



2021 & 1H21 Results

# Divisional Database

30 July 2021

Banking that matters.



# 2Q21 - 1H21 GROUP RESULTS

## CONSOLIDATED ACCOUNTS

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# Consolidated Income Statement



## CONSOLIDATED INCOME STATEMENT

(mln Euro)	2021	1H 2020	y/y %	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021
Net interest	4,383	4,887	-10.3%	2,494	2,393	2,303	2,250	2,180	2,203
Dividends and other income from equity investments	237	164	+44.7%	102	62	128	124	112	125
Net fees and commissions	3,362	2,997	+12.2%	1,618	1,378	1,467	1,504	1,688	1,674
Net trading income	1,064	530	n.m.	173	357	455	426	639	425
Net other expenses/income	39	-34	n.m.	-11	-22	-1	-69	68	-29
<b>OPERATING INCOME</b>	<b>9,084</b>	<b>8,544</b>	<b>+6.3%</b>	<b>4,376</b>	<b>4,168</b>	<b>4,352</b>	<b>4,236</b>	<b>4,686</b>	<b>4,398</b>
Payroll costs	-2,975	-3,034	-1.9%	-1,542	-1,492	-1,479	-1,456	-1,480	-1,495
Other administrative expenses	-1,603	-1,604	-0.1%	-809	-795	-786	-825	-792	-811
Recovery of expenses	264	253	+4.5%	125	128	124	147	129	135
Amortisation & depreciation	-561	-548	+2.3%	-265	-284	-266	-323	-270	-290
<b>Operating costs</b>	<b>-4,874</b>	<b>-4,933</b>	<b>-1.2%</b>	<b>-2,491</b>	<b>-2,442</b>	<b>-2,408</b>	<b>-2,456</b>	<b>-2,413</b>	<b>-2,461</b>
<b>OPERATING PROFIT</b>	<b>4,209</b>	<b>3,610</b>	<b>+16.6%</b>	<b>1,885</b>	<b>1,726</b>	<b>1,945</b>	<b>1,780</b>	<b>2,272</b>	<b>1,937</b>
Net write-downs of loans	-527	-2,198	-76.0%	-1,261	-937	-741	-2,058	-167	-360
<b>NET OPERATING PROFIT</b>	<b>3,682</b>	<b>1,412</b>	<b>n.m.</b>	<b>624</b>	<b>788</b>	<b>1,204</b>	<b>-278</b>	<b>2,105</b>	<b>1,577</b>
Other Charges & Provisions	-916	-713	+28.5%	-528	-185	-251	-91	-702	-214
o/w Systemic Charges	-745	-703	+5.9%	-538	-166	-201	-53	-620	-125
o/w DGS	-98	-90	+9.5%	-64	-26	-169	-20	-77	-21
o/w Bank levies	-72	-137	-47.7%	-100	-37	-32	-33	-45	-27
o/w SRF	-575	-477	+20.7%	-373	-103	0	0	-498	-77
Integration costs	-7	-1,352	-99.5%	-1,347	-6	-30	-82	0	-7
Net income from investments	-181	-1,353	-86.7%	-1,261	-92	-141	130	-195	15
<b>PROFIT BEFORE TAX</b>	<b>2,578</b>	<b>-2,007</b>	<b>n.m.</b>	<b>-2,512</b>	<b>505</b>	<b>782</b>	<b>-322</b>	<b>1,207</b>	<b>1,371</b>
Income tax for the period	-646	-213	n.m.	-140	-73	-97	-34	-314	-331
Profit (Loss) from non-current assets held for sale after tax	1	1	+74.4%	0	1	0	48	1	0
<b>PROFIT (LOSS) FOR THE PERIOD</b>	<b>1,934</b>	<b>-2,219</b>	<b>n.m.</b>	<b>-2,652</b>	<b>433</b>	<b>685</b>	<b>-308</b>	<b>894</b>	<b>1,040</b>
Minorities	-12	-10	+20.0%	-5	-6	-5	8	-7	-5
<b>NET PROFIT ATTRIBUTABLE TO THE GROUP BEFORE PPA</b>	<b>1,922</b>	<b>-2,229</b>	<b>n.m.</b>	<b>-2,656</b>	<b>428</b>	<b>680</b>	<b>-300</b>	<b>888</b>	<b>1,034</b>
Purchase Price Allocation effect	-1	-50	-98.6%	-50	0	0	0	0	-1
Goodwill impairment	0	-8	-100.0%	0	-8	0	-878	0	0
<b>CONSOLIDATED PROFIT</b>	<b>1,921</b>	<b>-2,286</b>	<b>n.m.</b>	<b>-2,706</b>	<b>420</b>	<b>680</b>	<b>-1,179</b>	<b>887</b>	<b>1,034</b>

## INCOME STATEMENT RATIOS

Cost income ratio	53.7%	57.7%	-4.1 p.p.	56.9%	58.6%	55.3%	58.0%	51.5%	56.0%
Cost of Risk (LLP annualised on Avg Loans) in basis points	24	91	-67	104	77	63	179	15	33
Tax rate	25.0%	n.m.	n.m.	n.m.	14.4%	12.4%	n.m.	26.0%	24.2%

## VOLUMES (bn)

Customers Loans (excl. Repos)	419.5	431.0	-2.7%	433.8	431.0	421.6	414.8	417.2	419.5
Customer Depos (excl. Repos)	457.3	433.3	+5.5%	423.3	433.3	445.1	459.9	453.6	457.3
TFA*	773.4	700.0	+10.5%	662.8	700.0	716.8	747.9	754.1	773.4
o/w AUM	216.8	191.4	+13.3%	180.4	191.4	195.8	203.2	210.6	216.8
o/w AUC	157.8	132.9	+18.7%	118.2	132.9	135.7	146.2	148.0	157.8
<b>Total RWA</b>	<b>327.7</b>	<b>350.7</b>	<b>-6.5%</b>	<b>361.0</b>	<b>350.7</b>	<b>336.4</b>	<b>325.7</b>	<b>314.9</b>	<b>327.7</b>

## OTHER FIGURES (units)

FTEs (100%)	80,879	83,685	-3.4%	83,942	83,685	83,621	82,107	82,002	80,879
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<b>ROTE STATED</b>	<b>7.5%</b>	<b>-8.9%</b>	<b>16.3 p.p.</b>	<b>-20.8%</b>	<b>3.3%</b>	<b>5.3%</b>	<b>-9.3%</b>	<b>6.9%</b>	<b>7.9%</b>
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\* 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

(bln Euro)	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021
<b>Assets</b>						
Cash and cash balances	20.7	17.3	37.9	101.7	111.1	122.8
Financial assets held for trading	69.8	67.2	73.2	72.7	73.9	79.0
Loans to banks	94.5	126.5	129.1	111.8	113.6	113.4
Loans to customers	490.0	479.3	466.8	450.5	446.7	438.4
Other financial assets	151.9	155.9	153.4	153.3	158.3	158.6
Hedging instruments	11.1	11.4	8.2	7.7	6.6	5.9
Property, plant and equipment	10.5	10.2	10.1	9.9	9.8	9.7
Goodwill	0.9	0.9	0.9	0.0	0.0	0.0
Other intangible assets	1.9	2.0	2.0	2.1	2.1	2.2
Tax assets	13.0	13.0	13.0	13.1	12.8	12.5
Non-current assets and disposal groups classified as held for sale	2.0	2.0	2.1	2.0	1.0	0.7
Other assets	6.5	7.0	6.6	6.5	6.2	6.8
<b>Total assets</b>	<b>872.8</b>	<b>892.7</b>	<b>903.4</b>	<b>931.5</b>	<b>942.2</b>	<b>950.0</b>
<b>Liabilities and shareholders' equity</b>						
Deposits from banks	161.5	164.8	163.8	172.5	189.4	186.7
Deposits from customers	455.0	468.3	474.8	498.4	497.4	505.7
Debt securities issued	95.2	95.9	101.6	102.5	98.9	96.0
Financial liabilities held for trading	46.8	45.6	47.8	47.8	46.4	49.8
Other financial liabilities	11.1	12.7	13.0	12.9	12.3	12.0
Hedging instruments	14.2	15.0	12.6	11.8	9.1	8.0
Tax liabilities	1.5	1.5	1.5	1.4	1.1	1.2
Liabilities included in disposal groups classified as held for sale	0.6	0.6	0.6	0.8	0.7	0.6
Other liabilities	25.7	27.2	26.7	23.5	25.8	28.2
Minorities	0.4	0.4	0.4	0.4	0.4	0.4
Group Shareholders' Equity:	60.8	60.7	60.6	59.5	60.7	61.4
- <i>Capital and reserves</i>	63.5	63.0	62.3	62.3	59.8	59.4
- <i>Net profit (loss)</i>	-2.7	-2.3	-1.6	-2.8	0.9	1.9
<b>Total liabilities and shareholders' equity</b>	<b>872.8</b>	<b>892.7</b>	<b>903.4</b>	<b>931.5</b>	<b>942.2</b>	<b>950.0</b>

## Shareholders' Equity attributable to the Group & Shares

(mln Euro)

<b>Shareholders' equity as at 31 December 2020</b>	<b>59,507</b>
Dividends distributed	-268
Share buyback	-179
Change in reserve related coupon on AT1 instruments	-165
Change in the valuation reserve relating to the financial assets and liabilities at fair value	-114
Change in the valuation reserve tangible assets	176
Exchange differences reserve(*)	237
Change in the valuation reserve relating to the actuarial gains/losses on defined benefit plans(**)	339
Other changes	-98
Net profit (loss) for the period	1,921
<b>Shareholders' equity as at 30 June 2021</b>	<b>61,356</b>

Notes:

(\*) This effect is mainly due to the impact of Russian Ruble for +€116 million and of Czech Crown for +€78 million.

(\*\*) Mainly referred to the increase in DBO discount rate induced by the reduction in prices of High Quality Corporate Bonds partially offset by plan assets performance.

### Average & EoP YtD number of outstanding and diluted shares

	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021
Average number of outstanding shares*	2,223,909,901	2,225,745,652	2,226,362,035	2,226,668,543	2,227,721,149	2,228,043,134
Average number of diluted shares*	2,233,897,148	2,236,776,028	2,237,260,376	2,239,530,094	2,237,460,816	2,240,919,446
EoP number of outstanding shares*	2,227,581,402	2,227,581,402	2,227,581,402	2,227,581,402	2,233,870,007	2,216,453,879
EoP number of diluted shares*	2,240,149,642	2,240,048,147	2,239,908,063	2,241,202,294	2,245,357,868	2,230,252,153

\*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

	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021
<b>Gross Bad Loans</b>	<b>12,581</b>	<b>10,767</b>	<b>10,024</b>	<b>7,613</b>	<b>7,596</b>	<b>7,110</b>
Writedowns	9,663	8,098	7,481	5,967	5,942	5,521
<i>Coverage Ratio</i>	76.8%	75.2%	74.6%	78.4%	78.2%	77.6%
<b>Net Bad Loans</b>	<b>2,918</b>	<b>2,669</b>	<b>2,543</b>	<b>1,645</b>	<b>1,654</b>	<b>1,590</b>
<b>Gross Unlikely to pay</b>	<b>11,475</b>	<b>11,956</b>	<b>11,806</b>	<b>12,874</b>	<b>13,681</b>	<b>13,407</b>
Writedowns	6,278	6,407	6,119	6,492	6,731	6,538
<i>Coverage Ratio</i>	54.7%	53.6%	51.8%	50.4%	49.2%	48.8%
<b>Net Unlikely to pay</b>	<b>5,197</b>	<b>5,549</b>	<b>5,687</b>	<b>6,381</b>	<b>6,950</b>	<b>6,869</b>
<b>Gross Past-due loans</b>	<b>858</b>	<b>948</b>	<b>874</b>	<b>759</b>	<b>1,147</b>	<b>1,021</b>
Writedowns	305	341	314	256	386	354
<i>Coverage Ratio</i>	35.5%	36.0%	35.9%	33.7%	33.7%	34.7%
<b>Net Past-due loans</b>	<b>553</b>	<b>607</b>	<b>561</b>	<b>503</b>	<b>761</b>	<b>667</b>
<b>GROSS NON PERFORMING EXPOSURES</b>	<b>24,914</b>	<b>23,671</b>	<b>22,704</b>	<b>21,246</b>	<b>22,424</b>	<b>21,538</b>
Writedowns	16,246	14,846	13,913	12,716	13,060	12,413
<i>Coverage Ratio</i>	65.2%	62.7%	61.3%	59.8%	58.2%	57.6%
<b>NET NON PERFORMING EXPOSURES</b>	<b>8,668</b>	<b>8,825</b>	<b>8,792</b>	<b>8,530</b>	<b>9,364</b>	<b>9,125</b>
<b>GROSS PERFORMING LOANS</b>	<b>484,646</b>	<b>474,040</b>	<b>461,791</b>	<b>446,157</b>	<b>441,010</b>	<b>433,227</b>
Writedowns	3,341	3,611	3,806	4,138	3,683	3,951
<i>Coverage Ratio</i>	0.7%	0.8%	0.8%	0.9%	0.8%	0.9%
<b>NET PERFORMING LOANS</b>	<b>481,306</b>	<b>470,429</b>	<b>457,985</b>	<b>442,019</b>	<b>437,326</b>	<b>429,276</b>
	<b>1Q 2020</b>	<b>2Q 2020</b>	<b>3Q 2020</b>	<b>4Q 2020</b>	<b>1Q 2021</b>	<b>2Q 2021</b>
<b>Gross Bad Loans ratio</b>	2.5%	2.2%	2.1%	1.6%	1.6%	1.6%
<b>Net Bad Loans ratio</b>	0.6%	0.6%	0.5%	0.4%	0.4%	0.4%
<b>Gross Unlikely to pay ratio</b>	2.3%	2.4%	2.4%	2.8%	3.0%	2.9%
<b>Net Unlikely to pay ratio</b>	1.1%	1.2%	1.2%	1.4%	1.6%	1.6%
<b>Gross Past-due loans ratio</b>	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%
<b>Net Past-due loans ratio</b>	0.1%	0.1%	0.1%	0.1%	0.2%	0.2%
<b>GROSS NPE Ratio</b>	<b>4.9%</b>	<b>4.8%</b>	<b>4.7%</b>	<b>4.5%</b>	<b>4.8%</b>	<b>4.7%</b>
<b>NET NPE Ratio</b>	<b>1.8%</b>	<b>1.8%</b>	<b>1.9%</b>	<b>1.9%</b>	<b>2.1%</b>	<b>2.1%</b>

# Asset Quality - Group excl. Non Core

<b>LOANS TO CUSTOMERS</b>						
	<b>1Q</b>	<b>2Q</b>	<b>3Q</b>	<b>4Q</b>	<b>1Q</b>	<b>2Q</b>
<b>(mln Euro)</b>	<b>2020</b>	<b>2020</b>	<b>2020</b>	<b>2020</b>	<b>2021</b>	<b>2021</b>
<b>Gross Bad Loans</b>	<b>7,510</b>	<b>6,589</b>	<b>6,316</b>	<b>5,609</b>	<b>5,636</b>	<b>5,280</b>
Writedowns	5,418	4,677	4,449	4,222	4,231	3,935
<i>Coverage Ratio</i>	72.1%	71.0%	70.4%	75.3%	75.1%	74.5%
<b>Net Bad Loans</b>	<b>2,092</b>	<b>1,913</b>	<b>1,867</b>	<b>1,386</b>	<b>1,406</b>	<b>1,345</b>
<b>Gross Unlikely to pay</b>	<b>8,460</b>	<b>9,172</b>	<b>9,644</b>	<b>11,193</b>	<b>12,058</b>	<b>11,958</b>
Writedowns	4,177	4,487	4,677	5,323	5,604	5,556
<i>Coverage Ratio</i>	49.4%	48.9%	48.5%	47.6%	46.5%	46.5%
<b>Net Unlikely to pay</b>	<b>4,284</b>	<b>4,686</b>	<b>4,968</b>	<b>5,870</b>	<b>6,454</b>	<b>6,402</b>
<b>Gross Past-due loans</b>	<b>844</b>	<b>936</b>	<b>864</b>	<b>751</b>	<b>1,137</b>	<b>1,012</b>
Writedowns	299	336	309	252	382	350
<i>Coverage Ratio</i>	35.4%	35.8%	35.8%	33.6%	33.6%	34.6%
<b>Net Past-due loans</b>	<b>545</b>	<b>600</b>	<b>555</b>	<b>499</b>	<b>755</b>	<b>662</b>
<b>GROSS NON PERFORMING EXPOSURES</b>	<b>16,815</b>	<b>16,698</b>	<b>16,825</b>	<b>17,553</b>	<b>18,831</b>	<b>18,249</b>
Writedowns	9,893	9,499	9,435	9,798	10,217	9,841
<i>Coverage Ratio</i>	58.8%	56.9%	56.1%	55.8%	54.3%	53.9%
<b>NET NON PERFORMING EXPOSURES</b>	<b>6,922</b>	<b>7,199</b>	<b>7,389</b>	<b>7,755</b>	<b>8,615</b>	<b>8,408</b>
<b>GROSS PERFORMING LOANS</b>	<b>484,646</b>	<b>474,040</b>	<b>461,791</b>	<b>446,157</b>	<b>441,010</b>	<b>433,227</b>
Writedowns	3,341	3,611	3,806	4,138	3,683	3,951
<i>Coverage Ratio</i>	0.7%	0.8%	0.8%	0.9%	0.8%	0.9%
<b>NET PERFORMING LOANS</b>	<b>481,306</b>	<b>470,429</b>	<b>457,985</b>	<b>442,019</b>	<b>437,326</b>	<b>429,276</b>
	<b>1Q</b>	<b>2Q</b>	<b>3Q</b>	<b>4Q</b>	<b>1Q</b>	<b>2Q</b>
	<b>2020</b>	<b>2020</b>	<b>2020</b>	<b>2020</b>	<b>2021</b>	<b>2021</b>
<b>Gross Bad Loans ratio</b>	1.5%	1.3%	1.3%	1.2%	1.2%	1.2%
<b>Net Bad Loans ratio</b>	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%
<b>Gross Unlikely to pay ratio</b>	1.7%	1.9%	2.0%	2.4%	2.6%	2.6%
<b>Net Unlikely to pay ratio</b>	0.9%	1.0%	1.1%	1.3%	1.4%	1.5%
<b>Gross Past-due loans ratio</b>	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%
<b>Net Past-due loans ratio</b>	0.1%	0.1%	0.1%	0.1%	0.2%	0.2%
<b>GROSS NPE Ratio</b>	<b>3.4%</b>	<b>3.4%</b>	<b>3.5%</b>	<b>3.8%</b>	<b>4.1%</b>	<b>4.0%</b>
<b>NET NPE Ratio</b>	<b>1.4%</b>	<b>1.5%</b>	<b>1.6%</b>	<b>1.7%</b>	<b>1.9%</b>	<b>1.9%</b>

# Asset Quality - Non Core

<b>LOANS TO CUSTOMERS</b>						
	1Q	2Q	3Q	4Q	1Q	2Q
(mln Euro)	2020	2020	2020	2020	2021	2021
<b>Gross Bad Loans</b>	<b>5,071</b>	<b>4,178</b>	<b>3,708</b>	<b>2,004</b>	<b>1,960</b>	<b>1,831</b>
Writedowns	4,245	3,422	3,031	1,745	1,712	1,585
Coverage Ratio	83.7%	81.9%	81.8%	87.1%	87.3%	86.6%
<b>Net Bad Loans</b>	<b>825</b>	<b>756</b>	<b>677</b>	<b>259</b>	<b>248</b>	<b>245</b>
<b>Gross Unlikely to pay</b>	<b>3,015</b>	<b>2,783</b>	<b>2,162</b>	<b>1,681</b>	<b>1,623</b>	<b>1,449</b>
Writedowns	2,101	1,920	1,442	1,169	1,127	983
Coverage Ratio	69.7%	69.0%	66.7%	69.5%	69.5%	67.8%
<b>Net Unlikely to pay</b>	<b>913</b>	<b>863</b>	<b>720</b>	<b>512</b>	<b>496</b>	<b>466</b>
<b>Gross Past-due loans</b>	<b>14</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>9</b>	<b>9</b>
Writedowns	6	5	5	4	4	4
Coverage Ratio	45.2%	44.7%	42.9%	46.5%	40.3%	46.0%
<b>Net Past-due loans</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>5</b>
<b>GROSS NON PERFORMING EXPOSURES</b>	<b>8,099</b>	<b>6,973</b>	<b>5,880</b>	<b>3,693</b>	<b>3,593</b>	<b>3,289</b>
Writedowns	6,353	5,347	4,478	2,918	2,843	2,572
Coverage Ratio	78.4%	76.7%	76.2%	79.0%	79.1%	78.2%
<b>NET NON PERFORMING EXPOSURES</b>	<b>1,746</b>	<b>1,626</b>	<b>1,402</b>	<b>775</b>	<b>750</b>	<b>717</b>
<b>GROSS PERFORMING LOANS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Writedowns	0	0	0	0	0	0
Coverage Ratio	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.
<b>NET PERFORMING LOANS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>1Q</b>	<b>2Q</b>	<b>3Q</b>	<b>4Q</b>	<b>1Q</b>	<b>2Q</b>
	<b>2020</b>	<b>2020</b>	<b>2020</b>	<b>2020</b>	<b>2021</b>	<b>2021</b>
<b>Gross Bad Loans ratio</b>	62.6%	59.9%	63.1%	54.3%	54.6%	55.7%
<b>Net Bad Loans ratio</b>	47.3%	46.5%	48.3%	33.4%	33.1%	34.2%
<b>Gross Unlikely to pay ratio</b>	37.2%	39.9%	36.8%	45.5%	45.2%	44.1%
<b>Net Unlikely to pay ratio</b>	52.3%	53.1%	51.3%	66.0%	66.1%	65.1%
<b>Gross Past-due loans ratio</b>	0.2%	0.2%	0.2%	0.2%	0.3%	0.3%
<b>Net Past-due loans ratio</b>	0.4%	0.4%	0.4%	0.6%	0.7%	0.7%
<b>GROSS NPE Ratio</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>NET NPE Ratio</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>



# Asset Quality by Division



## LOANS TO CUSTOMERS

(mln Euro)

	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021
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### Commercial Banking Italy

Gross Non Performing Exposures	7,446	7,359	7,244	7,087	8,213	8,109
Net Non Performing Exposures	3,134	3,321	3,236	2,622	3,435	3,559
NPE Coverage Ratio	57.9%	54.9%	55.3%	63.0%	58.2%	56.1%
Gross Customer Loans	139,593	138,577	139,142	138,867	141,167	143,388
Net Customer Loans	133,762	133,021	133,428	132,333	134,643	136,948
Gross NPE Ratio	5.3%	5.3%	5.2%	5.1%	5.8%	5.7%
Net NPE Ratio	2.3%	2.5%	2.4%	2.0%	2.6%	2.6%

### Commercial Banking Germany

Gross Non Performing Exposures	1,498	1,519	1,773	1,965	2,015	2,032
Net Non Performing Exposures	808	851	1,143	1,339	1,355	1,351
NPE Coverage Ratio	46.1%	44.0%	35.5%	31.9%	32.8%	33.5%
Gross Customer Loans	89,515	90,765	90,142	88,748	89,793	90,854
Net Customer Loans	88,453	89,682	89,067	87,735	88,760	89,793
Gross NPE Ratio	1.7%	1.7%	2.0%	2.2%	2.2%	2.2%
Net NPE Ratio	0.9%	0.9%	1.3%	1.5%	1.5%	1.5%

### Commercial Banking Austria

Gross Non Performing Exposures	1,699	1,655	1,633	1,718	1,703	1,668
Net Non Performing Exposures	856	847	839	897	909	870
NPE Coverage Ratio	49.6%	48.8%	48.6%	47.8%	46.6%	47.8%
Gross Customer Loans	46,368	45,802	45,779	44,932	45,619	44,790
Net Customer Loans	45,139	44,628	44,636	43,726	44,476	43,599
Gross NPE Ratio	3.7%	3.6%	3.6%	3.8%	3.7%	3.7%
Net NPE Ratio	1.9%	1.9%	1.9%	2.1%	2.0%	2.0%

### CIB

Gross Non Performing Exposures	2,790	2,741	2,643	2,970	3,087	2,828
Net Non Performing Exposures	1,053	1,073	987	1,503	1,586	1,411
NPE Coverage Ratio	62.2%	60.9%	62.7%	49.4%	48.6%	50.1%
Gross Customer Loans	155,710	146,916	136,178	124,854	115,143	103,507
Net Customer Loans	153,659	144,810	134,094	122,995	113,310	101,686
Gross NPE Ratio	1.8%	1.9%	1.9%	2.4%	2.7%	2.7%
Net NPE Ratio	0.7%	0.7%	0.7%	1.2%	1.4%	1.4%

### CEE

Gross Non Performing Exposures	3,376	3,419	3,522	3,809	3,811	3,613
Net Non Performing Exposures	1,071	1,106	1,180	1,394	1,330	1,218
NPE Coverage Ratio	68.3%	67.6%	66.5%	63.4%	65.1%	66.3%
Gross Customer Loans	69,342	68,357	65,908	65,617	67,472	67,711
Net Customer Loans	66,285	65,168	62,686	62,302	64,110	64,433
Gross NPE Ratio	4.9%	5.0%	5.3%	5.8%	5.6%	5.3%
Net NPE Ratio	1.6%	1.7%	1.9%	2.2%	2.1%	1.9%

# Capital Position

## GROUP CAPITAL STRUCTURE

(bn Euro)	Basel 3						Change %	
	1Q	2Q	3Q	4Q	1Q	2Q	q/q	y/y
	2020	2020	2020	2020	2021	2021		
<b>Common Equity Tier I Fully Loaded</b>	48.5	48.6	48.5	49.3	50.2	50.9	+1.3	+4.7
<b>Common Equity Tier I Capital Transitional (*)</b>	48.5	51.0	51.0	52.0	52.1	52.8	+1.3	+3.6
<b>Tier I Capital Transitional</b>	55.9	58.3	58.3	59.3	59.2	58.9	-0.5	+1.0
<b>Total Capital Transitional</b>	65.0	68.2	66.8	67.5	68.0	67.4	-0.9	-1.1
<b>Total RWA Transitional</b>	361.0	350.7	336.4	325.7	314.9	327.7	+4.1	-6.5
Credit Risk	313.8	302.2	291.3	283.6	273.4	286.6	+4.8	-5.2
Market Risk	14.6	15.6	12.6	11.2	10.7	9.7	-8.8	-37.7
Operational Risk	32.6	32.9	32.5	30.9	30.8	31.4	+1.8	-4.5

## CAPITAL RATIOS

	1Q	2Q	3Q	4Q	1Q	2Q	Delta	
	2020	2020	2020	2020	2021	2021		
<b>Common Equity Tier I Capital Ratio Transitional</b>	13.44%	14.54%	15.15%	15.96%	16.54%	16.11%	-44bp	+157bp
<b>Tier I Capital Ratio Transitional</b>	15.48%	16.63%	17.33%	18.22%	18.80%	17.97%	-83bp	+134bp
<b>Total Capital Ratio Transitional</b>	18.01%	19.44%	19.86%	20.72%	21.60%	20.57%	-102bp	+113bp
<b>MDA buffer Fully Loaded (CET1 ratio)</b>	4.36%	4.81%	5.38%	6.11%	6.89%	6.47%	-42bp	+167bp
<b>MDA buffer Transitional (CET1 ratio)**</b>	4.36%	5.49%	6.12%	6.93%	7.51%	7.08%	-44bp	+158bp

(\*) Starting from 2Q 2020, the capital ratios includes the transitional arrangements related to IFRS9 as per CRR article 473a

(\*\*) MDA buffer Tr CET1 equal to Fully loaded till 1Q20.

Note:

- "Credit and Counterparty Risk RWA amount includes RWA equivalent to points 1 "Credit risk (excluding CCR)", 6 "Counterparty credit risk – CCR" net of point EU 8b "Of which credit valuation adjustment – CVA" and 16 "Securitisation exposures in the non-trading book (after the cap)" related to "Template EU OV1 – Overview of risk weighted exposure amounts" of Pillar III.
- Market Risk RWA amount includes RWA equivalent to points EU 8b "Of which credit valuation adjustment – CVA", 15 "Settlement risk" and 20 " Position, foreign exchange and commodities risks (Market risk) related to "Template EU OV1 – Overview of risk weighted exposure amounts" of Pillar III.
- Operational Risk RWA amount includes RWA equivalent to point 23 "Operational risk" of Pillar III "Template EU OV1 – Overview of risk weighted exposure amounts."

## INCOME STATEMENT

		1H	y/y	1Q	2Q	3Q	4Q	1Q	2Q
(mln Euro)	2021	2020	%	2020	2020	2020	2020	2021	2021
Net interest	1,289	1,534	-16.0%	780	755	680	674	638	651
Dividends and other income from equity investments	73	56	+30.3%	29	27	48	36	37	36
Net fees and commissions	1,936	1,687	+14.8%	915	772	831	850	971	966
Net trading income	31	-1	n.m.	-9	8	22	20	11	19
Net other expenses/income	14	-35	n.m.	-15	-20	-18	-52	50	-36
<b>OPERATING INCOME</b>	<b>3,343</b>	<b>3,241</b>	<b>+3.1%</b>	<b>1,699</b>	<b>1,542</b>	<b>1,563</b>	<b>1,528</b>	<b>1,707</b>	<b>1,636</b>
Payroll costs	-1,004	-1,049	-4.3%	-530	-519	-510	-485	-503	-501
Other administrative expenses	-987	-938	+5.3%	-464	-474	-476	-483	-485	-502
Recovery of expenses	205	192	+6.7%	94	98	97	105	101	105
Amortisation & depreciation	-40	-44	-8.0%	-22	-22	-21	-23	-20	-20
<b>Operating costs</b>	<b>-1,826</b>	<b>-1,838</b>	<b>-0.6%</b>	<b>-922</b>	<b>-916</b>	<b>-910</b>	<b>-886</b>	<b>-908</b>	<b>-919</b>
<b>OPERATING PROFIT</b>	<b>1,517</b>	<b>1,403</b>	<b>+8.1%</b>	<b>778</b>	<b>626</b>	<b>653</b>	<b>641</b>	<b>800</b>	<b>717</b>
Net write-downs of loans	-442	-1,096	-59.6%	-649	-446	-449	-1,136	-200	-242
<b>NET OPERATING PROFIT</b>	<b>1,074</b>	<b>308</b>	<b>n.m.</b>	<b>128</b>	<b>180</b>	<b>204</b>	<b>-495</b>	<b>600</b>	<b>475</b>
Other Charges & Provisions	-91	-92	-0.6%	-69	-23	-106	-66	-90	-2
o/w Systemic Charges	-80	-70	+13.0%	-59	-12	-93	2	-78	-2
o/w DGS	0	0	-100.0%	0	0	-93	3	0	0
o/w Bank levies	-2	-1	+51.8%	0	-1	0	0	-1	-1
o/w SRF	-78	-69	+12.5%	-58	-11	0	0	-77	-1
Integration costs	0	-1,029	-100.0%	-1,027	-3	0	-25	1	-1
Net income from investments	21	-8	n.m.	-1	-7	-4	-1	24	-3
<b>PROFIT BEFORE TAX</b>	<b>1,004</b>	<b>-821</b>	<b>n.m.</b>	<b>-968</b>	<b>146</b>	<b>93</b>	<b>-586</b>	<b>535</b>	<b>469</b>
<b>CONSOLIDATED PROFIT</b>	<b>747</b>	<b>-602</b>	<b>n.m.</b>	<b>-715</b>	<b>112</b>	<b>101</b>	<b>-440</b>	<b>390</b>	<b>357</b>

## INCOME STATEMENT RATIOS

Cost income ratio	54.6%	56.7%	-2.1 p.p.	54.2%	59.4%	58.2%	58.0%	53.2%	56.2%
Cost of Risk (LLP annualised on Avg Loans) in basis points	66	164	-98	193	134	135	342	60	71

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	136.9	133.0	+3.0%	133.7	133.0	133.4	132.3	134.6	136.9
Customer Depos (excl. Repos and IC)	170.4	159.6	+6.8%	154.8	159.6	164.0	172.4	169.5	170.4
Total RWA	81.0	90.3	-10.3%	93.9	90.3	87.1	83.0	77.7	81.0

## OTHER FIGURES

FTEs (100%)	26,373	27,773	-5.0%	28,100	27,773	27,662	26,743	26,766	26,373
ROAC	15.9%	-10.5%	26.4 p.p.	-24.5%	4.0%	3.7%	-16.9%	16.5%	15.3%

## INCOME STATEMENT

	2021	1H 2020	y/y %	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021
<b>(mIn Euro)</b>									
Net interest	717	803	-10.7%	420	383	367	364	352	365
Dividends and other income from equity investments	0	0	+36.2%	0	0	0	0	0	0
Net fees and commissions	400	365	+9.5%	196	169	177	166	205	195
Net trading income	57	12	n.m.	-3	15	19	40	33	25
Net other expenses/income	21	27	-23.5%	9	19	4	15	13	8
<b>OPERATING INCOME</b>	<b>1,195</b>	<b>1,208</b>	<b>-1.1%</b>	<b>622</b>	<b>586</b>	<b>568</b>	<b>585</b>	<b>603</b>	<b>593</b>
Payroll costs	-480	-482	-0.5%	-243	-239	-238	-242	-240	-240
Other administrative expenses	-363	-352	+3.1%	-181	-171	-161	-172	-189	-174
Recovery of expenses	7	6	+9.0%	3	3	3	4	4	3
Amortisation & depreciation	-7	-10	-27.8%	-5	-5	-5	-5	-4	-3
<b>Operating costs</b>	<b>-843</b>	<b>-837</b>	<b>+0.6%</b>	<b>-425</b>	<b>-412</b>	<b>-401</b>	<b>-415</b>	<b>-429</b>	<b>-414</b>
<b>OPERATING PROFIT</b>	<b>353</b>	<b>371</b>	<b>-4.9%</b>	<b>196</b>	<b>174</b>	<b>167</b>	<b>170</b>	<b>174</b>	<b>179</b>
Net write-downs of loans	-53	-225	-76.4%	-153	-72	-51	-84	10	-63
<b>NET OPERATING PROFIT</b>	<b>299</b>	<b>146</b>	<b>n.m.</b>	<b>44</b>	<b>102</b>	<b>116</b>	<b>86</b>	<b>184</b>	<b>115</b>
Other Charges & Provisions	-109	-53	n.m.	-37	-16	-41	57	-80	-29
o/w Systemic Charges	-95	-55	+74.4%	-40	-14	-7	-6	-78	-17
o/w DGS	-22	-11	n.m.	-5	-5	-7	-6	-5	-17
o/w Bank levies	0	0	n.m.	0	0	0	0	0	0
o/w SRF	-73	-44	+67.3%	-35	-9	0	0	-73	0
Integration costs	0	-1	n.m.	0	-1	0	-25	0	0
Net income from investments	6	0	n.m.	0	0	-2	-23	0	6
<b>PROFIT BEFORE TAX</b>	<b>196</b>	<b>92</b>	<b>n.m.</b>	<b>7</b>	<b>85</b>	<b>74</b>	<b>96</b>	<b>103</b>	<b>92</b>
<b>CONSOLIDATED PROFIT</b>	<b>119</b>	<b>102</b>	<b>+16.9%</b>	<b>15</b>	<b>87</b>	<b>52</b>	<b>16</b>	<b>66</b>	<b>53</b>

## INCOME STATEMENT RATIOS

Cost income ratio	70.5%	69.3%	+1.2 p.p.	68.4%	70.3%	70.6%	71.0%	71.2%	69.9%
Cost of Risk (LLP annualised on Avg Loans) in basis points	12	51	-39	69	32	23	38	-5	28

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	89.7	89.5	+0.2%	88.4	89.5	89.0	87.6	88.7	89.7
Customer Depos (excl. Repos and IC)	102.8	95.1	+8.1%	91.5	95.1	102.2	103.0	102.2	102.8
Total RWA	35.9	36.5	-1.5%	35.8	36.5	35.9	34.4	34.3	35.9

## OTHER FIGURES

FTEs (100%)	8,573	8,994	-4.7%	9,057	8,994	9,085	9,030	8,853	8,573
ROAC	5.8%	4.4%	1.4 p.p.	1.2%	7.7%	4.5%	1.2%	6.5%	5.1%

## INCOME STATEMENT

		1H	y/y	1Q	2Q	3Q	4Q	1Q	2Q
(mln Euro)	2021	2020	%	2020	2020	2020	2020	2021	2021
Net interest	282	323	-12.8%	162	162	152	154	142	140
Dividends and other income from equity investments	70	23	n.m.	28	-5	44	36	34	36
Net fees and commissions	294	283	+3.8%	158	125	140	147	150	144
Net trading income	53	4	n.m.	-8	12	11	15	35	18
Net other expenses/income	13	20	-32.9%	6	13	9	6	9	5
<b>OPERATING INCOME</b>	<b>712</b>	<b>653</b>	<b>+9.1%</b>	<b>346</b>	<b>307</b>	<b>356</b>	<b>358</b>	<b>369</b>	<b>343</b>
Payroll costs	-251	-266	-5.6%	-134	-132	-135	-133	-121	-130
Other administrative expenses	-223	-221	+0.8%	-114	-107	-104	-105	-112	-111
Recovery of expenses	0	0	n.m.	0	0	0	0	0	0
Amortisation & depreciation	-13	-4	n.m.	-2	-2	-2	-15	-3	-10
<b>Operating costs</b>	<b>-487</b>	<b>-490</b>	<b>-0.7%</b>	<b>-250</b>	<b>-241</b>	<b>-240</b>	<b>-253</b>	<b>-236</b>	<b>-251</b>
<b>OPERATING PROFIT</b>	<b>225</b>	<b>162</b>	<b>+38.8%</b>	<b>96</b>	<b>66</b>	<b>116</b>	<b>105</b>	<b>133</b>	<b>92</b>
Net write-downs of loans	-9	-84	-89.4%	-85	1	-20	-140	38	-47
<b>NET OPERATING PROFIT</b>	<b>216</b>	<b>78</b>	<b>n.m.</b>	<b>11</b>	<b>67</b>	<b>96</b>	<b>-35</b>	<b>171</b>	<b>45</b>
Other Charges & Provisions	-67	-78	-14.9%	-77	-1	-17	-15	-67	0
o/w Systemic Charges	-67	-83	-19.2%	-78	-5	-17	-7	-67	0
o/w DGS	-37	-18	n.m.	-18	0	-14	-4	-37	0
o/w Bank levies	-1	-39	-97.6%	-35	-3	-3	-3	0	0
o/w SRF	-30	-26	+13.0%	-25	-2	0	0	-30	0
Integration costs	0	0	-100.0%	0	0	0	0	0	0
Net income from investments	18	-56	n.m.	3	-59	5	-43	-1	19
<b>PROFIT BEFORE TAX</b>	<b>167</b>	<b>-56</b>	<b>n.m.</b>	<b>-63</b>	<b>7</b>	<b>84</b>	<b>-93</b>	<b>103</b>	<b>64</b>
<b>CONSOLIDATED PROFIT</b>	<b>157</b>	<b>-42</b>	<b>n.m.</b>	<b>-51</b>	<b>9</b>	<b>75</b>	<b>-32</b>	<b>89</b>	<b>67</b>

## INCOME STATEMENT RATIOS

Cost income ratio	68.4%	75.1%	-6.8 p.p.	72.2%	78.4%	67.4%	70.7%	63.9%	73.2%
Cost of Risk (LLP annualised on Avg Loans) in basis points	4	38	-33	75	-1	18	127	-34	42

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	43.2	44.2	-2.1%	44.7	44.2	44.2	43.3	44.1	43.2
Customer Depos (excl. Repos and IC)	51.2	50.0	+2.5%	48.3	50.0	49.0	52.1	51.0	51.2
Total RWA	20.3	23.4	-13.2%	22.7	23.4	22.8	21.3	20.3	20.3

## OTHER FIGURES

FTEs (100%)	4,614	4,754	-2.9%	4,789	4,754	4,758	4,687	4,760	4,614
ROAC	13.0%	-3.4%	16.4 p.p.	-7.8%	0.9%	10.5%	-5.3%	14.7%	11.2%

## INCOME STATEMENT

		1H	y/y	1Q	2Q	3Q	4Q	1Q	2Q
(mln Euro)	2021	2020	%	2020	2020	2020	2020	2021	2021
Net interest	1,165	1,187	-1.9%	577	611	606	607	585	580
Dividends and other income from equity investments	10	-6	n.m.	-6	0	0	18	0	10
Net fees and commissions	387	313	+23.7%	175	138	139	177	192	195
Net trading income	713	264	n.m.	59	205	322	288	437	276
Net other expenses/income	-4	14	n.m.	1	13	6	2	1	-5
<b>OPERATING INCOME</b>	<b>2,271</b>	<b>1,772</b>	<b>+28.1%</b>	<b>805</b>	<b>967</b>	<b>1,072</b>	<b>1,091</b>	<b>1,215</b>	<b>1,056</b>
Payroll costs	-318	-302	+5.0%	-159	-143	-145	-159	-159	-159
Other administrative expenses	-457	-455	+0.5%	-237	-218	-226	-227	-234	-224
Recovery of expenses	1	1	-2.7%	1	0	0	1	1	0
Amortisation & depreciation	-8	-7	+1.1%	-4	-4	-3	-4	-4	-4
<b>Operating costs</b>	<b>-781</b>	<b>-764</b>	<b>+2.3%</b>	<b>-400</b>	<b>-364</b>	<b>-374</b>	<b>-389</b>	<b>-396</b>	<b>-386</b>
<b>OPERATING PROFIT</b>	<b>1,490</b>	<b>1,008</b>	<b>+47.7%</b>	<b>405</b>	<b>603</b>	<b>698</b>	<b>702</b>	<b>820</b>	<b>670</b>
Net write-downs of loans	33	-400	n.m.	-157	-242	-81	-252	67	-34
<b>NET OPERATING PROFIT</b>	<b>1,523</b>	<b>609</b>	<b>n.m.</b>	<b>248</b>	<b>361</b>	<b>617</b>	<b>450</b>	<b>887</b>	<b>636</b>
Other Charges & Provisions	-293	-157	+86.7%	-130	-27	-4	-9	-263	-30
o/w Systemic Charges	-214	-163	+31.0%	-136	-27	-3	-4	-207	-7
o/w DGS	-7	-4	n.m.	-2	-2	-2	-2	-2	-6
o/w Bank levies	-1	-18	-92.6%	-16	-2	-1	-2	-1	-1
o/w SRF	-205	-141	+44.8%	-118	-23	0	0	-204	-1
Integration costs	-3	-28	-88.4%	-27	-1	-1	5	-1	-3
Net income from investments	18	-77	n.m.	-88	12	-20	72	4	14
<b>PROFIT BEFORE TAX</b>	<b>1,244</b>	<b>348</b>	<b>n.m.</b>	<b>3</b>	<b>344</b>	<b>592</b>	<b>518</b>	<b>627</b>	<b>617</b>
<b>CONSOLIDATED PROFIT</b>	<b>816</b>	<b>176</b>	<b>n.m.</b>	<b>-28</b>	<b>204</b>	<b>394</b>	<b>353</b>	<b>409</b>	<b>407</b>

## INCOME STATEMENT RATIOS

Cost income ratio	34.4%	43.1%	-8.7 p.p.	49.6%	37.7%	34.9%	35.7%	32.6%	36.5%
Cost of Risk (LLP annualised on Avg Loans) in basis points	-6	54	-59	42	65	23	78	-23	13

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	81.5	94.6	-13.9%	95.3	94.6	87.1	85.8	83.5	81.5
Customer Depos (excl. Repos and IC)	54.7	54.4	+0.7%	55.4	54.4	56.9	58.2	55.1	54.7
Total RWA	88.3	92.5	-4.6%	92.9	92.5	86.4	84.4	81.7	88.3

## OTHER FIGURES

FTEs (100%)	3,428	3,502	-2.1%	3,506	3,502	3,476	3,448	3,462	3,428
ROAC	16.4%	3.1%	13.3 p.p.	-1.0%	7.1%	14.4%	13.3%	16.6%	16.2%

## CIB Division - Additional Disclosure (managerial figures)



(mln Euro)	1H		y/y	1Q	2Q	3Q	4Q	1Q	2Q
	2021	2020	%	2020	2020	2020	2020	2021	2021
<b>TOTAL REVENUES CIB</b>	<b>2,271</b>	<b>1,772</b>	<b>+28.1%</b>	<b>805</b>	<b>967</b>	<b>1,072</b>	<b>1,091</b>	<b>1,215</b>	<b>1,056</b>
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>812</b>	<b>654</b>	<b>+24.0%</b>	<b>307</b>	<b>347</b>	<b>312</b>	<b>398</b>	<b>396</b>	<b>416</b>
o/w Italy	338	214	+57.7%	76	139	115	146	166	172
o/w Germany	371	356	+4.3%	191	165	148	201	180	191
o/w Austria	108	90	+20.3%	44	46	51	54	53	56
<b>Markets</b>	<b>1,222</b>	<b>865</b>	<b>+41.2%</b>	<b>364</b>	<b>501</b>	<b>646</b>	<b>567</b>	<b>698</b>	<b>524</b>
<b>Global Transaction Banking (GTB)</b>	<b>262</b>	<b>275</b>	<b>-4.8%</b>	<b>144</b>	<b>131</b>	<b>126</b>	<b>142</b>	<b>135</b>	<b>127</b>
<b>Other</b>	<b>-25</b>	<b>-22</b>	<b>+10.4%</b>	<b>-11</b>	<b>-11</b>	<b>-12</b>	<b>-15</b>	<b>-14</b>	<b>-11</b>
<b>TOTAL COSTS CIB</b>	<b>-781</b>	<b>-764</b>	<b>+2.3%</b>	<b>-400</b>	<b>-364</b>	<b>-374</b>	<b>-389</b>	<b>-396</b>	<b>-386</b>
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>-262</b>	<b>-256</b>	<b>+2.3%</b>	<b>-133</b>	<b>-123</b>	<b>-121</b>	<b>-129</b>	<b>-132</b>	<b>-130</b>
o/w Italy	-69	-65	+5.5%	-33	-32	-31	-36	-34	-35
o/w Germany	-166	-164	+1.0%	-87	-78	-77	-80	-85	-81
o/w Austria	-32	-32	+1.4%	-16	-16	-16	-16	-16	-17
<b>Markets</b>	<b>-380</b>	<b>-379</b>	<b>+0.3%</b>	<b>-200</b>	<b>-179</b>	<b>-186</b>	<b>-187</b>	<b>-194</b>	<b>-186</b>
<b>Global Transaction Banking (GTB)</b>	<b>-125</b>	<b>-119</b>	<b>+5.3%</b>	<b>-62</b>	<b>-57</b>	<b>-61</b>	<b>-64</b>	<b>-62</b>	<b>-63</b>
<b>Other</b>	<b>-14</b>	<b>-10</b>	<b>+43.4%</b>	<b>-5</b>	<b>-5</b>	<b>-6</b>	<b>-9</b>	<b>-7</b>	<b>-7</b>
<b>TOTAL LOAN LOSS PROVISIONS CIB</b>	<b>33</b>	<b>-400</b>	<b>n.m.</b>	<b>-157</b>	<b>-242</b>	<b>-81</b>	<b>-252</b>	<b>67</b>	<b>-34</b>
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>49</b>	<b>-363</b>	<b>n.m.</b>	<b>-137</b>	<b>-226</b>	<b>-66</b>	<b>-242</b>	<b>64</b>	<b>-16</b>
o/w Italy	-14	-107	-87.0%	-77	-30	-37	-59	48	-62
o/w Germany	85	-205	n.m.	-43	-162	-22	-86	34	51
o/w Austria	-23	-51	-55.4%	-17	-34	-7	-97	-18	-5
<b>Markets</b>	<b>0</b>	<b>-9</b>	<b>n.m.</b>	<b>-3</b>	<b>-5</b>	<b>3</b>	<b>0</b>	<b>-1</b>	<b>1</b>
<b>Global Transaction Banking (GTB)</b>	<b>-16</b>	<b>-28</b>	<b>-42.2%</b>	<b>-17</b>	<b>-11</b>	<b>-18</b>	<b>-10</b>	<b>4</b>	<b>-20</b>
<b>Other</b>	<b>0</b>	<b>0</b>	<b>n.m.</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL NET OPERATING PROFIT CIB</b>	<b>1,523</b>	<b>609</b>	<b>n.m.</b>	<b>248</b>	<b>361</b>	<b>617</b>	<b>450</b>	<b>887</b>	<b>636</b>
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>598</b>	<b>35</b>	<b>n.m.</b>	<b>37</b>	<b>-2</b>	<b>124</b>	<b>26</b>	<b>329</b>	<b>270</b>
o/w Italy	255	42	n.m.	-34	76	47	51	181	74
o/w Germany	290	-14	n.m.	62	-75	49	34	129	161
o/w Austria	53	7	n.m.	10	-3	28	-59	19	34
<b>Markets</b>	<b>843</b>	<b>478</b>	<b>+76.3%</b>	<b>161</b>	<b>317</b>	<b>464</b>	<b>381</b>	<b>503</b>	<b>340</b>
<b>Global Transaction Banking (GTB)</b>	<b>120</b>	<b>128</b>	<b>-6.1%</b>	<b>66</b>	<b>62</b>	<b>47</b>	<b>68</b>	<b>76</b>	<b>44</b>
<b>Other</b>	<b>-39</b>	<b>-32</b>	<b>+20.2%</b>	<b>-16</b>	<b>-16</b>	<b>-18</b>	<b>-24</b>	<b>-21</b>	<b>-18</b>
<b>RWA CIB</b>	<b>88,278</b>	<b>92,495</b>	<b>-4.6%</b>	<b>92,935</b>	<b>92,495</b>	<b>86,354</b>	<b>84,422</b>	<b>81,695</b>	<b>88,278</b>
<b>Financing &amp; Advisory (F&amp;A)</b>	<b>48,193</b>	<b>48,658</b>	<b>-1.0%</b>	<b>47,024</b>	<b>48,658</b>	<b>46,734</b>	<b>45,030</b>	<b>44,419</b>	<b>48,193</b>
o/w Italy	22,415	20,796	+7.8%	19,660	20,796	20,555	20,503	19,027	22,415
o/w Germany	17,823	20,533	-13.2%	20,709	20,533	18,935	17,523	17,785	17,823
o/w Austria	7,955	7,330	+8.5%	6,655	7,330	7,244	7,004	7,607	7,955
<b>Markets</b>	<b>28,573</b>	<b>30,882</b>	<b>-7.5%</b>	<b>32,624</b>	<b>30,882</b>	<b>27,710</b>	<b>27,263</b>	<b>27,713</b>	<b>28,573</b>
<b>Global Transaction Banking (GTB)</b>	<b>10,366</b>	<b>11,194</b>	<b>-7.4%</b>	<b>11,518</b>	<b>11,194</b>	<b>10,016</b>	<b>10,554</b>	<b>8,381</b>	<b>10,366</b>
<b>Other</b>	<b>1,145</b>	<b>1,762</b>	<b>-35.0%</b>	<b>1,769</b>	<b>1,762</b>	<b>1,894</b>	<b>1,575</b>	<b>1,183</b>	<b>1,145</b>

## INCOME STATEMENT

		1H	y/y	1Q	2Q	3Q	4Q	1Q	2Q
(mln Euro)	2021	2020	%	2020	2020	2020	2020	2021	2021
Net interest	-167	-136	+22.8%	-69	-67	-64	-82	-77	-90
Dividends and other income from equity investments	73	77	-5.7%	45	32	30	29	36	37
Net fees and commissions	-19	-15	+23.8%	-14	-1	5	-18	-5	-14
Net trading income	0	29	-98.3%	9	19	4	-3	16	-16
Net other expenses/income	-22	-68	-67.1%	-18	-50	-5	-22	-13	-10
<b>OPERATING INCOME</b>	<b>-135</b>	<b>-113</b>	<b>+19.1%</b>	<b>-48</b>	<b>-66</b>	<b>-31</b>	<b>-96</b>	<b>-42</b>	<b>-93</b>
Payroll costs	-535	-532	+0.6%	-268	-264	-261	-258	-266	-270
Other administrative expenses	747	710	+5.2%	360	350	355	335	386	361
Recovery of expenses	26	26	+1.9%	11	14	10	19	12	14
Amortisation & depreciation	-396	-390	+1.5%	-185	-205	-188	-220	-193	-203
<b>Operating costs</b>	<b>-158</b>	<b>-187</b>	<b>-15.1%</b>	<b>-82</b>	<b>-105</b>	<b>-85</b>	<b>-123</b>	<b>-60</b>	<b>-98</b>
<b>OPERATING PROFIT</b>	<b>-293</b>	<b>-300</b>	<b>-2.2%</b>	<b>-129</b>	<b>-171</b>	<b>-116</b>	<b>-219</b>	<b>-102</b>	<b>-191</b>
Net write-downs of loans	2	14	-83.8%	4	10	-6	-12	4	-2
<b>NET OPERATING PROFIT</b>	<b>-291</b>	<b>-286</b>	<b>+1.7%</b>	<b>-126</b>	<b>-161</b>	<b>-121</b>	<b>-231</b>	<b>-98</b>	<b>-193</b>
Other Charges & Provisions	-193	-188	+2.8%	-89	-99	-71	-16	-77	-116
o/w Systemic Charges	-158	-168	-6.1%	-77	-91	-74	-29	-69	-89
o/w DGS	0	-8	-100.0%	-3	-5	-47	-2	0	0
o/w Bank levies	-50	-54	-6.8%	-27	-26	-27	-27	-27	-23
o/w SRF	-108	-106	+1.8%	-46	-60	0	0	-42	-66
Integration costs	-3	-265	-98.9%	-264	-1	-24	7	0	-3
Net income from investments	-261	-1,090	-76.0%	-1,156	66	-134	153	-226	-36
<b>PROFIT BEFORE TAX</b>	<b>-749</b>	<b>-1,829</b>	<b>-59.1%</b>	<b>-1,635</b>	<b>-194</b>	<b>-350</b>	<b>-87</b>	<b>-401</b>	<b>-348</b>
<b>CONSOLIDATED PROFIT</b>	<b>-521</b>	<b>-2,170</b>	<b>-76.0%</b>	<b>-2,040</b>	<b>-130</b>	<b>-202</b>	<b>-934</b>	<b>-259</b>	<b>-263</b>

## INCOME STATEMENT RATIOS

Cost income ratio	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.
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.	n.m.

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	3.3	3.1	+6.2%	3.9	3.1	3.9	3.1	2.8	3.3
Customer Depos (excl. Repos and IC)	3.0	2.1	+45.5%	2.3	2.1	2.3	2.5	2.3	3.0
Total RWA	40.8	40.4	+0.9%	42.1	40.4	39.9	39.9	38.9	40.8

## OTHER FIGURES

FTEs (100%)	14,006	14,149	-1.0%	14,093	14,149	14,223	14,160	14,143	14,006
o/w COO FTEs	11,294	11,433	-1.2%	11,375	11,433	11,462	11,373	11,448	11,294



## INCOME STATEMENT

	1H		y/y	y/y %	1Q	2Q	3Q	4Q	1Q	2Q
(mIn Euro)	2021	2020	%	at const. FX	2020	2020	2020	2020	2021	2021
Net interest	1,114	1,190	-6.4%	-3.5%	631	559	565	540	551	564
Dividends and other income from equity investments	11	13	-15.6%	-15.5%	6	8	6	5	5	6
Net fees and commissions	361	360	+0.3%	+1.5%	187	173	173	181	174	187
Net trading income	221	234	-5.3%	-4.2%	128	106	74	63	116	106
Net other expenses/income	15	11	+34.0%	+33.2%	7	4	4	2	6	10
<b>OPERATING INCOME</b>	<b>1,724</b>	<b>1,809</b>	<b>-4.7%</b>	<b>-2.4%</b>	<b>959</b>	<b>850</b>	<b>823</b>	<b>790</b>	<b>851</b>	<b>873</b>
Payroll costs	-378	-390	-3.0%	-0.1%	-200	-190	-184	-174	-187	-191
Other administrative expenses	-283	-292	-3.2%	-0.9%	-146	-147	-145	-150	-140	-142
Recovery of expenses	21	21	-1.9%	+1.7%	11	10	10	11	10	11
Amortisation & depreciation	-97	-94	+3.3%	+7.3%	-47	-46	-47	-55	-47	-50
<b>Operating costs</b>	<b>-737</b>	<b>-754</b>	<b>-2.3%</b>	<b>+0.4%</b>	<b>-382</b>	<b>-373</b>	<b>-366</b>	<b>-368</b>	<b>-364</b>	<b>-373</b>
<b>OPERATING PROFIT</b>	<b>987</b>	<b>1,055</b>	<b>-6.4%</b>	<b>-4.5%</b>	<b>577</b>	<b>477</b>	<b>458</b>	<b>422</b>	<b>487</b>	<b>500</b>
Net write-downs of loans	-127	-495	-74.5%	-74.9%	-297	-199	-165	-313	-114	-13
<b>NET OPERATING PROFIT</b>	<b>860</b>	<b>559</b>	<b>+53.9%</b>	<b>+57.6%</b>	<b>281</b>	<b>279</b>	<b>292</b>	<b>109</b>	<b>373</b>	<b>487</b>
Other Charges & Provisions	-130	-148	-12.3%	-10.7%	-132	-16	-14	-18	-110	-20
o/w Systemic Charges	-117	-149	-21.0%	-19.4%	-135	-14	-6	-9	-109	-9
o/w DGS	-32	-49	-33.3%	-30.8%	-35	-13	-7	-9	-34	2
o/w Bank levies	-17	-24	-30.3%	-27.6%	-20	-4	0	0	-16	-1
o/w SRF	-68	-76	-10.0%	-9.2%	-79	4	0	0	-59	-9
Integration costs	0	-15	-97.6%	-97.6%	-15	0	-4	-47	0	0
Net income from investments	9	-4	n.m.	n.m.	4	-8	15	-4	5	4
<b>PROFIT BEFORE TAX</b>	<b>739</b>	<b>392</b>	<b>+88.4%</b>	<b>+92.4%</b>	<b>138</b>	<b>254</b>	<b>288</b>	<b>39</b>	<b>268</b>	<b>471</b>
<b>CONSOLIDATED PROFIT</b>	<b>595</b>	<b>333</b>	<b>+78.9%</b>	<b>+83.0%</b>	<b>115</b>	<b>218</b>	<b>225</b>	<b>43</b>	<b>213</b>	<b>382</b>

## INCOME STATEMENT RATIOS

Cost income ratio	42.8%	41.7%	+1.0 p.p.		39.8%	43.9%	44.4%	46.6%	42.8%	42.7%
Cost of Risk (LLP annualised on Avg Loans) in basis points	40	149	-110		177	121	103	200	72	8

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	64.1	65.0	-1.3%		66.1	65.0	62.5	61.9	62.8	64.1
Customer Depos (excl. Repos and IC)	74.6	71.8	+4.0%		70.5	71.8	70.2	71.3	73.0	74.6
Total RWA	56.2	58.4	-3.8%		63.8	58.4	55.7	55.0	55.8	56.2

## OTHER FIGURES

FTEs (100%)	23,697	24,237	-2.2%		24,110	24,237	24,155	23,828	23,813	23,697
ROAC	16.9%	7.7%	+9.2 p.p.		4.9%	10.7%	10.6%	1.2%	11.5%	22.3%

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

# CEE - Russia

## INCOME STATEMENT

(mIn Euro)	1H		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q
	2021	2020			2020	2020	2020	2020	2021	2021
Net interest	191	233	-18.2%	-4.5%	118	115	107	93	96	95
Dividends and other income from equity investments	8	10	-18.7%	-18.7%	4	6	5	3	4	4
Net fees and commissions	31	50	-38.9%	-28.6%	28	23	16	16	15	16
Net trading income	22	50	-56.4%	-49.1%	38	12	1	6	11	11
Net other expenses/income	0	0	n.m.	n.m.	0	0	0	-1	0	0
<b>OPERATING INCOME</b>	<b>250</b>	<b>343</b>	<b>-27.0%</b>	<b>-15.1%</b>	<b>188</b>	<b>155</b>	<b>129</b>	<b>117</b>	<b>125</b>	<b>125</b>
Payroll costs	-60	-69	-12.5%	+2.2%	-36	-33	-28	-25	-30	-30
Other administrative expenses	-33	-39	-17.0%	-3.1%	-18	-21	-18	-18	-16	-16
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0
Amortisation & depreciation	-21	-23	-7.0%	+8.6%	-12	-11	-10	-10	-9	-12
<b>Operating costs</b>	<b>-114</b>	<b>-131</b>	<b>-12.9%</b>	<b>+1.7%</b>	<b>-66</b>	<b>-64</b>	<b>-56</b>	<b>-52</b>	<b>-56</b>	<b>-58</b>
<b>OPERATING PROFIT</b>	<b>137</b>	<b>212</b>	<b>-35.7%</b>	<b>-25.5%</b>	<b>121</b>	<b>91</b>	<b>73</b>	<b>65</b>	<b>70</b>	<b>67</b>
Net write-downs of loans	3	-102	n.m.	n.m.	-45	-57	-43	-38	-20	22
<b>NET OPERATING PROFIT</b>	<b>139</b>	<b>111</b>	<b>+25.7%</b>	<b>+46.2%</b>	<b>76</b>	<b>35</b>	<b>30</b>	<b>27</b>	<b>50</b>	<b>89</b>
Other Charges & Provisions	-7	-11	-36.3%	-25.5%	-5	-6	0	-4	-4	-3
o/w Systemic Charges	-7	-12	-41.9%	-32.1%	-6	-6	0	-3	-3	-3
o/w DGS	-7	-12	-41.9%	-32.1%	-6	-6	0	-3	-3	-3
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0	0
o/w SRF	0	0	n.m.	n.m.	0	0	0	0	0	0
Integration costs	0	0	n.m.	n.m.	0	0	0	-20	0	0
Net income from investments	0	-1	-73.0%	-68.3%	1	-2	14	-1	0	0
<b>PROFIT BEFORE TAX</b>	<b>132</b>	<b>99</b>	<b>+33.8%</b>	<b>+55.6%</b>	<b>72</b>	<b>27</b>	<b>44</b>	<b>2</b>	<b>46</b>	<b>86</b>
<b>CONSOLIDATED PROFIT</b>	<b>106</b>	<b>80</b>	<b>+32.2%</b>	<b>+53.5%</b>	<b>58</b>	<b>22</b>	<b>39</b>	<b>2</b>	<b>37</b>	<b>68</b>

## INCOME STATEMENT RATIOS

Cost income ratio	45.4%	38.1%	+7.3 p.p.		35.4%	41.3%	43.3%	44.6%	44.3%	46.5%
Cost of Risk (LLP annualised on Avg Loans) in basis points	-7	209	-216		180	241	208	209	104	-111

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	7.8	9.0	-13.4%		9.6	9.0	7.4	7.0	7.8	7.8
Customer Depos (excl. Repos and IC)	10.5	13.3	-21.3%		13.7	13.3	10.7	10.3	10.7	10.5
Total RWA	9.7	11.3	-14.5%		12.2	11.3	9.5	9.2	9.8	9.7

## OTHER FIGURES

FTEs (100%)	4,058	4,088	-0.7%		4,095	4,088	4,003	3,849	4,029	4,058
ROAC	15.7%	9.2%	+6.5 p.p.		13.0%	4.9%	7.5%	-1.4%	10.1%	21.2%

# CEE - Czech Republic & Slovakia

## INCOME STATEMENT

(mIn Euro)	1H		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q
	2021	2020			2020	2020	2020	2020	2021	2021
Net interest	235	241	-2.5%	-4.3%	141	100	105	110	113	122
Dividends and other income from equity investments	1	1	-2.1%	-2.1%	1	0	0	1	0	1
Net fees and commissions	68	67	+0.8%	-1.0%	35	33	32	35	32	36
Net trading income	47	42	+13.3%	+11.2%	10	32	22	25	22	25
Net other expenses/income	3	3	+19.1%	+18.3%	2	1	2	5	1	2
<b>OPERATING INCOME</b>	<b>354</b>	<b>354</b>	<b>+0.1%</b>	<b>-1.6%</b>	<b>188</b>	<b>166</b>	<b>160</b>	<b>176</b>	<b>169</b>	<b>185</b>
Payroll costs	-71	-68	+4.8%	+2.9%	-36	-32	-35	-35	-34	-37
Other administrative expenses	-51	-51	+1.6%	-0.2%	-25	-26	-26	-29	-26	-26
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0
Amortisation & depreciation	-19	-18	+7.7%	+5.8%	-9	-9	-9	-9	-10	-10
<b>Operating costs</b>	<b>-142</b>	<b>-137</b>	<b>+4.0%</b>	<b>+2.2%</b>	<b>-70</b>	<b>-67</b>	<b>-70</b>	<b>-73</b>	<b>-70</b>	<b>-72</b>
<b>OPERATING PROFIT</b>	<b>212</b>	<b>217</b>	<b>-2.3%</b>	<b>-4.0%</b>	<b>118</b>	<b>100</b>	<b>90</b>	<b>103</b>	<b>99</b>	<b>113</b>
Net write-downs of loans	-24	-70	-65.1%	-65.6%	-47	-23	-11	-47	-28	3
<b>NET OPERATING PROFIT</b>	<b>188</b>	<b>147</b>	<b>+27.6%</b>	<b>+25.2%</b>	<b>71</b>	<b>77</b>	<b>79</b>	<b>56</b>	<b>72</b>	<b>116</b>
Other Charges & Provisions	-28	-28	+0.2%	-1.6%	-25	-3	0	-2	-23	-4
o/w Systemic Charges	-28	-28	+0.2%	-1.7%	-25	-3	0	0	-23	-4
o/w DGS	-2	-1	+11.0%	+9.0%	-1	0	0	0	-2	0
o/w Bank levies	0	-8	-100.0%	-100.0%	-4	-4	0	0	0	0
o/w SRF	-26	-18	+44.3%	+41.7%	-19	1	0	0	-22	-4
Integration costs	0	0	n.m.	n.m.	0	0	0	-2	0	0
Net income from investments	1	-3	n.m.	n.m.	0	-3	0	2	0	1
<b>PROFIT BEFORE TAX</b>	<b>161</b>	<b>116</b>	<b>+38.5%</b>	<b>+35.7%</b>	<b>46</b>	<b>70</b>	<b>79</b>	<b>53</b>	<b>49</b>	<b>113</b>
<b>CONSOLIDATED PROFIT</b>	<b>127</b>	<b>95</b>	<b>+33.0%</b>	<b>+30.4%</b>	<b>37</b>	<b>59</b>	<b>61</b>	<b>38</b>	<b>38</b>	<b>89</b>

## INCOME STATEMENT RATIOS

Cost income ratio	40.1%	38.6%	+1.5 p.p.		37.3%	40.1%	43.9%	41.5%	41.3%	39.0%
Cost of Risk (LLP annualised on Avg Loans) in basis points	26	82	-56		110	54	27	109	61	-7

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	18.5	17.2	+8.0%		17.0	17.2	17.1	17.6	17.9	18.5
Customer Depos (excl. Repos and IC)	17.9	16.0	+12.0%		16.2	16.0	16.2	16.1	17.3	17.9
Total RWA	13.6	12.8	+6.0%		14.1	12.8	12.6	12.7	13.1	13.6

## OTHER FIGURES

FTEs (100%)	3,238	3,353	-3.4%		3,342	3,353	3,340	3,340	3,313	3,238
ROAC	15.4%	10.3%	+5.0 p.p.		7.5%	13.2%	14.0%	9.2%	8.8%	21.7%

# CEE - Hungary

## INCOME STATEMENT

(mIn Euro)	1H		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q
	2021	2020			2020	2020	2020	2020	2021	2021
Net interest	101	94	+7.4%	+11.3%	48	47	48	49	50	51
Dividends and other income from equity investments	0	0	-12.5%	-9.3%	0	0	0	0	0	0
Net fees and commissions	35	35	-0.2%	+3.5%	18	17	18	17	16	19
Net trading income	25	24	+4.7%	+8.6%	15	9	12	10	12	13
Net other expenses/income	1	2	-7.9%	-5.9%	2	0	1	-2	1	1
<b>OPERATING INCOME</b>	<b>163</b>	<b>155</b>	<b>+5.1%</b>	<b>+8.9%</b>	<b>82</b>	<b>73</b>	<b>78</b>	<b>74</b>	<b>79</b>	<b>84</b>
Payroll costs	-30	-29	+3.1%	+6.8%	-15	-14	-14	-15	-14	-15
Other administrative expenses	-42	-41	+2.1%	+5.9%	-21	-20	-21	-22	-20	-22
Recovery of expenses	21	21	-2.1%	+1.5%	11	10	10	11	10	11
Amortisation & depreciation	-7	-5	+45.3%	+50.6%	-2	-2	-3	-6	-3	-4
<b>Operating costs</b>	<b>-57</b>	<b>-53</b>	<b>+8.0%</b>	<b>+12.0%</b>	<b>-27</b>	<b>-26</b>	<b>-27</b>	<b>-33</b>	<b>-28</b>	<b>-30</b>
<b>OPERATING PROFIT</b>	<b>106</b>	<b>102</b>	<b>+3.6%</b>	<b>+7.4%</b>	<b>56</b>	<b>46</b>	<b>52</b>	<b>41</b>	<b>51</b>	<b>55</b>
Net write-downs of loans	-14	-27	-50.2%	-48.4%	-25	-2	-19	-18	-7	-6
<b>NET OPERATING PROFIT</b>	<b>92</b>	<b>75</b>	<b>+23.1%</b>	<b>+27.6%</b>	<b>30</b>	<b>44</b>	<b>32</b>	<b>23</b>	<b>44</b>	<b>48</b>
Other Charges & Provisions	-29	-26	+9.7%	+13.7%	-25	-1	0	3	-26	-3
o/w Systemic Charges	-29	-28	+3.9%	+7.7%	-27	-1	0	2	-26	-3
o/w DGS	-4	-6	-27.9%	-25.2%	-6	0	0	2	-4	0
o/w Bank levies	-17	-16	+2.9%	+6.7%	-16	0	0	0	-16	-1
o/w SRF	-8	-6	+38.8%	+43.9%	-5	-1	0	0	-7	-1
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0
Net income from investments	0	2	-98.9%	-92.9%	3	-1	1	-2	1	-1
<b>PROFIT BEFORE TAX</b>	<b>63</b>	<b>50</b>	<b>+26.1%</b>	<b>+30.9%</b>	<b>8</b>	<b>42</b>	<b>33</b>	<b>24</b>	<b>19</b>	<b>44</b>
<b>CONSOLIDATED PROFIT</b>	<b>53</b>	<b>41</b>	<b>+27.3%</b>	<b>+32.2%</b>	<b>5</b>	<b>36</b>	<b>27</b>	<b>20</b>	<b>15</b>	<b>38</b>

## INCOME STATEMENT RATIOS

Cost income ratio	35.2%	34.2%	+0.9 p.p.		32.5%	36.2%	34.1%	44.1%	35.2%	35.2%
Cost of Risk (LLP annualised on Avg Loans) in basis points	61	122	-61		223	19	173	159	66	55

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	4.5	4.4	+2.1%		4.5	4.4	4.4	4.4	4.4	4.5
Customer Depos (excl. Repos and IC)	7.5	5.8	+29.1%		5.5	5.8	6.1	7.2	6.7	7.5
Total RWA	4.4	4.0	+9.5%		4.5	4.0	4.1	4.1	4.1	4.4

## OTHER FIGURES

FTEs (100%)	1,771	1,754	+1.0%		1,759	1,754	1,759	1,770	1,763	1,771
ROAC	19.0%	12.9%	+6.0 p.p.		1.7%	25.3%	18.4%	14.7%	9.5%	28.1%

# CEE - Slovenia

## INCOME STATEMENT

(mIn Euro)	1H		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q
	2021	2020			2020	2020	2020	2020	2021	2021
Net interest	23	23	-0.5%	-0.5%	11	11	11	11	11	12
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0	0
Net fees and commissions	11	11	+0.2%	+0.2%	6	5	6	6	6	5
Net trading income	6	-1	n.m.	n.m.	-2	1	1	3	3	3
Net other expenses/income	0	0	-10.0%	-10.0%	0	0	0	0	0	0
<b>OPERATING INCOME</b>	<b>40</b>	<b>33</b>	<b>+22.5%</b>	<b>+22.5%</b>	<b>15</b>	<b>17</b>	<b>18</b>	<b>21</b>	<b>20</b>	<b>20</b>
Payroll costs	-13	-12	+1.9%	+1.9%	-6	-6	-6	-6	-6	-6
Other administrative expenses	-6	-6	+5.0%	+5.0%	-3	-3	-3	-3	-3	-3
Recovery of expenses	0	0	-100.0%	-100.0%	0	0	0	0	0	0
Amortisation & depreciation	-3	-3	-5.9%	-5.9%	-2	-1	-1	-3	-1	-1
<b>Operating costs</b>	<b>-22</b>	<b>-21</b>	<b>+1.8%</b>	<b>+1.8%</b>	<b>-11</b>	<b>-11</b>	<b>-11</b>	<b>-13</b>	<b>-11</b>	<b>-11</b>
<b>OPERATING PROFIT</b>	<b>18</b>	<b>11</b>	<b>+62.7%</b>	<b>+62.7%</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>9</b>
Net write-downs of loans	1	-7	n.m.	n.m.	-5	-3	0	2	2	-1
<b>NET OPERATING PROFIT</b>	<b>19</b>	<b>4</b>	<b>n.m.</b>	<b>n.m.</b>	<b>0</b>	<b>4</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>7</b>
Other Charges & Provisions	-3	-3	-2.6%	-2.6%	-3	0	0	0	-3	0
o/w Systemic Charges	-3	-3	+2.8%	+2.8%	-3	0	0	0	-3	0
o/w DGS	-1	-1	-2.8%	-2.8%	-1	0	0	0	-1	0
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0	0
o/w SRF	-2	-1	+6.9%	+6.9%	-2	0	0	0	-2	0
Integration costs	0	0	-100.0%	-100.0%	0	0	0	0	0	0
Net income from investments	0	0	n.m.	n.m.	0	0	0	0	0	0
<b>PROFIT BEFORE TAX</b>	<b>16</b>	<b>1</b>	<b>n.m.</b>	<b>n.m.</b>	<b>-3</b>	<b>4</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>7</b>
<b>CONSOLIDATED PROFIT</b>	<b>13</b>	<b>1</b>	<b>n.m.</b>	<b>n.m.</b>	<b>-2</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>6</b>

## INCOME STATEMENT RATIOS

Cost income ratio	54.8%	65.9%	-11.2 p.p.		71.2%	61.4%	59.0%	61.3%	53.5%	56.1%
Cost of Risk (LLP annualised on Avg Loans) in basis points	-6	73	-79		93	52	10	-47	-42	30

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	1.8	1.9	-3.4%		2.0	1.9	1.9	1.8	2.0	1.8
Customer Depos (excl. Repos and IC)	2.1	2.1	+2.6%		2.0	2.1	2.0	2.2	2.3	2.1
Total RWA	1.4	1.5	-1.8%		1.5	1.5	1.5	1.4	1.5	1.4

## OTHER FIGURES

FTEs (100%)	539	548	-1.7%		535	548	542	538	535	539
ROAC	14.6%	0.7%	+13.8 p.p.		-5.3%	6.8%	10.6%	14.3%	15.8%	13.4%

# CEE - Croatia

## INCOME STATEMENT

(mIn Euro)	1H		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q
	2021	2020			2020	2020	2020	2020	2021	2021
Net interest	153	166	-8.0%	-7.8%	86	81	80	81	77	76
Dividends and other income from equity investments	2	2	-13.4%	-13.4%	1	1	1	1	1	1
Net fees and commissions	68	66	+2.6%	+2.8%	35	31	35	32	32	36
Net trading income	24	31	-24.2%	-24.0%	24	7	5	-6	13	11
Net other expenses/income	5	4	+53.1%	+53.4%	2	1	2	-2	2	4
<b>OPERATING INCOME</b>	<b>251</b>	<b>269</b>	<b>-6.5%</b>	<b>-6.3%</b>	<b>148</b>	<b>121</b>	<b>122</b>	<b>106</b>	<b>124</b>	<b>127</b>
Payroll costs	-59	-59	-0.2%	+0.1%	-31	-28	-28	-27	-29	-29
Other administrative expenses	-37	-36	+1.3%	+1.5%	-19	-18	-19	-21	-18	-18
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0
Amortisation & depreciation	-11	-12	-9.7%	-9.5%	-6	-6	-6	-8	-6	-6
<b>Operating costs</b>	<b>-107</b>	<b>-108</b>	<b>-0.8%</b>	<b>-0.6%</b>	<b>-55</b>	<b>-52</b>	<b>-54</b>	<b>-56</b>	<b>-53</b>	<b>-53</b>
<b>OPERATING PROFIT</b>	<b>145</b>	<b>161</b>	<b>-10.4%</b>	<b>-10.2%</b>	<b>93</b>	<b>68</b>	<b>68</b>	<b>50</b>	<b>71</b>	<b>74</b>
Net write-downs of loans	-22	-84	-73.5%	-73.5%	-50	-34	-36	-49	-10	-12
<b>NET OPERATING PROFIT</b>	<b>122</b>	<b>77</b>	<b>+58.0%</b>	<b>+58.3%</b>	<b>43</b>	<b>35</b>	<b>32</b>	<b>0</b>	<b>61</b>	<b>62</b>
Other Charges & Provisions	-15	-17	-10.8%	-10.6%	-15	-2	-10	-9	-7	-8
o/w Systemic Charges	-10	-18	-46.4%	-46.3%	-16	-2	-4	-5	-6	-3
o/w DGS	0	-9	-100.0%	-100.0%	-5	-5	-4	-5	0	0
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0	0
o/w SRF	-10	-9	+11.3%	+11.5%	-11	2	0	0	-6	-3
Integration costs	0	0	n.m.	n.m.	0	0	0	-21	0	0
Net income from investments	-1	-2	-40.7%	-40.5%	-1	-1	1	2	0	-1
<b>PROFIT BEFORE TAX</b>	<b>106</b>	<b>59</b>	<b>+80.8%</b>	<b>+81.2%</b>	<b>28</b>	<b>31</b>	<b>23</b>	<b>-27</b>	<b>54</b>	<b>53</b>
<b>CONSOLIDATED PROFIT</b>	<b>74</b>	<b>40</b>	<b>+85.6%</b>	<b>+86.0%</b>	<b>20</b>	<b>20</b>	<b>16</b>	<b>-19</b>	<b>37</b>	<b>37</b>

## INCOME STATEMENT RATIOS

Cost income ratio	42.5%	40.0%	+2.5 p.p.		37.3%	43.4%	44.0%	52.9%	43.0%	42.0%
Cost of Risk (LLP annualised on Avg Loans) in basis points	49	180	-131		215	144	157	215	46	52

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	9.4	9.2	+1.2%		9.2	9.2	9.1	9.1	8.8	9.4
Customer Depos (excl. Repos and IC)	13.8	13.1	+5.3%		12.1	13.1	13.0	13.0	13.1	13.8
Total RWA	6.5	7.0	-7.0%		7.9	7.0	6.5	6.6	6.5	6.5

## OTHER FIGURES

FTEs (100%)	3,551	3,807	-6.7%		3,779	3,807	3,773	3,679	3,571	3,551
ROAC	20.0%	8.0%	+12.0 p.p.		7.5%	8.6%	5.4%	-14.1%	19.9%	20.1%

# CEE - Romania

## INCOME STATEMENT

(mIn Euro)	1H		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q
	2021	2020			2020	2020	2020	2020	2021	2021
Net interest	134	134	-0.1%	+1.7%	71	63	66	63	65	68
Dividends and other income from equity investments	0	0	+11.0%	+12.9%	0	0	0	0	0	0
Net fees and commissions	38	34	+13.2%	+15.2%	17	17	16	16	19	19
Net trading income	45	50	-9.7%	-8.1%	23	27	18	22	25	20
Net other expenses/income	4	0	n.m.	n.m.	0	0	-1	2	1	2
<b>OPERATING INCOME</b>	<b>221</b>	<b>218</b>	<b>+1.3%</b>	<b>+3.1%</b>	<b>111</b>	<b>107</b>	<b>100</b>	<b>103</b>	<b>110</b>	<b>111</b>
Payroll costs	-46	-45	+2.2%	+4.0%	-23	-23	-23	-21	-23	-23
Other administrative expenses	-25	-25	-1.5%	+0.2%	-13	-12	-12	-15	-12	-12
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0
Amortisation & depreciation	-15	-14	+8.0%	+9.9%	-7	-7	-7	-8	-7	-8
<b>Operating costs</b>	<b>-86</b>	<b>-84</b>	<b>+2.1%</b>	<b>+3.9%</b>	<b>-43</b>	<b>-42</b>	<b>-42</b>	<b>-43</b>	<b>-43</b>	<b>-43</b>
<b>OPERATING PROFIT</b>	<b>135</b>	<b>134</b>	<b>+0.8%</b>	<b>+2.6%</b>	<b>68</b>	<b>66</b>	<b>58</b>	<b>60</b>	<b>68</b>	<b>67</b>
Net write-downs of loans	-9	-47	-81.3%	-81.0%	-39	-8	-19	-53	-20	11
<b>NET OPERATING PROFIT</b>	<b>126</b>	<b>87</b>	<b>+45.4%</b>	<b>+47.9%</b>	<b>29</b>	<b>57</b>	<b>39</b>	<b>7</b>	<b>48</b>	<b>78</b>
Other Charges & Provisions	-16	-12	+31.5%	+33.8%	-11	-1	2	3	-16	0
o/w Systemic Charges	-15	-10	+47.4%	+50.0%	-10	0	0	0	-15	0
o/w DGS	-1	-1	-10.9%	-9.3%	-1	0	0	0	-1	0
o/w Bank levies	0	0	-100.0%	-100.0%	0	0	0	0	0	0
o/w SRF	-14	-10	+50.1%	+52.7%	-10	0	0	0	-15	0
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0
Net income from investments	1	1	+93.3%	+97.7%	1	0	0	0	0	1
<b>PROFIT BEFORE TAX</b>	<b>111</b>	<b>75</b>	<b>+48.0%</b>	<b>+50.6%</b>	<b>19</b>	<b>57</b>	<b>41</b>	<b>9</b>	<b>32</b>	<b>79</b>
<b>CONSOLIDATED PROFIT</b>	<b>92</b>	<b>62</b>	<b>+47.6%</b>	<b>+50.2%</b>	<b>15</b>	<b>48</b>	<b>25</b>	<b>7</b>	<b>26</b>	<b>65</b>

## INCOME STATEMENT RATIOS

Cost income ratio	39.0%	38.7%	+0.3 p.p.		38.5%	38.8%	41.9%	42.2%	38.7%	39.2%
Cost of Risk (LLP annualised on Avg Loans) in basis points	29	154	-125		252	55	126	358	132	-72

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	6.1	6.0	+2.2%		6.1	6.0	5.9	5.9	6.0	6.1
Customer Depos (excl. Repos and IC)	7.0	6.8	+2.8%		6.7	6.8	6.9	7.3	6.9	7.0
Total RWA	5.7	6.0	-4.0%		6.5	6.0	5.8	5.8	5.7	5.7

## OTHER FIGURES

FTEs (100%)	3,373	3,427	-1.6%		3,367	3,427	3,420	3,397	3,400	3,373
ROAC	25.4%	15.3%	+10.2 p.p.		6.3%	24.6%	11.2%	2.0%	13.1%	37.8%

# CEE - Bulgaria

## INCOME STATEMENT

(mIn Euro)	1H		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q
	2021	2020			2020	2020	2020	2020	2021	2021
Net interest	131	132	-0.8%	-0.8%	68	65	64	64	64	67
Dividends and other income from equity investments	0	0	-50.7%	-50.7%	0	0	0	0	0	0
Net fees and commissions	63	56	+12.1%	+12.1%	29	27	31	32	30	33
Net trading income	26	25	+4.0%	+4.0%	15	10	10	10	13	13
Net other expenses/income	1	1	+55.9%	+55.9%	1	0	1	0	1	1
<b>OPERATING INCOME</b>	<b>222</b>	<b>215</b>	<b>+3.4%</b>	<b>+3.4%</b>	<b>112</b>	<b>103</b>	<b>106</b>	<b>107</b>	<b>109</b>	<b>114</b>
Payroll costs	-44	-42	+5.7%	+5.7%	-22	-20	-20	-21	-22	-22
Other administrative expenses	-29	-28	+3.2%	+3.2%	-15	-13	-15	-16	-15	-14
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0
Amortisation & depreciation	-10	-9	+10.2%	+10.2%	-5	-5	-5	-6	-5	-5
<b>Operating costs</b>	<b>-83</b>	<b>-79</b>	<b>+5.3%</b>	<b>+5.3%</b>	<b>-41</b>	<b>-38</b>	<b>-40</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>
<b>OPERATING PROFIT</b>	<b>139</b>	<b>136</b>	<b>+2.3%</b>	<b>+2.3%</b>	<b>71</b>	<b>65</b>	<b>66</b>	<b>65</b>	<b>67</b>	<b>72</b>
Net write-downs of loans	-30	-55	-44.3%	-44.3%	-25	-30	-23	-35	-15	-16
<b>NET OPERATING PROFIT</b>	<b>109</b>	<b>81</b>	<b>+33.5%</b>	<b>+33.5%</b>	<b>46</b>	<b>35</b>	<b>43</b>	<b>30</b>	<b>52</b>	<b>57</b>
Other Charges & Provisions	-11	-37	-69.8%	-69.8%	-39	2	0	-2	-19	8
o/w Systemic Charges	-12	-37	-67.3%	-67.3%	-39	2	0	0	-20	8
o/w DGS	-12	-13	-5.7%	-5.7%	-13	0	0	0	-20	8
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0	0
o/w SRF	0	-24	-100.0%	-100.0%	-26	2	0	0	0	0
Integration costs	0	0	n.m.	n.m.	0	0	0	-3	0	0
Net income from investments	3	0	n.m.	n.m.	0	0	-1	-3	3	0
<b>PROFIT BEFORE TAX</b>	<b>101</b>	<b>45</b>	<b>n.m.</b>	<b>n.m.</b>	<b>7</b>	<b>37</b>	<b>42</b>	<b>23</b>	<b>36</b>	<b>65</b>
<b>CONSOLIDATED PROFIT</b>	<b>90</b>	<b>40</b>	<b>n.m.</b>	<b>n.m.</b>	<b>7</b>	<b>33</b>	<b>38</b>	<b>20</b>	<b>32</b>	<b>58</b>

## INCOME STATEMENT RATIOS

Cost income ratio	37.4%	36.8%	+0.7 p.p.		36.9%	36.6%	37.9%	39.6%	38.6%	36.3%
Cost of Risk (LLP annualised on Avg Loans) in basis points	97	176	-79		158	193	150	225	93	100

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	6.3	6.1	+2.8%		6.3	6.1	6.2	6.3	6.3	6.3
Customer Depos (excl. Repos and IC)	9.9	9.2	+7.4%		8.9	9.2	9.6	9.5	10.1	9.9
Total RWA	5.7	5.5	+4.6%		6.4	5.5	5.7	5.6	5.7	5.7

## OTHER FIGURES

FTEs (100%)	4,143	4,184	-1.0%		4,127	4,184	4,271	4,206	4,184	4,143
ROAC	25.9%	9.4%	+16.4 p.p.		2.2%	17.0%	18.6%	10.3%	18.2%	33.4%



# CEE - Bosnia

## INCOME STATEMENT

(mIn Euro)	1H		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q
	2021	2020			2020	2020	2020	2020	2021	2021
Net interest	46	51	-8.8%	-8.8%	26	25	25	23	22	24
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0	0
Net fees and commissions	23	22	+4.4%	+4.4%	11	11	11	11	11	11
Net trading income	3	3	+3.5%	+3.5%	2	2	2	2	2	2
Net other expenses/income	1	2	-26.1%	-26.1%	1	1	0	1	1	1
<b>OPERATING INCOME</b>	<b>74</b>	<b>78</b>	<b>-5.0%</b>	<b>-5.0%</b>	<b>40</b>	<b>38</b>	<b>38</b>	<b>37</b>	<b>36</b>	<b>38</b>
Payroll costs	-20	-20	+0.7%	+0.7%	-10	-10	-10	-10	-10	-10
Other administrative expenses	-13	-13	-1.2%	-1.2%	-7	-7	-6	-7	-7	-6
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0
Amortisation & depreciation	-5	-5	-4.1%	-4.1%	-2	-3	-2	-2	-3	-2
<b>Operating costs</b>	<b>-37</b>	<b>-38</b>	<b>-0.6%</b>	<b>-0.6%</b>	<b>-19</b>	<b>-19</b>	<b>-19</b>	<b>-19</b>	<b>-19</b>	<b>-18</b>
<b>OPERATING PROFIT</b>	<b>36</b>	<b>40</b>	<b>-9.1%</b>	<b>-9.1%</b>	<b>21</b>	<b>19</b>	<b>20</b>	<b>17</b>	<b>17</b>	<b>20</b>
Net write-downs of loans	-5	-9	-42.0%	-42.0%	-7	-1	-5	-4	-3	-2
<b>NET OPERATING PROFIT</b>	<b>31</b>	<b>31</b>	<b>-0.1%</b>	<b>-0.1%</b>	<b>14</b>	<b>17</b>	<b>15</b>	<b>13</b>	<b>14</b>	<b>17</b>
Other Charges & Provisions	-4	-4	+3.0%	+3.0%	-2	-2	-2	-2	-2	-2
o/w Systemic Charges	-4	-4	+6.3%	+6.3%	-2	-2	-2	-2	-2	-2
o/w DGS	-4	-4	+6.3%	+6.3%	-2	-2	-2	-2	-2	-2
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0	0
o/w SRF	0	0	n.m.	n.m.	0	0	0	0	0	0
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0
Net income from investments	1	0	n.m.	n.m.	0	0	0	-1	1	0
<b>PROFIT BEFORE TAX</b>	<b>29</b>	<b>27</b>	<b>+6.2%</b>	<b>+6.2%</b>	<b>12</b>	<b>15</b>	<b>13</b>	<b>10</b>	<b>13</b>	<b>16</b>
<b>CONSOLIDATED PROFIT</b>	<b>22</b>	<b>21</b>	<b>+8.6%</b>	<b>+8.6%</b>	<b>9</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>10</b>	<b>12</b>

## INCOME STATEMENT RATIOS

Cost income ratio	50.8%	48.6%	+2.2 p.p.		47.2%	50.1%	48.6%	52.4%	53.4%	48.4%
Cost of Risk (LLP annualised on Avg Loans) in basis points	47	75	-28		122	26	91	79	50	44

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	2.1	2.2	-2.5%		2.3	2.2	2.1	2.1	2.1	2.1
Customer Depos (excl. Repos and IC)	3.3	3.0	+9.4%		3.0	3.0	3.1	3.1	3.2	3.3
Total RWA	2.5	2.6	-5.2%		2.8	2.6	2.6	2.6	2.5	2.5

## OTHER FIGURES

FTEs (100%)	1,584	1,615	-1.9%		1,627	1,615	1,606	1,593	1,584	1,584
ROAC	15.2%	11.0%	+4.2 p.p.		9.9%	12.2%	10.1%	8.7%	13.5%	17.0%

# CEE - Serbia

## INCOME STATEMENT

(mIn Euro)	1H		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q
	2021	2020			2020	2020	2020	2020	2021	2021
Net interest	55	56	-1.8%	-1.8%	30	26	28	28	28	28
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0	0
Net fees and commissions	18	14	+25.2%	+25.2%	7	7	9	8	8	10
Net trading income	11	13	-12.9%	-12.9%	5	8	2	4	6	5
Net other expenses/income	0	0	n.m.	n.m.	0	0	0	-2	0	0
<b>OPERATING INCOME</b>	<b>84</b>	<b>83</b>	<b>+0.5%</b>	<b>+0.5%</b>	<b>42</b>	<b>42</b>	<b>38</b>	<b>39</b>	<b>42</b>	<b>42</b>
Payroll costs	-17	-17	+2.6%	+2.5%	-8	-8	-8	-8	-9	-9
Other administrative expenses	-13	-11	+13.6%	+13.6%	-6	-6	-7	-6	-6	-6
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0
Amortisation & depreciation	-5	-5	+3.8%	+3.8%	-2	-2	-3	-3	-3	-3
<b>Operating costs</b>	<b>-35</b>	<b>-33</b>	<b>+6.5%</b>	<b>+6.5%</b>	<b>-16</b>	<b>-17</b>	<b>-18</b>	<b>-17</b>	<b>-17</b>	<b>-18</b>
<b>OPERATING PROFIT</b>	<b>49</b>	<b>51</b>	<b>-3.3%</b>	<b>-3.3%</b>	<b>26</b>	<b>25</b>	<b>21</b>	<b>22</b>	<b>24</b>	<b>25</b>
Net write-downs of loans	-13	-10	+29.7%	+29.6%	-8	-2	-9	-14	-7	-6
<b>NET OPERATING PROFIT</b>	<b>36</b>	<b>41</b>	<b>-11.4%</b>	<b>-11.4%</b>	<b>17</b>	<b>23</b>	<b>12</b>	<b>8</b>	<b>17</b>	<b>19</b>
Other Charges & Provisions	-9	-3	n.m.	n.m.	-2	-2	-4	-5	-2	-7
o/w Systemic Charges	-2	-2	+15.3%	+15.3%	-1	-1	-1	-1	-1	-1
o/w DGS	-2	-2	+15.3%	+15.3%	-1	-1	-1	-1	-1	-1
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0	0
o/w SRF	0	0	n.m.	n.m.	0	0	0	0	0	0
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0
Net income from investments	4	1	n.m.	n.m.	1	0	0	0	-1	4
<b>PROFIT BEFORE TAX</b>	<b>31</b>	<b>38</b>	<b>-19.2%</b>	<b>-19.2%</b>	<b>17</b>	<b>21</b>	<b>7</b>	<b>3</b>	<b>15</b>	<b>16</b>
<b>CONSOLIDATED PROFIT</b>	<b>27</b>	<b>34</b>	<b>-19.9%</b>	<b>-19.9%</b>	<b>15</b>	<b>19</b>	<b>6</b>	<b>5</b>	<b>13</b>	<b>14</b>

## INCOME STATEMENT RATIOS

Cost income ratio	41.7%	39.4%	+2.3 p.p.		39.0%	39.7%	45.8%	43.7%	41.5%	41.9%
Cost of Risk (LLP annualised on Avg Loans) in basis points	103	81	+22		133	29	145	223	112	93

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	2.5	2.5	+0.0%		2.5	2.5	2.5	2.5	2.5	2.5
Customer Depos (excl. Repos and IC)	2.7	2.5	+7.6%		2.3	2.5	2.6	2.5	2.6	2.7
Total RWA	2.6	2.7	-4.4%		2.7	2.7	2.7	2.5	2.6	2.6

## OTHER FIGURES

FTEs (100%)	1,258	1,232	+2.1%		1,233	1,232	1,231	1,258	1,254	1,258
ROAC	14.1%	13.9%	+0.2 p.p.		12.6%	15.4%	3.4%	4.3%	13.1%	15.0%

# Non Core



## INCOME STATEMENT

		1H	y/y	1Q	2Q	3Q	4Q	1Q	2Q
(mln Euro)	2021	2020	%	2020	2020	2020	2020	2021	2021
Net interest	-18	-15	+18.1%	-6	-9	-2	-6	-11	-7
Dividends and other income from equity investments	0	0	n.m.	0	0	0	0	0	0
Net fees and commissions	2	3	-41.6%	2	2	1	1	1	1
Net trading income	-12	-12	+3.6%	-3	-9	3	4	-9	-3
Net other expenses/income	1	-3	n.m.	-1	-3	-2	-20	2	0
<b>OPERATING INCOME</b>	<b>-26</b>	<b>-26</b>	<b>+0.1%</b>	<b>-8</b>	<b>-19</b>	<b>1</b>	<b>-21</b>	<b>-18</b>	<b>-9</b>
Payroll costs	-10	-13	-27.1%	-7	-6	-6	-5	-5	-5
Other administrative expenses	-36	-56	-34.7%	-28	-28	-28	-23	-18	-19
Recovery of expenses	4	6	-33.2%	4	3	3	7	2	2
Amortisation & depreciation	0	0	+12.9%	0	0	0	0	0	0
<b>Operating costs</b>	<b>-42</b>	<b>-63</b>	<b>-33.1%</b>	<b>-31</b>	<b>-32</b>	<b>-32</b>	<b>-21</b>	<b>-21</b>	<b>-21</b>
<b>OPERATING PROFIT</b>	<b>-68</b>	<b>-89</b>	<b>-23.2%</b>	<b>-39</b>	<b>-51</b>	<b>-31</b>	<b>-42</b>	<b>-39</b>	<b>-30</b>
Net write-downs of loans	69	89	-22.3%	77	12	31	-121	27	42
<b>NET OPERATING PROFIT</b>	<b>0</b>	<b>-1</b>	<b>n.m.</b>	<b>38</b>	<b>-39</b>	<b>0</b>	<b>-162</b>	<b>-11</b>	<b>12</b>
Other Charges & Provisions	-33	3	n.m.	6	-3	2	-24	-16	-17
o/w Systemic Charges	-14	-15	-8.8%	-13	-3	-1	-1	-14	-1
o/w DGS	0	0	n.m.	0	0	0	0	0	0
o/w Bank levies	-1	-1	-46.7%	-1	-1	-1	-1	0	0
o/w SRF	-13	-14	-5.3%	-12	-2	0	0	-13	0
Integration costs	0	-14	n.m.	-14	0	0	2	0	0
Net income from investments	10	-120	n.m.	-24	-96	-1	-24	-1	12
<b>PROFIT BEFORE TAX</b>	<b>-23</b>	<b>-132</b>	<b>-83.0%</b>	<b>6</b>	<b>-138</b>	<b>1</b>	<b>-208</b>	<b>-28</b>	<b>6</b>
<b>CONSOLIDATED PROFIT</b>	<b>8</b>	<b>-82</b>	<b>n.m.</b>	<b>-2</b>	<b>-80</b>	<b>34</b>	<b>-185</b>	<b>-21</b>	<b>29</b>

## INCOME STATEMENT RATIOS

Cost income ratio	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.
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.	n.m.

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	0.7	1.6	-55.9%	1.7	1.6	1.4	0.8	0.7	0.7
Customer Depos (excl. Repos and IC)	0.5	0.4	+5.0%	0.5	0.4	0.5	0.5	0.4	0.5
Total RWA	5.2	9.2	-43.0%	9.6	9.2	8.6	7.6	6.1	5.2

## OTHER FIGURES

FTEs (100%)	188	277	-32.2%	288	277	263	211	205	188
ROAC	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.

## Fees - Details Group

(mln Euro)	2021	1H 2020	y/y %	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021
<b>GROUP</b>									
Investment fees	1,435	1,108	+29.6%	620	487	546	592	717	718
Financing fees	843	840	+0.4%	438	402	371	397	431	413
Transactional fees	1,083	1,049	+3.3%	559	489	550	516	540	543
<b>TOTAL NET COMMISSIONS</b>	<b>3,362</b>	<b>2,997</b>	<b>+12.2%</b>	<b>1,618</b>	<b>1,378</b>	<b>1,467</b>	<b>1,504</b>	<b>1,688</b>	<b>1,674</b>

## N. of Branches

### ACTUAL FIGURES

	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021
<b>Western Europe</b>	<b>2,787</b>	<b>2,787</b>	<b>2,726</b>	<b>2,664</b>	<b>2,664</b>	<b>2,553</b>
Italy	2,328	2,328	2,291	2,229	2,229	2,118
Germany	337	337	313	313	313	313
Austria	122	122	122	122	122	122
<b>CEE</b>	<b>863</b>	<b>852</b>	<b>848</b>	<b>826</b>	<b>816</b>	<b>811</b>
Russia	88	87	84	79	78	75
Czech Republic & Slovakia	119	114	114	104	104	104
Hungary	55	55	55	54	54	54
Slovenia	21	21	21	19	19	19
Croatia	114	114	113	113	108	107
Romania	134	134	134	135	135	134
Bulgaria	150	145	145	143	140	140
Bosnia	110	110	110	107	106	106
Serbia	72	72	72	72	72	72
<b>Total Group</b>	<b>3,650</b>	<b>3,639</b>	<b>3,574</b>	<b>3,490</b>	<b>3,480</b>	<b>3,364</b>

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