



YE 2019 INVESTOR PRESENTATION

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ForteBank Network:

ForteBank JSC ranked 3rd 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.

3 650 Employees, of which 73% works in branch network and 27% in Headquarters

1 161 967 Active clients

20 Branches covering all regions of Kazakhstan

100 Outlets in 35 cities and settlements

36 ForteBusiness offices, servicing SME and corporate clients

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

937 ATMs and ForteCard allows to withdraw cash in all Kazakhstani banks ATMs without any fees (+9% in 2019)

Ratings:

Standard & Poor's B+/Stable/B/kzBBB (05.06.2019)


Moody's B1/Stable/B2(cr)/NP (05.07.2019)

Fitch B/Negative/B/BB+(kaz) (09.04.2020)

ForteBank Group (since April 2019):



"Bank Kassa Nova" JSC - Kazakhstani bank ranked 21st by assets amongst banks of Kazakhstan, 100% acquired in April 2019 (100% of common shares)

 **ForteLeasing** Leasing company operating in all regions of Kazakhstan, acquisition of 100% shares was completed in June 2019 (100% of common shares)



IT company, creating innovative and advanced technological tools for business, acquired in April 2019 (100% ownership)

OUASA-Alliance LLP company managing doubtful and bad assets, established in 2010 (100% ownership)

OUASA-F LLP company managing doubtful and bad assets, established in October 2015 (100% ownership)

BECOMING A BANKING HOLDING

In December 2018 Board of directors approved acquisition of 100% of common shares of Kassa Nova Bank JSC and 100% of equity in One-Technologies LLP*.

In April 2019, the Bank received an approval from the National Bank of Kazakhstan to create banking holding and completed acquisition.



INTERNATIONAL INSTITUTIONS PROGRAMS PARTICIPATION

signed loan agreements for small and medium enterprises credit programs with:

Asian Development Bank –
KZT 31 320 ml

European Bank for Reconstruction and Development –
USD 60 ml

SOCIAL PROGRAMS

For the purposes of supporting business woman, ForteBank launched a campaign "Business - is a business of the women" and released the fragrance, created in collaboration with female entrepreneurs, Forte pour Femme — "Strong woman".



In November 2019, ForteBank launched a pilot public transport fare payment system based on biometrics (based on a face photo) - Face Pay. Money is automatically debited from the card at the moment when the camera sees the passenger's face. This is a joint project of IPay and ForteBank, developed in Kazakhstan.

RATING UPGRADES

6/2019

S&P upgraded from "B" to "B+", "Stable" outlook

7/2019

Moody's upgraded from "B3" to "B1", "Stable" outlook

12/20219

Fitch revised outlook to "Positive", LT/ST ratings "B"

DIVIDEND PAYOUT

In 2019 ForteBank made KZT 11,4 bln dividend payout (40% of 2018 Net Income). Dividends for 2018 are higher by 48% and 148% than for 2017 and 2016 respectively

FUNDING MANAGEMENT

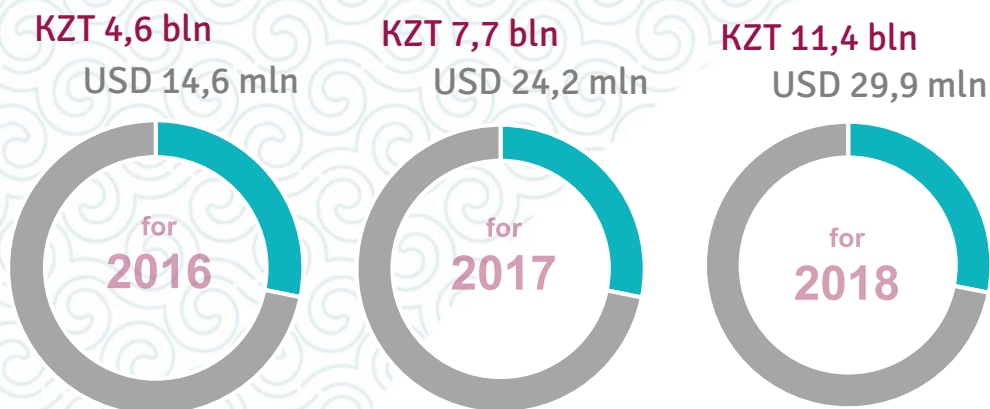
In December 2019 ForteBank made full early redemption of eurobonds issued on December 15th, 2014, in the amount of USD 236 570 000, with the initial date of maturity in 2024.

INTERNATIONAL RECOGNITION



* former – DAR Ecosystems LLP

DIVIDENDS PAID



Up to 15 December 2019 dividend payout was limited to 40% of annual net income by covenants of USD 236,570,000 Eurobond (repaid on 15 December 2019).

SHAREHOLDERS STRUCTURE

Shares Placed (common) – 92 387 104 089

In beneficial holding by B. Utemuratov	– 87,27%
	79,79% - shares
	7,48% - GDRs
Free float (>25,000 holders)–	12,73%
	2,27% - shares
	10,46% - GDRs

As of 31 December 2019 ForteBank does not have any issued or authorized preferred shares.

SHARES & GDR PROGRAMS

92,387,104,089

common shares placed ISIN:KZ00A0F4546
of which 16,578,709,351 shares are
the underlying asset of GDR programs:

GDR program 2010, ratio 4 GDR=1 share

ISIN: US34955X1019 (144A)

ISIN: US34955X2009 (Reg S)

Underlying asset: 2,496,250 shares

GDR program 2014, ratio 1 GDR=500 shares

ISIN: US34955X5077 (144A)

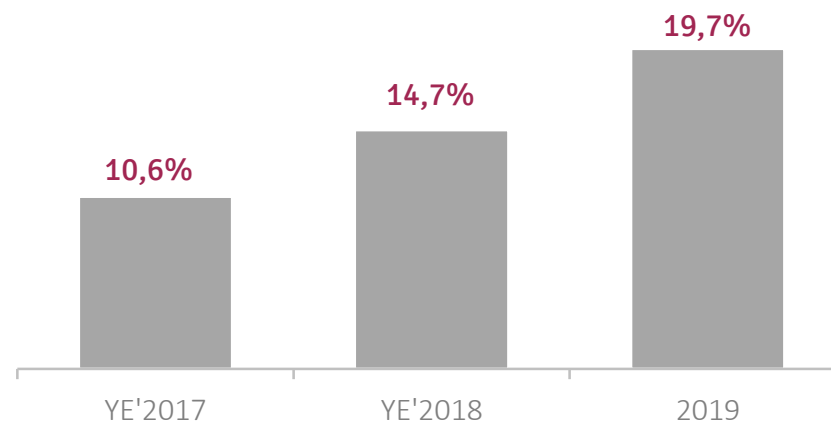
ISIN: US34955X6067 (Reg S)

Underlying asset: 16,568,422,000 shares

KASE



RETURN ON EQUITY (ROE), %





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 interest representative

10/2014 – 05/2019 – Managing Director, CEO, Kazzinc Holdings LLP

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

10/2010 – 07/2012 – CEO, Altyntau Kokshetau LLP



Anuar Utemuratov

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

2014 – current Member of the Board of Directors of ForteBank JSC, B.Utemuratov interest 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 (currently JSC ABC Bank)



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 interest representative

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



Rustem Bekturov

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

2014 – current – Member of the Board of Directors of ForteBank JSC, B.Utemuratov interest representative

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

2010 – current Member of Investment Committee, Deputy General Director, KMG Refining and Marketing 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

2015 - current – Member of the Board of Directors, Rosenergobank

2010 - 2014 – Member of the Board of Directors, Independent Director, Alliance Bank JSC



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

07/2012 - current – Member of the Board of Directors, Kazakhstan Stock Exchange JSC

04/2015 – 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

**BOARD OF DIRECTORS
COMMITTEES:**

Strategic Committee

determines priority areas of the Bank's activity and strategy

Risk Committee

risk management, lending and asset and liability management issues

Internal Audit Committee

assessment of the effectiveness of the internal control system, accounting, financial accounting and its audit

HR and Remuneration Committee

responsible for formation of the management Board, corporate governance, HR and remuneration policy

Board of Directors

REPORTING TO BOARD OF DIRECTORS:

Internal Audit Department

Internal Audit provides an independent, objective evaluation on the effectiveness of risk management, internal control and governance processes.

Corporate Secretary

Controls preparation to and holding of the meetings of shareholders of the Bank and the Bank's Board of Directors, ensures correct documentation on the agenda of the general meeting of shareholders.

Compliance Control

The Compliance Service unit is responsible for developing, implementing management of compliance risk and coordination of the Bank's compliance risk management, including anti-money laundering of criminal proceeds and opposition to financing of terrorism.



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 .

04/2010 – 12/2016 – Chairman of the Management Board, ABC Bank JSC (former – Forte Bank JSC)



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 Chairman of the Management Board (CFO), BI Group

2013 - 2018 – Deputy Chairwoman of the Management Board (CFO), KazPost JSC



Aidyn Auyezkanov

Deputy Chairman, Legal, Recovery of bad loans (legal entities and retail), 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



Adil Batyrbekov

Deputy Chairman, SME & Corporate

02/2017 – present – Member of the Board – Deputy Chairman of the Management Board, ForteBank JSC

09/2004 – 07/2016 – Director of the Risk Management department, Managing Director, Member of the Management Board, Kazkommerzbank 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 (former – Forte Bank JSC).

COMMITTEES

The Credit Committee of the Head Office -

permanent Committee of the Management Board of the Bank, which implements the development strategy and the Bank's credit policy, which has authority within limits set by the Management Board

The Credit Committee of the Head Office for Small and Medium Businesses -

permanent Committee of the Management Board of the Bank, which implements the development strategy of small and medium-sized businesses in the lending and credit policy of the Bank, which has the authority within limits set by the Management Board

Asset and Liability Management Committee -

- Management of interest rate risk, liquidity risk and currency risk, GAP analysis
- Interest rate strategy and product setting
- Control of treasury operations strategy and limits

The Credit Committee of the Head Office for Retail Business -

permanent Committee of the Management Board of the Bank, which implements the development strategy of retail business in the lending and credit policy of the Bank, which has the authority within limits set by the Management Board

Committee on Problem loans of the Head Office -

permanent Committee of the Management Board of the Bank, which main purpose is to organize, support and control the work on the recovery of problem loans

Other committees: Small SME Credit Committee of Head Office, Small Committee on problem loans of Head Office, Budget Committee, Tariffs Committee, IT-committee, Quality Control Committee, Operational Committee



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BANKING SECTOR AS OF DECEMBER 31, 2019

27 SECOND-TIER BANKS IN KAZAKHSTAN (- 1 bank in 2019)

13 – local banks

14 – banks with foreign participation

12 – subsidiary banks

1 – bank with 100% state participation

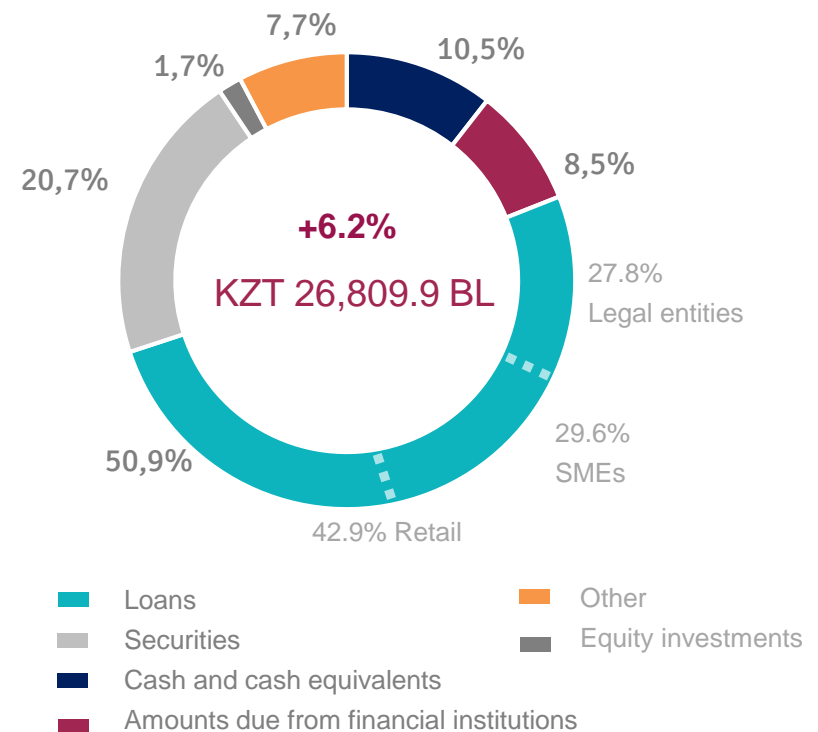
KZT 811,9 BN – net income

ROA – 3.19% (2.61% as of 31.12.18)

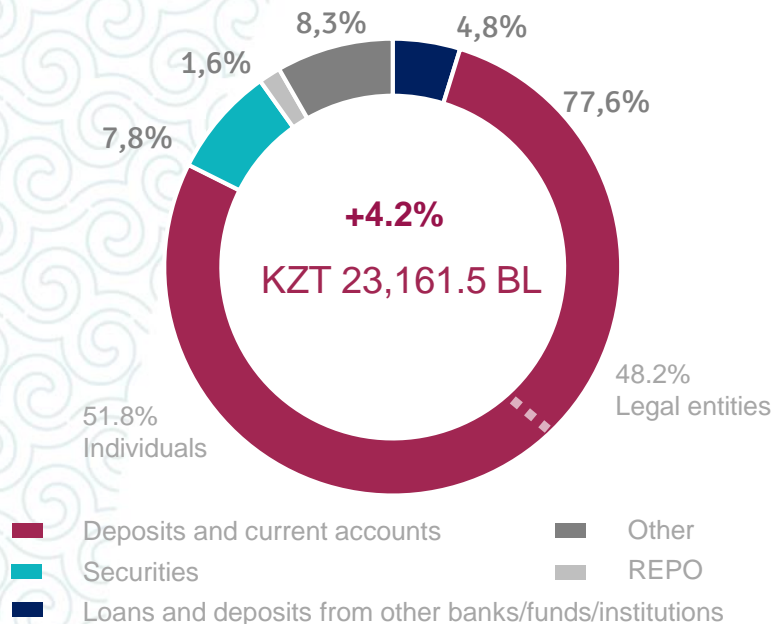
ROE – 25.37% (21.24% as of 31.12,18)

39.6% the share of banking sector assets in GDP of Kazakhstan

BANKING SECTOR ASSETS



BANKING SECTOR LIABILITIES



Deposits and accounts :

Legal entities – KZT 8 664.3 bln (48.1% of total deposits and accounts), **growth in 2019 +4.7%**.


Deposits in foreign currency – 43%.

Retail – KZT 9 312.7 bln (51,8% of total deposits and current accounts), **growth in 2019 +6.2%**.







Deposits in foreign currency – 41.7%.

* Source: www.nationalbank.kz





ASSETS, KZT BLN

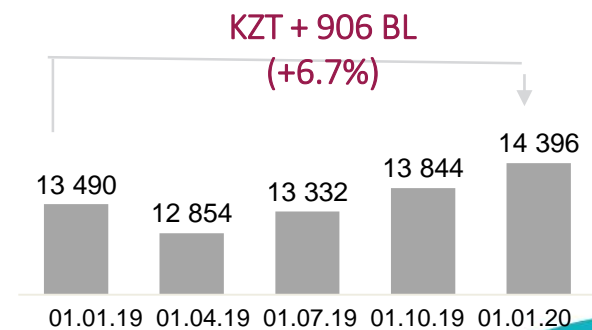
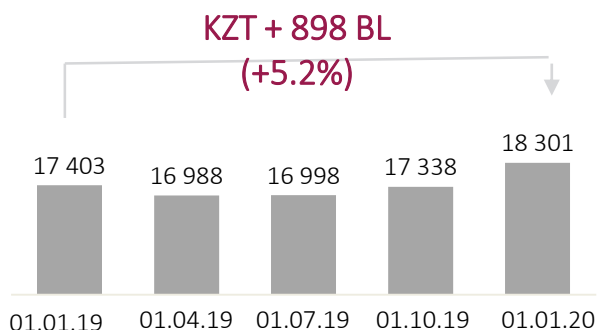
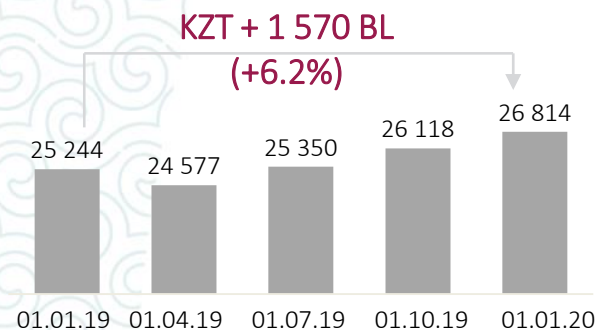
	KZT bl	share	change
1  ХААМК БАНК КЫРГЫЗСТАН HALYK BANK HALYK BANK KYRGYZSTAN	8 841	33,00%	2,00%
2  СБЕРБАНК	2 207	8,20%	16,60%
3  ForteBank	2 196	8,20%	23,60%
4  kaspi bank	2 172	8,10%	27,40%
5  BANK CENTERCREDIT	1 469	5,50%	-3,10%
6  АТФ Банк	1 427	5,30%	6,00%
7  ЖИЛСТРОЙСБЕРБАНК	1 353	5,00%	35,50%
8  JYSAN BANK	1 330	5,00%	-22,30%
9  Eurasian Bank	1 064	4,00%	-4,70%
10  citibank	823	3,10%	11,90%
Total Banking Sector	26 814	100%	6,20%

DEPOSITS, KZT BLN

	KZT bl	share	change
1  ХААМК БАНК КЫРГЫЗСТАН HALYK BANK HALYK BANK KYRGYZSTAN	6 461	35,30%	-1,70%
2  kaspi bank	1 640	9,00%	33,30%
3  СБЕРБАНК	1 635	8,90%	10,40%
4  ForteBank	1 291	7,10%	16,90%
5  BANK CENTERCREDIT	956	5,20%	10,60%
6  АТФ Банк	941	5,10%	-1,80%
7  ЖИЛСТРОЙСБЕРБАНК	901	4,90%	35,70%
8  Eurasian Bank	784	4,30%	4,60%
9  citibank	679	3,70%	22,70%
10  JYSAN BANK	650	3,60%	-7,30%
Total Banking Sector	18 301	100%	5,20%

LOANS, KZT BLN

	KZT bl	share	change
1  ХААМК БАНК КЫРГЫЗСТАН HALYK BANK HALYK BANK KYRGYZSTAN	4 181	29,00%	7,10%
2  СБЕРБАНК	1 440	10,00%	14,10%
3  kaspi bank	1 400	9,70%	21,80%
4  BANK CENTERCREDIT	1 054	7,30%	3,60%
5  ЖИЛСТРОЙСБЕРБАНК	1 004	7,00%	50,00%
6  АТФ Банк	937	6,50%	1,60%
7  JYSAN BANK	836	5,80%	-40,50%
8  ForteBank	704	4,90%	8,10%
9  Eurasian Bank	702	4,90%	7,20%
10  BANKRBK	376	2,60%	40,10%
Total Banking Sector	14 396	100,00%	6,70%



* On standalone basis

ForteBank TOP 5 BANKS IN DYNAMICS

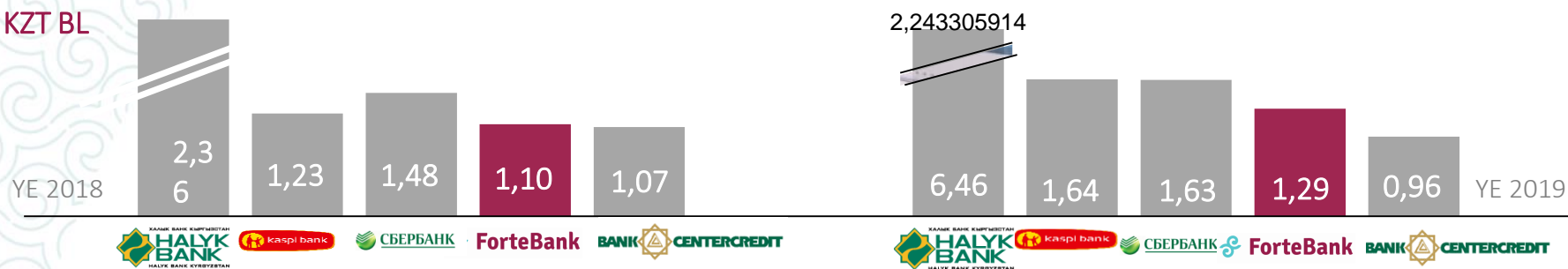
ASSETS, KZT BN



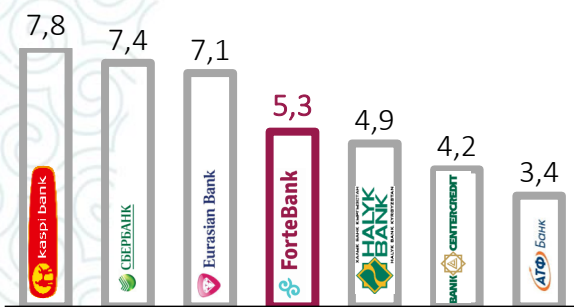
LOANS, KZT BL



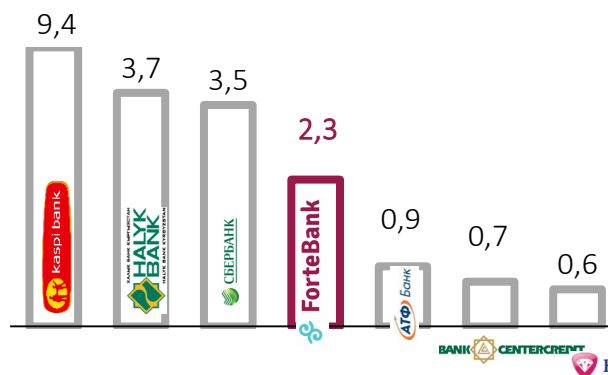
DEPOSITS, KZT BL



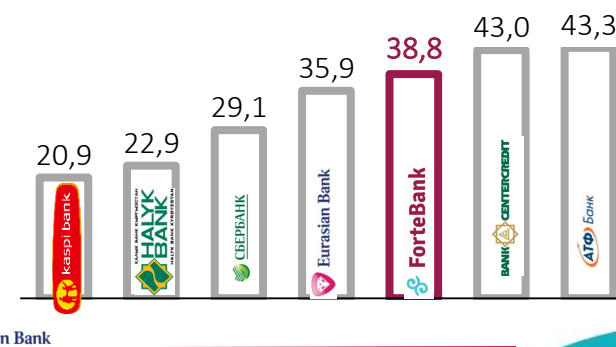
YE'2019 NET INTEREST MARGIN*



YE'2019 RETURN ON ASSETS*



YE'2019 COST OF INCOME*



* On standalone basis

ASSET QUALITY REVIEW

14 second-tier banks have completed Asset Quality Review (AQR) initiated by National Bank of Kazakhstan.

As a result of AQR: Additional provisions for all 14 banks - KZT 429 bln, of which 0,6% was ForteBank share (or KZT 2,6 bln). Full amount of adjustment was included in 2019 IFRS results.

FOREIGN CURRENCY MORTGAGE LOANS PROGRAMM

Additional benefits under the program of refinancing of foreign currency mortgage loans were adopted by the government (from 23.12.2019).

It includes leasing out residential properties previously repossessed by banks or forgiving loans. Losses incurred by banks would be compensated by 30 year deposit from Kazakhstan Sustainability Fund (owned by NBK) with 0.1% interest rate p.a.

19 banks participate in program. It is expected 7 355 borrowers representing socially vulnerable groups would be able to receive benefits for the total amount of KZT 44.6 bln.

Since 2015 under the state refinancing program, 36,891 mortgages were refinanced by banks for the total amount exceeding KZT 251.8 bln.

In February 2020, current deposit from Kazakhstan Sustainability Fund received under state refinancing program was extended for 10 years.

NEW REGULATOR

In 2019 it was announced that from January 01, 2020, Kazakhstan will have a new banking regulator – Agency for regulation and development of the financial market of the Republic of Kazakhstan

REGULATION OF THE DEBT BURDEN OF INDIVIDUALS

At the initiative of the President one-time credit amnesty was implemented in 2 areas:

- fines and penalties on unsecured loans as of 01.07.2019 were forgiven for all individual borrowers;
- individual borrowers included in the list of socially vulnerable segments of the population were repaid at the expense of the state debt to banks and MFOs in the range of KZT 300 thousand per person.

ForteBank received KZT 1.8 bln compensation out of KZT 110 bln provided to the banking sector by state authorities (1.6% out of total).

CHANGES IN MICROFINANCE ACTIVITIES

Legislative changes on regulation and development of the financial market, microfinance activities and taxation (from 03.07.2019) aimed at strengthening of their control.



FORTEBANK AT GLANCE

BUSINESS ENVIRONMENT

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SME & CORPORATE

DIGITALIZATION (IT)

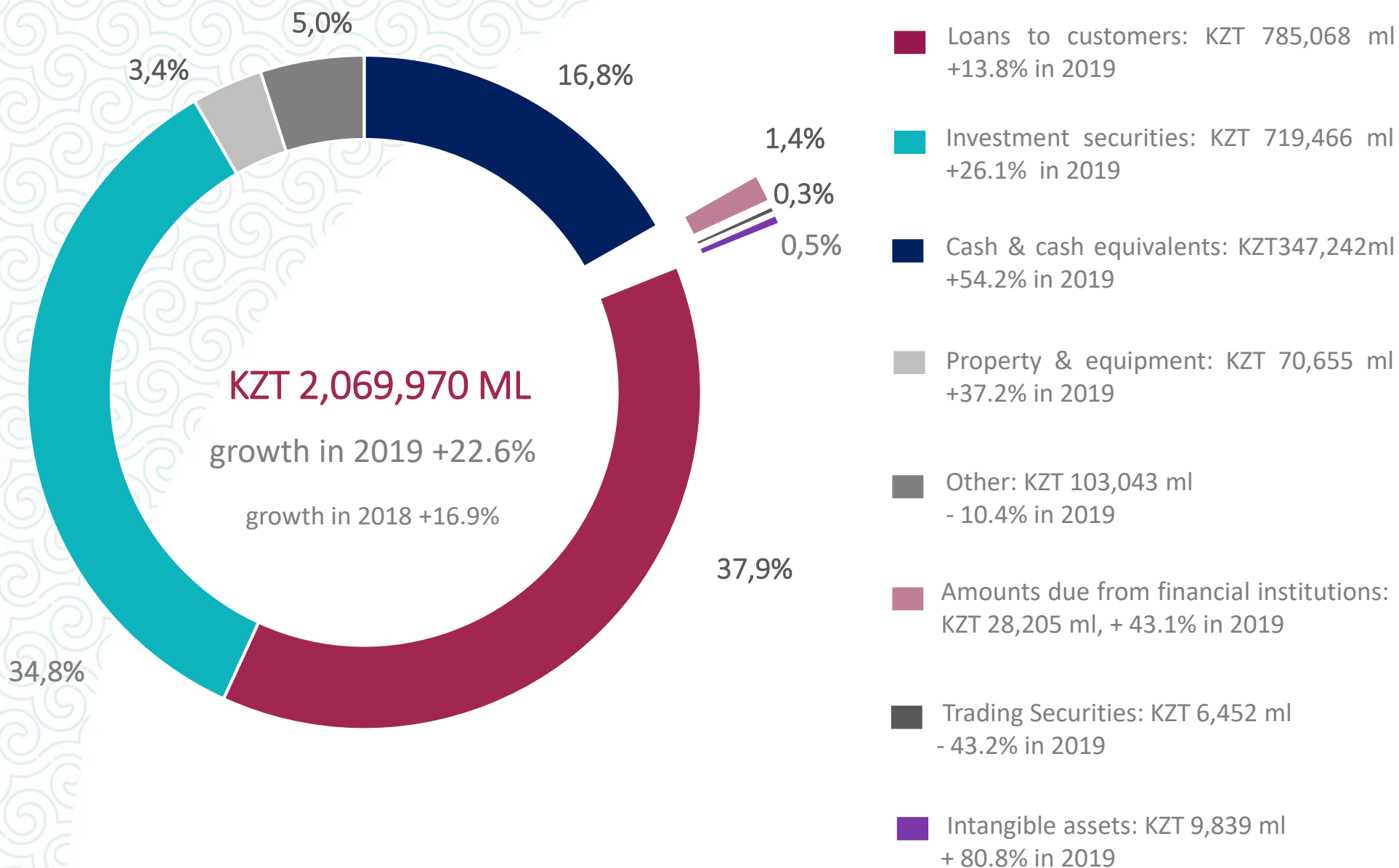
RISK MANAGEMENT

PROBLEM LOANS MANAGEMENT

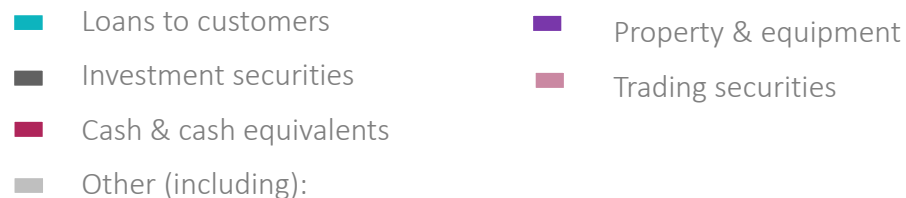
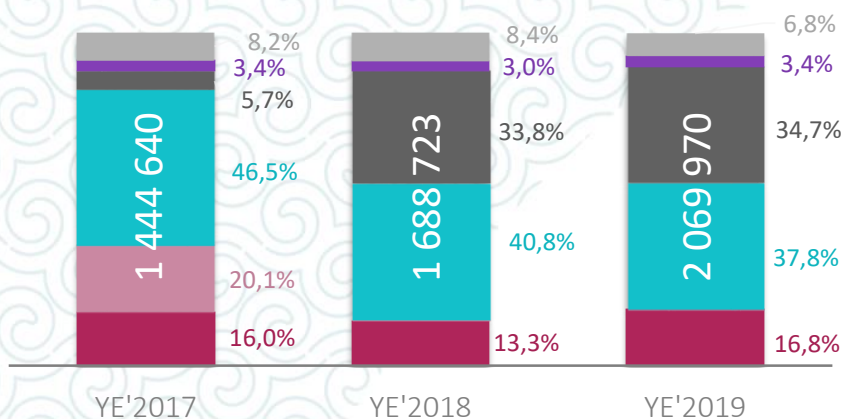
SOCIAL & ENVIRONMENTAL RESPONSIBILITY

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ASSET STRUCTURE

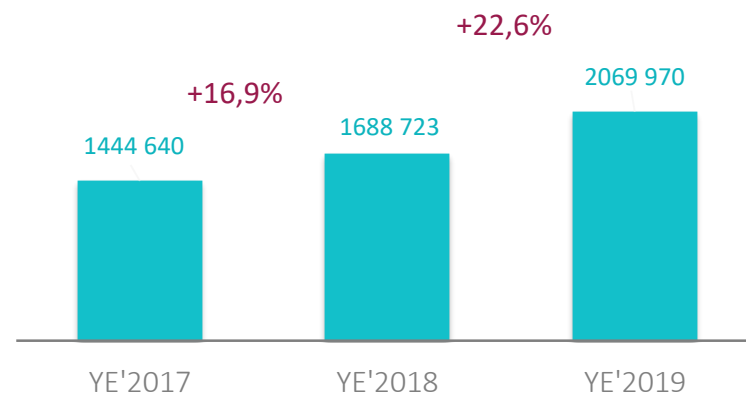


ASSETS STRUCTURE IN DYNAMIC, KZT MLN



	YE'2017	YE'2018	YE'2019
Amounts due from financial institutions	0,4%	1,2%	1,4%
Intangible assets	0,3%	0,3%	0,5%
Deferred income tax assets	0,5%	0,1%	0,0%
Other assets	7,0%	6,8%	5,0%

ASSETS GROWTH DYNAMICS (BLN KZT)

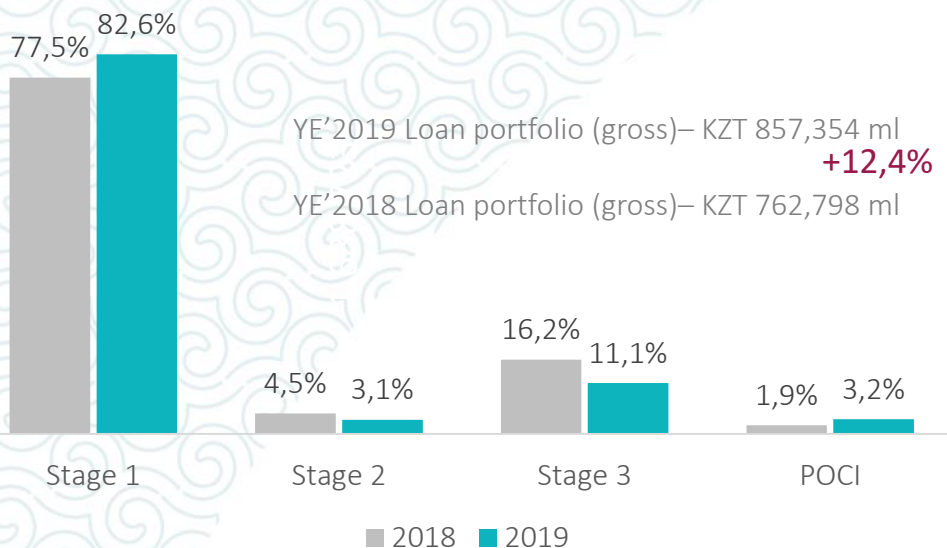


Average growths of banking sector in Kazakhstan in 2019 was 6.2%.

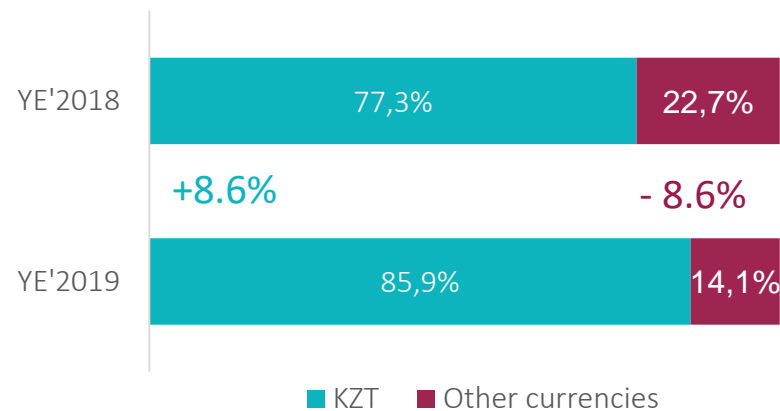
In February 2020 Asset Quality Review of ForteBank as of 1 April 2019 was completed with the below key adjustments:

- Core Capital adjusted only by 0,2% (from 16,8% to 16,6%), exceeding by 9,1% the minimum required ratio.
- Additional provisions for the Bank – KZT 2,6 bln or 0,6% of the total provision charged to all banks under AQR.
- ForteBank provided to regulator action plan in response to deficiencies identified during AQR. It would allow to further improve risk management processes and policies.

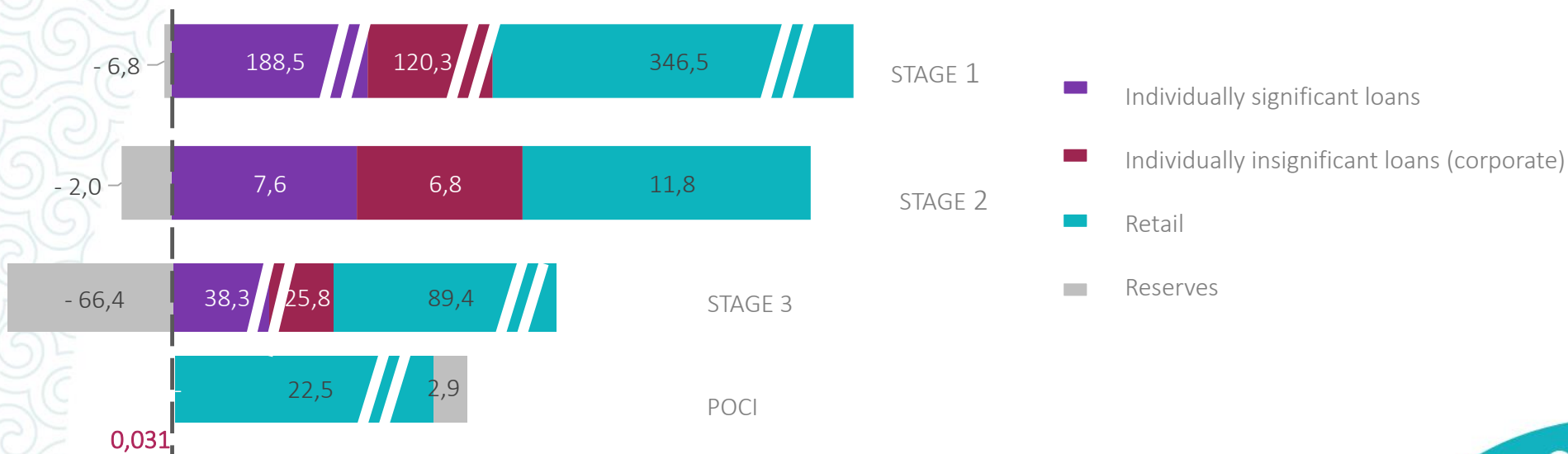
STAGES 2019 VS 2018



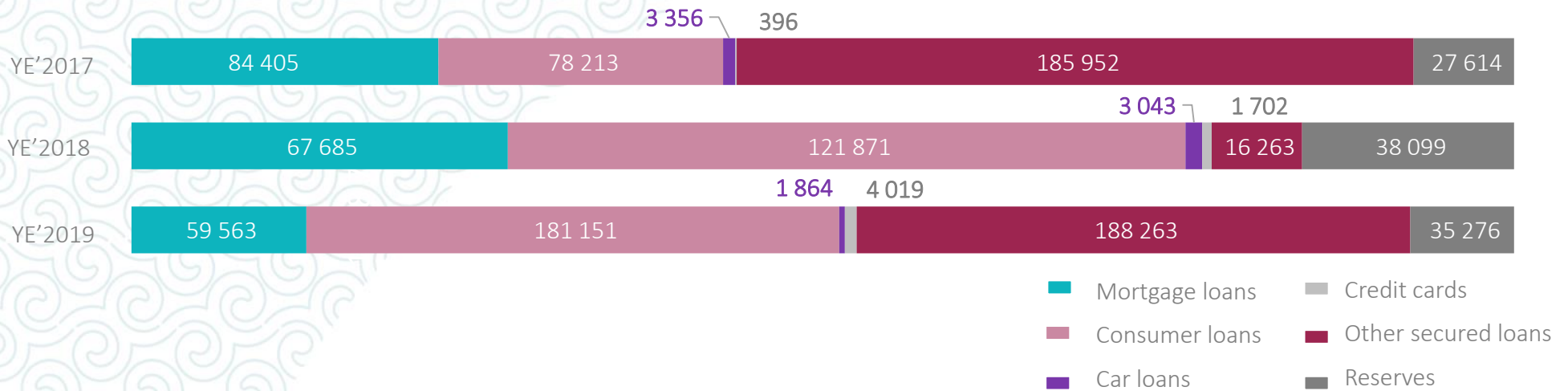
LOANS IN KZT VS CURRENCY



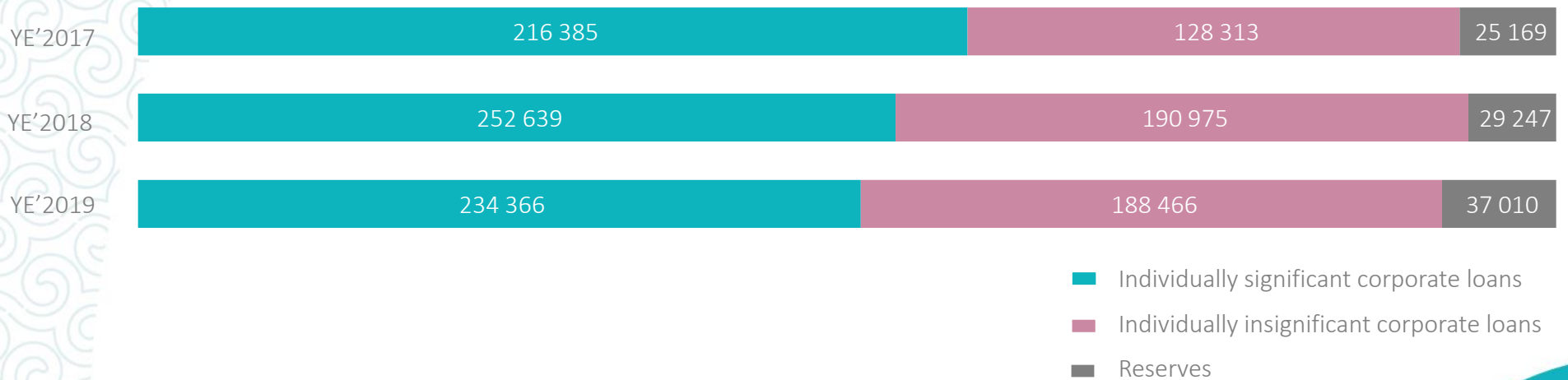
PORTFOLIO STAGES BREAKDOWN AS OF 31 DECEMBER 2019, BLN KZT



RETAIL PORTFOLIO BREAKDOWN, KZT ML

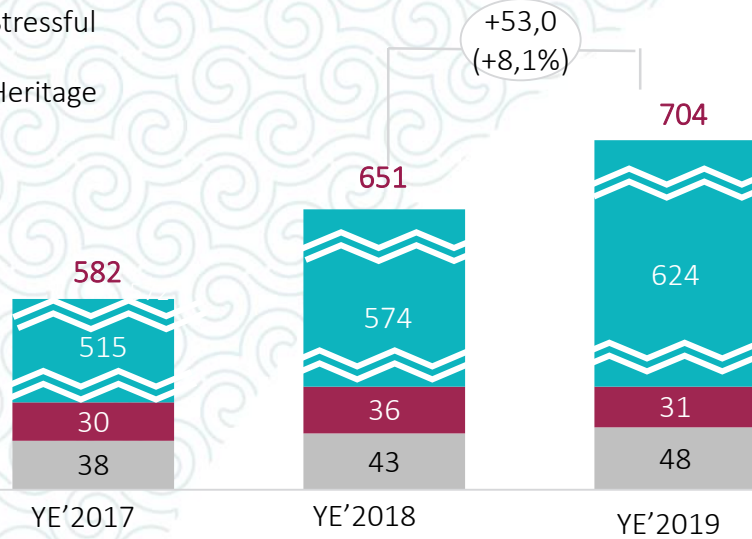


CORPORATE PORTFOLIO STAGES BREAKDOWN AS OF 31 DECEMBER 2019, ML KZT

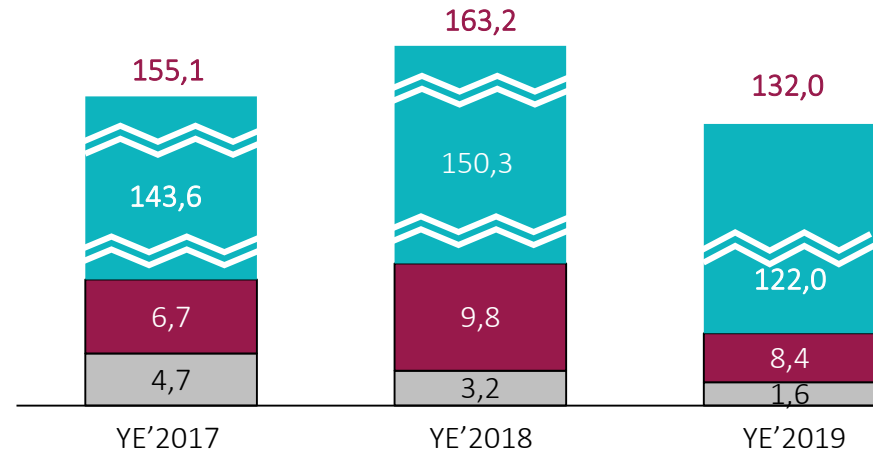


- Business-portfolio
- Stressful
- Heritage

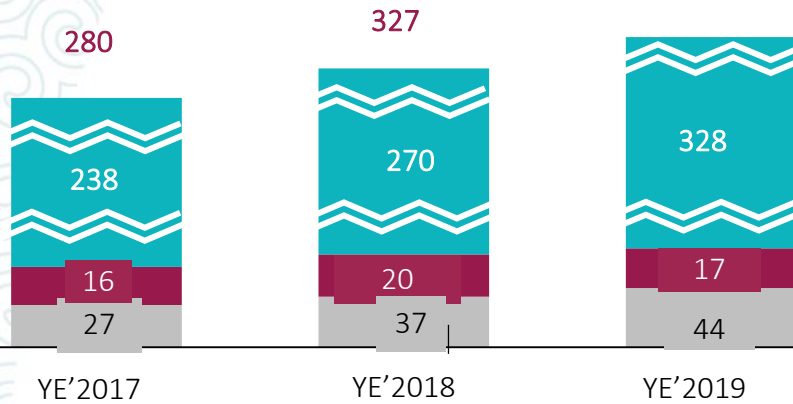
PORTFOLIO



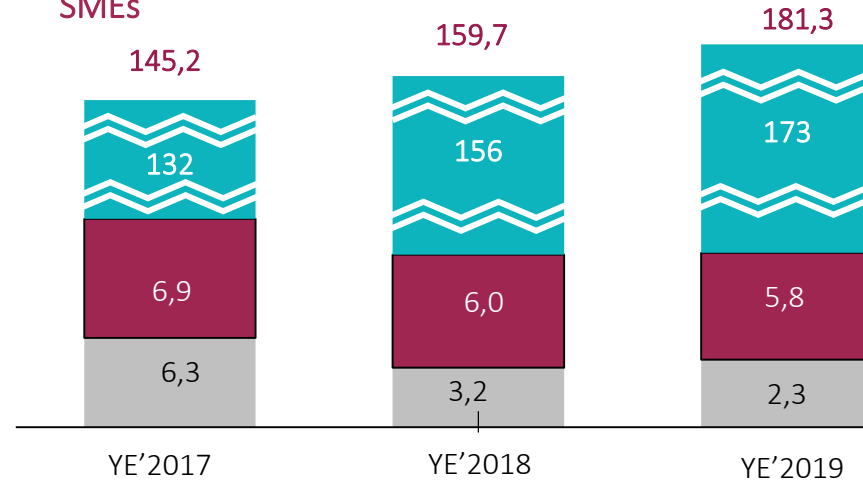
CORPORATE



RETAIL

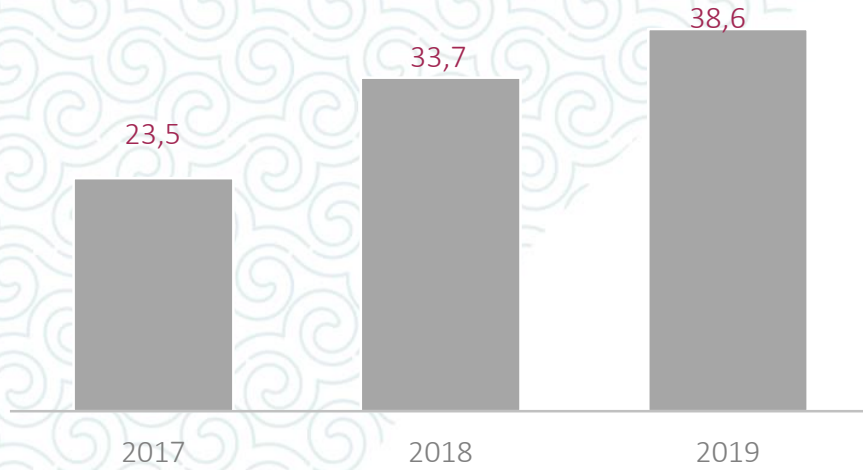


SMEs

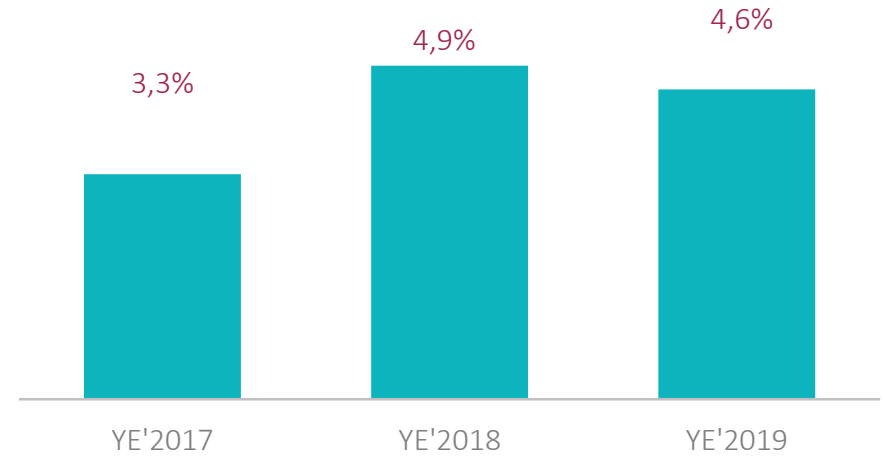


* On standalone basis

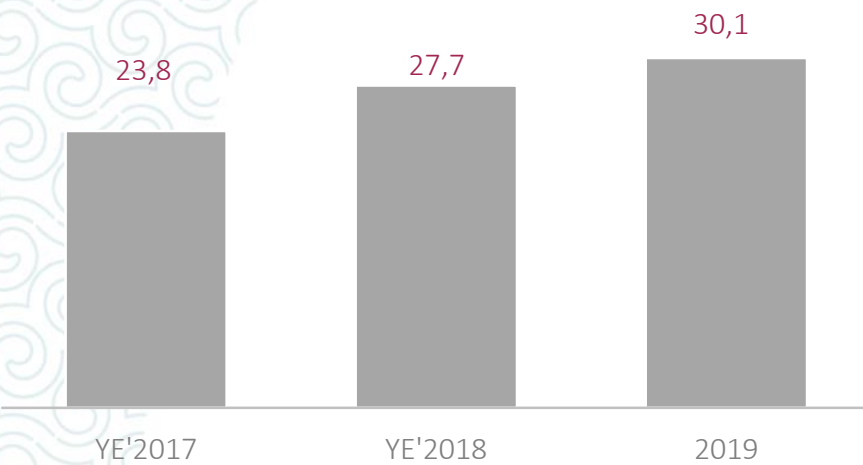
PROVISION EXPENSES [KZT, BLN]



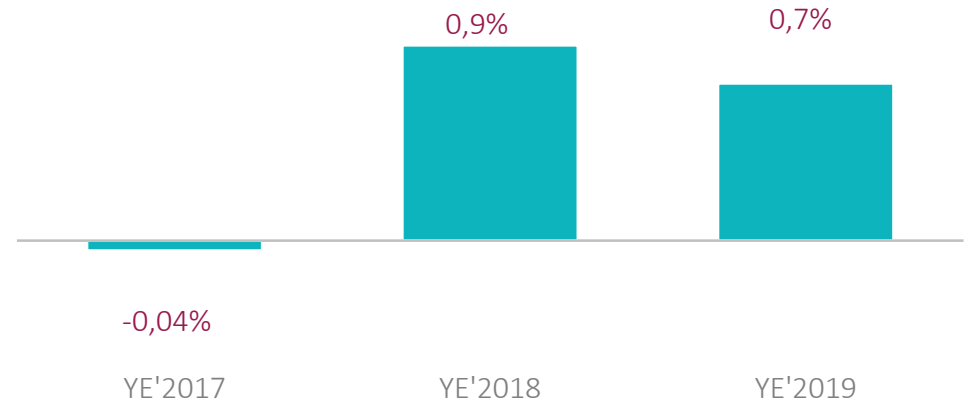
PROVISION EXPENSES/ AVERAGE LOANS [%]



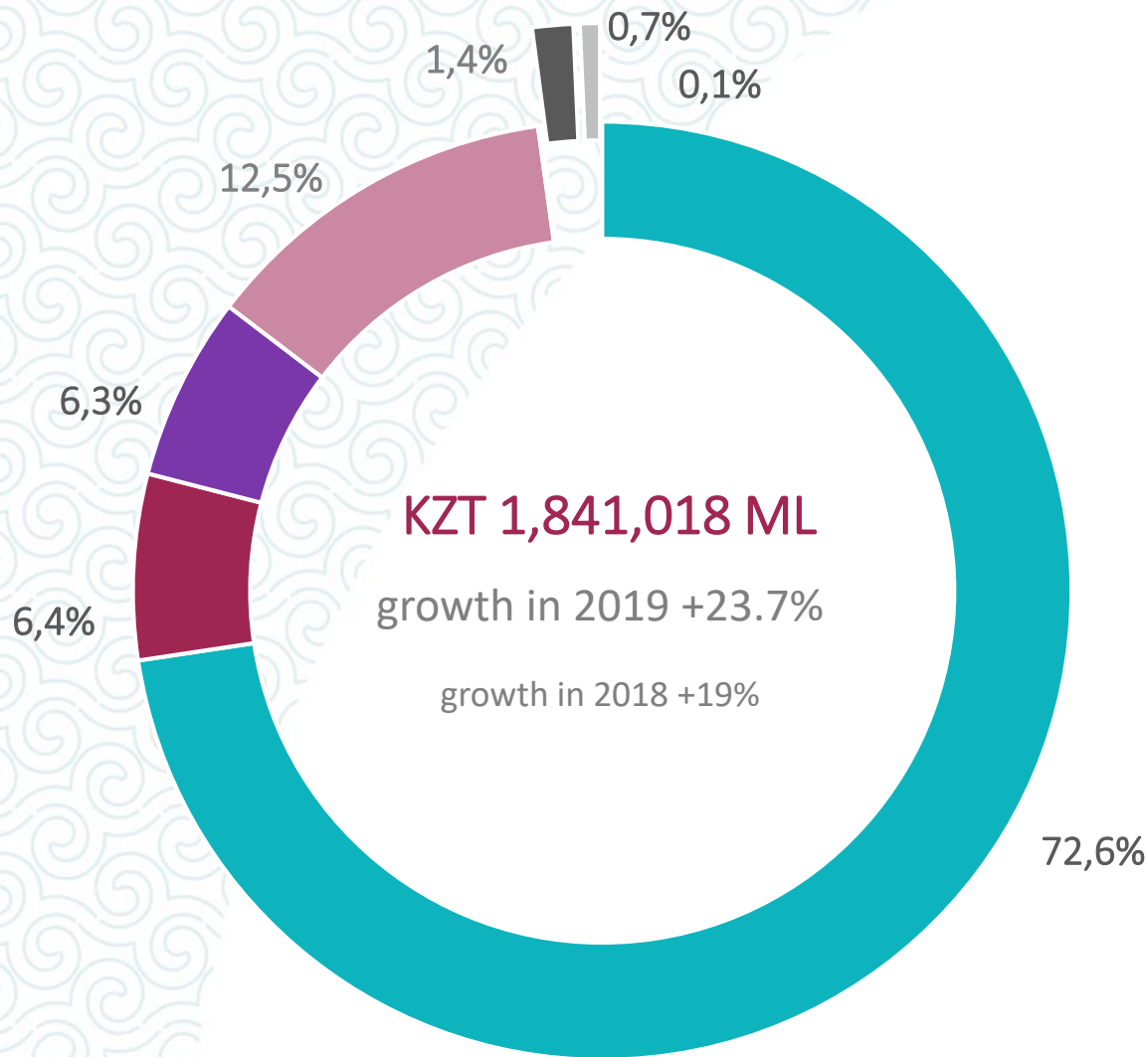
PROVISION RECOVERY FROM HERITAGE [KZT, bln]



NET LOANS PROVISION/ AVERAGE LOANS [%]

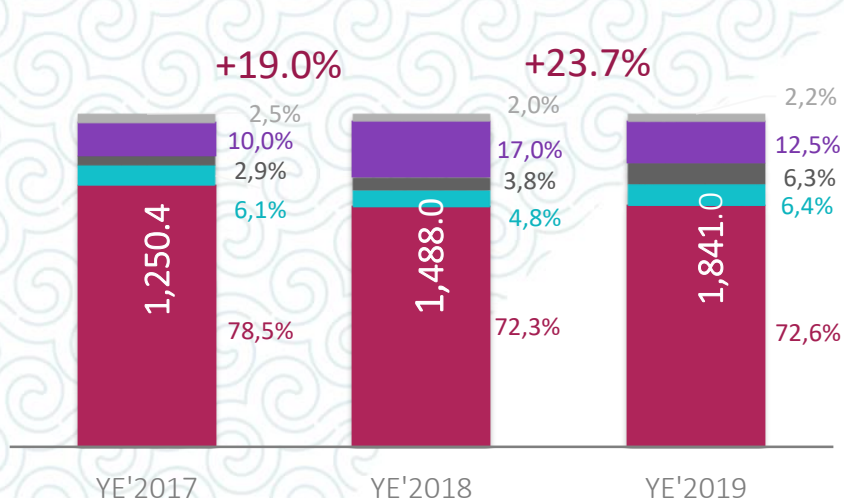


LIABILITIES STRUCTURE



- Current accounts and deposits of customers: KZT 1,336,949 ml; +24.3% in 2019
- Debt securities issued: KZT 229,263 ml ; -9.6% in 2019
- Amounts due to banks and other financial institutions: KZT 117,806 ml +63.3% in 2019
- Amounts payable under repurchase agreements: KZT 116,741 ml +107 % in 2019
- Subordinated debt: KZT 25,951 ml 14.6% in 2019
- Other liabilities: KZT 12,687 ml, + 68.7% in 2019
- Deferred income tax liabilities: KZT 1,621 ml; +786% in 2019

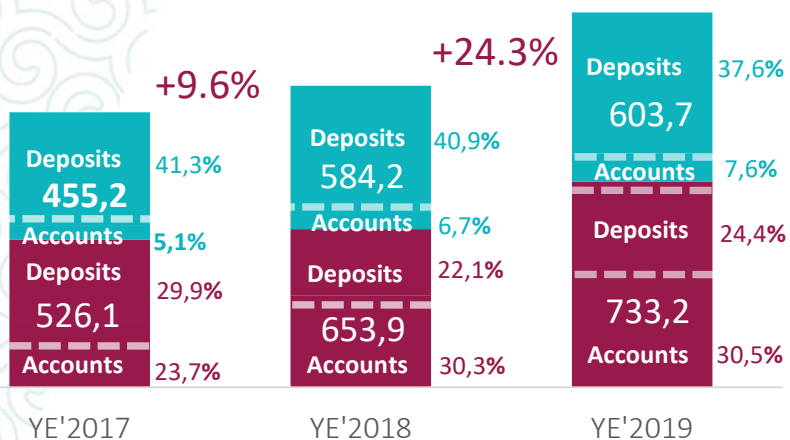
LIABILITIES STRUCTURE IN DYNAMIC, KZT BL



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

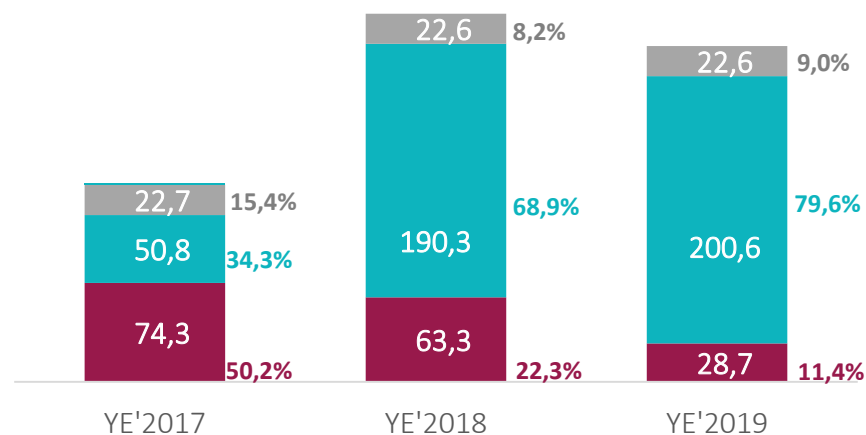
	YE'2017	YE'2018	YE'2019
Deferred income tax liabilities	0,0%	0,0%	0,1%
Subordinated debt	1,8%	1,5%	1,4%
Other liabilities	0,7%	0,5%	0,7%

CURRENT ACCOUNTS AND DEPOSITS STRUCTURE, KZT BL



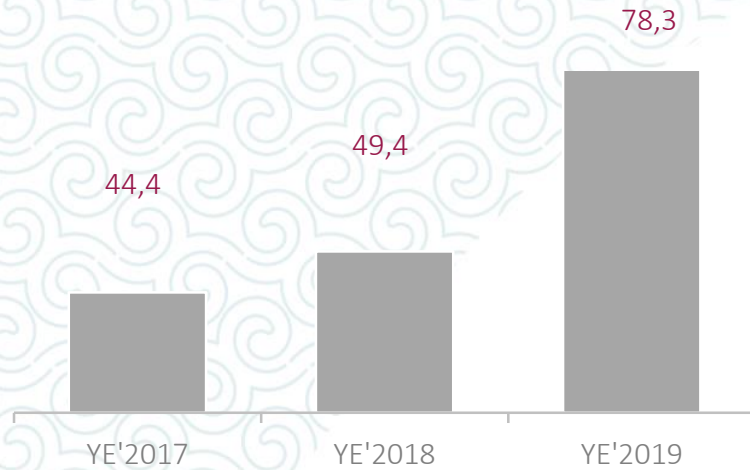
■ Retail ■ Corporate

DEBT & SUBORDINATED SECURITIES ISSUED, KZT BL

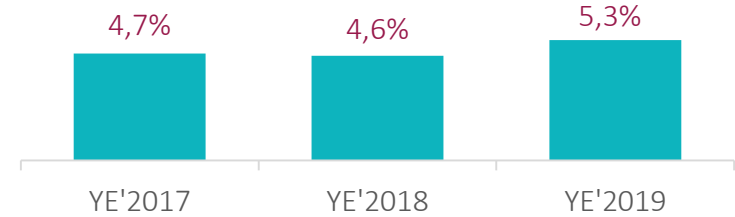


■ Bonds issued in USD ■ Bonds issued in KZT ■ Subordinated Notes, KZT

NET INTEREST INCOME [KZT, BLN]

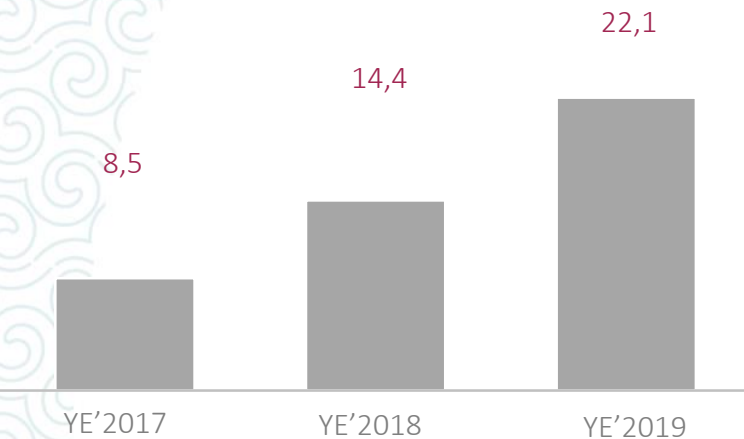


NET INTEREST MARGIN [%]*

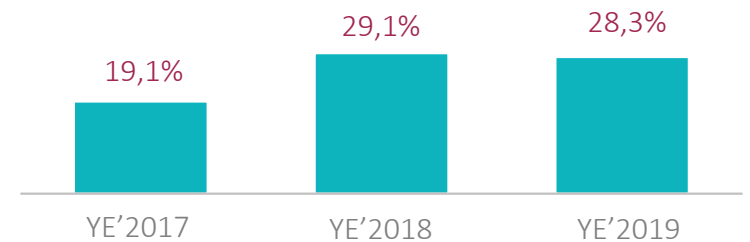


- NII increased by 55,9% in 2019 as a result of interest income growth. NIM increased due to increase in the share of unsecured loans

NET FEES & COMMISSIONS INCOME [KZT, BLN]

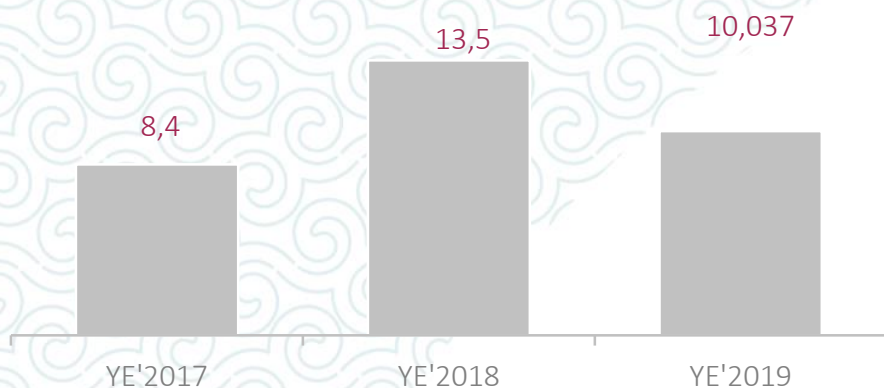


NET FEES & COMMISSIONS/NET INTEREST INCOME [%]

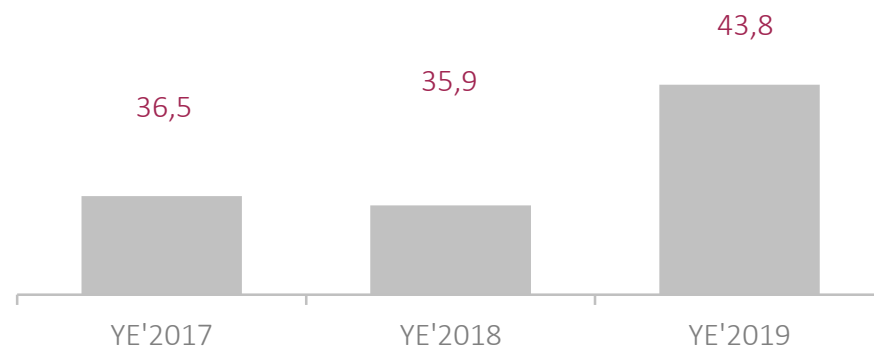


- Growth in F&C is due to growth of business, new Clients capture and revision of tariffs in 2018-2019
- SME growth is driven by new clients capture and revision of tariffs
- Retail growth is mostly due to growth of card business

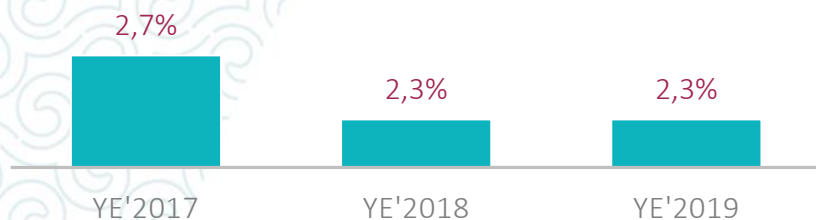
OTHER OPERATING INCOME * [KZT, BLN]



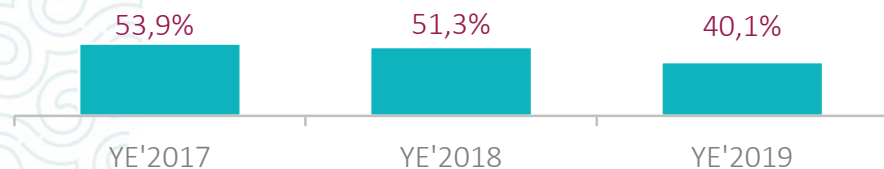
OPERATING EXPENSES [KZT, BLN]



COSTS/ AVERAGE ASSETS [%]



COSTS/ INCOME RATIO** [%]



Other operating income growth/ reduction due to:

2019: KZT 5,5 bln - one-off gain from the sale of securities Kazatomprom and the expenses of returning Eurobonds

2018: KZT 14,4 bln - one-off gain from the conversion of Samruk-Kazyna deposit and participation in the state mortgage restructuring program

2017: KZT 2,1 bln - revaluation effect, KZT 2,5 bln - revaluation of securities, KZT 6,4 bln - losses from execution of court decisions, KZT 3,1 bln - income unclaimed entitlements from 2014 restructuring, KZT 1,1 bln - revaluation of land sold

Operating expenses:

2019: KZT 4,3 bln - salary growth

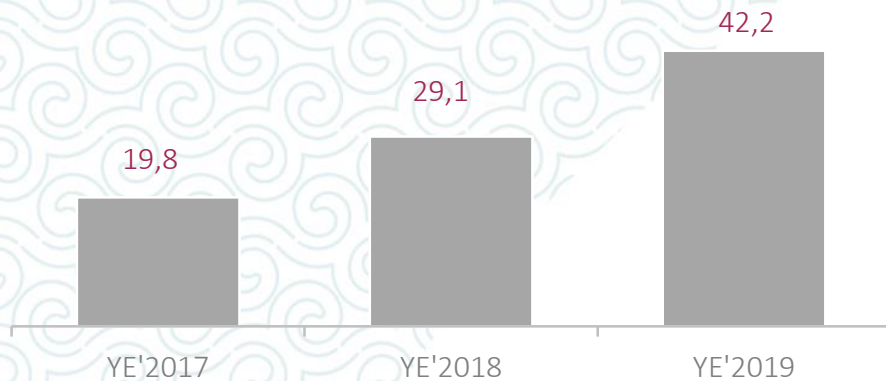
2018: KZT 0,9 bln - salary growth

2017: KZT 1,5 bln - salary growth, KZT 0,85 bln - network re-branding amortization

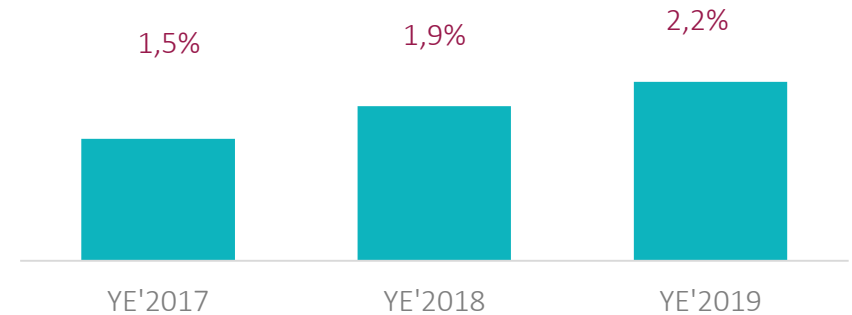
* Together with expenses from below the market price currency sale according to the court decision

** Without considering expenses from below the market price currency sale according to the court decision

NET INCOME [KZT, BLN]



RETURN ON ASSETS, ROA [%]



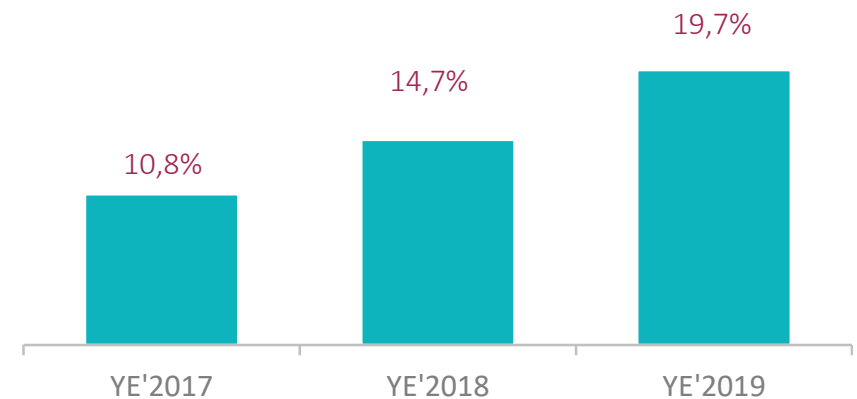
Net income for 2019 increased by 45,1% mainly due to the growth of the Bank's business income* by KZT 36.7 bln, including net commission income of KZT 7.8 bln, net interest income of KZT 27.6 bln.

Structure of revenues becomes more business driven:

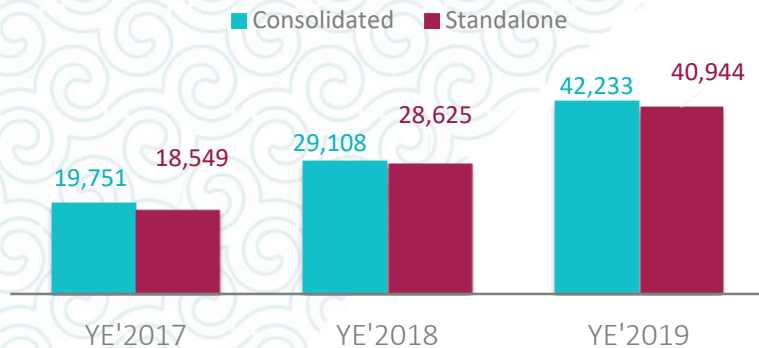
KZT, mln	2017	2018	2019
Extraordinary income	7,211	14,399	6,843
Business income*	58,908	73,625	109,760
Net Income	19,751	29,108	42,233

* Business income = Net % income + Net F&C income + Net FX income (without losses from execution of court decisions).

RETURN ON EQUITY, ROE [%]

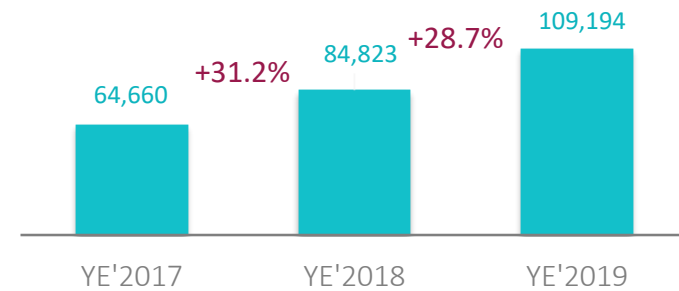


NET INCOME, KZT ML



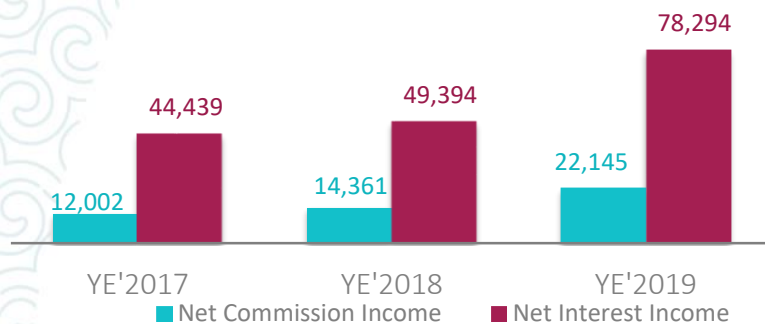
145% increase of net income is a result of operating income increase.

OPERATING INCOME, MLN KZT



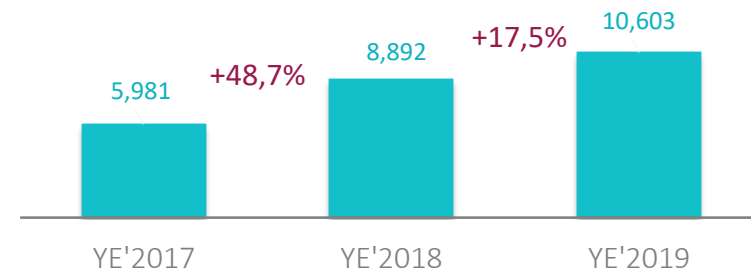
128,7% growth was due to a significant increase in net commission income by 54,2% in 2019.

NET COMMISSION/ NET INCOME STRUCTURE, KZT ML



The increase by 156,6% mainly due to the card business, including payment card service.

FX OPERATIONS REVENUE, MLN KZT



118% growth of FX revenue was due to the expansion of the customer base, including FORTEX*, as well as due to growth in the volume and number of operations related to currency exchange due to the high volatility of the KZT / USD rate in 2019.

*system for online foreign exchange transactions implemented by Bank in 2017

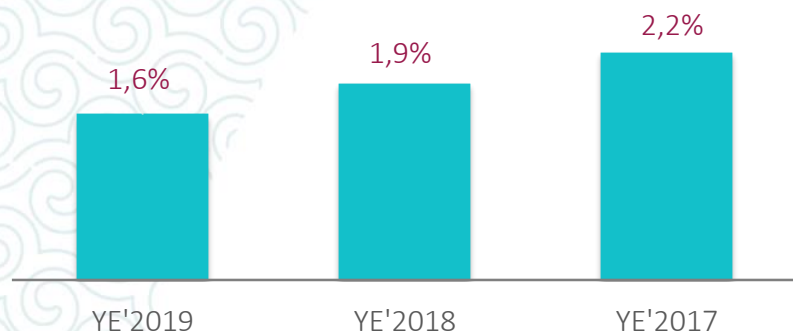
□ The Bank assets grew by +23% (+KZT 381 bln) and amounted to KZT 2 070 bln, which is almost 4 times higher then the growth of banking sector assets (+6.2%). The level of liquidity remains one of the highest in the market with the current liquidity ratio K4 (ratio of current working assets to short-term liabilities) equal to 165%, against the regulatory minimum level of 30%. The Bank actively provided loans to private customers and legal entities.

□ Net profit increased by 45.1% compared to 2018, amounting to KZT 42,233 bln, commission income increased by 45.1% as compared to 2018.

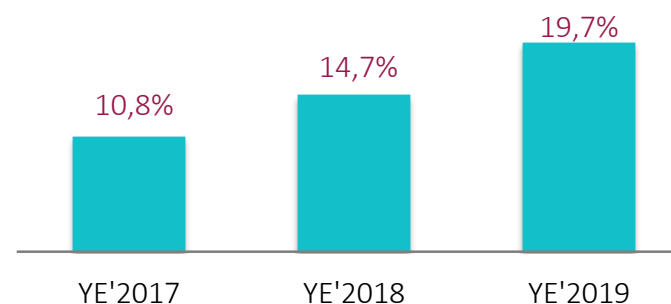
□ The net loan portfolio of the Bank has grown by 14% and amounted to more than KZT 785 bln as of 31 December 2019. The quality of the Bank's loan portfolio has improved in 2019 as well. Thus, the share of NPLs in accordance with National Bank has decreased from 6.6%* at the beginning of the year to 6.00%* as of 31 December 2019.

□ The deposit portfolio has grown by 24%* and amounted to KZT 1,337 bln, compared to KZT 1,075* bln as of beginning of 2019.

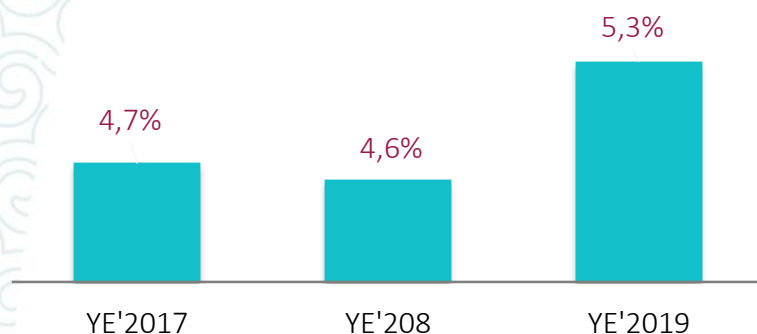
RETURN ON ASSETS



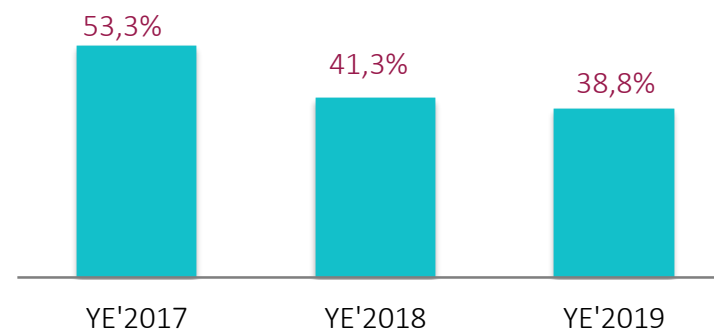
RETURN ON EQUITY



NET INTEREST MARGIN*



COST TO INCOME



* In accordance with standards and data of National Bank of Kazakhstan (<https://www.nationalbank.kz/?docid=667&switch=english>)

KZT. mln	01.01.19	01.04.19	01.07.19	01.10.19	01.01.20	Change
						Year beginning
Equity capital	203 705	212 408	207 022	218 932	228 573	+24 868
Tier 1 Capital	185 528	194 237	190 132	202 611	212 322	+26 794
<i>Capital</i>	<i>185 528</i>	<i>194 237</i>	<i>190 132</i>	<i>202 611</i>	<i>212 322</i>	<i>+26 794</i>
<i>Additional capital</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
Tier 2 Capital	18 239	18 239	17 169	17 169	16 601	-1 638
Positive difference deductible from equity	61	67	279	849	350	+289
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	+109 063
Risk-weighted assets	1 074 559	1 069 359	1 171 918	1 172 490	1 173 642	+99 082
Contingent liabilities taking into account credit risk	35 450	45 353	52 750	51 200	40 050	+4 600
Assets and contingent claims and obligations subject to market risk	11 043	13 890	10 779	10 084	11 963	+920
Other	21 003	26 725	26 181	26 113	25 465	+4 461

Ratio	Standard	01.01.19	01.04.19	01.07.19	01.10.19	01.01.20	Change
							Year beginning
K1 (Equity capital adequacy ratio)	not less 7,5%	16,2%	16,8%	15,1%	16,1%	17,0%	0,7%
K1-2 (Equity capital adequacy ratio)	not less 8,5%	16,2%	16,8%	15,1%	16,1%	17,0%	0,7%
K2 (Equity Capital adequacy ratio)	not less 10,0%	17,8%	18,4%	16,4%	17,4%	18,3%	0,4%
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%	-2,6%
K4 (Ratio on current liquidity)	not less 30%	154,1%	190,1%	164,5%	156,4%	165,2%	11,1%
K7 (Maximum limit of short-term liabilities to non-residentsRatio)	not above 1	0,028	0,083	0,208	0,146	0,151	0,124
Foreign exchange exposure	not above 25%	0,9%	4,1%	2,8%	2,3%	1,6%	3,4%

□ As of 01.01.2020, the regulatory capital of the Bank increased by KZT 24.9 bln.

□ The capital adequacy ratio K1, which measures the ratio of the Bank's equity to risk-weighted assets, was 17.0%, against the minimum regulatory level of at least 5.5% and 7,5% with conservation buffer.

□ In May 2019, dividends on ordinary shares for 2018 were paid in the amount of KZT 11.4 bln.

□ In addition, profit for 2019 amounted to KZT 38.3 bln (stand alone), hence a positive revaluation of the market value of securities in the amount of KZT 4.7 bln was received.



FORTEBANK AT GLANCE

BUSINESS ENVIRONMENT

2019 FINANCIAL RESULTS

RETAIL BUSINESS

SME & CORPORATE

DIGITALIZATION (IT)

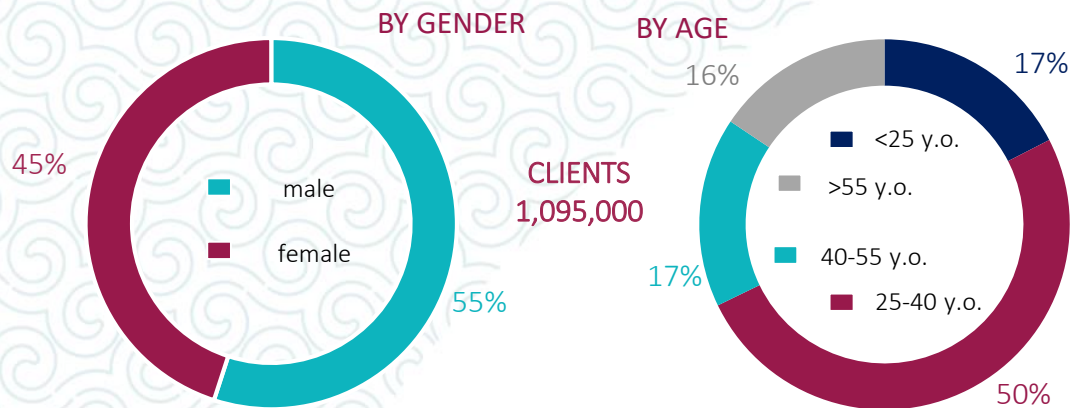
RISK MANAGEMENT

PROBLEM LOANS MANAGEMENT

SOCIAL & ENVIRONMENTAL RESPONSIBILITY

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RETAIL CUSTOMERS PROFILE



ForteBank provides various range of services through

- 100 outlets
- VideoBanking
- FortePoint
- Mobile and Internet Banking

46% of clients are located in 4 major cities: Almaty, Nur-Sultan, Shymkent and Ust-Kamenogorsk.

- ❑ MIB is more popular among customers aged 25-40. Clients aged 40 and over use the MIB significantly less than others.
- ❑ Clients under 25 years have less credit products within ForteBank, this segment mainly uses the MIB and cards.

Exceptional retail products allowed the Bank to reach **5th rank** as of December 31, 2019 in volume of retail deposits in Kazakhstan. Due to the reliable reputation and quality of the offered service, despite one of the lowest rates on deposits in the market, the retail deposit portfolio increased by 11,2% in 2019, having amounted to KZT 534 billion.

Thus, in 2019 were implemented:

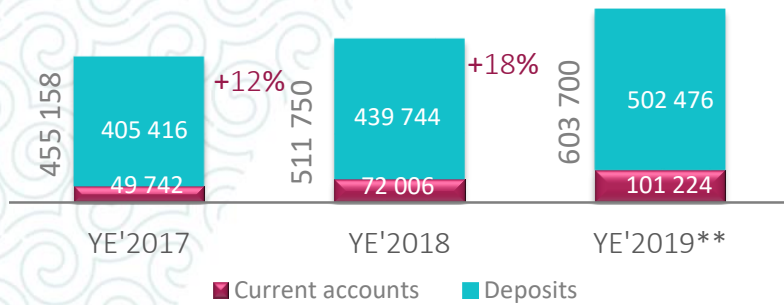
In 2019 ForteBank made exclusive offer to its clients willing to make foreign currency investments by issuing private 3 year bonds in the amount of 100 million USD with coupon 3,00%.

- Portable card embossers** – receiving card instantly in our outlet.
- Video Bank** –The client is provided this type of service via remote online
- Face ID** – biometrics in order to reduce manual checks
- Self Service development** - the channel allowing to repay loans or/and refill accounts by using self-service terminals of the Bank's partners.
- Issuing cards Online** – In addition the clients can choose their own design.

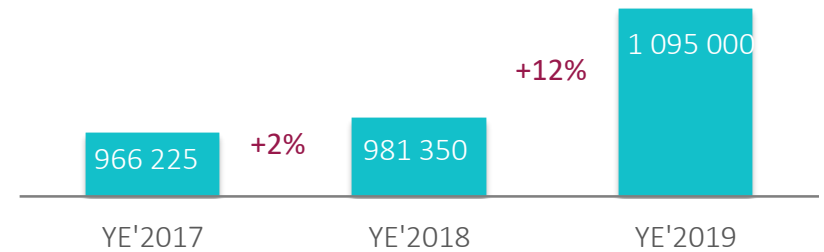
ForteBank is focused on providing unique and convenient products for retail customers, with the focus on the development of unsecured lending.

As of 01 January 2020 ForteBank ranked #5 in terms of retail deposits (+1 position since 31 December 2018).

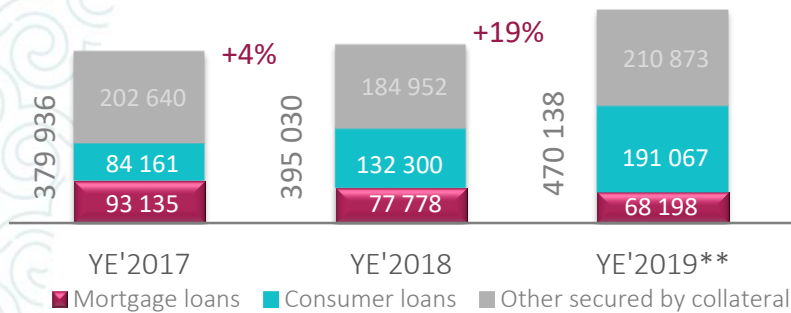
DEPOSITS & CURRENT ACCOUNTS, KZT MLN



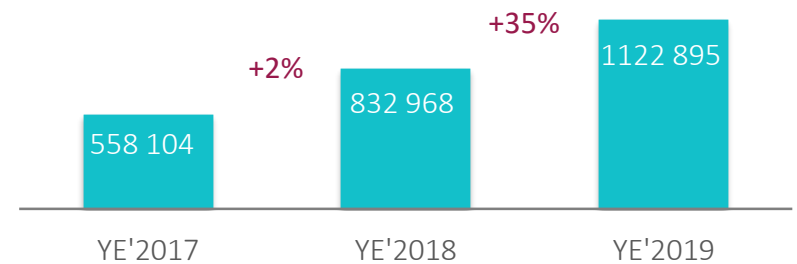
NUMBER OF RETAIL CLIENTS



LOANS, KZT MLN



NUMBER OF CARDS ISSUED



Other includes: Other secured by collateral, Auto loans and Credit cards/ Auto loans and Credit cards share is less than 4%



FORTEBANK AT GLANCE

BUSINESS ENVIRONMENT

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2019 HIGHLIGHTS

ForteBank actively develops its SME business. Within SME banking Bank actively support women entrepreneurs, as more than half of all sole proprietors are operated by women and 43% of all SMEs in Kazakhstan are women business*.

For the purposes of supporting business woman, ForteBank launched campaign "Business is a business of the women" and released the fragrance, created in a collaboration with female entrepreneurs, Forte pour Femme — "Strong woman". The campaign was supported by 43 women entrepreneurs with more than 105 points of sale, where perfume was put on money that were earned by women, so everybody holding that money and feeling the flavor remember that women are essential part of business.

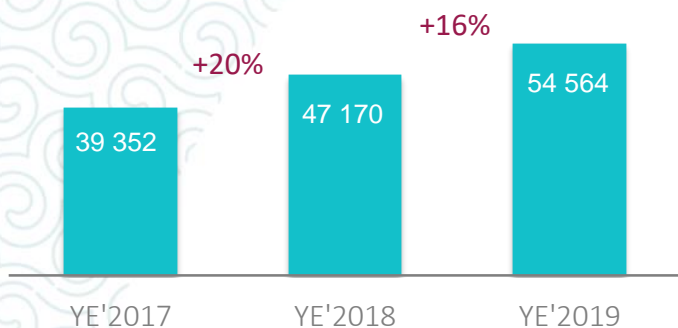
ForteBank took part in micro- small and medium entities financing programs by raising funds from:

Asian Development Bank in the amount of KZT 31 320 ml;

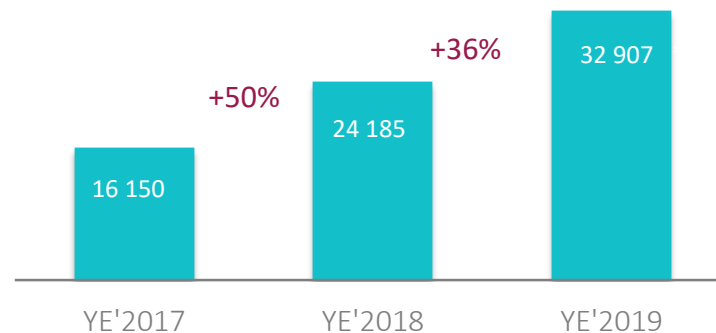
European Bank for Reconstruction and Development, consisting of loan in the amount of USD 50 ml in KZT equivalent for the purpose of financing entrepreneurs and USD 10 ml KZT equivalent for development of female entrepreneurship.

these programs will help ForteBank to lend more actively to Kazakhstan enterprises on more beneficial terms.

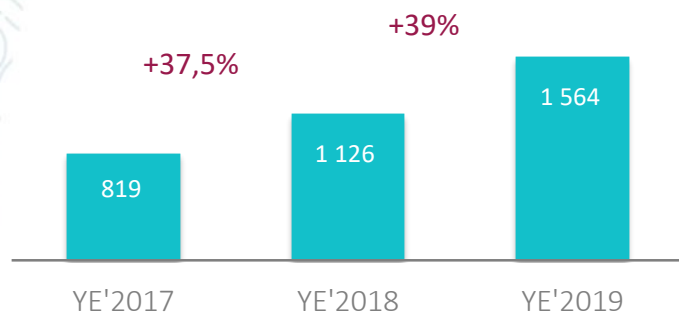
NUMBER OF ACTIVE CLIENTS



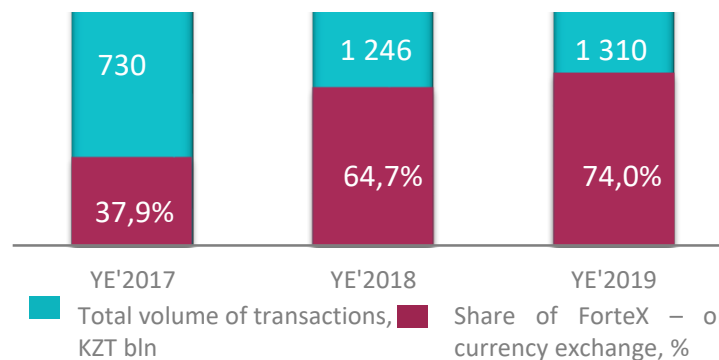
NUMBER OF MIB USERS



REVENUES FROM GUARANTEES ISSUED, KZT MLN



SHARE OF FORTEX IN NONCASH EXCHANGE, KZT BLN





FORTEBANK AT GLANCE

BUSINESS ENVIRONMENT

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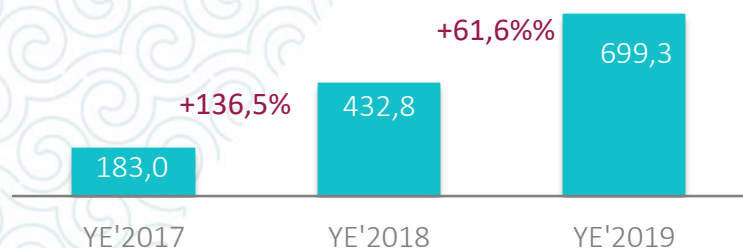


MOBILE & INTERNET BANKING (MIB)

- ❑ Unlimited payments and transfers to Clients
- ❑ Ability to open and receive card, term deposit, current account in mobile app
- ❑ FortePay functionality for clients of all Kazakhstani Banks, transfers to contact
- ❑ Personal assistant and chat with contacts within application
- ❑ Augmented reality module
- ❑ Emergency cash
- ❑ Online Virtual card issuing
- ❑ Online Lending



RETAIL MIB USERS, (THSD PEOPLE)



60% growth in number of users by 1,5 times per year. Average growth by 20 thsd new users per month.

In 2019 ForteBank **launched** new services in MIB:

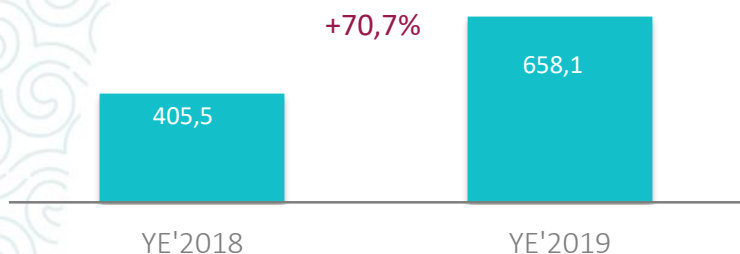
Paying services: **Apple Pay , GarminPay, Samsung Pay***

Primary and secondary **online lending**

Virtual cards – giving opportunity the client to be more ecofriendly using virtual card through mobile application without issuance of plastic.

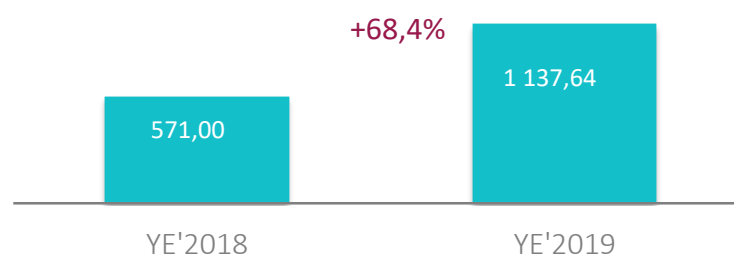
Instant money international transfer service (“Corona Pay” (Золотая Корона)), which is very popular among the bank clients (98% of all instant transfers, 20% of teller operations).

VOLUME OF TRANSACTIONS IN MIB, KZT BLN



❑ 1,5 times growth of transaction volume

REVENUES FROM TRANSACTIONS IN MIB, KZT MLN



❑ 1,6 times of revenue growth for the year

* Launched in February 2020



FORTEBANK AT GLANCE

BUSINESS ENVIRONMENT

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1. STRUCTURE OF SECURITIES PORTFOLIO TYPE	FACT		APPROVED LIMIT
	KZT mln	in % of securities portfolio	
GOVERNMENT SECURITIES, including:	374 050	51,84	> 20
Government securities of MFRK, NBRK	372 122	51,57	
Government securities of foreign states	1 928	0,27	-
NON-GOVERNMENT SECURITIES, including:	346 277	47,99	< 80
Bonds of Kazakhstan issuers	233 642	32,38	
Bonds of foreign issuers	35 591	4,93	-
Bonds of "Samruk-Kazyna NWF" JSC	77 010	10,67	
Shares	34	0,00	< 5
SECURITIES OF IFO	1 218	0,17	< 20
TOTAL SECURITIES PORTFOLIO*	721 545	32,86	< 40

2. STRUCTURE OF SECURITIES PORTFOLIO BY CURRENCIES

CURRENCIES	FACT		APPROVED LIMIT
	KZT mln	in % of securities portfolio	
KZT	490 509	67,98	1 282
USD	215 844	29,91	564
Other	15 192	0,61	40

3. MODIFIED DURATION

STRUCTURE OF SECURITIES PORTFOLIO	FACT	APPROVED LIMIT
Total securities portfolio, including:	2,27 %	< 12 %
Government securities	1,32 %	< 12 %
Non-government bonds, including:	3,30 %	< 10 %
Bonds of "Samruk-Kazyna NWF" JSC	0,83 %	-
Bonds of foreign issuers	0,17 %	-
Bonds of Kazakhstan issuers	2,30 %	-
Securities of IFO	2,52 %	< 6 %

4. STRUCTURE OF SECURITIES PORTFOLIO BY IFRS CATEGORIES (by aims)

CATEGORIES	FACT		APPROVED LIMIT
	mln KZT	in % of securities portfolio	
Other debt instruments (loans and debtors)	0	0,00	< 5
Available-for-sale securities	458 441	63,54	< 100
Securities accounted for at fair value through profit or loss	5 046	0,70	< 100
Held-to-maturity securities	258 058	35,76	< 50

5. OWN ISSUES

STRUCTURE OF SECURITIES PORTFOLIO	FACT
	mln KZT
Issued securities, incl:	251 657
Subordinated bonds	22 394
Senior bonds	229 263

6. PLEDGED SECURITIES (REPO TRANSACTIONS)

STRUCTURE OF SECURITIES PORTFOLIO	FACT		Approved limit
	KZT mln	in % from total assets	
Pledged securities	116 741	5,32 %	max 15

The volume of the securities portfolio increased for the month by KZT 69,1 bln (10,6 %)

Modified duration of total securities portfolio for a month decreased from 2,56% to 2,27 %, at the same time modified duration of coupon bonds for a month decreased from 3,67 % up to 3,59 % indicating a decrease in interest and price risk of total securities portfolio by 0,29 % at the same time

*Limit on Total securities portfolio is approved in % of Bank Assets

BY CURRENCY	01.01.2019			01.01.2020		
	local currency *	Other CCY **	Total	local currency *	Other CCY **	Total
Restructured loans	44 400	9 978	54 378	31 845	8 625	40 470
Overdue 30-90 days	12 853	48	12 901	16 531	1	16 532
Overdue 90+	86 779	80 808	167 587	86 886	80 806	142 555
Written off + sold during period*			31 644			56 810
TOTAL IFRS provision**	-34 345	-38 808	-73 153	- 39 541	- 32 745	- 72 286

PORTFOLIO BREAKDOWN	01.01.2018		01.01.2019		01.01.2020	
Non overdue	521 143	71,9%	567 006	74,3%	662 279	77,2%
Overdue less than 30 days	15 142	2,1%	15 304	2,0%	19 506	2,3%
Overdue 30-90 days	10 863	1,5%	12 901	1,7%	33 014	3,9%
Overdue 90+	177 486	24,5%	167 587	22,0%	142 555	16,6%
TOTAL LOAN BOOK	724 634	100%	762 798	100%	857 354	100%

* For the period

**Incl. OUSA and receivables

ForteBank AGGREGATED LOAN PORTFOLIO STATISTICS [KZT, ML]

Category 01.01.2019	Standard		Stressful		Heritage		Total	
	Portfolio (gross)	Reserves IFRS	Portfolio (gross)	Reserves IFRS	Portfolio (gross)	Reserves IFRS	Portfolio (gross)	Reserves IFRS
- not overdue	551 159	4 781	2 227	567	5 172	2 145	558 558	7 493
- overdue for less than 30 days	13 515	502	702	46	220	76	14 437	624
- overdue for 30 days to 90 days	8 465	769	3 797	81	106	11	12 368	861
- overdue more than 90 days	2 526	560	39 525	12 439	135 384	51 176	167 587	64 767
restructured loans	19 089	1 511	14 740	1 958	20 549	12 034	54 378	15 503
Loans issued before 01.01.2014	50 022	128	18 823	4 445	143 210	53 447	212 055	58 020
Loans issued after 01.01.2014	522 328	6 446	28 415	8 687	-	-	550 743	15 133
Total	575 665	6 612	46 251	13 133	140 882	53 408	762 798	73 153

Loans as of 01.01.2019	Standard		Stressful		Heritage		Total	
	Portfolio (gross)	Reserves IFRS	Portfolio (gross)	Reserves IFRS	Portfolio (gross)	Reserves IFRS	Portfolio (gross)	Reserves IFRS
- not overdue	525 608	3 828	463	3	-	-	526 071	3 831
- overdue less than 30 days	12 196	485	182	8	-	-	12 378	493
- overdue for 30 days to 90 days	78	-	-	-	-	-	78	-
Stage 1 Loans	537 882	4 313	645	11	-	-	538 527	4 324
- not overdue	25 551	953	1 764	564	5 172	2 145	32 487	3 662
- overdue less than 30 days	1 319	17	520	38	220	76	2 059	131
- overdue for 30 days to 90 days	8 387	769	3 797	81	106	11	12 290	861
- overdue for 90 days to 180 days	1 809	397	3 690	1 218	2 056	1 900	7 555	3 515
- overdue for 180 days to 360 days	631	151	10 626	2 343	341	208	11 598	2 702
- overdue more than	-	-	25 028	8 840	120 817	49 692	145 845	58 532
Stage 2 & 3 loans	37 697	2 287	45 425	13 084	128 712	54 032	211 834	69 403
POCI	86	12	181	38	12 170	624	12 437	574
POCI (overdue less than 30 days)	86	12	-	-	9 762	604	9 848	592
POCI (overdue more than 30 days)	-	-	181	38	2 408	20	2 589	18
Total loans issued	575 665	6 612	46 251	13 133	140 882	53 408	762 798	73 153

ForteBank AGGREGATED LOAN PORTFOLIO STATISTICS [KZT, ML]

Category 01.01.2020	Standard		Stressful		Heritage		Total	
	Portfolio (gross)	Reserves IFRS	Portfolio (gross)	Reserves IFRS	Portfolio (gross)	Reserves IFRS	Portfolio (gross)	Reserves IFRS
- not overdue	656 437	6 638	1 811	10	4 031	1 793	662 279	8 441
- overdue for less than 30 days	19 109	959	275	17	125	10	19 509	986
- overdue for 30 days to 90 days	14 534	1 738	5 099	1 750	13 380	2 148	33 013	3 641
- overdue more than 90 days	5 247	2 567	38 759	11 187	98 549	47 770	142 555	61 524
restructured loans	8 794	432	14 141	3 385	17 535	12 418	40 470	16 235
Loans issued before 01.01.2014	35 645	90	16 413	5 614	122 568	47 731	174 626	53 435
Loans issued after 01.01.2014	589 242	11 231	21 635	3 895	2	1	610 879	15 127
Total	695 326	11 902	45 944	12 964	116 085	47 425	857 354	72 291

Loans as of 01.01.2020	Standard		Stressful		Heritage		Total	
	Portfolio (gross)	Reserves IFRS	Portfolio (gross)	Reserves IFRS	Portfolio (gross)	Reserves IFRS	Portfolio (gross)	Reserves IFRS
- not overdue	636 804	5 824	680	9	-	-	637 484	5 833
- overdue less than 30 days	17 124	948	214	11	-	-	17 338	959
- overdue for 30 days to 90 days	421	13	-	-	-	-	421	13
Stage 1 Loans	654 348	6 785	894	20	-	-	655 242	6 805
- not overdue	19 633	814	1 131	1	4 031	1 793	24 795	2 608
- overdue less than 30 days	1 985	11	61	6	125	10	2 171	27
- overdue for 30 days to 90 days	11 708	1 868	3 425	1 750	75	10	15 208	3 628
- overdue for 90 days to 180 days	4 950	2 495	1 710	377	764	460	7 424	3 332
- overdue for 180 days to 360 days	231	60	7 542	1 810	156	74	7 929	1 944
- overdue more than	37	9	29 191	8 926	92 816	47 902	122 044	56 837
Stage 2 & 3 loans	38 544	5 257	43 060	12 870	97 967	50 249	179 571	68 376
POCI	2 434	140	1 990	74	18 118	2 824	22 542	2 890
POCI (overdue less than 30 days)	2 405	143	1 674	0	13 305	2 158	17 384	2 301
POCI (overdue more than 30 days)	29	3	316	74	4 813	666	5 158	589
Total loans issued	695 326	11 902	45 944	12 964	116 085	47 425	857 354	72 291

Loans to customers	Outstanding portfolio 01.01.19			
	Total	Stage 1	Stage 2	Stage 3 + POCI
Corporate	252 639	190 875	15 999	45 765
SME	115 130	86 702	5 884	22 544
Mortgage	77 777	37 512	1 826	38 439
Other Retail loans	317 252	223 439	8 633	85 180
<i>Consumer</i>	132 299	120 788	1 755	9 756
<i>Car</i>	3 526	1 401	5	2 120
<i>Credit cards</i>	2 386	2 114	56	216
<i>Other</i>	179 041	99 136	6 817	73 088
Total	762 798	538 528	32 342	191 928 (25,2%)*
Loans Heritage till 01.10.2014	Total	Stage 1	Stage 2	Stage 3 + POCI
Corporate	54 462	12 739	-	41 723
SME	18 760	1 540	719	16 501
Mortgage	57 895	19 558	842	37 495
Other Retail loans	80 938	12 619	1 041	67 278
<i>Consumer</i>	1 648	286	3	1 359
<i>Car</i>	2 137	20	2	2 115
<i>Credit cards</i>	62	7	-	55
<i>Other</i>	77 091	12 306	1 036	63 749
Total	212 055 (27,8%)*	46 456	2 602	162 997 (21,4%)*
Loans New after 01.10.2014	Total	Stage 1	Stage 2	Stage 3 + POCI
Corporate	198 177	178 136	15 999	4 042
SME	96 370	85 162	5 165	6 043
Mortgage	19 882	17 954	984	944
Other Retail loans	236 314	210 820	7 592	17 902
<i>Consumer</i>	130 651	120 502	1 752	8 397
<i>Car</i>	1 389	1 381	3	5
<i>Credit cards</i>	2 324	2 107	56	161
<i>Other</i>	101 950	86 830	5 781	9 339
Total	550 743 (72,2%)*	492 072	29 740	28 931 (3,8%)*

Provisions 01.01.19			
Total	Stage 1	Stage 2	Stage 3 + POCI
- 29 157	- 1 635	- 558	- 26 964
- 5 897	-	- 30	- 5 867
- 10 093	- 92	- 22	- 9 979
- 28 006	- 2 598	- 760	- 24 648
- 10 428	- 2 073	- 688	- 7 667
- 483	-	-	- 483
- 686	- 454	- 48	- 184
- 16 409	- 71	- 24	- 16 314
- 73 153	- 4 325	- 1 370	- 67 458
Total	Stage 1	Stage 2	Stage 3 + POCI
- 25 564	-	-	- 25 564
- 5 463	1	- 4	- 5 460
- 9 865	- 17	- 6	- 9 842
- 17 128	- 26	- 8	- 17 094
- 901	- 1	- 1	- 899
- 483	-	-	- 483
- 49	- 2	-	- 47
- 15 695	- 23	- 7	- 15 665
- 58 020	- 42	- 18	- 57 960
Total	Stage 1	Stage 2	Stage 3 + POCI
- 3 593	- 1 635	- 558	- 1 400
- 434	- 1	- 26	- 407
- 228	- 75	- 16	- 137
- 10 878	- 2 572	- 752	- 7 554
- 9 527	- 2 072	- 687	- 6 768
-	-	-	-
- 637	- 452	- 48	- 137
- 714	- 48	- 17	- 649
- 15 133	- 4 283	- 1 352	- 9 498

*From total loan portfolio

Loans to customers	Outstanding portfolio 01.01.20				Provisions 01.01.20			
	Total	Stage 1	Stage 2	Stage 3 + POCI	Total	Stage 1	Stage 2	Stage 3 + POCI
Corporate	234 365	188 466	7 563	38 337	27 425	1 250	35	26 140
SME	152 850	120 258	6 758	25 834	9 585	295	139	9 152
Mortgage	68 198	32 797	1 463	33 938	8 635	81	10	8 544
Other Retail loans	401 942	313 721	10 297	77 924	26 641	5 179	1 906	19 555
Consumer	191 067	182 768	3 326	4 973	9 915	4 053	1 715	4 147
Car	1 957	1 497	2	458	90	-	-	90
Credit cards	5 692	4 904	168	620	1 671	994	161	517
Other	203 226	124 552	6 801	71 873	14 964	133	31	14 801
Total	857 355	655 242	26 081	176 033 (20,5%)*	72 286	6 805	2 090	63 391
Loans Heritage till 01.10.2014	Total	Stage 1	Stage 2	Stage 3 + POCI	Total	Stage 1	Stage 2	Stage 3 + POCI
Corporate	43 796	11 123	-	32 673	23 935	-	-	23 935
SME	23 288	899	395	21 994	7 701	1	-	7 700
Mortgage	46 281	14 919	483	30 879	8 331	12	3	8 316
Other Retail loans	61 261	6 897	627	53 737	13 468	12	6	13 450
Consumer	82	7	-	75	61	2	-	63
Car	459	1	1	457	90	-	-	90
Credit cards	46	1	-	45	37	-	-	37
Other	60 674	6 888	626	53 160	13 280	14	6	13 260
Total	174 626 (20,4%)*	33 838	1 505	139 283 (16,2%)*	53 435	25	9	53 401
Loans New after 01.10.2014	Total	Stage 1	Stage 2	Stage 3 + POCI	Total	Stage 1	Stage 2	Stage 3 + POCI
Corporate	186 836	175 835	6 262	4 739	2 725	1 250	35	1 440
SME	104 884	99 580	5 304	-	624	281	3	346
Mortgage	19 314	16 457	813	2 044	247	69	7	171
Other Retail loans	299 845	273 750	8 572	17 523	11 531	4 934	1 790	4 807
Consumer	188 229	180 793	3 245	4 191	8 891	3 840	1 616	3 435
Car	1 431	1 429	1	1	-	-	-	-
Credit cards	5 168	4 515	164	489	1 541	984	156	401
Other	105 017	87 013	5 162	12 842	1 099	110	18	971
Total	610 879 (71,3%)*	565 622	20 951	24 306 (2,8%)*	15 127	6 534	1 829	6 764
KassaNova Bank	Total	Stage 1	Stage 2	Stage 3 + POCI	Total	Stage 1	Stage 2	Stage 3 + POCI
Corporate	3 733	1 508	1 301	925	765	-	-	765
SME	24 678	19 779	1 059	3 840	1 260	13	142	1 106
Mortgage	2 603	1 421	167	1 015	57	-	-	57
Other Retail loans	40 836	33 074	1 098	6 664	1 642	233	110	1 298
Consumer	2 756	1 968	81	707	963	215	99	649
Car	67	67	-	-	-	-	-	-
Credit cards	478	388	4	86	93	10	5	79
Other	37 535	30 651	1 013	5 871	585	9	7	570
Total	71 850 (8,3%)	55 782	3 625	12 444 (1,5%)*	3 724	246	252	3 226

*From total loan portfolio



ForteBank AGGREGATED LOAN PORTFOLIO STATISTICS [KZT, ML]

Portfolio 01.01.2020	Stage 1			Stage 2			Stage 3			POCI			Total		
	Gross loans	Collateral	Provisions	Gross loans	Collateral	Provisions	Gross loans	Collateral	Provisions	Gross loans	Collateral	Provisions	Gross loans	Collateral	Provisions
Corporate	188 467	293 095	- 1 250	7 563	11 983	- 35	38 337	28 150	- 26 140	-	-	-	234 366	333 228	- 27 425
SME	120 258	293 472	- 295	6 758	18 396	- 139	25 803	52 552	- 9 168	31	337	16	152 850	364 420	- 9 585
Mortgage	32 797	78 625	- 81	1 463	3 038	- 10	24 627	22 656	- 9 656	9 311	25 865	1 112	68 198	104 319	- 8 635
Consumer	182 768	-	- 4 053	3 326	-	- 1 715	4 972	-	- 4 146	1	-	-	191 067	-	- 9 914
Car	1 494	3 224	-	4	21	-	458	878	- 91	-	-	-	1 956	4 123	- 91
Credit cards	4 903	-	- 994	167	-	- 161	620	-	- 517	-	-	-	5 690	-	- 1 671
Other	124 553	367 794	- 133	6 801	19 851	- 31	58 674	72 682	- 16 563	13 199	52 006	1 762	203 227	460 327	- 14 964
Total	655 240	1 036 210	- 6 805	26 082	53 289	- 2 090	153 491	176 918	- 66 281	22 542	78 208	2 890	857 354	1 344 625	- 72 286

Portfolio 01.01.2019	Stage 1			Stage 2			Stage 3			POCI			Total		
	Gross loans	Collateral	Provisions	Gross loans	Collateral	Provisions	Gross loans	Collateral	Provisions	Gross loans	Collateral	Provisions	Gross loans	Collateral	Provisions
Corporate	190 875	278 287	- 1 635	15 999	28 218	- 558	45 765	37 097	- 26 963	-	-	-	252 639	343 602	- 29 156
SME	86 701	267 462	- 1	5 884	23 285	- 30	22 475	128 832	- 5 880	69	316	13	115 129	419 579	- 5 898
Mortgage	37 512	88 558	- 92	1 826	3 899	- 22	32 796	59 107	- 10 087	5 644	21 849	108	77 778	151 564	- 10 093
Consumer	120 789	-	- 2 074	1 756	-	- 687	9 755	-	- 7 668	-	-	-	132 300	-	- 10 429
Car	1 401	3 118	-	5	25	-	2 120	3 113	- 483	-	-	-	3 526	6 256	- 483
Credit cards	2 114	-	- 453	56	-	- 48	217	-	- 184	-	-	-	2 387	-	- 685
Other	99 135	398 398	- 71	6 816	22 169	- 24	66 365	135 580	- 16 767	6 723	28 088	453	179 039	556 147	- 16 409
Total	538 527	1 035 823	- 4 326	32 342	77 596	- 1 369	179 493	363 729	- 68 032	12 436	50 253	574	762 798	1 527 401	- 73 153

Portfolio	01.01.2019					01.01.2020				
	stage 1	stage 2	stage 3	POCI	Total	stage 1	stage 2	stage 3	POCI	Total
Corp	190 875	15 999	45 765	-	252 639	188 467	7 563	38 337	-	234 366
SME	86 701	5 884	22 475	69	115 129	120 258	6 758	25 803	31	152 850
Retail	260 951	10 459	111 253	12 367	395 030	346 515	11 761	89 351	22 511	470 138
Provisions	- 4 326	- 1 369	- 68 032	574	-73 153	- 6 805	- 2 090	- 66 281	2 890	-72 286
TOTAL	538 527	32 342	179 493	12 436	762 798	655 240	26 082	153 491	22 542	857 354

Portfolio	01.01.2019			01.01.2020		
	Gross loans	Collateral*	Provisions	Gross loans	Collateral*	Provisions
Corporate	252 639	343 601	- 29 156	234 366	333 228	- 27 425
SME	115 129	419 894	- 5 898	152 850	364 420	- 9 585
Mortgage	77 778	173 413	- 10 093	68 198	104 319	- 8 635
Consumer	132 300	-	- 10 429	191 067	-	- 9 914
Car	3 526	6 256	- 483	1 956	4 123	- 91
Credit cards	2 387	-	- 685	5 690	-	- 1 671
Other	179 039	584 234	- 16 409	203 227	460 327	- 14 964
TOTAL	762 798	1 527 398	- 73 153	857 354	1 344 625	- 72 286

Stage 3 and POCI	01.01.2020	01.01.2019
Non-performing loans not overdue	12 309	10 426
Non-performing loans overdue and restructured loans	60 933	68 859
Other impaired loans	102 791	112 644
TOTAL	176 033	191 929

* Collateral - liquid collateral used in calculating provisions



FORTEBANK AT GLANCE

BUSINESS ENVIRONMENT

2019 FINANCIAL RESULTS

RETAIL BUSINESS

SME & CORPORATE

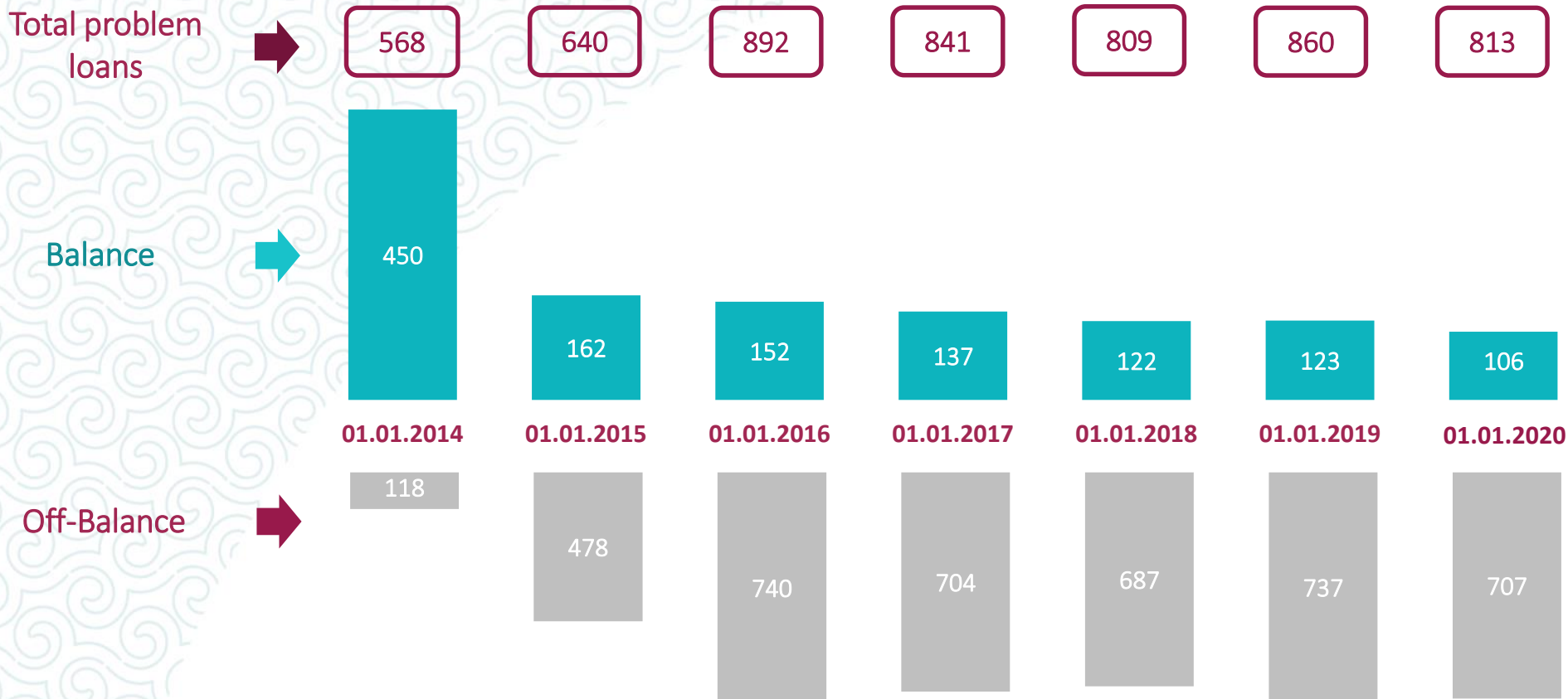
DIGITALIZATION (IT)

RISK MANAGEMENT

PROBLEM LOANS MANAGEMENT

SOCIAL & ENVIRONMENTAL RESPONSIBILITY

CONTACTS



- ❑ Growth of the problem portfolio in 2014-2015, and 2018 was due to dollar exchange rate growth.
- ❑ At the same time, the balance sheet portfolio remained at the same level due to the refinancing of partially written-off loans, as well as the inflow to Stressful.
- ❑ The decrease of the problem loan portfolio in 2019 was caused by repayment of loans for KZT 21.7 bln, the sale of the pool of car and unsecured loans for the amount of KZT 19.1 bln and decrease of the currency exchange rate.

REFINANCING STATISTICS AS OF 01.01.2020:

State program of refinancing initiated in 2015.

Additional tranche in the amount of KZT 10 bln was allocated in Bank with utilization period till May 23, 2019. Has been utilized by Bank ahead of schedule.

In terms of this program, as of 01.01.2020, **6,544 borrowers were refinanced for KZT 41.3 bln.**

In December 2019, an additional KZT 5 bln was provided to the Bank.

State program for refinancing of foreign currency loans.

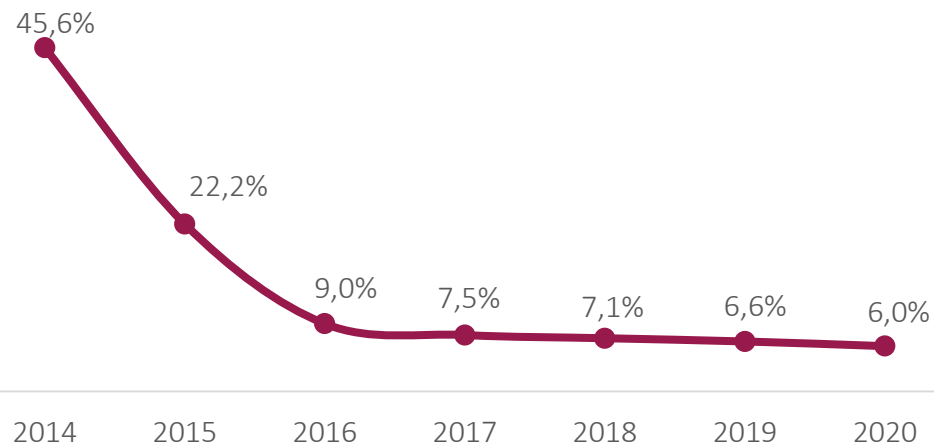
The Bank was allocated KZT 42.8 bln under this program with the utilization period till December 31, 2020.

As of 01.01.2020, 1,968 borrowers were refinanced for KZT 18.9 bln

As part of additional State succor of the borrowers, the Bank has been allocated tranche in the amount of KZT 11.4 bln.

As a result of the State refinancing Programs, the mortgage loan portfolio was improved to the amount of KZT 86,8 bln.

NPL DYNAMICS [NBRK, %]



LITIGATION (#OF LEGAL CASES) :



During 2014-2019 the claims for the total amount of KZT 235 bln were satisfied by court decision.



FORTEBANK AT GLANCE

BUSINESS ENVIRONMENT

2019 FINANCIAL RESULTS

RETAIL BUSINESS

SME & CORPORATE

DIGITALIZATION (IT)

RISK MANAGEMENT

PROBLEM LOANS MANAGEMENT

SOCIAL & ENVIRONMENTAL RESPONSIBILITY

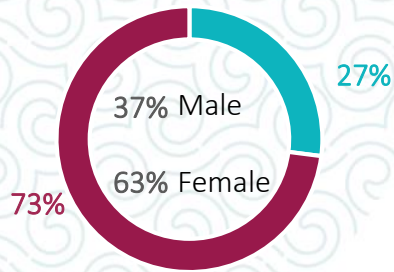
CONTACTS



HUMAN RESOURCE

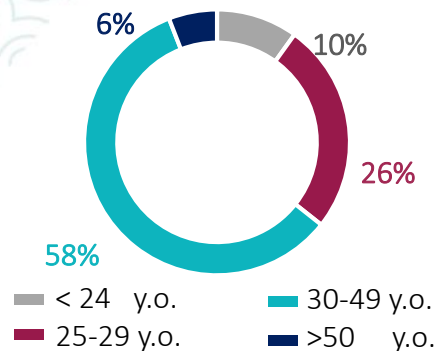
ForteBank strives to remain an attractive employer and actively develops its personnel management system using modern approaches that are consistent with economic and socio-political conditions.

3,650 EMPLOYEES, OF WHICH



— Head Quarters
— Branch Network

BREAKDOWN BY AGE



— < 24 y.o.
— 25-29 y.o.
— 30-49 y.o.
— >50 y.o.

Employees of the Bank are provided:

- ❑ Medical insurance
- ❑ GYM
- ❑ Transportation of the employees in the cold season
- ❑ 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.**

Supporting of the talented students and recent graduates

Every year, the Bank allocates 100 grants to gifted students to study at a leading University in Kazakhstan.

In April 2019, the Bank launched the second wave of the Forte Career project, allowing talented graduates develop their professional skills working in a various departments of the Bank. After large-scale advertising campaign more than 200 resumes were received and only Seven graduates have been accepted as interns since the July 2019.



Since 2016, in the building of HeadOffice has been operating **ForteBank Kulanshi ArtSpace** - 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 have a free access. ForteBank Kulanshi ArtSpace is one of the most visited exhibitions in the capital.

Employees of the Bank are also social responsible. Thus on November 13-14, the Bank for the 5th time held a campaign "Donate blood-save lives!". 100 of employees of Headquarters and Nur-Sultan branch passed a total of 45 liters of blood.

SOCIAL RESPONSIBILITY



Since 2019, the Bank also holds Amateur lawn tennis tournaments ForteOpen 2019 in Nursultan and Almaty.

The Bank is also regular sponsor of the Tour de Burabay charity bike ride, held in August, and participates in social projects initiated by Bulat Utemuratov charity foundation.

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 2019 ForteBank became the first Bank in Kazakhstan to introduce separate garbage collection in offices 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 the six months, the Bank sent **3,875 kg of waste** for processing, including:

waste paper — 2,875 kg
glass — 819 kg

plastic — 95 kg
polyethylene — 85 kg
aluminum — 1 kg



ForteBank's operations do not have a significant environmental impact. However, in the course of its business, the Bank endeavours 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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REGISTRATION DETAILS

BIN 990 740 000 683
Licence No. 1.2.29/197/36
Certificate of registration dated 10 February 2015