


1Q18 GROUP RESULTS

Divisional Database

10 May 2018

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1Q18 GROUP RESULTS

CONSOLIDATED ACCOUNTS

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Consolidated Income Statement

CONSOLIDATED INCOME STATEMENT

(mln Euro)	1Q		y/y	1Q	2Q	3Q	4Q	1Q
	2018	2017	%	2017	2017	2017	2017	2018
Net interest	2,636	2,660	-0.9%	2,660	2,748	2,579	2,646	2,636
Dividends and other income from equity investments	189	170	+11.4%	170	183	165	120	189
Net fees and commissions	1,750	1,703	+2.8%	1,703	1,730	1,592	1,683	1,750
Net trading income	478	590	-19.0%	590	462	381	384	478
Net other expenses/income	60	28	+118.0%	28	49	7	73	60
OPERATING INCOME	5,114	5,150	-0.7%	5,150	5,172	4,725	4,906	5,114
Payroll costs	-1,634	-1,755	-6.9%	-1,755	-1,744	-1,704	-1,701	-1,634
Other administrative expenses	-1,069	-1,114	-4.0%	-1,114	-1,081	-1,078	-1,124	-1,069
Recovery of expenses	163	176	-7.8%	176	167	171	246	163
Amortisation & depreciation	-197	-193	+1.8%	-193	-199	-201	-214	-197
Operating costs	-2,738	-2,886	-5.2%	-2,886	-2,858	-2,813	-2,794	-2,738
OPERATING PROFIT	2,376	2,264	+5.0%	2,264	2,315	1,912	2,112	2,376
Net write-downs of loans	-496	-766	-35.2%	-766	-661	-677	-835	-496
NET OPERATING PROFIT	1,880	1,498	+25.5%	1,498	1,654	1,235	1,277	1,880
Other Charges & Provisions	-519	-463	+12.0%	-463	-135	-273	-193	-519
o/w Systemic Charges	-465	-434	+7.1%	-434	-19	-149	14	-465
Integration costs	11	-5	n.m.	-5	-8	-31	-103	11
Net income from investments	17	24	-27.9%	24	-173	-5	-151	17
PROFIT BEFORE TAX	1,389	1,054	+31.8%	1,054	1,338	926	830	1,389
Income tax for the period	-221	-219	+0.6%	-219	-143	-181	-66	-221
Profit (Loss) from non-current assets held for sale, after tax	-1	162	n.m.	162	-133	2,126	96	-1
PROFIT (LOSS) FOR THE PERIOD	1,168	997	+17.1%	997	1,062	2,871	860	1,168
Minorities	-55	-89	-38.2%	-89	-116	-50	-58	-55
NET PROFIT ATTRIBUTABLE TO THE GROUP BEFORE PPA	1,113	909	+22.5%	909	946	2,821	802	1,113
Purchase Price Allocation effect	-1	-1	-25.6%	-1	-1	-1	-1	-1
Goodwill impairment	0	0	n.m.	0	0	0	0	0
CONSOLIDATED PROFIT	1,112	907	+22.6%	907	945	2,820	801	1,112

INCOME STATEMENT RATIOS

Cost income ratio	53.5%	56.0%	-2.5 pp	56.0%	55.3%	59.5%	56.9%	53.5%
Cost of Risk (LLP annualised on Avg Loans) in basis points	45	70	-25	70	60	61	76	45
Tax rate	15.9%	20.8%	-4.9 pp	20.8%	10.7%	19.6%	7.9%	15.9%

VOLUMES

Customers Loans (excl. Repos)	414,892	409,503	+1.3%	409,503	411,178	411,906	413,014	414,892
Customer Depos (excl. Repos)	411,613	391,645	+5.1%	391,645	394,944	398,632	413,791	411,613
TFA*	815,417	796,048	+2.4%	796,048	794,252	806,205	823,207	815,417
o/w ALUM	216,980	203,043	+6.9%	203,043	207,389	211,643	218,177	216,980
o/w AUC	196,696	211,993	-7.2%	211,993	203,558	206,056	201,453	196,696
Total RWA	353,261	385,261	-8.3%	385,261	352,669	350,024	356,100	353,261

OTHER FIGURES

FTEs (100%)	90,365	96,423	-6.3%	96,423	95,288	94,066	91,952	90,365
ROTE STATED	8.9%	9.4%	-0.5 pp	9.4%	8.2%	23.0%	6.3%	8.9%

* 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

(mln Euro)	2018	1Q 2017	y/y %	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018
Net interest	2,615	2,612	+0.1%	2,612	2,684	2,536	2,608	2,615
Dividends and other income from equity investments	189	170	+11.4%	170	183	165	120	189
Net fees and commissions	1,761	1,719	+2.4%	1,719	1,754	1,604	1,704	1,761
Net trading income	501	586	-14.6%	586	462	382	364	501
Net other expenses/income	66	39	+68.1%	39	72	12	98	66
OPERATING INCOME	5,132	5,127	+0.1%	5,127	5,156	4,700	4,893	5,132
Payroll costs	-1,625	-1,744	-6.9%	-1,744	-1,734	-1,694	-1,691	-1,625
Other administrative expenses	-1,032	-1,070	-3.6%	-1,070	-1,038	-1,037	-1,068	-1,032
Recovery of expenses	148	163	-9.0%	163	134	168	188	148
Amortisation & depreciation	-197	-193	+1.7%	-193	-199	-201	-214	-197
Operating costs	-2,705	-2,846	-4.9%	-2,846	-2,837	-2,763	-2,785	-2,705
OPERATING PROFIT	2,426	2,281	+6.4%	2,281	2,319	1,936	2,108	2,426
Net write-downs of loans	-371	-499	-25.7%	-499	-338	-485	-663	-371
NET OPERATING PROFIT	2,056	1,782	+15.3%	1,782	1,981	1,452	1,445	2,056
Other Charges & Provisions	-490	-438	+11.7%	-438	-125	-193	-193	-490
o/w Systemic Charges	-445	-412	+8.1%	-412	-19	-149	14	-445
Integration costs	11	-5	n.m.	-5	-8	-31	-104	11
Net income from investments	17	24	-27.9%	24	-173	-4	-145	17
PROFIT BEFORE TAX	1,594	1,363	+17.0%	1,363	1,675	1,223	1,004	1,594
Income tax for the period	-295	-324	-8.9%	-324	-262	-274	-90	-295
Profit (Loss) from non-current assets held for sale, after tax	-1	162	n.m.	162	-133	2,126	96	-1
PROFIT (LOSS) FOR THE PERIOD	1,299	1,202	+8.1%	1,202	1,280	3,075	1,010	1,299
Minorities	-55	-89	-38.2%	-89	-116	-50	-58	-55
NET PROFIT ATTRIBUTABLE TO THE GROUP BEFORE PPA	1,244	1,113	+11.7%	1,113	1,164	3,025	951	1,244
Purchase Price Allocation effect	-1	-1	-25.6%	-1	-1	-1	-1	-1
Goodwill impairment	0	0	n.m.	0	0	0	0	0
CONSOLIDATED PROFIT	1,243	1,112	+11.8%	1,112	1,163	3,024	951	1,243

INCOME STATEMENT RATIOS

Cost income ratio	52.7%	55.5%	-2.8 pp	55.5%	55.0%	58.8%	56.9%	52.7%
Cost of Risk (LLP annualised on Avg Loans) in basis points	35	47	-13	47	32	46	62	35
Tax rate	18.5%	23.7%	-5.2 pp	23.7%	15.6%	22.4%	8.9%	18.5%

VOLUMES

Customers Loans (excl. Repos)	403,811	391,657	+3.1%	391,657	395,071	396,487	398,795	403,811
Customer Depos (excl. Repos)	410,606	390,693	+5.1%	390,693	393,944	397,572	412,747	410,606

Total RWA	336,136	360,328	-6.7%	360,328	330,168	328,468	334,506	336,136
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OTHER FIGURES

FTEs (100%)	89,934	95,913	-6.2%	95,913	94,788	93,570	91,488	89,934
ROTE STATED	10.4%	12.6%	-2.1 pp	12.6%	10.7%	26.1%	7.9%	10.4%

Consolidated Balance Sheet

(mln Euro)	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018
Assets					
Cash and cash balances	32,261	48,428	48,982	64,493	49,944
Financial assets held for trading	86,191	79,529	81,493	74,686	80,324
Loans to banks	77,968	65,225	67,888	70,983	70,324
Loans to customers	443,002	440,821	441,351	438,895	441,783
Other financial assets	151,886	147,686	145,775	147,496	142,917
Hedging instruments	6,231	5,975	5,665	5,676	5,688
Property, plant and equipment	9,054	8,947	8,812	8,449	9,115
Goodwill	1,484	1,484	1,484	1,484	1,484
Other intangible assets	1,687	1,763	1,790	1,902	1,872
Tax assets	15,293	14,252	13,347	12,658	12,110
Non-current assets and disposal groups classified as held for sale	46,603	4,052	1,671	1,111	955
Other assets	9,424	8,966	8,841	8,958	7,461
Total assets	881,085	827,128	827,099	836,790	823,978
Liabilities and shareholders' equity					
Deposits from banks	138,581	129,844	128,110	123,244	125,177
Deposits from customers	437,996	433,017	438,334	462,895	456,959
Debt securities issued	109,103	110,664	106,383	98,603	93,369
Financial liabilities held for trading	60,631	55,505	58,806	55,784	48,685
Financial liabilities designated at fair value	3,027	3,045	2,960	3,011	8,575
Hedging instruments	8,202	7,245	6,859	6,610	5,881
Tax liabilities	1,443	1,188	1,190	1,093	1,140
Liabilities included in disposal groups classified as held for sale	36,031	618	161	185	196
Other liabilities	29,035	30,019	25,720	25,141	26,104
Minorities	4,312	822	872	894	941
Group Shareholders' Equity:	52,723	55,161	57,705	59,331	56,950
- Capital and reserves	51,816	53,308	53,033	53,858	55,838
- Net profit (loss)	907	1,853	4,672	5,473	1,112
Total liabilities and shareholders' equity	881,085	827,128	827,099	836,790	823,978

Shareholders' Equity attributable to the Group

(mln Euro)

Shareholders' Equity as at 31 December 2017	59,331
Change in opening balance (*)	-3,327
Forex translation reserve(**)	-47
Change in the valuation reserve relating to the actuarial gains/losses on defined benefit plans	45
Change in the valuation reserve of the companies accounted for using the equity method (***)	-127
Others(****)	-37
Net profit (loss) for the period	1,112
Shareholders' Equity as at 31 March 2018	56,950

Note:

(*) This impact includes the re-measurement effects resulting from the first time adoption of IFRS9 and connected Yapi valuation.

(**) This effect is mainly due to the negative impact of the Ruble for €57 million.

(***) The negative change in the valuation reserve of the companies accounted for using the equity method is mainly due to the depreciation of the items in Turkish Lira.

(****) This includes mainly:

- the negative change of the reserve related to cash flow hedge for €28 million;
- the negative change of the reserve related to the coupon paid to subscribers of the AT1 instruments, net of taxes for €24 million;
- the positive change of the reserve related to financial asset and liabilities at fair value for €18 million.

Asset Quality Group

LOANS TO CUSTOMERS

	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018
(mln Euro)					
Gross Bad Loans	31,047	29,907	29,359	27,775	25,183
Writedowns	20,704	19,896	19,469	18,306	18,396
Coverage Ratio	66.7%	66.5%	66.3%	65.9%	73.0%
Net Bad Loans	10,343	10,011	9,890	9,469	6,787
Gross Unlikely to pay	22,723	21,616	20,402	19,470	18,344
Writedowns	9,988	9,489	9,007	8,491	8,093
Coverage Ratio	44.0%	43.9%	44.1%	43.6%	44.1%
Net Unlikely to pay	12,735	12,127	11,395	10,979	10,251
Gross Past-due loans	1,346	1,294	1,402	1,105	1,037
Writedowns	447	446	481	441	377
Coverage Ratio	33.2%	34.4%	34.3%	39.9%	36.3%
Net Past-due loans	899	849	922	664	660
GROSS NON PERFORMING EXPOSURES	55,116	52,818	51,163	48,349	44,564
Writedowns	31,139	29,832	28,957	27,237	26,866
Coverage Ratio	56.5%	56.5%	56.6%	56.3%	60.3%
NET NON PERFORMING EXPOSURES	23,977	22,986	22,207	21,112	17,698
GROSS PERFORMING LOANS	421,134	419,924	421,269	419,797	426,835
Writedowns	2,109	2,089	2,124	2,015	2,750
Coverage Ratio	0.5%	0.5%	0.5%	0.5%	0.6%
NET PERFORMING LOANS	419,026	417,835	419,145	417,782	424,085
	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018
Gross Bad Loans ratio	6.5%	6.3%	6.2%	5.9%	5.3%
Net Bad Loans ratio	2.3%	2.3%	2.2%	2.2%	1.5%
Gross Unlikely to pay ratio	4.8%	4.6%	4.3%	4.2%	3.9%
Net Unlikely to pay ratio	2.9%	2.8%	2.6%	2.5%	2.3%
Gross Past-due loans ratio	0.3%	0.3%	0.3%	0.2%	0.2%
Net Past-due loans ratio	0.2%	0.2%	0.2%	0.2%	0.1%
GROSS NPE Ratio	11.6%	11.2%	10.8%	10.3%	9.5%
NET NPE Ratio	5.4%	5.2%	5.0%	4.8%	4.0%

Asset Quality - Group Core

LOANS TO CUSTOMERS

	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2017	2017	2017	2017	2018
Gross Bad Loans	12,084	11,478	11,181	10,709	10,506
Writedowns	8,456	8,031	7,791	7,342	7,548
Coverage Ratio	70.0%	70.0%	69.7%	68.6%	71.9%
Net Bad Loans	3,628	3,447	3,390	3,367	2,957
Gross Unlikely to pay	11,358	10,534	9,962	10,196	9,522
Writedowns	4,800	4,478	4,294	4,430	4,244
Coverage Ratio	42.3%	42.5%	43.1%	43.5%	44.6%
Net Unlikely to pay	6,558	6,056	5,668	5,766	5,278
Gross Past-due loans	1,114	1,104	1,199	969	907
Writedowns	374	380	412	394	330
Coverage Ratio	33.6%	34.4%	34.4%	40.6%	36.4%
Net Past-due loans	739	724	787	576	577
GROSS NON PERFORMING EXPOSURES	24,556	23,116	22,342	21,874	20,935
Writedowns	13,630	12,889	12,497	12,166	12,123
Coverage Ratio	55.5%	55.8%	55.9%	55.6%	57.9%
NET NON PERFORMING EXPOSURES	10,925	10,227	9,844	9,708	8,812
GROSS PERFORMING LOANS	415,912	416,149	417,780	416,566	424,143
Writedowns	1,912	1,900	1,947	1,861	2,553
Coverage Ratio	0.5%	0.5%	0.5%	0.4%	0.6%
NET PERFORMING LOANS	414,000	414,250	415,834	414,705	421,590
	1Q	2Q	3Q	4Q	1Q
	2017	2017	2017	2017	2018
Gross Bad Loans ratio	2.7%	2.6%	2.5%	2.4%	2.4%
Net Bad Loans ratio	0.9%	0.8%	0.8%	0.8%	0.7%
Gross Unlikely to pay ratio	2.6%	2.4%	2.3%	2.3%	2.1%
Net Unlikely to pay ratio	1.5%	1.4%	1.3%	1.4%	1.2%
Gross Past-due loans ratio	0.3%	0.3%	0.3%	0.2%	0.2%
Net Past-due loans ratio	0.2%	0.2%	0.2%	0.1%	0.1%
GROSS NPE Ratio	5.6%	5.3%	5.1%	5.0%	4.7%
NET NPE Ratio	2.6%	2.4%	2.3%	2.3%	2.0%

Asset Quality - Non Core

LOANS TO CUSTOMERS

	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2017	2017	2017	2017	2018
Gross Bad Loans	18,963	18,429	18,178	17,066	14,678
Writedowns	12,247	11,865	11,677	10,963	10,847
Coverage Ratio	64.6%	64.4%	64.2%	64.2%	73.9%
Net Bad Loans	6,715	6,563	6,500	6,103	3,830
Gross Unlikely to pay	11,365	11,082	10,440	9,274	8,821
Writedowns	5,188	5,011	4,714	4,060	3,849
Coverage Ratio	45.7%	45.2%	45.1%	43.8%	43.6%
Net Unlikely to pay	6,177	6,071	5,727	5,213	4,973
Gross Past-due loans	232	190	204	136	131
Writedowns	73	66	69	47	47
Coverage Ratio	31.4%	34.6%	33.7%	34.7%	36.0%
Net Past-due loans	159	124	135	88	84
GROSS NON PERFORMING EXPOSURES	30,560	29,701	28,822	26,475	23,629
Writedowns	17,509	16,942	16,460	15,071	14,743
Coverage Ratio	57.3%	57.0%	57.1%	56.9%	62.4%
NET NON PERFORMING EXPOSURES	13,051	12,759	12,362	11,405	8,886
GROSS PERFORMING LOANS	5,223	3,775	3,489	3,231	2,692
Writedowns	197	189	177	153	197
Coverage Ratio	3.8%	5.0%	5.1%	4.8%	7.3%
NET PERFORMING LOANS	5,026	3,586	3,311	3,077	2,495
	1Q	2Q	3Q	4Q	1Q
	2017	2017	2017	2017	2018
Gross Bad Loans ratio	53.0%	55.1%	56.3%	57.4%	55.8%
Net Bad Loans ratio	37.1%	40.2%	41.5%	42.1%	33.7%
Gross Unlikely to pay ratio	31.8%	33.1%	32.3%	31.2%	33.5%
Net Unlikely to pay ratio	34.2%	37.1%	36.5%	36.0%	43.7%
Gross Past-due loans ratio	0.6%	0.6%	0.6%	0.5%	0.5%
Net Past-due loans ratio	0.9%	0.8%	0.9%	0.6%	0.7%
GROSS NPE Ratio	85.4%	88.7%	89.2%	89.1%	89.8%
NET NPE Ratio	72.2%	78.1%	78.9%	78.8%	78.1%

Asset Quality by Division

LOANS TO CUSTOMERS

(mIn Euro)	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018
CBK Italy					
Gross Non Performing Exposures	10,251	9,503	9,630	9,561	9,460
Net Non Performing Exposures	4,773	4,532	4,625	4,575	4,277
NPE Coverage Ratio	53.4%	52.3%	52.0%	52.2%	54.8%
Gross Customer Loans	141,268	143,426	142,059	143,429	143,926
Net Customer Loans	135,128	137,711	136,333	137,723	137,684
Gross NPE Ratio	7.3%	6.6%	6.8%	6.7%	6.6%
Net NPE Ratio	3.5%	3.3%	3.4%	3.3%	3.1%
CBK Germany					
Gross Non Performing Exposures	2,162	2,118	1,844	1,821	1,858
Net Non Performing Exposures	1,064	1,001	781	743	741
NPE Coverage Ratio	50.8%	52.7%	57.6%	59.2%	60.1%
Gross Customer Loans	83,215	83,939	82,949	82,328	83,838
Net Customer Loans	81,958	82,667	81,726	81,126	82,540
Gross NPE Ratio	2.6%	2.5%	2.2%	2.2%	2.2%
Net NPE Ratio	1.3%	1.2%	1.0%	0.9%	0.9%
CBK Austria					
Gross Non Performing Exposures	2,260	2,246	2,088	2,100	2,018
Net Non Performing Exposures	908	947	821	887	872
NPE Coverage Ratio	59.8%	57.8%	60.7%	57.8%	56.8%
Gross Customer Loans	49,166	48,586	47,953	47,454	46,872
Net Customer Loans	47,417	46,913	46,273	45,846	45,309
Gross NPE Ratio	4.6%	4.6%	4.4%	4.4%	4.3%
Net NPE Ratio	1.9%	2.0%	1.8%	1.9%	1.9%
CIB					
Gross Non Performing Exposures	4,154	3,812	3,467	3,690	3,083
Net Non Performing Exposures	1,924	1,756	1,693	1,909	1,507
NPE Coverage Ratio	53.7%	53.9%	51.2%	48.3%	51.1%
Gross Customer Loans	105,953	102,634	104,661	102,458	106,039
Net Customer Loans	103,429	100,300	102,599	100,417	104,178
Gross NPE Ratio	3.9%	3.7%	3.3%	3.6%	2.9%
Net NPE Ratio	1.9%	1.8%	1.6%	1.9%	1.4%
CEE					
Gross Non Performing Exposures	6,008	5,770	5,670	5,051	5,000
Net Non Performing Exposures	2,428	2,199	2,147	1,819	1,707
NPE Coverage Ratio	59.6%	61.9%	62.1%	64.0%	65.9%
Gross Customer Loans	64,958	64,033	64,154	63,894	64,807
Net Customer Loans	61,007	60,143	60,314	60,357	60,917
Gross NPE Ratio	9.2%	9.0%	8.8%	7.9%	7.7%
Net NPE Ratio	4.0%	3.7%	3.6%	3.0%	2.8%

Capital Position

GROUP CAPITAL STRUCTURE

(mln Euro)	Basel 3					Change %	
	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018	q/q	y/y
Common Equity Tier I Capital Transitional	45,132	45,616	48,795	48,880	46,379	-5.1%	+2.8%
Tier I Capital Transitional	48,740	50,462	53,640	54,703	51,976	-5.0%	+6.6%
Total Capital Transitional	58,574	60,848	63,682	64,454	60,499	-6.1%	+3.3%
Total RWA (*)	385,261	352,669	350,024	356,100	353,261	-0.8%	-8.3%
Credit Risk	331,250	301,095	298,414	307,517	306,032	-0.5%	-7.6%
Market Risk	15,485	15,009	14,189	16,056	15,060	-6.2%	-2.7%
Operational Risk	38,527	36,564	37,421	32,528	32,169	-1.1%	-16.5%

CAPITAL RATIOS

%						Delta	
	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018	q/q	y/y
Common Equity Tier I Capital Ratio Transitional	11.71%	12.93%	13.94%	13.73%	13.13%	-60bp	141bp
Tier I Capital Ratio Transitional	12.65%	14.31%	15.32%	15.36%	14.71%	-65bp	206bp
Total Capital Ratio Transitional	15.20%	17.25%	18.19%	18.10%	17.13%	-97bp	192bp

(*) Transitional up to 4Q17

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

(mln Euro)	2018	1Q 2017	y/y %	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018
Net interest	902	936	-3.6%	936	937	916	915	902
Dividends and other income from equity investments	23	20	+14.2%	20	21	17	22	23
Net fees and commissions	975	945	+3.2%	945	970	861	937	975
Net trading income	6	-6	n.m.	-6	30	4	14	6
Net other expenses/income	-22	-26	-17.8%	-26	-19	-31	-20	-22
OPERATING INCOME	1,884	1,868	+0.9%	1,868	1,940	1,766	1,868	1,884
Payroll costs	-594	-640	-7.2%	-640	-634	-626	-626	-594
Other administrative expenses	-547	-571	-4.2%	-571	-554	-583	-577	-547
Recovery of expenses	104	105	-0.6%	105	87	121	128	104
Amortisation & depreciation	-17	-14	+17.8%	-14	-19	-21	-20	-17
Operating costs	-1,054	-1,121	-6.0%	-1,121	-1,120	-1,109	-1,095	-1,054
OPERATING PROFIT	831	747	+11.2%	747	819	658	773	831
Net write-downs of loans	-220	-251	-12.5%	-251	-238	-216	-270	-220
NET OPERATING PROFIT	611	496	+23.2%	496	582	442	503	611
Other Charges & Provisions	-79	-49	+60.1%	-49	-89	-87	-39	-79
o/w Systemic Charges	-36	-34	+7.4%	-34	-1	-68	-1	-36
Integration costs	0	-2	-88.5%	-2	-1	-1	24	0
Net income from investments	0	-1	-95.7%	-1	-3	-5	-2	0
PROFIT BEFORE TAX	532	444	+19.7%	444	489	349	487	532
CONSOLIDATED PROFIT	379	312	+21.6%	312	325	246	342	379

INCOME STATEMENT RATIOS

Cost income ratio	55.9%	60.0%	-4.1 pp	60.0%	57.8%	62.8%	58.6%	55.9%
Cost of Risk (LLP annualised on Avg Loans) in basis points	64	75	-11	75	70	63	79	64

VOLUMES

Customers Loans (excl. Repos and IC)	137,658	135,101	+1.9%	135,101	137,684	136,306	137,698	137,658
Customer Depos (excl. Repos and IC)	143,091	132,572	+7.9%	132,572	134,650	137,671	141,926	143,091
Total RWA	84,686	78,954	+7.3%	78,954	81,482	81,532	85,592	84,686

OTHER FIGURES

FTEs (100%)	31,865	34,573	-7.8%	34,573	34,241	33,507	32,354	31,865
Roac at 12.5% CET1 ratio target*	14.2%	12.6%	+1.7 pp	12.6%	12.8%	9.7%	12.2%	14.2%

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

Commercial Bank - Germany

INCOME STATEMENT

(mln Euro)	2018	1Q 2017	y/y %	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018
Net interest	364	398	-8.6%	398	481	393	395	364
Dividends and other income from equity investments	3	0	n.m.	0	0	0	4	3
Net fees and commissions	217	233	-6.9%	233	187	178	178	217
Net trading income	26	32	-18.9%	32	27	58	22	26
Net other expenses/income	30	41	-27.2%	41	38	33	38	30
OPERATING INCOME	639	704	-9.2%	704	734	662	637	639
Payroll costs	-245	-267	-8.0%	-267	-259	-258	-246	-245
Other administrative expenses	-196	-200	-2.1%	-200	-193	-186	-190	-196
Recovery of expenses	1	2	-56.6%	2	0	0	2	1
Amortisation & depreciation	-9	-10	-10.5%	-10	-10	-10	-10	-9
Operating costs	-450	-475	-5.4%	-475	-462	-454	-444	-450
OPERATING PROFIT	189	228	-17.2%	228	271	209	193	189
Net write-downs of loans	-27	-25	+11.2%	-25	-37	-5	-59	-27
NET OPERATING PROFIT	161	204	-20.7%	204	234	204	134	161
Other Charges & Provisions	-39	-36	+8.5%	-36	-35	-4	-27	-39
o/w Systemic Charges	-39	-34	+13.2%	-34	-12	-6	-16	-39
Integration costs	0	-2	-88.5%	-2	0	0	-5	0
Net income from investments	1	2	-59.1%	2	-1	0	-21	1
PROFIT BEFORE TAX	123	168	-26.7%	168	199	200	82	123
CONSOLIDATED PROFIT	85	111	-23.6%	111	239	152	132	85

INCOME STATEMENT RATIOS

Cost income ratio	70.4%	67.6%	2.9 pp	67.6%	63.0%	68.5%	69.6%	70.4%
Cost of Risk (LLP annualised on Avg Loans) in basis points	13	12	1	12	18	2	29	13

VOLUMES

Customers Loans (excl. Repos and IC)	82,345	81,732	+0.8%	81,732	82,443	81,499	80,899	82,345
Customer Depos (excl. Repos and IC)	88,963	83,244	+6.9%	83,244	83,822	86,304	91,582	88,963
Total RWA	34,780	35,728	-2.7%	35,728	34,686	34,974	34,023	34,780

OTHER FIGURES

FTEs (100%)	9,684	10,774	-10.1%	10,774	10,350	10,299	10,094	9,684
Roac at 12.5% CET1 ratio target*	7.5%	9.1%	-1.6 pp	9.1%	20.9%	13.1%	10.8%	7.5%

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

Commercial Bank - Austria

INCOME STATEMENT

(mln Euro)	2018	1Q 2017	y/y %	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018
Net interest	169	179	-5.6%	179	181	188	173	169
Dividends and other income from equity investments	29	30	-5.2%	30	38	40	38	29
Net fees and commissions	156	154	+1.2%	154	154	151	164	156
Net trading income	14	5	+159.3%	5	9	6	17	14
Net other expenses/income	13	5	+168.7%	5	28	7	13	13
OPERATING INCOME	381	374	+1.9%	374	410	392	404	381
Payroll costs	-140	-152	-7.5%	-152	-152	-137	-143	-140
Other administrative expenses	-123	-129	-4.4%	-129	-116	-120	-122	-123
Recovery of expenses	0	0	n.m.	0	0	0	0	0
Amortisation & depreciation	-3	-3	-16.0%	-3	-4	-4	-5	-3
Operating costs	-266	-284	-6.2%	-284	-272	-261	-269	-266
OPERATING PROFIT	114	90	+27.3%	90	138	132	135	114
Net write-downs of loans	38	48	-19.8%	48	26	-18	-39	38
NET OPERATING PROFIT	153	138	+10.9%	138	164	113	96	153
Other Charges & Provisions	-86	-89	-3.3%	-89	9	4	-8	-86
o/w Systemic Charges	-86	-88	-1.7%	-88	-4	5	-4	-86
Integration costs	0	0	n.m.	0	0	0	0	0
Net income from investments	-3	6	n.m.	6	1	0	7	-3
PROFIT BEFORE TAX	64	55	+17.0%	55	173	118	95	64
CONSOLIDATED PROFIT	50	71	-29.8%	71	208	190	99	50

INCOME STATEMENT RATIOS

Cost income ratio	70.0%	76.0%	-6.0 pp	76.0%	66.4%	66.5%	66.5%	70.0%
Cost of Risk (LLP annualised on Avg Loans) in basis points	-34	-40	6	-40	-22	16	34	-34

VOLUMES

Customers Loans (excl. Repos and IC)	44,018	44,960	-2.1%	44,960	44,626	44,547	44,336	44,018
Customer Depos (excl. Repos and IC)	46,772	46,711	+0.1%	46,711	46,375	46,687	46,272	46,772
Total RWA	20,928	22,423	-6.7%	22,423	21,960	21,581	20,939	20,928

OTHER FIGURES

FTEs (100%)	4,864	5,321	-8.6%	5,321	5,250	5,203	4,970	4,864
Roac at 12.5% CET1 ratio target*	7.2%	9.4%	-2.2 pp	9.4%	28.6%	27.1%	14.8%	7.2%

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

INCOME STATEMENT

(mln Euro)	2018	1Q 2017	y/y %	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018
Net interest	556	535	+4.0%	535	554	500	528	556
Dividends and other income from equity investments	4	1	n.m.	1	11	4	3	4
Net fees and commissions	161	146	+10.5%	146	180	143	169	161
Net trading income	328	457	-28.1%	457	281	251	254	328
Net other expenses/income	49	24	+105.0%	24	10	-6	52	49
OPERATING INCOME	1,099	1,163	-5.5%	1,163	1,035	893	1,006	1,099
Payroll costs	-145	-160	-9.1%	-160	-160	-157	-162	-145
Other administrative expenses	-253	-270	-6.2%	-270	-251	-240	-226	-253
Recovery of expenses	0	0	n.m.	0	0	1	1	0
Amortisation & depreciation	-1	-1	+6.3%	-1	-1	-1	-1	-1
Operating costs	-399	-430	-7.3%	-430	-411	-396	-388	-399
OPERATING PROFIT	700	733	-4.5%	733	624	497	618	700
Net write-downs of loans	-49	-81	-39.7%	-81	-5	-62	-128	-49
NET OPERATING PROFIT	651	652	-0.1%	652	619	435	490	651
Other Charges & Provisions	-109	-98	+10.7%	-98	-7	-6	-29	-109
o/w Systemic Charges	-109	-101	+8.1%	-101	-9	-3	-6	-109
Integration costs	0	-1	-42.2%	-1	0	-2	0	0
Net income from investments	14	-29	n.m.	-29	-7	-2	-27	14
PROFIT BEFORE TAX	556	524	+6.1%	524	605	424	434	556
CONSOLIDATED PROFIT	378	352	+7.3%	352	402	295	373	378

INCOME STATEMENT RATIOS

Cost income ratio	36.3%	37.0%	-0.7 pp	37.0%	39.7%	44.4%	38.6%	36.3%
Cost of Risk (LLP annualised on Avg Loans) in basis points	19	32	-13	32	2	24	50	19

VOLUMES

Customers Loans (excl. Repos and IC)	74,480	66,974	+11.2%	66,974	67,622	70,497	71,497	74,480
Customer Depos (excl. Repos and IC)	46,895	45,612	+2.8%	45,612	47,284	44,328	47,990	46,895
Total RWA	75,821	72,690	+4.3%	72,690	71,159	71,640	75,639	75,821

OTHER FIGURES

FTEs (100%)	3,272	3,452	-5.2%	3,452	3,452	3,377	3,322	3,272
Roac at 12.5% CET1 ratio target*	15.7%	14.8%	+0.9 pp	14.8%	17.5%	12.9%	15.9%	15.7%

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

CIB Division - Additional Disclosure (managerial figures)

(mln Euro)	1Q		y/y	1Q	2Q	3Q	4Q	1Q
	2018	2017	%	2017	2017	2017	2017	2018
TOTAL REVENUES CIB	1,099	1,163	-5.5%	1,163	1,035	893	1,006	1,099
Financing & Advisory (F&A)	434	384	13.1%	384	384	410	400	434
Financing & Advisory (F&A) Italy	165	125	32.0%	125	140	169	153	165
Financing & Advisory (F&A) Germany	223	221	0.8%	221	194	199	199	223
Financing & Advisory (F&A) Austria	48	40	21.4%	40	52	45	51	48
Markets	553	672	-17.7%	672	543	377	492	553
Global Transaction Business (GTB)	109	108	0.7%	108	108	106	112	109
CIB Other	13	5	153.7%	5	7	5	7	13
TOTAL COSTS CIB	-399	-430	-7.3%	-430	-411	-396	-388	-399
Financing & Advisory (F&A)	-127	-137	-7.0%	-137	-131	-128	-129	-127
Financing & Advisory (F&A) Italy	-30	-30	0.2%	-30	-29	-29	-33	-30
Financing & Advisory (F&A) Germany	-83	-93	-10.5%	-93	-85	-87	-82	-83
Financing & Advisory (F&A) Austria	-16	-16	1.1%	-16	-20	-15	-17	-16
Markets	-211	-230	-8.3%	-230	-220	-207	-196	-211
Global Transaction Business (GTB)	-51	-54	-6.8%	-54	-51	-51	-51	-51
CIB Other	-3	-3	29.6%	-3	-3	-4	-4	-3
TOTAL LOAN LOSS PROVISIONS CIB	-49	-81	-39.7%	-81	-5	-62	-128	-49
Financing & Advisory (F&A)	-49	-88	-44.7%	-88	-1	-67	-89	-49
Financing & Advisory (F&A) Italy	-17	-45	-63.0%	-45	12	-56	-64	-17
Financing & Advisory (F&A) Germany	-34	-40	-16.2%	-40	-29	-16	16	-34
Financing & Advisory (F&A) Austria	2	-3	n.m.	-3	15	5	-40	2
Markets	0	7	n.m.	7	-3	5	-12	0
Global Transaction Business (GTB)	0	0	n.m.	0	0	0	-27	0
CIB Other	0	0	n.m.	0	0	0	0	0
TOTAL NET OPERATING PROFIT CIB	651	652	-0.1%	652	619	435	490	651
Financing & Advisory (F&A)	258	159	62.5%	159	252	216	183	258
Financing & Advisory (F&A) Italy	119	50	135.8%	50	124	84	56	119
Financing & Advisory (F&A) Germany	106	88	20.6%	88	81	97	133	106
Financing & Advisory (F&A) Austria	34	21	62.1%	21	47	36	-6	34
Markets	342	449	-23.9%	449	319	175	284	342
Global Transaction Business (GTB)	58	54	8.0%	54	57	55	34	58
CIB Other	9	2	n.m.	2	4	1	3	9
RWA CIB	75,821	72,690	4.3%	72,690	71,159	71,640	75,639	75,821
Financing & Advisory (F&A)	39,761	37,067	7.3%	37,067	37,169	38,009	38,523	39,761
Financing & Advisory (F&A) Italy	15,711	15,498	1.4%	15,498	15,236	15,524	16,130	15,711
Financing & Advisory (F&A) Germany	17,737	16,891	5.0%	16,891	16,874	17,159	16,498	17,737
Financing & Advisory (F&A) Austria	6,313	4,677	35.0%	4,677	5,058	5,326	5,894	6,313
Markets	27,955	27,422	1.9%	27,422	27,118	26,415	28,907	27,955
Global Transaction Business (GTB)	7,614	7,437	2.4%	7,437	6,272	6,722	7,549	7,614
CIB Other	490	764	-35.9%	764	600	494	661	490

INCOME STATEMENT

(mln Euro)	2018	1Q 2017	y/y %	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018
Net interest	69	63	+9.3%	63	64	67	70	69
Dividends and other income from equity investments	0	0	n.m.	0	0	0	0	0
Net fees and commissions	71	65	+10.5%	65	65	70	71	71
Net trading income	15	14	+6.0%	14	12	11	11	15
Net other expenses/income	0	1	-7.6%	1	-1	0	4	0
OPERATING INCOME	155	142	+9.5%	142	141	148	156	155
Payroll costs	-21	-19	+6.9%	-19	-20	-20	-21	-21
Other administrative expenses	-65	-62	+4.8%	-62	-61	-53	-60	-65
Recovery of expenses	25	23	+6.1%	23	23	22	25	25
Amortisation & depreciation	-2	-2	+0.5%	-2	-3	-3	-3	-2
Operating costs	-64	-61	+4.8%	-61	-60	-54	-59	-64
OPERATING PROFIT	91	81	+12.9%	81	80	95	97	91
Net write-downs of loans	-1	-1	+58.7%	-1	-1	-2	-2	-1
NET OPERATING PROFIT	91	80	+12.6%	80	79	93	95	91
Other Charges & Provisions	-2	-2	-25.4%	-2	-1	-21	5	-2
o/w Systemic Charges	0	0	n.m.	0	0	-20	9	0
Integration costs	0	0	n.m.	0	0	0	0	0
Net income from investments	0	0	n.m.	0	0	-1	-12	0
PROFIT BEFORE TAX	89	78	+13.5%	78	78	70	89	89
CONSOLIDATED PROFIT	21	18	+15.5%	18	19	16	22	21

INCOME STATEMENT RATIOS

Cost income ratio	41.0%	42.9%	-1.8 pp	42.9%	43.0%	36.2%	37.6%	41.0%
Cost of Risk (LLP annualised on Avg Loans) in basis points	17	22	-5	22	32	39	44	17

VOLUMES

Customers Loans (excl. Repos and IC)	2,108	1,015	+107.6%	1,015	1,303	1,528	1,927	2,108
Customer Depos (excl. Repos and IC)	20,767	18,707	+11.0%	18,707	19,281	19,797	20,059	20,767
Total RWA	2,395	1,937	+23.7%	1,937	2,063	2,184	2,332	2,395

OTHER FIGURES

FTEs (100%)	1,080	1,044	+3.4%	1,044	1,067	1,069	1,082	1,080
Roac at 12.5% CET1 ratio target*	56.5%	59.8%	-3.3 pp	59.8%	70.9%	54.5%	66.3%	56.5%

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

INCOME STATEMENT

(mln Euro)	2018	1Q 2017	y/y %	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018
Net interest	-96	-144	-33.3%	-144	-173	-174	-140	-96
Dividends and other income from equity investments	26	23	+11.0%	23	20	12	0	26
Net fees and commissions	-30	-35	-14.3%	-35	-22	-15	-14	-30
Net trading income	-8	-21	-59.4%	-21	-9	-23	-19	-8
Net other expenses/income	-13	-16	-19.7%	-16	9	-2	-8	-13
OPERATING INCOME	-121	-192	-37.0%	-192	-175	-203	-182	-121
Payroll costs	-292	-322	-9.1%	-322	-324	-310	-309	-292
Other administrative expenses	314	328	-4.3%	328	307	307	285	314
Recovery of expenses	18	31	-41.3%	31	25	25	32	18
Amortisation & depreciation	-133	-134	-0.9%	-134	-133	-134	-138	-133
Operating costs	-93	-96	-3.7%	-96	-124	-113	-130	-93
OPERATING PROFIT	-214	-288	-25.8%	-288	-299	-316	-312	-214
Net write-downs of loans	-7	-3	+182.2%	-3	-1	-18	-16	-7
NET OPERATING PROFIT	-221	-291	-24.0%	-291	-300	-333	-328	-221
Other Charges & Provisions	-50	-35	+41.6%	-35	10	-64	-72	-50
o/w Systemic Charges	-51	-30	+72.2%	-30	18	-45	45	-51
Integration costs	12	2	n.m.	2	1	-26	-108	12
Net income from investments	3	42	-92.2%	42	-168	8	-89	3
PROFIT BEFORE TAX	-255	-283	-9.6%	-283	-457	-416	-596	-255
CONSOLIDATED PROFIT	-85	-83	+2.7%	-83	-524	1,714	-365	-85

INCOME STATEMENT RATIOS

Cost income ratio	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.
Cost of Risk (LLP annualised on Avg Loans) in basis points	-99	-17	-81	-17	-9	-175	-196	-99

VOLUMES

Customers Loans (excl. Repos and IC)	2,533	1,585	+59.8%	1,585	1,763	2,428	2,472	2,533
Customer Depos (excl. Repos and IC)	2,345	2,920	-19.7%	2,920	2,854	2,351	2,513	2,345
Total RWA	29,858	57,557	-48.1%	57,557	31,430	29,857	29,985	29,858

OTHER FIGURES

FTEs (100%)	15,137	16,540	-8.5%	16,540	16,175	15,981	15,578	15,137
o/w COO FTEs	12,620	13,866	-9.0%	13,866	13,549	13,395	13,045	12,620

CEE Division

INCOME STATEMENT

		1Q			1Q	2Q	3Q	4Q	1Q
(mln Euro)	2018	2017	y/y %	y/y % at const. FX	2017	2017	2017	2017	2018
Net interest	651	646	+0.7%	+2.4%	646	640	647	666	651
Dividends and other income from equity investments	106	95	+11.1%	+30.3%	95	94	91	54	106
Net fees and commissions	210	211	-0.6%	-0.0%	211	220	217	199	210
Net trading income	121	106	+14.3%	+15.2%	106	110	75	65	121
Net other expenses/income	8	11	-29.8%	-28.9%	11	7	11	20	8
OPERATING INCOME	1,095	1,069	+2.4%	+5.5%	1,069	1,072	1,041	1,004	1,095
Payroll costs	-187	-185	+1.0%	+2.3%	-185	-184	-186	-185	-187
Other administrative expenses	-162	-167	-3.2%	-2.8%	-167	-169	-163	-178	-162
Recovery of expenses	0	2	-97.2%	-97.2%	2	-2	0	0	0
Amortisation & depreciation	-32	-28	+12.7%	+15.8%	-28	-30	-29	-37	-32
Operating costs	-381	-379	+0.4%	+1.5%	-379	-386	-378	-401	-381
OPERATING PROFIT	715	690	+3.5%	+7.7%	690	686	663	603	715
Net write-downs of loans	-105	-187	-43.8%	-42.1%	-187	-82	-165	-149	-105
NET OPERATING PROFIT	609	503	+21.1%	+26.0%	503	604	498	454	609
Other Charges & Provisions	-126	-129	-2.4%	-3.3%	-129	-13	-15	-23	-126
o/w Systemic Charges	-124	-126	-1.5%	-2.4%	-126	-12	-12	-13	-124
Integration costs	0	-2	-84.0%	-84.8%	-2	-8	-2	-16	0
Net income from investments	2	3	-38.3%	-41.2%	3	6	-4	-1	2
PROFIT BEFORE TAX	486	376	+29.1%	+35.8%	376	588	477	414	486
CONSOLIDATED PROFIT	415	330	+25.7%	+32.9%	330	494	410	348	415

INCOME STATEMENT RATIOS

Cost income ratio	34.8%	35.4%	-0.7 pp		35.4%	36.0%	36.3%	39.9%	34.8%
Cost of Risk (LLP annualised on Avg Loans) in basis points	69	124	-54		124	54	110	99	69

VOLUMES

Customers Loans (excl. Repos and IC)	60,669	60,290	+0.6%		60,290	59,629	59,682	59,966	60,669
Customer Depos (excl. Repos and IC)	61,774	60,929	+1.4%		60,929	59,677	60,433	62,406	61,774
Total RWA	87,669	91,039	-3.7%		91,039	87,390	86,700	85,996	87,669

OTHER FIGURES

FTEs (100%)	24,031	24,208	-0.7%		24,208	24,254	24,134	24,089	24,031
Roac at 12.5% CET1 ratio target*	15.0%	11.3%	+3.8 pp		11.3%	17.3%	14.6%	12.4%	15.0%

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

CEE - Russia

INCOME STATEMENT

		1Q			1Q	2Q	3Q	4Q	1Q
(mln Euro)	2018	2017	y/y %	y/y % at const. FX	2017	2017	2017	2017	2018
Net interest	148	174	-14.6%	-4.5%	174	144	151	162	148
Dividends and other income from equity investments	4	0	n.m.	n.m.	0	0	0	0	4
Net fees and commissions	28	26	+6.6%	+19.2%	26	28	26	27	28
Net trading income	26	12	+116.6%	+142.3%	12	19	16	-5	26
Net other expenses/income	2	-1	n.m.	n.m.	-1	2	0	-1	2
OPERATING INCOME	207	210	-1.4%	+10.1%	210	193	194	182	207
Payroll costs	-34	-36	-3.3%	+8.2%	-36	-35	-32	-33	-34
Other administrative expenses	-19	-21	-11.3%	-0.8%	-21	-23	-21	-22	-19
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-9	-7	+31.3%	+46.9%	-7	-8	-8	-11	-9
Operating costs	-62	-63	-2.2%	+9.3%	-63	-66	-61	-66	-62
OPERATING PROFIT	145	147	-1.1%	+10.4%	147	127	132	116	145
Net write-downs of loans	-25	-28	-10.6%	+0.0%	-28	-36	-45	-55	-25
NET OPERATING PROFIT	120	118	+1.2%	+12.9%	118	91	87	61	120
Other Charges & Provisions	-5	-3	+71.2%	+91.5%	-3	-3	-4	-4	-5
o/w Systemic Charges	-5	-3	+44.8%	+62.0%	-3	-3	-4	-4	-5
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0
Net income from investments	-1	0	n.m.	n.m.	0	0	0	-1	-1
PROFIT BEFORE TAX	114	116	-1.6%	+9.8%	116	88	83	56	114
CONSOLIDATED PROFIT	91	92	-1.4%	+9.9%	92	69	66	45	91

INCOME STATEMENT RATIOS

Cost income ratio	29.9%	30.2%	-0.2 pp		30.2%	34.1%	31.8%	36.0%	29.9%
Cost of Risk (LLP annualised on Avg Loans) in basis points	105	108	-3		108	145	189	230	105

VOLUMES

Customers Loans (excl. Repos and IC)	9,588	10,265	-6.6%		10,265	9,292	9,413	9,316	9,588
Customer Depos (excl. Repos and IC)	12,101	13,617	-11.1%		13,617	12,527	11,206	11,911	12,101
Total RWA	14,153	14,413	-1.8%		14,413	12,807	12,831	13,336	14,153

OTHER FIGURES

FTEs (100%)	4,139	4,100	+0.9%		4,100	4,083	4,137	4,109	4,139
Roac at 12.5% CET1 ratio target*	20.9%	20.5%	+0.3 pp		20.5%	15.7%	16.4%	9.8%	20.9%

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

CEE - Czech Republic & Slovakia

INCOME STATEMENT

(mln Euro)	1Q		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q
	2018	2017			2017	2017	2017	2017	2018
Net interest	129	96	+34.3%	+26.5%	96	107	106	120	129
Dividends and other income from equity investments	1	1	+5.1%	+4.9%	1	1	1	1	1
Net fees and commissions	38	36	+4.3%	-1.8%	36	35	36	24	38
Net trading income	32	32	-1.4%	-7.3%	32	40	15	24	32
Net other expenses/income	2	2	+17.8%	+14.1%	2	2	3	1	2
OPERATING INCOME	201	167	+20.6%	+13.6%	167	185	160	169	201
Payroll costs	-33	-31	+4.5%	-1.6%	-31	-29	-34	-34	-33
Other administrative expenses	-31	-30	+2.1%	-3.9%	-30	-33	-30	-34	-31
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-4	-2	+71.8%	+62.6%	-2	-2	-2	-2	-4
Operating costs	-67	-64	+5.6%	-0.6%	-64	-64	-66	-70	-67
OPERATING PROFIT	134	103	+29.8%	+22.2%	103	121	94	99	134
Net write-downs of loans	-6	-5	+9.6%	+3.9%	-5	16	-15	-12	-6
NET OPERATING PROFIT	129	98	+30.9%	+23.2%	98	137	79	87	129
Other Charges & Provisions	-32	-29	+11.7%	+5.0%	-29	-2	-2	-3	-32
o/w Systemic Charges	-32	-29	+11.6%	+4.9%	-29	-2	-2	-2	-32
Integration costs	0	-2	-87.0%	-87.8%	-2	-8	-2	-8	0
Net income from investments	0	1	-84.7%	-85.6%	1	0	0	0	0
PROFIT BEFORE TAX	97	69	+40.0%	+31.8%	69	126	75	76	97
CONSOLIDATED PROFIT	78	56	+39.8%	+31.6%	56	102	59	67	78

INCOME STATEMENT RATIOS

Cost income ratio	33.3%	38.1%	-4.7 pp		38.1%	34.6%	41.2%	41.3%	33.3%
Cost of Risk (LLP annualised on Avg Loans) in basis points	15	14	1		14	-44	38	32	15

VOLUMES

Customers Loans (excl. Repos and IC)	15,384	14,476	+6.3%		14,476	14,902	15,164	15,098	15,384
Customer Depos (excl. Repos and IC)	14,098	14,098	+0.0%		14,098	13,682	14,464	14,103	14,098
Total RWA	13,045	13,776	-5.3%		13,776	13,377	13,600	12,787	13,045

OTHER FIGURES

FTEs (100%)	3,151	3,331	-5.4%		3,331	3,337	3,234	3,186	3,151
Roac at 12.5% CET1 ratio target*	18.6%	12.5%	+6.1 pp		12.5%	23.3%	13.2%	15.7%	18.6%

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

CEE - Hungary

INCOME STATEMENT

		1Q			1Q	2Q	3Q	4Q	1Q
(mln Euro)	2018	2017	y/y %	y/y % at const. FX	2017	2017	2017	2017	2018
Net interest	44	48	-8.9%	-8.3%	48	47	46	47	44
Dividends and other income from equity investments	1	0	n.m.	n.m.	0	1	0	0	1
Net fees and commissions	32	34	-5.1%	-4.5%	34	33	34	33	32
Net trading income	13	15	-12.4%	-11.8%	15	13	11	7	13
Net other expenses/income	-1	4	n.m.	n.m.	4	2	3	11	-1
OPERATING INCOME	89	101	-11.8%	-11.3%	101	96	95	97	89
Payroll costs	-14	-14	+0.3%	+0.9%	-14	-15	-15	-16	-14
Other administrative expenses	-27	-28	-0.7%	-0.1%	-28	-25	-27	-29	-27
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-1	-1	+16.3%	+17.0%	-1	-1	-1	-1	-1
Operating costs	-43	-43	-0.0%	+0.6%	-43	-41	-42	-47	-43
OPERATING PROFIT	46	58	-20.6%	-20.1%	58	55	53	51	46
Net write-downs of loans	5	6	-17.4%	-16.9%	6	7	-5	-8	5
NET OPERATING PROFIT	51	64	-20.3%	-19.8%	64	61	47	43	51
Other Charges & Provisions	-28	-30	-7.7%	-7.1%	-30	-1	0	-3	-28
o/w Systemic Charges	-28	-28	+2.1%	+2.7%	-28	-1	0	0	-28
Integration costs	0	0	n.m.	n.m.	0	1	0	0	0
Net income from investments	1	0	n.m.	n.m.	0	0	0	1	1
PROFIT BEFORE TAX	24	34	-29.9%	-29.5%	34	60	48	41	24
CONSOLIDATED PROFIT	21	30	-30.0%	-29.6%	30	56	43	36	21

INCOME STATEMENT RATIOS

Cost income ratio	48.2%	42.5%	5.7 pp		42.5%	43.2%	44.5%	47.8%	48.2%
Cost of Risk (LLP annualised on Avg Loans) in basis points	-50	-65	15		-65	-71	57	83	-50

VOLUMES

Customers Loans (excl. Repos and IC)	3,780	3,558	+6.2%		3,558	3,740	3,783	3,819	3,780
Customer Depos (excl. Repos and IC)	5,074	4,780	+6.1%		4,780	5,051	4,885	5,245	5,074
Total RWA	3,704	3,862	-4.1%		3,862	3,842	3,708	3,673	3,704

OTHER FIGURES

FTEs (100%)	1,762	1,738	+1.4%		1,738	1,737	1,747	1,756	1,762
Roac at 12.5% CET1 ratio target*	15.6%	22.6%	-7.0 pp		22.6%	44.0%	34.3%	28.6%	15.6%

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

CEE - Slovenia

INCOME STATEMENT

(mln Euro)	1Q		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q
	2018	2017			2017	2017	2017	2017	2018
Net interest	11	13	-16.3%	-16.3%	13	12	12	9	11
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0
Net fees and commissions	6	7	-8.5%	-8.5%	7	6	7	7	6
Net trading income	5	1	n.m.	n.m.	1	1	-2	-1	5
Net other expenses/income	0	0	n.m.	n.m.	0	0	0	1	0
OPERATING INCOME	22	22	+2.4%	+2.4%	22	20	16	16	22
Payroll costs	-6	-6	-	-	-6	-7	-6	-7	-6
Other administrative expenses	-4	-4	+0.6%	+0.6%	-4	-4	-4	-4	-4
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-1	-1	+1.3%	+1.3%	-1	-1	-1	-2	-1
Operating costs	-11	-11	+0.3%	+0.3%	-11	-12	-12	-12	-11
OPERATING PROFIT	11	11	+4.6%	+4.6%	11	8	5	3	11
Net write-downs of loans	2	-4	n.m.	n.m.	-4	-2	12	15	2
NET OPERATING PROFIT	13	7	+100.8%	+100.8%	7	6	16	19	13
Other Charges & Provisions	-3	-2	+34.7%	+34.7%	-2	0	0	-2	-3
o/w Systemic Charges	-2	-2	-	-	-2	0	0	0	-2
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0
Net income from investments	0	0	n.m.	n.m.	0	0	0	2	0
PROFIT BEFORE TAX	11	5	+130.4%	+130.4%	5	6	17	18	11
CONSOLIDATED PROFIT	9	4	+123.4%	+123.4%	4	5	14	15	9

INCOME STATEMENT RATIOS

Cost income ratio	50.3%	51.3%	-1.0 pp		51.3%	60.6%	71.6%	78.0%	50.3%
Cost of Risk (LLP annualised on Avg Loans) in basis points	-48	87	-135		87	47	-268	-338	-48

VOLUMES

Customers Loans (excl. Repos and IC)	1,900	1,791	+6.1%		1,791	1,754	1,707	1,853	1,900
Customer Depos (excl. Repos and IC)	1,781	1,808	-1.5%		1,808	1,680	1,905	1,963	1,781
Total RWA	1,270	1,297	-2.1%		1,297	1,322	1,200	1,127	1,270

OTHER FIGURES

FTEs (100%)	531	517	+2.7%		517	521	531	534	531
Roac at 12.5% CET1 ratio target*	21.7%	8.7%	+13.0 pp		8.7%	10.8%	34.9%	39.2%	21.7%

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

CEE - Croatia

INCOME STATEMENT

(mln Euro)	1Q		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q
	2018	2017			2017	2017	2017	2017	2018
Net interest	90	95	-5.7%	-6.1%	95	100	95	94	90
Dividends and other income from equity investments	1	1	-11.4%	-11.4%	1	3	2	1	1
Net fees and commissions	35	35	-0.8%	-1.2%	35	38	40	34	35
Net trading income	7	-2	n.m.	n.m.	-2	0	3	9	7
Net other expenses/income	2	5	-55.5%	-55.7%	5	1	4	5	2
OPERATING INCOME	135	134	+0.3%	-0.0%	134	142	143	143	135
Payroll costs	-31	-30	+0.6%	+0.2%	-30	-30	-31	-30	-31
Other administrative expenses	-18	-19	-6.7%	-7.1%	-19	-17	-19	-22	-18
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-6	-6	-0.3%	-0.7%	-6	-6	-6	-7	-6
Operating costs	-55	-56	-2.0%	-2.4%	-56	-54	-56	-59	-55
OPERATING PROFIT	80	78	+2.0%	+1.6%	78	88	87	84	80
Net write-downs of loans	-10	-97	-90.0%	-90.1%	-97	-14	-8	-21	-10
NET OPERATING PROFIT	70	-19	n.m.	n.m.	-19	74	79	63	70
Other Charges & Provisions	-13	-12	+7.4%	+7.0%	-12	-5	-6	-4	-13
o/w Systemic Charges	-13	-12	+8.2%	+7.8%	-12	-5	-4	-4	-13
Integration costs	0	0	n.m.	n.m.	0	0	0	-5	0
Net income from investments	3	2	+33.2%	+34.1%	2	5	-4	-9	3
PROFIT BEFORE TAX	60	-29	n.m.	n.m.	-29	74	68	44	60
CONSOLIDATED PROFIT	43	-20	n.m.	n.m.	-20	51	47	27	43

INCOME STATEMENT RATIOS

Cost income ratio	40.6%	41.6%	-1.0 pp		41.6%	38.1%	39.1%	41.1%	40.6%
Cost of Risk (LLP annualised on Avg Loans) in basis points	44	427	-383		427	59	37	96	44

VOLUMES

Customers Loans (excl. Repos and IC)	8,819	9,032	-2.4%		9,032	9,136	9,036	8,830	8,819
Customer Depos (excl. Repos and IC)	10,703	10,510	+1.8%		10,510	10,511	11,032	11,031	10,703
Total RWA	7,876	7,592	+3.7%		7,592	7,694	7,761	7,499	7,876

OTHER FIGURES

FTEs (100%)	3,809	3,945	-3.5%		3,945	3,970	3,934	3,848	3,809
Roac at 12.5% CET1 ratio target*	18.8%	-12.4%	+31.2 pp		-12.4%	22.8%	20.1%	10.3%	18.8%

*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

		1Q			1Q	2Q	3Q	4Q	1Q
(mln Euro)	2018	2017	y/y %	y/y % at const. FX	2017	2017	2017	2017	2018
Net interest	59	51	+15.2%	+18.6%	51	54	57	66	59
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0
Net fees and commissions	20	21	-2.6%	+0.3%	21	21	20	19	20
Net trading income	16	20	-20.7%	-18.4%	20	19	15	7	16
Net other expenses/income	1	0	n.m.	n.m.	0	0	0	1	1
OPERATING INCOME	97	92	+4.6%	+7.7%	92	94	92	93	97
Payroll costs	-21	-20	+3.8%	+6.9%	-20	-20	-20	-22	-21
Other administrative expenses	-15	-16	-5.7%	-3.0%	-16	-16	-16	-15	-15
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-4	-5	-7.8%	-5.1%	-5	-5	-5	-4	-4
Operating costs	-41	-41	-1.2%	+1.7%	-41	-42	-41	-41	-41
OPERATING PROFIT	56	51	+9.2%	+12.5%	51	52	51	52	56
Net write-downs of loans	-13	-11	+19.6%	+23.1%	-11	-21	-25	-25	-13
NET OPERATING PROFIT	43	40	+6.4%	+9.5%	40	31	27	27	43
Other Charges & Provisions	-7	-15	-52.1%	-50.7%	-15	0	0	0	-7
o/w Systemic Charges	-7	-15	-52.9%	-51.5%	-15	0	0	0	-7
Integration costs	0	0	n.m.	n.m.	0	0	0	-3	0
Net income from investments	-1	0	n.m.	n.m.	0	0	0	-1	-1
PROFIT BEFORE TAX	35	25	+37.6%	+41.6%	25	31	26	23	35
CONSOLIDATED PROFIT	29	21	+38.3%	+42.4%	21	26	22	18	29

INCOME STATEMENT RATIOS

Cost income ratio	42.0%	44.5%	-2.5 pp		44.5%	44.3%	44.3%	44.2%	42.0%
Cost of Risk (LLP annualised on Avg Loans) in basis points	93	85	9		85	157	178	178	93

VOLUMES

Customers Loans (excl. Repos and IC)	5,746	5,367	+7.1%		5,367	5,467	5,655	5,733	5,746
Customer Depos (excl. Repos and IC)	5,719	4,719	+21.2%		4,719	4,949	5,078	5,788	5,719
Total RWA	6,046	5,569	+8.6%		5,569	5,464	5,612	5,603	6,046

OTHER FIGURES

FTEs (100%)	3,344	3,335	+0.3%		3,335	3,341	3,300	3,364	3,344
Roac at 12.5% CET1 ratio target*	16.2%	12.2%	+4.0 pp		12.2%	15.2%	12.4%	10.5%	16.2%

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

CEE - Bulgaria

INCOME STATEMENT

		1Q			1Q	2Q	3Q	4Q	1Q
(mln Euro)	2018	2017	y/y %	y/y % at const. FX	2017	2017	2017	2017	2018
Net interest	71	75	-5.6%	-5.6%	75	76	77	76	71
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	2	0	0
Net fees and commissions	30	28	+5.8%	+5.8%	28	30	29	30	30
Net trading income	16	13	+21.5%	+21.5%	13	10	12	14	16
Net other expenses/income	0	1	-62.2%	-62.2%	1	0	1	-1	0
OPERATING INCOME	117	117	-0.3%	-0.3%	117	116	121	118	117
Payroll costs	-19	-18	+3.3%	+3.3%	-18	-18	-17	-18	-19
Other administrative expenses	-14	-13	+5.6%	+5.6%	-13	-12	-13	-15	-14
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-4	-4	+2.0%	+2.0%	-4	-4	-4	-6	-4
Operating costs	-36	-35	+4.0%	+4.0%	-35	-34	-34	-39	-36
OPERATING PROFIT	81	82	-2.1%	-2.1%	82	83	87	79	81
Net write-downs of loans	-18	-19	-9.0%	-9.0%	-19	-20	-19	-19	-18
NET OPERATING PROFIT	63	63	-0.0%	-0.0%	63	63	68	61	63
Other Charges & Provisions	-31	-30	+2.6%	+2.6%	-30	2	0	-1	-31
o/w Systemic Charges	-30	-29	+2.1%	+2.1%	-29	2	0	0	-30
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0
Net income from investments	1	0	+171.1%	+171.1%	0	1	0	7	1
PROFIT BEFORE TAX	33	34	-0.9%	-0.9%	34	65	68	66	33
CONSOLIDATED PROFIT	30	30	-0.3%	-0.3%	30	58	61	59	30

INCOME STATEMENT RATIOS

Cost income ratio	31.1%	29.8%	1.3 pp		29.8%	29.0%	27.8%	33.1%	31.1%
Cost of Risk (LLP annualised on Avg Loans) in basis points	130	139	-9		139	144	135	135	130

VOLUMES

Customers Loans (excl. Repos and IC)	5,422	5,606	-3.3%		5,606	5,539	5,551	5,418	5,422
Customer Depos (excl. Repos and IC)	7,817	7,700	+1.5%		7,700	7,412	7,666	7,929	7,817
Total RWA	5,493	4,712	+16.6%		4,712	4,738	4,797	4,742	5,493

OTHER FIGURES

FTEs (100%)	4,151	4,133	+0.4%		4,133	4,150	4,130	4,152	4,151
Roac at 12.5% CET1 ratio target*	16.8%	17.4%	-0.6 pp		17.4%	36.7%	38.2%	37.4%	16.8%

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

CEE - Bosnia

INCOME STATEMENT

(mln Euro)	1Q		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q
	2018	2017			2017	2017	2017	2017	2018
Net interest	27	27	-1.5%	-1.5%	27	28	28	27	27
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0
Net fees and commissions	11	10	+9.3%	+9.3%	10	10	10	11	11
Net trading income	2	1	+55.8%	+55.8%	1	1	2	2	2
Net other expenses/income	0	0	n.m.	n.m.	0	0	0	0	0
OPERATING INCOME	40	38	+3.7%	+3.7%	38	39	39	40	40
Payroll costs	-9	-9	+3.1%	+3.1%	-9	-9	-9	-10	-9
Other administrative expenses	-7	-8	-2.6%	-2.6%	-8	-8	-7	-8	-7
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-2	-1	+5.7%	+5.7%	-1	-1	-1	-2	-2
Operating costs	-18	-18	+0.9%	+0.9%	-18	-18	-18	-19	-18
OPERATING PROFIT	22	20	+6.3%	+6.3%	20	21	21	21	22
Net write-downs of loans	-2	-3	-15.7%	-15.7%	-3	-4	2	-4	-2
NET OPERATING PROFIT	19	17	+10.0%	+10.0%	17	18	24	16	19
Other Charges & Provisions	-1	-1	+6.6%	+6.6%	-1	-1	-1	-4	-1
o/w Systemic Charges	-1	-1	+9.6%	+9.6%	-1	-1	-1	-1	-1
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0
Net income from investments	0	0	n.m.	n.m.	0	0	0	0	0
PROFIT BEFORE TAX	18	16	+12.7%	+12.7%	16	16	22	13	18
CONSOLIDATED PROFIT	14	12	+13.2%	+13.2%	12	12	17	10	14

INCOME STATEMENT RATIOS

Cost income ratio	46.0%	47.3%	-1.3 pp		47.3%	46.0%	46.1%	48.2%	46.0%
Cost of Risk (LLP annualised on Avg Loans) in basis points	48	61	-13		61	77	-48	89	48

VOLUMES

Customers Loans (excl. Repos and IC)	2,084	1,946	+7.1%		1,946	1,994	1,984	2,025	2,084
Customer Depos (excl. Repos and IC)	2,575	2,268	+13.6%		2,268	2,315	2,366	2,522	2,575
Total RWA	2,973	2,592	+14.7%		2,592	2,711	2,646	2,866	2,973

OTHER FIGURES

FTEs (100%)	1,648	1,658	-0.6%		1,658	1,657	1,645	1,644	1,648
Roac at 12.5% CET1 ratio target*	16.5%	16.2%	+0.3 pp		16.2%	16.0%	21.8%	13.6%	16.5%

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

CEE - Serbia

INCOME STATEMENT

		1Q			1Q	2Q	3Q	4Q	1Q
(mln Euro)	2018	2017	y/y %	y/y % at const. FX	2017	2017	2017	2017	2018
Net interest	26	24	+10.2%	+5.4%	24	24	28	26	26
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0
Net fees and commissions	6	5	+21.8%	+16.5%	5	6	6	6	6
Net trading income	4	4	+10.6%	+5.8%	4	4	5	5	4
Net other expenses/income	0	0	n.m.	n.m.	0	0	0	0	0
OPERATING INCOME	37	33	+12.1%	+7.2%	33	33	39	37	37
Payroll costs	-8	-7	+14.1%	+9.1%	-7	-7	-7	-7	-8
Other administrative expenses	-6	-5	+11.8%	+6.9%	-5	-5	-6	-5	-6
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-1	-1	-0.9%	-5.2%	-1	-1	-1	-1	-1
Operating costs	-15	-13	+11.9%	+7.0%	-13	-13	-14	-13	-15
OPERATING PROFIT	22	19	+12.2%	+7.3%	19	20	25	24	22
Net write-downs of loans	0	-4	-97.6%	-97.7%	-4	-2	-4	-12	0
NET OPERATING PROFIT	22	15	+44.3%	+38.0%	15	18	21	12	22
Other Charges & Provisions	-2	-1	+23.9%	+18.5%	-1	-2	-2	-2	-2
o/w Systemic Charges	-2	-1	+15.5%	+10.5%	-1	-1	-2	-2	-2
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0
Net income from investments	-1	0	n.m.	n.m.	0	0	0	-1	-1
PROFIT BEFORE TAX	19	14	+42.0%	+35.8%	14	17	19	10	19
CONSOLIDATED PROFIT	18	12	+43.0%	+36.8%	12	15	18	10	18

INCOME STATEMENT RATIOS

Cost income ratio	40.3%	40.4%	-0.1 pp		40.4%	40.4%	36.3%	34.4%	40.3%
Cost of Risk (LLP annualised on Avg Loans) in basis points	2	104	-102		104	39	80	233	2

VOLUMES

Customers Loans (excl. Repos and IC)	2,109	1,665	+26.7%		1,665	1,777	1,973	2,043	2,109
Customer Depos (excl. Repos and IC)	1,706	1,429	+19.4%		1,429	1,549	1,631	1,714	1,706
Total RWA	3,147	2,499	+25.9%		2,499	2,680	2,980	2,868	3,147

OTHER FIGURES

FTEs (100%)	1,166	1,126	+3.5%		1,126	1,132	1,149	1,171	1,166
Roac at 12.5% CET1 ratio target*	17.2%	14.2%	+3.1 pp		14.2%	16.2%	18.2%	10.2%	17.2%

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

CEE - Turkey

INCOME STATEMENT

		1Q			1Q	2Q	3Q	4Q	1Q
(mln Euro)	2018	2017	y/y %	y/y % at const. FX	2017	2017	2017	2017	2018
Net interest	217	227	-4.1%	+14.0%	227	225	220	243	217
Dividends and other income from equity investments	3	3	-7.3%	-5.8%	3	2	2	3	3
Net fees and commissions	74	73	+2.0%	+21.3%	73	70	64	62	74
Net trading income	-7	2	n.m.	n.m.	2	10	-5	-16	-7
Net other expenses/income	2	1	+70.1%	+102.6%	1	1	2	2	2
OPERATING INCOME	290	306	-5.3%	+12.4%	306	309	283	294	290
Payroll costs	-59	-63	-6.4%	+11.2%	-63	-69	-61	-68	-59
Other administrative expenses	-38	-43	-12.4%	+4.1%	-43	-46	-43	-45	-38
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-5	-8	-38.0%	-26.5%	-8	-8	-8	-8	-5
Operating costs	-102	-114	-10.8%	+6.0%	-114	-122	-111	-121	-102
OPERATING PROFIT	188	192	-2.0%	+16.2%	192	187	172	172	188
Net write-downs of loans	-42	-64	-35.0%	-22.1%	-64	-68	-58	-70	-42
NET OPERATING PROFIT	146	127	+14.7%	+35.5%	127	119	114	102	146
Other Charges & Provisions	-18	-15	+17.7%	+40.1%	-15	-11	-7	-42	-18
o/w Systemic Charges	-5	-5	-6.6%	+10.8%	-5	-5	-5	-5	-5
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0
Net income from investments	0	1	-92.5%	-93.0%	1	-1	0	0	0
PROFIT BEFORE TAX	129	113	+13.5%	+34.0%	113	107	107	61	129
CONSOLIDATED PROFIT	100	91	+9.5%	+29.2%	91	86	85	49	100

INCOME STATEMENT RATIOS

Cost income ratio	35.2%	37.4%	-2.2 pp		37.4%	39.4%	39.2%	41.3%	35.2%
Cost of Risk (LLP annualised on Avg Loans) in basis points	89	124	-35		124	133	116	143	89

VOLUMES

Customers Loans (excl. Repos and IC)	18,195	20,661	-11.9%		20,661	20,280	19,878	19,354	18,195
Customer Depos (excl. Repos and IC)	13,925	16,466	-15.4%		16,466	15,979	15,423	14,751	13,925
Total RWA	25,280	28,659	-11.8%		28,659	27,881	26,817	26,813	25,280

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

(mln Euro)	2018	1Q 2017	y/y %	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018
Net interest	22	48	-54.8%	48	64	43	38	22
Dividends and other income from equity investments	0	0	n.m.	0	0	0	0	0
Net fees and commissions	-11	-17	-33.6%	-17	-25	-12	-21	-11
Net trading income	-23	4	n.m.	4	0	-1	20	-23
Net other expenses/income	-5	-11	-52.1%	-11	-24	-5	-25	-5
OPERATING INCOME	-18	24	n.m.	24	16	25	12	-18
Payroll costs	-9	-11	-13.2%	-11	-10	-10	-10	-9
Other administrative expenses	-37	-43	-14.8%	-43	-44	-41	-56	-37
Recovery of expenses	14	14	+6.0%	14	33	2	58	14
Amortisation & depreciation	0	0	n.m.	0	0	0	0	0
Operating costs	-32	-41	-21.3%	-41	-21	-49	-9	-32
OPERATING PROFIT	-50	-17	+191.1%	-17	-4	-24	4	-50
Net write-downs of loans	-126	-267	-52.9%	-267	-323	-192	-172	-126
NET OPERATING PROFIT	-176	-284	-38.2%	-284	-327	-217	-168	-176
Other Charges & Provisions	-30	-25	+18.9%	-25	-10	-80	0	-30
o/w Systemic Charges	-20	-22	-10.7%	-22	0	0	0	-20
Integration costs	0	0	n.m.	0	0	0	1	0
Net income from investments	0	0	n.m.	0	0	-1	-6	0
PROFIT BEFORE TAX	-205	-309	-33.6%	-309	-337	-297	-174	-205
CONSOLIDATED PROFIT	-131	-205	-36.0%	-205	-218	-204	-150	-131

INCOME STATEMENT RATIOS

Cost income ratio	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.
Cost of Risk (LLP annualised on Avg Loans) in basis points	389	580	-190	580	751	480	457	389

VOLUMES

Customers Loans (excl. Repos and IC)	11,081	17,846	-37.9%	17,846	16,107	15,419	14,219	11,081
Customer Depos (excl. Repos and IC)	1,007	952	+5.8%	952	1,000	1,060	1,044	1,007
Total RWA	17,125	24,934	-31.3%	24,934	22,500	21,556	21,595	17,125

OTHER FIGURES

FTEs (100%)	431	510	-15.5%	510	500	496	464	431
Roac at 12.5% CET1 ratio target*	-21.6%	-25.7%	+4.1 pp	-25.7%	-29.3%	-29.8%	-22.2%	-21.6%

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

Fees - Details Group

(mln Euro)	2018	1Q 2017	y/y %	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018
GROUP								
Asset management, custody and administration	730	714	+2.3%	714	733	639	710	730
Financing Services	428	447	-4.4%	447	455	399	420	428
Transaction and Banking Services	592	541	+9.3%	541	542	555	553	592
TOTAL NET COMMISSIONS	1,750	1,703	+2.8%	1,703	1,730	1,592	1,683	1,750
Group Core								
Asset management, custody and administration	730	713	+2.3%	713	732	638	709	730
Financing Services	444	471	-5.8%	471	486	416	445	444
Transaction and Banking Services	587	535	+9.7%	535	536	550	549	587
TOTAL NET COMMISSIONS	1,761	1,719	+2.4%	1,719	1,754	1,604	1,704	1,761

N. of Branches (CMD perimeter)*

ACTUAL FIGURES

	1Q 2017	2Q 2017	3Q 2017	4Q 2017	1Q 2018
Western Europe	3,470	3,345	3,252	3,127	3,077
Italy	2,995	2,874	2,784	2,663	2,613
Germany	341	341	341	341	341
Austria	134	130	127	123	123
CEE	1,793	1,770	1,722	1,690	1,682
Russia	91	92	90	89	88
Czech Republic & Slovakia	156	156	133	129	129
Hungary	54	54	54	54	55
Slovenia	26	26	26	26	24
Croatia	123	123	121	117	117
Romania	149	147	146	146	141
Bulgaria	158	158	158	158	156
Bosnia	115	114	114	113	113
Serbia	71	71	72	71	71
Turkey (100%)	850	829	808	787	788
Total	5,263	5,115	4,974	4,817	4,759

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