



Raiffeisen Bank International

Q3 Results – 12 November 2020

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01

**Business & Financial
Update**

Johann Strobl

02

Risk Update

03

Appendix

Financial Year 2020 YTD Executive Summary

Consolidated profit

1-9/2020

EUR **599** mn
-32 % y-o-y

CET 1

30/9/2020, fully loaded, incl. result

13.1%
-88 bps ytd

- Consolidated profit lower mainly from higher risk costs and other impairments
- FY 2019 dividend remains deducted from CET1 ratio (41 bps)

Loans to customers

30/9/2020

EUR **91,711** mn
+0.6 % ytd

Core revenues

1-9/2020, in EUR mn



- Loans to customers stable YTD in EUR terms, while up in most countries in local currencies
- NII reflects rate cuts in Czech Republic and across the region
- Fees lower due to Q2 lockdowns and consequently lower volumes in payment services and FX business, as well as weaker CEE currencies

Provisioning ratio

1-9/2020

72 bps
+59 bps y-o-y

Stage 3 NPE coverage ratio

1-9/2020

63.8%
+3.6 pp y-o-y

- Provisioning largely coming from macro and post-model adjustments (Stage 1 & 2)
- 29 bps of Stage 3 provisioning YTD

Q3/2020 Income Statement and KPIs

(in EUR mn)	Q3/2020	% q-o-q	% y-o-y
Net interest income	770	-7%	-11%
Net fee and commission income	433	+10%	-8%
Net trading income & fair value result	33	+30%	-
Other operating components ¹⁾	38	-14%	>500%
Operating income	1,273	-1%	-4%
Staff expenses	-367	-9%	-6%
Other administrative expenses	-226	+4%	-13%
Depreciation	-97	+1%	+1%
General administrative expenses	-690	-4%	-8%
Operating result	584	+3%	+1%
Other result	-38	-58%	+6%
Impairment losses on financial assets	-185	+17%	+171%
Levies and governmental measures	-7	-82%	-37%
...
Consolidated profit	230	+20%	-24 %

Net interest margin

Q3/2020

2.00%

-20 bps q-o-q

Cost/income ratio

Q3/2020

54.2%

-1.7 pp q-o-q

Consolidated return on equity

Q3/2020

7.5%

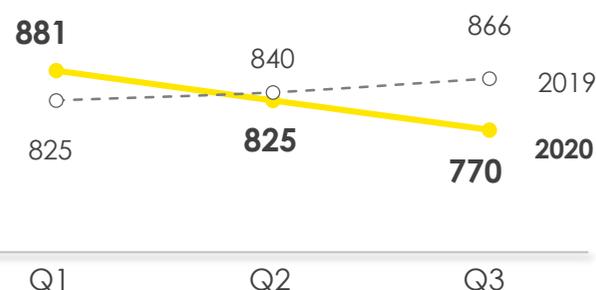
+1.3 pp q-o-q

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

Q3/2020 Core Revenue Trends

Net interest income is impacted by FX and interest rate cuts

EUR **770** mn

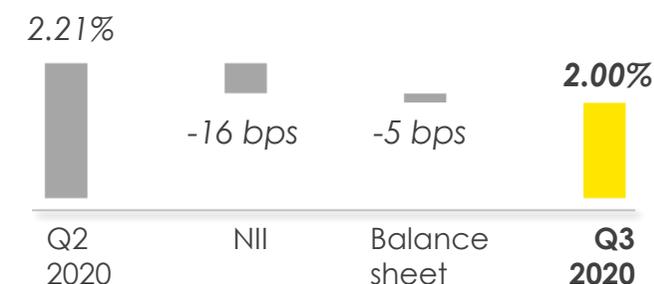


Q3/2020 NII impacted by

- Russia down EUR 21 mn from RUB depreciation and rate cuts
- GC&M down EUR 19 mn from lower volumes in loan and repo business and lower NII from trading derivatives in head office
- Czech Republic and Ukraine each down EUR 9 mn due to FX and rate cuts

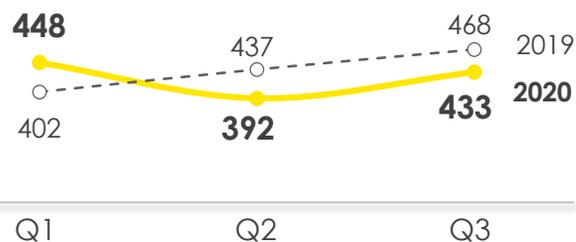
Net interest margin development

- Balance sheet expansion mainly in GC&M, Corporate Center and Czech Republic



Net fee and commission income recovered to near pre-crisis level following easing of restrictions in Q3/2020

EUR **433** mn



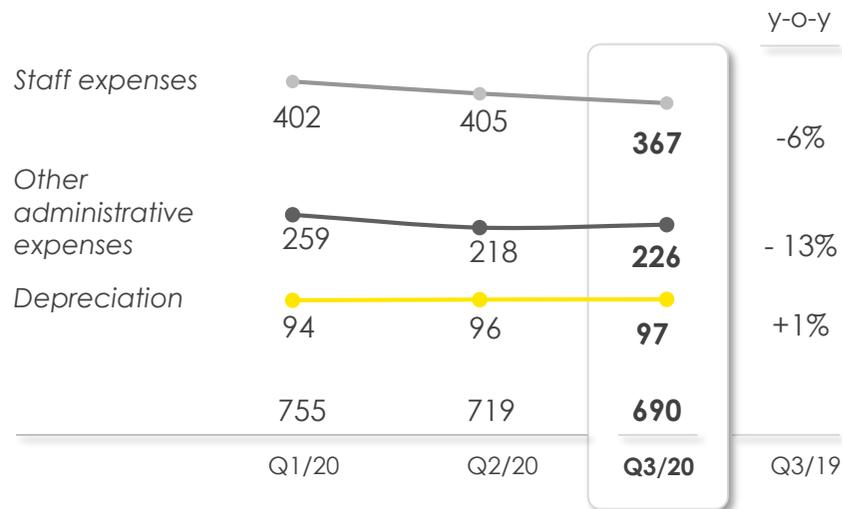
- Higher volumes in clearing, settlement and payment services (up EUR 16 mn) in almost all countries
- Volume- and margin-driven increase of FX business (up EUR 14 mn) primarily in Romania, Czech Republic and Hungary

in EUR mn	Q1/20	Q2/20	Q3/20
Clearing, settlement and payment services	168	161	177
FX business	98	77	91
Loan and guarantee business	53	44	52
Asset management	63	63	50
Other	66	46	63

Opex Initiatives on Track

General administrative expenses

in EUR mn

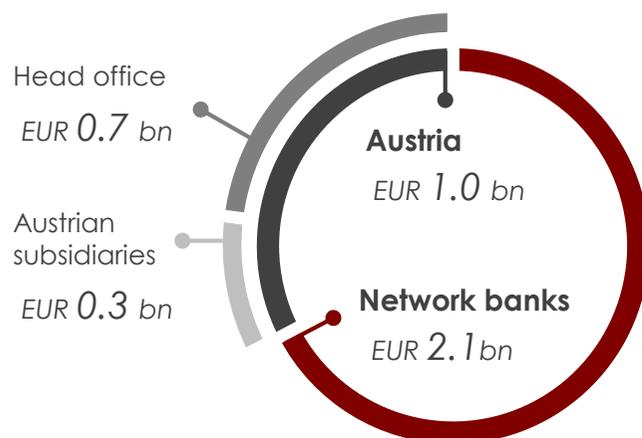


EUR 75 mn opex eliminated in 2020, supporting continued investments in our digital transformation

TOM update

- **Target Operating Model (TOM)** execution is **well on track**
- **Head office:** ~ EUR 40 mn in 2020 mainly from HR measures (150 FTEs), IT portfolio streamlining and process optimization measures
- **Austrian subsidiaries:** EUR 10 mn in 2020 mainly from FTE reductions and various non-personnel cost savings

FY 2019 general administrative expenses split



Operational efficiency drive in NWBs

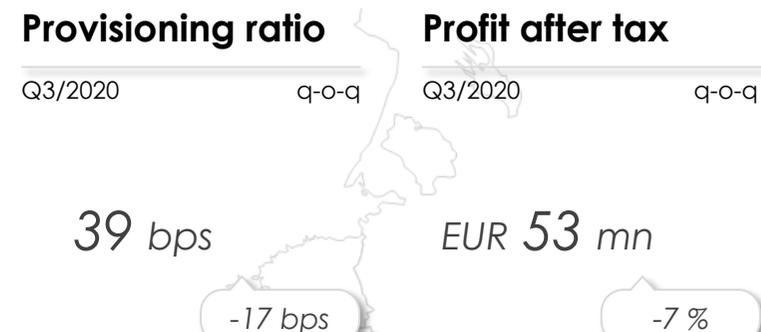
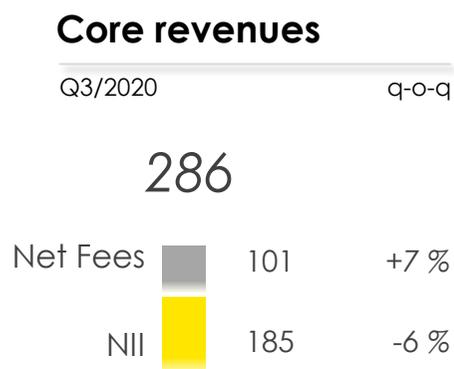
- E2E near real-time processing through systematic process streamlining / automation of mid- and back-office
- Personnel cost savings of EUR 30 mn by 2021 from FTEs reduction in core operations

Cost savings in the network

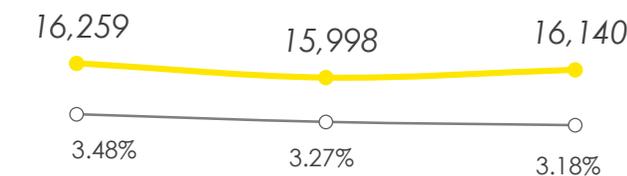
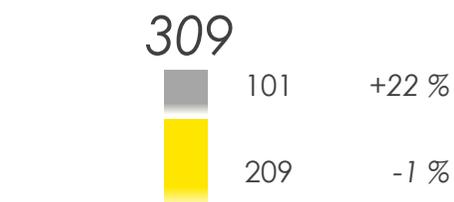
- **Staff reductions** (HO, back office, branches), **office space optimization measures** and **selected branch closures** lead to sustainable cost savings in 2021

Q3/2020 Segments Overview

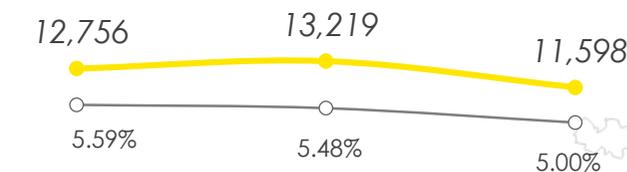
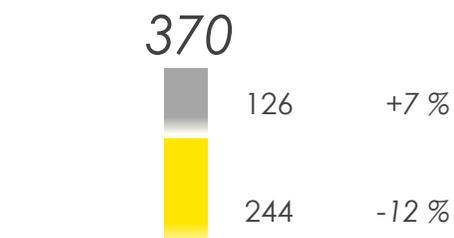
CE



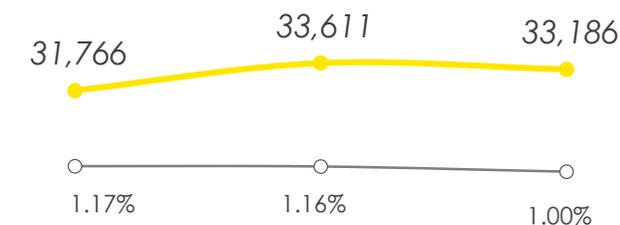
SEE



EE



GC&M



(in EUR mn)

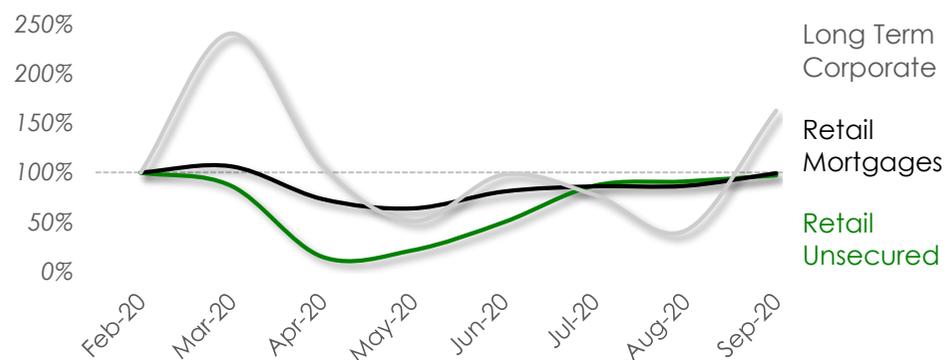
Balance Sheet and Loan Growth

	30/9/2020	Δ q-o-q
Assets (in EUR mn)	164,779	+1%
Loans to banks	9,868	+7%
Loans to customers	91,711	-2%
Securities	21,921	-2%
Cash and other assets	41,280	+8%

	30/9/2020	Δ q-o-q
Liabilities (in EUR mn)	164,779	+1%
Deposits from banks	30,212	-2%
Deposits from customers	99,800	+1%
Debt issued and other liabilities	20,730	0%
Equity	14,036	+3%

Loans to customers

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



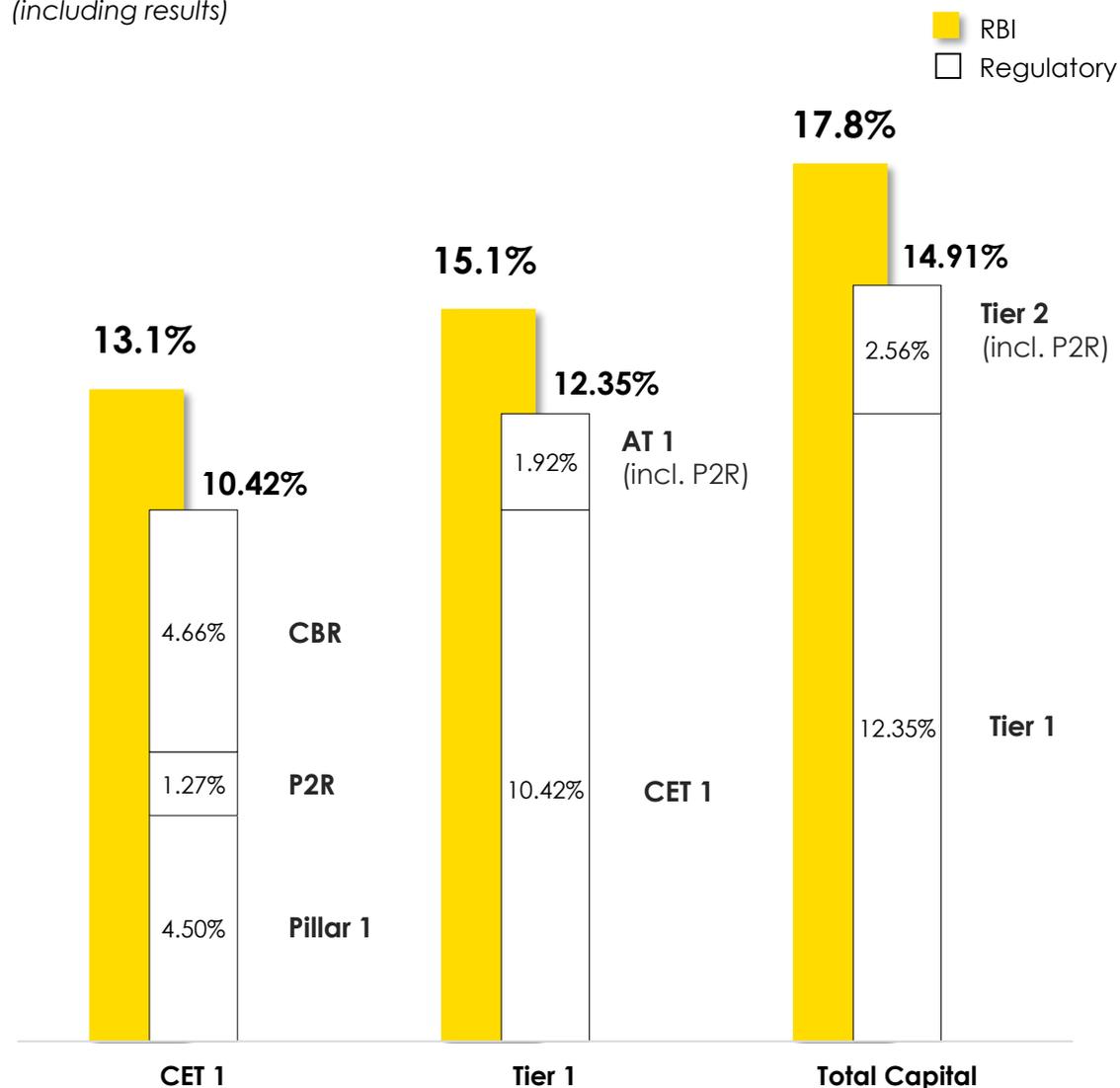
Liquidity surplus management

- Increase in loans to banks reflects increase in central bank deposits as part of HQLA management
- Deposits at the ECB are largely covered by tiering
- A further large portion of head office deposits are accepted at negative rates

Capital Ratios

Regulatory capital requirements Q3/2020

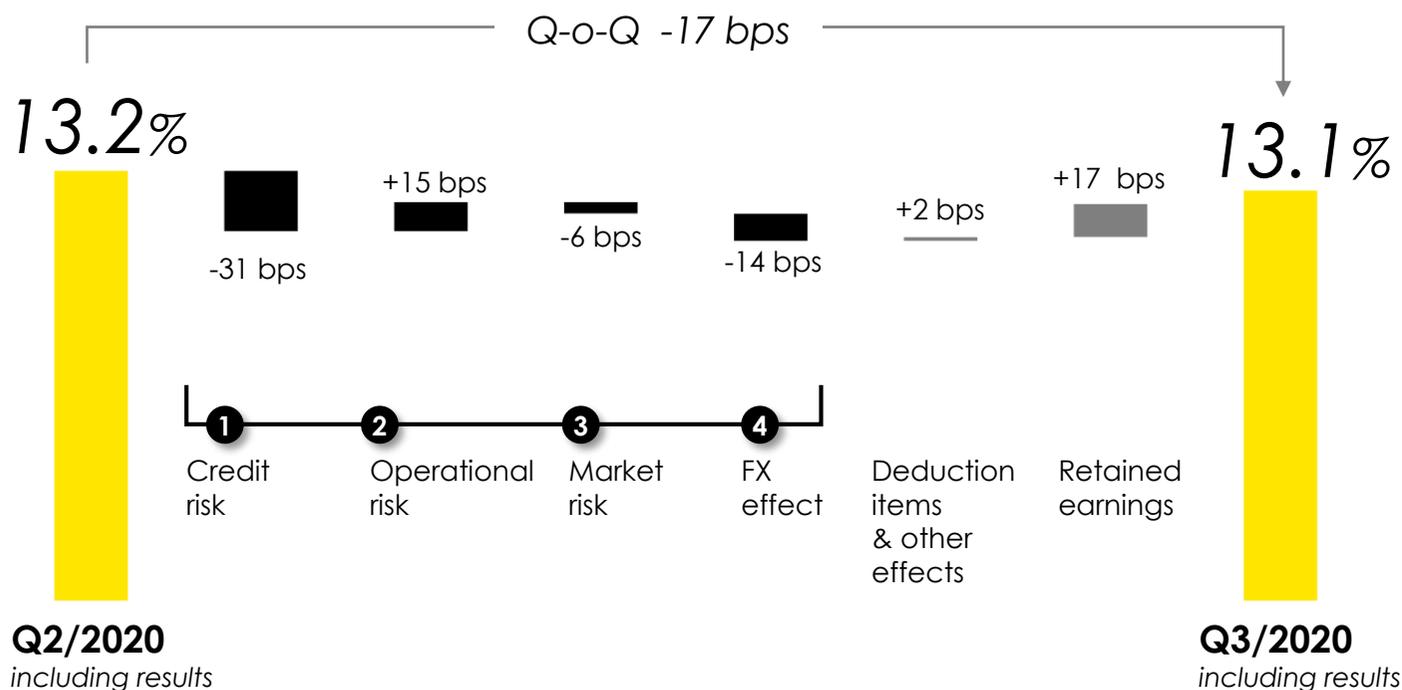
(including results)



Development

- P2R of 2.25% now fully optimized:
 - 1.27% met with CET1, 42 bps with AT1 and 56 bps with T2
- P2G of 1.00%; to be entirely held in CET1 (now applicable to all capital layers)
- Combined Buffer Requirement (CBR) composition:
 - 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 263 bps, including results, based on MDA trigger of 10.42%
- Available distributable items of EUR 7,776 mn at 30/9/2020 including YTD profit

CET 1 Ratio Development



- 1 New business (-11 bps, EUR 0.7 bn)
Rating migration (-23 bps, EUR 1.3 bn)
Other effects (3 bps, EUR -0.2 bn)¹⁾
- 2 Operational risk down EUR 0.8 bn mainly due to updated AMA model¹⁾
- 3 Market risk up EUR 0.4 bn driven by wider sovereign bond spreads, market volatility and capital FX hedging¹⁾
- 4 Negative FX development in Q3 predominantly due to RUB and BYN, despite increased RUB hedging in Q3

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

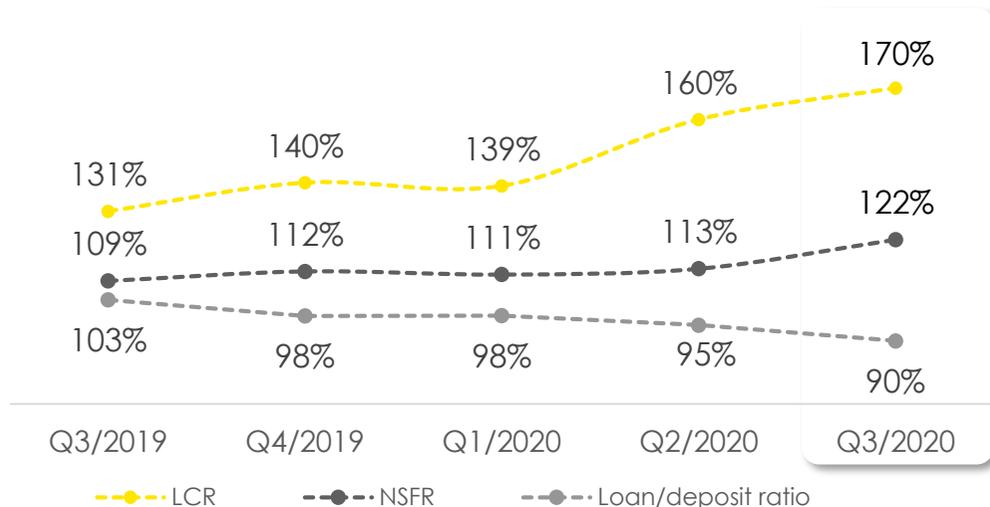
Regulatory CRR "Quick-fixes"

- Q4 2020 Software assets:
+ 10-15 bps (fully loaded)
- Sovereign exposure in EU currency:
+ 6 bps (transitional)

Other deductions

- FY 2019 initial dividend proposal remains deducted from CET1 ratio (41bps)
- FY 2020 provisional dividend accrual YTD
- IPS contributions

Liquidity ratios



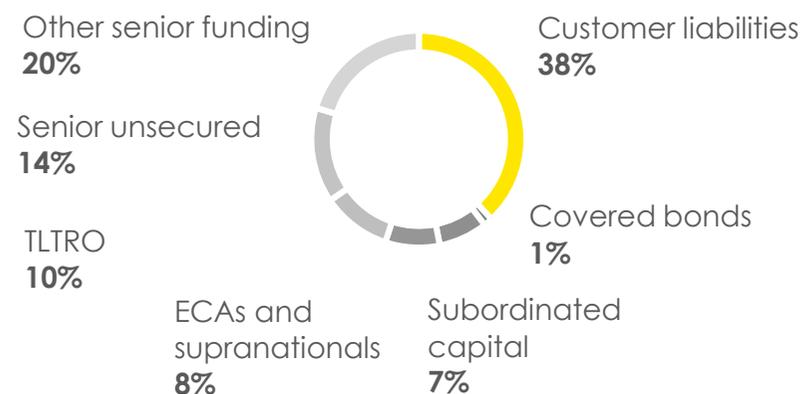
Comfortable position across the Group

- LCR remain elevated across network
- Strong customer deposit stock across the Group
- Nearly full utilization of TLTRO 3 limit in June by head office
- Loan to deposit ratio impacted by subdued loan demand and further inflow of deposits

Overview of funding RBI Group

- 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
- MREL targets communicated by SRB are manageable; transition period ranging from 2022 to 2024

RBI head office funding mix¹⁾



¹⁾ excl. money markets & equity

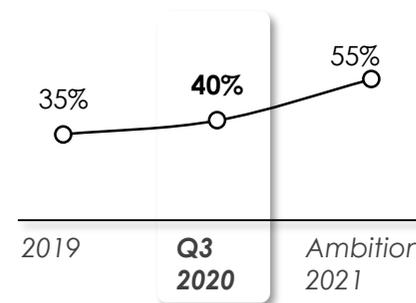
1 Retail growth ambitions on track

Customer growth and digital penetration unaffected by Covid-19

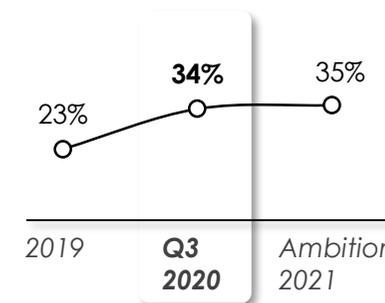
Customer growth



Mobile banking penetration



Digital sales



2 Retail distribution, operations and overhead cost will significantly benefit from end-to-end digitalization

EUR ~114mn annual cost savings by 2025 from full digitalization of 5 key retail products



5 key retail products

... account for 86% of retail distribution, operations and overhead cost

- Retail current accounts
- Retail personal loans
- Retail credit cards
- SME current accounts
- SME loans

Fully digital e2e by 2025

... will lead to cost savings of

EUR ~114 mn p.a.

Digital e2e in:

- Acquiring
- Onboarding
- Servicing

Fully digital end-to-end customer journeys also have a significant impact on revenues

EUR ~110 mn p.a.

- Increased customer acquisition from a seamless digital journey
- Incremental value of digital customers vs. alternative channels

Branch Transformation and IT Synergies in Retail

3 Branch transformation to take out EUR 62 mn p.a. of retail opex by year end 2022

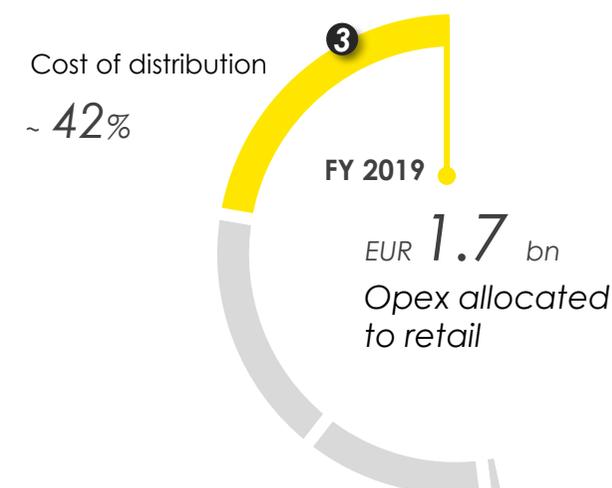
Committed to reducing retail opex, savings partially reinvested in digital transformation

Optimizing the footprint

- ~300 branches to be closed across the region
- Enabling remote sales and digitally assisted sales in branches
- Accelerating transition to cashless branches

Focus on sales to drive branch efficiency

- Increase number of sales roles to reach 70% of distribution FTEs
- Maximize share of resources allocated to sales roles: 70% of distribution FTE cost spend on sales FTEs
- Reducing complexity with an increased manager ratio (Target 1:10)



4 IT cost savings: Reusable digital solutions to be used across the Group

Developed once and **applied in 13 markets:**

- **Product experiences** (e.g. cash loan, SME card, current account) and
- **Components** (IDNow, KYC, Chatbot)

For the **5 key retail products** developing reusable digital solutions has significant impact on IT spending and development time

EUR 59 mn

Investment synergies over 5 years

EUR 17 mn

IT cost savings p.a.

3 years saved

In development time when done centrally

Corporate Banking Digital Transformation

Drive digital transformation

- ✓ Strengthened digital sales and service offerings for corporates (including eKYC, eSignature, eAccount, eLending)
- ✓ First deals in digital trade finance ('eSpeedtrack') closed
- ✓ Additional functionalities rolled-out across network - e.g. business banking on mobile in Slovakia
- ✓ Tangible effects on customer experience and efficiency - e.g. 20% of loan drawdowns performed digitally

Share of digital KYC



(RBI AT; YTD 2020)

Share of digital account opening

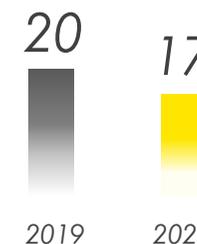


(RBI AT; YTD 2020)

Improve process efficiency

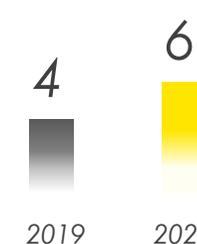
- ✓ Addressed processes relevant to top-clients from efficiency and customer experience perspective
 - Reduced time-to-yes and time-to-cash in lending process
 - Optimized account opening complexity and cycle time
- ✓ Process improvements have positively impacted NPS

Time-to-yes in days



(Tatra Banka Slovakia, standard loans)

NPS position #1



(RBI banks rated No. 1 in their respective country)

	2019	2020e	2021f	2022f	2020f	2021f
	Real GDP (% y-oy)				Change to previous forecast 8/2020 in PP	
CE						
Czech Rep.	2.3	-7.6	1.0	6.0	-1.6	-3.1
Hungary	4.9	-6.5	4.0	4.0	-1.5	0.0
Poland	4.2	-3.3	3.2	1.9	1.2	-1.0
Slovakia	2.3	-6.0	5.0	2.5	0.0	0.0
CE	3.7	-5.2	3.2	3.3	-0.4	-1.0
SEE						
Albania	2.2	-6.5	5.0	3.5	0.0	0.0
Bosnia & Herz.	2.6	-5.2	3.0	3.2	0.0	0.0
Bulgaria	3.4	-6.0	4.0	3.0	0.0	0.0
Croatia	2.9	-9.4	5.1	3.0	-0.9	2.1
Kosovo	4.2	-5.5	5.0	3.5	0.0	0.0
Romania	4.1	-5.0	4.2	4.0	0.0	0.0
Serbia	4.2	-2.5	4.5	3.0	1.5	0.0
SEE	3.7	-5.5	4.3	3.6	0.1	0.3
EE						
Belarus	1.2	-3.0	1.5	2.0	1.5	0.0
Russia	1.3	-4.0	2.3	1.3	0.9	-0.5
Ukraine	3.2	-5.8	3.8	3.5	0.5	0.0
EE	1.5	-4.1	2.4	1.5	0.9	-0.4
Austria	1.4	-7.2	3.5	2.5	0.0	0.0
Germany	0.6	-5.9	3.7	2.3	0.0	0.0
Euro area	1.3	-7.0	4.3	3.7	1.1	0.0

- After a stronger than expected rebound in Q3, **Euro area GDP** should decline again in Q4, following re-introduction of restrictions. A noticeable acceleration of business-cycle dynamics is only expected from Q2/2021 onwards.
- New partial lockdowns in **Central** and **Southeastern Europe** aim to limit negative impact on manufacturing and export sectors. Nevertheless, 2020 GDP estimates are revised down for **Czech Republic** and **Hungary**. **Croatia** must cope with the steep fall in tourism. The pace of the recovery in 2021 depends on the pandemic situation, while support from the EU recovery fund will only materialize later in the year.
- In **Russia**, the economic downturn is less severe than anticipated, but the recovery may be slow-paced. Domestic political risks remain for **Ukraine** and **Belarus**.
- Bold crisis responses of CE/SEE central banks were successful and **rates cut to all-time lows**. Expectations of a more pro-inflationary policy mix going forward could lead to potentially higher rates in CE/SEE countries as early as 2022.
- Banking sector **loan/asset growth in 2020 stronger** than in previous macro/financial crisis. **Limited increase in NPL ratios** so far and expected in the 4-9% range in key CEE banking sectors in 2020/21. Asset quality deterioration likely less pronounced than after the Global Financial Crisis due to several factors (e.g. lower pre-crisis credit growth, more disciplined risk approach).

Source: RBI/Raiffeisen Research as of November 2020

Outlook and Targets

Loan Growth

We expect modest loan growth in 2020

Risk Costs

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

Cost / Income Ratio

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

Profitability

In the medium term we target a consolidated return on equity of approximately 11 per cent. As of today, and based on our best estimates, we expect a consolidated return on equity in the mid-single digits for 2020

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

Hannes Mösenbacher

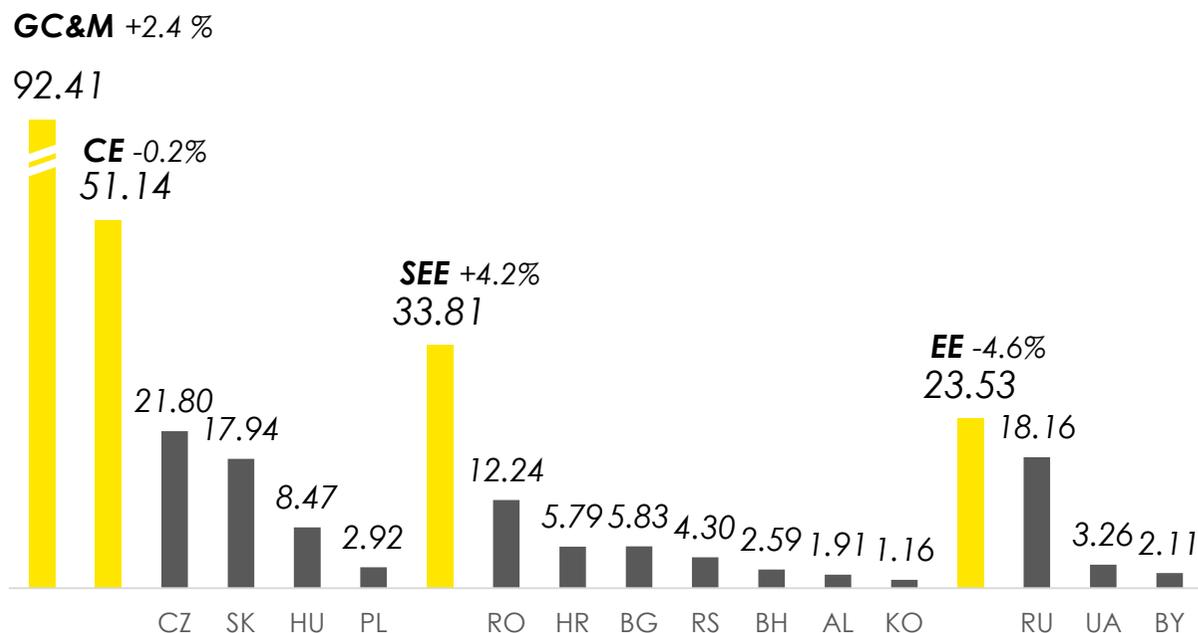
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Appendix

Total Exposure and Credit Portfolio Development

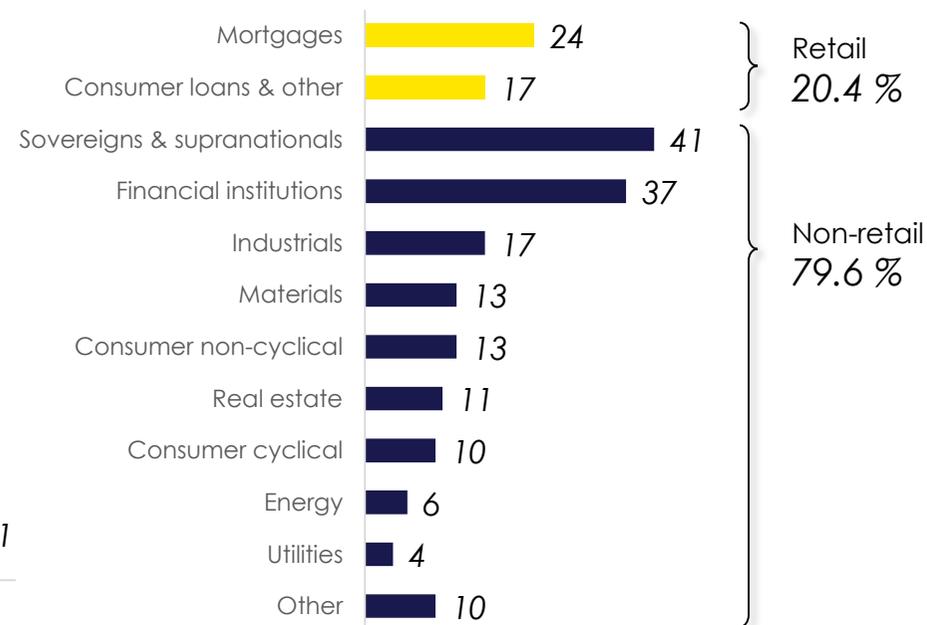
Total exposure by segments, in EUR bn, Q3/2020

Total: EUR 201.0 bn, +1.1% (q-o-q)



Total exposure by sector, in EUR bn, Q3/2020

Total: EUR 201.0 bn



Q3/2020 Development

- Total exposure up by EUR 2.3 bn, mainly driven by **GC&M (up EUR 2.2 bn)** - due to higher central bank placements and increased corporate business - and **SEE (up EUR 1.4 bn)** due to greater sovereign exposure (central bank, bonds) in Romania and more FI business in Romania and Croatia
- Exposure decrease in EE by EUR -1.1 bn** mainly driven by depreciation of RUB (-15%), BYN (-13%) and UAH (-11%) – without FX impact, exposure growth of around EUR +2.8 bn mainly due to increased sovereign bond and corporate business in RU

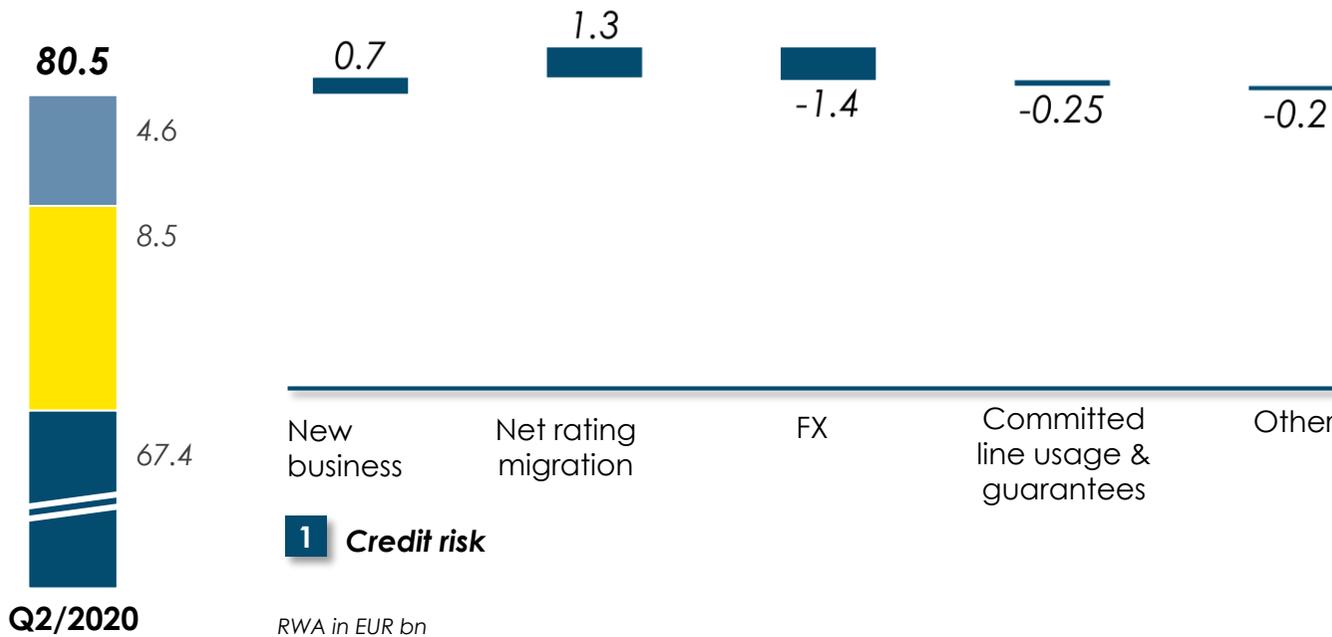
Committed lines

- Decrease in drawing of committed lines of EUR -0.3 bn in Q3/2020 – mainly driven by GC&M (down by EUR -0.2 bn) and EE (EUR -0.1 bn)
- Current utilization of c. EUR 16.3 bn at 30.09.2020

RWA Development

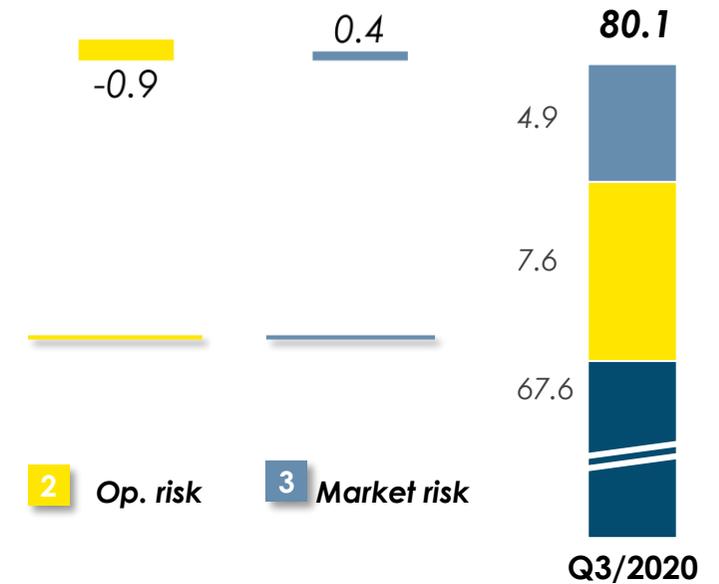
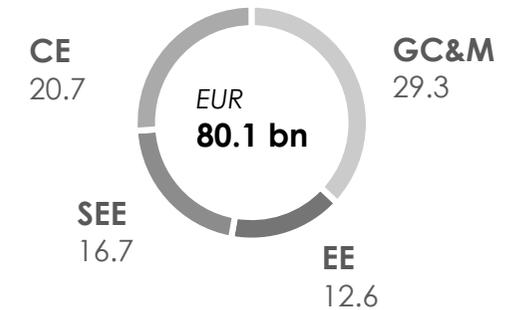
RWA development in Q3/2020

- 1 Non-retail credit risk up EUR 0.4 bn mainly due to new corporate business in Austria and Romania and net rating migrations, partly offset by FX impact (RUB, UAH, BYN); Retail credit risk down by EUR 0.2 bn mainly due to FX effect
- 2 Operational risk down by EUR 0.9 bn due to updated AMA model and FX effects
- 3 Market risk up EUR 0.4 bn driven by wider sovereign bond spreads and volatility and capital FX hedging



RWA by segment

in EUR bn



Overview Moratoria

Loans and advances subject to moratoria (as of 30/9/2020)

	Gross carrying amount (outstanding)	Residual maturity of moratoria	Risk perspective	
			Subject to forward looking life-time provisioning	Non-performing
	EUR 6,200 mn	> 3 months 17 %	56 %	3 %
Households	EUR 2,850mn	18 %	48%	3 %
thereof:				
Mortgages	EUR 1,828 mn	16 %	53 %	3 %
Corporates	EUR 3,350 mn	17 %	63 %	4 %
thereof:				
Collateralized	EUR 1,378 mn	20 %	72 %	1 %

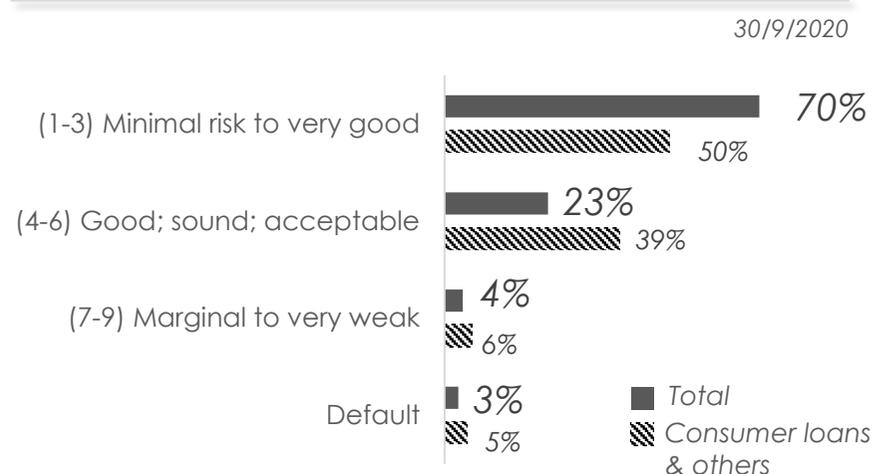
Main industries and countries under moratoria

Real Estate	EUR 709 mn
Manufacturing	EUR 678 mn
Wholesale and Retail Trade	EUR 451 mn
Czech Republic	EUR 1,224 mn
Hungary	EUR 1,211 mn
Slovakia	EUR 1,044 mn

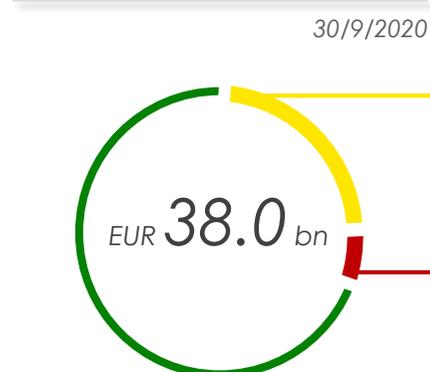
Rating Distribution of Retail Exposure

Private individuals

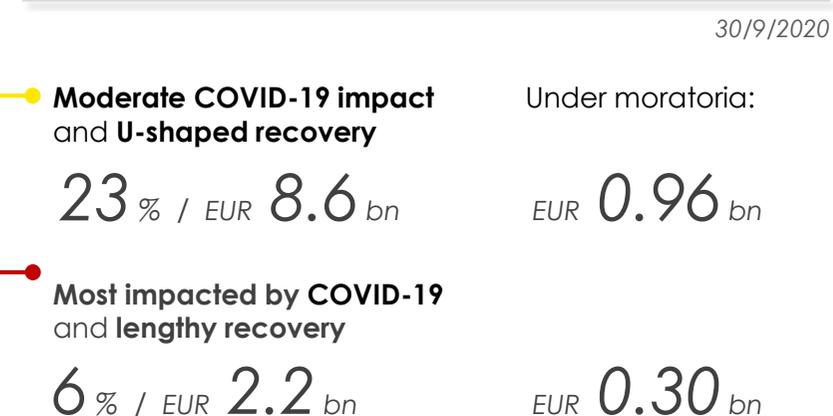
Rating distribution:



Total exposure

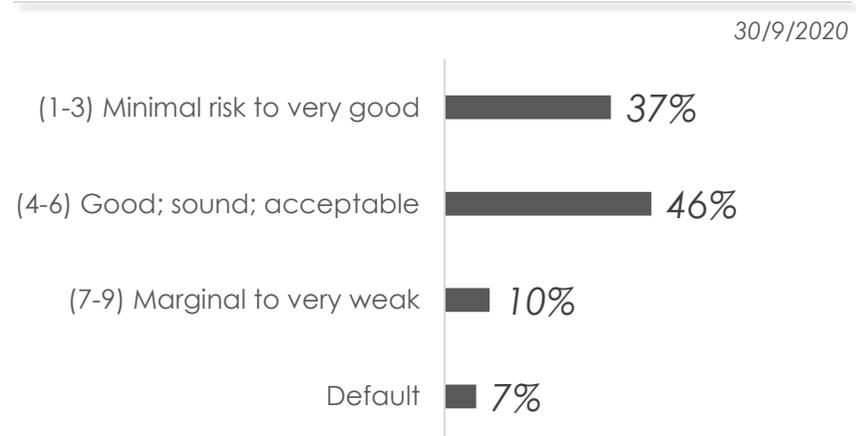


Industry of customers' employers

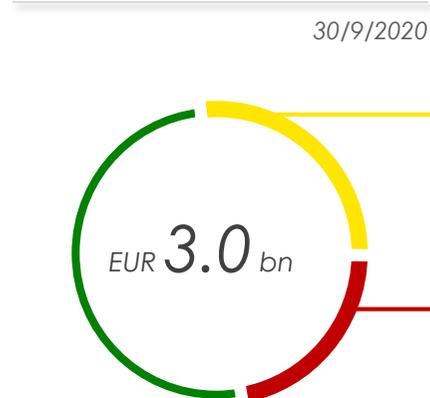


SME

Rating distribution:



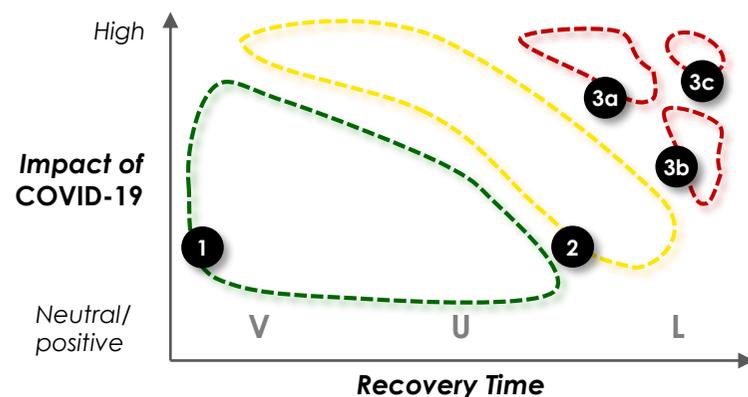
Total exposure



Industry of SME:



Recovery Assumptions by Industry



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	160.0	107.9	34.5	12.0	3.1	2.5
Net exposure	103.6	72.4	19.4	7.6	2.4	1.8

1 Limited COVID-19 impact and fast recovery

Retail distribution
Food, beverages & discretionary products
Health care
Agriculture
Telecom
Containers & packaging
Chemicals & fertilizers
Financial institutions
Consumer finance/ insurance
Sovereigns

2 Moderate COVID-19 impact and U-shaped recovery

in EUR mn

	Gross	Net
Construction	5,839	1,949
Capital goods ¹⁾	4,572	2,103
Oil & gas	4,037	2,146
Household durables & specialty retail	3,279	1,866
Transportation	3,028	2,030
Utilities	1,892	1,247
Chemicals & fertilizers	1,801	1,161
Non-ferrous metals	1,552	1,194
Paper & forest products	1,388	880

¹⁾ Agricultural and construction machinery, heavy trucks

3 Most impacted by COVID-19 and lengthy recovery

in EUR mn

	Gross	Net
3a Real estate (office, development, services)	6,163	4,069
Automotive suppliers	3,167	1,691
O&G (E&P, drilling, E&S)	1,125	834
Other	997	523
3b Steel & mining	1,876	1,370
Retail real estate	1,008	853
3c Hotels & resorts	1,292	1,027
Airlines & airports	479	358
Leisure facilities	216	143
Other	432	199

Limited Exposure to most affected Industries

1.7% (EUR 1,726 mn) of non-retail exposure to customers rated¹⁾ substandard and below, in U-shaped and L-shaped industries

- 49% of which mature in the next 18 months
- Stage 2 provision stock: EUR 80 mn
- Non-performing exposure Stage 3 coverage: 58%

2 in EUR mn

Moderate COVID-19 impact and U-shaped recovery

... net exposure rated substandard and below¹⁾ **EUR 988 mn** **1.0 %**

	Net exposure	%
Construction	185	0.18%
Capital goods ²⁾	249	0.24%
Oil & gas	37	0.04%
Household durables & specialty retail	159	0.15%
Transportation	87	0.08%
Utilities	13	0.01%
Chemicals & fertilizers	36	0.04%
Non-ferrous metals	25	0.02%
Paper & forest products	32	0.03%

²⁾ Agricultural and construction machinery, heavy trucks

3 in EUR mn

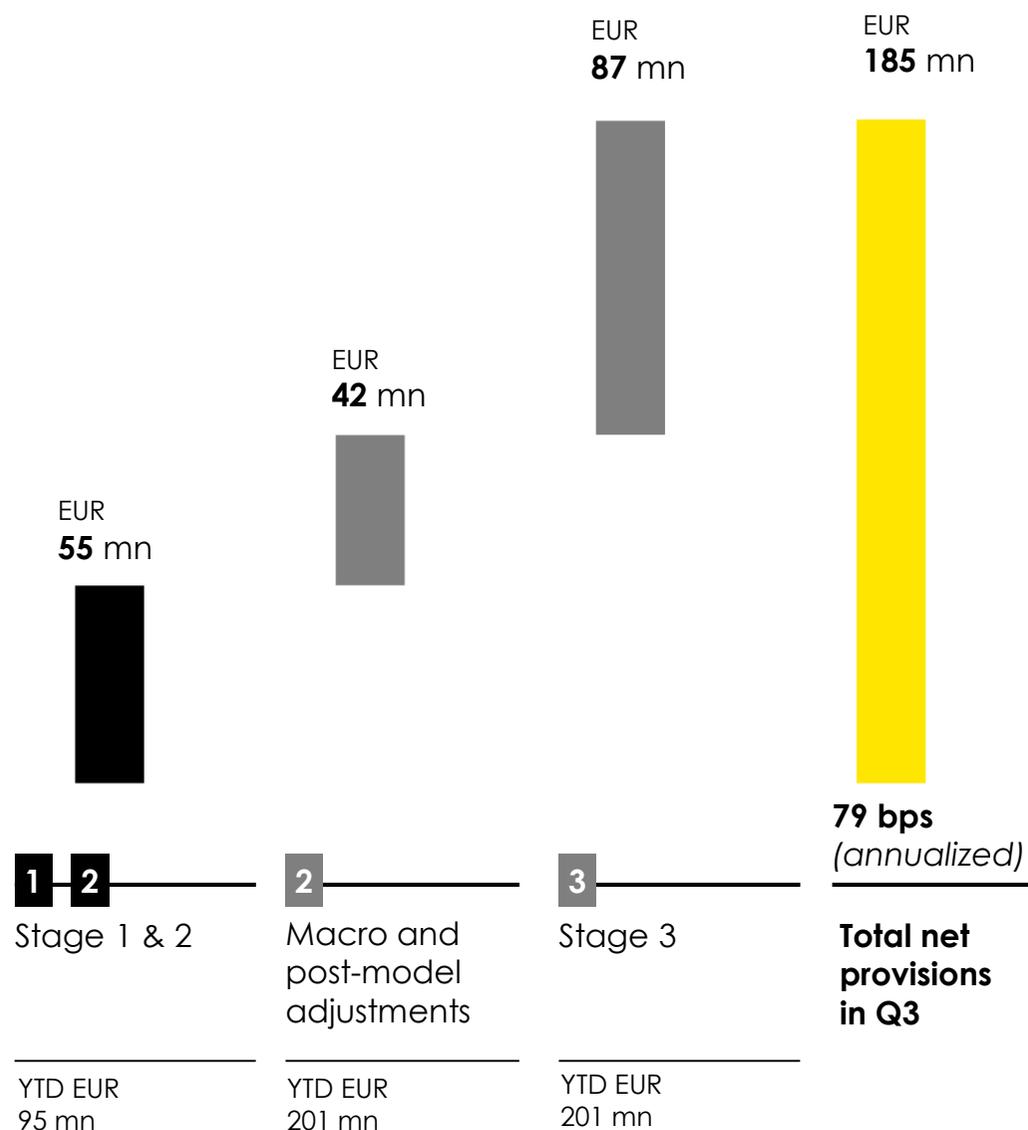
Most impacted by COVID-19 and lengthy recovery

... net exposure rated substandard and below¹⁾ **EUR 737 mn** **0.7 %**

	Net exposure	%
3a Real estate (office, development, services)	129	0.13%
Automotive suppliers	235	0.23%
O&G (E&P, drilling, E&S)	32	0.03%
Other	73	0.07%
3b Steel & mining	64	0.06%
Retail real estate	25	0.02%
3c Hotels & resorts	155	0.15%
Airlines & airports	6	0.01%
Leisure facilities	4	0.01%
Other	12	0.00%

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

IFRS 9 Provisioning



Risk costs development

Total risk costs of EUR 185 mn, of which EUR 110 mn related to non-retail, EUR 75 mn related to retail

- **In GC&M, EUR 81 mn**, mainly related to COVID-19 post-model adjustments and Stage 3 bookings
- **In EE, EUR 38 mn** mainly related to Russia (EUR 34 mn) and driven by Stage 3
- **In SEE, EUR 34 mn**; Bulgaria: EUR 15 mn and Romania EUR 6 mn (Stage 1 & 2),
- **In CE, EUR 29 mn** mainly from Czech Republic (EUR 15 mn) and Slovakia (EUR 10 mn), driven by Stage 1 & 2

IFRS 9 macro and post-model adjustments

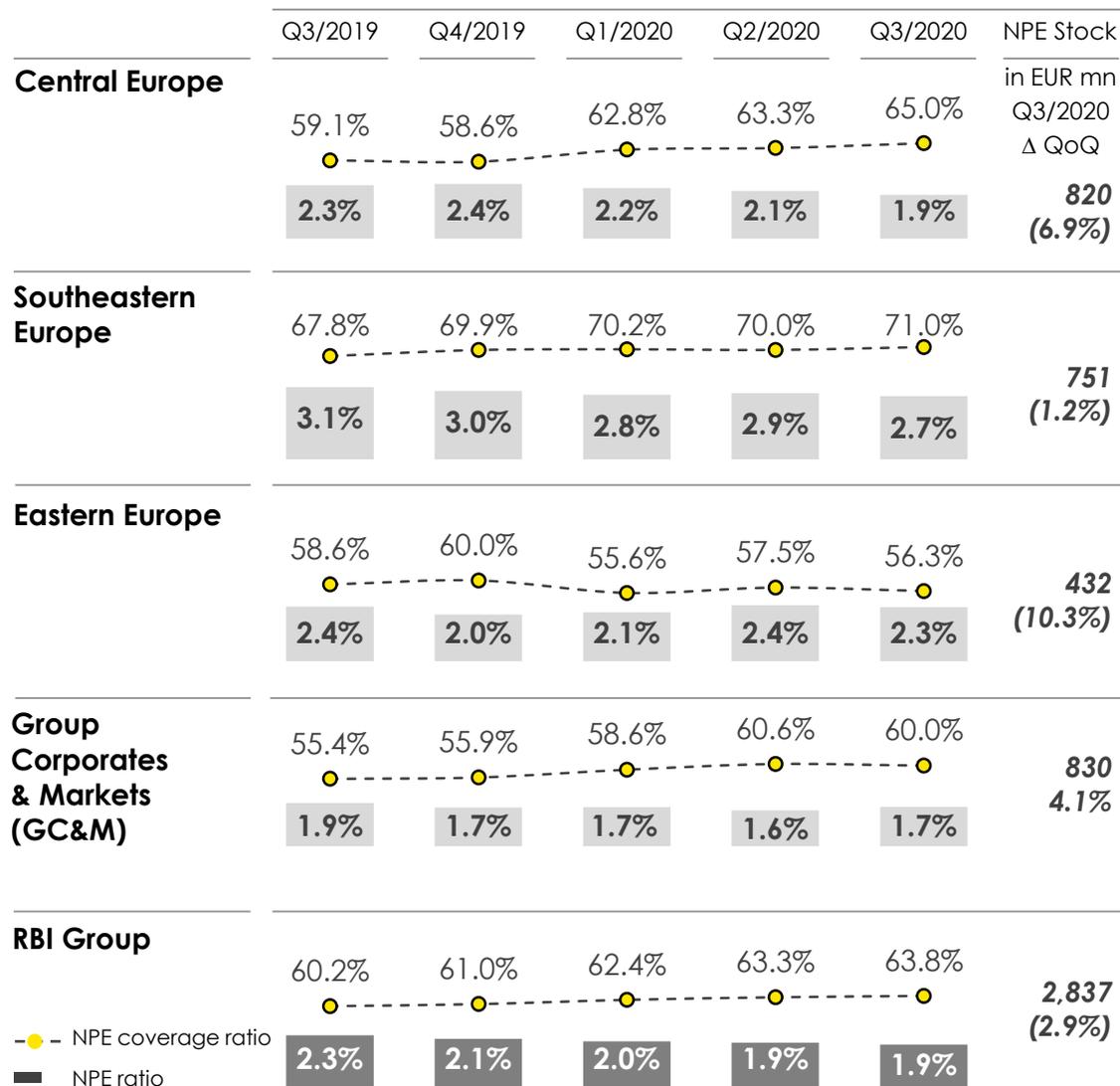
Small release of macro related risk costs (EUR 3 mn)

- Updated outlook on GDP growth rate – Austria and Slovakia with low single digit million release of macro based risk costs
- In total, EUR 65 mn macro based post-model adjustments in 2020 YTD

Post-model adjustments mainly in non-retail with holistic approach based on flagging of customers by:

- Location and industry
- Impact of economic environment on retail customers based on employer industry or SME business

NPE Ratio and Coverage



Asset Quality Developments YTD

- **NPE ratio** down to 1.9% driven by writebacks and recoveries (EUR 646 mn), write-offs (EUR 141 mn) and NPE sales (EUR 122 mn)
 - **Stage 3 NPE coverage ratio** up 2.8 PP to 63.8% due to recoveries, write-offs and sales of NPE with lower provisioning
 - **NPE coverage ratio incl. Stage 1 and 2 at 95 %**
 - **Ukraine:** NPE ratio down 1.2 PP to 3.9% due to write-offs and recoveries mainly in non-retail; NPE coverage ratio down by 1.5 PP to 62.4%
 - **Russia:** NPE ratio up 0.5 PP to 2.1%; NPE coverage ratio down by 3.8 PP to 51.3% mainly driven by sales and recoveries in retail with lower provisioning
 - **GC&M:** NPE coverage ratio up by 4.1 PP to 60.0% mainly driven by repayment from a few defaulted customers
 - **Poland:** NPE ratio down 3.4 PP to 6.7%; NPE coverage ratio up 22 PP to 80.0% due to write-offs and recoveries of lower provisioned NPE (mainly non-retail)
- **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

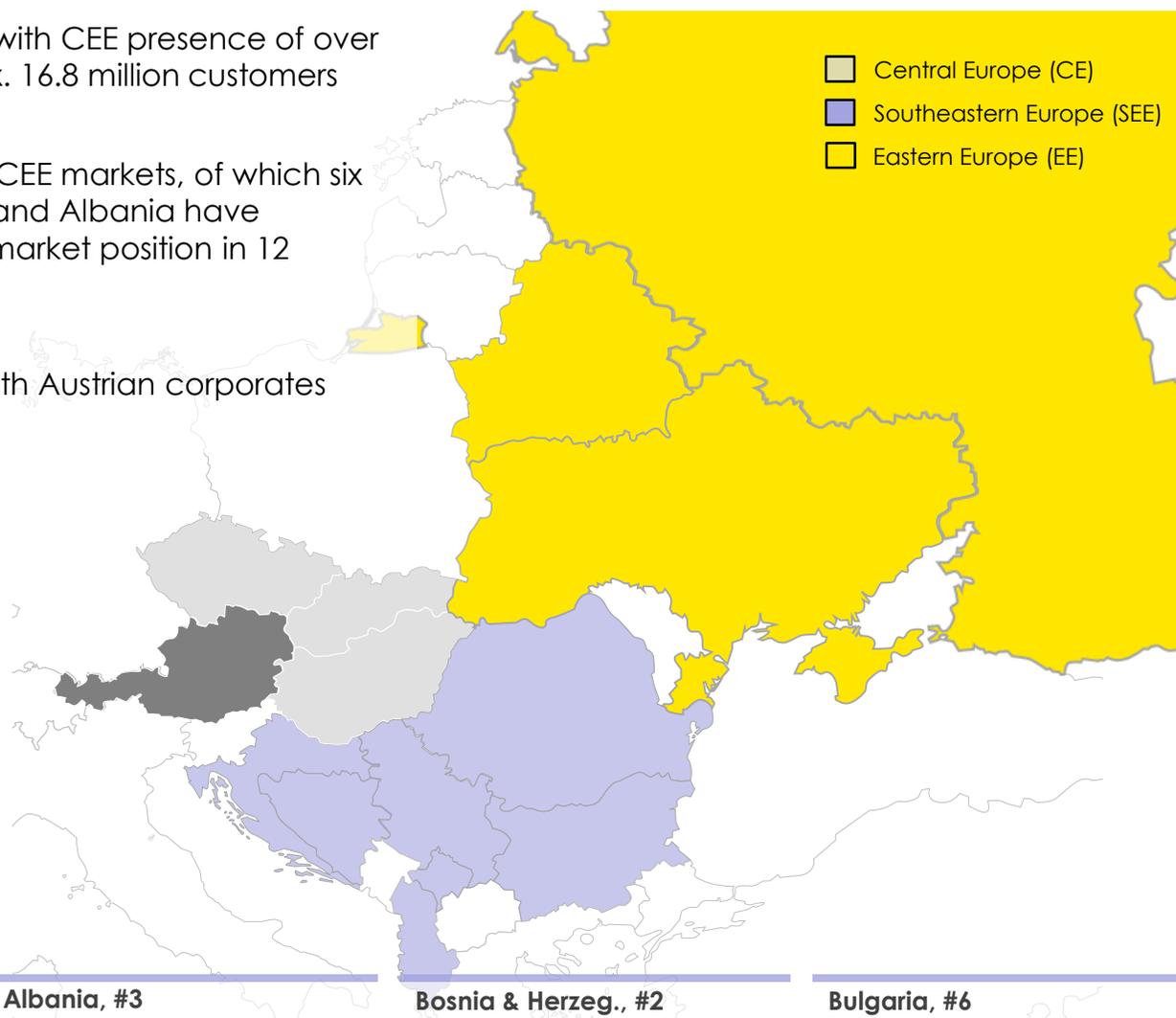
Risk Update

03

Appendix

Geographic Footprint

- Leading regional player with CEE presence of over 30 years servicing approx. 16.8 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 36.8 bn
- Branches: 20

Czech Republic, #5

- Loans: EUR 11.5 bn
- Branches: 127

Hungary, #5

- Loans: EUR 4.0 bn
- Branches: 72

Slovakia, #3

- Loans: EUR 11.4 bn
- Branches: 175

Albania, #3

- Loans: EUR 0.7 bn
- Branches: 77

Bosnia & Herzeg., #2

- Loans: EUR 1.3 bn
- Branches: 103

Bulgaria, #6

- Loans: EUR 3.0 bn
- Branches: 147

Russia, #9

- Loans: EUR 9.0 bn
- Branches: 144

Ukraine, #5

- Loans: EUR 1.3 bn
- Branches: 453

Belarus, #4

- Loans: EUR 1.2 bn
- Branches: 84

Serbia, #5

- Loans: EUR 1.7 bn
- Branches: 87

Romania, #5

- Loans: EUR 6.0 bn
- Branches: 344

Kosovo, #1

- Loans: EUR 0.7 bn
- Branches: 47

Croatia, #5

- Loans: EUR 2.7 bn
- Branches: 75

Note: Ranking based on loans to customers as of **30/06/2020**
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: 369 independent cooperative Raiffeisen banks focusing on retail banking. They hold shares in:
- 2nd tier: 8 independent regional Raiffeisen banks focusing on corporate and retail banking. They hold approx. 58.8% of the share capital of:
- 3rd tier: Raiffeisen Bank International AG

Protection schemes

RBG's Institutional Protection Schemes (IPS):

Protection schemes designed pursuant to CRR to ensure the liquidity and solvency of participating members. There are IPS at the regional level as well as one at the federal level. For details see page 39

Statutory deposit guarantee scheme:

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

Overview of Measures in CEE

Country	Moratorium			Rescue package (% of GDP)	Potential external support
Czech Republic	3 months or 6 months (31/10/2020)	Opt-in	Principal only, interest still due from businesses, but capitalized for individuals	20.8% incl. 15.4% of indirect measures	3.7% of GDP in grants EU Recovery Fund*
Hungary	Until YE 2020 (Planned opt-in extension for corporates until mid 2021, under conditions)	Opt-out	Principal, interest & fees - Interest accrued, but not capitalized	18% incl. 15% of indirect measures	6.7% of GDP in grants from EU Recovery Fund ¹⁾
Slovakia	Up to 9 months	Opt-in	Principal & interest - Interest accrued, but not capitalized	5.1% incl. 1.5% of indirect measures	7.3% of GDP in grants from EU Recovery Fund ¹⁾
Albania	Moratoria expired end of August 2020	-	-	2.2%, incl. 0.7% of indirect measures	EU, EIB
Bosnia and Herzegovina	6 months	Opt-in	Principal & interest – Interest accrued, not capitalized	7%, incl. 3% of indirect measures	4% of GDP from EBRD and World Bank (additional 1.8% under negotiation)
Bulgaria	6 months or until year-end 2020	Opt-in	Principal & interest – Interest accrued, not capitalized	2% incl. 0.7 % of indirect measures	13.8% of GDP in grants from EU Recovery Fund ¹⁾
Croatia	3 to 6 months, up to 12 months for tourism	Opt-in	Principal & interest Interest accrued but not capitalized	11.6%, incl. 9% of indirect measures	15.1% of GDP in grants from EU Recovery Fund ¹⁾
Kosovo	Until end of August 2021 (not yet decided)	Opt-out	Principal & interest Interest accrued but not capitalized	2.5%, incl. 0.2% of indirect measures	EUR 67 mn from EU, EUR 52 mn IMF Rapid Financing Instrument
Romania	Until YE 2020	Opt-in	Principal & interest Interest accrued and capitalized	3.4%, incl. 1.9% of indirect measures	9% of GDP in grants from EU Recovery Fund ¹⁾
Serbia	Moratoria expired end of September 2020	-	-	11.1%, incl. 3.5% of indirect measures	~ EUR 93 mn from EU
Belarus	No moratorium planned			< 1% of GDP	EUR 60 mn from EU, EUR 90 mn from World Bank, USD 900 mn from IMF Rapid Financing I Instrument
Russia	6 months; only for affected industries	Opt-in	Principal & interest, Interest accrued and added to principal outstanding after payment holidays	3.1%, incl. 2.5% of indirect measures	-
Ukraine	No moratorium planned			5.1%, incl. 0.5% of indirect measures	IMF Stand-by Arrangement, World Bank

¹⁾ Grants originating from the proposed "Next Generation EU" fund 2020-2023, assuming full allocation, including the Recovery and Resilience Facility (RRF) as well as other programs. Based on own estimate of allocation keys applicable to RRF grants and on the simplified assumption that entire amount of grants (EUR 390 bn) including various programmes will be distributed according to allocation keys. 2020e nominal GDP based on European Commission forecasts.

CEE Monetary Policy Response to Corona Crisis

	Conventional	Unconventional	
		QE	QE-LIKE
Czech National Bank	Cum. 200bp rate cuts as crisis response; counter cyclical capital buffer 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/w)
Hungarian National Bank	Introduction of 0.90% 1w depo and hike of o/n lending rate to 1.85% in Apr; limited effective tightening considering two 15bp cuts to 1w depo to 0.6%. 1w tenor added to HUF FX swaps; RRR cut to 0%	Corp. bond purchases and MBS QE restart; HGB QE set at initial HUF 1,000 bn or 4.4% of HGBs outstanding (current holdings: <1%); resumption of HGB purchases targeting maturities 15y+ after 6 week pause.	Repos: 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	Additional 25bp cut recently, adding to 50bp from March; lowering of RRR to 8%; FX interventions	BNR bought 2.6% of total ROMGBs 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 repo line with ECB until at least end 2020 as insurance in case of another shock
Croatian National Bank	Relaunch of FX interventions (cum. EUR 2.2 bn sold to banks so far); cut in RRR to 9%	HNB bought 4x so far in cum. amount of HRK 17.89 bn (~16% of total outstanding). BNR style dilemma (QE vs FX interventions), while last EUR selling was in end Apr.	Ongoing 5y LTRO; EUR 2 bn swap line with ECB
National Bank of Serbia	Cum. 100 bp rate cuts to 1.25%; 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	After 175bp between mid-2019 and Feb 2020, short pause but resumption of rate cuts by 175bp in the meantime; USD selling	Recent push for more active participation of big state owned banks in OFZ primary market given high supply	-
National Bank of Ukraine	Pandemic adds impetus to easing cycle that was already underway since Q2 '19. 750 bp rate cuts YTD of which 200bp in Jun to 6.00%; FX interventions	-	Reintroduction of 1y and 5y refinancing operations

Committed to Sustainable Finance

Five green bonds issued

- Green loan portfolio with **total volume of eligible assets: EUR 1,529 mn** as of 31/09/2020
- 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 2019)



29th out of 379 companies ranked in the diversified banks subindustry (December 2019)



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

Impact

(as of 02/2020)



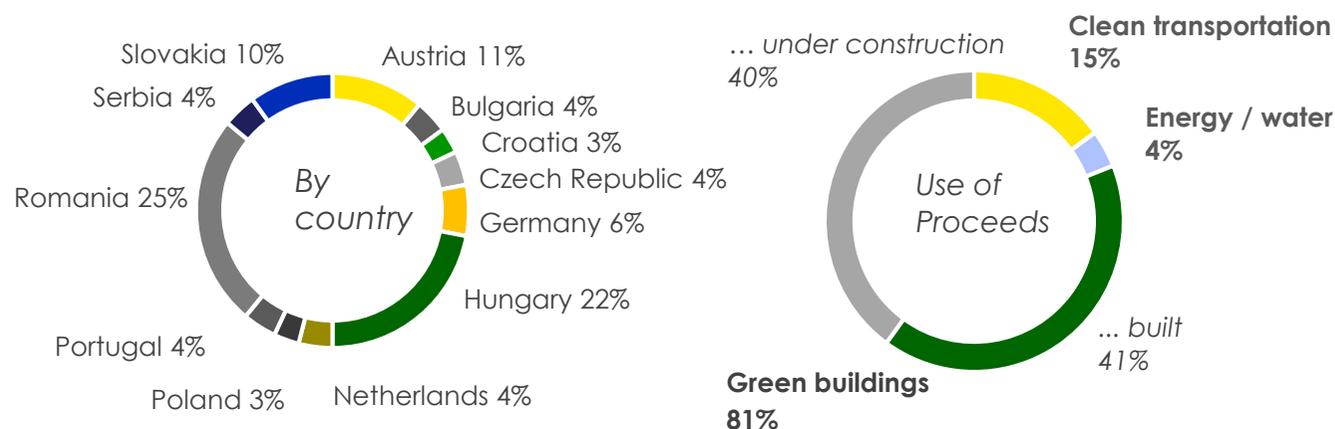
60,281 tons CO₂ avoided annually for the Eligible Green Loan Portfolio

Equivalent to annual greenhouse gas emissions of



13,023 passenger vehicles for one year

Eligible green loan portfolio



Corporate Center/Reconciliation

In EUR mn	1-9/2020	1-9/2019	y-o-y
Operating income	442	699	(36.8%)
General admin. expenses	(278)	(266)	4.6%
Operating result	164	433	(62.1%)
Other result	(151)	(22)	>500.0%
Levies and special governmental measures	(74)	(59)	26.3%
Impairment losses on financial assets	(6)	1	-
Profit/loss before tax	(66)	354	-
Profit/loss after tax	(32)	407	-

In EUR mn	Q3/2020	Q2/2020	q-o-q
Operating income	339	87	287.7%
General admin. expenses	(84)	(102)	(18.2%)
Operating result	255	(15)	-
Other result	(28)	(66)	(56.9%)
Levies and special governmental measures	1	(15)	-
Impairment losses on financial assets	(3)	(1)	192.4%
Profit/loss before tax	224	(97)	-
Profit/loss after tax	211	(65)	-

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	1-9/2020	1-9/2019	y-o-y
Operating income	(506)	(891)	(43.2%)
General admin. expenses	102	97	5.1%
Operating result	(404)	(794)	(49.1%)
Other result	17	(23)	-
Levies and special governmental measures	0	(0)	-
Impairment losses on financial assets	(1)	1	-
Profit/loss before tax	(388)	(816)	(52.4%)
Profit/loss after tax	(384)	(816)	(53.0%)

In EUR mn	Q3/2020	Q2/2020	q-o-q
Operating income	(355)	(143)	148.0%
General admin. expenses	35	33	6.3%
Operating result	(320)	(110)	190.7%
Other result	(0)	17	-
Levies and special governmental measures	0	0	-
Impairment losses on financial assets	0	(2)	-
Profit/loss before tax	(320)	(95)	238.1%
Profit/loss after tax	(316)	(93)	239.4%

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	0	497	497
AT1 capital dividend allotment	0	0	(31)	0	(31)	0	31	0
Dividend payments	0	0	0	0	0	(53)	(31)	(84)
Own shares	0	0	0	0	0	0	(4)	(4)
Other changes	0	0	31	0	31	(1)	0	31
Total comprehensive income	0	0	599	(791)	(192)	23	0	(169)
Equity as at 30/9/2020	1,002	4,992	9,042	(3,411)	11,626	781	1,630	14,036

- **Earnings per share** down EUR 0.85 (1-9/2020: EUR 1.66 vs. 1-9/2019: EUR 2.52)
- **No dividend payment for 2019** as agreed at the AGM in October 2020; however, at the beginning of 2021 a subsequent dividend payment for 2019 will be reviewed again taking into account the capital requirements for the coming period, any dividend recommendation by the supervisory authorities and the economic effects of the COVID-19 crisis
- **Book value per share** EUR 35.34 at 30/9/2020 (EUR 35.93 at 31/12/2019 resp. EUR 34.75 at 30/9/2019)
- **Total comprehensive income** of minus EUR 169 mn mostly impacted by currency differences (minus EUR 1,051 mn) mainly from Russia, Ukraine, Czech Republic, Belarus and Hungary partly offset by net investment hedge (EUR 187 mn)

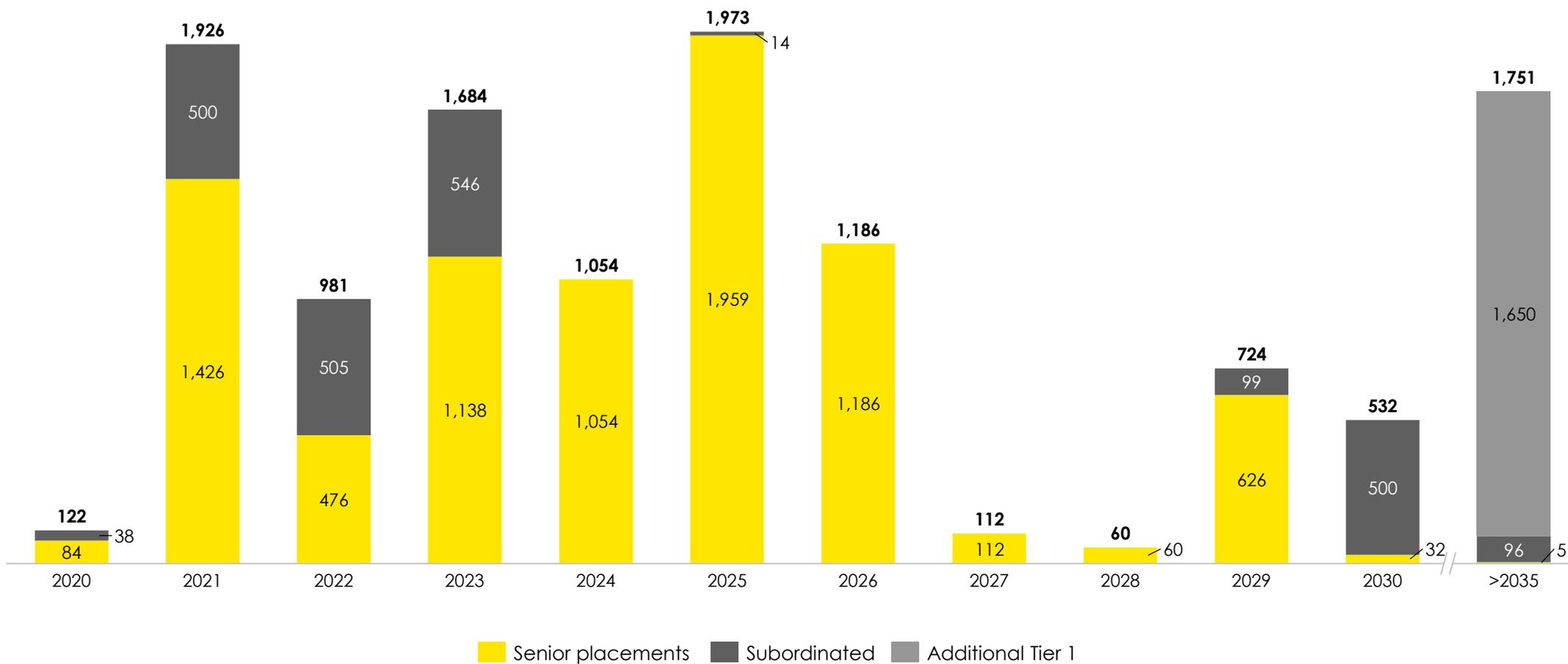
Regulatory Capital Overview

Regulatory Capital Structure

In EUR mn	30/9/2020	30/6/2020	31/12/2019
Common equity tier 1 (before deductions)	11,019	11,389	11,659
Deduction items	(964)	(749)	(797)
Common equity tier 1 (after deductions)	10,055	10,640	10,862
Additional tier 1 (after deductions)	1,723	1,239	1,230
Tier 1 (after deductions)	11,778	11,879	12,092
Tier 2 (after deductions)	2,150	2,270	1,940
Total capital	13,928	14,149	14,032
Risk-weighted assets (total RWA)	80,146	80,490	77,966
Common equity tier 1 ratio (fully loaded)	12.5%	13.2%	13.9%
Tier 1 ratio (fully loaded)	14.6%	14.6%	15.4%
Total capital ratio (fully loaded)	17.3%	17.5%	17.9%
Leverage ratio (fully loaded)	6.1%	6.1%	6.7%
Leverage exposure (total)	191,794	192,203	178,226

Maturity Profile

Maturity Profile at 30/9/2020
(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	99.43%	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	100.0%	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	12.6%	XS0619437147	6.625%	NA	EUR 500 mn	18 May 2011	NA	NA	18 May 2021
Raiffeisen Bank International AG	Tier 2	41.1%	CH0194405343	4.75%	NA	CHF 250 mn	24 Oct 2012	NA	NA	24 Oct 2022
Raiffeisen Bank International AG	Tier 2	60.6%	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

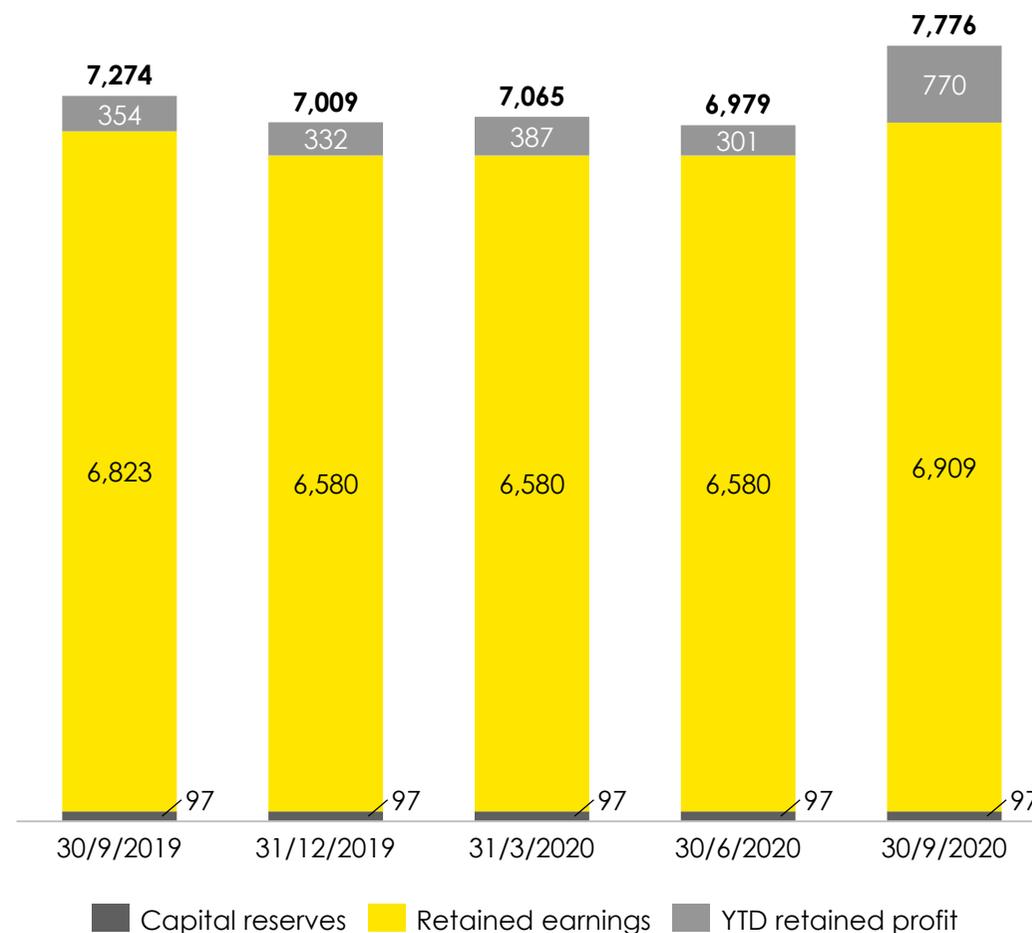
²) Transitional CRR rules as of Q3 2020, calculated as reported regulatory amount divided by carrying amount before deduction for market making activities

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 7,776 mn at 30/9/2020 including YTD profit and initially proposed dividend for 2019, excluding national regulations

Available Distributable Items (EUR mn)



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

The Institutional Protection Scheme (IPS)

- 1 **RBI is part of the Raiffeisen Banking Group federal IPS.** The IPS supports members if needed to ensure solvency and liquidity
- 2 IPS serves as **capital cushion and source of liquidity** to its members. Uniform and joint monitoring ensures the early identification of potential risks
- 3 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 Q3/2020 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 Q3/2020 was EUR 402 mn

Contributions

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

RBI's Contribution

- RBI's share of the federal IPS fund amounts to EUR 265 mn. RBI's 2020 contribution to the IPS is EUR 63 mn and will be transferred in Q4

Bank Levies and Resolution Fund

Impact in EUR mn		FY 2019	1-9/2020	FY 2020e	
Austria	Bank levy based on total assets (excluding derivatives) and including a one-off payment (spread over 4 years) of EUR 163 mn from 2017 on	57	55 ¹	~58	
Hungary	Bank levy of 0.15% (for up to HUF 50 bn of total assets) and 0.21% (for tax base above HUF 50 bn) fully reflected in the first quarter; one-time bank levy of 0.19% decided in April - no P/L effect	13	13	~13	
Poland	Bank levy of 0.44%, based on total assets less PLN 4 bn flat amount, own funds and treasury securities	6	3	~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	~26	
Total	Bank levies	110	97	~102	
Austria	Based on total assets less equity and secured deposits Full amounts always booked in the first quarter according to IFRIC 21	20	37	~37	
Albania		1	1	~1	
Croatia		2	3	~3	
Czech Republic		9	11	~11	
Bulgaria		5	9	~9	
Hungary		4	4	~4	
Romania		4	6	~6	
Slovakia		4	5	~5	
Total		Resolution fund	49	76	~76

¹⁾ EUR 41 mn related to the one-off payment and EUR 14 mn current instalment of the bank levy; EUR 46 mn booked in Corporate Center, EUR 9 mn in Group Corporates & Markets

NPE and NPL Distribution by Country

In EUR mn	NPE Stock	NPE Ratio	NPE Ratio	NPE Coverage Ratio	NPE Coverage Ratio	NPL Ratio	NPL Ratio	NPL Coverage Ratio	NPL Coverage Ratio
	30/9/2020	30/9/2020	31/12/2019	30/9/2020	31/12/2019	30/9/2020	31/12/2019	30/9/2020	31/12/2019
Czech Republic	207	1.2%	1.4%	59.9%	61.0%	1.3%	1.5%	60.1%	61.0%
Hungary	163	2.1%	2.5%	52.6%	46.9%	2.7%	3.6%	52.6%	46.9%
Poland	200	6.7%	10.0%	80.0%	58.3%	6.7%	10.0%	80.0%	58.3%
Slovakia	238	1.6%	1.6%	68.1%	69.0%	1.9%	1.8%	68.3%	69.0%
Central Europe¹	820	1.9%	2.4%	65.0%	58.6%	2.2%	2.7%	65.1%	58.6%
Albania	100	5.5%	5.6%	71.5%	71.4%	7.3%	7.8%	71.5%	71.4%
Bosnia & Herzegovina	90	4.2%	4.0%	75.6%	77.9%	4.3%	4.2%	75.6%	77.9%
Bulgaria	86	1.8%	1.7%	63.3%	66.8%	2.0%	2.0%	63.3%	66.8%
Croatia	153	3.2%	3.2%	71.0%	72.9%	3.9%	4.1%	71.1%	72.9%
Kosovo	24	2.3%	2.0%	67.2%	68.0%	2.7%	2.4%	67.2%	68.0%
Romania	250	2.6%	3.1%	71.9%	65.5%	3.2%	3.7%	71.9%	65.5%
Serbia	49	1.6%	1.9%	72.0%	72.0%	2.0%	2.4%	72.0%	72.0%
Southeastern Europe	751	2.7%	3.0%	71.0%	69.9%	3.3%	3.6%	71.0%	69.9%
Belarus	30	1.7%	1.6%	82.2%	83.2%	1.9%	1.7%	82.2%	83.2%
Russia	291	2.1%	1.5%	51.3%	55.1%	2.5%	1.8%	51.3%	55.1%
Ukraine	111	3.9%	5.2%	62.4%	63.9%	4.3%	5.5%	62.4%	63.9%
Eastern Europe	432	2.3%	2.0%	56.3%	60.0%	2.7%	2.3%	56.3%	60.0%
GC&M	830	1.7%	1.7%	60.0%	55.9%	1.7%	1.7%	60.8%	56.7%
Total RBI Group	2,837	1.9%	2.1%	63.8%	61.0%	2.1%	2.4%	64.1%	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

1-9/2020	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	18,208	11.0%	81.1%	1.98%	56.8%	0.47%	7.5%
Hungary	8,203	5.0%	69.9%	1.91%	57.7%	0.43%	6.7%
Poland	2,793	1.7%	–	0.54%	–	0.45%	–
Slovakia	15,207	9.2%	96.1%	2.06%	46.7%	0.69%	8.4%
Central Europe¹	43,986	26.7%	93.9%	1.92%	53.5%	0.54%	6.3%
Albania	1,867	1.1%	47.2%	3.10%	60.0%	1.35%	6.4%
Bosnia & Herzegovina	2,455	1.5%	71.4%	3.03%	52.1%	1.53%	9.0%
Bulgaria	5,043	3.1%	73.9%	2.51%	56.2%	1.47%	3.4%
Croatia	5,145	3.1%	68.4%	2.50%	64.5%	0.87%	2.4%
Kosovo	1,129	0.7%	83.0%	4.75%	52.8%	1.38%	11.9%
Romania	10,355	6.3%	67.5%	4.15%	51.3%	0.99%	15.6%
Serbia	3,234	2.0%	67.7%	3.08%	50.3%	0.67%	10.4%
Southeastern Europe	29,187	17.7%	68.3%	3.31%	54.3%	1.11%	9.1%
Belarus	1,901	1.2%	92.9%	4.53%	43.9%	1.64%	14.4%
Russia	15,496	9.4%	75.7%	4.90%	36.4%	1.24%	21.4%
Ukraine	3,114	1.9%	53.8%	8.93%	43.5%	1.05%	32.8%
Eastern Europe	20,506	12.4%	73.6%	5.41%	38.6%	1.26%	23.0%
Group Corporates & Markets	58,569	35.5%	126.3%	1.11%	54.4%	0.47%	8.8%
Corporate Center	38,772	23.5%	–	–	–	–	–
Total RBI Group	164,779	100.0%	90.4%	2.21%	54.6%	0.72%	6.7%

¹⁾ Including Slovenia ²⁾ Excludes reconciliation of EUR 26.2 bn

In EUR mn	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019 ³	1-9/2020	1-9/2019 ³	y-o-y	1-12/2019
Net interest income	770	825	(6.6%)	881	881	866	2,476	2,531	(2.2%)	3,412
Net fee and commission income	433	392	10.5%	448	489	468	1,272	1,307	(2.7%)	1,797
Net trading income and fair value result	33	25	30.4%	37	70	(8)	95	(87)	-	(17)
Other net operating income	8	12	(32.0%)	29	65	(8)	50	13	284.1%	78
Operating income	1,273	1,286	(0.9%)	1,405	1,642	1,327	3,964	3,833	3.4%	5,475
General administrative expenses	(690)	(719)	(4.0%)	(755)	(848)	(748)	(2,164)	(2,245)	(3.6%)	(3,093)
Operating result	584	567	3.0%	650	794	580	1,800	1,588	13.3%	2,382
Other result	(38)	(91)	(58.5%)	(82)	(151)	(35)	(211)	(68)	208.2%	(219)
Levies and special governmental measures	(7)	(38)	(82.1%)	(128)	(21)	(11)	(173)	(141)	22.4%	(162)
Impairment losses on financial assets	(185)	(158)	16.9%	(153)	(154)	(68)	(497)	(80)	>500.0%	(234)
Profit/loss before tax	354	279	26.7%	286	468	465	920	1,299	(29.2%)	1,767
Profit/loss after tax	259	213	21.6%	207	380	341	679	985	(31.0%)	1,365
Return on equity before tax ¹	10.6%	8.5%	2.1 PP	8.5%	15.1%	15.1%	9.1%	13.9%	(4.8 PP)	14.2%
Return on equity after tax ¹	7.7%	6.5%	1.3 PP	6.1%	12.3%	11.1%	6.7%	10.6%	(3.8 PP)	11.0%
Net interest margin ¹	2.00%	2.21%	(0.20 PP)	2.43%	2.47%	2.46%	2.21%	2.43%	(0.22 PP)	2.44%
Cost/income ratio	54.2%	55.9%	(1.7 PP)	53.8%	51.7%	56.3%	54.6%	58.6%	(4.0 PP)	56.5%
Loan/deposit ratio	90.4%	94.9%	(4.5 PP)	97.6%	97.9%	102.9%	90.4%	102.9%	(12.5 PP)	97.9%
Provisioning ratio ¹	0.79%	0.69%	0.11 PP	0.66%	0.65%	0.32%	0.72%	0.13%	0.59 PP	0.26%
NPE ratio	1.9%	1.9%	(0.1 PP)	2.0%	2.1%	2.3%	1.9%	2.3%	(0.4 PP)	2.1%
NPE coverage ratio	63.8%	63.3%	0.5 PP	62.4%	61.0%	60.2%	63.8%	60.2%	3.6 PP	61.0%
Total assets	164,779	163,761	0.6%	155,596	152,200	150,805	164,779	150,805	9.3%	152,200
RWA	80,146	80,490	(0.4%)	78,181	77,966	77,816	80,146	77,816	3.0%	77,966
Equity	14,036	13,655	2.8%	13,177	13,765	13,344	14,036	13,344	5.2%	13,765
Loans to customers	91,711	93,876	(2.3%)	92,198	91,204	92,574	91,711	92,574	(0.9%)	91,204
- Hereof non-financial corporations % ²	49.2%	50.1%	(0.9 PP)	50.7%	49.7%	49.4%	49.2%	49.4%	(0.2 PP)	49.7%
- Hereof households % ²	36.7%	36.1%	0.6 PP	36.5%	38.1%	36.6%	36.7%	36.6%	0.1 PP	38.1%
- Hereof FCY %	-	-	-	-	-	-	-	-	-	-
Deposits from customers	99,800	98,686	1.1%	97,084	96,214	90,701	99,800	90,701	10.0%	96,214
Business outlets	1,958	1,982	(1.2%)	2,000	2,040	2,095	1,958	2,095	(6.5%)	2,040
Number of employees	46,071	46,386	(0.7%)	46,760	46,873	47,238	46,071	47,238	(2.5%)	46,873
Number of customers (in mn)	16.8	16.7	0.6%	16.8	16.7	16.5	16.8	16.5	1.8%	16.7

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share 3) Previous-year figures adapted due to changed allocation

Country Financials (CE) – Czech Republic



In EUR mn	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019	1-9/2020	1-9/2019	y-o-y	1-12/2019
Net interest income	73	82	(10.9%)	101	96	104	256	299	(14.4%)	395
Net fee and commission income	29	26	12.7%	36	33	32	91	97	(6.7%)	130
Net trading income and fair value result	(0)	(1)	(91.2%)	(7)	4	(9)	(8)	(12)	(31.5%)	(7)
Other net operating income	5	4	30.2%	7	5	4	16	19	(17.4%)	25
Operating income	108	108	0.1%	139	139	131	355	406	(12.6%)	545
General administrative expenses	(65)	(64)	2.1%	(73)	(74)	(72)	(202)	(210)	(3.8%)	(283)
Operating result	43	44	(2.8%)	66	65	59	153	196	(21.9%)	262
Other result	(0)	(4)	(99.8%)	1	(10)	(0)	(4)	2	-	(8)
Levies and special governmental measures	0	0	(83.0%)	(11)	(0)	0	(10)	(9)	20.5%	(9)
Impairment losses on financial assets	(15)	(15)	(1.9%)	(11)	(26)	(7)	(41)	10	-	(16)
Profit/loss before tax	28	25	12.8%	45	29	52	99	200	(50.7%)	230
Profit/loss after tax	21	21	(0.9%)	39	24	41	82	168	(51.5%)	192
Return on equity before tax ¹	7.8%	7.0%	0.7 PP	12.3%	8.1%	15.2%	9.1%	20.7%	(11.6 PP)	17.6%
Return on equity after tax ¹	5.8%	6.0%	(0.2 PP)	10.6%	6.6%	12.1%	7.5%	17.4%	(9.9 PP)	14.7%
Net interest margin ¹	1.64%	1.94%	(0.30 PP)	2.39%	2.26%	2.48%	1.98%	2.41%	(0.44 PP)	2.37%
Cost/income ratio	60.1%	58.9%	1.2 PP	52.6%	53.0%	54.8%	56.8%	51.6%	5.2 PP	52.0%
Loan/deposit ratio	81.1%	82.6%	(1.5 PP)	86.9%	86.2%	90.2%	81.1%	90.2%	(9.1 PP)	86.2%
Provisioning ratio ¹	0.51%	0.54%	(0.03 PP)	0.36%	0.88%	0.26%	0.47%	(0.12%)	0.59 PP	0.14%
NPE ratio	1.2%	1.3%	(0.1 PP)	1.3%	1.4%	1.2%	1.2%	1.2%	(0.1 PP)	1.4%
NPE coverage ratio	59.9%	59.5%	0.4 PP	61.0%	61.0%	62.4%	59.9%	62.4%	(2.5 PP)	61.0%
Total assets	18,208	18,176	0.2%	16,559	17,433	17,133	18,208	17,133	6.3%	17,433
RWA	7,648	7,703	(0.7%)	7,922	8,210	7,954	7,648	7,954	(3.8%)	8,210
Equity	1,474	1,480	(0.4%)	1,434	1,503	1,431	1,474	1,431	3.1%	1,503
Loans to customers	11,476	11,556	(0.7%)	11,308	11,872	11,698	11,476	11,698	(1.9%)	11,872
- Hereof non-financial corporations % ²	40.1%	40.2%	(0.1 PP)	41.1%	40.5%	40.7%	40.1%	40.7%	(0.6 PP)	40.5%
- Hereof households % ²	55.0%	55.2%	(0.2 PP)	54.6%	55.7%	55.1%	55.0%	55.1%	(0.1 PP)	55.7%
- Hereof FCY %	17.8%	17.6%	0.2 PP	18.1%	15.7%	15.6%	17.8%	15.6%	2.2 PP	15.7%
Deposits from customers	14,385	14,483	(0.7%)	13,317	14,106	13,176	14,385	13,176	9.2%	14,106
Business outlets	127	127	0.0%	136	136	136	127	136	(6.6%)	136
Number of employees	3,166	3,252	(2.6%)	3,395	3,413	3,425	3,166	3,425	(7.6%)	3,413
Number of customers (in mn)	1.2	1.2	(0.9%)	1.2	1.2	1.2	1.2	1.2	4.5%	1.2

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

Country Financials (CE) – Hungary



In EUR mn	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019	1-9/2020	1-9/2019	y-o-y	1-12/2019
Net interest income	36	38	(4.2%)	37	22	34	111	105	5.5%	127
Net fee and commission income	34	32	8.3%	36	38	37	102	111	(8.1%)	149
Net trading income and fair value result	(5)	3	–	3	1	(2)	2	(1)	–	(0)
Other net operating income	(10)	(8)	25.8%	(13)	(12)	(14)	(31)	(39)	(18.9%)	(50)
Operating income	56	66	(16.0%)	64	49	55	187	178	4.6%	227
General administrative expenses	(35)	(35)	0.9%	(38)	(43)	(39)	(108)	(116)	(7.2%)	(159)
Operating result	21	32	(34.4%)	26	7	16	79	62	26.7%	69
Other result	(2)	0	–	(4)	(0)	(0)	(6)	(0)	>500.0%	(0)
Levies and special governmental measures	0	(0)	–	(17)	0	0	(17)	(17)	3.6%	(17)
Impairment losses on financial assets	(4)	3	–	(12)	(8)	2	(13)	32	–	24
Profit/loss before tax	15	35	(58.1%)	(7)	(2)	18	43	78	(44.8%)	76
Profit/loss after tax	11	32	(65.0%)	(10)	(3)	14	33	67	(50.3%)	63
Return on equity before tax ¹	9.1%	22.1%	(12.9 PP)	–	–	10.4%	8.6%	15.5%	(6.9 PP)	11.3%
Return on equity after tax ¹	7.0%	20.2%	(13.2 PP)	–	–	8.1%	6.7%	13.4%	(6.7 PP)	9.5%
Net interest margin ¹	1.84%	1.95%	(0.12 PP)	1.97%	1.14%	1.86%	1.91%	1.93%	(0.01 PP)	1.73%
Cost/income ratio	62.6%	52.1%	10.5 PP	59.2%	86.7%	70.9%	57.7%	65.1%	(7.4 PP)	69.8%
Loan/deposit ratio	69.9%	72.9%	(3.0 PP)	72.2%	70.5%	74.5%	69.9%	74.5%	(4.6 PP)	70.5%
Provisioning ratio ¹	0.45%	(0.36%)	0.80 PP	1.22%	0.90%	(0.18%)	0.43%	(1.19%)	1.61 PP	(0.64%)
NPE ratio	2.1%	2.2%	(0.1 PP)	2.2%	2.5%	2.3%	2.1%	2.3%	(0.2 PP)	2.5%
NPE coverage ratio	52.6%	54.1%	(1.4 PP)	54.0%	46.9%	60.1%	52.6%	60.1%	(7.5 PP)	46.9%
Total assets	8,203	7,925	3.5%	7,991	7,862	7,784	8,203	7,784	5.4%	7,862
RWA	3,566	3,564	0.0%	3,563	3,747	3,637	3,566	3,637	(2.0%)	3,747
Equity	660	663	(0.4%)	624	717	708	660	708	(6.8%)	717
Loans to customers	3,993	4,053	(1.5%)	3,895	3,822	3,752	3,993	3,752	6.4%	3,822
- Hereof non-financial corporations % ²	67.7%	68.3%	(0.6 PP)	68.7%	68.5%	71.3%	67.7%	71.3%	(3.6 PP)	68.5%
- Hereof households % ²	25.8%	25.1%	0.7 PP	24.8%	25.6%	23.7%	25.8%	23.7%	2.1 PP	25.6%
- Hereof FCY %	45.4%	45.4%	0.0 PP	48.3%	45.9%	45.6%	45.4%	45.6%	(0.2 PP)	45.9%
Deposits from customers	6,205	5,994	3.5%	5,940	5,882	5,792	6,205	5,792	7.1%	5,882
Business outlets	72	72	0.0%	72	71	71	72	71	1.4%	71
Number of employees	2,271	2,078	9.3%	2,258	2,237	2,225	2,271	2,225	2.1%	2,237
Number of customers (in mn)	0.4	0.5	(5.5%)	0.5	0.5	0.5	0.4	0.5	(12.3%)	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 (CE) – Poland



In EUR mn	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019 ³	1-9/2020	1-9/2019 ³	y-o-y	1-12/2019
Net interest income	4	4	4.0%	4	3	4	12	11	9.6%	14
Net fee and commission income	1	1	37.5%	1	0	1	2	2	15.8%	2
Net trading income and fair value result	0	0	65.0%	0	0	0	1	1	(50.4%)	1
Other net operating income	(0)	(0)	(67.9%)	(0)	(1)	(0)	(0)	(1)	(47.2%)	(2)
Operating income	5	4	11.8%	5	2	4	14	13	8.5%	15
General administrative expenses	(5)	(5)	5.1%	(5)	(5)	(6)	(15)	(16)	(8.0%)	(22)
Operating result	(0)	(0)	(55.7%)	(0)	(3)	(2)	(1)	(3)	(74.0%)	(6)
Other result	(12)	(10)	29.9%	(8)	(47)	(1)	(30)	(2)	>500.0%	(49)
Levies and special governmental measures	(1)	(1)	(5.9%)	(1)	(1)	(2)	(4)	(5)	(13.7%)	(6)
Impairment losses on financial assets	0	(6)	–	(3)	(11)	(0)	(10)	(15)	(37.3%)	(27)
Profit/loss before tax	(14)	(18)	(23.4%)	(13)	(63)	(4)	(44)	(25)	77.0%	(88)
Profit/loss after tax	(14)	(18)	(23.4%)	(13)	(63)	(29)	(44)	(51)	(12.2%)	(113)
Return on equity before tax ¹	–	–	–	–	–	–	–	–	–	–
Return on equity after tax ¹	–	–	–	–	–	–	–	–	–	–
Net interest margin ¹	0.56%	0.52%	0.04 PP	0.54%	0.44%	0.46%	0.54%	0.45%	0.09 PP	0.45%
Cost/income ratio	–	–	–	–	–	–	–	–	–	–
Loan/deposit ratio	–	–	–	–	–	–	–	–	–	–
Provisioning ratio ¹	(0.03%)	0.90%	(0.93 PP)	0.45%	1.55%	0.00%	0.45%	0.67%	(0.22 PP)	0.88%
NPE ratio	6.7%	7.4%	(0.7 PP)	7.6%	10.0%	10.1%	6.7%	10.1%	(3.5 PP)	10.0%
NPE coverage ratio	80.0%	70.7%	9.3 PP	69.3%	58.3%	51.3%	80.0%	51.3%	28.6 PP	58.3%
Total assets	2,793	2,920	(4.3%)	2,984	2,974	3,147	2,793	3,147	(11.2%)	2,974
RWA	3,357	3,491	(3.9%)	3,519	3,681	3,820	3,357	3,820	(12.1%)	3,681
Equity	–	–	–	–	–	–	–	–	–	–
Loans to customers	2,734	2,839	(3.7%)	2,910	2,938	3,009	2,734	3,009	(9.1%)	2,938
- Hereof non-financial corporations % ²	4.8%	5.0%	(0.3 PP)	5.2%	6.1%	6.6%	4.8%	6.6%	(1.8 PP)	6.1%
- Hereof households % ²	95.2%	95.0%	0.3 PP	94.8%	93.9%	93.4%	95.2%	93.4%	1.8 PP	93.9%
- Hereof FCY %	95.9%	93.8%	2.1 PP	93.5%	92.9%	94.1%	95.9%	94.1%	1.8 PP	92.9%
Deposits from customers	13	14	(6.3%)	14	17	18	13	18	(29.2%)	17
Business outlets	1	1	0.0%	1	1	1	1	1	0.0%	1
Number of employees	240	232	3.4%	229	227	214	240	214	12.1%	227
Number of customers (in mn)	0.0	0.0	(0.9%)	0.0	0.0	0.0	0.0	0.0	(4.4%)	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	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019 ³	1-9/2020	1-9/2019 ³	y-o-y	1-12/2019
Net interest income	72	73	(0.6%)	74	75	74	219	219	(0.3%)	294
Net fee and commission income	36	36	0.1%	35	41	40	108	119	(9.0%)	160
Net trading income and fair value result	3	7	(54.2%)	2	30	(0)	12	2	>500.0%	32
Other net operating income	(0)	1	–	19	(1)	2	19	2	>500.0%	1
Operating income	112	116	(3.6%)	132	146	117	360	346	4.2%	492
General administrative expenses	(58)	(52)	11.0%	(58)	(74)	(64)	(168)	(191)	(11.8%)	(265)
Operating result	54	64	(15.6%)	74	72	53	192	155	23.8%	227
Other result	0	(0)	–	(0)	1	(1)	0	(1)	–	(0)
Levies and special governmental measures	0	(13)	–	(17)	(6)	(6)	(30)	(22)	37.9%	(28)
Impairment losses on financial assets	(10)	(23)	(56.2%)	(25)	(13)	(6)	(58)	(6)	>500.0%	(20)
Profit/loss before tax	44	28	59.6%	32	53	40	104	126	(17.2%)	179
Profit/loss after tax	35	21	64.4%	27	41	33	83	102	(18.6%)	142
Return on equity before tax ¹	13.2%	8.4%	4.8 PP	9.7%	16.2%	12.8%	10.6%	13.9%	(3.3 PP)	14.7%
Return on equity after tax ¹	10.4%	6.4%	3.9 PP	8.0%	12.5%	10.5%	8.4%	11.2%	(2.8 PP)	11.7%
Net interest margin ¹	1.98%	2.07%	(0.09 PP)	2.14%	2.16%	2.21%	2.06%	2.24%	(0.18 PP)	2.22%
Cost/income ratio	51.8%	45.0%	6.8 PP	43.8%	50.9%	54.9%	46.7%	55.1%	(8.5 PP)	53.9%
Loan/deposit ratio	96.1%	96.7%	(0.6 PP)	100.2%	98.3%	101.6%	96.1%	101.6%	(5.4 PP)	98.3%
Provisioning ratio ¹	0.35%	0.82%	(0.46 PP)	0.90%	0.50%	0.23%	0.69%	0.08%	0.61 PP	0.19%
NPE ratio	1.6%	1.7%	(0.1 PP)	1.8%	1.6%	1.6%	1.6%	1.6%	(0.0 PP)	1.6%
NPE coverage ratio	68.1%	68.9%	(0.8 PP)	66.4%	69.0%	70.1%	68.1%	70.1%	(2.0 PP)	69.0%
Total assets	15,207	14,939	1.8%	14,271	14,613	14,154	15,207	14,154	7.4%	14,613
RWA	6,104	6,271	(2.7%)	6,458	6,409	6,229	6,104	6,229	(2.0%)	6,409
Equity	1,393	1,355	2.8%	1,334	1,334	1,311	1,393	1,311	6.3%	1,334
Loans to customers	11,356	11,154	1.8%	11,207	10,957	10,807	11,356	10,807	5.1%	10,957
- Hereof non-financial corporations % ²	43.7%	43.6%	0.1 PP	43.6%	42.7%	43.7%	43.7%	43.7%	0.1 PP	42.7%
- Hereof households % ²	55.2%	55.3%	(0.1 PP)	55.4%	56.3%	55.4%	55.2%	55.4%	(0.2 PP)	56.3%
- Hereof FCY %	0.5%	1.1%	(0.6 PP)	1.1%	0.5%	0.4%	0.5%	0.4%	0.2 PP	0.5%
Deposits from customers	12,393	12,126	2.2%	11,920	11,961	11,381	12,393	11,381	8.9%	11,961
Business outlets	175	177	(1.1%)	182	182	184	175	184	(4.9%)	182
Number of employees	3,639	3,728	(2.4%)	3,813	4,029	4,035	3,639	4,035	(9.8%)	4,029
Number of customers (in mn)	1.0	1.0	1.7%	1.0	1.0	0.9	1.0	0.9	15.6%	1.0

Note: All data, except P/L, are dated to the end of the period 1) Annualized 2) General governments and other financial corporations as remaining share 3) Previous-year figures adapted due to changed allocation

Country Financials (SEE) – Albania



In EUR mn	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019	1-9/2020	1-9/2019	y-o-y	1-12/2019
Net interest income	13	13	3.7%	14	14	14	40	43	(6.5%)	57
Net fee and commission income	3	3	16.5%	3	4	4	10	12	(22.0%)	16
Net trading income and fair value result	1	(4)	–	8	1	1	4	2	99.8%	3
Other net operating income	(0)	(0)	(92.3%)	(0)	(0)	(0)	(1)	1	–	1
Operating income	17	11	57.2%	25	18	20	53	59	(9.1%)	77
General administrative expenses	(11)	(11)	(2.7%)	(11)	(12)	(11)	(32)	(33)	(1.5%)	(44)
Operating result	7	0	>500.0%	15	7	9	21	26	(18.5%)	33
Other result	0	0	469.4%	0	(1)	0	0	0	–	(1)
Levies and special governmental measures	0	(0)	–	(1)	(0)	(0)	(1)	(1)	(10.7%)	(1)
Impairment losses on financial assets	(3)	1	–	(6)	(5)	(4)	(8)	1	–	(4)
Profit/loss before tax	4	1	187.4%	8	1	5	13	26	(50.7%)	27
Profit/loss after tax	3	1	200.6%	6	0	4	11	23	(51.6%)	23
Return on equity before tax ¹	6.8%	2.5%	4.4 PP	13.4%	1.7%	8.6%	7.6%	16.1%	(8.4 PP)	12.5%
Return on equity after tax ¹	5.9%	2.0%	3.9 PP	11.2%	0.4%	7.7%	6.4%	13.9%	(7.4 PP)	10.6%
Net interest margin ¹	3.10%	2.99%	0.12 PP	3.23%	3.32%	3.30%	3.10%	3.32%	(0.22 PP)	3.32%
Cost/income ratio	61.4%	99.1%	(37.7 PP)	42.0%	64.5%	56.4%	60.0%	55.4%	4.6 PP	57.6%
Loan/deposit ratio	47.2%	49.0%	(1.7 PP)	53.4%	52.2%	52.9%	47.2%	52.9%	(5.7 PP)	52.2%
Provisioning ratio ¹	1.50%	(0.60%)	2.09 PP	3.08%	2.56%	1.86%	1.35%	(0.21%)	1.56 PP	0.51%
NPE ratio	5.5%	5.6%	(0.1 PP)	5.7%	5.6%	5.6%	5.5%	5.6%	(0.2 PP)	5.6%
NPE coverage ratio	71.5%	72.2%	(0.7 PP)	72.1%	71.4%	73.0%	71.5%	73.0%	(1.5 PP)	71.4%
Total assets	1,867	1,828	2.1%	1,799	1,838	1,818	1,867	1,818	2.7%	1,838
RWA	1,373	1,353	1.5%	1,336	1,345	1,318	1,373	1,318	4.2%	1,345
Equity	238	234	1.6%	224	231	231	238	231	3.2%	231
Loans to customers	729	741	(1.6%)	782	779	773	729	773	(5.6%)	779
- Hereof non-financial corporations % ²	57.4%	58.3%	(0.9 PP)	60.9%	59.1%	59.7%	57.4%	59.7%	(2.3 PP)	59.1%
- Hereof households % ²	42.6%	41.6%	0.9 PP	39.1%	40.9%	40.3%	42.6%	40.3%	2.3 PP	40.9%
- Hereof FCY %	47.9%	49.5%	(1.5 PP)	48.0%	46.6%	47.7%	47.9%	47.7%	0.2 PP	46.6%
Deposits from customers	1,594	1,561	2.2%	1,517	1,556	1,521	1,594	1,521	4.8%	1,556
Business outlets	77	78	(1.3%)	78	78	78	77	78	(1.3%)	78
Number of employees	1,277	1,238	3.2%	1,241	1,241	1,233	1,277	1,233	3.6%	1,241
Number of customers (in mn)	0.5	0.5	1.3%	0.4	0.4	0.4	0.5	0.4	4.8%	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

Country Financials (SEE) – Bosnia & Herzegovina



In EUR mn	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019	1-9/2020	1-9/2019	y-o-y	1-12/2019
Net interest income	16	16	(0.2%)	16	17	17	48	51	(5.9%)	68
Net fee and commission income	11	9	19.9%	10	11	11	30	31	(3.8%)	42
Net trading income and fair value result	1	1	(10.5%)	0	0	1	2	1	12.8%	2
Other net operating income	(0)	0	-	0	1	0	(0)	0	-	1
Operating income	27	26	4.0%	28	29	28	80	85	(5.5%)	114
General administrative expenses	(14)	(14)	3.3%	(14)	(17)	(15)	(42)	(42)	(1.3%)	(59)
Operating result	12	12	4.8%	14	12	13	38	42	(9.6%)	55
Other result	0	0	-	0	0	0	0	0	-	0
Levies and special governmental measures	(0)	(0)	(62.1%)	(0)	0	0	(0)	0	-	0
Impairment losses on financial assets	(4)	(8)	(50.1%)	(4)	(1)	(12)	(15)	(13)	19.6%	(14)
Profit/loss before tax	8	4	112.1%	11	11	1	23	30	(22.3%)	41
Profit/loss after tax	8	3	156.1%	9	5	(0)	20	26	(24.0%)	31
Return on equity before tax ¹	11.1%	5.3%	5.7 PP	14.4%	15.2%	1.4%	10.4%	14.0%	(3.6 PP)	14.6%
Return on equity after tax ¹	10.0%	4.0%	6.0 PP	12.7%	6.7%	-	9.0%	12.5%	(3.4 PP)	11.2%
Net interest margin ¹	3.06%	2.98%	0.08 PP	3.05%	3.14%	3.14%	3.03%	3.26%	(0.23 PP)	3.23%
Cost/income ratio	53.6%	54.0%	(0.4 PP)	48.9%	58.0%	53.6%	52.1%	49.9%	2.2 PP	52.0%
Loan/deposit ratio	71.4%	73.6%	(2.2 PP)	76.3%	75.3%	74.6%	71.4%	74.6%	(3.2 PP)	75.3%
Provisioning ratio ¹	1.17%	2.30%	(1.14 PP)	1.09%	0.37%	3.65%	1.53%	1.29%	0.24 PP	1.06%
NPE ratio	4.2%	4.3%	(0.1 PP)	4.0%	4.0%	3.6%	4.2%	3.6%	0.5 PP	4.0%
NPE coverage ratio	75.6%	79.3%	(3.8 PP)	78.6%	77.9%	89.3%	75.6%	89.3%	(13.7 PP)	77.9%
Total assets	2,455	2,472	(0.7%)	2,485	2,469	2,440	2,455	2,440	0.6%	2,469
RWA	1,987	2,022	(1.7%)	2,040	2,014	1,937	1,987	1,937	2.6%	2,014
Equity	315	307	2.5%	304	292	287	315	287	9.7%	292
Loans to customers	1,315	1,338	(1.7%)	1,364	1,329	1,329	1,315	1,329	(1.1%)	1,329
- Hereof non-financial corporations % ²	39.9%	41.0%	(1.1 PP)	41.1%	40.1%	40.9%	39.9%	40.9%	(1.0 PP)	40.1%
- Hereof households % ²	58.7%	57.5%	1.3 PP	57.2%	58.1%	57.4%	58.7%	57.4%	1.3 PP	58.1%
- Hereof FCY %	46.4%	47.1%	(0.7 PP)	47.2%	48.2%	47.7%	46.4%	47.7%	(1.3 PP)	48.2%
Deposits from customers	1,973	1,960	0.6%	1,929	1,897	1,897	1,973	1,897	4.0%	1,897
Business outlets	103	103	0.0%	103	103	103	103	103	0.0%	103
Number of employees	1,290	1,296	(0.5%)	1,283	1,316	1,349	1,290	1,349	(4.4%)	1,316
Number of customers (in mn)	0.4	0.4	0.7%	0.4	0.4	0.4	0.4	0.4	(0.0%)	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

Country Financials (SEE) – Bulgaria



In EUR mn	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019	1-9/2020	1-9/2019	y-o-y	1-12/2019
Net interest income	28	28	0.1%	29	29	29	86	84	2.0%	114
Net fee and commission income	14	11	22.9%	13	13	15	37	42	(10.5%)	55
Net trading income and fair value result	0	1	(51.0%)	0	1	1	1	2	(20.3%)	3
Other net operating income	(0)	(0)	159.0%	(0)	(2)	2	(0)	3	-	2
Operating income	42	42	1.0%	42	42	46	126	135	(6.5%)	176
General administrative expenses	(21)	(23)	(8.1%)	(26)	(27)	(22)	(71)	(69)	2.5%	(96)
Operating result	21	19	12.4%	16	14	24	55	66	(16.0%)	80
Other result	0	0	-	0	0	0	0	0	-	0
Levies and special governmental measures	0	(3)	-	(6)	0	0	(9)	(5)	65.5%	(5)
Impairment losses on financial assets	(15)	(9)	61.6%	(10)	(7)	1	(33)	5	-	(2)
Profit/loss before tax	6	7	(8.9%)	0	7	25	13	65	(79.9%)	73
Profit/loss after tax	6	6	(7.5%)	0	7	22	12	59	(80.1%)	66
Return on equity before tax ¹	5.3%	5.9%	(0.6 PP)	0.2%	6.6%	23.1%	3.8%	20.1%	(16.3 PP)	16.9%
Return on equity after tax ¹	4.8%	5.3%	(0.4 PP)	0.1%	5.7%	21.1%	3.4%	18.2%	(14.8 PP)	15.3%
Net interest margin ¹	2.42%	2.49%	(0.07 PP)	2.64%	2.73%	2.84%	2.51%	2.79%	(0.27 PP)	2.77%
Cost/income ratio	50.5%	55.5%	(5.0 PP)	62.4%	65.6%	48.2%	56.2%	51.2%	4.9 PP	54.6%
Loan/deposit ratio	73.9%	76.4%	(2.5 PP)	81.7%	81.7%	83.9%	73.9%	83.9%	(10.0 PP)	81.7%
Provisioning ratio ¹	1.95%	1.20%	0.75 PP	1.26%	0.97%	(0.11%)	1.47%	(0.25%)	1.72 PP	0.07%
NPE ratio	1.8%	1.7%	0.0 PP	1.7%	1.7%	1.8%	1.8%	1.8%	(0.0 PP)	1.7%
NPE coverage ratio	63.3%	63.2%	0.1 PP	61.9%	66.8%	68.6%	63.3%	68.6%	(5.3 PP)	66.8%
Total assets	5,043	4,871	3.5%	4,692	4,626	4,475	5,043	4,475	12.7%	4,626
RWA	2,639	2,593	1.8%	2,642	2,550	2,380	2,639	2,380	10.9%	2,550
Equity	476	470	1.3%	462	467	461	476	461	3.2%	467
Loans to customers	3,040	3,003	1.2%	3,060	3,015	2,935	3,040	2,935	3.6%	3,015
- Hereof non-financial corporations % ²	52.9%	53.4%	(0.4 PP)	54.7%	55.5%	55.9%	52.9%	55.9%	(3.0 PP)	55.5%
- Hereof households % ²	45.9%	45.3%	0.6 PP	44.4%	43.8%	43.4%	45.9%	43.4%	2.5 PP	43.8%
- Hereof FCY %	33.2%	35.3%	(2.1 PP)	34.7%	36.3%	37.5%	33.2%	37.5%	(4.3 PP)	36.3%
Deposits from customers	4,170	3,982	4.7%	3,784	3,723	3,535	4,170	3,535	18.0%	3,723
Business outlets	147	147	0.0%	148	148	148	147	148	(0.7%)	148
Number of employees	2,575	2,612	(1.4%)	2,656	2,633	2,641	2,575	2,641	(2.5%)	2,633
Number of customers (in mn)	0.6	0.6	0.6%	0.6	0.6	0.6	0.6	0.6	0.5%	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

Country Financials (SEE) – Croatia



In EUR mn	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019 ³	1-9/2020	1-9/2019 ³	y-o-y	1-12/2019
Net interest income	28	29	(4.2%)	30	31	31	87	91	(4.6%)	122
Net fee and commission income	18	12	42.2%	17	20	22	47	56	(15.4%)	75
Net trading income and fair value result	3	2	68.6%	(5)	2	1	1	4	(79.6%)	6
Other net operating income	(2)	(0)	488.9%	2	0	(1)	0	1	(90.0%)	1
Operating income	47	43	9.4%	44	53	53	135	152	(11.5%)	205
General administrative expenses	(28)	(29)	(3.7%)	(30)	(31)	(29)	(87)	(89)	(2.1%)	(120)
Operating result	19	14	36.1%	14	22	24	48	63	(24.6%)	85
Other result	(2)	1	-	(8)	(13)	(3)	(9)	(8)	14.4%	(21)
Levies and special governmental measures	(1)	0	-	(2)	(0)	0	(3)	(2)	53.3%	(2)
Impairment losses on financial assets	(3)	(8)	(63.9%)	(6)	1	(7)	(17)	(4)	295.1%	(3)
Profit/loss before tax	13	7	82.1%	(2)	10	14	18	49	(63.1%)	59
Profit/loss after tax	9	5	62.2%	(2)	20	11	12	38	(68.3%)	58
Return on equity before tax ¹	7.7%	4.2%	3.4 PP	-	6.1%	8.6%	3.6%	10.3%	(6.7 PP)	9.3%
Return on equity after tax ¹	5.3%	3.3%	2.0 PP	-	11.7%	6.7%	2.4%	8.0%	(5.6 PP)	9.1%
Net interest margin ¹	2.33%	2.51%	(0.19 PP)	2.68%	2.73%	2.84%	2.50%	2.76%	(0.26 PP)	2.75%
Cost/income ratio	59.1%	67.2%	(8.0 PP)	67.8%	58.7%	54.5%	64.5%	58.4%	6.2 PP	58.4%
Loan/deposit ratio	68.4%	70.5%	(2.1 PP)	73.3%	70.9%	69.8%	68.4%	69.8%	(1.4 PP)	70.9%
Provisioning ratio ¹	0.43%	1.22%	(0.79 PP)	0.95%	(0.23%)	1.21%	0.87%	0.25%	0.62 PP	0.12%
NPE ratio	3.2%	3.1%	0.0 PP	3.2%	3.2%	3.6%	3.2%	3.6%	(0.5 PP)	3.2%
NPE coverage ratio	71.0%	70.0%	1.0 PP	73.6%	72.9%	73.2%	71.0%	73.2%	(2.2 PP)	72.9%
Total assets	5,145	5,082	1.2%	4,871	4,959	4,811	5,145	4,811	6.9%	4,959
RWA	2,780	2,678	3.8%	2,707	2,637	2,677	2,780	2,677	3.8%	2,637
Equity	677	664	2.0%	656	680	665	677	665	1.8%	680
Loans to customers	2,690	2,725	(1.3%)	2,738	2,676	2,509	2,690	2,509	7.2%	2,676
- Hereof non-financial corporations % ²	33.6%	34.6%	(1.0 PP)	35.9%	34.2%	35.3%	33.6%	35.3%	(1.7 PP)	34.2%
- Hereof households % ²	59.5%	58.0%	1.4 PP	58.0%	59.0%	60.4%	59.5%	60.4%	(1.0 PP)	59.0%
- Hereof FCY %	49.2%	50.2%	(1.0 PP)	50.9%	51.0%	50.6%	49.2%	50.6%	(1.4 PP)	51.0%
Deposits from customers	3,836	3,746	2.4%	3,699	3,736	3,754	3,836	3,754	2.2%	3,736
Business outlets	75	75	0.0%	75	76	77	75	77	(2.6%)	76
Number of employees	1,816	1,853	(2.0%)	1,861	1,860	1,852	1,816	1,852	(1.9%)	1,860
Number of customers (in mn)	0.5	0.5	0.1%	0.4	0.5	0.5	0.5	0.5	(0.2%)	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	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019	1-9/2020	1-9/2019	y-o-y	1-12/2019
Net interest income	12	12	(0.4%)	12	11	11	35	33	7.9%	44
Net fee and commission income	3	2	40.6%	2	3	4	7	8	(14.6%)	10
Net trading income and fair value result	0	(0)	–	0	0	(0)	(0)	0	–	0
Other net operating income	1	0	418.0%	0	0	0	1	1	41.0%	1
Operating income	15	14	10.1%	14	14	15	43	41	4.2%	56
General administrative expenses	(7)	(7)	(0.4%)	(8)	(8)	(7)	(23)	(22)	2.7%	(30)
Operating result	8	6	22.8%	6	7	8	20	19	5.9%	26
Other result	0	0	–	0	0	0	0	0	–	0
Levies and special governmental measures	0	0	–	0	0	0	0	0	–	0
Impairment losses on financial assets	(2)	(2)	43.4%	(3)	(3)	(2)	(7)	(2)	239.2%	(5)
Profit/loss before tax	5	5	15.1%	3	4	6	13	17	(23.9%)	21
Profit/loss after tax	5	4	16.3%	3	3	5	12	15	(23.5%)	18
Return on equity before tax ¹	15.5%	13.8%	1.7 PP	9.8%	12.3%	21.0%	13.3%	18.8%	(5.5 PP)	17.4%
Return on equity after tax ¹	14.1%	12.4%	1.6 PP	8.7%	10.6%	18.7%	11.9%	16.8%	(4.9 PP)	15.5%
Net interest margin ¹	4.66%	4.85%	(0.20 PP)	4.78%	4.75%	4.83%	4.75%	4.89%	(0.14 PP)	4.85%
Cost/income ratio	49.4%	54.6%	(5.2 PP)	54.8%	54.9%	48.5%	52.8%	53.6%	(0.8 PP)	53.9%
Loan/deposit ratio	83.0%	84.9%	(1.8 PP)	86.1%	82.7%	82.1%	83.0%	82.1%	0.9 PP	82.7%
Provisioning ratio ¹	1.31%	1.04%	0.28 PP	1.80%	1.57%	1.04%	1.38%	0.46%	0.93 PP	0.75%
NPE ratio	2.3%	2.3%	0.0 PP	2.4%	2.0%	1.6%	2.3%	1.6%	0.7 PP	2.0%
NPE coverage ratio	67.2%	66.9%	0.3 PP	66.6%	68.0%	67.9%	67.2%	67.9%	(0.7 PP)	68.0%
Total assets	1,129	1,091	3.4%	1,060	1,062	1,024	1,129	1,024	10.2%	1,062
RWA	760	746	1.9%	742	746	713	760	713	6.6%	746
Equity	141	136	3.4%	132	129	126	141	126	12.1%	129
Loans to customers	738	728	1.5%	725	710	672	738	672	9.9%	710
- Hereof non-financial corporations % ²	45.4%	46.0%	(0.6 PP)	45.5%	45.6%	45.0%	45.4%	45.0%	0.4 PP	45.6%
- Hereof households % ²	54.6%	54.0%	0.6 PP	54.5%	54.4%	55.0%	54.6%	55.0%	(0.4 PP)	54.4%
- 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	894	862	3.7%	857	861	825	894	825	8.3%	861
Business outlets	47	47	0.0%	47	47	48	47	48	(2.1%)	47
Number of employees	846	846	0.0%	854	862	855	846	855	(1.1%)	862
Number of customers (in mn)	0.3	0.3	1.3%	0.3	0.3	0.3	0.3	0.3	2.6%	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

Country Financials (SEE) – Romania



In EUR mn	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019 ³	1-9/2020	1-9/2019 ³	y-o-y	1-12/2019
Net interest income	91	93	(2.0%)	96	96	96	279	278	0.5%	374
Net fee and commission income	41	35	14.8%	39	40	44	115	128	(10.5%)	168
Net trading income and fair value result	4	9	(55.1%)	3	10	4	16	9	84.1%	18
Other net operating income	(2)	(2)	11.3%	(2)	22	(12)	(5)	(25)	(80.0%)	(3)
Operating income	134	136	(1.5%)	136	168	132	405	391	3.6%	560
General administrative expenses	(66)	(70)	(5.3%)	(72)	(74)	(70)	(208)	(214)	(2.7%)	(288)
Operating result	67	66	2.5%	64	94	62	197	178	11.2%	271
Other result	13	(18)	-	(4)	(5)	(12)	(8)	(13)	(37.0%)	(19)
Levies and special governmental measures	0	0	(53.9%)	(7)	(10)	(0)	(6)	(4)	65.2%	(14)
Impairment losses on financial assets	(6)	(18)	(66.3%)	(19)	(10)	(5)	(44)	(29)	48.1%	(39)
Profit/loss before tax	74	30	151.2%	35	69	45	139	131	6.2%	200
Profit/loss after tax	65	23	184.6%	30	57	33	117	105	12.4%	161
Return on equity before tax ¹	28.6%	11.7%	16.9 PP	13.9%	28.9%	20.9%	18.5%	20.4%	(1.9 PP)	23.2%
Return on equity after tax ¹	25.1%	9.1%	16.0 PP	11.7%	23.8%	15.3%	15.6%	16.3%	(0.7 PP)	18.7%
Net interest margin ¹	3.99%	4.06%	(0.07 PP)	4.37%	4.65%	4.63%	4.15%	4.48%	(0.33 PP)	4.52%
Cost/income ratio	49.6%	51.6%	(2.0 PP)	52.7%	44.3%	52.9%	51.3%	54.6%	(3.3 PP)	51.5%
Loan/deposit ratio	67.5%	69.6%	(2.1 PP)	68.8%	76.4%	77.4%	67.5%	77.4%	(9.9 PP)	76.4%
Provisioning ratio ¹	0.42%	1.25%	(0.83 PP)	1.29%	0.65%	0.35%	0.99%	0.69%	0.30 PP	0.68%
NPE ratio	2.6%	2.9%	(0.3 PP)	2.7%	3.1%	3.4%	2.6%	3.4%	(0.8 PP)	3.1%
NPE coverage ratio	71.9%	67.1%	4.8 PP	67.1%	65.5%	55.4%	71.9%	55.4%	16.5 PP	65.5%
Total assets	10,355	9,695	6.8%	10,125	9,246	9,218	10,355	9,218	12.3%	9,246
RWA	5,006	4,909	2.0%	4,994	4,756	4,918	5,006	4,918	1.8%	4,756
Equity	1,109	1,052	5.4%	1,017	1,020	920	1,109	920	20.6%	1,020
Loans to customers	5,951	5,748	3.5%	5,930	5,838	5,957	5,951	5,957	(0.1%)	5,838
- Hereof non-financial corporations % ²	42.6%	43.3%	(0.7 PP)	43.3%	43.8%	43.6%	42.6%	43.6%	(1.0 PP)	43.8%
- Hereof households % ²	52.0%	52.5%	(0.6 PP)	52.0%	53.1%	51.0%	52.0%	51.0%	0.9 PP	53.1%
- Hereof FCY %	30.8%	32.5%	(1.7 PP)	32.5%	32.7%	34.5%	30.8%	34.5%	(3.7 PP)	32.7%
Deposits from customers	8,495	8,046	5.6%	8,430	7,591	7,466	8,495	7,466	13.8%	7,591
Business outlets	344	354	(2.8%)	354	354	369	344	369	(6.8%)	354
Number of employees	5,090	5,047	0.9%	5,011	4,987	4,971	5,090	4,971	2.4%	4,987
Number of customers (in mn)	2.2	2.2	(1.6%)	2.3	2.3	2.3	2.2	2.3	(3.0%)	2.3

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) – Serbia



In EUR mn	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019	1-9/2020	1-9/2019	y-o-y	1-12/2019
Net interest income	21	21	0.6%	21	22	22	64	66	(3.5%)	88
Net fee and commission income	12	10	18.5%	12	13	13	35	38	(7.2%)	51
Net trading income and fair value result	2	2	(21.3%)	2	2	2	5	6	(7.4%)	8
Other net operating income	1	4	(65.7%)	2	(1)	2	7	4	74.2%	3
Operating income	37	37	(2.1%)	37	36	39	111	113	(2.1%)	149
General administrative expenses	(19)	(18)	8.6%	(19)	(23)	(21)	(56)	(60)	(6.6%)	(83)
Operating result	17	20	(11.6%)	18	13	19	55	54	3.0%	66
Other result	(0)	0	-	0	0	0	0	0	(86.9%)	0
Levies and special governmental measures	0	0	-	0	(0)	0	0	(3)	-	(3)
Impairment losses on financial assets	(1)	(4)	(79.0%)	(3)	(1)	(4)	(8)	(2)	246.5%	(3)
Profit/loss before tax	16	15	6.6%	15	12	14	47	48	(2.6%)	60
Profit/loss after tax	14	13	7.3%	13	11	13	41	42	(3.1%)	53
Return on equity before tax ¹	12.1%	11.6%	0.5 PP	11.4%	9.5%	11.8%	11.9%	12.9%	(1.0 PP)	12.2%
Return on equity after tax ¹	10.5%	10.0%	0.5 PP	10.1%	8.3%	10.5%	10.4%	11.3%	(0.9 PP)	10.7%
Net interest margin ¹	2.92%	3.02%	(0.10 PP)	3.31%	3.62%	3.71%	3.08%	3.81%	(0.72 PP)	3.76%
Cost/income ratio	52.5%	47.4%	5.2 PP	51.1%	64.4%	52.8%	50.3%	52.8%	(2.4 PP)	55.6%
Loan/deposit ratio	67.7%	72.9%	(5.2 PP)	73.4%	74.2%	73.8%	67.7%	73.8%	(6.1 PP)	74.2%
Provisioning ratio ¹	0.21%	1.04%	(0.83 PP)	0.77%	0.17%	1.21%	0.67%	0.22%	0.46 PP	0.20%
NPE ratio	1.6%	1.7%	(0.1 PP)	1.8%	1.9%	1.9%	1.6%	1.9%	(0.3 PP)	1.9%
NPE coverage ratio	72.0%	75.4%	(3.4 PP)	71.7%	72.0%	75.3%	72.0%	75.3%	(3.3 PP)	72.0%
Total assets	3,234	3,096	4.5%	2,977	2,789	2,758	3,234	2,758	17.3%	2,789
RWA	2,134	2,117	0.8%	2,060	1,854	1,787	2,134	1,787	19.4%	1,854
Equity	565	552	2.4%	540	523	511	565	511	10.5%	523
Loans to customers	1,690	1,730	(2.3%)	1,668	1,567	1,513	1,690	1,513	11.7%	1,567
- Hereof non-financial corporations % ²	65.2%	66.9%	(1.7 PP)	66.4%	64.7%	64.4%	65.2%	64.4%	0.9 PP	64.7%
- Hereof households % ²	34.2%	32.5%	1.7 PP	33.0%	34.7%	34.5%	34.2%	34.5%	(0.3 PP)	34.7%
- Hereof FCY %	69.6%	69.2%	0.5 PP	70.3%	70.8%	71.9%	69.6%	71.9%	(2.3 PP)	70.8%
Deposits from customers	2,550	2,425	5.2%	2,330	2,166	2,102	2,550	2,102	21.3%	2,166
Business outlets	87	88	(1.1%)	88	88	88	87	88	(1.1%)	88
Number of employees	1,550	1,556	(0.4%)	1,563	1,581	1,582	1,550	1,582	(2.0%)	1,581
Number of customers (in mn)	0.8	0.9	(3.2%)	0.8	0.8	0.8	0.8	0.8	6.0%	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

Country Financials (EE) – Belarus



In EUR mn	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019	1-9/2020	1-9/2019	y-o-y	1-12/2019
Net interest income	18	22	(16.1%)	25	27	28	64	76	(15.8%)	103
Net fee and commission income	15	13	9.9%	15	15	16	43	42	2.1%	57
Net trading income and fair value result	4	(2)	–	8	2	1	9	2	>500.0%	3
Other net operating income	(1)	(0)	84.3%	(1)	(3)	(1)	(2)	(3)	(44.9%)	(6)
Operating income	36	33	9.3%	47	40	43	115	117	(1.8%)	157
General administrative expenses	(15)	(17)	(10.6%)	(18)	(20)	(19)	(50)	(54)	(6.3%)	(74)
Operating result	20	16	31.1%	29	20	24	65	63	2.1%	83
Other result	(0)	(0)	4.1%	0	(0)	(0)	(0)	(0)	(99.1%)	(0)
Levies and special governmental measures	0	0	–	0	0	0	0	0	–	0
Impairment losses on financial assets	(1)	(7)	(88.2%)	(7)	(1)	1	(15)	1	–	(0)
Profit/loss before tax	19	8	138.1%	22	19	25	49	64	(22.5%)	82
Profit/loss after tax	14	5	173.8%	16	13	19	36	48	(24.5%)	61
Return on equity before tax ¹	24.3%	9.8%	14.5 PP	23.2%	19.3%	26.8%	19.8%	23.9%	(4.2 PP)	23.1%
Return on equity after tax ¹	17.8%	6.3%	11.6 PP	17.4%	13.8%	20.3%	14.4%	17.8%	(3.5 PP)	17.1%
Net interest margin ¹	3.99%	4.47%	(0.48 PP)	5.08%	5.63%	5.93%	4.53%	5.75%	(1.22 PP)	5.74%
Cost/income ratio	42.7%	52.2%	(9.5 PP)	38.9%	50.3%	43.7%	43.9%	46.0%	(2.1 PP)	47.1%
Loan/deposit ratio	92.9%	82.3%	10.6 PP	81.7%	85.8%	83.4%	92.9%	83.4%	9.5 PP	85.8%
Provisioning ratio ¹	0.26%	2.42%	(2.15 PP)	2.21%	0.35%	(0.36%)	1.64%	(0.22%)	1.85 PP	(0.07%)
NPE ratio	1.7%	1.6%	0.1 PP	1.5%	1.6%	1.9%	1.7%	1.9%	(0.2 PP)	1.6%
NPE coverage ratio	82.2%	81.9%	0.3 PP	83.7%	83.2%	80.2%	82.2%	80.2%	2.1 PP	83.2%
Total assets	1,901	2,133	(10.9%)	2,138	2,088	2,133	1,901	2,133	(10.9%)	2,088
RWA	1,518	1,679	(9.6%)	1,595	1,749	1,774	1,518	1,774	(14.4%)	1,749
Equity	318	343	(7.2%)	346	394	398	318	398	(20.1%)	394
Loans to customers	1,222	1,254	(2.6%)	1,258	1,274	1,251	1,222	1,251	(2.3%)	1,274
- Hereof non-financial corporations % ²	74.1%	72.2%	1.9 PP	72.3%	70.0%	70.0%	74.1%	70.0%	4.0 PP	70.0%
- Hereof households % ²	25.9%	27.8%	(1.9 PP)	27.7%	30.0%	30.0%	25.9%	30.0%	(4.1 PP)	30.0%
- Hereof FCY %	50.9%	50.0%	0.9 PP	50.0%	46.9%	46.0%	50.9%	46.0%	4.9 PP	46.9%
Deposits from customers	1,358	1,571	(13.5%)	1,632	1,504	1,523	1,358	1,523	(10.8%)	1,504
Business outlets	84	83	1.2%	87	86	87	84	87	(3.4%)	86
Number of employees	1,709	1,723	(0.8%)	1,738	1,746	1,764	1,709	1,764	(3.1%)	1,746
Number of customers (in mn)	0.8	0.8	1.4%	0.8	0.8	0.8	0.8	0.8	6.5%	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

Country Financials (EE) – Russia



In EUR mn	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019	1-9/2020	1-9/2019	y-o-y	1-12/2019
Net interest income	172	193	(10.9%)	207	218	205	571	571	0.1%	789
Net fee and commission income	88	84	4.4%	91	121	106	263	273	(3.6%)	394
Net trading income and fair value result	5	2	177.5%	22	(10)	4	29	25	14.0%	15
Other net operating income	(5)	(5)	19.3%	(4)	9	(9)	(14)	(7)	100.6%	2
Operating income	261	274	(4.9%)	316	338	306	851	864	(1.5%)	1,202
General administrative expenses	(94)	(102)	(7.4%)	(114)	(140)	(118)	(310)	(334)	(7.2%)	(474)
Operating result	166	172	(3.5%)	202	198	188	541	530	2.1%	728
Other result	(1)	(2)	(55.1%)	(1)	(13)	(3)	(3)	(4)	(16.6%)	(17)
Levies and special governmental measures	0	0	-	0	0	0	0	0	-	0
Impairment losses on financial assets	(34)	(45)	(25.7%)	(17)	(32)	(18)	(96)	(36)	166.0%	(68)
Profit/loss before tax	132	125	5.3%	185	153	166	441	490	(9.9%)	643
Profit/loss after tax	104	99	5.1%	145	114	130	348	384	(9.4%)	498
Return on equity before tax ¹	24.7%	22.8%	1.9 PP	31.3%	25.9%	31.1%	27.1%	34.1%	(6.9 PP)	32.7%
Return on equity after tax ¹	19.5%	18.0%	1.4 PP	24.7%	19.3%	24.3%	21.4%	26.7%	(5.3 PP)	25.3%
Net interest margin ¹	4.76%	4.95%	(0.20 PP)	4.96%	5.34%	5.10%	4.90%	5.04%	(0.14 PP)	5.11%
Cost/income ratio	36.2%	37.1%	(1.0 PP)	36.0%	41.4%	38.6%	36.4%	38.7%	(2.2 PP)	39.4%
Loan/deposit ratio	75.7%	83.6%	(7.8 PP)	77.4%	85.4%	90.7%	75.7%	90.7%	(15.0 PP)	85.4%
Provisioning ratio ¹	1.38%	1.80%	(0.42 PP)	0.61%	1.16%	0.69%	1.24%	0.49%	0.75 PP	0.67%
NPE ratio	2.1%	2.2%	(0.1 PP)	1.8%	1.5%	1.7%	2.1%	1.7%	0.4 PP	1.5%
NPE coverage ratio	51.3%	54.0%	(2.7 PP)	50.1%	55.1%	50.5%	51.3%	50.5%	0.8 PP	55.1%
Total assets	15,496	16,243	(4.6%)	16,771	18,178	16,502	15,496	16,502	(6.1%)	18,178
RWA	8,448	9,694	(12.9%)	9,172	10,266	10,164	8,448	10,164	(16.9%)	10,266
Equity	2,018	2,451	(17.7%)	2,175	2,496	2,350	2,018	2,350	(14.1%)	2,496
Loans to customers	9,031	10,475	(13.8%)	9,916	11,344	10,926	9,031	10,926	(17.3%)	11,344
- Hereof non-financial corporations % ²	61.8%	61.6%	0.2 PP	61.7%	59.1%	60.0%	61.8%	60.0%	1.9 PP	59.1%
- Hereof households % ²	36.5%	35.6%	0.9 PP	36.4%	37.9%	37.5%	36.5%	37.5%	(1.0 PP)	37.9%
- Hereof FCY %	24.2%	22.0%	2.1 PP	23.4%	18.1%	19.9%	24.2%	19.9%	4.3 PP	18.1%
Deposits from customers	12,052	12,552	(4.0%)	13,049	13,696	12,184	12,052	12,184	(1.1%)	13,696
Business outlets	144	154	(6.5%)	153	154	188	144	188	(23.4%)	154
Number of employees	8,922	8,970	(0.5%)	8,906	8,819	9,178	8,922	9,178	(2.8%)	8,819
Number of customers (in mn)	3.4	3.3	3.0%	3.5	3.3	3.3	3.4	3.3	2.0%	3.3

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

Country Financials (EE) – Ukraine



In EUR mn	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019	1-9/2020	1-9/2019	y-o-y	1-12/2019
Net interest income	54	63	(14.5%)	67	68	65	185	182	1.3%	250
Net fee and commission income	23	20	14.0%	22	29	31	66	77	(15.0%)	106
Net trading income and fair value result	4	8	(48.0%)	1	5	4	12	9	38.1%	14
Other net operating income	1	(0)	-	1	5	1	2	3	(34.6%)	8
Operating income	82	91	(9.4%)	91	106	100	265	272	(2.5%)	378
General administrative expenses	(37)	(36)	1.9%	(42)	(50)	(44)	(115)	(123)	(6.0%)	(173)
Operating result	46	55	(16.8%)	49	56	56	150	149	0.3%	205
Other result	(2)	(6)	(65.2%)	(1)	(1)	(0)	(9)	2	-	0
Levies and special governmental measures	0	0	-	0	0	0	0	0	-	0
Impairment losses on financial assets	(4)	(6)	(35.3%)	(2)	7	(3)	(12)	3	-	10
Profit/loss before tax	40	43	(7.3%)	46	61	53	128	154	(16.7%)	215
Profit/loss after tax	33	35	(6.3%)	38	50	44	105	126	(16.9%)	177
Return on equity before tax ¹	39.9%	38.8%	1.0 PP	37.3%	51.1%	54.9%	39.9%	56.5%	(16.6 PP)	57.8%
Return on equity after tax ¹	32.8%	31.6%	1.2 PP	30.8%	41.9%	45.0%	32.8%	46.5%	(13.7 PP)	47.5%
Net interest margin ¹	7.88%	9.11%	(1.23 PP)	9.75%	10.38%	10.81%	8.93%	10.97%	(2.04 PP)	10.83%
Cost/income ratio	44.7%	39.7%	4.9 PP	46.3%	47.4%	44.1%	43.5%	45.1%	(1.6 PP)	45.8%
Loan/deposit ratio	53.8%	57.0%	(3.2 PP)	66.0%	72.8%	73.5%	53.8%	73.5%	(19.8 PP)	72.8%
Provisioning ratio ¹	1.08%	1.55%	(0.47 PP)	0.56%	(2.03%)	1.15%	1.05%	(0.12%)	1.17 PP	(0.64%)
NPE ratio	3.9%	4.1%	(0.2 PP)	4.2%	5.2%	6.4%	3.9%	6.4%	(2.5 PP)	5.2%
NPE coverage ratio	62.4%	60.5%	1.9 PP	61.5%	63.9%	66.2%	62.4%	66.2%	(3.8 PP)	63.9%
Total assets	3,114	3,251	(4.2%)	3,080	3,139	2,928	3,114	2,928	6.3%	3,139
RWA	2,674	2,953	(9.4%)	2,722	3,039	2,964	2,674	2,964	(9.8%)	3,039
Equity	359	506	(29.1%)	449	523	479	359	479	(25.1%)	523
Loans to customers	1,346	1,490	(9.7%)	1,581	1,848	1,706	1,346	1,706	(21.1%)	1,848
- Hereof non-financial corporations % ²	82.6%	81.9%	0.6 PP	82.0%	80.6%	83.1%	82.6%	83.1%	(0.6 PP)	80.6%
- Hereof households % ²	17.0%	17.5%	(0.5 PP)	17.4%	16.4%	16.3%	17.0%	16.3%	0.6 PP	16.4%
- Hereof FCY %	26.9%	26.7%	0.2 PP	28.1%	26.7%	23.8%	26.9%	23.8%	3.1 PP	26.7%
Deposits from customers	2,552	2,656	(3.9%)	2,425	2,512	2,359	2,552	2,359	8.2%	2,512
Business outlets	453	453	0.0%	453	492	493	453	493	(8.1%)	492
Number of employees	6,899	7,235	(4.6%)	7,351	7,791	7,795	6,899	7,795	(11.5%)	7,791
Number of customers (in mn)	2.5	2.5	2.4%	2.5	2.5	2.5	2.5	2.5	2.6%	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

Group Corporates & Markets

In EUR mn	Q3/2020	Q2/2020	q-o-q	Q1/2020	Q4/2019	Q3/2019 ³	1-9/2020	1-9/2019 ³	y-o-y	1-12/2019
Net interest income	141	160	(12.0%)	151	143	160	452	455	(0.8%)	598
Net fee and commission income	100	96	4.4%	104	118	97	300	277	8.2%	394
Net trading income and fair value result	36	59	(39.3%)	(13)	20	15	82	14	479.4%	35
Other net operating income	32	20	60.2%	27	45	26	79	85	(7.0%)	130
Operating income	311	339	(8.3%)	272	327	299	923	848	8.8%	1,176
General administrative expenses	(165)	(167)	(1.4%)	(170)	(195)	(162)	(502)	(505)	(0.6%)	(700)
Operating result	146	172	(14.9%)	102	133	137	421	343	22.6%	476
Other result	(3)	(3)	(17.5%)	(1)	(32)	(2)	(7)	1	-	(31)
Levies and special governmental measures	(5)	(5)	(5.7%)	(7)	(5)	(5)	(18)	(15)	16.1%	(21)
Impairment losses on financial assets	(81)	(8)	>500.0%	(25)	(38)	(5)	(113)	(26)	336.8%	(64)
Profit/loss before tax	58	155	(62.7%)	69	57	126	283	303	(6.8%)	361
Profit/loss after tax	50	119	(58.1%)	54	47	96	224	236	(5.4%)	283
Return on equity before tax ¹	6.9%	18.4%	(11.5 PP)	8.2%	7.5%	16.6%	11.2%	14.0%	(2.8 PP)	12.5%
Return on equity after tax ¹	5.9%	14.1%	(8.2 PP)	6.5%	6.1%	12.6%	8.8%	10.9%	(2.1 PP)	9.8%
Net interest margin ¹	1.00%	1.16%	(0.16 PP)	1.17%	1.10%	1.24%	1.11%	1.27%	(0.15 PP)	1.23%
Cost/income ratio	52.9%	49.3%	3.7 PP	62.5%	59.5%	54.1%	54.4%	59.5%	(5.1 PP)	59.5%
Loan/deposit ratio	126.3%	139.0%	(12.8 PP)	151.5%	147.6%	163.6%	126.3%	163.6%	(37.4 PP)	147.6%
Provisioning ratio ¹	0.96%	0.10%	0.86 PP	0.32%	0.47%	0.09%	0.47%	0.32%	0.14 PP	0.22%
NPE ratio	1.7%	1.6%	0.1 PP	1.7%	1.7%	1.9%	1.7%	1.9%	(0.2 PP)	1.7%
NPE coverage ratio	60.0%	60.6%	(0.5 PP)	58.6%	55.9%	55.4%	60.0%	55.4%	4.6 PP	55.9%
Total assets	58,569	61,256	(4.4%)	56,228	53,706	55,974	58,569	55,974	4.6%	53,706
RWA	29,303	27,841	5.2%	26,215	24,581	24,267	29,303	24,267	20.8%	24,581
Equity	3,374	3,419	(1.3%)	3,413	3,025	3,049	3,374	3,049	10.7%	3,025
Loans to customers	33,186	33,611	(1.3%)	31,766	29,720	30,829	33,186	30,829	7.6%	29,720
- Hereof non-financial corporations % ²	53.8%	55.6%	(1.8 PP)	58.4%	56.6%	56.6%	53.8%	56.6%	(2.8 PP)	56.6%
- Hereof households % ²	16.5%	15.8%	0.7 PP	16.5%	17.7%	16.9%	16.5%	16.9%	(0.4 PP)	17.7%
- Hereof FCY %	21.0%	19.7%	1.3 PP	20.3%	23.3%	26.3%	21.0%	26.3%	(5.3 PP)	23.3%
Deposits from customers	28,274	28,192	0.3%	29,054	27,601	26,472	28,274	26,472	6.8%	27,601
Business outlets	21	22	(4.5%)	22	23	23	21	23	(8.7%)	23
Number of employees	3,079	3,048	1.0%	2,995	2,908	2,894	3,079	2,894	6.4%	2,908
Number of customers (in mn)	2.0	2.0	(0.0%)	2.0	2.0	2.0	2.0	2.0	(1.3%)	2.0

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

Sustainable Ratings and Industry Awards



“C+” level and prime status in sustainability rating by ISS ESG (June 2020)



Overall ESG score 77
29th out of 379
(December 2019)



2019 leadership list:

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



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

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



The Banker – Bank of the Year 2019 in

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

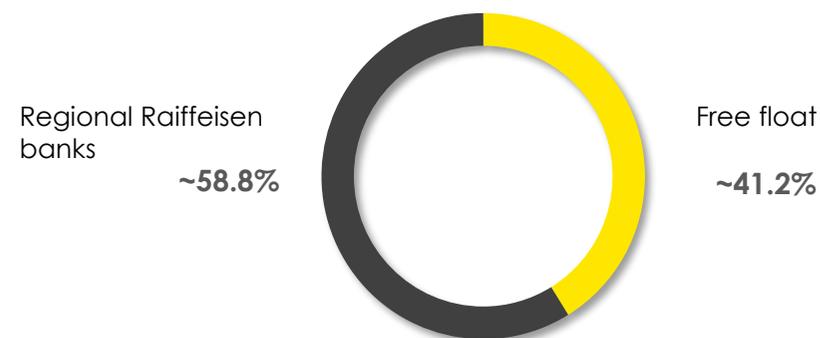
General Information

- 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

29 January 2021	Start of Quiet Period ¹⁾
05 February 2021	Preliminary Results 2020
17 March 2021	Annual Report 2020, Conference Call
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