

## Index

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# **Section 1**

Group Corporate Profile and Financial Highlights



## Our Vision, Mission and Strategic Pillars



To be one of the leading banks in the region placing our customers and people at the heart of our journey and enabling them to make informed life decisions.



To simplify daily banking and support economic prosperity through digitisation, innovation and personalised customer experience.

## **Strategic Pillars:**



### **Operational Excellence**





### Customer Centricity

**Expand** into a holistic value proposition that meets the banking and investment needs of our clients and revolves around service excellence and elevated customer experience.



### Sustainable Growth

**Grow** the Group's regional footprint, promote cross-border banking, diversify sources of revenue and optimize risk management framework to create sustainable and profitable growth that maximizes shareholders' value.



### **Our People**

**Invest** in our strongest asset; our people, through creating an inspiring workplace culture focused on the continuous building of capabilities.

### **Our Values**

#### We Put our Clients First

Customer Experience

We Act with Integrity
Integrity

Our People Our Capital People

### We Embrace the Journey

Resilience and Innovation

We Think Big
Ambition

## We are All Owners at Capital Accountability

Our clients are at the heart of all we do. We make every decision and measure every outcome based on how well it serves our customers. We Listen to our customers and strive to create an experience catered to their individual and unique needs through offering dynamic and personalized treatment.

We are honest, transparent and committed to do what is best for our partners. We openly collaborate in pursuit of the truth. When choosing between what is right and what is easy, we always choose what is right. Our ethical accountability is our corporate identity.

Our people are the cornerstone of everything we do. The strength of Capital Group lies in the strength of our people. We invest in our people to maximize their potential and excel as leaders. We care for each other; and we create a work environment that enables employees to have both pride & enthusiasm towards the impact they are creating.

At Capital, we are resilient, and our strong foundation empowers us to approach everyday with curiosity, to seek out challenges by turning them into innovative opportunities that paves the way for constant growth. We adopt, adapt and act quickly.

We acknowledge that the path to success is a continuous learning journey. Our shared and common drive towards growth and achievement makes us vibrate at a higher frequency with contagious enthusiasm towards accomplishment. we focus on solutions, and we arrive everyday inspired to make the impact through our talent, passion and hard work.

We take the responsibility for outcomes and are empowered to make the decisions that will lead to those outcomes. We use our critical thinking capabilities and learnings from the past to take initiatives that allow us to collaboratively reach excellence.

### **Our Journey**

- Established in 1995 in Amman – Jordan, Capital Bank is a publicly listed bank, quoted at the Amman Stock Exchange.
- Capital Bank expands into the Iraqi market and acquires a majority stake in the National Bank of Iraq (NBI).
- NBI's outlook becomes geared towards expansion and the Bank's structure changes to a corporate governed one.
- Capital Investments

   the investment
   banking and
   brokerage arm of

   Capital Bank Group

is established.

- Currently, Capital Investments provides asset management, brokerage and corporate finance advisory services through its offices in Jordan, Iraq and the UAE / Dubai International Financial Center (DIFC).
- Capital Bank completed the acquisition of Bank Audi branches and operations in Jordan and Iraq.
- Capital Bank Group through its subsidiary NBI is granted a license to establish a branch in Riyadh following the approval of the Saudi Council of Ministers.
- Capital Bank launches its all-digital bank 'Blink'.
- Capital Bank issues a tier I perpetual bond listed on Nasdaq Dubai.
- Capital Bank raises capital and Saudi Arabi's Public Investment Fund (PIF) becomes a strategic investor with ~24% stake.
- Capital Bank completes the acquisition and merger of Société Générale de Banque Jordanie.

- Capital Bank goes into the leasing business in Jordan and Iraq.
- Capital Bank embarks on an allencompassing transformation Journey.

Establishment 1995

Expansion 2005

Diversification 2006

Acquistion **2021** 

**Growth 2022** 

Going Further **Today** 

## A Regional Bank – With a Diversified Business Model

**Global Presence Across** 

### 4 Markets

(Jordan, Iraq, K.S.A. and U.A.E.)

2,190

Employees Globally

39 Branches in Jordan

23 Branches in Iraq

1 Branch in K.S.A.





#### Jordan

Asset Contribution: **83**%. NOI Contribution: **70**%.

#### Iraq

national bank

Asset Contribution: **16**%. NOI Contribution: **24**%.



Asset Contribution: 1%. NOI Contribution: 6%.

## **Capital Bank Group – Snapshot**

3 <sup>rd</sup> Largest In the Jordanian market.	USD 9.8b Total Assets		Sturdy Capital Base Above CBJ requirement of 14.125%.	CAR at <b>14.43%</b>
Market Heavyweight Fastest growing bank since year 2020.		<b>4.6b</b> _oans	Solid Coverage Ratio Including collaterals, the ratio will be 131%.	90.7%
Stable Credit Rating	<b>b1</b> <sup>1</sup> Moody's	bb Gi CAPITAL intelligence	Strategic Investor Public Investment Fund since June 2022.	USD 906m Market Cap
Generating <b>Superior Returns</b> through a <b>Robust Foundation</b> .	<b>18.7%</b> ROE <sup>2</sup>	<b>\$ 920m</b> Equity	Listed on Nasdaq Dubai's Market Perpetual bond Tier 1.	\$ 100 million
Increasing Earnings Per Share.	USD	0.542	Rising Trend Dividends as a percentage of capital (2021) 3.	15%
Sufficient Reserve Of high quality liquid assets.	LCR a	t <b>226%</b>	<b>Strong</b> Credit Quality.	<b>4.8%</b> NPL

<sup>&</sup>lt;sup>1</sup> With a positive outlook.

<sup>&</sup>lt;sup>2</sup> Excluding net acquisition impact and other and non-recurring items, the ROE would be 16.4%.

<sup>&</sup>lt;sup>3</sup> Expected dividends for 2022 is 17% - subject to required approvals.

# **Group Consolidated Financials**

			In USD Mn				In USD Bn
Income Statement Items	2020	2021	2022	Balance Sheet Items	2020	2021	2022
Net Interest Income	97	144	224	Total Cash & Equivalents	0.6	1.0	1.4
Gross Operating Income	156	194	297	Net Credit Facilities	2.0	3.0	4.6
Total Operating Expenses	(68)	(102)	(155)	Investment Portfolio	1.0	1.7	3.1
Net Operating Income	88	92	142	Total Assets	3.8	6.1	9.8
Provision	(35)	(28)	(40)	Customer Deposits	2.4	3.9	6.9
Net Acquisition Impact	-	36	35	Cash Margins	0.2	0.3	0.6
Income Tax Expense	(11)	(14)	(9)	Paid up Capital	0.3	0.3	0.4
Net Profit	43	86	128	Total Equity	0.5	0.6	0.9

## Strong Financial Track Record – Balance Sheet (USD millions)

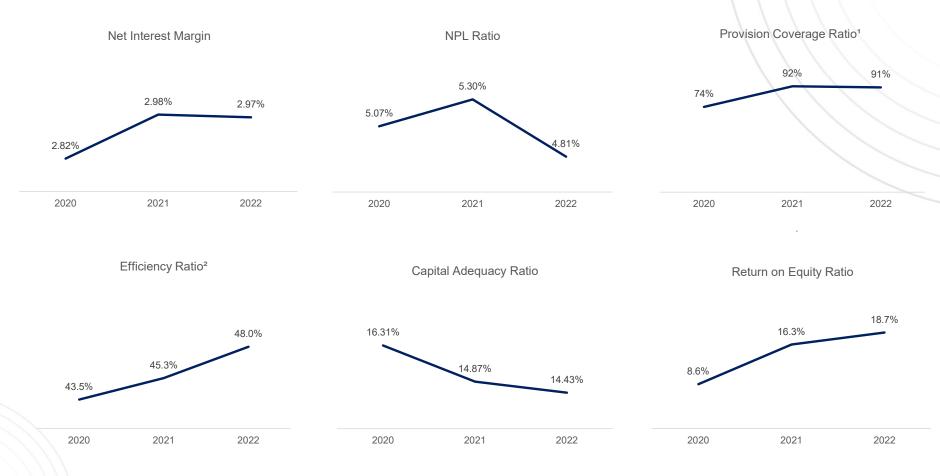


<sup>&</sup>lt;sup>1</sup> Represents stock bonds and shares.

## Strong Financial Track Record – Income Statement (USD millions)



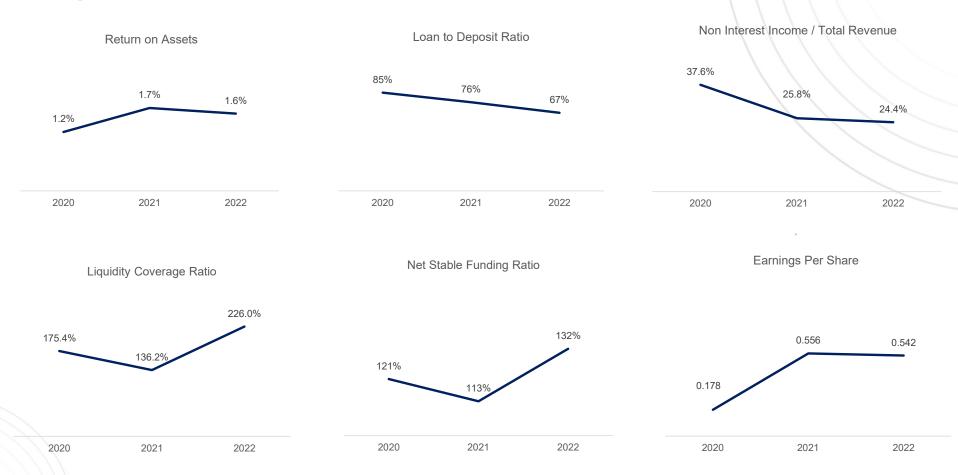
## **Strong Financial Track Record – Ratios**



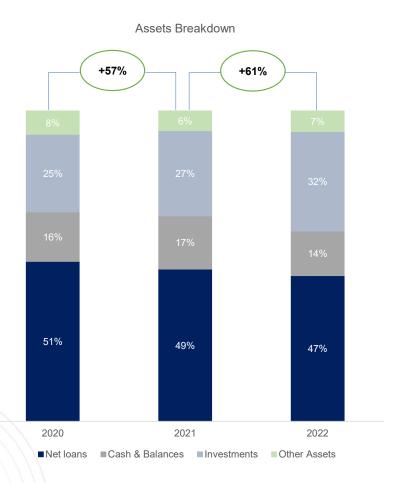
<sup>&</sup>lt;sup>1</sup> Including collaterals, coverage ratio for 2022 is 131%.

<sup>&</sup>lt;sup>2</sup> Excluding one-offs and non-recurring items.

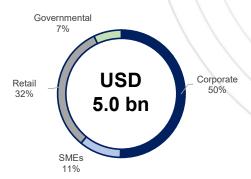
## Strong Financial Track Record – Ratios



### **Loan Portfolio Breakdown**



#### Gross Loan Portfolio Breakdown

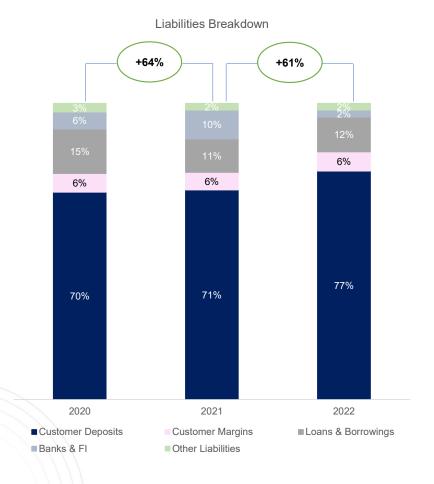


Total gross loan portfolio reached **USD 5 billion** as of end of 2022; of which about half consisted of Corporate clients.



Well distributed amongst several diversified sectors.

## **Deposits Breakdown**



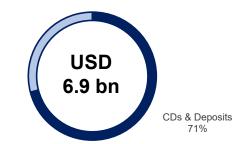




As of end of 2022, retail clients remained the highest constituent of total customer deposits at 47%.

#### Customer Deposits by Type

Current & Savings 29%

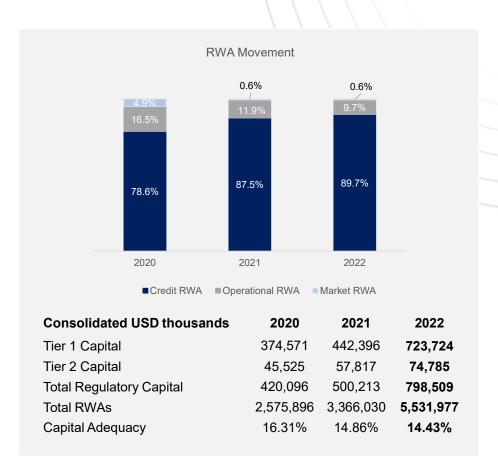


### **Strong Capital Base**





By December 2022, **Capital Ratios** remain **above** the minimum regulatory requirements; **CAR** ratio is at **14.43%** against Basel and Central Bank of Jordan's requirement of 12% and 14.125% respectively.



# Peer Comparison – Q3, 2022

		Total Assets <sup>1</sup>	Gross Loans <sup>1</sup>	Deposits <sup>1</sup>	Equity <sup>2</sup>	Net Profit <sup>2</sup>
البنك العربيد ARAB BANK	Arab Bank	39.3	19.0	27.1	5,434	404
بنك الإسكان Housing Bank	Housing Bank	11.5	6.7	7.5	1,703	138
capiţal	Capital Bank	9.4	5.0	6.5	900	113
ينك الاتحاد Bank al Etihad	Bank al Etihad	9.3	5.6	7.4	775	48
ý mailh data Bark að jardan 	Bank of Jordan	3.9	2.5	2.8	675	41
بنـكالقاهرةعقان CairoAmmanBank	Cairo Amman Bank	5.2	3.1	3.4	578	34
ahli	Jordan Ahli Bank	4.2	2.3	2.9	461	18
البنك الأردني الكويتي	Jordan Kuwait Bank	4.8	2.9	3.2	659	16

<sup>&</sup>lt;sup>1</sup> USD billions. <sup>2</sup> USD millions.

## **Capital Bank Stock**

Listed on: Amman Stock Exchange (ASE).

• Symbol: CAPL

• ISIN: JO1101711017

Subscribed Shares: 263,037,121

• Free Float: 21.8%

• Share Turnover\*: 10.57%

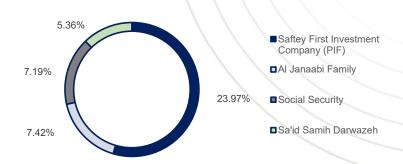
The **average closing price** of the share for year 2022 reached JOD 2.42 (USD 3.41) versus JOD 1.55 (USD 2.19 in 2021) in year 2021 – **a 56% rise**.

Capital Bank Share vs Banking and ASE20 Index (Year End Closing Price)

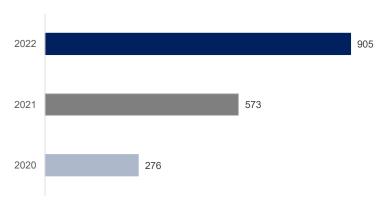


<sup>\*</sup> Annual volume traded divided by number of outstanding shares.

#### Major Investors with 5% Ownership Or More (31.12.2022)

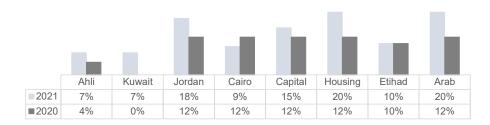


#### Market Cap in USD millions

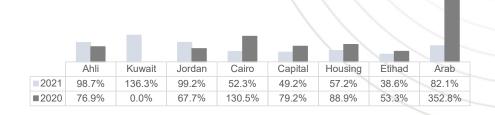


## **Capital Bank Stock – Versus Peers**

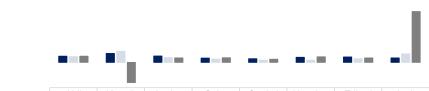
#### Dividends as a Percentage of Capital



#### Dividend Pay-Out Ratio



#### Price to Earnings Ratio (P/E)



	Ahli	Kuwait	Jordan	Cairo	Capital	Housing	Etihad	Arab
■Sep. 2022	14.80	21.24	15.14	10.14	8.82	12.01	12.89	10.83
2021	13.68	26.36	11.50	8.05	5.15	5.22	8.62	20.07
■2020	14.80	-47.88	10.78	10.98	7.55	13.42	10.59	121.11

#### Price to Book Value Ratio (P/B)



Source: Amman Stock Exchange.

### **Enhancing Capital Base**

- In February 2022, Capital bank Group bolstered its capital base with the issuance of a Tier 1 perpetual bond for USD 100m.
- In June 2022, a capital raise was completed through the Public Investment Fund (PIF) of Saudi Arabia. PIF is the
  world's 5th largest sovereign wealth fund, with AUM exceeding USD 620m.

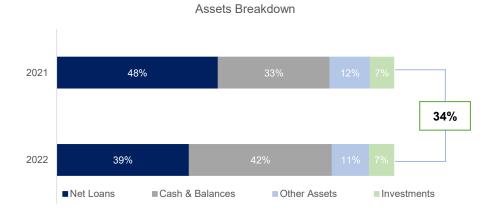


- Public Investment Fund became a strategic investor with 23.9% through the issuance of 63 million new shares.
- Subscription was at approximately USD 185m (through a private placement).
- Newly issued shares are at a premium of USD 96 million above par value.

- Capital Bank issued a perpetual 'Tier1' bond.
- Issuance was listed on **Nasdaq** Dubai's market.
- Coupon Rate was at **7%**.



## National Bank of Iraq – A Snapshot





		In USD Mn
Key Income Statement Items	2021	2022
Gross Operating Income	57	75
Total Operating Expenses	(32)	(40)
Net Operating Income	25	35
Provisions	(2)	(9)
One-off and Non Recurring Items*	-	(7)
Tax	(4)	(5)
Net Profit	19	14

Key Figures & Ratios	2021	2022
Total Assets	1,236	1,656
Net Credit Facilities	592	651
Total Deposits	792	1,054
Capital Adequacy	24.5%	20.8%
Net Interest Margin (Spread)	6.16%	6.74%
Efficiency Ratio	56.1%	53.6%
NPL Ratio	2.5%	2.6%
Coverage Ratio	153.3%	173.4%

<sup>\*</sup> Includes one-time provisions in addition to KSA branch and leasing company establishment costs.

### **SGBJ** – The Acquisition

- By end of September 2022, Capital Bank fully completed the acquisition and merger of the assets and liabilities, and the integration of the processes and personnel of Société Générale de Banque Jordanie.
- The financial brokerage services provided by SGBJ Financial Brokerage Company was transferred to Capital Investments - the investment arm of Capital Bank Group, resulting in an increase in number of clients and market share.
- Additionally, Capital Bank added a new revenue stream to the Group by acquiring SGBJ's Leasing company and was rebranded under the new name 'Capital Leasing'.
- The acquisition increased Capital Bank Group's assets with an additional USD 2.2 billion whilst adding a positive impact as a result of the realised synergies.





### **Blink** – The All Digital Neobank

- Launched in February 2022, Blink targets unbanked, underbanked millennials and Gen-Zs within the retail banking space in Jordan.
- Some of the services offered are digital onboarding, eKYC, virtual and physical debit and credit cards, payments and other daily banking digital services.
- First regionally to offer unsecured lending through an endto-end digital lending capability.
- As of end of 2022; blink onboarded over 46K customers.



### **Digital Transformation – To Drive Sustainable Growth**

### Improved Self-Service Capabilities



 The launch of Capital Bank's mobile banking application resulted in high number of eligible clientele utilising the service – of which almost 100% digital adoption was achieved on Corporate and SME clients; with nearly 60% performing their daily transactions via the application.

## Customer Centricity & Experience



- Centralised customer communication over the mobile application to ensure updated, important and relevant information is being commuted across all channels in real time.
- Engaged Capital Bank's customers into digital gamification within the application.

#### Enhanced Efficiency & Productivity



 Capital Bank has introduced more than 17 new digital services during the year, and is using multiple payment methods (locally and internationally) enhancing efficiency and productivity to both the client and the Bank.

#### **Ecosystem and Partnerships**



- In 2022 Capital Bank introduced a seamless integration with Capital Investments to easily link customers' bank accounts at Capital Bank to their investment portfolios at Capital Investments within the application.
- The application has also been integrated with Jordan Government's digital service 'SANAD' linking them to over 100 services provided by the Government.

#### Innovation in Payments



- Capital Bank's Point of Sale devices are distributed amongst a high number of merchants, resulting in a significant growth in card usage and NFC transactions.
- Contactless NFC payments have been introduced to Android users using any of Capital Bank's cards to be used on any payment point device that accepts NFC.

#### Increased Digital Adoption



 Capital Bank has witnessed a positive experience evident by the sustainable growth in daily digital banking transactions and the increasing number of customer logins.

## **Group Guidance**

### **Medium / Long Term Guidance – 2026**

Total Assets

CAGR to be higher than 10%.

Cost to income Ratio

To be less than 40%.

Capital Adequacy

To exceed 14.5%.

Return on Equity Ratio

To surpass 14.5% on the consolidated level.

Dividends Pay-out Ratio

To range between 40% - 50% of net income.

## Capital Bank of Jordan - Credit Rating

### Moody's





Capital Intelligence as of 15.12.2022	Current	Outlook
Core Financial Strength	bb	
LT Currency (Foreign)	B+	Positive
ST Currency (Foreign)	В	Positive
Bank Standalone – BSR	b+	Stable

### **ESG** – Awareness and Approach

### ENVIRONMENTAL SOCIAL GOVERNANCE

- Capital Bank implements a regular Environmental & Social ('E&S') performance assessment through an E&S board-approved policy that is based on IFC standards.
- The bank has fully integrated the E&S procedures pertaining to categorisation, assessment and monitoring into the credit approval system.
- Designated credit/front office staff members have received adequate E&S training through the IFC E-learning platform to enable them to report any E&S risk as part of their standard processing of transactions.
- According to Capital Bank's E&S policy, Capital Bank categorises its transactions based on exposure to E&S risk sectors, performs an analysis for relevant transactions to assess the identified risks, mitigates and manages risks associated to those transactions by identifying the problems and designing adequate solutions using IFC Standards.
- Capital Bank also monitors the E&S performance of clients through staff annual site visits and questionnaires.
- Capital Bank takes active measures to reduce its environment footprint, through implementing waste, paper and plastic recycling in partnership with local NGOs such as collecting and recycling plastic bottle caps (under the Green Wheelz Initiative) and used paper (in cooperation with Princess Alia Foundation).
- Capital Bank is in the process of preparing a full sustainability report in cooperation with EY and will be accredited by GRI;
   to be completed by H1 of 2023.

### **ESG** – Awareness and Approach

#### **ENVIRONMENTAL** SOCIAL **GOVERNANCE**

- In 2022, Capital Bank continued its commitment to support pressing national issues, especially in the fields of education and socio-economic development to sponsor the academic and skill enhancement programmes geared towards disadvantaged students from around Jordan. Capital Bank extended its partnership with the following NGOs and Civil Society organisations:
  - Queen Rania Foundation.

- Elia Nugul Foundation.

- Loyac Jordan for Youth Employability.

- Injaz for Education & Entrepreneurship. Eywa' Centre for Special Education. AL Bunayyat Centre for Special Education.
- Capital Bank also launched an Employee Educational Grant programme, whereby it covers the educational fees of selected employees' siblings, based on a set criteria.
- Capital Bank continues to support socio-economic development targeting under-privileged members in the society in partnership with entities, some of which being:
  - The Jordanian Hashemite Fund for Human Development.
- Orphan Support Association Mafrag.
- Aman Fund for Aman Fund for the Future of Orphans.
- The Crown Prince Foundation
- Believing in the power of sport as a catalyst to the young generation, Capital Bank supported entities / activities such as the Basketball Federation and the Basketball University League, football clubs and tournaments across Jordan and Seven Mountains Initiative.

# **Section 2**

Corporate Governance



## **Creditable Board of Directors**



# H.E. Mr. Bassem Al-Salem Chairman, Non-Executive

- One of the founders of the Bank. Appointed as Chairman of the Board in 2010.
- Previously served as the Jordanian Minister of Labor and Minister of Finance and was a member of the Jordanian Senate.
- Served on the boards of several prominent private and publicly listed companies, including the Association of Banks in Jordan and the Social Security Corporation.

### **Composition Stats**

- All members are non-executive.
- 4 out of 13 members are independent.

Name	Appointment	Role	Experience
H.E. Bassem Khalil Al-Salem	2010	Chairman	Masters > 25 years experience
H.E. Said Samih Darwazah	2021	Vice Chairman	Masters >25 years experience
Social Security Corporation Represented by Shaden Ziyad 'Darwish ALHaji'	2009	Member	Undergraduate >15 years experience
Hotaf Investment Company Represented by Mr. 'Mohammed Ali' Khaldoun Al-H	lusry 2009	Member	Masters >25 years experience
Investments & Integrated Industries Representing Omar Mohamed Shahrour	2009	Member	Masters >25 years experience
Al-Jadara Company for Real Estate Investment Represented by Sultan Bin Mohammed Al-Seif	2009	Member	Undergraduate >15 years experience
Al-Khalil Company for Investments Represented by Khalil Hatem Al-Salem	2009	Member	Undergraduate >15 years experience
Mohamad Hasan AlHaj Hasan	2017	Independent	Masters >15 years experience
Khalid Walid Nabilsi	2017	Independent	Masters >20 years experience
Yousef A.Y. Ensour	2021	Independent	Undergraduate >20 years experience
H.E. Abubaker Siddeq AlKhoori	2021	Independent	Undergraduate >20 years experience
The Safety First Investment Company - Represented by Muteb Bin Mohammad Alshathri	PIF 2022	Member	Masters > 15 years experience
The Safety First Investment Company - Represented by Lamya Mohammed AlFozan	PIF 2022	Member	Masters > 15 years experience

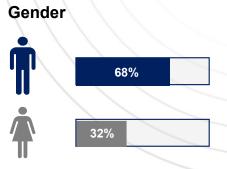
## **Highly Experienced Management Team**



Mr. Dawod Al Ghoul Group CEO

- Appointed in March 2020.
- Over 26 years of extensive experience in financial and strategic planning, investments and financial restructuring.
- Served on the board of several reputable institutions across the MENA region.
- Regional and global investment and financial institutions.

Name	Position	Joined
BUSINESS		
Nadim Abawat	Group Deputy CEO, International	2022
Linda Al Tarazi	Group Chief Transformation Officer	2022
Ayman Abu-Dhaim	CEO, National Bank of Iraq	2011
Marwan Haddad	Group Investments CEO	2021
Yasser Kleib	Group Chief Institutional Banking Officer	2004
Mohammad Othman	Group Chief Consumer Banking Officer	2020
Rami Al Khuffash	Group Chief Investment and Treasury Officer	2022
Ali Abu Swai	Group Chief Treasurer	1997
Zein Malhas	CEO, Blink	2018
CONTROL		
Samer Al-Aloul	Group Chief Banking Officer	2021
Rafat Khalil	Group Chief Audit Executive	2007
Falah Kokash	Group Chief Risk Officer	2012
Manar Aabidi	Group Chief Credit Officer	2018
Munis Haddadin	Group Chief Compliance Officer	2021
SUPPORT		
Izzidin Abu Salameh	Group Chief Operating Officer	2021
Manar Al Nsour	Group Chief Financial Officer	2001
Mohammed Mu'az	Group Chief Legal Counsel	2003
Haya Abuata	Group Chief Human Resources Officer	2011
Touleen M. Barto	Group Chief Marketing and Corporate Communications Officer	2021



#### **Education**

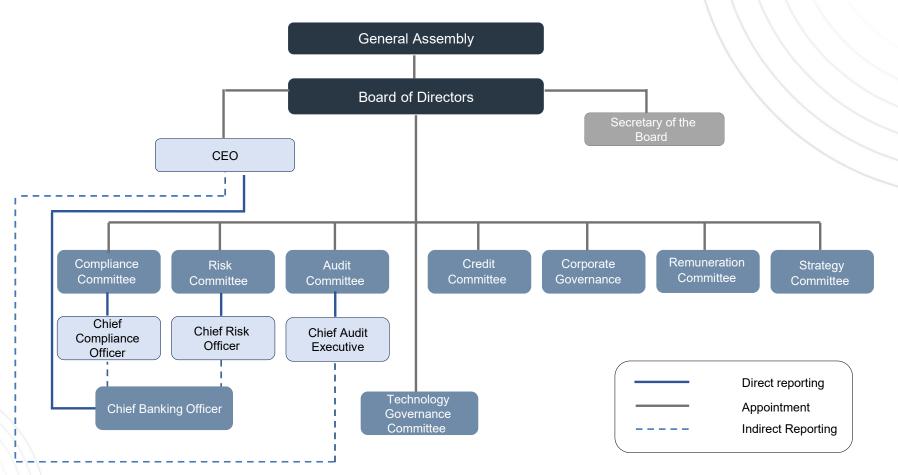
Master 40%

Bachelor's 60%

### **Average Experience**



## **Solid Governance and Decision Making**

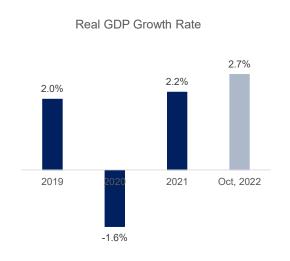


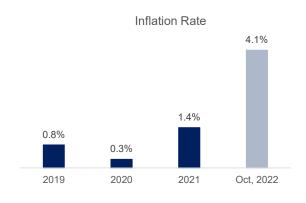
# **Section 3**

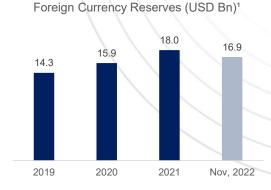
Macroeconomic Developments and Banking Sector Highlights



### **Jordanian Economy Highlights**







Jordan established a track record of fiscal reform implementation and prudence (backed by the IMF) which will likely contribute to a further narrowing of its fiscal deficit and a decline in government debt over the next few years.

The annual inflation rate in Jordan reached 4.1% in October of 2022. Upward pressure came mostly from prices of housing and utilities, notably fuels and electricity. Financial challenges in the electricity sector are exacerbating fiscal pressures as subsidies have increased considerably on the back of high international commodity prices.

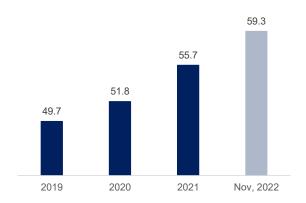
Foreign Currency Reserves reached USD 16.9 billion – a decrease from year end of 2021 which amounted to USD 18 billion – however remains higher than the average of USD 16 billion between the years 2019 to 2021.

Source: Central Bank of Jordan, and the International Monetary Fund (IMF).

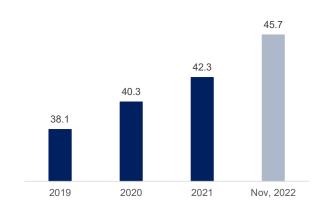
<sup>&</sup>lt;sup>1</sup> Includes gold and SDRs.

## **Jordanian Banking Sector**

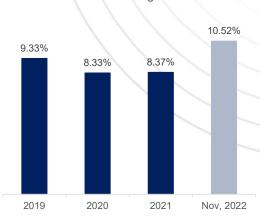
Total Bank Deposits (USD Bn)



Banks Total Loans (USD Bn)



Prime Lending Rate



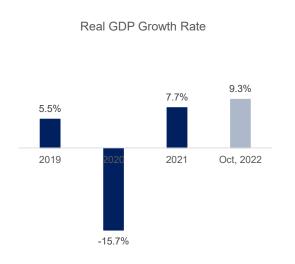
Standing at USD 59.3 billion, Total Bank Deposits witnessed an increasing trend throughout the years.

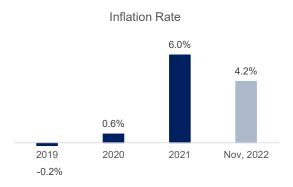
At USD 45.7 billion, total loans increased by 8% versus the previous year, with Loan to Deposit ratio reaching 77.1% in comparison to 76.9% in 2021.

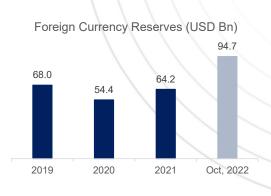
The Prime Lending Rate for banks stood at 10.52% as of November 2022.

Source: Central Bank of Jordan.

### **Iraqi Economy Highlights**







The Government's revenues are dominated by oil exports; thus Iraq's economy has been rebounding driven by the rising oil output and a post-pandemic recovery in non-oil sectorst.

Inflation remained elevated during the 11 months of 2022 fueled by rising energy prices, demand pressures and high global commodity prices due to supply side disruptions.

Record oil exports in conjunction with high oil prices have brought in record oil revenues for the Iraqi government and pushed international reserves to their highest levels in more than two decades. Additionally, in May the Central Bank of Iraq increased its gold reserves by 35%.

### **Disclaimer**

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