
UniCredit Group: 1Q14 Results



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Executive Summary

Core Bank net profit at 1 bn thanks to solid contribution of Commercial Bank Italy. Non Core assets further down. CET1 ratio at 9.5% fully loaded

- **Net profit at 712 mln at Group level, implying a 7% RoTE, a remarkable step towards the 2 bn 2014 target**
- **The Core Bank closed the quarter with 1 bn net profit, meaning 12% RoAC:**
 - ✓ Resilient revenues driven by strong increase in the Commercial Bank Italy. Net interest up 3.5% y/y thanks to the repricing on deposits and up 2.9% q/q net of two days less, FX and methodological changes in 4Q13
 - ✓ Dropping costs (-7.2% q/q) also as a result of the write-offs in 4Q13
 - ✓ Sound 48 bps Cost of Risk following the exceptional effort to raise the coverage ratios in Italy and CEE in 4Q13
 - ✓ Asset quality stable q/q and coverage ratio up thanks to lower new inflows and higher recoveries & collections
 - ✓ All the divisions closed the quarter with a net profit, with the Commercial Bank Italy registering a solid 0.5 bn net profit, followed by CIB and CEE
- **Non Core shrunk the losses to only 0.3 bn, while the asset reduction continued also this quarter (-2.3% q/q, -9.0% y/y). Coverage ratio at 53%**
- **Further improvement in terms of balance sheet, liquidity position and capital base:**
 - ✓ Funding gap stable at 32 bn, and leverage ratio at 18.4x
 - ✓ 2014 funding plan already 36% achieved so far, 42% in Italy
 - ✓ Risk weighted assets up after the introduction of Basel 3. Advanced steps to realize savings in excess of 10 bn in the next couple of quarters (market and operational risks)
 - ✓ CET1 ratio at 9.5% fully-loaded, or at 9.9% on a transitional basis, including the net profit and assuming 10 cents dividend accrual, in line with last year payout



Agenda

Group

 Core Bank

 Non Core

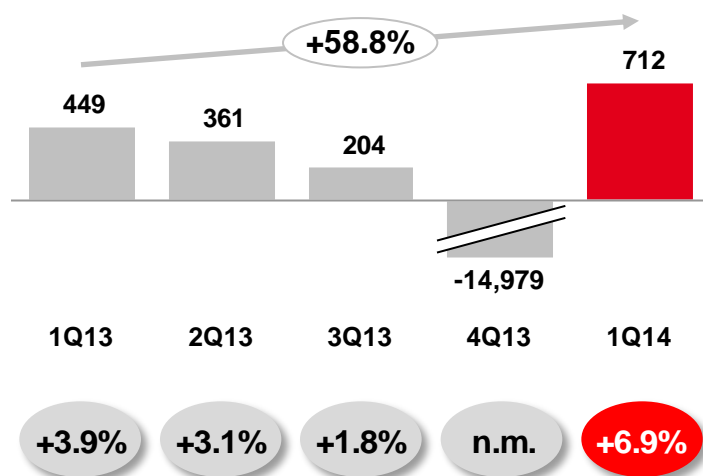
 Annex



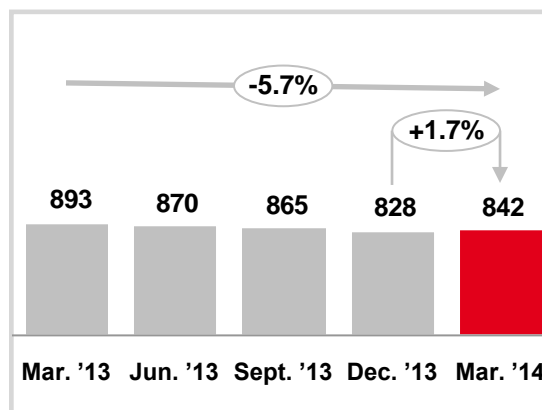
Group - Results

A strong 712 mln in 1Q14 is a remarkable step to achieve the 2 bn target net profit by the end of the year, while maintaining a prudent risk approach

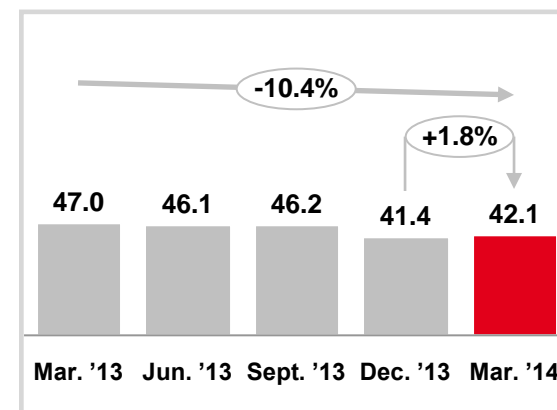
Net Profit, mln



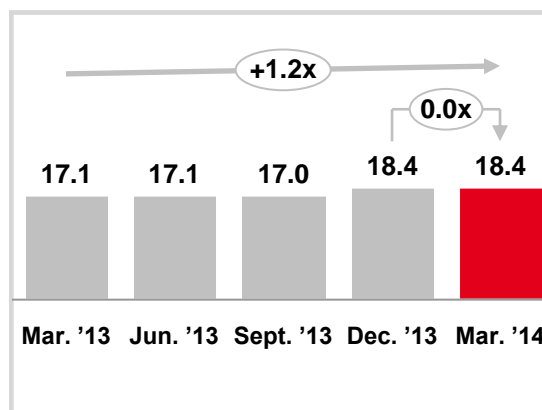
Total Assets, bn



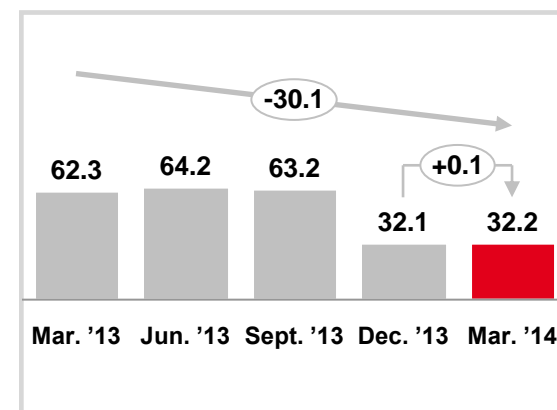
Tangible Equity, bn



Leverage Ratio



Funding gap, bn



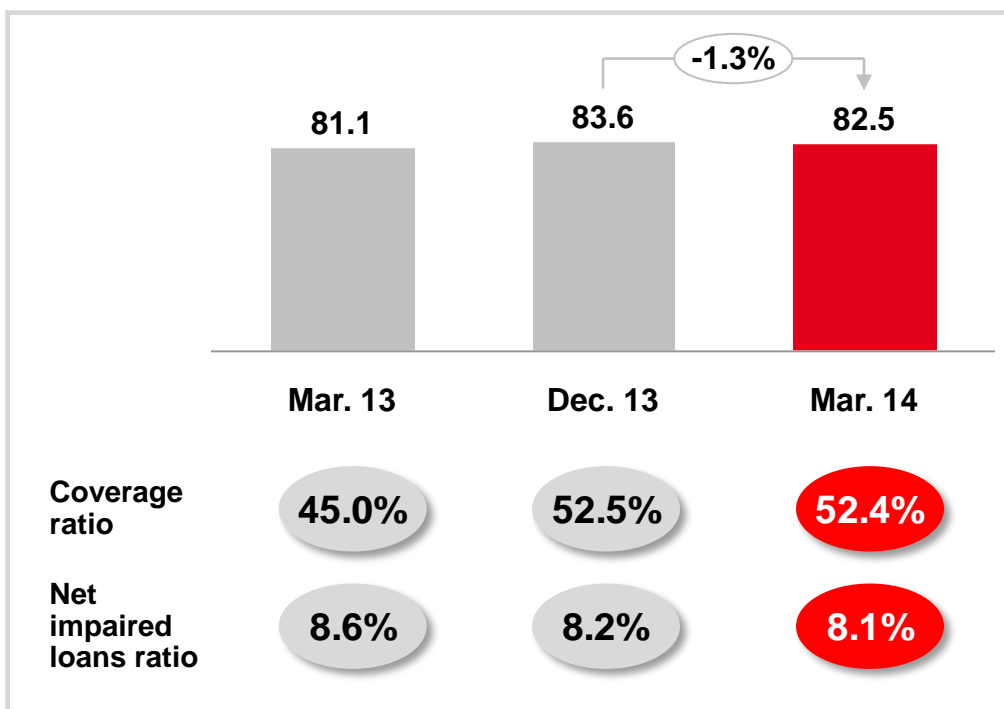


Group Asset Quality

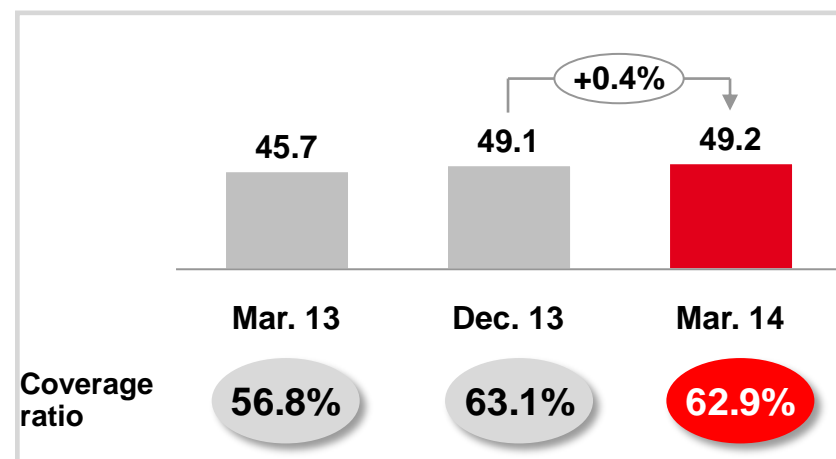
Stock down for the first time since the inception of the crisis in 2008

Solid coverage ratio on impaired loans at over 52% (63% on NPLs)

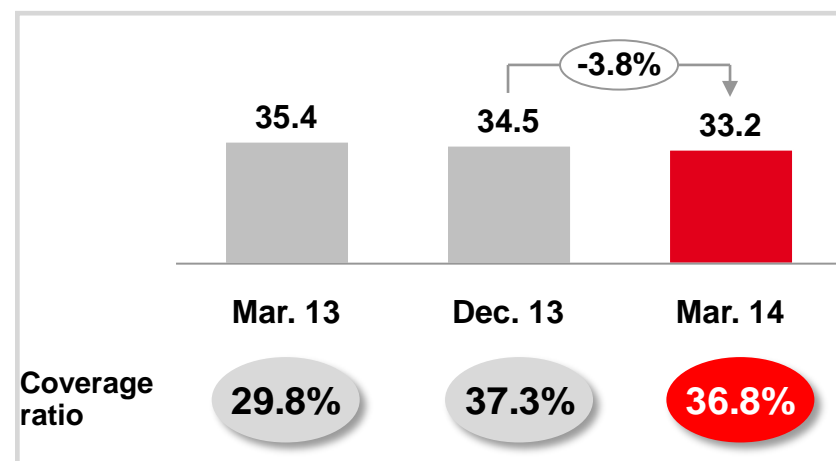
Gross impaired loans (bn)



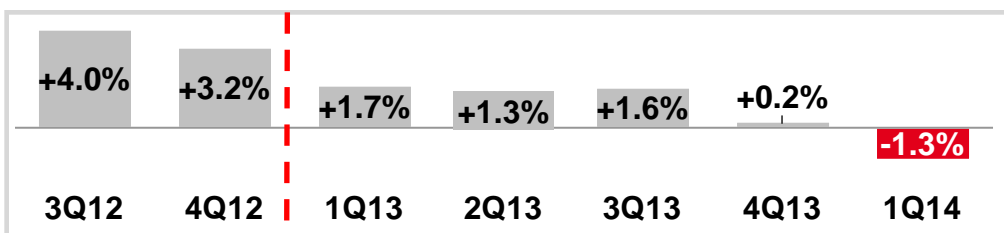
NPLs (bn)



Other impaired loans (bn)



Gross Impaired Loans – Quarterly variation⁽¹⁾



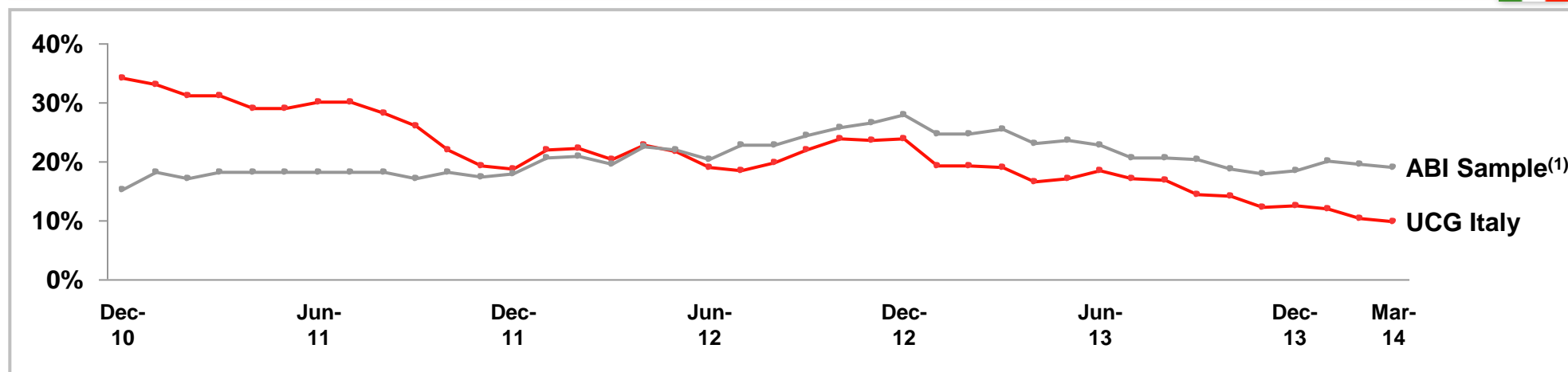
⁽¹⁾ The variations in 3Q12 and 4Q12 are not pro-forma for IFRS10 and IFRS11



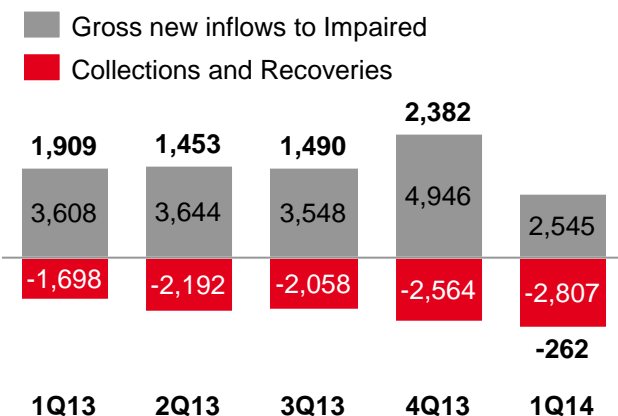
Group Asset Quality in Italy

Improving new flows trend vs market confirmed also in 2014. The sale of vintage NPLs for 1.1 bn had a 60 bps impact on coverage ratio and positive P&L effect

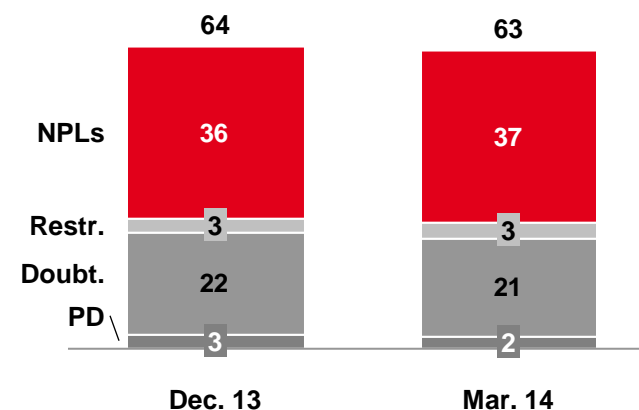
Impaired loans y/y growth, %



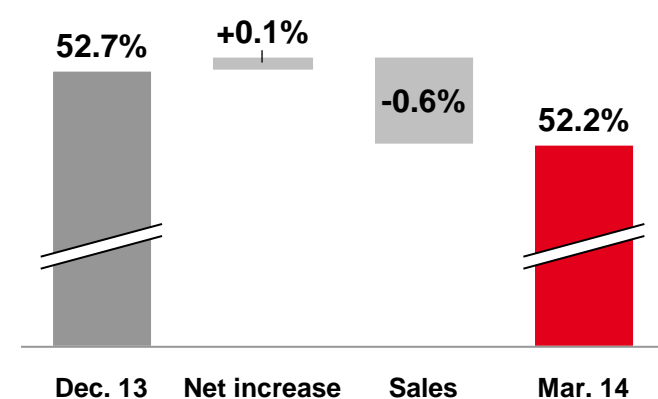
Italy – additions, mln⁽²⁾



Italy – stock of gross impaired, bn



Italy – coverage ratio, %



⁽¹⁾ Italian Banking Association - sample composed by approx. 80% of Italian Banking system; households and Non Financial Corporations

⁽²⁾ Inflows from Gross Performing Loans to Gross Impaired Loans in the period; Collections and Recoveries are the flows from Gross

7 Impaired Loans back to Gross Performing Loans and the Collections of Gross Impaired Loans

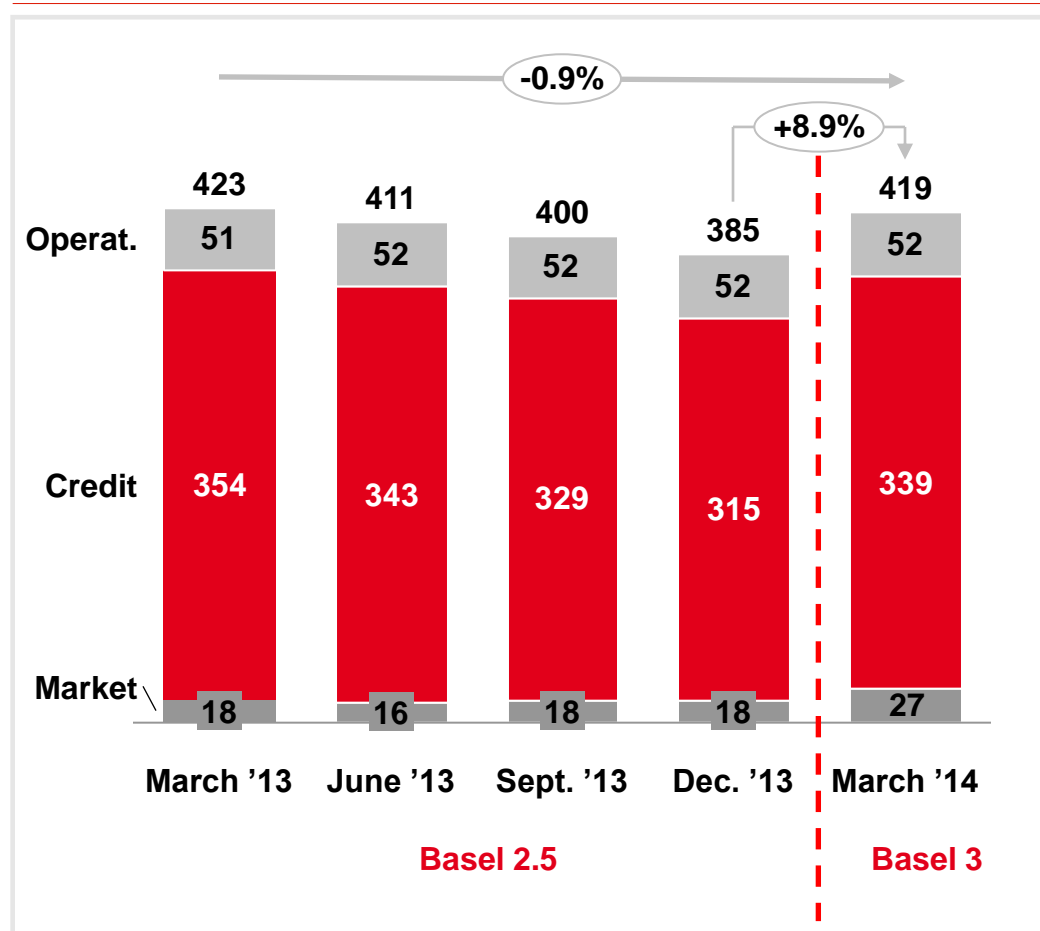


Group - Capital

RWAs at 419 bn after the introduction of Basel 3 rules.

Net of Basel 3 impact, the quarterly trend was broadly flat

RWA⁽¹⁾, eop (bn)



Divisional Breakdown - RWA, bn

		q/q	y/y
CB Italy	75	-3.4%	+2.1%
CB Germany	35	+4.1%	-6.1%
CB Austria	27	+8.2%	+6.9%
CEE	83	+2.1%	-6.9%
Poland	25	+0.5%	+6%
CIB	77	+2.7%	-15.7%
AG	3	+9.2%	+6.8%
AM	2	+2.5%	+6.2%
Corporate Centre	61	+100.4%	+68.2%
Non Core	30	-4.5%	-26.8%

⁽¹⁾ RWAs as of December 2013 do not include the Floor effect, which currently has not impact under Basel 3 rules

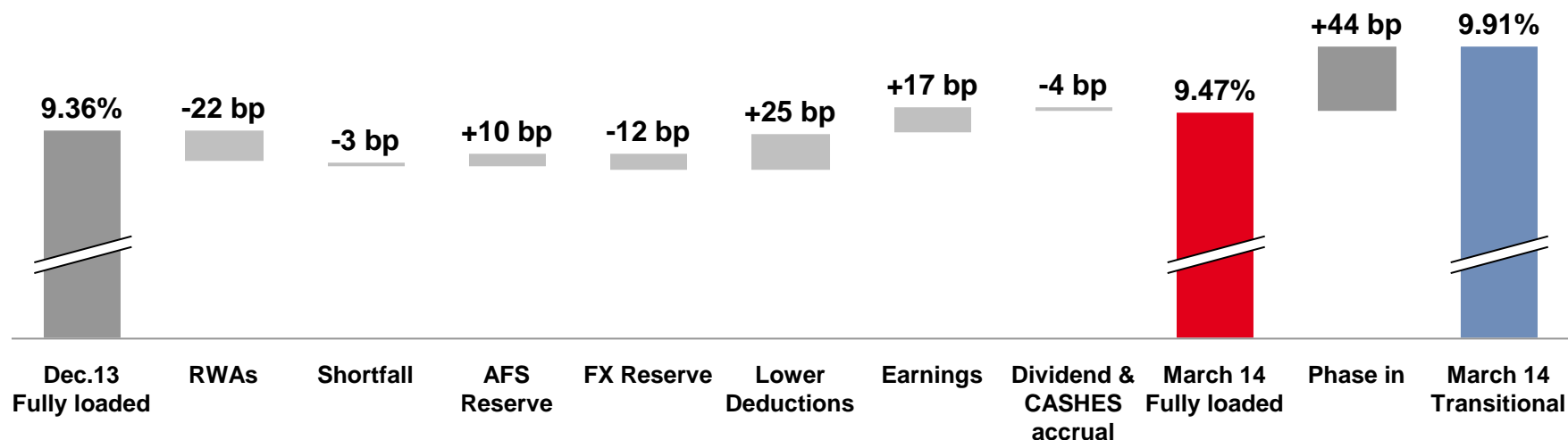


Group - Capital

CET1 ratio fully loaded increasing to 9.5%

First Italian bank to issue a CRD IV compliant AT1 instrument

Basel 3 - Common Equity Tier I ratio: q/q evolution (basis points)



CET1 (bn)	38.1	39.4	41.3
Tier1 (bn and %)			44.1 10.6%
Total Capital (bn and %)			59.2 14.2%
Fully loaded RWAs (bn)	407	416	416

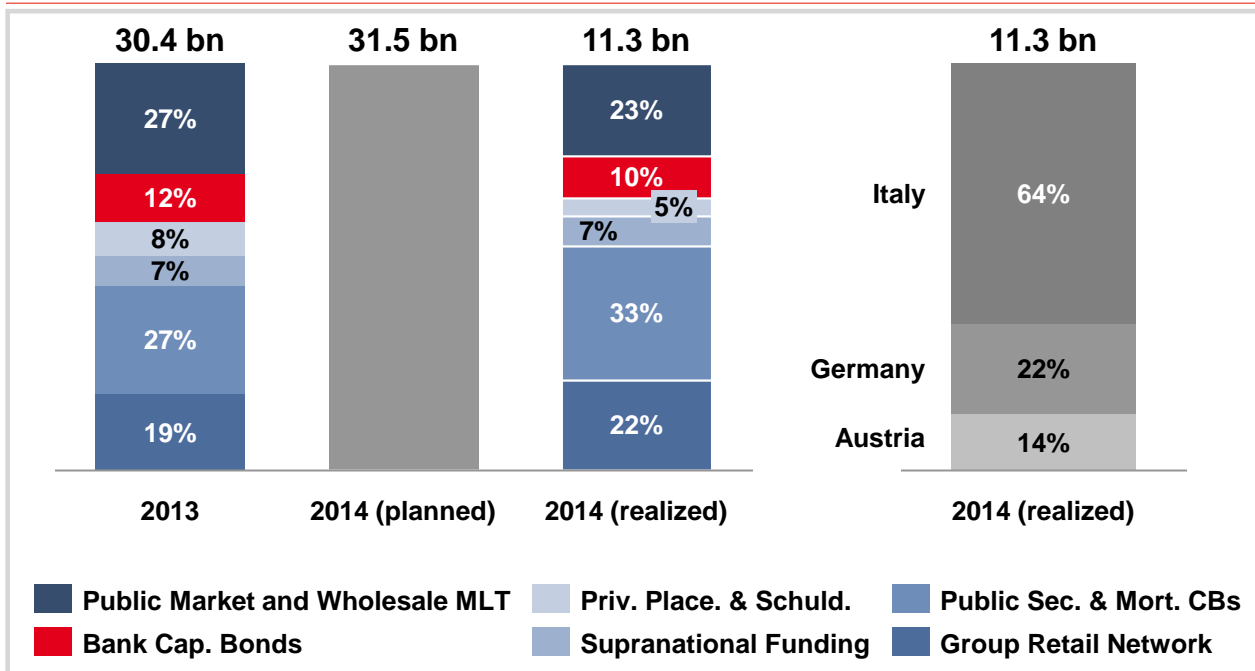
RWAs as of March 2014 already include the 2.5 bn savings from the conversion of DTAs into tax credit following the loss of UniCredit SpA in 2013 which will be approved by the Shareholders' meeting in May 2014



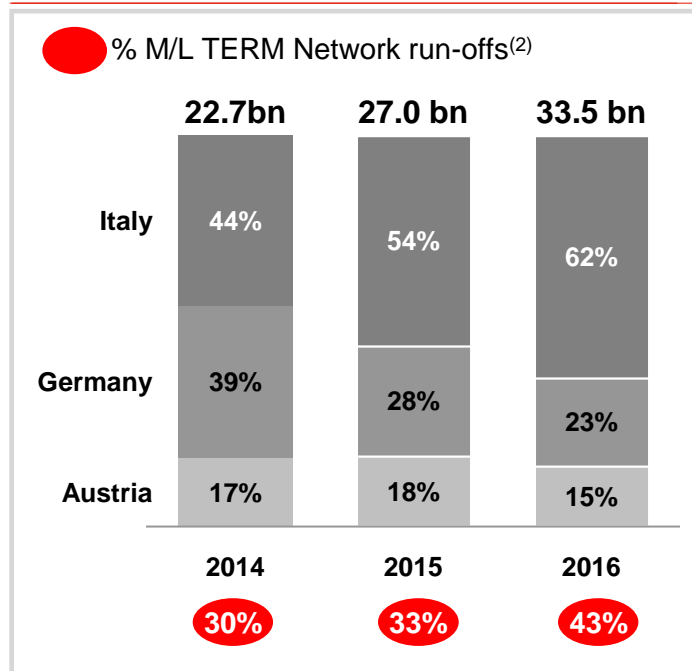
Medium-Long Term funding plan

Almost 36% of the funding plan already realized; more than 42% in Italy
UniCredit repaid 10 out of 26 bn LTRO

Funding Mix, managerial data



% of m/l term run offs by Region⁽¹⁾



- As of today, almost 36% of 2014 funding plan already realized (42% in Italy)
- Repaid 10.1 bn LTRO (of which 5 bn in 2014). The remaining 16 bn will be progressively repaid, leveraging on the wide range of UniCredit money market and wholesale investor base
- Liquidity assets immediately available amount to 135 bn net of haircut and well above 100% of wholesale funding maturing in 1 year

(1) Run-offs as of 31 mar 2014 refer only to UCG securities placed on external market. InterCompany are not included

(2) The Network Bonds have been reclassified according to a definition based upon their origination (i.e. bonds originated through the Network only)



Agenda

■ Group

■ **Core Bank**

■ Non Core

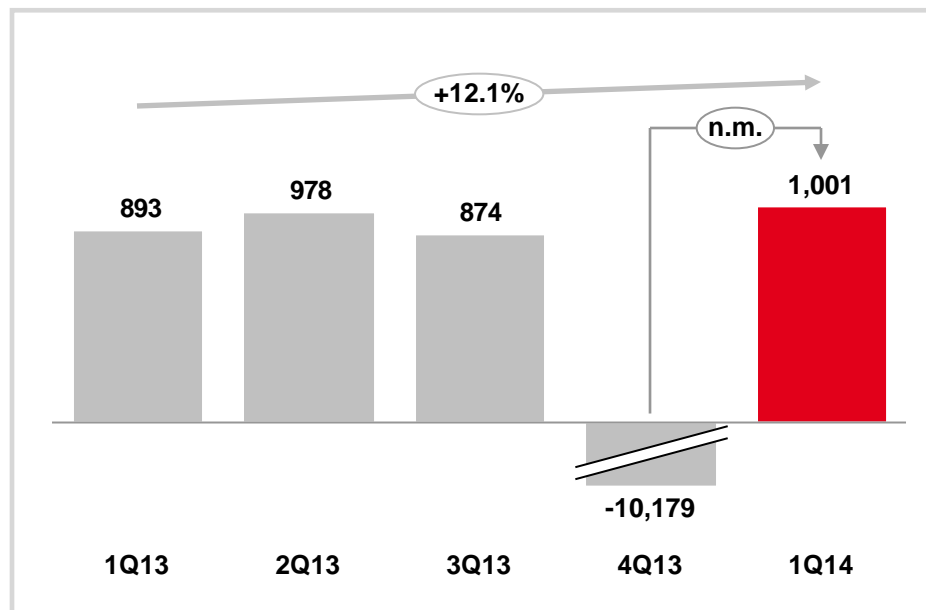
■ Annex



Core Bank – Net Profit

The Core Bank started 2014 with 1 bn net profit, mostly driven by the Commercial Bank Italy, CIB and CEE. All divisions closed the quarter with profits

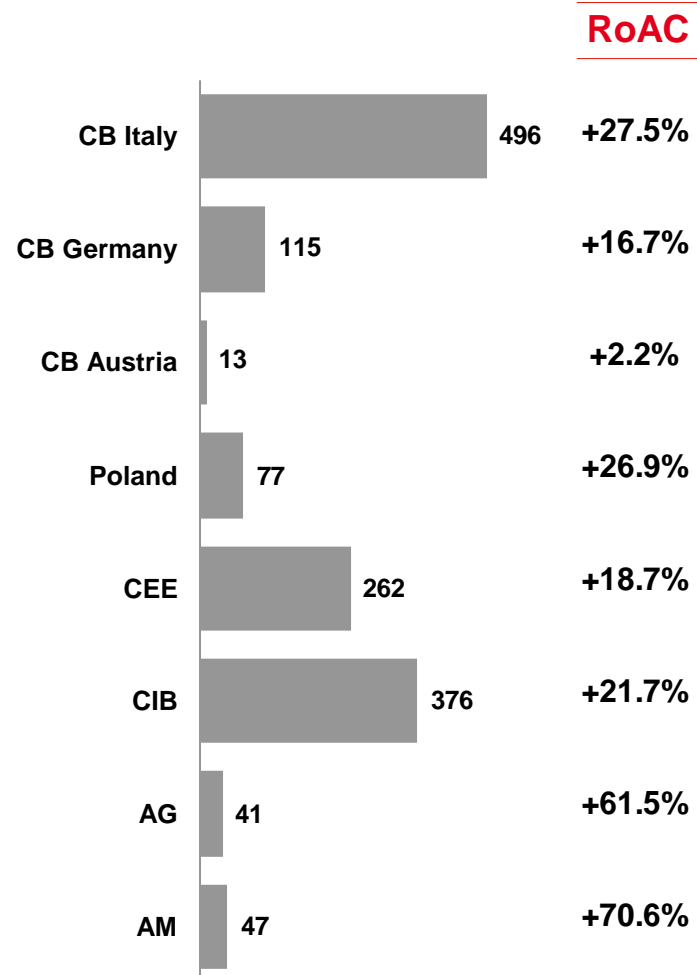
Net Profit, mln



RoAC



Divisional Breakdown – 1Q14 Net Profit, mln

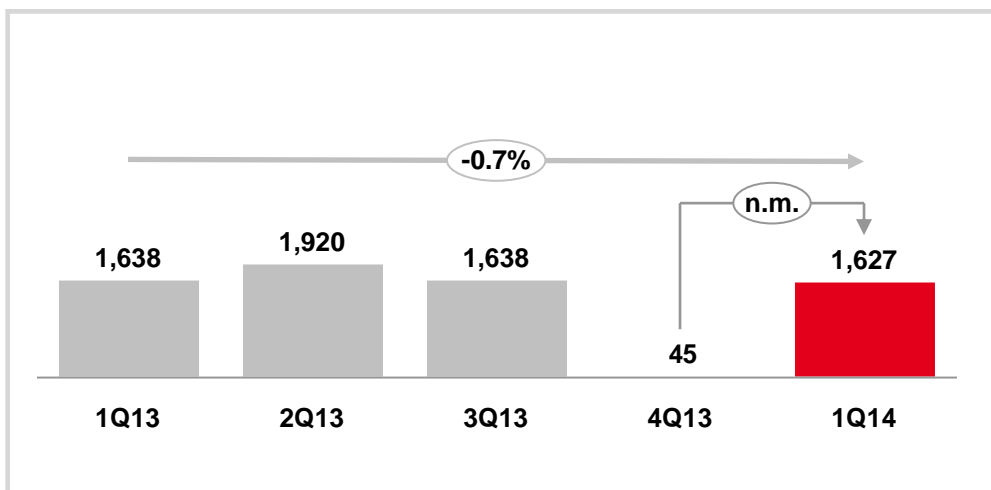




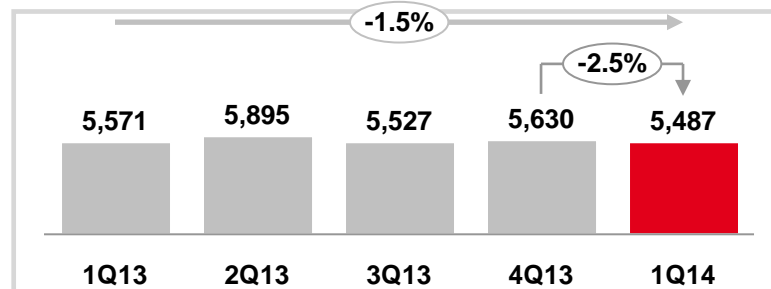
Core Bank - Net Operating Profit breakdown

Fast rebound in NOP after non-recurring items in 4Q13, driven by Cost and Loan Loss Provisions. Revenues held up well

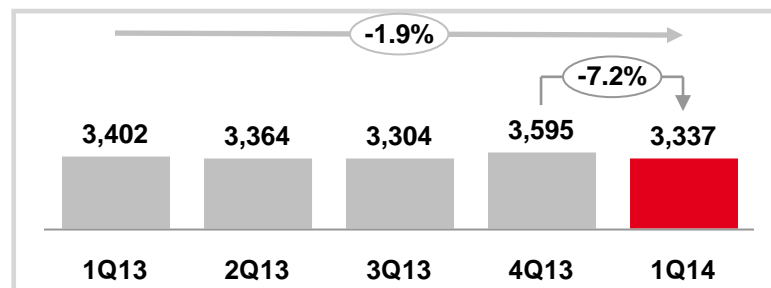
Net Operating Profit, mln



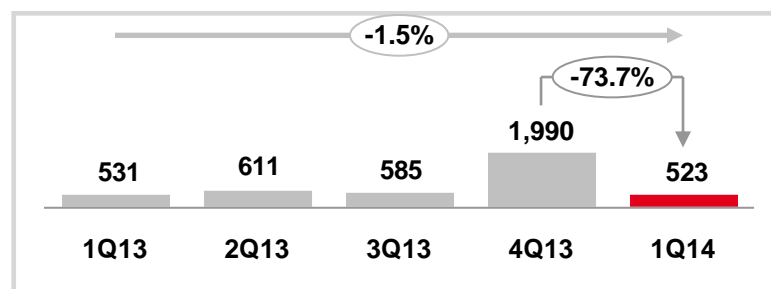
Revenues, mln



Costs, mln



Loan Loss Provisions, mln

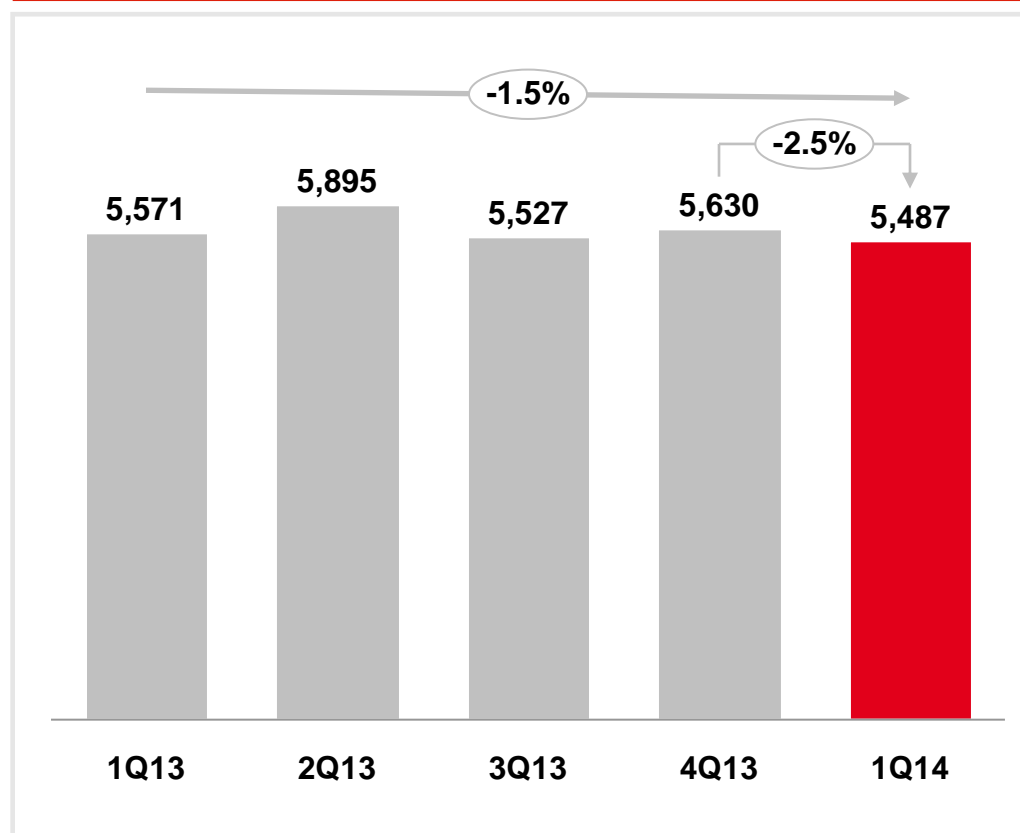




Core Bank – Total Revenues

Resilient revenues considering the non-recurring items in 4Q13 in CEE, the performance fees in AM and two interest days less

Revenues, mln



Divisional Breakdown – 1Q14 Revenues, mln

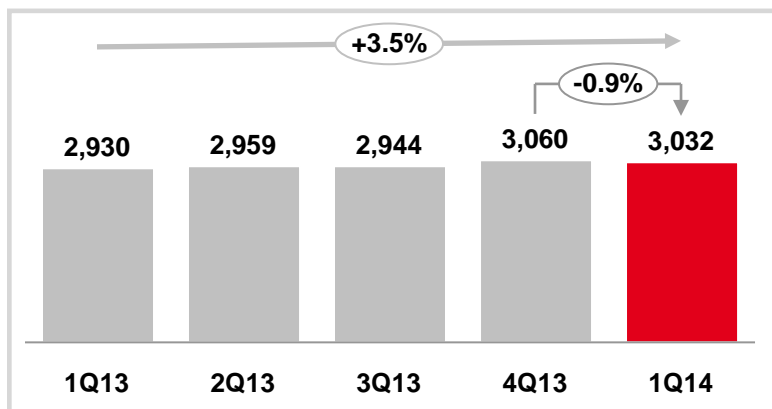
		q/q	y/y
CB Italy	2,118	+8.7%	+9.1%
CB Germany	706	+3.7%	-15.2%
CB Austria	387	-8.8%	+4.5%
Poland	429	-6%	-3.3%
CEE	902	-23.4%	-11.6%
CIB	963	-7.9%	-12%
AG	149	+4.8%	+5.4%
AM	186	-7.1%	+6.3%



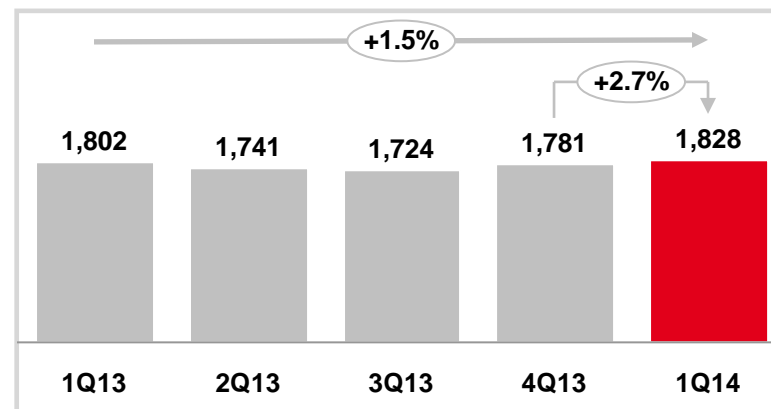
Core Bank – Total revenues

Net interest growing y/y (and q/q net of the two days less in 1Q). Positive trend in fees and commissions confirmed. Turkey impacted by lower AFS gains

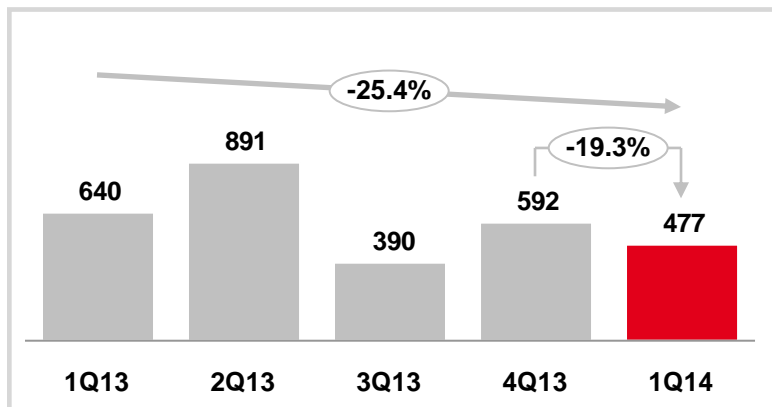
Net interest, mln



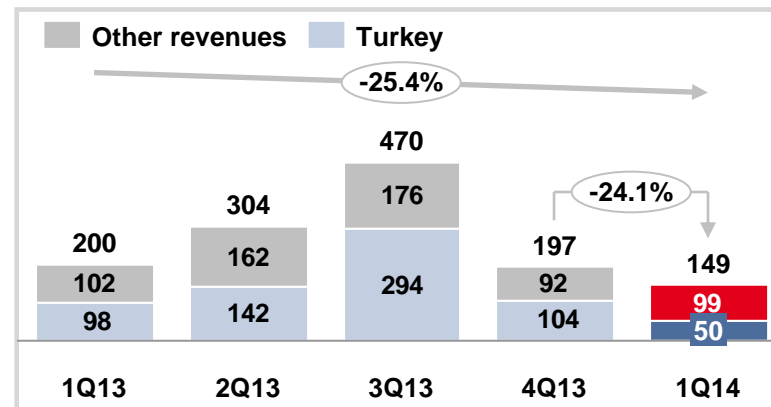
Net Fees and Commissions, mln



Trading income, mln



Dividends and other income, mln

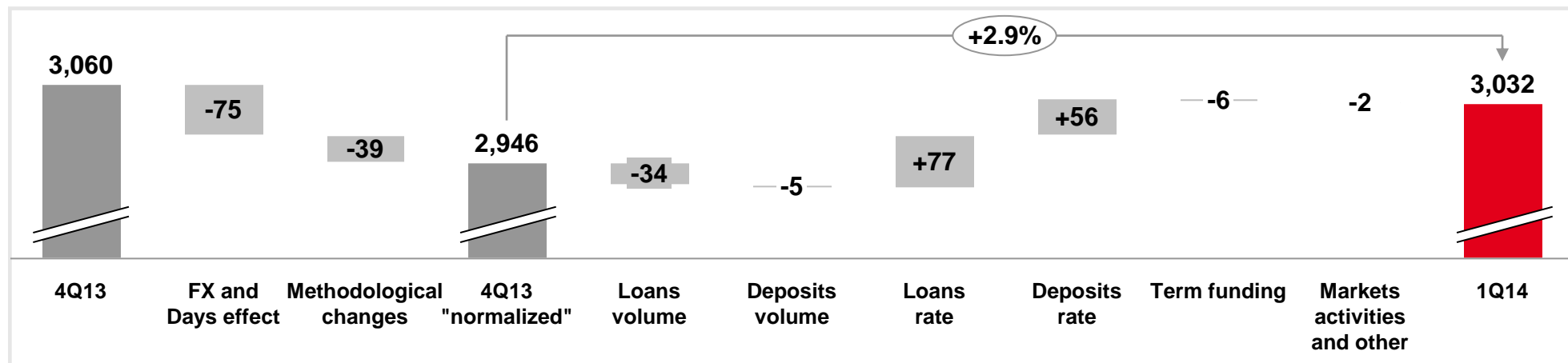




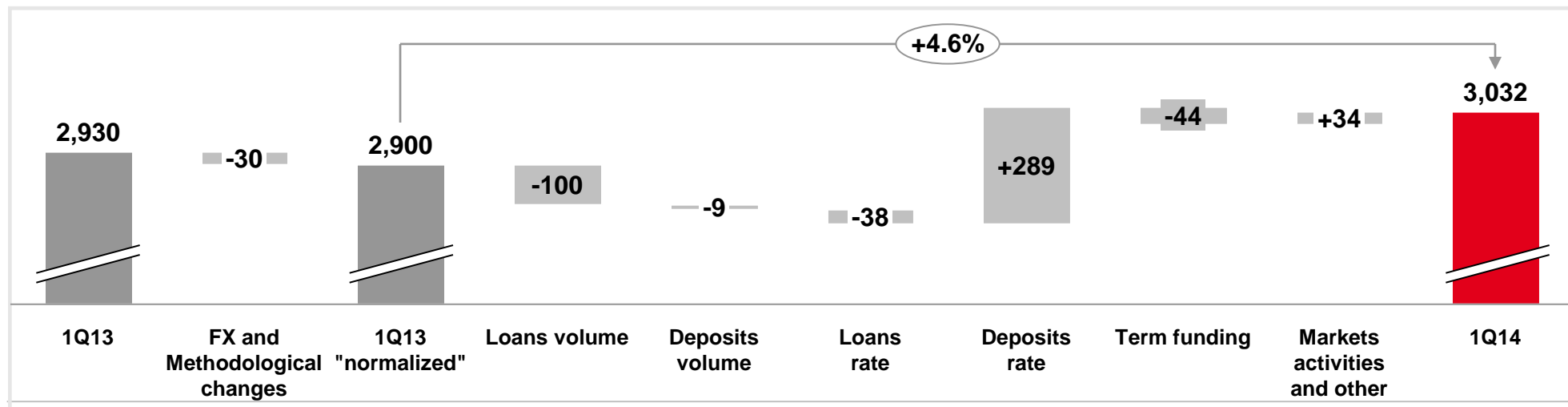
Core Bank – Net interest

Net interest increased by 2.9% q/q net of FX and methodological changes
Positive repricing effect offset loan volumes still affecting the trend

Net interest bridge q/q (mln)



Net interest bridge y/y (mln)

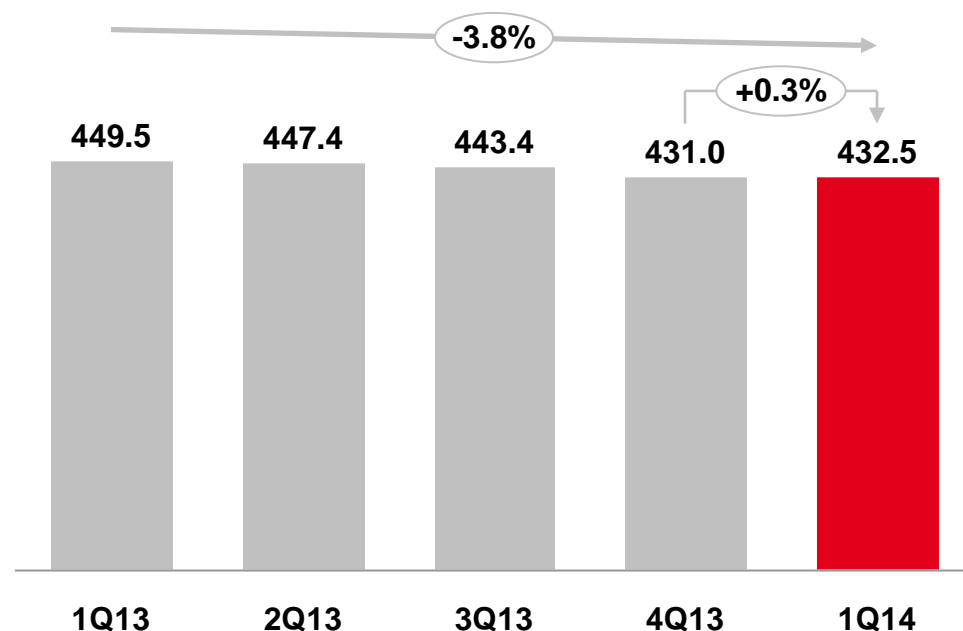




Core Bank – Customer Loans

Customer Loans held up thanks to Institutional and Market Counterparts

Customer Loans, bn



Divisional Breakdown – Customer Loans, bn

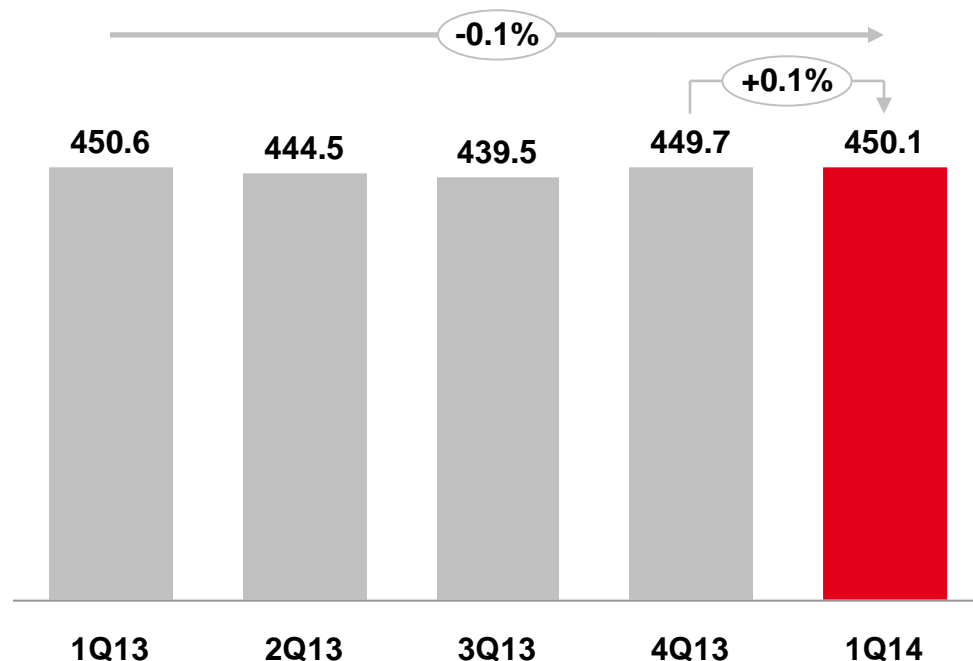
		q/q	y/y
CB Italy	118.9	+0.8%	-2.4%
CB Germany	73.3	-0.3%	-3.7%
CB Austria	40.4	-0.5%	-2.4%
Poland	25.6	+2.1%	+10%
CEE	55.8	-2.3%	-6%
CIB	50.0	-1.9%	-19.4%
Other	1.1	+5.7%	+4.2%
Institutional and Market Counterparts	67.5	+4%	+4.7%



Core Bank – Direct Funding

Also on the direct funding side the Institutional and Market Counterparts contribution increased, whereas CEE and Poland declined partially due to FX

Customer Direct Funding, bn



Divisional Breakdown – Direct Funding, bn

		q/q	y/y
CB Italy	147.1	-1.4%	-5.1%
CB Germany	69.6	-3.1%	-0.4%
CB Austria	48.8	+2.3%	-2.3%
Poland	27.3	-6.1%	+5.2%
CEE	47.3	-4.4%	+2.4%
CIB	29.1	+2.4%	-15.3%
Other	19.2	+4.1%	+9.7%
Institutional and Market Counterparts	61.6	+11.1%	+19.3%

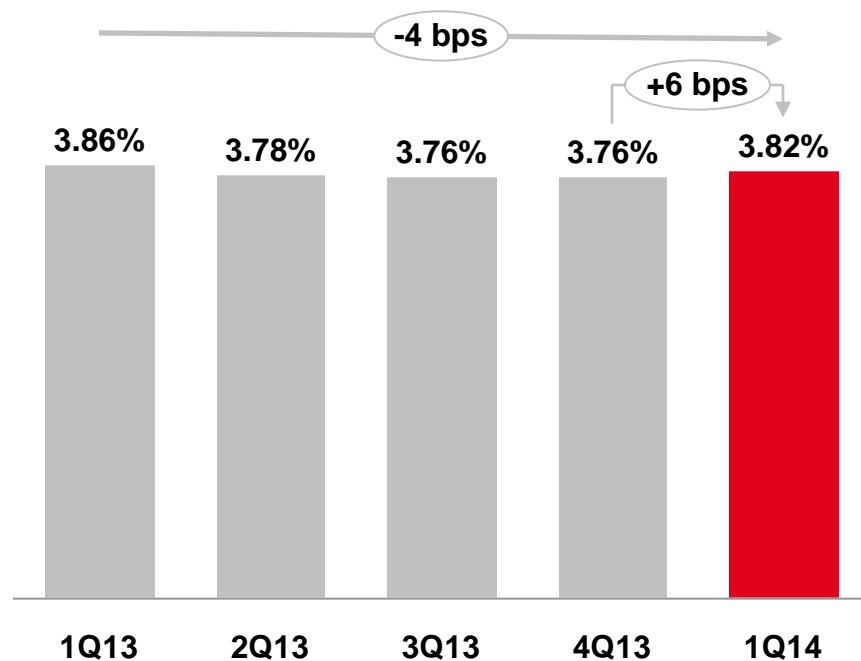
Customer Direct Funding: total customer deposits + customer securities in issue



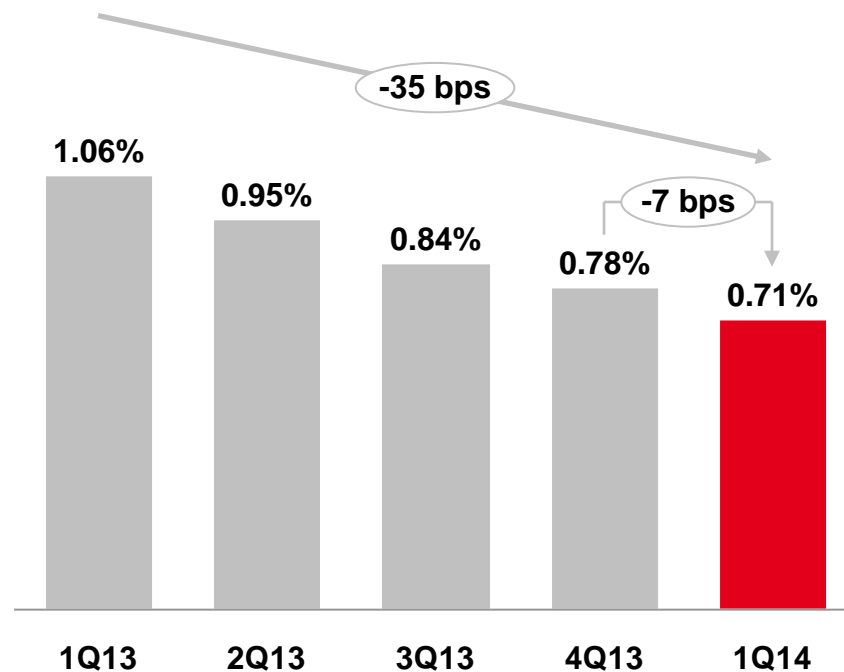
Core Bank – Customer Rates

Improving margins thanks to the ongoing repricing on deposits and in this quarter also positive contribution from customer lending rate

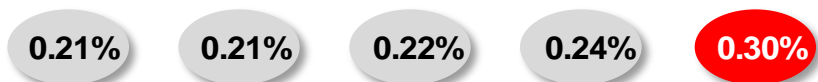
Lending customer rate, % (managerial figures)



Deposits customer rate, % (managerial figures)



Euribor
3M



Euribor
1M



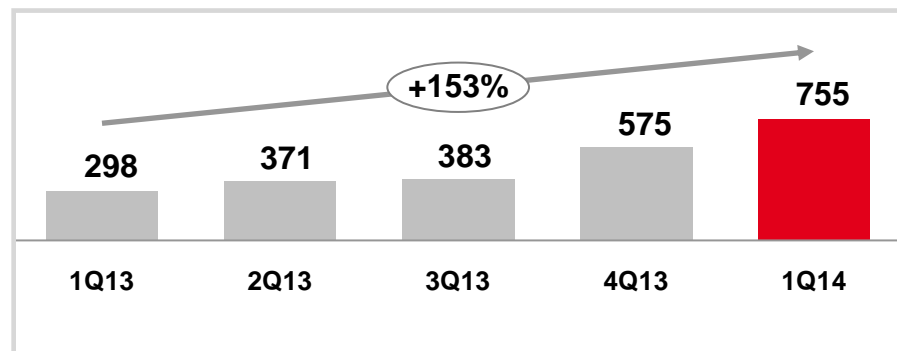


Core Bank – New origination in Italy

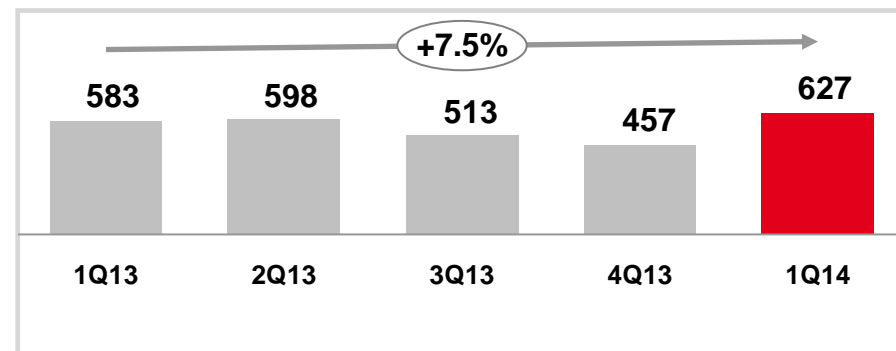
The remarkable increase in new origination in Italy is a tangible sign that the Group is ready to redeploy capital and funding in new healthy business



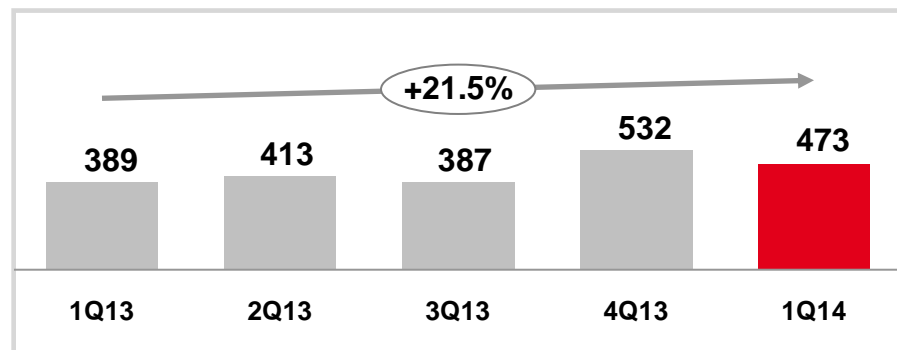
Household mortgages new flows, mln



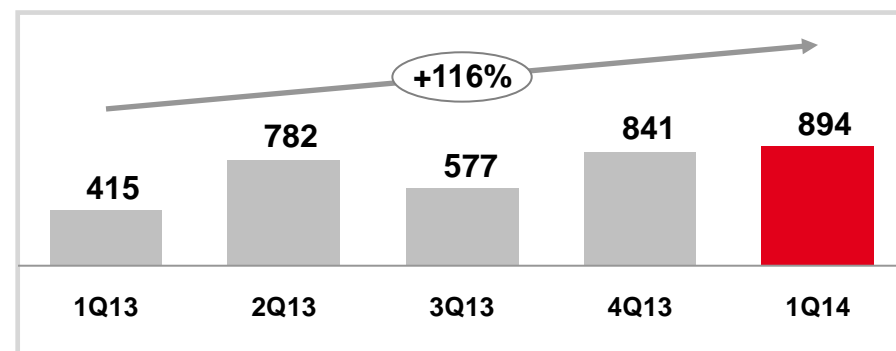
Personal loans new flows, mln



Small Business MLT loans new flows, mln



Corporate MLT loans new flows, mln

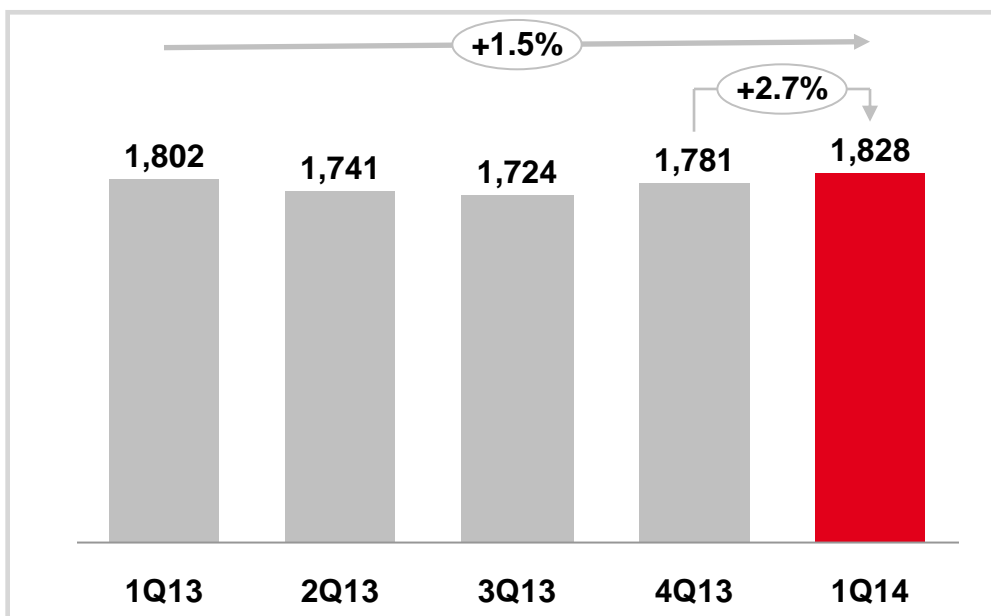




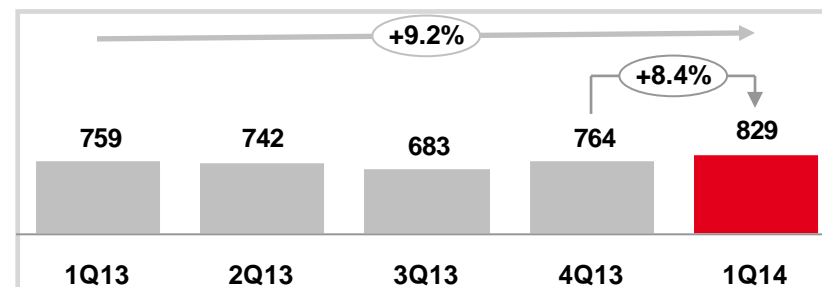
Core Bank – Fees and Commissions

Strong increase in Investment services fees driven by AuM and Bancassurance placements in Commercial banks Italy and Germany

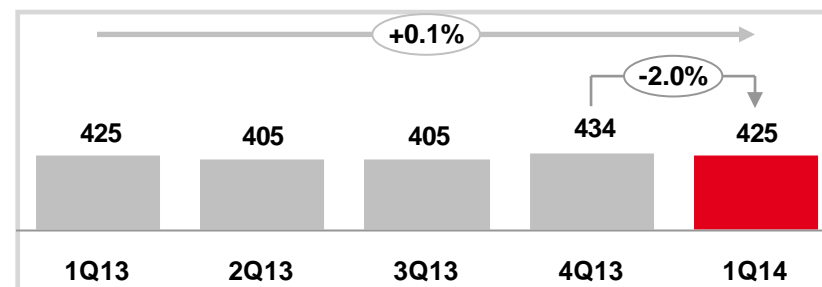
Net fees and commissions (mln)



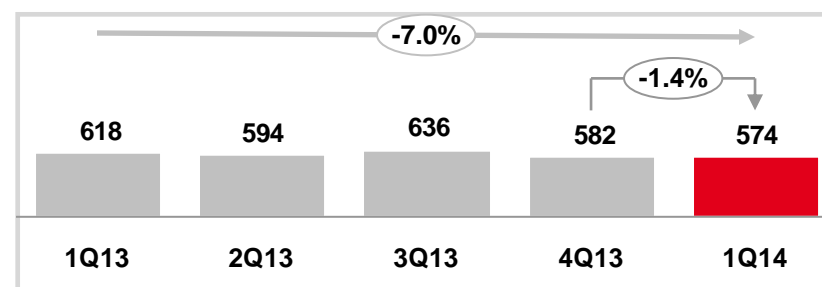
Investment services fees , mln



Financing services fees , mln



Transactional and banking services fees, mln



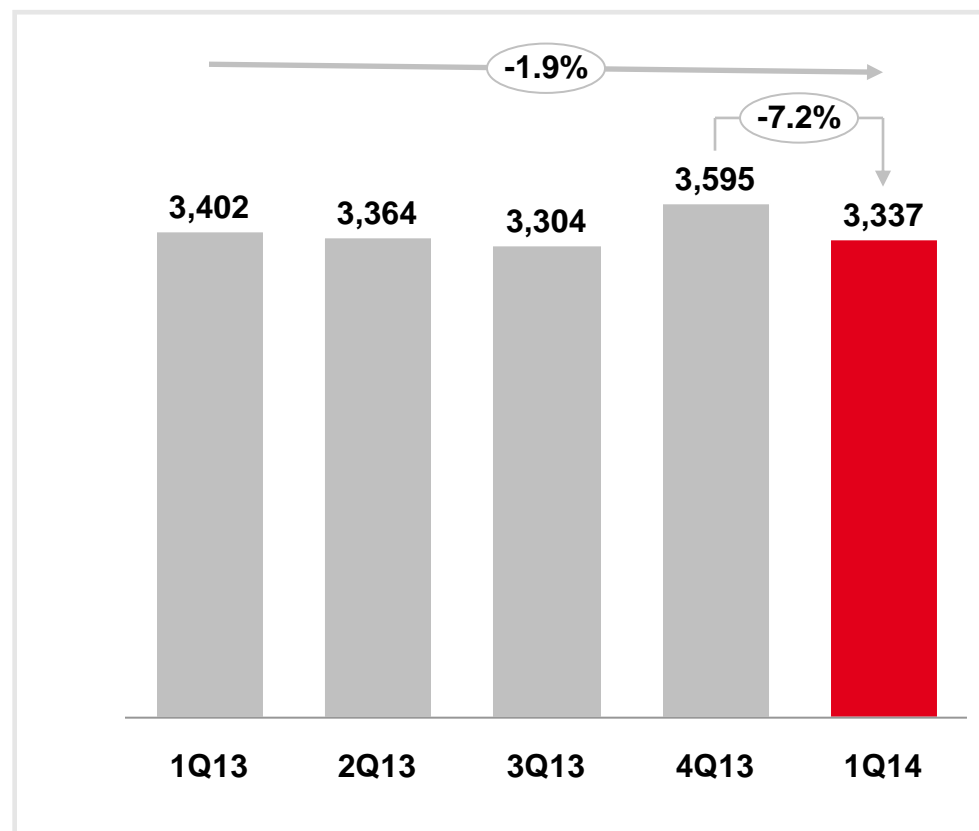


Core Bank – Total Costs

Costs down also net of the write-offs in 4Q13

The commercial banks and CEE are the major contributors to the drop

Costs, mln



Divisional Breakdown – 1Q14 Costs, mln

C/I			q/q	y/y
49%	CB Italy	1,044	-0.8%	-1.2%
74%	CB Germany	522	-1.4%	-2.5%
94%	CB Austria	365	-3.3%	+1.3%
48%	Poland	206	+1.8%	-0.5%
46%	CEE	415	-10%	-4.6%
47%	CIB	448	+5%	+4.4%
54%	AG	80	+5.7%	+2.2%
64%	AM	120	-28.9%	+3.5%

Cost income

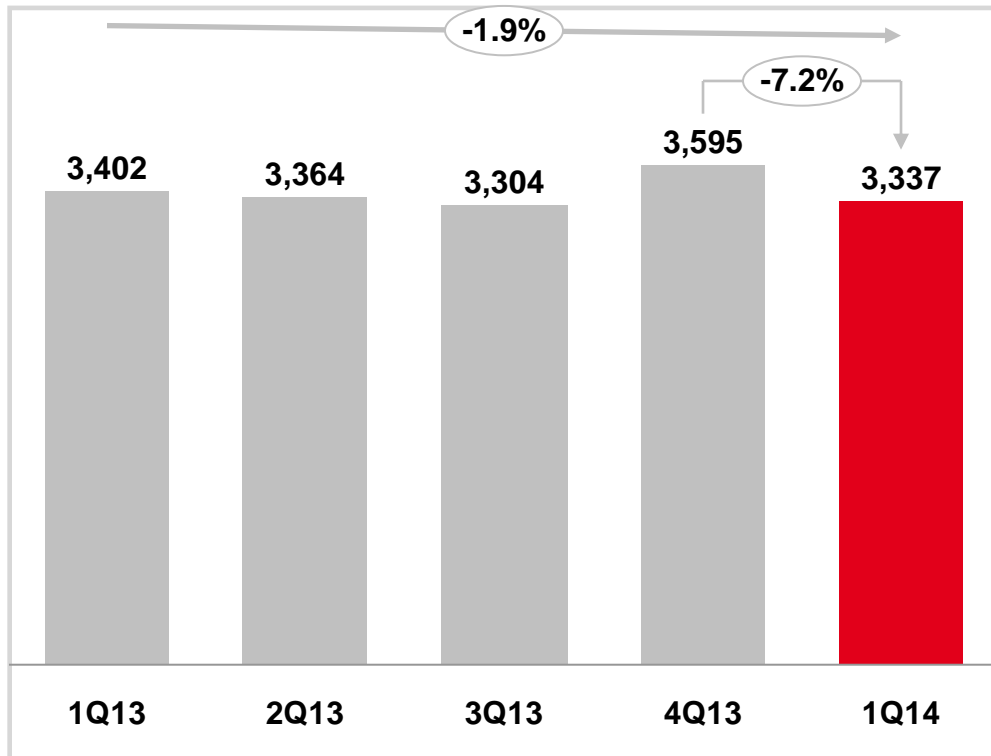




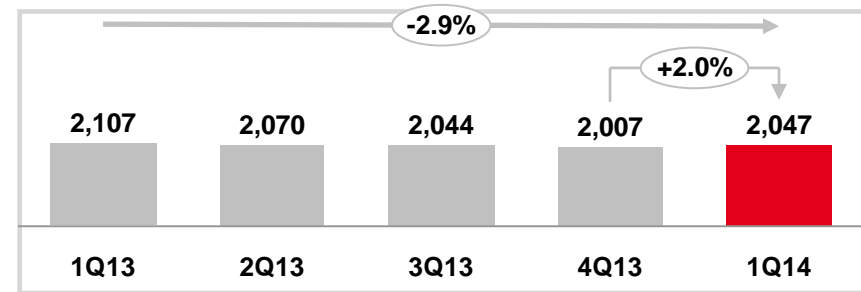
Core Bank – Total costs

The yearly trend is the result of the strong restructuring actions taken so far

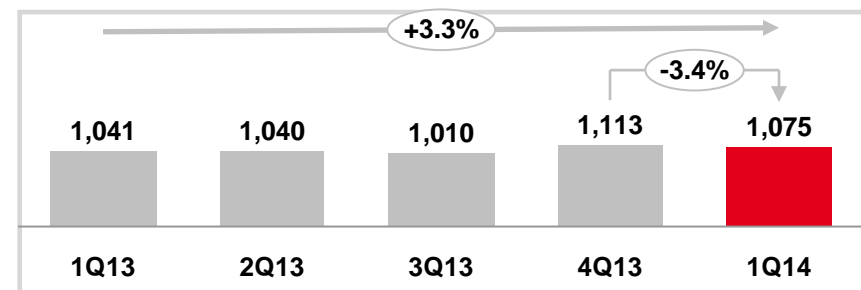
Total costs (mln)



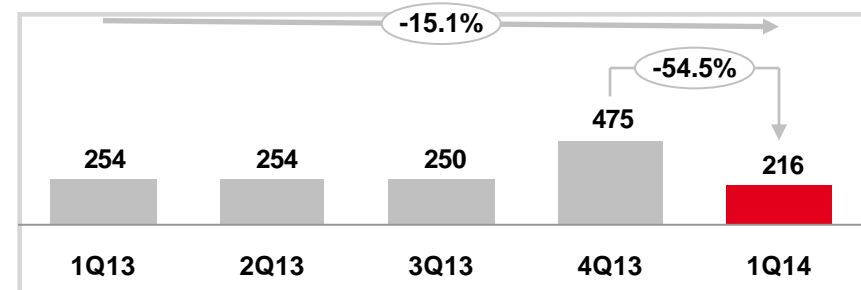
Staff expenses, mln



Other Administrative Expenses, mln



Depreciation & Amortization, mln

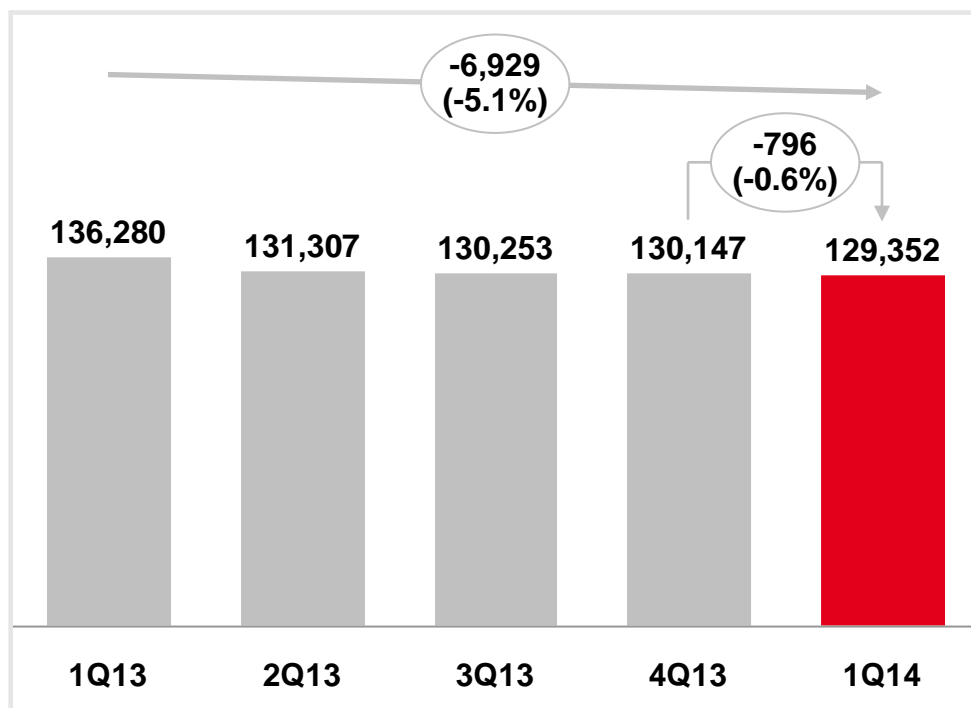




Core Bank – FTEs

Almost 800 exits in the quarter, mostly in CEE, Commercial Bank Italy, CIB and Commercial Bank Germany

FTEs⁽¹⁾ (unit)



■ The data consider the Ukrainian subsidiary (6,090 FTEs in 1Q14) which is re-classified as Held for Sale

Divisional Breakdown – FTEs (unit)

		q/q	y/y
CB Italy	37,343	-204	-1,050
CB Germany	13,758	-147	-673
CB Austria	6,808	-85	-160
Poland	18,129	-23	-440
CEE	30,619	-227	-917
CIB	3,941	-202	+435 ⁽²⁾
AG	1,485	-1	+25
AM	2,007	+12	+11
Corporate Centre	15,261	+81	-4,161

⁽¹⁾ FTEs including Ukraine (6,090 in 1Q14, 6,143 in 4Q13 and 6,718 in 1Q13)

24 ⁽²⁾ The y/y increase in CIB is due to consolidation of industrial companies

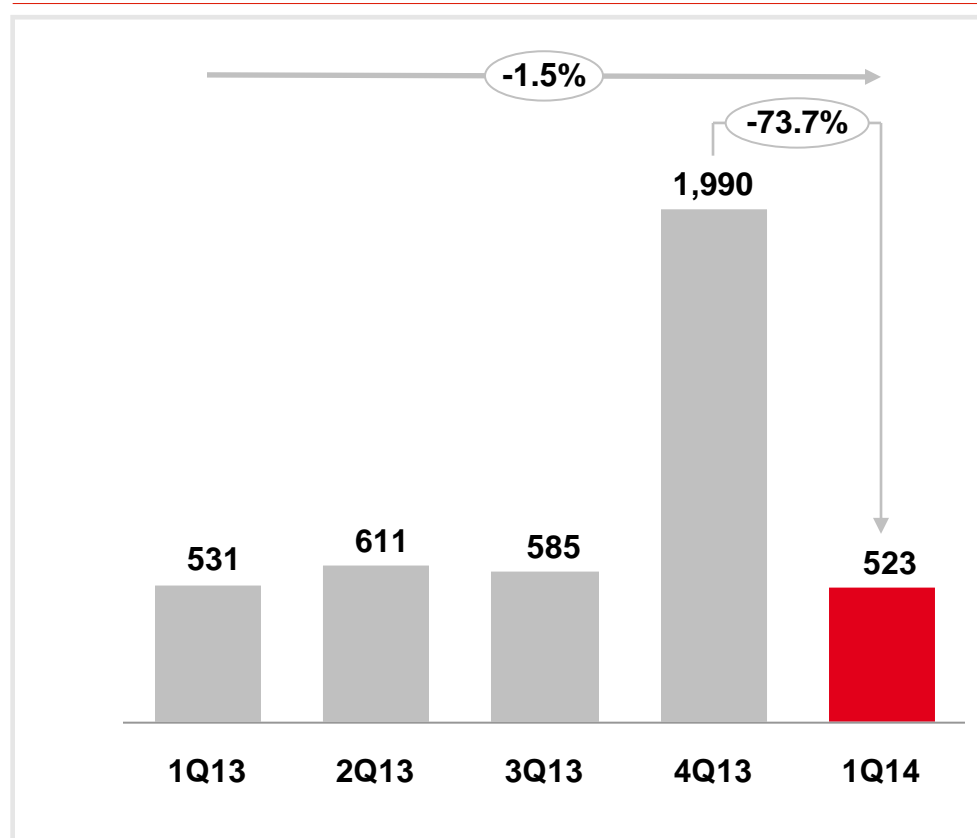
Corporate Centre: Global Banking Services (i.e. the operating machine) and Corporate Center



Core Bank – Loan Loss Provisions

CoR dropped to 48 bps with CIB posting no writedowns and Commercial Bank Italy and CEE dropping after the additional LLP in 4Q13

Loan Loss Provisions, mln



Divisional Breakdown – 1Q14 Cost of Risk, bps

		q/q	y/y
CB Italy	85	-141bp	+44bp
CB Germany	8	-4bp	-4bp
CB Austria	40	+2bp	+1bp
Poland	56	-13bp	-10bp
CEE	105	-243bp	-29bp
CIB	0	-246bp	-32bp
AG	23	-54bp	-16bp
AM	0	0bp	0bp

Cost of Risk

46bp

55bp

53bp

182bp

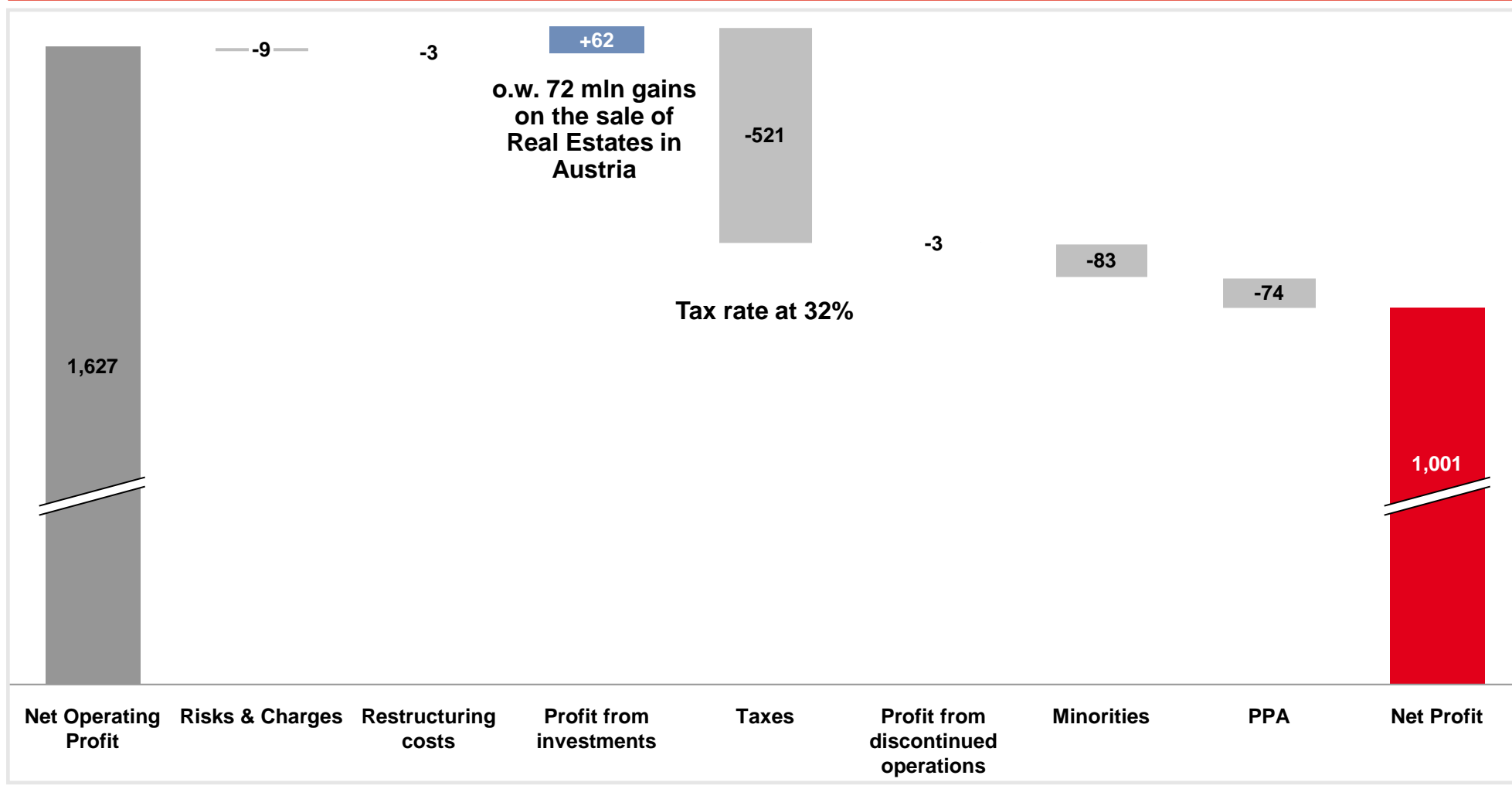
48bp



Core Bank - Non-operating items

Negligible impacts from non operating items and tax rate at ca. 32% brought to 1 bn bottom line

Non-operating items bridge (mln)





Agenda

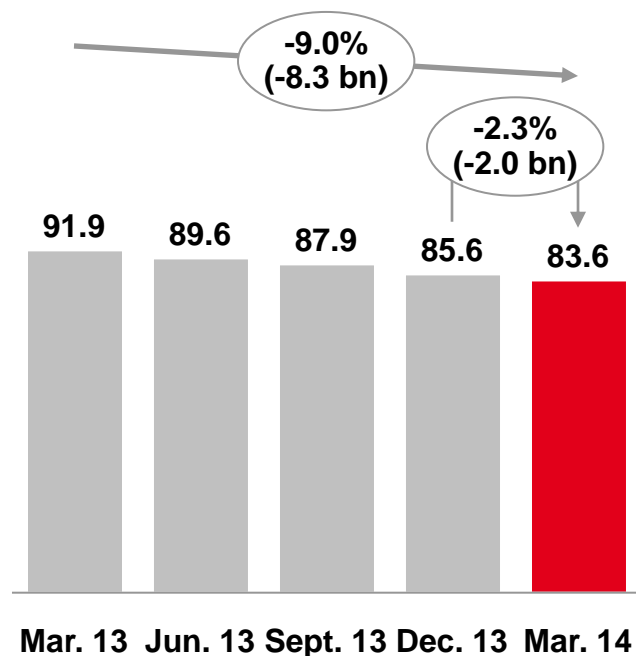
- Group
- Core Bank
- Non Core**
- Annex



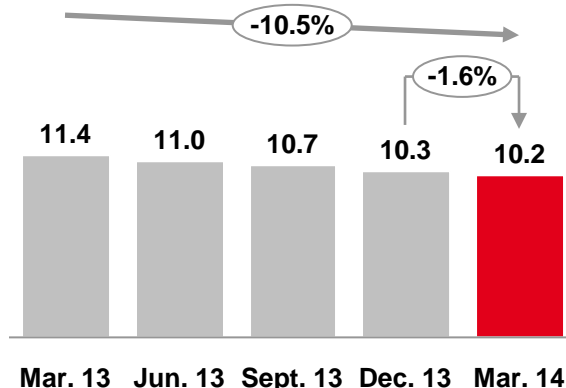
Non Core – Gross Customer Loans

Gross exposure dropped by 2.0 bn in 1Q14 mostly driven by 1.7 bn reduction in Special Network

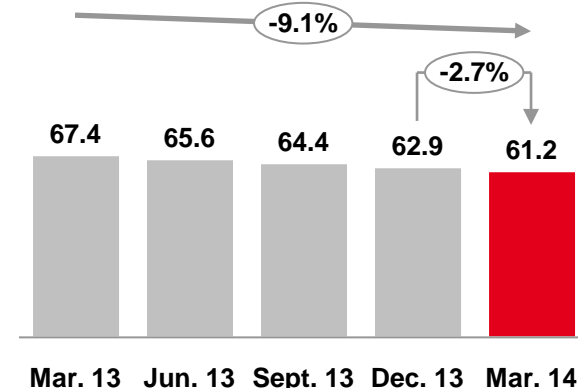
Gross Customer Loans, bn



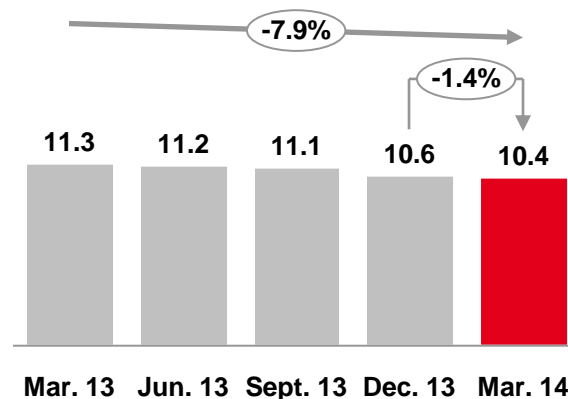
Leasing Non Core, bn



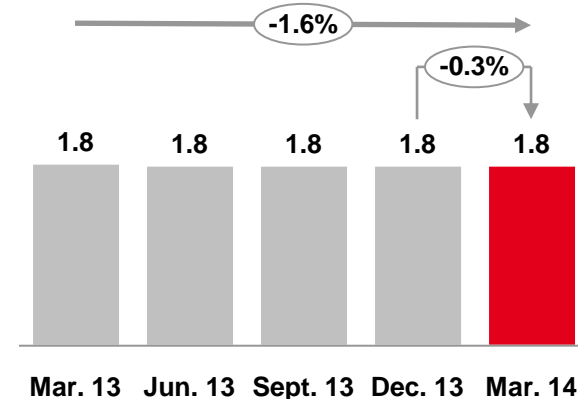
Special Network, bn



UCCMB, bn



SPV and Securitization, bn



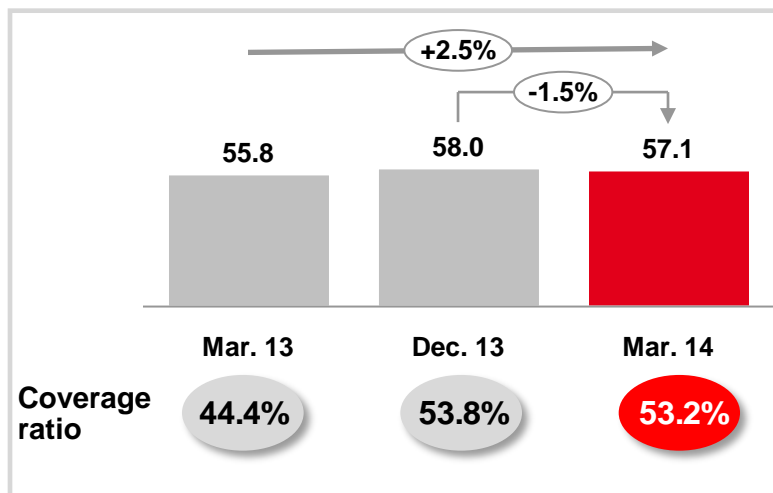
Special Network: Corporate, Small Business and Households



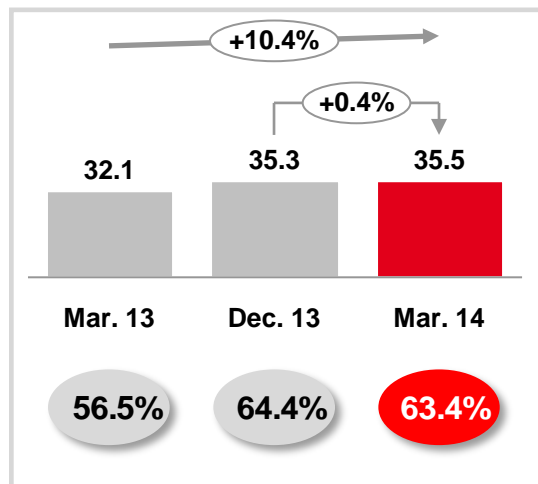
Non Core – Asset Quality

Reduction in total gross impaired loans while maintaining a solid coverage ratio

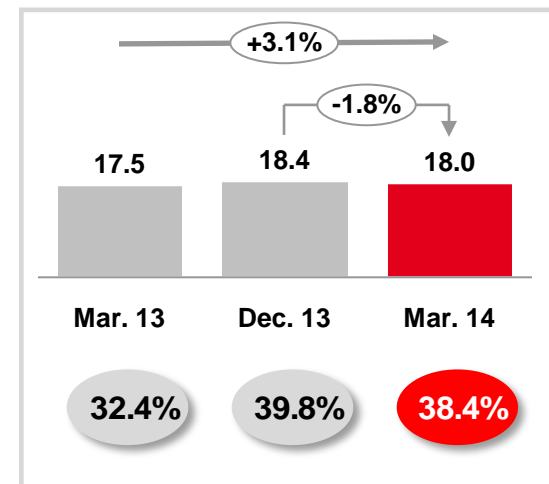
Total Gross Impaired Loans, bn



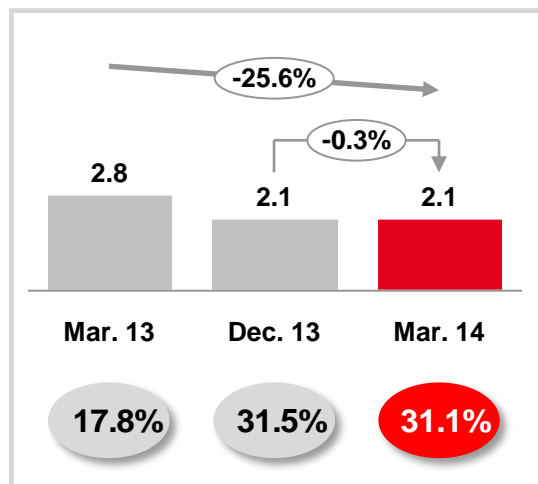
NPLs, bn



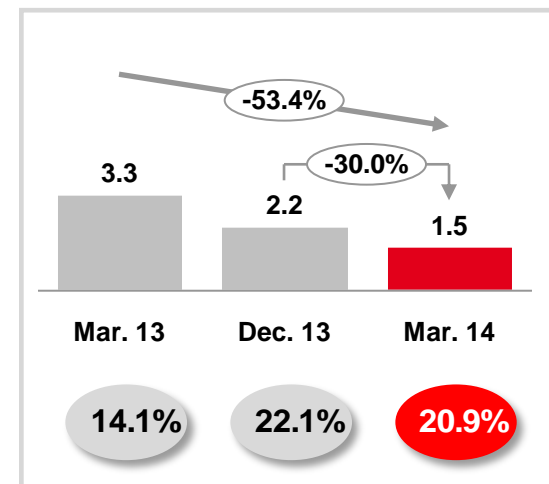
Doubtful Loans, bn



Restructured Loans, bn



Past due loans, bn

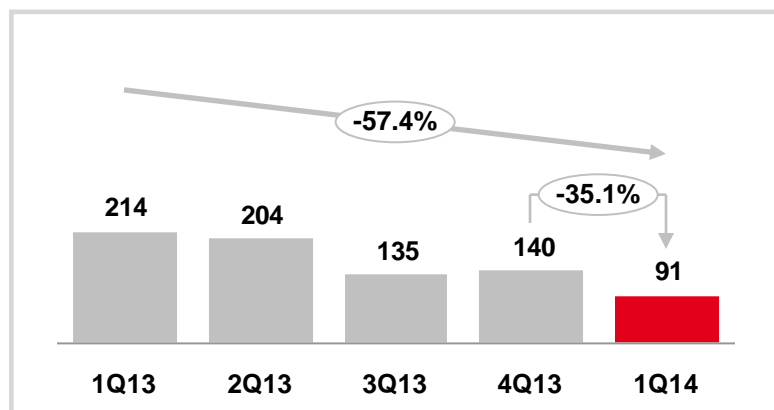




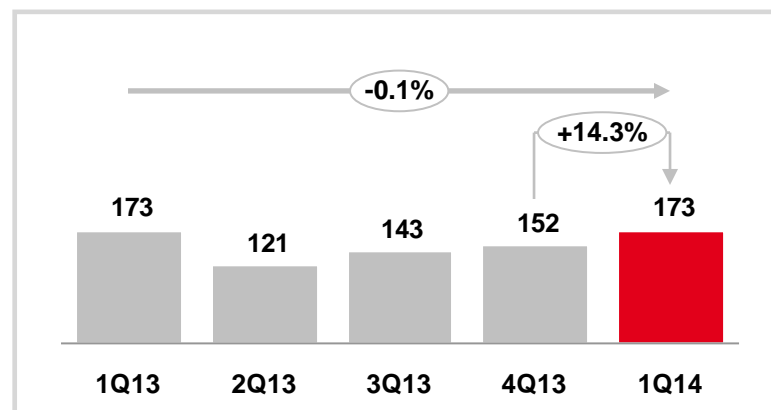
Non Core – Results

The drop in provisioning after the efforts made in 4Q13 explain the lower loss in the quarter. The drop in revenues is driven by lower interest accruals

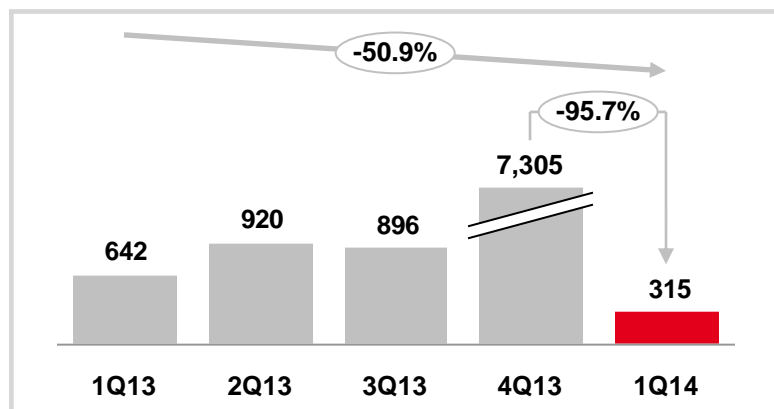
Revenues, mln



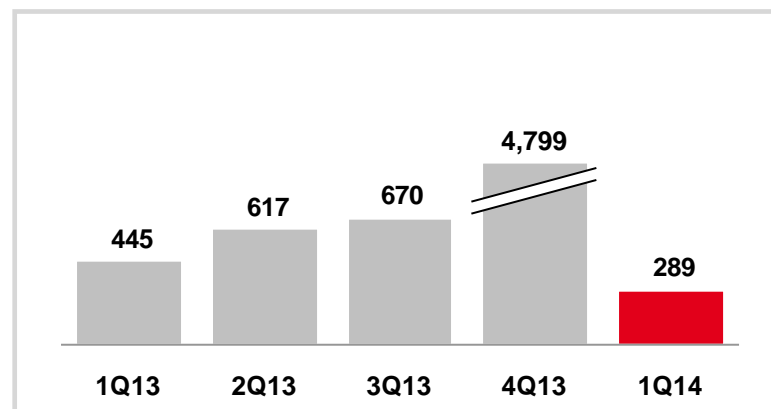
Costs, mln



LLP, mln



Net Loss, mln





Concluding Remarks

- **Sizeable 1 bn net profit in the Core Bank and 12% RoAC**
- **Strong progression in Commercial Bank Italy: 0.5 bn net profit and 27% RoAC**
- **New lending in Italy revamped in 1Q14 with 2.7 bn new MLT business**
- **Asset quality improving with impaired loans down for the first time since the inception of the crisis in 2008 thanks to lower inflows and high recoveries and collections**
- **Non Core assets down 2 bn q/q (-8.3 bn y/y), on track versus the reduction target**



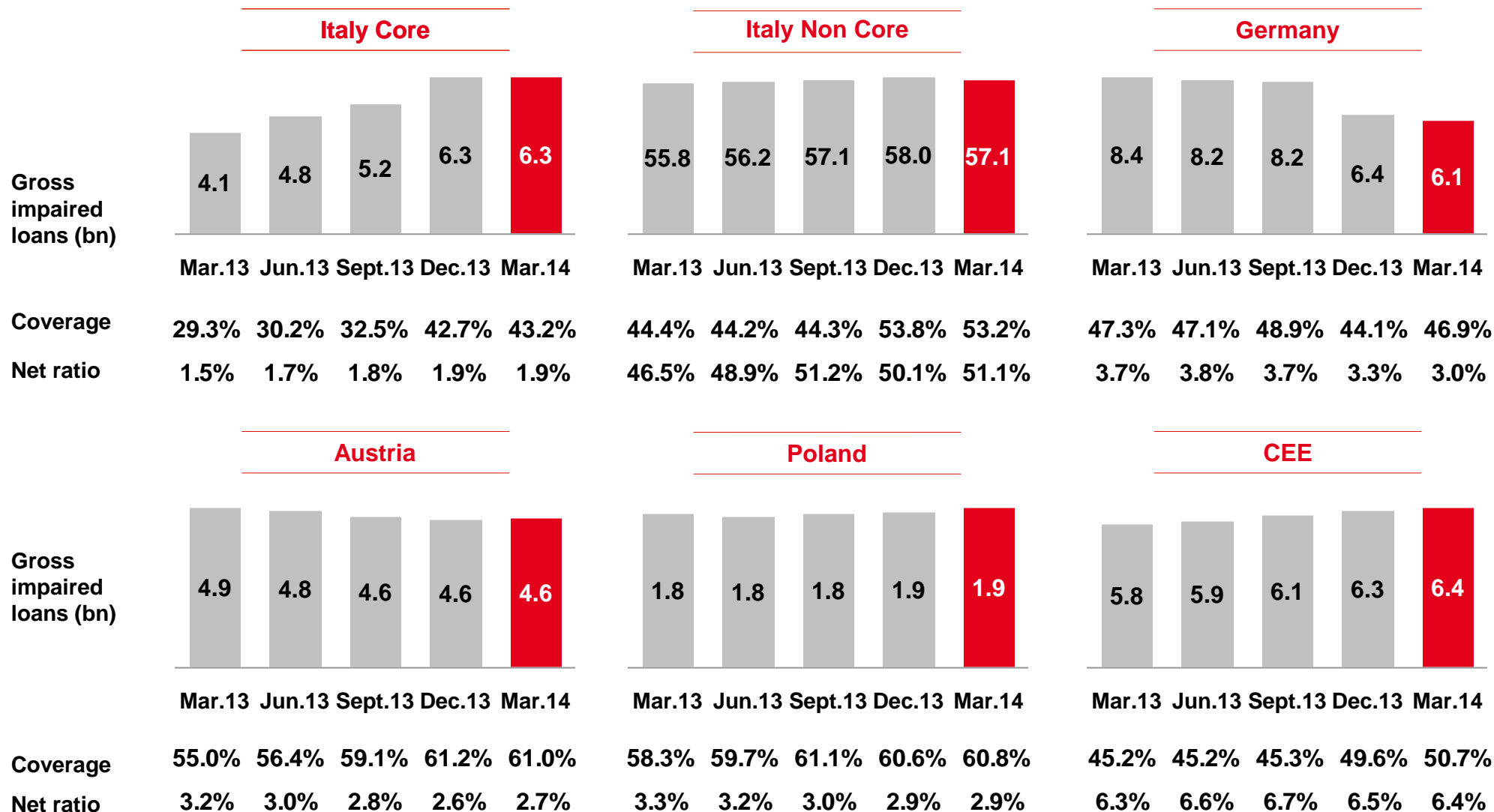
Agenda

- Group
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- Non Core
- **Annex**



Group - Asset quality

Stable trend of Gross Impaired Loans in Italy Core, Austria and Poland; reduction on going in Italy Non Core and Germany; small increase in CEE





Group – P&L and Volumes

Back to profit with a strong 7% RoTE

<i>Euro (mln)</i>	1Q13	2Q13	3Q13	4Q13	1Q14	Δ % vs. 4Q13	Δ % vs. 1Q13	
Total Revenues	5,785	6,099	5,662	5,770	5,578	-3.3%	▼	-3.6% ▼
Operating Costs	-3,576	-3,484	-3,447	-3,746	-3,510	-6.3%	▼	-1.8% ▼
Gross Operating Profit	2,209	2,615	2,215	2,024	2,068	2.2%	▲	-6.4% ▼
LLP	-1,173	-1,532	-1,482	-9,295	-838	-91.0%	▼	-28.5% ▼
Profit Before Taxes	955	881	526	-7,582	1,275	n.m.	▲	33.4% ▲
Net Profit	449	361	204	-14,979	712	n.m.	▲	58.8% ▲
Cost / Income Ratio, %	62%	57%	61%	65%	63%	-2.0pp	▼	1.1pp ▲
Cost of Risk, bps	90bp	119bp	117bp	751bp	69bp	-682bp	▼	-20bp ▼
RoTE	3.9%	3.1%	1.8%	n.m.	6.9%	n.m.		3.0pp ▲
Customer Loans	515,631	511,146	505,181	484,309	484,817	0.1%		-6.0%
Direct Funding	553,520	549,062	544,769	557,764	560,238	0.4%		1.2%
Total RWA	422,728	410,775	399,664	384,713	418,866	8.9%		-0.9%
FTE (#)	138,131	133,245	132,195	132,122	131,333	-0.6%		-4.9%



Core Bank – P&L and Volumes

Back to profit after exceptional loss in 4Q13, with a remarkable 12% RoAC
Significant improvement in terms of Cost / Income ratio

<i>Euro (mln)</i>	1Q13	2Q13	3Q13	4Q13	1Q14	Δ % vs. 4Q13	Δ % vs. 1Q13	
Total Revenues	5,571	5,895	5,527	5,630	5,487	-2.5%	▼	-1.5% ▼
Operating Costs	-3,402	-3,364	-3,304	-3,595	-3,337	-7.2%	▼	-1.9% ▼
Gross Operating Profit	2,169	2,531	2,223	2,035	2,150	5.6%	▲	-0.9% ▼
LLP	-531	-611	-585	-1,990	-523	-73.7%	▼	-1.5% ▼
Profit Before Taxes	1,559	1,724	1,447	-222	1,676	n.m.	▲	7.5% ▲
Net Profit	893	978	874	-10,179	1,001	n.m.	▲	12.1% ▲
Cost / Income Ratio, %	61%	57%	60%	64%	61%	-3.0pp	▼	-0.3pp ▼
Cost of Risk, bps	46bp	55bp	53bp	182bp	48bp	-134bp	▼	2bp ▲
RoAC	9.8%	10.8%	9.8%	n.m.	11.8%	n.m.		2.0pp ▲
Customer Loans	449,471	447,373	443,426	430,997	432,494	0.3%		-3.8%
Direct Funding	550,837	546,627	542,366	555,260	557,717	0.4%		1.2%
Total RWA	381,802	371,091	362,493	353,318	388,895	10.1%		1.9%
FTE (#)	136,280	131,307	130,253	130,147	129,352	-0.6%		-5.1%



Commercial Bank Italy – P&L and Volumes

Revenues strongly up driven by Fees following a wide activity in savings products placement. Costs further down brought C/I ratio below 50%

<i>Euro (mln)</i>	1Q13	2Q13	3Q13	4Q13	1Q14	Δ % vs. 4Q13	Δ % vs. 1Q13	
Total Revenues	1,942	1,994	1,942	1,948	2,118	8.7%	▲	9.1% ▲
Operating Costs	-1,056	-1,063	-1,021	-1,052	-1,044	-0.8%	▼	-1.2% ▼
Gross Operating Profit	886	931	921	896	1,074	19.9%	▲	21.3% ▲
LLP	-141	-227	-202	-746	-280	-62.5%	▼	98.3% ▲
Profit Before Taxes	722	677	711	-74	778	n.m.	▲	7.8% ▲
Net Profit	448	448	466	75	496	n.m.	▲	10.6% ▲
Cost / Income Ratio, %	54%	53%	53%	54%	49%	-4.7pp	▼	-5.1pp ▼
Cost of Risk, bps	41bp	67bp	61bp	226bp	85bp	-141bp	▼	44bp ▲
RoAC	24.4%	24.6%	25.5%	4.1%	27.5%	23.3pp	▲	3.0pp ▲
Customer Loans	135,256	133,669	132,847	130,931	131,804	0.7%		-2.6%
Direct Funding	156,561	151,066	149,203	150,233	147,799	-1.6%		-5.6%
Total RWA	73,436	76,815	76,706	77,629	74,967	-3.4%		2.1%
TFA	312,583	310,673	311,348	317,017	322,149	1.6%		3.1%
FTE (#)	38,393	37,796	37,565	37,547	37,343	-0.5%		-2.7%



Commercial Bank Germany – P&L and Volumes

Net interest and fees sustained the rebound in profitability (17% RoAC), bringing down the Cost / Income ratio, despite still sluggish credit demand

<i>Euro (mln)</i>	1Q13	2Q13	3Q13	4Q13	1Q14	Δ % vs. 4Q13	Δ % vs. 1Q13	
Total Revenues	832	709	654	681	706	3.7%	▲	-15.2% ▼
Operating Costs	-536	-529	-543	-530	-522	-1.4%	▼	-2.5% ▼
Gross Operating Profit	297	181	111	151	184	22.0%	▲	-38.1% ▼
LLP	-24	122	-26	-23	-15	-35.4%	▼	-37.4% ▼
Profit Before Taxes	272	315	77	-252	172	n.m.	▲	-36.7% ▼
Net Profit	193	206	40	-155	115	n.m.	▲	-40.7% ▼
Cost / Income Ratio, %	64%	75%	83%	78%	74%	-3.9pp	▼	9.6pp ▲
Cost of Risk, bps	11bp	-59bp	13bp	12bp	8bp	-4bp	▼	-4bp ▼
RoAC	25.7%	26.7%	5.1%	n.m.	16.7%	n.m.		-9.0pp ▼
Customer Loans	83,450	82,312	81,137	79,333	78,819	-0.6%		-5.5%
Direct Funding	111,546	107,655	106,578	108,651	105,914	-2.5%		-5.0%
Total RWA	37,468	36,933	34,849	33,823	35,199	4.1%		-6.1%
TFA	149,398	143,589	144,533	147,509	148,177	0.5%		-0.8%
FTE (#)	14,431	14,211	14,221	13,906	13,758	-1.1%		-4.7%



Commercial Bank Austria – P&L and Volumes

Revenues down q/q after seasonally-high fees in 4Q. Net interest affected by a further strengthening of liquidity position (direct funding +1.8 bn q/q)

<i>Euro (mln)</i>	1Q13	2Q13	3Q13	4Q13	1Q14	Δ % vs. 4Q13	Δ % vs. 1Q13	
Total Revenues	370	397	427	425	387	-8.8%	▼	4.5% ▲
Operating Costs	-360	-367	-346	-378	-365	-3.3%	▼	1.3% ▲
Gross Operating Profit	10	31	82	47	22	-53.4%	▼	120.4% ▲
LLP	-49	-49	-49	-46	-48	5.1%	▲	-0.7% ▼
Profit Before Taxes	-101	-50	24	-203	13	n.m.	▲	n.m. ▲
Net Profit	-73	-84	17	-439	13	n.m.	▲	n.m. ▲
Cost / Income Ratio, %	97%	92%	81%	89%	94%	5.4pp	▲	-3.0pp ▼
Cost of Risk, bps	39bp	39bp	40bp	38bp	40bp	2bp	▲	1bp ▲
RoAC	n.m.	n.m.	2.9%	n.m.	2.2%	n.m.		n.m.
Customer Loans	49,227	49,744	48,706	48,402	47,873	-1.1%		-2.8%
Direct Funding	60,082	59,141	57,456	59,134	60,932	3.0%		1.4%
Total RWA	25,323	24,839	25,389	25,026	27,082	8.2%		6.9%
TFA	82,849	81,110	80,173	80,973	82,737	2.2%		-0.1%
FTE (#)	6,968	6,968	6,960	6,893	6,808	-1.2%		-2.3%



Poland – P&L and Volumes

Revenues affected by lower trading gains. Net interest would have increased net of two working days less

<i>Euro (mln)</i>	1Q13	2Q13	3Q13	4Q13	1Q14	Δ % vs. 4Q13	Δ % vs. 1Q13	
Total Revenues	444	460	433	456	429	-6.0%	▼	-2.6% ▼
Operating Costs	-207	-211	-204	-202	-206	1.8%	▲	0.1% ▲
Gross Operating Profit	236	248	229	254	223	-12.2%	▼	-5.0% ▼
LLP	-39	-38	-40	-42	-35	-16.7%	▼	-8.3% ▼
Profit Before Taxes	198	214	189	216	187	-13.4%	▼	-4.5% ▼
Net Profit	79	87	77	88	77	-12.3%	▼	-2.6% ▼
Cost / Income Ratio, %	47%	46%	47%	44%	48%	3.7pp	▲	1.3pp ▲
Cost of Risk, bps	66bp	65bp	68bp	69bp	56bp	-13bp	▼	-10bp ▼
RoAC	29.0%	32.3%	28.5%	32.2%	26.9%	-5.3pp	▼	-2.1pp ▼
Customer Loans	23,280	22,980	23,956	25,033	25,539	2.5%		9.5%
Direct Funding	26,570	26,052	26,705	29,538	27,496	-6.5%		3.3%
Total RWA	23,797	23,489	24,162	25,089	25,222	1.0%		5.8%
TFA	34,831	34,055	35,284	38,639	35,916	-7.0%		3.1%
FTE (#)	18,569	18,383	18,191	18,152	18,129	-0.1%		-2.4%

N.B. P&L and Volumes variations at constant FX



CEE – P&L and Volumes

Net profit rebounded q/q driven by lower costs and LLP. The bounce back came across the board with the exception of Russia and Turkey

<i>Euro (mln)</i>	1Q13	2Q13	3Q13	4Q13	1Q14	Δ % vs. 4Q13	Δ % vs. 1Q13	
Total Revenues	1,020	1,058	1,225	1,176	902	-21.7%	▼	-4.6% ▼
Operating Costs	-435	-412	-413	-461	-415	-7.5%	▼	0.7% ▲
Gross Operating Profit	585	646	812	715	487	-30.4%	▼	-8.6% ▼
LLP	-195	-216	-208	-505	-148	-69.6%	▼	-20.5% ▼
Profit Before Taxes	388	420	555	172	326	67.0%	▲	-5.3% ▼
Net Profit	325	332	498	111	262	94.6%	▲	-8.6% ▼
Cost / Income Ratio, %	43%	39%	34%	39%	46%	6.8pp	▲	3.4pp ▲
Cost of Risk, bps	134bp	146bp	142bp	348bp	105bp	-243bp	▼	-29bp ▼
RoAC	21.7%	22.1%	33.4%	7.6%	18.7%	11.1pp	▲	-2.9pp ▼
Customer Loans	59,414	58,693	58,889	57,163	55,822	-0.4%		0.1%
Direct Funding	46,182	45,787	45,912	49,473	47,304	-2.4%		10.2%
Total RWA	89,532	87,741	83,347	81,668	83,361	5.7%		0.7%
FTE (#)	31,536	31,386	31,398	30,846	30,619	-0.7%		-2.9%

N.B. P&L and Volumes variations at constant FX



CIB – P&L and Volumes

Weak trends in Net interest and fees offset by higher trading income and no provisioning, allowing the division to confirm a remarkable 22% RoAC

<i>Euro (mln)</i>	1Q13	2Q13	3Q13	4Q13	1Q14	Δ % vs. 4Q13	Δ % vs. 1Q13	
Total Revenues	1,095	1,136	1,000	1,046	963	-7.9%	▼	-12.0% ▼
Operating Costs	-429	-412	-423	-427	-448	5.0%	▲	4.4% ▲
Gross Operating Profit	666	724	577	619	515	-16.7%	▼	-22.6% ▼
LLP	-84	-179	-71	-608	0	n.m.	▼	n.m. ▼
Profit Before Taxes	556	522	505	-126	554	n.m.	▲	-0.2% ▼
Net Profit	361	359	347	-23	376	n.m.	▲	4.1% ▲
Cost / Income Ratio, %	39%	36%	42%	41%	47%	5.7pp	▲	7.3pp ▲
Cost of Risk, bps	32bp	69bp	28bp	246bp	bp	-246bp	▼	-32bp ▼
RoAC	16.8%	17.4%	17.5%	n.m.	21.7%	n.m.		4.9pp ▲
Commercial Loans	61,986	57,976	53,139	50,924	49,964	-1.9%		-19.4%
Commercial Deposits	33,299	27,811	27,688	27,311	27,968	2.4%		-16.0%
Total RWA	90,967	84,674	81,739	74,632	76,667	2.7%		-15.7%
FTE (#)	3,505	3,468	3,450	4,142	3,941	-4.9%		12.4%

Customer Loans and Customer Deposits exclude repos, Market and Institutional counterparts



Asset Gathering – P&L and Volumes

Positive trend in terms of GOP and Net Profit both in Italy and Germany despite remarkable investments in business growth

Euro (mln)	1Q13	2Q13	3Q13	4Q13	1Q14	Δ % vs. 4Q13	Δ % vs. 1Q13	
Total Revenues	141	138	136	142	149	4.8%	▲	5.4% ▲
Operating Costs	-78	-76	-70	-76	-80	5.7%	▲	2.2% ▲
Gross Operating Profit	63	62	66	66	69	3.7%	▲	9.2% ▲
LLP	-1	-1	0	-2	-1	-68.1%	▼	-33.9% ▼
Profit Before Taxes	59	63	61	52	64	23.8%	▲	9.0% ▲
Net Profit	36	39	37	19	41	113.7%	▲	11.7% ▲
Cost / Income Ratio, %	55%	55%	52%	53%	54%	0.5pp	▲	-1.6pp ▼
Cost of Risk, bps	39bp	31bp	22bp	77bp	23bp	-54bp	▼	-16bp ▼
RoAC	57.7%	62.9%	61.4%	31.7%	61.5%	29.7pp	▲	3.7pp ▲
Customer Loans	836	854	859	920	981	6.6%		17.4%
Direct Funding	17,284	17,792	18,171	18,226	18,975	4.1%		9.8%
Total RWA	2,977	2,783	2,659	2,913	3,181	9.2%		6.8%
TFA	71,046	70,552	73,219	76,094	79,195	4.1%		11.5%
FTE (#)	1,460	1,466	1,468	1,486	1,485	0.0%		1.7%

Asset Management – P&L and Volumes



A strong 1Q14 benefiting from TFA inflows. The jaw effect allowed to further reduce the cost income ratio to 64%. The highest net profit since 2Q11

<i>Euro (mln)</i>	1Q13	2Q13	3Q13	4Q13	1Q14	Δ % vs. 4Q13	Δ % vs. 1Q13	
Total Revenues	175	179	179	200	186	-7.1%	▼	6.3% ▲
Operating Costs	-116	-124	-121	-168	-120	-28.9%	▼	3.5% ▲
Gross Operating Profit	59	55	58	32	66	108.3%	▲	11.9% ▲
LLP	0	0	0	0	0	n.m.	▼	n.m. ▼
Profit Before Taxes	57	54	55	27	67	152.1%	▲	16.6% ▲
Net Profit	41	37	38	-28	47	n.m.	▲	13.8% ▲
Cost / Income Ratio, %	66%	69%	67%	84%	64%	-19.7pp	▼	-1.8pp ▼
Cost of Risk, bps	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.		n.m.
RoAC	65.7%	57.6%	58.5%	n.m.	70.6%	n.m.		4.9pp ▲
Total RWA	1,974	1,994	1,983	2,046	2,097	2.5%		6.2%
TFA	173,175	173,090	176,506	181,700	187,020	2.9%		8.0%
o.w. AuM	164,979	165,461	168,908	173,925	179,463	3.2%		8.8%
FTE (#)	1,996	1,962	1,996	1,995	2,007	0.6%		0.6%



Non Core – P&L and Volumes

Net loss reduced after the exceptionally high LLP in 4Q

Customer loans down 2% q/q and 21% y/y in line with Strategic Plan targets

<i>Euro (mln)</i>	1Q13	2Q13	3Q13	4Q13	1Q14	Δ % vs. 4Q13	Δ % vs. 1Q13	
Total Revenues	214	204	135	140	91	-35.1%	▼	-57.4% ▼
Operating Costs	-173	-121	-143	-152	-173	14.3%	▲	-0.1% ▼
Gross Operating Profit	41	84	-8	-11	-82	n.m.	▼	n.m. ▼
LLP	-642	-920	-896	-7,305	-315	-95.7%	▼	-50.9% ▼
Profit Before Taxes	-604	-844	-921	-7,360	-402	-94.5%	▲	-33.5% ▲
Net Profit	-445	-617	-670	-4,799	-289	-94.0%	▲	-35.0% ▲
Cost / Income Ratio, %	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.		n.m.
Cost of Risk, bps	385bp	567bp	571bp	5079bp	239bp	n.m.	▼	-146bp ▼
RoAC	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.		n.m.
Customer Loans	66,160	63,773	61,755	53,312	52,323	-1.9%		-20.9%
Direct Funding	2,683	2,435	2,403	2,504	2,521	0.7%		-6.0%
Total RWA	40,926	39,684	37,171	31,395	29,972	-4.5%		-26.8%
FTE (#)	1,851	1,938	1,942	1,974	1,981	0.4%		7.0%