# COMMERCIAL BANK OF DUBAI INVESTOR PRESENTATION Q1 2018



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### **Overview of the United Arab Emirates**



#### **Snapshot of the UAE**

- ► The United Arab Emirates (rated Aa2 by Moody's) comprises seven emirates with Abu Dhabi and Dubai being the largest contributors to its gross domestic product ("GDP").
- ► The UAE benefits from several buffers, including a rapid non-oil growth, robust external reserves (estimated at USD 80.70 bln)¹ and relatively low fiscal breakeven oil price.
- Abu Dhabi Investment Authority (ADIA) does not disclose its total assets under management but the US-based Sovereign Wealth Fund Institute, which tracks the industry, estimates ADIA's total assets at USD 828 bln.
- Although oil has been the mainstay of the UAE economy (with 98 bln barrels of proven oil reserves and a reserves-to-production ratio of 93 years<sup>2</sup>) and continues to contribute significantly to economic prosperity, a determined and far-sighted policy of economic diversification has ensured that non-oil sectors now account for approximately 65% of the gross domestic product.

#### **UAE Stock Market**



Source: Abu Dhabi Securities Exchange, Dubai Financial Market

Source: 1 International Monetary Fund, UAE Interact; 2 OPEC

#### Limited Fiscal Deficit to be posted, AED bln



Source: International Monetary Fund, April 2018

#### Positive Current Account Balances, AED bln



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Source: International Monetary Fund, April 2018

#### **UAE GDP and Public Debt, AED bln**



Source: International Monetary Fund, April 2018

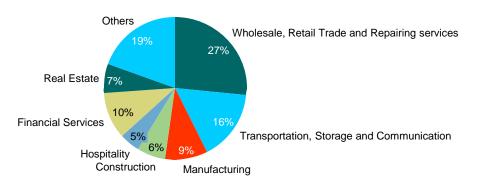
### Overview of Dubai



#### **Snapshot of Dubai**

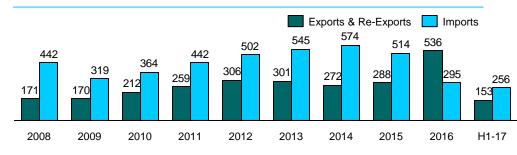
- The Emirate of Dubai is the second largest Emirate in the UAE after the Emirate of Abu Dhabi. Dubai is situated on the west coast of the UAE in the south-western part of the Arabian Gulf.
- ▶ Reflecting the Emirate's strategic geographic location, rising levels of international trade and the Government's long-standing strategy of positioning Dubai as a trading centre, Dubai's GDP has increasingly shifted away from reliance on the oil and gas sectors.
- Dubai's diversified economy has exhibited robust growth levels in recent years on the back of Government initiatives and policies which were aimed to improving the economic and business environment.

#### **Dubai GDP by sector (2017)**



Source: Dubai Statistics Centre

#### Foreign trade (AED bln)



Source: Dubai Statistics Centre

#### **Growth in Economy**



Source: Dubai Statistics Centre

#### Tourism remains robust



Source: Dubai Statistics Centre

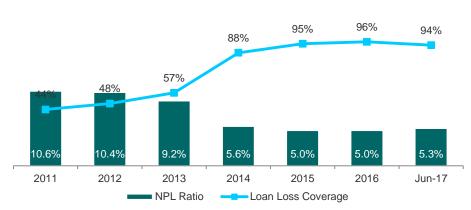
# **Overview of UAE Banking sector**



#### **Snapshot of the UAE Banking Industry**

- As of March 2018 the UAE Banking industry, which is the largest banking industry in the GCC, comprised of 50 banks, 23 of which were domestically-incorporated banks while the remaining were 27 foreign banks.
- ► The industry is regulated by the UAE Central Bank, which was established in 1980. The UAE Central Bank has a track record of providing systemic support to the banking industry, as and when needed.
- As of February 2018, total Loans and Advances increased by 1.0% over December 2017, while deposits decreased by 0.4%. Overall Loan to Deposit Ratio stood at 98.5% as of February 2018.

#### **Improving Industry Asset Quality**



<sup>1</sup>Source: Moody's Financial Institutions: Banking System Outlook – United Arab Emirates

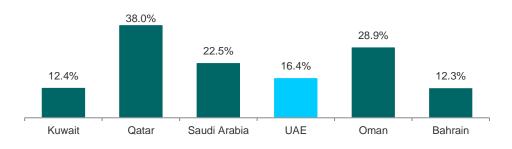
#### **Key Industry Indicators, AED bln**

	2014	2015	2016	2017	Feb-17
Total Assets	2,288	2,459	2,593	2,694	2,707
Customers' Deposits	1,421	1,472	1,563	1,627	1,620
Loans & Advances	1,361	1,466	1,554	1,580	1,596
Specific Provision	72	73	79	80	85
General Provision	24	27	29	30	32
Loan to Deposit (%)	95.8	99.6	99.4	97.1	98.5
CAR (%)	18.2	18.3	18.9	18.9	18.6
Tier 1 Ratio (%)	16.2	16.6	17.3	17.4	17.0

Source: UAE Central Bank

#### **UAE Banking Sector in context (Govt. Deposits as % of Total Deposits)**

The UAE banking system is one of the least dependent amongst GCC countries on Government deposits making it relatively less vulnerable to a decline in liquidity



<sup>2</sup>Source: Moody's Financial Institutions GCC Banks: Oman and Bahrain Most Vulnerable to Lower Oil Prices

# **CBD** profile and ratings







1969

**Public** Shareholding by an Emiri Company Decree issued by His Highness the late Sheikh Rashid Bin Saeed Maktoum and owned by three foreign banks (Chase Manhattan, Commerzbank & Commercial Bank of Kuwait) whose combined shareholding was 78%.

1982

With the introduction of restrictions on foreign banks' operations in the UAE, CBD converted into a national **Public** Shareholding Company.

#### **Credit Rating**

	Long Term IDR	Outlook	Date
MOODY'S INVESTORS SERVICE	Baa1	Stable	Aug-17
FitchRatings	A-	Stable	Jul-17
CAPITAL intelligence	A-	Stable	Jul-17



2018

### CBD is owned by UAE entities and nationals

- CBD shareholders: Government of Dubai (via the Investment Corporation of Dubai) 20% and UAE nationals and entities owned by UAE nationals 80%. In accordance with CBD's articles of association, the shares which are listed on the Dubai Financial Market are currently owned and shall be owned by, and may only be acquired by, natural persons having UAE nationality or legal persons or corporations fully owned by UAE nationals.
- CBD is managed by business segments namely Corporate Banking, Commercial Banking, Business Banking, Personal Banking and Treasury & Investments. As at 31 March 2018, assets of the Corporate Banking segment and Commercial Banking segment together accounted for approximately AFD 46 bln or 65% of its total assets.
- CBD has launched full fledged Islamic Banking in September 2008 to offer Shari'a-compliant banking and financial services.
- CBD has two wholly-owned subsidiaries: CBD Financial Services LLC (CBDFS), which provides brokerage facilities for local shares and bonds; and Attijari Properties LLC, which provides services for self-owned property management. It also has one associate (17.8% shareholding) National General Insurance Co. PSC (NGI), which underwrites life and general insurance business as well as certain reinsurance business.

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### **Board of Directors and Management Team**



#### **Board of Directors**



Mr. Humaid Mohammad Alqutami Chairman



Mr. Ahmad Abdulkarim Julfar Vice-Chairman



Mr. Abdulla Saif Al Hathboor Director



Mr. Abdullah Salim Alturifi Alshamsi Director



Mr. Abdul Wahed Mohamed Al Fahim Director



Mr. Ali Fardan Al Fardan Director



Mr. Buti Saeed Al Ghandi Director



Mr. Hamed Ahmed Kazim Director



Mr. Khalid Abdul Wahed Al Rostamani Director



Mr. Omar Mohammad Ali Alqaizi Director



H.H. Sheikh Maktoum Hasher Al Maktoum Director

#### **Shareholders**

Government of Dubai\* 20%

UAE nationals 80%

General public 36.40%

Al Futtaim Private Co. 10.51%

Orient Insurance PJSC. 8.84%

Abdulla Hamad Al Futtaim 6.95%

Al Majid Investments 5%

Ghobash Trading & Inv. 6.37%

A W Rostamani Group 5.94%

\*Investment Corporation of Dubai (ICD)

#### **Management Team**



**Dr. Bernd van Linder** *Chief Executive Officer* 



Mr. Darren Clarke Chief Financial Officer



**Mr. Fahad Al Mheiri** General Manager, Attijari Al Islami



**Mr. Othman Bin Hendi** General Manager, Corporate Banking



Mr. Abdul Rahim Al Nimer General Manager, Commercial Banking



Mr. Hassan Al Redha General Manager, Institutional & Transaction Banking



**Mr. Amit Malhotra** General Manager, Personal Banking Group



Mr. Mark Zanelli Head of Treasury and Asset & Liability Management



**Mr. Gareth Powell**Chief Human Resources
Officer



Mr. C. Krishna Kumar Chief Operating Officer



Mr. Alan Grieve Chief Risk Officer



Mr. Ra'ed Abu Baker General Manager, Abu Dhabi

### **Corporate Governance**



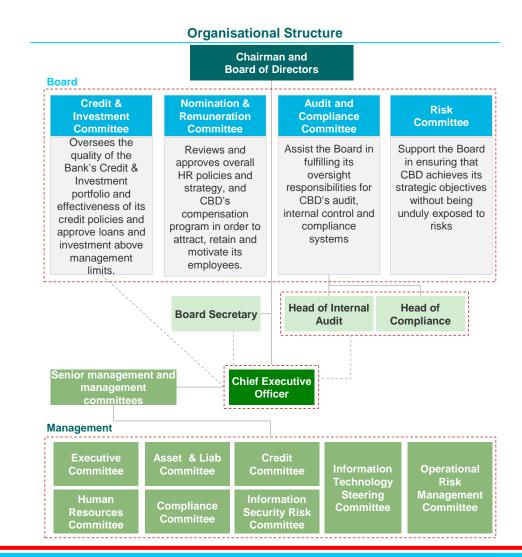
#### **Board of Directors**

The Board of Directors provides strategic guidance, effective monitoring of management, adequate controls and sets the tone and culture of the Bank to enhance and ensure sustainable shareholder value.

The Board of Directors has a collective responsibility for the Bank, including setting the strategic objectives based on the long term financial interests of the Bank's Shareholders, oversee the implementation of the strategy and achievement of the strategic objectives, define the risk appetite, internal controls, compliance, governance and corporate values. The Board sets the tone on professional standards that promotes integrity for itself, senior management and employees of the Bank.

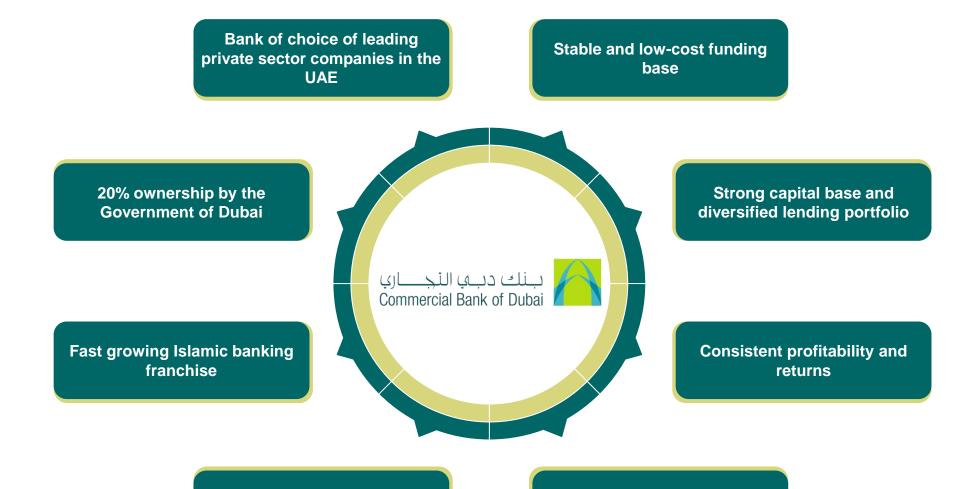
The Directors of the Board, as per the Articles of Association of Commercial Bank of Dubai, are elected by the General Meeting by secret ballot every three years. As at 31st March 2018 the Board comprised of 11 non-executive Members.

The Board of Directors has delegated authority to CBD's executive management to enter into transactions which are consistent with the Bank's risk strategy and policy guidelines.



### **Credit strengths**





**Experienced management &** 

prudent risk management

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**Strong operating efficiency** 

# **Q1 2018 Operating highlights**



- Operating income of AED 658 mln, up 4.8% year on year driven primarily by higher net interest income
- ▶ Operating expenses reduced by 5.1% to AED 214 mln
- ▶ Operating profit increased by 10.3% to AED 444 mln
- ▶ Net impairment allowances for the year were AED 165 mln, 32.2% lower when compared to last year
- ▶ Net profit of AED 280 mln is 74.7% higher than AED 160 mln recorded in Q1 2017

#### As at end of March 2018:

- ► Total assets lower by 0.3% to AED 70.2 bln compared to Dec 2017
- ▶ Loans and advances dropped by 0.7% to AED 47 bln
- ► Customers' deposits declined by 0.4% to AED 48.2 bln
- Advances to stable resources ratio (ASRR) at 89.7%
- Capital adequacy ratio (CAR) at 14.9%
- Cost-to-income ratio improve to 32.5%
- Coverage ratio for non-performing loans at 91%

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# **Q1 2018 Financial snapshot**

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Income statement (AED mln)	Q1-18	Q1-17	YoY	Q4-17	QoQ
Net interest income & islamic financing income	458	430	6.4%	467	(2.0%)
Net fees, commission and FX income	178	177	0.9%	168	6.1%
Other operating income	22	21	3.8%	20	10.7%
Total revenue	658	628	4.8%	655	0.5%
Operating expenses	214	225	(5.1%)	231	(7.4%)
Operating profit	444	403	10.3%	424	4.7%
Net impairment allowances	165	243	(32.2%)	87	89.1%
Net profit	280	160	74.7%	337	(17.1%)
Key ratios, %	Q1-18	Q1-17	YTD (bps)		
Cost to income ratio	32.5%	35.8%	(336)		
Net interest margin	2.6%	2.8%	(12)		
Return on assets	1.6%	1.0%	59		
Return on equity	13.2%	7.8%	540		
Return on equity	10.270	7.070	0.10		
Balance sheet (AED mln)	Mar-18	Dec-17	YTD	Mar-17	YoY
				<b>Mar-17</b> 66,776	<b>YoY</b> 5.1%
Balance sheet (AED mln)	Mar-18	Dec-17	YTD		
Balance sheet (AED mln)  Total assets Net loans and advances Customers' deposits	<b>Mar-18</b> 70,207 46,967 48,204	<b>Dec-17</b> 70,414 47,276 48,411	(0.3%) (0.7%) (0.4%)	66,776 44,006 45,929	5.1% 6.7% 5.0%
Balance sheet (AED mln) Total assets Net loans and advances	<b>Mar-18</b> 70,207 46,967	<b>Dec-17</b> 70,414 47,276	(0.3%) (0.7%)	66,776 44,006	5.1% 6.7%
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Balance sheet (AED mln)  Total assets Net loans and advances Customers' deposits Shareholders' equity  Key ratios, % Loan to deposit	Mar-18 70,207 46,967 48,204 8,363	70,414 47,276 48,411 9,081	(0.3%) (0.7%) (0.4%) (7.9%)	66,776 44,006 45,929 8,302 <b>Regulatory ratio</b>	5.1% 6.7% 5.0% 0.7% Regulatory limit
Balance sheet (AED mln)  Total assets Net loans and advances Customers' deposits Shareholders' equity  Key ratios, %  Loan to deposit Advance to stable resources ratio (ASRR)	Mar-18 70,207 46,967 48,204 8,363 Mar-18 97.4% 89.7%	Dec-17 70,414 47,276 48,411 9,081 Dec-17 97.7% 88.6%	(0.3%) (0.7%) (0.4%) (7.9%) YTD (bps) (22) 116	66,776 44,006 45,929 8,302 <b>Regulatory ratio</b>	5.1% 6.7% 5.0% 0.7% <b>Regulatory limit</b>
Balance sheet (AED mln)  Total assets Net loans and advances Customers' deposits Shareholders' equity  Key ratios, %  Loan to deposit Advance to stable resources ratio (ASRR) Eligible liquid asset ratio (ELAR)	Mar-18 70,207 46,967 48,204 8,363 Mar-18 97.4% 89.7% 13.7%	Dec-17 70,414 47,276 48,411 9,081 Dec-17 97.7% 88.6% 14.4%	(0.3%) (0.7%) (0.4%) (7.9%) YTD (bps) (22) 116 (71)	66,776 44,006 45,929 8,302 <b>Regulatory ratio</b>	5.1% 6.7% 5.0% 0.7% Regulatory limit
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Balance sheet (AED mln)  Total assets Net loans and advances Customers' deposits Shareholders' equity  Key ratios, %  Loan to deposit Advance to stable resources ratio (ASRR) Eligible liquid asset ratio (ELAR) Non performing loan (NPL) Provision coverage	Mar-18 70,207 46,967 48,204 8,363 Mar-18 97.4% 89.7% 13.7% 7.5% 91.0%	Dec-17 70,414 47,276 48,411 9,081 Dec-17 97.7% 88.6% 14.4% 6.5% 88.7%	(0.3%) (0.7%) (0.4%) (7.9%) YTD (bps) (22) 116 (71) 102 232	66,776 44,006 45,929 8,302 <b>Regulatory ratio</b> R R	5.1% 6.7% 5.0% 0.7% <b>Regulatory limit</b> <= 100% >= 10%
Balance sheet (AED mln)  Total assets Net loans and advances Customers' deposits Shareholders' equity  Key ratios, %  Loan to deposit Advance to stable resources ratio (ASRR) Eligible liquid asset ratio (ELAR) Non performing loan (NPL) Provision coverage Capital adequacy	Mar-18 70,207 46,967 48,204 8,363 Mar-18 97.4% 89.7% 13.7% 7.5% 91.0% 14.9%	Dec-17 70,414 47,276 48,411 9,081 Dec-17 97.7% 88.6% 14.4% 6.5% 88.7% 15.2%	(0.3%) (0.7%) (0.4%) (7.9%) YTD (bps) (22) 116 (71) 102 232 (26)	66,776 44,006 45,929 8,302 <b>Regulatory ratio</b> R R	5.1% 6.7% 5.0% 0.7% <b>Regulatory limit</b> <= 100% >= 10% >= 12.375%
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### **Overview of business segments**



► CBD categorizes its business into five main business segments: Corporate Banking, Commercial Banking, Business Banking, Personal Banking and Treasury & Investments

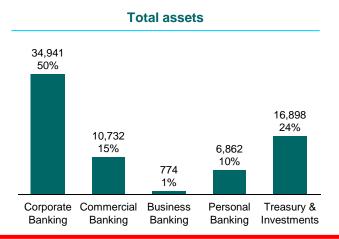
**Corporate Banking:** Provides a range of credit and non-credit banking products and services to large corporate clients (including government related entities). Specializes in providing payment and treasury solutions apart from its core competencies in lending, specifically in trade finance and in short and medium term funding for working capital and financing of fixed assets, respectively.

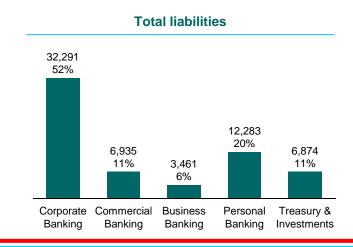
Commercial Banking: Provides overdrafts, loans, working capital finance, trade finance & deposit products to commercial (mid-sized) clients with annual sales between AED 100 mln to AED 750 mln.

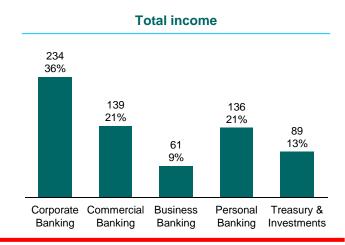
**Business Banking:** Offers small businesses with sales turnover up to AED 100 mln a broad portfolio of banking products and services including loans, working capital financing, trade finance and deposits products.

**Personal Banking:** Offers a range of banking products and services including current accounts, easy access saving accounts, fixed rate deposit accounts, credit cards, personal loans, overdraft facilities, vehicle finance, mortgage products, loans and other credit facilities to high net-worth (Al Dana), mid-tier clients (affluent) and modest income group (direct).

**Treasury & Investments:** Services corporate and commercial clients, offering hedging and risk management solutions and wholesale investment products in foreign exchange, interest rates and commodities.



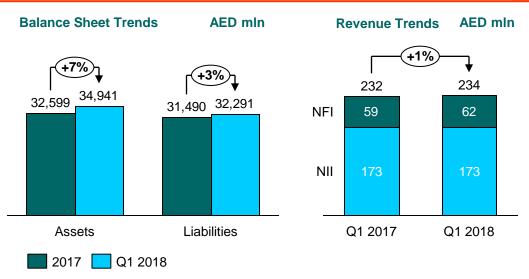


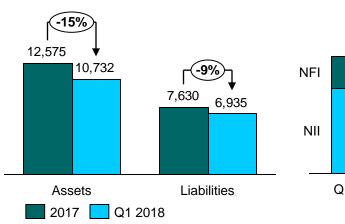


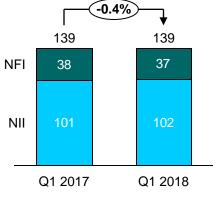
# Segment performance (1/3)

- 7% increase in assets registered by Corporate banking to reach AED 34.9 bln as at 31<sup>st</sup> March 2018.
- ▶ Liabilities increased by 3% to reach AED 32.3 bln.
- Total revenue increased by 1.2% from AED 232 mln in Q1 2017 to AED 234 mln in the first quarter of 2018
  - NII was flat, while NFI increased by 5%.

- Commercial banking assets decreased by 15% to reach AED 10.7 bln at end of March 2018 in comparison with AED 12.6 bln as at end of 2017
- ► Liabilities decreased by 9% over end of 2017 to reach AED 6.9 bln
- ► Total revenue was flat at AED 139 mln.







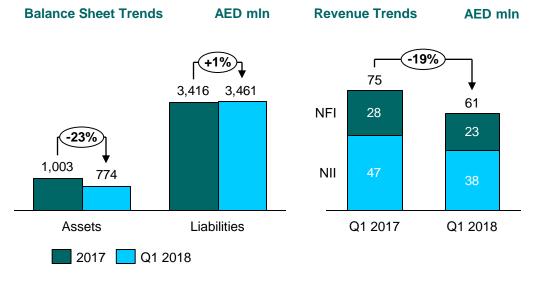
# Segment performance (2/3)

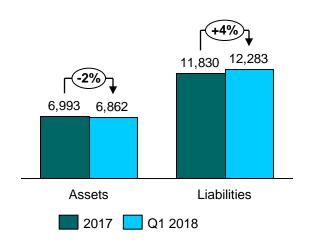


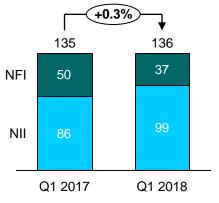
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- Business banking assets decreased by 23% from AED 1.0 bln as at end of 2017 to reach AED 0.8 bln as at end of the first quarter of 2018
- ▶ Liabilities increased by 1% to reach AED 3.5 bln as at end of Q1 2018.
- Total revenue declined by 19% in the first quarter of 2018 compared to the same period last year:
  - ► NII decreased by 19%
  - NFI decreased by 18%.

- Personal banking assets decreased by 2% when compared to the end of 2017
- ▶ Liabilities increased by 4% to reach AED 12.3 bln
- ▶ Total revenue increased by 0.3% over end of 2017:
  - NII increased by 15% while NFI decreased by 26%.

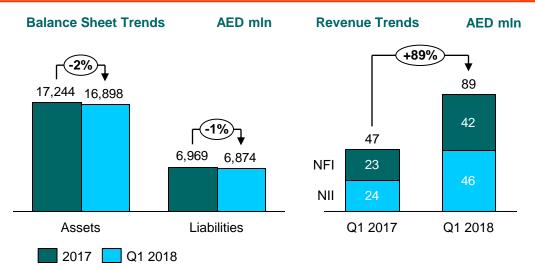






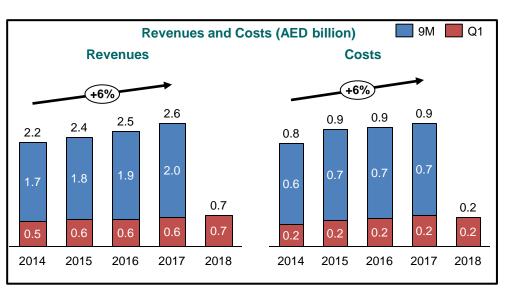
# Segment performance (3/3)

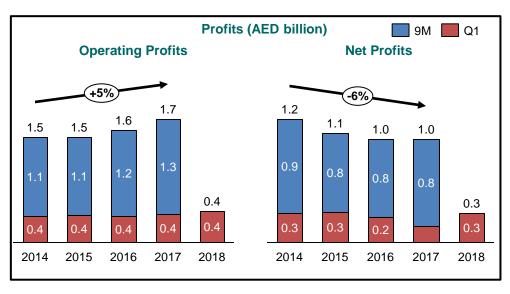
- Treasury assets decreased by 2% to reach AED 17 bln as at end of the first quarter of 2018
- ► Total treasury revenues increased by 89% from AED 47 mln in the first quarter of 2017 to AED 89 mln the first quarter of the current year:
  - ▶ NII increased by 92%
  - NFI increased by 83%.

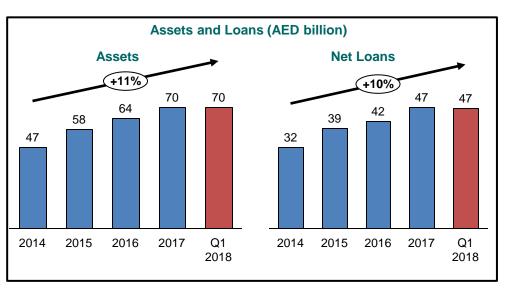


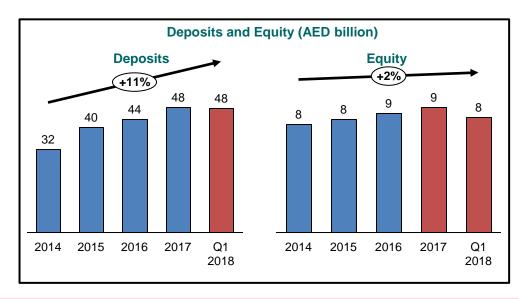
# **CBD** Balance sheet and Profit growth over five years







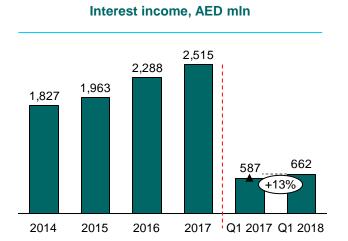


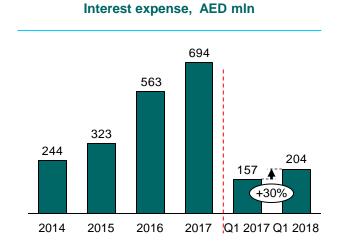


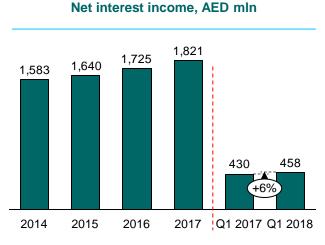
### **Net interest income**



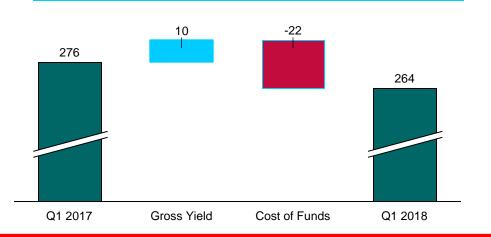
### ▶ Net Interest income increased by 6% over Q1 2017







#### **Movement in Net Interest Margin, b.ps**



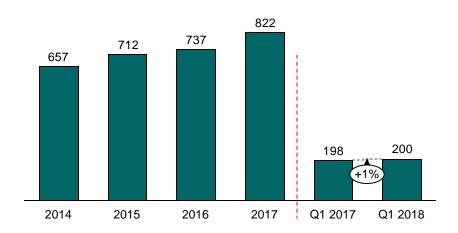
#### Key highlights

- Net interest income increased by AED 28 mln as higher interest income was partially offset by higher interest expense
- ▶ Interest income increased by AED 75 mln due to:
  - Higher average performing loans and Central Bank CDs
  - Increase in yield on loans
- Interest expense increased by AED 47 mln due to:
  - Increase in volume of time deposits
  - Increase in cost of deposits

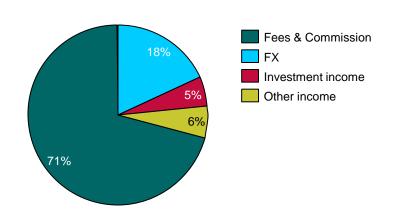
### Non interest income



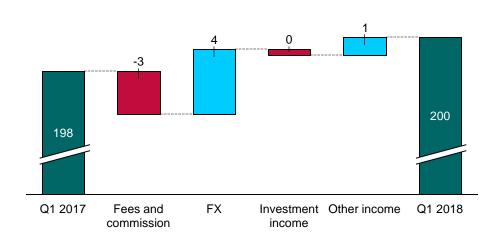
#### Non interest income, AED mIn



#### Components of Non interest income, %



#### Movement in Non interest income, AED mln



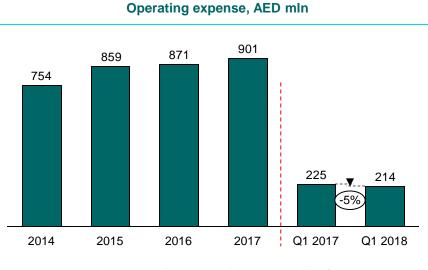
#### **Key highlights**

- Non interest income increased by 1% to reach AED 200 mln
- Fees and commission dropped by 2% on the back of lower trade finance income and public sector payment fees. The drop was offset by higher lending and fund management fees
- ► FX income increased by 14% mainly due to higher derivative income
- Investment income declined by 4% owing to lower trading income
- ▶ Other income increased by 12%.

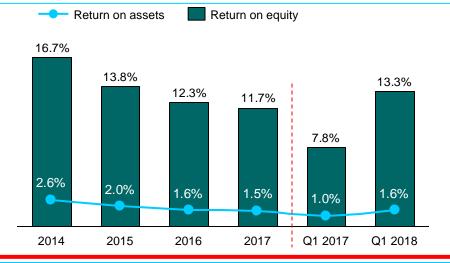
### **Profitability ratios**



▶ Total operating expenses were 5% lower when compared to Q1 2017; cost to income ratio improved to 32.5%



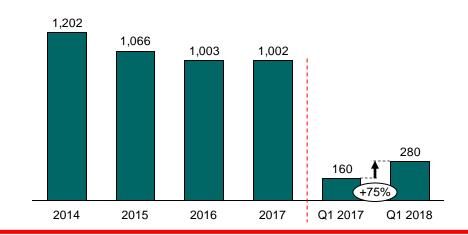






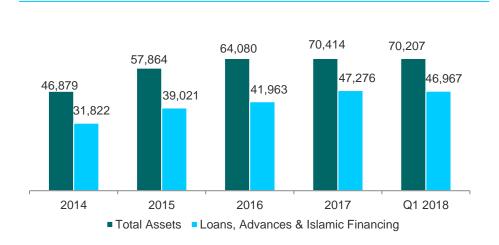


**Net Profit, AED mln** 

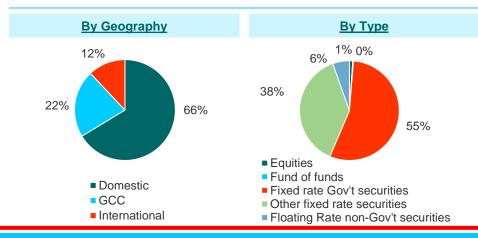


### **Balance sheet analysis**

#### Assets and Loans, AED mln



#### Investment securities portfolio (AED 7 bln as at March 2018)



#### Breakdown of Gross Loans, Advances & Islamic Financing

AED min	Q1 2018	2017	Δ % 2017 /
			2016
Manufacturing	2,973	3,063	-3%
Construction	2,423	2,077	17%
Real estate	16,050	16,258	-1%
Trade	5,159	4,959	4%
Transportation and storage	1,952	1,953	0%
Services	3,970	3,710	7%
Hospitality	2,748	2,930	-6%
Financial and Insurance activities	5,091	4,669	9%
Government and public sector entities	142	135	5%
Personal-mortgage	2,682	2,628	2%
Personal-schematic	4,276	4,545	-6%
Individual loans for business	2,081	2,283	-9%
Others	869	977	-11%

#### **Key highlights**

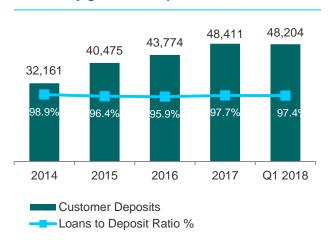
- Total assets declined marginally by 0.3% below Dec-17 to AED 70.2 bln
- Loans and advances of AED 47 bln as at end of March 2018 registered a drop of 0.7% (AED 0.3 bln) compared to Dec 2017.

# **Funding sources and liquidity**

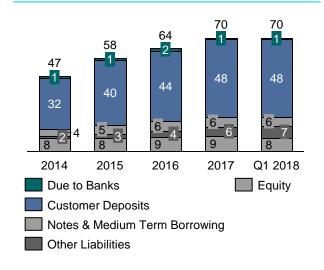


#### CBD maintained its deposit base in tight market conditions

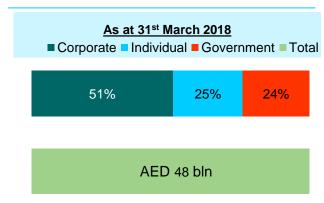
#### Steady growth in deposit base, AED mln



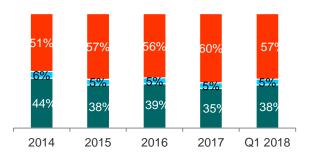
#### Overview of funding sources, AED bln



#### Breakdown of Customers' deposits, %



#### Breakdown of Customers' deposits by type, %



- Current Accounts
- Saving Accounts
- Time Deposits

#### **Medium term funding**

	AED mln	Maturity
EMTN (2013)	1,835	May-18
3 Year Syndicated Loan	1,645	Jun-19
EMTN (2015)	1,465	Nov-20
REPO	592	Jun-21
REPO	551	Jul-22

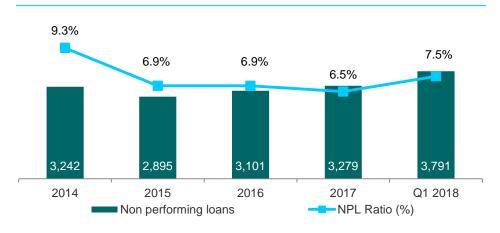
#### **Key highlights**

- Customers' deposits constitute 69% of the Bank's funding sources as at end of Q1 2018
- ► Corporate customer deposits constitute the majority of the Bank's deposits, accounting for 51% of total deposits.
- Customers' deposits decreased by 0.4% to AED 48.2 bln compared to end of 2017
- CASA deposits increased by 7.4% compared to last year end and constitute 43% of the total deposits
- CBD strives to maintain a loans to deposits ratio below 100%.

# **Asset quality**



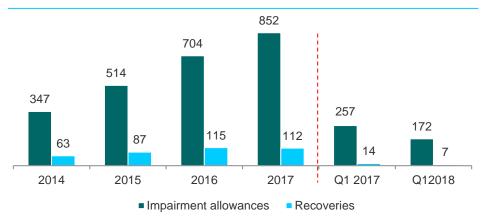
#### Non performing loans, AED mln



#### Loan loss coverage ratio, %



#### Impairment allowances & Recoveries, AED mln



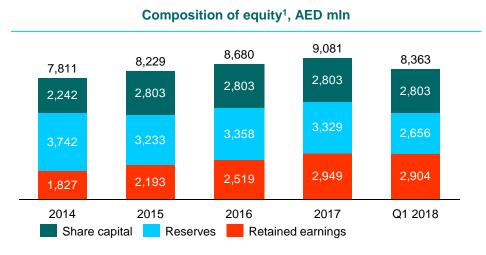
#### **Key highlights**

- ▶ NPL coverage as at end of March 2018 improved to 91%
- Overall NPL ratio increased to 7.5%
- ▶ Total ECL allowances under Stage 1 and 2 amounted to AED 1.2 bln or 2.14% of credit RWA

### **Overview of Capital adequacy**



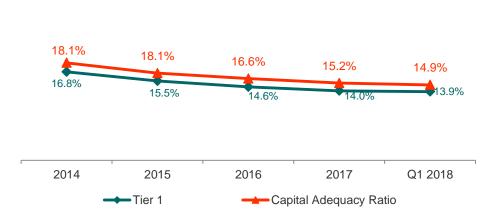
#### Capital adequacy remains well above regulatory limits



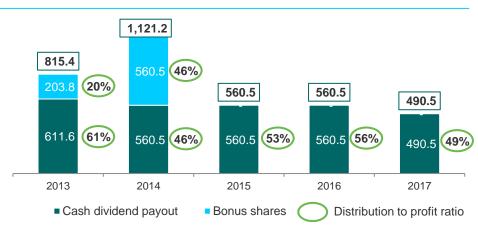
#### Risk weighted assets, AED mln



#### Overview of capital adequacy, %



#### **Consistent Dividend payments, AED mln**



### **CBD** Awards



Commerzbank AG Excellence in Trade Service



Gold Trade Award demonstrating excellence in Trade Service

**Service Olympian Awards** 



Overall best mobile app

yallacompare Banking Awards



Digital bank of the year

**Presidential Affairs Ministry** 



 One of the banks which waived defaulted loans of 1930 UAE nationals on the occasion of the UAE National Day

**Ministry of Climate Change and Environment** 



 Commitment to realizing sustainable financing schemes at the 1st plenary meeting for the Dubai Declaration Signatories

# **Corporate Social Responsibility**



During the year, CBD participated and volunteered in a number of activities that demonstrate its commitment to its Corporate Social Responsibilities:

- Sponsored Dubai Tour 2018 and is honored to be participating as the Blue Jersey Sponsor.
- Sponsored the Annual Seminar for the Institute of Chartered Accountants of India (ICAI) Abu Dhabi Chapter, for the sixth year in a row.
- Participated in Humanitarian work day during Ramadan 2017, encouraging the Bank's staff to participate in volunteering activities.
- Volunteered at Al Noor Training Center for Persons with Disabilities.
- Took a part in the 19th National Career Exhibition at the Expo Center Sharjah.
- Announced the launch of its new management trainee program "Tomoo7" during the participation as the financial sponsor of "The UAE Career Fair 2017".

#### The four elements of CBD's CSR framework:

#### Governance and Transparency

The Bank has established and adopted policies and procedures for governance, risk management, professional ethics and code of conduct, compliance and AML, security and data protection, consumer protection and product responsibility etc.

#### **Employees**

The Bank proactively implements the Emiratization initiative to recruit, train and develop as well as retain Emirati staff at all levels. The Bank also proactively seeks and addresses employee concerns through various channels, including the Employee Engagement Survey, imparts training and nurtures career development for all employees, ensures health and safety of all stakeholders in all its premises, and has extended various benefits and measures to boost staff welfare etc.

#### Society and Culture

The Bank promotes awareness of Social Accountability amongst its partners and suppliers, extends philanthropy generously for the needy, supports and participates in creating awareness of issues concerning health, promotes education and sports among youth, and supports and celebrates the local UAF culture etc.

### Environment and Sustainability

The Bank supports and participates in creating awareness of environmental issues, has inducted CSR into its core business i.e. lending, by extending credit facilities to green projects and has implemented internal measures to conserve resources by recycling, reducing, reusing etc.



### **Events / achievements**



**Dubai Tour** 2018



**Gold Trade Award from** Commerzbank

**Presidential Affairs** 

Ministry award



**Dubai Tour co-branded** 

**Credit card** 

**Service Olympian Award for** 



"Overall Best Mobile App"



Commitment to Sustainability award



**Islamic Finance & Cash Management Mandate with Nakheel** 



**Dedicated Private Banking Majlis** 



20th National **Career Exhibition** 



Agreement with Sharjah **Police Headquarters** 



**New City** Walk branch



**Careers UAE** 2018



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# **End of presentation**

