


1Q19 GROUP RESULTS

Divisional Database

9 May 2019

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1Q19 GROUP RESULTS

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Consolidated Income Statement

CONSOLIDATED INCOME STATEMENT

	1Q		y/y	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	2018	2018	2018	2018	2019
Net interest	2,649	2,630	+0.7%	2,630	2,672	2,759	2,774	2,649
Dividends and other income from equity investments	170	189	-10.1%	189	180	149	219	170
Net fees and commissions	1,655	1,747	-5.3%	1,747	1,722	1,629	1,657	1,655
Net trading income	448	478	-6.4%	478	331	277	159	448
Net other expenses/income	31	60	-49.2%	60	33	-5	42	31
OPERATING INCOME	4,952	5,105	-3.0%	5,105	4,938	4,809	4,850	4,952
Payroll costs	-1,577	-1,634	-3.5%	-1,634	-1,612	-1,575	-1,601	-1,577
Other administrative expenses	-919	-984	-6.6%	-984	-948	-905	-998	-919
Recovery of expenses	165	162	+1.9%	162	184	172	164	165
Amortisation & depreciation	-282	-272	+3.9%	-272	-274	-279	-277	-282
Operating costs	-2,614	-2,728	-4.2%	-2,728	-2,650	-2,587	-2,712	-2,614
OPERATING PROFIT	2,338	2,376	-1.6%	2,376	2,289	2,222	2,138	2,338
Net write-downs of loans	-468	-496	-5.8%	-496	-504	-696	-923	-468
NET OPERATING PROFIT	1,871	1,880	-0.5%	1,880	1,785	1,526	1,215	1,871
Other Charges & Provisions	-215	-519	-58.6%	-519	-662	-741	-371	-215
o/w Systemic Charges	-538	-465	+15.7%	-465	-173	-148	-60	-538
Integration costs	-3	11	n.m.	11	-2	-3	-15	-3
Net income from investments	394	17	n.m.	17	205	-655	-52	394
PROFIT BEFORE TAX	2,047	1,389	+47.4%	1,389	1,325	127	778	2,047
Income tax for the period	-601	-221	n.m.	-221	-258	-40	998	-601
Profit (Loss) from non-current assets held for sale after tax	1	-1	n.m.	-1	15	-1	1	1
PROFIT (LOSS) FOR THE PERIOD	1,447	1,168	+23.9%	1,168	1,082	86	1,777	1,447
Minorities	-59	-55	+7.4%	-55	-56	-56	-49	-59
NET PROFIT ATTRIBUTABLE TO THE GROUP BEFORE PPA	1,388	1,113	+24.7%	1,113	1,025	30	1,728	1,388
Purchase Price Allocation effect	-1	-1	-2.2%	-1	-1	-1	0	-1
Goodwill impairment	0	0	n.m.	0	0	0	0	0
CONSOLIDATED PROFIT	1,387	1,112	+24.7%	1,112	1,024	29	1,727	1,387

INCOME STATEMENT RATIOS

Cost income ratio	52.8%	53.4%	-0.7 p.p.	53.4%	53.7%	53.8%	55.9%	52.8%
Cost of Risk (LLP annualised on Avg Loans) in basis points	40	45	-5	45	45	60	79	40
Tax rate	29.4%	15.9%	13.5 p.p.	15.9%	19.5%	31.8%	n.m.	29.4%

VOLUMES

Customers Loans (excl. Repos)	432,135	414,892	+4.2%	414,892	422,946	432,037	433,576	432,135
Customer Depos (excl. Repos)	429,342	411,613	+4.3%	411,613	413,759	420,390	422,024	429,342
TFA*	833,532	815,507	+2.2%	815,507	820,578	833,868	811,110	833,532
o/w AUM	223,115	218,130	+2.3%	218,130	221,274	223,447	213,934	223,115
o/w AUC	186,257	195,627	-4.8%	195,627	193,587	197,697	181,991	186,257
Total RWA	371,739	353,261	+5.2%	353,261	360,690	362,611	370,180	371,739

OTHER FIGURES

FTEs (100%)	86,232	90,365	-4.6%	90,365	88,640	87,873	86,786	86,232
ROTE STATED	11.5%	8.9%	2.6 p.p.	8.9%	8.5%	0.2%	14.7%	11.5%

* 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

	1Q			1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	y/y %	2018	2018	2018	2018	2019
Net interest	2,646	2,597	+1.9%	2,597	2,644	2,729	2,766	2,646
Dividends and other income from equity investments	170	189	-10.1%	189	180	149	219	170
Net fees and commissions	1,670	1,756	-4.9%	1,756	1,737	1,642	1,679	1,670
Net trading income	450	501	-10.2%	501	337	291	171	450
Net other expenses/income	35	67	-46.7%	67	41	-1	66	35
OPERATING INCOME	4,971	5,110	-2.7%	5,110	4,939	4,809	4,900	4,971
Payroll costs	-1,567	-1,625	-3.5%	-1,625	-1,603	-1,567	-1,593	-1,567
Other administrative expenses	-885	-948	-6.6%	-948	-912	-866	-960	-885
Recovery of expenses	146	149	-1.8%	149	156	154	147	146
Amortisation & depreciation	-282	-272	+3.9%	-272	-274	-279	-277	-282
Operating costs	-2,589	-2,695	-4.0%	-2,695	-2,633	-2,557	-2,684	-2,589
OPERATING PROFIT	2,383	2,415	-1.3%	2,415	2,307	2,252	2,216	2,383
Net write-downs of loans	-364	-371	-1.7%	-371	-116	-478	-734	-364
NET OPERATING PROFIT	2,018	2,044	-1.3%	2,044	2,191	1,774	1,483	2,018
Other Charges & Provisions	-122	-490	-75.0%	-490	-669	-739	-307	-122
o/w Systemic Charges	-523	-445	+17.6%	-445	-168	-147	-59	-523
Integration costs	-3	11	n.m.	11	-2	-3	-15	-3
Net income from investments	394	17	n.m.	17	205	-655	-30	394
PROFIT BEFORE TAX	2,287	1,583	+44.5%	1,583	1,724	377	1,130	2,287
Income tax for the period	-653	-278	n.m.	-278	-377	-115	854	-653
Profit (Loss) from non-current assets held for sale after tax	1	-1	n.m.	-1	15	-1	1	1
PROFIT (LOSS) FOR THE PERIOD	1,636	1,304	+25.4%	1,304	1,362	261	1,985	1,636
Minorities	-59	-55	+7.4%	-55	-56	-56	-49	-59
NET PROFIT ATTRIBUTABLE TO THE GROUP BEFORE PPA	1,577	1,250	+26.2%	1,250	1,305	205	1,936	1,577
Purchase Price Allocation effect	-1	-1	-2.2%	-1	-1	-1	0	-1
Goodwill impairment	0	0	n.m.	0	0	0	0	0
CONSOLIDATED PROFIT	1,576	1,249	+26.2%	1,249	1,304	204	1,936	1,576

INCOME STATEMENT RATIOS

Cost income ratio	52.1%	52.7%	-0.7 p.p.	52.7%	53.3%	53.2%	54.8%	52.1%
Cost of Risk (LLP annualised on Avg Loans) in basis points	31	35	-3	35	11	42	64	31
Tax rate	28.5%	17.5%	11.0 p.p.	17.5%	21.9%	30.4%	n.m.	28.5%

VOLUMES

Customers Loans (excl. Repos)	426,066	403,974	+5.5%	403,974	412,973	423,205	426,964	426,066
Customer Depos (excl. Repos)	428,860	410,789	+4.4%	410,789	412,931	419,641	421,496	428,860
Total RWA	360,044	336,303	+7.1%	336,303	345,464	348,644	357,959	360,044

OTHER FIGURES

FTEs (100%)	85,907	89,934	-4.5%	89,934	88,226	87,478	86,441	85,907
ROTE STATED	13.5%	10.5%	3.0 p.p.	10.5%	11.3%	1.8%	17.1%	13.5%

Consolidated Balance Sheet

(mln Euro)	1Q 2018	2Q 2018	3Q 2018	4Q 2018	1Q 2019
Assets					
Cash and cash balances	49,944	21,238	26,356	30,991	31,991
Financial assets held for trading	80,324	83,262	81,258	65,231	67,135
Loans to banks	70,324	73,004	76,289	69,850	83,655
Loans to customers	441,783	458,787	462,235	471,839	471,653
Other financial assets	142,917	148,841	150,232	152,310	148,061
Hedging instruments	5,688	5,700	5,225	7,120	8,516
Property, plant and equipment	9,115	9,077	9,106	8,408	10,737
Goodwill	1,484	1,484	1,484	1,484	1,484
Other intangible assets	1,872	1,864	1,873	2,024	1,996
Tax assets	12,110	11,998	12,257	13,078	13,096
Non-current assets and disposal groups classified as held for sale	955	915	491	1,800	1,648
Other assets	7,461	7,740	7,253	7,334	7,692
Total assets	823,978	823,908	834,057	831,469	847,663
Liabilities and shareholders' equity					
Deposits from banks	125,177	129,747	136,664	125,895	136,882
Deposits from customers	456,959	456,094	469,044	478,988	473,514
Debt securities issued	93,369	87,567	79,493	81,153	84,283
Financial liabilities held for trading	48,685	52,454	51,920	43,111	41,879
Other financial liabilities	8,575	8,524	8,736	9,318	13,815
Hedging instruments	5,881	6,254	5,508	9,262	11,440
Tax liabilities	1,140	1,066	1,039	825	1,202
Liabilities included in disposal groups classified as held for sale	196	79	49	540	547
Other liabilities	26,104	25,825	26,426	25,609	25,267
Minorities	941	837	869	927	984
Group Shareholders' Equity:	56,950	55,462	54,309	55,841	57,851
- Capital and reserves	55,838	53,325	52,144	51,948	56,464
- Net profit (loss)	1,112	2,136	2,165	3,892	1,387
Total liabilities and shareholders' equity	823,978	823,908	834,057	831,469	847,663

Shareholders' Equity attributable to the Group

(mln Euro)

Shareholders' equity as at 31 December 2018	55,841
Equity instruments	992
Exchange differences reserve ⁽¹⁾	200
Change in the valuation reserve relating to the actuarial gains/losses on defined benefit plans ⁽²⁾	-405
Change in the valuation reserve of the companies accounted for using the equity method ⁽³⁾	-145
Others	-19
Net profit (loss) for the period	1,387
Shareholders' equity as at 31 March 2019	57,851

Notes:

(1) This effect is mainly due to the positive impact of the Ruble for €229 million.

(2) Mainly due to discount rate negative impact partially offset by plan assets performance.

(3) The negative change in the valuation reserve of the companies accounted for using the equity method is due to negative impact of Turkish Lira for €51 million.

Asset Quality Group

LOANS TO CUSTOMERS

(mln Euro)	1Q 2018	2Q 2018	3Q 2018	4Q 2018	1Q 2019
Gross Bad Loans	25,183	24,075	23,091	21,154	21,372
Writedowns	18,396	17,704	16,809	15,367	15,557
Coverage Ratio	73.0%	73.5%	72.8%	72.6%	72.8%
Net Bad Loans	6,787	6,371	6,283	5,787	5,815
Gross Unlikely to pay	18,344	17,522	16,730	16,196	15,310
Writedowns	8,093	7,895	7,730	7,657	7,387
Coverage Ratio	44.1%	45.1%	46.2%	47.3%	48.2%
Net Unlikely to pay	10,251	9,628	9,000	8,539	7,923
Gross Past-due loans	1,037	1,002	1,006	840	900
Writedowns	377	340	312	263	268
Coverage Ratio	36.3%	34.0%	31.0%	31.3%	29.8%
Net Past-due loans	660	661	694	577	632
GROSS NON PERFORMING EXPOSURES	44,564	42,599	40,828	38,190	37,583
Writedowns	26,866	25,939	24,851	23,287	23,213
Coverage Ratio	60.3%	60.9%	60.9%	61.0%	61.8%
NET NON PERFORMING EXPOSURES	17,698	16,660	15,977	14,903	14,370
GROSS PERFORMING LOANS	426,835	444,652	448,862	459,473	459,818
Writedowns	2,750	2,524	2,604	2,537	2,535
Coverage Ratio	0.6%	0.6%	0.6%	0.6%	0.6%
NET PERFORMING LOANS	424,085	442,127	446,258	456,936	457,283
	1Q 2018	2Q 2018	3Q 2018	4Q 2018	1Q 2019
Gross Bad Loans ratio	5.3%	4.9%	4.7%	4.3%	4.3%
Net Bad Loans ratio	1.5%	1.4%	1.4%	1.2%	1.2%
Gross Unlikely to pay ratio	3.9%	3.6%	3.4%	3.3%	3.1%
Net Unlikely to pay ratio	2.3%	2.1%	1.9%	1.8%	1.7%
Gross Past-due loans ratio	0.2%	0.2%	0.2%	0.2%	0.2%
Net Past-due loans ratio	0.1%	0.1%	0.2%	0.1%	0.1%
GROSS NPE Ratio	9.5%	8.7%	8.3%	7.7%	7.6%
NET NPE Ratio	4.0%	3.6%	3.5%	3.2%	3.0%

Asset Quality - Group Core

LOANS TO CUSTOMERS

(mln Euro)	1Q 2018	2Q 2018	3Q 2018	4Q 2018	1Q 2019
Gross Bad Loans	10,688	10,447	10,084	9,520	9,914
Writedowns	7,725	7,492	7,089	6,738	6,999
Coverage Ratio	72.3%	71.7%	70.3%	70.8%	70.6%
Net Bad Loans	2,963	2,955	2,995	2,782	2,914
Gross Unlikely to pay	10,084	9,762	9,310	9,356	9,055
Writedowns	4,416	4,375	4,267	4,397	4,278
Coverage Ratio	43.8%	44.8%	45.8%	47.0%	47.2%
Net Unlikely to pay	5,668	5,386	5,043	4,959	4,777
Gross Past-due loans	907	884	890	802	868
Writedowns	330	299	272	247	254
Coverage Ratio	36.4%	33.8%	30.6%	30.8%	29.3%
Net Past-due loans	577	585	618	555	614
GROSS NON PERFORMING EXPOSURES	21,679	21,092	20,284	19,678	19,837
Writedowns	12,471	12,166	11,628	11,382	11,532
Coverage Ratio	57.5%	57.7%	57.3%	57.8%	58.1%
NET NON PERFORMING EXPOSURES	9,207	8,926	8,656	8,295	8,305
GROSS PERFORMING LOANS	424,213	442,250	447,229	459,468	459,814
Writedowns	2,556	2,363	2,483	2,537	2,535
Coverage Ratio	0.6%	0.5%	0.6%	0.6%	0.6%
NET PERFORMING LOANS	421,657	439,888	444,746	456,932	457,279
	1Q 2018	2Q 2018	3Q 2018	4Q 2018	1Q 2019
Gross Bad Loans ratio	2.4%	2.3%	2.2%	2.0%	2.1%
Net Bad Loans ratio	0.7%	0.7%	0.7%	0.6%	0.6%
Gross Unlikely to pay ratio	2.3%	2.1%	2.0%	2.0%	1.9%
Net Unlikely to pay ratio	1.3%	1.2%	1.1%	1.1%	1.0%
Gross Past-due loans ratio	0.2%	0.2%	0.2%	0.2%	0.2%
Net Past-due loans ratio	0.1%	0.1%	0.1%	0.1%	0.1%
GROSS NPE Ratio	4.9%	4.6%	4.3%	4.1%	4.1%
NET NPE Ratio	2.1%	2.0%	1.9%	1.8%	1.8%

Asset Quality - Non Core

LOANS TO CUSTOMERS

(mln Euro)	1Q 2018	2Q 2018	3Q 2018	4Q 2018	1Q 2019
Gross Bad Loans	14,495	13,629	13,007	11,634	11,459
Writedowns	10,671	10,213	9,720	8,628	8,558
Coverage Ratio	73.6%	74.9%	74.7%	74.2%	74.7%
Net Bad Loans	3,824	3,416	3,288	3,006	2,901
Gross Unlikely to pay	8,260	7,761	7,420	6,840	6,255
Writedowns	3,677	3,519	3,463	3,260	3,108
Coverage Ratio	44.5%	45.3%	46.7%	47.7%	49.7%
Net Unlikely to pay	4,583	4,242	3,957	3,580	3,147
Gross Past-due loans	131	117	116	38	32
Writedowns	47	41	40	16	14
Coverage Ratio	36.0%	35.1%	34.4%	42.8%	44.1%
Net Past-due loans	84	76	76	22	18
GROSS NON PERFORMING EXPOSURES	22,885	21,507	20,543	18,513	17,746
Writedowns	14,394	13,773	13,223	11,905	11,681
Coverage Ratio	62.9%	64.0%	64.4%	64.3%	65.8%
NET NON PERFORMING EXPOSURES	8,491	7,734	7,320	6,608	6,065
GROSS PERFORMING LOANS	2,622	2,401	1,634	4	4
Writedowns	195	162	121	0	0
Coverage Ratio	7.4%	6.7%	7.4%	0.4%	0.4%
NET PERFORMING LOANS	2,427	2,240	1,512	4	4
	1Q 2018	2Q 2018	3Q 2018	4Q 2018	1Q 2019
Gross Bad Loans ratio	56.8%	57.0%	58.7%	62.8%	64.6%
Net Bad Loans ratio	35.0%	34.3%	37.2%	45.5%	47.8%
Gross Unlikely to pay ratio	32.4%	32.5%	33.5%	36.9%	35.2%
Net Unlikely to pay ratio	42.0%	42.5%	44.8%	54.1%	51.8%
Gross Past-due loans ratio	0.5%	0.5%	0.5%	0.2%	0.2%
Net Past-due loans ratio	0.8%	0.8%	0.9%	0.3%	0.3%
GROSS NPE Ratio	89.7%	90.0%	92.6%	100.0%	100.0%
NET NPE Ratio	77.8%	77.5%	82.9%	99.9%	99.9%

Asset Quality by Division

LOANS TO CUSTOMERS

(mln Euro)	1Q 2018	2Q 2018	3Q 2018	4Q 2018	1Q 2019
Commercial Banking Italy					
Gross Non Performing Exposures	9,632	9,623	9,241	8,680	8,735
Net Non Performing Exposures	4,334	4,281	4,149	3,862	3,819
NPE Coverage Ratio	55.0%	55.5%	55.1%	55.5%	56.3%
Gross Customer Loans	143,841	147,881	149,659	151,688	149,563
Net Customer Loans	137,482	141,561	143,555	145,665	143,466
Gross NPE Ratio	6.7%	6.5%	6.2%	5.7%	5.8%
Net NPE Ratio	3.2%	3.0%	2.9%	2.7%	2.7%
Commercial Banking Germany					
Gross Non Performing Exposures	1,858	1,793	1,656	1,570	1,611
Net Non Performing Exposures	741	889	886	805	819
NPE Coverage Ratio	60.1%	50.4%	46.5%	48.7%	49.1%
Gross Customer Loans	83,716	84,363	85,937	84,981	87,314
Net Customer Loans	82,417	83,265	84,937	83,982	86,282
Gross NPE Ratio	2.2%	2.1%	1.9%	1.8%	1.8%
Net NPE Ratio	0.9%	1.1%	1.0%	1.0%	0.9%
Commercial Banking Austria					
Gross Non Performing Exposures	2,018	1,979	1,881	1,843	1,853
Net Non Performing Exposures	872	853	813	823	856
NPE Coverage Ratio	56.8%	56.9%	56.8%	55.3%	53.8%
Gross Customer Loans	46,722	47,092	46,683	46,938	46,388
Net Customer Loans	45,159	45,583	45,242	45,586	45,061
Gross NPE Ratio	4.3%	4.2%	4.0%	3.9%	4.0%
Net NPE Ratio	1.9%	1.9%	1.8%	1.8%	1.9%
CIB					
Gross Non Performing Exposures	3,094	2,848	2,954	3,065	3,107
Net Non Performing Exposures	1,518	1,241	1,320	1,303	1,323
NPE Coverage Ratio	50.9%	56.4%	55.3%	57.5%	57.4%
Gross Customer Loans	106,387	117,275	115,705	124,502	124,468
Net Customer Loans	104,526	115,411	113,779	122,525	122,457
Gross NPE Ratio	2.9%	2.4%	2.6%	2.5%	2.5%
Net NPE Ratio	1.5%	1.1%	1.2%	1.1%	1.1%
CEE					
Gross Non Performing Exposures	4,999	4,759	4,455	4,423	4,494
Net Non Performing Exposures	1,706	1,622	1,443	1,464	1,476
NPE Coverage Ratio	65.9%	65.9%	67.6%	66.9%	67.1%
Gross Customer Loans	64,807	65,668	68,032	69,309	70,236
Net Customer Loans	60,917	61,985	64,464	65,825	66,685
Gross NPE Ratio	7.7%	7.2%	6.5%	6.4%	6.4%
Net NPE Ratio	2.8%	2.6%	2.2%	2.2%	2.2%

Capital Position

GROUP CAPITAL STRUCTURE

Basel 3

(mln Euro)	1Q 2018	2Q 2018	3Q 2018	4Q 2018	1Q 2019	Change %	
						q/q	y/y
Common Equity Tier I Capital Transitional (*)	46,379	45,330	44,142	44,903	45,555	+1.5%	-1.8%
Tier I Capital Transitional	51,976	50,923	49,734	50,488	51,767	+2.5%	-0.4%
Total Capital Transitional	60,499	59,240	57,904	58,476	60,815	+4.0%	+0.5%
Total RWA	353,261	360,690	362,611	370,180	371,739	+0.4%	+5.2%
Credit Risk	306,032	313,323	316,191	325,615	327,789	+0.7%	+7.1%
Market Risk	15,060	16,088	15,495	12,059	11,456	-5.0%	-23.9%
Operational Risk	32,169	31,280	30,925	32,506	32,494	-0.0%	+1.0%

CAPITAL RATIOS

%	1Q 2018	2Q 2018	3Q 2018	4Q 2018	1Q 2019	Delta	
						q/q	y/y
Common Equity Tier I Capital Ratio Transitional	13.13%	12.57%	12.17%	12.13%	12.25%	12bps	-87bps
Tier I Capital Ratio Transitional	14.71%	14.12%	13.72%	13.64%	13.93%	29bps	-79bps
Total Capital Ratio Transitional	17.13%	16.42%	15.97%	15.80%	16.36%	56bps	-77bps

(*) starting from 2019, CET1 Transitional would be equal to CET1 Fully Loaded

Note:

Credit Risk RWA amount includes RWA equivalent to points B.1 "Credit and counterparty risk" and part of B.6 "Other calculation elements" related to Credit Risk 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.

Operational Risk RWA amount includes RWA equivalent to points B.5 "Operational risk" and part of B.6 "Other calculation elements" related to Operational Risk of Pillar III "Capital Adequacy" table.

Commercial Bank - Italy

INCOME STATEMENT

		1Q	y/y	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	2018	2018	2018	2018	2019
Net interest	859	901	-4.7%	901	872	862	863	859
Dividends and other income from equity investments	29	23	+26.4%	23	17	16	21	29
Net fees and commissions	939	976	-3.8%	976	976	896	885	939
Net trading income	12	6	n.m.	6	20	16	9	12
Net other expenses/income	-23	-21	+9.3%	-21	-22	-27	-35	-23
OPERATING INCOME	1,816	1,884	-3.6%	1,884	1,863	1,763	1,743	1,816
Payroll costs	-550	-593	-7.2%	-593	-580	-564	-572	-550
Other administrative expenses	-514	-544	-5.5%	-544	-543	-537	-531	-514
Recovery of expenses	103	106	-2.4%	106	107	105	105	103
Amortisation & depreciation	-22	-21	+1.4%	-21	-22	-22	-25	-22
Operating costs	-983	-1,053	-6.6%	-1,053	-1,038	-1,018	-1,023	-983
OPERATING PROFIT	833	831	+0.2%	831	824	746	719	833
Net write-downs of loans	-207	-220	-5.6%	-220	-211	-317	-298	-207
NET OPERATING PROFIT	625	611	+2.3%	611	613	428	421	625
Other Charges & Provisions	-78	-79	-1.0%	-79	-79	-76	-80	-78
o/w Systemic Charges	-57	-36	+56.7%	-36	-11	-68	-13	-57
Integration costs	-1	0	n.m.	0	-1	0	0	-1
Net income from investments	-3	0	n.m.	0	1	114	-2	-3
PROFIT BEFORE TAX	544	532	+2.2%	532	534	466	339	544
CONSOLIDATED PROFIT	395	379	+4.1%	379	366	368	205	395

INCOME STATEMENT RATIOS

Cost income ratio	54.1%	55.9%	-1.7 p.p.	55.9%	55.7%	57.7%	58.7%	54.1%
Cost of Risk (LLP annualised on Avg Loans) in basis points	57	64	-7	64	61	89	83	57

VOLUMES

Customers Loans (excl. Repos and IC)	143,441	137,457	+4.4%	137,457	141,536	143,530	145,641	143,441
Customer Depos (excl. Repos and IC)	147,641	142,556	+3.6%	142,556	144,971	145,420	146,236	147,641
Total RWA	93,610	84,887	+10.3%	84,887	88,100	88,817	96,032	93,610

OTHER FIGURES

FTEs (100%)	29,377	31,811	-7.7%	31,811	30,879	30,281	29,652	29,377
ROAC	13.3%	14.2%	-0.9 p.p.	14.2%	13.5%	13.3%	7.1%	13.3%

Commercial Bank - Germany

INCOME STATEMENT

		1Q	y/y	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	2018	2018	2018	2018	2019
Net interest	378	359	+5.4%	359	380	381	401	378
Dividends and other income from equity investments	2	3	-37.7%	3	0	0	8	2
Net fees and commissions	192	210	-8.5%	210	187	174	181	192
Net trading income	5	26	-79.5%	26	22	24	9	5
Net other expenses/income	22	27	-17.2%	27	30	26	32	22
OPERATING INCOME	600	625	-4.0%	625	619	605	630	600
Payroll costs	-237	-244	-3.1%	-244	-239	-238	-243	-237
Other administrative expenses	-185	-187	-1.0%	-187	-176	-167	-176	-185
Recovery of expenses	2	3	-18.7%	3	6	2	2	2
Amortisation & depreciation	-6	-10	-41.0%	-10	-10	-9	-10	-6
Operating costs	-425	-438	-3.0%	-438	-418	-411	-427	-425
OPERATING PROFIT	174	186	-6.3%	186	201	194	203	174
Net write-downs of loans	-21	-27	-22.7%	-27	-35	23	-106	-21
NET OPERATING PROFIT	153	159	-3.5%	159	166	217	97	153
Other Charges & Provisions	52	-39	n.m.	-39	-119	-185	-19	52
o/w Systemic Charges	-40	-39	+2.9%	-39	-15	-8	1	-40
Integration costs	0	0	-62.1%	0	0	-1	-23	0
Net income from investments	366	1	n.m.	1	110	20	2	366
PROFIT BEFORE TAX	570	121	n.m.	121	158	50	58	570
CONSOLIDATED PROFIT	370	83	n.m.	83	66	57	176	370

INCOME STATEMENT RATIOS

Cost income ratio	70.9%	70.2%	+0.7 p.p.	70.2%	67.5%	67.9%	67.8%	70.9%
Cost of Risk (LLP annualised on Avg Loans) in basis points	10	13	-3	13	17	-11	50	10

VOLUMES

Customers Loans (excl. Repos and IC)	86,069	82,220	+4.7%	82,220	83,049	84,711	83,741	86,069
Customer Depos (excl. Repos and IC)	90,068	88,963	+1.2%	88,963	89,176	87,641	91,694	90,068
Total RWA	37,198	34,754	+7.0%	34,754	34,773	36,290	36,642	37,198

OTHER FIGURES

FTEs (100%)	9,063	9,630	-5.9%	9,630	9,303	9,284	9,167	9,063
ROAC	31.9%	7.4%	+24.5 p.p.	7.4%	5.8%	4.9%	14.9%	31.9%

Commercial Bank - Austria

INCOME STATEMENT

		1Q	y/y	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	2018	2018	2018	2018	2019
Net interest	170	169	+1.0%	169	166	178	172	170
Dividends and other income from equity investments	30	29	+3.5%	29	39	47	41	30
Net fees and commissions	146	156	-6.2%	156	157	150	155	146
Net trading income	-1	14	n.m.	14	34	19	2	-1
Net other expenses/income	11	13	-14.1%	13	8	10	6	11
OPERATING INCOME	357	380	-6.2%	380	403	403	376	357
Payroll costs	-143	-142	+0.4%	-142	-143	-133	-144	-143
Other administrative expenses	-113	-122	-7.8%	-122	-111	-106	-113	-113
Recovery of expenses	0	0	n.m.	0	0	0	0	0
Amortisation & depreciation	-2	-3	-20.0%	-3	-3	-3	-4	-2
Operating costs	-258	-268	-3.6%	-268	-257	-242	-261	-258
OPERATING PROFIT	99	113	-12.3%	113	146	161	115	99
Net write-downs of loans	8	38	-79.5%	38	16	-23	-7	8
NET OPERATING PROFIT	107	151	-29.4%	151	162	138	108	107
Other Charges & Provisions	-51	-86	-40.6%	-86	-7	-21	-7	-51
o/w Systemic Charges	-90	-86	+3.8%	-86	-6	-4	-3	-90
Integration costs	0	0	-	0	1	0	-2	0
Net income from investments	6	-3	n.m.	-3	-3	5	-2	6
PROFIT BEFORE TAX	62	63	-1.0%	63	153	122	97	62
CONSOLIDATED PROFIT	67	48	+39.1%	48	158	119	97	67

INCOME STATEMENT RATIOS

Cost income ratio	72.3%	70.4%	+1.9 p.p.	70.4%	63.8%	60.0%	69.5%	72.3%
Cost of Risk (LLP annualised on Avg Loans) in basis points	-7	-34	27	-34	-14	21	6	-7

VOLUMES

Customers Loans (excl. Repos and IC)	44,325	43,868	+1.0%	43,868	44,410	44,313	44,808	44,325
Customer Depos (excl. Repos and IC)	47,488	47,002	+1.0%	47,002	47,818	46,641	47,380	47,488
Total RWA	23,777	20,950	+13.5%	20,950	21,399	21,677	23,539	23,777

OTHER FIGURES

FTEs (100%)	4,833	4,984	-3.0%	4,984	4,939	4,894	4,873	4,833
ROAC	9.2%	7.0%	+2.2 p.p.	7.0%	23.7%	17.9%	14.2%	9.2%

INCOME STATEMENT

		1Q	y/y	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	2018	2018	2018	2018	2019
Net interest	548	563	-2.8%	563	557	585	582	548
Dividends and other income from equity investments	2	4	-50.7%	4	6	12	32	2
Net fees and commissions	113	163	-30.8%	163	148	156	157	113
Net trading income	329	336	-2.0%	336	153	170	93	329
Net other expenses/income	33	41	-18.2%	41	-5	-13	68	33
OPERATING INCOME	1,025	1,106	-7.4%	1,106	858	910	931	1,025
Payroll costs	-154	-144	+6.9%	-144	-149	-149	-153	-154
Other administrative expenses	-233	-255	-8.4%	-255	-232	-222	-259	-233
Recovery of expenses	0	0	+17.5%	0	0	2	1	0
Amortisation & depreciation	-4	-1	n.m.	-1	-1	-1	-1	-4
Operating costs	-391	-400	-2.3%	-400	-382	-371	-413	-391
OPERATING PROFIT	634	707	-10.3%	707	477	539	518	634
Net write-downs of loans	-43	-49	-11.9%	-49	210	-81	-157	-43
NET OPERATING PROFIT	591	658	-10.2%	658	687	459	362	591
Other Charges & Provisions	169	-109	n.m.	-109	-304	-355	-49	169
o/w Systemic Charges	-124	-109	+14.2%	-109	-21	-4	-2	-124
Integration costs	-1	0	n.m.	0	0	-1	0	-1
Net income from investments	12	14	-12.1%	14	-4	36	-26	12
PROFIT BEFORE TAX	771	563	+37.0%	563	378	139	287	771
CONSOLIDATED PROFIT	493	382	+29.0%	382	181	97	237	493

INCOME STATEMENT RATIOS

Cost income ratio	38.1%	36.1%	+2.0 p.p.	36.1%	44.5%	40.7%	44.3%	38.1%
Cost of Risk (LLP annualised on Avg Loans) in basis points	14	19	-5	19	-76	28	53	14

VOLUMES

Customers Loans (excl. Repos and IC)	80,141	74,828	+7.1%	74,828	76,599	80,616	81,354	80,141
Customer Depos (excl. Repos and IC)	49,036	46,680	+5.0%	46,680	44,222	52,792	45,301	49,036
Total RWA	79,340	75,789	+4.7%	75,789	80,371	81,511	81,275	79,340

OTHER FIGURES

FTEs (100%)	3,262	3,248	+0.4%	3,248	3,317	3,310	3,286	3,262
ROAC	19.4%	15.9%	+3.5 p.p.	15.9%	7.3%	3.8%	9.2%	19.4%

CIB Division - Additional Disclosure (managerial figures)

	1Q		y/y	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	2018	2018	2018	2018	2019
TOTAL REVENUES CIB	1,025	1,106	-7.4%	1,106	858	910	931	1,025
Financing & Advisory (F&A)	354	431	-17.9%	431	340	364	416	354
o/w Italy	118	159	-25.8%	159	122	126	185	118
o/w Germany	191	225	-15.1%	225	164	192	184	191
o/w Austria	47	49	-3.5%	49	56	50	49	47
Markets	547	557	-1.8%	557	384	427	380	547
Global Transaction Banking (GTB)	128	116	10.6%	116	121	119	125	128
Other	-5	3	n.m.	3	13	0	10	-5
TOTAL COSTS CIB	-391	-400	-2.3%	-400	-382	-371	-413	-391
Financing & Advisory (F&A)	-128	-127	0.5%	-127	-127	-122	-135	-128
o/w Italy	-33	-33	-1.1%	-33	-33	-31	-38	-33
o/w Germany	-82	-80	2.5%	-80	-79	-80	-83	-82
o/w Austria	-16	-16	-4.7%	-16	-17	-15	-17	-16
Markets	-204	-213	-4.0%	-213	-196	-193	-210	-204
Global Transaction Banking (GTB)	-50	-50	0.3%	-50	-50	-49	-62	-50
Other	-8	-10	-16.8%	-10	-10	-7	-6	-8
TOTAL LOAN LOSS PROVISIONS CIB	-43	-49	-11.9%	-49	210	-81	-157	-43
Financing & Advisory (F&A)	-33	-49	-31.3%	-49	218	-83	-117	-33
o/w Italy	-29	-17	76.3%	-17	-5	-65	-114	-29
o/w Germany	-5	-34	-84.9%	-34	193	-17	-12	-5
o/w Austria	1	2	-49.4%	2	30	-1	10	1
Markets	-15	0	n.m.	0	-10	3	-9	-15
Global Transaction Banking (GTB)	5	0	n.m.	0	2	0	-31	5
Other	0	0	n.m.	0	0	0	0	0
TOTAL NET OPERATING PROFIT CIB	591	658	-10.2%	658	687	459	362	591
Financing & Advisory (F&A)	192	255	-24.6%	255	431	158	164	192
o/w Italy	56	110	-48.6%	110	84	30	33	56
o/w Germany	103	111	-6.7%	111	278	94	88	103
o/w Austria	32	34	-5.4%	34	70	34	42	32
Markets	328	344	-4.6%	344	179	237	162	328
Global Transaction Banking (GTB)	83	66	25.6%	66	73	70	32	83
Other	-13	-7	75.3%	-7	4	-7	4	-13
RWA CIB	79,340	75,789	4.7%	75,789	80,371	81,511	81,275	79,340
Financing & Advisory (F&A)	44,880	39,631	13.2%	39,631	40,022	43,073	44,967	44,880
o/w Italy	18,258	15,582	17.2%	15,582	16,860	19,319	19,192	18,258
o/w Germany	20,071	17,737	13.2%	17,737	17,238	17,630	19,192	20,071
o/w Austria	6,552	6,313	3.8%	6,313	5,925	6,124	6,583	6,552
Markets	25,732	27,955	-8.0%	27,955	32,301	29,886	27,038	25,732
Global Transaction Banking (GTB)	8,397	7,712	8.9%	7,712	7,647	8,164	8,889	8,397
Other	330	490	-32.7%	490	400	388	380	330

INCOME STATEMENT

		1Q	y/y	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	2018	2018	2018	2018	2019
Net interest	70	69	+2.1%	69	68	70	71	70
Dividends and other income from equity investments	0	0	+71.4%	0	0	0	0	0
Net fees and commissions	77	71	+8.3%	71	75	73	82	77
Net trading income	10	15	-32.6%	15	13	11	6	10
Net other expenses/income	0	0	-60.7%	0	0	0	2	0
OPERATING INCOME	157	155	+1.5%	155	156	153	160	157
Payroll costs	-22	-21	+5.4%	-21	-21	-23	-22	-22
Other administrative expenses	-65	-65	-0.6%	-65	-61	-59	-59	-65
Recovery of expenses	27	25	+7.6%	25	24	25	23	27
Amortisation & depreciation	-5	-2	n.m.	-2	-3	-2	-3	-5
Operating costs	-65	-64	+2.6%	-64	-61	-60	-61	-65
OPERATING PROFIT	92	91	+0.8%	91	95	93	99	92
Net write-downs of loans	-1	-1	+34.1%	-1	0	-1	-2	-1
NET OPERATING PROFIT	91	91	+0.4%	91	95	92	96	91
Other Charges & Provisions	-1	-2	-44.8%	-2	-2	-16	-2	-1
o/w Systemic Charges	0	0	n.m.	0	0	-14	0	0
Integration costs	0	0	-	0	0	0	0	0
Net income from investments	-1	0	n.m.	0	5	-1	-3	-1
PROFIT BEFORE TAX	89	89	+0.8%	89	98	75	91	89
CONSOLIDATED PROFIT	22	21	+4.5%	21	23	19	22	22

INCOME STATEMENT RATIOS

Cost income ratio	41.5%	41.0%	+0.4 p.p.	41.0%	39.1%	39.1%	38.3%	41.5%
Cost of Risk (LLP annualised on Avg Loans) in basis points	17	17	0	17	3	14	33	17

VOLUMES

Customers Loans (excl. Repos and IC)	2,883	2,108	+36.8%	2,108	2,431	2,560	2,805	2,883
Customer Depos (excl. Repos and IC)	23,085	20,767	+11.2%	20,767	21,074	21,650	22,157	23,085
Total RWA	2,455	2,395	+2.5%	2,395	2,309	2,373	2,450	2,455

OTHER FIGURES

FTEs (100%)	1,121	1,080	+3.8%	1,080	1,095	1,094	1,125	1,121
ROAC	39.0%	56.5%	-17.5 p.p.	56.5%	53.7%	36.4%	39.5%	39.0%

INCOME STATEMENT

	1Q		y/y	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	2018	2018	2018	2018	2019
Net interest	-57	-114	-49.8%	-114	-65	-25	-38	-57
Dividends and other income from equity investments	27	26	+3.2%	26	26	44	22	27
Net fees and commissions	-17	-30	-42.6%	-30	-25	-26	-10	-17
Net trading income	-10	-17	-42.6%	-17	16	-9	-10	-10
Net other expenses/income	-16	-1	n.m.	-1	28	-3	-14	-16
OPERATING INCOME	-73	-135	-46.3%	-135	-20	-19	-49	-73
Payroll costs	-269	-293	-8.1%	-293	-286	-266	-270	-269
Other administrative expenses	370	377	-1.9%	377	372	376	353	370
Recovery of expenses	14	15	-10.6%	15	19	19	15	14
Amortisation & depreciation	-198	-189	+4.6%	-189	-193	-195	-182	-198
Operating costs	-83	-90	-7.0%	-90	-88	-66	-83	-83
OPERATING PROFIT	-156	-225	-30.7%	-225	-109	-85	-132	-156
Net write-downs of loans	1	-7	n.m.	-7	4	13	-4	1
NET OPERATING PROFIT	-155	-232	-33.2%	-232	-104	-72	-136	-155
Other Charges & Provisions	-78	-50	+56.6%	-50	-144	-72	-113	-78
o/w Systemic Charges	-80	-51	+56.1%	-51	-101	-36	-28	-80
Integration costs	-1	12	n.m.	12	-1	-1	13	-1
Net income from investments	13	3	n.m.	3	94	-840	23	13
PROFIT BEFORE TAX	-221	-267	-17.1%	-267	-155	-985	-213	-221
CONSOLIDATED PROFIT	-163	-78	n.m.	-78	42	-879	792	-163

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	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.

VOLUMES

Customers Loans (excl. Repos and IC)	2,753	2,824	-2.5%	2,824	3,189	3,300	3,271	2,753
Customer Depos (excl. Repos and IC)	2,675	3,048	-12.2%	3,048	3,284	2,971	2,985	2,675
Total RWA	33,565	29,863	+12.4%	29,863	31,398	32,048	31,449	33,565

OTHER FIGURES

FTEs (100%)	14,046	15,150	-7.3%	15,150	14,700	14,348	14,121	14,046
o/w COO FTEs	11,360	12,646	-10.2%	12,646	12,238	11,859	11,623	11,360

CEE Division

INCOME STATEMENT

	1Q		y/y	y/y %	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	at const. FX	2018	2018	2018	2018	2019
Net interest	678	650	+4.3%	+6.4%	650	666	678	714	678
Dividends and other income from equity investments	82	106	-22.8%	-2.5%	106	92	30	96	82
Net fees and commissions	219	210	+4.4%	+6.0%	210	218	219	229	219
Net trading income	103	121	-14.9%	-14.6%	121	79	61	62	103
Net other expenses/income	7	8	-5.2%	-4.5%	8	4	6	8	7
OPERATING INCOME	1,090	1,095	-0.5%	+3.0%	1,095	1,060	994	1,109	1,090
Payroll costs	-193	-187	+3.0%	+4.8%	-187	-186	-194	-189	-193
Other administrative expenses	-144	-151	-4.6%	-3.1%	-151	-159	-151	-174	-144
Recovery of expenses	0	0	+68.9%	+68.7%	0	0	1	0	0
Amortisation & depreciation	-46	-45	+2.7%	+4.9%	-45	-43	-46	-52	-46
Operating costs	-383	-383	-0.1%	+1.7%	-383	-388	-390	-415	-383
OPERATING PROFIT	707	712	-0.7%	+3.8%	712	672	604	695	707
Net write-downs of loans	-100	-105	-4.7%	-0.8%	-105	-100	-91	-160	-100
NET OPERATING PROFIT	606	607	-0.0%	+4.6%	607	572	512	535	606
Other Charges & Provisions	-134	-126	+7.0%	+7.9%	-126	-15	-14	-38	-134
o/w Systemic Charges	-133	-124	+7.5%	+8.7%	-124	-13	-14	-14	-133
Integration costs	0	0	-100.0%	-100.0%	0	0	0	-5	0
Net income from investments	0	2	-92.2%	-98.4%	2	2	12	-22	0
PROFIT BEFORE TAX	472	483	-2.2%	+3.3%	483	558	510	469	472
CONSOLIDATED PROFIT	391	413	-5.1%	+1.1%	413	469	425	407	391

INCOME STATEMENT RATIOS

Cost income ratio	35.1%	35.0%	+0.1 p.p.		35.0%	36.6%	39.3%	37.4%	35.1%
Cost of Risk (LLP annualised on Avg Loans) in basis points	61	69	-9		69	65	58	98	61

VOLUMES

Customers Loans (excl. Repos and IC)	66,454	60,669	+9.5%		60,669	61,759	64,176	65,344	66,454
Customer Depos (excl. Repos and IC)	68,867	61,774	+11.5%		61,774	62,387	62,525	65,744	68,867
Total RWA	90,098	87,667	+2.8%		87,667	87,114	85,929	86,572	90,098

OTHER FIGURES

FTEs (100%)	24,204	24,031	+0.7%		24,031	23,992	24,267	24,218	24,204
ROAC	14.1%	14.9%	-0.8 p.p.		14.9%	16.9%	15.6%	15.0%	14.1%

N.B. CEE results include CEE Countries results and UniCredit S.p.A. CEE operations. Yapi contributes with the net profit attributable to UCG only to the line "Dividends and equity investments income".

CEE - Russia

INCOME STATEMENT

	1Q				1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	y/y %	y/y % at const. FX	2018	2018	2018	2018	2019
Net interest	140	148	-5.2%	+1.6%	148	137	130	138	140
Dividends and other income from equity investments	3	4	-16.5%	-16.5%	4	5	3	2	3
Net fees and commissions	28	28	+3.3%	+10.7%	28	32	29	30	28
Net trading income	-7	26	n.m.	n.m.	26	-10	-19	-12	-7
Net other expenses/income	1	2	-65.0%	-62.6%	2	1	0	1	1
OPERATING INCOME	166	207	-19.9%	-14.3%	207	165	143	159	166
Payroll costs	-34	-34	-1.4%	+5.7%	-34	-32	-32	-30	-34
Other administrative expenses	-16	-16	+4.2%	+11.6%	-16	-18	-17	-17	-16
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-11	-11	-6.7%	-0.1%	-11	-9	-10	-11	-11
Operating costs	-61	-62	-0.9%	+6.1%	-62	-59	-59	-59	-61
OPERATING PROFIT	105	145	-27.9%	-22.9%	145	106	84	100	105
Net write-downs of loans	-48	-25	+90.4%	n.m.	-25	-57	-26	-23	-48
NET OPERATING PROFIT	56	120	-52.9%	-49.8%	120	49	57	77	56
Other Charges & Provisions	0	-5	-90.8%	-90.1%	-5	-4	-5	-5	0
o/w Systemic Charges	-5	-5	+18.5%	+26.9%	-5	-4	-4	-5	-5
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0
Net income from investments	-2	-1	+41.3%	+51.3%	-1	0	0	-8	-2
PROFIT BEFORE TAX	54	114	-52.3%	-49.1%	114	45	53	64	54
CONSOLIDATED PROFIT	44	91	-51.9%	-48.7%	91	37	42	50	44

INCOME STATEMENT RATIOS

Cost income ratio	36.8%	29.8%	+7.0 p.p.		29.8%	35.7%	41.2%	36.9%	36.8%
Cost of Risk (LLP annualised on Avg Loans) in basis points	177	105	72		105	235	110	90	177

VOLUMES

Customers Loans (excl. Repos and IC)	10,819	9,588	+12.8%		9,588	9,440	9,541	10,461	10,819
Customer Depos (excl. Repos and IC)	14,112	12,101	+16.6%		12,101	12,100	11,525	12,730	14,112
Total RWA	15,610	14,153	+10.3%		14,153	13,233	12,546	13,128	15,610

OTHER FIGURES

FTEs (100%)	4,170	4,139	+0.7%		4,139	4,102	4,135	4,119	4,170
ROAC	9.7%	20.9%	-11.2 p.p.		20.9%	8.0%	10.5%	12.2%	9.7%

CEE - Czech Republic & Slovakia

INCOME STATEMENT

	1Q				1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	y/y %	y/y % at const. FX	2018	2018	2018	2018	2019
Net interest	141	128	+9.9%	+11.0%	128	134	143	148	141
Dividends and other income from equity investments	1	1	+22.8%	+22.9%	1	1	1	1	1
Net fees and commissions	40	38	+4.9%	+6.0%	38	38	37	40	40
Net trading income	28	32	-13.4%	-12.4%	32	18	20	7	28
Net other expenses/income	2	2	-0.7%	-0.1%	2	-1	1	1	2
OPERATING INCOME	211	201	+5.1%	+6.3%	201	189	202	196	211
Payroll costs	-34	-33	+5.0%	+6.1%	-33	-33	-36	-36	-34
Other administrative expenses	-23	-27	-15.9%	-15.0%	-27	-28	-23	-32	-23
Recovery of expenses	0	0	-10.8%	-10.8%	0	0	0	0	0
Amortisation & depreciation	-9	-7	+23.2%	+24.5%	-7	-8	-8	-9	-9
Operating costs	-66	-67	-1.6%	-0.5%	-67	-68	-67	-76	-66
OPERATING PROFIT	146	134	+8.5%	+9.6%	134	121	135	120	146
Net write-downs of loans	-16	-6	n.m.	n.m.	-6	-11	-12	-11	-16
NET OPERATING PROFIT	130	129	+0.9%	+2.0%	129	110	123	109	130
Other Charges & Provisions	-29	-32	-8.1%	-7.1%	-32	-1	-2	-5	-29
o/w Systemic Charges	-29	-32	-8.1%	-7.1%	-32	0	-2	-2	-29
Integration costs	0	0	-100.0%	-100.0%	0	0	0	0	0
Net income from investments	0	0	n.m.	n.m.	0	1	1	0	0
PROFIT BEFORE TAX	100	97	+3.6%	+4.7%	97	111	122	104	100
CONSOLIDATED PROFIT	80	78	+3.4%	+4.6%	78	91	99	86	80

INCOME STATEMENT RATIOS

Cost income ratio	31.1%	33.2%	-2.1 p.p.		33.2%	35.9%	33.2%	38.9%	31.1%
Cost of Risk (LLP annualised on Avg Loans) in basis points	40	15	25		15	28	30	27	40

VOLUMES

Customers Loans (excl. Repos and IC)	16,022	15,384	+4.1%		15,384	15,351	16,050	15,983	16,022
Customer Depos (excl. Repos and IC)	15,850	14,098	+12.4%		14,098	13,957	14,341	14,548	15,850
Total RWA	13,286	13,045	+1.8%		13,045	13,097	13,265	13,194	13,286

OTHER FIGURES

FTEs (100%)	3,373	3,151	+7.0%		3,151	3,122	3,372	3,381	3,373
ROAC	18.9%	18.6%	+0.4 p.p.		18.6%	21.6%	23.5%	20.3%	18.9%

CEE - Hungary

INCOME STATEMENT

	1Q		y/y	y/y %	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	at const. FX	2018	2018	2018	2018	2019
Net interest	46	43	+8.5%	+10.9%	43	44	47	67	46
Dividends and other income from equity investments	1	1	-2.2%	-0.0%	1	0	0	0	1
Net fees and commissions	34	33	+3.6%	+5.9%	33	34	34	35	34
Net trading income	16	13	+17.5%	+20.1%	13	20	10	4	16
Net other expenses/income	1	-1	n.m.	n.m.	-1	2	1	0	1
OPERATING INCOME	98	89	+10.2%	+12.6%	89	100	92	107	98
Payroll costs	-15	-14	+3.9%	+6.2%	-14	-15	-16	-15	-15
Other administrative expenses	-27	-27	+0.8%	+3.0%	-27	-26	-26	-31	-27
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-2	-2	+27.7%	+30.5%	-2	-2	-2	-2	-2
Operating costs	-44	-43	+2.8%	+5.1%	-43	-43	-44	-48	-44
OPERATING PROFIT	54	46	+17.1%	+19.7%	46	57	48	59	54
Net write-downs of loans	-5	5	n.m.	n.m.	5	7	18	-22	-5
NET OPERATING PROFIT	49	51	-3.9%	-1.8%	51	64	66	37	49
Other Charges & Provisions	-27	-28	-2.9%	-0.8%	-28	4	1	2	-27
o/w Systemic Charges	-27	-28	-4.3%	-2.2%	-28	1	0	1	-27
Integration costs	0	0	n.m.	n.m.	0	0	0	-4	0
Net income from investments	0	1	n.m.	n.m.	1	0	1	0	0
PROFIT BEFORE TAX	22	24	-8.4%	-6.5%	24	68	68	34	22
CONSOLIDATED PROFIT	20	21	-6.2%	-4.3%	21	63	62	31	20

INCOME STATEMENT RATIOS

Cost income ratio	45.0%	48.2%	-3.3 p.p.		48.2%	43.2%	47.4%	44.9%	45.0%
Cost of Risk (LLP annualised on Avg Loans) in basis points	47	-50	97		-50	-75	-169	206	47

VOLUMES

Customers Loans (excl. Repos and IC)	4,388	3,780	+16.1%		3,780	4,079	4,290	4,349	4,388
Customer Depos (excl. Repos and IC)	6,012	5,074	+18.5%		5,074	5,139	5,143	5,856	6,012
Total RWA	4,390	3,704	+18.5%		3,704	3,764	3,936	4,267	4,390

OTHER FIGURES

FTEs (100%)	1,746	1,762	-0.9%		1,762	1,760	1,717	1,748	1,746
ROAC	13.4%	15.6%	-2.1 p.p.		15.6%	51.9%	50.0%	22.9%	13.4%

CEE - Slovenia

INCOME STATEMENT

	1Q		y/y	y/y %	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	at const. FX	2018	2018	2018	2018	2019
Net interest	11	11	+0.6%	+0.6%	11	11	15	12	11
Dividends and other income from equity investments	0	0	-100.0%	-100.0%	0	0	0	0	0
Net fees and commissions	7	6	+17.0%	+17.0%	6	7	6	6	7
Net trading income	4	5	-20.6%	-20.6%	5	0	0	1	4
Net other expenses/income	0	0	-2.3%	-2.3%	0	0	0	0	0
OPERATING INCOME	22	22	+0.8%	+0.8%	22	18	21	19	22
Payroll costs	-6	-6	+0.9%	+0.9%	-6	-6	-7	-6	-6
Other administrative expenses	-4	-3	+13.8%	+13.8%	-3	-4	-4	-4	-4
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-2	-2	-3.4%	-3.4%	-2	-1	-2	-2	-2
Operating costs	-12	-11	+3.9%	+3.9%	-11	-11	-12	-12	-12
OPERATING PROFIT	11	11	-2.2%	-2.2%	11	7	10	7	11
Net write-downs of loans	2	2	+1.4%	+1.4%	2	3	-2	-3	2
NET OPERATING PROFIT	13	13	-1.6%	-1.6%	13	10	8	4	13
Other Charges & Provisions	-3	-3	+9.1%	+9.1%	-3	-1	0	-3	-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	-79.7%	-79.7%	0	0	0	0	0
PROFIT BEFORE TAX	10	11	-4.8%	-4.8%	11	9	8	0	10
CONSOLIDATED PROFIT	8	9	-6.1%	-6.1%	9	8	6	0	8

INCOME STATEMENT RATIOS

Cost income ratio	51.7%	50.2%	+1.5 p.p.		50.2%	61.2%	53.9%	61.8%	51.7%
Cost of Risk (LLP annualised on Avg Loans) in basis points	-46	-48	2		-48	-69	40	64	-46

VOLUMES

Customers Loans (excl. Repos and IC)	1,984	1,900	+4.4%		1,900	1,896	1,927	1,969	1,984
Customer Depos (excl. Repos and IC)	1,966	1,781	+10.4%		1,781	1,793	1,792	1,931	1,966
Total RWA	1,371	1,270	+7.9%		1,270	1,303	1,287	1,338	1,371

OTHER FIGURES

FTEs (100%)	543	531	+2.2%		531	529	541	543	543
ROAC	18.3%	21.7%	-3.4 p.p.		21.7%	18.0%	15.2%	-0.3%	18.3%

CEE - Croatia

INCOME STATEMENT

	1Q		y/y	y/y %	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	at const. FX	2018	2018	2018	2018	2019
Net interest	99	90	+10.0%	+9.8%	90	100	90	94	99
Dividends and other income from equity investments	1	1	-18.0%	-18.0%	1	4	1	1	1
Net fees and commissions	41	35	+19.6%	+19.4%	35	37	44	38	41
Net trading income	15	7	n.m.	n.m.	7	14	7	17	15
Net other expenses/income	2	2	-15.1%	-15.3%	2	2	2	3	2
OPERATING INCOME	158	135	+17.4%	+17.2%	135	157	144	152	158
Payroll costs	-30	-31	-0.6%	-0.9%	-31	-31	-31	-31	-30
Other administrative expenses	-18	-17	+2.5%	+2.2%	-17	-18	-18	-22	-18
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-7	-7	+1.8%	+1.6%	-7	-7	-7	-8	-7
Operating costs	-55	-55	+0.6%	+0.4%	-55	-56	-55	-61	-55
OPERATING PROFIT	103	80	+28.9%	+28.6%	80	102	89	91	103
Net write-downs of loans	-6	-10	-35.4%	-35.5%	-10	-21	-21	-45	-6
NET OPERATING PROFIT	97	70	+37.8%	+37.5%	70	81	68	46	97
Other Charges & Provisions	-15	-13	+13.0%	+12.7%	-13	-8	-4	-15	-15
o/w Systemic Charges	-13	-13	+2.4%	+2.1%	-13	-5	-4	-4	-13
Integration costs	0	0	-100.0%	-100.0%	0	0	0	0	0
Net income from investments	1	3	-73.9%	-74.0%	3	2	1	-3	1
PROFIT BEFORE TAX	83	60	+38.4%	+38.1%	60	74	64	28	83
CONSOLIDATED PROFIT	58	43	+34.5%	+34.2%	43	52	44	26	58

INCOME STATEMENT RATIOS

Cost income ratio	34.7%	40.6%	-5.8 p.p.		40.6%	35.3%	38.3%	40.0%	34.7%
Cost of Risk (LLP annualised on Avg Loans) in basis points	27	44	-17		44	93	92	195	27

VOLUMES

Customers Loans (excl. Repos and IC)	9,253	8,819	+4.9%		8,819	9,183	9,205	9,205	9,253
Customer Depos (excl. Repos and IC)	11,744	10,703	+9.7%		10,703	10,936	11,102	11,471	11,744
Total RWA	8,208	7,876	+4.2%		7,876	7,908	7,884	7,762	8,208

OTHER FIGURES

FTEs (100%)	3,772	3,809	-1.0%		3,809	3,872	3,885	3,758	3,772
ROAC	25.8%	18.8%	+7.1 p.p.		18.8%	23.1%	19.1%	10.7%	25.8%

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)	2019	2018	y/y %	y/y % at const. FX	2018	2018	2018	2018	2019
Net interest	66	59	+11.8%	+13.7%	59	64	68	70	66
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	1	0	0	0
Net fees and commissions	16	20	-19.4%	-18.0%	20	14	18	16	16
Net trading income	26	16	+62.5%	+65.4%	16	15	22	22	26
Net other expenses/income	0	1	-57.0%	-56.3%	1	0	1	2	0
OPERATING INCOME	109	96	+13.0%	+14.9%	96	93	109	111	109
Payroll costs	-22	-21	+2.1%	+3.8%	-21	-21	-22	-23	-22
Other administrative expenses	-12	-12	+3.9%	+5.7%	-12	-12	-12	-12	-12
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-7	-8	-2.5%	-0.8%	-8	-7	-9	-9	-7
Operating costs	-41	-40	+1.8%	+3.5%	-40	-41	-43	-44	-41
OPERATING PROFIT	68	56	+21.1%	+23.2%	56	53	66	67	68
Net write-downs of loans	-8	-13	-38.7%	-37.7%	-13	-13	-21	-37	-8
NET OPERATING PROFIT	60	43	+39.8%	+42.3%	43	40	44	30	60
Other Charges & Provisions	-11	-7	+50.2%	+52.8%	-7	0	0	-6	-11
o/w Systemic Charges	-11	-7	+52.4%	+55.0%	-7	0	0	0	-11
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0
Net income from investments	0	-1	n.m.	n.m.	-1	0	3	-2	0
PROFIT BEFORE TAX	49	35	+41.4%	+43.8%	35	39	47	22	49
CONSOLIDATED PROFIT	40	29	+38.4%	+40.8%	29	31	38	18	40

INCOME STATEMENT RATIOS

Cost income ratio	37.7%	41.9%	-4.2 p.p.		41.9%	43.5%	39.6%	39.6%	37.7%
Cost of Risk (LLP annualised on Avg Loans) in basis points	55	93	-38		93	90	145	248	55

VOLUMES

Customers Loans (excl. Repos and IC)	5,868	5,746	+2.1%		5,746	5,839	5,976	5,935	5,868
Customer Depos (excl. Repos and IC)	6,030	5,719	+5.4%		5,719	5,864	5,901	6,298	6,030
Total RWA	5,967	6,046	-1.3%		6,046	5,822	5,944	6,120	5,967

OTHER FIGURES

FTEs (100%)	3,282	3,344	-1.9%		3,344	3,306	3,304	3,337	3,282
ROAC	21.5%	16.2%	+5.2 p.p.		16.2%	16.4%	20.8%	9.5%	21.5%

CEE - Bulgaria

INCOME STATEMENT

	1Q				1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	y/y %	y/y % at const. FX	2018	2018	2018	2018	2019
Net interest	70	71	-1.7%	-1.7%	71	73	71	72	70
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0
Net fees and commissions	32	30	+8.0%	+8.0%	30	32	32	33	32
Net trading income	20	16	+24.9%	+24.9%	16	15	16	17	20
Net other expenses/income	1	0	+83.2%	+83.2%	0	0	0	1	1
OPERATING INCOME	122	117	+4.6%	+4.6%	117	120	119	122	122
Payroll costs	-20	-19	+8.1%	+8.1%	-19	-19	-19	-19	-20
Other administrative expenses	-13	-14	-1.3%	-1.3%	-14	-13	-12	-15	-13
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-4	-4	-3.3%	-3.3%	-4	-4	-4	-6	-4
Operating costs	-37	-36	+3.2%	+3.2%	-36	-36	-35	-40	-37
OPERATING PROFIT	85	81	+5.2%	+5.2%	81	84	84	83	85
Net write-downs of loans	-16	-18	-10.9%	-10.9%	-18	-16	-16	-8	-16
NET OPERATING PROFIT	69	63	+9.8%	+9.8%	63	68	68	74	69
Other Charges & Provisions	-35	-31	+14.3%	+14.3%	-31	0	0	-2	-35
o/w Systemic Charges	-35	-30	+16.5%	+16.5%	-30	-1	0	0	-35
Integration costs	0	0	-100.0%	-100.0%	0	0	0	0	0
Net income from investments	1	1	-21.3%	-21.3%	1	0	5	-7	1
PROFIT BEFORE TAX	35	33	+5.0%	+5.0%	33	68	73	66	35
CONSOLIDATED PROFIT	31	30	+4.6%	+4.6%	30	61	66	58	31

INCOME STATEMENT RATIOS

Cost income ratio	30.6%	31.0%	-0.4 p.p.		31.0%	29.7%	29.6%	32.6%	30.6%
Cost of Risk (LLP annualised on Avg Loans) in basis points	108	130	-22		130	116	115	59	108

VOLUMES

Customers Loans (excl. Repos and IC)	5,883	5,422	+8.5%		5,422	5,505	5,681	5,754	5,883
Customer Depos (excl. Repos and IC)	8,339	7,817	+6.7%		7,817	7,786	8,059	8,086	8,339
Total RWA	5,825	5,493	+6.0%		5,493	5,289	5,420	5,208	5,825

OTHER FIGURES

FTEs (100%)	4,127	4,151	-0.6%		4,151	4,121	4,118	4,142	4,127
ROAC	16.9%	16.8%	+0.1 p.p.		16.8%	35.0%	37.8%	33.7%	16.9%

CEE - Bosnia

INCOME STATEMENT

	1Q		y/y	y/y %	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	at const. FX	2018	2018	2018	2018	2019
Net interest	27	27	-0.8%	-0.8%	27	28	28	28	27
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0
Net fees and commissions	11	11	+4.2%	+4.2%	11	11	11	11	11
Net trading income	2	2	+0.6%	+0.6%	2	2	2	2	2
Net other expenses/income	0	0	-52.1%	-52.1%	0	0	0	0	0
OPERATING INCOME	40	40	+0.0%	+0.0%	40	42	41	41	40
Payroll costs	-10	-9	+1.9%	+1.9%	-9	-9	-10	-10	-10
Other administrative expenses	-7	-7	+0.5%	+0.5%	-7	-7	-7	-7	-7
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-2	-2	+2.4%	+2.4%	-2	-2	-2	-2	-2
Operating costs	-19	-18	+1.4%	+1.4%	-18	-18	-18	-19	-19
OPERATING PROFIT	21	22	-1.1%	-1.1%	22	24	23	21	21
Net write-downs of loans	-1	-2	-41.4%	-41.4%	-2	-3	-2	-4	-1
NET OPERATING PROFIT	20	19	+4.1%	+4.1%	19	21	21	17	20
Other Charges & Provisions	-2	-1	+8.7%	+8.7%	-1	-2	-2	-2	-2
o/w Systemic Charges	-2	-1	+12.5%	+12.5%	-1	-1	-1	-1	-2
Integration costs	0	0	-100.0%	-100.0%	0	0	0	0	0
Net income from investments	0	0	-26.6%	-26.6%	0	0	0	0	0
PROFIT BEFORE TAX	19	18	+3.1%	+3.1%	18	19	19	15	19
CONSOLIDATED PROFIT	14	14	+3.1%	+3.1%	14	14	15	13	14

INCOME STATEMENT RATIOS

Cost income ratio	46.6%	45.9%	+0.6 p.p.		45.9%	43.2%	44.2%	47.5%	46.6%
Cost of Risk (LLP annualised on Avg Loans) in basis points	26	48	-22		48	55	38	70	26

VOLUMES

Customers Loans (excl. Repos and IC)	2,249	2,084	+7.9%		2,084	2,202	2,227	2,207	2,249
Customer Depos (excl. Repos and IC)	2,788	2,575	+8.3%		2,575	2,727	2,789	2,780	2,788
Total RWA	2,787	2,973	-6.3%		2,973	3,025	3,060	2,815	2,787

OTHER FIGURES

FTEs (100%)	1,628	1,648	-1.2%		1,648	1,642	1,640	1,632	1,628
ROAC	17.5%	16.5%	+0.9 p.p.		16.5%	15.5%	16.5%	14.5%	17.5%

CEE - Serbia

INCOME STATEMENT

	1Q		y/y	y/y %	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	at const. FX	2018	2018	2018	2018	2019
Net interest	29	26	+11.6%	+11.3%	26	28	34	30	29
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0
Net fees and commissions	7	6	+15.8%	+15.6%	6	7	7	7	7
Net trading income	5	4	+19.5%	+19.3%	4	3	4	4	5
Net other expenses/income	0	0	n.m.	n.m.	0	0	0	0	0
OPERATING INCOME	41	36	+13.5%	+13.2%	36	38	45	41	41
Payroll costs	-8	-8	+2.4%	+2.2%	-8	-8	-8	-7	-8
Other administrative expenses	-6	-5	+19.2%	+19.0%	-5	-6	-5	-5	-6
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-2	-2	+7.9%	+7.7%	-2	-2	-2	-2	-2
Operating costs	-16	-15	+8.7%	+8.5%	-15	-15	-15	-15	-16
OPERATING PROFIT	25	22	+16.6%	+16.4%	22	23	30	26	25
Net write-downs of loans	-1	0	n.m.	n.m.	0	0	5	-9	-1
NET OPERATING PROFIT	24	22	+12.8%	+12.6%	22	23	35	17	24
Other Charges & Provisions	-5	-2	n.m.	n.m.	-2	-2	-2	-2	-5
o/w Systemic Charges	-2	-2	+12.6%	+12.4%	-2	-2	-2	-2	-2
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0
Net income from investments	0	-1	n.m.	n.m.	-1	-1	0	-2	0
PROFIT BEFORE TAX	19	19	+0.9%	+0.7%	19	20	33	13	19
CONSOLIDATED PROFIT	17	18	-1.1%	-1.3%	18	18	30	12	17

INCOME STATEMENT RATIOS

Cost income ratio	38.5%	40.2%	-1.7 p.p.		40.2%	40.3%	33.4%	36.7%	38.5%
Cost of Risk (LLP annualised on Avg Loans) in basis points	17	2	15		2	-3	-88	158	17

VOLUMES

Customers Loans (excl. Repos and IC)	2,290	2,109	+8.6%		2,109	2,196	2,254	2,258	2,290
Customer Depos (excl. Repos and IC)	2,025	1,706	+18.7%		1,706	1,880	1,873	2,042	2,025
Total RWA	3,447	3,147	+9.5%		3,147	3,338	3,455	3,466	3,447

OTHER FIGURES

FTEs (100%)	1,191	1,166	+2.1%		1,166	1,192	1,195	1,196	1,191
ROAC	15.2%	17.2%	-2.0 p.p.		17.2%	16.9%	26.3%	10.5%	15.2%

CEE - Yapi

INCOME STATEMENT

	1Q		y/y	y/y %	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	at const. FX	2018	2018	2018	2018	2019
Net interest	209	215	-2.8%	+26.0%	215	220	253	278	209
Dividends and other income from equity investments	2	3	-24.2%	-18.8%	3	2	2	1	2
Net fees and commissions	74	74	+0.4%	+30.4%	74	68	50	59	74
Net trading income	27	-7	n.m.	n.m.	-7	3	-3	22	27
Net other expenses/income	1	2	-42.5%	-25.2%	2	2	1	1	1
OPERATING INCOME	314	287	+9.4%	+41.6%	287	294	302	362	314
Payroll costs	-55	-59	-7.8%	+19.4%	-59	-59	-50	-55	-55
Other administrative expenses	-28	-29	-5.9%	+21.5%	-29	-29	-25	-30	-28
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-9	-11	-16.8%	+7.7%	-11	-8	-8	-9	-9
Operating costs	-91	-99	-8.2%	+18.8%	-99	-96	-83	-93	-91
OPERATING PROFIT	223	188	+18.7%	+53.6%	188	197	219	269	223
Net write-downs of loans	-107	-42	n.m.	n.m.	-42	-72	-152	-174	-107
NET OPERATING PROFIT	116	146	-20.8%	+1.8%	146	126	67	94	116
Other Charges & Provisions	-19	-18	+6.2%	+38.2%	-18	-20	-37	29	-19
o/w Systemic Charges	-4	-5	-9.7%	+17.1%	-5	-5	-4	-4	-4
Integration costs	0	0	-100.0%	-100.0%	0	0	0	0	0
Net income from investments	0	0	n.m.	n.m.	0	0	0	0	0
PROFIT BEFORE TAX	97	129	-24.5%	-3.2%	129	106	30	123	97
CONSOLIDATED PROFIT	76	100	-23.5%	-2.0%	100	83	24	92	76

INCOME STATEMENT RATIOS

Cost income ratio	29.1%	34.6%	-5.6 p.p.		34.6%	32.8%	27.4%	25.6%	29.1%
Cost of Risk (LLP annualised on Avg Loans) in basis points	271	89	182		89	158	361	444	271

VOLUMES

Customers Loans (excl. Repos and IC)	15,734	18,195	-13.5%		18,195	18,117	15,550	15,869	15,734
Customer Depos (excl. Repos and IC)	13,880	13,925	-0.3%		13,925	13,809	12,389	13,508	13,880
Total RWA	23,067	25,280	-8.8%		25,280	25,438	23,192	23,089	23,067

OTHER FIGURES

ROAC	10.5%	12.2%	-1.8 p.p.		12.2%	10.5%	3.2%	12.7%	10.5%
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N.B. Managerial data for illustrative purposes only. At Group level and within CEE Division, Yapi contributes with the net profit attributable to UCG only to the line "Dividends and equity investments income".

Non Core

INCOME STATEMENT

		1Q	y/y	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2018	%	2018	2018	2018	2018	2019
Net interest	3	33	-92.4%	33	28	30	8	3
Dividends and other income from equity investments	0	0	n.m.	0	0	0	0	0
Net fees and commissions	-15	-9	+58.5%	-9	-14	-13	-22	-15
Net trading income	-2	-23	-91.7%	-23	-6	-14	-11	-2
Net other expenses/income	-5	-6	-22.4%	-6	-8	-4	-24	-5
OPERATING INCOME	-19	-5	n.m.	-5	-1	0	-49	-19
Payroll costs	-10	-10	-0.6%	-10	-9	-9	-8	-10
Other administrative expenses	-34	-36	-5.1%	-36	-36	-38	-38	-34
Recovery of expenses	19	13	+44.5%	13	28	18	17	19
Amortisation & depreciation	0	0	-70.3%	0	0	0	0	0
Operating costs	-25	-33	-23.2%	-33	-17	-29	-29	-25
OPERATING PROFIT	-44	-38	+16.3%	-38	-18	-30	-78	-44
Net write-downs of loans	-103	-126	-17.8%	-126	-388	-218	-189	-103
NET OPERATING PROFIT	-148	-164	-9.9%	-164	-406	-248	-267	-148
Other Charges & Provisions	-93	-30	n.m.	-30	7	-2	-63	-93
o/w Systemic Charges	-15	-20	-27.3%	-20	-5	-1	-1	-15
Integration costs	0	0	+75.0%	0	0	0	0	0
Net income from investments	0	0	n.m.	0	0	0	-22	0
PROFIT BEFORE TAX	-240	-194	+24.1%	-194	-399	-250	-352	-240
CONSOLIDATED PROFIT	-189	-137	+38.2%	-137	-280	-176	-208	-189

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	652	400	252	400	n.m.	928	979	652

VOLUMES

Customers Loans (excl. Repos and IC)	6,069	10,918	-44.4%	10,918	9,973	8,833	6,612	6,069
Customer Depos (excl. Repos and IC)	482	824	-41.4%	824	828	749	528	482
Total RWA	11,695	16,957	-31.0%	16,957	15,226	13,966	12,221	11,695

OTHER FIGURES

FTEs (100%)	325	431	-24.7%	431	414	395	345	325
ROAC	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.

Fees - Details Group

(mln Euro)	2019	1Q 2018	y/y %	1Q 2018	2Q 2018	3Q 2018	4Q 2018	1Q 2019
GROUP								
Investment fees	625	717	-12.9%	717	698	613	603	625
Financing fees	414	427	-2.8%	427	423	402	429	414
Transactional fees	615	603	+2.1%	603	602	614	625	615
TOTAL NET COMMISSIONS	1,655	1,747	-5.3%	1,747	1,722	1,629	1,657	1,655
Group Core								
Investment fees	625	717	-12.8%	717	697	613	603	625
Financing fees	431	441	-2.2%	441	441	418	453	431
Transactional fees	614	598	+2.6%	598	598	611	623	614
TOTAL NET COMMISSIONS	1,670	1,756	-4.9%	1,756	1,737	1,642	1,679	1,670

N. of Branches (CMD perimeter)*

ACTUAL FIGURES

	1Q 2018	2Q 2018	3Q 2018	4Q 2018	1Q 2019
Western Europe	3,077	3,019	2,978	2,928	2,908
Italy	2,613	2,555	2,516	2,466	2,446
Germany	341	341	339	339	339
Austria	123	123	123	123	123
CEE	1,682	1,679	1,675	1,663	1,651
Russia	88	89	88	88	88
Czech Republic & Slovakia	129	128	128	127	123
Hungary	55	55	54	55	55
Slovenia	24	24	24	24	24
Croatia	117	116	116	116	116
Romania	141	139	138	138	135
Bulgaria	156	156	156	156	151
Bosnia	113	113	111	111	111
Serbia	71	71	71	72	72
Yapi (100%)	788	788	789	776	776
Total Group	4,759	4,698	4,653	4,591	4,559

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