

One Bank
One Team
One  UniCredit




Divisional Database

Team 23

1Q20 GROUP RESULTS

6 May 2020

Banking that matters. |  **UniCredit**

1Q20 GROUP RESULTS

CONSOLIDATED ACCOUNTS

Consolidated Income Statement	3
Consolidated Balance Sheet	4
Group Shareholder's Equity & Shares	5
Asset Quality Group	6
Asset Quality Group excl. Non Core	7
Asset Quality Non Core	8
Asset Quality by Division	9
Capital Position	10

CONTRIBUTION OF DIVISIONS TO GROUP RESULTS

Commercial Bank Italy	11
Commercial Bank Germany	12
Commercial Bank Austria	13
CIB	14
CIB Managerial Data	15
GCC	16
CEE Division	17
CEE Countries	18-26
Non Core	27
Fees - Details Group	28
Branches	29

Consolidated Income Statement

CONSOLIDATED INCOME STATEMENT

(mln Euro)	1Q		y/y	1Q	2Q	3Q	4Q	1Q
	2020	2019	%	2019	2019	2019	2019	2020
Net interest	2,502	2,578	-3.0%	2,578	2,554	2,555	2,515	2,502
Dividends and other income from equity investments	102	167	-39.0%	167	154	183	133	102
Net fees and commissions	1,620	1,541	+5.2%	1,541	1,565	1,569	1,629	1,620
Net trading income	165	442	-62.7%	442	253	378	464	165
Net other expenses/income	-11	39	n.m.	39	-8	17	108	-11
OPERATING INCOME	4,378	4,768	-8.2%	4,768	4,518	4,703	4,850	4,378
Payroll costs	-1,542	-1,555	-0.9%	-1,555	-1,519	-1,522	-1,549	-1,542
Other administrative expenses	-812	-832	-2.4%	-832	-803	-786	-858	-812
Recovery of expenses	125	150	-16.8%	150	151	142	150	125
Amortisation & depreciation	-265	-272	-2.9%	-272	-276	-281	-267	-265
Operating costs	-2,493	-2,510	-0.7%	-2,510	-2,448	-2,447	-2,525	-2,493
OPERATING PROFIT	1,885	2,258	-16.5%	2,258	2,070	2,256	2,325	1,885
Net write-downs of loans	-1,261	-467	n.m.	-467	-707	-563	-1,645	-1,261
NET OPERATING PROFIT	624	1,791	-65.1%	1,791	1,362	1,694	681	624
Other Charges & Provisions	-528	-214	n.m.	-214	-236	-187	-316	-528
o/w Systemic Charges	-538	-538	-0.0%	-538	-118	-148	-82	-538
o/w DGS	-64	-72	-11.4%	-72	-30	-112	-34	-64
o/w Bank levies	-100	-99	+1.7%	-99	-35	-36	-48	-100
o/w SRF	-373	-367	+1.7%	-367	-52	0	0	-373
Integration costs	-1,347	-3	n.m.	-3	-2	-2	-657	-1,347
Net income from investments	-1,261	90	n.m.	90	-311	41	-665	-1,261
PROFIT BEFORE TAX	-2,512	1,664	n.m.	1,664	814	1,545	-958	-2,512
Income tax for the period	-140	-494	-71.6%	-494	-176	-338	119	-140
Profit (Loss) from non-current assets held for sale after tax	0	65	n.m.	65	1,307	0	11	0
PROFIT (LOSS) FOR THE PERIOD	-2,652	1,235	n.m.	1,235	1,944	1,207	-828	-2,652
Minorities	-5	-59	-92.3%	-59	-29	-26	-4	-5
NET PROFIT ATTRIBUTABLE TO THE GROUP BEFORE PPA	-2,656	1,176	n.m.	1,176	1,916	1,181	-832	-2,656
Purchase Price Allocation effect	-50	-1	n.m.	-1	-63	-1	-3	-50
Goodwill impairment	0	0	n.m.	0	0	0	0	0
CONSOLIDATED PROFIT	-2,706	1,175	n.m.	1,175	1,853	1,180	-835	-2,706
INCOME STATEMENT RATIOS								
Cost income ratio	56.9%	52.6%	4.3 p.p.	52.6%	54.2%	52.0%	52.1%	56.9%
Cost of Risk (LLP annualised on Avg Loans) in basis points	104	40	64	40	60	47	137	104
Tax rate	n.m.	29.7%	n.m.	29.7%	21.7%	21.9%	n.m.	n.m.
VOLUMES								
Customers Loans (excl. Repos)	433,829	429,252	+1.1%	429,252	432,158	431,929	424,352	433,829
Customer Depos (excl. Repos)	423,330	406,257	+4.2%	406,257	410,066	417,203	420,448	423,330
TFA*	662,801	674,364	-1.7%	674,364	683,432	692,295	704,231	662,801
o/w AUM	180,423	187,557	-3.8%	187,557	190,767	195,441	201,557	180,423
o/w AUC	118,168	135,496	-12.8%	135,496	135,864	136,396	140,412	118,168
Total RWA	360,970	371,739	-2.9%	371,739	387,139	387,774	378,718	360,970
OTHER FIGURES								
FTEs (100%)	83,942	85,111	-1.4%	85,111	84,836	84,652	84,245	83,942
ROTE STATED	-20.8%	9.7%	-30.4 p.p.	9.7%	14.8%	9.2%	-6.4%	-20.8%

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

Consolidated Balance Sheet

(mln Euro)	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Assets					
Cash and cash balances	31,991	32,578	30,997	17,305	20,726
Financial assets held for trading	67,135	67,344	74,871	63,280	69,756
Loans to banks	83,655	77,911	81,483	97,888	94,525
Loans to customers	471,653	469,298	480,997	482,574	489,973
Other financial assets	148,061	138,438	146,292	149,091	151,907
Hedging instruments	8,516	9,801	11,573	9,230	11,051
Property, plant and equipment	11,162	9,549	9,276	11,097	10,519
Goodwill	1,484	886	886	886	886
Other intangible assets	1,996	1,915	1,952	1,914	1,865
Tax assets	13,019	12,780	12,673	12,922	12,955
Non-current assets and disposal groups classified as held for sale	1,764	3,286	4,535	2,512	2,045
Other assets	7,692	8,824	8,008	6,949	6,542
Total assets	848,128	832,611	863,544	855,647	872,753
Liabilities and shareholders' equity					
Deposits from banks	136,882	132,695	143,213	135,563	161,497
Deposits from customers	473,514	453,019	455,473	470,570	454,956
Debt securities issued	84,283	92,434	97,575	96,301	95,197
Financial liabilities held for trading	41,879	40,410	46,102	41,483	46,785
Other financial liabilities	13,815	13,689	13,401	12,083	11,094
Hedging instruments	11,440	13,848	16,023	12,150	14,236
Tax liabilities	1,295	1,020	1,079	1,378	1,509
Liabilities included in disposal groups classified as held for sale	547	632	626	725	559
Other liabilities	25,267	24,948	29,137	23,608	25,669
Minorities	1,018	445	462	369	430
Group Shareholders' Equity:	58,188	59,471	60,454	61,416	60,820
- Capital and reserves	57,012	56,443	56,245	58,042	63,526
- Net profit (loss)	1,175	3,028	4,208	3,373	-2,706
Total liabilities and shareholders' equity	848,128	832,611	863,544	855,647	872,753

Shareholders' Equity attributable to the Group & Shares

(mln Euro)

Shareholders' Equity as at 31 December 2019	61,416
Equity instruments	1,239
Changes in reserve for the unsustainable amount of Deferred Tax Assets relating to tax losses carried forward linked to shareholders' equity items	77
Change in reserve related coupon on AT1 instruments	-24
Disbursements related to transaction denominated "Cashes"	-31
Change in the valuation reserve of the companies accounted for using the equity method(1)	779
Change in the valuation reserve of non-current assets classified held-for-sale(1)	681
Change in the valuation reserve relating to the actuarial gains/losses on defined benefit plans(2)	632
Change in the valuation reserve relating to the financial assets and liabilities at fair value	-442
Exchange differences reserve(3)	-853
Other changes	52
Net profit (loss) for the period	-2,706
Shareholders' Equity as at 31 March 2020	60,820

Notes:

(1) The change in the valuation reserve of the companies accounted for using the equity method for +€779 million and in the reserve of non-current assets classified held-for-sale for +€681 million is mainly due to the disposal of respectively 11.93% and 9.02% stake of Yapi Ve Kredi Bankasi AS with the consequent recycle of reserves mainly referred to Turkish Lira.

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

(3) This effect is mainly due to the impact of Russian Ruble for -€547 million and Czech Crown for -€176 million.

Average & EoP YtD number of outstanding and diluted shares

	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Average number of outstanding shares*	2,220,496,264	2,222,052,152	2,222,606,271	2,222,881,054	2,223,909,901
Average number of diluted shares*	-	2,233,727,871	-	2,236,839,506	2,233,897,148
EoP number of outstanding shares*	2,220,496,264	2,223,696,441	2,223,696,441	2,223,696,441	2,227,581,402
EoP number of diluted shares*	-	2,236,963,885	-	2,238,447,930	2,240,149,642

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

Asset Quality Group

LOANS TO CUSTOMERS

(mln Euro)	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Gross Bad Loans	21,355	19,117	14,536	12,491	12,581
Writedowns	15,541	13,808	10,493	9,535	9,663
<i>Coverage Ratio</i>	72.8%	72.2%	72.2%	76.3%	76.8%
Net Bad Loans	5,813	5,308	4,042	2,956	2,918
Gross Unlikely to pay	15,307	14,353	13,322	11,934	11,475
Writedowns	7,385	6,875	6,748	6,675	6,278
<i>Coverage Ratio</i>	48.2%	47.9%	50.7%	55.9%	54.7%
Net Unlikely to pay	7,922	7,478	6,574	5,259	5,197
Gross Past-due loans	899	946	898	870	858
Writedowns	267	294	289	293	305
<i>Coverage Ratio</i>	29.7%	31.1%	32.2%	33.7%	35.5%
Net Past-due loans	632	651	609	577	553
GROSS NON PERFORMING EXPOSURES	37,560	34,416	28,756	25,295	24,914
Writedowns	23,193	20,977	17,531	16,503	16,246
<i>Coverage Ratio</i>	61.7%	61.0%	61.0%	65.2%	65.2%
NET NON PERFORMING EXPOSURES	14,367	13,438	11,225	8,792	8,668
GROSS PERFORMING LOANS	456,779	458,497	472,408	476,333	484,646
Writedowns	2,522	2,637	2,635	2,552	3,341
<i>Coverage Ratio</i>	0.6%	0.6%	0.6%	0.5%	0.7%
NET PERFORMING LOANS	454,257	455,860	469,773	473,782	481,306
	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Gross Bad Loans ratio	4.3%	3.9%	2.9%	2.5%	2.5%
Net Bad Loans ratio	1.2%	1.1%	0.8%	0.6%	0.6%
Gross Unlikely to pay ratio	3.1%	2.9%	2.7%	2.4%	2.3%
Net Unlikely to pay ratio	1.7%	1.6%	1.4%	1.1%	1.1%
Gross Past-due loans ratio	0.2%	0.2%	0.2%	0.2%	0.2%
Net Past-due loans ratio	0.1%	0.1%	0.1%	0.1%	0.1%
GROSS NPE Ratio	7.6%	7.0%	5.7%	5.0%	4.9%
NET NPE Ratio	3.1%	2.9%	2.3%	1.8%	1.8%

Asset Quality - Group excl. Non Core

LOANS TO CUSTOMERS

(mln Euro)	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Gross Bad Loans	9,896	9,067	8,095	7,531	7,510
Writedowns	6,983	6,312	5,724	5,411	5,418
<i>Coverage Ratio</i>	70.6%	69.6%	70.7%	71.9%	72.1%
Net Bad Loans	2,913	2,755	2,371	2,120	2,092
Gross Unlikely to pay	9,052	8,751	8,556	8,318	8,460
Writedowns	4,276	4,038	4,134	4,099	4,177
<i>Coverage Ratio</i>	47.2%	46.1%	48.3%	49.3%	49.4%
Net Unlikely to pay	4,776	4,714	4,421	4,219	4,284
Gross Past-due loans	867	918	875	854	844
Writedowns	253	281	280	286	299
<i>Coverage Ratio</i>	29.2%	30.7%	32.0%	33.5%	35.4%
Net Past-due loans	614	637	595	568	545
GROSS NON PERFORMING EXPOSURES	19,815	18,737	17,526	16,702	16,815
Writedowns	11,513	10,631	10,138	9,796	9,893
<i>Coverage Ratio</i>	58.1%	56.7%	57.8%	58.7%	58.8%
NET NON PERFORMING EXPOSURES	8,302	8,106	7,388	6,906	6,922
GROSS PERFORMING LOANS	456,775	458,497	472,408	476,333	484,646
Writedowns	2,522	2,637	2,635	2,552	3,341
<i>Coverage Ratio</i>	0.6%	0.6%	0.6%	0.5%	0.7%
NET PERFORMING LOANS	454,253	455,860	469,772	473,782	481,306
	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Gross Bad Loans ratio	2.1%	1.9%	1.7%	1.5%	1.5%
Net Bad Loans ratio	0.6%	0.6%	0.5%	0.4%	0.4%
Gross Unlikely to pay ratio	1.9%	1.8%	1.7%	1.7%	1.7%
Net Unlikely to pay ratio	1.0%	1.0%	0.9%	0.9%	0.9%
Gross Past-due loans ratio	0.2%	0.2%	0.2%	0.2%	0.2%
Net Past-due loans ratio	0.1%	0.1%	0.1%	0.1%	0.1%
GROSS NPE Ratio	4.2%	3.9%	3.6%	3.4%	3.4%
NET NPE Ratio	1.8%	1.7%	1.5%	1.4%	1.4%

Asset Quality - Non Core

LOANS TO CUSTOMERS

(mln Euro)	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Gross Bad Loans	11,459	10,049	6,440	4,960	5,071
Writedowns	8,558	7,496	4,770	4,124	4,245
<i>Coverage Ratio</i>	74.7%	74.6%	74.1%	83.1%	83.7%
Net Bad Loans	2,901	2,553	1,671	837	825
Gross Unlikely to pay	6,255	5,602	4,766	3,616	3,015
Writedowns	3,108	2,837	2,614	2,576	2,101
<i>Coverage Ratio</i>	49.7%	50.6%	54.8%	71.2%	69.7%
Net Unlikely to pay	3,147	2,765	2,152	1,040	913
Gross Past-due loans	32	28	23	16	14
Writedowns	14	13	9	7	6
<i>Coverage Ratio</i>	44.1%	45.9%	41.8%	43.9%	45.2%
Net Past-due loans	18	15	13	9	7
GROSS NON PERFORMING EXPOSURES	17,746	15,679	11,230	8,592	8,099
Writedowns	11,681	10,346	7,393	6,707	6,353
<i>Coverage Ratio</i>	65.8%	66.0%	65.8%	78.1%	78.4%
NET NON PERFORMING EXPOSURES	6,065	5,333	3,837	1,886	1,746
GROSS PERFORMING LOANS	4	0	0	0	0
Writedowns	0	0	0	0	0
<i>Coverage Ratio</i>	0.4%	n.m.	6.5%	n.m.	n.m.
NET PERFORMING LOANS	4	0	0	0	0
	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Gross Bad Loans ratio	64.6%	64.1%	57.4%	57.7%	62.6%
Net Bad Loans ratio	47.8%	47.9%	43.5%	44.4%	47.3%
Gross Unlikely to pay ratio	35.2%	35.7%	42.4%	42.1%	37.2%
Net Unlikely to pay ratio	51.8%	51.8%	56.1%	55.2%	52.3%
Gross Past-due loans ratio	0.2%	0.2%	0.2%	0.2%	0.2%
Net Past-due loans ratio	0.3%	0.3%	0.3%	0.5%	0.4%
GROSS NPE Ratio	100.0%	100.0%	100.0%	100.0%	100.0%
NET NPE Ratio	99.9%	100.0%	100.0%	100.0%	100.0%

Asset Quality by Division

LOANS TO CUSTOMERS

	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2019	2019	2019	2019	2020
Commercial Banking Italy					
Gross Non Performing Exposures	8,612	8,204	7,303	7,294	7,446
Net Non Performing Exposures	3,777	3,740	3,273	3,132	3,134
NPE Coverage Ratio	56.1%	54.4%	55.2%	57.1%	57.9%
Gross Customer Loans	142,991	142,707	141,719	140,273	139,593
Net Customer Loans	136,985	137,059	136,487	134,998	133,762
Gross NPE Ratio	6.0%	5.7%	5.2%	5.2%	5.3%
Net NPE Ratio	2.8%	2.7%	2.4%	2.3%	2.3%
Commercial Banking Germany					
Gross Non Performing Exposures	1,611	1,561	1,540	1,476	1,498
Net Non Performing Exposures	819	840	831	824	808
NPE Coverage Ratio	49.1%	46.2%	46.0%	44.2%	46.1%
Gross Customer Loans	87,314	88,757	89,701	88,342	89,515
Net Customer Loans	86,282	87,793	88,726	87,402	88,453
Gross NPE Ratio	1.8%	1.8%	1.7%	1.7%	1.7%
Net NPE Ratio	0.9%	1.0%	0.9%	0.9%	0.9%
Commercial Banking Austria					
Gross Non Performing Exposures	1,848	1,848	1,809	1,784	1,699
Net Non Performing Exposures	852	871	875	889	856
NPE Coverage Ratio	53.9%	52.9%	51.6%	50.2%	49.6%
Gross Customer Loans	45,760	45,908	46,240	46,253	46,368
Net Customer Loans	44,435	44,606	44,962	45,044	45,139
Gross NPE Ratio	4.0%	4.0%	3.9%	3.9%	3.7%
Net NPE Ratio	1.9%	2.0%	1.9%	2.0%	1.9%
CIB					
Gross Non Performing Exposures	3,236	3,181	3,176	2,877	2,790
Net Non Performing Exposures	1,370	1,276	1,273	1,095	1,053
NPE Coverage Ratio	57.7%	59.9%	59.9%	61.9%	62.2%
Gross Customer Loans	131,140	129,660	141,603	148,578	157,424
Net Customer Loans	129,036	127,494	139,477	146,601	155,373
Gross NPE Ratio	2.5%	2.5%	2.2%	1.9%	1.8%
Net NPE Ratio	1.1%	1.0%	0.9%	0.7%	0.7%
CEE					
Gross Non Performing Exposures	4,469	3,901	3,651	3,258	3,376
Net Non Performing Exposures	1,467	1,360	1,113	959	1,071
NPE Coverage Ratio	67.2%	65.2%	69.5%	70.6%	68.3%
Gross Customer Loans	69,521	70,259	70,684	70,671	69,342
Net Customer Loans	65,989	67,089	67,560	67,732	66,285
Gross NPE Ratio	6.4%	5.6%	5.2%	4.6%	4.9%
Net NPE Ratio	2.2%	2.0%	1.6%	1.4%	1.6%

Capital Position

GROUP CAPITAL STRUCTURE

(mln Euro)	Basel 3				1Q 2020	Change %	
	1Q 2019	2Q 2019	3Q 2019	4Q 2019		q/q	y/y
Common Equity Tier I Capital Transitional (*)	45,555	46,748	48,874	50,054	48,529	-3.0%	+6.5%
Tier I Capital Transitional	51,767	52,772	55,182	56,414	55,880	-0.9%	+7.9%
Total Capital Transitional	60,815	62,757	66,361	66,982	65,003	-3.0%	+6.9%
Total RWA	371,739	387,139	387,774	378,718	360,970	-4.7%	-2.9%
Credit Risk	327,789	343,313	343,677	334,264	313,780	-6.1%	-4.3%
Market Risk	11,456	11,481	11,660	11,490	14,619	+27.2%	+27.6%
Operational Risk	32,494	32,345	32,437	32,965	32,571	-1.2%	+0.2%

CAPITAL RATIOS

	1Q	2Q	3Q	4Q	1Q	Delta	
	2019	2019	2019	2019	2020	q/q	y/y
Common Equity Tier I Capital Ratio Transitional	12.25%	12.08%	12.60%	13.22%	13.44%	23bps	119bps
Tier I Capital Ratio Transitional	13.93%	13.63%	14.23%	14.90%	15.48%	58bps	155bps
Total Capital Ratio Transitional	16.36%	16.21%	17.11%	17.69%	18.01%	32bps	165bps
MDA buffer (CET1 ratio)	2.19%	2.01%	2.52%	3.12%	4.36%	124bps	218bps

(*) starting from 2019, CET1 Transitional would be equal to CET1 Fully Loaded

Note:

Credit Risk RWA amount includes RWA equivalent to points B.1 "Credit and counterparty risk" and part of B.6 "Other calculation elements" related to Credit Risk of Pillar III "Capital Adequacy" table.

Market Risk RWA amount includes RWA equivalent to points B.2 "Credit valuation adjustment risk", B.3 "Settlement risk", B.4 "Market Risk" and part of B.6 "Other calculation elements" of Pillar III "Capital Adequacy" table.

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

Commercial Bank - Italy

INCOME STATEMENT

		1Q	y/y	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2020	2019	%	2019	2019	2019	2019	2020
Net interest	767	848	-9.6%	848	830	818	804	767
Dividends and other income from equity investments	29	29	+1.0%	29	22	34	38	29
Net fees and commissions	917	910	+0.7%	910	914	898	929	917
Net trading income	-9	12	n.m.	12	8	12	46	-9
Net other expenses/income	-15	-20	-27.2%	-20	9	-21	-59	-15
OPERATING INCOME	1,689	1,779	-5.1%	1,779	1,783	1,742	1,757	1,689
Payroll costs	-534	-545	-2.0%	-545	-542	-535	-536	-534
Other administrative expenses	-473	-494	-4.2%	-494	-493	-488	-495	-473
Recovery of expenses	94	105	-10.3%	105	108	101	110	94
Amortisation & depreciation	-22	-21	+2.1%	-21	-23	-22	-24	-22
Operating costs	-934	-954	-2.1%	-954	-950	-944	-945	-934
OPERATING PROFIT	754	825	-8.5%	825	833	798	812	754
Net write-downs of loans	-649	-206	n.m.	-206	-316	-249	-270	-649
NET OPERATING PROFIT	105	619	-83.1%	619	517	550	542	105
Other Charges & Provisions	-69	-78	-12.2%	-78	-72	-92	-100	-69
o/w Systemic Charges	-59	-57	+3.6%	-57	1	-81	-11	-59
o/w DGS	0	0	n.m.	0	0	-81	-11	0
o/w Bank levies	0	0	n.m.	0	0	0	0	0
o/w SRF	-58	-57	+3.0%	-57	2	0	0	-58
Integration costs	-1,027	0	n.m.	0	-1	0	-81	-1,027
Net income from investments	-1	-6	-87.3%	-6	-78	0	0	-1
PROFIT BEFORE TAX	-991	535	n.m.	535	367	457	361	-991
CONSOLIDATED PROFIT	-730	388	n.m.	388	229	323	402	-730

INCOME STATEMENT RATIOS

Cost income ratio	55.3%	53.6%	1.7 p.p.	53.6%	53.3%	54.2%	53.8%	55.3%
Cost of Risk (LLP annualised on Avg Loans) in basis points	193	60	133	60	92	73	80	193

VOLUMES

Customers Loans (excl. Repos and IC)	133,737	136,960	-2.4%	136,960	137,035	136,462	134,974	133,737
Customer Depos (excl. Repos and IC)	154,830	147,703	+4.8%	147,703	151,437	153,067	153,283	154,830
Total RWA	93,936	89,372	+5.1%	89,372	98,247	97,645	96,067	93,936

OTHER FIGURES

FTEs (100%)	28,286	29,055	-2.6%	29,055	28,856	28,591	28,399	28,286
ROAC	-25.1%	13.8%	-38.9 p.p.	13.8%	7.6%	10.3%	13.1%	-25.1%

Commercial Bank - Germany

INCOME STATEMENT

		1Q	y/y	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2020	2019	%	2019	2019	2019	2019	2020
Net interest	420	383	+9.6%	383	384	379	385	420
Dividends and other income from equity investments	0	2	n.m.	2	0	0	0	0
Net fees and commissions	196	184	+6.5%	184	175	178	178	196
Net trading income	-3	6	n.m.	6	6	3	46	-3
Net other expenses/income	9	22	-60.9%	22	24	14	37	9
OPERATING INCOME	622	596	+4.2%	596	589	574	646	622
Payroll costs	-243	-237	+2.7%	-237	-234	-234	-241	-243
Other administrative expenses	-181	-177	+2.1%	-177	-161	-161	-172	-181
Recovery of expenses	3	2	+48.5%	2	2	2	3	3
Amortisation & depreciation	-5	-5	+6.9%	-5	-4	-5	-6	-5
Operating costs	-426	-416	+2.3%	-416	-397	-398	-416	-426
OPERATING PROFIT	196	180	+8.8%	180	192	176	230	196
Net write-downs of loans	-153	-21	n.m.	-21	-4	-27	-48	-153
NET OPERATING PROFIT	43	159	-72.7%	159	187	149	182	43
Other Charges & Provisions	-37	52	n.m.	52	-10	-19	47	-37
o/w Systemic Charges	-40	-40	+1.1%	-40	-11	-7	-7	-40
o/w DGS	-5	-7	-25.6%	-7	-8	-7	-7	-5
o/w Bank levies	0	0	n.m.	0	0	0	0	0
o/w SRF	-35	-32	+7.1%	-32	-4	0	0	-35
Integration costs	0	0	n.m.	0	0	0	-219	0
Net income from investments	0	41	-99.0%	41	32	96	165	0
PROFIT BEFORE TAX	7	252	-97.3%	252	209	226	176	7
CONSOLIDATED PROFIT	15	141	-89.6%	141	156	165	90	15

INCOME STATEMENT RATIOS

Cost income ratio	68.5%	69.8%	-1.3 p.p.	69.8%	67.4%	69.3%	64.4%	68.5%
Cost of Risk (LLP annualised on Avg Loans) in basis points	69	10	59	10	2	12	22	69

VOLUMES

Customers Loans (excl. Repos and IC)	88,353	86,069	+2.7%	86,069	87,596	88,519	87,172	88,353
Customer Depos (excl. Repos and IC)	91,501	87,210	+4.9%	87,210	87,301	89,098	89,798	91,501
Total RWA	36,928	37,123	-0.5%	37,123	36,041	37,242	36,171	36,928

OTHER FIGURES

FTEs (100%)	9,054	9,067	-0.1%	9,067	9,047	9,138	9,120	9,054
ROAC	1.1%	12.2%	-11.1 p.p.	12.2%	13.5%	14.2%	7.7%	1.1%

Commercial Bank - Austria

INCOME STATEMENT

		1Q	y/y	1Q	2Q	3Q	4Q	1Q
(mln Euro)	2020	2019	%	2019	2019	2019	2019	2020
Net interest	155	168	-7.5%	168	172	177	171	155
Dividends and other income from equity investments	28	30	-5.3%	30	46	55	49	28
Net fees and commissions	160	145	+10.7%	145	148	147	166	160
Net trading income	-8	-1	n.m.	-1	10	6	19	-8
Net other expenses/income	6	12	-49.4%	12	10	5	11	6
OPERATING INCOME	342	354	-3.5%	354	387	390	415	342
Payroll costs	-134	-142	-5.8%	-142	-118	-136	-142	-134
Other administrative expenses	-117	-111	+5.0%	-111	-106	-103	-104	-117
Recovery of expenses	0	0	n.m.	0	0	0	0	0
Amortisation & depreciation	-2	-2	-15.6%	-2	0	-2	-2	-2
Operating costs	-252	-255	-1.2%	-255	-224	-242	-248	-252
OPERATING PROFIT	90	99	-9.5%	99	162	147	168	90
Net write-downs of loans	-85	8	n.m.	8	2	-19	-31	-85
NET OPERATING PROFIT	5	107	-95.6%	107	164	128	136	5
Other Charges & Provisions	-77	-51	+51.7%	-51	-9	-3	-9	-77
o/w Systemic Charges	-78	-90	-12.7%	-90	-4	-4	-4	-78
o/w DGS	-18	-18	+0.2%	-18	0	0	-1	-18
o/w Bank levies	-35	-40	-12.3%	-40	-4	-4	-4	-35
o/w SRF	-25	-31	-20.7%	-31	0	0	0	-25
Integration costs	0	0	+12.5%	0	1	0	-133	0
Net income from investments	3	6	-55.1%	6	2	-2	-11	3
PROFIT BEFORE TAX	-70	62	n.m.	62	158	123	-17	-70
CONSOLIDATED PROFIT	-58	67	n.m.	67	156	117	222	-58

INCOME STATEMENT RATIOS

Cost income ratio	73.7%	72.0%	+1.7 p.p.	72.0%	58.0%	62.2%	59.6%	73.7%
Cost of Risk (LLP annualised on Avg Loans) in basis points	75	-7	82	-7	-2	17	28	75

VOLUMES

Customers Loans (excl. Repos and IC)	44,654	43,699	+2.2%	43,699	43,947	44,368	44,521	44,654
Customer Depos (excl. Repos and IC)	48,290	47,479	+1.7%	47,479	47,491	47,334	48,454	48,290
Total RWA	23,244	23,125	+0.5%	23,125	22,793	23,590	23,141	23,244

OTHER FIGURES

FTEs (100%)	4,789	4,797	-0.2%	4,797	4,809	4,853	4,798	4,789
ROAC	-8.6%	9.5%	-18.0 p.p.	9.5%	22.1%	16.4%	30.9%	-8.6%

INCOME STATEMENT

		1Q		1Q	2Q	3Q	4Q	1Q
(mln Euro)	2020	2019	y/y %	2019	2019	2019	2019	2020
Net interest	588	556	+5.8%	556	561	606	587	588
Dividends and other income from equity investments	-6	0	n.m.	0	0	0	1	-6
Net fees and commissions	173	112	+54.4%	112	135	146	163	173
Net trading income	54	332	-83.8%	332	193	236	240	54
Net other expenses/income	1	37	-98.3%	37	0	27	54	1
OPERATING INCOME	809	1,036	-22.0%	1,036	890	1,015	1,044	809
Payroll costs	-160	-161	-0.8%	-161	-156	-151	-164	-160
Other administrative expenses	-235	-230	+2.4%	-230	-225	-211	-237	-235
Recovery of expenses	1	0	+63.7%	0	1	1	1	1
Amortisation & depreciation	-4	-4	-7.7%	-4	-4	-4	-5	-4
Operating costs	-398	-394	+0.9%	-394	-384	-366	-405	-398
OPERATING PROFIT	411	642	-36.0%	642	506	649	639	411
Net write-downs of loans	-157	-44	n.m.	-44	-106	-6	47	-157
NET OPERATING PROFIT	253	598	-57.6%	598	400	643	686	253
Other Charges & Provisions	-130	169	n.m.	169	-8	3	0	-130
o/w Systemic Charges	-136	-124	+9.8%	-124	-10	-3	-3	-136
o/w DGS	-2	-2	-19.8%	-2	-2	-2	-2	-2
o/w Bank levies	-16	-11	+46.6%	-11	-1	-1	-1	-16
o/w SRF	-118	-111	+6.7%	-111	-7	0	0	-118
Integration costs	-27	-1	n.m.	-1	1	0	-94	-27
Net income from investments	-88	12	n.m.	12	-244	-17	-51	-88
PROFIT BEFORE TAX	9	777	-98.9%	777	149	630	542	9
CONSOLIDATED PROFIT	-22	498	n.m.	498	113	433	369	-22

INCOME STATEMENT RATIOS

Cost income ratio	49.2%	38.0%	+11.2 p.p.	38.0%	43.1%	36.0%	38.8%	49.2%
Cost of Risk (LLP annualised on Avg Loans) in basis points	42	14	28	14	33	2	-13	42

VOLUMES

Customers Loans (excl. Repos and IC)	97,020	87,248	+11.2%	87,248	87,846	88,021	85,970	97,020
Customer Depos (excl. Repos and IC)	55,371	51,842	+6.8%	51,842	50,025	53,342	55,349	55,371
Total RWA	91,289	84,230	+8.4%	84,230	89,065	88,493	85,081	91,289

OTHER FIGURES

FTEs (100%)	3,507	3,549	-1.2%	3,549	3,557	3,544	3,503	3,507
ROAC	-0.8%	18.4%	-19.2 p.p.	18.4%	4.1%	15.2%	13.4%	-0.8%

CIB Division - Additional Disclosure (managerial figures)

(mIn Euro)	2020	1Q 2019	y/y %	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
TOTAL REVENUES CIB	809	1,036	-22.0%	1,036	890	1,015	1,044	809
Financing & Advisory (F&A)	306	352	-13.1%	352	293	339	364	306
o/w Italy	76	118	-35.8%	118	114	129	113	76
o/w Germany	189	190	-0.3%	190	137	164	210	189
o/w Austria	44	47	-7.5%	47	45	49	44	44
Markets	370	543	-31.8%	543	447	511	533	370
Global Transaction Banking (GTB)	143	148	-3.0%	148	152	161	146	143
Other	-10	-6	+64.8%	-6	-2	3	1	-10
TOTAL COSTS CIB	-398	-394	+0.9%	-394	-384	-366	-405	-398
Financing & Advisory (F&A)	-128	-125	+2.1%	-125	-121	-118	-134	-128
o/w Italy	-32	-31	+1.1%	-31	-33	-31	-35	-32
o/w Germany	-83	-81	+2.5%	-81	-76	-75	-85	-83
o/w Austria	-16	-16	+1.4%	-16	-16	-16	-16	-16
Markets	-204	-205	-0.4%	-205	-198	-188	-197	-204
Global Transaction Banking (GTB)	-60	-57	+5.8%	-57	-59	-55	-66	-60
Other	-6	-7	-21.2%	-7	-6	-5	-8	-6
TOTAL LOAN LOSS PROVISIONS CIB	-157	-44	n.m.	-44	-106	-6	47	-157
Financing & Advisory (F&A)	-137	-33	n.m.	-33	-101	-6	112	-137
o/w Italy	-77	-29	n.m.	-29	-56	-15	13	-77
o/w Germany	-43	-5	n.m.	-5	-46	7	97	-43
o/w Austria	-17	1	n.m.	1	2	2	2	-17
Markets	-3	-15	-77.7%	-15	-3	1	-7	-3
Global Transaction Banking (GTB)	-17	4	n.m.	4	-2	-1	-58	-17
Other	0	0	n.m.	0	0	0	0	0
TOTAL NET OPERATING PROFIT CIB	253	598	-57.6%	598	400	643	686	253
Financing & Advisory (F&A)	40	193	-79.2%	193	71	214	343	40
o/w Italy	-34	57	n.m.	57	25	83	90	-34
o/w Germany	64	104	-38.6%	104	15	96	223	64
o/w Austria	10	32	-68.5%	32	31	35	30	10
Markets	163	324	-49.6%	324	246	325	329	163
Global Transaction Banking (GTB)	66	94	-29.7%	94	91	105	22	66
Other	-16	-13	+21.8%	-13	-9	-1	-7	-16
RWA CIB	91,289	84,230	+8.4%	84,230	89,065	88,493	85,081	91,289
Financing & Advisory (F&A)	46,148	44,880	+2.8%	44,880	46,528	45,844	43,783	46,148
o/w Italy	19,660	18,258	+7.7%	18,258	20,108	19,479	18,770	19,660
o/w Germany	19,833	20,071	-1.2%	20,071	20,349	20,098	18,596	19,833
o/w Austria	6,655	6,552	+1.6%	6,552	6,071	6,267	6,417	6,655
Markets	32,176	25,732	+25.0%	25,732	28,842	28,990	27,975	32,176
Global Transaction Banking (GTB)	12,348	13,318	-7.3%	13,318	13,414	13,362	13,031	12,348
Other	617	299	n.m.	299	280	297	292	617

INCOME STATEMENT

(mln Euro)	2020	1Q 2019	y/y %	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Net interest	-58	-51	+14.2%	-51	-76	-88	-98	-58
Dividends and other income from equity investments	45	101	-55.4%	101	79	87	40	45
Net fees and commissions	-14	-17	-14.0%	-17	-12	-13	-26	-14
Net trading income	12	-8	n.m.	-8	-63	36	11	12
Net other expenses/income	-18	-15	+25.1%	-15	-54	-16	63	-18
OPERATING INCOME	-34	11	n.m.	11	-126	6	-10	-34
Payroll costs	-264	-269	-1.6%	-269	-263	-257	-253	-264
Other administrative expenses	367	367	-0.0%	367	382	373	361	367
Recovery of expenses	11	14	-16.5%	14	13	13	16	11
Amortisation & depreciation	-185	-195	-5.1%	-195	-198	-201	-180	-185
Operating costs	-71	-83	-14.2%	-83	-66	-73	-57	-71
OPERATING PROFIT	-105	-72	+47.1%	-72	-192	-67	-67	-105
Net write-downs of loans	4	-1	n.m.	-1	-3	0	-3	4
NET OPERATING PROFIT	-101	-72	+40.6%	-72	-195	-67	-69	-101
Other Charges & Provisions	-89	-78	+13.4%	-78	-115	-17	-149	-89
o/w Systemic Charges	-77	-80	-3.5%	-80	-87	-35	-27	-77
o/w DGS	-3	-9	-63.9%	-9	-9	-8	0	-3
o/w Bank levies	-27	-28	-1.4%	-28	-27	-27	-27	-27
o/w SRF	-46	-43	+7.2%	-43	-51	0	0	-46
Integration costs	-264	-1	n.m.	-1	-1	-1	-105	-264
Net income from investments	-1,156	37	n.m.	37	4	2	-561	-1,156
PROFIT BEFORE TAX	-1,611	-115	n.m.	-115	-306	-84	-885	-1,611
CONSOLIDATED PROFIT	-2,024	-41	n.m.	-41	992	-44	-1,118	-2,024

INCOME STATEMENT RATIOS

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

VOLUMES

Customers Loans (excl. Repos and IC)	2,227	3,449	-35.4%	3,449	3,391	3,389	2,295	2,227
Customer Depos (excl. Repos and IC)	2,329	2,675	-12.9%	2,675	2,635	2,316	2,331	2,329
Total RWA	42,134	59,731	-29.5%	59,731	58,298	59,886	59,733	42,134

OTHER FIGURES

FTEs (100%)	13,905	14,208	-2.1%	14,208	14,050	13,989	13,989	13,905
o/w COO FTEs	11,207	11,446	-2.1%	11,446	11,298	11,228	11,250	11,207

CEE Division

INCOME STATEMENT

(mIn Euro)	2020	1Q 2019	y/y %	y/y % at const. FX	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Net interest	637	672	-5.2%	-4.7%	672	677	673	676	637
Dividends and other income from equity investments	6	5	+1.8%	+1.9%	5	7	7	5	6
Net fees and commissions	187	204	-8.0%	-7.4%	204	201	211	218	187
Net trading income	123	103	+19.0%	+17.4%	103	105	82	117	123
Net other expenses/income	7	8	-8.1%	-7.0%	8	9	10	11	7
OPERATING INCOME	959	991	-3.3%	-2.9%	991	1,000	983	1,027	959
Payroll costs	-200	-193	+3.8%	+4.3%	-193	-199	-200	-206	-200
Other administrative expenses	-145	-138	+5.2%	+6.2%	-138	-151	-144	-164	-145
Recovery of expenses	11	12	-4.7%	+1.6%	12	12	12	13	11
Amortisation & depreciation	-47	-45	+4.1%	+4.3%	-45	-47	-46	-51	-47
Operating costs	-381	-364	+4.6%	+5.1%	-364	-385	-378	-408	-381
OPERATING PROFIT	578	627	-7.8%	-7.5%	627	615	605	620	578
Net write-downs of loans	-297	-100	n.m.	n.m.	-100	-86	-115	-152	-297
NET OPERATING PROFIT	281	527	-46.7%	-46.9%	527	529	490	468	281
Other Charges & Provisions	-132	-134	-1.7%	-0.5%	-134	-11	-46	-65	-132
o/w Systemic Charges	-135	-133	+1.0%	+2.4%	-133	-7	-16	-28	-135
o/w DGS	-35	-36	-1.1%	-0.3%	-36	-12	-14	-13	-35
o/w Bank levies	-20	-18	+10.8%	+16.7%	-18	-2	-2	-15	-20
o/w SRF	-79	-79	-0.3%	+0.4%	-79	7	0	0	-79
Integration costs	-15	0	n.m.	n.m.	0	-2	0	-18	-15
Net income from investments	4	-1	n.m.	n.m.	-1	-1	2	-22	4
PROFIT BEFORE TAX	138	392	-64.8%	-65.5%	392	515	446	363	138
CONSOLIDATED PROFIT	115	310	-62.8%	-63.6%	310	417	367	304	115

INCOME STATEMENT RATIOS

Cost income ratio	39.7%	36.7%	+3.0 p.p.		36.7%	38.5%	38.5%	39.7%	39.7%
Cost of Risk (LLP annualised on Avg Loans) in basis points	177	61	116		61	52	68	90	177

VOLUMES

Customers Loans (excl. Repos and IC)	66,091	65,758	+0.5%		65,758	67,009	67,334	67,534	66,091
Customer Depos (excl. Repos and IC)	70,494	68,867	+2.4%		68,867	70,632	71,575	70,745	70,494
Total RWA	63,806	66,463	-4.0%		66,463	67,455	67,276	67,560	63,806

OTHER FIGURES

FTEs (100%)	24,111	24,110	+0.0%		24,110	24,192	24,219	24,142	24,111
ROAC	4.9%	15.3%	-10.4 p.p.		15.3%	19.9%	17.4%	14.2%	4.9%

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

INCOME STATEMENT

(mIn Euro)	2020	1Q 2019	y/y %	y/y % at const. FX	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Net interest	122	140	-13.3%	-14.5%	140	144	138	144	122
Dividends and other income from equity investments	4	3	+15.6%	+15.6%	3	5	6	4	4
Net fees and commissions	28	28	-2.7%	-4.1%	28	31	31	33	28
Net trading income	35	-7	n.m.	n.m.	-7	-11	19	0	35
Net other expenses/income	0	1	-98.7%	-98.6%	1	1	1	2	0
OPERATING INCOME	188	165	+13.4%	+11.8%	165	170	195	183	188
Payroll costs	-36	-34	+7.0%	+5.5%	-34	-35	-35	-38	-36
Other administrative expenses	-18	-16	+12.8%	+11.1%	-16	-16	-17	-19	-18
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-12	-11	+9.4%	+7.8%	-11	-11	-10	-11	-12
Operating costs	-66	-61	+9.0%	+7.4%	-61	-63	-63	-69	-66
OPERATING PROFIT	121	105	+16.0%	+14.4%	105	108	132	114	121
Net write-downs of loans	-45	-48	-6.5%	-7.8%	-48	-24	-35	-27	-45
NET OPERATING PROFIT	76	56	+35.3%	+33.4%	56	84	97	87	76
Other Charges & Provisions	-5	0	n.m.	n.m.	0	-5	-7	-8	-5
o/w Systemic Charges	-6	-5	+15.3%	+13.6%	-5	-6	-6	-6	-6
o/w DGS	-6	-5	+15.3%	+13.6%	-5	-6	-6	-6	-6
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0
o/w SRF	0	0	n.m.	n.m.	0	0	0	0	0
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0
Net income from investments	1	-2	n.m.	n.m.	-2	0	-1	-5	1
PROFIT BEFORE TAX	72	54	+32.0%	+30.3%	54	79	90	74	72
CONSOLIDATED PROFIT	58	44	+32.2%	+30.5%	44	64	73	58	58

INCOME STATEMENT RATIOS

Cost income ratio	35.4%	36.8%	-1.4 p.p.		36.8%	36.7%	32.1%	37.8%	35.4%
Cost of Risk (LLP annualised on Avg Loans) in basis points	180	177	3		177	87	127	98	180

VOLUMES

Customers Loans (excl. Repos and IC)	9,572	10,819	-11.5%		10,819	10,740	11,098	10,372	9,572
Customer Depos (excl. Repos and IC)	13,692	14,112	-3.0%		14,112	13,599	14,233	12,287	13,692
Total RWA	12,185	15,610	-21.9%		15,610	14,404	14,731	14,370	12,185

OTHER FIGURES

FTEs (100%)	4,095	4,170	-1.8%		4,170	4,159	4,201	4,115	4,095
ROAC	13.0%	9.7%	+3.3 p.p.		9.7%	13.3%	15.7%	12.7%	13.0%

CEE - Czech Republic & Slovakia

INCOME STATEMENT

(mln Euro)	2020	1Q 2019	y/y %	y/y % at const. FX	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Net interest	141	141	-0.0%	-0.2%	141	138	145	143	141
Dividends and other income from equity investments	1	1	-12.9%	-12.9%	1	1	1	1	1
Net fees and commissions	35	40	-12.4%	-12.6%	40	37	38	42	35
Net trading income	10	28	-63.9%	-64.0%	28	31	4	29	10
Net other expenses/income	2	3	-35.6%	-35.6%	3	2	3	1	2
OPERATING INCOME	188	212	-11.2%	-11.4%	212	209	189	216	188
Payroll costs	-36	-34	+4.3%	+4.1%	-34	-36	-35	-38	-36
Other administrative expenses	-25	-23	+10.8%	+10.6%	-23	-28	-23	-28	-25
Recovery of expenses	0	0	+75.8%	+75.1%	0	0	0	0	0
Amortisation & depreciation	-9	-9	+6.4%	+6.2%	-9	-9	-8	-7	-9
Operating costs	-70	-66	+6.7%	+6.5%	-66	-73	-66	-74	-70
OPERATING PROFIT	118	146	-19.3%	-19.4%	146	137	123	142	118
Net write-downs of loans	-47	-16	n.m.	n.m.	-16	-5	-3	-5	-47
NET OPERATING PROFIT	71	130	-45.6%	-45.7%	130	131	120	138	71
Other Charges & Provisions	-25	-29	-15.8%	-16.0%	-29	5	-2	-2	-25
o/w Systemic Charges	-25	-29	-16.0%	-16.2%	-29	5	-2	-2	-25
o/w DGS	-1	-1	+9.4%	+9.1%	-1	0	0	0	-1
o/w Bank levies	-4	-2	+95.1%	+94.7%	-2	-2	-2	-2	-4
o/w SRF	-19	-26	-26.4%	-26.6%	-26	8	0	0	-19
Integration costs	0	0	n.m.	n.m.	0	0	0	-8	0
Net income from investments	0	-1	n.m.	n.m.	-1	0	0	8	0
PROFIT BEFORE TAX	46	100	-54.0%	-54.1%	100	136	118	135	46
CONSOLIDATED PROFIT	37	80	-54.5%	-54.6%	80	109	94	109	37

INCOME STATEMENT RATIOS

Cost income ratio	37.3%	31.0%	+6.3 p.p.		31.0%	34.8%	35.1%	34.1%	37.3%
Cost of Risk (LLP annualised on Avg Loans) in basis points	110	40	70		40	13	8	11	110

VOLUMES

Customers Loans (excl. Repos and IC)	16,968	16,022	+5.9%		16,022	16,379	16,724	17,319	16,968
Customer Depos (excl. Repos and IC)	16,221	15,850	+2.3%		15,850	17,755	16,939	16,238	16,221
Total RWA	14,071	13,286	+5.9%		13,286	14,242	14,010	14,004	14,071

OTHER FIGURES

FTEs (100%)	3,342	3,373	-0.9%		3,373	3,365	3,357	3,354	3,342
ROAC	7.5%	19.0%	-11.5 p.p.		19.0%	24.4%	20.5%	23.8%	7.5%

CEE - Hungary

INCOME STATEMENT

(mIn Euro)	2020	1Q 2019	y/y %	y/y % at const. FX	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Net interest	48	46	+4.3%	+11.3%	46	47	48	48	48
Dividends and other income from equity investments	0	1	-99.3%	-99.3%	1	0	0	0	0
Net fees and commissions	18	20	-7.2%	-1.0%	20	22	22	21	18
Net trading income	14	16	-8.7%	-2.6%	16	12	10	14	14
Net other expenses/income	2	1	+22.1%	+26.7%	1	1	1	3	2
OPERATING INCOME	82	83	-1.3%	+5.3%	83	82	81	86	82
Payroll costs	-15	-15	-2.4%	+4.1%	-15	-14	-15	-15	-15
Other administrative expenses	-21	-22	-0.5%	+6.2%	-22	-23	-22	-24	-21
Recovery of expenses	11	12	-4.7%	+1.7%	12	12	12	13	11
Amortisation & depreciation	-2	-2	+5.5%	+12.5%	-2	-2	-2	-2	-2
Operating costs	-27	-27	+0.7%	+7.5%	-27	-27	-27	-29	-27
OPERATING PROFIT	56	57	-2.2%	+4.2%	57	55	54	57	56
Net write-downs of loans	-25	-5	n.m.	n.m.	-5	2	-5	-6	-25
NET OPERATING PROFIT	30	52	-41.1%	-37.3%	52	57	48	50	30
Other Charges & Provisions	-25	-27	-6.5%	-0.2%	-27	0	1	2	-25
o/w Systemic Charges	-27	-27	-1.1%	+5.5%	-27	1	1	2	-27
o/w DGS	-6	-7	-13.1%	-7.3%	-7	1	0	2	-6
o/w Bank levies	-16	-16	+1.1%	+7.8%	-16	0	0	0	-16
o/w SRF	-5	-4	+9.3%	+16.6%	-4	0	0	0	-5
Integration costs	0	0	n.m.	n.m.	0	-2	0	0	0
Net income from investments	3	0	n.m.	n.m.	0	1	1	1	3
PROFIT BEFORE TAX	8	24	-67.3%	-65.3%	24	55	50	53	8
CONSOLIDATED PROFIT	5	20	-72.2%	-70.6%	20	48	43	47	5

INCOME STATEMENT RATIOS

Cost income ratio	32.5%	31.9%	+0.7 p.p.		31.9%	33.4%	33.2%	33.9%	32.5%
Cost of Risk (LLP annualised on Avg Loans) in basis points	223	47	177		47	-17	47	57	223

VOLUMES

Customers Loans (excl. Repos and IC)	4,460	4,388	+1.6%		4,388	4,547	4,516	4,509	4,460
Customer Depos (excl. Repos and IC)	5,549	6,012	-7.7%		6,012	5,889	5,633	6,268	5,549
Total RWA	4,470	4,390	+1.8%		4,390	4,624	4,710	4,888	4,470

OTHER FIGURES

FTEs (100%)	1,759	1,746	+0.7%		1,746	1,736	1,733	1,744	1,759
ROAC	1.7%	13.4%	-11.7 p.p.		13.4%	32.9%	28.7%	29.8%	1.7%

INCOME STATEMENT

(mIn Euro)	2020	1Q 2019	y/y %	y/y % at const. FX	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Net interest	11	11	+2.9%	+2.9%	11	12	12	11	11
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0
Net fees and commissions	6	7	-15.8%	-15.8%	7	6	6	6	6
Net trading income	-2	4	n.m.	n.m.	4	2	1	1	-2
Net other expenses/income	0	0	-58.5%	-58.5%	0	0	0	0	0
OPERATING INCOME	15	22	-29.9%	-29.9%	22	20	19	19	15
Payroll costs	-6	-6	-0.7%	-0.7%	-6	-7	-6	-6	-6
Other administrative expenses	-3	-3	-1.0%	-1.0%	-3	-3	-3	-4	-3
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-2	-2	-1.0%	-1.0%	-2	-2	-2	-2	-2
Operating costs	-11	-11	-0.8%	-0.8%	-11	-12	-11	-12	-11
OPERATING PROFIT	4	11	-59.3%	-59.3%	11	8	8	6	4
Net write-downs of loans	-5	2	n.m.	n.m.	2	3	6	0	-5
NET OPERATING PROFIT	0	13	n.m.	n.m.	13	11	14	7	0
Other Charges & Provisions	-3	-3	-14.0%	-14.0%	-3	-1	0	0	-3
o/w Systemic Charges	-3	-2	+25.0%	+25.0%	-2	-1	0	0	-3
o/w DGS	-1	-1	+39.0%	+39.0%	-1	0	0	0	-1
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0
o/w SRF	-2	-1	+19.0%	+19.0%	-1	0	0	0	-2
Integration costs	0	0	n.m.	n.m.	0	0	0	-1	0
Net income from investments	0	0	n.m.	n.m.	0	0	0	0	0
PROFIT BEFORE TAX	-3	10	n.m.	n.m.	10	10	14	6	-3
CONSOLIDATED PROFIT	-2	8	n.m.	n.m.	8	8	12	4	-2

INCOME STATEMENT RATIOS

Cost income ratio	71.2%	50.3%	+20.9 p.p.		50.3%	58.5%	58.9%	65.4%	71.2%
Cost of Risk (LLP annualised on Avg Loans) in basis points	93	-46	139		-46	-58	-124	-7	93

VOLUMES

Customers Loans (excl. Repos and IC)	1,973	1,984	-0.6%		1,984	1,943	2,003	1,991	1,973
Customer Depos (excl. Repos and IC)	2,030	1,966	+3.3%		1,966	2,007	2,066	2,001	2,030
Total RWA	1,472	1,371	+7.4%		1,371	1,405	1,416	1,497	1,472

OTHER FIGURES

FTEs (100%)	535	543	-1.5%		543	549	545	537	535
ROAC	-5.3%	18.2%	-23.5 p.p.		18.2%	17.9%	25.7%	8.3%	-5.3%

CEE - Croatia

INCOME STATEMENT

(mln Euro)	2020	1Q 2019	y/y %	y/y % at const. FX	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Net interest	87	99	-12.1%	-11.3%	99	100	92	94	87
Dividends and other income from equity investments	1	1	+23.2%	+23.2%	1	1	1	1	1
Net fees and commissions	35	41	-14.9%	-14.1%	41	31	42	37	35
Net trading income	23	15	+52.2%	+53.6%	15	22	11	20	23
Net other expenses/income	2	2	+16.8%	+17.9%	2	3	2	3	2
OPERATING INCOME	148	158	-6.1%	-5.3%	158	156	147	154	148
Payroll costs	-31	-30	+0.7%	+1.6%	-30	-31	-31	-31	-31
Other administrative expenses	-19	-18	+5.3%	+6.3%	-18	-19	-20	-22	-19
Recovery of expenses	0	0	-100.0%	-100.0%	0	0	0	0	0
Amortisation & depreciation	-6	-7	-7.3%	-6.4%	-7	-7	-7	-7	-6
Operating costs	-55	-55	+1.3%	+2.2%	-55	-57	-57	-60	-55
OPERATING PROFIT	93	103	-10.0%	-9.2%	103	99	90	94	93
Net write-downs of loans	-50	-6	n.m.	n.m.	-6	-13	-19	-27	-50
NET OPERATING PROFIT	43	97	-56.0%	-55.6%	97	86	71	66	43
Other Charges & Provisions	-15	-15	-	+0.9%	-15	-9	-31	-23	-15
o/w Systemic Charges	-16	-13	+18.9%	+20.0%	-13	-5	-5	-5	-16
o/w DGS	-5	-4	+22.5%	+23.6%	-4	-4	-5	-5	-5
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0
o/w SRF	-11	-9	+17.5%	+18.6%	-9	-1	0	0	-11
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0
Net income from investments	-1	1	n.m.	n.m.	1	0	1	-27	-1
PROFIT BEFORE TAX	28	83	-66.8%	-66.5%	83	77	41	16	28
CONSOLIDATED PROFIT	20	58	-66.3%	-66.1%	58	54	29	12	20

INCOME STATEMENT RATIOS

Cost income ratio	37.3%	34.6%	+2.7 p.p.		34.6%	36.4%	38.8%	39.0%	37.3%
Cost of Risk (LLP annualised on Avg Loans) in basis points	215	27	188		27	55	83	118	215

VOLUMES

Customers Loans (excl. Repos and IC)	9,191	9,253	-0.7%		9,253	9,266	9,082	9,319	9,191
Customer Depos (excl. Repos and IC)	12,080	11,744	+2.9%		11,744	12,000	12,430	12,578	12,080
Total RWA	7,877	8,208	-4.0%		8,208	7,994	7,708	7,856	7,877

OTHER FIGURES

FTEs (100%)	3,779	3,772	+0.2%		3,772	3,813	3,797	3,752	3,779
ROAC	7.5%	25.9%	-18.4 p.p.		25.9%	23.8%	12.2%	3.6%	7.5%

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

CEE - Romania

INCOME STATEMENT

(mIn Euro)	2020	1Q 2019	y/y %	y/y % at const. FX	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Net interest	71	66	+7.8%	+9.2%	66	69	71	72	71
Dividends and other income from equity investments	0	0	-100.0%	-100.0%	0	0	0	0	0
Net fees and commissions	17	16	+4.5%	+5.8%	16	17	17	18	17
Net trading income	23	26	-13.4%	-12.3%	26	28	20	22	23
Net other expenses/income	0	0	-87.3%	-87.2%	0	0	1	0	0
OPERATING INCOME	111	109	+1.8%	+3.1%	109	115	110	112	111
Payroll costs	-23	-22	+6.2%	+7.6%	-22	-22	-22	-24	-23
Other administrative expenses	-13	-12	+5.5%	+6.9%	-12	-14	-14	-15	-13
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-7	-7	-4.6%	-3.4%	-7	-8	-8	-10	-7
Operating costs	-43	-41	+4.1%	+5.4%	-41	-44	-44	-48	-43
OPERATING PROFIT	68	68	+0.4%	+1.7%	68	70	66	64	68
Net write-downs of loans	-39	-8	n.m.	n.m.	-8	-25	-10	-30	-39
NET OPERATING PROFIT	29	60	-50.8%	-50.2%	60	45	56	33	29
Other Charges & Provisions	-11	-11	+4.9%	+6.3%	-11	-2	-2	-20	-11
o/w Systemic Charges	-10	-11	-1.6%	-0.4%	-11	0	0	-13	-10
o/w DGS	-1	-3	-64.6%	-64.2%	-3	0	0	0	-1
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	-13	0
o/w SRF	-10	-8	+27.1%	+28.7%	-8	0	0	0	-10
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0
Net income from investments	1	0	+95.0%	+97.5%	0	-1	0	2	1
PROFIT BEFORE TAX	19	49	-62.1%	-61.6%	49	43	54	15	19
CONSOLIDATED PROFIT	15	40	-64.0%	-63.6%	40	35	44	13	15

INCOME STATEMENT RATIOS

Cost income ratio	38.5%	37.7%	+0.8 p.p.		37.7%	38.7%	40.2%	43.0%	38.5%
Cost of Risk (LLP annualised on Avg Loans) in basis points	252	55	197		55	172	64	198	252

VOLUMES

Customers Loans (excl. Repos and IC)	6,128	5,868	+4.4%		5,868	5,922	6,077	6,147	6,128
Customer Depos (excl. Repos and IC)	6,734	6,030	+11.7%		6,030	6,178	6,430	7,067	6,734
Total RWA	6,466	5,967	+8.4%		5,967	6,080	6,316	6,535	6,466

OTHER FIGURES

FTEs (100%)	3,367	3,282	+2.6%		3,282	3,294	3,326	3,377	3,367
ROAC	6.3%	21.5%	-15.2 p.p.		21.5%	18.6%	22.6%	6.3%	6.3%

CEE - Bulgaria

INCOME STATEMENT

(mIn Euro)	2020	1Q 2019	y/y %	y/y % at const. FX	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Net interest	68	70	-2.9%	-2.9%	70	71	71	70	68
Dividends and other income from equity investments	0	0	+100.0%	+100.0%	0	0	0	0	0
Net fees and commissions	29	32	-9.2%	-9.2%	32	33	32	34	29
Net trading income	15	20	-26.2%	-26.2%	20	20	13	18	15
Net other expenses/income	1	1	-8.5%	-8.5%	1	1	1	1	1
OPERATING INCOME	112	122	-8.4%	-8.4%	122	124	116	123	112
Payroll costs	-22	-20	+7.4%	+7.4%	-20	-20	-20	-20	-22
Other administrative expenses	-15	-13	+14.3%	+14.3%	-13	-15	-13	-16	-15
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-5	-4	+14.1%	+14.1%	-4	-4	-4	-6	-5
Operating costs	-41	-37	+10.6%	+10.6%	-37	-39	-37	-41	-41
OPERATING PROFIT	71	85	-16.7%	-16.7%	85	85	79	81	71
Net write-downs of loans	-25	-16	+57.3%	+57.3%	-16	-15	-16	-17	-25
NET OPERATING PROFIT	46	69	-33.5%	-33.5%	69	70	63	65	46
Other Charges & Provisions	-39	-35	+12.0%	+12.0%	-35	1	0	-6	-39
o/w Systemic Charges	-39	-35	+11.6%	+11.6%	-35	2	0	0	-39
o/w DGS	-13	-12	+10.7%	+10.7%	-12	1	0	0	-13
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0
o/w SRF	-26	-23	+12.0%	+12.0%	-23	1	0	0	-26
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0
Net income from investments	0	1	-23.4%	-23.4%	1	1	0	-1	0
PROFIT BEFORE TAX	7	35	-78.8%	-78.8%	35	73	63	58	7
CONSOLIDATED PROFIT	7	31	-78.9%	-78.9%	31	65	56	52	7

INCOME STATEMENT RATIOS

Cost income ratio	36.9%	30.6%	+6.3 p.p.		30.6%	31.2%	32.1%	33.7%	36.9%
Cost of Risk (LLP annualised on Avg Loans) in basis points	158	108	50		108	101	106	107	158

VOLUMES

Customers Loans (excl. Repos and IC)	6,257	5,883	+6.4%		5,883	6,042	6,091	6,227	6,257
Customer Depos (excl. Repos and IC)	8,930	8,339	+7.1%		8,339	8,254	8,645	9,047	8,930
Total RWA	6,394	5,825	+9.8%		5,825	6,028	5,997	6,228	6,394

OTHER FIGURES

FTEs (100%)	4,127	4,127	-0.0%		4,127	4,168	4,150	4,145	4,127
ROAC	2.2%	16.9%	-14.7 p.p.		16.9%	34.6%	29.3%	26.3%	2.2%

INCOME STATEMENT

(mIn Euro)	2020	1Q 2019	y/y %	y/y % at const. FX	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Net interest	26	27	-2.0%	-2.0%	27	27	27	27	26
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0
Net fees and commissions	11	11	-3.0%	-3.0%	11	12	12	9	11
Net trading income	2	2	+2.0%	+2.0%	2	2	2	2	2
Net other expenses/income	1	0	n.m.	n.m.	0	1	2	1	1
OPERATING INCOME	40	40	+0.3%	+0.3%	40	43	43	39	40
Payroll costs	-10	-10	+2.4%	+2.4%	-10	-10	-10	-10	-10
Other administrative expenses	-7	-7	-3.4%	-3.4%	-7	-6	-7	-7	-7
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-2	-2	+13.9%	+13.9%	-2	-2	-2	-2	-2
Operating costs	-19	-19	+1.6%	+1.6%	-19	-18	-19	-19	-19
OPERATING PROFIT	21	21	-0.9%	-0.9%	21	24	25	20	21
Net write-downs of loans	-7	-1	n.m.	n.m.	-1	0	-4	-2	-7
NET OPERATING PROFIT	14	20	-29.3%	-29.3%	20	24	21	18	14
Other Charges & Provisions	-2	-2	+15.5%	+15.5%	-2	-2	-2	-2	-2
o/w Systemic Charges	-2	-2	+11.2%	+11.2%	-2	-2	-2	-2	-2
o/w DGS	-2	-2	+11.2%	+11.2%	-2	-2	-2	-2	-2
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0
o/w SRF	0	0	n.m.	n.m.	0	0	0	0	0
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0
Net income from investments	0	0	n.m.	n.m.	0	0	0	-1	0
PROFIT BEFORE TAX	12	18	-36.1%	-36.1%	18	22	19	15	12
CONSOLIDATED PROFIT	9	14	-37.4%	-37.4%	14	17	15	12	9

INCOME STATEMENT RATIOS

Cost income ratio	47.2%	46.6%	+0.6 p.p.		46.6%	43.2%	43.1%	49.2%	47.2%
Cost of Risk (LLP annualised on Avg Loans) in basis points	122	26	96		26	-2	63	31	122

VOLUMES

Customers Loans (excl. Repos and IC)	2,291	2,249	+1.8%		2,249	2,301	2,285	2,349	2,291
Customer Depos (excl. Repos and IC)	2,991	2,788	+7.3%		2,788	2,822	2,966	3,109	2,991
Total RWA	2,771	2,787	-0.6%		2,787	2,862	2,876	2,960	2,771

OTHER FIGURES

FTEs (100%)	1,627	1,628	-0.1%		1,628	1,625	1,623	1,626	1,627
ROAC	9.9%	17.3%	-7.4 p.p.		17.3%	20.9%	18.3%	14.5%	9.9%

INCOME STATEMENT

(mIn Euro)	2020	1Q 2019	y/y %	y/y % at const. FX	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Net interest	30	29	+1.7%	+1.2%	29	30	31	28	30
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0
Net fees and commissions	7	7	-3.3%	-3.8%	7	9	8	10	7
Net trading income	5	5	+10.0%	+9.4%	5	4	4	6	5
Net other expenses/income	0	0	n.m.	n.m.	0	0	0	0	0
OPERATING INCOME	42	41	+1.3%	+0.7%	41	43	44	43	42
Payroll costs	-8	-8	+4.6%	+4.0%	-8	-8	-8	-8	-8
Other administrative expenses	-6	-6	-2.3%	-2.8%	-6	-6	-6	-6	-6
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0
Amortisation & depreciation	-2	-2	+8.5%	+7.9%	-2	-2	-2	-3	-2
Operating costs	-16	-16	+2.6%	+2.1%	-16	-16	-17	-16	-16
OPERATING PROFIT	26	25	+0.4%	-0.1%	25	27	27	27	26
Net write-downs of loans	-8	-1	n.m.	n.m.	-1	-6	-4	-6	-8
NET OPERATING PROFIT	17	24	-28.7%	-29.1%	24	21	23	21	17
Other Charges & Provisions	-2	-5	-69.1%	-69.2%	-5	1	-3	-5	-2
o/w Systemic Charges	-1	-2	-53.4%	-53.7%	-2	-2	-2	-2	-1
o/w DGS	-1	-2	-53.4%	-53.7%	-2	-2	-2	-2	-1
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0
o/w SRF	0	0	n.m.	n.m.	0	0	0	0	0
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0
Net income from investments	1	0	n.m.	n.m.	0	-2	0	2	1
PROFIT BEFORE TAX	17	19	-14.4%	-14.8%	19	20	21	18	17
CONSOLIDATED PROFIT	15	17	-14.7%	-15.1%	17	18	19	17	15

INCOME STATEMENT RATIOS

Cost income ratio	39.0%	38.5%	+0.5 p.p.		38.5%	37.6%	37.9%	37.4%	39.0%
Cost of Risk (LLP annualised on Avg Loans) in basis points	133	17	116		17	104	73	108	133

VOLUMES

Customers Loans (excl. Repos and IC)	2,493	2,290	+8.9%		2,290	2,305	2,372	2,365	2,493
Customer Depos (excl. Repos and IC)	2,267	2,025	+12.0%		2,025	2,128	2,233	2,151	2,267
Total RWA	2,723	3,447	-21.0%		3,447	3,537	3,623	3,563	2,723

OTHER FIGURES

FTEs (100%)	1,233	1,191	+3.6%		1,191	1,206	1,214	1,230	1,233
ROAC	12.6%	15.2%	-2.6 p.p.		15.2%	14.9%	15.6%	14.1%	12.6%

Non Core

INCOME STATEMENT

(mln Euro)	2020	1Q 2019	y/y %	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Net interest	-6	3	n.m.	3	5	-9	-10	-6
Dividends and other income from equity investments	0	0	n.m.	0	0	0	0	0
Net fees and commissions	2	3	-49.4%	3	3	3	2	2
Net trading income	-3	-2	+40.5%	-2	-6	2	-14	-3
Net other expenses/income	-1	-5	-88.5%	-5	-7	-2	-7	-1
OPERATING INCOME	-8	-1	n.m.	-1	-5	-6	-30	-8
Payroll costs	-7	-9	-28.4%	-9	-7	-7	-7	-7
Other administrative expenses	-28	-49	-44.3%	-49	-50	-51	-46	-28
Recovery of expenses	4	16	-78.4%	16	16	12	7	4
Amortisation & depreciation	0	0	n.m.	0	0	0	0	0
Operating costs	-31	-43	-27.4%	-43	-42	-46	-46	-31
OPERATING PROFIT	-39	-44	-11.3%	-44	-47	-52	-76	-39
Net write-downs of loans	77	-103	n.m.	-103	-194	-147	-1,188	77
NET OPERATING PROFIT	38	-147	n.m.	-147	-240	-199	-1,264	38
Other Charges & Provisions	6	-93	n.m.	-93	-11	-13	-41	6
o/w Systemic Charges	-13	-15	-13.8%	-15	-1	-1	-1	-13
o/w DGS	0	0	n.m.	0	0	0	0	0
o/w Bank levies	-1	-1	-33.1%	-1	-1	-1	-1	-1
o/w SRF	-12	-14	-12.4%	-14	0	0	0	-12
Integration costs	-14	0	n.m.	0	0	0	-8	-14
Net income from investments	-24	0	n.m.	0	-27	-40	-185	-24
PROFIT BEFORE TAX	6	-240	n.m.	-240	-279	-251	-1,498	6
CONSOLIDATED PROFIT	-2	-188	-98.8%	-188	-211	-180	-1,104	-2

INCOME STATEMENT RATIOS

Cost income ratio	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.
Cost of Risk (LLP annualised on Avg Loans) in basis points	n.m.	652	n.m.	652	n.m.	n.m.	n.m.	n.m.

VOLUMES

Customers Loans (excl. Repos and IC)	1,746	6,069	-71.2%	6,069	5,333	3,837	1,886	1,746
Customer Depos (excl. Repos and IC)	515	482	+6.8%	482	546	471	488	515
Total RWA	9,633	11,695	-17.6%	11,695	15,240	13,641	10,966	9,633

OTHER FIGURES

FTEs (100%)	291	325	-10.6%	325	326	319	295	291
ROAC	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.

Fees - Details Group

(mln Euro)	2020	1Q 2019	y/y %	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
GROUP								
Investment fees	620	543	+14.2%	543	585	586	637	620
Financing fees	438	443	-1.0%	443	405	409	429	438
Transactional fees	562	555	+1.2%	555	574	574	563	562
TOTAL NET COMMISSIONS	1,620	1,541	+5.2%	1,541	1,565	1,569	1,629	1,620

N. of Branches

ACTUAL FIGURES

	1Q 2019	2Q 2019	3Q 2019	4Q 2019	1Q 2020
Western Europe	2,908	2,884	2,868	2,846	2,787
Italy	2,446	2,425	2,409	2,387	2,328
Germany	339	337	337	337	337
Austria	123	122	122	122	122
CEE	875	875	871	871	863
Russia	88	88	88	88	88
Czech Republic & Slovakia	123	123	123	123	119
Hungary	55	55	55	55	55
Slovenia	24	24	24	24	21
Croatia	116	116	114	114	114
Romania	135	135	134	134	134
Bulgaria	151	151	151	151	150
Bosnia	111	111	110	110	110
Serbia	72	72	72	72	72
Total Group	3,783	3,759	3,739	3,717	3,650

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