

An aerial photograph of a desert landscape. A winding road or path cuts through the sandy terrain. In the upper right, there is a small, light-colored building or structure. The overall scene is arid and open.

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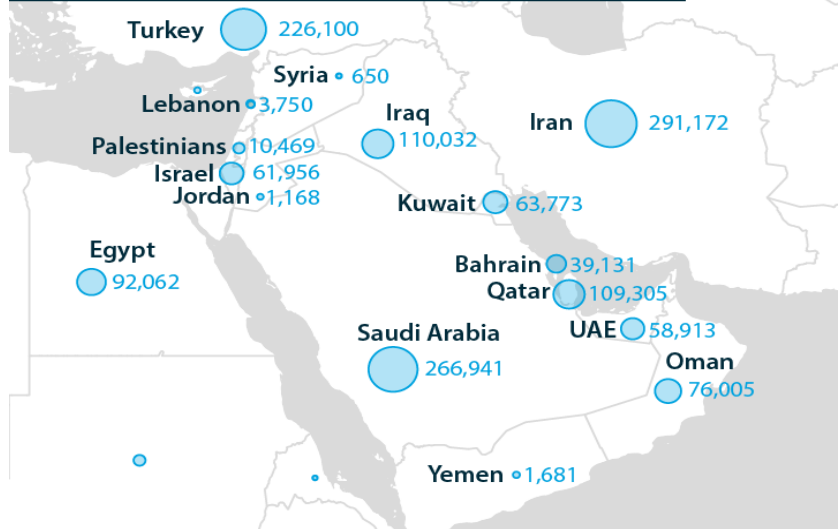
# **Supporting the delivery of Financial Services – A new normal**

# M.East & North Africa Overview

- 21 Countries make up Region– World Bank
- 6% of World's Population
- 58% of World's oil Revenue
- 43% of Natural gas Reserves
- Civil war in some parts of the Region (Yemen, Syria , Libya Iraq)
- Median age 26.8 years old
- Approx 95 Million make up ages 15-24  
That's almost 1 in 5 people.



Confirmed cases of COVID-19 (as of July 26, 2020)



Analytica Sources: Johns Hopkins University Center for Systems Science and Engineering



# Covid Impact

World Bank estimates that Covid 19 cost Mena Economies 200 Billion USD.

Some countries were quicker than others to provide support to the populations .

Forced a new way of thinking working and spending

Home entertainment spends witnessed a 1000 % increase for obvious reasons. (Visa)

Different countries managed the lockdowns to varied levels of success including vaccination roll outs

South African banks took a increase in non performing loans – many sought repayment holidays

# Post Covid (At a Glance)

M East	N Africa	S Africa
Lending policies realigned to reflect Expat departures	Rise of Fintech & Payment improvements – Digital Wallets – Fintech Revenue Est 30Billion USD by 2025 (Africa)	4 out of top ten credit card issuers in Region 2021
Step change toward Digital Banking offerings to improve Customer journey	Egypt mandated that cashless payments are offered -230% increase	Technology investment increased
Challenger banks established – e.g. Zand in UAE	Structural shift in African financial services 10% Digital	Bad debts reduced – IFRS impact-better provisioning
Data Protection laws introduced – Penalties tba	Upgraded Regulatory framework	Tyme bank signed up 4M clients in less than 3 years – plus 70M investment from Tencent
Nationalization ratios heightened	Digital onboarding at 24 hours v traditional banks long winded loan/application process	POPIA Data Protection laws embedded.
Banks consolidation being seen		

# Common Themes

- **Digital Innovation**
- **Transparency & lower transaction costs**
- **Better use and protection of customers data**
- **Banks & Tech in partnership will be vital**
- **Leverage big data analytics & AI**
- **Convenience for all banking areas**



# Summary

- **Fintech's are rising**
- **Clients data "new gold"**
- **Customer demands are growing – tech savvy Generation**
- **Efficiency in operations – now!**
- **Analytics & AI**
- **PROFIT IN PARTNERSHIP**





**Thank you**

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