



YE'2020 INVESTOR PRESENTATION





Due to the coronavirus pandemic, 2020 has been a rather challenging year for the banking sector and the economy of the entire world. Kazakhstan was not an exception.

The Covid-19 pandemic and, as a result, quarantine measures have confirmed the propriety of the direction chosen by the Bank for 2020 towards digitalization and the development of its own ecosystem of services.



Despite the challenging year, in 2020 **ForteBank increased its net profit by 25%** comparing to the results of 2019

Number of clients increased by 20%



As of 01 January 2021 ForteBank ranked among Kazakhstani banks*:

4-th by assets (2 160 bln KZT)

1-st among top 5 banks by share of liquid assets in assets (56,3%)

2-nd among top 5 banks by net income growth (+25%) despite decrease of profit and losses among several other banks in Kazakhstan



The Bank participated in state program aimed at SME concessional lending in the amount of KZT 47,0 bln starting from April 2020



The Bank became the only Bank in Kazakhstan whose **rating was upgraded** in crisis year of 2020. Moody's has upgraded Bank's rating from B1 to Ba3, outlook "stable"



The Bank continued its policy of dividends payment:

Dividends for 2019 were paid in May 2020 in the amount of KZT 21,1 bln



In 2020 international magazines recognized ForteBank as:

"The Best bank in Kazakhstan" by Global Finance (3 years in a row)

"Bank of the year" by The Banker (3rd time)

"The Best domestic bank" by AsiaMoney (2nd year in a row)



During the pandemic, the Bank provided a **grace period** for 39 thousand borrowers and provided protection measures and support to employees in connection with Covid-19.

More than 3 billion KZT was allocated for **charity and sponsorship** including the purchase of two modular Covid-19 laboratories



In August 2020 Bank established subsidiary company - **«Forte Finance» JSC** for the purposes of providing investment and brokerage services



In December 2020 ForteBank completed the transaction on sale of **100% common shares of «Bank Kassa Nova»**



In 2020 ForteBank **launched new mobile banking** application MIB 2.0 fully developed by Bank's subsidiary company One-Technology and **2 unique products: ForteMobile** – non-banking service combining mobile service with the transactions of the client **ForteX** - trading platform for buying / selling currency between the Bank's clients



The bank **completed the refinancing of mortgage loans in foreign currency** under the state program. In 2020 3 000 loans were refinanced in the amount of about KZT 35 bln

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The world economy and Kazakhstan's as well has had the most serious economic consequences of COVID-19, the decline in GDP of Kazakhstan in 2020 was -2.6%, while in the world according to IMF decline was around -3.5%. The inflation growth accelerated and at the end of 2020 it amounted to 7.5% (5.6% at the beginning of the year). The introduction of the quarantine regime led to a decrease in business activity in 2020 (the business activity index reached a minimum of 37,2% in April and rose to 49% in December).



The oil price since the beginning of the year has decreased from \$66.39 per barrel to the lowest of \$19.3 in April 2020 and increased up to \$51.8 per barrel at the end of 2020. The collapse in commodity prices puts pressure on the national currency rate (it changed since the beginning of the year from 382.59 USD / KZT to 420.91 USD / KZT at the end of 2020, the maximum drop in the national currency in March of this year is 448.52 USD / KZT)



Reduction of the base rate in the second quarter 2020 (from 12.0% in March to 9.5% in June, and to 9.0% in July) associated with the weakening of pro-inflationary risks and a stronger contraction in economic activity. Since the second quarter, the KDIF has been gradually reducing interest rates on newly attracted deposits of individuals from 12.5% to around 10.0% on term deposits with the right of withdrawal.



During the period of the state of emergency in the second quarter, additional measures of state support were taken to the population, in the form of payments of 42,500 KZT due to the loss of income, and to the SME sector in the form of deferred payments on loans. Within the framework of the state support program, 600 bln KZT (with a subsequent increase to 800 bln KZT) was allocated for concessional lending to the SME sector. The limits are set from June 17, 2020 for 12 second-tier banks, 75% of them were: Halyk – 180ln KZT, Sberbank - 94 bln KZT, BCC - 71 bln KZT, ATFBank - 57 bln KZT, ForteBank - 47 bln KZT.



The completed asset quality assessment (AQR) at the beginning of the year revealed the need for additional capitalization in four financial institutions: Nurbank, Eurasian Bank, ATFBank and Bank CenterCredit. In the second quarter, three banks Nurbank (+ 20 bln KZT), BCC (+ 4.3 bln KZT) and Eurasian (+ 4 bln KZT) fulfilled their obligations. ATF fulfilled its obligation through merger with Jusan.



Agency of the Republic of Kazakhstan for Regulation and Development of the Financial Market on 18 September 2020 had revoked Tengri Bank's banking license as a result of the bank's systematic improper performance of contractual obligations on payment and transfer transactions, its violation of prudential standards and other mandatory norms and limits.

ASSETS, KZT BLN

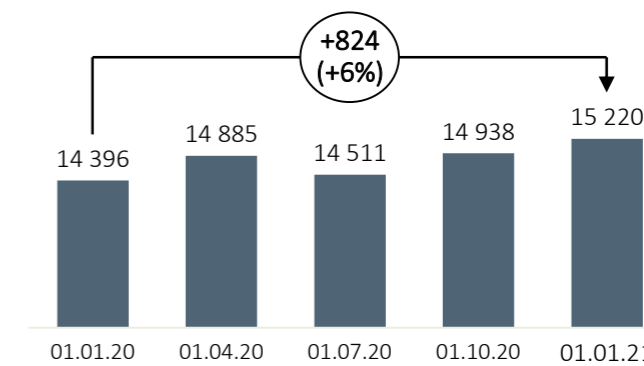
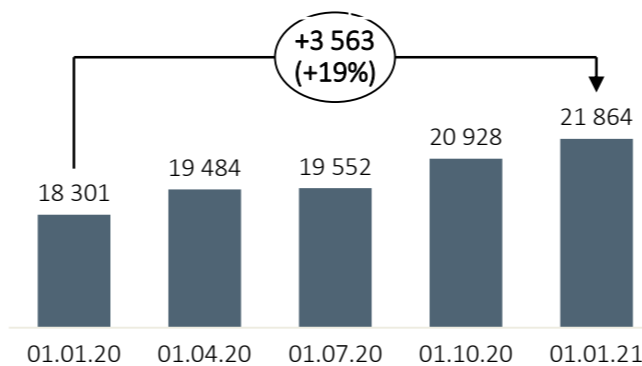
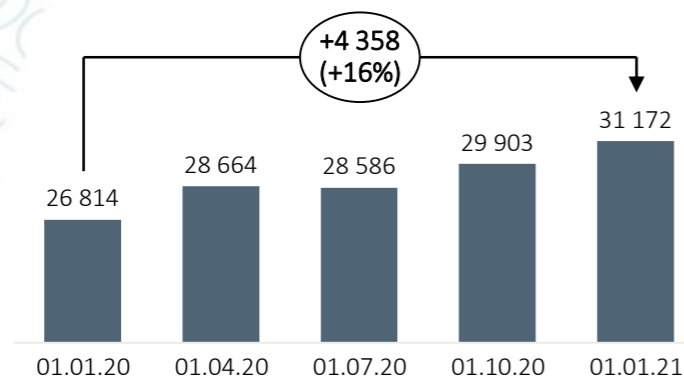
	KZT bl	share	change
1	9 972	32,00%	12,79%
2	3 167	10,16%	43,51%
3	2 809	9,01%	29,35%
4	2 160	6,93%	-1,64%
5	1 849	5,93%	25,89%
6	1 708	5,48%	26,22%
7	1 652	5,30%	24,24%
8	1 218	3,91%	14,51%
9	1 175	3,77%	-17,61%
10	996	3,20%	54,59%
Total Banking Sector	31 172	100%	16,27%

DEPOSITS, KZT BLN

	KZT bl	share	change
1	7 392	33,81%	14,41%
2	2 264	10,35%	38,00%
3	2 203	10,08%	34,75%
4	1 480	6,77%	14,68%
5	1 189	5,44%	24,42%
6	1 097	5,02%	21,74%
7	952	4,36%	46,42%
8	907	4,15%	15,76%
9	699	3,20%	3,06%
10	677	3,10%	-28,10%
Total Banking Sector	21 864	100%	19,47%

LOANS, KZT BLN

	KZT bl	share	change
1	4 672	30,70%	11,73%
2	1 724	11,33%	19,75%
3	1 521	9,99%	8,68%
4	1 368	8,99%	36,26%
5	1 089	7,16%	3,35%
6	794	5,22%	12,88%
7	731	4,81%	-12,55%
8	607	3,99%	-13,52%
9	580	3,81%	-38,08%
10	502	3,30%	33,34%
Total Banking Sector	15 220	100,00%	5,72%



* On standalone basis

TOP 5 BANKS IN DYNAMICS

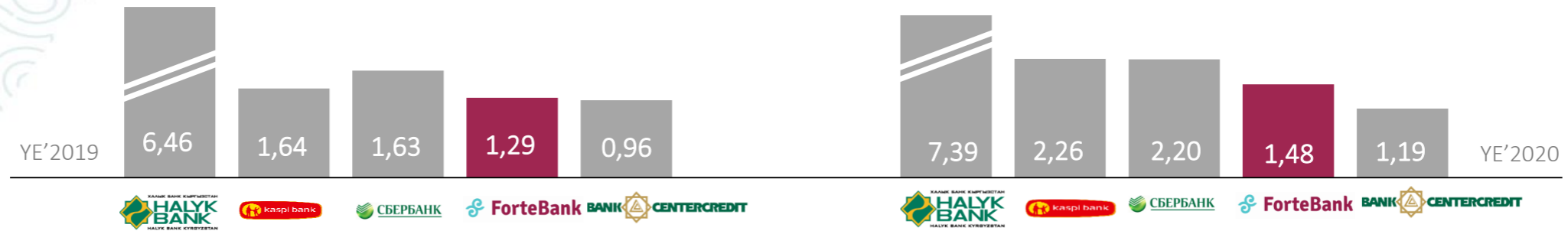
ASSETS, KZT BN



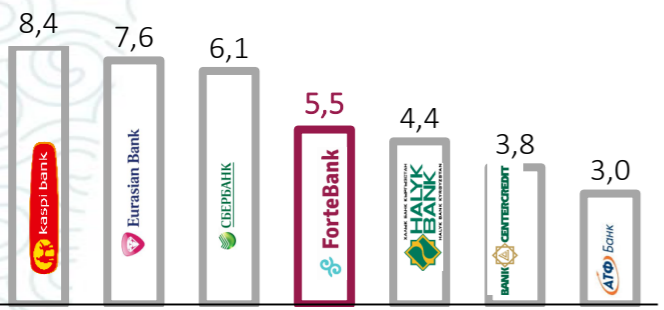
LOANS, KZT BL



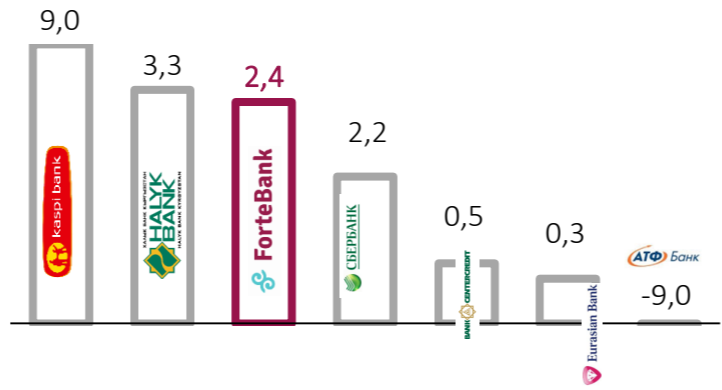
DEPOSITS, KZT BL



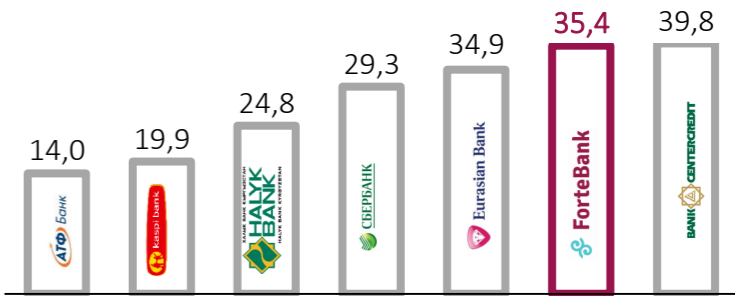
YE'2020 NET INTEREST MARGIN*



YE'2020 RETURN ON ASSETS*



YE'2020 COST OF INCOME*



* On standalone basis



ForteBank

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FORTEBANK NETWORK:

ForteBank JSC ranked 4th by assets amongst banks in Kazakhstan provides each customer with a wide range of banking services of high quality and reliability, following international standards and principles of corporate ethics.

The beneficial shareholder is Mr. Bulat Utemuratov, a prominent Kazakh entrepreneur, who owns 87.27% of the Bank's shares.

3 782 Employees, of which 71% works in branch network and 29% in Headquarters

1 243 033 Active clients

20 Branches covering all regions of Kazakhstan

100 Outlets in 37 cities and settlements

35 ForteBusiness offices, servicing SME and corporate clients

4 Premier centers in Almaty, Nur-Sultan, Atyrau and Shymkent cities and wealth management services in all branches

974 ATMs and ForteCard allows to withdraw cash in all Kazakhstani banks ATMs without any fees

RATINGS:

Standard & Poor's B+/Stable/B/kzBBB (06.06.2019)*

Moody's Ba3/Stable (15.12.2020)

Fitch B/Stable/B/BB+(kaz) (23.11.2020)

* confirmed on 19.06.2020

FORTEBANK (HOLDING SINCE APRIL 2019):

ForteFinance

Investment company providing brokerage services, access to trading platforms and services on investment portfolio management



ForteLeasing

Leasing company operating in all regions of Kazakhstan (100% of common shares)



IT company, creating innovative and advanced technological tools for business (100% ownership)

OUSA-Alliance LLP

Company managing doubtful and bad assets, established in 2010 (100% ownership)

OUSA-F LLP

Company managing doubtful and bad assets, established in October 2015 (100% ownership)



Marlen Mirzabekov

Chairman of the Board, Member of Risk Committee, Strategic Committee, Internal Audit Committee, HR and Remuneration Committee

06/2019 - current – Chairman of the Board of Directors of ForteBank JSC, B.Utemuratov’s interests representative

06/2019 – current – Member of the Board of Directors, Nova Leasing JSC

05/2019 – current – First Deputy General Manager, Verny Investments Holding LLC

06/2014 – 05/2019 – Managing Director, CEO, Kazzinc Holdings LLP

07/2012 – 05/2019 – President, Managing Director, Altyntau Resources JSC



Anuar Utemuratov

Member of the Board, Member of Risk Committee, Strategic Committee, Internal Audit Committee, HR and Remuneration Committee

2015- current – Alassio Capital LLC, Director

2014 – current - Member of the Board of Directors of ForteBank JSC, B.Utemuratov’s interests representative

2013 – 2016 Member of the Board of Directors, ABC Bank JSC (former - ForteBank JSC)

2010 – 2013 Member of the Management Board, Chief Risk Officer, ForteBank JSC (former - Metrokombank JSC)



Timur Issatayev

Member of the Board, Member of Risk Committee, Strategic Committee, Internal Audit Committee, HR and Remuneration Committee

2013 – current - Member of the Board of Directors of ForteBank JSC, B.Utemuratov’s interests representative

2013 – 2015 – Chairman of the Management Board, ForteBank JSC (former - Alliance Bank JSC)

2012 – 2013 Member of the Board of Directors, ABC Bank JSC (former - ForteBank JSC)



Hubert Albert Pandza

Member of the Board - Independent director, Head of: Risk Committee, Internal Audit Committee; Member of: HR and Remuneration Committee

2015- current – Member of the Board of Directors of ForteBank JSC, Independent Director

2017- current – Member the Board of Directors, Independent Director, Deutsche Bank Polska (Warszawa)

2015 - 2017 – Member of the Board of Directors, Independent Director, Rosenergobank (Moscow)

2013 - 2015 – Advisor of the Management Board, Rosenergobank (Moscow)



Yeldar Abdrazakov

Member of the Board - Independent director, Member of: Risk Committee, Internal Audit Committee; Head of: HR and Remuneration Committee, Strategic Committee

03/2019 - current – Member of the Board of Directors of ForteBank JSC, Independent Director

05/2012 - current – Member of the Board of Directors, Kazakhstan Stock Exchange JSC

04/2005 – current – owner of Centras Group, Chairman of the Board of Directors of “Kommesk-Omir” Insurance Company JSC,

Centras Securities JSC, “Centras Insurance” Insurance Company JSC, Centras Venture Fund, SOS Medical Assistance



**Guram
Andronikashvili**

Chairman of the Management Board, General management of the Bank, Premier Banking, Treasury, PR

02/2018 – current – Chairman of the Management Board, ForteBank JSC
12/2016 – 02/2018 – Member of the Management Board - First Deputy Chairman of the Management Board, ForteBank JSC
01/2015 – 12/2016 – Member of the Management Board - Deputy Chairman of the Management Board, ForteBank JSC .



**Aidyn
Auyezkanov**

Deputy Chairman, Legal, Recovery of bad loans, Sale of non-core assets, Administration

10/2013 – present – Member of the Management Board - Deputy Chairman of the Management Board, ForteBank JSC
11/2008 – 10/2013 Entrepreneur
06/2006 – 11/2008 Deputy Chairman of the Management Board, ATF Bank JSC



**Gaukhar
Bissembiyeva**

Deputy Chairwoman, Payments, Operational Services

02/2017 – present – Member of the Management Board - Deputy Chairwoman of the Management Board, ForteBank JSC
01/2015-02/2017 Managing Director, ForteBank JSC
07/2009 – 01/2015 Deputy Chairwoman of the Management Board, ABC Bank JSC *



**Vladimir
Kirushko**

Deputy Chairman, Retail business

11/2020 – present - ForteBank JSC, Deputy Chairman of the Management Board
05/2020 – 11/2020 – ForteBank JSC, Advisor to the Chairman
2008 – 2020 – Raiffeisen Bank Aval, Kiev, Ukraine, Director of Sales and Distribution Channels Department



**Aliya
Dykanbayeva**

First Deputy Chairwoman, CFO, Accounting, Budgeting and Financial management, International relations

01/20 – present – First Deputy Chairwoman of the Management Board (CFO) - Member of the management Board, ForteBank JSC
04/2019 – 12/19 - Deputy Chairwoman of the Management Board (CFO) - Member of the management Board, ForteBank JSC
09/2018 – 02/2019 – Deputy Chairwoman of the Management Board (CFO), BI Group



**Bekzhan
Pirmatov**

Deputy Chairman, Corporate business

06/2020 – present - Member of the Management Board - Deputy Chairman of the Management Board, ForteBank JSC
11/2019 – 03/2020 - Chairman of the Management Board, First Heartland Jysan Invest JSC
11/2019 – 04/2020 – Advisor of the Chairman of the Board of Directors, First Heartland Jysan Bank JSC
02/2019 – 11/2019 - Chairman of the Management Board, TsesnaBank JSC



**Nurlan
Sarsebekov**

Deputy Chairman, IT

06/2020 – present - Member of the Management Board - Deputy Chairman of the Management Board, ForteBank JSC
10/2019 – 06/2020 - Deputy Chairman of the Management Board, ForteBank JSC
2017 – 2019 - Managing Director of IT Group, Bank CenterCredit JSC



**Sholpan
Nurumbet**

Deputy Chairwoman, SME

01/2021 – present - ForteBank JSC, Deputy Chairwoman of the Management Board
2016 – 2020 – Bank Kassanova JSC, Chairwoman of the Management Board
2014 – 2016 – ForteBank JSC**, Deputy Chairwoman of the Management Board

	YoY% (2020)	01.01.2021	01.01.2020	01.01.2019	01.01.2018
	KZT mln				
Assets	1%	2,089,264	2,069,970	1,688,723	1,444,640
Loan portfolio	-4%	749,742	785,068	689,645	671,851
Liabilities	-1%	1,825,933	1,841,018	1,488,084	1,250,439
Deposits and current accounts	4%	1,387,167	1,336,949	1,075,628	981,225
Debt securities issued	5%	240,202	229,263	253,584	125,121
Total equity	15%	263,331	228,952	200,639	194,560
Net Income	25%	52,962	42,233	29,108	19,751
Net Interest Income	21%	95,029	78,294	49,394	44,439
Non-Interest Income	53%	67,645	44,072	31,307	18,683
	%				
ROE	3.4%	23.1%	19.7%	14.7%	10.8%
ROA	0.35%	2.55%	2.2%	1.9%	1.6%
NIM*	0.2%	5.5%	5.3%	4.6%	4.7%
NPL* (according to National Bank)	1.16%	7.16%	6.0%	6.63%	7.24%
Number of branches and outlets	-	100	100	100	99
Number of ATMs	4%	974	938	860	815
Number of POS-terminals	12%	22,254	19,958	15,522	9,985
Active clients	6%	1,243,033	1,169,812	1,072,614	965,063
MIB clients, individuals	38%	979,200	707,880	423,555	197,926
MIB clients, legal entities	36%	44,665	32,902	24,184	16,150
Cards outstanding	18%	1,325,296	1,122,895	832,916	558,104

* On standalone basis

** On standalone basis in accordance with National Bank standards



ForteBank

BANKING SECTOR YE'2020 REVIEW

FORTEBANK AT GLANCE

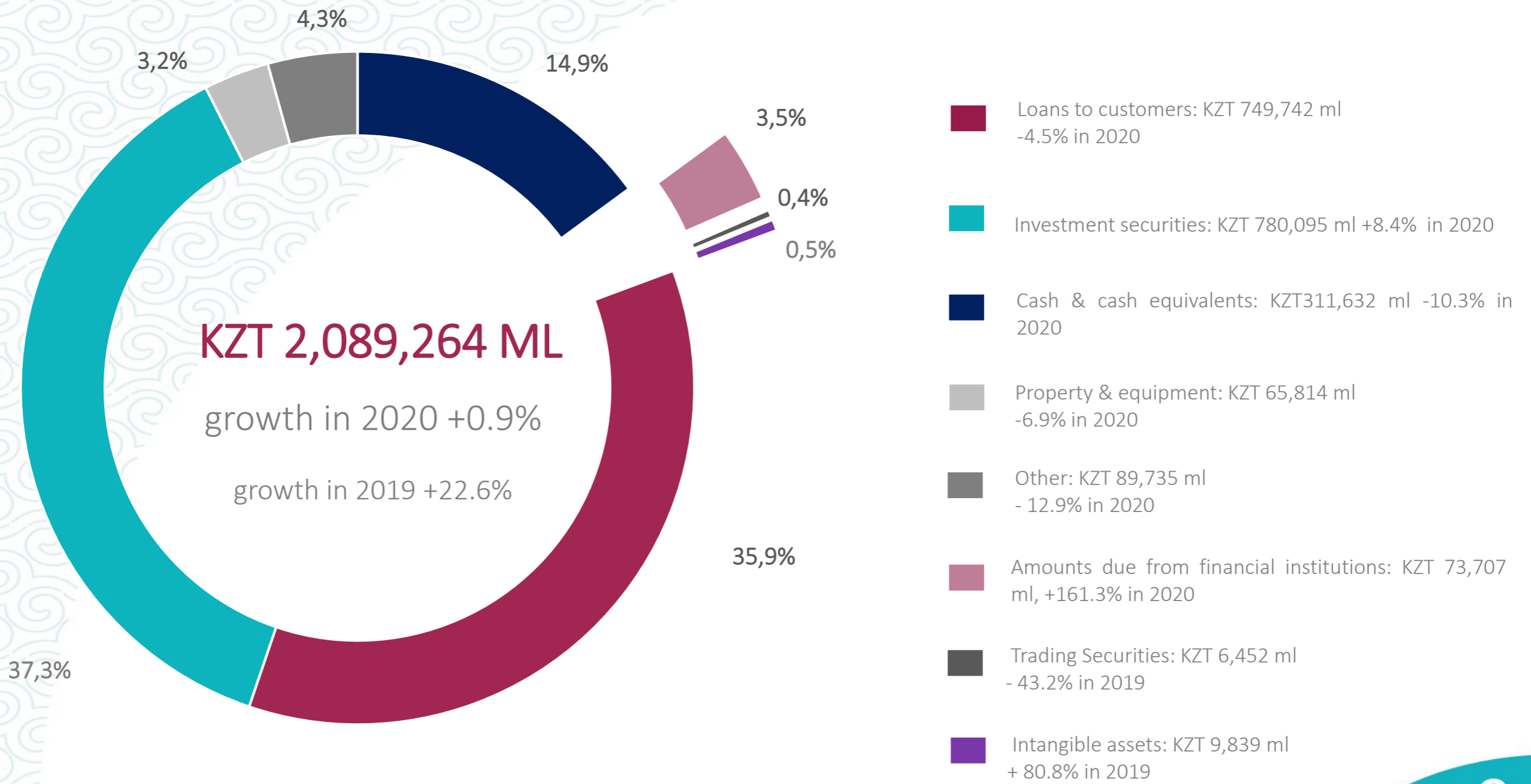
YE'2020 FINANCIAL RESULTS

DIGITALIZATION (IT)

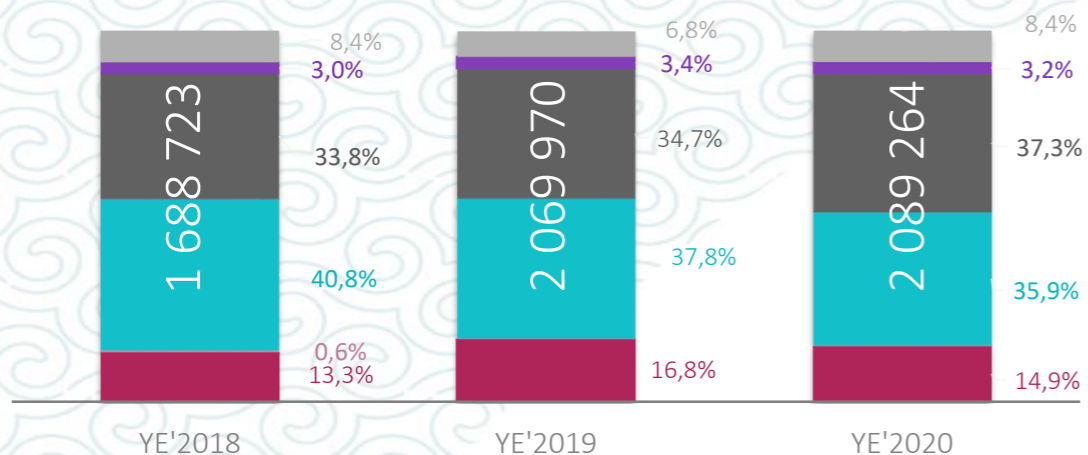
SOCIAL & ENVIRONMENTAL RESPONSIBILITY

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ASSETS STRUCTURE IN DYNAMIC, KZT MLN



- Loans to customers
- Investment securities
- Cash & cash equivalents
- Other (including):
- Property & equipment
- Trading securities

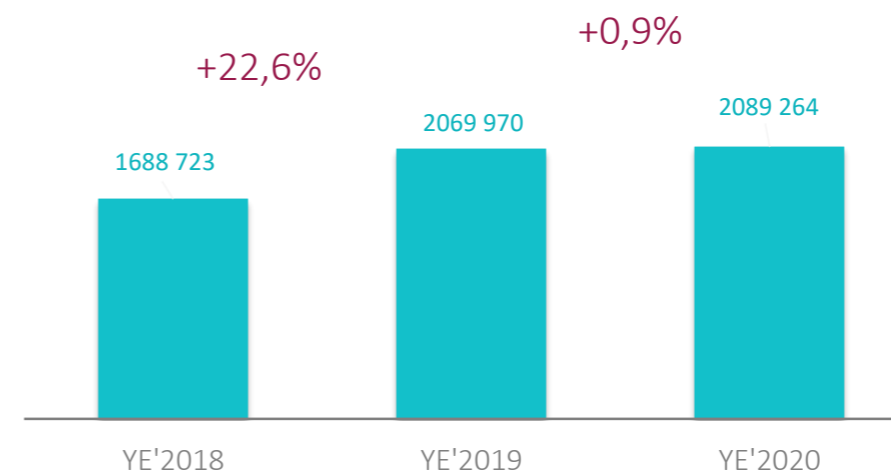
	YE'2018	YE'2019	YE'2020
Amounts due from financial institutions	1,2%	1,4%	3,5%
Intangible assets	0,3%	0,5%	0,5%
Deferred income tax assets	0,1%	0,0%	0,0%
Other assets	6,8%	5,0%	4,3%

In February 2020 Asset Quality Review of ForteBank as of 1 April 2019 was completed with the below key adjustments:

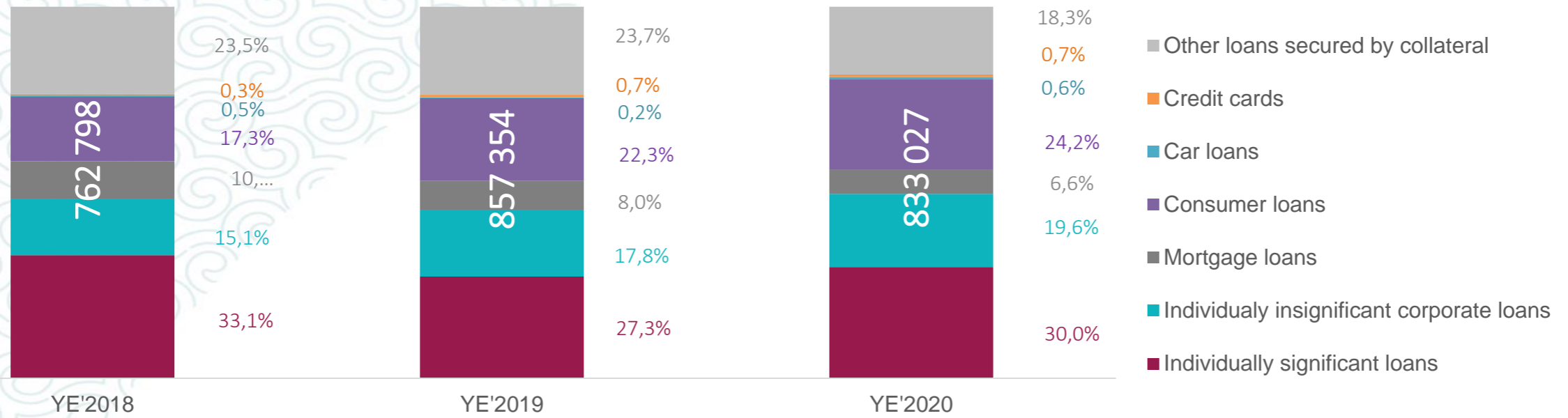
Additional provisions for the Bank – KZT 2,6 bln or 0,6% of the total provision charged to all banks under AQR. These immaterial discrepancies in provision accruals in accordance with IFRS, identified during the AQR as of April 1, 2019, amounted to less than 1.2% of the Bank's capital and have been considered during the audit.

ForteBank provided the regulator with an action plan in response to deficiencies identified during AQR. It would allow further improvement of risk management processes and policies of the Bank.

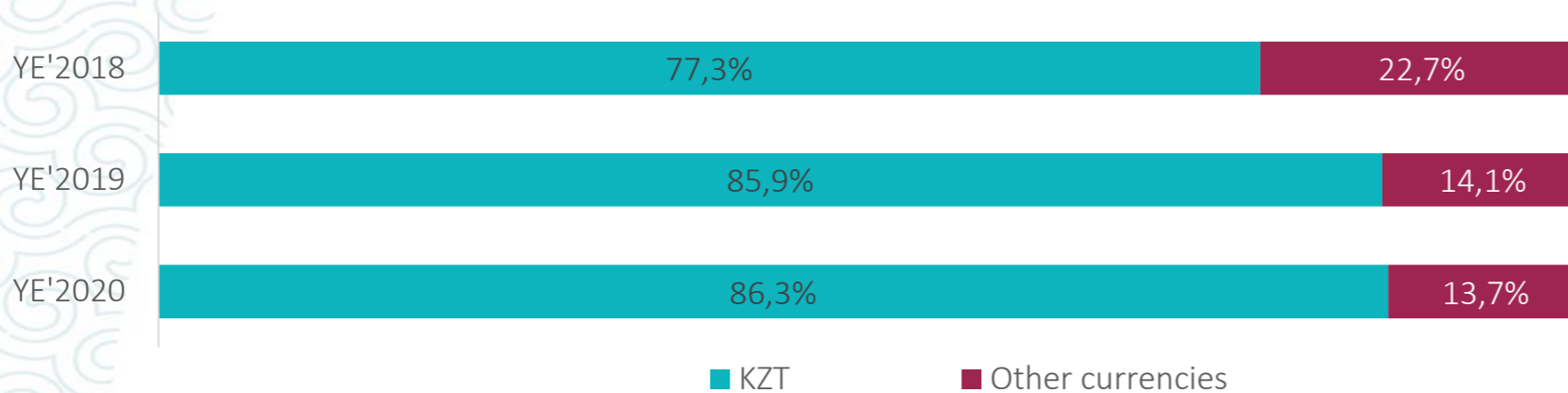
ASSETS GROWTH DYNAMICS (BLN KZT)



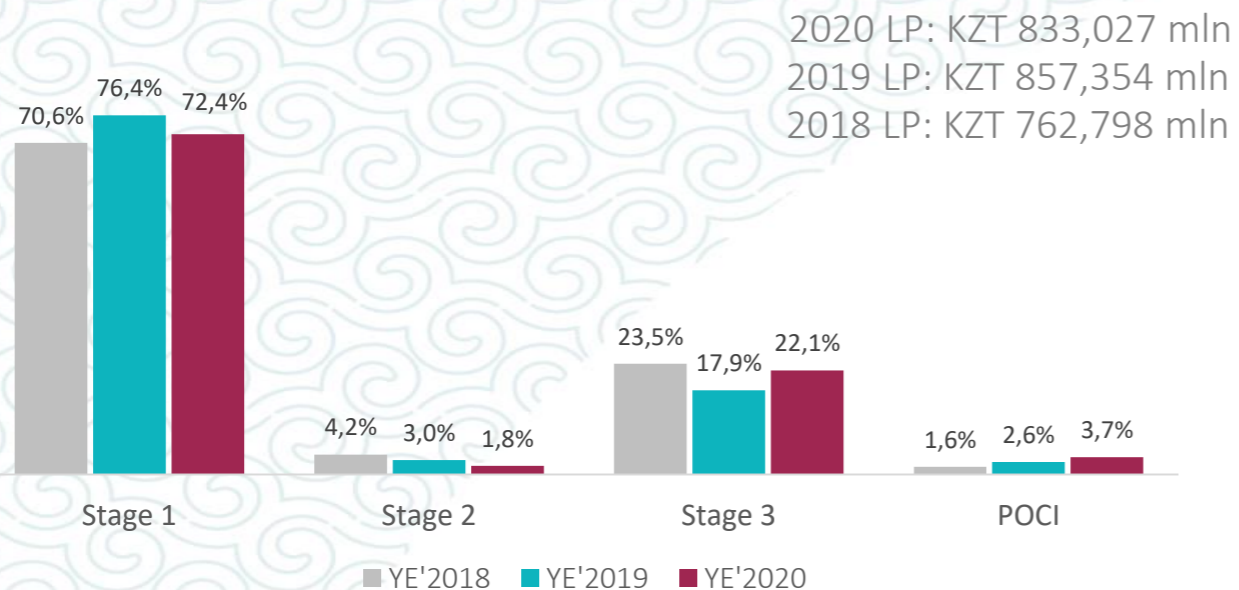
LP STRUCTURE, KZT MLN



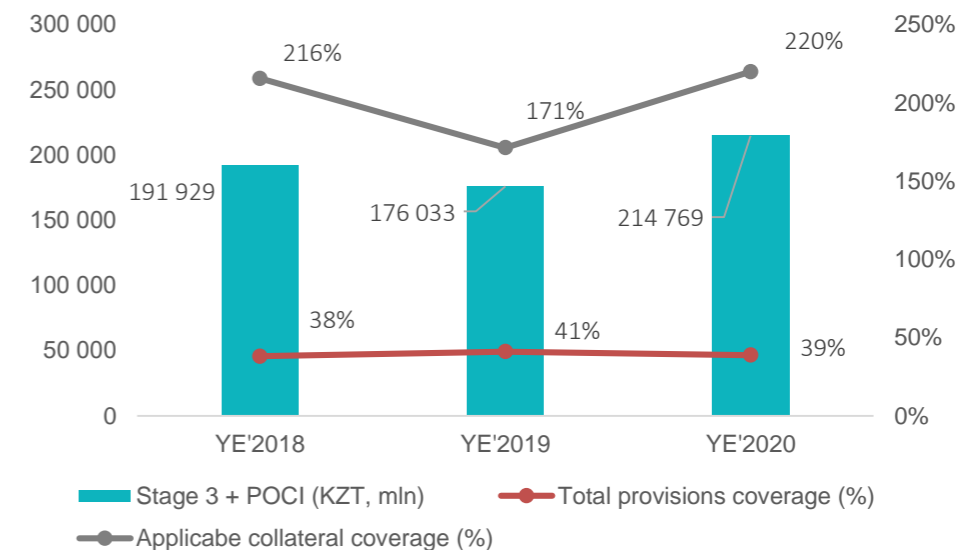
CURRENCY STRUCTURE



LOAN PORTFOLIO STAGES (in % from total LP)



STAGE 3 + POCI COVERAGE



COVID-19 RESPONSE*

	Corporate and SME loans	Retail loans
Share of loans restructured due to Covid-19	10%	11%
of which 90+ days overdue	0,1%	1,5%

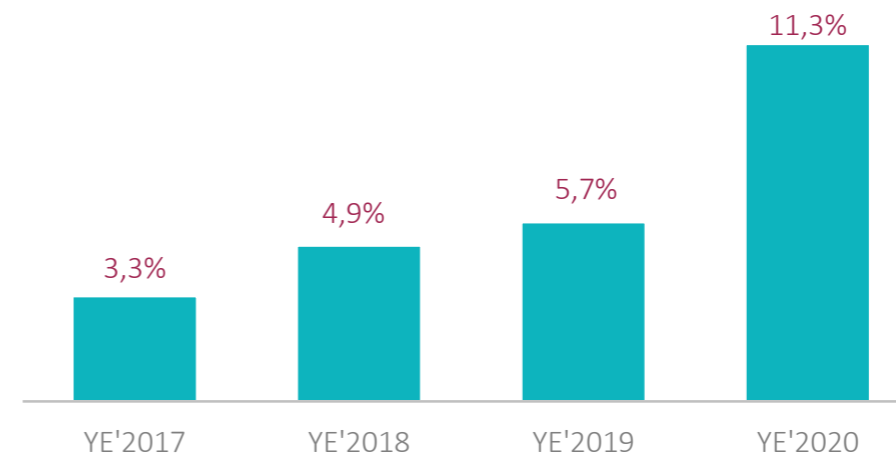
As part of supporting measures in connection with the Covid-19, during 2020 the Bank granted payment holidays to around 39 thsd applications received from borrowers for a total of KZT181 bl. As of 01.01.2021, the share of such loans that were 90+ days overdue were around 1,6%.

* On standalone basic, in accordance with management accounts

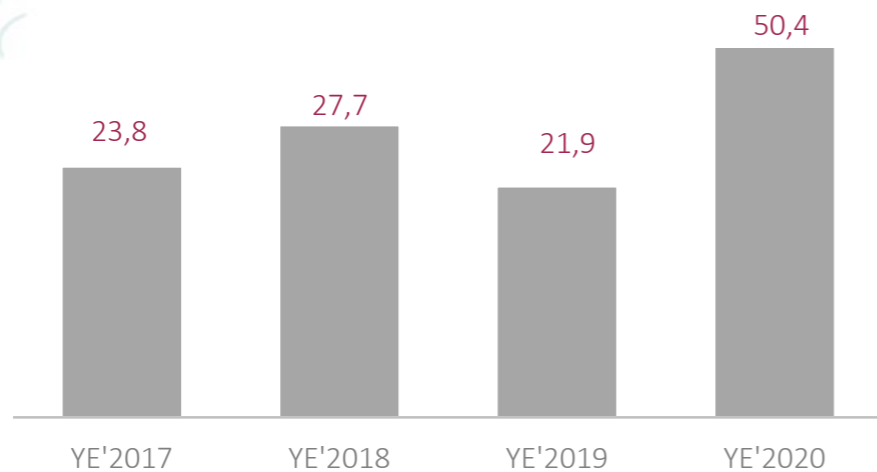
PROVISION EXPENSES [KZT, BLN]



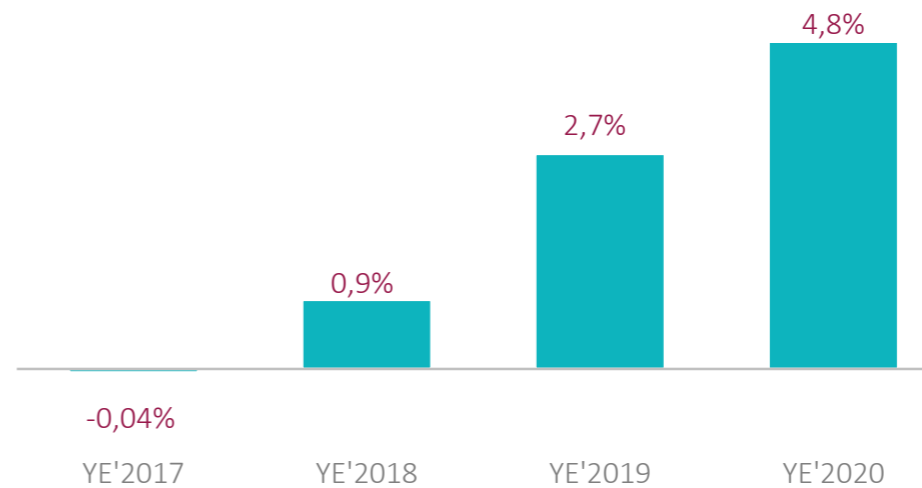
PROVISION EXPENSES/ AVERAGE LOANS [%]



PROVISION RECOVERY FROM HERITAGE [KZT, bln]



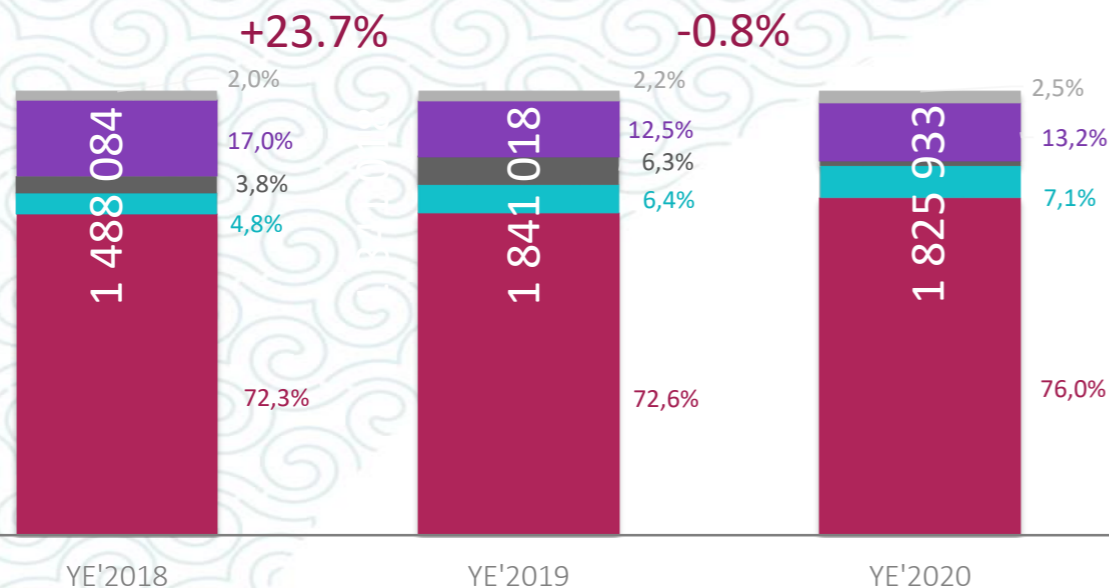
NET LOANS PROVISION/ AVERAGE LOANS [%]



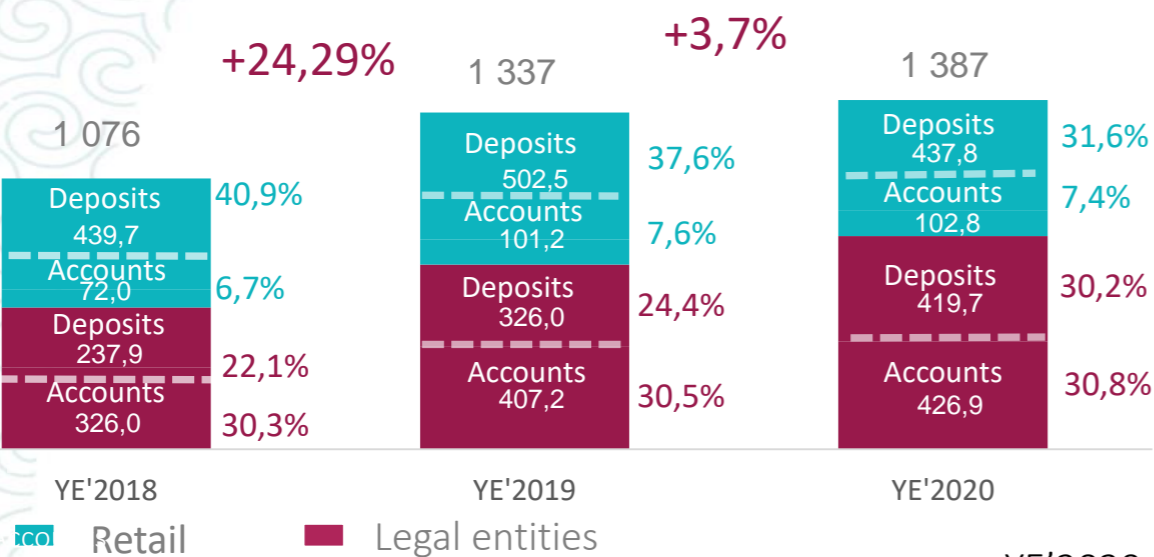
LIABILITIES STRUCTURE IN DYNAMIC, KZT MLN

- Current accounts and deposits of customers
- Amounts due to banks and other financial institutions
- Amounts payable under repurchase agreements
- Debt securities issued
- Other (including):

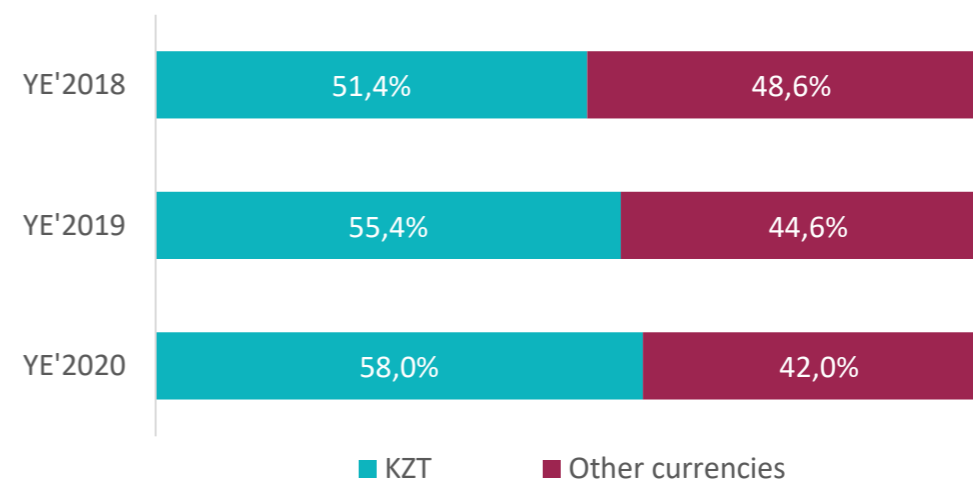
	YE'2018	YE'2019	YE'2020
Deferred income tax liabilities	0.01%	0.1%	0.6%
Subordinated debt	1.5%	1.4%	1.1%
Other liabilities	0.5%	0.7%	0.8%



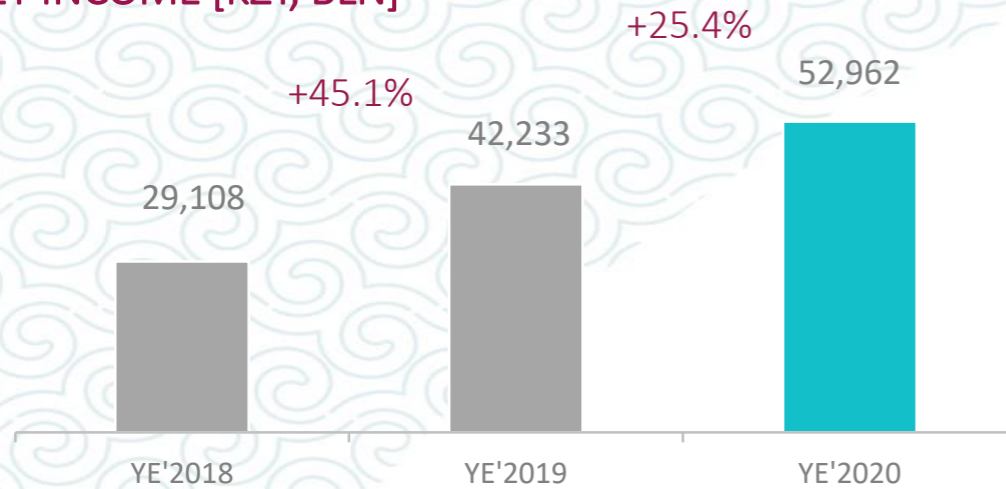
CURRENT ACCOUNTS AND DEPOSITS STRUCTURE, KZT BLN



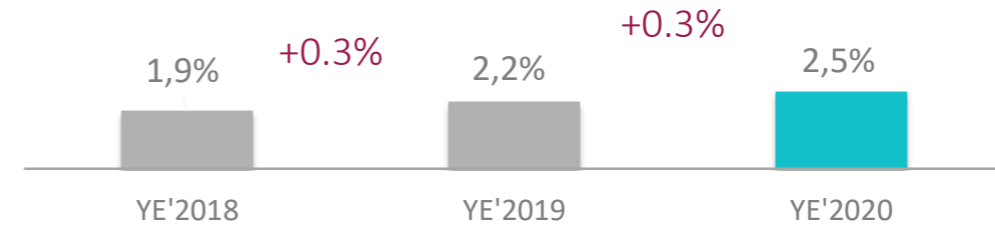
DEPOSITS & ACCOUNTS CURRENCY BREAKDOWN, KZT BLN



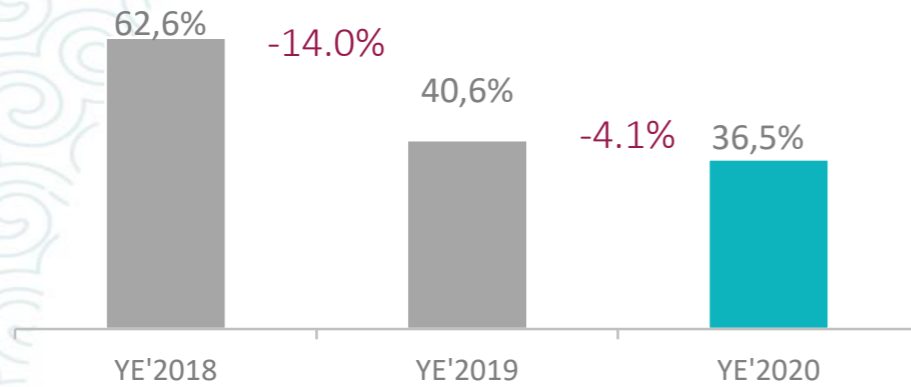
NET INCOME [KZT, BLN]



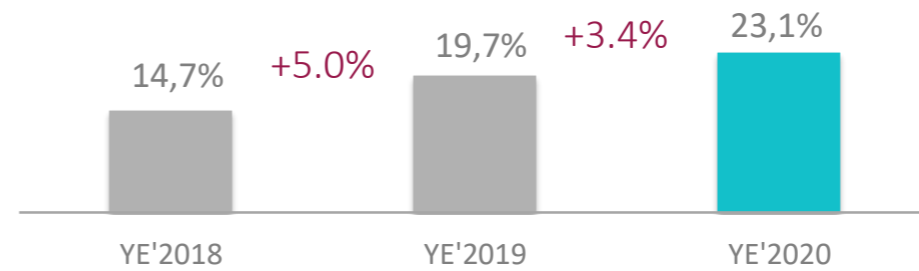
RETURN ON ASSETS, ROA [%]*



COSTS/ INCOME RATIO [%]

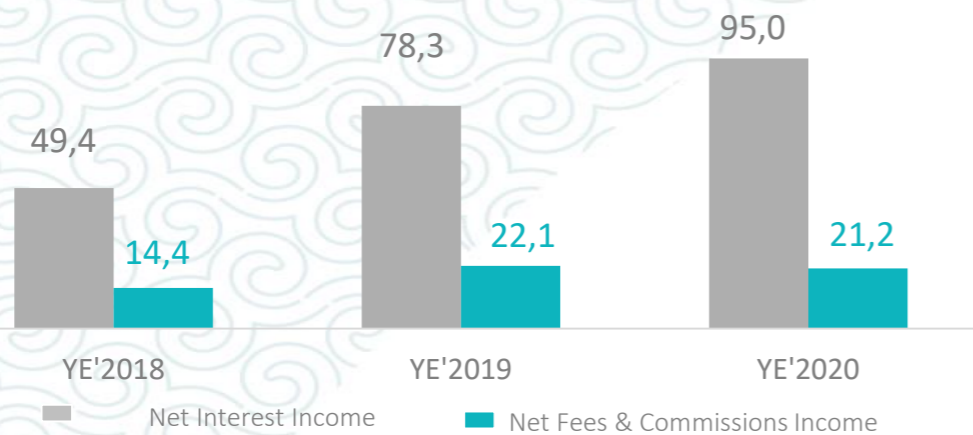


RETURN ON EQUITY, ROE [%]*

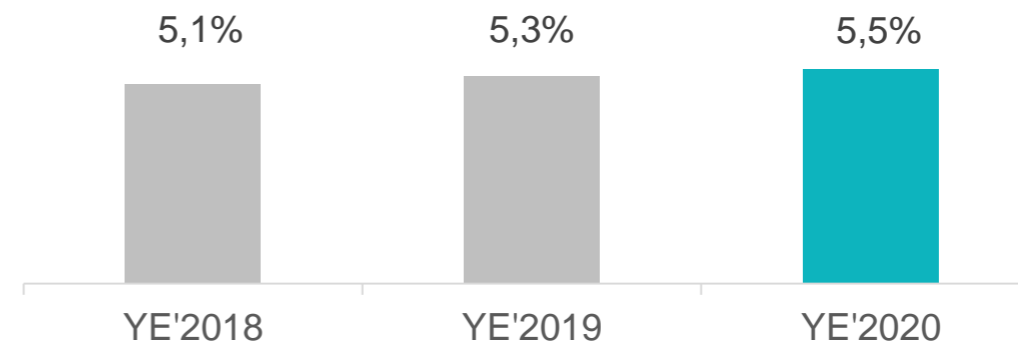


*On consolidated basis

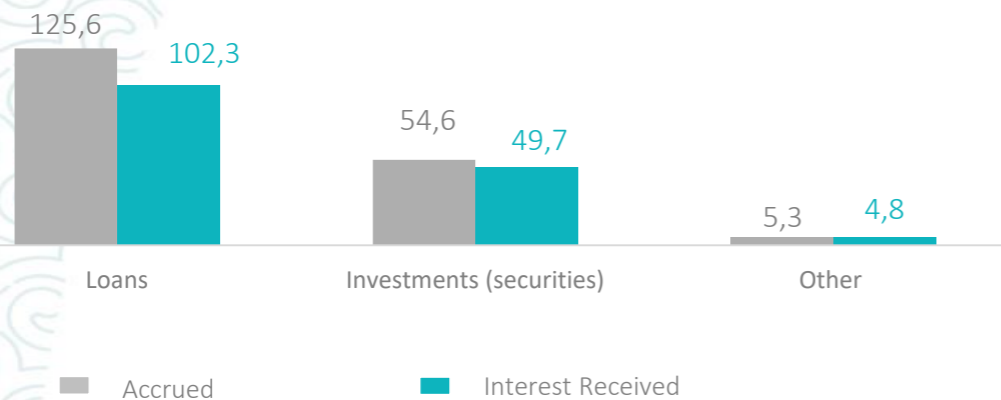
NET INTEREST INCOME VS NET FEES & COMMISSIONS INCOME [KZT, BLN]



NET INTEREST MARGIN [%]*

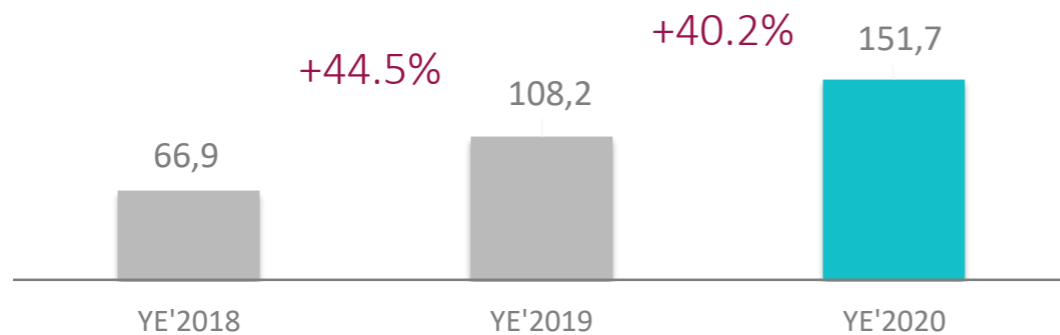


ACCRUED/RECEIVED INTEREST FOR 2020 [KZT, BLN]



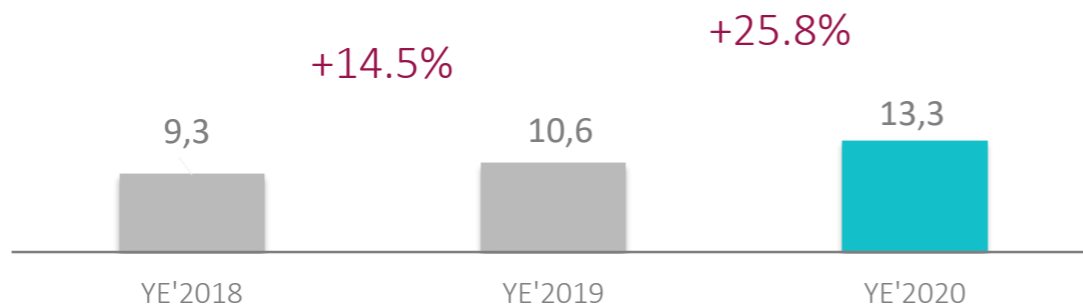
* On Consolidated basis

OPERATING INCOME, [KZT, BLN]

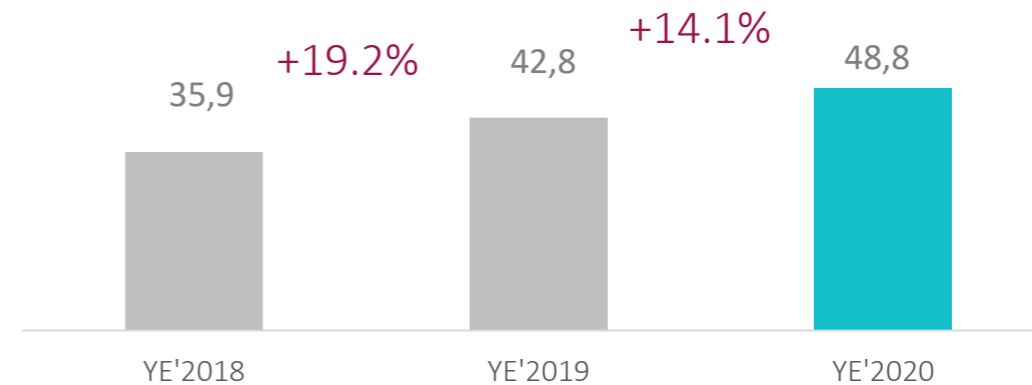


Operating income growth/ the increase is associated with :
 growth of net interesting income- 21,4%
 KZT 27,7bl -growth of other operating income

FX OPERATIONS REVENUE, [KZT, BLN]



OPERATING EXPENSES [KZT, BLN]



* Together with expenses from below the market price currency sale according to the court decision

KZT. mln	01.01.19	01.04.19	01.07.19	01.10.19	01.01.20	01.04.20	01.07.20	01.10.20	01.01.21	Change
										Year beginning
Equity capital	203 705	212 408	207 022	218 932	228 573	241 458	232 736	242 080	259 175	+30 602
Tier 1 Capital	185 528	194 237	190 132	202 611	212 322	225 262	217 323	226 673	244 336	+32 014
Tier 2 Capital	18 239	18 239	17 169	17 169	16 601	16 601	15 535	15 407	14 839	(1 762)
Positive difference deductible from equity	61	67	279	849	350	404	121	2 549	80	(270)
Assets and conditions of requirements and liabilities, taking into account credit, market risk	1 142 057	1 155 327	1 261 628	1 259 887	1 251 120	1 151 353	1 135 086	1 177 091	1 164 668	(86 451)
Risk-weighted assets	1 074 559	1 069 359	1 171 918	1 172 490	1 173 642	1 060 908	1 048 184	1 084 565	1 077 337	(96 304)
Contingent liabilities taking into account credit risk	35 450	45 353	52 750	51 200	40 050	48 410	45 431	46 874	49 381	+9 331
Assets and contingent claims and obligations subject to market risk	11 043	13 890	10 779	10 084	11 963	6 321	7 400	10 652	6 778	(5 185)
Other	21 003	26 725	26 181	26 113	25 465	35 715	34 071	35 000	31 171	+5 706

Ratio	Standard	01.01.19	01.04.19	01.07.19	01.10.19	01.01.20	01.04.20	01.07.20	01.10.20	01.01.21	Change
											Year beginning
K1 (Equity capital adequacy ratio)	not less 6,5%	16,2%	16,8%	15,1%	16,1%	17,0%	19,6%	19,1%	19,3%	21,0%	+4,0%
K1-2 (Equity capital adequacy ratio)	not less 7,5%	16,2%	16,8%	15,1%	16,1%	17,0%	19,6%	19,1%	19,3%	21,0%	+4,0%
K2 (Equity Capital adequacy ratio)	not less 9,0%	17,8%	18,4%	16,4%	17,4%	18,3%	21,0%	20,5%	20,6%	22,3%	+4,0%
K3 (Ratio on max risk per borrower not related with the Bank)	not above 25%	23,9%	22,8%	23,6%	22,8%	21,3%	23,3%	22,0%	22,0%	19,7%	-1,6%
K4 (Ratio on current liquidity)	not less 30%	154,1%	190,1%	164,5%	156,4%	165,2%	172,8%	161,3%	174,2%	176,1%	+10,9%
K7 (Maximum limit of short-term liabilities to non-residents Ratio)	not above 1	0,028	0,083	0,208	0,146	0,151	0,061	0,048	0,061	0,066	-8,5%

□ In 12 months 2020 the regulatory capital of the Bank increased by KZT 30,6 bln.

□ The capital adequacy ratio K1, which measures the ratio of the Bank's equity to risk-weighted assets, was 21,0%, against the minimum regulatory level of at least 5,5% and 6,5% with conservation buffer

*In accordance with AFR methodology and requirements (standalone)



ForteBank

BANKING SECTOR YE'2020 REVIEW

FORTEBANK AT GLANCE

YE'2020 FINANCIAL RESULTS

DIGITALIZATION (IT)

SOCIAL & ENVIRONMENTAL RESPONSIBILITY

CONTACTS



The management of ForteBank always understood the importance of services digitalization, when client is able to receive any service 24/7 online in a couple of minutes.

In April 2019, ForteBank acquired “One Technologies” LLP - a well-known company in the field of IT development in Kazakhstan for the purposes of developing and implementing its ecosystem and online products.

Omni-channel

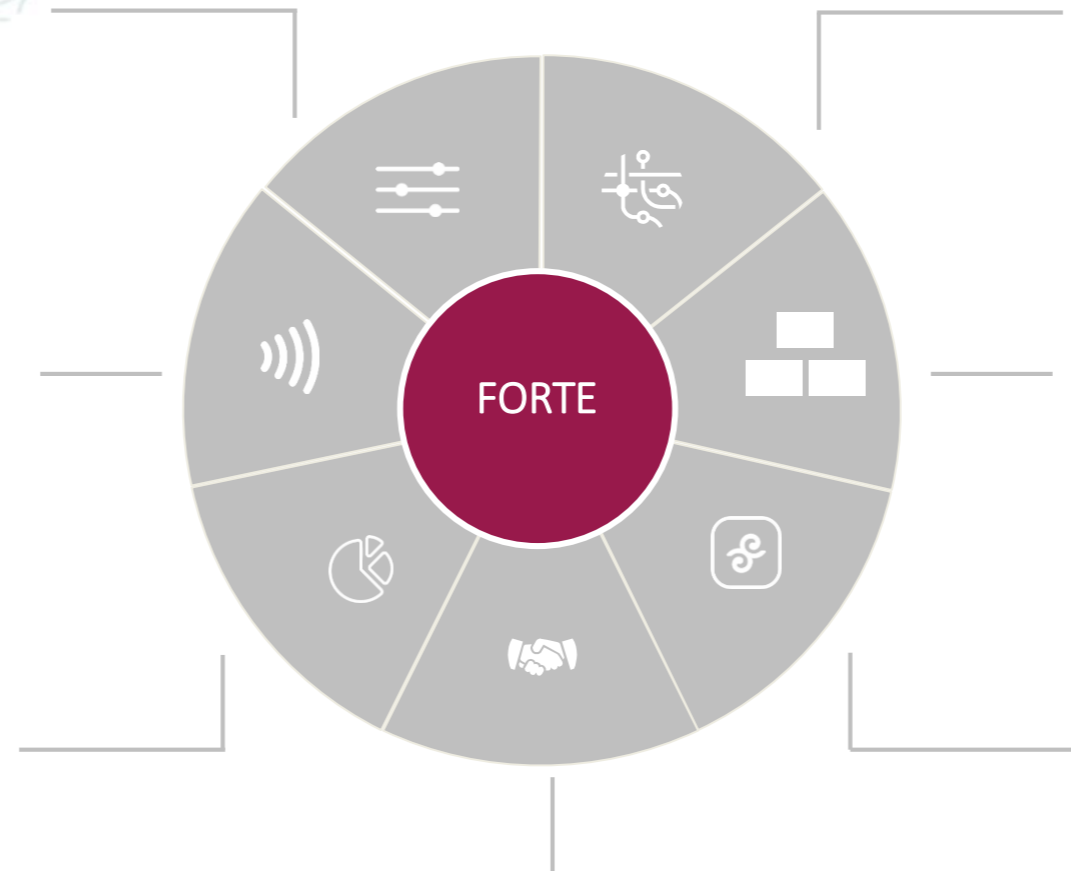
- ForteCDP
- Customer Data Platform

Open architecture

- Open API
- Anthill
- Forte ID

IT Security

- Force Point DLP
- SIEM
- IRP
- MDM
- AIP
- Fudo PAM



Digital processes

- Forte Space
- Digital onboarding
- RPA

Data driven decisions

- Data Lake
- Campaign Management

Ecosystem Beyond Banking

- Forte Market
- Forte Mobile
- Forte Insurance
- Forte Logistics
- Forte Travel Qaz
- Forte Finance
- Forte Food

Culture of Innovations

- Agile
- Work place

INFLUENCE OF DIFFERENT FACTORS

54,3 %
Transactions share through digital channels

Time to Market
to **2 weeks**
from 8 weeks
Developing services period decreased

22%
HQ employees participates in projects

6% **SME**
SME accounts opened online

> 80 000 **Forte ID**
Authorization per day

15 thousand **Chat Bot**
dialogs

Project approach

- Project approach
- Committee for digitalization and ecosystem
- Agile
- Interaction Forte - OneTech

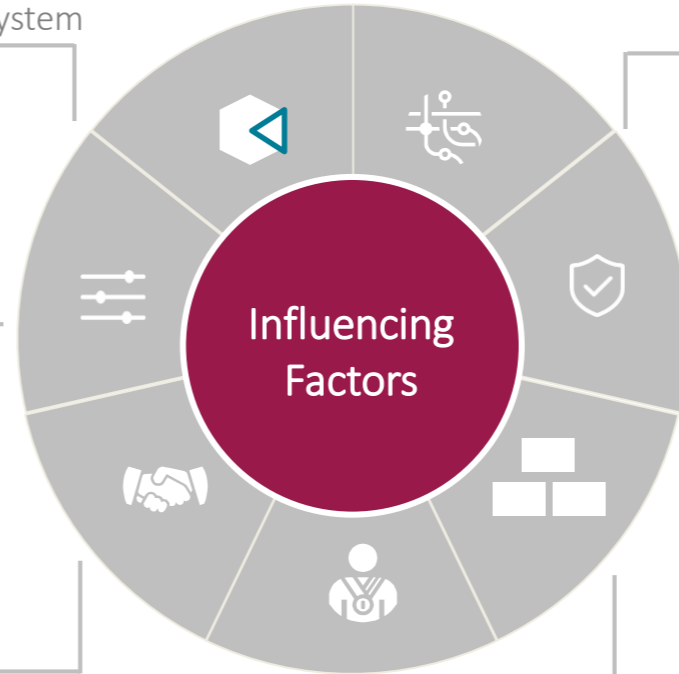
Process approach

- Process management
- Committee for operations

Culture of changes

- Unified technology and work standards with the introduction of changes

Influencing Factors



Covid-19

- Video banking
- Forte App
- Forte Travel
- Digital onboarding SME

Culture of innovations

- Agile
- Committee for digitalization and ecosystem
- Work place – open platform for discussing new ideas and ongoing projects within the ecosystem
- Teams – working project chats

AQR

- Impairment triggers
- Additional requirements for process automation

Personnel

- Changes in key management

In 2020 ForteBank developed and launched several products:

International money transfer service “Corona Pay” through MIB, which is very popular among the Bank clients (98% of all instant transfers, 20% of teller operations). Now the Client has no need to visit Bank’s outlet and he can in 30 seconds 24/7 transfer money to recipient located in another city or country using Bank’s application.

Early in 2020, the Bank launched new corporate site with new design and domain name – **forte.kz** instead of fortebank.com. The word **“bank” was excluded in order to reflect the multi directionality of the services provided** by the Forte platform starting from the transfer of funds and ending with the purchase of goods, travel and insurance.

MIB 2.0 - new MIB application developed by Banking group and providing the retail services in accordance with the best existing banking practices
In 2020 number of MIB users reached 979,2 thousand (+40%)

Emergency cash - money withdrawal without card

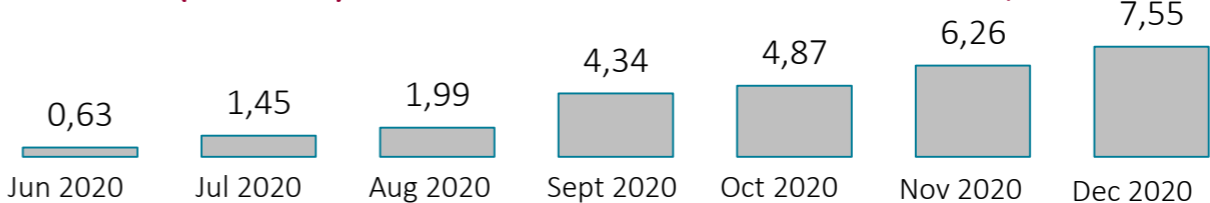
ForteMobile- mobile network, launched in May 2020 by the end of 2020 had **15,120 active users**

ForteMarket - online market platform where not only Bank’s clients but all people can purchase products in several ways: direct purchase, in deferred terms or by getting a loan for purchase.

In 2020:
Sales volume – growth by 25 times
Credit application – growth by 83 times
Client base – growth by 11 times
ForteMarket traffic – growth by 6 times
Partners offering products – growth by 3 times
Special support for local producers - “Made in Kazakhstan”

ForteBank launched in its MIB application unique for the Kazakhstani market trading platform for buying / selling currency between the all segments of Bank's clients – **ForteForex**

FORTEX (ONLINE) CURRENCY CONVERSION VOLUME, KZT 27 BLN





ForteBank

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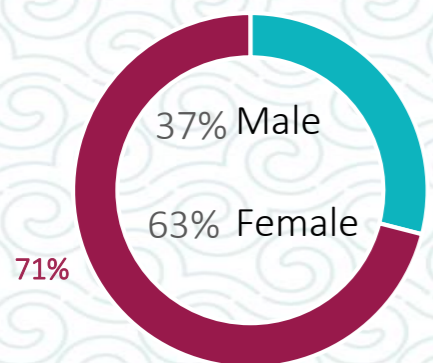
CONTACTS



HUMAN RESOURCE

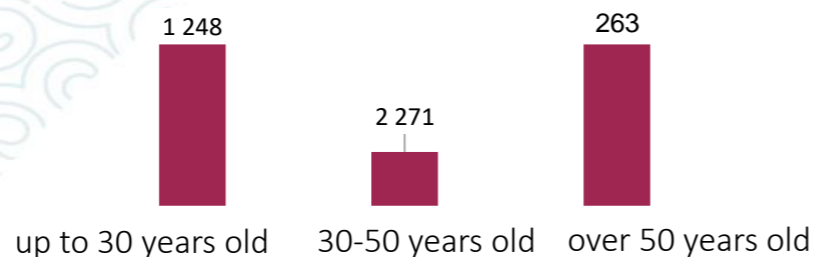
ForteBank strives to remain an attractive employer and actively develops its personnel management system using modern approaches that are consistent with economic and socio-political conditions.

3,782 EMPLOYEES, OF WHICH



■ Branch Network
■ Head Quarters

AGE VS NUMBER OF EMPLOYEES



Average age of managerial staff – 40 years old, of regular employees – 34 years old.

Since 2016, ForteBank Kulanshi ArtSpace has been operating in the building of HeadOffice. It is a joint project of ForteBank and the Kulanshi center for contemporary art. Approximately 5 expositions of local and foreign artists are held each year and they are of a free access. ForteBank Kulanshi ArtSpace is one of the most visited exhibitions in the capital.



During pandemic period employees of the Bank are provided with:

- ❑ Medical insurance
- ❑ Material aid (for COVID-19 affected employees and their relatives)
- ❑ PCR testing
- ❑ Transportation for the employees all year long
- ❑ Career development and personal growth courses
- ❑ Transparent KPI system

Buildings of the head Bank and branches have special equipment that allows people with disabilities to work in the Bank.

SOCIAL RESPONSIBILITY

In June 2020, a special program – “No boundaries office” was launched. It is aimed to provide employees with comfortable work conditions out of office. All the staff was provided with proper equipment and connection to Bank IT.

Bank employees positively accepted new mode of work.

Training & Education

Forte Academy

In 2020 Forte Academy was launched. It will strengthen educational function and personnel development.

It is a platform for a multipurpose on-line learning.

There is a special procedure of inner trainers formation. 14 trainers have already been certified.

ENVIRONMENTAL PROTECTION POLICY



The Bank is committed to the principles of Sustainable Development and demonstrates its serious approach in relation to social and environment responsibility of its activities and business.

Bank's internal documents prohibit financing projects that would harm the environment or people's life and health – this is one way that the Bank is working to protect the environment.

GREEN OFFICE

In 2020 ForteBank continued to follow its policy of separate garbage collection as part of its "Green office" project.

Bank implemented new office standards helping to develop conscious consumption skills and take care of the environment. The main goal is to sort waste and reduce its quantity.

During 2020, the Bank sent 9 238 kg of waste for processing, including:

waste paper — 7 544 kg
glass — 1 197 kg

plastic — 232 kg
polyethylene — 251 kg
aluminum cans — 14 kg



ForteBank's operations do not have a significant environmental impact. However, in the course of its business, the Bank endeavors to take a careful and rational attitude towards the environment and the use of resources.

The buildings of the Bank's head office and branches are equipped with automated systems for the supply of water, electricity and heating.

In accordance with Kazakhstan's Environmental Code, Bank collects and hand over its hazardous waste for subsequent processing and disposal, including:

- lead-acid and other batteries,
- oily waste,
- tyres,
- solid household waste,
- mercury-containing light bulbs and
- used oils.

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