

Raiffeisen Bank International

FY 2019 Results – 18 March 2020

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**Executive
Summary**

**JOHANN
STROBL**

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Executive Summary FY 2019

Operating Result (in EUR mn)



- NII up 8% y-o-y excluding Poland¹
- Net fee and commission income up 7% y-o-y excluding Poland

Consolidated Profit (in EUR mn)



- Risk costs remain low; early recognition of updated default definition (EUR 74 mn impact)
- EUR 49 million of portfolio-based litigation provisions relating to CHF mortgages in Poland have been taken

Loans to Customers (in EUR mn)



- Strong loan growth (+13%) across the Group driven by GC&M, Russia (supported by RUB appreciation) and CE
- Notable retail loan growth in Russia and Slovakia

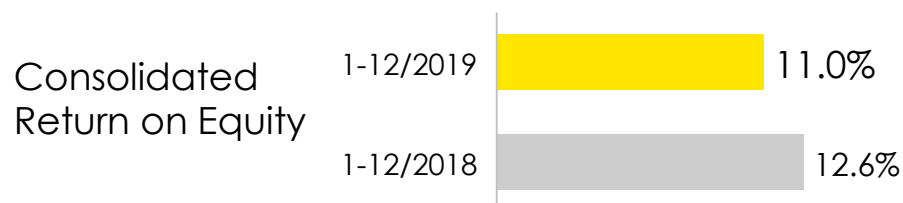
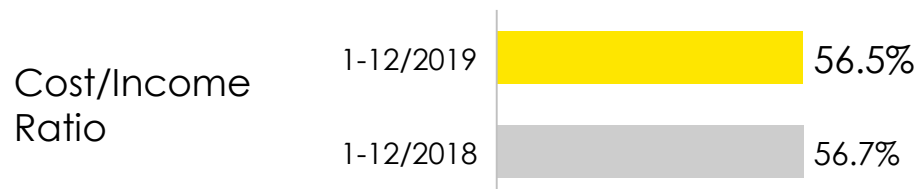
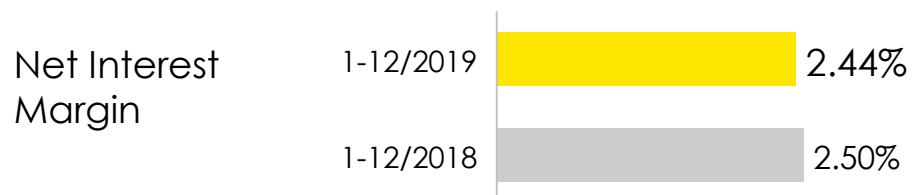
CET1 Ratio



- CET 1 ratio well above target level, supporting further growth ambitions
- Proposed dividend of EUR 1 per share included in CET1 ratio

1) Core banking operations in Poland were sold in October 2018

Financial Performance FY 2019



- **NIM** stabilized at 2.44%, reflecting higher repo and money market volumes, growth in the lower margin GC&M segment and margin pressure in EE

- **Cost/income** ratio positively impacted by one-off items
- **ROE** lower mainly due to higher equity base in 2019

Operating Income

	y-o-y
EUR 5,475 mn	1.8%

Net Interest Income

	y-o-y
EUR 3,412 mn	1.5%
<i>excl. Poland</i>	7.7%

Fee Income

	y-o-y
EUR 1,797 mn	0.3%
<i>excl. Poland</i>	7.1%

General Admin. Expenses

	y-o-y
EUR (3,093) mn	1.5%
<i>excl. Poland</i>	7.9%

Provisioning Ratio

	y-o-y
26 bps	6 bps

- **General admin. expenses** impacted by wage inflation in most markets and higher FTE's, mainly in Russia and head office

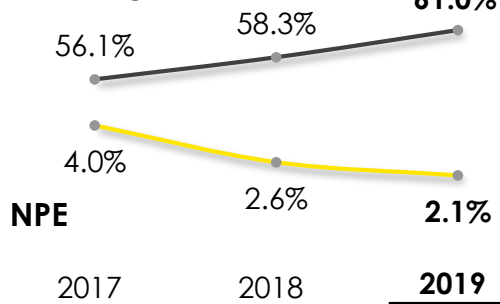
Strong Fundamentals in the face of Economic Uncertainty

CET1 Ratio

13.9%

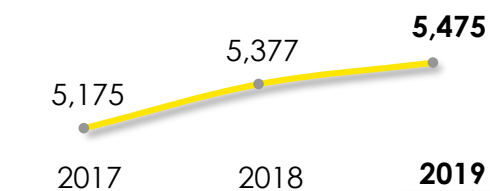
+ 1.2 PP since 2017

Coverage Ratio



Operating income (EUR mn)

+ 2.9% 2017-2019 CAGR



STRONG CAPITAL AND HEALTHY BALANCE SHEET

Comfortable CET1 ratio of 13.9%

Continued improvement in portfolio quality

2.1% NPE ratio and 61.0% coverage ratio

FOCUSED ON COST CONTROL

Target Operating Model review in Austria

Cost savings in the network

Efficiency gains from digital investments

Optimization of Group IT governance

READY FOR OPPORTUNITIES WHEN VISIBILITY IMPROVES

Conservative funding profile

Capacity to expand balance sheet

Appetite for potential bolt-on acquisitions

Four Levers for Tighter Cost Control Across the Group

I

Target Operating Model review in Austria

- Overhaul of processes and governance, focusing on efficiency and cost savings
- Improve transparency and simplify operating model
- Launched in 2019; execution throughout 2020

II

Cost savings in the network

- Firm cost targets for network banks
- Synchronization and standardization of technology stack
- Leverage competence centers

III

Efficiency gains from digital investments

- Consolidation of Group-wide processing and shared services
- Robotic, cognitive automation, and advanced analytics across the Group

IV

Optimization in Group IT governance

- Migration of IT activities to nearshore centers
- Platform alignment and cloud migration
- Head office IT headcount rationalization; further in-housing of external FTEs

Expected cost savings from TOM and network banks



c. EUR 130 mn by 2021...

...with further savings and efficiency gains from IT and digital transformation

Operational Efficiency and Group IT transformation



Over 130 bots deployed across the Group



Group-wide initiative to remove manual intervention across all core operations

Real GDP (% yoy)

Country	2018	2019e	2020f	2021f
CE				
Czech Republic	2.9	2.4	-5.2	3.4
Hungary	5.1	4.9	-3.5	5.0
Poland	5.2	4.1	-2.0	3.0
Slovakia	4.0	2.3	-6.0	5.0
CE	4.5	3.6	-3.4	3.6
SEE				
Albania	4.1	2.5	0.0	3.2
Bosnia a. H.	3.7	2.5	-3.9	3.7
Bulgaria	3.1	3.4	-3.9	3.5
Croatia	2.7	2.9	-4.8	3.6
Kosovo	3.8	4.1	1.5	4.0
Romania	4.0	4.1	-2.5	4.5
Serbia	4.4	4.2	1.5	2.5
SEE	3.7	3.6	-2.5	3.9
EE				
Belarus	3.1	1.2	-0.5	0.5
Russia	2.3	1.2	0.0	1.2
Ukraine	3.3	3.3	-3.0	3.0
EE	2.4	1.4	-0.2	1.3
Austria	2.4	1.6	-4.5	4.0
Germany	1.5	0.6	-4.1	3.2
Euro area	1.9	1.2	-4.0	3.0

- Given the unprecedented restrictive measures to contain the spread of Covid-19, we anticipate a severe European recession of -4% in 2020, with a substantial output decline in H1. Quarterly GDP fall in Q2 in Europe expected to be steeper than in the financial crisis, heavily impacting domestically-oriented sectors.
- Accordingly, we have significantly revised our outlook for the CE/SEE region. Restrictive local measures, supply chain disruptions and a challenging outlook for tourism could lead to GDP contractions of -2% to -6% in 2020. Bold monetary and/or fiscal measures could provide stabilizing effects in H2 2020 and support a strong recovery in 2021.
- Russia is better positioned to weather the external shock from low oil prices than in 2014/15 due to substantial FX reserves and fiscal buffers, prudent macro-financial policies in recent years, automatic stabilizers from fiscal rules; lower level of international integration positive in current environment. Russian economy expected to be flat or in mild recession in 2020 while Ukraine and Belarus have weaker fundamentals.
- Russian banking sector is well positioned to withstand market stress due to comfortable FX and RUB liquidity, capital buffers, stabilizers (non-RUB AT1/T2) and resilience of export-oriented economic segments (>20% of loans); local authorities with proven crisis management experience and willingness to support, backed by solid international reserves (beginning of March 2020: USD 578 bn)

Outlook and Targets

The likelihood of a severe recession in the Euro area (assumed -4% GDP in 2020) resulting from the measures taken to limit the spread of COVID-19 along with the negative repercussions for our markets (assumed up to -6% GDP in 2020) have led to changes to our outlook. The revised outlook is based on best estimates given the rapidly evolving circumstances.

Loan Growth

We are reducing our loan growth expectations for 2020

Risk Costs

The provisioning ratio for FY 2020 is currently expected to rise to between 50 and 75 basis points, depending on the length and severity of disruption

Cost / Income Ratio

We aim to achieve a cost/income ratio of around 55 per cent in the medium term and are evaluating how the current circumstances will impact the ratio in 2021

Profitability

In the medium term we target a consolidated return on equity of approximately 11 per cent, but are still evaluating the impact of the current environment on profitability in 2020

CET 1 Ratio

We confirm our CET1 ratio target of around 13 per cent

Payout Ratio

Based on this target we intend to distribute between 20 and 50 per cent of consolidated profit



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Key Financials

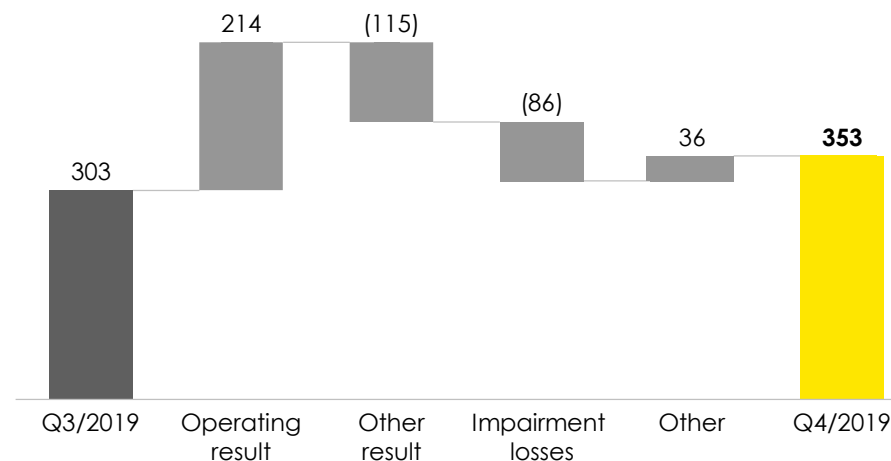
Profitability (in EUR mn)	Q4/2019	Q3/2019	q-o-q	Q4/2018
Net interest income	881	866	1.7%	843
Net fee and commission income	489	468	4.6%	467
Operating income	1,642	1,327	23.7%	1,318
General administrative expenses	(848)	(748)	13.4%	(819)
Operating result	794	580	37.0%	499
Impairment losses on financial assets	(154)	(68)	125.5%	(222)
Other result	(151)	(35)	325.1%	(98)
Profit/loss before tax	468	465	0.6%	166
Profit/loss after tax	380	341	11.3%	127
Consolidated profit/loss	353	303	16.3%	97

Financial position	31/12/2019	30/9/2019	q-o-q	31/12/2018
Total assets	152,200	150,805	0.9%	140,115
RWA (total)	77,966	77,816	0.2%	72,672
Loans to customers	91,204	92,574	(1.5%)	80,866
Deposits from customers	96,214	90,701	6.1%	87,038
Equity	13,765	13,344	3.2%	12,413

Capital Ratios (incl. YTD results)	31/12/2019	30/9/2019	q-o-q	31/12/2018
Common equity tier 1 ratio	13.9%	13.7%	0.2 PP	13.4%
Tier 1 capital ratio ¹	15.5%	15.3%	0.2 PP	15.0%
Total capital ratio ¹	18.0%	17.9%	0.1 PP	18.3%

1) Transitional

Change in consolidated profit (q-o-q)

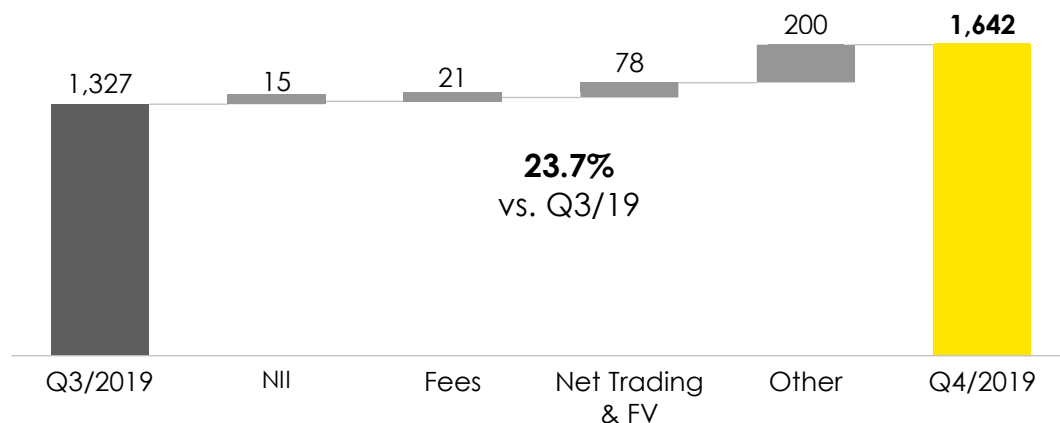


- Operating result improvement driven by R-IT (EUR 105 mn valuation gain from SoftwareONE), fair value result up EUR 78 mn and other net operating income up EUR 73 mn
- Other result declined mainly from impairment on investments in subsidiaries and associates (up EUR 60 mn) and from credit-linked and portfolio-based provisions for litigation (up EUR 51 mn) primarily in Poland
- Impairment losses up EUR 86 mn mainly from higher provisioning in GC&M and Russia and from recognition of updated default definition mainly in Czech Republic

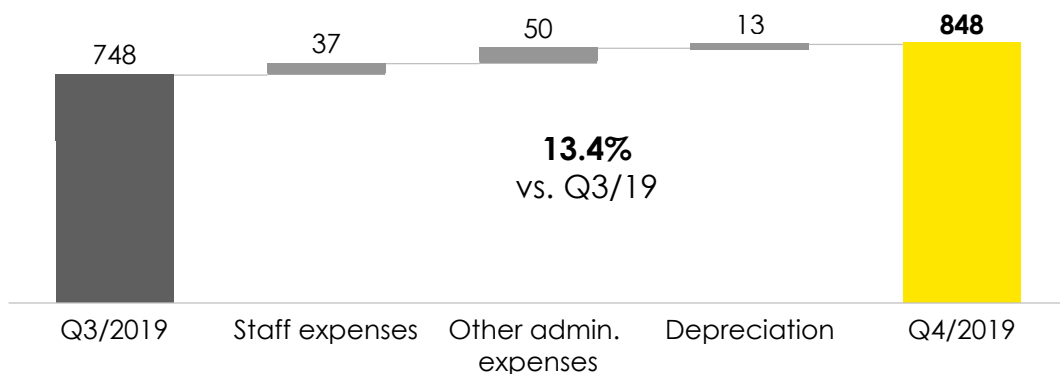
Operating Result

In EUR mn

Operating income

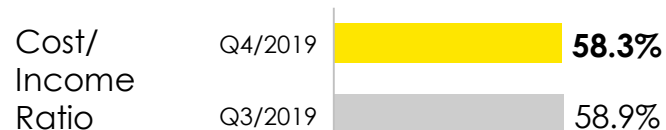


General administrative expenses

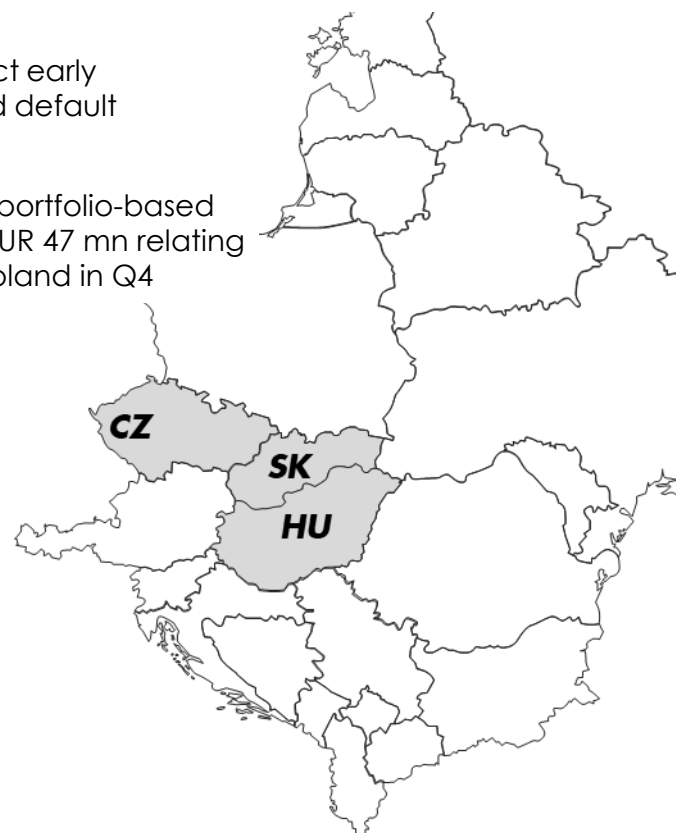





- **Net interest income** up EUR 15 mn, mainly due to higher volumes in Russia
- **NIM** further stabilizing at 2.47% (up 1 bp q-o-q)
- **Net fee and commission income** up EUR 21 mn from higher volumes in payment services and from loan and guarantee business, mainly in Russia and head office
- **Net trading income and fair value result** up EUR 78 mn, benefiting from higher long-term rates and from sale of equity instruments in Slovakia (EUR 27 mn)
- **Other** items up EUR 200 mn primarily from current income from companies valued at-equity (up EUR 106 mn) due to SoftwareONE IPO and from other net operating income (up EUR 73 mn) mainly from release of provisions in Romania and Russia
- **Staff expenses** up EUR 37 mn, including restructuring provision (EUR 8 mn) in head office and higher bonuses and salary adjustments mainly in Russia and Slovakia
- **Other administrative expenses** up EUR 50 mn due to seasonally higher advertising (mainly in Romania and Russia) and legal/consulting expenses (mainly in head office)

Central Europe Q4/2019



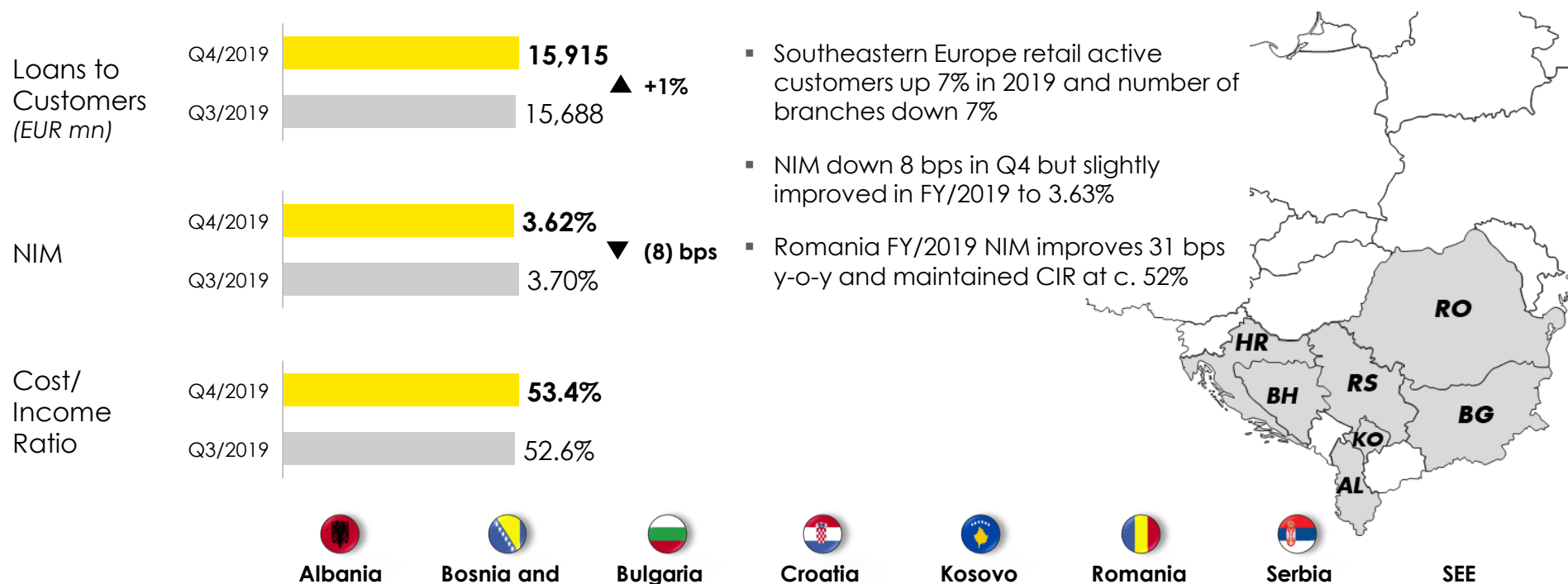
- Central Europe retail active customers up 5% in 2019 with mobile banking penetration up 6%
- Q4/2019 risk costs reflect early recognition of updated default definition
- Negative impact from portfolio-based litigation provisions of EUR 47 mn relating to CHF mortgages in Poland in Q4



Q4/2019	 Czech Republic	 Hungary	 Slovakia	CE ¹
Profit after tax (EUR mn)	23.7	(3.5)	40.8	(0.7)
RoE after tax	6.6%	–	12.5%	–
NIM	2.26%	1.14%	2.16%	1.94%
CIR	53.0%	86.7%	50.9%	58.3%
Loan growth	1.5%	1.9%	1.4%	1.1%
Provisioning	88 bps	90 bps	50 bps	63 bps

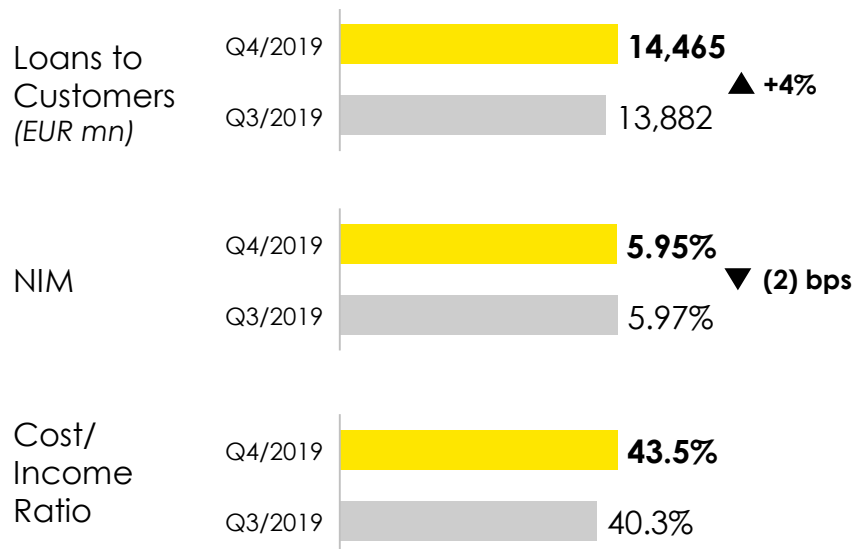
1) CE also includes rundown portfolios in Poland and Slovenia

Southeastern Europe Q4/2019

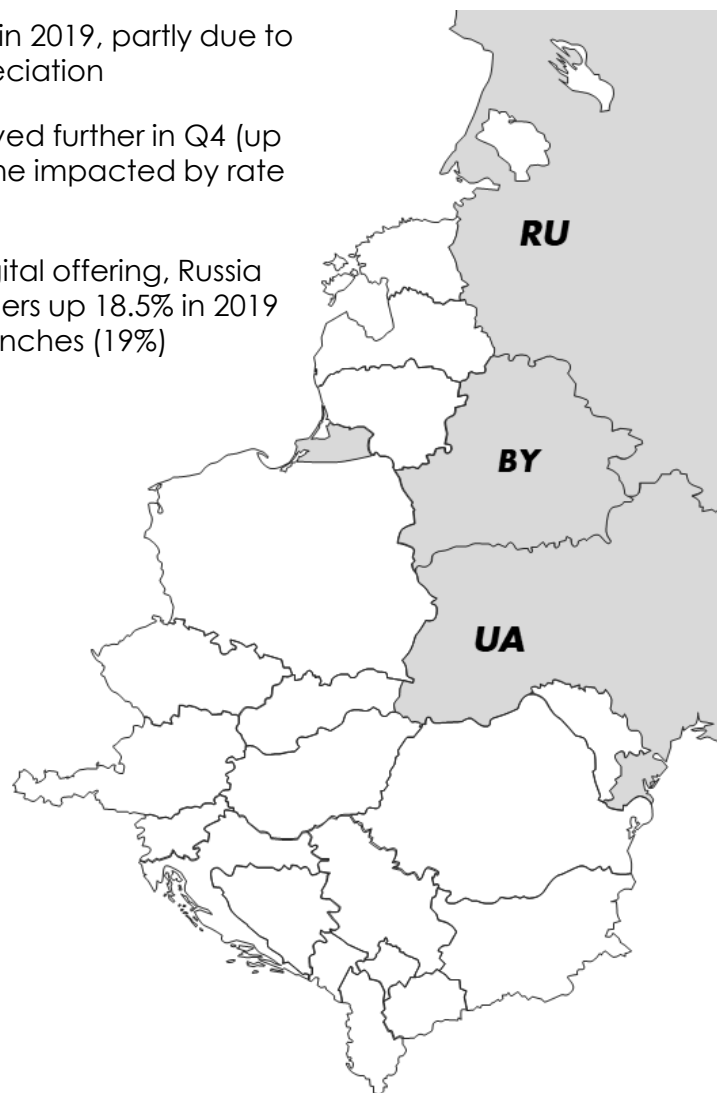





Q4/2019	Albania	Bosnia and Herzegovina	Bulgaria	Croatia	Kosovo	Romania	Serbia	SEE
Profit after tax (EUR mn)	0.2	4.9	6.5	19.5	3.3	56.8	10.6	101.8
RoE after tax	0.4%	6.7%	5.7%	11.7%	10.6%	23.8%	8.3%	16.0%
NIM	3.32%	3.14%	2.73%	2.73%	4.75%	4.65%	3.62%	3.62%
CIR	64.5%	58.0%	65.6%	58.7%	54.9%	44.3%	64.4%	53.4%
Loan growth	0.8%	(0.0%)	2.7%	6.7%	5.7%	(2.0%)	3.6%	1.4%
Provisioning	256 bps	37 bps	97 bps	(23) bps	157 bps	65 bps	17 bps	63 bps

Eastern Europe Q4/2019



- Strong loan growth in 2019, partly due to RUB and UAH appreciation
- NIM in Russia improved further in Q4 (up 24 bps), while Ukraine impacted by rate cuts (down 42 bps)
- Driven by strong digital offering, Russia active retail customers up 18.5% in 2019 while closing 37 branches (19%)

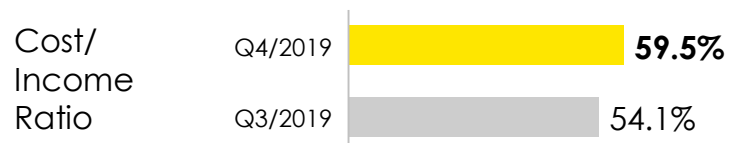


	 Russia	 Ukraine	 Belarus	EE
Q4/2019				
Profit after tax (EUR mn)	113.8	50.2	13.3	177.4
RoE after tax	19.3%	41.9%	13.8%	31.4%
NIM	5.34%	10.38%	5.63%	5.95%
CIR	41.4%	47.4%	50.3%	43.5%
Loan growth	3.8%	8.3%	1.8%	4.2%
Provisioning	116 bps	(203) bps	35 bps	69 bps

Group Corporates & Markets Q4/2019



- 10.3% loan growth in 2019 driven by high quality lending to corporates and project finance
- NIM down 5 bps y-o-y to 1.23% for FY/2019, reflecting pressure on margins and high quality of new business



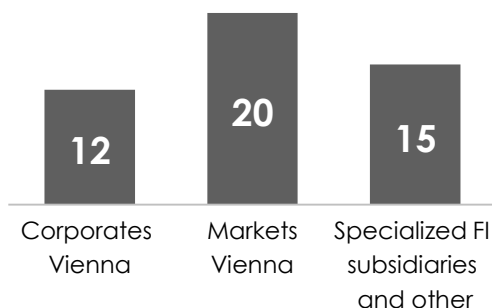
85% of GC&M net exposure¹ is to Austria and Western Europe



Q4/2019

Profit after tax (EUR mn)	46.5
RoE after tax	4.9%
NIM	1.10%
CIR	59.5%
Loan growth	(3.6%)
Provisioning	47 bps

Profit after tax EUR 47 mn

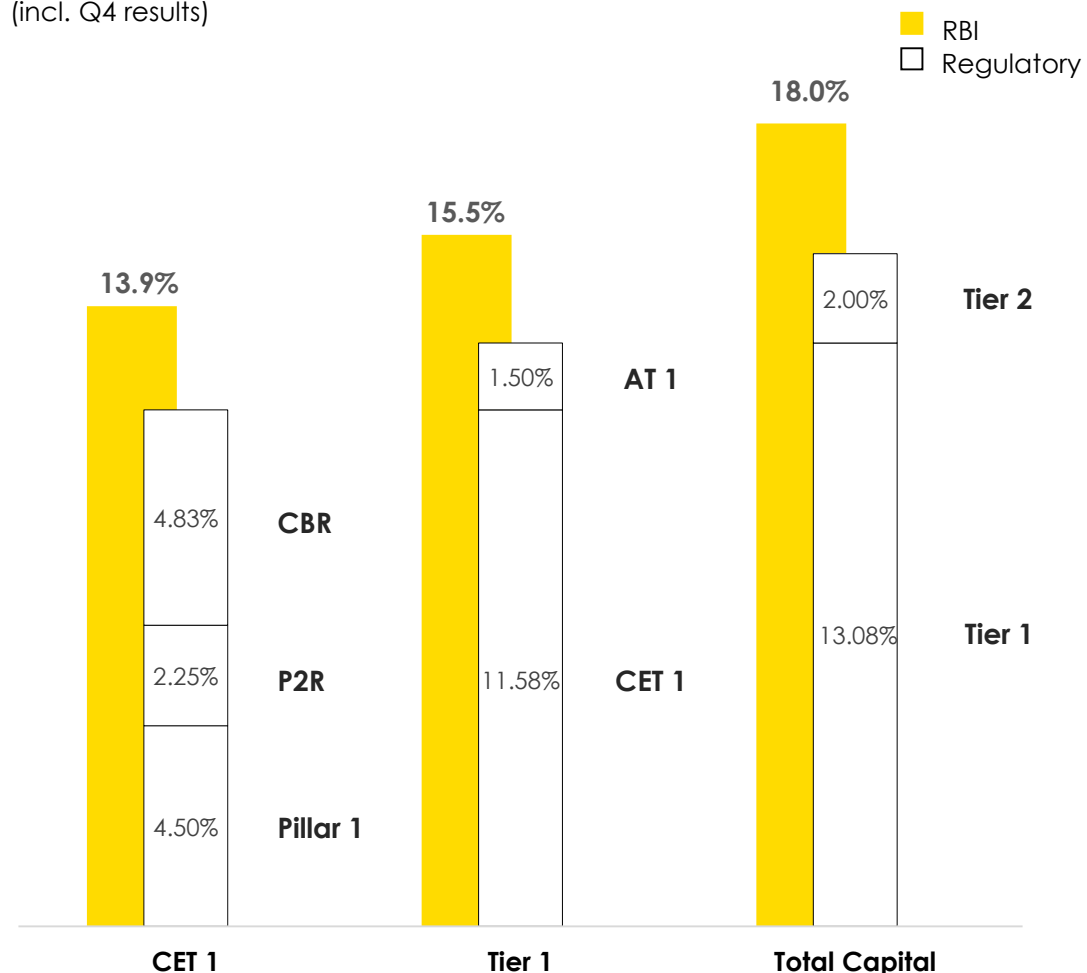


1) Net Exposure: gross exposure after applying credit conversion factors and net of collateral values

Capital Ratios well above Requirements

Regulatory capital requirements 2019

(incl. Q4 results)



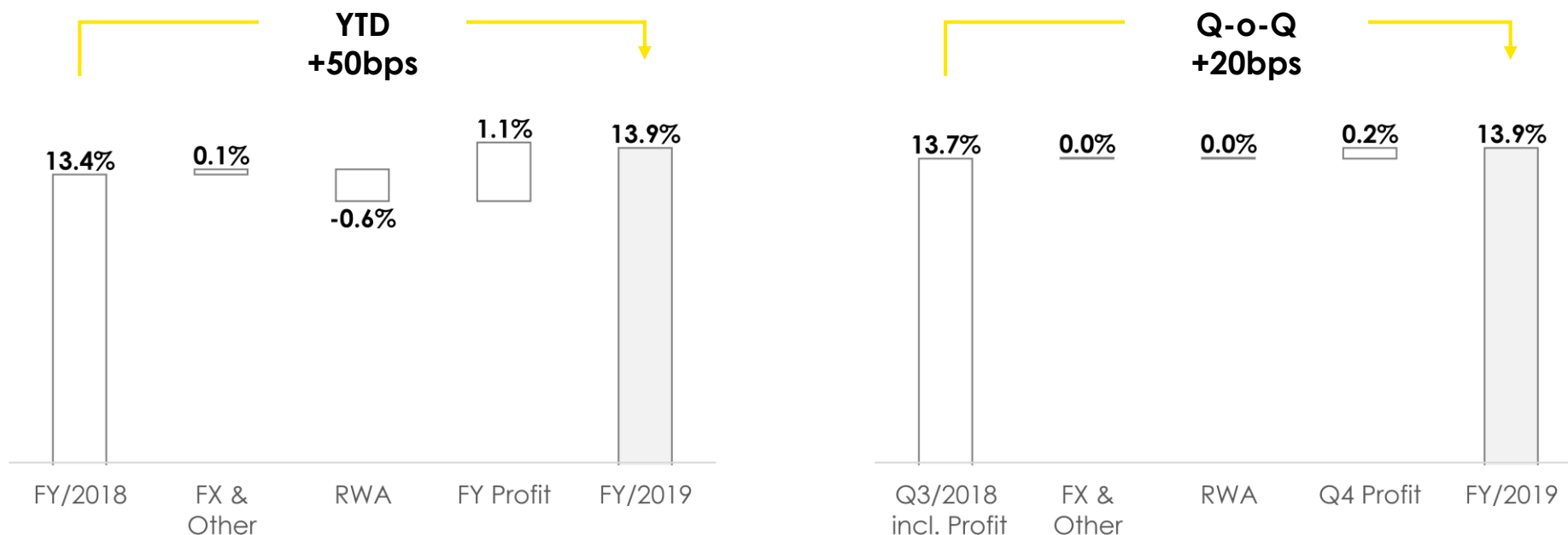
Development

- 2019 SREP P2R of 2.25%, and P2G of 1.0% (unchanged from 2018), no changes expected for 2020
- CBR composition:
 - systemic risk buffer 2.00%
 - capital conservation buffer 2.50%
 - countercyclical capital buffer 0.33%
- Buffer to MDA trigger is 2.35%
- Available distributable items (ADI) of EUR 7,009 mn as of 31/12/2019
- Hedging of CET1 sensitivity mainly to RUB volatility and other currencies in the region

P2R requirement (CRD V update)

- Art 104a provides that P2R can be fulfilled proportionally with CET1, AT1 and T2
- Based on 2019 P2R and RWAs, potential CET1 relief of around 98 bps (EUR 767mn) and higher requirements for AT1 (42 bps or EUR 329 mn) and T2 (56 bps or EUR 439 mn)

CET 1 Ratio Development in 2019



CET1 development in 2019

- Positive 9 bps impact from FX & Other effects
- Negative 58 bps impact in FY/2019 from RWA increase mainly due to credit risk (loan growth), while operational risk increased and market risk decreased
- 108 bps increase from profit retention

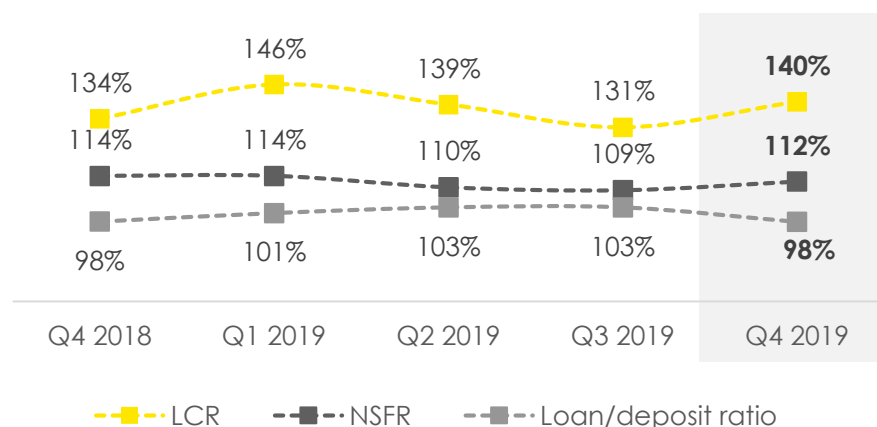
Overview of funding plan RBI Group

- 60% of Group funding from customer deposits. Inflows remain strong with high stickiness despite low interest rates
- 18% of Group funding is long-term wholesale funding
- Funding of subsidiaries across CEE is mainly through local deposits
- MREL targets communicated by SRB are manageable; transition period ranging from two to four years

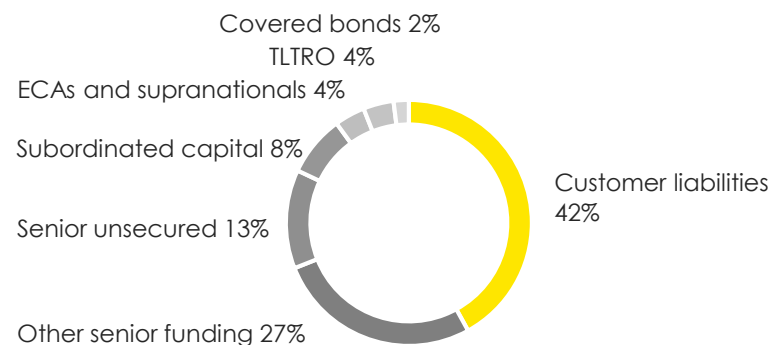
Head office funding highlights 2019

- Tier 2 issuance and tender offer; remaining untendered amount called at the first call date
- Second benchmark green bond issuance (EUR 750 mn)
- First external covered bond issuance (EUR 500 mn) for NSFR optimization
- Funding plan to be re-assessed depending on loan book development

Liquidity ratios



RBI head office funding mix¹



¹ excl. money markets & equity

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**HANNES
MÖSENBACHER**

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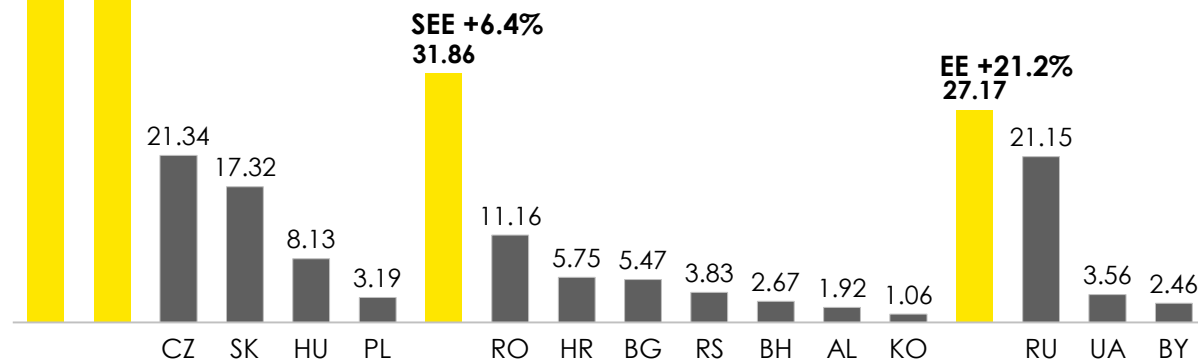
Appendix

Total Exposure and Credit Portfolio Development

Total exposure by segments, in EUR bn, FY/2019

Total: EUR 189.1 bn, +8.5%

GC&M +8.3%
79.99
50.00

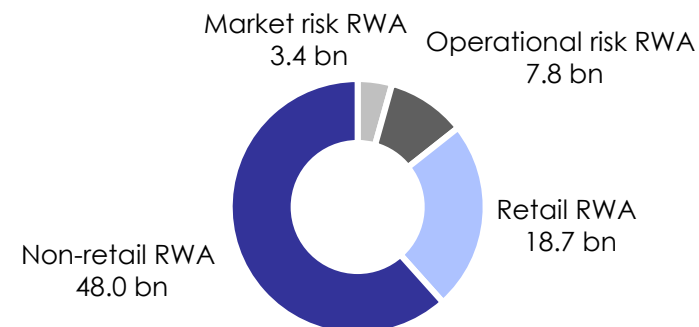


RWA Development YTD

- Non-retail credit risk RWA** increased by 8.9%, driven by higher corporate volumes in GC&M, Russia and Ukraine, and UAH (+19%) and RUB (+14%) appreciation
- Retail credit risk RWA** increased by 9.6% primarily from mortgage loans in Russia, Czech Republic and Slovakia
- Operational risk RWA** increased by 1.3% due to updated gross income, while **market risk RWA** decreased by 10.5% due to smaller FX positions (PLN and UAH)
- Russia** exposure and RWA increase driven by strong business growth as well as RUB appreciation. Positive offset from sovereign rating upgrade at Moody's

RWA by category & segment, in EUR bn, ΔYTD





























































Total: EUR 78.0 bn, +7.3%





	RWA	Δ		RWA	Δ
Czech Republic	8.21	6.5%	GC&M	24.58	8.4%
Hungary	3.75	1.5%	Albania	1.34	1.9%
Poland	3.68	(7.3%)	Bosnia & Herzegovina	2.01	11.3%
Slovakia	6.41	3.9%	Bulgaria	2.55	26.3%
Central Europe	22.11	2.3%	Croatia	2.64	3.4%
Belarus	1.75	14.0%	Kosovo	0.75	18.8%
Russia	10.27	22.7%	Romania	4.76	(3.2%)
Ukraine	3.04	28.7%	Serbia	1.85	(2.2%)
Eastern Europe	15.05	22.8%	Southeastern Europe	15.90	5.1%

Provisioning and Impairment

Provisioning & Impairment

	FY 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	FY 2019
Central Europe	0.41%   (122)	0.09%   (6)	(0.54%)  39 	0.16%   (12)	0.63%   (59)	0.13%   (38)
Southeastern Europe	0.45%   (61)	0.00%  0 	0.30%   (12)	0.88%   (33)	0.63%   (25)	0.46%   (70)
Eastern Europe	0.31%   (32)	0.08%   (3)	0.28%   (9)	0.65%   (20)	0.69%   (26)	0.44%   (59)
Group Corporates & Markets (GC&M)	(0.25%)  62 	0.01%   (1)	0.29%   (20)	0.09%   (5)	0.47%   (38)	0.22%   (64)
RBI Group	0.21%   (166)	0.04%   (9)	0.01%   (2)	0.32%   (68)	0.65%   (154)	0.26%   (234)

 Total net impairment in EUR million
 Provisioning ratio

2019 Developments

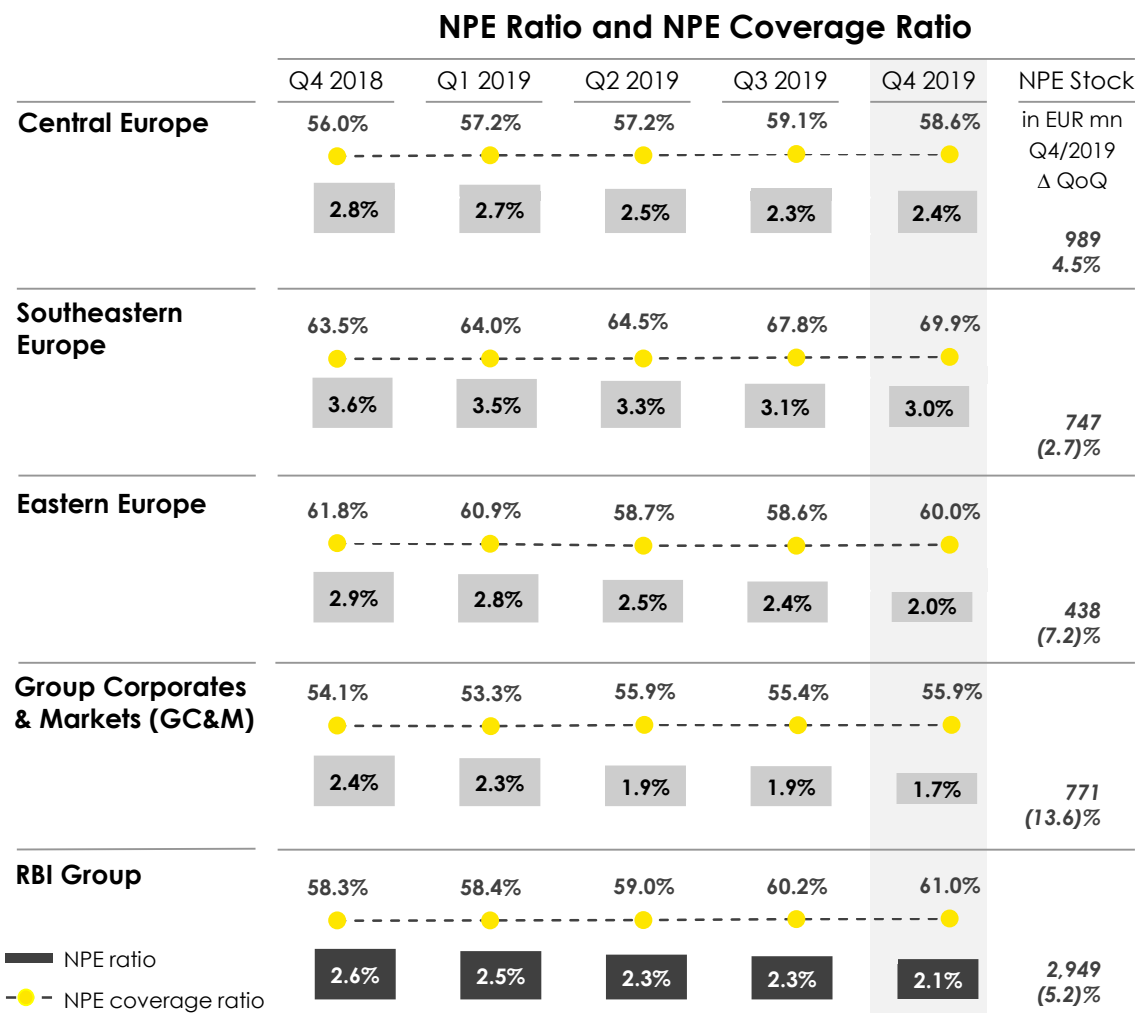
Q4/2019 risk costs of EUR 154 mn (FY/2019: EUR 234 mn) driven by **non-retail** (EUR 104 mn) in GC&M and Russia as well as updated default definition in retail (EUR 14 mn net)

The updated **EBA default definition** defines more precisely when a customer is in default:

- Detailed requirements for **unlikely to pay** classification (e.g. restructuring, sale of credit obligation, use of external data)
- Detailed principles for **days-past-due counting criteria**
- New definition of **materiality threshold for past due obligation** for retail and non-retail exposures
- **Cross default** applies across all contracts of a private individual when more than 20% of exposures are in default
- Total 2019 impact of updated default definition around EUR 74 mn, mainly in Czech Republic and Romania

- **Provisioning ratio:** Impairment on customer loans in relation to average customer loans (categories: financial assets measured at amortized cost and financial assets at fair value through other comprehensive income)

NPE Ratio and NPE Coverage



Asset Quality Developments YTD

- **NPE ratio** down 52 bps to 2.1% driven by writebacks and recoveries (EUR 1,053 mn), write-offs (EUR 499 mn) and NPE sales (EUR 334 mn)
 - **NPE coverage ratio** up 2.7 PP to 61.0% due to recoveries, sales and write-offs of NPEs with lower provisioning
 - **RBI** belongs to "Top in class" banks with regards to the level of Coverage Ratio, according to latest EBA Transparency Exercise
 - **Romania:** NPE ratio down 49 bps to 3.1%; NPE coverage ratio up 15.3 PP to 65.5% due to higher provisioning and write-offs of lower provisioned loans
 - **Croatia:** NPE ratio down 1.4 PP to 3.2% due to repayment by one large customer, retail recoveries and NPE sales; NPE coverage ratio improved 8.2 PP to 72.9%
 - **GC&M:** NPE ratio down 68 bps to 1.7% from write-offs and recoveries; NPE coverage ratio up by 1.8 PP to 55.9%
- **NPE ratio:** Non-performing exposure (loans and debt securities) in relation to entire loan portfolio of customers and banks (gross carrying amount) and debt securities
 - **NPE coverage ratio:** Impairment losses (Stage 3) on loans to customers and banks and on debt securities in relation to non-performing loans to customers and banks and debt securities

01

Executive
Summary

02

Financials

03

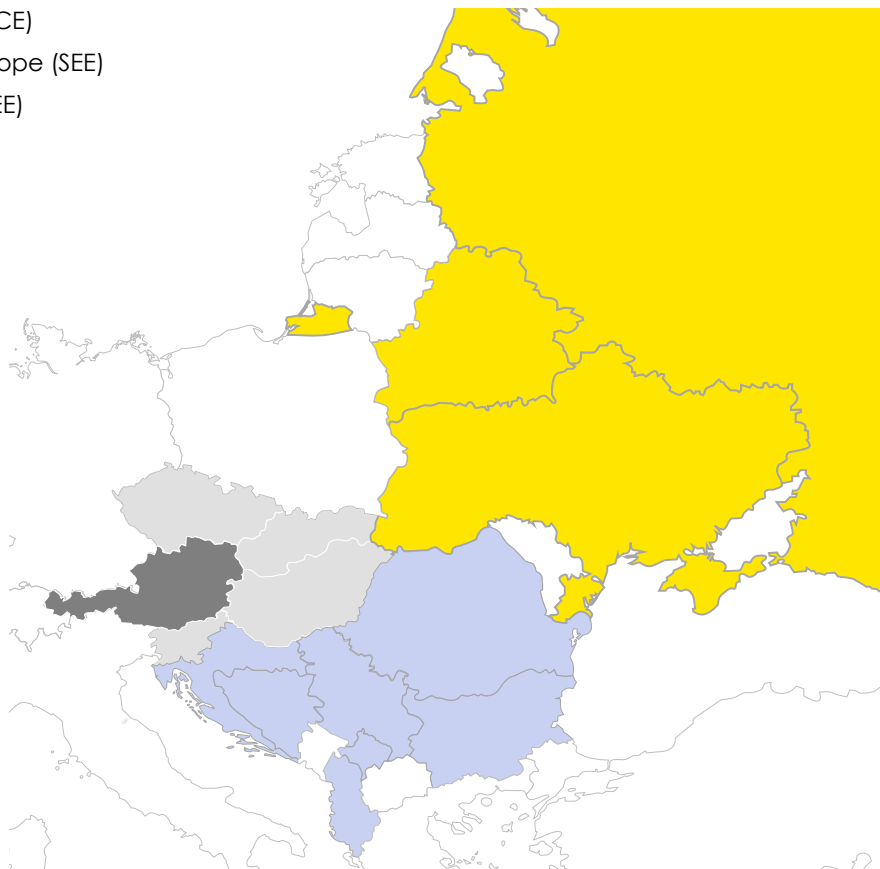
Risk Management

04

Appendix

Geographic Footprint

- Central Europe (CE)
- Southeastern Europe (SEE)
- Eastern Europe (EE)



Austria, #3

- Loans: EUR 33.8 bn
- Branches: 21

Czech Republic, #5

- Loans: EUR 11.9 bn
- Branches: 136

Hungary, #5

- Loans: EUR 3.8 bn
- Branches: 71

Slovakia, #3

- Loans: EUR 11.0 bn
- Branches: 182

Albania, #3

- Loans: EUR 0.8 bn
- Branches: 78

Bosnia & Herzeg., #2

- Loans: EUR 1.3 bn
- Branches: 103

Bulgaria, #6

- Loans: EUR 3.0 bn
- Branches: 148

Croatia, #5

- Loans: EUR 2.7 bn
- Branches: 76

Russia, #8

- Loans: EUR 11.3 bn
- Branches: 154

Ukraine, #4

- Loans: EUR 1.8 bn
- Branches: 492

Belarus, #5

- Loans: EUR 1.3 bn
- Branches: 86

Serbia, #5

- Loans: EUR 1.6 bn
- Branches: 88

Romania, #5

- Loans: EUR 5.8 bn
- Branches: 354

Kosovo, #1

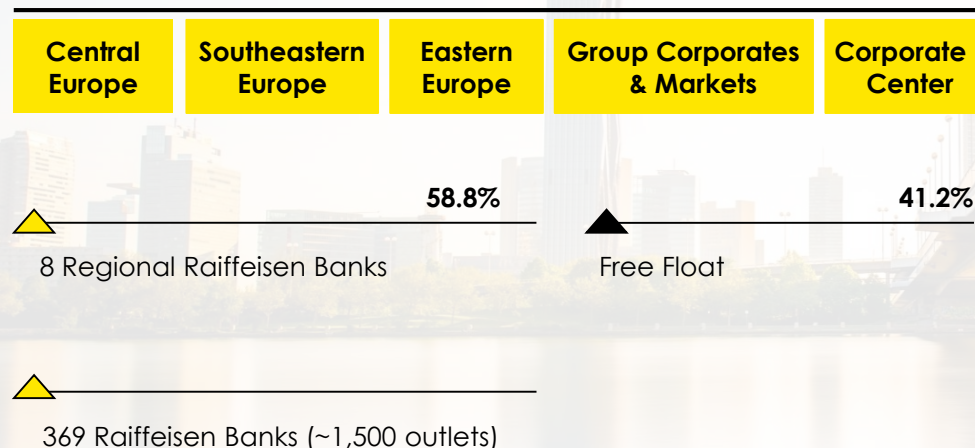
- Loans: EUR 0.7 bn
- Branches: 47

- Leading regional player with CEE presence of over 30 years servicing approx. 16.7 million customers
- Covering 14 markets (incl. Austria), thereof seven are EU members and Serbia and Albania have candidate status
- Top 5 market position in 12 countries
- Strong market position with Austrian corporates focusing on CEE

Note: Ranking based on loans to customers as of **30/09/2019**

Additionally, RBI operates leasing units in Slovenia, Moldova and Kazakhstan

Raiffeisen Banking Group Structure



- **Raiffeisen Banking Group (RBG)** – largest banking group in Austria with total assets of EUR 320 bn as of 31/12/2019
- Solid funding profile of RBG based on a domestic market share of around 33% of total customer deposits, not least due to superior brand recognition

Three-tier structure of RBG:

- 1st tier: 369 independent cooperative Raiffeisen banks focusing on retail banking. They hold shares in:
- 2nd tier: 8 independent regional Raiffeisen banks focusing on corporate and retail banking. They hold approx. 58.8% of the share capital of:
- 3rd tier: Raiffeisen Bank International AG

Protection schemes

RBG's Institutional Protection Schemes (IPS):

Protection schemes designed pursuant to CRR to ensure the liquidity and solvency of participating members. There are IPS at the regional level as well as one at the federal level. For details see page 37

Statutory deposit guarantee scheme:

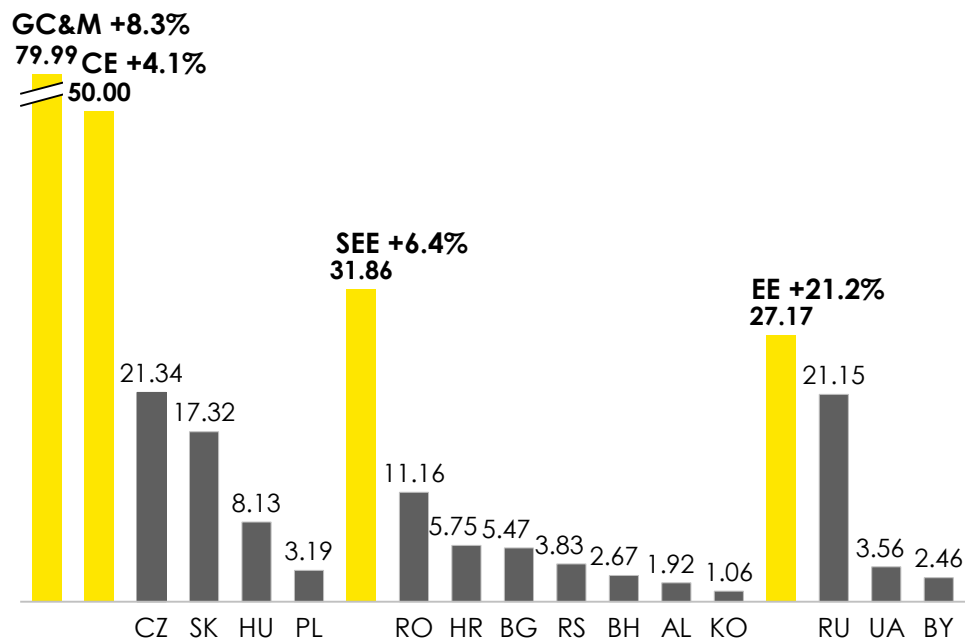
RBI and the regional Raiffeisen banks are members of ESA (Einlagensicherung Austria) since the beginning of 2019

Total Exposure by Country and Segment

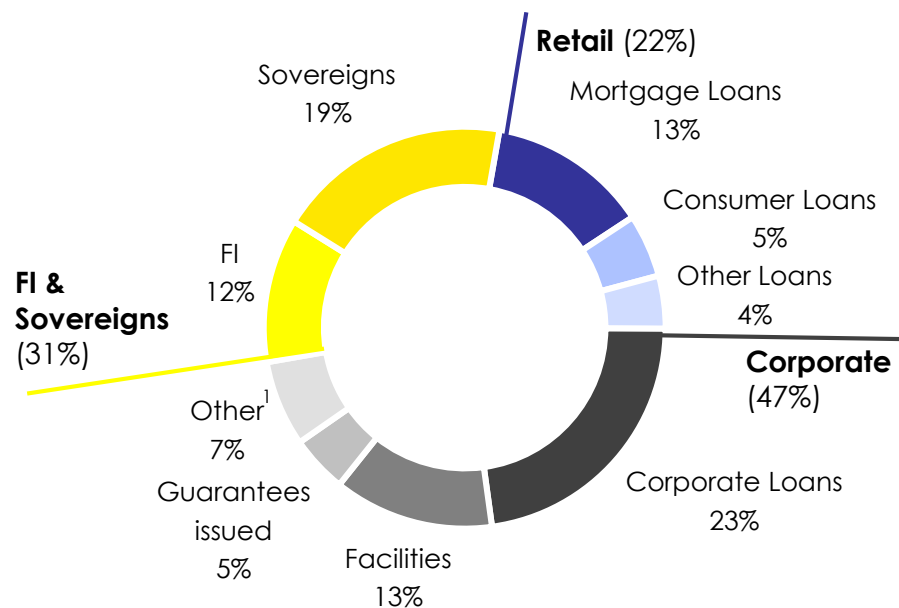
EUR 189 bn total exposure and EUR 78 bn RWA

Total exposure by segments, FY/2019

in EUR bn, Δ YTD



Total exposure by business lines



- GC&M accounts for 42% of RBI Group total exposure
- Loans to customers EUR 91.2 billion in RBI Group

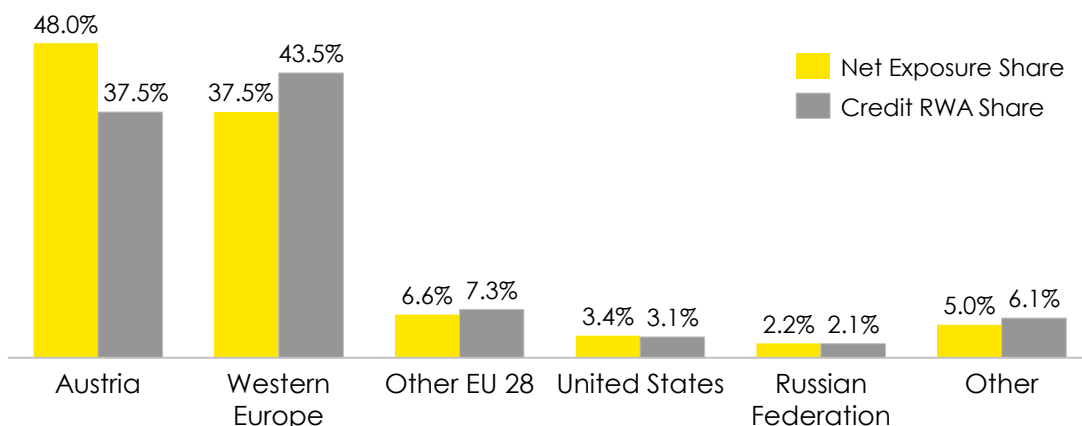
- Non-Retail exposure: EUR 146.9 billion
- Retail exposure: EUR 42.2 billion

CE total exposure includes EUR 3.2 bn from Poland

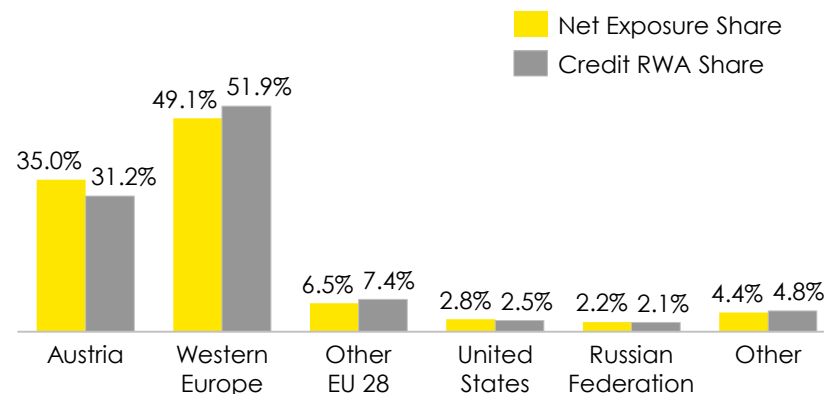
1) Other includes trade finance, accounts, bonds and repos as well as derivatives

FY/2019 Group Corporates and Markets (GC&M)

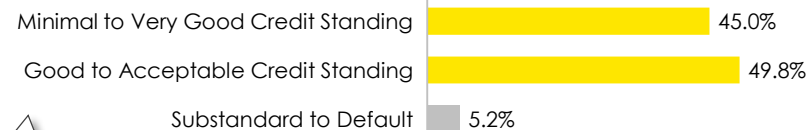
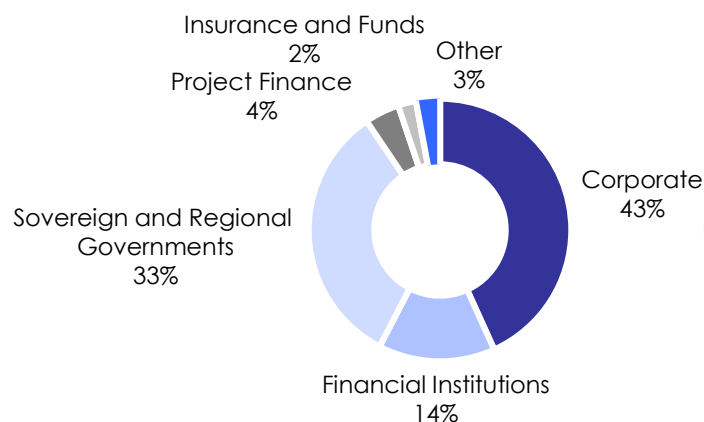
Austria & Western Europe make up ~ 85% of GC&M net exposure¹...



... and 84% of GC&M net exposure in Corporates



- **GC&M total net exposure:** EUR 48.1 bn; credit RWA EUR 20.5 bn
- Thereof **corporates net exposure:** EUR 20.8 bn
- Around **47% of net exposure** from financial institutions², sovereigns and regional governments



by industry

Real Estate	5.5%	Energy	8.8%
Consumer	26.8%	Utilities	4.3%
Materials	21.6%	IT	4.4%
Industrials	14.6%	Other	4.6%
Health Care	4.9%	Telecom	4.5%

1) Net Exposure: gross exposure after applying credit conversion factors and net of collateral values 2) Financial institutions includes clearing house business

Committed to Sustainable Finance

Two green bonds issued

- Green loan portfolio with **total volume of eligible assets: EUR 1,370 mn** as of 31/12/2019
- The reference portfolio includes 84% of green buildings, evenly split between projects under construction and completed projects, and 16% for clean transportation projects
- Incentive scheme introduced in January 2019 to support the long-term development of green and social loan portfolios

Certifications



"**C+**" Prime status in sustainability rating by ISS-oekom research (June 2019)



Overall ESG score 77 – **Outperformer**
37th out of 336 (June 2019)

Impact

(as of 02/2019)

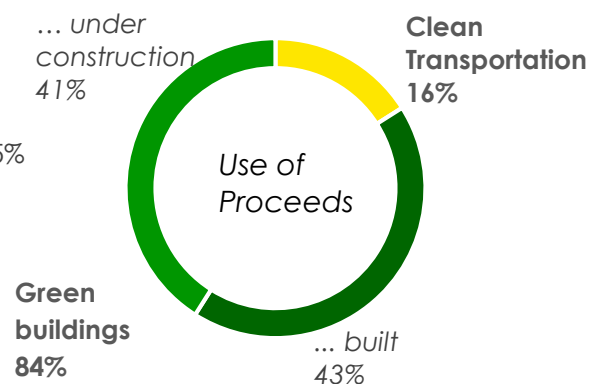
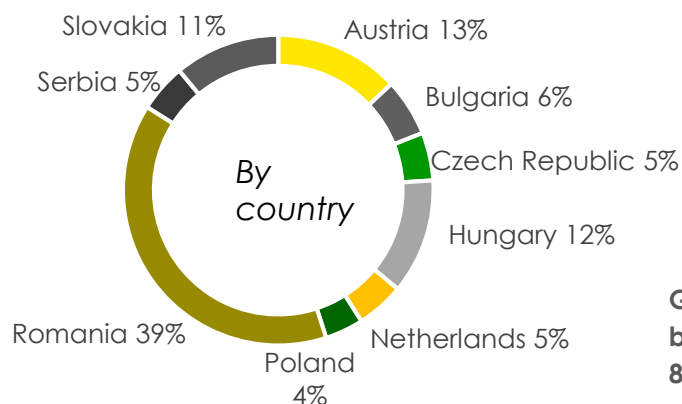


12,992 tons CO₂
avoided annually for the
Eligible Green Loan Portfolio



Equivalent to annual
greenhouse gas emissions of
2,758
passenger vehicles for one
year

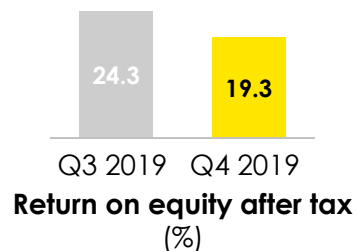
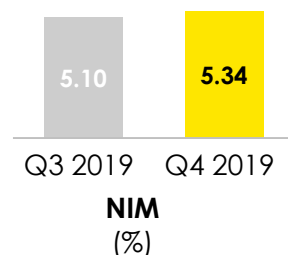
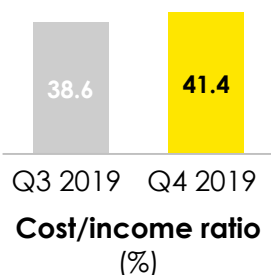
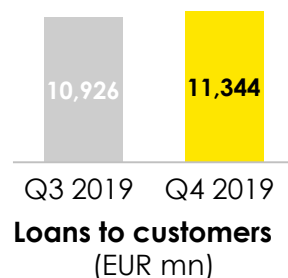
Eligible green loan portfolio



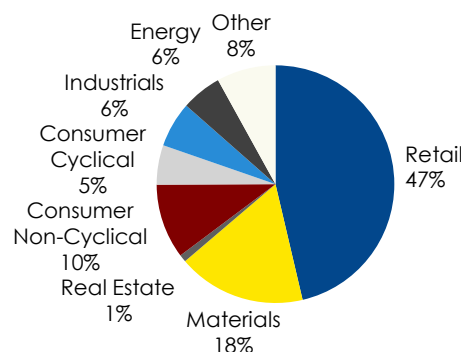
Leveraging our Strong Position in Russia

Key developments in Q4 2019

- EUR 114 mn profit after tax, slightly decreased (down EUR 16 mn q-o-q)
- Loans to customers up 3.8% (volume driven increase in corporate loans)
- Risk costs of EUR 32 mn (up EUR 14 mn q-o-q); 116 bps provisioning ratio
- 1.5% NPE ratio and 55.1% NPE coverage ratio
- NIM stabilized above 5%

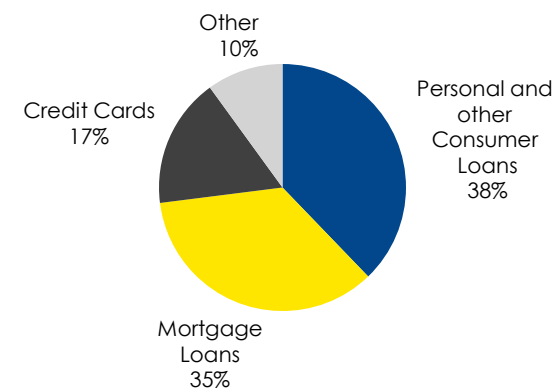


Loans to customers by sector



Total: EUR 11,344 mn

Retail lending by product



Total: EUR 5,275 mn

Strategy

- Targeting core economic regions: 70% of corporate assets and 63% of retail assets in Moscow and St. Petersburg regions
- Domestically funded in RUB and FX through deposits: 85.4% loan to deposit ratio at 31/12/2019
- Active hedging of Group CET 1 ratio against RUB depreciation
- Retail market:
 - #1 NPS by 2021
 - Scalable digital client acquisition for major products; remote sales & service model across whole of Russia
- Corporate market:
 - Balanced risk approach and focus on loan portfolio quality
 - Selective growth targeting companies with strong financials

Corporate Center/Reconciliation

In EUR mn	1-12/2019	1-12/2018	y-o-y
Operating income	834	747	11.5%
General admin. expenses	(353)	(344)	2.6%
Operating result	481	404	19.1%
Other result	(66)	(221)	(70.1%)
Levies and special governmental measures	(57)	(52)	9.4%
Impairment losses on financial assets	(2)	(5)	(59.1%)
Profit/loss before tax	356	125	183.5%
Profit/loss after tax	422	211	100.4%

In EUR mn	Q4/2019	Q3/2019	q-o-q
Operating income	135	24	449.7%
General admin. expenses	(87)	(82)	6.1%
Operating result	47	(58)	-
Other result	(44)	(26)	70.6%
Levies and special governmental measures	1	1	89.6%
Impairment losses on financial assets	(3)	5	-
Profit/loss before tax	2	(78)	-
Profit/loss after tax	15	(51)	-

Following business areas are managed and reported in **Corporate Center**:

- The expenses related to the shared Group-wide service and control function of the head office in the areas: risk management, finance, legal, funding, capital and asset liability management (ALM), information technology, human resources
- The results from equity participation management related to dividends received and funding of network units
- The results from head office treasury that are not allocated to regional or functional segments from ALM as well as liquidity and liability management
- The result of business with special customers

In EUR mn	1-12/2019	1-12/2018	y-o-y
Operating income	(894)	(827)	8.2%
General admin. expenses	131	127	3.2%
Operating result	(763)	(700)	9.1%
Other result	(7)	19	-
Levies and special governmental measures	(0)	0	-
Impairment losses on financial assets	(1)	(7)	-81.6%
Profit/loss before tax	(772)	(688)	12.2%
Profit/loss after tax	(775)	(688)	12.8%

In EUR mn	Q4/2019	Q3/2019	q-o-q
Operating income	(3)	(87)	(96.1%)
General admin. expenses	34	34	0.1%
Operating result	31	(53)	-
Other result	16	11	36.3%
Levies and special governmental measures	0	(0)	-
Impairment losses on financial assets	(3)	(3)	-7.6%
Profit/loss before tax	44	(45)	-
Profit/loss after tax	40	(45)	-

Following items are reported in **Reconciliation**:

- Reconciliation comprises consolidation adjustments to reconcile segments with Group results. The financials of the reportable segments are shown after intra-segment items have been eliminated. However, the inter-segment items are consolidated and eliminated in the Reconciliation
- The main consolidation bookings carried out between segments are dividend payments to the head office, inter-segment revenues charged and expenses carried by the head office
- All other consolidation bookings that reconcile the totals of reported segments' profit or loss with the RBI Group financials are also eliminated in the Reconciliation
- Offsetting of intra-Group charges resulting in a reduction of operating income and general admin. expenses in the Reconciliation

Equity Overview

In EUR mn	Subscribed capital	Capital reserves	Retained earnings	Cumulative other comprehensive income	Consolidated equity	Non-controlling interests	Additional tier 1	Total Equity
Equity as at 31/12/2018	1,002	4,992	7,587	(2,994)	10,587	701	1,125	12,413
Impact of implementation IFRS 16	0	0	0	0	0	0	0	0
Equity as at 1/1/2019	1,002	4,992	7,587	(2,994)	10,587	701	1,125	12,413
Capital increases	0	0	0	0	0	8	0	8
AT1 capital dividend allotment	0	0	(62)	0	(62)	0	62	0
Dividend payments	0	0	(306)	0	(306)	(60)	(62)	(428)
Own shares	0	0	0	0	0	0	11	11
Other changes	0	0	(3)	0	(3)	(6)	(0)	(10)
Total comprehensive income	0	0	1,227	374	1,601	169	0	1,771
Equity as at 31/12/2019	1,002	4,992	8,443	(2,620)	11,817	811	1,137	13,765

- **Earnings per share** down EUR 0.14 (1-12/2019: EUR 3.54 vs. 1-12/2018: EUR 3.68)
- **Dividend proposal by board:** EUR 1.00 per share or maximum payout of EUR 329 mn; 27% payout ratio
- **Book value per share** EUR 35.93 at 31/12/2019 (EUR 32.19 at 31/12/2018)
- **Total comprehensive income** mostly impacted by **currency differences** (positive EUR 332 mn) mainly from Russia

Regulatory Capital Overview

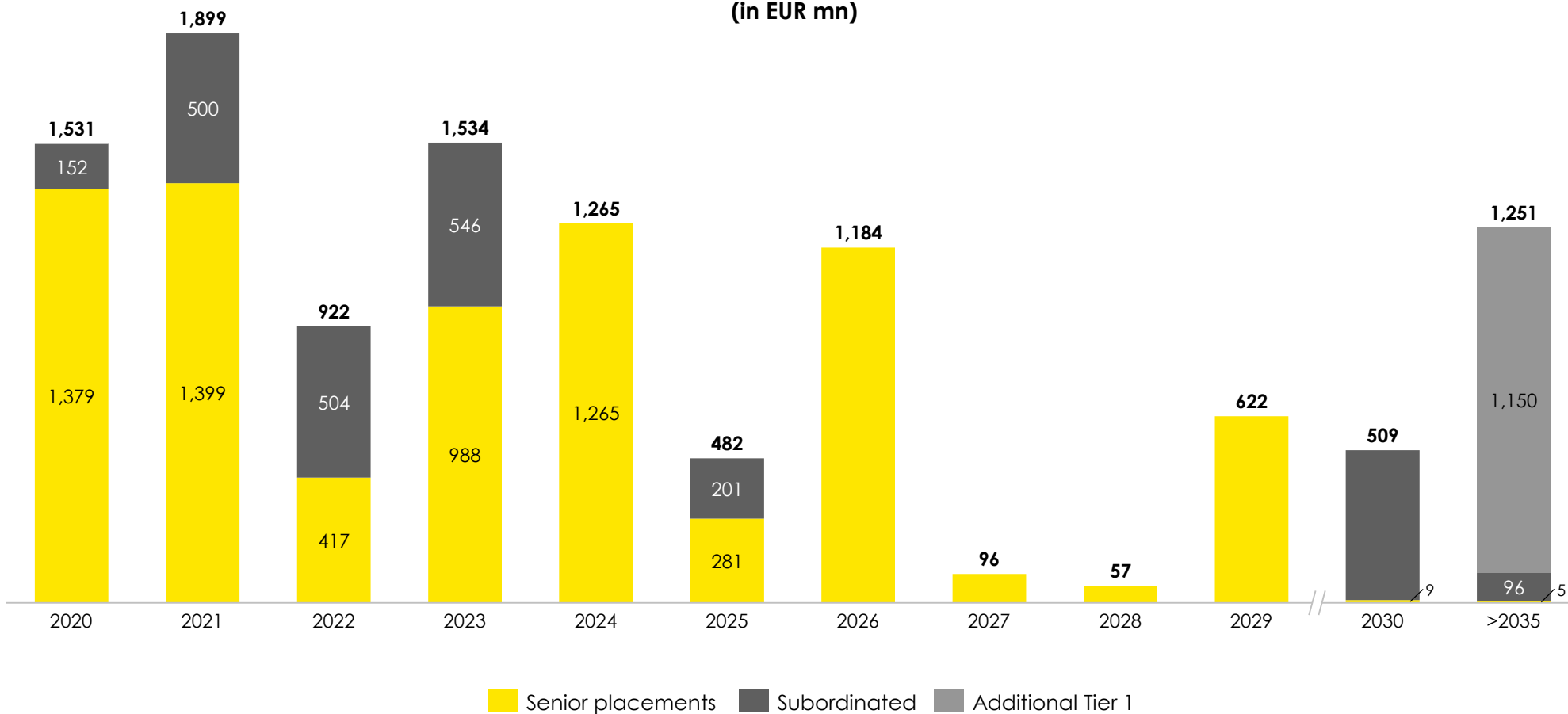
Regulatory Capital Structure

In EUR mn	31/12/2019	31/12/2018 ¹	30/9/2019
Common equity tier 1 (before deductions)	11,659	10,436	11,199
Deduction items	(797)	(734)	(791)
Common equity tier 1 (after deductions)	10,862	9,702	10,408
Additional tier 1 (after deductions)	1,230	1,226	1,228
Tier 1 (after deductions)	12,092	10,928	11,635
Tier 2 (after deductions)	1,940	2,358	2,032
Total capital	14,032	13,286	13,667
Risk-weighted assets (total RWA)	77,966	72,672	77,816
Common equity tier 1 ratio (fully loaded)	13.9%	13.4%	13.4%
Tier 1 ratio (fully loaded)	15.4%	14.9%	14.8%
Total capital ratio (fully loaded)	17.9%	18.2%	17.4%
Leverage ratio (fully loaded)	6.7%	6.6%	6.5%
Leverage exposure (total)	178,226	163,077	177,069

1) In the course of the regulatory reporting process, the reduction of tier 2 capital due to the adjustment of an eligible threshold resulted in a change to the total capital as at 31 December 2018.

Maturity Profile

**Maturity Profile at 31/12/2019
(in EUR mn)**



AT1 and Subordinated Instruments

Issuer	Regulatory Treatment ¹	Capital Recognition ²	ISIN	Initial Coupon	Reset Coupon	Nominal outstanding	Issuance date	First Call Date	Call period	Maturity
Raiffeisen Bank International AG	Additional Tier 1	99.5%	XS1756703275	4.500%	5Y EUR MidSwap + 3.88%	EUR 500 mn	17 Jan 2018	25 Jun 2025	Semi-annual	Perpetual
Raiffeisen Bank International AG	Additional Tier 1	99.6%	XS1640667116	6.125%	5Y EUR MidSwap + 5.95%	EUR 650 mn	28 Jun 2017	15 Dec 2022	Semi-annual	Perpetual
RZB Finance (Jersey) III Limited	Grandfathered Tier 1	100%	XS0193631040	6.00%	10Y CMS + 0.1%	EUR 90 mn	15 Jun 2004	15 Jun 2009	Semi-annual	Perpetual
Raiffeisen Bank International AG	Tier 2	27.6%	XS0619437147	6.625%	NA	EUR 500 mn	18 May 2011	NA	NA	18 May 2021
Raiffeisen Bank International AG	Tier 2	56.3%	CH0194405343	4.75%	NA	CHF 250 mn	24 Oct 2012	NA	NA	24 Oct 2022
Raiffeisen Bank International AG	Tier 2	75.9%	XS0981632804	6.00%	NA	EUR 500 mn	16 Oct 2013	NA	NA	16 Oct 2023
Raiffeisen Bank International AG	Tier 2	100%	XS2049823763	1.500%	5Y EUR MidSwap + 2.10%	EUR 500 mn	09 Sep 2019	03 Dec 2025	NA	09 Dec 2030

- RZB Finance Jersey III Tier 1 will continue to be recognised as Tier 1 capital in full until 01.01.2020 and then is fully phased out by 01.01.2022
- All Tier 2 capital outstanding is CRD IV compliant and thus any Tier 2 grandfathering cap is not relevant in this case
- Overview only includes subordinated instruments with outstanding nominal amount > EUR 150 mn (~EUR 0.6 bn Tier 2 instruments in smaller issuances are not included)

1) Transitional and post-transitional CRR rules

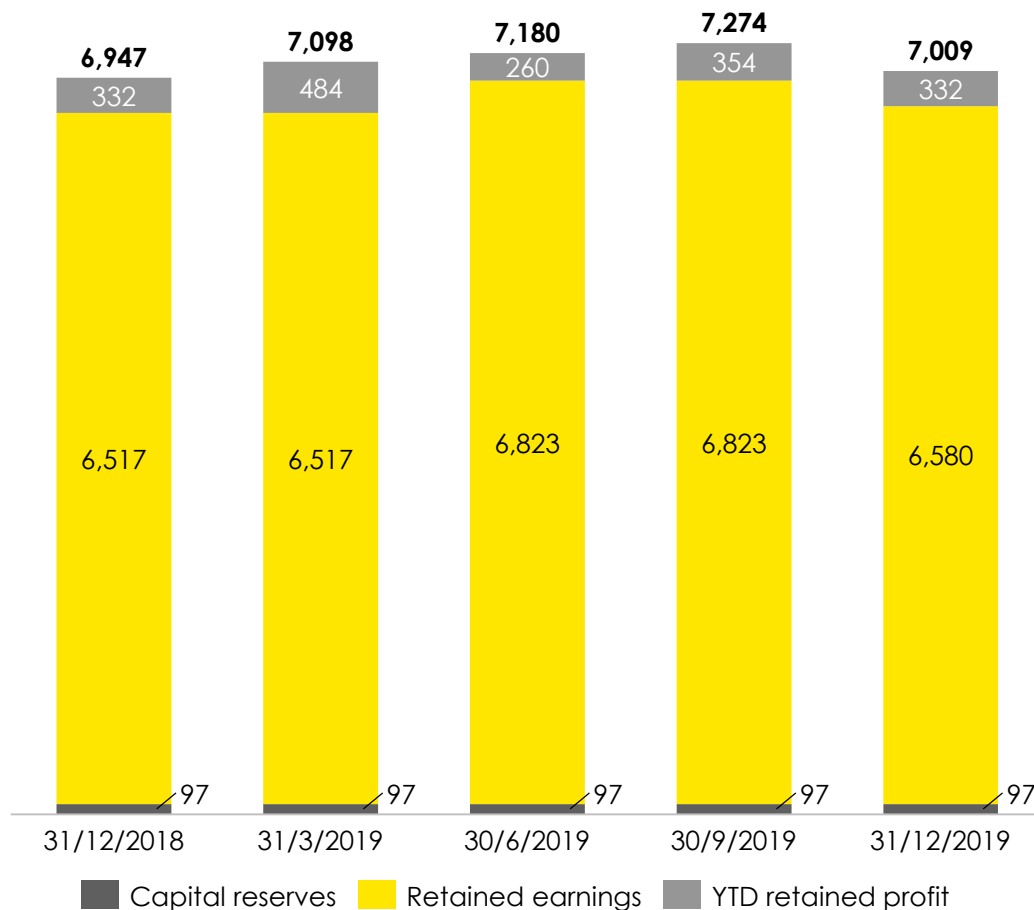
2) Transitional CRR rules as of Q4 2019, calculated as reported regulatory amount divided by carrying amount before deduction for market making activities

Available Distributable Items (ADI) to Cover Discretionary Distributions

Distributable Items

- Discretionary coupon payments on AT1 capital are subject to sufficient distributable items¹
- Distributable items based on RBI AG's unconsolidated accounts under UGB/BWG (local Austrian GAAP) at year end
- ADIs include available reserves under CRD IV (tied capital reserves and liability reserves)
- ADI of EUR 7,009 mn at 31/12/2019 including YTD profit, excluding national regulations

Available Distributable Items (EUR mn)



¹) Distributable items as defined in Article 4 (1) (128) CRR

The Institutional Protection Scheme (IPS)

- ❶ **RBI is part of the Raiffeisen Banking Group federal IPS.** The IPS supports members if needed to ensure solvency and liquidity
- ❷ IPS serves as **capital cushion and source of liquidity** to its members. Uniform and joint monitoring ensures the early identification of potential risks
- ❸ Financial **support is provided prior to resolution** and may take various forms, incl. loans, liquidity, guarantees and capital, and is subject to case-by-case conditions determined by the IPS risk council



IPS are subject to regulations set out in the CRR, regular financial reporting requirements and regulatory oversight

Support Mechanism

- RBG has IPS on regional and federal levels. RBI would receive support from the federal IPS, whereas the regional Raiffeisen banks (Landesbanken) would receive support from the regional IPS in the first instance, with the federal IPS stepping in if there is insufficient capacity on regional level

Fund size

- As of Q4/2019 the regional ex ante IPS fund's target volume was EUR 231 mn and EUR 199 mn had been paid in
- The federal IPS fund's current target volume is EUR 636 mn, to be reached by end-2022; the fund size at Q4/2019 was EUR 403 mn

Contributions

- IPS members contribute to an ex ante fund and make ex post contributions if necessary. The maximum liability for support provision is capped at 25% of each member's total capital in excess of the minimum regulatory requirement (including regulatory buffers) plus a cushion of 10%

RBI's Contribution

- RBI's 2019 contribution to the IPS was EUR 50 mn. Its share of the federal IPS fund amounts to EUR 263 mn

Bank Levies and Resolution Fund

Impact in EUR mn		FY 2018	FY 2019	FY 2020e
Austria	Bank levy based on total assets (excluding derivatives) and including a one-off payment (spread over 4 years) of EUR 163 mn from 2017 on	57	57 ¹	~58
Hungary	Bank levy of 0.15% (for up to HUF 50 bn of total assets) and 0.21% (for tax base above HUF 50 bn) fully reflected in the first quarter	13	13	~14
Poland	Bank levy of 0.44%, based on total assets less PLN 4 bn flat amount, own funds and treasury securities	24	6	~5
Romania	Bank levy of 0.4% based on defined asset base, calculated bi-annually. Tax relief if certain targets (loan growth, margins) are met. Tax was abolished beginning of 2020.	-	10	-
Slovakia	Bank levy of 0.2% on total liabilities less own funds and subordinated debt, for 2020 an increase of bank levy to 0.4% was approved by parliament.	22	24	~52 ²
Total	Bank levies	116	110	~129
Austria	Based on total assets less equity and secured deposits Full amounts always booked in the first quarter according to IFRIC 21	18	20	~23
Albania		1	1	~1
Croatia		2	2	~2
Czech Republic		10	9	~11
Bulgaria		4	5	~6
Hungary		3	4	~4
Poland		9	0	~0
Romania		3	4	~3
Slovakia		4	4	~4
Total	Resolution fund	54	49	~54

1) EUR 41 mn related to the one-off payment and EUR 16 mn current instalment of the bank levy; EUR 47 mn booked in Corporate Center, EUR 10 mn in Group Corporates & Markets

2) Slovak bank sector is lodging an appeal with the Constitutional Court

NPE and NPL Distribution by Country

In EUR mn	NPE Stock 31/12/2019	NPE Ratio 31/12/2019	NPE Ratio 30/9/2019	NPE Coverage Ratio 31/12/2019	NPE Coverage Ratio 30/9/2019	NPL Ratio 31/12/2019	NPL Ratio 30/9/2019	NPL Coverage Ratio 31/12/2019	NPL Coverage Ratio 30/9/2019
Czech Republic	237	1.4%	1.2%	61.0%	62.4%	1.5%	1.3%	61.0%	62.4%
Hungary	187	2.5%	2.3%	46.9%	60.1%	3.6%	3.3%	46.9%	60.1%
Poland	322	10.0%	10.1%	58.3%	51.3%	10.0%	10.1%	58.3%	51.3%
Slovakia	230	1.6%	1.6%	69.0%	70.1%	1.8%	1.9%	69.0%	70.1%
Central Europe¹	989	2.4%	2.3%	58.6%	59.1%	2.7%	2.6%	58.6%	59.1%
Albania	103	5.6%	5.6%	71.4%	73.0%	7.8%	8.2%	71.4%	73.0%
Bosnia & Herzegovina	90	4.0%	3.6%	77.9%	89.3%	4.2%	3.8%	77.9%	89.3%
Bulgaria	76	1.7%	1.8%	66.8%	68.6%	2.0%	2.1%	66.8%	68.6%
Croatia	150	3.2%	3.6%	72.9%	73.2%	4.1%	4.6%	72.9%	73.2%
Kosovo	20	2.0%	1.6%	68.0%	67.9%	2.4%	1.8%	68.0%	67.9%
Romania	260	3.1%	3.4%	65.5%	55.4%	3.7%	4.1%	65.5%	55.4%
Serbia	49	1.9%	1.9%	72.0%	75.3%	2.4%	2.4%	72.0%	75.3%
Southeastern Europe	747	3.0%	3.1%	69.9%	67.8%	3.6%	3.8%	69.9%	67.8%
Belarus	31	1.6%	1.9%	83.2%	80.2%	1.7%	2.1%	83.2%	80.2%
Russia	263	1.5%	1.7%	55.1%	50.5%	1.8%	1.9%	55.1%	50.5%
Ukraine	144	5.2%	6.4%	63.9%	66.2%	5.5%	7.0%	63.9%	66.2%
Eastern Europe	438	2.0%	2.4%	60.0%	58.6%	2.3%	2.6%	60.0%	58.6%
GC&M	771	1.7%	1.9%	55.9%	55.4%	1.7%	1.9%	56.7%	56.1%
Total RBI Group	2,949	2.1%	2.3%	61.0%	60.2%	2.4%	2.6%	61.2%	60.5%

Note: all definitions according to EBA financial reporting standards; bonds are included in the NPE ratio and excluded from the NPL

1) Including Slovenia

Country and Segment Overview

1-12/2019	Total Assets ² (EUR mn)	Share of Total Assets ²	Loan/deposit Ratio	Net Interest Margin	Cost/income Ratio	Provisioning Ratio	Return on equity after tax
Czech Republic	17,433	11.5%	86.2%	2.37%	52.0%	0.14%	14.7%
Hungary	7,862	5.2%	70.5%	1.73%	69.8%	(0.64%)	9.5%
Poland	2,974	2.0%	–	0.45%	–	0.88%	–
Slovakia	14,613	9.6%	98.3%	2.22%	53.9%	0.19%	11.7%
Central Europe¹	42,094	27.7%	98.0%	2.09%	56.7%	0.13%	8.1%
Albania	1,838	1.2%	52.2%	3.32%	57.6%	0.51%	10.6%
Bosnia & Herzegovina	2,469	1.6%	75.3%	3.23%	52.0%	1.06%	11.2%
Bulgaria	4,626	3.0%	81.7%	2.77%	54.6%	0.07%	15.3%
Croatia	4,959	3.3%	70.9%	2.75%	58.4%	0.12%	9.1%
Kosovo	1,062	0.7%	82.7%	4.85%	53.9%	0.75%	15.5%
Romania	9,246	6.1%	76.4%	4.52%	51.5%	0.68%	18.7%
Serbia	2,789	1.8%	74.2%	3.76%	55.6%	0.20%	10.7%
Southeastern Europe	26,986	17.7%	74.6%	3.63%	53.9%	0.46%	16.1%
Belarus	2,088	1.4%	85.8%	5.74%	47.1%	(0.07%)	17.1%
Russia	18,178	11.9%	85.4%	5.11%	39.4%	0.67%	25.3%
Ukraine	3,139	2.1%	72.8%	10.83%	45.8%	(0.64%)	47.5%
Eastern Europe	23,381	15.4%	83.6%	5.84%	41.5%	0.44%	32.3%
Group Corporates & Markets	53,706	35.3%	147.6%	1.23%	59.5%	0.22%	7.4%
Corporate Center	31,549	20.7%	–	–	–	–	–
Total RBI Group	152,200	100.0%	97.9%	2.44%	56.5%	0.26%	11.0%

1) Including Slovenia 2) Excludes reconciliation of EUR 25.5 bn

In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	881	866	1.7%	840	825	843	3,412	3,362	1.5%
Net fee and commission income	489	468	4.6%	437	402	467	1,797	1,791	0.3%
Net trading income and fair value result	70	(8)	–	(27)	(52)	(3)	(17)	17	–
Other net operating income	65	(8)	–	21	0	8	78	88	(10.5%)
Operating income	1,642	1,327	23.7%	1,293	1,213	1,318	5,475	5,377	1.8%
General administrative expenses	(848)	(748)	13.4%	(773)	(724)	(819)	(3,093)	(3,048)	1.5%
Operating result	794	580	37.0%	520	489	499	2,382	2,330	2.3%
Other result	(151)	(35)	325.1%	(7)	(26)	(98)	(219)	(241)	(9.0%)
Levies and special governmental measures	(21)	(11)	95.7%	(17)	(114)	(13)	(162)	(170)	(4.4%)
Impairment losses on financial assets	(154)	(68)	125.5%	(2)	(9)	(222)	(234)	(166)	41.2%
Profit/loss before tax	468	465	0.6%	494	340	166	1,767	1,753	0.8%
Profit/loss after tax	380	341	11.3%	384	259	127	1,365	1,398	(2.4%)
Return on equity before tax ¹	15.1%	15.1%	0.0 PP	16.0%	10.9%	6.2%	14.2%	16.3%	(2.1 PP)
Return on equity after tax ¹	12.3%	11.1%	1.2 PP	12.3%	8.3%	4.6%	11.0%	12.7%	(1.7 PP)
Net interest margin ¹	2.47%	2.46%	0.01 PP	2.40%	2.43%	2.52%	2.44%	2.50%	(0.07 PP)
Cost/income ratio	51.7%	56.3%	(4.7 PP)	59.8%	59.7%	62.2%	56.5%	56.7%	(0.2 PP)
Loan/deposit ratio	97.9%	102.9%	(5.0 PP)	102.9%	100.8%	98.4%	97.9%	98.4%	(0.4 PP)
Provisioning ratio ¹	0.65%	0.32%	0.33 PP	0.01%	0.04%	1.10%	0.26%	0.21%	0.06 PP
NPE ratio	2.1%	2.3%	(0.2 PP)	2.3%	2.5%	2.6%	2.1%	2.6%	(0.5 PP)
NPE coverage ratio	61.0%	60.2%	0.7 PP	59.0%	58.4%	58.3%	61.0%	58.3%	2.7 PP
Total assets	152,200	150,805	0.9%	148,630	146,413	140,115	152,200	140,115	8.6%
RWA	77,966	77,816	0.2%	75,620	74,218	72,672	77,966	72,672	7.3%
Equity	13,765	13,344	3.2%	12,920	12,837	12,413	13,765	12,413	10.9%
Loans to customers	91,204	92,574	(1.5%)	88,508	85,528	80,866	91,204	80,866	12.8%
- Hereof non-financial corporations % ²	49.7%	49.4%	0.4 PP	51.2%	51.6%	52.1%	49.7%	52.1%	(2.4 PP)
- Hereof households % ²	38.1%	36.6%	1.6 PP	37.4%	37.3%	38.5%	38.1%	38.5%	(0.4 PP)
- Hereof FCY %	–	–	–	–	–	–	–	–	–
Deposits from customers	96,214	90,701	6.1%	90,161	88,741	87,038	96,214	87,038	10.5%
Business outlets	2,040	2,095	(2.6%)	2,105	2,153	2,159	2,040	2,159	(5.5%)
Number of employees	46,873	47,238	(0.8%)	47,181	47,264	47,079	46,873	47,079	(0.4%)
Number of customers (in mn)	16.7	16.5	1.2%	16.4	16.3	16.1	16.7	16.1	4.3%

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share

Country Financials (CE) – Czech Republic



In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	96	104	(7.5%)	98	97	92	395	338	16.9%
Net fee and commission income	33	32	2.0%	33	32	34	130	136	(4.3%)
Net trading income and fair value result	4	(9)	–	(2)	(1)	(3)	(7)	2	–
Other net operating income	5	4	34.9%	12	3	4	25	18	39.7%
Operating income	139	131	6.1%	144	131	130	545	497	9.7%
General administrative expenses	(74)	(72)	2.6%	(70)	(68)	(67)	(283)	(255)	11.2%
Operating result	65	59	10.3%	74	64	63	262	242	8.0%
Other result	(10)	(0)	>500.0%	0	2	(0)	(8)	(0)	>500.0%
Levies and special governmental measures	(0)	0	–	4	(12)	0	(9)	(10)	(13.9%)
Impairment losses on financial assets	(26)	(7)	245.5%	16	2	(20)	(16)	(33)	(52.3%)
Profit/loss before tax	29	52	(43.2%)	93	55	42	230	199	15.2%
Profit/loss after tax	24	41	(42.2%)	83	44	35	192	161	19.3%
Return on equity before tax ¹	8.1%	15.2%	(7.1 PP)	28.3%	16.8%	13.3%	17.6%	16.7%	0.9 PP
Return on equity after tax ¹	6.6%	12.1%	(5.5 PP)	25.1%	13.5%	10.9%	14.7%	13.5%	1.2 PP
Net interest margin ¹	2.26%	2.48%	(0.22 PP)	2.40%	2.37%	2.26%	2.37%	2.11%	0.26 PP
Cost/income ratio	53.0%	54.8%	(1.8 PP)	48.7%	51.6%	51.7%	52.0%	51.2%	0.7 PP
Loan/deposit ratio	86.2%	90.2%	(4.0 PP)	89.1%	89.3%	87.0%	86.2%	87.0%	(0.7 PP)
Provisioning ratio ¹	0.88%	0.26%	0.62 PP	(0.55%)	(0.07%)	0.73%	0.14%	0.31%	(0.17 PP)
NPE ratio	1.4%	1.2%	0.2 PP	1.3%	1.5%	1.4%	1.4%	1.4%	(0.1 PP)
NPE coverage ratio	61.0%	62.4%	(1.4 PP)	61.2%	62.4%	64.7%	61.0%	64.7%	(3.8 PP)
Total assets	17,433	17,133	1.7%	17,260	16,548	16,883	17,433	16,883	3.3%
RWA	8,210	7,954	3.2%	8,002	7,832	7,706	8,210	7,706	6.5%
Equity	1,503	1,431	5.1%	1,408	1,358	1,316	1,503	1,316	14.2%
Loans to customers	11,872	11,698	1.5%	11,629	11,345	11,131	11,872	11,131	6.7%
- Hereof non-financial corporations % ²	40.5%	40.7%	(0.2 PP)	40.5%	41.9%	41.7%	40.5%	41.7%	(1.2 PP)
- Hereof households % ²	55.7%	55.1%	0.6 PP	55.2%	54.1%	54.7%	55.7%	54.7%	1.0 PP
- Hereof FCY %	15.7%	15.6%	0.1 PP	15.3%	15.5%	15.0%	15.7%	15.0%	0.7 PP
Deposits from customers	14,106	13,176	7.1%	13,239	12,890	13,004	14,106	13,004	8.5%
Business outlets	136	136	0.0%	137	137	136	136	136	0.0%
Number of employees	3,413	3,425	(0.4%)	3,434	3,436	3,402	3,413	3,402	0.3%
Number of customers (in mn)	1.2	1.2	3.1%	1.2	1.2	1.1	1.2	1.1	5.6%

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share

Country Financials (CE) – Hungary



In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	22	34	(36.5%)	34	37	34	127	133	(4.3%)
Net fee and commission income	38	37	0.7%	37	36	36	149	134	11.1%
Net trading income and fair value result	1	(2)	–	(1)	1	1	(0)	11	–
Other net operating income	(12)	(14)	(18.2%)	(11)	(13)	(13)	(50)	(48)	5.9%
Operating income	49	55	(11.1%)	61	62	58	227	232	(2.0%)
General administrative expenses	(43)	(39)	8.8%	(40)	(37)	(43)	(159)	(149)	6.8%
Operating result	7	16	(59.5%)	21	25	15	69	84	(17.8%)
Other result	(0)	(0)	85.5%	(0)	(0)	(1)	(0)	(9)	(97.3%)
Levies and special governmental measures	0	0	(49.4%)	(1)	(16)	0	(17)	(15)	7.2%
Impairment losses on financial assets	(8)	2	–	22	8	6	24	24	(3.1%)
Profit/loss before tax	(2)	18	–	42	17	19	76	83	(9.2%)
Profit/loss after tax	(3)	14	–	38	15	16	63	73	(13.4%)
Return on equity before tax ¹	–	10.4%	–	23.6%	10.1%	12.2%	11.3%	13.7%	(2.3 PP)
Return on equity after tax ¹	–	8.1%	–	21.4%	8.6%	10.2%	9.5%	12.0%	(2.5 PP)
Net interest margin ¹	1.14%	1.86%	(0.72 PP)	1.85%	2.07%	1.91%	1.73%	1.92%	(0.20 PP)
Cost/income ratio	86.7%	70.9%	15.8 PP	65.4%	59.6%	74.7%	69.8%	64.0%	5.8 PP
Loan/deposit ratio	70.5%	74.5%	(4.0 PP)	76.8%	70.5%	64.9%	70.5%	64.9%	5.6 PP
Provisioning ratio ¹	0.90%	(0.18%)	1.09 PP	(2.43%)	(0.95%)	(0.66%)	(0.64%)	(0.77%)	0.13 PP
NPE ratio	2.5%	2.3%	0.2 PP	2.5%	2.9%	3.3%	2.5%	3.3%	(0.7 PP)
NPE coverage ratio	46.9%	60.1%	(13.2 PP)	55.4%	60.4%	58.3%	46.9%	58.3%	(11.4 PP)
Total assets	7,862	7,784	1.0%	7,586	7,839	7,528	7,862	7,528	4.4%
RWA	3,747	3,637	3.0%	3,663	3,457	3,692	3,747	3,692	1.5%
Equity	717	708	1.3%	715	770	652	717	652	10.0%
Loans to customers	3,822	3,752	1.9%	3,736	3,572	3,354	3,822	3,354	13.9%
- Hereof non-financial corporations % ²	68.5%	71.3%	(2.8 PP)	74.8%	74.2%	73.3%	68.5%	73.3%	(4.9 PP)
- Hereof households % ²	25.6%	23.7%	1.9 PP	22.3%	22.2%	23.0%	25.6%	23.0%	2.6 PP
- Hereof FCY %	45.9%	45.6%	0.3 PP	45.9%	46.0%	43.7%	45.9%	43.7%	2.2 PP
Deposits from customers	5,882	5,792	1.5%	5,650	5,778	5,670	5,882	5,670	3.7%
Business outlets	71	71	0.0%	71	71	71	71	71	0.0%
Number of employees	2,237	2,225	0.5%	2,199	2,168	2,089	2,237	2,089	7.1%
Number of customers (in mn)	0.5	0.5	(7.0%)	0.5	0.5	0.5	0.5	0.5	(9.8%)

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share

Country Financials (CE) – Poland



In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	3	4	(7.3%)	4	3	22	14	205	(93.1%)
Net fee and commission income	0	1	(74.9%)	1	1	13	2	115	(98.2%)
Net trading income and fair value result	0	0	(54.8%)	1	0	3	1	21	(93.2%)
Other net operating income	(1)	(0)	470.8%	(0)	(0)	(10)	(2)	(5)	(50.9%)
Operating income	2	4	(46.2%)	5	4	28	15	326	(95.3%)
General administrative expenses	(5)	(6)	(11.1%)	(6)	(4)	(27)	(22)	(201)	(89.1%)
Operating result	(3)	(2)	65.6%	(1)	(0)	1	(6)	126	–
Other result	(47)	(1)	>500.0%	(1)	0	0	(49)	(4)	>500.0%
Levies and special governmental measures	(1)	(2)	(3.6%)	(2)	(2)	(3)	(6)	(33)	(81.2%)
Impairment losses on financial assets	(11)	(0)	>500.0%	1	(17)	(46)	(27)	(89)	(69.9%)
Profit/loss before tax	(63)	(4)	>500.0%	(2)	(19)	(48)	(88)	(0)	>500.0%
Profit/loss after tax	(63)	(29)	115.1%	(3)	(19)	(38)	(113)	(17)	>500.0%
Return on equity before tax ¹	–	–	–	–	–	–	–	–	–
Return on equity after tax ¹	–	–	–	–	–	–	–	–	–
Net interest margin ¹	0.44%	0.46%	(0.02 PP)	0.49%	0.40%	1.66%	0.45%	2.23%	(1.78 PP)
Cost/income ratio	–	–	–	–	–	95.4%	–	61.5%	–
Loan/deposit ratio	–	–	–	–	–	–	–	–	–
Provisioning ratio ¹	1.55%	0.00%	1.54 PP	(0.19%)	2.16%	3.48%	0.88%	1.34%	(0.45 PP)
NPE ratio	10.0%	10.1%	(0.1 PP)	11.1%	11.0%	11.6%	10.0%	11.6%	(1.6 PP)
NPE coverage ratio	58.3%	51.3%	7.0 PP	50.6%	48.1%	44.2%	58.3%	44.2%	14.0 PP
Total assets	2,974	3,147	(5.5%)	3,197	3,223	3,267	2,974	3,267	(9.0%)
RWA	3,681	3,820	(3.6%)	3,872	3,869	3,970	3,681	3,970	(7.3%)
Equity	–	–	–	–	–	–	–	–	–
Loans to customers	2,938	3,009	(2.4%)	3,050	3,095	3,153	2,938	3,153	(6.8%)
- Hereof non-financial corporations % ²	6.1%	6.6%	(0.5 PP)	7.4%	7.8%	7.9%	6.1%	7.9%	(1.8 PP)
- Hereof households % ²	93.9%	93.4%	0.5 PP	92.6%	92.2%	92.1%	93.9%	92.1%	1.8 PP
- Hereof FCY %	92.9%	94.1%	(1.1 PP)	93.1%	93.2%	100.0%	92.9%	100.0%	(7.1 PP)
Deposits from customers	17	18	(8.8%)	24	22	19	17	19	–
Business outlets	1	1	0.0%	1	1	1	1	1	0.0%
Number of employees	227	214	6.1%	218	203	196	227	196	15.8%
Number of customers (in mn)	0.0	0.0	(1.6%)	0.0	0.0	0.0	0.0	0.0	0.3%

Note: All data, except P/L, are dated to the end of the period. Core banking operations were deconsolidated on 31/10/2018 1) Annualized 2) General governments and other financial corporations as remaining share

Country Financials (CE) – Slovakia



In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	75	74	0.5%	73	72	74	294	289	1.8%
Net fee and commission income	41	40	2.2%	39	39	42	160	163	(2.2%)
Net trading income and fair value result	30	(0)	–	1	1	2	32	8	290.1%
Other net operating income	(1)	2	–	1	(1)	(1)	1	(3)	–
Operating income	146	117	24.7%	116	113	120	492	462	6.5%
General administrative expenses	(74)	(64)	15.6%	(65)	(61)	(67)	(265)	(248)	6.7%
Operating result	72	53	35.7%	51	51	53	227	214	6.2%
Other result	1	(1)	–	(0)	(0)	0	(0)	0	–
Levies and special governmental measures	(6)	(6)	2.9%	(6)	(10)	(6)	(28)	(26)	7.0%
Impairment losses on financial assets	(13)	(6)	128.1%	(1)	0	(21)	(20)	(26)	(23.7%)
Profit/loss before tax	53	40	31.4%	44	42	26	179	162	10.4%
Profit/loss after tax	41	33	22.9%	35	33	19	142	127	12.0%
Return on equity before tax ¹	16.2%	12.8%	3.4 PP	14.2%	13.5%	8.7%	14.7%	14.9%	(0.2 PP)
Return on equity after tax ¹	12.5%	10.5%	2.0 PP	11.4%	10.7%	6.4%	11.7%	11.7%	0.0 PP
Net interest margin ¹	2.16%	2.21%	(0.05 PP)	2.25%	2.25%	2.37%	2.22%	2.33%	(0.11 PP)
Cost/income ratio	50.9%	54.9%	(4.0 PP)	55.8%	54.6%	55.8%	53.9%	53.8%	0.1 PP
Loan/deposit ratio	98.3%	101.6%	(3.3 PP)	102.1%	101.0%	98.9%	98.3%	98.9%	(0.6 PP)
Provisioning ratio ¹	0.50%	0.23%	0.27 PP	0.03%	(0.01%)	0.85%	0.19%	0.26%	(0.08 PP)
NPE ratio	1.6%	1.6%	(0.0 PP)	1.7%	1.8%	1.9%	1.6%	1.9%	(0.3 PP)
NPE coverage ratio	69.0%	70.1%	(1.0 PP)	68.9%	66.8%	67.5%	69.0%	67.5%	1.5 PP
Total assets	14,613	14,154	3.2%	13,930	13,300	13,301	14,613	13,301	9.9%
RWA	6,409	6,229	2.9%	6,158	6,104	6,171	6,409	6,171	3.9%
Equity	1,334	1,311	1.7%	1,277	1,274	1,236	1,334	1,236	8.0%
Loans to customers	10,957	10,807	1.4%	10,589	10,434	10,075	10,957	10,075	8.7%
- Hereof non-financial corporations % ²	42.7%	43.7%	(1.0 PP)	44.0%	43.8%	44.2%	42.7%	44.2%	(1.5 PP)
- Hereof households % ²	56.3%	55.4%	0.9 PP	55.1%	54.4%	55.0%	56.3%	55.0%	1.3 PP
- Hereof FCY %	0.5%	0.4%	0.2 PP	0.4%	0.4%	0.4%	0.5%	0.4%	0.2 PP
Deposits from customers	11,961	11,381	5.1%	11,485	10,912	10,927	11,961	10,927	9.5%
Business outlets	182	184	(1.1%)	181	186	187	182	187	(2.7%)
Number of employees	4,029	4,035	(0.1%)	4,034	4,014	3,995	4,029	3,995	0.9%
Number of customers (in mn)	1.0	0.9	14.3%	0.9	0.9	0.9	1.0	0.9	16.5%

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share

Country Financials (SEE) – Albania



In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	14	14	(0.1%)	15	14	14	57	55	3.9%
Net fee and commission income	4	4	(10.3%)	4	4	4	16	17	(1.8%)
Net trading income and fair value result	1	1	(38.5%)	(1)	2	(1)	3	(2)	–
Other net operating income	(0)	(0)	385.2%	1	(0)	(1)	1	(1)	–
Operating income	18	20	(5.7%)	19	20	16	77	70	10.8%
General administrative expenses	(12)	(11)	7.8%	(11)	(10)	(11)	(44)	(43)	3.3%
Operating result	7	9	(23.2%)	8	10	5	33	27	23.1%
Other result	(1)	0	–	0	0	0	(1)	0	–
Levies and special governmental measures	(0)	(0)	(68.4%)	(0)	(1)	(0)	(1)	(1)	(4.5%)
Impairment losses on financial assets	(5)	(4)	30.2%	4	0	(5)	(4)	5	–
Profit/loss before tax	1	5	(80.3%)	12	9	(0)	27	31	(10.9%)
Profit/loss after tax	0	4	(94.5%)	12	7	1	23	27	(15.4%)
Return on equity before tax ¹	1.7%	8.6%	(6.9 PP)	21.6%	17.0%	–	12.5%	14.5%	(2.0 PP)
Return on equity after tax ¹	0.4%	7.7%	(7.3 PP)	20.6%	12.4%	1.1%	10.6%	12.9%	(2.3 PP)
Net interest margin ¹	3.32%	3.30%	0.02 PP	3.38%	3.28%	3.36%	3.32%	3.15%	0.17 PP
Cost/income ratio	64.5%	56.4%	8.1 PP	59.2%	51.0%	67.3%	57.6%	61.8%	(4.2 PP)
Loan/deposit ratio	52.2%	52.9%	(0.8 PP)	51.6%	49.5%	47.8%	52.2%	47.8%	4.4 PP
Provisioning ratio ¹	2.56%	1.86%	0.70 PP	(2.49%)	(0.07%)	3.08%	0.51%	(0.73%)	1.24 PP
NPE ratio	5.6%	5.6%	(0.0 PP)	6.1%	6.1%	6.2%	5.6%	6.2%	(0.6 PP)
NPE coverage ratio	71.4%	73.0%	(1.6 PP)	74.1%	74.3%	74.6%	71.4%	74.6%	(3.2 PP)
Total assets	1,838	1,818	1.1%	1,815	1,808	1,809	1,838	1,809	1.6%
RWA	1,345	1,318	2.0%	1,320	1,328	1,319	1,345	1,319	1.9%
Equity	231	231	0.3%	241	225	221	231	221	4.6%
Loans to customers	779	773	0.8%	753	718	705	779	705	10.4%
- Hereof non-financial corporations % ²	59.1%	59.7%	(0.6 PP)	59.8%	60.4%	60.6%	59.1%	60.6%	(1.5 PP)
- Hereof households % ²	40.9%	40.3%	0.6 PP	40.2%	39.6%	39.4%	40.9%	39.4%	1.5 PP
- Hereof FCY %	46.6%	47.7%	(1.0 PP)	49.5%	50.9%	50.4%	46.6%	50.4%	(3.7 PP)
Deposits from customers	1,556	1,521	2.3%	1,517	1,519	1,522	1,556	1,522	2.2%
Business outlets	78	78	0.0%	78	78	78	78	78	0.0%
Number of employees	1,241	1,233	0.6%	1,248	1,246	1,226	1,241	1,226	1.2%
Number of customers (in mn)	0.4	0.4	0.0%	0.4	0.4	0.4	0.4	0.4	(1.7%)

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share

Country Financials (SEE) – Bosnia & Herzegovina



In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	17	17	0.2%	17	18	17	68	68	0.3%
Net fee and commission income	11	11	0.3%	10	10	10	42	40	4.4%
Net trading income and fair value result	0	1	(23.8%)	0	0	0	2	0	344.7%
Other net operating income	1	0	259.9%	1	(1)	(0)	1	1	8.3%
Operating income	29	28	3.2%	29	27	28	114	110	3.4%
General administrative expenses	(17)	(15)	11.7%	(14)	(13)	(18)	(59)	(58)	2.7%
Operating result	12	13	(6.6%)	15	14	10	55	52	4.2%
Other result	0	0	–	0	0	0	0	0	–
Levies and special governmental measures	0	0	–	0	0	0	0	0	–
Impairment losses on financial assets	(1)	(12)	(89.4%)	(2)	1	(3)	(14)	(5)	199.9%
Profit/loss before tax	11	1	>500.0%	14	15	7	41	48	(15.0%)
Profit/loss after tax	5	(0)	–	12	14	6	31	43	(27.2%)
Return on equity before tax ¹	15.2%	1.4%	13.8 PP	19.2%	20.4%	10.0%	14.6%	17.8%	(3.3 PP)
Return on equity after tax ¹	6.7%	–	–	17.5%	18.8%	8.8%	11.2%	16.0%	(4.8 PP)
Net interest margin ¹	3.14%	3.14%	0.00 PP	3.16%	3.47%	3.56%	3.23%	3.48%	(0.26 PP)
Cost/income ratio	58.0%	53.6%	4.4 PP	47.9%	48.1%	64.3%	52.0%	52.3%	(0.4 PP)
Loan/deposit ratio	75.3%	74.6%	0.7 PP	77.4%	75.6%	76.1%	75.3%	76.1%	(0.8 PP)
Provisioning ratio ¹	0.37%	3.65%	(3.28 PP)	0.46%	(0.30%)	0.88%	1.06%	0.38%	0.67 PP
NPE ratio	4.0%	3.6%	0.4 PP	3.5%	3.6%	3.8%	4.0%	3.8%	0.2 PP
NPE coverage ratio	77.9%	89.3%	(11.3 PP)	81.7%	79.6%	79.9%	77.9%	79.9%	(1.9 PP)
Total assets	2,469	2,440	1.2%	2,437	2,368	2,296	2,469	2,296	7.5%
RWA	2,014	1,937	4.0%	1,908	1,823	1,811	2,014	1,811	11.3%
Equity	292	287	1.7%	287	308	294	292	294	(0.6%)
Loans to customers	1,329	1,329	(0.0%)	1,351	1,309	1,292	1,329	1,292	2.9%
- Hereof non-financial corporations % ²	40.1%	40.9%	(0.8 PP)	42.3%	42.4%	42.6%	40.1%	42.6%	(2.5 PP)
- Hereof households % ²	58.1%	57.4%	0.6 PP	56.1%	56.7%	56.4%	58.1%	56.4%	1.7 PP
- Hereof FCY %	48.2%	47.7%	0.5 PP	47.3%	48.4%	49.0%	48.2%	49.0%	(0.8 PP)
Deposits from customers	1,897	1,897	0.0%	1,856	1,843	1,811	1,897	1,811	4.7%
Business outlets	103	103	0.0%	103	102	102	103	102	1.0%
Number of employees	1,316	1,349	(2.4%)	1,376	1,341	1,358	1,316	1,358	(3.1%)
Number of customers (in mn)	0.4	0.4	(1.2%)	0.4	0.4	0.4	0.4	0.4	1.0%

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share

Country Financials (SEE) – Bulgaria



In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	29	29	0.7%	29	26	27	114	103	10.0%
Net fee and commission income	13	15	(11.2%)	14	13	14	55	49	12.2%
Net trading income and fair value result	1	1	43.7%	0	1	1	3	4	(29.5%)
Other net operating income	(2)	2	–	1	1	1	2	4	(55.3%)
Operating income	42	46	(9.2%)	45	44	43	176	164	7.7%
General administrative expenses	(27)	(22)	23.8%	(22)	(25)	(22)	(96)	(88)	9.4%
Operating result	14	24	(39.8%)	23	19	21	80	76	5.7%
Other result	0	0	–	0	0	0	0	0	–
Levies and special governmental measures	0	0	–	(1)	(4)	0	(5)	(4)	28.4%
Impairment losses on financial assets	(7)	1	–	6	(2)	(5)	(2)	0	–
Profit/loss before tax	7	25	(69.8%)	28	13	16	73	72	1.0%
Profit/loss after tax	7	22	(71.0%)	25	12	14	66	65	1.0%
Return on equity before tax ¹	6.6%	23.1%	(16.6 PP)	25.5%	10.9%	14.2%	16.9%	16.7%	0.2 PP
Return on equity after tax ¹	5.7%	21.1%	(15.3 PP)	23.0%	9.9%	12.8%	15.3%	15.1%	0.2 PP
Net interest margin ¹	2.73%	2.84%	(0.11 PP)	2.86%	2.67%	2.78%	2.77%	2.79%	(0.02 PP)
Cost/income ratio	65.6%	48.2%	17.5 PP	48.1%	57.7%	51.2%	54.6%	53.8%	0.9 PP
Loan/deposit ratio	81.7%	83.9%	(2.2 PP)	84.4%	85.6%	82.8%	81.7%	82.8%	(1.1 PP)
Provisioning ratio ¹	0.97%	(0.11%)	1.08 PP	(0.86%)	0.23%	0.85%	0.07%	(0.00%)	0.08 PP
NPE ratio	1.7%	1.8%	(0.1 PP)	1.9%	2.0%	2.1%	1.7%	2.1%	(0.4 PP)
NPE coverage ratio	66.8%	68.6%	(1.8 PP)	69.3%	69.3%	68.5%	66.8%	68.5%	(1.7 PP)
Total assets	4,626	4,475	3.4%	4,235	4,172	4,119	4,626	4,119	12.3%
RWA	2,550	2,380	7.2%	2,322	2,336	2,019	2,550	2,019	26.3%
Equity	467	461	1.3%	438	479	466	467	466	0.3%
Loans to customers	3,015	2,935	2.7%	2,781	2,717	2,595	3,015	2,595	16.2%
- Hereof non-financial corporations % ²	55.5%	55.9%	(0.4 PP)	55.8%	57.3%	57.1%	55.5%	57.1%	(1.6 PP)
- Hereof households % ²	43.8%	43.4%	0.4 PP	43.4%	41.8%	41.9%	43.8%	41.9%	1.9 PP
- Hereof FCY %	36.3%	37.5%	(1.2 PP)	37.6%	37.6%	38.1%	36.3%	38.1%	(1.8 PP)
Deposits from customers	3,723	3,535	5.3%	3,337	3,221	3,177	3,723	3,177	17.2%
Business outlets	148	148	0.0%	147	146	146	148	146	1.4%
Number of employees	2,633	2,641	(0.3%)	2,622	2,606	2,589	2,633	2,589	1.7%
Number of customers (in mn)	0.6	0.6	(1.5%)	0.6	0.6	0.6	0.6	0.6	1.4%

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share

Country Financials (SEE) – Croatia



In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	31	31	(1.0%)	30	30	33	122	125	(2.4%)
Net fee and commission income	20	22	(10.0%)	17	16	17	75	71	6.1%
Net trading income and fair value result	2	1	176.3%	1	2	(3)	6	(1)	–
Other net operating income	0	(1)	–	2	0	(1)	1	7	(84.5%)
Operating income	53	53	0.0%	52	48	47	205	202	1.2%
General administrative expenses	(31)	(29)	7.7%	(30)	(30)	(33)	(120)	(124)	(3.1%)
Operating result	22	24	(9.1%)	21	18	14	85	79	8.1%
Other result	(13)	(3)	304.0%	(3)	(2)	(2)	(21)	(2)	>500.0%
Levies and special governmental measures	(0)	0	–	(0)	(2)	(0)	(2)	(3)	(22.9%)
Impairment losses on financial assets	1	(7)	–	0	3	(16)	(3)	(19)	(83.5%)
Profit/loss before tax	10	14	(26.8%)	19	16	(5)	59	55	6.5%
Profit/loss after tax	20	11	78.9%	14	13	(4)	58	46	25.8%
Return on equity before tax ¹	6.1%	8.6%	(2.5 PP)	11.5%	10.4%	–	9.3%	9.1%	0.2 PP
Return on equity after tax ¹	11.7%	6.7%	5.0 PP	8.7%	8.3%	–	9.1%	7.5%	1.6 PP
Net interest margin ¹	2.73%	2.84%	(0.10 PP)	2.75%	2.70%	3.04%	2.75%	2.93%	(0.18 PP)
Cost/income ratio	58.7%	54.5%	4.2 PP	58.6%	62.3%	70.6%	58.4%	61.1%	(2.6 PP)
Loan/deposit ratio	70.9%	69.8%	1.1 PP	67.9%	68.6%	66.8%	70.9%	66.8%	4.0 PP
Provisioning ratio ¹	(0.23%)	1.21%	(1.44 PP)	(0.06%)	(0.44%)	2.81%	0.12%	0.79%	(0.67 PP)
NPE ratio	3.2%	3.6%	(0.4 PP)	4.0%	4.5%	4.6%	3.2%	4.6%	(1.4 PP)
NPE coverage ratio	72.9%	73.2%	(0.3 PP)	71.3%	65.0%	64.7%	72.9%	64.7%	8.2 PP
Total assets	4,959	4,811	3.1%	4,820	4,815	4,755	4,959	4,755	4.3%
RWA	2,637	2,677	(1.5%)	2,556	2,577	2,551	2,637	2,551	3.4%
Equity	680	665	2.3%	655	664	628	680	628	8.4%
Loans to customers	2,676	2,509	6.7%	2,442	2,397	2,361	2,676	2,361	13.3%
- Hereof non-financial corporations % ²	34.2%	35.3%	(1.1 PP)	33.9%	36.5%	37.7%	34.2%	37.7%	(3.6 PP)
- Hereof households % ²	59.0%	60.4%	(1.4 PP)	60.2%	58.9%	58.5%	59.0%	58.5%	0.5 PP
- Hereof FCY %	51.0%	50.6%	0.4 PP	52.1%	49.3%	54.3%	51.0%	54.3%	(3.3 PP)
Deposits from customers	3,736	3,754	(0.5%)	3,654	3,602	3,698	3,736	3,698	1.0%
Business outlets	76	77	(1.3%)	78	79	78	76	78	(2.6%)
Number of employees	1,860	1,852	0.4%	1,861	1,926	1,982	1,860	1,982	(6.2%)
Number of customers (in mn)	0.5	0.5	0.2%	0.5	0.5	0.5	0.5	0.5	(0.0%)

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share

Country Financials (SEE) – Kosovo



In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	11	11	1.3%	11	10	12	44	42	3.4%
Net fee and commission income	3	4	(27.1%)	2	2	2	10	11	(2.9%)
Net trading income and fair value result	0	(0)	–	(0)	0	0	0	(0)	–
Other net operating income	0	0	(47.2%)	0	0	0	1	1	37.6%
Operating income	14	15	(4.8%)	13	13	15	56	54	2.4%
General administrative expenses	(8)	(7)	7.6%	(7)	(7)	(8)	(30)	(28)	7.3%
Operating result	7	8	(16.5%)	6	5	6	26	26	(2.8%)
Other result	0	0	–	0	0	0	0	0	–
Levies and special governmental measures	0	0	–	0	0	0	0	0	–
Impairment losses on financial assets	(3)	(2)	65.0%	(0)	(0)	(2)	(5)	(3)	54.3%
Profit/loss before tax	4	6	(38.0%)	5	5	4	21	23	(10.6%)
Profit/loss after tax	3	5	(40.0%)	5	5	4	18	21	(10.5%)
Return on equity before tax ¹	12.3%	21.0%	(8.7 PP)	17.7%	16.5%	13.6%	17.4%	20.0%	(2.6 PP)
Return on equity after tax ¹	10.6%	18.7%	(8.1 PP)	15.9%	14.7%	12.5%	15.5%	17.8%	(2.3 PP)
Net interest margin ¹	4.75%	4.83%	(0.08 PP)	4.92%	4.90%	5.79%	4.85%	5.07%	(0.22 PP)
Cost/income ratio	54.9%	48.5%	6.3 PP	56.1%	57.0%	56.8%	53.9%	51.5%	2.5 PP
Loan/deposit ratio	82.7%	82.1%	0.6 PP	88.2%	86.9%	85.9%	82.7%	85.9%	(3.2 PP)
Provisioning ratio ¹	1.57%	1.04%	0.53 PP	0.20%	0.11%	1.45%	0.75%	0.54%	0.21 PP
NPE ratio	2.0%	1.6%	0.4 PP	2.3%	2.3%	2.5%	2.0%	2.5%	(0.5 PP)
NPE coverage ratio	68.0%	67.9%	0.1 PP	79.3%	81.8%	81.2%	68.0%	81.2%	(13.2 PP)
Total assets	1,062	1,024	3.7%	988	956	919	1,062	919	15.6%
RWA	746	713	4.7%	699	667	628	746	628	18.8%
Equity	129	126	2.7%	120	134	129	129	129	(0.1%)
Loans to customers	710	672	5.7%	676	648	624	710	624	13.8%
- Hereof non-financial corporations % ²	45.6%	45.0%	0.5 PP	46.3%	47.3%	47.5%	45.6%	47.5%	(1.9 PP)
- Hereof households % ²	54.4%	55.0%	(0.5 PP)	53.7%	52.7%	52.5%	54.4%	52.5%	1.9 PP
- Hereof FCY %	0.0%	0.0%	0.0 PP	0.0%	0.0%	0.0%	0.0%	0.0%	0.0 PP
Deposits from customers	861	825	4.4%	767	749	729	861	729	18.1%
Business outlets	47	48	(2.1%)	48	48	48	47	48	(2.1%)
Number of employees	862	855	0.8%	856	830	839	862	839	2.7%
Number of customers (in mn)	0.3	0.3	1.0%	0.2	0.3	0.3	0.3	0.3	6.2%

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share

Country Financials (SEE) – Romania



In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	96	96	0.6%	92	90	90	374	336	11.3%
Net fee and commission income	40	44	(10.0%)	44	40	49	168	189	(11.0%)
Net trading income and fair value result	10	4	123.7%	4	0	6	18	22	(17.7%)
Other net operating income	22	(12)	–	(13)	0	(3)	(3)	1	–
Operating income	168	132	27.5%	129	131	143	560	550	1.8%
General administrative expenses	(74)	(70)	6.7%	(68)	(76)	(77)	(288)	(279)	3.3%
Operating result	94	62	50.9%	61	55	65	271	271	0.2%
Other result	(5)	(12)	(53.3%)	1	(3)	1	(19)	1	–
Levies and special governmental measures	(10)	(0)	>500.0%	(0)	(4)	0	(14)	(3)	302.5%
Impairment losses on financial assets	(10)	(5)	89.3%	(21)	(4)	(24)	(39)	(38)	3.1%
Profit/loss before tax	69	45	51.6%	41	45	42	200	231	(13.4%)
Profit/loss after tax	57	33	70.9%	34	37	35	161	193	(16.6%)
Return on equity before tax ¹	28.9%	20.9%	8.0 PP	18.5%	19.6%	19.4%	23.2%	30.1%	(6.8 PP)
Return on equity after tax ¹	23.8%	15.3%	8.6 PP	15.7%	16.1%	16.1%	18.7%	25.2%	(6.5 PP)
Net interest margin ¹	4.65%	4.63%	0.02 PP	4.47%	4.36%	4.38%	4.52%	4.21%	0.31 PP
Cost/income ratio	44.3%	52.9%	(8.7 PP)	52.8%	58.1%	54.1%	51.5%	50.7%	0.8 PP
Loan/deposit ratio	76.4%	77.4%	(1.0 PP)	77.7%	77.4%	77.1%	76.4%	77.1%	(0.7 PP)
Provisioning ratio ¹	0.65%	0.35%	0.30 PP	1.47%	0.27%	1.76%	0.68%	0.74%	(0.05 PP)
NPE ratio	3.1%	3.4%	(0.3 PP)	3.5%	3.5%	3.5%	3.1%	3.5%	(0.5 PP)
NPE coverage ratio	65.5%	55.4%	10.1 PP	48.2%	50.9%	50.2%	65.5%	50.2%	15.3 PP
Total assets	9,246	9,218	0.3%	8,762	8,904	8,966	9,246	8,966	3.1%
RWA	4,756	4,918	(3.3%)	4,743	4,977	4,912	4,756	4,912	(3.2%)
Equity	1,020	920	10.8%	889	943	924	1,020	924	10.3%
Loans to customers	5,838	5,957	(2.0%)	5,691	5,541	5,702	5,838	5,702	2.4%
- Hereof non-financial corporations % ²	43.8%	43.6%	0.2 PP	43.6%	44.5%	43.7%	43.8%	43.7%	0.1 PP
- Hereof households % ²	53.1%	51.0%	2.1 PP	51.7%	51.8%	50.7%	53.1%	50.7%	2.4 PP
- Hereof FCY %	32.7%	34.5%	(1.9 PP)	32.8%	34.1%	34.6%	32.7%	34.6%	(1.9 PP)
Deposits from customers	7,591	7,466	1.7%	7,179	7,105	7,166	7,591	7,166	5.9%
Business outlets	354	369	(4.1%)	378	422	422	354	422	(16.1%)
Number of employees	4,987	4,971	0.3%	5,008	5,097	5,115	4,987	5,115	(2.5%)
Number of customers (in mn)	2.3	2.3	1.0%	2.2	2.3	2.3	2.3	2.3	1.0%

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share

Country Financials (SEE) – Serbia



In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	22	22	(0.9%)	22	22	22	88	85	4.1%
Net fee and commission income	13	13	(3.8%)	13	11	12	51	45	11.5%
Net trading income and fair value result	2	2	15.7%	3	1	2	8	8	0.9%
Other net operating income	(1)	2	–	0	2	2	3	10	(73.7%)
Operating income	36	39	(8.9%)	38	36	37	149	147	1.2%
General administrative expenses	(23)	(21)	11.1%	(20)	(19)	(23)	(83)	(80)	4.1%
Operating result	13	19	(31.3%)	18	17	14	66	68	(2.3%)
Other result	0	0	(33.5%)	0	0	(0)	0	(0)	–
Levies and special governmental measures	(0)	0	–	(3)	0	0	(3)	0	–
Impairment losses on financial assets	(1)	(4)	(85.8%)	0	2	(1)	(3)	(2)	45.0%
Profit/loss before tax	12	14	(15.8%)	15	19	13	60	65	(7.8%)
Profit/loss after tax	11	13	(17.6%)	13	16	11	53	57	(7.1%)
Return on equity before tax ¹	9.5%	11.8%	(2.3 PP)	12.0%	14.4%	10.4%	12.2%	13.8%	(1.7 PP)
Return on equity after tax ¹	8.3%	10.5%	(2.2 PP)	10.3%	12.7%	9.0%	10.7%	12.0%	(1.4 PP)
Net interest margin ¹	3.62%	3.71%	(0.09 PP)	3.88%	3.88%	3.95%	3.76%	3.99%	(0.24 PP)
Cost/income ratio	64.4%	52.8%	11.6 PP	52.5%	53.0%	61.1%	55.6%	54.0%	1.5 PP
Loan/deposit ratio	74.2%	73.8%	0.4 PP	72.6%	73.6%	72.4%	74.2%	72.4%	1.8 PP
Provisioning ratio ¹	0.17%	1.21%	(1.04 PP)	(0.11%)	(0.52%)	0.41%	0.20%	0.17%	0.03 PP
NPE ratio	1.9%	1.9%	0.0 PP	2.1%	2.2%	2.1%	1.9%	2.1%	(0.2 PP)
NPE coverage ratio	72.0%	75.3%	(3.3 PP)	75.5%	73.1%	71.2%	72.0%	71.2%	0.8 PP
Total assets	2,789	2,758	1.1%	2,609	2,522	2,498	2,789	2,498	11.6%
RWA	1,854	1,787	3.8%	1,715	1,905	1,896	1,854	1,896	(2.2%)
Equity	523	511	2.4%	496	538	503	523	503	4.1%
Loans to customers	1,567	1,513	3.6%	1,398	1,364	1,354	1,567	1,354	15.7%
- Hereof non-financial corporations % ²	64.7%	64.4%	0.3 PP	62.3%	62.0%	62.4%	64.7%	62.4%	2.3 PP
- Hereof households % ²	34.7%	34.5%	0.1 PP	36.6%	37.2%	36.8%	34.7%	36.8%	(2.2 PP)
- Hereof FCY %	70.8%	71.9%	(1.1 PP)	70.3%	55.4%	71.1%	70.8%	71.1%	(0.3 PP)
Deposits from customers	2,166	2,102	3.0%	1,979	1,920	1,935	2,166	1,935	11.9%
Business outlets	88	88	0.0%	88	88	88	88	88	0.0%
Number of employees	1,581	1,582	(0.1%)	1,571	1,547	1,537	1,581	1,537	2.9%
Number of customers (in mn)	0.8	0.8	1.6%	0.8	0.8	0.8	0.8	0.8	3.9%

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share

Country Financials (EE) – Belarus



In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	27	28	(2.7%)	25	23	22	103	90	14.4%
Net fee and commission income	15	16	(6.2%)	14	12	13	57	49	15.8%
Net trading income and fair value result	2	1	157.7%	0	1	2	3	6	(46.7%)
Other net operating income	(3)	(1)	234.0%	(1)	(1)	1	(6)	0	–
Operating income	40	43	(7.2%)	39	35	38	157	146	7.9%
General administrative expenses	(20)	(19)	6.9%	(18)	(17)	(17)	(74)	(69)	7.0%
Operating result	20	24	(18.2%)	21	18	21	83	76	8.7%
Other result	(0)	(0)	76.6%	(0)	(0)	(0)	(0)	(0)	13.0%
Levies and special governmental measures	0	0	–	0	0	0	0	0	–
Impairment losses on financial assets	(1)	1	–	(1)	0	(2)	(0)	5	–
Profit/loss before tax	19	25	(26.2%)	20	19	19	82	82	1.0%
Profit/loss after tax	13	19	(30.4%)	15	14	19	61	65	(5.8%)
Return on equity before tax ¹	19.3%	26.8%	(7.5 PP)	22.0%	21.3%	23.2%	23.1%	26.3%	(3.2 PP)
Return on equity after tax ¹	13.8%	20.3%	(6.5 PP)	16.1%	15.8%	23.4%	17.1%	20.8%	(3.8 PP)
Net interest margin ¹	5.63%	5.93%	(0.30 PP)	5.68%	5.57%	5.56%	5.74%	6.11%	(0.37 PP)
Cost/income ratio	50.3%	43.7%	6.6 PP	46.5%	48.2%	43.7%	47.1%	47.5%	(0.4 PP)
Loan/deposit ratio	85.8%	83.4%	2.3 PP	91.7%	88.4%	88.7%	85.8%	88.7%	(2.9 PP)
Provisioning ratio ¹	0.35%	(0.36%)	0.71 PP	0.18%	(0.49%)	0.83%	(0.07%)	(0.72%)	0.66 PP
NPE ratio	1.6%	1.9%	(0.3 PP)	2.0%	2.3%	2.5%	1.6%	2.5%	(0.9 PP)
NPE coverage ratio	83.2%	80.2%	3.0 PP	81.2%	84.0%	82.4%	83.2%	82.4%	0.8 PP
Total assets	2,088	2,133	(2.1%)	1,986	1,933	1,755	2,088	1,755	19.0%
RWA	1,749	1,774	(1.4%)	1,734	1,635	1,534	1,749	1,534	14.0%
Equity	394	398	(0.9%)	390	365	343	394	343	14.8%
Loans to customers	1,274	1,251	1.8%	1,218	1,142	1,073	1,274	1,073	18.7%
- Hereof non-financial corporations % ²	70.0%	70.0%	0.0 PP	74.0%	75.2%	76.6%	70.0%	76.6%	(6.5 PP)
- Hereof households % ²	30.0%	30.0%	(0.0 PP)	26.0%	24.8%	23.4%	30.0%	23.4%	6.5 PP
- Hereof FCY %	46.9%	46.0%	1.0 PP	49.4%	50.2%	50.1%	46.9%	50.1%	(3.2 PP)
Deposits from customers	1,504	1,523	(1.3%)	1,415	1,354	1,227	1,504	1,227	22.6%
Business outlets	86	87	(1.1%)	87	87	87	86	87	(1.1%)
Number of employees	1,746	1,764	(1.0%)	1,768	1,792	1,829	1,746	1,829	(4.5%)
Number of customers (in mn)	0.8	0.8	1.9%	0.8	0.8	0.8	0.8	0.8	6.3%

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share

Country Financials (EE) – Russia



In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	218	205	6.3%	190	176	184	789	712	10.8%
Net fee and commission income	121	106	13.9%	89	78	94	394	324	21.5%
Net trading income and fair value result	(10)	4	–	12	10	14	15	21	(26.9%)
Other net operating income	9	(9)	–	1	2	(6)	2	2	17.4%
Operating income	338	306	10.5%	293	265	285	1,202	1,060	13.4%
General administrative expenses	(140)	(118)	18.6%	(115)	(101)	(124)	(474)	(427)	10.9%
Operating result	198	188	5.5%	178	164	161	728	633	15.1%
Other result	(13)	(3)	305.3%	(0)	(0)	(2)	(17)	(2)	>500.0%
Levies and special governmental measures	0	0	–	0	0	0	0	0	–
Impairment losses on financial assets	(32)	(18)	74.5%	(14)	(4)	(55)	(68)	(57)	19.3%
Profit/loss before tax	153	166	(8.0%)	163	160	103	643	573	12.1%
Profit/loss after tax	114	130	(12.5%)	128	126	88	498	455	9.3%
Return on equity before tax ¹	25.9%	31.1%	(5.1 PP)	33.0%	33.7%	23.6%	32.7%	36.8%	(4.1 PP)
Return on equity after tax ¹	19.3%	24.3%	(5.0 PP)	25.9%	26.5%	20.0%	25.3%	29.2%	(3.9 PP)
Net interest margin ¹	5.34%	5.10%	0.24 PP	5.06%	4.96%	5.64%	5.11%	5.77%	(0.66 PP)
Cost/income ratio	41.4%	38.6%	2.8 PP	39.4%	38.0%	43.5%	39.4%	40.3%	(0.9 PP)
Loan/deposit ratio	85.4%	90.7%	(5.4 PP)	85.2%	86.4%	79.4%	85.4%	79.4%	6.0 PP
Provisioning ratio ¹	1.16%	0.69%	0.47 PP	0.38%	0.19%	2.71%	0.67%	0.72%	(0.05 PP)
NPE ratio	1.5%	1.7%	(0.2 PP)	1.9%	1.9%	2.0%	1.5%	2.0%	(0.5 PP)
NPE coverage ratio	55.1%	50.5%	4.6 PP	51.9%	51.2%	53.7%	55.1%	53.7%	1.4 PP
Total assets	18,178	16,502	10.2%	16,434	15,058	14,092	18,178	14,092	29.0%
RWA	10,266	10,164	1.0%	9,804	9,048	8,365	10,266	8,365	22.7%
Equity	2,496	2,350	6.2%	2,193	2,027	1,818	2,496	1,818	37.2%
Loans to customers	11,344	10,926	3.8%	10,454	9,908	8,519	11,344	8,519	33.2%
- Hereof non-financial corporations % ²	59.1%	60.0%	(0.9 PP)	60.2%	60.8%	60.1%	59.1%	60.1%	(1.0 PP)
- Hereof households % ²	37.9%	37.5%	0.4 PP	37.4%	36.3%	37.9%	37.9%	37.9%	0.0 PP
- Hereof FCY %	18.1%	19.9%	(1.7 PP)	20.4%	22.3%	23.0%	18.1%	23.0%	(4.9 PP)
Deposits from customers	13,696	12,184	12.4%	12,405	11,656	10,880	13,696	10,880	25.9%
Business outlets	154	188	(18.1%)	185	184	191	154	191	(19.4%)
Number of employees	8,819	9,178	(3.9%)	9,083	9,131	8,998	8,819	8,998	(2.0%)
Number of customers (in mn)	3.3	3.3	0.2%	3.2	3.2	2.8	3.3	2.8	19.2%

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share

Country Financials (EE) – Ukraine



In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	68	65	4.4%	61	57	57	250	220	13.9%
Net fee and commission income	29	31	(5.4%)	24	22	25	106	92	15.2%
Net trading income and fair value result	5	4	27.0%	3	2	3	14	7	102.6%
Other net operating income	5	1	>500.0%	1	1	4	8	5	55.3%
Operating income	106	100	6.1%	89	82	88	378	324	16.8%
General administrative expenses	(50)	(44)	14.3%	(40)	(38)	(40)	(173)	(135)	28.5%
Operating result	56	56	(0.3%)	49	44	48	205	189	8.5%
Other result	(1)	(0)	>500.0%	1	1	(6)	0	(8)	–
Levies and special governmental measures	0	0	–	0	0	0	0	0	–
Impairment losses on financial assets	7	(3)	–	5	1	1	10	20	(51.2%)
Profit/loss before tax	61	53	15.2%	55	46	43	215	201	7.1%
Profit/loss after tax	50	44	15.3%	45	38	35	177	164	7.6%
Return on equity before tax ¹	51.1%	54.9%	(3.8 PP)	58.8%	45.7%	51.9%	57.8%	81.0%	(23.2 PP)
Return on equity after tax ¹	41.9%	45.0%	(3.1 PP)	48.3%	37.8%	42.2%	47.5%	66.3%	(18.8 PP)
Net interest margin ¹	10.38%	10.81%	(0.42 PP)	11.25%	11.04%	11.54%	10.83%	11.49%	(0.66 PP)
Cost/income ratio	47.4%	44.1%	3.4 PP	45.3%	46.2%	45.1%	45.8%	41.6%	4.2 PP
Loan/deposit ratio	72.8%	73.5%	(0.7 PP)	78.8%	85.7%	85.2%	72.8%	85.2%	(12.4 PP)
Provisioning ratio ¹	(2.03%)	1.15%	(3.18 PP)	(1.43%)	(0.15%)	0.24%	(0.64%)	(1.47%)	0.83 PP
NPE ratio	5.2%	6.4%	(1.3 PP)	6.6%	8.7%	8.6%	5.2%	8.6%	(3.5 PP)
NPE coverage ratio	63.9%	66.2%	(2.3 PP)	65.8%	69.7%	68.7%	63.9%	68.7%	(4.8 PP)
Total assets	3,139	2,928	7.2%	2,579	2,340	2,347	3,139	2,347	33.7%
RWA	3,039	2,964	2.5%	2,466	2,395	2,361	3,039	2,361	28.7%
Equity	523	479	9.3%	384	445	392	523	392	33.5%
Loans to customers	1,848	1,706	8.3%	1,590	1,516	1,525	1,848	1,525	21.2%
- Hereof non-financial corporations % ²	80.6%	83.1%	(2.5 PP)	83.8%	84.8%	86.0%	80.6%	86.0%	(5.4 PP)
- Hereof households % ²	16.4%	16.3%	0.0 PP	14.2%	13.6%	11.9%	16.4%	11.9%	4.5 PP
- Hereof FCY %	26.7%	23.8%	2.9 PP	23.4%	25.8%	28.2%	26.7%	28.2%	(1.4 PP)
Deposits from customers	2,512	2,359	6.5%	2,024	1,787	1,794	2,512	1,794	40.0%
Business outlets	492	493	(0.2%)	499	499	501	492	501	(1.8%)
Number of employees	7,791	7,795	(0.1%)	7,810	7,895	7,923	7,791	7,923	(1.7%)
Number of customers (in mn)	2.5	2.5	1.2%	2.5	2.5	2.5	2.5	2.5	1.0%

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share

Group Corporates & Markets

In EUR mn	Q4/2019	Q3/2019	q-o-q	Q2/2019	Q1/2019	Q4/2018	1-12/2019	1-12/2018	y-o-y
Net interest income	143	160	(10.9%)	149	146	129	598	534	11.9%
Net fee and commission income	118	97	21.7%	92	88	105	394	371	6.4%
Net trading income and fair value result	20	15	41.2%	16	(16)	(20)	35	22	55.9%
Other net operating income	45	26	73.2%	34	25	36	130	142	(8.6%)
Operating income	327	299	9.5%	305	244	263	1,176	1,109	6.0%
General administrative expenses	(195)	(162)	20.4%	(177)	(166)	(169)	(700)	(647)	8.1%
Operating result	133	137	(3.3%)	128	78	94	476	461	3.2%
Other result	(32)	(2)	>500.0%	6	(3)	(6)	(31)	(13)	130.7%
Levies and special governmental measures	(5)	(5)	10.6%	(5)	(6)	(5)	(21)	(22)	(5.4%)
Impairment losses on financial assets	(38)	(5)	>500.0%	(20)	(1)	(22)	(64)	62	–
Profit/loss before tax	57	126	(54.5%)	109	69	61	361	488	(26.1%)
Profit/loss after tax	47	96	(51.3%)	85	55	55	283	393	(28.1%)
Return on equity before tax ¹	6.0%	13.0%	(7.0 PP)	11.2%	7.1%	7.2%	9.4%	14.1%	(4.7 PP)
Return on equity after tax ¹	4.9%	9.9%	(5.0 PP)	8.8%	5.7%	6.5%	7.4%	11.4%	(4.0 PP)
Net interest margin ¹	1.10%	1.24%	(0.14 PP)	1.23%	1.33%	1.22%	1.23%	1.28%	(0.05 PP)
Cost/income ratio	59.5%	54.1%	5.4 PP	58.0%	68.1%	64.3%	59.5%	58.4%	1.1 PP
Loan/deposit ratio	147.6%	163.6%	(16.1 PP)	164.0%	145.8%	147.1%	147.6%	147.1%	0.5 PP
Provisioning ratio ¹	0.47%	0.09%	0.38 PP	0.29%	0.01%	0.34%	0.22%	(0.25%)	0.46 PP
NPE ratio	1.7%	1.9%	(0.2 PP)	1.9%	2.3%	2.4%	1.7%	2.4%	(0.7 PP)
NPE coverage ratio	55.9%	55.4%	0.5 PP	55.9%	53.3%	54.1%	55.9%	54.1%	1.8 PP
Total assets	53,706	55,974	(4.1%)	53,454	49,391	44,488	53,706	44,488	20.7%
RWA	24,581	24,267	1.3%	23,037	22,480	22,683	24,581	22,683	8.4%
Average Equity	3,835	3,874	(1.0%)	3,919	3,881	3,457	3,842	3,457	11.1%
Loans to customers	29,720	30,829	(3.6%)	28,841	28,259	26,953	29,720	26,953	10.3%
- Hereof non-financial corporations % ²	56.6%	56.6%	(0.1 PP)	61.4%	60.3%	60.9%	56.6%	60.9%	(4.4 PP)
- Hereof households % ²	17.7%	16.9%	0.9 PP	17.9%	18.0%	18.6%	17.7%	18.6%	(0.9 PP)
- Hereof FCY %	23.3%	26.3%	(2.9 PP)	22.5%	21.1%	18.0%	23.3%	18.0%	5.4 PP
Deposits from customers	27,601	26,472	4.3%	23,466	26,955	23,020	27,601	23,020	19.9%
Business outlets	23	23	0.0%	23	24	22	23	22	4.5%
Number of employees	2,908	2,894	0.5%	2,877	2,843	2,879	2,908	2,879	1.0%
Number of customers (in mn)	2.0	2.0	(0.3%)	2.0	2.0	2.1	2.0	2.1	(7.4%)

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share



Sustainable Ratings and Industry Awards



"C+" level and prime status
in sustainability rating by ISS ESG
(June 2019)



The Banker – Bank of the year 2019 in

- Central & Eastern Europe
- Bulgaria
- Bosnia and Herzegovina
- Ukraine



Overall ESG score 77 – Outperformer
37th out of 336
(June 2019)



Global Finance

Tatra banka (Slovakia): Most Innovative
Consumer Digital Bank in the World and
Most Innovative Digital Bank in CEE



2019 leadership list:

- Best Austrian financial sector company (5th consecutive year)
- Supplier engagement leaderboard

Euromoney Awards for Excellence 2019

- Best bank in Central and Eastern Europe
- Best Bank in Bosnia and Herzegovina, Bulgaria, Kosovo and Ukraine

Included since 2015 in the FTSE4Good Index Series, which is designed to measure the performance of companies that have effective ESG practices

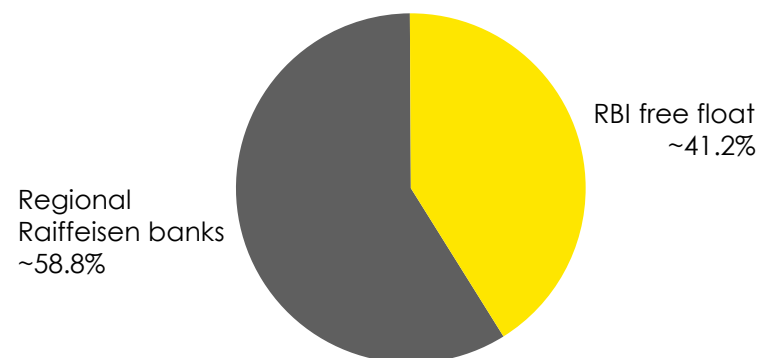
Shareholder Information Overview

General Information

- Listed since 25 April 2005 on the Vienna Stock Exchange Prime Market
- Indices: ATX, ATX Prime, ATX five, MSCI Standard Index Europe, EURO STOXX Banks
- 328,939,621 ordinary shares issued
- ISIN: AT0000606306
- Trading Symbols:
Vienna Stock Exchange: RBI
Bloomberg: RBI AV
Reuters: RBIV.VI

	Moody's	Standard & Poor's
Long term	A3	A-
Outlook	Stable	Stable
Covered bonds	Aa1	
Short term	P-2	A-2
Subordinated (Tier 2)	Baa3	BBB
Additional Tier 1	Ba3(hyb)	BB+
Junior Subordinated (Legacy T1)	Ba3(hyb)	

Shareholder Structure¹



Raiffeisenlandesbank NÖ-Wien	22.6%
Raiffeisen Landesbank Steiermark	10.0%
Raiffeisenlandesbank Oberösterreich	9.5%
Raiffeisen-Landesbank Tirol	3.7%
Raiffeisenverband Salzburg	3.6%
Raiffeisenlandesbank Kärnten	3.5%
Raiffeisenlandesbank Burgenland	3.0%
Raiffeisenlandesbank Vorarlberg	2.9%
TOTAL regional Raiffeisen banks	58.8%

1) Based on shares issued (please note that displayed values are rounded)

Contact and Financial Calendar

Contact Details

Group Investor Relations

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Financial Calendar

30 April 2020	Start of Quiet Period ¹
14 May 2020	First Quarter Report, Conference Call
08 June 2020	Record Date Annual General Meeting
18 June 2020	Annual General Meeting
25 June 2020	Ex-Dividend Date
26 June 2020	Record Date Dividends
29 June 2020	Dividend Payment Date
28 July 2020	Start of Quiet Period ¹
11 August 2020	Semi-Annual Report, Conference Call
29 October 2020	Start of Quiet Period ¹
12 November 2020	Third Quarter Report, Conference Call

1) Quiet Period: period before the publication of the quarterly financial statements. During these periods we do not hold investor or analyst meetings