



**3Q21 & 9M21**

**28 Oct 2021**

**Divisional Database**

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## 3Q21 - 9M21 GROUP RESULTS

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## Consolidated Income Statement

### CONSOLIDATED INCOME STATEMENT

(mln Euro)	2021	9M 2020	y/y %	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021	3Q 2021
Net interest	6,654	7,190	-7.5%	2,494	2,393	2,303	2,250	2,180	2,203	2,271
Dividends and other income from equity investments	406	291	+39.4%	102	62	128	124	112	125	169
Net fees and commissions	5,012	4,464	+12.3%	1,618	1,378	1,467	1,504	1,688	1,674	1,650
Net trading income	1,418	985	+43.9%	173	357	455	426	639	425	354
Net other expenses/income	28	-35	n.m.	-11	-22	-1	-69	68	-29	-10
<b>OPERATING INCOME</b>	<b>13,518</b>	<b>12,896</b>	<b>+4.8%</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>	<b>4,435</b>
Payroll costs	-4,490	-4,512	-0.5%	-1,542	-1,492	-1,479	-1,456	-1,480	-1,495	-1,515
Other administrative expenses	-2,386	-2,391	-0.2%	-809	-795	-786	-825	-792	-811	-783
Recovery of expenses	398	376	+5.8%	125	128	124	147	129	135	134
Amortisation & depreciation	-846	-815	+3.9%	-265	-284	-266	-323	-270	-290	-286
<b>Operating costs</b>	<b>-7,324</b>	<b>-7,341</b>	<b>-0.2%</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>-2,450</b>
<b>OPERATING PROFIT</b>	<b>6,194</b>	<b>5,555</b>	<b>+11.5%</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>	<b>1,985</b>
Net write-downs of loans	-824	-2,938	-72.0%	-1,261	-937	-741	-2,058	-167	-360	-297
<b>NET OPERATING PROFIT</b>	<b>5,370</b>	<b>2,617</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>	<b>1,688</b>
Other Charges & Provisions	-1,111	-964	+15.3%	-528	-185	-251	-91	-702	-214	-195
o/w Systemic Charges	-945	-905	+4.4%	-538	-166	-201	-53	-620	-125	-200
o/w DGS	-271	-259	+4.4%	-64	-26	-169	-20	-77	-21	-172
o/w Bank levies	-99	-169	-41.5%	-100	-37	-32	-33	-45	-27	-27
o/w SRF	-575	-476	+20.7%	-373	-103	0	0	-498	-77	0
Integration costs	-11	-1,382	-99.2%	-1,347	-6	-30	-82	0	-7	-4
Net income from investments	-240	-1,495	-83.9%	-1,261	-92	-141	130	-195	15	-59
<b>PROFIT BEFORE TAX</b>	<b>4,008</b>	<b>-1,224</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>	<b>1,430</b>
Income tax for the period	-1,008	-310	n.m.	-140	-73	-97	-34	-314	-331	-362
Profit (Loss) from non-current assets held for sale after tax	2	0	n.m.	0	1	0	48	1	0	0
<b>PROFIT (LOSS) FOR THE PERIOD</b>	<b>3,002</b>	<b>-1,534</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>	<b>1,068</b>
Minorities	-22	-15	+48.7%	-5	-6	-5	8	-7	-5	-10
<b>NET PROFIT ATTRIBUTABLE TO THE GROUP BEFORE PPA</b>	<b>2,980</b>	<b>-1,549</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>	<b>1,058</b>
Purchase Price Allocation effect	-1	-50	-98.6%	-50	0	0	0	0	-1	0
Goodwill impairment	0	-8	-100.0%	0	-8	0	-878	0	0	0
<b>CONSOLIDATED PROFIT</b>	<b>2,979</b>	<b>-1,606</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>	<b>1,058</b>

### INCOME STATEMENT RATIOS

Cost income ratio	54.2%	56.9%	-2.7 p.p.	56.9%	58.6%	55.3%	58.0%	51.5%	56.0%	55.2%
Cost of Risk (LLP annualised on Avg Loans) in basis points	25	81	-57	104	77	63	179	15	33	27
Tax rate	25.1%	n.m.	n.m.	n.m.	14.4%	12.4%	n.m.	26.0%	24.2%	25.3%

### VOLUMES (bn)

Customers Loans (excl. Repos)	419.7	421.6	-0.4%	433.8	431.0	421.6	414.8	417.2	419.5	419.7
Customer Depos (excl. Repos)	466.6	445.1	+4.8%	423.3	433.3	445.1	459.9	453.6	457.3	466.6
TFA*	787.7	716.8	+9.9%	662.8	700.0	716.8	747.9	754.1	773.4	787.7
o/w AUM	217.9	195.8	+11.3%	180.4	191.4	195.8	203.2	210.6	216.8	217.9
o/w AUC	166.1	135.7	+22.4%	118.2	132.9	135.7	146.2	148.0	157.8	166.1
<b>Total RWA</b>	<b>328.0</b>	<b>336.4</b>	<b>-2.5%</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>	<b>328.0</b>

### OTHER FIGURES (units)

FTEs (100%)	80,153	83,621	-4.1%	83,942	83,685	83,621	82,107	82,002	80,879	80,153
<b>ROTE STATED</b>	<b>7.6%</b>	<b>-4.2%</b>	<b>+11.8 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>	<b>8.0%</b>

\* 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.

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## Consolidated Balance Sheet

(bln Euro)	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021	3Q 2021
<b>Assets</b>							
Cash and cash balances	20.7	17.3	37.9	101.7	111.1	122.8	122.6
Financial assets held for trading	69.8	67.2	73.2	72.7	73.9	79.0	80.5
Loans to banks	94.5	126.5	129.1	111.8	113.6	113.4	111.2
Loans to customers	490.0	479.3	466.8	450.5	446.7	438.4	439.8
Other financial assets	151.9	155.9	153.4	153.3	158.3	158.6	157.1
Hedging instruments	11.1	11.4	8.2	7.7	6.6	5.9	5.6
Property, plant and equipment	10.5	10.2	10.1	9.9	9.8	9.7	9.6
Goodwill	0.9	0.9	0.9	0.0	0.0	0.0	0.0
Other intangible assets	1.9	2.0	2.0	2.1	2.1	2.2	2.2
Tax assets	13.0	13.0	13.0	13.1	12.8	12.5	12.4
Non-current assets and disposal groups classified as held for sale	2.0	2.0	2.1	2.0	1.0	0.7	0.8
Other assets	6.5	7.0	6.6	6.5	6.2	6.8	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>948.6</b>
<b>Liabilities and shareholders' equity</b>							
Deposits from banks	161.5	164.8	163.8	172.5	189.4	186.7	181.2
Deposits from customers	455.0	468.3	474.8	498.4	497.4	505.7	509.8
Debt securities issued	95.2	95.9	101.6	102.5	98.9	96.0	98.5
Financial liabilities held for trading	46.8	45.6	47.8	47.8	46.4	49.8	49.9
Other financial liabilities	11.1	12.7	13.0	12.9	12.3	12.0	11.8
Hedging instruments	14.2	15.0	12.6	11.8	9.1	8.0	7.0
Tax liabilities	1.5	1.5	1.5	1.4	1.1	1.2	1.2
Liabilities included in disposal groups classified as held for sale	0.6	0.6	0.6	0.8	0.7	0.6	0.6
Other liabilities	25.7	27.2	26.7	23.5	25.8	28.2	25.9
Minorities	0.4	0.4	0.4	0.4	0.4	0.4	0.5
Group Shareholders' Equity:	60.8	60.7	60.6	59.5	60.7	61.4	62.2
- Capital and reserves	63.5	63.0	62.3	62.3	59.8	59.4	59.2
- Net profit (loss)	-2.7	-2.3	-1.6	-2.8	0.9	1.9	3.0
<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>	<b>948.6</b>

## Shareholders' Equity attributable to the Group & Shares

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(mln Euro)

<b>Shareholders' equity as at 31 December 2020</b>	<b>59,507</b>
Dividends distributed	-268
Equity instruments(*)	-246
Share buyback	-179
Change in reserve related coupon on AT1 instruments	-190
Change in the valuation of hedging for financial risks	-148
Change in the valuation reserve relating to the financial assets and liabilities at fair value	-102
Change in the valuation reserve tangible assets(**)	170
Exchange differences reserve(***)	276
Change in the valuation reserve relating to the actuarial gains/losses on defined benefit plans(****)	403
Other changes	-16
Net profit (loss) for the period	2,979
<b>Shareholders' equity as at 30 September 2021</b>	<b>62,186</b>

Notes:

(\*) The amount is referred to +€744 million AT1 equity instrument issue and -€990 million anticipated redemption of AT1 equity instrument issued in 2014, both net of fees.

(\*\*) Mainly referred to the alignment between tax values and higher accounting values of the portion of real estate properties IAS16.

(\*\*\*) This effect is mainly due to the impact of Russian Ruble for +€183 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

	3M 2020	1H 2020	9M 2020	FY 2020	3M 2021	1H 2021	9M 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	2,224,137,598
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	2,238,660,647
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	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	2,231,617,311

\*Net of the number of treasury shares (average or EoP), considering the 17,416,128 shares buyback made during the first half 2021, and of further No.9,675,640 shares held under a contract of usufruct.

## LOANS TO CUSTOMERS

	1Q	2Q	3Q	4Q	1Q	2Q	3Q
(mln Euro)	2020	2020	2020	2020	2021	2021	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>	<b>6,692</b>
Writedowns	9,663	8,098	7,481	5,967	5,942	5,521	5,099
Coverage Ratio	76.8%	75.2%	74.6%	78.4%	78.2%	77.6%	76.2%
<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>1,593</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>	<b>13,082</b>
Writedowns	6,278	6,407	6,119	6,492	6,731	6,538	6,384
Coverage Ratio	54.7%	53.6%	51.8%	50.4%	49.2%	48.8%	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>6,698</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>	<b>907</b>
Writedowns	305	341	314	256	386	354	335
Coverage Ratio	35.5%	36.0%	35.9%	33.7%	33.7%	34.7%	36.9%
<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>572</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>	<b>20,681</b>
Writedowns	16,246	14,846	13,913	12,716	13,060	12,413	11,818
Coverage Ratio	65.2%	62.7%	61.3%	59.8%	58.2%	57.6%	57.1%
<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>8,864</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>	<b>435,104</b>
Writedowns	3,341	3,611	3,806	4,137	3,683	3,951	4,157
Coverage Ratio	0.7%	0.8%	0.8%	0.9%	0.8%	0.9%	1.0%
<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>430,947</b>
	<b>1Q</b>	<b>2Q</b>	<b>3Q</b>	<b>4Q</b>	<b>1Q</b>	<b>2Q</b>	<b>3Q</b>
	<b>2020</b>	<b>2020</b>	<b>2020</b>	<b>2020</b>	<b>2021</b>	<b>2021</b>	<b>2021</b>
<b>Gross Bad Loans ratio</b>	2.5%	2.2%	2.1%	1.6%	1.6%	1.6%	1.5%
<b>Net Bad Loans ratio</b>	0.6%	0.6%	0.5%	0.4%	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%	2.9%
<b>Net Unlikely to pay ratio</b>	1.1%	1.2%	1.2%	1.4%	1.6%	1.6%	1.5%
<b>Gross Past-due loans ratio</b>	0.2%	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%	0.1%
<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>4.5%</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>	<b>2.0%</b>

## LOANS TO CUSTOMERS

	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021	3Q 2021
<b>(mln Euro)</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>	<b>5,202</b>
Writedowns	5,418	4,677	4,449	4,222	4,231	3,935	3,843
Coverage Ratio	72.1%	71.0%	70.4%	75.3%	75.1%	74.5%	73.9%
<b>Net Bad Loans</b>	<b>2,092</b>	<b>1,913</b>	<b>1,867</b>	<b>1,386</b>	<b>1,405</b>	<b>1,345</b>	<b>1,359</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>	<b>11,878</b>
Writedowns	4,177	4,487	4,677	5,323	5,604	5,556	5,517
Coverage Ratio	49.4%	48.9%	48.5%	47.6%	46.5%	46.5%	46.4%
<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>6,361</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>	<b>899</b>
Writedowns	298	336	309	252	382	350	332
Coverage Ratio	35.4%	35.8%	35.8%	33.6%	33.6%	34.6%	36.9%
<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>568</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>	<b>17,979</b>
Writedowns	9,893	9,499	9,435	9,798	10,217	9,841	9,692
Coverage Ratio	58.8%	56.9%	56.1%	55.8%	54.3%	53.9%	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>8,288</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>	<b>435,104</b>
Writedowns	3,341	3,611	3,806	4,137	3,683	3,951	4,157
Coverage Ratio	0.7%	0.8%	0.8%	0.9%	0.8%	0.9%	1.0%
<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>430,947</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>3Q 2021</b>
<b>Gross Bad Loans ratio</b>	1.5%	1.3%	1.3%	1.2%	1.2%	1.2%	1.1%
<b>Net Bad Loans ratio</b>	0.4%	0.4%	0.4%	0.3%	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%	2.6%
<b>Net Unlikely to pay ratio</b>	0.9%	1.0%	1.1%	1.3%	1.4%	1.5%	1.4%
<b>Gross Past-due loans ratio</b>	0.2%	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%	0.1%
<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>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>	<b>1.9%</b>

## LOANS TO CUSTOMERS

	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021	3Q 2021
<b>(mln Euro)</b>							
<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>	<b>1,490</b>
Writedowns	4,245	3,422	3,031	1,745	1,712	1,585	1,256
Coverage Ratio	83.7%	81.9%	81.8%	87.1%	87.3%	86.6%	84.3%
<b>Net Bad Loans</b>	<b>825</b>	<b>756</b>	<b>677</b>	<b>259</b>	<b>248</b>	<b>245</b>	<b>234</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>	<b>1,204</b>
Writedowns	2,101	1,920	1,442	1,169	1,127	983	867
Coverage Ratio	69.7%	69.0%	66.7%	69.5%	69.5%	67.8%	72.0%
<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>337</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>	<b>7</b>
Writedowns	6	5	5	4	4	4	3
Coverage Ratio	45.2%	44.7%	42.9%	46.5%	40.3%	46.0%	41.2%
<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>4</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>	<b>2,702</b>
Writedowns	6,353	5,347	4,478	2,918	2,843	2,572	2,126
Coverage Ratio	78.4%	76.7%	76.2%	79.0%	79.1%	78.2%	78.7%
<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>576</b>
<b>GROSS PERFORMING LOANS</b>	<b>0</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	0
Coverage Ratio	<i>n.m.</i>	<i>n.m.</i>	<i>n.m.</i>	<i>n.m.</i>	<i>n.m.</i>	<i>n.m.</i>	<i>n.m.</i>
<b>NET PERFORMING LOANS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</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>3Q 2021</b>
<b>Gross Bad Loans ratio</b>	62.6%	59.9%	63.1%	54.3%	54.6%	55.7%	55.2%
<b>Net Bad Loans ratio</b>	47.3%	46.5%	48.3%	33.4%	33.1%	34.2%	40.7%
<b>Gross Unlikely to pay ratio</b>	37.2%	39.9%	36.8%	45.5%	45.2%	44.1%	44.6%
<b>Net Unlikely to pay ratio</b>	52.3%	53.1%	51.3%	66.0%	66.1%	65.1%	58.5%
<b>Gross Past-due loans ratio</b>	0.2%	0.2%	0.2%	0.2%	0.3%	0.3%	0.3%
<b>Net Past-due loans ratio</b>	0.4%	0.4%	0.4%	0.6%	0.7%	0.7%	0.8%
<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>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>	<b>100.0%</b>



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## Asset Quality by Division

### LOANS TO CUSTOMERS

(mln Euro)	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021	3Q 2021
<b>Italy</b>							
Gross Non Performing Exposures	9,022	8,785	8,600	8,413	9,520	9,418	9,551
Net Non Performing Exposures	3,696	3,858	3,689	3,225	4,025	4,136	4,336
<i>NPE Coverage Ratio</i>	59.04%	56.08%	57.11%	61.67%	57.72%	56.09%	54.60%
Gross Customer Loans	224,747	218,475	214,670	205,734	196,737	192,597	192,718
Net Customer Loans	217,753	211,852	207,897	198,279	189,341	185,217	185,268
<i>Gross NPE Ratio</i>	4.01%	4.02%	4.01%	4.09%	4.84%	4.89%	4.96%
<i>Net NPE Ratio</i>	1.70%	1.82%	1.77%	1.63%	2.13%	2.23%	2.34%
<b>Germany</b>							
Gross Non Performing Exposures	2,500	2,605	2,834	3,171	3,249	3,084	3,018
Net Non Performing Exposures	1,177	1,250	1,543	1,982	2,008	1,909	1,822
<i>NPE Coverage Ratio</i>	52.93%	52.03%	45.55%	37.48%	38.20%	38.08%	39.63%
Gross Customer Loans	138,266	136,173	130,249	127,417	127,485	125,798	125,204
Net Customer Loans	136,433	134,197	128,301	125,674	125,724	124,092	123,485
<i>Gross NPE Ratio</i>	1.81%	1.91%	2.18%	2.49%	2.55%	2.45%	2.41%
<i>Net NPE Ratio</i>	0.86%	0.93%	1.20%	1.58%	1.60%	1.54%	1.48%
<b>Central Europe</b>							
Gross Non Performing Exposures	2,581	2,533	2,537	2,965	3,100	2,909	2,793
Net Non Performing Exposures	1,187	1,205	1,207	1,498	1,608	1,429	1,302
<i>NPE Coverage Ratio</i>	54.03%	52.44%	52.41%	49.48%	48.13%	50.88%	53.37%
Gross Customer Loans	89,834	89,312	88,570	87,151	91,748	88,162	88,643
Net Customer Loans	87,880	87,393	86,662	85,096	89,700	86,080	86,550
<i>Gross NPE Ratio</i>	2.87%	2.84%	2.86%	3.40%	3.38%	3.30%	3.15%
<i>Net NPE Ratio</i>	1.35%	1.38%	1.39%	1.76%	1.79%	1.66%	1.50%
<b>Eastern Europe</b>							
Gross Non Performing Exposures	2,706	2,769	2,844	3,001	2,959	2,839	2,617
Net Non Performing Exposures	862	886	946	1,050	974	934	827
<i>NPE Coverage Ratio</i>	68.13%	68.01%	66.74%	65.00%	67.09%	67.08%	68.41%
Gross Customer Loans	45,033	44,016	41,514	40,641	41,355	41,893	43,228
Net Customer Loans	42,586	41,430	38,908	37,971	38,665	39,271	40,644
<i>Gross NPE Ratio</i>	6.01%	6.29%	6.85%	7.38%	7.16%	6.78%	6.05%
<i>Net NPE Ratio</i>	2.02%	2.14%	2.43%	2.77%	2.52%	2.38%	2.03%

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## Capital Position

### GROUP CAPITAL STRUCTURE

(bn Euro)	Basel 3								Change %	
	1Q	2Q	3Q	4Q	1Q	2Q	3Q	q/q	y/y	
	2020	2020	2020	2020	2021	2021	2021			
Common Equity Tier I Fully Loaded	48.5	48.6	48.5	49.3	50.2	50.9	50.9	+0.1	+5.0	
Common Equity Tier I Capital Transitional (*)	48.5	51.0	51.0	52.0	52.1	52.8	52.9	+0.3	+3.9	
Tier I Capital Transitional	55.9	58.3	58.3	59.3	59.2	58.9	59.8	+1.5	+2.6	
Total Capital Transitional	65.0	68.2	66.8	67.5	68.0	67.4	67.6	+0.2	+1.1	
Total RWA Transitional	361.0	350.7	336.4	325.7	314.9	327.7	328.0	+0.1	-2.5	
<i>Credit Risk</i>	313.8	302.2	291.3	283.6	273.4	286.6	287.8	+0.4	-1.2	
<i>Market Risk</i>	14.6	15.6	12.6	11.2	10.7	9.7	8.8	-9.1	-29.7	
<i>Operational Risk</i>	32.6	32.9	32.5	30.9	30.8	31.4	31.4	+0.1	-3.3	

### CAPITAL RATIOS

	1Q	2Q	3Q	4Q	1Q	2Q	3Q	Delta	
	2020	2020	2020	2020	2021	2021	2021	q/q	y/y
Common Equity Tier I Capital Ratio Fully loaded	13.44%	13.85%	14.41%	15.14%	15.92%	15.50%	15.50%	-bp	+109bp
Common Equity Tier I Capital Ratio Transitional	13.44%	14.54%	15.15%	15.96%	16.54%	16.11%	16.14%	+3bp	+99bp
Tier I Capital Ratio Transitional	15.48%	16.63%	17.33%	18.22%	18.80%	17.97%	18.23%	+26bp	+90bp
Total Capital Ratio Transitional	18.01%	19.44%	19.86%	20.72%	21.60%	20.57%	20.60%	+3bp	+74bp
MDA buffer Fully Loaded (CET1 ratio)	4.36%	4.81%	5.38%	6.11%	6.89%	6.47%	6.47%	-bp	+109bp
MDA buffer Transitional (CET1 ratio)**	4.36%	5.49%	6.12%	6.93%	7.51%	7.08%	7.11%	+3bp	+99bp

(\*) 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."

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## Italy

INCOME STATEMENT										
	9M		y/y	1Q	2Q	3Q	4Q	1Q	2Q	3Q
(mln Euro)	2021	2020	%	2020	2020	2020	2020	2021	2021	2021
Net interest	2,707	3,082	-12.2%	1,040	1,057	985	997	910	905	892
Dividends and other income from equity investments	116	98	+19.1%	23	27	48	49	37	35	44
Net fees and commissions	3,169	2,739	+15.7%	1,001	830	908	938	1,068	1,064	1,037
Net trading income	392	289	+35.8%	51	135	103	69	150	146	96
Net other expenses/income	10	-105	n.m.	-11	-85	-10	-66	57	-31	-16
<b>OPERATING INCOME</b>	<b>6,395</b>	<b>6,103</b>	<b>+4.8%</b>	<b>2,104</b>	<b>1,964</b>	<b>2,035</b>	<b>1,986</b>	<b>2,221</b>	<b>2,120</b>	<b>2,054</b>
Payroll costs	-1,785	-1,829	-2.4%	-625	-612	-592	-578	-596	-596	-593
Other administrative expenses	-1,296	-1,223	+6.0%	-407	-397	-418	-433	-426	-444	-426
Recovery of expenses	311	289	+7.6%	95	98	96	107	101	106	104
Amortisation & depreciation	-237	-252	-5.8%	-82	-94	-76	-83	-78	-80	-79
<b>Operating costs</b>	<b>-3,008</b>	<b>-3,014</b>	<b>-0.2%</b>	<b>-1,019</b>	<b>-1,004</b>	<b>-990</b>	<b>-987</b>	<b>-999</b>	<b>-1,014</b>	<b>-994</b>
<b>OPERATING PROFIT</b>	<b>3,387</b>	<b>3,088</b>	<b>+9.7%</b>	<b>1,084</b>	<b>959</b>	<b>1,045</b>	<b>999</b>	<b>1,222</b>	<b>1,105</b>	<b>1,060</b>
Net write-downs of loans	-676	-1,691	-60.0%	-737	-468	-486	-1,200	-151	-318	-207
<b>NET OPERATING PROFIT</b>	<b>2,711</b>	<b>1,397</b>	<b>+94.0%</b>	<b>347</b>	<b>491</b>	<b>559</b>	<b>-201</b>	<b>1,071</b>	<b>787</b>	<b>853</b>
Other Charges & Provisions	-539	-454	+18.7%	-153	-125	-176	-96	-221	-125	-193
o/w Systemic Charges	-470	-411	+14.3%	-150	-99	-162	-27	-209	-92	-169
o/w DGS	-143	-135	+6.1%	0	0	-135	1	0	0	-143
o/w Bank levies	-79	-83	-4.8%	-28	-27	-27	-28	-28	-25	-26
o/w SRF	-248	-194	+28.2%	-122	-72	0	0	-181	-68	0
Integration costs	-3	-1,195	-99.7%	-1,191	-3	-1	-8	1	-4	0
Net income from investments	21	-109	n.m.	-84	2	-27	54	24	4	-7
<b>PROFIT BEFORE TAX</b>	<b>2,189</b>	<b>-360</b>	<b>n.m.</b>	<b>-1,080</b>	<b>365</b>	<b>355</b>	<b>-252</b>	<b>876</b>	<b>662</b>	<b>652</b>
<b>CONSOLIDATED PROFIT</b>	<b>1,714</b>	<b>-560</b>	<b>n.m.</b>	<b>-1,116</b>	<b>229</b>	<b>327</b>	<b>-238</b>	<b>722</b>	<b>510</b>	<b>482</b>

INCOME STATEMENT RATIOS										
Cost income ratio	47.0%	49.4%	-2.4 p.p.	48.5%	51.1%	48.7%	49.7%	45.0%	47.9%	48.4%
Cost of Risk (LLP annualised on Avg Loans) in basis points	48	105	-57	135	87	93	236	31	68	45
VOLUMES (bn)										
Customers Loans (excl. Repos and IC)	167.0	167.8	-0.5%	166.6	168.8	167.8	167.8	165.7	169.3	167.0
Customer Depos (excl. Repos and IC)	188.6	178.5	+5.6%	170.9	172.8	178.5	190.6	184.4	185.0	188.6
Total RWA	126.8	133.7	-5.2%	141.8	138.5	133.7	131.2	120.6	128.6	126.8
OTHER FIGURES										
FTEs (100%)	29,663	31,505	-5.8%	32,017	31,688	31,505	30,429	30,544	30,058	29,663
ROAC	15.4%	-4.4%	+19.8 p.p.	-25.6%	5.3%	7.8%	-5.8%	19.5%	13.9%	12.8%

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## Germany

INCOME STATEMENT										
	9M		y/y	1Q	2Q	3Q	4Q	1Q	2Q	3Q
(mln Euro)	2021	2020	%	2020	2020	2020	2020	2021	2021	2021
Net interest	1,800	1,820	-1.1%	649	599	573	555	571	589	639
Dividends and other income from equity investments	11	0	n.m.	0	0	0	19	0	10	1
Net fees and commissions	817	728	+12.2%	269	235	224	237	283	277	257
Net trading income	630	330	+91.0%	-10	89	252	270	314	162	154
Net other expenses/income	68	93	-26.8%	22	49	22	40	26	15	27
<b>OPERATING INCOME</b>	<b>3,327</b>	<b>2,972</b>	<b>+11.9%</b>	<b>930</b>	<b>972</b>	<b>1,070</b>	<b>1,120</b>	<b>1,195</b>	<b>1,054</b>	<b>1,078</b>
Payroll costs	-1,085	-1,079	+0.5%	-371	-350	-358	-364	-365	-362	-358
Other administrative expenses	-866	-869	-0.3%	-310	-283	-275	-307	-314	-286	-266
Recovery of expenses	10	10	+1.5%	4	3	3	5	4	3	3
Amortisation & depreciation	-82	-86	-3.9%	-29	-29	-29	-29	-27	-27	-28
<b>Operating costs</b>	<b>-2,023</b>	<b>-2,024</b>	<b>-0.0%</b>	<b>-705</b>	<b>-659</b>	<b>-659</b>	<b>-695</b>	<b>-702</b>	<b>-672</b>	<b>-650</b>
<b>OPERATING PROFIT</b>	<b>1,303</b>	<b>948</b>	<b>+37.4%</b>	<b>224</b>	<b>312</b>	<b>411</b>	<b>425</b>	<b>493</b>	<b>382</b>	<b>429</b>
Net write-downs of loans	-24	-552	-95.6%	-205	-259	-88	-176	46	-17	-54
<b>NET OPERATING PROFIT</b>	<b>1,279</b>	<b>396</b>	<b>n.m.</b>	<b>19</b>	<b>53</b>	<b>324</b>	<b>249</b>	<b>540</b>	<b>365</b>	<b>375</b>
Other Charges & Provisions	-326	-212	+53.8%	-120	-44	-48	54	-260	-52	-14
o/w Systemic Charges	-239	-185	+29.8%	-128	-42	-14	-8	-200	-23	-17
o/w DGS	-46	-37	+25.2%	-10	-13	-14	-8	-7	-23	-17
o/w Bank levies	0	0	n.m.	0	0	0	0	0	0	0
o/w SRF	-193	-148	+30.9%	-118	-30	0	0	-193	0	0
Integration costs	-1	-18	-96.4%	-17	-2	1	-16	-1	0	0
Net income from investments	8	549	-98.6%	553	-2	-2	-5	5	6	-3
<b>PROFIT BEFORE TAX</b>	<b>959</b>	<b>715</b>	<b>+34.3%</b>	<b>435</b>	<b>6</b>	<b>274</b>	<b>281</b>	<b>284</b>	<b>318</b>	<b>358</b>
<b>CONSOLIDATED PROFIT</b>	<b>574</b>	<b>417</b>	<b>+37.4%</b>	<b>237</b>	<b>-3</b>	<b>183</b>	<b>133</b>	<b>161</b>	<b>184</b>	<b>228</b>

INCOME STATEMENT RATIOS										
Cost income ratio	60.8%	68.1%	-7.3 p.p.	75.9%	67.8%	61.6%	62.1%	58.7%	63.8%	60.3%
Cost of Risk (LLP annualised on Avg Loans) in basis points	3	55	-53	62	77	27	55	-15	5	17
VOLUMES (bn)										
Customers Loans (excl. Repos and IC)	121.8	123.3	-1.3%	131.7	129.2	123.3	120.8	121.8	121.3	121.8
Customer Depos (excl. Repos and IC)	138.0	135.7	+1.7%	122.3	128.0	135.7	134.0	132.8	133.9	138.0
Total RWA	79.8	82.7	-3.6%	88.7	88.0	82.7	78.6	79.0	81.8	79.8
OTHER FIGURES										
FTEs (100%)	11,466	12,009	-4.5%	11,988	11,926	12,009	11,937	11,750	11,404	11,466
ROAC	8.1%	5.1%	+2.9 p.p.	8.8%	-0.2%	7.0%	5.2%	6.9%	7.7%	9.6%

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## Central Europe (CE)

### INCOME STATEMENT

(mln Euro)	9M		y/y	y/y %	1Q	2Q	3Q	4Q	1Q	2Q	3Q
	2021	2020	%	at const. FX	2020	2020	2020	2020	2021	2021	2021
Net interest	1,182	1,192	-0.9%	-1.2%	421	385	386	393	381	395	406
Dividends and other income from equity investments	126	68	+84.6%	+84.6%	29	-4	44	37	34	37	55
Net fees and commissions	684	655	+4.3%	+4.1%	237	202	216	228	226	224	233
Net trading income	218	133	+63.7%	+61.3%	21	56	56	63	89	72	57
Net other expenses/income	34	38	-11.6%	-11.2%	12	16	10	10	12	9	13
<b>OPERATING INCOME</b>	<b>2,243</b>	<b>2,087</b>	<b>+7.5%</b>	<b>+7.1%</b>	<b>720</b>	<b>655</b>	<b>712</b>	<b>729</b>	<b>742</b>	<b>738</b>	<b>763</b>
Payroll costs	-635	-642	-1.1%	-1.3%	-217	-210	-215	-216	-201	-215	-219
Other administrative expenses	-539	-529	+2.0%	+2.0%	-183	-175	-171	-174	-178	-181	-180
Recovery of expenses	32	32	+2.0%	+4.4%	11	10	10	11	10	11	11
Amortisation & depreciation	-91	-73	+24.8%	+24.1%	-24	-24	-24	-43	-27	-34	-29
<b>Operating costs</b>	<b>-1,232</b>	<b>-1,211</b>	<b>+1.7%</b>	<b>+1.5%</b>	<b>-412</b>	<b>-399</b>	<b>-400</b>	<b>-422</b>	<b>-396</b>	<b>-419</b>	<b>-417</b>
<b>OPERATING PROFIT</b>	<b>1,011</b>	<b>876</b>	<b>+15.4%</b>	<b>+14.8%</b>	<b>307</b>	<b>256</b>	<b>312</b>	<b>308</b>	<b>346</b>	<b>319</b>	<b>346</b>
Net write-downs of loans	-91	-298	-69.5%	-69.8%	-177	-61	-61	-299	-13	-56	-22
<b>NET OPERATING PROFIT</b>	<b>920</b>	<b>577</b>	<b>+59.3%</b>	<b>+58.2%</b>	<b>131</b>	<b>196</b>	<b>251</b>	<b>8</b>	<b>333</b>	<b>263</b>	<b>324</b>
Other Charges & Provisions	-155	-188	-17.5%	-17.1%	-161	-8	-18	-13	-141	-7	-7
o/w Systemic Charges	-155	-195	-20.4%	-20.1%	-165	-12	-18	-7	-141	-8	-7
o/w DGS	-49	-40	+21.6%	+21.3%	-26	0	-14	-3	-43	0	-6
o/w Bank levies	-19	-85	-77.6%	-76.4%	-71	-9	-4	-4	-16	-2	-1
o/w SRF	-87	-70	+24.5%	+24.1%	-67	-3	0	0	-81	-6	0
Integration costs	-3	-8	-57.3%	-57.3%	-11	0	3	-1	0	0	-3
Net income from investments	24	-53	n.m.	n.m.	6	-64	6	-41	0	20	3
<b>PROFIT BEFORE TAX</b>	<b>786</b>	<b>329</b>	<b>n.m.</b>	<b>n.m.</b>	<b>-36</b>	<b>124</b>	<b>241</b>	<b>-47</b>	<b>192</b>	<b>276</b>	<b>317</b>
<b>CONSOLIDATED PROFIT</b>	<b>662</b>	<b>274</b>	<b>n.m.</b>	<b>n.m.</b>	<b>-30</b>	<b>106</b>	<b>198</b>	<b>1</b>	<b>159</b>	<b>237</b>	<b>266</b>

### INCOME STATEMENT RATIOS

Cost income ratio	54.9%	58.0%	-3.1 p.p.		57.3%	60.9%	56.2%	57.8%	53.4%	56.8%	54.6%
Cost of Risk (LLP annualised on Avg Loans) in basis points	14	46	-32		81	28	28	139	6	25	10

### VOLUMES (bn)

Customers Loans (excl. Repos and IC)	86.3	86.3	-0.0%		87.5	87.1	86.3	84.5	87.8	85.7	86.3
Customer Depos (excl. Repos and IC)	88.2	82.1	+7.4%		80.6	82.1	82.1	86.6	86.9	87.8	88.2
Total RWA	55.6	52.0	+6.8%		53.6	52.8	52.0	50.0	50.2	51.3	55.6

### OTHER FIGURES

FTEs (100%)	10,815	11,122	-2.8%		11,143	11,131	11,122	11,072	11,105	10,896	10,815
ROAC	14.2%	5.1%	+9.1 p.p.		-2.3%	6.1%	11.7%	-0.4%	10.3%	15.5%	16.6%

N.B. CE results include CE Countries results and Profit Center CE.

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## Eastern Europe (EE)

### INCOME STATEMENT

(mln Euro)	9M		y/y	y/y %	1Q	2Q	3Q	4Q	1Q	2Q	3Q
	2021	2020	%	at const. FX	2020	2020	2020	2020	2021	2021	2021
Net interest	1,153	1,239	-7.0%	-4.2%	433	403	403	371	377	381	394
Dividends and other income from equity investments	17	18	-6.8%	-6.6%	5	7	6	4	5	5	7
Net fees and commissions	381	362	+5.2%	+6.1%	128	116	117	122	120	127	134
Net trading income	193	211	-8.4%	-7.2%	106	65	39	24	77	64	52
Net other expenses/income	12	9	+40.1%	+40.9%	4	3	2	0	4	7	1
<b>OPERATING INCOME</b>	<b>1,756</b>	<b>1,839</b>	<b>-4.5%</b>	<b>-2.3%</b>	<b>676</b>	<b>596</b>	<b>567</b>	<b>522</b>	<b>583</b>	<b>585</b>	<b>588</b>
Payroll costs	-391	-395	-1.0%	+1.9%	-139	-132	-124	-116	-129	-130	-132
Other administrative expenses	-259	-271	-4.5%	-2.3%	-90	-91	-90	-91	-86	-86	-86
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Amortisation & depreciation	-102	-102	+0.1%	+4.0%	-34	-34	-34	-37	-33	-35	-34
<b>Operating costs</b>	<b>-751</b>	<b>-768</b>	<b>-2.1%</b>	<b>+0.7%</b>	<b>-263</b>	<b>-257</b>	<b>-248</b>	<b>-244</b>	<b>-248</b>	<b>-251</b>	<b>-253</b>
<b>OPERATING PROFIT</b>	<b>1,004</b>	<b>1,071</b>	<b>-6.3%</b>	<b>-4.5%</b>	<b>413</b>	<b>339</b>	<b>319</b>	<b>278</b>	<b>335</b>	<b>334</b>	<b>335</b>
Net write-downs of loans	-116	-524	-77.8%	-78.8%	-220	-171	-132	-251	-81	-9	-26
<b>NET OPERATING PROFIT</b>	<b>888</b>	<b>548</b>	<b>+62.1%</b>	<b>+67.0%</b>	<b>193</b>	<b>167</b>	<b>187</b>	<b>26</b>	<b>254</b>	<b>325</b>	<b>309</b>
Other Charges & Provisions	-87	-105	-16.9%	-15.1%	-79	-12	-14	-19	-57	-13	-17
o/w Systemic Charges	-64	-97	-33.5%	-31.5%	-80	-10	-7	-11	-56	-2	-7
o/w DGS	-32	-47	-31.2%	-28.0%	-27	-13	-7	-11	-27	2	-7
o/w Bank levies	0	0	-100.0%	-100.0%	0	0	0	0	0	0	0
o/w SRF	-32	-50	-35.9%	-35.1%	-53	3	0	0	-29	-3	0
Integration costs	0	-13	-97.6%	-97.6%	-10	0	-3	-44	0	0	0
Net income from investments	1	12	-95.5%	-96.8%	1	-3	14	-4	3	5	-7
<b>PROFIT BEFORE TAX</b>	<b>801</b>	<b>442</b>	<b>+81.3%</b>	<b>+86.6%</b>	<b>105</b>	<b>152</b>	<b>184</b>	<b>-41</b>	<b>200</b>	<b>317</b>	<b>284</b>
<b>CONSOLIDATED PROFIT</b>	<b>638</b>	<b>359</b>	<b>+77.9%</b>	<b>+83.0%</b>	<b>88</b>	<b>129</b>	<b>142</b>	<b>-16</b>	<b>158</b>	<b>256</b>	<b>223</b>

### INCOME STATEMENT RATIOS

Cost income ratio	42.8%	41.7%	+1.1 p.p.		38.9%	43.1%	43.7%	46.8%	42.5%	42.9%	43.0%
Cost of Risk (LLP annualised on Avg Loans) in basis points	40	167	-127		204	163	131	262	85	9	26

### VOLUMES (bn)

Customers Loans (excl. Repos and IC)	40.6	38.8	+4.6%		42.4	41.2	38.8	37.8	38.4	39.1	40.6
Customer Depos (excl. Repos and IC)	48.3	46.0	+5.1%		46.7	47.9	46.0	45.8	46.7	47.2	48.3
Total RWA	37.4	37.2	+0.6%		43.5	39.9	37.2	36.5	36.8	36.7	37.4

### OTHER FIGURES

FTEs (100%)	17,907	18,441	-2.9%		18,391	18,504	18,441	18,110	18,138	18,084	17,907
ROAC	18.5%	7.9%	+10.6 p.p.		5.5%	9.1%	9.3%	-3.1%	13.0%	22.9%	19.5%

N.B. EE results include EE Countries results and Profit Center EE.

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## CE - Austria

## INCOME STATEMENT

(mln Euro)	9M		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q	3Q
	2021	2020			2020	2020	2020	2020	2020	2021	2021
Net interest	637	677	-5.8%	-5.8%	223	230	224	224	208	213	217
Dividends and other income from equity investments	124	67	+85.6%	+85.6%	28	-5	44	36	34	36	54
Net fees and commissions	509	484	+5.2%	+5.2%	178	146	160	169	172	164	173
Net trading income	101	36	n.m.	n.m.	-1	16	21	24	51	30	20
Net other expenses/income	27	36	-26.3%	-25.9%	9	15	12	8	10	7	9
<b>OPERATING INCOME</b>	<b>1,397</b>	<b>1,299</b>	<b>+7.6%</b>	<b>+7.6%</b>	<b>437</b>	<b>402</b>	<b>460</b>	<b>461</b>	<b>475</b>	<b>450</b>	<b>473</b>
Payroll costs	-452	-464	-2.5%	-2.5%	-155	-152	-156	-157	-143	-153	-156
Other administrative expenses	-370	-363	+1.9%	+1.9%	-128	-119	-115	-116	-124	-125	-120
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Amortisation & depreciation	-46	-34	+35.2%	+35.1%	-11	-12	-11	-25	-13	-20	-14
<b>Operating costs</b>	<b>-868</b>	<b>-860</b>	<b>+0.8%</b>	<b>+0.8%</b>	<b>-294</b>	<b>-283</b>	<b>-283</b>	<b>-298</b>	<b>-280</b>	<b>-298</b>	<b>-290</b>
<b>OPERATING PROFIT</b>	<b>530</b>	<b>439</b>	<b>+20.7%</b>	<b>+20.8%</b>	<b>143</b>	<b>118</b>	<b>178</b>	<b>164</b>	<b>194</b>	<b>153</b>	<b>183</b>
Net write-downs of loans	-66	-162	-59.0%	-59.0%	-102	-33	-27	-236	19	-51	-34
<b>NET OPERATING PROFIT</b>	<b>464</b>	<b>277</b>	<b>+67.3%</b>	<b>+67.3%</b>	<b>42</b>	<b>85</b>	<b>150</b>	<b>-73</b>	<b>214</b>	<b>101</b>	<b>148</b>
Other Charges & Provisions	-94	-131	-28.0%	-28.0%	-109	-4	-18	-13	-88	0	-6
o/w Systemic Charges	-95	-137	-30.4%	-30.4%	-111	-8	-19	-9	-88	-1	-7
o/w DGS	-43	-32	+31.3%	+31.3%	-18	0	-14	-4	-37	0	-6
o/w Bank levies	-2	-60	-96.9%	-96.9%	-51	-5	-5	-5	-1	-1	-1
o/w SRF	-51	-44	+14.6%	+14.6%	-41	-3	0	0	-51	0	0
Integration costs	-3	-5	-39.4%	-39.4%	-6	0	0	1	0	0	-3
Net income from investments	25	-52	n.m.	n.m.	3	-59	5	-41	-1	21	5
<b>PROFIT BEFORE TAX</b>	<b>391</b>	<b>89</b>	<b>n.m.</b>	<b>n.m.</b>	<b>-70</b>	<b>22</b>	<b>137</b>	<b>-126</b>	<b>124</b>	<b>122</b>	<b>144</b>
<b>CONSOLIDATED PROFIT</b>	<b>339</b>	<b>74</b>	<b>n.m.</b>	<b>n.m.</b>	<b>-59</b>	<b>18</b>	<b>115</b>	<b>-57</b>	<b>105</b>	<b>112</b>	<b>123</b>

## INCOME STATEMENT RATIOS

Cost income ratio	62.1%	66.2%	-4.1 p.p.		67.3%	70.6%	61.4%	64.5%	59.0%	66.1%	61.3%
Cost of Risk (LLP annualised on Avg Loans) in basis points	14	34	-20		64	21	17	153	-12	33	23

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	60.6	62.6	-3.2%		63.8	63.3	62.6	60.5	63.4	60.7	60.6
Customer Depos (excl. Repos and IC)	60.2	57.8	+4.2%		56.8	58.3	57.8	61.1	60.6	60.3	60.2
Total RWA	35.8	33.5	+7.0%		33.3	34.3	33.5	31.4	31.2	31.8	35.8

## OTHER FIGURES

FTEs (100%)	5,258	5,408	-2.8%		5,425	5,398	5,408	5,354	5,430	5,284	5,258
ROAC	11.9%	2.2%	+9.7 p.p.		-6.0%	1.5%	11.0%	-6.0%	11.3%	12.0%	12.4%

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## CE - Czech Republic &amp; Slovakia

## INCOME STATEMENT

(mln Euro)	9M		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q	3Q
	2021	2020			2020	2020	2020	2020	2021	2021	2021
Net interest	362	346	+4.4%	+1.9%	141	100	105	110	113	122	126
Dividends and other income from equity investments	2	1	+35.7%	+35.6%	1	0	0	1	0	1	1
Net fees and commissions	103	99	+4.2%	+1.7%	35	33	32	35	32	36	36
Net trading income	72	63	+13.4%	+10.6%	10	32	22	25	22	25	24
Net other expenses/income	5	4	+28.6%	+27.2%	2	1	2	5	1	2	2
<b>OPERATING INCOME</b>	<b>544</b>	<b>514</b>	<b>+5.7%</b>	<b>+3.2%</b>	<b>188</b>	<b>166</b>	<b>160</b>	<b>176</b>	<b>169</b>	<b>185</b>	<b>189</b>
Payroll costs	-108	-104	+4.7%	+2.2%	-36	-32	-35	-35	-34	-37	-37
Other administrative expenses	-79	-77	+3.2%	+0.7%	-25	-26	-26	-29	-26	-26	-28
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Amortisation & depreciation	-30	-27	+10.6%	+8.0%	-9	-9	-9	-9	-10	-10	-10
<b>Operating costs</b>	<b>-217</b>	<b>-207</b>	<b>+4.9%</b>	<b>+2.4%</b>	<b>-70</b>	<b>-67</b>	<b>-70</b>	<b>-73</b>	<b>-70</b>	<b>-72</b>	<b>-75</b>
<b>OPERATING PROFIT</b>	<b>327</b>	<b>307</b>	<b>+6.3%</b>	<b>+3.8%</b>	<b>118</b>	<b>100</b>	<b>90</b>	<b>103</b>	<b>99</b>	<b>113</b>	<b>114</b>
Net write-downs of loans	-19	-81	-76.7%	-77.2%	-47	-23	-11	-47	-28	3	5
<b>NET OPERATING PROFIT</b>	<b>308</b>	<b>226</b>	<b>+36.2%</b>	<b>+32.9%</b>	<b>71</b>	<b>77</b>	<b>79</b>	<b>56</b>	<b>72</b>	<b>116</b>	<b>120</b>
Other Charges & Provisions	-28	-28	+1.4%	-1.1%	-25	-3	0	-2	-23	-4	0
o/w Systemic Charges	-28	-28	+0.8%	-1.7%	-25	-3	0	0	-23	-4	0
o/w DGS	-2	-1	+11.7%	+8.9%	-1	0	0	0	-2	0	0
o/w Bank levies	0	-8	-100.0%	-100.0%	-4	-4	0	0	0	0	0
o/w SRF	-26	-18	+45.3%	+41.7%	-19	1	0	0	-22	-4	0
Integration costs	0	0	n.m.	n.m.	0	0	0	-2	0	0	0
Net income from investments	1	-3	n.m.	n.m.	0	-3	0	2	0	1	0
<b>PROFIT BEFORE TAX</b>	<b>280</b>	<b>195</b>	<b>+43.8%</b>	<b>+40.2%</b>	<b>46</b>	<b>70</b>	<b>79</b>	<b>53</b>	<b>49</b>	<b>113</b>	<b>119</b>
<b>CONSOLIDATED PROFIT</b>	<b>221</b>	<b>156</b>	<b>+41.4%</b>	<b>+37.9%</b>	<b>37</b>	<b>59</b>	<b>61</b>	<b>38</b>	<b>38</b>	<b>89</b>	<b>95</b>

## INCOME STATEMENT RATIOS

Cost income ratio	39.9%	40.3%	-0.3 p.p.		37.3%	40.1%	43.9%	41.5%	41.3%	39.0%	39.7%
Cost of Risk (LLP annualised on Avg Loans) in basis points	14	63	-50		110	54	27	109	61	-7	-12

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	18.9	17.1	+10.6%		17.0	17.2	17.1	17.6	17.9	18.5	18.9
Customer Depos (excl. Repos and IC)	18.3	16.2	+12.7%		16.2	16.0	16.2	16.1	17.3	17.9	18.3
Total RWA	13.7	12.6	+8.5%		14.1	12.8	12.6	12.7	13.1	13.6	13.7

## OTHER FIGURES

FTEs (100%)	3,187	3,340	-4.6%		3,342	3,353	3,340	3,340	3,313	3,238	3,187
ROAC	17.8%	11.5%	+6.4 p.p.		7.5%	13.2%	14.0%	9.2%	8.8%	21.7%	22.6%



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## CE - Hungary

## INCOME STATEMENT

(mln Euro)	9M		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q	3Q
	2021	2020			2020	2020	2020	2020	2021	2021	2021
Net interest	155	142	+9.1%	+11.8%	48	47	48	49	50	51	54
Dividends and other income from equity investments	0	0	+27.3%	+30.3%	0	0	0	0	0	0	0
Net fees and commissions	53	52	+1.4%	+3.9%	18	17	18	17	16	19	18
Net trading income	36	36	-0.1%	+2.3%	15	9	12	10	12	13	11
Net other expenses/income	3	2	+10.3%	+12.9%	2	0	1	-2	1	1	1
<b>OPERATING INCOME</b>	<b>247</b>	<b>233</b>	<b>+6.0%</b>	<b>+8.5%</b>	<b>82</b>	<b>73</b>	<b>78</b>	<b>74</b>	<b>79</b>	<b>84</b>	<b>84</b>
Payroll costs	-45	-43	+5.9%	+8.4%	-15	-14	-14	-15	-14	-15	-16
Other administrative expenses	-65	-62	+5.0%	+7.5%	-21	-20	-21	-22	-20	-22	-23
Recovery of expenses	32	32	+1.5%	+4.0%	11	10	10	11	10	11	11
Amortisation & depreciation	-10	-7	+42.9%	+46.4%	-2	-2	-3	-6	-3	-4	-4
<b>Operating costs</b>	<b>-88</b>	<b>-80</b>	<b>+10.2%</b>	<b>+12.9%</b>	<b>-27</b>	<b>-26</b>	<b>-27</b>	<b>-33</b>	<b>-28</b>	<b>-30</b>	<b>-31</b>
<b>OPERATING PROFIT</b>	<b>159</b>	<b>154</b>	<b>+3.8%</b>	<b>+6.3%</b>	<b>56</b>	<b>46</b>	<b>52</b>	<b>41</b>	<b>51</b>	<b>55</b>	<b>54</b>
Net write-downs of loans	-5	-46	-88.7%	-88.4%	-25	-2	-19	-18	-7	-6	8
<b>NET OPERATING PROFIT</b>	<b>154</b>	<b>107</b>	<b>+43.7%</b>	<b>+47.2%</b>	<b>30</b>	<b>44</b>	<b>32</b>	<b>23</b>	<b>44</b>	<b>48</b>	<b>62</b>
Other Charges & Provisions	-30	-26	+13.9%	+16.7%	-25	-1	0	3	-26	-3	-1
o/w Systemic Charges	-29	-28	+5.0%	+7.6%	-27	-1	0	2	-26	-3	0
o/w DGS	-4	-6	-27.9%	-26.2%	-6	0	0	2	-4	0	0
o/w Bank levies	-17	-16	+4.2%	+6.7%	-16	0	0	0	-16	-1	0
o/w SRF	-8	-6	+40.5%	+43.9%	-5	-1	0	0	-7	-1	0
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Net income from investments	-1	2	n.m.	n.m.	3	-1	1	-2	1	-1	-1
<b>PROFIT BEFORE TAX</b>	<b>123</b>	<b>83</b>	<b>+47.7%</b>	<b>+51.4%</b>	<b>8</b>	<b>42</b>	<b>33</b>	<b>24</b>	<b>19</b>	<b>44</b>	<b>60</b>
<b>CONSOLIDATED PROFIT</b>	<b>104</b>	<b>68</b>	<b>+52.1%</b>	<b>+55.9%</b>	<b>5</b>	<b>36</b>	<b>27</b>	<b>20</b>	<b>15</b>	<b>38</b>	<b>51</b>

## INCOME STATEMENT RATIOS

Cost income ratio	35.6%	34.2%	+1.4 p.p.		32.5%	36.1%	34.1%	44.1%	35.2%	35.2%	36.3%
Cost of Risk (LLP annualised on Avg Loans) in basis points	16	139	-123		223	19	173	159	66	55	-73

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	4.6	4.4	+3.0%		4.5	4.4	4.4	4.4	4.4	4.5	4.6
Customer Depos (excl. Repos and IC)	7.6	6.1	+25.3%		5.5	5.8	6.1	7.2	6.7	7.5	7.6
Total RWA	4.3	4.1	+5.6%		4.5	4.0	4.1	4.1	4.1	4.4	4.3

## OTHER FIGURES

FTEs (100%)	1,766	1,759	+0.3%		1,759	1,754	1,759	1,770	1,763	1,771	1,766
ROAC	25.6%	14.6%	+10.9 p.p.		1.7%	25.3%	18.4%	14.7%	9.5%	28.1%	38.2%

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## CE - Slovenia

## INCOME STATEMENT

(mln Euro)	9M		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q	3Q
	2021	2020			2020	2020	2020	2020	2020	2021	2021
Net interest	33	34	-3.1%	-3.1%	11	11	11	11	11	12	10
Dividends and other income from equity investments	0	0	-34.2%	-34.2%	0	0	0	0	0	0	0
Net fees and commissions	16	17	-3.7%	-3.7%	6	5	6	6	6	5	5
Net trading income	7	-1	n.m.	n.m.	-2	1	1	3	3	3	1
Net other expenses/income	0	0	+2.1%	+2.1%	0	0	0	0	0	0	0
<b>OPERATING INCOME</b>	<b>56</b>	<b>50</b>	<b>+11.3%</b>	<b>+11.3%</b>	<b>15</b>	<b>17</b>	<b>18</b>	<b>21</b>	<b>20</b>	<b>20</b>	<b>16</b>
Payroll costs	-19	-19	+3.0%	+3.0%	-6	-6	-6	-6	-6	-6	-6
Other administrative expenses	-9	-9	+3.1%	+3.1%	-3	-3	-3	-3	-3	-3	-3
Recovery of expenses	0	0	-100.0%	-100.0%	0	0	0	0	0	0	0
Amortisation & depreciation	-4	-4	-3.5%	-3.5%	-2	-1	-1	-3	-1	-1	-1
<b>Operating costs</b>	<b>-33</b>	<b>-32</b>	<b>+2.2%</b>	<b>+2.2%</b>	<b>-11</b>	<b>-11</b>	<b>-11</b>	<b>-13</b>	<b>-11</b>	<b>-11</b>	<b>-11</b>
<b>OPERATING PROFIT</b>	<b>23</b>	<b>18</b>	<b>+27.2%</b>	<b>+27.2%</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>5</b>
Net write-downs of loans	2	-8	n.m.	n.m.	-5	-3	0	2	2	-1	1
<b>NET OPERATING PROFIT</b>	<b>25</b>	<b>11</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>	<b>6</b>
Other Charges & Provisions	-3	-3	-12.1%	-12.1%	-3	0	0	0	-3	0	0
o/w Systemic Charges	-3	-3	+2.8%	+2.8%	-3	0	0	0	-3	0	0
o/w DGS	-1	-1	-2.8%	-2.8%	-1	0	0	0	-1	0	0
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0	0	0
o/w SRF	-2	-1	+6.9%	+6.9%	-2	0	0	0	-2	0	0
Integration costs	0	0	-100.0%	-100.0%	0	0	0	0	0	0	0
Net income from investments	0	0	-80.5%	-80.5%	0	0	0	0	0	0	0
<b>PROFIT BEFORE TAX</b>	<b>22</b>	<b>8</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>6</b>
<b>CONSOLIDATED PROFIT</b>	<b>18</b>	<b>7</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>	<b>5</b>

## INCOME STATEMENT RATIOS

Cost income ratio	58.3%	63.5%	-5.2 p.p.		71.2%	61.4%	59.0%	61.3%	53.5%	56.1%	66.9%
Cost of Risk (LLP annualised on Avg Loans) in basis points	-11	53	-64		93	52	10	-47	-42	30	-22

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	1.8	1.9	-2.2%		2.0	1.9	1.9	1.8	2.0	1.8	1.8
Customer Depos (excl. Repos and IC)	2.1	2.0	+5.9%		2.0	2.1	2.0	2.2	2.3	2.1	2.1
Total RWA	1.5	1.5	-0.6%		1.5	1.5	1.5	1.4	1.5	1.4	1.5

## OTHER FIGURES

FTEs (100%)	537	542	-0.8%		535	548	542	538	535	539	537
ROAC	13.5%	4.0%	+9.5 p.p.		-5.3%	6.8%	10.6%	14.3%	15.8%	13.4%	11.4%

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## EE - Russia

## INCOME STATEMENT

(mln Euro)	9M		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q	3Q
	2021	2020			2020	2020	2020	2020	2021	2021	2021
Net interest	294	340	-13.6%	-4.3%	118	115	107	93	96	95	103
Dividends and other income from equity investments	13	14	-10.0%	-9.7%	4	6	5	3	4	4	5
Net fees and commissions	46	66	-30.9%	-23.5%	28	23	16	16	15	16	15
Net trading income	31	51	-39.0%	-32.4%	38	12	1	6	11	11	9
Net other expenses/income	0	1	-16.7%	-7.6%	0	0	0	-1	0	0	1
<b>OPERATING INCOME</b>	<b>384</b>	<b>472</b>	<b>-18.7%</b>	<b>-10.2%</b>	<b>188</b>	<b>155</b>	<b>129</b>	<b>117</b>	<b>125</b>	<b>125</b>	<b>134</b>
Payroll costs	-92	-97	-5.4%	+4.8%	-36	-33	-28	-25	-30	-30	-31
Other administrative expenses	-50	-57	-12.5%	-3.2%	-18	-21	-18	-18	-16	-16	-17
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Amortisation & depreciation	-32	-33	-3.0%	+7.4%	-12	-11	-10	-10	-9	-12	-11
<b>Operating costs</b>	<b>-173</b>	<b>-186</b>	<b>-7.2%</b>	<b>+2.8%</b>	<b>-66</b>	<b>-64</b>	<b>-56</b>	<b>-52</b>	<b>-56</b>	<b>-58</b>	<b>-59</b>
<b>OPERATING PROFIT</b>	<b>211</b>	<b>286</b>	<b>-26.2%</b>	<b>-18.8%</b>	<b>121</b>	<b>91</b>	<b>73</b>	<b>65</b>	<b>70</b>	<b>67</b>	<b>74</b>
Net write-downs of loans	4	-145	n.m.	n.m.	-45	-57	-43	-38	-20	22	2
<b>NET OPERATING PROFIT</b>	<b>215</b>	<b>141</b>	<b>+52.8%</b>	<b>+69.2%</b>	<b>76</b>	<b>35</b>	<b>30</b>	<b>27</b>	<b>50</b>	<b>89</b>	<b>76</b>
Other Charges & Provisions	-11	-11	-2.4%	+8.1%	-5	-6	0	-4	-4	-3	-4
o/w Systemic Charges	-11	-11	-8.5%	+1.3%	-6	-6	0	-3	-3	-3	-4
o/w DGS	-11	-11	-8.5%	+1.3%	-6	-6	0	-3	-3	-3	-4
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0	0	0
o/w SRF	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Integration costs	0	0	n.m.	n.m.	0	0	0	-20	0	0	0
Net income from investments	0	13	n.m.	n.m.	1	-2	14	-1	0	0	0
<b>PROFIT BEFORE TAX</b>	<b>204</b>	<b>143</b>	<b>+42.9%</b>	<b>+60.1%</b>	<b>72</b>	<b>27</b>	<b>44</b>	<b>2</b>	<b>46</b>	<b>86</b>	<b>72</b>
<b>CONSOLIDATED PROFIT</b>	<b>163</b>	<b>119</b>	<b>+36.8%</b>	<b>+53.5%</b>	<b>58</b>	<b>22</b>	<b>39</b>	<b>2</b>	<b>37</b>	<b>68</b>	<b>57</b>

## INCOME STATEMENT RATIOS

Cost income ratio	45.1%	39.5%	+5.6 p.p.		35.4%	41.3%	43.3%	44.6%	44.3%	46.5%	44.5%
Cost of Risk (LLP annualised on Avg Loans) in basis points	-7	209	-216		180	241	208	209	104	-111	-8

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	7.9	7.4	+7.1%		9.6	9.0	7.4	7.0	7.8	7.8	7.9
Customer Depos (excl. Repos and IC)	10.0	10.7	-6.4%		13.7	13.3	10.7	10.3	10.7	10.5	10.0
Total RWA	9.8	9.5	+3.0%		12.2	11.3	9.5	9.2	9.8	9.7	9.8

## OTHER FIGURES

FTEs (100%)	4,087	4,003	+2.1%		4,095	4,088	4,003	3,849	4,029	4,058	4,087
ROAC	17.0%	8.7%	+8.3 p.p.		13.0%	4.9%	7.5%	-1.4%	10.1%	21.2%	19.6%

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## EE - Croatia

## INCOME STATEMENT

(mln Euro)	9M		y/y	y/y %	1Q	2Q	3Q	4Q	1Q	2Q	3Q
	2021	2020	%	at const. FX	2020	2020	2020	2020	2021	2021	2021
Net interest	226	246	-8.1%	-8.1%	86	81	80	81	77	76	73
Dividends and other income from equity investments	3	3	-4.2%	-4.2%	1	1	1	1	1	1	1
Net fees and commissions	110	101	+9.4%	+9.4%	35	31	35	32	32	36	42
Net trading income	31	36	-15.1%	-15.1%	24	7	5	-6	13	11	7
Net other expenses/income	6	5	+19.3%	+19.3%	2	1	2	-2	2	4	1
<b>OPERATING INCOME</b>	<b>376</b>	<b>391</b>	<b>-3.8%</b>	<b>-3.8%</b>	<b>148</b>	<b>121</b>	<b>122</b>	<b>106</b>	<b>124</b>	<b>127</b>	<b>125</b>
Payroll costs	-89	-87	+1.5%	+1.5%	-31	-28	-28	-27	-29	-29	-30
Other administrative expenses	-56	-55	+1.1%	+1.1%	-19	-18	-19	-21	-18	-18	-19
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Amortisation & depreciation	-17	-19	-9.5%	-9.5%	-6	-6	-6	-8	-6	-6	-6
<b>Operating costs</b>	<b>-162</b>	<b>-162</b>	<b>+0.1%</b>	<b>+0.1%</b>	<b>-55</b>	<b>-52</b>	<b>-54</b>	<b>-56</b>	<b>-53</b>	<b>-53</b>	<b>-55</b>
<b>OPERATING PROFIT</b>	<b>215</b>	<b>230</b>	<b>-6.6%</b>	<b>-6.6%</b>	<b>93</b>	<b>68</b>	<b>68</b>	<b>50</b>	<b>71</b>	<b>74</b>	<b>70</b>
Net write-downs of loans	-18	-120	-85.0%	-85.0%	-50	-34	-36	-49	-10	-12	4
<b>NET OPERATING PROFIT</b>	<b>197</b>	<b>110</b>	<b>+79.0%</b>	<b>+79.1%</b>	<b>43</b>	<b>35</b>	<b>32</b>	<b>0</b>	<b>61</b>	<b>62</b>	<b>74</b>
Other Charges & Provisions	-19	-27	-31.1%	-31.1%	-15	-2	-10	-9	-7	-8	-3
o/w Systemic Charges	-10	-22	-56.6%	-56.6%	-16	-2	-4	-5	-6	-3	0
o/w DGS	0	-14	-100.0%	-100.0%	-5	-5	-4	-5	0	0	0
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0	0	0
o/w SRF	-10	-9	+11.5%	+11.5%	-11	2	0	0	-6	-3	0
Integration costs	0	0	n.m.	n.m.	0	0	0	-21	0	0	0
Net income from investments	-11	-1	n.m.	n.m.	-1	-1	1	2	0	-1	-10
<b>PROFIT BEFORE TAX</b>	<b>167</b>	<b>82</b>	<b>n.m.</b>	<b>n.m.</b>	<b>28</b>	<b>31</b>	<b>23</b>	<b>-27</b>	<b>54</b>	<b>53</b>	<b>61</b>
<b>CONSOLIDATED PROFIT</b>	<b>116</b>	<b>56</b>	<b>n.m.</b>	<b>n.m.</b>	<b>20</b>	<b>20</b>	<b>16</b>	<b>-19</b>	<b>37</b>	<b>37</b>	<b>42</b>

## INCOME STATEMENT RATIOS

Cost income ratio	43.0%	41.3%	+1.7 p.p.		37.3%	43.4%	44.0%	52.9%	43.0%	42.0%	43.9%
Cost of Risk (LLP annualised on Avg Loans) in basis points	26	172	-146		215	144	157	215	46	52	-18

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	9.4	9.1	+3.4%		9.2	9.2	9.1	9.1	8.8	9.4	9.4
Customer Depos (excl. Repos and IC)	14.3	13.0	+9.9%		12.1	13.1	13.0	13.0	13.1	13.8	14.3
Total RWA	6.6	6.5	+0.5%		7.9	7.0	6.5	6.6	6.5	6.5	6.6

## OTHER FIGURES

FTEs (100%)	3,388	3,773	-10.2%		3,779	3,807	3,773	3,679	3,571	3,551	3,388
ROAC	21.0%	7.2%	+13.8 p.p.		7.5%	8.6%	5.4%	-14.1%	19.9%	20.1%	22.9%

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

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## EE - Romania

### INCOME STATEMENT

(mln Euro)	9M		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q	3Q
	2021	2020			2020	2020	2020	2020	2021	2021	2021
Net interest	204	200	+1.8%	+3.6%	71	63	66	63	65	68	70
Dividends and other income from equity investments	0	0	+10.8%	+12.7%	0	0	0	0	0	0	0
Net fees and commissions	59	50	+17.4%	+19.5%	17	17	16	16	19	19	21
Net trading income	61	68	-10.8%	-9.2%	23	27	18	22	25	20	16
Net other expenses/income	2	-1	n.m.	n.m.	0	0	-1	2	1	2	-1
<b>OPERATING INCOME</b>	<b>326</b>	<b>318</b>	<b>+2.5%</b>	<b>+4.4%</b>	<b>111</b>	<b>107</b>	<b>100</b>	<b>103</b>	<b>110</b>	<b>111</b>	<b>105</b>
Payroll costs	-71	-68	+3.6%	+5.4%	-23	-23	-23	-21	-23	-23	-24
Other administrative expenses	-37	-37	+1.6%	+3.4%	-13	-12	-12	-15	-12	-12	-13
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Amortisation & depreciation	-22	-21	+6.1%	+8.0%	-7	-7	-7	-8	-7	-8	-7
<b>Operating costs</b>	<b>-131</b>	<b>-126</b>	<b>+3.5%</b>	<b>+5.3%</b>	<b>-43</b>	<b>-42</b>	<b>-42</b>	<b>-43</b>	<b>-43</b>	<b>-43</b>	<b>-44</b>
<b>OPERATING PROFIT</b>	<b>195</b>	<b>192</b>	<b>+2.0%</b>	<b>+3.7%</b>	<b>68</b>	<b>66</b>	<b>58</b>	<b>60</b>	<b>68</b>	<b>67</b>	<b>61</b>
Net write-downs of loans	-9	-66	-85.6%	-85.4%	-39	-8	-19	-53	-20	11	-1
<b>NET OPERATING PROFIT</b>	<b>186</b>	<b>126</b>	<b>+47.8%</b>	<b>+50.4%</b>	<b>29</b>	<b>57</b>	<b>39</b>	<b>7</b>	<b>48</b>	<b>78</b>	<b>60</b>
Other Charges & Provisions	-18	-11	+67.7%	+70.6%	-11	-1	2	3	-16	0	-2
o/w Systemic Charges	-15	-10	+47.4%	+50.0%	-10	0	0	0	-15	0	0
o/w DGS	-1	-1	-10.9%	-9.3%	-1	0	0	0	-1	0	0
o/w Bank levies	0	0	-100.0%	-100.0%	0	0	0	0	0	0	0
o/w SRF	-14	-10	+50.1%	+52.7%	-10	0	0	0	-15	0	0
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Net income from investments	1	1	+73.7%	+77.6%	1	0	0	0	0	1	0
<b>PROFIT BEFORE TAX</b>	<b>170</b>	<b>116</b>	<b>+46.2%</b>	<b>+48.8%</b>	<b>19</b>	<b>57</b>	<b>41</b>	<b>9</b>	<b>32</b>	<b>79</b>	<b>58</b>
<b>CONSOLIDATED PROFIT</b>	<b>138</b>	<b>87</b>	<b>+59.1%</b>	<b>+61.9%</b>	<b>15</b>	<b>48</b>	<b>25</b>	<b>7</b>	<b>26</b>	<b>65</b>	<b>46</b>

### INCOME STATEMENT RATIOS

Cost income ratio	40.0%	39.7%	+0.4 p.p.		38.5%	38.8%	41.9%	42.2%	38.7%	39.2%	42.3%
Cost of Risk (LLP annualised on Avg Loans) in basis points	21	145	-124		252	55	126	358	132	-72	4

### VOLUMES (bn)

Customers Loans (excl. Repos and IC)	6.5	5.9	+8.8%		6.1	6.0	5.9	5.9	6.0	6.1	6.5
Customer Depos (excl. Repos and IC)	7.6	6.9	+8.9%		6.7	6.8	6.9	7.3	6.9	7.0	7.6
Total RWA	5.9	5.8	+2.2%		6.5	6.0	5.8	5.8	5.7	5.7	5.9

### OTHER FIGURES

FTEs (100%)	3,363	3,420	-1.7%		3,367	3,427	3,420	3,397	3,400	3,373	3,363
ROAC	25.4%	14.0%	+11.4 p.p.		6.3%	24.6%	11.2%	2.0%	13.1%	37.8%	25.3%

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## EE - Bulgaria

## INCOME STATEMENT

(mln Euro)	9M		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q	3Q
	2021	2020			2020	2020	2020	2020	2021	2021	2021
Net interest	197	196	+0.6%	+0.6%	68	65	64	64	64	67	66
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Net fees and commissions	97	87	+11.5%	+11.5%	29	27	31	32	30	33	34
Net trading income	38	35	+7.0%	+7.0%	15	10	10	10	13	13	12
Net other expenses/income	2	2	+36.3%	+36.3%	1	0	1	0	1	1	1
<b>OPERATING INCOME</b>	<b>335</b>	<b>320</b>	<b>+4.5%</b>	<b>+4.5%</b>	<b>112</b>	<b>103</b>	<b>106</b>	<b>107</b>	<b>109</b>	<b>114</b>	<b>113</b>
Payroll costs	-65	-62	+5.1%	+5.1%	-22	-20	-20	-21	-22	-22	-21
Other administrative expenses	-43	-43	+1.6%	+1.6%	-15	-13	-15	-16	-15	-14	-14
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Amortisation & depreciation	-16	-14	+8.2%	+8.2%	-5	-5	-5	-6	-5	-5	-5
<b>Operating costs</b>	<b>-124</b>	<b>-119</b>	<b>+4.2%</b>	<b>+4.2%</b>	<b>-41</b>	<b>-38</b>	<b>-40</b>	<b>-43</b>	<b>-42</b>	<b>-41</b>	<b>-41</b>
<b>OPERATING PROFIT</b>	<b>211</b>	<b>202</b>	<b>+4.7%</b>	<b>+4.7%</b>	<b>71</b>	<b>65</b>	<b>66</b>	<b>65</b>	<b>67</b>	<b>72</b>	<b>72</b>
Net write-downs of loans	-49	-78	-37.4%	-37.4%	-25	-30	-23	-35	-15	-16	-18
<b>NET OPERATING PROFIT</b>	<b>162</b>	<b>124</b>	<b>+31.1%</b>	<b>+31.1%</b>	<b>46</b>	<b>35</b>	<b>43</b>	<b>30</b>	<b>52</b>	<b>57</b>	<b>54</b>
Other Charges & Provisions	-11	-37	-71.3%	-71.3%	-39	2	0	-2	-19	8	1
o/w Systemic Charges	-12	-37	-67.3%	-67.3%	-39	2	0	0	-20	8	0
o/w DGS	-12	-13	-5.7%	-5.7%	-13	0	0	0	-20	8	0
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0	0	0
o/w SRF	0	-24	-100.0%	-100.0%	-26	2	0	0	0	0	0
Integration costs	0	0	n.m.	n.m.	0	0	0	-3	0	0	0
Net income from investments	6	0	n.m.	n.m.	0	0	-1	-3	3	0	3
<b>PROFIT BEFORE TAX</b>	<b>158</b>	<b>87</b>	<b>+82.0%</b>	<b>+82.0%</b>	<b>7</b>	<b>37</b>	<b>42</b>	<b>23</b>	<b>36</b>	<b>65</b>	<b>58</b>
<b>CONSOLIDATED PROFIT</b>	<b>142</b>	<b>78</b>	<b>+82.5%</b>	<b>+82.5%</b>	<b>7</b>	<b>33</b>	<b>38</b>	<b>20</b>	<b>32</b>	<b>58</b>	<b>52</b>

## INCOME STATEMENT RATIOS

Cost income ratio	37.0%	37.1%	-0.1 p.p.		36.9%	36.6%	37.9%	39.6%	38.6%	36.3%	36.2%
Cost of Risk (LLP annualised on Avg Loans) in basis points	102	167	-65		158	193	150	225	93	100	114

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	6.5	6.2	+4.9%		6.3	6.1	6.2	6.3	6.3	6.3	6.5
Customer Depos (excl. Repos and IC)	10.2	9.6	+6.3%		8.9	9.2	9.6	9.5	10.1	9.9	10.2
Total RWA	5.7	5.7	+0.8%		6.4	5.5	5.7	5.6	5.7	5.7	5.7

## OTHER FIGURES

FTEs (100%)	4,120	4,271	-3.6%		4,127	4,184	4,271	4,206	4,184	4,143	4,120
ROAC	26.9%	12.3%	+14.6 p.p.		2.2%	17.0%	18.6%	10.3%	18.2%	33.4%	28.9%

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## EE - Bosnia

## INCOME STATEMENT

(mln Euro)	9M		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q	3Q
	2021	2020			2020	2020	2020	2020	2020	2021	2021
Net interest	71	76	-7.4%	-7.4%	26	25	25	23	22	24	24
Dividends and other income from equity investments	0	0	+11.1%	+11.1%	0	0	0	0	0	0	0
Net fees and commissions	35	33	+6.6%	+6.6%	11	11	11	11	11	11	12
Net trading income	6	5	+14.8%	+14.8%	2	2	2	2	2	2	2
Net other expenses/income	2	2	-7.9%	-7.9%	1	1	0	1	1	1	1
<b>OPERATING INCOME</b>	<b>113</b>	<b>116</b>	<b>-2.5%</b>	<b>-2.5%</b>	<b>40</b>	<b>38</b>	<b>38</b>	<b>37</b>	<b>36</b>	<b>38</b>	<b>39</b>
Payroll costs	-30	-30	+0.6%	+0.6%	-10	-10	-10	-10	-10	-10	-10
Other administrative expenses	-20	-19	+0.5%	+0.5%	-7	-7	-6	-7	-7	-6	-7
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Amortisation & depreciation	-7	-7	-4.8%	-4.8%	-2	-3	-2	-2	-3	-2	-2
<b>Operating costs</b>	<b>-56</b>	<b>-56</b>	<b>-0.2%</b>	<b>-0.2%</b>	<b>-19</b>	<b>-19</b>	<b>-19</b>	<b>-19</b>	<b>-19</b>	<b>-18</b>	<b>-19</b>
<b>OPERATING PROFIT</b>	<b>57</b>	<b>60</b>	<b>-4.7%</b>	<b>-4.7%</b>	<b>21</b>	<b>19</b>	<b>20</b>	<b>17</b>	<b>17</b>	<b>20</b>	<b>21</b>
Net write-downs of loans	-7	-13	-49.0%	-49.0%	-7	-1	-5	-4	-3	-2	-2
<b>NET OPERATING PROFIT</b>	<b>50</b>	<b>46</b>	<b>+8.2%</b>	<b>+8.2%</b>	<b>14</b>	<b>17</b>	<b>15</b>	<b>13</b>	<b>14</b>	<b>17</b>	<b>19</b>
Other Charges & Provisions	-6	-6	+5.1%	+5.1%	-2	-2	-2	-2	-2	-2	-2
o/w Systemic Charges	-6	-5	+8.7%	+8.7%	-2	-2	-2	-2	-2	-2	-2
o/w DGS	-6	-5	+8.7%	+8.7%	-2	-2	-2	-2	-2	-2	-2
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0	0	0
o/w SRF	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Net income from investments	2	-1	n.m.	n.m.	0	0	0	-1	1	0	0
<b>PROFIT BEFORE TAX</b>	<b>46</b>	<b>40</b>	<b>+14.0%</b>	<b>+14.0%</b>	<b>12</b>	<b>15</b>	<b>13</b>	<b>10</b>	<b>13</b>	<b>16</b>	<b>17</b>
<b>CONSOLIDATED PROFIT</b>	<b>35</b>	<b>30</b>	<b>+15.1%</b>	<b>+15.1%</b>	<b>9</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>10</b>	<b>12</b>	<b>13</b>

## INCOME STATEMENT RATIOS

Cost income ratio	49.8%	48.6%	+1.2 p.p.		47.2%	50.1%	48.6%	52.4%	53.4%	48.4%	47.8%
Cost of Risk (LLP annualised on Avg Loans) in basis points	43	80	-37		122	26	91	79	50	44	36

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	2.2	2.1	+2.1%		2.3	2.2	2.1	2.1	2.1	2.1	2.2
Customer Depos (excl. Repos and IC)	3.3	3.1	+8.0%		3.0	3.0	3.1	3.1	3.2	3.3	3.3
Total RWA	2.5	2.6	-4.9%		2.8	2.6	2.6	2.6	2.5	2.5	2.5

## OTHER FIGURES

FTEs (100%)	1,574	1,606	-2.0%		1,627	1,615	1,606	1,593	1,584	1,584	1,574
ROAC	15.8%	10.7%	+5.1 p.p.		9.9%	12.2%	10.1%	8.7%	13.5%	17.0%	17.0%

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## EE - Serbia

## INCOME STATEMENT

(mln Euro)	9M		y/y %	y/y % at const. FX	1Q	2Q	3Q	4Q	1Q	2Q	3Q
	2021	2020			2020	2020	2020	2020	2021	2021	2021
Net interest	83	84	-0.5%	-0.5%	30	26	28	28	28	28	28
Dividends and other income from equity investments	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Net fees and commissions	27	23	+19.1%	+19.1%	7	7	9	8	8	10	9
Net trading income	18	15	+18.7%	+18.7%	5	8	2	4	6	5	7
Net other expenses/income	-1	0	n.m.	n.m.	0	0	0	-2	0	0	0
<b>OPERATING INCOME</b>	<b>128</b>	<b>122</b>	<b>+5.0%</b>	<b>+5.0%</b>	<b>42</b>	<b>42</b>	<b>38</b>	<b>39</b>	<b>42</b>	<b>42</b>	<b>44</b>
Payroll costs	-26	-25	+3.0%	+2.9%	-8	-8	-8	-8	-9	-9	-9
Other administrative expenses	-19	-18	+3.5%	+3.4%	-6	-6	-7	-6	-6	-6	-6
Recovery of expenses	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Amortisation & depreciation	-8	-7	+2.7%	+2.7%	-2	-2	-3	-3	-3	-3	-3
<b>Operating costs</b>	<b>-52</b>	<b>-50</b>	<b>+3.1%</b>	<b>+3.1%</b>	<b>-16</b>	<b>-17</b>	<b>-18</b>	<b>-17</b>	<b>-17</b>	<b>-18</b>	<b>-17</b>
<b>OPERATING PROFIT</b>	<b>76</b>	<b>71</b>	<b>+6.3%</b>	<b>+6.3%</b>	<b>26</b>	<b>25</b>	<b>21</b>	<b>22</b>	<b>24</b>	<b>25</b>	<b>27</b>
Net write-downs of loans	-22	-19	+16.8%	+16.7%	-8	-2	-9	-14	-7	-6	-9
<b>NET OPERATING PROFIT</b>	<b>54</b>	<b>52</b>	<b>+2.5%</b>	<b>+2.5%</b>	<b>17</b>	<b>23</b>	<b>12</b>	<b>8</b>	<b>17</b>	<b>19</b>	<b>18</b>
Other Charges & Provisions	-16	-7	n.m.	n.m.	-2	-2	-4	-5	-2	-7	-7
o/w Systemic Charges	-3	-3	+15.0%	+15.0%	-1	-1	-1	-1	-1	-1	-1
o/w DGS	-3	-3	+15.0%	+15.0%	-1	-1	-1	-1	-1	-1	-1
o/w Bank levies	0	0	n.m.	n.m.	0	0	0	0	0	0	0
o/w SRF	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Integration costs	0	0	n.m.	n.m.	0	0	0	0	0	0	0
Net income from investments	3	1	n.m.	n.m.	1	0	0	0	-1	4	0
<b>PROFIT BEFORE TAX</b>	<b>41</b>	<b>45</b>	<b>-10.1%</b>	<b>-10.1%</b>	<b>17</b>	<b>21</b>	<b>7</b>	<b>3</b>	<b>15</b>	<b>16</b>	<b>10</b>
<b>CONSOLIDATED PROFIT</b>	<b>36</b>	<b>40</b>	<b>-10.4%</b>	<b>-10.4%</b>	<b>15</b>	<b>19</b>	<b>6</b>	<b>5</b>	<b>13</b>	<b>14</b>	<b>9</b>

## INCOME STATEMENT RATIOS

Cost income ratio	40.7%	41.4%	-0.7 p.p.		39.0%	39.7%	45.8%	43.7%	41.5%	41.9%	38.7%
Cost of Risk (LLP annualised on Avg Loans) in basis points	117	102	+15		133	29	145	223	112	93	145

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	2.7	2.5	+5.7%		2.5	2.5	2.5	2.5	2.5	2.5	2.7
Customer Depos (excl. Repos and IC)	2.8	2.6	+9.7%		2.3	2.5	2.6	2.5	2.6	2.7	2.8
Total RWA	2.7	2.7	+0.1%		2.7	2.7	2.7	2.5	2.6	2.6	2.7

## OTHER FIGURES

FTEs (100%)	1,253	1,231	+1.9%		1,233	1,232	1,231	1,258	1,254	1,258	1,253
ROAC	11.8%	10.6%	+1.2 p.p.		12.6%	15.4%	3.4%	4.3%	13.1%	15.0%	7.4%



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## GCC

INCOME STATEMENT										
	9M		y/y	1Q	2Q	3Q	4Q	1Q	2Q	3Q
(mln Euro)	2021	2020	%	2020	2020	2020	2020	2021	2021	2021
Net interest	-167	-127	+31.6%	-44	-42	-41	-59	-49	-61	-57
Dividends and other income from equity investments	136	107	+26.8%	45	32	30	16	36	37	63
Net fees and commissions	-42	-25	+64.2%	-19	-7	0	-21	-11	-19	-12
Net trading income	5	31	-84.1%	9	20	2	-3	18	-16	3
Net other expenses/income	-96	-64	+50.0%	-38	-3	-23	-33	-32	-29	-35
<b>OPERATING INCOME</b>	<b>-165</b>	<b>-79</b>	<b>n.m.</b>	<b>-47</b>	<b>0</b>	<b>-33</b>	<b>-100</b>	<b>-38</b>	<b>-89</b>	<b>-38</b>
Payroll costs	-581	-549	+5.9%	-184	-182	-183	-177	-184	-188	-209
Other administrative expenses	627	584	+7.3%	209	180	196	203	230	205	192
Recovery of expenses	37	37	+2.4%	11	14	11	15	12	12	13
Amortisation & depreciation	-334	-302	+10.4%	-95	-103	-104	-130	-105	-114	-115
<b>Operating costs</b>	<b>-250</b>	<b>-230</b>	<b>+8.9%</b>	<b>-59</b>	<b>-91</b>	<b>-79</b>	<b>-88</b>	<b>-47</b>	<b>-84</b>	<b>-119</b>
<b>OPERATING PROFIT</b>	<b>-415</b>	<b>-309</b>	<b>+34.4%</b>	<b>-106</b>	<b>-91</b>	<b>-112</b>	<b>-188</b>	<b>-85</b>	<b>-173</b>	<b>-157</b>
Net write-downs of loans	-2	7	n.m.	2	10	-6	-10	4	-1	-4
<b>NET OPERATING PROFIT</b>	<b>-416</b>	<b>-302</b>	<b>+38.0%</b>	<b>-104</b>	<b>-81</b>	<b>-117</b>	<b>-198</b>	<b>-81</b>	<b>-174</b>	<b>-161</b>
Other Charges & Provisions	31	-10	n.m.	-20	6	4	7	-8	1	38
o/w Systemic Charges	-1	-1	+17.5%	-1	0	0	0	-1	0	0
o/w DGS	0	0	n.m.	0	0	0	0	0	0	0
o/w Bank levies	0	0	n.m.	0	0	0	0	0	0	0
o/w SRF	-1	-1	-0.5%	-1	0	0	0	-1	0	0
Integration costs	-3	-134	-97.6%	-104	0	-30	-14	0	-3	0
Net income from investments	-285	-1,773	-83.9%	-1,714	71	-130	150	-227	-31	-27
<b>PROFIT BEFORE TAX</b>	<b>-674</b>	<b>-2,218</b>	<b>-69.6%</b>	<b>-1,942</b>	<b>-3</b>	<b>-273</b>	<b>-55</b>	<b>-316</b>	<b>-207</b>	<b>-151</b>
<b>CONSOLIDATED PROFIT</b>	<b>-597</b>	<b>-2,048</b>	<b>-70.9%</b>	<b>-1,883</b>	<b>39</b>	<b>-204</b>	<b>-874</b>	<b>-292</b>	<b>-183</b>	<b>-121</b>

## INCOME STATEMENT RATIOS

Cost income ratio	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.
Cost of Risk (LLP 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.	n.m.

## VOLUMES (bn)

Customers Loans (excl. Repos and IC)	3.6	3.9	-9.7%	3.9	3.1	3.9	3.1	2.8	3.3	3.6
Customer Depos (excl. Repos and IC)	2.9	2.3	+28.2%	2.3	2.1	2.3	2.5	2.3	3.0	2.9
Total RWA	23.4	22.2	+5.6%	23.7	22.3	22.2	21.8	22.2	24.0	23.4

## OTHER FIGURES

FTEs (100%)	10,123	10,281	-1.5%	10,116	10,159	10,281	10,347	10,260	10,248	10,123
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## Non Core

INCOME STATEMENT										
	9M		y/y	1Q	2Q	3Q	4Q	1Q	2Q	3Q
(mln Euro)	2021	2020	%	2020	2020	2020	2020	2021	2021	2021
Net interest	-21	-17	+25.3%	-6	-9	-2	-6	-11	-7	-3
Dividends and other income from equity investments	0	0	n.m.	0	0	0	0	0	0	0
Net fees and commissions	3	5	-35.4%	2	2	1	1	1	1	1
Net trading income	-20	-8	n.m.	-3	-9	3	4	-9	-3	-8
Net other expenses/income	1	-5	n.m.	-1	-3	-2	-20	2	0	0
<b>OPERATING INCOME</b>	<b>-37</b>	<b>-26</b>	<b>+43.5%</b>	<b>-8</b>	<b>-19</b>	<b>1</b>	<b>-21</b>	<b>-18</b>	<b>-9</b>	<b>-10</b>
Payroll costs	-14	-19	-28.7%	-7	-6	-6	-5	-5	-5	-4
Other administrative expenses	-52	-84	-37.9%	-28	-28	-28	-23	-18	-19	-16
Recovery of expenses	7	9	-20.9%	4	3	3	7	2	2	3
Amortisation & depreciation	0	0	+13.1%	0	0	0	0	0	0	0
<b>Operating costs</b>	<b>-59</b>	<b>-94</b>	<b>-37.5%</b>	<b>-31</b>	<b>-32</b>	<b>-32</b>	<b>-21</b>	<b>-21</b>	<b>-21</b>	<b>-17</b>
<b>OPERATING PROFIT</b>	<b>-96</b>	<b>-120</b>	<b>-20.1%</b>	<b>-39</b>	<b>-51</b>	<b>-31</b>	<b>-42</b>	<b>-39</b>	<b>-30</b>	<b>-27</b>
Net write-downs of loans	86	120	-28.5%	77	12	31	-121	27	42	17
<b>NET OPERATING PROFIT</b>	<b>-10</b>	<b>0</b>	<b>n.m.</b>	<b>38</b>	<b>-39</b>	<b>0</b>	<b>-162</b>	<b>-11</b>	<b>12</b>	<b>-11</b>
Other Charges & Provisions	-35	5	n.m.	6	-3	2	-24	-16	-17	-2
o/w Systemic Charges	-14	-16	-10.3%	-13	-3	-1	-1	-14	-1	0
o/w DGS	0	0	n.m.	0	0	0	0	0	0	0
o/w Bank levies	-1	-2	-46.7%	-1	-1	-1	-1	0	0	0
o/w SRF	-13	-14	-5.3%	-12	-2	0	0	-13	0	0
Integration costs	0	-14	n.m.	-14	0	0	2	0	0	0
Net income from investments	-8	-121	-93.7%	-24	-96	-1	-24	-1	12	-18
<b>PROFIT BEFORE TAX</b>	<b>-53</b>	<b>-131</b>	<b>-59.6%</b>	<b>6</b>	<b>-138</b>	<b>1</b>	<b>-208</b>	<b>-28</b>	<b>6</b>	<b>-30</b>
<b>CONSOLIDATED PROFIT</b>	<b>-12</b>	<b>-48</b>	<b>-74.7%</b>	<b>-2</b>	<b>-80</b>	<b>34</b>	<b>-185</b>	<b>-21</b>	<b>29</b>	<b>-20</b>
INCOME STATEMENT RATIOS										
Cost income ratio	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.
Cost of Risk (LLP 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.	n.m.
VOLUMES (bn)										
Customers Loans (excl. Repos and IC)	0.6	1.4	-58.9%	1.7	1.6	1.4	0.8	0.7	0.7	0.6
Customer Depos (excl. Repos and IC)	0.5	0.5	+1.1%	0.5	0.4	0.5	0.5	0.4	0.5	0.5
Total RWA	5.0	8.6	-41.6%	9.6	9.2	8.6	7.6	6.1	5.2	5.0
OTHER FIGURES										
FTEs (100%)	178	263	-32.1%	288	277	263	211	205	188	178
ROAC	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.

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## Fees - Details Group

	9M		y/y	1Q	2Q	3Q	4Q	1Q	2Q	3Q
(mln Euro)	2021	2020	%	2020	2020	2020	2020	2021	2021	2021
<b>GROUP</b>										
Investment fees	2,090	1,654	+26.4%	620	487	546	592	717	718	655
Financing fees	1,251	1,211	+3.3%	438	402	371	397	431	413	408
Transactional fees	1,671	1,599	+4.5%	559	489	550	516	540	543	587
<b>TOTAL NET COMMISSIONS</b>	<b>5,012</b>	<b>4,464</b>	<b>+12.3%</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>	<b>1,650</b>

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## N. of Branches

### ACTUAL FIGURES

	1Q 2020	2Q 2020	3Q 2020	4Q 2020	1Q 2021	2Q 2021	3Q 2021
<b>Italy</b>	<b>2,328</b>	<b>2,328</b>	<b>2,291</b>	<b>2,229</b>	<b>2,229</b>	<b>2,118</b>	<b>2,085</b>
<b>Germany</b>	<b>337</b>	<b>337</b>	<b>313</b>	<b>313</b>	<b>313</b>	<b>313</b>	<b>313</b>
<b>Central Europe</b>	<b>317</b>	<b>312</b>	<b>312</b>	<b>299</b>	<b>299</b>	<b>299</b>	<b>298</b>
Austria	122	122	122	122	122	122	122
Czech Republic	119	114	114	104	104	104	104
Hungary	55	55	55	54	54	54	54
Slovenia	21	21	21	19	19	19	18
<b>Eastern Europe</b>	<b>668</b>	<b>662</b>	<b>658</b>	<b>649</b>	<b>639</b>	<b>634</b>	<b>629</b>
Russia	88	87	84	79	78	75	72
Croatia	114	114	113	113	108	107	105
Romania	134	134	134	135	135	134	134
Bulgaria	150	145	145	143	140	140	140
Bosnia	110	110	110	107	106	106	106
<i>Bosnia NBB</i>	36	36	36	36	36	36	36
<i>Bosnia Zabamostar</i>	74	74	74	71	70	70	70
Serbia	72	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>	<b>3,325</b>

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