NATIONAL BANK OF RWANDA
CONDUCT SUPERVISION & FINANCIAL INCLUSION DEPARTMENT
BANK OUTREACH & USAGE OF FINANCIAL PRODUCTS
TABLE 01. Bank Access

PERIOD	DISTRIBUTION	CITY OF KIGALI	NORTHERN PROVINCE	EASTERN PROVINCE	WESTERN PROVINCE	SOUTHERN PROVINCE	TOTAL
Q1,2013	NUMBER OF BRANCHES	56	20	24	26	24	150
	NUMBER OF SUB BRANCHES	96	42	30	54	63	285
	NUMBER OF COUNTERS /OUTLETS	77	15	27	14	28	161
	TOTAL BRANCHES	**229**	**77**	**81**	**94**	**115**	596
	NUMBER OF CLIENTS ACCOUNTS	892,945	288,468	458,885	385,500	459,975	2,485,773
	NUMBER OF DORMANT ACCOUNTS	46,333	7,826	6,626	11,970	5,687	78,442
	NUMBER OF DEPOSITORS	564,146	147,753	228,575	229,591	241,957	1,412,022
	NUMBER OF LOANS	172,755	32,388	62,783	36,330	39,621	343,877
	NUMBER OF BORROWERS	153,120	29,839	58,421	33,992	38,262	313,634
	NUMBER OF ATMs	153	27	36	36	40	292
Q2,2013	NUMBER OF BRANCHES	55	20	24	25	28	152
	NUMBER OF SUB BRANCHES	157	56	51	79	75	418
	NUMBER OF COUNTERS /OUTLETS	54	15	27	14	28	138
	TOTAL BRANCHES	**266**	**91**	**102**	**118**	**131**	708
	NUMBER OF CLIENTS ACCOUNTS	931,492	315,981	478,412	387,533	459,198	2,572,616
	NUMBER OF DORMANT ACCOUNTS	87,855	14,119	17,729	21,251	24,726	165,680
	NUMBER OF DEPOSITORS	636,850	167,857	241,205	255,722	258,148	1,559,882
	NUMBER OF LOANS	192,681	36,999	79,125	43,183	44,472	396,460
	NUMBER OF BORROWERS	169,412	34,115	73,098	40,390	42,441	359,456
	NUMBER OF ATMs	161	26	41	39	43	310
Q3,2013	NUMBER OF BRANCHES	58	18	25	28	28	157
	NUMBER OF SUB BRANCHES	182	82	65	117	85	531
	NUMBER OF COUNTERS /OUTLETS	57	15	27	18	28	145
	TOTAL BRANCHES	**297**	**115**	**117**	**163**	**141**	833
	NUMBER OF CLIENTS ACCOUNTS	903,970	328,138	496,121	418,596	496,260	2,643,085
	NUMBER OF DORMANT ACCOUNTS	76,319	12,809	15,510	21,146	24,737	150,521
	NUMBER OF DEPOSITORS	672,461	181,757	258,505	293,818	274,994	1,681,535
	NUMBER OF LOANS	181,220	35,909	73,137	40,297	42,865	373,428
	NUMBER OF BORROWERS	148,142	27,728	52,405	31,925	33,359	293,559
	NUMBER OF ATMs	160	29	41	41	44	315
Q4,2013	NUMBER OF BRANCHES	59	18	26	28	28	159
	NUMBER OF SUB BRANCHES	100	43	33	57	65	298
	NUMBER OF COUNTERS /OUTLETS	62	15	27	14	28	146
	TOTAL BRANCHES	**221**	**76**	**86**	**99**	**121**	603
	NUMBER OF CLIENTS ACCOUNTS	758,256	320,252	502,405	358,603	514,771	2,454,287
	NUMBER OF DORMANT ACCOUNTS	93,741	17,725	17,424	25,253	28,853	182,996
	NUMBER OF DEPOSITORS	591,536	153,511	232,446	251,643	255,283	1,484,419
	NUMBER OF LOANS	207,227	35,286	74,653	47,865	39,252	404,283
	NUMBER OF BORROWERS	157,381	29,916	62,600	37,257	32,610	319,764
	NUMBER OF ATMs	170	31	43	42	46	332
Q1,2014	NUMBER OF BRANCHES	60	19	26	28	28	161
	NUMBER OF SUB BRANCHES	47	30	43	46	44	210
	NUMBER OF COUNTERS /OUTLETS	51	12	25	11	25	124
	TOTAL BRANCHES	**158**	**61**	**94**	**85**	**97**	495
	NUMBER OF CLIENTS ACCOUNTS	795,650	295,058	335,617	267,360	246,943	1,940,628
	NUMBER OF DORMANT ACCOUNTS	61,937	16,032	12,467	24,210	17,180	131,826
	NUMBER OF DEPOSITORS	517,913	155,501	144,261	200,121	172,285	1,190,081
	NUMBER OF LOANS	172,146	37,491	57,425	30,677	32,083	329,822
	NUMBER OF BORROWERS	157,395	33,115	49,567	31,372	30,197	301,646
	NUMBER OF ATMs	173	31	43	44	49	340
Q2,2014	NUMBER OF BRANCHES	61	19	26	28	28	162
	NUMBER OF SUB BRANCHES	46	27	33	40	39	185
	NUMBER OF COUNTERS /OUTLETS	32	12	28	17	27	116
	TOTAL BRANCHES	**139**	**58**	**87**	**85**	**94**	463
	NUMBER OF CLIENTS ACCOUNTS	838,831	300,702	300,329	263,979	258,053	1,961,894
	NUMBER OF DORMANT ACCOUNTS	49,073	7,639	4,122	14,444	10,514	85,792
	NUMBER OF DEPOSITORS	645,715	216,417	234,151	229,408	242,511	1,568,202
	NUMBER OF LOANS	155,699	32,744	48,209	25,511	28,699	290,862
	NUMBER OF BORROWERS	143,869	28,982	41,329	26,456	27,009	267,645
	NUMBER OF ATMs	175	33	44	44	51	347
Q3,2014	NUMBER OF BRANCHES	62	19	26	28	28	163
	NUMBER OF SUB BRANCHES	47	29	33	42	40	191
	NUMBER OF COUNTERS /OUTLETS	32	12	28	16	27	115
	TOTAL BRANCHES	**141**	**60**	**87**	**86**	**95**	469
	NUMBER OF CLIENTS ACCOUNTS	826,675	288,115	314,239	256,168	239,992	1,925,189
	NUMBER OF DORMANT ACCOUNTS	70,653	12,975	15,743	17,649	12,800	129,820
	NUMBER OF DEPOSITORS	656,787	194,132	229,048	213,955	211,099	1,505,021
	NUMBER OF LOANS	163,566	34,447	48,317	27,003	27,122	300,455
	NUMBER OF BORROWERS	149,683	30,260	39,898	27,232	26,796	273,869
	NUMBER OF ATMs	180	34	44	46	52	356
Q4,2014	NUMBER OF BRANCHES	66	21	28	28	29	172
	NUMBER OF SUB BRANCHES	42	28	31	42	39	182
	NUMBER OF COUNTERS /OUTLETS	54	21	35	20	32	162
	TOTAL BRANCHES	**162**	**70**	**94**	**90**	**100**	516
	NUMBER OF CLIENTS ACCOUNTS	1,062,279	323,443	393,453	288,249	282,039	2,349,463
	NUMBER OF DORMANT ACCOUNTS	181,034	15,933	26,880	17,249	14,302	255,398
	NUMBER OF DEPOSITORS	700,974	225,171	294,283	247,638	247,297	1,715,363
	NUMBER OF LOANS	189,365	39,652	55,807	32,209	30,858	347,891
	NUMBER OF BORROWERS	169,068	33,285	46,122	31,406	30,059	309,940
	NUMBER OF ATMs	193	34	45	46	51	369
Q1,2015	NUMBER OF BRANCHES	61	19	26	29	28	163
	NUMBER OF SUB BRANCHES	47	29	33	42	40	191
	NUMBER OF COUNTERS /OUTLETS	54	21	35	20	32	162
	TOTAL BRANCHES	**162**	**69**	**94**	**91**	**100**	516
	NUMBER OF CLIENTS ACCOUNTS	1,033,827	293,439	332,257	274,546	251,983	2,186,052
	NUMBER OF DORMANT ACCOUNTS	192,490	18,585	27,473	23,691	16,490	278,729
	NUMBER OF DEPOSITORS	677,162	198,570	242,528	227,426	219,073	1,564,759
	NUMBER OF LOANS	190,867	38,887	53,854	30,724	30,199	344,531
	NUMBER OF BORROWERS	168,469	33,065	45,623	31,250	29,999	308,406
	NUMBER OF ATMs	188	33	48	47	52	368
Q2,2015	NUMBER OF BRANCHES	61	19	25	28	28	161
	NUMBER OF SUB BRANCHES	47	29	35	44	41	196
	NUMBER OF COUNTERS /OUTLETS	56	21	35	20	32	164
	TOTAL BRANCHES	**164**	**69**	**95**	**92**	**101**	521
	NUMBER OF CLIENTS ACCOUNTS	1,106,638	297,320	343,260	271,048	260,601	2,278,867
	NUMBER OF DORMANT ACCOUNTS	113,491	22,810	32,330	30,179	22,029	220,839
	NUMBER OF DEPOSITORS	664,986	186,850	244,788	211,450	212,240	1,520,314
	NUMBER OF LOANS	184,722	38,454	54,406	31,899	30,224	339,705
	NUMBER OF BORROWERS	169,039	34,157	48,694	32,898	30,898	315,686
	NUMBER OF ATMs	189	33	48	49	52	371
Q3,2015	NUMBER OF BRANCHES	61	19	25	29	28	162
	NUMBER OF SUB BRANCHES	43	27	35	43	40	188
	NUMBER OF COUNTERS /OUTLETS	56	19	33	19	30	157
	TOTAL BRANCHES	**160**	**65**	**93**	**91**	**98**	507
	NUMBER OF CLIENTS ACCOUNTS	1,142,536	300,870	349,736	284,553	262,117	2,339,812
	NUMBER OF DORMANT ACCOUNTS	147,803	28,800	38,202	38,434	26,215	279,454
	NUMBER OF DEPOSITORS	694,449	190,570	253,763	220,209	219,877	1,578,868
	NUMBER OF LOANS	188,868	41,486	61,051	34,718	33,588	359,711
	NUMBER OF BORROWERS	322,411	36,616	77,143	41,006	68,731	545,907
	NUMBER OF ATMs	198	31	48	50	55	382
Q4,2015	NUMBER OF BRANCHES	68	20	27	29	29	173
	NUMBER OF SUB BRANCHES	42	28	33	42	39	184
	NUMBER OF COUNTERS /OUTLETS	68	19	34	21	31	173
	TOTAL BRANCHES	**178**	**67**	**94**	**92**	**99**	530
	NUMBER OF CLIENTS ACCOUNTS	1,270,274	236,660	304,433	280,354	263,279	2,355,000
	NUMBER OF DORMANT ACCOUNTS	146,499	27,877	39,832	35,460	26,492	276,160
	NUMBER OF DEPOSITORS	719,871	147,279	178,932	185,173	178,038	1,409,293
	NUMBER OF LOANS	195,938	34,708	78,284	35,772	39,607	384,309
	NUMBER OF BORROWERS	164,495	29,642	64,629	33,629	36,416	328,811
	NUMBER OF ATMs	187	33	57	54	49	380
Q1,2016	NUMBER OF BRANCHES	72	19	26	31	30	178
	NUMBER OF SUB BRANCHES	42	28	33	42	39	184
	NUMBER OF COUNTERS /OUTLETS	78	19	34	21	31	183
	TOTAL BRANCHES	**192**	**66**	**93**	**94**	**100**	545
	NUMBER OF CLIENTS ACCOUNTS	1,180,672	315,862	367,341	298,606	285,431	2,447,912
	NUMBER OF DORMANT ACCOUNTS	95,952	20,616	26,090	30,001	18,313	190,972
	NUMBER OF DEPOSITORS	732,517	200,723	233,744	230,326	226,955	1,624,265
	NUMBER OF LOANS	169,293	27,897	58,782	28,411	34,205	318,588
	NUMBER OF BORROWERS	148,305	26,619	53,596	29,389	33,867	291,776
	NUMBER OF ATMs	190	34	56	55	50	385
Q2,2016	NUMBER OF BRANCHES	73	19	25	31	29	177
	NUMBER OF SUB BRANCHES	45	28	33	42	39	187
	NUMBER OF COUNTERS /OUTLETS	78	19	34	21	31	183
	TOTAL BRANCHES	**196**	**66**	**92**	**94**	**99**	547
	NUMBER OF CLIENTS ACCOUNTS	1,177,897	222,999	334,739	285,712	297,545	2,318,892
	NUMBER OF DORMANT ACCOUNTS	201,812	50,975	99,351	74,567	72,016	498,721
	NUMBER OF DEPOSITORS	826,123	180,760	260,996	229,172	239,152	1,736,203
	NUMBER OF LOANS	175,397	32,934	66,219	31,388	37,027	342,965
	NUMBER OF BORROWERS	153,882	28,159	57,227	27,283	32,947	299,498
	NUMBER OF ATMs	203	34	48	52	55	392
Q3,2016	NUMBER OF BRANCHES	74	25	26	37	33	195
	NUMBER OF SUB BRANCHES	44	24	33	38	36	175
	NUMBER OF COUNTERS /OUTLETS	79	19	34	21	31	184
	TOTAL BRANCHES	**197**	**68**	**93**	**96**	**100**	554
	NUMBER OF CLIENTS ACCOUNTS	1,158,937	232,507	335,401	274,933	291,825	2,293,603
	NUMBER OF DORMANT ACCOUNTS	172,522	44,181	81,389	67,841	65,862	431,795
	NUMBER OF DEPOSITORS	833,978	183,129	266,534	233,622	243,551	1,760,814
	NUMBER OF LOANS	179,084	34,888	70,655	31,942	38,094	354,663
	NUMBER OF BORROWERS	160,972	29,755	60,965	27,499	35,797	314,988
	NUMBER OF ATMs	208	36	50	53	56	403
Q4,2016	NUMBER OF BRANCHES	77	24	25	36	32	194
	NUMBER OF SUB BRANCHES	43	24	33	38	36	174
	NUMBER OF COUNTERS /OUTLETS	78	19	33	21	30	181
	TOTAL BRANCHES	**198**	**67**	**91**	**95**	**98**	549
	NUMBER OF CLIENTS ACCOUNTS	1,201,489	227,217	337,168	294,175	304,800	2,364,850
	NUMBER OF DORMANT ACCOUNTS	191,068	50,223	90,109	77,788	73,748	482,936
	NUMBER OF DEPOSITORS	862,016	180,027	270,266	232,064	240,124	1,784,497
	NUMBER OF LOANS	172,174	32,628	66,815	29,279	36,072	336,968
	NUMBER OF BORROWERS	154,490	29,207	60,148	27,246	35,394	306,485
	NUMBER OF ATMs	203	35	55	57	50	400
Q1,2017	NUMBER OF BRANCHES	95	34	40	57	43	269
	NUMBER OF SUB BRANCHES	31	9	15	13	7	75
	NUMBER OF COUNTERS /OUTLETS	67	24	37	39	36	203
	TOTAL BRANCHES	**193**	**67**	**92**	**109**	**86**	547
	NUMBER OF CLIENTS ACCOUNTS	1,209,729	234,322	333,939	319,158	314,529	2,411,678
	NUMBER OF DORMANT ACCOUNTS	195,943	53,052	94,566	81,365	76,941	501,867
	NUMBER OF DEPOSITORS	869,593	182,055	271,825	251,409	251,168	1,826,050
	NUMBER OF LOANS	174,303	31,970	65,917	29,254	37,103	338,547
	NUMBER OF BORROWERS	153,888	27,951	56,172	26,134	34,957	299,102
	NUMBER OF ATMs	208	36	50	53	57	402
Q2,2017	NUMBER OF BRANCHES	96	33	40	56	40	265
	NUMBER OF SUB BRANCHES	31	9	15	13	7	75
	NUMBER OF COUNTERS /OUTLETS	69	26	41	40	37	213
	TOTAL BRANCHES	**196**	**68**	**96**	**109**	**84**	553
	NUMBER OF CLIENTS ACCOUNTS	1,271,229	240,709	353,944	311,724	323,831	2,501,438
	NUMBER OF DORMANT ACCOUNTS	194,375	55,351	99,648	84,210	79,449	513,033
	NUMBER OF DEPOSITORS	905,475	189,544	283,130	243,198	250,511	1,871,858
	NUMBER OF LOANS	182,054	26,886	47,107	25,290	31,044	312,381
	NUMBER OF BORROWERS	150,171	23,762	37,372	22,736	27,830	261,871
Q3,2017	NUMBER OF BRANCHES	94	34	40	57	39	264
	NUMBER OF SUB BRANCHES	31	8	15	11	7	72
	NUMBER OF COUNTERS /OUTLETS	69	27	37	40	36	209
	TOTAL BRANCHES	**194**	**69**	**92**	**108**	**82**	545
	NUMBER OF CLIENTS ACCOUNTS	1,286,238	236,395	355,924	314,114	329,589	2,522,260
	NUMBER OF DORMANT ACCOUNTS	206,742	52,507	102,550	82,553	83,574	537,926
	NUMBER OF DEPOSITORS	946,715	193,293	292,473	252,204	258,710	1,943,395
	NUMBER OF LOANS	157,598	23,653	42,148	23,210	29,681	276,290
	NUMBER OF BORROWERS	145,846	20,822	34,610	20,827	27,138	249,243
Q4,2017	NUMBER OF BRANCHES	95	34	40	57	39	265
	NUMBER OF SUB BRANCHES	30	8	15	11	7	71
	NUMBER OF COUNTERS /OUTLETS	70	27	37	40	36	210
	TOTAL BRANCHES	**165**	**69**	**92**	**108**	**82**	**546**
	NUMBER OF CLIENTS ACCOUNTS	1,060,590	224,741	349,083	307,862	320,673	2,262,949
	NUMBER OF DORMANT ACCOUNTS	217,700	49,594	98,912	83,886	84,160	534,252
	NUMBER OF DEPOSITORS	862,002	198,619	299,031	256,062	262,144	1,877,858
	NUMBER OF LOANS	152,457	22,943	42,837	23,391	29,567	271,195
	NUMBER OF BORROWERS	139,899	20,583	34,858	19,627	28,413	243,380
Q1,2018	NUMBER OF BRANCHES	98	33	39	54	37	261
	NUMBER OF SUB BRANCHES	30	8	15	11	7	71
	NUMBER OF COUNTERS /OUTLETS	50	27	37	40	36	190
	TOTAL BRANCHES	**178**	**68**	**91**	**105**	**80**	**522**
	NUMBER OF CLIENTS ACCOUNTS	1,047,393	230,618	352,059	311,139	320,810	2,262,019
	NUMBER OF DORMANT ACCOUNTS	197,482	52,584	98,807	88,397	83,896	520,966
	NUMBER OF DEPOSITORS	856,264	199,041	299,235	261,585	263,107	1,879,232
	NUMBER OF LOANS	150,642	22,037	40,586	21,712	29,728	264,705
	NUMBER OF BORROWERS	141,623	20,486	32,067	22,167	27,739	244,082
Q2,2018	NUMBER OF BRANCHES	99	32	39	54	38	262
	NUMBER OF SUB BRANCHES	30	8	15	11	7	71
	NUMBER OF COUNTERS /OUTLETS	49	27	37	40	36	189
	TOTAL BRANCHES	**178**	**67**	**91**	**105**	**81**	**522**
	NUMBER OF CLIENTS ACCOUNTS	1,099,799	239,087	366,300	321,569	331,235	2,357,990
	NUMBER OF DORMANT ACCOUNTS	320,320	88,311	120,541	143,309	114,574	787,055
	NUMBER OF DEPOSITORS	883,674	205,236	310,226	269,971	271,159	1,940,266
	NUMBER OF LOANS	154,307	22,042	38,282	26,652	26,560	267,843
	NUMBER OF BORROWERS	143,381	20,575	31,152	26,480	25,665	247,253
Q3,2018	NUMBER OF BRANCHES	94	32	39	54	38	257
	NUMBER OF SUB BRANCHES	30	8	15	11	7	71
	NUMBER OF COUNTERS /OUTLETS	49	27	37	40	36	189
	TOTAL BRANCHES	**173**	**67**	**91**	**105**	**81**	**517**
	NUMBER OF CLIENTS ACCOUNTS	1,903,292	245,529	382,104	329,118	351,321	3,211,364
	NUMBER OF DORMANT ACCOUNTS	789,547	93,528	131,343	149,059	131,958	1,295,435
	NUMBER OF DEPOSITORS	1,143,439	210,138	320,407	276,183	281,472	2,231,639
	NUMBER OF LOANS	227,203	21,683	38,764	26,904	26,099	340,653
	NUMBER OF BORROWERS	206,733	19,067	31,023	23,909	25,049	315,781
Q4,2018	NUMBER OF BRANCHES	97	32	40	54	38	261
	NUMBER OF SUB BRANCHES	30	8	15	11	7	71
	NUMBER OF COUNTERS /OUTLETS	55	27	37	42	36	197
	TOTAL BRANCHES	**182**	**67**	**92**	**107**	**81**	**529**
	NUMBER OF CLIENTS ACCOUNTS	2,126,458	255,568	393,700	329,661	337,893	3,443,280
	NUMBER OF DORMANT ACCOUNTS	956,255	103,567	120,085	145,494	117,638	1,443,039
	NUMBER OF DEPOSITORS	1,277,335	216,355	295,625	270,451	258,212	2,317,978
	NUMBER OF LOANS	229,988	27,807	47,943	32,186	30,026	367,950
	NUMBER OF BORROWERS	199,466	21,791	35,717	25,746	25,485	308,206
Q1,2019	NUMBER OF BRANCHES	92	33	41	51	39	256
	NUMBER OF SUB BRANCHES	26	7	16	8	7	64
	NUMBER OF COUNTERS /OUTLETS	57	30	39	31	45	202
	TOTAL BRANCHES	**175**	**70**	**96**	**90**	**91**	**522**
	NUMBER OF CLIENTS ACCOUNTS	2,189,070	215,372	328,081	299,103	307,848	3,339,474
	NUMBER OF DORMANT ACCOUNTS	343,306	75,931	129,083	112,158	127,507	787,985
	NUMBER OF DEPOSITORS	1,289,365	181,802	245,152	249,967	242,543	2,208,829
	NUMBER OF LOANS	167,464	23,646	39,359	27,961	27,827	286,257
	NUMBER OF BORROWERS	157,604	20,170	33,556	24,426	23,828	259,584
Q2,2019	NUMBER OF BRANCHES	108	39	58	57	46	308
	NUMBER OF SUB BRANCHES	10	-	-	2	-	12
	NUMBER OF COUNTERS /OUTLETS	45	30	40	30	45	190
	TOTAL BRANCHES	**163**	**69**	**98**	**89**	**91**	**510**
	NUMBER OF CLIENTS ACCOUNTS	2,681,756	260,178	406,827	333,455	336,722	4,018,938
	NUMBER OF DORMANT ACCOUNTS	383,125	99,966	121,288	140,875	109,571	854,825
	NUMBER OF DEPOSITORS	1,406,753	199,156	260,113	267,369	243,084	2,376,475
	NUMBER OF LOANS	241,592	24,675	40,494	26,930	29,314	363,005
	NUMBER OF BORROWERS	275,400	20,638	35,149	22,802	24,820	378,809
Q3,2019	NUMBER OF BRANCHES	108	39	58	57	46	308
	NUMBER OF SUB BRANCHES	10	-	-	2	-	12
	NUMBER OF COUNTERS /OUTLETS	45	30	40	30	45	190
	TOTAL BRANCHES	**163**	**69**	**98**	**89**	**91**	**510**
	NUMBER OF CLIENTS ACCOUNTS	2,527,518	235,181	347,419	316,726	306,605	3,723,449
	NUMBER OF DORMANT ACCOUNTS	391,868	104,935	119,980	150,163	117,158	884,104
	NUMBER OF DEPOSITORS	1,230,098	190,789	263,275	257,615	240,577	2,182,354
	NUMBER OF LOANS	901,210	25,586	43,660	30,838	29,964	1,031,258
	NUMBER OF BORROWERS	234,495	20,388	33,496	25,267	23,862	337,508
Q4,219	NUMBER OF BRANCHES	108	39	58	58	46	309
	NUMBER OF SUB BRANCHES	10	-	-	2	-	12
	NUMBER OF COUNTERS /OUTLETS	45	30	37	30	44	186
	TOTAL BRANCHES	**163**	**69**	**95**	**90**	**90**	**507**
	NUMBER OF CLIENTS ACCOUNTS	2,685,358	234,727	336,126	302,486	291,888	3,850,584
	NUMBER OF DORMANT ACCOUNTS	398,106	104,884	115,594	143,970	117,923	880,477
	NUMBER OF DEPOSITORS	1,342,298	188,959	244,012	252,378	236,214	2,263,861
	NUMBER OF LOANS	307,051	32,550	53,452	35,957	35,696	464,706
	NUMBER OF BORROWERS	274,250	30,898	50,410	32,860	33,135	421,553
Q1,20	NUMBER OF BRANCHES	108	39	57	56	44	304
	NUMBER OF SUB BRANCHES	10	-	-	2	-	12
	NUMBER OF COUNTERS /OUTLETS	45	29	41	34	47	196
	TOTAL BRANCHES	163	68	98	92	91	**512**
	NUMBER OF CLIENTS ACCOUNTS	2,709,233	238,041	335,683	307,502	295,749	3,886,208
	NUMBER OF DORMANT ACCOUNTS	400,098	104,529	113,272	144,167	112,841	874,907
	NUMBER OF DEPOSITORS	1,322,600	191,166	257,748	235,549	234,944	2,242,007
	NUMBER OF LOANS	299,374	30,669	44,874	29,629	34,147	438,693
	NUMBER OF BORROWERS	252,668	26,967	39,278	25,577	29,132	373,622
Q2,20	NUMBER OF BRANCHES	108	39	57	56	44	304
	NUMBER OF SUB BRANCHES	10	-	-	2	-	12
	NUMBER OF COUNTERS /OUTLETS	45	29	41	34	47	196
	TOTAL BRANCHES	163	68	98	92	91	512
	NUMBER OF CLIENTS ACCOUNTS	3,231,615	236,841	334,985	300,862	296,415	4,400,718
	NUMBER OF DORMANT ACCOUNTS	486,814	125,534	173,205	155,048	137,965	1,078,566
	NUMBER OF DEPOSITORS	1,322,600	191,166	257,748	235,549	234,944	2,242,007
	NUMBER OF LOANS	281,054	30,066	43,253	28,816	32,387	415,576
	NUMBER OF BORROWERS	252,668	26,967	39,278	25,577	29,132	373,622
Q3,20	NUMBER OF BRANCHES	106	38	57	54	41	296
	NUMBER OF SUB BRANCHES	10	-	-	2	-	12
	NUMBER OF COUNTERS /OUTLETS	40	20	31	30	37	158
	TOTAL BRANCHES	156	58	88	86	78	466
	NUMBER OF CLIENTS ACCOUNTS	3,452,412	218,970	338,136	316,476	306,719	4,632,713
	NUMBER OF DORMANT ACCOUNTS	450,403	108,020	154,010	148,349	139,053	999,835
	NUMBER OF DEPOSITORS	1,961,037	176,654	264,247	256,511	250,873	2,909,322
	NUMBER OF LOANS	349,672	28,249	42,955	28,802	31,668	481,346
	NUMBER OF BORROWERS	408,196	23,199	34,645	23,767	25,661	515,468
Q4,20	NUMBER OF BRANCHES	106	38	57	54	41	296
	NUMBER OF SUB BRANCHES	10	-	-	2	-	12
	NUMBER OF COUNTERS /OUTLETS	40	20	32	32	38	162
	TOTAL BRANCHES	156	58	89	88	79	470
	NUMBER OF CLIENTS ACCOUNTS	3,432,118	213,256	315,422	279,390	278,593	4,518,779
	NUMBER OF DORMANT ACCOUNTS	433,670	100,847	143,123	121,264	116,984	915,888
	NUMBER OF DEPOSITORS	1,844,659	171,922	238,266	212,836	191,283	2,658,966
	NUMBER OF LOANS	201,123	28,595	44,301	29,400	31,744	335,163
	NUMBER OF BORROWERS	410,760	23,349	35,646	24,146	25,786	519,687