

Second Quarter 2016 Results

31 August 2016

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2Q16 results¹



Highlights

Net profit of €46m in 2Q16; €106m in 1H16

- NII up 1.3% q-o-q, driven by lower funding cost
- Commission income up 5.1% to €71m
- Operating expenses down 2.0% y-o-y², Greece down 4.0% y-o-y²
- Core pre-provision income (PPI) up 5.8% q-o-q at €209m

Asset Quality

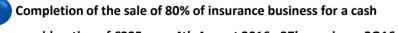
- First quarter of negative 90dpd formation
- 90dpd ratio at 34.7% with coverage at 65.0%
- 1H16 cost of risk at 2.0%

Liquidity and Capital

- Deposits up by €1.1bn in total, o/w €0.7bn in Greece
- ELA funding decreases by €4.6bn March-to-date
- Common Equity Tier 1 (CET1) ratio at 17.0% pro-forma for insurance business sale

Profitable International operations

• Net profit of €30m in 2Q16, from €27m in 1Q16



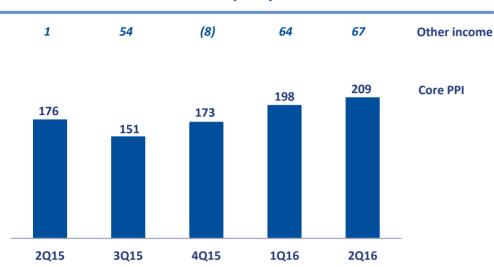
consideration of €325m on 4th August 2016 ; 27bps gain on 2Q16 CET1

Key financials

€m	2Q16	1Q16	Δ(%)
Net interest income	387.7	382.8	1.3
Commission income	71.3	67.8	5.1
Other Income	67.4	63.5	6.1
Operating income	526.5	514.1	2.4
Operating expenses	(249.9)	(253.0)	(1.2)
Pre-provision income	276.5	261.1	5.9
Loan loss provisions	(222.4)	(175.1)	27.0
Other impairments	(11.8)	(1.8)	
Net Income before tax	42.0	84.2	(50.1)
Discontinued operations	11.8	9.2	27.9
Restructuring costs & Tax adj.	4.1	(8.4)	
Net income after tax	46.2	60.2	(23.2)
Ratios (%)	2Q16	1Q16	
Net interest margin	2.19	2.15	
Cost / income	47.5	49.2	
Cost of risk	2.24	1.76	
90dpd	34.7	34.8	
90dpd coverage	65.0	64.3	
CET1	17.0 ³	16.5	
Loans / Deposits	119.9	125.1	
TBV per share (€)	2.48	2.44	
EPS (€)	0.02	0.03	

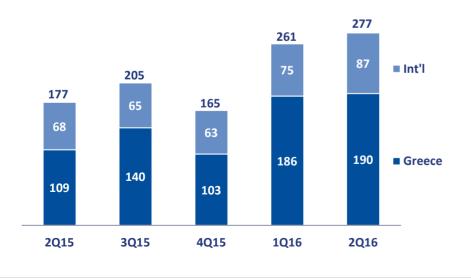
1. Insurance business classified as held for sale in 4Q2015. 2. I-f-I: like for like, as explained on slide 4 footnote. 3. Pro-forma for insurance business sale.





Core PPI and other income (€ m)

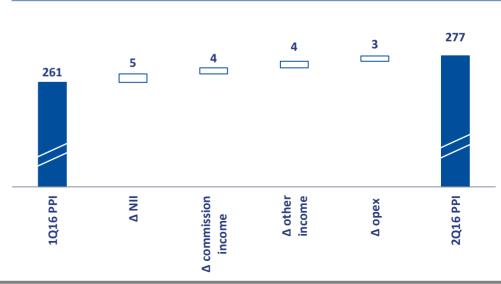
PPI per region (€ m)



Highlights

- Core PPI up 5.8% q-o-q at €209m
 - NII up 1.3% q-o-q, driven by lower funding cost
 - Commission income up 5.1% to €71m
 - Operating expenses I-f-I down 2.0% y-o-y, Greece I-f-I down 4.0% y-o-y
 - Other income at €67m, mainly due to Visa Europe and EFSF bonds gains





1. I-f-I to reflect: (a) the reclassification of part of NPL expenses from loan loss provisions to operating expenses (FY15:€28.8m - 1Q15: €6.5m, 2Q15: €7.6m, 3Q15: €7.0m, 4Q15: €7.7m), (b) €30m contribution to the new Single Resolution Fund (BRRD) booked in 4Q15 equally spread among the 2015 quarterly operating expenses and (c) excl. €12m one-off contribution to the resolution of a cooperative bank in 4Q15

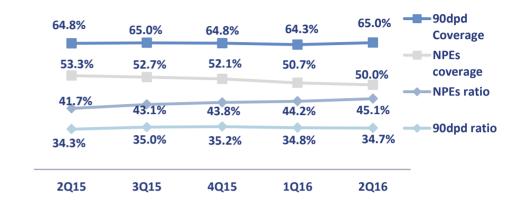
Asset quality



- First quarter of negative 90dpd formation
- 90dpd ratio at 34.7%, NPE ratio at 45.1%
- Coverage ratios: 90dpd at 65.0%, NPEs at 50.0%
- Write-offs and NPL sales of €542m in 1H16, o/w €191m in 2Q16
- 1H16 cost of risk at 2.0%

90dpd, NPEs and respective coverage ratios

Loan loss provisions¹(€ m)

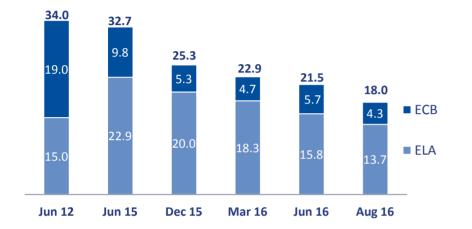


90dpd formation (€ m)

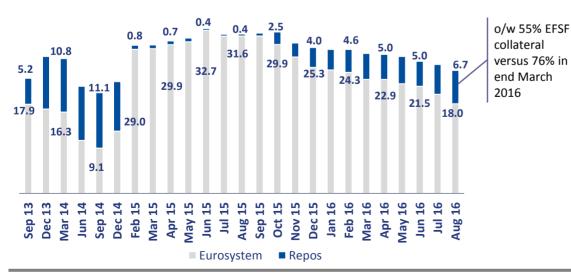
0.22%	0.32%	0.45%	0.08%	(0.03%) % c	of gross loans	17.4%	2.5%	2.6%	1.8%	2.2%	Cost of Risk
118 7 111	166 3 164	235 29 206	42 49 (7)	2 (18) (16)	 Int'I Greece 	1,827 41 1,786 2Q15	249 36 214 3Q15	263 45 219 4Q15	175 33 142 1Q16	222 57 171 2Q16	² = Int'l _ = Greece
2Q15	3Q15	4Q15	1Q16	2Q16							



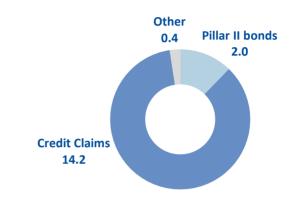




Interbank repos and eurosystem funding (€ bn)



ELA eligible collateral (€ bn)¹



Liabilities breakdown (€ bn)

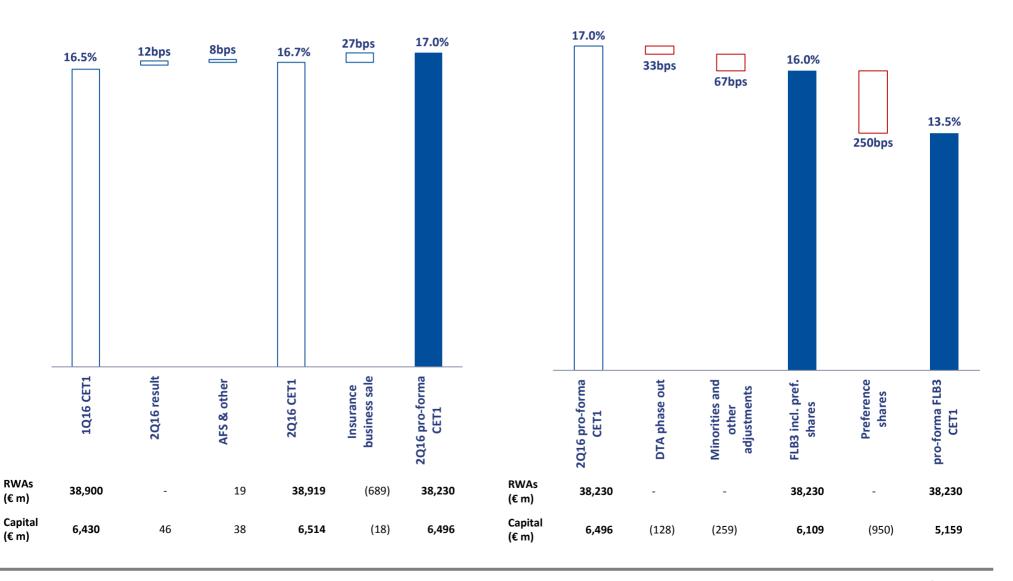


1. Cash equivalent, end of August 2016

Capital position



Phased-in CET1

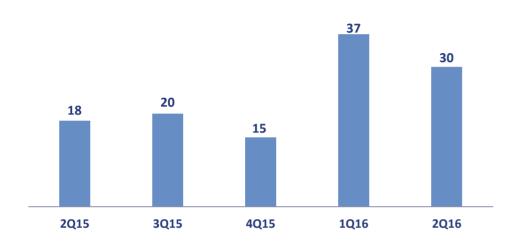


Fully loaded Basel III CET1 (FLB3)

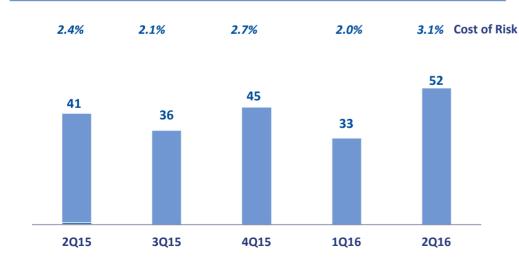
International Operations



Net Profit before discontinued operations & restructuring costs¹ (€ m)



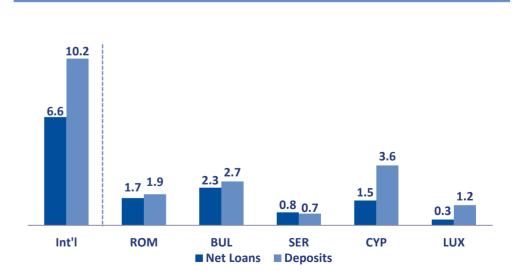
Loan loss provisions (€ m)



Highlights

- Consistently profitable international operations
- Operating income up 9.9% q-o-q at €154m, driven by other income
- Core PPI up 3.2% q-o-q at €65m; PPI up 16.4% q-o-q at €87m
- Increased provisioning in Romania by €19m q-o-q, driven by new mortgage legal framework

Net Loans and Deposits (€ bn)



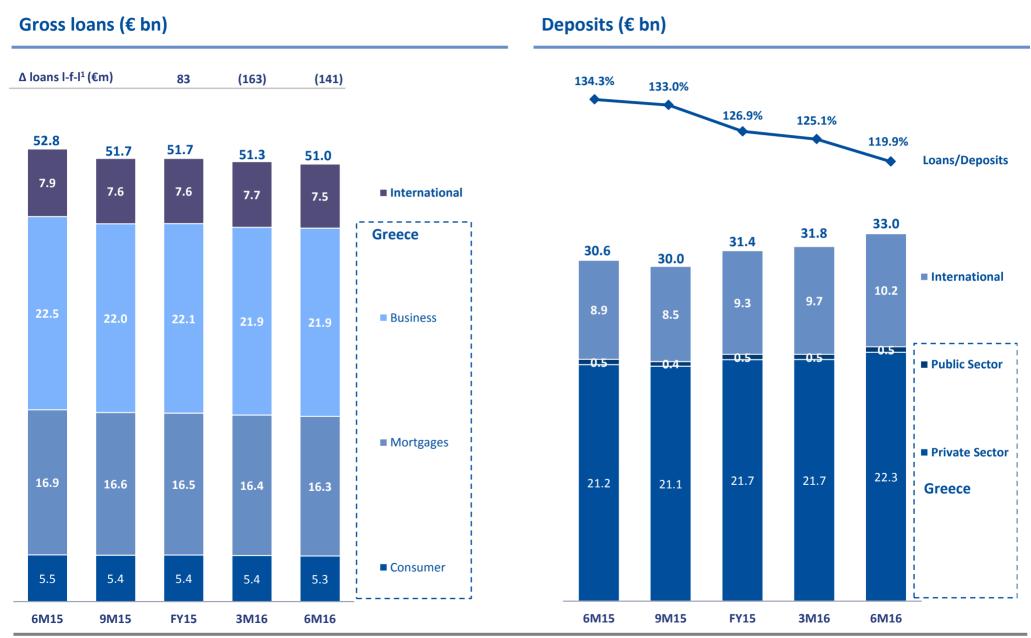
1. Net Profit from continued operations before restructuring costs (after tax).



2Q 2016 results review

Loans and deposits

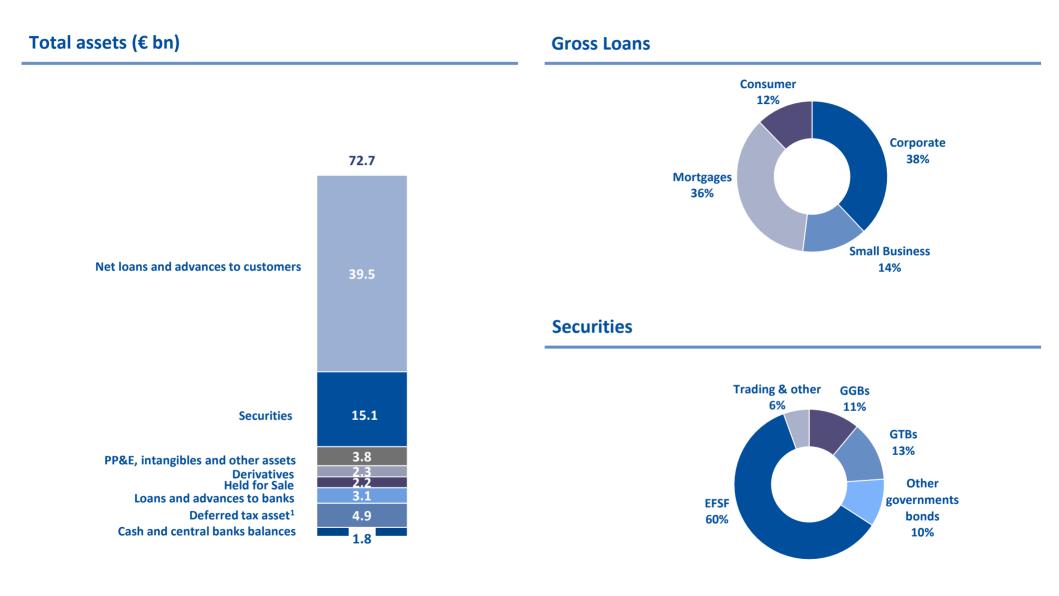




1. Excluding FX effect, write-offs and sales.

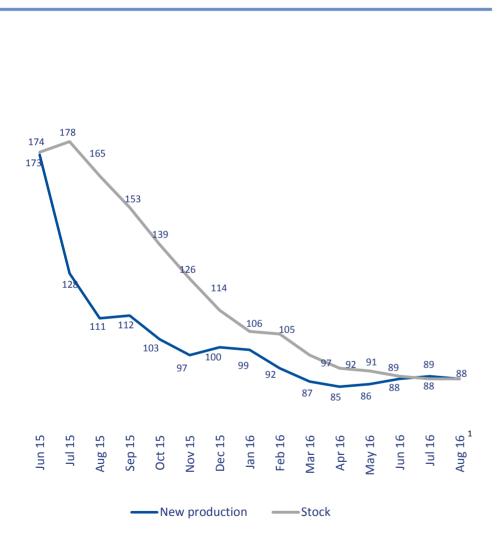
Assets



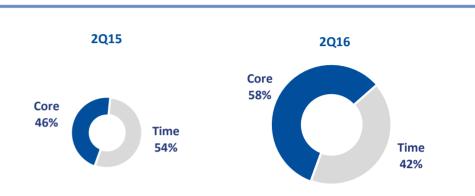


New time deposits spreads and client rates (Greece)



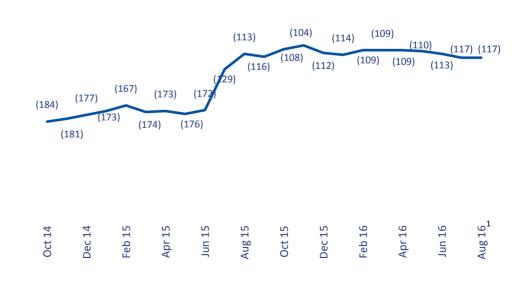


Time deposit client rates (bps)



New time deposit spreads (bps)

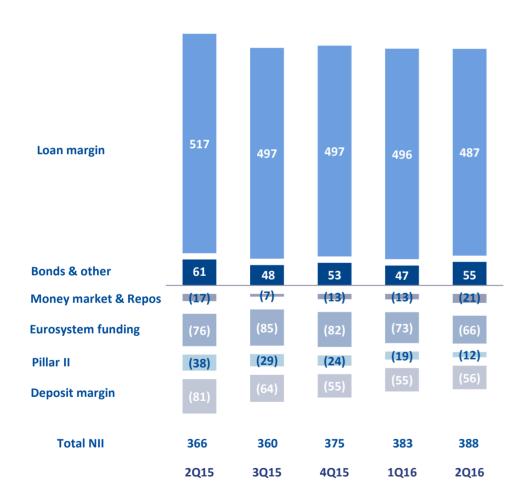
Deposits mix



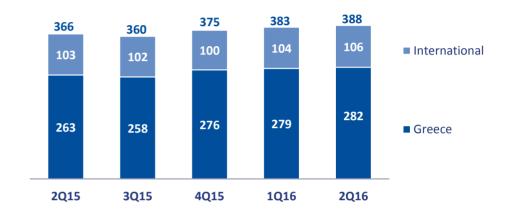
Net interest income



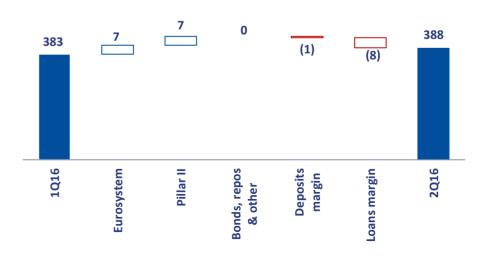
NII breakdown (€ m)



NII per region (€ m)



NII evolution q-o-q (€ m)





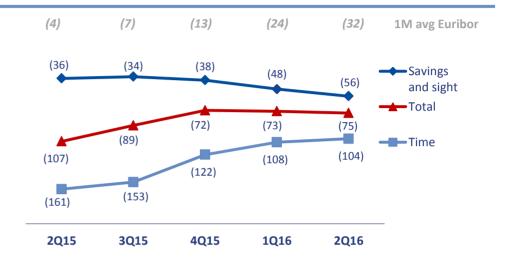


Lending spreads (Greece, bps)¹

Retail lending spreads (Greece, bps)¹



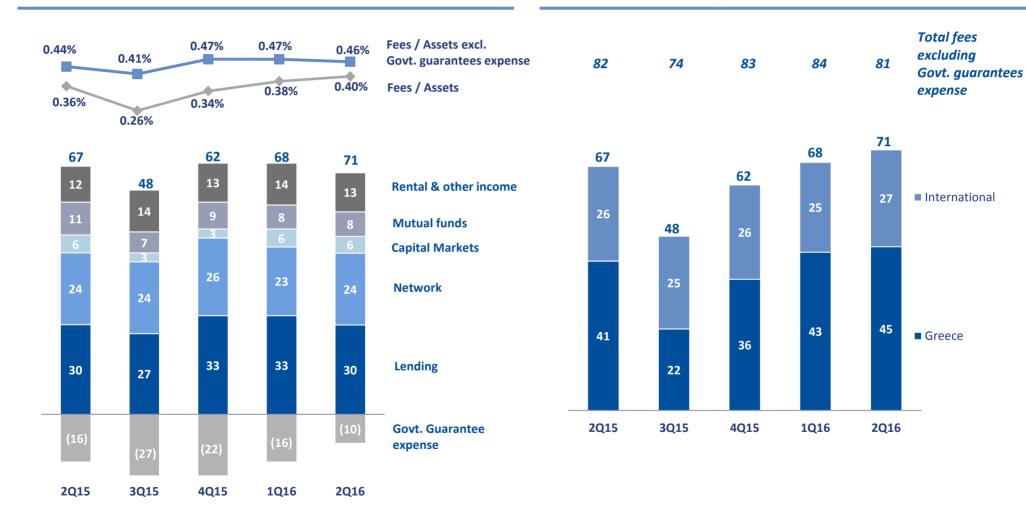
Deposit spreads (Greece, bps)



Net interest margin (bps)

	2Q15	3Q15	4Q15	1Q16	2Q16
Greece	170	171	185	190	194
International	334	340	326	332	334
Group	198	199	209	215	219

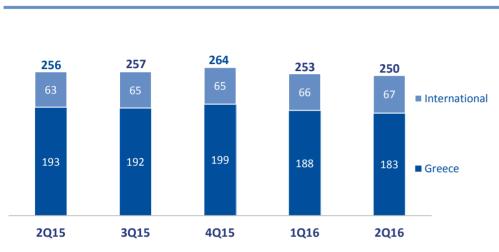




Commission income per region (€ m)

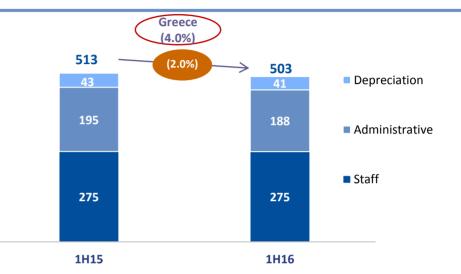
Commission income breakdown (€ m)



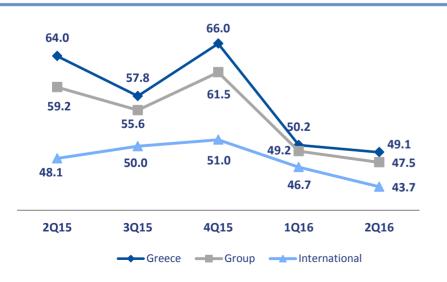


OpEx per region (€ m)





Cost-to-income ratio (%)



Headcount and network evolution (#)



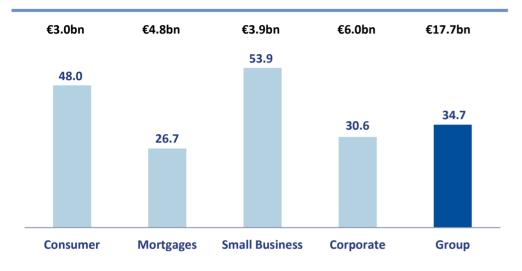
1. I-f-I to reflect: (a) the reclassification of part of NPL expenses from loan loss provisions to operating expenses (FY15: $\leq 2.8.8m - 1Q15: \leq 7.6m, 2Q15: \leq 7.0m, 4Q15: \leq 7.7m$), (b) $\leq 30m$ contribution to the new Single Resolution Fund (BRRD) booked in 4Q15 equally spread among the 2015 quarterly operating expenses and (c) excl. $\leq 12m$ one-off contribution to the resolution of a cooperative bank in 4Q15. 2. $\leq 5m$ OPEX of Alpha Bulgaria bank included in 1H16 (1Q16: $\leq 2m$, 2Q16: $\leq 3m$).



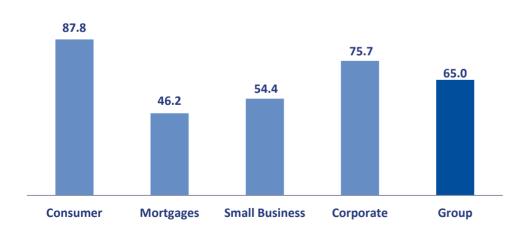
Asset Quality







90dpd coverage per segment (%)



37.4 37.7 37.5 37.6 36.6 ---- Greece 35.2 35.0 34.8 34.7 34.3 -----Group 21.1 20.7 20.9 19.6 -International 17.7 2Q15 3Q15 4Q15 1Q16 2Q16

90dpd coverage per region (%)

	2Q15	3Q15	4Q15	1Q16	2Q16
Greece	64.7	65.0	64.8	64.3	64.9
International	65.4	64.7	65.5	64.3	66.4
Group	64.8	65.0	64.8	64.3	65.0

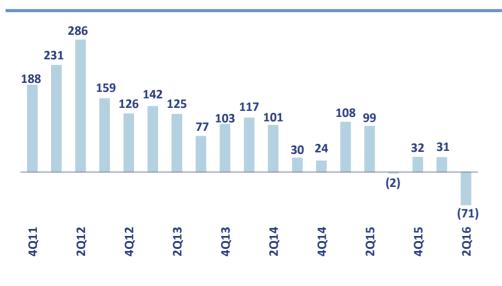
90dpd formation per segment (Greece)



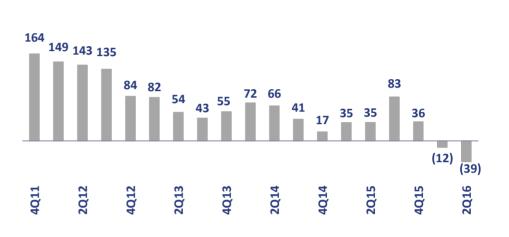
Mortgages (€ m)



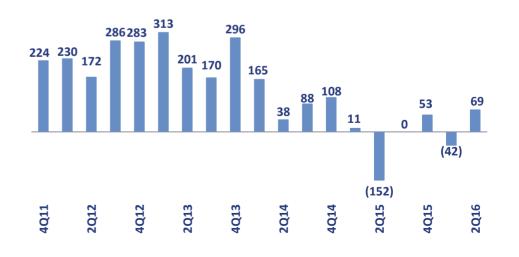
Small business (€ m)



Consumer (€ m)

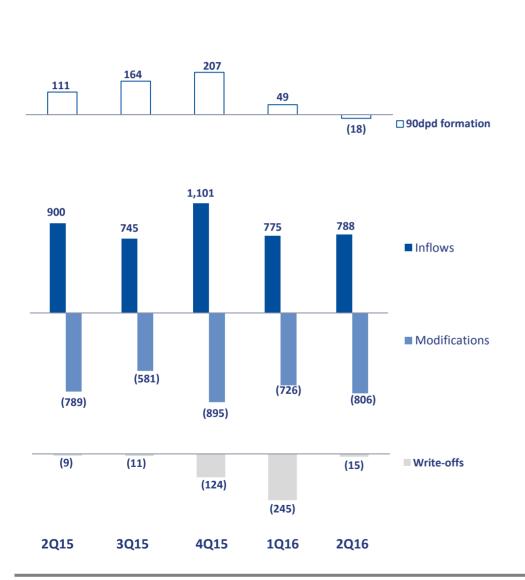


Corporate (€ m)

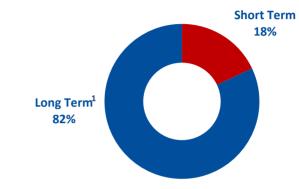


90dpd formation (€ m)





2Q16 Modifications breakdown



Reverse ratio (Modifications / Inflows)





NPEs (€ bn)



NPEs per region

	1Q16 formation	2Q16 formation	Total NPEs	NPEs ratio ³	Provisions/ NPEs	Provisions & collaterals / NPEs
	(€ m)	(€ m)	(€ bn)	(%)	(%)	(%)
Consumer	35	38	3.4	63.9	76.6	81.5
Mortgages	315	278	6.2	38.2	33.8	108.9
Small Business	71	51	4.4	67.5	44.1	101.3
Total Retail	421	367	14.0	49.9	47.4	100.0
Corporate	(36)	139	7.2	46.7	55.0	100.9
Greece	384	506	21.2	48.7	50.0	100.2
International	(14)	(14)	1.8	23.6	49.8	106.0
Total	371	492	23.0	45.1	50.0	100.6



International operations

International presence

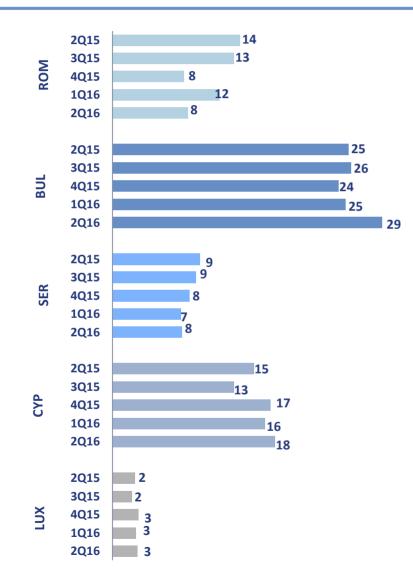




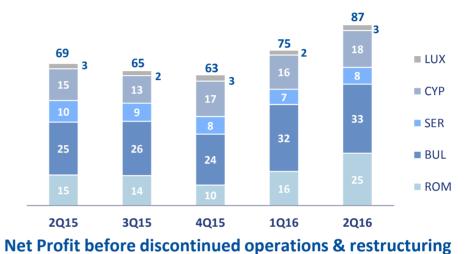
Income statement highlights



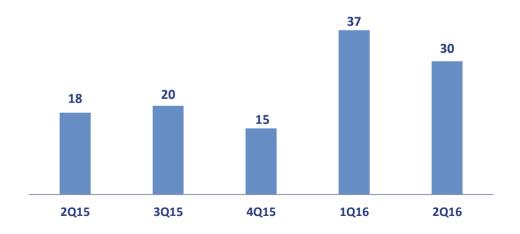




Pre Provision Income (€ m)

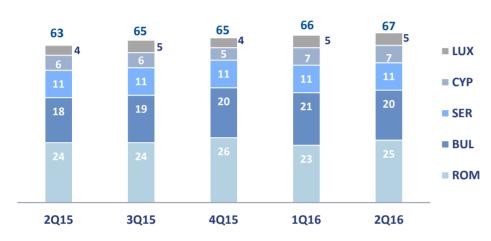


costs¹ (€ m)



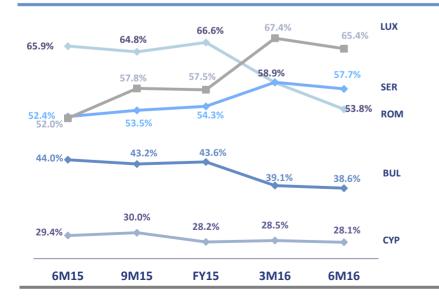
Operating expenses



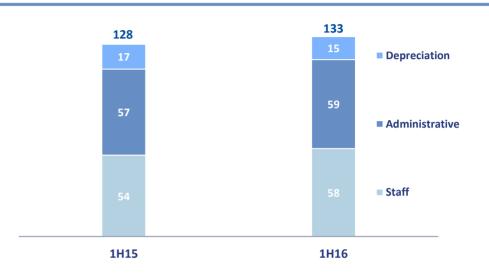


OpEx per Country (€ m)

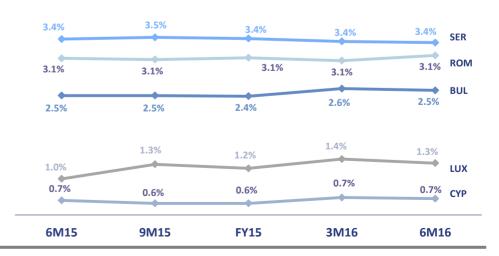




OpEx breakdown (€ m)



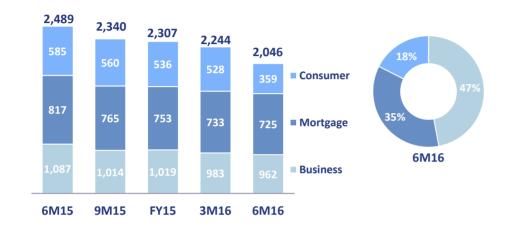
Cost-to-average assets (%)



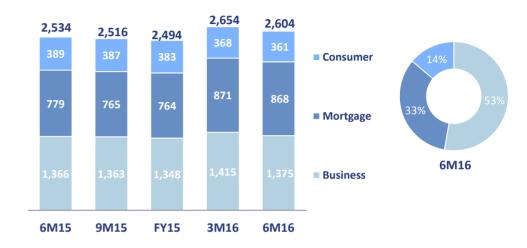
Gross Loans



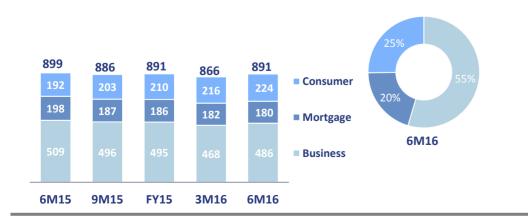
Romania (€ m)



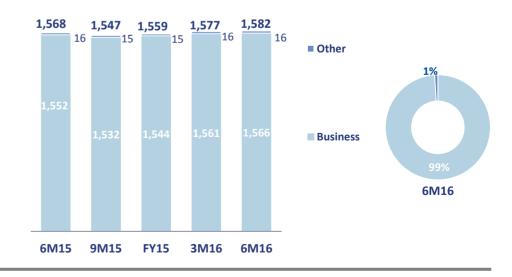
Bulgaria (€ m)



Serbia (€ m)



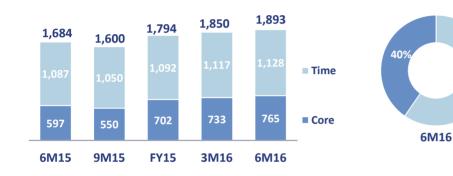
Cyprus (€ m)



Deposits



Romania (€ m)



705

343

FY15

683

326

9M15

694

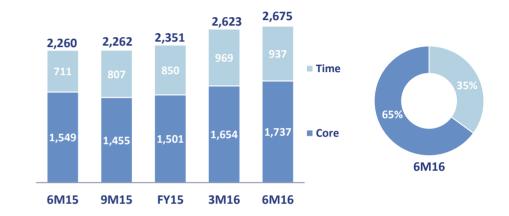
335

3M16

713

6M16

Bulgaria **(€ m)**



Serbia (€ m)

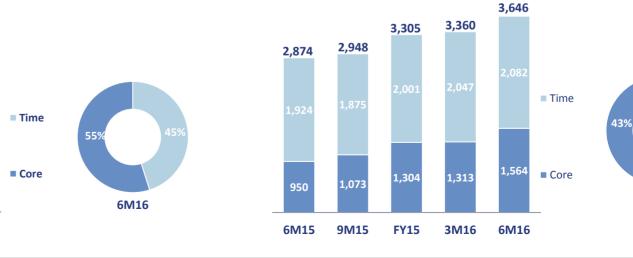
720

359

6M15



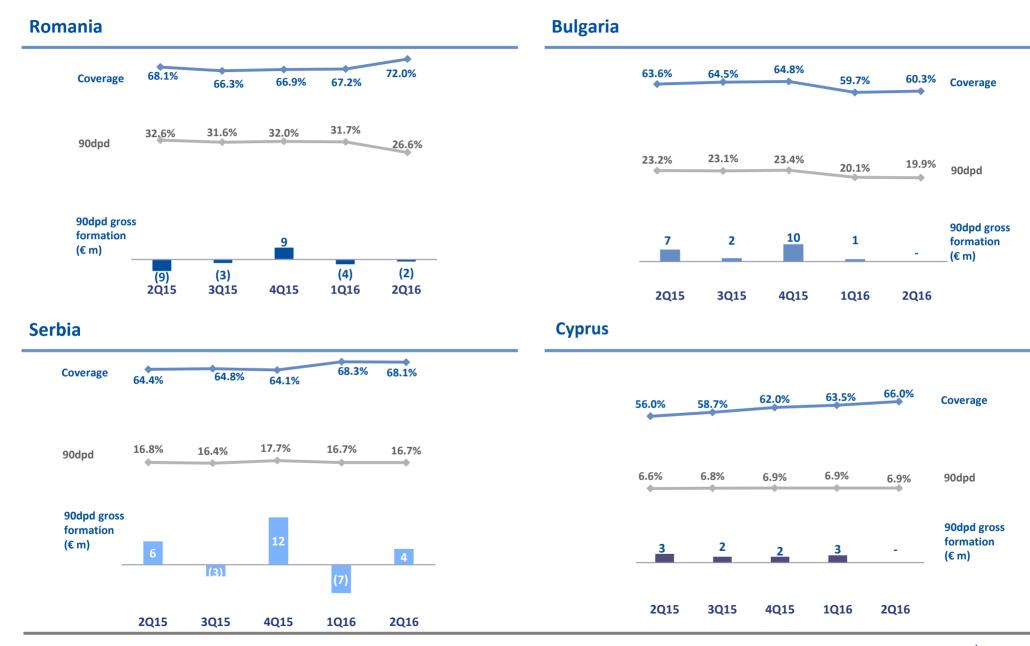
Cyprus (€ m)



6M16

Asset quality







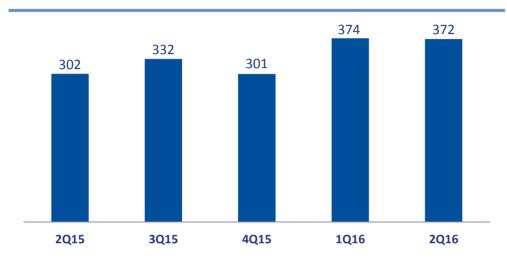
		Romania	Bulgaria	Serbia	Cyprus	Lux	Sum
	Assets	2,969	3,248	1,257	4,092	1,582	13,148
	Gross loans	2,046	2,604	891	1,582	348	7,471
Balance Sheet (€m)	Net loans	1,654	2,293	789	1,510	347	6,593
	90dpd Loans	544	517	149	109	2	1,321
	Deposits	1,893	2,675	713	3,646	1,226	10,153
	Operating Income	49.9	53.5	18.7	24.4	7.6	154.1
	Operating Expenses	(24.8)	(20.4)	(10.5)	(6.8)	(4.8)	(67.3)
Income statement (€m)	Loan loss provisions	(29.1)	(14.8)	(4.7)	(3.0)	(0.1)	(51.7)
	Profit before tax & minorities	(4.0)	15.6	3.2	14.6	2.7	32.1
	Net Profit before discontinued operations & restructuring costs ¹	(0.8)	13.4	3.0	11.6	2.4	29.6
Pronchos (#)	Retail	147	174	80	-	1	402
Branches (#)	Business / Private banking centers	8	8	7	8	1	32
Headcount (#)		2,162	2,380	1,245	281	100	6,168



Appendix I – Supplementary information



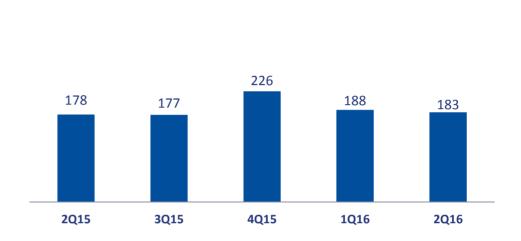




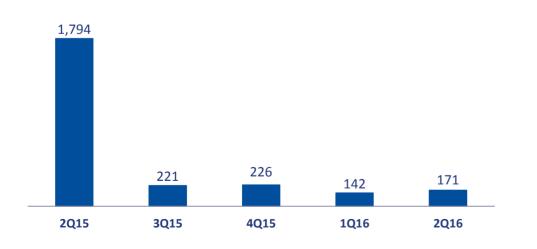
Operating income (€ m)

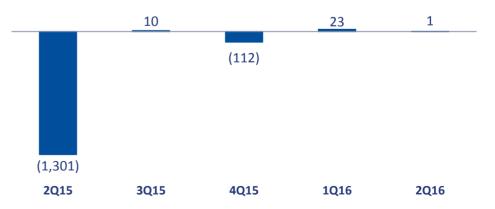
Provision charge (€ m)





Net Profit before discontinued operations, restructuring costs & tax adj.¹ (€ m)





1. Net Profit from continued operations before restructuring costs (after tax) and Tax Adjustments.



Balance sheet – key figures

€m	2Q16	1Q16
Gross customer loans	51,039	51,323
Provisions	(11,495)	(11,504)
Net customer loans	39,544	39,819
Customer deposits	32,974	31,828
Eurosystem funding	21,484	22,922
Shareholders' equity	7,201	7,109
Tangible book value	5,424	5,340
Tangible book value / share (€)	2.48	2.44
Earnings per share (€)	0.02	0.03
Risk Weighted Assets	38,230 ¹	38,900
Total Assets	72,652	72,938
Ratios (%)	2Q16	1Q16
CET1	17.0 ¹	16.5
Loans/Deposits	119.9	125.1
90dpd	34.7	34.8
90dpd coverage	65.0	64.3
Provisions / Gross loans	22.5	22.4
Headcount (#)	16,369	16,912
Branches and distribution network (#)	915	977

Income statement – key figures

€m	2Q16	1Q16
Net interest income	387.7	382.8
Commission income	71.3	67.8
Operating income	526.5	514.1
Operating expenses	(249.9)	(253.0)
Pre-provision income	276.5	261.1
Loan loss provisions	(222.4)	(175.1)
Other impairments	(11.8)	(1.8)
Net income before tax	42.0	84.2
Discontinued operations	11.8	9.2
Restructuring costs & Tax adj.	4.1	(8.4)
Net income after tax	46.2	60.2
Ratios (%)	2Q16	1Q16
Net interest margin	2.19	2.15
Fee income / assets	0.40	0.38
Cost / income	47.5	49.2
Cost of risk	2.24	1.76

Consolidated quarterly financials



Income Statement (€ m)	2Q16	1Q16	4Q15	3Q15	2Q15
Net Interest Income	387.7	382.8	375.3	359.9	365.9
Commission income	71.3	67.8	61.7	47.7	66.8
Other Income	67.4	63.5	(7.5)	53.6	0.6
Operating Income	526.5	514.1	429.5	461.2	433.2
Operating Expenses	(249.9)	(253.0)	(291.0)	(241.9)	(241.3)
Pre-Provision Income	276.5	261.1	138.5	219.3	191.9
Loan Loss Provisions	(222.4)	(175.1)	(270.8)	(256.3)	(1,835.0)
Other impairments	(11.8)	(1.8)	(37.7)	21.7	(48.5)
Profit before tax	42.0	84.2	(170.1)	(15.3)	(1,691.6)
Net Profit before discontinued operations, restructuring costs & tax adj. 1	30.3	59.3	(97.6)	29.5	(1,283.2)
Discontinued operations	11.8	9.2	(54.3)	(25.2)	(33.6)
Restructuring costs & tax adjustments	4.1	(8.4)	(23.4)	401.4	(0.5)
Net Profit	46.2	60.2	(175.3)	405.6	(1,317.3)
Balance sheet (€ m)	2Q16	1Q16	4Q15	3Q15	2Q15
Consumer Loans	6,268	6,486	6,565	6,572	6,620
Mortgages	18,055	18,172	18,249	18,348	18,727
Household Loans	24,323	24,659	24,814	24,920	25,347
Small Business Loans	7,191	7,217	7,246	7,261	7,377
Corporate Loans	19,485	19,407	19,584	19,470	20,025
Business Loans	26,675	26,624	26,829	26,731	27,402
Total Gross Loans	51,039	51,323	51,683	51,693	52,792
Total Deposits	32,974	31,828	31,446	30,037	30,583
Total Assets	72,652	72,938	73,553	73,755	74,544

1. Net Profit from continued operations before restructuring costs (after tax) and Tax Adjustments.

Consolidated financials



Income Statement (€ m)	6M16	6M15	Δ у-о-у (%)
Net Interest Income	770.5	727.6	5.9
Commission income	139.2	134.4	3.6
Other Income	130.9	8.6	
Operating Income	1,040.6	870.6	19.5
Operating Expenses	(503.0)	(484.0)	3.9
Pre-Provision Income	537.6	386.6	39.1
Loan Loss Provisions	(397.5)	(2,137.6)	(81.4)
Other impairments	(13.6)	(71.3)	(80.9)
Profit before tax	126.2	(1,822.0)	
Net Profit before discontinued operations, restructuring costs & tax adj. 1	89.6	(1,384.4)	
Discontinued operations	21.0	(25.3)	
Restructuring costs & tax adjustments	(4.3)	(2.1)	
Net Profit	106.4	(1,411.8)	

Balance sheet (€ m)	6M16	6M15	Δ у-о-у (%)
Consumer Loans	6,268	6,620	(5.3)
Mortgages	18,055	18,727	(3.6)
Household Loans	24,323	25,347	(4.0)
Small Business Loans	7,191	7,377	(2.5)
Corporate Loans	19,485	20,025	(2.7)
Business Loans	26,675	27,402	(2.7)
Total Gross Loans	51,039	52,792	(3.3)
Total Deposits	32,974	30,583	7.8
Total Assets	72,652	74,544	(2.5)

1. Net Profit from continued operations before restructuring costs (after tax) and Tax Adjustments.



Appendix II – Macroeconomic update



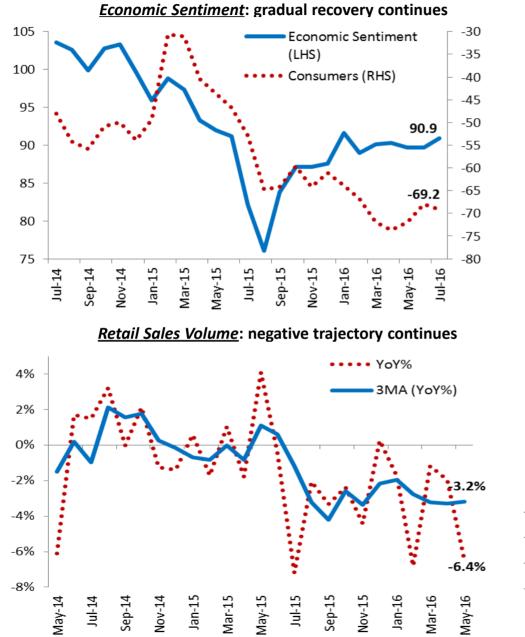
- Successful completion of 1st program review opened the door for:
 - Release of ESM loan tranche (€7.5bn in Jun. 2016 + €2.8bn by early Oct.) to service external debt & clear arrears
 - □ Re-introduction of Greek collateral waiver (cheaper funding for Greek banks)
 - □ Inclusion in ECB's QE program (compression of risk premia)
 - Gradual relaxation of capital controls (improvement in depositor sentiment and gradual return of deposits)
 - Acceleration of privatization program and strengthened framework for NPLs management & resolution
 - Tighter budgetary surveillance (contingency mechanism to automatically correct deviations from fiscal targets)
- Adequate program financing to cover government borrowing needs till August 2018
- Debt relief to smooth out borrowing profile after 2020
- Sizeable funding committed to re-engineer medium-term growth from EU structural and investment funds as well as agricultural policies (> €35bn until 2020)

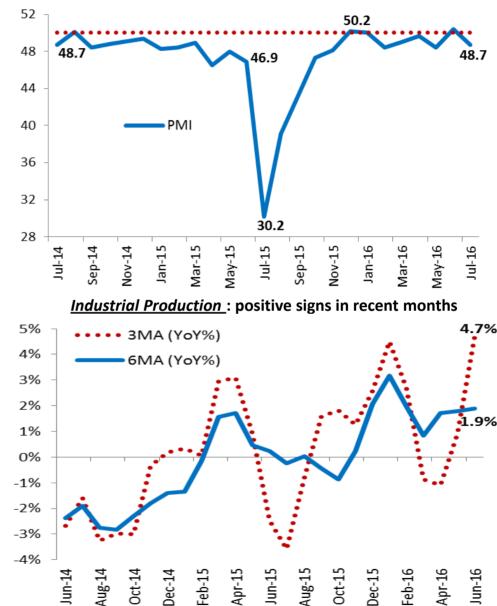
<u>Risks</u>: backpedaling on structural reforms agenda; regional geopolitical tensions; refugee crisis; major external shock (Brexit, China, EM & commodity markets)

Domestic economic activity

Gradual stabilization following last summer's turbulence







PMI manufacturing: struggling to surpass the boom-bust threshold

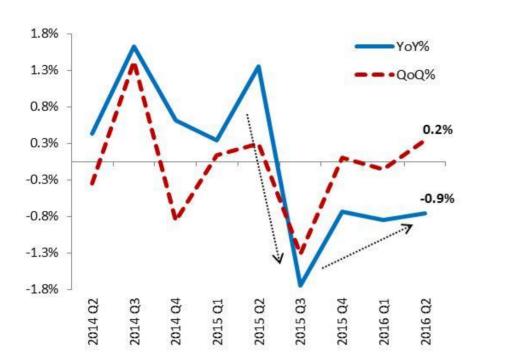
Economic slowdown milder than expected

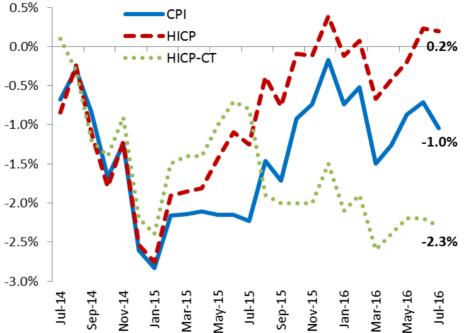
Gradual recovery expected from H2 2016 onwards



<u>Real GDP s.a.</u>: -1.0% YoY in H1-16 vs. – 1.2% YoY in H2-15

Inflation rate: recent uptick due to increased taxation





Why the recession post-CCs has proved milder than expected?

<u>Domestic drivers</u>: agreement on 3rd economic adjustment programme; good tourism season; gradual relaxation of CCs; rebound in economic sentiment and successful bank recapitalization <u>External drivers</u>: drop in oil prices and devaluation of the euro

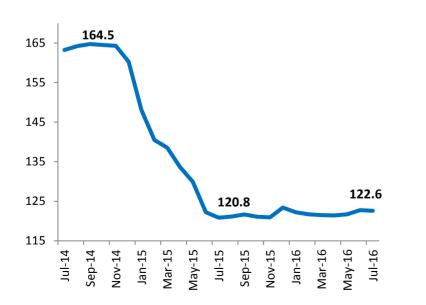
Is it possible for the economy to recover from H2 2016 onwards?

Successful completion of 1st programme review establishes a good base for gradual improvement in domestic economic conditions from H2:2016. That is, provided that programme implementation remains on track <u>Potential drivers</u>: programme financing to clear State arrears to private sector (large multiplier); privatization program; further improvement in domestic sentiment; good tourism season; sharp compression of risk premia due to inclusion in the <u>QE programme</u>

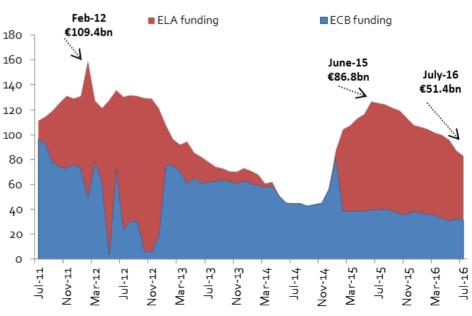
Progressive improvement in domestic financial conditions Following completion of 1st program review, reinstatement of waiver



- Stabilization of macro environment & gradual relaxation of CCs to facilitate return of bank deposits
 - Deposit outflows by private-sector residents amounted to c. €42.5bn in Sept. 2014-Jun. 2015 (total outflows: c. €55bn)
 - □ Net deposits' inflow of c. €1.9bn and return of c. €4bn in notes &bills in Jul. 2015 Jun. 2016
 - Cash outside the Greek banking system now c. 27% of GDP (vs. 17.5% of GDP in September 2014 and c. 18% of GDP in the EA)
 - □ More than €20bn of excess liquidity currently estimated to be "under the mattress"
- Reinstatement of sovereign debt waiver & inclusion in ECB's QE program (expected by end-2016)
 - □ €400-€500mn positive impact on Greek banks' results (BoG estimate)
 - □ ELA funding at €51.4bn in July 2016, down from a 2 ½ year high of €86.8bn in June 2015
- ☑ Strengthened framework for NPLs resolution
 - Positive impact on credit supply & expected improvement in Capital Adequacy Ratio, c.16% currently for the four systemic banks



Private sector deposits (residents) in EUR bn



Gradual decline in ELA reliance



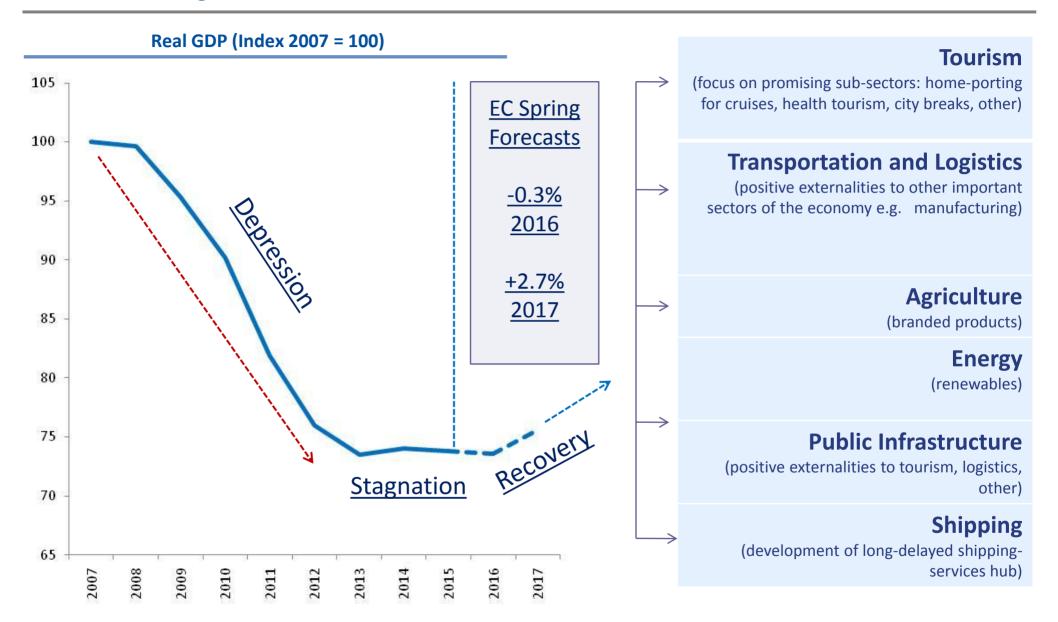
	2015, €bn (nominal)	2015 Real YoY%	2016 Real YoY%	2017 Real YoY%
GDP	176.0	-0.2	-0.5	2.3
Private Consumption	123.8	0.3	-0.9	1.3
Government Consumption	35.2	0.0	-1.7	-0.1
Gross Capital Formation	17.3	-13.1	3.2	12.7
Gross Fixed Capital Formation	20.5	0.7	2.0	11.6
Exports	53.0	-3.8	-3.0	4.2
Imports	53.3	-6.9	-3.5	3.8

GDP Deflator (yoy%)	-0.6	0.0	0.8
Unemployment Rate (%)	25.0	24.0	22.5

Private Sector Deposits (yoy%)	-23.0	6.3	7.5
Private Sector Credit (yoy%)	-3.6	-1.0	2.7

Medium-term growth drivers





Milestones for disbursement of €2.8bn ESM loan sub-tranche To be completed by late Sep. 2016



Pension reform	Completion of pending issues for the harmonisation of social security contributions - pending		
Bank Governance	e Assessment of the four systemic banks' BoD members (key deliverable)- completed		
	Further reform in the natural gas market (key deliverable) - pending		
Energy	Adoption of required legislation for the transposition of the electricity market towards the EU deregulation model (key deliverable) - pending		
	New framework for reforming the Renewable Energy Sources (RES) market - pending		
	PPC General Assembly authorisation for the sale of at least 20% of ADMIE to a strategic investor & commencement of respective tender procedure (key deliverable) - completed		
	Authorisation to PPC management for concluding negotiations on HV tariffs and signing respective contracts with customers - pending		
Privatisation	Nomination of the Supervisory Board of the new Privatisation Fund - <i>pending</i>		
	Transfer of a second group of State Enterprises (SOEs) to the new Privatisation Fund - pending		
	Ratification by the Hellenic Parliament of the Share Purchase Agreement for Hellinikon - <i>pending</i> Signing of the relevant MoU- completed		
	Reinforcement of the operational framework of the Hellenic Civil Aviation Authority (HCAA) - pending		
	Launch of Expressions of Interest for the concession of Egnatia Motorway S.A & three Vertical Axes - pending		
	Conclusion of the government pending actions identified by the HRADF (i.e., transfer of 5% of OTE shares to HRADF) - pending		
Revenue Agency	Ensuring adequacy of both human and material resources for the Revenue Agency (key deliverable) - pending		
	Appointment of the Board of Governors of the Revenue Agency (key deliverable) - pending		

2nd **program review: key items in the agenda** Expected to commence in October 2016



Policy areas	Key deliverable
Labour Market & Human Capital	Alignment of collective dismissals, industrial action framework & collective bargaining with EU best practices
	Adoption of an integrated action plan for fighting against undeclared & under-declared work
Fiscal Policy & Tax Policy Reform	Legislation of the Medium Term Fiscal Strategy 2017-2020
Resolution of Non-Performing Loans (NPLs)	Amendment of the legal framework for the out-of-court resolution with detailed provisions
Improving Governance of the HFSF and Governance of Banks	Finalisation of the review of the four systemic banks' BoD members
Product Markets and Business Enviroment	Agreement with the Institutions on a roadmap for the liberalisation of the reserved activities of engineers
	Adoption of legislation for the one-stop shop for business
Regulated Network Industries	Launch of the first auction under the NOME mechanism in the Greek electricity market
Pubilc Administration	Adoption of legislation for the introduction of a new permanent labor reserve (so-called "mobility scheme")
Anti-corruption	Modification and implementation of the legal framework for the financing of political parties
Privatisation Program & the new Privatisation and Investment Fund	Agreement with the Institutions on the transfer of a second group of State Enterprises (SEOs) to the new Privatisastion and Investment Fund
Sustainable Social Welfare	Launch of the gradual nationwide roll-out of the Guaranteed Minimum Income (GMI) scheme

Source: European Commission, "Compliance Report- The Third Economic Adjustment Programme for Greece", First Review, June 2016



Appendix III – Glossary



- This document contains financial data and measures as published or derived from the published consolidated financial statements which have been prepared in accordance with International Financial Reporting Standards (IFRS). Additional sources used, include information derived from internal information systems consistent with accounting policies and other financial information such as consolidated Pillar 3 report. The financial data are organized into two main reportable segments, Greece view and International Operations view.
- Greece view is incorporating the operations of Eurobank Ergasias S.A. Bank and the Greek subsidiaries, incorporating all business activities originated from these entities, after the elimination of intercompany transactions between them.
- International Operations are incorporating operations for in Romania, Bulgaria, Serbia, Cyprus and Luxembourg. Each country includes the local Bank and all local subsidiaries, incorporating all business activities originated from these entities, after the elimination of intercompany transactions between them.

Glossary – Definition of Financial measures / ratios



Commission income: The total of Net banking fee and commission income and Income from non banking services of the reported period.

Other Income: The total of Dividend income, Net trading income, Gains less losses from investment securities and net other operating income of the reported period.

Core Pre-provision Income (Core PPI): The total of Net interest income, Net banking fee and commission income and Income from non banking services minus the operating expenses of the reported period.

Pre-provision Income (PPI): Profit from operations before impairments and restructuring costs as disclosed in the financial statement for the reported period.

Net Interest Margin: The net interest income of the reported period, annualised and divided by the average balance of total assets. The average balance of total assets is the arithmetic average of total assets at the end of the reported period and of total assets at the end of the previous period.

Loans Spread: Accrued customer interest income over matched maturity and currency libor, annualized and divided by the reported period average Loans and Advances to Customers. The period average for Loans and Advances to Customers is calculated as the weighted daily average of the customers' loan volume as derived by the Bank's systems.

Deposits Spread: Accrued customer interest expense over matched maturity and currency libor, annualized and divided by the reported period average Due to Customers. The period average for Due to Customers is calculated as the daily average of the customers' deposit volume as derived by the Bank's systems.

Deposits Client Rate: Accrued customer interest expense, annualized and divided by the reported period average Due to Customers. The average for Due to Customers is calculated as the daily average of the customers' deposit volume as derived by the Bank's systems.

Fees/Assets: Calculated as the ratio of annualized Commission income divided by the average balance of total assets. The average balance of total assets is calculated as the arithmetic average of total assets at the end of the period under review and of total Assets at the end of the previous period.

Cost to Income ratio: Total operating expenses divided by total operating income.

Cost to Average Assets: Calculated as the ratio of annualised operating expenses divided the by the average balance of total assets for the reported period. The average balance of total Assets is calculated as the arithmetic average of total Assets at the end of the reported period and of total Assets at the end of the previous period.

Glossary – Definition of Financial measures / ratios



Cost of Risk: Impairment losses on Loans and Advances charged in the reported period, annualized and divided by the average balance of Loans and Advances to Customers. The average balance of Loans and Advances to Customers is calculated as the arithmetic average of Loans and Advances to Customers at the end of the reported period and of total assets at the end of the previous period.

Provision/Gross Loans: Impairment Allowance for Loans and Advances to Customers divided by Gross Loans and Advances to Customers at the end of the reported period.

90dpd ratio: Gross Loans more than 90 days past due divided by Gross Loans and Advances to Customers at the end of the reported period.

90dpd Coverage: Impairment Allowance for Loans and Advances to Customers divided by loans more than 90 days past due at the end of the reported period.

90dpd formation: Net increase/decrease of 90 days past due loans in the reported period excluding the impact of write offs.

Non Performing Exposures (NPEs): Non Performing Exposures (in compliance with EBA Guidelines) are the Bank's material exposures which are more than 90 days past-due or for which the debtor is assessed as Unlikely to pay its credit obligations in full without realization of collateral, regardless of the existence of any past due amount or the number of days past due.

NPE ratio: Non Performing Exposures (NPEs) divided by Gross Loans and Advances to Customers at the end of the relevant period.

NPE Coverage ratio: Impairment Allowance for Loans and Advances to Customers divided by NPEs at the end of the reported period.

NPE formation: Net increase/decrease of NPEs in the reported period excluding the impact of write offs.

Forborne: Forborne exposures (in compliance with EBA Guidelines) are debt contracts in respect of which forbearance measures have been extended. Forbearance measures consist of concessions towards a debtor facing or about to face difficulties in meeting its financial commitments ("financial difficulties").

Forborne Non-performing Exposures (NPF): Forborne Non-performing Exposures (in compliance with EBA Guidelines) are the Bank's Forborne exposures that meet the criteria to be classified as Non-Performing.

Glossary – Definition of Financial measures / ratios



Loans to Deposits: Net Loans and Advances to Customers (net of Impairment Allowance) divided by Due to Customers at the end of the reported period.

Risk-weighted assets (RWAs): Risk-weighted assets are the bank's assets and off-balance-sheet exposures, weighted according to risk factors based on Regulation (EU) No 575/2013, taking into account credit, market and operational risk.

Phased in Common Equity Tier I (CET1): Common Equity Tier I regulatory capital as defined by Regulation No 575/2013 based on the transitional rules for the reported period, divided by total Risk Weighted Assets (RWA).

Fully loaded Common Equity Tier I (CET1): Common Equity Tier I regulatory capital as defined by Regulation No 575/2013 without the application of the relevant transitional rules, divided by total Risk Weighted Assets (RWA).

Earnings per share (EPS): Net profit attributable to ordinary shareholders divided by the weighted average number of ordinary common shares excluding own shares.

Tangible Book Value: Total equity attributable to shareholders of the Bank excluding preference shares minus Intangible Assets.

Tangible Book Value/Share: Tangible book value divided by outstanding number of shares as at period end excluding own shares.

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