

# 4Q17 GROUP RESULTS



## Divisional Database

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 **UniCredit**

# 4Q17 GROUP RESULTS

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# Consolidated Income Statement

## CONSOLIDATED INCOME STATEMENT

	FY		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
(min Euro)	2017	2016	%	2016	2016	2016	2016	2017	2017	2017	2017
Net interest	10,299	10,307	-0.1%	2,631	2,670	2,591	2,415	2,564	2,652	2,500	2,583
Dividends and other income from equity investments	638	844	-24.4%	212	295	189	148	170	183	165	120
Net fees and commissions	6,708	6,263	+7.1%	1,633	1,603	1,527	1,499	1,703	1,730	1,592	1,683
Net trading income	1,818	2,080	-12.6%	337	860	478	405	590	462	381	384
Net other expenses/income	156	102	+53.7%	77	37	49	-62	28	49	7	73
<b>OPERATING INCOME</b>	<b>19,619</b>	<b>19,595</b>	<b>+0.1%</b>	<b>4,890</b>	<b>5,464</b>	<b>4,835</b>	<b>4,405</b>	<b>5,055</b>	<b>5,076</b>	<b>4,646</b>	<b>4,842</b>
Payroll costs	-6,905	-7,124	-3.1%	-1,832	-1,837	-1,791	-1,665	-1,755	-1,744	-1,704	-1,701
Other administrative expenses	-4,398	-4,900	-10.3%	-1,105	-1,122	-1,112	-1,561	-1,114	-1,081	-1,078	-1,124
Recovery of expenses	760	768	-1.0%	176	194	191	207	176	167	171	246
Amortisation & depreciation	-807	-1,196	-32.5%	-214	-218	-228	-536	-193	-199	-201	-214
<b>Operating costs</b>	<b>-11,350</b>	<b>-12,453</b>	<b>-8.9%</b>	<b>-2,976</b>	<b>-2,982</b>	<b>-2,940</b>	<b>-3,555</b>	<b>-2,886</b>	<b>-2,858</b>	<b>-2,813</b>	<b>-2,794</b>
<b>OPERATING PROFIT</b>	<b>8,268</b>	<b>7,143</b>	<b>+15.8%</b>	<b>1,914</b>	<b>2,482</b>	<b>1,896</b>	<b>850</b>	<b>2,168</b>	<b>2,218</b>	<b>1,833</b>	<b>2,049</b>
Net write-downs of loans	-2,605	-12,207	-78.7%	-760	-884	-977	-9,586	-670	-564	-598	-772
<b>NET OPERATING PROFIT</b>	<b>5,664</b>	<b>-5,064</b>	<b>n.m.</b>	<b>1,154</b>	<b>1,599</b>	<b>919</b>	<b>-8,736</b>	<b>1,498</b>	<b>1,654</b>	<b>1,235</b>	<b>1,277</b>
Other Charges & Provisions	-1,064	-2,078	-48.8%	-381	-477	-247	-973	-463	-135	-273	-193
o/w Systemic Charges	-588	-1,057	-44.3%	-356	-259	-173	-269	-434	-19	-149	14
Integration costs	-147	-2,132	-93.1%	-252	-83	-26	-1,771	-5	-8	-31	-103
Net income from investments	-305	-910	-66.4%	-18	0	-8	-885	24	-173	-5	-151
<b>PROFIT BEFORE TAX</b>	<b>4,148</b>	<b>-10,183</b>	<b>n.m.</b>	<b>504</b>	<b>1,039</b>	<b>638</b>	<b>-12,364</b>	<b>1,054</b>	<b>1,338</b>	<b>926</b>	<b>830</b>
Income tax for the period	-609	-734	-17.0%	-194	-160	-277	-103	-219	-143	-181	-66
Profit (Loss) from non-current assets held for sale, after tax	2,251	-144	n.m.	190	184	190	-707	162	-133	2,126	96
<b>PROFIT (LOSS) FOR THE PERIOD</b>	<b>5,790</b>	<b>-11,061</b>	<b>n.m.</b>	<b>500</b>	<b>1,064</b>	<b>551</b>	<b>-13,175</b>	<b>997</b>	<b>1,062</b>	<b>2,871</b>	<b>860</b>
Minorities	-313	-464	-32.6%	-93	-147	-103	-121	-89	-116	-50	-58
<b>NET PROFIT ATTRIBUTABLE TO THE GROUP BEFORE PPA</b>	<b>5,477</b>	<b>-11,524</b>	<b>n.m.</b>	<b>407</b>	<b>917</b>	<b>448</b>	<b>-13,296</b>	<b>909</b>	<b>946</b>	<b>2,821</b>	<b>801</b>
Purchase Price Allocation effect	-4	-5	-20.0%	-1	-1	-1	-2	-1	-1	-1	-1
Goodwill impairment	0	-261	-100.0%	0	0	0	-261	0	0	0	0
<b>CONSOLIDATED PROFIT</b>	<b>5,473</b>	<b>-11,790</b>	<b>n.m.</b>	<b>406</b>	<b>916</b>	<b>447</b>	<b>-13,558</b>	<b>907</b>	<b>945</b>	<b>2,820</b>	<b>801</b>
<b>INCOME STATEMENT RATIOS</b>											
Cost income ratio	57.9%	63.5%	-5.7 pp	60.9%	54.6%	60.8%	80.7%	57.1%	56.3%	60.5%	57.7%
Cost of Risk (LLP annualized on Avg Loans) in basis points	58	269	-211	67	77	85	855	60	50	53	69
Tax rate	14.7%	n.m.	n.m.	38.5%	15.4%	43.4%	n.m.	20.8%	10.7%	19.6%	7.9%
<b>VOLUMES</b>											
Customers Loans (excl. Repos)	421,846	417,868	+1.0%	421,077	428,459	426,150	417,868	419,267	420,655	421,064	421,846
Customer Depos (excl. Repos)	413,791	395,979	+4.5%	379,626	380,401	386,139	395,979	391,645	394,944	398,632	413,791
TFA Commercial Core	823,962	791,217	+4.1%	768,064	762,589	777,670	791,217	796,647	793,730	803,825	823,962
o/w AUM	218,385	196,995	+10.9%	188,620	190,049	196,099	196,995	202,771	207,150	211,417	218,385
o/w AUC	201,988	210,474	-4.0%	212,742	204,064	207,017	210,474	212,561	202,909	203,419	201,988
<b>Total RWA</b>	<b>356,100</b>	<b>387,136</b>	<b>-8.0%</b>	<b>394,359</b>	<b>399,260</b>	<b>390,901</b>	<b>387,136</b>	<b>385,261</b>	<b>352,669</b>	<b>350,024</b>	<b>356,100</b>
<b>OTHER FIGURES</b>											
FTEs (100%)	91,952	98,304	-6.5%	100,139	99,831	99,183	98,304	96,423	95,288	94,066	91,952
ROTE STATED (*)	11.8%	-28.6%	40.5 pp	3.8%	8.7%	4.2%	-144.4%	9.4%	8.2%	23.0%	6.3%

(\*) Ytd figures updated to properly reflect the quarterly evolution

## Consolidated Balance Sheet

(mln Euro)	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
<b>Assets</b>								
Cash and cash balances	8,793	11,904	15,582	13,858	32,261	48,428	48,982	64,493
Financial assets held for trading	97,239	104,047	93,433	87,467	86,191	79,529	81,493	74,686
Loans and receivables with banks	85,442	67,452	75,473	74,692	77,968	65,225	67,888	70,983
Loans and receivables with customers	455,756	462,069	452,849	444,607	452,766	450,298	450,509	447,727
Financial investments	154,422	157,463	148,859	149,004	142,123	138,209	136,617	138,664
Hedging instruments	8,451	8,025	8,017	6,872	6,231	5,975	5,665	5,676
Property, plant and equipment	9,285	9,229	9,220	9,092	9,054	8,947	8,812	8,449
Goodwill	1,744	1,744	1,744	1,484	1,484	1,484	1,484	1,484
Other intangible assets	1,893	1,905	1,885	1,708	1,687	1,763	1,790	1,902
Tax assets	15,601	15,604	15,368	15,161	15,293	14,252	13,347	12,658
Non-current assets and disposal groups classified as held for sale	43,386	43,179	43,540	45,854	46,603	4,052	1,671	1,111
Other assets	10,192	8,857	8,557	9,735	9,424	8,966	8,841	8,958
<b>Total assets</b>	<b>892,203</b>	<b>891,477</b>	<b>874,527</b>	<b>859,533</b>	<b>881,085</b>	<b>827,128</b>	<b>827,099</b>	<b>836,790</b>
<b>Liabilities and shareholders' equity</b>								
Deposits from banks	111,175	112,038	113,838	103,852	138,581	129,844	128,110	123,244
Deposits from customers	449,360	443,968	441,033	452,419	437,996	433,017	438,334	462,895
Debt securities in issue	127,628	123,569	119,426	115,436	109,103	110,664	106,383	98,603
Financial liabilities held for trading	71,154	79,304	67,800	68,361	60,631	55,505	58,806	55,784
Financial liabilities designated at fair value	1,217	1,465	1,509	2,497	3,027	3,045	2,960	3,011
Hedging instruments	12,014	12,427	11,545	9,405	8,202	7,245	6,859	6,610
Provisions for risks and charges	9,357	9,723	9,733	10,541	10,055	8,665	8,680	8,650
Tax liabilities	1,534	1,299	1,378	1,399	1,443	1,188	1,190	1,093
Liabilities included in disposal groups classified as held for sale	34,861	35,453	35,418	35,869	36,031	618	161	185
Other liabilities	19,959	18,933	17,704	16,566	18,980	21,354	17,039	16,491
Minorities	3,513	3,174	3,906	3,853	4,312	822	872	894
<b>Shareholders' equity</b>	<b>50,431</b>	<b>50,123</b>	<b>51,237</b>	<b>39,336</b>	<b>52,723</b>	<b>55,161</b>	<b>57,705</b>	<b>59,331</b>
- Capital and reserves	49,998	49,812	50,409	51,881	52,948	53,955	53,729	54,588
- Available-for-sale assets fair value reserve and cash-flow hedging reserve and defined benefits plans reserve	27	-1,011	-941	-755	-1,132	-647	-696	-731
- Net profit	406	1,321	1,768	-11,790	907	1,853	4,672	5,473
<b>Total liabilities and shareholders' equity</b>	<b>892,203</b>	<b>891,477</b>	<b>874,527</b>	<b>859,533</b>	<b>881,085</b>	<b>827,128</b>	<b>827,099</b>	<b>836,790</b>

# Shareholders' Equity attributable to the Group

(mln Euro)

<b>Shareholders' Equity as at 31 December 2016</b>	<b>39,336</b>
Capital increase (net of capitalized costs)(*)	12,722
Equity instruments	2,227
Disbursements related to Cashes transaction ("canoni di usufrutto")	-32
Dividend payment	0
Forex translation reserve(**)	125
Change in afs/cash-flow hedge reserve	-217
Others(***)	-304
Net profit (loss) for the period	5,473
<b>Shareholders' Equity as at 31 December 2017</b>	<b>59,331</b>

Note:

(\*) Please note that the capital increase is 12,999.6 million.

(\*\*) This positive effect is mainly due to the negative impact of the Ruble for €219 million and the reclassification through profit and loss, for €310 million, of the negative exchange reserve of Zloty related to the Polish subsidiaries due to the loss of control occurred in 7 June 2017.

(\*\*\*) This includes mainly:

- the positive change in the reserves relating to the actuarial gains/losses on defined benefit plans of €241 million net of taxes;
- the negative change in the valuation reserve of the companies accounted for using the equity method for €475 million, mainly due to the depreciation of the items in Turkish Lira;
- the positive change of the reserve related to non-current assets classified as held for sale for €37 million mainly due to the sale of the Polish subsidiary and to the disposal of the subsidiaries belonging to Pioneer Group to Amundi;
- the negative change of the reserve related to the coupon paid to subscribers of the AT1 instruments, net of taxes for €163 million;
- the positive effect of €29 million related to the disposal of Pekao SA' share (1.04%) due to the early redemption of mandatory settled equity-linked certificates occurred in the first quarter 2017.

# Asset Quality Group

## CONSOLIDATED IMPAIRED LOANS TO CUSTOMER

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
(mln Euro)	2016	2016	2016	2016	2017	2017	2017	2017
<b>NPLs - Face value</b>	<b>50,778</b>	<b>50,094</b>	<b>50,089</b>	<b>31,799</b>	<b>31,084</b>	<b>29,940</b>	<b>29,391</b>	<b>27,805</b>
Writedowns	30,873	30,643	30,772	20,854	20,704	19,896	19,469	18,306
<i>as a percentage of face value (Coverage Ratio)</i>	60.8%	61.2%	61.4%	65.6%	66.6%	66.5%	66.2%	65.8%
<b>NPLs - Carrying value</b>	<b>19,905</b>	<b>19,451</b>	<b>19,317</b>	<b>10,945</b>	<b>10,381</b>	<b>10,043</b>	<b>9,923</b>	<b>9,499</b>
<b>Unlikely to pay - Face value</b>	<b>24,154</b>	<b>23,054</b>	<b>22,679</b>	<b>23,165</b>	<b>22,870</b>	<b>21,757</b>	<b>20,486</b>	<b>19,522</b>
Writedowns	8,121	7,942	7,708	10,021	9,993	9,493	9,011	8,494
<i>as a percentage of face value (Coverage Ratio)</i>	33.6%	34.5%	34.0%	43.3%	43.7%	43.6%	44.0%	43.5%
<b>Unlikely to pay- Carrying value</b>	<b>16,033</b>	<b>15,112</b>	<b>14,970</b>	<b>13,144</b>	<b>12,877</b>	<b>12,264</b>	<b>11,475</b>	<b>11,028</b>
<b>Past-due loans - Face value</b>	<b>2,132</b>	<b>2,075</b>	<b>2,062</b>	<b>1,379</b>	<b>1,346</b>	<b>1,294</b>	<b>1,402</b>	<b>1,105</b>
Writedowns	584	570	582	472	447	446	481	441
<i>as a percentage of face value (Coverage Ratio)</i>	27.4%	27.5%	28.2%	34.3%	33.2%	34.4%	34.3%	39.9%
<b>Past-due loans- Carrying value</b>	<b>1,547</b>	<b>1,505</b>	<b>1,480</b>	<b>906</b>	<b>899</b>	<b>849</b>	<b>922</b>	<b>664</b>
<b>IMPAIRED LOANS - Face value</b>	<b>77,064</b>	<b>75,222</b>	<b>74,829</b>	<b>56,342</b>	<b>55,300</b>	<b>52,991</b>	<b>51,279</b>	<b>48,432</b>
Writedowns	39,579	39,155	39,062	31,347	31,144	29,835	28,960	27,240
<i>as a percentage of face value (Coverage Ratio)</i>	51.4%	52.1%	52.2%	55.6%	56.3%	56.3%	56.5%	56.2%
<b>IMPAIRED LOANS - Carrying value</b>	<b>37,485</b>	<b>36,067</b>	<b>35,767</b>	<b>24,995</b>	<b>24,156</b>	<b>23,156</b>	<b>22,319</b>	<b>21,192</b>
<b>PERFORMING LOANS - Face value</b>	<b>420,442</b>	<b>428,140</b>	<b>419,121</b>	<b>421,804</b>	<b>430,719</b>	<b>429,231</b>	<b>430,315</b>	<b>428,550</b>
Writedowns	2,172	2,139	2,039	2,191	2,109	2,089	2,124	2,015
<i>as a percentage of face value (Coverage Ratio)</i>	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%
<b>PERFORMING LOANS- Carrying value</b>	<b>418,271</b>	<b>426,001</b>	<b>417,082</b>	<b>419,613</b>	<b>428,610</b>	<b>427,142</b>	<b>428,190</b>	<b>426,535</b>

## AS A PERCENTAGE OF TOTAL LOANS TO CUSTOMERS

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2016	2016	2016	2017	2017	2017	2017
<b>NPLs - Face value</b>	10.2%	10.0%	10.1%	6.7%	6.4%	6.2%	6.1%	5.8%
<b>NPLs - Carrying value</b>	4.4%	4.2%	4.3%	2.5%	2.3%	2.2%	2.2%	2.1%
<b>Unlikely to pay - Face value</b>	4.9%	4.6%	4.6%	4.8%	4.7%	4.5%	4.3%	4.1%
<b>Unlikely to pay - Carrying value</b>	3.5%	3.3%	3.3%	3.0%	2.8%	2.7%	2.5%	2.5%
<b>Past-due loans - Face value</b>	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.3%	0.2%
<b>Past-due loans - Carrying value</b>	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.1%
<b>Total Impaired Loans - Face value</b>	<b>15.5%</b>	<b>14.9%</b>	<b>15.1%</b>	<b>11.8%</b>	<b>11.4%</b>	<b>11.0%</b>	<b>10.6%</b>	<b>10.2%</b>
<b>Total Impaired Loans - Carrying value</b>	<b>8.2%</b>	<b>7.8%</b>	<b>7.9%</b>	<b>5.6%</b>	<b>5.3%</b>	<b>5.1%</b>	<b>5.0%</b>	<b>4.7%</b>

# Asset Quality - Group Core

## CONSOLIDATED IMPAIRED LOANS TO CUSTOMER

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
(mln Euro)	2016	2016	2016	2016	2017	2017	2017	2017
<b>NPLs - Face value</b>	<b>13,044</b>	<b>12,705</b>	<b>13,018</b>	<b>12,734</b>	<b>12,119</b>	<b>11,511</b>	<b>11,213</b>	<b>10,739</b>
Writedowns	8,231	8,235	8,332	8,647	8,454	8,031	7,791	7,342
<i>as a percentage of face value (Coverage Ratio)</i>	63.1%	64.8%	64.0%	67.9%	69.8%	69.8%	69.5%	68.4%
<b>NPLs - Carrying value</b>	<b>4,813</b>	<b>4,470</b>	<b>4,686</b>	<b>4,088</b>	<b>3,665</b>	<b>3,480</b>	<b>3,422</b>	<b>3,397</b>
<b>Unlikely to pay - Face value</b>	<b>11,284</b>	<b>10,640</b>	<b>10,672</b>	<b>10,956</b>	<b>11,143</b>	<b>10,674</b>	<b>10,045</b>	<b>10,249</b>
Writedowns	3,972	3,817	3,711	4,561	4,634	4,482	4,297	4,434
<i>as a percentage of face value (Coverage Ratio)</i>	35.2%	35.9%	34.8%	41.6%	41.6%	42.0%	42.8%	43.3%
<b>Unlikely to pay- Carrying value</b>	<b>7,312</b>	<b>6,822</b>	<b>6,961</b>	<b>6,395</b>	<b>6,510</b>	<b>6,193</b>	<b>5,748</b>	<b>5,815</b>
<b>Past-due loans - Face value</b>	<b>1,381</b>	<b>1,472</b>	<b>1,503</b>	<b>1,176</b>	<b>1,117</b>	<b>1,104</b>	<b>1,199</b>	<b>969</b>
Writedowns	412	433	449	401	375	380	412	394
<i>as a percentage of face value (Coverage Ratio)</i>	29.8%	29.4%	29.9%	34.1%	33.6%	34.4%	34.4%	40.6%
<b>Past-due loans- Carrying value</b>	<b>969</b>	<b>1,038</b>	<b>1,054</b>	<b>775</b>	<b>742</b>	<b>724</b>	<b>787</b>	<b>576</b>
<b>IMPAIRED LOANS - Face value</b>	<b>25,709</b>	<b>24,817</b>	<b>25,193</b>	<b>24,866</b>	<b>24,379</b>	<b>23,290</b>	<b>22,457</b>	<b>21,957</b>
Writedowns	12,615	12,485	12,492	13,608	13,462	12,893	12,501	12,170
<i>as a percentage of face value (Coverage Ratio)</i>	49.1%	50.3%	49.6%	54.7%	55.2%	55.4%	55.7%	55.4%
<b>IMPAIRED LOANS - Carrying value</b>	<b>13,094</b>	<b>12,331</b>	<b>12,701</b>	<b>11,258</b>	<b>10,917</b>	<b>10,397</b>	<b>9,957</b>	<b>9,787</b>
<b>PERFORMING LOANS - Face value</b>	<b>411,324</b>	<b>420,912</b>	<b>412,445</b>	<b>416,143</b>	<b>425,279</b>	<b>425,165</b>	<b>426,648</b>	<b>425,236</b>
Writedowns	1,829	1,851	1,796	1,965	1,899	1,893	1,941	1,854
<i>as a percentage of face value (Coverage Ratio)</i>	0.4%	0.4%	0.4%	0.5%	0.4%	0.4%	0.5%	0.4%
<b>PERFORMING LOANS- Carrying value</b>	<b>409,495</b>	<b>419,060</b>	<b>410,649</b>	<b>414,178</b>	<b>423,380</b>	<b>423,272</b>	<b>424,708</b>	<b>423,382</b>

## AS A PERCENTAGE OF TOTAL LOANS TO CUSTOMERS

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2016	2016	2016	2017	2017	2017	2017
<b>NPLs - Face value</b>	3.0%	2.9%	3.0%	2.9%	2.7%	2.6%	2.5%	2.4%
<b>NPLs - Carrying value</b>	1.1%	1.0%	1.1%	1.0%	0.8%	0.8%	0.8%	0.8%
<b>Unlikely to pay - Face value</b>	2.6%	2.4%	2.4%	2.5%	2.5%	2.4%	2.2%	2.3%
<b>Unlikely to pay - Carrying value</b>	1.7%	1.6%	1.6%	1.5%	1.5%	1.4%	1.3%	1.3%
<b>Past-due loans - Face value</b>	0.3%	0.3%	0.3%	0.3%	0.2%	0.2%	0.3%	0.2%
<b>Past-due loans - Carrying value</b>	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%
<b>Total Impaired Loans - Face value</b>	<b>5.9%</b>	<b>5.6%</b>	<b>5.8%</b>	<b>5.6%</b>	<b>5.4%</b>	<b>5.2%</b>	<b>5.0%</b>	<b>4.9%</b>
<b>Total Impaired Loans - Carrying value</b>	<b>3.1%</b>	<b>2.9%</b>	<b>3.0%</b>	<b>2.6%</b>	<b>2.5%</b>	<b>2.4%</b>	<b>2.3%</b>	<b>2.3%</b>

# Asset Quality - Non Core

## CONSOLIDATED IMPAIRED LOANS TO CUSTOMER

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
(mln Euro)	2016	2016	2016	2016	2017	2017	2017	2017
<b>NPLs - Face value</b>	<b>37,734</b>	<b>37,389</b>	<b>37,071</b>	<b>19,064</b>	<b>18,965</b>	<b>18,429</b>	<b>18,178</b>	<b>17,066</b>
Writedowns	22,642	22,409	22,440	12,207	12,250	11,865	11,677	10,963
<i>as a percentage of face value (Coverage Ratio)</i>	60.0%	59.9%	60.5%	64.0%	64.6%	64.4%	64.2%	64.2%
<b>NPLs - Carrying value</b>	<b>15,092</b>	<b>14,980</b>	<b>14,631</b>	<b>6,857</b>	<b>6,715</b>	<b>6,563</b>	<b>6,500</b>	<b>6,103</b>
<b>Unlikely to pay - Face value</b>	<b>12,871</b>	<b>12,414</b>	<b>12,007</b>	<b>12,209</b>	<b>11,726</b>	<b>11,082</b>	<b>10,440</b>	<b>9,274</b>
Writedowns	4,150	4,125	3,997	5,460	5,360	5,011	4,714	4,060
<i>as a percentage of face value (Coverage Ratio)</i>	32.2%	33.2%	33.3%	44.7%	45.7%	45.2%	45.1%	43.8%
<b>Unlikely to pay- Carrying value</b>	<b>8,721</b>	<b>8,289</b>	<b>8,010</b>	<b>6,749</b>	<b>6,367</b>	<b>6,071</b>	<b>5,727</b>	<b>5,213</b>
<b>Past-due loans - Face value</b>	<b>751</b>	<b>603</b>	<b>559</b>	<b>203</b>	<b>229</b>	<b>190</b>	<b>204</b>	<b>136</b>
Writedowns	173	136	133	72	72	66	69	47
<i>as a percentage of face value (Coverage Ratio)</i>	23.0%	22.6%	23.8%	35.3%	31.6%	34.6%	33.7%	34.7%
<b>Past-due loans- Carrying value</b>	<b>578</b>	<b>467</b>	<b>426</b>	<b>131</b>	<b>156</b>	<b>124</b>	<b>135</b>	<b>88</b>
<b>IMPAIRED LOANS - Face value</b>	<b>51,355</b>	<b>50,406</b>	<b>49,636</b>	<b>31,476</b>	<b>30,920</b>	<b>29,701</b>	<b>28,822</b>	<b>26,475</b>
Writedowns	26,964	26,670	26,570	17,739	17,682	16,942	16,460	15,071
<i>as a percentage of face value (Coverage Ratio)</i>	52.5%	52.9%	53.5%	56.4%	57.2%	57.0%	57.1%	56.9%
<b>IMPAIRED LOANS - Carrying value</b>	<b>24,391</b>	<b>23,736</b>	<b>23,066</b>	<b>13,737</b>	<b>13,239</b>	<b>12,759</b>	<b>12,362</b>	<b>11,405</b>
<b>PERFORMING LOANS - Face value</b>	<b>9,119</b>	<b>7,228</b>	<b>6,676</b>	<b>5,661</b>	<b>5,440</b>	<b>4,066</b>	<b>3,666</b>	<b>3,314</b>
Writedowns	343	287	243	226	210	196	183	161
<i>as a percentage of face value (Coverage Ratio)</i>	3.8%	4.0%	3.6%	4.0%	3.9%	4.8%	5.0%	4.8%
<b>PERFORMING LOANS- Carrying value</b>	<b>8,776</b>	<b>6,941</b>	<b>6,433</b>	<b>5,434</b>	<b>5,230</b>	<b>3,870</b>	<b>3,483</b>	<b>3,153</b>

## AS A PERCENTAGE OF TOTAL LOANS TO CUSTOMERS

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2016	2016	2016	2017	2017	2017	2017
<b>NPLs - Face value</b>	62.4%	64.9%	65.8%	51.3%	52.2%	54.6%	56.0%	57.3%
<b>NPLs - Carrying value</b>	45.5%	48.8%	49.6%	35.8%	36.4%	39.5%	41.0%	41.9%
<b>Unlikely to pay - Face value</b>	21.3%	21.5%	21.3%	32.9%	32.3%	32.8%	32.1%	31.1%
<b>Unlikely to pay - Carrying value</b>	26.3%	27.0%	27.2%	35.2%	34.5%	36.5%	36.1%	35.8%
<b>Past-due loans - Face value</b>	1.2%	1.0%	1.0%	0.5%	0.6%	0.6%	0.6%	0.5%
<b>Past-due loans - Carrying value</b>	1.7%	1.5%	1.4%	0.7%	0.8%	0.7%	0.9%	0.6%
<b>Total Impaired Loans - Face value</b>	<b>84.9%</b>	<b>87.5%</b>	<b>88.1%</b>	<b>84.8%</b>	<b>85.0%</b>	<b>88.0%</b>	<b>88.7%</b>	<b>88.9%</b>
<b>Total Impaired Loans - Carrying value</b>	<b>73.5%</b>	<b>77.4%</b>	<b>78.2%</b>	<b>71.7%</b>	<b>71.7%</b>	<b>76.7%</b>	<b>78.0%</b>	<b>78.3%</b>



## Asset Quality by Division

### CONSOLIDATED IMPAIRED LOANS TO CUSTOMER

	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
<b>(min Euro)</b>								
<b>CBK Italy</b>								
Total Impaired Loans - Face value	8,532	8,664	9,119	9,618	9,976	9,503	9,630	9,561
Total Impaired Loans - Carrying value	4,693	4,781	5,098	4,492	4,635	4,532	4,625	4,575
Total Customer Loans - Face value	140,149	142,845	141,669	140,746	141,634	143,951	142,899	144,168
Total Customer Loans - Carrying value	135,664	138,324	137,028	134,933	135,624	138,235	137,173	138,461
Coverage Ratio - Specific only	45.0%	44.8%	44.1%	53.3%	53.5%	52.3%	52.0%	52.2%
Coverage Ratio - Overall Provisions	52.6%	52.2%	50.9%	60.4%	60.2%	60.2%	59.5%	59.7%
Impaired Loans Ratio - Face value	6.1%	6.1%	6.4%	6.8%	7.0%	6.6%	6.7%	6.6%
Impaired Loans Ratio - Carrying value	3.5%	3.5%	3.7%	3.3%	3.4%	3.3%	3.4%	3.3%
<b>CBK Germany</b>								
Total Impaired Loans - Face value	2,585	2,436	2,379	2,324	2,162	2,118	1,844	1,821
Total Impaired Loans - Carrying value	1,439	1,282	1,289	1,381	1,064	1,001	781	743
Total Customer Loans - Face value	80,412	81,394	81,559	81,946	83,215	83,907	82,949	82,357
Total Customer Loans - Carrying value	79,015	80,078	80,310	80,822	81,958	82,635	81,726	81,155
Coverage Ratio - Specific only	44.3%	47.4%	45.8%	40.6%	50.8%	52.7%	57.6%	59.2%
Coverage Ratio - Overall Provisions	54.0%	54.0%	52.5%	48.3%	58.1%	60.1%	66.3%	66.0%
Impaired Loans Ratio - Face value	3.2%	3.0%	2.9%	2.8%	2.6%	2.5%	2.2%	2.2%
Impaired Loans Ratio - Carrying value	1.8%	1.6%	1.6%	1.7%	1.3%	1.2%	1.0%	0.9%
<b>CBK Austria</b>								
Total Impaired Loans - Face value	2,795	2,655	2,497	2,470	2,260	2,246	2,088	2,100
Total Impaired Loans - Carrying value	1,064	982	911	933	908	947	821	887
Total Customer Loans - Face value	50,977	50,691	50,382	50,216	49,166	48,586	47,953	47,454
Total Customer Loans - Carrying value	48,891	48,654	48,435	48,268	47,417	46,913	46,273	45,846
Coverage Ratio - Specific only	61.9%	63.0%	63.5%	62.2%	59.8%	57.8%	60.7%	57.8%
Coverage Ratio - Overall Provisions	74.7%	76.7%	77.9%	78.8%	77.4%	74.5%	80.4%	76.6%
Impaired Loans Ratio - Face value	5.5%	5.2%	5.0%	4.9%	4.6%	4.6%	4.4%	4.4%
Impaired Loans Ratio - Carrying value	2.2%	2.0%	1.9%	1.9%	1.9%	2.0%	1.8%	1.9%
<b>CIB</b>								
Total Impaired Loans - Face value	4,663	4,171	4,505	4,301	4,151	3,862	3,516	3,737
Total Impaired Loans - Carrying value	2,627	2,229	2,562	2,009	1,933	1,803	1,738	1,953
Total Customer Loans - Face value	109,180	113,182	104,983	108,878	114,377	110,746	112,517	110,189
Total Customer Loans - Carrying value	106,917	110,920	102,739	106,305	111,878	108,422	110,459	108,154
Coverage Ratio - Specific only	43.7%	46.6%	43.1%	53.3%	53.4%	53.3%	50.6%	47.7%
Coverage Ratio - Overall Provisions	48.5%	54.2%	49.8%	59.8%	60.2%	60.2%	58.5%	54.5%
Impaired Loans Ratio - Face value	4.3%	3.7%	4.3%	3.9%	3.6%	3.5%	3.1%	3.4%
Impaired Loans Ratio - Carrying value	2.5%	2.0%	2.5%	1.9%	1.7%	1.7%	1.6%	1.8%
<b>CEE</b>								
Total Impaired Loans - Face value	7,110	6,846	6,592	6,412	6,129	5,891	5,734	5,082
Total Impaired Loans - Carrying value	3,226	2,990	2,742	2,589	2,549	2,320	2,211	1,851
Total Customer Loans - Face value	62,260	63,444	64,055	64,490	65,127	64,177	64,263	63,970
Total Customer Loans - Carrying value	58,045	59,242	59,869	60,280	61,175	60,288	60,423	60,432
Coverage Ratio - Specific only	54.6%	56.3%	58.4%	59.6%	58.4%	60.6%	61.4%	63.6%
Coverage Ratio - Overall Provisions	59.3%	61.4%	63.5%	65.7%	64.5%	66.0%	67.0%	69.6%
Impaired Loans Ratio - Face value	11.4%	10.8%	10.3%	9.9%	9.4%	9.2%	8.9%	7.9%
Impaired Loans Ratio - Carrying value	5.6%	5.0%	4.6%	4.3%	4.2%	3.8%	3.7%	3.1%

# Capital Position

## GROUP CAPITAL STRUCTURE

### Basel 3

(mln Euro)	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Change %	
	2016	2016	2016	2016	2017	2017	2017	2017	q/q	y/y
<b>Common Equity Tier I Transitional</b>	40,644	41,955	42,980	31,537	45,132	45,616	48,795	48,880	+0.2%	+55.0%
<b>Tier I Capital Transitional</b>	44,050	45,134	46,152	35,005	48,740	50,462	53,640	54,703	+2.0%	+56.3%
<b>Total Capital Transitional</b>	54,381	55,960	56,667	45,150	58,574	60,848	63,682	64,454	+1.2%	+42.8%
<b>Total RWA Transitional</b>	394,359	399,260	390,901	387,136	385,261	352,669	350,024	356,100	+1.7%	-8.0%
Credit Risk	336,969	337,609	333,133	331,181	331,250	301,095	298,414	307,517	+3.1%	-7.1%
Market Risk	16,696	22,127	18,207	17,437	15,485	15,009	14,189	16,056	+13.2%	-7.9%
Operational Risk	40,694	39,524	39,562	38,518	38,527	36,565	37,421	32,528	-13.1%	-15.6%
<b>Hybrids included in Tier I Capital</b>	3,468	3,298	3,237	3,732	3,676	4,913	4,912	5,902	+20.1%	+58.1%

## CAPITAL RATIOS

%	Q1 (*)	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Delta	
	2016	2016	2016	2016	2017	2017	2017	2017	q/q	y/y
<b>Common Equity Tier I Ratio Transitional</b>	10.31%	10.51%	11.00%	8.15%	11.71%	12.93%	13.94%	13.73%	-21bp	558bp
<b>Tier I Ratio Transitional</b>	11.17%	11.30%	11.81%	9.04%	12.65%	14.31%	15.32%	15.36%	4bp	632bp
<b>Total Capital Ratio Transitional</b>	13.79%	14.02%	14.50%	11.66%	15.20%	17.25%	18.19%	18.10%	-9bp	644bp
<b>Hybrids as % of Tier I capital</b>	7.87%	7.31%	7.01%	10.66%	7.54%	9.74%	9.16%	10.79%	163bp	13bp

Note: Capital position as per regulatory purposes.

(\*) March 2016 CET1 ratio, Tier 1 ratio and Total Capital ratio pro-forma including unaudited 1Q Net profit net of dividend accrual and 2015 Scrip dividend at 10.50%, 11.36% and 13.98% respectively.

# Commercial Bank - Italy

## INCOME STATEMENT

(mln Euro)	FY		y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2017	2016		2016	2016	2016	2016	2017	2017	2017	2017
Net interest	3,674	3,851	-4.6%	1,000	999	976	875	922	923	907	921
Dividends and other income from equity investments	80	95	-16.0%	21	22	26	26	20	21	17	22
Net fees and commissions	3,716	3,482	+6.7%	930	910	832	810	947	971	861	937
Net trading income	42	57	-26.9%	-2	61	11	-13	-6	30	4	14
Net other expenses/income	-96	-52	+86.2%	-17	-3	-10	-21	-26	-19	-31	-20
<b>OPERATING INCOME</b>	<b>7,415</b>	<b>7,434</b>	<b>-0.2%</b>	<b>1,931</b>	<b>1,990</b>	<b>1,835</b>	<b>1,678</b>	<b>1,856</b>	<b>1,927</b>	<b>1,759</b>	<b>1,873</b>
Payroll costs	-2,528	-2,635	-4.1%	-676	-671	-652	-636	-640	-634	-626	-627
Other administrative expenses	-2,270	-2,311	-1.8%	-586	-569	-584	-572	-568	-552	-582	-568
Recovery of expenses	431	438	-1.5%	109	104	115	110	103	83	121	123
Amortisation & depreciation	-72	-65	+10.5%	-15	-16	-17	-17	-14	-19	-20	-20
<b>Operating costs</b>	<b>-4,438</b>	<b>-4,573</b>	<b>-3.0%</b>	<b>-1,168</b>	<b>-1,152</b>	<b>-1,139</b>	<b>-1,115</b>	<b>-1,118</b>	<b>-1,121</b>	<b>-1,108</b>	<b>-1,091</b>
<b>OPERATING PROFIT</b>	<b>2,977</b>	<b>2,860</b>	<b>+4.1%</b>	<b>763</b>	<b>838</b>	<b>696</b>	<b>563</b>	<b>738</b>	<b>805</b>	<b>651</b>	<b>782</b>
Net write-downs of loans	-945	-2,003	-52.8%	-228	-243	-240	-1,292	-241	-227	-210	-266
<b>NET OPERATING PROFIT</b>	<b>2,032</b>	<b>857</b>	<b>+137.0%</b>	<b>535</b>	<b>595</b>	<b>456</b>	<b>-729</b>	<b>497</b>	<b>578</b>	<b>441</b>	<b>516</b>
Other Charges & Provisions	-264	-395	-33.2%	-51	-117	-126	-102	-49	-89	-87	-39
o/w Systemic Charges	-103	-91	+13.8%	-30	3	-73	9	-34	-1	-68	-1
Integration costs	21	-971	-102.2%	-33	-47	-1	-890	-2	-1	-1	24
Net income from investments	-11	-44	-74.4%	-1	-5	-2	-36	-1	-3	-5	-2
<b>PROFIT BEFORE TAX</b>	<b>1,778</b>	<b>-553</b>	<b>n.m.</b>	<b>451</b>	<b>427</b>	<b>326</b>	<b>-1,757</b>	<b>445</b>	<b>485</b>	<b>348</b>	<b>499</b>
<b>CONSOLIDATED PROFIT</b>	<b>1,231</b>	<b>-603</b>	<b>n.m.</b>	<b>309</b>	<b>291</b>	<b>226</b>	<b>-1,429</b>	<b>312</b>	<b>323</b>	<b>246</b>	<b>350</b>

## INCOME STATEMENT RATIOS

Cost income ratio	59.9%	61.5%	-1.7 pp	60.5%	57.9%	62.1%	66.4%	60.2%	58.2%	63.0%	58.2%
Cost of Risk (LLP annualized on Avg Loans) in basis points	69	147	-78	68	71	70	380	71	66	61	77

## VOLUMES

Customers Loans (excl. Repos and IC)	138,435	134,906	+2.6%	135,620	138,282	136,991	134,906	135,597	138,209	137,146	138,435
Customer Depos (excl. Repos and IC)	141,982	134,495	+5.6%	125,440	126,683	128,391	134,495	132,662	134,830	137,745	141,982
Total RWA	85,516	79,043	+8.2%	79,040	79,488	78,826	79,043	78,747	81,405	81,496	85,516

## OTHER FIGURES

FTEs (100%)	32,372	35,222	-8.1%	36,294	36,355	35,559	35,222	34,602	34,270	33,531	32,372
Roac at 12.5% CET1 ratio target*	11.9%	-6.0%	n.m.	11.7%	11.2%	8.3%	-70.6%	12.6%	12.8%	9.7%	12.5%

\* allocated capital based on CET1 ratio target constant at 2019 level

# Commercial Bank - Germany

## INCOME STATEMENT

(mln Euro)	FY		y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2017	2016		2016	2016	2016	2016	2017	2017	2017	2017
Net interest	1,656	1,489	+11.2%	397	371	374	347	395	478	390	393
Dividends and other income from equity investments	4	49	-90.9%	41	3	1	5	0	0	0	4
Net fees and commissions	777	726	+7.0%	187	179	180	181	233	187	178	178
Net trading income	139	80	+74.2%	-13	19	16	58	32	27	58	22
Net other expenses/income	149	127	+17.3%	41	33	27	26	41	38	33	38
<b>OPERATING INCOME</b>	<b>2,726</b>	<b>2,472</b>	<b>+10.3%</b>	<b>653</b>	<b>606</b>	<b>597</b>	<b>616</b>	<b>701</b>	<b>731</b>	<b>660</b>	<b>635</b>
Payroll costs	-1,029	-1,045	-1.5%	-273	-268	-264	-240	-267	-259	-258	-245
Other administrative expenses	-769	-819	-6.1%	-196	-202	-197	-225	-200	-193	-186	-190
Recovery of expenses	4	3	+28.7%	0	0	1	1	2	0	0	2
Amortisation & depreciation	-40	-42	-6.0%	-11	-11	-15	-5	-10	-10	-10	-10
<b>Operating costs</b>	<b>-1,835</b>	<b>-1,903</b>	<b>-3.6%</b>	<b>-480</b>	<b>-480</b>	<b>-474</b>	<b>-469</b>	<b>-475</b>	<b>-462</b>	<b>-454</b>	<b>-444</b>
<b>OPERATING PROFIT</b>	<b>891</b>	<b>568</b>	<b>+56.9%</b>	<b>173</b>	<b>126</b>	<b>122</b>	<b>147</b>	<b>225</b>	<b>268</b>	<b>206</b>	<b>191</b>
Net write-downs of loans	-108	44	n.m.	22	7	-21	36	-20	-32	0	-56
<b>NET OPERATING PROFIT</b>	<b>783</b>	<b>612</b>	<b>+27.9%</b>	<b>195</b>	<b>132</b>	<b>101</b>	<b>183</b>	<b>205</b>	<b>236</b>	<b>206</b>	<b>136</b>
Other Charges & Provisions	-101	-140	-27.9%	-38	-12	4	-93	-36	-35	-4	-27
o/w Systemic Charges	-67	-53	+27.7%	-37	-14	-9	7	-34	-12	-6	-16
Integration costs	-7	-301	-97.7%	0	0	0	-301	-2	0	0	-5
Net income from investments	-19	18	n.m.	2	19	1	-3	2	-1	0	-21
<b>PROFIT BEFORE TAX</b>	<b>656</b>	<b>189</b>	<b>n.m.</b>	<b>158</b>	<b>138</b>	<b>106</b>	<b>-214</b>	<b>170</b>	<b>201</b>	<b>202</b>	<b>84</b>
<b>CONSOLIDATED PROFIT</b>	<b>639</b>	<b>120</b>	<b>n.m.</b>	<b>108</b>	<b>93</b>	<b>68</b>	<b>-149</b>	<b>112</b>	<b>238</b>	<b>156</b>	<b>133</b>

## INCOME STATEMENT RATIOS

Cost income ratio	67.3%	77.0%	-9.7 pp	73.5%	79.3%	79.5%	76.1%	67.8%	63.3%	68.8%	69.9%
Cost of Risk (LLP annualized on Avg Loans) in basis points	13	-5	19	-11	-3	10	-18	10	16	0	27

## VOLUMES

Customers Loans (excl. Repos and IC)	80,927	80,519	+0.5%	78,744	79,818	80,060	80,519	81,732	82,412	81,499	80,927
Customer Depos (excl. Repos and IC)	91,582	86,043	+6.4%	81,462	85,079	86,834	86,043	83,244	83,822	86,304	91,582
Total RWA	34,023	35,970	-5.4%	34,322	34,931	34,603	35,970	35,728	34,686	34,974	34,023

## OTHER FIGURES

FTEs (100%)	10,091	10,910	-7.5%	11,165	10,991	11,030	10,910	10,770	10,346	10,296	10,091
Roac at 12.5% CET1 ratio target*	13.6%	1.4%	12.2 pp	8.2%	6.9%	4.7%	-13.6%	9.2%	20.8%	13.4%	10.9%

\* allocated capital based on CET1 ratio target constant at 2019 level

# Commercial Bank - Austria

## INCOME STATEMENT

(mln Euro)	FY		y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2017	2016		2016	2016	2016	2016	2017	2017	2017	2017
Net interest	691	771	-10.5%	200	195	208	170	171	173	180	166
Dividends and other income from equity investments	146	126	+16.4%	25	35	36	29	30	38	40	38
Net fees and commissions	623	595	+4.8%	147	146	146	156	154	154	151	164
Net trading income	38	129	-70.6%	2	68	12	46	5	9	6	17
Net other expenses/income	52	18	+186.4%	7	2	9	0	5	28	7	13
<b>OPERATING INCOME</b>	<b>1,550</b>	<b>1,639</b>	<b>-5.4%</b>	<b>381</b>	<b>446</b>	<b>412</b>	<b>401</b>	<b>366</b>	<b>402</b>	<b>385</b>	<b>397</b>
Payroll costs	-581	-644	-9.7%	-163	-167	-151	-163	-151	-152	-137	-142
Other administrative expenses	-489	-577	-15.3%	-144	-147	-139	-148	-129	-117	-120	-123
Recovery of expenses	0	0	n.m.	0	0	0	0	0	0	0	0
Amortisation & depreciation	-15	-15	-0.2%	-6	-6	-6	2	-3	-4	-4	-5
<b>Operating costs</b>	<b>-1,085</b>	<b>-1,236</b>	<b>-12.2%</b>	<b>-313</b>	<b>-319</b>	<b>-295</b>	<b>-309</b>	<b>-284</b>	<b>-272</b>	<b>-261</b>	<b>-269</b>
<b>OPERATING PROFIT</b>	<b>465</b>	<b>403</b>	<b>+15.4%</b>	<b>68</b>	<b>126</b>	<b>117</b>	<b>92</b>	<b>82</b>	<b>130</b>	<b>124</b>	<b>128</b>
Net write-downs of loans	32	-32	n.m.	-4	10	21	-60	52	30	-14	-35
<b>NET OPERATING PROFIT</b>	<b>497</b>	<b>371</b>	<b>+34.0%</b>	<b>64</b>	<b>137</b>	<b>138</b>	<b>32</b>	<b>134</b>	<b>160</b>	<b>110</b>	<b>93</b>
Other Charges & Provisions	-84	-272	-69.2%	-70	-26	-35	-141	-89	9	4	-8
o/w Systemic Charges	-91	-146	-37.9%	-69	-26	-25	-26	-88	-4	5	-4
Integration costs	0	-361	-99.9%	-204	0	-4	-153	0	0	0	0
Net income from investments	14	-72	-119.7%	5	1	2	-81	6	1	0	7
<b>PROFIT BEFORE TAX</b>	<b>427</b>	<b>-334</b>	<b>n.m.</b>	<b>-205</b>	<b>111</b>	<b>101</b>	<b>-342</b>	<b>52</b>	<b>170</b>	<b>114</b>	<b>91</b>
<b>CONSOLIDATED PROFIT</b>	<b>557</b>	<b>-384</b>	<b>n.m.</b>	<b>-206</b>	<b>89</b>	<b>98</b>	<b>-364</b>	<b>68</b>	<b>205</b>	<b>188</b>	<b>96</b>

## INCOME STATEMENT RATIOS

Cost income ratio	70.0%	75.4%	-5.4 pp	82.2%	71.6%	71.6%	77.0%	77.6%	67.6%	67.7%	67.7%
Cost of Risk (LLP annualized on Avg Loans) in basis points	-7	7	-13	3	-9	-17	49	-44	-25	12	31

## VOLUMES

Customers Loans (excl. Repos and IC)	44,336	44,984	-1.4%	44,708	44,383	44,512	44,984	44,960	44,626	44,547	44,336
Customer Depos (excl. Repos and IC)	46,272	47,096	-1.7%	47,251	47,060	47,322	47,096	46,711	46,375	46,687	46,272
Total RWA	20,939	23,675	-11.6%	24,735	23,685	23,536	23,675	22,423	21,960	21,581	20,939

## OTHER FIGURES

FTEs (100%)	4,966	5,486	-9.5%	5,654	5,561	5,535	5,486	5,317	5,246	5,199	4,966
Roac at 12.5% CET1 ratio target*	19.6%	-13.6%	n.m.	-27.4%	11.0%	12.3%	-50.9%	9.0%	28.2%	26.7%	14.4%

\* allocated capital based on CET1 ratio target constant at 2019 level

INCOME STATEMENT

(mln Euro)	FY		y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2017	2016		2016	2016	2016	2016	2017	2017	2017	2017
Net interest	2,092	2,297	-8.9%	583	619	553	543	530	548	497	516
Dividends and other income from equity investments	19	55	-66.2%	45	4	7	-1	1	11	4	3
Net fees and commissions	632	620	+2.0%	160	173	161	125	144	176	143	169
Net trading income	1,243	1,234	+0.7%	263	331	366	274	456	281	251	255
Net other expenses/income	81	27	+195.4%	23	4	-26	27	24	10	-5	52
<b>OPERATING INCOME</b>	<b>4,066</b>	<b>4,233</b>	<b>-3.9%</b>	<b>1,074</b>	<b>1,131</b>	<b>1,061</b>	<b>968</b>	<b>1,155</b>	<b>1,026</b>	<b>890</b>	<b>995</b>
Payroll costs	-638	-649	-1.7%	-159	-166	-166	-158	-159	-160	-156	-162
Other administrative expenses	-988	-1,081	-8.6%	-265	-273	-269	-274	-271	-252	-241	-225
Recovery of expenses	2	3	-41.5%	0	0	0	2	0	0	1	1
Amortisation & depreciation	-3	-3	-9.5%	-1	-1	-1	-1	-1	-1	-1	-1
<b>Operating costs</b>	<b>-1,627</b>	<b>-1,730</b>	<b>-5.9%</b>	<b>-425</b>	<b>-439</b>	<b>-436</b>	<b>-430</b>	<b>-431</b>	<b>-412</b>	<b>-397</b>	<b>-387</b>
<b>OPERATING PROFIT</b>	<b>2,440</b>	<b>2,504</b>	<b>-2.6%</b>	<b>649</b>	<b>691</b>	<b>626</b>	<b>538</b>	<b>724</b>	<b>614</b>	<b>493</b>	<b>609</b>
Net write-downs of loans	-246	-566	-56.5%	-62	-67	-29	-408	-72	3	-55	-121
<b>NET OPERATING PROFIT</b>	<b>2,193</b>	<b>1,938</b>	<b>+13.2%</b>	<b>587</b>	<b>624</b>	<b>597</b>	<b>130</b>	<b>652</b>	<b>617</b>	<b>438</b>	<b>487</b>
Other Charges & Provisions	-141	-389	-63.8%	-100	-20	-18	-251	-98	-7	-6	-29
o/w Systemic Charges	-119	-118	+1.0%	-93	-12	-11	-3	-101	-9	-3	-6
Integration costs	-3	-114	-97.4%	-2	-10	1	-103	-1	0	-2	0
Net income from investments	-65	-97	-33.0%	-41	-16	-8	-32	-29	-7	-2	-27
<b>PROFIT BEFORE TAX</b>	<b>1,985</b>	<b>1,338</b>	<b>+48.4%</b>	<b>444</b>	<b>578</b>	<b>572</b>	<b>-256</b>	<b>524</b>	<b>603</b>	<b>427</b>	<b>431</b>
<b>CONSOLIDATED PROFIT</b>	<b>1,422</b>	<b>1,175</b>	<b>+20.9%</b>	<b>300</b>	<b>380</b>	<b>379</b>	<b>117</b>	<b>352</b>	<b>400</b>	<b>299</b>	<b>371</b>

INCOME STATEMENT RATIOS

Cost income ratio	40.0%	40.9%	-0.8 pp	39.6%	38.9%	41.1%	44.4%	37.3%	40.2%	44.6%	38.9%
Cost of Risk (LLP annualized on Avg Loans) in basis points	22	53	-31	24	25	11	156	27	-1	20	44

VOLUMES

Customers Loans (excl. Repos and IC)	79,234	75,611	+4.8%	68,604	73,726	72,685	75,611	75,423	75,744	78,356	79,234
Customer Depos (excl. Repos and IC)	47,932	46,331	+3.5%	46,555	44,307	45,240	46,331	45,772	47,410	44,237	47,932
Total RWA	75,557	75,143	+0.6%	73,205	80,072	74,626	75,143	72,466	70,951	71,470	75,557

OTHER FIGURES

FTEs (100%)	3,316	3,480	-4.7%	3,605	3,551	3,535	3,480	3,447	3,447	3,371	3,316
Roac at 12.5% CET1 ratio target*	15.3%	12.1%	3.2 pp	12.9%	15.5%	15.1%	4.8%	14.8%	17.4%	13.1%	15.8%

\* allocated capital based on CET1 ratio target constant at 2019 level

## CIB Division - Additional Disclosure (managerial figures)

(mln Euro)	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
<b>TOTAL REVENUES CIB</b>	<b>1,074</b>	<b>1,131</b>	<b>1,061</b>	<b>968</b>	<b>1,155</b>	<b>1,026</b>	<b>890</b>	<b>995</b>
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>391</b>	<b>375</b>	<b>327</b>	<b>326</b>	<b>375</b>	<b>379</b>	<b>406</b>	<b>386</b>
Financing & Advisory (F&A) Italy	156	116	116	129	125	142	171	145
Financing & Advisory (F&A) Germany	200	221	172	161	213	187	193	193
Financing & Advisory (F&A) Austria	36	40	41	39	39	51	44	50
<b>Markets</b>	<b>583</b>	<b>653</b>	<b>620</b>	<b>518</b>	<b>669</b>	<b>539</b>	<b>376</b>	<b>494</b>
<b>Global Transaction Business (GTB)</b>	<b>100</b>	<b>107</b>	<b>112</b>	<b>125</b>	<b>113</b>	<b>108</b>	<b>110</b>	<b>115</b>
<b>CIB Other</b>	<b>8</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>6</b>
<b>TOTAL COSTS CIB</b>	<b>-425</b>	<b>-439</b>	<b>-436</b>	<b>-430</b>	<b>-431</b>	<b>-412</b>	<b>-397</b>	<b>-387</b>
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>-134</b>	<b>-142</b>	<b>-133</b>	<b>-135</b>	<b>-137</b>	<b>-132</b>	<b>-132</b>	<b>-129</b>
Financing & Advisory (F&A) Italy	-26	-29	-27	-31	-30	-28	-32	-32
Financing & Advisory (F&A) Germany	-93	-92	-91	-89	-93	-85	-87	-82
Financing & Advisory (F&A) Austria	-17	-22	-16	-20	-17	-21	-15	-18
<b>Markets</b>	<b>-229</b>	<b>-230</b>	<b>-235</b>	<b>-227</b>	<b>-228</b>	<b>-218</b>	<b>-207</b>	<b>-194</b>
<b>Global Transaction Business (GTB)</b>	<b>-53</b>	<b>-58</b>	<b>-52</b>	<b>-55</b>	<b>-55</b>	<b>-51</b>	<b>-53</b>	<b>-51</b>
<b>CIB Other</b>	<b>-2</b>	<b>-2</b>	<b>-2</b>	<b>-2</b>	<b>-2</b>	<b>-2</b>	<b>-3</b>	<b>-4</b>
<b>TOTAL LOAN LOSS PROVISIONS CIB</b>	<b>-62</b>	<b>-67</b>	<b>-29</b>	<b>-408</b>	<b>-72</b>	<b>3</b>	<b>-55</b>	<b>-121</b>
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>-73</b>	<b>-113</b>	<b>-55</b>	<b>-352</b>	<b>-79</b>	<b>6</b>	<b>-60</b>	<b>-82</b>
Financing & Advisory (F&A) Italy	-2	-2	-12	-223	-45	12	-57	-65
Financing & Advisory (F&A) Germany	-68	-144	-41	-137	-32	-22	-9	22
Financing & Advisory (F&A) Austria	-2	33	-2	7	-2	16	6	-40
<b>Markets</b>	<b>9</b>	<b>48</b>	<b>20</b>	<b>-55</b>	<b>7</b>	<b>-3</b>	<b>5</b>	<b>-12</b>
<b>Global Transaction Business (GTB)</b>	<b>2</b>	<b>-2</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-27</b>
<b>CIB Other</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL NET OPERATING PROFIT CIB</b>	<b>587</b>	<b>624</b>	<b>597</b>	<b>130</b>	<b>652</b>	<b>617</b>	<b>438</b>	<b>487</b>
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>183</b>	<b>119</b>	<b>139</b>	<b>-162</b>	<b>158</b>	<b>253</b>	<b>214</b>	<b>174</b>
Financing & Advisory (F&A) Italy	127	85	76	-125	51	126	82	48
Financing & Advisory (F&A) Germany	39	-16	39	-65	88	80	96	133
Financing & Advisory (F&A) Austria	17	50	23	27	20	47	35	-7
<b>Markets</b>	<b>363</b>	<b>471</b>	<b>405</b>	<b>235</b>	<b>447</b>	<b>317</b>	<b>174</b>	<b>287</b>
<b>Global Transaction Business (GTB)</b>	<b>50</b>	<b>47</b>	<b>66</b>	<b>70</b>	<b>58</b>	<b>57</b>	<b>57</b>	<b>37</b>
<b>CIB Other</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>
<b>RWA CIB</b>	<b>73,205</b>	<b>80,072</b>	<b>74,626</b>	<b>75,143</b>	<b>72,466</b>	<b>70,951</b>	<b>71,470</b>	<b>75,557</b>
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>37,311</b>	<b>37,514</b>	<b>37,471</b>	<b>37,926</b>	<b>36,791</b>	<b>36,936</b>	<b>37,808</b>	<b>38,329</b>
Financing & Advisory (F&A) Italy	13,661	14,115	14,938	15,282	15,223	15,003	15,324	15,937
Financing & Advisory (F&A) Germany	18,757	18,506	17,991	17,994	16,891	16,874	17,159	16,498
Financing & Advisory (F&A) Austria	4,894	4,893	4,542	4,650	4,677	5,058	5,326	5,894
<b>Markets</b>	<b>29,827</b>	<b>36,182</b>	<b>30,391</b>	<b>29,457</b>	<b>27,379</b>	<b>27,080</b>	<b>26,378</b>	<b>28,897</b>
<b>Global Transaction Business (GTB)</b>	<b>5,527</b>	<b>5,884</b>	<b>6,300</b>	<b>7,571</b>	<b>7,537</b>	<b>6,339</b>	<b>6,795</b>	<b>7,674</b>
<b>CIB Other</b>	<b>540</b>	<b>492</b>	<b>464</b>	<b>189</b>	<b>760</b>	<b>596</b>	<b>489</b>	<b>657</b>

# Fineco

## INCOME STATEMENT

(mln Euro)	FY		y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2017	2016		2016	2016	2016	2016	2017	2017	2017	2017
Net interest	264	249	+6.1%	62	61	62	63	63	64	67	70
Dividends and other income from equity investments	0	0	n.m.	0	0	0	0	0	0	0	0
Net fees and commissions	270	243	+11.2%	58	60	59	66	65	65	70	71
Net trading income	48	69	-30.2%	20	27	11	11	14	12	11	11
Net other expenses/income	4	-2	n.m.	0	1	-1	-2	1	-1	0	4
<b>OPERATING INCOME</b>	<b>586</b>	<b>558</b>	<b>+4.9%</b>	<b>140</b>	<b>149</b>	<b>132</b>	<b>138</b>	<b>142</b>	<b>141</b>	<b>148</b>	<b>156</b>
Payroll costs	-79	-74	+7.6%	-19	-19	-19	-17	-19	-20	-20	-21
Other administrative expenses	-237	-228	+3.9%	-61	-57	-53	-57	-62	-61	-53	-60
Recovery of expenses	93	85	+9.3%	21	21	22	21	23	23	22	25
Amortisation & depreciation	-10	-10	+4.3%	-2	-2	-3	-3	-2	-3	-3	-3
<b>Operating costs</b>	<b>-233</b>	<b>-226</b>	<b>+3.0%</b>	<b>-60</b>	<b>-58</b>	<b>-53</b>	<b>-55</b>	<b>-61</b>	<b>-60</b>	<b>-54</b>	<b>-59</b>
<b>OPERATING PROFIT</b>	<b>353</b>	<b>332</b>	<b>+6.2%</b>	<b>80</b>	<b>91</b>	<b>78</b>	<b>83</b>	<b>81</b>	<b>80</b>	<b>94</b>	<b>97</b>
Net write-downs of loans	-5	-4	+22.7%	-1	-1	-1	-1	-1	-1	-2	-2
<b>NET OPERATING PROFIT</b>	<b>347</b>	<b>328</b>	<b>+6.0%</b>	<b>78</b>	<b>90</b>	<b>77</b>	<b>82</b>	<b>80</b>	<b>79</b>	<b>93</b>	<b>95</b>
Other Charges & Provisions	-19	-10	+90.6%	-1	-1	-11	4	-2	-1	-21	5
o/w Systemic Charges	-11	-9	+14.9%	0	1	-11	1	0	0	-20	9
Integration costs	0	-6	-107.4%	0	0	0	-5	0	0	0	0
Net income from investments	-13	-7	+99.3%	0	0	0	-7	0	0	-1	-12
<b>PROFIT BEFORE TAX</b>	<b>315</b>	<b>305</b>	<b>+3.2%</b>	<b>77</b>	<b>89</b>	<b>66</b>	<b>74</b>	<b>78</b>	<b>78</b>	<b>70</b>	<b>89</b>
<b>CONSOLIDATED PROFIT</b>	<b>76</b>	<b>75</b>	<b>+1.1%</b>	<b>18</b>	<b>24</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>16</b>	<b>22</b>

## INCOME STATEMENT RATIOS

Cost income ratio	39.8%	40.6%	-0.7 pp	43.0%	38.7%	40.6%	40.0%	42.9%	43.0%	36.2%	37.7%
Cost of Risk (LLP annualized on Avg Loans) in basis points	35	46	-11	66	64	31	27	20	30	38	43

## VOLUMES

Customers Loans (excl. Repos and IC)	1,927	910	+111.6%	701	781	815	910	1,015	1,303	1,528	1,927
Customer Depos (excl. Repos and IC)	20,059	18,570	+8.0%	16,513	16,981	17,029	18,570	18,707	19,281	19,797	20,059
Total RWA	2,332	1,890	+23.4%	1,838	1,805	1,778	1,890	1,937	2,063	2,184	2,332

## OTHER FIGURES

FTEs (100%)	1,082	1,052	+2.9%	1,021	1,025	1,033	1,052	1,044	1,067	1,069	1,082
Roac at 12.5% CET1 ratio target*	62.7%	79.4%	-16.8 pp	84.9%	106.1%	70.8%	61.3%	59.8%	70.9%	54.5%	66.3%

\* allocated capital based on CET1 ratio target constant at 2019 level



## INCOME STATEMENT

(mln Euro)	FY		y/y %	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
	2017	2016									
Net interest	-641	-671	-4.5%	-182	-150	-175	-163	-146	-175	-177	-143
Dividends and other income from equity investments	55	124	-56.1%	5	78	13	29	23	20	12	0
Net fees and commissions	-86	-153	-43.6%	-39	-60	-45	-9	-34	-21	-16	-14
Net trading income	-72	99	-172.9%	-19	169	-16	-36	-21	-9	-23	-19
Net other expenses/income	-17	-33	-47.7%	16	3	32	-84	-16	9	-2	-8
<b>OPERATING INCOME</b>	<b>-761</b>	<b>-633</b>	<b>+20.2%</b>	<b>-220</b>	<b>40</b>	<b>-191</b>	<b>-263</b>	<b>-194</b>	<b>-176</b>	<b>-207</b>	<b>-185</b>
Payroll costs	-1,267	-1,317	-3.8%	-352	-355	-344	-266	-322	-325	-310	-309
Other administrative expenses	1,234	1,009	+22.2%	357	352	355	-54	334	313	310	277
Recovery of expenses	113	120	-5.2%	28	26	26	40	31	25	25	32
Amortisation & depreciation	-543	-940	-42.3%	-153	-155	-158	-473	-135	-133	-135	-139
<b>Operating costs</b>	<b>-462</b>	<b>-1,128</b>	<b>-59.0%</b>	<b>-121</b>	<b>-132</b>	<b>-122</b>	<b>-753</b>	<b>-92</b>	<b>-121</b>	<b>-110</b>	<b>-139</b>
<b>OPERATING PROFIT</b>	<b>-1,224</b>	<b>-1,761</b>	<b>-30.5%</b>	<b>-340</b>	<b>-92</b>	<b>-313</b>	<b>-1,016</b>	<b>-286</b>	<b>-296</b>	<b>-317</b>	<b>-324</b>
Net write-downs of loans	-37	-5	n.m.	-6	-1	-11	12	-3	-1	-18	-16
<b>NET OPERATING PROFIT</b>	<b>-1,261</b>	<b>-1,767</b>	<b>-28.6%</b>	<b>-346</b>	<b>-93</b>	<b>-324</b>	<b>-1,004</b>	<b>-288</b>	<b>-297</b>	<b>-335</b>	<b>-340</b>
Other Charges & Provisions	-161	-641	-74.9%	-19	-258	-38	-326	-35	10	-64	-72
o/w Systemic Charges	-12	-476	-97.5%	-19	-183	-29	-246	-30	18	-45	45
Integration costs	-130	-349	-62.7%	-10	-19	-18	-302	2	1	-26	-108
Net income from investments	-208	-689	-69.8%	13	8	0	-711	42	-168	8	-89
<b>PROFIT BEFORE TAX</b>	<b>-1,760</b>	<b>-3,447</b>	<b>-48.9%</b>	<b>-363</b>	<b>-362</b>	<b>-380</b>	<b>-2,342</b>	<b>-280</b>	<b>-454</b>	<b>-418</b>	<b>-609</b>
<b>CONSOLIDATED PROFIT</b>	<b>737</b>	<b>-4,199</b>	<b>-117.5%</b>	<b>-147</b>	<b>-102</b>	<b>-331</b>	<b>-3,620</b>	<b>-81</b>	<b>-518</b>	<b>1,709</b>	<b>-374</b>

## INCOME STATEMENT RATIOS

Cost income ratio	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.
Cost of Risk (LLP annualized on Avg Loans) in basis points	-87	-8	-79	-30	-5	-69	79	-18	-9	-190	-207

## VOLUMES

Customers Loans (excl. Repos and IC)	2,650	2,041	+29.8%	1,817	1,877	2,052	2,041	1,844	2,195	2,606	2,650
Customer Depos (excl. Repos and IC)	2,513	3,300	-23.8%	3,192	2,702	2,719	3,300	2,630	2,514	2,351	2,513
<b>Total RWA</b>	<b>30,024</b>	<b>53,816</b>	<b>-44.2%</b>	<b>59,664</b>	<b>57,650</b>	<b>57,860</b>	<b>53,816</b>	<b>57,633</b>	<b>31,472</b>	<b>29,905</b>	<b>30,024</b>

## OTHER FIGURES

<b>FTEs (100%)</b>	<b>15,573</b>	<b>17,324</b>	<b>-10.1%</b>	<b>17,544</b>	<b>17,529</b>	<b>17,466</b>	<b>17,324</b>	<b>16,524</b>	<b>16,158</b>	<b>15,970</b>	<b>15,573</b>
o/w COO FTEs	13,009	14,562	-10.7%	14,605	14,603	14,561	14,562	13,828	13,511	13,357	13,009

## CEE Division

### INCOME STATEMENT

(mln Euro)	FY				Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2017	2016	y/y %	y/y % at const. FX	2016	2016	2016	2016	2017	2017	2017	2017
Net interest	2,600	2,491	+4.4%	+1.3%	596	615	640	639	647	641	645	666
Dividends and other income from equity investments	334	394	-15.3%	+2.0%	75	153	106	61	95	94	91	54
Net fees and commissions	849	804	+5.5%	+3.3%	191	206	210	198	211	221	217	199
Net trading income	356	417	-14.5%	-16.5%	67	182	76	91	106	110	75	65
Net other expenses/income	49	60	-17.4%	-18.0%	12	13	25	10	11	7	11	20
<b>OPERATING INCOME</b>	<b>4,188</b>	<b>4,166</b>	<b>+0.5%</b>	<b>-0.3%</b>	<b>942</b>	<b>1,169</b>	<b>1,057</b>	<b>998</b>	<b>1,070</b>	<b>1,074</b>	<b>1,040</b>	<b>1,004</b>
Payroll costs	-741	-713	+3.8%	+1.2%	-175	-181	-183	-175	-185	-184	-186	-185
Other administrative expenses	-678	-662	+2.4%	+0.3%	-162	-172	-172	-157	-170	-171	-161	-175
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	2	-2	0	0
Amortisation & depreciation	-125	-121	+3.2%	-0.2%	-25	-27	-29	-39	-28	-30	-29	-37
<b>Operating costs</b>	<b>-1,544</b>	<b>-1,496</b>	<b>+3.2%</b>	<b>+0.7%</b>	<b>-362</b>	<b>-380</b>	<b>-383</b>	<b>-371</b>	<b>-382</b>	<b>-388</b>	<b>-376</b>	<b>-398</b>
<b>OPERATING PROFIT</b>	<b>2,644</b>	<b>2,669</b>	<b>-0.9%</b>	<b>-0.9%</b>	<b>580</b>	<b>789</b>	<b>674</b>	<b>627</b>	<b>688</b>	<b>686</b>	<b>663</b>	<b>607</b>
Net write-downs of loans	-574	-793	-27.7%	-29.8%	-139	-187	-151	-316	-185	-81	-161	-147
<b>NET OPERATING PROFIT</b>	<b>2,071</b>	<b>1,877</b>	<b>+10.3%</b>	<b>+11.0%</b>	<b>441</b>	<b>601</b>	<b>522</b>	<b>312</b>	<b>503</b>	<b>605</b>	<b>503</b>	<b>460</b>
Other Charges & Provisions	-179	-145	+24.1%	+22.4%	-74	-29	-15	-27	-129	-13	-15	-23
o/w Systemic Charges	-163	-133	+22.4%	+20.3%	-86	-22	-14	-11	-126	-12	-12	-13
Integration costs	-28	-14	+106.5%	+102.5%	-2	-4	-4	-4	-2	-8	-2	-16
Net income from investments	4	-9	-146.2%	n.m.	7	0	0	-16	3	6	-4	-1
<b>PROFIT BEFORE TAX</b>	<b>1,867</b>	<b>1,710</b>	<b>+9.2%</b>	<b>+10.1%</b>	<b>372</b>	<b>569</b>	<b>503</b>	<b>265</b>	<b>376</b>	<b>590</b>	<b>482</b>	<b>420</b>
<b>CONSOLIDATED PROFIT</b>	<b>1,591</b>	<b>1,409</b>	<b>+12.9%</b>	<b>+15.4%</b>	<b>315</b>	<b>458</b>	<b>437</b>	<b>198</b>	<b>330</b>	<b>495</b>	<b>413</b>	<b>352</b>

### INCOME STATEMENT RATIOS

Cost income ratio	36.9%	35.9%	0.9 pp		38.4%	32.5%	36.2%	37.2%	35.7%	36.1%	36.2%	39.6%
Cost of Risk (LLP annualized on Avg Loans) in basis points	95	134	-40		96	128	102	210	122	53	106	97

### VOLUMES

Customers Loans (excl. Repos and IC)	60,042	59,935	+0.2%		57,721	58,919	59,541	59,935	60,458	59,774	59,791	60,042
Customer Depos (excl. Repos and IC)	62,406	59,175	+5.5%		57,874	56,524	57,522	59,175	60,929	59,677	60,433	62,406
Total RWA	85,996	91,403	-5.9%		92,452	94,277	93,421	91,403	91,098	87,390	86,700	85,996

### OTHER FIGURES

FTEs (100%)	24,089	24,302	-0.9%		24,179	24,267	24,490	24,302	24,208	24,254	24,134	24,089
Roac at 12.5% CET1 ratio target*	14.0%	11.8%	2.1 pp		10.5%	15.4%	14.6%	6.7%	11.3%	17.4%	14.7%	12.5%

\* allocated capital based on CET1 ratio target constant at 2019 level

## CEE - Turkey

### INCOME STATEMENT

(mln Euro)	FY		y/y %	y/y % at const. FX	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
	2017	2016										
Net interest	881	981	-10.3%	+10.1%	219	246	268	250	218	217	211	234
Dividends and other income from equity investments	11	11	-3.3%	-2.1%	2	2	3	4	3	2	2	3
Net fees and commissions	269	293	-8.3%	+12.7%	71	87	71	64	73	70	64	62
Net trading income	-9	39	-123.5%	n.m.	4	51	2	-18	2	10	-5	-16
Net other expenses/income	6	10	-33.4%	-17.9%	1	1	3	4	1	1	2	2
<b>OPERATING INCOME</b>	<b>1,157</b>	<b>1,335</b>	<b>-13.3%</b>	<b>+6.3%</b>	<b>297</b>	<b>387</b>	<b>347</b>	<b>304</b>	<b>298</b>	<b>300</b>	<b>275</b>	<b>285</b>
Payroll costs	-261	-287	-9.2%	+11.5%	-72	-75	-68	-72	-63	-69	-61	-68
Other administrative expenses	-177	-219	-19.2%	-0.8%	-49	-53	-64	-53	-43	-46	-43	-45
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Amortisation & depreciation	-31	-37	-16.1%	+3.0%	-9	-9	-10	-9	-8	-8	-8	-8
<b>Operating costs</b>	<b>-469</b>	<b>-543</b>	<b>-13.7%</b>	<b>+6.0%</b>	<b>-130</b>	<b>-137</b>	<b>-141</b>	<b>-135</b>	<b>-114</b>	<b>-122</b>	<b>-111</b>	<b>-121</b>
<b>OPERATING PROFIT</b>	<b>689</b>	<b>792</b>	<b>-13.0%</b>	<b>+6.5%</b>	<b>168</b>	<b>250</b>	<b>205</b>	<b>169</b>	<b>183</b>	<b>179</b>	<b>164</b>	<b>163</b>
Net write-downs of loans	-226	-289	-21.9%	-3.7%	-56	-63	-65	-105	-56	-59	-49	-61
<b>NET OPERATING PROFIT</b>	<b>463</b>	<b>503</b>	<b>-7.8%</b>	<b>+12.3%</b>	<b>112</b>	<b>186</b>	<b>140</b>	<b>64</b>	<b>127</b>	<b>119</b>	<b>114</b>	<b>102</b>
Other Charges & Provisions	-75	-36	+107.8%	+155.9%	-21	-9	-15	7	-15	-11	-7	-42
o/w Systemic Charges	-21	-21	-3.5%	+18.4%	-5	-5	-6	-5	-5	-5	-5	-5
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Net income from investments	0	4	-91.5%	-89.5%	1	1	1	0	1	-1	0	0
<b>PROFIT BEFORE TAX</b>	<b>388</b>	<b>470</b>	<b>-17.4%</b>	<b>+0.5%</b>	<b>93</b>	<b>179</b>	<b>127</b>	<b>72</b>	<b>113</b>	<b>107</b>	<b>107</b>	<b>61</b>
<b>CONSOLIDATED PROFIT</b>	<b>311</b>	<b>378</b>	<b>-17.7%</b>	<b>-0.0%</b>	<b>72</b>	<b>147</b>	<b>102</b>	<b>58</b>	<b>91</b>	<b>86</b>	<b>85</b>	<b>49</b>

### INCOME STATEMENT RATIOS

Cost income ratio	40.5%	40.7%	-0.2 pp		43.6%	35.5%	40.8%	44.4%	38.4%	40.5%	40.4%	42.6%
Cost of Risk (LLP annualized on Avg Loans) in basis points	112	136	-25		106	118	121	201	108	116	98	125

### VOLUMES

Customers Loans (excl. Repos and IC)	19,354	20,852	-7.2%		20,956	21,880	21,033	20,852	20,661	20,280	19,878	19,354
Customer Depos (excl. Repos and IC)	14,751	16,350	-9.8%		16,643	16,999	16,404	16,350	16,466	15,979	15,423	14,751
Total RWA	26,813	29,092	-7.8%		28,461	29,596	28,706	29,092	28,659	27,881	26,817	26,813

N.B. Managerial data for illustrative purposes only. At Group level and within CEE Division, Turkey contributes with the net profit attributable to UCG only to the line "Dividends and equity investments income".

## CEE - Russia

### INCOME STATEMENT

(mln Euro)	FY											
	2017	2016	y/y %	y/y % at const. FX	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Net interest	626	608	+2.9%	-8.5%	131	144	161	172	173	144	148	160
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Net fees and commissions	106	81	+31.8%	+17.2%	16	21	23	21	26	28	26	27
Net trading income	42	26	+63.4%	+45.3%	8	24	0	-7	12	19	16	-5
Net other expenses/income	-1	-3	-76.6%	-79.1%	0	0	-2	-1	-1	2	0	-1
<b>OPERATING INCOME</b>	<b>773</b>	<b>712</b>	<b>+8.7%</b>	<b>-3.4%</b>	<b>155</b>	<b>189</b>	<b>182</b>	<b>185</b>	<b>209</b>	<b>193</b>	<b>191</b>	<b>180</b>
Payroll costs	-136	-119	+13.9%	+1.3%	-26	-29	-30	-34	-36	-35	-32	-33
Other administrative expenses	-87	-78	+12.0%	-0.4%	-16	-18	-20	-23	-21	-23	-21	-22
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Amortisation & depreciation	-34	-28	+20.9%	+7.5%	-5	-7	-6	-9	-7	-8	-8	-11
<b>Operating costs</b>	<b>-256</b>	<b>-225</b>	<b>+14.1%</b>	<b>+1.5%</b>	<b>-47</b>	<b>-55</b>	<b>-57</b>	<b>-66</b>	<b>-63</b>	<b>-66</b>	<b>-61</b>	<b>-66</b>
<b>OPERATING PROFIT</b>	<b>517</b>	<b>487</b>	<b>+6.1%</b>	<b>-5.6%</b>	<b>108</b>	<b>134</b>	<b>126</b>	<b>119</b>	<b>146</b>	<b>127</b>	<b>129</b>	<b>115</b>
Net write-downs of loans	-160	-236	-32.3%	-39.8%	-49	-52	-55	-80	-28	-36	-42	-54
<b>NET OPERATING PROFIT</b>	<b>357</b>	<b>251</b>	<b>+42.2%</b>	<b>+26.5%</b>	<b>60</b>	<b>82</b>	<b>70</b>	<b>40</b>	<b>118</b>	<b>91</b>	<b>87</b>	<b>61</b>
Other Charges & Provisions	-14	-16	-15.1%	-24.5%	-4	-3	-5	-3	-3	-3	-4	-4
o/w Systemic Charges	-14	-11	+32.1%	+17.5%	-2	-2	-3	-3	-3	-3	-4	-4
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Net income from investments	-1	-3	-79.8%	-82.0%	0	0	0	-3	0	0	0	-1
<b>PROFIT BEFORE TAX</b>	<b>343</b>	<b>232</b>	<b>+47.7%</b>	<b>+31.4%</b>	<b>55</b>	<b>79</b>	<b>65</b>	<b>33</b>	<b>116</b>	<b>88</b>	<b>83</b>	<b>56</b>
<b>CONSOLIDATED PROFIT</b>	<b>272</b>	<b>182</b>	<b>+49.4%</b>	<b>+32.9%</b>	<b>45</b>	<b>63</b>	<b>50</b>	<b>25</b>	<b>92</b>	<b>69</b>	<b>66</b>	<b>45</b>

### INCOME STATEMENT RATIOS

Cost income ratio	33.2%	31.6%	1.6 pp		30.2%	29.0%	31.2%	35.7%	30.3%	34.1%	32.3%	36.3%
Cost of Risk (LLP annualized on Avg Loans) in basis points	161	223	-62		181	196	211	305	105	145	176	223

### VOLUMES

Customers Loans (excl. Repos and IC)	9,316	10,343	-9.9%		10,496	10,583	10,245	10,343	10,265	9,292	9,413	9,316
Customer Depos (excl. Repos and IC)	11,911	12,107	-1.6%		13,958	12,098	11,799	12,107	13,617	12,527	11,206	11,911
Total RWA	13,336	14,191	-6.0%		14,688	13,851	13,928	14,191	14,413	12,807	12,831	13,336

### OTHER FIGURES

FTEs (100%)	4,109	4,149	-1.0%		3,963	3,957	4,183	4,149	4,100	4,083	4,137	4,109
Roac at 12.5% CET1 ratio target*	15.7%	10.2%	5.5 pp		9.4%	14.3%	11.5%	5.7%	20.5%	15.7%	16.4%	9.8%

\* allocated capital based on CET1 ratio target constant at 2019 level

## CEE - Czech Republic & Slovakia

### INCOME STATEMENT

(mln Euro)	FY											
	2017	2016	y/y %	y/y % at const. FX	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Net interest	426	375	+13.5%	+10.7%	93	95	94	93	95	106	105	119
Dividends and other income from equity investments	2	2	-0.3%	-0.4%	1	0	1	1	1	1	1	1
Net fees and commissions	132	141	-6.9%	-9.3%	34	37	34	37	36	35	36	24
Net trading income	112	118	-4.8%	-7.3%	17	51	17	32	32	40	15	24
Net other expenses/income	7	11	-34.3%	-35.2%	2	4	3	3	2	2	3	1
<b>OPERATING INCOME</b>	<b>679</b>	<b>648</b>	<b>+4.9%</b>	<b>+2.2%</b>	<b>147</b>	<b>187</b>	<b>148</b>	<b>166</b>	<b>166</b>	<b>184</b>	<b>160</b>	<b>169</b>
Payroll costs	-128	-126	+2.2%	-0.4%	-31	-31	-32	-32	-31	-29	-34	-34
Other administrative expenses	-126	-134	-5.5%	-8.0%	-33	-34	-33	-34	-30	-33	-30	-34
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Amortisation & depreciation	-9	-8	+12.7%	+10.2%	-2	-2	-2	-2	-2	-2	-2	-2
Operating costs	-263	-267	-1.4%	-3.9%	-66	-66	-67	-67	-64	-64	-66	-70
<b>OPERATING PROFIT</b>	<b>416</b>	<b>381</b>	<b>+9.2%</b>	<b>+6.5%</b>	<b>81</b>	<b>121</b>	<b>81</b>	<b>98</b>	<b>103</b>	<b>120</b>	<b>94</b>	<b>99</b>
Net write-downs of loans	-14	-55	-75.4%	-76.0%	-6	-14	-7	-28	-5	17	-14	-12
<b>NET OPERATING PROFIT</b>	<b>402</b>	<b>325</b>	<b>+23.6%</b>	<b>+20.5%</b>	<b>75</b>	<b>107</b>	<b>74</b>	<b>70</b>	<b>98</b>	<b>137</b>	<b>79</b>	<b>87</b>
Other Charges & Provisions	-36	-38	-5.9%	-8.4%	-19	-5	-2	-13	-29	-2	-2	-3
o/w Systemic Charges	-36	-27	+31.9%	+28.4%	-19	-5	-2	-2	-29	-2	-2	-2
Integration costs	-20	-9	+132.9%	+126.8%	-1	-3	-3	-2	-2	-8	-2	-8
Net income from investments	1	6	-83.6%	-83.6%	7	0	0	0	1	0	0	0
<b>PROFIT BEFORE TAX</b>	<b>347</b>	<b>285</b>	<b>+21.8%</b>	<b>+18.8%</b>	<b>62</b>	<b>100</b>	<b>69</b>	<b>55</b>	<b>69</b>	<b>126</b>	<b>75</b>	<b>76</b>
<b>CONSOLIDATED PROFIT</b>	<b>284</b>	<b>223</b>	<b>+27.3%</b>	<b>+24.1%</b>	<b>49</b>	<b>79</b>	<b>55</b>	<b>40</b>	<b>56</b>	<b>102</b>	<b>59</b>	<b>67</b>

### INCOME STATEMENT RATIOS

Cost income ratio	38.8%	41.2%	-2.4 pp		44.9%	35.5%	45.6%	40.6%	38.2%	34.7%	41.3%	41.4%
Cost of Risk (LLP annualized on Avg Loans) in basis points	9	40	-31		19	40	19	80	13	-45	37	31

### VOLUMES

Customers Loans (excl. Repos and IC)	15,098	14,259	+5.9%		13,601	13,671	14,226	14,259	14,476	14,902	15,164	15,098
Customer Depos (excl. Repos and IC)	14,103	13,514	+4.4%		13,432	13,271	13,353	13,514	14,098	13,682	14,464	14,103
Total RWA	12,787	13,720	-6.8%		13,851	14,136	14,265	13,720	13,776	13,377	13,600	12,787

### OTHER FIGURES

FTEs (100%)	3,186	3,339	-4.6%		3,346	3,334	3,321	3,339	3,331	3,337	3,234	3,186
Roac at 12.5% CET1 ratio target*	16.1%	12.5%	3.6 pp		11.4%	17.7%	12.0%	8.9%	12.5%	23.3%	13.2%	15.7%

\* allocated capital based on CET1 ratio target constant at 2019 level

## CEE - Hungary

### INCOME STATEMENT

(mln Euro)	FY 2017	FY 2016	y/y %	y/y % at const. FX	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Net interest	188	201	-6.5%	-7.1%	51	49	51	50	48	47	46	47
Dividends and other income from equity investments	1	1	+2.2%	+1.5%	0	1	0	0	0	1	0	0
Net fees and commissions	134	125	+7.3%	+6.6%	31	32	32	30	34	33	34	33
Net trading income	46	50	-9.4%	-10.1%	15	17	13	5	15	13	11	7
Net other expenses/income	21	39	-46.8%	-47.2%	6	4	22	7	4	2	3	11
<b>OPERATING INCOME</b>	<b>390</b>	<b>416</b>	<b>-6.4%</b>	<b>-7.1%</b>	<b>104</b>	<b>103</b>	<b>117</b>	<b>92</b>	<b>101</b>	<b>96</b>	<b>95</b>	<b>97</b>
Payroll costs	-60	-58	+4.8%	+4.1%	-14	-14	-14	-14	-14	-15	-15	-16
Other administrative expenses	-109	-101	+8.1%	+7.3%	-24	-25	-24	-27	-28	-25	-27	-29
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Amortisation & depreciation	-4	-9	-56.7%	-57.0%	-1	-1	-3	-5	-1	-1	-1	-1
<b>Operating costs</b>	<b>-173</b>	<b>-167</b>	<b>+3.5%</b>	<b>+2.8%</b>	<b>-39</b>	<b>-41</b>	<b>-41</b>	<b>-46</b>	<b>-43</b>	<b>-41</b>	<b>-42</b>	<b>-47</b>
<b>OPERATING PROFIT</b>	<b>216</b>	<b>249</b>	<b>-13.1%</b>	<b>-13.7%</b>	<b>64</b>	<b>63</b>	<b>76</b>	<b>46</b>	<b>58</b>	<b>55</b>	<b>53</b>	<b>51</b>
Net write-downs of loans	-1	-21	-94.9%	-94.9%	-3	-5	0	-12	6	7	-5	-8
<b>NET OPERATING PROFIT</b>	<b>215</b>	<b>228</b>	<b>-5.4%</b>	<b>-6.1%</b>	<b>61</b>	<b>57</b>	<b>76</b>	<b>34</b>	<b>64</b>	<b>61</b>	<b>47</b>	<b>43</b>
Other Charges & Provisions	-34	-13	+167.1%	+165.2%	-15	2	2	-1	-30	-1	0	-3
o/w Systemic Charges	-28	-20	+42.3%	+41.3%	-22	2	0	0	-28	-1	0	0
Integration costs	1	-1	-161.1%	n.m.	0	0	0	-1	0	1	0	0
Net income from investments	1	0	n.m.	n.m.	0	0	0	0	0	0	0	1
<b>PROFIT BEFORE TAX</b>	<b>183</b>	<b>214</b>	<b>-14.8%</b>	<b>-15.4%</b>	<b>45</b>	<b>59</b>	<b>78</b>	<b>32</b>	<b>34</b>	<b>60</b>	<b>48</b>	<b>41</b>
<b>CONSOLIDATED PROFIT</b>	<b>165</b>	<b>173</b>	<b>-4.8%</b>	<b>-5.4%</b>	<b>38</b>	<b>48</b>	<b>65</b>	<b>22</b>	<b>30</b>	<b>56</b>	<b>43</b>	<b>36</b>

### INCOME STATEMENT RATIOS

Cost income ratio	44.5%	40.2%	4.3 pp		38.1%	39.3%	35.1%	50.1%	42.5%	43.2%	44.5%	47.8%
Cost of Risk (LLP annualized on Avg Loans) in basis points	3	62	-59		40	61	5	137	-64	-70	57	82

### VOLUMES

Customers Loans (excl. Repos and IC)	3,857	3,566	+8.2%		3,406	3,343	3,573	3,566	3,598	3,779	3,821	3,857
Customer Depos (excl. Repos and IC)	5,245	4,960	+5.7%		4,401	4,391	4,517	4,960	4,780	5,051	4,885	5,245
Total RWA	3,673	3,869	-5.1%		4,506	3,966	4,249	3,869	3,862	3,842	3,708	3,673

### OTHER FIGURES

FTEs (100%)	1,756	1,728	+1.6%		1,714	1,718	1,723	1,728	1,738	1,737	1,747	1,756
Roac at 12.5% CET1 ratio target*	32.4%	31.3%	1.2 pp		26.2%	34.5%	48.9%	15.4%	22.6%	44.0%	34.3%	28.6%

\* allocated capital based on CET1 ratio target constant at 2019 level

## CEE - Slovenia

### INCOME STATEMENT

(mln Euro)	FY											
	2017	2016	y/y %	y/y % at const. FX	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Net interest	46	45	+1.0%	+1.0%	12	11	12	10	13	12	12	9
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Net fees and commissions	27	26	+5.2%	+5.2%	6	6	6	7	7	6	7	7
Net trading income	-1	9	-106.7%	n.m.	2	4	1	1	1	1	-2	-1
Net other expenses/income	1	2	-59.7%	-59.7%	0	1	0	0	0	0	0	1
<b>OPERATING INCOME</b>	<b>73</b>	<b>82</b>	<b>-10.6%</b>	<b>-10.6%</b>	<b>20</b>	<b>23</b>	<b>20</b>	<b>19</b>	<b>22</b>	<b>20</b>	<b>16</b>	<b>16</b>
Payroll costs	-26	-24	+8.5%	+8.5%	-6	-6	-6	-6	-6	-7	-6	-7
Other administrative expenses	-15	-14	+8.2%	+8.2%	-3	-4	-4	-3	-4	-4	-4	-4
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Amortisation & depreciation	-6	-5	+14.2%	+14.2%	-1	-1	-1	-2	-1	-1	-1	-2
<b>Operating costs</b>	<b>-47</b>	<b>-43</b>	<b>+9.1%</b>	<b>+9.1%</b>	<b>-11</b>	<b>-11</b>	<b>-11</b>	<b>-11</b>	<b>-11</b>	<b>-12</b>	<b>-12</b>	<b>-12</b>
<b>OPERATING PROFIT</b>	<b>26</b>	<b>39</b>	<b>-32.4%</b>	<b>-32.4%</b>	<b>9</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>8</b>	<b>5</b>	<b>3</b>
Net write-downs of loans	21	-14	n.m.	n.m.	-3	-3	-2	-6	-4	-2	12	15
<b>NET OPERATING PROFIT</b>	<b>47</b>	<b>25</b>	<b>+88.9%</b>	<b>+88.9%</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>16</b>	<b>19</b>
Other Charges & Provisions	-3	-4	-19.4%	-19.4%	-2	0	1	-3	-2	0	0	-2
o/w Systemic Charges	-2	-2	-5.7%	-5.7%	-2	0	0	0	-2	0	0	0
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Net income from investments	2	0	n.m.	n.m.	0	0	0	1	0	0	0	2
<b>PROFIT BEFORE TAX</b>	<b>45</b>	<b>21</b>	<b>+116.9%</b>	<b>+116.9%</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>0</b>	<b>5</b>	<b>6</b>	<b>17</b>	<b>18</b>
<b>CONSOLIDATED PROFIT</b>	<b>38</b>	<b>18</b>	<b>+111.8%</b>	<b>+111.8%</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>14</b>	<b>15</b>

### INCOME STATEMENT RATIOS

Cost income ratio	64.1%	52.5%	11.6 pp		52.6%	49.3%	53.8%	55.0%	51.3%	60.6%	71.6%	78.0%
Cost of Risk (LLP annualized on Avg Loans) in basis points	-117	79	-196		65	60	53	140	87	47	-268	-338

### VOLUMES

Customers Loans (excl. Repos and IC)	1,853	1,803	+2.8%		1,799	1,770	1,752	1,803	1,791	1,754	1,707	1,853
Customer Depos (excl. Repos and IC)	1,963	1,763	+11.3%		1,908	1,829	1,829	1,763	1,808	1,680	1,905	1,963
Total RWA	1,127	1,276	-11.7%		1,165	1,220	1,254	1,276	1,297	1,322	1,200	1,127

### OTHER FIGURES

FTEs (100%)	534	518	+3.2%		549	541	528	518	517	521	531	534
Roac at 12.5% CET1 ratio target*	22.9%	10.8%	12.1 pp		9.5%	16.5%	14.3%	3.3%	8.7%	10.8%	34.9%	39.2%

\* allocated capital based on CET1 ratio target constant at 2019 level

## CEE - Croatia

### INCOME STATEMENT

	FY		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
(mln Euro)	2017	2016	%	at const. FX	2016	2016	2016	2016	2017	2017	2017	2017
Net interest	384	378	+1.8%	+0.8%	91	96	97	94	95	100	95	94
Dividends and other income from equity investments	7	6	+9.8%	+9.6%	1	3	2	1	1	3	2	1
Net fees and commissions	146	137	+7.0%	+6.0%	30	34	39	33	35	38	40	34
Net trading income	10	40	-75.0%	-75.2%	-6	28	2	17	-2	0	3	9
Net other expenses/income	14	8	+74.1%	+72.5%	2	2	2	2	5	1	4	5
<b>OPERATING INCOME</b>	<b>562</b>	<b>570</b>	<b>-1.3%</b>	<b>-2.2%</b>	<b>119</b>	<b>163</b>	<b>141</b>	<b>147</b>	<b>134</b>	<b>142</b>	<b>143</b>	<b>143</b>
Payroll costs	-121	-118	+3.1%	+2.1%	-29	-29	-31	-29	-30	-30	-31	-30
Other administrative expenses	-77	-80	-3.3%	-4.2%	-18	-20	-20	-23	-19	-17	-19	-22
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Amortisation & depreciation	-26	-24	+9.6%	+8.6%	-5	-5	-6	-7	-6	-6	-6	-7
<b>Operating costs</b>	<b>-225</b>	<b>-221</b>	<b>+1.5%</b>	<b>+0.5%</b>	<b>-52</b>	<b>-55</b>	<b>-56</b>	<b>-58</b>	<b>-56</b>	<b>-54</b>	<b>-56</b>	<b>-59</b>
<b>OPERATING PROFIT</b>	<b>338</b>	<b>348</b>	<b>-3.1%</b>	<b>-4.0%</b>	<b>67</b>	<b>108</b>	<b>85</b>	<b>88</b>	<b>78</b>	<b>88</b>	<b>87</b>	<b>84</b>
Net write-downs of loans	-141	-135	+4.4%	+3.4%	-18	-43	-27	-47	-97	-14	-8	-21
<b>NET OPERATING PROFIT</b>	<b>197</b>	<b>214</b>	<b>-7.8%</b>	<b>-8.6%</b>	<b>49</b>	<b>65</b>	<b>59</b>	<b>41</b>	<b>-19</b>	<b>74</b>	<b>79</b>	<b>63</b>
Other Charges & Provisions	-28	-28	-0.7%	-1.6%	-11	-9	-5	-3	-12	-5	-6	-4
o/w Systemic Charges	-24	-24	+0.9%	-0.0%	-11	-5	-5	-3	-12	-5	-4	-4
Integration costs	-5	0	n.m.	n.m.	0	0	0	0	0	0	0	-5
Net income from investments	-6	-9	-27.9%	-28.4%	0	1	-3	-7	2	5	-4	-9
<b>PROFIT BEFORE TAX</b>	<b>157</b>	<b>177</b>	<b>-10.8%</b>	<b>-11.6%</b>	<b>37</b>	<b>58</b>	<b>51</b>	<b>31</b>	<b>-29</b>	<b>74</b>	<b>68</b>	<b>44</b>
<b>CONSOLIDATED PROFIT</b>	<b>105</b>	<b>111</b>	<b>-5.2%</b>	<b>-6.0%</b>	<b>25</b>	<b>39</b>	<b>35</b>	<b>12</b>	<b>-20</b>	<b>51</b>	<b>47</b>	<b>27</b>

### INCOME STATEMENT RATIOS

Cost income ratio	40.0%	38.9%	1.1 pp		43.9%	33.6%	39.6%	39.9%	41.6%	38.1%	39.1%	41.1%
Cost of Risk (LLP annualized on Avg Loans) in basis points	153	140	12		76	177	109	199	419	58	37	95

### VOLUMES

Customers Loans (excl. Repos and IC)	8,862	9,071	-2.3%		9,394	9,683	9,569	9,071	9,153	9,256	9,099	8,862
Customer Depos (excl. Repos and IC)	11,031	10,761	+2.5%		9,875	10,237	10,654	10,761	10,510	10,511	11,032	11,031
Total RWA	7,499	7,559	-0.8%		7,737	7,848	7,765	7,559	7,592	7,694	7,761	7,499

### OTHER FIGURES

FTEs (100%)	3,848	3,947	-2.5%		4,085	4,094	4,083	3,947	3,945	3,970	3,934	3,848
Roac at 12.5% CET1 ratio target*	10.3%	11.0%	-0.7 pp		9.8%	16.6%	14.1%	3.1%	-12.4%	22.8%	20.1%	10.3%

\* allocated capital based on CET1 ratio target constant at 2019 level

N.B. Managerial data presenting only geographical view of the Legal Entities operating in Croatia.



## CEE - Romania

### INCOME STATEMENT

(mln Euro)	FY 2017	FY 2016	y/y %	y/y % at const. FX	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Net interest	228	207	+10.3%	+12.2%	51	51	52	53	51	54	57	66
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Net fees and commissions	81	74	+8.8%	+10.7%	17	19	19	19	21	21	20	19
Net trading income	61	81	-24.4%	-23.1%	18	29	22	11	20	19	15	7
Net other expenses/income	1	2	-50.5%	-49.7%	1	1	0	1	0	0	0	1
<b>OPERATING INCOME</b>	<b>371</b>	<b>364</b>	<b>+1.9%</b>	<b>+3.7%</b>	<b>87</b>	<b>99</b>	<b>93</b>	<b>85</b>	<b>92</b>	<b>94</b>	<b>92</b>	<b>93</b>
Payroll costs	-82	-79	+3.8%	+5.6%	-19	-20	-21	-19	-20	-20	-20	-22
Other administrative expenses	-63	-63	+1.1%	+2.9%	-15	-16	-15	-17	-16	-16	-16	-15
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Amortisation & depreciation	-19	-18	+5.1%	+6.9%	-5	-4	-4	-5	-5	-5	-5	-4
<b>Operating costs</b>	<b>-165</b>	<b>-160</b>	<b>+2.9%</b>	<b>+4.7%</b>	<b>-39</b>	<b>-40</b>	<b>-40</b>	<b>-41</b>	<b>-41</b>	<b>-42</b>	<b>-41</b>	<b>-41</b>
<b>OPERATING PROFIT</b>	<b>207</b>	<b>204</b>	<b>+1.1%</b>	<b>+2.9%</b>	<b>48</b>	<b>60</b>	<b>53</b>	<b>44</b>	<b>51</b>	<b>52</b>	<b>51</b>	<b>52</b>
Net write-downs of loans	-83	-100	-17.6%	-16.1%	-14	-23	-33	-30	-11	-21	-25	-25
<b>NET OPERATING PROFIT</b>	<b>124</b>	<b>104</b>	<b>+19.1%</b>	<b>+21.2%</b>	<b>34</b>	<b>37</b>	<b>20</b>	<b>14</b>	<b>40</b>	<b>31</b>	<b>27</b>	<b>27</b>
Other Charges & Provisions	-15	-8	+87.4%	+90.7%	-10	2	0	0	-15	0	0	0
o/w Systemic Charges	-15	-7	+116.9%	+120.7%	-10	4	0	0	-15	0	0	0
Integration costs	-3	-4	-39.1%	-38.0%	-1	-1	-1	-1	0	0	0	-3
Net income from investments	0	-1	-81.0%	-80.6%	0	-1	1	-1	0	0	0	-1
<b>PROFIT BEFORE TAX</b>	<b>106</b>	<b>91</b>	<b>+17.0%</b>	<b>+19.0%</b>	<b>23</b>	<b>36</b>	<b>20</b>	<b>11</b>	<b>25</b>	<b>31</b>	<b>26</b>	<b>23</b>
<b>CONSOLIDATED PROFIT</b>	<b>88</b>	<b>74</b>	<b>+19.1%</b>	<b>+21.1%</b>	<b>18</b>	<b>30</b>	<b>17</b>	<b>9</b>	<b>21</b>	<b>26</b>	<b>22</b>	<b>18</b>

### INCOME STATEMENT RATIOS

Cost income ratio	44.3%	43.9%	0.4 pp		44.6%	40.1%	43.3%	48.3%	44.5%	44.3%	44.3%	44.2%
Cost of Risk (LLP annualized on Avg Loans) in basis points	150	199	-48		115	182	261	233	85	157	178	178

### VOLUMES

Customers Loans (excl. Repos and IC)	5,733	5,218	+9.9%		4,957	5,045	5,142	5,218	5,367	5,467	5,655	5,733
Customer Depos (excl. Repos and IC)	5,788	4,806	+20.4%		3,988	4,186	4,348	4,806	4,719	4,949	5,078	5,788
Total RWA	5,603	5,491	+2.0%		5,623	5,739	5,822	5,491	5,569	5,464	5,612	5,603

### OTHER FIGURES

FTEs (100%)	3,364	3,368	-0.1%		3,336	3,364	3,375	3,368	3,335	3,341	3,300	3,364
Roac at 12.5% CET1 ratio target*	12.6%	10.4%	2.1 pp		10.8%	16.5%	9.3%	5.0%	12.2%	15.2%	12.4%	10.5%

\* allocated capital based on CET1 ratio target constant at 2019 level

## CEE - Bulgaria

### INCOME STATEMENT

(mln Euro)	FY											
	2017	2016	y/y %	y/y % at const. FX	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Net interest	303	297	+1.9%	+1.9%	74	73	74	76	75	76	77	75
Dividends and other income from equity investments	2	1	+132.9%	+132.9%	0	1	0	0	0	0	2	0
Net fees and commissions	118	108	+9.2%	+9.2%	26	27	28	28	28	30	29	30
Net trading income	49	57	-15.0%	-15.0%	11	24	13	10	13	10	12	14
Net other expenses/income	0	0	n.m.	n.m.	1	0	0	-1	1	0	1	-1
<b>OPERATING INCOME</b>	<b>471</b>	<b>462</b>	<b>+1.8%</b>	<b>+1.8%</b>	<b>111</b>	<b>124</b>	<b>114</b>	<b>113</b>	<b>117</b>	<b>116</b>	<b>120</b>	<b>118</b>
Payroll costs	-71	-67	+5.5%	+5.5%	-17	-17	-17	-16	-18	-18	-17	-18
Other administrative expenses	-53	-51	+3.4%	+3.4%	-12	-12	-13	-14	-13	-12	-13	-15
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Amortisation & depreciation	-17	-17	-0.4%	-0.4%	-4	-4	-4	-6	-4	-4	-4	-6
<b>Operating costs</b>	<b>-141</b>	<b>-136</b>	<b>+4.0%</b>	<b>+4.0%</b>	<b>-33</b>	<b>-33</b>	<b>-34</b>	<b>-35</b>	<b>-35</b>	<b>-34</b>	<b>-34</b>	<b>-39</b>
<b>OPERATING PROFIT</b>	<b>329</b>	<b>326</b>	<b>+0.9%</b>	<b>+0.9%</b>	<b>78</b>	<b>91</b>	<b>80</b>	<b>77</b>	<b>82</b>	<b>82</b>	<b>86</b>	<b>79</b>
Net write-downs of loans	-75	-101	-26.1%	-26.1%	-22	-22	-22	-36	-19	-20	-18	-18
<b>NET OPERATING PROFIT</b>	<b>255</b>	<b>225</b>	<b>+13.0%</b>	<b>+13.0%</b>	<b>57</b>	<b>69</b>	<b>59</b>	<b>41</b>	<b>63</b>	<b>63</b>	<b>68</b>	<b>61</b>
Other Charges & Provisions	-29	-17	+67.6%	+67.6%	-5	-12	0	0	-30	2	0	-1
o/w Systemic Charges	-27	-25	+10.6%	+10.6%	-13	-11	0	0	-29	2	0	0
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Net income from investments	8	-3	n.m.	n.m.	1	0	1	-5	0	1	0	7
<b>PROFIT BEFORE TAX</b>	<b>233</b>	<b>204</b>	<b>+14.1%</b>	<b>+14.1%</b>	<b>52</b>	<b>58</b>	<b>60</b>	<b>36</b>	<b>34</b>	<b>65</b>	<b>68</b>	<b>66</b>
<b>CONSOLIDATED PROFIT</b>	<b>208</b>	<b>182</b>	<b>+14.2%</b>	<b>+14.2%</b>	<b>46</b>	<b>51</b>	<b>53</b>	<b>32</b>	<b>30</b>	<b>58</b>	<b>61</b>	<b>59</b>

### INCOME STATEMENT RATIOS

Cost income ratio	30.0%	29.4%	0.6 pp		30.0%	26.9%	29.6%	31.4%	29.9%	29.1%	28.0%	33.2%
Cost of Risk (LLP annualized on Avg Loans) in basis points	134	189	-55		164	165	163	263	136	141	129	130

### VOLUMES

Customers Loans (excl. Repos and IC)	5,424	5,565	-2.5%		5,216	5,290	5,432	5,565	5,613	5,546	5,557	5,424
Customer Depos (excl. Repos and IC)	7,929	7,585	+4.5%		6,831	6,935	7,275	7,585	7,700	7,412	7,666	7,929
Total RWA	4,742	4,876	-2.7%		5,072	5,006	4,814	4,876	4,712	4,738	4,797	4,742

### OTHER FIGURES

FTEs (100%)	4,152	4,150	+0.0%		4,107	4,141	4,150	4,150	4,133	4,150	4,130	4,152
Roac at 12.5% CET1 ratio target*	32.4%	26.4%	6.0 pp		26.3%	30.1%	32.1%	17.4%	17.4%	36.7%	38.2%	37.4%

\* allocated capital based on CET1 ratio target constant at 2019 level

## CEE - Bosnia

### INCOME STATEMENT

(mln Euro)	FY											
	2017	2016	y/y %	y/y % at const. FX	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Net interest	109	108	+1.4%	+1.4%	26	27	27	28	27	28	27	27
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Net fees and commissions	41	38	+8.1%	+8.1%	9	10	10	10	10	10	10	11
Net trading income	6	6	+0.9%	+0.9%	1	1	2	1	1	1	2	2
Net other expenses/income	0	0	n.m.	n.m.	0	1	0	-2	0	0	0	0
<b>OPERATING INCOME</b>	<b>156</b>	<b>151</b>	<b>+3.0%</b>	<b>+3.0%</b>	<b>37</b>	<b>39</b>	<b>38</b>	<b>37</b>	<b>38</b>	<b>39</b>	<b>39</b>	<b>39</b>
Payroll costs	-37	-36	+2.9%	+2.9%	-9	-9	-9	-9	-9	-9	-9	-10
Other administrative expenses	-30	-30	+0.8%	+0.8%	-7	-8	-7	-8	-8	-8	-7	-8
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Amortisation & depreciation	-6	-6	-8.0%	-8.0%	-2	-2	-2	-2	-1	-1	-1	-2
<b>Operating costs</b>	<b>-74</b>	<b>-73</b>	<b>+1.1%</b>	<b>+1.1%</b>	<b>-18</b>	<b>-18</b>	<b>-18</b>	<b>-19</b>	<b>-18</b>	<b>-18</b>	<b>-18</b>	<b>-19</b>
<b>OPERATING PROFIT</b>	<b>82</b>	<b>79</b>	<b>+4.8%</b>	<b>+4.8%</b>	<b>20</b>	<b>21</b>	<b>21</b>	<b>18</b>	<b>20</b>	<b>21</b>	<b>21</b>	<b>20</b>
Net write-downs of loans	-8	-16	-49.3%	-49.3%	-4	-3	-3	-5	-3	-4	3	-4
<b>NET OPERATING PROFIT</b>	<b>74</b>	<b>63</b>	<b>+18.1%</b>	<b>+18.1%</b>	<b>15</b>	<b>17</b>	<b>17</b>	<b>13</b>	<b>17</b>	<b>18</b>	<b>24</b>	<b>16</b>
Other Charges & Provisions	-8	-5	+48.9%	+48.9%	-1	-1	-1	-2	-1	-1	-1	-4
o/w Systemic Charges	-5	-5	+8.9%	+8.9%	-1	-1	-1	-1	-1	-1	-1	-1
Integration costs	-1	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Net income from investments	0	1	-36.9%	-36.9%	0	0	0	0	0	0	0	0
<b>PROFIT BEFORE TAX</b>	<b>67</b>	<b>58</b>	<b>+13.8%</b>	<b>+13.8%</b>	<b>14</b>	<b>16</b>	<b>16</b>	<b>12</b>	<b>16</b>	<b>16</b>	<b>22</b>	<b>13</b>
<b>CONSOLIDATED PROFIT</b>	<b>51</b>	<b>45</b>	<b>+14.0%</b>	<b>+14.0%</b>	<b>11</b>	<b>13</b>	<b>12</b>	<b>9</b>	<b>12</b>	<b>12</b>	<b>17</b>	<b>10</b>

### INCOME STATEMENT RATIOS

Cost income ratio	47.2%	48.1%	-0.9 pp		47.7%	46.7%	46.3%	51.8%	47.6%	46.3%	46.3%	48.5%
Cost of Risk (LLP annualized on Avg Loans) in basis points	40	83	-43		90	71	73	97	55	72	-52	85

### VOLUMES

Customers Loans (excl. Repos and IC)	2,025	1,919	+5.5%		1,840	1,887	1,890	1,919	1,946	1,994	1,984	2,025
Customer Depos (excl. Repos and IC)	2,522	2,230	+13.1%		2,096	2,156	2,199	2,230	2,268	2,315	2,366	2,522
Total RWA	2,866	2,653	+8.0%		2,701	2,763	2,794	2,653	2,592	2,711	2,646	2,866

### OTHER FIGURES

FTEs (100%)	1,644	1,662	-1.1%		1,653	1,655	1,662	1,662	1,658	1,657	1,645	1,644
Roac at 12.5% CET1 ratio target*	16.9%	14.3%	2.5 pp		14.0%	16.3%	15.3%	11.8%	16.2%	16.0%	21.8%	13.6%

\* allocated capital based on CET1 ratio target constant at 2019 level

## CEE - Serbia

### INCOME STATEMENT

(mln Euro)	FY											
	2017	2016	y/y %	y/y % at const. FX	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Net interest	101	99	+2.1%	+0.6%	25	25	25	24	24	24	28	26
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Net fees and commissions	23	21	+6.2%	+4.7%	5	6	5	5	5	6	6	6
Net trading income	17	13	+29.9%	+28.1%	3	3	3	4	4	4	5	5
Net other expenses/income	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
<b>OPERATING INCOME</b>	<b>141</b>	<b>133</b>	<b>+5.4%</b>	<b>+3.9%</b>	<b>33</b>	<b>33</b>	<b>34</b>	<b>34</b>	<b>32</b>	<b>33</b>	<b>38</b>	<b>37</b>
Payroll costs	-28	-26	+6.5%	+5.0%	-6	-6	-7	-7	-7	-7	-7	-7
Other administrative expenses	-21	-20	+5.1%	+3.6%	-5	-5	-5	-5	-5	-5	-6	-5
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Amortisation & depreciation	-4	-5	-11.6%	-12.8%	-1	-1	-1	-1	-1	-1	-1	-1
<b>Operating costs</b>	<b>-53</b>	<b>-51</b>	<b>+4.2%</b>	<b>+2.7%</b>	<b>-13</b>	<b>-13</b>	<b>-13</b>	<b>-13</b>	<b>-13</b>	<b>-13</b>	<b>-14</b>	<b>-13</b>
<b>OPERATING PROFIT</b>	<b>87</b>	<b>82</b>	<b>+6.2%</b>	<b>+4.7%</b>	<b>20</b>	<b>20</b>	<b>21</b>	<b>20</b>	<b>19</b>	<b>20</b>	<b>24</b>	<b>24</b>
Net write-downs of loans	-21	-23	-10.9%	-12.1%	2	-2	-7	-16	-4	-2	-4	-12
<b>NET OPERATING PROFIT</b>	<b>66</b>	<b>59</b>	<b>+12.9%</b>	<b>+11.3%</b>	<b>22</b>	<b>19</b>	<b>14</b>	<b>4</b>	<b>15</b>	<b>18</b>	<b>21</b>	<b>12</b>
Other Charges & Provisions	-7	-5	+25.6%	+23.8%	-2	-1	-1	-2	-1	-2	-2	-2
o/w Systemic Charges	-6	-5	+16.1%	+14.5%	-2	-1	-1	-1	-1	-1	-2	-2
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Net income from investments	0	1	-117.4%	n.m.	0	0	1	0	0	0	0	-1
<b>PROFIT BEFORE TAX</b>	<b>60</b>	<b>54</b>	<b>+9.9%</b>	<b>+8.4%</b>	<b>20</b>	<b>18</b>	<b>14</b>	<b>3</b>	<b>14</b>	<b>17</b>	<b>19</b>	<b>10</b>
<b>CONSOLIDATED PROFIT</b>	<b>55</b>	<b>51</b>	<b>+7.4%</b>	<b>+5.9%</b>	<b>18</b>	<b>16</b>	<b>13</b>	<b>5</b>	<b>12</b>	<b>15</b>	<b>18</b>	<b>10</b>

### INCOME STATEMENT RATIOS

Cost income ratio	37.9%	38.3%	-0.4 pp		38.1%	38.5%	37.5%	39.3%	40.6%	40.6%	36.5%	34.5%
Cost of Risk (LLP annualized on Avg Loans) in basis points	114	143	-29		-39	47	157	387	100	35	75	230

### VOLUMES

Customers Loans (excl. Repos and IC)	2,044	1,702	+20.1%		1,566	1,648	1,687	1,702	1,666	1,778	1,975	2,044
Customer Depos (excl. Repos and IC)	1,714	1,443	+18.8%		1,281	1,369	1,458	1,443	1,429	1,549	1,631	1,714
Total RWA	2,868	2,547	+12.6%		2,689	2,743	2,772	2,547	2,499	2,680	2,980	2,868

### OTHER FIGURES

FTEs (100%)	1,171	1,124	+4.2%		1,075	1,103	1,117	1,124	1,126	1,132	1,149	1,171
Roac at 12.5% CET1 ratio target*	14.6%	14.7%	-0.1 pp		20.6%	18.0%	14.8%	5.1%	14.2%	16.2%	18.2%	10.2%

\* allocated capital based on CET1 ratio target constant at 2019 level

# Non-Core

## INCOME STATEMENT

(mln Euro)	FY		y/y %	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
	2017	2016									
Net interest	-37	-170	-78.1%	-24	-40	-46	-59	-18	-1	-11	-8
Dividends and other income from equity investments	0	0	n.m.	0	0	0	0	0	0	0	0
Net fees and commissions	-73	-55	+32.7%	-1	-11	-15	-28	-16	-24	-12	-20
Net trading income	24	-5	n.m.	19	1	1	-26	4	0	-1	20
Net other expenses/income	-65	-44	+49.3%	-5	-14	-7	-17	-11	-24	-5	-25
<b>OPERATING INCOME</b>	<b>-151</b>	<b>-273</b>	<b>-44.5%</b>	<b>-10</b>	<b>-65</b>	<b>-67</b>	<b>-130</b>	<b>-41</b>	<b>-49</b>	<b>-28</b>	<b>-33</b>
Payroll costs	-42	-48	-12.3%	-15	-11	-11	-10	-11	-10	-10	-10
Other administrative expenses	-201	-231	-13.1%	-50	-53	-53	-75	-48	-48	-45	-60
Recovery of expenses	117	119	-2.1%	17	43	27	32	15	37	2	63
Amortisation & depreciation	0	0	n.m.	0	0	0	0	0	0	0	0
<b>Operating costs</b>	<b>-126</b>	<b>-160</b>	<b>-21.0%</b>	<b>-47</b>	<b>-22</b>	<b>-37</b>	<b>-54</b>	<b>-44</b>	<b>-21</b>	<b>-53</b>	<b>-8</b>
<b>OPERATING PROFIT</b>	<b>-277</b>	<b>-432</b>	<b>-35.8%</b>	<b>-58</b>	<b>-87</b>	<b>-104</b>	<b>-184</b>	<b>-85</b>	<b>-70</b>	<b>-82</b>	<b>-41</b>
Net write-downs of loans	-722	-8,847	-91.8%	-343	-401	-545	-7,559	-201	-255	-138	-128
<b>NET OPERATING PROFIT</b>	<b>-999</b>	<b>-9,280</b>	<b>-89.2%</b>	<b>-401</b>	<b>-488</b>	<b>-649</b>	<b>-7,743</b>	<b>-286</b>	<b>-324</b>	<b>-220</b>	<b>-169</b>
Other Charges & Provisions	-114	-85	+34.6%	-27	-14	-8	-37	-25	-10	-80	0
o/w Systemic Charges	-23	-31	-26.6%	-23	-6	-1	-1	-22	0	0	0
Integration costs	1	-16	-103.5%	-1	-2	0	-13	0	0	0	1
Net income from investments	-7	-10	-31.9%	-3	-7	0	0	0	0	-1	-6
<b>PROFIT BEFORE TAX</b>	<b>-1,120</b>	<b>-9,391</b>	<b>-88.1%</b>	<b>-431</b>	<b>-511</b>	<b>-656</b>	<b>-7,792</b>	<b>-311</b>	<b>-334</b>	<b>-300</b>	<b>-175</b>
<b>CONSOLIDATED PROFIT</b>	<b>-779</b>	<b>-9,382</b>	<b>-91.7%</b>	<b>-291</b>	<b>-316</b>	<b>-447</b>	<b>-8,329</b>	<b>-206</b>	<b>-216</b>	<b>-207</b>	<b>-150</b>

## INCOME STATEMENT RATIOS

Cost income ratio	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.
Cost of Risk (LLP annualized on Avg Loans) in basis points	426	n.m.	n.m.	398	503	724	n.m.	426	580	341	338

## VOLUMES

Customers Loans (excl. Repos and IC)	14,296	18,962	-24.6%	33,163	30,674	29,495	18,962	18,237	16,391	15,590	14,296
Customer Depos (excl. Repos and IC)	1,046	970	+7.8%	1,339	1,066	1,083	970	992	1,035	1,077	1,046
<b>Total RWA</b>	<b>21,714</b>	<b>26,196</b>	<b>-17.1%</b>	<b>29,103</b>	<b>27,352</b>	<b>26,251</b>	<b>26,196</b>	<b>25,230</b>	<b>22,742</b>	<b>21,712</b>	<b>21,714</b>

## OTHER FIGURES

FTEs (100%)	464	529	-12.2%	677	553	537	529	510	500	496	464
Roac at 12.5% CET1 ratio target*	-26.6%	n.m.	n.m.	-30.4%	-36.4%	-52.3%	n.m.	-25.6%	-28.8%	-29.7%	-22.2%

\* allocated capital based on CET1 ratio target constant at 2019 level

## Fees - Details Group

(mln Euro)	FY		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2017	2016	%	2016	2016	2016	2016	2017	2017	2017	2017
<b>GROUP</b>											
Asset management, custody and administration	2,792	2,411	+15.8%	650	634	569	559	713	732	638	709
Financing Services	1,702	1,768	-3.7%	485	459	428	397	443	450	396	414
Transaction and Banking Services	2,213	2,083	+6.3%	498	510	531	543	546	548	559	560
<b>TOTAL NET COMMISSIONS</b>	<b>6,708</b>	<b>6,263</b>	<b>+7.1%</b>	<b>1,633</b>	<b>1,603</b>	<b>1,527</b>	<b>1,499</b>	<b>1,703</b>	<b>1,730</b>	<b>1,592</b>	<b>1,683</b>
<b>Group excl. Non Core</b>											
Asset management, custody and administration	2,789	2,406	+15.9%	648	632	568	558	712	731	637	709
Financing Services	1,799	1,860	-3.3%	498	480	450	432	467	480	413	439
Transaction and Banking Services	2,192	2,051	+6.9%	487	502	524	537	540	543	554	555
<b>TOTAL NET COMMISSIONS</b>	<b>6,780</b>	<b>6,317</b>	<b>+7.3%</b>	<b>1,634</b>	<b>1,614</b>	<b>1,542</b>	<b>1,527</b>	<b>1,719</b>	<b>1,754</b>	<b>1,604</b>	<b>1,704</b>

## Branches (\*)

	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
<b>Countries</b>								
Poland	960	948	943	929	923	0	0	0
Ukraine	239	239	238	0	0	0	0	0
Romania	183	183	184	160	160	158	157	157
Bulgaria	184	178	179	179	177	177	177	177
Bosnia	118	118	119	119	119	118	114	113
Belorussia	1	0	0	0	0	0	0	0
Croatia	134	134	134	134	134	134	132	128
Hungary	56	56	55	55	55	54	54	54
Kazakhstan	0	0	0	0	0	0	0	0
Russia	102	101	102	105	105	106	104	102
Slovakia	77	77	74	69	70	70	64	62
Serbia	71	71	71	71	71	71	72	71
Montenegro	0	0	0	0	0	0	0	0
Czech Republic	107	107	107	103	103	103	85	83
Kyrgyzstan	0	0	0	0	0	0	0	0
Slovenia	26	26	26	26	26	26	26	26
Azerbaijan	0	0	0	0	0	0	0	0
Lithuania	1	1	1	1	1	1	1	1
Estonia	1	1	1	1	1	1	1	1
Latvia	1	1	1	1	1	1	1	1
Macedonia	0	0	0	0	0	0	0	0
Tajikistan	0	0	0	0	0	0	0	0
<b>Total CEE and Poland</b>	<b>2261</b>	<b>2241</b>	<b>2235</b>	<b>1953</b>	<b>1946</b>	<b>1020</b>	<b>988</b>	<b>976</b>
<b>Italy</b>	<b>3805</b>	<b>3614</b>	<b>3613</b>	<b>3524</b>	<b>3459</b>	<b>3329</b>	<b>3235</b>	<b>3106</b>
<b>Germany</b>	<b>514</b>	<b>512</b>	<b>510</b>	<b>516</b>	<b>516</b>	<b>512</b>	<b>489</b>	<b>490</b>
<b>Austria</b>	<b>196</b>	<b>173</b>	<b>170</b>	<b>164</b>	<b>152</b>	<b>148</b>	<b>144</b>	<b>140</b>
<b>Total Italy Germany Austria</b>	<b>4515</b>	<b>4299</b>	<b>4293</b>	<b>4204</b>	<b>4127</b>	<b>3989</b>	<b>3868</b>	<b>3736</b>

## Branches (\*)

	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
<b>Countries</b>								
U.S.A	12	10	10	11	11	11	10	10
United Kingdom	10	9	7	6	6	5	5	4
San Marino	0	0	0	0	0	0	0	0
Luxembourg	7	7	7	7	7	7	7	7
Ireland	14	18	19	19	19	19	21	24
France	2	2	2	2	2	2	2	2
Netherlands	5	5	5	5	5	5	4	4
Philippines	0	0	0	0	0	0	0	0
China	3	3	3	3	3	3	3	3
Hong Kong	2	2	2	2	2	2	2	2
Cayman Islands	3	3	2	2	2	2	2	2
Greece	2	2	2	2	2	2	2	2
Singapore	2	1	1	1	1	1	1	1
Spain	1	1	1	1	1	1	1	1
Switzerland	2	2	2	2	2	2	2	2
Belgium	0	0	0	0	0	0	0	0
Denmark	0	0	0	0	0	0	0	0
Japan	1	1	1	1	1	1	1	1
Norway	0	0	0	0	0	0	0	0
United Arab. Emirates	0	0	0	0	0	0	1	1
Taiwan	0	0	0	0	0	0	0	0
Vietnam	0	0	0	0	0	0	0	0
Argentina	0	0	0	0	0	0	0	0
Bahrein	0	0	0	0	0	0	0	0
Brazil	0	0	0	0	0	0	0	0
India	0	0	0	0	0	0	0	0
Iran	0	0	0	0	0	0	0	0
Lebanon	0	0	0	0	0	0	0	0
Libya	0	0	0	0	0	0	0	0
Mexico	0	0	0	0	0	0	0	0
South Africa	0	0	0	0	0	0	0	0
South Korea	0	0	0	0	0	0	0	0
Tunisia	0	0	0	0	0	0	0	0
<b>Total Other countries</b>	<b>66</b>	<b>66</b>	<b>64</b>	<b>64</b>	<b>64</b>	<b>63</b>	<b>64</b>	<b>66</b>
<b>Total</b>	<b>6842</b>	<b>6606</b>	<b>6592</b>	<b>6221</b>	<b>6137</b>	<b>5072</b>	<b>4920</b>	<b>4778</b>

Note:

(\*) Number of branches at regulatory view