

Annual Report

2019

We make a strong &  
gradual progress to reap  
the fruit of success

البنك التجاري الأردني  
Jordan Commercial Bank



# **Annual Report**

For the year ended December 31, 2019



His Majesty  
**King Abdullah II bin Al-Hussein**



HRH Crown Prince  
**Al-Hussein bin Abdullah II**

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# Chairman's Message

## Honorable Shareholders of the Jordan Commercial Bank,

It gives me great pleasure to present to you the sixteenth annual report of the Jordan Commercial Bank for the year 2019. In 2019, the Bank achieved, for the second year in a row, a growth in after-tax net profits by 76.7% compared to 2018. Net profits increased from JD5.03 million in 2018 to JD5.31 million in 2019.

The Bank's main operating activities were affected in 2019 by the economic conditions of the Kingdom, which remained, as in previous years, without a significant improvement. The GDP growth rates, unemployment rates, public debt to GDP ratio and many economic indicators remained within the same levels as previous years. This situation was reflected on the economic activities of the Bank, making it maintain the same levels of achievement as in previous year.



## Dear Shareholders,

The Bank's achievements during 2019 were not limited to the improvement in many financial results, but there were also achievements at the operational level and at all levels. On the customer level, the Bank launched and developed several products and services, most notably the launching of extra features on credit cards, improvement of electronic services, development of Tejari Mobile, and addition of a number of services provided through ATMs and others. Among the Bank's achievements during 2019 was the development of the savings product. The Bank modified the winning mechanism and conditions as well as the amount of the prize. For example, the value of the grand prize was increased to JD500,000 on easy prize draw terms compared to other banks. This had a positive impact on the balances and number of savings accounts and led to their growth, as indicated earlier.

As part of the Bank's endeavor to take advantage of the opportunities available in the market and to expand its customer base, the Bank targeted many categories and sectors, both in the area of deposits (e.g. teachers, doctors, retirees, military personnel, and other middle-income groups), and in the area of facilities, by targeting growth sectors (e.g. education, energy, industry, transportation, etc.), accompanied by a focus on the quality and solvency of customers. As for expansion, the Bank continued to implement its approved branching plan. It opened a number of branches in several regions, including the Sports City, Um Uthaina and Dahiyat Al Yasmeeen branches. It also opened the Dahiyat Al Nakheel - Tejari Express branch, and proceeded with the opening of more Tejari Express branches (according to the current strategic direction) in other regions. In addition to that, the Bank changed the locations of a number of branches to better areas close to services and customer presence, making sure that the design of the new branches would be in harmony with the ideal and modern image that the Bank planned for a number of its branches including Shmeisani, Gardens, Ramtha, etc.). In the same context, the Bank expanded the ATM network in several regions to cover most areas of customer presence. The number of ATMs until the end of 2019 reached a total of 65 ATMs across various regions.

## Dear Shareholders,

Not only did the Bank focus on customers, it also focused on other areas. As regards business development and the IT system, the Bank undertook a number of projects, most notably the upgrading of the banking system to the latest international versions, automation and development of payment systems in line with the regulatory requirements, and automation of many operations and services, eventually leading to full automation (as per the Bank's strategy). It is worth noting that the Bank periodically reviewed all work procedures and policies and made the necessary changes to comply with the best banking practices in systematic and well-studied frameworks and mechanisms. All this was accompanied by the development of the accounting methodology to serve the requirements of all the Bank's departments.

The Bank continued to care about its employees, being an important and integral part of the banking business. During 2019, the Bank added and improved a number of benefits and services for employees, activated succession and talent-nurturing plans, and worked to prepare qualified staff to take up appropriate administrative positions based on experience, competence and merit. The Bank also worked to strengthen its

staff for a number of jobs by attracting experts from the banking market.

Moreover, the Bank directed a lot of attention to training to further promote and qualify staff and increase employee satisfaction, thereby making the Bank a preferred employer in line with its overall strategy, not to mention the great benefits offered to employees. Focus was placed on training due to its great importance in promoting employees' professional skills and bridging the gap between the banking practices adopted in the Bank and those followed in the international banking business. The Bank provided specialized banking courses at the hands of experienced and competent trainers.

On the regulatory side, the Bank has continuously followed up on the requirements of the regulatory authorities and complied with them. It has also set up the necessary procedures that enhance the Bank's implementation of compliance standards in accordance with the instructions of the regulatory and other competent authorities. The Bank also studies and assesses the risks that it may be exposed to from various sources, and develops the necessary plans to manage them and reduce their impacts.

## Dear Shareholders,

The Bank's focus on banking business did not discourage it from playing a vital role towards society as well as fulfilling its noble social mission. From that standpoint, the Bank carried out many activities related to the local community involving the provision of support and care to many centers, institutions, associations and individuals in various fields. It also sponsored and participated in many economic events and conferences, and provided training to a number of Jordanian fresh graduates as a sort of community participation aimed to strengthen the academic aspect of those graduates through practical experience.

## Dear Shareholders,

Before concluding, it must be pointed out that it has been decades since the world has faced a challenge like new coronavirus (COVID-19). At the end of 2019, COVID-19 spread widely across the world, including Jordan, negatively impacting various economic, social and financial aspects.

Since people's health and safety are our main concern, both government and private agencies have rushed with all their energies to take a number of precautionary and proactive measures to confront this epidemic. Those measures have succeeded in curbing the spread of COVID-19 and made Jordan among the least affected countries in the world—all thanks to God and to the important role played by many of the nation's institutions, including the security services with all their branches, the medical personnel and many other service institutions, which have worked day and night to meet the needs of people during curfew and closure times.

Despite the positive impact of those measures on the health and epidemiological situation in the Kingdom, they have had a negative impact on economy. The lives of many citizens have been affected because of the closures and suspension of many economic activities. In order to alleviate the burdens of the people, the government has supported many institutions such as the Social Security Corporation, in cooperation with the private sector, including the banking sector, by providing a package of aid and initiatives. These actions have had a key role in mitigating the impact of those measures on the people. Financial and in-kind assistance has also been extended by the government to a number of families and individuals. In addition, the government has postponed the payment of fees for some services and the submission of tax returns, and speeded up tax refunds, etc. For its part, the banking system has adopted a number of measures, such as postponing loan installments, reducing interest rates on all kinds of facilities, and expanding the areas covered by government-backed loans, with the banking sector continuing without interruption to provide all the basic services which concern the people.

Adopting a participatory approach involving the government, the people and the private sector, the government has established a number of funds and initiatives, such as the Himmat Watan Fund. There have been big contributions from the people and private sector companies, as well as from the banking sector in general and the JCB and its employees in particular. This has made it easier for the government to provide assistance and support to those affected by this epidemic.

In conclusion, I would like to express my sincere thanks to our valued customers for their continued trust in the Bank. I would also like to extend my thanks to the authorities and bodies concerned with the banking business for their support to the Bank's march, particularly the Central Bank of Jordan and the Securities Commission. I also wish to thank the members of the Bank's Board of Directors for their continuous support and care, and I cannot fail to extend thanks to the Bank's family, both the management and employees, for their efforts to improve the Bank's performance and realize remarkable financial results.

Finally, I ask God Almighty that the coming years will bring us the best, and enable the Bank to achieve more progress, prosperity and good results. I also ask God Almighty to safeguard our country and its king, government and people.

Sincerely,

**Micheal Sayegh**  
Chairman of the Board of Directors

# Independent Auditor's Report



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## INDEPENDENT AUDITOR'S REPORT

To the Shareholders of Jordan Commercial Bank

Amman – Jordan

### Report on the Audit of the Financial Statements

#### Qualified Opinion

We have audited the financial statements of Jordan Commercial Bank ("the Bank"), which comprise the statement of financial position as at 31 December 2019, and the statement of income and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, except for the effects of the matter described in the Basis for Qualified Opinion section of our report, the accompanying financial statements present fairly, in all material respects, the financial position of the Bank as at 31 December 2019, and its financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards (IFRSs) as adopted by the Central Bank of Jordan.

#### Basis for Qualified Opinion

Other assets, which are carried in the statement of financial position include assets seized by the Bank against due debts of JD 87.1 million (2018: JD 86.3 million). Management has not stated these properties at their recoverable amounts, which constitutes a departure from IFRSs. The Bank's records indicate that, had management stated these properties at their recoverable amounts, an amount of JD 6.3 million (2018: JD 7.9 million) would have been required to write down these properties to their recoverable amount. Accordingly, deferred taxation assets would have been increased by JD 2.4 million (2018: JD 3 million), income for the year would have been increased by JD 1.6 million (2018: JD .100 million), and shareholder's equity would have been reduced by JD 3.9 million (2018: JD 4.9 million). Our opinion in the prior year was also modified in respect of this matter.



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We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards, are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Bank in accordance with the International Code of Ethics for Professional Accountants (including independence standards) (IESBA Code) together with the ethical requirements that are relevant to our audit of the financial statements in Jordan, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified opinion.

#### Other Matters

1. The financial statements for the year ended December 31, 2018 were audited by Deloitte & Touche (Middle East) – Jordan the Bank's sole auditor for 2018, and a modified opinion was issued on March 25, 2019. Ernst & Young - Jordan and Deloitte & Touche (Middle East) – Jordan were appointed as joint auditors for the Bank for the year 2019 in accordance with Central Bank of Jordan regulations for corporate governance.
2. The accompanying financial statements are a translation of the statutory financial statements in the Arabic language to which reference should be made.

#### Key Audit Matters

Key audit matters are those matters that, in our professional judgment, were of most significance in our audit of the financial statements for the current year. These matters were addressed in the context of our audit of the financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters. In addition to the matter described in the Basis for Qualified Opinion section of our report we have determined the matters described below to be the key audit matters to be communicated in our report.

We have fulfilled the responsibilities described in the Auditor's responsibilities for the audit of the financial statements section of our report, including in relation to these matters. Accordingly, our audit included the performance of procedures designed to respond to our assessment of the risks of material misstatement of the financial statements. The results of our audit procedures, including the procedures performed to address the matters below, provide the basis for our modified audit opinion on the accompanying financial statements.

**Key audit matter:**

**1. Adequate provision for credit losses for credit facilities:**

This is considered as a key audit matter as the bank exercises significant judgement to determine when and how much to record as impairment.

The provision for credit facilities is determined in accordance with the bank's impairment and provisioning policy, which is aligned to the requirements of IFRS 9 as adopted by the Central Bank of Jordan.

Credit facilities form a major portion of the Bank's assets, there is a risk that inappropriate impairment provisions are booked, whether from the use of inaccurate underlying data, or the use of unreasonable assumptions. Due to the significance of the judgments used in classifying credit facilities into various stages stipulated in IFRS 9 as adopted by the Central Bank of Jordan and determining related provision requirements, this audit area is considered a key audit risk.

As at 31 December 2019, the Bank's gross credit facilities amounted to JD 731 million and the related impairment provisions amounted to JD 48 million.

**How the key audit matter was addressed in the audit:**

- We gained an understanding of the Bank's key credit processes comprising granting, booking, monitoring and provisioning and tested the operating effectiveness of key controls over granting and booking processes.
- We read the Bank's impairment provisioning policy and compared it with the requirements of IFRS 9 as adopted by the Central Bank of Jordan as well as relevant regulatory guidelines and pronouncements after excluding credit exposures with/guaranteed by the Jordanian government, or any other special arrangements with the Central Bank of Jordan.

**Stage 1 and Stage 2 provision:**

- For provision against exposures classified as Stage 1 and Stage 2, we obtained an understanding of the Bank's provisioning methodology, the underlying assumptions and the sufficiency of the data used by management.
- We obtained an understanding of the Bank's internal rating model for credit facilities.
- For exposures moved between stages we have checked the appropriateness of the Bank's determination of significant increase in credit risk and the resultant basis for classification of exposures into various stages. We also checked the timely identification of exposures with a significant deterioration in credit quality.
- For a sample of exposures, we checked the appropriateness of the Bank's staging.

**How the key audit matter was addressed in the audit:**

- For forward looking assumptions used by the Bank in its Expected Credit Loss ("ECL") calculations, we held discussions with management and corroborated the assumptions using publicly available information.
- For a sample of exposures, we checked the appropriateness of determining Exposure at Default, including the consideration of repayments in the cash flows and the resultant arithmetical calculations.
- We checked that the Loss Given Defaults used by the Bank's management in the ECL calculations were appropriate.
- We assessed theoretical soundness and mathematical integrity of the ECL Model.
- We assessed the financial statements, disclosures to ensure compliance with IFRS 9.
- The accounting policies, critical accounting estimates and judgments, disclosures of credit facilities and credit risk management in notes 3 and 6 respectively to the financial statements.

**Stage 3 (Specific) provisions:**

For exposures determined to be individually impaired, we obtained an understanding of the latest developments in the counterparty's situation, examined management's estimate of future cash flows, and checked the resultant provision calculations. For each exposure selected, we performed the provision calculation by considering alternative scenarios.



**Key audit matter:**

**2. Non-current Assets Held for Sale**

Assets held for sale are measured at the lower of carrying value or fair value less costs to sell and are presented separately in the statement of financial position. Specific disclosures are also required for discontinued operations and disposals of non-current assets.

The application of IFRS 5 'Non-Current Asset Held for Sale and Discontinued operations' is a key audit matter, because the assessment of the classification is complex, the transaction and its accounting is non-routine and involves significant management judgements. These include, amongst others, the date of classification of the non-current assets as held for sale, the identification of the disposal group and the presentation of its results as discontinued operations. As a result of these judgements, there are requirements around the valuation of the assets of the disposal group and presentation in the financial statements and related disclosures, the identification of income and expenses allocated to Palestine branches, assumptions and estimates made with regard to the allocations, and adjustments to be recorded. Consequently, this was considered a key audit matter.

Refer to note 45 for more details on this matter.

**How the key audit matter was addressed in the audit**

Our audit procedures included, but were not limited to, the following:

- We held discussions with the Bank's management on the memorandum of understanding signed with the buyer.
- We evaluated the design and implementation of controls relating to the determination of the assets classified as held for sale, the liabilities associated with the assets held for sale and the identification of the amounts to be presented as discontinued operations in the statement of profit or loss and other comprehensive income.
- We reviewed the sales agreement for the assets of Palestine branches and assessing whether the classification conforms to the requirements of IFRSs.
- We evaluated the bank's conclusion regarding the classification of the assets and related liabilities of the Palestine branches as held for sale and the results of the branches of Palestine as discontinued operations.
- We agreed the amounts presented as assets classified as held for sale, liabilities associated with assets held for sale and discontinued operations to the accounting records of the Palestinian branches.
- We checked the fair value of the net assets to be sold through evaluating the assets to be received against those assets by using our specialists, we assessed whether there was a need to record any impairment.
- We assessed the disclosure in the financial statements relating to this matter against the requirements of IFRSs.

**Key audit matter:**

**3. IT systems and controls over financial reporting**

We identified IT systems and controls over the Bank's financial reporting as an area of focus due to the extensive volume and variety of transactions which are processed daily by the Bank and rely on the effective operation of automated and IT dependent manual controls. There is a risk that automated accounting procedures and related internal controls are not accurately designed and operating effectively. In particular, the incorporated relevant controls are essential to limit the potential for fraud and error as a result of change to an application or underlying data.

**How the key audit matter was addressed in the audit:**

Our audit approach relies on automated controls and therefore the following procedures were designed to test access and control over IT systems:

We obtained an understanding of the applications relevant to financial reporting and the infrastructure supporting these applications.

We tested IT general controls relevant to automated controls and computer-generated information covering access security, program changes, data center and network operations.

We examined computer generated information used in financial reports from relevant applications and key controls over their report logics.

We performed testing on the key automated controls on significant IT systems relevant to business processes.

**Other information included in the Bank's 2019 annual report.**

Other information consists of the information included in the Bank's Annual Report other than the financial statements and our auditor's report thereon. Management is responsible for the other information. The Bank's Annual Report is expected to be made available to us after the date of this auditor's report.

Our opinion on the financial statements does not cover the other information and we will not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information; we are required to report that fact. We have nothing to report in this regard.



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**Responsibilities of Management and Those Charged with Governance for the Financial Statements**

Management is responsible for the preparation and fair presentation of the financial statements in accordance with IFRSs, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Bank's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Bank or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Bank's financial reporting process.

**Auditor's Responsibilities for the Audit of the Financial Statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Bank's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Bank's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However future events or conditions may cause the Bank to cease to continue as a going concern.



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- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Bank to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the bank audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report, unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonable be expected to outweigh the public interest benefits of such communication.

**Report on Other Legal and Regulatory Requirements**

The Bank maintains proper books of accounts which are in agreement with the financial statements, taking into consideration the matter described in the "Basis for Qualified Opinion" section.

Ernst & Young - Jordan

Deloitte & Touche (M.E.) - Jordan

Amman - Jordan

June 17, 2020



## Statement of Financial Position

Assets	31 December	
	2019 JD	2018 JD
Cash and balances with central banks	71,264,135	91,872,118
Balances at banks and financial institutions	36,642,539	61,995,613
Direct credit facilities, net	669,000,375	727,873,818
Financial assets at fair value through statement of income	1,876,382	1,792,801
Financial assets at fair value through other comprehensive income	11,105,937	11,915,302
Financial assets at amortized cost, net	276,734,126	303,031,611
Property and equipment, net	22,430,397	27,817,839
Intangible assets, net	1,855,317	2,313,919
Right-of-use assets	5,141,936	-
Deferred tax assets	12,313,532	13,867,924
Other assets	134,455,262	111,088,591
Assets held for sale, net	143,773,084	-
<b>Total assets</b>	<b>1,386,593,022</b>	<b>1,353,569,536</b>
<b>Liabilities and shareholders' equity</b>		
<b>Liabilities</b>		
Banks' and financial institutions' deposits	87,386,747	117,304,754
Customers' deposits	836,698,393	893,225,288
Cash margin	56,572,215	84,417,327
Borrowed funds	96,083,582	83,481,873
Provision for income tax	-	745,548
Sundry provisions	1,370,624	1,924,266
Deferred tax liabilities	50,388	14,107
Lease liabilities	4,538,267	-
Other liabilities	39,170,608	38,412,442
Liabilities directly associated to assets held for sale	125,523,424	-
<b>Total liabilities</b>	<b>1,247,394,248</b>	<b>1,219,525,605</b>
<b>Shareholders' equity</b>		
Authorized and paid in capital	120,000,000	120,000,000
Statutory reserve	15,460,318	14,714,563
General banking risk reserve	548,693	-
Cyclical fluctuations reserve	3,538,675	2,597,047
Fair value reserve, net	(2,211,406)	(2,053,183)
Retained earnings (accumulated losses)	1,862,494	(1,214,496)
<b>Total bank shareholders' equity</b>	<b>139,198,774</b>	<b>134,043,931</b>
<b>Total liabilities and shareholders' equity</b>	<b>1,386,593,022</b>	<b>1,353,569,536</b>

## Statement of Income

	For the Year Ended 31 December	
	2019 JD	2018 JD
<b>Continued operations</b>		
Interest income	74,972,391	73,885,228
Less: interest expense	(43,857,666)	(44,272,757)
<b>Net interest income</b>	<b>31,114,725</b>	<b>29,612,471</b>
Net commission income	5,788,201	5,219,654
<b>Net interest and commission</b>	<b>36,902,926</b>	<b>34,832,125</b>
Foreign exchange income	1,129,852	1,012,327
Gain from financial assets at fair value through statement of income	91,186	418,099
Dividends from financial assets at fair value through other comprehensive income	238,853	161,450
Other income	4,220,083	4,421,113
<b>Gross income</b>	<b>42,582,900</b>	<b>40,845,114</b>
<b>Expenses</b>		
Employees' expenses	13,764,527	13,936,382
Depreciation and amortization	2,562,688	2,671,352
Provision for expected credit losses, net	891,610	4,837,005
Other provisions	403,894	1,053,411
Provisions for assets seized by the bank against due debts	119,127	(1,612,216)
Other expenses	12,060,823	12,724,875
<b>Total expenses</b>	<b>29,802,669</b>	<b>33,610,809</b>
<b>Profit for the year before income tax</b>	<b>12,780,231</b>	<b>7,234,305</b>
Income tax for the year	(2,170,473)	(1,094,678)
Profit from continued operations	10,609,758	6,139,627
<b>Loss from discontinued operations</b>	<b>(5,296,692)</b>	<b>(1,110,261)</b>
<b>Profit for the year - statement (c) and (d)</b>	<b>5,313,066</b>	<b>5,029,366</b>
<b>Earnings per share for the year attributable to the bank's shareholders</b>		
Basic and diluted	044/0	042/0
<b>Earnings per share for the year attributable to the bank's shareholders - continued operations</b>		
Basic and diluted	088/0	051/0
<b>(Loss) per share for the year attributable to the bank's shareholders - discontinued operations</b>		
Basic and diluted	(044/0)	(009/0)

## Key Financial Indicators and Ratios

Key Financial Ratios:	2019	2018	2017	2016	2015
Return on assets ratio	0,4%	0,4%	0,3%	0,7%	1,2%
Return on equity ratio	3,9%	3,5%	2,6%	6,6%	12,2%
Capital adequacy	11,1%	11,5%	13,7%	15,3%	14,2%
Net credit portfolio / customers' deposits	80,0%	81,5%	73,9%	66,2%	57,5%
Net non-performing loans (not covered by provisions) / Net credit portfolio	3,4%	2,6%	2,5%	2,9%	3,6%
Coverage ratio for non-performing loans	68,0%	75,8%	63,2%	54,8%	56,3%
Statutory liquidity ratio	108,5%	104,6%	119,8%	119,7%	131,0%

## Summary of Financial Statements

	2019	2018	2017	2016	2015
	Rounded to nearest million (JD)				
<b>Main Items of the Income Statement</b>					
Net interest income	31,1	29,6	36,4	38,6	36,9
Net interest and commission income	36,9	34,8	41,4	43,4	42,7
Gross income	42,6	40,8	48,2	49,6	64,0
Net income before tax	9,1	7,2	6,3	12,0	24,1
Net income after tax	5,3	5,0	3,8	9,3	15,8
Earnings per share / JD	0,044	0,042	0,032	0,082	0,139
<b>Main Items of the Balance Sheet</b>					
Total assets	1,386,6	1,353,6	1,382,3	1,265,3	1,487,6
Shareholders' equity	139,2	134,0	149,5	145,8	138,0
Credit portfolio, Net	669,0	727,9	718,0	634,0	599,3
Securities portfolio	289,7	316,7	344,6	341,0	405,9
Cash and Bank Balances	107,9	153,9	180,0	161,7	362,2
Customer deposits	836,7	893,2	971,3	957,3	1,041,5
Cash margins	56,6	84,4	91,8	69,9	73,0
Banks' deposits	87,4	117,3	121,4	51,8	193,4

## Branches and Offices

Jordan Branches				
SN	Branch Name	Address	Telephone No.	Fax No.
1	Head Office	Al Bayader - King Abdullah II St.	06 - 5203000	06 - 5664110
2	Main Branch	Al Bayader - King Abdullah II St.	06 - 5209000	06 - 5203086
3	Shmeisani II	Thaqafa St. – CSC Complex, Amman	06 - 5209000	06 - 5621878
4	Jabal Amman	Jabal Amman – Prince Muhammad St.	06 - 5209000	06 - 5621968
5	Commercial Complex	Housing Bank Complex, Queen Nour St.	06 - 5209000	06 - 5683657
6	Jabal Al Hussein	Jabal Al Hussein – Khaled Bin Al Waleed St.	06 - 5209000	06 - 5639519
7	Abdali	Abdali – King Hussein St.	06 - 5209000	06 - 5661484
8	Mecca St.	Um Al Sumaq – Mecca St.	06 - 5209000	06 - 5821811
9	Amman	Downtown – King Hussein St.	06 - 5209000	06 - 4638154
10	Al Yarmouk	Amman - Al Yarmouk St.	06 - 5209000	06 - 4778685
11	Al Quwaysimah	Amman – Madaba St.	06 - 5209000	06 - 4784692
12	Marka	Marka – King Abdullah I St.	06 - 5209000	06 - 4883665
13	Abu Nseir	Abu Nseir - Main St.	06 - 5209000	06 - 5233379
14	Sweileh	Sweileh – Yajouz St.	06 - 5209000	06 - 5356890
15	Fuhais	Fuhais - Al Hejaz St.	06 - 5209000	06 - 4720520
16	Wasfi Al Tal	Amman - Wasfi Al Tal St.	06-5209000	06 - 5525676
17	Suwaifeya	Amman - Galleria Mall – Abdulraheem Hajj Muhammad St.	06 - 5209000	06 - 4017608
18	Al-Hashmi Al-Shamali	Amman - Al Bathaa St.	06 - 5209000	06 - 5203177
19	Zarqa	Zarqa – Al Saadeh St.	06 - 5209000	05 - 3993290
20	Madaba	Madaba – King Abdullah II St.	06 - 5209000	05 - 3246931
21	Karak	Karak – Amman Main St., Al Thinyah	06 - 5209000	03 - 2386967
22	Aqaba	Eastern Wehdat – Bin Rushd St.	06 - 5209000	03 - 2014166
23	Al Salt	Al Salt – Maidan St.	06 - 5209000	05 - 3551561
24	Muadi	Al Ghour - Der Ala – Main St.	06-5209000	05 - 3571761
25	Irbid	Irbid – Baghdad St. Al Qairawan Circle	06 - 5209000	02 - 7259407
26	Al Husn St.	Irbid – Al Husn St.	06 - 5209000	02 - 7100477
27	Irbid Office	Irbid – Cinema St.	06 - 5209000	02 - 7247087
28	Ramtha	Ramtha – Municipality Building, Al-Wihda Al-Arabiyya St.	06 - 5209000	02 - 7381857
29	Mafraq	Mafraq – East Mafraq, Dr. Khaled Abu Smaqah St.	06 - 5209000	02 - 6236679
30	Yajouz	Zarqa - Northern Mountain - King Abdullah II St.	06 - 5209000	05 - 3751677
31	Dahiyat al Yasmeen	Amman - Dahiyat al Yasmeen, Prince Hashim bin Al Hussein St.	06 - 5209000	05 - 4393956
32	Dahiyat Al Nakheel	Amman - Dahiyat Al Nakheel, Ali Salem Al Haiwat St.	06 - 5209000	05 - 5712596
33	Sports City	Amman - Sports City, Al-Shaheed St.	06 - 5209000	05 - 5154170
34	Um Uthaina	Amman - Mecca St., Al Thawabet Building	06 - 5209000	05 - 5527439

Palestine Branches				
SN	Branch Name	Address	Telephone No.	Fax No.
1	Regional Management	Ramallah - Berlin St.	00970-2-2989230	97022987682
2	Ramallah	Ramallah - Regional Management- Berlin St.	00970-2-2989230	97022987682
3	Ramallah Office	Ramallah - Al Manara Square, City Center Building	00970-2-2987680	97022963723
4	Bethlehem	Bethlehem - Al Mahd St.	00970-2-2767233	97022767237
5	Nablus	Nablus - The Circle, Nablus Municipality Complex	00970-9-2382191	97092381953
6	Tulkarm	Tulkarm - Samara and Ala'araj Building	00970-9-2676583	97092676591
7	Jenin	Jenin - Nazareth Street - Saad Eddin Khalaf Building	00970-4-2502088	97042502087
8	Al Ram	Al Quads Street near Faisal Al Hussein Stadium	00970-2-2340225	97022340226



