

MILESTONES, AWARDS & RECOGNITIONS

All these accolades and achievements attest to FirstBank's exceptional commitments to promoting national, regional and global economic growth and development through constructive engagements with the public and private sectors of various economies across the globe.

- **Nigeria's Best Foreign Exchange Bank** by Global Finance magazine.
- **Most Admired Financial Institution in Nigeria** - Alder Brand Report.
- **Best Bank in Manpower Development** Vanguard Banking Awards.
- **The Best Women-Friendly Bank Award** Women Entrepreneurs and Achievers Network (WEAN).
- **Bank of the Year** - Lagos Enterprise Awards.
- **Most Innovative Bank of the Year** by African Banker Awards.
- **Most Valuable Banking Brand** by The Banker of the Financial Times Group (for six consecutive years).
- **Best Private Bank - Nigeria** by Global Finance Magazine.



- **Best Bank in Nigeria** by Global Finance Magazine (15 times)
- **Best Bank in Nigeria**, EMEA Finance (5 times)
- **Best Retail Bank, Nigeria** by Asian Banker International Excellence in Retail Financial Services Awards (for eight consecutive years)
- **Joint Winner of The Nigerian Stock Exchange 28th Annual President's Merit Award, 2004** Financial Year Banking & Investment Sector.
- **Global Reach Trade Finance Award** Nigeria, Deutsche Bank,
- **Emerging Markets Banking Achievement Award** for Africa - World Bank/IMF 2007
- **Best Investment Banks** World Finance Awards

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FirstBank Milestones & Awards

Our story is a story of humble beginnings – from a small bank with paid-up capital of £12,000.00 to one of the most enduring African brands. This year sees us celebrate 125 years from when we opened our doors for business. Since 1894, we have stood together with the Nigerian people through ground breaking historical events, from our amalgamation in 1914 to our independence in 1960 and through many military and democratic regimes. We have seen the Nigerian public through the turn of two centuries and even a new millennium. Our story is the story of Nigeria and the Nigerian people.

- **1894:** Incorporated and headquartered in Marina, Lagos, where it still has its headquarters.
- **1896:** First international branch opened in Accra
- **1898:** Second international branch opened in Freetown.
- **1912:** Calabar branch opened as the second branch in today's Nigeria. Zaria Branch also opened as the first bank branch in today's northern Nigeria.
- **1914:** At Amalgamation, FirstBank had branches in Kano, Zaria, Calabar, Lagos and Ibadan.
- **1919:** Began sponsorship of Kaduna Georgian Cup Polo Tournament, now in its 101th year, probably the longest standing sports sponsorship in the world and a Guinness World Record potential.
- **1947:** Advanced the first long-term loan to the colonial government to support long-national development.
- **1955:** Partnered with the colonial government to fund railway lines expansion.
- **1957:** Changed name from BBWA to Bank of West Africa (BWA).
- **1960:** At Nigeria's Independence on October 1 1960, advanced the first ever loans to the citizens of the independent Nigeria at the start of true retail and SME banking in Nigeria.
- **1961:** Began sponsoring Lagos Amateur Open Golf Championship at Ikoyi Club, now in its 59th year.
- **1963:** When Nigeria became a Republic on 1 October 1963, FirstBank operated 114 branches across West Africa, demonstrating a commitment towards financial inclusion.
- **1971:** First listing on The Nigerian Stock Exchange (NSE).
- **1979:** Changed name to First Bank of Nigeria Limited to reflect its history and position.
- **1982:** London Branch opened.
- **1991:** First ATM in Nigeria introduced at 35 Marina.
- **1994:** Turned 100 years; birth of the popular and legendary *"FirstBank o una well done o"* corporate commercial.
- **1994:** Launched a university endowment programme, which today has Professorial Chairs in 10 Nigerian Universities and infrastructure projects in many other universities.
- **2002:** Established FBN Bank (UK), regulated by the FSA, the first Nigerian bank to wholly own a full-fledged bank in the UK.
- **2008:** Became the first Nigerian Bank and quoted company to hit N2trillion market capitalisation.
- **2009:** Launch FirstContact, the 24/7 multi-lingual customer service contact centre, a key component of our service delivery programme. Commenced sponsorship of the annual Nigerian Economic Summit.

- **2011:** Named "Nigeria's Number One Banking Brand" by Brand Finance Top 500 Banking Brands by The Banker, a sub of FT and the "Most Innovative Bank in Africa" by the African Banker.
- **2014:** At 120 years, FirstBank again refreshed its brand and introduced FirstBank Sustainability Centre at the Lagos Business School of the Pan African University.
- **2015:** Recognised by Interswitch as the first financial institution in the country to achieve 100 million sustained monthly transactions in electronic payment, in December 2015 and again in May 2016.
- **2016:** Launched FirstLounge, the first landside lounge at Murtala Muhammed International Airport; celebrated 20 years of partnership with Western Union Money Transfer; launched FirstGem, a suite of women-centric lifestyle products.
- **2017:** Over 6million digital banking users (the fastest mobile banking penetration across Africa). Became the second Bank in Africa to issue 10 million cards.
- **2018:** Named Best Bank in Nigeria for the 15th time by Global Finance Magazine. Launched FirstBank Digital/Innovation Lab.
- **2019:** FirstBank is 125 years old, an iconic institution woven into the fabric of society and beyond comparison; hits N1 trillion transactions through FirstMonie network; leads in the financial inclusion drive by Central Bank of Nigeria (CBN) with FirstMonie as the largest verifiable Agent Banking network in Nigeria today; the network is the most expansive covering 772 of the 774 Local Government Areas in Nigeria.
- **2020:** Successful transactions on the Firstmonie network hit 390 million worth over N7.63 trillion in July 2020; there are now over 75,996 Firstmonie Agent Banking locations in Nigeria (August 2020).

AWARDS & RECOGNITIONS

In 126 years of uninterrupted operations, FirstBank's outstanding services have attracted innumerable recognitions and awards. In 2020, FirstBank has been awarded "African Bank of the Year" by African Leadership Magazine, "Best Retail Bank in Nigeria" by Global Banking & Finance Review and "Best Mobile Banking App" award in the Global Finance Best Digital Banks Awards. Dr Adesola Adeduntan, FirstBank's CEO, has also been honoured this year with the "African Banking Personality of the Year" (in the African Banking Leaders' Awards 2020) by African Leadership Magazine and "Forbes Best of Africa Award" by Forbes Custom, in recognition of his leadership on the Bank's philanthropic contributions to national development, especially in the ongoing COVID-19 era.

In 2019, the CBN Electronic Payments Incentive Scheme (EPIS) – Efficiency Awards named the Bank "Cashless Driver: Highest Volume in Bill Payments" and "Cashless Driver: Highest Transaction Volume in Real-Time Payments". FirstBank was also awarded "Best Financial Inclusion Program – Nigeria, 2019" and "Bank of The Year – Nigeria, 2019" by International Investor Magazine. Other awards received in 2019 include: "Best Retail Bank in Nigeria" (the Bank is winning it for the eighth consecutive time) and "Best Process Automation Initiative,



Application or Programme" by Asian Banker International Excellence in Retail Financial Services Awards; "Best Private Bank, Nigeria 2019" by World Finance Magazine and also by Global Finance Magazine; "Best Retail Bank, Nigeria 2019" by Global Banking and Finance Review; "Best Banking Brand, Nigeria 2019" by Global Brands Magazine; and "Best Mobile App" by Global Outlook Magazine.

For six consecutive years (2011 – 2016), FirstBank was named "Most Valuable Bank Brand in Nigeria" by the globally renowned The Banker Magazine of the Financial Times Group. The Bank was also awarded "Most Innovative Bank – Nigeria 2017" by International Finance Magazine, "Best FraudDesk in the Industry" and "Most Cooperative FraudDesk" by Central Bank of Nigeria. FirstBank was named "Best Bank in Nigeria" 15 times by Global Finance magazine. In 2017, the Bank was awarded "Best Digital Bank in Africa" in the Asian Banker International Excellence in Retail Financial Services Awards.

First listed on The Nigeria Stock Exchange (NSE) in March 1971, FirstBank won the NSE's Annual President's Merit Award for the Best Financial Report in the Nigerian Banking industry a record 13 times, before transiting to a holding company structure.

