



**It's Tyme for  
a new way  
of banking.**

Standing Committee on Finance,  
Economic Opportunities and  
Tourism


**Tauriq Keraan**

Chief Executive Officer



# Our Purpose

Empowering people to reach their full potential by creating affordable and accessible banking for all.



What's preventing  
financial inclusion?  
Access.



# Overcoming the barriers to customer access



## Physical access

Digital onboarding  
Cash at tills  
Responsible, broader access to lending



## Financial access

Lowest cost  
Best savings rates  
Risk-based unsecured lending



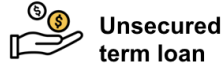
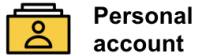
## Emotional access

Transparent  
Human  
Quick loan disbursement

# Our Products & Channels

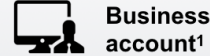
## Consumer

### Products

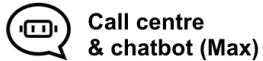


## SME

### Products



### Channels



Note: (1) Business transactional and savings accounts. (2) Infield teams operating as in-store Ambassadors at kiosks, nomads to engage with customers at mobile locations and agents to assist small businesses. (3) Digital point-of-sale device.

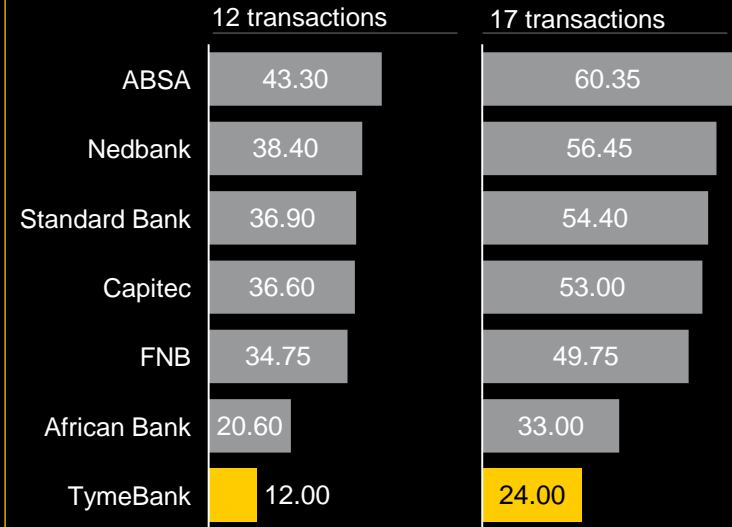
# Solving Financial Access

TymeBank's transactional account is roughly half the cost of South Africa's next most affordable bank

## TymeBank pricing

Action	Associated fees
Account opening fee	Free
Monthly fees	Free
Cash withdrawals	Free at Pick 'n Pay / Boxer stores R2 at other major retailers R8 per R1,000 at all ATMs
Cash deposits	R4 at Pick 'n Pay / Boxer
Pay money to other bank accounts (EFT)	Free to TymeBank accounts R2 for other banks
Card swipes	Free
Certified e-statement	Free
Declined transaction fee	R2

## Competitor analysis<sup>1</sup>



1. Based on the Solidarity Research Institute, an independent research institute

“Our analysis of bank account pricing reveals several weaknesses of incumbents... TymeBank has a compelling offering that is now by far the cheapest” – UBS, February 12<sup>th</sup> 2019





# Solving Physical Access

TymeBank's distribution footprint surpassed all incumbents from day one

Sign up  
in under  
5 minutes



With just  
your  
thumbprint



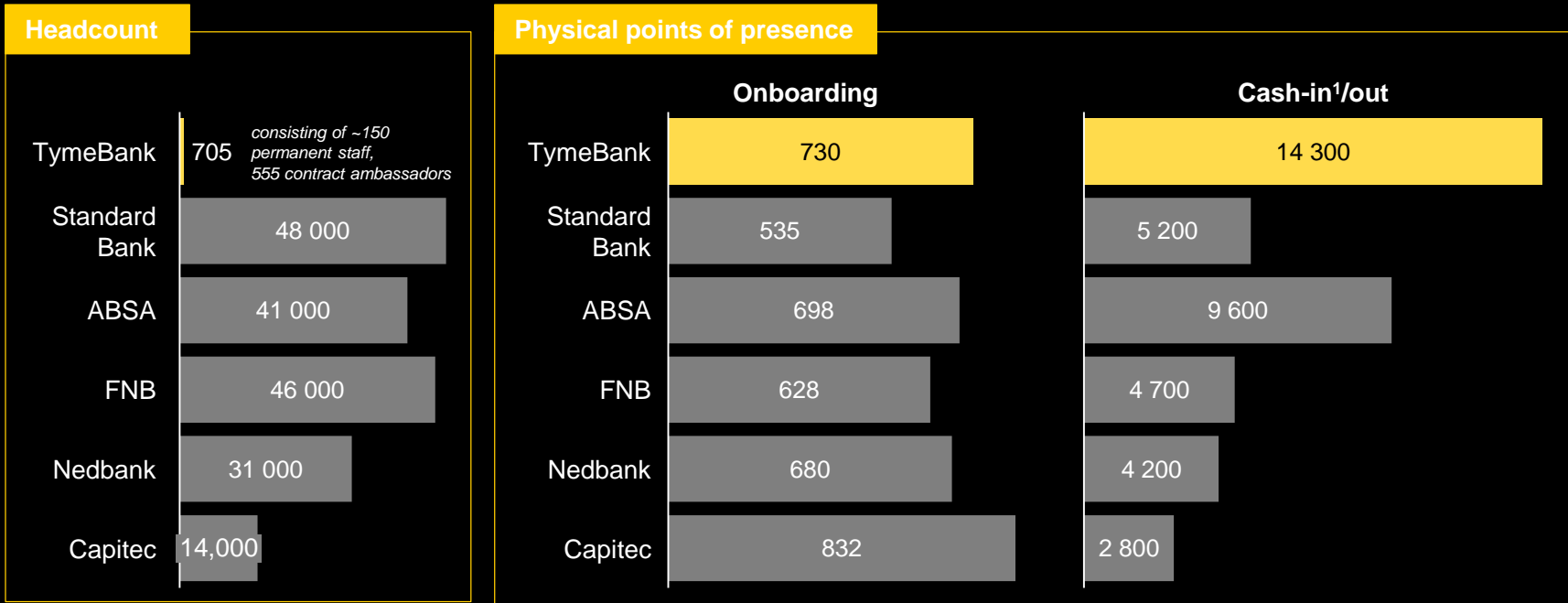
Get your personalized  
debit card immediately





# Solving Physical Access

TymeBank's distribution footprint surpassed all incumbents from day one



1. TymeBank customers can deposit cash at any Pick 'n Pay or Boxer till point (14,300 till points) and also withdraw at ~40,000 Saswitch ATMs or any retail till point supporting Visa cashback. Competitor cash-in/out points include both owned ATMs and branches, a subset of owned ATMs support cash deposits

# Solving Emotional Access

TymeBank's contribution to job creation

## Ambassadors

- In-store ambassadors encourage customers to open an account via the TymeKiosk, educate them on the benefits of a TymeBank account, and encourage activation
- All TymeBank ambassadors are recruited locally from the surrounding community, enabling them to quickly build trusted relationships given their ability to speak the local vernacular and understand customer needs



**While TymeBank offers both account opening online and via the TymeKiosk, ~80% of customers have chosen to open accounts through the TymeKiosk**



*"I have learnt to be more patient and helpful. I also have learnt a lot about myself; I am much smarter and stronger than I think, and I am a hard worker."*

*"I have also built a lot of relationships across all levels that have helped me to grow not only as a person but also as a professional"*

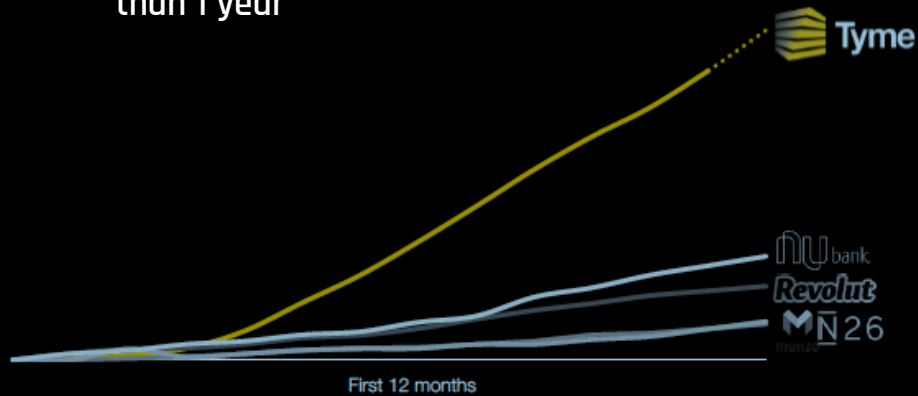
*"I come from a family that has struggled with money, especially when it comes to saving and investing... unpaid bills and debt so joining the programme was a no-brainer because I want to break the cycle"*

*"TymeBank helped me better myself financially by saving for the future."*

# Where are we right now

TymeBank is growing 2-10x faster than the leading global digital banks

960k customers 9 months post launch  
reaching 1 million customers in less than 1 year



- 65% earn R5k per month, 20% earn between R5k and R10k per month
- 45% of customers older than 35 years



## Evolution of Everyday Account

- Roundout proposition
- Expand distribution



## Personal Loan

- Scale in Q1 2020 with basket data-driven credit decisioning



## Small Business Proposition

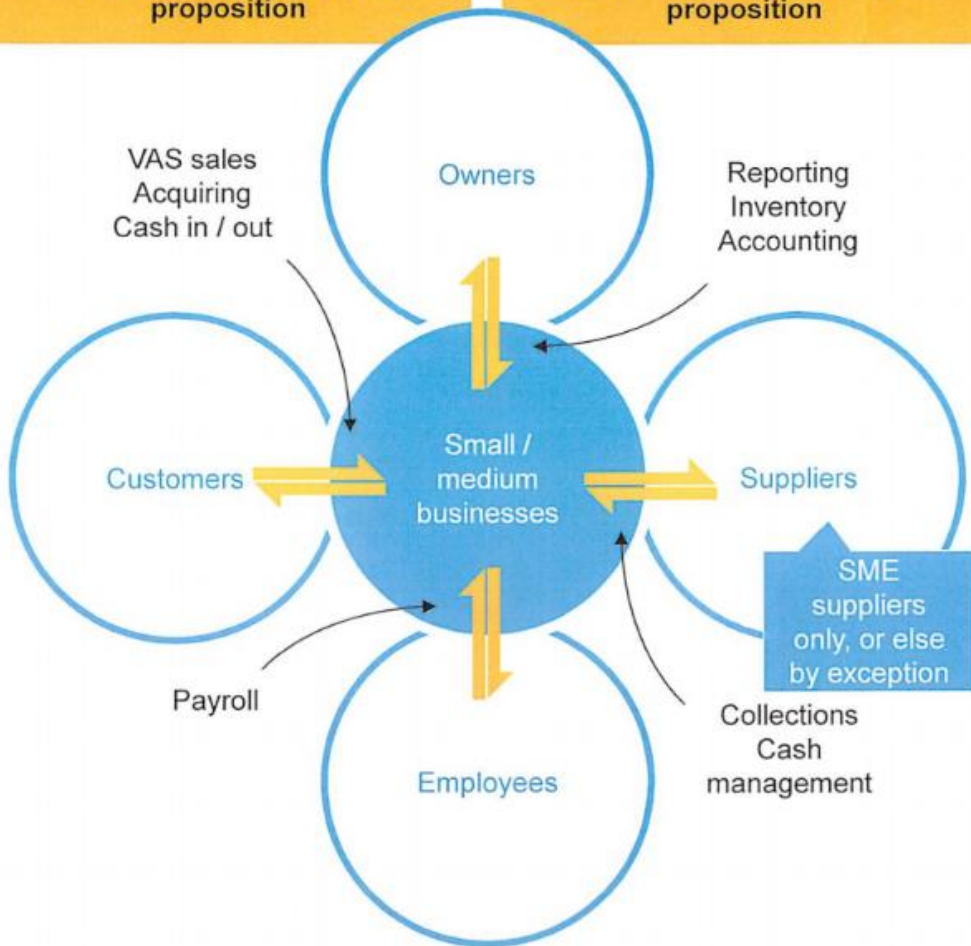
- Low-cost business account is now available to existing consumer customers (by invite only)
- Q2 2020 device launch

We will launch two primary propositions . . .

Simple consumer banking proposition

Simple SME banking proposition

. . . and support the ecosystem through partnerships



## H2 2019

- Low-cost business account is now available to existing consumer customers (by invite only and to the open market in Dec)

## H1 2020

- Merchant device with card acquiring

## H2 2020

- Merchant device with value added services
- Bulk cash-in

## 2021

- Merchant cash advance
- Stock ordering loan

# Industry Considerations

## Innovation and future of banking industry

### Key Challenges

- Reliance on legacy income streams
- Operating model inflexibility due to legacy infrastructure and systems
- Severe levels of consumer over indebtedness
- High levels of unemployment and job losses
- Small business segment severely underserved due to complex customer onboarding processes and traditional credit scoring
- Industry challenges for new market entrants
- Evolving regulatory environment, some enabling whilst some creating additional challenges

### What industry participants are doing

- Evolving and disparate distribute models
- Increased focus on servicing small business
- Expansion into complementary industries, such as Telco's, retailers, insurers etc.
- Partnering with Fintech companies to deliver a better customer insights and customer experience



**TymeBank**  
You've got this