



PRESS CONFERENCE, 28 FEBRUARY 2022

# ANNUAL RESULTS 2021 AND OUTLOOK

**Bernd Spalt**, Chief Executive Officer

**Stefan Dörfler**, Chief Financial Officer

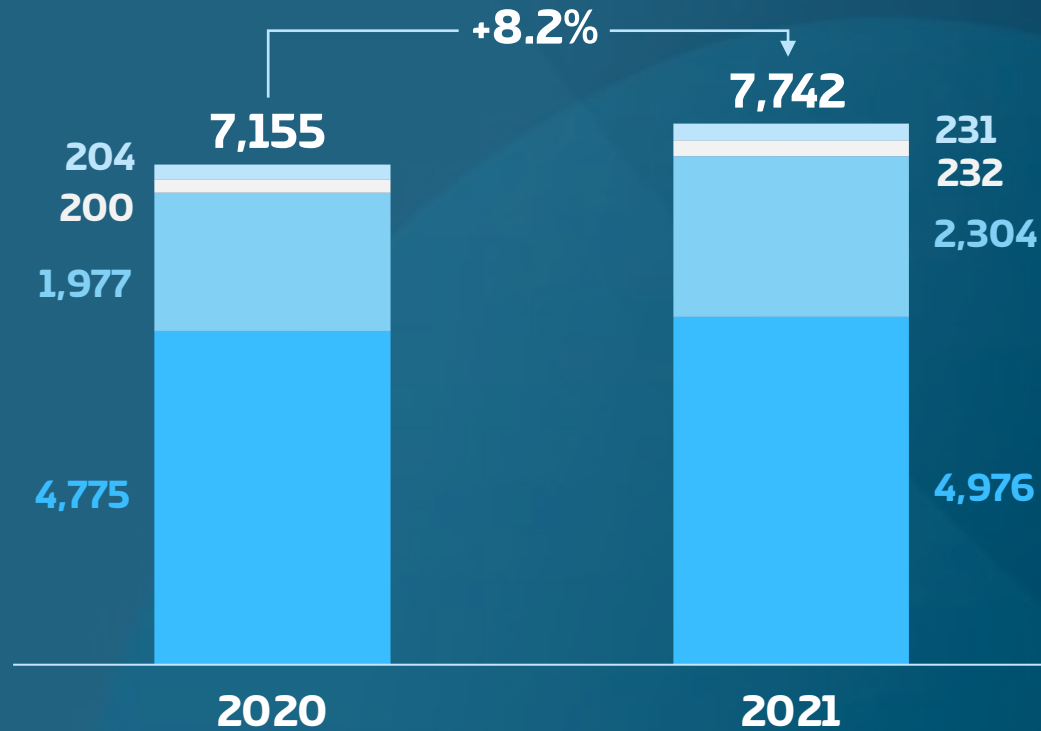
**Alexandra Habeler-Drabek**, Chief Risk Officer

**Ingo Bleier**, Chief Corporates & Markets Officer and Chief Retail Officer



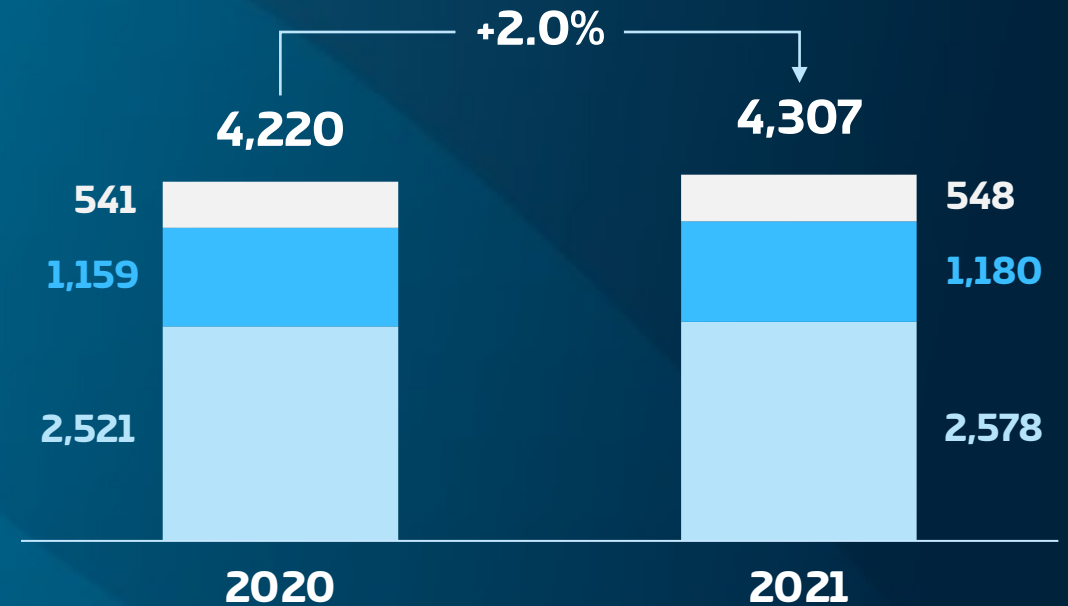
# Strong operating performance

**Operating income**  
in EUR mn



- Other income
- Net trading result and gains/losses from financial instruments at FVPL
- Net fee and commission income
- Net interest income

**Operating expenses**  
in EUR mn



- Personnel expenses
- material expenses
- Depreciation and amortization

# Key interest rates in Central Europe



Start of 2021 | End of 2021 in %

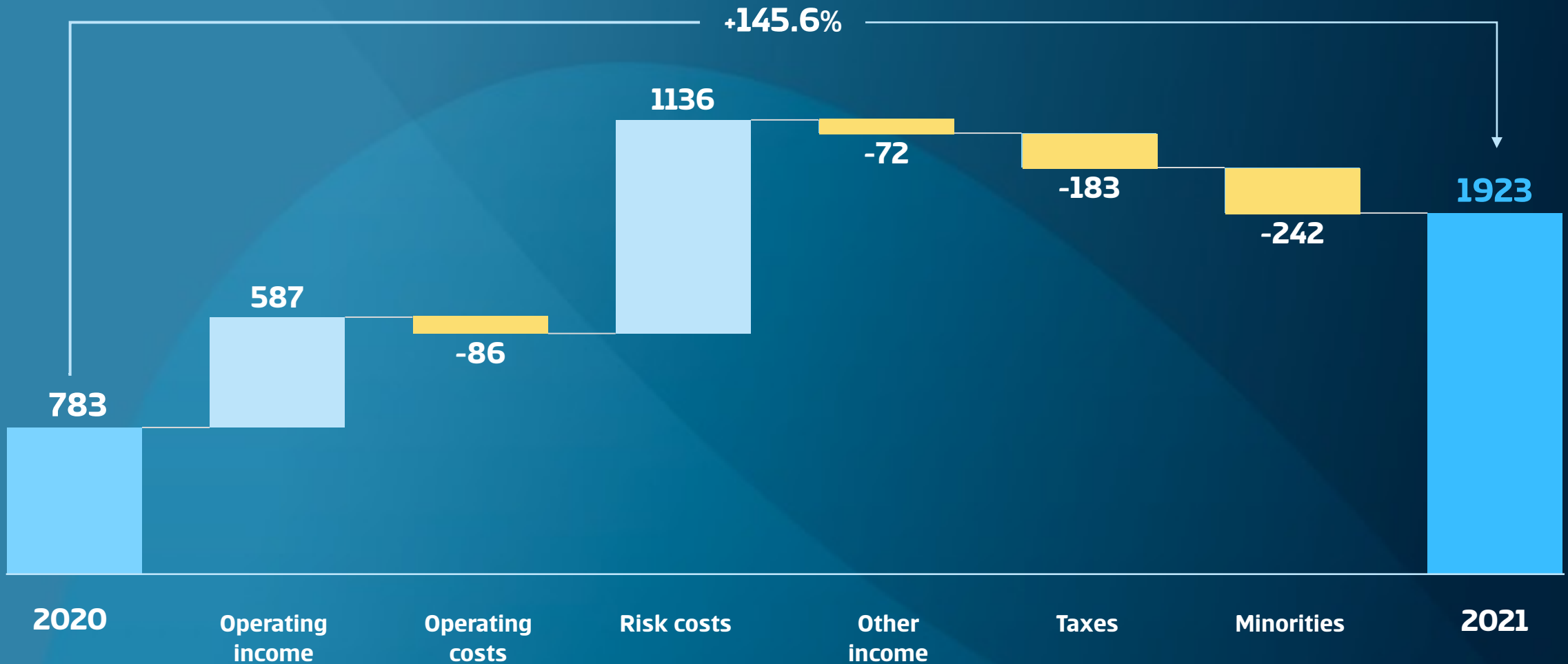
# Key interest rates in Central Europe



Start of 2021 | End of Feb 2022 in %

# Net result 2021

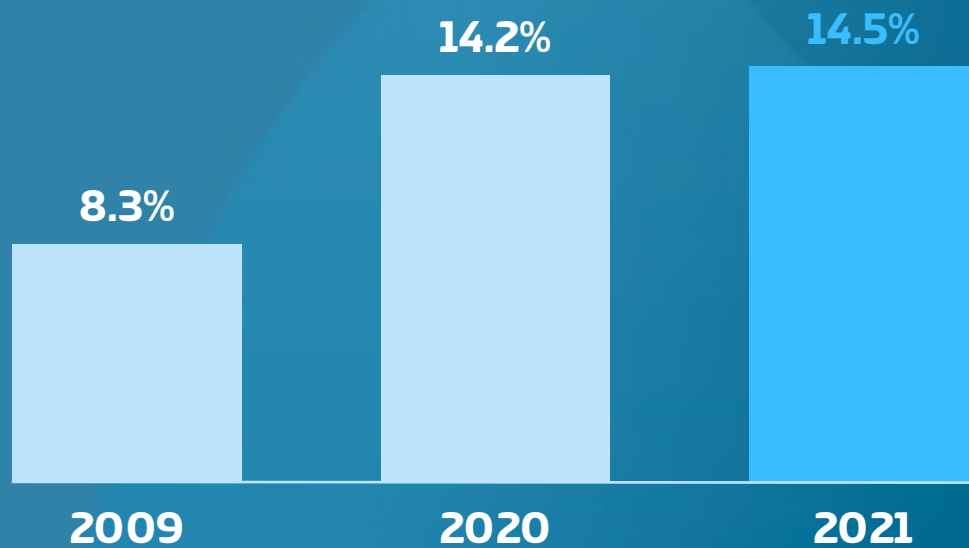
EUR in mn



# Strong capitalisation

## Common equity tier 1 ratio

CET1; CRR, final



## Dividend proposal

# 1.60€

per share

# Risk costs

Basis points of loan volume

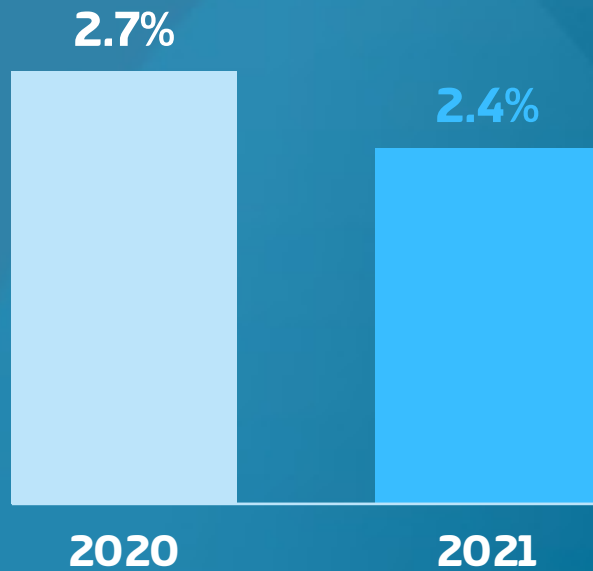


\* Net release of risk provisions

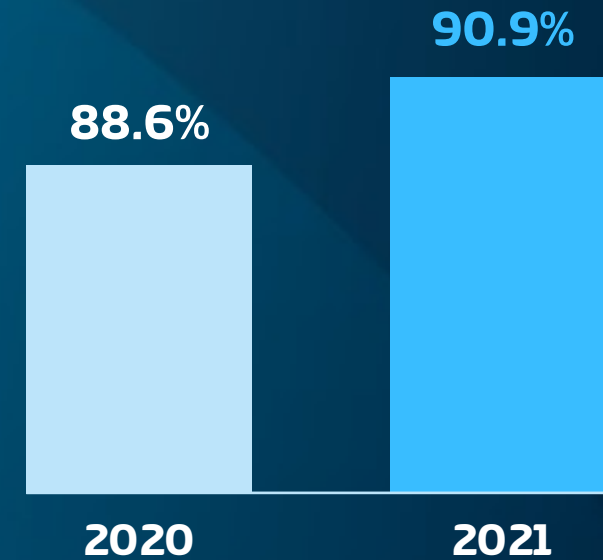


# NPL ratio at historically low level

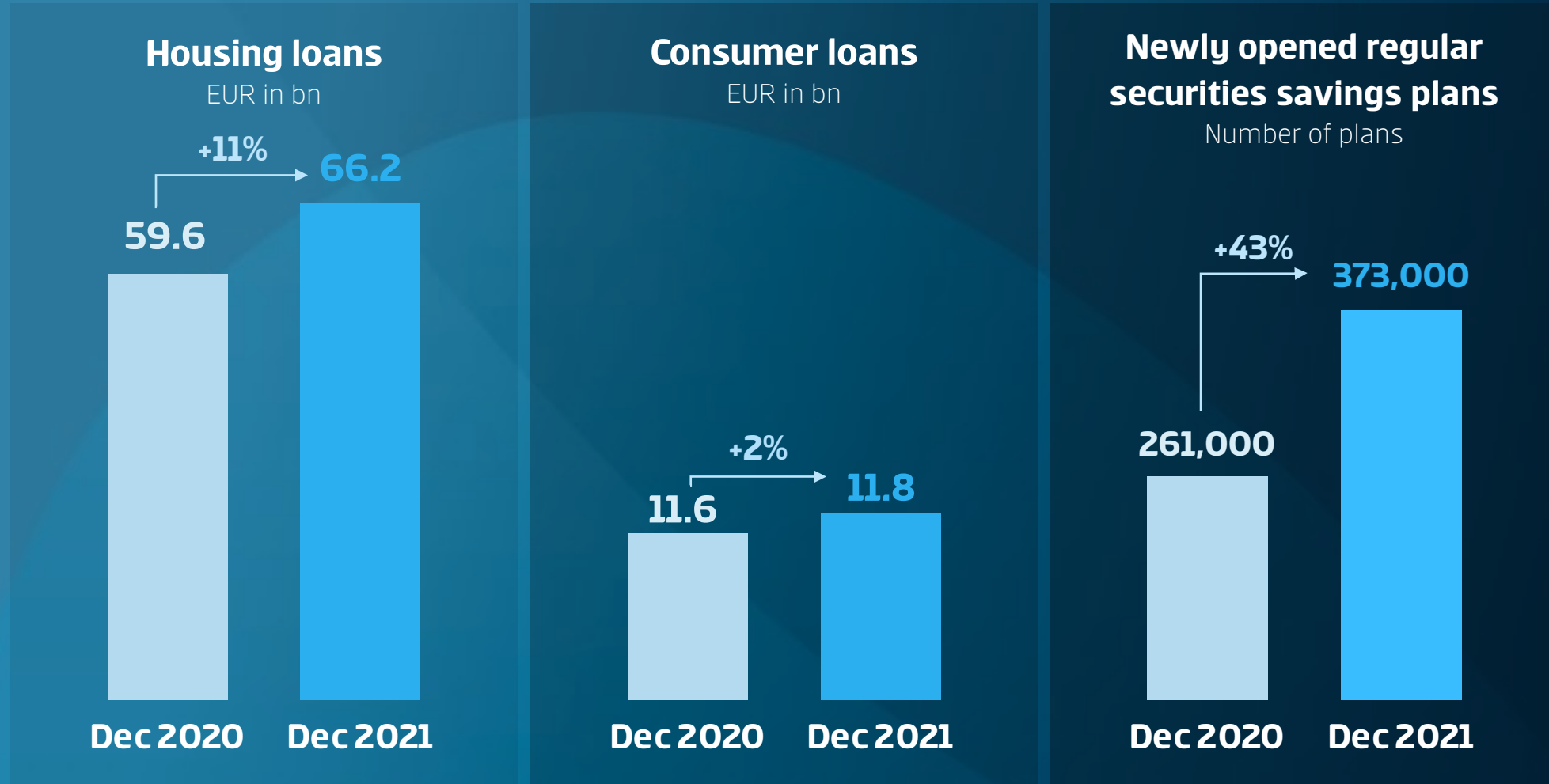
NPL ratio



NPL coverage ratio



# Solid growth in the retail business



# 7.8 million customers use George

## George users

December 2021 | YoY growth

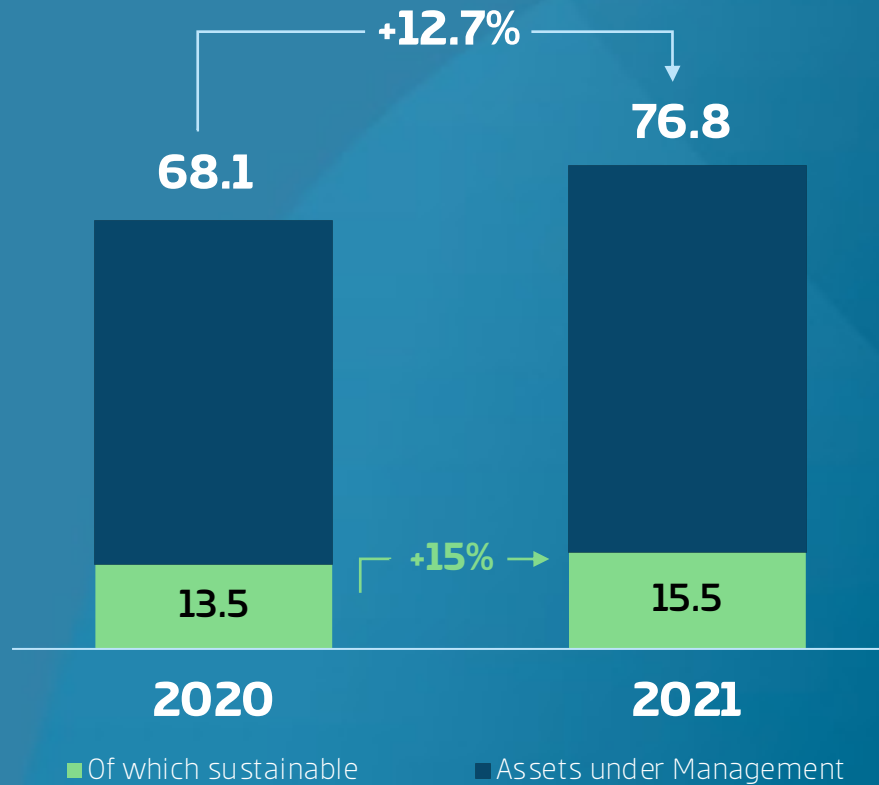


\* Croatia: Launch October 2020

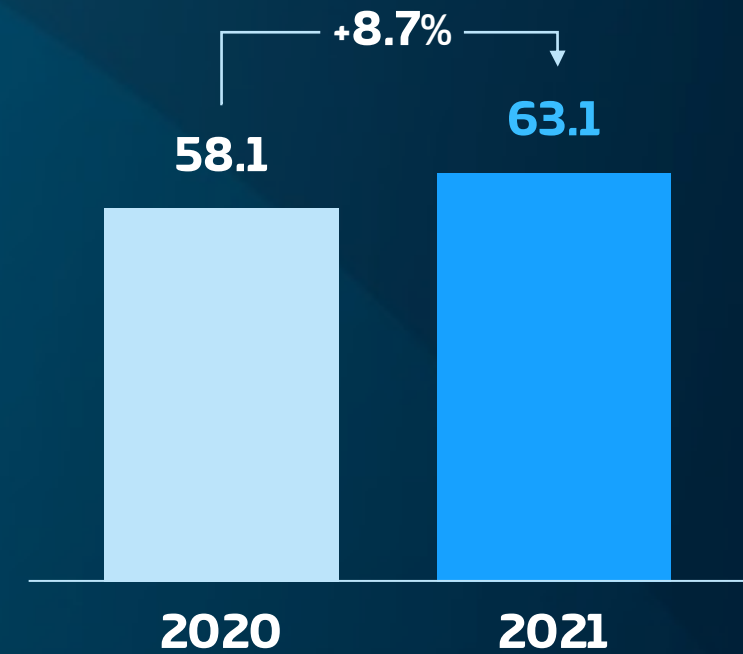
\*\* Hungary: Launch February 2021

# Corporates and capital markets business

**Assets under Management**  
in EUR bn



**Corporate loan stock development**  
gross, in EUR bn



# Outlook 2022



**Rate of growth for customer loan volume in the mid single-digit percentage range**



**Operating income grows faster than expenses**



**Risk charge less than 20 basis points of gross customer loans; NPL ratio at the end of the year under 3.0%**



**Double-digit return on tangible equity (ROTE)**



**Global impacts of the war in Ukraine cannot be estimated at this time**

