

**The main directions of the development in 2020 year according to 2020 Business Plan
(approved by the council on 29.11.2019)**

The Private Joint-Stock Bank “Trustbank” has an intention to fulfill the growth of absolute and relative financial indicators to the level which is sufficient to strengthen its positions on the market of bank services and finance as one of the developed bank of the Republic of Uzbekistan.

Strategic goals of development:

- maximization of the profit by rise of the activity effectiveness by way of increase the income and reduce the costs;
- increase the degree of the Bank's capitalization, strengthening financial-economic indicators on the capital's sufficiency, liquidity and sustainability of commercial banks in terms of the requirements of International banking supervision principles;
- qualitative and quantitative extension of individuals and legal entities customer base on every direction of the Bank's activity, reducing concentration on large depositors;
- active attraction legal entities' and individuals' resources on term deposits, enlargement of the long-term resources base;
- improvement of the quality of actives, enlargement the practice of short-term credits issue; systematic job on recovery problematic credits, overdue debts on main credits and percents, taking actions on prevention and avoidance it in the future;
- simplification the process of credits issue, optimization of the analysis and evaluation creditworthiness of borrowers (wide use of scoring model and credit conveyer practice), diversification of the loan portfolio;
- the development of the banking risks system, strengthening the work of the risk committee at the Bank Council, provision of independence of bank risks management department, increasing the role of stress-tests using different ways of risk development, optimization the work with credit bureau;
- conduct negotiations and appropriate procedures with foreign financial institutes (Islamic Corporation of Development of the Private Sector) (Saudi Arabia)
- conduct negotiations and appropriate procedures with foreign banks “Raiffeisen Bank International” (Austria), “Commerzbank AG” (Germany);
- attract credit lines;
- arrange events in terms of introduction the “Islamic window” and training the bank's employees Islamic financing;
- the development of regional branches and bank's services centers, opening new branches;
- the development of procedures of corporate governance, based on the International standards;
- increase the quality of financial reports with considering new requirements of classification and evaluation of financial actives based on the International standard of financial report №9;
- observe and follow the standards of qualitative management system in accordance with ISO 9001:2015;
- the improvement of methods of work with the employees, increase financial competence of workers and among the population, provision effective work of the “training center”;

- development and introduction into practice the system of key indicators of work efficiency of the employees and structural divisions (KPI).