

# **Erste Group – FY 2011 preliminary results presentation**

**29 February 2012**

## **Erste Group returns to profitability in Q4 11; timely compliance with EBA capital requirement**

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## Cautionary note regarding forward-looking statements

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# FY 2011 executive summary –

## Strong Q4 11 net profit reduces FY 2011 net loss

- **Solid quarterly result of EUR 254.1m in Q4 11 on profitable core business in Austria, Czech Republic, Slovakia & Croatia**
- **FY 2011 net loss of EUR 718.9m a result of one-off items:**
  - Revaluation of written CDS held by International Business (IB) and subsequent close out
  - Unorthodox politics in Hungary, FX conversion law and deteriorating economy
  - Impairment of goodwill in Romania and Hungary
- **Risk costs increased to EUR 2,266.9m (168bps) or by 12.2% mainly due to Hungary**
  - NPL ratio based on customer loans was 8.5% at YE 11 (7.6% at YE 10)
  - New NPL formation improved, but still at an elevated EUR 1.3bn in 2011 (EUR 1.5bn in 2010)
  - NPL coverage ratio increased slightly to 61.0% (YE 2010: 60.0%)
- **Superior funding position based on strength in retail deposit collection**
  - LTRO participation and covered bond issuance further enhanced long and short term funding profile
- **EBA CT1 ratio rises to 8.9% at YE 11, capital gap narrows to EUR 166m (Q3 11: EUR 743m)**
  - On profitable Q4 11 and EUR 5.8bn cut in RWA as a result of reduction in non-core assets
- **Basel 2.5 CET1 ratio reaches 9.4% (incl. participation capital) in 2011 following 9.2% (Basel 2 CT1) in 2010, excl. participation capital: 7.8%**

- **Business performance**
- Update on Hungary & Romania
- Credit risk
- Funding
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- Outlook
- **Appendix**
  - Segments
  - Asset quality
  - CEE local consolidated results
  - About Erste Group
  - Shareholder structure

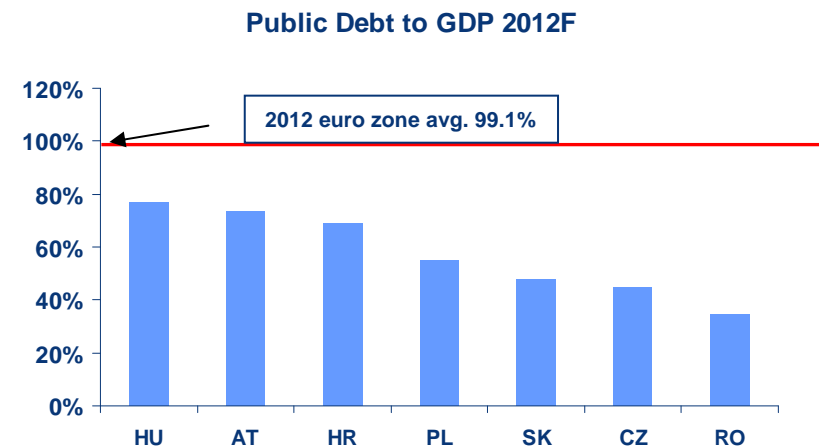
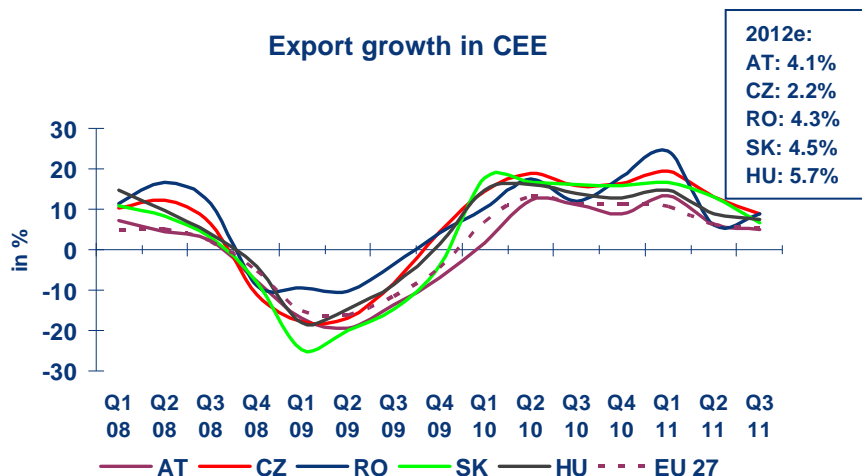
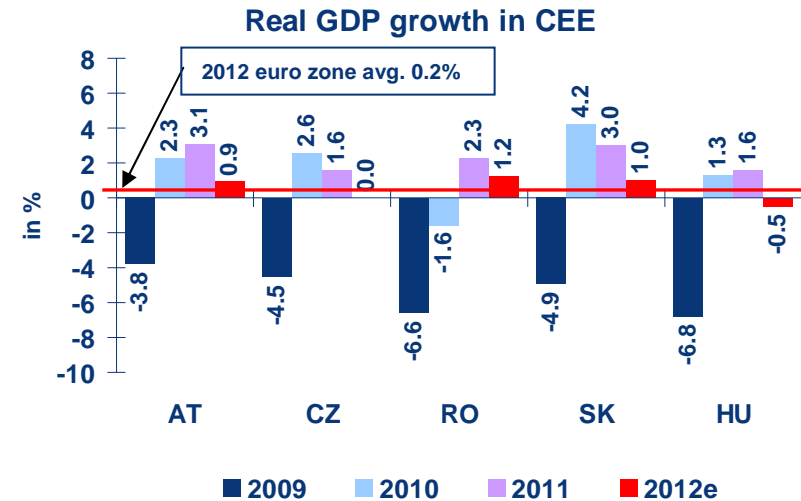
**Note: FY 2010 figures restated for comparison purposes (IAS 8). For further details see investor release (1-9 2011 results) published on 28 October 2011 ([www.erstegroup.com/investorrelations](http://www.erstegroup.com/investorrelations)).**

# Operating environment: macro trends – CEE grew faster than euro zone in 2011

## – Different growth patterns in line with levels of export dependency and country-specific issues

- AT: expected to outgrow euro zone for eleventh consecutive year
- CZ, SK: economy driven by exports while domestic demand expected to remain sluggish
- RO: growth to be supported by a better EU funds absorption rate going into 2012
- HU: expected agreement with IMF to lead to less uncertain market environment

## – CEE (1.1%) to outgrow euro zone (0.2%) in 2012

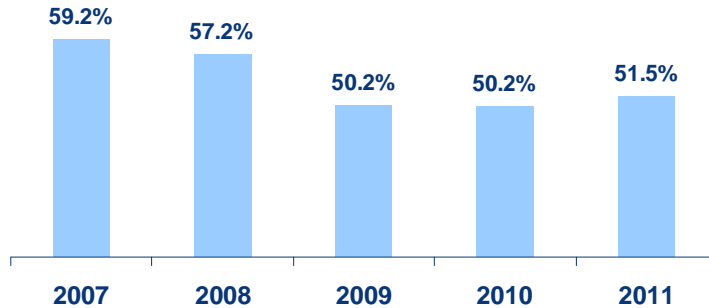


Sources: Erste Group Research, Eurostat

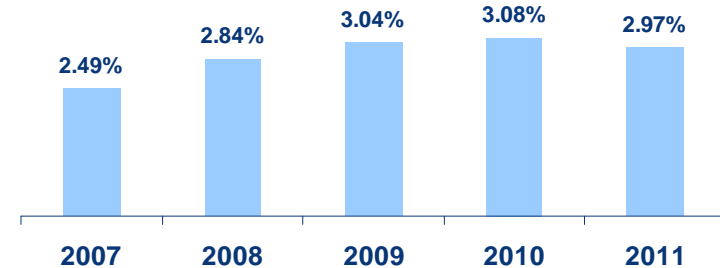
# Key financial indicators –

## Key indicators impacted by one-off items in FY 2011

YTD cost income ratio

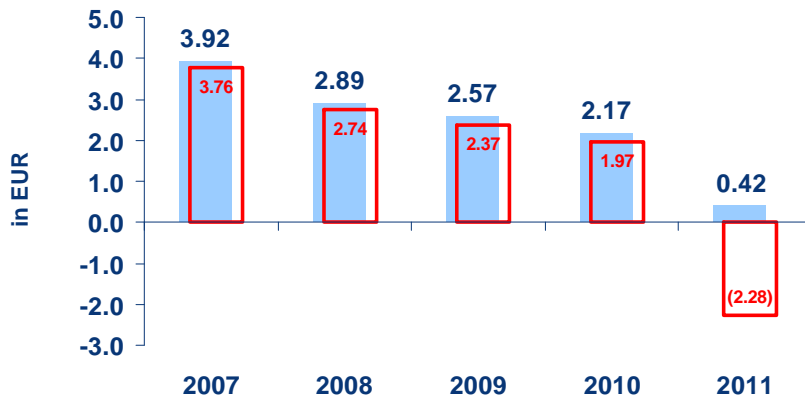


YTD net interest margin

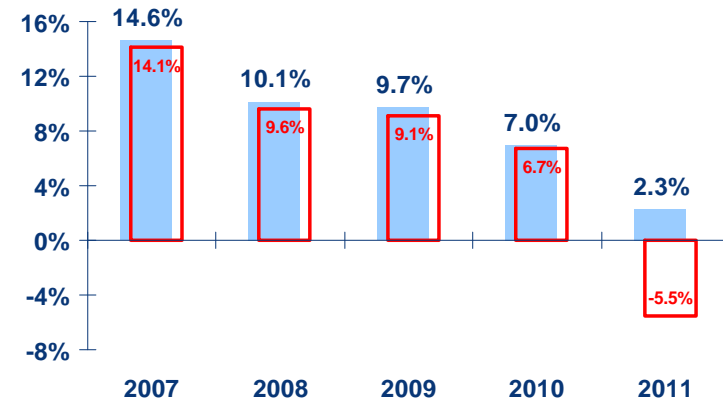


As of 2011 changed NIM calculation: net interest income includes NII from trading assets, interest-bearing assets include trading assets.

Cash earnings per share\*\*



Cash return on equity\*\*



\*\* Red bars denote reported EPS and ROE respectively.

Cash EPS and EPS calculated on average number of shares of 377.7m (ex treasury shares and shares owned by savings banks with EG participations: 1.8m). Cash EPS and Cash ROE adjusted for non-cash items totalling EUR 1,020.1m in 2011 (goodwill impairments, linear amortisation of customer relationships after tax and non-controlling interests) but dividend on participation capital (EUR 141.1m) only included in Cash EPS.

# Income statement (IFRS) –

FY 2011 performance affected by one-off items in Q3

in EUR million	2011	2010	Change	Comment
Net interest income	5,569.0	5,439.2	2.4%	Solid performance of core business
Risk provisions for loans	(2,266.9)	(2,021.0)	12.2%	Up in HU, down or flat all other segments
Net fee and commission income	1,787.2	1,842.5	(3.0%)	Reduced securities business
Net trading result	122.3	321.9	(62.0%)	Written CDS in International Business
General administrative expenses	(3,850.9)	(3,816.8)	0.9%	
Other operating result	(1,589.9)	(439.3)	>100.0%	Goodwill, banking taxes
Result from financial instruments - FV	0.3	(6.0)	na	
Result from financial assets - AfS	(66.2)	9.2	na	} Impairment & selling losses on peripheral bonds
Result from financial assets - HtM	(27.1)	(5.5)	>100.0%	
<b>Pre-tax profit/loss</b>	<b>(322.2)</b>	<b>1,324.2</b>	<b>na</b>	
Taxes on income	(240.4)	(280.9)	(14.4%)	
<b>Net profit/loss for the period</b>	<b>(562.6)</b>	<b>1,043.3</b>	<b>na</b>	
Non-controlling interests	156.3	164.6	(5.0%)	
<b>Owners of the parent</b>	<b>(718.9)</b>	<b>878.7</b>	<b>na</b>	

## – Additional comments for year-on-year comparison:

- Impairment of goodwill EUR 1,064.6m for RO, HU and Austrian subsidiaries
- Written CDS (IB) negative impact on trading of EUR 182.6m in 2011
- Additional risk provisions of EUR 450m in Hungary for FX conversion and to raise coverage ratio in Q3
- Other taxes (mainly Austrian banking tax) increased to EUR 163.5m

# Income statement (IFRS) – Solid quarterly performance

in EUR million	Q4 11	Q3 11	Change	Comment
Net interest income	1,434.9	1,430.2	0.3%	Shifting of NII on trading assets
Risk provisions for loans	(407.7)	(938.4)	(56.6%)	Q3 11 impacted by HU one-off
Net fee and commission income	435.2	445.9	(2.4%)	Reduced securities business
Net trading result	84.9	(251.4)	na	CDS closing & derivatives positive in Q4
General administrative expenses	(959.3)	(965.3)	(0.6%)	
Other operating result	(129.5)	(1,200.2)	(89.2%)	Mainly goodwill in Q3, HU tax reduction Q4
Result from financial instruments - FV	8.1	12.1	(33.1%)	
Result from financial assets - AfS	(3.4)	(76.9)	(95.6%)	} Impairment on greek bonds
Result from financial assets - HtM	(10.1)	(19.0)	(46.8%)	
<b>Pre-tax profit/loss</b>	<b>453.1</b>	<b>(1,563.0)</b>	<b>na</b>	
Taxes on income	(135.4)	70.4	na	
<b>Net profit/loss for the period</b>	<b>317.7</b>	<b>(1,492.6)</b>	<b>na</b>	
Non-controlling interests	63.6	1.2	>100.0%	
<b>Owners of the parent</b>	<b>254.1</b>	<b>(1,493.8)</b>	<b>na</b>	

## – Additional comments for quarter-on-quarter comparison:

- Offsetting of banking tax against FX conversion losses in Hungary led to reversal of EUR 40.8m in the other operating result
- NII from trading assets for 2011 was shifted from net trading to net interest income (EUR 83.9m)
- Closing the written CDS position in IB had a positive net impact in Q4 11 of EUR 21.9m
- Losses in Hungary not tax deductible



# Balance sheet (IFRS) –

## Successful RWA reduction in non-core business

in EUR million	Dec 11	Dec 10	Change	Comment
Cash and balances with central banks	9,413	5,839	61.2%	Temporary additional liquidity from LTRO
Loans and advances to credit institutions	7,578	12,496	(39.4%)	Reduced non-core business
Loans and advances to customers	134,750	132,334	1.8%	Increase in AT, SK
Risk provisions for loans and advances	(7,027)	(6,119)	14.8%	Driven by Hungary
Derivative financial instruments	10,931	8,508	28.5%	
Trading assets	5,876	5,536	6.1%	
Financial assets - FV	1,813	2,435	(25.5%)	
Financial assets - AfS	20,245	17,751	14.0%	} Basel 3, excess liquidity and deposit } growth invested (bonds, CEE region)
Financial assets - HtM	16,074	14,235	12.9%	
Equity holdings in associates	173	223	(22.4%)	
Intangible assets	3,532	4,675	(24.4%)	Impairment of goodwill
Property and equipment	2,361	2,446	(3.5%)	
Current tax assets	116	116	0.0%	
Deferred tax assets	702	617	13.8%	
Assets held for sale	87	52	67.3%	
Other assets	3,382	4,626	(26.9%)	
<b>Total assets</b>	<b>210,006</b>	<b>205,770</b>	<b>2.1%</b>	
<b>Risk-weighted assets</b>	<b>114,019</b>	<b>119,844</b>	<b>(4.9%)</b>	

### – Additional comments:

- RWA were reduced by 4.9% on cut back of non-core activities
- Financial assets rose yoy as a result of preparatory actions to meet Basel III liquidity requirements as of 2014 (e.g. LCR) and because of investing surplus liquidity in CEE bonds

# Balance sheet (IFRS) –

Loan-to-deposit ratio of 113.3% at end of the year 2011

in EUR million	Dec 11	Dec 10	Change	Comment
Deposits by banks	23,785	20,154	18.0%	LTRO
Customer deposits	118,880	117,016	1.6%	Growth in AT & RO, decline in HU
Debt securities in issue	30,782	31,298	(1.6%)	
Derivative financial instruments	9,337	8,399	11.2%	
Trading liabilities	536	216	>100.0%	
Provisions	1,580	1,545	2.3%	
Current tax liabilities	34	68	(50.0%)	
Deferred tax liabilities	345	328	5.2%	
Other liabilities	3,764	4,350	(13.5%)	
Subordinated liabilities	5,783	5,838	(0.9%)	
Total equity	15,180	16,558	(8.3%)	
Non-controlling interests	3,143	3,444	(8.7%)	
Owners of the parent	12,037	13,114	(8.2%)	
<b>Total liabilities and equity</b>	<b>210,006</b>	<b>205,770</b>	<b>2.1%</b>	
<b>Core tier 1 ratio</b>	<b>9.4%</b>	<b>9.2%</b>		

## – Additional comments:

- Decrease in equity driven by net loss and dividend payments in FY 2011
- Deposits by banks driven by LTRO 1 funds of EUR 3.0bn

# Segment highlights –

CZ, AT, SK & HR doing well, RO and HU underperform

## Top segment performers in 2011:

in EUR million	Czech Republic			Slovakia			EBOe		
	2011	2010	Change	2011	2010	Change	2011	2010	Change
Operating income	1,634	1,626	0.5%	553	537	2.9%	1,007	1,001	0.6%
Operating expenses	(714)	(710)	0.6%	(224)	(222)	0.8%	(609)	(607)	0.4%
<b>Operating result</b>	<b>920</b>	<b>917</b>	<b>0.4%</b>	<b>329</b>	<b>315</b>	<b>4.4%</b>	<b>397</b>	<b>394</b>	<b>0.9%</b>
Risk costs	(210)	(366)	(42.5%)	(74)	(123)	(40.3%)	(101)	(148)	(31.6%)
Other result	(122)	(83)	46.4%	(40)	(21)	95.4%	(64)	(26)	>100.0%
<b>Net profit/loss</b>	<b>456</b>	<b>379</b>	<b>20.4%</b>	<b>173</b>	<b>137</b>	<b>26.8%</b>	<b>178</b>	<b>167</b>	<b>6.6%</b>

## Special management attention focusing on:

in EUR million	Hungary			Romania		
	2011	2010	Change	2011	2010	Change
Operating income	520	508	2.3%	852	957	(11.0%)
Operating expenses	(200)	(203)	(1.0%)	(376)	(375)	0.3%
<b>Operating result</b>	<b>319</b>	<b>306</b>	<b>4.4%</b>	<b>475</b>	<b>582</b>	<b>(18.3%)</b>
Risk costs	(812)	(244)	>100.0%	(499)	(507)	(1.5%)
Other result	(57)	(68)	(16.7%)	(31)	(50)	(38.4%)
<b>Net profit/loss</b>	<b>(567)</b>	<b>(22)</b>	<b>&gt;100.0%</b>	<b>(23)</b>	<b>9</b>	<b>na</b>

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# Hungary update – FX conversion status quo

## Enacted government repayment scheme

~20% of clients

30% of losses deductible from 2011 banking tax

### FX conversion update:

- EUR 730m of CHF loans repaid as of 26 February 2012
- Loss: about EUR 200 million
- Already covered by risk provisions created in Q3 2011

## Proposal for performing clients (Subject to parliamentary approval)

~65% of clients

Instalment to be split by all stakeholders through an escrow account for max. 5 years:

- Up until 180 HUF/CHF: client pays principal and interest
- Between 180-270 HUF/CHF:
  - Principal paid by client,
  - Interest split between bank and state 50-50%
- Above 270 HUF/CHF: state pays principal + interest
- Same for EUR with 250-340 limits

**Eligibility criteria: still under negotiations**

## Proposal for NPL clients (Subject to parliamentary approval)

~15% of clients

25% write-off on all eligible NPL (90+ as of Sep 30)

- Conversion into HUF at the bank's decision
- 30% of loss from write-off deductible from 2012 banking tax

### Eligibility criteria

- Deterioration of financial standing verified by documents
- Original loan amount below CHF 45K / EUR 37.5K

### Additional support

- HUF interest subsidy based on further eligibility criteria
- Social cases sold to National Asset Management Agency up to 25.000 real estates at a value of 55/50/35% (as per law passed on Dec 5)

Estimated impact: about EUR 80m

No further impact expected in 2012

# Hungary update –

## Operating in a challenging environment

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### – **Still fragile economic outlook with growth lagging behind CEE peers**

- All three major rating agencies downgraded Hungary to non-investment grade
- The government has started negotiations with IMF to secure financial assistance program
  - Agreement expected to be reached in H1 2012
  - Size of the program estimated at EUR 15-20bn
  - Agreement would lead to more sustainable economic measures and more stable currency; the latter appreciated strongly ytd in expectation of such an agreement

### – **Banking market is still very challenging**

- National Bank of Hungary to introduce new facilities with the aim of supporting lending activity
  - 2-year variable-rate refinancing credit facility
  - New mortgage bond purchase scheme
  - Expanding the range of eligible collateral
- Treatment of banks' FX exposure to municipalities is still uncertain

### – **EBH to reach profitability in 2014 based on its new strategy**

- Focus on local currency lending from locally sourced liquidity
- Reduce dependence on parent company funding
- Smaller size reflects market circumstances
  - 15% headcount reduction
  - Network reduction by 43 branches
- Expected to reach profitability in 2014

# Romania update –

## GDP growth surprised on the upside in 2011

### – Real GDP up 2.5% yoy supported by agriculture, industry and exports

- Additionally construction contributed to growth, private consumption to recover further in 2012
- Economic sentiment indicator released by the EC up 2.7 points in Jan to 94.3, the best level since Jul 11

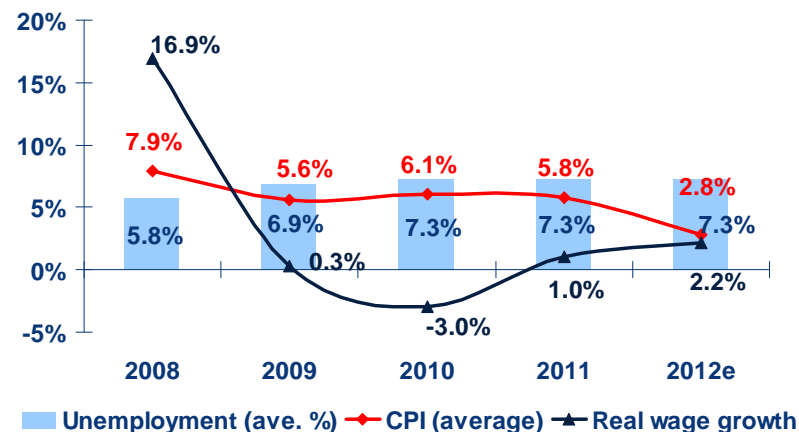
### – Annual inflation at 3.1% in Dec (from 8.4% peak in May), middle of BNR's target range

### – New govt. will not deviate from the agreement with the IMF-EC

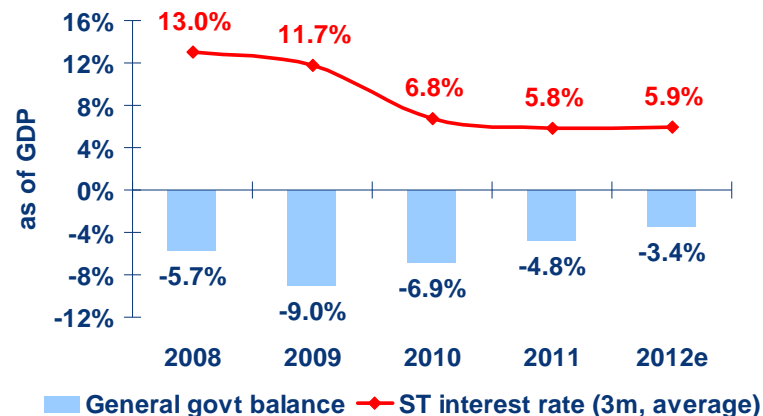
- Moody's and Fitch expressed confidence in govt.'s commitment to fulfill performance criteria and meet fiscal targets in 2012
- Strong political consensus to continue fiscal reforms and structural adjustments even after Nov elections
- Target 2012 - absorption rate 20% of structural funds (EUR 3.5bn), 25% of agriculture funds (EUR2.5bn)
- Ministry of European Affairs was set up to coordinate all activities related to EU funds absorption

### – 2012 additional focus on restructuring state-owned enterprises and selling state stakes in energy and transport companies

Unemployment, inflation and wage growth



Interest rates vs government balance



## – SIF transaction update

- 4 SIFs signed binding agreements to sell their combined stake of 24.0%\* in BCR to Erste Group
- By the end of February 2012 22.9%\* of outstanding SIF's BCR shares were acquired by Erste Group, against:
  - Swapping 16,102,263 Erste Group shares into 19.0%\* of outstanding BCR shares
  - Payment of about EUR 85 million for 3.9%\* of outstanding BCR shares
- By the end of February 2012 EGB share in BCR is 92.3%
- Negotiations with SIF Oltenia ongoing

## – Strengthening of local management team

- Tomáš Spurný was appointed new CEO effective 1 April 2012
- Martin Skopek was appointed head of retail effective 1 April 2012

## – BCR: Results impacted by sluggish loan growth, lower margins and still high provisioning

- Strategic aim to build profitable business with core customers, improve asset structure and actively manage capital
- Still sound efficiency benefiting from economies of scale and strict cost control
- Risk costs showing flat yoy development, albeit decreased in Q4 against Q3

\* Based on share count as at transaction announcement date (14 September 2011).



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# Loan book review –

## Loan demand started to recover in corporate business

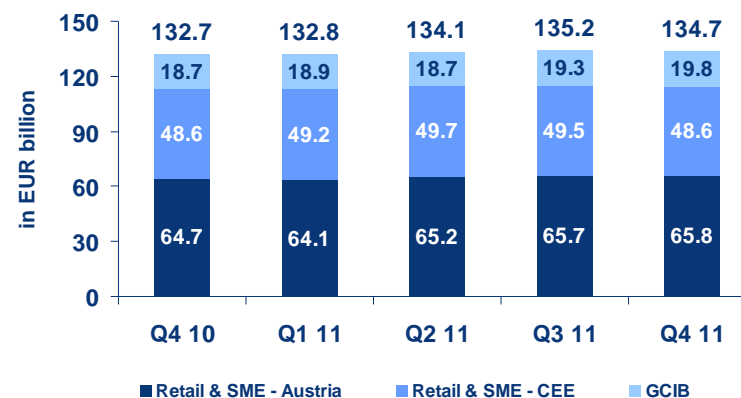
### – Customer loans increased by 1.8% yoy

- Notable growth of retail portfolio in Slovakia and retail and corporate business in Austria

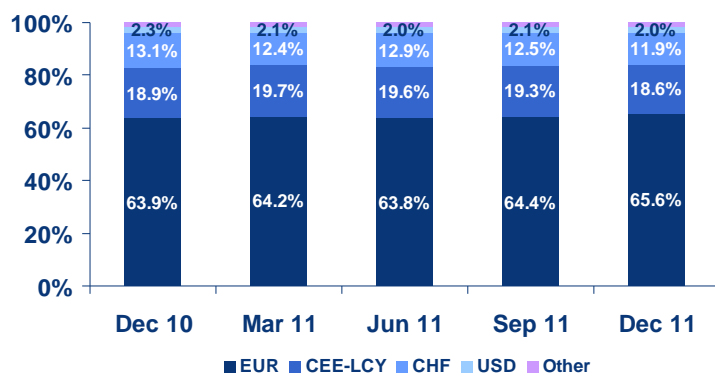
### – Quarterly decline of around EUR 0.5bn driven by Hungarian FX loan conversion scheme

- In CEE pronounced decrease of portfolio in Hungary on FX conversion and in Czech Republic due to currency movement in CZK in Q4 11
- In GCIB portfolio large corporate business posted strong growth, while international business decreased

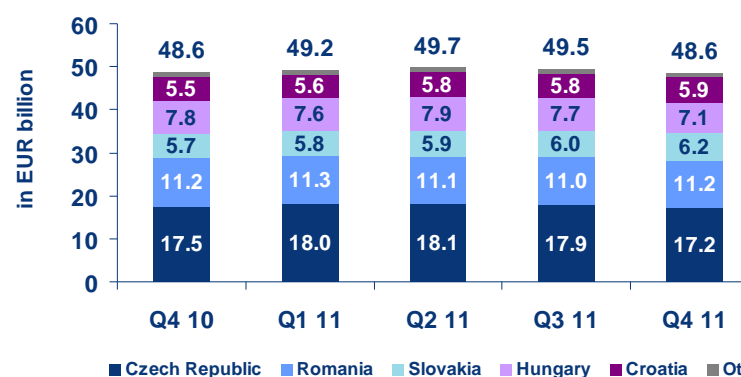
Customer loans by main segments \*



Customer loans by currency



Quarterly loan book trends (Retail & SME detail: CEE)



\*) Due to immateriality historical segment loan volumes have not been restated and do not exactly add up to total due to consolidation effects

# Asset quality review –

## Group trends: NPL formation up on RO and HU in 2011

### – New NPL formation declined yoy

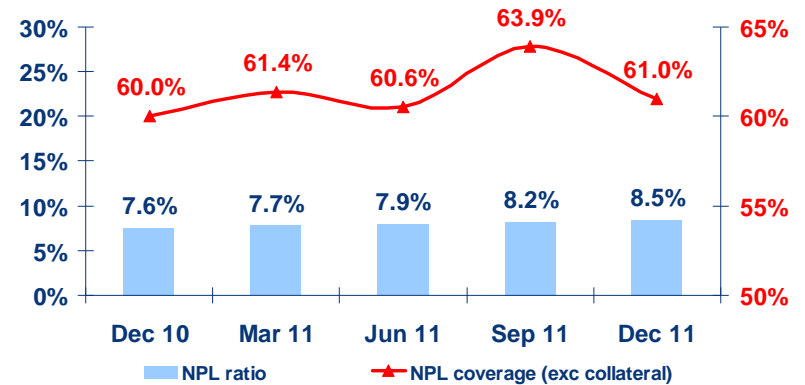
- New formation mainly in Hungary (deterioration of corporate and real estate portfolio) and Romania (weak SME business)
- Qoq: New NPL formation down from EUR 499m in Q3 to EUR 275m in Q4 mainly due to NPL sales (EUR 163m) and write-offs

### – NPL coverage ratio slightly up to 61.0%

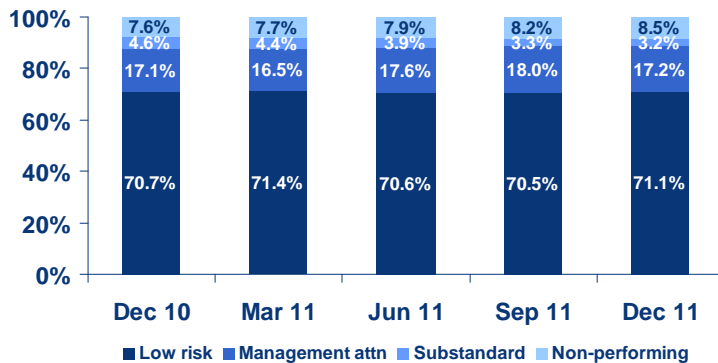
### – Migration trends still mixed

- While low risk share is increasing and substandard further decreasing, new NPL formation still significant

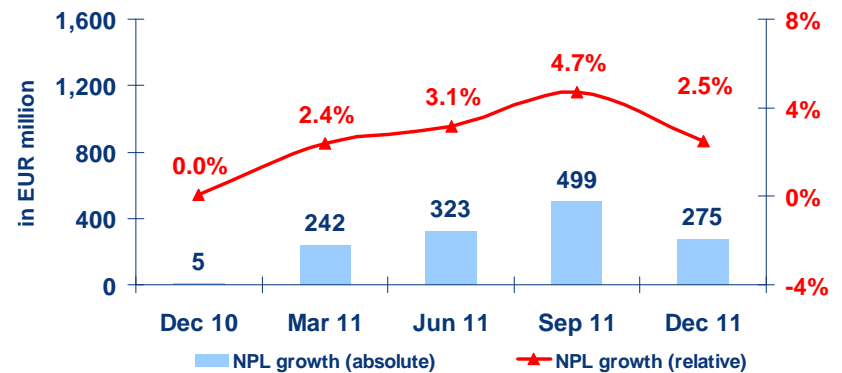
Erste Group: NPL ratio vs NPL coverage



Customer loans by risk class



Quarterly NPL growth (absolute/relative)



# Asset quality review –

## Segment round-up: Austria excelled, CEE still mixed

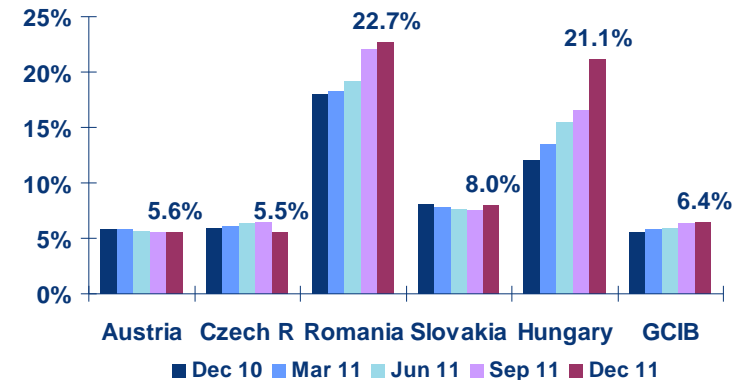
### – Retail & SME/Austria: NPL ratio stable

- Slight reduction of NPLs in savings banks
- Further reduction of CHF loans due to conversion into EUR loans

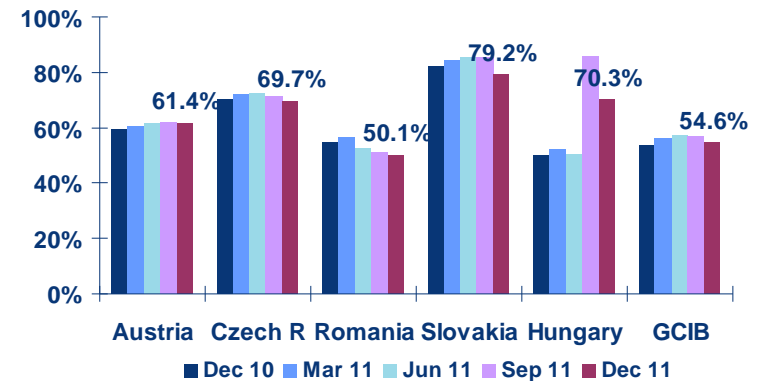
### – Retail & SME/CEE: Hungary and Romania remain challenging countries

- Czech Republic: reduction of NPL ratio mainly due to write-offs and NPL sales
- Romania shows diverging development
  - Still rising NPL ratio due to real estate and SME business
  - New loans booked in retail is mainly low risk business
- Slovakia: Healthy demand for new loans; good new booking quality led to increase of low risk category
- Hungary still problematic:
  - Local corporate and real estate business drove new NPL formation
  - NPL coverage ratio down due to usage of provisions for FX conversion

NPL ratios in key segments



NPL coverage ratios in key segments (excluding collateral)

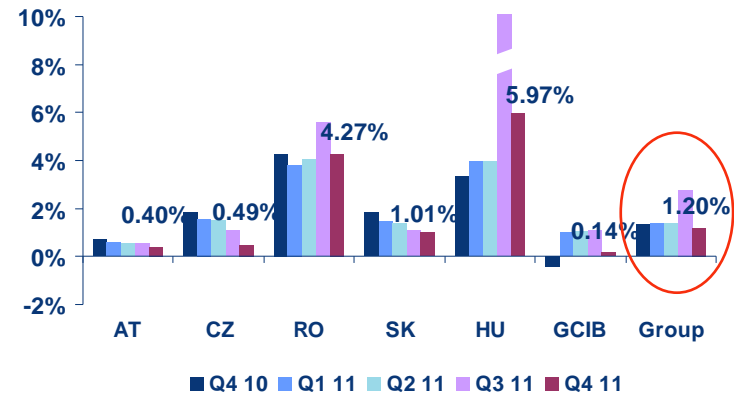


# Asset quality review –

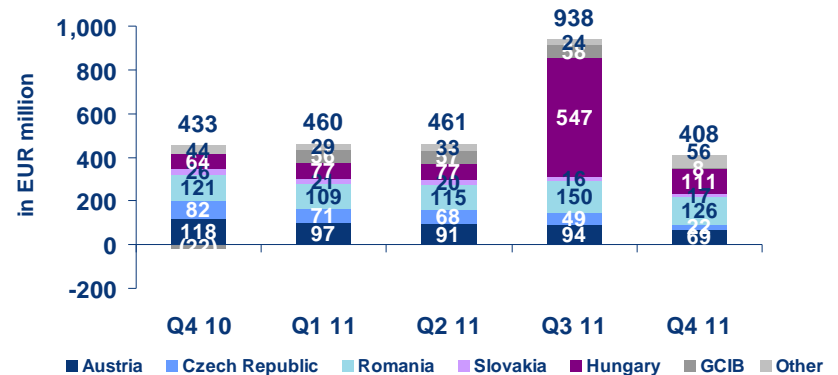
## Risk costs increased on one-offs in Hungary

- **GCIB: demand is growing in GLC business**
  - Increase of loan volume due to increased demand in Austrian large corporate business
  - Improved asset quality led to releases in Q4 11
- **Normalisation in risk costs in Q4 11 at 120 bps, down from 277 bps in Q3 11 (impacted by one-offs in Hungary)**
- **Most segments show declining risk costs in Q4 11**
  - Pronounced reduction of risk costs in GCIB, Czech Republic and Austria, especially in retail segment
  - Despite slowing European economy overall asset quality remained fairly stable and migration trends selectively positive (CZ, GCIB, SK)
- **Retail delinquency figures continued to develop positively in Q4 11 and are the best since 2008**
  - Main improvement in CZ, AT and SK

Risk costs in key segments



Risk costs in key segments



# Drill-down on selected asset classes –

## Strong reduction in European peripheral exposure

- EUR 400m of Italian sovereign bonds matured in Jan 2012
- No meaningful sovereign exposure to peripheral Europe

### Total net exposure of Erste Group (incl. savings banks) to selected European countries:

in EUR million	Sovereign		Bank		Other		Total net exposure	
	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11
Greece	602.2	4.4	172.0	57.9	7.7	7.6	781.9	69.9
Ireland	88.6	46.5	252.2	204.4	81.7	78.2	422.6	329.1
Portugal	234.6	5.6	280.5	94.0	14.3	13.0	529.5	112.6
Spain	114.2	23.8	734.6	282.2	383.6	425.6	1,232.4	731.6
Italy	1,075.8	472.6	1,164.8	806.8	1,082.0	582.0	3,322.6	1,861.4
Sum total	2,115.5	553.0	2,604.2	1,445.2	1,569.3	1,106.4	6,288.9	3,104.6

### Sovereign net exposure by country and portfolio:

in EUR million	FV		AfS		At amortised cost		Total net exposure	
	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11
Greece	456.5	-8.5	77.5	10.3	68.2	2.6	602.2	4.4
Ireland	59.7	0.0	25.3	31.8	3.6	14.7	88.6	46.5
Portugal	168.4	0.0	10.6	5.6	55.6	0.0	234.6	5.6
Spain	35.1	-27.1	51.6	38.7	27.5	12.2	114.2	23.8
Italy	907.2	399.9	149.1	70.9	19.5	1.8	1,075.8	472.6
Sum total	1,627.0	364.3	314.1	157.3	174.4	31.3	2,115.5	553.0

### Bank net exposure by country and portfolio:

in EUR million	FV		AfS		At amortised cost		Total net exposure	
	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11
Greece	0.1	0.0	0.0	0.0	171.9	57.9	172.0	57.9
Ireland	141.8	99.4	90.4	92.0	20.0	13.0	252.2	204.4
Portugal	71.7	9.4	56.4	29.7	152.4	54.9	280.5	94.0
Spain	341.0	61.9	163.6	64.5	229.9	155.8	734.6	282.2
Italy	322.8	233.6	152.7	180.6	689.2	392.6	1,164.8	806.8
Sum total	877.5	404.3	463.3	366.8	1,263.4	674.2	2,604.2	1,445.2

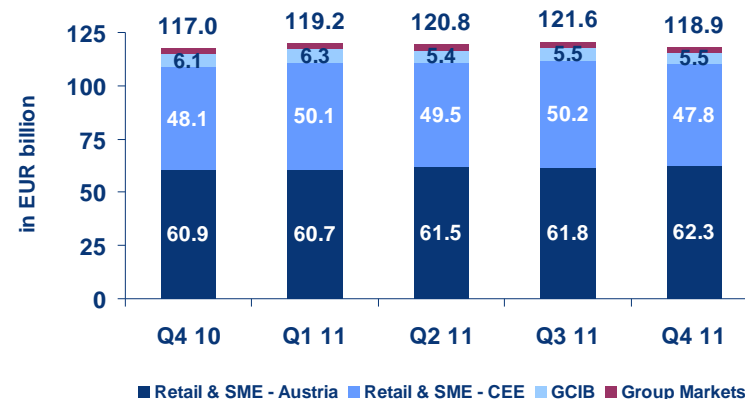
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# Funding update –

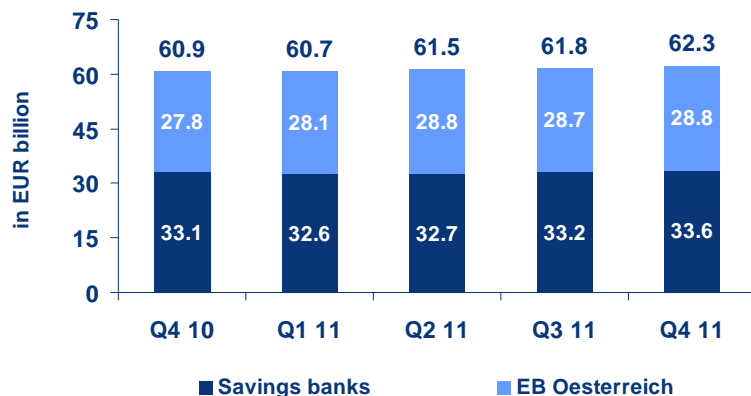
## Continued deposits growth year-on-year since 1999

- **Customer deposits grew by 1.6% in 2011**
  - In 2011 most visible inflow in EBOe
  - Negative FX effect amounted to EUR 1bn in 2011
- **Retail & SME deposits increased by 1.1% yoy**
  - Romania (2.7%) and Serbia (+6.2%) grew fastest in CEE
  - Austria grew by 2.4% yoy, supported by EBOe (+3.5% yoy)
  - Currency-adjusted: other core markets reported stable or slightly declining volumes
- **Loan/deposit ratio slightly increased to 113.3% at end of 2011 (YE 2010: 113.1%)**

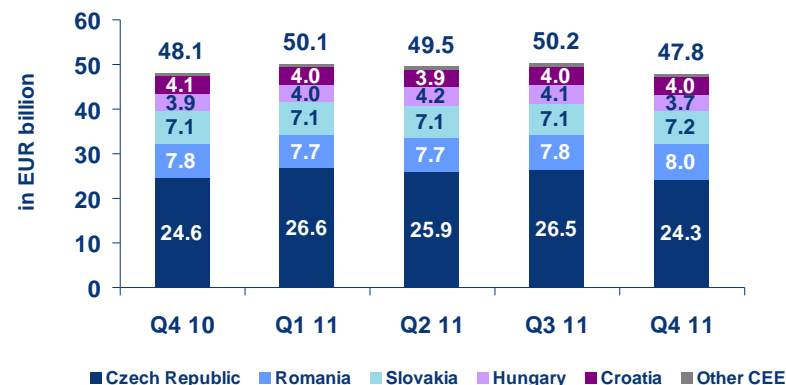
Customer deposit trends by main segments



Customer deposit trends by subsegments  
(Retail & SME detail: Austria)



Customer deposit trends by subsegments  
(Retail & SME detail: CEE)





# Funding update –

## Retail deposits remained a key pillar in the funding mix

### – Customer deposits are primary source of funding

- Providing a solid funding base in all local currencies

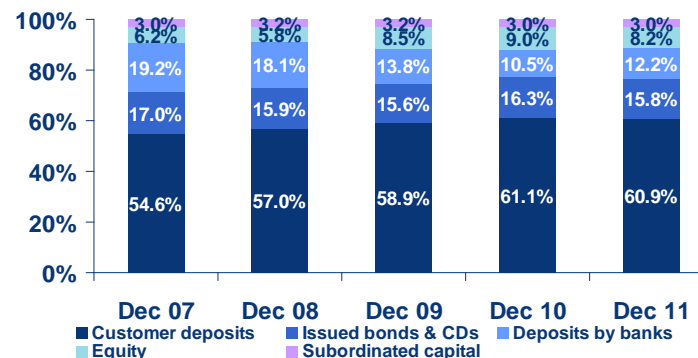
### – LTRO take up of EUR 3bn in Dec 2011

- Rationale was to replace short term with longer term funding and to cope with any funding market uncertainties
- Erste Group applied for EUR 1.1bn in Feb 2012 tender
- Gives Erste Group maximum flexibility in its funding plans

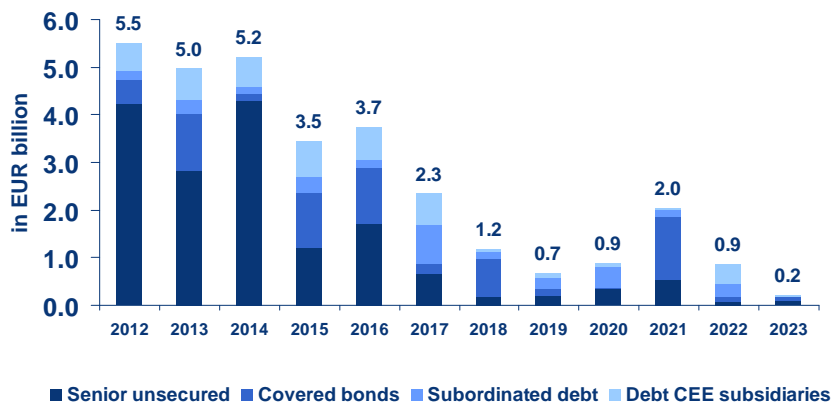
### – Limited long-term funding required

- Reduced funding needs for 2012 of EUR 3.5bn due to decrease of non-core business
- Prolongation of average maturity (2011 completed with approx. 7.5 years)
- Successful issuance of a 10yr EUR 1bn Pfandbrief in Feb 12 at 130bps above mid-swap rate

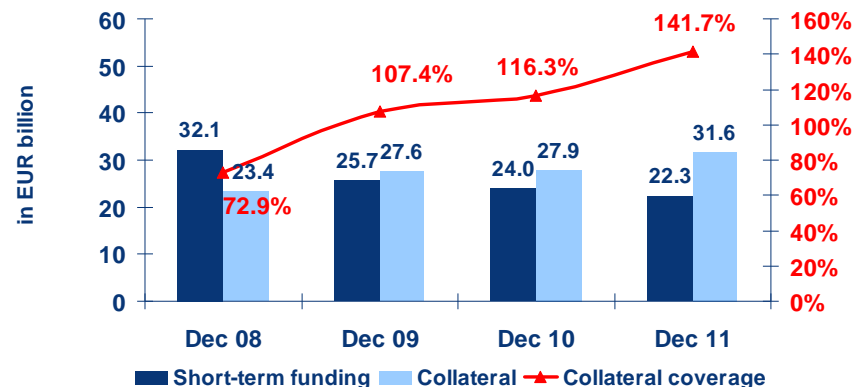
Evolution of Erste Group's funding mix



Redemption profile of Erste Group  
Dec 2011



Short-term funding vs collateral coverage

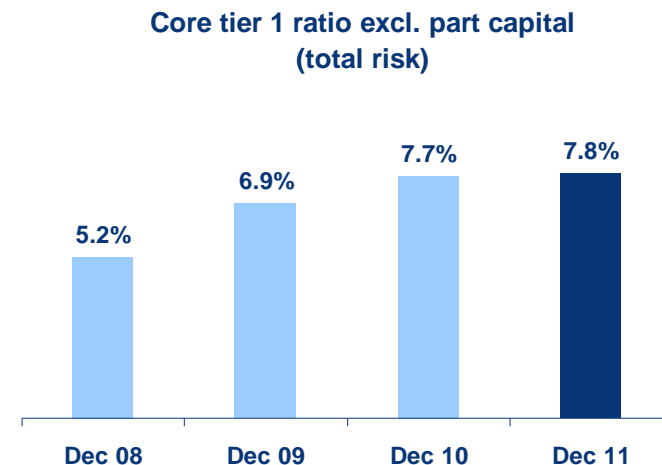
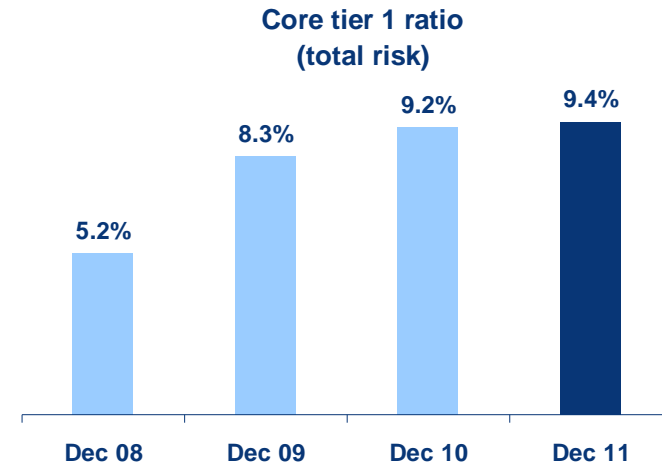


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# Capital position –

## On track for timely EBA compliance

- **EBA core tier 1 ratio at 31 Dec 11: 8.9%**
- **EBA capital gap narrowed to about EUR 166 million, down from EUR 743 million**
- Supported by solid earnings in Q4 11 and...
- ...RWA decrease of EUR 5.8bn on reduction of non-core business and technical regulatory effects
  
- **Hybrid T1 and LT2 buyback to generate additional capital**
- Offer to buy back about EUR 870m in hybrid T1 paper – indicative limit: EUR 500m
- Offer to buy back up to EUR 800m in lower tier 2 paper; both offers end on 2 March 2012
  
- **Basel 2.5 (CRD III) CET 1 ratio at YE 2011 reaches 9.4%, significantly exceeding the Basel II CT1 ratio of 9.2% at YE 2010**



Core tier 1 ratio (total risk) = tier 1 capital excl. hybrid and after regulatory deductions divided by total RWA - including credit risk, market and operational risk.

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- **Despite subdued growth outlook for CEE, underlying macroeconomic data in core markets points towards stronger GDP growth than in most other EU countries**
  - Austria, Czech Republic and Slovakia are well positioned to weather a potential recession in EU
  - Romania is staying the course and addressing public debt and C/A imbalances despite slow economic recovery
  - Hungary: improved market confidence due to planned IMF negotiations
  
- **Operating result expected to increase slightly in 2012**
  - Despite ongoing reduction in non-core assets
  - Based on selective loan growth in our core markets
  - Supported by further cost reductions
  
- **Risk costs to decrease as 2011 extraordinary effects expected not to recur**
  
- **EBA capital ratio to exceed 9% beyond 30 June 2012**

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# Segment review –

## Core segments affected by extraordinary items in 2011

in EUR million	Retail & SME		GCIB		Group Markets		Corporate Center		Total group	
	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010
Net interest income	4,716.3	4,623.9	543.2	574.2	197.4	156.4	112.1	84.7	5,569.0	5,439.2
Risk provisions for loans and advances	(2,076.7)	(1,844.6)	(178.2)	(176.4)	(12.0)	0.0	0.0	(0.0)	(2,266.9)	(2,021.0)
Net fee and commission income	1,642.0	1,633.0	118.8	108.3	126.6	157.1	(100.2)	(55.9)	1,787.2	1,842.5
Net trading result	58.8	176.2	(129.2)	(128.5)	155.2	246.3	37.5	27.9	122.3	321.9
General administrative expenses	(3,278.8)	(3,264.8)	(191.5)	(183.9)	(244.8)	(233.7)	(135.8)	(134.4)	(3,850.9)	(3,816.8)
Other result	(405.5)	(278.1)	(46.7)	(32.4)	10.2	1.8	(1,240.9)	(132.9)	(1,682.9)	(441.6)
<b>Pre-tax profit/loss</b>	<b>656.1</b>	<b>1,045.6</b>	<b>116.4</b>	<b>161.3</b>	<b>232.6</b>	<b>327.9</b>	<b>(1,327.3)</b>	<b>(210.6)</b>	<b>(322.2)</b>	<b>1,324.2</b>
Taxes on income	(263.8)	(235.2)	(31.3)	(30.7)	(55.6)	(67.6)	110.3	52.6	(240.4)	(280.9)
Post-tax profit/loss	392.3	810.4	85.1	130.6	177.0	260.3	(1,217.0)	(158.0)	(562.6)	1,043.3
Post-tax profit from discontinuing operations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Net profit/loss for the period</b>	<b>392.3</b>	<b>810.4</b>	<b>85.1</b>	<b>130.6</b>	<b>177.0</b>	<b>260.3</b>	<b>(1,217.0)</b>	<b>(158.0)</b>	<b>(562.6)</b>	<b>1,043.3</b>
Attributable to non-controlling interests	144.4	146.7	11.4	14.9	10.4	15.2	(9.9)	(12.2)	156.3	164.6
<b>Attributable to owners of the parent</b>	<b>247.9</b>	<b>663.7</b>	<b>73.7</b>	<b>115.7</b>	<b>166.6</b>	<b>245.1</b>	<b>(1,207.1)</b>	<b>(145.8)</b>	<b>(718.9)</b>	<b>878.7</b>
Average risk-weighted assets	74,934.3	74,951.7	24,428.6	25,421.2	2,743.4	2,943.0	970.4	1,399.7	103,076.6	104,715.6
Average attributed equity	4,117.0	4,123.1	1,955.6	2,034.9	312.1	323.9	6,653.5	6,595.4	13,038.2	13,077.3
<b>Cost/income ratio</b>	<b>51.1%</b>	<b>50.7%</b>	<b>35.9%</b>	<b>33.2%</b>	<b>51.1%</b>	<b>41.7%</b>	<b>na</b>	<b>na</b>	<b>51.5%</b>	<b>50.2%</b>
<b>Return on equity</b>	<b>6.0%</b>	<b>16.1%</b>	<b>3.8%</b>	<b>5.7%</b>	<b>53.4%</b>	<b>75.7%</b>	<b>(18.1%)</b>	<b>(2.2%)</b>	<b>(5.5%)</b>	<b>6.7%</b>
EOP customer loans	114,355.4	113,323.7	19,804.6	18,745.3	224.6	330.6	365.0	329.7	134,749.5	132,729.3
EOP customer deposits	110,178.3	108,974.3	5,493.1	6,135.1	2,458.7	2,536.2	749.8	(627.1)	118,880.0	117,018.5

# Core segment – Austria

## EBOe: long term profit growth intact

in EUR million	Savings banks		EB Oesterreich		Austria	
	2011	2010	2011	2010	2011	2010
Net interest income	1,015.6	960.6	665.9	655.3	1,681.5	1,615.9
Risk provisions for loans and advances	(250.4)	(303.3)	(101.4)	(148.3)	(351.8)	(451.6)
Net fee and commission income	390.2	393.8	320.6	334.0	710.8	727.8
Net trading result	12.2	27.2	20.2	11.5	32.4	38.7
General administrative expenses	(930.9)	(930.9)	(609.4)	(607.0)	(1,540.3)	(1,537.9)
Other result	(82.0)	(24.4)	(63.7)	(25.7)	(145.7)	(50.1)
<b>Pre-tax profit/-loss</b>	<b>154.7</b>	<b>123.0</b>	<b>232.2</b>	<b>219.8</b>	<b>386.9</b>	<b>342.8</b>
Taxes on income	(40.1)	(32.6)	(50.3)	(46.2)	(90.4)	(78.8)
Post-tax profit/loss	114.6	90.4	181.9	173.6	296.5	264.0
Post-tax profit from discontinuing operations	0.0	0.0	0.0	0.0	0.0	0.0
<b>Net profit/loss for the period</b>	<b>114.6</b>	<b>90.4</b>	<b>181.9</b>	<b>173.6</b>	<b>296.5</b>	<b>264.0</b>
Attributable to non-controlling interests	108.6	95.9	4.3	6.9	112.9	102.8
<b>Attributable to owners of the parent</b>	<b>6.0</b>	<b>(5.5)</b>	<b>177.6</b>	<b>166.7</b>	<b>183.6</b>	<b>161.2</b>
Average risk-weighted assets	24,451.2	23,948.7	13,708.3	14,389.0	38,159.4	38,337.7
Average attributed equity	304.5	290.9	1,088.1	1,142.9	1,392.6	1,433.8
<b>Cost/income ratio</b>	<b>65.6%</b>	<b>67.4%</b>	<b>60.5%</b>	<b>60.6%</b>	<b>63.5%</b>	<b>64.5%</b>
<b>Return on equity</b>	<b>2.0%</b>	<b>(1.9%)</b>	<b>16.3%</b>	<b>14.6%</b>	<b>13.2%</b>	<b>11.3%</b>
EOP customer loans	37,604.0	37,268.1	28,199.4	27,438.0	65,803.4	64,706.1
EOP customer deposits	33,554.9	33,099.3	28,773.7	27,796.0	62,328.5	60,895.3



# Core segment Central and Eastern Europe (1) – Diverging trends in operating performance ...

in EUR million	Czech Republic		Romania		Slovakia		Hungary	
	2011	2010	2011	2010	2011	2010	2011	2010
Net interest income	1,183.3	1,087.2	672.3	798.6	445.7	426.8	402.7	387.1
Risk provisions for loans and advances	(210.5)	(365.8)	(499.3)	(506.7)	(73.6)	(123.2)	(812.0)	(244.3)
Net fee and commission income	496.5	476.8	130.1	134.4	112.2	106.6	97.8	97.8
Net trading result	(45.5)	62.5	49.3	24.0	(4.6)	4.0	19.1	23.2
General administrative expenses	(713.9)	(709.8)	(376.4)	(375.2)	(224.0)	(222.2)	(200.5)	(202.6)
Other result	(122.0)	(83.3)	(30.9)	(50.2)	(40.2)	(20.5)	(56.9)	(68.3)
<b>Pre-tax profit/loss</b>	<b>587.9</b>	<b>467.6</b>	<b>(54.9)</b>	<b>24.9</b>	<b>215.5</b>	<b>171.5</b>	<b>(549.8)</b>	<b>(7.1)</b>
Taxes on income	(122.4)	(82.7)	23.7	(6.7)	(42.3)	(34.9)	(16.8)	(14.9)
Post-tax profit/loss	465.5	384.9	(31.2)	18.2	173.2	136.6	(566.6)	(22.0)
Post-tax profit from discontinuing operations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Net profit/loss for the period</b>	<b>465.5</b>	<b>384.9</b>	<b>(31.2)</b>	<b>18.2</b>	<b>173.2</b>	<b>136.6</b>	<b>(566.6)</b>	<b>(22.0)</b>
Attributable to non-controlling interests	9.2	5.9	(8.7)	9.6	0.0	0.1	(0.0)	(0.2)
<b>Attributable to owners of the parent</b>	<b>456.3</b>	<b>379.0</b>	<b>(22.5)</b>	<b>8.6</b>	<b>173.2</b>	<b>136.5</b>	<b>(566.6)</b>	<b>(21.8)</b>
Average risk-weighted assets	12,951.0	12,421.7	9,166.8	9,059.3	4,824.9	5,230.5	4,147.4	4,702.7
Average attributed equity	1,065.1	1,025.0	556.5	516.5	400.7	432.0	344.5	387.6
<b>Cost/income ratio</b>	<b>43.7%</b>	<b>43.6%</b>	<b>44.2%</b>	<b>39.2%</b>	<b>40.5%</b>	<b>41.3%</b>	<b>38.6%</b>	<b>39.9%</b>
<b>Return on equity</b>	<b>42.8%</b>	<b>37.0%</b>	<b>(4.0%)</b>	<b>1.6%</b>	<b>43.2%</b>	<b>31.6%</b>	<b>na</b>	<b>(5.6%)</b>
EOP customer loans	17,187.4	17,486.2	11,160.4	11,247.6	6,217.1	5,716.3	7,088.4	7,762.6
EOP customer deposits	24,295.5	24,576.4	8,003.5	7,793.5	7,201.8	7,143.9	3,692.0	3,887.4

# Core segment Central and Eastern Europe (2) – ... and risk cost levels across the region in 2011

in EUR million	Croatia		Serbia		Ukraine		CEE	
	2011	2010	2011	2010	2011	2010	2011	2010
Net interest income	261.8	247.9	36.4	27.5	32.6	32.9	3,034.8	3,008.0
Risk provisions for loans and advances	(109.3)	(106.0)	(9.5)	(8.2)	(10.7)	(38.8)	(1,724.9)	(1,393.0)
Net fee and commission income	76.7	74.0	13.0	11.5	4.9	4.1	931.2	905.2
Net trading result	11.2	9.7	0.1	2.4	(3.2)	11.7	26.4	137.5
General administrative expenses	(141.1)	(139.0)	(33.8)	(31.0)	(48.8)	(47.1)	(1,738.5)	(1,726.9)
Other result	(10.1)	(4.8)	(1.2)	(0.8)	1.6	(0.1)	(259.8)	(228.0)
<b>Pre-tax profit/loss</b>	<b>89.1</b>	<b>81.8</b>	<b>5.0</b>	<b>1.4</b>	<b>(23.6)</b>	<b>(37.3)</b>	<b>269.2</b>	<b>702.8</b>
Taxes on income	(16.1)	(17.0)	0.0	0.0	0.5	(0.2)	(173.4)	(156.4)
Post-tax profit/loss	73.0	64.8	5.1	1.4	(23.1)	(37.5)	95.8	546.4
Post-tax profit from discontinuing operations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Net profit/loss for the period</b>	<b>73.0</b>	<b>64.8</b>	<b>5.1</b>	<b>1.4</b>	<b>(23.1)</b>	<b>(37.5)</b>	<b>95.8</b>	<b>546.4</b>
Attributable to non-controlling interests	29.5	28.1	1.6	0.4	0.0	0.0	31.5	43.9
<b>Attributable to owners of the parent</b>	<b>43.5</b>	<b>36.7</b>	<b>3.5</b>	<b>1.0</b>	<b>(23.1)</b>	<b>(37.5)</b>	<b>64.3</b>	<b>502.5</b>
Average risk-weighted assets	4,321.2	3,902.6	606.5	633.5	757.2	663.6	36,774.9	36,614.0
Average attributed equity	250.9	227.0	40.9	42.3	65.7	59.0	2,724.4	2,689.4
<b>Cost/income ratio</b>	<b>40.3%</b>	<b>41.9%</b>	<b>68.1%</b>	<b>74.9%</b>	<b>142.4%</b>	<b>96.7%</b>	<b>43.5%</b>	<b>42.6%</b>
<b>Return on equity</b>	<b>17.3%</b>	<b>16.2%</b>	<b>8.6%</b>	<b>2.4%</b>	<b>(35.1%)</b>	<b>(63.6%)</b>	<b>2.4%</b>	<b>18.7%</b>
EOP customer loans	5,916.5	5,487.4	485.6	431.3	496.7	486.3	48,552.0	48,617.6
EOP customer deposits	3,984.2	4,087.1	483.4	455.0	189.5	135.7	47,849.8	48,079.0

# Segment Retail & SME –

## Positive performance in core business hurt by HU & RO

### – Operating result was down slightly on flat income and minor increase in operating expenses

- Operating income flat for the year
- Margins in core business areas remained stable
- Shift of interest income from trading assets led to increased NII and decreased net trading result
- Losses on CZ pension fund and weaker trading result led to decline in net trading result yoy
- Strict cost control resulted in increase of general administrative expenses below inflation rate despite some restructuring provisions

in EUR million	2011	2010	Change
Net interest income	4,716.3	4,623.9	2.0%
Net fee income	1,642.0	1,633.0	0.5%
Net trading result	58.8	176.2	(66.6%)
Operating expenses	(3,278.8)	(3,264.8)	0.4%
<b>Operating result</b>	<b>3,138.3</b>	<b>3,168.3</b>	<b>(0.9%)</b>
Risk provisions	(2,076.7)	(1,844.6)	12.6%
Other result	(405.5)	(278.1)	45.8%
<b>Net profit/loss</b>	<b>247.9</b>	<b>663.7</b>	<b>(62.6%)</b>

### – Net profit dropped on loss in Hungary, weak Romanian segment and a markedly negative other result

- Main negative drivers for the other result in 2011 were valuation impacts on financial assets portfolios in CZ, AT & SK
- Austrian banking tax (EUR -14.1m pre-tax)
- Additional negative factors were increased deposit insurance in several countries

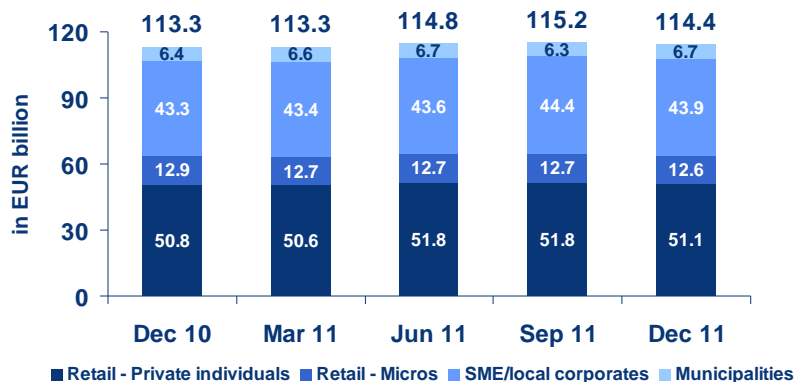
in EUR million	Q4 11	Q3 11	Change
Net interest income	1,177.1	1,212.6	(2.9%)
Net fee income	414.3	406.6	1.9%
Net trading result	7.4	(17.5)	na
Operating expenses	(801.0)	(823.6)	(2.7%)
<b>Operating result</b>	<b>797.7</b>	<b>778.1</b>	<b>2.5%</b>
Risk provisions	(388.1)	(880.4)	(55.9%)
Other result	(72.3)	(182.3)	(60.3%)
<b>Net profit/loss</b>	<b>193.3</b>	<b>(326.2)</b>	<b>na</b>

– ROE declined to 6.0% (2011: 16.1%)

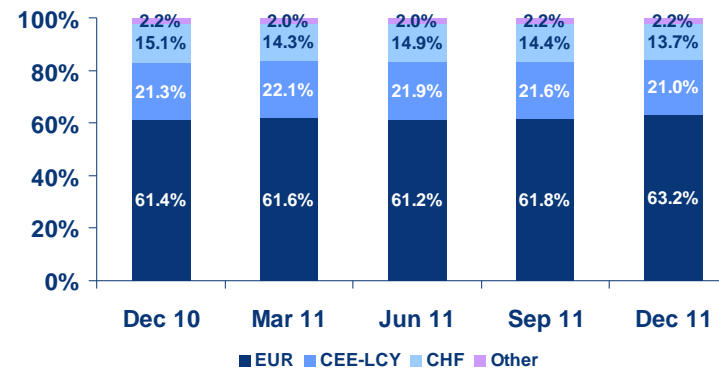
– CIR was nearly unchanged at 51.1% (2010: 50.7%)

# Segment Retail & SME – Loan book analysis

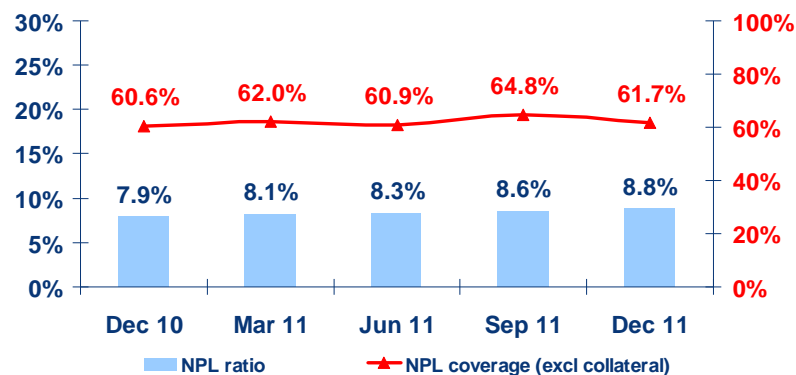
Segment Retail & SME -  
Customer loans by Basel II customer segment



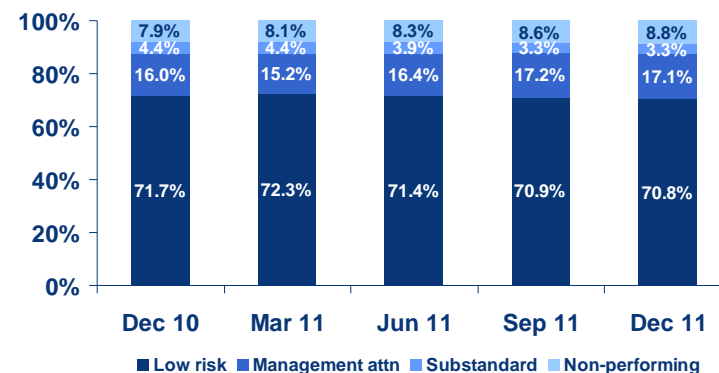
Segment Retail & SME -  
Customer loans by currency



Segment Retail & SME -  
NPL ratio vs NPL coverage



Migration analysis - Segment Retail & SME



# Segment GCIB excl IB –

## Relatively stable result in core GCIB segment

### – Operating result slightly declined on increased costs

- Operating income was slightly up on improvement in fee business
- NII was up on portfolio shift from London (IB) to Vienna (GCIB excl. IB)
- Fee income improved due to positive contribution from real estate projects and syndicated loans
- Net trading income affected by weak HUF in Q4
- Costs increased mainly due to shift of business from London to Vienna

### – Risk cost increase (82 bps on average customer loans in 2011 vs 70bps in 2010) caused by adverse market environment

### – Other result turned positive in Q4 and improved yoy

- Lower extraordinary effects and gains on asset sales were main driver in 2011

### – Net profit was down on higher risk costs

### – CIR was slightly up to 31.4% (2010: 28.5%)

in EUR million	2011	2010	Change
Net interest income	433.5	429.8	0.9%
Net fee income	113.5	103.2	10.0%
Net trading result	2.2	5.7	(61.4%)
Operating expenses	(172.6)	(153.6)	12.4%
<b>Operating result</b>	<b>376.6</b>	<b>385.1</b>	<b>(2.2%)</b>
Risk provisions	(157.9)	(133.0)	18.7%
Other result	1.1	(11.5)	na
<b>Net profit/loss</b>	<b>158.5</b>	<b>172.9</b>	<b>(8.3%)</b>

in EUR million	Q4 11	Q3 11	Change
Net interest income	121.8	101.6	19.9%
Net fee income	24.3	30.0	(19.0%)
Net trading result	(6.3)	3.6	na
Operating expenses	(49.3)	(40.6)	21.4%
<b>Operating result</b>	<b>90.4</b>	<b>94.6</b>	<b>(4.4%)</b>
Risk provisions	(13.4)	(52.7)	(74.6%)
Other result	7.9	(5.9)	na
<b>Net profit/loss</b>	<b>61.6</b>	<b>27.8</b>	<b>&gt;100.0%</b>

# International Business (GCIB) – Restructuring of non-core business ongoing

– **Operating result turned more negative due to losses on CDS written mainly in Q3 2011**

- Operating income was negative as a result of trading loss in Q3
- NII declined on reduced business and some core business shifted to GCIB excl IB
- Net trading result driven by CDS mark-to-market valuation in 2010 and 2011
- Closing of CDS positions resulted in a positive contribution in Q4 11
- Costs lower partly due to business shifted to GCIB excl IB

– **Risk costs declined as a consequence of business reduction**

– **Other result markedly negative in Q3 and Q4**

- Impairment of investment properties and AfS securities and losses on sale of HtM securities were main driver in 2011

– **Net profit was sharply lower on negative trading and other result**

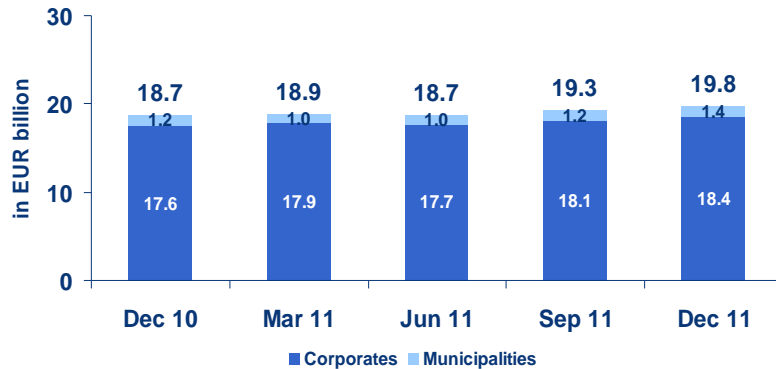
– **Average RWAs (credit risk) down to approx. EUR 6.2bn in 2011 vs EUR 7.8bn in 2010**

in EUR million	2011	2010	Change
Net interest income	109.7	144.3	(24.0%)
Net fee income	5.3	5.1	3.9%
Net trading result	(131.4)	(134.2)	(2.1%)
Operating expenses	(18.9)	(30.3)	(37.6%)
<b>Operating result</b>	<b>(35.5)</b>	<b>(15.0)</b>	<b>&gt;100.0%</b>
Risk provisions	(20.4)	(43.4)	(53.0%)
Other result	(47.8)	(20.8)	>100.0%
<b>Net profit/loss</b>	<b>(84.7)</b>	<b>(57.1)</b>	<b>48.3%</b>

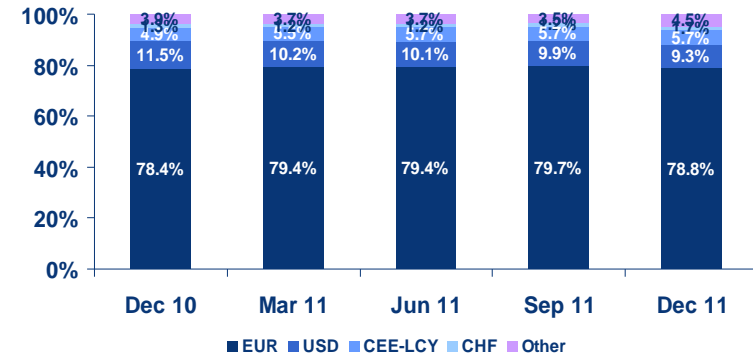
in EUR million	Q4 11	Q3 11	Change
Net interest income	27.4	30.6	(10.5%)
Net fee income	1.6	1.6	0.0%
Net trading result	22.7	(214.9)	na
Operating expenses	(4.5)	(4.9)	(8.2%)
<b>Operating result</b>	<b>47.1</b>	<b>(187.6)</b>	<b>na</b>
Risk provisions	5.7	(5.3)	na
Other result	(21.9)	(33.3)	(34.2%)
<b>Net profit/loss</b>	<b>25.5</b>	<b>(180.2)</b>	<b>na</b>

# Segment GCIB – Loan book analysis

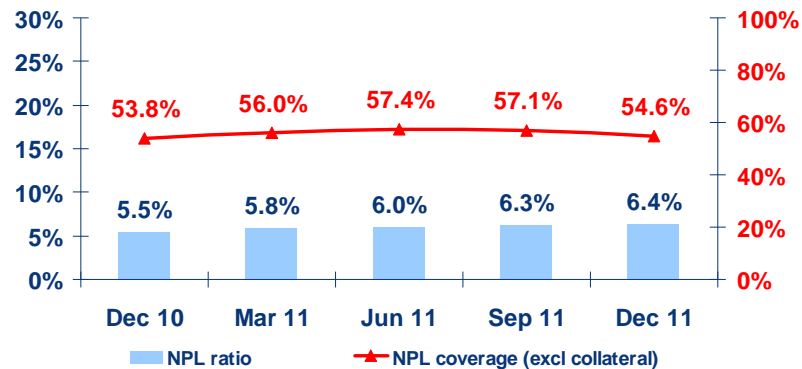
Segment GCIB -  
Customer loans by Basel II customer segment



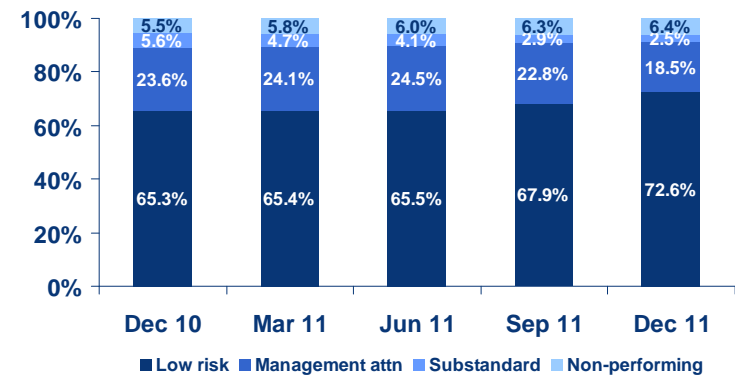
Segment GCIB - Customer loans by currency



Segment GCIB -  
NPL ratio vs NPL coverage



Migration analysis - Segment GCIB



# Segment Group Markets –

## Difficult market environment led to declining result

### – Operating result decreased on lower net trading result

- NII increased on shifting of interest income on trading securities in Q4 11, otherwise was relatively stable yoy
- Fee income was down on weak institutional sales and reduced asset management business
- Operating expenses rose mainly due to higher IT costs and business expansion into Germany; qoq increase mainly a result of restructuring costs in Q4 11

### – Net trading result down on difficult market environment and methodological changes

- Net trading result declined on shifting of interest income on trading securities in Q4 for FY 2011
- Reduced contribution from bond trading and CEE swap desk due to challenging market environment; global money market desk remained a positive contributor

### – Net profit down by 32.0% yoy as a result of lower operating result

### – CIR went up to 51.1% on lower operating income

### – Average RWA down by 6.8% in 2011 vs 2010

in EUR million	2011	2010	Change
<b>Net interest income</b>	197.4	156.4	26.2%
<b>Net fee income</b>	126.6	157.1	(19.4%)
<b>Net trading result</b>	155.2	246.3	(37.0%)
<b>Operating expenses</b>	(244.8)	(233.7)	4.8%
<b>Operating result</b>	<b>234.4</b>	<b>326.2</b>	<b>(28.1%)</b>
<b>Risk provisions</b>	(12.0)	0.0	na
<b>Other result</b>	10.2	1.8	>100.0%
<b>Net profit/loss</b>	<b>166.6</b>	<b>245.1</b>	<b>(32.0%)</b>

in EUR million	Q4 11	Q3 11	Change
<b>Net interest income</b>	98.0	33.8	>100.0%
<b>Net fee income</b>	27.8	29.9	(7.0%)
<b>Net trading result</b>	(2.2)	11.1	na
<b>Operating expenses</b>	(64.7)	(59.5)	8.8%
<b>Operating result</b>	<b>58.9</b>	<b>15.3</b>	<b>&gt;100.0%</b>
<b>Risk provisions</b>	(12.0)	0.0	na
<b>Other result</b>	0.7	5.6	(88.3%)
<b>Net profit/loss</b>	<b>32.5</b>	<b>11.8</b>	<b>&gt;100.0%</b>



# Segment Corporate Center – Impairment of goodwill drove result

## – What is in the Corporate Center?

- Business areas which cannot be allocated to relevant business lines, one-offs, amortisation of customer relationships and Group ALM

## – NII substantially improved on contribution from asset/liability management

## – Fee income down due to intragroup elimination

## – Costs were flat

- Positive impact from intragroup eliminations was compensated by increased costs for central steering and management functions and due to increasing regulatory efforts

## – Improved net trading in Q4 and the full year due to shift of market value to trading

## – Main negative contribution from other result

- Goodwill impairment of Romania of EUR 699.2m
- Goodwill impairment of Hungary of EUR 312.7m
- Goodwill impairment of Austrian investments EUR 52.7m
- Amortisation of customer relationships of EUR 69.0m
- Austrian banking tax of EUR 117.5m

in EUR million	2011	2010	Change
Net interest income	112.1	84.7	32.4%
Net fee income	(100.2)	(55.9)	79.5%
Net trading result	37.5	27.9	34.7%
Operating expenses	(135.8)	(134.4)	1.1%
<b>Operating result</b>	<b>(86.4)</b>	<b>(77.7)</b>	<b>11.2%</b>
Risk provisions	0.0	(0.0)	na
Other result	(1,240.9)	(132.9)	>100.0%
<b>Net profit/loss</b>	<b>(1,207.1)</b>	<b>(145.8)</b>	<b>&gt;100.0%</b>

in EUR million	Q4 11	Q3 11	Change
Net interest income	10.7	51.6	(79.3%)
Net fee income	(32.7)	(22.1)	47.7%
Net trading result	63.3	(33.7)	na
Operating expenses	(39.7)	(36.8)	8.0%
<b>Operating result</b>	<b>1.6</b>	<b>(41.0)</b>	<b>na</b>
Risk provisions	0.0	(0.0)	na
Other result	(49.2)	(1,068.1)	(95.4%)
<b>Net profit/loss</b>	<b>(58.8)</b>	<b>(1,027.0)</b>	<b>(94.3%)</b>

# Retail & SME: Austria/EB Oesterreich – Positive long term trend continued in 2011

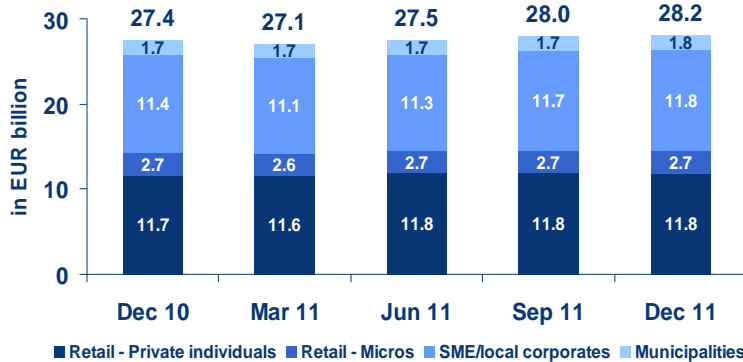
- **Operating result slightly increased in 2011**
  - NII improved on increased deposit volume and fractionally higher margins
  - Customer deposits increased by 3.5% yoy and customer loans were up by 2.8% yoy
  - Fee income declined yoy on significantly lower contribution from insurance brokerage and securities business (new securities gain tax and negative market environment); signs of improvement in Q4 11 visible
  - Net trading result improved but remained an insignificant revenue contributor
- **Operating expenses increased only by 0.4% on strict cost control**
- **Annualised risk costs down to 35bps on improved delinquencies**
  - Decrease most noticeable in core Retail & SME business
  - NPL ratio declined to 3.7% YE 11 against 4.1% at YE 10
- **Other result affected good performance in 2011**
  - Impairment of Greek bonds (EUR -21m), litigation costs (EUR -8.0m), and part of the Austrian banking tax allocated to segment (EUR -7.7m) were main negative factors
- **3rd consecutive yearly increase in net profit**
- **CIR stayed flat at 60.5%**
- **Segment ROE well above 15%**

in EUR million	2011	2010	Change
Net interest income	665.9	655.3	1.6%
Net fee income	320.6	334.0	(4.0%)
Net trading result	20.2	11.5	76.5%
Operating expenses	(609.4)	(607.0)	0.4%
<b>Operating result</b>	<b>397.3</b>	<b>393.7</b>	<b>0.9%</b>
Risk provisions	(101.4)	(148.3)	(31.6%)
Other result	(63.7)	(25.7)	>100.0%
<b>Net profit/loss</b>	<b>177.6</b>	<b>166.7</b>	<b>6.6%</b>

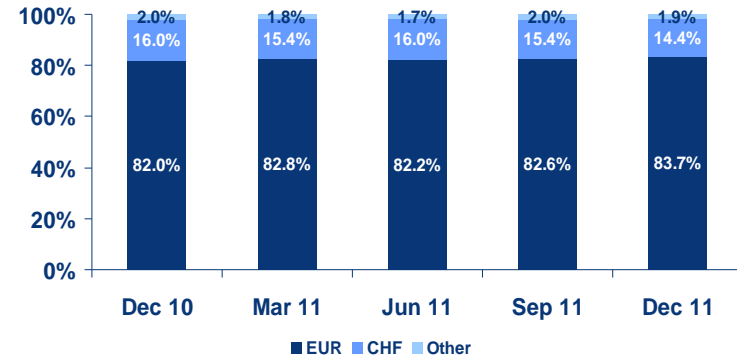
in EUR million	Q4 11	Q3 11	Change
Net interest income	164.1	180.3	(9.0%)
Net fee income	81.5	79.0	3.1%
Net trading result	10.4	5.0	>100.0%
Operating expenses	(154.9)	(152.1)	1.9%
<b>Operating result</b>	<b>101.1</b>	<b>112.3</b>	<b>(10.0%)</b>
Risk provisions	(8.7)	(27.6)	(68.5%)
Other result	(29.6)	(27.7)	6.7%
<b>Net profit/loss</b>	<b>49.3</b>	<b>43.6</b>	<b>13.1%</b>

# Retail & SME: Austria/EB Oesterreich – Loan book analysis

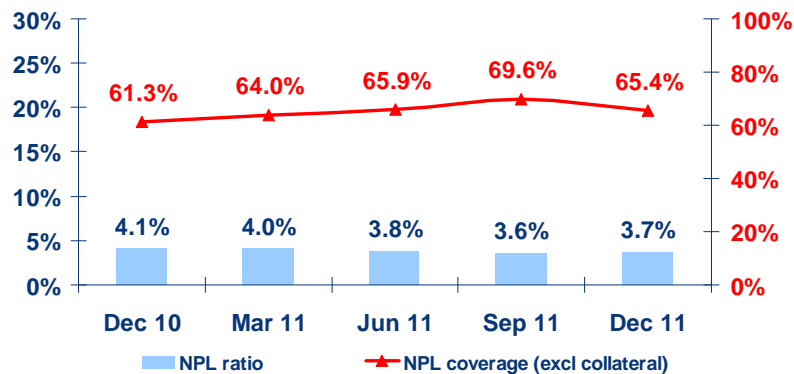
Segment EB Oesterreich -  
Customer loans by Basel II customer segment



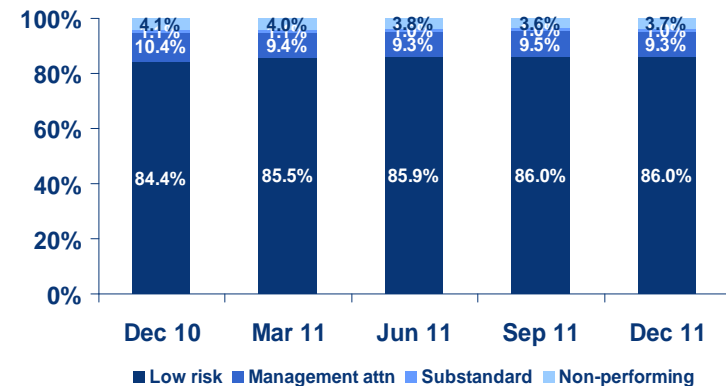
Segment EB Oesterreich -  
Customer loans by currency



Segment Erste Bank Oesterreich -  
NPL ratio vs NPL coverage



Migration analysis - Retail & SME/EB Oesterreich



# Retail & SME: Austria/Savings banks –

## Solid performance impaired by weak trading & other result

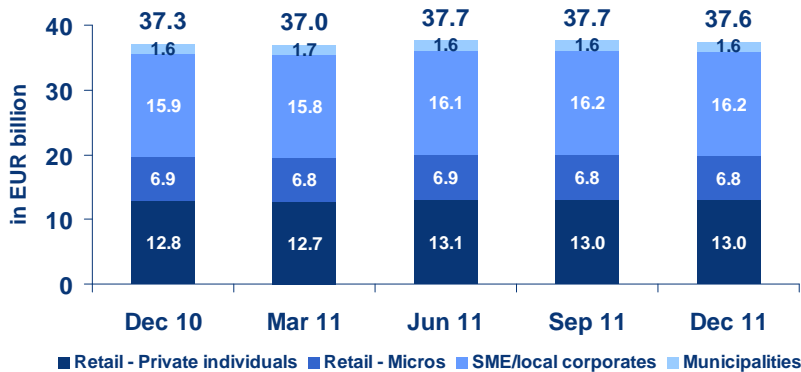
- **Operating result increased yoy and qoq**
  - NII up on slightly improved margins and volumes
  - Net fee income slightly decreased yoy mainly on declining lending fees and insurance business
  - Net trading result declined sharply in 2011 on weaker securities trading but improved considerably in Q4 11
- **Costs were flat on ongoing cost containment**
- **Risk costs down to 64 bps in 2011**
  - NPL ratio stood at 6.9% at YE 2011
  - NPL coverage very stable for several quarters at around 60% (YE 10: 58.5%)
- **Other result had a negative impact on performance in 2011**
  - Impairment and sales losses especially on Greek bonds and the Austrian banking tax were main negative factors
- **Pre-tax profit increased on improved operating result and lower risk costs**
- **CIR improved to 65.6% in 2011 from 67.4% in 2010**

in EUR million	2011	2010	Change
<b>Net interest income</b>	1,015.6	960.6	5.7%
<b>Net fee income</b>	390.2	393.8	(0.9%)
<b>Net trading result</b>	12.2	27.2	(55.1%)
<b>Operating expenses</b>	(930.9)	(930.9)	(0.0%)
<b>Operating result</b>	487.1	450.8	8.1%
<b>Risk provisions</b>	(250.4)	(303.3)	(17.4%)
<b>Other result</b>	(82.0)	(24.4)	>100.0%
<b>Net profit/loss</b>	6.0	(5.5)	na

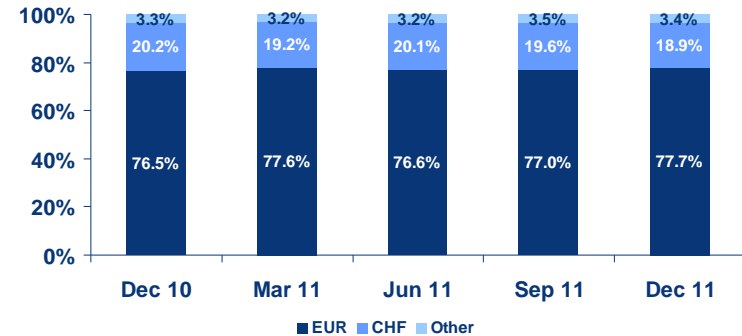
in EUR million	Q4 11	Q3 11	Change
<b>Net interest income</b>	273.6	249.8	9.5%
<b>Net fee income</b>	99.7	93.9	6.1%
<b>Net trading result</b>	14.3	(12.1)	na
<b>Operating expenses</b>	(228.0)	(234.4)	(2.7%)
<b>Operating result</b>	159.6	97.2	64.1%
<b>Risk provisions</b>	(60.5)	(66.8)	(9.5%)
<b>Other result</b>	(32.3)	(31.5)	2.7%
<b>Net profit/loss</b>	5.4	(1.3)	na

# Retail & SME: Austria/Savings banks – Loan book analysis

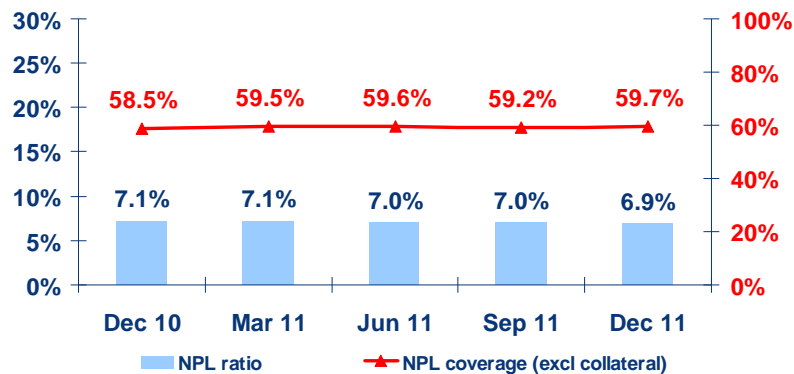
Segment Savings Banks -  
Customer loans by Basel II customer segment



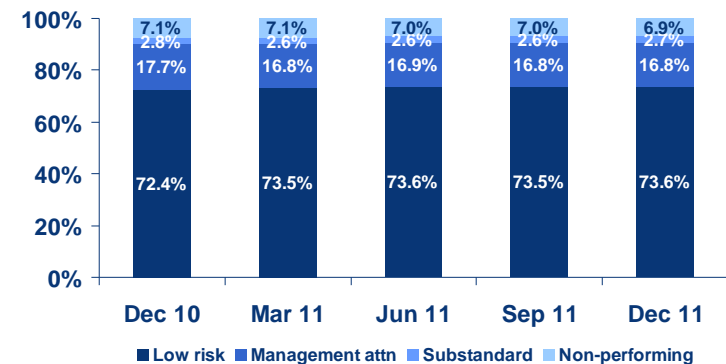
Segment Savings banks -  
Customer loans by currency



Segment Savings banks -  
NPL ratio vs NPL coverage



Migration analysis - Retail & SME/Savings Banks



# Retail & SME: Czech Republic – Record performance in 2011

- **Operating result increased on higher NII and despite weak trading result in 2011**
  - NII up on improved asset mix and higher income from financial assets
  - Net fee income up on higher fees in retail (current accounts & cards) and securities businesses
  - Net trading result swung to loss of EUR -45.5m driven by negative market valuations of consolidated pension funds and declining FX trading result
  - Costs slightly up, but are down FX-adjusted; ongoing focus on cost cutting across all business lines
- **Risk costs substantially decreased to 117bps in 2011 vs 211bps in 2010**
  - Improvement driven by reduced delinquencies in retail as well as corporate businesses
  - NPL ratio declined to 5.5% from 6.0% at YE 2010
  - NPL coverage flat at around 70% for the year
- **Other result deteriorated markedly in 2011**
  - Impairment of real estate funds (EUR -28.6m), revaluation losses of financial assets and increased deposit insurance contributions (EUR -37.3m) were main negative factors in 2011
- **As a result of higher operating result and lower risk costs net profit increased again in 2011**
- **CIR stayed flat at 43.7%**

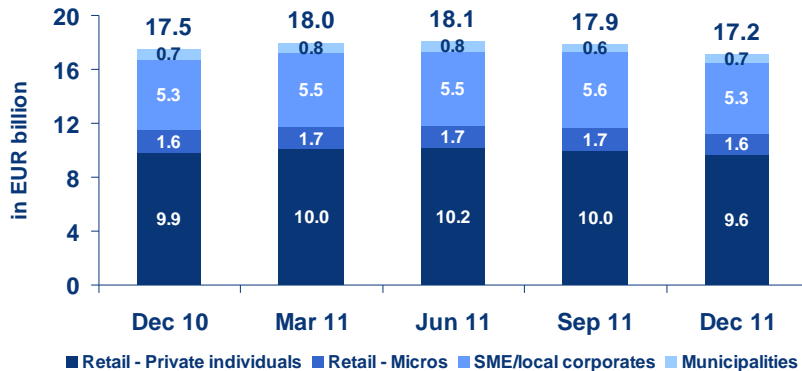
in EUR million	2011	2010	Change
Net interest income	1,183.3	1,087.2	8.8%
Net fee income	496.5	476.8	4.1%
Net trading result	(45.5)	62.5	na
Operating expenses	(713.9)	(709.8)	0.6%
<b>Operating result</b>	<b>920.4</b>	<b>916.7</b>	<b>0.4%</b>
Risk provisions	(210.5)	(365.8)	(42.5%)
Other result	(122.0)	(83.3)	46.4%
<b>Net profit/loss</b>	<b>456.3</b>	<b>379.0</b>	<b>20.4%</b>

in EUR million	Q4 11	Q3 11	Change
Net interest income	283.0	310.3	(8.8%)
Net fee income	124.1	123.9	0.1%
Net trading result	(26.2)	(34.0)	(23.0%)
Operating expenses	(170.2)	(177.7)	(4.2%)
<b>Operating result</b>	<b>210.7</b>	<b>222.4</b>	<b>(5.3%)</b>
Risk provisions	(21.9)	(49.2)	(55.4%)
Other result	(7.6)	(67.4)	(88.7%)
<b>Net profit/loss</b>	<b>133.4</b>	<b>83.7</b>	<b>59.4%</b>

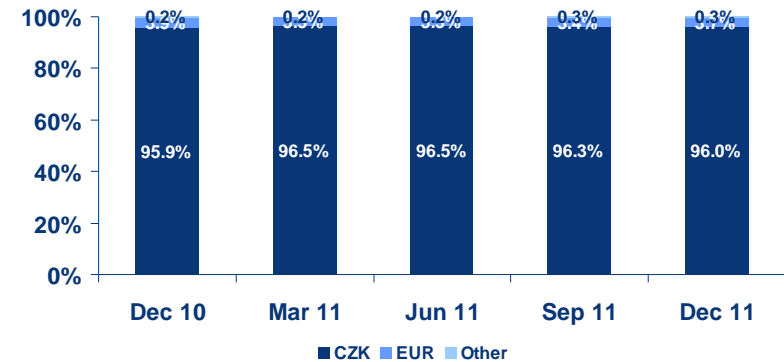
All figures including 2.8% currency appreciation (based on 2011 average rate)

# Retail & SME: Czech Republic – Loan book analysis

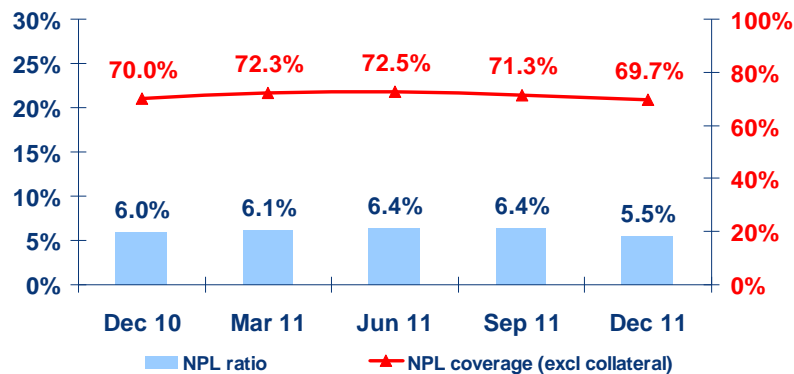
Segment Czech Republic -  
Customer loans by Basel II customer segment



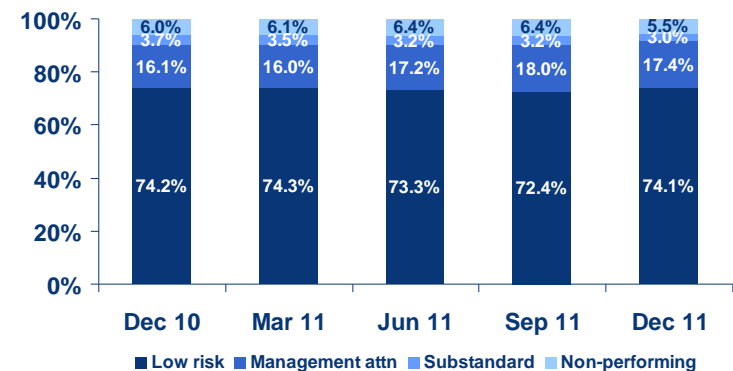
Segment Czech Republic -  
Customer loans by currency



Segment Czech Republic -  
NPL ratio vs NPL coverage



Segment Czech Republic - Migration analysis



# Retail & SME: Romania – Still waiting for growth

- **Operating result decreased on lower NII in 2011**
  - Lower margins, decreasing unsecured loan demand, and lower leasing business all led to declining NII; deposits contribution improved in 2011
  - Fees declined on lower new lending volumes
  - Net trading result improved mainly on valuation gains of FX-positions
  - Costs increased marginally, driven by increased VAT
- **Slight improvement in risk provisions in 2011**
  - Small yoy decrease from elevated level driven by retail business but offset by several corporate clients defaulting in Q2 and Q3 11
  - NPL ratio increased to 22.7% and coverage declined to 50.1%
- **Other result improved yoy and turned positive in Q4 due to liquidation of a subsidiary**
- **Segment Romania was loss making in 2011**
- **CIR was 44.2% in 2011 vs 39.2% in 2010**

in EUR million	2011	2010	Change
<b>Net interest income</b>	672.3	798.6	(15.8%)
<b>Net fee income</b>	130.1	134.4	(3.2%)
<b>Net trading result</b>	49.3	24.0	>100.0%
<b>Operating expenses</b>	(376.4)	(375.2)	0.3%
<b>Operating result</b>	475.3	581.7	(18.3%)
<b>Risk provisions</b>	(499.3)	(506.7)	(1.5%)
<b>Other result</b>	(30.9)	(50.2)	(38.4%)
<b>Net profit/loss</b>	(22.5)	8.6	na

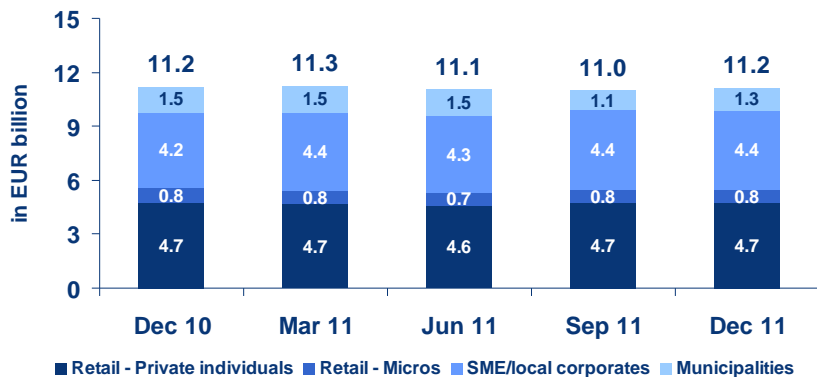
in EUR million	Q4 11	Q3 11	Change
<b>Net interest income</b>	154.7	162.7	(4.9%)
<b>Net fee income</b>	32.7	31.6	3.5%
<b>Net trading result</b>	10.1	20.4	(50.6%)
<b>Operating expenses</b>	(93.7)	(88.7)	5.6%
<b>Operating result</b>	103.7	125.9	(17.6%)
<b>Risk provisions</b>	(125.5)	(149.6)	(16.1%)
<b>Other result</b>	10.4	(15.7)	na
<b>Net profit/loss</b>	(3.1)	(17.2)	(82.1%)

All figures including 0.7% currency depreciation (based on 2011 average rate)

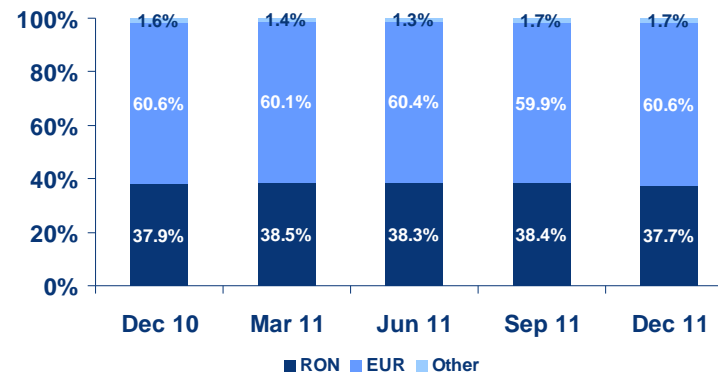


# Retail & SME: Romania – Loan book analysis

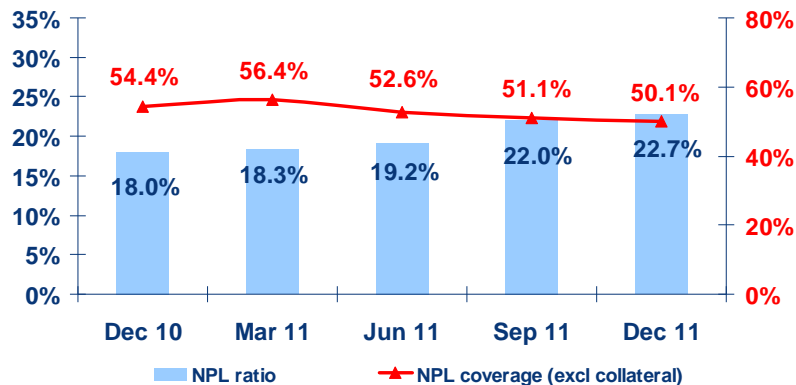
Segment Romania -  
Customer loans by Basel II customer segment



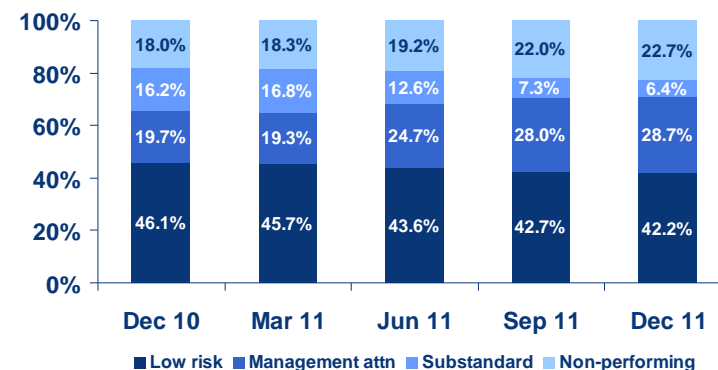
Segment Romania - Customer loans by currency



Segment Romania -  
NPL ratio vs NPL coverage



Segment Romania - Migration analysis



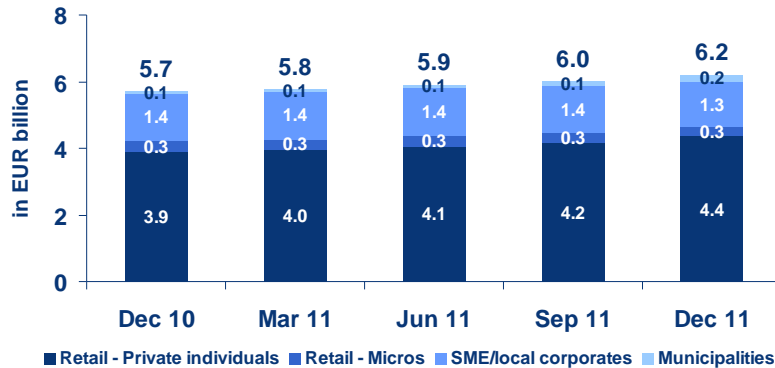
- **Strong NII and fee income drove operating result**
  - NII continued to grow on the back of growing retail housing business and increased interest on financial assets
  - Fees up on increased payment transactions
  - Net trading result turned negative, but remained insignificant
  - Operating costs were flat on continuous cost control
- **NIM improved further to 4.5% in 2011**
- **Risk costs declined significantly in 2011**
  - Risk costs declined to an annualised 122bps, driven by economic improvement
  - NPL coverage still remarkably high at 79.2%
- **Other result deteriorated notably due to impairment on building held for sale and impairment on AfS securities**
- **Net profit reached record high in 2011**
- **CIR improved slightly to 40.5%**

in EUR million	2011	2010	Change
Net interest income	445.7	426.8	4.4%
Net fee income	112.2	106.6	5.3%
Net trading result	(4.6)	4.0	na
Operating expenses	(224.0)	(222.2)	0.8%
<b>Operating result</b>	<b>329.2</b>	<b>315.3</b>	<b>4.4%</b>
Risk provisions	(73.6)	(123.2)	(40.3%)
Other result	(40.2)	(20.5)	95.4%
<b>Net profit/loss</b>	<b>173.2</b>	<b>136.5</b>	<b>26.8%</b>

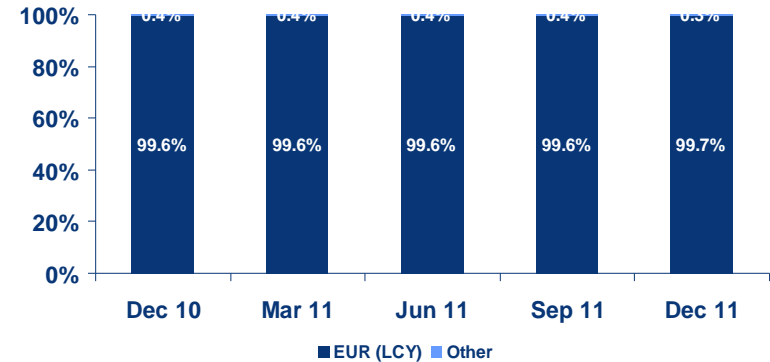
in EUR million	Q4 11	Q3 11	Change
Net interest income	111.3	113.1	(1.5%)
Net fee income	28.9	26.5	8.9%
Net trading result	(0.8)	(5.0)	(84.7%)
Operating expenses	(57.5)	(57.5)	(0.1%)
<b>Operating result</b>	<b>82.0</b>	<b>77.1</b>	<b>6.3%</b>
Risk provisions	(16.9)	(16.1)	5.3%
Other result	(8.4)	(16.8)	(50.3%)
<b>Net profit/loss</b>	<b>47.5</b>	<b>34.3</b>	<b>38.7%</b>

# Retail & SME: Slovakia – Loan book analysis

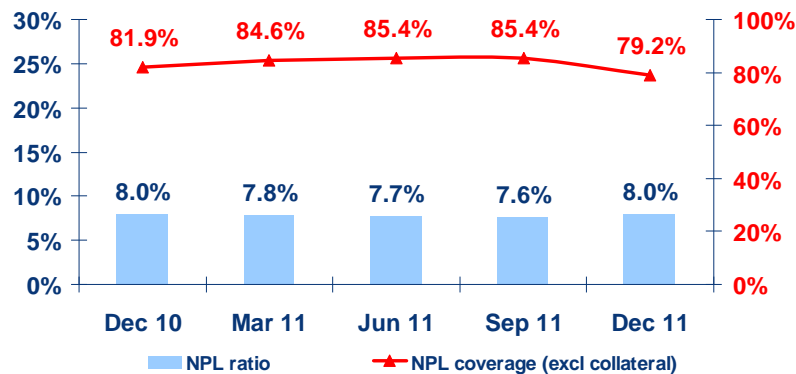
Segment Slovakia -  
Customer loans by Basel II customer segment



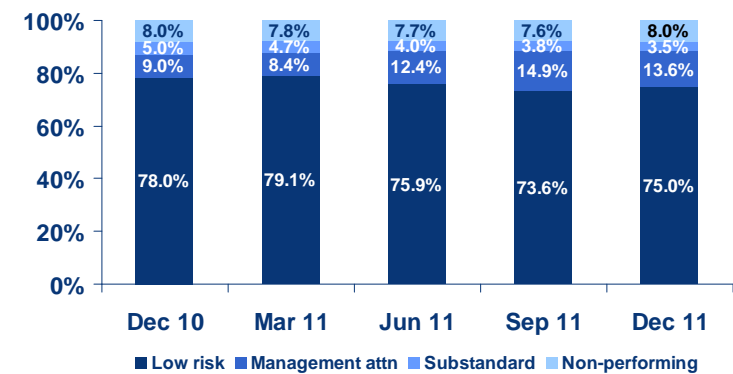
Segment Slovakia -  
Customer loans by currency



Segment Slovakia -  
NPL ratio vs NPL coverage



Migration analysis - Retail & SME/Slovakia



# Retail & SME: Hungary – Strategic repositioning of Erste Bank Hungary

- **Operating result increased slightly on increased NII**
  - NII rose due to unwinding effects (leading to increase in risk provisions) and FX effects
  - Fee income was stable in 2011
  - Net trading result down on declining FX loans
  - Operating expenses were relatively stable despite restructuring costs in Q3
- **Other result improved on deduction of FX conversion losses from banking tax, but was affected by impairment on collateral and several one-off expenses related to repositioning**
- **Risk costs increased sharply on FX conversion law, increase in coverage ratio and weaker real estate & SME asset quality**
  - NPL coverage increased ytd from 50.0% to 70.3%
- **Net loss due to FX conversion law and increased risk costs**
- **CIR relatively stable at 38.6% vs 39.9% in 2010**

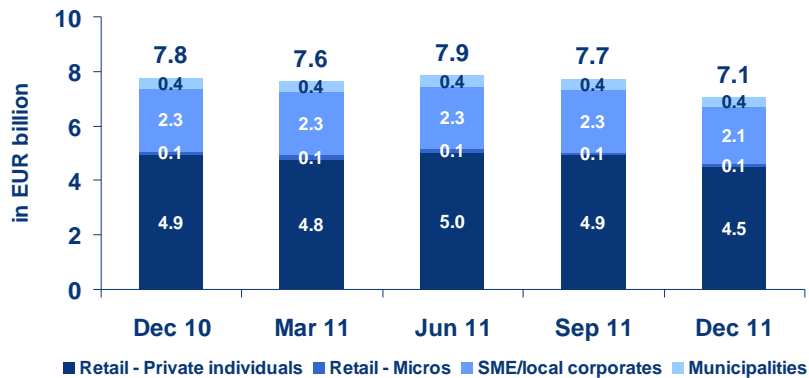
in EUR million	2011	2010	Change
Net interest income	402.7	387.1	4.0%
Net fee income	97.8	97.8	(0.0%)
Net trading result	19.1	23.2	(17.8%)
Operating expenses	(200.5)	(202.6)	(1.0%)
<b>Operating result</b>	<b>319.1</b>	<b>305.5</b>	<b>4.4%</b>
Risk provisions	(812.0)	(244.3)	>100.0%
Other result	(56.9)	(68.3)	(16.7%)
<b>Net profit/loss</b>	<b>(566.6)</b>	<b>(21.8)</b>	<b>&gt;100.0%</b>

in EUR million	Q4 11	Q3 11	Change
Net interest income	99.6	114.0	(12.6%)
Net fee income	24.0	24.8	(3.4%)
Net trading result	4.9	7.6	(35.6%)
Operating expenses	(42.4)	(56.9)	(25.5%)
<b>Operating result</b>	<b>86.1</b>	<b>89.6</b>	<b>(3.9%)</b>
Risk provisions	(110.6)	(546.7)	(79.8%)
Other result	0.4	(20.8)	na
<b>Net profit/loss</b>	<b>(34.8)</b>	<b>(480.5)</b>	<b>(92.7%)</b>

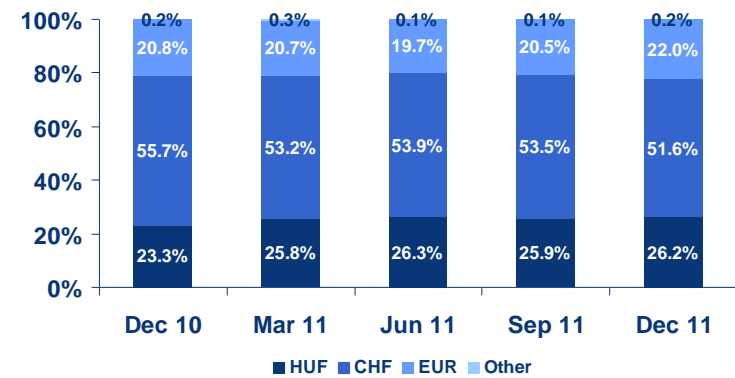
All figures including 1.4% currency depreciation (based on 2011 average rate)

# Retail & SME: Hungary – Loan book analysis

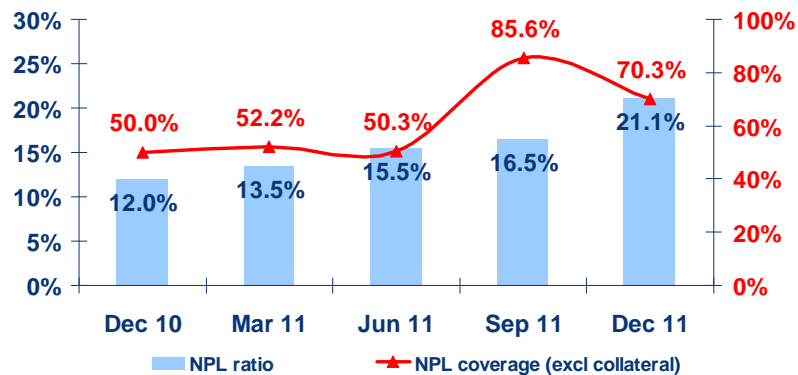
Segment Hungary -  
Customer loans by Basel II customer segment



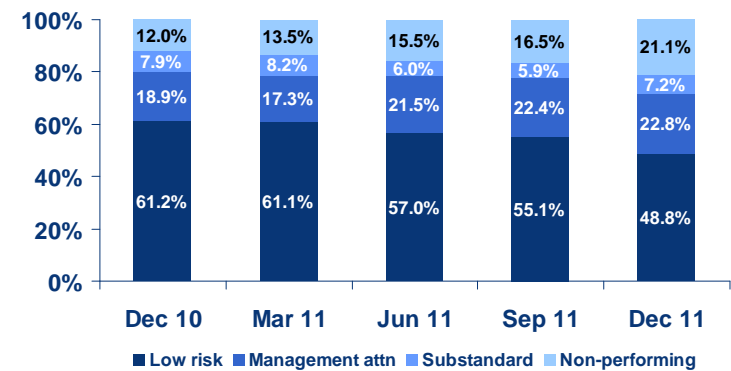
Segment Hungary - Customer loans by currency



Segment Hungary -  
NPL ratio vs NPL coverage



Migration analysis - Retail & SME/Hungary



# Retail & SME: Croatia –

## Solid operating result and contained risk costs

### – Operating result improved on higher NII, increased net fee income and net trading result in 2011

- NII improved on better margins and increased volume in both retail as well as corporate businesses
- Optimizing deposit base by replacing high interest deposits
- Fees up mainly on card products and increased client transactions
- Net trading result up yoy on strong FX business, especially in Q4 11

### – NIM improved to 4.08% in 2011 against 3.71% in 2010

### – Increase in operating costs due to expanding sales force

### – Risk provisions up in absolute terms on strong loan growth, but annualized risk cost decreased from 198bps in 2010 to 188bps in 2011

- NPL new formation on weaker Kuna

### – Other result affected by positive one-off items in 2010

- Increase in contribution to deposit insurance and higher provisions for legal cases were additional negative items in 2011

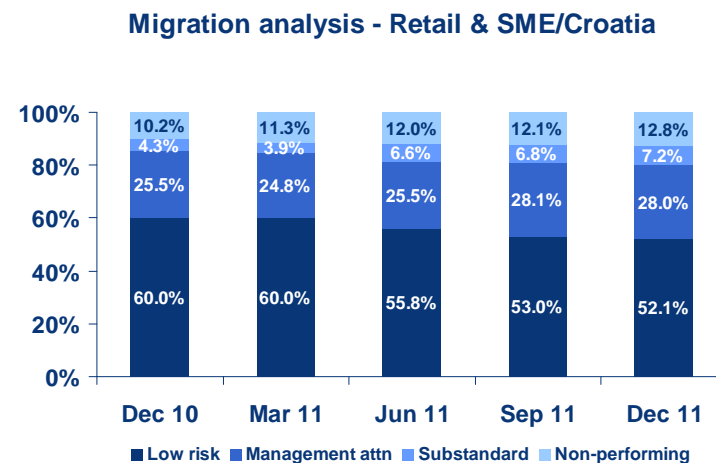
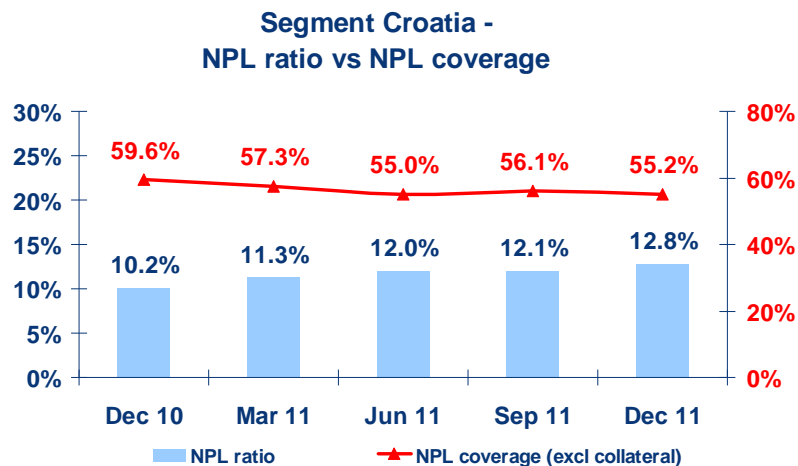
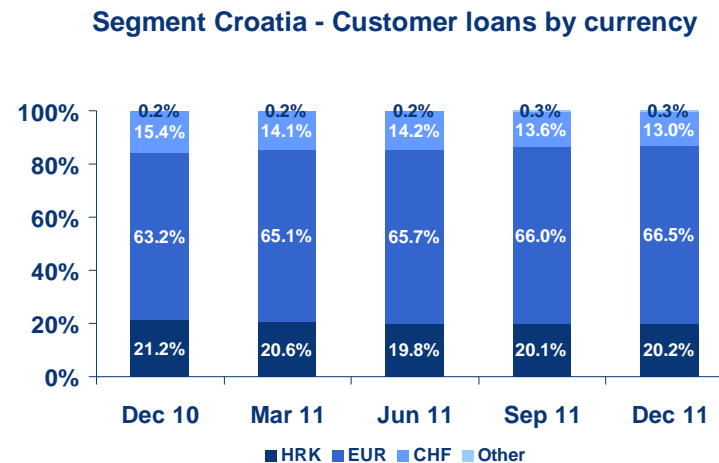
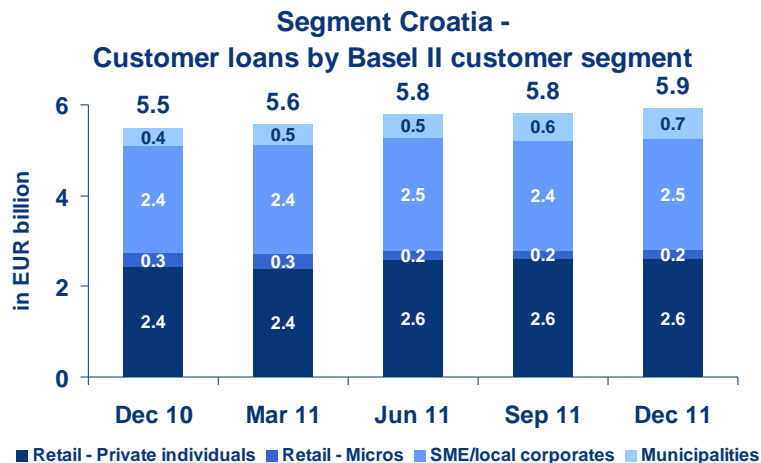
### – ROE of 17.3% vs 16.2% in 2010

in EUR million	2011	2010	Change
Net interest income	261.8	247.9	5.6%
Net fee income	76.7	74.0	3.6%
Net trading result	11.2	9.7	15.7%
Operating expenses	(141.1)	(139.0)	1.5%
<b>Operating result</b>	<b>208.6</b>	<b>192.6</b>	<b>8.3%</b>
Risk provisions	(109.3)	(106.0)	3.2%
Other result	(10.1)	(4.8)	>100.0%
<b>Net profit/loss</b>	<b>43.5</b>	<b>36.7</b>	<b>18.5%</b>

in EUR million	Q4 11	Q3 11	Change
Net interest income	67.0	66.8	0.4%
Net fee income	18.2	22.2	(18.3%)
Net trading result	3.8	2.0	87.6%
Operating expenses	(32.8)	(36.0)	(9.0%)
<b>Operating result</b>	<b>56.2</b>	<b>55.0</b>	<b>2.2%</b>
Risk provisions	(37.0)	(22.0)	68.7%
Other result	(3.2)	(2.1)	50.6%
<b>Net profit/loss</b>	<b>5.9</b>	<b>15.9</b>	<b>(62.8%)</b>

All figures including 2.1% currency depreciation (based on 2011 average rate)

# Retail & SME: Croatia – Loan book analysis



- **Operating result up on higher NII and slightly increased net fee income in 2011**
  - NII up due to significantly increased loan volume as well as margin expansion
  - Customer deposits also developed positively in 2011
  - Fee income improved mainly on improved insurance business and increased payment transactions; strong Q4 due to growth in payment business
  - Trading result affected negatively by declining contribution from FX transactions
- **NIM went up to 7.7% in 2011 compared to 6.8% in 2010**
- **Costs increased on high inflation and severance payments (in Q1 11)**
- **Risk costs slightly up on more conservative risk policy**
  - Annualised risk costs stayed flat at 209bps
- **Record net profit contribution in 2011**
- **CIR was 68.1% in 2011 (YE 2011: 74.9%)**

in EUR million	2011	2010	Change
Net interest income	36.4	27.5	32.3%
Net fee income	13.0	11.5	13.3%
Net trading result	0.1	2.4	(94.5%)
Operating expenses	(33.8)	(31.0)	8.8%
<b>Operating result</b>	<b>15.8</b>	<b>10.4</b>	<b>51.9%</b>
Risk provisions	(9.5)	(8.2)	16.5%
Other result	(1.2)	(0.8)	52.1%
<b>Net profit/loss</b>	<b>3.5</b>	<b>1.0</b>	<b>&gt;100.0%</b>

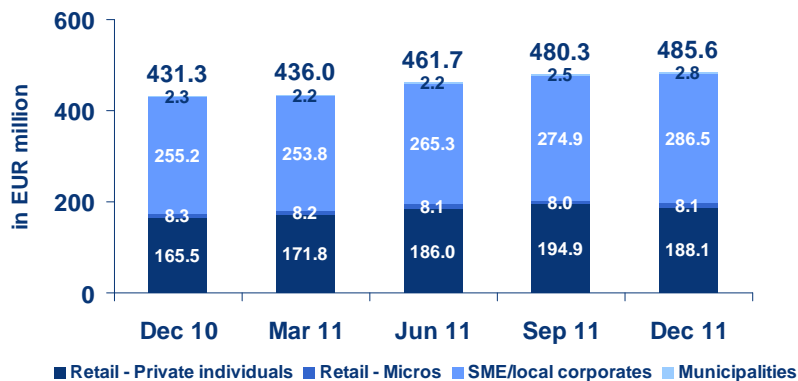
in EUR million	Q4 11	Q3 11	Change
Net interest income	9.3	8.9	4.6%
Net fee income	4.1	2.9	40.2%
Net trading result	(0.2)	0.3	na
Operating expenses	(8.6)	(8.2)	5.3%
<b>Operating result</b>	<b>4.6</b>	<b>3.9</b>	<b>17.8%</b>
Risk provisions	(3.3)	(1.8)	85.1%
Other result	(0.4)	(0.2)	60.1%
<b>Net profit/loss</b>	<b>0.5</b>	<b>1.3</b>	<b>(60.3%)</b>

All figures including 1.0% currency appreciation (based on 2011 average rate)

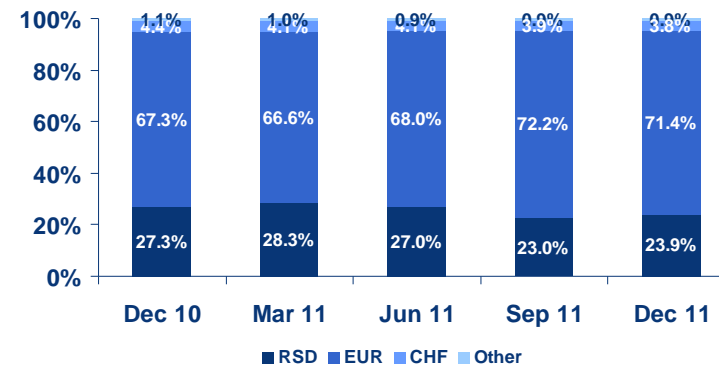


# Retail & SME: Serbia – Loan book analysis

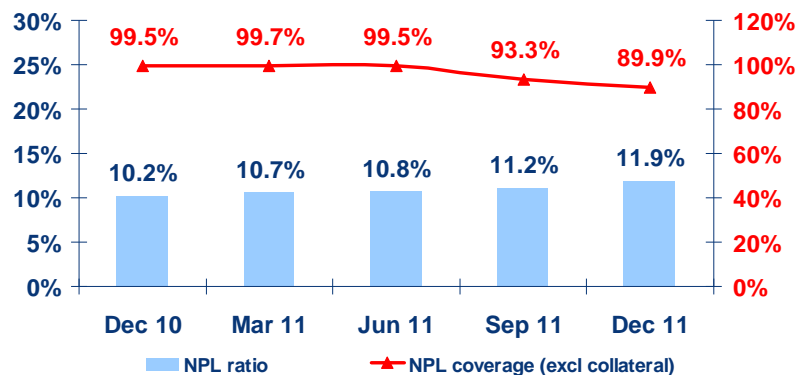
Segment Serbia -  
Customer loans by Basel II customer segment



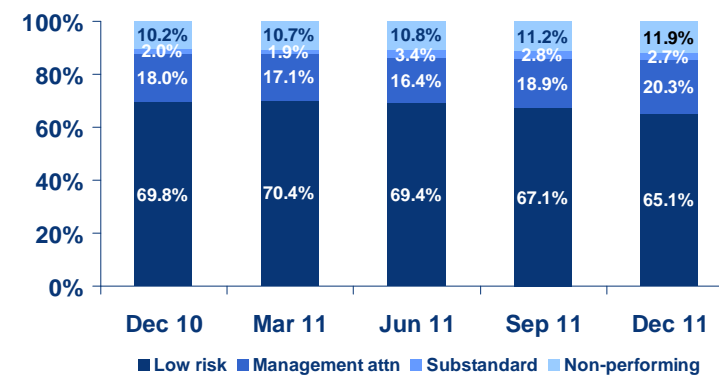
Segment Serbia - Customer loans by currency



Segment Serbia/retail -  
NPL ratio vs NPL coverage



Migration analysis - Retail & SME/Serbia



# Retail & SME: Ukraine – Rightsizing still ongoing

- **Operating result down on portfolio reduction in 2011**
  - NII flat yoy and up for the quarter on reallocation of interest on trading securities, otherwise down due to reduced loan portfolio
  - Net fee income improved on the back of increased payment transfers and growing insurance brokerage business
  - Net trading result down due to lower income from securities trading (T-bills); additionally reallocation of interest
  - Operating expenses rose on high inflation and increased IT costs
- **Risk costs declined yoy on sufficient NPL coverage, no deterioration of existing portfolio, and recoveries**
  - Annualised risk costs down to 234bps against 742bps in 2010 on sufficient coverage (95.3% YE 11)
  - NPL ratio slightly declined qoq to 32.5%

in EUR million	2011	2010	Change
<b>Net interest income</b>	32.6	32.9	(0.8%)
<b>Net fee income</b>	4.9	4.1	19.2%
<b>Net trading result</b>	(3.2)	11.7	na
<b>Operating expenses</b>	(48.8)	(47.1)	3.6%
<b>Operating result</b>	<b>(14.5)</b>	<b>1.6</b>	<b>na</b>
<b>Risk provisions</b>	(10.7)	(38.8)	(72.5%)
<b>Other result</b>	1.6	(0.1)	na
<b>Net profit/loss</b>	<b>(23.1)</b>	<b>(37.5)</b>	<b>(38.4%)</b>

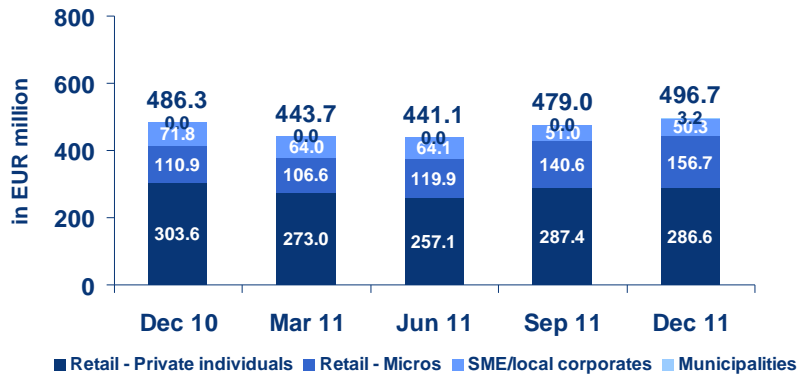
- **Other result improved yoy on contribution of financial assets available for sale**
- **Net loss decreased yoy driven mainly by lower risk costs**

in EUR million	Q4 11	Q3 11	Change
<b>Net interest income</b>	14.4	6.6	>100.0%
<b>Net fee income</b>	1.2	1.6	(25.4%)
<b>Net trading result</b>	(8.9)	(1.6)	>100.0%
<b>Operating expenses</b>	(12.9)	(12.1)	7.0%
<b>Operating result</b>	<b>(6.3)</b>	<b>(5.5)</b>	<b>14.6%</b>
<b>Risk provisions</b>	(3.6)	(0.6)	>100.0%
<b>Other result</b>	(1.6)	0.0	na
<b>Net profit/loss</b>	<b>(10.9)</b>	<b>(6.0)</b>	<b>81.1%</b>

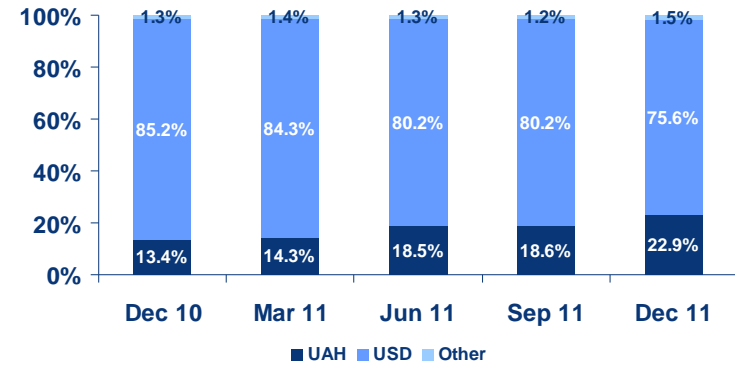
All figures including 5.3% currency depreciation (based on 2011 average rate)

# Retail & SME: Ukraine – Loan book analysis

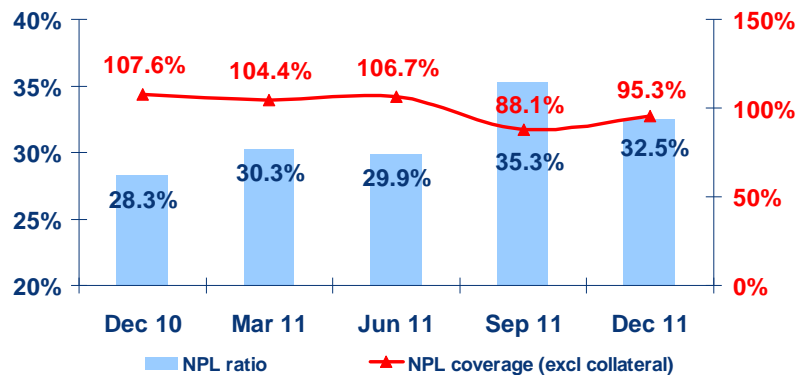
Segment Ukraine -  
Customer loans by Basel II customer segment



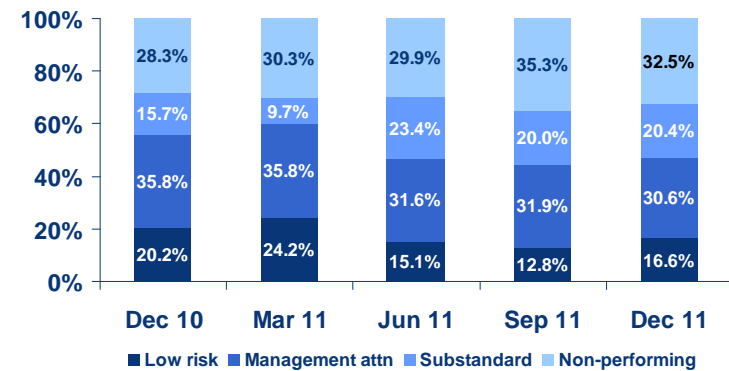
Segment Ukraine - Customer loans by currency



Segment Ukraine/retail -  
NPL ratio vs NPL coverage



Migration analysis - Retail & SME/Ukraine



- Business performance
- Update on Hungary & Romania
- Credit risk
- Funding
- Capital
- Outlook
- **Appendix**
  - Segments
  - Asset quality
  - CEE local consolidated results
  - About Erste Group
  - Shareholder structure

# Asset quality analysis –

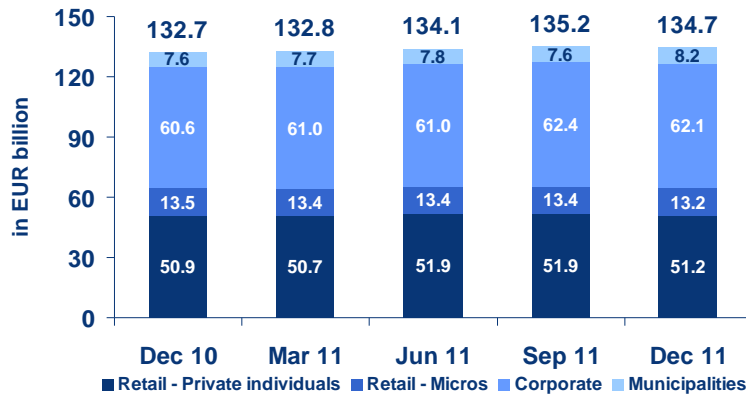
## Key definitions

- **Key asset quality indicators are based on on-balance sheet customer loans**
- **Reported NPL and NPL coverage ratios exclude collateral**
- **Broad NPL definition**
  - 90-day overdue or less than 90-day overdue if:
    - Customer unlikely to pay, e.g. because customer defaulted against third party
    - Customer view instead of product view has been adopted. The former is the case with all corporate customers and all retail customers in Austria. In CEE retail product view prevails. Accordingly, if an Austrian retail customer defaults on one product all performing products are classified as NPLs as well.

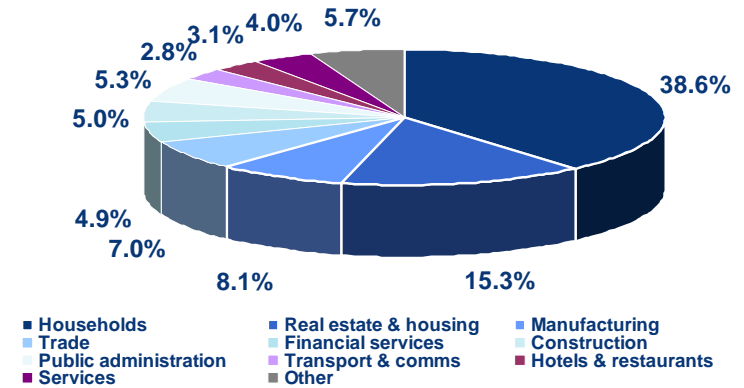
Risk category	Agency ratings
Low risk	AAA to BB / Aaa to Ba
Management attention	B
Substandard	CCC to C / Caa to C
Non-performing	D, R, RD, SD

# Asset quality analysis – Loan book overview

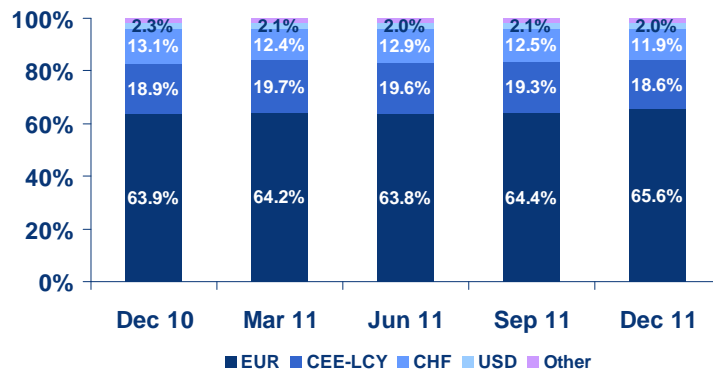
Customer loans by Basel II customer segments



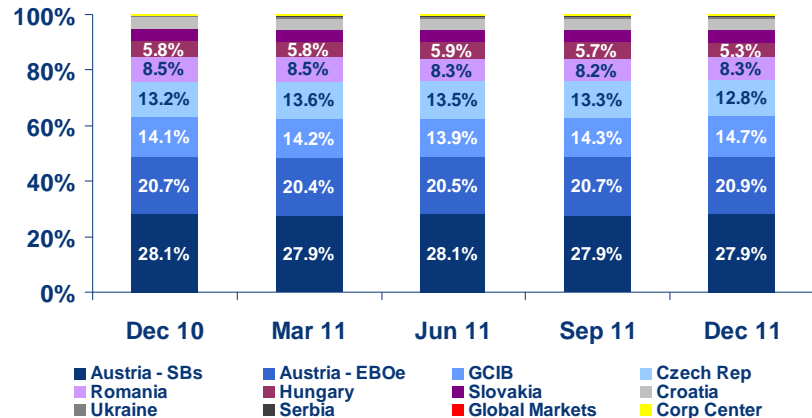
Customer loans by industries



Customer loans by currency



Customer loans by reporting segment



# Asset quality analysis – Loan book by segments

	Low risk		Mgmt attention		Substandard		Non-performing		Total loan book		Risk provisions		NPL coverage		NPL ratio	
	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10
<b>Retail &amp; SME</b>	<b>80,952</b>	<b>81,200</b>	<b>19,513</b>	<b>18,109</b>	<b>3,779</b>	<b>5,030</b>	<b>10,112</b>	<b>8,985</b>	<b>114,355</b>	<b>113,324</b>	<b>6,244</b>	<b>5,446</b>	<b>61.7%</b>	<b>60.6%</b>	<b>8.8%</b>	<b>7.9%</b>
<b>Austria</b>	<b>51,910</b>	<b>50,133</b>	<b>8,948</b>	<b>9,444</b>	<b>1,287</b>	<b>1,337</b>	<b>3,658</b>	<b>3,792</b>	<b>65,803</b>	<b>64,706</b>	<b>2,245</b>	<b>2,251</b>	<b>61.4%</b>	<b>59.4%</b>	<b>5.6%</b>	<b>5.9%</b>
Erste Bank Oesterreich	24,248	23,147	2,630	2,860	270	295	1,051	1,136	28,199	27,438	688	696	65.4%	61.3%	3.7%	4.1%
Savings Banks	27,662	26,986	6,318	6,584	1,018	1,042	2,607	2,656	37,604	37,268	1,557	1,554	59.7%	58.5%	6.9%	7.1%
<b>Central and Eastern Europe</b>	<b>29,042</b>	<b>31,067</b>	<b>10,565</b>	<b>8,665</b>	<b>2,491</b>	<b>3,693</b>	<b>6,454</b>	<b>5,193</b>	<b>48,552</b>	<b>48,618</b>	<b>3,999</b>	<b>3,195</b>	<b>62.0%</b>	<b>61.5%</b>	<b>13.3%</b>	<b>10.7%</b>
Czech Republic	12,733	12,978	2,997	2,816	511	652	947	1,040	17,187	17,486	660	728	69.7%	70.0%	5.5%	6.0%
Romania	4,709	5,186	3,204	2,216	714	1,826	2,533	2,020	11,160	11,248	1,268	1,099	50.1%	54.4%	22.7%	18.0%
Slovakia	4,661	4,460	845	513	215	284	496	460	6,217	5,716	393	376	79.2%	81.9%	8.0%	8.0%
Hungary	3,461	4,749	1,615	1,468	513	611	1,499	935	7,088	7,763	1,054	467	70.3%	50.0%	21.1%	12.0%
Croatia	3,080	3,294	1,654	1,401	424	235	759	557	5,917	5,487	419	332	55.2%	59.6%	12.8%	10.2%
Serbia	316	301	99	78	13	9	58	44	486	431	52	44	89.9%	99.5%	11.9%	10.2%
Ukraine	82	98	152	174	101	76	161	138	497	486	154	148	95.3%	107.6%	32.5%	28.3%
<b>GCIB</b>	<b>14,376</b>	<b>12,249</b>	<b>3,663</b>	<b>4,416</b>	<b>490</b>	<b>1,047</b>	<b>1,275</b>	<b>1,032</b>	<b>19,805</b>	<b>18,745</b>	<b>697</b>	<b>556</b>	<b>54.6%</b>	<b>53.8%</b>	<b>6.4%</b>	<b>5.5%</b>
<b>Group Markets</b>	<b>204</b>	<b>258</b>	<b>20</b>	<b>72</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>225</b>	<b>331</b>	<b>0</b>	<b>0</b>	<b>&gt;100.0%</b>	<b>&gt;100.0%</b>	<b>0.0%</b>	<b>0.0%</b>
<b>Corporate Center</b>	<b>313</b>	<b>154</b>	<b>36</b>	<b>129</b>	<b>15</b>	<b>15</b>	<b>1</b>	<b>32</b>	<b>365</b>	<b>330</b>	<b>1</b>	<b>33</b>	<b>&gt;100.0%</b>	<b>&gt;100.0%</b>	<b>0.1%</b>	<b>9.7%</b>
<b>Total group</b>	<b>95,845</b>	<b>93,861</b>	<b>23,233</b>	<b>22,727</b>	<b>4,284</b>	<b>6,093</b>	<b>11,388</b>	<b>10,049</b>	<b>134,750</b>	<b>132,729</b>	<b>6,942</b>	<b>6,034</b>	<b>61.0%</b>	<b>60.0%</b>	<b>8.5%</b>	<b>7.6%</b>

\* 2010 data not restated

# Asset quality analysis – Loan book by region (country of origination)

in EUR million	Low risk		Mgmt attention		Substandard		Non-performing		Total loan book			
	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11		Dec 10	
									Share of total		Share of total	
<b>Core market</b>	<b>89,007</b>	<b>86,949</b>	<b>21,768</b>	<b>20,782</b>	<b>4,078</b>	<b>5,817</b>	<b>10,543</b>	<b>9,398</b>	<b>125,397</b>	<b>93.1%</b>	<b>122,946</b>	<b>92.6%</b>
<i>Austria</i>	53,304	51,016	8,231	8,619	1,081	1,127	3,162	3,386	65,778	48.8%	64,147	48.3%
<i>Croatia</i>	3,959	4,134	2,224	1,938	432	246	968	744	7,583	5.6%	7,061	5.3%
<i>Romania</i>	5,569	5,735	4,065	2,875	840	2,167	2,756	2,205	13,229	9.8%	12,983	9.8%
<i>Serbia</i>	496	372	235	277	14	10	69	60	815	0.6%	719	0.5%
<i>Slovakia</i>	5,313	4,988	1,059	781	235	320	532	497	7,140	5.3%	6,586	5.0%
<i>Slovenia</i>	1,010	1,072	195	276	165	123	228	199	1,598	1.2%	1,670	1.3%
<i>Czech Republic</i>	15,063	14,164	3,458	3,806	595	1,020	1,012	1,113	20,128	14.9%	20,102	15.1%
<i>Hungary</i>	4,205	5,332	1,798	1,831	584	687	1,589	993	8,176	6.1%	8,843	6.7%
<i>Ukraine</i>	87	136	503	379	132	116	228	202	950	0.7%	834	0.6%
<b>Other EU</b>	<b>4,585</b>	<b>4,209</b>	<b>1,037</b>	<b>1,358</b>	<b>84</b>	<b>169</b>	<b>561</b>	<b>397</b>	<b>6,267</b>	<b>4.7%</b>	<b>6,133</b>	<b>4.6%</b>
<b>Other industrialised countries</b>	<b>876</b>	<b>1,353</b>	<b>191</b>	<b>329</b>	<b>36</b>	<b>24</b>	<b>107</b>	<b>116</b>	<b>1,210</b>	<b>0.9%</b>	<b>1,822</b>	<b>1.4%</b>
<b>Emerging markets</b>	<b>1,376</b>	<b>1,350</b>	<b>237</b>	<b>258</b>	<b>85</b>	<b>83</b>	<b>177</b>	<b>137</b>	<b>1,875</b>	<b>1.4%</b>	<b>1,828</b>	<b>1.4%</b>
<i>Southeastern Europe / CIS</i>	898	868	197	168	44	20	142	121	1,280	1.0%	1,177	0.9%
<i>Asia</i>	216	280	13	15	40	56	22	4	291	0.2%	355	0.3%
<i>Latin America</i>	117	109	5	42	2	3	6	8	130	0.1%	162	0.1%
<i>Middle East / Africa</i>	145	93	22	32	0	5	7	4	174	0.1%	134	0.1%
<b>Total</b>	<b>95,845</b>	<b>93,861</b>	<b>23,233</b>	<b>22,727</b>	<b>4,284</b>	<b>6,093</b>	<b>11,388</b>	<b>10,049</b>	<b>134,750</b>	<b>100.0%</b>	<b>132,729</b>	<b>100.0%</b>
Share of total	71.1%	70.7%	17.2%	17.1%	3.2%	4.6%	8.5%	7.6%	100.0%		100.0%	
<b>Risk provisions</b>									<b>6,942</b>		<b>6,034</b>	

\* 2010 data not restated



# Asset quality analysis – Loan book by industry sectors

in EUR million	Low risk		Mgmt attention		Substandard		Non-performing		Total loan book			
	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11		Dec 10	
									Share of total		Share of total	
Agriculture and forestry	1,278	970	503	626	57	138	239	211	2,076	1.5%	<b>1,946</b>	1.5%
Mining	332	337	57	67	4	8	66	82	460	0.3%	<b>494</b>	0.4%
Manufacturing	6,143	5,115	2,775	3,258	351	1,012	1,661	1,235	10,931	8.1%	<b>10,619</b>	8.0%
Energy and water supply	1,757	1,824	448	337	68	59	146	110	2,419	1.8%	<b>2,330</b>	1.8%
Construction	3,914	3,253	1,367	1,455	385	722	1,079	822	6,745	5.0%	<b>6,252</b>	4.7%
Construction - building project development	1,738	1,310	448	356	204	408	326	222	2,716	2.0%	<b>2,296</b>	1.7%
Trade	5,777	5,242	2,082	2,460	291	437	1,326	1,160	9,476	7.0%	<b>9,299</b>	7.0%
Transport and communication	2,301	2,241	903	968	119	262	447	427	3,770	2.8%	<b>3,900</b>	2.9%
Hotels and restaurants	2,046	1,886	1,136	1,415	284	305	761	645	4,227	3.1%	<b>4,250</b>	3.2%
Financial and insurance services	5,514	5,818	709	995	109	104	301	298	6,633	4.9%	<b>7,214</b>	5.4%
Fin. and ins. services: holding companies	3,199	3,170	363	499	77	8	131	113	3,770	2.8%	<b>3,791</b>	2.9%
Real estate and housing	15,646	14,464	3,208	3,744	539	898	1,237	929	20,630	15.3%	<b>20,035</b>	15.1%
Services	3,791	3,229	903	1,145	175	199	571	589	5,441	4.0%	<b>5,162</b>	3.9%
Public administration	6,581	6,429	524	398	36	39	26	6	7,166	5.3%	<b>6,872</b>	5.2%
Education, health and art	1,879	1,781	449	408	40	60	131	138	2,498	1.9%	<b>2,387</b>	1.8%
Private households	38,786	41,186	8,093	5,390	1,816	1,805	3,335	3,375	52,031	38.6%	<b>51,755</b>	39.0%
Other	100	88	76	59	9	46	63	22	247	0.2%	<b>215</b>	0.2%
<b>Total</b>	<b>95,845</b>	<b>93,861</b>	<b>23,233</b>	<b>22,727</b>	<b>4,284</b>	<b>6,093</b>	<b>11,388</b>	<b>10,049</b>	<b>134,750</b>	<b>100.0%</b>	<b>132,729</b>	<b>100.0%</b>
Share of total	71.1%	70.7%	17.2%	17.1%	3.2%	4.6%	8.5%	7.6%	100.0%		100.0%	
<b>Risk provisions</b>									<b>6,942</b>		<b>6,034</b>	

\* 2010 data not restated

# Asset quality analysis –

## Total exposure by region (country of origination) \*

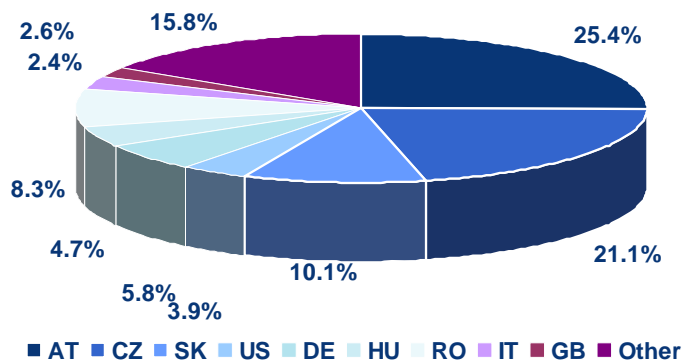
in EUR million	Low risk		Mgmt attention		Substandard		Non-performing		Total exposure			
	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11	Dec 10	Dec 11		Dec 10	
									Share of total		Share of total	
<b>Core market</b>	<b>142,947</b>	<b>140,047</b>	<b>25,055</b>	<b>24,186</b>	<b>4,889</b>	<b>6,891</b>	<b>10,822</b>	<b>9,718</b>	<b>183,714</b>	<b>83.7%</b>	<b>180,842</b>	<b>83.4%</b>
<i>Austria</i>	76,513	74,954	9,114	9,728	1,686	1,804	3,316	3,565	90,629	41.3%	90,052	41.5%
<i>Croatia</i>	5,954	6,050	2,417	2,171	466	255	982	760	9,818	4.5%	9,235	4.3%
<i>Romania</i>	10,641	9,652	4,924	3,672	869	2,426	2,813	2,270	19,247	8.8%	18,020	8.3%
<i>Serbia</i>	587	434	365	360	16	10	71	61	1,039	0.5%	865	0.4%
<i>Slovakia</i>	10,299	9,897	1,412	868	260	362	539	505	12,509	5.7%	11,632	5.4%
<i>Slovenia</i>	1,519	1,558	264	328	167	125	236	207	2,187	1.0%	2,217	1.0%
<i>Czech Republic</i>	29,197	28,962	4,128	4,657	693	1,070	1,039	1,147	35,058	16.0%	35,837	16.5%
<i>Ukraine</i>	423	354	574	453	136	128	230	204	1,362	0.6%	1,139	0.5%
<i>Hungary</i>	7,812	8,185	1,858	1,950	598	711	1,597	999	11,864	5.4%	11,845	5.5%
<b>Other EU</b>	<b>25,336</b>	<b>23,968</b>	<b>1,466</b>	<b>1,804</b>	<b>170</b>	<b>317</b>	<b>613</b>	<b>424</b>	<b>27,584</b>	<b>12.6%</b>	<b>26,514</b>	<b>12.2%</b>
<b>Other industrialised countries</b>	<b>4,181</b>	<b>5,137</b>	<b>204</b>	<b>352</b>	<b>46</b>	<b>43</b>	<b>178</b>	<b>201</b>	<b>4,610</b>	<b>2.1%</b>	<b>5,734</b>	<b>2.6%</b>
<b>Emerging markets</b>	<b>2,960</b>	<b>3,243</b>	<b>313</b>	<b>393</b>	<b>89</b>	<b>92</b>	<b>186</b>	<b>142</b>	<b>3,549</b>	<b>1.6%</b>	<b>3,870</b>	<b>1.8%</b>
<i>Southeastern Europe / CIS</i>	1,298	1,179	222	237	47	28	148	123	1,714	0.8%	1,567	0.7%
<i>Asia</i>	714	865	14	22	40	56	22	4	791	0.4%	947	0.4%
<i>Latin America</i>	167	189	8	43	2	3	9	11	186	0.1%	246	0.1%
<i>Middle East / Africa</i>	782	1,010	69	91	0	5	7	4	858	0.4%	1,110	0.5%
<b>Total</b>	<b>175,425</b>	<b>172,395</b>	<b>27,038</b>	<b>26,736</b>	<b>5,194</b>	<b>7,343</b>	<b>11,800</b>	<b>10,486</b>	<b>219,457</b>	<b>100.0%</b>	<b>216,960</b>	<b>100.0%</b>
Share of total	79.9%	79.5%	12.3%	12.3%	2.4%	3.4%	5.4%	4.8%	100.0%		100.0%	

\* 2010 data restated

# Asset quality analysis – Financial assets

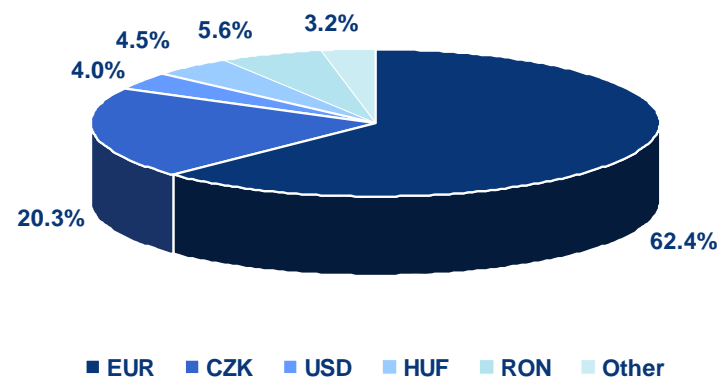
**Financial assets by country of origination**

(31 Dec 2011: EUR 37.6 bn)



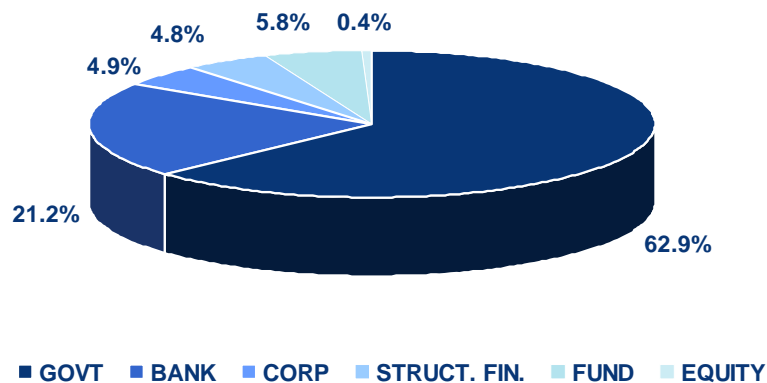
**Financial assets by currency**

(31 Dec 2011: EUR 37.6 bn)



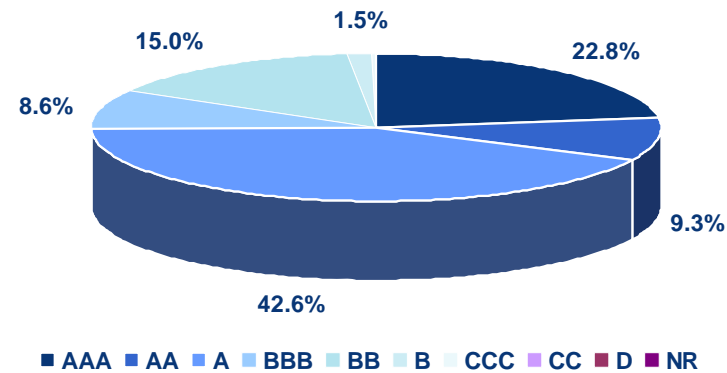
**Financial assets by issuer/product**

(31 Dec 2011: EUR 37.6 bn)



**Financial assets by rating**

(31 Dec 2011: EUR 37.6 bn)



# Balance sheet (IFRS) drill-down –

## Trading assets as at 31 Dec 2011

– YTD rise in trading assets mainly due to short term T-bill investments

in EUR m	Sovereign		Banks		Other		Total Trading	
<b>CZ</b>	1,503	31.7%	5	1.0%	18	3.1%	<b>1,527</b>	<b>26.0%</b>
<b>SK</b>	533	11.3%	0	0.0%	0	0.0%	<b>533</b>	<b>9.1%</b>
<b>RO</b>	534	11.3%	2	0.3%	1	0.2%	<b>537</b>	<b>9.1%</b>
<b>HU</b>	1,292	27.3%	2	0.3%	21	3.5%	<b>1,314</b>	<b>22.4%</b>
<b>AT</b>	145	3.1%	327	59.5%	183	30.9%	<b>654</b>	<b>11.1%</b>
<b>IT</b>	0	0.0%	5	0.9%	0	0.0%	<b>5</b>	<b>0.1%</b>
<b>ES</b>	0	0.0%	3	0.6%	3	0.5%	<b>6</b>	<b>0.1%</b>
<b>GR</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>IE</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>PT</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>FR</b>	8	0.2%	14	2.5%	7	1.3%	<b>30</b>	<b>0.5%</b>
<b>BE</b>	0	0.0%	8	1.5%	1	0.1%	<b>9</b>	<b>0.1%</b>
<b>DE</b>	269	5.7%	132	24.1%	64	10.9%	<b>466</b>	<b>7.9%</b>
<b>NL</b>	0	0.0%	22	4.0%	9	1.5%	<b>31</b>	<b>0.5%</b>
<b>Other</b>	451	9.5%	30	5.4%	285	48.1%	<b>765</b>	<b>13.0%</b>
<b>Total</b>	<b>4,735</b>	<b>100.0%</b>	<b>549</b>	<b>100.0%</b>	<b>591</b>	<b>100.0%</b>	<b>5,876</b>	<b>100.0%</b>

# Balance sheet (IFRS) drill-down –

## Financial assets at fair value as at 31 Dec 2011

### – Decline due to the reduction in non-core assets

in EUR m	Sovereign		Banks		Other		Total FV	
<b>CZ</b>	113	12.3%	161	32.3%	17	4.4%	<b>292</b>	<b>16.1%</b>
<b>SK</b>	45	4.9%	1	0.2%	8	2.0%	<b>54</b>	<b>3.0%</b>
<b>RO</b>	6	0.6%	0	0.0%	2	0.6%	<b>8</b>	<b>0.4%</b>
<b>HU</b>	178	19.3%	0	0.0%	0	0.0%	<b>178</b>	<b>9.8%</b>
<b>AT</b>	0	0.0%	84	16.9%	147	37.6%	<b>231</b>	<b>12.7%</b>
<b>IT</b>	399	43.1%	4	0.9%	0	0.0%	<b>403</b>	<b>22.2%</b>
<b>ES</b>	99	10.7%	32	6.4%	0	0.0%	<b>131</b>	<b>7.2%</b>
<b>GR</b>	5	0.5%	0	0.0%	0	0.0%	<b>5</b>	<b>0.3%</b>
<b>IE</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>PT</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>FR</b>	0	0.0%	6	1.2%	2	0.5%	<b>8</b>	<b>0.4%</b>
<b>BE</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>DE</b>	0	0.0%	144	28.9%	23	6.0%	<b>167</b>	<b>9.2%</b>
<b>NL</b>	0	0.0%	0	0.0%	30	7.7%	<b>30</b>	<b>1.7%</b>
<b>Other</b>	79	8.5%	66	13.2%	161	41.3%	<b>305</b>	<b>16.8%</b>
<b>Total</b>	<b>925</b>	<b>100.0%</b>	<b>498</b>	<b>100.0%</b>	<b>390</b>	<b>100.0%</b>	<b>1,813</b>	<b>100.0%</b>

# Balance sheet (IFRS) drill-down –

## Financial assets available for sale as at 31 Dec 2011

- Investment of surplus liquidity mainly in Austria, Slovakia, Czech Republic, Germany and Romania; and preparation for Basel 3 liquidity requirements

in EUR m	Sovereign		Banks		Other		Total AfS	
<b>CZ</b>	996	9.9%	173	3.3%	99	2.0%	<b>1,267</b>	<b>6.3%</b>
<b>SK</b>	1,042	10.4%	71	1.4%	35	0.7%	<b>1,147</b>	<b>5.7%</b>
<b>RO</b>	1,179	11.7%	21	0.4%	5	0.1%	<b>1,204</b>	<b>5.9%</b>
<b>HU</b>	523	5.2%	2	0.0%	3	0.1%	<b>529</b>	<b>2.6%</b>
<b>AT</b>	3,796	37.8%	1,666	32.1%	2,565	51.0%	<b>8,027</b>	<b>39.6%</b>
<b>IT</b>	44	0.4%	155	3.0%	25	0.5%	<b>224</b>	<b>1.1%</b>
<b>ES</b>	33	0.3%	92	1.8%	34	0.7%	<b>159</b>	<b>0.8%</b>
<b>GR</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>IE</b>	19	0.2%	116	2.2%	9	0.2%	<b>144</b>	<b>0.7%</b>
<b>PT</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>FR</b>	47	0.5%	212	4.1%	79	1.6%	<b>338</b>	<b>1.7%</b>
<b>BE</b>	53	0.5%	0	0.0%	4	0.1%	<b>57</b>	<b>0.3%</b>
<b>DE</b>	644	6.4%	929	17.9%	149	3.0%	<b>1,721</b>	<b>8.5%</b>
<b>NL</b>	36	0.4%	451	8.7%	113	2.3%	<b>601</b>	<b>3.0%</b>
<b>Other</b>	1,622	16.2%	1,300	25.1%	1,905	37.9%	<b>4,827</b>	<b>23.8%</b>
<b>Total</b>	<b>10,033</b>	<b>100.0%</b>	<b>5,186</b>	<b>100.0%</b>	<b>5,025</b>	<b>100.0%</b>	<b>20,245</b>	<b>100.0%</b>

# Balance sheet (IFRS) drill-down –

## Financial assets held-to-maturity as at 31 Dec 2011

- Investment of surplus liquidity mainly in Austria, Slovakia, Czech Republic, Germany and Romania; and preparation for Basel 3 liquidity requirements

in EUR m	Sovereign		Banks		Other		Total HTM	
<b>CZ</b>	6,071	47.7%	275	12.0%	25	2.4%	<b>6,371</b>	<b>39.6%</b>
<b>SK</b>	2,579	20.3%	2	0.1%	24	2.3%	<b>2,605</b>	<b>16.2%</b>
<b>RO</b>	1,909	15.0%	0	0.0%	0	0.0%	<b>1,909</b>	<b>11.9%</b>
<b>HU</b>	1,020	8.0%	26	1.2%	0	0.0%	<b>1,047</b>	<b>6.5%</b>
<b>AT</b>	778	6.1%	336	14.7%	177	16.6%	<b>1,290</b>	<b>8.0%</b>
<b>IT</b>	0	0.0%	302	13.2%	60	5.6%	<b>362</b>	<b>2.3%</b>
<b>ES</b>	1	0.0%	112	4.9%	130	12.2%	<b>243</b>	<b>1.5%</b>
<b>GR</b>	3	0.0%	63	2.8%	0	0.0%	<b>66</b>	<b>0.4%</b>
<b>IE</b>	0	0.0%	13	0.6%	0	0.0%	<b>13</b>	<b>0.1%</b>
<b>PT</b>	0	0.0%	15	0.7%	0	0.0%	<b>15</b>	<b>0.1%</b>
<b>FR</b>	0	0.0%	93	4.1%	126	11.8%	<b>220</b>	<b>1.4%</b>
<b>BE</b>	0	0.0%	0	0.0%	10	1.0%	<b>11</b>	<b>0.1%</b>
<b>DE</b>	12	0.1%	247	10.8%	30	2.9%	<b>290</b>	<b>1.8%</b>
<b>NL</b>	0	0.0%	223	9.7%	104	9.8%	<b>327</b>	<b>2.0%</b>
<b>Other</b>	342	2.7%	583	25.5%	380	35.6%	<b>1,305</b>	<b>8.1%</b>
<b>Total</b>	<b>12,716</b>	<b>100.0%</b>	<b>2,291</b>	<b>100.0%</b>	<b>1,067</b>	<b>100.0%</b>	<b>16,074</b>	<b>100.0%</b>

# Off-balance sheet items –

## Exclusively related to customer business

in EUR million	2011	2010
<b>Guarantees and warranties</b>	<b>6.920</b>	<b>7.826</b>
<i>of which: in relation to corporate business</i>	<i>6.170</i>	
<b>Undrawn lines, loan commitments, promissory notes</b>	<b>18.579</b>	<b>19.446</b>
<i>of which: in relation to corporate business</i>	<i>9.762</i>	
<i>of which: in relation to retail business</i>	<i>7.238</i>	
<i>of which: in relation to sovereigns, municipalities</i>	<i>1.221</i>	
<b>Total</b>	<b>25.499</b>	<b>27.272</b>

### – Detail on guarantees & warranties:

- appr. 55% is related to Austria (mainly guarantees for construction companies)
- appr. 75% is EUR-based

### – Detail on undrawn lines and loan commitments:

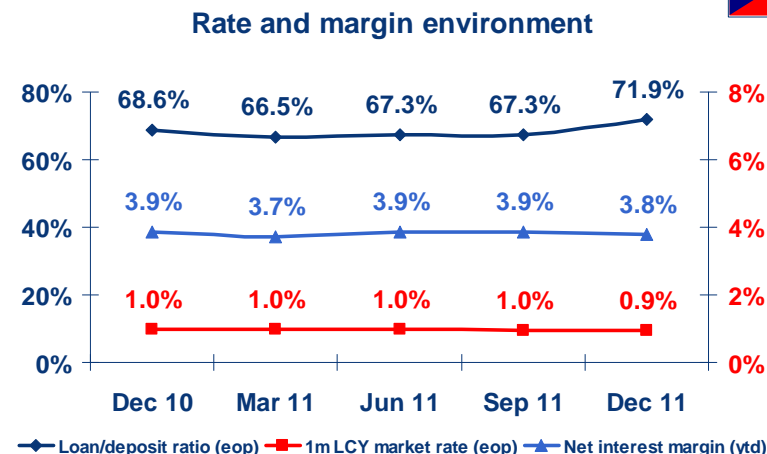
- appr. 65% related to Austria
- appr. 80% is EUR-based
- product split remained unchanged in Corporate and Reail with appr. 2/3 related to revolving loans, appr. 1/5 related to term loans and rest to overdrafts and other



- Business performance
- Update on Hungary & Romania
- Credit risk
- Funding
- Capital
- Outlook
- **Appendix**
  - Segments
  - Asset quality
  - CEE local consolidated results
  - About Erste Group
  - Shareholder structure

# Key local entity data (IFRS, consolidated) – Ceska sporitelna

Key figures and ratios	2011	2010	
<b>Cost/income ratio</b>	<b>41.8%</b>	<b>41.1%</b>	
<b>Return on equity</b>	<b>18.2%</b>	<b>18.2%</b>	
	<b>Dec 11</b>	<b>Dec 10</b>	<b>Change</b>
Erste Group stake	97.99%		
<b>Solvency ratio</b>	<b>13.1%</b>	<b>13.9%</b>	
Employees	10,661	10,711	(0.5%)
Branches	654	667	(1.9%)
Customers (in m)	5.2	5.3	(1.2%)
<b>Market share - retail loans</b>	<b>24.3%</b>	<b>25.7%</b>	
<b>Market share - retail deposits</b>	<b>28.1%</b>	<b>28.8%</b>	
Market share - corporate loans	19.0%	19.1%	
Market share - corporate deposits	10.8%	12.8%	
Market share - total assets	20.3%	21.3%	



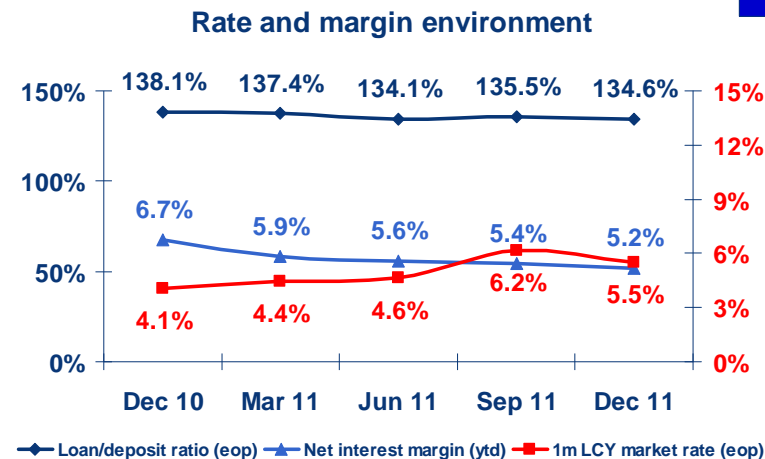
in EUR million	2011	2010	Change
Net interest income	1,270.6	1,231.2	3.2%
Risk provisions for loans and advances	(225.1)	(398.6)	(43.5%)
Net fee and commission income	503.4	494.7	1.8%
Net trading result	18.8	121.7	(84.6%)
General administrative expenses	(749.6)	(759.9)	(1.4%)
Other operating result	(109.4)	(99.5)	(9.9%)
Result from financial assets - FV	(16.8)	(3.4)	na
Result from financial assets - AFS	0.0	5.2	na
Result from financial assets - HTM	1.2	4.7	(74.5%)
<b>Pre-tax profit from continuing operations</b>	<b>693.1</b>	<b>596.1</b>	<b>16.3%</b>
Taxes on income	(144.5)	(106.7)	35.4%
Post-tax profit from continuing operations	548.6	489.4	12.1%
Post-tax profit from discontinuing operations	0.0	0.0	na
<b>Net profit for the period</b>	<b>548.6</b>	<b>489.4</b>	<b>12.1%</b>
Attributable to non-controlling interests	(5.2)	0.0	na
<b>Attributable to owners of the parent</b>	<b>553.8</b>	<b>489.4</b>	<b>13.2%</b>
EUR FX rate (ave)	24.6	24.6	

in EUR million	Dec 11	Dec 10	Change
Loans and advances to credit institutions	3,003	6,784	(55.7%)
<b>Loans and advances to customers</b>	<b>18,751</b>	<b>17,837</b>	<b>5.1%</b>
Risk provisions for loans and advances	(697)	(746)	(6.5%)
Financial assets - at fair value through profit or loss	455	372	22.3%
Financial assets - available for sale	1,399	786	78.1%
Financial assets - held to maturity	6,788	5,002	35.7%
Other assets	4,916	4,154	18.3%
<b>Total assets</b>	<b>34,614</b>	<b>34,189</b>	<b>1.2%</b>
<b>Interest-bearing assets</b>	<b>29,699</b>	<b>30,035</b>	<b>(1.1%)</b>
Deposits by banks	2,050	2,025	1.2%
<b>Customer deposits</b>	<b>26,071</b>	<b>25,993</b>	<b>0.3%</b>
Debt securities in issue	1,768	1,833	(3.5%)
Other liabilities	1,629	1,587	2.7%
<b>Total equity</b>	<b>3,096</b>	<b>2,751</b>	<b>12.5%</b>
Attributable to non-controlling interests	1	6	(84.8%)
<b>Attributable to owners of the parent</b>	<b>3,095</b>	<b>2,745</b>	<b>12.8%</b>
EUR FX rate (eop)	25.8	25.8	

\*) To eliminate currency effects, 1-12 11 exchange rates were used for P&L and balance sheet conversion. Market share data is as of Dec 2011

# Key local entity data (IFRS, consolidated) – BCR

Key figures and ratios	2011	2010	
<b>Cost/income ratio</b>	<b>41.0%</b>	<b>36.9%</b>	
<b>Return on equity</b>	<b>1.0%</b>	<b>6.7%</b>	
	<b>Dec 11</b>	<b>Dec 10</b>	<b>Change</b>
Erste Group stake	89.12%		
<b>Solvency ratio</b>	<b>12.7%</b>	<b>13.0%</b>	
Employees	9,245	9,112	1.5%
Branches	667	668	(0.1%)
Customers (in m)	3.7	3.8	(4.0%)
<b>Market share - retail loans</b>	<b>18.2%</b>	<b>18.6%</b>	
<b>Market share - retail deposits</b>	<b>22.6%</b>	<b>23.0%</b>	
Market share - corporate loans	24.8%	25.1%	
Market share - corporate deposits	16.2%	16.3%	
Market share - total assets	20.1%	19.8%	



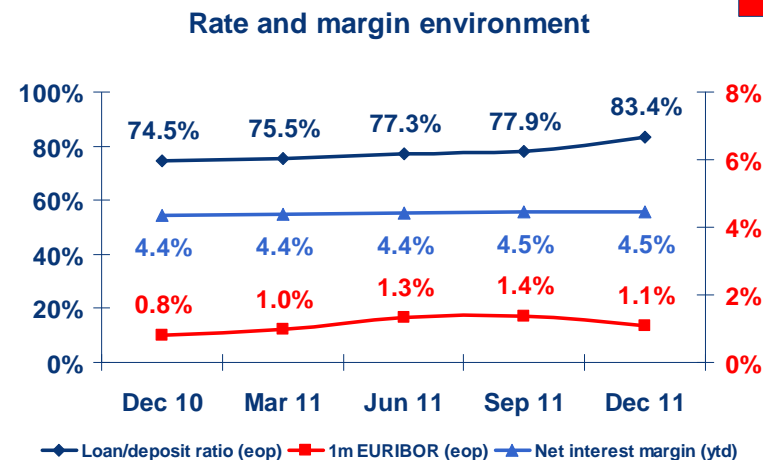
in EUR million	2011	2010	Change
Net interest income	739.0	885.3	(16.5%)
Risk provisions for loans and advances	(507.8)	(471.7)	7.7%
Net fee and commission income	137.0	110.2	24.3%
Net trading result	99.7	73.9	34.9%
General administrative expenses	(400.2)	(394.3)	1.5%
Other operating result	(61.5)	(60.8)	(1.2%)
Result from financial assets - FV	(0.3)	0.1	na
Result from financial assets - Afs	23.2	10.5	>100.0%
Result from financial assets - HTM	0.0	0.0	na
<b>Pre-tax profit from continuing operations</b>	<b>29.1</b>	<b>153.2</b>	<b>(81.0%)</b>
Taxes on income	(11.6)	(41.1)	(71.8%)
Post-tax profit from continuing operations	17.5	112.1	(84.4%)
Post-tax profit from discontinuing operations	0.0	0.0	na
<b>Net profit for the period</b>	<b>17.5</b>	<b>112.1</b>	<b>(84.4%)</b>
Attributable to non-controlling interests	0.6	0.6	0.0%
<b>Attributable to owners of the parent</b>	<b>16.9</b>	<b>111.5</b>	<b>(84.8%)</b>
EUR FX rate (ave)	4.2	4.2	

in EUR million	Dec 11	Dec 10	Change
Loans and advances to credit institutions	254	410	(37.9%)
<b>Loans and advances to customers</b>	<b>12,346</b>	<b>12,083</b>	<b>2.2%</b>
Risk provisions for loans and advances	(1,289)	(1,121)	15.0%
Financial assets - at fair value through profit or loss	10	10	(0.0%)
Financial assets - available for sale	1,213	908	33.6%
Financial assets - held to maturity	1,853	1,259	47.2%
Other assets	3,364	3,474	(3.2%)
<b>Total assets</b>	<b>17,752</b>	<b>17,022</b>	<b>4.3%</b>
<b>Interest-bearing assets</b>	<b>14,388</b>	<b>13,549</b>	<b>6.2%</b>
Deposits by banks	5,298	5,048	5.0%
<b>Customer deposits</b>	<b>9,175</b>	<b>8,750</b>	<b>4.9%</b>
Debt securities in issue	262	148	77.5%
Other liabilities	1,271	1,434	(11.3%)
<b>Total equity</b>	<b>1,745</b>	<b>1,643</b>	<b>6.2%</b>
Attributable to non-controlling interests	3	6	(46.2%)
<b>Attributable to owners of the parent</b>	<b>1,742</b>	<b>1,637</b>	<b>6.4%</b>
EUR FX rate (eop)	4.3	4.3	

\*) To eliminate currency effects, 1-12 11 exchange rates were used for P&L and balance sheet conversion. Market share data is as of Dec 2011

# Key local entity data (IFRS, consolidated) – Slovenska sporitelna

Key figures and ratios	2011	2010	
<b>Cost/income ratio</b>	<b>39.6%</b>	<b>40.5%</b>	
<b>Return on equity</b>	<b>20.0%</b>	<b>17.7%</b>	
	<b>Dec 11</b>	<b>Dec 10</b>	<b>Change</b>
Erste Group stake	100.0%	100.0%	
<b>Solvency ratio</b>	<b>15.0%</b>	<b>13.2%</b>	
Employees	4,157	4,004	3.8%
Branches	292	291	0.3%
Customers (in m)	2.4	2.5	(2.5%)
<b>Market share - retail loans</b>	<b>26.4%</b>	<b>26.2%</b>	
<b>Market share - retail deposits</b>	<b>25.8%</b>	<b>27.1%</b>	
Market share - corporate loans	10.7%	11.4%	
Market share - corporate deposits	10.4%	9.2%	
Market share - total assets	20.3%	20.0%	



in EUR million	2011	2010	Change
Net interest income	468.4	446.6	4.9%
Risk provisions for loans and advances	(72.2)	(129.8)	(44.4%)
Net fee and commission income	120.8	114.8	5.3%
Net trading result	1.9	8.7	(78.5%)
General administrative expenses	(234.1)	(231.0)	1.3%
Other operating result	(28.5)	(22.7)	(25.2%)
Result from financial assets - FV	(4.7)	(0.2)	na
Result from financial assets - AFS	(8.7)	1.7	na
Result from financial assets - HtM	(0.9)	0.1	na
<b>Pre-tax profit from continuing operations</b>	<b>242.0</b>	<b>188.1</b>	<b>28.6%</b>
Taxes on income	(47.1)	(38.0)	23.9%
Post-tax profit from continuing operations	194.9	150.1	29.8%
Post-tax profit from discontinuing operations	0.0	0.0	na
<b>Net profit for the period</b>	<b>194.9</b>	<b>150.1</b>	<b>29.8%</b>
Attributable to non-controlling interests	0.0	0.1	(68.3%)
<b>Attributable to owners of the parent</b>	<b>194.9</b>	<b>150.0</b>	<b>29.9%</b>

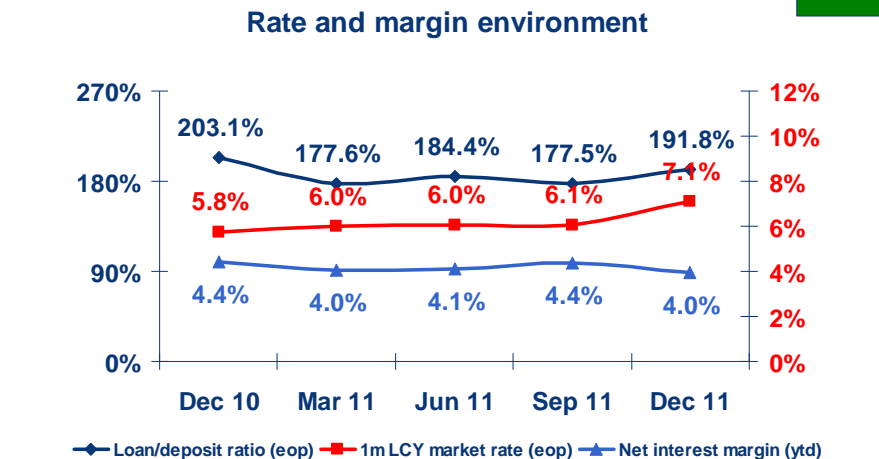
in EUR million	Dec 11	Dec 10	Change
Loans and advances to credit institutions	613	1,253	(51.1%)
<b>Loans and advances to customers</b>	<b>6,697</b>	<b>6,075</b>	<b>10.2%</b>
Risk provisions for loans and advances	(409)	(394)	3.8%
Financial assets - at fair value through profit or loss	28	44	(36.7%)
Financial assets - available for sale	980	905	8.3%
Financial assets - held to maturity	2,560	2,285	12.0%
Other assets	880	860	2.3%
<b>Total assets</b>	<b>11,349</b>	<b>11,028</b>	<b>2.9%</b>
<b>Interest-bearing assets</b>	<b>10,469</b>	<b>10,168</b>	<b>3.0%</b>
Deposits by banks	1,448	1,165	24.3%
<b>Customer deposits</b>	<b>8,034</b>	<b>8,158</b>	<b>(1.5%)</b>
Debt securities in issue	367	395	(7.0%)
Other liabilities	461	380	21.3%
<b>Total equity</b>	<b>1,039</b>	<b>929</b>	<b>11.8%</b>
Attributable to non-controlling interests	3	3	1.7%
<b>Attributable to owners of the parent</b>	<b>1,036</b>	<b>927</b>	<b>11.8%</b>

\*) Market share data is as of Dec 2011

# Key local entity data (IFRS, consolidated) – Erste Bank Hungary

Key figures and ratios	2011	2010	
<b>Cost/income ratio</b>	<b>37.4%</b>	<b>39.4%</b>	
<b>Return on equity</b>	<b>n.a.</b>	<b>0.1%</b>	
	<b>Dec 11</b>	<b>Dec 10</b>	<b>Change</b>
Erste Group stake	99.94%		
<b>Solvency ratio</b>	<b>17.2%</b>	<b>12.4%</b>	
Employees	2,948	2,900	1.7%
Branches	184	184	0.0%
Customers (in m)	0.9	0.9	4.4%
<b>Market share - retail loans</b>	<b>14.6%</b>	<b>14.1%</b>	
<b>Market share - retail deposits</b>	<b>7.9%</b>	<b>7.7%</b>	
Market share - corporate loans	8.4%	8.9%	
Market share - corporate deposits	6.8%	6.7%	
Market share - total assets	9.3%	8.8%	

in EUR million	2011	2010	Change
Net interest income	425.5	399.9	6.4%
Risk provisions for loans and advances	(810.9)	(242.8)	>100.0%
Net fee and commission income	104.2	104.7	(0.5%)
Net trading result	42.9	47.6	(9.9%)
General administrative expenses	(214.3)	(217.4)	(1.4%)
Other operating result	(57.2)	(68.6)	16.6%
Result from financial assets - FV	0.0	0.0	na
Result from financial assets - AfS	0.0	0.0	na
Result from financial assets - HtM	0.0	0.0	na
<b>Pre-tax profit from continuing operations</b>	<b>(509.8)</b>	<b>23.4</b>	<b>na</b>
Taxes on income	(19.3)	(21.9)	(11.9%)
Post-tax profit from continuing operations	(529.1)	1.5	na
Post-tax profit from discontinuing operations	0.0	0.0	na
<b>Net profit for the period</b>	<b>(529.1)</b>	<b>1.5</b>	<b>na</b>
Attributable to non-controlling interests	0.0	(0.2)	na
<b>Attributable to owners of the parent</b>	<b>(529.1)</b>	<b>1.7</b>	<b>na</b>
EUR FX rate (ave)	4.2	4.2	



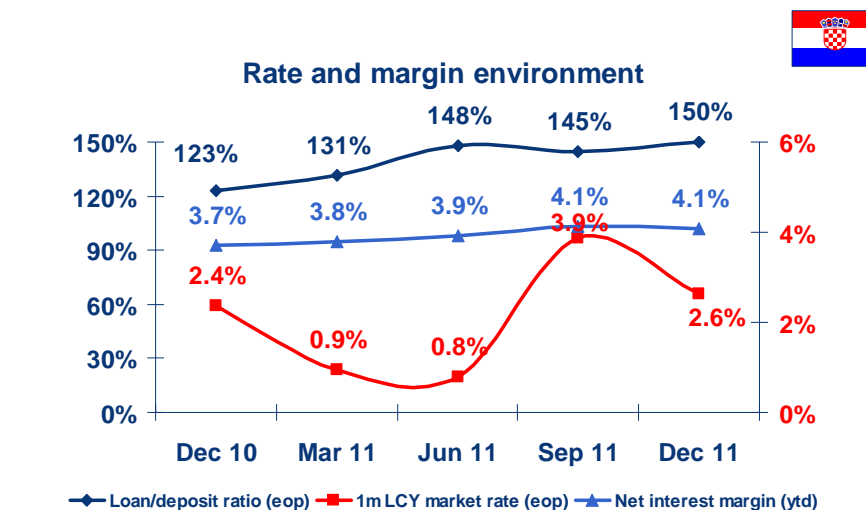
in EUR million	Dec 11	Dec 10	Change
Loans and advances to credit institutions	719	376	91.4%
<b>Loans and advances to customers</b>	<b>7,360</b>	<b>7,166</b>	<b>2.7%</b>
Risk provisions for loans and advances	(1,062)	(423)	>100.0%
Financial assets - at fair value through profit or loss	0	0	na
Financial assets - available for sale	511	101	>100.0%
Financial assets - held to maturity	998	984	1.4%
Other assets	1,816	1,282	41.6%
<b>Total assets</b>	<b>10,342</b>	<b>9,487</b>	<b>9.0%</b>
<b>Interest-bearing assets</b>	<b>8,526</b>	<b>8,204</b>	<b>3.9%</b>
Deposits by banks	5,354	4,809	11.3%
<b>Customer deposits</b>	<b>3,838</b>	<b>3,528</b>	<b>8.8%</b>
Debt securities in issue	15	78	(80.3%)
Other liabilities	569	578	(1.6%)
<b>Total equity</b>	<b>565</b>	<b>494</b>	<b>14.4%</b>
Attributable to non-controlling interests	0	(0)	na
<b>Attributable to owners of the parent</b>	<b>565</b>	<b>494</b>	<b>14.4%</b>
EUR FX rate (eop)	314.6	314.6	

\*) To eliminate currency effects, 1-12 11 exchange rates were used for P&L and balance sheet conversion. Market share data is as of Dec 2011

# Key local entity data (IFRS, consolidated) – Erste Bank Croatia

Key figures and ratios	2011	2010	
<b>Cost/income ratio</b>	<b>38.6%</b>	<b>38.1%</b>	
<b>Return on equity</b>	<b>11.6%</b>	<b>11.1%</b>	
	<b>Dec 11</b>	<b>Dec 10</b>	<b>Change</b>
Erste Group stake	69.25%		
<b>Solvency ratio</b>	<b>15.1%</b>	<b>15.1%</b>	
Employees	2,599	2,317	12.2%
Branches	146	141	3.5%
Customers (in m)	1.0	0.9	14.1%
<b>Market share - retail loans</b>	<b>13.9%</b>	<b>13.5%</b>	
<b>Market share - retail deposits</b>	<b>13.0%</b>	<b>12.6%</b>	
Market share - corporate loans	14.6%	14.4%	
Market share - corporate deposits	13.4%	11.5%	
Market share - total assets	14.2%	13.1%	

in EUR million	2011	2010	Change
Net interest income	290.9	233.3	24.7%
Risk provisions for loans and advances	(98.0)	(76.6)	27.9%
Net fee and commission income	80.0	56.4	41.8%
Net trading result	19.3	16.3	18.4%
General administrative expenses	(150.5)	(116.6)	29.1%
Other operating result	(16.6)	(6.7)	na
Result from financial assets - FV	0.0	0.0	na
Result from financial assets - AFS	(1.7)	2.3	na
Result from financial assets - HTM	0.3	0.0	na
<b>Pre-tax profit from continuing operations</b>	<b>123.7</b>	<b>108.4</b>	<b>14.1%</b>
Taxes on income	(23.7)	(20.8)	(13.9%)
Post-tax profit from continuing operations	100.0	87.6	14.2%
Post-tax profit from discontinuing operations	0.0	0.0	na
<b>Net profit for the period</b>	<b>100.0</b>	<b>87.6</b>	<b>14.2%</b>
Attributable to non-controlling interests	0.8	0.0	na
<b>Attributable to owners of the parent</b>	<b>99.2</b>	<b>87.6</b>	<b>13.2%</b>
EUR FX rate (ave)	7.4	7.4	



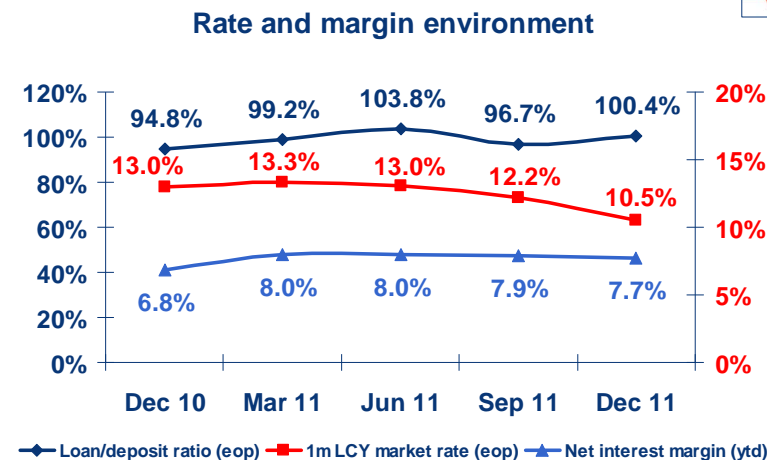
in EUR million	Dec 11	Dec 10	Change
Loans and advances to credit institutions	814	926	(12.1%)
<b>Loans and advances to customers</b>	<b>6,339</b>	<b>5,062</b>	<b>25.2%</b>
Risk provisions for loans and advances	(412)	(266)	54.5%
Financial assets - at fair value through profit or loss	0	0	na
Financial assets - available for sale	852	569	49.9%
Financial assets - held to maturity	80	55	44.2%
Other assets	691	605	14.3%
<b>Total assets</b>	<b>8,365</b>	<b>6,950</b>	<b>20.4%</b>
<b>Interest-bearing assets</b>	<b>7,673</b>	<b>6,345</b>	<b>20.9%</b>
Deposits by banks	3,034	1,859	63.2%
<b>Customer deposits</b>	<b>4,231</b>	<b>4,109</b>	<b>3.0%</b>
Debt securities in issue	0	0	na
Other liabilities	221	163	35.4%
<b>Total equity</b>	<b>878</b>	<b>819</b>	<b>7.3%</b>
Attributable to non-controlling interests	4	0	>100.0%
<b>Attributable to owners of the parent</b>	<b>874</b>	<b>818</b>	<b>6.8%</b>
EUR FX rate (eop)	7.5	7.5	

\*) To eliminate currency effects, 1-12 11 exchange rates were used for P&L and balance sheet conversion. Market share data is as of Dec 2011

# Key local entity data (IFRS, consolidated) – Erste Bank Serbia



Key figures and ratios	2011	2010	Change
<b>Cost/income ratio</b>	<b>64.8%</b>	<b>71.9%</b>	
<b>Return on equity</b>	<b>6.8%</b>	<b>2.9%</b>	
Erste Group stake	80.49%	Dec 10	
<b>Solvency ratio</b>	<b>25.6%</b>	<b>17.5%</b>	
Employees	919	910	1.0%
Branches	66	73	(9.6%)
Customers (in m)	0.3	0.3	9.3%
<b>Market share - retail loans</b>	<b>3.3%</b>	<b>3.0%</b>	
<b>Market share - retail deposits</b>	<b>2.5%</b>	<b>2.4%</b>	
Market share - corporate loans	2.2%	2.2%	
Market share - corporate deposits	2.6%	2.0%	
Market share - total assets	2.5%	2.3%	



in EUR million	2011	2010	Change
Net interest income	39.9	30.4	31.3%
Risk provisions for loans and advances	(9.5)	(8.3)	14.5%
Net fee and commission income	12.2	10.8	13.0%
Net trading result	0.1	2.5	(96.0%)
General administrative expenses	(33.8)	(31.4)	7.6%
Other operating result	(1.2)	(0.8)	(50.0%)
Result from financial assets - FV	0.0	0.0	na
Result from financial assets - Afs	0.0	0.0	na
Result from financial assets - Hm	0.0	0.0	na
<b>Pre-tax profit from continuing operations</b>	<b>7.7</b>	<b>3.2</b>	<b>&gt;100.0%</b>
Taxes on income	0.1	0.0	na
Post-tax profit from continuing operations	7.8	3.2	>100.0%
Post-tax profit from discontinuing operations	0.0	0.0	na
<b>Net profit for the period</b>	<b>7.8</b>	<b>3.2</b>	<b>&gt;100.0%</b>
Attributable to non-controlling interests	0.0	0.0	na
<b>Attributable to owners of the parent</b>	<b>7.8</b>	<b>3.2</b>	<b>&gt;100.0%</b>
EUR FX rate (ave)	101.9	101.9	

in EUR million	Dec 11	Dec 10	Change
Loans and advances to credit institutions	81	52	54.7%
<b>Loans and advances to customers</b>	<b>486</b>	<b>430</b>	<b>12.9%</b>
Risk provisions for loans and advances	(52)	(44)	19.1%
Financial assets - at fair value through profit or loss	0	0	na
Financial assets - available for sale	37	1	>100.0%
Financial assets - held to maturity	3	37	(92.8%)
Other assets	126	109	14.9%
<b>Total assets</b>	<b>680</b>	<b>586</b>	<b>16.0%</b>
<b>Interest-bearing assets</b>	<b>554</b>	<b>477</b>	<b>16.3%</b>
Deposits by banks	49	4	>100.0%
<b>Customer deposits</b>	<b>483</b>	<b>454</b>	<b>6.5%</b>
Debt securities in issue	0	0	na
Other liabilities	34	22	52.7%
<b>Total equity</b>	<b>114</b>	<b>106</b>	<b>7.0%</b>
Attributable to non-controlling interests	0	0	na
<b>Attributable to owners of the parent</b>	<b>114</b>	<b>106</b>	<b>7.0%</b>
EUR FX rate (eop)	106.0	106.0	

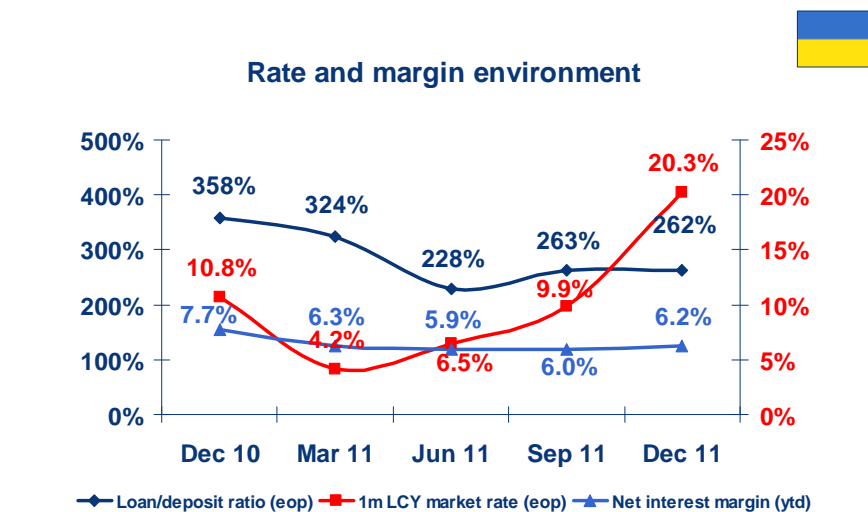
\*) To eliminate currency effects, 1-12 11 exchange rates were used for P&L and balance sheet conversion. Market share data is as of Dec 2011



# Key local entity data (IFRS, consolidated) – Erste Bank Ukraine

Key figures and ratios	2011	2010	
<b>Cost/income ratio</b>	<b>101.7%</b>	<b>73.2%</b>	
<b>Return on equity</b>	<b>0.0%</b>	<b>na</b>	
Erste Group stake	100.0%	Dec 10	<b>Change</b>
<b>Solvency ratio</b>	<b>22.0%</b>	<b>24.7%</b>	
Employees	1,685	1,736	(2.9%)
Branches	131	133	(1.5%)
Customers (in m)	0.2	0.2	15.1%
<b>Market share - retail loans</b>	<b>1.4%</b>	<b>1.7%</b>	
<b>Market share - retail deposits</b>	<b>0.3%</b>	<b>0.3%</b>	
Market share - corporate loans	0.3%	0.4%	
Market share - corporate deposits	0.5%	0.4%	
Market share - total assets	1.1%	1.0%	

in EUR million	2011	2010	Change
Net interest income	46.2	46.6	(0.9%)
Risk provisions for loans and advances	(10.7)	(29.6)	(63.9%)
Net fee and commission income	3.2	2.2	45.5%
Net trading result	(3.2)	10.9	na
General administrative expenses	(47.0)	(43.7)	7.6%
Other operating result	(1.4)	(0.1)	>100.0%
Result from financial assets - FV	0.0	0.0	na
Result from financial assets - AfS	2.9	0.0	na
Result from financial assets - HtM	0.0	0.0	na
<b>Pre-tax profit from continuing operations</b>	<b>(10.0)</b>	<b>(13.7)</b>	<b>(27.0%)</b>
Taxes on income	0.5	0.0	na
Post-tax profit from continuing operations	(9.5)	(13.7)	(30.7%)
Post-tax profit from discontinuing operations	0.0	0.0	na
<b>Net profit for the period</b>	<b>(9.5)</b>	<b>(13.7)</b>	<b>(30.7%)</b>
Attributable to non-controlling interests	0.0	0.0	na
<b>Attributable to owners of the parent</b>	<b>(9.5)</b>	<b>(13.7)</b>	<b>(30.7%)</b>
EUR FX rate (ave)	11.1	11.1	



in EUR million	Dec 11	Dec 10	Change
Loans and advances to credit institutions	130	145	(10.2%)
<b>Loans and advances to customers</b>	<b>497</b>	<b>500</b>	<b>(0.7%)</b>
Risk provisions for loans and advances	(123)	(121)	1.3%
Financial assets - at fair value through profit or loss	0	0	na
Financial assets - available for sale	227	156	46.0%
Financial assets - held to maturity	0	0	na
Other assets	195	197	(1.0%)
<b>Total assets</b>	<b>926</b>	<b>876</b>	<b>5.7%</b>
<b>Interest-bearing assets</b>	<b>731</b>	<b>679</b>	<b>7.6%</b>
Deposits by banks	564	555	1.6%
<b>Customer deposits</b>	<b>190</b>	<b>140</b>	<b>35.8%</b>
Debt securities in issue	0	0	na
Other liabilities	61	62	(0.8%)
<b>Total equity</b>	<b>111</b>	<b>120</b>	<b>(7.1%)</b>
Attributable to non-controlling interests	0	0	na
<b>Attributable to owners of the parent</b>	<b>111</b>	<b>120</b>	<b>(7.1%)</b>
EUR FX rate (eop)	10.4	10.4	

\*) To eliminate currency effects, 1-12 11 exchange rates were used for P&L and balance sheet conversion. Market share data is as of Dec 2011



- Business performance
- Update on Hungary & Romania
- Credit risk
- Funding
- Capital
- Outlook
- **Appendix**
  - Segments
  - Asset quality
  - CEE local consolidated results
  - About Erste Group
  - Shareholder structure

# Strategy –

A real customer need is the reason for all business

## Customer banking in Central and Eastern Europe

### Eastern part of EU

### Focus on CEE, limited exposure to other Europe

#### Retail banking

Focus on local currency mortgage and consumer loans funded by local deposits

FX loans only where funded by local FX deposits (RO & HR)

Savings products, asset management and pension products

Potential future expansion into Poland

#### Corporate banking

Large, local corporate and SME banking

Advisory services, with focus on providing access to capital markets and corporate finance

Real estate business that goes beyond financing

Potential future expansion into Poland

#### Capital markets

Focus on customer business, incl. customer-based trading activities

In addition to core markets, presences in Poland, Turkey, Germany and London with institutional client focus and selected product mix

Building debt and equity capital markets in CEE

#### Public sector

Financing sovereigns and municipalities with focus on infrastructure development in core markets

Any sovereign holdings are only held for market-making, liquidity or balance sheet management reasons

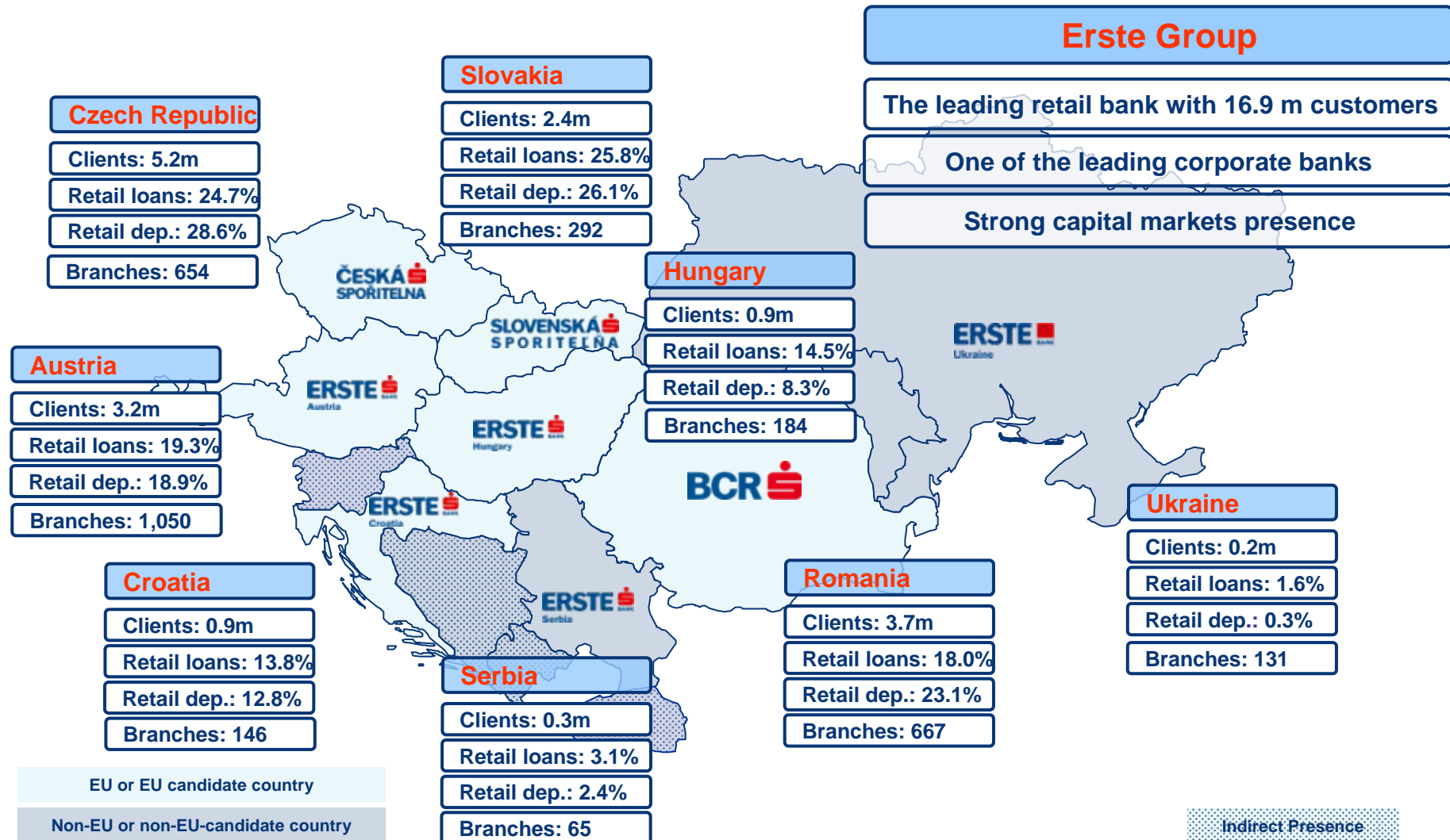
#### Interbank business

Focus on banks that operate in the core markets

Any bank exposure is only held for liquidity or balance sheet management reasons or to support client business

# Strategy –

## Customer banking in the eastern part of the EU



# Erste Group historic financials – Quarterly income statement (IFRS)

in EUR million	Q4 09	Q1 10	Q2 10	Q3 10	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11
Net interest income	1,380.0	1,330.3	1,368.0	1,397.5	1,343.4	1,302.0	1,401.9	1,430.2	1,434.9
Net fee and commission income	459.5	448.1	469.5	452.4	472.5	455.2	450.9	445.9	435.2
Net trading result	82.1	170.8	(117.5)	237.1	31.5	236.7	52.1	(251.4)	84.9
<b>Operating income</b>	<b>1,921.6</b>	<b>1,949.2</b>	<b>1,720.0</b>	<b>2,087.0</b>	<b>1,847.4</b>	<b>1,993.9</b>	<b>1,904.9</b>	<b>1,624.7</b>	<b>1,955.0</b>
Personnel expenses	(564.6)	(545.7)	(545.3)	(566.5)	(606.3)	(576.1)	(566.2)	(578.0)	(603.4)
Other administrative expenses	(257.1)	(313.8)	(302.6)	(312.3)	(237.2)	(292.4)	(303.3)	(294.1)	(262.6)
Depreciation and amortisation	(105.4)	(93.6)	(97.4)	(94.5)	(101.6)	(94.5)	(93.8)	(93.2)	(93.3)
<b>General administrative expenses</b>	<b>(927.1)</b>	<b>(953.1)</b>	<b>(945.3)</b>	<b>(973.3)</b>	<b>(945.1)</b>	<b>(963.0)</b>	<b>(963.3)</b>	<b>(965.3)</b>	<b>(959.3)</b>
<b>Operating result</b>	<b>994.5</b>	<b>996.1</b>	<b>774.7</b>	<b>1,113.7</b>	<b>902.3</b>	<b>1,030.9</b>	<b>941.6</b>	<b>659.4</b>	<b>995.7</b>
Risk provisions for loans and advances	(607.4)	(531.2)	(553.0)	(504.2)	(432.6)	(460.1)	(460.7)	(938.4)	(407.7)
Other operating result	(154.0)	(67.7)	(91.1)	(124.6)	(155.9)	(128.7)	(131.5)	(1,200.2)	(129.5)
Result from financial assets - FV	56.8	13.0	(37.6)	16.8	1.8	9.5	(29.4)	12.1	8.1
Result from financial assets - AfS	(97.7)	0.1	36.3	(17.9)	(9.3)	19.2	(5.1)	(76.9)	(3.4)
Result from financial assets - HtM	(8.8)	4.7	(0.1)	(3.8)	(6.3)	0.2	1.8	(19.0)	(10.1)
<b>Pre-tax profit from continuing operations</b>	<b>183.4</b>	<b>415.0</b>	<b>129.2</b>	<b>480.0</b>	<b>300.0</b>	<b>471.0</b>	<b>316.7</b>	<b>(1,563.0)</b>	<b>453.1</b>
Taxes on income	(15.1)	(95.5)	(26.0)	(111.1)	(48.3)	(106.8)	(68.6)	70.4	(135.4)
<b>Periodenüberschuss</b>	<b>168.3</b>	<b>319.5</b>	<b>103.2</b>	<b>368.9</b>	<b>251.7</b>	<b>364.2</b>	<b>248.1</b>	<b>(1,492.6)</b>	<b>317.7</b>
Attributable to non-controlling interests	(15.0)	52.8	61.0	44.0	6.8	42.8	48.7	1.2	63.6
<b>Attributable to owners of the parent</b>	<b>183.3</b>	<b>266.7</b>	<b>42.2</b>	<b>324.9</b>	<b>244.9</b>	<b>321.4</b>	<b>199.4</b>	<b>(1,493.8)</b>	<b>254.1</b>
<b>Cost/income ratio</b>	<b>48.2%</b>	<b>48.9%</b>	<b>55.0%</b>	<b>46.6%</b>	<b>51.2%</b>	<b>48.3%</b>	<b>50.6%</b>	<b>59.4%</b>	<b>49.1%</b>
<b>Return on equity</b>	<b>6.2%</b>	<b>8.3%</b>	<b>1.3%</b>	<b>9.9%</b>	<b>7.3%</b>	<b>9.6%</b>	<b>5.9%</b>	<b>(45.7%)</b>	<b>8.4%</b>

# Erste Group historic financials – Quarterly balance sheet (IFRS)

in EUR million	Dec-09	Mar-10	Jun-10	Sep-10	Dec-10	Mar-11	Jun-11	Sep-11	Dec-11
Cash and balances with central banks	5,996	5,965	6,540	5,030	5,839	5,043	6,605	5,743	9,413
Loans and advances to credit institutions	13,140	16,123	16,408	14,464	12,496	16,471	13,373	13,559	7,578
Loans and advances to customers	128,755	129,872	130,573	131,123	132,334	132,422	133,670	135,211	134,750
Risk provisions for loans and advances	(4,954)	(5,390)	(5,796)	(6,210)	(6,119)	(6,399)	(6,516)	(7,189)	(7,027)
Derivative financial instruments	4,748	5,342	5,610	6,240	8,508	7,096	7,438	12,076	10,931
Trading assets	6,012	6,367	5,536	6,349	5,536	7,777	8,357	7,350	5,876
Financial assets - at fair value through profit or loss	2,997	3,373	3,563	2,855	2,435	3,383	2,806	2,351	1,813
Financial assets - available for sale	16,390	18,246	18,331	18,701	17,751	18,820	18,978	19,662	20,245
Financial assets - held to maturity	14,899	13,808	14,412	14,477	14,235	15,380	16,023	16,403	16,074
Equity holdings in associates accounted for at equity	241	230	228	231	223	225	218	197	173
Intangible assets	4,867	4,926	4,716	4,762	4,675	4,705	4,608	3,525	3,532
Property and equipment	2,344	2,369	2,353	2,388	2,446	2,472	2,449	2,401	2,361
Current tax assets	124	133	101	116	116	123	123	130	116
Deferred tax assets	605	508	567	532	617	590	563	558	702
Assets held for sale	58	59	59	51	52	59	106	81	87
Other assets	5,291	5,855	5,724	5,243	4,626	5,134	5,170	4,036	3,382
<b>Total assets</b>	<b>201,513</b>	<b>207,786</b>	<b>208,925</b>	<b>206,352</b>	<b>205,770</b>	<b>213,301</b>	<b>213,971</b>	<b>216,094</b>	<b>210,006</b>
Deposits by banks	26,295	25,605	26,730	22,714	20,154	24,311	23,324	21,720	23,785
Customer deposits	112,042	115,595	116,558	115,329	117,016	119,198	120,817	121,594	118,880
Debt securities in issue	29,612	30,596	29,841	32,013	31,298	33,536	32,566	34,594	30,782
Derivative financial instruments	3,980	4,484	5,251	5,143	8,399	6,815	7,393	10,287	9,337
Trading liabilities	721	422	323	328	216	485	595	534	536
Provisions	1,670	1,646	1,613	1,568	1,545	1,529	1,540	1,540	1,580
Current tax liabilities	30	44	51	52	68	73	47	46	0
Deferred tax liabilities	331	308	270	311	328	325	309	175	345
Liabilities associated with assets held for sale	0	0	0	0	0	0	0	0	0
Other liabilities	4,989	6,437	6,423	6,460	4,350	4,376	4,690	4,222	3,764
Subordinated liabilities	6,148	6,191	5,978	5,956	5,838	5,532	5,720	5,941	5,783
Total equity	15,695	16,458	15,887	16,478	16,558	17,121	16,970	15,441	15,180
Attributable to non-controlling interests	3,321	3,464	3,464	3,522	3,444	3,425	3,500	3,555	3,143
Attributable to owners of the parent	12,374	12,994	12,423	12,956	13,114	13,696	13,470	11,886	12,037
<b>Total liabilities and equity</b>	<b>201,513</b>	<b>207,786</b>	<b>208,925</b>	<b>206,352</b>	<b>205,770</b>	<b>213,301</b>	<b>213,971</b>	<b>216,094</b>	<b>210,006</b>

# Quarterly segment reporting – Overview of main segments

in EUR million	Retail & SME					Group Corporate & Investment Banking				
	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11
Net interest income	1,141.5	1,135.9	1,190.8	1,212.6	1,177.1	128.7	127.7	134.0	132.2	149.2
Risk provisions	(454.3)	(404.2)	(404.0)	(880.4)	(388.1)	21.8	(55.9)	(56.7)	(58.0)	(7.7)
Net fee and commission income	427.5	413.5	407.6	406.6	414.3	23.5	30.1	31.3	31.6	25.8
Net trading result	34.5	37.0	31.9	(17.5)	7.4	(37.6)	101.2	(35.5)	(211.3)	16.4
General administrative expenses	(806.3)	(827.9)	(826.3)	(823.6)	(801.0)	(48.5)	(44.9)	(47.3)	(45.5)	(53.9)
Other result	(109.5)	(54.0)	(96.9)	(182.3)	(72.3)	(24.2)	(1.4)	7.9	(39.2)	(14.0)
<b>Pre-tax profit</b>	<b>233.3</b>	<b>300.2</b>	<b>303.3</b>	<b>(284.6)</b>	<b>337.3</b>	<b>63.7</b>	<b>157.1</b>	<b>33.8</b>	<b>(190.2)</b>	<b>115.8</b>
Taxes on income	(43.9)	(70.6)	(68.5)	(38.3)	(86.3)	(13.3)	(37.3)	(5.8)	37.9	(26.2)
<b>Net profit for the period</b>	<b>189.5</b>	<b>229.5</b>	<b>234.7</b>	<b>(322.9)</b>	<b>251.0</b>	<b>50.4</b>	<b>119.8</b>	<b>28.0</b>	<b>(152.3)</b>	<b>89.6</b>
Attributable to non-controlling interests	6.3	37.0	46.3	3.3	57.7	(0.6)	5.3	3.4	0.2	2.5
<b>Attributable to owners of the parent</b>	<b>183.1</b>	<b>192.5</b>	<b>188.4</b>	<b>(326.2)</b>	<b>193.3</b>	<b>51.0</b>	<b>114.5</b>	<b>24.6</b>	<b>(152.5)</b>	<b>87.1</b>

in EUR million	Group Markets					Corporate Center				
	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11
Net interest income	69.8	24.6	41.0	33.8	98.0	3.5	13.8	36.0	51.6	10.7
Risk provisions	0.0	0.0	(0.0)	0.0	(12.0)	(0.1)	0.0	0.0	(0.0)	0.0
Net fee and commission income	40.1	36.3	32.7	29.9	27.8	(18.6)	(24.7)	(20.8)	(22.1)	(32.7)
Net trading result	21.0	95.5	50.8	11.1	(2.2)	13.7	2.9	5.0	(33.7)	63.3
General administrative expenses	(63.7)	(61.6)	(59.0)	(59.5)	(64.7)	(26.6)	(28.6)	(30.7)	(36.8)	(39.7)
Other result	(5.7)	3.5	0.5	5.6	0.7	(30.3)	(47.9)	(75.7)	(1,068.1)	(49.2)
<b>Pre-tax profit</b>	<b>61.4</b>	<b>98.2</b>	<b>65.9</b>	<b>20.9</b>	<b>47.6</b>	<b>(58.4)</b>	<b>(84.5)</b>	<b>(86.2)</b>	<b>(1,109.1)</b>	<b>(47.6)</b>
Taxes on income	(9.7)	(20.8)	(13.5)	(7.9)	(13.4)	18.6	21.9	19.2	78.7	(9.5)
<b>Net profit for the period</b>	<b>51.7</b>	<b>77.4</b>	<b>52.4</b>	<b>13.0</b>	<b>34.2</b>	<b>(39.8)</b>	<b>(62.5)</b>	<b>(67.0)</b>	<b>(1,030.5)</b>	<b>(57.0)</b>
Attributable to non-controlling interests	4.6	3.7	3.9	1.2	1.7	(3.6)	(3.3)	(4.9)	(3.5)	1.8
<b>Attributable to owners of the parent</b>	<b>47.1</b>	<b>73.7</b>	<b>48.5</b>	<b>11.8</b>	<b>32.5</b>	<b>(36.3)</b>	<b>(59.3)</b>	<b>(62.0)</b>	<b>(1,027.0)</b>	<b>(58.8)</b>

# Quarterly segment reporting – Austria sub-segments

in EUR million	Erste Bank Oesterreich					Savings Banks				
	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11
Net interest income	165.3	152.9	168.6	180.3	164.1	233.7	234.1	258.0	249.8	273.6
Risk provisions	(24.1)	(35.0)	(30.2)	(27.6)	(8.7)	(93.7)	(62.1)	(61.0)	(66.8)	(60.5)
Net fee and commission income	86.6	82.0	78.1	79.0	81.5	108.0	100.8	95.8	93.9	99.7
Net trading result	1.9	2.5	2.3	5.0	10.4	5.0	5.6	4.4	(12.1)	14.3
General administrative expenses	(150.1)	(149.8)	(152.6)	(152.1)	(154.9)	(229.0)	(233.4)	(235.1)	(234.4)	(228.0)
Other result	(19.1)	(0.7)	(5.7)	(27.7)	(29.6)	(25.3)	(6.8)	(11.4)	(31.5)	(32.3)
<b>Pre-tax profit</b>	<b>60.5</b>	<b>51.8</b>	<b>60.5</b>	<b>57.0</b>	<b>62.8</b>	<b>(1.4)</b>	<b>38.3</b>	<b>50.7</b>	<b>(1.1)</b>	<b>66.8</b>
Taxes on income	(8.8)	(11.4)	(13.3)	(12.5)	(13.1)	(0.5)	(9.5)	(13.0)	0.2	(17.9)
<b>Net profit for the period</b>	<b>51.6</b>	<b>40.4</b>	<b>47.2</b>	<b>44.5</b>	<b>49.7</b>	<b>(1.9)</b>	<b>28.8</b>	<b>37.7</b>	<b>(0.9)</b>	<b>48.9</b>
Attributable to non-controlling interests	2.6	1.4	1.6	0.9	0.4	5.6	26.8	37.9	0.4	43.5
<b>Attributable to owners of the parent</b>	<b>49.0</b>	<b>39.0</b>	<b>45.6</b>	<b>43.6</b>	<b>49.3</b>	<b>(7.5)</b>	<b>2.0</b>	<b>(0.1)</b>	<b>(1.3)</b>	<b>5.4</b>

in EUR million	Austria				
	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11
Net interest income	399.0	387.0	426.6	430.2	437.7
Risk provisions	(117.8)	(97.1)	(91.2)	(94.4)	(69.1)
Net fee and commission income	194.6	182.8	173.9	173.0	181.2
Net trading result	6.8	8.1	6.7	(7.1)	24.7
General administrative expenses	(379.1)	(383.2)	(387.7)	(386.5)	(382.9)
Other result	(44.4)	(7.5)	(17.1)	(59.2)	(61.9)
<b>Pre-tax profit</b>	<b>59.1</b>	<b>90.1</b>	<b>111.2</b>	<b>56.0</b>	<b>129.6</b>
Taxes on income	(9.3)	(20.9)	(26.3)	(12.3)	(31.0)
<b>Net profit for the period</b>	<b>49.7</b>	<b>69.2</b>	<b>85.0</b>	<b>43.6</b>	<b>98.6</b>
Attributable to non-controlling interests	8.3	28.2	39.5	1.3	43.9
<b>Attributable to owners of the parent</b>	<b>41.5</b>	<b>41.1</b>	<b>45.5</b>	<b>42.3</b>	<b>54.7</b>

# Quarterly segment reporting – Central and Eastern Europe sub-segments (1)

in EUR million	Czech Republic					Romania				
	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11
Net interest income	276.4	284.4	305.6	310.3	283.0	176.8	186.0	168.9	162.7	154.7
Risk provisions	(81.8)	(70.9)	(68.5)	(49.2)	(21.9)	(120.7)	(109.4)	(114.7)	(149.6)	(125.5)
Net fee and commission income	128.5	124.7	123.7	123.9	124.1	26.0	34.7	31.2	31.6	32.7
Net trading result	14.4	15.5	(0.7)	(34.0)	(26.2)	3.5	1.1	17.7	20.4	10.1
General administrative expenses	(177.5)	(185.1)	(181.0)	(177.7)	(170.2)	(93.9)	(98.8)	(95.2)	(88.7)	(93.7)
Other result	(20.4)	(7.7)	(39.2)	(67.4)	(7.6)	(20.2)	(12.2)	(13.5)	(15.7)	10.4
<b>Pre-tax profit</b>	<b>139.7</b>	<b>161.1</b>	<b>139.9</b>	<b>105.8</b>	<b>181.1</b>	<b>(28.6)</b>	<b>1.4</b>	<b>(5.5)</b>	<b>(39.4)</b>	<b>(11.4)</b>
Taxes on income	(16.1)	(31.0)	(26.8)	(22.4)	(42.2)	3.9	(0.3)	1.1	14.2	8.7
<b>Net profit for the period</b>	<b>123.6</b>	<b>130.1</b>	<b>113.1</b>	<b>83.3</b>	<b>138.9</b>	<b>(24.8)</b>	<b>1.1</b>	<b>(4.4)</b>	<b>(25.1)</b>	<b>(2.7)</b>
Attributable to non-controlling interests	(2.7)	2.5	1.5	(0.4)	5.5	(6.1)	0.4	(1.4)	(7.9)	0.3
<b>Attributable to owners of the parent</b>	<b>126.2</b>	<b>127.6</b>	<b>111.6</b>	<b>83.7</b>	<b>133.4</b>	<b>(18.7)</b>	<b>0.7</b>	<b>(3.0)</b>	<b>(17.2)</b>	<b>(3.1)</b>

in EUR million	Slovakia					Hungary				
	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11
Net interest income	109.4	109.3	112.1	113.1	111.3	99.3	93.0	96.1	114.0	99.6
Risk provisions	(25.7)	(20.8)	(19.7)	(16.1)	(16.9)	(64.3)	(77.3)	(77.3)	(546.7)	(110.6)
Net fee and commission income	30.4	27.9	28.8	26.5	28.9	24.3	22.8	26.2	24.8	24.0
Net trading result	1.8	0.8	0.3	(5.0)	(0.8)	3.8	3.8	2.8	7.6	4.9
General administrative expenses	(49.5)	(55.3)	(53.7)	(57.5)	(57.5)	(49.9)	(49.6)	(51.7)	(56.9)	(42.4)
Other result	(0.2)	(5.0)	(10.0)	(16.8)	(8.4)	(21.7)	(21.6)	(14.9)	(20.8)	0.4
<b>Pre-tax profit</b>	<b>66.2</b>	<b>56.9</b>	<b>57.8</b>	<b>44.2</b>	<b>56.7</b>	<b>(8.4)</b>	<b>(29.1)</b>	<b>(18.7)</b>	<b>(477.9)</b>	<b>(24.1)</b>
Taxes on income	(13.6)	(11.5)	(11.6)	(10.1)	(9.1)	(4.6)	(2.8)	(0.8)	(2.8)	(10.5)
<b>Net profit for the period</b>	<b>52.5</b>	<b>45.4</b>	<b>46.2</b>	<b>34.1</b>	<b>47.6</b>	<b>(13.0)</b>	<b>(31.8)</b>	<b>(19.5)</b>	<b>(480.7)</b>	<b>(34.6)</b>
Attributable to non-controlling interests	(0.1)	0.0	0.1	(0.2)	0.1	(0.1)	(0.0)	(0.0)	(0.2)	0.2
<b>Attributable to owners of the parent</b>	<b>52.6</b>	<b>45.4</b>	<b>46.0</b>	<b>34.3</b>	<b>47.5</b>	<b>(12.8)</b>	<b>(31.8)</b>	<b>(19.5)</b>	<b>(480.5)</b>	<b>(34.8)</b>



# Quarterly segment reporting – Central and Eastern Europe sub-segments (2)

in EUR million	Croatia					Serbia				
	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11
Net interest income	65.1	61.3	66.6	66.8	67.0	7.5	8.6	9.6	8.9	9.3
Risk provisions	(27.1)	(23.2)	(27.2)	(22.0)	(37.0)	(1.6)	(2.0)	(2.5)	(1.8)	(3.3)
Net fee and commission income	19.2	17.0	19.3	22.2	18.2	3.2	2.7	3.4	2.9	4.1
Net trading result	1.8	3.5	2.0	2.0	3.8	0.8	0.0	0.0	0.3	(0.2)
General administrative expenses	(35.1)	(35.7)	(36.5)	(36.0)	(32.8)	(8.0)	(8.2)	(8.7)	(8.2)	(8.6)
Other result	(1.9)	(1.8)	(3.0)	(2.1)	(3.2)	(0.6)	(0.3)	(0.4)	(0.2)	(0.4)
<b>Pre-tax profit</b>	<b>22.1</b>	<b>21.0</b>	<b>21.2</b>	<b>30.9</b>	<b>15.9</b>	<b>1.4</b>	<b>0.7</b>	<b>1.5</b>	<b>1.9</b>	<b>0.9</b>
Taxes on income	(4.6)	(4.2)	(4.2)	(4.9)	(2.8)	0.0	0.0	0.0	0.0	0.0
<b>Net profit for the period</b>	<b>17.5</b>	<b>16.8</b>	<b>17.0</b>	<b>26.0</b>	<b>13.1</b>	<b>1.4</b>	<b>0.7</b>	<b>1.5</b>	<b>1.9</b>	<b>1.0</b>
Attributable to non-controlling interests	6.9	5.7	6.4	10.2	7.2	0.2	0.3	0.3	0.6	0.4
<b>Attributable to owners of the parent</b>	<b>10.6</b>	<b>11.2</b>	<b>10.6</b>	<b>15.9</b>	<b>5.9</b>	<b>1.2</b>	<b>0.4</b>	<b>1.2</b>	<b>1.3</b>	<b>0.5</b>

in EUR million	Ukraine					Central and Eastern Europe				
	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11	Q4 10	Q1 11	Q2 11	Q3 11	Q4 11
Net interest income	7.9	6.3	5.3	6.6	14.4	742.5	748.9	764.2	782.4	739.4
Risk provisions	(15.3)	(3.5)	(3.0)	(0.6)	(3.6)	(336.5)	(307.1)	(312.8)	(786.0)	(319.0)
Net fee and commission income	1.2	1.0	1.1	1.6	1.2	232.9	230.7	233.7	233.6	233.1
Net trading result	1.5	4.2	3.1	(1.6)	(8.9)	27.6	28.8	25.2	(10.4)	(17.3)
General administrative expenses	(13.3)	(11.9)	(11.9)	(12.1)	(12.9)	(427.2)	(444.7)	(438.6)	(437.1)	(418.1)
Other result	0.0	2.0	1.2	0.0	(1.6)	(65.0)	(46.5)	(79.7)	(123.1)	(10.4)
<b>Pre-tax profit</b>	<b>(18.0)</b>	<b>(2.0)</b>	<b>(4.2)</b>	<b>(6.0)</b>	<b>(11.4)</b>	<b>174.3</b>	<b>210.1</b>	<b>192.0</b>	<b>(340.5)</b>	<b>207.7</b>
Taxes on income	0.5	0.0	0.0	0.0	0.5	(34.5)	(49.8)	(42.3)	(26.0)	(55.4)
<b>Net profit for the period</b>	<b>(17.5)</b>	<b>(2.0)</b>	<b>(4.2)</b>	<b>(6.0)</b>	<b>(10.9)</b>	<b>139.7</b>	<b>160.3</b>	<b>149.8</b>	<b>(366.5)</b>	<b>152.3</b>
Attributable to non-controlling interests	0.0	0.0	0.0	0.0	0.0	(1.9)	8.8	6.9	2.0	13.8
<b>Attributable to owners of the parent</b>	<b>(17.5)</b>	<b>(2.0)</b>	<b>(4.2)</b>	<b>(6.0)</b>	<b>(10.9)</b>	<b>141.6</b>	<b>151.4</b>	<b>142.9</b>	<b>(368.5)</b>	<b>138.5</b>

# Group statistical data –

## Expansion slowed, but long term growth trend intact

in EUR million	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010 *	2011
<b>Tier 1 Capital pursuant to Austrian Banking Act</b>	1,611	1,753	2,125	2,337	3,800	3,912	4,377	5,112	6,185	6,674	7,448	11,450	12,219	11,909
<b>Total own funds pursuant to Austrian Banking Act <sup>1</sup></b>	3,176	3,296	3,956	4,308	6,983	7,009	7,286	8,611	10,111	11,114	11,758	15,772	16,220	16,415
<b>RWA (credit risk)</b>	26,488	27,750	31,879	37,803	60,257	62,188	65,384	75,078	94,129	95,091	103,663	106,383	103,950	97,630
<b>Tier 1 ratio (%) <sup>2</sup></b>	6.1	6.3	6.7	6.2	6.3	6.3	6.7	6.8	6.6	7.0	7.2	10.8	11.8	12.2
<b>Solvency ratio (%) *</b>	11.0	10.8	11.2	10.7	11.0	10.7	10.7	11.0	10.2	10.1	9.8	12.7	13.5	14.4
<b>Market capitalisation</b>	2,020	1,950	2,417	3,006	3,837	5,873	9,489	11,442	18,319	15,340	5,136	9,849	13,208	5,109
<b>Book value per share <sup>3</sup></b>	7.4	8.1	9.2	9.5	10.4	11.6	14.3	17.1	25.6	27.0	25.8	28.9	31.2	26.1
<b>Price-book value ratio <sup>3</sup></b>	1.5	1.4	1.3	1.6	1.5	2.1	2.8	2.7	2.3	1.8	0.6	0.9	1.1	0.5

\* Reporting under Basel II as of 1 January 2007;

<sup>1</sup> Total eligible qualifying capital

<sup>2</sup> based on credit risk

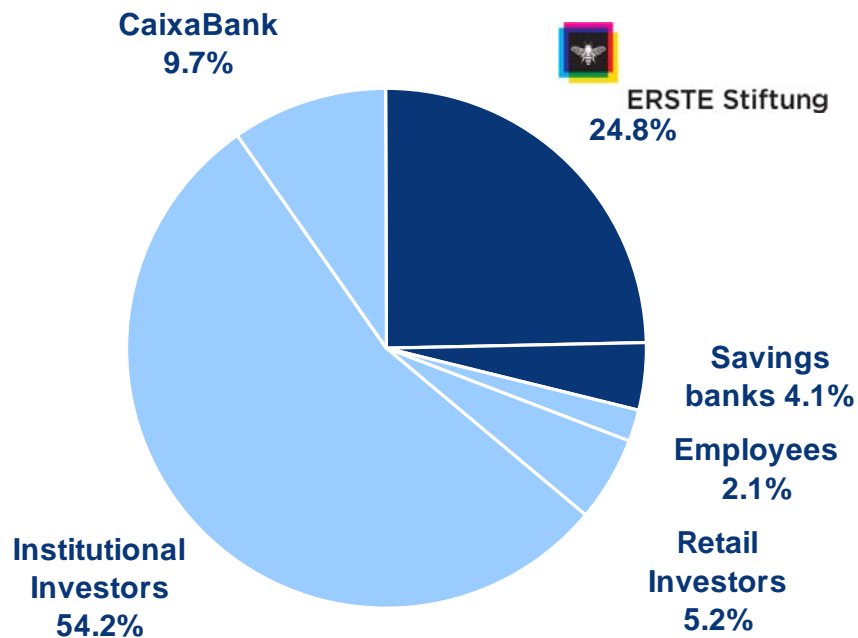
<sup>3</sup> 1998 – 2003 data adjusted for 4:1 stock split / 2009: equity adjusted for EUR 1.74bn participation capital and pro rata 8% dividend / number of shares adjusted for own shares.

- Business performance
- Update on Hungary & Romania
- Credit risk
- Funding
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- Outlook
- **Appendix**
  - Segments
  - Asset quality
  - CEE local consolidated results
  - About Erste Group
  - Shareholder structure

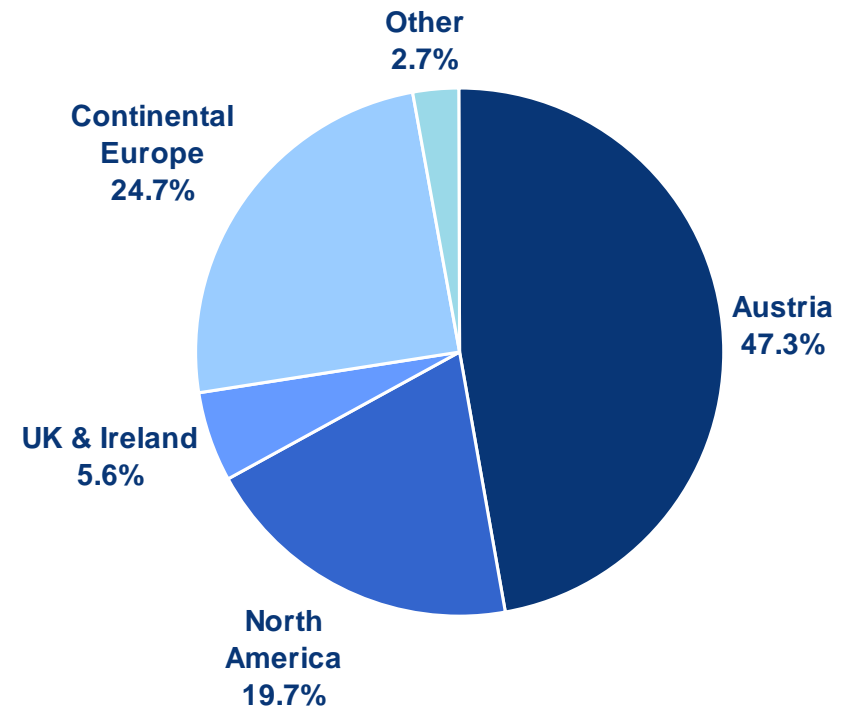
# Shareholder structure –

Total number of shares: 394,568,647

## By investor



## By region



**Free float: 65.5%**

29 February 2012

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