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## 3Q GROUP RESULTS – DIVISIONAL DATA BASE

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Figures could be slightly different from financial report and presentation due to roundings

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## 3Q GROUP RESULTS – DIVISIONAL DATA BASE

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# 3Q15 GROUP RESULTS

## CONSOLIDATED ACCOUNTS

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■ Consolidated Income Statements	1
■ Consolidated Balance Sheet	2
■ Group Shareholder's Equity	3
■ Core Bank	4
■ Asset Quality Core Bank	5
■ Asset Quality Country Breakdown	6
■ Asset Quality Non-Core	7
■ Capital Position	8

## CONTRIBUTION OF DIVISIONS TO GROUP RESULTS

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■ Commercial Bank Italy	9
■ Commercial Bank Germany	10
■ Commercial Bank Austria	11
■ CIB	12
■ CIB Managerial Data	13
■ Poland	14
■ Asset Management	15
■ Asset Gathering	16
■ CEE Division	18
■ CEE Countries	19-27
■ Non-Core	28

# Consolidated Income Statement

## CONSOLIDATED INCOME STATEMENT

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	8,887	9,378	-5.2%	3,077	3,179	3,122	3,064	2,963	2,999	2,925	
Dividends and other income from equity investments	579	603	-4.0%	104	321	178	191	118	269	192	
Net fees and commissions	5,914	5,710	+3.6%	1,890	1,963	1,856	1,883	2,014	1,997	1,902	
Net trading income	1,342	1,197	+12.1%	472	342	383	339	619	473	250	
Net other expenses/income	94	60	+56.2%	46	-7	21	128	34	-3	63	
<b>OPERATING INCOME</b>	<b>16,816</b>	<b>16,948</b>	<b>-0.8%</b>	<b>5,588</b>	<b>5,798</b>	<b>5,561</b>	<b>5,604</b>	<b>5,749</b>	<b>5,735</b>	<b>5,332</b>	
Payroll costs	-6,287	-6,119	+2.7%	-2,087	-2,002	-2,030	-2,082	-2,093	-2,127	-2,067	
Other administrative expenses	-3,869	-3,919	-1.3%	-1,299	-1,339	-1,281	-1,325	-1,289	-1,294	-1,286	
Recovery of expenses	599	619	-3.3%	191	226	202	215	188	213	198	
Amortisation & depreciation	-678	-656	+3.3%	-216	-221	-220	-239	-224	-227	-228	
<b>Operating costs</b>	<b>-10,236</b>	<b>-10,075</b>	<b>+1.6%</b>	<b>-3,410</b>	<b>-3,336</b>	<b>-3,328</b>	<b>-3,432</b>	<b>-3,418</b>	<b>-3,435</b>	<b>-3,383</b>	
<b>OPERATING PROFIT</b>	<b>6,580</b>	<b>6,873</b>	<b>-4.3%</b>	<b>2,178</b>	<b>2,462</b>	<b>2,233</b>	<b>2,172</b>	<b>2,331</b>	<b>2,299</b>	<b>1,949</b>	
Net write-downs of loans	-2,898	-2,595	+11.7%	-838	-1,003	-754	-1,697	-980	-913	-1,005	
<b>NET OPERATING PROFIT</b>	<b>3,682</b>	<b>4,277</b>	<b>-13.9%</b>	<b>1,339</b>	<b>1,459</b>	<b>1,479</b>	<b>475</b>	<b>1,351</b>	<b>1,386</b>	<b>944</b>	
Other Charges & Provisions	-777	-588	+32.2%	-123	-232	-232	-140	-264	-359	-154	
o/w Systemic Charges	-491	-297	+64.9%	-110	-89	-98	-84	-210	-196	-85	
Integration costs	-12	-49	-75.8%	-4	-40	-5	29	-1	-2	-8	
Net income from investments	33	90	-63.9%	62	-16	43	-4	-5	18	20	
<b>PROFIT BEFORE TAX</b>	<b>2,925</b>	<b>3,731</b>	<b>-21.6%</b>	<b>1,275</b>	<b>1,171</b>	<b>1,285</b>	<b>360</b>	<b>1,080</b>	<b>1,043</b>	<b>802</b>	
Income tax for the period	-778	-1,340	-42.0%	-408	-582	-350	43	-343	-238	-197	
Profit (Loss) from non-current assets held for sale, after tax	-152	-55	n.m.	3	-26	-33	-69	-58	-121	27	
<b>PROFIT (LOSS) FOR THE PERIOD</b>	<b>1,995</b>	<b>2,335</b>	<b>-14.6%</b>	<b>870</b>	<b>563</b>	<b>902</b>	<b>334</b>	<b>679</b>	<b>683</b>	<b>633</b>	
Minorities	-280	-284	-1.4%	-83	-89	-112	-96	-102	-100	-78	
<b>NET PROFIT ATTRIBUTABLE TO THE GROUP BEFORE PPA</b>	<b>1,715</b>	<b>2,051</b>	<b>-16.4%</b>	<b>787</b>	<b>474</b>	<b>790</b>	<b>238</b>	<b>577</b>	<b>583</b>	<b>554</b>	
Purchase Price Allocation effect	-174	-214	-18.6%	-74	-71	-69	-68	-65	-61	-48	
Goodwill impairment	0	0	n.m.	0	0	0	0	0	0	0	
<b>CONSOLIDATED PROFIT</b>	<b>1,541</b>	<b>1,838</b>	<b>-16.1%</b>	<b>712</b>	<b>403</b>	<b>722</b>	<b>170</b>	<b>512</b>	<b>522</b>	<b>507</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	60.9%	59.4%	142bp	61.0%	57.5%	59.8%	61.2%	59.5%	59.9%	63.4%
Cost of Risk (LLP annualized on Avg Loans) in basis points	81	72	9bp	69	84	64	144	82	76	85
Tax rate	26.6%	35.9%	-933bp	32.0%	49.7%	27.2%	-11.9%	31.7%	22.8%	24.6%

## VOLUMES

Total Customer Loans	474,123	470,356	+0.8%	483,782	474,798	470,356	470,569	482,658	473,930	474,123
Total Customer Deposits (incl. securities in issue)	587,695	554,908	+5.9%	560,163	561,005	554,908	560,688	573,787	580,859	587,695
Total RWA End of Period	400,480	401,238	-0.2%	418,871	398,702	401,238	409,223	420,637	405,897	400,480

## OTHER FIGURES

FTEs (eop, 100%)	126,849	129,958	-2.4%	131,333	130,577	129,958	129,021	128,263	127,475	126,849
Branches	7,055	7,665	-8.0%	3 7,921	7,765	7,665	7,516	7,361	7,121	7,055

## Consolidated Balance Sheet

(mIn Euro)	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015
<b>Assets</b>								
Cash and cash balances	12,499	9,975	8,882	8,051	9,870	9,962	11,182	
Financial assets held for trading	79,368	84,079	93,026	101,226	114,356	97,626	91,612	
Loans and receivables with banks	74,128	72,308	83,284	68,730	89,014	86,192	90,689	
Loans and receivables with customers	483,782	474,798	470,356	470,569	482,658	473,930	474,122	
Financial investments	129,451	135,773	136,042	138,503	148,503	153,043	152,909	
Hedging instruments	12,586	13,845	14,435	11,988	11,482	9,282	8,939	
Property, plant and equipment	10,690	10,509	10,283	10,277	10,278	10,089	10,064	
Goodwill	3,528	3,536	3,565	3,562	3,668	3,617	3,601	
Other intangible assets	1,797	1,854	1,882	2,000	2,020	2,028	2,016	
Tax assets	17,867	16,887	16,174	15,772	14,595	15,117	15,036	
Non-current assets and disposal groups classified as held for sale	3,166	3,325	8,301	3,600	3,915	3,751	3,454	
Other assets	10,994	9,789	9,563	9,941	10,291	10,490	9,882	
<b>Total assets</b>	<b>839,854</b>	<b>836,679</b>	<b>855,793</b>	<b>844,217</b>	<b>900,649</b>	<b>875,126</b>	<b>873,506</b>	
<b>Liabilities and shareholders' equity</b>								
Deposits from banks	118,328	109,863	116,977	106,037	130,422	121,454	120,555	
Deposits from customers and debt securities in issue	560,163	561,005	554,908	560,688	573,787	580,859	587,695	
Financial liabilities held for trading	62,622	63,637	72,237	77,135	90,224	72,501	67,334	
Financial liabilities designated at fair value	638	649	627	567	539	460	455	
Hedging instruments	13,521	15,018	16,444	15,150	16,408	12,543	11,717	
Provisions for risks and charges	9,083	9,570	9,721	10,623	10,449	10,017	9,958	
Tax liabilities	2,387	1,779	1,887	1,750	1,892	1,427	1,569	
Liabilities included in disposal groups classified as held for sale	1,447	1,401	6,885	1,650	1,479	1,448	1,415	
Other liabilities	20,816	21,585	21,275	17,781	20,408	20,951	19,242	
Minorities	3,391	3,234	3,475	3,446	3,711	3,272	3,327	
<b>Shareholders' equity</b>	<b>47,460</b>	<b>48,937</b>	<b>51,357</b>	<b>49,390</b>	<b>51,331</b>	<b>50,195</b>	<b>50,239</b>	
- Capital and reserves	46,595	47,640	49,139	48,065	50,655	50,163	49,248	
- Available-for-sale assets fair value reserve and cash-flow hedging reserve	152	182	380	-683	164	-1,003	-551	
- Net profit	712	1,116	1,837	2,008	512	1,034	1,541	
<b>Total liabilities and shareholders' equity</b>	<b>839,854</b>	<b>836,679</b>	<b>855,793</b>	<b>844,217</b>	<b>900,649</b>	<b>875,126</b>	<b>873,506</b>	

## Shareholders' Equity attributable to the Group

(mln Euro)

<b>Shareholders' Equity as at December 31, 2014</b>	<b>49,390</b>
Capital increase (net of capitalized costs)	0
Equity instruments	0
Disbursements related to Cashes transaction ("canoni di usufrutto")	-67
Dividend payment (*)	-171
Forex translation reserve (**)	20
Change in afs/cash-flow hedge reserve	-69
Others (***)	-405
Net profit (loss) for the period	1,541
<b>Shareholders' Equity as at September 30, 2015</b>	<b>50,239</b>

(\*) The dividends distributed equal to €171 million mainly refer to the share of dividends paid in cash with respect to a total of approved dividends for Scrip dividend equal to €694 million.

(\*\*) This positive effect is mainly due to the impact of the USD Dollar for 57 million, Zloty for 38 million, partially net of the negative effect of Krivna for 65 million.

(\*\*\*) This includes mainly the positive change in the reserves relating to the actuarial gains/losses on defined benefit plans of €201 million net of taxes, partially net of the negative change in the valuation reserve of the companies accounted for using the equity method for €532 million, mainly due to the revaluation of the items in Turkish Lira.

# Core Bank

## INCOME STATEMENT

(mIn Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	8,856	9,210	-3.8%	3,015	3,127	3,068	3,042	2,937	2,990	2,928	
Dividends and other income from equity investments	579	603	-4.0%	104	321	178	191	118	269	192	
Net fees and commissions	5,801	5,545	+4.6%	1,830	1,907	1,808	1,833	1,968	1,966	1,868	
Net trading income	1,330	1,199	+11.0%	478	334	387	341	620	462	248	
Net other expenses/income	122	87	+40.2%	54	-2	35	125	41	6	74	
<b>OPERATING INCOME</b>	<b>16,688</b>	<b>16,643</b>	<b>+0.3%</b>	<b>5,481</b>	<b>5,686</b>	<b>5,476</b>	<b>5,531</b>	<b>5,685</b>	<b>5,693</b>	<b>5,311</b>	
Payroll costs	-6,183	-6,007	+2.9%	-2,047	-1,967	-1,993	-2,047	-2,057	-2,093	-2,034	
Other administrative expenses	-3,434	-3,452	-0.5%	-1,139	-1,177	-1,137	-1,188	-1,140	-1,148	-1,146	
Recovery of expenses	505	513	-1.5%	168	176	169	165	172	166	167	
Amortisation & depreciation	-678	-653	+3.7%	-216	-218	-219	-239	-224	-226	-227	
<b>Operating costs</b>	<b>-9,789</b>	<b>-9,599</b>	<b>+2.0%</b>	<b>-3,233</b>	<b>-3,185</b>	<b>-3,181</b>	<b>-3,309</b>	<b>-3,249</b>	<b>-3,301</b>	<b>-3,239</b>	
<b>OPERATING PROFIT</b>	<b>6,899</b>	<b>7,044</b>	<b>-2.1%</b>	<b>2,248</b>	<b>2,501</b>	<b>2,295</b>	<b>2,222</b>	<b>2,436</b>	<b>2,391</b>	<b>2,071</b>	
Net write-downs of loans	-1,732	-1,378	+25.7%	-523	-599	-256	-759	-569	-615	-548	
<b>NET OPERATING PROFIT</b>	<b>5,166</b>	<b>5,666</b>	<b>-8.8%</b>	<b>1,725</b>	<b>1,902</b>	<b>2,040</b>	<b>1,463</b>	<b>1,867</b>	<b>1,776</b>	<b>1,523</b>	
Other Charges & Provisions	-717	-573	+25.0%	-103	-237	-233	-123	-251	-313	-153	
o/w Systemic Charges	-467	-297	+56.9%	-110	-89	-98	-84	-210	-172	-85	
Integration costs	-12	-30	-61.0%	-3	-23	-4	28	-1	-2	-8	
Net income from investments	35	151	-76.8%	62	42	46	20	-5	20	20	
<b>PROFIT BEFORE TAX</b>	<b>4,472</b>	<b>5,213</b>	<b>-14.2%</b>	<b>1,680</b>	<b>1,683</b>	<b>1,850</b>	<b>1,388</b>	<b>1,610</b>	<b>1,480</b>	<b>1,383</b>	
<b>CONSOLIDATED PROFIT</b>	<b>2,597</b>	<b>2,865</b>	<b>-9.3%</b>	<b>1,008</b>	<b>759</b>	<b>1,099</b>	<b>856</b>	<b>879</b>	<b>818</b>	<b>900</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	58.7%	57.7%	99bp	59.0%	56.0%	58.1%	59.8%	57.1%	58.0%	61.0%
Cost of Risk (LLP annualized on Avg Loans) in basis points	53	43	10bp	49	56	24	72	53	56	50

## VOLUMES

Total Customer Loans	436,136	420,974	+3.6%	431,745	424,185	420,974	423,167	440,008	432,574	436,136
Total Customer Deposits (incl. securities in issue)	586,035	552,571	+6.1%	557,852	558,655	552,571	558,343	571,557	579,024	586,035
Total RWA End of Period	367,741	367,887	-0.0%	382,855	365,085	367,887	369,629	384,188	370,778	367,741

## OTHER FIGURES

FTEs (eop, 100%)	125,177	128,035	-2.2%	6 <sup>129,352</sup>	128,632	128,035	127,172	126,500	125,768	125,177
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## Asset Quality - Core Bank

### CONSOLIDATED IMPAIRED LOANS TO CUSTOMER

(mln Euro)	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015
<b>NPLs - Face value</b>	13,787	14,269	14,167	14,549	15,113	14,864	14,030	
Writedowns	8,477	8,611	8,718	8,879	9,414	9,585	9,169	
<i>as a percentage of face value (Coverage Ratio)</i>	61.5%	60.3%	61.5%	61.0%	62.3%	64.5%	65.4%	
<b>NPLs - Carrying value</b>	5,310	5,659	5,450	5,670	5,699	5,278	4,861	
<b>Unlikely to pay - Face value</b>				11,010	11,445	11,431	12,331	
Writedowns				3,763	3,806	3,944	4,326	
<i>as a percentage of face value (Coverage Ratio)</i>				34.2%	33.3%	34.5%	35.1%	
<b>Unlikely to pay- Carrying value</b>				7,247	7,639	7,487	8,005	
<b>Doubtful loans - Face value</b>	6,572	6,759	7,511					
Writedowns	2,531	2,624	2,661					
<i>as a percentage of face value (Coverage Ratio)</i>	38.5%	38.8%	35.4%					
<b>Doubtful loans - Carrying value</b>	4,041	4,135	4,850					
<b>Restructured loans - Face value</b>	3,802	3,824	3,689					
Writedowns	1,566	1,554	1,447					
<i>as a percentage of face value (Coverage Ratio)</i>	41.2%	40.6%	39.2%					
<b>Restructured loans - Carrying value</b>	2,236	2,270	2,243					
<b>Past-due loans - Face value</b>	1,321	1,847	1,588	1,916	1,757	1,697	1,672	
Writedowns	295	408	366	507	471	449	448	
<i>as a percentage of face value (Coverage Ratio)</i>	22.3%	22.1%	23.0%	26.4%	26.8%	26.5%	26.8%	
<b>Past-due loans- Carrying value</b>	1,026	1,439	1,223	1,410	1,287	1,247	1,223	
<b>IMPAIRED LOANS - Face value</b>	25,482	26,699	26,956	27,476	28,315	27,991	28,032	
Writedowns	12,869	13,197	13,191	13,149	13,690	13,978	13,943	
<i>as a percentage of face value (Coverage Ratio)</i>	50.5%	49.4%	48.9%	47.9%	48.4%	49.9%	49.7%	
<b>IMPAIRED LOANS - Carrying value</b>	12,613	13,502	13,765	14,327	14,625	14,013	14,089	
<b>PERFORMING LOANS - Face value</b>	421,092	412,403	409,135	410,687	427,037	420,219	423,989	
Writedowns	1,961	1,721	1,926	1,847	1,654	1,658	1,943	
<i>as a percentage of face value (Coverage Ratio)</i>	0.5%	0.4%	0.5%	0.4%	0.4%	0.4%	0.5%	
<b>PERFORMING LOANS- Carrying value</b>	419,132	410,682	407,208	408,840	425,383	418,561	422,046	

### AS A PERCENTAGE OF TOTAL LOANS TO CUSTOMERS

	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015
<b>NPLs - Face value</b>	3.1%	3.2%	3.2%	3.3%	3.3%	3.3%	3.1%	
<b>NPLs - Carrying value</b>	1.2%	1.3%	1.3%	1.3%	1.3%	1.2%	1.1%	
<b>Unlikely to pay - Face value</b>	0.0%	0.0%	0.0%	2.5%	2.5%	2.6%	2.7%	
<b>Unlikely to pay - Carrying value</b>	0.0%	0.0%	0.0%	1.7%	1.7%	1.7%	1.8%	
<b>Doubtful loans - Face value</b>	1.5%	1.5%	1.7%	0.0%	0.0%	0.0%	0.0%	
<b>Doubtful loans - Carrying value</b>	0.9%	1.0%	1.2%	0.0%	0.0%	0.0%	0.0%	
<b>Restructured loans - Face value</b>	0.9%	0.9%	0.8%	0.0%	0.0%	0.0%	0.0%	
<b>Restructured loans - Carrying value</b>	0.5%	0.5%	0.5%	0.0%	0.0%	0.0%	0.0%	
<b>Past-due loans - Face value</b>	0.3%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	
<b>Past-due loans - Carrying value</b>	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	
<b>Total Impaired Loans - Face value</b>	5.7%	6.1%	6.2%	6.3%	6.2%	6.2%	6.2%	
<b>Total Impaired Loans - Carrying value</b>	2.9%	3.2%	3.3%	3.4%	3.3%	3.2%	3.2%	



## Asset Quality - Country Breakdown

### CONSOLIDATED IMPAIRED LOANS TO CUSTOMER

(min Euro)	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015
<b>Italy Core</b>								
Total Impaired Loans - Face value	6,467	7,132	7,768	8,238	8,705	9,024	9,446	
Total Impaired Loans - Carrying value	3,676	4,033	4,494	4,870	5,111	5,122	5,315	
Total Customer Loans - Face value	193,774	183,204	179,585	177,934	186,851	180,406	183,841	
Total Customer Loans - Carrying value	190,144	179,499	175,491	173,853	182,768	175,964	179,036	
Coverage Ratio - Specific only	43.2%	43.4%	42.2%	40.9%	41.3%	43.2%	43.7%	
Coverage Ratio - Overall Provisions	56.1%	51.9%	52.7%	49.5%	46.9%	49.2%	50.9%	
Impaired Loans Ratio - Face value	3.3%	3.9%	4.3%	4.6%	4.7%	5.0%	5.1%	
Impaired Loans Ratio - Carrying value	1.9%	2.2%	2.6%	2.8%	2.8%	2.9%	3.0%	
<b>Italy Non-Core</b>								
Total Impaired Loans - Face value	56,982	55,696	56,506	56,884	54,897	53,746	52,679	
Total Impaired Loans - Carrying value	26,667	26,675	27,132	26,765	26,454	26,021	25,493	
Total Customer Loans - Face value	83,249	80,720	79,508	78,179	71,907	69,723	65,622	
Total Customer Loans - Carrying value	52,037	50,613	49,382	47,402	42,650	41,356	37,987	
Coverage Ratio - Specific only	53.2%	52.1%	52.0%	52.9%	51.8%	51.6%	51.6%	
Coverage Ratio - Overall Provisions	54.8%	54.1%	53.3%	54.1%	53.3%	52.8%	52.5%	
Impaired Loans Ratio - Face value	68.4%	69.0%	71.1%	72.8%	76.3%	77.1%	80.3%	
Impaired Loans Ratio - Carrying value	51.2%	52.7%	54.9%	56.5%	62.0%	62.9%	67.1%	
<b>Germany</b>								
Total Impaired Loans - Face value	6,063	6,430	6,003	6,253	6,160	5,743	5,516	
Total Impaired Loans - Carrying value	3,218	3,635	3,440	3,839	3,607	3,225	3,195	
Total Customer Loans - Face value	110,698	110,253	110,959	112,494	114,973	114,110	114,648	
Total Customer Loans - Carrying value	107,461	107,093	108,033	109,739	112,066	111,266	112,030	
Coverage Ratio - Specific only	46.9%	43.5%	42.7%	38.6%	41.5%	43.8%	42.1%	
Coverage Ratio - Overall Provisions	53.4%	49.2%	48.7%	44.1%	47.2%	49.5%	47.5%	
Impaired Loans Ratio - Face value	5.5%	5.8%	5.4%	5.6%	5.4%	5.0%	4.8%	
Impaired Loans Ratio - Carrying value	3.0%	3.4%	3.2%	3.5%	3.2%	2.9%	2.9%	
<b>Austria</b>								
Total Impaired Loans - Face value	4,593	4,577	4,387	4,594	4,815	4,647	4,594	
Total Impaired Loans - Carrying value	1,791	1,829	1,648	1,759	1,909	1,818	1,794	
Total Customer Loans - Face value	68,287	68,281	67,473	67,746	69,466	69,212	69,888	
Total Customer Loans - Carrying value	65,130	65,181	64,397	64,555	66,196	66,022	66,735	
Coverage Ratio - Specific only	61.0%	60.0%	62.4%	61.7%	60.4%	60.9%	61.0%	
Coverage Ratio - Overall Provisions	68.7%	67.7%	70.1%	69.5%	67.9%	68.6%	68.6%	
Impaired Loans Ratio - Face value	6.7%	6.7%	6.5%	6.8%	6.9%	6.7%	6.6%	
Impaired Loans Ratio - Carrying value	2.7%	2.8%	2.6%	2.7%	2.9%	2.8%	2.7%	
<b>Poland</b>								
Total Impaired Loans - Face value	1,918	1,951	1,910	1,928	2,077	2,038	2,011	
Total Impaired Loans - Carrying value	752	755	709	691	755	723	690	
Total Customer Loans - Face value	26,815	27,685	27,756	28,251	30,245	30,242	30,554	
Total Customer Loans - Carrying value	25,539	26,381	26,445	26,896	28,798	28,815	29,128	
Coverage Ratio - Specific only	60.8%	61.3%	62.9%	64.2%	63.7%	64.5%	65.7%	
Coverage Ratio - Overall Provisions	66.5%	66.9%	68.6%	70.3%	69.7%	70.0%	70.9%	
Impaired Loans Ratio - Face value	7.2%	7.0%	6.9%	6.8%	6.9%	6.7%	6.6%	
Impaired Loans Ratio - Carrying value	2.9%	2.9%	2.7%	2.6%	2.6%	2.5%	2.4%	
<b>CEE</b>								
Total Impaired Loans - Face value	6,440	6,610	6,887	6,462	6,559	6,540	6,466	
Total Impaired Loans - Carrying value	3,177	3,250	3,475	3,168	3,244	3,125	3,096	
Total Customer Loans - Face value	53,346	56,074	56,759	55,119	57,332	57,664	56,641	
Total Customer Loans - Carrying value	49,817	52,426	53,049	51,506	53,695	53,930	52,758	
Coverage Ratio - Specific only	50.7%	50.8%	49.5%	51.0%	50.5%	52.2%	52.1%	
Coverage Ratio - Overall Provisions	54.8%	55.2%	53.9%	55.9%	55.4%	57.1%	60.0%	
Impaired Loans Ratio - Face value	12.1%	11.8%	12.1%	11.7%	11.4%	11.3%	11.4%	
Impaired Loans Ratio - Carrying value	6.4%	6.2%	6.6%	6.2%	6.0%	5.8%	5.9%	

\* Sum of Regions does not equal total due to infragroup elisions

## Asset Quality - Non Core

### CONSOLIDATED IMPAIRED LOANS TO CUSTOMER

(mn Euro)	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015
<b>NPLs - Face value</b>	35,452	35,284	36,435	37,594	36,285	36,422	36,596	
Writedowns	22,470	21,677	22,572	23,563	22,309	22,049	21,932	
<i>as a percentage of face value (Coverage Ratio)</i>	63.4%	61.4%	62.0%	62.7%	61.5%	60.5%	59.9%	
<b>NPLs - Carrying value</b>	12,982	13,607	13,863	14,031	13,976	14,372	14,664	
<b>Unlikely to pay - Face value</b>				17,480	16,815	15,473	14,588	
Writedowns				6,140	5,692	5,267	4,899	
<i>as a percentage of face value (Coverage Ratio)</i>				35.1%	33.8%	34.0%	33.6%	
<b>Unlikely to pay- Carrying value</b>				11,341	11,123	10,206	9,689	
<b>Doubtful loans - Face value</b>	18,035	17,003	16,529					
Writedowns	6,930	6,463	5,891					
<i>as a percentage of face value (Coverage Ratio)</i>	38.4%	38.0%	35.6%					
<b>Doubtful loans - Carrying value</b>	11,105	10,540	10,638					
<b>Restructured loans - Face value</b>	1,958	1,877	2,079					
Writedowns	593	549	612					
<i>as a percentage of face value (Coverage Ratio)</i>	30.3%	29.2%	29.5%					
<b>Restructured loans - Carrying value</b>	1,365	1,329	1,467					
<b>Past-due loans - Face value</b>	1,537	1,532	1,464	1,810	1,797	1,852	1,496	
Writedowns	321	333	300	416	443	409	355	
<i>as a percentage of face value (Coverage Ratio)</i>	20.9%	21.7%	20.5%	23.0%	24.6%	22.1%	23.7%	
<b>Past-due loans- Carrying value</b>	1,216	1,199	1,164	1,394	1,355	1,443	1,140	
<b>IMPAIRED LOANS - Face value</b>	56,982	55,696	56,506	56,884	54,897	53,746	52,679	
Writedowns	30,315	29,021	29,375	30,119	28,443	27,725	27,186	
<i>as a percentage of face value (Coverage Ratio)</i>	53.2%	52.1%	52.0%	52.9%	51.8%	51.6%	51.6%	
<b>IMPAIRED LOANS - Carrying value</b>	26,667	26,675	27,132	26,765	26,454	26,021	25,493	
<b>PERFORMING LOANS - Face value</b>	26,267	25,024	23,001	21,295	17,010	15,977	12,942	
Writedowns	898	1,086	751	658	813	642	449	
<i>as a percentage of face value (Coverage Ratio)</i>	3.4%	4.3%	3.3%	3.1%	4.8%	4.0%	3.5%	
<b>PERFORMING LOANS- Carrying value</b>	25,369	23,938	22,251	20,637	16,197	15,335	12,494	
<b>AS A PERCENTAGE OF TOTAL LOANS TO CUSTOMERS</b>								
(mn Euro)	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015
<b>NPLs - Face value</b>	42.6%	43.7%	45.8%	48.1%	50.5%	52.2%	55.8%	
<b>NPLs - Carrying value</b>	24.9%	26.9%	28.1%	29.6%	32.8%	34.8%	38.6%	
<b>Unlikely to pay - Face value</b>	0.0%	0.0%	0.0%	22.4%	23.4%	22.2%	22.2%	
<b>Unlikely to pay - Carrying value</b>	0.0%	0.0%	0.0%	23.9%	26.1%	24.7%	25.5%	
<b>Doubtful loans - Face value</b>	21.7%	21.1%	20.8%	0.0%	0.0%	0.0%	0.0%	
<b>Doubtful loans - Carrying value</b>	21.3%	20.8%	21.5%	0.0%	0.0%	0.0%	0.0%	
<b>Restructured loans - Face value</b>	2.4%	2.3%	2.6%	0.0%	0.0%	0.0%	0.0%	
<b>Restructured loans - Carrying value</b>	2.6%	2.6%	3.0%	0.0%	0.0%	0.0%	0.0%	
<b>Past-due loans - Face value</b>	1.8%	1.9%	1.8%	2.3%	2.5%	2.7%	2.3%	
<b>Past-due loans - Carrying value</b>	2.3%	2.4%	2.4%	2.9%	3.2%	3.5%	3.0%	
<b>Total Impaired Loans - Face value</b>	68.4%	69.0%	71.1%	72.8%	76.3%	77.1%	80.3%	
<b>Total Impaired Loans - Carrying value</b>	51.2%	52.7%	54.9%	56.5%	62.0%	62.9%	67.1%	

# Capital Position

## GROUP CAPITAL STRUCTURE

### Basel 3

(mln Euro)	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Change %	
	2014	2014	2014	2014	2015	2015	2015	q/q	y/y
<b>Common Equity Tier I *</b>	41,267	42,183	43,035	42,595	42,501	42,699	42,156	-1.3%	-2.0%
<b>Tier I Capital</b>	44,074	44,998	46,717	46,097	45,913	46,286	45,789	-1.1%	-2.0%
<b>Total Capital</b>	59,179	59,737	59,803	55,456	57,494	57,799	56,851	-1.6%	-4.9%
<b>Total RWA (bn) *</b>	416,387	398,702	401,238	409,223	420,637	405,897	400,480	-1.3%	-0.2%
<b>Credit Risk</b>	339,492	334,927	337,557	344,211	351,967	343,985	340,241	-1.1%	+0.8%
<b>Market Risk</b>	27,380	19,435	19,366	20,784	24,766	18,558	17,039	-8.2%	-12.0%
<b>Operational Risk</b>	51,998	44,340	44,315	44,228	43,904	43,354	43,200	-0.4%	-2.5%
<b>Floor</b>									
<b>Hybrids included in Tier I Capital</b>	2,912	2,901	3,881	3,883	3,708	3,707	3,706	-0.0%	-4.5%

## CAPITAL RATIOS

%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Delta	
	2014	2014	2014	2014	2015	2015	2015	q/q	y/y
<b>Common Equity Tier I Ratio</b>	9.91%	10.58%	10.73%	10.41%	10.10%	10.52%	10.53%	1bp	-20bp
<b>Tier I Ratio</b>	10.58%	11.29%	11.64%	11.26%	10.92%	11.40%	11.43%	3bp	-21bp
<b>Total Capital Ratio</b>	14.21%	14.98%	14.90%	13.55%	13.67%	14.24%	14.20%	-4bp	-71bp
<b>Hybrids as % of Tier I capital</b>	6.61%	6.45%	8.31%	8.42%	8.08%	8.01%	8.09%	8bp	-21bp
<b>note: maximum allowed by BoI</b>	NA	NA	NA	NA	NA	NA	NA		

\* Common Equity Tier 1 Capital as of 1Q 2014 under Basel 3 rules includes 1Q 2014 Interim Net Profit net of dividends accrual (assumed at 10 € cents in line with previous year). RWAs as of 1Q 2014 include the conversion of DTAs into tax credit, effective after the approval of 2013 accounts in May 2014. The sum of Credit Risk, Market Risk and Operational risk RWAs as at 1Q 2014, not including the effect of DTA conversion, amounts to 418,870. This figure differs from those disclosed in the Regulatory Reports due to adjustments connected with the difference between the timing of the approval of the interim financial report and the transmission – on June 30, 2014 – of Regulatory Reports referring to March 31, 2014.

Common Equity Tier 1 Capital as of September 2014 includes 9M 2014 Interim Net Profit net of dividends accrual (assumed at 10 € cents in line with previous year).

December 2014 values assume 2014 scrip dividend of 12 €cents per ordinary share with 75-25% shares-cash acceptance. Including full cash dividend CET1 Ratio at 10.26%, Tier 1 Ratio at 11.12% and Total Capital Ratio at 13.41%.

March 2015 values pro-forma assuming unaudited 1Q15 earnings net of dividend accrual, 2014 scrip dividend with 75% share acceptance and Pekao minority excess capital calculated assuming 12% threshold. CET1 ratio, Tier 1 ratio and Total Capital ratio for regulatory purposes at 9.86%, 10.67% and 13.43%, respectively.

September 2015 values pro-forma assuming unaudited 3Q15 earnings net of dividend accrual; CET1 ratio, Tier 1 ratio and Total Capital ratio for regulatory purposes at 10.44%, 11.35% and 14.11%, respectively.

# Commercial Bank - Italy

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	3,831	3,847	-0.4%	1,280	1,300	1,267	1,287	1,284	1,283	1,264	
Dividends and other income from equity investments	0	0	n.m.	0	0	0	0	0	0	0	
Net fees and commissions	2,679	2,514	+6.6%	856	877	781	784	925	929	825	
Net trading income	23	-12	n.m.	-3	-9	0	1	1	20	1	
Net other expenses/income	-31	-8	n.m.	-1	-5	-2	-12	-13	-14	-5	
<b>OPERATING INCOME</b>	<b>6,501</b>	<b>6,341</b>	<b>+2.5%</b>	<b>2,131</b>	<b>2,164</b>	<b>2,046</b>	<b>2,060</b>	<b>2,198</b>	<b>2,218</b>	<b>2,085</b>	
Payroll costs	-2,054	-1,965	+4.5%	-687	-644	-634	-690	-684	-689	-681	
Other administrative expenses	-1,404	-1,378	+1.9%	-466	-460	-452	-453	-474	-470	-460	
Recovery of expenses	342	350	-2.2%	116	119	115	107	117	112	113	
Amortisation & depreciation	-45	-53	-16.2%	-16	-20	-17	-18	-15	-15	-15	
<b>Operating costs</b>	<b>-3,160</b>	<b>-3,046</b>	<b>+3.7%</b>	<b>-1,053</b>	<b>-1,005</b>	<b>-988</b>	<b>-1,053</b>	<b>-1,056</b>	<b>-1,062</b>	<b>-1,042</b>	
<b>OPERATING PROFIT</b>	<b>3,341</b>	<b>3,294</b>	<b>+1.4%</b>	<b>1,078</b>	<b>1,158</b>	<b>1,058</b>	<b>1,007</b>	<b>1,142</b>	<b>1,156</b>	<b>1,043</b>	
Net write-downs of loans	-785	-706	+11.3%	-280	-294	-132	-329	-280	-260	-245	
<b>NET OPERATING PROFIT</b>	<b>2,556</b>	<b>2,589</b>	<b>-1.3%</b>	<b>799</b>	<b>864</b>	<b>926</b>	<b>678</b>	<b>862</b>	<b>896</b>	<b>797</b>	
Other Charges & Provisions	-88	-77	+13.3%	-12	-32	-34	-35	-17	-54	-17	
o/w Systemic Charges	-29	-9	n.m.	0	0	-9	0	0	-29	0	
Integration costs	0	-21	-97.9%	0	-18	-2	17	0	0	0	
Net income from investments	-9	-6	+45.2%	-4	-1	-1	-2	0	-3	-6	
<b>PROFIT BEFORE TAX</b>	<b>2,459</b>	<b>2,485</b>	<b>-1.0%</b>	<b>782</b>	<b>814</b>	<b>889</b>	<b>659</b>	<b>845</b>	<b>839</b>	<b>775</b>	
<b>CONSOLIDATED PROFIT</b>	<b>1,643</b>	<b>1,604</b>	<b>+2.5%</b>	<b>495</b>	<b>537</b>	<b>572</b>	<b>417</b>	<b>563</b>	<b>565</b>	<b>515</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	48.6%	48.0%	57bp	49.4%	46.5%	48.3%	51.1%	48.1%	47.9%	50.0%
Cost of Risk (LLP annualized on Avg Loans) in basis points	78	72	7bp	85	89	40	101	85	78	73

## VOLUMES

Total Customer Loans	133,643	130,571	+2.4%	132,303	131,471	130,571	130,190	134,106	134,063	133,643
Total Customer Deposits (incl. securities in issue)	142,403	142,516	-0.1%	147,921	144,132	142,516	145,347	144,209	144,222	142,403
Total RWA End of Period	80,097	80,126	-0.0%	79,125	78,340	80,126	80,603	83,206	80,464	80,097

## OTHER FIGURES

FTEs (eop, 100%)	36,985	37,209	-0.6%	37,484	37,527	37,209	37,212	37,081	37,197	36,985
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# Commercial Bank - Germany

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	1,249	1,295	-3.5%	435	436	424	424	406	420	423	
Dividends and other income from equity investments	46	8	n.m.	1	5	2	6	1	4	42	
Net fees and commissions	585	603	-3.1%	210	203	191	182	210	193	181	
Net trading income	70	28	n.m.	18	8	2	6	2	64	4	
Net other expenses/income	82	73	+13.2%	27	26	20	18	27	27	29	
<b>OPERATING INCOME</b>	<b>2,032</b>	<b>2,006</b>	<b>+1.3%</b>	<b>691</b>	<b>677</b>	<b>638</b>	<b>636</b>	<b>646</b>	<b>707</b>	<b>679</b>	
Payroll costs	-892	-877	+1.7%	-292	-287	-298	-301	-303	-297	-291	
Other administrative expenses	-609	-630	-3.3%	-212	-203	-215	-219	-208	-201	-201	
Recovery of expenses	9	10	-13.0%	4	3	3	4	4	3	2	
Amortisation & depreciation	-34	-35	-1.2%	-12	-12	-12	-12	-12	-11	-11	
<b>Operating costs</b>	<b>-1,527</b>	<b>-1,532</b>	<b>-0.4%</b>	<b>-512</b>	<b>-498</b>	<b>-522</b>	<b>-527</b>	<b>-519</b>	<b>-507</b>	<b>-501</b>	
<b>OPERATING PROFIT</b>	<b>505</b>	<b>474</b>	<b>+6.6%</b>	<b>179</b>	<b>179</b>	<b>116</b>	<b>109</b>	<b>127</b>	<b>201</b>	<b>177</b>	
Net write-downs of loans	-43	-2	n.m.	-15	-5	18	-25	-24	-41	22	
<b>NET OPERATING PROFIT</b>	<b>462</b>	<b>472</b>	<b>-2.1%</b>	<b>164</b>	<b>174</b>	<b>133</b>	<b>84</b>	<b>103</b>	<b>159</b>	<b>200</b>	
Other Charges & Provisions	-126	-47	n.m.	-11	-8	-28	-34	-37	-43	-47	
o/w Systemic Charges	-56	-34	+65.6%	-12	-12	-11	-10	-36	-13	-7	
Integration costs	0	2	n.m.	0	2	0	10	0	0	0	
Net income from investments	17	6	n.m.	2	1	2	175	0	11	6	
<b>PROFIT BEFORE TAX</b>	<b>352</b>	<b>432</b>	<b>-18.5%</b>	<b>156</b>	<b>169</b>	<b>108</b>	<b>235</b>	<b>66</b>	<b>128</b>	<b>159</b>	
<b>CONSOLIDATED PROFIT</b>	<b>234</b>	<b>289</b>	<b>-19.0%</b>	<b>104</b>	<b>113</b>	<b>73</b>	<b>214</b>	<b>43</b>	<b>86</b>	<b>106</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	75.2%	76.4%	-124bp	74.0%	73.6%	81.9%	82.9%	80.3%	71.6%	73.9%
Cost of Risk (LLP annualized on Avg Loans) in basis points	7	0	7bp	8	2	-9	13	12	21	-11

## VOLUMES

Total Customer Loans	80,143	78,765	+1.7%	78,537	78,783	78,765	78,416	79,256	79,563	80,143
Total Customer Deposits (incl. securities in issue)	101,504	102,044	-0.5%	105,562	104,709	102,044	102,236	101,088	101,978	101,504
Total RWA End of Period	31,782	33,780	-5.9%	35,388	32,879	33,780	33,608	33,334	31,121	31,782

## OTHER FIGURES

FTEs (eop, 100%)	12,164	13,580	-10.4%	12 <sup>1</sup> 13,586	13,505	13,580	13,422	13,051	12,326	12,164
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# Commercial Bank - Austria

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	546	583	-6.4%	199	197	187	189	176	188	182	
Dividends and other income from equity investments	109	117	-6.9%	25	61	31	34	26	44	40	
Net fees and commissions	460	427	+7.9%	143	142	141	155	153	155	152	
Net trading income	27	129	-79.0%	32	63	34	45	10	20	-3	
Net other expenses/income	11	28	-59.7%	11	7	10	4	5	0	6	
<b>OPERATING INCOME</b>	<b>1,154</b>	<b>1,284</b>	<b>-10.2%</b>	<b>410</b>	<b>471</b>	<b>403</b>	<b>426</b>	<b>370</b>	<b>406</b>	<b>377</b>	
Payroll costs	-584	-620	-5.8%	-213	-208	-199	-207	-198	-199	-187	
Other administrative expenses	-405	-379	+6.8%	-126	-129	-124	-143	-135	-133	-137	
Recovery of expenses	1	1	-10.2%	0	0	0	0	0	0	0	
Amortisation & depreciation	-18	-18	+0.2%	-6	-6	-6	-6	-6	-6	-6	
<b>Operating costs</b>	<b>-1,006</b>	<b>-1,017</b>	<b>-1.0%</b>	<b>-345</b>	<b>-343</b>	<b>-328</b>	<b>-356</b>	<b>-339</b>	<b>-338</b>	<b>-329</b>	
<b>OPERATING PROFIT</b>	<b>147</b>	<b>268</b>	<b>-45.0%</b>	<b>65</b>	<b>128</b>	<b>74</b>	<b>70</b>	<b>31</b>	<b>68</b>	<b>48</b>	
Net write-downs of loans	-5	-69	-93.3%	-48	-4	-17	-41	-27	31	-8	
<b>NET OPERATING PROFIT</b>	<b>143</b>	<b>198</b>	<b>-28.1%</b>	<b>17</b>	<b>124</b>	<b>57</b>	<b>29</b>	<b>3</b>	<b>99</b>	<b>40</b>	
Other Charges & Provisions	-143	-71	+101.5%	-21	-25	-25	-25	-41	-33	-70	
o/w Systemic Charges	-95	-64	+46.9%	-20	-23	-21	-21	-37	-32	-25	
Integration costs	0	0	-10.3%	0	0	0	-1	0	0	0	
Net income from investments	-1	28	n.m.	40	-18	6	-24	1	-2	0	
<b>PROFIT BEFORE TAX</b>	<b>-2</b>	<b>155</b>	<b>n.m.</b>	<b>36</b>	<b>80</b>	<b>39</b>	<b>-21</b>	<b>-37</b>	<b>64</b>	<b>-29</b>	
<b>CONSOLIDATED PROFIT</b>	<b>44</b>	<b>197</b>	<b>-77.7%</b>	<b>34</b>	<b>84</b>	<b>79</b>	<b>-45</b>	<b>-20</b>	<b>83</b>	<b>-18</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	87.2%	79.2%	808bp	84.0%	72.8%	81.6%	83.6%	91.7%	83.2%	87.2%
Cost of Risk (LLP annualized on Avg Loans) in basis points	1	19	-18bp	40	4	14	35	23	-25	7

## VOLUMES

Total Customer Loans	48,677	47,442	+2.6%	47,877	48,083	47,442	47,379	48,744	48,785	48,677
Total Customer Deposits (incl. securities in issue)	64,494	62,877	+2.6%	60,225	59,920	62,877	63,442	65,119	63,847	64,494
Total RWA End of Period	22,301	24,080	-7.4%	27,169	23,838	24,080	24,047	28,273	24,582	22,301

## OTHER FIGURES

FTEs (eop, 100%)	6,530	6,751	-3.3%	6,803	6,634	6,751	6,701	6,614	6,565	6,530
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## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	1,637	1,746	-6.3%	562	612	572	579	560	563	513	
Dividends and other income from equity investments	25	75	-66.9%	9	40	26	14	10	5	9	
Net fees and commissions	434	412	+5.3%	107	155	150	145	156	140	138	
Net trading income	764	629	+21.4%	331	181	117	173	335	303	126	
Net other expenses/income	17	-151	n.m.	-15	-86	-50	129	4	-12	25	
<b>OPERATING INCOME</b>	<b>2,877</b>	<b>2,711</b>	<b>+6.1%</b>	<b>994</b>	<b>902</b>	<b>814</b>	<b>1,040</b>	<b>1,065</b>	<b>1,000</b>	<b>812</b>	
Payroll costs	-509	-477	+6.9%	-172	-144	-161	-152	-164	-177	-169	
Other administrative expenses	-865	-783	+10.5%	-263	-266	-253	-239	-279	-280	-306	
Recovery of expenses	41	3	n.m.	1	1	2	1	0	0	41	
Amortisation & depreciation	-2	-2	-6.9%	-1	-1	-1	-1	-1	-1	-1	
<b>Operating costs</b>	<b>-1,335</b>	<b>-1,259</b>	<b>+6.0%</b>	<b>-435</b>	<b>-410</b>	<b>-414</b>	<b>-391</b>	<b>-443</b>	<b>-457</b>	<b>-434</b>	
<b>OPERATING PROFIT</b>	<b>1,542</b>	<b>1,452</b>	<b>+6.2%</b>	<b>559</b>	<b>493</b>	<b>400</b>	<b>649</b>	<b>622</b>	<b>542</b>	<b>378</b>	
Net write-downs of loans	-47	-29	+62.8%	0	-97	68	-100	-28	-92	73	
<b>NET OPERATING PROFIT</b>	<b>1,495</b>	<b>1,423</b>	<b>+5.0%</b>	<b>559</b>	<b>396</b>	<b>469</b>	<b>549</b>	<b>594</b>	<b>450</b>	<b>450</b>	
Other Charges & Provisions	-142	-56	n.m.	8	-27	-37	-21	-64	-71	-7	
o/w Systemic Charges	-100	-67	+50.8%	-22	-22	-22	-21	-64	-27	-10	
Integration costs	0	0	n.m.	0	0	0	0	0	0	0	
Net income from investments	-2	-35	-93.0%	4	-68	29	-49	-8	8	-3	
<b>PROFIT BEFORE TAX</b>	<b>1,351</b>	<b>1,333</b>	<b>+1.4%</b>	<b>572</b>	<b>301</b>	<b>460</b>	<b>479</b>	<b>523</b>	<b>387</b>	<b>441</b>	
<b>CONSOLIDATED PROFIT</b>	<b>910</b>	<b>853</b>	<b>+6.7%</b>	<b>389</b>	<b>199</b>	<b>265</b>	<b>399</b>	<b>360</b>	<b>256</b>	<b>294</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	46.4%	46.4%	-3bp	43.8%	45.4%	50.8%	37.6%	41.6%	45.8%	53.5%
Cost of Risk (LLP annualized on Avg Loans) in basis points	7	4	3bp	0	42	-32	46	12	40	-32

## VOLUMES

Total Customer Loans	92,341	84,492	+9.3%	96,700	86,754	84,492	89,225	95,524	88,203	92,341
Total Customer Deposits (incl. securities in issue)	105,754	85,824	+23.2%	87,186	88,062	85,824	87,466	96,000	101,524	105,754
Total RWA End of Period	68,594	70,871	-3.2%	77,419	71,185	70,871	68,161	72,004	67,494	68,594

## OTHER FIGURES

FTEs (eop, 100%)	3,981	3,950	+0.8%	4,050	3,958	3,950	3,955	3,963	3,986	3,981
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## CIB Division - Additional Disclosure (managerial figures)

(mln Euro)	1Q 2014	2Q 2014	3Q 2014	4Q 2014	1Q 2015	2Q 2015	3Q 2015	4Q 2015
<b>TOTAL REVENUES CIB</b>	<b>994</b>	<b>902</b>	<b>814</b>	<b>1,040</b>	<b>1,065</b>	<b>1,000</b>	<b>812</b>	
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>312</b>	<b>377</b>	<b>276</b>	<b>498</b>	<b>279</b>	<b>313</b>	<b>305</b>	
Financing & Advisory (F&A) Italy	105	131	123	111	95	92	88	
Financing & Advisory (F&A) Germany	168	209	117	345	146	169	179	
Financing & Advisory (F&A) Austria	40	39	37	44	39	53	39	
<b>Markets</b>	<b>577</b>	<b>422</b>	<b>438</b>	<b>432</b>	<b>680</b>	<b>584</b>	<b>394</b>	
<b>Global Transaction Business (GTB)</b>	<b>105</b>	<b>108</b>	<b>104</b>	<b>108</b>	<b>107</b>	<b>107</b>	<b>113</b>	
<b>CIB Other</b>	<b>-1</b>	<b>-2</b>	<b>-2</b>	<b>0</b>	<b>2</b>	<b>-4</b>	<b>0</b>	
<b>TOTAL COSTS CIB</b>	<b>-435</b>	<b>-410</b>	<b>-414</b>	<b>-391</b>	<b>-443</b>	<b>-457</b>	<b>-434</b>	
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>-139</b>	<b>-143</b>	<b>-135</b>	<b>-130</b>	<b>-146</b>	<b>-151</b>	<b>-145</b>	
Financing & Advisory (F&A) Italy	-28	-26	-26	-30	-31	-34	-33	
Financing & Advisory (F&A) Germany	-94	-99	-93	-79	-98	-98	-94	
Financing & Advisory (F&A) Austria	-18	-18	-17	-23	-18	-20	-18	
<b>Markets</b>	<b>-233</b>	<b>-209</b>	<b>-227</b>	<b>-193</b>	<b>-235</b>	<b>-244</b>	<b>-227</b>	
<b>Global Transaction Business (GTB)</b>	<b>-53</b>	<b>-55</b>	<b>-50</b>	<b>-56</b>	<b>-55</b>	<b>-56</b>	<b>-55</b>	
<b>CIB Other</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>-2</b>	<b>3</b>	<b>0</b>	
<b>TOTAL LOAN LOSS PROVISIONS CIB</b>	<b>0</b>	<b>-97</b>	<b>68</b>	<b>-100</b>	<b>-28</b>	<b>-92</b>	<b>73</b>	
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>4</b>	<b>-114</b>	<b>54</b>	<b>-49</b>	<b>-26</b>	<b>-60</b>	<b>80</b>	
Financing & Advisory (F&A) Italy	60	-135	-16	27	6	-111	38	
Financing & Advisory (F&A) Germany	-42	-5	79	-72	-22	45	42	
Financing & Advisory (F&A) Austria	-13	27	-9	-4	-10	6	1	
<b>Markets</b>	<b>-3</b>	<b>6</b>	<b>15</b>	<b>-50</b>	<b>0</b>	<b>-29</b>	<b>-6</b>	
<b>Global Transaction Business (GTB)</b>	<b>-2</b>	<b>11</b>	<b>-1</b>	<b>-1</b>	<b>-2</b>	<b>-3</b>	<b>-1</b>	
<b>CIB Other</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
<b>TOTAL NET OPERATING PROFIT CIB</b>	<b>559</b>	<b>396</b>	<b>469</b>	<b>549</b>	<b>594</b>	<b>450</b>	<b>450</b>	
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>178</b>	<b>120</b>	<b>195</b>	<b>319</b>	<b>107</b>	<b>102</b>	<b>240</b>	
Financing & Advisory (F&A) Italy	137	-31	81	108	70	-53	92	
Financing & Advisory (F&A) Germany	32	104	103	194	26	115	126	
Financing & Advisory (F&A) Austria	9	48	11	17	11	39	22	
<b>Markets</b>	<b>340</b>	<b>219</b>	<b>226</b>	<b>190</b>	<b>445</b>	<b>311</b>	<b>161</b>	
<b>Global Transaction Business (GTB)</b>	<b>51</b>	<b>65</b>	<b>54</b>	<b>51</b>	<b>50</b>	<b>47</b>	<b>57</b>	
<b>CIB Other</b>	<b>0</b>	<b>-2</b>	<b>-1</b>	<b>-1</b>	<b>0</b>	<b>-1</b>	<b>0</b>	
<b>RWA CIB</b>	<b>77,419</b>	<b>71,185</b>	<b>70,871</b>	<b>68,161</b>	<b>72,004</b>	<b>67,494</b>	<b>68,594</b>	
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>36,321</b>	<b>34,749</b>	<b>34,596</b>	<b>33,289</b>	<b>33,859</b>	<b>34,478</b>	<b>35,384</b>	
Financing & Advisory (F&A) Italy	12,735	11,612	11,721	11,170	10,700	11,256	13,492	
Financing & Advisory (F&A) Germany	19,400	18,340	18,015	16,935	17,785	17,884	16,858	
Financing & Advisory (F&A) Austria	4,186	4,798	4,860	5,183	5,375	5,338	5,034	
<b>Markets</b>	<b>36,264</b>	<b>31,154</b>	<b>30,868</b>	<b>29,897</b>	<b>32,796</b>	<b>27,660</b>	<b>27,392</b>	
<b>Global Transaction Business (GTB)</b>	<b>4,677</b>	<b>5,527</b>	<b>5,167</b>	<b>5,109</b>	<b>4,857</b>	<b>5,414</b>	<b>5,867</b>	
<b>CIB Other</b>	<b>157</b>	<b>-246</b>	<b>240</b>	<b>-134</b>	<b>491</b>	<b>-58</b>	<b>-50</b>	



# Poland

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	at const. FX	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	745	817	-8.8%	-9.2%	271	274	272	251	249	248	247	
Dividends and other income from equity investments	13	14	-7.0%	-7.0%	5	6	4	3	4	7	3	
Net fees and commissions	365	378	-3.6%	-4.1%	125	129	125	122	116	127	122	
Net trading income	116	104	+11.0%	+10.5%	22	34	47	58	62	25	29	
Net other expenses/income	35	16	+122.9%	+121.9%	8	5	3	6	2	28	5	
<b>OPERATING INCOME</b>	<b>1,273</b>	<b>1,329</b>	<b>-4.2%</b>	<b>-4.6%</b>	<b>431</b>	<b>448</b>	<b>450</b>	<b>440</b>	<b>433</b>	<b>435</b>	<b>405</b>	
Payroll costs	-347	-351	-0.9%	-1.3%	-115	-118	-117	-113	-113	-118	-116	
Other administrative expenses	-180	-196	-8.6%	-8.9%	-66	-65	-65	-62	-58	-63	-59	
Recovery of expenses	1	1	+1.6%	+1.1%	0	0	0	0	0	0	0	
Amortisation & depreciation	-59	-59	+0.2%	-0.2%	-20	-20	-20	-20	-20	-20	-20	
<b>Operating costs</b>	<b>-586</b>	<b>-606</b>	<b>-3.3%</b>	<b>-3.7%</b>	<b>-200</b>	<b>-203</b>	<b>-202</b>	<b>-194</b>	<b>-190</b>	<b>-201</b>	<b>-194</b>	
<b>OPERATING PROFIT</b>	<b>687</b>	<b>723</b>	<b>-5.0%</b>	<b>-5.4%</b>	<b>230</b>	<b>245</b>	<b>248</b>	<b>246</b>	<b>242</b>	<b>234</b>	<b>211</b>	
Net write-downs of loans	-94	-102	-7.4%	-7.8%	-35	-34	-32	-32	-33	-32	-30	
<b>NET OPERATING PROFIT</b>	<b>593</b>	<b>622</b>	<b>-4.6%</b>	<b>-5.0%</b>	<b>195</b>	<b>210</b>	<b>216</b>	<b>215</b>	<b>209</b>	<b>202</b>	<b>181</b>	
Other Charges & Provisions	-57	-25	+123.1%	+122.1%	-9	-9	-8	-8	-25	-15	-17	
o/w Systemic Charges	-50	-25	+100.2%	+99.3%	-8	-8	-8	-8	-18	-15	-16	
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Net income from investments	15	0	n.m.	n.m.	0	0	0	1	0	0	15	
<b>PROFIT BEFORE TAX</b>	<b>551</b>	<b>596</b>	<b>-7.6%</b>	<b>-8.0%</b>	<b>186</b>	<b>202</b>	<b>208</b>	<b>207</b>	<b>185</b>	<b>187</b>	<b>179</b>	
<b>CONSOLIDATED PROFIT</b>	<b>223</b>	<b>243</b>	<b>-8.1%</b>	<b>-8.5%</b>	<b>76</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>75</b>	<b>76</b>	<b>72</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	46.0%	45.6%	45bp		46.5%	45.4%	44.8%	44.0%	44.0%	46.3%	47.9%
Cost of Risk (LLP annualized on Avg Loans) in basis points	44	52	-8bp		56	53	49	48	47	44	41

## VOLUMES

Total Customer Loans	29,128	26,449	+10.1%		25,540	26,384	26,449	26,896	28,798	28,815	29,128
Total Customer Deposits (incl. securities in issue)	31,096	29,685	+4.8%		27,439	28,362	29,685	30,178	30,670	30,784	31,096
Total RWA End of Period	25,848	25,234	+2.4%		25,311	24,760	25,234	25,894	26,862	25,618	25,848

## OTHER FIGURES

FTEs (eop, 100%)	17,806	17,983	-1.0%		18,194	18,134	17,983	18,160	18,043	17,916	17,806
Branches	993	1,001	-0.8%		1,002	1,000	1,001	1,036	1,023	1,015	993

# Asset Management

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y %	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015
	2015	2014									
Net interest	2	2	+51.1%	0	1	1	1	1	1	1	
Dividends and other income from equity investments	1	3	-78.6%	1	2	1	1	0	0	0	
Net fees and commissions	664	567	+17.1%	183	188	197	202	220	225	219	
Net trading income	3	3	-27.0%	1	1	2	-2	2	0	0	
Net other expenses/income	8	-1	n.m.	0	0	-1	15	3	1	4	
<b>OPERATING INCOME</b>	<b>678</b>	<b>575</b>	<b>+18.0%</b>	<b>185</b>	<b>191</b>	<b>199</b>	<b>217</b>	<b>227</b>	<b>228</b>	<b>223</b>	
Payroll costs	-279	-241	+15.4%	-79	-79	-83	-85	-91	-99	-89	
Other administrative expenses	-137	-124	+11.3%	-40	-43	-41	-44	-44	-48	-45	
Recovery of expenses	0	6	-93.4%	2	2	2	2	0	0	0	
Amortisation & depreciation	-9	-8	+8.9%	-3	-3	-3	-3	-3	-3	-3	
<b>Operating costs</b>	<b>-424</b>	<b>-367</b>	<b>+15.6%</b>	<b>-120</b>	<b>-123</b>	<b>-125</b>	<b>-129</b>	<b>-138</b>	<b>-150</b>	<b>-137</b>	
<b>OPERATING PROFIT</b>	<b>254</b>	<b>207</b>	<b>+22.2%</b>	<b>66</b>	<b>68</b>	<b>74</b>	<b>87</b>	<b>89</b>	<b>78</b>	<b>86</b>	
Net write-downs of loans	0	0	n.m.	0	0	0	0	0	0	0	
<b>NET OPERATING PROFIT</b>	<b>254</b>	<b>207</b>	<b>+22.2%</b>	<b>66</b>	<b>68</b>	<b>74</b>	<b>87</b>	<b>89</b>	<b>78</b>	<b>86</b>	
Other Charges & Provisions	-3	1	n.m.	2	-1	0	1	0	-5	2	
o/w Systemic Charges	0	0	n.m.	0	0	0	0	0	0	0	
Integration costs	-8	-3	+149.7%	-1	-1	-1	-8	-1	-2	-5	
Net income from investments	0	0	-89.8%	0	0	0	0	0	0	0	
<b>PROFIT BEFORE TAX</b>	<b>242</b>	<b>205</b>	<b>+18.1%</b>	<b>67</b>	<b>66</b>	<b>72</b>	<b>81</b>	<b>88</b>	<b>70</b>	<b>84</b>	
<b>CONSOLIDATED PROFIT</b>	<b>174</b>	<b>141</b>	<b>+23.3%</b>	<b>47</b>	<b>47</b>	<b>48</b>	<b>36</b>	<b>62</b>	<b>55</b>	<b>57</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	62.6%	63.9%	-129bp	64.5%	64.4%	62.8%	59.7%	60.6%	65.8%	61.3%
Cost of Risk (LLP annualized on Avg Loans) in basis points	0	0	bp	0	0	0	0	0	0	0

## VOLUMES

Total Customer Loans	0	0	n.m.	0	0	0	0	0	0	0
Total Customer Deposits (incl. securities in issue)	0	0	n.m.	0	0	0	0	0	0	0
Total RWA End of Period	1,869	1,520	+23.0%	2,097	1,619	1,520	1,693	1,749	1,875	1,869

## OTHER FIGURES

FTEs (eop, 100%)	2,029	2,044	-0.7%	2,007	2,021	2,044	2,021	2,035	2,037	2,029
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## ASSETS UNDER MANAGEMENT (bn)

Italy	114,703	100,516	+14.1%	91,458	94,187	100,516	104,339	114,413	113,461	114,703
USA	39,177	38,253	+2.4%	34,740	35,883	38,253	38,347	43,880	41,311	39,177
International	19,252	16,409	+17.3%	14,765	15,610	16,409	17,814	21,098	20,426	19,252
Germany	20,344	17,585	+15.7%	16,858	17,305	17,585	17,949	21,109	20,945	20,344
CEE	7,240	6,779	+6.8%	6,220	6,455	6,779	6,765	7,502	7,515	7,240
Pioneer Austria (BACA)	10,887	10,962	-0.7%	10,518	10,769	10,962	10,925	11,562	11,177	10,887
India	1,095	690	+58.8%	737	877	690	658	562	1,250	1,095
Asia	4,579	4,520	+1.3%	4,166	4,437	4,520	4,234	4,834	4,791	4,579
Russia	0	0	n.m.	0	0	0	0	0	0	0
<b>Total</b>	<b>217,277</b>	<b>195,713</b>	<b>+11.0%</b>	<b>179,463</b>	<b>185,522</b>	<b>195,713</b>	<b>201,030</b>	<b>224,960</b>	<b>220,875</b>	<b>217,277</b>

# Asset Gathering

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	182	172	+5.6%	58	58	56	56	58	61	64	
Dividends and other income from equity investments	0	0	n.m.	0	0	0	0	0	0	0	
Net fees and commissions	185	143	+30.0%	48	49	46	53	62	63	61	
Net trading income	41	20	+111.2%	7	6	7	10	17	11	13	
Net other expenses/income	-1	-1	+13.8%	0	0	-1	-1	0	-3	2	
<b>OPERATING INCOME</b>	<b>407</b>	<b>333</b>	<b>+22.2%</b>	<b>113</b>	<b>113</b>	<b>107</b>	<b>118</b>	<b>137</b>	<b>131</b>	<b>140</b>	
Payroll costs	-56	-50	+12.6%	-16	-16	-18	-19	-18	-19	-19	
Other administrative expenses	-174	-159	+9.2%	-53	-56	-50	-52	-60	-60	-53	
Recovery of expenses	63	57	+10.3%	19	19	19	20	21	21	20	
Amortisation & depreciation	-6	-6	+3.6%	-2	-2	-2	-3	-2	-2	-2	
<b>Operating costs</b>	<b>-174</b>	<b>-158</b>	<b>+9.7%</b>	<b>-52</b>	<b>-55</b>	<b>-51</b>	<b>-54</b>	<b>-60</b>	<b>-60</b>	<b>-54</b>	
<b>OPERATING PROFIT</b>	<b>234</b>	<b>175</b>	<b>+33.5%</b>	<b>61</b>	<b>58</b>	<b>56</b>	<b>64</b>	<b>77</b>	<b>71</b>	<b>86</b>	
Net write-downs of loans	-4	-2	+109.0%	0	-1	-1	-1	-2	-1	-1	
<b>NET OPERATING PROFIT</b>	<b>229</b>	<b>173</b>	<b>+32.7%</b>	<b>61</b>	<b>57</b>	<b>55</b>	<b>63</b>	<b>75</b>	<b>70</b>	<b>84</b>	
Other Charges & Provisions	-5	-4	+44.4%	-3	0	-1	-2	-3	-1	-1	
o/w Systemic Charges	-3	-1	+111.9%	0	0	-1	0	0	-3	0	
Integration costs	0	0	-66.7%	0	0	0	0	0	0	0	
Net income from investments	0	0	-100.0%	0	0	0	0	0	0	0	
<b>PROFIT BEFORE TAX</b>	<b>224</b>	<b>169</b>	<b>+32.4%</b>	<b>58</b>	<b>57</b>	<b>55</b>	<b>60</b>	<b>72</b>	<b>69</b>	<b>83</b>	
<b>CONSOLIDATED PROFIT</b>	<b>97</b>	<b>97</b>	<b>+0.2%</b>	<b>37</b>	<b>37</b>	<b>23</b>	<b>27</b>	<b>31</b>	<b>30</b>	<b>36</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	42.6%	47.5%	-487bp	45.7%	48.9%	47.9%	45.7%	43.8%	45.6%	38.7%
Cost of Risk (LLP annualized on Avg Loans) in basis points	68	39	29bp	28	48	39	69	85	54	67

## VOLUMES

Total Customer Loans	885	700	+26.3%	669	696	700	696	797	836	885
Total Customer Deposits (incl. securities in issue)	15,311	14,097	+8.6%	13,969	14,344	14,097	14,254	14,922	15,554	15,311
Total RWA End of Period	1,711	1,624	+5.3%	1,905	1,635	1,624	1,742	1,735	1,722	1,711

## OTHER FIGURES

FTEs (eop, 100%)	1,013	953	+6.2%	935	944	953	974	990	992	1,013
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# GBS – CC – Elisions

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	-1,130	-1,115	+1.4%	-394	-365	-356	-349	-375	-391	-365	
Dividends and other income from equity investments	153	153	+0.4%	14	118	20	22	5	118	31	
Net fees and commissions	-100	-33	n.m.	-8	-20	-5	23	-42	-50	-9	
Net trading income	45	59	-24.0%	8	-19	71	21	105	-65	6	
Net other expenses/income	-10	74	n.m.	17	32	24	-30	9	-27	8	
<b>OPERATING INCOME</b>	<b>-1,042</b>	<b>-862</b>	<b>+20.8%</b>	<b>-363</b>	<b>-254</b>	<b>-245</b>	<b>-314</b>	<b>-298</b>	<b>-415</b>	<b>-328</b>	
Payroll costs	-939	-881	+6.5%	-294	-289	-298	-290	-316	-315	-308	
Other administrative expenses	824	688	+19.7%	245	213	230	197	274	274	275	
Recovery of expenses	48	86	-43.8%	27	32	27	30	29	29	-10	
Amortisation & depreciation	-429	-390	+10.0%	-126	-134	-130	-149	-140	-142	-146	
<b>Operating costs</b>	<b>-496</b>	<b>-497</b>	<b>-0.3%</b>	<b>-148</b>	<b>-178</b>	<b>-171</b>	<b>-212</b>	<b>-153</b>	<b>-154</b>	<b>-189</b>	
<b>OPERATING PROFIT</b>	<b>-1,538</b>	<b>-1,360</b>	<b>+13.1%</b>	<b>-511</b>	<b>-432</b>	<b>-416</b>	<b>-525</b>	<b>-452</b>	<b>-569</b>	<b>-517</b>	
Net write-downs of loans	-1	4	n.m.	5	4	-5	-27	-2	0	0	
<b>NET OPERATING PROFIT</b>	<b>-1,539</b>	<b>-1,356</b>	<b>+13.5%</b>	<b>-507</b>	<b>-428</b>	<b>-421</b>	<b>-552</b>	<b>-453</b>	<b>-569</b>	<b>-517</b>	
Other Charges & Provisions	-36	-64	-43.4%	0	-81	17	30	-6	-59	28	
o/w Systemic Charges	-20	0	n.m.	0	0	0	0	0	-20	0	
Integration costs	2	1	+139.3%	-1	0	1	9	1	1	1	
Net income from investments	16	158	-90.2%	21	129	8	-76	3	5	8	
<b>PROFIT BEFORE TAX</b>	<b>-1,558</b>	<b>-1,261</b>	<b>+23.5%</b>	<b>-487</b>	<b>-380</b>	<b>-395</b>	<b>-589</b>	<b>-456</b>	<b>-622</b>	<b>-480</b>	
<b>CONSOLIDATED PROFIT</b>	<b>-1,218</b>	<b>-1,383</b>	<b>-12.0%</b>	<b>-421</b>	<b>-623</b>	<b>-340</b>	<b>-388</b>	<b>-414</b>	<b>-484</b>	<b>-320</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	-47.6%	-57.7%	1007bp	-40.8%	-70.3%	-69.6%	-67.5%	-51.4%	-37.1%	-57.5%
Cost of Risk (LLP annualized on Avg Loans) in basis points	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.

## VOLUMES

Total Customer Loans	-6,531	-5,894	+10.8%	-5,768	-5,832	-5,894	-6,708	-6,359	-6,561	-6,531
Total Customer Deposits (incl. securities in issue)	67,703	64,759	+4.5%	67,540	70,054	64,759	63,208	65,015	65,042	67,703
Total RWA End of Period	42,887	46,016	-6.8%	50,950	49,042	46,016	44,603	43,684	44,442	42,887

## OTHER FIGURES

FTEs (eop, 100%)	16,002	15,989	+0.1%	15,670	15,812	15,989	15,685	15,805	15,914	16,002
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# CEE Division

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	at const. FX	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	1,794	1,862	-3.7%	+5.8%	603	614	646	604	579	617	598	
Dividends and other income from equity investments	232	234	-0.7%	+0.2%	49	90	95	112	73	92	67	
Net fees and commissions	529	534	-0.9%	+1.9%	167	184	183	168	168	184	178	
Net trading income	242	238	+2.0%	+9.0%	61	69	107	28	85	83	74	
Net other expenses/income	11	59	-81.4%	-85.1%	7	17	34	-4	4	6	1	
<b>OPERATING INCOME</b>	<b>2,809</b>	<b>2,927</b>	<b>-4.0%</b>	<b>+3.1%</b>	<b>888</b>	<b>974</b>	<b>1,064</b>	<b>908</b>	<b>909</b>	<b>982</b>	<b>918</b>	
Payroll costs	-523	-544	-3.9%	+2.6%	-180	-181	-184	-190	-169	-180	-174	
Other administrative expenses	-483	-491	-1.5%	+2.8%	-158	-166	-166	-174	-156	-167	-161	
Recovery of expenses	1	1	+6.3%	+6.0%	0	0	0	0	0	0	0	
Amortisation & depreciation	-76	-82	-8.2%	+0.3%	-31	-22	-30	-29	-26	-25	-24	
<b>Operating costs</b>	<b>-1,081</b>	<b>-1,117</b>	<b>-3.2%</b>	<b>+2.5%</b>	<b>-369</b>	<b>-369</b>	<b>-379</b>	<b>-393</b>	<b>-350</b>	<b>-372</b>	<b>-359</b>	
<b>OPERATING PROFIT</b>	<b>1,727</b>	<b>1,810</b>	<b>-4.6%</b>	<b>+3.5%</b>	<b>519</b>	<b>605</b>	<b>686</b>	<b>515</b>	<b>558</b>	<b>610</b>	<b>559</b>	
Net write-downs of loans	-753	-472	+59.3%	+73.0%	-148	-168	-156	-204	-174	-220	-359	
<b>NET OPERATING PROFIT</b>	<b>975</b>	<b>1,337</b>	<b>-27.1%</b>	<b>-20.8%</b>	<b>371</b>	<b>437</b>	<b>530</b>	<b>310</b>	<b>384</b>	<b>391</b>	<b>200</b>	
Other Charges & Provisions	-116	-229	-49.2%	-48.5%	-58	-55	-116	-29	-59	-33	-25	
o/w Systemic Charges	-114	-98	+16.4%	+18.8%	-48	-25	-25	-23	-55	-33	-26	
Integration costs	-5	-8	-43.6%	-43.7%	-1	-6	-1	1	-1	-1	-3	
Net income from investments	-1	-1	+51.5%	+169.4%	-1	-1	1	-6	-1	0	0	
<b>PROFIT BEFORE TAX</b>	<b>853</b>	<b>1,100</b>	<b>-22.4%</b>	<b>-14.9%</b>	<b>311</b>	<b>375</b>	<b>414</b>	<b>277</b>	<b>323</b>	<b>357</b>	<b>172</b>	
<b>CONSOLIDATED PROFIT</b>	<b>488</b>	<b>824</b>	<b>-40.8%</b>	<b>-48.1%</b>	<b>247</b>	<b>283</b>	<b>294</b>	<b>112</b>	<b>178</b>	<b>152</b>	<b>158</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	38.5%	38.2%	34bp		41.5%	37.9%	35.6%	43.3%	38.6%	37.9%	39.1%
Cost of Risk (LLP annualized on Avg Loans) in basis points	172	110	61bp		105	118	107	142	120	149	246

## VOLUMES

Total Customer Loans	57,851	58,449	-1.0%		55,886	57,846	58,449	57,073	59,142	58,870	57,851
Total Customer Deposits (incl. securities in issue)	57,770	50,768	+13.8%		48,011	49,071	50,768	52,213	54,533	56,073	57,770
Total RWA End of Period	92,651	84,635	+9.5%		83,492	81,786	84,635	89,278	93,340	93,461	92,651

## OTHER FIGURES

FTEs (eop, 100%)	28,668	29,576	-3.1%		30,623	30,097	29,576	29,040	28,918	28,834	28,668
Branches	1,336	1,441	-7.3%		1,582	1,507	1,441	1,421	1,403	1,360	1,336

# CEE - Bosnia

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	at const. FX	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	75	69	+9.1%	+9.1%	23	23	23	24	24	25	26	
Dividends and other income from equity investments	0	0	+22.2%	+22.2%	0	0	0	0	0	0	0	
Net fees and commissions	27	26	+0.8%	+0.8%	8	9	9	9	8	9	9	
Net trading income	4	4	+5.1%	+5.1%	1	1	2	1	1	1	1	
Net other expenses/income	0	0	n.m.	n.m.	1	0	0	-1	0	0	0	
<b>OPERATING INCOME</b>	<b>106</b>	<b>100</b>	<b>+6.0%</b>	<b>+6.0%</b>	<b>33</b>	<b>33</b>	<b>34</b>	<b>34</b>	<b>34</b>	<b>35</b>	<b>36</b>	
Payroll costs	-27	-26	+1.6%	+1.6%	-9	-9	-9	-9	-9	-9	-9	
Other administrative expenses	-21	-22	-0.7%	-0.7%	-7	-7	-7	-8	-7	-7	-7	
Recovery of expenses	0	0	-100.0%	-100.0%	0	0	0	0	0	0	0	
Amortisation & depreciation	-4	-5	-12.1%	-12.1%	-2	-2	-2	-2	-1	-1	-1	
<b>Operating costs</b>	<b>-53</b>	<b>-53</b>	<b>-0.1%</b>	<b>-0.1%</b>	<b>-18</b>	<b>-18</b>	<b>-17</b>	<b>-19</b>	<b>-18</b>	<b>-17</b>	<b>-17</b>	
<b>OPERATING PROFIT</b>	<b>53</b>	<b>47</b>	<b>+13.0%</b>	<b>+13.0%</b>	<b>15</b>	<b>15</b>	<b>17</b>	<b>15</b>	<b>17</b>	<b>18</b>	<b>19</b>	
Net write-downs of loans	-8	-10	-17.6%	-17.6%	-4	-3	-3	-3	-2	-4	-2	
<b>NET OPERATING PROFIT</b>	<b>45</b>	<b>37</b>	<b>+21.5%</b>	<b>+21.5%</b>	<b>11</b>	<b>12</b>	<b>14</b>	<b>12</b>	<b>15</b>	<b>14</b>	<b>16</b>	
Other Charges & Provisions	-4	-3	+17.8%	+17.8%	-1	-1	-1	-1	-1	-1	-1	
o/w Systemic Charges	-3	-3	+12.1%	+12.1%	-1	-1	-1	-1	-1	-1	-1	
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Net income from investments	0	0	n.m.	-157.8%	0	0	0	-16	0	0	0	
<b>PROFIT BEFORE TAX</b>	<b>41</b>	<b>34</b>	<b>+22.9%</b>	<b>+22.9%</b>	<b>10</b>	<b>11</b>	<b>13</b>	<b>-5</b>	<b>13</b>	<b>13</b>	<b>15</b>	
<b>CONSOLIDATED PROFIT</b>	<b>31</b>	<b>26</b>	<b>+18.8%</b>	<b>+18.8%</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>-6</b>	<b>11</b>	<b>10</b>	<b>10</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	49.6%	52.7%	-308bp		53.7%	53.9%	50.6%	55.7%	51.5%	49.1%	48.4%
Cost of Risk (LLP annualized on Avg Loans) in basis points	65	85	-21bp		107	85	64	71	47	94	52

## VOLUMES

Total Customer Loans	1,802	1,613	+11.7%		1,596	1,640	1,613	1,675	1,726	1,791	1,802
Total Customer Deposits (incl. securities in issue)	2,022	1,836	+10.1%		1,685	1,741	1,836	1,845	1,890	1,966	2,022
Total RWA End of Period	2,613	1,749	+49.4%		1,652	1,673	1,749	2,394	2,416	2,533	2,613

## OTHER FIGURES

FTEs (eop, 100%)	1,643	1,664	-1.2%		1,675	1,664	1,664	1,649	1,649	1,650	1,643
Branches	119	122	-2.5%		131	130	122	120	120	119	119

# CEE - Bulgaria

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	at const. FX	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	222	201	+10.5%	+10.5%	64	67	69	70	73	74	74	74
Dividends and other income from equity investments	0	1	-31.7%	-31.7%	0	1	0	0	0	0	0	0
Net fees and commissions	76	74	+3.0%	+3.0%	23	24	26	25	24	26	26	26
Net trading income	29	25	+17.4%	+17.4%	8	6	11	6	9	11	9	9
Net other expenses/income	-1	1	n.m.	n.m.	0	0	0	1	0	0	-1	-1
<b>OPERATING INCOME</b>	<b>326</b>	<b>300</b>	<b>+8.5%</b>	<b>+8.5%</b>	<b>96</b>	<b>98</b>	<b>106</b>	<b>102</b>	<b>107</b>	<b>111</b>	<b>108</b>	<b>108</b>
Payroll costs	-49	-47	+6.3%	+6.3%	-16	-16	-15	-17	-16	-17	-16	-16
Other administrative expenses	-35	-37	-4.0%	-4.0%	-12	-13	-12	-13	-12	-12	-11	-11
Recovery of expenses	0	0	-5.4%	-5.4%	0	0	0	0	0	0	0	0
Amortisation & depreciation	-11	-10	+7.3%	+7.3%	-4	-3	-3	-5	-4	-4	-4	-4
<b>Operating costs</b>	<b>-96</b>	<b>-93</b>	<b>+2.4%</b>	<b>+2.4%</b>	<b>-31</b>	<b>-32</b>	<b>-31</b>	<b>-34</b>	<b>-31</b>	<b>-33</b>	<b>-31</b>	<b>-31</b>
<b>OPERATING PROFIT</b>	<b>230</b>	<b>207</b>	<b>+11.2%</b>	<b>+11.2%</b>	<b>65</b>	<b>66</b>	<b>76</b>	<b>68</b>	<b>75</b>	<b>78</b>	<b>76</b>	<b>76</b>
Net write-downs of loans	-53	-65	-17.9%	-17.9%	-14	-23	-28	-28	-20	-18	-15	-15
<b>NET OPERATING PROFIT</b>	<b>177</b>	<b>142</b>	<b>+24.5%</b>	<b>+24.5%</b>	<b>50</b>	<b>43</b>	<b>48</b>	<b>39</b>	<b>55</b>	<b>60</b>	<b>62</b>	<b>62</b>
Other Charges & Provisions	-18	-14	+32.3%	+32.3%	-5	-4	-5	-5	-7	-6	-6	-6
o/w Systemic Charges	-16	-14	+14.1%	+14.1%	-5	-5	-5	-5	-5	-5	-5	-5
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Net income from investments	0	0	-3.6%	-3.6%	0	0	0	-1	0	0	0	0
<b>PROFIT BEFORE TAX</b>	<b>159</b>	<b>128</b>	<b>+23.7%</b>	<b>+23.7%</b>	<b>46</b>	<b>39</b>	<b>43</b>	<b>33</b>	<b>48</b>	<b>54</b>	<b>56</b>	<b>56</b>
<b>CONSOLIDATED PROFIT</b>	<b>141</b>	<b>115</b>	<b>+23.4%</b>	<b>+23.4%</b>	<b>41</b>	<b>35</b>	<b>39</b>	<b>30</b>	<b>43</b>	<b>49</b>	<b>50</b>	<b>50</b>

## INCOME STATEMENT RATIOS

Cost income ratio	29.4%	31.1%	-175bp		32.5%	32.3%	28.8%	33.7%	29.3%	29.6%	29.2%
Cost of Risk (LLP annualized on Avg Loans) in basis points	134	175	-41bp		118	185	222	213	151	140	112

## VOLUMES

Total Customer Loans	5,292	4,984	+6.2%		4,904	4,963	4,984	5,683	5,160	5,230	5,292
Total Customer Deposits (incl. securities in issue)	6,442	5,024	+28.2%		4,467	4,784	5,024	5,450	5,802	6,195	6,442
Total RWA End of Period	5,091	4,976	+2.3%		4,980	4,953	4,976	5,118	5,046	5,200	5,091

## OTHER FIGURES

FTEs (eop, 100%)	4,163	4,130	+0.8%		4,136	4,150	4,130	4,136	4,134	4,162	4,163
Branches	193	202	-4.5%		206	203	202	203	200	197	193

## CEE - Croatia

### INCOME STATEMENT

(mln Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	at const. FX	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	272	255	+6.8%	+6.6%	83	85	87	89	92	90	90	
Dividends and other income from equity investments	6	5	+19.1%	+19.0%	2	2	1	1	2	3	2	
Net fees and commissions	97	94	+3.0%	+2.8%	29	32	33	30	29	32	35	
Net trading income	15	18	-16.4%	-16.6%	2	5	11	9	11	-1	5	
Net other expenses/income	15	43	-64.0%	-64.0%	3	10	30	-3	1	4	11	
<b>OPERATING INCOME</b>	<b>405</b>	<b>414</b>	<b>-2.2%</b>	<b>-2.4%</b>	<b>118</b>	<b>133</b>	<b>162</b>	<b>126</b>	<b>135</b>	<b>128</b>	<b>143</b>	
Payroll costs	-88	-98	-10.6%	-10.8%	-30	-33	-35	-35	-29	-30	-30	
Other administrative expenses	-55	-58	-5.7%	-5.9%	-19	-20	-20	-20	-17	-19	-19	
Recovery of expenses	0	0	+14.3%	+14.1%	0	0	0	0	0	0	0	
Amortisation & depreciation	-14	-20	-30.8%	-30.9%	-7	-7	-6	-5	-5	-5	-4	
<b>Operating costs</b>	<b>-157</b>	<b>-177</b>	<b>-11.3%</b>	<b>-11.5%</b>	<b>-55</b>	<b>-60</b>	<b>-61</b>	<b>-60</b>	<b>-50</b>	<b>-54</b>	<b>-53</b>	
<b>OPERATING PROFIT</b>	<b>248</b>	<b>237</b>	<b>+4.6%</b>	<b>+4.4%</b>	<b>63</b>	<b>73</b>	<b>101</b>	<b>66</b>	<b>85</b>	<b>74</b>	<b>90</b>	
Net write-downs of loans	-273	-71	n.m.	n.m.	-11	-29	-31	-68	-16	-35	-222	
<b>NET OPERATING PROFIT</b>	<b>-25</b>	<b>167</b>	<b>n.m.</b>	<b>-114.7%</b>	<b>52</b>	<b>44</b>	<b>71</b>	<b>-2</b>	<b>69</b>	<b>39</b>	<b>-132</b>	
Other Charges & Provisions	-20	-12	+67.5%	+67.2%	-4	-3	-4	-4	-4	-10	-5	
o/w Systemic Charges	-19	-12	+51.2%	+50.9%	-4	-4	-4	-4	-4	-10	-4	
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Net income from investments	0	0	+27.1%	+26.9%	0	0	0	8	-1	0	0	
<b>PROFIT BEFORE TAX</b>	<b>-45</b>	<b>155</b>	<b>n.m.</b>	<b>-128.9%</b>	<b>48</b>	<b>40</b>	<b>66</b>	<b>2</b>	<b>64</b>	<b>29</b>	<b>-138</b>	
<b>CONSOLIDATED PROFIT</b>	<b>-29</b>	<b>107</b>	<b>n.m.</b>	<b>-126.6%</b>	<b>32</b>	<b>28</b>	<b>47</b>	<b>-10</b>	<b>43</b>	<b>20</b>	<b>-92</b>	

### INCOME STATEMENT RATIOS

Cost income ratio	38.7%	42.7%	-397bp		46.8%	45.3%	37.5%	47.8%	37.1%	42.1%	37.2%
Cost of Risk (LLP annualized on Avg Loans) in basis points	372	97	275bp		44	119	128	282	64	143	910

### VOLUMES

Total Customer Loans	9,645	9,479	+1.8%		9,710	9,786	9,479	9,723	9,789	9,888	9,645
Total Customer Deposits (incl. securities in issue)	10,000	8,706	+14.9%		8,476	8,328	8,706	8,406	8,918	9,084	10,000
Total RWA End of Period	7,810	8,014	-2.5%		8,158	8,115	8,014	7,850	7,801	7,795	7,810

### OTHER FIGURES

FTEs (eop, 100%)	4,136	4,516	-8.4%		4,510	4,530	4,516	4,175	4,174	4,197	4,136
Branches	134	137	-2.2%		147	146	137	137	135	135	134



# CEE - Czech Republic & Slovakia

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	at const. FX								
Net interest	286	273	+4.6%	+4.1%	87	91	94	92	93	96	97	
Dividends and other income from equity investments	2	2	-13.9%	-13.9%	1	1	1	1	1	1	1	
Net fees and commissions	107	98	+9.4%	+8.8%	30	34	34	31	34	37	36	
Net trading income	56	39	+44.5%	+43.7%	14	13	12	19	27	14	16	
Net other expenses/income	7	9	-26.6%	-26.8%	2	5	2	1	2	2	3	
<b>OPERATING INCOME</b>	<b>457</b>	<b>421</b>	<b>+8.6%</b>	<b>+8.0%</b>	<b>135</b>	<b>144</b>	<b>142</b>	<b>144</b>	<b>156</b>	<b>149</b>	<b>151</b>	
Payroll costs	-90	-86	+4.3%	+3.7%	-29	-27	-30	-32	-29	-30	-32	
Other administrative expenses	-95	-88	+7.8%	+7.2%	-29	-29	-30	-32	-30	-33	-32	
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Amortisation & depreciation	-6	2	n.m.	n.m.	-2	6	-2	-3	-3	-1	-2	
<b>Operating costs</b>	<b>-190</b>	<b>-173</b>	<b>+10.2%</b>	<b>+9.7%</b>	<b>-61</b>	<b>-50</b>	<b>-62</b>	<b>-67</b>	<b>-61</b>	<b>-64</b>	<b>-65</b>	
<b>OPERATING PROFIT</b>	<b>267</b>	<b>248</b>	<b>+7.5%</b>	<b>+6.9%</b>	<b>74</b>	<b>94</b>	<b>81</b>	<b>77</b>	<b>95</b>	<b>86</b>	<b>86</b>	
Net write-downs of loans	-39	-58	-32.9%	-33.3%	-19	-22	-17	-20	-13	-15	-11	
<b>NET OPERATING PROFIT</b>	<b>228</b>	<b>190</b>	<b>+19.9%</b>	<b>+19.3%</b>	<b>55</b>	<b>71</b>	<b>64</b>	<b>58</b>	<b>82</b>	<b>71</b>	<b>75</b>	
Other Charges & Provisions	-16	-20	-20.3%	-20.7%	-6	-7	-7	-4	-6	-4	-6	
o/w Systemic Charges	-17	-17	-0.5%	-1.0%	-3	-7	-7	-4	-6	-6	-6	
Integration costs	-2	-2	-25.2%	-25.6%	-1	0	-1	1	-1	-1	0	
Net income from investments	0	-3	n.m.	-111.0%	0	-3	0	0	0	0	1	
<b>PROFIT BEFORE TAX</b>	<b>210</b>	<b>164</b>	<b>+28.1%</b>	<b>+27.4%</b>	<b>48</b>	<b>61</b>	<b>56</b>	<b>55</b>	<b>76</b>	<b>65</b>	<b>69</b>	
<b>CONSOLIDATED PROFIT</b>	<b>168</b>	<b>134</b>	<b>+25.8%</b>	<b>+25.2%</b>	<b>39</b>	<b>51</b>	<b>44</b>	<b>45</b>	<b>61</b>	<b>52</b>	<b>56</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	41.6%	41.0%	61bp		45.1%	34.9%	43.4%	46.4%	39.3%	42.7%	43.0%
Cost of Risk (LLP annualized on Avg Loans) in basis points	41	66	-25bp		65	76	57	65	40	47	35

## VOLUMES

Total Customer Loans	13,020	11,975	+8.7%		11,822	11,958	11,975	12,231	12,664	13,048	13,020
Total Customer Deposits (incl. securities in issue)	15,417	12,275	+25.6%		12,724	12,210	12,275	13,552	13,740	14,707	15,417
Total RWA End of Period	13,083	11,917	+9.8%		12,356	11,652	11,917	11,707	12,198	12,458	13,083

## OTHER FIGURES

FTEs (eop, 100%)	3,322	3,283	+1.2%		3,315	3,275	3,283	3,257	3,300	3,314	3,322
Branches	183	184	-0.5%		184	184	184	183	182	184	183

# CEE - Hungary

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	at const. FX	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	154	158	-2.6%	-2.5%	52	52	54	54	51	52	50	
Dividends and other income from equity investments	1	0	+24.8%	+25.0%	0	0	0	0	0	1	0	
Net fees and commissions	95	88	+7.6%	+7.7%	29	30	29	32	30	33	32	
Net trading income	36	57	-37.0%	-36.9%	9	9	39	8	16	12	8	
Net other expenses/income	5	2	+127.6%	+158.2%	1	1	1	1	1	1	4	
<b>OPERATING INCOME</b>	<b>290</b>	<b>306</b>	<b>-5.1%</b>	<b>-4.9%</b>	<b>91</b>	<b>93</b>	<b>122</b>	<b>95</b>	<b>98</b>	<b>99</b>	<b>94</b>	
Payroll costs	-40	-37	+8.7%	+8.9%	-13	-13	-11	-17	-12	-14	-13	
Other administrative expenses	-76	-75	+1.7%	+1.8%	-24	-26	-25	-28	-24	-27	-26	
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Amortisation & depreciation	-4	-6	-36.1%	-36.0%	-2	-2	-1	-1	-1	-1	-1	
<b>Operating costs</b>	<b>-120</b>	<b>-118</b>	<b>+2.1%</b>	<b>+2.2%</b>	<b>-39</b>	<b>-41</b>	<b>-38</b>	<b>-45</b>	<b>-38</b>	<b>-43</b>	<b>-40</b>	
<b>OPERATING PROFIT</b>	<b>170</b>	<b>188</b>	<b>-9.6%</b>	<b>-9.3%</b>	<b>52</b>	<b>52</b>	<b>84</b>	<b>50</b>	<b>60</b>	<b>56</b>	<b>53</b>	
Net write-downs of loans	-23	-40	-40.5%	-40.5%	-13	-13	-13	5	-9	-7	-8	
<b>NET OPERATING PROFIT</b>	<b>146</b>	<b>148</b>	<b>-1.3%</b>	<b>-1.0%</b>	<b>38</b>	<b>38</b>	<b>71</b>	<b>54</b>	<b>51</b>	<b>50</b>	<b>45</b>	
Other Charges & Provisions	-36	-137	-74.0%	-73.9%	-28	-32	-77	-3	-32	-2	-2	
o/w Systemic Charges	-34	-29	+16.9%	+17.0%	-27	-1	-1	-1	-30	-2	-2	
Integration costs	-3	-5	-43.1%	-43.1%	0	-5	0	0	0	0	-3	
Net income from investments	0	6	n.m.	-105.5%	0	1	6	0	0	0	0	
<b>PROFIT BEFORE TAX</b>	<b>107</b>	<b>12</b>	<b>n.m.</b>	<b>n.m.</b>	<b>10</b>	<b>2</b>	<b>0</b>	<b>52</b>	<b>20</b>	<b>47</b>	<b>41</b>	
<b>CONSOLIDATED PROFIT</b>	<b>87</b>	<b>11</b>	<b>n.m.</b>	<b>n.m.</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>41</b>	<b>16</b>	<b>38</b>	<b>34</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	41.5%	38.5%	291bp		43.0%	44.3%	30.9%	47.6%	38.4%	43.1%	42.9%
Cost of Risk (LLP annualized on Avg Loans) in basis points	100	173	-74bp		174	176	170	-61	109	84	105

## VOLUMES

Total Customer Loans	3,089	3,089	-0.0%		3,005	3,033	3,089	3,115	3,269	3,068	3,089
Total Customer Deposits (incl. securities in issue)	3,870	3,344	+15.7%		3,201	3,131	3,344	3,838	3,816	3,753	3,870
Total RWA End of Period	3,897	3,821	+2.0%		3,850	3,659	3,821	3,967	4,174	3,992	3,897

## OTHER FIGURES

FTEs (eop, 100%)	1,677	1,766	-5.1%		1,810	1,770	1,766	1,733	1,708	1,714	1,677
Branches	77	85	-9.4%		101	85	85	85	85	85	77

# CEE - Romania

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	at const. FX	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	149	154	-3.0%	-3.1%	49	52	53	55	48	50	51	
Dividends and other income from equity investments	2	0	n.m.	n.m.	0	0	0	0	0	0	1	
Net fees and commissions	50	52	-4.2%	-4.3%	18	17	17	16	16	17	18	
Net trading income	55	61	-10.4%	-10.5%	24	18	19	18	21	16	18	
Net other expenses/income	-2	-2	-20.8%	-20.9%	-1	-1	-1	-1	0	0	-2	
<b>OPERATING INCOME</b>	<b>254</b>	<b>265</b>	<b>-4.3%</b>	<b>-4.4%</b>	<b>91</b>	<b>86</b>	<b>88</b>	<b>89</b>	<b>84</b>	<b>84</b>	<b>86</b>	
Payroll costs	-59	-60	-1.2%	-1.4%	-20	-20	-21	-21	-19	-20	-20	
Other administrative expenses	-46	-48	-3.4%	-3.6%	-16	-16	-16	-16	-16	-16	-15	
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Amortisation & depreciation	-12	-13	-6.5%	-6.6%	-4	-4	-4	-5	-5	-4	-4	
<b>Operating costs</b>	<b>-118</b>	<b>-121</b>	<b>-2.7%</b>	<b>-2.8%</b>	<b>-40</b>	<b>-40</b>	<b>-41</b>	<b>-42</b>	<b>-39</b>	<b>-39</b>	<b>-39</b>	
<b>OPERATING PROFIT</b>	<b>136</b>	<b>144</b>	<b>-5.6%</b>	<b>-5.7%</b>	<b>51</b>	<b>46</b>	<b>47</b>	<b>46</b>	<b>45</b>	<b>44</b>	<b>47</b>	
Net write-downs of loans	-81	-93	-13.5%	-13.6%	-27	-33	-33	-39	-20	-31	-30	
<b>NET OPERATING PROFIT</b>	<b>56</b>	<b>51</b>	<b>+8.9%</b>	<b>+8.7%</b>	<b>24</b>	<b>13</b>	<b>14</b>	<b>7</b>	<b>25</b>	<b>14</b>	<b>17</b>	
Other Charges & Provisions	-7	-7	-6.1%	-6.2%	-2	-2	-3	-4	-3	-2	-2	
o/w Systemic Charges	-8	-7	+5.7%	+5.5%	-2	-3	-2	-3	-3	-3	-3	
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Net income from investments	-1	0	n.m.	n.m.	0	0	0	5	0	0	0	
<b>PROFIT BEFORE TAX</b>	<b>48</b>	<b>44</b>	<b>+8.7%</b>	<b>+8.6%</b>	<b>22</b>	<b>11</b>	<b>12</b>	<b>8</b>	<b>22</b>	<b>12</b>	<b>15</b>	
<b>CONSOLIDATED PROFIT</b>	<b>39</b>	<b>35</b>	<b>+12.7%</b>	<b>+12.6%</b>	<b>18</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>18</b>	<b>10</b>	<b>12</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	46.3%	45.6%	75bp		43.7%	46.3%	46.9%	47.8%	46.7%	46.8%	45.5%
Cost of Risk (LLP annualized on Avg Loans) in basis points	229	286	-57bp		257	307	293	345	177	262	247

## VOLUMES

Total Customer Loans	4,900	4,521	+8.4%		4,186	4,454	4,521	4,591	4,630	4,701	4,900
Total Customer Deposits (incl. securities in issue)	3,465	2,962	+17.0%		3,044	3,006	2,962	3,645	3,288	3,259	3,465
Total RWA End of Period	5,272	4,590	+14.9%		4,260	4,688	4,590	4,831	4,933	5,157	5,272

## OTHER FIGURES

FTEs (eop, 100%)	3,349	3,389	-1.2%		3,287	3,347	3,389	3,369	3,350	3,363	3,349
Branches	183	185	-1.1%		199	185	185	184	183	184	183

# CEE - Russia

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	at const. FX	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	446	535	-16.5%	+15.8%	166	172	197	162	144	162	140	
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Net fees and commissions	45	103	-56.7%	-39.9%	33	37	33	23	12	17	16	
Net trading income	40	20	+95.8%	+171.6%	-5	24	2	-51	10	30	0	
Net other expenses/income	-1	5	n.m.	-117.2%	2	1	2	-2	0	1	-2	
<b>OPERATING INCOME</b>	<b>530</b>	<b>664</b>	<b>-20.1%</b>	<b>+10.8%</b>	<b>195</b>	<b>235</b>	<b>234</b>	<b>133</b>	<b>166</b>	<b>210</b>	<b>154</b>	
Payroll costs	-90	-114	-21.2%	+9.4%	-39	-38	-37	-29	-29	-33	-27	
Other administrative expenses	-53	-66	-19.1%	+12.1%	-19	-24	-23	-20	-16	-19	-18	
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Amortisation & depreciation	-18	-23	-21.4%	+9.0%	-8	-7	-8	-6	-6	-7	-5	
<b>Operating costs</b>	<b>-161</b>	<b>-203</b>	<b>-20.5%</b>	<b>+10.2%</b>	<b>-66</b>	<b>-69</b>	<b>-68</b>	<b>-55</b>	<b>-51</b>	<b>-60</b>	<b>-50</b>	
<b>OPERATING PROFIT</b>	<b>369</b>	<b>461</b>	<b>-19.9%</b>	<b>+11.1%</b>	<b>129</b>	<b>166</b>	<b>166</b>	<b>77</b>	<b>115</b>	<b>150</b>	<b>104</b>	
Net write-downs of loans	-157	-63	+148.8%	n.m.	-17	-29	-17	-22	-35	-72	-50	
<b>NET OPERATING PROFIT</b>	<b>212</b>	<b>398</b>	<b>-46.7%</b>	<b>-26.1%</b>	<b>112</b>	<b>137</b>	<b>149</b>	<b>55</b>	<b>81</b>	<b>78</b>	<b>53</b>	
Other Charges & Provisions	-7	-5	+39.7%	+93.7%	-2	-2	-2	-2	-2	-3	-2	
o/w Systemic Charges	-6	-5	+16.0%	+61.0%	-2	-2	-2	-2	-2	-2	-2	
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Net income from investments	0	1	-70.4%	-58.9%	0	1	0	0	0	0	0	
<b>PROFIT BEFORE TAX</b>	<b>206</b>	<b>394</b>	<b>-47.8%</b>	<b>-27.6%</b>	<b>111</b>	<b>136</b>	<b>147</b>	<b>54</b>	<b>79</b>	<b>75</b>	<b>51</b>	
<b>CONSOLIDATED PROFIT</b>	<b>164</b>	<b>314</b>	<b>-47.9%</b>	<b>-27.7%</b>	<b>88</b>	<b>110</b>	<b>117</b>	<b>41</b>	<b>63</b>	<b>61</b>	<b>39</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	30.4%	30.5%	-17bp		33.8%	29.4%	29.0%	41.7%	30.6%	28.4%	32.7%
Cost of Risk (LLP annualized on Avg Loans) in basis points	169	66	103bp		56	91	50	69	112	223	167

## VOLUMES

Total Customer Loans	11,393	14,215	-19.8%		11,908	13,374	14,215	11,384	13,242	12,698	11,393
Total Customer Deposits (incl. securities in issue)	13,191	13,076	+0.9%		11,287	12,470	13,076	12,058	13,321	13,653	13,191
Total RWA End of Period	15,481	17,858	-13.3%		18,042	16,677	17,858	15,690	17,431	16,796	15,481

## OTHER FIGURES

FTEs (eop, 100%)	3,903	3,948	-1.1%		3,962	3,973	3,948	3,984	3,960	3,911	3,903
Branches	102	108	-5.6%		109	107	108	110	103	102	102

# CEE - Serbia

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	at const. FX	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	75	66	+13.2%	+17.5%	23	22	22	24	23	27	25	
Dividends and other income from equity investments	0	0	+100.0%	+107.6%	0	0	0	0	0	0	0	
Net fees and commissions	16	14	+15.0%	+19.4%	4	5	5	5	5	6	5	
Net trading income	11	7	+64.2%	+70.5%	2	3	2	2	3	4	3	
Net other expenses/income	-3	0	n.m.	n.m.	0	0	0	0	0	0	-3	
<b>OPERATING INCOME</b>	<b>99</b>	<b>87</b>	<b>+13.3%</b>	<b>+17.6%</b>	<b>29</b>	<b>29</b>	<b>29</b>	<b>31</b>	<b>32</b>	<b>36</b>	<b>31</b>	
Payroll costs	-18	-17	+5.6%	+9.6%	-6	-6	-6	-6	-6	-6	-6	
Other administrative expenses	-14	-12	+12.4%	+16.7%	-4	-4	-4	-4	-4	-5	-5	
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Amortisation & depreciation	-3	-4	-9.0%	-5.6%	-1	-1	-1	-1	-1	-1	-1	
<b>Operating costs</b>	<b>-35</b>	<b>-33</b>	<b>+6.5%</b>	<b>+10.6%</b>	<b>-11</b>	<b>-11</b>	<b>-11</b>	<b>-11</b>	<b>-11</b>	<b>-11</b>	<b>-12</b>	
<b>OPERATING PROFIT</b>	<b>64</b>	<b>55</b>	<b>+17.3%</b>	<b>+21.7%</b>	<b>19</b>	<b>18</b>	<b>18</b>	<b>19</b>	<b>21</b>	<b>24</b>	<b>19</b>	
Net write-downs of loans	-6	-27	-76.6%	-75.7%	-12	-5	-10	-10	-4	-4	2	
<b>NET OPERATING PROFIT</b>	<b>58</b>	<b>28</b>	<b>+108.4%</b>	<b>+116.3%</b>	<b>7</b>	<b>13</b>	<b>8</b>	<b>9</b>	<b>18</b>	<b>20</b>	<b>20</b>	
Other Charges & Provisions	-4	-10	-64.4%	-63.0%	-8	-1	-1	-2	-1	-1	-1	
o/w Systemic Charges	-3	-3	+30.6%	+35.6%	-1	-1	-1	-1	-1	-1	-1	
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Net income from investments	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
<b>PROFIT BEFORE TAX</b>	<b>55</b>	<b>18</b>	<b>n.m.</b>	<b>n.m.</b>	<b>-1</b>	<b>12</b>	<b>7</b>	<b>8</b>	<b>16</b>	<b>19</b>	<b>19</b>	
<b>CONSOLIDATED PROFIT</b>	<b>49</b>	<b>13</b>	<b>n.m.</b>	<b>n.m.</b>	<b>-3</b>	<b>11</b>	<b>5</b>	<b>13</b>	<b>15</b>	<b>17</b>	<b>17</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	35.0%	37.2%	-221bp		36.3%	37.7%	37.6%	37.1%	34.0%	32.0%	39.5%
Cost of Risk (LLP annualized on Avg Loans) in basis points	56	259	-203bp		349	150	281	286	101	114	-42

## VOLUMES

Total Customer Loans	1,575	1,417	+11.1%		1,359	1,432	1,417	1,431	1,485	1,500	1,575
Total Customer Deposits (incl. securities in issue)	1,268	1,055	+20.1%		951	1,047	1,055	1,106	1,225	1,225	1,268
Total RWA End of Period	2,757	1,881	+46.6%		2,037	1,877	1,881	2,452	2,607	2,613	2,757

## OTHER FIGURES

FTEs (eop, 100%)	1,054	992	+6.3%		988	994	992	1,029	1,024	1,030	1,054
Branches	71	73	-2.7%		74	74	73	72	71	71	71

# CEE - Slovenia

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	at const. FX								
Net interest	38	41	-7.8%	-7.8%	13	14	13	14	13	14	11	
Dividends and other income from equity investments	0	0	0%	0%	0	0	0	0	0	0	0	
Net fees and commissions	20	20	-0.7%	-0.7%	7	7	7	7	7	7	7	
Net trading income	6	3	+98.9%	+98.9%	-1	2	3	2	4	1	1	
Net other expenses/income	0	0	-0.3%	-0.3%	0	0	0	0	0	0	0	
<b>OPERATING INCOME</b>	<b>65</b>	<b>65</b>	<b>-0.1%</b>	<b>-0.1%</b>	<b>19</b>	<b>23</b>	<b>23</b>	<b>22</b>	<b>23</b>	<b>22</b>	<b>19</b>	
Payroll costs	-18	-18	-1.4%	-1.4%	-6	-6	-6	-6	-6	-6	-6	
Other administrative expenses	-11	-11	+1.4%	+1.4%	-3	-3	-4	-4	-3	-4	-4	
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Amortisation & depreciation	-3	-3	-1.0%	-1.0%	-1	-1	-1	-1	-1	-1	-1	
<b>Operating costs</b>	<b>-32</b>	<b>-32</b>	<b>-0.5%</b>	<b>-0.5%</b>	<b>-11</b>	<b>-10</b>	<b>-11</b>	<b>-12</b>	<b>-10</b>	<b>-11</b>	<b>-11</b>	
<b>OPERATING PROFIT</b>	<b>33</b>	<b>33</b>	<b>+0.2%</b>	<b>+0.2%</b>	<b>9</b>	<b>12</b>	<b>12</b>	<b>10</b>	<b>13</b>	<b>12</b>	<b>8</b>	
Net write-downs of loans	-20	-31	-33.8%	-33.8%	-11	-11	-9	-9	-7	-8	-4	
<b>NET OPERATING PROFIT</b>	<b>13</b>	<b>2</b>	<b>n.m.</b>	<b>n.m.</b>	<b>-2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>4</b>	
Other Charges & Provisions	-2	-1	+95.0%	+95.0%	0	0	0	-2	0	-1	0	
o/w Systemic Charges	0	-1	-68.9%	-68.9%	0	0	0	0	0	0	0	
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Net income from investments	-1	-5	-85.8%	-85.8%	0	0	-4	-1	0	0	-1	
<b>PROFIT BEFORE TAX</b>	<b>10</b>	<b>-3</b>	<b>n.m.</b>	<b>n.m.</b>	<b>-2</b>	<b>1</b>	<b>-2</b>	<b>-2</b>	<b>5</b>	<b>2</b>	<b>3</b>	
<b>CONSOLIDATED PROFIT</b>	<b>9</b>	<b>-3</b>	<b>n.m.</b>	<b>n.m.</b>	<b>-2</b>	<b>1</b>	<b>-2</b>	<b>-2</b>	<b>4</b>	<b>2</b>	<b>3</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	49.1%	49.3%	-17bp		55.1%	45.5%	48.1%	53.6%	44.3%	47.6%	56.7%
Cost of Risk (LLP annualized on Avg Loans) in basis points	141	196	-54bp		200	209	177	187	153	173	96

## VOLUMES

Total Customer Loans	1,796	2,022	-11.2%		2,132	2,087	2,022	1,937	1,975	1,921	1,796
Total Customer Deposits (incl. securities in issue)	1,945	1,457	+33.5%		1,389	1,466	1,457	1,375	1,647	2,055	1,945
Total RWA End of Period	1,127	1,323	-14.8%		1,367	1,373	1,323	1,251	1,241	1,182	1,127

## OTHER FIGURES

FTEs (eop, 100%)	570	578	-1.3%		580	575	578	568	577	572	570
Branches	28	33	-15.2%		39	39	33	33	30	30	28

# Non-Core

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2015	2014	%	2014	2014	2014	2014	2015	2015	2015	2015
Net interest	32	168	-81.2%	62	52	54	22	26	9	-3	
Dividends and other income from equity investments	0	0	n.m.	0	0	0	0	0	0	0	
Net fees and commissions	113	165	-31.5%	60	56	48	50	47	32	34	
Net trading income	12	-2	n.m.	-6	8	-3	-2	-1	11	1	
Net other expenses/income	-28	-27	+4.5%	-9	-5	-14	3	-7	-10	-11	
<b>OPERATING INCOME</b>	<b>128</b>	<b>304</b>	<b>-58.0%</b>	<b>107</b>	<b>112</b>	<b>85</b>	<b>73</b>	<b>64</b>	<b>42</b>	<b>21</b>	
Payroll costs	-103	-112	-8.0%	-40	-36	-36	-36	-36	-34	-33	
Other administrative expenses	-436	-467	-6.6%	-160	-162	-144	-137	-149	-146	-140	
Recovery of expenses	93	106	-12.0%	23	50	33	49	16	46	31	
Amortisation & depreciation	-1	-3	-78.4%	0	-3	0	0	0	0	0	
<b>Operating costs</b>	<b>-446</b>	<b>-476</b>	<b>-6.2%</b>	<b>-177</b>	<b>-151</b>	<b>-148</b>	<b>-123</b>	<b>-169</b>	<b>-134</b>	<b>-143</b>	
<b>OPERATING PROFIT</b>	<b>-319</b>	<b>-171</b>	<b>+85.8%</b>	<b>-70</b>	<b>-39</b>	<b>-63</b>	<b>-50</b>	<b>-105</b>	<b>-92</b>	<b>-122</b>	
Net write-downs of loans	-1,166	-1,217	-4.2%	-315	-404	-498	-938	-411	-298	-457	
<b>NET OPERATING PROFIT</b>	<b>-1,485</b>	<b>-1,389</b>	<b>+6.9%</b>	<b>-385</b>	<b>-443</b>	<b>-560</b>	<b>-988</b>	<b>-516</b>	<b>-390</b>	<b>-579</b>	
Other Charges & Provisions	-60	-15	n.m.	-20	5	1	-18	-13	-46	-1	
o/w Systemic Charges	-24	0	n.m.	0	0	0	0	0	-24	0	
Integration costs	0	-19	-100.0%	0	-17	-2	1	0	0	0	
Net income from investments	-2	-60	-96.1%	0	-58	-3	-24	0	-2	-1	
<b>PROFIT BEFORE TAX</b>	<b>-1,547</b>	<b>-1,482</b>	<b>+4.4%</b>	<b>-405</b>	<b>-513</b>	<b>-564</b>	<b>-1,028</b>	<b>-529</b>	<b>-438</b>	<b>-580</b>	
<b>CONSOLIDATED PROFIT</b>	<b>-1,056</b>	<b>-1,027</b>	<b>+2.8%</b>	<b>-295</b>	<b>-355</b>	<b>-377</b>	<b>-686</b>	<b>-367</b>	<b>-296</b>	<b>-393</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	349.3%	156.3%	n.m	165.0%	134.9%	173.6%	168.1%	263.2%	318.6%	668.2%
Cost of Risk (LLP annualized on Avg Loans) in basis points	368	316	52bp	239	315	398	775	365	284	461

## VOLUMES

Total Customer Loans	37,987	49,382	-23.1%	52,037	50,613	49,382	47,402	42,650	41,356	37,987
Total Customer Deposits (incl. securities in issue)	1,660	2,337	-29.0%	2,311	2,350	2,337	2,344	2,230	1,835	1,660
Total RWA End of Period	32,739	33,351	-1.8%	36,016	33,617	33,351	39,594	36,448	35,119	32,739

## OTHER FIGURES

FTEs (eop, 100%)	1,672	1,923	-13.1%	1,981	1,945	1,923	1,849	1,763	1,707	1,672
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