

As at 31 December 2019, Deposits from central banks — Transactions with repurchase agreement referred to four REPOs (repurchase agreements) in national currency, contracted with the BNA, with an average maturity of 60 days, remunerated at an average rate of 22.63%.

As at 31 December 2020 and 2019, Deposits from central banks and other credit institutions - Loans refer to short-term liquidity facilities, in the country and abroad, remunerated at market rates.

The caption Deposits from central banks and other credit institutions is detailed as follows:

(Thousands of AOA)

	31-12-2019	31-12-2020
<b>Domestic</b>		
Loans	29,000,000	8,500,000
Other deposits	3,275,629	5,544,081
Interest payable	528,079	53,983
Transactions with repurchase agreement	20,033,025	-
	<b>52,836,733</b>	<b>14,098,064</b>
<b>Abroad</b>		
Loans	121,976,417	-
Deposits	1,667,229	-
Interest payable	13,259	-
	<b>123,656,905</b>	<b>-</b>
	<b>176,493,638</b>	<b>14,098,064</b>

As at 31 December 2020 and 2019, Deposits from central banks and other credit institutions related to loans and deposits, excluding interest payable, had the following structure, by residual maturities:

(Thousands of AOA)

	31-12-2019	31-12-2020
Below 3 months	152,643,646	8,500,000
	<b>152,643,646</b>	<b>8,500,000</b>

As at 31 December 2020 and 2019, the caption Deposits from central banks and other credit institutions bears interest at an average rate of 12.28% and 22.79%, respectively, for national currency, and 4.21% for foreign currency at 31 December 2019.

## Note 17. DEPOSITS FROM CUSTOMERS AND OTHER LOANS

This caption is analysed as follows:

(Thousands of AOA)

	31-12-2019	31-12-2020
<b>Deposits payable on demand of residents</b>		
<b>In national currency</b>		
Corporate	188,932,269	197,719,360
Retail	81,901,702	109,875,211
	<b>270,833,971</b>	<b>307,594,571</b>
<b>In foreign currency</b>		
Corporate	165,124,558	228,430,806
Retail	36,034,737	42,340,813
	<b>201,159,295</b>	<b>270,771,619</b>
	<b>471,993,266</b>	<b>578,366,190</b>
<b>Deposits payable on demand of non-residents</b>		
<b>In national currency</b>		
Corporate	875,625	474,206
Retail	4,527,661	5,722,947
	<b>5,403,286</b>	<b>6,197,153</b>
<b>In foreign currency</b>		
Corporate	1,341,835	985,691
Retail	1,369,034	2,271,520
	<b>2,710,869</b>	<b>3,257,211</b>
	<b>8,114,155</b>	<b>9,454,364</b>
<b>Total deposits payable on demand</b>	<b>480,107,421</b>	<b>587,820,554</b>
<b>Deposits payable on demand in national currency</b>		
Corporate	142,849,966	180,891,796
Retail	83,333,335	112,396,191
Non-resident	2,112,407	2,432,401
	<b>228,295,708</b>	<b>295,720,388</b>
<b>Deposits payable on demand indexed to the United States Dollar</b>		
Corporate	32,588,575	6,176,901
Retail	6,565,006	1,075,803
	<b>39,153,581</b>	<b>7,252,704</b>
<b>Deposits payable on demand in foreign currency</b>		
Corporate	248,103,621	320,740,763
Retail	228,297,546	296,201,522
Non-resident	2,597,530	3,251,894
	<b>478,998,698</b>	<b>620,194,179</b>
<b>Total deposits payable on demand</b>	<b>746,447,986</b>	<b>923,167,271</b>
Total interest payable on deposits payable on demand	8,430,180	12,982,972
<b>Total deposits and interest payable on demand</b>	<b>754,878,167</b>	<b>936,150,243</b>
<b>Total deposits from Customers</b>	<b>1,234,985,588</b>	<b>1,523,970,797</b>

As at 31 December 2020 and 2019, term deposits from Customers, excluding interest payable, had the following structure, by residual maturity periods:

(Thousands of AOA)

	31-12-2019	31-12-2020
<b>In national currency</b>		
Below 3 months	158,088,360	199,810,096
3 to 6 months	24,977,145	39,514,491
6 to 12 months	45,230,203	56,395,801
Above 12 months	-	-
	<b>228,295,708</b>	<b>295,720,388</b>
<b>Indexed to the United States Dollar</b>		
Below 3 months	9,176,162	-
6 to 12 months	27,436,300	6,176,901
Above 12 months	2,541,119	1,075,803
	<b>39,153,581</b>	<b>7,252,704</b>
<b>In foreign currency</b>		
Below 3 months	177,331,536	267,931,128
3 to 6 months	142,115,368	168,131,059
6 to 12 months	159,551,794	184,131,992
Above 12 months	-	-
	<b>478,998,698</b>	<b>620,194,179</b>
	<b>746,447,986</b>	<b>923,167,271</b>

At 31 December 2020 and 2019, term deposits from Customers, excluding interest payable, had the following structure by currency and average interest rate:

(Thousands of AOA)

	31-12-2019		31-12-2020	
	Average interest rate	Amount	Average interest rate	Amount
in Kwanza	8.53%	228,295,708	8.23%	295,720,388
Indexed to the United States Dollar	2.90%	39,153,581	3.00%	7,252,704
In United States Dollar	3.02%	429,498,197	2.48%	549,931,247
In Euro	2.29%	48,653,370	2.00%	69,038,286
In Pound	1.00%	348,706	1.00%	487,255
in Swiss Franc	0.25%	498,425	0.25%	737,391
		<b>746,447,986</b>		<b>923,167,271</b>

## Note 18. PROVISIONS

As at 31 December 2020 and 2019, the caption Provisions is analysed as follows:

(Thousands of AOA)

	Provisions for guarantees and other commitments	Other provisions for liabilities and charges	Total
<b>Balance as at 31 December 2018</b>	<b>991,544</b>	<b>4,169,557</b>	<b>5,161,101</b>
Charges for the period/Reversals (Note 31)	(432,466)	2,115,473	1,683,007
Charge-off	-	(465,517)	(465,517)
Reclassifications/Transfers	-	(41,819)	(41,819)
Exchange differences and other (Note 26)	279,749	1,765,497	2,045,246
<b>Balance as at 31 December 2019</b>	<b>838,827</b>	<b>7,543,191</b>	<b>8,382,018</b>
Charges for the period/Reversals (Note 31)	85,476	533,010	618,486
Charge-off	-	(7,935,326)	(7,935,326)
Exchange differences and other (Note 26)	93,579	2,773,776	2,867,355
<b>Balance as at 31 December 2020</b>	<b>1,017,882</b>	<b>2,914,650</b>	<b>3,932,532</b>

As at 31 December 2020 and 2019, the caption Provisions for guarantees and commitments records provisions for documentary credit granted and guarantees provided.

The balance of Other provisions for risks and charges covers certain properly identified contingencies arising from the Bank's activity which are reviewed on each reporting date with the purpose to reflect the best estimate of the amount and associated probability of payment.

At 31 December 2020 and 2019, the balance of the caption Other provisions for risks and charges includes the amount of AOA 2,386,732 thousand and AOA 7,407,843 thousand, respectively, relating to contributions to be made by the Bank in the pension fund. In the period ended 31 December 2020, the charge-off recorded mainly relate to the offsetting/execution of payments to the defined contribution pension fund (Note 2.13).