



First Capital
BANK

Company Profile

2024

Belief comes first.

BOTSWANA • MALAWI • MAURITIUS • MOZAMBIQUE • ZAMBIA • ZIMBABWE



Our Company Profile

First Capital Bank Botswana is a leading financial institution that offers a comprehensive range of banking services in Botswana. This profile provides an overview of our operations in the country, reflecting our performance at the end of 2023.

Deeply rooted in Botswana, First Capital Bank is dedicated to serving and empowering Botswana with forward thinking, inclusive and efficient financial solutions. Our commitment extends to fostering economic growth and building a prosperous future together with our community.

For a more detailed insight into our bank, kindly explore our website at [***www.firstcapitalbank.co.bw***](http://www.firstcapitalbank.co.bw).

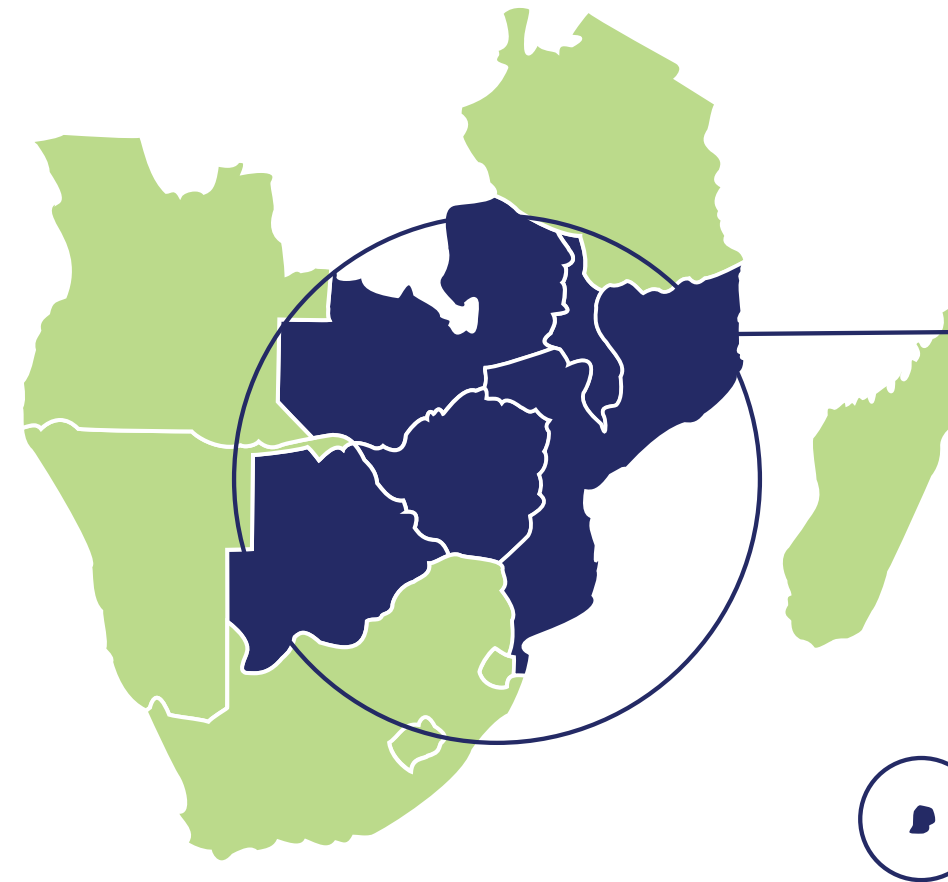
We are committed to ongoing improvement and to delivering excellent service to our valued customers. Your feedback, questions, and comments are highly appreciated. Please don't hesitate to contact us at [***customerhelpdesk@firstcapitalbank.co.bw***](mailto:customerhelpdesk@firstcapitalbank.co.bw) or call us on ***+267 390 7801***.

Who We Are

FMBcapital Holdings Plc

FMBcapital Holdings Plc is the Mauritius-based banking and financial services holding company of the FMBcapital Group. FMBCH is registered with the Mauritius Financial Services Commission (FSC) as a Global Business Licence as a Global Business Company (GCB).

It is listed on the Malawi Stock Exchange and has banking and finance operations in five SADC countries, namely Botswana, Malawi, Mozambique, Zambia and Zimbabwe all operating under the name: First Capital Bank.



Represented in these countries:

- Botswana
- Malawi
- Mozambique
- Zambia
- Zimbabwe

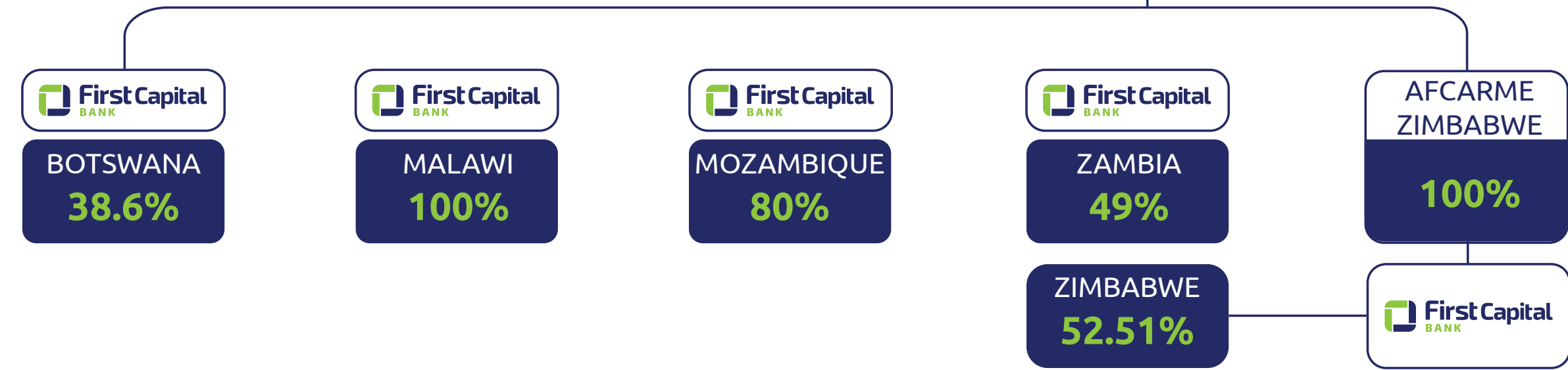
Based in:

- Mauritius

Based in Mauritius, FCSSL provides centralised back office IT support services for the entire Group

FIRST CAPITAL SHARED SERVICES LTD
100%

FMBcapital Holdings plc is the holding company of the FMBcapital Group and is listed on the Malawi Stock Exchange



Who We Are

FMBcapital Holdings Plc

With a rich history of financial strength and stability, FMBcapital Holdings plc aims to become a foremost provider of financial services in the region by:

- Prioritising customer service
- Strong relationship banking with quick turn-around-time
- Offering flexibility in our products and services
- Leveraging advanced IT delivery platforms
- Demonstrating strong leadership and management
- Implementing robust principles of corporate governance

The Group has solidified its position as a leading regional corporate transactional and commercial bank, catering to the cross-border banking needs of businesses in the Sub-Saharan region.

All operations of First Capital Bank are supported by First Capital Shared Services Limited, a centralized back-office and IT support services center located in Mauritius.

Kindly scan the QR codes to view our Group Leadership.





Who We Are

First Capital Bank Botswana

First Capital Bank began its operations in Botswana in July 2008 as Capital Bank. FMBCapital Holdings plc (FMBCH) holds a 38.6% shareholding in the Bank, whilst the remaining shares are held by both local and international investors.

In 2019, First Capital Bank acquired 100% shares to Bank of India (Botswana). After the acquisition, Bank of India and First Capital Bank amalgamated forming First Capital Bank Botswana.

First Capital Bank Botswana offers a comprehensive range of corporate, commercial and personal banking services and focuses on servicing small to large-scale independent businesses.



Executive Team



**Reinette
van der Merwe**

**Chief Executive
Officer**

*Master's in Finance
and Marketing
(University of North-
West), CA (SA)*



**Lebogang
Seleke**

Head of Finance

*Chartered Certified
Accountant (ACCA),
Associate Certified
Professional
Accountant (BICA),
MSc Professional
Accountancy
(University of
London), SMDP
(University of
Stellenbosch),
BAcc (University of
Botswana)*



**Vijay
Kumar**

**Acting Head of
Corporate**

*MBA, Indian Institute
of Management,
Ahmedabad;
Bachelors in
Agriculture Science
(India)*



**Thatayaone
Nicholas
Matlapeng**

**Country Manager
Consumer Lending**

*Certified Professional
Retail Banker (RBA
International UK), BA
Marketing (University
of Botswana),
MDP (University of
Stellenbosch)*



**Mani
Neb**

Head of Treasury

*M. Com, PGDFM and
MBF (Indian Institute
of Finance)*



**Onalenna
Motaung**

**Acting Head of
Credit**

*Bachelors of
Accountancy (BA)
Associate Diploma in
Banking (ABIB)
Standard Bank
Foundation
Leadership
Development
Program
Barclays Africa
Leadership Program*

Kindly scan
the QR code to
view our Board
of Directors.





Executive Team



**Bugalo
Masole**

**Head of IT and
Operations**

*Master of
Science Strategic
Management,
Bachelor of Science
Information
Technology, Barclays
Leadership Program,
Strathmore University
Leadership Program,
Prince 2 Practitioner,
ITIL version 4
Foundation*



**Goitseone
Moshabela**

**Head of Human
Resources**

*Master's in Public
Administration with
specialisation in
Human Resources
Management*



**Hajra
Mahomed-Tajbhai**

**Chief of Staff and
Head of Marketing &
Communications**

*Master of Business
Administration
(University of Cape
Town, Graduate
School of Business),
Bachelor of Science
Complementary Health
Sciences and Bachelor
of Complementary
Medicine (Naturopathy)
(University of the
Western Cape)*



**Sandisiwe
Dube**

**Country Risk
Manager**

*Master's in Financial
Engineering and
Bachelors Actuarial
Science (National
University of Science
and Technology,
Zimbabwe)*



**Mbakiso
Masesane**

**Head of
Compliance**

*Bachelors Economics
(University of
Botswana), Post-
graduate Certificate
in Enterprise Risk
Management
(Botswana
Accountancy
College), Compliance
Management
(University of Cape
Town), member of
Compliance Institute
of Southern Africa
and Association of
Certified Anti-Money
Laundering Specialist*



**One
Gosekwang**

**Head of Internal
Audit**

*Bachelors of
Accountancy (BA),
member of Institute
of Chartered
Accountants in
England and Wales
(ICAEW), member of
Botswana Institute
of Chartered
Accountants (BICA),
member of Institute
of Internal Auditors
(IIA)*



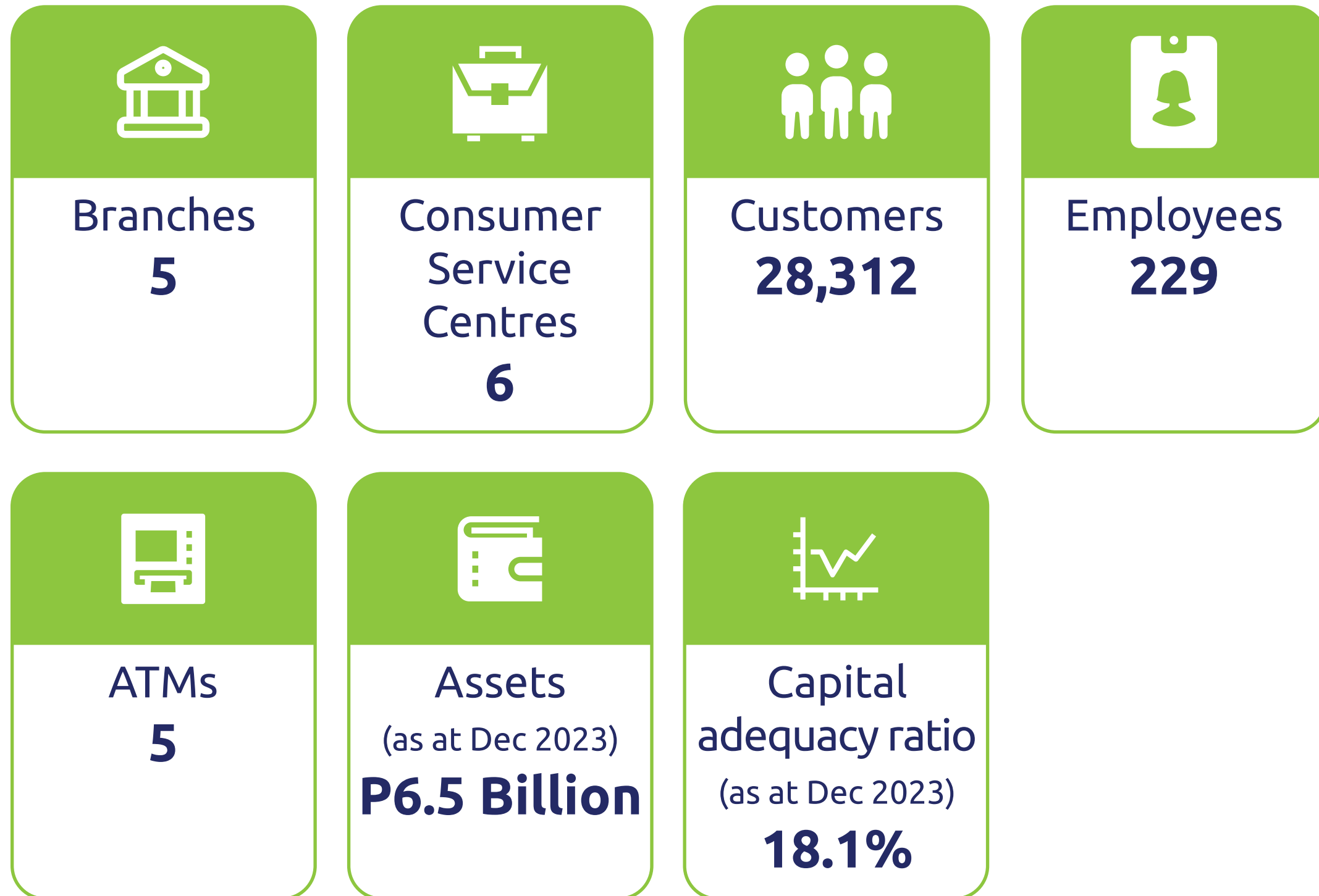
**Letlhogonolo
Matlhabe**

**Head of Legal and
Company Secretary**

*Bachelor of Laws
(University of
Botswana) and
CSSA Professional
Post Graduate
Qualification;
Company secretarial
and Governance
Practice (Chartered
Governance Institute
of Southern Africa)*

Our Reach

First Capital Bank Botswana provides a range of corporate, commercial and personal banking services and has a strong focus on servicing small to large-scale independent businesses.



Our Purpose

Our strategic purpose is to grow sustainable value for the benefit of all stakeholders.



Our Vision

To build a formidable business that passes the test of time.



Our Mission

Growth is our business.



Our Tagline

Belief Comes first.



Our Values

Our strong values support our vision and mission with the collective effort of all our employees.

Our service is our pride.

We have a shared responsibility for our business.

We value time and deliver quickly.

We are open and honest, but respectful.

We find simpler ways of doing things.

Integrity and reputation are our wealth.



Our Products And Services

The Bank offers a comprehensive range of financial solutions that are both relevant and valuable to the customers we serve. We service the needs of retail customers, ranging from first-time account holders to high-net-worth.

We offer products and services to businesses of all kinds, including sole proprietors, small to medium-sized enterprises (SMEs), large listed corporates, as well as institutional clients like nongovernmental organisations (NGOs), embassies and public sector institutions.



Retail Banking



Transactional accounts

- Savings accounts
- Current accounts
- Foreign currency accounts



Electronic banking

- Automatic teller machines (ATMs)
- Internet banking
- Mobile banking app



Cards

- Visa debit cards



Other services

- E-statements
- Transaction alerts
- Call centre



Loans

- Overdrafts
- Personal loans



Bancassurance

- Credit Life Insurance
- Life Cover Insurance
- Funeral Cover Insurance
- Homeowners Insurance
- Personal All Risk
- Motor Comprehensive Insurance
- Household Contents Insurance



Payments

- EFT/RTGS
- Bank-to-wallet & Wallet-to-bank services



Investments

- Fixed deposits
- Call deposits



Business, Corporate and Commercial Banking



Transactional accounts

- Investment accounts
- Current accounts
- Foreign currency accounts



Electronic banking

- Internet banking
- Automatic teller machines (ATMs)
- Mobile banking app
- Point of sale devices
- Soft-POS service



Debit Cards

- Visa debit cards



Loans and overdrafts

- Overdrafts
- Term loans
- Asset finance



Other services

- Transaction alerts
- E-statements
- Relationship management
- Call centre



Treasury and foreign exchange

- Foreign exchange services (including foreign currency accounts)
- Letters of credit and guarantees
- Remittances
- Trade finance



Bancassurance

- Keyman Insurance
- Business All Risk Insurance
- Agriculture Insurance
- Vehicle Insurance
- Property Insurance



Payments, cash management and other services

- RTGS/EFTs
- Payroll solutions
- Cash management services
- Bulk electronic payments
- Host-to-host payments



Financing Investments

- Fixed deposit accounts
- Investment accounts
- Call accounts

Treasury Products & Services

First Capital Bank's Treasury division provides unparalleled forex solutions, ensuring you receive the best value for your currency conversions.

We offer Botswana's most competitive rates for international payments. We provide daily market updates via WhatsApp, and order placement is easily managed through our dealers.

Our Advantage:

- Competitive exchange rates.
- Our multi-currency account allows remittance in over 90 currencies, providing flexibility for global transactions.
- Secure and seamless transactions.
- Preferential rates for foreign exchange.
- Same-day ZAR transfers
- 48-hour international transfers (excluding ZAR).
- Daily market updates.
- Convenient order placement to dealers.

Treasury Products:

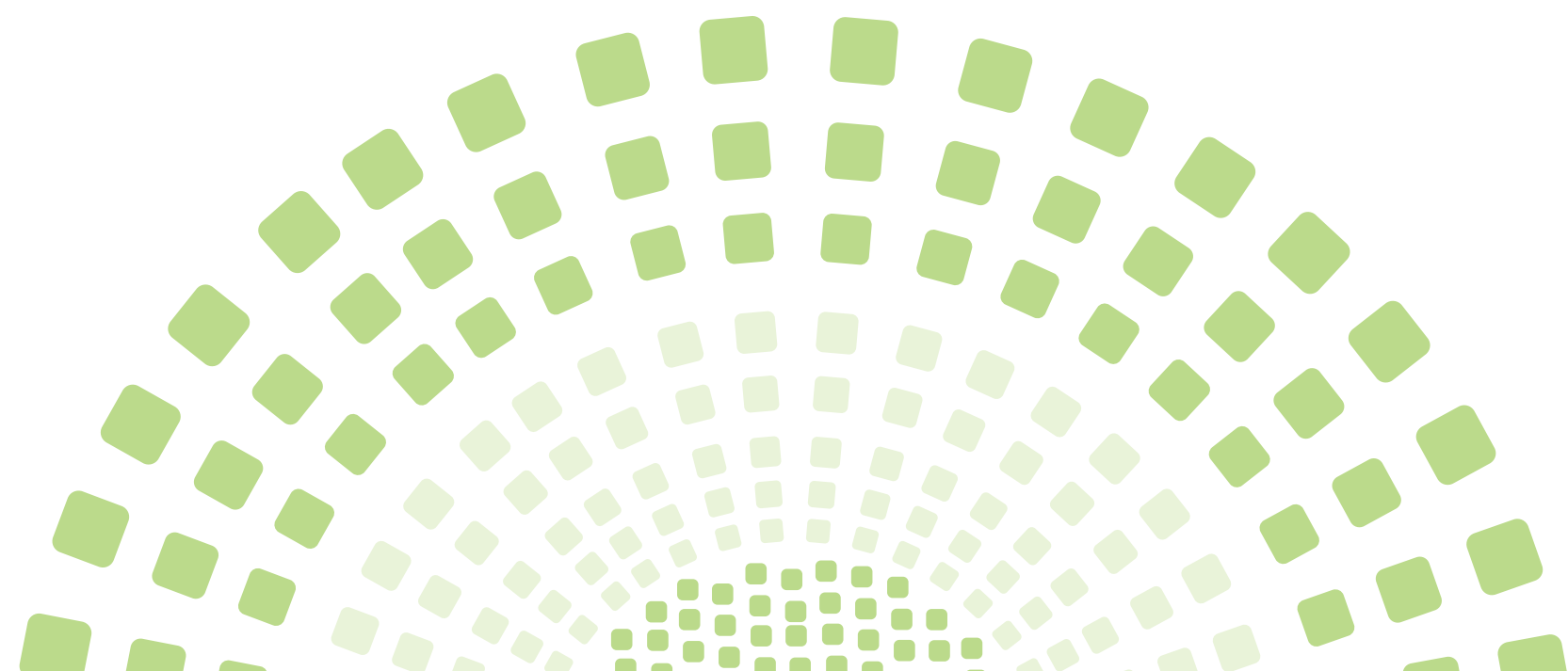
We offer a comprehensive suite of treasury products designed to optimize your foreign exchange transactions and manage financial risks:

1. **FX Spot:** A simple agreement to exchange currencies at the current market rate (settled T+2 – "Today plus 2 business days").
2. **FX Forwards:** Lock in exchange rates for future transactions, hedging against fluctuations. We offer both fixed-date forwards and flexible time options
 - Fixed Date: Exchange occurs only on the agreed date (can be adjusted via a swap).
 - Time Option: Flexibility to choose the drawdown date within a specified timeframe (partial or full option available).
3. **Currency Swaps:** Exchange currency and manage interest rate risk between two parties (typically interbank transactions).



Our Value Proposition

1. **Tailored Financial Solutions with Dedicated Relationship Managers:** We understand that every client is unique, which is why we offer personalised financial solutions facilitated by dedicated relationship managers who understand your specific needs and circumstances.
2. **Convenience and Accessibility:** Clients can access our banking services conveniently, whether they are at home or traveling for business. Through our digital banking platforms you can access a range of banking services anytime, anywhere.
3. **Innovative Products and Services:** Our commitment to innovation means that we continuously develop new products and services to meet evolving client needs, ensuring that you have access to cutting-edge financial solutions.
4. **Efficient and Reliable Service:** We prioritise efficiency and reliability in all our operations, ensuring that our clients receive prompt service and can rely on us to meet their financial requirements consistently.



Our Value Proposition

5. **Expertise and Experience:** Our team of dedicated and professional subject matter experts possess the expertise and knowledge necessary to provide sound financial advice and support to our clients. With our widespread presence across 5 SADC countries, we bring regional expertise to the banking and financial services industry.
6. **Competitive Rates and Terms:** We offer competitive rates and terms on our products and services, including forex transactions, ensuring that our clients receive value for their money and can achieve their financial goals effectively.
7. **Commitment to Security and Privacy:** We prioritise the security and privacy of our clients' financial information, implementing robust security measures to safeguard against unauthorized access and ensuring confidentiality at all times.
8. **Transparent and Fair Practices:** Our commitment to transparency and fairness means that clients can trust us to conduct business ethically and with integrity, providing clear and honest information about our products, services, and terms.

By offering these comprehensive benefits and features, First Capital Bank underscores its commitment to providing exceptional financial services that cater to the diverse needs of our valued clients.



Digital Channels

Customers enjoy access to our state of the art online, mobile and ATM banking services.

Mobile Banking App (Retail)

- Download our free smartphone app from the App Store or PlayStore
- Access your bank account on-the-go through our mobile app
- Check account balances, perform transfers, and make secure payments and download statements
- Purchase airtime and pay bills
- Card management services
- Make bank-to-wallet & wallet-to-bank transfers

Internet Banking & Business App

- Accessible 24/7 from anywhere in the world
- Safe and secure online environment
- Receive statements directly to your inbox
- Store and retrieve historic statements
- View account information, complete payments, and pay bills
- Upload bulk payments
- Straight-through international payments processing

ATM Banking

- Make cash withdrawals
- Print out mini statements
- Check your account balance

Point Of Sale (POS) Devices

- Seamless transactions
- Contactless
- Dual SIM card feature
- Split bill payments
- Accepts VISA and Mastercard
- Physical & Soft-POS devices available



Our Community Contributions

Corporate Social Responsibility

At First Capital Bank, we are dedicated to being exemplary corporate citizens, recognising our responsibility to the communities we serve and our potential to enhance their well-being.

The Bank actively supports programs that yield sustainable outcomes by collaborating with relevant stakeholders in our operational communities. Our commitment to citizenship reflects our steadfast dedication to fostering shared value in the communities we serve, embedded within our corporate culture. In our corporate agenda, we translate belief into action by engaging in various CSR initiatives and sponsorships throughout 2023, with a total contribution exceeding P800,000:

Global Money Week 2023

First Capital Bank proudly celebrated #GlobalMoneyWeek2023, a global financial literacy campaign aimed at equipping youth with essential financial knowledge and skills. We partnered with Nanogang CJSS & Botho University to provide tools, resources, and information on effective money management for the future.



Mmabothubela Farmer's Day

We were honoured to be the primary sponsor of the 2023 Mmabothubela Farmer's Day, a gathering that unites farmers from the Tswapong North region and beyond. This sponsorship underscores our commitment to supporting the communities in which we operate and allows us to educate both the community and students alike.



Sponsorship

BTTA Table Tennis Sponsorship

First Capital Bank maintained its support for the Botswana Table Tennis Association (BTTA) with a sponsorship of P50,000, furthering the growth and development of table tennis in Botswana.



First Capital Bank Sports Village

As the title sponsor of the 10 by 20 Padel Club Botswana, we proudly introduced the First Capital Bank Sports Village. This state-of-the-art facility boasts padel tennis courts, a five-a-side football court, a pro shop, café, and children's playground, all designed to advance sports engagement within our community.



Our Community Contributions

Corporate Social Responsibility



Agri Seminar Buan

In collaboration with the Ministry of Agriculture and the Botswana University of Agriculture and Natural Resources (BUAN), First Capital Bank hosted a seminar bringing together agricultural experts, thought leaders, and industry professionals. With over 160 attendees, the seminar facilitated insightful discussions on sustainable livestock farming practices, fostering peer-to-peer learning and practical engagement.



World AIDS Day

In observance of World AIDS Day, First Capital Bank partnered with the Baylor Children's Clinical Centre of Excellence Trust to donate a vehicle and 150 gifts, making a meaningful impact on the lives of children, adolescents, and young adults across Botswana.



Learn to Play Mindful Play

First Capital Bank pledged P50,000 to support Learn To Play Mindful Play initiatives, aimed at enhancing the social and emotional development of children in underprivileged communities. Building on our existing partnership, these funds will ensure over 450 children across 11 communities in Botswana benefit from daily mindful play activities and access to high-quality play-based education.

Our Community Contributions

Furthermore, our employees at First Capital Bank had the opportunity to form teams and spearhead their own CSR initiatives, supported by a budget of P25,000. These initiatives are aligned with the Bank's CSR focus areas, including sports, health, education, and youth empowerment.

Oketsa Compassion

The Corporate and CBD Branch teams spearheaded the "Oketsa Compassion" project, an initiative aimed at providing support to Pabalelong Home of Love and Care. Established in 2010, this hospice offers delicate care to terminally ill patients, alongside spiritual support, counselling, and physiotherapy. The teams made a donation of clinical supplies and actively participated in cleaning the hospice courtyard.



Oketsa Kopano

The Gaborone CBD West-wing team generously donated to Hatsalatladi Primary School, providing clothing, shoes, school supplies, and essential items to support the educational journey of every student.



Oketsa Letseno

The Mogoditshane branch hosted an event to support local vendors, providing resources to enhance their entrepreneurial efforts. Fifteen vendors were given new umbrellas and stock to bolster their businesses.

Oketsa Thotloetso

The Consumer Service Centres adopted Bothapatlou Primary School, donating essential supplies such as toiletries, school jerseys, socks, and a new printer to support the students' education.

Our Community Contributions



Oketsa Tshwaraganyo

The Capital House teams initiated a project in Taung village, providing food hampers and livestock donations to support entrepreneurship and holistic community development.



Gamodubo Donation Drive

The Consumer Lending, Collections, and Clearing teams donated ICT resources to ignite empowerment and innovation for Gamodubu's children in today's digitized world. In partnership with Nashua and the Botswana Digital Innovation Hub, printers, laptops, and internet access opened up limitless digital horizons.



Adopt a Tailor

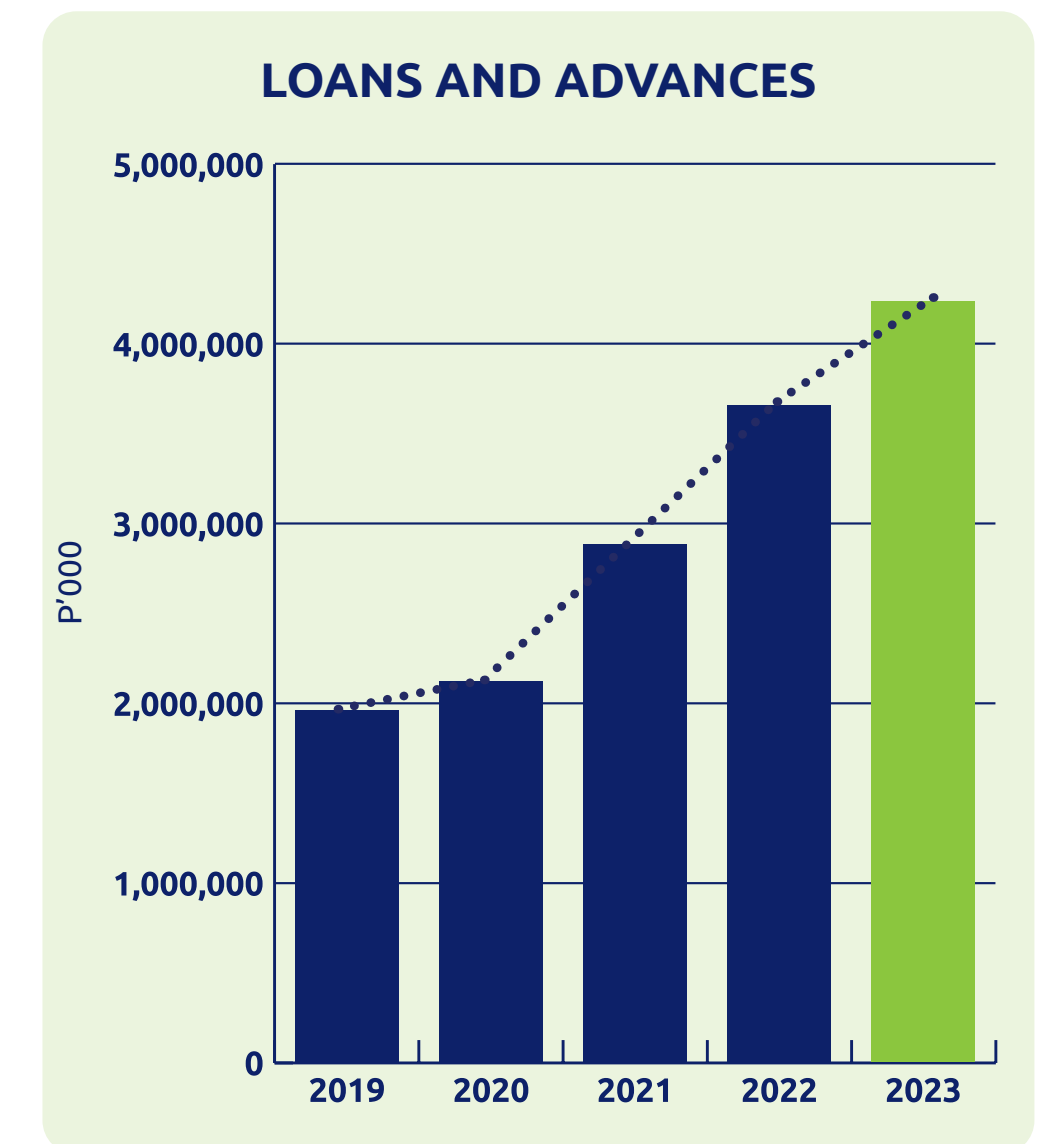
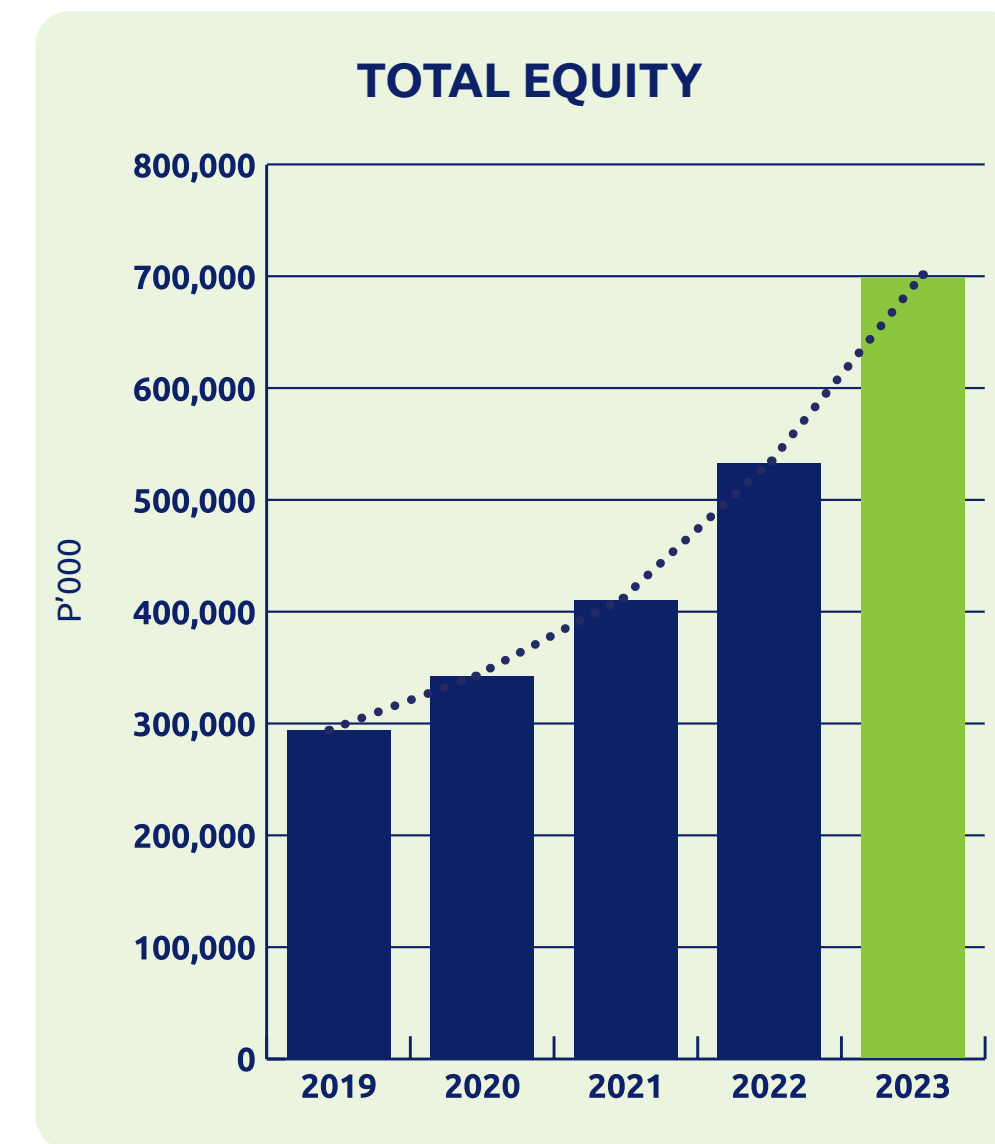
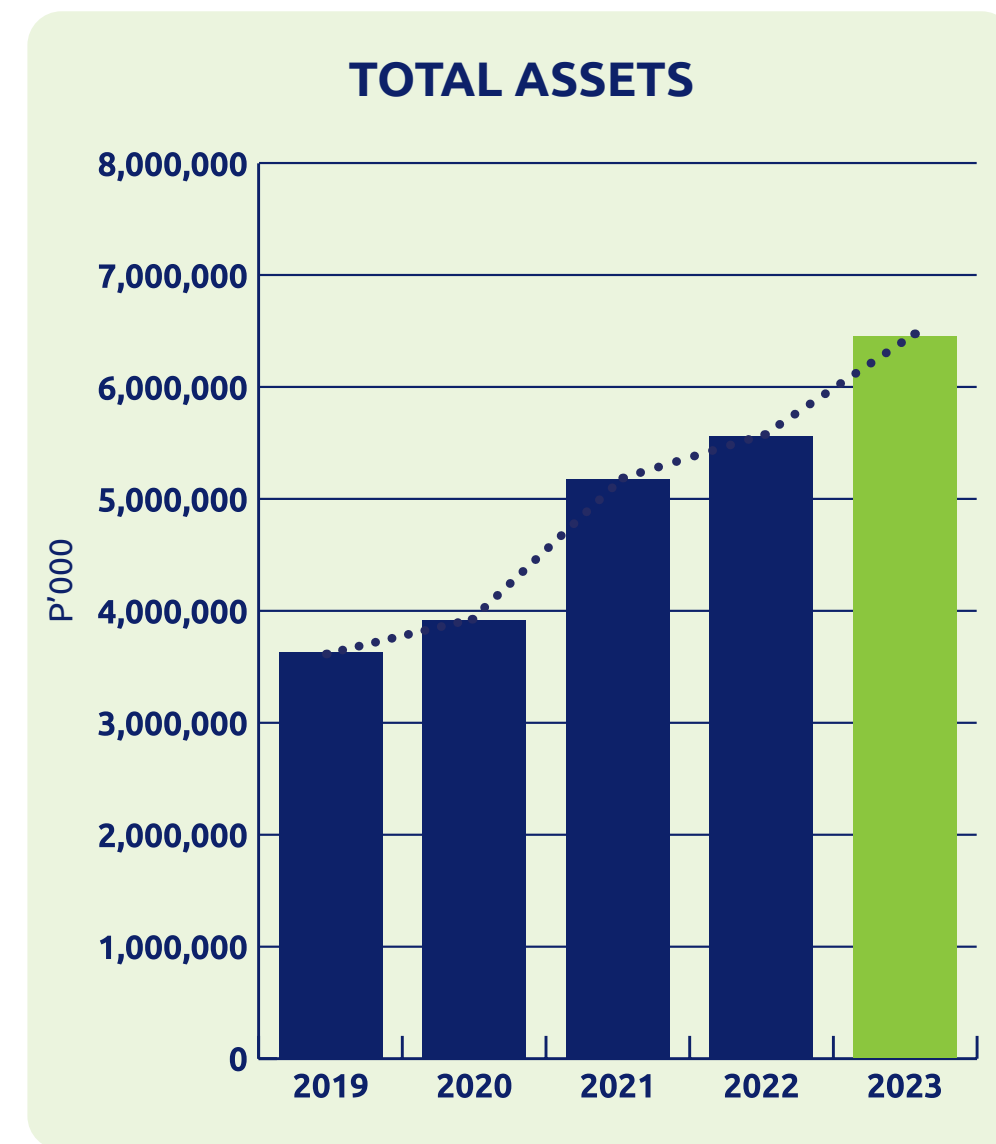
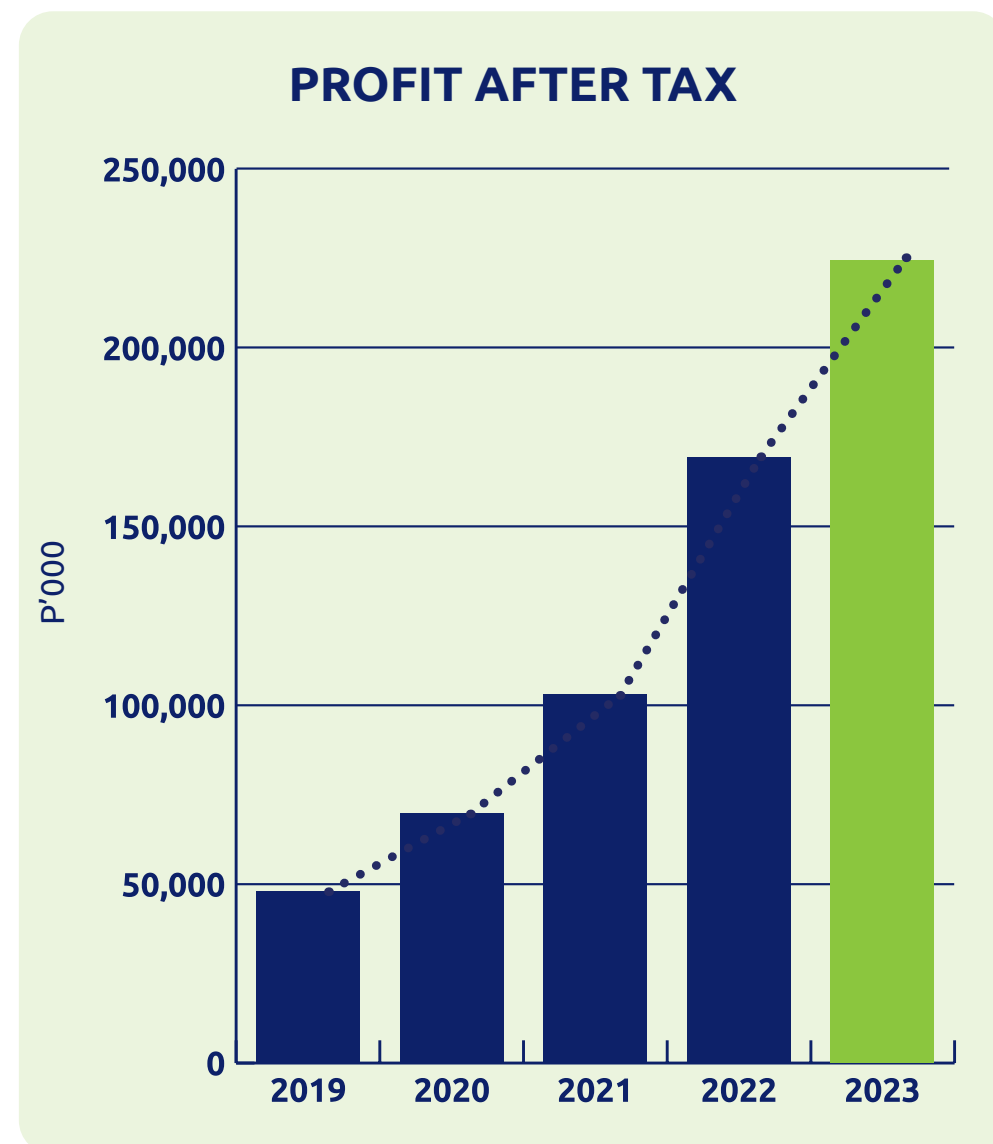
The Gaborone CBD team focused on supporting local artisans by uplifting their businesses. A tailor facing challenges was provided with tools and support to diversify offerings and establish a robust online presence for long-term success.



Maun Senior Secondary School

Maun Branch donated three 5,000-liter JoJo tanks and accessories to Maun Senior Secondary School, addressing water shortages and transforming the lives of 1,900 students.

Financial Performance 2023







Connect With Us

At First Capital Bank, we recognize that relationships are key to productivity, and we prioritise ensuring a consistently exceptional experience for our clients.

To embark on your journey of growth with us, please feel free to reach out directly to any of the contacts listed.

Head Office

First Capital House
Plot 74768, First Capital House, 2nd Commercial Rd, New CBD.
P. O. Box 5548, Gaborone, Botswana
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customerhelpdesk@firstcapitalbank.co.bw

Key Contact People

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Chief Executive Officer
reinette.vandermerwe@firstcapitalbank.co.bw

Vijay Kumar
Acting Head of Corporate
vijay.kumar@firstcapitalbank.co.bw

Mani Neb
Head of Treasury
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