

A person is sitting at a table, looking out a window at a cityscape. A white coffee cup is on the table. The background is a bright, out-of-focus city view.

OUR ACCOUNTABILITY

100 Corporate governance overview

110 Remuneration overview



CHANGING **THE WAY WE** DO BUSINESS

Artificial intelligence – or intelligent automation as we call it – is helping us to revolutionise the way we do business. Data, robots ('bots') and machine learning are enabling us to do routine tasks faster, more accurately and more efficiently than ever before.

Vehicle and Asset Finance (VAF) is a highly competitive business. The bank that presents the first final approval to a dealer, is more likely to get the business.

Following a year's work by the VAF Lab in Johannesburg, we have introduced 'bots' to shorten our response time from a couple of hours to less than ten minutes – twice as fast as the current industry market leader and fundamentally changing the game for car dealers, our clients and our business. Within ten minutes, the 'bots' verify the income of salaried and self-employed clients, the validity of their driver's licence and their employment.

This cutting-edge innovation will strengthen our dealer relationships, make sure we deliver what matters to our clients and help us achieve our aspiration to be the finance house of choice.