

# 2017 GROUP RESULTS "RECAST"

## Divisional Database

18 April 2018

# Notes

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This document presents FY and quarterly 2017 results recast at Group and Segment level.

Main changes affecting Group view are:

- ✓ Implementation of Accounting changes following new Banca d'Italia instructions and IFRS9 adoption, as disclosed in Capital Markets Day 2017 and 2017 FY results presentation:
  - Shift of NPEs time value release from LLP write-backs to NII (493m on FY17 – higher NII, higher LLP)
  - Interest from UTP and Past Due Loans calculated on Net Book Value rather than Gross Book Value resulting in lower NII and lower associated LLP (159m on FY17)
  - Customers Debt Securities excluded from Customers Loans (with evidence of impact on Asset Quality) and included in other financial assets (8.8bn on FY17 – lower Customer Loans)
- ✓ Branches: data no longer represented in Regulatory view but consistent with CMD perimeter (as already disclosed in Market presentation)

Segment results also recast in accordance with ordinary perimeter and methodological changes, with zero impact at Group level.

A page dedicated to Group Core Income Statement is added from now on.



# 2017 GROUP RESULTS "RECAST"

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# Consolidated Income Statement

## CONSOLIDATED INCOME STATEMENT

(mln Euro)	FY 2017	1Q 2017	2Q 2017	3Q 2017	4Q 2017
Net interest	10,633	2,660	2,748	2,579	2,646
Dividends and other income from equity investments	638	170	183	165	120
Net fees and commissions	6,708	1,703	1,730	1,592	1,683
Net trading income	1,818	590	462	381	384
Net other expenses/income	156	28	49	7	73
<b>OPERATING INCOME</b>	<b>19,953</b>	<b>5,150</b>	<b>5,172</b>	<b>4,725</b>	<b>4,906</b>
Payroll costs	-6,905	-1,755	-1,744	-1,704	-1,701
Other administrative expenses	-4,398	-1,114	-1,081	-1,078	-1,124
Recovery of expenses	760	176	167	171	246
Amortisation & depreciation	-807	-193	-199	-201	-214
<b>Operating costs</b>	<b>-11,350</b>	<b>-2,886</b>	<b>-2,858</b>	<b>-2,813</b>	<b>-2,794</b>
<b>OPERATING PROFIT</b>	<b>8,603</b>	<b>2,264</b>	<b>2,315</b>	<b>1,912</b>	<b>2,112</b>
Net write-downs of loans	-2,939	-766	-661	-677	-835
<b>NET OPERATING PROFIT</b>	<b>5,664</b>	<b>1,498</b>	<b>1,654</b>	<b>1,235</b>	<b>1,277</b>
Other Charges & Provisions	-1,064	-463	-135	-273	-193
o/w Systemic Charges	-588	-434	-19	-149	14
Integration costs	-147	-5	-8	-31	-103
Net income from investments	-305	24	-173	-5	-151
<b>PROFIT BEFORE TAX</b>	<b>4,148</b>	<b>1,054</b>	<b>1,338</b>	<b>926</b>	<b>830</b>
Income tax for the period	-609	-219	-143	-181	-66
Profit (Loss) from non-current assets held for sale, after tax	2,251	162	-133	2,126	96
<b>PROFIT (LOSS) FOR THE PERIOD</b>	<b>5,790</b>	<b>997</b>	<b>1,062</b>	<b>2,871</b>	<b>860</b>
Minorities	-313	-89	-116	-50	-58
<b>NET PROFIT ATTRIBUTABLE TO THE GROUP BEFORE PPA</b>	<b>5,477</b>	<b>909</b>	<b>946</b>	<b>2,821</b>	<b>802</b>
Purchase Price Allocation effect	-4	-1	-1	-1	-1
Goodwill impairment	0	0	0	0	0
<b>CONSOLIDATED PROFIT</b>	<b>5,473</b>	<b>907</b>	<b>945</b>	<b>2,820</b>	<b>801</b>

## INCOME STATEMENT RATIOS

Cost income ratio	56.9%	56.0%	55.3%	59.5%	56.9%
Cost of Risk (LLP annualised on Avg Loans) in basis points	67	70	60	61	76
Tax rate	14.7%	20.8%	10.7%	19.6%	7.9%

## VOLUMES

Customers Loans (excl. Repos)	413,014	409,503	411,178	411,906	413,014
Customer Depos (excl. Repos)	413,791	391,645	394,944	398,632	413,791
TFA*	823,207	796,048	794,252	806,205	823,207
o/w AUM	218,177	203,043	207,389	211,643	218,177
o/w AUC	201,453	211,993	203,558	206,056	201,453
<b>Total RWA</b>	<b>356,100</b>	<b>385,261</b>	<b>352,669</b>	<b>350,024</b>	<b>356,100</b>

## OTHER FIGURES

FTEs (100%)	91,952	96,423	95,288	94,066	91,952
ROTE stated	11.8%	9.4%	8.2%	23.0%	6.3%

\* Refers to Group commercial Total Financial Assets. Non-commercial elements, i.e. Group Corporate Centre, Non Core, Leasing/Factoring and Market Counterparts are excluded. Numbers are managerial figures.

## Consolidated Income Statement - Group Core

### CONSOLIDATED INCOME STATEMENT

(mIn Euro)	FY 2017	1Q 2017	2Q 2017	3Q 2017	4Q 2017
Net interest	10,440	2,612	2,684	2,536	2,608
Dividends and other income from equity investments	638	170	183	165	120
Net fees and commissions	6,782	1,719	1,754	1,604	1,704
Net trading income	1,795	586	462	382	364
Net other expenses/income	221	39	72	12	98
<b>OPERATING INCOME</b>	<b>19,876</b>	<b>5,127</b>	<b>5,156</b>	<b>4,700</b>	<b>4,893</b>
Payroll costs	-6,863	-1,744	-1,734	-1,694	-1,691
Other administrative expenses	-4,213	-1,070	-1,038	-1,037	-1,068
Recovery of expenses	653	163	134	168	188
Amortisation & depreciation	-807	-193	-199	-201	-214
<b>Operating costs</b>	<b>-11,231</b>	<b>-2,846</b>	<b>-2,837</b>	<b>-2,763</b>	<b>-2,785</b>
<b>OPERATING PROFIT</b>	<b>8,645</b>	<b>2,281</b>	<b>2,319</b>	<b>1,936</b>	<b>2,108</b>
Net write-downs of loans	-1,985	-499	-338	-485	-663
<b>NET OPERATING PROFIT</b>	<b>6,660</b>	<b>1,782</b>	<b>1,981</b>	<b>1,452</b>	<b>1,445</b>
Other Charges & Provisions	-950	-438	-125	-193	-193
o/w Systemic Charges	-565	-412	-19	-149	14
Integration costs	-147	-5	-8	-31	-104
Net income from investments	-299	24	-173	-4	-145
<b>PROFIT BEFORE TAX</b>	<b>5,265</b>	<b>1,363</b>	<b>1,675</b>	<b>1,223</b>	<b>1,004</b>
Income tax for the period	-949	-324	-262	-274	-90
Profit (Loss) from non-current assets held for sale, after tax	2,251	162	-133	2,126	96
<b>PROFIT (LOSS) FOR THE PERIOD</b>	<b>6,566</b>	<b>1,202</b>	<b>1,280</b>	<b>3,075</b>	<b>1,010</b>
Minorities	-313	-89	-116	-50	-58
<b>NET PROFIT ATTRIBUTABLE TO THE GROUP BEFORE PPA</b>	<b>6,254</b>	<b>1,113</b>	<b>1,164</b>	<b>3,025</b>	<b>951</b>
Purchase Price Allocation effect	-4	-1	-1	-1	-1
Goodwill impairment	0	0	0	0	0
<b>CONSOLIDATED PROFIT</b>	<b>6,250</b>	<b>1,112</b>	<b>1,163</b>	<b>3,024</b>	<b>951</b>

### INCOME STATEMENT RATIOS

Cost income ratio	56.5%	55.5%	55.0%	58.8%	56.9%
Cost of Risk (LLP annualised on Avg Loans) in basis points	47	47	32	46	62
Tax rate	18.0%	23.7%	15.6%	22.4%	8.9%

### VOLUMES

Customers Loans (excl. Repos)	398,795	391,657	395,071	396,487	398,795
Customer Depos (excl. Repos)	412,747	390,693	393,944	397,572	412,747

<b>Total RWA</b>	<b>334,506</b>	<b>360,328</b>	<b>330,168</b>	<b>328,468</b>	<b>334,506</b>
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### OTHER FIGURES

FTEs (100%)	91,488	95,913	94,788	93,570	91,488
ROTE stated	14.4%	12.6%	10.7%	26.1%	7.9%

# Consolidated Balance Sheet

NB: recast for Debt Securities line shift from Loans and receivables with customers to Financial investments

(mln Euro)	1Q 2017	2Q 2017	3Q 2017	4Q 2017
<b>Assets</b>				
Cash and cash balances	32,261	48,428	48,982	64,493
Financial assets held for trading	86,191	79,529	81,493	74,686
Loans and receivables with banks	77,968	65,225	67,888	70,983
Loans and receivables with customers	443,002	440,821	441,351	438,895
Financial investments	151,886	147,686	145,775	147,496
Hedging instruments	6,231	5,975	5,665	5,676
Property, plant and equipment	9,054	8,947	8,812	8,449
Goodwill	1,484	1,484	1,484	1,484
Other intangible assets	1,687	1,763	1,790	1,902
Tax assets	15,293	14,252	13,347	12,658
Non-current assets and disposal groups classified as held for sale	46,603	4,052	1,671	1,111
Other assets	9,424	8,966	8,841	8,958
<b>Total assets</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	138,581	129,844	128,110	123,244
Deposits from customers	437,996	433,017	438,334	462,895
Debt securities in issue	109,103	110,664	106,383	98,603
Financial liabilities held for trading	60,631	55,505	58,806	55,784
Financial liabilities designated at fair value	3,027	3,045	2,960	3,011
Hedging instruments	8,202	7,245	6,859	6,610
Provisions for risks and charges	10,055	8,665	8,680	8,650
Tax liabilities	1,443	1,188	1,190	1,093
Liabilities included in disposal groups classified as held for sale	36,031	618	161	185
Other liabilities	18,980	21,354	17,039	16,491
Minorities	4,312	822	872	894
<b>Shareholders' equity</b>	<b>52,723</b>	<b>55,161</b>	<b>57,705</b>	<b>59,331</b>
- Capital and reserves	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	-1,132	-647	-696	-731
- Net profit	907	1,853	4,672	5,473
<b>Total liabilities and shareholders' equity</b>	<b>881,085</b>	<b>827,128</b>	<b>827,099</b>	<b>836,790</b>

# Shareholders' Equity attributable to the Group

NB: not recast

(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 of 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

(mln Euro)	1Q 2017	2Q 2017	3Q 2017	4Q 2017
<b>NPLs - Face value</b>	<b>31,047</b>	<b>29,907</b>	<b>29,359</b>	<b>27,775</b>
Writedowns	20,704	19,896	19,469	18,306
<i>as a percentage of face value (Coverage Ratio)</i>	66.7%	66.5%	66.3%	65.9%
<b>NPLs - Carrying value</b>	<b>10,343</b>	<b>10,011</b>	<b>9,890</b>	<b>9,469</b>
<b>Unlikely to pay - Face value</b>	<b>22,723</b>	<b>21,616</b>	<b>20,402</b>	<b>19,470</b>
Writedowns	9,988	9,489	9,007	8,491
<i>as a percentage of face value (Coverage Ratio)</i>	44.0%	43.9%	44.1%	43.6%
<b>Unlikely to pay- Carrying value</b>	<b>12,735</b>	<b>12,127</b>	<b>11,395</b>	<b>10,979</b>
<b>Past-due loans - Face value</b>	<b>1,346</b>	<b>1,294</b>	<b>1,402</b>	<b>1,105</b>
Writedowns	447	446	481	441
<i>as a percentage of face value (Coverage Ratio)</i>	33.2%	34.4%	34.3%	39.9%
<b>Past-due loans- Carrying value</b>	<b>899</b>	<b>849</b>	<b>922</b>	<b>664</b>
<b>IMPAIRED LOANS - Face value</b>	<b>55,116</b>	<b>52,818</b>	<b>51,163</b>	<b>48,349</b>
Writedowns	31,139	29,832	28,957	27,237
<i>as a percentage of face value (Coverage Ratio)</i>	56.5%	56.5%	56.6%	56.3%
<b>IMPAIRED LOANS - Carrying value</b>	<b>23,977</b>	<b>22,986</b>	<b>22,207</b>	<b>21,112</b>
<b>PERFORMING LOANS - Face value</b>	<b>421,134</b>	<b>419,924</b>	<b>421,269</b>	<b>419,797</b>
Writedowns	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%
<b>PERFORMING LOANS- Carrying value</b>	<b>419,026</b>	<b>417,835</b>	<b>419,145</b>	<b>417,782</b>

## AS A PERCENTAGE OF TOTAL LOANS TO CUSTOMERS

	1Q 2017	2Q 2017	3Q 2017	4Q 2017
<b>NPLs - Face value</b>	6.5%	6.3%	6.2%	5.9%
<b>NPLs - Carrying value</b>	2.3%	2.3%	2.2%	2.2%
<b>Unlikely to pay - Face value</b>	4.8%	4.6%	4.3%	4.2%
<b>Unlikely to pay - Carrying value</b>	2.9%	2.8%	2.6%	2.5%
<b>Past-due loans - Face value</b>	0.3%	0.3%	0.3%	0.2%
<b>Past-due loans - Carrying value</b>	0.2%	0.2%	0.2%	0.2%
<b>Total Impaired Loans - Face value</b>	<b>11.6%</b>	<b>11.2%</b>	<b>10.8%</b>	<b>10.3%</b>
<b>Total Impaired Loans - Carrying value</b>	<b>5.4%</b>	<b>5.2%</b>	<b>5.0%</b>	<b>4.8%</b>

# Asset Quality - Group Core

## CONSOLIDATED IMPAIRED LOANS TO CUSTOMER

(mln Euro)	1Q 2017	2Q 2017	3Q 2017	4Q 2017
<b>NPLs - Face value</b>	<b>12,084</b>	<b>11,478</b>	<b>11,181</b>	<b>10,709</b>
Writedowns	8,456	8,031	7,791	7,342
<i>as a percentage of face value (Coverage Ratio)</i>	<i>70.0%</i>	<i>70.0%</i>	<i>69.7%</i>	<i>68.6%</i>
<b>NPLs - Carrying value</b>	<b>3,628</b>	<b>3,447</b>	<b>3,390</b>	<b>3,367</b>
<b>Unlikely to pay - Face value</b>	<b>11,358</b>	<b>10,534</b>	<b>9,962</b>	<b>10,196</b>
Writedowns	4,800	4,478	4,294	4,430
<i>as a percentage of face value (Coverage Ratio)</i>	<i>42.3%</i>	<i>42.5%</i>	<i>43.1%</i>	<i>43.5%</i>
<b>Unlikely to pay- Carrying value</b>	<b>6,558</b>	<b>6,056</b>	<b>5,668</b>	<b>5,766</b>
<b>Past-due loans - Face value</b>	<b>1,114</b>	<b>1,104</b>	<b>1,199</b>	<b>969</b>
Writedowns	374	380	412	394
<i>as a percentage of face value (Coverage Ratio)</i>	<i>33.6%</i>	<i>34.4%</i>	<i>34.4%</i>	<i>40.6%</i>
<b>Past-due loans- Carrying value</b>	<b>739</b>	<b>724</b>	<b>787</b>	<b>576</b>
<b>IMPAIRED LOANS - Face value</b>	<b>24,556</b>	<b>23,116</b>	<b>22,342</b>	<b>21,874</b>
Writedowns	13,630	12,889	12,497	12,166
<i>as a percentage of face value (Coverage Ratio)</i>	<i>55.5%</i>	<i>55.8%</i>	<i>55.9%</i>	<i>55.6%</i>
<b>IMPAIRED LOANS - Carrying value</b>	<b>10,925</b>	<b>10,227</b>	<b>9,844</b>	<b>9,708</b>
<b>PERFORMING LOANS - Face value</b>	<b>415,912</b>	<b>416,149</b>	<b>417,780</b>	<b>416,566</b>
Writedowns	1,912	1,900	1,947	1,861
<i>as a percentage of face value (Coverage Ratio)</i>	<i>0.5%</i>	<i>0.5%</i>	<i>0.5%</i>	<i>0.4%</i>
<b>PERFORMING LOANS- Carrying value</b>	<b>414,000</b>	<b>414,250</b>	<b>415,834</b>	<b>414,705</b>

## AS A PERCENTAGE OF TOTAL LOANS TO CUSTOMERS

	1Q 2017	2Q 2017	3Q 2017	4Q 2017
<b>NPLs - Face value</b>	2.7%	2.6%	2.5%	2.4%
<b>NPLs - Carrying value</b>	0.9%	0.8%	0.8%	0.8%
<b>Unlikely to pay - Face value</b>	2.6%	2.4%	2.3%	2.3%
<b>Unlikely to pay - Carrying value</b>	1.5%	1.4%	1.3%	1.4%
<b>Past-due loans - Face value</b>	0.3%	0.3%	0.3%	0.2%
<b>Past-due loans - Carrying value</b>	0.2%	0.2%	0.2%	0.1%
<b>Total Impaired Loans - Face value</b>	<b>5.6%</b>	<b>5.3%</b>	<b>5.1%</b>	<b>5.0%</b>
<b>Total Impaired Loans - Carrying value</b>	<b>2.6%</b>	<b>2.4%</b>	<b>2.3%</b>	<b>2.3%</b>

## Asset Quality - Non Core

### CONSOLIDATED IMPAIRED LOANS TO CUSTOMER

	1Q 2017	2Q 2017	3Q 2017	4Q 2017
(mln Euro)				
<b>NPLs - Face value</b>	<b>18,963</b>	<b>18,429</b>	<b>18,178</b>	<b>17,066</b>
Writedowns	12,247	11,865	11,677	10,963
<i>as a percentage of face value (Coverage Ratio)</i>	64.6%	64.4%	64.2%	64.2%
<b>NPLs - Carrying value</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>11,365</b>	<b>11,082</b>	<b>10,440</b>	<b>9,274</b>
Writedowns	5,188	5,011	4,714	4,060
<i>as a percentage of face value (Coverage Ratio)</i>	45.7%	45.2%	45.1%	43.8%
<b>Unlikely to pay- Carrying value</b>	<b>6,177</b>	<b>6,071</b>	<b>5,727</b>	<b>5,213</b>
<b>Past-due loans - Face value</b>	<b>232</b>	<b>190</b>	<b>204</b>	<b>136</b>
Writedowns	73	66	69	47
<i>as a percentage of face value (Coverage Ratio)</i>	31.4%	34.6%	33.7%	34.7%
<b>Past-due loans- Carrying value</b>	<b>159</b>	<b>124</b>	<b>135</b>	<b>88</b>
<b>IMPAIRED LOANS - Face value</b>	<b>30,560</b>	<b>29,701</b>	<b>28,822</b>	<b>26,475</b>
Writedowns	17,509	16,942	16,460	15,071
<i>as a percentage of face value (Coverage Ratio)</i>	57.3%	57.0%	57.1%	56.9%
<b>IMPAIRED LOANS - Carrying value</b>	<b>13,051</b>	<b>12,759</b>	<b>12,362</b>	<b>11,405</b>
<b>PERFORMING LOANS - Face value</b>	<b>5,223</b>	<b>3,775</b>	<b>3,489</b>	<b>3,231</b>
Writedowns	197	189	177	153
<i>as a percentage of face value (Coverage Ratio)</i>	3.8%	5.0%	5.1%	4.8%
<b>PERFORMING LOANS- Carrying value</b>	<b>5,026</b>	<b>3,586</b>	<b>3,311</b>	<b>3,077</b>

### AS A PERCENTAGE OF TOTAL LOANS TO CUSTOMERS

	1Q 2017	2Q 2017	3Q 2017	4Q 2017
<b>NPLs - Face value</b>	53.0%	55.1%	56.3%	57.4%
<b>NPLs - Carrying value</b>	37.1%	40.2%	41.5%	42.1%
<b>Unlikely to pay - Face value</b>	31.8%	33.1%	32.3%	31.2%
<b>Unlikely to pay - Carrying value</b>	34.2%	37.1%	36.5%	36.0%
<b>Past-due loans - Face value</b>	0.6%	0.6%	0.6%	0.5%
<b>Past-due loans - Carrying value</b>	0.9%	0.8%	0.9%	0.6%
<b>Total Impaired Loans - Face value</b>	<b>85.4%</b>	<b>88.7%</b>	<b>89.2%</b>	<b>89.1%</b>
<b>Total Impaired Loans - Carrying value</b>	<b>72.2%</b>	<b>78.1%</b>	<b>78.9%</b>	<b>78.8%</b>

## Asset Quality by Division

### CONSOLIDATED IMPAIRED LOANS TO CUSTOMER

(min Euro)	1Q 2017	2Q 2017	3Q 2017	4Q 2017
<b>CBK Italy</b>				
Total Impaired Loans - Face value	10,251	9,503	9,630	9,561
Total Impaired Loans - Carrying value	4,773	4,532	4,625	4,575
Total Customer Loans - Face value	141,268	143,426	142,059	143,429
Total Customer Loans - Carrying value	135,128	137,711	136,333	137,723
Coverage Ratio - Specific only	53.4%	52.3%	52.0%	52.2%
Coverage Ratio - Overall Provisions	59.9%	60.1%	59.5%	59.7%
Impaired Loans Ratio - Face value	7.3%	6.6%	6.8%	6.7%
Impaired Loans Ratio - Carrying value	3.5%	3.3%	3.4%	3.3%
<b>CBK Germany</b>				
Total Impaired Loans - Face value	2,162	2,118	1,844	1,821
Total Impaired Loans - Carrying value	1,064	1,001	781	743
Total Customer Loans - Face value	83,215	83,939	82,949	82,328
Total Customer Loans - Carrying value	81,958	82,667	81,726	81,126
Coverage Ratio - Specific only	50.8%	52.7%	57.6%	59.2%
Coverage Ratio - Overall Provisions	58.1%	60.1%	66.3%	66.0%
Impaired Loans Ratio - Face value	2.6%	2.5%	2.2%	2.2%
Impaired Loans Ratio - Carrying value	1.3%	1.2%	1.0%	0.9%
<b>CBK Austria</b>				
Total Impaired Loans - Face value	2,260	2,246	2,088	2,100
Total Impaired Loans - Carrying value	908	947	821	887
Total Customer Loans - Face value	49,166	48,586	47,953	47,454
Total Customer Loans - Carrying value	47,417	46,913	46,273	45,846
Coverage Ratio - Specific only	59.8%	57.8%	60.7%	57.8%
Coverage Ratio - Overall Provisions	77.4%	74.5%	80.4%	76.6%
Impaired Loans Ratio - Face value	4.6%	4.6%	4.4%	4.4%
Impaired Loans Ratio - Carrying value	1.9%	2.0%	1.8%	1.9%
<b>CIB</b>				
Total Impaired Loans - Face value	4,154	3,812	3,467	3,690
Total Impaired Loans - Carrying value	1,924	1,756	1,693	1,909
Total Customer Loans - Face value	105,953	102,634	104,661	102,458
Total Customer Loans - Carrying value	103,429	100,300	102,599	100,417
Coverage Ratio - Specific only	53.7%	53.9%	51.2%	48.3%
Coverage Ratio - Overall Provisions	60.8%	61.2%	59.5%	55.3%
Impaired Loans Ratio - Face value	3.9%	3.7%	3.3%	3.6%
Impaired Loans Ratio - Carrying value	1.9%	1.8%	1.6%	1.9%
<b>CEE</b>				
Total Impaired Loans - Face value	6,008	5,770	5,670	5,051
Total Impaired Loans - Carrying value	2,428	2,199	2,147	1,819
Total Customer Loans - Face value	64,958	64,033	64,154	63,894
Total Customer Loans - Carrying value	61,007	60,143	60,314	60,357
Coverage Ratio - Specific only	59.6%	61.9%	62.1%	64.0%
Coverage Ratio - Overall Provisions	65.8%	67.4%	67.7%	70.0%
Impaired Loans Ratio - Face value	9.2%	9.0%	8.8%	7.9%
Impaired Loans Ratio - Carrying value	4.0%	3.7%	3.6%	3.0%

# Capital Position

NB: not recast

## GROUP CAPITAL STRUCTURE

(mln Euro)	1Q 2017	2Q 2017	3Q 2017	4Q 2017
<b>Common Equity Tier I Capital Transitional</b>	45,132	45,616	48,795	48,880
<b>Tier I Capital Transitional</b>	48,740	50,462	53,640	54,703
<b>Total Capital Transitional</b>	58,574	60,848	63,682	64,454
<b>Total RWA Transitional</b>	385,261	352,669	350,024	356,100
Credit Risk	331,250	301,095	298,414	307,517
Market Risk	15,485	15,009	14,189	16,056
Operational Risk	38,527	36,565	37,421	32,528

## CAPITAL RATIOS

%	1Q 2017	2Q 2017	3Q 2017	4Q 2017
<b>Common Equity Tier I Capital Ratio Transitional</b>	11.71%	12.93%	13.94%	13.73%
<b>Tier I Capital Ratio Transitional</b>	12.65%	14.31%	15.32%	15.36%
<b>Total Capital Ratio Transitional</b>	15.20%	17.25%	18.19%	18.10%

Note: Capital position as per regulatory purposes.

Credit Risk RWA amount includes RWA equivalent to points B.1 "Credit and counterparty risk" and B.6 "Other calculation elements" of Pillar III "Capital Adequacy" table.

Market Risk RWA amount includes RWA equivalent to points B.2 "Credit valuation adjustment risk", B.3 "Settlement risk" and B.4 "Market Risk" of Pillar III "Capital Adequacy" table.

# Commercial Bank - Italy

## INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	3,704	936	937	916	915
Dividends and other income from equity investments	80	20	21	17	22
Net fees and commissions	3,713	945	970	861	937
Net trading income	42	-6	30	4	14
Net other expenses/income	-96	-26	-19	-31	-20
<b>OPERATING INCOME</b>	<b>7,442</b>	<b>1,868</b>	<b>1,940</b>	<b>1,766</b>	<b>1,868</b>
Payroll costs	-2,527	-640	-634	-626	-626
Other administrative expenses	-2,284	-571	-554	-583	-577
Recovery of expenses	441	105	87	121	128
Amortisation & depreciation	-75	-14	-19	-21	-20
<b>Operating costs</b>	<b>-4,445</b>	<b>-1,121</b>	<b>-1,120</b>	<b>-1,109</b>	<b>-1,095</b>
<b>OPERATING PROFIT</b>	<b>2,998</b>	<b>747</b>	<b>819</b>	<b>658</b>	<b>773</b>
Net write-downs of loans	-975	-251	-238	-216	-270
<b>NET OPERATING PROFIT</b>	<b>2,023</b>	<b>496</b>	<b>582</b>	<b>442</b>	<b>503</b>
Other Charges & Provisions	-264	-49	-89	-87	-39
o/w Systemic Charges	-103	-34	-1	-68	-1
Integration costs	21	-2	-1	-1	24
Net income from investments	-11	-1	-3	-5	-2
<b>PROFIT BEFORE TAX</b>	<b>1,769</b>	<b>444</b>	<b>489</b>	<b>349</b>	<b>487</b>
<b>CONSOLIDATED PROFIT</b>	<b>1,225</b>	<b>312</b>	<b>325</b>	<b>246</b>	<b>342</b>

## INCOME STATEMENT RATIOS

Cost income ratio	59.7%	60.0%	57.8%	62.8%	58.6%
Cost of Risk (LLP annualised on Avg Loans) in basis points	71	75	70	63	79

## VOLUMES

Customers Loans (excl. Repos and IC)	137,698	135,101	137,684	136,306	137,698
Customer Depos (excl. Repos and IC)	141,926	132,572	134,650	137,671	141,926
Total RWA	85,592	78,954	81,482	81,532	85,592

## OTHER FIGURES

FTEs (100%)	32,354	34,573	34,241	33,507	32,354
Roac at 12.5% CET1 ratio target*	11.8%	12.6%	12.8%	9.7%	12.2%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon

# Commercial Bank - Germany

## INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	1,667	398	481	393	395
Dividends and other income from equity investments	4	0	0	0	4
Net fees and commissions	777	233	187	178	178
Net trading income	139	32	27	58	22
Net other expenses/income	149	41	38	33	38
<b>OPERATING INCOME</b>	<b>2,737</b>	<b>704</b>	<b>734</b>	<b>662</b>	<b>637</b>
Payroll costs	-1,030	-267	-259	-258	-246
Other administrative expenses	-769	-200	-193	-186	-190
Recovery of expenses	4	2	0	0	2
Amortisation & depreciation	-40	-10	-10	-10	-10
<b>Operating costs</b>	<b>-1,835</b>	<b>-475</b>	<b>-462</b>	<b>-454</b>	<b>-444</b>
<b>OPERATING PROFIT</b>	<b>901</b>	<b>228</b>	<b>271</b>	<b>209</b>	<b>193</b>
Net write-downs of loans	-125	-25	-37	-5	-59
<b>NET OPERATING PROFIT</b>	<b>776</b>	<b>204</b>	<b>234</b>	<b>204</b>	<b>134</b>
Other Charges & Provisions	-101	-36	-35	-4	-27
o/w Systemic Charges	-67	-34	-12	-6	-16
Integration costs	-7	-2	0	0	-5
Net income from investments	-19	2	-1	0	-21
<b>PROFIT BEFORE TAX</b>	<b>649</b>	<b>168</b>	<b>199</b>	<b>200</b>	<b>82</b>
<b>CONSOLIDATED PROFIT</b>	<b>634</b>	<b>111</b>	<b>239</b>	<b>152</b>	<b>132</b>

## INCOME STATEMENT RATIOS

Cost income ratio	67.1%	67.6%	63.0%	68.5%	69.6%
Cost of Risk (LLP annualised on Avg Loans) in basis points	15	12	18	2	29

## VOLUMES

Customers Loans (excl. Repos and IC)	80,899	81,732	82,443	81,499	80,899
Customer Depos (excl. Repos and IC)	91,582	83,244	83,822	86,304	91,582
Total RWA	34,023	35,728	34,686	34,974	34,023

## OTHER FIGURES

FTEs (100%)	10,094	10,774	10,350	10,299	10,094
Roac at 12.5% CET1 ratio target*	13.5%	9.1%	20.9%	13.1%	10.8%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon

# Commercial Bank - Austria

## INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	720	179	181	188	173
Dividends and other income from equity investments	146	30	38	40	38
Net fees and commissions	623	154	154	151	164
Net trading income	38	5	9	6	17
Net other expenses/income	53	5	28	7	13
<b>OPERATING INCOME</b>	<b>1,580</b>	<b>374</b>	<b>410</b>	<b>392</b>	<b>404</b>
Payroll costs	-584	-152	-152	-137	-143
Other administrative expenses	-487	-129	-116	-120	-122
Recovery of expenses	0	0	0	0	0
Amortisation & depreciation	-15	-3	-4	-4	-5
<b>Operating costs</b>	<b>-1,086</b>	<b>-284</b>	<b>-272</b>	<b>-261</b>	<b>-269</b>
<b>OPERATING PROFIT</b>	<b>495</b>	<b>90</b>	<b>138</b>	<b>132</b>	<b>135</b>
Net write-downs of loans	17	48	26	-18	-39
<b>NET OPERATING PROFIT</b>	<b>511</b>	<b>138</b>	<b>164</b>	<b>113</b>	<b>96</b>
Other Charges & Provisions	-84	-89	9	4	-8
o/w Systemic Charges	-91	-88	-4	5	-4
Integration costs	0	0	0	0	0
Net income from investments	14	6	1	0	7
<b>PROFIT BEFORE TAX</b>	<b>441</b>	<b>55</b>	<b>173</b>	<b>118</b>	<b>95</b>
<b>CONSOLIDATED PROFIT</b>	<b>568</b>	<b>71</b>	<b>208</b>	<b>190</b>	<b>99</b>

## INCOME STATEMENT RATIOS

Cost income ratio	68.7%	76.0%	66.4%	66.5%	66.5%
Cost of Risk (LLP annualised on Avg Loans) in basis points	-4	-40	-22	16	34

## VOLUMES

Customers Loans (excl. Repos and IC)	44,336	44,960	44,626	44,547	44,336
Customer Depos (excl. Repos and IC)	46,272	46,711	46,375	46,687	46,272
<b>Total RWA</b>	<b>20,939</b>	<b>22,423</b>	<b>21,960</b>	<b>21,581</b>	<b>20,939</b>

## OTHER FIGURES

FTEs (100%)	4,970	5,321	5,250	5,203	4,970
Roac at 12.5% CET1 ratio target*	20.0%	9.4%	28.6%	27.1%	14.8%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon

## INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	2,117	535	554	500	528
Dividends and other income from equity investments	19	1	11	4	3
Net fees and commissions	637	146	180	143	169
Net trading income	1,243	457	281	251	254
Net other expenses/income	80	24	10	-6	52
<b>OPERATING INCOME</b>	<b>4,097</b>	<b>1,163</b>	<b>1,035</b>	<b>893</b>	<b>1,006</b>
Payroll costs	-638	-160	-160	-157	-162
Other administrative expenses	-987	-270	-251	-240	-226
Recovery of expenses	2	0	0	1	1
Amortisation & depreciation	-3	-1	-1	-1	-1
<b>Operating costs</b>	<b>-1,625</b>	<b>-430</b>	<b>-411</b>	<b>-396</b>	<b>-388</b>
<b>OPERATING PROFIT</b>	<b>2,471</b>	<b>733</b>	<b>624</b>	<b>497</b>	<b>618</b>
Net write-downs of loans	-275	-81	-5	-62	-128
<b>NET OPERATING PROFIT</b>	<b>2,196</b>	<b>652</b>	<b>619</b>	<b>435</b>	<b>490</b>
Other Charges & Provisions	-141	-98	-7	-6	-29
o/w Systemic Charges	-119	-101	-9	-3	-6
Integration costs	-3	-1	0	-2	0
Net income from investments	-65	-29	-7	-2	-27
<b>PROFIT BEFORE TAX</b>	<b>1,988</b>	<b>524</b>	<b>605</b>	<b>424</b>	<b>434</b>
<b>CONSOLIDATED PROFIT</b>	<b>1,423</b>	<b>352</b>	<b>402</b>	<b>295</b>	<b>373</b>

## INCOME STATEMENT RATIOS

Cost income ratio	39.7%	37.0%	39.7%	44.4%	38.6%
Cost of Risk (LLP annualised on Avg Loans) in basis points	27	32	2	24	50

## VOLUMES

Customers Loans (excl. Repos and IC)	71,497	66,974	67,622	70,497	71,497
Customer Depos (excl. Repos and IC)	47,990	45,612	47,284	44,328	47,990
Total RWA	75,639	72,690	71,159	71,640	75,639

## OTHER FIGURES

FTEs (100%)	3,322	3,452	3,452	3,377	3,322
Roac at 12.5% CET1 ratio target*	15.3%	14.8%	17.5%	12.9%	15.9%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon

## CIB Division - Additional Disclosure (managerial figures)

(mIn Euro)	FY 2017	1Q 2017	2Q 2017	3Q 2017	4Q 2017
<b>TOTAL REVENUES CIB</b>	<b>4,097</b>	<b>1,163</b>	<b>1,035</b>	<b>893</b>	<b>1,006</b>
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>1,579</b>	<b>384</b>	<b>384</b>	<b>410</b>	<b>400</b>
Financing & Advisory (F&A) Italy	587	125	140	169	153
Financing & Advisory (F&A) Germany	813	221	194	199	199
Financing & Advisory (F&A) Austria	187	40	52	45	51
<b>Markets</b>	<b>2,085</b>	<b>672</b>	<b>543</b>	<b>377</b>	<b>492</b>
<b>Global Transaction Business (GTB)</b>	<b>435</b>	<b>108</b>	<b>108</b>	<b>106</b>	<b>112</b>
<b>CIB Other</b>	<b>24</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>7</b>
<b>TOTAL COSTS CIB</b>	<b>-1,625</b>	<b>-430</b>	<b>-411</b>	<b>-396</b>	<b>-388</b>
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>-525</b>	<b>-137</b>	<b>-131</b>	<b>-128</b>	<b>-129</b>
Financing & Advisory (F&A) Italy	-121	-30	-29	-29	-33
Financing & Advisory (F&A) Germany	-345	-93	-85	-87	-82
Financing & Advisory (F&A) Austria	-68	-16	-20	-15	-17
<b>Markets</b>	<b>-853</b>	<b>-230</b>	<b>-220</b>	<b>-207</b>	<b>-196</b>
<b>Global Transaction Business (GTB)</b>	<b>-208</b>	<b>-54</b>	<b>-51</b>	<b>-51</b>	<b>-51</b>
<b>CIB Other</b>	<b>-13</b>	<b>-3</b>	<b>-3</b>	<b>-4</b>	<b>-4</b>
<b>TOTAL LOAN LOSS PROVISIONS CIB</b>	<b>-275</b>	<b>-81</b>	<b>-5</b>	<b>-62</b>	<b>-128</b>
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>-244</b>	<b>-88</b>	<b>-1</b>	<b>-67</b>	<b>-89</b>
Financing & Advisory (F&A) Italy	-153	-45	12	-56	-64
Financing & Advisory (F&A) Germany	-70	-40	-29	-16	16
Financing & Advisory (F&A) Austria	-22	-3	15	5	-40
<b>Markets</b>	<b>-4</b>	<b>7</b>	<b>-3</b>	<b>5</b>	<b>-12</b>
<b>Global Transaction Business (GTB)</b>	<b>-27</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>TOTAL NET OPERATING PROFIT CIB</b>	<b>2,196</b>	<b>652</b>	<b>619</b>	<b>435</b>	<b>490</b>
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>809</b>	<b>159</b>	<b>252</b>	<b>216</b>	<b>183</b>
Financing & Advisory (F&A) Italy	313	50	124	84	56
Financing & Advisory (F&A) Germany	398	88	81	97	133
Financing & Advisory (F&A) Austria	98	21	47	36	-6
<b>Markets</b>	<b>1,227</b>	<b>449</b>	<b>319</b>	<b>175</b>	<b>284</b>
<b>Global Transaction Business (GTB)</b>	<b>200</b>	<b>54</b>	<b>57</b>	<b>55</b>	<b>34</b>
<b>CIB Other</b>	<b>10</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>3</b>
<b>RWA CIB</b>	<b>75,639</b>	<b>72,690</b>	<b>71,159</b>	<b>71,640</b>	<b>75,639</b>
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>38,523</b>	<b>37,067</b>	<b>37,169</b>	<b>38,009</b>	<b>38,523</b>
Financing & Advisory (F&A) Italy	16,130	15,498	15,236	15,524	16,130
Financing & Advisory (F&A) Germany	16,498	16,891	16,874	17,159	16,498
Financing & Advisory (F&A) Austria	5,894	4,677	5,058	5,326	5,894
<b>Markets</b>	<b>28,907</b>	<b>27,422</b>	<b>27,118</b>	<b>26,415</b>	<b>28,907</b>
<b>Global Transaction Business (GTB)</b>	<b>7,549</b>	<b>7,437</b>	<b>6,272</b>	<b>6,722</b>	<b>7,549</b>
<b>CIB Other</b>	<b>661</b>	<b>764</b>	<b>600</b>	<b>494</b>	<b>661</b>

## INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	264	63	64	67	70
Dividends and other income from equity investments	0	0	0	0	0
Net fees and commissions	270	65	65	70	71
Net trading income	48	14	12	11	11
Net other expenses/income	4	1	-1	0	4
<b>OPERATING INCOME</b>	<b>586</b>	<b>142</b>	<b>141</b>	<b>148</b>	<b>156</b>
Payroll costs	-79	-19	-20	-20	-21
Other administrative expenses	-237	-62	-61	-53	-60
Recovery of expenses	93	23	23	22	25
Amortisation & depreciation	-10	-2	-3	-3	-3
<b>Operating costs</b>	<b>-233</b>	<b>-61</b>	<b>-60</b>	<b>-54</b>	<b>-59</b>
<b>OPERATING PROFIT</b>	<b>353</b>	<b>81</b>	<b>80</b>	<b>95</b>	<b>97</b>
Net write-downs of loans	-5	-1	-1	-2	-2
<b>NET OPERATING PROFIT</b>	<b>347</b>	<b>80</b>	<b>79</b>	<b>93</b>	<b>95</b>
Other Charges & Provisions	-19	-2	-1	-21	5
o/w Systemic Charges	-11	0	0	-20	9
Integration costs	0	0	0	0	0
Net income from investments	-13	0	0	-1	-12
<b>PROFIT BEFORE TAX</b>	<b>315</b>	<b>78</b>	<b>78</b>	<b>70</b>	<b>89</b>
<b>CONSOLIDATED PROFIT</b>	<b>76</b>	<b>18</b>	<b>19</b>	<b>16</b>	<b>22</b>

## INCOME STATEMENT RATIOS

Cost income ratio	39.8%	42.9%	43.0%	36.2%	37.6%
Cost of Risk (LLP annualised on Avg Loans) in basis points	36	22	32	39	44

## VOLUMES

Customers Loans (excl. Repos and IC)	1,927	1,015	1,303	1,528	1,927
Customer Depos (excl. Repos and IC)	20,059	18,707	19,281	19,797	20,059
Total RWA	2,332	1,937	2,063	2,184	2,332

## OTHER FIGURES

FTEs (100%)	1,082	1,044	1,067	1,069	1,082
Roac at 12.5% CET1 ratio target*	62.7%	59.8%	70.9%	54.5%	66.3%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon

## INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	-631	-144	-173	-174	-140
Dividends and other income from equity investments	55	23	20	12	0
Net fees and commissions	-86	-35	-22	-15	-14
Net trading income	-72	-21	-9	-23	-19
Net other expenses/income	-18	-16	9	-2	-8
<b>OPERATING INCOME</b>	<b>-752</b>	<b>-192</b>	<b>-175</b>	<b>-203</b>	<b>-182</b>
Payroll costs	-1,265	-322	-324	-310	-309
Other administrative expenses	1,228	328	307	307	285
Recovery of expenses	113	31	25	25	32
Amortisation & depreciation	-540	-134	-133	-134	-138
<b>Operating costs</b>	<b>-463</b>	<b>-96</b>	<b>-124</b>	<b>-113</b>	<b>-130</b>
<b>OPERATING PROFIT</b>	<b>-1,215</b>	<b>-288</b>	<b>-299</b>	<b>-316</b>	<b>-312</b>
Net write-downs of loans	-37	-3	-1	-18	-16
<b>NET OPERATING PROFIT</b>	<b>-1,252</b>	<b>-291</b>	<b>-300</b>	<b>-333</b>	<b>-328</b>
Other Charges & Provisions	-161	-35	10	-64	-72
o/w Systemic Charges	-12	-30	18	-45	45
Integration costs	-130	2	1	-26	-108
Net income from investments	-208	42	-168	8	-89
<b>PROFIT BEFORE TAX</b>	<b>-1,752</b>	<b>-283</b>	<b>-457</b>	<b>-416</b>	<b>-596</b>
<b>CONSOLIDATED PROFIT</b>	<b>743</b>	<b>-83</b>	<b>-524</b>	<b>1,714</b>	<b>-365</b>

## INCOME STATEMENT RATIOS

Cost income ratio	n.m.	n.m.	n.m.	n.m.	n.m.
Cost of Risk (LLP annualised on Avg Loans) in basis points	-82	-17	-9	-175	-196

## VOLUMES

Customers Loans (excl. Repos and IC)	2,472	1,585	1,763	2,428	2,472
Customer Depos (excl. Repos and IC)	2,513	2,920	2,854	2,351	2,513
<b>Total RWA</b>	<b>29,985</b>	<b>57,557</b>	<b>31,430</b>	<b>29,857</b>	<b>29,985</b>

## OTHER FIGURES

<b>FTEs (100%)</b>	<b>15,578</b>	<b>16,540</b>	<b>16,175</b>	<b>15,981</b>	<b>15,578</b>
o/w COO FTEs	13,045	13,866	13,549	13,395	13,045

## CEE Division

### INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	2,598	646	640	647	666
Dividends and other income from equity investments	334	95	94	91	54
Net fees and commissions	848	211	220	217	199
Net trading income	356	106	110	75	65
Net other expenses/income	49	11	7	11	20
<b>OPERATING INCOME</b>	<b>4,186</b>	<b>1,069</b>	<b>1,072</b>	<b>1,041</b>	<b>1,004</b>
Payroll costs	-741	-185	-184	-186	-185
Other administrative expenses	-678	-167	-169	-163	-178
Recovery of expenses	0	2	-2	0	0
Amortisation & depreciation	-125	-28	-30	-29	-37
<b>Operating costs</b>	<b>-1,543</b>	<b>-379</b>	<b>-386</b>	<b>-378</b>	<b>-401</b>
<b>OPERATING PROFIT</b>	<b>2,643</b>	<b>690</b>	<b>686</b>	<b>663</b>	<b>603</b>
Net write-downs of loans	-584	-187	-82	-165	-149
<b>NET OPERATING PROFIT</b>	<b>2,059</b>	<b>503</b>	<b>604</b>	<b>498</b>	<b>454</b>
Other Charges & Provisions	-179	-129	-13	-15	-23
o/w Systemic Charges	-163	-126	-12	-12	-13
Integration costs	-28	-2	-8	-2	-16
Net income from investments	4	3	6	-4	-1
<b>PROFIT BEFORE TAX</b>	<b>1,855</b>	<b>376</b>	<b>588</b>	<b>477</b>	<b>414</b>
<b>CONSOLIDATED PROFIT</b>	<b>1,583</b>	<b>330</b>	<b>494</b>	<b>410</b>	<b>348</b>

### INCOME STATEMENT RATIOS

Cost income ratio	36.9%	35.4%	36.0%	36.3%	39.9%
Cost of Risk (LLP annualised on Avg Loans) in basis points	97	124	54	110	99

### VOLUMES

Customers Loans (excl. Repos and IC)	59,966	60,290	59,629	59,682	59,966
Customer Depos (excl. Repos and IC)	62,406	60,929	59,677	60,433	62,406
Total RWA	85,996	91,039	87,390	86,700	85,996

### OTHER FIGURES

FTEs (100%)	24,089	24,208	24,254	24,134	24,089
Roac at 12.5% CET1 ratio target*	13.9%	11.3%	17.3%	14.6%	12.4%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon

## CEE - Russia

### INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	631	174	144	151	162
Dividends and other income from equity investments	0	0	0	0	0
Net fees and commissions	106	26	28	26	27
Net trading income	42	12	19	16	-5
Net other expenses/income	-1	-1	2	0	-1
<b>OPERATING INCOME</b>	<b>779</b>	<b>210</b>	<b>193</b>	<b>194</b>	<b>182</b>
Payroll costs	-136	-36	-35	-32	-33
Other administrative expenses	-87	-21	-23	-21	-22
Recovery of expenses	0	0	0	0	0
Amortisation & depreciation	-34	-7	-8	-8	-11
<b>Operating costs</b>	<b>-256</b>	<b>-63</b>	<b>-66</b>	<b>-61</b>	<b>-66</b>
<b>OPERATING PROFIT</b>	<b>522</b>	<b>147</b>	<b>127</b>	<b>132</b>	<b>116</b>
Net write-downs of loans	-165	-28	-36	-45	-55
<b>NET OPERATING PROFIT</b>	<b>357</b>	<b>118</b>	<b>91</b>	<b>87</b>	<b>61</b>
Other Charges & Provisions	-14	-3	-3	-4	-4
o/w Systemic Charges	-14	-3	-3	-4	-4
Integration costs	0	0	0	0	0
Net income from investments	-1	0	0	0	-1
<b>PROFIT BEFORE TAX</b>	<b>343</b>	<b>116</b>	<b>88</b>	<b>83</b>	<b>56</b>
<b>CONSOLIDATED PROFIT</b>	<b>272</b>	<b>92</b>	<b>69</b>	<b>66</b>	<b>45</b>

### INCOME STATEMENT RATIOS

Cost income ratio	32.9%	30.2%	34.1%	31.8%	36.0%
Cost of Risk (LLP annualised on Avg Loans) in basis points	166	108	145	189	230

### VOLUMES

Customers Loans (excl. Repos and IC)	9,316	10,265	9,292	9,413	9,316
Customer Depos (excl. Repos and IC)	11,911	13,617	12,527	11,206	11,911
<b>Total RWA</b>	<b>13,336</b>	<b>14,413</b>	<b>12,807</b>	<b>12,831</b>	<b>13,336</b>

### OTHER FIGURES

FTEs (100%)	4,109	4,100	4,083	4,137	4,109
Roac at 12.5% CET1 ratio target*	15.7%	20.5%	15.7%	16.4%	9.8%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon

## CEE - Czech Republic & Slovakia

### INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	428	96	107	106	120
Dividends and other income from equity investments	2	1	1	1	1
Net fees and commissions	132	36	35	36	24
Net trading income	112	32	40	15	24
Net other expenses/income	7	2	2	3	1
<b>OPERATING INCOME</b>	<b>681</b>	<b>167</b>	<b>185</b>	<b>160</b>	<b>169</b>
Payroll costs	-128	-31	-29	-34	-34
Other administrative expenses	-126	-30	-33	-30	-34
Recovery of expenses	0	0	0	0	0
Amortisation & depreciation	-9	-2	-2	-2	-2
<b>Operating costs</b>	<b>-263</b>	<b>-64</b>	<b>-64</b>	<b>-66</b>	<b>-70</b>
<b>OPERATING PROFIT</b>	<b>418</b>	<b>103</b>	<b>121</b>	<b>94</b>	<b>99</b>
Net write-downs of loans	-16	-5	16	-15	-12
<b>NET OPERATING PROFIT</b>	<b>402</b>	<b>98</b>	<b>137</b>	<b>79</b>	<b>87</b>
Other Charges & Provisions	-36	-29	-2	-2	-3
o/w Systemic Charges	-36	-29	-2	-2	-2
Integration costs	-20	-2	-8	-2	-8
Net income from investments	1	1	0	0	0
<b>PROFIT BEFORE TAX</b>	<b>347</b>	<b>69</b>	<b>126</b>	<b>75</b>	<b>76</b>
<b>CONSOLIDATED PROFIT</b>	<b>284</b>	<b>56</b>	<b>102</b>	<b>59</b>	<b>67</b>

### INCOME STATEMENT RATIOS

Cost income ratio	38.7%	38.1%	34.6%	41.2%	41.3%
Cost of Risk (LLP annualised on Avg Loans) in basis points	10	14	-44	38	32

### VOLUMES

Customers Loans (excl. Repos and IC)	15,098	14,476	14,902	15,164	15,098
Customer Depos (excl. Repos and IC)	14,103	14,098	13,682	14,464	14,103
Total RWA	12,787	13,776	13,377	13,600	12,787

### OTHER FIGURES

FTEs (100%)	3,186	3,331	3,337	3,234	3,186
Roac at 12.5% CET1 ratio target*	16.1%	12.5%	23.3%	13.2%	15.7%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon

## CEE - Hungary

### INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	188	48	47	46	47
Dividends and other income from equity investments	1	0	1	0	0
Net fees and commissions	134	34	33	34	33
Net trading income	46	15	13	11	7
Net other expenses/income	21	4	2	3	11
<b>OPERATING INCOME</b>	<b>390</b>	<b>101</b>	<b>96</b>	<b>95</b>	<b>97</b>
Payroll costs	-60	-14	-15	-15	-16
Other administrative expenses	-109	-28	-25	-27	-29
Recovery of expenses	0	0	0	0	0
Amortisation & depreciation	-4	-1	-1	-1	-1
<b>Operating costs</b>	<b>-173</b>	<b>-43</b>	<b>-41</b>	<b>-42</b>	<b>-47</b>
<b>OPERATING PROFIT</b>	<b>216</b>	<b>58</b>	<b>55</b>	<b>53</b>	<b>51</b>
Net write-downs of loans	-1	6	7	-5	-8
<b>NET OPERATING PROFIT</b>	<b>215</b>	<b>64</b>	<b>61</b>	<b>47</b>	<b>43</b>
Other Charges & Provisions	-34	-30	-1	0	-3
o/w Systemic Charges	-28	-28	-1	0	0
Integration costs	1	0	1	0	0
Net income from investments	1	0	0	0	1
<b>PROFIT BEFORE TAX</b>	<b>183</b>	<b>34</b>	<b>60</b>	<b>48</b>	<b>41</b>
<b>CONSOLIDATED PROFIT</b>	<b>165</b>	<b>30</b>	<b>56</b>	<b>43</b>	<b>36</b>

### INCOME STATEMENT RATIOS

Cost income ratio	44.5%	42.5%	43.2%	44.5%	47.8%
Cost of Risk (LLP annualised on Avg Loans) in basis points	3	-65	-71	57	83

### VOLUMES

Customers Loans (excl. Repos and IC)	3,819	3,558	3,740	3,783	3,819
Customer Depos (excl. Repos and IC)	5,245	4,780	5,051	4,885	5,245
Total RWA	3,673	3,862	3,842	3,708	3,673

### OTHER FIGURES

FTEs (100%)	1,756	1,738	1,737	1,747	1,756
Roac at 12.5% CET1 ratio target*	32.4%	22.6%	44.0%	34.3%	28.6%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon

# CEE - Slovenia

## INCOME STATEMENT

(mln Euro)	FY 2017	1Q 2017	2Q 2017	3Q 2017	4Q 2017
Net interest	46	13	12	12	9
Dividends and other income from equity investments	0	0	0	0	0
Net fees and commissions	27	7	6	7	7
Net trading income	-1	1	1	-2	-1
Net other expenses/income	1	0	0	0	1
<b>OPERATING INCOME</b>	<b>73</b>	<b>22</b>	<b>20</b>	<b>16</b>	<b>16</b>
Payroll costs	-26	-6	-7	-6	-7
Other administrative expenses	-15	-4	-4	-4	-4
Recovery of expenses	0	0	0	0	0
Amortisation & depreciation	-6	-1	-1	-1	-2
<b>Operating costs</b>	<b>-47</b>	<b>-11</b>	<b>-12</b>	<b>-12</b>	<b>-12</b>
<b>OPERATING PROFIT</b>	<b>26</b>	<b>11</b>	<b>8</b>	<b>5</b>	<b>3</b>
Net write-downs of loans	21	-4	-2	12	15
<b>NET OPERATING PROFIT</b>	<b>47</b>	<b>7</b>	<b>6</b>	<b>16</b>	<b>19</b>
Other Charges & Provisions	-3	-2	0	0	-2
o/w Systemic Charges	-2	-2	0	0	0
Integration costs	0	0	0	0	0
Net income from investments	2	0	0	0	2
<b>PROFIT BEFORE TAX</b>	<b>45</b>	<b>5</b>	<b>6</b>	<b>17</b>	<b>18</b>
<b>CONSOLIDATED PROFIT</b>	<b>38</b>	<b>4</b>	<b>5</b>	<b>14</b>	<b>15</b>

## INCOME STATEMENT RATIOS

Cost income ratio	64.1%	51.3%	60.6%	71.6%	78.0%
Cost of Risk (LLP annualised on Avg Loans) in basis points	-117	87	47	-268	-338

## VOLUMES

Customers Loans (excl. Repos and IC)	1,853	1,791	1,754	1,707	1,853
Customer Depos (excl. Repos and IC)	1,963	1,808	1,680	1,905	1,963
Total RWA	1,127	1,297	1,322	1,200	1,127

## OTHER FIGURES

FTEs (100%)	534	517	521	531	534
Roac at 12.5% CET1 ratio target*	22.9%	8.7%	10.8%	34.9%	39.2%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon

## CEE - Croatia

### INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	384	95	100	95	94
Dividends and other income from equity investments	7	1	3	2	1
Net fees and commissions	146	35	38	40	34
Net trading income	10	-2	0	3	9
Net other expenses/income	14	5	1	4	5
<b>OPERATING INCOME</b>	<b>562</b>	<b>134</b>	<b>142</b>	<b>143</b>	<b>143</b>
Payroll costs	-121	-30	-30	-31	-30
Other administrative expenses	-77	-19	-17	-19	-22
Recovery of expenses	0	0	0	0	0
Amortisation & depreciation	-26	-6	-6	-6	-7
<b>Operating costs</b>	<b>-225</b>	<b>-56</b>	<b>-54</b>	<b>-56</b>	<b>-59</b>
<b>OPERATING PROFIT</b>	<b>338</b>	<b>78</b>	<b>88</b>	<b>87</b>	<b>84</b>
Net write-downs of loans	-141	-97	-14	-8	-21
<b>NET OPERATING PROFIT</b>	<b>197</b>	<b>-19</b>	<b>74</b>	<b>79</b>	<b>63</b>
Other Charges & Provisions	-28	-12	-5	-6	-4
o/w Systemic Charges	-24	-12	-5	-4	-4
Integration costs	-5	0	0	0	-5
Net income from investments	-6	2	5	-4	-9
<b>PROFIT BEFORE TAX</b>	<b>157</b>	<b>-29</b>	<b>74</b>	<b>68</b>	<b>44</b>
<b>CONSOLIDATED PROFIT</b>	<b>105</b>	<b>-20</b>	<b>51</b>	<b>47</b>	<b>27</b>

### INCOME STATEMENT RATIOS

Cost income ratio	40.0%	41.6%	38.1%	39.1%	41.1%
Cost of Risk (LLP annualised on Avg Loans) in basis points	154	427	59	37	96

### VOLUMES

Customers Loans (excl. Repos and IC)	8,830	9,032	9,136	9,036	8,830
Customer Depos (excl. Repos and IC)	11,031	10,510	10,511	11,032	11,031
Total RWA	7,499	7,592	7,694	7,761	7,499

### OTHER FIGURES

FTEs (100%)	3,848	3,945	3,970	3,934	3,848
Roac at 12.5% CET1 ratio target*	10.3%	-12.4%	22.8%	20.1%	10.3%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon  
N.B. Managerial data presenting only geographical view of the Legal Entities operating in Croatia.

## CEE - Romania

### INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	228	51	54	57	66
Dividends and other income from equity investments	0	0	0	0	0
Net fees and commissions	81	21	21	20	19
Net trading income	61	20	19	15	7
Net other expenses/income	1	0	0	0	1
<b>OPERATING INCOME</b>	<b>371</b>	<b>92</b>	<b>94</b>	<b>92</b>	<b>93</b>
Payroll costs	-82	-20	-20	-20	-22
Other administrative expenses	-63	-16	-16	-16	-15
Recovery of expenses	0	0	0	0	0
Amortisation & depreciation	-19	-5	-5	-5	-4
<b>Operating costs</b>	<b>-165</b>	<b>-41</b>	<b>-42</b>	<b>-41</b>	<b>-41</b>
<b>OPERATING PROFIT</b>	<b>207</b>	<b>51</b>	<b>52</b>	<b>51</b>	<b>52</b>
Net write-downs of loans	-83	-11	-21	-25	-25
<b>NET OPERATING PROFIT</b>	<b>124</b>	<b>40</b>	<b>31</b>	<b>27</b>	<b>27</b>
Other Charges & Provisions	-15	-15	0	0	0
o/w Systemic Charges	-15	-15	0	0	0
Integration costs	-3	0	0	0	-3
Net income from investments	0	0	0	0	-1
<b>PROFIT BEFORE TAX</b>	<b>106</b>	<b>25</b>	<b>31</b>	<b>26</b>	<b>23</b>
<b>CONSOLIDATED PROFIT</b>	<b>88</b>	<b>21</b>	<b>26</b>	<b>22</b>	<b>18</b>

### INCOME STATEMENT RATIOS

Cost income ratio	44.3%	44.5%	44.3%	44.3%	44.2%
Cost of Risk (LLP annualised on Avg Loans) in basis points	150	85	157	178	178

### VOLUMES

Customers Loans (excl. Repos and IC)	5,733	5,367	5,467	5,655	5,733
Customer Depos (excl. Repos and IC)	5,788	4,719	4,949	5,078	5,788
Total RWA	5,603	5,569	5,464	5,612	5,603

### OTHER FIGURES

FTEs (100%)	3,364	3,335	3,341	3,300	3,364
Roac at 12.5% CET1 ratio target*	12.6%	12.2%	15.2%	12.4%	10.5%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon

## CEE - Bulgaria

### INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	305	75	76	77	76
Dividends and other income from equity investments	2	0	0	2	0
Net fees and commissions	118	28	30	29	30
Net trading income	49	13	10	12	14
Net other expenses/income	0	1	0	1	-1
<b>OPERATING INCOME</b>	<b>473</b>	<b>117</b>	<b>116</b>	<b>121</b>	<b>118</b>
Payroll costs	-71	-18	-18	-17	-18
Other administrative expenses	-53	-13	-12	-13	-15
Recovery of expenses	0	0	0	0	0
Amortisation & depreciation	-17	-4	-4	-4	-6
<b>Operating costs</b>	<b>-141</b>	<b>-35</b>	<b>-34</b>	<b>-34</b>	<b>-39</b>
<b>OPERATING PROFIT</b>	<b>331</b>	<b>82</b>	<b>83</b>	<b>87</b>	<b>79</b>
Net write-downs of loans	-77	-19	-20	-19	-19
<b>NET OPERATING PROFIT</b>	<b>255</b>	<b>63</b>	<b>63</b>	<b>68</b>	<b>61</b>
Other Charges & Provisions	-29	-30	2	0	-1
o/w Systemic Charges	-27	-29	2	0	0
Integration costs	0	0	0	0	0
Net income from investments	8	0	1	0	7
<b>PROFIT BEFORE TAX</b>	<b>233</b>	<b>34</b>	<b>65</b>	<b>68</b>	<b>66</b>
<b>CONSOLIDATED PROFIT</b>	<b>208</b>	<b>30</b>	<b>58</b>	<b>61</b>	<b>59</b>

### INCOME STATEMENT RATIOS

Cost income ratio	29.9%	29.8%	29.0%	27.8%	33.1%
Cost of Risk (LLP annualised on Avg Loans) in basis points	138	139	144	135	135

### VOLUMES

Customers Loans (excl. Repos and IC)	5,418	5,606	5,539	5,551	5,418
Customer Depos (excl. Repos and IC)	7,929	7,700	7,412	7,666	7,929
<b>Total RWA</b>	<b>4,742</b>	<b>4,712</b>	<b>4,738</b>	<b>4,797</b>	<b>4,742</b>

### OTHER FIGURES

FTEs (100%)	4,152	4,133	4,150	4,130	4,152
Roac at 12.5% CET1 ratio target*	32.4%	17.4%	36.7%	38.2%	37.4%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon

## CEE - Bosnia

### INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	110	27	28	28	27
Dividends and other income from equity investments	0	0	0	0	0
Net fees and commissions	41	10	10	10	11
Net trading income	6	1	1	2	2
Net other expenses/income	0	0	0	0	0
<b>OPERATING INCOME</b>	<b>157</b>	<b>38</b>	<b>39</b>	<b>39</b>	<b>40</b>
Payroll costs	-37	-9	-9	-9	-10
Other administrative expenses	-30	-8	-8	-7	-8
Recovery of expenses	0	0	0	0	0
Amortisation & depreciation	-6	-1	-1	-1	-2
<b>Operating costs</b>	<b>-74</b>	<b>-18</b>	<b>-18</b>	<b>-18</b>	<b>-19</b>
<b>OPERATING PROFIT</b>	<b>83</b>	<b>20</b>	<b>21</b>	<b>21</b>	<b>21</b>
Net write-downs of loans	-9	-3	-4	2	-4
<b>NET OPERATING PROFIT</b>	<b>74</b>	<b>17</b>	<b>18</b>	<b>24</b>	<b>16</b>
Other Charges & Provisions	-8	-1	-1	-1	-4
o/w Systemic Charges	-5	-1	-1	-1	-1
Integration costs	-1	0	0	0	0
Net income from investments	0	0	0	0	0
<b>PROFIT BEFORE TAX</b>	<b>67</b>	<b>16</b>	<b>16</b>	<b>22</b>	<b>13</b>
<b>CONSOLIDATED PROFIT</b>	<b>51</b>	<b>12</b>	<b>12</b>	<b>17</b>	<b>10</b>

### INCOME STATEMENT RATIOS

Cost income ratio	46.9%	47.3%	46.0%	46.1%	48.2%
Cost of Risk (LLP annualised on Avg Loans) in basis points	45	61	77	-48	89

### VOLUMES

Customers Loans (excl. Repos and IC)	2,025	1,946	1,994	1,984	2,025
Customer Depos (excl. Repos and IC)	2,522	2,268	2,315	2,366	2,522
Total RWA	2,866	2,592	2,711	2,646	2,866

### OTHER FIGURES

FTEs (100%)	1,644	1,658	1,657	1,645	1,644
Roac at 12.5% CET1 ratio target*	16.9%	16.2%	16.0%	21.8%	13.6%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon

## CEE - Serbia

### INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	102	24	24	28	26
Dividends and other income from equity investments	0	0	0	0	0
Net fees and commissions	23	5	6	6	6
Net trading income	17	4	4	5	5
Net other expenses/income	0	0	0	0	0
<b>OPERATING INCOME</b>	<b>141</b>	<b>33</b>	<b>33</b>	<b>39</b>	<b>37</b>
Payroll costs	-28	-7	-7	-7	-7
Other administrative expenses	-21	-5	-5	-6	-5
Recovery of expenses	0	0	0	0	0
Amortisation & depreciation	-4	-1	-1	-1	-1
<b>Operating costs</b>	<b>-53</b>	<b>-13</b>	<b>-13</b>	<b>-14</b>	<b>-13</b>
<b>OPERATING PROFIT</b>	<b>88</b>	<b>19</b>	<b>20</b>	<b>25</b>	<b>24</b>
Net write-downs of loans	-22	-4	-2	-4	-12
<b>NET OPERATING PROFIT</b>	<b>66</b>	<b>15</b>	<b>18</b>	<b>21</b>	<b>12</b>
Other Charges & Provisions	-7	-1	-2	-2	-2
o/w Systemic Charges	-6	-1	-1	-2	-2
Integration costs	0	0	0	0	0
Net income from investments	0	0	0	0	-1
<b>PROFIT BEFORE TAX</b>	<b>60</b>	<b>14</b>	<b>17</b>	<b>19</b>	<b>10</b>
<b>CONSOLIDATED PROFIT</b>	<b>55</b>	<b>12</b>	<b>15</b>	<b>18</b>	<b>10</b>

### INCOME STATEMENT RATIOS

Cost income ratio	37.7%	40.4%	40.4%	36.3%	34.4%
Cost of Risk (LLP annualised on Avg Loans) in basis points	118	104	39	80	233

### VOLUMES

Customers Loans (excl. Repos and IC)	2,043	1,665	1,777	1,973	2,043
Customer Depos (excl. Repos and IC)	1,714	1,429	1,549	1,631	1,714
Total RWA	2,868	2,499	2,680	2,980	2,868

### OTHER FIGURES

FTEs (100%)	1,171	1,126	1,132	1,149	1,171
Roac at 12.5% CET1 ratio target*	14.6%	14.2%	16.2%	18.2%	10.2%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon

## CEE - Turkey

### INCOME STATEMENT

(mln Euro)	FY 2017	1Q 2017	2Q 2017	3Q 2017	4Q 2017
Net interest	915	227	225	220	243
Dividends and other income from equity investments	11	3	2	2	3
Net fees and commissions	269	73	70	64	62
Net trading income	-9	2	10	-5	-16
Net other expenses/income	6	1	1	2	2
<b>OPERATING INCOME</b>	<b>1,192</b>	<b>306</b>	<b>309</b>	<b>283</b>	<b>294</b>
Payroll costs	-261	-63	-69	-61	-68
Other administrative expenses	-177	-43	-46	-43	-45
Recovery of expenses	0	0	0	0	0
Amortisation & depreciation	-31	-8	-8	-8	-8
<b>Operating costs</b>	<b>-469</b>	<b>-114</b>	<b>-122</b>	<b>-111</b>	<b>-121</b>
<b>OPERATING PROFIT</b>	<b>723</b>	<b>192</b>	<b>187</b>	<b>172</b>	<b>172</b>
Net write-downs of loans	-260	-64	-68	-58	-70
<b>NET OPERATING PROFIT</b>	<b>463</b>	<b>127</b>	<b>119</b>	<b>114</b>	<b>102</b>
Other Charges & Provisions	-75	-15	-11	-7	-42
o/w Systemic Charges	-21	-5	-5	-5	-5
Integration costs	0	0	0	0	0
Net income from investments	0	1	-1	0	0
<b>PROFIT BEFORE TAX</b>	<b>388</b>	<b>113</b>	<b>107</b>	<b>107</b>	<b>61</b>
<b>CONSOLIDATED PROFIT</b>	<b>311</b>	<b>91</b>	<b>86</b>	<b>85</b>	<b>49</b>

### INCOME STATEMENT RATIOS

<b>Cost income ratio</b>	<b>39.3%</b>	<b>37.4%</b>	<b>39.4%</b>	<b>39.2%</b>	<b>41.3%</b>
<b>Cost of Risk (LLP annualised on Avg Loans) in basis points</b>	<b>129</b>	<b>124</b>	<b>133</b>	<b>116</b>	<b>143</b>

### VOLUMES

<b>Customers Loans (excl. Repos and IC)</b>	<b>19,354</b>	<b>20,661</b>	<b>20,280</b>	<b>19,878</b>	<b>19,354</b>
<b>Customer Depos (excl. Repos and IC)</b>	<b>14,751</b>	<b>16,466</b>	<b>15,979</b>	<b>15,423</b>	<b>14,751</b>
<b>Total RWA</b>	<b>26,813</b>	<b>28,659</b>	<b>27,881</b>	<b>26,817</b>	<b>26,813</b>

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".

# Non-Core

## INCOME STATEMENT

	FY	1Q	2Q	3Q	4Q
(mln Euro)	2017	2017	2017	2017	2017
Net interest	193	48	64	43	38
Dividends and other income from equity investments	0	0	0	0	0
Net fees and commissions	-74	-17	-25	-12	-21
Net trading income	23	4	0	-1	20
Net other expenses/income	-65	-11	-24	-5	-25
<b>OPERATING INCOME</b>	<b>77</b>	<b>24</b>	<b>16</b>	<b>25</b>	<b>12</b>
Payroll costs	-42	-11	-10	-10	-10
Other administrative expenses	-184	-43	-44	-41	-56
Recovery of expenses	107	14	33	2	58
Amortisation & depreciation	0	0	0	0	0
<b>Operating costs</b>	<b>-119</b>	<b>-41</b>	<b>-21</b>	<b>-49</b>	<b>-9</b>
<b>OPERATING PROFIT</b>	<b>-42</b>	<b>-17</b>	<b>-4</b>	<b>-24</b>	<b>4</b>
Net write-downs of loans	-955	-267	-323	-192	-172
<b>NET OPERATING PROFIT</b>	<b>-997</b>	<b>-284</b>	<b>-327</b>	<b>-217</b>	<b>-168</b>
Other Charges & Provisions	-114	-25	-10	-80	0
o/w Systemic Charges	-23	-22	0	0	0
Integration costs	1	0	0	0	1
Net income from investments	-7	0	0	-1	-6
<b>PROFIT BEFORE TAX</b>	<b>-1,117</b>	<b>-309</b>	<b>-337</b>	<b>-297</b>	<b>-174</b>
<b>CONSOLIDATED PROFIT</b>	<b>-777</b>	<b>-205</b>	<b>-218</b>	<b>-204</b>	<b>-150</b>

## INCOME STATEMENT RATIOS

Cost income ratio	n.m.	n.m.	n.m.	n.m.	n.m.
Cost of Risk (LLP annualised on Avg Loans) in basis points	572	580	751	480	457

## VOLUMES

Customers Loans (excl. Repos and IC)	14,219	17,846	16,107	15,419	14,219
Customer Depos (excl. Repos and IC)	1,044	952	1,000	1,060	1,044
<b>Total RWA</b>	<b>21,595</b>	<b>24,934</b>	<b>22,500</b>	<b>21,556</b>	<b>21,595</b>

## OTHER FIGURES

FTEs (100%)	464	510	500	496	464
Roac at 12.5% CET1 ratio target*	-26.8%	-25.7%	-29.3%	-29.8%	-22.2%

\*Allocated capital calculated with a CET1 Ratio target of 12.5% as for plan horizon

## Fees - Details Group

(mln Euro)	FY 2017	1Q 2017	2Q 2017	3Q 2017	4Q 2017
<b>GROUP</b>					
Asset management, custody and administration	2,795	714	733	639	710
Financing Services	1,721	447	455	399	420
Transaction and Banking Services	2,191	541	542	555	553
<b>TOTAL NET COMMISSIONS</b>	<b>6,708</b>	<b>1,703</b>	<b>1,730</b>	<b>1,592</b>	<b>1,683</b>
<b>Group Core</b>					
Asset management, custody and administration	2,792	713	732	638	709
Financing Services	1,819	471	486	416	445
Transaction and Banking Services	2,171	535	536	550	549
<b>TOTAL NET COMMISSIONS</b>	<b>6,782</b>	<b>1,719</b>	<b>1,754</b>	<b>1,604</b>	<b>1,704</b>

## N. of Branches (CMD perimeter)\*

	1Q 2017	2Q 2017	3Q 2017	4Q 2017
<b>Western Europe</b>	<b>3,470</b>	<b>3,345</b>	<b>3,252</b>	<b>3,127</b>
Italy	2,995	2,874	2,784	2,663
Germany	341	341	341	341
Austria	134	130	127	123
<b>CEE</b>	<b>1,793</b>	<b>1,770</b>	<b>1,722</b>	<b>1,690</b>
Russia	91	92	90	89
Czech Republic & Slovakia	156	156	133	129
Hungary	54	54	54	54
Slovenia	26	26	26	26
Croatia	123	123	121	117
Romania	149	147	146	146
Bulgaria	158	158	158	158
Bosnia	115	114	114	113
Serbia	71	71	72	71
Turkey (100%)	850	829	808	787
<b>Total</b>	<b>5,263</b>	<b>5,115</b>	<b>4,974</b>	<b>4,817</b>

\* Retail Branches only; for Western Europe excluding minor premises, Corporate and Private Banking.