

One Bank
One Team
One  UniCredit




Divisional Database

Team 23

4Q20 - FY20 GROUP RESULTS

10 Feb 2021

Banking that matters. |  **UniCredit**

4Q20 - FY20 GROUP RESULTS

CONSOLIDATED ACCOUNTS

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Consolidated Income Statement

| CONSOLIDATED INCOME STATEMENT | | | | | | | | | | | |
|---|---------------|---------------|-------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| | FY | | y/y | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
| (mln Euro) | 2020 | 2019 | % | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | 9,441 | 10,071 | -6.3% | 2,537 | 2,507 | 2,520 | 2,508 | 2,494 | 2,393 | 2,303 | 2,250 |
| Dividends and other income from equity investments | 415 | 637 | -34.8% | 167 | 154 | 183 | 133 | 102 | 62 | 128 | 124 |
| Net fees and commissions | 5,976 | 6,304 | -5.2% | 1,541 | 1,565 | 1,569 | 1,629 | 1,620 | 1,380 | 1,469 | 1,506 |
| Net trading income | 1,412 | 1,669 | -15.4% | 484 | 300 | 413 | 472 | 173 | 357 | 455 | 426 |
| Net other expenses/income | -104 | 156 | n.m. | 39 | -8 | 17 | 108 | -11 | -22 | -1 | -69 |
| OPERATING INCOME | 17,140 | 18,839 | -9.0% | 4,768 | 4,518 | 4,703 | 4,850 | 4,378 | 4,170 | 4,354 | 4,238 |
| Payroll costs | -5,968 | -6,146 | -2.9% | -1,555 | -1,519 | -1,522 | -1,549 | -1,542 | -1,492 | -1,479 | -1,456 |
| Other administrative expenses | -3,223 | -3,279 | -1.7% | -832 | -803 | -786 | -858 | -812 | -797 | -788 | -827 |
| Recovery of expenses | 523 | 592 | -11.7% | 150 | 151 | 142 | 150 | 125 | 128 | 124 | 147 |
| Amortisation & depreciation | -1,137 | -1,096 | +3.7% | -272 | -276 | -281 | -267 | -265 | -284 | -266 | -323 |
| Operating costs | -9,805 | -9,929 | -1.2% | -2,510 | -2,448 | -2,447 | -2,525 | -2,493 | -2,444 | -2,410 | -2,458 |
| OPERATING PROFIT | 7,335 | 8,910 | -17.7% | 2,258 | 2,070 | 2,256 | 2,325 | 1,885 | 1,726 | 1,945 | 1,780 |
| Net write-downs of loans | -4,996 | -3,382 | +47.7% | -467 | -707 | -563 | -1,645 | -1,261 | -937 | -741 | -2,058 |
| NET OPERATING PROFIT | 2,339 | 5,527 | -57.7% | 1,791 | 1,362 | 1,694 | 681 | 624 | 788 | 1,204 | -278 |
| Other Charges & Provisions | -1,055 | -954 | +10.7% | -214 | -236 | -187 | -316 | -528 | -185 | -251 | -91 |
| o/w Systemic Charges | -958 | -886 | +8.2% | -538 | -118 | -148 | -82 | -538 | -166 | -201 | -53 |
| o/w DGS | -280 | -249 | +12.5% | -72 | -30 | -112 | -34 | -64 | -26 | -169 | -20 |
| o/w Bank levies | -202 | -218 | -7.3% | -99 | -35 | -36 | -48 | -100 | -37 | -32 | -33 |
| o/w SRF | -476 | -419 | +13.6% | -367 | -52 | 0 | 0 | -373 | -103 | 0 | 0 |
| Integration costs | -1,464 | -664 | n.m. | -3 | -2 | -2 | -657 | -1,347 | -6 | -30 | -82 |
| Net income from investments | -1,365 | -844 | +61.7% | 90 | -311 | 41 | -665 | -1,261 | -92 | -141 | 130 |
| PROFIT BEFORE TAX | -1,546 | 3,065 | n.m. | 1,664 | 814 | 1,545 | -958 | -2,512 | 505 | 782 | -322 |
| Income tax for the period | -344 | -890 | -61.3% | -494 | -176 | -338 | 119 | -140 | -73 | -97 | -34 |
| Profit (Loss) from non-current assets held for sale after tax | 49 | 1,383 | -96.5% | 65 | 1,307 | 0 | 11 | 0 | 1 | 0 | 48 |
| PROFIT (LOSS) FOR THE PERIOD | -1,842 | 3,559 | n.m. | 1,235 | 1,944 | 1,207 | -828 | -2,652 | 433 | 685 | -308 |
| Minorities | -7 | -118 | -93.9% | -59 | -29 | -26 | -4 | -5 | -6 | -5 | 8 |
| NET PROFIT ATTRIBUTABLE TO THE GROUP BEFORE PPA | -1,849 | 3,441 | n.m. | 1,176 | 1,916 | 1,181 | -832 | -2,656 | 428 | 680 | -300 |
| Purchase Price Allocation effect | -50 | -68 | -26.6% | -1 | -63 | -1 | -3 | -50 | 0 | 0 | 0 |
| Goodwill impairment | -886 | 0 | n.m. | 0 | 0 | 0 | 0 | 0 | -8 | 0 | -878 |
| CONSOLIDATED PROFIT | -2,785 | 3,373 | n.m. | 1,175 | 1,853 | 1,180 | -835 | -2,706 | 420 | 680 | -1,179 |
| INCOME STATEMENT RATIOS | | | | | | | | | | | |
| Cost income ratio | 57.2% | 52.7% | 4.5 p.p. | 52.6% | 54.2% | 52.0% | 52.1% | 56.9% | 58.6% | 55.3% | 58.0% |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | 105 | 71 | 34 | 40 | 60 | 47 | 137 | 104 | 77 | 63 | 179 |
| Tax rate | n.m. | 29.0% | n.m. | 29.7% | 21.7% | 21.9% | n.m. | n.m. | 14.4% | 12.4% | n.m. |
| VOLUMES | | | | | | | | | | | |
| Customers Loans (excl. Repos) | 414,793 | 424,352 | -2.3% | 429,252 | 432,158 | 431,929 | 424,352 | 433,829 | 430,992 | 421,573 | 414,793 |
| Customer Depos (excl. Repos) | 459,944 | 420,449 | +9.4% | 406,258 | 410,067 | 417,203 | 420,449 | 423,330 | 433,283 | 445,087 | 459,944 |
| TFA* | 747,860 | 704,231 | +6.2% | 674,364 | 683,432 | 692,295 | 704,231 | 662,801 | 700,038 | 716,835 | 747,860 |
| o/w AUM | 203,229 | 201,557 | +0.8% | 187,557 | 190,767 | 195,441 | 201,557 | 180,423 | 191,403 | 195,816 | 203,229 |
| o/w AUC | 146,224 | 140,412 | +4.1% | 135,496 | 135,864 | 136,396 | 140,412 | 118,168 | 132,930 | 135,715 | 146,224 |
| Total RWA | 325,665 | 378,718 | -14.0% | 371,739 | 387,139 | 387,774 | 378,718 | 360,970 | 350,670 | 336,396 | 325,665 |
| OTHER FIGURES | | | | | | | | | | | |
| FTEs (100%) | 82,107 | 84,245 | -2.5% | 85,111 | 84,836 | 84,652 | 84,245 | 83,942 | 83,685 | 83,621 | 82,107 |
| ROTE STATED | -5.4% | 6.7% | -12.1 p.p. | 9.7% | 14.8% | 9.2% | -6.4% | -20.8% | 3.3% | 5.3% | -9.3% |

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

Consolidated Balance Sheet

| | 1Q 2019 | 2Q 2019 | 3Q 2019 | 4Q 2019 | 1Q 2020 | 2Q 2020 | 3Q 2020 | 4Q 2020 |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| (mln Euro) | | | | | | | | |
| Assets | | | | | | | | |
| Cash and cash balances | 31,991 | 32,578 | 30,997 | 17,305 | 20,726 | 17,342 | 37,900 | 101,707 |
| Financial assets held for trading | 67,135 | 67,344 | 74,871 | 63,280 | 69,756 | 67,236 | 73,165 | 72,705 |
| Loans to banks | 83,655 | 77,911 | 81,483 | 97,888 | 94,525 | 126,541 | 129,140 | 111,814 |
| Loans to customers | 471,653 | 469,298 | 480,997 | 482,574 | 489,973 | 479,253 | 466,776 | 450,550 |
| Other financial assets | 148,061 | 138,438 | 146,292 | 149,091 | 151,907 | 155,884 | 153,407 | 153,349 |
| Hedging instruments | 8,516 | 9,801 | 11,573 | 9,230 | 11,051 | 11,445 | 8,241 | 7,687 |
| Property, plant and equipment | 11,162 | 9,549 | 9,276 | 11,097 | 10,519 | 10,242 | 10,148 | 9,939 |
| Goodwill | 1,484 | 886 | 886 | 886 | 886 | 878 | 878 | 0 |
| Other intangible assets | 1,996 | 1,915 | 1,952 | 1,914 | 1,865 | 1,957 | 1,994 | 2,117 |
| Tax assets | 13,019 | 12,780 | 12,673 | 12,922 | 12,955 | 12,978 | 13,024 | 13,097 |
| Non-current assets and disposal groups classified as held for sale | 1,764 | 3,286 | 4,535 | 2,512 | 2,045 | 1,984 | 2,104 | 2,017 |
| Other assets | 7,692 | 8,824 | 8,008 | 6,949 | 6,542 | 6,994 | 6,575 | 6,473 |
| Total assets | 848,128 | 832,611 | 863,544 | 855,647 | 872,753 | 892,735 | 903,353 | 931,456 |
| Liabilities and shareholders' equity | | | | | | | | |
| Deposits from banks | 136,882 | 132,695 | 143,213 | 135,563 | 161,497 | 164,843 | 163,775 | 172,465 |
| Deposits from customers | 473,514 | 453,019 | 455,473 | 470,570 | 454,956 | 468,315 | 474,790 | 498,440 |
| Debt securities issued | 84,283 | 92,434 | 97,575 | 96,301 | 95,197 | 95,902 | 101,588 | 102,524 |
| Financial liabilities held for trading | 41,879 | 40,410 | 46,102 | 41,483 | 46,785 | 45,551 | 47,812 | 47,787 |
| Other financial liabilities | 13,815 | 13,689 | 13,401 | 12,083 | 11,094 | 12,656 | 12,963 | 12,887 |
| Hedging instruments | 11,440 | 13,848 | 16,023 | 12,150 | 14,236 | 15,029 | 12,551 | 11,764 |
| Tax liabilities | 1,295 | 1,020 | 1,079 | 1,378 | 1,509 | 1,454 | 1,469 | 1,358 |
| Liabilities included in disposal groups classified as held for sale | 547 | 632 | 626 | 725 | 559 | 615 | 593 | 761 |
| Other liabilities | 25,267 | 24,948 | 29,137 | 23,608 | 25,669 | 27,186 | 26,722 | 23,529 |
| Minorities | 1,018 | 445 | 462 | 369 | 430 | 437 | 443 | 435 |
| Group Shareholders' Equity: | 58,188 | 59,471 | 60,454 | 61,416 | 60,820 | 60,748 | 60,645 | 59,507 |
| - Capital and reserves | 57,012 | 56,443 | 56,245 | 58,042 | 63,526 | 63,034 | 62,252 | 62,292 |
| - Net profit (loss) | 1,175 | 3,028 | 4,208 | 3,373 | -2,706 | -2,286 | -1,606 | -2,785 |
| Total liabilities and shareholders' equity | 848,128 | 832,611 | 863,544 | 855,647 | 872,753 | 892,735 | 903,353 | 931,456 |

Shareholders' Equity attributable to the Group & Shares

(mln Euro)

| | |
|--|---------------|
| Shareholders' equity as at 31 December 2019 | 61,416 |
| Equity instruments | 1,239 |
| Change in reserve related coupon on AT1 instruments | -326 |
| Charges related to transaction denominated "Cashes" | -126 |
| Change in the valuation reserve of the companies accounted for using the equity method(1) | 726 |
| Change in the valuation reserve of non-current assets classified held-for-sale(1) | 658 |
| Change in the valuation reserve relating to the actuarial gains/losses on defined benefit plans(2) | -434 |
| Exchange differences reserve(3) | -917 |
| Other changes | 56 |
| Net profit (loss) for the period | -2,785 |
| Shareholders' Equity as at 31 December 2020 | 59,507 |

Notes:

(1) The change in the valuation reserve of the companies accounted for using the equity method for +€726 million and in the reserve of non-current assets classified held-for-sale for +€658 million is mainly due to the disposal of respectively 11.93% and 9.02% stake of Yapi Ve Kredi Bankasi AS with the consequent recycle mostly to profit or loss of reserves basically referred to exchange rate differences on Turkish Lira.

(2) Mainly referred to drop in DBO discount rate induced by increase in prices of High Quality Corporate Bonds partially offset by plan assets performance.

(3) This effect is mainly due to the impact of Russian Ruble for -€681 million, Hungarian Forint for -€99 million and Czech Crown for -€81 million.

Average & EoP YtD number of outstanding and diluted shares

| | 1Q 2019 | 2Q 2019 | 3Q 2019 | 4Q 2019 | 1Q 2020 | 2Q 2020 | 3Q 2020 | 4Q 2020 |
|---------------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Average number of outstanding shares* | 2,220,496,264 | 2,222,052,152 | 2,222,606,271 | 2,222,881,054 | 2,223,909,901 | 2,225,745,652 | 2,226,362,035 | 2,226,668,543 |
| Average number of diluted shares* | - | 2,233,727,871 | - | 2,236,839,506 | 2,233,897,148 | 2,236,776,028 | 2,237,260,376 | 2,239,530,094 |
| EoP number of outstanding shares* | 2,220,496,264 | 2,223,696,441 | 2,223,696,441 | 2,223,696,441 | 2,227,581,402 | 2,227,581,402 | 2,227,581,402 | 2,227,581,402 |
| EoP number of diluted shares* | - | 2,236,963,885 | - | 2,238,447,930 | 2,240,149,642 | 2,240,048,147 | 2,239,908,063 | 2,241,202,294 |

*Net of the average number of treasury shares and of further No.9,675,641 shares held under a contract of usufruct.

Asset Quality Group

LOANS TO CUSTOMERS

| | 1Q 2019 | 2Q 2019 | 3Q 2019 | 4Q 2019 | 1Q 2020 | 2Q 2020 | 3Q 2020 | 4Q 2020 |
|---------------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| (mln Euro) | | | | | | | | |
| Gross Bad Loans | 21,355 | 19,117 | 14,536 | 12,491 | 12,581 | 10,767 | 10,024 | 7,613 |
| Writedowns | 15,541 | 13,808 | 10,493 | 9,535 | 9,663 | 8,098 | 7,481 | 5,967 |
| Coverage Ratio | 72.8% | 72.2% | 72.2% | 76.3% | 76.8% | 75.2% | 74.6% | 78.4% |
| Net Bad Loans | 5,813 | 5,308 | 4,042 | 2,956 | 2,918 | 2,669 | 2,543 | 1,645 |
| Gross Unlikely to pay | 15,307 | 14,353 | 13,322 | 11,934 | 11,475 | 11,956 | 11,806 | 12,874 |
| Writedowns | 7,385 | 6,875 | 6,748 | 6,675 | 6,278 | 6,407 | 6,119 | 6,492 |
| Coverage Ratio | 48.2% | 47.9% | 50.7% | 55.9% | 54.7% | 53.6% | 51.8% | 50.4% |
| Net Unlikely to pay | 7,922 | 7,478 | 6,574 | 5,259 | 5,197 | 5,549 | 5,687 | 6,381 |
| Gross Past-due loans | 899 | 946 | 898 | 870 | 858 | 948 | 874 | 759 |
| Writedowns | 267 | 294 | 289 | 293 | 305 | 341 | 314 | 256 |
| Coverage Ratio | 29.7% | 31.1% | 32.2% | 33.7% | 35.5% | 36.0% | 35.9% | 33.7% |
| Net Past-due loans | 632 | 651 | 609 | 577 | 553 | 607 | 561 | 503 |
| GROSS NON PERFORMING EXPOSURES | 37,560 | 34,416 | 28,756 | 25,295 | 24,914 | 23,671 | 22,704 | 21,246 |
| Writedowns | 23,193 | 20,977 | 17,531 | 16,503 | 16,246 | 14,846 | 13,913 | 12,716 |
| Coverage Ratio | 61.7% | 61.0% | 61.0% | 65.2% | 65.2% | 62.7% | 61.3% | 59.8% |
| NET NON PERFORMING EXPOSURES | 14,367 | 13,438 | 11,225 | 8,792 | 8,668 | 8,825 | 8,792 | 8,530 |
| GROSS PERFORMING LOANS | 456,779 | 458,497 | 472,408 | 476,333 | 484,646 | 474,040 | 461,791 | 446,157 |
| Writedowns | 2,522 | 2,637 | 2,635 | 2,552 | 3,341 | 3,611 | 3,806 | 4,138 |
| Coverage Ratio | 0.6% | 0.6% | 0.6% | 0.5% | 0.7% | 0.8% | 0.8% | 0.9% |
| NET PERFORMING LOANS | 454,257 | 455,860 | 469,773 | 473,782 | 481,306 | 470,429 | 457,985 | 442,019 |
| | 1Q 2019 | 2Q 2019 | 3Q 2019 | 4Q 2019 | 1Q 2020 | 2Q 2020 | 3Q 2020 | 4Q 2020 |
| Gross Bad Loans ratio | 4.3% | 3.9% | 2.9% | 2.5% | 2.5% | 2.2% | 2.1% | 1.6% |
| Net Bad Loans ratio | 1.2% | 1.1% | 0.8% | 0.6% | 0.6% | 0.6% | 0.5% | 0.4% |
| Gross Unlikely to pay ratio | 3.1% | 2.9% | 2.7% | 2.4% | 2.3% | 2.4% | 2.4% | 2.8% |
| Net Unlikely to pay ratio | 1.7% | 1.6% | 1.4% | 1.1% | 1.1% | 1.2% | 1.2% | 1.4% |
| Gross Past-due loans ratio | 0.2% | 0.2% | 0.2% | 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% | 0.1% | 0.1% | 0.1% |
| GROSS NPE Ratio | 7.6% | 7.0% | 5.7% | 5.0% | 4.9% | 4.8% | 4.7% | 4.5% |
| NET NPE Ratio | 3.1% | 2.9% | 2.3% | 1.8% | 1.8% | 1.8% | 1.9% | 1.9% |

Asset Quality - Group excl. Non Core

LOANS TO CUSTOMERS

| | 1Q 2019 | 2Q 2019 | 3Q 2019 | 4Q 2019 | 1Q 2020 | 2Q 2020 | 3Q 2020 | 4Q 2020 |
|---------------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Gross Bad Loans | 9,896 | 9,067 | 8,095 | 7,531 | 7,510 | 6,589 | 6,316 | 5,609 |
| Writedowns | 6,983 | 6,312 | 5,724 | 5,411 | 5,418 | 4,677 | 4,449 | 4,222 |
| Coverage Ratio | 70.6% | 69.6% | 70.7% | 71.9% | 72.1% | 71.0% | 70.4% | 75.3% |
| Net Bad Loans | 2,913 | 2,755 | 2,371 | 2,120 | 2,092 | 1,913 | 1,867 | 1,386 |
| Gross Unlikely to pay | 9,052 | 8,751 | 8,556 | 8,318 | 8,460 | 9,172 | 9,644 | 11,193 |
| Writedowns | 4,276 | 4,038 | 4,134 | 4,099 | 4,177 | 4,487 | 4,677 | 5,323 |
| Coverage Ratio | 47.2% | 46.1% | 48.3% | 49.3% | 49.4% | 48.9% | 48.5% | 47.6% |
| Net Unlikely to pay | 4,776 | 4,714 | 4,421 | 4,219 | 4,284 | 4,686 | 4,968 | 5,870 |
| Gross Past-due loans | 867 | 918 | 875 | 854 | 844 | 936 | 864 | 751 |
| Writedowns | 253 | 281 | 280 | 286 | 299 | 336 | 309 | 252 |
| Coverage Ratio | 29.2% | 30.7% | 32.0% | 33.5% | 35.4% | 35.8% | 35.8% | 33.6% |
| Net Past-due loans | 614 | 637 | 595 | 568 | 545 | 600 | 555 | 499 |
| GROSS NON PERFORMING EXPOSURES | 19,815 | 18,737 | 17,526 | 16,702 | 16,815 | 16,698 | 16,825 | 17,553 |
| Writedowns | 11,513 | 10,631 | 10,138 | 9,796 | 9,893 | 9,499 | 9,435 | 9,798 |
| Coverage Ratio | 58.1% | 56.7% | 57.8% | 58.7% | 58.8% | 56.9% | 56.1% | 55.8% |
| NET NON PERFORMING EXPOSURES | 8,302 | 8,106 | 7,388 | 6,906 | 6,922 | 7,199 | 7,389 | 7,755 |
| GROSS PERFORMING LOANS | 456,775 | 458,497 | 472,408 | 476,333 | 484,646 | 474,040 | 461,791 | 446,157 |
| Writedowns | 2,522 | 2,637 | 2,635 | 2,552 | 3,341 | 3,611 | 3,806 | 4,138 |
| Coverage Ratio | 0.6% | 0.6% | 0.6% | 0.5% | 0.7% | 0.8% | 0.8% | 0.9% |
| NET PERFORMING LOANS | 454,253 | 455,860 | 469,772 | 473,782 | 481,306 | 470,429 | 457,985 | 442,019 |
| | 1Q 2019 | 2Q 2019 | 3Q 2019 | 4Q 2019 | 1Q 2020 | 2Q 2020 | 3Q 2020 | 4Q 2020 |
| Gross Bad Loans ratio | 2.1% | 1.9% | 1.7% | 1.5% | 1.5% | 1.3% | 1.3% | 1.2% |
| Net Bad Loans ratio | 0.6% | 0.6% | 0.5% | 0.4% | 0.4% | 0.4% | 0.4% | 0.3% |
| Gross Unlikely to pay ratio | 1.9% | 1.8% | 1.7% | 1.7% | 1.7% | 1.9% | 2.0% | 2.4% |
| Net Unlikely to pay ratio | 1.0% | 1.0% | 0.9% | 0.9% | 0.9% | 1.0% | 1.1% | 1.3% |
| Gross Past-due loans ratio | 0.2% | 0.2% | 0.2% | 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% | 0.1% | 0.1% | 0.1% |
| GROSS NPE Ratio | 4.2% | 3.9% | 3.6% | 3.4% | 3.4% | 3.4% | 3.5% | 3.8% |
| NET NPE Ratio | 1.8% | 1.7% | 1.5% | 1.4% | 1.4% | 1.5% | 1.6% | 1.7% |

Asset Quality - Non Core

LOANS TO CUSTOMERS

| | 1Q 2019 | 2Q 2019 | 3Q 2019 | 4Q 2019 | 1Q 2020 | 2Q 2020 | 3Q 2020 | 4Q 2020 |
|---------------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Gross Bad Loans | 11,459 | 10,049 | 6,440 | 4,960 | 5,071 | 4,178 | 3,708 | 2,004 |
| Writedowns | 8,558 | 7,496 | 4,770 | 4,124 | 4,245 | 3,422 | 3,031 | 1,745 |
| Coverage Ratio | 74.7% | 74.6% | 74.1% | 83.1% | 83.7% | 81.9% | 81.8% | 87.1% |
| Net Bad Loans | 2,901 | 2,553 | 1,671 | 837 | 825 | 756 | 677 | 259 |
| Gross Unlikely to pay | 6,255 | 5,602 | 4,766 | 3,616 | 3,015 | 2,783 | 2,162 | 1,681 |
| Writedowns | 3,108 | 2,837 | 2,614 | 2,576 | 2,101 | 1,920 | 1,442 | 1,169 |
| Coverage Ratio | 49.7% | 50.6% | 54.8% | 71.2% | 69.7% | 69.0% | 66.7% | 69.5% |
| Net Unlikely to pay | 3,147 | 2,765 | 2,152 | 1,040 | 913 | 863 | 720 | 512 |
| Gross Past-due loans | 32 | 28 | 23 | 16 | 14 | 12 | 10 | 8 |
| Writedowns | 14 | 13 | 9 | 7 | 6 | 5 | 5 | 4 |
| Coverage Ratio | 44.1% | 45.9% | 41.8% | 43.9% | 45.2% | 44.7% | 42.9% | 46.5% |
| Net Past-due loans | 18 | 15 | 13 | 9 | 7 | 7 | 6 | 4 |
| GROSS NON PERFORMING EXPOSURES | 17,746 | 15,679 | 11,230 | 8,592 | 8,099 | 6,973 | 5,880 | 3,693 |
| Writedowns | 11,681 | 10,346 | 7,393 | 6,707 | 6,353 | 5,347 | 4,478 | 2,918 |
| Coverage Ratio | 65.8% | 66.0% | 65.8% | 78.1% | 78.4% | 76.7% | 76.2% | 79.0% |
| NET NON PERFORMING EXPOSURES | 6,065 | 5,333 | 3,837 | 1,886 | 1,746 | 1,626 | 1,402 | 775 |
| GROSS PERFORMING LOANS | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Writedowns | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Coverage Ratio | 0.4% | n.m. | 6.5% | n.m. | n.m. | n.m. | n.m. | n.m. |
| NET PERFORMING LOANS | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 1Q 2019 | 2Q 2019 | 3Q 2019 | 4Q 2019 | 1Q 2020 | 2Q 2020 | 3Q 2020 | 4Q 2020 |
| Gross Bad Loans ratio | 64.6% | 64.1% | 57.4% | 57.7% | 62.6% | 59.9% | 63.1% | 54.3% |
| Net Bad Loans ratio | 47.8% | 47.9% | 43.5% | 44.4% | 47.3% | 46.5% | 48.3% | 33.4% |
| Gross Unlikely to pay ratio | 35.2% | 35.7% | 42.4% | 42.1% | 37.2% | 39.9% | 36.8% | 45.5% |
| Net Unlikely to pay ratio | 51.8% | 51.8% | 56.1% | 55.2% | 52.3% | 53.1% | 51.3% | 66.0% |
| Gross Past-due loans ratio | 0.2% | 0.2% | 0.2% | 0.2% | 0.2% | 0.2% | 0.2% | 0.2% |
| Net Past-due loans ratio | 0.3% | 0.3% | 0.3% | 0.5% | 0.4% | 0.4% | 0.4% | 0.6% |
| GROSS NPE Ratio | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| NET NPE Ratio | 99.9% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

Asset Quality by Division

LOANS TO CUSTOMERS

| | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|-----------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| (mln Euro) | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Commercial Banking Italy | | | | | | | | |
| Gross Non Performing Exposures | 8,612 | 8,204 | 7,303 | 7,294 | 7,446 | 7,359 | 7,244 | 7,087 |
| Net Non Performing Exposures | 3,777 | 3,740 | 3,273 | 3,132 | 3,134 | 3,321 | 3,236 | 2,622 |
| NPE Coverage Ratio | 56.1% | 54.4% | 55.2% | 57.1% | 57.9% | 54.9% | 55.3% | 63.0% |
| Gross Customer Loans | 142,991 | 142,707 | 141,719 | 140,273 | 139,593 | 138,577 | 139,142 | 138,867 |
| Net Customer Loans | 136,985 | 137,059 | 136,487 | 134,998 | 133,762 | 133,021 | 133,428 | 132,333 |
| Gross NPE Ratio | 6.0% | 5.7% | 5.2% | 5.2% | 5.3% | 5.3% | 5.2% | 5.1% |
| Net NPE Ratio | 2.8% | 2.7% | 2.4% | 2.3% | 2.3% | 2.5% | 2.4% | 2.0% |
| Commercial Banking Germany | | | | | | | | |
| Gross Non Performing Exposures | 1,611 | 1,561 | 1,540 | 1,476 | 1,498 | 1,519 | 1,773 | 1,965 |
| Net Non Performing Exposures | 819 | 840 | 831 | 824 | 808 | 851 | 1,143 | 1,339 |
| NPE Coverage Ratio | 49.1% | 46.2% | 46.0% | 44.2% | 46.1% | 44.0% | 35.5% | 31.9% |
| Gross Customer Loans | 87,314 | 88,757 | 89,701 | 88,342 | 89,515 | 90,765 | 90,142 | 88,278 |
| Net Customer Loans | 86,282 | 87,793 | 88,726 | 87,402 | 88,453 | 89,682 | 89,067 | 87,265 |
| Gross NPE Ratio | 1.8% | 1.8% | 1.7% | 1.7% | 1.7% | 1.7% | 2.0% | 2.2% |
| Net NPE Ratio | 0.9% | 1.0% | 0.9% | 0.9% | 0.9% | 0.9% | 1.3% | 1.5% |
| Commercial Banking Austria | | | | | | | | |
| Gross Non Performing Exposures | 1,848 | 1,848 | 1,809 | 1,784 | 1,699 | 1,655 | 1,633 | 1,718 |
| Net Non Performing Exposures | 852 | 871 | 875 | 889 | 856 | 847 | 839 | 897 |
| NPE Coverage Ratio | 53.9% | 52.9% | 51.6% | 50.2% | 49.6% | 48.8% | 48.6% | 47.8% |
| Gross Customer Loans | 45,760 | 45,908 | 46,240 | 46,253 | 46,368 | 45,802 | 45,779 | 44,932 |
| Net Customer Loans | 44,435 | 44,606 | 44,962 | 45,044 | 45,139 | 44,628 | 44,636 | 43,726 |
| Gross NPE Ratio | 4.0% | 4.0% | 3.9% | 3.9% | 3.7% | 3.6% | 3.6% | 3.8% |
| Net NPE Ratio | 1.9% | 2.0% | 1.9% | 2.0% | 1.9% | 1.9% | 1.9% | 2.1% |
| CIB | | | | | | | | |
| Gross Non Performing Exposures | 3,236 | 3,181 | 3,176 | 2,877 | 2,790 | 2,741 | 2,643 | 2,970 |
| Net Non Performing Exposures | 1,370 | 1,276 | 1,273 | 1,095 | 1,053 | 1,073 | 987 | 1,503 |
| NPE Coverage Ratio | 57.7% | 59.9% | 59.9% | 61.9% | 62.2% | 60.9% | 62.7% | 49.4% |
| Gross Customer Loans | 131,140 | 129,660 | 141,603 | 148,578 | 157,424 | 148,032 | 138,286 | 126,761 |
| Net Customer Loans | 129,036 | 127,494 | 139,477 | 146,601 | 155,373 | 145,925 | 136,202 | 124,901 |
| Gross NPE Ratio | 2.5% | 2.5% | 2.2% | 1.9% | 1.8% | 1.9% | 1.9% | 2.3% |
| Net NPE Ratio | 1.1% | 1.0% | 0.9% | 0.7% | 0.7% | 0.7% | 0.7% | 1.2% |
| CEE | | | | | | | | |
| Gross Non Performing Exposures | 4,469 | 3,901 | 3,651 | 3,258 | 3,376 | 3,419 | 3,522 | 3,809 |
| Net Non Performing Exposures | 1,467 | 1,360 | 1,113 | 959 | 1,071 | 1,106 | 1,180 | 1,394 |
| NPE Coverage Ratio | 67.2% | 65.2% | 69.5% | 70.6% | 68.3% | 67.6% | 66.5% | 63.4% |
| Gross Customer Loans | 69,521 | 70,259 | 70,684 | 70,671 | 69,342 | 68,357 | 65,908 | 65,617 |
| Net Customer Loans | 65,989 | 67,089 | 67,560 | 67,732 | 66,285 | 65,168 | 62,686 | 62,302 |
| Gross NPE Ratio | 6.4% | 5.6% | 5.2% | 4.6% | 4.9% | 5.0% | 5.3% | 5.8% |
| Net NPE Ratio | 2.2% | 2.0% | 1.6% | 1.4% | 1.6% | 1.7% | 1.9% | 2.2% |

Capital Position

GROUP CAPITAL STRUCTURE

Basel 3

| (mln Euro) | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q | Change % | |
|--|---------|---------|---------|---------|---------|---------|---------|---------|----------|-------|
| | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 | q/q | y/y |
| Common Equity Tier I Fully Loaded | 45,555 | 46,748 | 48,874 | 50,054 | 48,529 | 48,572 | 48,466 | 49,324 | +1.8 | -1.5 |
| Common Equity Tier I Capital Transitional (*) | 45,555 | 46,748 | 48,874 | 50,054 | 48,529 | 50,976 | 50,959 | 51,971 | +2.0 | +3.8 |
| Tier I Capital Transitional | 51,767 | 52,772 | 55,182 | 56,414 | 55,880 | 58,315 | 58,299 | 59,321 | +1.8 | +5.2 |
| Total Capital Transitional | 60,815 | 62,757 | 66,361 | 66,982 | 65,003 | 68,169 | 66,806 | 67,464 | +1.0 | +0.7 |
| Total RWA Transitional | 371,739 | 387,139 | 387,774 | 378,718 | 360,970 | 350,670 | 336,396 | 325,665 | -3.2 | -14.0 |
| Credit Risk | 327,789 | 343,313 | 343,677 | 334,264 | 313,780 | 302,195 | 291,341 | 283,578 | -2.7 | -15.2 |
| Market Risk | 11,456 | 11,481 | 11,660 | 11,490 | 14,619 | 15,589 | 12,562 | 11,217 | -10.7 | -2.4 |
| Operational Risk | 32,494 | 32,345 | 32,437 | 32,965 | 32,571 | 32,886 | 32,493 | 30,871 | -5.0 | -6.4 |

CAPITAL RATIOS

| | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q | Delta | |
|--|--------|--------|--------|--------|--------|--------|--------|--------|-------|-------|
| | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 | q/q | y/y |
| Common Equity Tier I Capital Ratio Transitional | 12.25% | 12.08% | 12.60% | 13.22% | 13.44% | 14.54% | 15.15% | 15.96% | 81bp | 274bp |
| Tier I Capital Ratio Transitional | 13.93% | 13.63% | 14.23% | 14.90% | 15.48% | 16.63% | 17.33% | 18.22% | 89bp | 332bp |
| Total Capital Ratio Transitional | 16.36% | 16.21% | 17.11% | 17.69% | 18.01% | 19.44% | 19.86% | 20.72% | 86bp | 303bp |
| MDA buffer Fully Loaded (CET1 ratio) | 2.19% | 2.01% | 2.52% | 3.12% | 4.36% | 4.81% | 5.38% | 6.11% | 73bp | 299bp |
| MDA buffer Transitional (CET1 ratio)** | 2.19% | 2.01% | 2.52% | 3.12% | 4.36% | 5.49% | 6.12% | 6.93% | 81bp | 381bp |

(*) Starting from 2Q 2020, the capital ratios includes the transitional arrangements related to IFRS9 as per CRR article 473a

(**) MDA buffer Tr CET1 equal to Fully loaded till 1Q20.

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", B.4 "Market Risk" and part of B.6 "Other calculation elements" of Pillar III "Capital Adequacy" table.

Operational Risk RWA amount includes RWA equivalent to point B.5 "Operational risk" of Pillar III "Capital Adequacy" table.

Commercial Bank - Italy

INCOME STATEMENT

| | FY | | y/y | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|---------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| (mln Euro) | 2020 | 2019 | % | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | 2,889 | 3,300 | -12.4% | 843 | 831 | 822 | 804 | 780 | 755 | 680 | 674 |
| Dividends and other income from equity investments | 140 | 123 | +13.8% | 29 | 22 | 34 | 38 | 29 | 27 | 48 | 36 |
| Net fees and commissions | 3,377 | 3,652 | -7.5% | 912 | 917 | 894 | 929 | 917 | 775 | 833 | 852 |
| Net trading income | 41 | 79 | -48.6% | 12 | 8 | 12 | 46 | -9 | 8 | 22 | 20 |
| Net other expenses/income | -105 | -92 | +14.6% | -20 | 9 | -21 | -59 | -15 | -20 | -18 | -52 |
| OPERATING INCOME | 6,341 | 7,062 | -10.2% | 1,776 | 1,787 | 1,742 | 1,757 | 1,702 | 1,545 | 1,565 | 1,530 |
| Payroll costs | -2,057 | -2,157 | -4.6% | -544 | -541 | -535 | -536 | -534 | -522 | -513 | -488 |
| Other administrative expenses | -1,917 | -1,960 | -2.2% | -495 | -493 | -489 | -483 | -469 | -480 | -481 | -487 |
| Recovery of expenses | 394 | 424 | -7.0% | 105 | 108 | 101 | 110 | 94 | 98 | 97 | 105 |
| Amortisation & depreciation | -88 | -90 | -1.5% | -21 | -23 | -22 | -24 | -22 | -22 | -21 | -23 |
| Operating costs | -3,668 | -3,782 | -3.0% | -955 | -950 | -944 | -933 | -930 | -926 | -918 | -894 |
| OPERATING PROFIT | 2,673 | 3,280 | -18.5% | 821 | 837 | 798 | 824 | 771 | 619 | 647 | 636 |
| Net write-downs of loans | -2,681 | -1,041 | n.m. | -206 | -316 | -249 | -270 | -649 | -446 | -449 | -1,136 |
| NET OPERATING PROFIT | -8 | 2,239 | n.m. | 615 | 521 | 550 | 554 | 122 | 173 | 198 | -500 |
| Other Charges & Provisions | -264 | -342 | -22.8% | -78 | -72 | -92 | -100 | -69 | -23 | -106 | -66 |
| o/w Systemic Charges | -161 | -148 | +9.3% | -57 | 1 | -81 | -11 | -59 | -12 | -93 | 2 |
| o/w DGS | -90 | -92 | -1.7% | 0 | 0 | -81 | -11 | 0 | 0 | -93 | 3 |
| o/w Bank levies | -2 | -1 | n.m. | 0 | 0 | 0 | 0 | 0 | -1 | 0 | 0 |
| o/w SRF | -69 | -55 | +25.9% | -57 | 2 | 0 | 0 | -58 | -11 | 0 | 0 |
| Integration costs | -1,054 | -82 | n.m. | 0 | -1 | 0 | -81 | -1,027 | -3 | 0 | -25 |
| Net income from investments | -13 | -83 | -84.4% | -6 | -78 | 0 | 0 | -1 | -7 | -4 | -1 |
| PROFIT BEFORE TAX | -1,339 | 1,732 | n.m. | 531 | 371 | 457 | 373 | -974 | 140 | 87 | -592 |
| CONSOLIDATED PROFIT | -958 | 1,350 | n.m. | 384 | 233 | 323 | 410 | -719 | 108 | 97 | -444 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | |
|--|-------|-------|----------|-------|-------|-------|-------|-------|-------|-------|-------|
| Cost income ratio | 57.8% | 53.6% | 4.3 p.p. | 53.8% | 53.1% | 54.2% | 53.1% | 54.7% | 59.9% | 58.7% | 58.4% |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | 201 | 76 | 125 | 60 | 92 | 73 | 80 | 193 | 134 | 135 | 342 |

VOLUMES

| | | | | | | | | | | | |
|--------------------------------------|---------|---------|--------|---------|---------|---------|---------|---------|---------|---------|---------|
| Customers Loans (excl. Repos and IC) | 132,311 | 134,974 | -2.0% | 136,960 | 137,035 | 136,462 | 134,974 | 133,737 | 132,998 | 133,405 | 132,311 |
| Customer Depos (excl. Repos and IC) | 172,372 | 153,283 | +12.5% | 147,703 | 151,437 | 153,067 | 153,283 | 154,830 | 159,581 | 163,968 | 172,372 |
| Total RWA | 83,011 | 96,067 | -13.6% | 89,372 | 98,247 | 97,645 | 96,067 | 93,936 | 90,253 | 87,059 | 83,011 |

OTHER FIGURES

| | | | | | | | | | | | |
|-------------|--------|--------|------------|--------|--------|--------|--------|--------|--------|--------|--------|
| FTEs (100%) | 26,884 | 28,379 | -5.3% | 29,035 | 28,836 | 28,571 | 28,379 | 28,267 | 27,941 | 27,828 | 26,884 |
| ROAC | -8.7% | 11.2% | -19.9 p.p. | 13.6% | 7.7% | 10.3% | 13.4% | -24.7% | 3.8% | 3.6% | -17.0% |

Commercial Bank - Germany

INCOME STATEMENT

| | FY | | y/y | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|---------------|---------------|---------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| (mln Euro) | 2020 | 2019 | % | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | 1,527 | 1,530 | -0.2% | 383 | 384 | 379 | 384 | 420 | 380 | 364 | 362 |
| Dividends and other income from equity investments | 0 | 2 | -90.5% | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Net fees and commissions | 709 | 716 | -1.0% | 184 | 175 | 178 | 178 | 196 | 169 | 177 | 166 |
| Net trading income | 72 | 59 | +20.9% | 6 | 6 | 3 | 46 | -3 | 15 | 19 | 40 |
| Net other expenses/income | 47 | 97 | -51.9% | 22 | 24 | 14 | 37 | 9 | 19 | 4 | 15 |
| OPERATING INCOME | 2,354 | 2,404 | -2.1% | 596 | 589 | 574 | 646 | 622 | 584 | 565 | 584 |
| Payroll costs | -958 | -944 | +1.5% | -236 | -234 | -234 | -241 | -242 | -238 | -237 | -241 |
| Other administrative expenses | -686 | -671 | +2.1% | -178 | -161 | -161 | -172 | -180 | -171 | -162 | -173 |
| Recovery of expenses | 12 | 10 | +27.0% | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 4 |
| Amortisation & depreciation | -20 | -20 | -0.5% | -5 | -4 | -5 | -6 | -5 | -5 | -5 | -5 |
| Operating costs | -1,651 | -1,626 | +1.6% | -416 | -397 | -397 | -416 | -424 | -411 | -401 | -415 |
| OPERATING PROFIT | 703 | 778 | -9.8% | 180 | 192 | 176 | 230 | 197 | 172 | 164 | 169 |
| Net write-downs of loans | -359 | -100 | n.m. | -21 | -4 | -27 | -48 | -153 | -72 | -51 | -84 |
| NET OPERATING PROFIT | 343 | 678 | -49.4% | 159 | 188 | 149 | 182 | 45 | 100 | 113 | 85 |
| Other Charges & Provisions | -36 | 69 | n.m. | 52 | -10 | -19 | 47 | -37 | -16 | -41 | 57 |
| o/w Systemic Charges | -67 | -66 | +2.0% | -40 | -11 | -7 | -7 | -40 | -14 | -7 | -6 |
| o/w DGS | -23 | -30 | -21.1% | -7 | -8 | -7 | -7 | -5 | -5 | -7 | -6 |
| o/w Bank levies | 0 | 0 | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| o/w SRF | -44 | -36 | +21.0% | -32 | -4 | 0 | 0 | -35 | -9 | 0 | 0 |
| Integration costs | -25 | -219 | -88.4% | 0 | 0 | 0 | -219 | 0 | -1 | 0 | -25 |
| Net income from investments | -25 | 335 | n.m. | 41 | 32 | 96 | 165 | 0 | 0 | -2 | -23 |
| PROFIT BEFORE TAX | 256 | 863 | -70.3% | 252 | 209 | 226 | 176 | 8 | 83 | 71 | 94 |
| CONSOLIDATED PROFIT | 167 | 552 | -69.7% | 141 | 156 | 165 | 90 | 16 | 86 | 50 | 16 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | |
|--|-------|-------|-----------|-------|-------|-------|-------|-------|-------|-------|-------|
| Cost income ratio | 70.2% | 67.6% | +2.5 p.p. | 69.7% | 67.4% | 69.3% | 64.4% | 68.2% | 70.4% | 71.0% | 71.1% |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | 41 | 12 | 29 | 10 | 2 | 12 | 22 | 69 | 32 | 23 | 38 |

VOLUMES

| | | | | | | | | | | | |
|--------------------------------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|
| Customers Loans (excl. Repos and IC) | 87,168 | 87,172 | -0.0% | 86,069 | 87,596 | 88,519 | 87,172 | 88,353 | 89,542 | 89,010 | 87,168 |
| Customer Depos (excl. Repos and IC) | 102,957 | 89,798 | +14.7% | 87,210 | 87,301 | 89,098 | 89,798 | 91,501 | 95,128 | 102,216 | 102,957 |
| Total RWA | 35,536 | 36,171 | -1.8% | 37,123 | 36,041 | 37,242 | 36,171 | 36,928 | 37,673 | 37,116 | 35,536 |

OTHER FIGURES

| | | | | | | | | | | | |
|-------------|-------|-------|-----------|-------|-------|-------|-------|-------|-------|-------|-------|
| FTEs (100%) | 9,002 | 9,096 | -1.0% | 9,043 | 9,023 | 9,113 | 9,096 | 9,030 | 8,967 | 9,056 | 9,002 |
| ROAC | 3.5% | 11.9% | -8.4 p.p. | 12.2% | 13.5% | 14.2% | 7.7% | 1.2% | 7.3% | 4.2% | 1.1% |

Commercial Bank - Austria

INCOME STATEMENT

| | FY | | y/y | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|--------------|--------------|---------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| (mln Euro) | 2020 | 2019 | % | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | 617 | 689 | -10.4% | 168 | 172 | 177 | 171 | 155 | 156 | 152 | 154 |
| Dividends and other income from equity investments | 103 | 179 | -42.6% | 30 | 46 | 55 | 49 | 28 | -5 | 44 | 36 |
| Net fees and commissions | 578 | 605 | -4.5% | 145 | 148 | 147 | 166 | 160 | 127 | 142 | 149 |
| Net trading income | 30 | 34 | -13.8% | -1 | 10 | 6 | 19 | -8 | 12 | 11 | 15 |
| Net other expenses/income | 35 | 38 | -8.8% | 12 | 10 | 5 | 11 | 6 | 13 | 9 | 6 |
| OPERATING INCOME | 1,363 | 1,546 | -11.8% | 354 | 387 | 390 | 415 | 342 | 303 | 358 | 360 |
| Payroll costs | -534 | -538 | -0.9% | -142 | -118 | -136 | -142 | -134 | -132 | -135 | -133 |
| Other administrative expenses | -438 | -424 | +3.2% | -111 | -106 | -103 | -104 | -117 | -109 | -106 | -107 |
| Recovery of expenses | 0 | 0 | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Amortisation & depreciation | -20 | -6 | n.m. | -2 | 0 | -2 | -2 | -2 | -2 | -2 | -15 |
| Operating costs | -991 | -969 | +2.3% | -255 | -224 | -242 | -248 | -252 | -242 | -242 | -255 |
| OPERATING PROFIT | 371 | 577 | -35.6% | 99 | 162 | 147 | 168 | 90 | 61 | 116 | 105 |
| Net write-downs of loans | -245 | -41 | n.m. | 8 | 2 | -19 | -31 | -85 | 1 | -20 | -140 |
| NET OPERATING PROFIT | 127 | 536 | -76.3% | 107 | 164 | 128 | 136 | 5 | 61 | 96 | -35 |
| Other Charges & Provisions | -110 | -72 | +52.1% | -51 | -9 | -3 | -9 | -77 | -1 | -17 | -15 |
| o/w Systemic Charges | -108 | -101 | +6.9% | -90 | -4 | -4 | -4 | -78 | -5 | -17 | -7 |
| o/w DGS | -37 | -19 | +93.9% | -18 | 0 | 0 | -1 | -18 | 0 | -14 | -4 |
| o/w Bank levies | -45 | -51 | -12.5% | -40 | -4 | -4 | -4 | -35 | -3 | -3 | -3 |
| o/w SRF | -26 | -31 | -14.3% | -31 | 0 | 0 | 0 | -25 | -2 | 0 | 0 |
| Integration costs | 0 | -133 | n.m. | 0 | 1 | 0 | -133 | 0 | 0 | 0 | 0 |
| Net income from investments | -94 | -5 | n.m. | 6 | 2 | -2 | -11 | 3 | -59 | 5 | -43 |
| PROFIT BEFORE TAX | -77 | 326 | n.m. | 62 | 158 | 123 | -17 | -70 | 1 | 84 | -93 |
| CONSOLIDATED PROFIT | -12 | 563 | n.m. | 67 | 156 | 117 | 222 | -58 | 3 | 76 | -33 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | |
|--|-------|-------|------------|-------|-------|-------|-------|-------|-------|-------|-------|
| Cost income ratio | 72.7% | 62.7% | +10.1 p.p. | 72.0% | 58.0% | 62.2% | 59.6% | 73.7% | 80.0% | 67.6% | 70.8% |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | 55 | 9 | 46 | -7 | -2 | 17 | 28 | 75 | -1 | 18 | 127 |

VOLUMES

| | | | | | | | | | | | |
|--------------------------------------|--------|--------|-------|--------|--------|--------|--------|--------|--------|--------|--------|
| Customers Loans (excl. Repos and IC) | 43,308 | 44,521 | -2.7% | 43,699 | 43,947 | 44,368 | 44,521 | 44,654 | 44,164 | 44,189 | 43,308 |
| Customer Depos (excl. Repos and IC) | 52,121 | 48,454 | +7.6% | 47,479 | 47,491 | 47,334 | 48,454 | 48,290 | 49,957 | 49,033 | 52,121 |
| Total RWA | 21,509 | 23,141 | -7.1% | 23,125 | 22,793 | 23,590 | 23,141 | 23,244 | 23,615 | 23,059 | 21,509 |

OTHER FIGURES

| | | | | | | | | | | | |
|-------------|-------|-------|------------|-------|-------|-------|-------|-------|-------|-------|-------|
| FTEs (100%) | 4,687 | 4,798 | -2.3% | 4,797 | 4,809 | 4,853 | 4,798 | 4,789 | 4,754 | 4,758 | 4,687 |
| ROAC | -0.7% | 19.7% | -20.5 p.p. | 9.5% | 22.1% | 16.4% | 30.9% | -8.6% | 0.0% | 10.5% | -5.2% |

CIB

INCOME STATEMENT

| | FY | | y/y | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|---------------|---------------|---------------|--------------|-------------|--------------|--------------|-------------|-------------|--------------|--------------|
| (mln Euro) | 2020 | 2019 | % | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | 2,419 | 2,259 | +7.0% | 549 | 544 | 573 | 593 | 583 | 619 | 608 | 609 |
| Dividends and other income from equity investments | 12 | 1 | n.m. | 0 | 0 | 0 | 1 | -6 | 0 | 0 | 18 |
| Net fees and commissions | 620 | 555 | +11.7% | 110 | 132 | 150 | 163 | 172 | 136 | 137 | 175 |
| Net trading income | 874 | 1,051 | -16.9% | 344 | 209 | 265 | 234 | 59 | 205 | 322 | 288 |
| Net other expenses/income | 23 | 118 | -80.5% | 37 | 0 | 27 | 54 | 1 | 13 | 6 | 3 |
| OPERATING INCOME | 3,947 | 3,985 | -0.9% | 1,040 | 886 | 1,015 | 1,044 | 809 | 974 | 1,072 | 1,092 |
| Payroll costs | -606 | -630 | -3.9% | -161 | -156 | -151 | -163 | -159 | -143 | -145 | -159 |
| Other administrative expenses | -907 | -905 | +0.2% | -230 | -225 | -211 | -238 | -237 | -218 | -225 | -227 |
| Recovery of expenses | 2 | 2 | +0.4% | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 1 |
| Amortisation & depreciation | -15 | -16 | -7.1% | -4 | -4 | -4 | -4 | -4 | -4 | -3 | -4 |
| Operating costs | -1,525 | -1,549 | -1.6% | -394 | -384 | -366 | -405 | -399 | -364 | -373 | -388 |
| OPERATING PROFIT | 2,422 | 2,436 | -0.6% | 646 | 503 | 649 | 639 | 410 | 610 | 699 | 704 |
| Net write-downs of loans | -733 | -109 | n.m. | -44 | -106 | -6 | 47 | -157 | -242 | -81 | -252 |
| NET OPERATING PROFIT | 1,690 | 2,327 | -27.4% | 602 | 396 | 643 | 686 | 252 | 367 | 618 | 452 |
| Other Charges & Provisions | -170 | 165 | n.m. | 169 | -8 | 3 | 0 | -130 | -27 | -4 | -9 |
| o/w Systemic Charges | -171 | -141 | +21.2% | -124 | -10 | -3 | -3 | -136 | -27 | -3 | -4 |
| o/w DGS | -8 | -8 | -3.5% | -2 | -2 | -2 | -2 | -2 | -2 | -2 | -2 |
| o/w Bank levies | -21 | -15 | +40.4% | -11 | -1 | -1 | -1 | -16 | -2 | -1 | -2 |
| o/w SRF | -142 | -117 | +20.4% | -111 | -7 | 0 | 0 | -118 | -23 | 0 | 0 |
| Integration costs | -24 | -95 | -75.0% | -1 | 1 | 0 | -94 | -27 | -1 | -1 | 5 |
| Net income from investments | -25 | -299 | -91.7% | 12 | -244 | -17 | -51 | -88 | 12 | -20 | 72 |
| PROFIT BEFORE TAX | 1,471 | 2,098 | -29.8% | 781 | 146 | 630 | 541 | 8 | 351 | 593 | 520 |
| CONSOLIDATED PROFIT | 936 | 1,413 | -33.7% | 502 | 110 | 433 | 369 | -23 | 210 | 394 | 354 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | |
|--|-------|-------|-----------|-------|-------|-------|-------|-------|-------|-------|-------|
| Cost income ratio | 38.6% | 38.9% | -0.2 p.p. | 37.9% | 43.3% | 36.0% | 38.8% | 49.4% | 37.4% | 34.8% | 35.6% |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | 51 | 8 | 43 | 14 | 33 | 2 | -13 | 42 | 64 | 23 | 77 |

VOLUMES

| | | | | | | | | | | | |
|--------------------------------------|--------|--------|-------|--------|--------|--------|--------|--------|--------|--------|--------|
| Customers Loans (excl. Repos and IC) | 87,721 | 85,970 | +2.0% | 87,248 | 87,846 | 88,021 | 85,970 | 97,020 | 95,700 | 89,193 | 87,721 |
| Customer Depos (excl. Repos and IC) | 58,229 | 55,349 | +5.2% | 51,842 | 50,025 | 53,342 | 55,349 | 55,371 | 54,351 | 56,875 | 58,229 |
| Total RWA | 83,043 | 85,081 | -2.4% | 84,230 | 89,065 | 88,493 | 85,081 | 91,289 | 91,083 | 84,885 | 83,043 |

OTHER FIGURES

| | | | | | | | | | | | |
|-------------|-------|-------|-----------|-------|-------|-------|-------|-------|-------|-------|-------|
| FTEs (100%) | 3,443 | 3,494 | -1.5% | 3,540 | 3,548 | 3,535 | 3,494 | 3,498 | 3,494 | 3,473 | 3,443 |
| ROAC | 8.6% | 12.8% | -4.1 p.p. | 18.5% | 4.0% | 15.2% | 13.4% | -0.8% | 7.5% | 14.7% | 13.6% |

CIB Division - Additional Disclosure (managerial figures)

| (mln Euro) | FY | | y/y % | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| | 2020 | 2019 | | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| TOTAL REVENUES CIB | 3,947 | 3,985 | -0.9% | 1,040 | 886 | 1,015 | 1,044 | 809 | 974 | 1,072 | 1,092 |
| Financing & Advisory (F&A) | 1,359 | 1,348 | +0.8% | 352 | 293 | 339 | 364 | 306 | 346 | 311 | 397 |
| o/w Italy | 475 | 473 | +0.5% | 118 | 114 | 129 | 113 | 76 | 139 | 115 | 146 |
| o/w Germany | 700 | 701 | -0.2% | 190 | 137 | 164 | 210 | 189 | 164 | 147 | 200 |
| o/w Austria | 195 | 185 | +5.6% | 47 | 45 | 49 | 44 | 44 | 46 | 51 | 54 |
| Markets | 2,087 | 2,035 | +2.6% | 543 | 447 | 512 | 533 | 370 | 505 | 645 | 567 |
| Global Transaction Banking (GTB) | 547 | 607 | -9.9% | 151 | 149 | 161 | 146 | 144 | 133 | 128 | 143 |
| Other | -46 | -5 | n.m. | -7 | -2 | 3 | 1 | -11 | -10 | -11 | -15 |
| TOTAL COSTS CIB | -1,525 | -1,549 | -1.6% | -394 | -384 | -366 | -405 | -399 | -364 | -373 | -388 |
| Financing & Advisory (F&A) | -490 | -498 | -1.7% | -125 | -121 | -118 | -133 | -129 | -119 | -117 | -125 |
| o/w Italy | -130 | -130 | -0.2% | -31 | -33 | -31 | -35 | -32 | -32 | -30 | -35 |
| o/w Germany | -308 | -316 | -2.6% | -81 | -76 | -75 | -85 | -83 | -74 | -74 | -77 |
| o/w Austria | -63 | -64 | -0.7% | -16 | -16 | -16 | -16 | -16 | -16 | -16 | -16 |
| Markets | -764 | -787 | -3.0% | -205 | -198 | -187 | -198 | -204 | -182 | -189 | -190 |
| Global Transaction Banking (GTB) | -242 | -238 | +1.8% | -57 | -59 | -55 | -66 | -61 | -57 | -60 | -64 |
| Other | -29 | -26 | +13.7% | -7 | -6 | -4 | -8 | -6 | -6 | -7 | -10 |
| TOTAL LOAN LOSS PROVISIONS CIB | -733 | -109 | n.m. | -44 | -106 | -6 | 47 | -157 | -242 | -81 | -252 |
| Financing & Advisory (F&A) | -672 | -28 | n.m. | -33 | -101 | -6 | 112 | -137 | -226 | -66 | -242 |
| o/w Italy | -204 | -87 | n.m. | -29 | -56 | -15 | 13 | -77 | -30 | -37 | -59 |
| o/w Germany | -313 | 53 | n.m. | -5 | -46 | 7 | 97 | -43 | -162 | -22 | -86 |
| o/w Austria | -155 | 7 | n.m. | 1 | 2 | 2 | 2 | -17 | -34 | -7 | -97 |
| Markets | -5 | -24 | -78.3% | -15 | -3 | 1 | -7 | -3 | -5 | 3 | 0 |
| Global Transaction Banking (GTB) | -55 | -58 | -3.8% | 4 | -2 | -1 | -58 | -17 | -11 | -18 | -10 |
| Other | 0 | 0 | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL NET OPERATING PROFIT CIB | 1,690 | 2,327 | -27.4% | 602 | 396 | 643 | 686 | 252 | 367 | 618 | 452 |
| Financing & Advisory (F&A) | 197 | 822 | -76.0% | 193 | 71 | 214 | 343 | 40 | 1 | 127 | 29 |
| o/w Italy | 142 | 256 | -44.7% | 57 | 25 | 83 | 91 | -34 | 77 | 47 | 52 |
| o/w Germany | 78 | 438 | -82.1% | 104 | 15 | 96 | 223 | 63 | -73 | 52 | 36 |
| o/w Austria | -23 | 127 | n.m. | 32 | 31 | 35 | 30 | 10 | -3 | 29 | -59 |
| Markets | 1,318 | 1,223 | +7.7% | 324 | 246 | 325 | 328 | 163 | 318 | 459 | 378 |
| Global Transaction Banking (GTB) | 250 | 312 | -20.0% | 98 | 88 | 105 | 22 | 66 | 64 | 50 | 69 |
| Other | -75 | -31 | n.m. | -13 | -9 | -1 | -7 | -16 | -16 | -18 | -24 |
| RWA CIB | 83,043 | 85,081 | -2.4% | 84,230 | 89,065 | 88,493 | 85,081 | 91,289 | 91,083 | 84,885 | 83,043 |
| Financing & Advisory (F&A) | 44,157 | 43,783 | +0.9% | 44,880 | 46,528 | 45,844 | 43,783 | 46,148 | 47,780 | 45,859 | 44,157 |
| o/w Italy | 20,503 | 18,770 | +9.2% | 18,258 | 20,108 | 19,479 | 18,770 | 19,660 | 20,796 | 20,555 | 20,503 |
| o/w Germany | 16,650 | 18,596 | -10.5% | 20,071 | 20,349 | 20,098 | 18,596 | 19,833 | 19,654 | 18,060 | 16,650 |
| o/w Austria | 7,004 | 6,417 | +9.1% | 6,552 | 6,071 | 6,267 | 6,417 | 6,655 | 7,330 | 7,244 | 7,004 |
| Markets | 27,048 | 27,975 | -3.3% | 25,732 | 28,842 | 28,990 | 27,975 | 32,176 | 30,687 | 27,496 | 27,048 |
| Global Transaction Banking (GTB) | 11,384 | 13,031 | -12.6% | 13,318 | 13,414 | 13,362 | 13,031 | 12,348 | 12,024 | 10,846 | 11,384 |
| Other | 454 | 292 | +55.6% | 299 | 280 | 297 | 292 | 617 | 592 | 684 | 454 |

INCOME STATEMENT

| | FY | | y/y | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|---------------|---------------|---------------|-------------|-------------|------------|---------------|---------------|-------------|-------------|-------------|
| (mln Euro) | 2020 | 2019 | % | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | -283 | -306 | -7.5% | -49 | -75 | -86 | -96 | -69 | -67 | -64 | -82 |
| Dividends and other income from equity investments | 136 | 307 | -55.5% | 101 | 79 | 87 | 40 | 45 | 32 | 30 | 29 |
| Net fees and commissions | -28 | -68 | -59.2% | -17 | -12 | -13 | -26 | -14 | -1 | 5 | -18 |
| Net trading income | 30 | -31 | n.m. | -9 | -64 | 34 | 9 | 9 | 19 | 4 | -3 |
| Net other expenses/income | -96 | -21 | n.m. | -15 | -54 | -16 | 63 | -18 | -50 | -5 | -23 |
| OPERATING INCOME | -241 | -119 | n.m. | 11 | -126 | 6 | -10 | -48 | -66 | -31 | -97 |
| Payroll costs | -1,041 | -1,046 | -0.5% | -270 | -264 | -258 | -254 | -266 | -261 | -258 | -256 |
| Other administrative expenses | 1,415 | 1,474 | -4.0% | 368 | 382 | 374 | 349 | 364 | 354 | 358 | 338 |
| Recovery of expenses | 54 | 55 | -2.1% | 14 | 13 | 13 | 16 | 11 | 14 | 10 | 19 |
| Amortisation & depreciation | -798 | -775 | +3.0% | -195 | -198 | -201 | -181 | -185 | -205 | -188 | -220 |
| Operating costs | -369 | -292 | +26.6% | -83 | -67 | -73 | -69 | -75 | -97 | -78 | -118 |
| OPERATING PROFIT | -610 | -410 | +48.7% | -71 | -192 | -67 | -79 | -122 | -164 | -109 | -215 |
| Net write-downs of loans | -4 | -6 | -30.7% | -1 | -3 | 0 | -3 | 4 | 10 | -6 | -12 |
| NET OPERATING PROFIT | -614 | -416 | +47.6% | -72 | -195 | -67 | -82 | -119 | -154 | -115 | -227 |
| Other Charges & Provisions | -275 | -360 | -23.6% | -78 | -115 | -17 | -149 | -89 | -99 | -71 | -16 |
| o/w Systemic Charges | -270 | -229 | +17.9% | -80 | -87 | -35 | -27 | -77 | -91 | -74 | -29 |
| o/w DGS | -57 | -25 | n.m. | -9 | -9 | -8 | 0 | -3 | -5 | -47 | -2 |
| o/w Bank levies | -107 | -110 | -2.3% | -28 | -27 | -27 | -27 | -27 | -26 | -27 | -27 |
| o/w SRF | -106 | -95 | +11.9% | -43 | -51 | 0 | 0 | -46 | -60 | 0 | 0 |
| Integration costs | -282 | -108 | n.m. | -1 | -1 | -1 | -105 | -264 | -1 | -24 | 7 |
| Net income from investments | -1,070 | -518 | n.m. | 37 | 4 | 2 | -561 | -1,156 | 66 | -134 | 153 |
| PROFIT BEFORE TAX | -2,242 | -1,403 | +59.8% | -115 | -307 | -84 | -897 | -1,628 | -187 | -344 | -83 |
| CONSOLIDATED PROFIT | -3,290 | -220 | n.m. | -41 | 991 | -44 | -1,126 | -2,035 | -125 | -197 | -932 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | |
|--|------|------|------|------|------|------|------|------|------|------|------|
| Cost income ratio | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. |

VOLUMES

| | | | | | | | | | | | |
|--------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Customers Loans (excl. Repos and IC) | 1,631 | 2,295 | -28.9% | 3,449 | 3,391 | 3,389 | 2,295 | 2,227 | 1,988 | 1,838 | 1,631 |
| Customer Depos (excl. Repos and IC) | 2,459 | 2,332 | +5.5% | 2,675 | 2,635 | 2,317 | 2,332 | 2,329 | 2,070 | 2,261 | 2,459 |
| Total RWA | 39,909 | 59,733 | -33.2% | 59,731 | 58,298 | 59,886 | 59,733 | 42,134 | 40,437 | 39,933 | 39,909 |

OTHER FIGURES

| | | | | | | | | | | | |
|--------------|--------|--------|-------|--------|--------|--------|--------|--------|--------|--------|--------|
| FTEs (100%) | 14,047 | 14,042 | +0.0% | 14,261 | 14,103 | 14,042 | 14,042 | 13,957 | 14,012 | 14,084 | 14,047 |
| o/w COO FTEs | 11,282 | 11,303 | -0.2% | 11,499 | 11,351 | 11,281 | 11,303 | 11,260 | 11,317 | 11,347 | 11,282 |

CEE Division

INCOME STATEMENT

| (mln Euro) | FY | | y/y % | y/y % at const. FX | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|---------------|---------------|---------------|-----------------------|-------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|
| | 2020 | 2019 | | | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | 2,295 | 2,610 | -12.1% | -8.4% | 641 | 644 | 664 | 661 | 631 | 559 | 565 | 540 |
| Dividends and other income from equity investments | 24 | 26 | -5.6% | -5.5% | 5 | 7 | 7 | 5 | 6 | 8 | 6 | 5 |
| Net fees and commissions | 715 | 834 | -14.3% | -11.1% | 204 | 201 | 211 | 218 | 187 | 173 | 173 | 181 |
| Net trading income | 371 | 495 | -25.1% | -21.7% | 134 | 137 | 91 | 133 | 128 | 106 | 74 | 63 |
| Net other expenses/income | 18 | 37 | -51.3% | -50.6% | 8 | 9 | 10 | 11 | 7 | 4 | 4 | 2 |
| OPERATING INCOME | 3,422 | 4,001 | -14.5% | -11.0% | 991 | 1,000 | 983 | 1,027 | 959 | 850 | 823 | 790 |
| Payroll costs | -748 | -798 | -6.3% | -2.6% | -193 | -199 | -200 | -206 | -200 | -190 | -184 | -174 |
| Other administrative expenses | -585 | -597 | -2.0% | +1.5% | -138 | -151 | -144 | -164 | -145 | -146 | -144 | -149 |
| Recovery of expenses | 43 | 49 | -12.0% | -5.0% | 12 | 12 | 12 | 13 | 11 | 10 | 10 | 11 |
| Amortisation & depreciation | -196 | -189 | +3.5% | +8.2% | -45 | -47 | -46 | -51 | -47 | -46 | -47 | -55 |
| Operating costs | -1,486 | -1,535 | -3.2% | +0.4% | -364 | -385 | -378 | -407 | -381 | -372 | -365 | -367 |
| OPERATING PROFIT | 1,937 | 2,466 | -21.5% | -18.1% | 627 | 614 | 605 | 620 | 578 | 478 | 458 | 423 |
| Net write-downs of loans | -974 | -453 | n.m. | n.m. | -100 | -86 | -115 | -152 | -297 | -199 | -165 | -313 |
| NET OPERATING PROFIT | 963 | 2,014 | -52.2% | -50.0% | 527 | 529 | 490 | 468 | 281 | 279 | 293 | 110 |
| Other Charges & Provisions | -181 | -256 | -29.5% | -27.5% | -134 | -11 | -46 | -65 | -132 | -16 | -14 | -18 |
| o/w Systemic Charges | -164 | -184 | -11.0% | -7.7% | -133 | -7 | -16 | -28 | -135 | -14 | -6 | -9 |
| o/w DGS | -64 | -75 | -14.3% | -10.1% | -36 | -12 | -14 | -13 | -35 | -13 | -7 | -9 |
| o/w Bank levies | -24 | -37 | -34.9% | -31.0% | -18 | -2 | -2 | -15 | -20 | -4 | 0 | 0 |
| o/w SRF | -75 | -72 | +4.9% | +6.8% | -79 | 7 | 0 | 0 | -79 | 4 | 0 | 0 |
| Integration costs | -66 | -19 | n.m. | n.m. | 0 | -2 | 0 | -18 | -15 | 0 | -4 | -47 |
| Net income from investments | 7 | -22 | n.m. | n.m. | -1 | -1 | 2 | -22 | 4 | -8 | 15 | -4 |
| PROFIT BEFORE TAX | 723 | 1,716 | -57.9% | -55.8% | 392 | 515 | 445 | 364 | 138 | 255 | 289 | 40 |
| CONSOLIDATED PROFIT | 603 | 1,398 | -56.8% | -54.8% | 310 | 417 | 367 | 304 | 115 | 218 | 226 | 44 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | | |
|--|-------|-------|-----------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Cost income ratio | 43.4% | 38.4% | +5.0 p.p. | | 36.8% | 38.5% | 38.5% | 39.6% | 39.8% | 43.8% | 44.3% | 46.5% |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | 150 | 68 | 83 | | 61 | 52 | 68 | 90 | 177 | 121 | 103 | 200 |

VOLUMES

| | | | | | | | | | | | | |
|--------------------------------------|--------|--------|--------|--|--------|--------|--------|--------|--------|--------|--------|--------|
| Customers Loans (excl. Repos and IC) | 61,879 | 67,534 | -8.4% | | 65,758 | 67,009 | 67,334 | 67,534 | 66,091 | 64,974 | 62,535 | 61,879 |
| Customer Depos (excl. Repos and IC) | 71,287 | 70,745 | +0.8% | | 68,867 | 70,632 | 71,575 | 70,745 | 70,494 | 71,756 | 70,238 | 71,287 |
| Total RWA | 55,016 | 67,560 | -18.6% | | 66,463 | 67,455 | 67,276 | 67,560 | 63,806 | 58,423 | 55,725 | 55,016 |

OTHER FIGURES

| | | | | | | | | | | | | |
|-------------|--------|--------|-----------|--|--------|--------|--------|--------|--------|--------|--------|--------|
| FTEs (100%) | 23,829 | 24,142 | -1.3% | | 24,110 | 24,192 | 24,219 | 24,142 | 24,111 | 24,238 | 24,156 | 23,829 |
| ROAC | 6.9% | 16.7% | -9.8 p.p. | | 15.3% | 19.9% | 17.4% | 14.3% | 4.9% | 10.7% | 10.6% | 1.2% |

N.B. CEE results include CEE Countries results and UniCredit S.p.A. CEE operations.

CEE - Russia

INCOME STATEMENT

| | FY | | y/y | y/y % | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|-------------|-------------|---------------|---------------|------------|------------|------------|------------|------------|------------|------------|------------|
| (mln Euro) | 2020 | 2019 | % | at const. FX | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | 433 | 488 | -11.3% | +1.2% | 112 | 114 | 131 | 131 | 118 | 115 | 107 | 93 |
| Dividends and other income from equity investments | 17 | 18 | -2.9% | -2.7% | 3 | 5 | 6 | 4 | 4 | 6 | 5 | 3 |
| Net fees and commissions | 83 | 124 | -33.1% | -23.6% | 28 | 31 | 31 | 33 | 28 | 23 | 16 | 16 |
| Net trading income | 57 | 80 | -29.5% | -19.6% | 21 | 19 | 26 | 13 | 38 | 12 | 1 | 6 |
| Net other expenses/income | 0 | 3 | -98.2% | -97.9% | 1 | 1 | 1 | 2 | 0 | 0 | 0 | -1 |
| OPERATING INCOME | 589 | 713 | -17.4% | -6.0% | 165 | 170 | 195 | 183 | 188 | 155 | 129 | 117 |
| Payroll costs | -122 | -142 | -14.5% | -2.4% | -34 | -35 | -35 | -38 | -36 | -33 | -28 | -25 |
| Other administrative expenses | -74 | -69 | +7.3% | +22.5% | -16 | -16 | -17 | -19 | -18 | -21 | -18 | -18 |
| Recovery of expenses | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Amortisation & depreciation | -43 | -43 | -1.5% | +12.5% | -11 | -11 | -10 | -11 | -12 | -11 | -10 | -10 |
| Operating costs | -239 | -255 | -6.4% | +6.9% | -61 | -63 | -63 | -69 | -66 | -64 | -56 | -52 |
| OPERATING PROFIT | 351 | 458 | -23.5% | -13.1% | 105 | 108 | 132 | 114 | 121 | 91 | 73 | 65 |
| Net write-downs of loans | -183 | -133 | +37.0% | +56.4% | -48 | -24 | -35 | -27 | -45 | -57 | -43 | -38 |
| NET OPERATING PROFIT | 168 | 325 | -48.3% | -41.5% | 56 | 84 | 97 | 87 | 76 | 35 | 30 | 27 |
| Other Charges & Provisions | -15 | -20 | -26.6% | -16.2% | 0 | -5 | -7 | -8 | -5 | -6 | 0 | -4 |
| o/w Systemic Charges | -15 | -24 | -36.7% | -27.7% | -5 | -6 | -6 | -6 | -6 | -6 | 0 | -3 |
| o/w DGS | -15 | -24 | -36.7% | -27.7% | -5 | -6 | -6 | -6 | -6 | -6 | 0 | -3 |
| o/w Bank levies | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| o/w SRF | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Integration costs | -20 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -20 |
| Net income from investments | 12 | -8 | n.m. | n.m. | -2 | 0 | -1 | -5 | 1 | -2 | 14 | -1 |
| PROFIT BEFORE TAX | 145 | 297 | -51.2% | -44.9% | 54 | 79 | 90 | 74 | 72 | 27 | 44 | 2 |
| CONSOLIDATED PROFIT | 121 | 238 | -49.2% | -42.8% | 44 | 64 | 73 | 58 | 58 | 22 | 39 | 2 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | | |
|--|-------|-------|-----------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Cost income ratio | 40.5% | 35.8% | +4.8 p.p. | | 36.8% | 36.7% | 32.1% | 37.8% | 35.4% | 41.3% | 43.3% | 44.6% |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | 209 | 122 | 87 | | 177 | 87 | 127 | 98 | 180 | 241 | 208 | 209 |

VOLUMES

| | | | | | | | | | | | | |
|--------------------------------------|--------|--------|--------|--|--------|--------|--------|--------|--------|--------|--------|--------|
| Customers Loans (excl. Repos and IC) | 7,033 | 10,372 | -32.2% | | 10,819 | 10,740 | 11,098 | 10,372 | 9,572 | 9,047 | 7,372 | 7,033 |
| Customer Depos (excl. Repos and IC) | 10,307 | 12,287 | -16.1% | | 14,112 | 13,599 | 14,233 | 12,287 | 13,692 | 13,278 | 10,738 | 10,307 |
| Total RWA | 9,188 | 14,370 | -36.1% | | 15,610 | 14,404 | 14,731 | 14,370 | 12,185 | 11,320 | 9,481 | 9,188 |

OTHER FIGURES

| | | | | | | | | | | | | |
|-------------|-------|-------|-----------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| FTEs (100%) | 3,849 | 4,115 | -6.5% | | 4,170 | 4,159 | 4,201 | 4,115 | 4,095 | 4,088 | 4,003 | 3,849 |
| ROAC | 6.6% | 12.8% | -6.2 p.p. | | 9.7% | 13.3% | 15.7% | 12.7% | 13.0% | 4.9% | 7.5% | -1.4% |

CEE - Czech Republic & Slovakia

INCOME STATEMENT

| | FY | | y/y | y/y % | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|-------------|-------------|---------------|---------------|------------|------------|------------|------------|------------|------------|------------|------------|
| (mln Euro) | 2020 | 2019 | % | at const. FX | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | 457 | 567 | -19.4% | -17.0% | 141 | 138 | 145 | 143 | 141 | 100 | 105 | 110 |
| Dividends and other income from equity investments | 2 | 3 | -28.2% | -28.2% | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 |
| Net fees and commissions | 134 | 157 | -14.6% | -12.1% | 40 | 37 | 38 | 42 | 35 | 33 | 32 | 35 |
| Net trading income | 88 | 92 | -3.6% | -0.7% | 28 | 31 | 4 | 29 | 10 | 32 | 22 | 25 |
| Net other expenses/income | 9 | 8 | +9.1% | +11.5% | 3 | 2 | 3 | 1 | 2 | 1 | 2 | 5 |
| OPERATING INCOME | 690 | 826 | -16.5% | -14.0% | 212 | 209 | 189 | 216 | 188 | 166 | 160 | 176 |
| Payroll costs | -139 | -144 | -3.7% | -0.8% | -34 | -36 | -35 | -38 | -36 | -32 | -35 | -35 |
| Other administrative expenses | -106 | -102 | +3.5% | +6.5% | -23 | -28 | -23 | -28 | -25 | -26 | -26 | -29 |
| Recovery of expenses | 0 | 0 | -100.0% | -100.0% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Amortisation & depreciation | -36 | -33 | +9.5% | +12.7% | -9 | -9 | -8 | -7 | -9 | -9 | -9 | -9 |
| Operating costs | -280 | -279 | +0.6% | +3.5% | -66 | -73 | -66 | -74 | -70 | -67 | -70 | -73 |
| OPERATING PROFIT | 410 | 548 | -25.1% | -22.9% | 146 | 137 | 123 | 142 | 118 | 100 | 90 | 103 |
| Net write-downs of loans | -128 | -29 | n.m. | n.m. | -16 | -5 | -3 | -5 | -47 | -23 | -11 | -47 |
| NET OPERATING PROFIT | 282 | 519 | -45.7% | -44.0% | 130 | 131 | 120 | 138 | 71 | 77 | 79 | 56 |
| Other Charges & Provisions | -30 | -28 | +5.6% | +8.8% | -29 | 5 | -2 | -2 | -25 | -3 | 0 | -2 |
| o/w Systemic Charges | -27 | -28 | -3.1% | -0.1% | -29 | 5 | -2 | -2 | -25 | -3 | 0 | 0 |
| o/w DGS | -1 | -1 | +8.2% | +11.6% | -1 | 0 | 0 | 0 | -1 | 0 | 0 | 0 |
| o/w Bank levies | -8 | -9 | -6.9% | -4.0% | -2 | -2 | -2 | -2 | -4 | -4 | 0 | 0 |
| o/w SRF | -18 | -18 | -2.1% | +0.9% | -26 | 8 | 0 | 0 | -19 | 1 | 0 | 0 |
| Integration costs | -2 | -8 | -72.1% | -71.3% | 0 | 0 | 0 | -8 | 0 | 0 | 0 | -2 |
| Net income from investments | -2 | 7 | n.m. | n.m. | -1 | 0 | 0 | 8 | 0 | -3 | 0 | 2 |
| PROFIT BEFORE TAX | 248 | 489 | -49.3% | -47.8% | 100 | 136 | 118 | 135 | 46 | 70 | 79 | 53 |
| CONSOLIDATED PROFIT | 195 | 392 | -50.4% | -48.9% | 80 | 109 | 94 | 109 | 37 | 59 | 61 | 38 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | | |
|--|-------|-------|-----------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Cost income ratio | 40.6% | 33.7% | +6.9 p.p. | | 31.0% | 34.8% | 35.1% | 34.1% | 37.3% | 40.1% | 43.9% | 41.5% |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | 75 | 18 | 57 | | 40 | 13 | 8 | 11 | 110 | 54 | 27 | 109 |

VOLUMES

| | | | | | | | | | | | | |
|--------------------------------------|--------|--------|-------|--|--------|--------|--------|--------|--------|--------|--------|--------|
| Customers Loans (excl. Repos and IC) | 17,559 | 17,319 | +1.4% | | 16,022 | 16,379 | 16,724 | 17,319 | 16,968 | 17,155 | 17,104 | 17,559 |
| Customer Depos (excl. Repos and IC) | 16,087 | 16,238 | -0.9% | | 15,850 | 17,755 | 16,939 | 16,238 | 16,221 | 15,964 | 16,197 | 16,087 |
| Total RWA | 12,692 | 14,004 | -9.4% | | 13,286 | 14,242 | 14,010 | 14,004 | 14,071 | 12,792 | 12,643 | 12,692 |

OTHER FIGURES

| | | | | | | | | | | | | |
|-------------|-------|-------|------------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| FTEs (100%) | 3,340 | 3,354 | -0.4% | | 3,373 | 3,365 | 3,357 | 3,354 | 3,342 | 3,353 | 3,340 | 3,340 |
| ROAC | 11.0% | 22.0% | -11.0 p.p. | | 19.0% | 24.4% | 20.5% | 23.8% | 7.5% | 13.2% | 14.0% | 9.2% |

CEE - Hungary

INCOME STATEMENT

| | FY | | y/y | y/y % | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|-------------|-------------|---------------|---------------|------------|------------|------------|------------|------------|------------|------------|------------|
| (mln Euro) | 2020 | 2019 | % | at const. FX | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | 192 | 188 | +2.1% | +10.2% | 46 | 46 | 48 | 48 | 48 | 47 | 48 | 49 |
| Dividends and other income from equity investments | 0 | 1 | -97.6% | -97.4% | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Net fees and commissions | 70 | 85 | -17.8% | -11.2% | 20 | 22 | 22 | 21 | 18 | 17 | 18 | 17 |
| Net trading income | 46 | 53 | -12.9% | -5.9% | 16 | 12 | 10 | 14 | 15 | 9 | 12 | 10 |
| Net other expenses/income | 0 | 6 | -99.8% | n.m. | 1 | 1 | 1 | 3 | 2 | 0 | 1 | -2 |
| OPERATING INCOME | 307 | 332 | -7.5% | -0.1% | 83 | 82 | 81 | 86 | 82 | 73 | 78 | 74 |
| Payroll costs | -58 | -60 | -3.5% | +4.2% | -15 | -14 | -15 | -15 | -15 | -14 | -14 | -15 |
| Other administrative expenses | -84 | -90 | -6.5% | +0.9% | -22 | -23 | -22 | -24 | -21 | -20 | -21 | -22 |
| Recovery of expenses | 43 | 49 | -12.2% | -5.2% | 12 | 12 | 12 | 13 | 11 | 10 | 10 | 11 |
| Amortisation & depreciation | -13 | -9 | +51.4% | +63.5% | -2 | -2 | -2 | -2 | -2 | -2 | -3 | -6 |
| Operating costs | -112 | -110 | +2.3% | +10.5% | -27 | -27 | -27 | -29 | -27 | -26 | -27 | -33 |
| OPERATING PROFIT | 195 | 222 | -12.3% | -5.3% | 57 | 55 | 54 | 57 | 56 | 46 | 52 | 41 |
| Net write-downs of loans | -64 | -15 | n.m. | n.m. | -5 | 2 | -5 | -6 | -25 | -2 | -19 | -18 |
| NET OPERATING PROFIT | 131 | 207 | -37.0% | -32.0% | 52 | 57 | 48 | 50 | 30 | 44 | 32 | 23 |
| Other Charges & Provisions | -23 | -25 | -6.6% | +0.8% | -27 | 0 | 1 | 2 | -25 | -1 | 0 | 3 |
| o/w Systemic Charges | -26 | -24 | +6.7% | +15.2% | -27 | 1 | 1 | 2 | -27 | -1 | 0 | 2 |
| o/w DGS | -4 | -4 | +4.0% | +12.2% | -7 | 1 | 0 | 2 | -6 | 0 | 0 | 2 |
| o/w Bank levies | -16 | -16 | +3.3% | +11.5% | -16 | 0 | 0 | 0 | -16 | 0 | 0 | 0 |
| o/w SRF | -6 | -5 | +20.7% | +30.3% | -4 | 0 | 0 | 0 | -5 | -1 | 0 | 0 |
| Integration costs | 0 | -2 | -94.0% | -93.5% | 0 | -2 | 0 | 0 | 0 | 0 | 0 | 0 |
| Net income from investments | 0 | 2 | -84.3% | -83.1% | 0 | 1 | 1 | 1 | 3 | -1 | 1 | -2 |
| PROFIT BEFORE TAX | 108 | 183 | -41.2% | -36.5% | 24 | 55 | 50 | 53 | 8 | 42 | 33 | 24 |
| CONSOLIDATED PROFIT | 89 | 157 | -43.5% | -39.1% | 20 | 48 | 43 | 47 | 5 | 36 | 27 | 20 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | | |
|--|-------|-------|-----------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Cost income ratio | 36.6% | 33.1% | +3.5 p.p. | | 31.9% | 33.4% | 33.2% | 33.9% | 32.5% | 36.2% | 34.1% | 44.1% |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | 144 | 34 | 110 | | 47 | -17 | 47 | 57 | 223 | 19 | 173 | 159 |

VOLUMES

| | | | | | | | | | | | | |
|--------------------------------------|-------|-------|--------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Customers Loans (excl. Repos and IC) | 4,369 | 4,509 | -3.1% | | 4,388 | 4,547 | 4,516 | 4,509 | 4,460 | 4,372 | 4,445 | 4,369 |
| Customer Depos (excl. Repos and IC) | 7,195 | 6,268 | +14.8% | | 6,012 | 5,889 | 5,633 | 6,268 | 5,549 | 5,774 | 6,069 | 7,195 |
| Total RWA | 4,104 | 4,888 | -16.0% | | 4,390 | 4,624 | 4,710 | 4,888 | 4,470 | 3,993 | 4,069 | 4,104 |

OTHER FIGURES

| | | | | | | | | | | | | |
|-------------|-------|-------|------------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| FTEs (100%) | 1,770 | 1,744 | +1.5% | | 1,746 | 1,736 | 1,733 | 1,744 | 1,759 | 1,754 | 1,759 | 1,770 |
| ROAC | 14.7% | 26.4% | -11.8 p.p. | | 13.4% | 32.9% | 28.7% | 29.8% | 1.7% | 25.3% | 18.4% | 14.7% |

CEE - Slovenia

INCOME STATEMENT

| | FY | | y/y | y/y % | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|------------|------------|---------------|---------------|------------|------------|------------|------------|------------|------------|------------|------------|
| (mln Euro) | 2020 | 2019 | % | at const. FX | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | 45 | 46 | -0.8% | -0.8% | 11 | 12 | 12 | 11 | 11 | 11 | 11 | 11 |
| Dividends and other income from equity investments | 0 | 0 | -5.0% | -5.0% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Net fees and commissions | 23 | 25 | -7.3% | -7.3% | 7 | 6 | 6 | 6 | 6 | 5 | 6 | 6 |
| Net trading income | 2 | 8 | -69.8% | -69.8% | 4 | 2 | 1 | 1 | -2 | 1 | 1 | 3 |
| Net other expenses/income | 0 | 1 | -4.6% | -4.6% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| OPERATING INCOME | 71 | 79 | -10.0% | -10.0% | 22 | 20 | 19 | 19 | 15 | 17 | 18 | 21 |
| Payroll costs | -25 | -26 | -3.6% | -3.6% | -6 | -7 | -6 | -6 | -6 | -6 | -6 | -6 |
| Other administrative expenses | -12 | -13 | -7.5% | -7.5% | -3 | -3 | -3 | -4 | -3 | -3 | -3 | -3 |
| Recovery of expenses | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Amortisation & depreciation | -7 | -7 | +12.7% | +12.7% | -2 | -2 | -2 | -2 | -2 | -1 | -1 | -3 |
| Operating costs | -45 | -46 | -2.4% | -2.4% | -11 | -12 | -11 | -12 | -11 | -11 | -11 | -13 |
| OPERATING PROFIT | 26 | 33 | -20.4% | -20.4% | 11 | 8 | 8 | 6 | 4 | 7 | 7 | 8 |
| Net write-downs of loans | -5 | 12 | n.m. | n.m. | 2 | 3 | 6 | 0 | -5 | -3 | 0 | 2 |
| NET OPERATING PROFIT | 21 | 45 | -53.1% | -53.1% | 13 | 11 | 14 | 7 | 0 | 4 | 7 | 10 |
| Other Charges & Provisions | -3 | -4 | -25.2% | -25.2% | -3 | -1 | 0 | 0 | -3 | 0 | 0 | 0 |
| o/w Systemic Charges | -3 | -3 | +1.1% | +1.1% | -2 | -1 | 0 | 0 | -3 | 0 | 0 | 0 |
| o/w DGS | -1 | -1 | +26.7% | +26.7% | -1 | 0 | 0 | 0 | -1 | 0 | 0 | 0 |
| o/w Bank levies | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| o/w SRF | -2 | -2 | -11.5% | -11.5% | -1 | 0 | 0 | 0 | -2 | 0 | 0 | 0 |
| Integration costs | 0 | -1 | -85.1% | -85.1% | 0 | 0 | 0 | -1 | 0 | 0 | 0 | 0 |
| Net income from investments | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PROFIT BEFORE TAX | 18 | 39 | -55.0% | -55.0% | 10 | 10 | 14 | 6 | -3 | 4 | 7 | 10 |
| CONSOLIDATED PROFIT | 13 | 32 | -58.0% | -58.0% | 8 | 8 | 12 | 4 | -2 | 3 | 5 | 7 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | | |
|--|-------|-------|-----------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Cost income ratio | 62.9% | 58.0% | +4.9 p.p. | | 50.3% | 58.5% | 58.9% | 65.4% | 71.2% | 61.4% | 59.0% | 61.3% |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | 29 | -58 | 87 | | -46 | -58 | -124 | -7 | 93 | 52 | 10 | -47 |

VOLUMES

| | | | | | | | | | | | | |
|--------------------------------------|-------|-------|-------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Customers Loans (excl. Repos and IC) | 1,799 | 1,991 | -9.6% | | 1,984 | 1,943 | 2,003 | 1,991 | 1,973 | 1,899 | 1,856 | 1,799 |
| Customer Depos (excl. Repos and IC) | 2,180 | 2,001 | +8.9% | | 1,966 | 2,007 | 2,066 | 2,001 | 2,030 | 2,080 | 2,018 | 2,180 |
| Total RWA | 1,413 | 1,497 | -5.6% | | 1,371 | 1,405 | 1,416 | 1,497 | 1,472 | 1,461 | 1,463 | 1,413 |

OTHER FIGURES

| | | | | | | | | | | | | |
|-------------|------|-------|------------|--|-------|-------|-------|------|-------|------|-------|-------|
| FTEs (100%) | 538 | 537 | +0.2% | | 543 | 549 | 545 | 537 | 535 | 548 | 542 | 538 |
| ROAC | 6.5% | 17.5% | -10.9 p.p. | | 18.2% | 17.9% | 25.7% | 8.3% | -5.3% | 6.8% | 10.6% | 14.3% |

CEE - Croatia

INCOME STATEMENT

| | FY | | y/y | y/y % | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|-------------|-------------|---------------|---------------|------------|------------|------------|------------|------------|------------|------------|------------|
| (mln Euro) | 2020 | 2019 | % | at const. FX | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | 327 | 379 | -13.7% | -12.3% | 97 | 98 | 90 | 92 | 86 | 81 | 80 | 81 |
| Dividends and other income from equity investments | 4 | 4 | +6.6% | +6.6% | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Net fees and commissions | 132 | 151 | -12.6% | -11.1% | 41 | 31 | 42 | 37 | 35 | 31 | 35 | 32 |
| Net trading income | 31 | 72 | -57.8% | -57.1% | 16 | 23 | 12 | 21 | 24 | 7 | 5 | -6 |
| Net other expenses/income | 4 | 9 | -60.4% | -59.7% | 2 | 3 | 2 | 3 | 2 | 1 | 2 | -2 |
| OPERATING INCOME | 497 | 615 | -19.2% | -17.9% | 158 | 156 | 147 | 154 | 148 | 121 | 122 | 106 |
| Payroll costs | -115 | -122 | -6.3% | -4.8% | -30 | -31 | -31 | -31 | -31 | -28 | -28 | -27 |
| Other administrative expenses | -76 | -78 | -3.0% | -1.4% | -18 | -19 | -20 | -22 | -19 | -18 | -19 | -21 |
| Recovery of expenses | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Amortisation & depreciation | -27 | -28 | -2.6% | -1.0% | -7 | -7 | -7 | -7 | -6 | -6 | -6 | -8 |
| Operating costs | -217 | -228 | -4.8% | -3.3% | -55 | -57 | -57 | -60 | -55 | -52 | -54 | -56 |
| OPERATING PROFIT | 280 | 387 | -27.7% | -26.5% | 103 | 99 | 90 | 94 | 93 | 68 | 68 | 50 |
| Net write-downs of loans | -169 | -66 | n.m. | n.m. | -6 | -13 | -19 | -27 | -50 | -34 | -36 | -49 |
| NET OPERATING PROFIT | 110 | 321 | -65.6% | -65.1% | 97 | 86 | 71 | 66 | 43 | 35 | 32 | 0 |
| Other Charges & Provisions | -36 | -78 | -54.2% | -53.4% | -15 | -9 | -31 | -23 | -15 | -2 | -10 | -9 |
| o/w Systemic Charges | -27 | -28 | -1.2% | +0.4% | -13 | -5 | -5 | -5 | -16 | -2 | -4 | -5 |
| o/w DGS | -18 | -17 | +7.3% | +9.0% | -4 | -4 | -5 | -5 | -5 | -5 | -4 | -5 |
| o/w Bank levies | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| o/w SRF | -9 | -10 | -15.4% | -14.0% | -9 | -1 | 0 | 0 | -11 | 2 | 0 | 0 |
| Integration costs | -21 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -21 |
| Net income from investments | 1 | -26 | n.m. | n.m. | 1 | 0 | 1 | -27 | -1 | -1 | 1 | 2 |
| PROFIT BEFORE TAX | 55 | 217 | -74.7% | -74.3% | 83 | 77 | 41 | 16 | 28 | 31 | 23 | -27 |
| CONSOLIDATED PROFIT | 37 | 152 | -75.4% | -75.1% | 58 | 54 | 29 | 12 | 20 | 20 | 16 | -19 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | | |
|--|-------|-------|-----------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Cost income ratio | 43.7% | 37.2% | +6.6 p.p. | | 34.6% | 36.4% | 38.8% | 39.0% | 37.3% | 43.4% | 44.0% | 52.9% |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | 183 | 71 | 112 | | 27 | 55 | 83 | 118 | 215 | 144 | 157 | 215 |

VOLUMES

| | | | | | | | | | | | | |
|--------------------------------------|--------|--------|--------|--|--------|--------|--------|--------|--------|--------|--------|--------|
| Customers Loans (excl. Repos and IC) | 9,131 | 9,319 | -2.0% | | 9,253 | 9,266 | 9,082 | 9,319 | 9,191 | 9,239 | 9,054 | 9,131 |
| Customer Depos (excl. Repos and IC) | 13,017 | 12,578 | +3.5% | | 11,744 | 12,000 | 12,430 | 12,578 | 12,080 | 13,114 | 13,014 | 13,017 |
| Total RWA | 6,647 | 7,856 | -15.4% | | 8,208 | 7,994 | 7,708 | 7,856 | 7,877 | 7,024 | 6,545 | 6,647 |

OTHER FIGURES

| | | | | | | | | | | | | |
|-------------|-------|-------|------------|--|-------|-------|-------|-------|-------|-------|-------|--------|
| FTEs (100%) | 3,679 | 3,752 | -1.9% | | 3,772 | 3,813 | 3,797 | 3,752 | 3,779 | 3,807 | 3,773 | 3,679 |
| ROAC | 2.3% | 16.5% | -14.2 p.p. | | 25.9% | 23.8% | 12.2% | 3.6% | 7.5% | 8.6% | 5.4% | -14.1% |

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

CEE - Romania

INCOME STATEMENT

| | FY | | y/y | y/y % | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|-------------|-------------|---------------|---------------|------------|------------|------------|------------|------------|------------|------------|------------|
| (mln Euro) | 2020 | 2019 | % | at const. FX | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | 263 | 276 | -4.6% | -2.8% | 65 | 69 | 71 | 71 | 71 | 63 | 66 | 63 |
| Dividends and other income from equity investments | 0 | 0 | -1.7% | +0.2% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Net fees and commissions | 66 | 69 | -3.5% | -1.6% | 16 | 17 | 17 | 18 | 17 | 17 | 16 | 16 |
| Net trading income | 90 | 98 | -8.0% | -6.2% | 27 | 29 | 20 | 22 | 23 | 27 | 18 | 22 |
| Net other expenses/income | 1 | 2 | -45.4% | -44.4% | 0 | 0 | 1 | 0 | 0 | 0 | -1 | 2 |
| OPERATING INCOME | 421 | 445 | -5.4% | -3.5% | 109 | 115 | 110 | 112 | 111 | 107 | 100 | 103 |
| Payroll costs | -90 | -90 | -0.4% | +1.6% | -22 | -22 | -22 | -24 | -23 | -23 | -23 | -21 |
| Other administrative expenses | -51 | -55 | -6.4% | -4.6% | -12 | -14 | -14 | -15 | -13 | -12 | -12 | -15 |
| Recovery of expenses | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Amortisation & depreciation | -29 | -33 | -12.5% | -10.8% | -7 | -8 | -8 | -10 | -7 | -7 | -7 | -8 |
| Operating costs | -170 | -178 | -4.5% | -2.6% | -41 | -44 | -44 | -48 | -43 | -42 | -42 | -43 |
| OPERATING PROFIT | 251 | 267 | -6.0% | -4.1% | 68 | 70 | 66 | 64 | 68 | 66 | 58 | 60 |
| Net write-downs of loans | -119 | -73 | +62.0% | +65.2% | -8 | -25 | -10 | -30 | -39 | -8 | -19 | -53 |
| NET OPERATING PROFIT | 132 | 194 | -31.7% | -30.3% | 60 | 45 | 56 | 33 | 29 | 57 | 39 | 7 |
| Other Charges & Provisions | -8 | -35 | -77.5% | -77.0% | -11 | -2 | -2 | -20 | -11 | -1 | 2 | 3 |
| o/w Systemic Charges | -10 | -23 | -55.2% | -54.3% | -11 | 0 | 0 | -13 | -10 | 0 | 0 | 0 |
| o/w DGS | -1 | -3 | -64.9% | -64.2% | -3 | 0 | 0 | 0 | -1 | 0 | 0 | 0 |
| o/w Bank levies | 0 | -13 | n.m. | n.m. | 0 | 0 | 0 | -13 | 0 | 0 | 0 | 0 |
| o/w SRF | -10 | -8 | +26.2% | +28.7% | -8 | 0 | 0 | 0 | -10 | 0 | 0 | 0 |
| Integration costs | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Net income from investments | 1 | 1 | -63.0% | -62.3% | 0 | -1 | 0 | 2 | 1 | 0 | 0 | 0 |
| PROFIT BEFORE TAX | 125 | 161 | -22.0% | -20.5% | 49 | 43 | 54 | 15 | 19 | 57 | 41 | 9 |
| CONSOLIDATED PROFIT | 94 | 132 | -28.7% | -27.3% | 40 | 35 | 44 | 13 | 15 | 48 | 25 | 7 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | | |
|--|-------|-------|-----------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Cost income ratio | 40.3% | 39.9% | +0.4 p.p. | | 37.7% | 38.7% | 40.2% | 43.0% | 38.5% | 38.8% | 41.9% | 42.2% |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | 197 | 123 | 75 | | 55 | 172 | 64 | 198 | 252 | 55 | 126 | 358 |

VOLUMES

| | | | | | | | | | | | | |
|--------------------------------------|-------|-------|--------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Customers Loans (excl. Repos and IC) | 5,893 | 6,147 | -4.1% | | 5,868 | 5,922 | 6,077 | 6,147 | 6,128 | 6,007 | 5,939 | 5,893 |
| Customer Depos (excl. Repos and IC) | 7,317 | 7,067 | +3.5% | | 6,030 | 6,178 | 6,430 | 7,067 | 6,734 | 6,780 | 6,935 | 7,317 |
| Total RWA | 5,781 | 6,535 | -11.5% | | 5,967 | 6,080 | 6,316 | 6,535 | 6,466 | 5,974 | 5,817 | 5,781 |

OTHER FIGURES

| | | | | | | | | | | | | |
|-------------|-------|-------|-----------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| FTEs (100%) | 3,397 | 3,377 | +0.6% | | 3,282 | 3,294 | 3,326 | 3,377 | 3,367 | 3,427 | 3,420 | 3,397 |
| ROAC | 11.1% | 17.1% | -6.0 p.p. | | 21.5% | 18.6% | 22.6% | 6.3% | 6.3% | 24.6% | 11.2% | 2.0% |

CEE - Bulgaria

INCOME STATEMENT

| | FY | | y/y | y/y % | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|-------------|-------------|---------------|---------------|------------|------------|------------|------------|------------|------------|------------|------------|
| (mln Euro) | 2020 | 2019 | % | at const. FX | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | 260 | 282 | -7.6% | -7.6% | 70 | 71 | 71 | 70 | 68 | 65 | 64 | 64 |
| Dividends and other income from equity investments | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Net fees and commissions | 120 | 131 | -8.9% | -8.9% | 32 | 33 | 32 | 34 | 29 | 27 | 31 | 32 |
| Net trading income | 46 | 70 | -34.8% | -34.8% | 20 | 20 | 13 | 18 | 15 | 10 | 10 | 10 |
| Net other expenses/income | 2 | 3 | -26.7% | -26.7% | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 0 |
| OPERATING INCOME | 428 | 486 | -11.9% | -11.9% | 122 | 124 | 116 | 123 | 112 | 103 | 106 | 107 |
| Payroll costs | -82 | -80 | +3.5% | +3.5% | -20 | -20 | -20 | -20 | -22 | -20 | -20 | -21 |
| Other administrative expenses | -59 | -57 | +3.3% | +3.3% | -13 | -15 | -13 | -16 | -15 | -13 | -15 | -16 |
| Recovery of expenses | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Amortisation & depreciation | -20 | -19 | +9.7% | +9.7% | -4 | -4 | -4 | -6 | -5 | -5 | -5 | -6 |
| Operating costs | -162 | -155 | +4.2% | +4.2% | -37 | -39 | -37 | -41 | -41 | -38 | -40 | -43 |
| OPERATING PROFIT | 266 | 331 | -19.5% | -19.5% | 85 | 85 | 79 | 81 | 71 | 65 | 66 | 65 |
| Net write-downs of loans | -113 | -63 | +77.4% | +77.4% | -16 | -15 | -16 | -17 | -25 | -30 | -23 | -35 |
| NET OPERATING PROFIT | 154 | 267 | -42.5% | -42.5% | 69 | 70 | 63 | 65 | 46 | 35 | 43 | 30 |
| Other Charges & Provisions | -39 | -39 | -1.6% | -1.6% | -35 | 1 | 0 | -6 | -39 | 2 | 0 | -2 |
| o/w Systemic Charges | -37 | -33 | +10.6% | +10.6% | -35 | 2 | 0 | 0 | -39 | 2 | 0 | 0 |
| o/w DGS | -13 | -11 | +15.9% | +15.9% | -12 | 1 | 0 | 0 | -13 | 0 | 0 | 0 |
| o/w Bank levies | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| o/w SRF | -24 | -22 | +7.9% | +7.9% | -23 | 1 | 0 | 0 | -26 | 2 | 0 | 0 |
| Integration costs | -3 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -3 |
| Net income from investments | -3 | 1 | n.m. | n.m. | 1 | 1 | 0 | -1 | 0 | 0 | -1 | -3 |
| PROFIT BEFORE TAX | 110 | 229 | -52.3% | -52.3% | 35 | 73 | 63 | 58 | 7 | 37 | 42 | 23 |
| CONSOLIDATED PROFIT | 98 | 205 | -52.2% | -52.2% | 31 | 65 | 56 | 52 | 7 | 33 | 38 | 20 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | | |
|--|-------|-------|-----------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Cost income ratio | 37.8% | 31.9% | +5.8 p.p. | | 30.6% | 31.2% | 32.1% | 33.7% | 36.9% | 36.6% | 37.9% | 39.6% |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | 182 | 106 | 76 | | 108 | 101 | 106 | 107 | 158 | 193 | 150 | 225 |

VOLUMES

| | | | | | | | | | | | | |
|--------------------------------------|-------|-------|--------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Customers Loans (excl. Repos and IC) | 6,256 | 6,227 | +0.5% | | 5,883 | 6,042 | 6,091 | 6,227 | 6,257 | 6,108 | 6,181 | 6,256 |
| Customer Depos (excl. Repos and IC) | 9,549 | 9,047 | +5.5% | | 8,339 | 8,254 | 8,645 | 9,047 | 8,930 | 9,245 | 9,613 | 9,549 |
| Total RWA | 5,574 | 6,228 | -10.5% | | 5,825 | 6,028 | 5,997 | 6,228 | 6,394 | 5,488 | 5,661 | 5,574 |

OTHER FIGURES

| | | | | | | | | | | | | |
|-------------|-------|-------|------------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| FTEs (100%) | 4,206 | 4,145 | +1.5% | | 4,127 | 4,168 | 4,150 | 4,145 | 4,127 | 4,184 | 4,271 | 4,206 |
| ROAC | 11.8% | 26.9% | -15.1 p.p. | | 16.9% | 34.6% | 29.3% | 26.3% | 2.2% | 17.0% | 18.6% | 10.3% |

CEE - Bosnia

INCOME STATEMENT

| (mln Euro) | FY | | y/y % | y/y % at const. FX | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|------------|------------|---------------|-----------------------|------------|------------|------------|------------|------------|------------|------------|------------|
| | 2020 | 2019 | | | 2019 | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 |
| Net interest | 99 | 108 | -7.6% | -7.6% | 27 | 27 | 27 | 27 | 26 | 25 | 25 | 23 |
| Dividends and other income from equity investments | 0 | 0 | -83.0% | -83.0% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Net fees and commissions | 44 | 44 | -1.9% | -1.9% | 11 | 12 | 12 | 9 | 11 | 11 | 11 | 11 |
| Net trading income | 7 | 9 | -20.8% | -20.8% | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| Net other expenses/income | 3 | 4 | -33.3% | -33.3% | 0 | 1 | 2 | 1 | 1 | 1 | 0 | 1 |
| OPERATING INCOME | 153 | 165 | -7.4% | -7.4% | 40 | 43 | 43 | 39 | 40 | 38 | 38 | 37 |
| Payroll costs | -39 | -39 | +0.7% | +0.7% | -10 | -10 | -10 | -10 | -10 | -10 | -10 | -10 |
| Other administrative expenses | -26 | -27 | -1.4% | -1.4% | -7 | -6 | -7 | -7 | -7 | -7 | -6 | -7 |
| Recovery of expenses | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Amortisation & depreciation | -10 | -9 | +9.4% | +9.4% | -2 | -2 | -2 | -2 | -2 | -3 | -2 | -2 |
| Operating costs | -76 | -75 | +1.0% | +1.0% | -19 | -18 | -19 | -19 | -19 | -19 | -19 | -19 |
| OPERATING PROFIT | 77 | 90 | -14.4% | -14.4% | 21 | 24 | 25 | 20 | 21 | 19 | 20 | 17 |
| Net write-downs of loans | -18 | -7 | n.m. | n.m. | -1 | 0 | -4 | -2 | -7 | -1 | -5 | -4 |
| NET OPERATING PROFIT | 59 | 83 | -28.6% | -28.6% | 20 | 24 | 21 | 18 | 14 | 17 | 15 | 13 |
| Other Charges & Provisions | -8 | -7 | +14.4% | +14.4% | -2 | -2 | -2 | -2 | -2 | -2 | -2 | -2 |
| o/w Systemic Charges | -7 | -6 | +10.2% | +10.2% | -2 | -2 | -2 | -2 | -2 | -2 | -2 | -2 |
| o/w DGS | -7 | -6 | +10.2% | +10.2% | -2 | -2 | -2 | -2 | -2 | -2 | -2 | -2 |
| o/w Bank levies | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| o/w SRF | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Integration costs | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Net income from investments | -2 | -1 | +31.5% | +31.5% | 0 | 0 | 0 | -1 | 0 | 0 | 0 | -1 |
| PROFIT BEFORE TAX | 50 | 75 | -33.7% | -33.7% | 18 | 22 | 19 | 15 | 12 | 15 | 13 | 10 |
| CONSOLIDATED PROFIT | 39 | 58 | -33.8% | -33.8% | 14 | 17 | 15 | 12 | 9 | 12 | 10 | 8 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | | |
|--|-------|-------|-----------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Cost income ratio | 49.5% | 45.4% | +4.1 p.p. | | 46.6% | 43.2% | 43.1% | 49.2% | 47.2% | 50.1% | 48.6% | 52.4% |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | 80 | 30 | 50 | | 26 | -2 | 63 | 31 | 122 | 26 | 91 | 79 |

VOLUMES

| | | | | | | | | | | | | |
|--------------------------------------|-------|-------|--------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Customers Loans (excl. Repos and IC) | 2,080 | 2,349 | -11.4% | | 2,249 | 2,301 | 2,285 | 2,349 | 2,291 | 2,188 | 2,111 | 2,080 |
| Customer Depos (excl. Repos and IC) | 3,110 | 3,109 | +0.0% | | 2,788 | 2,822 | 2,966 | 3,109 | 2,991 | 2,986 | 3,063 | 3,110 |
| Total RWA | 2,631 | 2,960 | -11.1% | | 2,787 | 2,862 | 2,876 | 2,960 | 2,771 | 2,603 | 2,611 | 2,631 |

OTHER FIGURES

| | | | | | | | | | | | | |
|-------------|-------|-------|-----------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| FTEs (100%) | 1,593 | 1,626 | -2.0% | | 1,628 | 1,625 | 1,623 | 1,626 | 1,627 | 1,615 | 1,606 | 1,593 |
| ROAC | 10.2% | 17.7% | -7.5 p.p. | | 17.3% | 20.9% | 18.3% | 14.5% | 9.9% | 12.2% | 10.1% | 8.7% |

CEE - Serbia

INCOME STATEMENT

| | FY | | y/y | y/y % | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|------------|------------|---------------|---------------|------------|------------|------------|------------|------------|------------|------------|------------|
| (mln Euro) | 2020 | 2019 | % | at const. FX | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | 112 | 118 | -5.1% | -5.3% | 29 | 30 | 31 | 28 | 30 | 26 | 28 | 28 |
| Dividends and other income from equity investments | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Net fees and commissions | 31 | 34 | -10.5% | -10.6% | 7 | 9 | 8 | 10 | 7 | 7 | 9 | 8 |
| Net trading income | 20 | 18 | +6.3% | +6.1% | 5 | 4 | 4 | 6 | 5 | 8 | 2 | 4 |
| Net other expenses/income | -2 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -2 |
| OPERATING INCOME | 161 | 171 | -6.2% | -6.3% | 41 | 43 | 44 | 43 | 42 | 42 | 38 | 39 |
| Payroll costs | -33 | -32 | +3.6% | +3.4% | -8 | -8 | -8 | -8 | -8 | -8 | -8 | -8 |
| Other administrative expenses | -24 | -24 | +3.3% | +3.1% | -6 | -6 | -6 | -6 | -6 | -6 | -7 | -6 |
| Recovery of expenses | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Amortisation & depreciation | -10 | -9 | +7.4% | +7.2% | -2 | -2 | -2 | -3 | -2 | -2 | -3 | -3 |
| Operating costs | -67 | -65 | +4.0% | +3.9% | -16 | -16 | -17 | -16 | -16 | -17 | -18 | -17 |
| OPERATING PROFIT | 93 | 106 | -12.4% | -12.5% | 25 | 27 | 27 | 27 | 26 | 25 | 21 | 22 |
| Net write-downs of loans | -33 | -18 | +88.3% | +88.0% | -1 | -6 | -4 | -6 | -8 | -2 | -9 | -14 |
| NET OPERATING PROFIT | 60 | 89 | -32.3% | -32.4% | 24 | 21 | 23 | 21 | 17 | 23 | 12 | 8 |
| Other Charges & Provisions | -12 | -12 | -2.9% | -3.1% | -5 | 1 | -3 | -5 | -2 | -2 | -4 | -5 |
| o/w Systemic Charges | -4 | -8 | -53.9% | -54.0% | -2 | -2 | -2 | -2 | -1 | -1 | -1 | -1 |
| o/w DGS | -4 | -8 | -53.9% | -54.0% | -2 | -2 | -2 | -2 | -1 | -1 | -1 | -1 |
| o/w Bank levies | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| o/w SRF | 0 | 0 | n.m. | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Integration costs | 0 | 0 | -100.0% | -100.0% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Net income from investments | 0 | 1 | -73.2% | -73.2% | 0 | -2 | 0 | 2 | 1 | 0 | 0 | 0 |
| PROFIT BEFORE TAX | 48 | 77 | -37.6% | -37.7% | 19 | 20 | 21 | 18 | 17 | 21 | 7 | 3 |
| CONSOLIDATED PROFIT | 46 | 71 | -36.1% | -36.2% | 17 | 18 | 19 | 17 | 15 | 19 | 6 | 5 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | | |
|--|-------|-------|-----------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Cost income ratio | 42.0% | 37.8% | +4.1 p.p. | | 38.5% | 37.6% | 37.9% | 37.4% | 39.0% | 39.7% | 45.8% | 43.7% |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | 133 | 76 | 57 | | 17 | 104 | 73 | 108 | 133 | 29 | 145 | 223 |

VOLUMES

| | | | | | | | | | | | | |
|--------------------------------------|-------|-------|--------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Customers Loans (excl. Repos and IC) | 2,485 | 2,365 | +5.1% | | 2,290 | 2,305 | 2,372 | 2,365 | 2,493 | 2,503 | 2,540 | 2,485 |
| Customer Depos (excl. Repos and IC) | 2,524 | 2,151 | +17.4% | | 2,025 | 2,128 | 2,233 | 2,151 | 2,267 | 2,534 | 2,591 | 2,524 |
| Total RWA | 2,519 | 3,563 | -29.3% | | 3,447 | 3,537 | 3,623 | 3,563 | 2,723 | 2,685 | 2,666 | 2,519 |

OTHER FIGURES

| | | | | | | | | | | | | |
|-------------|-------|-------|-----------|--|-------|-------|-------|-------|-------|-------|-------|-------|
| FTEs (100%) | 1,258 | 1,230 | +2.3% | | 1,191 | 1,206 | 1,214 | 1,230 | 1,233 | 1,232 | 1,231 | 1,258 |
| ROAC | 9.1% | 14.9% | -5.8 p.p. | | 15.2% | 14.9% | 15.6% | 14.1% | 12.6% | 15.4% | 3.4% | 4.3% |

Non Core

INCOME STATEMENT

| | FY | | y/y | 1Q | 2Q | 3Q | 4Q | 1Q | 2Q | 3Q | 4Q |
|--|-------------|---------------|---------------|-------------|-------------|-------------|---------------|------------|-------------|------------|-------------|
| (mln Euro) | 2020 | 2019 | % | 2019 | 2019 | 2019 | 2019 | 2020 | 2020 | 2020 | 2020 |
| Net interest | -23 | -11 | n.m. | 3 | 5 | -9 | -10 | -6 | -9 | -2 | -6 |
| Dividends and other income from equity investments | 0 | 0 | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Net fees and commissions | 6 | 10 | -45.1% | 3 | 3 | 3 | 2 | 2 | 2 | 1 | 1 |
| Net trading income | -4 | -20 | -77.8% | -2 | -6 | 2 | -14 | -3 | -9 | 3 | 4 |
| Net other expenses/income | -25 | -21 | +18.9% | -5 | -7 | -2 | -7 | -1 | -3 | -2 | -20 |
| OPERATING INCOME | -46 | -41 | +12.5% | -1 | -5 | -6 | -30 | -8 | -19 | 1 | -21 |
| Payroll costs | -25 | -31 | -21.7% | -9 | -7 | -7 | -7 | -7 | -6 | -6 | -5 |
| Other administrative expenses | -106 | -196 | -45.8% | -49 | -50 | -51 | -46 | -27 | -28 | -28 | -23 |
| Recovery of expenses | 16 | 51 | -68.0% | 16 | 16 | 12 | 7 | 4 | 3 | 3 | 7 |
| Amortisation & depreciation | -1 | 0 | +48.4% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Operating costs | -115 | -177 | -34.9% | -43 | -42 | -46 | -46 | -31 | -32 | -32 | -21 |
| OPERATING PROFIT | -161 | -218 | -25.9% | -44 | -47 | -52 | -76 | -39 | -50 | -31 | -41 |
| Net write-downs of loans | -1 | -1,632 | -99.9% | -103 | -194 | -147 | -1,188 | 77 | 12 | 31 | -121 |
| NET OPERATING PROFIT | -162 | -1,850 | -91.2% | -147 | -240 | -199 | -1,264 | 38 | -39 | 0 | -162 |
| Other Charges & Provisions | -19 | -157 | -87.7% | -93 | -11 | -13 | -41 | 6 | -3 | 2 | -24 |
| o/w Systemic Charges | -17 | -17 | -1.7% | -15 | -1 | -1 | -1 | -13 | -3 | -1 | -1 |
| o/w DGS | 0 | 0 | n.m. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| o/w Bank levies | -3 | -4 | -32.2% | -1 | -1 | -1 | -1 | -1 | -1 | -1 | -1 |
| o/w SRF | -14 | -13 | +7.2% | -14 | 0 | 0 | 0 | -12 | -2 | 0 | 0 |
| Integration costs | -13 | -8 | +67.0% | 0 | 0 | 0 | -8 | -14 | 0 | 0 | 2 |
| Net income from investments | -145 | -252 | -42.4% | 0 | -27 | -40 | -185 | -24 | -96 | -1 | -24 |
| PROFIT BEFORE TAX | -339 | -2,267 | -85.0% | -239 | -279 | -251 | -1,497 | 6 | -138 | 1 | -208 |
| CONSOLIDATED PROFIT | -233 | -1,683 | -86.2% | -188 | -211 | -180 | -1,104 | -2 | -80 | 34 | -184 |

INCOME STATEMENT RATIOS

| | | | | | | | | | | | |
|--|------|------|------|------|------|------|------|------|------|------|------|
| Cost income ratio | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. |
| Cost of Risk (LLP annualised on Avg Loans) in basis points | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. |

VOLUMES

| | | | | | | | | | | | |
|--------------------------------------|-------|--------|--------|--------|--------|--------|--------|-------|-------|-------|-------|
| Customers Loans (excl. Repos and IC) | 775 | 1,886 | -58.9% | 6,069 | 5,333 | 3,837 | 1,886 | 1,746 | 1,626 | 1,402 | 775 |
| Customer Depos (excl. Repos and IC) | 518 | 488 | +6.2% | 482 | 546 | 471 | 488 | 515 | 440 | 495 | 518 |
| Total RWA | 7,642 | 10,966 | -30.3% | 11,695 | 15,240 | 13,641 | 10,966 | 9,633 | 9,187 | 8,620 | 7,642 |

OTHER FIGURES

| | | | | | | | | | | | |
|-------------|------|------|--------|------|------|------|------|------|------|------|------|
| FTEs (100%) | 214 | 295 | -27.3% | 325 | 326 | 319 | 295 | 291 | 280 | 266 | 214 |
| ROAC | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. | n.m. |

Fees - Details Group

| (mln Euro) | 2020 | FY 2019 | y/y % | 1Q 2019 | 2Q 2019 | 3Q 2019 | 4Q 2019 | 1Q 2020 | 2Q 2020 | 3Q 2020 | 4Q 2020 |
|------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| GROUP | | | | | | | | | | | |
| Investment fees | 2,246 | 2,352 | -4.5% | 545 | 585 | 586 | 635 | 620 | 487 | 546 | 592 |
| Financing fees | 1,607 | 1,687 | -4.7% | 443 | 405 | 409 | 429 | 438 | 402 | 371 | 397 |
| Transactional fees | 2,123 | 2,266 | -6.3% | 553 | 574 | 574 | 565 | 562 | 491 | 552 | 518 |
| TOTAL NET COMMISSIONS | 5,976 | 6,304 | -5.2% | 1,541 | 1,565 | 1,569 | 1,629 | 1,620 | 1,380 | 1,469 | 1,506 |

N. of Branches

ACTUAL FIGURES

| | 1Q 2019 | 2Q 2019 | 3Q 2019 | 4Q 2019 | 1Q 2020 | 2Q 2020 | 3Q 2020 | 4Q 2020 |
|---------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Western Europe | 2,908 | 2,884 | 2,868 | 2,846 | 2,787 | 2,787 | 2,726 | 2,664 |
| Italy | 2,446 | 2,425 | 2,409 | 2,387 | 2,328 | 2,328 | 2,291 | 2,229 |
| Germany | 339 | 337 | 337 | 337 | 337 | 337 | 313 | 313 |
| Austria | 123 | 122 | 122 | 122 | 122 | 122 | 122 | 122 |
| CEE | 875 | 875 | 871 | 871 | 863 | 852 | 848 | 826 |
| Russia | 88 | 88 | 88 | 88 | 88 | 87 | 84 | 79 |
| Czech Republic & Slovakia | 123 | 123 | 123 | 123 | 119 | 114 | 114 | 104 |
| Hungary | 55 | 55 | 55 | 55 | 55 | 55 | 55 | 54 |
| Slovenia | 24 | 24 | 24 | 24 | 21 | 21 | 21 | 19 |
| Croatia | 116 | 116 | 114 | 114 | 114 | 114 | 113 | 113 |
| Romania | 135 | 135 | 134 | 134 | 134 | 134 | 134 | 135 |
| Bulgaria | 151 | 151 | 151 | 151 | 150 | 145 | 145 | 143 |
| Bosnia | 111 | 111 | 110 | 110 | 110 | 110 | 110 | 107 |
| Serbia | 72 | 72 | 72 | 72 | 72 | 72 | 72 | 72 |
| Total Group | 3,783 | 3,759 | 3,739 | 3,717 | 3,650 | 3,639 | 3,574 | 3,490 |

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