



## 2019 ANNUAL REPORT

 **UNIONBANKA**

Unique. Responsible. Reliable.

# OVERVIEW OF MAIN INDICATORS

		(in BAM 000)
	December 31, 2018	December 31, 2019
Total assets	775.490	801.261
Loans granted	210.942	273.687
Trading securities	102.964	196.544
Deposits	699.804	701.687
Profit before tax	533	580
Total revenues	31.358	27.968
Total expenditures	30.825	27.388
Number of employees	195	199
Number of business units	14	13

# MISSION OF THE UNION BANK



The Mission of the Union Bank is to build a development - oriented commercial bank with a broad spectrum of high-quality banking services that correspond to the actual needs and capabilities of our clients. Based on principles of our corporate values, the Bank's activities should contribute to the economic development and stability of Bosnia and Herzegovina's financial sector. By assuming responsibility and role on the market as the only commercial bank with majority state-owned capital, we are committed to achieving sustainable growth and providing long-term care for the community in which we operate. We attribute an important role in achieving the mission to our employees, because we believe that quality and strategic advantage of any institution depends on its professionalism, competence and investments in staff training and development.

# TABLE OF CONTENTS:

OVERVIEW OF MAIN INDICATORS .....	02
MISSION OF THE UNION BANK .....	03
TABLE OF CONTENTS .....	04
MANAGEMENT STATEMENT .....	06
BANK MANAGEMENT BODIES .....	08
CORPORATE VALUES OF THE UNION BANK .....	09
FINANCIAL STATEMENT .....	11
EXTERNAL AUDITOR'S REPORT .....	12
• Auditor's report	
• Income statement	
• Balance sheet	
• Cash flow statement	
ASSETS	
• Liquid assets	
• Loan facilities	
• Real estate and equipment	
LIABILITIES AND CAPITAL	
• Capital	
• Bank's liabilities	
MATURITY STRUCTURE OF ASSETS AND LIABILITIES	
FINANCIAL RESULTS	
HEAD OFFICE AND BUSINESS UNITS .....	24
MAP OF BRANCH OFFICES .....	25



## Sustainable growth and long-term care for the community!

We assume responsibility and role on the market as the only Commercial bank with majority state-owned capital.

 **UNIONBANKA**

Unique. Responsible. Reliable.

# MANAGEMENT STATEMENT



Dear clients, partners and esteemed shareholders,

The management of Union Bank d.d. Sarajevo is pleased to present this Annual Report with an overview of its financial and business operations, audited financial statements and the independent auditors' reports.

The Bank terminated 2019 with total assets amounting to over MBAM 800, we achieved a growth of the loan portfolio of 30 percent and growth

of interest-bearing assets of 50 percent, which are many times higher indicators than the average banking market and make Union Bank one of the fastest growing banks in Bosnia and Herzegovina. The exceptional quality of placements and the high capital adequacy ratio indicate safe and stable operations.

In cooperation with the Government of FBiH, we have successfully implemented the now traditional action of housing loans intended for

# MANAGEMENT STATEMENT

young people, through which we placed over 30 million KM on the market, as well as the action of retail consumer loans. In this way, the share of retail loans in the total loan portfolio increased to more than 40%, which confirms the Bank's commitment to this business segment, and we expect it to continue growing in the coming years.

This year too, Union Bank is the winner of the prestigious Golden BAM award for the best idea in 2018 - Loans for young people.

In 2019, we implemented several new products such as a new electronic banking application for corporations (Halcom), product packages, shopping cards and KVIKO services.

We believe that Union Bank is an excellent example of using domestic potential, and that in the years to come we will achieve our strategic goals and become one of the most important financial institutions in FBiH.

**Vedran Hadžiahmetović**  
Chairman

**Edin Mujagić**  
Member of Risk

**Leon Begić**  
Member of Operations



# BANK MANAGEMENT BODIES

Supervisory Board		Management
Maja Letica, Chairman since 20 May 2019		Vedran Hadžiahmetović, Chairman
Tihomir Ćurak, Chairman until 20 May 2019		
Damir Morić, Member until 20 May 2019		Edin Mujagić, Member of Risk
Advija Alihodžić, Member		
Maja Letica, Member until 20 May 2019		
Dražena Tunjić Pavlović, Member since 20 May 2019		Leon Begić, Član Member of Operations
Aida Hadžigrahić, Member since 20 May 2019		

Audit Committee
Muniba Eminović, Chairman until 25 October 2019
Hajrudin Hadžović, Chairman since 25 October 2019
Nermin Šahinović, Member
Dr. Lejla Demirović, Member since 25 October 2019
Damir Šapina, Member since 25 October 2019
Marko Čule, Member since 25 October 2019
Adnan Rovčanin, Member until 25 October 2019
Kenan Kapetanović, Member until 25 October 2019
Munib Ovčina, Member until 25 October 2019

Internal Auditor	BUs	Employees	Shareholders
Azemina Smailbegović	4 Branch offices	199	Shareholders with 5% or more voting shares: Federal Ministry of Finance – 93.38%
	9 Sub-branches		



A person wearing a white shirt is shown from the chest up, holding a small globe of the Earth with both hands. A lush green tree is growing out of the top of the globe. The background is a bright, sunny sky with soft clouds.

## CORPORATE VALUES

Key corporate values of the Union Bank are the organizational culture, method of operations and work at the Bank. We define key values as principles that positively affect staff behaviour and contribute to the Bank's recognisability as a reliable and responsible partner to clients and the community in general. By constantly emphasizing the key values, we try to unite interests of the Bank and its employees and thereby encourage staff's engagement, motivation, common spirit and performance quality.

## CORPORATE VALUES

 **UNION**BANKA

Unique. Responsible. Reliable.

### **1) Client Orientation**

We put our clients to the center of all our activities. Special attention is paid to the analysis of client requirements, product development and standardization of service quality for all client groups, in order to efficiently contribute to the achievement of their goals. With synergy of our staff's professional knowledge and high-quality services, we offer higher value to our clients whom we serve in a professional, open and friendly way, regardless of their background, sex, age, business volume or any other affiliation. Service quality standards will be continuously measured and analyzed for the purpose of constant improvement.

### **2) Professional and Ethical Operations**

By respecting local and international regulatory standards, the Bank shall apply the highest professional and ethical standards of organization, management and control that will support safety and business continuity, but also the confidence of regulators, owners, potential creditors and clients. Our every employee takes responsibility and has a high degree of personal commitment and expertise to be able to respond to all demands placed on us by clients and the market in general. With the support of new information technologies, the Bank will follow market trends and offer products that meet clients' actual needs and capabilities. With consistent application of a system of best practices and procedures, we make sure that loan applications are considered professionally and efficiently. When making decisions, we make sure that our clients fully understand terms of agreements with the Bank so that procedures are comprehensible to both parties. Loans are not approved to individuals or companies suspected of using illegal forms of doing business. Also, the Bank will not develop products that allow potentially fast gain based on changes in market conditions (speculative business).

### **3) Transparency**

As an expression of our public and open activities, transparency is the fundamental postulate of our communication with clients, business partners, employees, shareholders and public in general. The established transparent system has clear procedures for internal decision making and for making decisions of public interest. With open communication channels between the Bank and interested parties, we enable access to relevant information, thus showing responsibility towards the community

at large. We will do our best to answer any individual question and will provide adequate response to demands placed on us. Our offer is transparent and fair, with clear characteristics and prices of products and our products are simple, understandable and affordable to all target groups.

### **4) Social Responsibility**

The Bank will take care of wider effects of financing market segments and products, emphasizing the issue of social responsibility. We are actively involved in financial education of our clients and public in general. In product development, attention will be paid to the effects of introducing new and changing the existing products, especially in terms of influence on risk exposure. We manage risks professionally and with precaution and treat them as inseparable part of business management and, as such, this affects business decision making on all levels. Against this background, we offer our clients understandable and well-founded advice and assist them in picking loans that will help them while avoiding over-indebtedness.

### **5) Teamwork and Open Communication**

We believe that the Bank's development and creation of new values can only be achieved with teamwork. With joint action, through open communication culture with one another, we handle daily business challenges and find the best solutions in a professional and constructive way. We fully appreciate the individuality of each employee and treat all of them equally and with respect regardless of their background, color, language, sex, religious, national or any other attribute or affiliation.

These five values constitute the core of our corporate culture and are actively applied in our daily business. The aforementioned values are reflected in the Bank's Code of Conduct through practical guidelines for all employees.



## FINANCIAL STATEMENT

 **UNIONBANKA**

Unique. Responsible. Reliable.

# INDEPENDENT AUDITOR'S REPORT



Ernst & Young d.o.o. Sarajevo  
Fra Anđela Zvizdovića 1  
71000 Sarajevo  
Bosnia i Hercegovina

Tel: +387 33 296 301  
Fax: +387 33 296 309  
www.ey.com

## Independent Auditor's Report on short versions of reports

### To Shareholders of Union Banka d.d. Sarajevo

#### Opinion

Short versions of reports that consist of the Balance Sheet as of December 31, 2019 and Income Statement for the year ending on the same date, have been drafted based on the audited financial statements of Union banka d.d. Sarajevo for the year ending on December 31, 2019.

In our opinion, the attached short versions of financial statements are consistent, in all significant segments, with audited financial statements, pursuant to the Decision on External Audit and Content of Audit Implemented in a Bank, based on the requirement defined in Article 124 of the Law on Banks of FBiH.

#### Short version of reports

The short versions of reports do not include the cash flow report, the report on changes related to the capital, nor publications required by the International Financial Reporting Standards. Thereby, reading the short versions of reports is not an appropriate replacement for reading of audited financial statements and the Independent Auditor's Report.

In our report dated February 28, 2020 we gave a positive audit opinion on audited financial statements. The audited financial statements and their short versions do not reflect the impact of events that took place following drafting of our report on audited financial statements. This report also includes:

- Communication on key audit issues that refer to Adequacy of loan loss provisions.

#### Management's responsibility for short versions of reports

Pursuant to Article 124 of the Law on Banks of FBiH, the Management is responsible for preparation of short versions of audited financial statements whose content is defined by Article 17 of the Decision on External Audit and Content of Audit in a Bank.

#### Auditor's responsibility

Our responsibility is to provide an opinion on whether the short versions of reports are consistent, in all significant segments, with audited financial statements, based on our procedures which have been implemented pursuant to International Audit Standards 810 (audited) "Engagement for the Purpose of Reporting on Short Financial Statements".

#### Other facts

We point out the fact that these short versions of reports contain only information required by Article 17 of the Decision on External Audit and Content of Audit in a Bank for the purpose of publishing in newspapers, whereby it can be considered they have been prepared based on some other grounds for preparation of financial statements.

---

Zvonimir Madunić, Director

---

Ivana Lazarević Soldat, Authorized Auditor

Sarajevo, February 28, 2020  
Ernst & Young d.o.o. Sarajevo  
Fra Anđela Zvizdovića 1  
71 000 Sarajevo  
Bosnia and Herzegovina

## Income Statement and comprehensive profit account for the year that ended on December 31, 2019

	2019	2018
Interest income calculated at the effective interest rate	10.770	10.658
Interest expenditures calculated at the effective interest rate	(2.599)	(2.415)
<b>Net interest income</b>	<b>8.171</b>	<b>8.243</b>
Fees and commissions income	2.784	2.649
Fees and commissions expenditures	(1.066)	(1.044)
<b>Net fees and commissions income</b>	<b>1.718</b>	<b>1.605</b>
Net income / (expenditure) arising from depreciation of financial assets per depreciated cost	375	76
Net profit arising from securities recognized by fair value in the Income Statement	(182)	191
Net income arising from foreign exchange differences	167	192
Other operating income	1.987	1.308
<b>Total operating income</b>	<b>12.235</b>	<b>11.615</b>
Personnel expenses	(6.381)	(5.950)
Depreciation	(1.030)	(779)
Other expenditures	(4.244)	(4.353)
<b>PROFIT BEFORE TAX</b>	<b>580</b>	<b>533</b>
Corporate tax	(257)	-
Losses based on deferred tax liability	(89)	-
<b>NET PROFIT FOR THE YEAR</b>	<b>234</b>	<b>533</b>
Other comprehensive profit		
Items that shall be subsequently reclassified in the Income Statement when specific conditions are met:		
Effects of changes depreciation of financial assets through other results, net	816	-
Effects of changes in fair value of financial assets through other results, net	6.342	(1.029)
	7.158	(1.029)
<b>TOTAL COMPREHENSIVE PROFIT</b>	<b>7.392</b>	<b>(692)</b>
<b>Earnings per share (in BAM)</b>	<b>0,11</b>	<b>0,24</b>

## Financial position account for the year that ended on December 31, 2019

	31 December 2019	31 December 2018
<b>ASSETS</b>		
Cash and accounts with banks	238.846	377.422
Reserve requirement with the Central Bank	80.129	70.070
Financial assets recognized by fair value in the profit and loss	372	553
Financial assets by fair value in Other results	196.490	102.571
Loans extended and receivables	256.399	192.876
Other assets and receivables	4.799	8.446
Tangible and intangible assets and assets with the right of use	18.919	18.293
Investments in investment property	4.612	4.656
<b>TOTAL ASSETS</b>	<b>800.566</b>	<b>774.887</b>
<b>LIABILITIES</b>		
Liabilities to other banks and financial institutions	1.353	2.443
Liabilities to clients	700.433	697.433
Subordinated debt	25.000	10.000
Provisions	1.089	1.132
Other liabilities	3.810	2.391
<b>TOTAL LIABILITIES</b>	<b>731.686</b>	<b>713.399</b>
<b>CAPITAL</b>		
Share capital	44.098	44.098
Regulatory reserves	-	3.347
Revalorization reserves	6.129	(1.029)
Retained earnings	18.652	15.072
<b>TOTAL CAPITAL</b>	<b>68.880</b>	<b>61.488</b>
<b>TOTAL LIABILITIES AND SHARE CAPITAL</b>	<b>800.566</b>	<b>774.887</b>

<b>Cash flow statement for the year that ended on December 31, 2019</b>	<b>2019</b>	<b>2018</b>
<b>Business activities</b>		
Profit before tax	<b>580</b>	<b>533</b>
Adjustment:		
Depreciation	1.030	779
Depreciation and amortization and provisions, net	(176)	154
Effects of changes in fair value of financial assets recognized by fair values in the Income Statement	182	191
Interest income from financial assets held to maturity, recognized in the Income Statement and other comprehensive profit statement	(2.025)	(1.851)
Income from dividends recognized in the Income Statement and other comprehensive profit statement	(365)	(412)
Cash flow before changes in operating assets and liabilities:	(774)	(606)
Net decrease / (increase) of reserve requirement with the BH Central Bank	(10.057)	(7.025)
Net increase of loans extended to clients, before value adjustment	(64.490)	(29.078)
Net increase of other assets, before value adjust.	(3.738)	(6.245)
Net decrease in liabilities to other banks and financial institutions	(1.090)	(1.901)
Net increase in liabilities to clients	(3.000)	(112.137)
Net increase of other liabilities	884	(489)
	<b>(68.788)</b>	<b>(83.055)</b>
Profit tax paid	-	(561)
<b>NET CASH GENERATED IN OPERATING ACTIVITIES</b>	<b>(68.788)</b>	<b>82.524</b>
<b>Investment activities</b>		
Inflow from financial assets held to maturity, net	-	1
Interest received from financial assets held to maturity	(91.784)	(24.522)
Interest received from financial assets available for sale	6.232	21.585
Purchase of tangible assets	(67)	(1.189)
Inflows from sale of tangible assets	649	6.657
Dividends received	365	412
<b>NET CASH GENERATED / (USED) IN INVESTMENT ACTIVITIES</b>	<b>(84.605)</b>	<b>2.944</b>
<b>Financial activities</b>		
Repayment of principal on leases	(183)	
Inflows from subordinated debt	15.000	-

<b>NET CASH GENERATED IN FINANCIAL ACTIVITIES</b>	<b>14.817</b>	<b>-</b>
<b>NET INCREASE / (DECREASE) OF CASH AND CASH EQUIVALENTS</b>	<b>(138.576)</b>	<b>85.468</b>
<b>CASH AND CASH EQUIVALENTS AS OF JANUARY 1</b>	<b>377.422</b>	<b>291.954</b>
<b>CASH AND CASH EQUIVALENTS AS OF DECEMBER 31</b>	<b>238.846</b>	<b>377.422</b>

	<b>Share capital</b>	<b>Regulatory reserves</b>	<b>Revalorization of investment reserves</b>	<b>Retained earnings</b>	<b>Total</b>
<b>December 31, 2017</b>	<b>34.098</b>	<b>3.347</b>	<b>196</b>	<b>15.866</b>	<b>53.507</b>
<b>MSFI 9 Implementation effect</b>				<b>(1.327)</b>	<b>(1.327)</b>
<b>Corrected initially</b>	<b>34.098</b>	<b>3.347</b>	<b>196</b>	<b>14.539</b>	<b>52.180</b>
Net profit	-	-	-	533	533
Other comprehensive	-	-	(1.225)	-	(1.225)
Total comprehensive			(1.225)	533	(692)
Share capital issue and other forms of increase or decrease in equity	10.000	-	-	-	10.000
<b>December 31, 2018</b>	<b>44.098</b>	<b>3.347</b>	<b>(1.029)</b>	<b>15.072</b>	<b>61.488</b>
Net profit	-	-	-	234	234
Regulatory reserves carry-over	-	(3.347)	-	(3.347)	-
Other comprehensive income	-	-	7.158	-	7.158
Total comprehensive income	-	-	7.158	234	7.392
<b>December 31, 2019</b>	<b>44.098</b>	<b>-</b>	<b>6.129</b>	<b>18.653</b>	<b>68.880</b>



## INTEREST INCOME

	2019	2018
Interest on approved corporate loans	5.077	6.080
Interest on approved retail loans	3.663	2.728
Interest on financial assets held to maturity	2.025	1.850
Interest on facilities with other banks	5	-
	<b>10.770</b>	<b>10.658</b>

## INTEREST EXPENDITURES

	2019	2018
Interest on funds above mandatory reserves in the CBBH	1.164	660
Interest on corporate deposits	796	1.015
Interest on retail deposits	531	544
Interest on taken loans	21	189
Negative interest for facilities with other banks	47	5
Loans acc. to MSFI 16	28	-
Negative interest on securities	12	2
	<b>2.599</b>	<b>2.415</b>

## FEES AND COMMISSIONS INCOME

	2019	2018
Payment transaction fees	2.228	2.056
Fees based on off-balance sheet activities	231	229
Conversion fees	177	223
Other fees and commissions income	148	141
	<b>2.784</b>	<b>2.649</b>

## FEES AND COMMISSIONS EXPENDITURES

	2019	2018
E-banking and SWIFT	684	613
Internal payment transactions	368	353
Guarantees	14	78
	<b>1.066</b>	<b>1.044</b>

## NET INCOME/(EXPENDITURE) ARISING FROM DEPRECIATION OF FINANCIAL ASSETS

	2019	2018
Increase in correction of value of loans granted to clients (Note 19)	967	(152)
Increase of provisions for potential and overtaken liabilities (Note 26)	241	203
Release / (increase) of correction of value of financial assets through other results (Note 18)	(816)	-
(Release) / increase of depreciation and amortization of cash funds (Note 15)	(16)	25
	<b>375</b>	<b>76</b>

## OTHER OPERATING REVENUES

	2019	2018
Income from lease	334	311
Dividends	365	412
Other	111	112
Decrease of provisions for personnel fees, net (Note 26)	(143)	24
Release of provisions for court disputes, net (Note 26)	(55)	70
Revenue generated by sale of tangible assets	649	104
Collected write-offs	727	275
	<b>1.987</b>	<b>1.308</b>

## PERSONNEL EXPENSES

	2019	2018
Net wages	3.149	2.954
Tax and contributions	2.310	2.154
Other	922	842
	<b>6.381</b>	<b>5.950</b>

## OTHER EXPENDITURES

	2019	2018
Costs of services	1.432	1.363
Maintenance	735	720
Insurance	558	476
Advertising and representation costs	380	375
Telecommunication costs	251	279
Energy costs	243	254
Rental	1	217
Other tax and contributions	207	191
Costs of materials	175	163
Travel costs	12	10
Inventory write-offs	249	254
Increase of depreciation of other assets (Note 20)	0	51
	<b>4.244</b>	<b>4.353</b>

## CORPORATE TAX

	2019	2018
<b>Profit before tax</b>	<b>580</b>	<b>533</b>
Profit tax by 10% rate	58	53
Effects of unrecognized expenditures/revenue	199	(53)
Deferred tax liability loss	89	-
<b>Current profit tax</b>	<b>346</b>	-
<b>Effective profit tax rate</b>	<b>60%</b>	-

## EARNINGS PER SHARE

	2019	2018
Profit available to shareholders ('000 BAM)	234	533
Average number of ordinary shares in a year	2.204.921	2.240.921
<b>Basic earnings per share (in BAM)</b>	<b>0,11</b>	<b>0,24</b>

## CASH AND ACCOUNTS WITH BANKS

	December 31, 2019	December 31, 2018
Funds on the current account with CBBH	212.567	355.561
Funds on current accounts with other banks	12.720	13.027
Cash in the Bank's vault	11.715	6.803
Cash in ATMs	1.905	2.072
	238.906	377.463
Minus: depreciation	(57)	(41)
	238.846	377.422

	December 31, 2019	December 31, 2018
<b>Opening balance</b>	41	66
Net (release) / increase of depreciation	16	(25)
<b>Closing balance</b>	<b>57</b>	<b>41</b>

## RESERVE REQUIREMENT WITH THE CENTRAL BANK OF BOSNIA AND HERZEGOVINA

	December 31, 2019	December 31, 2018
Reserve requirement with CBBH	80.129	70.070
	80.129	70.070

## FINANCIAL ASSETS RECOGNIZED BY FAIR VALUE IN THE PROFIT AND LOSS

	December 31, 2019	December 31, 2018
JUBMES banka d.d. Beograd, Srbija	372	553
	372	553
Trends in fair value of shares were as follows:	<b>2019.</b>	<b>2018.</b>
Opening balance	<b>553</b>	<b>362</b>
Profit/(loss) from fair value adjustment	<b>(182)</b>	<b>191</b>
Closing balance	<b>372</b>	<b>553</b>

## FINANCIAL ASSETS AVAILABLE FOR SALE / FINANCIAL ASSETS BY FAIR VALUE IN OTHER RESULTS

	December 31, 2019	December 31, 2018
<b>Debt securities:</b>		
FBiH Ministry of Finance	191.789	98.257
Sarajevo Canton	692	501
JP Autoceste FBiH	3.221	3.201
	<b>195.702</b>	<b>101.959</b>
<b>Calculated interest</b>	308	160
	<b>196.010</b>	<b>102.119</b>
<b>Vlasnički vrijednosni papiri:</b>		
Bosna reosiguranje d.d. Sarajevo	427	427
Sarajevo-Osiguranje d.d. Sarajevo	32	15
S.W.I.F.T. Belgija	21	10
	<b>480</b>	<b>452</b>
	<b>196.490</b>	<b>102.571</b>

## LOANS EXTENDED AND RECEIVABLES

	December 31, 2019	December 31, 2018
<b>Long-term loans</b>		
Corporate	99.488	87.113
Retail	114.350	71.266
Minus: Current maturity of long-term loans	(34.430)	(40.646)
	<b>179.408</b>	<b>117.733</b>
<b>Short-term loans</b>		
Corporate	57.167	50.194
Retail	3.231	3.107
Plus: Current maturity of long-term loans	34.430	40.646
	<b>94.828</b>	<b>93.947</b>
<b>Total loans before depreciation</b>	<b>274.236</b>	<b>211.680</b>
Minus: Depreciation based on individual assessment	(10.311)	(10.407)
Minus: Depreciation based on group assessment	(7.526)	(8.397)
	<b>256.399</b>	<b>192.876</b>

**Depreciation and amortization:**

	2019	2018
<b>Opening balance</b>	<b>18.804</b>	<b>18.652</b>
Net increase of depreciation and amortization (Note 9)	(967)	152
<b>Closing balance</b>	<b>17.837</b>	<b>18.804</b>

**Gross loans before depreciation and amortization by economic activities:**

	December 31, 2019	December 31, 2018
Mining and industry	59.311	57.175
Households	117.570	74.373
Trade	43.233	27.365
Construction	18.422	16.917
Administration, other public services	15.671	16.495
Hospitality industry and tourism	4.441	3.813
Real-estate trade	3.440	5.888
Transport and communication	2.909	5.173
Finance	4.636	2.818
Agriculture	3.376	414
Energy	43	42
Other	1.184	1.207
	<b>274.236</b>	<b>211.680</b>

**LIABILITIES TO OTHER BANKS AND FINANCIAL INSTITUTIONS**

	December 31, 2019	December 31, 2018
<b>A vista deposits:</b>		
In domestic currency	1.348	2.441
In foreign currency	5	2
	<b>1.353</b>	<b>2.443</b>

## LIABILITIES TO CLIENTS

	December 31, 2019	December 31, 2018
<b>A vista deposits:</b>		
<b>Corporate:</b>		
In domestic currency	234.863	462.828
In foreign currency	6.998	13.974
	<b>241.861</b>	<b>476.802</b>
<b>Retail:</b>		
In domestic currency	40.834	35.361
In foreign currency	12.824	12.597
	<b>53.658</b>	<b>47.958</b>
<b>Earmarked deposits:</b>		
In domestic currency	283.109	98.686
In foreign currency	226	223
	<b>283.335</b>	<b>98.909</b>
	<b>578.854</b>	<b>623.669</b>
<b>Term deposits:</b>		
<b>Corporate:</b>		
In domestic currency	60.954	9.088
In foreign currency	5.867	5.867
	<b>66.821</b>	<b>14.955</b>
<b>Retail:</b>		
In domestic currency	15.103	15.161
In foreign currency	24.913	25.183
	<b>40.016</b>	<b>40.344</b>
<b>Earmarked deposits:</b>		
In domestic currency	14.292	17.957
In foreign currency	446	508
	14.741	18.465
	<b>121.579</b>	<b>73.764</b>
	<b>700.433</b>	<b>697.433</b>

# HEAD OFFICE AND BUSINESS UNITS

## HEAD OFFICE

Union banka dd Sarajevo  
Hamdije Kreševljakovića 19, 71 000 Sarajevo, BiH

Tel.: +387 33 561 000

Fax.: +387 33 219 201

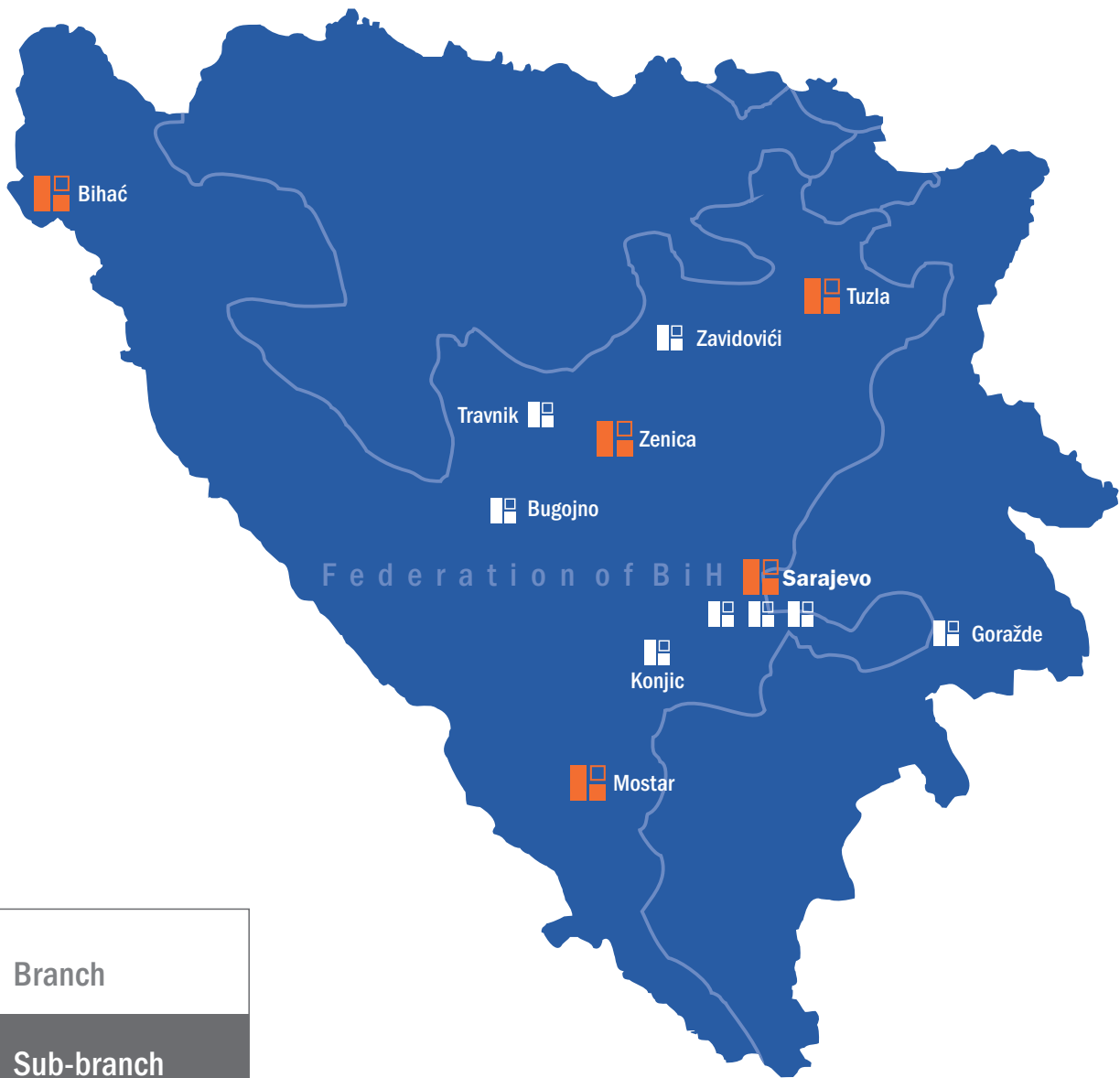
E-mail: [info@unionbank.ba](mailto:info@unionbank.ba)

Web: [www.unionbank.ba](http://www.unionbank.ba)

## Network of business units:

- UNION BANKA DD SARAJEVO, HEAD OFFICE – Sarajevo, Hamdije Kreševljakovića 19, 033 561 000;
- BRANCH OFFICE SARAJEVO Hamdije Kreševljakovića 19, 033 561 316;
  - Sub-branch Stari Grad Ferhadija 15, tel. 033 251 050;
  - Sub-branch Alipašino Polje Trg solidarnosti 13, tel. 033 760 335;
  - Sub-branch Ilidža Rustempašina bb, tel. 033 763 961;
  - Sub-branch Grbavica, Topal Osman-paše 26, tel. 033 256 354;
  - Sub-branch Goražde Trg branilaca 2, tel. 038 220 942;
- BRANCH OFFICE TUZLA Muhameda Uskufije Hevajje 7, tel. 035 252 428;
- BRANCH OFFICE ZENICA Islambegovića put 5, tel. 032 402 015;
  - Sub-branch Zavidovići Alije Izetbegovića blok A, tel. 032 878 407;
  - Sub-branch Travnik Bosanska 137, tel. 030 510 010;
  - Sub-branch Bugojno Sultan Ahmedova 81, tel. 030 253 048; (until 31.07.2019.)
- BRANCH OFFICE BIHAĆ Miroslava Krleže 2, tel. 037 223 711;
- BRANCH OFFICE MOSTAR Braće Fejića 25, tel. 036 551 341;
  - Sub-branch Konjic Trg državnosti bb, tel. 036 734 022;





	Branch
	Sub-branch



**UNION BANKA d.d.**

Hamdije Kreševljakovića 19, 71000 Sarajevo

Bosna i Hercegovina

Tel.: + 387 33 561 000 | Fax: + 387 33 219 201

info@unionbank.ba | [www.unionbank.ba](http://www.unionbank.ba)