



Stanbic Uganda Holdings Limited

Annual General Meeting

Frequently Asked Questions

Q How do shareholders receive unpaid dividends?

A Shareholders who have not yet received their past declared dividends can claim their outstanding dividends by sending an email to shareholder@candrgroup.co.ug or calling +256 757 072 773/ +256 0760 451 945 / +256414 237 504.

Q How can I get details of my dividends for the last few years?

A To access a statement of your dividends, kindly contact our Share Registrars C&R as per the details below:
Custody & Registrar Services (Uganda) Limited
4th Floor, Diamond Trust Centre
shareholder@candrgroup.co.ug
+256 757 072 773/ +256 0760 451 945 / +256414 237 504

Q When and how often are dividends paid and what is the mode of payment?

A Dividends are typically paid once a year as a final dividend or twice a year as interim and final dividends. Dividends can be paid via bank, mobile money or FlexiPay.

Q Why doesn't the company pay higher dividends?

A At the end of the financial year, the company's profit after tax is transferred to retained earnings, which forms part of the company's equity capital. This retained capital supports the company's ability to grow, absorb risks and meet regulatory requirements.

Stanbic maintains an optimal capital position, which is determined by:

- Regulatory capital requirements
- Business growth and investment prospects
- Market conditions
- Need for a prudent buffer to absorb any potential stress events.

Any surplus capital — that is, retained earnings exceeding what is required for the above considerations — may be returned to shareholders in the form of dividends.

Q What was the dividend for 2024?

A In 2024, an interim dividend of UGX 140 billion was paid in November. The board proposed a final dividend of UGX 3.13 per share (UGX 160 billion) that was approved at the 2025 AGM. The dividend will be paid on or about June 27th, 2025. Dividends can be paid via bank, mobile money or FlexiPay.

Q Can shareholders receive dividends over mobile money?

A Yes, shareholders can choose to receive their dividends through **mobile money**. The **mode of dividend payment** is determined by each shareholder's preference. To update your dividend payment method, please contact our Share Registrars, **C&R Group**, by:

- Email: shareholder@candrgroup.co.ug
- Phone: +256 757 072 773 / +256 760 451 945 / +256 414 237 504

Available payment options include **bank transfer**, **mobile money**, and **FlexiPay**.

Q Who qualifies for directorship?

A A person qualifies for directorship if they are:

- An adult of sound mind,
- Possess the requisite skills and experience, and
- Meet the fit and proper test of the regulator.

The required skills are determined using the Director Skills and Experience Matrix, which is reviewed annually. This matrix guides the identification and selection of suitable candidates by aligning board composition with the evolving needs of the business. It ensures a balanced mix of competencies, experience, and other attributes necessary for effective governance and strategic oversight.

Q How is Board of Director remuneration determined?

A The directors' fees are approved by shareholders at the Annual General Meeting following a recommendation by the Board of Directors. The Board recommendation is guided by the remuneration policy which is built on the philosophy that remuneration of directors should facilitate the attraction, motivation and retention of high calibre professionals and should be commensurate with director expertise, required time commitment and responsibilities while also considering the long-term success of the company.

Q Where can I find the financial results?

A The 2024 annual financial results, along with reports from previous years, are available in the Investor Relations section of our website <https://www.stanbicbank.co.ug/uganda/personal/about-us/investor-relations>

Q What is the rationale for the increase in expenses?

A The general increase in expenses is attributed to:

- Inflation - the rate at which the general level of prices of goods and services increase over time,
- Investment in the business to remain competitive,
- Impact of foreign exchange movements.

Q Who are Stanbic's external auditors?

A Stanbic's external auditors are Ernst and Young as approved by the shareholders at the 2025 Annual General Meeting.

Q**What are the criteria to select external auditors of the bank?****A**

Selection of audit firm is guided by the Bank of Uganda regulatory requirements. The central bank prequalifies audit firms eligible to provide audit services to financial institutions. Stanbic therefore adheres to these regulations and its internal procurement process when selecting an auditor.

Q**What business diversification plans does Stanbic Uganda have, to boost yield and return in the ever-changing business environment?****A**

Stanbic Uganda pursues a balanced diversification strategy to enhance resilience and profitability. Within its core banking operations, the bank maintains a healthy mix of interest income (from lending) and non-interest income (from government securities, commissions, fees, and other operating income). This balance helps the bank remain competitive across varying market conditions.

Beyond banking, Stanbic Uganda has expanded into complementary sectors to create additional value for shareholders and tap into new growth opportunities. These include:

- **SBG Securities Uganda Limited** – offering asset management and securities brokerage services.
- **Stanbic Properties Limited** – managing real estate investments and development.
- **Flyhub Uganda Limited** – the bank's fintech and technology innovation arm, delivering digital solutions.
- **Stanbic Business Incubator Limited** – a non-profit initiative supporting SMEs through business development training and capacity building.

This multi-pronged approach positions Stanbic Uganda to adapt to market shifts while driving sustainable growth and returns.

Q**Is it possible for the SBG Securities business to include their unit trusts on the Stanbic Bank app to increase accessibility?****A**

SBG Securities has a strategic distribution roadmap focused on enhancing accessibility through convenient and digital channels. This includes initiatives such as online onboarding, which is already live — allowing customers to open personal accounts without visiting a physical branch. The team is continuously working on expanding these digital options, and additional features are part of future plans to improve customer access and experience.



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