

Raiffeisen Bank International

FY 2020

17 March 2021

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**Business & Financial
Update**

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Risk Update

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Appendix

Financial Year 2020 Executive Summary

Consolidated profit

1-12/2020

EUR **804** mn
-34 % y-o-y

CET 1 ratio

31/12/2020, fully loaded, incl. result

13.6%
-0.3 pp y-o-y

Proposed dividend of EUR 0.48 per share

- In line with the ECB's recommendation on dividend payments
- Additional dividend distribution will be considered once the ECB's recommendation on dividend payments has been lifted

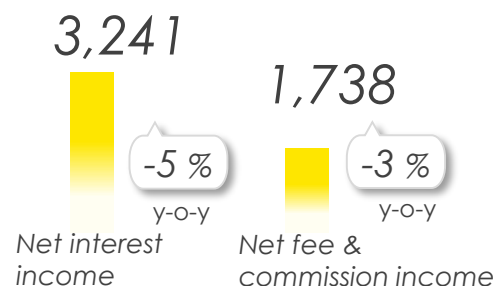
Consolidated RoE

1-12/2020

6.4%
-4.5 pp y-o-y

Core revenues

1-12/2020, in EUR mn



Strategic moves in the Czech Republic

- Acquisition of Equa bank and Akcenta
- ING customer referral agreement

Loans to customers

31/12/2020

EUR **90,671** mn
-0.6 % y-o-y

Provisioning ratio

1-12/2020

68 bps
+42 bps y-o-y

Legacy CHF portfolio in Poland: RBI has withdrawn from KNF proposal

- Lack of final legal solution
- Disproportionate impact to the banking sector and risks to overall financial stability

Growing in the Czech Republic



Raiffeisen Czech Republic is the largest CEE Bank in the RBI network by loans to customers



Leader in digitalization and cross-selling



2020 Efficiency drive



With the acquisition of Equa Bank Raiffeisen will become the **4th largest retail bank in the Czech Republic:**

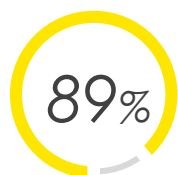


Targeting 1.75 million banking customers by 2023



Raiffeisen Czech Republic: Ready to Scale up

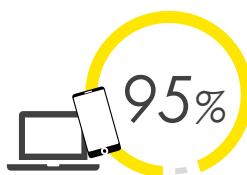
Powered by digital banking and cross-selling



of active customers use digital channels



Fastest growing digital channels in CZ in 2020



of banking services available digitally

✓ Significant upgrades in 2020 across the digital offering: acquisition, sales, security and customer service

Market leader in retail sales productivity and cross-selling:



2020

- Highest number of products per client
- Highest loan balance per client
- 2nd highest in sales productivity (sales per banker) and in cross-sell per client



2021

- real-time multichannel CRM to deliver instant and individualized offers to retail clients

Efficiency drive in 2020

1 Cost program launched in 2020 – focusing on headcount, branches and office space

Personnel expenses



-15%

Branch network



-18%

HQ space



-23%

Other savings



-7%

2 Full integration of the building society into the bank

- RBI's building society in the Czech Republic will be merged into the bank – integration to be completed in 2021
- **EUR 8 - 10 mn p.a.** expected synergies
- Significant cross-selling potential: currently 500,000 customers with mostly one product
- Consolidation of front office, digital channels, operations, and IT infrastructure

Three Strategic Initiatives to accelerate Growth

Acquisition of Equa Bank

Loan growth



Clients



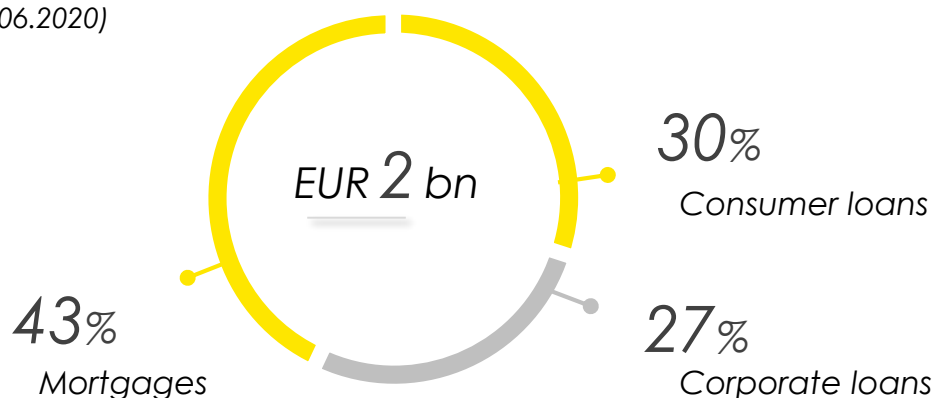
Digital banking users



Online digital sales



Loans to customers:
(30.06.2020)



Digital:

- ✓ Proven digital distribution capabilities

Complementary:

- ✓ Strong growth with focus on consumer lending
- ✓ Cross-selling opportunity to new clients

Synergies:

- ✓ **EUR 50 mn p.a.** expected synergies from distribution network and head office

Additional growth from ING's Czech retail customers

- Referral agreement with ING on the re-contracting of ING's Czech retail customers
- Savings accounts and investment products
- Potential for cross-selling
- No branches or staff

Acquisition of CEE FX and payments provider Akcenta

- FX and payment services to SMEs in Czech Republic, Slovakia, Hungary, Romania and Poland
- Strengthen RBI's footprint in CEE FX and cross-border payments, including non-bank channels
- New customer acquisition with a distinct value proposition

Q4/2020 Income Statement and KPIs

(in EUR mn)	Q4/2020	% q-o-q	% y-o-y
Net interest income	765	-1%	-13%
Net fee and commission income	466	+8%	-5%
Net trading income & fair value result	-2	-	-
Other operating components ¹	2	-94%	-99%
Operating income	1,232	-3%	-25%
Staff expenses	-391	+6%	-9%
Other administrative expenses	-284	+26%	-8%
Depreciation	-110	+14%	+1%
General administrative expenses	-785	+14%	-7%
Operating result	447	-23%	-44%
Other result	6	-	-
Impairment losses on financial assets	-133	-28%	-14%
Levies and governmental measures	-6	-19%	-74%
...
Consolidated profit	205	-11%	-42 %

Net interest margin

Q4/2020

1.97%

-3 bps

q-o-q

Cost/income ratio

Q4/2020

63.7%

9.6 pp

q-o-q

Consolidated return on equity

Q4/2020

6.6%

-0.9 pp

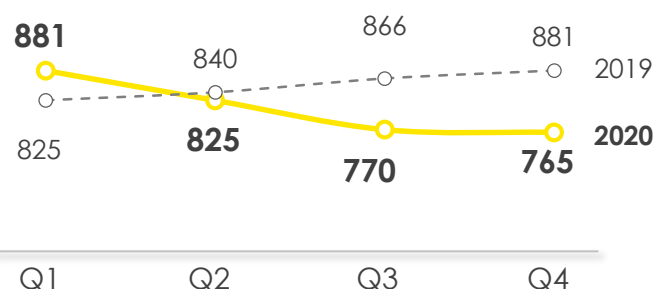
q-o-q

¹ Incl. dividend income, current income from investments in associates, net gains/losses from hedge accounting, other net operating income

Q4/2020 Core Revenue Trends

Net interest income further impacted by FX and interest rate cuts

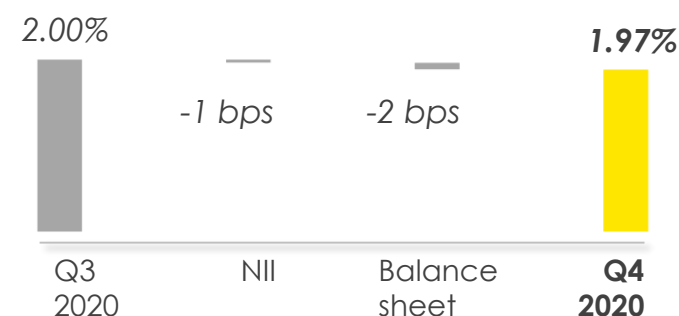
EUR **765** mn



Q4/2020 NII slightly lower

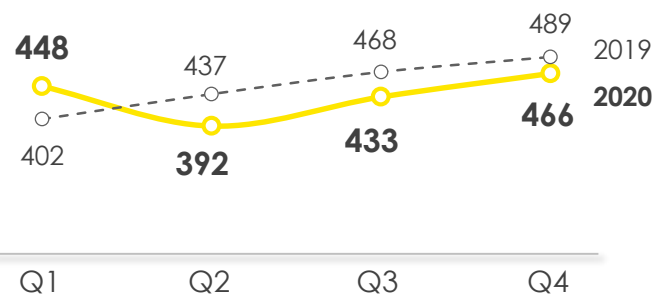
- Further FX weakness, mainly in Russia and Ukraine
- Rate cuts earlier in the year (maturing fixed rate assets and hedges)
- Positive contribution from corporate and retail volumes in Q4

Net interest margin stabilized in Q4/2020



Net fee and commission income continued to recover despite extended Q4 lockdown

EUR **466** mn



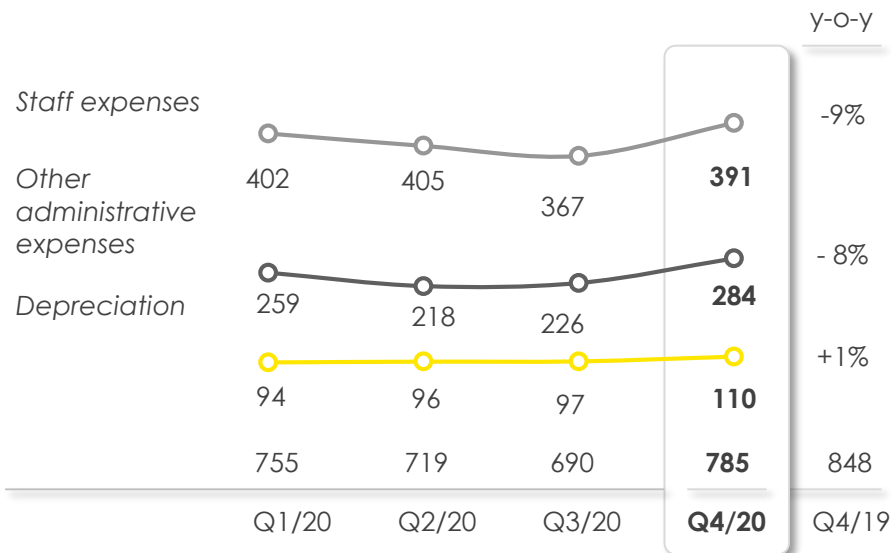
- Clearing, settlement and payment services rose primarily in Russia benefitting from remuneration from payment systems service providers and volume-related growth
- Higher asset management fees reflect inflows, as well as strong market performance in Q4

in EUR mn	Q2/20	Q3/20	Q4/20
Clearing, settlement and payment services	161	177	195
FX business	77	91	92
Loan and guarantee business	44	52	53
Asset management	63	50	67
Other	46	63	58

Opex Overview and Initiatives

General administrative expenses

in EUR mn



Retail OPEX initiatives:

1 Branch transformation and footprint reduction:

- ~300 branches to be closed and targeting savings of:

EUR **62** mn p.a.

by 2022

- Focus on enabling remote and digitally assisted sales in branches and transition to cashless branch model
- New branch operating model including management layering and increase of sales roles

2 Retail OPEX benchmarking initiative

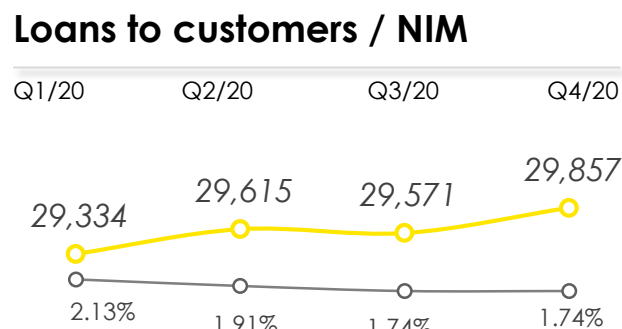
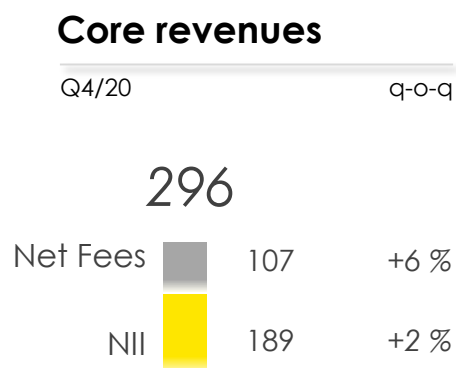
- Review of management and enabling functions allocated to retail across 13 banks, with benchmarking within RBI and vs. external peers
- Targeting both personnel and non-personnel cost base
- Initial effects visible in 2021 (~20%) and remainder in 2022 (~80%)

Target Operating Model (TOM) update:

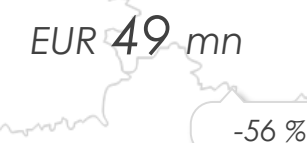
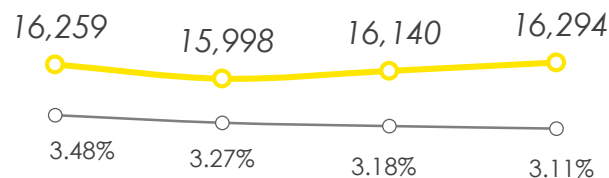
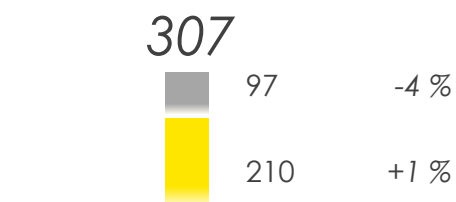
- ✓ Execution on track
- ✓ ~ **EUR 56 mn savings in 2020** at head office and Austrian subsidiaries, driven by IT portfolio streamlining, staff reduction mainly in admin. areas and process optimization measures
- ➔ In 2021, TOM to deliver further **EUR 20 mn** savings at head office and Austrian subsidiaries

Q4/2020 Segments Overview

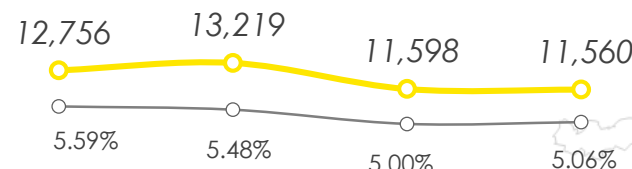
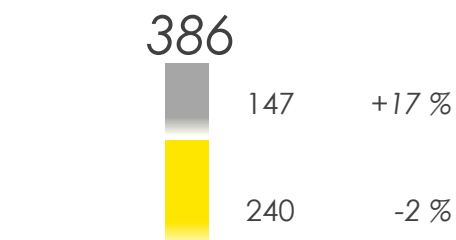
CE



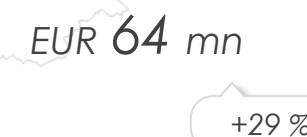
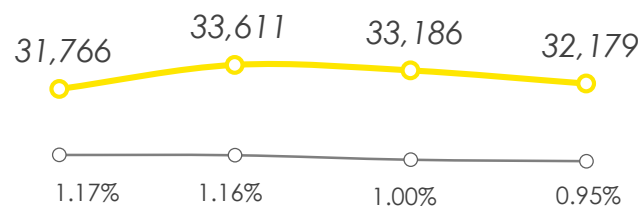
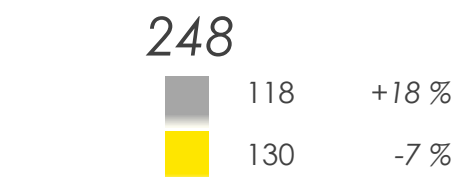
SEE



EE



GC&M



(in EUR mn)

Balance Sheet and Loan Growth

31/12/2020

Δ q-o-q

Assets	(in EUR mn)	165,959		+1%
Loans to banks		11,952		+21%
Loans to customers		90,671		-1%
Securities		22,162		+1%
Cash and other assets		41,174	-	-0 %

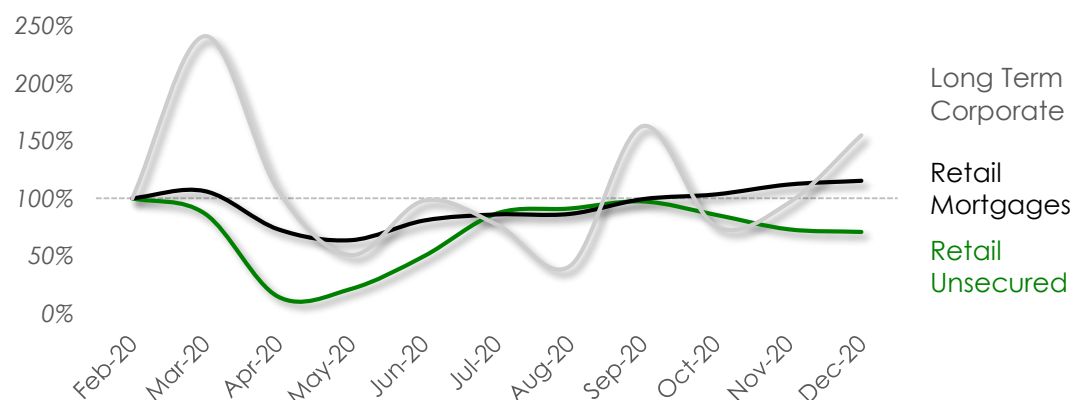
31/12/2020

Δ q-o-q

Liabilities	(in EUR mn)	165,959		+1%
Deposits from banks		29,121		-4%
Deposits from customers		102,112		+2%
Debt issued and other liabilities		20,438		-1%
Equity		14,288		+2%

Loans to customers

- New long-term customer lending relative to February (pre-covid levels)



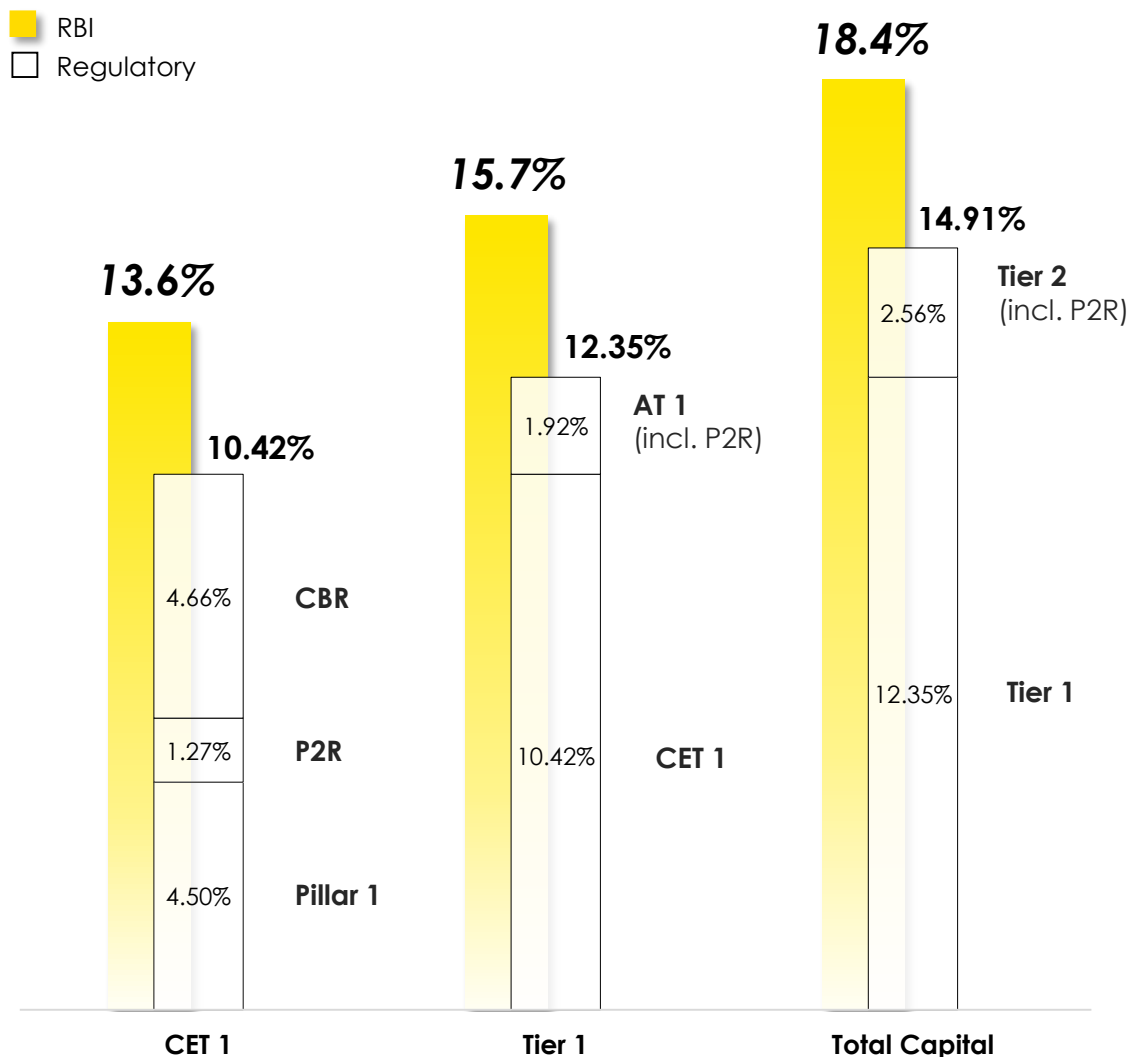
Loan growth

- Loans to customers in EUR terms significantly affected by FX effect (EUR 4.8 bn effect in FY 2020)
- New long-term corporate lending recovered in Q4/2020 – but down year-on-year due to weak Q2 and Q3
- New volumes in retail lending stable year-on-year: unsecured lending reduced across all markets while mortgage lending up 1%

Capital Ratios

Regulatory capital requirements Q4/2020

(including results)

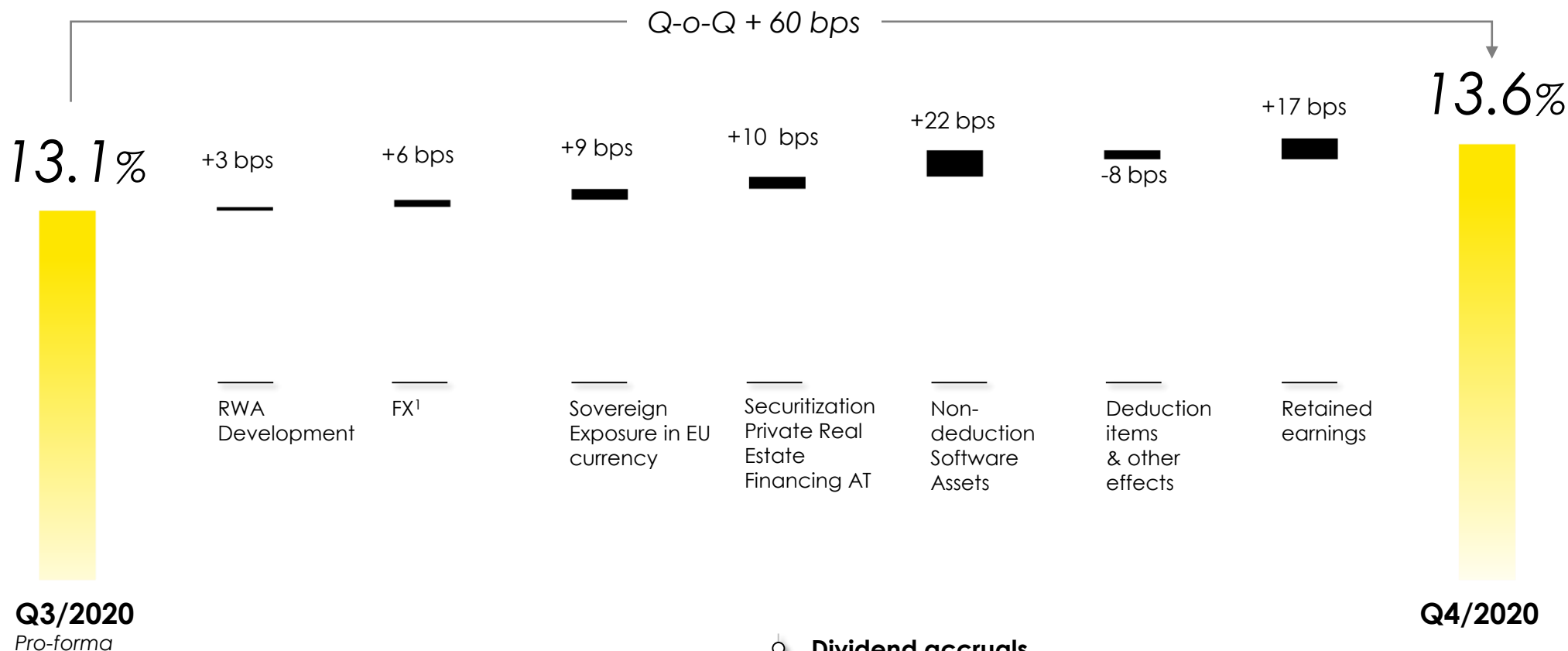


Development

- P2R of 2.25% is fully optimized:
 - 1.27% met with CET1, 42 bps with AT1 and 56 bps with T2
- P2G of 1.00%; to be solely covered by CET1 but applicable to all capital layers
- Combined Buffer Requirement (CBR) composition¹:
 - systemic risk buffer 2.00%
 - capital conservation buffer 2.50%
 - countercyclical capital buffer 0.16% (reduction due to changes of local rates in Czech Republic and Slovakia)
- MDA buffer at 322 bps, including results, based on MDA trigger of 10.42%
- Available distributable items of EUR 7,375 mn at 31/12/2020 including FY 2020 profit

¹ CRD5 changes regarding additivity of capital buffers not yet implemented in Austria

CET1 Ratio Development



- RWA Development: Credit -, Operational -, and Market RWA stable in Q4
- Positive FX development in Q4 mainly from USD and CZK, while RUB was stable

Dividend accruals

- The CET1 ratio continues to reflect a deduction of 42 bps for the originally communicated dividend proposal for 2019, in addition to the proposed dividend for 2020 (20 bps of CET1)

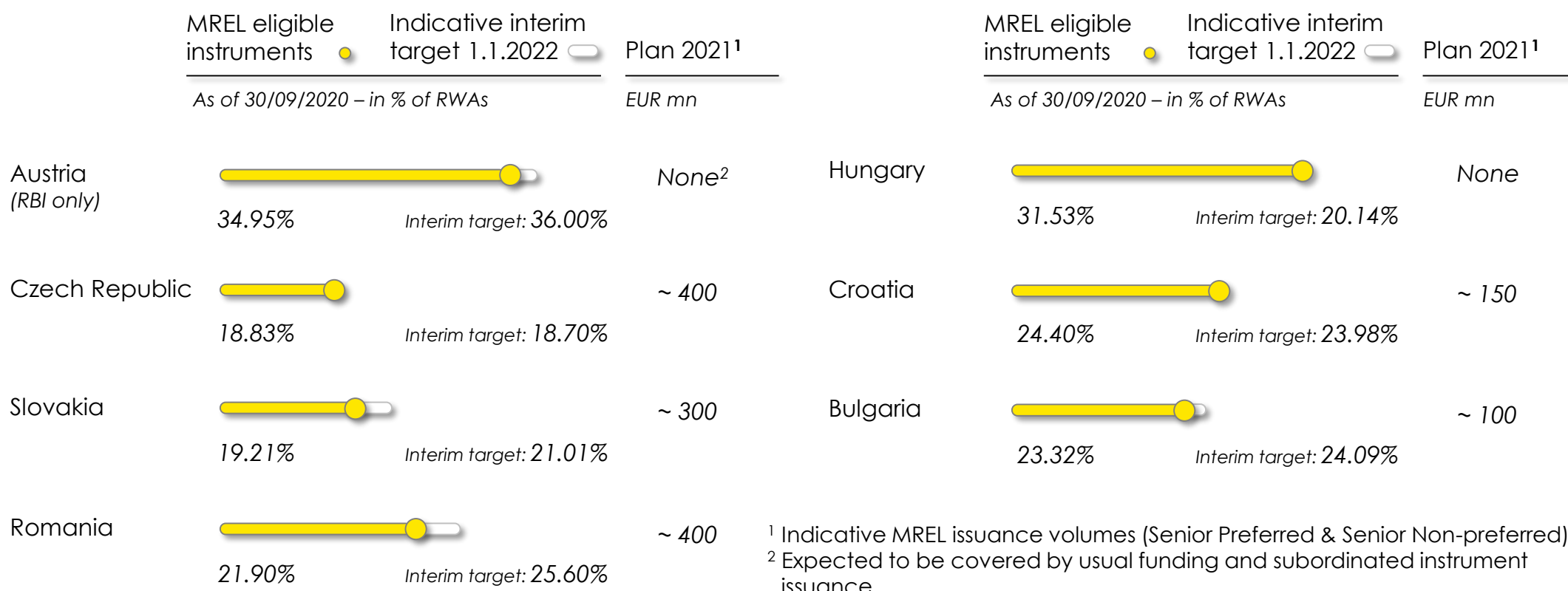
Acquisition of Equa bank

- Approximately 30 bps impact, subject to completion accounts at closing

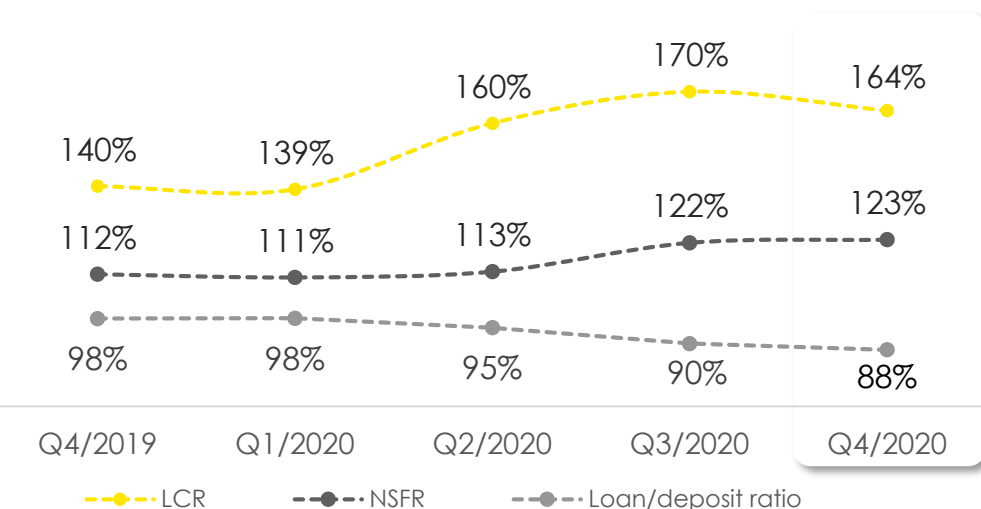
¹ FX effect on total RWAs is allocated to FX effect bucket in the waterfall

MREL Requirements and MREL Issuance Plans

- RBI pursues a Multiple Point of Entry (MPE) resolution strategy, with each EU network unit forming a separate resolution group, in line with RBI's group structure
- 2021 MREL issuance plans in line with overall funding plan. Targets communicated by SRB are manageable when considering average yearly funding volumes. Transition period ranges from 2022 to 2024
- Six resolution groups are expected to issue for MREL purposes in 2021, either in domestic or international markets



Liquidity ratios



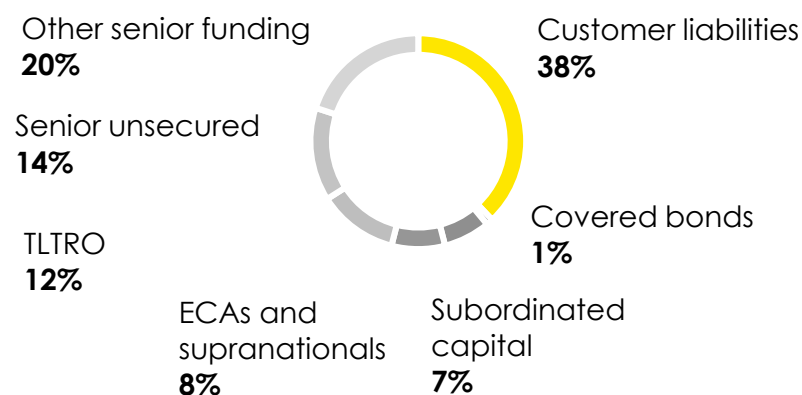
Liquidity surplus management

- LCR remain elevated across network
- Loan to deposit ratio impacted by subdued loan demand and further inflow of deposits
- Deposits at the ECB are largely covered by tiering
- A further large portion of head office deposits are accepted at negative rates

Overview of funding RBI Group

- 60% of Group funding from customer deposits. Inflows remain strong with high stickiness despite low interest rates
- 21% of Group funding is long-term wholesale funding
- Funding of subsidiaries across CEE is mainly through local deposits
- EUR 4.8 bn TLTRO drawn at head office and EUR 0.9 bn in Slovakia

RBI head office funding mix¹

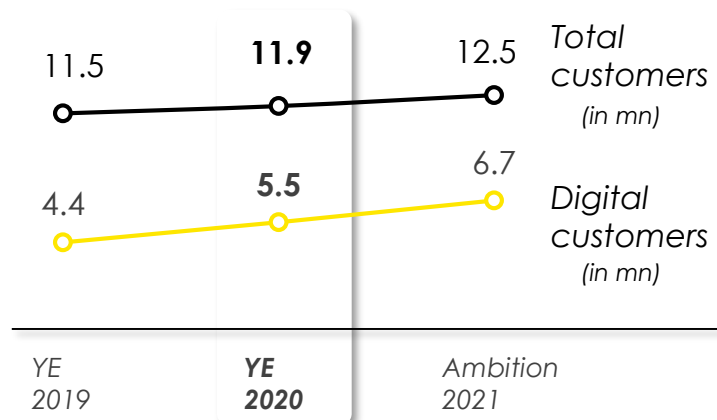


¹ excl. money markets & equity

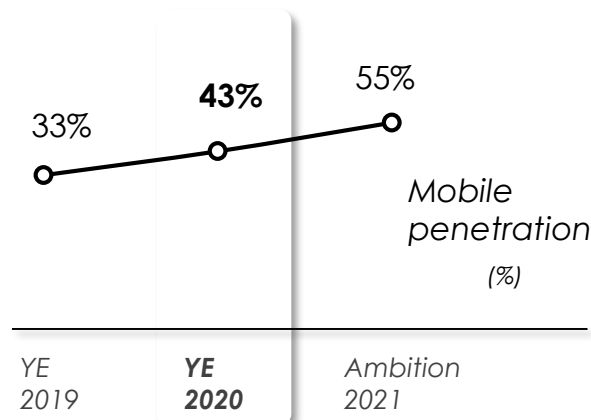
Retail – Digital Update

Further growth in digital penetration in 2020 ...

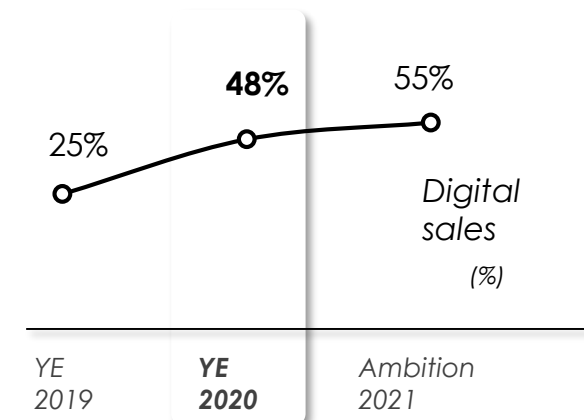
Customer growth



Mobile penetration



Increase in digital sales



... and digital sales capabilities enhanced

Loans digitally sold in-app in 11 of 13 markets



More than 50% of markets acquire customers digitally



2020

- End-to-end processing in most countries
- Romania, Hungary and Albania enabled in 2020

- Digital acquisition: current accounts, credit cards, personal loans

Foster digital acquisition of new-to-bank PI & SME



2021




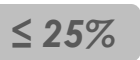

- Private individual digital acquisition in Albania, Bulgaria, Czech Republic, Hungary, Romania, Serbia
- SME digital acquisition in all markets

Further expand digital sales of key products






- SME lending
- Credit cards E2E in Slovakia, Serbia, Albania and Ukraine
- Investments and FX

New Thermal Coal Policy

-  Covering general financing, advisory services, or other form of financial assistance to companies related to the thermal coal industry
-  Important development towards achieving the Paris Agreement Goals
-  Phase out from thermal coal by latest 2030 by amortization of existing coal-related portfolio
-  Restrictive to customers with revenues from thermal coal business exceeding 25%
-  Very restrictive to customers with no clear strategy to phase out from thermal coal by 2030

Prohibited under new policy:



-  Project finance related to thermal coal miners and utilities
-  Thermal coal miners and utilities with **no clear strategy to phase out from thermal coal reliance by 2030**
-  Thermal coal traders and equipment/ infrastructure providers with **> 25% of revenues generated from thermal coal** business

Financing green transition

Thermal coal miners and utilities with **> 25% of revenues generated from thermal coal:**

-  Only financing of green projects (e.g., renewables)

Customers with **≤ 25% of revenues generated from thermal coal:**

-  General financing allowed
-  Coal specific prohibited

GDP (real, % yoy)

	2019	2020e	2021f	2022f
Czech Republic	2.3	-5.6	2.5	5.5
Hungary	4.6	-5.2	5.0	5.5
Poland	4.5	-2.8	3.7	4.4
Slovakia	2.3	-5.2	5.0	3.5
Central Europe (CE)	3.8	-4.0	3.7	4.7
Albania	2.2	-4.8	4.0	4.0
Bosnia a. H.	2.6	-4.8	3.0	3.5
Bulgaria	3.7	-3.7	3.0	4.3
Croatia	2.9	-8.4	5.1	3.0
Kosovo	4.9	-5.1	4.5	3.5
Romania	4.1	-3.9	5.2	4.5
Serbia	4.2	-1.1	4.5	3.0
Southeastern Europe (SEE)	3.8	-4.2	4.6	4.0
Belarus	1.3	-0.9	1.5	2.0
Russia	2.0	-3.1	2.3	1.3
Ukraine	3.2	-4.2	3.8	3.5
Eastern Europe (EE)	2.1	-3.1	2.4	1.5
Austria	1.4	-7.4	3.5	5.0
Euro area	1.3	-6.8	4.3	3.7

- Despite new lockdowns, **CEE economies showed more resilience in late 2020**, with Q4 GDP surprised to the upside, leading to smaller contractions in CE, SEE and Russia than previously estimated
- With **vaccinations progressing** and restrictions to be eased in Q2, **pent-up demand** will support consumption during the second half of the year
- **Disbursement of EU recovery funds later in 2021 is a positive factor for CEE member states**, with first disbursements expected in late H1/2021 and gaining speed in H2/2021
- For most CE and SEE countries the **lower level of consumption and services (in % of GDP) should be a stabilizing factor** now, while strong links with the European trade hub Germany could support the recovery
- The **pace of recovery may be uneven across the region**, given possible flare-ups of covid-19, the pace of vaccination and differences in state support measures
- **Downside risks remain**, including virus mutations delaying the opening of economies, slower progress in vaccination, or another wave causing further restrictions in autumn 2021/ winter 2022

Source: RBI/Raiffeisen Research as of 8th March 2021

Outlook and Targets

Loan Growth

We expect modest loan growth in the first half of 2021, accelerating in the second half of the year

Risk Costs

The provisioning ratio for FY 2021 is expected to be around 75 basis points, as moratoria and government support programs expire

Cost / Income Ratio

We remain committed to a cost/income ratio of around 55 per cent – possibly as soon as 2022 depending on the speed of the recovery

Profitability

We expect the consolidated return on equity to improve in 2021, and we target 11 per cent in the medium term

CET 1 Ratio

We confirm our CET 1 ratio target of around 13 per cent for the medium term

Payout Ratio

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



01

Business & Financial
Update

02

Risk Update

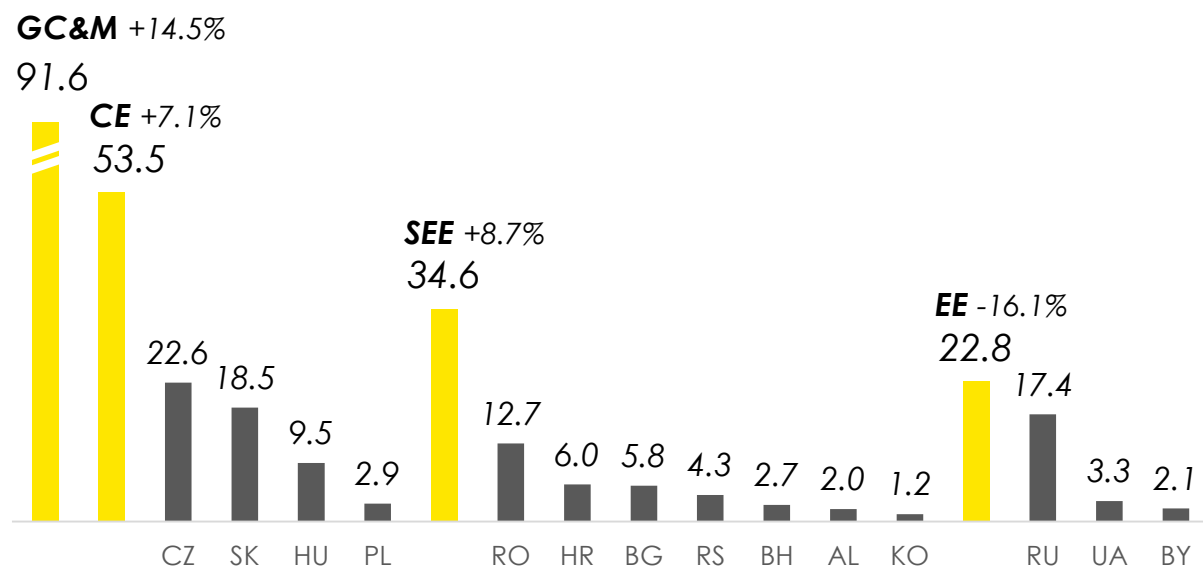
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Appendix

Total Exposure and Credit Portfolio Development

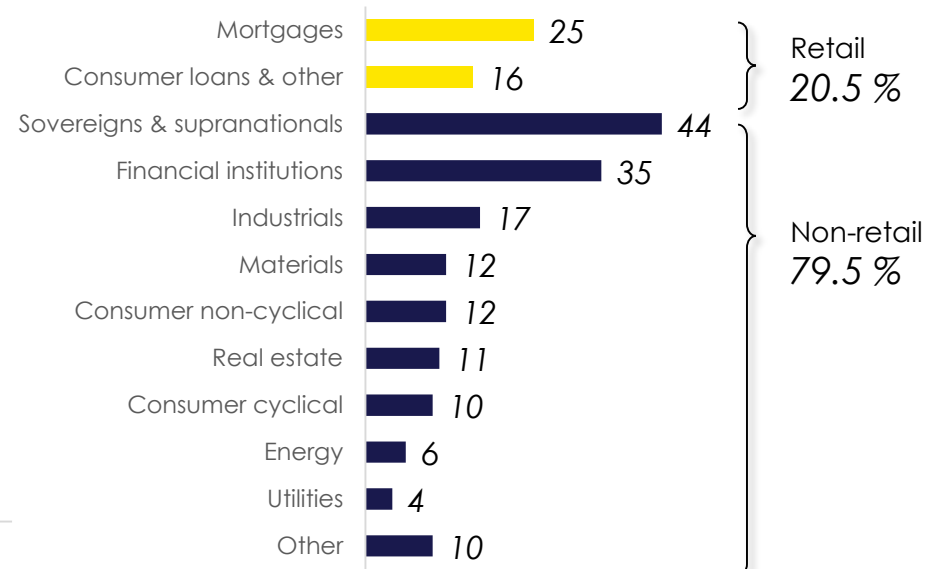
Total exposure by segments, in EUR bn, FY/2020

Total: EUR 202.7 bn, +7.2% (y-o-y)



Total exposure by sector, in EUR bn, FY/2020

Total: EUR 202.7 bn



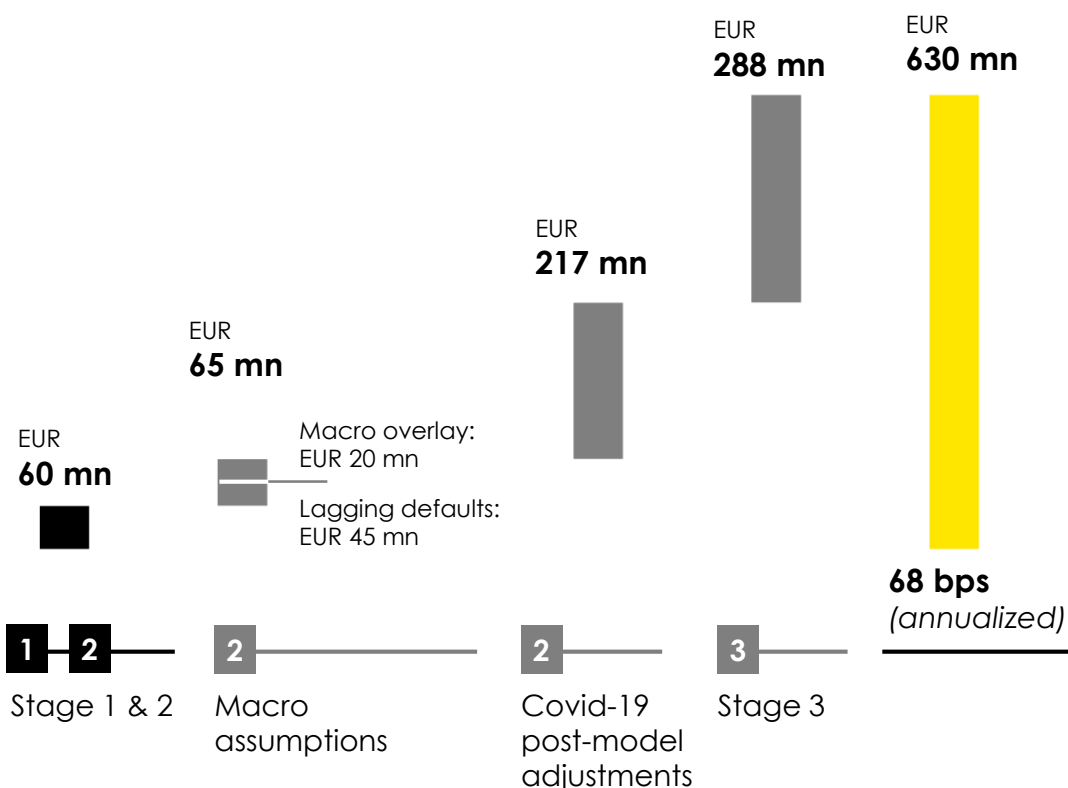
FY/2020 Development

- **Total exposure increased by EUR 13.6 bn**, mainly due to **GC&M (EUR +11.6 bn)**; driven by central bank placements, sovereign bonds, and modest corporate exposure growth; negative FX impact of EUR -8.7 bn largely due to depreciation of RUB (-31%), USD (-9%) and UAH (-31%)
- **CE exposure up 7.1%** driven by sovereign exposure (central bank, government bonds) and limited corporate business
- **SEE exposure up 8.7%** from higher sovereign exposure (central bank placements and government bonds) and limited corporate business
- **EE exposure decreased by 16.1%** due to local currency depreciation – without FX impact exposure would have increased by around EUR +1.2 bn
- **Decrease in drawing of committed lines of EUR -1.0 bn** in FY/2020 (EUR 15.6 bn) – mainly driven by EE (EUR -0.4 bn) and CE (EUR -0.3 bn)

FY/2020 IFRS 9 Provisioning

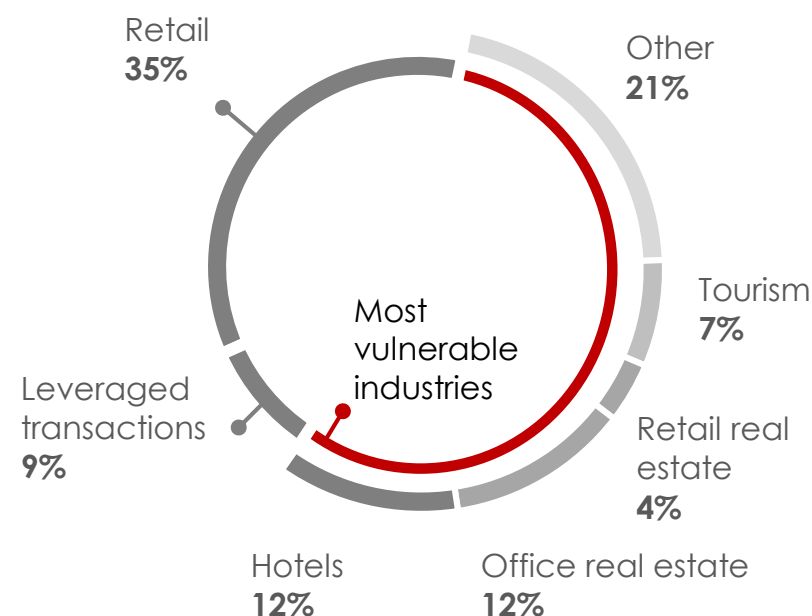
Breakdown of total net provisions 2020

- **Low organic Stage 1 & 2:** driven mostly by non-retail rating migrations
- **Macro assumptions: EUR 65 mn** reflecting
 - improved outlook from the year-end perspective (EUR 45 mn release in Q4/2020)
 - EUR 45 mn lagging defaults overlay
- **Stage 3: 46%** of overall risk costs (EUR 160 mn retail, EUR 128 mn non-retail)



Post-model adjustments drove 2020 risk costs

- **EUR 217 mn** forward looking IFRS 9 provisions, mainly booked as **post-model adjustments**
- **Retail post-model adjustments:** 45% industry based, 29% delayed defaults, 25% moratorium driven
- Post-model adjustments **distribution:**



Moratoria Overview

EUR 2.8 bn loans under moratoria, down from EUR 10.7 bn at peak in 07/2020

(all data as of 31/12/2020)

Loans and advances subject to moratoria

Households

Gross carrying amount (outstanding)	Residual maturity of moratoria > 3 months
EUR 885 mn	50 %
Thereof mortgages:	
EUR 654 mn	47 %

Corporates

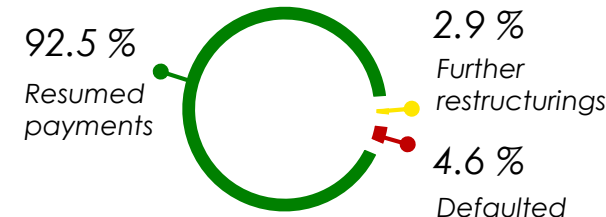
Gross carrying amount (outstanding)	Residual maturity of moratoria > 3 months
EUR 1,945 mn	7 %
Thereof collateralized:	
EUR 883 mn	6 %
EUR 2,830 mn	20 %

Exposures previously under moratoria

Households¹ loans previously under moratoria: EUR 3.5 bn



EUR 1.7 bn

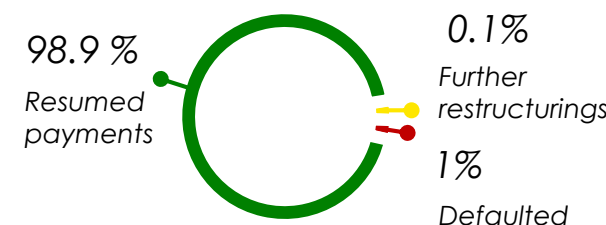


Share of 30 days past due: 2.38 % for expired moratoria vs. 0.60 % for entire portfolio

Corporate loans previously under moratoria: EUR 2.6 bn



EUR 2.1 bn



Share of 30 days past due: 1.55 % for expired moratoria vs. 0.61 % for entire portfolio

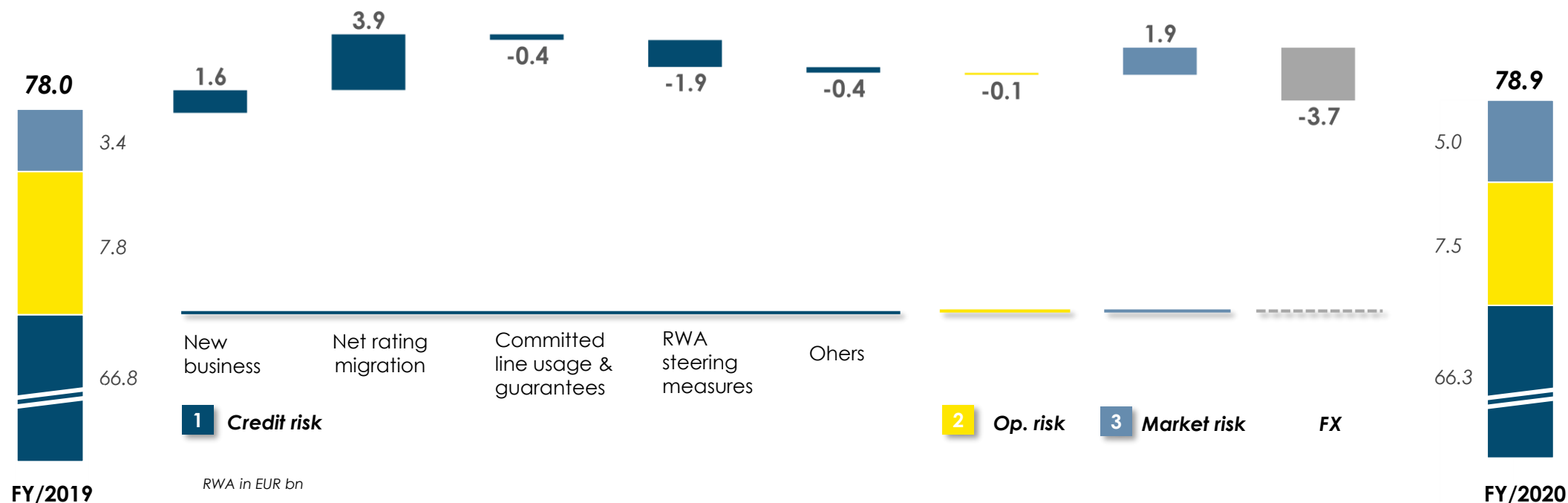
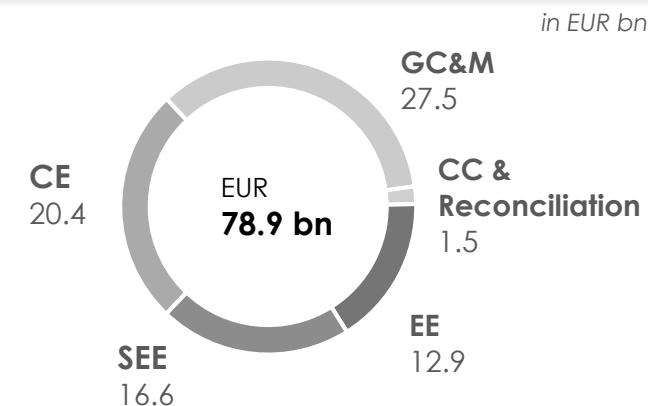
¹ Figures in this section include EUR 389 mn micro loans

RWA Development

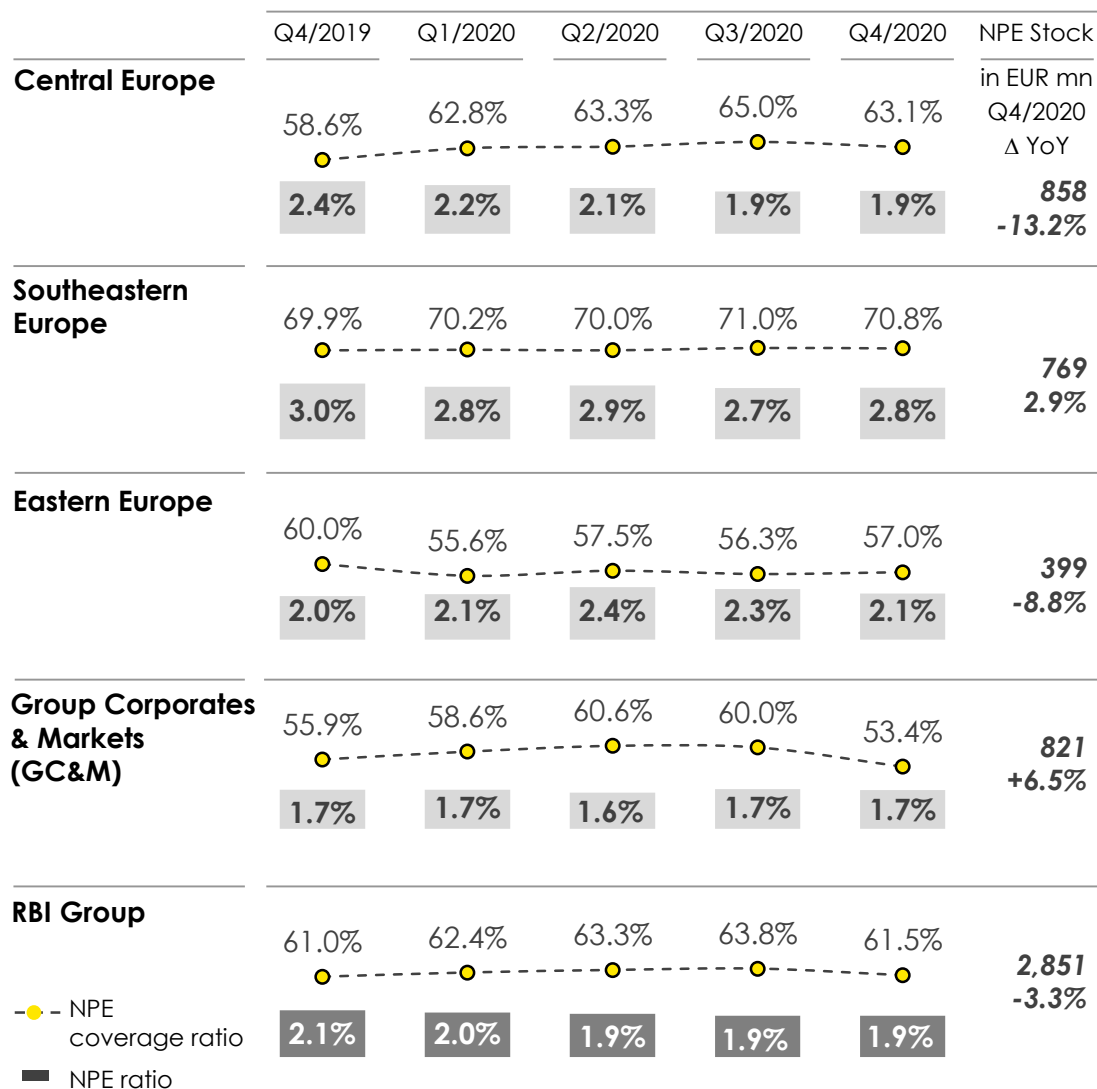
FY/2020 RWA development

- 1** Credit risk only increased slightly (EUR +0.5 bn) as new business, rating migration and risk weight effects were largely offset by FX impact and RWA steering measures (-1.9bn)
- 2** No notable changes in operational risk
- 3** Market risk reflected increased market volatility during first covid outbreak. Following increase in Q2 and Q3 RWA stabilized slightly above 2019 levels at year-end

RWA by segment



NPE Ratio and Coverage



Asset Quality Developments YTD

- **NPE ratio decreased by 0.2PP y-o-y to historical low of 1.9%** driven by recoveries (EUR 729 mn), write-offs (EUR 355 mn) and NPE sales (EUR 100 mn) combined with loan portfolio increase
 - **NPE coverage ratio 61.5%** stable y-o-y while q-o-q decrease resulting from write-offs and better collateralization/expected cashflows from new defaults
 - **NPE coverage ratio incl. Stage 1 and 2 at 96%**
 - **CE: decrease of NPE ratio by 0.4PP y-o-y to 1.9%** driven by good recoveries, including via debt as well as write-offs particularly in PL & HU and aided by higher asset base; NPE coverage ratio improved to 63.1%
 - **EE: Ukraine NPE ratio down to 1.9%** in line with Group average with a Stage 3 coverage ratio of 70%. Non-performing assets stock reduced by 67% in 2020
- **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

Business & Financial
Update

02

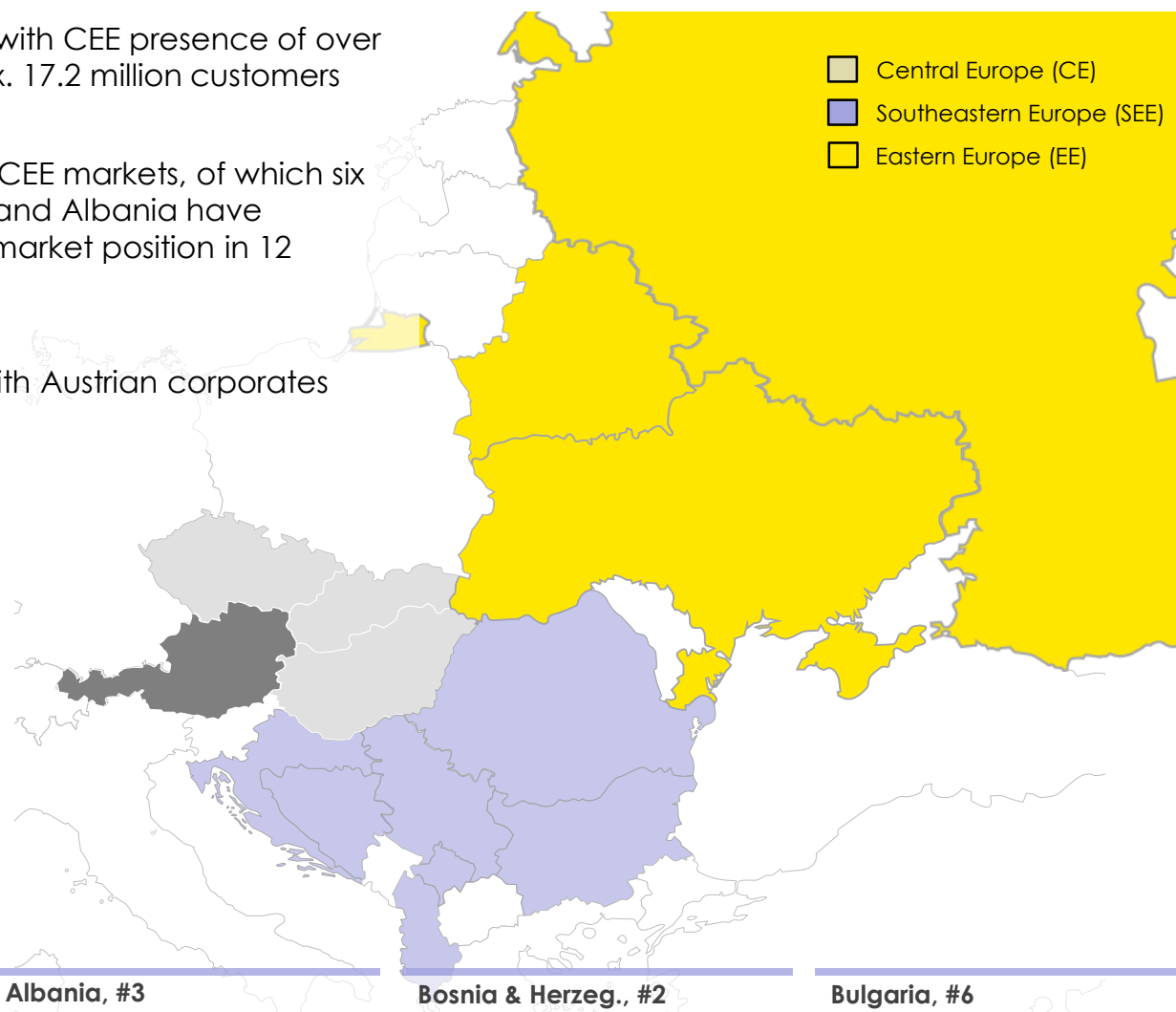
Risk Update

03

Appendix

Geographic Footprint

- Leading regional player with CEE presence of over 30 years servicing approx. 17.2 million customers
- Covering Austria and 13 CEE markets, of which six are EU members. Serbia and Albania have candidate status. Top 5 market position in 12 countries
- Strong market position with Austrian corporates focusing on CEE



Austria, #3

- Loans: EUR 35.3 bn
- Branches: 20

Czech Republic, #5

- Loans: EUR 11.7 bn
- Branches: 127

Hungary, #5

- Loans: EUR 4.1 bn
- Branches: 72

Slovakia, #3

- Loans: EUR 11.3 bn
- Branches: 167

Albania, #3

- Loans: EUR 0.7 bn
- Branches: 76

Bosnia & Herzeg., #2

- Loans: EUR 1.3 bn
- Branches: 103

Bulgaria, #6

- Loans: EUR 3.2 bn
- Branches: 140

Russia, #9

- Loans: EUR 9.1 bn
- Branches: 132

Ukraine, #5

- Loans: EUR 1.3 bn
- Branches: 393

Belarus, #4

- Loans: EUR 1.1 bn
- Branches: 79

Serbia, #4

- Loans: EUR 1.7 bn
- Branches: 86

Romania, #4

- Loans: EUR 6.0 bn
- Branches: 337

Kosovo, #1

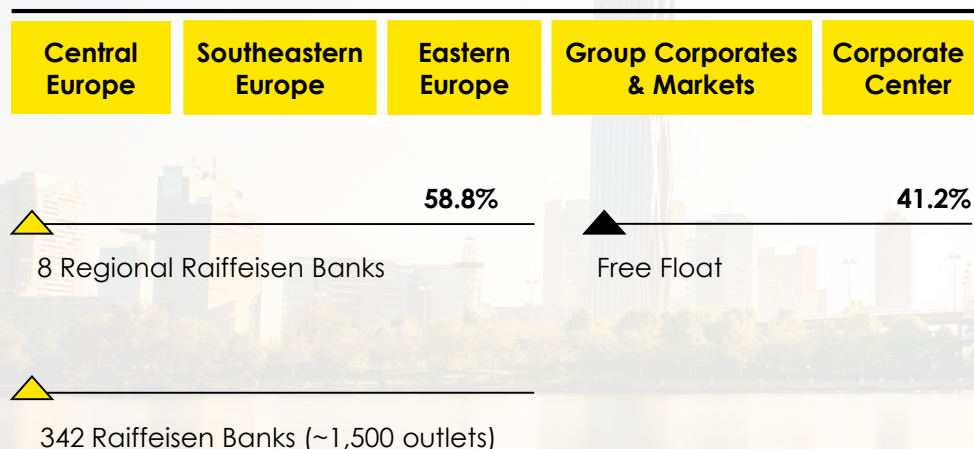
- Loans: EUR 0.8 bn
- Branches: 47

Croatia, #5

- Loans: EUR 2.7 bn
- Branches: 75

Note: Ranking based on loans to customers as of **30/09/2020**
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 318 bn as of 30/06/2020
- Solid funding profile of RBG based on a domestic market share of around 32% of total customer deposits, not least due to superior brand recognition

Three-tier structure of RBG:

- 1st tier: 342 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 (see p. 40)

Statutory deposit guarantee scheme:

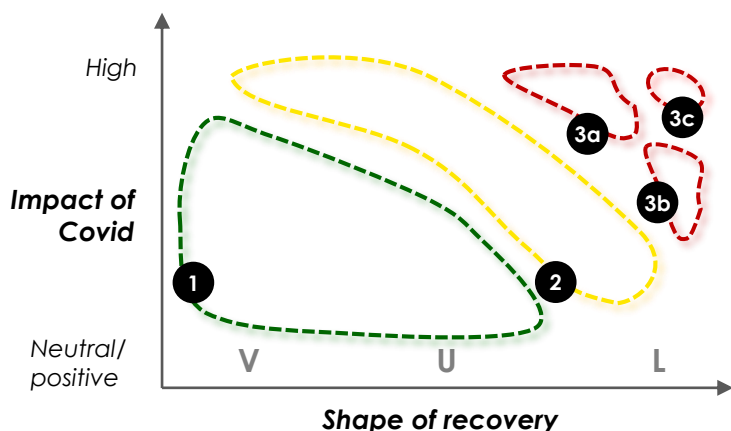
RBI and the regional Raiffeisen banks are members of ESA (Einlagensicherung Austria) since the beginning of 2019

Fiscal / Monetary Policy Response to Corona Crisis

	Conventional	Unconventional	
		QE	QE-LIKE
Czech National Bank	Cumulative 200bp rate cuts as crisis response; counter cyclical capital buffer (CCyB) cut to 0.5%	Legal foundations for QE laid, but CNB announced QE only to be used as emergency tool	Higher frequency of repo operations (3x instead of 1x per week)
Hungarian National Bank	Base rate cut twice by 15bp to 0.6%. Interest rate corridor made symmetric: o/n deposit rate at -0.05%, o/n lending rate up from 0.90% to 1.85%. 1w deposit rate raised 15bp to 0.75% to reduce inflationary pressures and depreciation. FX swap, repo and deposit tenders for liquidity management. Reserve requirement ratio (RRR) cut to 0%.	Government (HGB) and mortgage bond purchase program. Targeted, broader and more flexible loan programs for the corporate sector.	Easing of collateral rules. New fixed rate covered loans with unlimited liquidity for up to 5y with access extended to local funds. EUR 4 bn repo line with ECB until at least Jun 2021.
National Bank of Romania	Cumulative 125bp key rate cuts since Mar 2020, to 1.25%; further lowering of RRR; CCyB; FX interventions to defend RON FX.	BNR bought ~ 2.3% of total ROMGB so far (QE light). Simultaneous QE and FX interventions as balancing act in terms of RON FX.	Stepped-up repo operations. EUR 4.5 bn ECB repo line extended until Mar 2022 recently as insurance in case of another shock (not drawn yet).
Croatian National Bank	Relaunch of FX interventions (cum. EUR 2.2 bn sold to banks so far); cut in RRR to 9%	HNB purchases 5x so far in cum. amount of HRK 17.89 bn (~16% of total outstanding). BNR style dilemma (QE vs FX interventions), last EUR selling was end April	Ongoing 5y LTRO; EUR 2 bn swap line with ECB extended to end of March 2022
National Bank of Serbia	Cum. 125 bp rate cuts to 1.0%; ongoing FX interventions to ease RSD depreciation pressure	-	Intensified repo operations; new 2w and 3m fixed points FX swaps provide cheap funding. EUR 1bn repo line with ECB
Central Bank of Russia	175bp cut in mid-2020 which ended easing cycle, MPC tightening is now on the table amid accelerated CPI for food products; USD selling stopped, CBR switched to USD buying due to high oil price.		Introduction of long-tenor repo facility supporting inter alia the OFZ borrowing plan. Now the need for borrowing to cover the budget deficit is decreasing given rally on the oil market.
National Bank of Ukraine	750bp rate cuts in 2020 to 6.00%, but interest rate hike in March 2021 by 50bp given rising inflation and inflation expectation; FX interventions		Reintroduction of 1y and 5y refinancing operations; introduction of interest rate swap

Recovery Assumptions by Industry

At 31.12.2020



For each industry recovery assumptions based on:

- Shape of recovery and assumptions on the post-pandemic outlook
- Impact of Covid: Severity and direct impact of lockdown measures

	Total, in EUR bn	1	2	3a	3b	3c
Gross exposure	161.0	109.5	33.9	12.0	3.3	2.3
Net exposure	105.9	76.0	18.3	7.5	2.5	1.6

1

Limited Covid impact and fast recovery

Food products
Agricultural products
Food retail
Hypermarkets & supercenters
Agro-commodity traders
Health care facilities
Health care distributors
Integrated telecommunication services
Food distributors
Fertilizers & agricultural chemicals

2

Moderate Covid impact and U-shaped recovery

	Gross	Net
Construction & engineering	4,104	61
Oil trader ←	2,165	691
Integrated oil & gas	1,738	1,065
Industrial machinery	1,707	618
Railroads	1,443	1,184
Construction machinery & heavy trucks	1,034	503
Trucking	1,034	493
Commodity chemicals	1,013	642
Construction materials	969	615
Building products	929	445

3

Most impacted by Covid and lengthy recovery

	Gross	Net
3a Office real estate	2,067	1,845
Auto parts & equipment	1,866	1,079
Real estate development	1,314	986
3b Steel production ↑	1,982	1,416
Retail real estate	1,099	926
Coking, coal mining & trading	116	111
3c Hotels & resorts	1,048	911
Aerospace & defense	330	139
Airport services	299	284

← ↑ Changes to recovery assumptions as of February 2021 based on improved outlook: oil trader shift from 2 → 1; Steel production from 3b → 3a

Limited Exposure to most impacted Corporate Customers

At 31.12.2020

1.6% (EUR 1,725 mn) of non-retail exposure to customers rated¹ substandard and below, in moderate and high COVID-19 impact industries

2

in EUR mn

Moderate Covid impact and U-shaped recovery

... net exposure rated
substandard and below¹

EUR **820 mn** **0.8 %**

	Net exposure	%
Construction machinery & heavy trucks	111	0.10%
Construction & engineering	62	0.06%
Trucking	58	0.06%
Industrial machinery	57	0.05%
Building products	46	0.04%
Diversified support services	37	0.03%
Electrical components & equipment	32	0.03%
Environmental & facilities services	31	0.03%
Automobile manufacturers	31	0.03%
Steel & ferrous metals trader	29	0.03%

3

in EUR mn

Most impacted by Covid and lengthy recovery

... net exposure rated
substandard and below¹

EUR **848 mn** **0.8 %**

	Net exposure	%
Auto parts & equipment	148	0.14%
Automobile importers & retail	74	0.07%
Real estate development	29	0.03%
Steel production	81	0.08%
Retail real estate	19	0.04%
Hotels & resorts	149	0.14%
Aerospace & defense	40	0.04%

¹ Exposure defined as total net performing exposure, net of collateral and CCF, based on internal ratings

Committed to Sustainable Finance

Five green bonds issued

- Green loan portfolio with **total volume of eligible assets: EUR 1,506 mn** as of 31/12/2020
- The reference portfolio comprises green buildings (81%), evenly split between projects under construction and completed projects, clean transportation projects (15%), renewable energy, energy efficiency and water management projects (4%)
- Incentive scheme introduced in January 2019 to support the long-term development of green and social loan portfolios

Certifications



“**C+**” level and **Prime status** in ESG corporate rating by ISS ESG (June 2020)



Low risk of experiencing material financial impacts from ESG factors 80th out of 947 (July 2020)



Listed in the **VÖNIX Sustainability Index** at the Vienna Stock Exchange (June 2020)

Impact

(as of 02/2020)



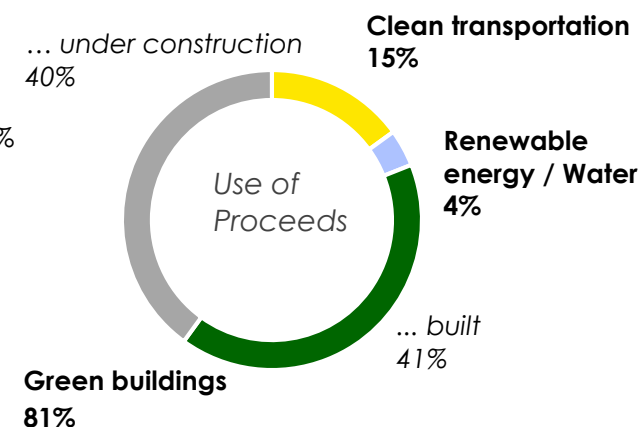
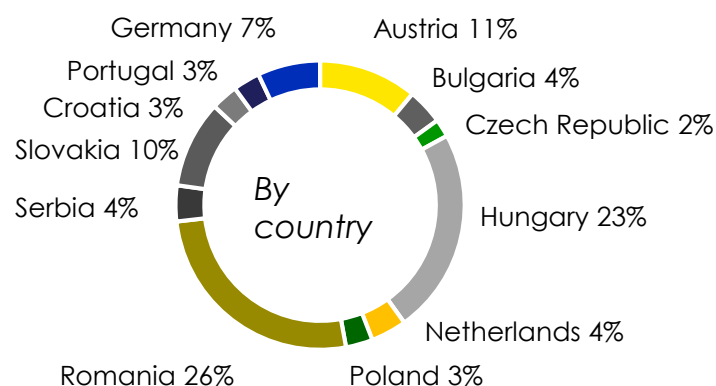
60,281 tons CO₂
avoided annually for the
Eligible Green Loan Portfolio

Equivalent to annual
greenhouse gas emissions of



13,023
passenger vehicles for one
year

Eligible green loan portfolio



Corporate Center/Reconciliation

In EUR mn	1-12/2020	1-12/2019	y-o-y
Operating income	667	834	(20.0%)
General admin. expenses	(370)	(353)	4.9%
Operating result	297	481	(38.2%)
Other result	(101)	(66)	52.9%
Levies and special governmental measures	(72)	(57)	26.2%
Impairment losses on financial assets	(2)	(2)	13.9%
Profit/loss before tax	122	356	(65.8%)
Profit/loss after tax	157	422	(62.7%)

In EUR mn	Q4/2020	Q3/2020	q-o-q
Operating income	225	339	(33.6%)
General admin. expenses	(92)	(84)	10.3%
Operating result	133	255	(48.0%)
Other result	50	(28)	–
Levies and special governmental measures	2	1	193.8%
Impairment losses on financial assets	3	(3)	–
Profit/loss before tax	188	224	(16.2%)
Profit/loss after tax	189	211	(10.4%)

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	1-12/2020	1-12/2019	y-o-y
Operating income	(803)	(894)	(10.2%)
General admin. expenses	148	131	12.6%
Operating result	(655)	(763)	(14.1%)
Other result	17	(7)	–
Levies and special governmental measures	(0)	(0)	(100.0%)
Impairment losses on financial assets	0	(1)	–
Profit/loss before tax	(639)	(772)	(17.3%)
Profit/loss after tax	(629)	(775)	(18.9%)

In EUR mn	Q4/2020	Q3/2020	q-o-q
Operating income	(297)	(355)	(16.4%)
General admin. expenses	46	35	29.8%
Operating result	(251)	(320)	(21.5%)
Other result	(0)	(0)	116.8%
Levies and special governmental measures	(0)	0	–
Impairment losses on financial assets	1	0	>500.0%
Profit/loss before tax	(250)	(320)	(21.7%)
Profit/loss after tax	(245)	(316)	(22.5%)

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 1/1/2020	1,002	4,992	8,443	(2,620)	11,817	811	1,137	13,765
Capital increases	0	0	0	0	0	7	497	505
AT1 capital dividend allotment	0	0	(74)	0	(74)	0	74	0
Dividend payments	0	0	0	0	0	(47)	(74)	(121)
Own shares	0	0	0	0	0	0	(1)	(1)
Other changes	0	0	61	(23)	38	(1)	(1)	37
Total comprehensive income	0	0	804	(750)	53	50	0	103
Equity as at 31/12/2020	1,002	4,992	9,234	(3,394)	11,835	820	1,633	14,288

- **Earnings per share** down EUR 1.33 (1-12/2020: EUR 2.22 vs. 1-12/2019: EUR 3.54)
- **Dividend proposal by board for 2020:** EUR 0.48 per share or maximum payout of EUR 158 mn (20% payout ratio) in line with the ECB's recommendation on dividend payments; the Management Board may consider an additional dividend distribution once the ECB's recommendation on dividend payments has been lifted
- **Book value per share** EUR 35.98 at 31/12/2020 (EUR 35.93 at 31/12/2019)
- **Total comprehensive income** of EUR 103 mn (1-12/2019: EUR 1,771 mn) mostly impacted by currency differences (minus EUR 1,007 mn) mainly from Russia, Ukraine, Belarus, Hungary and Czech Republic partly offset by net investment hedge (EUR 183 mn, mostly from RUB)

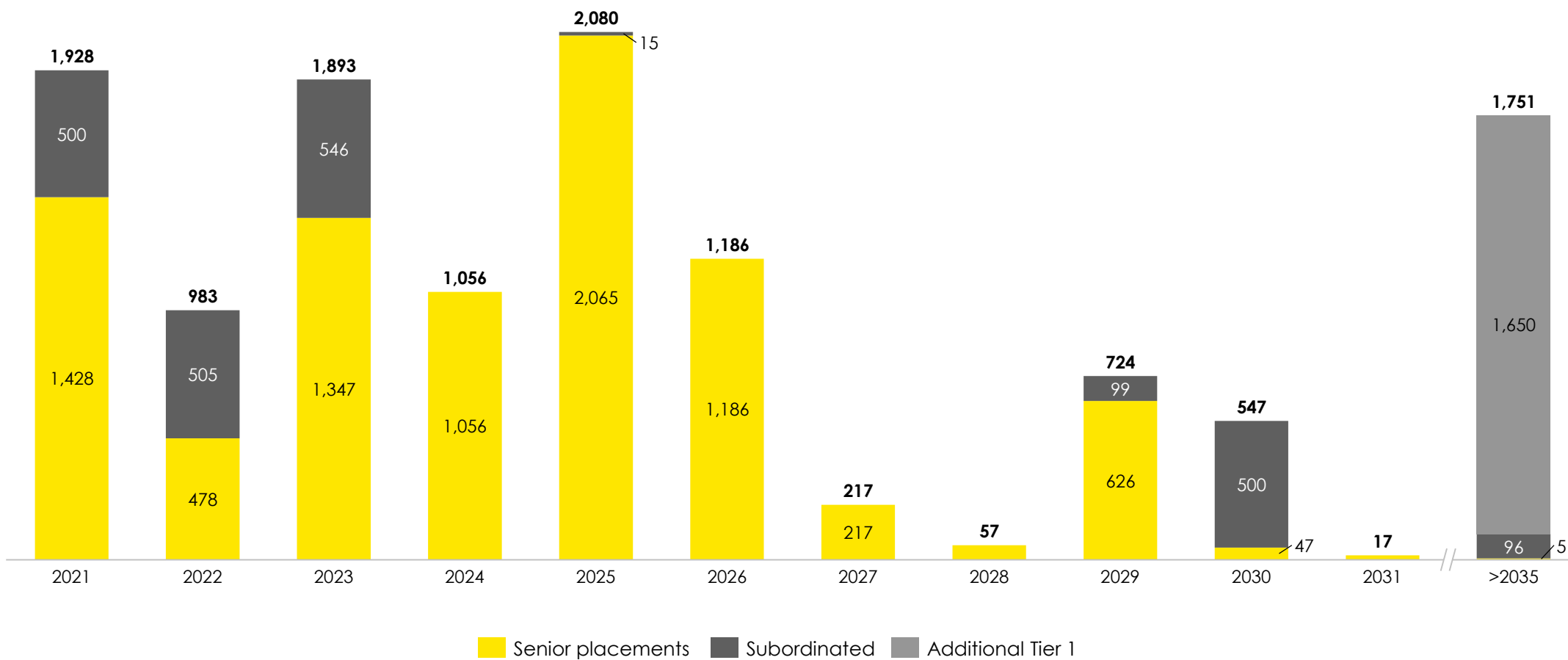
Regulatory Capital Overview

Regulatory Capital Structure

In EUR mn	31/12/2020	30/9/2020	31/12/2019
Common equity tier 1 (before deductions)	11,374	11,019	11,659
Deduction items	(612)	(964)	(797)
Common equity tier 1 (after deductions)	10,762	10,055	10,862
Additional tier 1 (after deductions)	1,727	1,723	1,230
Tier 1 (after deductions)	12,489	11,778	12,092
Tier 2 (after deductions)	2,101	2,150	1,940
Total capital	14,590	13,928	14,032
Risk-weighted assets (total RWA)	78,864	80,146	77,966
Common equity tier 1 ratio (fully loaded)	13.6%	12.5%	13.9%
Tier 1 ratio (fully loaded)	15.7%	14.6%	15.4%
Total capital ratio (fully loaded)	18.4%	17.3%	17.9%
Leverage ratio (fully loaded)	6.4%	6.1%	6.7%
Leverage exposure (total)	193,910	191,794	178,226

Maturity Profile

Maturity Profile at 31/12/2020
(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	99.6%	XS1756703275	4.500%	5Y EUR ms + 3.88%	EUR 500 mn	17 Jan 2018	25 Jun 2025	Semi-annual	Perpetual
Raiffeisen Bank International AG	Additional Tier 1	99.7%	XS1640667116	6.125%	5Y EUR ms + 5.95%	EUR 650 mn	28 Jun 2017	15 Dec 2022	Semi-annual	Perpetual
Raiffeisen Bank International AG	Additional Tier 1	99.5%	XS2207857421	6.000%	5Y EUR ms + 6.45%	EUR 500 mn	27 Jun 2020	15 Jun 2026	Semi-annual	Perpetual
RZB Finance (Jersey) III Limited	Grandfathered Additional Tier 1	97.5%	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	7.6%	XS0619437147	6.625%	NA	EUR 500 mn	18 May 2011	NA	NA	18 May 2021
Raiffeisen Bank International AG	Tier 2	36.3%	CH0194405343	4.75%	NA	CHF 250 mn	24 Oct 2012	NA	NA	24 Oct 2022
Raiffeisen Bank International AG	Tier 2	55.8%	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 ms + 2.10%	EUR 500 mn	09 Sep 2019	03 Dec 2025	NA	09 Dec 2030
Raiffeisen Bank International AG	Tier 2	100%	XS2189786226	2.875%	5Y EUR ms + 3.15%	EUR 500 mn	09 Jun 2020	18 Jun 2027	NA	18 Jun 2032

- RZB Finance Jersey III Tier 1 was recognized as Tier 1 capital in full until 01.01.2020 and will be 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

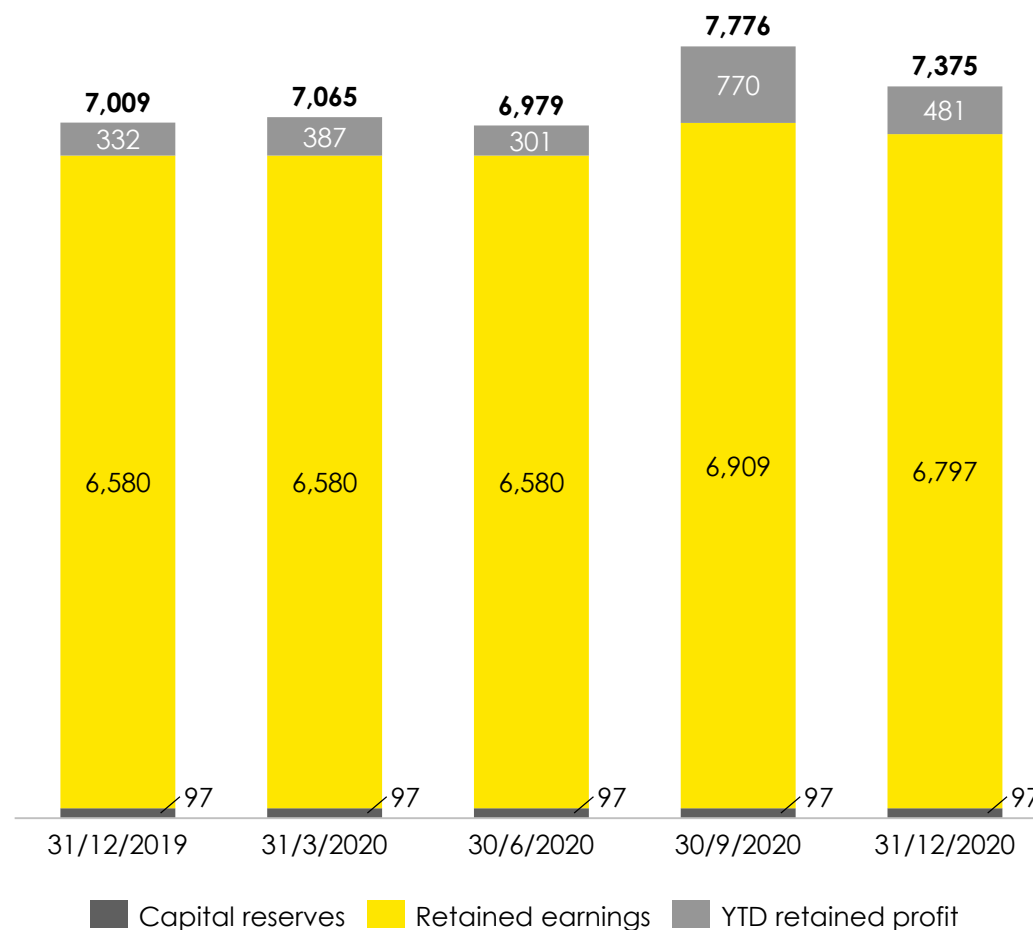
² Transitional CRR rules as of Q4 2020, calculated as reported regulatory amount divided by carrying amount before deduction for market making activities

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
- ADI include available reserves under CRD IV (tied capital reserves and liability reserves)
- ADI of EUR 7,375 mn at 31/12/2020 including YTD profit, excluding national regulations
- Proposed dividend for 2020 deducted

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 Q4/2020 the regional ex ante IPS fund's target volume was EUR 232 mn and EUR 194 mn had been paid in
- The federal IPS fund's current target volume is EUR 687 mn, to be reached by end-2022; the fund size at Q4/2020 was EUR 498 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 share of the federal IPS fund amounts to EUR 327 mn. RBI's 2020 contribution to the IPS was EUR 63 mn

New IPS Structure

- RBI and all Raiffeisen banks have applied for changes to the IPS: In the future the regional and federal IPS will be merged and RBG will apply for a Raiffeisen own deposit guarantee system
- Regulatory approval expected in Q2/2021 for the IPS merger

Bank Levies

Impact in EUR mn		FY 2019	FY 2020	FY 2021e
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 to 2020.	57	59 ¹	~18
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; one-time bank levy of 0.19% decided in April - no P/L effect in 2020.	13	13	~14
Poland	Bank levy of 0.44%, based on total assets less PLN 4 bn flat amount, own funds and treasury securities.	6	5	~5
Romania	Bank levy was abolished beginning of 2020. For 2019, bank levy of 0.4% based on defined asset base.	10	-	-
Slovakia	In Jan 2020, bank levy was increased from 0.2% to 0.4% on total liabilities less equity and subordinated debt. In June 2020, the government reached an agreement with the banking sector to stop the payment of the bank levy by the end of June.	24	26	-
Total	Bank levies	110	103	~37
Austria	Based on total assets less equity and secured deposits Full amounts always booked in the first quarter according to IFRIC 21 Bulgaria: no charge in 2021 as fund is adequately allocated	20	37	~34
Albania		1	1	~1
Croatia		2	3	~3
Czech Republic		9	10	~12
Bulgaria		5	9	-
Hungary		4	4	~4
Romania		4	6	~8
Slovakia		4	5	~2
Total	Resolution fund	49	75	~64

¹ EUR 41 mn related to the one-off payment and EUR 18 mn current instalment of the bank levy; EUR 47 mn booked in Corporate Center, EUR 12 mn in Group Corporates & Markets

NPE and NPL Distribution by Country

In EUR mn	NPE Stock 31/12/2020	NPE Ratio 31/12/2020	NPE Ratio 31/12/2019	NPE Coverage Ratio 31/12/2020	NPE Coverage Ratio 31/12/2019	NPL Ratio 31/12/2020	NPL Ratio 31/12/2019	NPL Coverage Ratio 31/12/2020	NPL Coverage Ratio 31/12/2019
Czech Republic	273	1.5%	1.4%	51.8%	61.0%	1.7%	1.5%	51.8%	61.0%
Hungary	142	1.7%	2.5%	54.0%	46.9%	2.2%	3.6%	54.0%	46.9%
Poland	198	6.6%	10.0%	82.9%	58.3%	6.6%	10.0%	82.9%	58.3%
Slovakia	235	1.5%	1.6%	67.7%	69.0%	1.8%	1.8%	67.7%	69.0%
Central Europe¹	858	1.9%	2.4%	63.1%	58.6%	2.2%	2.7%	63.1%	58.6%
Albania	101	5.3%	5.6%	74.3%	71.4%	7.2%	7.8%	74.3%	71.4%
Bosnia & Herzegovina	103	4.6%	4.0%	64.3%	77.9%	4.7%	4.2%	64.3%	77.9%
Bulgaria	90	1.9%	1.7%	64.8%	66.8%	2.2%	2.0%	64.8%	66.8%
Croatia	153	3.1%	3.2%	66.2%	72.9%	3.8%	4.1%	66.3%	72.9%
Kosovo	24	2.2%	2.0%	70.8%	68.0%	2.6%	2.4%	70.8%	68.0%
Romania	248	2.5%	3.1%	77.0%	65.5%	3.1%	3.7%	77.0%	65.5%
Serbia	51	1.7%	1.9%	71.0%	72.0%	2.1%	2.4%	71.0%	72.0%
Southeastern Europe	769	2.8%	3.0%	70.8%	69.9%	3.3%	3.6%	70.8%	69.9%
Belarus	29	1.7%	1.6%	77.7%	83.2%	1.8%	1.7%	77.7%	83.2%
Russia	323	2.2%	1.5%	53.2%	55.1%	2.5%	1.8%	53.2%	55.1%
Ukraine	48	1.9%	5.2%	69.9%	63.9%	2.1%	5.5%	69.9%	63.9%
Eastern Europe	399	2.1%	2.0%	57.0%	60.0%	2.4%	2.3%	57.0%	60.0%
G&M	821	1.7%	1.7%	53.4%	55.9%	1.7%	1.7%	54.1%	56.7%
Total RBI Group	2,851	1.9%	2.1%	61.5%	61.0%	2.1%	2.4%	61.7%	61.2%

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

1-12/2020	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	18,363	11.1%	75.3%	1.89%	57.5%	0.64%	6.4%
Hungary	8,808	5.3%	64.5%	1.90%	59.7%	0.59%	6.3%
Poland	2,774	1.7%	–	0.54%	–	0.49%	–
Slovakia	15,719	9.5%	94.8%	2.04%	48.1%	0.59%	8.3%
Central Europe¹	45,280	27.3%	88.8%	1.87%	55.0%	0.60%	5.4%
Albania	1,920	1.2%	44.5%	3.05%	62.6%	1.28%	5.4%
Bosnia & Herzegovina	2,559	1.5%	67.5%	3.00%	54.8%	1.89%	7.2%
Bulgaria	4,993	3.0%	78.0%	2.48%	55.9%	1.03%	6.4%
Croatia	5,321	3.2%	68.5%	2.45%	64.7%	1.00%	2.0%
Kosovo	1,159	0.7%	82.1%	4.72%	53.9%	0.98%	13.5%
Romania	10,696	6.4%	65.1%	4.08%	54.7%	1.11%	13.1%
Serbia	3,299	2.0%	66.7%	3.01%	53.2%	0.74%	9.1%
Southeastern Europe	29,897	18.0%	67.5%	3.26%	56.5%	1.11%	8.3%
Belarus	1,802	1.1%	87.2%	4.49%	44.8%	1.24%	14.5%
Russia	15,838	9.5%	73.9%	4.84%	37.8%	1.09%	22.5%
Ukraine	3,083	1.9%	53.7%	8.65%	45.4%	0.92%	34.5%
Eastern Europe	20,721	12.5%	71.8%	5.33%	40.1%	1.08%	24.0%
Group Corporates & Markets	58,083	35.0%	129.8%	1.07%	56.5%	0.42%	8.5%
Corporate Center	32,577	19.6%	–	–	–	–	–
Total RBI Group	165,959	100.0%	88.4%	2.15%	56.8%	0.68%	6.8%

¹ Including Slovenia ²Excludes reconciliation of EUR 20.6 bn

In EUR mn	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	765	770	(0.6%)	825	881	881	3,241	3,412	(5.0%)
Net fee and commission income	466	433	7.6%	392	448	489	1,738	1,797	(3.3%)
Net trading income and fair value result	(2)	33	–	25	37	70	94	(17)	–
Other net operating income	9	8	12.4%	12	29	65	60	78	(23.6%)
Operating income	1,232	1,273	(3.3%)	1,286	1,405	1,642	5,195	5,475	(5.1%)
General administrative expenses	(785)	(690)	13.8%	(719)	(755)	(848)	(2,949)	(3,093)	(4.7%)
Operating result	447	584	(23.5%)	567	650	794	2,246	2,382	(5.7%)
Other result	6	(38)	–	(91)	(82)	(151)	(205)	(219)	(6.5%)
Levies and special governmental measures	(6)	(7)	(18.5%)	(38)	(128)	(21)	(179)	(162)	9.9%
Impairment losses on financial assets	(133)	(185)	(28.2%)	(158)	(153)	(154)	(630)	(234)	169.1%
Profit/loss before tax	314	354	(11.3%)	279	286	468	1,233	1,767	(30.2%)
Profit/loss after tax	230	259	(11.1%)	213	207	380	910	1,365	(33.3%)
Return on equity before tax ¹	9.4%	10.6%	(1.2 PP)	8.5%	8.5%	15.1%	9.2%	14.2%	(5.0 PP)
Return on equity after tax ¹	6.9%	7.7%	(0.8 PP)	6.5%	6.1%	12.3%	6.8%	11.0%	(4.2 PP)
Net interest margin ¹	1.97%	2.00%	(0.03 PP)	2.21%	2.43%	2.47%	2.15%	2.44%	(0.29 PP)
Cost/income ratio	63.7%	54.2%	9.6 PP	55.9%	53.8%	51.7%	56.8%	56.5%	0.3 PP
Loan/deposit ratio	88.4%	90.4%	(2.0 PP)	94.9%	97.6%	97.9%	88.4%	97.9%	(9.5 PP)
Provisioning ratio ¹	0.58%	0.79%	(0.21 PP)	0.69%	0.66%	0.65%	0.68%	0.26%	0.42 PP
NPE ratio	1.9%	1.9%	0.0 PP	1.9%	2.0%	2.1%	1.9%	2.1%	(0.2 PP)
NPE coverage ratio	61.5%	63.8%	(2.3 PP)	63.3%	62.4%	61.0%	61.5%	61.0%	0.5 PP
Total assets	165,959	164,779	0.7%	163,761	155,596	152,200	165,959	152,200	9.0%
RWA	78,864	80,146	(1.6%)	80,490	78,181	77,966	78,864	77,966	1.2%
Equity	14,288	14,036	1.8%	13,655	13,177	13,765	14,288	13,765	3.8%
Loans to customers	90,671	91,711	(1.1%)	93,876	92,198	91,204	90,671	91,204	(0.6%)
- Hereof non-financial corporations % ²	49.6%	49.2%	0.4 PP	50.1%	50.7%	49.7%	49.6%	49.7%	(0.2 PP)
- Hereof households % ²	37.9%	36.7%	1.2 PP	36.1%	36.5%	38.1%	37.9%	38.1%	(0.2 PP)
- Hereof FCY %	–	–	–	–	–	–	–	–	–
Deposits from customers	102,112	99,800	2.3%	98,686	97,084	96,214	102,112	96,214	6.1%
Business outlets	1,857	1,958	(5.2%)	1,982	2,000	2,040	1,857	2,040	(9.0%)
Number of employees	45,414	46,071	(1.4%)	46,386	46,760	46,873	45,414	46,873	(3.1%)
Number of customers (in mn)	17.2	16.8	1.9%	16.7	16.8	16.7	17.2	16.7	2.5%

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 (CE) – Czech Republic



In EUR mn	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	74	73	1.8%	82	101	96	330	395	(16.4%)
Net fee and commission income	30	29	2.8%	26	36	33	121	130	(7.3%)
Net trading income and fair value result	2	(0)	–	(1)	(7)	4	(6)	(7)	(18.7%)
Other net operating income	4	5	(26.9%)	4	7	5	20	25	(18.2%)
Operating income	112	108	4.2%	108	139	139	467	545	(14.2%)
General administrative expenses	(67)	(65)	3.9%	(64)	(73)	(74)	(269)	(283)	(5.1%)
Operating result	45	43	4.7%	44	66	65	199	262	(24.2%)
Other result	3	(0)	–	(4)	1	(10)	(1)	(8)	(87.2%)
Levies and special governmental measures	0	0	(39.1%)	0	(11)	(0)	(10)	(9)	20.1%
Impairment losses on financial assets	(34)	(15)	129.3%	(15)	(11)	(26)	(75)	(16)	378.5%
Profit/loss before tax	14	28	(51.5%)	25	45	29	112	230	(51.0%)
Profit/loss after tax	10	21	(54.2%)	21	39	24	91	192	(52.4%)
Return on equity before tax ¹	3.9%	7.8%	(3.9 PP)	7.0%	12.3%	8.1%	7.9%	17.6%	(9.7 PP)
Return on equity after tax ¹	2.7%	5.8%	(3.1 PP)	6.0%	10.6%	6.6%	6.4%	14.7%	(8.3 PP)
Net interest margin ¹	1.64%	1.64%	0.00 PP	1.94%	2.39%	2.26%	1.89%	2.37%	(0.49 PP)
Cost/income ratio	59.9%	60.1%	(0.2 PP)	58.9%	52.6%	53.0%	57.5%	52.0%	5.6 PP
Loan/deposit ratio	75.3%	81.1%	(5.8 PP)	82.6%	86.9%	86.2%	75.3%	86.2%	(10.9 PP)
Provisioning ratio ¹	1.17%	0.51%	0.65 PP	0.54%	0.36%	0.88%	0.64%	0.14%	0.51 PP
NPE ratio	1.5%	1.2%	0.3 PP	1.3%	1.3%	1.4%	1.5%	1.4%	0.1 PP
NPE coverage ratio	51.8%	59.9%	(8.2 PP)	59.5%	61.0%	61.0%	51.8%	61.0%	(9.2 PP)
Total assets	18,363	18,208	0.8%	18,176	16,559	17,433	18,363	17,433	5.3%
RWA	7,536	7,648	(1.5%)	7,703	7,922	8,210	7,536	8,210	(8.2%)
Equity	1,379	1,474	(6.4%)	1,480	1,434	1,503	1,379	1,503	(8.2%)
Loans to customers	11,716	11,476	2.1%	11,556	11,308	11,872	11,716	11,872	(1.3%)
- Hereof non-financial corporations % ²	39.3%	40.1%	(0.8 PP)	40.2%	41.1%	40.5%	39.3%	40.5%	(1.2 PP)
- Hereof households % ²	55.9%	55.0%	1.0 PP	55.2%	54.6%	55.7%	55.9%	55.7%	0.3 PP
- Hereof FCY %	16.7%	17.8%	(1.1 PP)	17.6%	18.1%	15.7%	16.7%	15.7%	1.1 PP
Deposits from customers	15,449	14,385	7.4%	14,483	13,317	14,106	15,449	14,106	9.5%
Business outlets	127	127	0.0%	127	136	136	127	136	(6.6%)
Number of employees	3,138	3,166	(0.9%)	3,252	3,395	3,413	3,138	3,413	(8.1%)
Number of customers (in mn)	1.3	1.2	2.2%	1.2	1.2	1.2	1.3	1.2	3.6%

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	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	38	36	5.7%	38	37	22	149	127	17.6%
Net fee and commission income	36	34	6.1%	32	36	38	139	149	(6.9%)
Net trading income and fair value result	7	(5)	–	3	3	1	8	(0)	–
Other net operating income	(12)	(10)	11.8%	(8)	(13)	(12)	(43)	(50)	(14.9%)
Operating income	69	56	22.9%	66	64	49	255	227	12.2%
General administrative expenses	(45)	(35)	28.1%	(35)	(38)	(43)	(152)	(159)	(3.9%)
Operating result	24	21	14.1%	32	26	7	103	69	49.3%
Other result	(3)	(2)	56.5%	0	(4)	(0)	(9)	(0)	>500.0%
Levies and special governmental measures	0	0	27.1%	(0)	(17)	0	(17)	(17)	3.1%
Impairment losses on financial assets	(10)	(4)	131.2%	3	(12)	(8)	(23)	24	–
Profit/loss before tax	11	15	(27.3%)	35	(7)	(2)	53	76	(29.3%)
Profit/loss after tax	8	11	(27.2%)	32	(10)	(3)	41	63	(34.8%)
Return on equity before tax ¹	6.5%	9.1%	(2.7 PP)	22.1%	–	–	8.1%	11.3%	(3.2 PP)
Return on equity after tax ¹	5.0%	7.0%	(2.0 PP)	20.2%	–	–	6.3%	9.5%	(3.2 PP)
Net interest margin ¹	1.86%	1.84%	0.02 PP	1.95%	1.97%	1.14%	1.90%	1.73%	0.17 PP
Cost/income ratio	65.3%	62.6%	2.7 PP	52.1%	59.2%	86.7%	59.7%	69.8%	(10.0 PP)
Loan/deposit ratio	64.5%	69.9%	(5.4 PP)	72.9%	72.2%	70.5%	64.5%	70.5%	(6.0 PP)
Provisioning ratio ¹	1.08%	0.45%	0.63 PP	(0.36%)	1.22%	0.90%	0.59%	(0.64%)	1.24 PP
NPE ratio	1.7%	2.1%	(0.4 PP)	2.2%	2.2%	2.5%	1.7%	2.5%	(0.8 PP)
NPE coverage ratio	54.0%	52.6%	1.4 PP	54.1%	54.0%	46.9%	54.0%	46.9%	7.2 PP
Total assets	8,808	8,203	7.4%	7,925	7,991	7,862	8,808	7,862	12.0%
RWA	3,644	3,566	2.2%	3,564	3,563	3,747	3,644	3,747	(2.7%)
Equity	674	660	2.1%	663	624	717	674	717	(6.0%)
Loans to customers	4,085	3,993	2.3%	4,053	3,895	3,822	4,085	3,822	6.9%
- Hereof non-financial corporations % ²	66.2%	67.7%	(1.5 PP)	68.3%	68.7%	68.5%	66.2%	68.5%	(2.3 PP)
- Hereof households % ²	26.7%	25.8%	0.9 PP	25.1%	24.8%	25.6%	26.7%	25.6%	1.1 PP
- Hereof FCY %	43.8%	45.4%	(1.7 PP)	45.4%	48.3%	45.9%	43.8%	45.9%	(2.1 PP)
Deposits from customers	6,609	6,205	6.5%	5,994	5,940	5,882	6,609	5,882	12.4%
Business outlets	72	72	0.0%	72	72	71	72	71	1.4%
Number of employees	2,279	2,271	0.4%	2,078	2,258	2,237	2,279	2,237	1.9%
Number of customers (in mn)	0.5	0.4	14.0%	0.5	0.5	0.5	0.5	0.5	7.5%

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 (CE) – Poland



In EUR mn	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	4	4	(2.2%)	4	4	3	16	14	10.7%
Net fee and commission income	1	1	(16.9%)	1	1	0	3	2	40.7%
Net trading income and fair value result	0	0	50.3%	0	0	0	1	1	(26.4%)
Other net operating income	(1)	(0)	>500,0%	(0)	(0)	(1)	(2)	(2)	(17.9%)
Operating income	4	5	(29.0%)	4	5	2	18	15	15.6%
General administrative expenses	(6)	(5)	16.0%	(5)	(5)	(5)	(21)	(22)	(3.4%)
Operating result	(3)	(0)	>500,0%	(0)	(0)	(3)	(3)	(6)	(48.3%)
Other result	(14)	(12)	10.1%	(10)	(8)	(47)	(44)	(49)	(10.5%)
Levies and special governmental measures	(1)	(1)	(0.7%)	(1)	(1)	(1)	(5)	(6)	(13.5%)
Impairment losses on financial assets	(4)	0	–	(6)	(3)	(11)	(14)	(27)	(48.8%)
Profit/loss before tax	(22)	(14)	57.4%	(18)	(13)	(63)	(66)	(88)	(25.1%)
Profit/loss after tax	(22)	(14)	63.8%	(18)	(13)	(63)	(67)	(113)	(40.9%)
Return on equity before tax ¹	–	–	–	–	–	–	–	–	–
Return on equity after tax ¹	–	–	–	–	–	–	–	–	–
Net interest margin ¹	0.56%	0.56%	0.00 PP	0.52%	0.54%	0.44%	0.54%	0.45%	0.09 PP
Cost/income ratio	–	–	–	–	–	–	–	–	–
Loan/deposit ratio	–	–	–	–	–	–	–	–	–
Provisioning ratio ¹	0.61%	(0.03%)	0.64 PP	0.90%	0.45%	1.55%	0.49%	0.88%	(0.40 PP)
NPE ratio	6.6%	6.7%	(0.0 PP)	7.4%	7.6%	10.0%	6.6%	10.0%	(3.4 PP)
NPE coverage ratio	82.9%	80.0%	3.0 PP	70.7%	69.3%	58.3%	82.9%	58.3%	24.7 PP
Total assets	2,774	2,793	(0.7%)	2,920	2,984	2,974	2,774	2,974	(6.7%)
RWA	3,380	3,357	0.7%	3,491	3,519	3,681	3,380	3,681	(8.2%)
Equity	–	–	–	–	–	–	–	–	–
Loans to customers	2,717	2,734	(0.6%)	2,839	2,910	2,938	2,717	2,938	(7.5%)
- Hereof non-financial corporations % ²	4.6%	4.8%	(0.2 PP)	5.0%	5.2%	6.1%	4.6%	6.1%	(1.5 PP)
- Hereof households % ²	95.4%	95.2%	0.2 PP	95.0%	94.8%	93.9%	95.4%	93.9%	1.5 PP
- Hereof FCY %	95.1%	95.9%	(0.7 PP)	93.8%	93.5%	92.9%	95.1%	92.9%	2.2 PP
Deposits from customers	13	13	0.4%	14	14	17	13	17	(22.2%)
Business outlets	1	1	0.0%	1	1	1	1	1	0.0%
Number of employees	238	240	(0.8%)	232	229	227	238	227	4.8%
Number of customers (in mn)	0.0	0.0	(1.0%)	0.0	0.0	0.0	0.0	0.0	(3.8%)

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) – Slovakia



In EUR mn	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	73	72	0.9%	73	74	75	292	294	(0.9%)
Net fee and commission income	40	36	9.6%	36	35	41	148	160	(7.5%)
Net trading income and fair value result	4	3	20.3%	7	2	30	15	32	(51.9%)
Other net operating income	0	(0)	–	1	19	(1)	20	1	>500.0%
Operating income	117	112	4.6%	116	132	146	478	492	(2.9%)
General administrative expenses	(62)	(58)	6.2%	(52)	(58)	(74)	(230)	(265)	(13.3%)
Operating result	56	54	3.0%	64	74	72	248	227	9.2%
Other result	(8)	0	–	(0)	(0)	1	(8)	(0)	>500.0%
Levies and special governmental measures	0	0	–	(13)	(17)	(6)	(30)	(28)	7.6%
Impairment losses on financial assets	(8)	(10)	(17.5%)	(23)	(25)	(13)	(66)	(20)	235.0%
Profit/loss before tax	39	44	(10.9%)	28	32	53	144	179	(19.6%)
Profit/loss after tax	27	35	(22.4%)	21	27	41	110	142	(22.9%)
Return on equity before tax ¹	11.5%	13.2%	(1.7 PP)	8.4%	9.7%	16.2%	10.9%	14.7%	(3.7 PP)
Return on equity after tax ¹	7.9%	10.4%	(2.5 PP)	6.4%	8.0%	12.5%	8.3%	11.7%	(3.3 PP)
Net interest margin ¹	1.96%	1.98%	(0.01 PP)	2.07%	2.14%	2.16%	2.04%	2.22%	(0.18 PP)
Cost/income ratio	52.6%	51.8%	0.8 PP	45.0%	43.8%	50.9%	48.1%	53.9%	(5.8 PP)
Loan/deposit ratio	94.8%	96.1%	(1.3 PP)	96.7%	100.2%	98.3%	94.8%	98.3%	(3.4 PP)
Provisioning ratio ¹	0.28%	0.35%	(0.07 PP)	0.82%	0.90%	0.50%	0.59%	0.19%	0.40 PP
NPE ratio	1.5%	1.6%	(0.1 PP)	1.7%	1.8%	1.6%	1.5%	1.6%	(0.1 PP)
NPE coverage ratio	67.7%	68.1%	(0.4 PP)	68.9%	66.4%	69.0%	67.7%	69.0%	(1.4 PP)
Total assets	15,719	15,207	3.4%	14,939	14,271	14,613	15,719	14,613	7.6%
RWA	5,840	6,104	(4.3%)	6,271	6,458	6,409	5,840	6,409	(8.9%)
Equity	1,425	1,393	2.3%	1,355	1,334	1,334	1,425	1,334	6.8%
Loans to customers	11,328	11,356	(0.2%)	11,154	11,207	10,957	11,328	10,957	3.4%
- Hereof non-financial corporations % ²	42.5%	43.7%	(1.2 PP)	43.6%	43.6%	42.7%	42.5%	42.7%	(0.2 PP)
- Hereof households % ²	56.5%	55.2%	1.3 PP	55.3%	55.4%	56.3%	56.5%	56.3%	0.1 PP
- Hereof FCY %	0.6%	0.5%	0.0 PP	1.1%	1.1%	0.5%	0.6%	0.5%	0.0 PP
Deposits from customers	12,322	12,393	(0.6%)	12,126	11,920	11,961	12,322	11,961	3.0%
Business outlets	167	175	(4.6%)	177	182	182	167	182	(8.2%)
Number of employees	3,580	3,639	(1.6%)	3,728	3,813	4,029	3,580	4,029	(11.1%)
Number of customers (in mn)	1.1	1.0	2.2%	1.0	1.0	1.0	1.1	1.0	3.4%

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) – Albania



In EUR mn	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	13	13	(3.3%)	13	14	14	53	57	(7.4%)
Net fee and commission income	2	3	(29.3%)	3	3	4	12	16	(25.6%)
Net trading income and fair value result	1	1	(19.5%)	(4)	8	1	5	3	72.8%
Other net operating income	(0)	(0)	202.1%	(0)	(0)	(0)	(1)	1	–
Operating income	16	17	(9.3%)	11	25	18	69	77	(10.4%)
General administrative expenses	(11)	(11)	5.3%	(11)	(11)	(12)	(43)	(44)	(2.7%)
Operating result	5	7	(32.5%)	0	15	7	26	33	(21.0%)
Other result	(1)	0	–	0	0	(1)	(1)	(1)	(28.9%)
Levies and special governmental measures	(0)	0	–	(0)	(1)	(0)	(1)	(1)	(10.8%)
Impairment losses on financial assets	(2)	(3)	(29.2%)	1	(6)	(5)	(10)	(4)	164.9%
Profit/loss before tax	2	4	(54.3%)	1	8	1	15	27	(45.7%)
Profit/loss after tax	1	3	(61.0%)	1	6	0	12	23	(46.3%)
Return on equity before tax ¹	3.1%	6.8%	(3.7 PP)	2.5%	13.4%	1.7%	6.5%	12.5%	(6.0 PP)
Return on equity after tax ¹	2.3%	5.9%	(3.6 PP)	2.0%	11.2%	0.4%	5.4%	10.6%	(5.1 PP)
Net interest margin ¹	2.90%	3.10%	(0.20 PP)	2.99%	3.23%	3.32%	3.05%	3.32%	(0.27 PP)
Cost/income ratio	71.2%	61.4%	9.9 PP	99.1%	42.0%	64.5%	62.6%	57.6%	5.0 PP
Loan/deposit ratio	44.5%	47.2%	(2.7 PP)	49.0%	53.4%	52.2%	44.5%	52.2%	(7.6 PP)
Provisioning ratio ¹	1.06%	1.50%	(0.44 PP)	(0.60%)	3.08%	2.56%	1.28%	0.51%	0.77 PP
NPE ratio	5.3%	5.5%	(0.1 PP)	5.6%	5.7%	5.6%	5.3%	5.6%	(0.3 PP)
NPE coverage ratio	74.3%	71.5%	2.7 PP	72.2%	72.1%	71.4%	74.3%	71.4%	2.8 PP
Total assets	1,920	1,867	2.8%	1,828	1,799	1,838	1,920	1,838	4.4%
RWA	1,450	1,373	5.6%	1,353	1,336	1,345	1,450	1,345	7.8%
Equity	240	238	0.8%	234	224	231	240	231	3.7%
Loans to customers	714	729	(2.1%)	741	782	779	714	779	(8.4%)
- Hereof non-financial corporations % ²	56.0%	57.4%	(1.4 PP)	58.3%	60.9%	59.1%	56.0%	59.1%	(3.1 PP)
- Hereof households % ²	44.0%	42.6%	1.4 PP	41.6%	39.1%	40.9%	44.0%	40.9%	3.1 PP
- Hereof FCY %	49.0%	47.9%	1.1 PP	49.5%	48.0%	46.6%	49.0%	46.6%	2.3 PP
Deposits from customers	1,652	1,594	3.6%	1,561	1,517	1,556	1,652	1,556	6.2%
Business outlets	76	77	(1.3%)	78	78	78	76	78	(2.6%)
Number of employees	1,285	1,277	0.6%	1,238	1,241	1,241	1,285	1,241	3.5%
Number of customers (in mn)	0.5	0.5	1.4%	0.5	0.4	0.4	0.5	0.4	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 (SEE) – Bosnia & Herzegovina



In EUR mn	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	15	16	(2.6%)	16	16	17	63	68	(6.5%)
Net fee and commission income	11	11	(0.4%)	9	10	11	40	42	(3.6%)
Net trading income and fair value result	0	1	(47.2%)	1	0	0	2	2	(0.5%)
Other net operating income	2	(0)	–	0	0	1	2	1	101.1%
Operating income	28	27	6.5%	26	28	29	108	114	(5.0%)
General administrative expenses	(18)	(14)	24.3%	(14)	(14)	(17)	(59)	(59)	0.2%
Operating result	11	12	(14.0%)	12	14	12	49	55	(10.6%)
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	(10)	(4)	156.8%	(8)	(4)	(1)	(25)	(14)	79.3%
Profit/loss before tax	1	8	(91.9%)	4	11	11	24	41	(41.7%)
Profit/loss after tax	1	8	(83.7%)	3	9	5	21	31	(31.9%)
Return on equity before tax ¹	0.9%	11.1%	(10.2 PP)	5.3%	14.4%	15.2%	8.0%	14.6%	(6.5 PP)
Return on equity after tax ¹	1.6%	10.0%	(8.4 PP)	4.0%	12.7%	6.7%	7.2%	11.2%	(4.0 PP)
Net interest margin ¹	2.93%	3.06%	(0.13 PP)	2.98%	3.05%	3.14%	3.00%	3.23%	(0.23 PP)
Cost/income ratio	62.5%	53.6%	8.9 PP	54.0%	48.9%	58.0%	54.8%	52.0%	2.8 PP
Loan/deposit ratio	67.5%	71.4%	(3.9 PP)	73.6%	76.3%	75.3%	67.5%	75.3%	(7.8 PP)
Provisioning ratio ¹	3.03%	1.17%	1.87 PP	2.30%	1.09%	0.37%	1.89%	1.06%	0.84 PP
NPE ratio	4.6%	4.2%	0.4 PP	4.3%	4.0%	4.0%	4.6%	4.0%	0.6 PP
NPE coverage ratio	64.3%	75.6%	(11.3 PP)	79.3%	78.6%	77.9%	64.3%	77.9%	(13.6 PP)
Total assets	2,559	2,455	4.3%	2,472	2,485	2,469	2,559	2,469	3.7%
RWA	2,083	1,987	4.8%	2,022	2,040	2,014	2,083	2,014	3.4%
Equity	316	315	0.4%	307	304	292	316	292	8.2%
Loans to customers	1,286	1,315	(2.2%)	1,338	1,364	1,329	1,286	1,329	(3.3%)
- Hereof non-financial corporations % ²	38.8%	39.9%	(1.0 PP)	41.0%	41.1%	40.1%	38.8%	40.1%	(1.3 PP)
- Hereof households % ²	59.7%	58.7%	1.0 PP	57.5%	57.2%	58.1%	59.7%	58.1%	1.7 PP
- Hereof FCY %	47.2%	46.4%	0.8 PP	47.1%	47.2%	48.2%	47.2%	48.2%	(1.0 PP)
Deposits from customers	2,046	1,973	3.7%	1,960	1,929	1,897	2,046	1,897	7.9%
Business outlets	103	103	0.0%	103	103	103	103	103	0.0%
Number of employees	1,268	1,290	(1.7%)	1,296	1,283	1,316	1,268	1,316	(3.6%)
Number of customers (in mn)	0.4	0.4	(7.4%)	0.4	0.4	0.4	0.4	0.4	(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 (SEE) – Bulgaria



In EUR mn	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	28	28	(1.0%)	28	29	29	114	114	0.3%
Net fee and commission income	13	14	(5.0%)	11	13	13	50	55	(8.4%)
Net trading income and fair value result	1	0	189.9%	1	0	1	3	3	4.8%
Other net operating income	0	(0)	–	(0)	(0)	(2)	(0)	2	–
Operating income	43	42	1.3%	42	42	42	169	176	(4.5%)
General administrative expenses	(23)	(21)	10.3%	(23)	(26)	(27)	(94)	(96)	(2.3%)
Operating result	19	21	(7.9%)	19	16	14	74	80	(7.1%)
Other result	(1)	0	–	0	0	0	(1)	0	–
Levies and special governmental measures	0	0	–	(3)	(6)	0	(9)	(5)	74.0%
Impairment losses on financial assets	2	(15)	–	(9)	(10)	(7)	(31)	(2)	>500.0%
Profit/loss before tax	20	6	219.8%	7	0	7	33	73	(54.9%)
Profit/loss after tax	18	6	217.5%	6	0	7	30	66	(54.9%)
Return on equity before tax ¹	16.7%	5.3%	11.4 PP	5.9%	0.2%	6.6%	7.1%	16.9%	(9.8 PP)
Return on equity after tax ¹	15.1%	4.8%	10.3 PP	5.3%	0.1%	5.7%	6.4%	15.3%	(8.8 PP)
Net interest margin ¹	2.36%	2.42%	(0.05 PP)	2.49%	2.64%	2.73%	2.48%	2.77%	(0.29 PP)
Cost/income ratio	55.0%	50.5%	4.5 PP	55.5%	62.4%	65.6%	55.9%	54.6%	1.2 PP
Loan/deposit ratio	78.0%	73.9%	4.1 PP	76.4%	81.7%	81.7%	78.0%	81.7%	(3.7 PP)
Provisioning ratio ¹	(0.24%)	1.95%	(2.18 PP)	1.20%	1.26%	0.97%	1.03%	0.07%	0.95 PP
NPE ratio	1.9%	1.8%	0.1 PP	1.7%	1.7%	1.7%	1.9%	1.7%	0.2 PP
NPE coverage ratio	64.8%	63.3%	1.6 PP	63.2%	61.9%	66.8%	64.8%	66.8%	(2.0 PP)
Total assets	4,993	5,043	(1.0%)	4,871	4,692	4,626	4,993	4,626	7.9%
RWA	2,666	2,639	1.0%	2,593	2,642	2,550	2,666	2,550	4.6%
Equity	494	476	3.8%	470	462	467	494	467	5.7%
Loans to customers	3,193	3,040	5.0%	3,003	3,060	3,015	3,193	3,015	5.9%
- Hereof non-financial corporations % ²	53.9%	52.9%	1.0 PP	53.4%	54.7%	55.5%	53.9%	55.5%	(1.6 PP)
- Hereof households % ²	44.7%	45.9%	(1.2 PP)	45.3%	44.4%	43.8%	44.7%	43.8%	0.9 PP
- Hereof FCY %	33.6%	33.2%	0.5 PP	35.3%	34.7%	36.3%	33.6%	36.3%	(2.6 PP)
Deposits from customers	4,139	4,170	(0.7%)	3,982	3,784	3,723	4,139	3,723	11.2%
Business outlets	140	147	(4.8%)	147	148	148	140	148	(5.4%)
Number of employees	2,536	2,575	(1.5%)	2,612	2,656	2,633	2,536	2,633	(3.7%)
Number of customers (in mn)	0.6	0.6	0.0%	0.6	0.6	0.6	0.6	0.6	2.1%

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	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	28	28	1.4%	29	30	31	115	122	(5.6%)
Net fee and commission income	14	18	(20.0%)	12	17	20	61	75	(19.0%)
Net trading income and fair value result	2	3	(39.5%)	2	(5)	2	3	6	(51.7%)
Other net operating income	1	(2)	–	(0)	2	0	2	1	40.1%
Operating income	46	47	(3.1%)	43	44	53	180	205	(11.9%)
General administrative expenses	(30)	(28)	6.7%	(29)	(30)	(31)	(117)	(120)	(2.5%)
Operating result	16	19	(17.3%)	14	14	22	64	85	(25.2%)
Other result	(3)	(2)	32.5%	1	(8)	(13)	(13)	(21)	(40.4%)
Levies and special governmental measures	0	(1)	–	0	(2)	(0)	(3)	(2)	50.3%
Impairment losses on financial assets	(10)	(3)	232.1%	(8)	(6)	1	(27)	(3)	>500.0%
Profit/loss before tax	3	13	(76.8%)	7	(2)	10	21	59	(64.5%)
Profit/loss after tax	2	9	(81.8%)	5	(2)	20	14	58	(76.3%)
Return on equity before tax ¹	1.8%	7.7%	(5.9 PP)	4.2%	–	6.1%	3.1%	9.3%	(6.2 PP)
Return on equity after tax ¹	1.0%	5.3%	(4.4 PP)	3.3%	–	11.7%	2.0%	9.1%	(7.0 PP)
Net interest margin ¹	2.31%	2.33%	(0.02 PP)	2.51%	2.68%	2.73%	2.45%	2.75%	(0.30 PP)
Cost/income ratio	65.1%	59.1%	6.0 PP	67.2%	67.8%	58.7%	64.7%	58.4%	6.2 PP
Loan/deposit ratio	68.5%	68.4%	0.1 PP	70.5%	73.3%	70.9%	68.5%	70.9%	(2.4 PP)
Provisioning ratio ¹	1.41%	0.43%	0.98 PP	1.22%	0.95%	(0.23%)	1.00%	0.12%	0.88 PP
NPE ratio	3.1%	3.2%	(0.1 PP)	3.1%	3.2%	3.2%	3.1%	3.2%	(0.2 PP)
NPE coverage ratio	66.2%	71.0%	(4.9 PP)	70.0%	73.6%	72.9%	66.2%	72.9%	(6.7 PP)
Total assets	5,321	5,145	3.4%	5,082	4,871	4,959	5,321	4,959	7.3%
RWA	2,581	2,780	(7.1%)	2,678	2,707	2,637	2,581	2,637	(2.1%)
Equity	679	677	0.3%	664	656	680	679	680	(0.1%)
Loans to customers	2,691	2,690	0.0%	2,725	2,738	2,676	2,691	2,676	0.5%
- Hereof non-financial corporations % ²	33.1%	33.6%	(0.4 PP)	34.6%	35.9%	34.2%	33.1%	34.2%	(1.0 PP)
- Hereof households % ²	60.2%	59.5%	0.8 PP	58.0%	58.0%	59.0%	60.2%	59.0%	1.3 PP
- Hereof FCY %	50.5%	49.2%	1.3 PP	50.2%	50.9%	51.0%	50.5%	51.0%	(0.5 PP)
Deposits from customers	3,908	3,836	1.9%	3,746	3,699	3,736	3,908	3,736	4.6%
Business outlets	75	75	0.0%	75	75	76	75	76	(1.3%)
Number of employees	1,818	1,816	0.1%	1,853	1,861	1,860	1,818	1,860	(2.3%)
Number of customers (in mn)	0.5	0.5	(0.0%)	0.5	0.4	0.5	0.5	0.5	(0.5%)

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) – Kosovo



In EUR mn	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	12	12	1.3%	12	12	11	47	44	7.3%
Net fee and commission income	3	3	10.3%	2	2	3	9	10	(9.2%)
Net trading income and fair value result	0	0	145.2%	(0)	0	0	0	0	(71.4%)
Other net operating income	0	1	(54.4%)	0	0	0	2	1	40.9%
Operating income	15	15	0.4%	14	14	14	58	56	4.4%
General administrative expenses	(9)	(7)	15.4%	(7)	(8)	(8)	(31)	(30)	4.3%
Operating result	7	8	(14.3%)	6	6	7	27	26	4.5%
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	0	(2)	–	(2)	(3)	(3)	(7)	(5)	46.9%
Profit/loss before tax	6	5	24.9%	5	3	4	19	21	(6.6%)
Profit/loss after tax	6	5	24.2%	4	3	3	17	18	(5.4%)
Return on equity before tax ¹	18.8%	15.5%	3.3 PP	13.8%	9.8%	12.3%	15.0%	17.4%	(2.4 PP)
Return on equity after tax ¹	16.9%	14.1%	2.9 PP	12.4%	8.7%	10.6%	13.5%	15.5%	(2.0 PP)
Net interest margin ¹	4.62%	4.66%	(0.03 PP)	4.85%	4.78%	4.75%	4.72%	4.85%	(0.13 PP)
Cost/income ratio	56.8%	49.4%	7.4 PP	54.6%	54.8%	54.9%	53.9%	53.9%	(0.1 PP)
Loan/deposit ratio	82.1%	83.0%	(0.9 PP)	84.9%	86.1%	82.7%	82.1%	82.7%	(0.5 PP)
Provisioning ratio ¹	(0.20%)	1.31%	(1.52 PP)	1.04%	1.80%	1.57%	0.98%	0.75%	0.23 PP
NPE ratio	2.2%	2.3%	(0.1 PP)	2.3%	2.4%	2.0%	2.2%	2.0%	0.2 PP
NPE coverage ratio	70.8%	67.2%	3.7 PP	66.9%	66.6%	68.0%	70.8%	68.0%	2.9 PP
Total assets	1,159	1,129	2.7%	1,091	1,060	1,062	1,159	1,062	9.2%
RWA	768	760	0.9%	746	742	746	768	746	2.8%
Equity	146	141	4.1%	136	132	129	146	129	13.6%
Loans to customers	754	738	2.1%	728	725	710	754	710	6.1%
- Hereof non-financial corporations % ²	45.3%	45.4%	(0.1 PP)	46.0%	45.5%	45.6%	45.3%	45.6%	(0.3 PP)
- Hereof households % ²	54.7%	54.6%	0.1 PP	54.0%	54.5%	54.4%	54.7%	54.4%	0.3 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	918	894	2.7%	862	857	861	918	861	6.6%
Business outlets	47	47	0.0%	47	47	47	47	47	0.0%
Number of employees	842	846	(0.5%)	846	854	862	842	862	(2.3%)
Number of customers (in mn)	0.3	0.3	6.7%	0.3	0.3	0.3	0.3	0.3	8.3%

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 (SEE) – Romania



In EUR mn	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	93	91	2.2%	93	96	96	372	374	(0.6%)
Net fee and commission income	41	41	2.2%	35	39	40	156	168	(7.1%)
Net trading income and fair value result	4	4	9.7%	9	3	10	20	18	10.6%
Other net operating income	(9)	(2)	407.7%	(2)	(2)	22	(14)	(3)	356.4%
Operating income	129	134	(3.2%)	136	136	168	535	560	(4.4%)
General administrative expenses	(85)	(66)	27.5%	(70)	(72)	(74)	(293)	(288)	1.5%
Operating result	45	67	(33.5%)	66	64	94	242	271	(10.8%)
Other result	(1)	13	–	(18)	(4)	(5)	(9)	(19)	(51.9%)
Levies and special governmental measures	0	0	16.3%	0	(7)	(10)	(6)	(14)	(53.2%)
Impairment losses on financial assets	(22)	(6)	251.0%	(18)	(19)	(10)	(65)	(39)	67.1%
Profit/loss before tax	23	74	(69.6%)	30	35	69	161	200	(19.2%)
Profit/loss after tax	14	65	(78.4%)	23	30	57	131	161	(18.5%)
Return on equity before tax ¹	8.2%	28.6%	(20.4 PP)	11.7%	13.9%	28.9%	16.1%	23.2%	(7.1 PP)
Return on equity after tax ¹	5.1%	25.1%	(20.0 PP)	9.1%	11.7%	23.8%	13.1%	18.7%	(5.6 PP)
Net interest margin ¹	3.88%	3.99%	(0.11 PP)	4.06%	4.37%	4.65%	4.08%	4.52%	(0.44 PP)
Cost/income ratio	65.4%	49.6%	15.8 PP	51.6%	52.7%	44.3%	54.7%	51.5%	3.2 PP
Loan/deposit ratio	65.1%	67.5%	(2.4 PP)	69.6%	68.8%	76.4%	65.1%	76.4%	(11.3 PP)
Provisioning ratio ¹	1.47%	0.42%	1.05 PP	1.25%	1.29%	0.65%	1.11%	0.68%	0.43 PP
NPE ratio	2.5%	2.6%	(0.1 PP)	2.9%	2.7%	3.1%	2.5%	3.1%	(0.6 PP)
NPE coverage ratio	77.0%	71.9%	5.1 PP	67.1%	67.1%	65.5%	77.0%	65.5%	11.4 PP
Total assets	10,696	10,355	3.3%	9,695	10,125	9,246	10,696	9,246	15.7%
RWA	5,025	5,006	0.4%	4,909	4,994	4,756	5,025	4,756	5.6%
Equity	1,135	1,109	2.3%	1,052	1,017	1,020	1,135	1,020	11.4%
Loans to customers	5,981	5,951	0.5%	5,748	5,930	5,838	5,981	5,838	2.5%
- Hereof non-financial corporations % ²	43.4%	42.6%	0.8 PP	43.3%	43.3%	43.8%	43.4%	43.8%	(0.4 PP)
- Hereof households % ²	52.8%	52.0%	0.8 PP	52.5%	52.0%	53.1%	52.8%	53.1%	(0.4 PP)
- Hereof FCY %	27.9%	30.8%	(2.9 PP)	32.5%	32.5%	32.7%	27.9%	32.7%	(4.8 PP)
Deposits from customers	9,025	8,495	6.2%	8,046	8,430	7,591	9,025	7,591	18.9%
Business outlets	337	344	(2.0%)	354	354	354	337	354	(4.8%)
Number of employees	5,115	5,090	0.5%	5,047	5,011	4,987	5,115	4,987	2.6%
Number of customers (in mn)	2.2	2.2	1.2%	2.2	2.3	2.3	2.2	2.3	(2.8%)

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 (SEE) – Serbia



In EUR mn	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	21	21	(0.5%)	21	21	22	85	88	(3.9%)
Net fee and commission income	13	12	4.6%	10	12	13	48	51	(5.0%)
Net trading income and fair value result	1	2	(14.1%)	2	2	2	7	8	(12.0%)
Other net operating income	(1)	1	–	4	2	(1)	6	3	125.7%
Operating income	35	37	(5.4%)	37	37	36	146	149	(2.4%)
General administrative expenses	(22)	(19)	12.2%	(18)	(19)	(23)	(77)	(83)	(6.6%)
Operating result	13	17	(25.0%)	20	18	13	68	66	2.8%
Other result	(2)	(0)	>500.0%	0	0	0	(2)	0	–
Levies and special governmental measures	0	0	–	0	0	(0)	0	(3)	–
Impairment losses on financial assets	(4)	(1)	362.4%	(4)	(3)	(1)	(12)	(3)	311.4%
Profit/loss before tax	6	16	(60.9%)	15	15	12	53	60	(11.6%)
Profit/loss after tax	7	14	(53.1%)	13	13	11	48	53	(9.9%)
Return on equity before tax ¹	4.6%	12.1%	(7.5 PP)	11.6%	11.4%	9.5%	10.2%	12.2%	(2.0 PP)
Return on equity after tax ¹	4.8%	10.5%	(5.7 PP)	10.0%	10.1%	8.3%	9.1%	10.7%	(1.6 PP)
Net interest margin ¹	2.80%	2.92%	(0.12 PP)	3.02%	3.31%	3.62%	3.01%	3.76%	(0.75 PP)
Cost/income ratio	62.3%	52.5%	9.8 PP	47.4%	51.1%	64.4%	53.2%	55.6%	(2.4 PP)
Loan/deposit ratio	66.7%	67.7%	(1.0 PP)	72.9%	73.4%	74.2%	66.7%	74.2%	(7.5 PP)
Provisioning ratio ¹	0.95%	0.21%	0.74 PP	1.04%	0.77%	0.17%	0.74%	0.20%	0.54 PP
NPE ratio	1.7%	1.6%	0.1 PP	1.7%	1.8%	1.9%	1.7%	1.9%	(0.3 PP)
NPE coverage ratio	71.0%	72.0%	(1.0 PP)	75.4%	71.7%	72.0%	71.0%	72.0%	(1.0 PP)
Total assets	3,299	3,234	2.0%	3,096	2,977	2,789	3,299	2,789	18.3%
RWA	2,057	2,134	(3.6%)	2,117	2,060	1,854	2,057	1,854	11.0%
Equity	572	565	1.3%	552	540	523	572	523	9.3%
Loans to customers	1,698	1,690	0.5%	1,730	1,668	1,567	1,698	1,567	8.4%
- Hereof non-financial corporations % ²	65.8%	65.2%	0.6 PP	66.9%	66.4%	64.7%	65.8%	64.7%	1.1 PP
- Hereof households % ²	34.1%	34.2%	(0.2 PP)	32.5%	33.0%	34.7%	34.1%	34.7%	(0.6 PP)
- Hereof FCY %	69.7%	69.6%	0.1 PP	69.2%	70.3%	70.8%	69.7%	70.8%	(1.1 PP)
Deposits from customers	2,604	2,550	2.1%	2,425	2,330	2,166	2,604	2,166	20.3%
Business outlets	86	87	(1.1%)	88	88	88	86	88	(2.3%)
Number of employees	1,480	1,550	(4.5%)	1,556	1,563	1,581	1,480	1,581	(6.4%)
Number of customers (in mn)	0.9	0.8	0.2%	0.9	0.8	0.8	0.9	0.8	4.5%

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 (EE) – Belarus



In EUR mn	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	19	18	2.8%	22	25	27	83	103	(19.9%)
Net fee and commission income	13	15	(8.8%)	13	15	15	57	57	(0.8%)
Net trading income and fair value result	2	4	(55.6%)	(2)	8	2	11	3	240.9%
Other net operating income	0	(1)	–	(0)	(1)	(3)	(2)	(6)	(74.8%)
Operating income	34	36	(5.7%)	33	47	40	149	157	(5.4%)
General administrative expenses	(16)	(15)	5.8%	(17)	(18)	(20)	(67)	(74)	(10.0%)
Operating result	17	20	(14.2%)	16	29	20	82	83	(1.3%)
Other result	(1)	(0)	>500.0%	(0)	0	(0)	(1)	(0)	178.4%
Levies and special governmental measures	0	0	–	0	0	0	0	0	–
Impairment losses on financial assets	0	(1)	–	(7)	(7)	(1)	(15)	(0)	>500.0%
Profit/loss before tax	17	19	(13.0%)	8	22	19	66	82	(19.5%)
Profit/loss after tax	12	14	(19.1%)	5	16	13	47	61	(22.0%)
Return on equity before tax ¹	21.5%	24.3%	(2.8 PP)	9.8%	23.2%	19.3%	20.3%	23.1%	(2.8 PP)
Return on equity after tax ¹	14.7%	17.8%	(3.2 PP)	6.3%	17.4%	13.8%	14.5%	17.1%	(2.6 PP)
Net interest margin ¹	4.35%	3.99%	0.36 PP	4.47%	5.08%	5.63%	4.49%	5.74%	(1.25 PP)
Cost/income ratio	47.9%	42.7%	5.2 PP	52.2%	38.9%	50.3%	44.8%	47.1%	(2.3 PP)
Loan/deposit ratio	87.2%	92.9%	(5.8 PP)	82.3%	81.7%	85.8%	87.2%	85.8%	1.4 PP
Provisioning ratio ¹	(0.04%)	0.26%	(0.30 PP)	2.42%	2.21%	0.35%	1.24%	(0.07%)	1.31 PP
NPE ratio	1.7%	1.7%	0.0 PP	1.6%	1.5%	1.6%	1.7%	1.6%	0.1 PP
NPE coverage ratio	77.7%	82.2%	(4.6 PP)	81.9%	83.7%	83.2%	77.7%	83.2%	(5.5 PP)
Total assets	1,802	1,901	(5.2%)	2,133	2,138	2,088	1,802	2,088	(13.7%)
RWA	1,454	1,518	(4.2%)	1,679	1,595	1,749	1,454	1,749	(16.9%)
Equity	315	318	(0.8%)	343	346	394	315	394	(20.0%)
Loans to customers	1,108	1,222	(9.3%)	1,254	1,258	1,274	1,108	1,274	(13.0%)
- Hereof non-financial corporations % ²	74.3%	74.1%	0.2 PP	72.2%	72.3%	70.0%	74.3%	70.0%	4.2 PP
- Hereof households % ²	25.7%	25.9%	(0.2 PP)	27.8%	27.7%	30.0%	25.7%	30.0%	(4.2 PP)
- Hereof FCY %	51.9%	50.9%	1.0 PP	50.0%	50.0%	46.9%	51.9%	46.9%	5.0 PP
Deposits from customers	1,294	1,358	(4.7%)	1,571	1,632	1,504	1,294	1,504	(14.0%)
Business outlets	79	84	(6.0%)	83	87	86	79	86	(8.1%)
Number of employees	1,690	1,709	(1.1%)	1,723	1,738	1,746	1,690	1,746	(3.2%)
Number of customers (in mn)	0.8	0.8	(0.6%)	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) – Russia



In EUR mn	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	170	172	(1.3%)	193	207	218	741	789	(6.1%)
Net fee and commission income	111	88	26.3%	84	91	121	374	394	(5.0%)
Net trading income and fair value result	1	5	(75.0%)	2	22	(10)	30	15	95.8%
Other net operating income	3	(5)	–	(5)	(4)	9	(11)	2	–
Operating income	284	261	9.1%	274	316	338	1,135	1,202	(5.6%)
General administrative expenses	(119)	(94)	26.6%	(102)	(114)	(140)	(429)	(474)	(9.4%)
Operating result	165	166	(0.8%)	172	202	198	706	728	(3.0%)
Other result	(12)	(1)	>500.0%	(2)	(1)	(13)	(15)	(17)	(13.6%)
Levies and special governmental measures	0	0	–	0	0	0	0	0	–
Impairment losses on financial assets	(13)	(34)	(60.0%)	(45)	(17)	(32)	(110)	(68)	61.0%
Profit/loss before tax	140	132	6.1%	125	185	153	581	643	(9.6%)
Profit/loss after tax	111	104	6.9%	99	145	114	459	498	(7.8%)
Return on equity before tax ¹	28.4%	24.7%	3.7 PP	22.8%	31.3%	25.9%	28.5%	32.7%	(4.1 PP)
Return on equity after tax ¹	22.6%	19.5%	3.1 PP	18.0%	24.7%	19.3%	22.5%	25.3%	(2.8 PP)
Net interest margin ¹	4.70%	4.76%	(0.05 PP)	4.95%	4.96%	5.34%	4.84%	5.11%	(0.27 PP)
Cost/income ratio	42.0%	36.2%	5.8 PP	37.1%	36.0%	41.4%	37.8%	39.4%	(1.6 PP)
Loan/deposit ratio	73.9%	75.7%	(1.8 PP)	83.6%	77.4%	85.4%	73.9%	85.4%	(11.4 PP)
Provisioning ratio ¹	0.58%	1.38%	(0.80 PP)	1.80%	0.61%	1.16%	1.09%	0.67%	0.41 PP
NPE ratio	2.2%	2.1%	0.1 PP	2.2%	1.8%	1.5%	2.2%	1.5%	0.7 PP
NPE coverage ratio	53.2%	51.3%	1.9 PP	54.0%	50.1%	55.1%	53.2%	55.1%	(1.9 PP)
Total assets	15,838	15,496	2.2%	16,243	16,771	18,178	15,838	18,178	(12.9%)
RWA	8,540	8,448	1.1%	9,694	9,172	10,266	8,540	10,266	(16.8%)
Equity	1,910	2,018	(5.4%)	2,451	2,175	2,496	1,910	2,496	(23.5%)
Loans to customers	9,105	9,031	0.8%	10,475	9,916	11,344	9,105	11,344	(19.7%)
- Hereof non-financial corporations % ²	60.9%	61.8%	(0.9 PP)	61.6%	61.7%	59.1%	60.9%	59.1%	1.8 PP
- Hereof households % ²	36.8%	36.5%	0.3 PP	35.6%	36.4%	37.9%	36.8%	37.9%	(1.1 PP)
- Hereof FCY %	20.7%	24.2%	(3.4 PP)	22.0%	23.4%	18.1%	20.7%	18.1%	2.6 PP
Deposits from customers	12,381	12,052	2.7%	12,552	13,049	13,696	12,381	13,696	(9.6%)
Business outlets	132	144	(8.3%)	154	153	154	132	154	(14.3%)
Number of employees	8,733	8,922	(2.1%)	8,970	8,906	8,819	8,733	8,819	(1.0%)
Number of customers (in mn)	3.5	3.4	4.2%	3.3	3.5	3.3	3.5	3.3	6.1%

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	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	52	54	(4.7%)	63	67	68	236	250	(5.6%)
Net fee and commission income	22	23	(3.4%)	20	22	29	88	106	(17.4%)
Net trading income and fair value result	3	4	(28.7%)	8	1	5	15	14	12.2%
Other net operating income	0	1	(80.0%)	(0)	1	5	2	8	(70.3%)
Operating income	77	82	(6.6%)	91	91	106	342	378	(9.6%)
General administrative expenses	(40)	(37)	8.4%	(36)	(42)	(50)	(155)	(173)	(10.3%)
Operating result	37	46	(18.8%)	55	49	56	187	205	(9.0%)
Other result	(0)	(2)	(82.7%)	(6)	(1)	(1)	(10)	0	–
Levies and special governmental measures	0	0	–	0	0	0	0	0	–
Impairment losses on financial assets	(1)	(4)	(61.0%)	(6)	(2)	7	(14)	10	–
Profit/loss before tax	35	40	(11.3%)	43	46	61	163	215	(24.0%)
Profit/loss after tax	28	33	(14.4%)	35	38	50	133	177	(24.7%)
Return on equity before tax ¹	42.2%	39.9%	2.4 PP	38.8%	37.3%	51.1%	42.4%	57.8%	(15.4 PP)
Return on equity after tax ¹	33.5%	32.8%	0.7 PP	31.6%	30.8%	41.9%	34.5%	47.5%	(13.0 PP)
Net interest margin ¹	7.74%	7.88%	(0.14 PP)	9.11%	9.75%	10.38%	8.65%	10.83%	(2.17 PP)
Cost/income ratio	51.9%	44.7%	7.2 PP	39.7%	46.3%	47.4%	45.4%	45.8%	(0.4 PP)
Loan/deposit ratio	53.7%	53.8%	(0.1 PP)	57.0%	66.0%	72.8%	53.7%	72.8%	(19.1 PP)
Provisioning ratio ¹	0.51%	1.08%	(0.57 PP)	1.55%	0.56%	(2.03%)	0.92%	(0.64%)	1.57 PP
NPE ratio	1.9%	3.9%	(2.1 PP)	4.1%	4.2%	5.2%	1.9%	5.2%	(3.3 PP)
NPE coverage ratio	69.9%	62.4%	7.5 PP	60.5%	61.5%	63.9%	69.9%	63.9%	6.0 PP
Total assets	3,083	3,114	(1.0%)	3,251	3,080	3,139	3,083	3,139	(1.8%)
RWA	2,866	2,674	7.2%	2,953	2,722	3,039	2,866	3,039	(5.7%)
Equity	369	359	2.8%	506	449	523	369	523	(29.5%)
Loans to customers	1,346	1,346	0.0%	1,490	1,581	1,848	1,346	1,848	(27.1%)
- Hereof non-financial corporations % ²	82.3%	82.6%	(0.2 PP)	81.9%	82.0%	80.6%	82.3%	80.6%	1.7 PP
- Hereof households % ²	16.1%	17.0%	(0.8 PP)	17.5%	17.4%	16.4%	16.1%	16.4%	(0.2 PP)
- Hereof FCY %	27.0%	26.9%	0.1 PP	26.7%	28.1%	26.7%	27.0%	26.7%	0.3 PP
Deposits from customers	2,548	2,552	(0.1%)	2,656	2,425	2,512	2,548	2,512	1.5%
Business outlets	393	453	(13.2%)	453	453	492	393	492	(20.1%)
Number of employees	6,559	6,899	(4.9%)	7,235	7,351	7,791	6,559	7,791	(15.8%)
Number of customers (in mn)	2.6	2.5	2.7%	2.5	2.5	2.5	2.6	2.5	4.2%

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

Group Corporates & Markets

In EUR mn	Q4/2020	Q3/2020	q-o-q	Q2/2020	Q1/2020	Q4/2019	1-12/2020	1-12/2019	y-o-y
Net interest income	130	141	(7.3%)	160	151	143	582	598	(2.7%)
Net fee and commission income	118	100	18.2%	96	104	118	417	394	5.8%
Net trading income and fair value result	11	36	(69.8%)	59	(13)	20	93	35	168.1%
Other net operating income	33	32	1.2%	20	27	45	112	130	(14.1%)
Operating income	295	311	(5.2%)	339	272	327	1,218	1,176	3.6%
General administrative expenses	(186)	(165)	12.7%	(167)	(170)	(195)	(687)	(700)	(1.7%)
Operating result	109	146	(25.3%)	172	102	133	530	476	11.4%
Other result	(0)	(3)	(83.4%)	(3)	(1)	(32)	(8)	(31)	(75.4%)
Levies and special governmental measures	(6)	(5)	22.6%	(5)	(7)	(5)	(24)	(21)	16.9%
Impairment losses on financial assets	(21)	(81)	(74.1%)	(8)	(25)	(38)	(134)	(64)	110.5%
Profit/loss before tax	82	58	41.0%	155	69	57	365	361	1.1%
Profit/loss after tax	64	50	28.8%	119	54	47	288	283	1.9%
Return on equity before tax ¹	9.7%	6.9%	2.8 PP	18.4%	8.2%	7.5%	10.8%	12.5%	(1.8 PP)
Return on equity after tax ¹	7.6%	5.9%	1.7 PP	14.1%	6.5%	6.1%	8.5%	9.8%	(1.3 PP)
Net interest margin ¹	0.95%	1.00%	(0.06 PP)	1.16%	1.17%	1.10%	1.07%	1.23%	(0.16 PP)
Cost/income ratio	62.9%	52.9%	10.0 PP	49.3%	62.5%	59.5%	56.5%	59.5%	(3.1 PP)
Loan/deposit ratio	129.8%	126.3%	3.5 PP	139.0%	151.5%	147.6%	129.8%	147.6%	(17.8 PP)
Provisioning ratio ¹	0.25%	0.96%	(0.70 PP)	0.10%	0.32%	0.47%	0.42%	0.57%	(0.15 PP)
NPE ratio	1.7%	1.7%	0.0 PP	1.6%	1.7%	1.7%	1.7%	1.7%	(0.0 PP)
NPE coverage ratio	53.4%	60.0%	(6.6 PP)	60.6%	58.6%	55.9%	53.4%	55.9%	(2.5 PP)
Total assets	58,083	58,569	(0.8%)	61,256	56,228	53,706	58,083	53,706	8.2%
RWA	27,463	29,303	(6.3%)	27,841	26,215	24,581	27,463	24,581	11.7%
Equity	3,393	3,374	0.5%	3,419	3,413	3,025	3,393	3,025	12.1%
Loans to customers	32,179	33,186	(3.0%)	33,611	31,766	29,720	32,179	29,720	8.3%
- Hereof non-financial corporations % ²	55.5%	53.8%	1.7 PP	55.6%	58.4%	56.6%	55.5%	56.6%	(1.0 PP)
- Hereof households % ²	17.4%	16.5%	0.9 PP	15.8%	16.5%	17.7%	17.4%	17.7%	(0.3 PP)
- Hereof FCY %	19.2%	21.0%	(1.8 PP)	19.7%	20.3%	23.3%	19.2%	23.3%	(4.1 PP)
Deposits from customers	28,822	28,274	1.9%	28,192	29,054	27,601	28,822	27,601	4.4%
Business outlets	21	21	0.0%	22	22	23	21	23	(8.7%)
Number of employees	3,099	3,079	0.6%	3,048	2,995	2,908	3,099	2,908	6.6%
Number of customers (in mn)	1.9	2.0	(0.9%)	2.0	2.0	2.0	1.9	2.0	(1.9%)

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

Sustainable Ratings and Industry Awards



“C+” level and **Prime status** in ESG corporate rating by ISS ESG (June 2020)



Low risk of experiencing material financial impacts from ESG factors 80th out of 947 (July 2020)



RBI has been selected as a component of the STOXX Global ESG Leaders, Global ESG Environmental Leaders and Global ESG Social Leaders (October 2020)



In 2020, RBI was in CDP's leadership list for the sixth time, among Austria's top five companies and for the sixth time the best domestic company in the financial sector for the strategic alignment on climate-related issues



Listed in the VÖNIX Sustainability Index at the Vienna Stock Exchange (June 2020)

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



The Banker – Bank of the Year 2020 in

- Central & Eastern Europe
- Slovakia
- Ukraine



Global Finance 2020 – Best Bank in

- Central and Eastern Europe
- Croatia
- Ukraine



EMEA Finance 2020

- Best Bank in CEE & CIS
- Best Bank in Austria, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Hungary, Kosovo, Romania, Serbia, Slovakia and Ukraine
- Best foreign bank in Albania and Russia
- Best investment bank in Austria, Belarus, Czech Republic and Romania
- Best private bank in Bulgaria, Slovakia, Czech Republic and Hungary
- Best asset manager in Austria (RCM)

Euromoney Awards for Excellence 2020 – Best Bank in

- Slovakia
- Russia
- Ukraine

Shareholder Information Overview

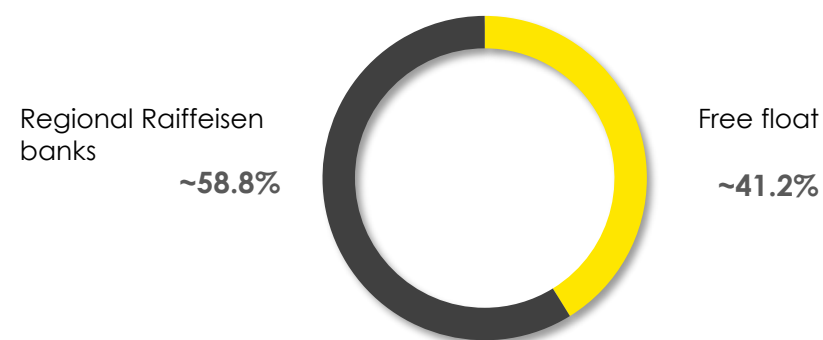
General Information

- 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	Negative
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	BB+

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

12 April 2021	Record Date Annual General Meeting
22 April 2021	Annual General Meeting
23 April 2021	Start of Quiet Period ¹
28 April 2021	Ex-Dividend Date
29 April 2021	Record Date Dividends
30 April 2021	Dividend Payment Date
07 May 2021	First Quarter Report, Conference Call
16 July 2021	Start of Quiet Period ¹
30 July 2021	Semi-Annual Report, Conference Call
20 October 2021	Start of Quiet Period ¹
03 November 2021	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