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**ANNUAL  
REPORT**



**TMB**

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# KEY FINANCIAL INDICATORS

	IN THOUSANDS OF						2021/20
	CDF					USD	
	2017	2018	2019	2020	2021	2021	
<b>BALANCE SHEET</b>							
Total assets	1 018 840 530	1 467 707 493	1 753 386 868	2 328 192 321	2 924 898 601	1 462 468	26%
Total deposits	850 782 958	1 196 521 729	1 452 452 311	2 044 877 158	2 635 419 923	1 317 727	29%
• Sight deposits	574 512 050	833 933 697	957 537 700	1 298 553 657	1 742 854 842	871 438	34%
• Fixed term deposits and savings accounts	276 270 908	362 588 032	494 914 611	746 323 501	892 565 081	446 288	20%
Disbursed loans	353 762 057	433 374 001	569 144 535	656 042 760	866 976 123	433 494	32%
Loan/deposit ratio	42%	36%	39%	32%	33%		
Regulatory capital	119 376 716	131 904 296	160 615 183	194 855 618	224 478 688	112 241	15%
Other long term funds	-	-	22 862 785	22 784 963	14 517 263	7 259	-36%
Risk weighted assets	492 153 945	947 451 356	1 154 465 475	1 386 404 279	1 852 494 225	926 259	34%
Net investments	60 045 019	68 589 354	90 364 293	122 615 551	123 761 187	61 881	1%

## RESULTS

Gross banking revenues	105 274 798	133 433 107	143 207 437	185 964 225	216 833 851	108 418	17%
Net banking revenues	84 807 464	107 702 169	113 355 752	134 844 368	154 601 897	77 302	15%
Operating expenses	60 141 332	73 486 881	81 661 169	102 863 915	132 789 221	66 395	29%
Gross operating profit	31 720 001	42 707 629	41 621 111	41 518 771	33 491 780	16 746	-19%
Provision for amortisation	3 731 996	4 877 909	6 690 119	8 196 384	9 410 099	4 705	15%
Net profit	12 185 475	20 768 152	23 412 986	1 806 534	15 391 335	7 696	752%

<b>USD/CDF EXCHANGE RATE</b>	1 591.91	1 635.62	1 672.95	1 971.80	1 999.97
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## PERFORMANCE RATIOS

Cost income ratio	70.9%	68.2%	72.0%	76.0%	80.0%
Return on equity (ROE)	10.2%	14.5%	13.5%	0.9%	6.8%
Return on assets (ROA)	1.2%	1.4%	1.3%	0.1%	0.5%

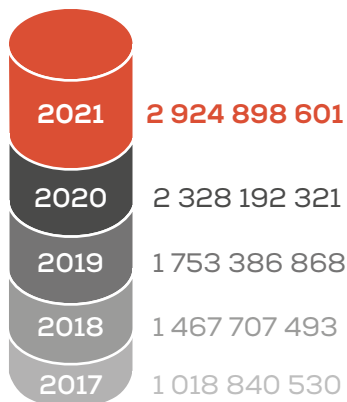
## PRINCIPAL PRUDENTIAL RATIOS\*

	BCC Req	2017	2018	2019	2020	2021
Tier 1 capital ratio	>7.5%	16.6%	11.4%	11.4%	11.6%	10.0%
Tier 2 capital ratio	>10%	23.3%	14.0%	13.9%	14.1%	12.0%
Liquidity ratio	>100%	113.7%	139.0%	163.0%	152.6%	132.0%
Maturity transformation ratio	>80%	219.2%	432.0%	436.0%	473.1%	500.0%
Equity to fixed assets ratio	>100%	202.6%	199.0%	181.0%	160.9%	184.0%

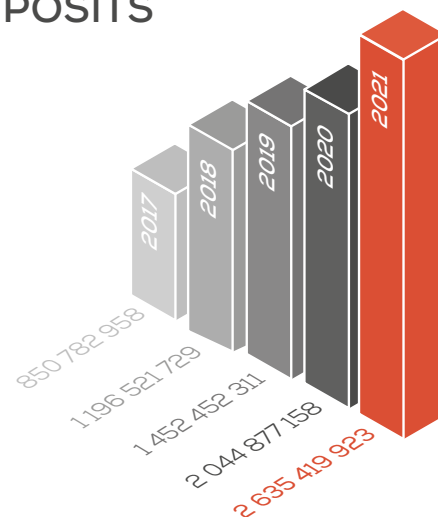
\* During 2018 the Central Bank of Congo implemented new guidelines for calculating prudential ratios.

Number of branches and sub-branches	96	100	109	106	108
Number of PEPELE Mobile agency outlets	400	950	1 310	1 700	2 156
Number of employees	1 337	1 377	1 468	1 473	1 404
Number of accounts	1 538 068	1 783 704	2 225 229	2 736 262	2 833 821

> TOTAL ASSETS\*



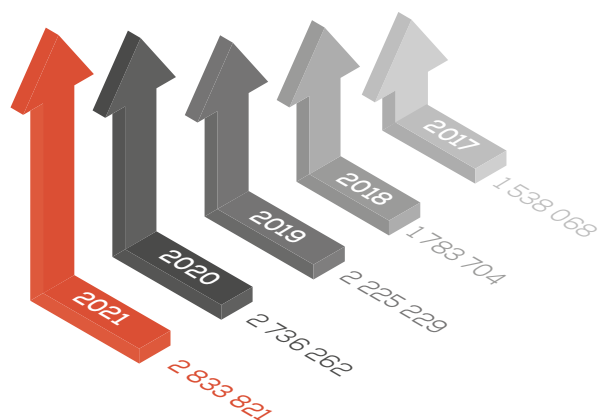
> TOTAL DEPOSITS\*



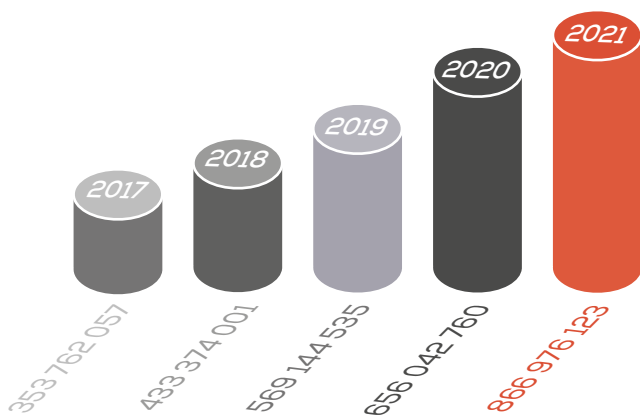
> REGULATORY CAPITAL\*



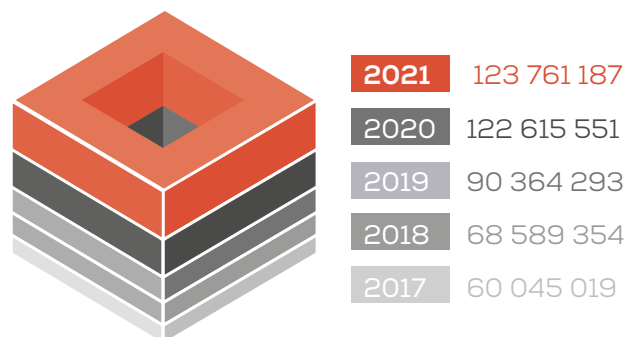
> NUMBER OF ACCOUNTS



> DISBURSED LOANS\*



> NET INVESTMENTS\*



\*In thousands of CDF

# WHO WE ARE



## OUR COMMITMENT

TMB IS THE DRC'S HOME GROWN UNIVERSAL BANK. OUR MISSION IS TO HELP PEOPLE ACHIEVE THEIR AMBITIONS, ENABLING INDIVIDUALS, BUSINESSES, AND COMMUNITIES TO GROW AND THRIVE.

### > ACCESSIBILITY

Our clients enjoy unrivalled ease of access to banking services across multiple channels, 24/7.

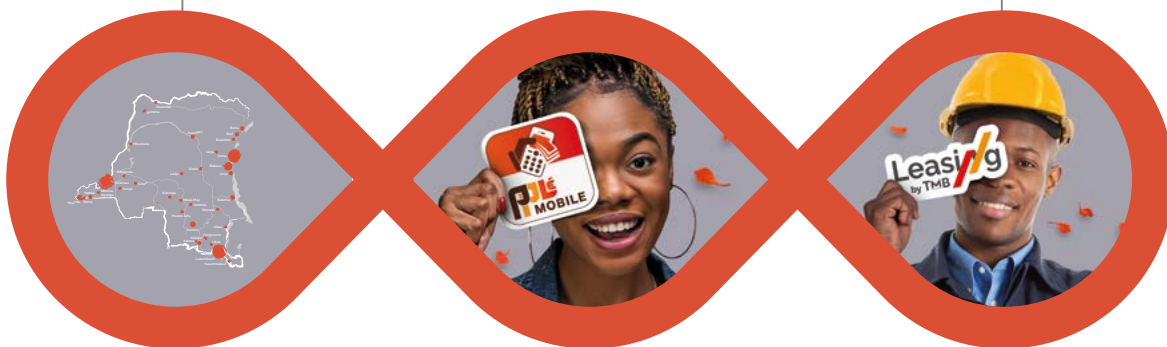
### > INCLUSION

We are home to one in five bank accounts in the DRC.

### > SUSTAINABILITY

We prioritise sustainable lending practices and prudent balance sheet management.

## 1<sup>ST</sup> BANK



The DRC's largest **branch network**

The most advanced **mobile banking** service, available on all DRC mobile networks

The first and only bank provider of **leasing solutions** in the DRC

 [www.tmb.cd](http://www.tmb.cd)

# CHAIRMAN'S Foreword

—  
**STRENGTH,  
GROWTH, AND  
SUSTAINABILITY  
ARE THE WORDS  
THAT COME TO  
MIND TO  
CHARACTERISE  
TMB IN 2021.**  
—

I am delighted to welcome you to the 2021 Annual Report of Trust Merchant Bank (TMB). This past year has been exceptionally promising for us, marked by strong and broad-based growth, reaffirming our commitment to responsible, sustainable progress. As we embrace innovation and diversity, we are proud to be a key driver of private sector growth in the DRC, making significant strides towards delivering according to the ever-evolving needs of our valued customers.

At TMB, we firmly believe that growth must go together with responsibility and sustainability. Throughout 2021, we remained committed to maintaining the highest ethical standards and social responsibility. By fostering long-term relationships with our clients and stakeholders, we have ensured that our growth is inclusive and sustainable. We continued to invest in projects that contribute positively to the communities we serve, enhancing the quality of life and opportunities for many.

To drive sustained success, we recognize the value of diverse perspectives and fresh ideas. In 2021, we enhanced our Management Committee by welcoming four new members, each bringing unique expertise and experience to the table. This diversity in thought enriches our decision-making processes and ensures we remain agile and adaptable in a dynamic financial landscape. Each of the new committee members are existing colleagues, reflecting our commitment to nurturing talent from within and our dedication to fostering a culture of meritocracy and growth at TMB.

We recognise that our dedicated team of professionals is the bedrock of our accomplishments. By providing extensive training and development programmes, we empower our employees to excel in their roles and stay ahead of industry trends. Our people's expertise and passion are the cornerstone of the exceptional service we strive to offer to our customers.

Equally vital is our continuous investment in cutting-edge information technology. We understand that in today's digital era, staying at the forefront of technological advancements is imperative for delivering seamless, secure, and efficient banking solutions. Our ongoing investment in state-of-the-art IT infrastructure and software ensures that TMB remains well positioned to meet the evolving needs of our customers.

In closing, I extend my heartfelt gratitude to our customers, dedicated staff, shareholders, and partners for their unwavering support throughout this past year. As we look ahead with optimism, TMB remains steadfast in its pursuit of excellence, growth, and sustainability. Together, we shall continue to build a prosperous future for the Congo. ◆

**Robert Levy**

*Chairman of the Board of Directors*

# THE BANK

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THE COMMERCIAL  
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# CEO'S Report



**TMB'S PURPOSE IS TO HELP PEOPLE AND COMMUNITIES ACHIEVE THEIR GOALS AND AMBITIONS, AND WE ARE DEDICATED TO SUPPORTING OPPORTUNITY FOR ALL.**



During the past year our unique offering that emphasises inclusivity, accessibility, and the use of innovative digital services has proven not only to be widely appreciated but also highly effective in helping us achieve our purpose.

## > A CONSTANTLY EVOLVING OFFER

Throughout 2021 we've seen a noticeable increase in business investment in the Congo and greater client demand for alternative financing solutions. In response we have significantly expanded our leasing activities. Meanwhile disruption caused by the Covid-19 pandemic resulted in a jump in client appetite for digital banking solutions. Our digital strategy has since evolved to ensure that the significant lead we already enjoy in the digital banking space is further reinforced with the development of new mobile banking products and services.

## > FINANCIAL PERFORMANCE

As the Covid-19 pandemic evolved, and DRC public health measures were unwound, economic activity in the country began to normalise in 2021. The extractive sector meanwhile benefited from supportive global commodity prices.

Balance sheet growth of 24% in USD terms was supported by broad based growth in customer deposits. Lending activity was ahead by some 30%, notably driven by lending to the economically vital SME sector.

Our ongoing strategy of developing non-interest income revenues continued to deliver impressive results, with the Bank enjoying growth of some 28% in non-interest income. Meanwhile interest income on the loan portfolio grew by 24%. A significant fall in treasury earnings reflected exceptionally low USD money market rates. Treasury earnings have a sizeable impact on overall profitability given the Bank's high levels of liquidity, where we report a loan to deposit ratio of 33%, however the Bank's prudent approach to treasury management will remain unchanged. Overall, net banking revenues grew by 13% in 2021.

TMB continues to grow in a prudent and sustainable manner. Net revenues are reinvested into developing and maturing the Bank's operations so that we can secure the growth opportunities that exist across the Congo. Rather than seek balance sheet size for the sake of it, we instead focus on diversifying the Bank's revenue streams, further increasing non-interest income, and ensuring we record industry-leading ROEs.

## › BANCASSURANCE

The Congo's Insurance Regulatory and Supervisory Authority, Autorité de Régulation et de Contrôle des Assurances (ARCA), granted the Bank authorisation to distribute insurance products in late 2021, making TMB the first bank authorised to distribute insurance products for the Congolese insurance market. We are now leveraging our unrivalled distribution network to offer Afrissur life insurance products to communities right across the country. Afrissur is TMB's newly created life insurance subsidiary, it aims to support and accelerate the transition from community and informal insurance systems to formal and inclusive individual and group insurance systems in the DRC.

TMB's position as the Congo's universal bank is thus further strengthened with the addition of life insurance products to our portfolio. This year we introduced free account term insurance to holders of TMB Plus bank accounts, the PEPELE Mobile bank account, and the TMB debit card. The proposition is unique in the Congolese banking sector and has been extremely well received by the market.

## › FINANCIAL INCLUSION

Financial inclusion lies at the heart of TMB's business, and with the launch of Afrissur our commitment to inclusion is stronger than ever before. Our approach focuses on innovation and the use of technology to deliver sustainable responses to the needs of the Congolese market. Even through the Covid-19 pandemic, marked by numerous lockdowns in the DRC, we have significantly grown our client base – adding over

500,000 new accounts between March 2020 and end-2021 – equivalent to the entire client base of most commercial banks operating in the DRC. Today some one in five bank accounts in the DRC is held with TMB.

TMB has successfully widened access to financial services by focusing on some core elements, namely (i) building a culture of openness and inclusion, (ii) investing in people, product, hardware, and technology with financial inclusion always in mind, (iii) developing a multi-channel distribution network that is unrivalled in scale and reach, (iv) designing a product offering that is competitive and accessible.

Our successes in the field continue to attract much international attention. This year TMB collected the Award for Financial Inclusion at the African Banker Awards, an honour given to the one African institution that has most successfully provided financial products and services to different segments of society. In receiving the award, the Bank's outstanding contribution to expanding financial inclusion and supporting growth and development in the DRC has once again been recognised. TMB is the first Congolese bank to have received this prestigious award.

## › SERVICE DELIVERY

We believe that ensuring consistency in the delivery of our service is vital at a time when clients are facing significant and widespread disruption. Throughout the Covid-19 pandemic and as various lockdown measures were implemented, we continuously re-engineered our operations to ensure comprehensive

service was always guaranteed, in branch, online, by mobile banking. We are proud of our track record of providing service across this vast country and throughout periods of disruption.

I'm delighted to report that TMB was named by the prestigious financial publication The Banker, part of the Financial Times Group, as the Bank of the Year in the DR Congo for a record eighth time, in 2021. In its awards citation, The Banker singled out our track record in service delivery for why we were deserving of the win.

## › ACKNOWLEDGMENTS

I would like to thank all our clients, partners, shareholders, and my colleagues for their contribution to making 2021 another successful year for the Bank. It is the commitment, support, and dedication from all that enables us to succeed.

We remain steadfast in our commitment to everyday helping people realise their goals, dreams, and ambitions, and in our determination to ensure that TMB earns and deserves the trust that you place in us. We remain always *notre banque pour la vie.* ♦

**Oliver Meisenberg**  
CEO

# FINANCIAL review



TRUST MERCHANT  
BANK'S BUSINESS  
SHOWED BROAD  
BASED GROWTH IN  
2021.



## > BALANCE SHEET

The financial year 2021 closed with the Bank reporting a balance sheet of CDF 2,924 billion, equivalent to approximately USD 1.46 billion. The balance sheet exhibited healthy, sustainable growth of USD 282 million during 2021, representing a 24% increase over the previous year and outpacing the 13% increase achieved in 2020.

The net balance of permanent capital over fixed assets reflects a surplus of CDF 100 billion of acyclical resources over non-current assets (USD 50 million), an increase of USD 4 million in volume terms, which provides significant room for manoeuvre in terms of investment.

## > FUNDING

In a year overshadowed by the ongoing health crisis, the total volume of customer deposits rose to USD 1.3 billion, reflecting an impressive increase of USD 281 million, or 27%.

Daniel Kasongo, CFO, notes that "this substantial growth in funds collected from

customers was primarily driven by strength in prices of raw materials exported by the Democratic Republic of Congo, which, in turn, bolstered economic growth in the country".

The Bank's term deposit book grew by 16% in 2021 to reach USD 379 million, with particularly strong growth seen in the corporate segment. The savings account book was ahead by some 31%.

The strength of the deposit book and the prudent use of resources, as evidenced by a year-end loan/deposit ratio of 33%, ensures that the Bank retains a very comfortable reserve with a view to financing the economy in 2022 in line with the encouraging signs of the post-Covid-19 economic recovery.

## > LENDING ACTIVITIES

The total value of disbursed loans increased by 30% in 2021, after falling by 2% in 2020.

By category, the increase in balance sheet loans was mainly driven by loans to small and medium-sized enterprises (SMEs), households and corporates, with increases of 57%, 35% and 23% respectively. In terms

of volume, loans to private companies accounted for half of the portfolio, with outstanding loans of USD 216 million, the remainder of lending primarily being to retail clients.

### › EQUITY AND SOLVENCY RATIOS

Total shareholder's equity jumped to CDF 224 billion end 2021, equivalent to USD 112 million, and up from CDF 195 billion end 2020.

The size of the regulatory capital base provides the Bank with solid solvency, estimated at 12% against a minimum standard set at 10% by the regulatory authority. The core capital is USD 89 million (79%), and implies a basic solvency of 10%, i.e., 2.5% above the minimum threshold of 7.5% defined by Instruction no. 14, amendment no. 7 of 8 February 2019 (article 15). TMB complies with the minimum capital requirement in force, i.e., USD 30 million. What is more, it is in compliance with the minimum capital threshold of USD 50 million projected by the Central Bank of Congo for January 2025.

### › REVENUES AND PROFITABILITY

Net banking income rose in 2021 by 13% from USD 68 million to USD 77 million. The strong performance was driven by higher margins on lending activities and on other transactions, despite a significant fall in treasury earnings.

With regard to treasury operations, the contraction in interest on external investments (26%) was due to the fall in interest rates in the wake of the continued easing of US monetary policy. As a result, interest income on these investments fell from USD 6.22 million in 2020 to USD 4.62 million in 2021. The local money market was less buoyant in 2021, following the easing of inflationary pressures, which led the Central Bank of Congo to ease financing constraints. Income from local currency loans was down 43% at USD 1.31 million at 31 December 2021.

The combination of these two unfavourable effects led to a decline in the margin on treasury operations of around 33%.

The tax charge for the year rose by 198% due to the good performance of banking revenues and the reduction in credit risk, part of which is deducted from taxable profit. This tax represents 30% of taxable profit calculated in accordance with current tax legislation.


Annual net profit rebounded to USD 7.7 million in 2021, from USD 0.9 million in 2020. The improvement in lending margins and margins on other transactions, together with the fall in the cost of risk were the primary drivers of increased profitability in 2021, notwithstanding a certain weakness in the cost/income ratio.

### › OUTLOOK FOR 2022

2021 was a year of sound performance, in a favourable international and national economic environment. The year was marked by a significant upturn in business and strong growth across all our business lines, notwithstanding the persistence of the Covid-19 health crisis.

Robust commodity prices in 2022, rising interest rates, and the Bank's considerable ability to deploy resources for investment are the driving forces behind activity in 2022, with continued strong and sustainable growth expected. ♦

# GOVERNANCE



—

**GOVERNANCE DETERMINES THE PROCEDURES, RIGHTS, AND OBLIGATIONS OF THE BOARD, MANAGEMENT, AND CONTROL BODIES AND FUNCTIONS OF AN ORGANISATION.**

—

TMB's ethical and deontological commitment to the standards as laid down by the Central Bank of Congo and those in force within banks and international institutions is rigorous. This good governance is the basis for the confidence that unites TMB's clients and partners.

In its Instruction 21, the Central Bank of Congo issued the basic rules of governance applicable to Congolese banks. Transparency and good management govern relations between shareholders, the Board of Directors, the Management Committee and other stakeholders.

TMB's sustained growth necessitates that its management and control bodies need to be continuously held accountable and strengthened. Their operating rules are written down in special charters, lodged with the Central Bank of Congo, and ensure a clear and transparent line of conduct. Each body has its specific function: the Board of Directors is the legislative body, which delegates the daily management of the Bank to the Management Committee, which is the executive body of the Bank.

A series of procedures maintains a clear separation of powers between these different management bodies. To preserve TMB's unique values, internal and external control tools make it easier to identify risks, manage them quickly, and, if necessary, prohibit transactions that conflict with TMB's philosophy or harm its reputation. Employees are aware of and comply with the Bank's ethics policy. The Code of Ethics forms part of the training programme provided to all new recruits. TMB's directors, management, and all personnel carry out their responsibilities and activities in accordance with the highest ethical standards and applicable legal principles. ◆

# THE BOARD OF DIRECTORS

The Board of Directors determines the general strategic direction of the Bank and guarantees to supervise the activities carried out within the framework of its commitments towards its clients, shareholders, and partners.

The responsibilities of the Board of Directors include:

- handling the strategic planning of the Bank;
- overseeing the risk management assessment;
- planning succession and assessing the efficiency of the management committee;
- supervising the way information is communicated;
- ensuring a culture of integrity, good governance and compliance.

## COMPOSITION OF THE BOARD OF DIRECTORS

- > **Robert Levy**  
Chairman of the Board of Directors

### EXECUTIVE DIRECTORS

- > **Oliver Meisenberg**  
Executive Director and CEO
- > **Alexandre Mandeiro**  
Executive Director and Deputy CEO
- > **Yannick Mbiya Ngandu**  
Executive Director and Deputy CEO
- > **Daniel Kasongo Ilunga**  
Executive Director and Deputy CEO

### NON-EXECUTIVE DIRECTORS

- > **Célestin Tshibwabwa**  
Director, Chairman of the Audit Committee
- > **Giovanni Battista Zunino**  
Director
- > **Christian Kabila Mwamba**  
Director
- > **Bernard de Gerlache**  
Director

# THE AUDIT COMMITTEE

The Audit Committee reports to the Board of Directors and assists the latter in its controlling functions. It receives, analyses, and comments on the reports covering the work performed by internal audit. If necessary, the Committee will propose to the Board of Directors ways to strengthen the efficiency of internal audits.

## COMPOSITION OF THE AUDIT COMMITTEE

- > **Célestin Tshibwabwa**  
Chairman
- > **Giovanni Battista Zunino**  
Director

# THE MANAGEMENT COMMITTEE



The Management Committee is an executive body of the Bank. It is responsible for the day-to-day management of the organisation. The Management Committee's focus is to ensure that the strategic objectives set by the Board of Directors are achieved:

- ensure the day-to-day management of the Bank;
- provide adequate information to the Board of Directors;
- execute and have executed the decisions of the Board of Directors;
- ensure compliance with the legal and regulatory framework.

Different specialised committees are linked to the Management Committee: Commercial, Assets and Liabilities (ALCO), Credit, IT, Treasury, Risk and Internal Control. The latter committees have a consulting role, in which they make proposals according to their fields of expertise and report directly to the Management Committee.

## COMPOSITION OF THE MANAGEMENT COMMITTEE

- |   |   |
|---|---|
| › <b>Oliver Meisenberg</b><br>CEO                                   | › <b>Betty Owandji</b><br>Project Manager in charge of international institutions |
| › <b>Alexandre Mandeiro</b><br>Deputy CEO (Administration)          | › <b>Patrick Read</b><br>Business Manager   |
| › <b>Daniel Kasongo Ilunga</b><br>Deputy CEO (Finance and Treasury) | › <b>Sandra Swalehe</b><br>Head of HR   |
| › <b>Yannick Mbiya Ngandu</b><br>Deputy CEO (Distribution)          | › <b>Fabrice van Pottelsberghe de la Potterie</b><br>Head of Risk Management      |
| › <b>Isabelle Duvigneaud</b><br>Head of Logistics and of Marketing  | › <b>Papy Wasongolua</b><br>Head of Legal   |
| › <b>Guillaume Kwongkam</b><br>Head of Operations                   |   |
| › <b>Rock Ngouoto</b><br>Head of Credit                             |   |

A particular area of focus and investment is that of IT governance which is a framework designed to achieve desired outcomes and behaviour. IT governance is concerned with providing control and oversight to all IT systems. This involves aligning IT management and operations with business needs and requirements to ensure compliance with internal and external policies and regulations.

# RISK CONTROL and Risk Management

—  
**BANKING  
INSTITUTIONS HAVE  
ESTABLISHED RULES  
TO BETTER  
UNDERSTAND RISK  
MANAGEMENT. THE  
OBJECTIVE IS  
TWOFOLD - TO  
GUARANTEE THE  
SUSTAINABILITY OF  
THEIR ACTIVITIES AND  
TO PROTECT THE  
INTERESTS OF THEIR  
CLIENTS.**  
—

At TMB the risk control and risk management functions are performed by the Risk Management Department. The department is staffed with approximately twenty people, with teams located in the cities of Lubumbashi, Kinshasa, and Goma. By locating risk teams across the Bank's three regional hubs, in order to be in close proximity to clients, the Bank ensures a more efficient and pragmatic approach to risk control and management. This approach aims to better control the various types of risks to which banking activity entails.

The main role of the Risk Management Department is to implement the risk management policy approved by the Bank's Board of Directors. In practice, this means setting up a system to detect, analyse, measure, monitor, mitigate and therefore, ultimately, control the risks inherent in banking activity.

In the same way as the Compliance Department and the Internal Control Department, the Risk Management Department performs a second-level permanent control function which is carried out by teams that do not perform operational functions. On 14 May 2019 the Central Bank of Congo issued the new Instruction No. 22 Amendment No. 1 on Risk Management. This regulatory standard brings several major innovations to the function.



## Five main types of banking risk are identified



### CREDIT RISK

Credit risk is the risk that results from the potential default of a counterparty no longer able to honour its commitments to the lender. This risk arises mainly when a debtor fails to meet its commitments when due, resulting in a possible financial loss for the Bank. Assessing the likelihood of non-recovery is the core element of credit risk measurement.

TMB has a set of indicators to assess the quality of its credit portfolio at regular intervals. These include the level of its non-performing loans and the level of provisions set aside to cover outstanding credit commitments.

For TMB, a good understanding of the business environment remains a key factor in its control of counterparty risk. The DRC economic and social realities vary according to regions and cities. As a universal and local bank, TMB is perfectly adapted to this reality. Every city where TMB operates has at least one loan officer.

### OPERATIONAL RISK

Operational risk is the risk of loss resulting from inadequate or failed procedures, people and internal systems, or events external to the organisation. It generally results from one of the following events - internal and/or external fraud, errors involving customers, property damage, theft, business interruptions due to external factors, IT bugs, cyber attacks, etc.

Operational risk, with its complex and dynamic nature, presents a formidable challenge for organisations seeking to achieve comprehensive risk quantification and management. The intangible nature of this risk type makes it a difficult entity to control, requiring constant adaptation and vigilance. Operational risk control is essentially based on managing internal processes and, in some cases only, on the use of insurance as a risk management tool.

TMB has also developed and implemented Business Continuity Plans, or BCPs, aimed at ensuring

the continuity of essential services, regardless of the cause of the disruption. The Bank's approach goes beyond the continuance of activities and disaster recovery. It also includes responses in the event of IT system failures, bad weather, civil commotion, or service delivery failures on the part of third-party suppliers.

### LIQUIDITY RISK

Liquidity risk is the risk that a bank will be unable to meet its short-term commitments. This risk is one of the cornerstones of the Basel 3 framework developed in response to the international financial crisis of 2007-2009.

To guard against this type of situation, TMB maintains a rigorous liquidity management policy. The Bank has the means to implement a sound and consistent strategy to answer its customers' liquidity needs, regardless of the circumstances. TMB also complies with the liquidity ratios prescribed by the regulator. These ratios, defined by Instruction No. 14 of the

Central Bank of Congo, are expressed in national currency, foreign currencies, and all currencies aggregated.

## MARKET RISK

Market risk is the risk of loss resulting from adverse changes in market prices. In the Congolese banking environment, it mainly concerns:

- The risks of losses on positions in financial instruments;
- Foreign exchange risks resulting from an adverse change in foreign exchange rates against the local currency due to an open position on said currencies.

TMB very rarely makes use of financial instruments and this risk therefore focuses mainly on the management of currency risk. In a Congolese economic environment characterised by strong dollarisation and an almost uninterrupted devaluation of the Congolese franc in recent years, it is essential for credit institutions to maintain a balanced currency position. This is what TMB does, while optimising its profitability by seizing arbitrage opportunities in the market. This responsibility lies with the Bank's Treasury Committee.

## REPUTATIONAL RISK

Reputational risk represents the risk incurred by a bank in connection with any event of internal or external origin that could harm its image. The

reputation of a financial institution is an economic variable in its own right and one of the main determinants of consumer behaviour.

In order to ensure that its reputation remains strong and to maintain its good standing in the country, TMB focuses on controlling its internal processes, the quality of its human resources, and its internal control system. Managing reputational risk in the banking industry is not just about protecting the brand and its image, but also about safeguarding the trust and confidence of customers and stakeholders. It requires a proactive approach that prioritizes transparency, accountability, and ethical conduct, as well as a comprehensive risk management framework that incorporates scenario planning, crisis management, and continuous monitoring of social and market trends.

## > PRUDENTIAL RISK MANAGEMENT

All banks are exposed to this non-exhaustive list of risks, and must navigate constant changes in the political and economic environments in which they operate. Continuous adaptation of the resources used to control these risks is therefore essential. The ultimate goal of prudential risk management is to preserve a bank's assets, as well as those of its clients, and to strengthen the institution's resilience in a constantly changing environment.

Under the authority of the Management Committee, the Risk Management Department implements a set of resources, procedures, and actions to enable the Bank to control these various risks. The Board of Directors approves and reviews, at regular intervals, the strategies developed to keep each significant risk to an acceptable level.

TMB's prudential approach to the control and management of risk contributes significantly to the quality of the Bank's solvency, liquidity, and profitability ratios. As a result, TMB is very strongly positioned to meet its short, medium, and long-term commitments. ♦



# COMPLIANCE

COMPLIANCE IS A MATTER OF THE BANK IDENTIFYING THE ACTIVITIES OF EACH OF ITS CLIENTS, ITS REPRESENTATIVES, AND THOSE OF ANY OTHER CONNECTED PARTY, AND ALSO OF ONGOING MONITORING OF ALL TRANSACTIONS PASSING THROUGH THE BANK.

TMB complies with all applicable laws and ethical practices. The Bank's Compliance Department ensures in particular the prevention of money laundering and terrorist financing. TMB's approach to compliance places a resolute emphasis on ensuring and maintaining the right compliance and ethics culture within the Bank. Senior management provide all staff with a firm direction on ethical business practices and principles.

TMB is continuously enhancing its controls to ensure rigorous adherence to all applicable compliance rules. The Bank does not deal with entities or individuals suspected of unlawful activities, money laundering, or terrorist financing. International sanctions, in particular those of the UN, OFAC, and the European Union, are taken into account and strictly complied with as soon as a customer relationship is initiated and in monitoring all daily transactions.

In a fast-changing world, banks face multiple risks. For example, in the DRC it is widely estimated that 80% of economic activity is informal in nature, which in turn means that cash is commonly used to complete economic transactions, hence a need for enhanced monitoring of cash transactions.

## > AN EMPOWERED COMPLIANCE DEPARTMENT

Given its extensive network and the growth of its client portfolio, TMB has put in place a robust compliance department. The compliance team primarily operates out of the Bank's three regional hubs, and is at all times in close contact with clients. The Compliance Department ensures that all the Bank's operations meet the requirements of all national and international regulations in order to identify the risks and prevent breaches in the fight against money laundering, terrorism financing, fraud, and corruption.

Financial institutions with strong cultures within which people understand the organisation's ethical stance and principles are better prepared to deal with unforeseen compliance risks. This is partly driven by compliance's role as enablers, whereby an empowered compliance department, as is the case at TMB, is able to drive change through strong networks and clear, consistent messaging.

Alexandre Mandeiro, Deputy CEO, adds: "a resolute focus on culture, ethics, and principles ensures that TMB is well placed to manage unforeseen compliance risks".

## › STAFF AS THE FIRST LINE OF DEFENCE

Bank staff are made familiar with compliance concepts as soon as they are recruited. As part of their general training, each employee studies the concepts of compliance, money laundering, and terrorist financing in depth. In addition to initial training, staff complete annual training on the subject, organised jointly by the Bank's training and compliance departments. TMB is aware that its employees are bearers of the Bank's values. Employees must at all times comply with all requisite compliance standards – failure to do so is subject to sanctions, including dismissal. Similarly, customers are informed of all relevant rules as soon as they enter into the banking relationship.

Lydia Kigoma, of the Bank's Legal Department, notes that "preventing money laundering is a shared

responsibility between banks and their clients. Banks are required to implement robust anti-money laundering measures to detect and report suspicious activities or transactions, in particular by knowing their customers in order to determine the risks associated with their profiles, as part of protecting the integrity of the financial system".

## › STATE OF THE ART TOOLS

TMB uses sophisticated tools in order to perform due diligence on all clients and transactions:

- The first filter is human. The Bank's staff screen prospective clients and obtain information on the future account holder's financial situation and sources of income.
- Filtering software makes it possible to scan national and international

databases alongside TMB's to ensure that no client is subject to sanctions. Additional online tools are used if necessary for enhanced due diligence.

- Advanced transactional analysis software comes into play in the third phase. It includes a series of tools for detecting suspicious transactions. All transactions that pass through the Bank are subject to analysis.

The combined use of these powerful resources demonstrates an unwavering commitment to best practice in the area of compliance. TMB's approach protects the interests of all of the Bank's stakeholders. ♦

## › KEY INSTITUTIONS AND REGULATIONS RELATED TO COMPLIANCE

### • CENAREF – National Financial Intelligence Unit

The Congolese organisation responsible for combatting money laundering and the financing of terrorism. TMB reports to CENAREF any suspicious activity that it identifies.

### • FATCA – Foreign Account Tax Compliance Act

The U.S. tax code regulation that requires financial institutions worldwide to declare details of any clients subject to U.S. tax. In order to comply with FATCA, TMB is registered with the Internal Revenue Service (IRS).

### • FATF – Financial Action Task Force

This is an intergovernmental body whose forty recommendations are recognised as the international standard in combating money laundering and the financing of terrorism. TMB rigorously applies these recommendations.

### • ACAMS – Association of Certified Anti-Money Laundering Specialists

An American association of experts in the fight against money laundering. The association organises training courses and issues certificates to recognise the expertise in these matters. TMB's staff engaged in the compliance process undergo ACAMS training.

### • OFAC – Office of Foreign Assets Control

A financial control agency sitting within the US Treasury Department responsible for enforcing US international sanctions. TMB complies with all international sanctions of the UN, the European Union, and the United States, to name but a few.

### • OHADA – Organisation pour l'Harmonisation en Afrique du Droit des Affaires

A pan-African organisation, bringing together 17 countries, including the DRC, and aimed at harmonising business law in the participant states. TMB complies with OHADA law.

# THE COMMERCIAL approach

**TMB KNOWS ITS CLIENTS AND THEIR EXPECTATIONS AND ASPIRATIONS. TMB'S LOCAL KNOWLEDGE, ITS INVESTMENTS, AND TECHNOLOGICAL INNOVATIONS ENABLE IT TO OFFER ITS CLIENTS TAILORED SOLUTIONS.**

As a universal bank, TMB works with a diverse client base that spans the country; the Bank is constantly diversifying its client base across sectors and geographies. Expanding and consolidating the client base contributes to risk diversification. TMB's commercial approach is carefully nurtured.

At the end of 2021, TMB's network included 108 branches and sub-branches, over 70 ATMs, and over 2,000 independent agents, making it the bank with the greatest presence in the Congo.

With PEPELE Mobile and TMB NetBank, TMB was the first bank in the country to start the transition to being a digital bank. TMB offers its customers several channels to access its services that allow the Bank to adapt to changes in consumption patterns and that faithfully reflect the concept of "banque de proximité". Mobile phones, digital applications, and online services have been added to the Banks' traditional distribution channels. These areas complement each other and allow the Bank to achieve its ambitions as a universal bank - TMB is the bank for everybody, everywhere in the country, at all times.

Individuals, companies, and institutions can rely on TMB. The Bank's in-depth understanding of the business relationship

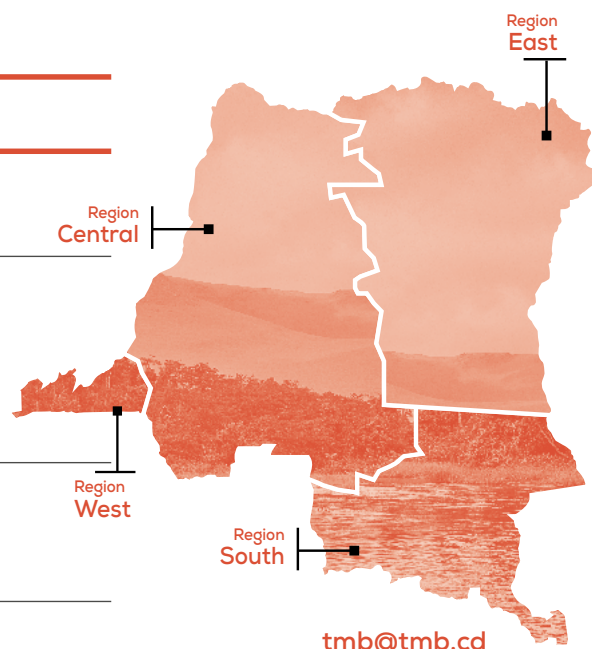
and strategic issues, and its knowledge of local needs and realities on the ground make it an essential partner. TMB's strategy is firmly focused on people and its ambitions are invariably focused on the DRC.

## **> THREE HUBS FOUR REGIONS**

TMB has developed three regional hubs to best support the Bank's activities and operational management: Lubumbashi, Kinshasa, and Goma. The operational management of TMB is organised into four regions. Each region is supervised by a business manager with in-depth knowledge of their area. Each business manager has a primarily commercial role, but also an administrative and logistical role. An expert in the management of bank branches, they liaise between the Management Committee and the branch managers.

The provinces of the DRC are grouped into regions as follows:

Regions	Provinces	Business managers
West Region	Kinshasa, Kongo-Central	Patrick Read (Kinshasa)
Central Region	Equateur, Kasai, Kasai-Central, Kasai-Oriental, Kwango, Kwilu, Lomami, Mai-Ndombe, Mongala, North-Ubangi, Sankuru, Sud-Ubangi, Tshuapa	Trésor Khasa (Mbuji-Mayi)
East Region	Bas-Uele, Haut-Uele, Ituri, Maniema, Nord-Kivu, Sud-Kivu, Tshopo	James Komba (Goma)
South Region	Haut-Katanga, Haut-Lomami, Lualaba, Tanganyika	Sele Mulumba (Lubumbashi)



## › THE COMMERCIAL COMMITTEE

The Commercial Committee is managed by Yannick Mbiya, Deputy CEO, Head of Distribution. The Committee consists of the Bank's four business managers, plus Arsène Ntambuka in his function as Business Development Manager.

Yannick Mbiya explains: "TMB has achieved sustained growth by adopting a robust commercial approach that prioritizes meeting the evolving needs of our customers and ensuring efficient control of value chains. Through continuous innovation and the introduction of new products, such as the recent introduction of leasing, TMB has been able to successfully meet our customers' demands while expanding our market share". TMB has the means to achieve great

ambition and ensures continuous compliance with procedures, whilst ensuring measured and sustainable growth.

The Commercial Committee ensures that the balance between growth objectives and control of operational imperatives is respected. The Committee implements the commercial policy in the four regions and is responsible for developing customers located in several provinces of the country or in commercial relations with several business centres in the DRC. The Commercial Committee demonstrates initiative, prospects and proposes solutions suitable for large companies, SMEs, and institutions. ♦

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Another year of awards  
success for TMB

# Ensemble, allons plus loin!

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# LIFE INSURANCE

## with TMB

**TMB IS THE FIRST COMMERCIAL BANK TO JOIN THE LIST OF INSURANCE PROVIDERS IN THE DRC AND THE FIRST COMMERCIAL BANK AUTHORISED TO DISTRIBUTE INSURANCE PRODUCTS FOR THE CONGOLESE INSURANCE MARKET.**

— In 2021 the Congo's Insurance Regulatory and Supervisory Authority, Autorité de Régulation et de Contrôle des Assurances (ARCA), granted TMB authorisation to distribute insurance products.

As a result, the Bank is pleased to be able to offer individuals Afrissur SA insurance products aimed at protecting themselves and supporting their families through their lives. Afrissur can thus count on the sales force of TMB, which has the largest branch network in the country, to distribute its products.

— In the words of Chris Musoko, Head of Customer Services, Kinshasa regional HQ, "with this agreement, the Bank becomes a key intermediary in the life insurance sector, enabling us to expand our offering by introducing new insurance products to our individual customers such as complementary pension provision, education provision, funeral provision, and mixed project savings cover".

Created by TMB, Afrissur was granted approval to operate in 2020. Afrissur has the same DNA as TMB. Born in the Democratic Republic of Congo, the company has identified the country's specific insurance needs and offers a full range of life insurance products to individuals and companies.

Patrick Read, Business Manager, explains that "the insurance sector in Congo traditionally had a focus on property and casualty insurance. It is now fitting to undertake customer outreach programmes so as to inform TMB clients about new life insurance products that are available to them".

In the same way that TMB is working to make banking inclusion a reality for all Congolese, Afrissur aims to accompany the transition from community and informal insurance systems to formal and inclusive individual and group systems. **This is TMB's vision of insurance inclusion.**



TMB not only expands its commercial offering but also seamlessly integrates the distribution of insurance products into its banking services.

Moreover, every holder of an active TMB Plus or PEPELE Mobile account is eligible, upon request, for a free life insurance policy that ensures the payment of a sum in the event of accidental death or disability.

### > **LOOKING TO THE FUTURE**

TMB is continuously expanding its portfolio of savings and investment products, helping clients secure their future.

Recognised as a securities custodian by the Central Bank of Congo in 2018, TMB is pleased to now offer its clients Congolese investment products. Initially, investors can earn attractive yields through the purchase of DRC treasury bonds. The Bank looks forward to introducing additional new savings and investments products in the very near future.



Ensemble,  
assurons-nous

# LEASING

TMB is the leading bank provider of leasing products in the DRC, offering clients flexible leasing solutions tailor-made to their business needs.

The Bank has developed a leasing proposal for the financing of capital goods that reflects the realities of the Congolese business environment and supports ambitious entrepreneurs looking to invest for the long term in the DRC.

In developing its leasing offer, TMB worked with some of the world's leading experts in the field. "We've seen an increase in business investment in the Congo and greater client demand for alternative financing solutions, and in response we have significantly expanded our leasing activities", notes Yannick Mbiya, Head of Distribution. TMB is the first and only bank in the DRC to offer leasing solutions to its customers.

Rachel Nzuzi, Commercial Department, adds that "the Bank's leasing product line in particular offers attractive financing solutions to high growth economic sectors that have significant investment opportunities, including the mining, agri-business, and logistics sectors, in addition to clients tendering for public works contracts".

TMB's ongoing and significant support for agriculture and



Leasing  
by TMB

Ensemble,  
finançons vos  
équipements



agribusiness financing continued throughout 2021.

“TMB’s financial inclusion mission is also reflected in its lending practices. The Bank supports agricultural projects that ensure a promising future for the country and has developed a leasing offer that is adapted to help unlock the enormous potential of the Congo's agri-business sector”, explains Rock Ngouoto, Head of Credit. Indeed, by providing the resources needed for entities operating in rural areas, leasing offers considerable support to local communities. Rock Ngouoto adds that “leasing has also benefited another sector, namely subcontractors in the mining sector for the acquisition of new heavy equipment and trucks”.



**TMB** Leasing

**PREMIÈRE ET UNIQUE BANQUE COMMERCIALE À PROPOSER LE LEASING EN RDC**

CARRIÈRE ET MINES • AGRICULTURE • BÂTIMENTS ET TRAVAUX PUBLICS • ÉNERGIE • IMMOBILIERS

## LEASING BENEFITS

Leasing offers TMB customers significant benefits:

- The customer benefits from having the most up-to-date production tools, as the leased equipment is purchased new from authorised distributors.
- The customer has a production tool appropriate to the evolution of their operating cycle.
- The customer receives a rapid answer to lease applications as the analysis of a leasing file is shorter than that of a traditional bank loan application.
- The customer need not use all their liquidity at once to acquire the equipment, as the acquisition costs are spread over the equipment’s useful life. Furthermore, the lessor (TMB) finances 100% of the investment, unlike a bank loan where an equity contribution is required.
- The lessor retains full ownership of the property it leases. No other collateral is therefore required.
- Lease payments paid by the lessee are not subject to any tax and are fully deductible from the customer's taxable base.

Simone Zongwe, Deputy Branch Manager Lubumbashi, concludes: “TMB’s leasing products enable customers to invest in capital goods that will drive technology transfer to Congolese companies, boost productivity, and contribute to wealth creation”.

# THE PEPELE MOBILE

## offer for businesses

PEPELE Mobile is the mobile banking offering of TMB - a bank account in its own right and not simply a mobile money or electronic wallet service. "For business users, PEPELE Mobile offers a range of advanced B2B and B2C features, including bulk payment processing", notes Honoré Mbantshi, PEPELE Mobile Kinshasa.

While the enthusiasm of individuals for PEPELE Mobile is evident in the DRC, companies, institutions, and administrative bodies value the advantages of the Bank's mobile banking offering even more. Betty Owandji, Project Manager International Institutions, points out that "PEPELE Mobile greatly enhances operational efficiency for companies and organisations, providing them with a single platform to effectively manage multiple transaction types".

PEPELE Mobile is the leading mobile banking service in the DRC and offers users a number of benefits:

- Ease of use – available in six languages and on every Congolese mobile network
- Security of operations – advanced user security features
- Execution of transactions in real time
- Payment traceability with full audit trail
- Operation of the service on any type of mobile phone
- Free internal transactions and reduced costs of other transactions
- Visibility with access to a web portal
- Flexibility to adapt the platform to all business cases
- PEPELE Mobile ecosystem for easy payments (TMB branches, PEPELE Mobile branches, PEPELE Mobile independent agents, mobile app, SMS, interactive voice server, website)



Payroll management is now even simpler with PEPELE Mobile. Bruno Gustave, Digital Banking Project Manager, explains that with “PEPELE Mobile, payroll is digitised and employers pay their employees directly to their account from where recipients have multiple ways of accessing the funds”. The result - no longer the need to be absent from the workplace in order to queue at a bank branch to withdraw salary funds.

Véronique Makanda, Branch Manager Kinshasa UPN, adds “many companies turned to PEPELE Mobile in an emergency, to overcome mobility and security problems faced by their staff. They were quickly convinced by the effectiveness of the services on offer. Operational issues generate their share of risks in cash management for companies and PEPELE Mobile has enabled the launch of a de-risking process by drastically reducing the use of cash”.

In remote areas of the country, PEPELE Mobile has resulted in the transformation of traditional payroll processes. PEPELE Mobile offers deployment solutions across the country on two levels, with mobile teams on the one hand and independent PEPELE Mobile agents on the other, who are often local merchants. The growing penetration rate of mobile telephony in the Congo contributes to the success of PEPELE Mobile, as TMB’s mobile banking offering operates on all types of mobile phones and with all operators in the country.

Sele Mulumba, Business Manager TMB South, explains that “the payment of taxes is also facilitated by the integration of PEPELE Mobile in various public administrations, which allows tax payments to be credited in real time, in complete security, and with a guaranteed traceability that cash payments do not always provide for”.



## COMMODITY VOUCHER

TMB’s Commodity Voucher product was designed with the needs of companies, NGOs, and institutions in mind. Instead of transferring or sending cash to an employee or supplier, recipients are sent a voucher to be exchanged with a store/trader for predetermined goods or services. This ensures the destination of the funds, as the beneficiary can only purchase a specific commodity or equipment with this coupon.

The Commodity Voucher allows the Bank to provide comprehensive support to the distribution and value chains of SMEs and NGOs. TMB’ solutions are tailored to specific activities, ensuring their needs are met effectively. TMB supports the development of the agricultural sector in this way. Arsène Ntambuka, Business Development Manager, explains by example: “Does an SME need corn? To be confident that the farmer with whom it has a contract buys inputs with its advance, the SME sends a Commodity Voucher and thus secures the transaction”.



## PEPELE MOBILE, LET'S REVOLUTIONISE BANKING!

*"Ma banque à portée de mains"*

With PEPELE Mobile, the customer holds their bank account in the palm of their hand. The service is available on all networks and with any type of mobile phone. The customer can manage their account and operations by sending secure SMSs or, for the ever-increasing number of smartphone users, by using the Pepele application.

PEPELE Mobile offers the possibility of contactless management as soon as an account is opened and for all banking transactions. Managing payments from your phone has become a part of everyday life in the

DRC. "In particular our customers appreciate the Airtime function, which allows them to buy telephone units in real time, for themselves or their loved ones. PEPELE Mobile is also the preferred tool for Congolese people to pay their bills, cable television, taxes, insurance, etc. They can choose to make their payments at any time and from the comfort of their own home", says Angélique Byaranze, Commercial Department Goma.

The PEPELE Mobile offering is constantly expanding and each year incorporates new features that

make life easier for users. "Just one example, parents and students no longer have to endure long queues to make state exam payments; instead, payments can be completed in two clicks thanks to the EXETAT function available on PEPELE Mobile", Thérèse Musau, Commercial Department Mbuji-Mayi.





TMB now offers **free local fund transfers** between PEPELE Mobile accounts. Meanwhile international SWIFT transfers to PEPELE Mobile accounts are offered at a very competitive rate. A PEPELE Mobile customer pays charges of only **1% for incoming international transfers**, an extremely competitive offer in the DRC.

The banking revolution is continuing and new functions, which will be launched in 2022, are already in the works.

James Komba, Business Manager TMB East, concludes: "the road to greater digitisation is admittedly littered with obstacles and the pandemic and business continuity issues have led us all to rethink the Customer-Bank relationship, highlighting the importance of mobile banking as a crucial part of the long-term solution to enable customers to manage their day-to-day transactions". ♦

# Pepelise-toi!

Reçois un transfert international en payant seulement 1% de frais

Ta sœur à Londres t'envoie 100\$ → Tes frais = 1\$

# TMB NetBank

— IN TODAY'S DIGITAL AGE, ONLINE BANKING HAS REVOLUTIONISED THE WAY WE MANAGE OUR FINANCES. —

With just a few clicks, we can access our accounts, make transactions, and monitor our financial health. Online banking services offer a multitude of advantages that make them a preferred choice for individuals and businesses alike.

TMB's NetBank platform provides online access to TMB accounts and is available in two formats depending on whether the user is an individual or a company.

## > TMB NETBANK SERVICE FOR BUSINESSES

Internet banking for companies offers great flexibility in how clients can complete business critical transactions. Cédric Sinunvayo, Branch Manager Bukavu, notes that "the convenience, accessibility, time and cost savings, enhanced financial management, improved security, and expanded range of services make online banking a smart choice for modern-day businesses".

NetBank's bulk payment functionalities include the possibility for a company to upload Excel files into the system so as to easily and efficiently initiate and manage multiple payments, including salary

payments. TMB NetBank also supports the management of tax payments, including the submission of supporting documentation, providing users with clear audit trails, significantly reducing filing times.

TMB NetBank features are constantly evolving to make the service more user friendly. Just one example, a PEPELE Mobile tab has been included in the TMB NetBank interface allowing the user to stay in the same space to carry out transactions on either TMB or PEPELE Mobile accounts.

Trésor Khasa, Business Manager TMB Centre, concluded: "digitisation obviously aims to optimise client's time and also to reduce the risk of error and fraud". In a society where time is a precious asset, online banking is an absolute necessity.

# TMB NETBANK MAKE BANKING EASIER

*"Rester maître de vos finances"*

TMB offers its retail customers access to internet banking for an annual amount of just US\$10. The TMB NetBank user-friendly platform is accessible online or via a downloadable application. Internet banking allows customers to access their account information and carry out their transactions at any time, no matter where they are. Ivry Ntombi, of the Electronic Payments Department, emphasises "Our internet banking solution is particularly attractive given its highly competitive price, and offers our customers the possibility to carry out all their banking transactions wherever they are".

Diane Karaj, Client Services Lubumbashi, describes how "customers appreciate our online services, knowing that at any time, they can rely on client services staff to support them if they are faced with difficulties".

TMB is committed to bringing innovations in banking technology to our clients so that they may manage and control their finances in the most convenient way possible. ♦



# Another year of AWARDS SUCCESS FOR TMB

## > THE AFRICAN BANKER AWARDS

TMB made history in 2021 by becoming the first Congolese bank to be honoured with the coveted Award for Financial Inclusion at the prestigious African Banker Awards.

The Awards ceremony, held annually on the fringes of the Annual Meetings of the African Development Bank, celebrates excellence in banking and finance on the African continent.

The Award for Financial Inclusion is given to the African institution that has most successfully provided financial products and services to different segments of society. In receiving the award, the Bank's outstanding contribution to expanding financial inclusion and supporting growth and development in the DRC has been recognised.

The African Banker Awards is the most respected and recognised awards event in the African banking industry. The Awards programme celebrates the successes of financial leaders and honours the

achievements of African bankers. In 2021, the programme organisers and judges sought to reward financial institutions by recognising their contribution to the continent's economy, which has greatly suffered from the Covid-19 pandemic.

Innovation and resilience were the common themes for selecting the winners of the African Banker Awards 2021.

Commenting on the TMB award, Omar Ben Yedder, editor of the African Banker magazine and CEO of IC Publications, noted that TMB "has succeeded in expanding access to financial services across the country", stating that TMB's "teams are travelling for periods of up to three weeks to provide banking services to over 400,000 customers in more than two hundred locations. With financial inclusion always in mind, they have developed an extensive multi-channel distribution network, designing a competitive and accessible product offering". Omar Ben Yedder concluded by saying he was proud "to give this award to such a committed

institution, which values financial inclusion, especially towards the disadvantaged segments".

Oliver Meisenberg, CEO, noted that "TMB have been helping create opportunities to enrich the lives of our clients. Now more than ever we are committed to our purpose, which is to play a leading role in unlocking Congo's potential. TMB has the resources, capabilities, and appetite to support the individuals and entrepreneurs of the DRC achieve their goals and ambitions". Oliver went on to warmly thank the Bank's teams, partners and clients, who are an essential part of the TMB family.



› **THE BANKER AWARDS**

Meanwhile in November 2021 TMB was named, for a record eight time, the Bank of the Year in the Democratic Republic of Congo at the Bank of the Year Awards ceremony held by The Banker magazine, part of the Financial Times group.

This prestigious award, the most coveted in the sector, is given each year to a single bank in each of almost 120 countries around the world. With regards to the Democratic Republic of Congo, the Bank of the Year prize has been awarded to TMB a record eight times, namely in 2012, 2013, 2014, 2015, 2017, 2018, 2019, and now once again in 2021.

The panel of award judges recognised TMB’s significant success in introducing leasing products to its product portfolio, making the Bank the first and only commercial bank in the Congolese market to offer leasing products. The judges also

recognised the strength of the Bank’s balance sheet, and the prudent and sustainable growth seen in the Bank’s lending activity.

In welcoming the achievement, Guillaume Kwongkam, Head of Operations, added that “TMB’s success is based on many factors, not least the professionalism and conduct of staff, prudent balance sheet management, and an unerring commitment to innovation. Our approach to innovation has been instrumental in ensuring that TMB can provide clients uninterrupted service during each stage of the Covid-19 pandemic”.

As the most awarded bank in the Democratic Republic of Congo, TMB is proudly representing its country on the world stage.

› **EMEA**

TMB was recognised for the eleventh consecutive year as the Best Bank in the Democratic Republic of Congo by EMEA Finance. In making the

award, EMEA Finance noted that throughout the Covid pandemic TMB provided stability and confidence in an unstable environment for staff and customers, whilst continuing to achieve major milestones in its delivery of financial inclusion. The judges also recognised the success of the Bank’s digitalisation programme, more important than ever during the pandemic era.

Commenting on the award success, Isabelle Duvigneaud, Head of Marketing and Logistics departments, noted that “pandemic-related lockdowns led to a rapid acceleration in the shift from physical to digital banking and, as the leading provider of mobile banking services in the DRC, TMB has been quick to present clients with attractive options to help them digitalise their banking activity”.



**Best Bank in the DR Congo**  
2011 to 2021  
**Financial Inclusion Award**  
2015, 2017, 2019  
**Corporate Social Responsibility**  
2021

# Bank of the Year in the DRC



# FINANCIAL STATEMENT

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# BALANCE SHEET **ASSETS**

## SUMMARY AND COMPARISON OF ASSETS 2021 AND 2020

	IN THOUSANDS OF CONGOLESE FRANCS - CDF	
<b>ASSETS</b>	31.12.2021	31.12.2020
<b>TREASURY AND INTERBANK OPERATIONS</b>		
Cash	186 201 826	170 942 125
Central Bank of Congo and interbank loans	225 628 704	215 958 454
Correspondent Nostri accounts	1 443 691 905	1 102 704 227
Treasury bills	305 662	0
<b>Total treasury and interbank operations</b>	<b>1 855 828 097</b>	<b>1 489 604 806</b>
<b>CUSTOMER TRANSACTIONS</b>		
Loans to customers	792 021 539	589 261 994
<b>Total customer transactions</b>	<b>792 021 539</b>	<b>589 261 994</b>
<b>ACCOUNTS RECEIVABLE AND DEFERRED INCOME</b>		
Other current assets	55 588 016	34 241 907
Accruals	80 030 758	74 831 266
<b>Total accounts receivable and deferred income</b>	<b>135 618 774</b>	<b>109 073 173</b>
<b>FIXED ASSETS</b>		
Deposits and long and medium term sureties	1 334 004	1 301 797
Equity investments	16 335 000	16 335 000
Tangible and intangible fixed assets	123 761 187	122 615 551
<b>Total fixed assets</b>	<b>141 430 191</b>	<b>140 252 348</b>
<b>TOTAL NET ASSETS</b>	<b>2 924 898 601</b>	<b>2 328 192 321</b>
<b>SUSPENSE AND COMMITMENT ACCOUNTS</b>		
Commitments received	522 219 980	429 479 427
Internal commitments	34 812 072	26 703 807

# BALANCE SHEET **LIABILITIES**

SUMMARY AND COMPARISON OF ASSETS 2021 AND 2020

	IN THOUSANDS OF CONGOLESE FRANCS - CDF	
<b>LIABILITIES</b>	31.12.2021	31.12.2020
<b>TREASURY AND INTERBANK TRANSACTIONS</b>		
Lori and Central Bank of Congo correspondents	10 456 390	18 124 686
Debts due to credit institutions	0	187
<b>Total treasury and interbank transactions</b>	<b>10 456 390</b>	<b>18 124 873</b>
<b>CUSTOMER TRANSACTIONS</b>		
Sight deposits and current accounts	1 615 088 190	1 224 981 232
Term deposits and savings accounts	892 565 081	746 323 501
Other customer accounts	127 766 652	73 572 425
<b>Total customer transactions</b>	<b>2 635 419 923</b>	<b>2 044 877 158</b>
<b>OTHER LIABILITIES AND ACCRUED EXPENSES</b>		
Other liabilities	32 144 636	24 049 795
Accruals	5 002 198	9 961 224
<b>Total other liabilities and accrued expenses</b>	<b>37 146 834</b>	<b>34 011 019</b>
<b>FIXED CAPITAL</b>		
<b>Shareholders' equity</b>		
Subscribed capital	10 474 372	10 474 372
Reserves and issue premiums	17 042 106	16 621 411
Profits carried forward	114 733 286	111 491 366
Profit for the year	15 391 335	1 806 534
Revaluation appreciation and statutory provisions	61 343 086	59 843 159
Provisions for risks, charges and losses	8 374 006	8 157 466
<b>Sub-total shareholders' equity</b>	<b>227 358 191</b>	<b>208 394 308</b>
<b>OTHER LONG TERM FUNDS</b>		
Medium-term loan	14 517 263	22 784 963
<b>Sub-total other long term funds</b>	<b>14 517 263</b>	<b>22 784 963</b>
<b>Total fixed capital</b>	<b>241 875 454</b>	<b>231 179 271</b>
<b>TOTAL LIABILITIES</b>	<b>2 924 898 601</b>	<b>2 328 192 321</b>
<b>SUSPENSE AND COMMITMENT ACCOUNTS</b>		
Commitments made	134 480 875	134 480 875
Commitments in foreign currency	0	0

# INCOME STATEMENT

## SUMMARY AND COMPARISON OF INCOME STATEMENT 2021 AND 2020

DESIGNATION	IN THOUSANDS OF CONGOLESE FRANCS - CDF			
		31.12.2021		31.12.2020
Income from treasury and interbank operations	+	12 137 072	+	16 966 685
Expenses related to treasury and interbank operations	-	1 476 972	-	1 219 087
Income from customer transactions	+	141 430 821	+	112 739 350
Expenses related to customer transactions	-	43 732 892	-	34 927 342
Other banking income	+	63 265 958	+	56 258 191
Other banking expenses	-	17 022 090	-	14 973 429
<b>NET BANKING INCOME</b>	+	<b>154 601 897</b>	+	<b>134 844 368</b>
Sundry income	+	2 269 006	+	1 341 934
Operating subsidies	+	0	+	0
General operating expenditure	-	81 235 007	-	63 746 362
Personnel costs	-	36 280 203	-	25 542 902
Taxes and duties	-	5 863 913	-	5 378 267
<b>GROSS OPERATING INCOME</b>	+	<b>33 491 780</b>	+	<b>41 518 771</b>
Depreciation charges	-	9 410 099	-	8 196 384
Depreciation write-backs	+	0	+	0
<b>OPERATING PROFIT BEFORE TAX</b>	+	<b>24 081 681</b>	+	<b>33 322 387</b>
Capital gain on disposal of assets and extraordinary income	+	1 488 836	+	76 335
Provisions and losses on irrecoverable debts	-	8 064 019	-	28 859 769
Non-operating income and expenses	-	1 661 143	+	853 530
<b>PROFIT BEFORE TAX</b>	+	<b>19 167 641</b>	+	<b>3 685 423</b>
Tax on profits	-	3 776 306	-	1 878 889
<b>NET PROFIT FOR THE YEAR</b>	+	<b>15 391 335</b>	+	<b>1 806 534</b>

# CASH FLOW STATEMENT

## SUMMARY AND COMPARISON OF CASH FLOW 2021 AND 2020

	IN THOUSANDS OF CONGOLESE FRANCS - CDF	
DESIGNATION	31.12.2021	31.12.2020
<b>CASH FROM OPERATING ACTIVITIES</b>		
Profit for the year	+ 15 391 335	+ 1 806 534
<b>ELIMINATION OF EXPENDITURE AND REVENUE NOT AFFECTING CASH POSITION</b>		
Depreciation and provisions	+ 17 474 118	+ 37 056 153
Exchange rate gains	- 3 326 712	- 8 929 689
Non-operating income	- 4 109 554	- 582 184
Exchange rate losses	+ 2 736 209	+ 4 656 107
Non-operating expenses	+ 959 575	+ 1 359 379
Variation in debts and current liabilities	+ 387 783 220	+ 531 881 323
Other	- 34 230 820	- 59 078 063
<b>Total (1)</b>	<b>+ 382 677 371</b>	<b>+ 508 169 560</b>
<b>CASH FROM INVESTMENTS</b>		
Acquisition of fixed assets	- 9 643 009	- 29 811 270
Receipts from disposal of fixed assets	+ 1 488 836	+ 76 335
Variation in sureties	- 32 207	- 66 121
<b>Total (2)</b>	<b>- 8 186 380</b>	<b>- 29 801 056</b>
<b>CASH FROM FINANCING ACTIVITIES</b>		
		-
Increase in capital in cash	+ 0	+ 0
Repayment of loans	- 8 267 700	- 6 914 258
Disposal of securities	- 0	- 0
<b>Cash flow relating to financing activities (3)</b>	<b>- 8 267 700</b>	<b>- 6 914 258</b>
<b>CASH VARIATION FOR THE PERIOD</b>		
		-
<b>CASH DURING YEAR (1) + (2) + (3)</b>	<b>+ 366 223 291</b>	<b>+ 471 454 246</b>
<b>CASH AT START OF YEAR</b>	<b>+ 1 489 604 806</b>	<b>+ 1 018 150 560</b>
<b>CASH AT 31 DECEMBER</b>	<b>+ 1 855 828 097</b>	<b>+ 1 489 604 806</b>

# STATEMENT OF CHANGES IN SHAREHOLDERS' EQUITY

SUMMARY AND COMPARISON 2021 AND 2020

DESIGNATION	IN THOUSANDS OF CONGOLESE FRANCS - CDF				
	Balance at 01.01.2021	Movements in 2021			Balance at 31.12.2021
		Increase	Decrease	Revision	
Capital	10 474 372	0	0	0	10 474 372
Legal reserve	10 575 183	183 234	0	151 081	10 909 498
Other reserves	6 046 228	0	0	86 379	6 132 607
Profit carried forward	111 491 366	1 623 300	0	1 618 620	114 733 286
Net profit for the period	1 806 534	15 391 335	1 806 534	0	15 391 335
Gain on revaluation	39 754 559	1 063 293	0	0	40 817 852
Provision for reconstitution of capital	20 088 600	149 641	0	286 994	20 525 235
General provisions	8 157 466	99 999	0	116 541	8 374 006
<b>TOTAL SHAREHOLDERS' EQUITY</b>	<b>208 394 308</b>	<b>18 510 802</b>	<b>1 806 534</b>	<b>2 259 615</b>	<b>227 358 191</b>

# AUDITOR'S report

OPINION REPORT OF THE EXTERNAL AUDITOR ON THE FINANCIAL STATEMENTS FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021

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## AT THE ANNUAL GENERAL MEETING OF SHAREHOLDERS OF TMB S.A.

To the Shareholders of Trust Merchant Bank,

In accordance with the assignment entrusted to us by your General Meeting, we will present our opinion report on the audit of the accounts for the year ended 31 December 2021. This includes:

- the certification of the annual financial statements of TRUST MERCHANT BANK S.A. (TMB);
- the specific checks and information required by law.

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## I. CERTIFICATION OF THE ANNUAL FINANCIAL STATEMENTS

### > OPINION WITHOUT RESERVE

We have audited the financial statements and annual accounts of TRUST MERCHANT BANK S.A. as at 31 December 2021. These include a net balance sheet of CDF **2,924.899 billion**, an income statement with a reported net income of CDF **15.391 billion**, a cash flow statement, a statement of changes in shareholders' funds, as well as notes to the consolidated financial statements.

We hereby certify that the financial statements and annual accounts are in

accordance with the Accounting Guide for Credit Institutions (in French 'GCEC'), and are, with regard to international accounting standards, regular and genuine and give a faithful representation of the results of the operations of TMB S.A. at 31 December 2021, as well as its financial performance and cash flow for the year ended on that same date.

### > BASIS OF THE OPINION

We conducted our audit in accordance with the International Standards on Auditing (ISA). Our responsibilities under these standards are described in more detail in the section "Responsibility of the External Auditor for the Certification of the

Annual Financial Statements” of this report. We are independent of the company in accordance with the Code of Ethics of Accounting Professionals of the International Ethics Standards Board for Accountants (IESBA) and those of the Statutory Auditors and we have satisfied the other ethical responsibilities falling to us under these rules. We believe that the audit evidence we have obtained is sufficient and appropriate to support our opinion.

### › KEY AUDIT MATTERS

Key Audit Matters are those matters that we, in our professional judgement, believe were the most important when reviewing the financial statements for the current period. These matters were addressed in the context of the audit of the financial statements taken as a whole and in the formation of our opinion thereon. We do not express a separate opinion on these matters.

### › RESPONSIBILITY OF THE BOARD OF DIRECTORS FOR THE FINANCIAL STATEMENTS

The preparation of the accounts and financial statements is the responsibility of the Board of Directors of the Bank. It is responsible for the preparation and accurate presentation of the annual financial statements in accordance with the accounting rules and methods laid down in the Accounting Guide for Credit Institutions, as well as for the internal audit it considers necessary to enable the preparation of the annual financial statements that do not contain any material misstatement, whether due to fraud or errors.

In preparing the annual financial statements, the Board of Directors is responsible for evaluating the ability of the Company to continue to operate, if applicable to provide information on the continuity of operations, and to apply the basis for business continuity unless the Board of Directors intends to wind up the company or to cease operations or if there is no other realistic alternative to securing the continuity of the company.

The Board of Directors is responsible for overseeing the Bank’s financial reporting process.

### › RESPONSIBILITY OF THE EXTERNAL AUDITOR FOR THE CERTIFICATION OF THE ANNUAL FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance that the annual financial statements taken as a whole do not contain any material misstatements, whether due to fraud or error, and to issue a certification report stating our opinion. Reasonable assurance is a high level of assurance that does not, however, guarantee that an audit performed in accordance with ISA standards will always detect any material misstatement.

Misstatements may arise from fraud or result from errors and are considered significant when it is reasonable to expect that, individually or cumulatively, they may influence the economic decisions that users of the annual financial statements take based on them.

## II. VERIFICATIONS AND SPECIFIC INFORMATION

In accordance with banking regulations and in particular instruction No. 19 issued to credit institutions and microfinance institutions, on the provisions relating to statutory auditing we have verified that:

- TMB has put in place a system to prevent fraud, manipulation and errors likely to affect the quality of the internal audit system; to prevent it from being involved unwittingly in financial transactions connected with illicit activities or likely to undermine its reputation or to undermine the reputation of the profession;
- The information system put in place is efficient, ensures the reliability of financial transactions, secures the audit trail; it is based on accounting and information control procedures. The IT review that we carried out in addition to our temporary work appeared satisfactory to us.

- With the exception of the FX position ratio, and the last stage of the capital conservation buffer, TMB has complied with all prudential management, classification and provisioning standards for receivables as prescribed respectively by Central Bank of Congo instructions 14 and 16.

We have also carried out the specific verifications required by law.

We have no observations to make as to the accuracy and consistency of the annual financial statements and the information provided in the Board of Directors' report or in the documents sent to shareholders on the financial situation and annual financial statements.

We have no knowledge of any infringement of the provisions of the Uniform Act of the OHADA Treaty relating to the law of commercial companies and the economic interest grouping, the Banking Law of 2002 or Law No. 04/016 of 19 July 2004 on combating money laundering and

the financing of terrorism in the Democratic Republic of the Congo.

The Partner responsible for the auditing task under the terms of which this Statutory Auditor's Report is issued is Mr Danny NKUVU, Expert-Accountant. ♦

### THE EXTERNAL AUDITOR, MGI STRONG NKV REPRESENTED BY

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#### **Danny NKUVU**

Certified Chartered Accountant / ONEC No. 16.00423  
Auditor / IRE-Belgium  
Partner

#### **Dieudonné MAMPASI**

Chartered Accountant ONEC No. 16.00261  
IRC Auditor  
Associate Partner

20 April 2022

# NETWORK

# 05

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THE REPRESENTATIVE  
office in Brussels

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CORRESPONDENT  
banks

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BRANCH  
network

# THE TMB NETWORK

## and its correspondent banks

### THE REPRESENTATIVE OFFICE IN BRUSSELS

In the digital era, with much activity conducted online, TMB continues to ensure that the human touch remains core to how the Bank conducts its business. The Bank's staff understand that an initial face to face meeting is often decisive when cementing a successful relationship. This is especially the case when a person or company seeks to first establish contact with a DRC counterparty. To meet this desire for proximity to current and prospective clients, TMB maintains an office in Brussels. The representative office has several objectives and functions.

#### > LIAISON

The representative office receives clients and partners established in Belgium, or on the European continent. The office was established as a branch under Belgian law, with its Articles of Association being published in the Belgian Official Journal in 2010.

The office is responsible for liaison between contacts in Europe and the Bank's departments in Congo. Everything is done to meet the needs of clients and find solutions to their concerns. Clients who visit the office immediately discover the same atmosphere they would find at a TMB branch in the DRC, most visible in its warm and welcoming colours and the quality of service. In Brussels, as everywhere across the TMB network, the focus is on providing a bespoke service.

#### > INFORMATION AND PROMOTION

The Brussels representative office is not only TMB's showcase in Europe but also works to promote the visibility of the DRC. The office seeks to introduce and promote the commercial opportunities of the country and its private sector as well as providing information on all aspects of the Bank and the Congolese banking system.

The representative office presents TMB's operations, services, and products, and regularly takes part in economic and cultural events

regarding the Congo. "International events allow us to present the Bank and are a great opportunity to exchange and strengthen ties with our clients passing through Europe", explains Carine Douenias, manager of the office.

#### > SUPPORT AND SPONSORSHIP

TMB is committed to encouraging projects that benefit the DRC. The Bank sponsors cultural events organised in Belgium by organisations active in Congo, with the aim of supporting them and increasing their visibility.

Due to the Covid-19 pandemic, the representative office's participation in activities and events was reduced to a strict minimum in 2021. In November, the Bank was pleased to support the 'Mentalist' event organised by Comequi. The Belgian NGO Comequi aims to contribute to sustainable development in the Great Lakes region. Comequi promotes agricultural production that meets fair trade and/or organic farming standards.

By appointment, the Brussels representative office welcomes TMB clients and anyone seeking information about the Bank.

**Contact details of the Brussels representative office:**

**Trust Merchant Bank**  
Representative Office

📍 78, rue Defacqz  
box 9 (4<sup>th</sup> floor)  
B- 1060 Brussels  
☎ +32 (0)2 511 00 02  
+32 (0)471 10 20 41  
📠 +32 (0)2 511 40 02  
✉ brussels@tmb.cd

## TMB CORRESPONDENT BANKS

Trust Merchant Bank's correspondent banks include:

- > **BELGIUM**  
ING BELGIUM
- > **EGYPT**  
COMMERCIAL INTERNATIONAL  
BANK EGYPT
- > **FRANCE**  
BRED Banque Populaire  
QATAR NATIONAL BANK
- > **KENYA**  
I&M BANK  
KCB BANK
- > **MAURITIUS**  
BANK ONE  
MAURITIUS COMMERCIAL BANK
- > **SOUTH AFRICA**  
NEDBANK LIMITED  
RAND MERCHANT BANK  
STANDARD BANK
- > **UNITED KINGDOM**  
CITIBANK LONDON
- > **UNITED STATES OF AMERICA**  
CITIBANK NEW YORK



# BRANCH network

As at end December 2021 • For the current status check: [www.tmb.cd](http://www.tmb.cd)

## LUBUMBASHI

### LUBUMBASHI

#### HEAD OFFICE - ATM

1223, avenue Lumumba  
Centre ville

☎ 099 702 3000

#### MOERO - ATM

761, avenue Moero - Centre ville

☎ 097 001 1206

#### LOMAMI - ATM

786, av. Lomami - Centre ville

☎ 099 300 8010

#### PNC-VILLE

Croisement des avenues  
Sendwe et Tabora - Centre ville

☎ 097 002 0005

#### PLANET HOLLYBUM - ATM

**TMB Plus**

975, avenue Kilela-Balanda  
Kimbwambwa

☎ 097 001 1207

#### STADE TP MAZEMBE

2100, avenue des Sports  
Kamalondo

☎ 097 001 1214

#### RUASHI - ATM

5415, chaussée de Kasenga - Ruashi

☎ 097 001 1224

#### HYPER PSARO CARREFOUR - ATM

1, avenue Luvungi - Kampemba

☎ 097 606 0977

#### SNCC

115, avenue Lumumba  
Place de la Gare - Kampemba

☎ 097 001 1209

#### LA PLAGÉ - ATM

Route du Golf - Golf

☎ 099 300 8200

#### GRAND KARAVIA - ATM

**TMB Plus**

55, route du Golf - Golf

☎ 099 300 8160

#### GOLF MALL - ATM

34376, avenue Munua - Local  
5 - Kiambi - Golf

☎ 082 008 8993

#### GALERIE AZZAS - ATM

20, avenue Mukuntu  
Golf Plateau Karavia - Annexe

☎ 081 709 9937

#### LA LUANO

Aéroport de La Luano - Annexe

☎ 097 001 1208

## KINSHASA

#### KINSHASA - REGIONAL HQ - ATM

1, place du Marché - Gombe

☎ 081 756 2771

#### HÔTEL DU GOUVERNEMENT - ATM

Croisement bd du 30 juin et av.  
père Boka Place Royale - Gombe

☎ 082 850 2607

#### GALERIE DU FLEUVE

4739, avenue de l'Equateur - Gombe

☎ 081 830 9707

#### MEMLING - TMB Plus

5D, avenue de la République  
du Tchad - Local 06 - Gombe

☎ 081 830 9700

#### MEMLING II - ATM

5D, avenue de la République  
du Tchad - Local 07 - Gombe

☎ 082 850 2605

#### HYPER PSARO - ATM

31, avenue de la Gombe - Gombe

☎ 081 893 6724

#### PULLMAN HÔTEL - ATM

4, avenue Batetela - Gombe

☎ 081 200 0033

#### FLEUVE CONGO HÔTEL - ATM

**TMB Plus**

119, bd Colonel Tshatshi - Gombe

☎ 081 707 1858

#### BEAU MARCHÉ - ATM

1, avenue Echevin - Barumbu

☎ 081 830 9711

#### SHOPRITE - ATM

11268, avenue de l'OUA - Ngaliema

☎ 081 710 1887

#### MA CAMPAGNE - ATM

5, chemin des Trèfles - Place  
Commerciale - Ngaliema

☎ 081 710 5000

#### UPN - ATM

2, avenue de la Libération

Binza UPN - Ngaliema

☎ 081 710 1891

#### MONISHOP CENTER - ATM

150, av. Kasa-Vubu - Kintambo

☎ 081 710 1888

#### BANDAL - ATM

273, avenue Lubumbashi

Adoula - Bandalungwa

☎ 082 589 8987

#### OASIS MALL - ATM

9521, avenue Président Kasa-Vubu  
Bandalungwa

☎ 082 972 0067

#### VICTOIRE - ATM

3/A, avenue de la Victoire

Kalamu

☎ 081 830 9709

#### PLAZZA LIMETE

16<sup>ème</sup> Rue - Limete

☎ 081 830 9713

#### NDJILI - ATM

2, avenue Mama Mobutu

Quartier 8 - Ndjili

☎ 081 706 7822

#### LEMBA - ATM

855, avenue Kitongo

Lemba - Terminus - Lemba

☎ 081 701 0100

#### UNIKIN - ATM

Avenue Université - Terminus

Intendance - Livulu - Lemba

☎ 082 595 6308

## GOMA

#### GOMA MAIN BRANCH - ATM

20, avenue Karisimbi - Les Volcans

☎ 081 993 7026

#### BRANCH TMB Plus

20, avenue Karisimbi - Les Volcans

☎ 081 993 7025

#### IHUSI - ATM

Avenue Vanny Bishweka

Boulevard Kanyamuhanga  
Les Volcans

☎ 081 200 0023

#### JAMBO SAFARI - ATM

360, avenue Walikale - Les Volcans

☎ 081 830 9820

#### MAIRIE

23, avenue Karisimbi - Mikenko

☎ 081 707 4990

#### IHUSI HÔTEL - ATM

116, avenue Corniche

Bd Kanyamuhanga - Les Volcans

☎ 081 710 1885

#### GRANDE BARRIERE - ATM

4606, avenue Corniche

Grande Barrière - Les Volcans

☎ 082 008 3565

#### GRANDE BARRIÈRE 2

4606, avenue Corniche -

Grande Barrière - Les Volcans

☎ 082 735 1425

## OTHER CITIES

#### BANDUNDU - ATM

14, avenue du Parc - Basoko

☎ 081 200 0027

#### BENI - ATM

40, boulevard Nyamwisi - Bungulu

☎ 081 710 1882

#### BOMA - ATM

24, Quai du commerce - Nzadi

☎ 081 706 7835

#### BUKAVU MAIN BRANCH - ATM

133, avenue Patrice Emery

Lumumba Ndendero - Ibanda

☎ 081 200 0025

#### BUKAVU ISP

Av. Kibombo - Ndendero - Ibanda

☎ 082 758 2013

#### BUKAVU MAJOR VANGU - ATM

61, avenue Kibombo - Rond-

point Essence - Major Vangu -

Ndendero - Ibanda

☎ 081 400 3464

#### BUKAVU PANZI - ATM

79, avenue de l'Hôpital

Muchununu - Panzi - Ibanda

☎ 081 054 7858

**BUKAVU DGDA**

84/15, avenue Michombero  
Nkanfu - Kadutu  
☎ 082 758 0257

**BUNIA - ATM**

177, bd de la Libération -  
Lumumba  
☎ 081 710 1889

**BUTEMBO - ATM**

75, avenue Président  
de la République - Mususa  
☎ 081 710 1883

**FUNGURUME - ATM**

Route Kolwezi  
☎ 099 300 8140

**GBADOLITE - ATM**

25, boulevard Mobutu  
(Bâtiment BCC - 2<sup>ème</sup> étage) - Lite  
☎ 082 977 9191

**GEMENA - ATM**

161, avenue Mobutu - Centre  
ville  
☎ 081 706 8021

**KABINDA - ATM**

39, route nationale n°2 - Congo  
☎ 081 054 8032

**KALEMIE - ATM**

26, avenue Lumumba - Katakai  
☎ 099 100 4130

**KAMINA**

25, av. Lumumba - Centre  
Urbain  
☎ 081 710 1884

**KANANGA**

Boulevard Lumumba - Malandji  
☎ 081 830 9880

**KASUMBALESA**

Bâtiment KBP  
Frontière Kasumbalesa  
☎ 097 001 1145

**KASUMBALESA WISKI**

1, route Nationale,  
avenue Lubumbashi  
(Site Guichet Unique DGDA)  
☎ 082 911 0425

**KENGE - ATM**

Boulevard Lumumba - Masikita  
☎ 081 710 1890

**KIKWIT - ATM**

6994, boulevard National  
Lunia - Lukolela  
☎ 081 706 7826

**KILWA**

1, avenue Laurent-Désiré  
Kabila - Administratif  
☎ 099 300 8150

**KINDU - ATM**

105, boulevard du 4 janvier  
Kasuku  
☎ 081 200 0026

**KISANGANI - ATM**

1, avenue de la Radio - Makiso  
☎ 081 710 1881

**KOLWEZI MAIN BRANCH - ATM**

113, avenue Kamba - Dilala  
☎ 099 300 8110

**KOLWEZI TMB Plus**

41, avenue Kamba - Dilala  
☎ 081 906 4901

**KOLWEZI DRLU**

6, avenue Géomètre Kisimba  
Quartier Latin - Manika  
☎ 097 001 1194

**LIKASI - ATM**

30/32, avenue Lumumba  
Centre ville  
☎ 099 300 8120

**LODJA**

1, avenue Otema W'Osanto  
Diocèse de Tshumbe  
Procure de Lodja - Lokenya  
☎ 081 706 7833

**LOGU - ATM**

Site Alphamin Bisié Mining  
Walikale  
☎ 082 850 4124

**MATADI AGENCE PRINCIPALE - ATM**

5, avenue Vivi - Ville basse  
☎ 081 200 0022

**MATADI PORT SEC**

**AIDEL-TICOM (LEDYA)**  
6497, avenue Ango-Ango  
Kinkanda  
☎ 081 711 8483

**MANONO - ATM**

Avenue Sendwe (arrêt  
Cliniques de Manono) - Terrain  
Eglise Catholique - Cité de  
Manono  
☎ 081 410 5313

**MBANDAKA - ATM**

17, av. Bonsomi - Mbandaka  
☎ 081 200 0024

**MBUJI-MAYI - ATM**

1, boulevard Laurent-Désiré  
Kabila - Masanka  
☎ 081 710 1880

**MUANDA - ATM**

25/01, av. du Commerce -  
Océan  
☎ 081 200 0015

**MWENE-DITU**

SNCC - Avenue des Rails  
☎ 081 706 7828

**UVIRA - ATM**

1, avenue du Congo - Kimanga  
☎ 081 710 1886

**PEPELE MOBILE SUB-BRANCHES****Lubumbashi Cadastre**

Bâtiment Cadastre  
Croisement des avenues  
Mama Yemo et Kambove -  
Makutano  
☎ 099 300 8012

**Kinshasa Egal Barumbu**

1928, avenue Kabambare  
Barumbu  
☎ 082 977 9017

**Kinshasa Egal Masina**

1, avenue Bosango - Siforco -  
Masina  
☎ 082 933 1425

**Kinshasa Aéroport Ndjili**

Parking de l'entrée  
internationale - Aéroport  
International de Ndjili - Ndjili  
☎ 081 987 1899

**Goma Cadastre**

54, av. Corniche - Les Volcans  
☎ 081 606 8694

**POLICE AND ARMY SUB-BRANCHES****Lubumbashi**

- Camp Bel Air (part-time sub-branch)
- PNC-Ville (also open to the public)

**Kinshasa**

- Tshatshi(part-time sub-branch)
- Camp Kokolo
- Circo - Commissariat Général de la PNC
- Camp Lufungula
- LNI - Légion Nationale d'Intervention
- Camp Kabila
- Ceta (part-time sub-branch)
- Kibomango (part-time sub-branch)
- Maluku (part-time sub-branch)

**Bukavu**

- PNC Bukavu

**Kamina**

- Camp militaire de Kamina (part-time sub-branch)

**Mbanza-Ngungu**

- Mbanza-Ngungu (part-time sub-branch)

**Muanda**

- Base de Kitona

**SUB-BRANCHES EXCLUSIVELY FOR INTERNATIONAL INSTITUTIONAL CUSTOMERS**

Beni

Bukavu

Bunia

Goma - ATM

Kalemie

Kinshasa (2) - ATM

Uvira

**CORPORATE SUB-BRANCHES**

Kamoa - ATM

Logu - ATM (also open to the public)

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