

# 3Q16 GROUP RESULTS



## Divisional Database

**Planning and Capital Management**

**Milan, Novembre 2016**

Welcome to  
**UniCredit**

# 3Q16 GROUP RESULTS

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# Consolidated Income Statement

## CONSOLIDATED INCOME STATEMENT

(mln Euro)	09-YTD		y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015		2015	2015	2015	2015	2016	2016	2016	2016
Net interest	8.644	8.887	-2,7%	2.963	2.999	2.925	3.029	2.876	2.918	2.850	
Dividends and other income from equity investments	700	579	+20,9%	118	269	192	250	212	299	189	
Net fees and commissions	5.736	5.914	-3,0%	2.014	1.997	1.902	1.935	1.946	1.932	1.858	
Net trading income	1.820	1.342	+35,6%	619	473	250	302	362	950	509	
Net other expenses/income	170	94	+81,7%	34	-3	63	73	80	41	50	
<b>OPERATING INCOME</b>	<b>17.071</b>	<b>16.816</b>	<b>+1,5%</b>	<b>5.749</b>	<b>5.735</b>	<b>5.332</b>	<b>5.589</b>	<b>5.476</b>	<b>6.139</b>	<b>5.455</b>	
Payroll costs	-6.013	-6.287	-4,4%	-2.093	-2.127	-2.067	-2.053	-2.028	-2.022	-1.963	
Other administrative expenses	-3.628	-3.869	-6,2%	-1.289	-1.294	-1.286	-1.289	-1.202	-1.221	-1.205	
Recovery of expenses	562	598	-6,2%	188	213	198	210	176	195	191	
Amortisation & depreciation	-728	-678	+7,3%	-224	-227	-228	-250	-237	-241	-251	
<b>Operating costs</b>	<b>-9.808</b>	<b>-10.236</b>	<b>-4,2%</b>	<b>-3.418</b>	<b>-3.435</b>	<b>-3.383</b>	<b>-3.382</b>	<b>-3.291</b>	<b>-3.289</b>	<b>-3.228</b>	
<b>OPERATING PROFIT</b>	<b>7.263</b>	<b>6.580</b>	<b>+10,4%</b>	<b>2.331</b>	<b>2.299</b>	<b>1.949</b>	<b>2.207</b>	<b>2.186</b>	<b>2.850</b>	<b>2.227</b>	
Net write-downs of loans	-2.677	-2.898	-7,6%	-980	-913	-1.005	-1.216	-755	-914	-1.008	
<b>NET OPERATING PROFIT</b>	<b>4.586</b>	<b>3.682</b>	<b>+24,6%</b>	<b>1.351</b>	<b>1.386</b>	<b>944</b>	<b>991</b>	<b>1.430</b>	<b>1.937</b>	<b>1.219</b>	
Other Charges & Provisions	-1.231	-777	+58,4%	-264	-359	-154	-807	-417	-522	-292	
o/w Systemic Charges	-907	-491	+84,8%	-210	-196	-85	-410	-390	-301	-216	
Integration costs	-398	-12	n.m.	-1	-2	-8	-398	-260	-90	-48	
Net income from investments	-24	33	n.m.	-5	18	20	-39	-17	0	-7	
<b>PROFIT BEFORE TAX</b>	<b>2.933</b>	<b>2.925</b>	<b>+0,3%</b>	<b>1.080</b>	<b>1.043</b>	<b>802</b>	<b>-254</b>	<b>736</b>	<b>1.324</b>	<b>872</b>	
Income tax for the period	-821	-778	+5,5%	-343	-238	-197	640	-246	-247	-328	
Profit (Loss) from non-current assets held for sale, after tax	13	-152	n.m.	-58	-121	27	-143	14	-11	9	
<b>PROFIT (LOSS) FOR THE PERIOD</b>	<b>2.124</b>	<b>1.995</b>	<b>+6,5%</b>	<b>679</b>	<b>683</b>	<b>633</b>	<b>244</b>	<b>503</b>	<b>1.067</b>	<b>554</b>	
Minorities	-343	-280	+22,6%	-102	-100	-78	-72	-93	-147	-103	
<b>NET PROFIT ATTRIBUTABLE TO THE GROUP BEFORE PPA</b>	<b>1.781</b>	<b>1.715</b>	<b>+3,8%</b>	<b>577</b>	<b>583</b>	<b>554</b>	<b>172</b>	<b>410</b>	<b>920</b>	<b>451</b>	
Purchase Price Allocation effect	-13	-174	-92,7%	-65	-61	-48	-19	-4	-4	-4	
Goodwill impairment	0	0	n.m.	0	0	0	0	0	0	0	
<b>CONSOLIDATED PROFIT</b>	<b>1.768</b>	<b>1.541</b>	<b>+14,7%</b>	<b>512</b>	<b>522</b>	<b>507</b>	<b>153</b>	<b>406</b>	<b>916</b>	<b>447</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	57,5%	60,9%	-3 pp	59,5%	59,9%	63,4%	60,5%	60,1%	53,6%	59,2%
Cost of Risk (LLP annualized on Avg Loans) in basis points	74	81	-7bp	82	76	85	103	63	75	83
Tax rate	28,0%	26,6%	140bp	31,7%	22,8%	24,6%	n.m.	33,4%	18,6%	37,6%

## VOLUMES

<b>Total Customer Loans</b>	<b>480.926</b>	<b>474.122</b>	<b>+1,4%</b>	<b>482.658</b>	<b>473.930</b>	<b>474.122</b>	<b>473.999</b>	<b>483.282</b>	<b>489.155</b>	<b>480.926</b>
<b>Total Customer Deposits (incl. securities in issue and financial liabilities at FV)</b>	<b>591.607</b>	<b>588.147</b>	<b>+0,6%</b>	<b>574.322</b>	<b>581.316</b>	<b>588.147</b>	<b>584.720</b>	<b>607.231</b>	<b>597.873</b>	<b>591.607</b>
<b>TFA Commercial</b>	<b>920.279</b>	<b>903.809</b>	<b>+1,8%</b>	<b>926.495</b>	<b>910.124</b>	<b>903.809</b>	<b>917.678</b>	<b>906.147</b>	<b>905.224</b>	<b>920.279</b>
o/w AUM End of Period	304.033	289.820	+4,9%	299.689	296.878	289.820	297.453	292.656	295.217	304.033
o/w AUC End of Period	211.400	232.304	-9,0%	261.715	240.907	232.304	228.245	217.119	212.296	211.400
<b>Total RWA End of Period</b>	<b>390.901</b>	<b>400.480</b>	<b>-2,4%</b>	<b>420.637</b>	<b>405.897</b>	<b>400.480</b>	<b>390.599</b>	<b>394.359</b>	<b>399.260</b>	<b>390.901</b>

## OTHER FIGURES

FTEs (eop, 100%)	122.990	126.849	-3,0%	128.263	127.475	126.849	125.510	124.459	123.888	122.990
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# Consolidated Balance Sheet

(mIn Euro)	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
<b>Assets</b>								
Cash and cash balances	9.870	9.962	11.182	10.303	9.419	12.523	16.153	
Financial assets held for trading	114.356	97.626	91.612	90.997	97.880	105.075	94.110	
Loans and receivables with banks	89.014	86.192	90.689	80.073	86.907	69.078	76.750	
Loans and receivables with customers	482.658	473.930	474.122	473.999	483.282	489.155	480.926	
Financial investments	148.503	153.043	152.909	152.845	160.899	163.684	155.336	
Hedging instruments	11.482	9.282	8.939	8.010	8.562	8.085	8.094	
Property, plant and equipment	10.278	10.089	10.064	10.031	9.635	9.559	9.555	
Goodwill	3.668	3.617	3.601	3.618	3.598	3.563	3.591	
Other intangible assets	2.020	2.028	2.016	2.140	2.115	2.110	2.087	
Tax assets	14.595	15.117	15.036	15.726	15.715	15.700	15.469	
Non-current assets and disposal groups classified as held for sale	3.915	3.751	3.454	2.820	3.509	3.501	3.369	
Other assets	10.291	10.490	9.882	9.872	10.682	9.445	9.085	
<b>Total assets</b>	<b>900.649</b>	<b>875.126</b>	<b>873.506</b>	<b>860.433</b>	<b>892.203</b>	<b>891.477</b>	<b>874.527</b>	
<b>Liabilities and shareholders' equity</b>								
Deposits from banks	130.422	121.454	120.555	111.373	112.130	113.036	114.983	
Deposits from customers and debt securities in issue	573.787	580.859	587.695	584.268	606.014	596.408	590.099	
Financial liabilities held for trading	90.224	72.501	67.334	68.919	71.793	79.991	68.387	
Financial liabilities designated at fair value	539	460	455	455	1.217	1.465	1.509	
Hedging instruments	16.408	12.543	11.717	11.254	12.263	12.703	11.797	
Provisions for risks and charges	10.449	10.017	9.958	9.855	9.495	9.876	9.849	
Tax liabilities	1.892	1.427	1.569	1.529	1.657	1.430	1.495	
Liabilities included in disposal groups classified as held for sale	1.479	1.448	1.415	1.880	2.760	2.770	2.651	
Other liabilities	20.408	20.951	19.242	17.416	20.930	20.501	18.615	
Minorities	3.711	3.272	3.327	3.399	3.513	3.174	3.906	
<b>Shareholders' equity</b>	<b>51.331</b>	<b>50.195</b>	<b>50.239</b>	<b>50.087</b>	<b>50.431</b>	<b>50.123</b>	<b>51.237</b>	
- Capital and reserves	50.655	50.163	49.248	48.315	49.971	49.814	50.411	
- Available-for-sale assets fair value reserve and cash-flow hedging reserve	164	-1.003	-551	77	55	-1.013	-943	
- Net profit	512	1.034	1.541	1.694	406	1.321	1.768	
<b>Total liabilities and shareholders' equity</b>	<b>900.649</b>	<b>875.126</b>	<b>873.506</b>	<b>860.433</b>	<b>892.203</b>	<b>891.477</b>	<b>874.527</b>	

# Shareholders' Equity attributable to the Group

(mln Euro)

<b>Shareholders' Equity as at December 31, 2015</b>	<b>50.087</b>
Capital increase (net of capitalized costs)	0
Equity instruments	0
Disbursements related to Cashes transaction ("canoni di usufrutto")	-96
Dividend payment	-158
Forex translation reserve	253
Change in afs/cash-flow hedge reserve	-165
Others	-452
Net profit (loss) for the period	1.768
<b>Shareholders' Equity as at September 30, 2016</b>	<b>51.237</b>

# Core Bank

## INCOME STATEMENT

(mln Euro)	09-VTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	2015	2015	2015	2015	2016	2016	2016	2016
Net interest	8.766	8.864	-1,1%	2.942	2.991	2.930	3.065	2.903	2.963	2.900	
Dividends and other income from equity investments	700	579	+20,9%	118	269	192	250	212	299	189	
Net fees and commissions	5.763	5.862	-1,7%	1.983	1.994	1.886	1.935	1.946	1.943	1.873	
Net trading income	1.799	1.329	+35,4%	621	460	247	299	344	945	510	
Net other expenses/income	197	122	+61,2%	41	6	74	84	85	55	57	
<b>OPERATING INCOME</b>	<b>17.224</b>	<b>16.756</b>	<b>+2,8%</b>	<b>5.706</b>	<b>5.720</b>	<b>5.330</b>	<b>5.634</b>	<b>5.490</b>	<b>6.205</b>	<b>5.529</b>	
Payroll costs	-5.976	-6.183	-3,4%	-2.057	-2.093	-2.034	-2.032	-2.013	-2.011	-1.953	
Other administrative expenses	-3.372	-3.525	-4,4%	-1.164	-1.190	-1.171	-1.189	-1.103	-1.148	-1.121	
Recovery of expenses	474	505	-6,1%	172	166	167	184	159	152	164	
Amortisation & depreciation	-727	-678	+7,3%	-224	-226	-227	-250	-236	-240	-250	
<b>Operating costs</b>	<b>-9.600</b>	<b>-9.881</b>	<b>-2,8%</b>	<b>-3.273</b>	<b>-3.343</b>	<b>-3.265</b>	<b>-3.287</b>	<b>-3.194</b>	<b>-3.247</b>	<b>-3.159</b>	
<b>OPERATING PROFIT</b>	<b>7.623</b>	<b>6.875</b>	<b>+10,9%</b>	<b>2.433</b>	<b>2.377</b>	<b>2.065</b>	<b>2.347</b>	<b>2.296</b>	<b>2.958</b>	<b>2.370</b>	
Net write-downs of loans	-1.388	-1.716	-19,1%	-575	-596	-545	-724	-413	-513	-462	
<b>NET OPERATING PROFIT</b>	<b>6.235</b>	<b>5.159</b>	<b>+20,9%</b>	<b>1.858</b>	<b>1.781</b>	<b>1.520</b>	<b>1.623</b>	<b>1.883</b>	<b>2.445</b>	<b>1.908</b>	
Other Charges & Provisions	-1.183	-717	+65,1%	-251	-313	-153	-720	-390	-508	-285	
o/w Systemic Charges	-877	-467	+87,8%	-210	-172	-85	-355	-368	-295	-214	
Integration costs	-395	-12	n.m.	-1	-2	-8	-389	-259	-88	-48	
Net income from investments	-14	35	n.m.	-5	20	20	-39	-15	7	-7	
<b>PROFIT BEFORE TAX</b>	<b>4.643</b>	<b>4.465</b>	<b>+4,0%</b>	<b>1.600</b>	<b>1.485</b>	<b>1.379</b>	<b>474</b>	<b>1.219</b>	<b>1.855</b>	<b>1.569</b>	
Income tax for the period	-1.402	-1.270	+10,4%	-504	-381	-384	405	-402	-449	-550	
Profit (Loss) from non-current assets held for sale, after tax	13	-152	n.m.	-58	-121	27	-143	14	-11	9	
<b>PROFIT (LOSS) FOR THE PERIOD</b>	<b>3.254</b>	<b>3.043</b>	<b>+6,9%</b>	<b>1.038</b>	<b>982</b>	<b>1.023</b>	<b>736</b>	<b>830</b>	<b>1.396</b>	<b>1.028</b>	
Minorities	-343	-280	+22,6%	-102	-100	-78	-72	-93	-147	-103	
<b>NET PROFIT ATTRIBUTABLE TO THE GROUP BEFORE PPA</b>	<b>2.911</b>	<b>2.763</b>	<b>+5,4%</b>	<b>936</b>	<b>882</b>	<b>944</b>	<b>664</b>	<b>737</b>	<b>1.249</b>	<b>925</b>	
Purchase Price Allocation effect	-13	-174	-92,7%	-65	-61	-48	-19	-4	-4	-4	
Goodwill impairment	0	0	n.m.	0	0	0	0	0	0	0	
<b>CONSOLIDATED PROFIT</b>	<b>2.898</b>	<b>2.589</b>	<b>+11,9%</b>	<b>871</b>	<b>821</b>	<b>897</b>	<b>645</b>	<b>733</b>	<b>1.244</b>	<b>921</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	55,7%	59,0%	-3 pp	57,4%	58,4%	61,3%	58,3%	58,2%	52,3%	57,1%
Cost of Risk (LLP annualized on Avg Loans) in basis points	41	53	-12bp	53	55	50	66	37	45	41

## VOLUMES

Total Customer Loans	451.421	436.472	+3,4%	440.380	432.871	436.472	438.192	449.974	458.394	451.421
Total Customer Deposits (incl. securities in issue and financial liabilities at TFA Commercial)	590.510	586.605	+0,7%	572.319	579.567	586.605	583.025	605.834	596.779	590.510
o/w AUM End of Period	303.736	289.311	+5,0%	299.089	296.300	289.311	296.951	292.209	294.913	303.736
o/w AUC End of Period	211.012	231.710	-8,9%	261.020	240.279	231.710	227.700	216.518	211.896	211.012
<b>Total RWA End of Period</b>	<b>364.649</b>	<b>367.820</b>	<b>-0,9%</b>	<b>384.385</b>	<b>370.873</b>	<b>367.820</b>	<b>359.425</b>	<b>365.114</b>	<b>371.829</b>	<b>364.649</b>

## OTHER FIGURES

FTEs (eop, 100%)	122.457	125.177	-2,2%	126.500	125.768	125.177	124.793	123.787	123.340	122.457
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# Asset Quality - Core Bank

## CONSOLIDATED IMPAIRED LOANS TO CUSTOMER

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
(mln Euro)	2015	2015	2015	2015	2016	2016	2016	2016
<b>NPLs - Face value</b>	<b>15.124</b>	<b>14.866</b>	<b>13.994</b>	<b>13.715</b>	<b>14.258</b>	<b>13.875</b>	<b>14.227</b>	
Writedowns	9.422	9.587	9.157	8.711	9.192	9.161	9.297	
<i>as a percentage of face value (Coverage Ratio)</i>	62,3%	64,5%	65,4%	63,5%	64,5%	66,0%	65,3%	
<b>NPLs - Carrying value</b>	<b>5.702</b>	<b>5.279</b>	<b>4.837</b>	<b>5.004</b>	<b>5.066</b>	<b>4.714</b>	<b>4.930</b>	
<b>Unlikely to pay - Face value</b>	<b>11.652</b>	<b>11.591</b>	<b>12.494</b>	<b>12.355</b>	<b>11.832</b>	<b>11.277</b>	<b>11.379</b>	
Writedowns	3.868	3.997	4.367	4.452	4.230	4.107	4.016	
<i>as a percentage of face value (Coverage Ratio)</i>	33,2%	34,5%	35,0%	36,0%	35,8%	36,4%	35,3%	
<b>Unlikely to pay- Carrying value</b>	<b>7.784</b>	<b>7.595</b>	<b>8.127</b>	<b>7.904</b>	<b>7.602</b>	<b>7.170</b>	<b>7.363</b>	
<b>Past-due loans - Face value</b>	<b>1.767</b>	<b>1.811</b>	<b>1.731</b>	<b>1.664</b>	<b>1.414</b>	<b>1.510</b>	<b>1.491</b>	
Writedowns	472	454	453	432	420	430	437	
<i>as a percentage of face value (Coverage Ratio)</i>	26,7%	25,1%	26,2%	26,0%	29,7%	28,5%	29,3%	
<b>Past-due loans- Carrying value</b>	<b>1.295</b>	<b>1.356</b>	<b>1.278</b>	<b>1.232</b>	<b>994</b>	<b>1.080</b>	<b>1.055</b>	
<b>IMPAIRED LOANS - Face value</b>	<b>28.542</b>	<b>28.268</b>	<b>28.219</b>	<b>27.735</b>	<b>27.504</b>	<b>26.662</b>	<b>27.097</b>	
Writedowns	13.762	14.038	13.977	13.595	13.842	13.698	13.750	
<i>as a percentage of face value (Coverage Ratio)</i>	48,2%	49,7%	49,5%	49,0%	50,33%	51,38%	50,74%	
<b>IMPAIRED LOANS - Carrying value</b>	<b>14.780</b>	<b>14.230</b>	<b>14.242</b>	<b>14.140</b>	<b>13.662</b>	<b>12.964</b>	<b>13.347</b>	
<b>PERFORMING LOANS - Face value</b>	<b>427.262</b>	<b>420.300</b>	<b>424.180</b>	<b>426.088</b>	<b>438.233</b>	<b>447.368</b>	<b>439.957</b>	
Writedowns	1.663	1.658	1.950	2.036	1.922	1.938	1.883	
<i>as a percentage of face value (Coverage Ratio)</i>	0,4%	0,4%	0,5%	0,5%	0,4%	0,4%	0,4%	
<b>PERFORMING LOANS- Carrying value</b>	<b>425.599</b>	<b>418.642</b>	<b>422.230</b>	<b>424.053</b>	<b>436.311</b>	<b>445.430</b>	<b>438.074</b>	

## AS A PERCENTAGE OF TOTAL LOANS TO CUSTOMERS

	Q1	Q2	Q3	Q4	Q1	Q2	Q3
	2015	2015	2015	2015	2016	2016	2016
<b>NPLs - Face value</b>	3,3%	3,3%	3,1%	3,0%	3,1%	2,9%	3,0%
<b>NPLs - Carrying value</b>	1,3%	1,2%	1,1%	1,1%	1,1%	1,0%	1,1%
<b>Unlikely to pay - Face value</b>	2,6%	2,6%	2,8%	2,7%	2,5%	2,4%	2,4%
<b>Unlikely to pay - Carrying value</b>	1,8%	1,8%	1,9%	1,8%	1,7%	1,6%	1,6%
<b>Past-due loans - Face value</b>	0,4%	0,4%	0,4%	0,4%	0,3%	0,3%	0,3%
<b>Past-due loans - Carrying value</b>	0,3%	0,3%	0,3%	0,3%	0,2%	0,2%	0,2%
<b>Total Impaired Loans - Face value</b>	<b>6,3%</b>	<b>6,3%</b>	<b>6,2%</b>	<b>6,1%</b>	<b>5,9%</b>	<b>5,6%</b>	<b>5,8%</b>
<b>Total Impaired Loans - Carrying value</b>	<b>3,4%</b>	<b>3,3%</b>	<b>3,3%</b>	<b>3,2%</b>	<b>3,0%</b>	<b>2,8%</b>	<b>3,0%</b>

## Asset Quality - Country Breakdown

### CONSOLIDATED IMPAIRED LOANS TO CUSTOMER

(mln Euro)	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
<b>Italy Core</b>								
Total Impaired Loans - Face value	8.932	9.300	9.633	9.936	10.045	10.240	10.662	
Total Impaired Loans - Carrying value	5.267	5.339	5.468	5.654	5.561	5.728	6.006	
Total Customer Loans - Face value	187.303	180.762	184.220	185.051	194.938	199.409	191.330	
Total Customer Loans - Carrying value	183.140	176.261	179.374	180.068	189.714	194.158	185.953	
Coverage Ratio - Specific only	41,0%	42,6%	43,2%	43,1%	44,6%	44,1%	43,7%	
Coverage Ratio - Overall Provisions	46,6%	48,4%	50,3%	50,2%	52,0%	51,3%	50,4%	
Impaired Loans Ratio - Face value	4,8%	5,1%	5,2%	5,4%	5,2%	5,1%	5,6%	
Impaired Loans Ratio - Carrying value	2,9%	3,0%	3,0%	3,1%	2,9%	3,0%	3,2%	
<b>Italy Non-Core</b>								
Total Impaired Loans - Face value	54.670	53.470	52.493	52.026	51.503	50.443	49.687	
Total Impaired Loans - Carrying value	26.298	25.804	25.340	24.780	24.481	23.733	23.069	
Total Customer Loans - Face value	71.455	69.367	65.242	63.432	60.680	57.766	56.372	
Total Customer Loans - Carrying value	42.279	41.059	37.649	35.806	33.308	30.761	29.505	
Coverage Ratio - Specific only	51,9%	51,7%	51,7%	52,4%	52,5%	53,0%	53,6%	
Coverage Ratio - Overall Provisions	53,4%	52,9%	52,6%	53,1%	53,1%	53,5%	54,1%	
Impaired Loans Ratio - Face value	76,5%	77,1%	80,5%	82,0%	84,9%	87,3%	88,1%	
Impaired Loans Ratio - Carrying value	62,2%	62,8%	67,3%	69,2%	73,5%	77,2%	78,2%	
<b>Germany</b>								
Total Impaired Loans - Face value	6.160	5.743	5.516	5.496	5.363	4.820	4.964	
Total Impaired Loans - Carrying value	3.607	3.225	3.195	3.294	3.127	2.595	2.797	
Total Customer Loans - Face value	114.973	114.110	114.648	116.231	118.777	121.973	122.524	
Total Customer Loans - Carrying value	112.066	111.266	112.030	113.648	116.163	119.370	120.001	
Coverage Ratio - Specific only	41,5%	43,8%	42,1%	40,1%	41,7%	46,2%	43,7%	
Coverage Ratio - Overall Provisions	47,2%	49,5%	47,5%	47,0%	48,8%	54,0%	50,8%	
Impaired Loans Ratio - Face value	5,4%	5,0%	4,8%	4,7%	4,5%	4,0%	4,1%	
Impaired Loans Ratio - Carrying value	3,2%	2,9%	2,9%	2,9%	2,7%	2,2%	2,3%	
<b>Austria</b>								
Total Impaired Loans - Face value	4.815	4.647	4.594	4.059	3.908	3.650	3.572	
Total Impaired Loans - Carrying value	1.909	1.818	1.794	1.679	1.565	1.434	1.541	
Total Customer Loans - Face value	69.466	69.212	69.888	69.913	69.794	70.281	69.116	
Total Customer Loans - Carrying value	66.196	66.022	66.735	67.145	67.057	67.656	66.689	
Coverage Ratio - Specific only	60,4%	60,9%	61,0%	58,6%	60,0%	60,7%	56,9%	
Coverage Ratio - Overall Provisions	67,9%	68,6%	68,6%	68,2%	70,0%	71,9%	68,0%	
Impaired Loans Ratio - Face value	6,9%	6,7%	6,6%	5,8%	5,6%	5,2%	5,2%	
Impaired Loans Ratio - Carrying value	2,9%	2,8%	2,7%	2,5%	2,3%	2,1%	2,3%	
<b>Poland</b>								
Total Impaired Loans - Face value	2.077	2.038	2.011	1.922	1.943	1.882	1.954	
Total Impaired Loans - Carrying value	755	723	690	652	657	630	650	
Total Customer Loans - Face value	30.245	30.242	30.554	29.994	28.916	28.438	29.481	
Total Customer Loans - Carrying value	28.798	28.815	29.128	28.621	27.531	27.091	28.082	
Coverage Ratio - Specific only	63,7%	64,5%	65,7%	66,1%	66,2%	66,6%	66,8%	
Coverage Ratio - Overall Provisions	69,7%	70,0%	70,9%	71,4%	71,3%	71,5%	71,6%	
Impaired Loans Ratio - Face value	6,9%	6,7%	6,6%	6,4%	6,7%	6,6%	6,6%	
Impaired Loans Ratio - Carrying value	2,6%	2,5%	2,4%	2,3%	2,4%	2,3%	2,3%	
<b>CEE</b>								
Total Impaired Loans - Face value	6.559	6.540	6.466	6.322	6.246	6.071	5.945	
Total Impaired Loans - Carrying value	3.244	3.125	3.096	2.860	2.752	2.578	2.354	
Total Customer Loans - Face value	57.332	57.664	56.641	56.097	56.705	57.364	58.066	
Total Customer Loans - Carrying value	53.695	53.930	52.758	52.174	52.902	53.555	54.159	
Coverage Ratio - Specific only	50,5%	52,2%	52,1%	54,8%	55,9%	57,5%	60,4%	
Coverage Ratio - Overall Provisions	55,4%	57,1%	60,0%	62,1%	60,9%	62,8%	65,7%	
Impaired Loans Ratio - Face value	11,4%	11,3%	11,4%	11,3%	11,0%	10,6%	10,2%	
Impaired Loans Ratio - Carrying value	6,0%	5,8%	5,9%	5,5%	5,2%	4,8%	4,3%	

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



# Asset Quality - Non Core

## CONSOLIDATED IMPAIRED LOANS TO CUSTOMER

(mln Euro)	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
<b>NPLs - Face value</b>	<b>36.274</b>	<b>36.420</b>	<b>36.631</b>	<b>37.374</b>	<b>37.774</b>	<b>37.410</b>	<b>37.084</b>	
Writedowns	22.301	22.048	21.944	22.454	22.671	22.428	22.456	
<i>as a percentage of face value (Coverage Ratio)</i>	<i>61,5%</i>	<i>60,5%</i>	<i>59,9%</i>	<i>60,1%</i>	<i>60,0%</i>	<i>60,0%</i>	<i>60,6%</i>	
<b>NPLs - Carrying value</b>	<b>13.973</b>	<b>14.372</b>	<b>14.688</b>	<b>14.920</b>	<b>15.104</b>	<b>14.982</b>	<b>14.628</b>	
<b>Unlikely to pay - Face value</b>	<b>16.608</b>	<b>15.312</b>	<b>14.425</b>	<b>13.699</b>	<b>12.972</b>	<b>12.426</b>	<b>11.994</b>	
Writedowns	5.630	5.214	4.858	4.516	4.176	4.132	4.006	
<i>as a percentage of face value (Coverage Ratio)</i>	<i>33,9%</i>	<i>34,0%</i>	<i>33,7%</i>	<i>33,0%</i>	<i>32,2%</i>	<i>33,2%</i>	<i>33,4%</i>	
<b>Unlikely to pay- Carrying value</b>	<b>10.978</b>	<b>10.099</b>	<b>9.567</b>	<b>9.183</b>	<b>8.796</b>	<b>8.294</b>	<b>7.988</b>	
<b>Past-due loans - Face value</b>	<b>1.788</b>	<b>1.738</b>	<b>1.436</b>	<b>953</b>	<b>757</b>	<b>606</b>	<b>609</b>	
Writedowns	441	404	351	275	176	150	155	
<i>as a percentage of face value (Coverage Ratio)</i>	<i>24,7%</i>	<i>23,2%</i>	<i>24,4%</i>	<i>28,9%</i>	<i>23,2%</i>	<i>24,8%</i>	<i>25,5%</i>	
<b>Past-due loans- Carrying value</b>	<b>1.347</b>	<b>1.334</b>	<b>1.086</b>	<b>678</b>	<b>581</b>	<b>456</b>	<b>454</b>	
<b>IMPAIRED LOANS - Face value</b>	<b>54.670</b>	<b>53.470</b>	<b>52.493</b>	<b>52.026</b>	<b>51.503</b>	<b>50.443</b>	<b>49.687</b>	
Writedowns	28.372	27.666	27.152	27.245	27.023	26.710	26.617	
<i>as a percentage of face value (Coverage Ratio)</i>	<i>51,9%</i>	<i>51,7%</i>	<i>51,7%</i>	<i>52,4%</i>	<i>52,47%</i>	<i>52,95%</i>	<i>53,57%</i>	
<b>IMPAIRED LOANS - Carrying value</b>	<b>26.298</b>	<b>25.804</b>	<b>25.340</b>	<b>24.780</b>	<b>24.481</b>	<b>23.733</b>	<b>23.069</b>	
<b>PERFORMING LOANS - Face value</b>	<b>16.785</b>	<b>15.897</b>	<b>12.750</b>	<b>11.407</b>	<b>9.177</b>	<b>7.323</b>	<b>6.686</b>	
Writedowns	804	642	441	381	350	294	250	
<i>as a percentage of face value (Coverage Ratio)</i>	<i>4,8%</i>	<i>4,0%</i>	<i>3,5%</i>	<i>3,3%</i>	<i>3,8%</i>	<i>4,0%</i>	<i>3,7%</i>	
<b>PERFORMING LOANS- Carrying value</b>	<b>15.981</b>	<b>15.255</b>	<b>12.309</b>	<b>11.026</b>	<b>8.827</b>	<b>7.029</b>	<b>6.436</b>	

## AS A PERCENTAGE OF TOTAL LOANS TO CUSTOMERS

	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
<b>NPLs - Face value</b>	50,8%	52,5%	56,1%	58,9%	62,3%	64,8%	65,8%	
<b>NPLs - Carrying value</b>	33,0%	35,0%	39,0%	41,7%	45,3%	48,7%	49,6%	
<b>Unlikely to pay - Face value</b>	23,2%	22,1%	22,1%	21,6%	21,4%	21,5%	21,3%	
<b>Unlikely to pay - Carrying value</b>	26,0%	24,6%	25,4%	25,6%	26,4%	27,0%	27,1%	
<b>Past-due loans - Face value</b>	2,5%	2,5%	2,2%	1,5%	1,2%	1,0%	1,1%	
<b>Past-due loans - Carrying value</b>	3,2%	3,2%	2,9%	1,9%	1,7%	1,5%	1,5%	
<b>Total Impaired Loans - Face value</b>	<b>76,5%</b>	<b>77,1%</b>	<b>80,5%</b>	<b>82,0%</b>	<b>84,9%</b>	<b>87,3%</b>	<b>88,1%</b>	
<b>Total Impaired Loans - Carrying value</b>	<b>62,2%</b>	<b>62,8%</b>	<b>67,3%</b>	<b>69,2%</b>	<b>73,5%</b>	<b>77,2%</b>	<b>78,2%</b>	

# Capital Position

## GROUP CAPITAL STRUCTURE

(mln Euro)	Basel 3								Change %	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
	2015	2015	2015	2015	2016	2016	2016	2016	q/q	y/y
<b>Common Equity Tier I *</b>	41.486	42.699	41.825	41.375	40.644	41.955	42.980		+2,4%	+2,8%
<b>Tier I Capital</b>	44.898	46.286	45.458	44.920	44.050	45.134	46.152		+2,3%	+1,5%
<b>Total Capital</b>	56.480	57.799	56.521	55.579	54.381	55.960	56.667		+1,3%	+0,3%
<b>Total RWA (bn) *</b>	<b>420.637</b>	<b>405.897</b>	<b>400.480</b>	<b>390.599</b>	<b>394.359</b>	<b>399.260</b>	<b>390.901</b>		-2,1%	-2,4%
<b>Credit Risk</b>	351.967	343.985	340.241	333.598	336.969	337.609	333.133		-1,3%	-2,1%
<b>Market Risk</b>	24.766	18.558	17.039	15.870	16.696	22.127	18.207		-17,7%	+6,9%
<b>Operational Risk</b>	43.904	43.354	43.200	41.130	40.694	39.524	39.562		+0,1%	-8,4%
<b>Floor</b>										
<b>Hybrids included in Tier I Capital</b>	3.708	3.707	3.706	3.577	3.468	3.298	3.237		-1,9%	-12,7%

## CAPITAL RATIOS

%	Basel 3								Delta	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
	2015	2015	2015	2015	2016	2016	2016	2016	q/q	y/y
<b>Common Equity Tier I Ratio</b>	9,86%	10,52%	10,44%	10,59%	10,31%	10,51%	11,00%		49bp	55bp
<b>Tier I Ratio</b>	10,67%	11,40%	11,35%	11,50%	11,17%	11,30%	11,81%		50bp	46bp
<b>Total Capital Ratio</b>	13,43%	14,24%	14,11%	14,23%	13,79%	14,02%	14,50%		48bp	38bp
<b>Hybrids as % of Tier I capital</b>	8,26%	8,01%	8,15%	7,96%	7,87%	7,31%	7,01%		-29bp	-114bp
<b>note: maximum allowed by Bol</b>	NA	NA	NA	NA	NA	NA	NA			

\*Capital position as per regulatory purposes.

March 2015 CET1 ratio, Tier 1 ratio and Total Capital ratio pro-forma assuming unaudited 1Q15 earnings net of dividend accrual and 2014 scrip dividend with 75% share acceptance and Pekao minority excess capital calculated assuming 12% threshold at 10.10%, 10.92% and 13.67% respectively.

September 2015 CET1 ratio, Tier 1 ratio and Total Capital ratio pro-forma assuming unaudited 3Q15 earnings net of dividend accrual at 10.53%, 11.43% and 14.20% respectively.

December 2015 CET1 ratio, Tier 1 ratio and Total Capital ratio pro-forma assuming 2015 scrip dividend of 12 €cents per ordinary share with 75%-25% shares-cash acceptance at 10.73%, 11.64% and 14.36% respectively.

March 2016 CET1 ratio, Tier 1 ratio and Total Capital ratio pro-forma including unaudited 1Q Net profit net of dividend accrual and 2015 Scrip dividend at 10.50%, 11.36% and 13.98% respectively.

# Commercial Bank - Italy

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	2015	2015	2015	2015	2016	2016	2016	2016
Net interest	2.969	3.101	-4,3%	1.052	1.038	1.010	996	997	997	974	
Dividends and other income from equity investments	69	46	+51,5%	1	24	21	17	21	22	26	
Net fees and commissions	2.677	2.670	+0,3%	921	924	825	820	932	911	834	
Net trading income	70	21	n.m.	2	18	2	9	-1	62	8	
Net other expenses/income	-30	-31	-3,6%	-13	-14	-5	4	-17	-3	-10	
<b>OPERATING INCOME</b>	<b>5.754</b>	<b>5.806</b>	<b>-0,9%</b>	<b>1.963</b>	<b>1.991</b>	<b>1.853</b>	<b>1.846</b>	<b>1.932</b>	<b>1.990</b>	<b>1.833</b>	
Payroll costs	-2.011	-2.019	-0,4%	-673	-678	-669	-651	-680	-675	-656	
Other administrative expenses	-1.578	-1.480	+6,6%	-499	-497	-484	-512	-513	-529	-536	
Recovery of expenses	327	341	-4,0%	116	112	113	114	109	104	115	
Amortisation & depreciation	-47	-45	+5,7%	-15	-15	-15	-17	-15	-16	-17	
<b>Operating costs</b>	<b>-3.309</b>	<b>-3.203</b>	<b>+3,3%</b>	<b>-1.070</b>	<b>-1.078</b>	<b>-1.055</b>	<b>-1.066</b>	<b>-1.099</b>	<b>-1.116</b>	<b>-1.094</b>	
<b>OPERATING PROFIT</b>	<b>2.445</b>	<b>2.604</b>	<b>-6,1%</b>	<b>893</b>	<b>913</b>	<b>798</b>	<b>781</b>	<b>833</b>	<b>874</b>	<b>739</b>	
Net write-downs of loans	-712	-784	-9,2%	-297	-239	-248	-426	-236	-236	-239	
<b>NET OPERATING PROFIT</b>	<b>1.734</b>	<b>1.820</b>	<b>-4,8%</b>	<b>596</b>	<b>674</b>	<b>550</b>	<b>355</b>	<b>596</b>	<b>637</b>	<b>500</b>	
Other Charges & Provisions	-294	-88	n.m.	-17	-54	-17	-196	-51	-117	-126	
o/w Systemic Charges	-100	-29	n.m.	0	-29	0	-100	-30	3	-73	
Integration costs	-81	0	n.m.	0	0	0	-472	-33	-47	-1	
Net income from investments	-8	-9	-5,6%	0	-3	-6	-7	-1	-5	-2	
<b>PROFIT BEFORE TAX</b>	<b>1.351</b>	<b>1.723</b>	<b>-21,6%</b>	<b>579</b>	<b>617</b>	<b>528</b>	<b>-320</b>	<b>512</b>	<b>469</b>	<b>371</b>	
<b>CONSOLIDATED PROFIT</b>	<b>921</b>	<b>1.184</b>	<b>-22,2%</b>	<b>390</b>	<b>431</b>	<b>363</b>	<b>-238</b>	<b>349</b>	<b>316</b>	<b>256</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	57,5%	55,2%	2 pp	54,5%	54,2%	56,9%	57,7%	56,9%	56,1%	59,7%
Cost of Risk (LLP annualized on Avg Loans) in basis points	70	79	-9bp	90	72	74	129	71	69	69

## VOLUMES

Total Customer Loans	137.128	133.076	+3,0%	133.130	133.206	133.076	131.558	135.737	138.353	137.128
Total Customer Deposits (incl. securities in issue and financial liabilities at	144.523	141.927	+1,8%	143.709	143.698	141.927	145.257	144.981	145.150	144.523
Total RWA End of Period	78.868	80.965	-2,6%	83.753	81.048	80.965	77.008	78.994	79.182	78.868

## OTHER FIGURES

FTEs (eop, 100%)	35.620	36.308	-1,9%	36.415	36.533	36.308	36.582	36.446	36.507	35.620
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# Commercial Bank - Germany

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	2015	2015	2015	2015	2016	2016	2016	2016
Net interest	1.134	1.257	-9,8%	409	423	426	441	395	369	370	
Dividends and other income from equity investments	45	46	-3,2%	1	4	42	5	41	3	1	
Net fees and commissions	551	561	-1,9%	203	183	175	156	188	181	181	
Net trading income	22	55	-60,5%	-4	59	0	23	-13	19	16	
Net other expenses/income	99	82	+20,8%	27	27	29	31	40	33	26	
<b>OPERATING INCOME</b>	<b>1.850</b>	<b>2.002</b>	<b>-7,6%</b>	<b>636</b>	<b>696</b>	<b>671</b>	<b>657</b>	<b>652</b>	<b>605</b>	<b>594</b>	
Payroll costs	-815	-870	-6,3%	-296	-289	-285	-276	-277	-271	-267	
Other administrative expenses	-582	-611	-4,8%	-208	-202	-202	-214	-191	-198	-193	
Recovery of expenses	2	1	+23,0%	1	0	0	16	0	0	1	
Amortisation & depreciation	-37	-34	+8,1%	-12	-11	-11	-10	-11	-11	-15	
<b>Operating costs</b>	<b>-1.432</b>	<b>-1.514</b>	<b>-5,4%</b>	<b>-514</b>	<b>-503</b>	<b>-497</b>	<b>-484</b>	<b>-479</b>	<b>-479</b>	<b>-474</b>	
<b>OPERATING PROFIT</b>	<b>418</b>	<b>488</b>	<b>-14,4%</b>	<b>122</b>	<b>193</b>	<b>174</b>	<b>174</b>	<b>173</b>	<b>125</b>	<b>120</b>	
Net write-downs of loans	8	-43	n.m.	-24	-41	22	-1	22	7	-21	
<b>NET OPERATING PROFIT</b>	<b>426</b>	<b>445</b>	<b>-4,3%</b>	<b>97</b>	<b>152</b>	<b>196</b>	<b>173</b>	<b>195</b>	<b>132</b>	<b>99</b>	
Other Charges & Provisions	-44	-126	-64,9%	-37	-43	-47	-51	-37	-11	4	
o/w Systemic Charges	-60	-56	+5,7%	-36	-13	-7	-6	-37	-14	-9	
Integration costs	0	0	n.m.	0	0	0	-74	0	0	0	
Net income from investments	21	17	+24,4%	0	11	6	32	2	19	1	
<b>PROFIT BEFORE TAX</b>	<b>403</b>	<b>336</b>	<b>+19,9%</b>	<b>61</b>	<b>120</b>	<b>155</b>	<b>80</b>	<b>159</b>	<b>139</b>	<b>104</b>	
<b>CONSOLIDATED PROFIT</b>	<b>268</b>	<b>223</b>	<b>+20,2%</b>	<b>39</b>	<b>81</b>	<b>103</b>	<b>195</b>	<b>108</b>	<b>93</b>	<b>67</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	77,4%	75,6%	2 pp	80,9%	72,2%	74,1%	73,6%	73,5%	79,3%	79,9%
Cost of Risk (LLP annualized on Avg Loans) in basis points	-1	7	-9bp	12	21	-11	0	-11	-3	10

## VOLUMES

Total Customer Loans	80.972	80.143	+1,0%	79.256	79.563	80.143	80.431	79.863	80.768	80.972
Total Customer Deposits (incl. securities in issue and financial liabilities at	108.944	101.504	+7,3%	101.088	101.978	101.504	106.389	106.839	107.515	108.944
Total RWA End of Period	35.015	34.086	+2,7%	35.616	33.402	34.086	34.030	34.770	35.372	35.015

## OTHER FIGURES

FTEs (eop, 100%)	11.074	11.838	-6,5%	12.732	12.010	11.838	11.542	11.217	11.039	11.074
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# Commercial Bank - Austria

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	2015	2015	2015	2015	2016	2016	2016	2016
Net interest	527	542	-2,6%	174	186	181	185	172	169	186	
Dividends and other income from equity investments	97	109	-11,3%	26	44	40	62	25	35	36	
Net fees and commissions	441	461	-4,2%	153	155	153	160	148	146	146	
Net trading income	83	26	n.m.	10	20	-3	13	2	68	12	
Net other expenses/income	18	8	+119,3%	5	0	3	9	7	2	9	
<b>OPERATING INCOME</b>	<b>1.167</b>	<b>1.146</b>	<b>+1,8%</b>	<b>368</b>	<b>404</b>	<b>373</b>	<b>429</b>	<b>355</b>	<b>421</b>	<b>391</b>	
Payroll costs	-527	-580	-9,0%	-197	-198	-185	-182	-179	-183	-166	
Other administrative expenses	-382	-404	-5,4%	-134	-134	-136	-144	-128	-131	-123	
Recovery of expenses	0	0	-100,0%	0	0	0	0	0	0	0	
Amortisation & depreciation	-17	-18	-2,5%	-6	-6	-6	-6	-6	-6	-6	
<b>Operating costs</b>	<b>-927</b>	<b>-1.001</b>	<b>-7,4%</b>	<b>-337</b>	<b>-337</b>	<b>-327</b>	<b>-332</b>	<b>-313</b>	<b>-319</b>	<b>-295</b>	
<b>OPERATING PROFIT</b>	<b>240</b>	<b>145</b>	<b>+65,6%</b>	<b>32</b>	<b>67</b>	<b>46</b>	<b>97</b>	<b>42</b>	<b>102</b>	<b>96</b>	
Net write-downs of loans	28	-3	n.m.	-27	31	-7	-9	-4	10	21	
<b>NET OPERATING PROFIT</b>	<b>268</b>	<b>142</b>	<b>+88,7%</b>	<b>5</b>	<b>98</b>	<b>39</b>	<b>88</b>	<b>39</b>	<b>112</b>	<b>117</b>	
Other Charges & Provisions	-132	-143	-8,1%	-41	-33	-70	-52	-70	-26	-35	
o/w Systemic Charges	-120	-95	+27,3%	-37	-32	-25	-40	-69	-26	-25	
Integration costs	-208	0	n.m.	0	0	0	321	-204	0	-4	
Net income from investments	8	-1	n.m.	1	-2	0	-17	5	1	2	
<b>PROFIT BEFORE TAX</b>	<b>-64</b>	<b>-2</b>	<b>n.m.</b>	<b>-35</b>	<b>63</b>	<b>-31</b>	<b>339</b>	<b>-230</b>	<b>87</b>	<b>80</b>	
<b>CONSOLIDATED PROFIT</b>	<b>-85</b>	<b>44</b>	<b>n.m.</b>	<b>-18</b>	<b>82</b>	<b>-20</b>	<b>525</b>	<b>-224</b>	<b>67</b>	<b>72</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	79,4%	87,3%	-8 pp	91,4%	83,4%	87,6%	77,4%	88,1%	75,8%	75,5%
Cost of Risk (LLP annualized on Avg Loans) in basis points	-8	1	-8bp	22	-26	6	8	3	-9	-17

## VOLUMES

Total Customer Loans	48.435	48.494	-0,1%	48.567	48.603	48.494	49.119	48.891	48.654	48.435
Total Customer Deposits (incl. securities in issue and financial liabilities at	64.736	64.950	-0,3%	65.658	64.308	64.950	63.783	65.030	64.631	64.736
Total RWA End of Period	23.536	25.451	-7,5%	27.535	26.550	25.451	24.969	24.735	23.685	23.536

## OTHER FIGURES

FTEs (eop, 100%)	6.118	6.457	-5,2%	6.544	6.488	6.457	6.440	6.248	6.153	6.118
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## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	2015	2015	2015	2015	2016	2016	2016	2016
Net interest	1.707	1.681	+1,5%	570	580	530	658	566	603	538	
Dividends and other income from equity investments	56	19	n.m.	9	1	8	3	45	4	7	
Net fees and commissions	496	467	+6,1%	168	157	142	176	161	173	161	
Net trading income	964	782	+23,3%	345	308	130	61	266	327	371	
Net other expenses/income	0	17	-97,1%	4	-12	25	10	23	4	-26	
<b>OPERATING INCOME</b>	<b>3.223</b>	<b>2.966</b>	<b>+8,7%</b>	<b>1.096</b>	<b>1.035</b>	<b>836</b>	<b>908</b>	<b>1.061</b>	<b>1.111</b>	<b>1.050</b>	
Payroll costs	-490	-511	-4,3%	-164	-177	-170	-178	-159	-165	-166	
Other administrative expenses	-801	-833	-3,9%	-282	-283	-267	-246	-262	-271	-268	
Recovery of expenses	1	1	-16,9%	0	0	1	2	0	0	0	
Amortisation & depreciation	-2	-2	+2,6%	-1	-1	-1	-1	-1	-1	-1	
<b>Operating costs</b>	<b>-1.291</b>	<b>-1.345</b>	<b>-4,0%</b>	<b>-447</b>	<b>-461</b>	<b>-437</b>	<b>-422</b>	<b>-421</b>	<b>-436</b>	<b>-434</b>	
<b>OPERATING PROFIT</b>	<b>1.932</b>	<b>1.621</b>	<b>+19,2%</b>	<b>649</b>	<b>574</b>	<b>398</b>	<b>486</b>	<b>640</b>	<b>675</b>	<b>617</b>	
Net write-downs of loans	-158	-34	n.m.	-17	-95	78	19	-55	-74	-29	
<b>NET OPERATING PROFIT</b>	<b>1.774</b>	<b>1.587</b>	<b>+11,8%</b>	<b>631</b>	<b>479</b>	<b>476</b>	<b>505</b>	<b>585</b>	<b>601</b>	<b>588</b>	
Other Charges & Provisions	-136	-142	-4,1%	-64	-71	-7	-85	-98	-20	-18	
o/w Systemic Charges	-111	-100	+10,8%	-64	-27	-10	-39	-90	-11	-11	
Integration costs	-11	0	n.m.	0	0	0	-35	-2	-10	1	
Net income from investments	-65	-2	n.m.	-8	8	-3	-42	-41	-16	-8	
<b>PROFIT BEFORE TAX</b>	<b>1.562</b>	<b>1.443</b>	<b>+8,2%</b>	<b>560</b>	<b>417</b>	<b>467</b>	<b>342</b>	<b>444</b>	<b>556</b>	<b>562</b>	
<b>CONSOLIDATED PROFIT</b>	<b>1.026</b>	<b>971</b>	<b>+5,7%</b>	<b>386</b>	<b>275</b>	<b>310</b>	<b>322</b>	<b>299</b>	<b>361</b>	<b>366</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	40,1%	45,3%	-5 pp	40,8%	44,5%	52,3%	46,5%	39,7%	39,2%	41,3%
Cost of Risk (LLP annualized on Avg Loans) in basis points	20	5	15bp	7	41	-34	-8	22	28	11

## VOLUMES

Total Customer Loans	101.390	93.169	+8,8%	96.765	89.281	93.169	97.743	105.319	109.509	101.390
Total Customer Deposits (incl. securities in issue and financial liabilities at	103.116	108.688	-5,1%	98.836	104.228	108.688	96.559	120.047	109.348	103.116
Total RWA End of Period	73.077	71.127	+2,7%	75.332	70.685	71.127	68.249	70.918	78.055	73.077

## OTHER FIGURES

FTEs (eop, 100%)	3.789	4.019	-5,7%	3.990	4.013	4.019	3.946	3.915	3.837	3.789
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## CIB Division - Additional Disclosure (managerial figures)

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
(mIn Euro)	2015	2015	2015	2015	2016	2016	2016	2016
<b>TOTAL REVENUES CIB</b>	<b>1.096</b>	<b>1.035</b>	<b>836</b>	<b>908</b>	<b>1.061</b>	<b>1.111</b>	<b>1.050</b>	
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>280</b>	<b>316</b>	<b>300</b>	<b>390</b>	<b>390</b>	<b>373</b>	<b>324</b>	
Financing & Advisory (F&A) Italy	98	94	85	104	153	111	110	
Financing & Advisory (F&A) Germany	145	170	177	242	203	224	174	
Financing & Advisory (F&A) Austria	39	53	38	45	36	39	41	
<b>Markets</b>	<b>712</b>	<b>619</b>	<b>428</b>	<b>406</b>	<b>570</b>	<b>633</b>	<b>606</b>	
<b>Global Transaction Business (GTB)</b>	<b>105</b>	<b>104</b>	<b>107</b>	<b>111</b>	<b>105</b>	<b>111</b>	<b>117</b>	
<b>CIB Other</b>	<b>2</b>	<b>-5</b>	<b>0</b>	<b>-1</b>	<b>-1</b>	<b>-4</b>	<b>-2</b>	
<b>TOTAL COSTS CIB</b>	<b>-447</b>	<b>-461</b>	<b>-437</b>	<b>-422</b>	<b>-421</b>	<b>-436</b>	<b>-434</b>	
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>-143</b>	<b>-146</b>	<b>-140</b>	<b>-144</b>	<b>-135</b>	<b>-144</b>	<b>-136</b>	
Financing & Advisory (F&A) Italy	-28	-32	-30	-27	-27	-31	-29	
Financing & Advisory (F&A) Germany	-98	-98	-94	-97	-93	-93	-92	
Financing & Advisory (F&A) Austria	-18	-18	-17	-21	-16	-21	-16	
<b>Markets</b>	<b>-243</b>	<b>-252</b>	<b>-234</b>	<b>-208</b>	<b>-228</b>	<b>-225</b>	<b>-233</b>	
<b>Global Transaction Business (GTB)</b>	<b>-55</b>	<b>-56</b>	<b>-54</b>	<b>-60</b>	<b>-53</b>	<b>-60</b>	<b>-53</b>	
<b>CIB Other</b>	<b>-2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
<b>TOTAL LOAN LOSS PROVISIONS CIB</b>	<b>-17</b>	<b>-95</b>	<b>78</b>	<b>19</b>	<b>-55</b>	<b>-74</b>	<b>-29</b>	
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>-16</b>	<b>-63</b>	<b>85</b>	<b>2</b>	<b>-65</b>	<b>-120</b>	<b>-55</b>	
Financing & Advisory (F&A) Italy	16	-114	43	28	5	-9	-12	
Financing & Advisory (F&A) Germany	-22	45	42	-50	-68	-144	-41	
Financing & Advisory (F&A) Austria	-10	6	1	24	-2	33	-2	
<b>Markets</b>	<b>0</b>	<b>-29</b>	<b>-6</b>	<b>7</b>	<b>8</b>	<b>48</b>	<b>20</b>	
<b>Global Transaction Business (GTB)</b>	<b>-2</b>	<b>-3</b>	<b>-1</b>	<b>9</b>	<b>2</b>	<b>-2</b>	<b>6</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>631</b>	<b>479</b>	<b>476</b>	<b>505</b>	<b>585</b>	<b>601</b>	<b>588</b>	
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>122</b>	<b>107</b>	<b>245</b>	<b>249</b>	<b>190</b>	<b>109</b>	<b>133</b>	
Financing & Advisory (F&A) Italy	86	-51	98	104	131	71	69	
Financing & Advisory (F&A) Germany	25	116	125	95	41	-14	41	
Financing & Advisory (F&A) Austria	11	41	22	49	18	51	23	
<b>Markets</b>	<b>470</b>	<b>339</b>	<b>188</b>	<b>205</b>	<b>349</b>	<b>456</b>	<b>393</b>	
<b>Global Transaction Business (GTB)</b>	<b>48</b>	<b>45</b>	<b>52</b>	<b>60</b>	<b>54</b>	<b>50</b>	<b>69</b>	
<b>CIB Other</b>	<b>0</b>	<b>-2</b>	<b>0</b>	<b>-1</b>	<b>0</b>	<b>-3</b>	<b>-2</b>	
<b>RWA CIB</b>	<b>75.332</b>	<b>70.685</b>	<b>71.127</b>	<b>68.249</b>	<b>70.918</b>	<b>78.055</b>	<b>73.077</b>	
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>35.589</b>	<b>35.734</b>	<b>35.901</b>	<b>35.046</b>	<b>36.745</b>	<b>37.548</b>	<b>37.204</b>	
Financing & Advisory (F&A) Italy	12.230	12.887	14.377	12.992	13.504	14.331	14.885	
Financing & Advisory (F&A) Germany	17.769	17.861	16.842	17.362	18.348	18.324	17.777	
Financing & Advisory (F&A) Austria	5.591	4.986	4.681	4.692	4.894	4.893	4.542	
<b>Markets</b>	<b>34.715</b>	<b>29.514</b>	<b>29.302</b>	<b>27.075</b>	<b>28.610</b>	<b>34.604</b>	<b>29.560</b>	
<b>Global Transaction Business (GTB)</b>	<b>5.132</b>	<b>5.495</b>	<b>5.974</b>	<b>6.055</b>	<b>5.549</b>	<b>5.903</b>	<b>6.314</b>	
<b>CIB Other</b>	<b>-104</b>	<b>-58</b>	<b>-50</b>	<b>72</b>	<b>14</b>	<b>0</b>	<b>0</b>	

# Poland

## INCOME STATEMENT

(mIn Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	at const. FX								
Net interest	750	745	+0,8%	+5,6%	249	248	247	251	245	247	258	
Dividends and other income from equity investments	10	13	-20,2%	-19,1%	4	7	3	2	2	6	2	
Net fees and commissions	339	365	-7,1%	-2,6%	116	127	122	121	107	117	114	
Net trading income	146	116	+26,3%	+32,3%	62	25	29	43	27	89	29	
Net other expenses/income	6	35	-83,6%	-80,8%	2	28	5	2	1	2	3	
<b>OPERATING INCOME</b>	<b>1.251</b>	<b>1.273</b>	<b>-1,7%</b>	<b>+3,0%</b>	<b>433</b>	<b>435</b>	<b>405</b>	<b>419</b>	<b>383</b>	<b>462</b>	<b>406</b>	
Payroll costs	-326	-347	-6,1%	-1,6%	-113	-118	-116	-111	-108	-109	-109	
Other administrative expenses	-173	-179	-3,5%	-0,1%	-58	-63	-58	-57	-59	-59	-56	
Recovery of expenses	0	0	-13,7%	-9,5%	0	0	0	0	0	0	0	
Amortisation & depreciation	-59	-59	-0,7%	+4,1%	-20	-20	-20	-20	-20	-20	-20	
<b>Operating costs</b>	<b>-558</b>	<b>-586</b>	<b>-4,8%</b>	<b>-0,2%</b>	<b>-190</b>	<b>-201</b>	<b>-194</b>	<b>-188</b>	<b>-187</b>	<b>-187</b>	<b>-184</b>	
<b>OPERATING PROFIT</b>	<b>693</b>	<b>687</b>	<b>+0,9%</b>	<b>+5,8%</b>	<b>242</b>	<b>234</b>	<b>211</b>	<b>231</b>	<b>196</b>	<b>275</b>	<b>222</b>	
Net write-downs of loans	-56	-94	-40,5%	-36,8%	-33	-32	-30	-29	5	-30	-31	
<b>NET OPERATING PROFIT</b>	<b>637</b>	<b>593</b>	<b>+7,4%</b>	<b>+12,5%</b>	<b>209</b>	<b>202</b>	<b>181</b>	<b>202</b>	<b>201</b>	<b>245</b>	<b>191</b>	
Other Charges & Provisions	-121	-57	+113,2%	+123,5%	-25	-15	-17	-78	-34	-43	-44	
o/w Systemic Charges	-119	-50	+140,1%	+151,8%	-18	-15	-16	-78	-34	-42	-43	
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Net income from investments	1	15	-92,0%	-91,6%	0	0	15	3	0	0	1	
<b>PROFIT BEFORE TAX</b>	<b>517</b>	<b>551</b>	<b>-6,2%</b>	<b>-1,7%</b>	<b>185</b>	<b>187</b>	<b>179</b>	<b>126</b>	<b>167</b>	<b>202</b>	<b>148</b>	
<b>CONSOLIDATED PROFIT</b>	<b>194</b>	<b>223</b>	<b>-13,1%</b>	<b>-9,2%</b>	<b>75</b>	<b>76</b>	<b>72</b>	<b>52</b>	<b>66</b>	<b>79</b>	<b>48</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	44,6%	46,0%	-1 pp		44,0%	46,3%	47,9%	44,9%	48,8%	40,5%	45,3%
Cost of Risk (LLP annualized on Avg Loans) in basis points	27	44	-17bp		47	44	41	41	-7	44	45

## VOLUMES

Total Customer Loans	28.082	29.128	-3,6%		28.798	28.815	29.128	28.621	27.531	27.092	28.082
Total Customer Deposits (incl. securities in issue and financial liabilities at	29.703	31.096	-4,5%		30.670	30.784	31.096	30.862	29.106	28.929	29.703
Total RWA End of Period	25.649	26.440	-3,0%		28.029	26.755	26.440	26.354	25.431	25.001	25.649

## OTHER FIGURES

FTEs (eop, 100%)	17.240	17.806	-3,2%		18.043	17.916	17.806	17.606	17.571	17.417	17.240
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# Asset Management

## INCOME STATEMENT

(mln Euro)	09-VTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	2015	2015	2015	2015	2016	2016	2016	2016
Net interest	1	2	-40,3%	1	1	1	1	1	0	0	
Dividends and other income from equity investments	0	1	-59,3%	0	0	0	3	0	0	0	
Net fees and commissions	628	664	-5,5%	220	225	219	236	207	212	209	
Net trading income	0	3	n.m.	2	0	0	-2	-2	1	1	
Net other expenses/income	1	8	-83,0%	3	1	4	4	2	2	-3	
<b>OPERATING INCOME</b>	<b>631</b>	<b>678</b>	<b>-7,0%</b>	<b>227</b>	<b>228</b>	<b>223</b>	<b>241</b>	<b>208</b>	<b>215</b>	<b>208</b>	
Payroll costs	-230	-279	-17,3%	-91	-99	-89	-132	-90	-76	-64	
Other administrative expenses	-129	-137	-6,2%	-44	-48	-45	-49	-42	-45	-42	
Recovery of expenses	0	0	-16,8%	0	0	0	0	0	0	0	
Amortisation & depreciation	-8	-9	-5,2%	-3	-3	-3	-3	-3	-3	-3	
<b>Operating costs</b>	<b>-367</b>	<b>-424</b>	<b>-13,4%</b>	<b>-138</b>	<b>-150</b>	<b>-137</b>	<b>-184</b>	<b>-135</b>	<b>-124</b>	<b>-109</b>	
<b>OPERATING PROFIT</b>	<b>263</b>	<b>254</b>	<b>+3,8%</b>	<b>89</b>	<b>78</b>	<b>86</b>	<b>57</b>	<b>73</b>	<b>91</b>	<b>99</b>	
Net write-downs of loans	0	0	-100,0%	0	0	0	0	0	0	0	
<b>NET OPERATING PROFIT</b>	<b>263</b>	<b>254</b>	<b>+3,8%</b>	<b>89</b>	<b>78</b>	<b>86</b>	<b>57</b>	<b>73</b>	<b>91</b>	<b>99</b>	
Other Charges & Provisions	-6	-3	+76,1%	0	-5	2	0	-2	-2	-1	
o/w Systemic Charges	0	0	n.m.	0	0	0	0	0	0	0	
Integration costs	-37	-8	n.m.	-1	-2	-5	-16	-8	-8	-21	
Net income from investments	0	0	n.m.	0	0	0	3	0	0	0	
<b>PROFIT BEFORE TAX</b>	<b>220</b>	<b>242</b>	<b>-9,0%</b>	<b>88</b>	<b>70</b>	<b>84</b>	<b>45</b>	<b>63</b>	<b>81</b>	<b>76</b>	
<b>CONSOLIDATED PROFIT</b>	<b>135</b>	<b>174</b>	<b>-22,5%</b>	<b>62</b>	<b>55</b>	<b>57</b>	<b>32</b>	<b>45</b>	<b>37</b>	<b>53</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	58,2%	62,6%	-4 pp	60,6%	65,8%	61,3%	76,3%	64,8%	57,5%	52,5%
Cost of Risk (LLP annualized 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.

## VOLUMES

Total Customer Loans	0	0	-	0	0	0	0	0	0	0
Total Customer Deposits (incl. securities in issue and financial liabilities at F	0	0	n.m.	0	0	0	0	0	0	0
Total RWA End of Period	1.668	1.875	-11,0%	1.754	1.880	1.875	1.920	1.877	1.751	1.668

## OTHER FIGURES

FTEs (eop, 100%)	1.945	2.029	-4,2%	2.035	2.037	2.029	1.986	2.003	1.959	1.945
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## ASSETS UNDER MANAGEMENT (bn)

Italy	119.790	114.703	+4,4%	114.413	113.461	114.703	117.793	116.251	117.305	119.790
USA	40.257	39.177	+2,8%	43.880	41.311	39.177	40.855	39.686	39.546	40.257
International	20.080	19.252	+4,3%	21.098	20.426	19.252	19.771	19.026	19.456	20.080
Germany	21.227	20.344	+4,3%	21.109	20.945	20.344	20.829	20.629	20.869	21.227
CEE	7.155	7.240	-1,2%	7.502	7.515	7.240	7.243	7.093	6.797	7.155
Pioneer Austria (BACA)	11.278	10.887	+3,6%	11.562	11.177	10.887	11.006	10.788	11.113	11.278
India	935	1.095	-14,7%	562	1.250	1.095	1.339	568	949	935
Asia	5.028	4.579	+9,8%	4.834	4.791	4.579	4.778	4.635	4.667	5.028
Russia	0	0	n.m.	0	0	0	0	0	0	0
<b>Total</b>	<b>225.750</b>	<b>217.277</b>	<b>+3,9%</b>	<b>224.960</b>	<b>220.875</b>	<b>217.277</b>	<b>223.614</b>	<b>218.676</b>	<b>220.701</b>	<b>225.750</b>

# Asset Gathering

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	2015	2015	2015	2015	2016	2016	2016	2016
Net interest	186	179	+4,1%	56	59	63	62	62	61	63	
Dividends and other income from equity investments	0	0	n.m.	0	0	0	0	0	0	0	
Net fees and commissions	177	189	-6,3%	63	64	62	64	58	60	59	
Net trading income	58	41	+39,8%	17	11	13	13	20	27	11	
Net other expenses/income	0	-1	-97,7%	0	-3	2	-1	0	1	-1	
<b>OPERATING INCOME</b>	<b>421</b>	<b>407</b>	<b>+3,3%</b>	<b>137</b>	<b>131</b>	<b>140</b>	<b>137</b>	<b>140</b>	<b>149</b>	<b>132</b>	
Payroll costs	-57	-56	+1,6%	-18	-19	-19	-19	-19	-19	-19	
Other administrative expenses	-171	-174	-1,6%	-60	-60	-53	-59	-61	-57	-53	
Recovery of expenses	64	63	+2,3%	21	21	20	22	21	21	22	
Amortisation & depreciation	-7	-6	+13,0%	-2	-2	-2	-3	-2	-2	-3	
<b>Operating costs</b>	<b>-171</b>	<b>-174</b>	<b>-1,4%</b>	<b>-60</b>	<b>-60</b>	<b>-54</b>	<b>-59</b>	<b>-60</b>	<b>-58</b>	<b>-53</b>	
<b>OPERATING PROFIT</b>	<b>249</b>	<b>234</b>	<b>+6,8%</b>	<b>77</b>	<b>71</b>	<b>86</b>	<b>78</b>	<b>80</b>	<b>91</b>	<b>78</b>	
Net write-downs of loans	-4	-4	-14,7%	-2	-1	-1	-3	-1	-1	-1	
<b>NET OPERATING PROFIT</b>	<b>246</b>	<b>229</b>	<b>+7,2%</b>	<b>75</b>	<b>70</b>	<b>84</b>	<b>75</b>	<b>78</b>	<b>90</b>	<b>78</b>	
Other Charges & Provisions	-14	-5	n.m.	-3	-1	-1	-10	-1	-1	-11	
o/w Systemic Charges	-10	-3	n.m.	0	-3	0	-2	0	1	-11	
Integration costs	0	0	n.m.	0	0	0	-1	0	0	0	
Net income from investments	0	0	n.m.	0	0	0	0	0	0	0	
<b>PROFIT BEFORE TAX</b>	<b>232</b>	<b>224</b>	<b>+3,5%</b>	<b>72</b>	<b>69</b>	<b>83</b>	<b>64</b>	<b>77</b>	<b>89</b>	<b>66</b>	
<b>CONSOLIDATED PROFIT</b>	<b>102</b>	<b>97</b>	<b>+4,4%</b>	<b>31</b>	<b>30</b>	<b>36</b>	<b>28</b>	<b>33</b>	<b>44</b>	<b>25</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	40,7%	42,6%	-2 pp	43,8%	45,6%	38,7%	43,1%	43,0%	38,7%	40,5%
Cost of Risk (LLP annualized on Avg Loans) in basis points	53	68	-15bp	85	54	67	114	66	64	31

## VOLUMES

Total Customer Loans	972	885	+9,9%	797	836	885	923	827	880	972
Total Customer Deposits (incl. securities in issue and financial liabilities a	17.444	15.311	+13,9%	14.922	15.554	15.311	16.084	16.899	17.338	17.444
Total RWA End of Period	1.778	1.781	-0,2%	1.813	1.800	1.781	1.804	1.838	1.805	1.778

## OTHER FIGURES

FTEs (eop, 100%)	1.033	1.013	+2,0%	990	992	1.013	1.019	1.021	1.025	1.033
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# GBS – CC – Elisions

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	2015	2015	2015	2015	2016	2016	2016	2016
Net interest	-311	-441	-29,6%	-150	-164	-127	-125	-116	-84	-111	
Dividends and other income from equity investments	89	114	-21,6%	6	98	11	26	3	76	11	
Net fees and commissions	-103	-45	+130,0%	-29	-26	10	13	-30	-48	-25	
Net trading income	128	41	n.m.	101	-65	5	52	-26	168	-14	
Net other expenses/income	52	-10	n.m.	9	-27	8	11	16	3	33	
<b>OPERATING INCOME</b>	<b>-145</b>	<b>-341</b>	<b>-57,6%</b>	<b>-63</b>	<b>-184</b>	<b>-94</b>	<b>-22</b>	<b>-153</b>	<b>116</b>	<b>-107</b>	
Payroll costs	-986	-997	-1,2%	-336	-335	-327	-303	-328	-334	-324	
Other administrative expenses	952	783	+21,6%	278	266	238	283	315	314	323	
Recovery of expenses	79	98	-18,7%	33	32	33	29	28	26	26	
Amortisation & depreciation	-467	-429	+9,0%	-140	-142	-146	-160	-154	-155	-158	
<b>Operating costs</b>	<b>-421</b>	<b>-545</b>	<b>-22,8%</b>	<b>-165</b>	<b>-179</b>	<b>-202</b>	<b>-150</b>	<b>-139</b>	<b>-149</b>	<b>-133</b>	
<b>OPERATING PROFIT</b>	<b>-566</b>	<b>-886</b>	<b>-36,1%</b>	<b>-228</b>	<b>-363</b>	<b>-295</b>	<b>-173</b>	<b>-292</b>	<b>-34</b>	<b>-240</b>	
Net write-downs of loans	-15	0	n.m.	0	0	0	-9	-3	1	-13	
<b>NET OPERATING PROFIT</b>	<b>-581</b>	<b>-886</b>	<b>-34,4%</b>	<b>-229</b>	<b>-362</b>	<b>-295</b>	<b>-182</b>	<b>-295</b>	<b>-33</b>	<b>-253</b>	
Other Charges & Provisions	-332	-36	n.m.	-6	-59	28	-141	-22	-257	-53	
o/w Systemic Charges	-234	-20	n.m.	0	-20	0	-48	-22	-184	-29	
Integration costs	-48	2	n.m.	1	1	1	-108	-10	-19	-18	
Net income from investments	21	16	+36,8%	3	5	8	-8	13	8	0	
<b>PROFIT BEFORE TAX</b>	<b>-940</b>	<b>-905</b>	<b>+3,8%</b>	<b>-231</b>	<b>-416</b>	<b>-259</b>	<b>-438</b>	<b>-315</b>	<b>-300</b>	<b>-324</b>	
<b>CONSOLIDATED PROFIT</b>	<b>-789</b>	<b>-815</b>	<b>-3,2%</b>	<b>-271</b>	<b>-360</b>	<b>-184</b>	<b>-275</b>	<b>-228</b>	<b>-174</b>	<b>-387</b>	

## 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
Cost of Risk (LLP annualized 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.a.

## VOLUMES

Total Customer Loans	-5.427	-6.512	-16,7%	-6.275	-6.502	-6.512	-7.556	-6.239	-6.104	-5.427
Total Customer Deposits (incl. securities in issue and financial liabilities)	61.433	65.329	-6,0%	62.878	62.920	65.329	65.399	61.844	64.132	61.433
Total RWA End of Period	31.530	32.468	-2,9%	32.495	33.101	32.468	32.036	33.977	32.584	31.530

## OTHER FIGURES

FTEs (eop, 100%)	17.037	17.011	+0,2%	16.808	16.911	17.011	17.187	17.003	16.995	17.037
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# CEE Division

## INCOME STATEMENT

(mIn Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	at const. FX								
Net interest	1.803	1.799	+0,2%	+3,5%	581	619	599	596	581	599	623	
Dividends and other income from equity investments	334	232	+43,8%	+57,7%	73	92	67	132	75	153	106	
Net fees and commissions	557	530	+5,2%	+6,5%	168	184	178	189	174	190	193	
Net trading income	328	243	+35,4%	+37,9%	86	83	74	88	70	182	76	
Net other expenses/income	50	14	n.m.	n.m.	4	7	4	14	12	13	25	
<b>OPERATING INCOME</b>	<b>3.072</b>	<b>2.818</b>	<b>+9,0%</b>	<b>+13,0%</b>	<b>911</b>	<b>985</b>	<b>923</b>	<b>1.018</b>	<b>912</b>	<b>1.137</b>	<b>1.023</b>	
Payroll costs	-534	-524	+1,8%	+4,0%	-169	-181	-175	-180	-173	-179	-182	
Other administrative expenses	-509	-490	+3,8%	+5,1%	-158	-169	-163	-190	-163	-173	-173	
Recovery of expenses	0	0	-65,0%	-64,9%	0	0	0	0	0	0	0	
Amortisation & depreciation	-82	-76	+7,8%	+11,2%	-26	-25	-24	-32	-25	-27	-29	
<b>Operating costs</b>	<b>-1.124</b>	<b>-1.089</b>	<b>+3,2%</b>	<b>+5,1%</b>	<b>-353</b>	<b>-375</b>	<b>-362</b>	<b>-402</b>	<b>-361</b>	<b>-379</b>	<b>-383</b>	
<b>OPERATING PROFIT</b>	<b>1.948</b>	<b>1.729</b>	<b>+12,7%</b>	<b>+17,9%</b>	<b>558</b>	<b>610</b>	<b>561</b>	<b>617</b>	<b>551</b>	<b>757</b>	<b>640</b>	
Net write-downs of loans	-479	-754	-36,5%	-34,3%	-175	-220	-359	-266	-140	-189	-149	
<b>NET OPERATING PROFIT</b>	<b>1.469</b>	<b>975</b>	<b>+50,8%</b>	<b>+58,1%</b>	<b>383</b>	<b>390</b>	<b>202</b>	<b>351</b>	<b>411</b>	<b>568</b>	<b>491</b>	
Other Charges & Provisions	-105	-116	-10,0%	-9,0%	-59	-33	-25	-107	-74	-31	0	
o/w Systemic Charges	-122	-114	+7,5%	+8,3%	-55	-33	-26	-41	-86	-22	-14	
Integration costs	-10	-5	+114,5%	+114,6%	-1	-1	-3	-4	-2	-4	-4	
Net income from investments	7	-1	n.m.	n.m.	-1	0	0	-3	7	0	0	
<b>PROFIT BEFORE TAX</b>	<b>1.362</b>	<b>853</b>	<b>+59,7%</b>	<b>+67,9%</b>	<b>322</b>	<b>357</b>	<b>174</b>	<b>237</b>	<b>342</b>	<b>533</b>	<b>487</b>	
<b>CONSOLIDATED PROFIT</b>	<b>1.127</b>	<b>488</b>	<b>+131,1%</b>	<b>+153,0%</b>	<b>177</b>	<b>152</b>	<b>159</b>	<b>5</b>	<b>285</b>	<b>422</b>	<b>420</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	36,6%	38,7%	-2 pp		38,7%	38,0%	39,2%	39,5%	39,6%	33,4%	37,4%
Cost of Risk (LLP annualized on Avg Loans) in basis points	109	171	-62bp		120	148	245	184	97	129	100

## VOLUMES

Total Customer Loans	59.868	58.092	+3,1%		59.342	59.069	58.092	57.353	58.045	59.242	59.868
Total Customer Deposits (incl. securities in issue and financial liabilities at	60.609	57.800	+4,9%		54.556	56.098	57.800	58.692	61.089	59.736	60.609
Total RWA End of Period	93.528	93.628	-0,1%		98.057	95.651	93.628	93.055	92.576	94.394	93.528

## OTHER FIGURES

FTEs (eop, 100%)	28.601	28.697	-0,3%		28.945	28.867	28.697	28.485	28.364	28.408	28.601
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# CEE - Bosnia

## INCOME STATEMENT

(mIn Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	at const. FX								
Net interest	80	75	+6,4%	+6,4%	24	25	26	26	26	27	27	27
Dividends and other income from equity investments	0	0	-27,3%	-27,3%	0	0	0	0	0	0	0	0
Net fees and commissions	28	27	+6,3%	+6,3%	8	9	9	9	9	10	10	10
Net trading income	5	4	+9,1%	+9,1%	1	1	1	1	1	1	2	2
Net other expenses/income	1	0	n.m.	n.m.	0	0	0	2	0	1	0	0
<b>OPERATING INCOME</b>	<b>115</b>	<b>106</b>	<b>+8,2%</b>	<b>+8,2%</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>39</b>	<b>37</b>	<b>39</b>	<b>38</b>	<b>38</b>
Payroll costs	-27	-27	+0,3%	+0,3%	-9	-9	-9	-10	-9	-9	-9	-9
Other administrative expenses	-22	-21	+3,4%	+1,4%	-7	-7	-7	-8	-7	-8	-7	-7
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Amortisation & depreciation	-5	-4	+7,7%	+7,7%	-1	-1	-1	-2	-2	-2	-2	-2
<b>Operating costs</b>	<b>-54</b>	<b>-53</b>	<b>+2,2%</b>	<b>+2,2%</b>	<b>-18</b>	<b>-17</b>	<b>-17</b>	<b>-20</b>	<b>-18</b>	<b>-18</b>	<b>-18</b>	<b>-18</b>
<b>OPERATING PROFIT</b>	<b>61</b>	<b>53</b>	<b>+14,1%</b>	<b>+14,1%</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>21</b>	<b>21</b>
Net write-downs of loans	-11	-8	+27,9%	+27,9%	-2	-4	-2	-1	-4	-3	-3	-3
<b>NET OPERATING PROFIT</b>	<b>50</b>	<b>45</b>	<b>+11,5%</b>	<b>+11,5%</b>	<b>15</b>	<b>14</b>	<b>16</b>	<b>18</b>	<b>15</b>	<b>17</b>	<b>17</b>	<b>17</b>
Other Charges & Provisions	-4	-4	-1,0%	-1,0%	-1	-1	-1	-1	-1	-1	-1	-1
o/w Systemic Charges	-4	-3	+10,2%	+10,2%	-1	-1	-1	-1	-1	-1	-1	-1
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Net income from investments	0	0	+55,9%	+55,9%	0	0	0	-5	0	0	0	0
<b>PROFIT BEFORE TAX</b>	<b>47</b>	<b>41</b>	<b>+12,7%</b>	<b>+12,7%</b>	<b>13</b>	<b>13</b>	<b>15</b>	<b>11</b>	<b>14</b>	<b>16</b>	<b>16</b>	<b>16</b>
<b>CONSOLIDATED PROFIT</b>	<b>36</b>	<b>31</b>	<b>+14,7%</b>	<b>+14,7%</b>	<b>11</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>13</b>	<b>12</b>	<b>12</b>

## INCOME STATEMENT RATIOS

Cost income ratio	46,9%	49,6%	-3 pp		51,5%	49,1%	48,4%	51,9%	47,7%	46,7%	46,3%
Cost of Risk (LLP annualized on Avg Loans) in basis points	78	65	13bp		47	94	52	21	90	71	73

## VOLUMES

Total Customer Loans	1.890	1.802	+4,9%		1.726	1.791	1.802	1.829	1.840	1.887	1.890
Total Customer Deposits (incl. securities in issue and financial liabilities at	2.200	2.022	+8,8%		1.890	1.966	2.022	2.075	2.097	2.157	2.200
Total RWA End of Period	2.794	2.614	+6,9%		2.416	2.533	2.614	2.729	2.701	2.763	2.794

## OTHER FIGURES

FTEs (eop, 100%)	1.662	1.643	+1,1%		1.649	1.650	1.643	1.641	1.653	1.655	1.662
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# CEE - Bulgaria

## INCOME STATEMENT

(mIn Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	at const. FX								
Net interest	221	222	-0,5%	-0,5%	73	74	74	74	74	73	74	
Dividends and other income from equity investments	1	0	+59,0%	+59,0%	0	0	0	0	0	1	0	
Net fees and commissions	80	76	+5,5%	+5,5%	24	26	26	26	26	27	28	
Net trading income	48	29	+64,8%	+64,8%	9	11	9	11	11	24	13	
Net other expenses/income	1	-1	n.m.	-182,4%	0	0	-1	-2	1	0	0	
<b>OPERATING INCOME</b>	<b>350</b>	<b>326</b>	<b>+7,4%</b>	<b>+7,4%</b>	<b>107</b>	<b>111</b>	<b>108</b>	<b>110</b>	<b>111</b>	<b>124</b>	<b>114</b>	
Payroll costs	-51	-49	+4,0%	+4,0%	-16	-17	-16	-18	-17	-17	-17	
Other administrative expenses	-38	-35	+6,9%	+4,5%	-12	-12	-11	-14	-12	-12	-13	
Recovery of expenses	0	0	+31,0%	+31,0%	0	0	0	0	0	0	0	
Amortisation & depreciation	-12	-11	+5,3%	+5,3%	-4	-4	-4	-5	-4	-4	-4	
<b>Operating costs</b>	<b>-101</b>	<b>-96</b>	<b>+5,2%</b>	<b>+5,2%</b>	<b>-31</b>	<b>-33</b>	<b>-31</b>	<b>-37</b>	<b>-33</b>	<b>-33</b>	<b>-34</b>	
<b>OPERATING PROFIT</b>	<b>249</b>	<b>230</b>	<b>+8,3%</b>	<b>+8,3%</b>	<b>75</b>	<b>78</b>	<b>76</b>	<b>73</b>	<b>78</b>	<b>91</b>	<b>80</b>	
Net write-downs of loans	-65	-53	+21,9%	+21,9%	-20	-18	-15	-10	-22	-22	-22	
<b>NET OPERATING PROFIT</b>	<b>184</b>	<b>177</b>	<b>+4,3%</b>	<b>+4,3%</b>	<b>55</b>	<b>60</b>	<b>62</b>	<b>63</b>	<b>57</b>	<b>69</b>	<b>59</b>	
Other Charges & Provisions	-17	-18	-7,5%	-7,5%	-7	-6	-6	-21	-5	-12	0	
o/w Systemic Charges	-25	-16	+48,9%	+48,9%	-5	-5	-5	-17	-13	-11	0	
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Net income from investments	2	0	n.m.	n.m.	0	0	0	-7	1	0	1	
<b>PROFIT BEFORE TAX</b>	<b>169</b>	<b>159</b>	<b>+6,5%</b>	<b>+6,5%</b>	<b>48</b>	<b>54</b>	<b>56</b>	<b>35</b>	<b>52</b>	<b>58</b>	<b>60</b>	
<b>CONSOLIDATED PROFIT</b>	<b>151</b>	<b>141</b>	<b>+6,7%</b>	<b>+6,7%</b>	<b>43</b>	<b>49</b>	<b>50</b>	<b>31</b>	<b>46</b>	<b>51</b>	<b>53</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	28,8%	29,4%	-1 pp		29,3%	29,6%	29,2%	33,5%	30,0%	26,9%	29,6%
Cost of Risk (LLP annualized on Avg Loans) in basis points	164	134	30bp		151	140	112	78	164	165	163

## VOLUMES

Total Customer Loans	5.434	5.292	+2,7%		5.160	5.230	5.292	5.278	5.219	5.293	5.434
Total Customer Deposits (incl. securities in issue and financial liabilities at	7.276	6.442	+12,9%		5.802	6.195	6.442	6.793	6.832	6.935	7.276
Total RWA End of Period	4.814	5.181	-7,1%		5.146	5.300	5.181	5.155	5.072	5.006	4.814

## OTHER FIGURES

FTEs (eop, 100%)	4.150	4.163	-0,3%		4.134	4.162	4.163	4.162	4.107	4.141	4.150
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# CEE - Croatia

## INCOME STATEMENT

(mIn Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	at const. FX								
Net interest	284	272	+4,5%	+3,5%	92	90	90	88	91	96	97	
Dividends and other income from equity investments	5	6	-11,5%	-11,8%	2	3	2	1	1	3	2	
Net fees and commissions	104	97	+7,5%	+6,4%	29	32	35	33	30	34	39	
Net trading income	24	15	+58,7%	+57,2%	11	-1	5	15	-6	28	2	
Net other expenses/income	6	15	-61,8%	-62,2%	1	4	11	6	2	2	2	
<b>OPERATING INCOME</b>	<b>423</b>	<b>405</b>	<b>+4,4%</b>	<b>+3,4%</b>	<b>135</b>	<b>128</b>	<b>143</b>	<b>143</b>	<b>119</b>	<b>163</b>	<b>141</b>	
Payroll costs	-89	-88	+1,8%	+0,9%	-29	-30	-30	-35	-29	-29	-31	
Other administrative expenses	-57	-55	+4,0%	+1,9%	-17	-19	-19	-30	-18	-20	-20	
Recovery of expenses	0	0	+30,4%	+29,1%	0	0	0	0	0	0	0	
Amortisation & depreciation	-16	-14	+16,9%	+15,8%	-5	-5	-4	-6	-5	-5	-6	
<b>Operating costs</b>	<b>-163</b>	<b>-157</b>	<b>+3,9%</b>	<b>+2,9%</b>	<b>-50</b>	<b>-54</b>	<b>-53</b>	<b>-70</b>	<b>-52</b>	<b>-55</b>	<b>-56</b>	
<b>OPERATING PROFIT</b>	<b>260</b>	<b>248</b>	<b>+4,8%</b>	<b>+3,8%</b>	<b>85</b>	<b>74</b>	<b>90</b>	<b>73</b>	<b>67</b>	<b>108</b>	<b>85</b>	
Net write-downs of loans	-88	-273	-67,9%	-68,2%	-16	-35	-222	-67	-18	-43	-27	
<b>NET OPERATING PROFIT</b>	<b>172</b>	<b>-25</b>	<b>n.m.</b>	<b>n.m.</b>	<b>69</b>	<b>39</b>	<b>-132</b>	<b>6</b>	<b>49</b>	<b>65</b>	<b>59</b>	
Other Charges & Provisions	-25	-20	+24,7%	+23,5%	-4	-10	-5	-8	-11	-9	-5	
o/w Systemic Charges	-21	-19	+11,2%	+10,1%	-4	-10	-4	-5	-11	-5	-5	
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Net income from investments	-2	0	n.m.	n.m.	-1	0	0	0	0	1	-3	
<b>PROFIT BEFORE TAX</b>	<b>146</b>	<b>-45</b>	<b>n.m.</b>	<b>n.m.</b>	<b>64</b>	<b>29</b>	<b>-138</b>	<b>-2</b>	<b>37</b>	<b>58</b>	<b>51</b>	
<b>CONSOLIDATED PROFIT</b>	<b>99</b>	<b>-29</b>	<b>n.m.</b>	<b>n.m.</b>	<b>43</b>	<b>20</b>	<b>-92</b>	<b>-1</b>	<b>25</b>	<b>39</b>	<b>35</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	38,5%	38,7%	0 pp		37,1%	42,1%	37,2%	49,0%	43,9%	33,6%	39,6%
Cost of Risk (LLP annualized on Avg Loans) in basis points	121	372	-251bp		64	143	910	280	76	177	109

## VOLUMES

Total Customer Loans	9.701	9.645	+0,6%		9.789	9.888	9.645	9.553	9.485	9.810	9.701
Total Customer Deposits (incl. securities in issue and financial liabilities at	10.689	10.000	+6,9%		8.918	9.084	10.000	9.955	9.880	10.238	10.689
Total RWA End of Period	7.765	7.940	-2,2%		7.891	7.885	7.940	7.742	7.737	7.848	7.765

## OTHER FIGURES

FTEs (eop, 100%)	4.083	4.136	-1,3%		4.174	4.197	4.136	4.077	4.085	4.094	4.083
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# CEE - Czech Republic & Slovakia

## INCOME STATEMENT

(mIn Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	at const. FX								
Net interest	282	286	-1,3%	-2,4%	93	96	97	89	93	95	94	
Dividends and other income from equity investments	2	2	-12,0%	-12,1%	1	1	1	0	1	0	1	
Net fees and commissions	104	107	-2,2%	-3,3%	34	37	36	34	34	37	34	
Net trading income	86	56	+53,3%	+51,5%	27	14	16	14	17	51	17	
Net other expenses/income	8	7	+23,3%	+22,4%	2	2	3	2	2	4	3	
<b>OPERATING INCOME</b>	<b>482</b>	<b>457</b>	<b>+5,5%</b>	<b>+4,3%</b>	<b>156</b>	<b>149</b>	<b>151</b>	<b>140</b>	<b>147</b>	<b>187</b>	<b>148</b>	
Payroll costs	-94	-90	+4,2%	+3,1%	-29	-30	-32	-32	-31	-31	-32	
Other administrative expenses	-100	-95	+5,9%	+4,9%	-30	-33	-31	-34	-33	-34	-33	
Recovery of expenses	0	0	-100,0%	-100,0%	0	0	0	0	0	0	0	
Amortisation & depreciation	-6	-6	-1,7%	-2,7%	-3	-1	-2	-2	-2	-2	-2	
<b>Operating costs</b>	<b>-200</b>	<b>-190</b>	<b>+5,0%</b>	<b>+3,9%</b>	<b>-61</b>	<b>-64</b>	<b>-65</b>	<b>-68</b>	<b>-66</b>	<b>-66</b>	<b>-67</b>	
<b>OPERATING PROFIT</b>	<b>282</b>	<b>267</b>	<b>+5,8%</b>	<b>+4,6%</b>	<b>95</b>	<b>86</b>	<b>86</b>	<b>73</b>	<b>81</b>	<b>121</b>	<b>81</b>	
Net write-downs of loans	-27	-39	-31,6%	-32,3%	-13	-15	-11	-14	-6	-14	-7	
<b>NET OPERATING PROFIT</b>	<b>255</b>	<b>228</b>	<b>+12,2%</b>	<b>+11,0%</b>	<b>82</b>	<b>71</b>	<b>75</b>	<b>59</b>	<b>75</b>	<b>107</b>	<b>74</b>	
Other Charges & Provisions	-25	-16	+57,8%	+56,0%	-6	-4	-6	-7	-19	-5	-2	
o/w Systemic Charges	-25	-17	+48,0%	+46,2%	-6	-6	-6	-6	-19	-5	-2	
Integration costs	-7	-2	n.m.	n.m.	-1	-1	0	-3	-1	-3	-3	
Net income from investments	7	0	n.m.	n.m.	0	0	1	1	7	0	0	
<b>PROFIT BEFORE TAX</b>	<b>230</b>	<b>210</b>	<b>+9,4%</b>	<b>+8,2%</b>	<b>76</b>	<b>65</b>	<b>69</b>	<b>49</b>	<b>62</b>	<b>100</b>	<b>69</b>	
<b>CONSOLIDATED PROFIT</b>	<b>183</b>	<b>168</b>	<b>+8,8%</b>	<b>+7,6%</b>	<b>61</b>	<b>52</b>	<b>56</b>	<b>39</b>	<b>49</b>	<b>79</b>	<b>55</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	41,4%	41,6%	0 pp		39,3%	42,7%	43,0%	48,3%	44,9%	35,5%	45,6%
Cost of Risk (LLP annualized on Avg Loans) in basis points	26	41	-15bp		40	47	35	42	19	40	19

## VOLUMES

Total Customer Loans	14.260	13.020	+9,5%		12.664	13.048	13.020	13.004	13.601	13.751	14.260
Total Customer Deposits (incl. securities in issue and financial liabilities at	15.845	15.417	+2,8%		13.740	14.707	15.417	15.842	16.166	16.018	15.845
Total RWA End of Period	14.265	13.209	+8,0%		12.290	12.551	13.209	13.278	13.851	14.136	14.265

## OTHER FIGURES

FTEs (eop, 100%)	3.321	3.322	-0,0%		3.300	3.314	3.322	3.312	3.346	3.334	3.321
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# CEE - Hungary

## INCOME STATEMENT

(mIn Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	at const. FX								
Net interest	151	156	-3,1%	-2,1%	52	53	51	52	51	49	51	
Dividends and other income from equity investments	1	1	-1,0%	-0,0%	0	1	0	0	0	1	0	
Net fees and commissions	96	95	+0,3%	+1,3%	30	33	32	32	31	32	32	
Net trading income	45	36	+25,4%	+26,6%	16	12	8	5	15	17	13	
Net other expenses/income	32	5	n.m.	n.m.	0	1	4	7	6	4	22	
<b>OPERATING INCOME</b>	<b>324</b>	<b>292</b>	<b>+10,9%</b>	<b>+12,0%</b>	<b>98</b>	<b>99</b>	<b>94</b>	<b>96</b>	<b>104</b>	<b>103</b>	<b>117</b>	
Payroll costs	-43	-41	+4,3%	+5,3%	-13	-15	-14	-14	-14	-14	-14	
Other administrative expenses	-74	-77	-3,9%	-0,6%	-24	-27	-26	-27	-24	-25	-24	
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Amortisation & depreciation	-4	-4	+22,5%	+23,7%	-1	-1	-1	-3	-1	-1	-3	
<b>Operating costs</b>	<b>-121</b>	<b>-122</b>	<b>-0,4%</b>	<b>+0,6%</b>	<b>-38</b>	<b>-43</b>	<b>-41</b>	<b>-44</b>	<b>-39</b>	<b>-41</b>	<b>-41</b>	
<b>OPERATING PROFIT</b>	<b>203</b>	<b>171</b>	<b>+18,8%</b>	<b>+20,0%</b>	<b>60</b>	<b>56</b>	<b>54</b>	<b>52</b>	<b>64</b>	<b>63</b>	<b>76</b>	
Net write-downs of loans	-9	-25	-63,1%	-62,8%	-10	-6	-9	-8	-3	-5	0	
<b>NET OPERATING PROFIT</b>	<b>194</b>	<b>146</b>	<b>+32,6%</b>	<b>+34,0%</b>	<b>51</b>	<b>50</b>	<b>45</b>	<b>44</b>	<b>61</b>	<b>57</b>	<b>76</b>	
Other Charges & Provisions	-12	-36	-67,2%	-66,9%	-32	-2	-2	-1	-15	2	2	
o/w Systemic Charges	-20	-34	-42,0%	-41,5%	-30	-2	-2	-1	-22	2	0	
Integration costs	0	-3	-97,4%	-97,4%	0	0	-3	0	0	0	0	
Net income from investments	0	0	n.m.	n.m.	0	0	0	9	0	0	0	
<b>PROFIT BEFORE TAX</b>	<b>182</b>	<b>107</b>	<b>+70,0%</b>	<b>+71,8%</b>	<b>19</b>	<b>47</b>	<b>41</b>	<b>52</b>	<b>45</b>	<b>59</b>	<b>78</b>	
<b>CONSOLIDATED PROFIT</b>	<b>151</b>	<b>86</b>	<b>+75,5%</b>	<b>+77,3%</b>	<b>15</b>	<b>38</b>	<b>33</b>	<b>38</b>	<b>38</b>	<b>48</b>	<b>65</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	37,4%	41,6%	-4 pp		38,6%	43,2%	43,1%	46,1%	38,1%	39,3%	35,1%
Cost of Risk (LLP annualized on Avg Loans) in basis points	35	103	-68bp		118	80	110	99	40	61	5

## VOLUMES

Total Customer Loans	3.607	3.163	+14,1%		3.309	3.101	3.163	3.343	3.444	3.379	3.607
Total Customer Deposits (incl. securities in issue and financial liabilities at	4.545	3.871	+17,4%		3.809	3.747	3.871	4.773	4.427	4.418	4.545
Total RWA End of Period	4.249	4.049	+4,9%		4.338	4.144	4.049	4.096	4.506	3.966	4.249

## OTHER FIGURES

FTEs (eop, 100%)	1.723	1.740	-1,0%		1.781	1.785	1.740	1.697	1.714	1.718	1.723
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# CEE - Romania

## INCOME STATEMENT

(mIn Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	at const. FX								
Net interest	154	149	+3,4%	+4,4%	48	50	51	52	51	51	52	
Dividends and other income from equity investments	0	2	-75,1%	-74,8%	0	0	1	0	0	0	0	
Net fees and commissions	55	50	+9,3%	+10,4%	16	17	18	20	17	19	19	
Net trading income	70	55	+26,6%	+27,8%	21	16	18	21	18	29	22	
Net other expenses/income	1	-2	n.m.	-158,4%	0	0	-2	-2	1	1	0	
<b>OPERATING INCOME</b>	<b>280</b>	<b>254</b>	<b>+10,2%</b>	<b>+11,3%</b>	<b>84</b>	<b>84</b>	<b>86</b>	<b>90</b>	<b>87</b>	<b>99</b>	<b>93</b>	
Payroll costs	-60	-59	+1,2%	+2,2%	-19	-20	-20	-21	-19	-20	-21	
Other administrative expenses	-46	-46	-0,4%	+1,0%	-16	-16	-15	-13	-15	-16	-15	
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Amortisation & depreciation	-13	-12	+6,7%	+7,7%	-5	-4	-4	-4	-5	-4	-4	
<b>Operating costs</b>	<b>-119</b>	<b>-118</b>	<b>+1,2%</b>	<b>+2,2%</b>	<b>-39</b>	<b>-39</b>	<b>-39</b>	<b>-39</b>	<b>-39</b>	<b>-40</b>	<b>-40</b>	
<b>OPERATING PROFIT</b>	<b>161</b>	<b>136</b>	<b>+18,0%</b>	<b>+19,2%</b>	<b>45</b>	<b>44</b>	<b>47</b>	<b>51</b>	<b>48</b>	<b>60</b>	<b>53</b>	
Net write-downs of loans	-70	-81	-13,2%	-12,4%	-20	-31	-30	-26	-14	-23	-33	
<b>NET OPERATING PROFIT</b>	<b>91</b>	<b>56</b>	<b>+63,3%</b>	<b>+64,9%</b>	<b>25</b>	<b>14</b>	<b>17</b>	<b>25</b>	<b>34</b>	<b>37</b>	<b>20</b>	
Other Charges & Provisions	-8	-7	+23,9%	+25,1%	-3	-2	-2	-3	-10	2	0	
o/w Systemic Charges	-7	-8	-13,5%	-12,6%	-3	-3	-3	-3	-10	4	0	
Integration costs	-3	0	n.m.	n.m.	0	0	0	0	-1	-1	-1	
Net income from investments	0	-1	n.m.	-117,0%	0	0	0	-1	0	-1	1	
<b>PROFIT BEFORE TAX</b>	<b>80</b>	<b>48</b>	<b>+65,1%</b>	<b>+66,7%</b>	<b>22</b>	<b>12</b>	<b>15</b>	<b>21</b>	<b>23</b>	<b>36</b>	<b>20</b>	
<b>CONSOLIDATED PROFIT</b>	<b>65</b>	<b>39</b>	<b>+65,8%</b>	<b>+67,4%</b>	<b>18</b>	<b>10</b>	<b>12</b>	<b>18</b>	<b>18</b>	<b>30</b>	<b>17</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	42,5%	46,3%	-4 pp		46,7%	46,8%	45,5%	43,0%	44,6%	40,1%	43,3%
Cost of Risk (LLP annualized on Avg Loans) in basis points	187	229	-42bp		177	262	247	215	115	182	261

## VOLUMES

Total Customer Loans	5.142	4.900	+5,0%		4.630	4.701	4.900	4.826	4.957	5.045	5.142
Total Customer Deposits (incl. securities in issue and financial liabilities at	4.478	3.465	+29,2%		3.288	3.259	3.465	4.051	4.112	4.310	4.478
Total RWA End of Period	5.822	5.324	+9,4%		4.990	5.214	5.324	5.435	5.623	5.739	5.822

## OTHER FIGURES

FTEs (eop, 100%)	3.375	3.349	+0,8%		3.350	3.363	3.349	3.362	3.336	3.364	3.375
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# CEE - Russia

## INCOME STATEMENT

(mIn Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	at const. FX								
Net interest	436	446	-2,3%	+11,8%	144	162	140	144	131	144	161	
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Net fees and commissions	59	45	+33,2%	+52,4%	12	17	16	20	16	21	23	
Net trading income	33	40	-18,7%	-7,0%	10	30	0	22	8	24	0	
Net other expenses/income	-2	-1	n.m.	n.m.	0	1	-2	-1	0	0	-2	
<b>OPERATING INCOME</b>	<b>526</b>	<b>530</b>	<b>-0,7%</b>	<b>+13,5%</b>	<b>166</b>	<b>210</b>	<b>154</b>	<b>185</b>	<b>155</b>	<b>189</b>	<b>182</b>	
Payroll costs	-85	-90	-4,7%	+9,0%	-29	-33	-27	-26	-26	-29	-30	
Other administrative expenses	-54	-53	+1,8%	+11,5%	-16	-19	-18	-22	-16	-18	-20	
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Amortisation & depreciation	-19	-18	+4,3%	+19,3%	-6	-7	-5	-7	-5	-7	-6	
<b>Operating costs</b>	<b>-158</b>	<b>-161</b>	<b>-1,6%</b>	<b>+12,6%</b>	<b>-51</b>	<b>-60</b>	<b>-50</b>	<b>-55</b>	<b>-47</b>	<b>-55</b>	<b>-57</b>	
<b>OPERATING PROFIT</b>	<b>368</b>	<b>369</b>	<b>-0,4%</b>	<b>+14,0%</b>	<b>115</b>	<b>150</b>	<b>104</b>	<b>130</b>	<b>108</b>	<b>134</b>	<b>126</b>	
Net write-downs of loans	-156	-157	-0,7%	+13,6%	-35	-72	-50	-56	-49	-52	-55	
<b>NET OPERATING PROFIT</b>	<b>212</b>	<b>212</b>	<b>-0,2%</b>	<b>+14,2%</b>	<b>81</b>	<b>78</b>	<b>53</b>	<b>73</b>	<b>60</b>	<b>82</b>	<b>70</b>	
Other Charges & Provisions	-13	-7	+93,8%	+121,7%	-2	-3	-2	-3	-4	-3	-5	
o/w Systemic Charges	-7	-6	+32,9%	+52,1%	-2	-2	-2	-2	-2	-2	-3	
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Net income from investments	0	0	-78,0%	-74,8%	0	0	0	0	0	0	0	
<b>PROFIT BEFORE TAX</b>	<b>199</b>	<b>206</b>	<b>-3,4%</b>	<b>+10,5%</b>	<b>79</b>	<b>75</b>	<b>51</b>	<b>71</b>	<b>55</b>	<b>79</b>	<b>65</b>	
<b>CONSOLIDATED PROFIT</b>	<b>157</b>	<b>164</b>	<b>-3,8%</b>	<b>+10,1%</b>	<b>63</b>	<b>61</b>	<b>39</b>	<b>60</b>	<b>45</b>	<b>63</b>	<b>50</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	30,1%	30,4%	0 pp		30,6%	28,4%	32,7%	29,6%	30,2%	29,0%	31,2%
Cost of Risk (LLP annualized on Avg Loans) in basis points	196	169	27bp		112	223	167	204	181	196	211

## VOLUMES

Total Customer Loans	10.369	11.393	-9,0%		13.242	12.698	11.393	10.740	10.689	10.659	10.369
Total Customer Deposits (incl. securities in issue and financial liabilities at	12.199	13.191	-7,5%		13.321	13.653	13.191	11.950	14.281	12.410	12.199
Total RWA End of Period	13.928	15.522	-10,3%		17.480	16.845	15.522	15.118	14.688	13.851	13.928

## OTHER FIGURES

FTEs (eop, 100%)	4.183	3.903	+7,2%		3.960	3.911	3.903	3.988	3.963	3.957	4.183
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# CEE - Serbia

## INCOME STATEMENT

(mIn Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	at const. FX								
Net interest	75	75	-1,1%	+0,9%	23	27	25	26	25	25	25	25
Dividends and other income from equity investments	0	0	+50,0%	+53,0%	0	0	0	0	0	0	0	0
Net fees and commissions	16	16	-2,2%	-0,2%	5	6	5	5	5	6	5	5
Net trading income	9	11	-17,3%	-15,7%	4	4	3	3	3	3	3	3
Net other expenses/income	0	0	-59,9%	-59,1%	0	0	0	0	0	0	0	0
<b>OPERATING INCOME</b>	<b>100</b>	<b>103</b>	<b>-3,2%</b>	<b>-1,2%</b>	<b>32</b>	<b>37</b>	<b>34</b>	<b>35</b>	<b>33</b>	<b>33</b>	<b>34</b>	<b>34</b>
Payroll costs	-19	-18	+7,8%	+10,0%	-6	-6	-6	-7	-6	-6	-7	-7
Other administrative expenses	-15	-14	+11,3%	+11,1%	-4	-5	-5	-5	-5	-5	-5	-5
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Amortisation & depreciation	-4	-3	+14,7%	+17,0%	-1	-1	-1	-1	-1	-1	-1	-1
<b>Operating costs</b>	<b>-38</b>	<b>-35</b>	<b>+9,8%</b>	<b>+12,0%</b>	<b>-11</b>	<b>-11</b>	<b>-12</b>	<b>-13</b>	<b>-13</b>	<b>-13</b>	<b>-13</b>	<b>-13</b>
<b>OPERATING PROFIT</b>	<b>62</b>	<b>69</b>	<b>-9,7%</b>	<b>-7,9%</b>	<b>21</b>	<b>25</b>	<b>22</b>	<b>22</b>	<b>20</b>	<b>20</b>	<b>21</b>	<b>21</b>
Net write-downs of loans	-7	-7	+0,9%	+2,9%	-4	-5	2	-21	2	-2	-7	-7
<b>NET OPERATING PROFIT</b>	<b>55</b>	<b>62</b>	<b>-10,9%</b>	<b>-9,1%</b>	<b>18</b>	<b>21</b>	<b>23</b>	<b>1</b>	<b>22</b>	<b>19</b>	<b>14</b>	<b>14</b>
Other Charges & Provisions	-4	-4	+10,7%	+12,9%	-1	-1	-1	-5	-2	-1	-1	-1
o/w Systemic Charges	-4	-3	+9,8%	+12,0%	-1	-1	-1	-1	-2	-1	-1	-1
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	0
Net income from investments	1	0	n.m.	n.m.	0	0	0	0	0	0	1	1
<b>PROFIT BEFORE TAX</b>	<b>52</b>	<b>58</b>	<b>-11,3%</b>	<b>-9,5%</b>	<b>16</b>	<b>19</b>	<b>22</b>	<b>-4</b>	<b>20</b>	<b>18</b>	<b>14</b>	<b>14</b>
<b>CONSOLIDATED PROFIT</b>	<b>47</b>	<b>53</b>	<b>-11,1%</b>	<b>-9,3%</b>	<b>15</b>	<b>18</b>	<b>20</b>	<b>0</b>	<b>18</b>	<b>16</b>	<b>13</b>	<b>13</b>

## INCOME STATEMENT RATIOS

Cost income ratio	38,0%	33,5%	4 pp		33,8%	31,2%	35,8%	37,1%	38,1%	38,5%	37,5%
Cost of Risk (LLP annualized on Avg Loans) in basis points	57	61	-4bp		103	124	-40	534	-39	47	157

## VOLUMES

Total Customer Loans	1.687	1.573	+7,3%		1.482	1.498	1.573	1.559	1.566	1.648	1.687
Total Customer Deposits (incl. securities in issue and financial liabilities at	1.459	1.266	+15,2%		1.226	1.226	1.266	1.292	1.284	1.371	1.459
Total RWA End of Period	2.772	2.757	+0,5%		2.607	2.613	2.757	2.801	2.689	2.743	2.772

## OTHER FIGURES

FTEs (eop, 100%)	1.117	1.019	+9,6%		977	992	1.019	1.044	1.075	1.103	1.117
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# CEE - Slovenia

## INCOME STATEMENT

(mIn Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	at const. FX								
Net interest	35	38	-6,8%	-6,8%	13	14	11	12	12	11	12	
Dividends and other income from equity investments	0	0	+40,0%	+40,0%	0	0	0	0	0	0	0	
Net fees and commissions	18	20	-9,6%	-9,6%	7	7	7	8	6	6	6	
Net trading income	7	6	+15,2%	+15,2%	4	1	1	1	2	4	1	
Net other expenses/income	2	0	n.m.	n.m.	0	0	0	0	0	1	0	
<b>OPERATING INCOME</b>	<b>63</b>	<b>65</b>	<b>-2,7%</b>	<b>-2,7%</b>	<b>23</b>	<b>22</b>	<b>19</b>	<b>22</b>	<b>20</b>	<b>23</b>	<b>20</b>	
Payroll costs	-18	-18	+0,7%	+0,7%	-6	-6	-6	-6	-6	-6	-6	
Other administrative expenses	-11	-11	+6,3%	+2,1%	-3	-4	-4	-5	-3	-4	-4	
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Amortisation & depreciation	-3	-3	+0,7%	+0,7%	-1	-1	-1	-2	-1	-1	-1	
<b>Operating costs</b>	<b>-33</b>	<b>-32</b>	<b>+2,6%</b>	<b>+2,6%</b>	<b>-10</b>	<b>-11</b>	<b>-11</b>	<b>-13</b>	<b>-11</b>	<b>-11</b>	<b>-11</b>	
<b>OPERATING PROFIT</b>	<b>30</b>	<b>33</b>	<b>-7,7%</b>	<b>-7,7%</b>	<b>13</b>	<b>12</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>12</b>	<b>9</b>	
Net write-downs of loans	-8	-20	-61,2%	-61,2%	-7	-8	-4	-5	-3	-3	-2	
<b>NET OPERATING PROFIT</b>	<b>22</b>	<b>13</b>	<b>+79,1%</b>	<b>+79,1%</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>9</b>	<b>7</b>	
Other Charges & Provisions	-1	-2	-5,2%	-5,2%	0	-1	0	-2	-2	0	1	
o/w Systemic Charges	-2	0	n.m.	n.m.	0	0	0	-1	-2	0	0	
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Net income from investments	-1	-1	-21,0%	-21,0%	0	0	-1	0	0	0	0	
<b>PROFIT BEFORE TAX</b>	<b>20</b>	<b>10</b>	<b>+98,3%</b>	<b>+98,3%</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>9</b>	<b>7</b>	
<b>CONSOLIDATED PROFIT</b>	<b>16</b>	<b>9</b>	<b>+89,9%</b>	<b>+89,9%</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>6</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	51,8%	49,1%	3 pp		44,3%	47,6%	56,7%	58,7%	52,6%	49,3%	53,8%
Cost of Risk (LLP annualized on Avg Loans) in basis points	59	141	-82bp		153	173	96	102	65	60	53

## VOLUMES

Total Customer Loans	1.752	1.796	-2,5%		1.975	1.921	1.796	1.764	1.800	1.770	1.752
Total Customer Deposits (incl. securities in issue and financial liabilities at	1.830	1.945	-5,9%		1.647	2.055	1.945	1.829	1.908	1.830	1.830
Total RWA End of Period	1.254	1.131	+10,9%		1.255	1.196	1.131	1.119	1.165	1.220	1.254

## OTHER FIGURES

FTEs (eop, 100%)	528	570	-7,4%		577	572	570	550	549	541	528
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# CEE - Turkey

## INCOME STATEMENT

(mIn Euro)	09-YTD		y/y	y/y %	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	at const. FX								
Net interest	732	592	+23,5%	+36,2%	192	218	182	237	219	246	268	
Dividends and other income from equity investments	7	7	+10,2%	+10,5%	2	3	2	1	2	2	3	
Net fees and commissions	229	232	-1,3%	+8,9%	77	82	74	93	71	87	71	
Net trading income	57	13	n.m.	n.m.	19	6	-12	31	4	51	2	
Net other expenses/income	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
<b>OPERATING INCOME</b>	<b>1.031</b>	<b>849</b>	<b>+21,5%</b>	<b>+34,1%</b>	<b>291</b>	<b>310</b>	<b>248</b>	<b>364</b>	<b>297</b>	<b>387</b>	<b>347</b>	
Payroll costs	-215	-219	-2,1%	+8,5%	-76	-77	-66	-73	-72	-75	-68	
Other administrative expenses	-166	-159	+4,2%	+14,9%	-57	-51	-51	-65	-49	-53	-64	
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Amortisation & depreciation	-28	-15	+88,2%	+108,2%	5	-9	-10	-9	-9	-9	-10	
<b>Operating costs</b>	<b>-408</b>	<b>-393</b>	<b>+3,8%</b>	<b>+15,0%</b>	<b>-128</b>	<b>-137</b>	<b>-128</b>	<b>-147</b>	<b>-130</b>	<b>-137</b>	<b>-141</b>	
<b>OPERATING PROFIT</b>	<b>623</b>	<b>456</b>	<b>+36,7%</b>	<b>+50,6%</b>	<b>163</b>	<b>173</b>	<b>120</b>	<b>216</b>	<b>168</b>	<b>250</b>	<b>205</b>	
Net write-downs of loans	-184	-167	+10,2%	+22,3%	-68	-51	-47	-47	-56	-63	-65	
<b>NET OPERATING PROFIT</b>	<b>439</b>	<b>289</b>	<b>+52,0%</b>	<b>+67,1%</b>	<b>95</b>	<b>121</b>	<b>73</b>	<b>169</b>	<b>112</b>	<b>186</b>	<b>140</b>	
Other Charges & Provisions	-44	-19	+132,4%	+156,1%	-8	-14	3	-9	-21	-9	-15	
o/w Systemic Charges	-16	-15	+9,1%	+20,2%	0	-10	-5	-5	-5	-5	-6	
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0	
Net income from investments	3	4	-27,0%	-19,5%	1	2	1	1	1	1	1	
<b>PROFIT BEFORE TAX</b>	<b>398</b>	<b>274</b>	<b>+45,2%</b>	<b>+59,6%</b>	<b>88</b>	<b>110</b>	<b>77</b>	<b>162</b>	<b>93</b>	<b>179</b>	<b>127</b>	
<b>CONSOLIDATED PROFIT</b>	<b>321</b>	<b>220</b>	<b>+45,8%</b>	<b>+60,1%</b>	<b>70</b>	<b>87</b>	<b>63</b>	<b>129</b>	<b>72</b>	<b>147</b>	<b>102</b>	

## INCOME STATEMENT RATIOS

Cost income ratio	39,6%	46,3%	-7 pp		44,0%	44,3%	51,6%	40,5%	43,6%	35,5%	40,8%
Cost of Risk (LLP annualized on Avg Loans) in basis points	115	109	6bp		135	99	93	92	106	118	121

## VOLUMES

Total Customer Loans	21.033	19.707	+6,7%		21.001	20.793	19.707	20.931	20.956	21.880	21.033
Total Customer Deposits (incl. securities in issue and financial liabilities at	18.951	18.175	+4,3%		19.355	18.886	18.175	18.329	19.371	19.596	18.951
Total RWA End of Period	28.706	28.335	+1,3%		29.070	28.799	28.335	28.767	28.461	29.596	28.706

# Non-Core

## INCOME STATEMENT

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	2015	2015	2015	2015	2016	2016	2016	2016
Net interest	-122	24	n.m.	21	8	-5	-36	-27	-45	-51	
Dividends and other income from equity investments	0	0	n.m.	0	0	0	0	0	0	0	
Net fees and commissions	-27	51	n.m.	31	4	16	0	-1	-11	-15	
Net trading income	22	13	+64,9%	-2	13	2	3	18	5	-2	
Net other expenses/income	-26	-28	-7,0%	-7	-10	-11	-12	-5	-14	-7	
<b>OPERATING INCOME</b>	<b>-153</b>	<b>60</b>	<b>n.m.</b>	<b>43</b>	<b>15</b>	<b>2</b>	<b>-45</b>	<b>-14</b>	<b>-66</b>	<b>-74</b>	
Payroll costs	-37	-103	-64,3%	-36	-34	-33	-20	-15	-11	-11	
Other administrative expenses	-257	-344	-25,5%	-125	-105	-115	-100	-99	-73	-84	
Recovery of expenses	87	93	-6,5%	16	46	31	25	17	43	27	
Amortisation & depreciation	-1	-1	+84,7%	0	0	0	0	0	0	0	
<b>Operating costs</b>	<b>-207</b>	<b>-355</b>	<b>-41,5%</b>	<b>-145</b>	<b>-92</b>	<b>-118</b>	<b>-96</b>	<b>-97</b>	<b>-42</b>	<b>-69</b>	
<b>OPERATING PROFIT</b>	<b>-361</b>	<b>-295</b>	<b>+22,3%</b>	<b>-102</b>	<b>-78</b>	<b>-116</b>	<b>-140</b>	<b>-111</b>	<b>-107</b>	<b>-143</b>	
Net write-downs of loans	-1.289	-1.182	+9,0%	-405	-317	-460	-491	-342	-401	-546	
<b>NET OPERATING PROFIT</b>	<b>-1.649</b>	<b>-1.477</b>	<b>+11,7%</b>	<b>-507</b>	<b>-395</b>	<b>-576</b>	<b>-632</b>	<b>-453</b>	<b>-508</b>	<b>-689</b>	
Other Charges & Provisions	-48	-60	-20,2%	-13	-46	-1	-87	-27	-14	-8	
o/w Systemic Charges	-30	-24	+26,3%	0	-24	0	-55	-23	-6	-1	
Integration costs	-3	0	n.m.	0	0	0	-9	-1	-2	0	
Net income from investments	-10	-2	n.m.	0	-2	-1	0	-3	-7	0	
<b>PROFIT BEFORE TAX</b>	<b>-1.711</b>	<b>-1.540</b>	<b>+11,1%</b>	<b>-520</b>	<b>-443</b>	<b>-577</b>	<b>-728</b>	<b>-483</b>	<b>-531</b>	<b>-697</b>	
<b>CONSOLIDATED PROFIT</b>	<b>-1.130</b>	<b>-1.048</b>	<b>+7,8%</b>	<b>-359</b>	<b>-299</b>	<b>-390</b>	<b>-493</b>	<b>-327</b>	<b>-329</b>	<b>-474</b>	

## 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.
Cost of Risk (LLP annualized on Avg Loans) in basis points	533	376	157bp	361	304	468	535	396	500	725

## VOLUMES

Total Customer Loans	29.505	37.649	-21,6%	42.279	41.059	37.649	35.806	33.308	30.761	29.505
Total Customer Deposits (incl. securities in issue and financial liabilities at end of period)	1.098	1.542	-28,8%	2.004	1.749	1.542	1.695	1.397	1.094	1.098
Total RWA End of Period	26.252	32.660	-19,6%	36.252	35.024	32.660	31.174	29.245	27.431	26.252

## OTHER FIGURES

FTEs (eop, 100%)	533	1.672	-68,1%	1.763	1.707	1.672	717	673	548	533
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## Fees - Details Group & Core

(mln Euro)	09-YTD		y/y	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2016	2015	%	2015	2015	2015	2015	2016	2016	2016	2016
<b>GROUP</b>											
<b>Asset management, custody and administration</b>	2.620	2.640	-0,7%	915	894	831	843	904	896	821	
Financing Services	1.422	1.541	-7,7%	527	514	500	510	495	477	449	
Transaction and Banking Services	1.693	1.733	-2,3%	573	589	571	582	547	559	588	
<b>TOTAL NET COMMISSIONS</b>	<b>5.736</b>	<b>5.914</b>	<b>-3,0%</b>	<b>2.014</b>	<b>1.997</b>	<b>1.902</b>	<b>1.935</b>	<b>1.946</b>	<b>1.932</b>	<b>1.858</b>	
<b>Core Bank</b>											
<b>Asset management, custody and administration</b>	2.617	2.634	-0,7%	912	892	829	842	902	895	820	
Financing Services	1.478	1.533	-3,6%	515	521	497	523	508	498	472	
Transaction and Banking Services	1.668	1.696	-1,7%	555	580	560	571	536	551	581	
<b>TOTAL NET COMMISSIONS</b>	<b>5.763</b>	<b>5.862</b>	<b>-1,7%</b>	<b>1.983</b>	<b>1.994</b>	<b>1.886</b>	<b>1.935</b>	<b>1.947</b>	<b>1.944</b>	<b>1.873</b>	



## Branches

	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
<b>Countries</b>								
Poland	1023	1015	993	976	960	948	943	
Ukraine	291	250	243	240	239	239	238	
Romania	183	184	183	183	183	183	184	
Bulgaria	200	197	193	185	184	178	179	
Bosnia	120	119	119	119	118	118	119	
Belorussia	0	0	0	0	1	0	0	
Croatia	135	135	134	134	134	134	134	
Hungary	85	85	77	56	56	56	55	
Kazakhstan	0	0	0	0	0	0	0	
Russia	103	102	102	102	102	101	102	
Slovakia	77	77	77	76	77	77	74	
Serbia	71	71	71	71	71	71	71	
Montenegro	0	0	0	0	0	0	0	
Czech Republic	105	107	106	108	107	107	107	
Kyrgyzstan	0	0	0	0	0	0	0	
Slovenia	30	30	28	28	26	26	26	
Azerbaijan	0	0	0	0	0	0	0	
Lithuania	1	1	1	1	1	1	1	
Estonia	1	1	1	1	1	1	1	
Latvia	1	1	1	1	1	1	1	
Macedonia	0	0	0	0	0	0	0	
Tajikistan	0	0	0	0	0	0	0	
<b>Total CEE and Poland</b>	<b>2426</b>	<b>2375</b>	<b>2329</b>	<b>2281</b>	<b>2261</b>	<b>2241</b>	<b>2235</b>	
Italy	3961	3927	3921	3873	3805	3614	3613	
Germany	671	527	512	514	514	512	510	
Austria	240	228	226	199	196	173	170	
<b>Total Italy Germany Austria</b>	<b>4872</b>	<b>4682</b>	<b>4659</b>	<b>4586</b>	<b>4515</b>	<b>4299</b>	<b>4293</b>	
USA	14	14	14	13	12	10	10	
United Kingdom	10	10	10	10	10	9	7	
San Marino	0	0	0	0	0	0	0	
Luxembourg	6	6	7	7	7	7	7	
Ireland	9	10	12	14	14	18	19	
France	2	2	2	2	2	2	2	
Netherlands	5	5	5	5	5	5	5	
Philippines	0	0	0	0	0	0	0	
China	3	3	3	3	3	3	3	
Hong Kong	2	2	2	2	2	2	2	
Cayman Islands	4	4	4	3	3	3	2	
Greece	3	3	3	3	2	2	2	
Singapore	2	2	2	2	2	1	1	
Spain	0	0	0	0	1	1	1	
Switzerland	2	2	2	2	2	2	2	
Belgium	0	0	0	0	0	0	0	
Denmark	0	0	0	0	0	0	0	
Japan	1	1	1	1	1	1	1	
Norway	0	0	0	0	0	0	0	
United Arab Emirates	0	0	0	0	0	0	0	
Taiwan	0	0	0	0	0	0	0	
Vietnam	0	0	0	0	0	0	0	
Argentina	0	0	0	0	0	0	0	
Bahrain	0	0	0	0	0	0	0	
Brazil	0	0	0	0	0	0	0	
India	0	0	0	0	0	0	0	
Iran	0	0	0	0	0	0	0	
Lebanon	0	0	0	0	0	0	0	
Libya	0	0	0	0	0	0	0	
Mexico	0	0	0	0	0	0	0	
South Africa	0	0	0	0	0	0	0	
South Korea	0	0	0	0	0	0	0	
Tunisia	0	0	0	0	0	0	0	
<b>Total Other countries</b>	<b>63</b>	<b>64</b>	<b>67</b>	<b>67</b>	<b>66</b>	<b>66</b>	<b>64</b>	
<b>Total</b>	<b>7361</b>	<b>7121</b>	<b>7055</b>	<b>6934</b>	<b>6842</b>	<b>6606</b>	<b>6592</b>	