

Letter from the Chairman



**A new decade brings change, transformation,
and opportunity for the nation and for SAIB.**

2019 is a year of change – it marks the end of a decade and a successful accomplishment to our 2015-2019 Strategic Plan, and the beginning of a new decade and a new strategy. SAIB has been remarkable at keeping pace with the changes the industry and the Kingdom have undergone, with the last two years being notable for the increased competition, changing demands, and Fintech coming into play. Our digital focus has revolutionised how we operate and the effects are clear. All these innovations are bookmarked by high customer satisfaction from our excellent customer service.

Helping SAIB to be as agile and innovative as possible is our recruitment of talented young people with fresh ideas. Distinguished Saudi graduates were enrolled in the Bank's Graduate Development Program which prepares them for a successful career in the Bank. These programmes also focus on the training and development of our young and middle management, developing skills which add value to them and to the Bank. We empower our employees to take ownership of their responsibilities and the decisions they make, be detail-oriented in their work, and always focused on delivering the best experience to our customers. In line with Vision 2030, we are increasing our hires of women and Saudization in the Bank, and, among other social responsibility contributions, we uplift the communities we serve with 525 hours of CSR being volunteered by our employees this year, up from 363 hours in 2018.

Our innovation, focus on digitalization and exemplary customer service, commitment to Vision 2030, and our young, talented human resources will ensure our resilience going into 2020 and beyond. We are proud that Saudi Arabia is hosting the G20 meetings in 2020, and will continue to align with the messages emanating from the G20 regarding financial inclusion, financial education for our youth, support for SMEs and Fintech developments.

On behalf of my fellow Directors, allow me to commend our dedicated employees for their distinguished efforts in elevating our banking services to excellence, and our Executive Management for its efforts in this bold new phase of our journey.

Abdallah Saleh Jum'ah

Chairman