



COVID-19 RESPONSE HIGHLIGHTS

In March, TBC offered a three-month grace period on monthly loan payments to all its customers – both individuals and businesses. Later in May, TBC Bank extended this three-month grace period for an additional three months to its most vulnerable retail and micro customers. This decision was made in close coordination with the Banking Association of Georgia, the National Bank of Georgia, and the Government in order to support borrowers who have lost their main source of income during the COVID-19 pandemic.



TBC was the first major company in Georgia that committed to no COVID-related layoffs in 2020, protecting its over 7000 employees. To keep this commitment, TBC top management waived their rights to bonuses for 2020. TBC launched its TBCFORYOU program, a GEL 5 million commitment to help the country during this difficult period with new major CSR initiatives and removal of fees. TBC Corporate Banking invested GEL 560 million in new projects, and allowed its clients to save over GEL 120 million through debt restructuring during the COVID crisis. TBC Capital was the first company in Georgia to publish the COVID Report and host an online conference concerning macroeconomic and sectoral factors related to the pandemic. To date, TBC Capital has published two reports about the impact of COVID-19 on the Georgian economy.

TBCFORYOU PROGRAM

www.tbcforyou.com

UNDER THE TBCFORYOU PROGRAM, TBC PLEDGED OVER 5 MILLION GEL TO RESPOND TO CHALLENGES GEORGIANS FACE RESULTING FROM COVID-19. THE TBCFORYOU PROGRAM IS COMPRISED OF TWO MAIN PARTS: 2 MILLION GEL FOR CSR PROJECTS, AND 3 MILLION GEL TOWARD REMOVING COMMISSION FEES BOTH FOR PHYSICAL AND BUSINESS ENTITIES. THE PROGRAM IS BASED ON 4 PILLARS: 1) FOR GEORGIA 2) FOR BUSINESS 3) FOR EDUCATION 4) FOR MAKING PEOPLE'S LIVES EASIER.

ACTIVITIES CARRIED OUT UNDER THIS PROGRAM INCLUDE:



- > TBC donated 10 000 COVID-19 instant tests to the Ministry of Health of Georgia
- > TBC donated 161 laptops to low-income university students and 100 laptops to low-income high school children in Georgian provinces
- > TBC and Vendoo.ge launched a joint crowdfunding platform in support of local businesses (startups, SMEs, corporate)
- > TBC pledged 100 000 Gel worth of food, medicine supplies and essentials to 1000 elderly persons throughout Georgia. Recipients were identified in partnership with 14 partner organizations.
- > TBC launched the new delivery service MIMO, which offers one month free delivery service to start-up businesses
- > TBCFORYOU and VISA helped over 200 Georgian startups and small and medium companies build their own websites for free to further promote online shopping and company operations
- > TBC granted 200 scholarships to select talented school kids in support of education for the future generation
- > TBC Insurance allocated 300 000 Gel for the insurance of doctors and nurses particularly exposed to COVID-19 risks
- > TBC Insurance offered a new COVID-19 life insurance product to its customers.
- > TBC Insurance fully covered the costs for 25 COVID-19 infected medical personnel
- > TBC subsidiary brand SABAGE offered to its readers free access to over 6000 e-books from mid-March to 1 May

INTERNAL COMMUNICATIONS EMPLOYEE OUTREACH AND SAFETY MEASURES

After the enforcement of the countrywide quarantine, TBC communicated new rules and regulations to its staff and made immediate arrangements that allowed up to 90% of TBC employees to work remotely.

TBC management has used innovative internal communications channels to motivate and openly communicate with staff during quarantine and the nighttime curfew imposed on 31 March.

TBC CEO & Deputy CEOs held a Zoom meeting with up to 2500 TBC staff. This was the first online conference of this magnitude ever held in the corporate space in Georgia. During the interactive conference call with employees, TBC top management updated the staff on actions carried out so far to respond to the pandemic, upcoming steps, and ways to transform this challenge into new opportunities for the company. Employees were encouraged to ask candid questions, and management made sure to respond fully and in detail.

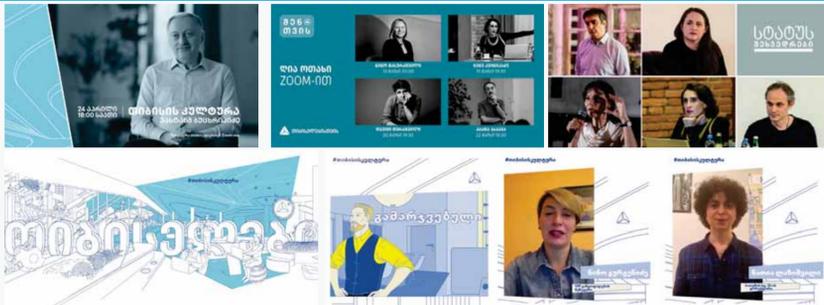
The CEO and deputy CEOs also provided regular email updates to all TBC employees outlining all safety activities performed by management to protect TBC staff from COVID-19 as they perform their work.

Company management made additional safety arrangements for staff who could not work remotely. The management fully equipped branches and service centers with all necessary items and equipment for protection, instructing these staff on safety measures, and providing transportation for employees from home to work and back during the transportation lockdown with relevant government agency-issued transportation badges.

During this period, top management regularly visited branches and cash centers to meet with staff and listen to their needs and concerns, while maintaining required distancing practices.



ADDITIONAL ACTIVITIES WITH EMPLOYEES INCLUDE:



- > TBC corporate culture video conference with TBC employees via Zoom, led by the TBC CEO, was held on April 25. TBC corporate culture and mission videos, blogs and discussions were posted on the internal employee page and TBC's Facebook page.

- Weekly series of "Open Room" Zoom talks and Status Talks - online Master Classes and educational courses for employees. 16 Status talks hosted total of 2000 status clients, while 16 "Open Room" meetings held so far were watched by total of over 9000 TBC employees.

NEW PRODUCTS AND SERVICES

IN RESPONSE TO COVID-19, TBC ALSO LAUNCHED PRODUCTS AND SERVICE TO IMPROVE SAFETY AND HEALTH WHILE BANKING DURING THE PANDEMIC:

- > TBC launched the new delivery service MIMO, which offers one month free delivery service to start-up businesses
- > TBC introduced a new mobile bank function that allows customers to make mobile bank transactions using a personal ID number
- > TBC issued the first Digital Card in Georgia available in mobile and internet banks, soon to be available for e-commerce
- > TBC issued a new card specifically designed for distribution companies aimed at replacing cash payments with card payments.
- > TBC launched its new online platform tbcpayments.ge to support businesses and make their operations easier. The new webpage provides new opportunities to entrepreneurs to access all payment-related information in a single online space and remotely apply preferred payment methods in their daily operations.



UZBEKISTAN BANKING LICENSE



In April, 2020 TBC obtained its banking licence in Uzbekistan and is planning to launch banking operations in June 2020.

TBC UZ strategy is to establish a greenfield, next-generation banking ecosystem for retail and MSME customers in Uzbekistan with a primary focus on digital and partnership-driven channels. Given the current operating environment and impact from COVID-19, TBC has further optimised our business model with the enhanced emphasis on asset-light and cost-efficient operations.

TBC CEO Vakhtang Butskhrikidze commented: "I am delighted that we have obtained the licence to start our banking operations in Uzbekistan. I would also like to thank the Uzbek authorities for their support and cooperation. This is the beginning of a new chapter in our group's history and opens up significant new opportunities for our future development in the region. We are excited to embark on this new journey and, over time, deliver results for the benefit of all our stakeholders."

AWARDS



TBC Bank has been named the Best Bank in Georgia 2019 by EMEA Finance magazine for the 9th consecutive year

BONDS AND LOAN AGREEMENTS



- > TBC has signed a USD 67 million trade finance facility with CITI
- > TBC Leasing, together with TBC Capital, have issued 58.4 million Gel bonds in the Georgia Stock Exchange

COLLABORATIONS WITH PARTNERS

- > **Miami Ad School Tbilisi (MAST)** – a Georgian subsidiary of the international school network will launch in September 2020 with the support of TBC and Free University.
- > **Kolga Tbilisi Photo Award 2020** – TBC has been sponsoring the annual international photo contest Kolga Tbilisi Photo Award for the past 19 years. Due to the COVID-19 outbreak, this year the festival was held virtually.
- > **TBC Collaboration with Museums** – in partnership with the Georgian National Museum, TBC continues to promote Georgian cultural heritage by virtually displaying museum pieces and supporting the GNM Virtual Festival 2020.



HERE.NOW - NEW BRAND CAMPAIGN OF TBC



HERE

NOW



TBC launched its new brand campaign on May 22, 2020. The new message HERE.NOW was first communicated through video and based on the tribute poem by famous Georgian poet Besik Kharanauli. The advertisement received 2.2 million views on our social media over the past week.

TBC sees this as a start of a long-term dialogue with customers, which will be supported by various content formats during the upcoming months.

The idea of Here.Now is a result of collaboration between TBC marketing team, international and local creative agencies, and it expresses the company's mission to make people's lives easier through provided services, products, experiences, and brand.