

Media Release

For Immediate Release

Republic Bank (Ghana) PLC

Celebrates its Group RFHL Historic Achievement and Launches an Era of Excellence for Customers

Accra, Monday, 24th March 2025 – Republic Bank (Ghana) PLC has once again raised the bar, celebrating a Group landmark achievement of USD 300 million profit for 2024 with an electrifying **Staff Excellence Ball**, a night of recognition, unity, and renewed commitment to delivering unmatched service excellence last Saturday, 22nd March 2024 at the Palms Convention Centre, Labadi, Accra.

This milestone event also marked the beginning of a new era of excellence for customers, revolutionizing banking experiences and setting new standards in customer service.

Speaking at the event, Mr. Benjamin Dzoboku, Managing Director of Republic Bank (Ghana) PLC, expressed firm confidence in the Republic Bank team and assured customers of an enhanced banking experience in the months ahead.

"The days of traditional banking are behind us. Today, we are stepping into a new era where customer experience defines success. The Staff Excellence Ball was more than just a celebration—it was a testament to our unity, collaboration, and shared commitment to excellence. Through the bonds we strengthened and the insights we gained, we are not just reimagining banking; we are building an immersive, dynamic, and customer-centric ecosystem—one designed to connect, innovate, excel, and grow alongside our valued customers in our universe, the Republic Verse," said Mr. Dzoboku.

The Staff Excellence Ball was more than a celebration; it was a rallying call to every Republic Bank staff member to elevate their service, embrace digital transformation, and build deeper customer connections. From the frontlines to the back office, the Republic Bank family is more prepared than ever to deliver excellence.

Additionally, Mr. Dzoboku mentioned, "Our customers should expect nothing less than world-class banking, personalized experiences, and innovative solutions tailored to their needs. We are ready, we are energized, and we are here to serve better, faster, and smarter."

The night also featured a dynamic Motivational speaker, Mr. Richard Akita a renowned author, coach who spoke on the power of service excellence, urging staff to not just serve customers but to let customers become the Bank's greatest ambassadors through outstanding experiences.

What's Next for Republic Bank?

For further information kindly contact Marketing & Communications Department, Republic Bank (Ghana) PLC, Republic Court Building, Independence Avenue, near Ridge Roundabout. Email: marketing@republicghana.com

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With a renewed commitment to delivering top-tier service across all its touchpoints, Republic Bank is rolling out solutions that make banking more seamless, accessible, and intuitive whilst also strengthening relationships through deeper insights and tailored experiences.

Republic Bank remains committed to growth, innovation, and excellence. The bank is not just celebrating a historic milestone; it is laying the foundation for an even greater future, one where every customer interaction is seamless, meaningful, and rewarding.

“To our customers, we say: Get ready to experience a whole new world of banking. The Republic Bank family is here to connect, innovate, excel, and grow together with you!” Mr. Dzoboku added.

For more company news, visit www.republicghana.com. **End //**

About Republic Bank (Ghana) PLC:

Republic Bank (Ghana) PLC, a subsidiary of Republic Financial Holdings Limited (RFHL) of Trinidad and Tobago, is the largest and most profitable independent bank in the Caribbean. Republic Bank Ghana is Ghana’s leading Universal Banking institution and the most diversified financial institution with a strong reputation for innovation and excellence, the bank is committed to providing market-leading solutions that drive growth and financial empowerment in Ghana and beyond. As a one-stop financial institution, the Bank’s services include Corporate, Commercial, and Retail Banking, Investment Banking, Trustee Services, Mortgage Banking, Visa Credit and Debit Cards, and Microfinance.

The Bank’s parent company, RFHL, is the largest and most profitable independent Bank in the English-speaking Caribbean, having served the region for over 187 years with a total Asset base of over USD 17.7 billion at the end of the 2024 financial year. The Bank focuses on four SDG goals – Good Health and Well-being, Quality Education, Clean Water and Sanitation and Climate Action as part of its Corporate Social Responsibility under its umbrella initiative Power to Make a Difference (PMAD).