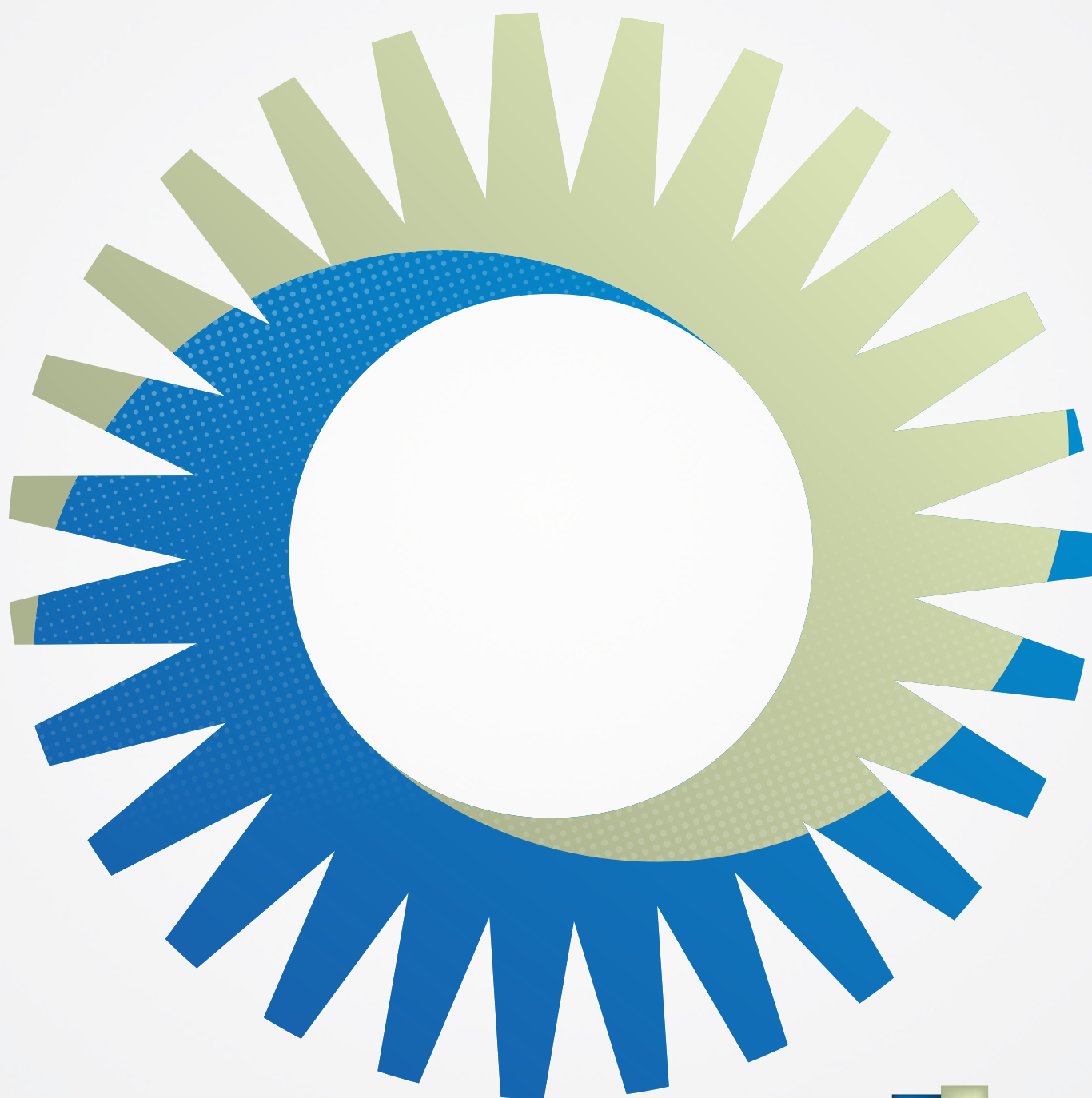


# 2017

**Transforming  
our business**

Annual report

BGFIBank Côte d'Ivoire



**BGFIBank**

*Your partner for the future*

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Making change  
to optimise  
**performance**

BGFIBank Group

## The BGFIBank Group helping to finance African economies

The BGFIBank Group is a quality African financial portal, offering a wide range of high-performance financial services.

The Group puts its expertise to work for all client segments, with an organisation and

product range that are specifically tailored to its target audience: multinational groups and large companies, governments and institutions, small and medium-sized businesses and professionals, private clients, salaried employees, small merchants and the self-employed.

These products and services are divided into four innovative business lines with proven expertise.

### THE BGFIBank GROUP IS PRESENT IN 11 COUNTRIES

**In Africa:** Benin, Cameroon, Congo, Côte d'Ivoire, Gabon, Equatorial Guinea, Madagascar, Democratic Republic of the Congo, São Tomé-et-Príncipe, Senegal

**In Europe:** BGFIBank Europe, finance and investment bank in Paris

#### ◆ The BGFIBank Commercial Bank and its five core business lines:

- Corporate banking
- Retail banking
- Private banking
- Government and institutional banking
- Digital banking

#### ◆ BGFIBank Investment Banking and its three core business lines:

- Financial engineering
- Consulting
- Brokerage

#### ◆ Specialist Financial Services Finatra and Loxia with two business lines respectively:

- Consumer loans
- Investment loans / Financial leasing Leasing / Factoring
- Microfinance

#### ◆ Fire, accident, miscellaneous risks and transport insurance with Assinco

# 1 Report by Senior Management

## BGFIBank CÔTE D'IVOIRE'S INDICATORS ARE CONSISTENT WITH PREVIOUS YEARS' GROWTH TRENDS, AND NBI WAS BOOSTED BY GROWTH OF THE CREDIT PORTFOLIO

The leading economy in the region, Côte d'Ivoire's economy grew an estimated 6.7% in 2017, up from 6.6% in 2016. These growth rates are expected to continue at least until 2020. The budget deficit was 4.6% of GDP compared with 4.4% in 2016, with a community-wide target of 3% by 2019. Inflation was low, at 0.9%, due to satisfactory market supply of local agricultural and fisheries products.

Despite these excellent indicators, the region's stability is jeopardised by terrorist threats across Africa as a whole, and in the WAEMU region in particular, including repeated rebellions in Côte d'Ivoire, jihadist attacks in Mali and Burkina Faso, and violent incursions by Boko Haram in Niger. In addition to this, the near 35% drop in cocoa prices on the international markets disrupted the main crop season and automatically led to a decrease in the Ivorian government's budget.

### CÔTE D'IVOIRE IS SEEING SUSTAINED ECONOMIC GROWTH OF 7%

But the trends are essentially upward and confidence is improving. That is why the head office of the International Cocoa Organization (ICCO) was transferred from London to Abidjan, and the AU-EU summit was held in Abidjan on 20-21 November 2017. This international confidence was also demonstrated by a grant agreement with the Millennium Challenge Corporation (MCC), signed in Côte d'Ivoire on 7 November 2017, for 290 billion CFA francs, followed a month later by a 75 billion CFA franc



› Malick Ndiaye, Director and Chief Executive Officer

loan from the International Monetary Fund (IMF). It is therefore a rapidly growing economy that is continuing to attract plenty of investors.

In this positive economic climate, banking supply is relatively high with 28 banks (21 of which are groups) and two financial institutions, but the bank-use rate is low, at 16.28%, which offers particularly promising growth prospects.



## Clyde Fakhoury, Administrative Director of PFO AFRICA, shares his vision of the partnership with BGFIBank Côte d'Ivoire

PFO AFRICA Côte d'Ivoire is a design-and-build specialist catering to the construction and civil engineering industry. As the successor to ARCHE (1988-2005) and PFO-CI (2005-2011), founded by architect Pierre Fakhoury, PFO AFRICA boasts nearly 30 years of experience in Africa, and particularly in Côte d'Ivoire.

Its completed projects include the renovation of the Abidjan Hôtel Ivoire, now Sofitel Ivoire Abidjan, the renovation of the Postel 2001 Tower, along with works to improve access to villages in the district of Abidjan.

### WHAT IS THE NATURE OF YOUR RELATIONSHIP WITH BGFIBank COTE D'IVOIRE?

Following an initial partnership as part of the contract to renovate the presidential palace in Libreville in 2006, we began working more closely with BGFIBank Group's Ivorian subsidiary when it opened its doors in 2012. BGFIBank Côte d'Ivoire supported us with 36 billion CFA francs for the project to renovate the CCIA building in Abidjan. This helped us forge an extremely strong and stable partnership based on close cooperation with the teams in Abidjan. This was followed by a number of projects such as the renovation of the Abidjan Hôtel Ivoire. With this support, we were also able to jointly carry out a major design, build and financing project for the Ivorian government's Esplanade-Plateau project (40 billion CFA francs).

### WHAT IS THE MAIN CHARACTERISTIC OF THIS RELATIONSHIP?

The relationship features strong involvement by the teams, perceptible right from the start of our partnership. Today, we have an excellent relationship with the Chairman and Chief Executive Officer of the BGFIBank Group and the Chief Executive Officer of BGFIBank Côte d'Ivoire. We are delighted to say that the staff in Abidjan have been providing us with constant and loyal support for nearly seven years now.

### WHAT DO YOU THINK ARE BGFIBank COTE D'IVOIRE'S KEY FEATURES?

We particularly value their availability and proximity to us, the client. The fact that they process transactions and make decisions quickly is also a major competitive advantage.

The staff's professionalism has been vital to building this partnership. Their strong understanding of the local context shows how BGFIBank Côte d'Ivoire is able to provide practical support for Côte d'Ivoire's development and its major infrastructure projects.

### BGFIBank GROUP CLAIMS TO WORK CLOSELY WITH ITS CLIENTS. HOW HAS IT DEMONSTRATED THIS?

BGFIBank Côte d'Ivoire has always been able to provide PFO AFRICA with the assistance, financial support and advice we need, at every stage of project implementation.



Ranked ninth with a 3.2% market share, we have performed well in just five years. Our positioning in the business and high-net-worth individuals segments offers enormous potential for growth, along with the possibility, if we so wish, of expanding our network.

## BGFIBank CÔTE D'IVOIRE

### HAS STRONG GROWTH POTENTIAL

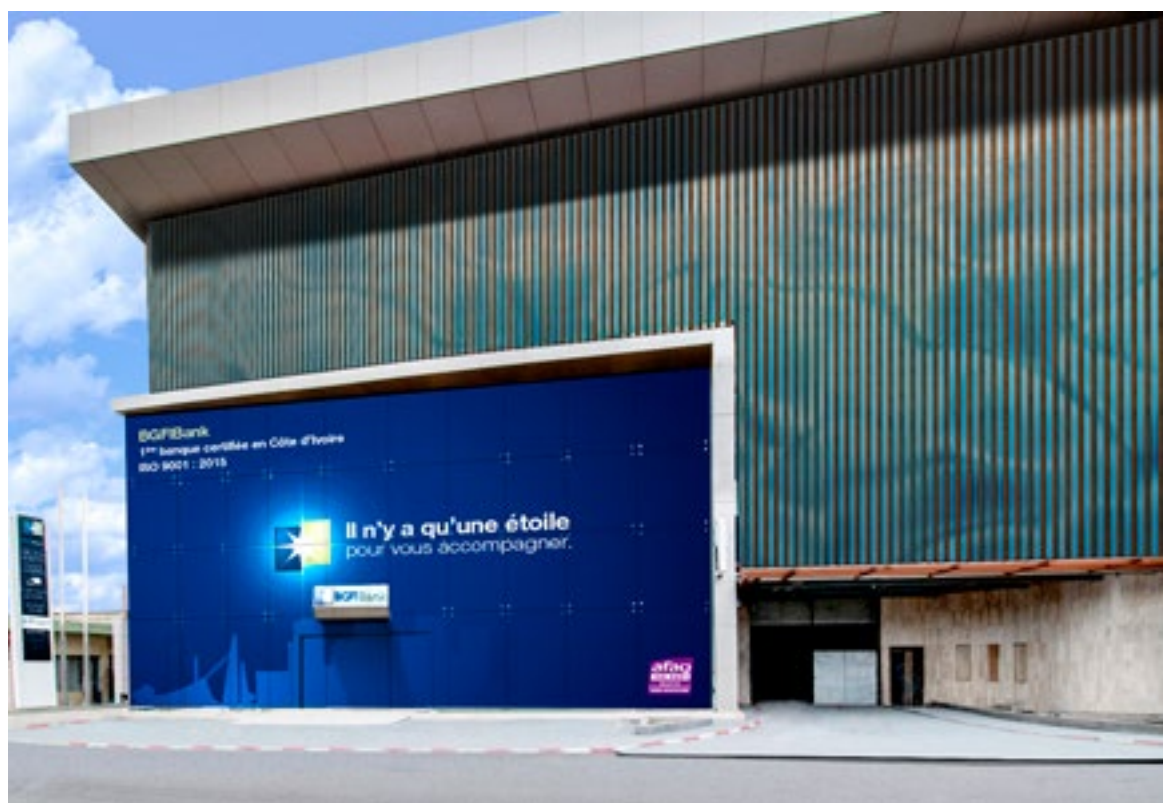
Created in the summer of 2009, the Ivorian subsidiary of the BGFIBank Group effectively opened its counters at the start of 2012 with the Étoile branch in the Plateau district. Between 2016 and 2017, we experienced sustained growth, with the opening of the Vallon Mercure business centre in Cocody, bringing the number of business centres to five – four in Abidjan and one in San Pedro (Étoile business centre – Abidjan, Plateau; Athéna

business centre – Abidjan, Yopougon industrial park; Cassiopée business centre – Abidjan, Marcory Boulevard Valéry Giscard d'Estaing; Gaia business centre – San Pedro), along with the Hermès branch in Abidjan, located in the Radisson Blu Abidjan Airport hotel.

As a consequence of this growth, our headcount rose from 96 to 102 at end-2017, with 47% men and 53% women, 54% managerial and professional staff and 46% other employees.

As we have expanded our product range and continued to innovate (with services such as BGFI Night and E-Scan), we have brought on board new clients, attracted by our innovative products, the availability and expertise of our advisors and the reputation of the BGFIBank Group. This resulted in a significant rise in banking activity compared with 2016, both in terms of resources, with an increase of 9%, and in terms of jobs, with an increase of 14%. These factors also promise high growth potential for digital banking in the years to come.

> Cassiopée business centre







> BGFI Bank Côte d'Ivoire's head office and the Cassiopée branch, lit up for the BGFI Night event.

## FINANCING WORTH

### 80 BILLION CFA FRANCS

Our highlight of 2017 came when we signed, with the support of BGFI Capital, a financing agreement worth 80 billion CFA francs for the FER (Fonds d'Entretien Routier, the Côte d'Ivoire road maintenance fund) to support implementation of its road maintenance policy. Another landmark was the opening, on 25 August 2017, of the Mercure business centre in Cocody Vallon in the presence of the Group's Chairman and Chief Executive Officer.

And on the same date, we held our BGFI Night event, when the Mercure business centre in Cocody Vallon and the Cassiopée business centre in Marcory remained open until 8 p.m. We also launched our smartcard offering, with the new Visa Gold/Classic cards, and saw many more clients using digital services, particularly our E-Scan and the E-Suivi alert products. Management focused in particular on training staff in the practical changes brought about by the new Basel II and III standards, which came into force on 1 January 2018.

## ISO 9001:2015

Our Quality Management System gained certification to the ISO 9001:2015 standard. In addition to our excellent financial and commercial performance, this certification provided official recognition of our staff's skills and stringency, in line with the Excellence 2020 plan to which they fully adhere.

In addition, our tried-and-tested business continuity system gives all our clients, shareholders and partners a cast-iron guarantee of the bank's resilience.

## MANAGEMENT FOCUSED

### ON TRAINING STAFF IN THE PRACTICAL

### CHANGES BROUGHT ABOUT

### BY THE BASEL II AND III STANDARDS

It was against this backdrop of well-managed performance that we exceeded our profitability and balance-sheet forecasts at end-2017. The indicators are consistent with previous years' growth trends and net banking income was boosted by growth of the credit portfolio, despite the downward pressure on rates. Overheads are well-managed and the cost of customer risks is increasing more slowly than credits, reflecting the quality of portfolio monitoring.



## DIGITALISATION, AN IMPORTANT GROWTH FACTOR FOR THE FUTURE

In 2018, we will see the same level of performance achieved in past years, as we continue growing our the network, develop innovative products and services to boost commercial performance, begin outsourcing

management of the Système d'Information Mutualisé pour l'Afrique de l'Ouest (SIMAO), step up our efforts to bring our processes in line with new regulatory requirements, grow our client base, complete ongoing digitalisation projects, and consolidate our risk management system.

Completing all these tasks will help us keep our clients even happier.

› The digital products and services of BGFIBank Côte d'Ivoire are rapidly growing.

The graphic features a hand interacting with a glowing digital interface. The interface displays four service icons: e-Avis (purple envelope icon), SMS Banking (blue smartphone icon), e-Relevé (pink document icon), and e-Swift (teal globe icon). Each icon is connected by a line to a central glowing point where the hand is touching. The background is a light grey gradient with a blue square in the top left corner.

# e-SMART

Independently access a world of smart, fast, easy-to-use banking services.

With «e-SMART», BGFIBank Côte d'Ivoire provides you with a range of products and services that let you to access your bank's services at all times and to stay informed about all your account activity.

Managing your account has never been easier.

**e-Avis**

**SMS Banking**

**e-Relevé**

**e-Swift**

## 2 Key Figures for BGFIBank Côte d'Ivoire

- figures in millions -

	2015 XOF	2016 XOF	2017 XOF	2017 conversion EUR	2017 conversion USD
<b>BALANCE SHEET TOTAL</b>	177,213	290,240	<b>334,398</b>	510	612
Equity (excluding income)	9,372	12,552	<b>15,128</b>	23	28
Long-term equity	24,800	34,295	<b>38,850</b>	59	71
Client deposits	110,915	145,854	<b>162,063</b>	247	296
Client credits	128,354	183,275	<b>229,092</b>	349	419
Capital assets	2,069	3,252	<b>3,816</b>	6	7
Net banking income	11,512	14,842	<b>18,473</b>	28	32
Overheads	-6,214	-7,895	<b>-9,423</b>	-14	-16
Depreciation expenses	-286	-616	<b>-896</b>	-1	-2
Gross operating profit	5,311	7,147	<b>9,362</b>	14	16
Net provisions	-449	-1,686	<b>-2,528</b>	-4	-4
<b>NET RESULT</b>	2,618	4,102	<b>5,534</b>	8	9
Cost net income ratio	52%	49%	<b>46%</b>		
Cost income ratio	54%	53%	<b>51%</b>		
Profitability ratio → Net profit/Equity	28%	33%	<b>37%</b>		
Rate of return → Net profit/Balance Sheet total	1.48%	1.41%	<b>1.65%</b>		

Fixed EUR/XOF  
exchange rate: 655.957



USD/XOF exchange rate:  
• Balance sheet figures  
converted at the closing rate  
on 31/12/2017:  
USD/XOF = 546.6036  
• P&L figures converted at  
the average rate for 12/2017:  
USD/XOF = 584.7279

PERFORMANCE INDICATORS FOR 2017  
WERE HIGHER THAN FORECAST, CONSISTENT  
WITH PREVIOUS YEARS' GROWTH





# 3 Governance of BGFIBank Côte d'Ivoire

## Management Committee



**MALICK NDIAYE**  
Director and  
Chief Executive Officer



**GISÈLE ASSEU**  
Chief Financial  
Officer



**MORY KOUYATE**  
Head of Sales and  
Marketing



**BORIS BILÉ COFFI**  
Head of Commitments  
and Legal Affairs



**RICHARD HATHRY**  
Head of  
Internal Audit



**KAFEHE SILUE**  
Head of Operations  
and Treasury



**ROSIUS BAKPE**  
Chief Information  
Officer



**RODRIQUE AKRE**  
Head of Risk Management  
and Permanent Control



**EUGÈNE ESSAN**  
Head of Quality and  
Customer Service



**KANDANA LATTE**  
Head of  
Human Resources

# Shareholders

	Amounts in CFA francs	Share in %
<b>National corporate bodies</b>		
Société de Participations et de Financements	2,000,000,000	20.0000%
<b>National individuals</b>		
Ibrahim Moriba Keita	10,000	0.0001%
Abdul Hussein Beydoun	500,000,000	5.0000%
<b>SUB-TOTAL - NATIONAL INDIVIDUALS AND CORPORATE BODIES</b>	<b>2,500,010,000</b>	<b>25.0001%</b>
<b>Foreign corporate bodies</b>		
BGFI Holding Corporation	6,499,970,000	64.9997%
Yesli Group	500,000,000	5.0000%
Nahor Capital S.A.	500,000,000	5.0000%
<b>Foreign individuals</b>		
Henri-Claude OYIMA	10,000	0.0001%
Rhinesse KATSOU	10,000	0.0001%
<b>SUB-TOTAL - FOREIGN INDIVIDUALS AND CORPORATE BODIES</b>	<b>7,499,990,000</b>	<b>74.9999%</b>
<b>TOTAL</b>	<b>10,000,000,000</b>	<b>100%</b>

# Board of Directors

	Representatives of corporate bodies	Nationality	Shareholder or otherwise	Term of office commenced on
Ibrahim Moriba Keita		Ivorian	Chairman and shareholder	27/12/2012
BGFI Holding Corporation	Henri-Claude Oyima	Gabonese	Shareholder	28/06/2012
Henri-Claude Oyima		Gabonese	Shareholder	28/06/2012
YESHI Group Ltd	Abdul Hussein Beydoun	Ivorian	Shareholder	27/12/2012
Francis Gérard Caze		French	Non-shareholder	27/12/2012
Malick Ndiaye		Senegalese	Non-shareholder	12/08/2013
Amadou Kane		Senegalese	Non-shareholder	03/05/2016
Janine Diagou		Ivorian	Non-shareholder	03/05/2016
Narcisse Obiang Ondo		Gabonese	Non-shareholder	03/05/2016



# Specialist Committees

## SENIOR MANAGEMENT COMMITTEES

- Management Committee
- Procedure Validation Committee
- Commitments Committee
- Social Dialogue Committee
- Information System Security Committee
- Internal Control Committee
- Health, Safety and Working Conditions Committee
- Management Review
- Process Review
- Treasury/ALM Committee
- Project Steering Committee

## BOARD OF DIRECTORS COMMITTEES

- Audit Committee
- Risk Management Committee
- Good Governance, Human Resources and Remuneration Committee

# Good Governance Charter

The Good Governance Committee supports the work of the Board of Directors across a range of good governance principles in order to organise and promote a sound culture of good governance within BGFIBank Côte d'Ivoire.

It also assists the Board of Directors with the appointment and dismissal of directors, the composition of the specialist committees of the Board of Directors, along with the evaluation of the work of the Board of Directors and its members.

It comprises three directors, one of whom is independent, and meets once a year.

Its responsibilities include:

- proposing measures for the good governance of BGFIBank Côte d'Ivoire;
- recommending and making improvements to the governance of BGFIBank Côte d'Ivoire;
- clarifying and strengthening, where necessary, the guidelines established by the various rulings of the Banking Commission for the good corporate governance of BGFIBank Côte d'Ivoire;

- clarifying and supporting the role of the Board of Directors and the committees concerned with monitoring and managing the main risks and internal control with various charters;
- overseeing compliance with the provisions in the Directors' Charter;
- verifying the subsidiary's governance arrangements;
- reviewing the Good Governance Charter at least once a year;
- developing a series of good governance principles applicable to BGFIBank Côte d'Ivoire, recommending them to the Board of Directors and monitoring their dissemination;
- overseeing relations between the Board of Directors and Senior Management and ensuring that the latter acts within its mandate.



# Senior Management structure

The Senior Management of BGFIBank Côte d'Ivoire comprises a chief executive officer appointed by the Board of Directors and approved by the country's monetary authority in accordance with the country's current banking legislation and regulations.

Senior Management is responsible for:

- managing the subsidiary's strategic objectives and ensuring that its operational plan is in line with the global strategy;
- defining the subsidiary's overall missions and objectives;
- approving the vision and strategy of the various divisions;
- making decisions concerning operational projects and budgets;
- examining financial and internal control reports;
- steering the subsidiary's performance according to the strategic plan;
- monitoring the progress of projects;
- providing clear and relevant responses to environmental, regulatory, political and competitive factors and all other similar issues;
- informing the Group's Senior Management about adaptations in the overall strategy to meet the specifics of the local context;
- giving advice on local legislation and regulations that may have an impact on overall policy.

› The Management Committee of BGFIBank Côte d'Ivoire

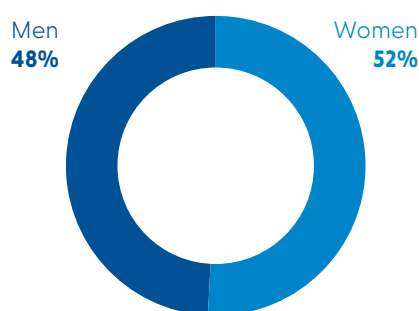


# 4 Social Responsibility Report

BGFIBank Côte d'Ivoire had 102 employees on 31 December 2017, compared with 96 on 31 December 2016, most of whom are managerial and professional staff: 54% on 31 December 2017, compared with 53% on 31 December 2016.

There has been an increase in the number of non-managerial employees, representing 46% of staff against 45% on 31 December 2016.

On 31 December 2017, the subsidiary had 49 men (48%) and 53 women (52%), compared with a gender ratio of 52/48 in 2016.



Some 4% of BGFIBank Côte d'Ivoire staff are not Ivorian: four are from the WAMU region, one of whom is an expatriate.

On 31 December 2017, the subsidiary had 91 employees on permanent contracts and 11 on fixed-term contracts, compared with 84 on permanent contracts and 12 on fixed-term contracts on 31 December 2016. Seven interns joined the workforce in 2017.

BGFIBank CÔTE D'IVOIRE

HIRED 14 NEW STAFF

IN THE YEAR TO 31 DECEMBER 2017:

9 WOMEN AND 5 MEN

## 9 BRANCH HIRES

- 6 cashiers
- 1 bank manager
- 2 corporate Customer Relationship Officer

## 5 HEAD OFFICE HIRES

- 1 internal auditor
- 1 operations officer
- 1 IT assistant
- 1 Head of International Payment Methods
- 1 permanent controller



# 5 Financial Report

## Balance sheet assets

- Figures in millions of XOF -	Actual at 31/12/2016	Actual at 31/12/2017	Forecast 2017	Difference 2017/2016	Difference A17/A16 %	Difference A17/F17 %
Interbank receivables	38,772	37,268	31,807	-1,504	-4%	17%
Client receivables	183,275	229,092	239,262	45,817	25%	-4%
Investment securities	60,397	59,442	68,000	-955	-2%	-13%
Other assets	4,544	4,846	5,447	302	7%	-11%
Fixed assets	3,252	3,751	4,616	498	15%	-19%
<b>TOTAL</b>	290,240	334,398	349,131	44,158	15%	-4%

### HIGHLIGHTS:

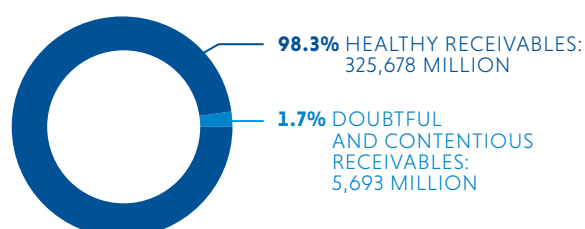
- an increase in client loans (+25%);
- a halt in the growth of the securities portfolio (-955 million CFA francs);
- a decrease in liquid assets (-4%).

The portfolio has a high-quality structure, with the exception of companies whose deposits do not cover their credits.

### STRUCTURE OF THE PORTFOLIO BY BUSINESS SECTOR

- In millions of XOF -	On- and off-balance sheet commitments
Basic products	68,903
Construction and civil engineering	54,372
Trade	48,343
Banks and finance	35,401
Real estate	24,997
Services	21,150
Agribusiness	19,684
Industry	14,144
Private individuals	9,842
Insurance	9,191
Oil and gas	7,784
TTM	7,080
Chemicals-phytochemicals	5,766
Government	4,563
<b>TOTAL</b>	331,219

### QUALITY OF THE PORTFOLIO



## Balance sheet liabilities

- Figures in millions of XOF -	Actual at 31/12/2016	Actual at 31/12/2017	Forecast 2017	Difference 2017/2016	Difference A17/A16 %	Difference A17/F17 %
Interbank payables	102,417	124,109	85,879	21,692	21%	45%
Customer deposits	145,854	162,062	215,876	16,208	11%	-25%
Other liabilities	7,675	9,377	9,211	1,702	22%	2%
Long-term equity	34,295	38,850	38,165	4,556	13%	2%
Net result	4,102	5,534	4,526	1,431	35%	22%
<b>TOTAL</b>	290,240	334,398	349,131	44,158	15%	-4%
Customer guarantees	75,672	50,550	98,097	(25,122)	-33%	-48%

### INCREASE IN THE BALANCE SHEET TOTAL (+15%) IN RELATION TO 31 DECEMBER 2016:

- The increase in client resources (+16,209 million CFA francs) is mainly due to the combined effect of drawing by the Conseil du Café et du Cacao (-24,441 million CFA francs) and major deposits.
- There is an increase in interbank financing in order to compensate for the unexpected decline in customer deposits.

## Profit and loss account

- Figures in millions of XOF -	31/12/2016	31/12/2017	Difference amount	Difference %
Interest margin	9,330	12,357	3,028	32%
Commissions	5,513	6,116	603	11%
<b>NET BANKING INCOME</b>	14,842	18,473	3,631	24%
Personnel expenses	-2,374	-2,945	-571	24%
General operating expenses	-3,859	-4,600	-741	19%
Direct and indirect taxes	-1,046	-983	63	-6%
Depreciations	-616	-896	-280	45%
<b>OVERHEADS</b>	-7,895	-9,423	-1,528	19%
<b>GROSS OPERATING RESULT</b>	7,147	9,362	2,216	31%
Provisions for net doubtful and contentious receivables	-1,294	-1,506	-212	16%
Provisions for net risks and charges	-392	-1,022	-630	161%
Exceptional result	-154	269	423	274%
<b>NET RESULT</b>	4,102	5,534	1,431	35%

## NET BANKING INCOME

- **24% NBI GROWTH COMPARED** with 2016
  - decrease in average credits and increase in average deposits
  - increase in average outstanding credits and deposits
- **NBI 8% HIGHER** than forecast
- The IM/Commissions ratio went from 63/37 at end-2016, to **67/33** at end-2017

## OVERHEADS

- 19% increase in overheads compared with 2016:
  - personnel expenses (+24%) due to new hires during the period
  - general operating expenses and taxes (+14%) primarily due to the increase in NBI-related expenses
- Overheads well-managed with a 3% saving in relation to the forecast

# Auditors' Report

Dear Sirs,

In accordance with the mission entrusted to us by your General Meeting, we hereby submit to you our report on the financial year ending 31 December 2017, on:

- the audit of the annual accounts of BGFIBank Côte d'Ivoire as attached to this report;
- the verifications relating to the work of the management bodies and internal control;
- compliance with banking regulation;
- the specific checks made and statutory information.

The annual accounts were approved by the Board of Directors. Our role is to express an opinion on these annual accounts, based on our audit.

## OPINION ON THE ANNUAL ACCOUNTS

We performed our audit according to professional standards; these standards require procedures to obtain reasonable assurance that the annual accounts do not contain any material misstatement. An audit includes examining, on a test basis or through other selection methods, evidence supporting the amounts and disclosures contained in the annual accounts. It also consists in assessing the accounting principles used, the significant estimates made to approve the

annual accounts, and the overall presentation of the accounts. We believe that the evidence we have gathered is sufficient and appropriate to provide a basis for our audit opinion below.

We certify that the annual accounts comply with the rules, are truthful and give a true picture of the result of the operations of the business for the year ending 31 December 2017, as well as of the financial situation and assets of BGFIBank Côte d'Ivoire at the end of the financial year, in accordance with the accounting principles set out in the Banking Accounting Plan of the West African Monetary Union (WAMU) and the requirements of the Central Bank of West African States (BCEAO) as concerns the presentation of annual accounts.

---

**PricewaterhouseCoopers**  
Souleymane SORO,  
Certified Accountant, Associate

**Ernst & Young**  
Jean François ALBRECHT,  
Certified Accountant, Associate



# BGFIBank

Côte d'Ivoire's first  
ISO 9001:2015 certified bank



## The only star you'll ever need.

247

The first bank in Côte d'Ivoire to be ISO 9001:2015 certified, we are continuing, with this new certification, to streamline our organisation and commercial operations in order to increase our presence and improve service standards for YOU.

As a corporate, small business, institutional or private customer, you can rest assured that our innovative products and services have been designed with you in mind, to support your success. Because we consider you our most valuable stars, we are continuously working to take our services to the greatest heights possible.

Tel.: +225 21 56 91 56  
Quality & Customer Service tel.: +225 09 95 55 55  
Fax: +225 21 26 82 82  
Quality & Customer Service email: [eqc@bgfigroupe.com](mailto:eqc@bgfigroupe.com)

[www.groupebgfibank.com](http://www.groupebgfibank.com)



**BGFIBank**  
Your partner for the future

CONTENTS



# 6 Branch Network

## ABIDJAN NETWORK



### ÉTOILE BUSINESS CENTRE

Plateau, avenue Joseph Anoma, im. AMCI, 15<sup>th</sup> floor

Open Monday to Friday, 8:00 am to 4:00 pm

Tel. +225 21 56 91 30 | Fax +225 21 26 82 82

Quality Customer Service: [eqc@bgfgroupe.com](mailto:eqc@bgfgroupe.com) | +225 09 95 55 55

### ATHÉNA BUSINESS CENTRE

Yopougon, industrial park

Open Monday to Friday, 8:00 am to 4:00 pm, and Saturdays, 9 am to 12 noon

Tel. +225 21 56 91 40

Quality Customer Service: [eqc@bgfgroupe.com](mailto:eqc@bgfgroupe.com) | +225 09 95 55 55



### CASSIOPÉE BUSINESS CENTRE

Marcory, Boulevard Valéry Giscard d'Estaing

Open Monday to Friday, 8:30 am to 8:00 pm, and Saturday, 9:00 am to 1:00 pm

Tel. +225 21 56 91 56 | Fax +225 21 26 82 82

Quality Customer Service: [eqc@bgfgroupe.com](mailto:eqc@bgfgroupe.com) | +225 09 95 55 55

### HERMES BRANCH

Port Bouet, boulevard de l'Aéroport, inside the Radisson Blu Abidjan Airport Hotel

Open Monday to Friday, 9:00 am to 1:00 pm, and 2:00 pm to 4:00 pm

Tel. +225 21 56 91 77 | Fax +225 21 26 82 82

Quality Customer Service: [eqc@bgfgroupe.com](mailto:eqc@bgfgroupe.com) | +225 09 95 55 55



### MERCURE BUSINESS CENTRE

Cocody, 2 Plateaux, Rue des Jardins

Open Monday to Friday, 8:30 am to 8:00 pm, and Saturday, 9:00 am to 1 pm

Tel. +225 21 56 91 70 | Fax +225 21 26 82 82

Quality Customer Service: [eqc@bgfgroupe.com](mailto:eqc@bgfgroupe.com) | +225 09 95 55 55

## OUTSIDE ABIDJAN

### GAÏA BUSINESS CENTRE

San-Pedro, avenue de l'Indépendance

Open Monday to Friday, 8:00 am to 4:00 pm, and Saturday, 9:00 am to 12:00 noon

Tel. +225 21 56 91 60 - 34 71 03 18 | Fax +225 34 71 03 24

Quality Customer Service: [eqc@bgfgroupe.com](mailto:eqc@bgfgroupe.com) | +225 09 95 55 55





# BGFI CEO AWARDS

## **Award** for best organisational performance 2017

Commercial Banking Category:  
BGFIBank Côte d'Ivoire

## **Award** for best commercial performance 2017

Commercial Banking Category:  
BGFIBank Côte d'Ivoire for the second year running



Closing the week-long BGFI CEO Meeting between the Group's chief executive officers, the annual BGFI CEO Awards recognise the subsidiaries' performance and their contribution to the Excellence 2020 project. The prizes awarded by the members of the jury during the ceremony recognise those subsidiaries that excel in the following categories:

- **Award 1: BEST COMMERCIAL BANK**
- **Award 2: BEST INDUSTRIAL RELATIONS CLIMATE / HUMAN RESOURCES**
- **Award 3: BEST ORGANISATION**
- **Award 4: BEST FORWARD PLANNING**

Already awarded "Best Commercial Bank" at the first BGFI CEO Awards in 2016, BGFIBank Côte d'Ivoire was crowned "Best Commercial Bank" for the second year running, as well as scooping the award for "Best Organisation" for its performance in 2017.

This distinction is to the credit of all the subsidiary's men and women for their sustained commitment and hard work, and is also continuous encouragement for all of us to rise to the challenge of this busy and exciting role as a bank serving its clients.



**BGFI Bank**  
*Your partner for the future*

BGFI Bank Côte d'Ivoire  
**[www.groupebgfibank.com](http://www.groupebgfibank.com)**