible attitude.

Rawbank is a member of the Board of Directors of the Global Compact Network DRC and, as such, participates in the development of the organisation's global strategy in the DR Congo. The Board of Directors is made up of 12 people and their term of office is four years.

In November 2021, Rawbank hosted the UN Global Compact DRC Board of Directors in its head office, The Atrium. This meeting was an opportunity to fine-tune strategies, especially in the areas of labour law, human rights, the environment and anti-corruption measures. By hosting this event, the bank once again demonstrated its commitment to achieving these goals.

The Bank has also voluntarily embraced the Sustainable Development Goals (SDGs), focusing on five goals in particular: ending poverty, good health and well-being, education, gender equality and combating climate change. All of Rawbank's actions are aligned with the framework set out by the SDGs.

Rawbank focuses on five SDGs



2 SOCIAL OUTREACH: ACTION UNDERPINNED BY CIVIC VALUES

Rawbank's social responsibility is also demonstrated through initiatives that directly contribute to the country's development and people's well-being.

The bank showed its solidarity after the Nyiragongo volcano erupted on 22 May 2021 in Goma, resulting in numerous losses of human lives and significant material damage. Rawbank chose to support the NGO Change Your World DRC, which brings together displaced families. Donations were also made to the Carmel medical centre in Goma. Rawbank will soon confirm its long-term commitment by signing a memorandum of understanding with the Goma Volcano Observatory (OVG).



FOCUS

Tackling discrimination against women at all levels

In 2021, Rawbank stepped up its actions to support the most disadvantaged women in the DRC. Given the conflicts in some areas of the country, which further exacerbate the vulnerability of women, the bank was keen to take action, particularly by raising funds for women and girls who are victims of war crimes. In total, more than \$10,000 was distributed equitably among various associations in Kinshasa, Goma, Bukavu, Beni and Butembo.

The bank is also working on the inclusion of women with disabilities or who are victims of violence, in association with Caritas and UN Women.

For example, in 2021, Rawbank made a donation to the Panzi Foundation, founded by Nobel Peace Prize winner Dr Denis Mukwege, to help women victims of sexual violence in the east of the country.

Women's empowerment is a key issue for the bank, which has increasingly surrounded itself with local partners dedicated to these issues, such as the Microdev cooperative. This cooperative promotes women's emancipation and empowerment, values the bank holds dear, and plays an essential social role through microfinance.



The bank also contributes to the social development of the people of the DRC by getting involved in **water supply projects** and the rehabilitation of public utility buildings. In Kinshasa's Camp Luka neighbourhood, for example, the bank successfully completed its project to drill a 65-metre well to provide the entire community with access to drinking water. In Katanga, the Kissima II school now has a standpipe, thanks to Rawbank's financial support.



Also determined to contribute to providing **access to electricity** to as many people as possible, Rawbank and Orange have set up a partnership that facilitates the acquisition of Orange Energies kits, made possible by Rawbank's Easy Energy credit.



Within the scope of its social responsibility actions, **Rawbank also contributes to local initiatives**. It recently rehabilitated two public utility buildings in the towns of Mbuji-Mayi and Beni: the Kansele General Hospital and the Bilingual Christian University of Congo (UCBC). In October, Rawbank handed DRC's national police force the keys to a new police station built in Kinshasa's Lufungula camp. The Kikonka hospital in Kongo Central was also renovated at the beginning of the year.

Many of the Bank's sponsorship initiatives are aimed at DRC's youth. The issues of access to education and training and to quality employment are priorities for the bank.



As part of its 2021-22 "Back to School with Rawbank" campaign, **the bank supported young mothers** from the Centre d'encadrement pour l'autonomisation et la réinsertion sociale des filles mères (CEARSEM - Young Mothers' Empowerment and Social Reintegration Centre), by donating school kits, clothing and an endowment to pay their children's school fees. In addition to its literacy courses, CEARSEM runs various training courses in sewing, beauty, hotel management and IT.



Rawbank supports all the DRC's entrepreneurs and, because the future of this country depends on its young generations, the bank assists and finances the "100 Jeunes Pages d'Espoir" (*100 Young Pages of Hope*) programme. A hundred young people were selected to follow an intensive three-day training course at the bank's Kinshasa offices, during which they learned the basics of business management. Promoting entrepreneurship is a subject particularly close to our bank's heart. After the success of the Kinshasa event, "100 Jeunes Pages d'Espoir" is expected to be rolled out in the East, Greater Katanga and Kasai in the near future.

3

ENVIRONMENTAL PROTECTION

Rawbank believes in and strives for a fair and just society and is mindful of its environmental impact. The bank therefore supports a range of actions to promote green energy and waste management, both internally and externally.

The bank has concluded a partnership with a company that sells and rents electric cars, Mopepe Solutions, founded by Yacine Fylla, one of the DRC's most innovative entrepreneurs. This is the first electric and solar-powered transport service launched in Central Africa. Mopepe Solutions is an example of an innovative initiative that will not only contribute significantly to the reduction of greenhouse gas emissions but will also benefit everyone in the DRC.

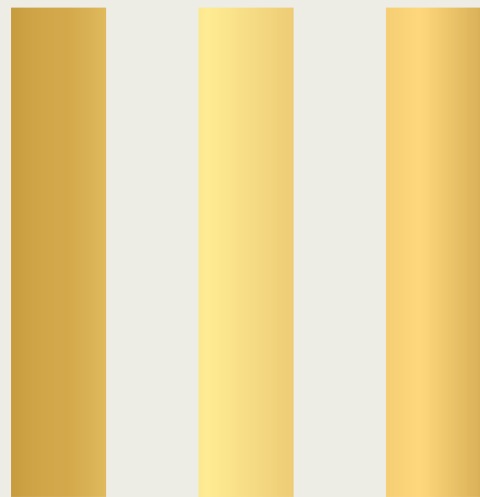


Currently, 10 Mopepe Solutions vehicles are available for hire via a network of charging stations located throughout Kinshasa. Rawbank has also installed five charging stations: one at The Atrium building and the others at the CTC, Utexafrica, Limete and Saint-Luc branches. Several vehicles have already been added to the bank's fleet and illicocash, Rawbank's digital banking application, can be used to pay for Mopepe Solutions services.

In its efforts to reduce its own environmental footprint, the bank is setting an example by making energy-efficient choices in terms of equipment and IT solutions. In addition, it is equipping its branches across the country with solar panels to reduce energy consumption and its energy bill, while at the same time being more environmentally friendly. There are currently 11 branches running on solar energy, four were installed this year and five more branches are expected to be equipped in 2022.

The bank is in the process of implementing an optimised waste management system. With a sorting and recycling system, it avoids wasting reusable materials, thus reducing the volume of waste to be handled and the amount of greenhouse gas emissions. Furthermore, Rawbank has just set up a programme with a local operator for the recycling of 100,000 unsold prepaid cards.





The Rawbank model revolves around customers

- Testimonials
- Rawbank houses a unique exhibition tracing the history of Congolese currency



Testimonials

Rawbank has come a long way since the first branch opened in 2002, with only 33 staff members and managers. From the staff who welcome clients on a daily basis, to the partners who have supported its growth and made it the country's number one bank, to the customers who have entrusted Rawbank with their savings and projects, thousands of people have contributed to making the bank what it is today.

On the occasion of this very special anniversary, the bank pays tribute to 20 of these men and women whose careers give meaning to its action.

Each of these QR codes reveals elements of Rawbank's story and that of the people of the DRC.

Scan to find out their stories:



Nadine WAUTERS
President and Promoter of the school "Les amis de Daniel" and a Rawbank partner



Sabrina KIBETI
Internal Communication Officer

After 19 years at Rawbank, I can say that that it's a real school of life

— Sabrina Kibeti



I'm filled with a sense of pride to represent Congolese businesswomen at Rawbank

—Françoise Kielende

Françoise KIELENDE
Lady's First Ambassador



Christopher LOKWA
Winner of the Gen.Academia raffle



Annie KANIKI
Rawbank Branch Manager UTEXAFRICA



Brice BALOLA
Retail Banking Officer



Rawbank is a real vector of growth for women's entrepreneurship

— Sharon Kapinga



Sharon KAPINGA
Academia client



*I found a spirit of innovation
at Rawbank — Jean Pierre Mutuale*



Jean-Pierre MUTUALE
Rawbank governor



Simone MBEKA
Assistant
to Risk Management



*If asked to define Rawbank,
I'd say that it's a source of
fulfilment, an incubator
of knowledge and a family*

— Ruth Musau Ngala



Ruth MUSAU NGALA
Regional Controller



Miradie LUYANGALALA
Winner of the
Gen.Academia raffle



Joselin SOKI PIKA
Winner of the
Gen.Academia raffle



Armel MBUMBA
Privilege Banking Officer



Marte ALANGI
Moneygram agent



Marlène MBAYA
CEO, Kin Tacos



Junior KAMBALA
Compliance officer,
Global Congo Express



*Rawbank is a
reassuring partner,
always attentive
to my needs*

— Benjamin Rugamika



Benjamin RUGAMIKA
Coordinator, 100 Jeunes
Pages d'Espoir initiative
and Rawbank partner



Yvan GOFFART
CEO, Swakala SARL



Jean-Claude KUNDA
CEO



Fideli CHIBI CHA BENE
Businesswoman

Rawbank houses a unique exhibition tracing the history of Congolese currency



The Democratic Republic of the Congo's monetary journey is an uplifting story, a true testament to its history. On the occasion of Rawbank's 20th anniversary, the bank's head office is hosting an exhibition that recounts over 130 years of the national currency's history.

The collection belonging to Mr Bishogo Musafiri Moussa, whose 50 years of research resulted in the collection of over 100 banknotes, will be on display to the public for the first time in May 2022. For a whole month, Rawbank invites the people of the DRC to The Atrium, where they can witness more than a century of cultural development and know-how.

This exhibition fits into a broader process of remembering the past undertaken by collectors, the Central Bank of Congo and historians, who are helping to forge an authentic national narrative.



By taking a retrospective look at the way money has evolved, the bank invites its visitors to come and immerse themselves in the transformation of the national political and economic circumstances that have marked the last century.

From the 'croisette', to the introduction of the first Congolese franc in 1887, in coin form at the time, to the currency of Zaire and the Katangan franc, dozens of currencies have circulated in the DRC.



TRIBUTE

The collector also pays tribute to his wife Huguette, with whom he shared this passion for many years.



« A generous woman, she devoted her time to her search for the various pieces of this currency collection. Each new piece that was added brought a new drive to her quest to uncover the traces of the history of the different peoples reflected in the currency with which they traded. Through this rich collection, she is back with us today, sharing her faith, hope and charity and her very human perception of timeless issues. We are thinking of you, up above, where you are. »



IV

Financial report



To the shareholders of
RAWBANK S.A.
Kinshasa/Gombe

**STATUTORY AUDITOR'S REPORT
ON THE ANNUAL FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2021**

This is a free translation into English of the Statutory Auditor's report issued in the French language and is provided solely for the convenience of English speaking readers. This report should be read in conjunction with, and construed in accordance with, Congolese law and professional auditing standards applicable in the Democratic Republic of Congo".

In performing the assignment entrusted to us by your General Assembly, we hereby present our report for the year ended 31 December 2021:

- The audit of the financial statements of RAWBANK S.A., as attached to this report and showing equity of CDF 459,574 million, including net profit of CDF 83,651 million for the year;
- The specific verifications required by law.

The annual financial statements have been approved by the Board of Directors. Our responsibility is to express an opinion on these annual financial statements based on our audit.

I. AUDIT OF ANNUAL FINANCIAL STATEMENTS

1.1. Opinion

We have audited the financial statements of RAWBANK SA, which comprise the balance sheet as at December 31, 2021, and the Income statement, statement of changes in equity and cash flow statement for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the RAWBANK SA as at December 31, 2021, and of its financial performance and its cash flows for the year then ended in accordance with Accounting Principles Generally Accepted in the Democratic Republic of Congo and with the requirements of the Central Bank of Congo.

1.2. Basis of opinion

We conducted our audit in accordance with International Standards on Auditing (ISA). Our responsibilities under those standards are further described in the section "Responsibilities of the External Auditor for the Audit of the Annual Financial Statements" of this report. We are independent of RAWBANK S.A. in accordance with the Code of Ethics for Accounting and Auditing Professionals issued by Regulation No. 01/2017/CM/OHADA harmonizing the practices of accounting and auditing professionals in OHADA member countries and the rules of independence that govern the statutory auditor and we have fulfilled the other ethical responsibilities incumbent on us according to these rules.

We believe that the evidence we have obtained is sufficient and appropriate to support our audit opinion.

1.3. Responsibilities of the Board of Directors in relation to the annual financial statements

The annual financial statements have been prepared and approved by the Board of Directors.

The Board of Directors is responsible for the preparation and fair presentation of the annual accounts in accordance with Accounting Principles Generally Accepted in the Democratic Republic of Congo and with the requirements of Central Bank of Congo, and for such internal control as management determines is necessary to enable the preparation of annual financial statements that are free from material misstatements, whether due to fraud or error.

In preparing the annual financial statements, the Board of Directors is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board of Directors either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

The Board of Directors is responsible for overseeing the Company's financial reporting process.

1.4. Responsibilities of the auditor in relation to the audit of the annual financial statements.

Our objectives are to obtain reasonable assurance that the annual accounts as a whole are free from material misstatement, whether due to fraud or error, and to issue an audit report containing our opinion.

Reasonable assurance is a high level of assurance, but it does not guarantee that an audit carried out in accordance with the "ISA" standards will always detect any existing material misstatement. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these annual accounts.

Our responsibilities for the audit of the annual accounts are described in detail in appendix of this report.

II. SPECIFIC VERIFICATIONS AND OTHER INFORMATION

2.1. Specific verifications required by the Central Bank as provided by instruction n° 19

Our review of the specific verifications provided by instruction n°19 of the Central Bank of Congo focus on:

- Assessing the Bank's organization and governance and the quality of its systems for identifying, measuring, supervising, controlling and reducing risks;
- Assessing the adequacy and efficiency of the internal control system and Bank's compliance;
- Assessing the mechanisms to Anti-Money Laundering and the Terrorist Financing and proliferation as well as IT security;
- Assessing the control of inherent risks in the provision of essential outsourced services.

These verifications show that the Bank has an effective control system that allows it to identify measure and control the significant risks to which it is exposed and this system is supported by an information system that allows it to efficient processing of its transactions and their archiving.

The Bank's control environment is rated as average and should be strengthened to provide the Bank with a more effective and efficient risk management environment. Furthermore, the Bank should further strengthen measures for the rigorous application of internal control procedures, maintain prudential management ratios at all times and comply with legal requirements regarding service contracts with related companies.

All of the due diligence and exceptions that we have raised during our work in relation to the specific verifications will be the subject of a separate detailed report that will be communicated to the Management and to the Central Bank of Congo.

2.2. Specific verification on other information

Responsibility for other information belongs to the Board of Directors. The other information consists of the information contained in the management report.

Our opinion on the annual financial statements does not extend to other information and we express no assurance whatsoever on such information.

As part of our statutory audit mandate, our responsibility is, on the one hand, to carry out the specific verifications required by law, and in doing so, to verify the sincerity and consistency with the annual financial statements of the information given in the management report of the Board of Directors, and in the documents sent to shareholders on the financial situation and the annual financial statements, and to verify, in all their material aspects, compliance with certain legal and regulatory obligations. On the other hand, our responsibility is also to read the other information, and therefore, to assess whether there is a material inconsistency between it and the financial statements or the knowledge we have acquired during the audit, or even if the other information seems to contain a material anomaly.

If, in light of the work we have performed during our specific verifications or on the other information, we conclude that there is a material anomaly, we are required to report this fact.

We have nothing to report in this regard.

Statutory Auditor



April 26, 2022



BALANCE SHEETS
AS OF 31 DECEMBER 2021 AND 2020

In thousands of Congolese francs - CF
Exchange rate on 31/12/2021: 1995 CDF = 1 USD // Exchange rate on 31/12/2020: 1970 CDF = 1 USD

ASSETS	31/12/2021	31/12/2020
Treasury and interbank operations		
Cash and balances with Central Bank of Congo	835 890 677	346 620 202
Bank correspondents	5 354 447 810	3 165 331 150
Investment in bonds	-	335 047 750
	<u>6 190 338 487</u>	<u>3 846 999 102</u>
Operations with customers		
Bills receivable	85 447 863	46 535 489
Loans and advances	1 785 491 705	1 506 447 538
	<u>1 870 939 568</u>	<u>1 552 983 027</u>
Other assets		
Prepaid expenses and others	66 385 078	76 565 846
Sundry debtors	2 905 991	12 791 222
	<u>69 291 069</u>	<u>89 357 068</u>
Fixed assets		
Net fixed assets	275 788 600	209 258 950
Deposit and Cautions	3 360 400	2 970 488
	<u>279 149 000</u>	<u>212 229 438</u>
TOTAL ASSETS	<u>8 409 718 124</u>	<u>5 701 568 635</u>
OFF BALANCE SHEET	<u>31/12/2021</u>	<u>31/12/2020</u>
Commitments engaged	666 626 268	531 533 602
Commitments received	1 150 975 560	962 169 232
Internal commitments	23 046 253	13 476 275
TOTAL OFF BALANCE SHEET	<u>1 840 648 081</u>	<u>1 507 179 109</u>

LIABILITIES	31/12/2021	31/12/2020
Treasury and interbank operations		
Due to Central Bank	810 367 656	364 557 829
Local banks	9 171 717	3 600 483
	<u>7 400 000</u>	<u>-</u>
	<u>826 939 373</u>	<u>368 158 312</u>
Operations with customers		
Current and savings accounts	5 359 051 531	3 469 079 710
Term deposits	1 044 730 861	898 675 177
	<u>6 403 782 392</u>	<u>4 367 754 887</u>
Sundry creditors and other liabilities		
Accruals and other liabilities	346 633 774	293 736 537
Sundry creditors	116 128 213	99 534 004
	<u>462 761 987</u>	<u>393 270 541</u>
Non-Current liabilities		
Equity Share		
Capital	143 684 731	143 684 731
Share premium	109 382 830	108 012 117
Legal reserves	16 841 187	16 630 145
Retained earnings	(24 550 387)	66 089 830
Revaluation reserve	94 634 028	84 308 148
Provision for capital maintenance	35 930 308	35 480 053
Result (Profit/Loss) of the year	83 651 426	(91 708 190)
	<u>459 574 123</u>	<u>362 496 834</u>
General provisions	15 244 585	9 152 850
Retirement provision	25 635 750	7 092 000
Provision for Litigation	6 184 500	1 379 000
Other permanent resources		
Subordinated loan	49 875 000	49 250 000
Bond Loan-Debentures	69 825 000	68 950 000
Financial loans	89 895 414	74 064 211
	<u>209 595 414</u>	<u>192 264 211</u>
Total liabilities	<u>8 409 718 124</u>	<u>5 701 568 635</u>

LIABILITIES
AS OF 31 DECEMBER 2021 AND 2020

In thousands of Congolese francs - CF
Exchange rate on 31/12/2021: 1995 CDF = 1 USD // Exchange rate on 31/12/2020: 1970 CDF = 1 USD

	31/12/2021	31/12/2020
Income from treasury operations and interbank operations		
	26 912 752	24 618 521
Income from operations with customers	382 902 833	285 168 315
Expenses on treasury and interbank operations		
	(2 911 825)	(1 962 052)
Expenses on operations with customers	(63 599 709)	(51 944 767)
Intermediation margin	<u>343 304 051</u>	<u>255 880 017</u>
Income from sundry bank operations	272 789 676	207 811 321
Expenses on sundry bank operations	(32 056 087)	(33 696 545)
Other operating expenses	(29 169 186)	(29 010 244)
Net banking income	<u>554 868 454</u>	<u>400 984 549</u>
Other income	22 252 702	16 775 832
General and administrative expenses	(277 542 075)	(208 543 001)
Staff expenses	(116 588 663)	(87 776 929)
Taxes	(15 168 622)	(12 974 013)
Depreciation on fixed assets	(30 558 546)	(24 794 335)
Operating profit	<u>137 263 250</u>	<u>83 672 103</u>
Provisions for loans and write-back of provisions	(5 321 708)	(39 572 097)
Exceptional items	(34 802 123)	(130 450 669)
Profit before Tax	<u>97 139 419</u>	<u>(86 350 663)</u>
Income tax and profit	(13 487 993)	(5 357 527)
RESULT (PROFIT/LOSS) OF THE YEAR	<u>83 651 426</u>	<u>(91 708 190)</u>

STATEMENT OF CHANGES IN EQUITY
AS OF 31 DECEMBER 2021 AND 2020

In thousands of Congolese francs - CF
Exchange rate on 31/12/2021: 1995 CDF = 1 USD // Exchange rate on 31/12/2020: 1970 CDF = 1 USD

	Movements 2021				
	Balance as of 01/01/2021	Increase	Decrease	Discounting effects	Balance as of 31/12/2021
Share Capital	143 684 731	-	-	-	143 684 731
Share premium	108 012 117	-	-	1 370 713	109 382 830
Legal Reserves	16 630 145	-	-	211 042	16 841 187
Retained earnings	66 089 830	(91 708 190)	-	1 067 973	(24 550 387)
Reevaluation reserve	84 308 148	10 325 880	-	-	94 634 028
Provisions for capital maintenance	35 480 053	-	-	450 255	35 930 308
Result (Profit/Loss) for the year	(91 708 190)	83 651 426	(91 708 190)	-	83 651 426
	362 496 834	2 269 116	(91 708 190)	3 099 983	459 574 123

CASH FLOW STATEMENTS
FOR THE YEARS CLOSED AS OF DECEMBER 31, 2021 AND 2020

In thousands of Congolese francs - CF
Exchange rate on 31/12/2021: 1995 CDF = 1 USD // Exchange rate on 31/12/2020: 1970 CDF = 1 USD

	31/12/2021	31/12/2020
Operating activities		
Operating income	704 857 963	534 373 989
Operating expenses	(412 297 471)	(336 751 623)
Deposits / withdrawals by banks and financial institutions	458 781 061	(4 924 859)
Loans and advances / Repayment of loans and advances extended to customers	(318 379 939)	(278 766 358)
Deposits / Withdrawals by customers	2 036 027 505	1 846 314 452
Amounts paid to personnel and sundry creditors	(98 176 288)	(83 708 929)
Other net cash flow from operating activities	(34 089 347)	(129 502 838)
Income taxes	(13 487 993)	(5 357 527)
Other third party accounts	89 557 445	126 953 855
Net cash flow from operating activities	2 412 792 936	1 668 630 162
Investing activities		
Adjustments	(16 902)	99 077
Asset disposal value	-	(947 831)
Purchases / Disposals-Fixed Assets	(83 938 038)	(20 939 633)
Deposits and guarantees paid	(389 912)	-
Net cash flow from investing activities	(84 344 852)	(21 788 387)
Financing activities		
Increase of share capital	-	28 204 201
Share premium	-	108 012 117
Long term loans (received)	41 895 000	61 639 070
Loan repayment	(27 003 699)	(12 121 174)
Net cash flow from financing activities	14 891 301	185 734 214
Increase/Decrease in cash and cash equivalents	2 343 339 385	1 832 575 989
Opening balance of cash and cash equivalents	3 846 999 102	2 014 423 113
Closing balance of cash and cash equivalents	6 190 338 487	3 846 999 102

V

Branch
& correspondent
bank networks





Head office: 12/66 Intersection of Katanga and Colonel Lukusa Avenues,
Kinshasa Gombe BP 2499 – Kinshasa 1

Phone: +243 99 60 16 300 / Toll free number: 4488
E-mail: contact@rawbank.cd

B.I.C. Swift: RAWBCDKIXXX

KINSHASA REGION

Regional Director:
Hugues BOSALA
+243 991 005 438

KINSHASA PROVINCE

30 Juin
3487, Bld du 30 juin, Kinshasa/Gombe
+243 828 461 101

Guichet SCTP
Concession gare centrale, C/Gombe
+243 996 016 300 / 4488 (Toll free)

Select Shopping Mall counter
6133, av. Colonel Lukusa, C/Gombe
+243 996 016 300 / 4488 (Toll free)

ATRIUM
12/66, croisement des avenues Katanga
et Colonel Lukusa. Kinshasa/Gombe
+243 817 010 842

Bandal
5142, av. Kasa- Vubu, C/Bandalungwa
+243 829 786 009

Bayaka
128, croisement des avenues Kasa-Vubu
et Birmanie, C/Kasa-Vubu
+243 829 786 008

Bon Marché
261, av. Flambeau, Q/Bon Marché, C/Barumbu
+243 829 876 001

Cité Verte
8478, av. By-Pass, Q/Cité Verte, C/ Selembao
+243 810 077 318

Commerce
39, av. du Commerce, C/ Gombe
+243 820 635 308

CTC
10, Immeuble CTC, Croisement des avenues
Equateur et Wagenia, C/Gombe
+243 998 015 900

Hôtel de Ville
09, av. du Marché, C/Gombe
+243 970 034 453

Illico Store 30 Juin
Boulevard du 30 Juin, C/Gombe
+243 996 016 300 / 4488 (Toll free)

Huileries
166, av. Kigoma, C/Kinshasa
+243 970 037 489

**ISC
(Institut Supérieur de Commerce)**
Av. de la Libération (ex 24 Nov.), C/Gombe
+243 829 779 258

Kinsuka
01, av. de l'école, C/Ngaliema
+243 992 001 686

KINSHASA REGION

Kintambo
12, av. Kasa- Vubu, Q/Magasin, C/Kintambo
+243 825 652 487

La Couronne
21, av. Bandundu, C/Gombe
+243 817 151 036

Minaffet counter
01, place de l'indépendance, C/Gombe
+243 996 016 300 / 4488 (Toll free)

Fleuve Congo Hotel counter
Colonel Tshatshi (Ex. Immeuble CCIC), C/Gombe
+243 996 016 300 / 4488 (Toll free)

Guichet 1^{er} Shopping Mall
6133, av. Colonel Lukusa
+243 996 016 300 / 4488 (Toll free)

Limete
7^{ème} rue, Boulevard Lumumba
place commerciale.
+243 843 212 652

Matete
10749, Q/Tomba, localité Sumbuka,
district Mont-Amba, C/Matete
+243 829 779 255

N'Djili
28, av. Mazi, Boulevard Lumumba, C/N'Djili
+243 817 109 734

Kin-Aero counter
Aéroport international de N'Djili, C/Masina
+243 996 016 300 / 4488 (Toll free)

Ngaba
02, av. de la Foire, Q/ Righini, C/Lemba
+243 819 832 001

Saint- Luc
14, av. Nguma, Réf Eglise Saint- Luc, C/Ngalima
+243 818 870 015

Monishop counter
14, av. Kasa- Vubu, C/Kintambo
+243 996 016 300 / 4488 (Toll free)

UNIKIN
Enceinte Université de Kinshasa (Unikin),
Q/Mbanza- Lemba, C/Lemba
+243 991 347 301

UPC
Croisement des avenues de la Libération
et Victoire, C/Lingwala
+243 998 015 924

Palais du Peuple counter
Rez des chaussée du bâtiment du Palais du Peuple,
Boulevard Triomphal, C/Lingwala
+243 996 016 300 / 4488 (Toll free)

UPN
999, av. Laurent Désiré Kabila
(ex route de Matadi), C/Ngaliema
+243 817 159 008

UTEXAFRICA
374, av. Colonel Mundjiba, C/Ngaliema
+243 992 900 571

Rotana counter
88, croisement des avenues de la justice
et Ouganda, C/Gombe
+243 996 016 300 / 4488 (Toll free)

Victoire
01, av. Eyala, Q/Kinshas,
C/Kasa- Vubu, C/Lingwala
+243 817 109 461

Regional Director:
Florent MATUSU
+243 826 983 464

KONGO-CENTRAL PROVINCE

Boma
31, av. Mobutu, C/Nzadi
+243 992 001 616

Port SCPT counter (ex Onatra)
+243 996 016 300 / 4488 (Toll free)

Kwilu-Ngongo Sugar Concession
+243 829 779 260

INGA
21012 1311 AC 227, Camp Shongo, Cité de Inga
+243 829 779 260

Kinkanda
1182, av. Route de Kinkanda,
Q/ Ville Haute, C/ Matadi
+243 828 501 973

Kimpese
02, av. Songolol, Q/Masamuna 2Bis
+243 973 377 778

Lufu counter
RDC/ ANGOLA border (locaux DGM)
+243 99 60 16 300 / 4488 (Toll free)

Matadi
13, av. Major Vangu
+243 812 947 387

ICTSI counter
Cellule OEB, Q/Ville Haute. C/Matadi
+243 996 016 300 / 4488 (Toll free)

Regional Director
Blaise BASENGE
+243 81 887 00 02

EQUATEUR PROVINCE

Mbandaka
11, av. Libération, Q/Mambenga, Ville de Mbandaka
+243 816 068 751

PROVINCE DU KASAÏ CENTRAL

Kananga
275, Croisement des avenues Inga
et Boulevard Lumumba, Q/Malandji, C/Kananga
+243 972 600 797

Port Aidel Ticom counter
6497, av. Ango Ango, Q/ Ville Haute, C/Matadi
+243 996 016 300 / 4488 (Toll free)

Mbanza-Ngungu
112, av. Mobutu, Q/Disengomoka,
Cité de Mbanza- Ngungu
+243 970 035 046

Moanda
4, av. du 30 Juin
+243 998 015 920

Yema counter (border)
Frontière RDC/ANGOLA
+243 996 016 300 / 4488 (Toll free)

Tshela
68, av. Makumbu, Q/Kabila,
Centre commercial Tshela
+243 970 337 470

KWILU PROVINCE

Bandundu Ville
07, av. Kasai, C/Basoko, Bandundu Ville
+243 814 512 369

Kikwit
03, av. Likasi. C/Lukolela
+243 817 777 716

Masi- Manimba
07, Route de Kikwit sur la nationale n°1,
Q/Kangamiesi, C/Masimanimba
+243 821 379 819

KASAÏ- ORIENTAL PROVINCE

Mbuji-Mayi
47, Boulevard Laurent Désiré Kabila, C/Diulu
+243 817 084 602

MONGALA PROVINCE

Bumba
52, av. Mobutu, territoire de Bumba
+243 810 358 551

SANKURU PROVINCE

Lodja
4, Boulevard de la Révolution,
centre commercial
+243 825 565 765

Lusambo
1227, croisement des avenues
du Sankuru et de la Révolution
+243 843 212 652

Regional Director
Constantin TSHIBASU
+243 817 159 000

LOWER-UELE PROVINCE

Buta
04, av. du 4 Janvier, Q/Rubi, C/ Final
+243 81 49 31 765

UPPER-UELE PROVINCE

Doko
Avenue de banques, route Doko,
Q/ Leberun, Cité de Durba.
+243 816 851 742

Isiro
04, av. Poko, Q/Tety, C/Kupa
+243 828 500 603

Watsa
Quartier Résidentiel, Cité de Watsa,
+243 814 734 407

ITURI PROVINCE

Bunia
05, av. Ituri, Q/Lumumba
+243 999 949 430

Mahagi
05, av. de la Jeunesse, Q/Angira- jo, C/Mamba
+243 810 180 896

MANIEMA PROVINCE

Kindu
04, av. du 4 Janvier, C/Kasaku
+243 829 787 191

SOUTH-UBANGI PROVINCE

Gemena
348, av. Mobutu, Q/ Congo
+243 825 722 312

NORTH-KIVU PROVINCE

Beni
24, Boulevard Nyamwisi,
Q/Residentiel, C/Bungulu
+243 824 853 925

Butembo
9472, av. Président de la République,
Q/Kambali, C/Vulumba
+243 971 011 169

Goma
17153, boulevard Karisimbi,
Q/Les volcans, C/Goma.
+243 811 646 795

Kasindi
Croisement des avenues Le Marché
et Lwanzo, C/Majengo
+243 972 608 339

Katindo
17153, boulevard Karisimbi, C/Goma

SOUTH-KIVU PROVINCE

Bukavu
86, avenue Patrice Émery Lumumba,
Q/Ndendere, C/Ibanda.
+243 999 229 856

Kadutu
03,avenueOSSO,Q/Kasali,C/Kadutu.
+243 970 036 117

TSHOPO PROVINCE

Kisangani
11, av. Victime de la Rébellion
+243 813 188 837

UNIKIS counter
Université de Kisangani, 500 avenue Munyororo,
Q/Plateau médical, C/Makiso.
+243 858 567 842

Regional Director

Arnaud COUPE
+243 817 084 601

UPPER-KATANGA PROVINCE

Bel-Air

166g, Chaussée de Kasenga, C/Kapemba
+243 991 004 187

DGI

05, avenue Sendwe, C/Lubumbashi
+243 991 004 186

Golf

01, av. des Roches, Q/Golf, C/Lubumbashi
+243 995 258 330

Kakanda

26, av. des Usines, Q/Nsele.
Cité Kakanda
+243 998 015 903

Kambove

218, av. Mobutu, Q, C/Makomeno,
Cité de Kambove
+243 998 015 903

Kasumbalesa

Site Guichet Unique Wisky DGDA,
Route de Kasumbalesa
+243 991 004 181

Kipushi

84, bloc Safricas, av. Lumumba.
Q/Kamarenge
+243 970 036 633

Kisanga

598, Route de Kasumbalesa.
Q/Kisanga, C/Annexe, Croisement
Kasumbalesa et Kipushi
+243 991 004 188

Likasi

27, av. Lumumba, C/ Likasi
+243 817 159 002

M'Siri

190B, boulevard M'Siri, Q/Industriel
C/ Kampemba, ville de Lubumbashi.
+243 821 838 527

Sakania

45, Route Kishiba- Sakania
+243 976 000 206

Sendwe

91, av. Sendwe, C/Lubumbashi
+243 995 239 102

Consulate counter

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+243 996 016 300 / 4488 (Toll free)

UNILU

Rez-de-chaussée, home 10,
cité universitaire. Route Kasapa
+243 991 004 185

LUALABA PROVINCE

Fungurume

Consession Tenke Fungurume
+243 812 307 477

Kamoa

Site de Kamoa- Kakula, Mine North Office,
Territoire de Mutshatsha
+243 827 737 072

Kolwezi

59, av. Kamba, Q/Biashara, C/Dilala
+243 995 239 100

Mikuba

3569, av. Kasa- Vubu, Q/Biashara, C/Dilala
+243 995 239 100

TANGANYIKA PROVINCE

Kalemie

16, av. de la Révolution, C/Lac-Kalemie
+243 815 053 089

Manono

294, av. de la Plaine, C/Manono
+243 828 332 414

Network of correspondent banks

BENEFICIARY BANK		RAWBANK SA
SWIFT CODE		RAW/BCDKIXX
ADDRESS		12/66 Intersection of Katanga and Colonel Lukusa Avenues, Kinshasa DRC
CURRENCY	BANK	SWIFT/BIC
AED	Aktif Yatirim Bankasi	CAYTTRIS
CAD	Commerzbank AG, Frankfurt am Main	COBA DE FF
CHF	Banque de Commerce et de Placements SA, Geneva	BPCP CH GG
CHF	BMCE Bank International S.A.U, Madrid	BMCE ES MM
CNY	Bank of China Limited, Dubai City	BKCH AE AD
CNY	Bank of China Limited, Beijing	BKCH CN BJ 110
CNY	Bank of China Limited, Johannesburg	BKCH ZA JJ
CNY	Industrial & Commercial Bank of China Limited, Xicheng District	ICBK CN BJ
EUR	Banque de Commerce et de Placements SA, Geneva	BPCP CH GG
EUR	Banque Internationale Arabe de Tunisie	BIATNTTTTET
EUR	Banque Sino Congolaise Pour l'Afrique, Brazzaville	SCAQ CG CG
EUR	BGFIBANK Congo, Brazzaville	BGFI CG CG
EUR	BGFIBANK Europe, Paris	BGFI FR PP
EUR	BMCE Bank International S.A.U, Madrid	BMCE ES MM
EUR	Citibank NA, London	CITI GB 2L
EUR	Commerzbank AG, Frankfurt am Main	COBA DE FF
EUR	ING Belgium NV/SA	BBRU BE BB
EUR	INTESA Sanpaolo SPA, ITALY	BCIT IT MM
EUR	Natixis, Paris	NATX FR PP
EUR	The Standard Bank of South Africa Limited, Johannesburg	SBZA ZA JJ
JPY	Commerzbank AG, Frankfurt am Main	COBA DE FF
GBP	Commerzbank AG, Frankfurt am Main	COBA DE FF
USD	AFREXIMBANK	AFXMEGCA
USD	Atlasmara, Zambia	FMBZ ZM LX
USD	Banque Internationale Arabe de Tunisie	BIATNTTTTET
USD	Bank of China Limited, Dubai City	BKCH AE AD
USD	Bank of China Limited, Beijing	BKCH CN BJ
USD	Bank of China Limited, Rsa	BKCH ZA JJ
USD	Banque de Commerce et de Placements SA, Geneva	BPCP CH GG
USD	Banque Sino Congolaise Pour l'Afrique, Brazzaville	SCAQ CG CG
USD	BGFIBANK Congo, Brazzaville	BGFI CG CG
USD	BGFIBANK Europe, Paris	BGFI FR PP
USD	Citibank NA, New York, New York	CITI US 33
USD	Citibank NA, London	CITI GB 2L
USD	ING Belgium NV/SA	BBRU BE BB
USD	INTESA Sanpaolo SPA, ITALY	BCIT IT MM
USD	Industrial & Commercial Bank of China Limited, Xicheng District	ICBK CN BJ
XAF	Banque Sino Congolaise Pour l'Afrique, Brazzaville	SCAQ CG CG
XAF	BGFIBANK Congo, Brazzaville	BGFI CG CG
ZAR	Absa Bank Ltd, Johannesburg	ABSA ZA JJ
ZAR	Bank of China Limited, Johannesburg	BKCH ZA JJ
ZAR	FirstRand Bank Ltd, Sandton	FIRN ZA JJ
ZAR	The Standard Bank of South Africa Limited, Johannesburg	SBZA ZA JJ

Contact details

MARKET DIRECTORATES

Corporate & Institutional Banking (Large companies and institutions)

Gancho KIPULU BAYA
+243 819 801 000

Commercial Banking (PME)

Danish RAZA SARANI
+243 998 010 005

Privilege Banking (Private clients)

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+243 813 059 442

Retail Banking (Individual clients)

Pierre-Marie MOREL
+243 900 877 777

REGIONAL DIRECTORATES

Kinshasa Region

Regional Director: Hugues BOSALA MVEMBA
+243 991 005 438

Southern Region

Regional Director: Arnaud COUPE
+243 817 084 601

Central Region

Regional Director: Blaise BASENGE
+243 818 870 002

Western Region

Regional Director: Florent MATUSU
+243 826 983 464

Eastern Region

Regional Director: Constantin TSHIBASU
+243 817 159 000

Brussels Representative Office

Director: Fabrice HAINAUT
+32 470 302 306


CALL CENTER

4488 (Free calls on national networks)
+243 996 016 300

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 linkedin.com/company/rawbank

RAWBANK

is my bank.



**12/66 Intersection of Katanga and
Colonel Lukusa Avenues, Kinshasa, DRC**

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