

# evocaBANK

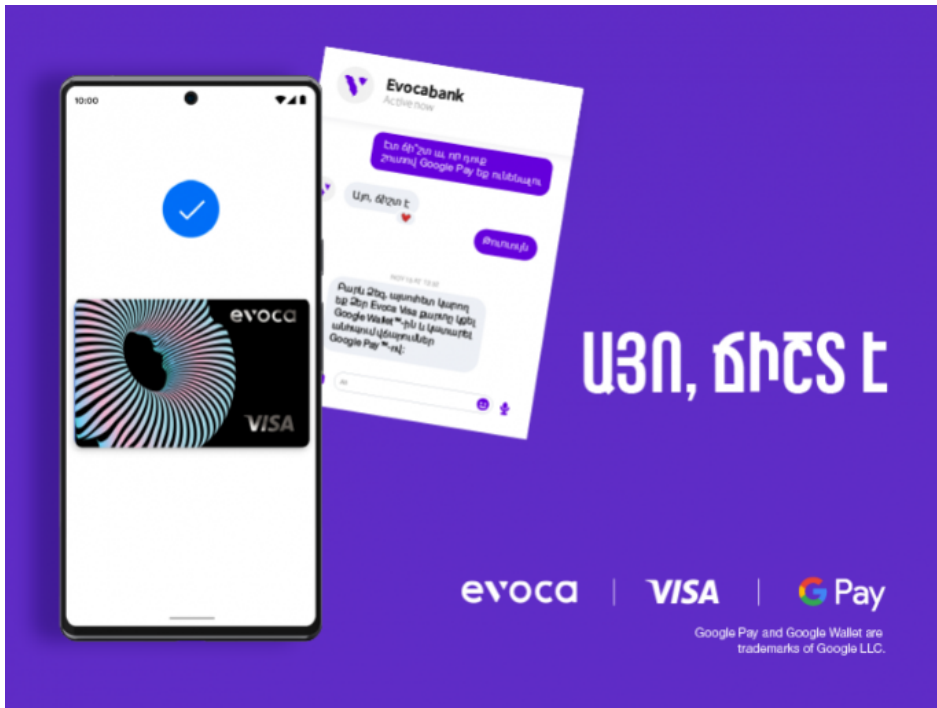
## INVESTOR PRESENTATION

OVERVIEW | 2022 Q4

# HISTORY

1990	The Bank was established in 1990 as <b>the first commercial bank in Armenia</b> , and until 2017 operated under the name of Prometey Bank.	2015	Launched its mobile application on App Store and Play Market.	The Bank launched biometric identification in EvocaTouch App Evocabank opened 3 new branches.	
1991	Was licensed by the CBA and received a general license No 27.	2016	The Bank’s regulatory charter capital exceeded the minimal required level set by CBA. Legal entity was changed from LLC to CJSC.		The Bank was named the Best Consumer Digital bank of Armenia for 4th year in a row.
2000	Became a member of S.W.I.F.T. system.		Launched a massive rebranding campaign. Evocabank joined Visa International Payment system.		2021
2005	Became a full member of ArCa payment system.	2018	Global Finance Magazine named Evocabank the Best Digital Bank in Armenia and the Best Consumer Digital bank of Armenia for 2nd year in a row.		The Bank was named the Best Consumer Digital bank of Armenia for 5th year in a row.
2006	Became an affiliated member of MasterCard Europe.	2019	The Bank was named the Best Consumer Digital bank of Armenia for the 3rd year in a row. Introduced the Visa Infinite card.	2022	The Bank placed bonds at total amount of AMD 2 billion and USD 10 million, which were listed on AMX.  Evocabank replenished its capital by AMD 3 Billion.  Evocabank successfully completed DigiLab Finance program, founded by IFC and Accenture.
2008	For the first time in Armenia the Bank issued its own non-documentary unsecured bonds and sold them to a leading Swiss bank.	2020	The Bank joins World Bank, European Investment Bank and KfW bank loan programs.  Evocabank’s capital has been replenished by AMD 2.05B.		Evocabank raised USD 7.5 million from Symbiotics.  The Bank was named the Best Consumer Digital bank of Armenia for 6th year in a row.  Evocabank signed a new \$15 million loan agreement with IFC.  The Bank was named the Best SME bank of Armenia by Global Finance for 2nd year in a row.


# NEW ACHIEVEMENTS



## EVOCABANK LAUNCHES GOOGLE PAY SUPPORT FOR CARD USERS IN ARMENIA

**Evocabank** will support **Google Pay**, enabling cardholders to take advantage of simple and secure contactless payments and digital card storage on both Android and Wear OS devices.

Cardholders will be able to store Evocabank credit and debit cards within Google Wallet, and make payments anywhere contactless payments are accepted.


 [click here to read more](#)




## EVOCA MOBILE POS: MPOS

**Evocabank's** new **mobile POS (mPOS)** device will help your business get cashless payments more easily and quickly. mPOS is a mobile version of the standard POS-terminal which turns any Android device into a payment terminal.

**mPOS** is especially useful for those engaged in mobile businesses: open-air shops, cafes, catering services, online shops, delivery services or any other business accepting customers' payments outside the organization's geographic location.

 [click here to read more](#)



FROM OCTOBER 1, 2017  
THE BANK WAS RENAMED  
TO EVOCABANK CJSC

# EVOCABANK

THE NEW NAME OF THE BANK IS SELECTED BY THE  
ASSOCIATION OF THE WORDS **EVOLUTION** AND **EVOKE**



# REBRANDING AND CHANGE OF CORPORATE IDENTITY

## NEW IDENTITY OF THE BANK IS BASED ON THE IDEAS OF

- Technological innovation
- Growth and progress
- Availability
- Youth
- Courage

The change of the Bank's image is supported by the change in the strategic direction, which is based on technological innovations and focus on remote banking and being [mobile-first](#).

The philosophy of [mobile-first](#) means that all our new products and services are developed keeping in mind their use by customers primarily via our mobile app [EvocaTouch](#).

# VISION AND MISSION

## VISION

To be the most **innovative and progressive** financial institution in Armenia, with services available online, without visiting the Bank.

## MISSION

To deliver financial services with extensive application of the latest technologies in a fast, simple and convenient way, operating in a **mobile-first** format.

## 32 YEARS OF EXPERIENCE

Evocabank is the first registered commercial bank in Armenia with over 32 years of experience in the banking market.

The stability and the reliability of the bank allowed it to constantly meet the increasingly strict regulatory environment and to successfully overcome more than one crisis in the banking market.

Today Evocabank boasts a client service of high international standards, effective and reliable management and strategic focus on the development of new technologies.

A large, bold, purple number '32' is positioned on the right side of the slide. The '3' is composed of two main vertical strokes with a curved bottom, and the '2' is a single, thick, curved stroke. The number is rendered in a clean, sans-serif font.

# CORPORATE VALUES

## Honesty

We build **honest** relationships with everyone.

## Customer Confidence

We place customers at the center of our activities; we **appreciate and take care** of our customers' trust.

## Reliability

We are **stable and reliable** for both our customers and partners.

## Comfort

We strive to **improve** the life-standards of our customers making them more comfortable.

## Innovativeness

We are continuously introducing and applying innovations to offer **the best solutions** of the latest technologies to our customers.

## Team Spirit

We have formed **the best team** to ensure the best services for our customers.

## Transparency

We are **open and transparent** to public, at the same time we keep the information on clients banking and trade secrets confidential.

## Business Image

**Impeccable reputation** is the most valuable and irreplaceable asset for the Bank.

# MANAGEMENT BOARD



**KAREN YEGHIAZARYAN, MBA, PhD**  
Chairman of Management Board



**ARMEN HAKOBYAN, PhD**  
First Deputy Chairman  
of Management Board



**TATEVIK KHACHATRYAN,  
MBA, PMP®**  
Deputy Chairman of  
Management Board



**HAYK PETROSYAN**  
Deputy Chairman of  
Management Board



**LILIT GABOYAN, MBA**  
Deputy Chairman of  
Management Board, CFO



**EMMA JANINYAN, MBA,  
PhD, ACCA**  
Member of Management  
Board, Chief Accountant



**SMBAT MARTIROSYAN**  
Member of Management  
Board, Head of Legal  
Department



**MHER SAHAKYAN**  
Member of Management  
Board, Head of Programming  
and Operating systems  
Department

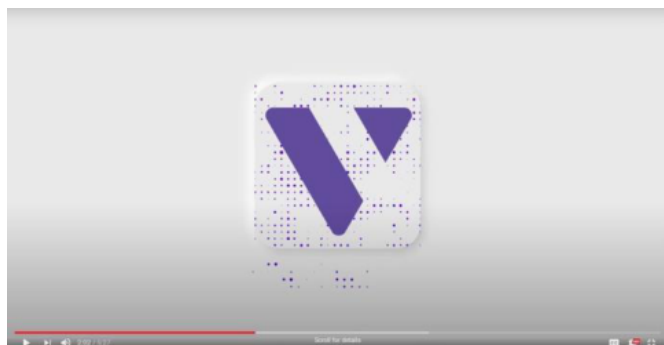


**TATEVIK JANOYAN, MBA**  
Member of Management  
Board, Head of HR  
Management Division

# FIVE YEARS AFTER REBRANDING

NEW IMAGE OF THE BANK LED TO  
SIGNIFICANT POSITIVE OUTCOMES FOR  
THE BANK'S OPERATIONS.

IT INCREASED THE BRAND RECOGNITION  
AND POPULARITY OF THE BANK AMONG  
POTENTIAL CLIENTS.



[click here to see the ad](#)

## NUMBER OF ISSUED CARDS

### ISSUED CARDS

**31/12/2022**

Total ArCa, MasterCard  
and Visa cards issued

**134,143**

## NUMBER OF POS/vPOS

POS/vPOS	31/12/2019	31/12/2020	31/12/2021	31/12/2022
POS	351	524	810	1,765
vPOS	51	109	181	370

## NUMBER OF CLIENTS

CLIENTS	31/12/2019	31/12/2020	31/12/2021	31/12/2022
Legal entities	2,893	3,843	4,777	7,276
Individuals	58,915	63,188	55,814	117,004
Total	61,808	67,031	60,591	124,280



# KEY STRATEGIC DIRECTIONS

# DIGITAL CHANNELS

EVOCABANK AIMS TO WORK PRIMARILY THROUGH DIGITAL CHANNELS: ONLINE BANKING AND MOBILE APPS.

## evocaONLINE

Internet banking system for both individuals and corporate clients. The Bank makes digital security in online channels its top priority.



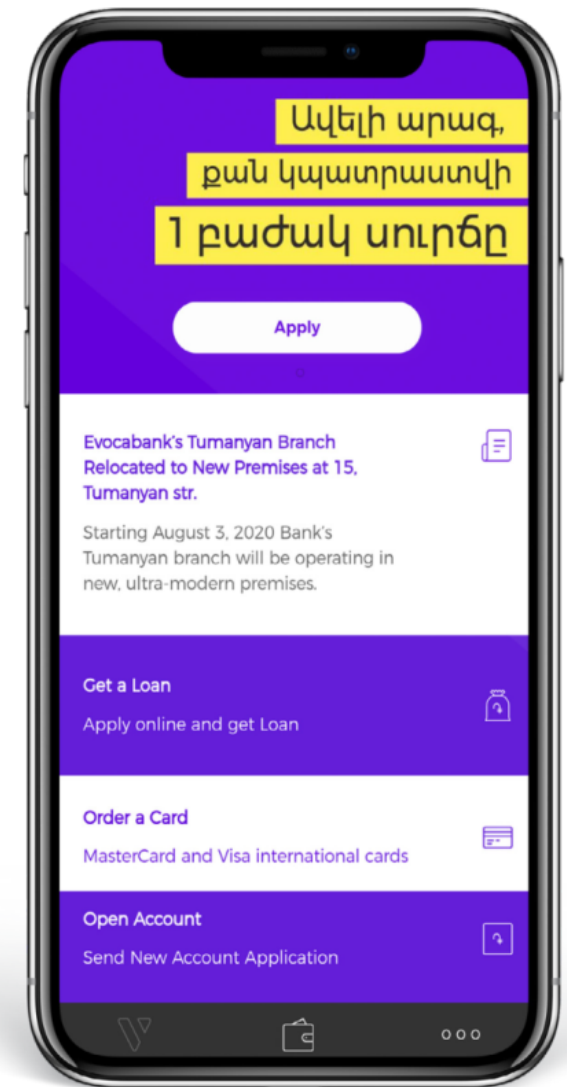
### evocaTOUCH

mobile banking application for individuals and corporate clients.



### evocaTOKEN

mobile application which provides secure access to the main application.



# DIGITAL CHANNELS: INTERNET BANKING

**evoca**ONLINE

MANAGE YOUR BANK ACCOUNT  
REMOTELY WITHOUT VISITING THE  
BANK BY MEANS OF EVOCAONLINE

## ACCESSING EVOCAONLINE INTERNET BANKING SYSTEM CLIENTS CAN:

check account information,  
including account balances,  
statements, loans and repayments,  
deposits, exchange rates

manage products, for example  
open deposits and replenish them,  
make loan repayments

import data from XML files,  
create document templates

make payments and transfers, such  
as utility payments, tax payments  
and budget transfers

send and receive letters in  
free format with enclosed  
files

make foreign currency conversions



# DIGITAL BANKING: EVOCATOUCH

## EXCHANGE RATES

Cash		Non-Cash	
Currency	CBA Rate	Buy	Sale
USD	399.38	395.00	402.00
EUR	400.30	393.00	402.00
RUB	6.51	6.22	6.40
GBP	461.96	447.00	465.00
CHF	403.74	390.00	406.00

## NUMBER OF DOWNLOADS:

493K

total downloads



668K total downloads

175K

total downloads



## BIOMETRIC IDENTIFICATION IN EVOCATOUCH APP

Evocabank will be accessible everywhere owing to artificial intelligence biometric identification system.



[click here to read more](#)

## EVOCATOUCH USERS CAN:

### Get information:

about accounts, payment cards, loans, deposits, account statements;

### Make transactions:

transfers: in Armenia and internationally, currency exchange, loan repayment, opening and replenishment of deposits, payment of utility bills, budget payments get a credit card payment of property tax, cancellation of documents;

### Other features:

send and receive letters in a free format with attached files, import data from an XML file, create document templates.

# SOCIAL NETWORKS

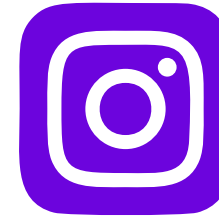


Evocabank actively interacts with its clients via **Facebook** (120K followers, 1st place).

**Number 1** by the number of followers among banks in click to visit Armenia.

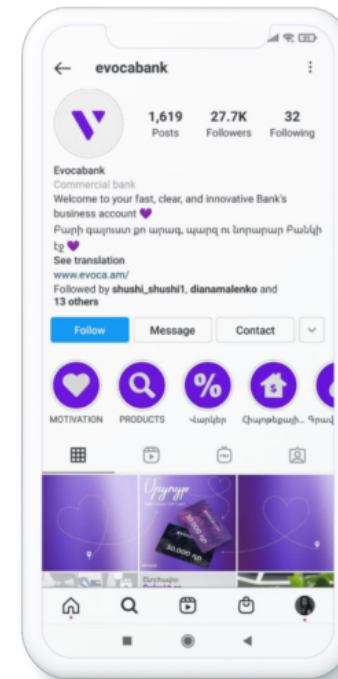
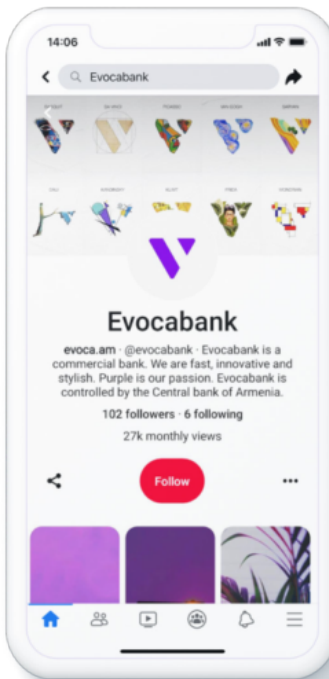
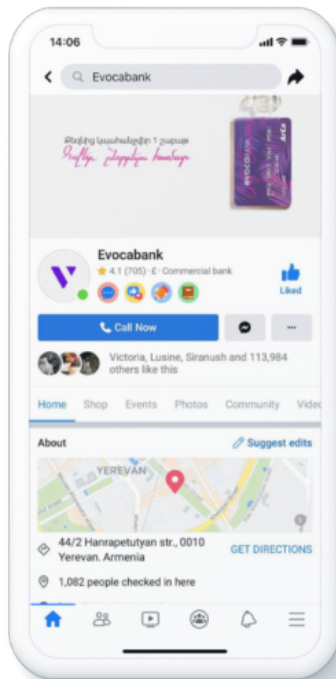


The first Armenian bank on **Pinterest**.



Evocabank has 28K followers on **Instagram**.

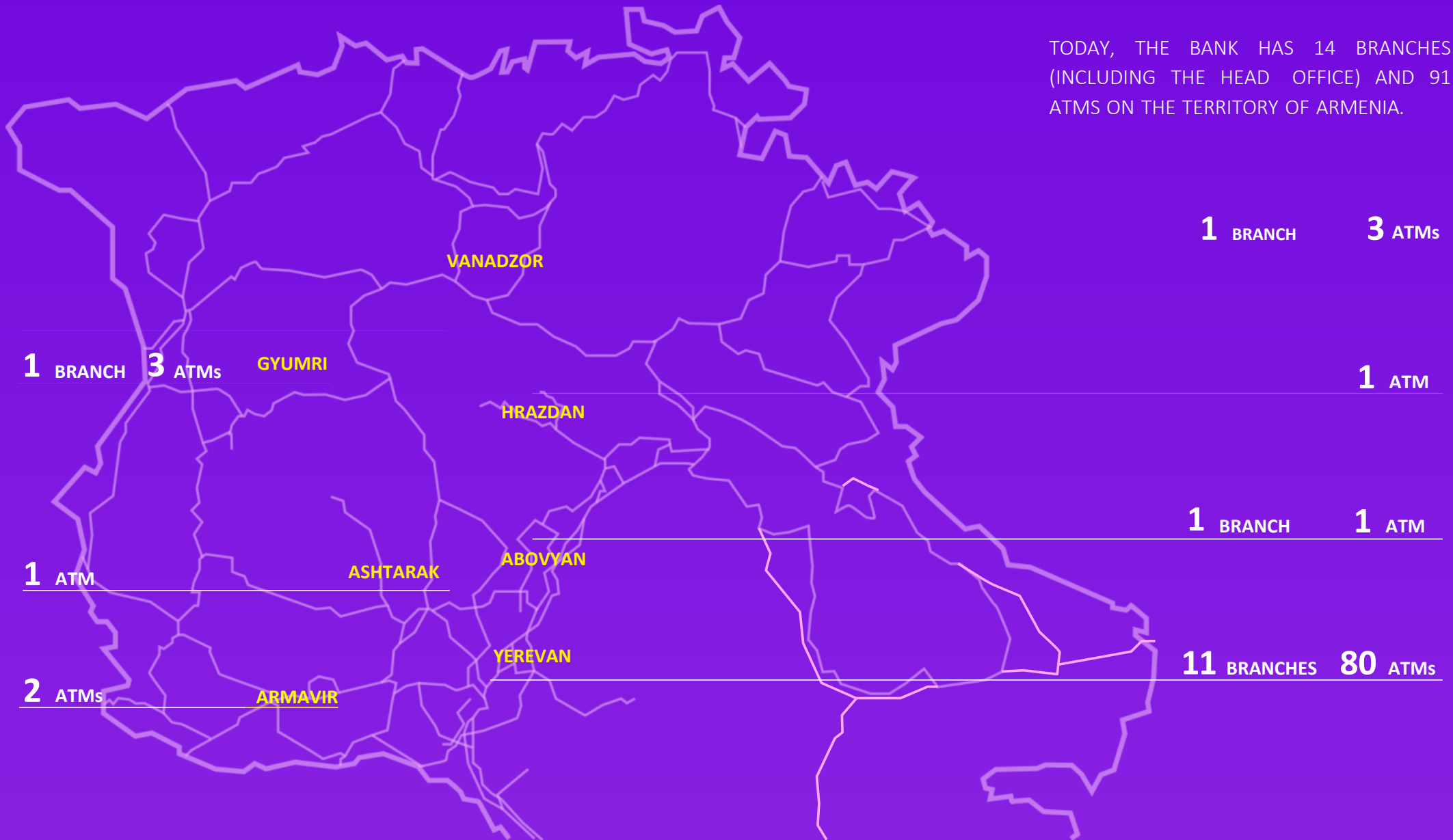
**Number 1** by the number of followers among banks in Armenia.



# OFFLINE CHANNELS:

## BRANCH AND ATMS NETWORK

TODAY, THE BANK HAS 14 BRANCHES (INCLUDING THE HEAD OFFICE) AND 91 ATMS ON THE TERRITORY OF ARMENIA.



# THE BEST DIGITAL BANK IN ARMENIA

For the 4th consecutive year Evocabank is announced **The Best Digital Bank** in Armenia by Global Banking & Finance Awards.



[click here to read more](#)

# THE BEST SME BANK IN ARMENIA

Evocabank was named as **The Best SME Bank** in Armenia for 2nd year in a row.



[click here to read more](#)

# BEST CONSUMER DIGITAL BANK IN ARMENIA

Evocabank is named **The Best Consumer Digital Bank** in Armenia for the 6th year in a row.



[click here to read more](#)

# THE BEST MOBILE BANK

## SME BANKING CLUB NAMES THE BEST MOBILE BANK IN ARMENIA

Evocabank has been announced the best mobile bank for businesses in Armenia.



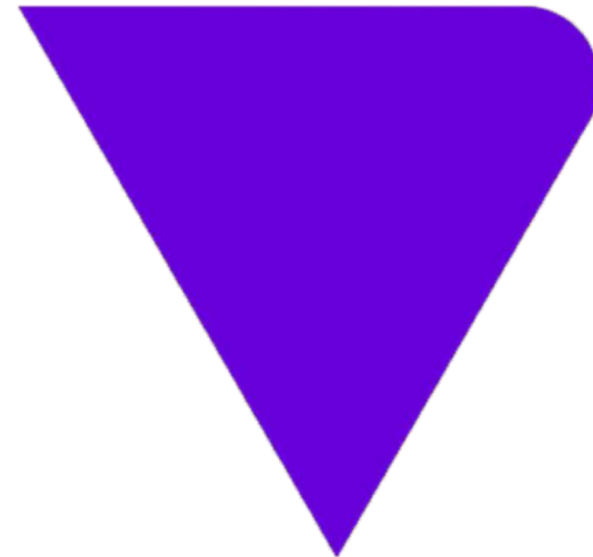
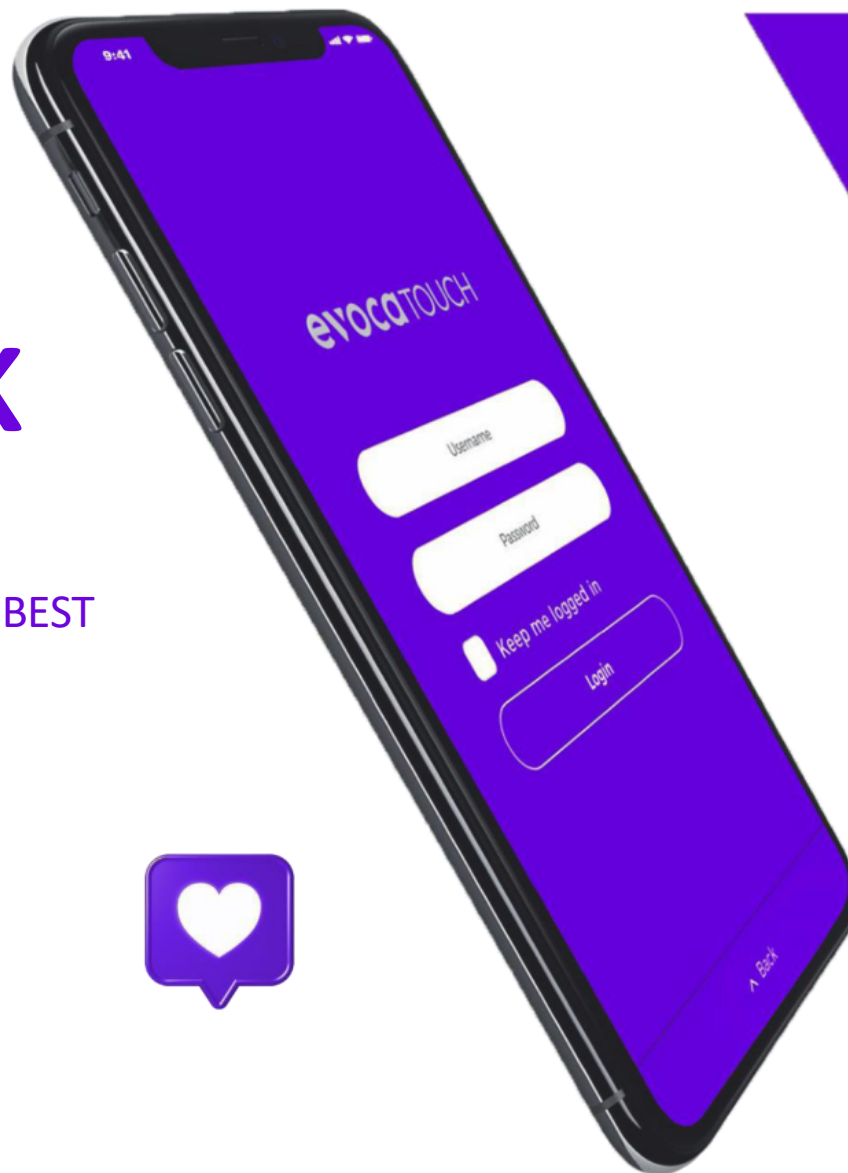
[click here to read more](#)

## HONORABLE MENTION GRANTED BY AWWWARDS TEAM

Have you skimmed through our new website?



[click here to read more](#)





# PRODUCTS FOR INDIVIDUALS

## ACCOUNTS AND TRANSFERS

A WIDE RANGE OF ACCOUNT OPTIONS ARE AVAILABLE TO CLIENTS OF EVOCABANK.

### Current accounts

In AMD and foreign currency, available to residents and non-residents of Armenia.

### Unallocated metal accounts

Accounts tied to gold prices in the international market.

### Special state support accounts

For state welfare payments.

### Money transfers

Transfers within Armenia and to other countries, available with opening and without opening an account.

### Transfer payment systems

Money transfers without opening an account with the following systems: the RIA, BEST, INTELEXPRESS, UNISStream, MoneyGram.

## LOAN AND CARD PRODUCTS FOR INDIVIDUALS

### SingleTOUCH

online-credit 24/7 without paperwork and loss of time

### Unsecured personal loans

Loans for any purpose

### Mortgage loans

Residential and commercial mortgages  
Mortgage special programs (NMC, housing for young families)

### Consumer loans

Profitable with a reduced rate  
Consumer loans for purchase of goods

### Car loans

Loans to purchase cars both new and used

### Credit card

Credit cards  
Loans on Mastercard E-commerce

### Student loan

Student loans for tuition pay

### Other loans

Loans under guarantee  
Pawn loans, Overdraft

For the first time in Armenia Evocabank has prepared an option of applying for student loans online – through EvocaTOUCH app.



## DEPOSITS AND INVESTMENT PRODUCTS

**EVOCABANK OFFERS BOTH CLASSIC DEPOSITS AND INVESTMENT PRODUCTS.**

### Classical Deposit

Providing a stable high yield.

### Evoca Online Deposit

Place Evoca Online deposit remotely through our remote service systems.

### Children's Deposit

Opened in the name of the child until he/she reaches the age of maturity.

### Investment service

Brokerage (dealer) and Depository services (including intermediary services in provision of Depository services by the Central securities Depository of Armenia) on the territory of the Republic of Armenia and world securities markets.

### Personal Safe Boxes

Fireproof individual safe deposit boxes - for valuables.



A 3x3 grid of nine purple spheres is positioned on the left side of the image. The spheres are rendered with a slight gradient and shadow, giving them a three-dimensional appearance. The background is a solid, vibrant purple color.

# **PRODUCTS FOR CORPORATE CLIENTS**



# PRODUCTS FOR LEGAL ENTITIES

EVOCABANK PROVIDES A FULL RANGE OF  
SERVICES FOR LEGAL ENTITIES.

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## **Business Loans and Leasing**

Commercial loans and leasing for  
financing various business sectors

## **Classical Deposit**

Classical deposit with stable high yield

## **Online Deposit**

Place Evoca Online deposit remotely  
through our remote service systems

## **Accounts**

Accounts for legal entities and  
individual entrepreneurs in  
AMD and foreign currency

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## **International Trade Services**

Letters of credit Documentary  
Collection Guarantee

## **Money transfers**

Transfers on the territory of the  
Republic of Armenia and abroad in  
AMD and foreign currency

## **Investment services**

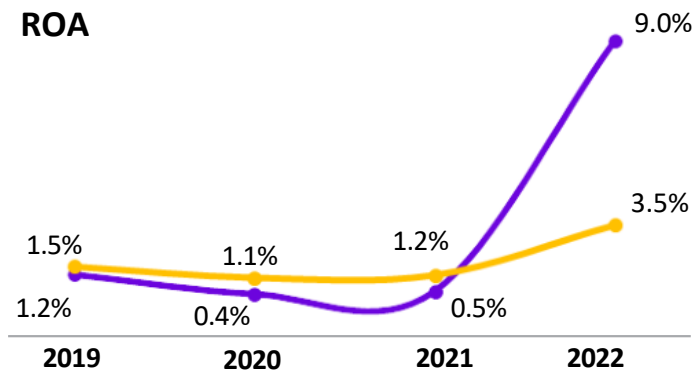
Broker (dealer) and depository  
services on the territory of the  
Republic of Armenia and in the  
global securities markets

# FINANCIAL INDICATORS

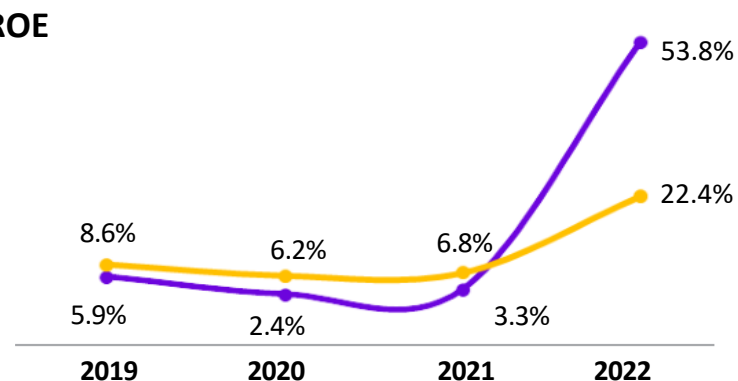


# BANKING SECTOR OF ARMENIA

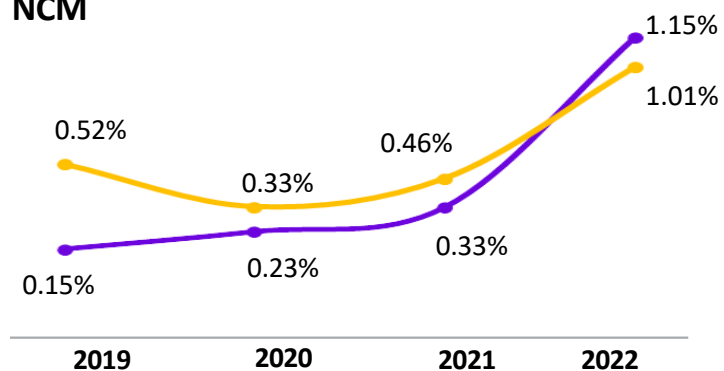
ROA



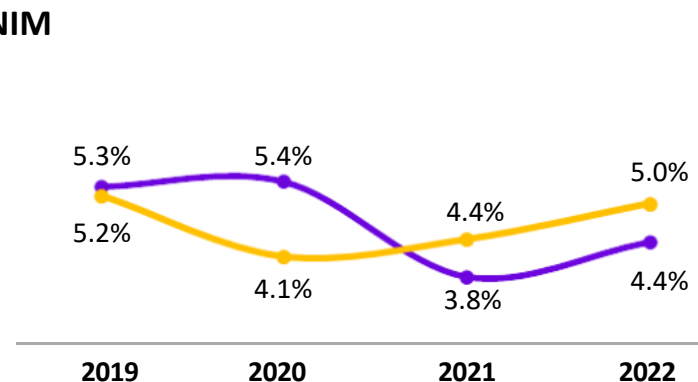
ROE



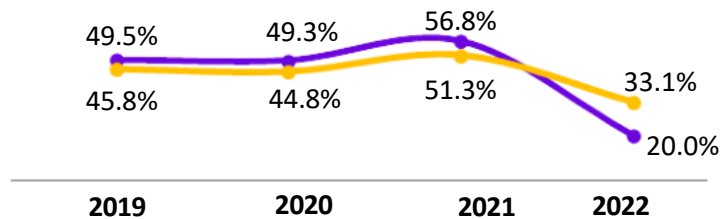
NCM



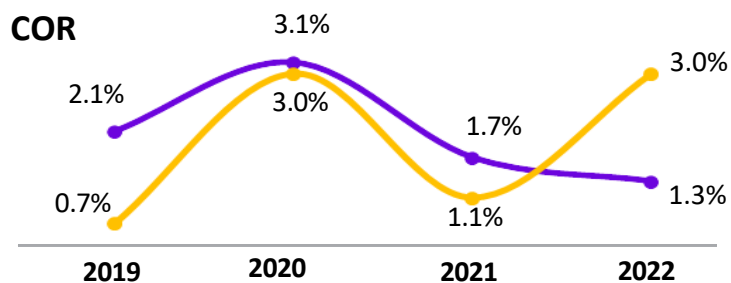
NIM



CIR



COR

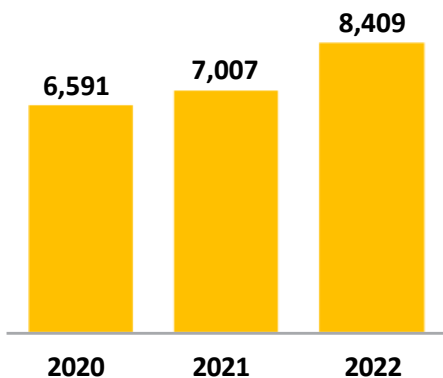


■ EVOCABANK

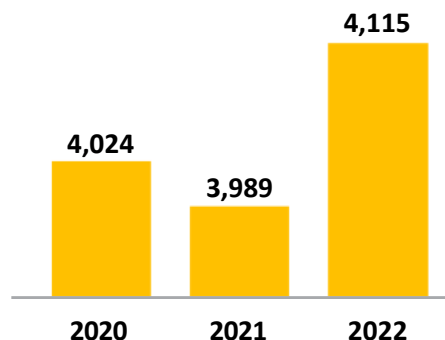
■ BANKING SECTOR

# BANKING SECTOR OF ARMENIA

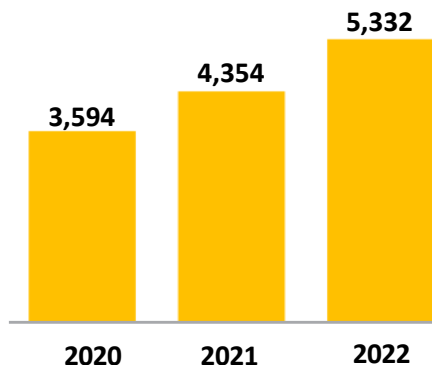
**TOTAL ASSETS**  
(BLN AMD)



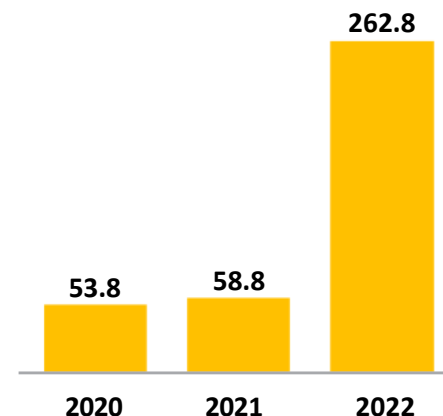
**LOANS AND ADVANCES**  
(BLN AMD)



**AMOUNTS DUE TO CUSTOMERS**  
(BLN AMD)



**NET PROFIT**  
(BLN AMD)

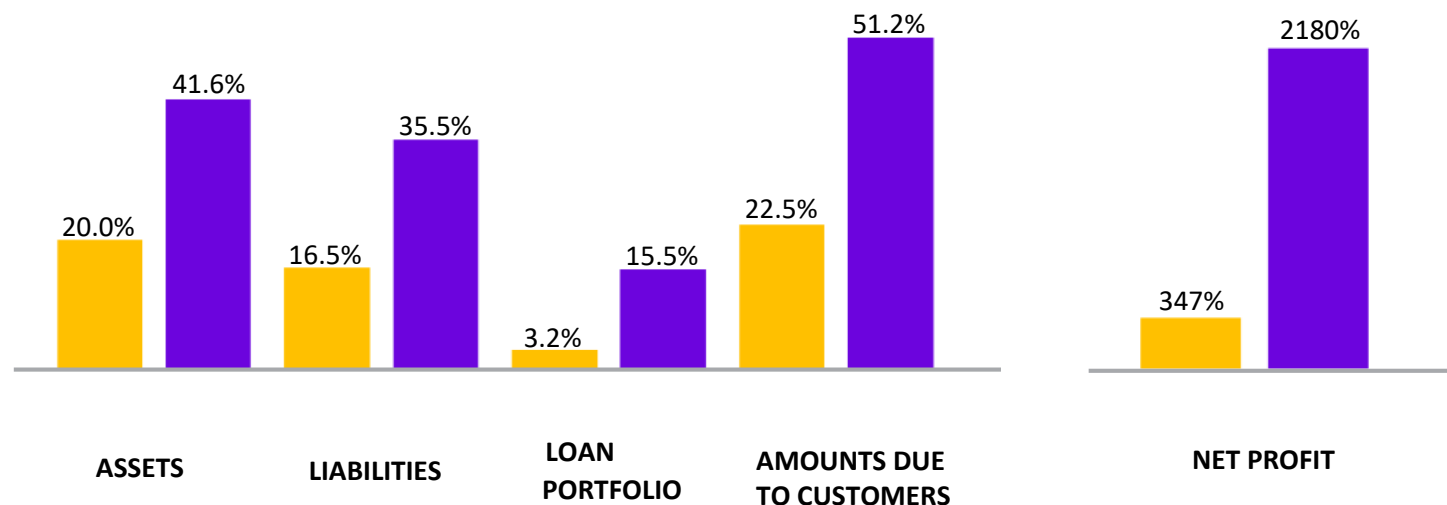


In 2022 Evocabank outpaced the market and increased 2-5 times faster than the total banking sector, namely assets and liabilities increased visibly by 41.6% and 35.5%, respectively compared to the 20% and 15.8% growth of the market.

■ EVOCABANK

■ BANKING SECTOR

**DYNAMICS 2022/2021**



# POSITION IN THE BANKING MARKET OF ARMENIA

## COMPETITIVE ADVANTAGES OF THE BANK

- Innovation and technological novelty
- Stability and reliability
- High level of profitability
- High level of capital adequacy

## PERFORMANCE INDICATORS IN 2022

	(MLN. AMD)	POSITION/CHANGE IN BANKING SECTOR
ASSETS	348,024	10 (+3)
LIABILITIES	287,088	10 (+3)
LOANS AND ADVANCES TO CUSTOMERS (NET OF IMPAIRMENT)	161,583	8 (+3)
AMOUNTS DUE TO CUSTOMERS	240,158	8 (+3)
EQUITY	60,936	7 (+7)
PROFIT	25,724	3 (+11)



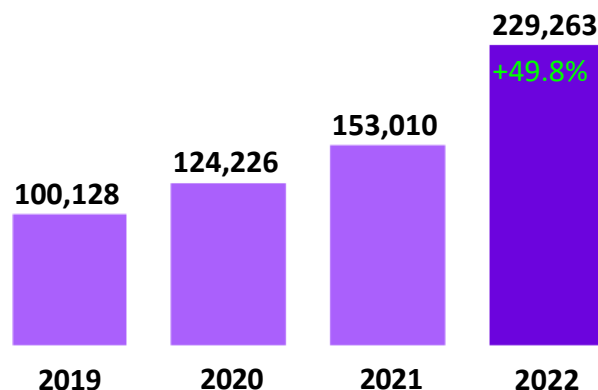
# BALANCE SHEET

In **2022** Evocabank maintained stable growth in all key financial metrics. In particular, total assets increased by **41.6%** while loans and advances to customers that comprise **46.4%** of the **total assets** increased by **15.5%**.

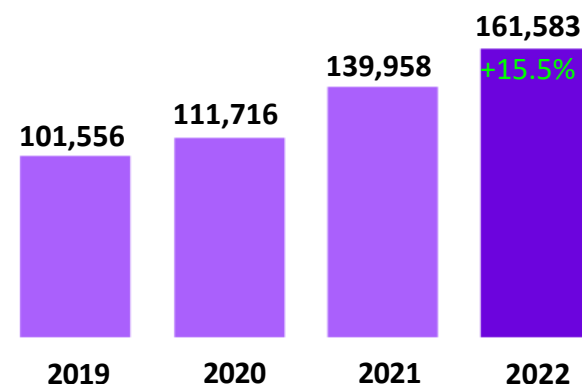
**Total liabilities** increased by **35.5%** and deposits that stand for **79.9%** of the total liabilities increased by **49.8%**.

**Equity** increased markedly by **80.4%** mainly due to **2022** net profit.

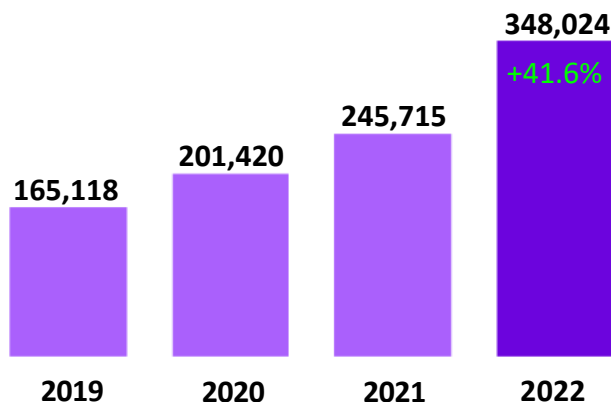
DEPOSITS DUE TO CUSTOMERS  
(MLN. AMD)



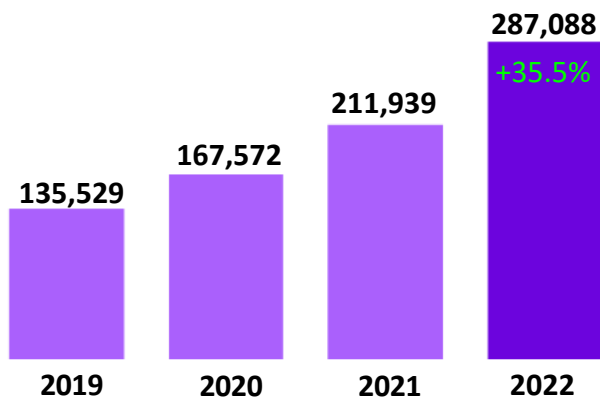
LOANS AND ADVANCES TO CUSTOMERS  
(MLN. AMD)



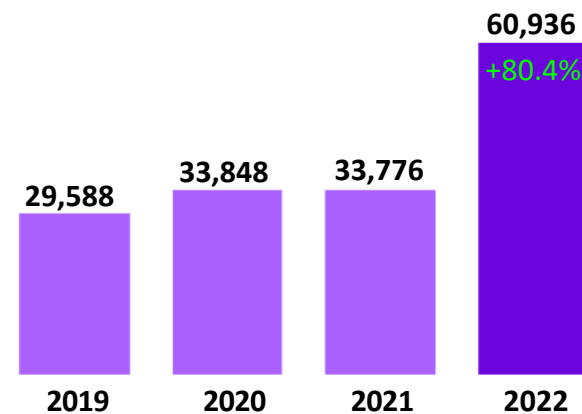
TOTAL ASSETS (MLN. AMD)



TOTAL LIABILITIES (MLN. AMD)

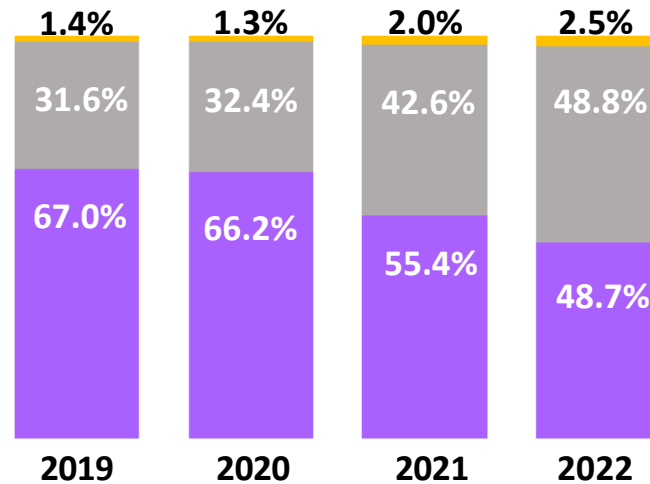


EQUITY (MLN. AMD)

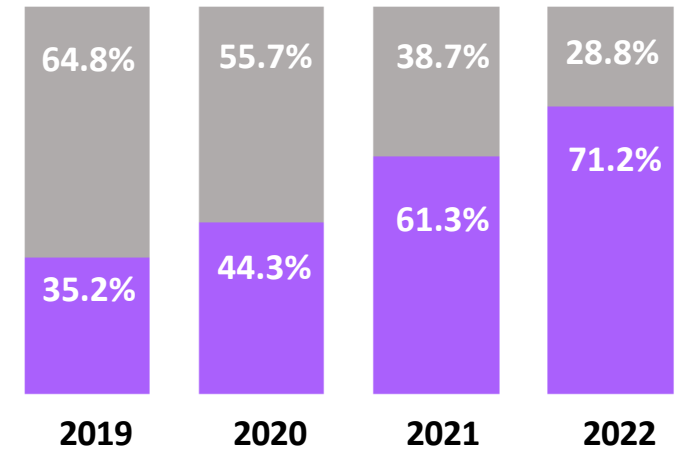


# CREDIT PORTFOLIO

## CORPORATE LOAN PORTFOLIO STRUCTURE



## RETAIL LOAN PORTFOLIO STRUCTURE



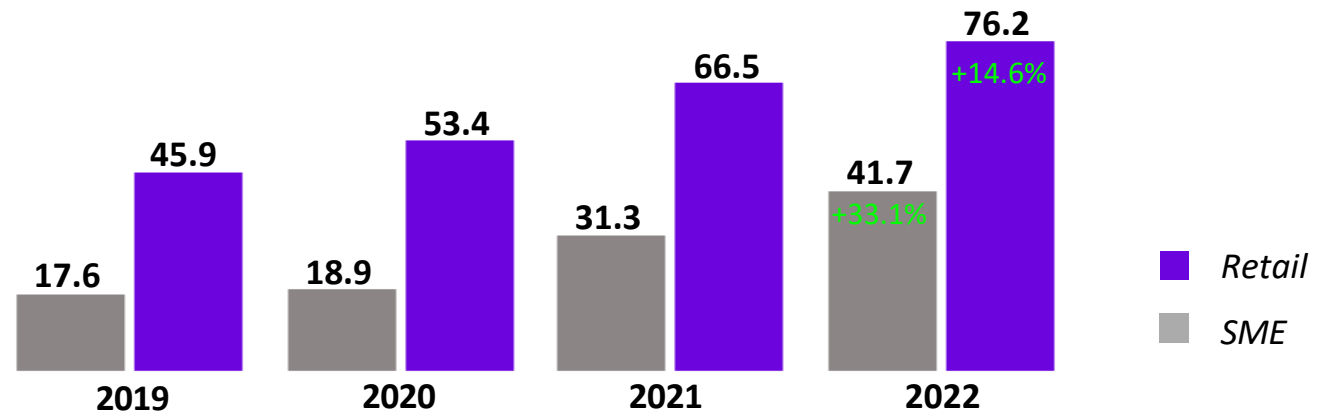
In 2022 Evocabank improved its progress towards strategic objectives, which is reflected in loan structure by growth of SME and Retail portfolios.

In 2022, SME and retail lending growth increased by 33.1% and 14.6% respectively.

The share of MSME loans increased by 6.2pp YoY comprising 48.8% of the Corporate portfolio.

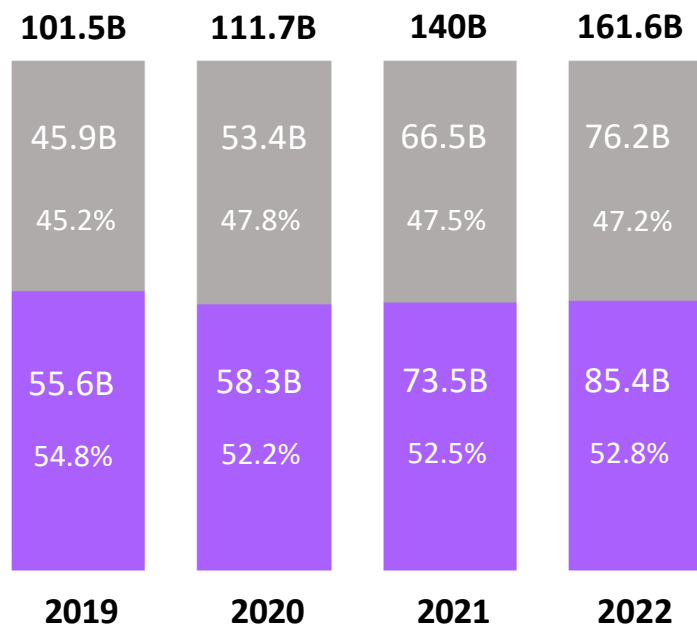
■ Large 
 ■ Micro 
 ■ SME 
 ■ Mortgage 
 ■ Consumer

## SME & RETAIL PORTFOLIO (BLN. AMD)



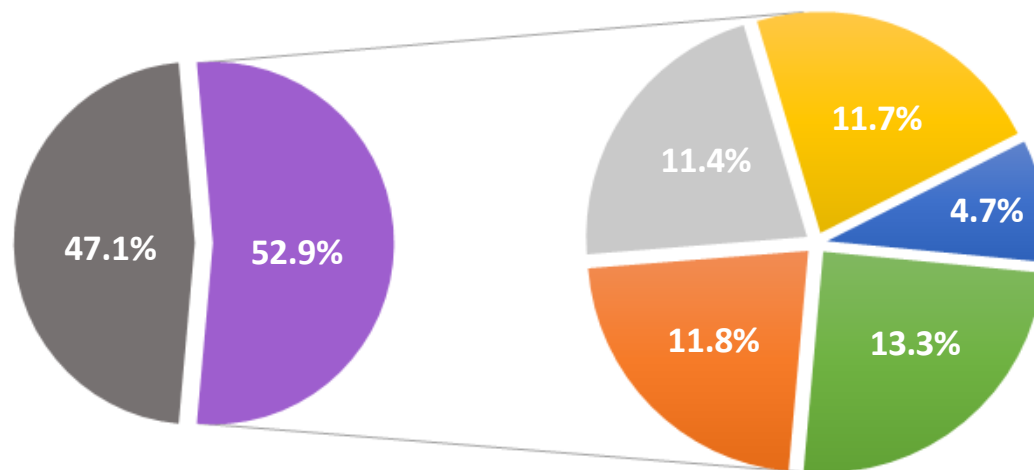
# CREDIT PORTFOLIO

**TOTAL NET LOAN PORTFOLIO with shares**  
(BLN. AMD)



■ *Retail*  
■ *Corporate*

**LOAN PORTFOLIO STRUCTURE BY SECTOR**



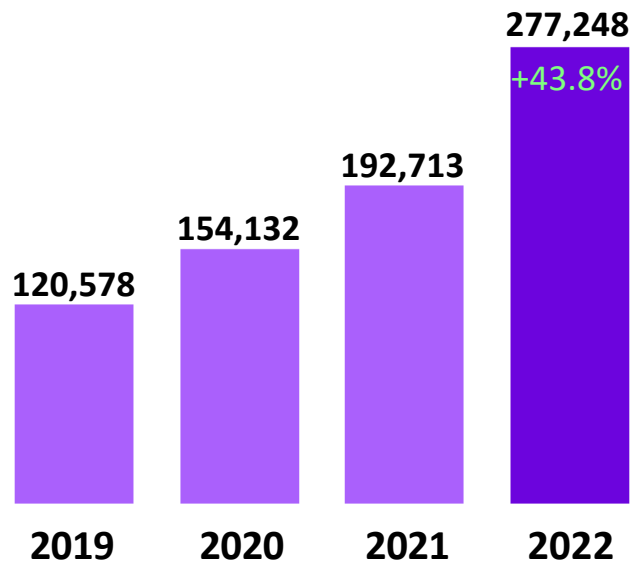
■ *Trading*  
■ *Construction*  
■ *Industry*  
■ *Financial services*  
■ *Mixed*  
■ *Loans to retail customer*  
■ *Loans to Corporate clients*



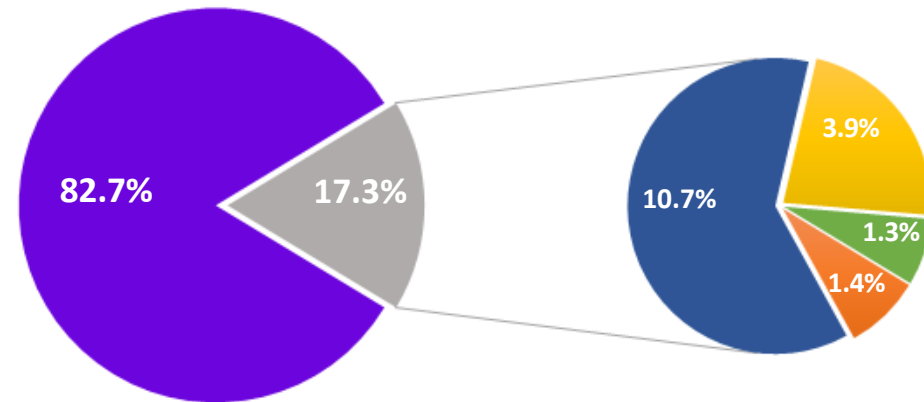


# FUNDING STRUCTURE

TOTAL FUNDING (MLN. AMD)



FUNDING STRUCTURE 2022



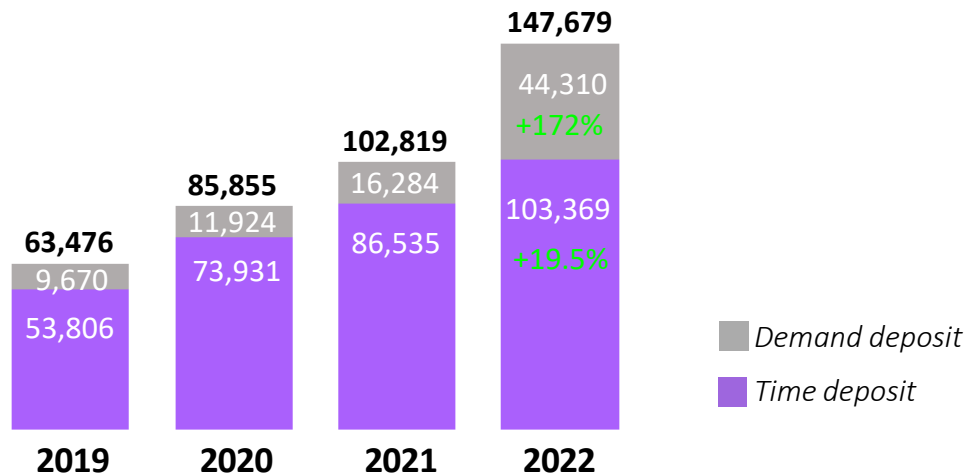
In **2022** Evocabank increased its funding base and diversified the structure **by attracting long-term funds from international financial institutions.**

- Deposits due to customers
- Subordinated debt
- Attracted funds
- Debt securities issued
- Other attractions

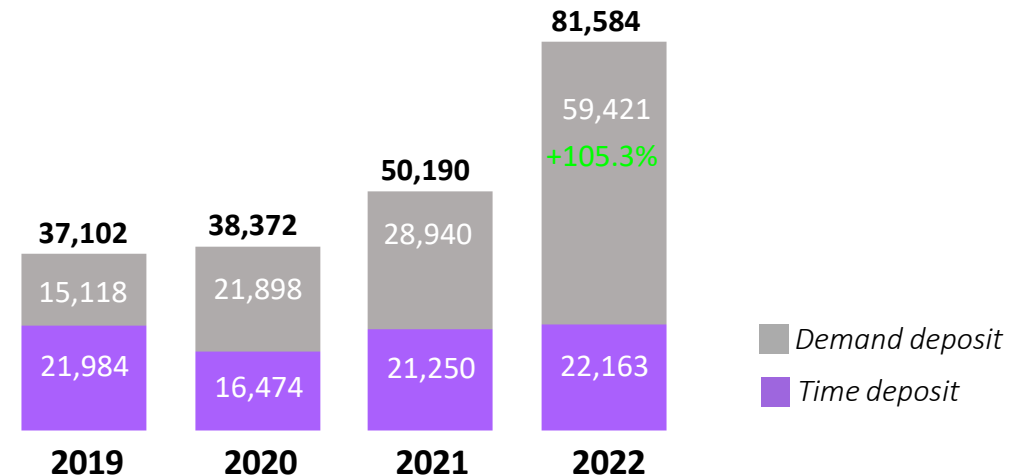


# FUNDING STRUCTURE

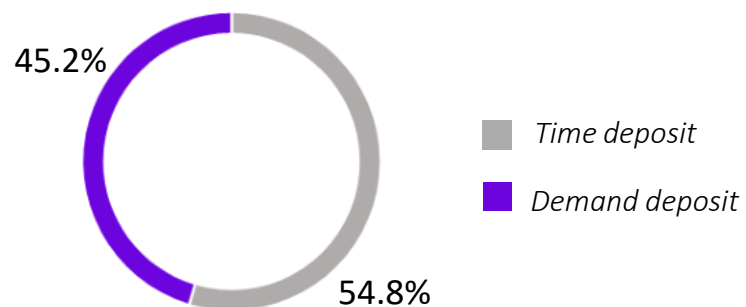
RETAIL DEPOSIT PORTFOLIO (MLN. AMD)



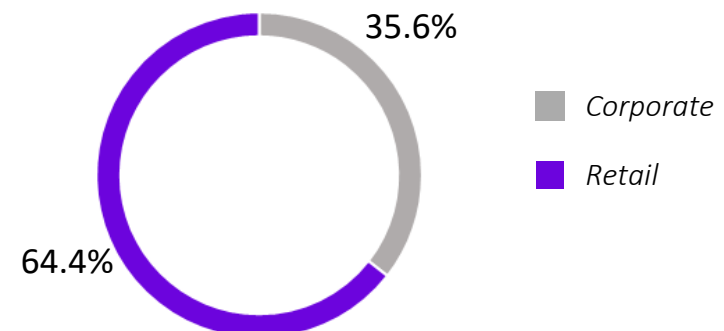
CORPORATE DEPOSIT PORTFOLIO (MLN. AMD)



AMOUNT DUE TO CUSTOMER STRUCTURE



SHARE IN TOTAL DEPOSIT PORTFOLIO

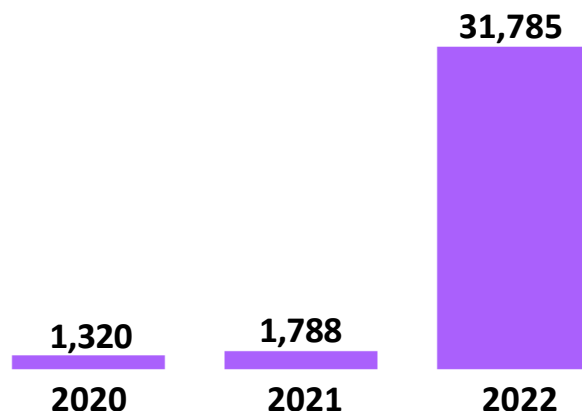


# INCOME STATEMENT INDICATORS

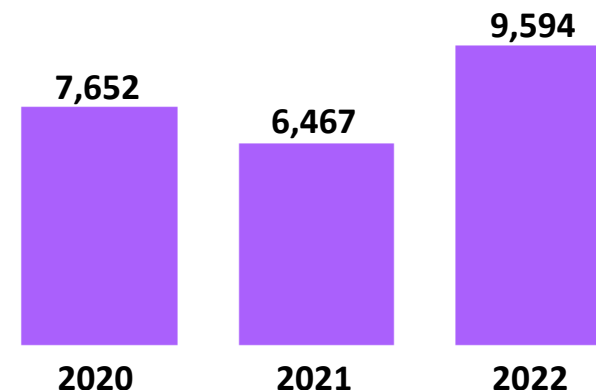
In 2022 Evocabank's operating income amounted to AMD 41.4 billion, up by 5 times YoY, due to an increase in both net interest income and net non-interest income. A higher net interest margin of 4.4%, compared to 3.8% in 2021, accompanying by 15.5% increase in loan portfolio supported the impressive result of 48% growth of net interest income.

Net non-interest income increased drastically, driven by both trade operations and commissions. The latter resulted in NCM of 1.15% that tripled compared to the 0.33% in 2021.

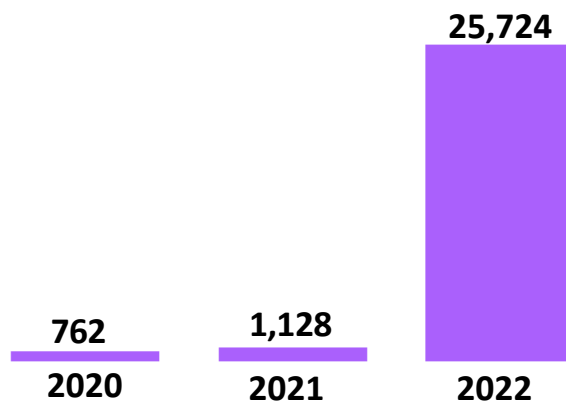
NET NON-INTEREST INCOME (MLN.AMD)



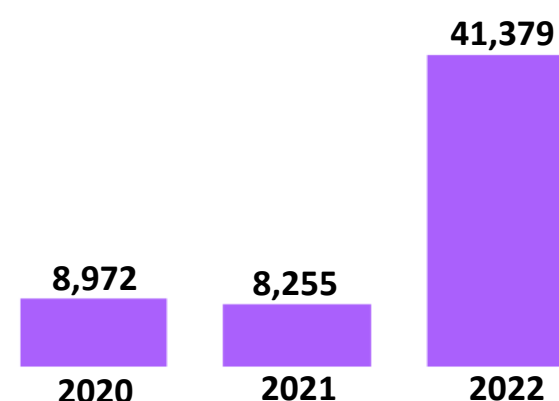
NET INTEREST INCOME (MLN. AMD)



NET PROFIT (MLN. AMD)



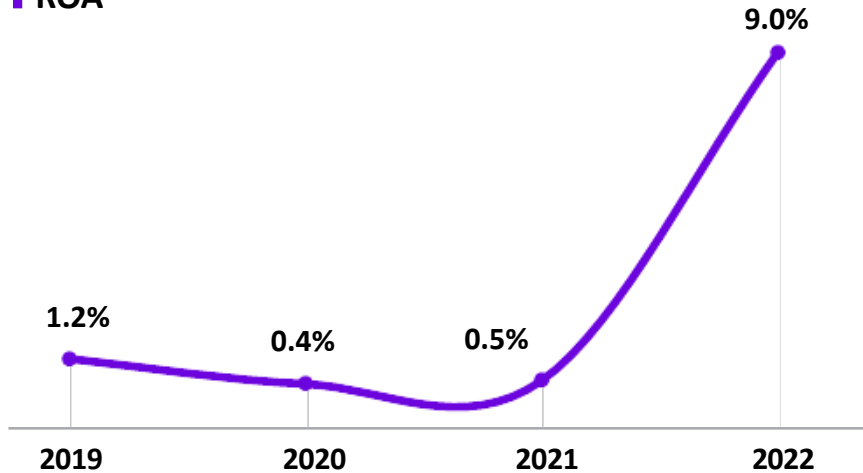
OPERATING INCOME (MLN. AMD)



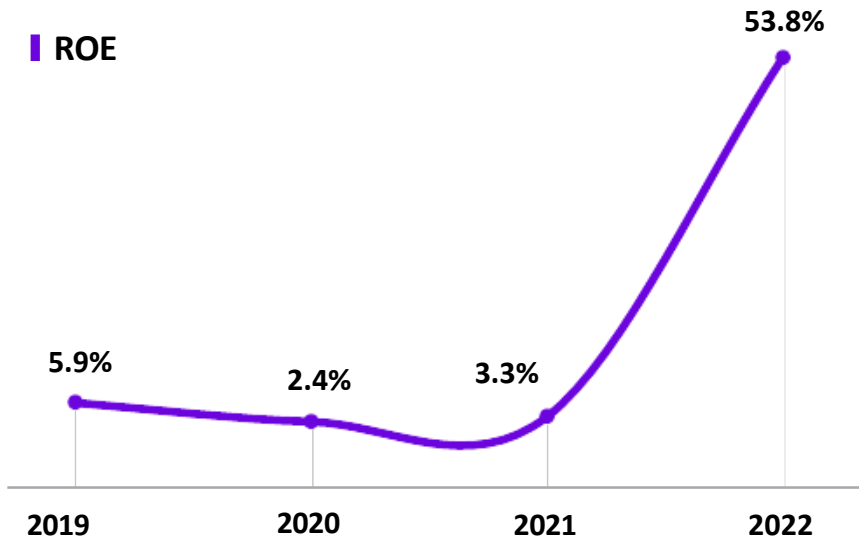
# OPERATIONAL PERFORMANCE

**Evocabank** recorded an impressive increase in profitability ratios **return-on-assets** and **return-on equity**, which demonstrated higher than the market indicators, driven by a high profit. **NCM ratio** also registered a robust growth mainly due to increase in fee and commission income.

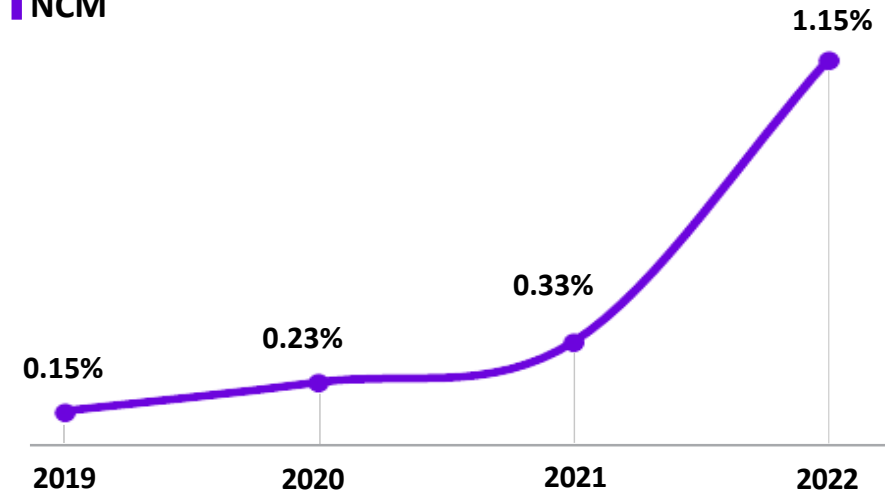
ROA



ROE



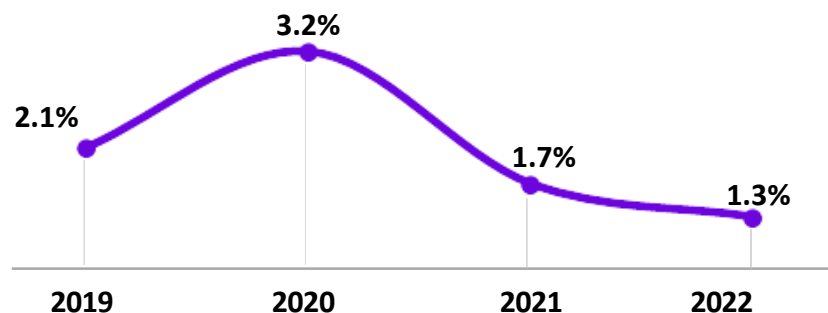
NCM



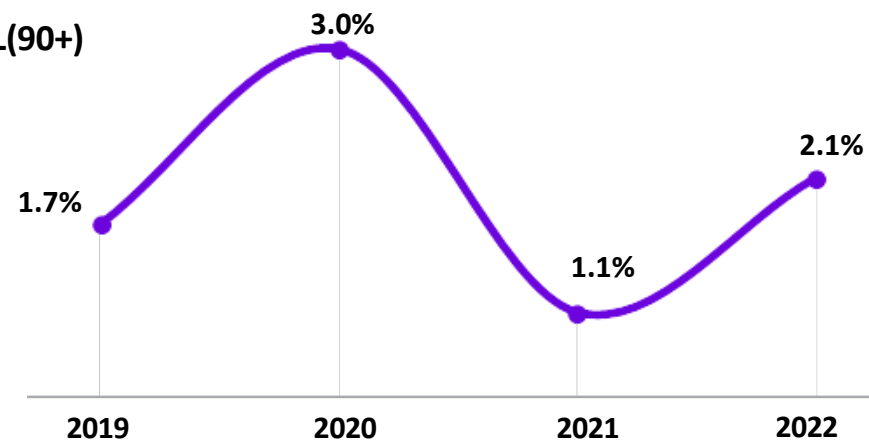
# OPERATIONAL PERFORMANCE

**Cost of Risk** and the **net interest margin** recorded an positive trend since 2021.

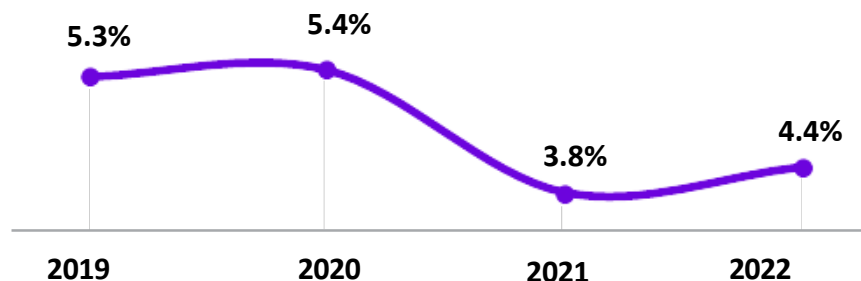
## COR



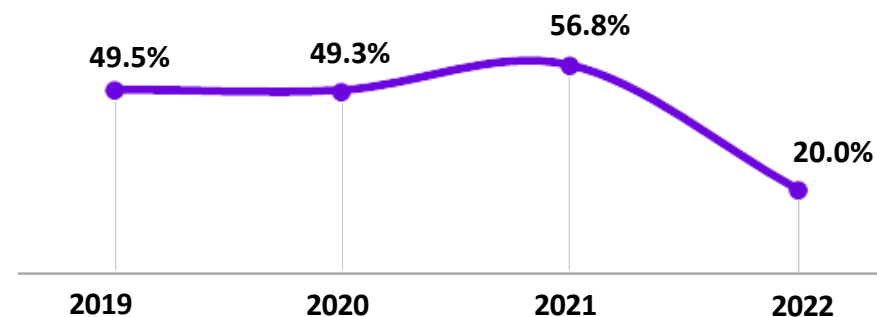
## NPL(90+)



## NIM

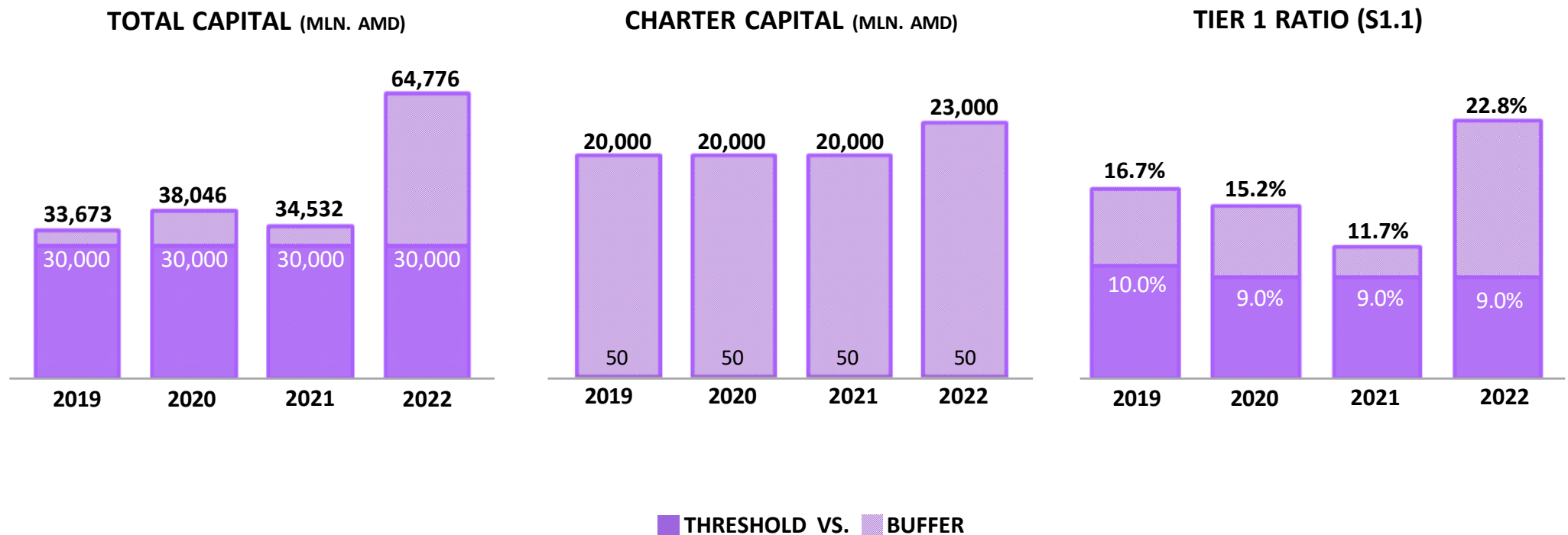


## CIR



# REGULATORY STANDARDS OF THE CENTRAL BANK

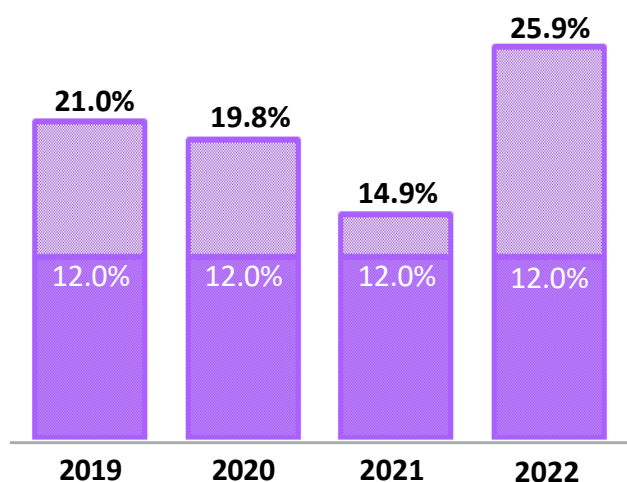
In **2022** the total regulatory capital increased surpassing the regulatory minimum by more than twice due to **AMD 3B** capital injection from the main shareholder, M. Gevorkyan and 2022 annual results, namely net profit.



# REGULATORY STANDARDS OF THE CENTRAL BANK

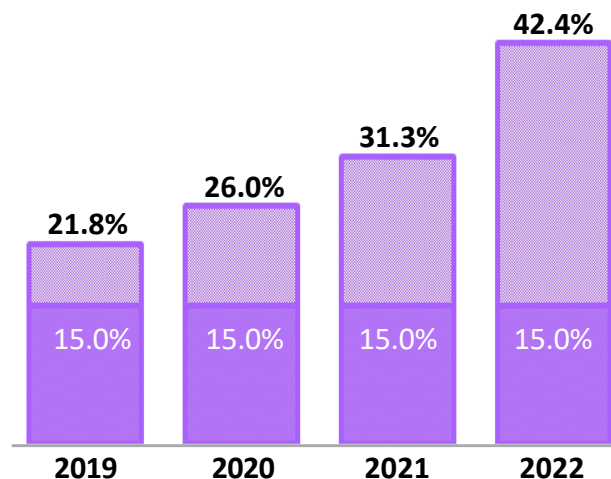
In **2022 Evocabank** increased its capital adequacy and liquidity ratios and remained highly capitalized and well-equipped with liquidity buffers. The ratios are well above the respective regulatory minimums. Due to a significant growth in deposits and meaningful volume of investments in the high-yield Government securities, we kept our liquidity ratios at very high levels.

**CAPITAL ADEQUACY RATIO (\$1.2)**



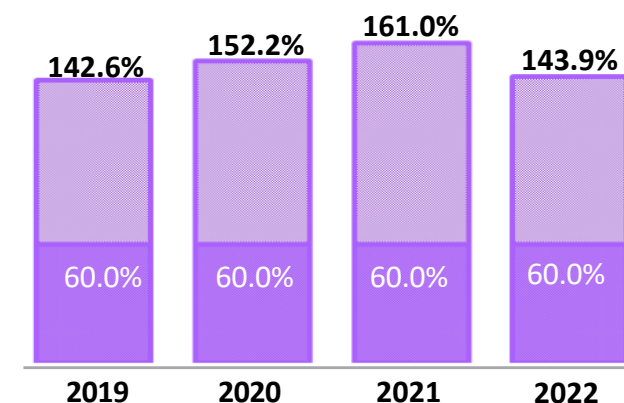
Position/change in the market  
**6 (+4)**

**HIGHLY LIQUID ASSETS TO  
TOTAL ASSETS (\$2.1)**

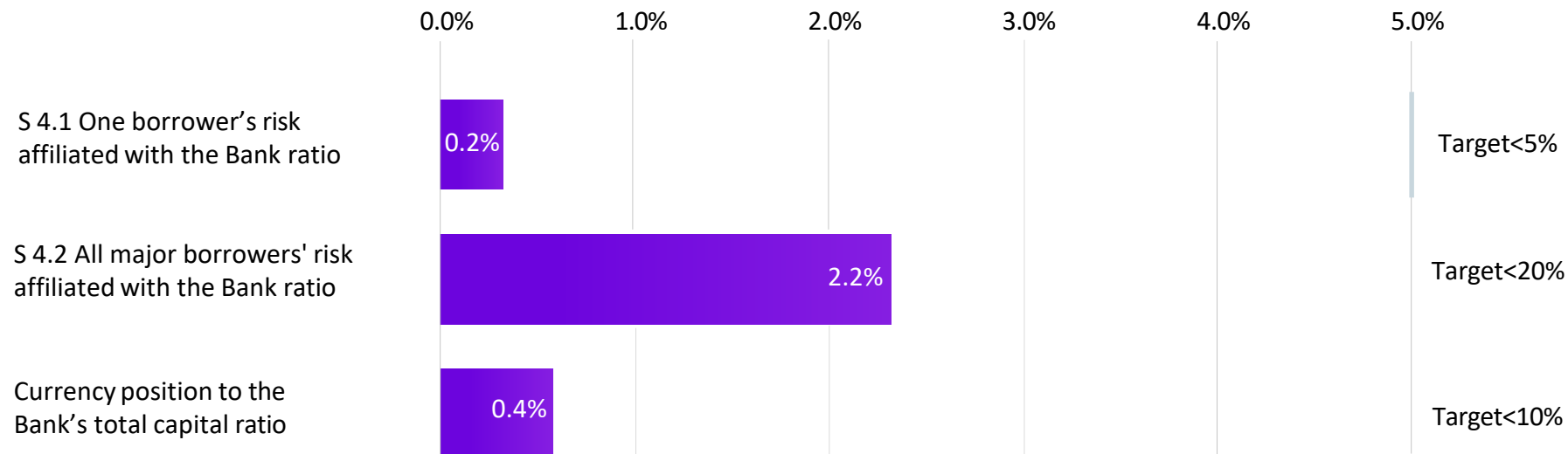
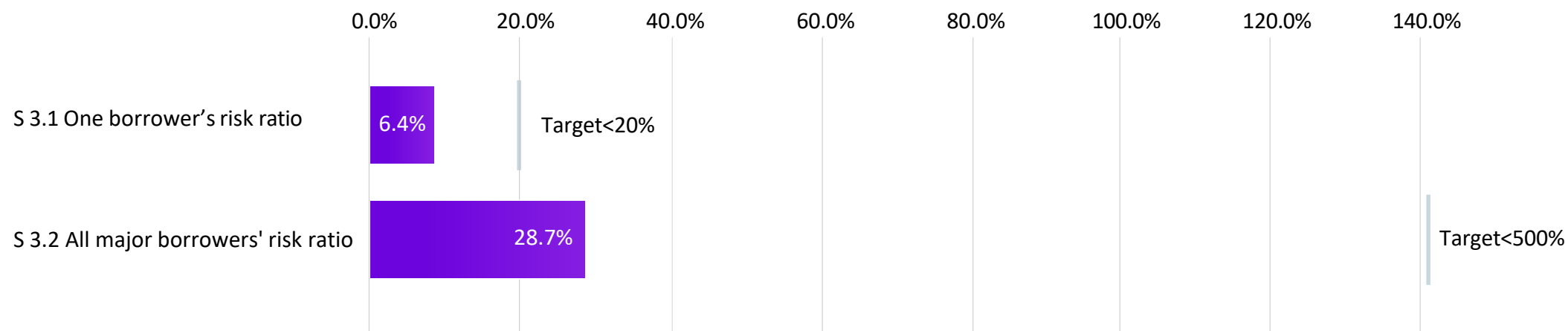


Position/change in the market  
**8 (+3)**

**HIGHLY LIQUID ASSETS TO  
DEMAND LIABILITIES (\$2.2)**



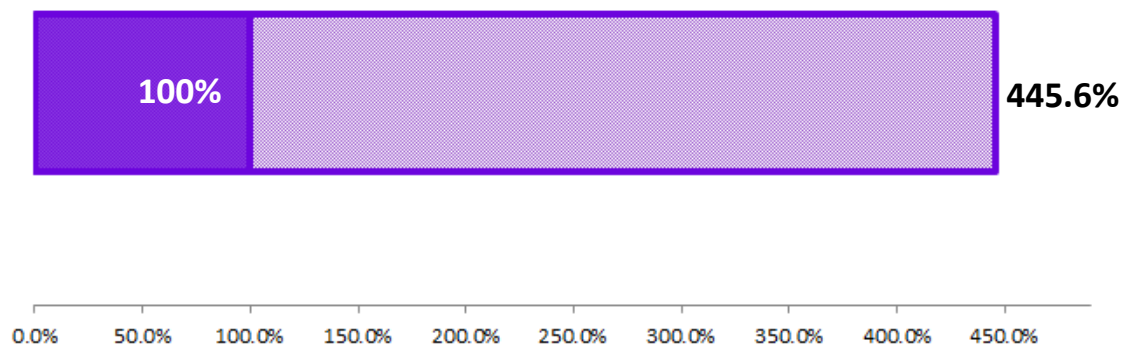
## BORROWER RISK RATIO 2022





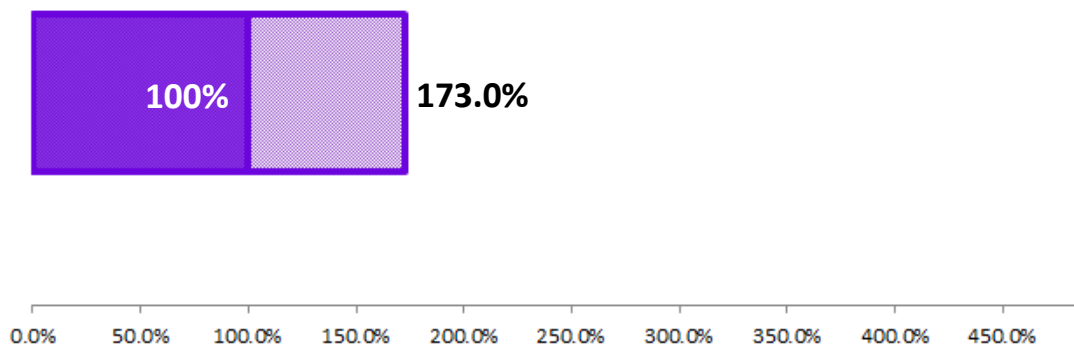
# LIQUIDITY COVERAGE RATIO & NET STABLE FUNDING RATIO

## LCR 2022



In **2022** The Bank maintain strong liquidity position to meet its short-term and long-term obligations with the liquidity coverage (LCR) and net stable funding ratios (NSFR) of **445.6%** and **173%**, respectively.

## NSFR 2022



**THRESHOLD**  
**BUFFER**



# TOWARDS THE NEW REALITY



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