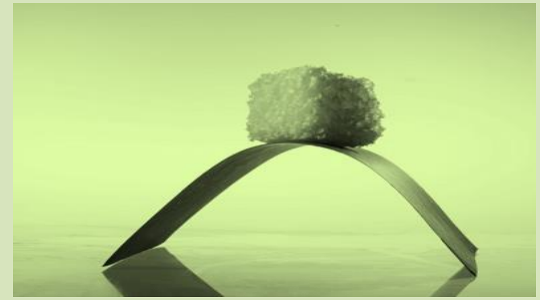


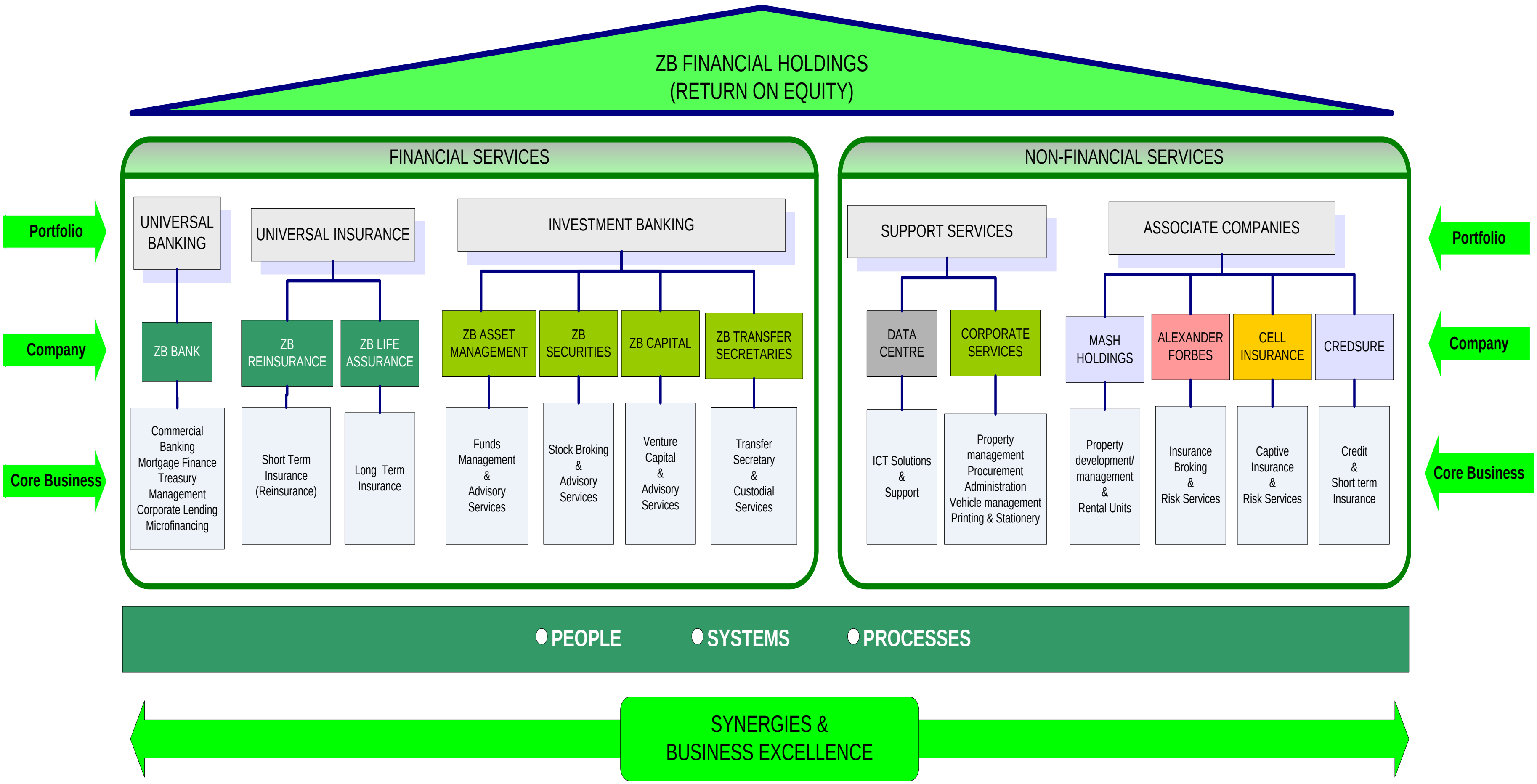
Analysts Briefing in respect of the Group Financial Outturn for the year ended

31 December 2013

PRESENTATION FORMAT

1. Corporate Architecture
2. Operating Environment
3. FY13 Financial Outturn
4. Business Outlook
5. Strategic Thrust

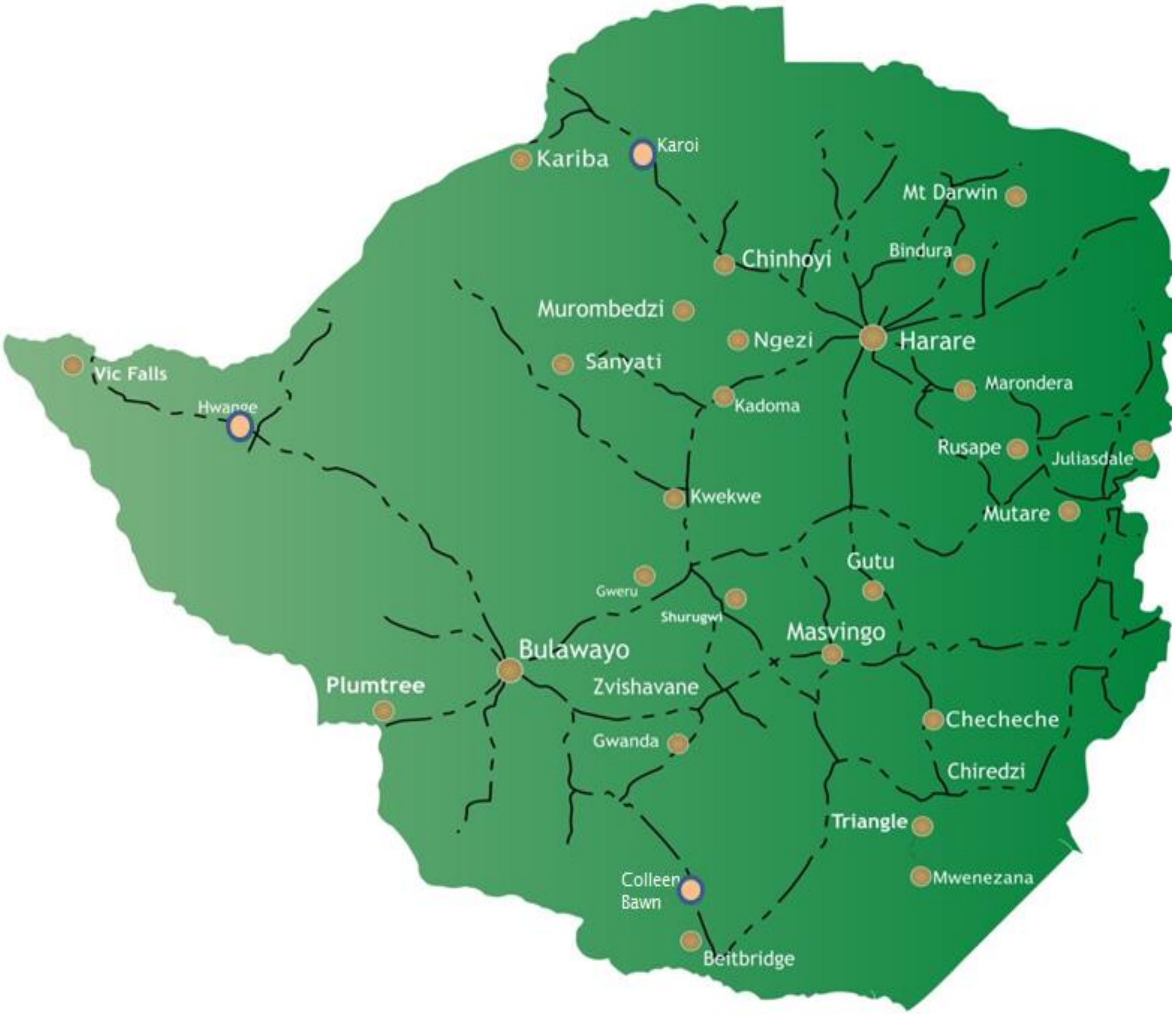
Corporate Architecture



Corporate Architecture

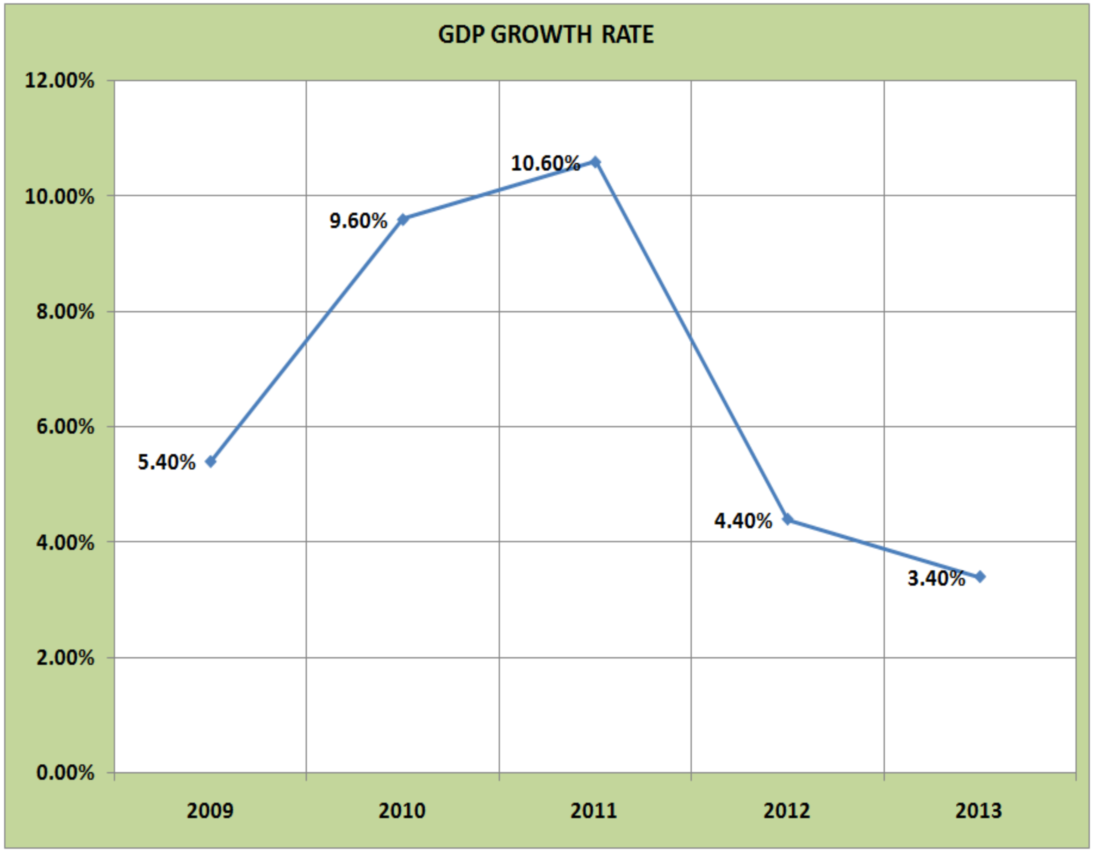
- A diverse and integrated financial services operation.
- Supported by a strong PSP (People, Systems and Processes) base with significant investment in ICT having been made in the last 4 years.
- Operates a robust synergistic framework.
- Banking maintained as the the flagship operation.
- Customer delivery achieved through a wide local presence.

Corporate Architecture: Our footprint -



- ✓ 68 Banking branches throughout the country
- ✓ 8 Insurance Offices
- ✓ 68 Automated Teller Machines
- ✓ +500 Point of Sale Machines
- ✓ Staff Complement of 1628
- ✓ +180 thousand aggregated number of banking customers

Operating environment

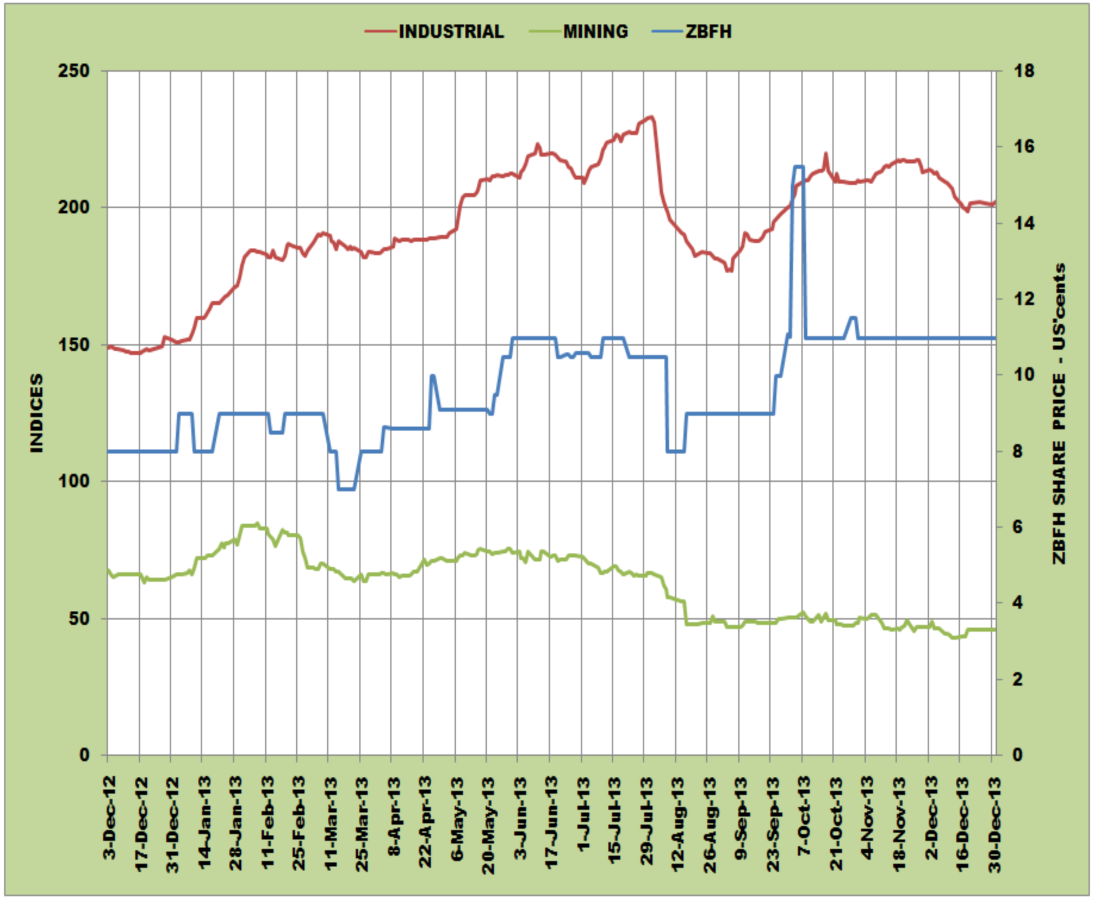


- ✓ A substantial rally in the nascent stages of the multi-currency regime.
- ✓ Growth has tapered off largely constrained by funding challenges, inadequate infrastructure and low domestic absorptive capacity.
- ✓ Growth potential still exists anchored by mining, ICTs and services sectors.
- ✓ Full implementation of ZIMASSET & adequate funding of the plan may provide further growth impetus.

Operating environment

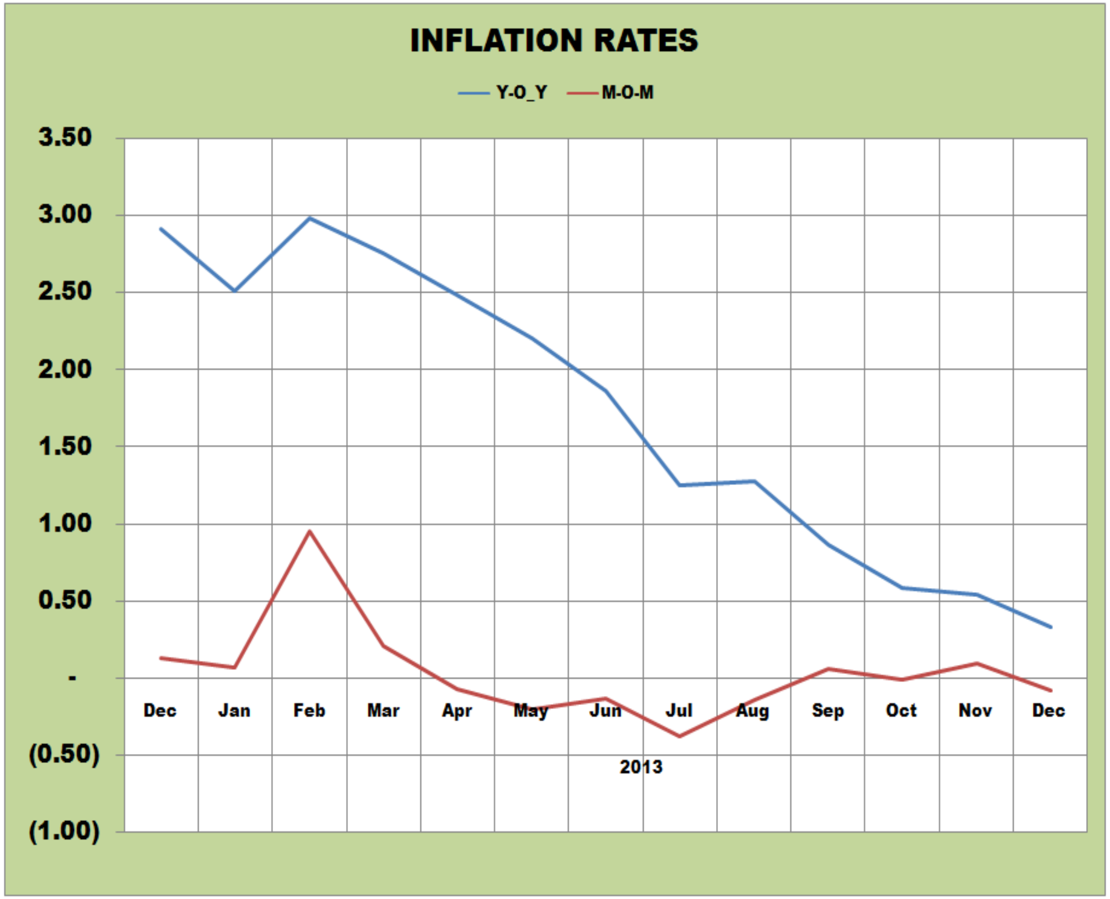
✓ Shrinkage of the formal sector & absorption of excess labour in the informal sector.

Operating environment



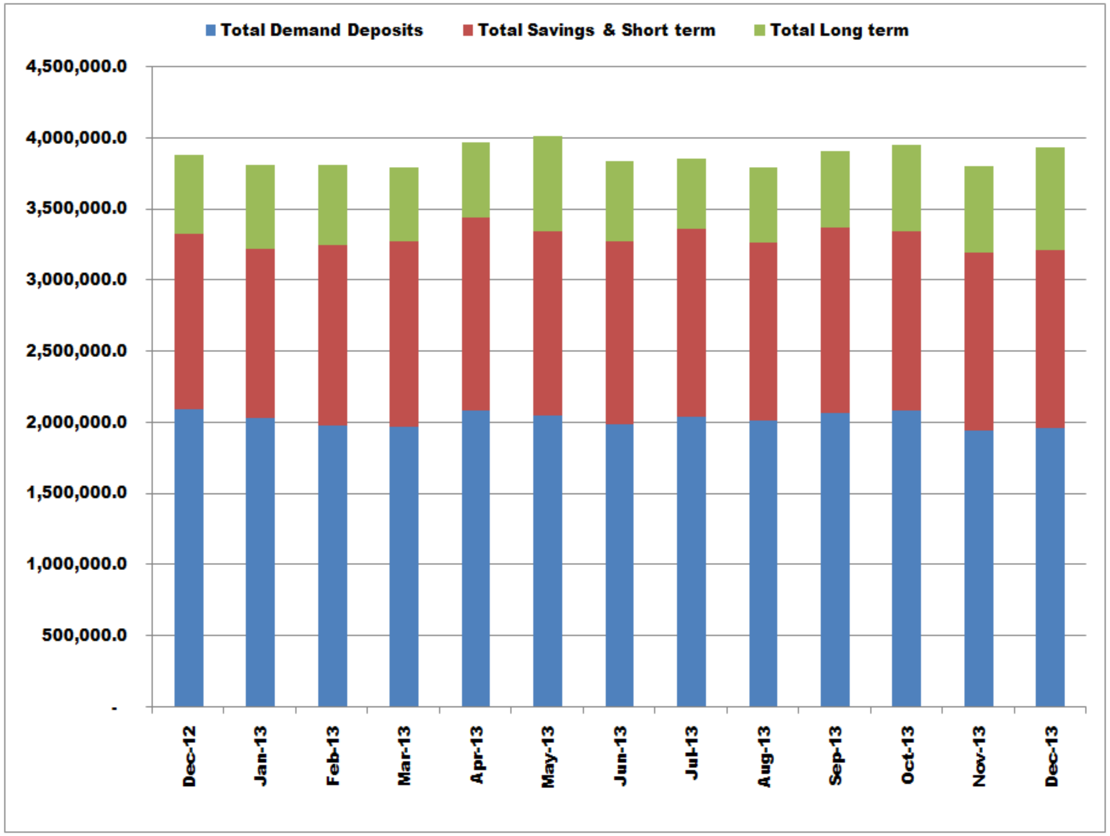
- ✓ Industrial index rallied from the last quarter of 2012 on the back of foreign investor activity.
- ✓ It, however, was a lot more sluggish during the second half of the year.
- ✓ Mining index remained largely flat.
- ✓ ZBFH price was volatile with an aggregate growth of 38% from December 2012 to December 2013.
- ✓ ZBFH price performance was on the back of limited volumes as the share remained tightly held.

Operating environment



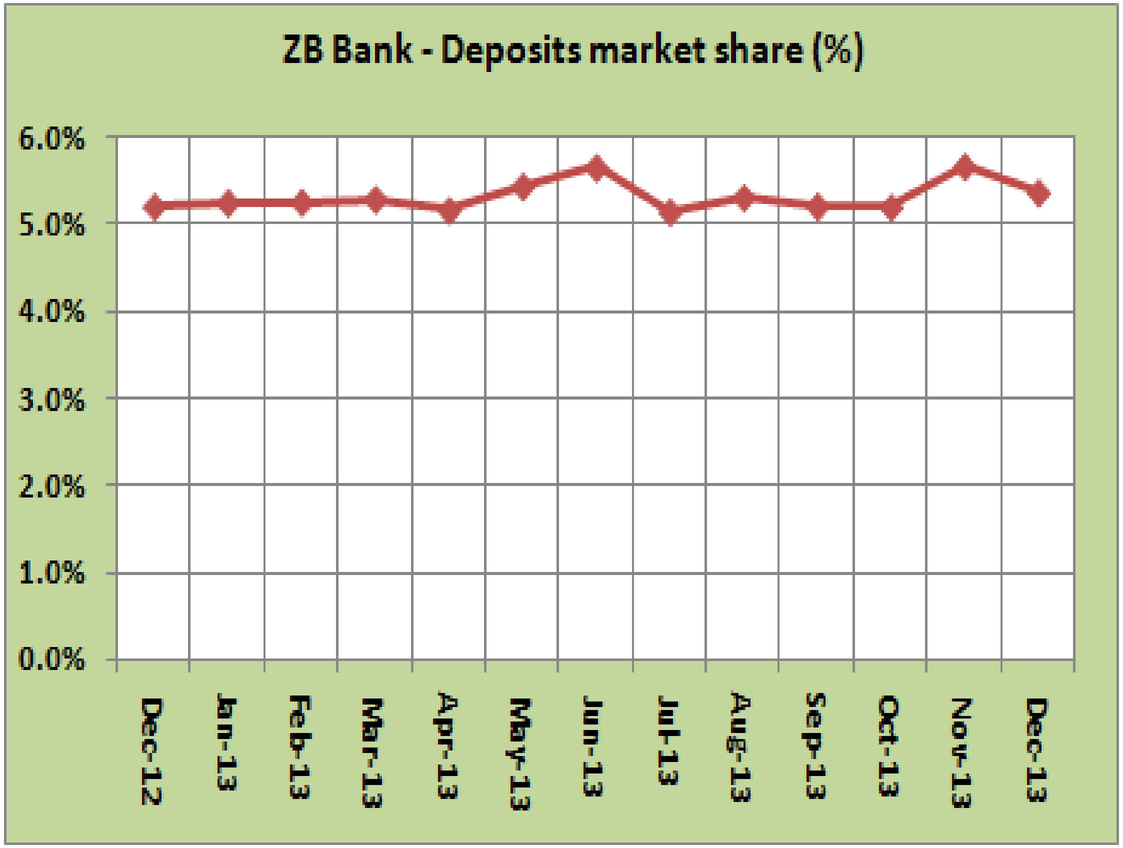
- ✓ Inflation remained under control on the back of low aggregated domestic demand and a weakening South African Rand (ZAR).
- ✓ Trend not necessarily reflective of general business cost experience as cost base normalize from a low base established soon after dollarization.
- ✓ The above is especially true as businesses try to retool after more than a decade without capital reinvestment.

Operating environment



- ✓ Industry deposits have remained transitory in nature – with more than 50% classified as demand, savings and short –term.
- ✓ In nominal terms, there was a slight increase in deposits with the value of total industry deposits increasing from \$3.89 billion in December 2012 to \$3.93 billion in December 2013.

Operating environment



✓ ZB maintained a steady and sustainable growth in market share averaging 5.3% in 2013.

FY13 Financial Outturn:

Statement of profit or loss -

	FY 13	FY12	% Change
Net Interest Income	**21 631 039**	**21 244 608**	**2%**
Net -Non-Interest Income	**35 291 229**	**42 214 120**	**-16%**
Net Insurance Earnings	**8 030 968**	**5 392 089**	**49%**
Total income	**64 953 236**	**70 712 667**	**-8%**
Operating Expenses	**59 235 737**	**59 931 478**	**1%**
Provision for loan impairment	**1 734 701**	**1 750 174**	**1%**
Transfer to/ (from) Life Fund	**4 060 867**	**(1 700 962)**	**-339%**
Taxation	**(201 878)**	**(1 375 886)**	**85%**
Net profit after taxation	**868 105**	**10 859 002**	**-92%**
Cost / Income Ratio	**91%**	**85%**	**8%**
Net profit margin	**1.34%**	**15.36%**	**-91%**
Basic Earnings / (loss) Per Share	**0.002**	**0.05**	**-96%**
Price Earning Ratio	**55.37**	**2.21**	**2410%**
Share price	**0.111**	**0.120**	**-8%**
NAV per share	**0.325**	**0.324**	**0%**

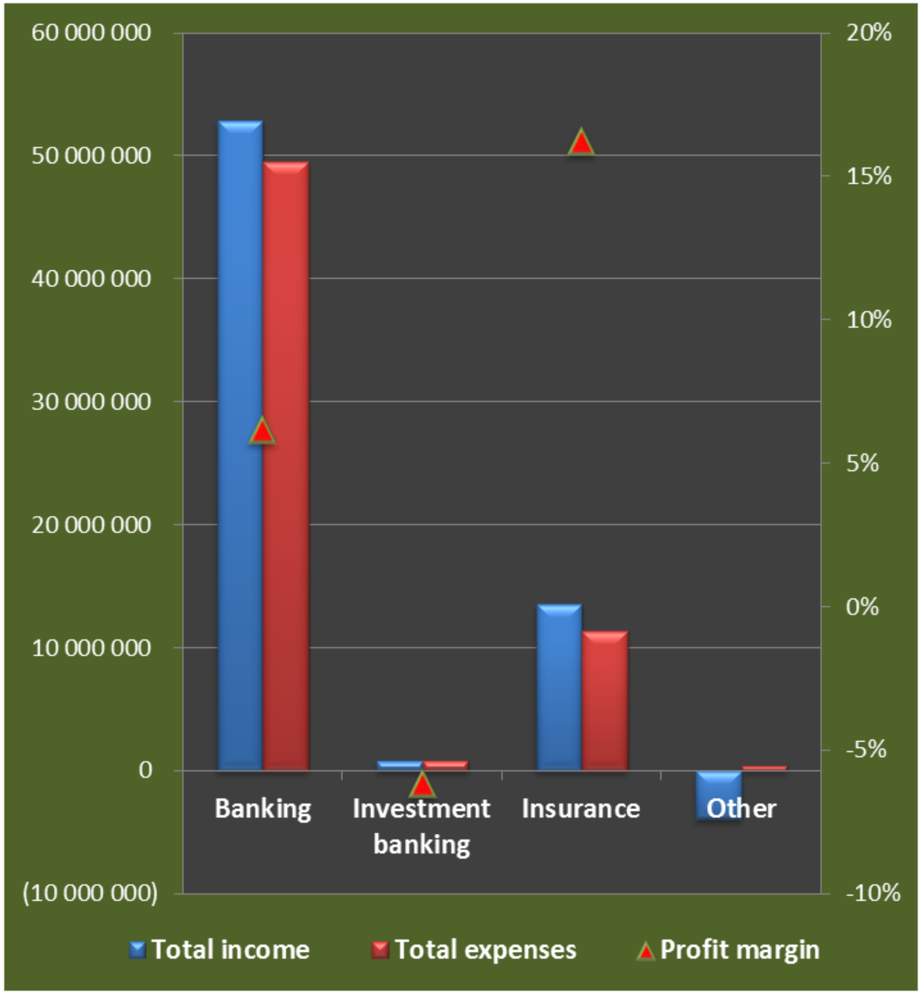
- Total income decreased by 8%
- Non-funded income decreased by 16% on the back of subdued fees and commissions and lower fair value credits of $2.5m when compared to FY12 of $5.7m
- Reduction in fees was largely the impact of the MOU entered between the RBZ and the banking institutions in the first quarter of 2013
- Net insurance earnings increased on the back of increased business and underwriting capacity
- Operating expenses remained flat at $59m whilst cost efficiency ratio deteriorated from 85% to 91%
- Earnings per share deteriorated to 0.002cents from 0.05cents.

FY13 Financial Outturn: Statement of profit or loss -

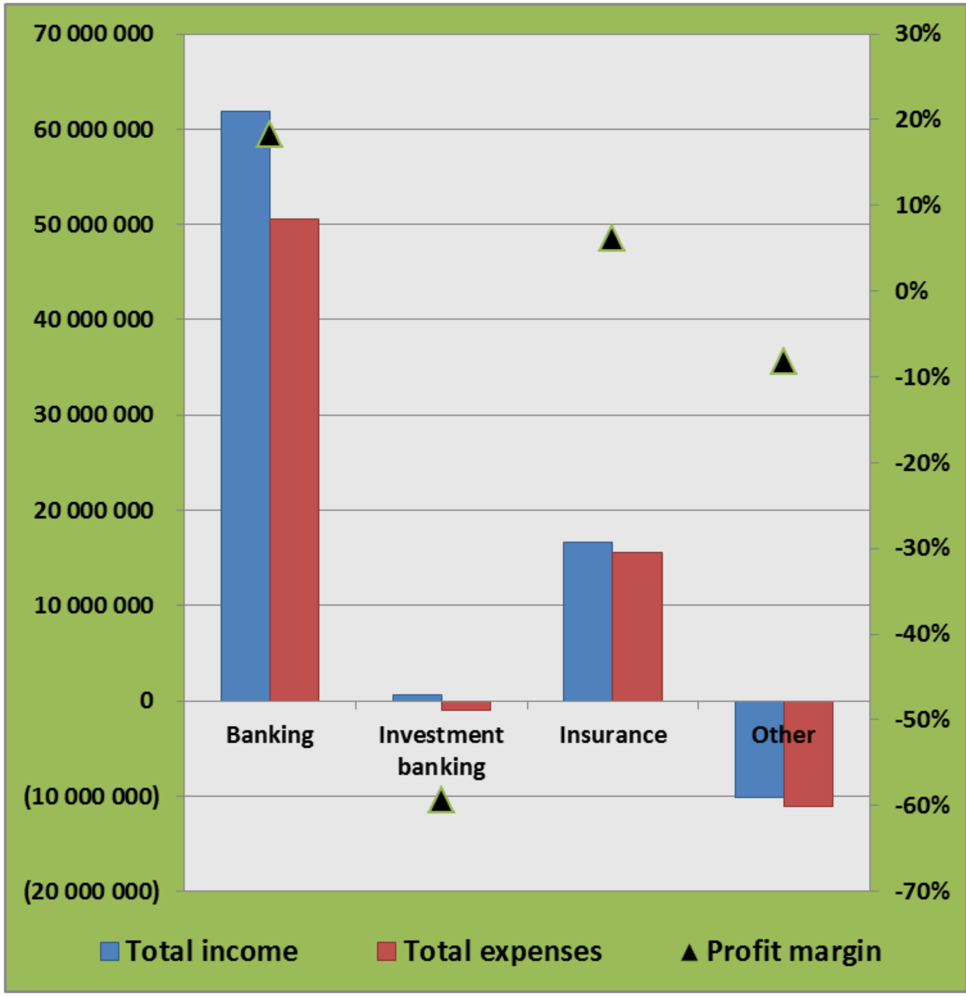
	FY09	FY10	FY11	FY12	FY13
Net profit margin	-3.73%	-4.92%	8.39%	15.36%	1.34%
Trend	-3.73%	-4.92%	8.39%	15.36%	21.41%

FY13 Financial Outturn: Segment Reports –

FY13 Contribution by Segment



FY12 Contribution by Segment



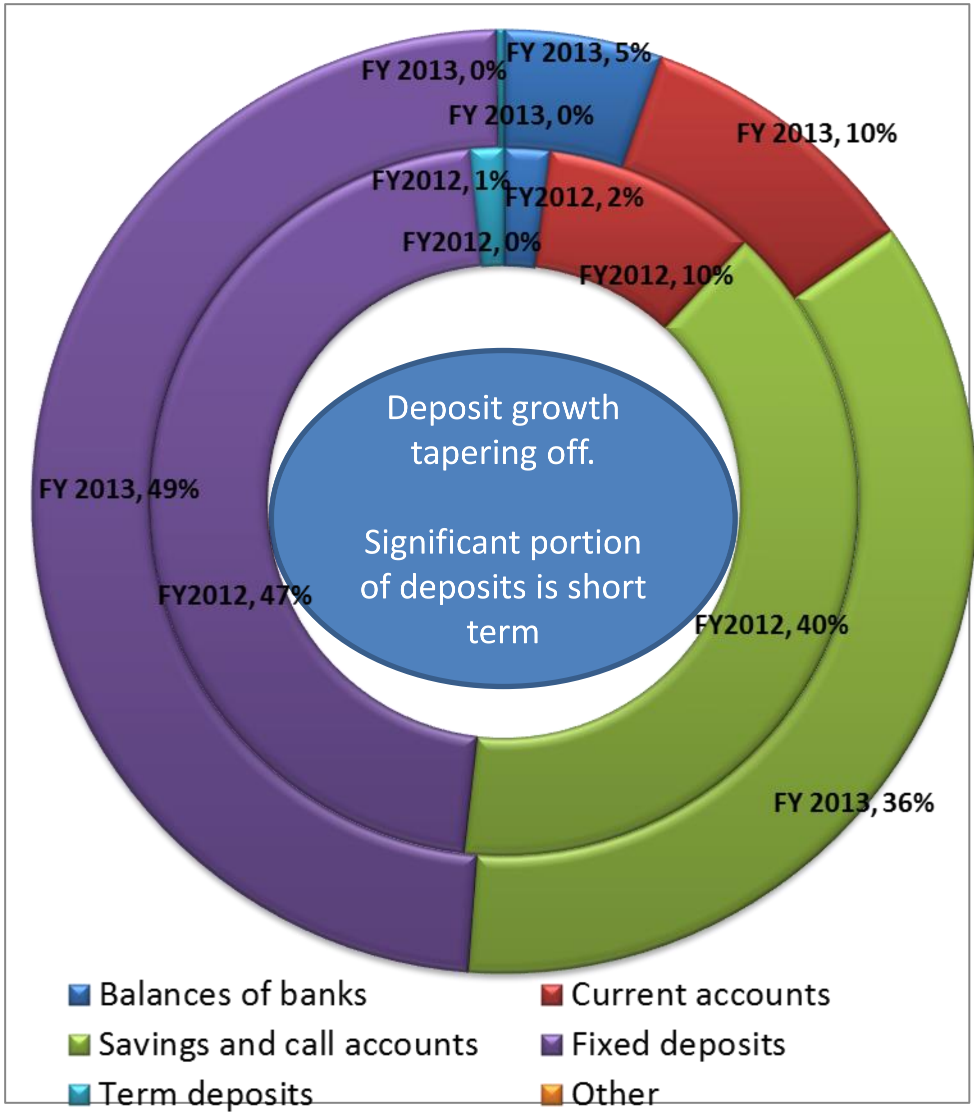
FY13 Financial Outturn: Statement of financial position –

	FY13	FY12	% Change
Total Capital Employed	67 291 750	66 897 409	1%
Total Deposits	218 615 988	216 727 944	1%
Total Funding Sources	332 030 902	328 101 221	1%
Total Loans	133 805 129	136 195 690	-2%
Other Short-term Investments	15 873 757	13 595 324	17%
Total Assets	332 030 902	328 101 221	1%
Capital/Total Assets	20.27%	20.39%	1%
Loan/Deposits ratio	61%	63%	-3%
ROE	1.29%	18.15%	-93%
ROA	0.26%	3.63%	-93%

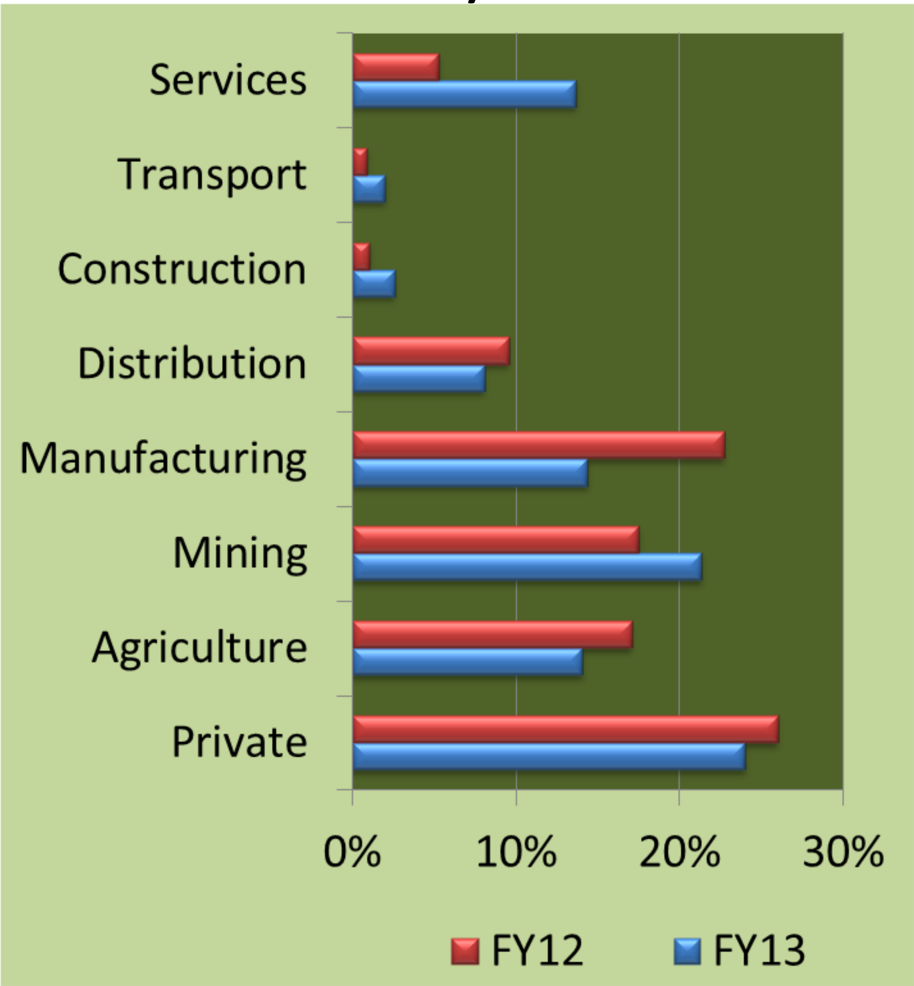
- 1% Growth in total assets driven by a similar level of growth in deposits.
- Loans to Deposits ratio reduced marginally at 61% from 63% at end of FY12, a prudent level in view of pervasive increase in credit risk.
- Aggregated liquidity ratio amounted to 39% versus prudential level of 30%.
- Aggregate capital largely illiquid and inflexible and requires to be enhanced.
- Aggregated capital ratio of 20% still at comfortable level for the level of risk underwritten.

ZB FINANCIAL HOLDINGS

FY13 Financial Outturn: Statement of financial position – Deposits and Advances Analysis –

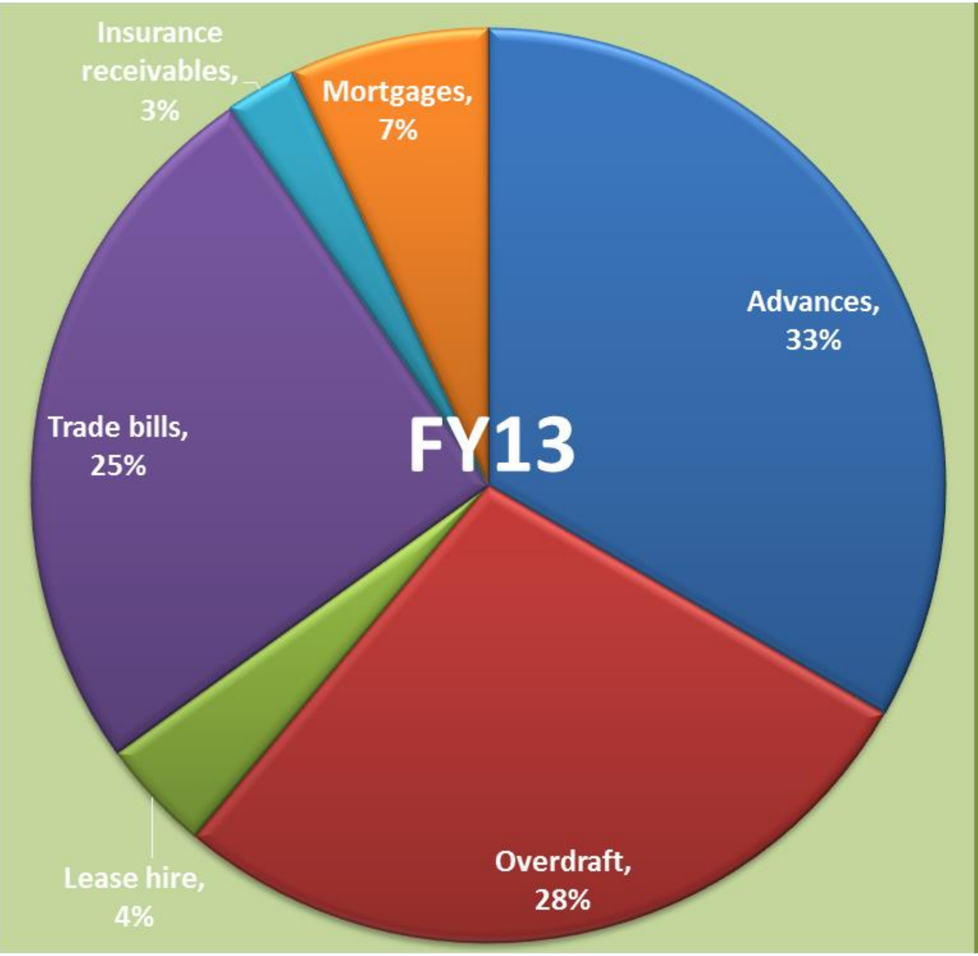


Loans sectoral analysis

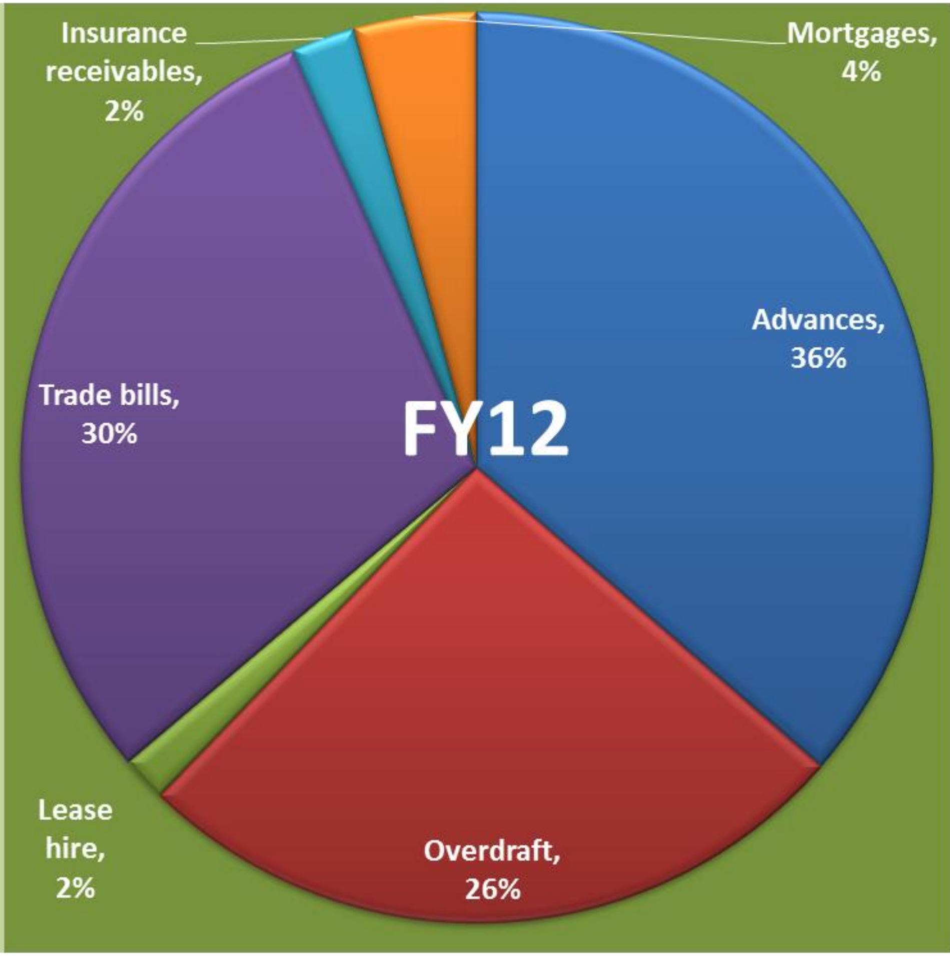


- No major changes to loan portfolio mix since FY12.
- Loans to individuals significant at 24%.
- Most exposure to individuals covered by insurance.
- Credit expansion in the corporate sector constrained by funding structure and increased market wide incidents of delinquency.

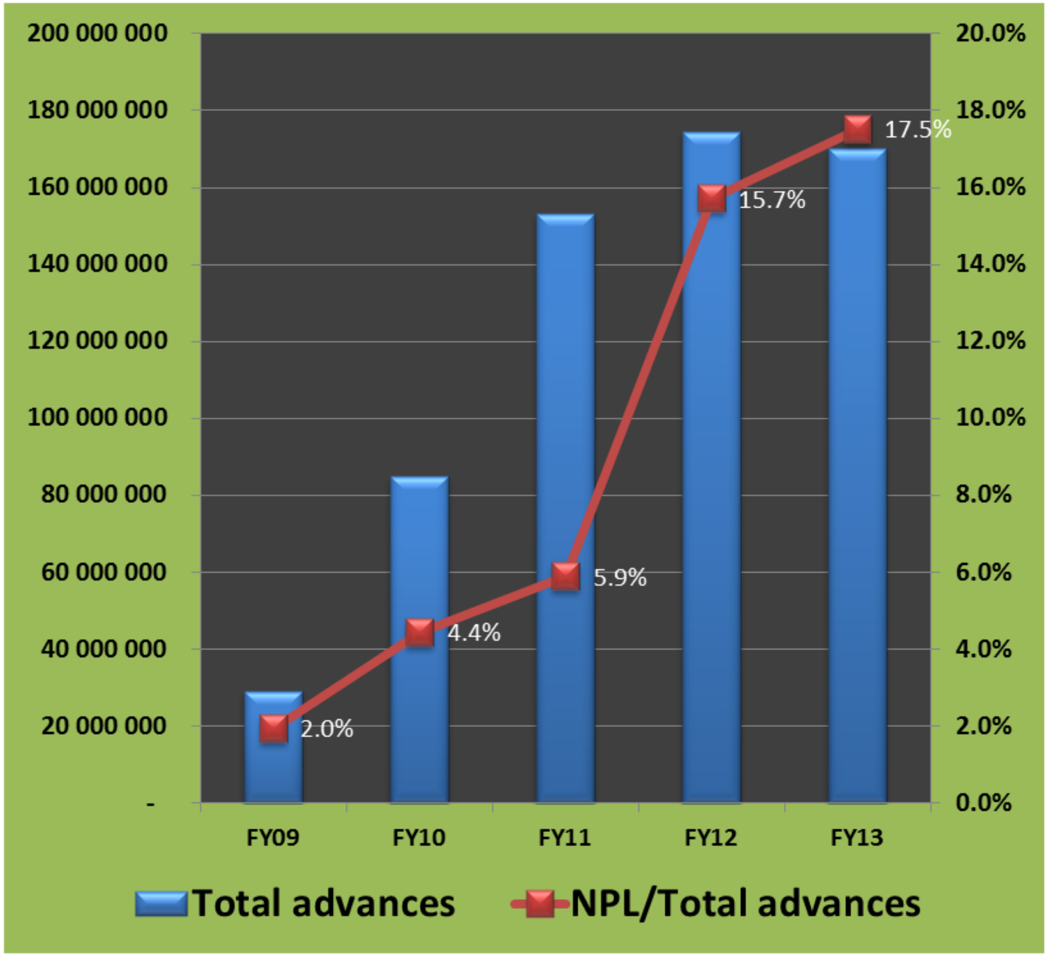
Advances by type



Advances by type



NPL Analysis

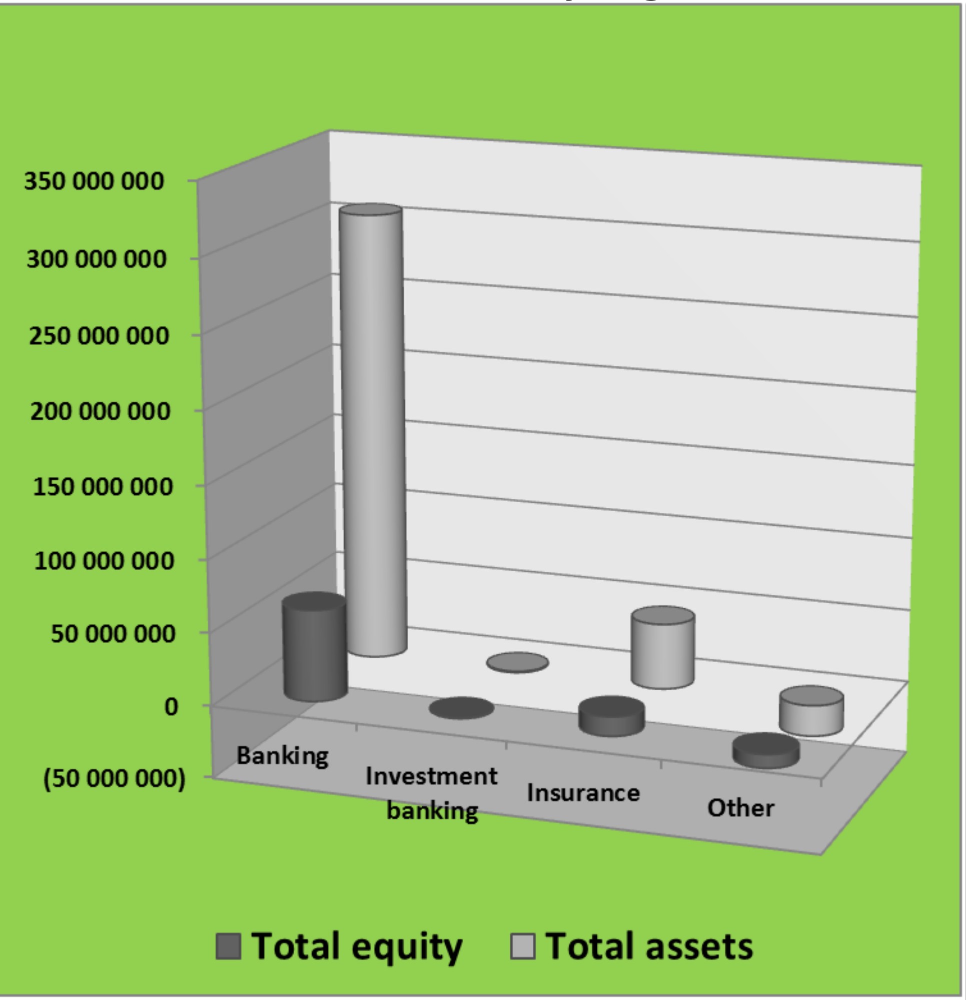


NPL Analysis

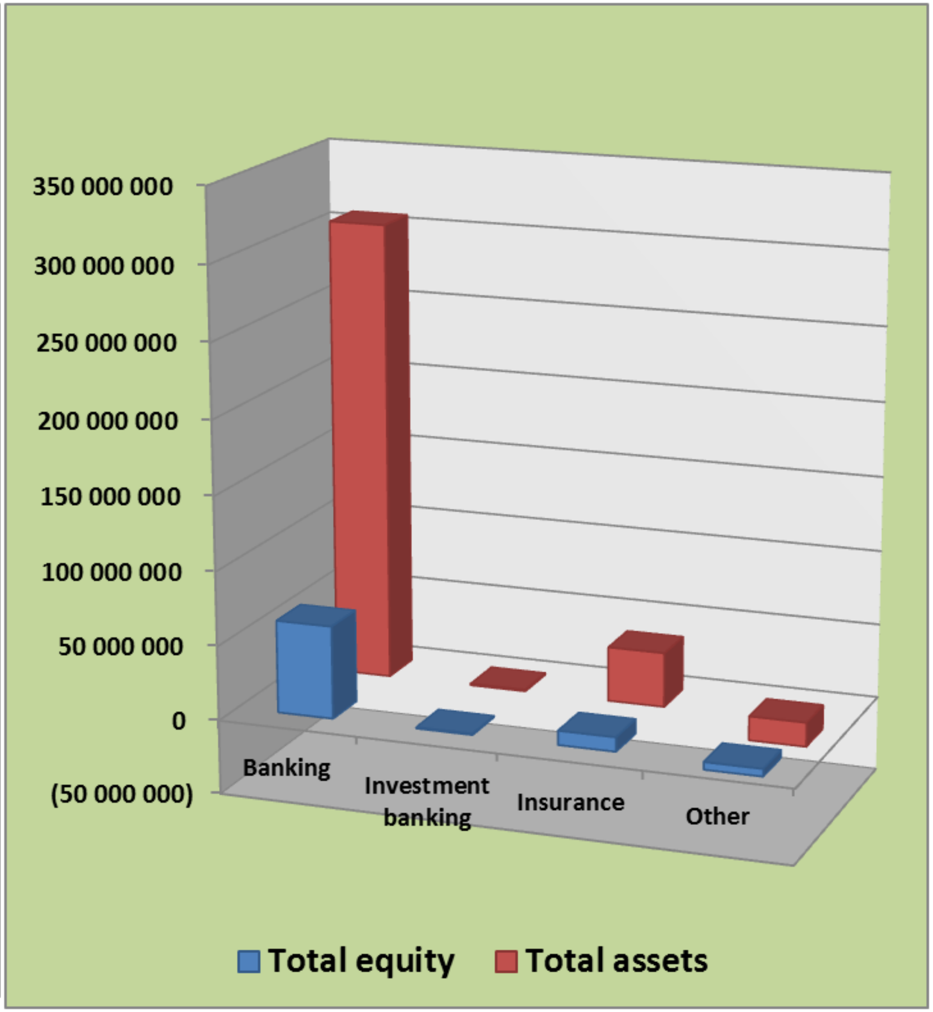
- Rigorous collection efforts on delinquent loans throughout the year
- A high level of aggregate provisioning maintained.

FY13 Financial Outturn:
-Segment Reports

FY13 Asset contribution by Segment



FY12 Asset contribution by Segment



Outlook

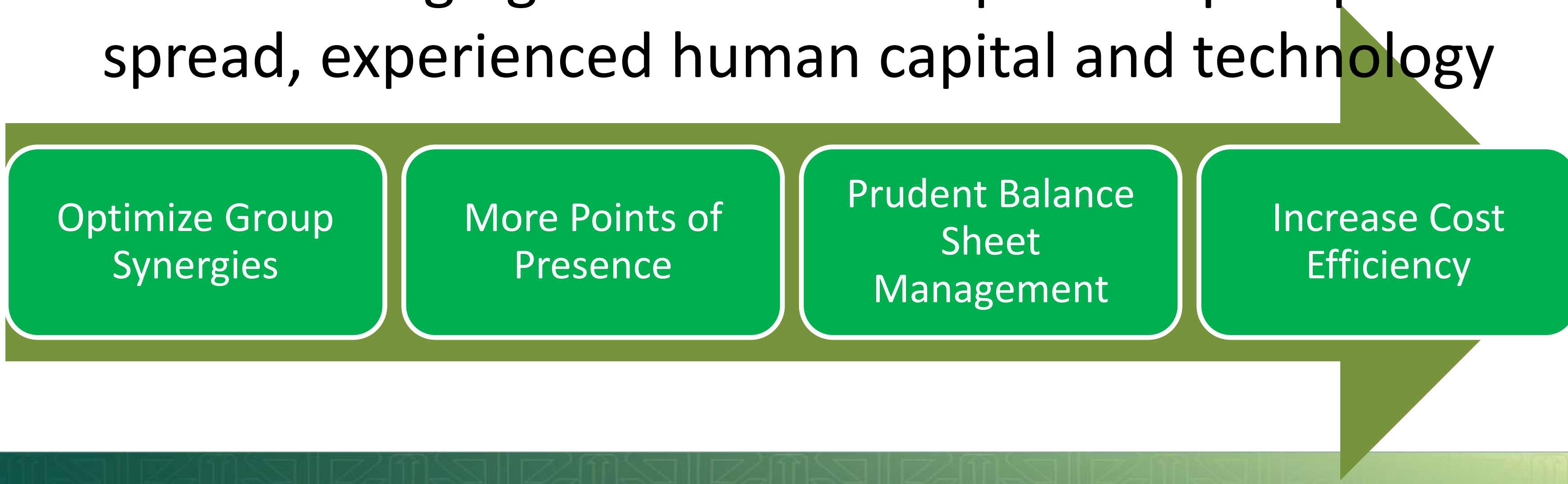
We expect the operating environment to remain tough.

1. Lines of credit for ZBFH likely to remain elusive.
2. Resumption of LOLR function by the RBZ to enhance market liquidity.
3. Credit risk to remain amplified on the back of suppressed production capacity and weak fundamentals.

Strategic Thrust -

ZB will Seek to:

- Make the Group's operations more prominent
- With a lot of focus on operational efficiency
- Whilst applying caution in the growth of the balance sheets – focus on quality rather than quantity!
- And leveraging on the Group's unique product spread, experienced human capital and technology



Strategic Thrust -

- Strategic refocusing a key aspect to delivering growth

1
- Review of the business model to be completed.

2
- Cost containment in order to leave a comfortable margin of safety relative to the revenue streams.

3
- Opportunities for the optimization of returns on the Group's assets to be exploited.

4
- More aggressive exploitation of the Group's land bank in order to create a sustainable cash annuity from related mortgage book.

……………Thank You!