



BECOMING A DISRUPTER

Our non-traditional competitors are gaining momentum. M-PESA in Kenya, for example, has become the most successful mobile phone-based financial service in the developing world, offering financial services at very low unit costs. We recognised this as an opportunity to extend our services to small businesses.



In 2014, we introduced **Till2Bank** in Kenya. The solution, a partnership between Stanbic, M-PESA, and Kopo Kopo, enables merchants, shops, supermarkets and SMEs to accept payments on M-PESA. The payments reflect immediately in their bank accounts, without them needing to physically visit a branch to deposit cash or fill any forms. It also gives us a better understanding of their financial status, enabling us to offer them broader banking services and products, according to their needs and risk profile.

We're harnessing the ability of fintechs to offer a bespoke, customer-driven service, at a competitive price, coupled with our 154-year track record and our commitment to building long-term customer relationships built on trust, to provide a more accessible, more affordable and more attractive service to our customers. We've partnered with China's TenCent to launch the WeChat mobile wallet service, which enables users to make person-to-person payments from their bank account or credit card to another person's account using smartphones. In South Africa, our partnership with MoneyGram – EcoCash – enables Zimbabweans living in South Africa to remit funds back home. We're continually exploring new opportunities for viable partnerships. Our Pathfinders Challenge, for example, offers fintech entrepreneurs the chance to win R500 000 in prizes and business support.

Collaboration with M-PESA in Kenya enable retail cashless transactions



In October 2016, our Shyft app was awarded a bronze international award in the Most Disruptive Innovation category at the 2016 EFMA-Accenture Distribution and Marketing Innovation Awards, in Barcelona. **Shyft enables forex transactions while eliminating paperwork and queues.** By accessing a "foreign exchange mobile wallet", customers can buy a number of different currencies at a live rate, store the funds in eWallets, and make purchases using physical or virtual card capability, or make international transfers using the cross-border payments capability.

Slydepay
– Ghana's leading online payment application

We embrace the opportunity to learn from disruptors, and are always alert to the potential to forge partnerships with innovators. Stanbic Ghana, for example, partnered with DreamOval to implement their Slydepay app – which has gone on to establish itself as Ghana's **leading online payment application**. Slydepay serves both individuals and businesses, with solutions tailored for the local Ghanaian market. Individual customers are able to monitor their finances, make free payments by scanning QR codes or entering an email address, top up their accounts using VISA, Airtel Money, First Capital Plus Speedbanking vouchers and MTN Mobile Money. Businesses benefit from a cashless payment system, which allows payments to be conveniently collected and tracked. At the 2016 Ghana Banking Awards, Slydepay won Product Innovation of the Year 2015, and Stanbic Ghana came second in the categories Most Cashless Bank, and Best Bank for Savings and Deposits.

Shyft
– foreign exchange mobile wallet

In Uganda, we used to experience long queues in our bank branches whenever it was time for school fees to be paid. Parents would queue for hours at the bank to withdraw cash, then hours at the school to pay their fees. The Pay+ solution has introduced quick and easy payments and collections, which have been taken up not only by schools, but also utility companies and insurance companies. Schools and companies are able to integrate the solution into their existing systems, and to track payments and reconcile accounts with minimum hassle. The platform is highly secure, signing on for collections is free, and financial reports generated by the system can be customised according to the business' particular needs.