

Financial Inclusion Framework

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¹ Based on UNEP FI Principles for Responsible Banking

² e.g. % of customers who feel confident about their financial health in the next 12 months; % of customers for which spending exceeded 90% of inflows for more than 6 months last year, % of customers that would struggle to raise emergency funds or cover with insurance a major unexpected expense, % of individuals with good and/or very good level of financial skills.

1. Introduction

1.1 Background

Financial inclusion means that individuals and businesses have access to useful and affordable financial products that meet their needs, delivered in a responsible and sustainable way.

Financial health means a state in which an individual, household, micro, small or medium-sized enterprise can smoothly manage their current financial obligations and have confidence in their financial future. This includes:

- Managing day-to-day finances to meet short term needs
- Capacity to absorb financial shocks (resilience)
- Capacity to reach future goals
- Feeling secure and in control of finances (confidence)

The key areas of focus for this framework are:

- Unbanked, formerly banking and underbanked individuals and households
- Groups vulnerable due to gender (e.g. rural women, female-led MSMEs, female entrepreneurs, gender-based violence (victims/survivors of abuse)
- Groups vulnerable due to age (e.g. elderly or youth groups)
- Groups from a certain geographical areas or locations (e.g. rural, urban, peri-urban, farmers)
- Customers who have low-income or are in financial distress
- Climate change victims/natural disasters (connection to migration)
- People with little or no access to the internet and digital tools
- People of Determination
- Micro and small enterprises

1.2 Purpose

GIB's objective is to ensure that all individuals and businesses, regardless of their background or income have access to useful and affordable financial products.

Through the promotion of digital banking services, including mobile banking, GIB supports individuals who might otherwise be financially excluded or underserved.

GIB aims to improve financial literacy and build capacity among financially excluded and underserved populations.

1.3 Scope

This framework shall apply to all GIB B.S.C. employees.

1.4 Review and Update

This Framework is owned by the Sustainability department and is required to be reviewed every two years or more frequently, if necessary, based on changes in the Bank's processes, systems, or regulatory requirements.

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2. Governance

2.1 Organisational Structure

This Policy is formalised under the Sustainability Unit that reports directly to the Chief Sustainability Officer.

2.2 Framework

None.

3. Financial Inclusion Framework

3.1 Exclusions, restrictions, conditions and standards

Portfolio composition and financial flows

To support financial health and inclusion, GIB has in place:

For customers

- Easy, online application, issuance and blocking for cards online.
- Affordable current account offering.
- Accessible ways of making payments – debit card, mobile app.
- Suitable credit offerings – credit card, personal finance, home finance.
- Murabaha deposit.
- Foreign exchange current account / currency card.
- Other relevant products as and when available.

Internal policies and processes

- Relevant employees supported with effective training on financial inclusion, responsible credit and financial health.
- GIB measures the % of customers who use the bank's services to create a financial action plan with the bank (smart budgeting and savings tool).

Client and customer engagement

- GIB commits to clear, transparent and user-friendly communications with clients and customers.
- GIB provides retail banking customer support 24 hours a day 7 days a week by phone, email and through on-line community channels.

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We aim to have the following measures in place by 31 December 2026:

Internal policies and processes

- Improved credit risk processes to mitigate over indebtedness and improve debt management.
- Improved data capture to run models for behaviour anticipation and for avoiding risk of discrimination or bias in service offerings.
- Alternative credit scoring models for financially excluded groups.

Client and customer engagement

- Measure the financial health and financial skills of the retail customer base in aggregate on an annual basis.

Advocacy and partnerships

- Participate in at least one strategic partnership to promote financial education and digital skills, support systemic change and enhance methodologies for measuring financial health. This aligns with GIB's commitment to financial inclusion by fostering knowledge-sharing, innovation, and sustainable financial well-being across the communities we serve.

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