



**INVESTOR PRESENTATION
YE'2021**





- YE'2021 MAIN RESULTS
- FINANCIAL PERFORMANCE



WHAT IS FORTEBANK



RANKED 6th BY ASSETS

20 BRANCHES

98 OUTLETS

3,821 EMPLOYEES

1,156,037 CLIENTS

FORTEBANK JSC IS A MODERN UNIVERSAL BANK WITH ITS OWN ECOSYSTEM, WHICH PROVIDES EACH CLIENT WITH THE WIDEST POSSIBLE RANGE OF SERVICES AND GUARANTEES A HIGH LEVEL OF RELIABILITY, FOLLOWING INTERNATIONAL STANDARDS AND PRINCIPLES OF CORPORATE ETHICS.

OUR VISION

Become the most popular ecosystem of services in Kazakhstan, transforming into a technology company and creating a new team formation

OUR MISSION

Forte is a reliable partner in your daily financial life.

OUR PRINCIPLES:

TRUST.

We value the trust of our clients, colleagues, partners, regulators, investors and shareholders.

SUSTAINABLE DEVELOPMENT.

We make informed decisions today to ensure that our promises are fulfilled in the future.

UNITY.

We develop cooperation and teamwork, guided by the principle of common victory.

QUALITY.

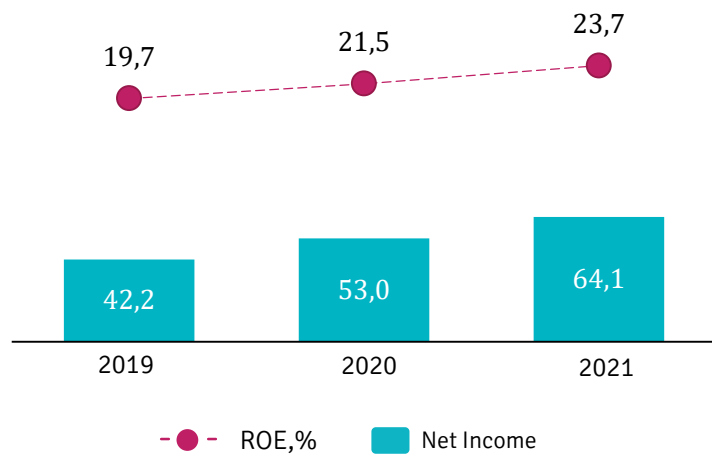
We strive to exceed client expectations by providing the highest quality and most convenient services.

EFFICIENCY.

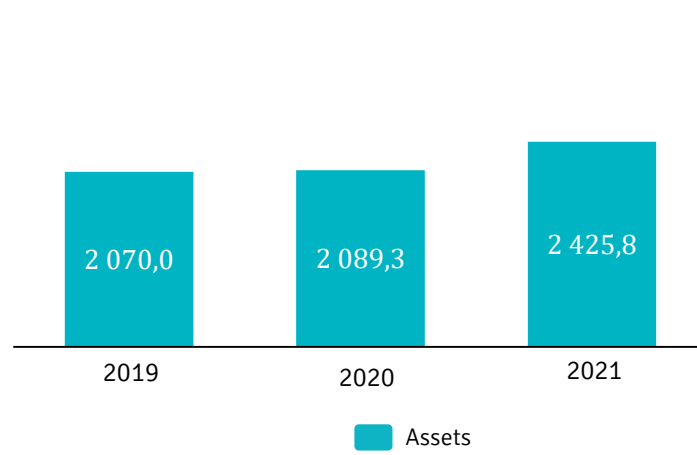
We value efficiency and strive for continuous improvement in our processes.

Assets Growth ▲ 16.1 %	Loan Portfolio Growth ▲ 7.9 %	Net Income Growth ▲ 20.9 %	Capital adequacy ratio K2 Growth from 22.3% to 24.3 %	NIM¹⁾ Decrease from 5.5% to 5.4 %	ROE Growth from 21.5% to 23.7 %
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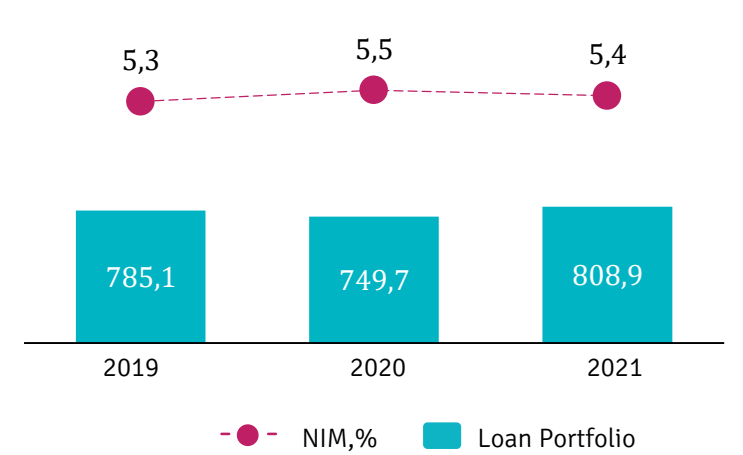
Net Income, ROE (bln KZT/%)



Assets (bln KZT)



Loan Portfolio, NIM (bln KZT/%)



¹⁾ Standalone basis, Management reporting

Clients

▲ Growth by 3.4% in 2021

1,156,037

Asset quality improving

▽ (Stage 3 + POCI)/ Gross Loans decreased from 25,8% to

13.2 %

Rating SREP-2

The Agency for Regulation and Development of Financial Market assigned Forte «Moderate low-risk»

SREP-2



Ba2
outlook: on review



B+
outlook: POSITIVE



B+
outlook: POSITIVE

International recognition



**FORTE IS EAGER TO CREATE
A SPECIAL WORKING
ENVIRONMENT WHERE
EVERY EMPLOYEE FEELS
UNIQUE AND BEING CARED
ABOUT.**



GRADING

In 2021 Employees grading system was implemented all over the Bank.

As a result pay increase from 15% up to 40% of their salary received:

▲ 83 % of employees

WELL-BEING PROGRAM

A new employees well-being program – ForteAdamdarUsin was launched in 2021.

Our goal is to make Forte team one of the 40% of the highest paid employees in Kazakhstan.

HEALTHCARE

In spring 2021 Bank opened in HQ COVID-19 vaccination point to it’s employees and other people willing to receive a vaccine. (Verny Capital raffled off prizes among the vaccinated members of the Verny capital group.)

Kazakhstan vaccination statistics:
- 9.4 mln people are vaccinated i.e 86% of population to be immunized (as of 10/03/2022, <https://www.coronavirus2020.kz>).

VACCINATED
3 552 Forte employees or

93,5 %

GREEN OFFICE

Forte has partnered with Eco Network to promote a culture of smart consumption and segregated waste collection in all branches of the Bank.

Forte is actively promoting «Green life» ideas all over the country. ForteBank is a general partner of «Eco Meken» project, the first eco show in Kazakhstan which is aimed to solve ecological problems and share the experience of our country’s ecological condition improvement.

FORTE ACADEMY

In 2021 Forte Academy was founded for the purposes of strengthening educational functions and personnel development.

14 inner trainers have already been certified.

**DIGITAL PROJECTS
LAUNCHED IN 2021**



RETAIL

DIGITAL ONBOARDING:
Online opening accounts
Online card issuance
Online lending in App

**Forte App
MAU +49%**

or 172,5 thnd users

VERIFICATION CENTER

OPEN API

**New Mobile App
for legal entities**



ForteBusiness

SME

DIGITAL ONBOARDING:

Forte Business through MIB:

Overdrafts for Individual entrepreneurs

Online opening accounts for individual entrepreneurs/
LLP

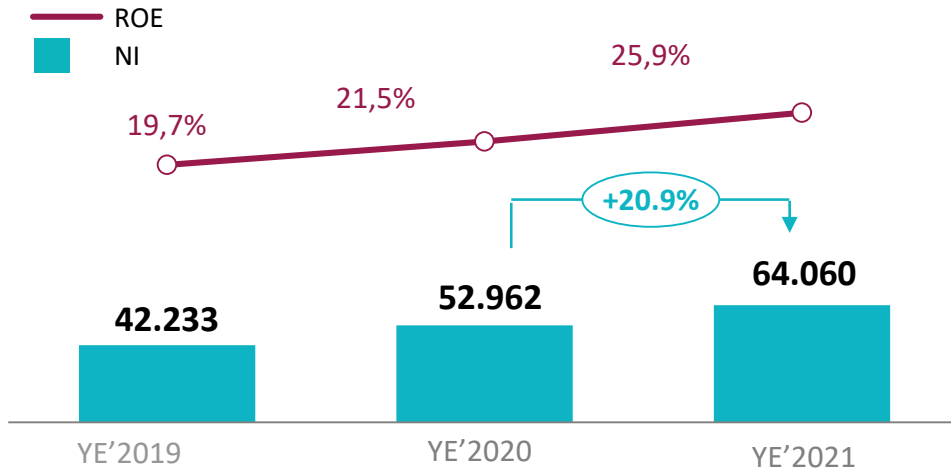
RETAIL	Forte APP 527 960 MAU ▲ x1,4 times	Card Debit-Credit 187 890 Cards issued online launched July 14 th	Online Deposits 73% + 59 b.p.	Online Lending 22% + 10 b.p. Launched – November 2021 on Forte App	Forte Forex 142,4 Bln KZT ▲ x 5 times, volume of conversion		
	Forte Business 32 968 MAU Launched Mau 31 st	Forte Business APP 10 797 MAU Launched October 1 st	Online account for IE 63% MAU Launched May 31 st	Online Account for LLP Launched December 05 th	Online Overdraft 75% Launched May 31 st	Online Payments 98% Launched December 5 th	Deposit an account 52% Through ATM
	Forte Mobile 96 733 MAU ▲ By 6 times	Forte Market 5,6 bln KZT ▲ by 2,8 times sales volume	Forte Food 15 931 MAU Launched April 1 st	Forte Logistic 104 348 ▲ x 24 times, Number of deliveries			
	Data Analytics 47 Regulatory reports automated	Verification Center Launch of ForteBank own verification center for issuing digital signature	External document flow Implementation of the service for external correspondence via digital signature	Automation of the return of overdue debts Launch of automated system for return of overdue debts	Open API Publication of API 1 stage of the project		



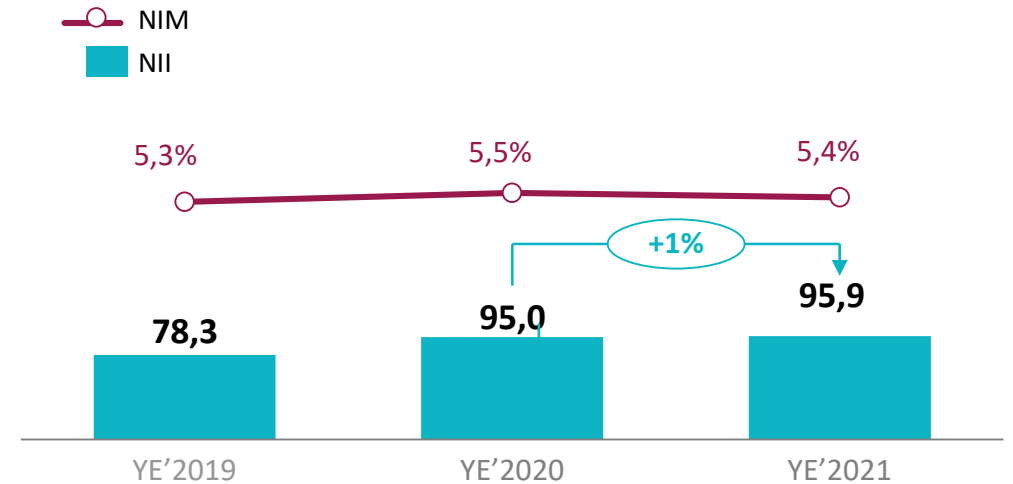
- YE'2021 MAIN RESULTS
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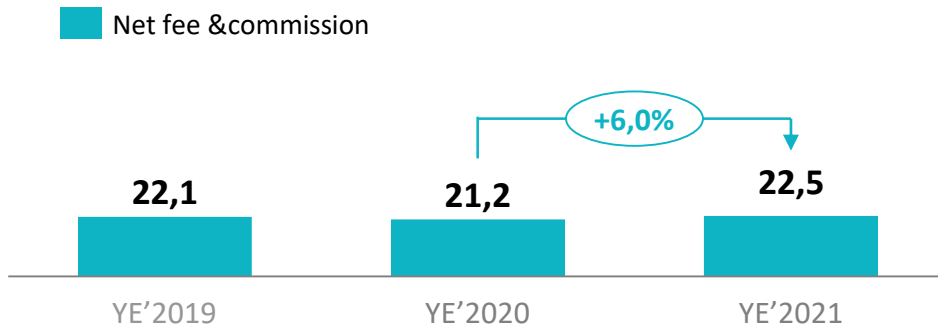
NET INCOME [MLN KZT, %]



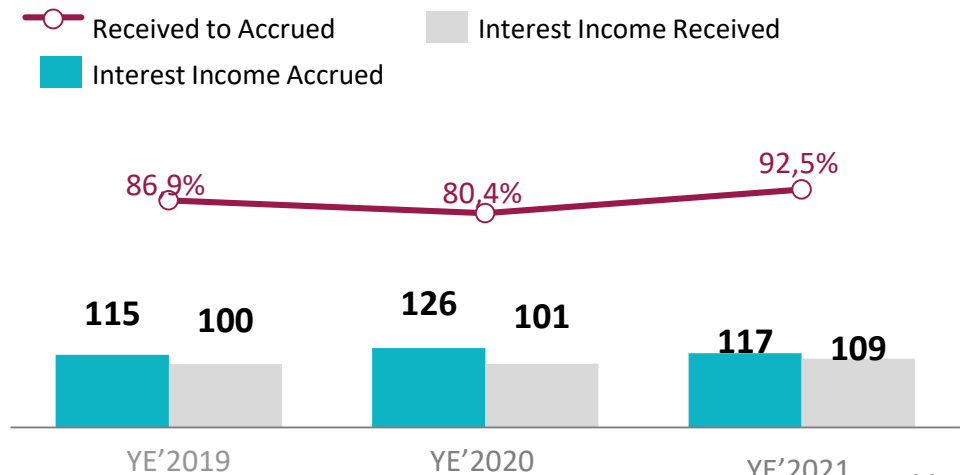
NET INTEREST INCOME, NIM¹⁾ [BLN KZT, %]



NET FEE & COMMISSION INCOME [KZT, BLN]



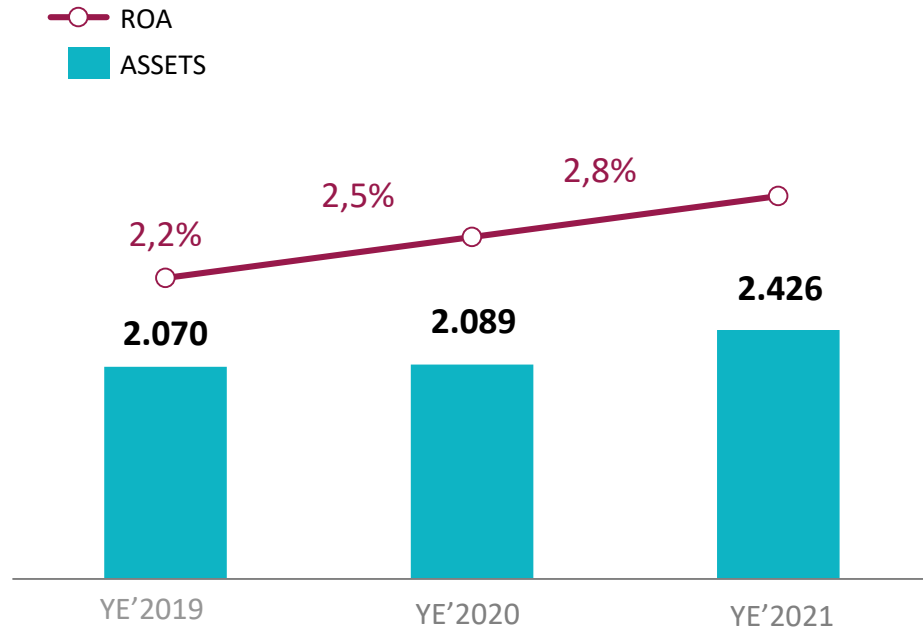
INTEREST ON LOANS ACCRUED VS RECEIVED [KZT, BLN]



Loans to customers interest revenue received / accrued **fully recovered** after the 2020 crisis

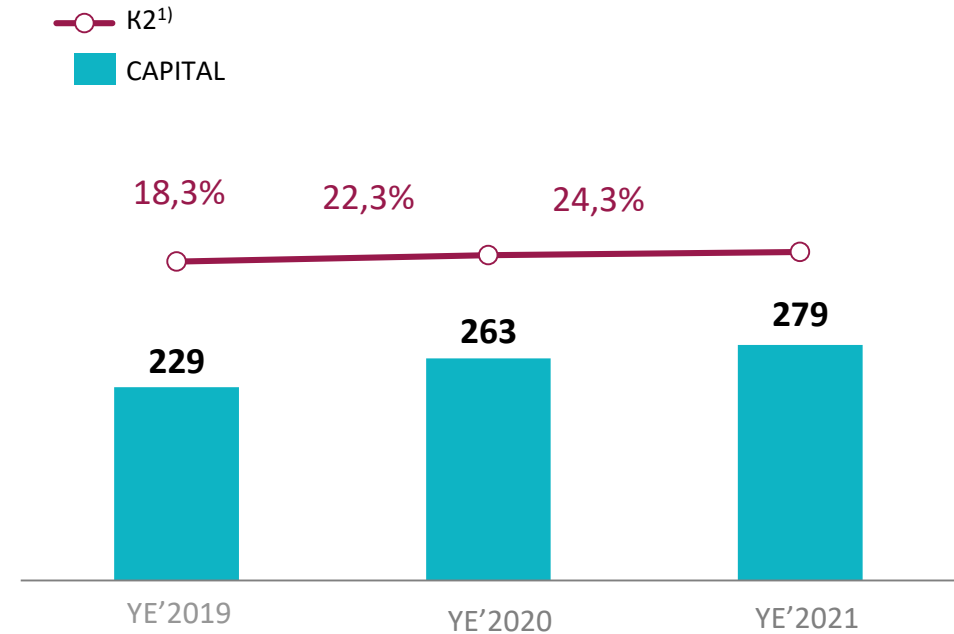
¹⁾ On standalone basis

ASSETS, ROA [BLN KZT, %]



The Bank is in **the TOP 6 banks** in the banking sector in terms of assets

CAPITAL [BLN KZT, %]

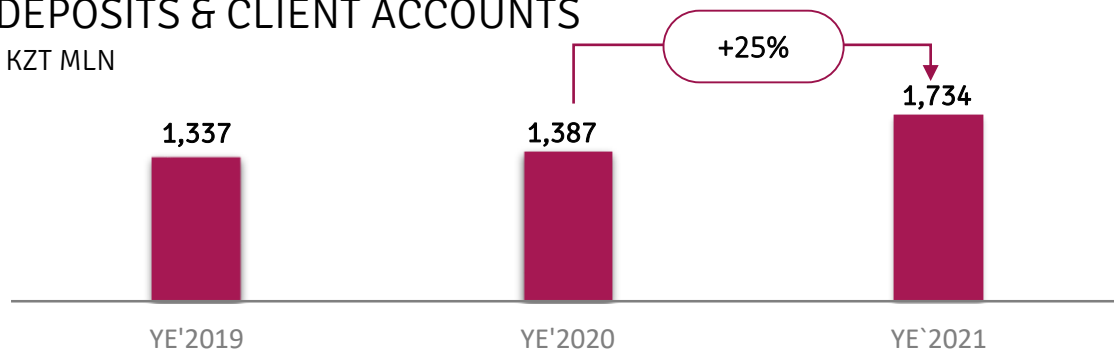


The bank has a **high level of capital adequacy K2** = 24.3% with a min required ratio of 10%

¹⁾ In accordance with National Bank requirements

DEPOSITS & CLIENT ACCOUNTS

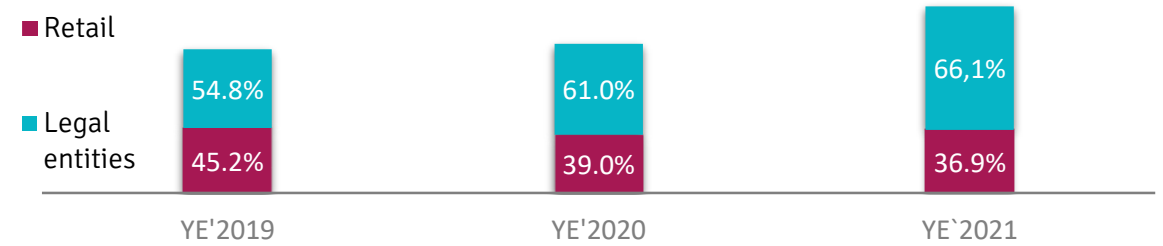
KZT MLN



Forte has well balanced funding sources.

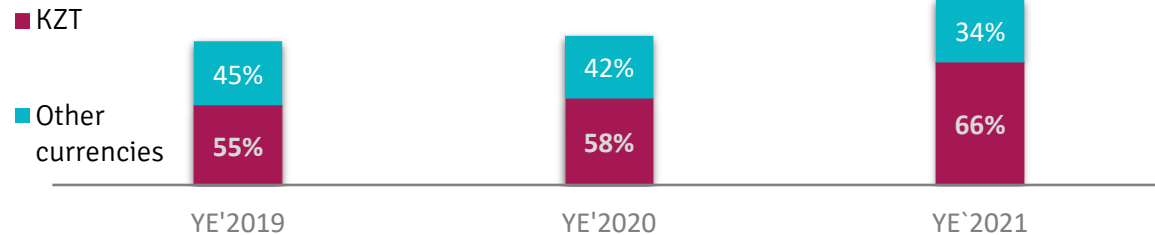
As of December 31, 2021 the share of deposits and client accounts in total liabilities was 81%, debt securities issued by Forte - 12%.

DEPOSITS & CLIENT ACCOUNTS BY SEGMENT



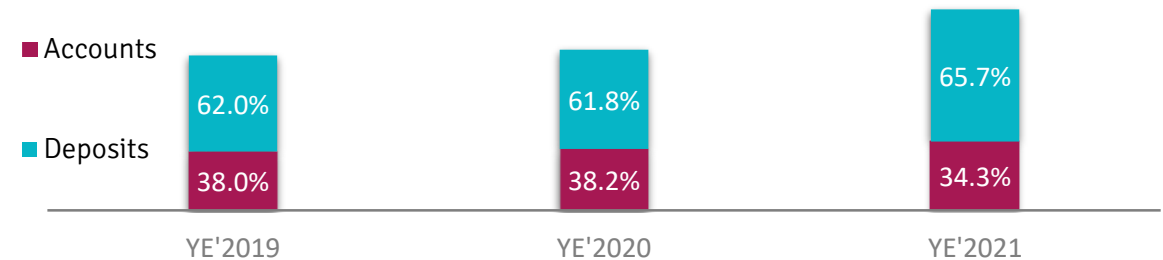
As of December 31, 2021 Forte had liabilities on accounts and deposits of individuals and individual entrepreneurs in the amount of KZT 243,073 mln (December 31, 2020: KZT 232,166 mln) with limited insurance coverage by the KDIF.

DEPOSITS & CLIENT ACCOUNTS BY CURRENCY



The share of accounts and deposits in foreign currency decreases.

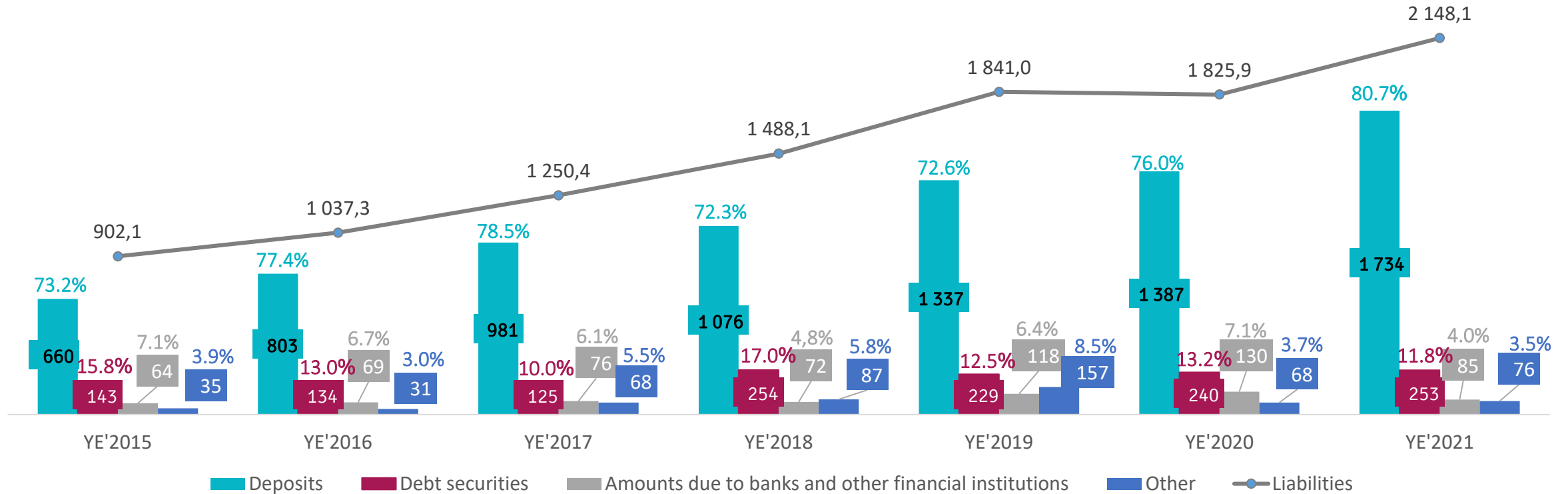
DEPOSITS & CLIENT ACCOUNTS BY TYPE



In 2021 deposit base increased mostly due to new clients

DEPOSITS & CLIENT ACCOUNTS

[KZT MLN]



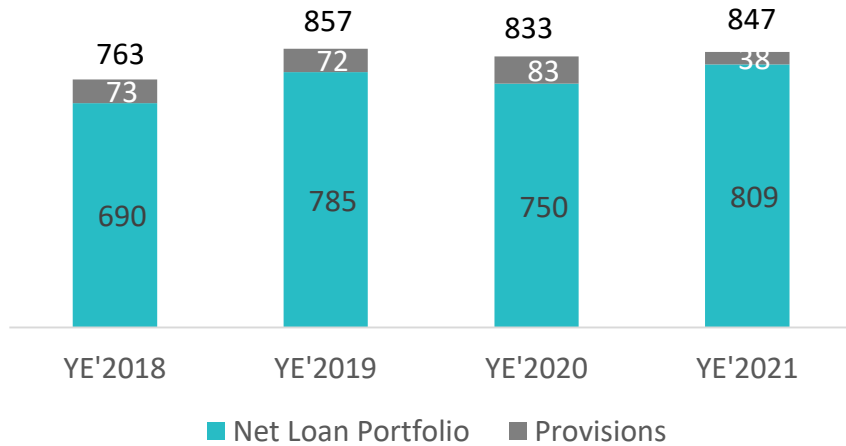
Debt Securities in comparison with 2015 decreased by 4% and amounted to 11.8% of the Bank's liabilities.

In 2018 Forte issued unsecured bonds for the total amount of KZT 220 bln with maturity date in December 2024 and interest rate 4.0%

In December 2019 Forte made full early repayment of USD Eurobond issued by the Bank on December 15th, 2014, in the amount of USD 236.6 mln, with maturity in 2024 and interest rate 11.75%

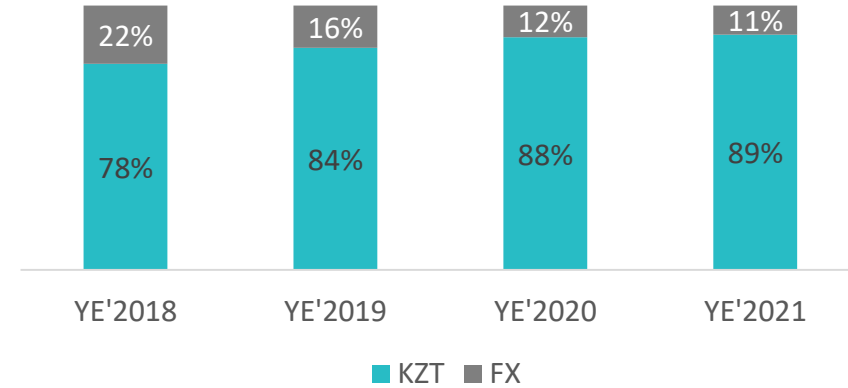
The share of client deposits and accounts increased by 7.5% up to 80.7% of the Bank's liabilities.

TOTAL LOAN PORTFOLIO [KZT BLN]



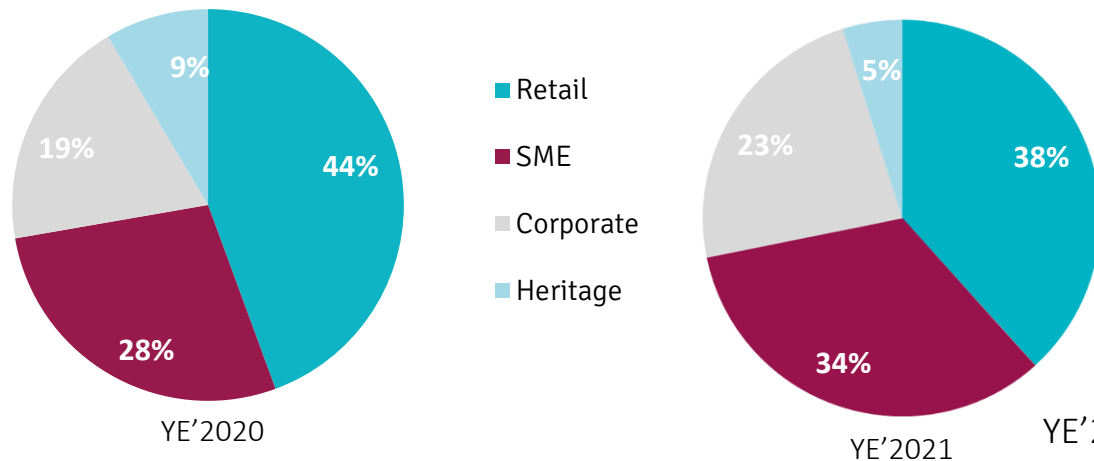
As of 01.01.2022, on consolidated basis Gross loan portfolio shows increase as well as volume of Net loans.

LOAN PORTFOLIO BY CURRENCY [%]



The share of loans in foreign currency is decreasing and comprised 11% of total loan portfolio of the Bank as of 01.01.2022.

LOAN PORTFOLIO BY SEGMENTS

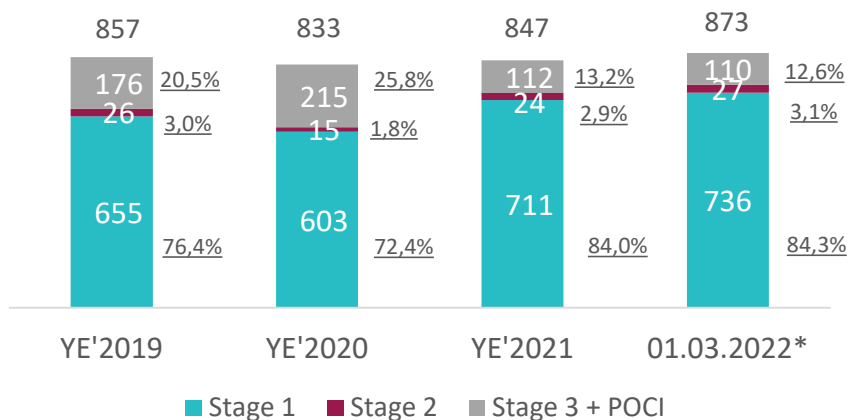


The share of loans to the retail customers decreased from 44% to 38% as a result of Sale of retail non-performing (KZT 0,9 bln), early redemption of mortgage through pension contributions (KZT 7,1 bln) and scheduled amortization of loans.

Meanwhile Corporate and SME lending shows growth by 31% and 29% respectively.

The share of Heritage loans (non-performing loan portfolio inherited from banks merger) in 2021 decreased almost two times mostly due to the loans writing off balance and effective problem loans management.

GROSS LOAN PORTFOLIO IN STAGES [BLN KZT]



- Write-off of fully provisioned heritage loans for the amount of KZT 80,8 bln in 2021 and KZT 0,845 mln during first two months of 2022
- Quality improvement and subsequent transfer of loans from Stage 3 to Stage 2
- Significant improvement in quality while maintaining the portfolio volume

AQR RESULTS IN 2020

The prudent lending policy of the Bank **was confirmed** in February 2020 when Regulator announced Asset Quality Review of banking system results. Under AQR, Forte created additional provisions only for **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.

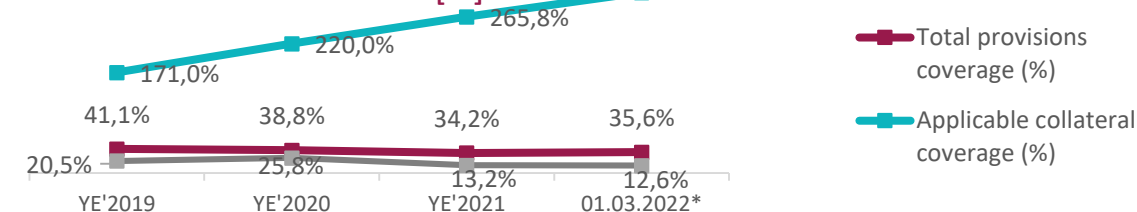
SREP-2 RESULTS IN 2021

In 2021 Regulator conducted Supervisory review and evaluation process (SREP-2) of Forte and results confirmed prudent lending policy of the Bank (results showed moderately low risk-appetite of the Bank)

*In accordance with Management reporting

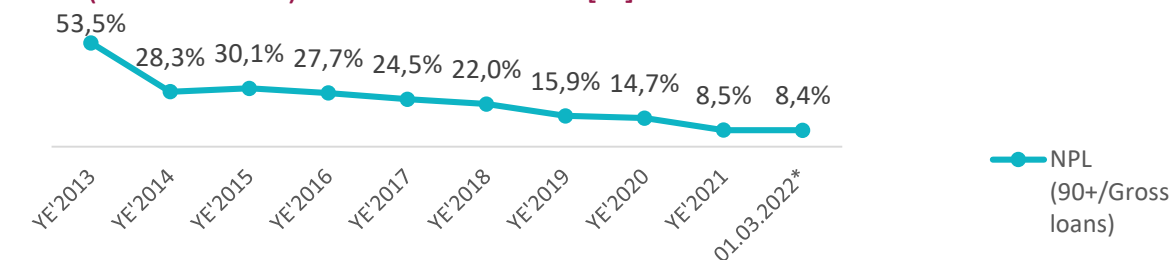
QUALITY OF LOAN PORTFOLIO IMPROVED SIGNIFICANTLY

STAGE 3 + POCI COVERAGE [%]



- The provisioning model meets requirements of the regulator and IFRS 9
- Moderately low risk-appetite and regular model validations results demonstrate the adequacy of the formed provisions

NPL (90+ overdue) LOANS STATISTICS [%]



COVID-19 RESPONSE*

	Corporate and SME loans	Retail loans
Share of loans restructured due to Covid-19	8,0%	5,6%
of which 90+ days overdue	0,35%	0,83%

As part of supporting measures in connection with the Covid-19, during 2020 and 1H'2021 the Bank granted payment holidays to around 39 thsd applications received from the borrowers. The outstanding balance of such loans as of 01.03.2022 is around KZT 120 bln (KZT 180 bln as of 01.01.2021). As of 01.03.2022, the share of such loans that were 90+ days overdue were around 1,2% (1,6% as of 01.01.2021).

Low share of 90+ days overdue loans among those that were given repayment holidays during pandemic shows high quality of overall loan portfolio of the Bank.

	YoY%	01.01.2022	01.01.2021	01.01.2020
KZT mln				
Assets (KZT mln)	16%	2,425,789	2,089,264	2,069,970
Loan portfolio (Net) (KZT mln)	8%	808,948	749,742	785,068
Liabilities (KZT mln)	18%	2,148,092	1,825,933	1,841,018
Deposits and current accounts (KZT mln)	25%	1,733,759	1,387,167	1,336,949
Debt securities issued (KZT mln)	6%	253,120	240,202	229,263
Total equity (KZT mln)	6%	277,697	263,331	228,952
Net Income (KZT mln)	21%	64,060	52,962	42,233
Problem Loans / Gross Loans (%)*	(48,8%)	13,2%	25,8%	20,5%
Problem Loans / (Tangible Common Equity + Loan Loss Reserve) (%)	(42,2%)	38,0%	65,8%	61,6%
Market Funds / Tangible Banking Assets (%)**	(19,7%)	15,1%	18,8%	22,5%
Liquid Banking Assets / Tangible Banking Assets (%)	+16,2%	49,6%	42,7%	41,4%
Gross Loans / Due to Customers (%)	(18,6%)	48,9%	60,1%	64,1%
Number of branches and outlets	(2)	98	100	100
Number of ATMs	(87)	883	970	974
Number of POS-terminals	(13,9%)	19,398	22,537	19,958
Total clients	+3.4%	1,156,037	1,118,163	1,169,812
Cards outstanding	+20.3%	1,594,291	1,325,296	1,325,296

*Calculated as sum of Gross Stage 3 and POCI loans divided to Gross Loans

** Calculated as total of Repo, Due to banks, Debt securities issued to sum of Tangible common equity (being Total assets less intangible assets) and Total Loan Loss Reserve

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