

# **Raiffeisen Bank International**

**Q1 Results - 7 May 2021**



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**Business & Financial  
Update**

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Risk Update

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Appendix

# Q1/2021 Executive Summary

## Consolidated profit

1-3/2021

EUR **216** mn  
+22% y-o-y

## Loans to customers

31/03/2021

EUR **91,861** mn  
+1.3% ytd

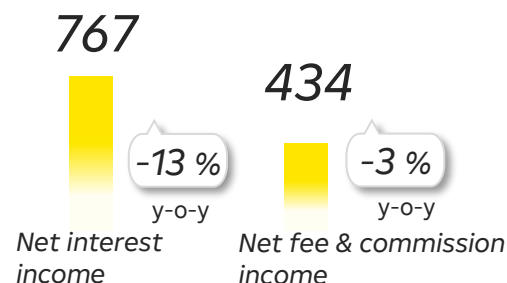
## Consolidated RoE

1-3/2021

**6.5%**  
+1.0 pp y-o-y

## Core revenues

1-3/2021, in EUR mn



## CET 1 ratio

31/03/2021, fully loaded, incl. result

**13.6%**  
-0.1 pp ytd

## Provisioning ratio

1-3/2021

**35 bps**  
-31 bps y-o-y

## Core revenues

- NII stabilized in Q1 vs. Q4/2020
- Consolidated profit supported by lower risk costs and bank levies

## Balance sheet

- Loans to customers grow q-o-q by EUR 1.2 bn (+1.3%)
- Further deposit inflows

## MREL issuance

- Tatra banka (Slovakia) successfully issued inaugural EUR 300 mn green senior preferred bond in April 2021
- Raiffeisen Romania successfully placed inaugural green senior preferred bond in May 2021
- Raiffeisen Czech Republic expected to issue in 2021

# Q1/2021 Income Statement and KPIs

(in EUR mn)	Q1/2021	% q-o-q	% y-o-y
Net interest income	767	+0%	-13%
Net fee and commission income	434	-7%	-3%
Net trading income & fair value result	5	-	-87%
Other operating components <sup>1</sup>	54	+203%	+0%
<b>Operating income</b>	<b>1,259</b>	<b>+1%</b>	<b>-11%</b>
Staff expenses	-382	-2%	-5%
Other administrative expenses	-213	-23%	-9%
Depreciation	-97	-12%	+3%
<b>General administrative expenses</b>	<b>-692</b>	<b>-11%</b>	<b>-5%</b>
<b>Operating result</b>	<b>567</b>	<b>+21%</b>	<b>-18%</b>
Other result	-38	-	-54%
Impairment losses on financial assets	-79	-41%	-49%
Gov. measures & compulsory contributions	-130	+361%	-22%
...	...	...	...
<b>Consolidated profit</b>	<b>216</b>	<b>+5%</b>	<b>+22%</b>

## Net interest margin

Q1/2021

**1.94%**

-4 bps

q-o-q

## Cost/income ratio

Q1/2021

**55.0%**

-7.4 pp

q-o-q

## Consolidated return on equity

Q1/2021

**6.5%**

-0.1 pp

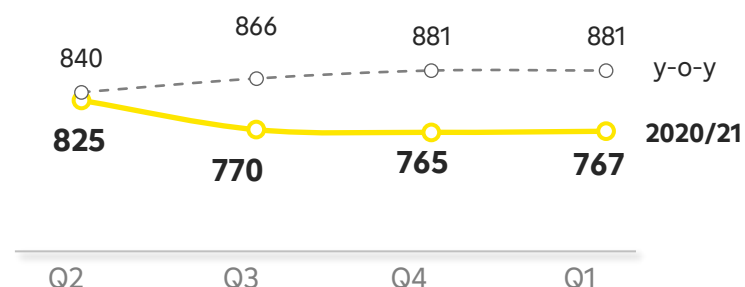
q-o-q

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

# Q1/2021 Core Revenue Trends

## Net interest income

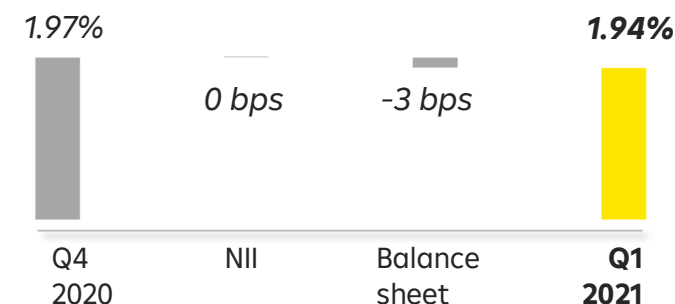
EUR **767** mn



### Q1/2021 NII stable

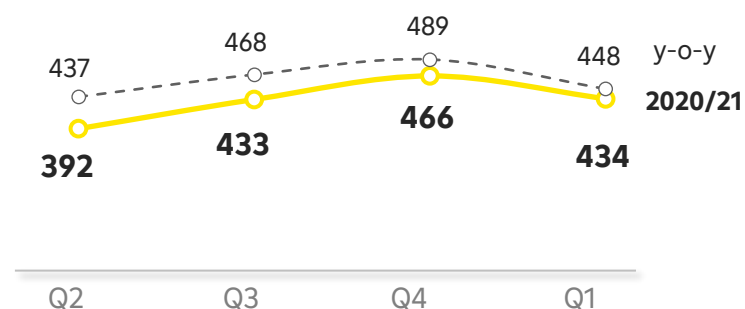
- Positive FX effect (EUR 4mn) from RUB and CZK
- First rate hikes in Russia and Ukraine
- Strong deposit inflow and higher mid-/long term rates observed in RUB, CZK, UAH, HUF, and USD

### NIM development reflects balance sheet expansion



## Net fee and commission income reflects lockdowns and seasonally weaker Q1

EUR **434** mn



- Fees down q-o-q due to Q1 seasonality (day-count and orthodox new year)
- Clearing, settlement and payment services lower following Q4 fees from payment system service providers

in EUR mn	Q3/20	Q4/20	Q1/21
Clearing, settlement and payment services	177	195	<b>166</b>
FX business	91	92	<b>88</b>
Loan and guarantee business	52	53	<b>50</b>
Asset management	50	67	<b>68</b>
Other	63	58	<b>61</b>

# Q1/2021 Segments Overview

**CE**

## Core revenues

Q1/21

q-o-q

292

Net Fees

107

+1 %

NII

184

-2 %

## Loans to customers / NIM

Q2/20

Q3/20

Q4/20

Q1/21

29,615

29,571

29,857

29,921

1.91%

1.74%

1.74%

1.61%

## Provisioning ratio

Q1/21

q-o-q

11 bps

-65 bps

## Profit after tax

Q1/21

q-o-q

EUR 25 mn

+12%

**SEE**

303

95

-3 %

208

-1 %

15,998

16,140

16,294

16,363

3.27%

3.18%

3.11%

3.01%

25 bps

-86 bps

EUR 102 mn

+109%

**EE**

343

106

-28%

234

-3%

13,219

11,598

11,560

12,079

5.48%

5.00%

5.06%

4.86%

42 bps

-8 bps

EUR 141 mn

-6%

**GC&M**

251

119

+1 %

132

+1%

33,611

33,186

32,179

34,467

1.16%

1.00%

0.95%

0.97%

63 bps

+38 bps

EUR 47 mn

-27%

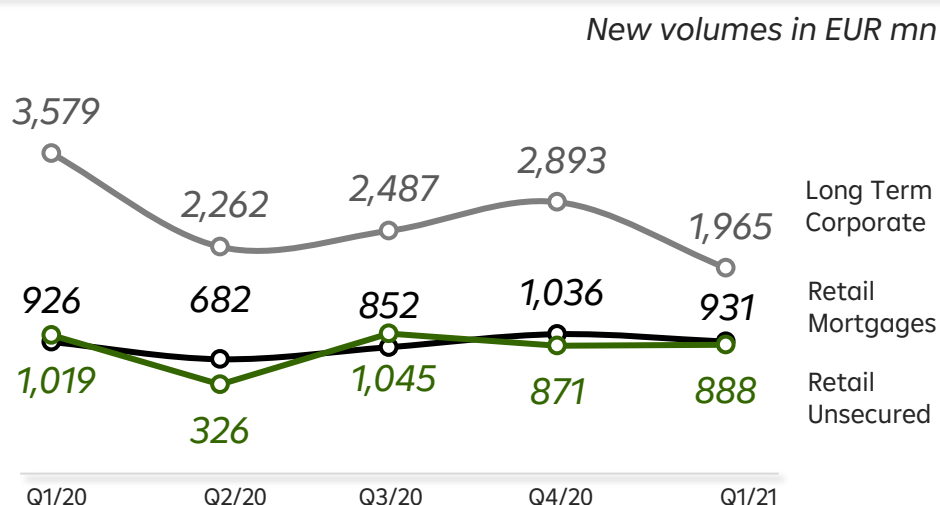
(in EUR mn)

# Balance Sheet and Loan Growth

	31/03/2021	Δ q-o-q
<b>Assets</b> (in EUR mn)	<b>176,152</b>	<b>+6%</b>
Loans to banks	13,644	+14%
Loans to customers	91,861	+1%
Securities	23,015	+4%
Cash and other assets	47,632	+16%

	31/03/2021	Δ q-o-q
<b>Liabilities</b> (in EUR mn)	<b>176,152</b>	<b>+6%</b>
Deposits from banks	37,242	+28%
Deposits from customers	104,211	+2%
Debt issued and other liabilities	20,124	-2%
Equity	14,576	+2%

## Loans to customers



## Loan growth

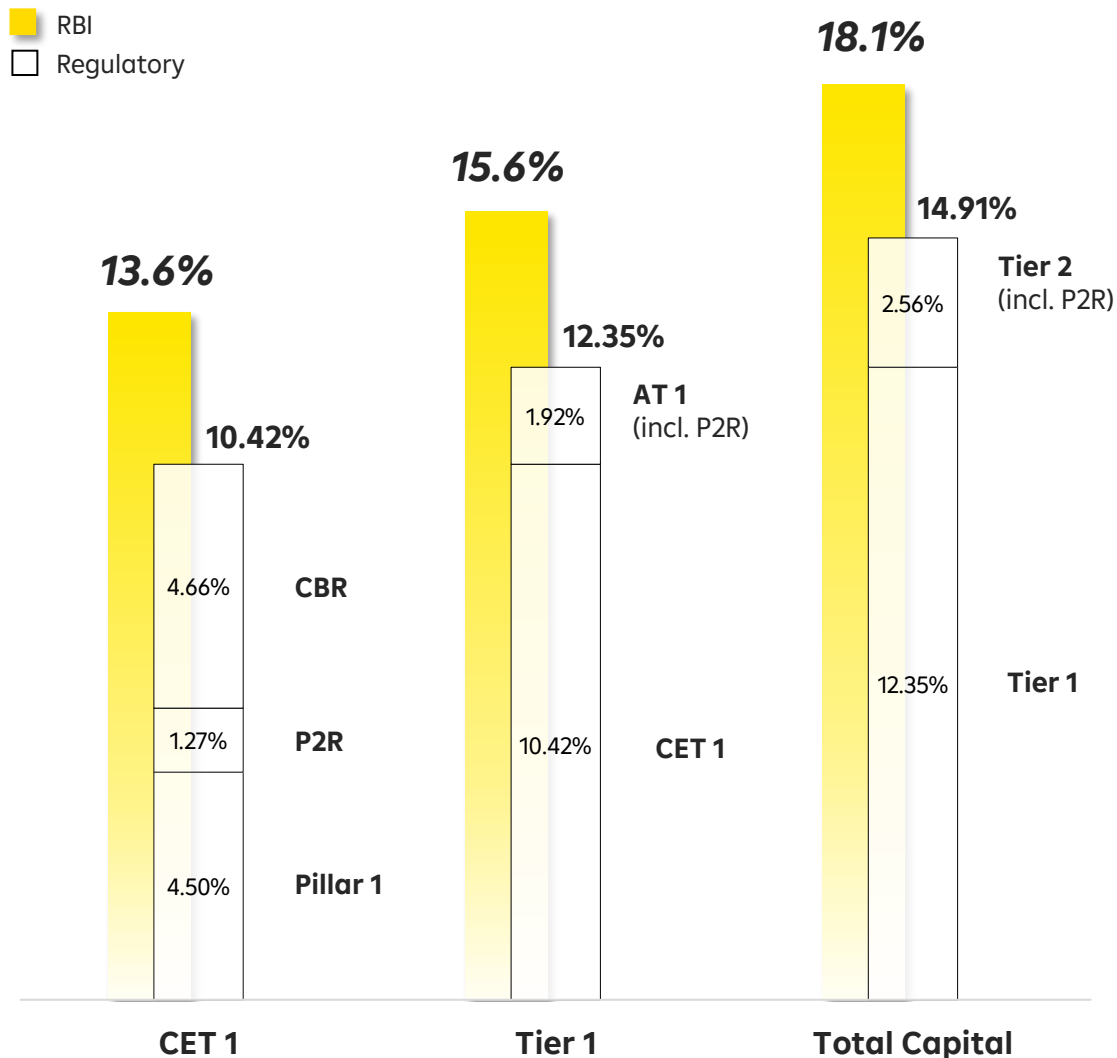
- Stronger loan growth in March after a slow start in January and February – Q1 loan growth of EUR 1.2 bn (1.3% ytd)
- Retail loan growth driven by both mortgages (1.3%) and personal loans (1.7%)
- Long term corporate lending remains modest, while short-term and working capital funding is up 11% q-o-q



# Capital Ratios

## Regulatory capital requirements Q1/2021

(including results)

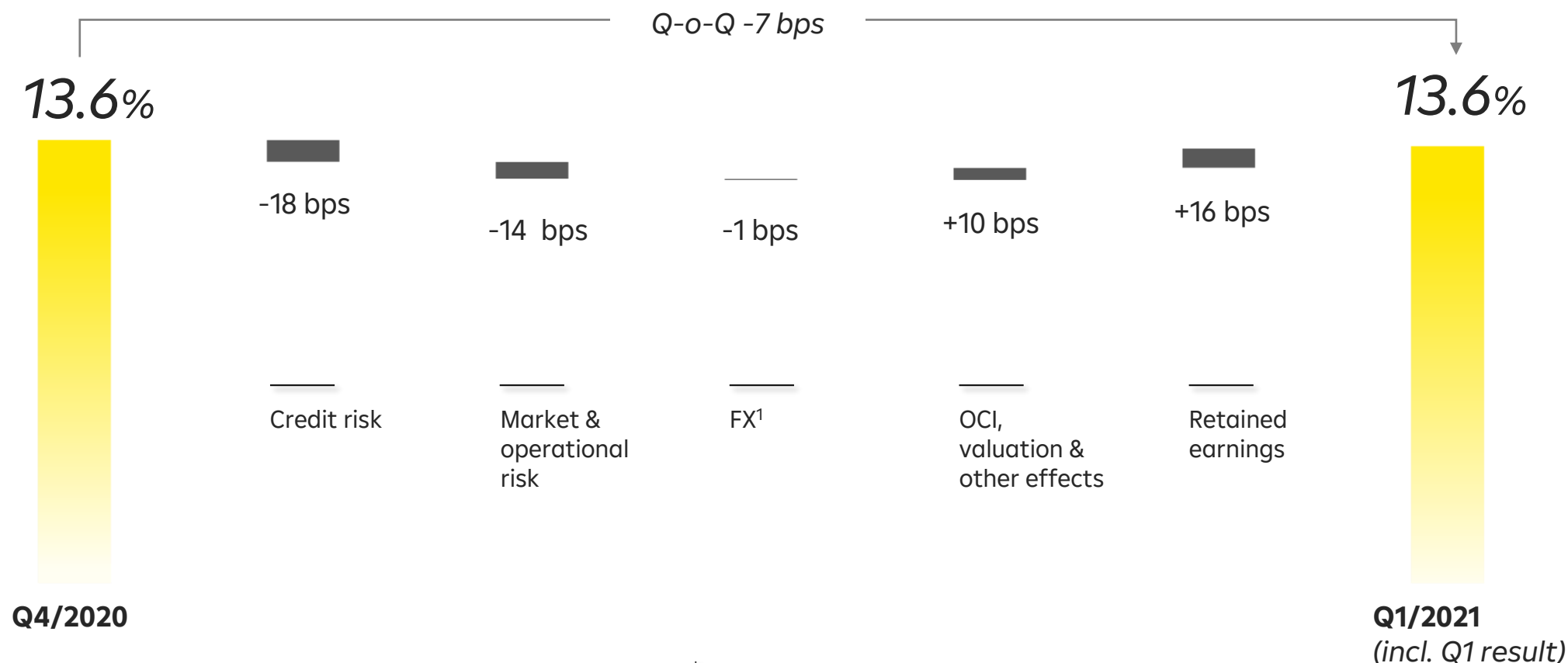


## Development

- 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) composition<sup>1</sup>:
  - 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 315 bps, including results, based on MDA trigger of 10.42%
- Available distributable items of EUR 7,388 mn at 31/03/2021 including Q1/2021 profit

<sup>1</sup>CRD5 changes regarding additivity of capital buffers not yet implemented in Austria

# CET1 Ratio Development



- Credit Risk: increase by EUR 1.0 bn (excl. FX effect) mainly in non-retail portfolio with net rating migration impact of around EUR +0.4 bn

## Dividend accruals

- The CET1 ratio continues to reflect a deduction of 42 bps for the dividend proposal originally communicated for 2019

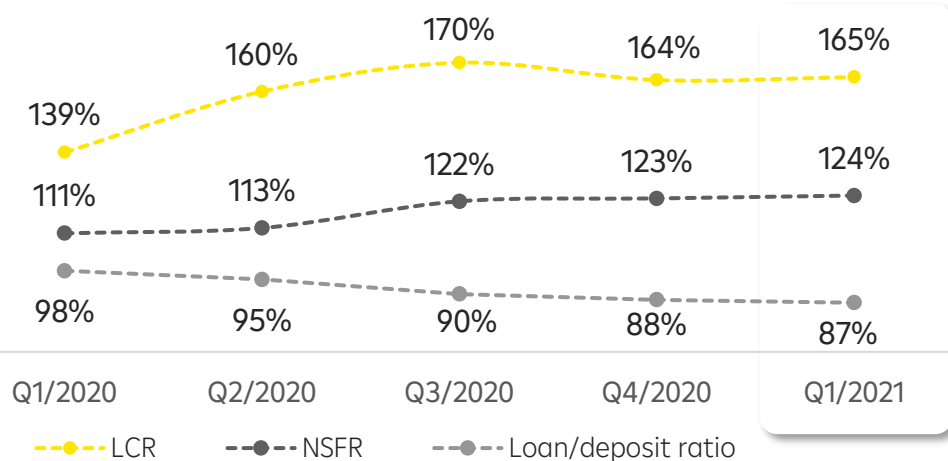
## Acquisition of Equa bank

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

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

# Funding and Liquidity

## Liquidity ratios

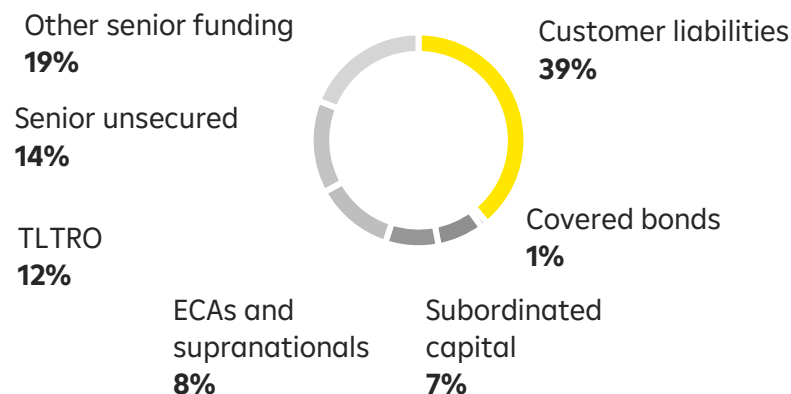


- LCR remain elevated across network
- Loan to deposit ratio impacted by subdued loan demand and further inflow of deposits
- Head office deposits at the ECB are largely covered by two-tiered interest rate on reserves
- A further large portion of head office deposits are accepted at negative rates

## RBI Group funding overview

- 59% of Group funding from customer deposits. Inflows remain strong with high stickiness despite low interest rates
- 20% of Group funding is long-term wholesale funding
- Funding of subsidiaries across CEE is mainly through local deposits
- EUR 5.0 bn TLTRO drawn at head office and EUR 3.1 bn in Slovakia

## RBI head office funding mix<sup>1</sup>




<sup>1</sup>excl. money markets & equity

# Polish FX Portfolio and Developments

## Portfolio update

EUR <b>2.0</b> bn	<b>31,000</b> loans	EUR <b>100-110</b> mn	<b>118%</b>
Q1/2021	Current portfolio of CHF loans	p.a.	Amortization
		RWA	Credit risk weighting

## Cases and provisions

<b>4,707</b> cases	<b>~250-300</b> cases per month		of which in Q1/2021: EUR <b>28</b> mn
5 May 2021	Pending cases	Expected new cases per month in 2021	Total provisions

## Key recent and upcoming court dates

**ECJ**  
29 April  
BPH Bank case

**PL Supreme Court**  
7 May – III CZP 6/21  
Senate of 7 judges ruling on applicable due date (direct impact on statute of limitation) and theory of two conditions

**PL Supreme Court**  
11 May – III CZP 11/21  
The full Civil Chamber – “6 Questions”



GDP (real, % yoy)

	2019	2020e	2021f	2022f
Czech Republic	2.3	-5.6	2.6	5.5
Hungary	4.6	-5.2	5.0	5.5
Poland	4.5	-2.7	3.7	4.4
Slovakia	2.3	-5.2	5.0	3.5
<b>Central Europe (CE)</b>	<b>3.8</b>	<b>-3.9</b>	<b>3.7</b>	<b>4.7</b>
Albania	2.2	-3.3	5.7	4.4
Bosnia a. H.	2.8	-4.5	3.0	3.5
Bulgaria	3.7	-4.2	3.0	4.0
Croatia	2.9	-8.0	5.1	3.0
Kosovo	4.9	-4.1	4.9	5.6
Romania	4.1	-3.9	5.2	4.5
Serbia	4.2	-1.1	4.5	3.0
<b>Southeastern Europe (SEE)</b>	<b>3.8</b>	<b>-4.1</b>	<b>4.7</b>	<b>4.1</b>
Belarus	1.3	-0.9	1.5	2.0
Russia	2.0	-3.0	2.3	1.3
Ukraine	3.2	-4.0	3.8	3.5
<b>Eastern Europe (EE)</b>	<b>2.1</b>	<b>-3.0</b>	<b>2.4</b>	<b>1.5</b>
Austria	1.4	-6.6	3.5	5.0
<b>Euro area</b>	<b>1.3</b>	<b>-6.6</b>	<b>4.3</b>	<b>3.7</b>

- Slow vaccination rollout and ongoing restrictions present **near term headwind** to euro area and CEE economies; **vaccination rollout expected to accelerate in spring and summer** leading fewer business limitations from Q2 onwards.
- Economic weakness primarily in consumption and services sector; **industry and exports showing substantial growth**; strong rebound expected as soon as restrictions are lifted and followed by a **sustainable recovery in 2022/23**.
- In CEE, **industrial output near or above pre-crisis levels. Retail sales have also recovered** to pre-crisis levels in many countries, and are substantially higher in Russia and Ukraine.
- Lockdown measures still impacted Q1 GDP in several countries as the euro area economy contracted, while the **negative impact was weaker than expected in Austria and Czech Republic**. This supports higher expectations for other CEE countries.

Source: RBI/Raiffeisen Research, beginning of May 2021

# Loan Growth Forecast for CEE

- Mortgage segment and pent-up consumer demand among drivers for retail lending, further supported by dedicated state support programs in certain countries
- Corporate lending driven by short-term working capital facilities, while investment loans likely to pick up following wider post-COVID normalization
- Phase-out of regulatory forbearance and policy stimuli act as growth-constraints; in some CE/SEE countries corporate loan growth will lag retail

*Raiffeisen Research forecast loan growth in local currency, y-o-y*

	Retail		Corporate	
	2021f	2022f	2021f	2022f
<b>Russia</b>	16.1%	11.3%	8.4%	7.8%
<b>Ukraine</b>	7.2%	7.1%	11.2%	8.7%
<b>Belarus</b>	7.0%	7.1%	11.4%	13.3%

	Retail		Corporate	
	2021f	2022f	2021f	2022f
<b>Bulgaria</b>	7.5%	8.5%	4.0%	4.5%
<b>Croatia</b>	1.6%	1.9%	4.4%	3.7%
<b>Romania</b>	7.1%	9.3%	9.6%	9.6%
<b>Serbia</b>	12.2%	13.2%	6.0%	5.5%
<b>Bosnia &amp; Herzegovina</b>	4.5%	4.6%	3.0%	5.0%
<b>Albania</b>	8.8%	7.5%	7.9%	8.8%

	Retail		Corporate	
	2021f	2022f	2021f	2022f
<b>Hungary</b>	12.0%	10.0%	14.0%	11.5%
<b>Czech Republic</b>	6.4%	6.9%	2.5%	4.5%
<b>Slovakia</b>	6.3%	7.6%	6.0%	5.0%

Source: National sources, RBI/Raiffeisen Research, beginning of May 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



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Business & Financial  
Update

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**Risk Update**

03

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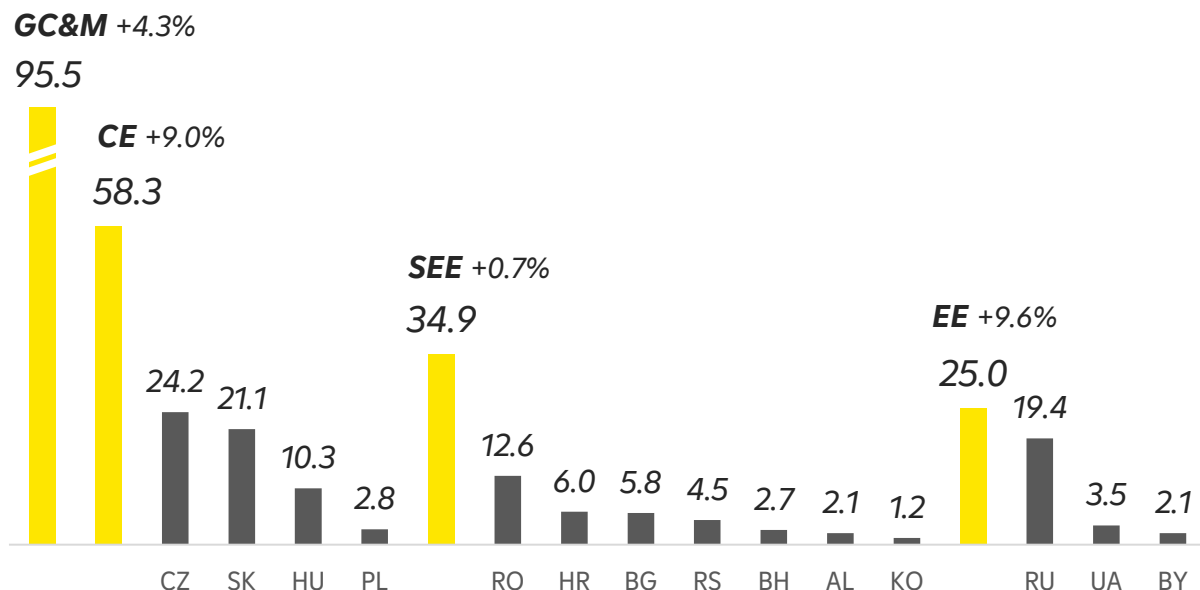
Appendix



# Total Exposure

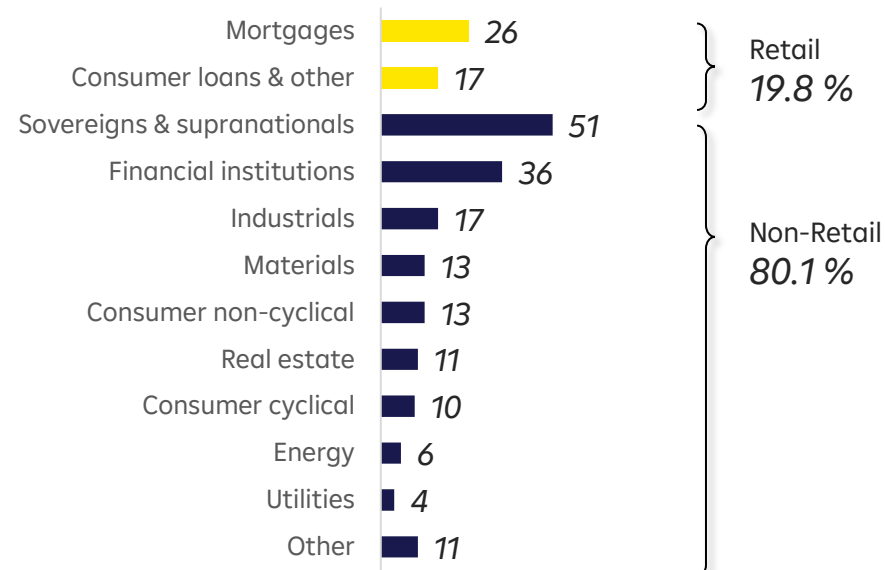
## Total exposure by segments, in EUR bn, Q1/2021

Total: EUR 213.9 bn, +5.5% (q-o-q)



## Total exposure by sector, in EUR bn, Q1/2021

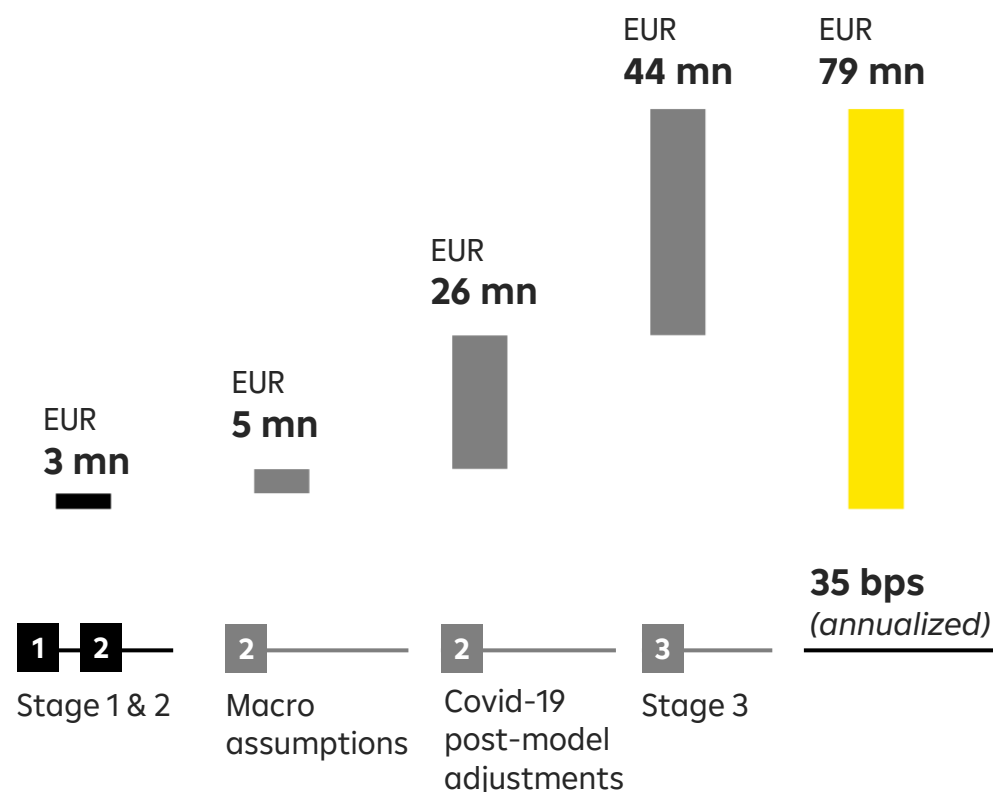
Total: EUR 213.9 bn



## Q1/2021 Development

- **Total exposure increased by EUR 11.2 bn** of which EUR 7.8 bn are coming from Sovereign exposure increase, in particular central banks, while EUR 2.1 bn are resulting from the Corporate segment and EUR 0.8 bn from Retail; all regions registered an exposure increase with SEE being the weakest; positive FX impact of EUR 1.6 bn driven by the appreciation of RUB and USD in the quarter
- **GC&M exposure up 4.3%** driven by Sovereign – central bank as well as an increase in the Corporate segment of +4% (+EUR 1.5 bn)
- **CE exposure up 9%** driven by the increase in Sovereign – central bank while loans to customers had only a mild uptick
- **EE exposure up 9.6%** driven by Sovereign as well as growth in loans to customers; FX impact accounts for EUR 0.9 bn (+3.5% q-o-q appreciation of RUB)
- **SEE exposure up 0.7%** small increase in Retail and 48% surge in money market placements while central bank exposure reduced

# IFRS 9 Provisioning in Q1/2021



## Breakdown of total net provisions Q1/2021

- **Low Stage 1 & 2:** driven mostly by non-retail rating migrations
- **Macro assumptions: EUR 5 mn** reflects H1/2021 uncertainty around vaccination rollout and economies reopening
- **Post-model adjustments account for 33%** of Q1/2021 risk costs
  - **Non-retail:** net increase of EUR 38 mn driven by hotels, leveraged finance, office and retail real estate portfolios in Austria; offset by releases in other portfolios
  - **Retail post-model adjustments:** release of EUR 12 mn across several countries, offset by stage 3 inflows
- **Stage 3 provisions make up 56%** of Q1/2021 risk costs; driven by retail (EUR 53 mn) while in non-retail there was a net release of EUR 9 mn following recoveries and reassessments of LLPs

## Risk cost guidance unchanged: ~ 75 bps in 2021

### Supportive: +

- Very strong momentum in leading industrial indicators
- Clients report orders at all-time highs
- Support funds & governmental measures

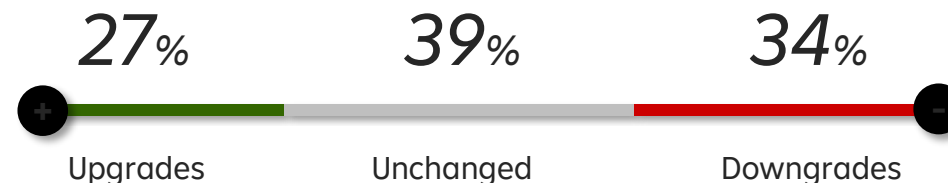
### Downside: -

- Virus mutations
- Closing the gap to historic default rates
- Structural challenges (industrial goods shortages)

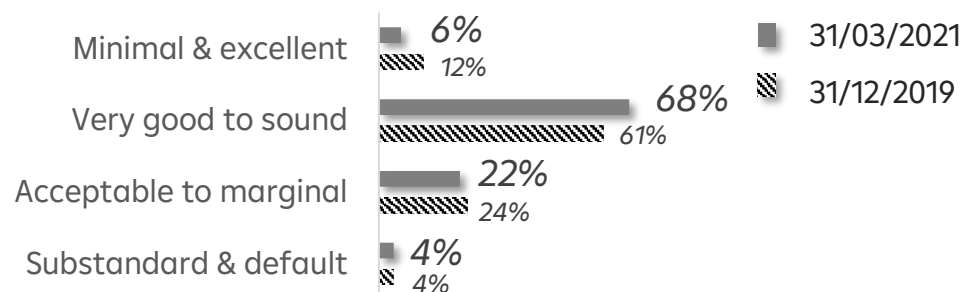
# Corporate and Project Finance Rating Classification



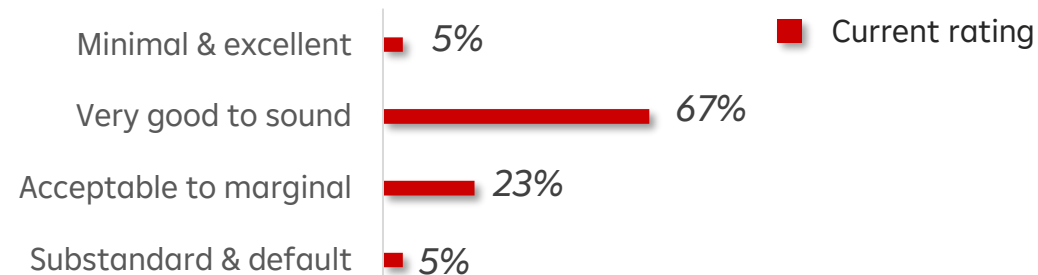
## Rating reviews between 01/01/2020 and 31/03/2021



## Rating distribution of **all corporate customers**



## Rating distribution of **downgraded customers**



## Industries of downgraded customers (% of all downgrades)

Real estate & hotels	7.4%	Integrated oil & gas	3.8%	Food products	2.9%
Construction & engineering	6.5%	Auto parts & equipment	3.7%	Food retail	2.8%
Steel production	5.2%	Industrial machinery	2.9%	Electric utilities	2.6%

# Moratoria Overview

EUR 1 bn loans under moratoria, down from EUR 10.7 bn at peak in 07/2020

(all data as of 31/03/2021)

## Loans and advances subject to moratoria

### Households

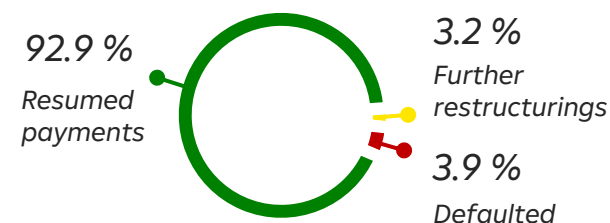
Gross carrying amount outstanding	Residual maturity of moratoria > 3 months
EUR 520 mn	76 %
Thereof mortgages:	
EUR 338 mn	77 %

### Corporates

Gross carrying amount outstanding	Residual maturity of moratoria > 3 months
EUR 515 mn	23 %
Thereof collateralized:	
EUR 206 mn	14 %
<b>EUR 1,035 mn</b>	<b>49 %</b>

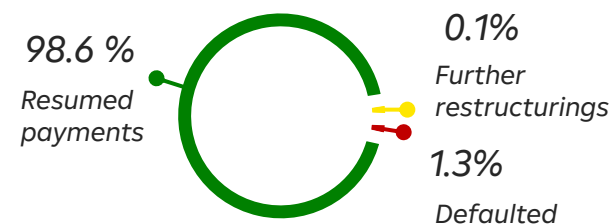
## Exposures previously under moratoria

**Household<sup>1</sup>** loans previously under moratoria: EUR 3.6 bn



Share of 30 days past due: 2.4% for expired moratoria vs. 0.7 % for entire portfolio as of 31/03/2021

**Corporate** loans previously under moratoria: EUR 3.4 bn



Share of 30 days past due: 1.7 % for expired moratoria vs. 0.5 % for entire portfolio as of 26/04/2021

<sup>1</sup> Figures in this section include EUR 0.4 bn micro loans

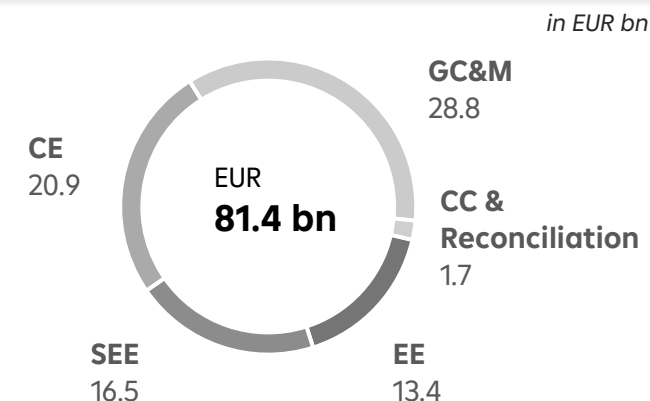


# RWA Development

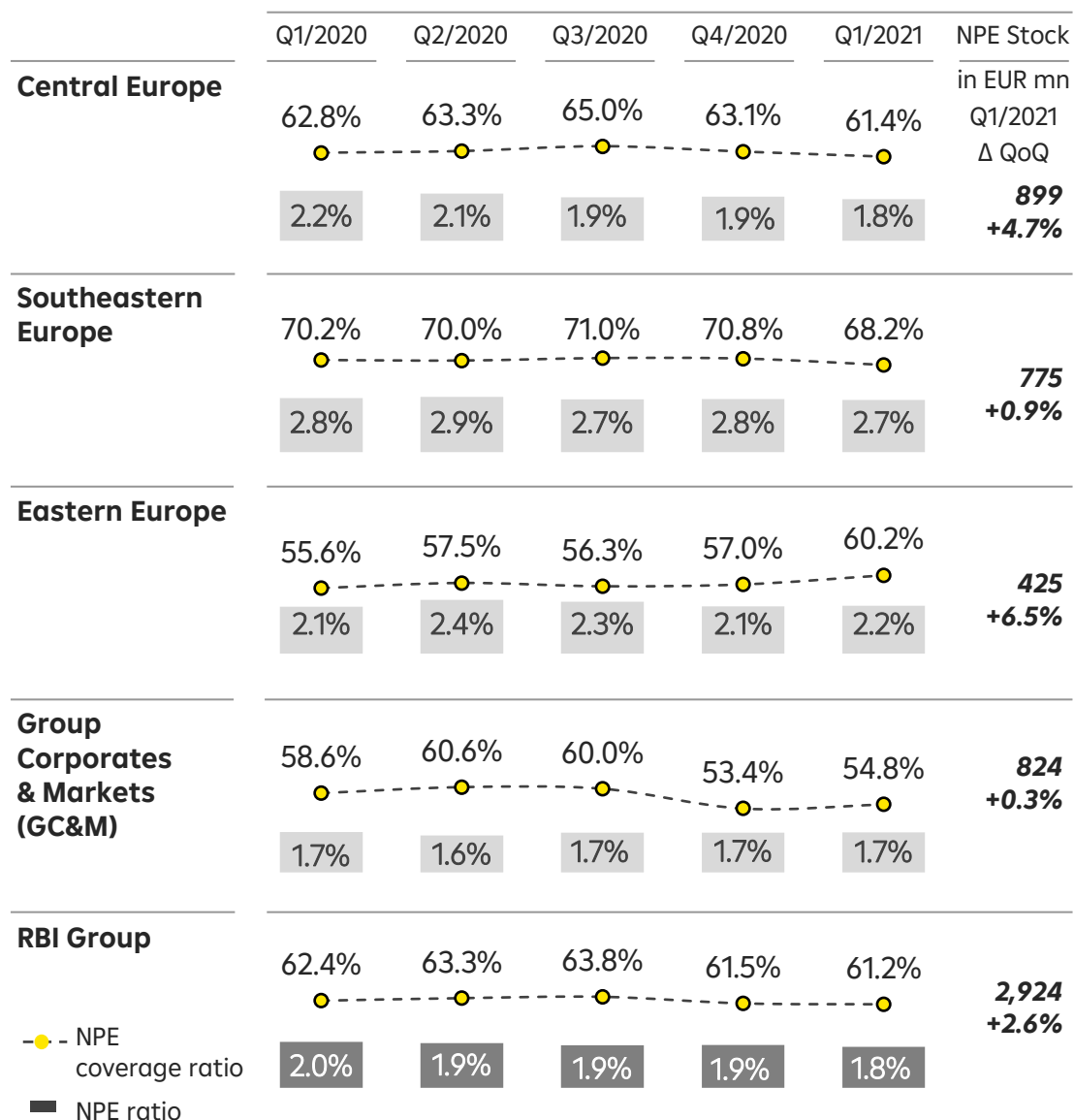
## Q1/2021 RWA development

- 1** Credit risk increased by EUR 1.0 bn, with EUR +0.4bn from rating migration and EUR +0.4 bn from new business, mainly retail (EUR +0.3 bn)
- 2** Slight updrift of EUR 0.3 bn, mainly due to dynamics of AMA model in Russia and Romania (EUR 0.3 bn)
- 3** Market risk increased by EUR +0.6 bn, driven by structural changes and FX hedges outside the ECB approved FX waiver limit
- 4** FX effect of EUR +0.6 bn driven by USD and RUB appreciation

## RWA by segment



# NPE Ratio and NPE Coverage



## Asset Quality Development q-o-q

- **NPE ratio at 1.8% vs. 1.9%** in Q4/2020 driven by low net increase of NPE stock and higher overall exposure
  - **NPE coverage ratio 61.2%** relatively stable q-o-q
  - **NPE coverage ratio incl. Stage 1 and 2 at 96%**
- 
- **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

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Business & Financial  
Update

02

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Risk Update

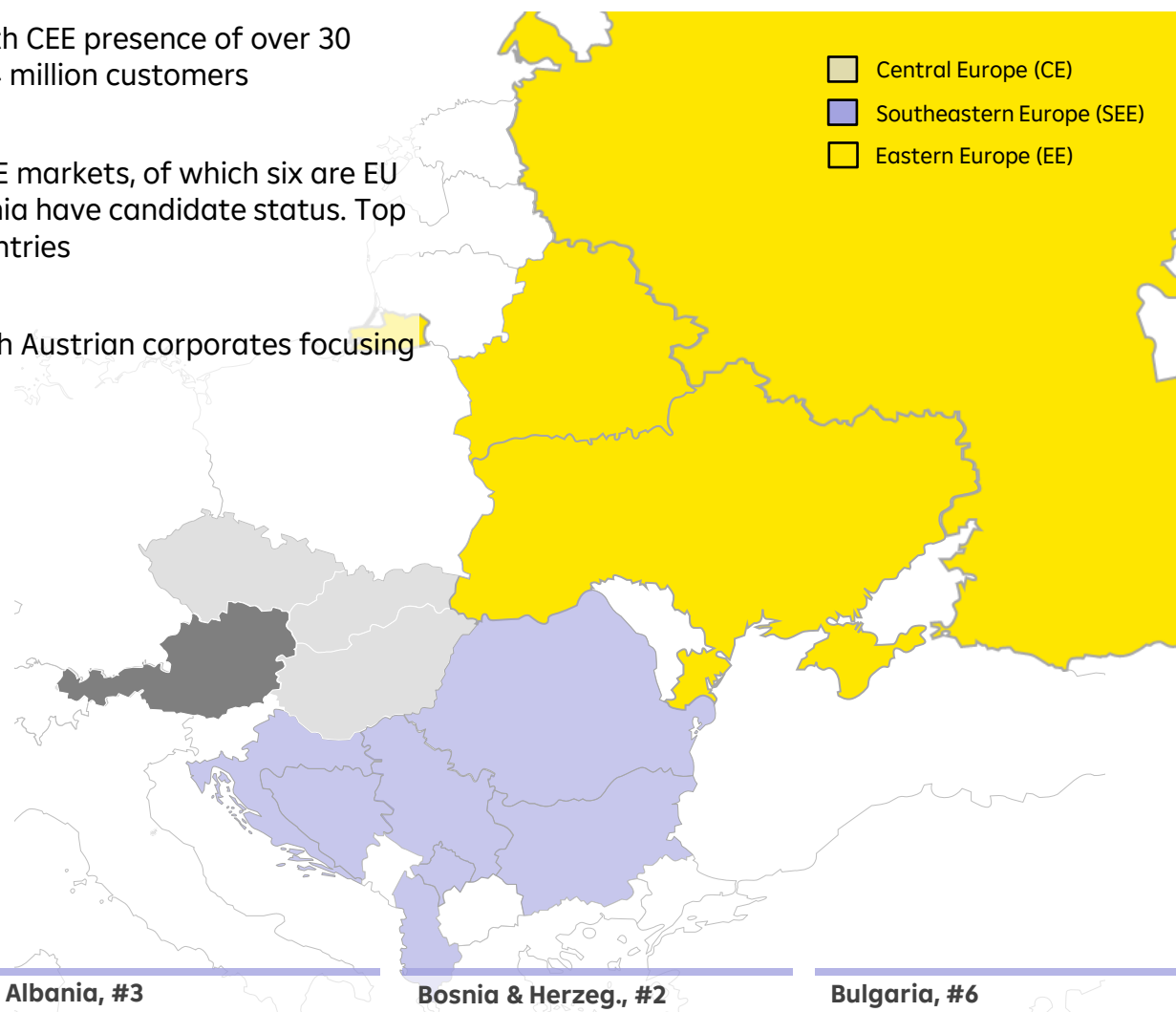
03

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**Appendix**

# Geographic Footprint

- Leading regional player with CEE presence of over 30 years servicing approx. 17.4 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 35.2 bn
- Branches: 19

## Czech Republic, #5

- Loans: EUR 11.7 bn
- Branches: 125

## Hungary, #5

- Loans: EUR 4.1 bn
- Branches: 72

## Slovakia, #3

- Loans: EUR 11.6 bn
- Branches: 156

## Albania, #3

- Loans: EUR 0.7 bn
- Branches: 76

## Bosnia & Herzeg., #2

- Loans: EUR 1.3 bn
- Branches: 103

## Bulgaria, #6

- Loans: EUR 3.3 bn
- Branches: 139

## Russia, #10

- Loans: EUR 9.5 bn
- Branches: 131

## Ukraine, #5

- Loans: EUR 1.5 bn
- Branches: 393

## Belarus, #4

- Loans: EUR 1.1 bn
- Branches: 76

## Serbia, #4

- Loans: EUR 1.7 bn
- Branches: 85

## Romania, #4

- Loans: EUR 6.0 bn
- Branches: 333

## Kosovo, #1

- Loans: EUR 0.8 bn
- Branches: 43

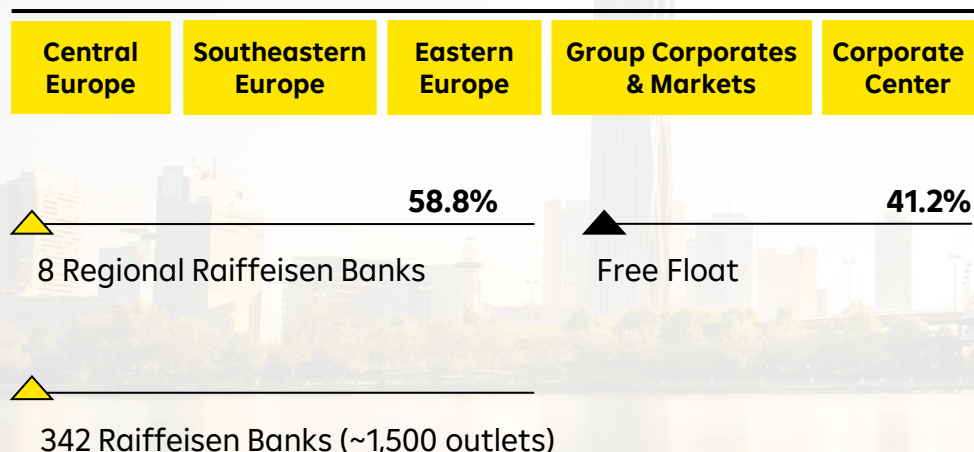
## Croatia, #5

- Loans: EUR 2.7 bn
- Branches: 75

Note: Ranking based on loans to customers as of **31/12/2020**  
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:

- 1<sup>st</sup> tier: 342 independent cooperative Raiffeisen banks focusing on retail banking. They hold shares in:
- 2<sup>nd</sup> tier: 8 independent regional Raiffeisen banks focusing on corporate and retail banking. They hold approx. 58.8% of the share capital of:
- 3<sup>rd</sup> 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. 33)

### **Statutory deposit guarantee scheme:**

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

# Limited Exposure to most impacted Corporate Customers

**1.3% (EUR 1,504 mn) of non-retail exposure to customers rated<sup>1</sup> substandard and below, in moderate and high Covid-19 impact industries**

## Moderate Covid impact

in EUR mn

... net exposure rated  
substandard and below<sup>1</sup>

EUR **667 mn**

	Net exposure
Construction Machinery & Heavy Trucks	155
Trucking	42
Integrated Oil & Gas	40
Construction & Engineering	36
Diversified Support Services	35
Automobile Manufacturers	31
Environmental & Facilities Services	28
Industrial Machinery	25
Building Products	23
Forest Products	21

## Most impacted by Covid and lengthy recovery

in EUR mn

... net exposure rated  
substandard and below<sup>1</sup>

EUR **837 mn**

3a	Net exposure
Specialized Real Estate	107
Auto Parts & Equipment	99
Office Real Estate	67
3b	
Retail Real Estate	29
Movies & Entertainment	3
3c	
Hotels & Resorts	189
Aerospace & Defense	40

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

# Committed to Sustainable Finance

## Head office green bond issuance

- Green loan portfolio with **total volume of eligible assets: EUR 1,497 mn** as of 31/03/2021
- The reference portfolio comprises green buildings (75%), split between projects under construction (33%) and completed projects (42%), clean transportation projects (18%), renewable energy, energy efficiency and water management projects (7%)
- 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 80<sup>th</sup> 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 CO<sub>2</sub>

avoided annually for the Eligible Green Loan Portfolio

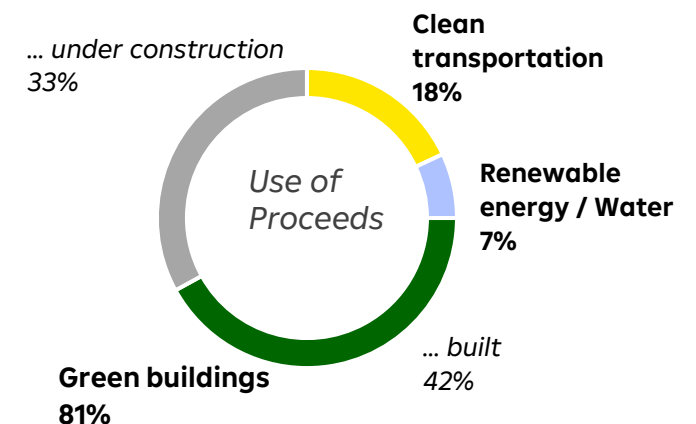
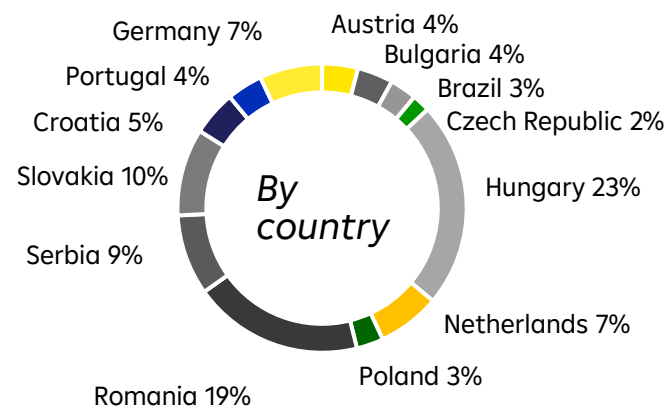
Equivalent to annual greenhouse gas emissions of



**13,023**

passenger vehicles for one year

## Eligible green loan portfolio



# Corporate Center/Reconciliation

In EUR mn	1-3/2021	1-3/2020 <sup>1</sup>	y-o-y
Operating income	107	16	>500,0%
General admin. expenses	(92)	(92)	(0.1%)
Operating result	14	(77)	–
Other result	(1)	(56)	(97.5%)
Governmental measures and compulsory contributions	(31)	(59)	(47.8%)
Impairment losses on financial assets	(2)	(1)	73.5%
<b>Profit/loss before tax</b>	<b>(20)</b>	<b>(194)</b>	<b>(89.4%)</b>
<b>Profit/loss after tax</b>	<b>(5)</b>	<b>(178)</b>	<b>(96.9%)</b>

In EUR mn	Q1/2021	Q4/2020 <sup>1</sup>	q-o-q
Operating income	107	225	(52.7%)
General admin. expenses	(92)	(92)	0.2%
Operating result	14	133	(89.4%)
Other result	(1)	50	–
Governmental measures and compulsory contributions	(31)	1	–
Impairment losses on financial assets	(2)	3	–
<b>Profit/loss before tax</b>	<b>(20)</b>	<b>188</b>	<b>–</b>
<b>Profit/loss after tax</b>	<b>(5)</b>	<b>189</b>	<b>–</b>

<sup>1</sup> Previous-year figures adapted due to changed allocation

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	1-3/2021	1-3/2020 <sup>1</sup>	y-o-y
Operating income	(104)	(9)	>500,0%
General admin. expenses	32	34	-5.8%
Operating result	(71)	26	–
Other result	0	0	(87.2%)
Governmental measures and compulsory contributions	0	0	–
Impairment losses on financial assets	5	0	>500,0%
<b>Profit/loss before tax</b>	<b>(66)</b>	<b>26</b>	<b>–</b>
<b>Profit/loss after tax</b>	<b>(66)</b>	<b>26</b>	<b>–</b>

In EUR mn	Q1/2021	Q4/2020 <sup>1</sup>	q-o-q
Operating income	(104)	(299)	(65.3%)
General admin. expenses	32	48	(32.4%)
Operating result	(71)	(251)	(71.6%)
Other result	0	(1)	–
Governmental measures and compulsory contributions	0	(0)	–
Impairment losses on financial assets	5	1	307.4%
<b>Profit/loss before tax</b>	<b>(66)</b>	<b>(250)</b>	<b>(73.5%)</b>
<b>Profit/loss after tax</b>	<b>(66)</b>	<b>(245)</b>	<b>(72.9%)</b>

<sup>1</sup> Previous-year figures adapted due to changed allocation

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
<b>Equity as at 1/1/2021</b>	<b>1,002</b>	<b>4,992</b>	<b>9,234</b>	<b>(3,394)</b>	<b>11,835</b>	<b>820</b>	<b>1,633</b>	<b>14,288</b>
Capital increases	0	0	0	0	0	0	0	0
AT1 capital dividend allotment	0	0	0	0	0	0	0	0
Dividend payments	0	0	0	0	0	(0)	0	(0)
Own shares	0	0	0	0	0	0	(19)	(19)
Other changes	0	0	(0)	(0)	(0)	16	0	16
Total comprehensive income	0	0	216	46	262	30	0	292
<b>Equity as at 31/3/2021</b>	<b>1,002</b>	<b>4,992</b>	<b>9,450</b>	<b>(3,348)</b>	<b>12,096</b>	<b>867</b>	<b>1,613</b>	<b>14,576</b>

- Earnings per share up EUR 0.10 (1-3/2021: EUR 0.59 vs. 1-3/2020: EUR 0.49)
- Dividend proposal for 2020 was approved by the AGM on 22<sup>nd</sup> April 2021: 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 36.77 at 31/3/2021 (EUR 34.26 at 31/3/2020 resp. EUR 35.98 at 31/12/2020)
- Total comprehensive income of EUR 292 mn (1-3/2020: minus EUR 605 mn) positively impacted by currency differences (EUR 83 mn) mainly from Russia, Ukraine, Belarus and Romania partly offset by net investment hedge (minus EUR 30 mn, mostly from RUB)

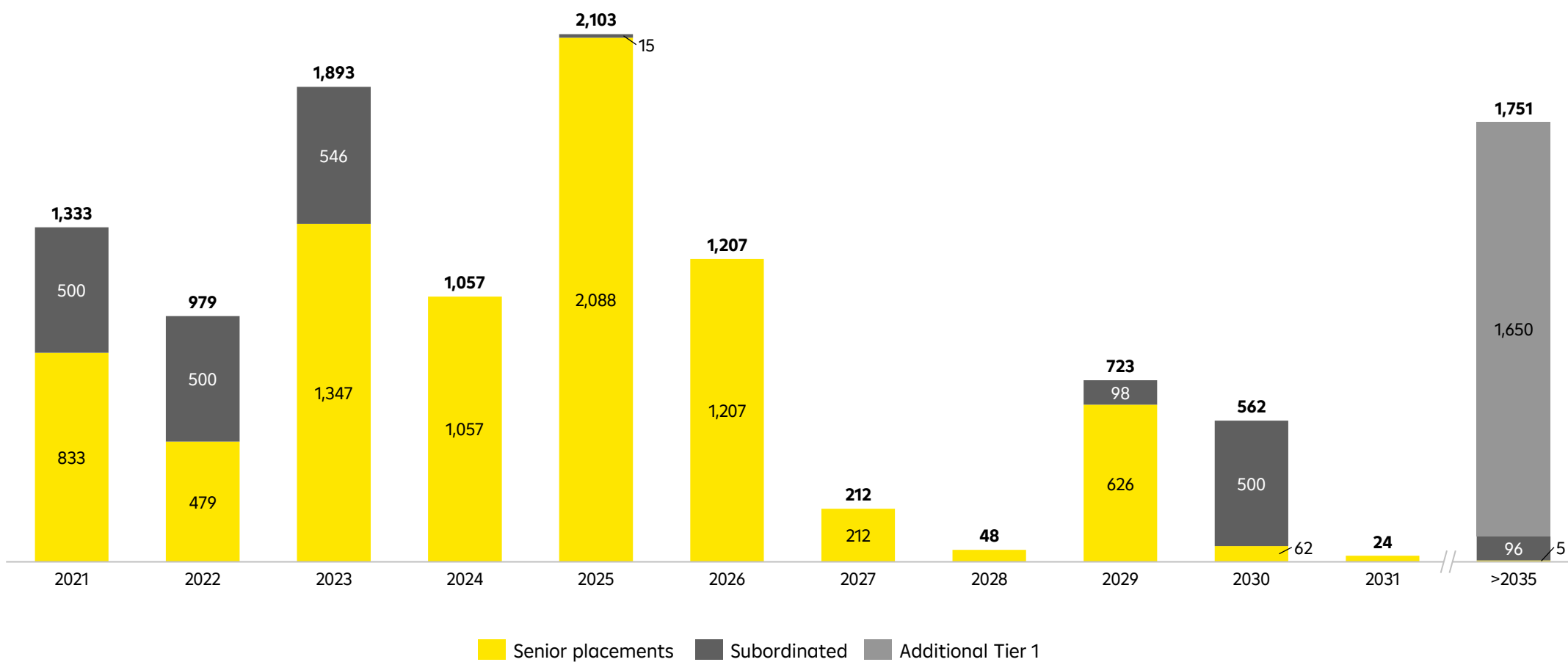
# Regulatory Capital Overview

## Regulatory Capital Structure

In EUR mn	31/3/2021	31/12/2020	31/3/2020
Common equity tier 1 (before deductions)	11,524	11,374	10,769
Deduction items	(725)	(612)	(878)
Common equity tier 1 (after deductions)	10,798	10,762	9,891
Additional tier 1 (after deductions)	1,684	1,727	1,236
Tier 1 (after deductions)	12,483	12,489	11,127
Tier 2 (after deductions)	2,025	2,101	1,830
Total capital	14,508	14,590	12,957
Risk-weighted assets (total RWA)	81,362	78,864	78,181
Common equity tier 1 ratio (fully loaded)	13.3%	13.6%	12.7%
Tier 1 ratio (fully loaded)	15.3%	15.7%	14.1%
Total capital ratio (fully loaded)	17.8%	18.4%	16.5%
Leverage ratio (fully loaded)	6.0%	6.4%	6.2%
Leverage exposure (total)	207,463	193,910	177,513

# Maturity Profile

**Maturity Profile at 31/3/2021**  
(in EUR mn)





# AT1 and Subordinated Instruments

Issuer	Regulatory Treatment <sup>1</sup>	Capital Recognition <sup>2</sup>	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)

<sup>1</sup>Transitional and post-transitional CRR rules

<sup>2</sup>Transitional CRR rules as of Q1/2021, calculated as reported regulatory amount divided by carrying amount before deduction for market making activities

# 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 Q1/2021 the regional ex ante IPS fund's target volume was EUR 232 mn and EUR 209 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 Q1/2021 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 Q1/2021 contribution to the IPS was EUR 63 mn

## New IPS Structure

- RBI and all Raiffeisen banks have applied for new IPS: In the future the regional and federal IPS will be replaced by one common IPS and RBG will apply for a Raiffeisen own deposit guarantee system
- Regulatory approval expected in Q2/2021 for the new IPS

# Bank Levies

Impact in EUR mn		FY 2020	1-3/2021	FY 2021e
<b>Austria</b>	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.	59 <sup>1</sup>	5	~18
<b>Hungary</b>	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 2020 - no P/L effect.	13	13	~14
<b>Poland</b>	Bank levy of 0.44%, based on total assets less PLN 4 bn flat amount, own funds and treasury securities.	5	1	~5
<b>Slovakia</b>	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.	26	-	-
<b>Total</b>	<b>Bank levies</b>	<b>103</b>	<b>19</b>	<b>~37</b>
<b>Austria</b>	<p>Based on total assets less equity and secured deposits</p> <p>Full amounts always booked in the first quarter according to IFRIC 21</p> <p>Bulgaria: no charge in 2021 as fund is adequately allocated</p>	37	33	~33
<b>Albania</b>		1	1	~1
<b>Croatia</b>		3	3	~3
<b>Czech Republic</b>		10	12	~12
<b>Bulgaria</b>		9	-	-
<b>Hungary</b>		4	4	~4
<b>Romania</b>		6	8	~8
<b>Slovakia</b>		5	6	~6
<b>Total</b>	<b>Resolution fund</b>	<b>75</b>	<b>67</b>	<b>~67</b>

<sup>1</sup> EUR 41 mn for the one-off payment and EUR 18 mn for the 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 31/3/2021	NPE Ratio 31/3/2021	NPE Ratio 31/12/2020	NPE Coverage Ratio 31/3/2021	NPE Coverage Ratio 31/12/2020	NPL Ratio 31/3/2021	NPL Ratio 31/12/2020	NPL Coverage Ratio 31/3/2021	NPL Coverage Ratio 31/12/2020
Czech Republic	290	1.5%	1.5%	48.7%	51.8%	1.6%	1.7%	48.7%	51.8%
Hungary	165	1.8%	1.7%	52.7%	54.0%	2.3%	2.2%	52.7%	54.0%
Poland	193	6.7%	6.6%	82.8%	82.9%	6.7%	6.6%	82.8%	82.9%
Slovakia	243	1.3%	1.5%	67.3%	67.7%	1.5%	1.8%	67.3%	67.7%
<b>Central Europe<sup>1</sup></b>	<b>899</b>	<b>1.8%</b>	<b>1.9%</b>	<b>61.4%</b>	<b>63.1%</b>	<b>2.0%</b>	<b>2.2%</b>	<b>61.4%</b>	<b>63.1%</b>
Albania	99	5.1%	5.3%	74.5%	74.3%	6.9%	7.2%	74.5%	74.3%
Bosnia & Herzegovina	104	4.7%	4.6%	64.4%	64.3%	4.8%	4.7%	64.4%	64.3%
Bulgaria	89	1.8%	1.9%	64.7%	64.8%	2.1%	2.2%	64.7%	64.8%
Croatia	161	3.2%	3.1%	64.9%	66.2%	4.0%	3.8%	65.0%	66.3%
Kosovo	24	2.1%	2.2%	71.1%	70.8%	2.6%	2.6%	71.1%	70.8%
Romania	248	2.5%	2.5%	70.2%	77.0%	3.1%	3.1%	70.2%	77.0%
Serbia	51	1.6%	1.7%	69.3%	71.0%	2.0%	2.1%	69.3%	71.0%
<b>Southeastern Europe</b>	<b>775</b>	<b>2.7%</b>	<b>2.8%</b>	<b>68.2%</b>	<b>70.8%</b>	<b>3.3%</b>	<b>3.3%</b>	<b>68.2%</b>	<b>70.8%</b>
Belarus	30	1.7%	1.7%	78.2%	77.7%	1.9%	1.8%	78.2%	77.7%
Russia	343	2.3%	2.2%	57.7%	53.2%	2.7%	2.5%	57.7%	53.2%
Ukraine	52	1.8%	1.9%	66.8%	69.9%	2.0%	2.1%	66.8%	69.9%
<b>Eastern Europe</b>	<b>425</b>	<b>2.2%</b>	<b>2.1%</b>	<b>60.2%</b>	<b>57.0%</b>	<b>2.5%</b>	<b>2.4%</b>	<b>60.2%</b>	<b>57.0%</b>
<b>GC&amp;M</b>	<b>824</b>	<b>1.7%</b>	<b>1.7%</b>	<b>54.8%</b>	<b>53.4%</b>	<b>1.7%</b>	<b>1.7%</b>	<b>55.5%</b>	<b>54.1%</b>
<b>Total RBI Group</b>	<b>2,924</b>	<b>1.8%</b>	<b>1.9%</b>	<b>61.2%</b>	<b>61.5%</b>	<b>2.0%</b>	<b>2.1%</b>	<b>61.4%</b>	<b>61.7%</b>

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

<sup>1</sup>Including Slovenia

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	767	765	0.2%	770	825	881	767	881	(13.0%)	3,241
Net fee and commission income	434	466	(6.9%)	433	392	448	434	448	(3.2%)	1,738
Net trading income and fair value result	5	(2)	–	33	25	37	5	37	(87.3%)	94
Other net operating income	28	25	11.7%	21	26	45	28	45	(38.3%)	117
Operating income	1,259	1,247	1.0%	1,286	1,299	1,421	1,259	1,421	(11.4%)	5,253
General administrative expenses	(692)	(777)	(11.0%)	(685)	(719)	(732)	(692)	(732)	(5.4%)	(2,913)
Operating result	567	470	20.7%	601	580	689	567	689	(17.7%)	2,340
Other result	(38)	5	–	(38)	(90)	(82)	(38)	(82)	(54.1%)	(205)
Gov. measures and compulsory contrib.	(130)	(28)	361.2%	(24)	(53)	(167)	(130)	(167)	(22.4%)	(272)
Impairment losses on financial assets	(79)	(133)	(40.9%)	(185)	(158)	(153)	(79)	(153)	(48.7%)	(630)
Profit/loss before tax	321	314	2.4%	354	279	286	321	286	12.1%	1,233
Profit/loss after tax	243	230	5.8%	259	213	207	243	207	17.3%	910
Return on equity before tax <sup>1</sup>	9.0%	9.4%	(0.4 PP)	10.6%	8.5%	8.5%	9.0%	8.5%	0.5 PP	9.2%
Return on equity after tax <sup>1</sup>	6.8%	6.9%	(0.1 PP)	7.7%	6.5%	6.1%	6.8%	6.1%	0.7 PP	6.8%
Net interest margin <sup>1</sup>	1.94%	1.97%	(0.04 PP)	2.00%	2.21%	2.43%	1.94%	2.43%	(0.49 PP)	2.15%
Cost/income ratio	55.0%	62.3%	(7.4 PP)	53.3%	55.3%	51.5%	55.0%	51.5%	3.5 PP	55.5%
Loan/deposit ratio	86.9%	88.4%	(1.5 PP)	90.4%	94.9%	97.6%	86.9%	97.6%	(10.7 PP)	88.4%
Provisioning ratio <sup>1</sup>	0.35%	0.58%	(0.23 PP)	0.79%	0.69%	0.66%	0.35%	0.66%	(0.31 PP)	0.68%
NPE ratio	1.8%	1.9%	(0.1 PP)	1.9%	1.9%	2.0%	1.8%	2.0%	(0.2 PP)	1.9%
NPE coverage ratio	61.2%	61.5%	(0.3 PP)	63.8%	63.3%	62.4%	61.2%	62.4%	(1.3 PP)	61.5%
Total assets	176,152	165,959	6.1%	164,779	163,761	155,596	176,152	155,596	13.2%	165,959
RWA	81,362	78,864	3.2%	80,146	80,490	78,181	81,362	78,181	4.1%	78,864
Equity	14,576	14,288	2.0%	14,036	13,655	13,177	14,576	13,177	10.6%	14,288
Loans to customers	91,861	90,671	1.3%	91,711	93,876	92,198	91,861	92,198	(0.4%)	90,671
- Hereof non-financial corporations % <sup>2</sup>	50.3%	49.6%	0.7 PP	49.2%	50.1%	50.7%	50.3%	50.7%	(0.4 PP)	49.6%
- Hereof households % <sup>2</sup>	37.9%	37.9%	(0.0 PP)	36.7%	36.1%	36.5%	37.9%	36.5%	1.4 PP	37.9%
- Hereof FCY %	–	–	–	–	–	–	–	–	–	–
Deposits from customers	104,211	102,112	2.1%	99,800	98,686	97,084	104,211	97,084	7.3%	102,112
Business outlets	1,829	1,857	(1.5%)	1,958	1,982	2,000	1,829	2,000	(8.6%)	1,857
Number of employees	45,133	45,414	(0.6%)	46,071	46,386	46,760	45,133	46,760	(3.5%)	45,414
Number of customers (in mn)	17.4	17.2	1.2%	16.8	16.7	16.8	17.4	16.8	3.7%	17.2

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 3) Previous-year figures adapted due to changed allocation

# Country Financials (CE) – Czech Republic

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	74	74	(0.3%)	73	82	101	74	101	(27.1%)	330
Net fee and commission income	33	30	10.2%	29	26	36	33	36	(9.2%)	121
Net trading income and fair value result	(1)	2	–	(0)	(1)	(7)	(1)	(7)	(83.5%)	(6)
Other net operating income	5	4	29.0%	5	4	7	5	7	(25.6%)	20
Operating income	111	112	(1.7%)	108	108	139	111	139	(20.6%)	468
General administrative expenses	(64)	(67)	(5.1%)	(65)	(64)	(70)	(64)	(70)	(8.3%)	(265)
Operating result	47	45	3.5%	43	44	70	47	70	(32.9%)	202
Other result	(0)	3	–	(0)	(4)	1	(0)	1	–	(1)
Gov. measures and compulsory contrib.	(16)	0	–	0	0	(14)	(16)	(14)	12.5%	(14)
Impairment losses on financial assets	6	(34)	–	(15)	(15)	(11)	6	(11)	–	(75)
Profit/loss before tax	36	14	165.9%	28	25	45	36	45	(19.7%)	112
Profit/loss after tax	29	10	201.4%	21	21	39	29	39	(25.6%)	91
Return on equity before tax <sup>1</sup>	10.7%	3.9%	6.8 PP	7.8%	7.0%	12.3%	10.7%	12.3%	(1.5 PP)	7.9%
Return on equity after tax <sup>1</sup>	8.6%	2.7%	5.8 PP	5.8%	6.0%	10.6%	8.6%	10.6%	(2.0 PP)	6.4%
Net interest margin <sup>1</sup>	1.58%	1.64%	(0.06 PP)	1.64%	1.94%	2.39%	1.58%	2.39%	(0.81 PP)	1.89%
Cost/income ratio	57.7%	59.8%	(2.1 PP)	60.1%	59.1%	50.0%	57.7%	50.0%	7.8 PP	56.8%
Loan/deposit ratio	71.9%	75.3%	(3.5 PP)	81.1%	82.6%	86.9%	71.9%	86.9%	(15.1 PP)	75.3%
Provisioning ratio <sup>1</sup>	(0.21%)	1.17%	(1.38 PP)	0.51%	0.54%	0.36%	(0.21%)	0.36%	(0.57 PP)	0.64%
NPE ratio	1.5%	1.5%	(0.0 PP)	1.2%	1.3%	1.3%	1.5%	1.3%	0.2 PP	1.5%
NPE coverage ratio	48.7%	51.8%	(3.0 PP)	59.9%	59.5%	61.0%	48.7%	61.0%	(12.3 PP)	51.8%
Total assets	19,812	18,363	7.9%	18,208	18,176	16,559	19,812	16,559	19.6%	18,363
RWA	7,815	7,536	3.7%	7,648	7,703	7,922	7,815	7,922	(1.4%)	7,536
Equity	1,413	1,379	2.4%	1,474	1,480	1,434	1,413	1,434	(1.5%)	1,379
Loans to customers	11,724	11,716	0.1%	11,476	11,556	11,308	11,724	11,308	3.7%	11,716
- Hereof non-financial corporations % <sup>2</sup>	39.4%	39.3%	0.1 PP	40.1%	40.2%	41.1%	39.4%	41.1%	(1.7 PP)	39.3%
- Hereof households % <sup>2</sup>	56.1%	55.9%	0.1 PP	55.0%	55.2%	54.6%	56.1%	54.6%	1.5 PP	55.9%
- Hereof FCY %	16.5%	16.7%	(0.3 PP)	17.8%	17.6%	18.1%	16.5%	18.1%	(1.6 PP)	16.7%
Deposits from customers	16,399	15,449	6.2%	14,385	14,483	13,317	16,399	13,317	23.1%	15,449
Business outlets	125	127	(1.6%)	127	127	136	125	136	(8.1%)	127
Number of employees	3,160	3,138	0.7%	3,166	3,252	3,395	3,160	3,395	(6.9%)	3,138
Number of customers (in mn)	1.3	1.3	3.3%	1.2	1.2	1.2	1.3	1.2	4.7%	1.3

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 3) Previous-year figures adapted due to changed allocation

# Country Financials (CE) – Hungary

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	38	38	0.5%	36	38	37	38	37	2.0%	149
Net fee and commission income	35	36	(3.8%)	34	32	36	35	36	(2.4%)	139
Net trading income and fair value result	(0)	7	–	(5)	3	3	(0)	3	–	8
Other net operating income	1	1	6.7%	2	3	(1)	1	(1)	–	5
Operating income	74	81	(9.5%)	68	78	76	74	76	(3.7%)	303
General administrative expenses	(47)	(57)	(17.8%)	(46)	(45)	(49)	(47)	(49)	(5.7%)	(197)
Operating result	27	25	9.8%	22	33	27	27	27	0.1%	106
Other result	(0)	(3)	(99.6%)	(2)	0	(4)	(0)	(4)	(99.7%)	(9)
Gov. measures and compulsory contrib.	(18)	(1)	>500,0%	(1)	(1)	(18)	(18)	(18)	(1.0%)	(20)
Impairment losses on financial assets	(4)	(10)	(60.3%)	(4)	3	(12)	(4)	(12)	(65.0%)	(23)
Profit/loss before tax	5	11	(49.4%)	15	35	(7)	5	(7)	–	53
Profit/loss after tax	4	8	(54.7%)	11	32	(10)	4	(10)	–	41
Return on equity before tax <sup>1</sup>	3.2%	6.5%	(3.3 PP)	9.1%	22.1%	–	3.2%	–	–	8.1%
Return on equity after tax <sup>1</sup>	2.2%	5.0%	(2.8 PP)	7.0%	20.2%	–	2.2%	–	–	6.3%
Net interest margin <sup>1</sup>	1.75%	1.86%	(0.11 PP)	1.84%	1.95%	1.97%	1.75%	1.97%	(0.22 PP)	1.90%
Cost/income ratio	63.3%	69.7%	(6.4 PP)	68.0%	57.9%	64.6%	63.3%	64.6%	(1.4 PP)	65.0%
Loan/deposit ratio	60.1%	64.5%	(4.4 PP)	69.9%	72.9%	72.2%	60.1%	72.2%	(12.1 PP)	64.5%
Provisioning ratio <sup>1</sup>	0.39%	1.08%	(0.69 PP)	0.45%	(0.36%)	1.22%	0.39%	1.22%	(0.84 PP)	0.59%
NPE ratio	1.8%	1.7%	0.1 PP	2.1%	2.2%	2.2%	1.8%	2.2%	(0.4 PP)	1.7%
NPE coverage ratio	52.7%	54.0%	(1.3 PP)	52.6%	54.1%	54.0%	52.7%	54.0%	(1.4 PP)	54.0%
Total assets	9,440	8,808	7.2%	8,203	7,925	7,991	9,440	7,991	18.1%	8,808
RWA	3,676	3,644	0.9%	3,566	3,564	3,563	3,676	3,563	3.2%	3,644
Equity	683	674	1.4%	660	663	624	683	624	9.5%	674
Loans to customers	4,071	4,085	(0.4%)	3,993	4,053	3,895	4,071	3,895	4.5%	4,085
- Hereof non-financial corporations % <sup>2</sup>	64.9%	66.2%	(1.3 PP)	67.7%	68.3%	68.7%	64.9%	68.7%	(3.8 PP)	66.2%
- Hereof households % <sup>2</sup>	28.1%	26.7%	1.4 PP	25.8%	25.1%	24.8%	28.1%	24.8%	3.3 PP	26.7%
- Hereof FCY %	41.9%	43.8%	(1.9 PP)	45.4%	45.4%	48.3%	41.9%	48.3%	(6.4 PP)	43.8%
Deposits from customers	7,175	6,609	8.6%	6,205	5,994	5,940	7,175	5,940	20.8%	6,609
Business outlets	72	72	0.0%	72	72	72	72	72	0.0%	72
Number of employees	2,276	2,279	(0.1%)	2,271	2,078	2,258	2,276	2,258	0.8%	2,279
Number of customers (in mn)	0.5	0.5	0.7%	0.4	0.5	0.5	0.5	0.5	8.4%	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 3) Previous-year figures adapted due to changed allocation



# Country Financials (CE) – Poland

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	3	4	(25.0%)	4	4	4	3	4	(27.6%)	16
Net fee and commission income	1	1	(9.6%)	1	1	1	1	1	(26.3%)	3
Net trading income and fair value result	0	0	(34.3%)	0	0	0	0	0	28.1%	1
Other net operating income	(3)	(1)	149.7%	(0)	(0)	(0)	(3)	(0)	>500,0%	(2)
Operating income	0	4	(90.9%)	5	4	5	0	5	(93.1%)	18
General administrative expenses	(6)	(6)	(1.9%)	(5)	(5)	(5)	(6)	(5)	23.7%	(21)
Operating result	(6)	(3)	124.8%	(0)	(0)	(0)	(6)	(0)	>500,0%	(3)
Other result	(28)	(14)	108.1%	(12)	(10)	(8)	(28)	(8)	256.1%	(44)
Gov. measures and compulsory contrib.	(1)	(1)	(3.8%)	(1)	(1)	(1)	(1)	(1)	(12.7%)	(5)
Impairment losses on financial assets	(3)	(4)	(25.4%)	0	(6)	(3)	(3)	(3)	(5.4%)	(14)
Profit/loss before tax	(38)	(22)	77.8%	(14)	(18)	(13)	(38)	(13)	199.8%	(66)
Profit/loss after tax	(38)	(22)	70.9%	(14)	(18)	(13)	(38)	(13)	199.8%	(67)
Return on equity before tax <sup>1</sup>	–	–	–	–	–	–	–	–	–	–
Return on equity after tax <sup>1</sup>	–	–	–	–	–	–	–	–	–	–
Net interest margin <sup>1</sup>	0.43%	0.56%	(0.13 PP)	0.56%	0.52%	0.54%	0.43%	0.54%	(0.11 PP)	0.54%
Cost/income ratio	–	–	–	–	–	–	–	–	–	–
Loan/deposit ratio	–	–	–	–	–	–	–	–	–	–
Provisioning ratio <sup>1</sup>	0.47%	0.61%	(0.14 PP)	(0.03%)	0.90%	0.45%	0.47%	0.45%	0.02 PP	0.49%
NPE ratio	6.7%	6.6%	0.1 PP	6.7%	7.4%	7.6%	6.7%	7.6%	(0.9 PP)	6.6%
NPE coverage ratio	82.8%	82.9%	(0.1 PP)	80.0%	70.7%	69.3%	82.8%	69.3%	13.5 PP	82.9%
Total assets	2,662	2,774	(4.0%)	2,793	2,920	2,984	2,662	2,984	(10.8%)	2,774
RWA	3,287	3,380	(2.8%)	3,357	3,491	3,519	3,287	3,519	(6.6%)	3,380
Equity	–	–	–	–	–	–	–	–	–	–
Loans to customers	2,543	2,717	(6.4%)	2,734	2,839	2,910	2,543	2,910	(12.6%)	2,717
- Hereof non-financial corporations % <sup>2</sup>	2.5%	4.6%	(2.1 PP)	4.8%	5.0%	5.2%	2.5%	5.2%	(2.7 PP)	4.6%
- Hereof households % <sup>2</sup>	97.5%	95.4%	2.1 PP	95.2%	95.0%	94.8%	97.5%	94.8%	2.7 PP	95.4%
- Hereof FCY %	96.9%	95.1%	1.8 PP	95.9%	93.8%	93.5%	96.9%	93.5%	3.4 PP	95.1%
Deposits from customers	12	13	(11.6%)	13	14	14	12	14	(19.7%)	13
Business outlets	1	1	0.0%	1	1	1	1	1	0.0%	1
Number of employees	244	238	2.5%	240	232	229	244	229	6.6%	238
Number of customers (in mn)	0.0	0.0	(0.9%)	0.0	0.0	0.0	0.0	0.0	(3.5%)	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 3) Previous-year figures adapted due to changed allocation

# Country Financials (CE) – Slovakia

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	69	73	(4.7%)	72	73	74	69	74	(6.5%)	292
Net fee and commission income	39	40	(2.5%)	36	36	35	39	35	10.2%	148
Net trading income and fair value result	1	4	(84.3%)	3	7	2	1	2	(71.2%)	15
Other net operating income	0	0	(21.4%)	(0)	1	19	0	19	(98.2%)	20
Operating income	111	117	(5.5%)	112	117	132	111	132	(15.8%)	478
General administrative expenses	(54)	(62)	(13.0%)	(58)	(52)	(57)	(54)	(57)	(6.1%)	(230)
Operating result	57	56	2.8%	54	64	75	57	75	(23.3%)	248
Other result	0	(8)	–	0	(0)	(0)	0	(0)	–	(8)
Gov. measures and compulsory contrib.	(10)	0	–	0	(13)	(18)	(10)	(18)	(41.1%)	(31)
Impairment losses on financial assets	(7)	(8)	(10.0%)	(10)	(23)	(25)	(7)	(25)	(69.9%)	(66)
Profit/loss before tax	39	39	0.0%	44	28	32	39	32	22.4%	144
Profit/loss after tax	30	27	12.4%	35	21	27	30	27	14.0%	110
Return on equity before tax <sup>1</sup>	11.3%	11.5%	(0.1 PP)	13.2%	8.4%	9.7%	11.3%	9.7%	1.6 PP	10.9%
Return on equity after tax <sup>1</sup>	8.7%	7.9%	0.9 PP	10.4%	6.4%	8.0%	8.7%	8.0%	0.7 PP	8.3%
Net interest margin <sup>1</sup>	1.73%	1.96%	(0.23 PP)	1.98%	2.07%	2.14%	1.73%	2.14%	(0.40 PP)	2.04%
Cost/income ratio	48.4%	52.6%	(4.2 PP)	51.8%	45.0%	43.4%	48.4%	43.4%	5.0 PP	48.0%
Loan/deposit ratio	93.7%	94.8%	(1.1 PP)	96.1%	96.7%	100.2%	93.7%	100.2%	(6.5 PP)	94.8%
Provisioning ratio <sup>1</sup>	0.26%	0.28%	(0.02 PP)	0.35%	0.82%	0.90%	0.26%	0.90%	(0.64 PP)	0.59%
NPE ratio	1.3%	1.5%	(0.2 PP)	1.6%	1.7%	1.8%	1.3%	1.8%	(0.4 PP)	1.5%
NPE coverage ratio	67.3%	67.7%	(0.4 PP)	68.1%	68.9%	66.4%	67.3%	66.4%	0.8 PP	67.7%
Total assets	18,457	15,719	17.4%	15,207	14,939	14,271	18,457	14,271	29.3%	15,719
RWA	6,108	5,840	4.6%	6,104	6,271	6,458	6,108	6,458	(5.4%)	5,840
Equity	1,452	1,425	1.9%	1,393	1,355	1,334	1,452	1,334	8.9%	1,425
Loans to customers	11,575	11,328	2.2%	11,356	11,154	11,207	11,575	11,207	3.3%	11,328
- Hereof non-financial corporations % <sup>2</sup>	42.9%	42.5%	0.4 PP	43.7%	43.6%	43.6%	42.9%	43.6%	(0.7 PP)	42.5%
- Hereof households % <sup>2</sup>	56.2%	56.5%	(0.2 PP)	55.2%	55.3%	55.4%	56.2%	55.4%	0.8 PP	56.5%
- Hereof FCY %	0.6%	0.6%	0.0 PP	0.5%	1.1%	1.1%	0.6%	1.1%	(0.5 PP)	0.6%
Deposits from customers	12,830	12,322	4.1%	12,393	12,126	11,920	12,830	11,920	7.6%	12,322
Business outlets	156	167	(6.6%)	175	177	182	156	182	(14.3%)	167
Number of employees	3,508	3,580	(2.0%)	3,639	3,728	3,813	3,508	3,813	(8.0%)	3,580
Number of customers (in mn)	1.1	1.1	0.4%	1.0	1.0	1.0	1.1	1.0	3.7%	1.1

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 3) Previous-year figures adapted due to changed allocation

# Country Financials (SEE) – Albania

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	13	13	0.3%	13	13	14	13	14	(8.3%)	53
Net fee and commission income	4	2	47.8%	3	3	3	4	3	6.0%	12
Net trading income and fair value result	1	1	69.8%	1	(4)	8	1	8	(89.3%)	5
Other net operating income	(0)	(0)	>500,0%	0	(0)	(0)	(0)	(0)	45.2%	(0)
Operating income	17	16	7.5%	17	11	25	17	25	(32.7%)	69
General administrative expenses	(9)	(10)	(11.4%)	(10)	(10)	(9)	(9)	(9)	(5.8%)	(39)
Operating result	8	6	41.0%	8	1	16	8	16	(49.0%)	30
Other result	0	(1)	–	0	0	0	0	0	–	(1)
Gov. measures and compulsory contrib.	(2)	(1)	75.0%	(1)	(1)	(2)	(2)	(2)	4.4%	(5)
Impairment losses on financial assets	2	(2)	–	(3)	1	(6)	2	(6)	–	(10)
Profit/loss before tax	8	2	358.5%	4	1	8	8	8	9.9%	15
Profit/loss after tax	7	1	428.7%	3	1	6	7	6	11.7%	12
Return on equity before tax <sup>1</sup>	15.2%	3.1%	12.1 PP	6.8%	2.5%	13.4%	15.2%	13.4%	1.8 PP	6.5%
Return on equity after tax <sup>1</sup>	12.9%	2.3%	10.7 PP	5.9%	2.0%	11.2%	12.9%	11.2%	1.7 PP	5.4%
Net interest margin <sup>1</sup>	2.83%	2.90%	(0.08 PP)	3.10%	2.99%	3.23%	2.83%	3.23%	(0.40 PP)	3.05%
Cost/income ratio	52.8%	64.0%	(11.2 PP)	54.9%	89.3%	37.7%	52.8%	37.7%	15.1 PP	56.3%
Loan/deposit ratio	42.8%	44.5%	(1.8 PP)	47.2%	49.0%	53.4%	42.8%	53.4%	(10.7 PP)	44.5%
Provisioning ratio <sup>1</sup>	(1.51%)	1.06%	(2.56 PP)	1.50%	(0.60%)	3.08%	(1.51%)	3.08%	(4.58 PP)	1.28%
NPE ratio	5.1%	5.3%	(0.3 PP)	5.5%	5.6%	5.7%	5.1%	5.7%	(0.6 PP)	5.3%
NPE coverage ratio	74.5%	74.3%	0.3 PP	71.5%	72.2%	72.1%	74.5%	72.1%	2.5 PP	74.3%
Total assets	1,966	1,920	2.4%	1,867	1,828	1,799	1,966	1,799	9.3%	1,920
RWA	1,389	1,450	(4.2%)	1,373	1,353	1,336	1,389	1,336	4.0%	1,450
Equity	225	240	(6.1%)	238	234	224	225	224	0.8%	240
Loans to customers	698	714	(2.2%)	729	741	782	698	782	(10.7%)	714
- Hereof non-financial corporations % <sup>2</sup>	54.4%	56.0%	(1.6 PP)	57.4%	58.3%	60.9%	54.4%	60.9%	(6.5 PP)	56.0%
- Hereof households % <sup>2</sup>	45.6%	44.0%	1.6 PP	42.6%	41.6%	39.1%	45.6%	39.1%	6.5 PP	44.0%
- Hereof FCY %	47.4%	49.0%	(1.6 PP)	47.9%	49.5%	48.0%	47.4%	48.0%	(0.6 PP)	49.0%
Deposits from customers	1,681	1,652	1.8%	1,594	1,561	1,517	1,681	1,517	10.8%	1,652
Business outlets	76	76	0.0%	77	78	78	76	78	(2.6%)	76
Number of employees	1,237	1,285	(3.7%)	1,277	1,238	1,241	1,237	1,241	(0.3%)	1,285
Number of customers (in mn)	0.5	0.5	0.7%	0.5	0.5	0.4	0.5	0.4	6.6%	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 3) Previous-year figures adapted due to changed allocation

# Country Financials (SEE) – Bosnia & Herzegovina

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	15	15	(1.4%)	16	16	16	15	16	(7.9%)	63
Net fee and commission income	10	11	(0.6%)	11	9	10	10	10	2.7%	40
Net trading income and fair value result	1	0	93.8%	1	1	0	1	0	78.5%	2
Other net operating income	1	2	(71.6%)	(0)	0	0	1	0	327.2%	2
Operating income	27	28	(5.3%)	27	26	28	27	28	(3.6%)	108
General administrative expenses	(11)	(16)	(30.6%)	(13)	(13)	(12)	(11)	(12)	(7.8%)	(55)
Operating result	15	12	30.0%	14	13	15	15	15	(0.1%)	54
Other result	0	0	–	0	0	0	0	0	–	0
Gov. measures and compulsory contrib.	(1)	(1)	7.6%	(1)	(1)	(1)	(1)	(1)	7.5%	(5)
Impairment losses on financial assets	(3)	(10)	(70.1%)	(4)	(8)	(4)	(3)	(4)	(18.8%)	(25)
Profit/loss before tax	11	1	>500,0%	8	4	11	11	11	5.5%	24
Profit/loss after tax	11	1	>500,0%	8	3	9	11	9	14.2%	21
Return on equity before tax <sup>1</sup>	14.3%	0.9%	13.4 PP	11.1%	5.3%	14.4%	14.3%	14.4%	(0.1 PP)	8.0%
Return on equity after tax <sup>1</sup>	13.6%	1.6%	12.0 PP	10.0%	4.0%	12.7%	13.6%	12.7%	1.0 PP	7.2%
Net interest margin <sup>1</sup>	2.83%	2.93%	(0.09 PP)	3.06%	2.98%	3.05%	2.83%	3.05%	(0.22 PP)	3.00%
Cost/income ratio	42.6%	58.2%	(15.6 PP)	49.1%	49.3%	44.6%	42.6%	44.6%	(2.0 PP)	50.4%
Loan/deposit ratio	65.3%	67.5%	(2.2 PP)	71.4%	73.6%	76.3%	65.3%	76.3%	(11.0 PP)	67.5%
Provisioning ratio <sup>1</sup>	0.93%	3.03%	(2.10 PP)	1.17%	2.30%	1.09%	0.93%	1.09%	(0.16 PP)	1.89%
NPE ratio	4.7%	4.6%	0.1 PP	4.2%	4.3%	4.0%	4.7%	4.0%	0.7 PP	4.6%
NPE coverage ratio	64.4%	64.3%	0.1 PP	75.6%	79.3%	78.6%	64.4%	78.6%	(14.1 PP)	64.3%
Total assets	2,581	2,559	0.8%	2,455	2,472	2,485	2,581	2,485	3.8%	2,559
RWA	2,056	2,083	(1.3%)	1,987	2,022	2,040	2,056	2,040	0.8%	2,083
Equity	327	316	3.4%	315	307	304	327	304	7.4%	316
Loans to customers	1,285	1,286	(0.1%)	1,315	1,338	1,364	1,285	1,364	(5.8%)	1,286
- Hereof non-financial corporations % <sup>2</sup>	38.6%	38.8%	(0.2 PP)	39.9%	41.0%	41.1%	38.6%	41.1%	(2.5 PP)	38.8%
- Hereof households % <sup>2</sup>	60.1%	59.7%	0.4 PP	58.7%	57.5%	57.2%	60.1%	57.2%	3.0 PP	59.7%
- Hereof FCY %	47.7%	47.2%	0.6 PP	46.4%	47.1%	47.2%	47.7%	47.2%	0.5 PP	47.2%
Deposits from customers	2,097	2,046	2.5%	1,973	1,960	1,929	2,097	1,929	8.7%	2,046
Business outlets	103	103	0.0%	103	103	103	103	103	0.0%	103
Number of employees	1,229	1,268	(3.1%)	1,290	1,296	1,283	1,229	1,283	(4.2%)	1,268
Number of customers (in mn)	0.4	0.4	0.7%	0.4	0.4	0.4	0.4	0.4	(6.1%)	0.4

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 3) Previous-year figures adapted due to changed allocation

# Country Financials (SEE) – Bulgaria

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	29	28	2.3%	28	28	29	29	29	(2.1%)	114
Net fee and commission income	13	13	2.0%	14	11	13	13	13	1.4%	50
Net trading income and fair value result	1	1	(60.1%)	0	1	0	1	0	>500,0%	3
Other net operating income	(0)	1	–	0	0	0	(0)	0	–	1
Operating income	42	43	(1.4%)	42	42	42	42	42	(0.2%)	169
General administrative expenses	(22)	(24)	(7.2%)	(21)	(22)	(22)	(22)	(22)	2.1%	(89)
Operating result	20	19	5.7%	21	20	21	20	21	(2.5%)	81
Other result	0	(1)	–	0	0	0	0	0	–	(1)
Gov. measures and compulsory contrib.	(6)	(0)	>500,0%	(0)	(4)	(11)	(6)	(11)	(44.0%)	(15)
Impairment losses on financial assets	(2)	2	–	(15)	(9)	(10)	(2)	(10)	(74.8%)	(31)
Profit/loss before tax	12	20	(40.8%)	6	7	0	12	0	>500,0%	33
Profit/loss after tax	11	18	(41.1%)	6	6	0	11	0	>500,0%	30
Return on equity before tax <sup>1</sup>	9.6%	16.7%	(7.1 PP)	5.3%	5.9%	0.2%	9.6%	0.2%	9.4 PP	7.1%
Return on equity after tax <sup>1</sup>	8.7%	15.1%	(6.4 PP)	4.8%	5.3%	0.1%	8.7%	0.1%	8.6 PP	6.4%
Net interest margin <sup>1</sup>	2.41%	2.36%	0.05 PP	2.42%	2.49%	2.64%	2.41%	2.64%	(0.23 PP)	2.48%
Cost/income ratio	52.0%	55.2%	(3.2 PP)	50.7%	52.9%	50.8%	52.0%	50.8%	1.2 PP	52.4%
Loan/deposit ratio	79.3%	78.0%	1.3 PP	73.9%	76.4%	81.7%	79.3%	81.7%	(2.4 PP)	78.0%
Provisioning ratio <sup>1</sup>	0.30%	(0.24%)	0.54 PP	1.95%	1.20%	1.26%	0.30%	1.26%	(0.96 PP)	1.03%
NPE ratio	1.8%	1.9%	(0.1 PP)	1.8%	1.7%	1.7%	1.8%	1.7%	0.1 PP	1.9%
NPE coverage ratio	64.7%	64.8%	(0.1 PP)	63.3%	63.2%	61.9%	64.7%	61.9%	2.8 PP	64.8%
Total assets	5,067	4,993	1.5%	5,043	4,871	4,692	5,067	4,692	8.0%	4,993
RWA	2,752	2,666	3.2%	2,639	2,593	2,642	2,752	2,642	4.2%	2,666
Equity	503	494	1.9%	476	470	462	503	462	8.9%	494
Loans to customers	3,257	3,193	2.0%	3,040	3,003	3,060	3,257	3,060	6.4%	3,193
- Hereof non-financial corporations % <sup>2</sup>	53.4%	53.9%	(0.5 PP)	52.9%	53.4%	54.7%	53.4%	54.7%	(1.3 PP)	53.9%
- Hereof households % <sup>2</sup>	45.3%	44.7%	0.6 PP	45.9%	45.3%	44.4%	45.3%	44.4%	0.9 PP	44.7%
- Hereof FCY %	33.2%	33.6%	(0.4 PP)	33.2%	35.3%	34.7%	33.2%	34.7%	(1.5 PP)	33.6%
Deposits from customers	4,170	4,139	0.7%	4,170	3,982	3,784	4,170	3,784	10.2%	4,139
Business outlets	139	140	(0.7%)	147	147	148	139	148	(6.1%)	140
Number of employees	2,499	2,536	(1.5%)	2,575	2,612	2,656	2,499	2,656	(5.9%)	2,536
Number of customers (in mn)	0.6	0.6	1.0%	0.6	0.6	0.6	0.6	0.6	2.6%	0.6

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 3) Previous-year figures adapted due to changed allocation

# Country Financials (SEE) – Croatia

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	29	28	2.1%	28	29	30	29	30	(4.9%)	115
Net fee and commission income	15	14	5.1%	18	12	17	15	17	(11.7%)	61
Net trading income and fair value result	1	2	(50.5%)	3	2	(5)	1	(5)	–	3
Other net operating income	1	2	(12.7%)	(2)	(0)	2	1	2	(24.8%)	2
Operating income	46	46	0.2%	47	43	44	46	44	4.2%	181
General administrative expenses	(25)	(29)	(12.1%)	(26)	(28)	(29)	(25)	(29)	(12.1%)	(111)
Operating result	21	17	20.3%	21	16	16	21	16	34.1%	69
Other result	(4)	(3)	30.0%	(2)	1	(8)	(4)	(8)	(44.7%)	(13)
Gov. measures and compulsory contrib.	(3)	(1)	116.0%	(3)	(1)	(3)	(3)	(3)	(2.4%)	(9)
Impairment losses on financial assets	(3)	(10)	(66.4%)	(3)	(8)	(6)	(3)	(6)	(48.8%)	(27)
Profit/loss before tax	10	3	248.0%	13	7	(2)	10	(2)	–	21
Profit/loss after tax	9	2	429.5%	9	5	(2)	9	(2)	–	14
Return on equity before tax <sup>1</sup>	6.1%	1.8%	4.3 PP	7.7%	4.2%	–	6.1%	–	–	3.1%
Return on equity after tax <sup>1</sup>	5.1%	1.0%	4.1 PP	5.3%	3.3%	–	5.1%	–	–	2.0%
Net interest margin <sup>1</sup>	2.30%	2.31%	(0.01 PP)	2.33%	2.51%	2.68%	2.30%	2.68%	(0.39 PP)	2.45%
Cost/income ratio	54.5%	62.1%	(7.6 PP)	56.0%	64.0%	64.7%	54.5%	64.7%	(10.1 PP)	61.6%
Loan/deposit ratio	68.0%	68.5%	(0.5 PP)	68.4%	70.5%	73.3%	68.0%	73.3%	(5.3 PP)	68.5%
Provisioning ratio <sup>1</sup>	0.48%	1.41%	(0.93 PP)	0.43%	1.22%	0.95%	0.48%	0.95%	(0.47 PP)	1.00%
NPE ratio	3.2%	3.1%	0.1 PP	3.2%	3.1%	3.2%	3.2%	3.2%	(0.0 PP)	3.1%
NPE coverage ratio	64.9%	66.2%	(1.3 PP)	71.0%	70.0%	73.6%	64.9%	73.6%	(8.7 PP)	66.2%
Total assets	5,404	5,321	1.6%	5,145	5,082	4,871	5,404	4,871	10.9%	5,321
RWA	2,498	2,581	(3.2%)	2,780	2,678	2,707	2,498	2,707	(7.7%)	2,581
Equity	685	679	0.9%	677	664	656	685	656	4.5%	679
Loans to customers	2,676	2,691	(0.5%)	2,690	2,725	2,738	2,676	2,738	(2.3%)	2,691
- Hereof non-financial corporations % <sup>2</sup>	31.9%	33.1%	(1.2 PP)	33.6%	34.6%	35.9%	31.9%	35.9%	(3.9 PP)	33.1%
- Hereof households % <sup>2</sup>	61.3%	60.2%	1.1 PP	59.5%	58.0%	58.0%	61.3%	58.0%	3.4 PP	60.2%
- Hereof FCY %	51.1%	50.5%	0.6 PP	49.2%	50.2%	50.9%	51.1%	50.9%	0.2 PP	50.5%
Deposits from customers	3,901	3,908	(0.2%)	3,836	3,746	3,699	3,901	3,699	5.4%	3,908
Business outlets	75	75	0.0%	75	75	75	75	75	0.0%	75
Number of employees	1,779	1,818	(2.1%)	1,816	1,853	1,861	1,779	1,861	(4.4%)	1,818
Number of customers (in mn)	0.5	0.5	(1.0%)	0.5	0.5	0.4	0.5	0.4	17.1%	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 3) Previous-year figures adapted due to changed allocation



# Country Financials (SEE) – Kosovo

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	12	12	(1.0%)	12	12	12	12	12	2.6%	47
Net fee and commission income	3	3	1.0%	3	2	2	3	2	24.2%	9
Net trading income and fair value result	0	0	(40.9%)	0	(0)	0	0	0	>500,0%	0
Other net operating income	0	0	38.1%	1	0	0	0	0	43.3%	2
Operating income	15	15	0.1%	15	14	14	15	14	7.4%	58
General administrative expenses	(7)	(8)	(13.0%)	(7)	(7)	(7)	(7)	(7)	(2.9%)	(30)
Operating result	8	7	15.7%	8	7	7	8	7	18.7%	28
Other result	0	(0)	–	0	0	0	0	0	–	(0)
Gov. measures and compulsory contrib.	(0)	(0)	7.6%	(0)	(0)	(0)	(0)	(0)	11.5%	(1)
Impairment losses on financial assets	(1)	0	–	(2)	(2)	(3)	(1)	(3)	(61.4%)	(7)
Profit/loss before tax	6	6	(2.2%)	5	5	3	6	3	101.2%	19
Profit/loss after tax	6	6	(4.3%)	5	4	3	6	3	100.5%	17
Return on equity before tax <sup>1</sup>	19.1%	18.8%	0.3 PP	15.5%	13.8%	9.8%	19.1%	9.8%	9.3 PP	15.0%
Return on equity after tax <sup>1</sup>	16.8%	16.9%	(0.1 PP)	14.1%	12.4%	8.7%	16.8%	8.7%	8.2 PP	13.5%
Net interest margin <sup>1</sup>	4.40%	4.62%	(0.22 PP)	4.66%	4.85%	4.78%	4.40%	4.78%	(0.37 PP)	4.72%
Cost/income ratio	47.4%	54.5%	(7.1 PP)	47.1%	52.1%	52.4%	47.4%	52.4%	(5.0 PP)	51.5%
Loan/deposit ratio	80.9%	82.1%	(1.2 PP)	83.0%	84.9%	86.1%	80.9%	86.1%	(5.2 PP)	82.1%
Provisioning ratio <sup>1</sup>	0.84%	(0.20%)	1.04 PP	1.31%	1.04%	1.80%	0.84%	1.80%	(0.96 PP)	0.98%
NPE ratio	2.1%	2.2%	(0.1 PP)	2.3%	2.3%	2.4%	2.1%	2.4%	(0.2 PP)	2.2%
NPE coverage ratio	71.1%	70.8%	0.2 PP	67.2%	66.9%	66.6%	71.1%	66.6%	4.5 PP	70.8%
Total assets	1,187	1,159	2.4%	1,129	1,091	1,060	1,187	1,060	11.9%	1,159
RWA	752	768	(2.0%)	760	746	742	752	742	1.4%	768
Equity	134	146	(8.4%)	141	136	132	134	132	2.0%	146
Loans to customers	761	754	1.0%	738	728	725	761	725	5.0%	754
- Hereof non-financial corporations % <sup>2</sup>	45.0%	45.3%	(0.3 PP)	45.4%	46.0%	45.5%	45.0%	45.5%	(0.6 PP)	45.3%
- Hereof households % <sup>2</sup>	55.0%	54.7%	0.3 PP	54.6%	54.0%	54.5%	55.0%	54.5%	0.6 PP	54.7%
- Hereof FCY %	0.0%	0.0%	0.0 PP	0.0%	0.0%	0.0%	0.0%	0.0%	0.0 PP	0.0%
Deposits from customers	941	918	2.5%	894	862	857	941	857	9.8%	918
Business outlets	43	47	(8.5%)	47	47	47	43	47	(8.5%)	47
Number of employees	827	842	(1.8%)	846	846	854	827	854	(3.2%)	842
Number of customers (in mn)	0.3	0.3	(1.2%)	0.3	0.3	0.3	0.3	0.3	6.5%	0.3

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 3) Previous-year figures adapted due to changed allocation



# Country Financials (SEE) – Romania

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	90	93	(2.7%)	91	93	96	90	96	(6.0%)	372
Net fee and commission income	37	41	(9.8%)	41	35	39	37	39	(4.3%)	156
Net trading income and fair value result	2	4	(57.4%)	4	9	3	2	3	(26.7%)	20
Other net operating income	(1)	(7)	(88.3%)	(2)	(2)	(1)	(1)	(1)	(36.6%)	(12)
Operating income	129	132	(2.2%)	134	136	136	129	136	(5.5%)	538
General administrative expenses	(66)	(87)	(24.3%)	(66)	(70)	(69)	(66)	(69)	(4.8%)	(293)
Operating result	63	45	40.8%	67	66	67	63	67	(6.2%)	245
Other result	1	(1)	–	13	(18)	(4)	1	(4)	–	(9)
Gov. measures and compulsory contrib.	(10)	0	–	0	0	(9)	(10)	(9)	6.9%	(9)
Impairment losses on financial assets	(1)	(22)	(93.4%)	(6)	(18)	(19)	(1)	(19)	(92.5%)	(65)
Profit/loss before tax	52	23	132.1%	74	30	35	52	35	48.6%	161
Profit/loss after tax	44	14	214.4%	65	23	30	44	30	48.9%	131
Return on equity before tax <sup>1</sup>	19.1%	8.2%	10.8 PP	28.6%	11.7%	13.9%	19.1%	13.9%	5.2 PP	16.1%
Return on equity after tax <sup>1</sup>	16.1%	5.1%	10.9 PP	25.1%	9.1%	11.7%	16.1%	11.7%	4.4 PP	13.1%
Net interest margin <sup>1</sup>	3.67%	3.88%	(0.21 PP)	3.99%	4.06%	4.37%	3.67%	4.37%	(0.70 PP)	4.08%
Cost/income ratio	51.1%	66.0%	(14.9 PP)	49.7%	51.7%	50.7%	51.1%	50.7%	0.4 PP	54.4%
Loan/deposit ratio	65.6%	65.1%	0.5 PP	67.5%	69.6%	68.8%	65.6%	68.8%	(3.3 PP)	65.1%
Provisioning ratio <sup>1</sup>	0.09%	1.47%	(1.39 PP)	0.42%	1.25%	1.29%	0.09%	1.29%	(1.21 PP)	1.11%
NPE ratio	2.5%	2.5%	(0.0 PP)	2.6%	2.9%	2.7%	2.5%	2.7%	(0.2 PP)	2.5%
NPE coverage ratio	70.2%	77.0%	(6.8 PP)	71.9%	67.1%	67.1%	70.2%	67.1%	3.1 PP	77.0%
Total assets	10,760	10,696	0.6%	10,355	9,695	10,125	10,760	10,125	6.3%	10,696
RWA	5,022	5,025	(0.1%)	5,006	4,909	4,994	5,022	4,994	0.6%	5,025
Equity	1,165	1,135	2.6%	1,109	1,052	1,017	1,165	1,017	14.6%	1,135
Loans to customers	6,019	5,981	0.6%	5,951	5,748	5,930	6,019	5,930	1.5%	5,981
- Hereof non-financial corporations % <sup>2</sup>	43.2%	43.4%	(0.2 PP)	42.6%	43.3%	43.3%	43.2%	43.3%	(0.1 PP)	43.4%
- Hereof households % <sup>2</sup>	52.7%	52.8%	(0.1 PP)	52.0%	52.5%	52.0%	52.7%	52.0%	0.7 PP	52.8%
- Hereof FCY %	30.1%	27.9%	2.2 PP	30.8%	32.5%	32.5%	30.1%	32.5%	(2.3 PP)	27.9%
Deposits from customers	8,973	9,025	(0.6%)	8,495	8,046	8,430	8,973	8,430	6.4%	9,025
Business outlets	333	337	(1.2%)	344	354	354	333	354	(5.9%)	337
Number of employees	4,979	5,115	(2.7%)	5,090	5,047	5,011	4,979	5,011	(0.6%)	5,115
Number of customers (in mn)	2.2	2.2	0.1%	2.2	2.2	2.3	2.2	2.3	(1.6%)	2.2

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 3) Previous-year figures adapted due to changed allocation

# Country Financials (SEE) – Serbia

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	21	21	(1.7%)	21	21	21	21	21	(3.2%)	85
Net fee and commission income	12	13	(4.1%)	12	10	12	12	12	0.7%	48
Net trading income and fair value result	1	1	(36.7%)	2	2	2	1	2	(43.6%)	7
Other net operating income	3	(1)	–	1	4	2	3	2	53.6%	6
Operating income	37	35	5.7%	37	38	37	37	37	(1.0%)	146
General administrative expenses	(17)	(20)	(16.6%)	(18)	(16)	(17)	(17)	(17)	(4.7%)	(71)
Operating result	20	15	35.7%	19	21	20	20	20	2.2%	75
Other result	(0)	(2)	(99.6%)	(0)	0	0	(0)	0	–	(2)
Gov. measures and compulsory contrib.	(2)	(2)	2.2%	(2)	(2)	(2)	(2)	(2)	14.2%	(7)
Impairment losses on financial assets	(1)	(4)	(72.2%)	(1)	(4)	(3)	(1)	(3)	(63.2%)	(12)
Profit/loss before tax	17	6	166.0%	16	15	15	17	15	14.3%	53
Profit/loss after tax	15	7	126.4%	14	13	13	15	13	14.8%	48
Return on equity before tax <sup>1</sup>	12.2%	4.6%	7.6 PP	12.1%	11.6%	11.4%	12.2%	11.4%	0.8 PP	10.2%
Return on equity after tax <sup>1</sup>	10.9%	4.8%	6.0 PP	10.5%	10.0%	10.1%	10.9%	10.1%	0.8 PP	9.1%
Net interest margin <sup>1</sup>	2.67%	2.80%	(0.14 PP)	2.92%	3.02%	3.31%	2.67%	3.31%	(0.64 PP)	3.01%
Cost/income ratio	45.3%	57.4%	(12.1 PP)	48.1%	43.2%	47.0%	45.3%	47.0%	(1.7 PP)	48.8%
Loan/deposit ratio	64.9%	66.7%	(1.8 PP)	67.7%	72.9%	73.4%	64.9%	73.4%	(8.5 PP)	66.7%
Provisioning ratio <sup>1</sup>	0.28%	0.95%	(0.67 PP)	0.21%	1.04%	0.77%	0.28%	0.77%	(0.49 PP)	0.74%
NPE ratio	1.6%	1.7%	(0.1 PP)	1.6%	1.7%	1.8%	1.6%	1.8%	(0.2 PP)	1.7%
NPE coverage ratio	69.3%	71.0%	(1.7 PP)	72.0%	75.4%	71.7%	69.3%	71.7%	(2.4 PP)	71.0%
Total assets	3,445	3,299	4.4%	3,234	3,096	2,977	3,445	2,977	15.7%	3,299
RWA	2,079	2,057	1.1%	2,134	2,117	2,060	2,079	2,060	0.9%	2,057
Equity	586	572	2.5%	565	552	540	586	540	8.5%	572
Loans to customers	1,693	1,698	(0.3%)	1,690	1,730	1,668	1,693	1,668	1.5%	1,698
- Hereof non-financial corporations % <sup>2</sup>	65.6%	65.8%	(0.2 PP)	65.2%	66.9%	66.4%	65.6%	66.4%	(0.8 PP)	65.8%
- Hereof households % <sup>2</sup>	34.2%	34.1%	0.2 PP	34.2%	32.5%	33.0%	34.2%	33.0%	1.3 PP	34.1%
- Hereof FCY %	68.0%	69.7%	(1.7 PP)	69.6%	69.2%	70.3%	68.0%	70.3%	(2.3 PP)	69.7%
Deposits from customers	2,666	2,604	2.4%	2,550	2,425	2,330	2,666	2,330	14.4%	2,604
Business outlets	85	86	(1.2%)	87	88	88	85	88	(3.4%)	86
Number of employees	1,473	1,480	(0.5%)	1,550	1,556	1,563	1,473	1,563	(5.8%)	1,480
Number of customers (in mn)	0.7	0.9	(16.2%)	0.8	0.9	0.8	0.7	0.8	(12.1%)	0.9

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 3) Previous-year figures adapted due to changed allocation

# Country Financials (EE) – Belarus

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	17	19	(8.0%)	18	22	25	17	25	(30.7%)	83
Net fee and commission income	13	13	(2.0%)	15	13	15	13	15	(14.3%)	57
Net trading income and fair value result	2	2	33.0%	4	(2)	8	2	8	(71.4%)	11
Other net operating income	2	0	>500,0%	(0)	(0)	(0)	2	(0)	–	(1)
Operating income	35	34	2.1%	36	33	47	35	47	(26.8%)	150
General administrative expenses	(14)	(15)	(7.6%)	(15)	(16)	(17)	(14)	(17)	(18.1%)	(64)
Operating result	20	18	10.4%	21	17	30	20	30	(32.0%)	86
Other result	0	(1)	–	(0)	(0)	0	0	0	51.6%	(1)
Gov. measures and compulsory contrib.	(1)	(1)	3.8%	(1)	(1)	(1)	(1)	(1)	(19.1%)	(4)
Impairment losses on financial assets	(2)	0	–	(1)	(7)	(7)	(2)	(7)	(76.3%)	(15)
Profit/loss before tax	18	17	5.0%	19	8	22	18	22	(18.0%)	66
Profit/loss after tax	13	12	15.4%	14	5	16	13	16	(18.4%)	47
Return on equity before tax <sup>1</sup>	21.4%	21.5%	(0.1 PP)	24.3%	9.8%	23.2%	21.4%	23.2%	(1.7 PP)	20.3%
Return on equity after tax <sup>1</sup>	16.1%	14.7%	1.4 PP	17.8%	6.3%	17.4%	16.1%	17.4%	(1.4 PP)	14.5%
Net interest margin <sup>1</sup>	4.05%	4.35%	(0.30 PP)	3.99%	4.47%	5.08%	4.05%	5.08%	(1.03 PP)	4.49%
Cost/income ratio	41.4%	45.7%	(4.4 PP)	40.9%	49.1%	37.0%	41.4%	37.0%	4.4 PP	42.5%
Loan/deposit ratio	87.5%	87.2%	0.4 PP	92.9%	82.3%	81.7%	87.5%	81.7%	5.9 PP	87.2%
Provisioning ratio <sup>1</sup>	1.79%	(0.04%)	1.83 PP	0.26%	2.42%	2.21%	1.79%	2.21%	(0.41 PP)	1.24%
NPE ratio	1.7%	1.7%	0.0 PP	1.7%	1.6%	1.5%	1.7%	1.5%	0.2 PP	1.7%
NPE coverage ratio	78.2%	77.7%	0.6 PP	82.2%	81.9%	83.7%	78.2%	83.7%	(5.5 PP)	77.7%
Total assets	1,855	1,802	2.9%	1,901	2,133	2,138	1,855	2,138	(13.3%)	1,802
RWA	1,495	1,454	2.8%	1,518	1,679	1,595	1,495	1,595	(6.2%)	1,454
Equity	342	315	8.4%	318	343	346	342	346	(1.3%)	315
Loans to customers	1,131	1,108	2.1%	1,222	1,254	1,258	1,131	1,258	(10.1%)	1,108
- Hereof non-financial corporations % <sup>2</sup>	75.0%	74.3%	0.8 PP	74.1%	72.2%	72.3%	75.0%	72.3%	2.8 PP	74.3%
- Hereof households % <sup>2</sup>	25.0%	25.7%	(0.8 PP)	25.9%	27.8%	27.7%	25.0%	27.7%	(2.8 PP)	25.7%
- Hereof FCY %	44.4%	51.9%	(7.5 PP)	50.9%	50.0%	50.0%	44.4%	50.0%	(5.6 PP)	51.9%
Deposits from customers	1,313	1,294	1.4%	1,358	1,571	1,632	1,313	1,632	(19.5%)	1,294
Business outlets	76	79	(3.8%)	84	83	87	76	87	(12.6%)	79
Number of employees	1,647	1,690	(2.5%)	1,709	1,723	1,738	1,647	1,738	(5.2%)	1,690
Number of customers (in mn)	0.8	0.8	(0.6%)	0.8	0.8	0.8	0.8	0.8	8.3%	0.8

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 3) Previous-year figures adapted due to changed allocation

# Country Financials (EE) – Russia

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	163	170	(3.9%)	172	193	207	163	207	(21.1%)	741
Net fee and commission income	75	111	(32.5%)	88	84	91	75	91	(17.8%)	374
Net trading income and fair value result	(5)	1	–	5	2	22	(5)	22	–	30
Other net operating income	(1)	4	–	(3)	(3)	(2)	(1)	(2)	(27.4%)	(4)
Operating income	235	285	(17.7%)	263	275	318	235	318	(26.2%)	1,141
General administrative expenses	(90)	(112)	(19.6%)	(88)	(99)	(104)	(90)	(104)	(13.3%)	(402)
Operating result	145	173	(16.5%)	175	176	214	145	214	(32.5%)	739
Other result	(6)	(12)	(51.9%)	(2)	(2)	(1)	(6)	(1)	>500,0%	(16)
Gov. measures and compulsory contrib.	(8)	(8)	5.2%	(8)	(4)	(12)	(8)	(12)	(30.2%)	(32)
Impairment losses on financial assets	(8)	(13)	(38.8%)	(34)	(45)	(17)	(8)	(17)	(51.5%)	(110)
Profit/loss before tax	122	140	(12.5%)	132	125	185	122	185	(33.8%)	581
Profit/loss after tax	96	111	(13.8%)	104	99	145	96	145	(34.2%)	459
Return on equity before tax <sup>1</sup>	26.8%	28.4%	(1.7 PP)	24.7%	22.8%	31.3%	26.8%	31.3%	(4.6 PP)	28.5%
Return on equity after tax <sup>1</sup>	20.9%	22.6%	(1.6 PP)	19.5%	18.0%	24.7%	20.9%	24.7%	(3.7 PP)	22.5%
Net interest margin <sup>1</sup>	4.42%	4.70%	(0.28 PP)	4.76%	4.95%	4.96%	4.42%	4.96%	(0.53 PP)	4.84%
Cost/income ratio	38.4%	39.3%	(0.9 PP)	33.4%	36.0%	32.6%	38.4%	32.6%	5.7 PP	35.3%
Loan/deposit ratio	74.5%	73.9%	0.5 PP	75.7%	83.6%	77.4%	74.5%	77.4%	(2.9 PP)	73.9%
Provisioning ratio <sup>1</sup>	0.35%	0.58%	(0.23 PP)	1.38%	1.80%	0.61%	0.35%	0.61%	(0.26 PP)	1.09%
NPE ratio	2.3%	2.2%	0.0 PP	2.1%	2.2%	1.8%	2.3%	1.8%	0.5 PP	2.2%
NPE coverage ratio	57.7%	53.2%	4.5 PP	51.3%	54.0%	50.1%	57.7%	50.1%	7.6 PP	53.2%
Total assets	16,274	15,838	2.8%	15,496	16,243	16,771	16,274	16,771	(3.0%)	15,838
RWA	8,914	8,540	4.4%	8,448	9,694	9,172	8,914	9,172	(2.8%)	8,540
Equity	2,081	1,910	8.9%	2,018	2,451	2,175	2,081	2,175	(4.4%)	1,910
Loans to customers	9,480	9,105	4.1%	9,031	10,475	9,916	9,480	9,916	(4.4%)	9,105
- Hereof non-financial corporations % <sup>2</sup>	60.7%	60.9%	(0.2 PP)	61.8%	61.6%	61.7%	60.7%	61.7%	(1.0 PP)	60.9%
- Hereof households % <sup>2</sup>	37.0%	36.8%	0.2 PP	36.5%	35.6%	36.4%	37.0%	36.4%	0.6 PP	36.8%
- Hereof FCY %	19.9%	20.7%	(0.8 PP)	24.2%	22.0%	23.4%	19.9%	23.4%	(3.5 PP)	20.7%
Deposits from customers	12,825	12,381	3.6%	12,052	12,552	13,049	12,825	13,049	(1.7%)	12,381
Business outlets	131	132	(0.8%)	144	154	153	131	153	(14.4%)	132
Number of employees	8,753	8,733	0.2%	8,922	8,970	8,906	8,753	8,906	(1.7%)	8,733
Number of customers (in mn)	3.9	3.5	8.7%	3.4	3.3	3.5	3.9	3.5	10.8%	3.5

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 3) Previous-year figures adapted due to changed allocation

# Country Financials (EE) – Ukraine

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	54	52	3.9%	54	63	67	54	67	(19.7%)	236
Net fee and commission income	18	22	(18.7%)	23	20	22	18	22	(19.6%)	88
Net trading income and fair value result	5	3	71.0%	4	8	1	5	1	>500,0%	15
Other net operating income	(0)	0	–	1	(1)	2	(0)	2	–	2
Operating income	77	77	(0.3%)	82	90	91	77	91	(15.9%)	341
General administrative expenses	(36)	(38)	(6.4%)	(35)	(35)	(41)	(36)	(41)	(11.6%)	(149)
Operating result	41	39	5.8%	47	56	51	41	51	(19.4%)	192
Other result	(0)	(0)	16.1%	(2)	(5)	(1)	(0)	(1)	(79.1%)	(8)
Gov. measures and compulsory contrib.	(2)	(2)	3.7%	(2)	(2)	(2)	(2)	(2)	5.0%	(7)
Impairment losses on financial assets	1	(1)	–	(4)	(6)	(2)	1	(2)	–	(14)
Profit/loss before tax	39	35	11.9%	40	43	46	39	46	(13.5%)	163
Profit/loss after tax	32	28	16.0%	33	35	38	32	38	(13.7%)	133
Return on equity before tax <sup>1</sup>	45.6%	42.2%	3.4 PP	39.9%	38.8%	37.3%	45.6%	37.3%	8.3 PP	42.4%
Return on equity after tax <sup>1</sup>	37.5%	33.5%	4.0 PP	32.8%	31.6%	30.8%	37.5%	30.8%	6.7 PP	34.5%
Net interest margin <sup>1</sup>	7.68%	7.74%	(0.06 PP)	7.88%	9.11%	9.75%	7.68%	9.75%	(2.07 PP)	8.65%
Cost/income ratio	46.9%	49.9%	(3.0 PP)	42.9%	38.3%	44.6%	46.9%	44.6%	2.3 PP	43.7%
Loan/deposit ratio	53.5%	53.7%	(0.2 PP)	53.8%	57.0%	66.0%	53.5%	66.0%	(12.6 PP)	53.7%
Provisioning ratio <sup>1</sup>	(0.21%)	0.51%	(0.72 PP)	1.08%	1.55%	0.56%	(0.21%)	0.56%	(0.77 PP)	0.92%
NPE ratio	1.8%	1.9%	(0.0 PP)	3.9%	4.1%	4.2%	1.8%	4.2%	(2.4 PP)	1.9%
NPE coverage ratio	66.8%	69.9%	(3.1 PP)	62.4%	60.5%	61.5%	66.8%	61.5%	5.3 PP	69.9%
Total assets	3,330	3,083	8.0%	3,114	3,251	3,080	3,330	3,080	8.1%	3,083
RWA	2,989	2,866	4.3%	2,674	2,953	2,722	2,989	2,722	9.8%	2,866
Equity	425	369	15.3%	359	506	449	425	449	(5.4%)	369
Loans to customers	1,468	1,346	9.0%	1,346	1,490	1,581	1,468	1,581	(7.2%)	1,346
- Hereof non-financial corporations % <sup>2</sup>	83.7%	82.3%	1.4 PP	82.6%	81.9%	82.0%	83.7%	82.0%	1.8 PP	82.3%
- Hereof households % <sup>2</sup>	15.8%	16.1%	(0.4 PP)	17.0%	17.5%	17.4%	15.8%	17.4%	(1.6 PP)	16.1%
- Hereof FCY %	25.6%	27.0%	(1.5 PP)	26.9%	26.7%	28.1%	25.6%	28.1%	(2.6 PP)	27.0%
Deposits from customers	2,806	2,548	10.1%	2,552	2,656	2,425	2,806	2,425	15.7%	2,548
Business outlets	393	393	0.0%	453	453	453	393	453	(13.2%)	393
Number of employees	6,557	6,559	(0.0%)	6,899	7,235	7,351	6,557	7,351	(10.8%)	6,559
Number of customers (in mn)	2.6	2.6	0.0%	2.5	2.5	2.5	2.6	2.5	4.3%	2.6

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 3) Previous-year figures adapted due to changed allocation

# Group Corporates & Markets

In EUR mn	Q1/2021	Q4/2020 <sup>3</sup>	q-o-q	Q3/2020 <sup>3</sup>	Q2/2020 <sup>3</sup>	Q1/2020 <sup>3</sup>	1-3/2021	1-3/2020 <sup>3</sup>	y-o-y	1-12/2020 <sup>3</sup>
Net interest income	132	130	1.1%	141	160	151	132	151	(12.9%)	582
Net fee and commission income	119	118	0.8%	100	96	104	119	104	14.0%	417
Net trading income and fair value result	14	11	29.7%	36	59	(13)	14	(13)	–	93
Other net operating income	32	33	(1.5%)	32	21	28	32	28	17.2%	113
Operating income	302	295	2.3%	311	340	273	302	273	10.7%	1,219
General administrative expenses	(165)	(181)	(9.0%)	(165)	(168)	(165)	(165)	(165)	(0.0%)	(678)
Operating result	137	114	20.1%	146	172	108	137	108	27.0%	541
Other result	2	(1)	–	(3)	(3)	(1)	2	(1)	–	(8)
Gov. measures and compulsory contrib.	(18)	(11)	55.5%	(5)	(5)	(13)	(18)	(13)	32.7%	(35)
Impairment losses on financial assets	(53)	(21)	155.2%	(81)	(8)	(25)	(53)	(25)	116.3%	(134)
Profit/loss before tax	69	82	(16.3%)	58	155	69	69	69	(0.9%)	365
Profit/loss after tax	47	64	(26.7%)	50	119	54	47	54	(12.8%)	288
Return on equity before tax <sup>1</sup>	7.4%	9.7%	(2.3 PP)	6.9%	18.4%	8.2%	7.4%	8.2%	(0.8 PP)	10.8%
Return on equity after tax <sup>1</sup>	5.1%	7.6%	(2.5 PP)	5.9%	14.1%	6.5%	5.1%	6.5%	(1.3 PP)	8.5%
Net interest margin <sup>1</sup>	0.97%	0.95%	0.03 PP	1.00%	1.16%	1.17%	0.97%	1.17%	(0.20 PP)	1.07%
Cost/income ratio	54.5%	61.2%	(6.7 PP)	53.0%	49.3%	60.3%	54.5%	60.3%	(5.8 PP)	55.6%
Loan/deposit ratio	128.0%	129.8%	(1.8 PP)	126.3%	139.0%	151.5%	128.0%	151.5%	(23.5 PP)	129.8%
Provisioning ratio <sup>1</sup>	0.63%	0.25%	0.38 PP	0.96%	0.10%	0.32%	0.63%	0.32%	0.31 PP	0.42%
NPE ratio	1.7%	1.7%	0.0 PP	1.7%	1.6%	1.7%	1.7%	1.7%	(0.0 PP)	1.7%
NPE coverage ratio	54.8%	53.4%	1.4 PP	60.0%	60.6%	58.6%	54.8%	58.6%	(3.8 PP)	53.4%
Total assets	57,249	58,083	(1.4%)	58,569	61,256	56,228	57,249	56,228	1.8%	58,083
RWA	28,825	27,463	5.0%	29,303	27,841	26,215	28,825	26,215	10.0%	27,463
Equity	3,713	3,393	9.4%	3,374	3,419	3,413	3,713	3,413	8.8%	3,393
Loans to customers	34,467	32,179	7.1%	33,186	33,611	31,766	34,467	31,766	8.5%	32,179
- Hereof non-financial corporations % <sup>2</sup>	54.5%	55.5%	(1.0 PP)	53.8%	55.6%	58.4%	54.5%	58.4%	(3.9 PP)	55.5%
- Hereof households % <sup>2</sup>	16.5%	17.4%	(0.9 PP)	16.5%	15.8%	16.5%	16.5%	16.5%	(0.0 PP)	17.4%
- Hereof FCY %	17.7%	19.2%	(1.5 PP)	21.0%	19.7%	20.3%	17.7%	20.3%	(2.6 PP)	19.2%
Deposits from customers	29,252	28,822	1.5%	28,274	28,192	29,054	29,252	29,054	0.7%	28,822
Business outlets	20	21	(4.8%)	21	22	22	20	22	(9.1%)	21
Number of employees	3,182	3,099	2.7%	3,079	3,048	2,995	3,182	2,995	6.2%	3,099
Number of customers (in mn)	1.9	1.9	(1.0%)	2.0	2.0	2.0	1.9	2.0	(2.3%)	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 3) Previous-year figures adapted due to changed allocation



# 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 80<sup>th</sup> out of 947 (July 2020)



Member 2020/2021  
**ESG Leaders**  
Indices

RBI has been selected as a constituent 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 2021 – Best Bank in

- Central & Eastern Europe
- Belarus
- Bosnia & Herzegovina
- Romania

## EMEA Finance 2021

- Best Bank in CEE & CIS
- Best Bank in Austria
- Best Bank in all countries with network bank presence (in Russia: Best Foreign Bank)
- Best investment bank in Austria, Belarus and Romania
- Best private bank in Serbia, Slovakia, Czech Republic and Hungary
- Best asset manager in Austria (RCM) and Bulgaria



## Euromoney Awards for Excellence 2020 – Best Bank in

- Slovakia
- Russia
- Ukraine



# Shareholder Information Overview

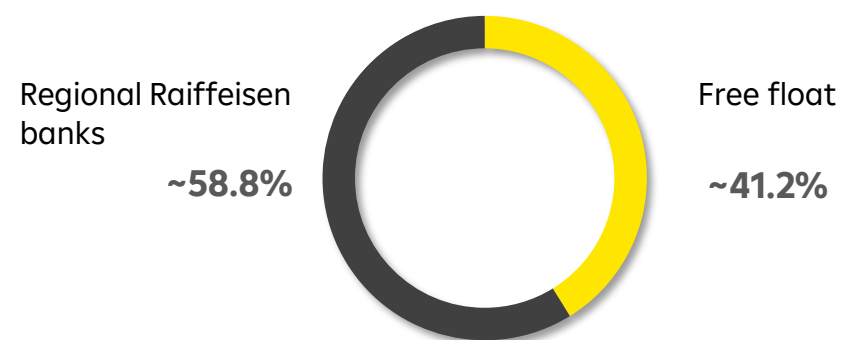
## General Information

- Listed since 25 April 2005 on the Vienna Stock Exchange Prime Market
- Indices: ATX, ATX Prime, 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
<b>Long term</b>	A3	A-
<b>Outlook</b>	Stable	Negative
<b>Covered bonds</b>	Aa1	
<b>Short term</b>	P-2	A-2
<b>Subordinated (Tier 2)</b>	Baa3	BBB
<b>Additional Tier 1</b>	Ba3(hyb)	BB+
<b>Junior Subordinated (Legacy T1)</b>	Ba3	BB+

## Shareholder Structure<sup>1</sup>



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%
<b>TOTAL regional Raiffeisen banks</b>	<b>58.8%</b>

<sup>1)</sup> 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

16 July 2021	Start of Quiet Period <sup>1</sup>
30 July 2021	Semi-Annual Report, Conference Call
20 October 2021	Start of Quiet Period <sup>1</sup>
03 November 2021	Third Quarter Report, Conference Call

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