

Xalq bank transformation journey with ADB

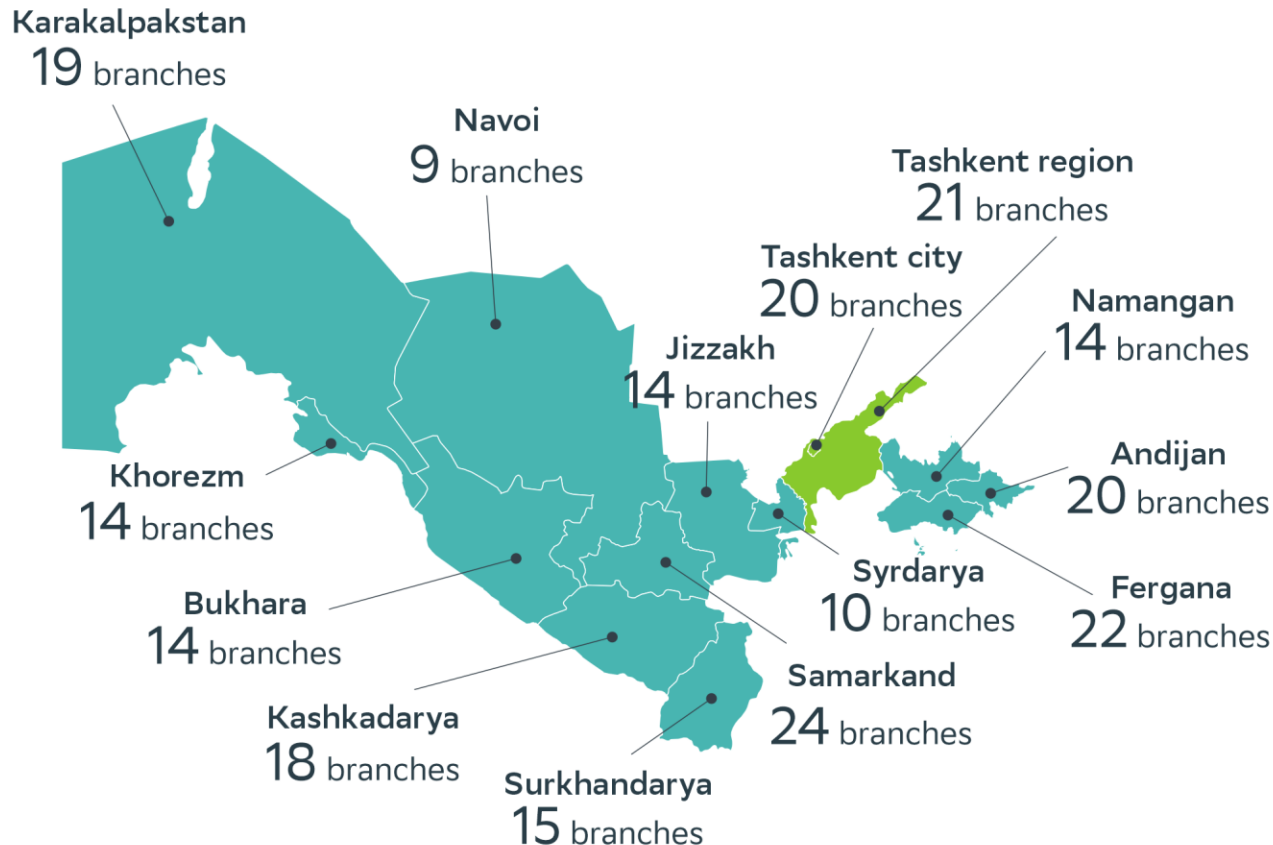
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About **the Bank**

Xalq Bank has the widest branch network in Uzbekistan

14 regional offices and 234 banking service centers across Uzbekistan



Xalq Bank has a strong retail franchise

servicing one third of Uzbekistan's population

Market positions in the retail segment increased strongly for the last years

The only bank in Uzbekistan responsible for the state pension and social payments distribution

>12.1 mln
Retail clients

>267 k
Business entities

7.3 k
Employees

Market share
7th out of 36 Uzbek banks on the net assets market



Under ADB SOE commercialization TA



Phase I

July-Dec 2022

1. Diagnostics
2. Strategy development



Phase II

April 2023 - April 2024

1. Continued migration of payments from cash to card
2. Sales transformation
3. Process and back-office functions centralization
4. Inclusive banking
5. Effective management and expansion of ATM network
6. Credit reengineering
7. Optimization of branches and Staff Rationalization
8. IT transformation



Phase III

October 2024 - July 2025

1. Wholesale banking for non-banking financial institutions
2. Women banking
3. Risk management & ESG framework
4. Strategic Advisory & SME business model:

Finance workstream transformation support
Strengthening SME business model and distribution structure
5. Inclusive banking Review

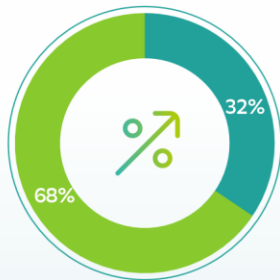


Progress that we have made

65.0 mln USD

ADB funds for 2025

ADB funded loans Gender Distribution



■ Women ■ Men

Comparing 2021-2025

Social and Government
lending programs

60 % > 34 %

Xazna mobile application
users

40 K > 5 000 K

Profit

-170 mln USD > +50 mln USD

Pensions received by cards

1.1 mln > 3.9 mln

NPL (IFRS)

32.2 % > 13.3 %

ATM

1.3 K > 3.1 K

NPL (Local GAAP)

24.5 % > 4 %

Cash desk

187 > 39

**Thank you for
attention!**

