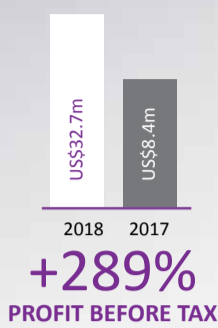




HIGHLIGHTS

**+133%
NET OPERATING
INCOME**

Strong growth in transactional based revenue in line with strategic intent



**+125%
NON-FUNDED
INCOME**

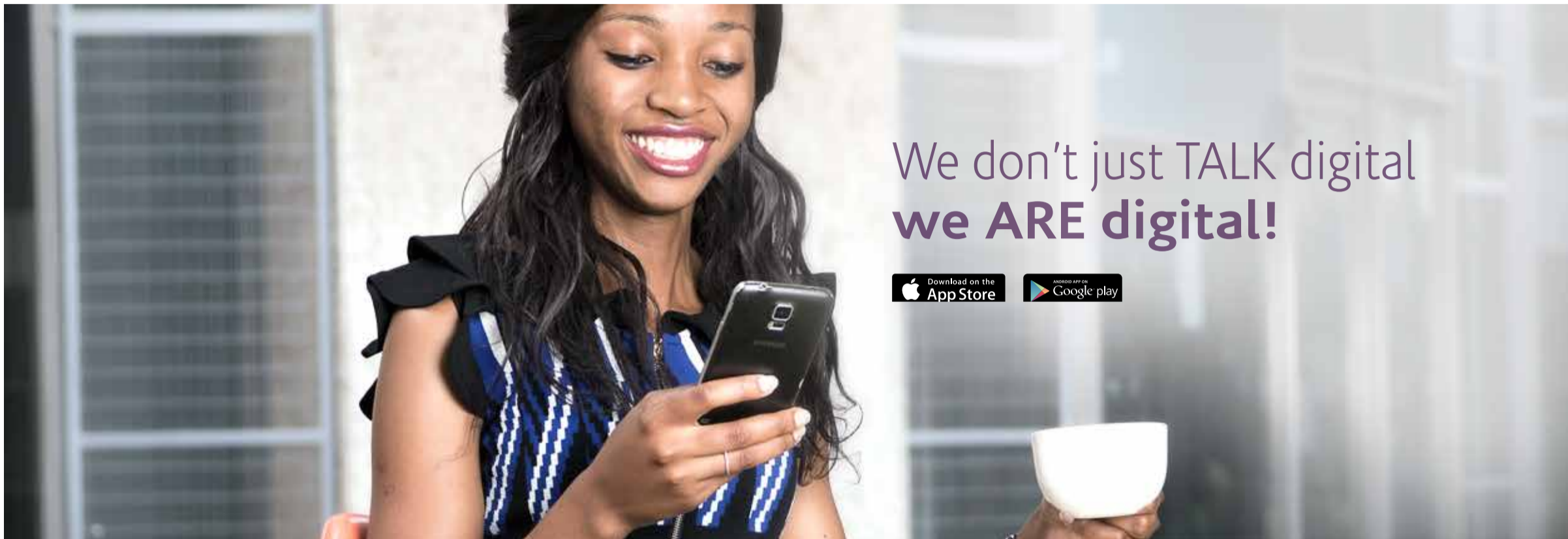


**70%
LIQUIDITY
RATIO**

More than double to the minimum regulatory ratio of 30%



**COST TO
INCOME
RATIO
49%**



We don't just TALK digital
we ARE digital!



Everyday Banking For Everyday People

CHAIRMAN'S STATEMENT

Converged technology solutions to solve every day problems
I feel honoured and privileged to present Steward Bank's financial results for the year ended 28 February 2018. It has been about four years since we started on the journey to convert to digital banking. The Bank's growth in those few years reflects the progress we have made with our core strategy of developing digital banking solutions for every Zimbabwean. Our results demonstrate that our income mix is strongly aligned to the Telecommunications, Media and Technology ("TMT") business model developed by our shareholder, Econet Wireless Zimbabwe Limited. We believe in doing well by doing good and the Bank has made a significant social impact, improving the

cash challenges. The cash shortages resulted in a significant growth and unprecedented shift towards digital financial services with significant pressure being exerted on banking platforms including our own. Having previously positioned ourselves as a digital first financial institution, the Bank migrated a significant number of its customers onto our electronic banking platforms to alleviate the cash shortages. The Bank successfully lobbied the Ministry of Finance to remove the five (5) cents tax on all Point of Sale (POS) transactions with a value of less than \$10. The Bank also removed all fees for transactions below \$1 for its customers to encourage customers to embrace digital channels and reduce demand for cash.

The Banking Sector witnessed a slowdown in Real Time Gross Settlement (RTGS) balances from a peak of \$2.1 billion during the course of the year down to \$1.8 billion, largely a result of money market instruments such as savings bonds and treasury bills issued by the Central Bank. Lending rates averaged 9.04% due to the high credit risk in the country. The Bank maintained its conservative lending approach whilst extending support to our network of merchants, Agents, SMEs and small holder farmers across the country.

Government efforts to contain the trade gap resulted in the trade deficit for the year narrowing to \$1.4 billion, from \$2.1 billion in 2017. Foreign Direct Investment (FDI) remained subdued on account of perceived country risk and a poor credit rating. Political changes in November 2017 appear to have increased investor interest in the country. The new Government has made several policy changes aimed at building confidence amongst investors. In the midst of an uncertain economic environment, Steward Bank's financial performance for the year ended 28 February 2018, detailed in the Chief Executive Officer's report, demonstrates our resilience and ability to unlock shareholder value in a challenging market.

Regulatory Environment
To encourage the shift to plastic money, the Central Bank, with the consensus of banks reduced transaction costs on all electronic platforms. The Regulator also tightened its foreign currency management and monitoring of sectorial payments made by banks on a weekly basis. The 2018 Monetary Policy Statement streamlined payments, prioritising sectors such as Energy, Health and Manufacturing to effectively allocate scarce nostro funding. The Bank continues to support the Central Bank's efforts in this regard by allocating foreign currency reserves to the priority sectors.

Future Prospects – Tech Driven Financial Services
Steward Bank remains focused on providing customer centric products and services to all Zimbabweans. Our stated goal is to improve financial deepening through mobile and electronic payment systems for the benefits of millions of Zimbabweans previously excluded from mainstream financial services. A significant investment is currently being deployed in upgrading and transforming our digital platforms to world class standards as part of the digitalisation of all our services. In the next financial year, the Bank will focus on increasing its pace of digitalisation and integration with the Econet Group's various technology initiatives. Despite the headwinds ahead, we remain bullish about the Bank's future prospects and confident in the ability of management and the Board to turn these challenges into opportunities.

Awards and Recognition
The Bank and its management team received several accolades from various bodies during the financial year under review, recognising our commitment to providing outstanding service across all our platforms and services. Some of the notable awards included:
• Bank of the Year – Zimbabwe Investment Authority (ZIA)
• Bank of the Year (Innovation Award) – Megafest
• Best Print Advert of the Year – Marketers Association of Zimbabwe (MAZ)
• Website of the Year Winner – Marketers Association of Zimbabwe (MAZ)
• Bank of the Year Runner Up – Marketers Association of Zimbabwe (MAZ)
• Outstanding Banking and Finance Leader of the Year - Steward Bank CEO - Megafest
These awards underline our commitment to providing extraordinary service that meets the real needs of our customers. I would like to dedicate the awards to customers for their loyalty to our brand.

Gratitude
We greatly appreciate the support we continue to receive from our customers who have honoured us with their business. We remain a bank for the people, firmly rooted in our commitment and ethos - "Everyday Banking for Everyday People". I would like to express my extreme gratitude to the shareholder for entrusting us with the vision to develop innovative, financially inclusive products. I would also like to thank my fellow Board Members for their guidance during a period of exceptional growth. Our most important asset remains the Stewards, whose commitment and hard work and exceptional sacrifice to support the business under challenging conditions has been the major differentiator. Lastly, I would like to thank the Regulator for the support and accommodation of our constant requests on innovation for the benefit of our customers.

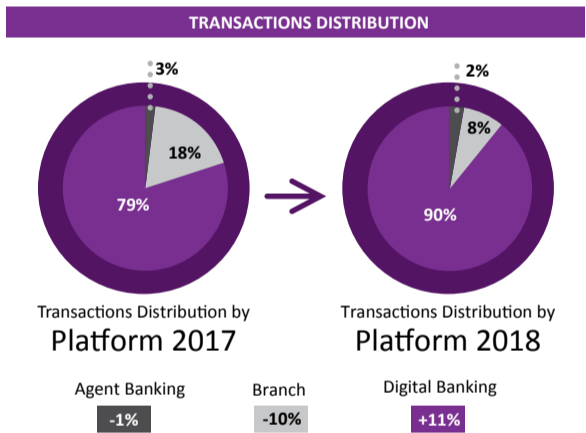
Dividend
The Board does not recommend the declaration of a dividend for the year ended 28 February 2018.

On behalf of the Board

Bernard T.R. Chidzero
Board Chairman
24 May 2018

CHIEF EXECUTIVE OFFICER'S STATEMENT

Sustained Growth in a Challenging Environment
Steward Bank has emerged as a significant player in the Zimbabwean Banking Sector on the back of a technology driven banking model since the acquisition by the Econet Group in 2013. We are privileged to be one of only a few banks worldwide fully owned by a mobile network operator. As such, our core strategy remains the same, to be a mobile first, high-growth digital bank with a differentiated business model which integrates our innovative digital offering delivered by an enthusiastic team of highly motivated "Stewards".



I am happy to report that the Bank recorded another year of sustained growth across all business segments resulting from an integration of cutting edge technologies, with our mobile-centric platforms and the addition of a significant number of new retail and commercial customers which has been detailed in the Chairman's statement.

Performance Overview
In the financial year under review, the Bank recorded a Profit Before Tax of \$32.7 million due to the growth in revenue driven mainly by an increase in transactional volumes on our digital platforms.

Key Ratio	Financial year ended 28 Feb 2018	Financial year ended 28 Feb 2017
Cost to Income Ratio	49%	62%
Staff Costs to Income Ratio	13%	20%
Net Interest Margin	7%	8%
Return on Equity	26%	9%
Prudential Liquidity Ratio	70%	81%
Loans to Deposit Ratio	11%	40%

The Bank's net operating income grew by 133% from the prior year largely as a result of:

- A 125% increase in Non-Funded Income as a result of a surge in transactional volumes on our electronic platforms following a system upgrade performed in June 2017 to increase capacity. Transactional banking remains the Bank's core focus and ensuring that our customers complete transactions in real time anytime and anywhere is one of our key objectives.
- An 87% growth in interest income supported by mortgage loan disbursements, increased activity on the interbank market and investments in Held-to-Maturity Assets as a result of the growth in our balance sheet within the financial year under reporting.

Operating expenses grew in line with business growth, a result of a significant investments in our digital transformation to accommodate our growing customer base and improve on customer experience. The Bank's Cost to Income Ratio decreased significantly from 62% in 2017 to 49% for the year under review, whilst Return on Equity increased to 26% up from 9% in the previous year due to the increase in revenue in the financial year ended 28 February 2018 and increased efficiency in service delivery. The Bank's Prudential Liquidity Ratio of 70% was above the RBZ's minimum requirement of 30%. The 141% growth in the Bank's customer deposits during the period triggered an increase in investments on Gross Interest Earning Assets during the period resulting in a 162% growth from prior year. Proportionally, the Bank's Loan to Deposit Ratio declined by 29 percentage points due to the growth in customer deposits against a decline in loans and advances.

Putting Our Customers First
We are proud to be a part of every community we serve in and developing lasting relationships with our customers. The Bank continues to launch revolutionary products and services. In the

year under review, we successfully signed up to 65% of our existing customers to our digital platforms, which include Square Mobile Banking, Kambudzi Banking and EcoCash Banking Services as part of an initiative we have labelled "The Digitisation of Everything". This migration was complemented by a nationwide financial inclusion and financial literacy campaign, educating our customers on how to interface with the Bank's products and services without visiting the branch. We are aware our customers want options when they engage with our services, whether in any of our branches, on the Square App, over the phone or online, our aim is to deliver faster, more efficient and more secure platforms for our customers to execute their transactions with minimum friction.

Our Contribution to the SME Sector
One of the fastest growing segments for the Bank is the small and medium sized enterprises (SMEs) which we believe is one of the most under-served market. In the same way, we have provided services to the previously unbanked individuals, we are committed to provide relevant solutions to the SME sector. The Bank continues to support



this sector through our comprehensive, fully integrated and iconic Zama Zama account. This SME account service is designed to assist small businesses with financial literacy training, access to markets, technical and working capital facilities. Our Incubation Pod, which is run every week across different cities, has assisted our SME clients with training and seminars on various business related topics to aid their growth strategies and interaction with other business leaders.

"Kwenga" - Payment Solution for Small Business Operators
In January, 2018, the Bank introduced, Kwenga, a revolutionary low cost merchant payment solution which increased our merchant network nationwide. The solution provides previously excluded small business operators and vendors with capabilities to accept electronic payments in light of the prevailing cash shortages. The market's acceptance of this product has been truly humbling. To date, we have issued more than 10,000 Kwenga devices to taxi drivers, kombi operators, hairdressers, vendors and various small businesses who previously could not afford a conventional POS machine to acquire card transactions. This solution complements the progress made by our colleagues at EcoCash in increasing merchant services across the country whilst also contributing to government efforts to increase the use of plastic money within the informal sector.

Outreach Programmes to Smallholder Farmers
In conjunction with SNV International, Steward Bank participated in a Food and Agriculture Organisation (FAO) Rural Finance Project, aimed at providing affordable financial services to rural households, improving agricultural productivity, increasing incomes, improving food and nutrition security and reducing poverty in rural Zimbabwe. Through this program approximately 100,000 new customers signed up on the Bank's signature low KYC account, the iSave account, with 60% simultaneously registered on Kambudzi Banking and 30% registered on mobile insurance, through our group partner, EcoSure. A total of \$2 million was also disbursed to small holder farmers as part of the USAID Create Fund Program.

Heartfelt Thank You
We are extremely honoured to receive the custom of hundreds of Zimbabweans who have selected us as their Bank of Choice. As part of our customer centric mind-set, our goal is continuous innovation, offering digital financial inclusive services aimed at addressing the different obstacles faced by our customers. We believe in offering simplified banking solutions that are easily understood by our customers and can be accessed by anyone when and where it suits them.

I would like to extend my heartfelt thanks to the Steward Bank team that I am honoured to lead. Innovation is a culture at Steward Bank and I have the privilege of being a part of a highly motivated team that believe in making a difference through relentless innovation which is a part of the Econet Group's DNA. Our commitment as your Stewards in the coming year is to distinguish ourselves in how we serve our customers through our values of Hunhu, Excellence, Professionalism, Integrity and Innovation, which we have coined the H.E.P.I.I Customer Campaign. We are honoured to be part of the Econet family, which includes the Cassava Fintech unit whose presence across several African countries provides us with valuable strategic insights into a wider African market. Lastly, I would also like to thank the Steward Bank Board for steering us through a period of unprecedented growth and the Reserve Bank of Zimbabwe for their guidance and support.

Dr Lance Shingai Mambondiani
Chief Executive Officer
24 May 2018

