2019 Results

Excellent Performance

All Commitments Fully Delivered and Balance Sheet Further Strengthened

A Strong Bank for a Digital World

February 4, 2020

INTESA SANPAOLO

Fully Delivering on All Our Commitments while Further Strengthening the Balance Sheet

€4.2bn Net income, the highest since 2007 (+3.3% vs FY18, +24.2% excluding Intrum and NTV[(1)])

€3.4bn cash dividends, equal to 8.4% dividend yield[(2)] and 80% payout ratio

Operating income up 1.5%[(3)] and Operating costs down 2.1%[(3)], leading to 5.6%[(3)] growth in Operating margin with a Cost/Income ratio down to 51.4%

Growth in Operating income in Q4 driven by Net interest income, Insurance income and Commissions at their historical peak

The lowest-ever Gross NPL inflow[(4)] and LLPs down 12.7% vs FY18

~€34bn NPL deleveraging since the September 2015 peak[(4)] (~€6bn in FY19[(4)]) and the lowest NPL stock and NPL ratios since 2008

83% of targeted 2018-2021 NPL deleveraging already achieved[(4)] at no cost to shareholders

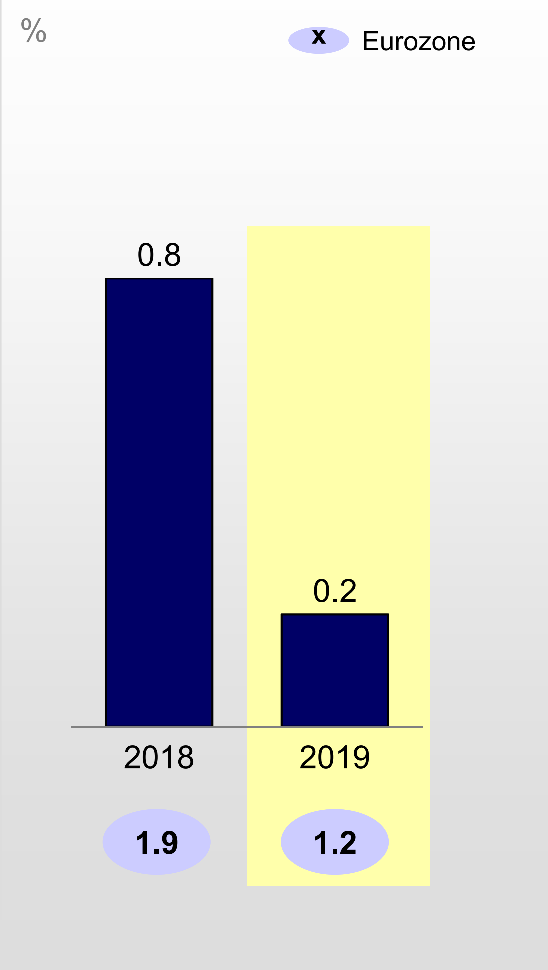
Common Equity[(5)] ratio up at 14.1%

Strong commitment to Sustainability through a variety of concrete initiatives

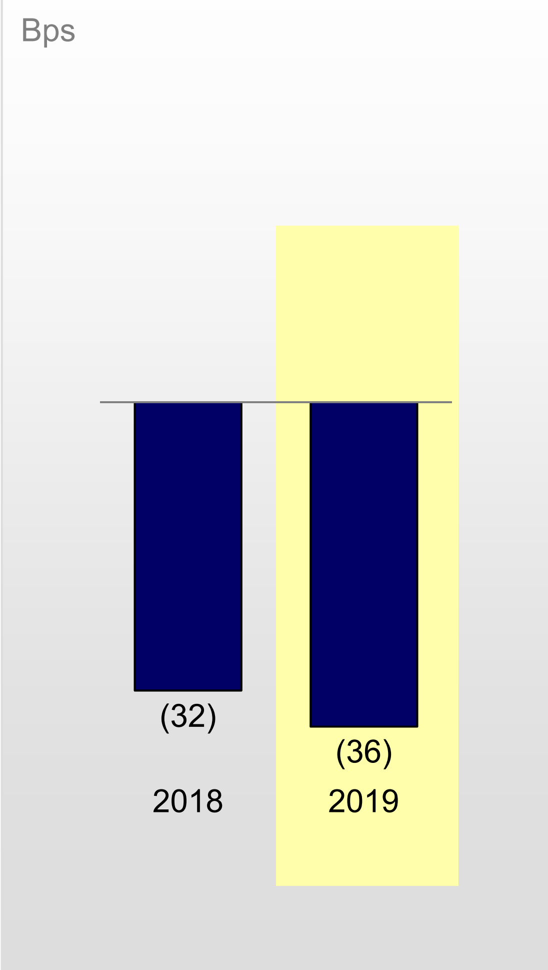
(1) Intrum capital gain of €443m pre-tax (€438m net of tax) booked in 4Q18 and NTV positive impact of €264m pre-tax (€246m net of tax) booked in 1Q18
(2) Based on share price at 3.2.20
(3) Delta vs FY18 data restated for IFRS16, the full line-by-line consolidation of Autostrade Lombarde, and the reclassification of Risanamento operating income entirely to "Other operating income (expenses)", placement fees for certificates from "Profits on financial assets and liabilities at fair value" to "Net fee and commission income", expenses for employees transferred to Tersia (Intrum deal) to ''Other administrative expenses'', international subsidiaries charges concerning the banking industry from ''Other operating income (expenses)'' to ''Levies and other charges concerning the banking industry (net of tax)'' and to ''Taxes on income'', and the full line-by-line deconsolidation of the acquiring activities due to the Nexi agreement
(4) Excluding the ~€0.6bn one-off impact from the adoption of the new Definition of Default applied since November 2019
(5) Pro-forma fully loaded Basel 3 (31.12.19 financial statements considering the total absorption of DTA related to IFRS9 FTA, goodwill realignment/adjustments to loans/non-taxable public cash contribution of €1,285m covering the integration and rationalisation charges relating to the acquisition of the operations of the two former Venetian banks, the expected absorption of DTA on losses carried forward and the expected distribution of FY19 Net income of insurance companies exceeding reserves already distributed in the first quarter)

Despite a Challenging Environment…

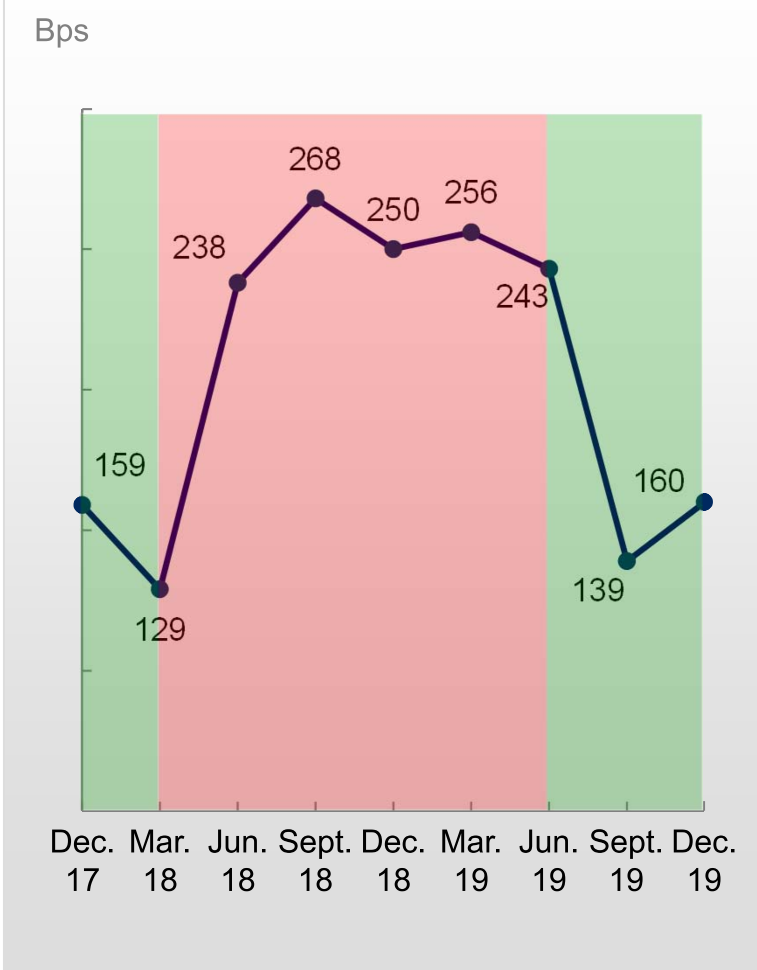
Italian GDP YoY growth[(1)]



Average 3-month Euribor rate



10-year BTP-Bund spread[(2)]



(1) Source: Eurostat, ISTAT
(2) Source: Bloomberg

… 2019 Commitments Fully Delivered

ISP outlook for 2019

Growth in Operating income

Continued cost reduction

Decrease in cost of risk

Net income up vs 2018

80% payout ratio in 2019

DELIVERED

Strong and sustainable value creation and distribution while maintaining a solid capital position

What we delivered

FY19 results vs FY18(1)

Operating income	+1.5%
Operating costs	(2.1)%
Loan loss provisions	(12.7)%
Net income	+3.3%

+24.2% excluding Intrum and NTV(2)

Common Equity(3) ratio up ~50bps

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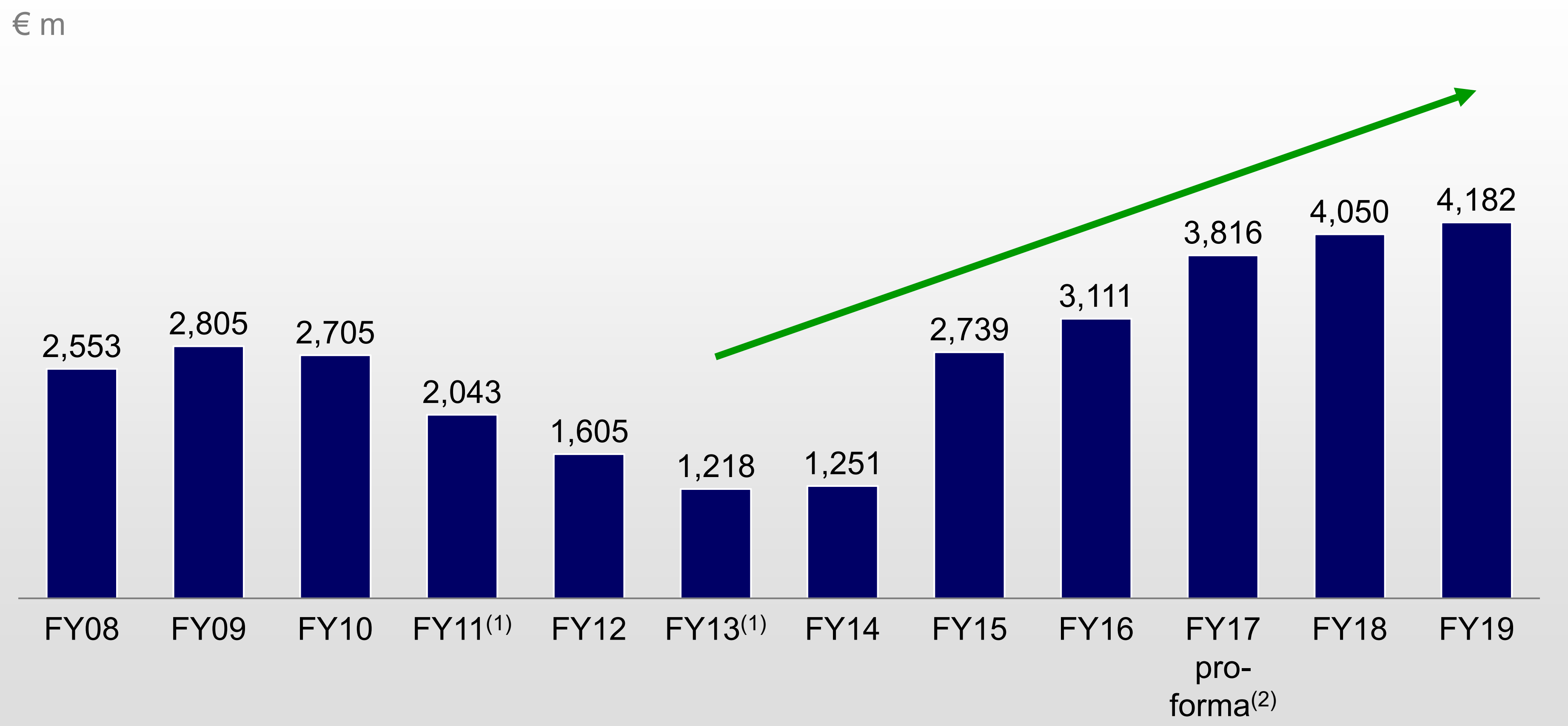
The Best Net Income of the Past Eleven Years…

Net income



6 consecutive years of Net income growth

(1) Excluding goodwill and intangible assets impairment
(2) Management data including the contribution of the two former Venetian banks – excluding public cash contribution of €3.5bn to offset the impact of the acquisition of certain assets of the two former Venetian banks on ISP's capital ratios – and the Morval Group consolidation

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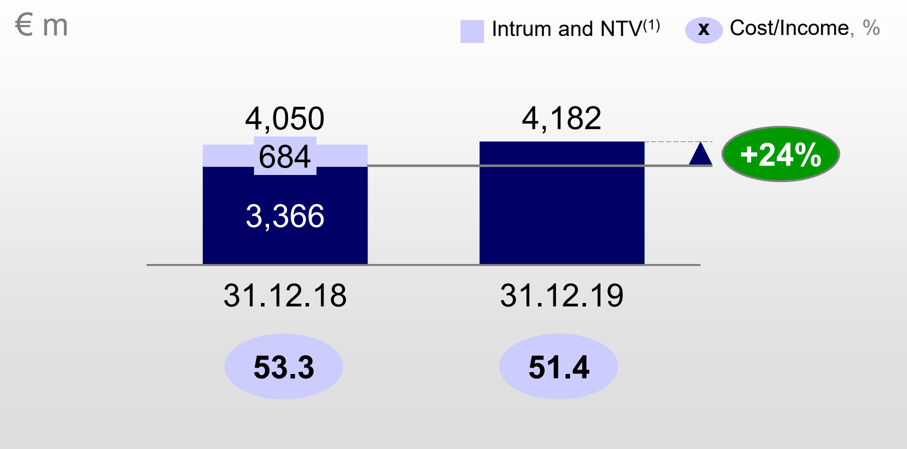
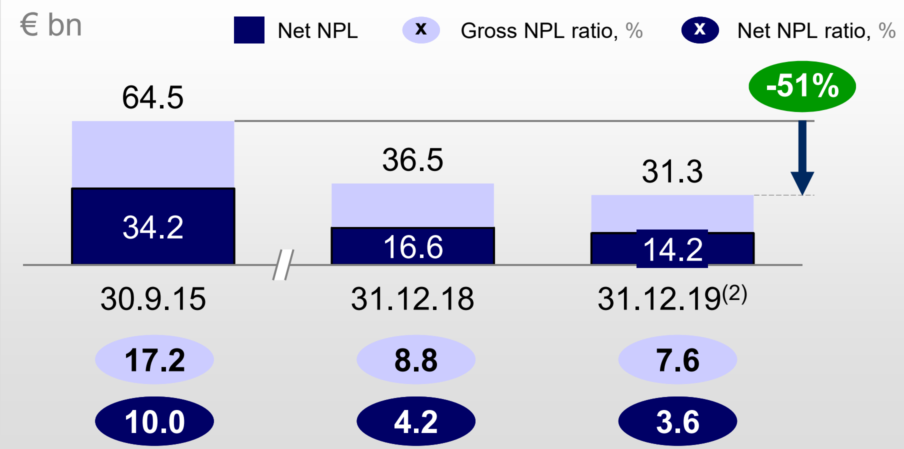
… With Growth in Profitability and Balance Sheet Strengthened

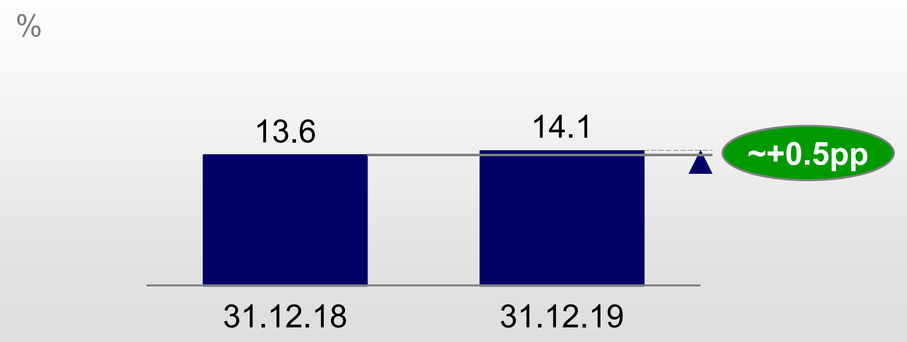
Net income



NPL stock

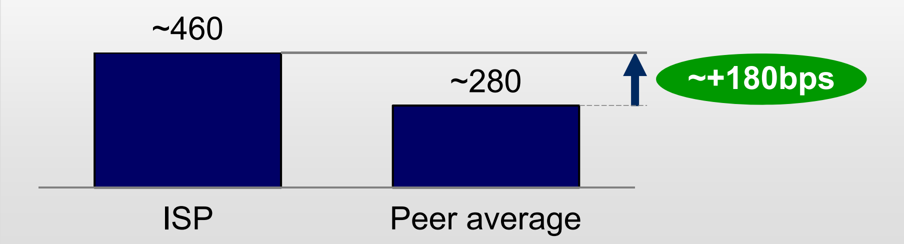


ISP Fully Loaded[3] CET1 Ratio



Excess capital

Pro-forma Fully Loaded CET1 Ratio Buffer vs requirements SREP + Combined Buffer[4][5], 31.12.19, bps



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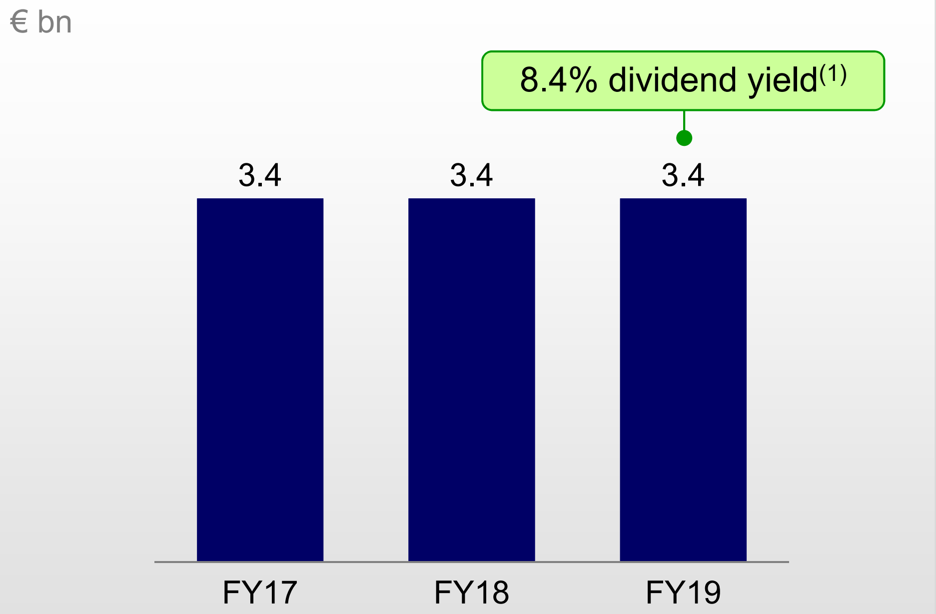
(4) Calculated as the difference between the pro-forma Fully Loaded CET1 Ratio vs requirements SREP + Combined Buffer; only top European banks that have communicated their SREP requirement
(5) Sample: BBVA, Deutsche Bank and Santander (31.12.19 data); BNP Paribas, BPCE, Commerzbank, Crédit Agricole Group, ING Group, Nordea, Société Générale and UniCredit (30.9.19 data). Source: Investor Presentations, Press Releases, Conference Calls, Financial Statements

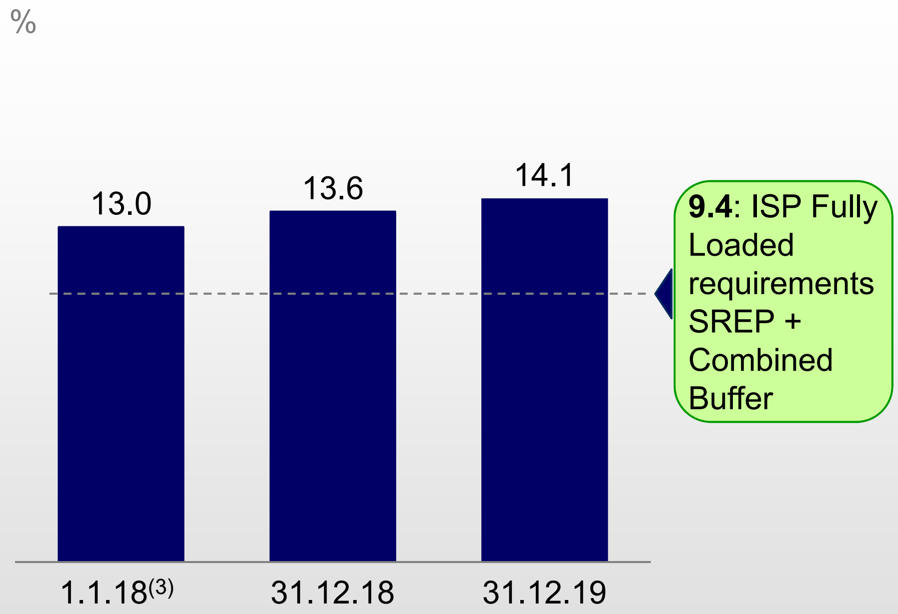
Delivering High and Sustainable Cash Dividends while Strengthening Capital

Cash dividend evolution



Rewarding shareholders with sustainable cash dividends remains a management priority

ISP Fully Loaded(2) CET1 Ratio



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(3) After IFRS9 FTA impact

ISP Continues to Be a Top Performing Delivery Machine…

Area	Capabilities	Initiatives undertaken to accelerate Business Plan execution
Significant de-risking	Best-in-class **credit recovery** and **NPL deal-making capabilities** (at no cost to shareholders)	▪ **Strategic partnership** with **Prelios** allowing ISP to focus its internal capabilities on the Pulse(1) project and proactive early-stage credit management and to leverage best-in-class external platforms for late stages (Intrum for bad loans, Prelios for UTP) ▪ **Disposal of** a **UTP portfolio** of ~€2.7bn gross exposure and ~€1.7bn valuation(2) (in line with loan book value) at no cost to shareholders
Cost reduction	High **strategic flexibility in managing costs**	▪ **~3,100 additional voluntary headcount exits by June 2021 already agreed with labour unions and fully provisioned** and an additional ~1,000 applications for voluntary exits to be evaluated
Revenue growth	A **Wealth Management and Protection company** with sound and **strong financial market activities**	▪ **Strengthening of financial market activities** by focusing Treasury on the management of the liquidity portfolio and Banca IMI on the integrated management of the other securities portfolios, while maintaining the same Group VaR limits ▪ ISP **Wealth Management** machine working at **full speed to convert into AuM** part of the €176bn of Assets under Administration and ~€70bn of household sight deposits collected in the past few years, of which €15.3bn in 2019 ▪ **Strengthening of the non-motor P&C business** through enhancement of commercial reach and strong focus on product offering with **revenues up 65%(3)** in 2019

(1) ISP central unit managing retail soft collection
(2) Amount reclassified in Discontinued operations as of 30.9.19
(3) Excluding credit-linked products

… while Building Our Future Growth Through Multiple Strategic Actions

RBM

- **Strengthen** ISP's positioning in the **protection business,** becoming the **#2 player** in the fast-growing **health insurance segment**
- **Enlarge ISP product range** through the inclusion of RBM health policies

China

- Capture the opportunity from **China's fast-growing wealthy households**
- Become a trusted, professional and scalable financial group, **leveraging ISP's distinctive capabilities in Wealth Management and Protection**

Nexi

- Secure upside in a **high-growth business** that requires significant investments
- **Improve ISP's products and services** through Nexi's digital and analytical capabilities

SisalPay

- **Expand ISP's** retail and small business **customer base** and **enhance the offering of products and services**
- Further **optimise the distribution model** while **scaling up** the **network**

Further strengthening our core Wealth Management and Protection franchise…

… while partnering with leading players in scale-intensive businesses

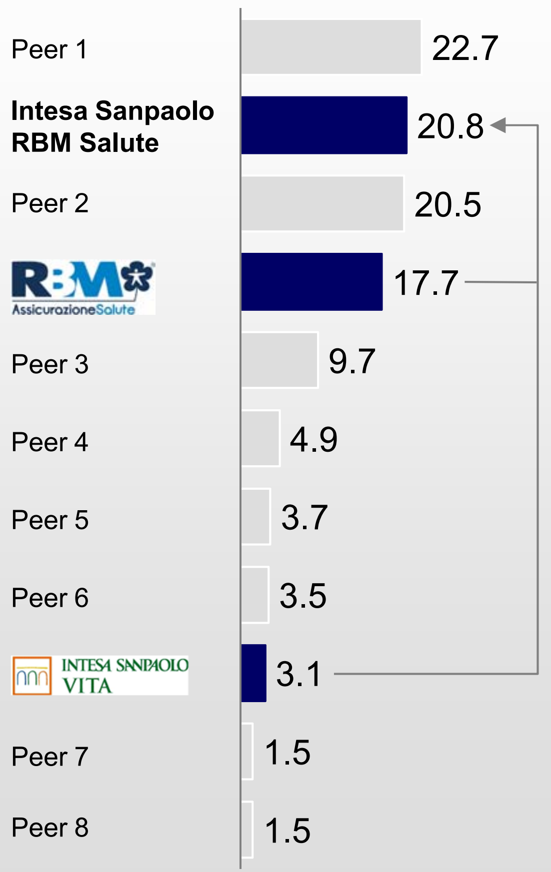
ISP Growth: Acquisition of RBM Assicurazione Salute, a Leading Player in Health Insurance

Deal description

- On 20.12.19, Intesa Sanpaolo Vita announced the acquisition by July 2020 of **50% + 1 share** in RBM Assicurazione Salute at a purchase price of **€300m** with an **increase to 100%** of share capital **between 2026 and 2029**
- **Servicing agreement** with **Previmedical**(1), sister company of RBM, to offer Intesa Sanpaolo RBM Salute(2) customers access to the **largest medical network in Italy** (over 113,000 medical facilities), providing **high-quality services/products** and **competitive prices** compared to the market average

Market positioning

2018 market share(3), %



Value creation opportunity

- **Enlarge ISP's product range** through:
  - Inclusion of RBM collective health policies in ISP's product portfolio **for large corporates, SMEs and small businesses**
  - Enhancement of ISP health insurance offering to **retail customers**

(1) Previmedical already provides health insurance services to all ISP employees in Italy
(2) RBM Assicurazioni Salute re-naming
(3) Sample: Allianz, AXA Italia, Cattolica Assicurazioni, Generali, Poste Vita, Reale Mutua, UnipolSai and Zurich Insurance

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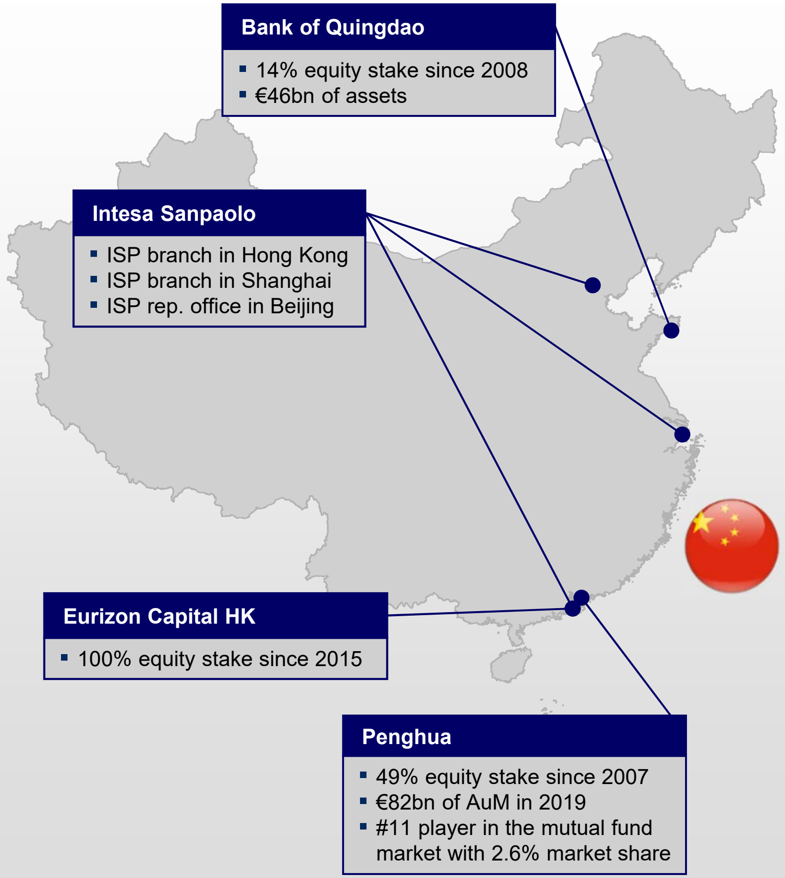
ISP Growth: Strengthening Our Presence in China

ISP is historically present in China…



…with Yi Tsai, the "Chinese Fideuram", just launched…

意才
YI TSAI

- **Completed set-up** with ~40 resources
- **Received first licence** (fund distribution)
- **Launched operations** with a significant development plan

Flexible cost structure

…and additional initiatives in the making

New Securities Company

- Defined shareholder structure of a **JV between ISP (51%) and local partners**, also aimed at providing Yi Tsai with tailored products and services (e.g. trading)
- **Received authorisation from ECB / BankIt** to set up the company

Synergies with Yi Tsai

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ISP Growth: Strategic Partnership with Nexi in Payment Systems

Deal description

- On 19.12.19, ISP and Nexi announced a **strategic partnership in payment systems**, involving:
  - **Transfer of ISP acquiring activities to Nexi** for a **~€1bn cash consideration**
  - ISP retention of client-facing resources, **maintaining** a **direct relationship with customers**
  - **ISP purchase** of **a strategic 9.9% stake** of **Nexi's capital** for €653m
  - **Long-term distribution agreement** for Nexi products through ISP channels
- The deal will generate a **net capital gain of ~€900m in 2020**(1)

Strategic rationale

Scale in a fast-growing sector	▪ Increase **scale**: – **Supporting investments** required in a competitive environment ✔ – **Enabling strategic international positioning** in a business dominated by large players ✔ ▪ Maintain presence in a sector with **high growth rate expectations**, in line with the current digital payments growth trend ✔
Partner for digital and analytical skills	▪ Create an industrial partnership with a **leading highly-specialised player** to: – Leverage new digital and analytical capabilities ✔ – Secure short time-to-market for new products/initiatives for clients ✔

(1) The capital gain might not be entirely reflected in the 2020 Net income, if allocations are identified to strengthen sustainable profitability. Transaction closing is expected to take place in summer 2020 subject to clearance by relevant authorities

ISP Growth: Strategic Partnership with SisalPay in Proximity Banking

Deal description

- On 31.7.19 **ISP** and **SisalPay** established a **strategic partnership** to create the **first Italian "proximity banking" network**
- The partnership is based on the **creation of a NewCo** controlled by Banca 5® (30%) and SisalPay (70%), offering a **broad range** of **payment and banking services** through the integration of the **physical and digital channels** of the partners

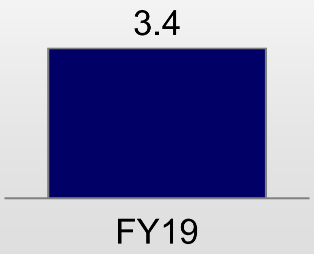
Strategic rationale

Additional outreach	▪ **Reach 13 million SisalPay** retail **customers** ✓ ▪ **Extend** the **small business customer base** of Banca dei Territori ✓
Expanded product offering	▪ **Expand** the current **product/service offering** to customers (e.g. e-commerce lockers) ✓
Enhanced distribution network	▪ **Scale-up** the **network** from 17,000 to over **50,000 points of sale** ✓ ▪ **Speed-up** ISP's **branch optimisation plan**, enabling a **potential reduction beyond** the **Business Plan target** ✓

Our Excellent Performance Creates Benefits for All Stakeholders…

Shareholders

Cash dividends, € bn

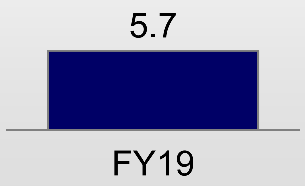


2019 payout ratio: 80%

Employees

Personnel expenses, € bn

Excess capacity of ~5,000 people being reskilled (with ~3,000 already redeployed to priority initiatives)



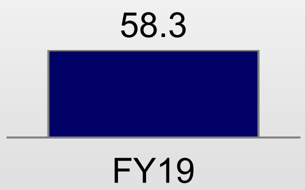
Public Sector

Taxes(1), € bn

Households and Businesses

Medium/Long-term new lending, € bn

Of which €48.4bn in Italy



~18,500 Italian companies helped to return to performing status(2) in FY19 (~112,000 since 2014)

(1) Direct and indirect
(2) Deriving from Non-performing loans outflow

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… and Allows ISP to Be the Engine of Sustainable and Inclusive Growth…

€50bn in new lending dedicated to the green economy

Link to video: https://group.intesasanpaolo.com/en/editorial-section/Intesa-Sanpaolo-The-driver-of-sustainable-and-inclusive-development

… with Many Initiatives Already Ongoing

Evaluated ~720 start-ups in 2019 (~1,300 since 2018) across **6 acceleration programs** with **124 coached start-ups** (235 since 2018), introducing them to selected investors and ecosystem players (~1,600 to date)

€5bn Circular Economy credit Plafond: 248 projects evaluated, of which 63 already financed for **~€760m**

Launched the first Sustainability Bond focused on the Circular Economy (amount €750m)

The **Circular Economy Lab** for Corporate clients is running **Open Innovation Programs**

Initiatives to **reduce child poverty** and **support people in need** well ahead of Business Plan target, delivering since 2018:

~8.7 million meals

~519,000 dormitory beds

~131,000 medicine prescriptions

~103,000 articles of clothing

Supported families affected by earthquakes and natural disasters **by forgiving mortgages or granting *moratoria*** of mortgages on destroyed properties and subsidised loans (~€800m forgiven mortgages or granted *moratoria* in 2019 and over €135m in subsidised loans granted in 2019, ~€335m since 2018)

Supported families and businesses affected by Genoa bridge collapse with a €4.5m plafond for unilateral mortgage forgiveness (€0.5m already forgiven) and €50m plafond for reconstruction (€4.6m granted)

Supported families affected by flooding emergency in Venice and surroundings through a €100m plafond and a 12-month granted *moratoria* on mortgages

ISP's "Giovani e Lavoro" program underway, in partnership with Generation, aimed at **training and introducing 5,000 young people to the Italian labour market over three years.** In 2019:

- 3 training courses available (Food&Beverage, Retail sales and Java programming) in 4 areas (Rome, Naples, Milan and Venice)
- 9,300 young people, aged 18-29, applied to the program
- Over 1,000 companies involved
- More than 700 students started a training course
- 80% successful job applications for graduates

Launched **P-Tech initiative** in partnership with IBM, with the objective of training young professionals in the field of new digital jobs

ISP Fund for Impact launched in 4Q18 (~€1.25bn lending capacity)

Launched in February 2019 **"*Per Merito*"**, the first line of credit without collateral dedicated to all Italian university students, studying in Italy or abroad; €28m granted in the first ten months

Announced in January 2020 **two new initiatives** to support **working mothers** (in Italy and India) and **people** over the age of 50 who have lost their jobs or have **difficulty accessing pension schemes**

In 2019 **over 560,000 visitors** to ISP "Gallerie d'Italia" museums (500,000 in 2018) and **~80,000 students** participating in free educational activities (73,000 in 2018)

The **Canova / Thorvaldsen** exhibition at the Gallerie d'Italia in Milan, in partnership with St Petersburg State Hermitage Museum and Copenhagen's Thorvaldsens Museum, is **one of the most visited exhibitions** in Italy (more than 100,000 visitors in the first two months)

230 artworks from our **corporate collection on loan** in 2019 (140 in 2018) to **Italian and international museums**

ISP Included in the Main Sustainability Indexes and Rankings

The **only Italian bank** listed in the Dow Jones Sustainability Indices, in the CDP Climate A List 2019 and the 2020 Corporate Knights "Global 100 Most Sustainable Corporations in the World Index"

2019 Sustainable Development Award by ASSOSEF(2) for promotion of the Sustainable Development Goals

Top ranking(1) for Sustainability

Bloomberg		CDP		MSCI		ROBECOSAM		SUSTAINALYTICS	
ISP	70	ISP	A	ISP	AAA	UBS	100	ISP	97
BBVA	61	ING	A	BBVA	AAA	Santander	100	Groupe BPCE(3)	93
Societe Generale	58	Barclays	A-	Groupe BPCE(3)	AAA	BBVA	94	ING	93
ING	58	BBVA	A-	Standard Chartered	AA	Credit Suisse	94	UniCredit	89
BNP Paribas	57	BNP Paribas	A-	UBS	AA	BNP Paribas	91	Nordea	87
Standard Chartered	57	HSBC	A-	BNP Paribas	A	Societe Generale	90	BNP Paribas	84
UBS	57	Lloyds Bank	A-	Commerzbank	A	ISP	88	BBVA	79
Santander	56	UBS	A-	Credit Agricole	A	Standard Chartered	79	HSBC	75
Credit Suisse	55	Groupe BPCE(3)	B	ING	A	Barclays	77	Commerzbank	73
Lloyds Bank	55	Commerzbank	B	Societe Generale	A	Deutsche Bank	74	Lloyds Bank	71
Credit Agricole	53	Credit Suisse	B	Barclays	BBB	ING	71	Credit Agricole	70
Deutsche Bank	53	Nordea	B	Credit Suisse	BBB	UniCredit	63	UBS	66
HSBC	50	UniCredit	B	Deutsche Bank	BBB	Groupe BPCE(3)	61	Societe Generale	65
UniCredit	50	Credit Agricole	C	Lloyds Bank	BBB	Credit Agricole	60	Standard Chartered	64
Groupe BPCE(3)	49	Deutsche Bank	C	HSBC	BBB	Lloyds Bank	51	Barclays	60
Barclays	46	Santander	C	Santander	BBB	Commerzbank	51	Santander	58
Commerzbank	45	Societe Generale	C	Nordea	BBB	HSBC	46	Credit Suisse	53
Nordea	44	Standard Chartered	C	UniCredit	BBB	Nordea	38	Deutsche Bank	44

STOXX Member 2019/2020 ESG Leaders Indices
CDP A List 2019 Climate
CDP Supplier Engagement Leader 2019
Euronext Vigeo Eiris Indices Europe 120
Euronext Vigeo Eiris Indices Eurozone 120
Member of Dow Jones Sustainability Indices In collaboration with RobecoSAM
SAM Sustainability Award Bronze Class 2020
FTSE4Good
Ethibel Sustainability Index Excellence Global
Ethibel Sustainability Index Excellence Europe
Bloomberg Gender-Equality Index 2020
MSCI
Global 100 Corporate Knights
Sustainalytics
Standard Ethics
ECPI Sense in sustainability

(1) ISP peer group
(2) Associazione Europea Sostenibilità e Servizi Finanziari
(3) Natixis

Sources: Bloomberg ESG Disclosure Score (Bloomberg as of 31.1.20), CDP Climate Change Score 2019 (https://www.cdp.net/en/companies/companies-scores); MSCI ESG Score 2019 (https://www.msci.com/esg-ratings); Robeco SAM (Bloomberg as of 31.1.20); Sustainalytics score (Bloomberg as of 31.1.20)

FY19: Highlights

- **Solid core economic performance:**
  - **€4,182m Net income**, the best since 2007 (+3.3% vs FY18, +24.2% excluding Intrum and NTV[(1)])
  - **€872m Net income in Q4**
  - Operating income growth in Q4 driven by an **increase in Net interest income and Insurance income** and by the **best quarter ever for Commissions**
  - **Strong decrease in Operating costs** (-2.1%[(2)] vs FY18) with **Cost/Income ratio down to 51.4%**, leading to **5.6%[(2)] growth in Operating margin**
  - **Strong reduction in Loan loss provisions** (-12.7% vs FY18), coupled with the lowest ever NPL gross inflow and **cost of risk down to 53bps** (vs 61bps in FY18)
- **Best-in-class capital position with balance sheet further strengthened:**
  - **The lowest NPL stock and NPL ratios since 2008**
  - **€1.0bn[(3)] NPL deleveraging in Q4**
  - **€33.8bn[(3)] Gross and €20.5bn[(3)] Net NPL deleveraging** vs the September 2015 peak (€5.8bn[(3)] gross and €2.9bn[(3)] net in FY19), well ahead of the 2018-2021 Gross NPL Business Plan target
  - **Common Equity[(4)] ratio up at 14.1%**
  - **Best-in-class leverage ratio: 6.7%**
  - **Strong liquidity position**: LCR and NSFR well above 100%

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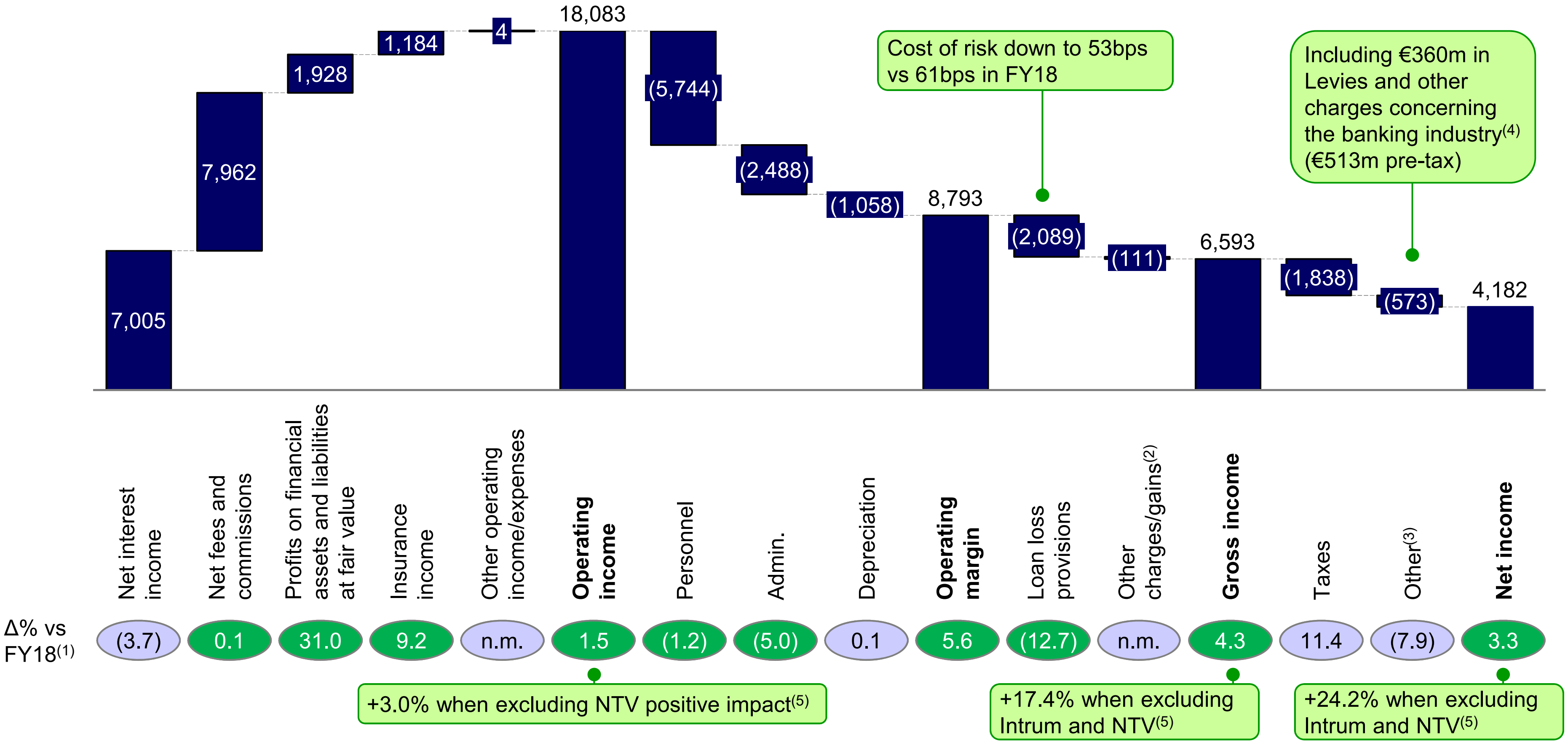
FY19: Growth in Profitability in a Challenging Environment, Driven by Increase in Revenues and Reduction in Operating Costs and Loan Loss Provisions

FY19 P&L
€ m



Note: figures may not add up exactly due to rounding

(1) Data restated for IFRS16, the full line-by-line consolidation of Autostrade Lombarde, and the reclassification of Risanamento operating income entirely to "Other operating income (expenses)", placement fees for certificates from "Profits on financial assets and liabilities at fair value" to "Net fee and commission income", expenses for employees transferred to Tersia (Intrum deal) to "Other administrative expenses", international subsidiaries charges concerning the banking industry from "Other operating income (expenses)" to "Levies and other charges concerning the banking industry (net of tax)" and to "Taxes on income", and the full line-by-line deconsolidation of the acquiring activities due to the Nexi agreement

(2) Net provisions and net impairment losses on other assets, Other income (expenses), Income (Loss) from discontinued operations

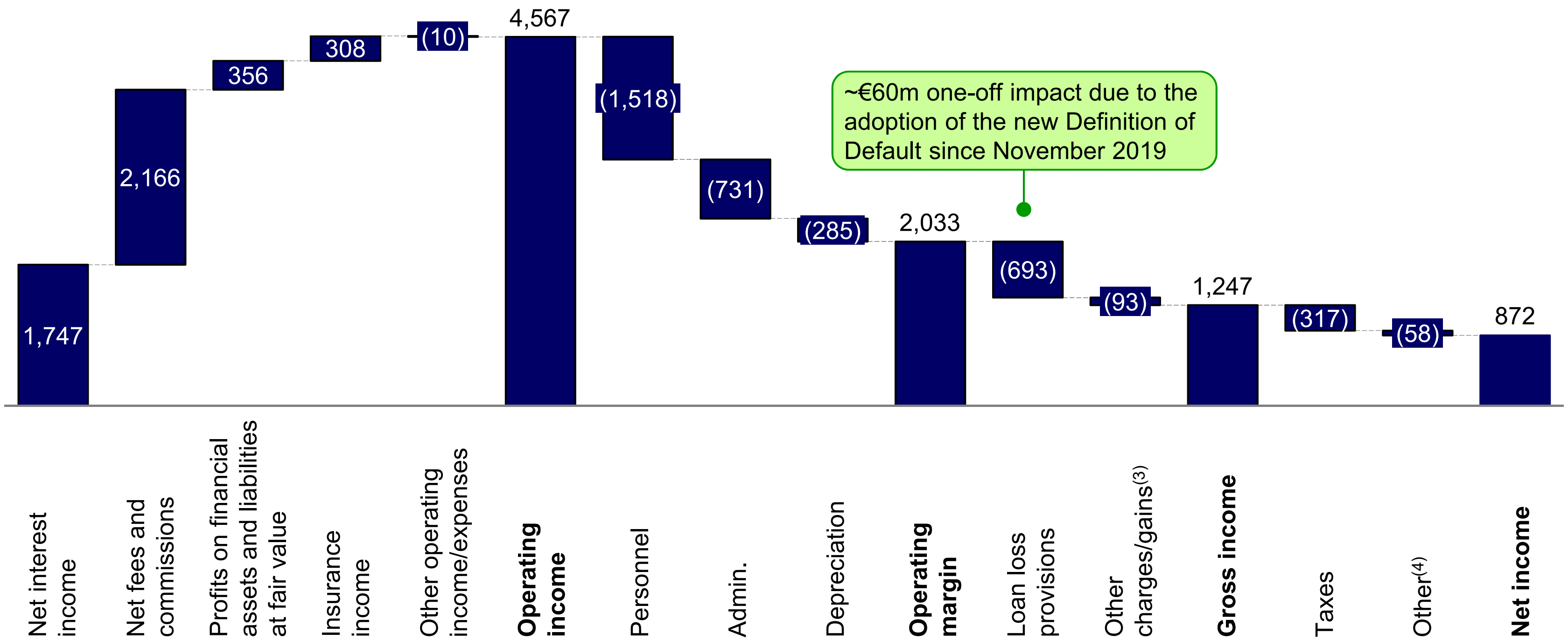
(3) Charges (net of tax) for integration and exit incentives, Effect of purchase price allocation (net of tax), Levies and other charges concerning the banking industry (net of tax), Impairment (net of tax) of goodwill and other intangible assets, Minority interests

(4) Including charges for the Resolution Fund: €229m pre-tax (€158m net of tax), charges for the Deposit Guarantee Scheme: €157m pre-tax (€109m net of tax) and €87m pre-tax (€59m net of tax) for the additional contribution to the National Resolution Fund

(5) Intrum capital gain of €443m pre-tax (€438m net of tax) booked in 4Q18 and NTV positive impact of €264m pre-tax (€246m net of tax) booked in 1Q18

Q4: Solid Contribution to FY19 Results, with €0.9bn Net Income and the Best Quarter Ever for Commissions

4Q19 P&L
€ m



	Net interest income	Net fees and commissions	Profits on financial assets and liabilities at fair value	Insurance income	Other operating income/expenses	Operating income	Personnel	Admin.	Depreciation	Operating margin	Loan loss provisions	Other charges/gains(3)	Gross income	Taxes	Other(4)	Net income
Δ% vs 4Q18(1)	0.6	7.9	73.7	29.4	n.m.	9.4	0.0	(2.9)	(0.7)	25.7	(0.7)	n.m.	(8.9)	n.m.	(63.3)	(16.0)
Δ% vs 3Q19(2)	0.3	10.2	(25.8)	2.3	n.m.	1.6	6.8	20.8	9.2	(7.8)	46.5	n.m.	(28.1)	(40.9)	(62.3)	(16.5)

Operating costs -0.9%

+34.7% when excluding Intrum capital gain(5)

+45.3% when excluding Intrum capital gain(5)

Note: figures may not add up exactly due to rounding
(1) Data restated for IFRS16, the full line-by-line consolidation of Autostrade Lombarde, and the reclassification of Risanamento operating income entirely to "Other operating income (expenses)", placement fees for certificates from "Profits on financial assets and liabilities at fair value" to "Net fee and commission income", expenses for employees transferred to Tersia (Intrum deal) to ''Other administrative expenses'', international subsidiaries charges concerning the banking industry from ''Other operating income (expenses)'' to ''Levies and other charges concerning the banking industry (net of tax)'' and to ''Taxes on income'', and the full line-by-line deconsolidation of the acquiring activities due to the Nexi agreement
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(5) €443m pre-tax (€438m net of tax) booked in 4Q18

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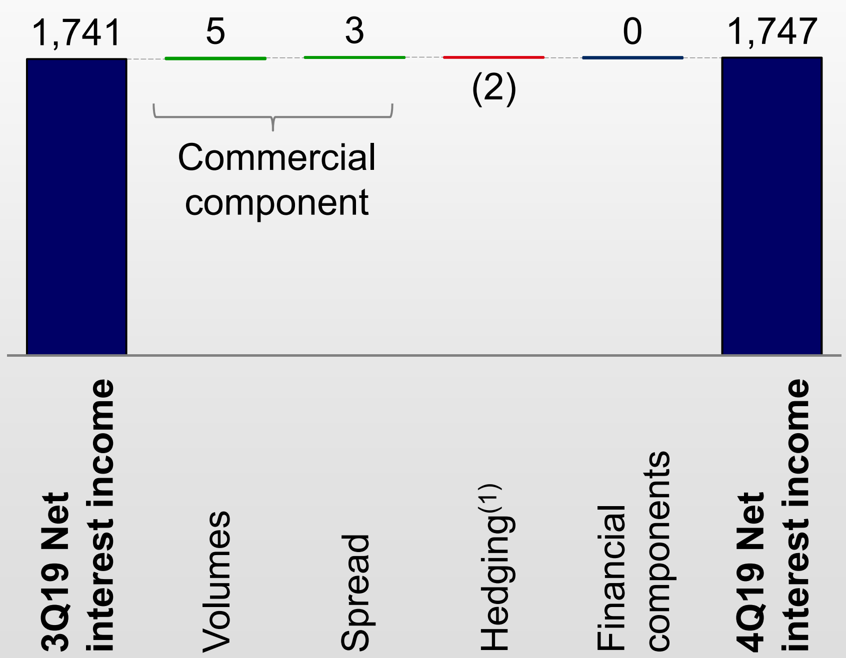
Slight Increase in Net Interest Income vs 3Q19 Despite Continuing Low Interest Rates

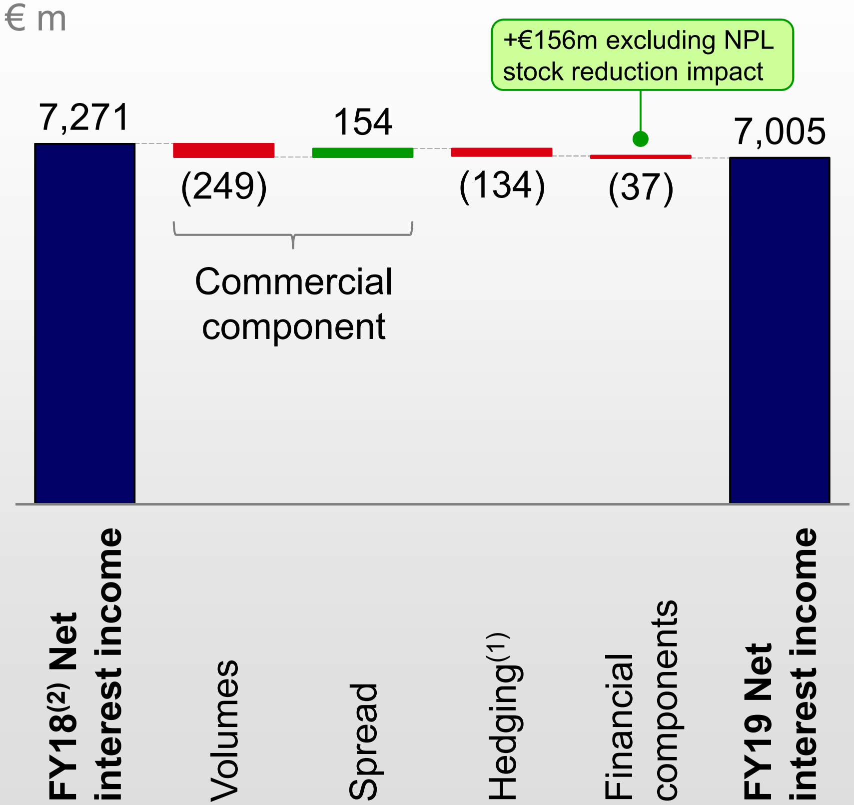
Quarterly comparison

Net interest income, ∆ 4Q19 vs 3Q19
€ m



Yearly comparison

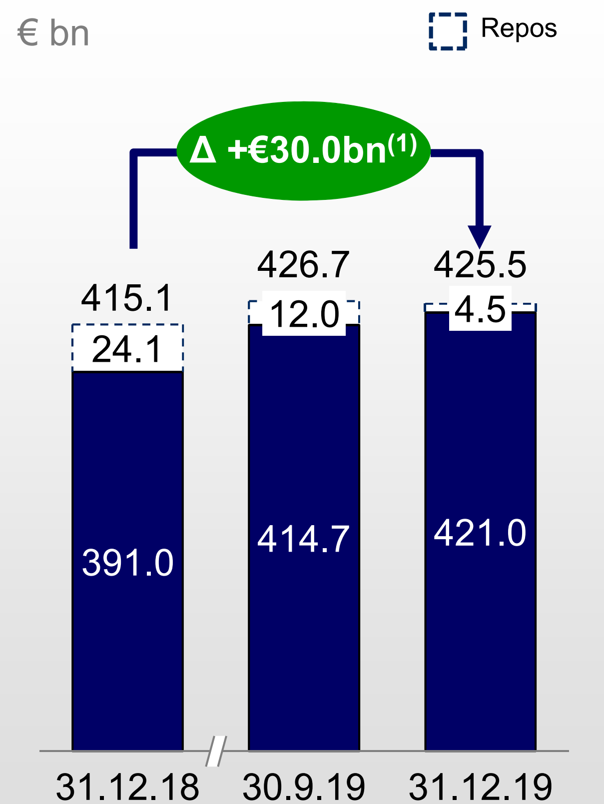
Net interest income, ∆ FY19 vs FY18(2)
€ m



Note: figures may not add up exactly due to rounding
(1) €191m benefit from hedging on core deposits in 2019, of which €42m in 4Q19
(2) Data restated for IFRS16, the full line-by-line consolidation of Autostrade Lombarde, and the reclassification of Risanamento operating income entirely to "Other operating income (expenses)", placement fees for certificates from "Profits on financial assets and liabilities at fair value" to "Net fee and commission income", expenses for employees transferred to Tersia (Intrum deal) to "Other administrative expenses", international subsidiaries charges concerning the banking industry from "Other operating income (expenses)" to "Levies and other charges concerning the banking industry (net of tax)" and to "Taxes on income", and the full line-by-line deconsolidation of the acquiring activities due to the Nexi agreement

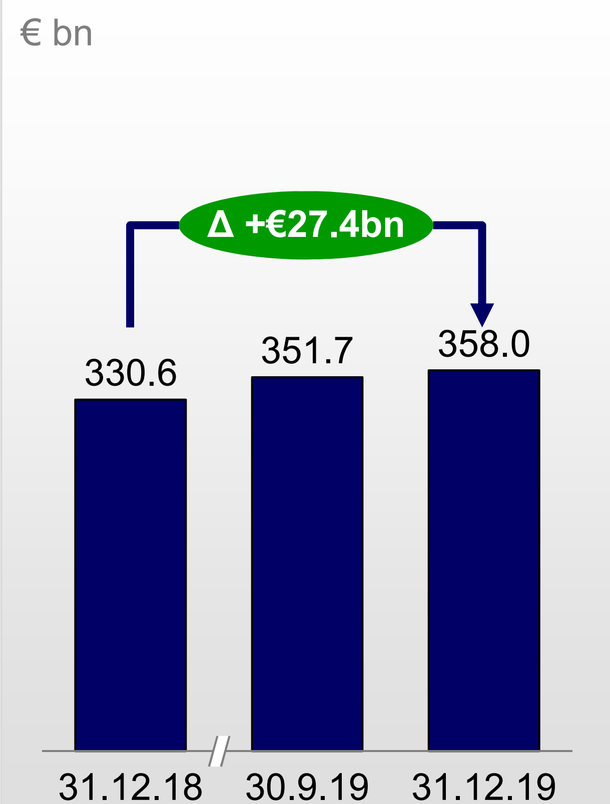
~€69bn[1] Increase in Customer Financial Assets in 2019 to Fuel Wealth Management Engine

Direct deposits



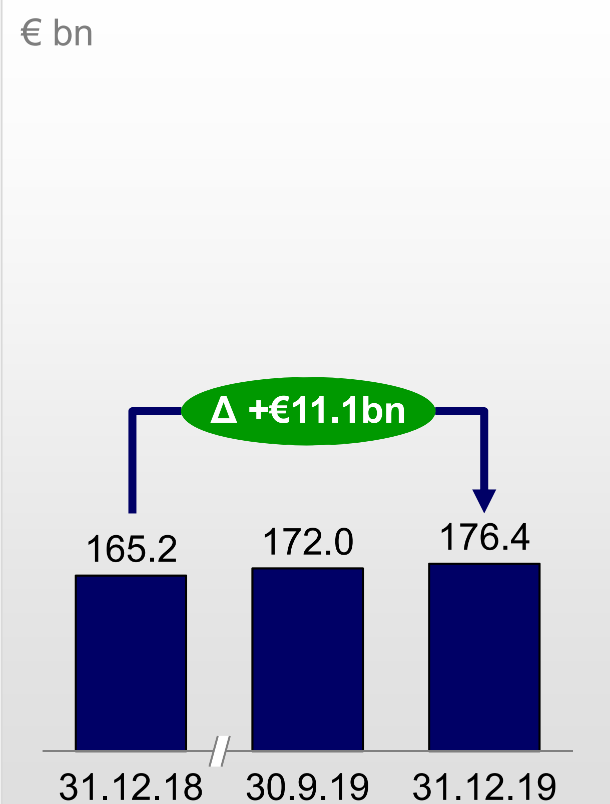
+€15.3bn in household sight deposits in 2019 (+€4.5bn in Q4)

Assets under Management



+€5.5bn in AuM Net inflows in Q4, +€7.9bn in H2

Assets under Administration

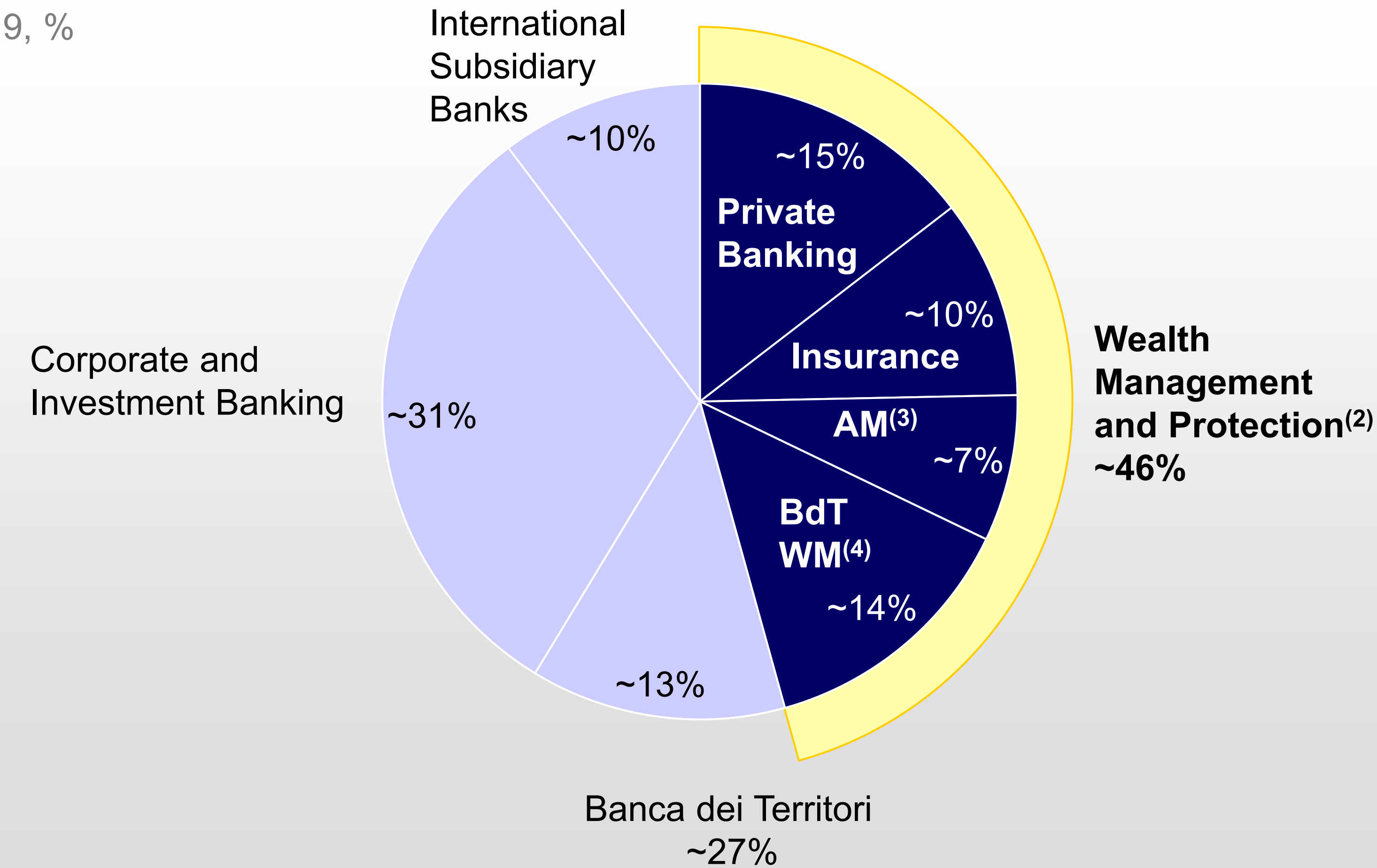


Note: figures may not add up exactly due to rounding
(1) Excluding repos

ISP: a Successful Wealth Management and Protection Company

Gross income breakdown[1]

FY19, %



Note: figures may not add up exactly due to rounding

(1) Excluding Corporate Centre

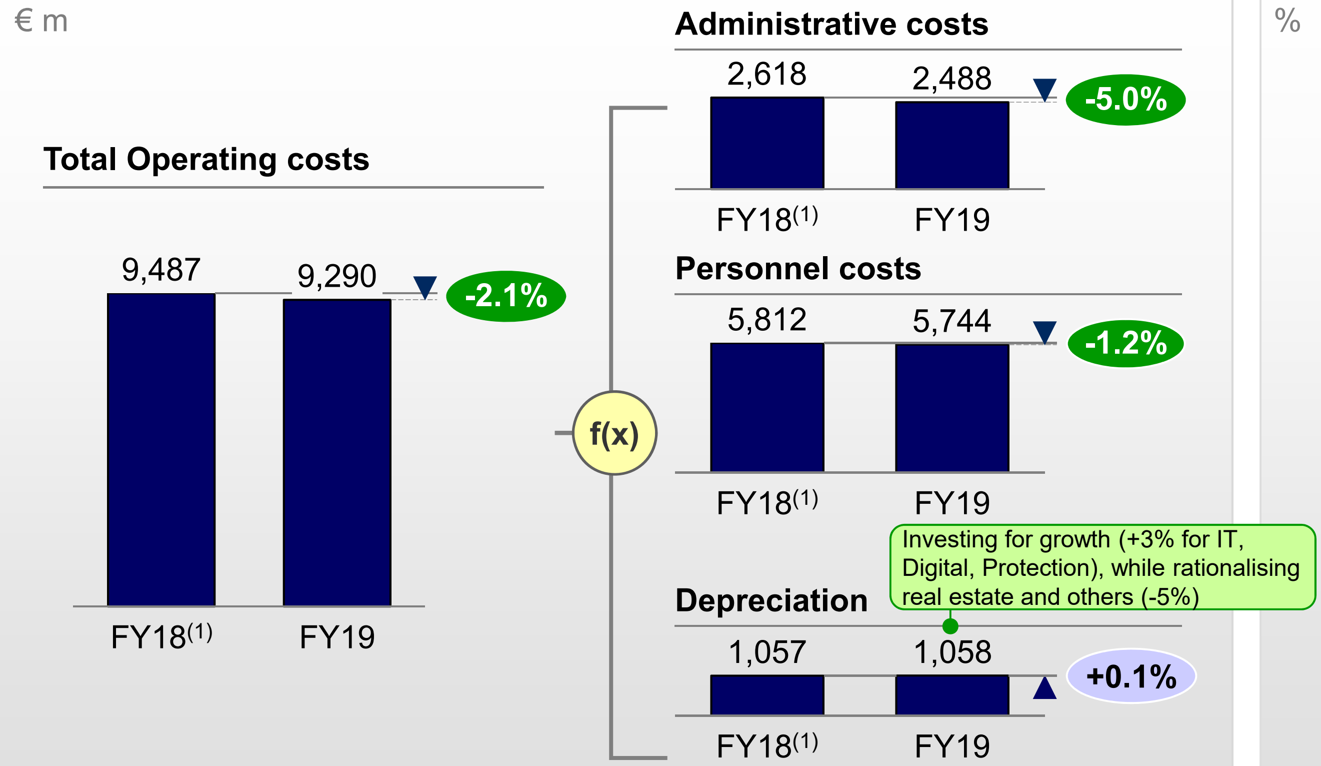
(2) Private Banking includes Fideuram, Intesa Sanpaolo Private Banking, Intesa Sanpaolo Private Bank (Suisse) Morval and Siref Fiduciaria; Insurance includes Fideuram Vita, Intesa Sanpaolo Assicura, Intesa Sanpaolo Life and Intesa Sanpaolo Vita; Asset Management includes Eurizon; BdT WM includes €1,911m revenues from WM products included in Banca dei Territori (applying a C/I of ~35%)

(3) AM = Asset Management

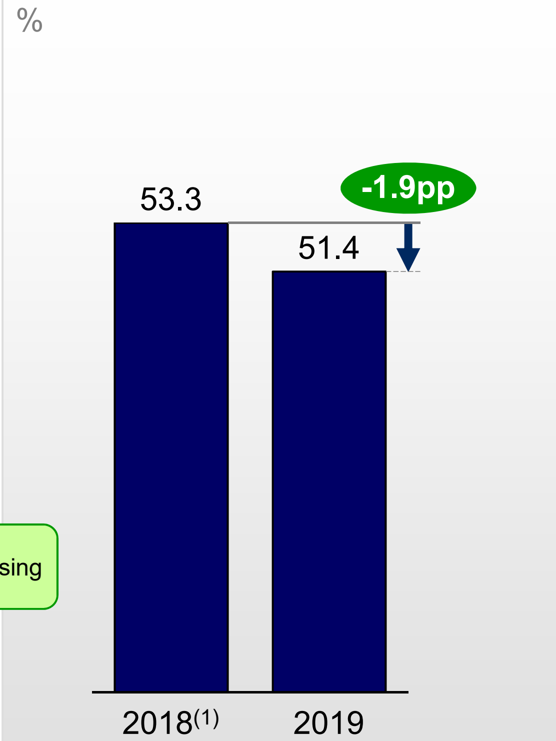
(4) BdT WM = Banca dei Territori Wealth Management

Continued Strong Reduction in Operating Costs while Investing for Growth

Operating costs



Cost/Income

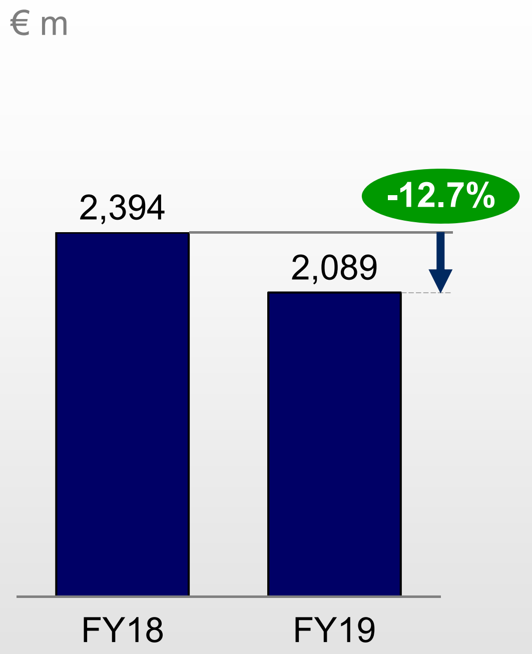


- **ISP maintains high strategic flexibility in managing costs and remains a Cost/Income leader in Europe**
- **~3,140 headcount reduction in 2019**
- **~3,100 additional voluntary exits by June 2021 already agreed with labour unions and fully provisioned, of which ~850 at 1.1.20**
- **In addition, a further ~1,000 applications for voluntary exits already received and to be evaluated**
- **Further possible branch reduction in light of the Banca 5®-SisalPay strategic partnership**

(1) Data restated for IFRS16, the full line-by-line consolidation of Autostrade Lombarde, and the reclassification of Risanamento operating income entirely to “Other operating income (expenses)”, placement fees for certificates from “Profits on financial assets and liabilities at fair value” to “Net fee and commission income”, expenses for employees transferred to Tersia (Intrum deal) to ‘’Other administrative expenses’’, international subsidiaries charges concerning the banking industry from ‘’Other operating income (expenses)’’ to ‘’Levies and other charges concerning the banking industry (net of tax)’’ and to ‘’Taxes on income’’, and the full line-by-line deconsolidation of the acquiring activities due to the Nexi agreement

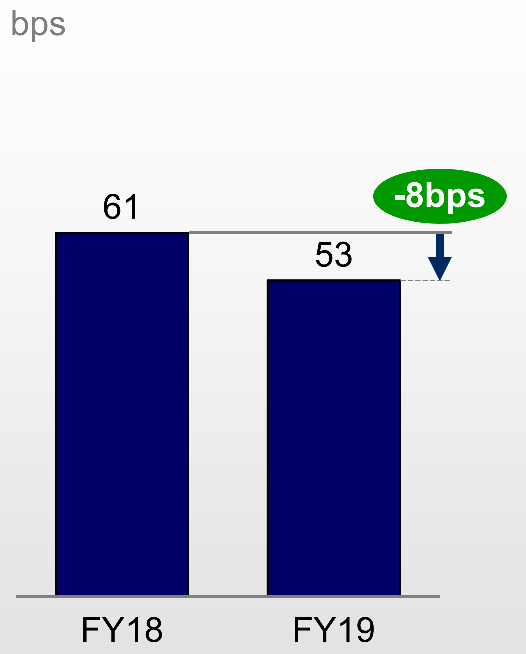
Strong Reduction in Loan Loss Provisions and Cost of Risk Coupled with Robust NPL Coverage

Loan loss provisions



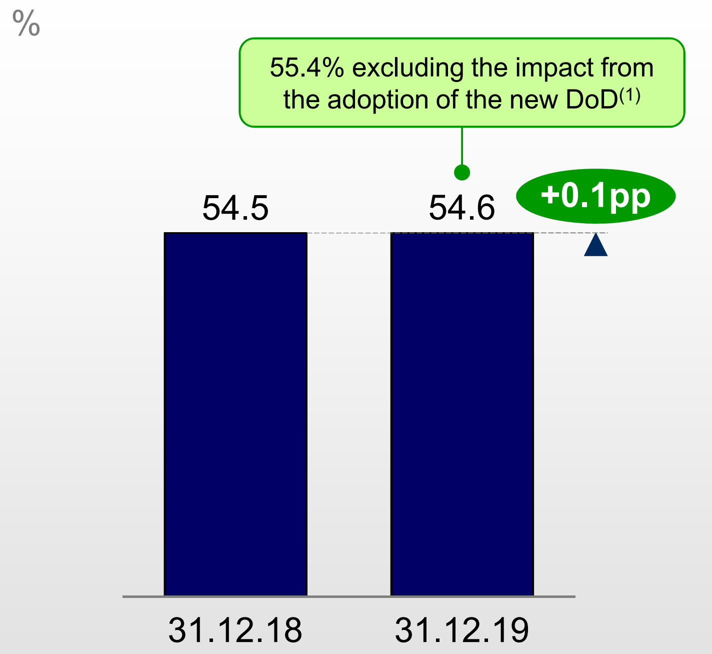
Lowest LLPs since 2007 despite increased NPL coverage

Cost of risk



Well on track to deliver 2018-21 Business Plan Cost of risk target (41bps)

NPL coverage ratio



Robust NPL coverage will facilitate our Business Plan de-risking strategy

(1) Definition of Default, applied since November 2019

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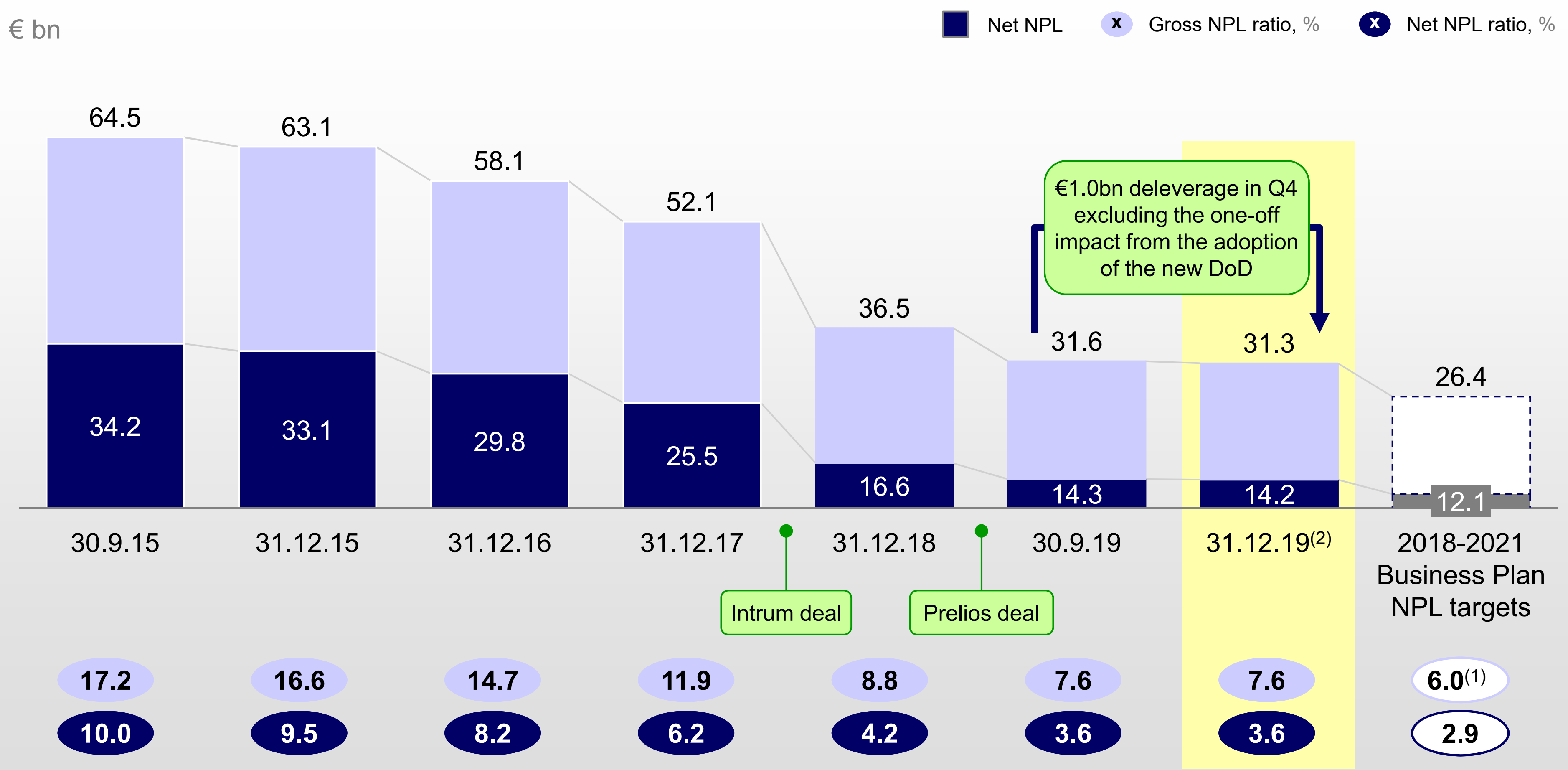
83% of Business Plan NPL Deleveraging Target Already Achieved at No Cost to Shareholders…

NPL stock



- **~€34bn[2] deleveraging vs 30.9.15 and ~€6bn[2] in 2019**
- **Lowest NPL stock and NPL ratios since 2008**

(1) Equal to 5% based on EBA definition
(2) Including the ~€0.6bn one-off gross impact from the adoption of the new Definition of Default applied since November 2019

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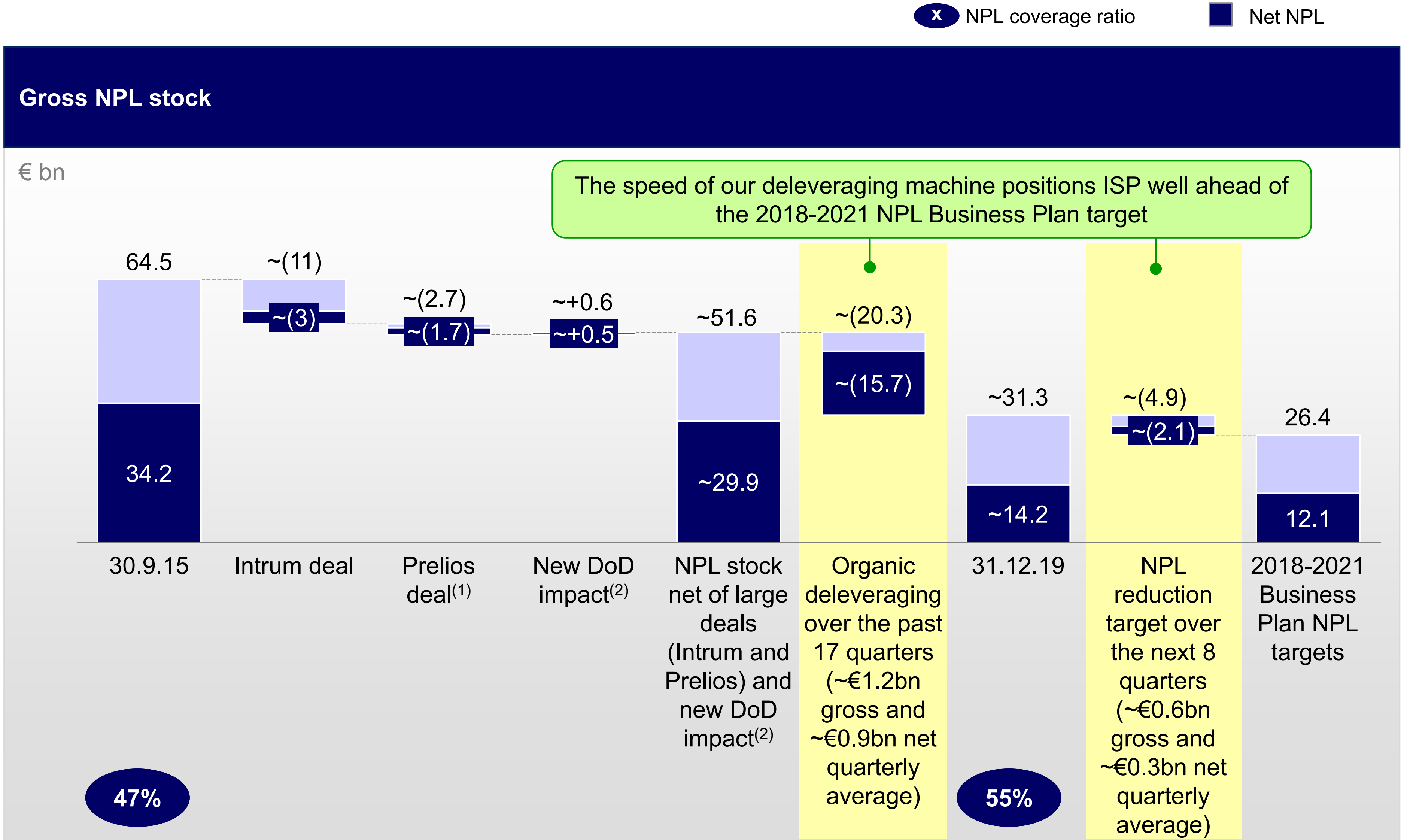
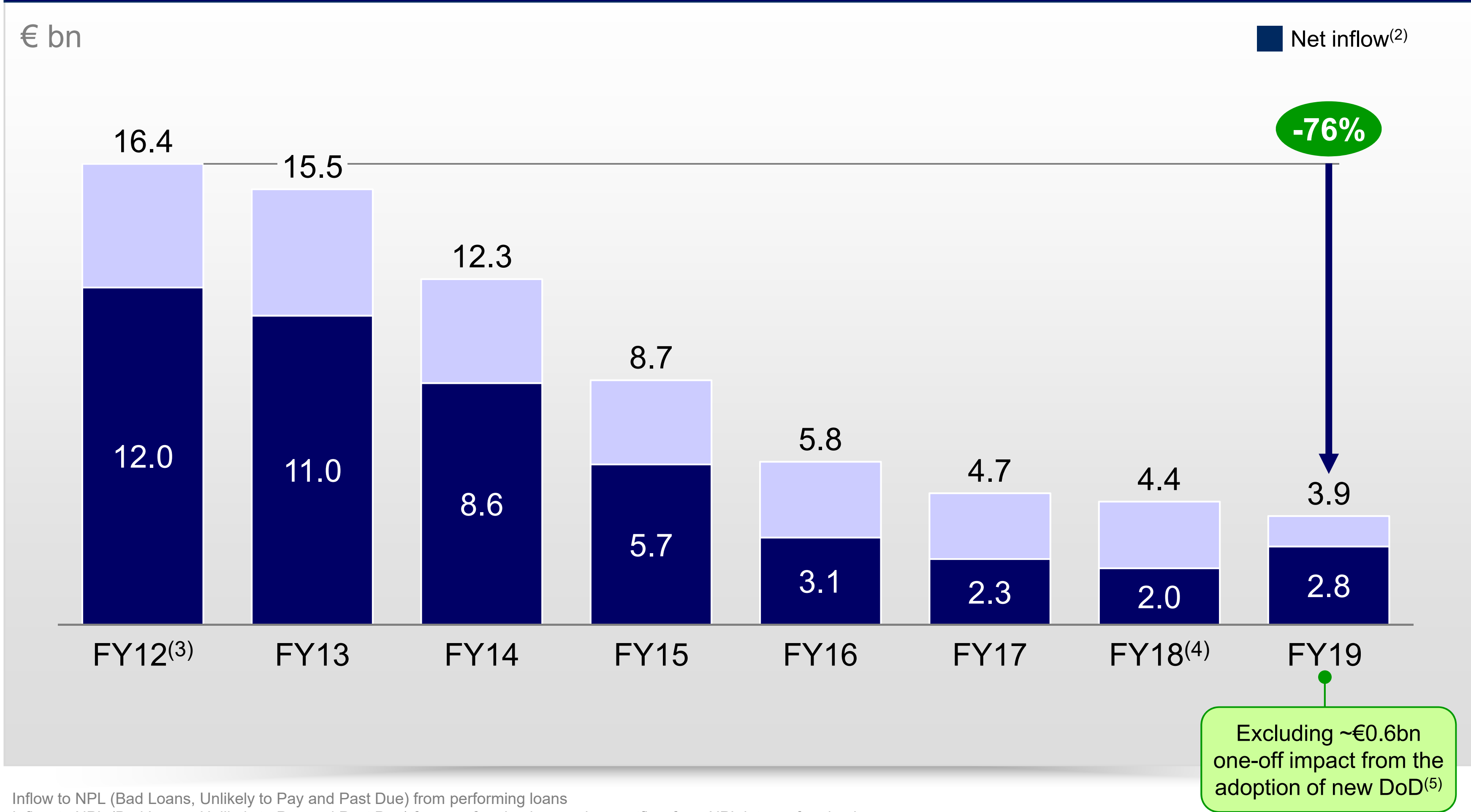
… with a Positive Outlook for Delivering 2021 NPL Target Well Ahead of Schedule



Note: figures may not add up exactly due to rounding
(1) Amount reclassified in Discontinued operations as of 30.9.19
(2) One-off impact from the adoption of the new Definition of Default applied since November 2019

Lowest-ever NPL Gross Inflow

FY NPL Gross inflow[1] from performing loans

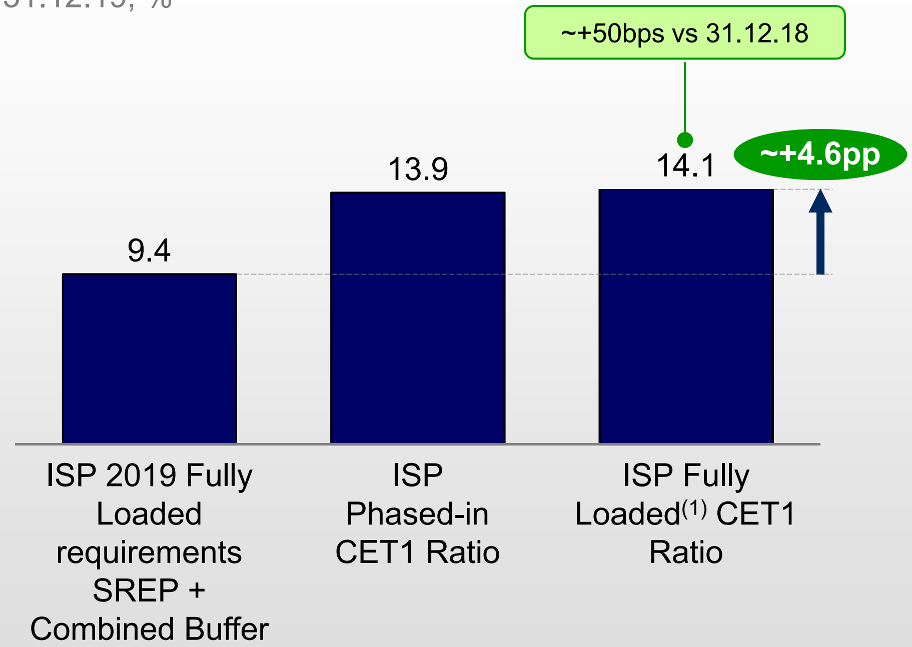


(1) Inflow to NPL (Bad Loans, Unlikely to Pay and Past Due) from performing loans
(2) Inflow to NPL (Bad Loans, Unlikely to Pay and Past Due) from performing loans minus outflow from NPL into performing loans
(3) Figures recalculated to take into consideration the regulatory changes to Past Due classification criteria introduced by the Bank of Italy (90 days since 2012 vs 180 days up until 31.12.11)
(4) Including the contribution of the two former Venetian banks
(5) Definition of Default, applied since November 2019

Solid and Increased Capital Base, Well Above Regulatory Requirements

ISP CET1 Ratios vs requirements SREP + Combined Buffer

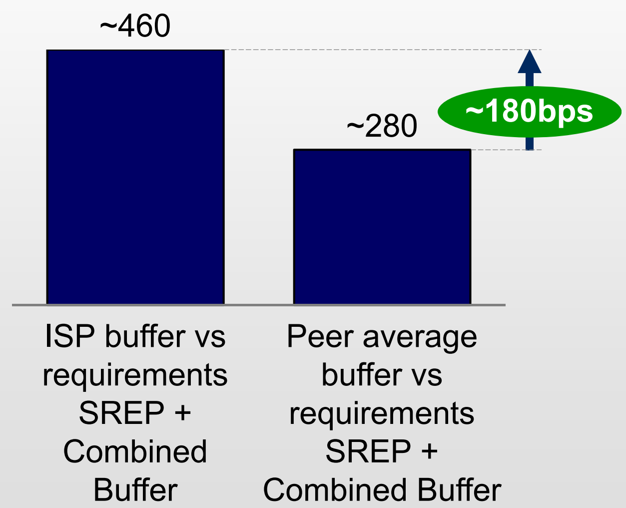
31.12.19, %



- **ISP CET1 Ratios already include ~20bps impact in Q1 from TRIM and IFRS16 and ~15bps impact in Q4 due to the change in regulatory treatment of Tier2 instruments issued by the insurance subsidiary**

Fully Loaded CET1 Ratio Buffer vs requirements SREP + Combined Buffer[(2)(3)]

31.12.19, bps



- **~€13bn excess capital due to internal capital management while paying ~€17bn in cash dividends over the past 6 years**

Note: figures may not add up exactly due to rounding

(1) Pro-forma fully loaded Basel 3 (31.12.19 financial statements considering the total absorption of DTA related to IFRS9 FTA, goodwill realignment/adjustments to loans/non-taxable public cash contribution of €1,285m covering the integration and rationalisation charges relating to the acquisition of the operations of the two former Venetian banks, the expected absorption of DTA on losses carried forward and the expected distribution of FY19 Net income of insurance companies exceeding reserves already distributed in the first quarter)

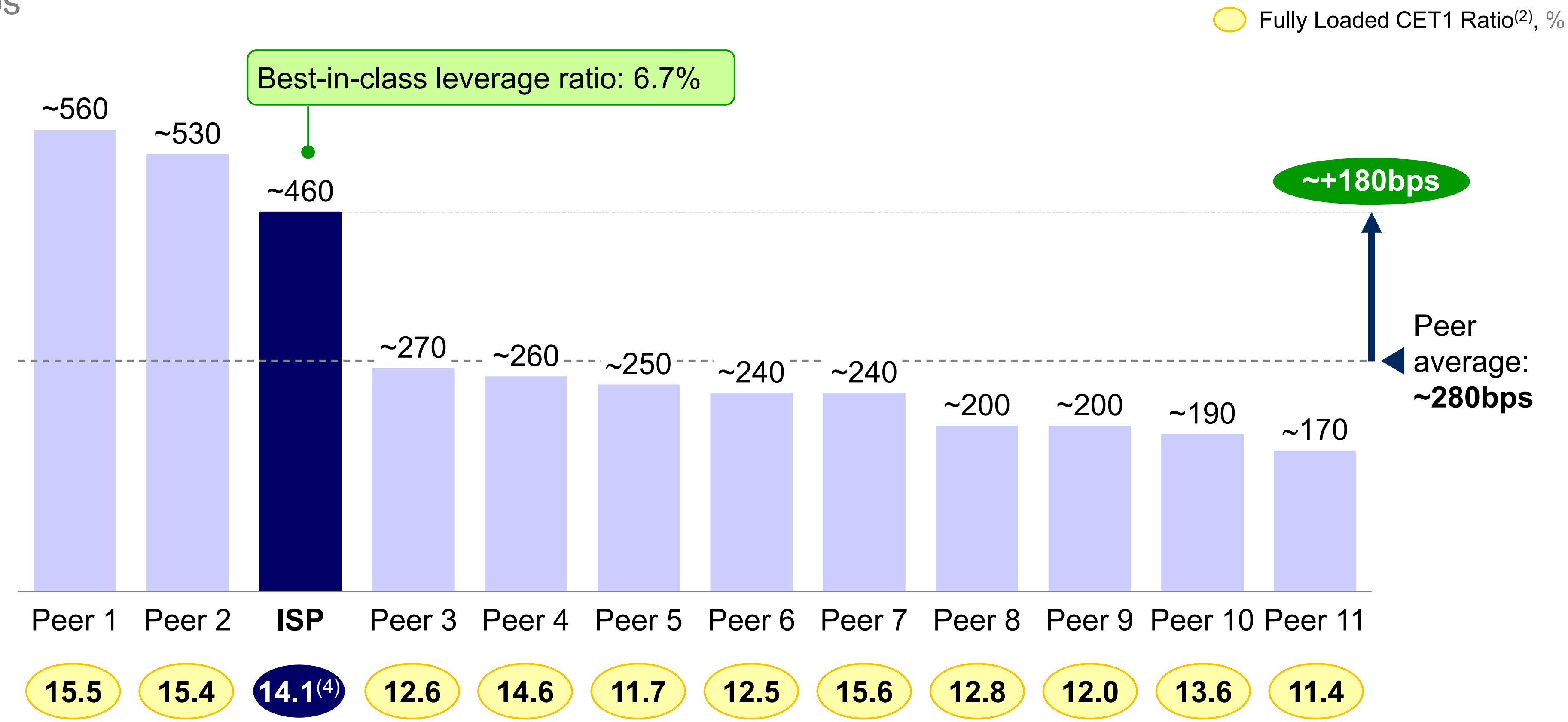
(2) Calculated as the difference between the Fully Loaded CET1 Ratio vs requirements SREP + Combined Buffer; figures may not add up exactly due to rounding differences; only top European banks that have communicated their SREP requirement

(3) Sample: BBVA, Deutsche Bank and Santander (31.12.19 data); BNP Paribas, BPCE, Commerzbank, Crédit Agricole Group, ING Group, Nordea, Société Générale and UniCredit (30.9.19 data). Source: Investor Presentations, Press Releases, Conference Calls, Financial Statements

Best-in-Class Excess Capital

Fully Loaded CET1 Ratio Buffer vs requirements SREP + Combined Buffer(1)(2)(3)

bps



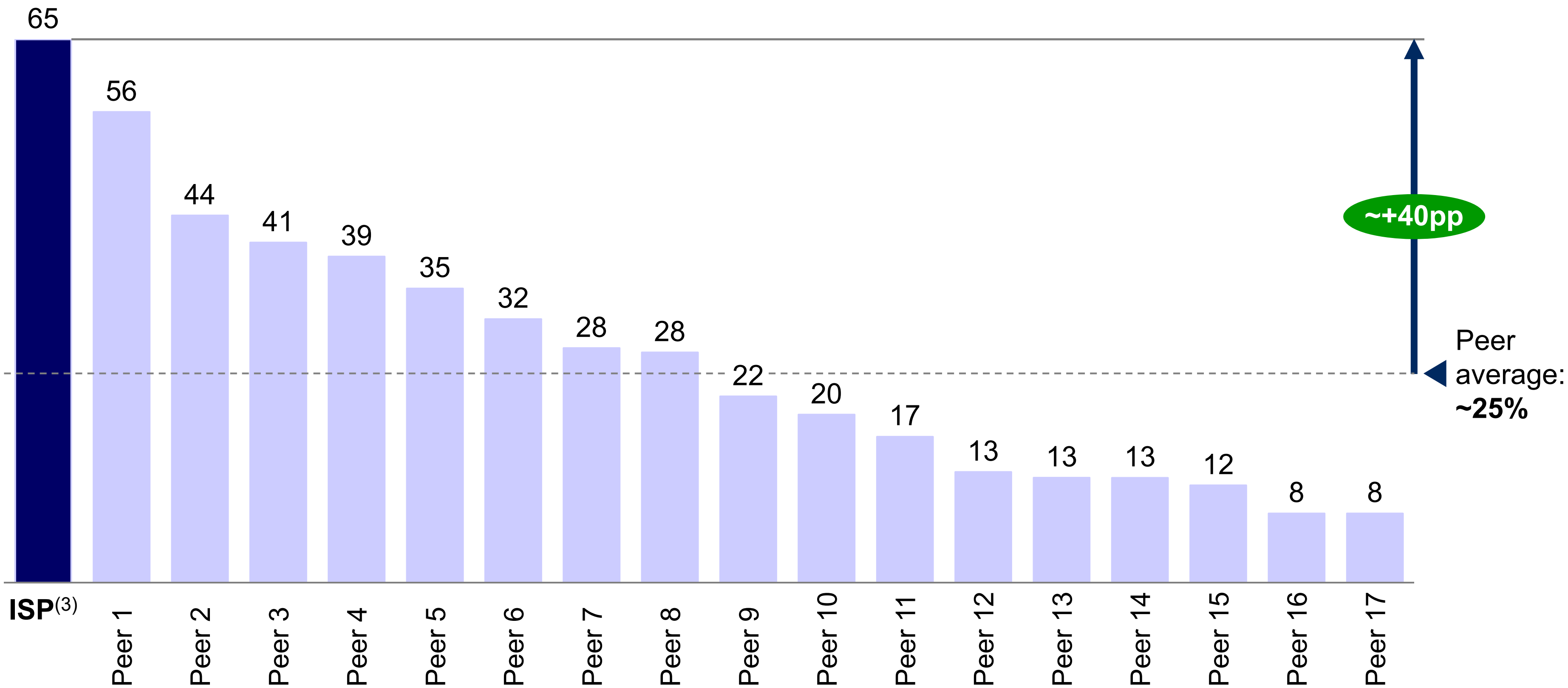
ISP is a clear winner of the EBA stress test

(1) Calculated as the difference between the Fully Loaded CET1 ratio vs requirements SREP + Combined Buffer (the counter-cyclical buffer is estimated); only top European banks that have communicated their SREP requirement
(2) Sample: BBVA, Deutsche Bank and Santander (31.12.19 data); BNP Paribas, BPCE, Commerzbank, Crédit Agricole Group, ING Group, Nordea, Société Générale and UniCredit (30.9.19 data). Source: Investor Presentations, Press Releases, Conference Calls, Financial Statements
(3) Including estimated benefit from the Danish Compromise. Estimated average benefits for the French banks equal to ~20bps
(4) Pro-forma fully loaded Basel 3 (31.12.19 financial statements considering the total absorption of DTA related to IFRS9 FTA, goodwill realignment/adjustments to loans/non-taxable public cash contribution of €1,285m covering the integration and rationalisation charges relating to the acquisition of the operations of the two former Venetian banks, the expected absorption of DTA on losses carried forward and the expected distribution of FY19 Net income of insurance companies exceeding reserves already distributed in the first quarter)

Best-in-Class Risk Profile in Terms of Financial Illiquid Assets

Fully Loaded CET1(1)/Total financial illiquid assets(2)

%



€190bn in total financial liquid assets with LCR and NSFR well above 100%

(1) Fully Loaded CET1. BBVA, Deutsche Bank, Santander and UBS (31.12.19 data); Barclays, BNP Paribas, BPCE, Commerzbank, Crédit Agricole Group, Credit Suisse, HSBC, ING Group, Lloyds Banking Group, Nordea, Société Générale, Standard Chartered and UniCredit (30.9.19 data)

(2) Total illiquid assets include Net NPL, Level 2 assets and Level 3 assets. Sample: BBVA, Deutsche Bank, Santander and UBS (Net NPL 31.12.19 data); Barclays, BPCE, Commerzbank, Crédit Agricole Group, Credit Suisse, HSBC, ING Group, Nordea, Société Générale, Standard Chartered and UniCredit (Net NPL 30.9.19 data); BNP Paribas and Lloyds Banking Group (Net NPL 30.6.19); Level 2 assets and Level 3 assets 30.6.19 data

(3) 59% including the effect of Real Estate and Art, Culture and Historical Heritage portfolio revaluation

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Our Business Plan Initiatives: Significant De-risking

Key highlights of Significant De-risking initiatives

1A Carve-out of a state-of-the-art recovery platform

- **Finalised strategic partnership with Intrum** on NPLs, involving ~1,000 people (of which ~600 were ISP employees):
  - **51%** of the new platform **owned** by **Intrum** and **49%** by **Intesa Sanpaolo**
  - **~€40bn** of **gross NPLs serviced**
- **Carve-out of the recovery platform completed in December 2018**, with successful transition and platform up and running

1B Readiness for future NPL disposals at book value

- **Disposal** of a **bad loan portfolio of ~€10.8bn of gross book value** through the Intrum partnership, at **no cost to shareholders** (valuation of ~€3.1bn in line with book value for the portion of bad loans classified as disposable)
- **Disposal** of an **Unlikely to Pay portfolio of ~€2.7bn of gross book value**(1) through the Prelios partnership, at **no cost to shareholders** (valued at ~€1.7bn in line with book value(1))

1C Creation of "Pulse" for retail early delinquency

- **Created an internal unit** dedicated to **early delinquency management:**
  - Involving **~350 FTEs**(2) (target of ~1,000 FTEs by 2021)
  - **Delivering better results than those of the branches** in terms of recoveries and fewer outflows to riskier classes
- **Expansion of the new retail process to the entire Group perimeter** completed
- New **Early Warning System** for pre-emptive identification of deteriorating positions

1D Proactive credit portfolio management

- **Consolidation of the full credit value chain** (from underwriting to NPL management) within CLO Area since December 2018, with key units strengthened
- **Further improvement** of **Unlikely to Pay** management through the **partnership with Prelios** operating since December 2019
- Enhancement of **Portfolio Management**, with the **creation of a new team** led by CLO area (jointly with BdT Division) focused on **preventing new NPL inflows** through the regular and strict monitoring of a structured set of KPIs and on **efficiently managing existing NPLs**
- **Active Credit Portfolio Steering unit** within CFO Area completed €10bn of new transactions across different asset classes, aimed at dynamically managing the performing credit portfolio
- **New Credit Strategy framework** contributed to switching €6bn to sectors with a better risk/return profile

(1) Amount reclassified in Discontinued operations as of 30.9.19
(2) Operators and remediation specialists

Our Business Plan Initiatives: Cost Reduction

Key highlights of Cost reduction initiatives

2A	**Workforce reduction and renewal**	▪ **~7,800 voluntary exits** at 31.12.19(1) ▪ **~850 professionals hired** since 2018(2) ▪ **Proactive HR "In-placement"** in progress, resulting in **~3,000 people** reskilled and redeployed to priority initiatives ▪ Increase of resources with **new flexible banking contract "*Lavoro Misto*"** (~150 resources hired and ~200 internships activated) ▪ **76 agreements with Labour Unions** signed. In May agreed a further **1,600 voluntary exits by end of 2021** in addition to the 9,000 voluntary exits agreed at the end of 2017
2B	**Branch strategy**	▪ **Branch optimisation** underway with **423 Retail branches closed** in 2019 and **885** since 2018 ▪ **Banca 5® expanded in terms of network** (~4,900 tobacconist shops operational with the new commercial model, ~16,600 with advanced machines to service clients), **products** and **client base** (~56,000 app downloads, ~45,300 cards issued); **cash withdrawal available** for ISP clients in all Banca 5® outlets ▪ **Partnership** with **SisalPay** expanding the Banca 5® network to more than 50,000 outlets and enabling a potential reduction of ISP branches beyond the Business Plan target ▪ **Renewal of 221 Retail branches**, with welcome areas and co-working spaces ▪ Project **"Cash desk service evolution"** ongoing: ~**52%** of **branches** with cash desk **closing at 1PM** and **~12%** of branches **fully dedicated to advisory services**
2C	**Optimisation of real estate**	▪ Ongoing optimisation of real estate footprint in Italy, with a **reduction of ~535,000 sqm** since 2018 (of which ~439,000 sqm from branch reduction) ▪ **1,543 rental agreements renegotiated since 2018**
2D	**Reduction of legal entities**	▪ **Merger of Banca Prossima, Banca Apulia, Banco di Napoli, Banca Nuova, CR del Friuli Venezia Giulia, CR del Veneto, CR di Forlì e della Romagna, Banca CR Firenze, CR di Pistoia e della Lucchesia, Carisbo and Mediocredito Italiano** into the parent company **completed** ▪ Merger process for the remaining **legal entity** underway and **already approved by the ISP Board of Directors**
2E	**Reduction in administrative expenses**	▪ Creation of a dedicated Group-level unit to manage costs (**Chief Cost Management Officer**) ▪ **Full centralisation of procurement function** and consolidation of supplier relationships well underway ▪ **Migration of ICT systems of the two former Venetian Banks** completed

(1) Including ~1,500 voluntary exits in 4Q17
(2) Including ~150 people hired with new flexible banking contract "Lavoro Misto"

Our Business Plan Initiatives: Revenue Growth (1/3)

3A Key highlights of Revenue growth initiatives – P&C Insurance

Product strategy

- Strong focus on **Retail/SME non-motor offering** through:
  - **Insurance Digital Wallet ("*XME Protezione*")** with ~550,000 contracts sold since its full commercialisation in July 2018 (~405,000 in 2019); **expanded "lifecyle" functionalities** for a flexbile offer over time
  - Enhancement of **SME offering** with ~42,000 contracts sold since 2018, of which ~25,000 in 2019 (+45% vs 2018), also thanks to the commercialisation of "***Tutela Business Manifattura***" since July 2018
  - Development of Mid Corporate offering (employee benefits, property and liability coverage)
  - Rollout of "**XME Salute**" to offer customers a digital service to book medical appointments, while also providing significant discounts on healthcare services
- **Completion of Motor offering** in May 2019, with the development of telematic solutions and the introduction of a non-telematic product

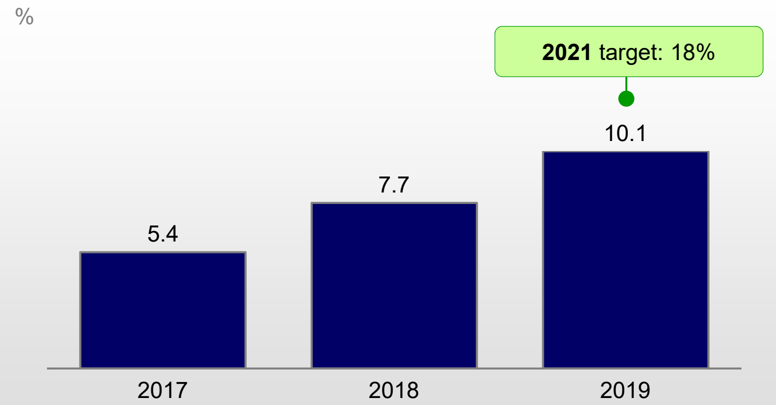
Distribution strategy

- Enhancement of **commercial reach and effectiveness** in Banca dei Territori branches through:
  - Introduction of **~220 P&C specialists**
  - Dedicated **training plan** (**~30,000** employees obtained **IVASS certificates** and **~12,000 completed advanced training** since 2018) with increased focus on SME products since 2019
  - **Rebranding of ISP branches** as "*Banca Assicurazione*"
  - **Communication initiatives ongoing** (via newspaper, TV, Internet)
- Launched **experiential space** in Turin for **public education on Protection**

Post-sales and claim management

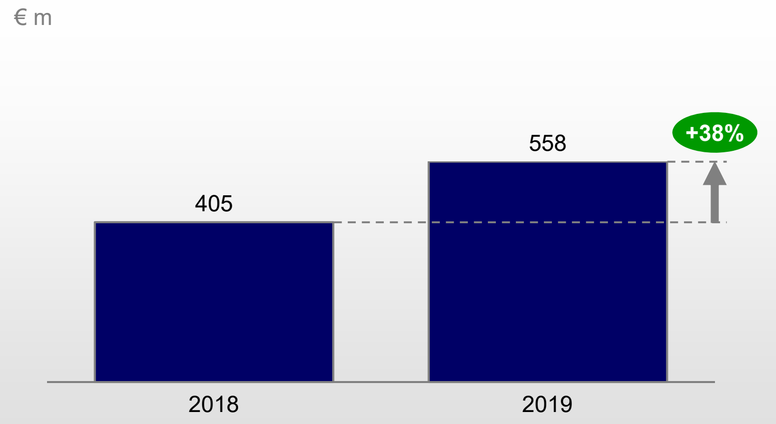
- High standard of **settlement time** (**3-5 days** faster than market average[2] in motor over the past two years)
- Strengthening of the organisational structure for **post-sales and claim management**
- Implementation of **new digital multichannel platform and full re-design of operative processes**
- Implementation of **new Operational Dashboard and Instant Customer Feedback** to measure and improve the level of service

Non-motor insurance penetration of ISP client base



Non-motor revenues up ~65% in 2019 vs 2018[1]

Non-motor Gross written premiums



Combined ratio[3] at ~76% in 2019,
~15pp lower than Italian market average

(1) Excluding credit linked products
(2) Source: ANIA (the national association of insurance companies). Ref. Claims: motor third-party insurance, double signature accident report – considering only claims occurred and filled during the year
(3) P&C business

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Our Business Plan Initiatives: Revenue Growth (2/3)

Key highlights of Revenue growth initiatives

3B Private Banking

- Completion of integration of Swiss subsidiaries with the creation of **ISPB Suisse Morval** and **completed migration** of Swiss banking activities **on the Target IT Platform** ✓
- **Strengthening of the international Private Hub:** completed transfer of UK branch in London from ISPB Italia to ISPB Suisse Morval with migration on the Target IT platform. Launched operations of organisational rationalisation. Finalised operating model in Argentina and Uruguay. Implemented MENA[1] product offering ✓
- **Target operating model of Private activities in Luxembourg under completion:** defined operational model (IT Platform, process, organisation); submitted application to ECB for IT ✓
- **Completed feasibility study including definition of strategic options and business cases for Digital Bank, migration to Target IT Platform** for banking activities (NDCE) completed for ISPB and ongoing for Fideuram *Area Affari* (Alfabeto 2.0 - DBMarketing) ✓
- **Study for the digital onboarding platform for Private clients** with commercial agreements with third parties completed ✓
- **Hired ~570 Private bankers** and **Financial Advisors, established hub for onboarding** in Fideuram and consolidated **Next Generation** and **New Talent** ✓
- **New flexible banking contract "*Lavoro Misto*"** activated ✓
- **Strengthening of HNWI network with new branch opening** (*Piemonte, Liguria area, Como*) ✓
- **New products** successfully launched (Ailis, Alternative, GPM Fogli) with placements of ~€8bn since their commercialisation ✓

3C Asset Management

- **Continued product range enhancement** with flexible or capital-protection, currency diversification solutions, liquidity management, commercialisation of new wealth management products and strengthening of portfolio advisory on best expertise funds for Banca dei Territori. Expansion of the product range for the Private banking Division (Eurizon Income Strategy, multi strategy and multi asset products) and for institutional and wholesale clients (e.g. Eurizon Fund Equity Innovation, Eurizon Fund Equity People, Eurizon Fund Equity Planet, investment schemes focused on global trends). Investment solutions leveraging ESG criteria; new tactic solutions – *Epsilon Difesa 110 Valute Reddito* – or solutions aimed at redeploying liquidity – *Eurizon Investi Protetto* ✓
- **Enhanced offering of investment and service solutions for 3rd parties network** (e.g. new multiasset fund with equity contrarian exposure and ESG focus and Low Tracking Error; certified training on WISE platform) ✓
- **Further enhancement of the partnership with Poste Italiane** in the investment management activities ✓
- **Commercial office** in **Switzerland** opened. **Madrid representative office** opened and awaiting the establishment of a branch; strengthening of **sales footprint in Germany** completed ✓
- **Consolidation of leadership in Institutional business** through the growth of the **Foundation segment** ✓
- **Joint development with Banca dei Territori: redesign of the product range, development of local initiatives aimed at sustaining Asset Management products, support and enhancement of the advanced advisory platform "*Valore Insieme*"** for Retail and Personal clients (~74,500 contracts and more than €27.3bn of AuM) ✓
- **Launched Eurizon Italian Fund – ELTIF, the first Italian closed fund** dedicated to the Italian equity market and compliant with the **European Long Term Investment Funds** regulation ✓
- **Partnership with Oval Money**, an Anglo-Italian fintech startup operating in the savings and digital payments sector, allowing Eurizon to activate a new digital and simplified distribution channel, focused on a client segment that is complementary to that of the traditional networks, both in Italy and abroad ✓
- **Establishment of Eurizon Capital Real Asset SGR**: partnership with Intesa Sanpaolo Vita focused on the development of a distinctive offer in illiquid alternative investments for institutional clients ✓
- **PIR mutual funds offer**: adjustment due to new regulatory framework and enhancement of the offering ✓

(1) Middle East and North Africa

Our Business Plan Initiatives: Revenue Growth (3/3)

Key highlights of Revenue growth initiatives

3D SMEs and Corporates

- **~60 people hired** to strengthen coverage and increase skills in the **C&IB international business**
- Full implementation of the new **Originate-to-Share** model, with several international and domestic mandates already achieved and a new partnership signed with **Rubicon Capital Advisors** aimed at further developing international business opportunities, with specific focus on **Infrastructure and Energy** businesses
- Increased focus on International growth, with strengthened local coverage and a dedicated development program involving a higher collaboration with (i) the **Head of Industries**, (ii) the newly formed **Global Strategic Coverage Unit** and (iii) the different **Investment Banking Product Desks**
- Implementation of the new **dedicated unit in Banca IMI** focused on the **Corporate Finance** offering for **BdT clients**
- New **Sales & Marketing Mid Corporate / SMEs** unit set up
- Continued focus on **organisational enhancements**, with initiatives to streamline commercial banking activities for the **Italian Network**
- New **Network Origination Coverage Unit** to identify and promote new opportunities for MidCap clients, with specific focus on the Italian market and in particular on Investment Banking and Structured Finance products
- Launch of new initiatives (lending to domestic and international clients) to further strengthen the C&IB Division effort towards the **Circular Economy**
- New **C&IB2B platform** launched with the implementation of the first streams of **full digital** activities
- Renewal of the **"Impresa 4.0" initiative** focused on increasing lending for capital expenditures supported by fiscal benefits
- Launch of the **digital invoicing service "*Digifattura*"**
- New **platform "*Dialogo industriale*"** completed and distributed to the network
- Signed the first Bond under the Intesa Sanpaolo "**Basket Bond program"**

3E International Banks

- Continued **expansion** of the **hub approach**:
  - **Integration of the Bank in Bosnia into the Croatian Bank Group** completed
  - **Action Plan** for the development of the **Slovenian bank** in execution
  - **New governance model in Central Europe** defined and ongoing alignment of the operating model and strengthening of commercial synergies for retail and corporate segments
  - **Strategic partnership between Slovakia-Czech Republic and Hungary formalised**
- Integration activities in **Moldavia completed** and **refocusing** activities ongoing in Ukraine
- **Adoption** of the **Core Banking System target completed in Serbia, ongoing implementation** in **Czech Republic** and **under analysis in Slovakia**
- **Completed Data Center transfer** in Italy **for Hungary**
- **CRM system completed in Slovakia** for the corporate and SME segment
- Continued expansion of **Group's target distribution model in Slovakia, Croatia, Serbia, Hungary, Slovenia** and **Romania** (107 branches already on the target distribution model); analysis launched in Albania and Bosnia
- Expansion to the full commercial network of **the advisory model for investment services completed** in **Croatia and ongoing in Slovenia. Pilot initiative in Slovakia and Hungary completed and expansion of the model launched**
- **Expansion of digital functionalities and services ongoing** in Croatia, Hungary, Egypt and Albania. Implemented the adoption of digital services in **Slovenia,** analysis almost finalised in **Romania** and launch of feasibility study in **Slovakia**

3F Wealth Management in China

- Type 1 licence ("Dealing in securities") obtained from Hong Kong Monetary Authority to enable the distribution of mutual funds by Eurizon Capital (HK) Ltd
- Yi Tsai: **license for mutual fund distribution** and **business permit received, preparatory activities** to start the business finalised, strengthening of **target operating model**
- Securities company: **ECB / BankIt authorisation to set-up the company** received

Our Business Plan Initiatives: Empowered People and Digital Transformation

Key highlights of Empowered People and Digital Transformation initiatives

A Empowered People

- **More than 80% of ISP's People participated** in the capital increase reserved for employees under the 2018-2021 LECOIP 2.0 Long-term Incentive Plan
- **People Care**: **Launched *Servizi alla Persona* section** on **#People** portal (over 300,000 visits in 7 months) and, in cooperation with specialised partners, launched pilot phase in *Piemonte*, *Valle d'Aosta* and *Liguria* (~5,000 colleagues) of ***Ascolto e Supporto del Disagio*** project focused on psychological, legal, fiscal and welfare assistance
- **Completed** the **2nd edition of the International Talent Program** with the identification of an **additional 150 new talents** to be trained (~250 in total), with a **specific format** dedicated to the **Chief IT, Digital and Innovation Officer Area**
- **~11m training hours delivered** (+20% vs FY18) supported by **~2,600 new digital Learning Objects** (~5,600 total Learning Objects) and a new **learning platform** for SMEs and Corporate Clients
- Defined the new Group **banding** and **titling system**, now aligned to international best practices
- **~17,250 people adhering to "smart working",** ~9,250 more vs 31.12.17, with the **involvement** of the **international perimeter** (~550 resources in Serbia, ~200 in Albania , ~900 in Hungary and ~1.900 in Slovakia) and **launch of Smart Working Project** to further enhance the initiative
- Set-up of the **"Diversity and Inclusion" structure** within the COO Area at the end of 2018, with the purpose of increasing and enhancing the heritage of ISP's People in terms of multiculturality, different experiences and characteristics
- **Digital Transformation of HR activities ongoing**: revision of models and processes for ISP's People development (e.g. **Performance Management, Compensation, Recruiting), dematerialisation**, centralisation of administrative activities, creation of **dashboards** for managers to make available all services on a specific **mobile App**, integration of systems/data of HR Insurance Division

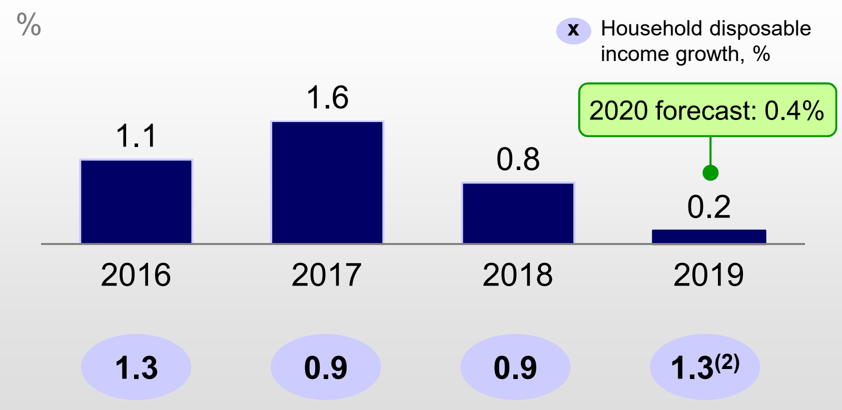
B Digital Transformation

- **Further increase of sales through digital channels at over 9% of total sales** (vs 2% in 2017 and 5% in 2018)
- Enhanced Data Lake access through the **Big Data Engine Programme** (~75% of data usable vs 65% in FY18); activation of *CRMS High Frequency* (with framework Data Governance); projects on other synthesis systems ongoing (*Profitability* and *Accounting*)
- Further **strengthening of ISP position as multichannel bank**. Key results and initiatives:
  - **4th App in Europe**(1), **~85%** of **products** available via **multichannel platforms** and **expanded product offering** (e.g. *XME Conto / Conto Up! / Salvadanaio / Protezione*, *Prestiti Personali New*)
  - **~9.2m multichannel clients** (vs 7.3m at 31.12.17), of which **~5.5m using the new app** at least once since 2018 and **~5.5m have activated OkeySmart**, the new OTP software simpler and safer than physical key and compliant with the PSD2 Directive
  - **~98,800 products sold by the Online Branch** since 2018, of which ~51,000 in 2019
  - **141 remote Relationship Managers** in the Online Branch already in place, with **~52,000 clients served**
- Further **strengthening of ISP's position in digital banking**. Key results and initiatives:
  - **34.6% of activities digitalised** (vs 17.8% in FY18)
  - **~33m paperless transactions** since 2018 and ~56m since the start of the initiative
  - **End-to-end redesign and digitalisation of selected high-impact processes:** credit extension revision finished (completed credit capacity and simplified revision in Banca dei Territori on target architecture)
  - **Fast automation** of selected **processes** through **robotics** ongoing
  - **Digital transformation for Retail and Corporate clients:** second release of new platform for Professionals and Small Enterprises, release of new Investment section and App Investo for Private clients, first release of new banking platform for Fideuram (Family&Friends activation)
- **32 legal entities already integrated into ISP Cybersecurity Model** (17 at 31.12.2018)
- Integration of **Mediocredito** into ISP IT system **completed**, integration of Banca IMI activities ongoing
- Digital innovation of products and services for clients, among which: **Xme Banks, Xme Spensierata, Google Pay, Digital Collaboration on App Banking ISP**

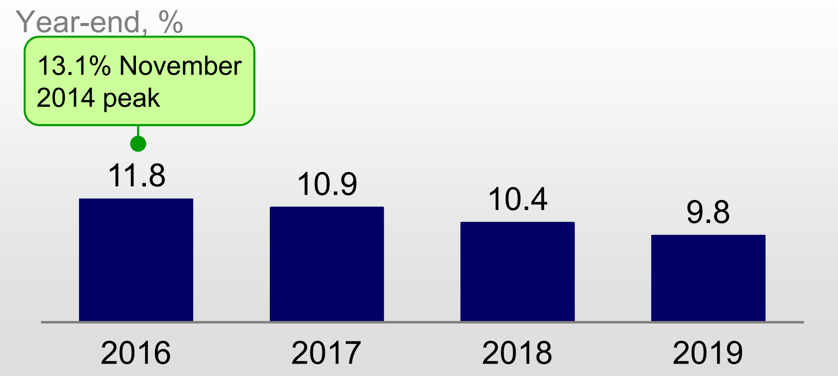
(1) Source: Forrester Digital Wave

Italian Economy: Recovery Will Be Facilitated by an Improving Job Market and Solid Fundamentals

Italian GDP YoY growth(1)



Italian unemployment rate



~+500,000 employed people since 2016

Strong fundamentals confirm the resilience of the Italian economy in a period of sluggish GDP growth

Households
- **Wealth of Italian households** at €10.7tn, of which €4.4tn in financial assets
- **Low** level of **indebtedness**

Corporates
- **Manufacturing companies** stronger than pre-crisis level:
  - Profitability: Gross operating margin at 9.1%
  - Capitalisation: Equity/Total liabilities at 41%
- **Italian companies well positioned to cope with a domestic economic slowdown:**
  - **Export-oriented companies**, highly diversified in terms of industry and size, have become powerhouses over the past few years. Italian export growth has outperformed that of Germany by 1.4pp in 2019 (+2.1% vs +0.7% in Jan-Nov)
  - **Domestic-oriented companies** to benefit from resilient consumption driven by expansionary fiscal policy, higher employment and disposable income
  - **Trade surplus** reached almost €50bn (~€83bn net of energy) in 2019(3)

Government
- Stock of **assets owned by Public Sector entities** of ~€1.0tn(4) :
  - ~€0.6tn of financial assets
  - ~€0.3tn of Real Estate
  - ~€0.1tn of other non-financial assets

(1) Data not adjusted for the number of working days
(2) ISP estimate
(3) First 11 months
(4) Not including infrastructure, natural resources, cultural heritage
Source: Bank of Italy; ISTAT; *"Analisi dei Settori Industriali"* Intesa Sanpaolo - Prometeia October 2019; GDP forecast of Consensus Economics, Consensus Forecast, January 2020

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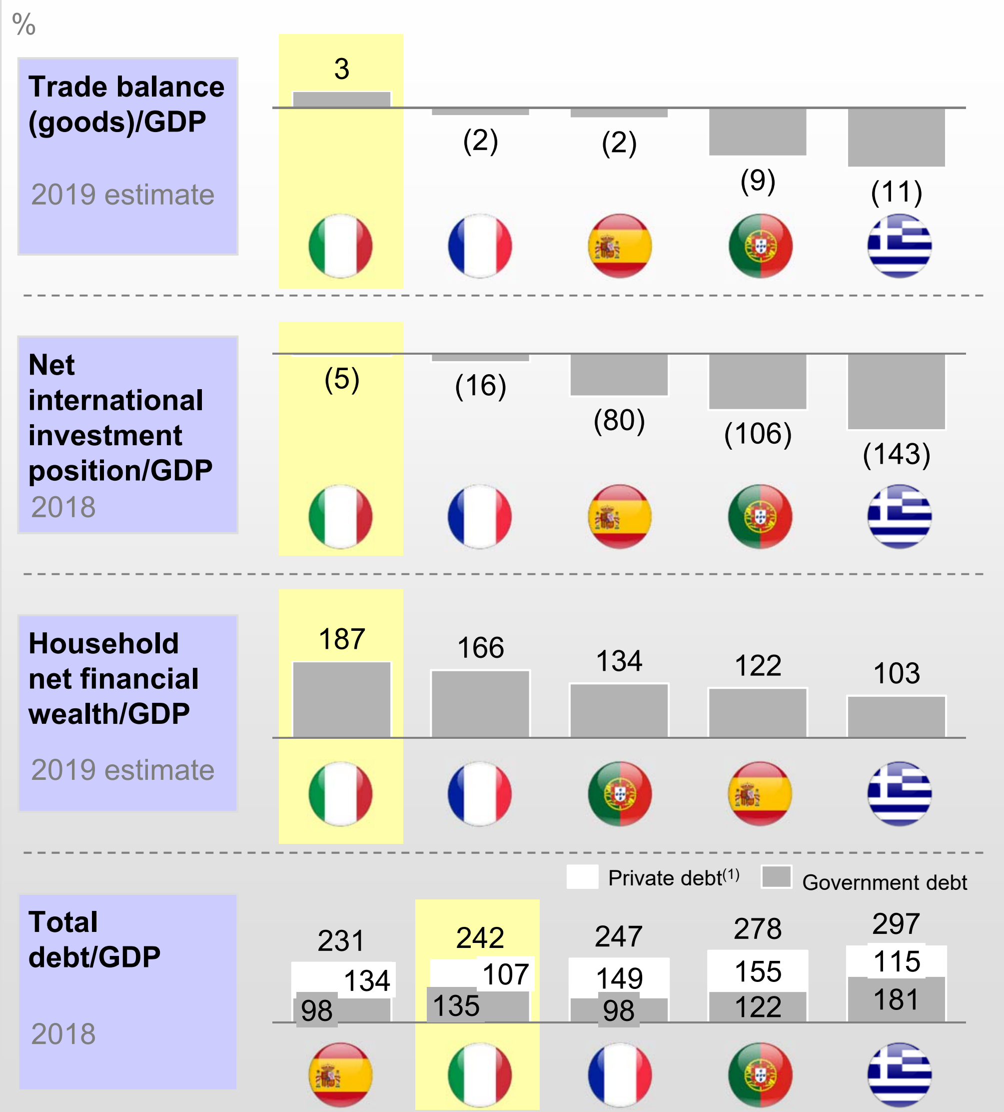
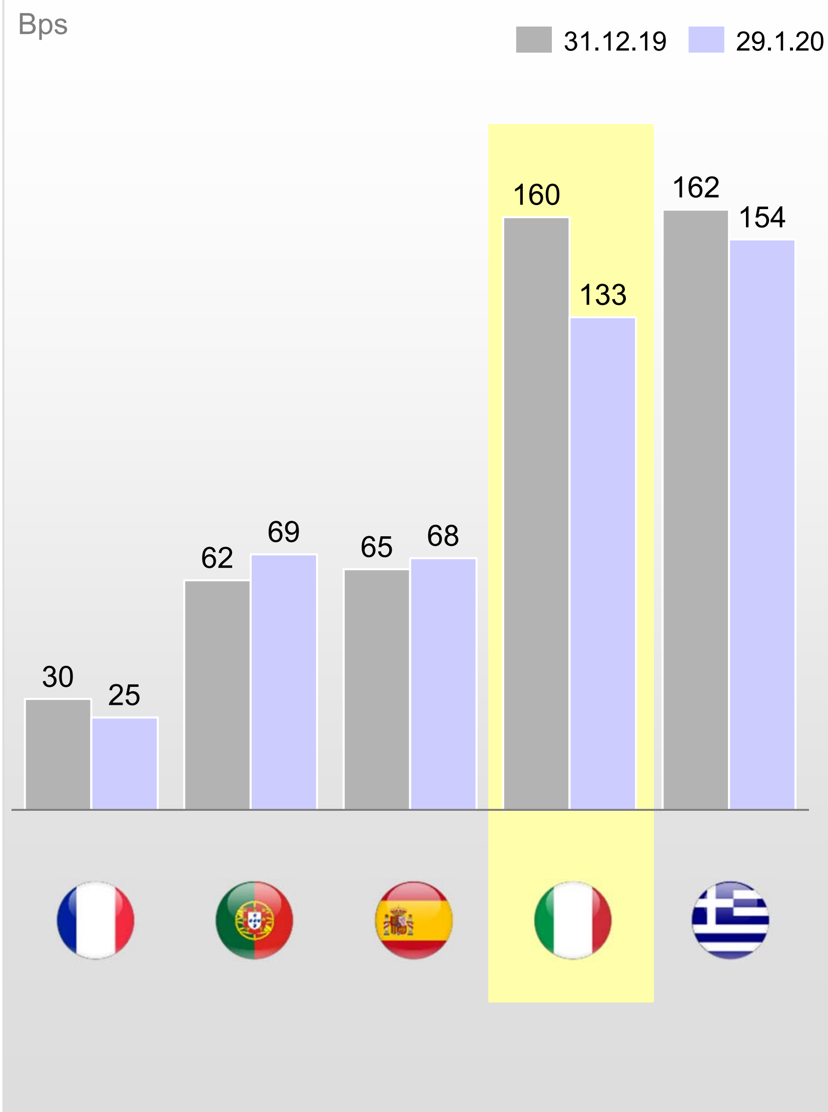
Despite Solid Economic Fundamentals, Italy Is Burdened by a Wider Spread than other European Countries

Macro-economic structural indicators



10-year Government bond spread(2)



(1) Households and corporate
(2) Spread vs 10-year German Bunds
Source: Bloomberg, European Commission, Eurostat, National Central Banks

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ISP Outlook for 2020

Growth in Operating income

Continued cost reduction

Decrease in cost of risk

- Net income 2020:
  - Well above 2019
  - Up vs 2019 even when excluding Nexi capital gain

75% payout ratio in 2020

Strong and sustainable value creation and distribution while maintaining a solid capital position

Fully Delivering on All Our Commitments while Further Strengthening the Balance Sheet

€4.2bn Net income, the highest since 2007 (+3.3% vs FY18, +24.2% excluding Intrum and NTV[(1)])

€3.4bn cash dividends, equal to 8.4% dividend yield[(2)] and 80% payout ratio

Operating income up 1.5%[(3)] and Operating costs down 2.1%[(3)], leading to 5.6%[(3)] growth in Operating margin with a Cost/Income ratio down to 51.4%

Growth in Operating income in Q4 driven by Net interest income, Insurance income and Commissions at their historical peak

The lowest-ever Gross NPL inflow[(4)] and LLPs down 12.7% vs FY18

~€34bn NPL deleveraging since the September 2015 peak[(4)] (~€6bn in FY19[(4)]) and the lowest NPL stock and NPL ratios since 2008

83% of targeted 2018-2021 NPL deleveraging already achieved[(4)] at no cost to shareholders

Common Equity[(5)] ratio up at 14.1%

Strong commitment to Sustainability through a variety of concrete initiatives

(1) Intrum capital gain of €443m pre-tax (€438m net of tax) booked in 4Q18 and NTV positive impact of €264m pre-tax (€246m net of tax) booked in 1Q18
(2) Based on share price at 3.2.20
(3) Delta vs FY18 data restated for IFRS16, the full line-by-line consolidation of Autostrade Lombarde, and the reclassification of Risanamento operating income entirely to "Other operating income (expenses)", placement fees for certificates from "Profits on financial assets and liabilities at fair value" to "Net fee and commission income", expenses for employees transferred to Tersia (Intrum deal) to ''Other administrative expenses'', international subsidiaries charges concerning the banking industry from ''Other operating income (expenses)'' to ''Levies and other charges concerning the banking industry (net of tax)'' and to ''Taxes on income'', and the full line-by-line deconsolidation of the acquiring activities due to the Nexi agreement
(4) Excluding the ~€0.6bn one-off impact from the adoption of the new Definition of Default applied since November 2019
(5) Pro-forma fully loaded Basel 3 (31.12.19 financial statements considering the total absorption of DTA related to IFRS9 FTA, goodwill realignment/adjustments to loans/non-taxable public cash contribution of €1,285m covering the integration and rationalisation charges relating to the acquisition of the operations of the two former Venetian banks, the expected absorption of DTA on losses carried forward and the expected distribution of FY19 Net income of insurance companies exceeding reserves already distributed in the first quarter)

2019 Results

Detailed Information

Key P&L and Balance Sheet Figures

€ m

	2019
Operating income	18,083
Operating costs	(9,290)
Cost/Income ratio	51.4%
Operating margin	8,793
Gross income (loss)	6,593
Net income	4,182

	31.12.19
Loans to Customers	395,229
Customer Financial Assets[(1)]	960,677
of which Direct Deposits from Banking Business	425,512
of which Direct Deposits from Insurance Business and Technical Reserves	165,838
of which Indirect Customer Deposits	534,349
- Assets under Management	*357,998*
- Assets under Administration	*176,351*
RWA	298,524

Note: figures may not add up exactly due to rounding
(1) Net of duplications between Direct Deposits and Indirect Customer Deposits

Contents

2019: €4.2bn Net Income, Best Result since 2007

€ m

	2018 pro-forma[1]	2019	Δ%
Net interest income	7,271	7,005	(3.7)
Net fee and commission income	7,952	7,962	0.1
Income from insurance business	1,084	1,184	9.2
Profits on financial assets and liabilities at fair value	1,472	1,928	31.0
Other operating income (expenses)	34	4	(88.2)
Operating income	**17,813**	**18,083**	**1.5**
Personnel expenses	(5,812)	(5,744)	(1.2)
Other administrative expenses	(2,618)	(2,488)	(5.0)
Adjustments to property, equipment and intangible assets	(1,057)	(1,058)	0.1
Operating costs	**(9,487)**	**(9,290)**	**(2.1)**
Operating margin	**8,326**	**8,793**	**5.6**
Net adjustments to loans	(2,394)	(2,089)	(12.7)
Net provisions and net impairment losses on other assets	(187)	(254)	35.8
Other income (expenses)	506	55	(89.1)
Income (Loss) from discontinued operations	71	88	23.9
Gross income (loss)	**6,322**	**6,593**	**4.3**
Taxes on income	(1,650)	(1,838)	11.4
Charges (net of tax) for integration and exit incentives	(120)	(106)	(11.7)
Effect of purchase price allocation (net of tax)	(156)	(117)	(25.0)
Levies and other charges concerning the banking industry (net of tax)	(378)	(360)[2]	(4.8)
Impairment (net of tax) of goodwill and other intangible assets	0	0	n.m.
Minority interests	32	10	(68.8)
Net income	**4,050**	**4,182**	**3.3**

+3.0% excluding NTV positive impact booked in 1Q18[3]

+9.1% excluding NTV[3]

+17.4% excluding NTV[3] and Intrum capital gain booked in 4Q18[4]

+24.2% excluding NTV[3] and Intrum[4]

Note: figures may not add up exactly due to rounding

(1) Data restated for IFRS16, the full line-by-line consolidation of Autostrade Lombarde, and the reclassification of Risanamento operating income entirely to "Other operating income (expenses)", placement fees for certificates from "Profits on financial assets and liabilities at fair value" to "Net fee and commission income", expenses for employees transferred to Tersia (Intrum deal) to ''Other administrative expenses'', international subsidiaries charges concerning the banking industry from ''Other operating income (expenses)'' to ''Levies and other charges concerning the banking industry (net of tax)'' and to ''Taxes on income'', and the full line-by-line deconsolidation of the acquiring activities due to the Nexi agreement

(2) €513m pre-tax of which charges for the Resolution Fund: €229m pre-tax (€158m net of tax), charges for the Deposit Guarantee Scheme: €157m pre-tax (€109m net of tax) and €87m pre-tax (€59m net of tax) for the additional contribution to the National Resolution Fund

(3) €264m pre-tax (€246m net of tax) deriving from the sale of the NTV stake

(4) €443m pre-tax (€438m net of tax)

Q4 vs Q3: €872m Net Income, Best Quarter Ever for Commissions

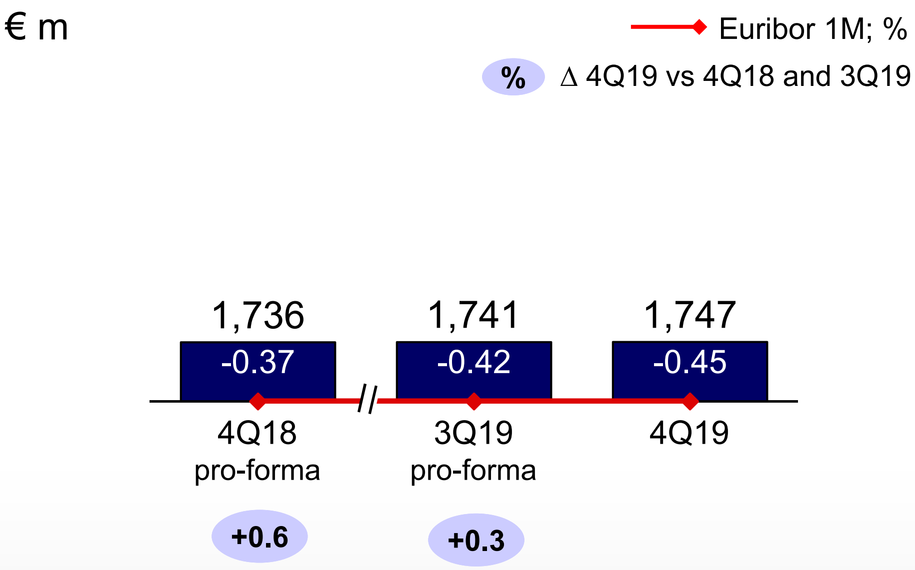
€ m

	3Q19 pro-forma[1]	4Q19	Δ%
Net interest income	1,741	1,747	0.3
Net fee and commission income	1,966	2,166	10.2
Income from insurance business	301	308	2.3
Profits on financial assets and liabilities at fair value	480	356	(25.8)
Other operating income (expenses)	5	(10)	n.m.
Operating income	**4,493**	**4,567**	**1.6**
Personnel expenses	(1,421)	(1,518)	6.8
Other administrative expenses	(605)	(731)	20.8
Adjustments to property, equipment and intangible assets	(261)	(285)	9.2
Operating costs	**(2,287)**	**(2,534)**	**10.8**
Operating margin	**2,206**	**2,033**	**(7.8)**
Net adjustments to loans	(473)	(693)	46.5
Net provisions and net impairment losses on other assets	(19)	(168)	784.2
Other income (expenses)	(2)	50	n.m.
Income (Loss) from discontinued operations	22	25	13.6
Gross income (loss)	**1,734**	**1,247**	**(28.1)**
Taxes on income	(536)	(317)	(40.9)
Charges (net of tax) for integration and exit incentives	(27)	(27)	0.0
Effect of purchase price allocation (net of tax)	(37)	(12)	(67.6)
Levies and other charges concerning the banking industry (net of tax)	(96)	(22)	(77.1)
Impairment (net of tax) of goodwill and other intangible assets	0	0	n.m.
Minority interests	6	3	(50.0)
Net income	**1,044**	**872**	**(16.5)**

Note: figures may not add up exactly due to rounding
(1) Data restated for the full line-by-line deconsolidation of the acquiring activities due to the Nexi agreement

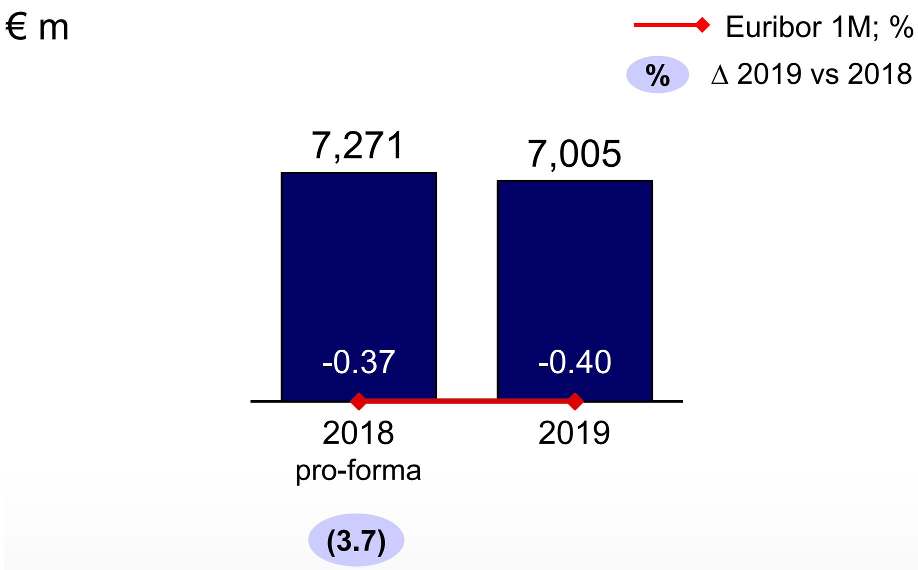
Net Interest Income: Quarterly Increase Despite a further Decline in Interest Rates

Quarterly Analysis



- 4Q19 up vs Q3 and 4Q18
- Growth in average Direct deposits from banking business: +1.5% vs Q3 and +6.0% vs 4Q18

Yearly Analysis

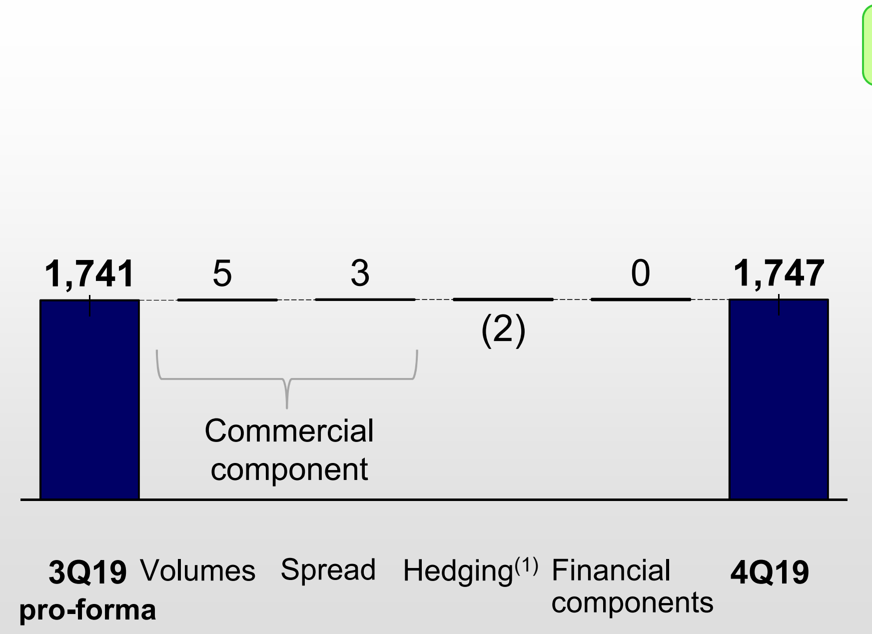


- Decrease due to NPL stock reduction, the reimbursement of an acquisition financing loan in September 2018 and lower contribution from core deposit hedging
- 3.7% growth in average Direct deposits from banking business

Net Interest Income: Quarterly Increase in the Commercial Component

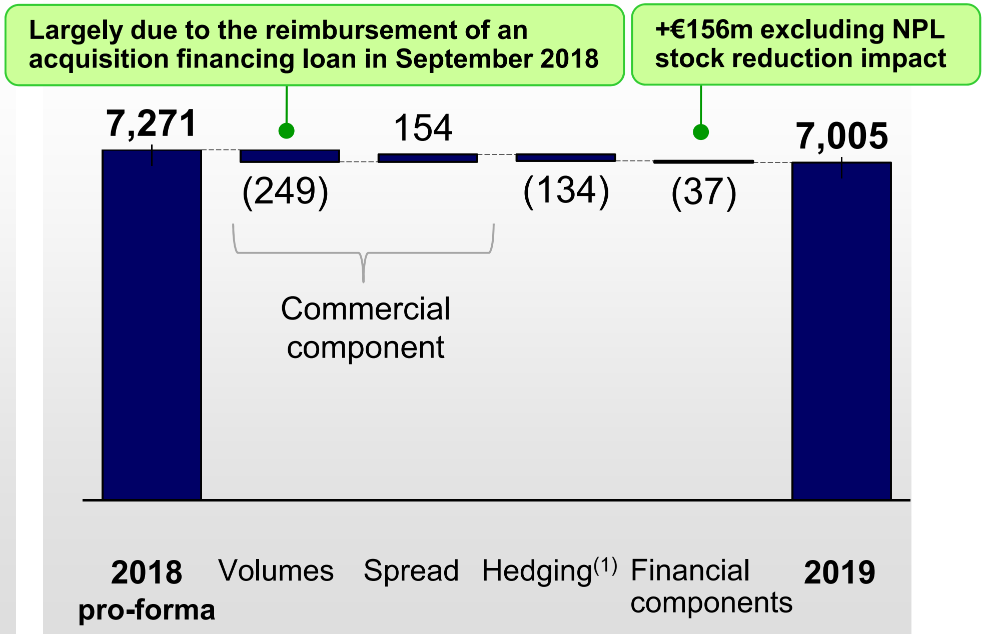
Quarterly Analysis

€ m



Yearly Analysis

€ m



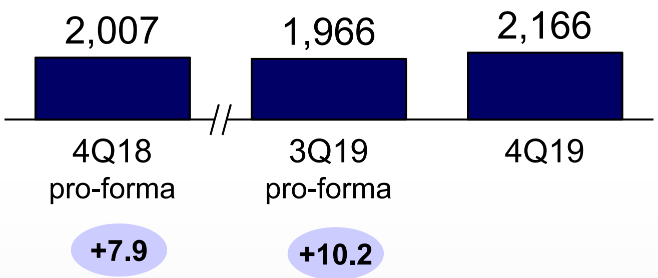
Note: figures may not add up exactly due to rounding
(1) €191m benefit from hedging on core deposits in 2019, of which €42m in Q4

Net Fee and Commission Income: 4Q19 Best Quarter Ever

Quarterly Analysis

€ m

% Δ 4Q19 vs 4Q18 and 3Q19

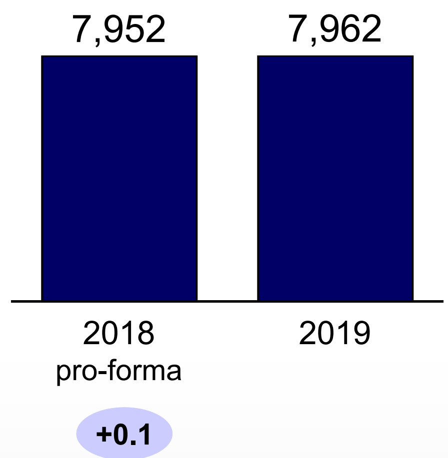


- **Double-digit increase vs Q3**
- **Strong growth vs Q3 even when excluding performance fees (+4.4%)**
- **Strong increase vs Q3 mainly due to commissions from Management, dealing and consultancy activities (+13.3%; +€161m)**
- **+€5.5bn in AuM net inflows in 4Q19**

Yearly Analysis

€ m

% Δ 2019 vs 2018



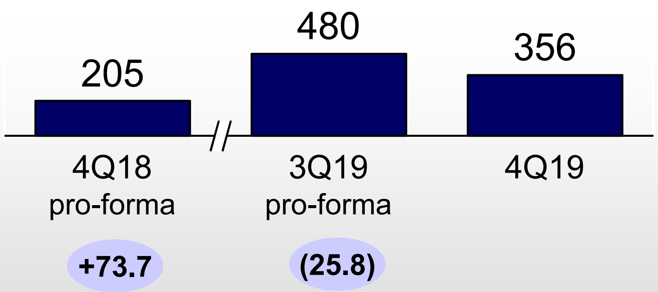
- **Growth in commissions from Management, dealing and consultancy activities (+1.5%; +€72m), despite difficult market conditions**
- **Strong acceleration in H2 (+4.7% vs 2H18) with +€7.9bn in AuM net inflows**

Profits on Financial Assets and Liabilities at Fair Value: Excellent Performance

Quarterly Analysis

€ m

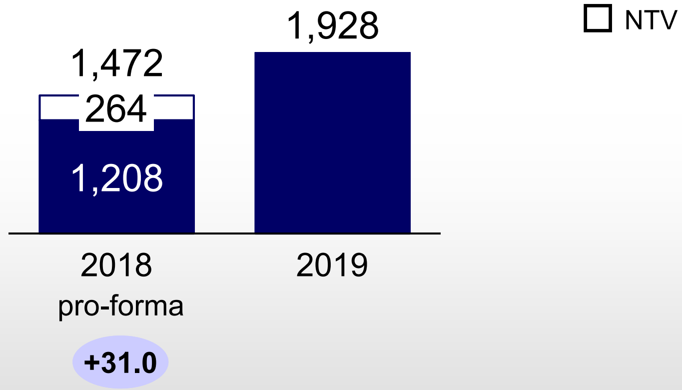
% Δ 4Q19 vs 4Q18 and 3Q19



Yearly Analysis

€ m

% Δ 2019 vs 2018



- 59.6% growth excluding NTV positive impact in 2018

Contributions by Activity

	4Q18 pro-forma	3Q19 pro-forma	4Q19	2018 pro-forma	2019
Customers	82	117	139	359	534
Capital markets	16	13	22	458[(1)]	181
Trading and Treasury	100	345	198	644	1,187
Structured credit products	6	5	(3)	10	25

Note: figures may not add up exactly due to rounding
(1) Including €264m positive impact deriving from the sale of the NTV stake

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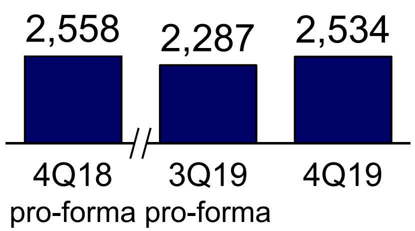
Operating Costs: Significant Reduction on a Yearly Basis while Investing for Growth

Quarterly Analysis

% Δ 4Q19 vs 4Q18 and 3Q19

Operating Costs

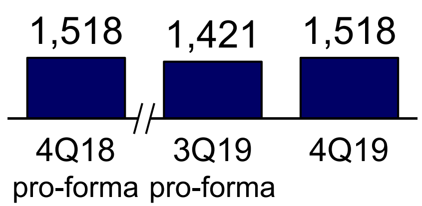
€ m



(0.9) +10.8

Personnel Expenses

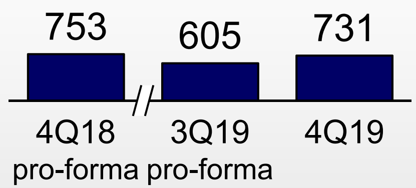
€ m



- +6.8

Other Administrative Expenses

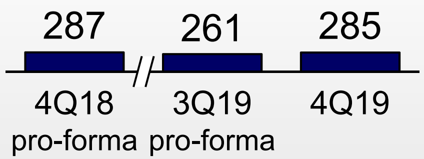
€ m



(2.9) +20.8

Adjustments

€ m



(0.7) +9.2

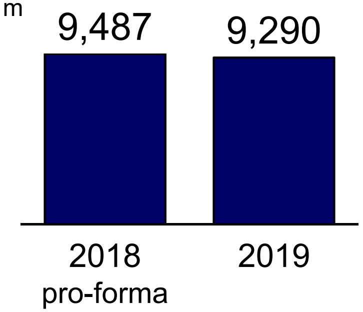
- 2.9% reduction in Other Administrative Expenses vs 4Q18
- Costs up vs Q3 due to investments and incentives to trigger growth
- ~300 headcount reduction in Q4

Yearly Analysis

% Δ 2019 vs 2018

Operating Costs

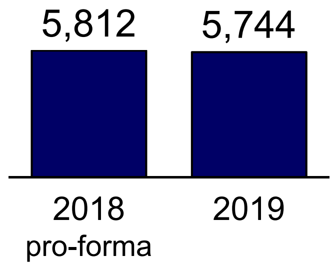
€ m



(2.1)

Personnel Expenses

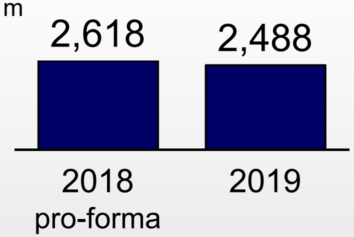
€ m



(1.2)

Other Administrative Expenses

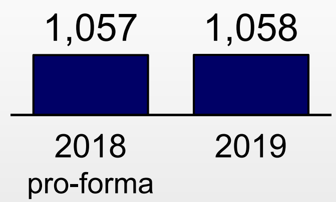
€ m



(5.0)

Adjustments

€ m



+0.1

- Strong reduction (-5.0%) in Other administrative expenses
- Cost/Income ratio down to 51.4% (vs 53.3% in FY18)
- Increase in Adjustments due to investments to trigger growth
- ~3,140 headcount reduction

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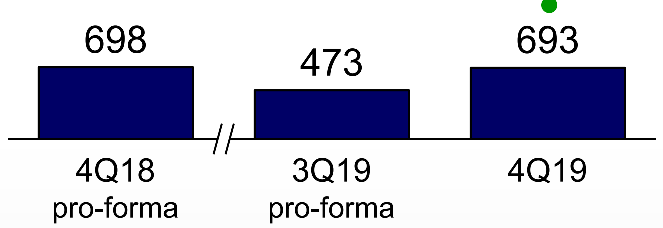
Net Adjustments to Loans: Significant Annual Reduction Coupled with a Strong Decrease in NPL Stock and Gross Inflow

Quarterly Analysis

€ m

% Δ 4Q19 vs 4Q18 and 3Q19

~€60m one-off impact due to the adoption of the new Definition of Default since November 2019



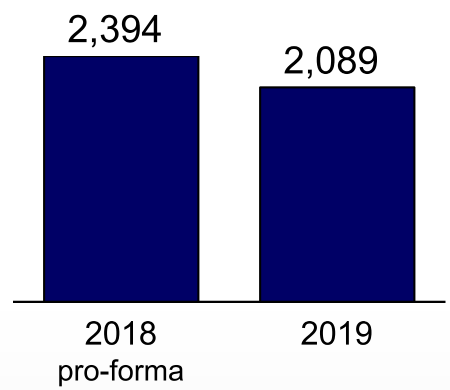
(0.7) +46.5

- **Seventeenth consecutive quarterly reduction in NPL stock**
- **~€1bn[(1)] gross NPL deleveraging in 4Q19**

Yearly Analysis

€ m

% Δ 2019 vs 2018



(12.7)

- **Lowest Net adjustments to loans since 2007**
- **The lowest-ever FY gross NPL inflow[(1)]**
- **Cost of credit down to 53bps (vs 61bps in FY18), the lowest since 2007**
- **~€6bn[(1)] gross NPL deleveraging on a yearly basis (~€34bn[(1)] since the peak of 30.9.15)**

(1) Excluding ~€0.6bn one-off impact from the adoption of the new Definition of Default (DoD) since November 2019

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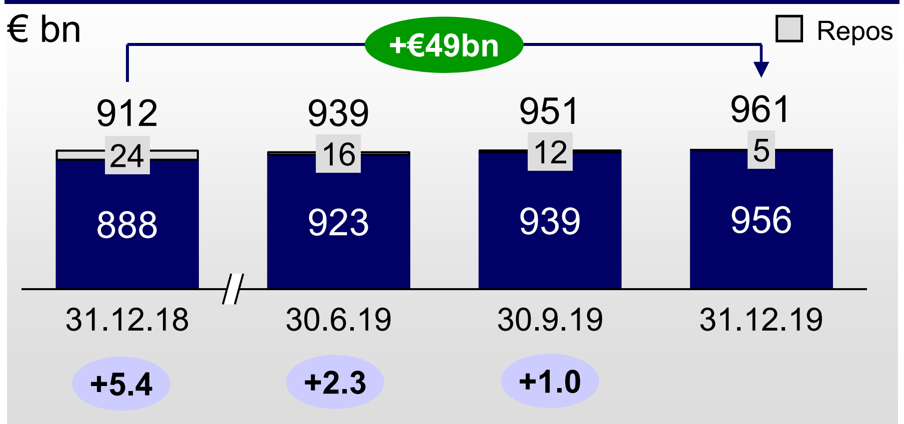
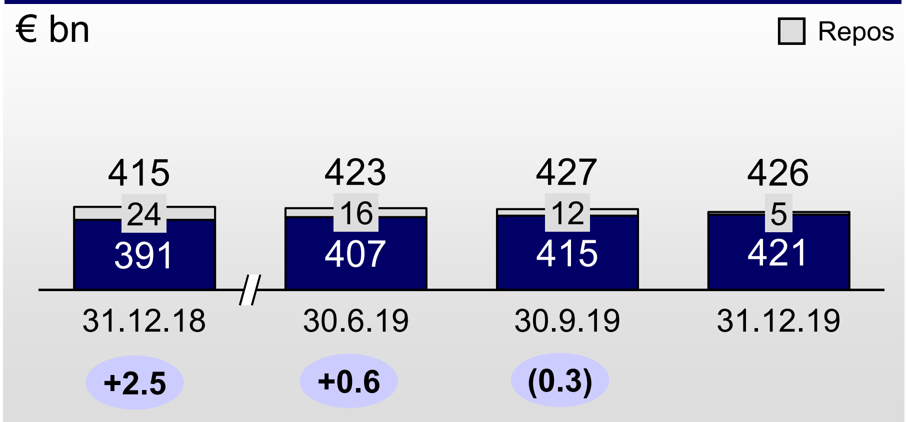
Strong Growth in Customer Financial Assets

% Δ 31.12.19 vs 31.12.18, 30.6.19 and 30.9.19

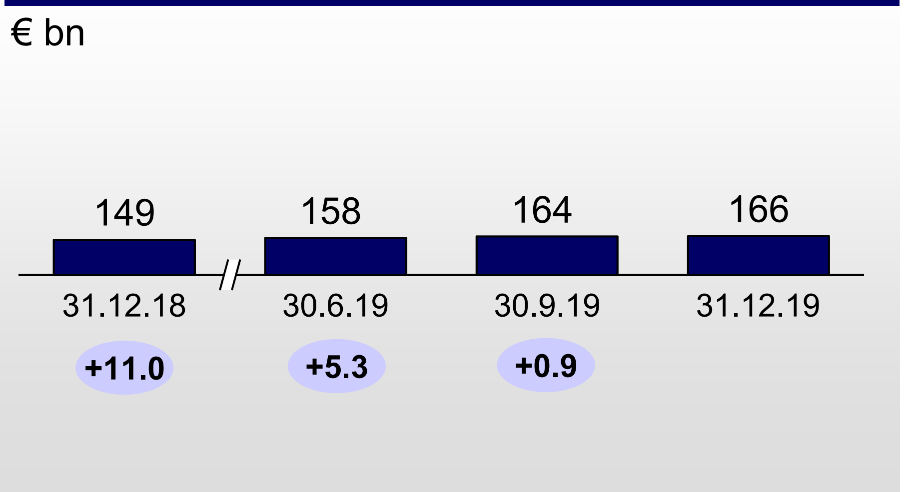
Customer Financial Assets[1]



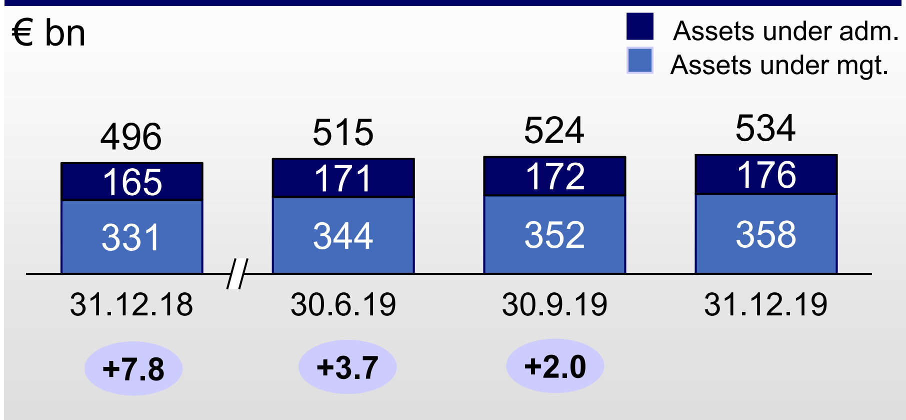
Direct Deposits from Banking Business



Direct Deposits from Insurance Business and Technical Reserves



Indirect Customer Deposits



- **€27bn increase in AuM in 2019**

Note: figures may not add up exactly due to rounding

(1) Net of duplications between Direct Deposits and Indirect Customer Deposits

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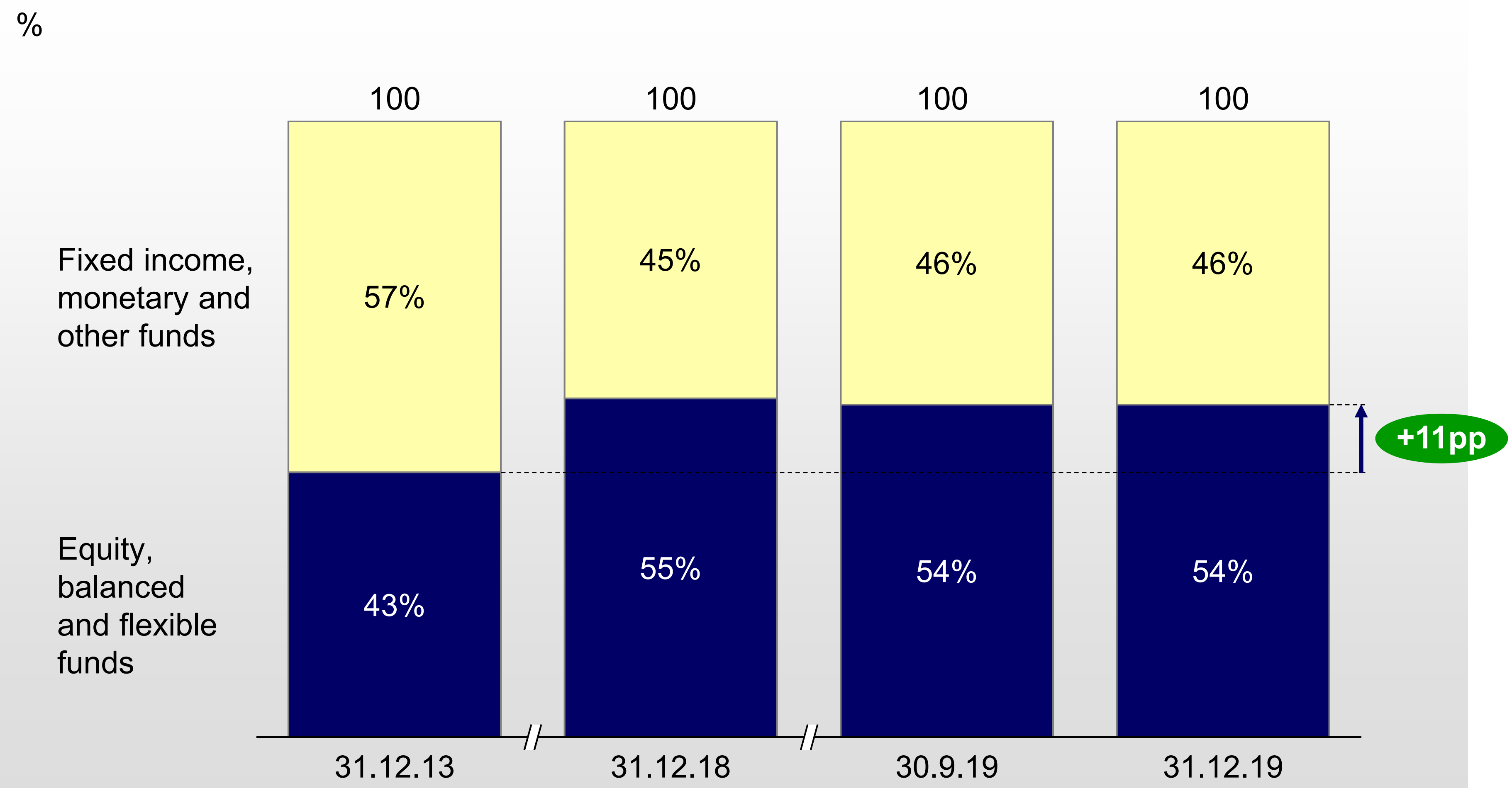
Mutual Funds Mix

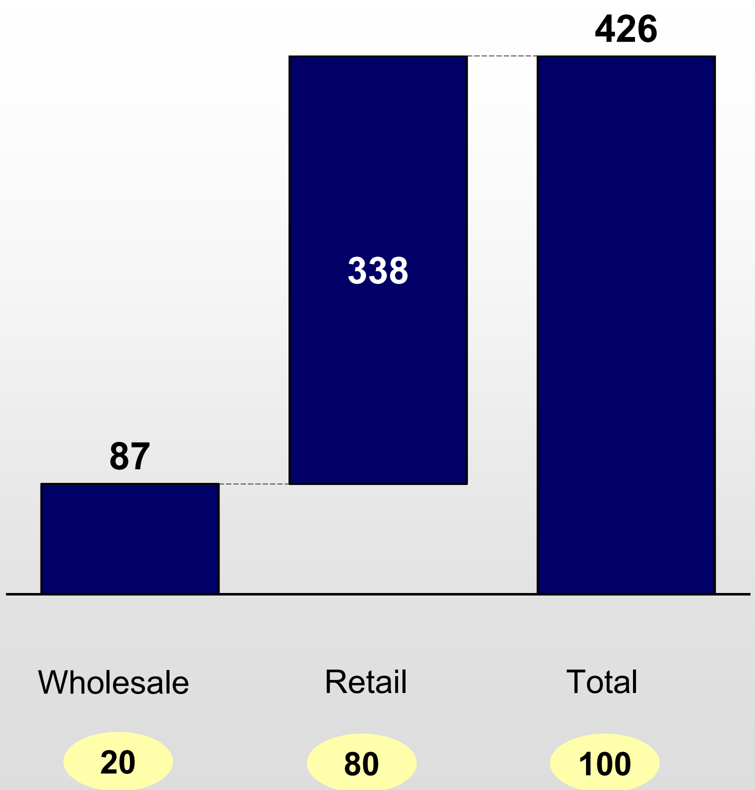
Mutual funds mix



Funding Mix

Breakdown of Direct Deposits from Banking Business

€ bn; 31.12.19 % Percentage of total



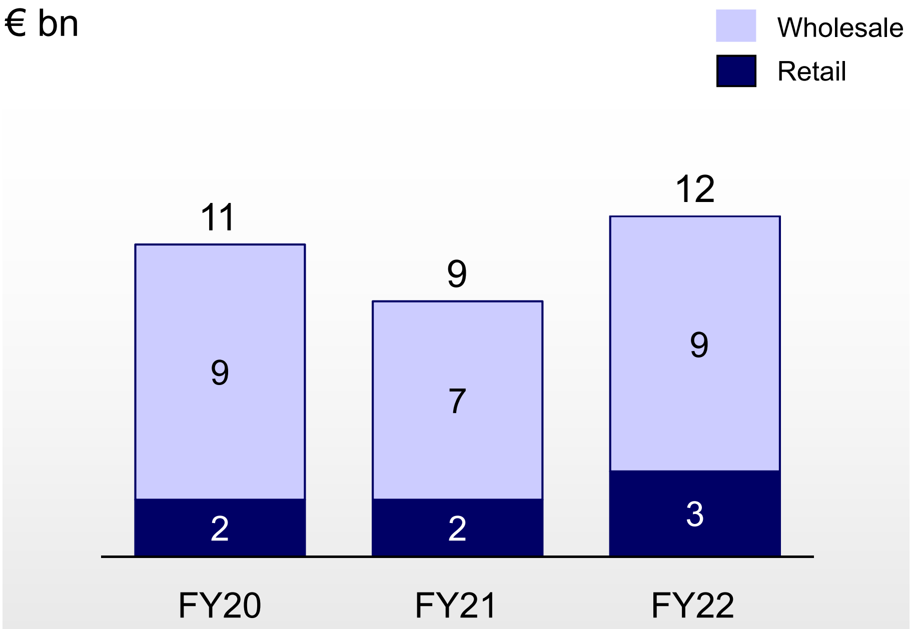
	Wholesale	Retail
■ Current accounts and deposits	7	310
■ Repos and securities lending	5	-
■ Senior bonds	40	9 (1)
■ Covered bonds	12	-
■ Short-term institutional funding	14 (2)	-
■ Subordinated liabilities	7	2 (Placed with Private Banking clients)
■ Other deposits	2	18 (3)

Retail funding represents 80% of Direct deposits from banking business

Note: figures may not add up exactly due to rounding
(1) 41% placed with Private Banking clients
(2) Including €4bn in EMTN puttable and €10bn in Certificates of deposit + Commercial papers
(3) Including Certificates

Strong Funding Capability: Broad Access to International Markets

2020-2022 MLT Maturities



ISP Main Wholesale Issues

2018

- $2.5bn senior unsecured ($1bn 5y, $1bn 10y and $500m 30y), JPY46.6bn (~€354m) senior unsecured split between 3y-5y-10y-15y tranches, €2.25bn senior unsecured (€1.25bn 10y and €1bn 5y) and €1bn 7y covered bonds placed. On average 89% demand came from foreign investors

2019

- €1bn covered bonds, JPY13.2bn (~€105m) senior unsecured, €3.5bn senior unsecured, CHF250m senior unsecured, $2bn senior unsecured and €750m green bond placed. On average 91% demand from foreign investors; targets exceeded by 151%
  - February: €1bn covered bonds backed by residential mortgages
  - March: second senior unsecured Tokyo Pro-Bond transaction for a total of JPY13.2bn (~€105m) split between 3y and 15y tranches
  - June: €2.25bn dual tranche 5/10y senior unsecured issue
  - September: inaugural CHF250m 5y senior unsecured issue and $2bn triple-tranche senior unsecured issue split between $750m 5y, $750m 10y and $500m 30y
  - November: €1.25bn 7y senior unsecured issue and €750m 5y senior unsecured green bond focused on the Circular Economy, under the ISP Sustainability Bond Framework

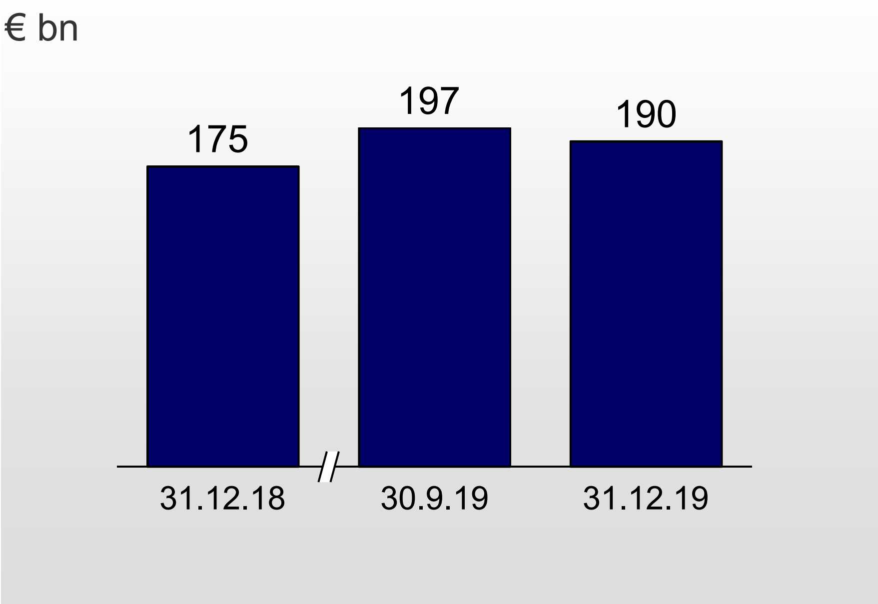
2020

- January: GBP350m 10y senior unsecured issue, first GBP transaction by an Italian bank since 2010

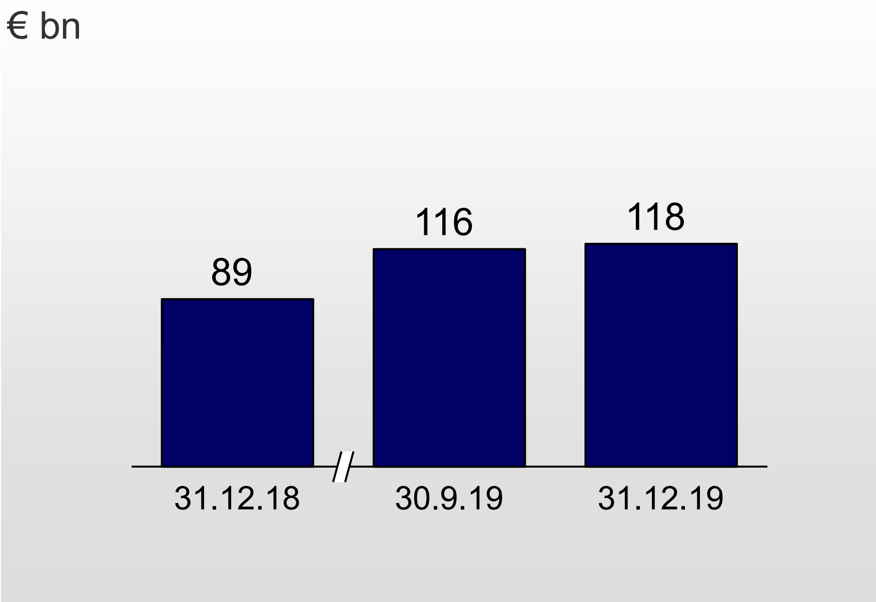
Note: figures may not add up exactly due to rounding

High Liquidity: LCR and NSFR Well Above Regulatory Requirements

Liquid assets(1)



Unencumbered eligible assets with Central Banks(2) (net of haircuts)



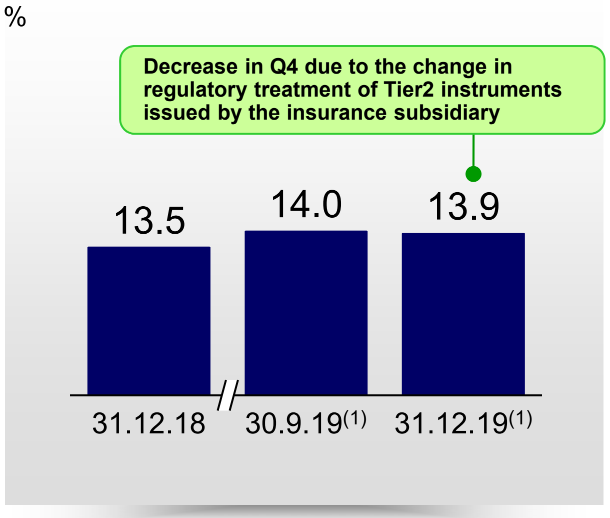
- **TLTRO: ~€49bn(3)**
- **Loan to Deposit ratio(4) at 93%**

(1) Stock of own-account eligible assets (including assets used as collateral and excluding eligible assets received as collateral) and cash & deposits with Central Banks
(2) Eligible assets freely available (excluding assets used as collateral and including eligible assets received as collateral) and cash & deposits with Central Banks
(3) In December 2019, €17bn borrowed under the TLTRO III (out of a maximum allowance of ~€54bn) against a partial repayment of €29bn of the amount taken under the previous TLTRO II (~€60.5bn)
(4) Loans to Customers/Direct Deposits from Banking Business

Solid Capital Base

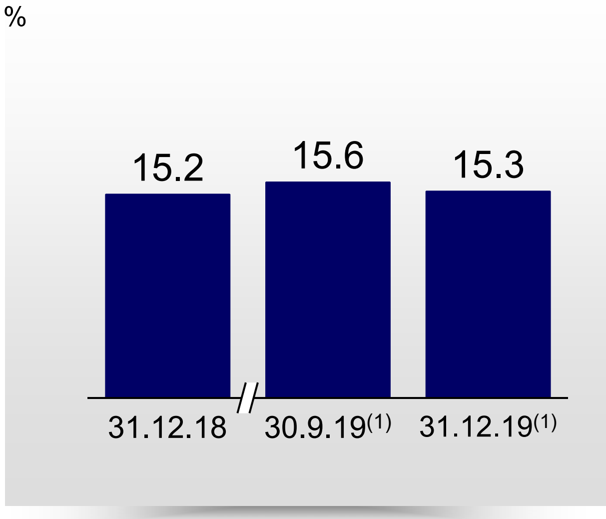
Phased-in Common Equity Ratio

After dividends (€3.4bn in 2019)



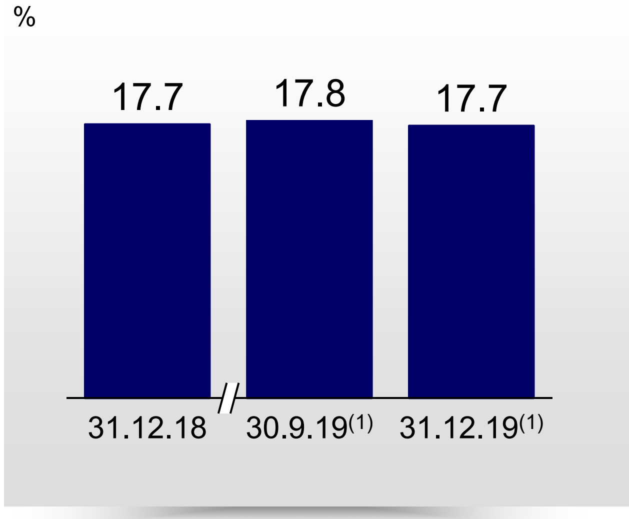
Phased-in Tier 1 Ratio

After dividends (€3.4bn in 2019)



Phased-in Total Capital Ratio

After dividends (€3.4bn in 2019)



- **14.1% pro-forma fully loaded Common Equity ratio[(2)]**
- **6.7% leverage ratio**

(1) Considering the impact from TRIM and IFRS16 in 1Q19 (~20bps) and IFRS9 FTA + IAS19 phasing-in (impact of ~20bps in 1Q19)
(2) Pro-forma fully loaded Basel 3 (31.12.19 financial statements considering the total absorption of DTA related to IFRS9 FTA, goodwill realignment/adjustments to loans/non-taxable public cash contribution of €1,285m covering the integration and rationalisation charges relating to the acquisition of the operations of the two former Venetian banks, the expected absorption of DTA on losses carried forward and the expected distribution of FY19 Net income of insurance companies exceeding reserves already distributed in the first quarter)

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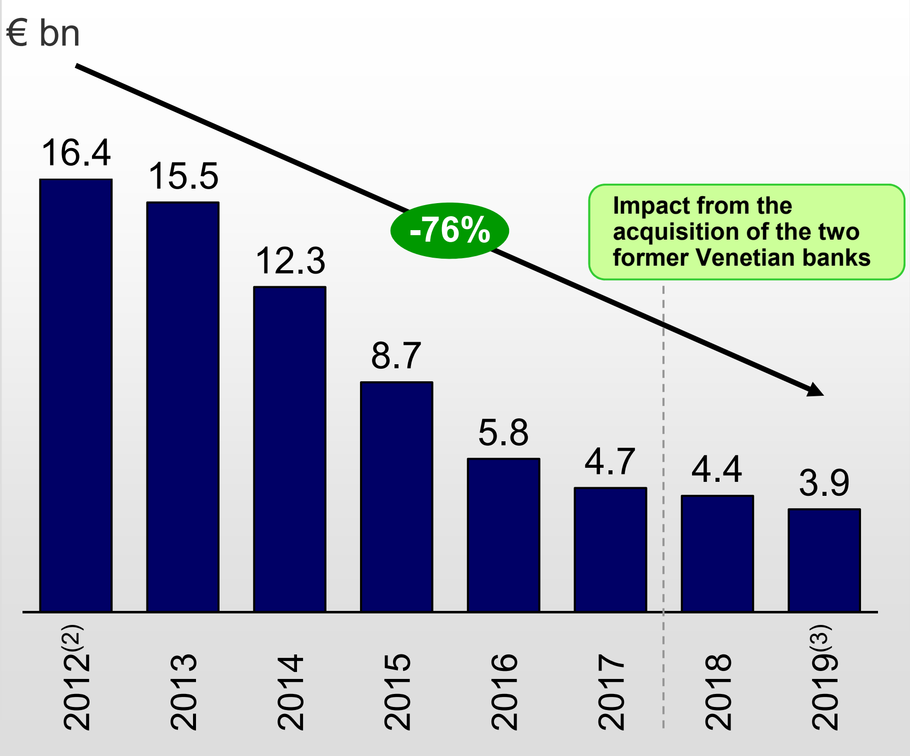
Non-performing Loans: Sizeable Coverage

Cash coverage; %

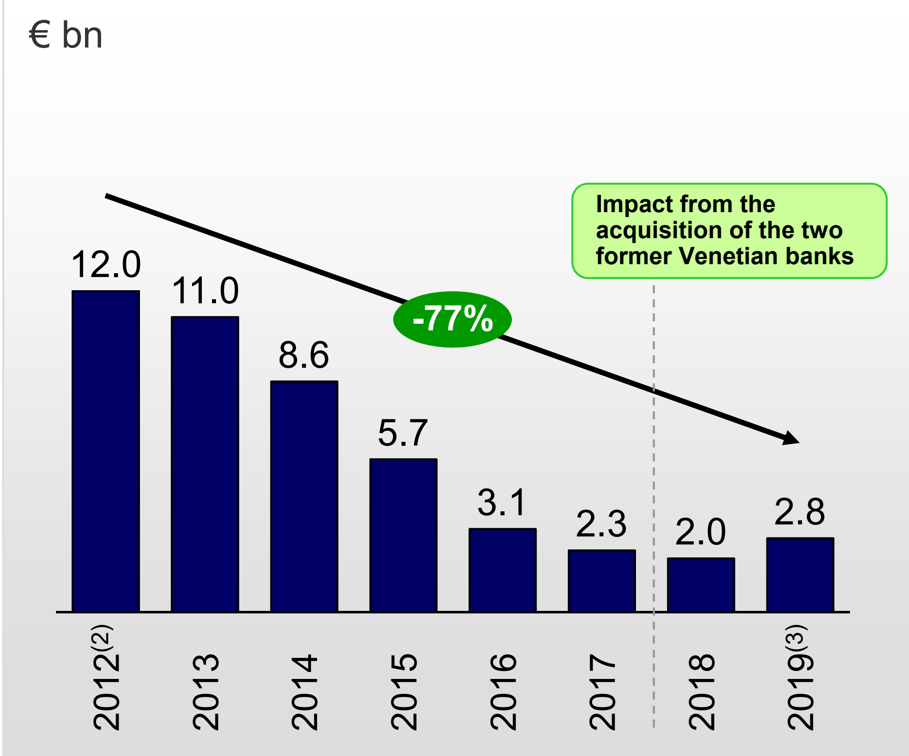
(1) Bad Loans (*Sofferenze*), Unlikely to pay (*Inadempienze probabili*) and Past Due (*Scaduti e sconfinanti*)
(2) New Definition of Default since November 2019

Non-performing Loans: Lowest-ever Gross Inflow

Gross inflow of new NPL(1) from Performing Loans



Net inflow of new NPL(1) from Performing Loans



(1) Bad Loans (Sofferenze), Unlikely to pay (Inadempienze probabili) and Past Due (Scaduti e sconfinanti)
(2) 2012 figures recalculated to take into consideration the regulatory changes to Past Due classification criteria introduced by the Bank of Italy (90 days since 2012 vs 180 days up until 31.12.11)
(3) Excluding ~€0.6bn one-off impact from the adoption of the new Definition of Default (DoD) since November 2019

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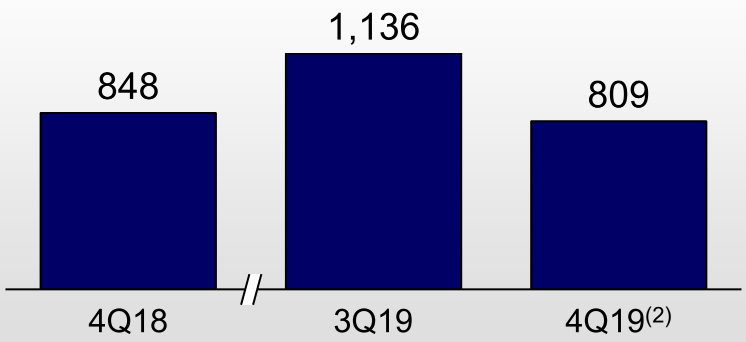
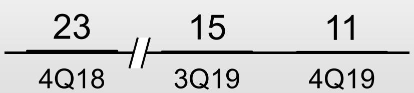
Non-performing Loans: Strong Decrease in Gross Inflow vs Q3

€ m

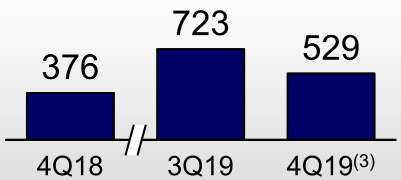
Gross inflow of new NPL[1] from Performing Loans



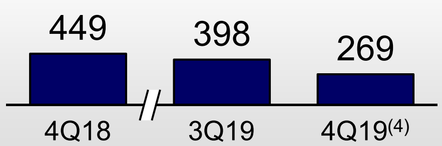
Bad Loans



Unlikely to Pay



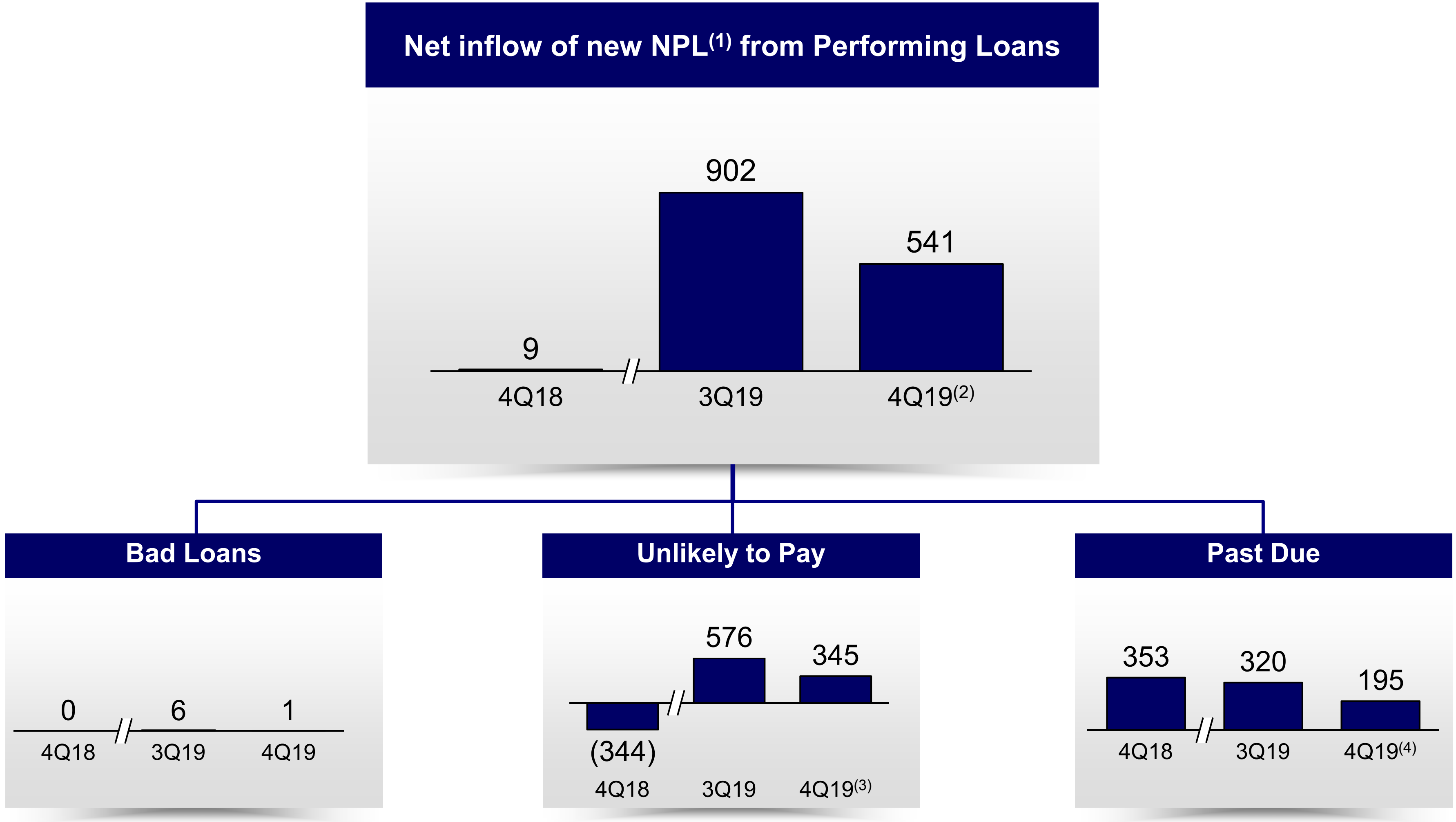
Past Due



Note: figures may not add up exactly due to rounding
(1) Bad Loans (*Sofferenze*), Unlikely to pay (*Inadempienze probabili*) and Past Due (*Scaduti e sconfinanti*)
(2) Excluding €623m one-off impact from the adoption of the new Definition of Default (DoD) since November 2019
(3) Excluding €57m one-off impact from the adoption of the new Definition of Default (DoD) since November 2019
(4) Excluding €566m one-off impact from the adoption of the new Definition of Default (DoD) since November 2019

Non-performing Loans: Strong Decrease in Net Inflow vs Q3

€ m



Note: figures may not add up exactly due to rounding
(1) Bad Loans (*Sofferenze*), Unlikely to pay (*Inadempienze probabili*) and Past Due (*Scaduti e sconfinanti*)
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(3) Excluding €57m one-off impact from the adoption of the new Definition of Default (DoD) since November 2019
(4) Excluding €566m one-off impact from the adoption of the new Definition of Default (DoD) since November 2019

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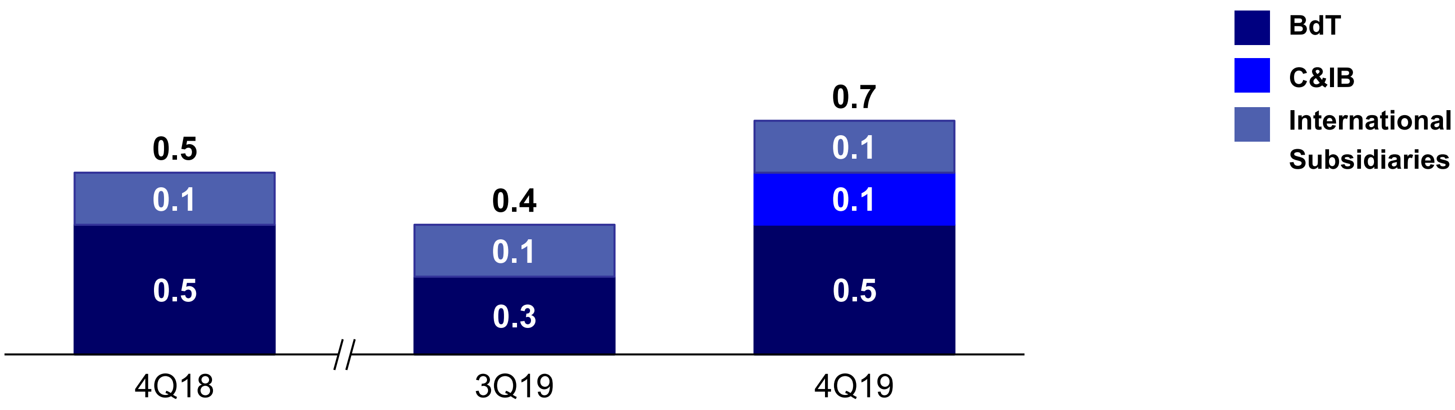
New Bad Loans: Gross Inflow

€ bn

Group's new Bad Loans[1] gross inflow



BdT's new Bad Loans[1] gross inflow

	4Q18	3Q19	4Q19
Total	**0.5**	**0.3**	**0.5**
Households	0.1	0.1	0.1
SMEs	0.4	0.2	0.4

C&IB's new Bad Loans[1] gross inflow

	4Q18	3Q19	4Q19
Total	**-**	**-**	**0.1**
Banca IMI[2]	-	-	-
Global Corporate	-	-	0.1
International	-	-	-
Financial Institutions	-	-	-

Note: figures may not add up exactly due to rounding
(1) *Sofferenze*
(2) Capital Markets and Investment Banking

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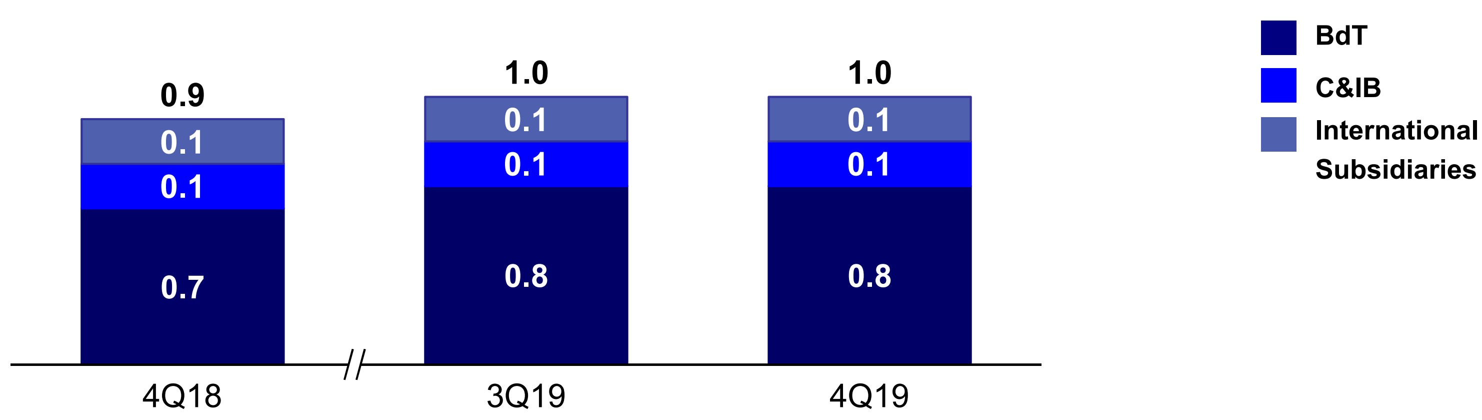
New Unlikely to Pay: Gross Inflow

€ bn

Group's gross inflow of new Unlikely to Pay



BdT's gross inflow of new Unlikely to Pay

	4Q18	3Q19	4Q19
Total	**0.7**	**0.8**	**0.8**
Households	0.3	0.2	0.3
SMEs	0.4	0.6	0.5

C&IB's gross inflow of new Unlikely to Pay

	4Q18	3Q19	4Q19
Total	**0.1**	**0.1**	**0.1**
Banca IMI[1]	-	-	-
Global Corporate	0.1	0.1	-
International	-	-	-
Financial Institutions	-	-	-

Note: figures may not add up exactly due to rounding
(1) Capital Markets and Investment Banking

Non-performing Loans: Seventeenth Consecutive Quarterly Decline in Stock

Gross NPL

€ bn	31.12.18	30.9.19	31.12.19
Bad Loans	21.7	19.9	19.4
- of which forborne	*2.6*	*2.6*	*2.7*
Unlikely to pay	14.3	11.2	11.0
- of which forborne	*6.5*	*4.5*	*4.4*
Past Due	0.5	0.5	0.9 (€0.3bn excluding DoD[1])
- of which forborne	-	-	*0.1*
Total	**36.5**	**31.6**	**31.3** (€30.7bn excluding DoD[1])

Net NPL

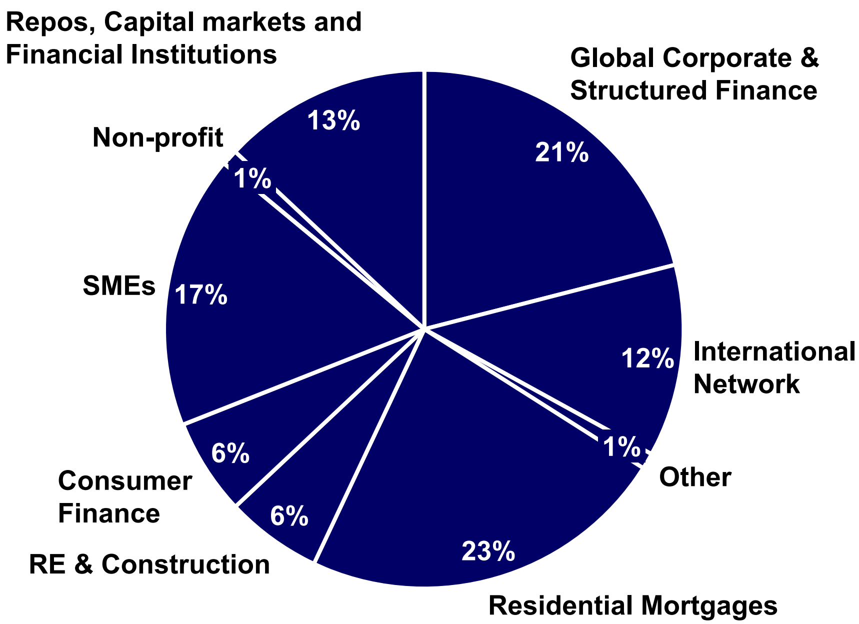
€ bn	31.12.18	30.9.19	31.12.19
Bad Loans	7.1	6.9	6.7
- of which forborne	*1.0*	*1.0*	*1.1*
Unlikely to pay	9.1	7.0	6.7
- of which forborne	*4.4*	*3.0*	*2.9*
Past Due	0.4	0.4	0.7 (€0.2bn excluding DoD[1])
- of which forborne	-	-	*0.1*
Total	**16.6**	**14.3**	**14.2** (€13.7bn excluding DoD[1])

- **83%[1] of 2018-2021 Business Plan NPL deleveraging target already achieved**
- **~€34bn[1] NPL deleveraging since the peak of 30.9.15 (~€6bn[1] since 31.12.18, of which ~€1bn[1] in Q4), leading to the lowest NPL stock since 2008**

Note: figures may not add up exactly due to rounding
(1) Excluding ~€0.6bn gross (~€0.5bn net) one-off impact from the adoption of the new Definition of Default (DoD) since November 2019

Loans to Customers: A Well-diversified Portfolio

Breakdown by business area
(data as at 31.12.19)



- **Low risk profile of residential mortgage portfolio**
  - Instalment/available income ratio at 32%
  - Average Loan-to-Value equal to 56%
  - Original average maturity equal to ~23 years
  - Residual average life equal to ~18 years

Breakdown by economic business sector

	31.12.19
Loans of the Italian banks and companies of the Group	
Households	**29.0%**
Public Administration	**1.9%**
Financial companies	**10.8%**
Non-financial companies	**32.1%**
of which:	
SERVICES	6.3%
DISTRIBUTION	5.4%
REAL ESTATE	3.3%
UTILITIES	2.5%
CONSTRUCTION	1.9%
METALS AND METAL PRODUCTS	1.7%
AGRICULTURE	1.5%
FOOD AND DRINK	1.3%
TRANSPORT	1.3%
MECHANICAL	1.0%
INTERMEDIATE INDUSTRIAL PRODUCTS	0.9%
FASHION	0.8%
ELECTROTECHNICAL AND ELECTRONIC	0.6%
TRANSPORTATION MEANS	0.5%
HOLDING AND OTHER	0.5%
ENERGY AND EXTRACTION	0.4%
PUBLISHING AND PRINTING	0.3%
MATERIALS FOR CONSTRUCTION	0.3%
BASE AND INTERMEDIATE CHEMICALS	0.3%
NON-CLASSIFIED UNITS	0.3%
PHARMACEUTICAL	0.2%
INFRASTRUCTURE	0.2%
FURNITURE	0.2%
OTHER CONSUMPTION GOODS	0.2%
MASS CONSUMPTION GOODS	0.1%
WHITE GOODS	0.1%
Rest of the world	**10.8%**
Loans of international banks and companies of the Group	**11.7%**
Non-performing loans	**3.6%**
TOTAL	**100.0%**

Note: figures may not add up exactly due to rounding

Contents

Divisional Financial Highlights

Data as at 31.12.19

	Divisions							
	Banca dei Territori	Corporate & Investment Banking	International Subsidiary Banks[1]	Private Banking[2]	Asset Management[3]	Insurance[4]	Corporate Centre / Others[5]	Total
Operating Income (€ m)	8,473	4,162	1,998	1,971	840	1,132	(493)	18,083
Operating Margin (€ m)	3,439	3,074	1,007	1,358	683	928	(1,696)	8,793
Net Income (€ m)	1,551	1,932	723	919	518	661	(2,122)	4,182
Cost/Income (%)	59.4	26.1	49.6	31.1	18.7	18.0	n.m.	51.4
RWA (€ bn)	83.3	100.1	32.9	9.2	1.4	0.0	71.6	298.5
Direct Deposits from Banking Business (€ bn)	199.3	96.6	43.4	38.7	0.0	0.0	47.5	425.5
Loans to Customers (€ bn)	186.4	131.5	34.0	9.3	0.4	0.0	33.5	395.2

Note: figures may not add up exactly due to rounding
(1) Excluding the Russian subsidiary Banca Intesa included in C&IB
(2) Fideuram, Intesa Sanpaolo Private Banking, Intesa Sanpaolo Private Bank (Suisse) Morval, and Siref Fiduciaria
(3) Eurizon
(4) Fideuram Vita, Intesa Sanpaolo Assicura, Intesa Sanpaolo Life and Intesa Sanpaolo Vita
(5) Treasury Department, Central Structures and consolidation adjustments

Banca dei Territori: 2019 vs 2018

€ m

	2018 pro-forma[(1)]	2019	Δ%
Net interest income	4,437	4,187	(5.6)
Net fee and commission income	4,314	4,212	(2.4)
Income from insurance business	1	2	100.0
Profits on financial assets and liabilities at fair value	74	72	(2.7)
Other operating income (expenses)	(1)	0	n.m.
Operating income	**8,825**	**8,473**	**(4.0)**
Personnel expenses	(3,276)	(3,135)	(4.3)
Other administrative expenses	(2,027)	(1,890)	(6.8)
Adjustments to property, equipment and intangible assets	(8)	(9)	12.5
Operating costs	**(5,311)**	**(5,034)**	**(5.2)**
Operating margin	**3,514**	**3,439**	**(2.1)**
Net adjustments to loans	(1,405)	(1,016)	(27.7)
Net provisions and net impairment losses on other assets	(71)	(111)	56.3
Other income (expenses)	0	111	n.m.
Income (Loss) from discontinued operations	0	0	n.m.
Gross income (loss)	**2,038**	**2,423**	**18.9**
Taxes on income	(766)	(848)	10.7
Charges (net of tax) for integration and exit incentives	(14)	(23)	64.3
Effect of purchase price allocation (net of tax)	(2)	(1)	(50.0)
Levies and other charges concerning the banking industry (net of tax)	0	0	n.m.
Impairment (net of tax) of goodwill and other intangible assets	0	0	n.m.
Minority interests	0	0	n.m.
Net income	**1,256**	**1,551**	**23.5**

Note: figures may not add up exactly due to rounding

(1) Data restated for IFRS16, the full line-by-line consolidation of Autostrade Lombarde, and the reclassification of Risanamento operating income entirely to "Other operating income (expenses)", placement fees for certificates from "Profits on financial assets and liabilities at fair value" to "Net fee and commission income", expenses for employees transferred to Tersia (Intrum deal) to ''Other administrative expenses'', international subsidiaries charges concerning the banking industry from ''Other operating income (expenses)'' to ''Levies and other charges concerning the banking industry (net of tax)'' and to ''Taxes on income'', the full line-by-line deconsolidation of the acquiring activities due to the Nexi agreement, and the merger of Mediocredito Italiano into ISP

Banca dei Territori: Q4 vs Q3

€ m

	3Q19 pro-forma[1]	4Q19	Δ%
Net interest income	1,058	1,005	(5.0)
Net fee and commission income	1,067	1,078	1.0
Income from insurance business	1	0	(62.5)
Profits on financial assets and liabilities at fair value	19	19	0.3
Other operating income (expenses)	(0)	0	n.m.
Operating income	**2,145**	**2,103**	**(2.0)**
Personnel expenses	(779)	(797)	2.4
Other administrative expenses	(458)	(528)	15.4
Adjustments to property, equipment and intangible assets	(3)	(2)	(25.2)
Operating costs	**(1,239)**	**(1,327)**	**7.1**
Operating margin	**906**	**776**	**(14.4)**
Net adjustments to loans	(259)	(208)	(19.9)
Net provisions and net impairment losses on other assets	(12)	(77)	559.0
Other income (expenses)	0	111	n.m.
Income (Loss) from discontinued operations	0	0	n.m.
Gross income (loss)	**635**	**601**	**(5.3)**
Taxes on income	(232)	(182)	(21.7)
Charges (net of tax) for integration and exit incentives	(4)	(9)	93.0
Effect of purchase price allocation (net of tax)	0	0	n.m.
Levies and other charges concerning the banking industry (net of tax)	0	0	n.m.
Impairment (net of tax) of goodwill and other intangible assets	0	0	n.m.
Minority interests	0	0	n.m.
Net income	**398**	**411**	**3.2**

Note: figures may not add up exactly due to rounding
(1) Data restated for the full line-by-line deconsolidation of the acquiring activities due to the Nexi agreement and for the merger of Mediocredito Italiano into ISP

Corporate and Investment Banking: 2019 vs 2018

€ m

	2018 pro-forma[1]	2019	Δ%	
Net interest income	1,773	1,899	7.1	
Net fee and commission income	1,077	1,029	(4.5)	
Income from insurance business	0	0	n.m.	
Profits on financial assets and liabilities at fair value	1,050	1,232	17.3	
Other operating income (expenses)	15	2	(86.7)	
Operating income	**3,915**	**4,162**	**6.3**	+14.0% excluding NTV[2]
Personnel expenses	(427)	(435)	1.9	
Other administrative expenses	(628)	(623)	(0.8)	
Adjustments to property, equipment and intangible assets	(30)	(30)	0.0	
Operating costs	**(1,085)**	**(1,088)**	**0.3**	
Operating margin	**2,830**	**3,074**	**8.6**	+19.8% excluding NTV[2]
Net adjustments to loans	(146)	(211)	44.5	
Net provisions and net impairment losses on other assets	(7)	(41)	485.7	
Other income (expenses)	2	3	50.0	
Income (Loss) from discontinued operations	0	0	n.m.	
Gross income (loss)	**2,679**	**2,825**	**5.4**	+17.0% excluding NTV[2]
Taxes on income	(769)	(888)	15.5	
Charges (net of tax) for integration and exit incentives	(8)	(5)	(37.5)	
Effect of purchase price allocation (net of tax)	0	0	n.m.	
Levies and other charges concerning the banking industry (net of tax)	0	0	n.m.	
Impairment (net of tax) of goodwill and other intangible assets	0	0	n.m.	
Minority interests	0	0	n.m.	
Net income	**1,902**	**1,932**	**1.6**	+16.7% excluding NTV[2]

Note: figures may not add up exactly due to rounding

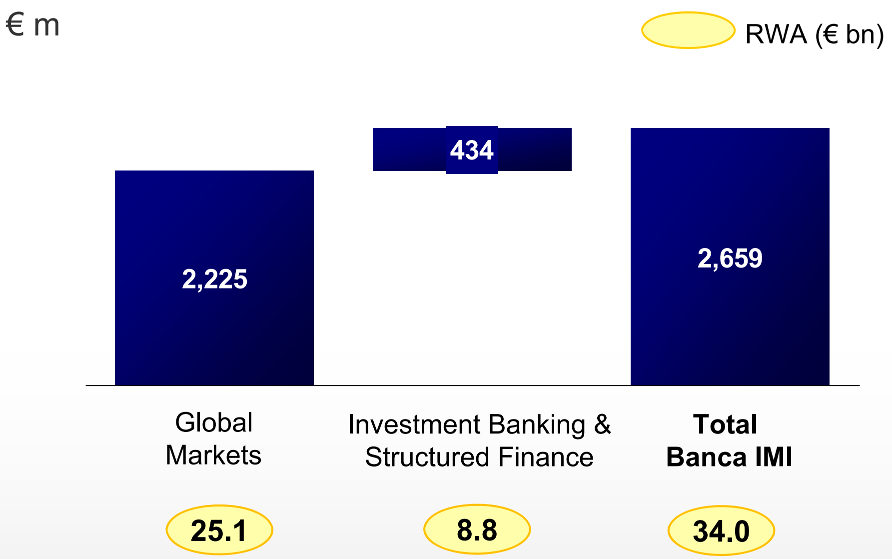
(1) Data restated for IFRS16, the full line-by-line consolidation of Autostrade Lombarde, and the reclassification of Risanamento operating income entirely to "Other operating income (expenses)", placement fees for certificates from "Profits on financial assets and liabilities at fair value" to "Net fee and commission income", expenses for employees transferred to Tersia (Intrum deal) to ''Other administrative expenses'', international subsidiaries charges concerning the banking industry from ''Other operating income (expenses)'' to ''Levies and other charges concerning the banking industry (net of tax)'' and to ''Taxes on income'', and the merger of Mediocredito Italiano into ISP

(2) €264m pre-tax positive impact (€246m net of tax) deriving from the sale of the NTV stake booked in 1Q18

Banca IMI: A Significant Contribution to Group Results

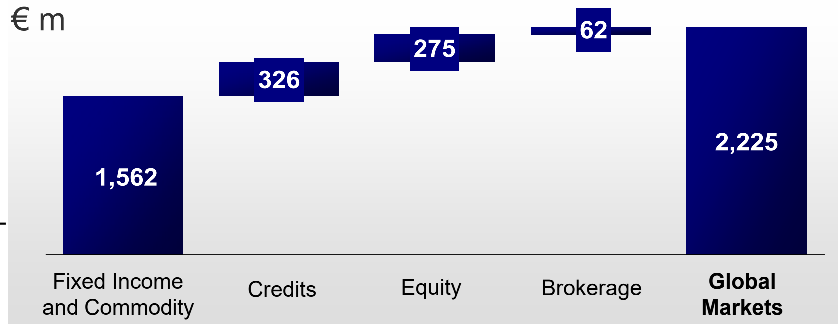
2019 Results

Banca IMI Operating Income[1]

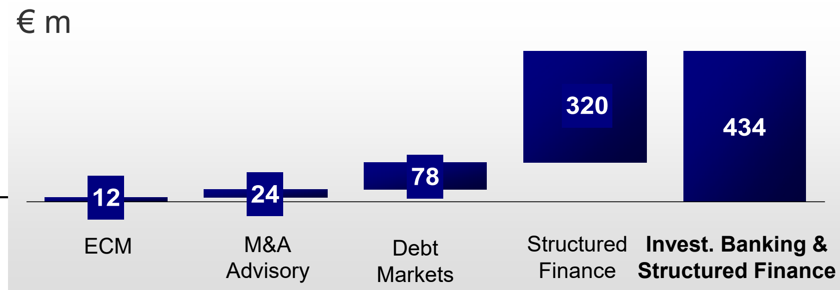


- ~45% of Operating income is customer driven
- 2019 average VaR at €136m
- Cost/Income ratio at 17.8%
- 2019 Net income at €1,415m

of which: Global Markets



of which: Investment Banking & Structured Finance



Note: figures may not add up exactly due to rounding
(1) Banca IMI S.p.A. and its subsidiaries

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Corporate and Investment Banking: Q4 vs Q3

€ m

	3Q19 pro-forma[1]	4Q19	Δ%
Net interest income	474	499	5.1
Net fee and commission income	239	318	32.9
Income from insurance business	0	0	n.m.
Profits on financial assets and liabilities at fair value	399	197	(50.7)
Other operating income (expenses)	0	(0)	n.m.
Operating income	**1,113**	**1,013**	**(8.9)**
Personnel expenses	(104)	(128)	23.1
Other administrative expenses	(154)	(169)	9.7
Adjustments to property, equipment and intangible assets	(8)	(8)	(3.8)
Operating costs	**(267)**	**(305)**	**14.5**
Operating margin	**846**	**708**	**(16.3)**
Net adjustments to loans	(64)	(27)	(57.5)
Net provisions and net impairment losses on other assets	(1)	(29)	n.m.
Other income (expenses)	0	0	n.m.
Income (Loss) from discontinued operations	0	0	n.m.
Gross income (loss)	**781**	**652**	**(16.5)**
Taxes on income	(249)	(195)	(21.9)
Charges (net of tax) for integration and exit incentives	(1)	(1)	(18.8)
Effect of purchase price allocation (net of tax)	0	0	n.m.
Levies and other charges concerning the banking industry (net of tax)	0	0	n.m.
Impairment (net of tax) of goodwill and other intangible assets	0	0	n.m.
Minority interests	0	0	n.m.
Net income	**531**	**456**	**(14.0)**

Note: figures may not add up exactly due to rounding
(1) Data restated for the merger of Mediocredito Italiano into ISP

International Subsidiary Banks: 2019 vs 2018

€ m

	2018 pro-forma[1]	2019	Δ%
Net interest income	1,322	1,370	3.6
Net fee and commission income	524	537	2.5
Income from insurance business	0	0	n.m.
Profits on financial assets and liabilities at fair value	172	124	(27.9)
Other operating income (expenses)	(30)	(33)	10.0
Operating income	**1,988**	**1,998**	**0.5**
Personnel expenses	(532)	(540)	1.5
Other administrative expenses	(332)	(346)	4.2
Adjustments to property, equipment and intangible assets	(111)	(105)	(5.4)
Operating costs	**(975)**	**(991)**	**1.6**
Operating margin	**1,013**	**1,007**	**(0.6)**
Net adjustments to loans	(121)	(77)	(36.4)
Net provisions and net impairment losses on other assets	(47)	5	n.m.
Other income (expenses)	10	9	(10.0)
Income (Loss) from discontinued operations	0	0	n.m.
Gross income (loss)	**855**	**944**	**10.4**
Taxes on income	(146)	(181)	24.0
Charges (net of tax) for integration and exit incentives	(35)	(40)	14.3
Effect of purchase price allocation (net of tax)	0	0	n.m.
Levies and other charges concerning the banking industry (net of tax)	0	0	n.m.
Impairment (net of tax) of goodwill and other intangible assets	(2)	0	n.m.
Minority interests	4	0	(100.0)
Net income	**676**	**723**	**7.0**

Note: figures may not add up exactly due to rounding. Excluding the Russian subsidiary Banca Intesa included in C&IB

(1) Data restated for IFRS16, the full line-by-line consolidation of Autostrade Lombarde, and the reclassification of Risanamento operating income entirely to "Other operating income (expenses)", placement fees for certificates from "Profits on financial assets and liabilities at fair value" to "Net fee and commission income", expenses for employees transferred to Tersia (Intrum deal) to ''Other administrative expenses'', and international subsidiaries charges concerning the banking industry from ''Other operating income (expenses)'' to ''Levies and other charges concerning the banking industry (net of tax)'' and to ''Taxes on income"

International Subsidiary Banks: Q4 vs Q3

€ m

	3Q19	4Q19	Δ%
Net interest income	350	340	(2.9)
Net fee and commission income	134	140	4.3
Income from insurance business	0	0	n.m.
Profits on financial assets and liabilities at fair value	26	39	50.0
Other operating income (expenses)	(11)	(6)	44.5
Operating income	**499**	**513**	**2.7**
Personnel expenses	(134)	(143)	6.4
Other administrative expenses	(82)	(100)	21.9
Adjustments to property, equipment and intangible assets	(27)	(27)	(0.7)
Operating costs	**(243)**	**(269)**	**10.9**
Operating margin	**256**	**243**	**(5.1)**
Net adjustments to loans	(9)	(41)	338.4
Net provisions and net impairment losses on other assets	4	5	(34.5)
Other income (expenses)	1	4	269.8
Income (Loss) from discontinued operations	0	0	n.m.
Gross income (loss)	**252**	**211**	**(16.0)**
Taxes on income	(46)	(40)	(13.3)
Charges (net of tax) for integration and exit incentives	(12)	(13)	3.8
Effect of purchase price allocation (net of tax)	0	0	n.m.
Levies and other charges concerning the banking industry (net of tax)	0	(0)	n.m.
Impairment (net of tax) of goodwill and other intangible assets	0	0	n.m.
Minority interests	(0)	0	n.m.
Net income	**193**	**159**	**(17.9)**

Note: figures may not add up exactly due to rounding. Excluding the Russian subsidiary Banca Intesa included in C&IB

Private Banking: 2019 vs 2018

€ m

	2018 pro-forma[1]	2019	Δ%
Net interest income	155	177	14.2
Net fee and commission income	1,696	1,746	2.9
Income from insurance business	0	0	n.m.
Profits on financial assets and liabilities at fair value	14	42	200.0
Other operating income (expenses)	9	6	(33.3)
Operating income	**1,874**	**1,971**	**5.2**
Personnel expenses	(349)	(358)	2.6
Other administrative expenses	(198)	(199)	0.5
Adjustments to property, equipment and intangible assets	(46)	(56)	21.7
Operating costs	**(593)**	**(613)**	**3.4**
Operating margin	**1,281**	**1,358**	**6.0**
Net adjustments to loans	5	(2)	n.m.
Net provisions and net impairment losses on other assets	(13)	(30)	130.8
Other income (expenses)	10	9	(10.0)
Income (Loss) from discontinued operations	0	0	n.m.
Gross income (loss)	**1,283**	**1,335**	**4.1**
Taxes on income	(404)	(394)	(2.5)
Charges (net of tax) for integration and exit incentives	(30)	(21)	(30.0)
Effect of purchase price allocation (net of tax)	(1)	(2)	100.0
Levies and other charges concerning the banking industry (net of tax)	0	0	n.m.
Impairment (net of tax) of goodwill and other intangible assets	0	0	n.m.
Minority interests	0	1	n.m.
Net income	**848**	**919**	**8.4**

Note: figures may not add up exactly due to rounding

(1) Data restated for IFRS16, the full line-by-line consolidation of Autostrade Lombarde, and the reclassification of Risanamento operating income entirely to "Other operating income (expenses)", placement fees for certificates from "Profits on financial assets and liabilities at fair value" to "Net fee and commission income", expenses for employees transferred to Tersia (Intrum deal) to ''Other administrative expenses'', and international subsidiaries charges concerning the banking industry from ''Other operating income (expenses)'' to ''Levies and other charges concerning the banking industry (net of tax)'' and to ''Taxes on income''

Private Banking: Q4 vs Q3

€ m

	3Q19	4Q19	Δ%
Net interest income	43	45	3.7
Net fee and commission income	433	470	8.7
Income from insurance business	0	0	n.m.
Profits on financial assets and liabilities at fair value	5	9	83.3
Other operating income (expenses)	1	2	166.7
Operating income	**482**	**526**	**9.2**
Personnel expenses	(92)	(94)	1.7
Other administrative expenses	(53)	(57)	6.6
Adjustments to property, equipment and intangible assets	(15)	(14)	(6.2)
Operating costs	**(160)**	**(164)**	**2.6**
Operating margin	**322**	**362**	**12.5**
Net adjustments to loans	2	(1)	n.m.
Net provisions and net impairment losses on other assets	(15)	8	n.m.
Other income (expenses)	0	(0)	n.m.
Income (Loss) from discontinued operations	0	0	n.m.
Gross income (loss)	**308**	**368**	**19.5**
Taxes on income	(95)	(115)	20.7
Charges (net of tax) for integration and exit incentives	(4)	(7)	59.3
Effect of purchase price allocation (net of tax)	(0)	(0)	n.m.
Levies and other charges concerning the banking industry (net of tax)	0	0	n.m.
Impairment (net of tax) of goodwill and other intangible assets	0	0	n.m.
Minority interests	0	1	n.m.
Net income	**208**	**246**	**18.4**

Note: figures may not add up exactly due to rounding

Asset Management: 2019 vs 2018

€ m

	2018 pro-forma(1)	2019	Δ%
Net interest income	0	1	n.m.
Net fee and commission income	701	799	14.0
Income from insurance business	0	0	n.m.
Profits on financial assets and liabilities at fair value	(10)	5	n.m.
Other operating income (expenses)	25	35	40.0
Operating income	**716**	**840**	**17.3**
Personnel expenses	(70)	(81)	15.7
Other administrative expenses	(75)	(70)	(6.7)
Adjustments to property, equipment and intangible assets	(5)	(6)	20.0
Operating costs	**(150)**	**(157)**	**4.7**
Operating margin	**566**	**683**	**20.7**
Net adjustments to loans	0	0	n.m.
Net provisions and net impairment losses on other assets	2	0	(100.0)
Other income (expenses)	0	0	n.m.
Income (Loss) from discontinued operations	0	0	n.m.
Gross income (loss)	**568**	**683**	**20.2**
Taxes on income	(103)	(165)	60.2
Charges (net of tax) for integration and exit incentives	0	0	n.m.
Effect of purchase price allocation (net of tax)	0	0	n.m.
Levies and other charges concerning the banking industry (net of tax)	0	0	n.m.
Impairment (net of tax) of goodwill and other intangible assets	0	0	n.m.
Minority interests	(11)	0	n.m.
Net income	**454**	**518**	**14.1**

Note: figures may not add up exactly due to rounding

(1) Data restated for IFRS16, the full line-by-line consolidation of Autostrade Lombarde, and the reclassification of Risanamento operating income entirely to "Other operating income (expenses)", placement fees for certificates from "Profits on financial assets and liabilities at fair value" to "Net fee and commission income", expenses for employees transferred to Tersia (Intrum deal) to ''Other administrative expenses'', and international subsidiaries charges concerning the banking industry from ''Other operating income (expenses)'' to ''Levies and other charges concerning the banking industry (net of tax)'' and to ''Taxes on income''

Asset Management: Q4 vs Q3

€ m

	3Q19	4Q19	Δ%
Net interest income	0	0	294.2
Net fee and commission income	185	272	47.0
Income from insurance business	0	0	n.m.
Profits on financial assets and liabilities at fair value	1	1	(55.3)
Other operating income (expenses)	9	9	6.8
Operating income	**195**	**282**	**44.8**
Personnel expenses	(19)	(27)	40.6
Other administrative expenses	(16)	(21)	30.2
Adjustments to property, equipment and intangible assets	(1)	(1)	0.7
Operating costs	**(37)**	**(49)**	**34.5**
Operating margin	**158**	**233**	**47.1**
Net adjustments to loans	0	0	n.m.
Net provisions and net impairment losses on other assets	(0)	0	n.m.
Other income (expenses)	0	0	n.m.
Income (Loss) from discontinued operations	0	0	n.m.
Gross income (loss)	**158**	**233**	**47.2**
Taxes on income	(39)	(58)	48.5
Charges (net of tax) for integration and exit incentives	(0)	(0)	(10.9)
Effect of purchase price allocation (net of tax)	0	0	n.m.
Levies and other charges concerning the banking industry (net of tax)	0	0	n.m.
Impairment (net of tax) of goodwill and other intangible assets	0	0	n.m.
Minority interests	(0)	0	n.m.
Net income	**118**	**174**	**47.0**

Note: figures may not add up exactly due to rounding

Insurance: 2019 vs 2018

€ m

	2018 pro-forma(1)	2019	Δ%
Net interest income	0	0	n.m.
Net fee and commission income	0	0	n.m.
Income from insurance business	1,119	1,144	2.2
Profits on financial assets and liabilities at fair value	0	0	n.m.
Other operating income (expenses)	(13)	(12)	(7.7)
Operating income	**1,106**	**1,132**	**2.4**
Personnel expenses	(84)	(90)	7.1
Other administrative expenses	(95)	(102)	7.4
Adjustments to property, equipment and intangible assets	(8)	(12)	50.0
Operating costs	**(187)**	**(204)**	**9.1**
Operating margin	**919**	**928**	**1.0**
Net adjustments to loans	0	0	n.m.
Net provisions and net impairment losses on other assets	(5)	(2)	(60.0)
Other income (expenses)	0	0	n.m.
Income (Loss) from discontinued operations	0	0	n.m.
Gross income (loss)	**914**	**926**	**1.3**
Taxes on income	(245)	(247)	0.8
Charges (net of tax) for integration and exit incentives	(5)	(2)	(60.0)
Effect of purchase price allocation (net of tax)	(16)	(16)	0.0
Levies and other charges concerning the banking industry (net of tax)	0	0	n.m.
Impairment (net of tax) of goodwill and other intangible assets	0	0	n.m.
Minority interests	0	0	n.m.
Net income	**648**	**661**	**2.0**

Note: figures may not add up exactly due to rounding

(1) Data restated for IFRS16, the full line-by-line consolidation of Autostrade Lombarde, and the reclassification of Risanamento operating income entirely to "Other operating income (expenses)", placement fees for certificates from "Profits on financial assets and liabilities at fair value" to "Net fee and commission income", expenses for employees transferred to Tersia (Intrum deal) to "Other administrative expenses", and international subsidiaries charges concerning the banking industry from "Other operating income (expenses)" to "Levies and other charges concerning the banking industry (net of tax)" and to "Taxes on income"

Insurance: Q4 vs Q3

€ m

	3Q19	4Q19	∆%
Net interest income	0	0	n.m.
Net fee and commission income	0	0	n.m.
Income from insurance business	299	299	0.3
Profits on financial assets and liabilities at fair value	0	0	n.m.
Other operating income (expenses)	(3)	(4)	(68.5)
Operating income	**296**	**295**	**(0.3)**
Personnel expenses	(22)	(26)	18.3
Other administrative expenses	(27)	(29)	6.2
Adjustments to property, equipment and intangible assets	(3)	(4)	29.8
Operating costs	**(52)**	**(59)**	**12.6**
Operating margin	**244**	**236**	**(3.1)**
Net adjustments to loans	0	0	n.m.
Net provisions and net impairment losses on other assets	(1)	(0)	(66.3)
Other income (expenses)	0	0	n.m.
Income (Loss) from discontinued operations	0	0	n.m.
Gross income (loss)	**243**	**236**	**(2.8)**
Taxes on income	(68)	(64)	(6.2)
Charges (net of tax) for integration and exit incentives	(0)	(2)	374.6
Effect of purchase price allocation (net of tax)	(4)	(4)	0.0
Levies and other charges concerning the banking industry (net of tax)	0	0	n.m.
Impairment (net of tax) of goodwill and other intangible assets	0	0	n.m.
Minority interests	0	0	n.m.
Net income	**170**	**167**	**(2.2)**

Note: figures may not add up exactly due to rounding

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Quarterly P&L

€ m

	1Q18	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19
	pro-forma[1]				pro-forma[2]			
Net interest income	1,853	1,838	1,844	1,736	1,756	1,761	1,741	1,747
Net fee and commission income	2,010	1,996	1,939	2,007	1,865	1,965	1,966	2,166
Income from insurance business	294	281	271	238	291	284	301	308
Profits on financial assets and liabilities at fair value	610	448	209	205	458	634	480	356
Other operating income (expenses)	30	26	(11)	(11)	(1)	10	5	(10)
Operating income	**4,797**	**4,589**	**4,252**	**4,175**	**4,369**	**4,654**	**4,493**	**4,567**
Personnel expenses	(1,432)	(1,447)	(1,415)	(1,518)	(1,387)	(1,418)	(1,421)	(1,518)
Other administrative expenses	(620)	(608)	(637)	(753)	(556)	(596)	(605)	(731)
Adjustments to property, equipment and intangible assets	(257)	(254)	(259)	(287)	(260)	(252)	(261)	(285)
Operating costs	**(2,309)**	**(2,309)**	**(2,311)**	**(2,558)**	**(2,203)**	**(2,266)**	**(2,287)**	**(2,534)**
Operating margin	**2,488**	**2,280**	**1,941**	**1,617**	**2,166**	**2,388**	**2,206**	**2,033**
Net adjustments to loans	(483)	(694)	(519)	(698)	(369)	(554)	(473)	(693)
Net provisions and net impairment losses on other assets	(51)	(35)	(25)	(76)	(30)	(37)	(19)	(168)
Other income (expenses)	(2)	3	(2)	507	6	1	(2)	50
Income (Loss) from discontinued operations	17	16	19	19	19	22	22	25
Gross income (loss)	**1,969**	**1,570**	**1,414**	**1,369**	**1,792**	**1,820**	**1,734**	**1,247**
Taxes on income	(541)	(504)	(432)	(173)	(536)	(449)	(536)	(317)
Charges (net of tax) for integration and exit incentives	(19)	(16)	(31)	(54)	(22)	(30)	(27)	(27)
Effect of purchase price allocation (net of tax)	(44)	(26)	(38)	(48)	(40)	(28)	(37)	(12)
Levies and other charges concerning the banking industry (net of tax)	(126)	(93)	(90)	(69)	(146)	(96)	(96)	(22)
Impairment (net of tax) of goodwill and other intangible assets	0	0	0	0	0	0	0	0
Minority interests	13	(4)	10	13	2	(1)	6	3
Net income	**1,252**	**927**	**833**	**1,038**	**1,050**	**1,216**	**1,044**	**872**

Note: figures may not add up exactly due to rounding

(1) Data restated for IFRS16, the full line-by-line consolidation of Autostrade Lombarde, and the reclassification of Risanamento operating income entirely to "Other operating income (expenses)", placement fees for certificates from "Profits on financial assets and liabilities at fair value" to "Net fee and commission income", expenses for employees transferred to Tersia (Intrum deal) to "Other administrative expenses", international subsidiaries charges concerning the banking industry from "Other operating income (expenses)" to "Levies and other charges concerning the banking industry (net of tax)" and to "Taxes on income", and the full line-by-line deconsolidation of the acquiring activities due to the Nexi agreement

(2) Data restated for the full line-by-line deconsolidation of the acquiring activities due to the Nexi agreement

Net Fee and Commission Income: Quarterly Development Breakdown

€ m

Net Fee and Commission Income

	1Q18	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19
	pro-forma[1]				pro-forma[2]			
Guarantees given / received	60	72	76	63	55	56	58	60
Collection and payment services	92	117	108	127	110	118	113	127
Current accounts	319	313	308	320	308	306	304	304
Credit and debit cards	64	77	84	87	74	80	89	82
Commercial banking activities	**535**	**579**	**576**	**597**	**547**	**560**	**564**	**573**
Dealing and placement of securities	221	215	147	163	180	195	190	199
Currency dealing	12	13	12	13	12	12	13	12
Portfolio management	596	569	570	569	542	561	571	697
Distribution of insurance products	378	378	364	342	326	361	363	391
Other	62	57	67	69	62	65	69	68
Management, dealing and consultancy activities	**1,269**	**1,232**	**1,160**	**1,156**	**1,122**	**1,194**	**1,206**	**1,367**
Other net fee and commission income	206	185	203	254	196	211	196	226
Net fee and commission income	**2,010**	**1,996**	**1,939**	**2,007**	**1,865**	**1,965**	**1,966**	**2,166**

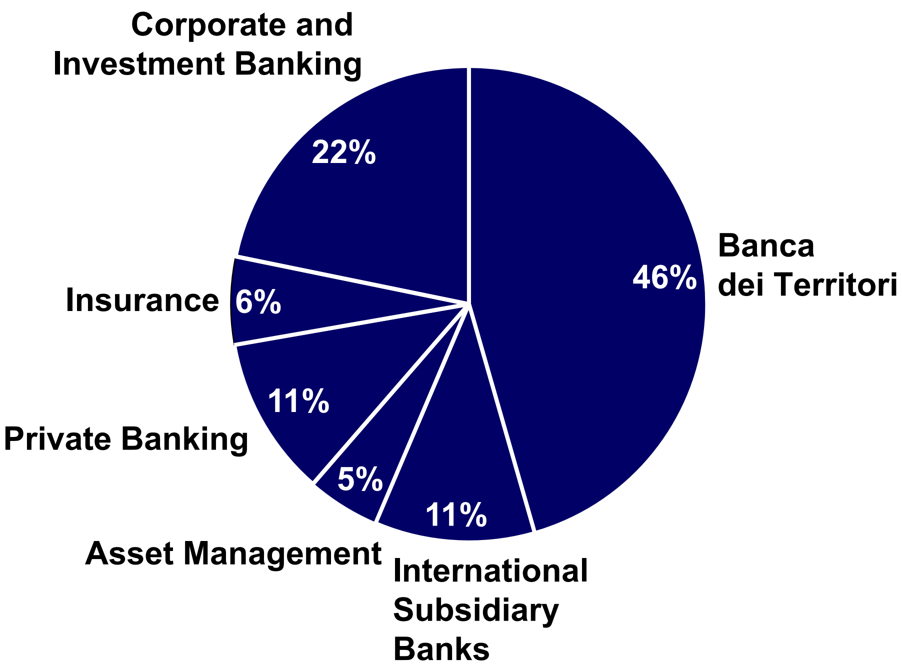
Note: figures may not add up exactly due to rounding

(1) Data restated for IFRS16, the full line-by-line consolidation of Autostrade Lombarde, and the reclassification of Risanamento operating income entirely to "Other operating income (expenses)", placement fees for certificates from "Profits on financial assets and liabilities at fair value" to "Net fee and commission income", expenses for employees transferred to Tersia (Intrum deal) to "Other administrative expenses", international subsidiaries charges concerning the banking industry from "Other operating income (expenses)" to "Levies and other charges concerning the banking industry (net of tax)" and to "Taxes on income", and the full line-by-line deconsolidation of the acquiring activities due to the Nexi agreement

(2) Data restated for the full line-by-line deconsolidation of the acquiring activities due to the Nexi agreement

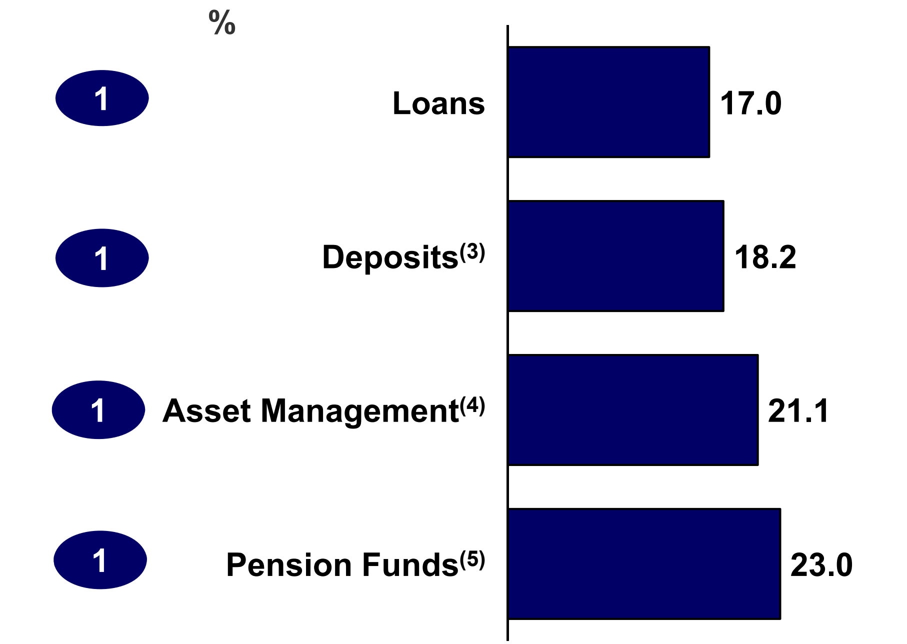
Market Leadership in Italy

2019 Operating Income Breakdown by business area[1]



Leader in Italy

Ranking | Market share[2]



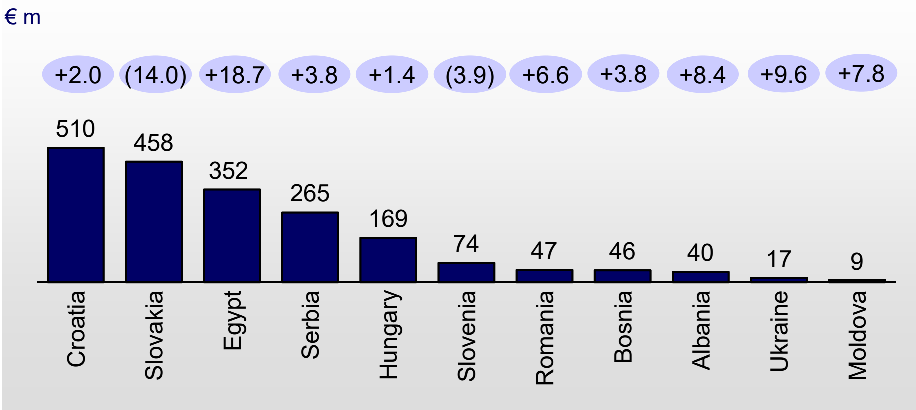
Note: figures may not add up exactly due to rounding
(1) Excluding Corporate Centre
(2) Data as at 31.12.19
(3) Including bonds
(4) Mutual funds; data as at 30.9.19
(5) Data as at 30.9.19

International Subsidiary Banks: Key P&L Data by Country

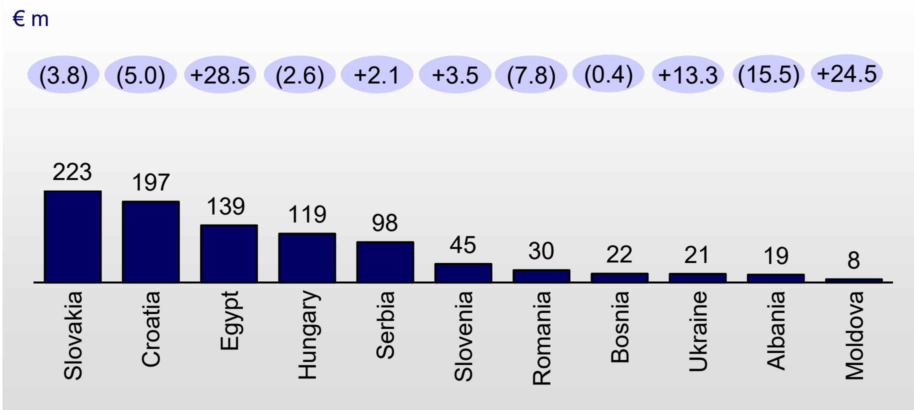
Data as at 31.12.19

(Δ% vs 2018 pro-forma)

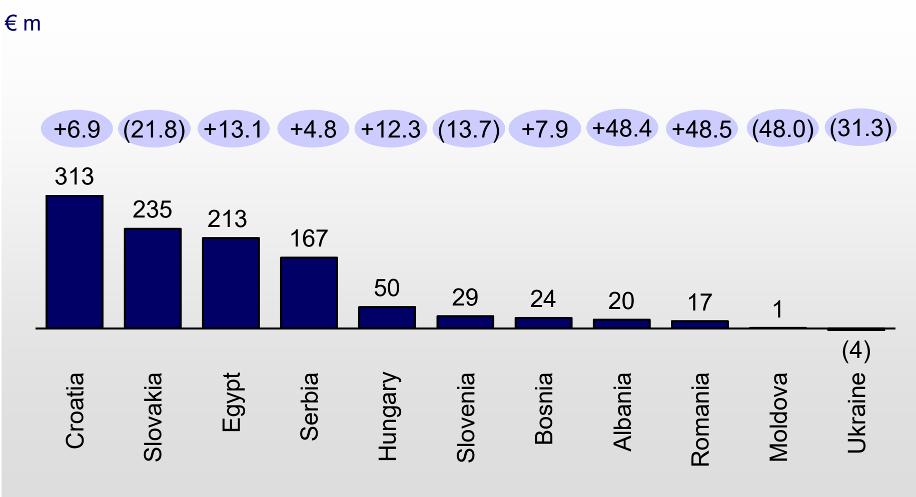
Operating Income



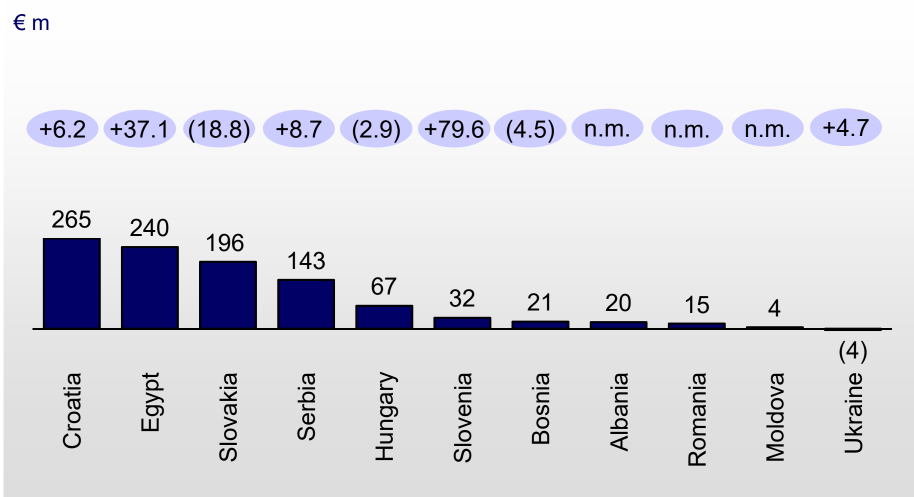
Operating Costs



Operating Margin



Gross Income



Note: excluding the Russian subsidiary Banca Intesa included in C&IB

INTESA SANPAOLO

International Subsidiary Banks by Country: 8.6% of the Group's Total Loans

Data as at 31.12.19

	Hungary	Slovakia	Slovenia	Croatia	Bosnia	Serbia	Albania	Romania	Moldova	Ukraine	Total CEE	Egypt	Total
Oper. Income (€ m)	169	458	74	510	46	265	40	47	9	17	1,635	352	1,987
% of Group total	***0.9%***	***2.5%***	***0.4%***	***2.8%***	***0.3%***	***1.5%***	***0.2%***	***0.3%***	***0.1%***	***0.1%***	***9.0%***	***1.9%***	***11.0%***
Net income (€ m)	41	120	24	198	17	106	14	12	2	(4)	530	170	700
% of Group total	***1.0%***	***2.9%***	***0.6%***	***4.7%***	***0.4%***	***2.5%***	***0.3%***	***0.3%***	***0.1%***	***n.m.***	***12.7%***	***4.1%***	***16.7%***
Customer Deposits (€ bn)	4.3	15.3	2.2	9.1	0.8	4.1	1.2	1.0	0.2	0.1	38.3	4.9	43.2
% of Group total	***1.0%***	***3.6%***	***0.5%***	***2.1%***	***0.2%***	***1.0%***	***0.3%***	***0.2%***	***0.0%***	***0.0%***	***9.0%***	***1.1%***	***10.1%***
Customer Loans (€ bn)	3.2	14.4	1.8	6.9	0.8	3.3	0.4	0.9	0.1	0.1	31.7	2.3	34.0
% of Group total	***0.8%***	***3.6%***	***0.5%***	***1.7%***	***0.2%***	***0.8%***	***0.1%***	***0.2%***	***0.0%***	***0.0%***	***8.0%***	***0.6%***	***8.6%***
Total Assets (€ bn)	6.1	17.6	2.7	12.0	1.2	5.7	1.5	1.4	0.2	0.2	48.5	5.9	54.5
% of Group total	***0.7%***	***2.2%***	***0.3%***	***1.5%***	***0.1%***	***0.7%***	***0.2%***	***0.2%***	***0.0%***	***0.0%***	***5.9%***	***0.7%***	***6.7%***
Book value (€ m)	724	1,535	298	1,688	156	855	177	184	37	71	5,725	579	6,304
- goodwill/intangibles	*37*	*113*	*6*	*31*	*3*	*45*	*5*	*3*	*2*	*3*	*248*	*8*	*256*

Note: figures may not add up exactly due to rounding. Excluding the Russian subsidiary Banca Intesa included in C&IB

International Subsidiary Banks by Country: Loan Breakdown and Coverage

Data as at 31.12.19

	Hungary	Slovakia	Slovenia	Croatia	Bosnia	Serbia	Albania	Romania	Moldova	Ukraine	Total CEE	Egypt	Total
Performing loans (€ bn)	3.1	14.2	1.8	6.7	0.8	3.3	0.4	0.8	0.1	0.1	**31.1**	2.3	**33.4**
of which:													
Retail local currency	39%	60%	43%	35%	32%	22%	21%	11%	60%	22%	**45%**	55%	**45%**
Retail foreign currency	0%	0%	0%	20%	15%	28%	14%	19%	1%	2%	**8%**	0%	**8%**
Corporate local currency	24%	36%	57%	21%	9%	4%	14%	35%	19%	49%	**29%**	27%	**28%**
Corporate foreign currency	37%	5%	0%	25%	44%	46%	51%	35%	20%	27%	**19%**	18%	**19%**
Bad loans(1) (€ m)	15	108	3	62	4	17	4	12	2	0	**227**	0	**227**
Unlikely to pay(2) (€ m)	46	86	26	126	8	24	7	14	0	0	**337**	46	**383**
Performing loans coverage	1.2%	0.7%	0.8%	1.6%	1.7%	1.3%	1.9%	1.5%	5.5%	0.8%	**1.1%**	1.4%	**1.1%**
Bad loans(1) coverage	71%	64%	85%	76%	75%	67%	50%	63%	33%	n.m.	**69%**	100%	**71%**
Unlikely to pay(2) coverage	48%	41%	38%	39%	43%	59%	46%	42%	100%	n.m.	**43%**	45%	**43%**
Cost of credit(3) (bps)	n.m.	30	n.m.	46	35	65	n.m.	34	n.m.	n.m.	**28**	n.m.	**23**

Note: figures may not add up exactly due to rounding. Excluding the Russian subsidiary Banca Intesa included in C&IB
(1) *Sofferenze*
(2) Including Past due
(3) Net adjustments to loans/Net customer loans

Common Equity Ratio as at 31.12.19: from Phased-in to Pro-forma Fully Loaded

	~€ bn	~bps
Direct-deduction relevant items		
DTA on losses carried forward(1)	1.4	46
IFRS9 transitional adjustment	(2.6)	(85)
Total	**(1.2)**	**(39)**
Cap relevant items(*)(2)		
Total	**0.0**	**14**
(*) as a memo, constituents of deductions subject to cap:		
- Other DTA(3)	1.2	
- Investments in banking and financial companies	0.8	
RWA from 100% weighted DTA(4)	**(8.2)**	**38**
Total estimated impact		**13**
Pro-forma fully loaded Common Equity ratio		**14.1%**

Note: figures may not add up exactly due to rounding

(1) Considering the expected absorption of DTA on losses carried forward (€1.5bn as at 31.12.19)

(2) Following the application of the Danish Compromise, insurance investments are risk weighted instead of being deducted from capital. In the amount of insurance investments, the expected distribution of FY19 Net income of insurance companies exceeding reserves already distributed in the first quarter is considered, which for the sake of simplicity is left included in the benefit allocated to this caption

(3) Other DTA: mostly related to provisions for risks and charges, considering the total absorption of DTA related to IFSR9 FTA (€1.2bn as at 31.12.19) and DTA related to the non-taxable public cash contribution of €1,285m covering the integration and rationalisation charges relating to the acquisition of operations of the two former Venetian banks (€0.4bn as at 31.12.19). DTA related to goodwill realignment and adjustments to loans are excluded due to their treatment as credits to tax authorities

(4) Considering the total absorption of DTA convertible into tax credit related to goodwill realignment (€4.8bn as at 31.12.19) and adjustments to loans (€3.5bn as at 31.12.19)

Total Exposure(1) by Main Countries

€ m

	DEBT SECURITIES						LOANS
	Banking Business				Insurance Business(3)	Total	
	AC	FVTOCI	FVTPL(2)	Total			
EU Countries	**21,282**	**54,959**	**9,294**	**85,535**	**64,513**	**150,048**	**376,662**
Austria	135	132	39	306	4	310	403
Belgium	1,468	960	48	2,476	155	2,631	576
Bulgaria					83	83	25
Croatia	69	1,157	192	1,418	108	1,526	7,026
Cyprus							285
Czech Republic	108			108		108	604
Denmark		17	13	30	19	49	140
Estonia							4
Finland		104	39	143	37	180	148
France	1,073	4,146	340	5,559	3,410	8,969	5,093
Germany	880	2,375	2,080	5,335	1,248	6,583	4,621
Greece	36		32	68		68	1,026
Hungary	175	1,037	21	1,233	10	1,243	2,864
Ireland	888	906	435	2,229	114	2,343	390
Italy	13,696	26,041	4,947	44,684	54,400	99,084	306,314
Latvia		8		8		8	36
Lithuania		5		5		5	9
Luxembourg	133	327	201	661	2	663	5,726
Malta							181
The Netherlands	435	831	444	1,710	743	2,453	1,950
Poland	40	86	-5	121	30	151	1,036
Portugal	409	433	56	898	7	905	172
Romania	56	321		377	209	586	1,045
Slovakia		652	2	654		654	12,483
Slovenia	1	219		220		220	1,794
Spain	1,303	14,524	294	16,121	2,528	18,649	2,286
Sweden		178	151	329	2	331	205
United Kingdom	377	500	-35	842	1,404	2,246	20,220
Albania	**517**	**6**	**1**	**524**		**524**	**385**
Egypt		**1,329**	**-5**	**1,324**	**53**	**1,377**	**2,576**
Japan		**1,585**	**723**	**2,308**	**85**	**2,393**	**1,254**
Russia		**194**	**4**	**198**	**96**	**294**	**7,212**
Serbia		**930**	**1**	**931**		**931**	**3,582**
U.S.A.	**510**	**5,748**	**344**	**6,602**	**2,577**	**9,179**	**6,995**
Other Countries	**1,022**	**3,691**	**946**	**5,659**	**3,084**	**8,743**	**22,851**
Total	**23,331**	**68,442**	**11,308**	**103,081**	**70,408**	**173,489**	**421,517**

Note: management accounts. Figures may not add up exactly due to rounding
(1) Exposure to sovereign risks (central and local governments), banks and other customers. Book Value of Debt Securities and Net Loans as at 31.12.19
(2) Taking into account cash short positions
(3) Excluding securities in which money is collected through insurance policies where the total risk is retained by the insured

Exposure to Sovereign Risks(1) by Main Countries

€ m

	DEBT SECURITIES							LOANS
	Banking Business				Insurance Business(3)	Total	FVTOCI/AFS Reserve (4)	
	AC	FVTOCI	FVTPL(2)	Total				
EU Countries	**12,257**	**46,629**	**5,419**	**64,305**	**56,577**	**120,882**	**354**	**12,412**
Austria		5	39	44	2	46		
Belgium	547	856	1	1,404	4	1,408	-5	
Bulgaria					63	63	1	
Croatia		1,157	192	1,349	97	1,446	7	1,015
Cyprus								
Czech Republic								
Denmark		9	13	22		22		
Estonia								
Finland		30	21	51	3	54		
France	779	2,760	24	3,563	1,944	5,507	-30	4
Germany	259	1,600	1,916	3,775	545	4,320	-5	
Greece			32	32		32		
Hungary		1,031	21	1,052	10	1,062	13	123
Ireland	540	296	-3	833	111	944		
Italy	8,370	23,021	2,727	34,118	51,708	85,826	335	10,818
Latvia		8		8		8		36
Lithuania		5		5		5		
Luxembourg							-1	
Malta								
The Netherlands	262	302	228	792	120	912	-1	
Poland	40	34	-5	69	18	87	-1	
Portugal	376	416	-5	787		787	1	
Romania	56	321		377	209	586	1	8
Slovakia		525	2	527		527	1	134
Slovenia		212		212		212	2	207
Spain	1,028	14,022	155	15,205	1,637	16,842	36	67
Sweden			150	150		150		
United Kingdom		19	-89	-70	106	36		
Albania	**517**	**6**	**1**	**524**		**524**		**1**
Egypt		**1,318**	**-5**	**1,313**	**53**	**1,366**	**14**	
Japan		**1,556**	**688**	**2,244**		**2,244**	**1**	
Russia		**172**	**3**	**175**		**175**	**4**	
Serbia		**930**	**1**	**931**		**931**	**16**	**94**
U.S.A.	**14**	**4,826**	**38**	**4,878**	**9**	**4,887**	**-44**	
Other Countries	**876**	**2,403**	**765**	**4,044**	**1,099**	**5,143**	**17**	**4,084**
Total	**13,664**	**57,840**	**6,910**	**78,414**	**57,738**	**136,152**	**362**	**16,591**

Banking Business Government bond duration: 5.5 years
Adjusted duration due to hedging: 0.8 years

Note: management accounts. Figures may not add up exactly due to rounding
(1) Exposure to central and local governments. Book Value of Debt Securities and Net Loans as at 31.12.19
(2) Taking into account cash short positions
(3) Excluding securities in which money is collected through insurance policies where the total risk is retained by the insured
(4) Net of tax and allocation to insurance products under separate management

Exposure to Banks by Main Countries(1)

€ m

	DEBT SECURITIES						LOANS
	Banking Business				Insurance Business(3)	Total	
	AC	FVTOCI	FVTPL(2)	Total			
EU Countries	**2,083**	**4,784**	**1,311**	**8,178**	**3,280**	**11,458**	**24,309**
Austria	125	94		219		219	98
Belgium		78	47	125	20	145	233
Bulgaria							
Croatia							23
Cyprus							
Czech Republic							
Denmark		8		8		8	62
Estonia							
Finland		21	18	39		39	79
France	176	827	213	1,216	743	1,959	3,470
Germany	18	517	130	665	114	779	2,723
Greece							1,007
Hungary	144	6		150		150	13
Ireland		38	-1	37		37	38
Italy	1,299	1,731	640	3,670	1,423	5,093	6,949
Latvia							
Lithuania							
Luxembourg		204	191	395		395	1,004
Malta							154
The Netherlands	95	231	7	333	223	556	227
Poland		52		52		52	80
Portugal		17	16	33		33	6
Romania							70
Slovakia		127		127		127	
Slovenia		7		7		7	2
Spain	131	439	38	608	247	855	279
Sweden		126	1	127		127	9
United Kingdom	95	261	11	367	510	877	7,783
Albania							**8**
Egypt							**115**
Japan		**10**		**10**	**54**	**64**	**39**
Russia		**22**		**22**		**22**	**107**
Serbia							**46**
U.S.A.	**242**	**331**	**231**	**804**	**1,112**	**1,916**	**767**
Other Countries	**67**	**1,012**	**131**	**1,210**	**823**	**2,033**	**5,832**
Total	**2,392**	**6,159**	**1,673**	**10,224**	**5,269**	**15,493**	**31,223**

Note: management accounts. Figures may not add up exactly due to rounding
(1) Book Value of Debt Securities and Net Loans as at 31.12.19
(2) Taking into account cash short positions
(3) Excluding securities in which money is collected through insurance policies where the total risk is retained by the insured

Exposure to Other Customers by Main Countries[1]

€ m

	DEBT SECURITIES						LOANS
	Banking Business				Insurance Business[3]	Total	
	AC	FVTOCI	FVTPL[2]	Total			
EU Countries	**6,942**	**3,546**	**2,564**	**13,052**	**4,656**	**17,708**	**339,941**
Austria	10	33		43	2	45	305
Belgium	921	26		947	131	1,078	343
Bulgaria					20	20	25
Croatia	69			69	11	80	5,988
Cyprus							285
Czech Republic	108			108		108	604
Denmark					19	19	78
Estonia							4
Finland		53		53	34	87	69
France	118	559	103	780	723	1,503	1,619
Germany	603	258	34	895	589	1,484	1,898
Greece	36			36		36	19
Hungary	31			31		31	2,728
Ireland	348	572	439	1,359	3	1,362	352
Italy	4,027	1,289	1,580	6,896	1,269	8,165	288,547
Latvia							
Lithuania							9
Luxembourg	133	123	10	266	2	268	4,722
Malta							27
The Netherlands	78	298	209	585	400	985	1,723
Poland					12	12	956
Portugal	33		45	78	7	85	166
Romania							967
Slovakia							12,349
Slovenia	1			1		1	1,585
Spain	144	63	101	308	644	952	1,940
Sweden		52		52	2	54	196
United Kingdom	282	220	43	545	788	1,333	12,437
Albania							**376**
Egypt		**11**		**11**		**11**	**2,461**
Japan		**19**	**35**	**54**	**31**	**85**	**1,215**
Russia			**1**	**1**	**96**	**97**	**7,105**
Serbia							**3,442**
U.S.A.	**254**	**591**	**75**	**920**	**1,456**	**2,376**	**6,228**
Other Countries	**79**	**276**	**50**	**405**	**1,162**	**1,567**	**12,935**
Total	**7,275**	**4,443**	**2,725**	**14,443**	**7,401**	**21,844**	**373,703**

Note: management accounts. Figures may not add up exactly due to rounding
(1) Book Value of Debt Securities and Net Loans as at 31.12.19
(2) Taking into account cash short positions
(3) Excluding securities in which money is collected through insurance policies where the total risk is retained by the insured

Disclaimer

"The manager responsible for preparing the company's financial reports, Fabrizio Dabbene, declares, pursuant to paragraph 2 of Article 154 bis of the Consolidated Law on Finance, that the accounting information contained in this presentation corresponds to the document results, books and accounting records".

* * *

This presentation includes certain forward looking statements, projections, objectives and estimates reflecting the current views of the management of the Company with respect to future events. Forward looking statements, projections, objectives, estimates and forecasts are generally identifiable by the use of the words "may," "will," "should," "plan," "expect," "anticipate," "estimate," "believe," "intend," "project," "goal" or "target" or the negative of these words or other variations on these words or comparable terminology. These forward-looking statements include, but are not limited to, all statements other than statements of historical facts, including, without limitation, those regarding the Company's future financial position and results of operations, strategy, plans, objectives, goals and targets and future developments in the markets where the Company participates or is seeking to participate.

Due to such uncertainties and risks, readers are cautioned not to place undue reliance on such forward-looking statements as a prediction of actual results. The Group's ability to achieve its projected objectives or results is dependent on many factors which are outside management's control. Actual results may differ materially from (and be more negative than) those projected or implied in the forward-looking statements. Such forward-looking information involves risks and uncertainties that could significantly affect expected results and is based on certain key assumptions.

All forward-looking statements included herein are based on information available to the Company as of the date hereof. The Company undertakes no obligation to update publicly or revise any forward-looking statement, whether as a result of new information, future events or otherwise, except as may be required by applicable law. All subsequent written and oral forward-looking statements attributable to the Company or persons acting on its behalf are expressly qualified in their entirety by these cautionary statements.