

# Ubuntu National Bank (UNB)

**Industry:** Retail & Commercial Banking

**Operating Region:** Southern Africa

**Founded:** 1998

**Customers:** ±3.5 million

**Core Systems:** Legacy Core Banking System + New Data Warehouse initiative

## Problem Statement

Ubuntu National Bank's executive committee has identified **critical inconsistencies in operational and financial reporting.**

Different departments report **different numbers** for:

- Total customer balances
- Monthly transaction volumes
- Active vs dormant accounts
- Loan exposure and repayments

Regulators have issued a **warning** regarding:

- Data lineage
- Auditability
- Accuracy of financial figures

## If this is not fixed:

- The bank risks **regulatory fines**
- Strategic decisions will be made on **wrong data**
- Customer trust will decline