

# Poste Italiane's Financial Database

Investor Relations

**Posteitaliane**

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## Disclaimer

*This document contains the main economic and financial data of the Poste Italiane Group for the 2016 and 2017 financial years (for 2017 preliminary results approved on February 19th, 2018). Figures are shown according to the new segment reporting and are in line with the criteria used for the 2018-2022 Business Plan which will be presented to the financial community on 27 February 2018.*

*Nel presente documento sono riportati i principali dati economico-finanziari del Gruppo Poste Italiane relativi agli esercizi 2016 e 2017 (in tal caso, sulla base dei risultati preliminari approvati lo scorso 19 febbraio 2018), i quali vengono esposti secondo modalità di rappresentazione coerenti con l'impostazione del Piano Industriale 2018-2022 che formerà oggetto di presentazione alla comunità finanziaria in data 27 febbraio 2018.*

Poste Italiane's Divisional Database	Posteitaliane	
FINANCIAL SERVICES		
	2016	2017
	FY	FY
<b>REVENUE BREAK-DOWN</b>		
€/m		
<b>TOTAL REVENUES</b>	<b>5,991</b>	<b>5,970</b>
<b>EXTERNAL REVENUES</b>	<b>5,009</b>	<b>4,956</b>
Gross Capital Gain	473	547
Interest Income	1,510	1,478
Postal Savings	1,577	1,566
Transaction banking	1,061	1,008
of which Plus Visa/Mastercard	121	91
Third Parties Distribution	327	272
of which BdM-MCC	105	50
Asset Management	61	85
<b>INTERSEGMENT REVENUES</b>	<b>982</b>	<b>1,014</b>
<b>SELECTED KPI</b>		
<b>TOTAL FINANCIAL ASSETS - TFAs (€bn)</b>	<b>493</b>	<b>506</b>
Postal Saving Books	119	109
Postal Bonds	204	214
Deposits	49	52
Mutual Funds	7	8
Net Technical Reserves	114	123
<b>CURRENT ACCOUNTS</b>		
Average Current Account Deposits (€m)	<b>49,643</b>	<b>55,769</b>
Average deposits from Public Administration	5,512	5,852
Repo & Poste Italiane Liquidity	5,472	5,170
Average deposits from Retail and Corporate customers	38,659	44,747
# of current accounts from PublicAdministration (K)	57.0	55.9
# of current accounts from Retail & Corporate (M)	6.3	6.3
Unrealized gains (€m)	2,881	1,615
<b>POSTAL SAVINGS</b>		
<b>Average Postal Savings Deposits (€m)</b>	<b>309,819</b>	<b>305,611</b>
Postal Saving Books	119,276	113,529
Postal Bonds	190,543	192,083
# of Postal Savings Books (M)	30.3	30.3
<b>POSTAL SAVINGS NET INFLOWS (€m)</b>	<b>(10,427)</b>	<b>(7,883)</b>
1H	(4,986)	(7,990)
2H	(5,441)	107
<b>P&amp;L</b>		
€/m		
External revenue	5,009	4,956
Intersegment revenue	982	1,014
<b>TOTAL REVENUES</b>	<b>5,991</b>	<b>5,970</b>
Cost of goods and services	148	150
Other expenses from financial activities	62	57
Personnel expenses	120	103
Depreciation, amortisation and impairments	1	1
Capitalised costs and expenses	-	-
Other operating costs	180	251
Intersegment costs	4,820	4,762
<b>Total costs</b>	<b>5,331</b>	<b>5,324</b>
<b>OPERATING PROFIT/(LOSS)</b>	<b>660</b>	<b>646</b>
Finance income/(costs)	(1)	(2)
Profit/(loss) on investments accounted for using the equity method	10	12
Finance income/(costs) intersegment	(6)	(4)
<b>Profit/(Loss) before tax</b>	<b>663</b>	<b>652</b>
Income tax expense	198	153
<b>PROFIT FOR THE PERIOD</b>	<b>465</b>	<b>499</b>
<b>BALANCE SHEET</b>		

€/m

Property, plant and equipment	0	1
Investment property	-	-
Intangible assets	0	0
Investments	6	11
Financial assets	47,299	49,415
Trade receivables	-	-
Deferred tax assets	317	402
Other receivables and assets	861	1,040
Technical provisions attributable to reinsurers	-	-
<b>Total Non-current assets</b>	<b>48,483</b>	<b>50,869</b>
Inventories	0	0
Trade Receivables	768	815
Current tax assets	0	0
Other receivables and assets	605	599
Financial assets	11,230	11,274
Cash and deposits attributable to BancoPosta	2,494	3,196
Cash and cash equivalents	1,320	396
<b>Total current assets</b>	<b>16,418</b>	<b>16,280</b>
Non-current assets and disposal groups held for sale	2,727	-
<b>TOTAL ASSETS</b>	<b>67,629</b>	<b>67,149</b>
<b>Total Equity</b>	<b>3,704</b>	<b>2,702</b>
Technical provisions for insurance business	-	-
Provisions for risks and charges	377	438
Employee termination benefits and pension plans	18	16
Financial liabilities	6,410	4,010
Deferred tax liabilities	530	308
Other liabilities	937	1,115
<b>Total Non-current liabilities</b>	<b>8,272</b>	<b>5,888</b>
Provisions for risks and charges	70	94
Trade payables	402	345
Current tax liabilities	1	1
Other liabilities	58	66
Financial liabilities	52,810	58,053
<b>Total Current liabilities</b>	<b>53,340</b>	<b>58,559</b>
Liabilities related to assets held for sale	2,313	-
<b>TOTAL EQUITY AND LIABILITIES</b>	<b>67,629</b>	<b>67,149</b>

**Poste Italiane's Divisional Database**  
**STATUTORY ACCOUNT**
**Posteitaliane**
**CONSOLIDATED BALANCE SHEET**

€/m

**2016**

FY

**2017**

FY

Property, plant and equipment	2,080	2,001
Investment property	56	52
Intangible assets	513	516
Investments accounted for using the equity method	218	508
Financial assets	155,819	171,004
Trade receivables	4	9
Deferred tax assets	799	869
Other receivables and assets	2,682	3,043
Technical provisions attributable to reinsurers	66	71
<b>Total Non-current assets</b>	<b>162,237</b>	<b>178,073</b>
Inventories	137	138
Trade Receivables	2,168	2,026
Current tax assets	15	93
Other receivables and assets	989	954
Financial assets	18,543	15,762
Cash and deposits attributable to BancoPosta	2,494	3,196
Cash and cash equivalents	3,902	2,428
<b>Total current assets</b>	<b>28,248</b>	<b>24,597</b>
Non-current assets and disposal groups held for sale	2,720	-
<b>TOTAL ASSETS</b>	<b>193,205</b>	<b>202,670</b>
Share capital	1,306	1,306
Reserves	2,374	1,611
Retained earnings	4,454	4,633
<b>Total Equity</b>	<b>8,134</b>	<b>7,550</b>
Technical provisions for insurance business	113,678	123,650
Provisions for risks and charges	658	692
Employee termination benefits and pension plans	1,347	1,274
Financial liabilities	8,404	5,044
Deferred tax liabilities	746	546
Other liabilities	1,071	1,207
<b>Total Non-current liabilities</b>	<b>125,904</b>	<b>132,413</b>
Provisions for risks and charges	849	903
Trade payables	1,506	1,332
Current tax liabilities	88	23
Other liabilities	2,147	2,249
Financial liabilities	52,517	58,200
<b>Total Current liabilities</b>	<b>57,107</b>	<b>62,707</b>
Liabilities related to assets held for sale	2,060	-
<b>TOTAL EQUITY AND LIABILITIES</b>	<b>193,205</b>	<b>202,670</b>

**Poste Italiane's Divisional Database**  
**STATUTORY ACCOUNT**

**Posteitaliane**

CONSOLIDATED P&L	2016	2017
€/m	FY	FY
Revenue from Mail, Parcels & Distribution	3,822	3,631
Revenue from Payment, Mobile & Digital	570	586
Revenue from Financial Services	5,009	4,956
<i>of which, non-recurring income</i>	121	91
Revenue from Insurance Services net change in technical provisions and other claims expenses	1,242	1,456
Insurance premium revenue	19,884	20,343
Other income from insurance activities	3,827	3,925
Net change in technical provisions and other claims expenses	(21,958)	(22,335)
Other expenses from insurance activities	(511)	(477)
<b>Net operating revenue</b>	<b>10,643</b>	<b>10,629</b>
Cost of goods and services	2,442	2,370
Other expenses from financial activities	62	57
Personnel expenses	6,241	6,093
Depreciation, amortisation and impairments	581	545
Capitalised costs and expenses	(25)	(24)
Other operating costs	301	465
<i>of which, non-recurring costs</i>	37	-
<b>Operating profit/(loss)</b>	<b>1,041</b>	<b>1,123</b>
<i>EBIT Margin (%)</i>	9.8%	10.6%
Finance income/(costs)	9	(73)
<i>of which, non-recurring income/(costs)</i>	-	(82)
Profit/(loss) on investments accounted for using the equity method	6	17
<b>PROFIT/(LOSS) BEFORE TAX</b>	<b>1,056</b>	<b>1,067</b>
Income tax expense	434	378
<i>of which, non-recurring (income)/costs</i>	14	(9)
<b>PROFIT FOR THE YEAR</b>	<b>622</b>	<b>689</b>

Poste Italiane's Divisional Database INSURANCE SERVICES	Posteitaliane	
	2016 FY	2017 FY
<b>REVENUE BREAK-DOWN</b>		
€/m		
<b>TOTAL REVENUES</b>	<b>1,242</b>	<b>1,457</b>
<b>EXTERNAL REVENUES</b>	<b>1,242</b>	<b>1,456</b>
Life	1,060	1,280
Class V	7	7
Class III	21	16
Class I - IV	1,032	1,258
P&C	75	99
Private Pension Plan	106	76
<b>INTERSEGMENT REVENUES</b>	-	1
<b>SELECTED KPI</b>		
Different Unit		
Gross Written Premiums	<b>19,938</b>	<b>20,404</b>
GWP - Life	19,820	20,263
Class I - IV	19,276	19,651
Class III	475	537
Class V	69	75
GWP - P&C	119	141
Payment	27	30
Property	29	33
Personal	62	73
Welfare	0	5
Financial and Insurance Activities	3,307	3,438
<b>P&amp;L</b>		
€/m		
External revenue	1,242	1,456
Intersegment revenue	-	1
<b>TOTAL REVENUES</b>	<b>1,242</b>	<b>1,457</b>
Cost of goods and services	79	74
Other expenses from financial activities	-	-
Personnel expenses	35	37
Depreciation, amortisation and impairments	14	17
Capitalised costs and expenses	-	-
Other operating costs	10	11
Intersegment costs	500	519
<b>Total costs</b>	<b>638</b>	<b>658</b>
<b>OPERATING PROFIT/(LOSS)</b>	<b>604</b>	<b>799</b>
Finance income/(costs)	52	49
Profit/(loss) on investments accounted for using the equity method	-	-
Finance income/(costs) intersegment	(13)	(5)
<b>Profit/(Loss) before tax</b>	<b>643</b>	<b>843</b>
Income tax expense	251	297
<b>PROFIT FOR THE PERIOD</b>	<b>392</b>	<b>546</b>
<b>BALANCE SHEET</b>		
€/m		
Property, plant and equipment	8	9
Investment property	-	-
Intangible assets	46	43
Investments	157	157

Financial assets	107,868	121,005
Trade receivables	-	-
Deferred tax assets	50	32
Other receivables and assets	1,682	1,885
Technical provisions attributable to reinsurers	66	71
<b>Total Non-current assets</b>	<b>109,877</b>	<b>123,202</b>
Inventories	-	-
Trade Receivables	4	4
Current tax assets	0	8
Other receivables and assets	94	83
Financial assets	7,728	4,855
Cash and deposits attributable to BancoPosta	-	-
Cash and cash equivalents	1,324	907
<b>Total current assets</b>	<b>9,150</b>	<b>5,857</b>
Non-current assets and disposal groups held for sale	-	-
<b>TOTAL ASSETS</b>	<b>119,027</b>	<b>129,059</b>
<b>Total Equity</b>	<b>3,311</b>	<b>3,378</b>
Technical provisions for insurance business	113,678	123,650
Provisions for risks and charges	11	11
Employee termination benefits and pension plans	3	3
Financial liabilities	997	998
Deferred tax liabilities	191	202
Other liabilities	122	24
<b>Total Non-current liabilities</b>	<b>115,002</b>	<b>124,888</b>
Provisions for risks and charges	-	-
Trade payables	177	180
Current tax liabilities	14	17
Other liabilities	509	577
Financial liabilities	16	19
<b>Total Current liabilities</b>	<b>715</b>	<b>793</b>
Liabilities related to assets held for sale	-	-
<b>TOTAL EQUITY AND LIABILITIES</b>	<b>119,027</b>	<b>129,059</b>

Poste Italiane's Divisional Database MAIL, PARCELS & DISTRIBUTION		Posteitaliane	
	2016 FY	2017 FY	
<b>MAIL</b>			
Different Unit			
<b>REVENUES (EUR/m)</b>	<b>2,907</b>	<b>2,650</b>	
Unrecorded Mail and Philately	934	810	
Recorded Mail	965	981	
Direct Marketing e Unaddressed Mail	176	155	
Integrated Services	207	176	
Other	254	222	
USO and Other Compensations	371	306	
<b>VOLUMES (pz/m)</b>	<b>3,506</b>	<b>3,167</b>	
Unrecorded Mail and Philately	1,491	1,381	
Recorded Mail	201	199	
Direct Marketing e Unaddressed Mail	813	677	
Integrated Services	34	27	
Other	967	883	
<b>PARCELS</b>			
Different Unit			
<b>REVENUES (EUR/m)</b>	<b>649</b>	<b>693</b>	
<b>VOLUMES (pz/m)</b>	<b>97</b>	<b>113</b>	
B2B	30	29	
B2C	41	58	
C2C	6	6	
International	4	4	
Other	16	17	
<b>P&amp;L</b>			
€/m			
External revenue	3,822	3,631	
Intersegment revenue	4,540	4,497	
<b>TOTAL REVENUES</b>	<b>8,362</b>	<b>8,128</b>	
Cost of goods and services	2,048	2,000	
Other expenses from financial activities	-	-	
Personnel expenses	6,055	5,922	
Depreciation, amortisation and impairments	536	505	
Capitalised costs and expenses	(25)	(24)	
Other operating costs	96	177	
Intersegment costs	88	65	
<b>Total costs</b>	<b>8,798</b>	<b>8,645</b>	
<b>OPERATING PROFIT/(LOSS)</b>	<b>(436)</b>	<b>(517)</b>	
Finance income/(costs)	(41)	(119)	
Profit/(loss) on investments accounted for using the equity method	(4)	(2)	
Finance income/(costs) intersegment	19	9	
<b>Profit/(Loss) before tax</b>	<b>(462)</b>	<b>(629)</b>	
Income tax expense	(83)	(127)	
<b>PROFIT FOR THE PERIOD</b>	<b>(379)</b>	<b>(502)</b>	
<b>Balance Sheet</b>			
€/m			
Property, plant and equipment	2,063	1,973	
Investment property	56	52	
Intangible assets	429	440	
Investments*	1,877	1,784	
Financial assets	1,102	834	
Trade receivables	4	5	
Deferred tax assets	422	424	
Other receivables and assets	279	257	
Technical provisions attributable to reinsurers			
<b>Total Non-current assets</b>	<b>6,232</b>	<b>5,769</b>	
Inventories	133	135	
Trade receivables	1,877	1,647	



Current tax assets	12	82
Other receivables and assets	369	307
Financial assets	134	263
Cash and deposits attributable to BancoPosta		
Cash and cash equivalents	1,556	1,997
<b>Total Current assets</b>	<b>4,081</b>	<b>4,430</b>
<b>Non-current assets and disposal groups held for sale</b>	<b>0</b>	<b>0</b>
<b>TOTAL ASSETS</b>	<b>10,314</b>	<b>10,200</b>
<b>Totale Equity</b>	<b>2,759</b>	<b>2,735</b>
Dividend Paid	(444)	(509)
Net Income	(379)	(502)
Cash in received	1,010	974
Technical provisions for insurance business		
Provisions for risks and charges	254	227
Employee termination benefits and pension plans	1,323	1,253
Financial liabilities	1,246	285
Deferred tax liabilities	24	36
Other liabilities	69	67
<b>Total Non-current liabilities</b>	<b>2,916</b>	<b>1,868</b>
Provisions for risks and charges	775	804
Trade payables	1,375	1,214
Current tax liabilities	73	5
Other liabilities	1,576	1,611
Financial liabilities	840	1,963
<b>Total Current liabilities</b>	<b>4,639</b>	<b>5,597</b>
Liabilities related to assets held for sale		
<b>TOTAL EQUITY AND LIABILITIES</b>	<b>10,314</b>	<b>10,200</b>

Poste Italiane's Divisional Database PAYMENTS, MOBILE & DIGITAL	Posteitaliane	
	2016 FY	2017 FY
<b>REVENUE BREAK-DOWN</b>		
€m		
<b>TOTAL REVENUES</b>	<b>929</b>	<b>914</b>
<b>EXTERNAL REVENUES</b>	<b>570</b>	<b>586</b>
Mobile	224	211
Cards & Acquiring	167	212
Cards	15	18
Acquiring	152	194
Transaction Banking	180	162
Payment Slips	156	138
Banking & Money Transfer	24	23
Other Transaction Banking	1	2
<b>INTERSEGMENT REVENUES</b>	<b>359</b>	<b>328</b>
<b>SELECTED KPI</b>		
<b>CARDS &amp; ACQUIRING</b>		
Prepaid cards - # of cards (m)	16.11	17.67
Prepaid card - Transaction Value (€m)	8,095	10,164
Debit cards - # of cards (m)	7.03	7.14
Debit card - Transaction Value (€m)	11,457	12,643
Credit cards - # of cards (m)	0.40	0.40
Credit card - Transaction Value (€m)	1,045	1,073
Acquiring - # pos (m)	0.10	0.09
Acquiring - Transaction Value (€m)	11,800	12,650
<b>MONEY TRAFER AND PAYMENTS</b>		
Payments Slip # of payments (m)	404.6	387.7
Bank & Money Transfer: # transactions (m)	19.1	20.1
<b>P&amp;L</b>		
€m		
External revenue	570	586
Intersegment revenue	359	328
<b>TOTAL REVENUES</b>	<b>929</b>	<b>914</b>
Cost of goods and services	167	146
Other expenses from financial activities	-	-
Personnel expenses	31	31
Depreciation, amortisation and impairments	30	22
Capitalised costs and expenses	-	-
Other operating costs	15	26
Intersegment costs	473	494
<b>Total costs</b>	<b>716</b>	<b>719</b>
<b>OPERATING PROFIT/(LOSS)</b>	<b>213</b>	<b>195</b>
Finance income/(costs)	(1)	(1)
Profit/(loss) on investments accounted for using the equity method	-	7
Finance income/(costs) intersegment	-	-
<b>Profit/(Loss) before tax</b>	<b>212</b>	<b>201</b>
Income tax expense	68	55
<b>PROFIT FOR THE PERIOD</b>	<b>144</b>	<b>146</b>
<b>BALANCE SHEET</b>		
€m		
Property, plant and equipment	10	18
Investment property	-	-
Intangible assets	37	33
Investments	-	7
Financial assets	-	-
Trade receivables	-	4
Deferred tax assets	10	10
Other receivables and assets	-	0

Technical provisions attributable to reinsurers	-	-
<b>Total Non-current assets</b>	<b>57</b>	<b>72</b>
Inventories	4	3
Trade Receivables	97	81
Current tax assets	2	3
Other receivables and assets	19	27
Financial assets	2,609	3,283
Cash and deposits attributable to BancoPosta	-	-
Cash and cash equivalents	21	21
<b>Total current assets</b>	<b>2,751</b>	<b>3,418</b>
Non-current assets and disposal groups held for sale	-	-
<b>TOTAL ASSETS</b>	<b>2,808</b>	<b>3,490</b>
<b>Total Equity</b>	<b>323</b>	<b>325</b>
Technical provisions for insurance business	-	-
Provisions for risks and charges	16	16
Employee termination benefits and pension plans	3	3
Financial liabilities	1	1
Deferred tax liabilities	0	0
Other liabilities	-	-
<b>Total Non-current liabilities</b>	<b>20</b>	<b>19</b>
Provisions for risks and charges	4	5
Trade payables	133	117
Current tax liabilities	0	-
Other liabilities	45	54
Financial liabilities	2,283	2,970
<b>Total Current liabilities</b>	<b>2,465</b>	<b>3,146</b>
Liabilities related to assets held for sale	-	-
<b>TOTAL EQUITY AND LIABILITIES</b>	<b>2,808</b>	<b>3,490</b>

Poste Italiane's Divisional Database SEGMENT DETAILS - €m		Posteitaliane				
FY 2017	Mail, Parcels & Distribution	Payments Mobile & Digital	Financial Services	Insurance Services	Adjustments and eliminations	Total
External revenue	3,631	586	4,956	1,456	-	10,629
Intersegment revenue	4,497	328	1,014	1	(5,840)	-
<b>TOTAL REVENUES</b>	<b>8,128</b>	<b>914</b>	<b>5,970</b>	<b>1,457</b>	<b>(5,840)</b>	<b>10,629</b>
Cost of goods and services	2,000	146	150	74	-	2,370
Other expenses from financial activities	-	-	57	-	-	57
Personnel expenses	5,922	31	103	37	-	6,093
Depreciation, amortisation and impairments	505	22	1	17	-	545
Capitalised costs and expenses	(24)	-	-	-	-	(24)
Other operating costs	177	26	251	11	-	465
Intersegment costs	65	494	4,762	519	(5,840)	-
<b>Total costs</b>	<b>8,645</b>	<b>719</b>	<b>5,324</b>	<b>658</b>	<b>(5,840)</b>	<b>9,506</b>
<b>OPERATING PROFIT/(LOSS)</b>	<b>(517)</b>	<b>195</b>	<b>646</b>	<b>799</b>	<b>-</b>	<b>1,123</b>
Finance income/(costs)	(119)	(1)	(2)	49	-	(73)
Profit/(loss) on investments accounted for using the equity method	(2)	7	12	-	-	17
Finance income/(costs) intersegment	9	-	(4)	(5)	-	-
<b>Profit/(Loss) before tax</b>	<b>(629)</b>	<b>201</b>	<b>652</b>	<b>843</b>	<b>-</b>	<b>1,067</b>
Income tax expense	(127)	55	153	297	-	378
<b>PROFIT FOR THE PERIOD</b>	<b>(502)</b>	<b>146</b>	<b>499</b>	<b>546</b>	<b>-</b>	<b>689</b>
FY 2016	Mail, Parcels & Distribution	Payments Mobile & Digital	Financial Services	Insurance Services	Adjustments and eliminations	Total
External revenue	3,822	570	5,009	1,242	-	10,643
Intersegment revenue	4,540	359	982	-	(5,881)	-
<b>TOTAL REVENUES</b>	<b>8,362</b>	<b>929</b>	<b>5,991</b>	<b>1,242</b>	<b>(5,881)</b>	<b>10,643</b>
Cost of goods and services	2,048	167	148	79	-	2,442
Other expenses from financial activities	-	-	62	-	-	62
Personnel expenses	6,055	31	120	35	-	6,241
Depreciation, amortisation and impairments	536	30	1	14	-	581
Capitalised costs and expenses	(25)	-	-	-	-	(25)
Other operating costs	96	15	180	10	-	301
Intersegment costs	88	473	4,820	500	(5,881)	-
<b>Total costs</b>	<b>8,798</b>	<b>716</b>	<b>5,331</b>	<b>638</b>	<b>(5,881)</b>	<b>9,602</b>
<b>OPERATING PROFIT/(LOSS)</b>	<b>(436)</b>	<b>213</b>	<b>660</b>	<b>604</b>	<b>-</b>	<b>1,041</b>
Finance income/(costs)	(41)	(1)	(1)	52	-	9
Profit/(loss) on investments accounted for using the equity method	(4)	-	10	-	-	6
Finance income/(costs) intersegment	19	-	(6)	(13)	-	-
<b>Profit/(Loss) before tax</b>	<b>(462)</b>	<b>212</b>	<b>663</b>	<b>643</b>	<b>-</b>	<b>1,056</b>
Income tax expense	(83)	68	198	251	-	434
<b>PROFIT FOR THE PERIOD</b>	<b>(379)</b>	<b>144</b>	<b>465</b>	<b>392</b>	<b>-</b>	<b>622</b>

**Poste Italiane's Divisional Database**  
**SEGMENT Overview****Posteitaliane**

<b>SELECTED RESULTS</b>	<b>2016</b>	<b>2017</b>
€/m	FY	FY
<b>NET OPERATING REVENUE</b>	<b>10,643</b>	<b>10,629</b>
Mail, Parcel & Distribution	3,822	3,631
Payments Mobile & Digital	570	586
Financial Services	5,009	4,956
Insurance Services	1,242	1,456
<b>EBITDA</b>	<b>1,622</b>	<b>1,668</b>
Mail, Parcel & Distribution	100	(12)
Payments Mobile & Digital	243	217
Financial Services	661	647
Insurance Services	618	816
<b>EBIT</b>	<b>1,041</b>	<b>1,123</b>
Mail, Parcel & Distribution	(436)	(517)
Payments Mobile & Digital	213	195
Financial Service	660	646
Insurance Services	604	799
<b>NET PROFIT</b>	<b>622</b>	<b>689</b>
Mail, Parcel & Distribution	(379)	(502)
Payments Mobile & Digital	144	146
Financial Service	465	499
Insurance Services	392	546
<b>CAPEX</b>	<b>451</b>	<b>467</b>
Mail, Parcel & Distribution	408	425
Payments Mobile & Digital	21	27
Financial Service	2	0
Insurance Services	20	15