



IOBSA JOURNEY

Our lives have changed fundamentally since early 2020, our patience has been tested, our resolve frayed, the loss of human life deeply etched in our consciousness. And yet we have demonstrated resilience, resolve, tenacity and an appreciation of the fragility of life. Your fortitude, adaptability and trust has helped us to navigate the past year and, despite the trying circumstances, still achieve some amazing outcomes. We would like to thank you for your continued support and for staying the course with us.

As we reflect on 2021, we are proud of the milestones we have reached and we look forward to 2022 with a renewed energy and enthusiasm that will positively impact our members. We finished the year financially stronger at the end of 2021 with a 150% growth in membership resulting in 150% growth in profitability. We have embarked on the digitalisation journey with the launch of a CPD platform in January that would give our members the opportunity to track progress on Continuous Professional Development and to store evidence of completion of IOBSA endorsed CPD certification in one place on our website.

During 2022 we look forward to getting closer to our members so that we can understand your needs better. We are planning to host quarterly webinars and we hope to meet face to face with our members at other events as the pandemic allows. We continue to work on improving our offering and we continue to vigorously

represent you in forums and on bodies so that your voices are heard through us. We are passionate about enabling our members to take pole position in the Sector as we believe that the designation that you carry is about more than just a title. It is about how you see yourself, your dreams, your impact and your legacy. It is a journey that requires the same commitment, focus and discipline as a cycle race – there's great synergy between the two. It's not where or how you start, but being able to navigate the curveballs, sharing that deep sense of camaraderie.

As we look at 2021 in the rearview mirror, we do hope that you are able to recharge after having spent some time with family and friends. From all of us at IOBSA, we wish you compliments of the season, and a happy, healthy, safe and prosperous 2022.

Sharron Veldsman
Chief Executive Officer
The Institute of Bankers in South Africa NPC ("IOBSA")

