

**Willkommen zur Hauptversammlung!**  
**Welcome to the Annual General Meeting!**

**20 June 2012**

## First item on the agenda

Presentation of the approved Annual financial statements and management report, and the consolidated financial statements and consolidated management report each as at December 31st, 2011, the proposal for the utilisation of profit and the report of the Supervisory Board for the 2011 financial year as well as the Management Board's corporate governance report

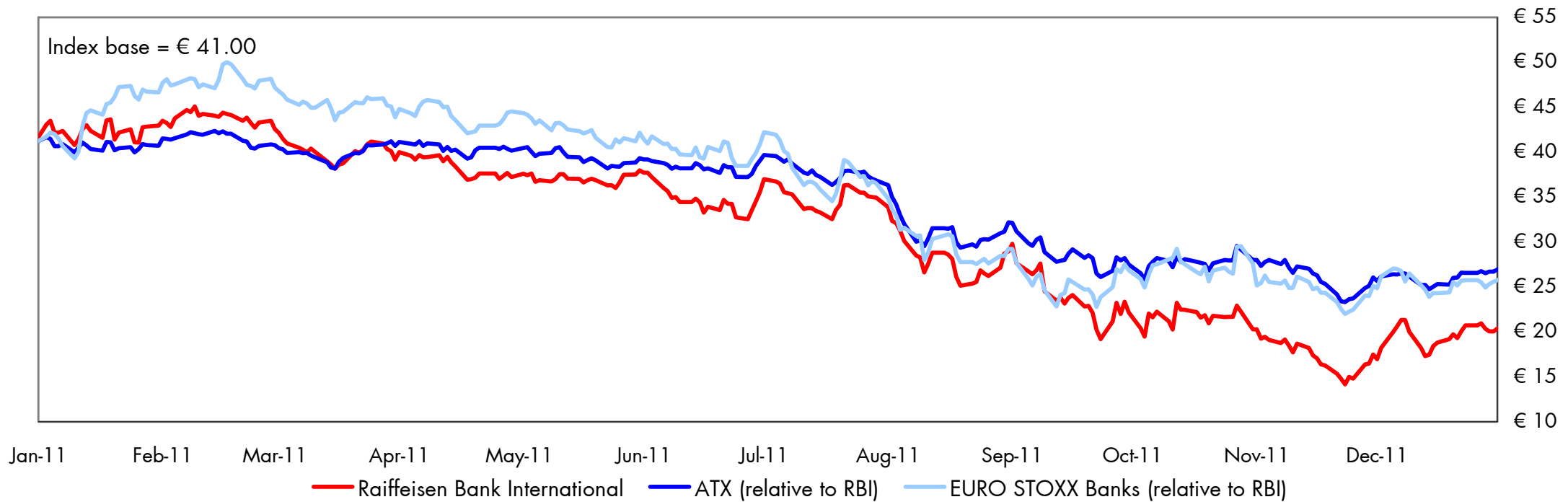
# Report of the Management Board

Dr. Herbert Stepic – Chief Executive Officer

- **Net interest income** increased to EUR 3,667 mn (up 2.5% y-o-y)
- **Operating income** (goodwill impairment excluded) increased to EUR 5,475 mn (up 1.3% y-o-y)
- **General admin. expenses** increased to EUR 3,120 mn (up 4.7% y-o-y)
- **Net provisioning for impairment losses** dropped to EUR 1,064 mn (down 10.9% y-o-y)
- **Profit before tax increased** to EUR 1,373 mn (up 6.7% y-o-y)
- **Consolidated profit** decreased to EUR 968 mn (down 11.0% y-o-y)

- **ROE before tax** remained flat at 13.7%
- **NPL ratio** improved to 8.6% (down 0.3PP compared to FY 2010)
- **Coverage ratio** improved to 68.4% (up 2.1PP compared to FY 2010)
- **Loans to customers** increased to EUR 81,576 mn (up 7.8% compared to FY 2010)
- **Core Tier 1 ratio** (total risk) increased to 9.0% (up 0.2PP compared to FY 2010)
- **Tier 1 ratio** (total risk) increased to 9.9% (up 0.2PP compared to FY 2010)

# Share price development (01/2011 - 12/2011)



## Capital

- Core Tier 1 ratio increased from 8.9% in FY 2010 to 9.0% in FY 2011
- RZB Group on track to achieve the 9% EBA target ratio

## Business Model

- Maintain diversified, relationship-based business model, focusing on prime corporate and retail customers
- Tight cost management aiming at a stable cost base
- Stronger focus on core business

## Risk Management

- No sovereign exposure to peripheral Eurozone countries except for Italy with only EUR 26 million (As of the end of March 2012)
- Planned reduction of market risk RWA by 30% - around two-thirds of the reduction already achieved in 2011

## Funding and Liquidity

- Loan/deposit ratio reduced from 131% to 122% y-o-y
- Further diversification of funding sources resulting in reduced dependence on wholesale market
- Dependence on capital markets further reduced: capital markets wholesale funding of EUR 2.1 bn planned in 2012, EUR 1.9 bn already raised by the middle of May
- Strong liquidity buffer of over EUR 25 bn



## Strategic Framework

- **Universal bank** with a large client base and a comprehensive product platform
- **Organic development** in our 18 home markets, no further regional expansion envisioned, niche player in Asia
- **Unified risk management** and **diversification** to avoid concentration risks (e.g. assets, liquidity)
- **RZB** as a dedicated **core shareholder**
- **Efficient use of capital** and **liquidity**

## Business Focus

- **Target home markets:** CEE (including Austria)
- Offering comprehensive financial services for **corporate and retail customers**
- **Corporate:** Group-wide client account planning, focusing on capital and funding light products
- **Retail:** Further roll out of premium and private banking solutions and standardization of mass market products
- **Capital markets:** Focus on capital light products (e.g. ECM, DCM, M&A and hedging) to corporates and FIs. Very limited proprietary business

## A Leading Bank in CEE (incl. Austria)

- **Extensive CEE network** and **well recognised** brand
- **Strong position** in strategically important and resilient **Russian and Polish** markets
- **Diversified** and **profitable business model** with established track record

- Polbank EFG **transformation** into locally licensed bank completed in mid-September
- Polish banking regulator has provided **approval** for Polbank acquisition in April 2012
- Target **organisational structure** for the combined bank **decided**
- **Closing of the acquisition** of 70% as at 30 April 2012
- **EFG** immediately exercised the **put option to sell remaining stake**
- **Direct and indirect relation of purchase price** of EUR 60 million in total
- Implied **price/book multiple** of **1.5x**
- The combined bank will serve more than **900,000 customers** and will be **#6** in customer loans

# Strong Network and Market Positions

- Central Europe (CE)
- Southeastern Europe (SEE)
- Russia
- CIS Other

Hungary  
# 5

Slovakia  
# 3

Slovenia  
# 10

Czech Republic  
# 5

Poland<sup>1</sup>  
# 6

Austria  
# 3

Ukraine  
# 4

Belarus  
# 5

Russia  
# 8

Romania  
# 3

Bulgaria  
# 4

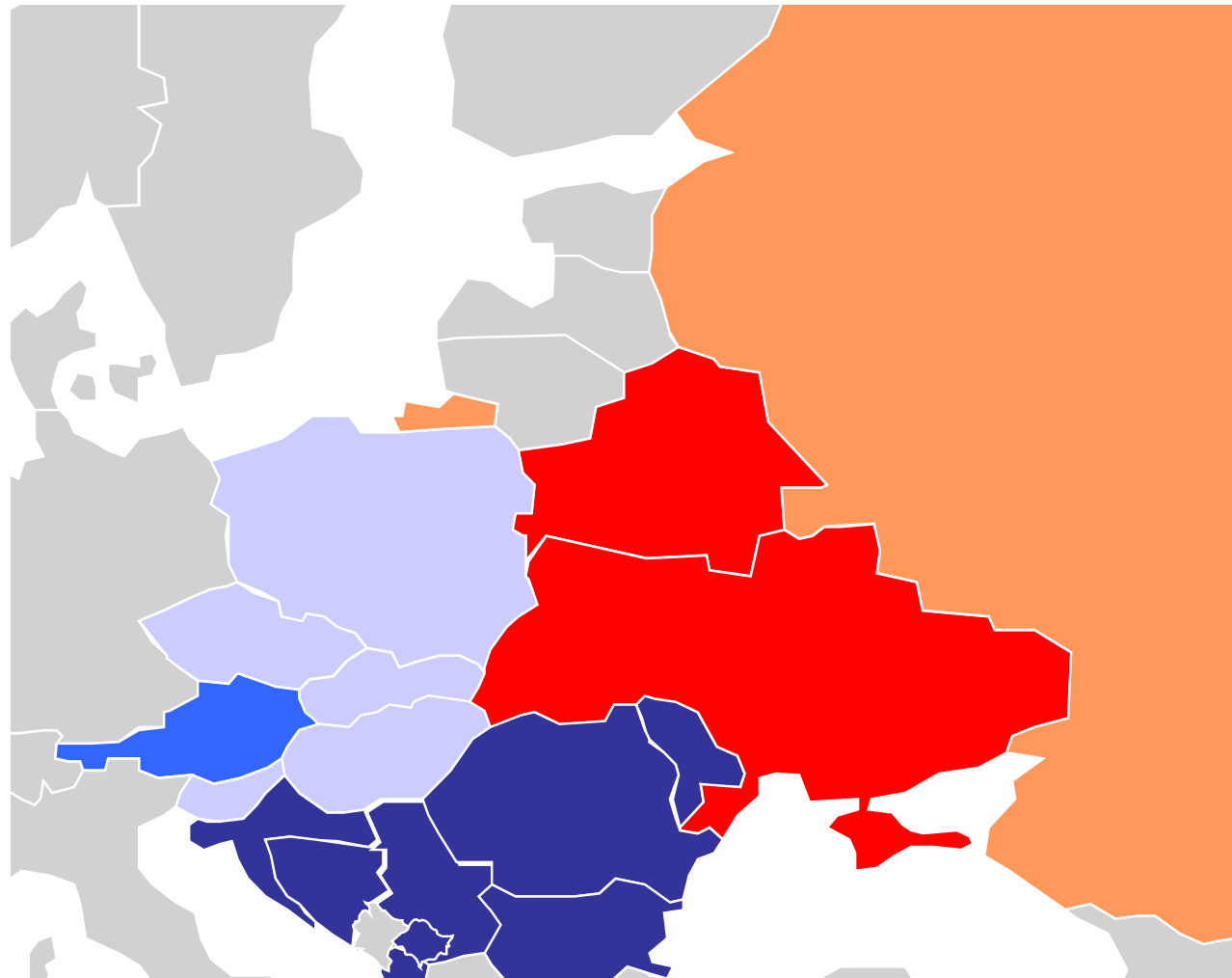
Serbia  
# 5

Kosovo  
# 2

Croatia  
# 5

Bosnia and Herz.  
# 2

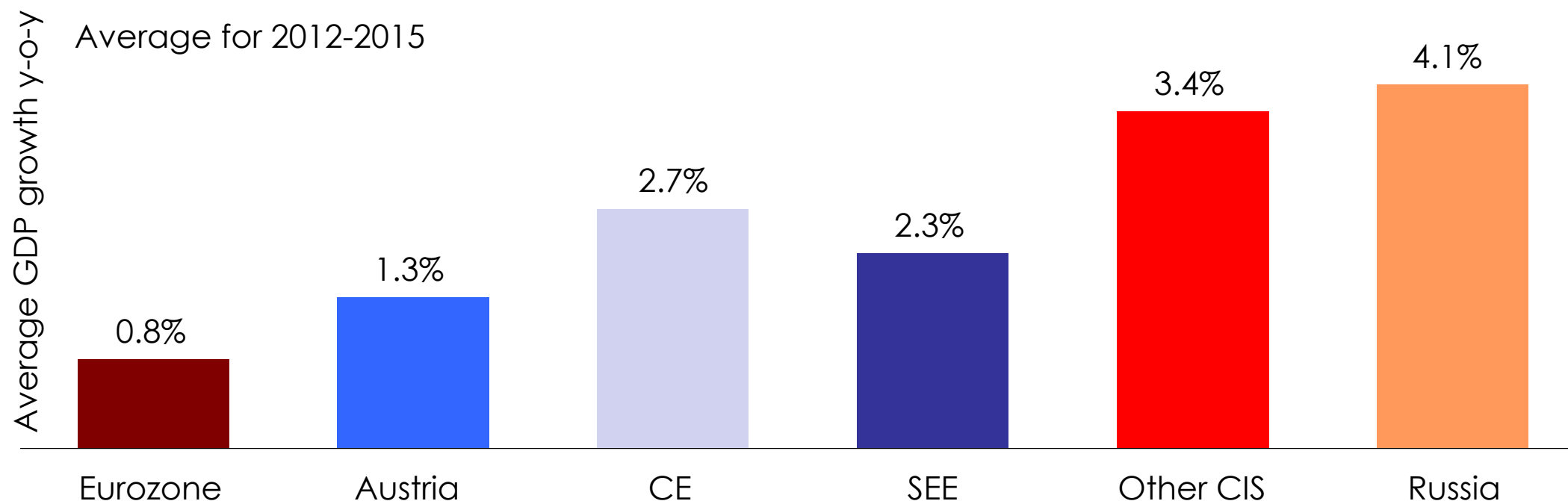
Albania  
# 1



Comment: Position based on the loans and advances to customers as at the end of 2011; 1) including Polbank

- Rising exports led to a stronger recovery in CEE in 2011, slowdown in Europe challenges CEE in H1/2012, **recovery in H2/2012 and 2013**
- **Central and Eastern Europe (CEE): Vulnerabilities reduced** (e.g. lower external imbalances, sound fiscal positions), **no** signs of a region-wide “**credit crunch**”; dependence on external financing is decreasing gradually
- **Central Europe (CE): Poland** again relatively **resilient** compared to Eurozone
- **Southeastern Europe (SEE): Lagging** economic **recovery** as structural adjustments continue
- **Russia** and **Ukraine: robust domestic demand** and global **demand for commodities** (due to resilience of Emerging Markets) mitigating Eurozone weakness

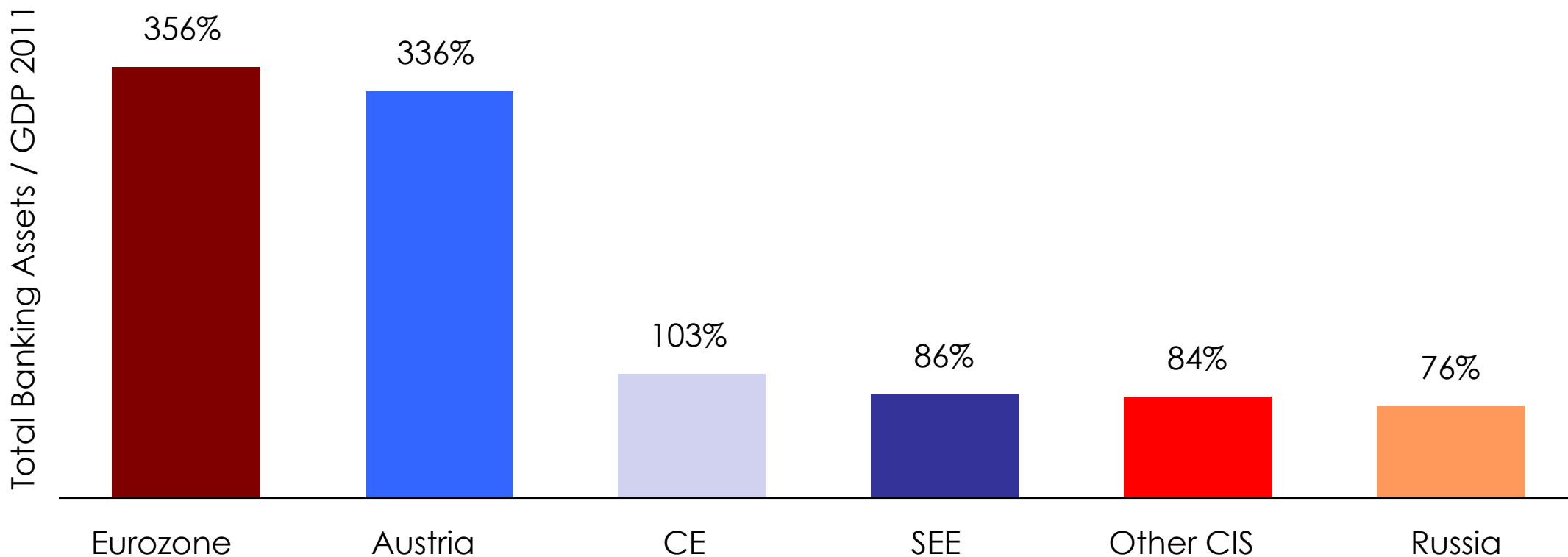
# Resilient CEE Growth Despite Global Turbulence (1/2)



Source: Raiffeisen Research

- Solid growth outlook in CE, SEE and CIS markets with expected average annual real GDP growth of 3.4% in the CEE region as a whole in 2012-2015
- Positive growth differential between CEE and Eurozone seen at over 2PP in the coming years

# Resilient CEE Growth Despite Global Turbulences (2/2)



Source: Raiffeisen Research

- **Strong convergence potential** due to low levels of banking intermediation in high growth markets (e.g. Poland, Russia, Romania, Czech Republic, Slovakia)



- In the context of expected overall economic developments, particularly in CEE, we are aiming, with the inclusion of the acquisition of Polbank, for a **return on equity before tax of around 15 per cent** in the medium term. This is excluding future acquisitions, any capital increases, as well as unexpected regulatory requirements from today's perspective.
- In 2012, we expect a **stable business volume** due to the economic environment and restrictive regulatory requirements. From the customer standpoint, we plan to retain our **corporate customers division** as the **backbone** of our business and in the medium term to **expand the proportion** of business volume accounted for by our **retail customers division**.

- Against the backdrop of a permanently changing regulatory environment and further strengthening of our balance sheet structure we are continuously **evaluating** the **level and structure of our regulatory capital** to be able to act promptly and flexibly. **Depending on market developments, a capital increase also continues to be a possible option.**
- Despite the cautious economic growth forecast, we **expect** to see a **stabilisation of the net provisioning ratio** along with only a **marginal increase in non-performing loan volumes**. Due to current developments on the economic and political fronts, it is **not** possible to **accurately predict** when we will reach a **turning point** as far as **non-performing loans** are concerned.

- In 2012, we **expect higher bank levies** than in the previous year. In **Austria and CEE** this will presumably result in a **negative earnings effect of some EUR 160 mn** (of which approximately EUR 100 mn in Austria, EUR 40 mn in Hungary and EUR 20 mn in Slovakia).
- We plan to raise around **EUR 4.6 bn in long-term wholesale funding** (maturity of more than one year) for the RBI Group in 2012. In the **capital markets** we intend to raise **EUR 2.1 bn in wholesale funding**, of which **around EUR 1.9 bn** had already been **placed as of mid-May**.
- In 2012, we will once again pay **increased attention to cost development**. Therefore, we have implemented **group-wide cost efficiency programs** in order to achieve a **flat cost development**. The **number of Group outlets is to remain fairly stable** in 2012 (excluding Polbank), although there may continue to be some optimization of our network in some countries.

# Financial Data

**Martin Grüll – Chief Financial Officer**

# Overview of Key Financials

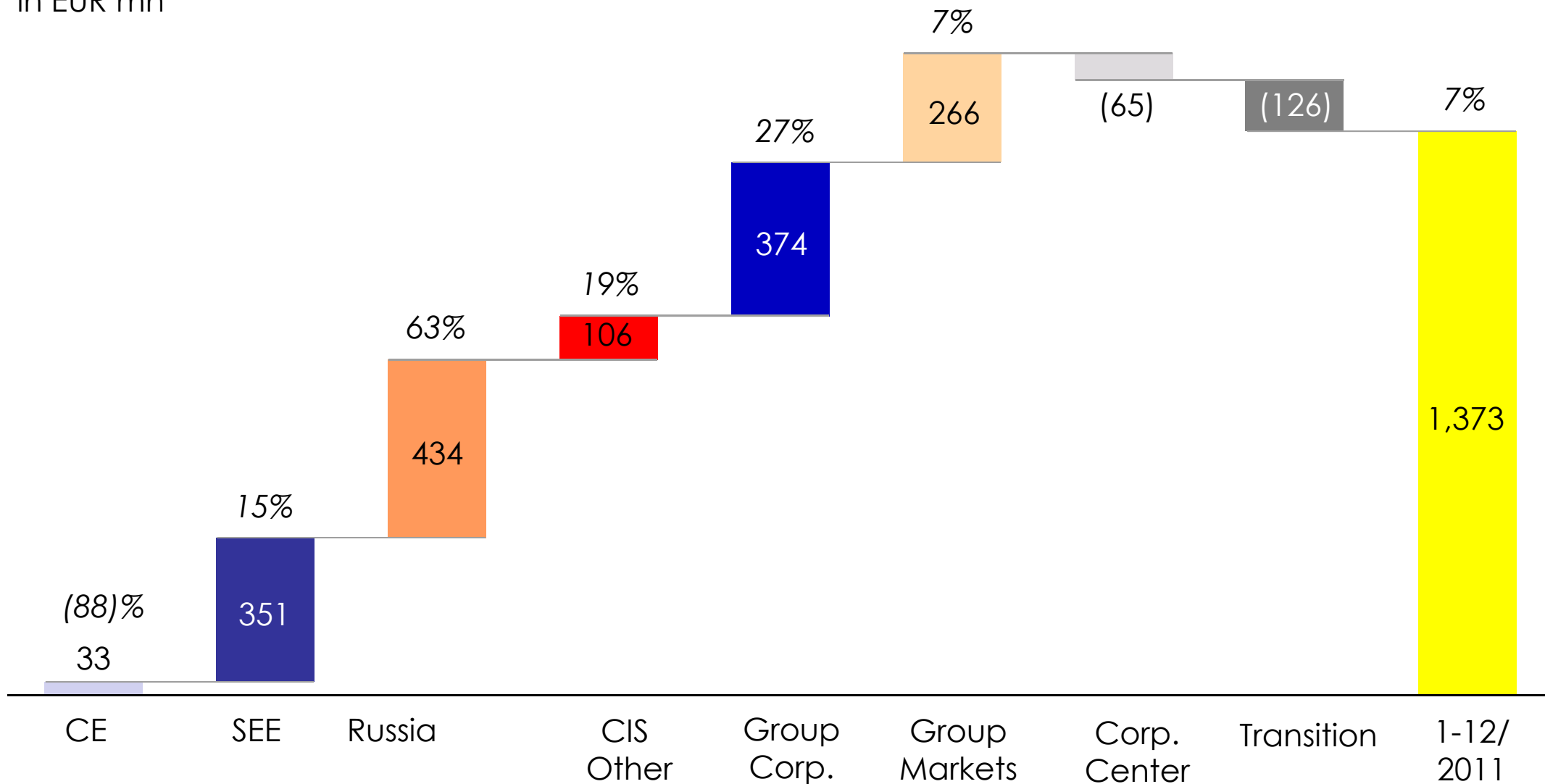
in EUR mn	FY 2010	FY 2011	y-o-y
Net interest income	3,578	3,667	2.5%
Net fee and commission income	1,491	1,490	(0.1)%
Net trading income	328	363	10.7%
<b>Operating income<sup>1</sup></b>	<b>5,403</b>	<b>5,475</b>	<b>1.3%</b>
General admin. expenses	(2,980)	(3,120)	4.7%
<b>Operating result</b>	<b>2,424</b>	<b>2,355</b>	<b>(2.8)%</b>
Provisioning for imp. losses	(1,194)	(1,064)	(10.9)%
<b>Profit before tax</b>	<b>1,287</b>	<b>1,373</b>	<b>6.7%</b>
<b>Consolidated profit</b>	<b>1,087</b>	<b>968</b>	<b>(11.0)%</b>

- **NIM** up 10 bps y-o-y supported by higher margins and lower refinancing costs
- **General admin. expenses** up 5% due to higher salaries and social security expenses
- **Provisioning** down 11%
- **Consolidated profit** down 11% caused by higher deferred taxes and minority impact of Hungarian losses

Comment: 1) Excluding goodwill impairment

# Annual profit before tax per segment

in EUR mn



Note: percentage change y-o-y

# Overview of Balance Sheet

in EUR bn	Dec FY 2010	Dec FY 2011	y-o-y
Total assets	131,173	146,985	12.1%
Loans and advances to banks	21,532	25,748	19.6%
Loans and advances to customers	75,657	81,576	7.8%
Deposits from banks	33,659	37,992	12.9%
Deposits from customers	57,633	66,747	15.8%
Equity	10,404	10,936	5.1%

## Assets

- **Corporate customer loans** increased mainly in Austria, Russia and Asia
- Increase in **retail segment business** driven by Russia and Slovakia
- High liquidity has led to increase of **bank loans** and **cash reserve**

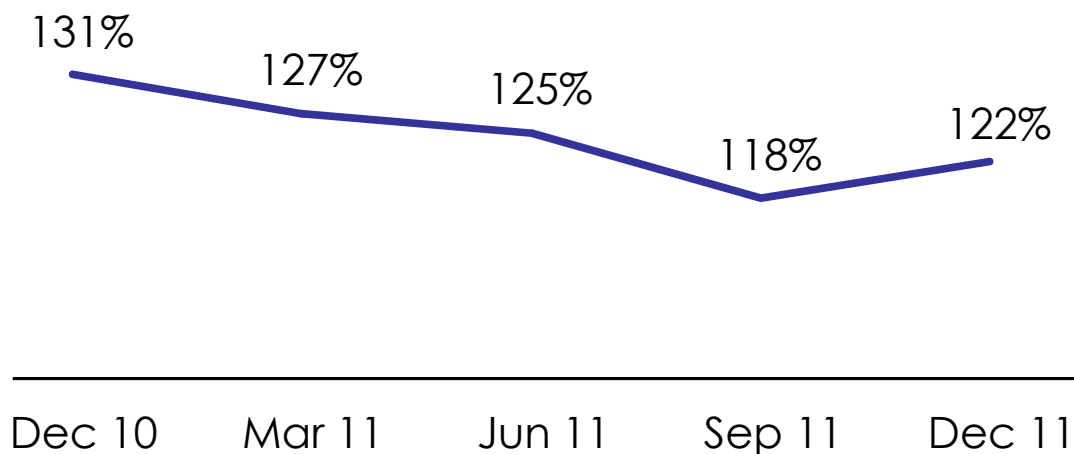
## Liabilities

- **Customer deposits** strongly up; mainly in Austria, Russia, the Czech Republic and Poland
- Repayment of **state** guaranteed issue

	Dec FY 2010	Dec FY 2011
Tier 1 ratio (total risk)	9.7%	9.9%
Core Tier 1 ratio (total risk)	8.9%	9.0%

- **Core Tier 1 ratio** increased to 9.0%
- **Tier 1 capital** rose by EUR 228 mn
- **IFRS equity** up 5% or EUR 532 mn y-o-y
- Good **financial market access**
- Strong **liquidity buffer of over EUR 25 bn**

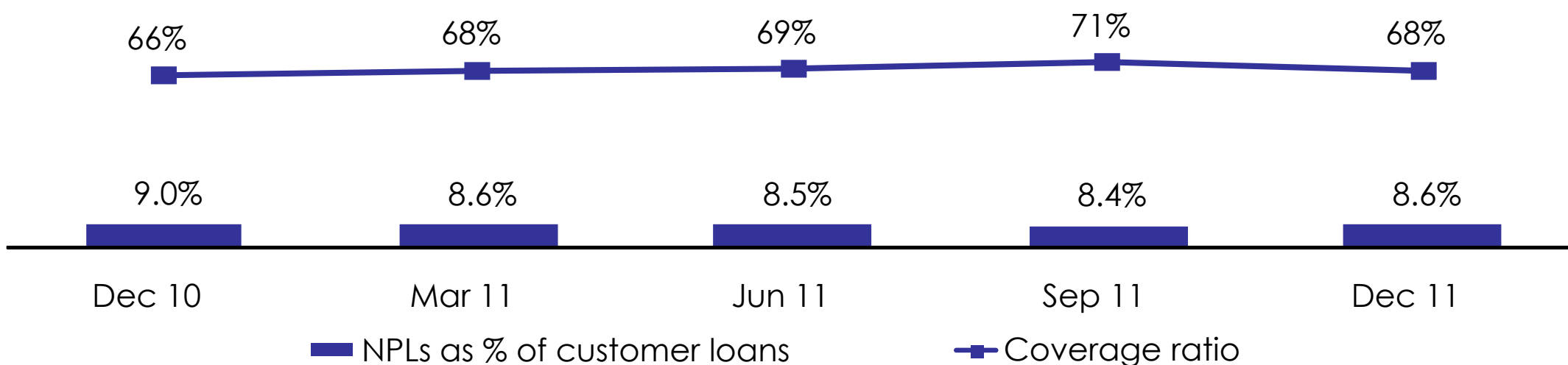
## Loan-to-Deposit Ratio





# NPL Ratio Development in FY 2011

## NPLs as % of Customer Loans and Coverage Ratio



- **NPL ratio down** by 0.3PP since Dec 2010
- **Coverage ratio** up 2.1PP to 68.4% y-o-y driven by Hungary, Austria and Russia
- **Net provisioning ratio** improved from 1.66% to 1.38% y-o-y
- **Loan loss provisioning** down 11% or EUR 131 mn y-o-y

- **Consolidated profit for the period** EUR 541 mn  
(up 100% y-o-y)
- **Net interest income** EUR 875 mn  
(down 1% y-o-y)
- **Operating income** EUR 1,295 mn  
(down 3% y-o-y)
- **General admin. expenses** EUR 753 million  
(unchanged y-o-y)
- **Net provisioning for impairment losses** EUR 153 mn  
(down 27% y-o-y)
- **Profit before tax for the period** EUR 685 mn  
(up 69% y-o-y)

- **ROE before tax** 25.1%  
(up 9.5PP y-o-y)
- **Costs/profit ratio** 58.2%  
(up 2.0PP y-o-y)
- **Core Tier 1 ratio** (total risk) 10.2%  
(up 1.2PP compared to FY 2011)
- **NPL ratio** 8.9%  
(plus 0.2PP compared to FY 2011)
- **Coverage ratio** 66.8%  
(down 1.6PP compared to FY 2011)

## Second item on the agenda

Resolution on the utilisation of net profit, as shown in  
the annual financial statements as at  
December 31st, 2011

## Third item on the agenda

Resolution on the release of the members of the Management Board for the 2011 financial year

## Fourth item on the agenda

Resolution on the release of the members of the Supervisory Board for the 2011 financial year

## **Fifth item on the agenda**

Resolution on the amount of remuneration paid to members of the Supervisory Board for the 2011 financial year

## Sixth item on the agenda

Appointment of an auditor (bank auditor) for the audit of the annual financial statements and consolidated financial statements for the 2013 financial year



# Seventh item on the agenda

Elections to the Supervisory Board

## **Eighth item on the agenda**

Resolution on granting the Management Board authorisation to acquire own shares of the company in accordance with sec. 65 para. 1 sub-para. 8 of the Stock Corporation Act as well as to alienate own shares of the company in a way other than by sale via the stock exchange or by public offer excluding the subscription right of the shareholders

## Ninth item on the agenda

Resolution on granting the Management Board authorisation to acquire own shares of the company for the purpose of securities trading in accordance with sec. 65 para.1 sub-para. 7 of the Stock Corporation Act

# Tenth item on the agenda

Resolution on the amendment to the Articles of Association

## **Eleventh item on the agenda**

Resolution on granting authorisation for a Share Transfer Programme for the members of the Management Board

# Questions and Answers

20 June 2012

## Contact Details

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## Financial Calendar

**Date**

**Event**

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20 June 2012	Annual General Meeting
27 June 2012	Ex-Dividend and Dividend Payment Date
15 August 2012	Start of Quiet Period <sup>1</sup>
29 August 2012	Semi-Annual Report, Conference Call
14 November 2012	Start of Quiet Period <sup>1</sup>
28 November 2012	Third Quarter Report, Conference Call

1) Quiet Period: Two-week period before the publication of the quarterly financial statements and a four-week period before the publication of the annual report. During this period we do not hold investor or analyst meetings.

Certain statements contained herein may be statements of future expectations and other forward-looking statements, which are based on management's current views and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in such statements. In addition to statements which are forward-looking by reason of context, words such as "may", "will", "should", "expects", "plans", "contemplates", "intends", "anticipates", "believes", "estimates", "predicts", "potential", or "continue" and similar expressions typically identify forward-looking statements.

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These factors include, without limitation, the following: (i) our ability to compete in the regions in which we operate; (ii) our ability to meet the needs of our customers; (iii) our ability to complete acquisitions or other projects on schedule and to integrate our acquisitions; (iv) uncertainties associated with general economic conditions particularly in CEE; (v) governmental factors, including the costs of compliance with regulations and the impact of regulatory changes; (vi) the impact of currency exchange rate and interest rate fluctuations; and (vii) other risks, uncertainties and factors inherent in our business.

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# H. Stepic CEE Charity – A Chance for a Better Life



## H.STEPIC CEE CHARITY

ASSOCIATION TO SUPPORT CHARITY PROJECTS  
IN CENTRAL AND EASTERN EUROPE



- H. Stepic CEE Charity was founded to implement charity projects in CEE
- Assists disadvantaged women, children and youths by helping them to help themselves
- Projects are executed in an unbureaucratic, quick and cost-effective manner
- How you can help:
  - Donate to help the underprivileged
  - Become a member
  - Spread the message

[www.stepicceecharity.org](http://www.stepicceecharity.org)

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