

1H/2Q 2021 Results **ČSOB group**

Business Unit Czech Republic

EU IFRS unaudited consolidated
5 August 2021



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ČSOB group: Key Figures

1H/2Q 2021 at a glance

Virtual assistant Kate

Kate is now integrated into ČSOB Smart and she is learning fast. Kate can give clients a number for assistance service on their travels. She will keep the validity of clients ID card or driver's license in check. She helps manage finances by taking care of installments of credit card or even recommending a better electricity provider. She is there for 24/7. Apart from DoKapsy and ČSOB Smart, Kate is also available in CEB Mobile for entrepreneurs, SME and Corporate clients.

ČSOB Smart is the whole bank in your hand

ČSOB Smart replaces ČSOB Smartbanking and makes it as easy as possible for clients to communicate with us, offers first-class security thanks to ČSOB Identity and brings voice assistant Kate. For new clients, opening an account in the app takes only few minutes.



NaMíru

Investment solution **Investice NaMíru** suitable for both beginners and experienced investors was launched in April 2021. NaMíru does not require advanced knowledge of markets and clients have perfect control of their investment in the Investment portal. **NaMíru zodpovědně** is an attractive option for investors looking for socially responsible investments.

ČSOB Identity

Onboarding of retail clients to **ČSOB Identity** started in 2Q 2021. ČSOB launched identity services for the private sector from June 2021 under the BankID brand. The usage of ČSOB Identity to access government portals increased to **40ths per week** in June, supported by the possibility the access to the EU Digital COVID Certificate.

Tornado

For the first time in modern Czech history a rare F4 level **tornado and thunderstorms** struck villages in the South Moravian Region in late June. ČSOB Pojišťovna sent immediately a team of technicians to the affected area and widely extended working hours of specialized helpline. The tornado and thunderstorms resulted in about 2.9ths claims for ČSOB Pojišťovna of which 50% is already resolved and completely paid-off. Affected clients can ask for deferrals of loan instalments up to 6 months or obtain new loans with advantageous rate. ČSOB announced a public charity fundraising for victims, so far over 2.4 million CZK was collected.



Supporting Czech economy

We continue supporting firms and entrepreneurs with the **COVID guaranteed loans, including the newly launched COVID Invest for investment loans.**

Total approved volume financed through COVID programs increased to CZK 14.5bn.



Measures of sustainable performance

Higher net profit thanks to strong portfolio quality, robust capital and liquidity

| ČSOB group key indicators | | 2018 | 2019 | 2020 | 1H 2020 | 1H 2021 |
|---------------------------|-------------------------------------------|--------|--------|--------|---------|---------|
| Profitability | Net profit (CZK bn) | 15.8 | 19.7 | 8.5 | 3.5 | 6.6 |
| | Return on equity | 17.5% | 20.7% | 8.2% | 6.9% | 12.2% |
| Liquidity | Loan to deposit ratio | 76.3% | 79.4% | 71.6% | 73.8% | 70.7% |
| | Net stable funding ratio | 161.4% | 161.5% | 170.6% | 168.9% | 171.1% |
| Capital | Tier 1 (CET1) ratio | 18.0% | 19.2% | 23.7% | 21.1% | 23.7% |
| Impairments | Credit cost ratio | 0.03% | 0.04% | 0.67% | 0.62% | -0.29% |
| Cost efficiency | Cost / income ratio | 47.9% | 44.9% | 54.6% | 52.2% | 62.7% |
| | Cost / income ratio (excl. banking taxes) | 45.8% | 42.7% | 51.5% | 46.4% | 54.7% |

1H 2021 highlights

Higher net profit thanks to strong portfolio quality, robust capital and liquidity**Net profit**

ČSOB's **net profit** came in at **CZK 6.6bn** (+91% Y/Y) in 1H 2021 and 2Q 2021 net profit increased to **CZK 3.9bn** (+194% Y/Y).

Business indicators

Loan portfolio reached **CZK 804bn** (+2% Y/Y). **Group deposits** increased to **CZK 1,161bn** (+9% Y/Y). **Assets under management** increased to **CZK 268bn** (+13% Y/Y). Number of **active clients** increased **+93ths** Y/Y. Number of **mobile banking active users** increased +42% Y/Y and **number of transactions entered via mobile banking** increased +60% Y/Y.

Operating income

Operating income decreased to **CZK 16.4bn** in 1H 2021 (-12% Y/Y). The decrease resulted from a combination of much lower net interest income and slightly lower net fee and commission income, offset in part by Y/Y better net results from financial instruments at fair value.

Liquidity & Capital

ČSOB maintains strong capital position and excellent liquidity ratios. **CET1 ratio** reached **23.7%**. **Loan to deposit ratio** decreased Y/Y to **70.7%**. The **short-term liquidity ratio LCR** increased to **144.6%** and the **long-term liquidity ratio NSFR** was **171.1%**.

Operating expenses

Operating expenses amounted to **CZK 10.3bn** in 1H 2021 (+6% Y/Y). Staff expenses increased +3% Y/Y and general administrative expenses rose +11% Y/Y or +7% Y/Y without banking taxes. Average number of **FTEs** decreased **-292 Y/Y**.

Sustainability

ČSOB fulfilled its commitment to leave the coal business and has no credit exposure towards coal-linked business as of June 2021. **ČSOB NaMíru responsibly strengthened the offer of SRI funds**. The volume of SRI funds increased +28% Q/Q. Financing of low energy housing increased +13% Q/Q and eco-friendly vehicles +8% Q/Q.

Impairments

Credit cost ratio in 1H 2021 declined to **-29bps** (-91 bps Y/Y). Total impairments amounted to **CZK -1,626m** (net release). **NPL ratio** decreased to **2.06%**.

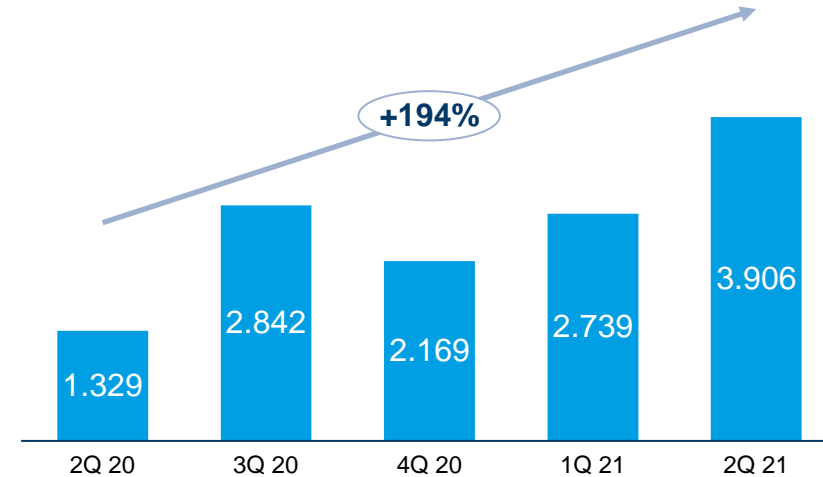
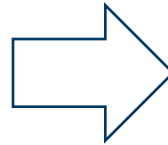
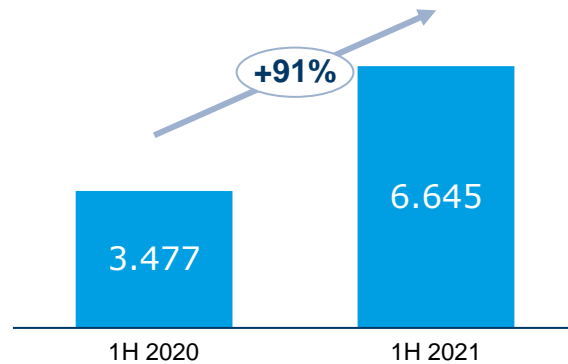
Awards

Global Finance awarded ČSOB as the **Best Bank in the Czech Republic for 2021**. In the 19th **Zlatá koruna** awards, ČSOB received **5 awards** and ranked 1st in the **Payment cards** category.

ČSOB group net profit

Higher net profit thanks to strong portfolio quality, net impairment release

Net profit
CZK bn



1H/2Q 2021 **net profit** increased to **CZK 6.6bn** (+91% Y/Y) and **CZK 3.9bn** (+194% Y/Y) respectively. The Y/Y increase was a result of net impairment release and higher net results from financial instruments at fair value, partly offset by lower net interest income, slightly lower net fee and commission income and higher expenses.

The **return on equity (ROE)** increased to **12.2%** (+5.3pp Y/Y) thanks to higher net profit.

Notes (gross impact):

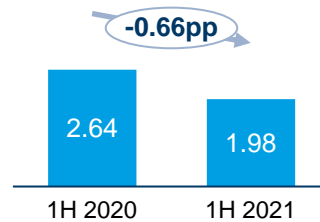
2Q 2020 one-off item: modification loss (-0.1bn CZK)

Key ratios

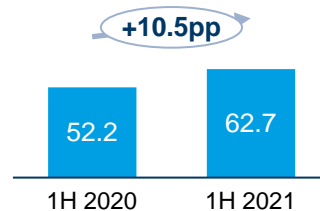
Decreasing net interest margin, lower NPL ratio, robust capital position and excellent liquidity ratios

Profitability

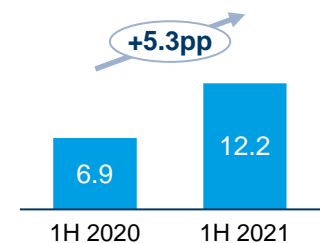
Net interest margin (%)



Cost / income ratio (%)

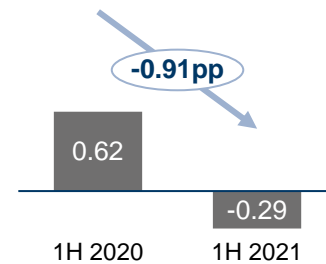


ROE (%)

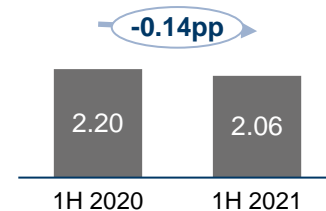


Loan portfolio quality

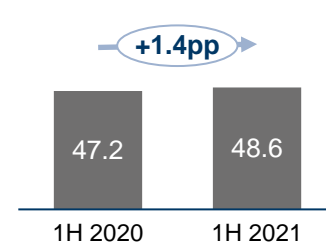
CCR, Ytd. annualized (%)



NPL ratio (%)

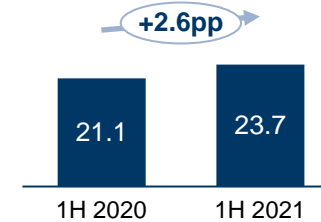


NPL coverage ratio (%)

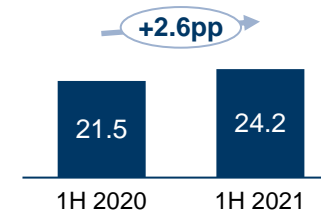


Capital

TIER 1 (CET 1) ratio (%)

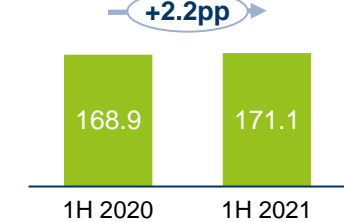


Total capital ratio (%)

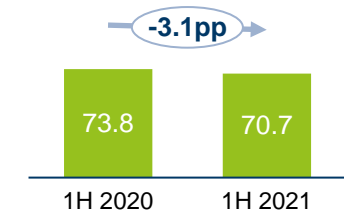


Liquidity

Net stable funding ratio¹ (%)



Loan to deposit ratio (%)

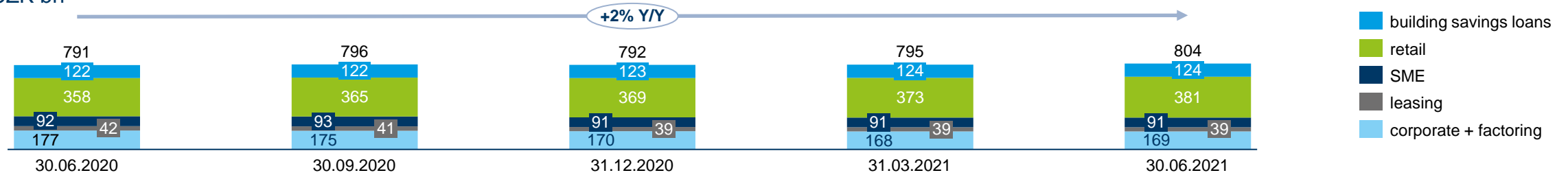


¹As of 1Q 2021 change in methodology, previous periods were not restated.

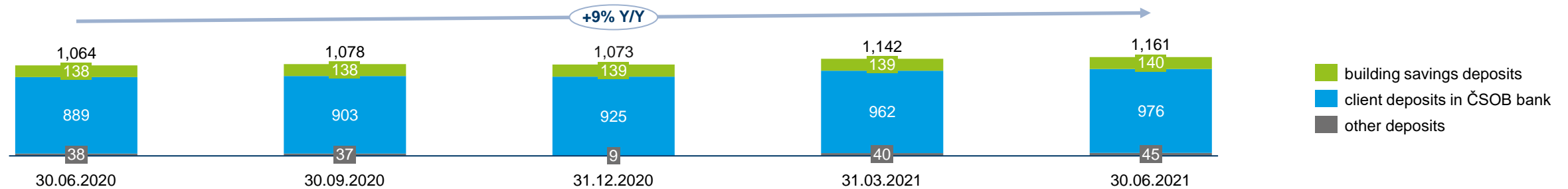
Loans, deposits and assets under management

Solid growth of deposits and assets under management**Loan portfolio¹**

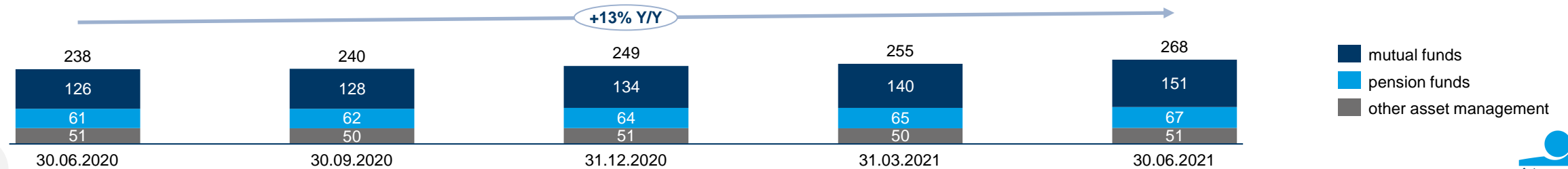
CZK bn

**Group deposits²**

CZK bn

**Total assets under management³**

CZK bn



¹ Item Loans and receivables minus exposure to banks from inter-bank transactions and reverse repo operations with ČNB plus credit replacing bonds.

² Item Deposits received from other than credit institutions from the consolidated balance sheet.

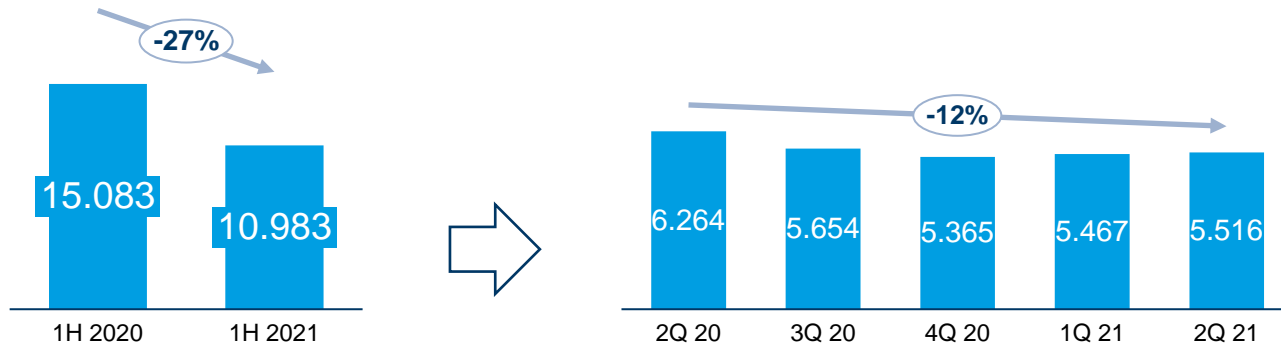
³ As of 1Q 2021 assets under management are reported in new structure, previous periods were restated.

ČSOB group: Financial Overview

Net interest income and Net interest margin

Net interest income down Y/Y but improving Q/Q in 1Q and 2Q 2021**Net interest income (NII)**

CZK bn

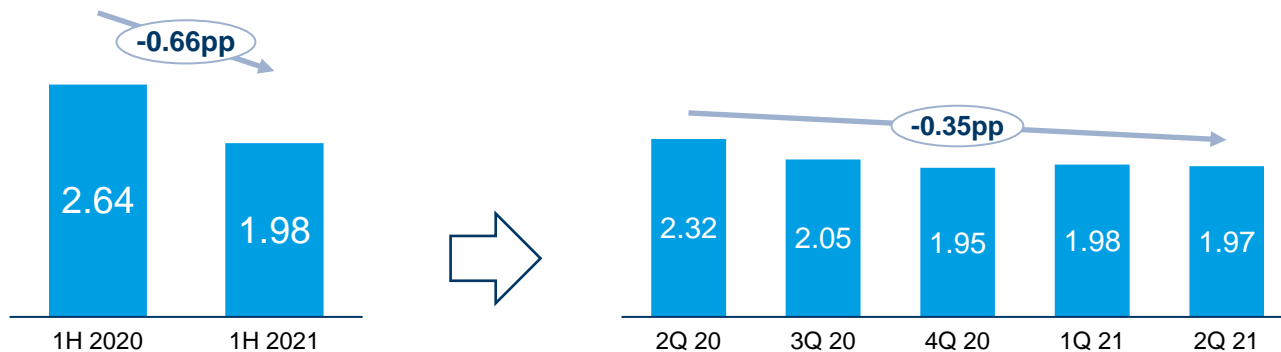


1H/2Q 2021 **net interest income** decreased **-27% Y/Y** and **-12% Y/Y** respectively as a result of:

- (-) NII from deposits affected by higher interest rate environment in 1H 2020
- (-) other NII
- (-) lower NII from mortgages and building saving loans

Net interest margin (NIM)

%

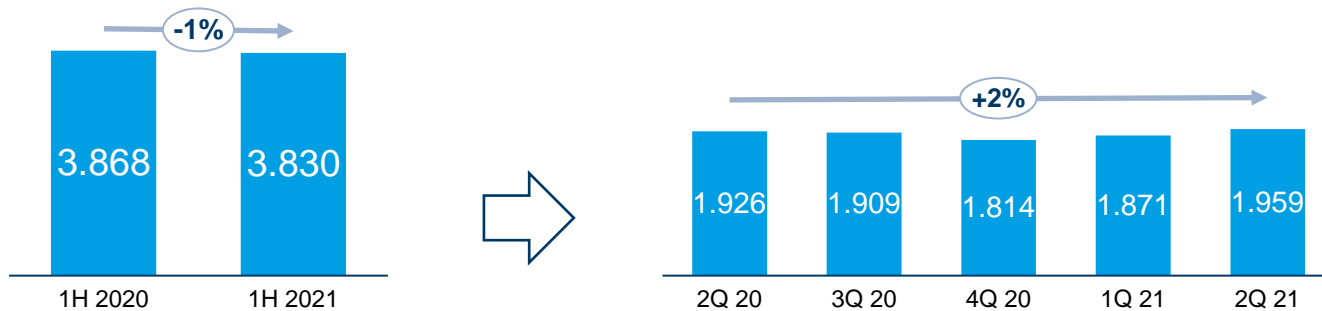


In 1H 2021, **net interest margin** reached **1.98%** (-66bps Y/Y) and stabilized Q/Q. The Y/Y decline was driven mainly by the NII from deposits.

Net fee and commission income and Other

NFCI slightly lower in the 1H, but improved in the 2Q**Net fee and commission income (NFCI)**

CZK bn

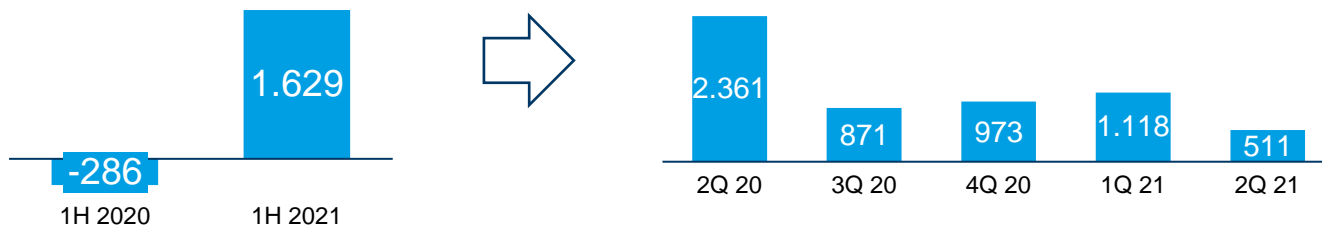


1H 2021 **net fee and commission income** decreased **-1% Y/Y**. The Y/Y decline was a result of lower fees on payment cards due to COVID-19 restrictions and account fees partly offset by higher asset management and distribution fees.

2Q 2021, **net fee and commission income improved** both **Y/Y (+2%)** and **Q/Q (+5%)**.

Other¹

CZK bn



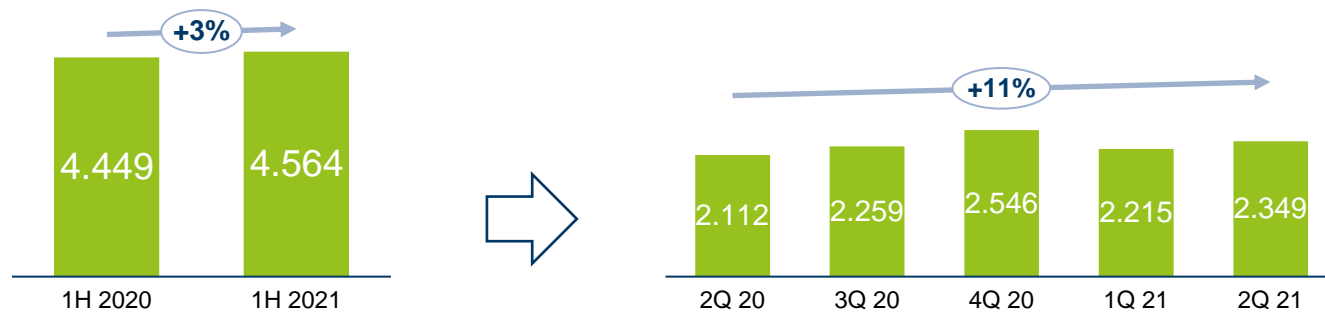
Y/Y increase of item “**Other**” was influenced by following factors:

- (+) markedly improved result from financial instruments at FVPL (as the previous year was impacted by negative booking of market value adjustments)
- (+) short term operations at financial markets
- (-) sale of bonds in 1H 2020

Staff and General administrative expenses

Higher staff and general administrative expenses**Staff expenses**

CZK bn

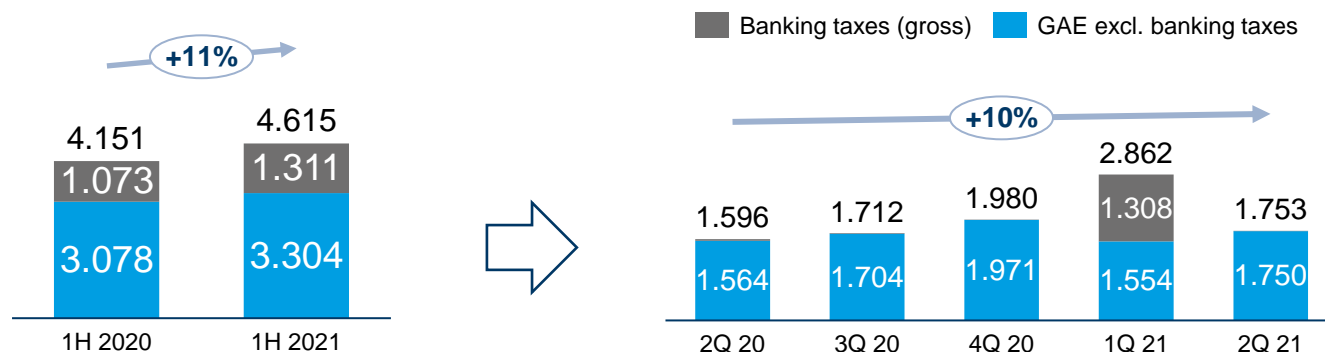


1H 2021 **total operating expenses** increased **+6% Y/Y** and **+4% Y/Y without banking taxes**.

1H/2Q 2021 **staff expenses** increased **+3% Y/Y** and **+11% Y/Y** respectively due to higher accruals for bonuses, partly compensated by lower average number of FTEs (-3% Y/Y).

General administrative expenses

CZK bn



1H/2Q 2021 **general administrative expenses** increased **+11% Y/Y** and **+10% Y/Y** respectively driven by higher ICT costs while lower marketing costs had a positive impact.

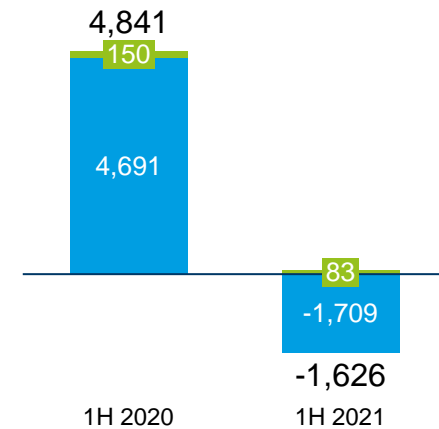
1H/2Q 2021 **general administrative expenses excluding banking taxes** increased **+7% Y/Y** and **+12% Y/Y** respectively.

Cost/income ratio increased to **63.2%** and **cost/income ratio without banking taxes** reached **54.7%**.

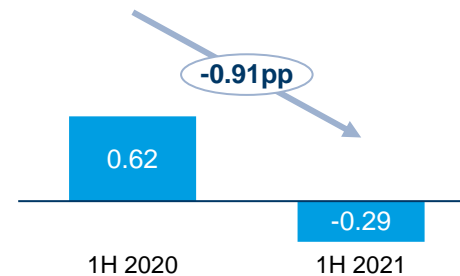
Impairments and NPL

Consistent high quality of loan portfolio**Total impairments**

CZK m

**CCR, Ytd. annualized**

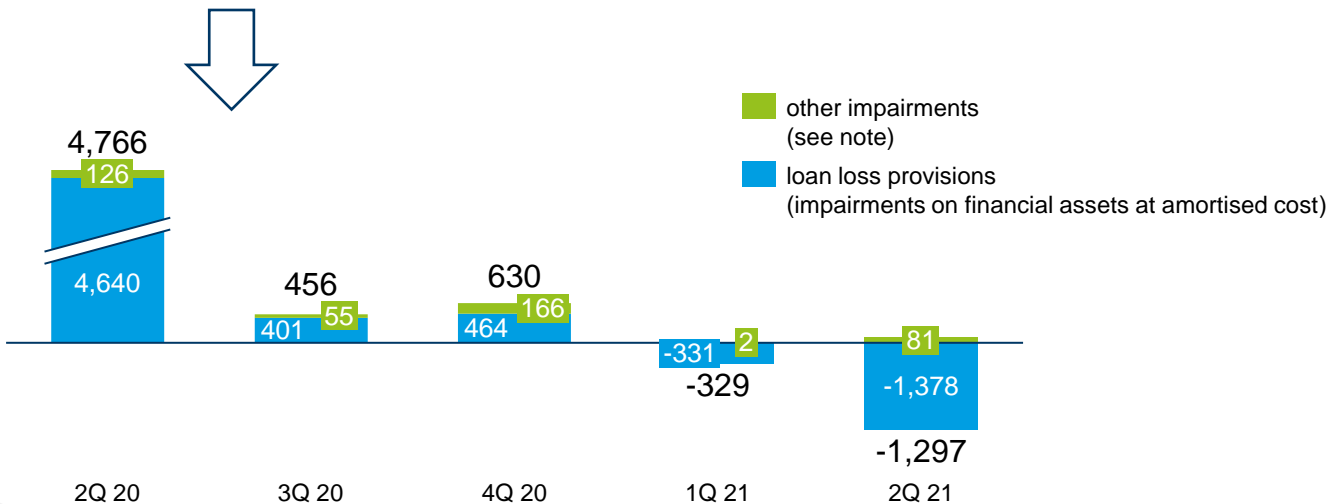
%



In 1H 2021, **loan loss provisions** amounted to **CZK -1,709m** (net release, of which CZK 1bn release of management overlay) driven mainly by SME and Corporate segment.

Other impairments decreased Y/Y to **CZK 83m**.

Credit cost ratio for 1H 2021 reached **-0.29%** (Ytd., annualized; -91 bps Y/Y).



| IFRS 9 Distribution | 30.6.2021 | |
|--------------------------------|-----------------|----------------------|
| | Amount (CZK bn) | Share on total loans |
| Loan portfolio | 804.3 | 100% |
| Stage 1 - performing | 736.3 | 92% |
| Stage 2 - underperforming | 50.8 | 6% |
| Stage 3 - non-performing loans | 17.2 | 2% |

Notes:

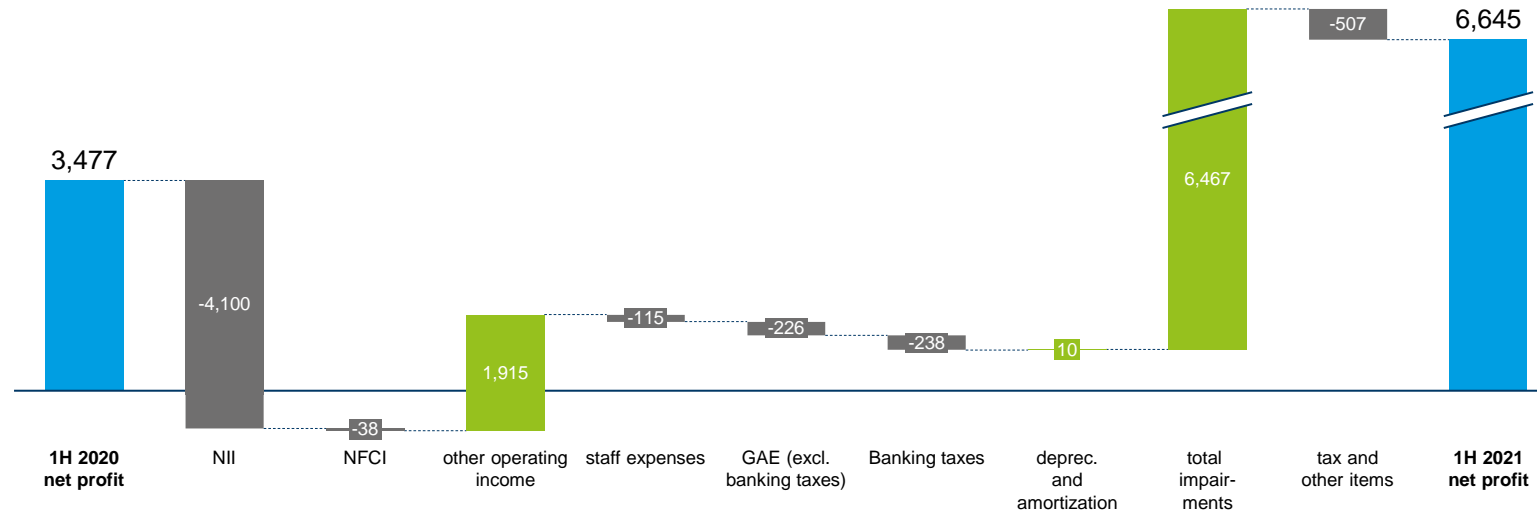
Figures in graphs: (+) net creation/cost and (-) net release/revenue.

Other impairments include impairments on tangible and intangible assets.

Wrap up of net profit drivers

Net profit (Y/Y)

CZK m



The main difference between 1H 2021 and 1H 2020 net profit was caused by the following drivers:

On the **positive side**:

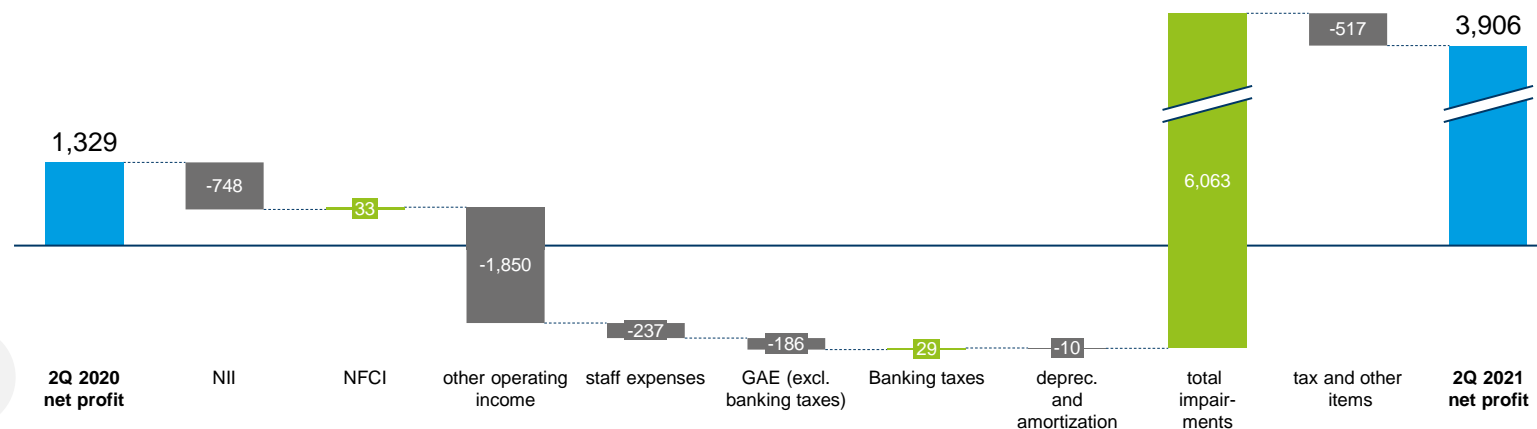
- lower total impairments driven mainly by releases in SME and Corporate
- improved result from financial instruments at FVPL
- depreciation and amortization

On the **negative side**:

- lower NII mainly due NII from deposits and other NII
- higher banking taxes
- higher GAE influenced by ICT costs, partly compensated by lower marketing costs
- higher staff expenses due to higher accruals for bonuses
- lower NFCI linked mainly to lower economic activity
- tax and other items

Net profit (Q/Q)

CZK m



The main difference between 2Q 2021 and 2Q 2020 net profit was caused by the following drivers:

On the **positive side**:

- lower total impairments driven mainly by releases in SME and Corporate
- higher NFCI thanks to distribution and asset management fees
- lower banking taxes

On the **negative side**:

- lower result from financial instruments at FVPL
- lower NII driven by NII from deposits
- higher staff expenses mainly due to higher accruals for bonuses
- higher GAE
- tax and other items
- depreciation and amortization

Capital

Strong capital position

| Consolidated, CZK m | 30.6.2020 | 31.12.2020 | 30.6.2021 |
|-------------------------------------|----------------|----------------|----------------|
| Total regulatory capital | 89,738 | 99,075 | 97,921 |
| - (Common Equity) Tier 1 Capital | 87,835 | 97,171 | 96,064 |
| - Tier 2 Capital | 1,903 | 1,884 | 1,858 |
| Total RWA | 416,772 | 410,027 | 405,226 |
| - Credit risk | 347,000 | 342,805 | 338,010 |
| - Market risk | 425 | 423 | 417 |
| - Operational risk | 69,347 | 66,799 | 66,799 |
| (Common Equity) Tier 1 ratio | 21.1% | 23.7% | 23.7% |
| Total capital ratio | 21.5% | 24.2% | 24.2% |

The Y/Y increase of (Common Equity) **Tier 1** capital due to inclusion of full 2019 and 2020 profit.

Notes:

Total RWA (risk weighted assets) = credit risk RWA + market risk RWA + operational risk RWA

Tier 1 capital = share capital + share premium + legal reserve funds + retained earnings + other comprehensive income – goodwill – intangible assets

Tier 2 capital = subordinated debt weighted by regulatory coefficient + surplus in expected credit losses

Total regulatory capital = (Common Equity) Tier 1 + Tier 2

ČSOB group: Business Overview

ČSOB group market shares

Leader in home loans. Increasing market share in consumer finance and non-life insurance

1st

2nd

3rd

4th

| | | |
|----------------------------------------|--------------|---|
| Mortgages^{1,6} | 25.5% | ↓ |
| Building savings loans ¹ | 38.4% | ↓ |
| Building savings deposits ¹ | 39.4% | → |

| | | |
|-----------------------------------|--------------|---|
| Total Loans¹ | 20.4% | ↓ |
| Total Deposits¹ | 20.7% | → |
| Mutual funds ¹ | 22.7% | ↓ |
| Factoring ² | 17.6% | ↓ |
| Leasing ¹ | 18.0% | ↓ |

| | | |
|-----------------------------------|-------|---|
| Pension funds ³ | 14.8% | ↑ |
| SME/corporate loans ¹ | 14.0% | ↓ |
| Consumer lending ^{1,4,6} | 13.8% | ↑ |

| | | |
|-----------------------------------|------|---|
| Insurance ⁵ - combined | 8.3% | → |
| Non-life insurance ⁵ | 8.6% | ↑ |
| Life insurance ⁵ | 7.8% | ↓ |

Arrows show Y/Y change. Market shares as of 30 June 2021, except for mutual funds, leasing and pension funds which are as of 31 March 2021. The ranking is ČSOB's estimate. Market position in the insurance reflects combined position of the insurers belonging to the same business group.

¹ Outstanding at the given date (including ČSOBS); ² New business in the year to the given date; ³ Number of total clients at the given date; ⁴ Retail loans excluding mortgages and building savings loans. ⁵ New business in the year according to gross written premium. ⁶ Since 1Q 2019, market shares in mortgages and consumer lending are influenced by methodological change in CNB reporting. Sources and detailed definitions are provided in Appendix.

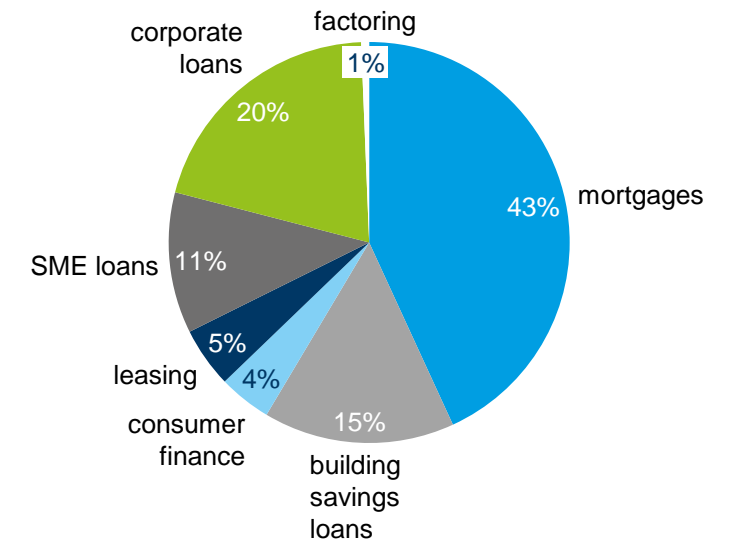
Loan portfolio

Loan growth driven by mortgages

| Gross outstanding volumes, CZK bn | 30.6.2020 | 30.6.2021 | Y/Y |
|-------------------------------------|--------------|--------------|------------|
| Loan portfolio | 791.2 | 804.3 | +2% |
| Retail Segment | | | |
| Mortgages ¹ | 324.2 | 347.0 | +7% |
| Consumer finance | 34.1 | 34.2 | 0% |
| Building savings loans ² | 122.0 | 124.0 | +2% |
| SME/Corporate Segment | | | |
| Corporate loans ³ | 172.2 | 163.5 | -5% |
| SME loans | 92.2 | 91.5 | -1% |
| Leasing | 41.8 | 39.0 | -7% |
| Factoring | 4.6 | 5.1 | +11% |
| Other ⁴ | 46.0 | 45.6 | -1% |
| Credit risk: loan portfolio | 837.1 | 849.9 | +2% |

30.6.2021

More than 60% of the total loan portfolio is in retail, out of which majority in financing housing needs.



¹ The ČSOB group mortgages are booked in the balance sheet of ČSOB's subsidiary Hypoteční banka.

² The ČSOB group building savings loans are in the balance sheet of ČSOBS building savings company.

³ Including credit-replacing bonds.

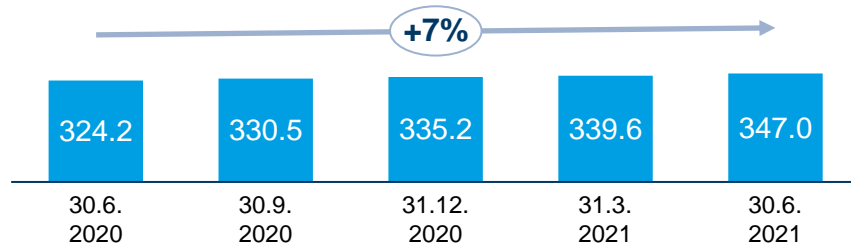
⁴ Including off-balance sheet items and ALM/financial markets exposures.

Housing loans

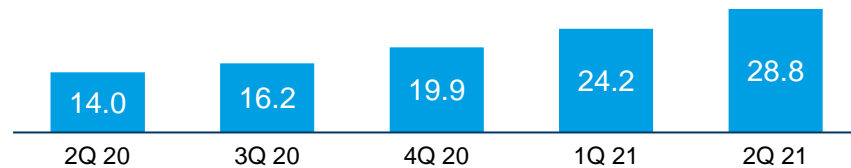
Increasing new sales of mortgages and building saving loans

Mortgages

Outstanding, CZK bn



New sales*, CZK bn

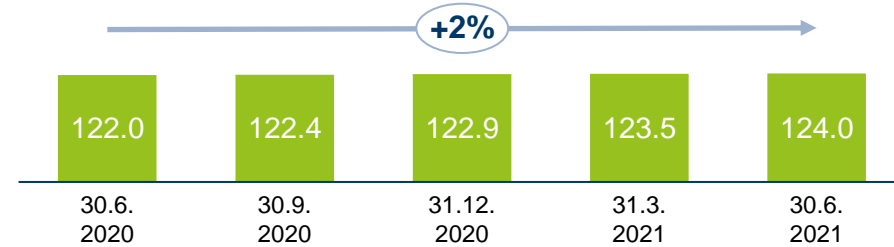


The **outstanding volume of mortgages** increased **+7% Y/Y** supported by strong new volume production.

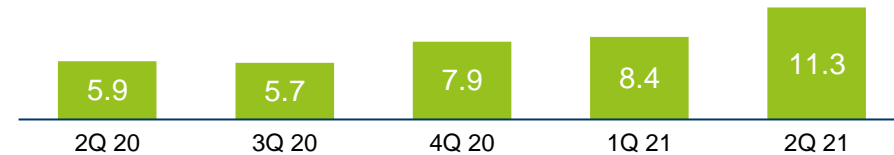
In 2Q 2021, ČSOB provided over **8.9 thousand new mortgages** (+81% Y/Y) in the total amount of **CZK 28.8bn** (+106% Y/Y). The market of new mortgages increased +86% Y/Y in the number and +119% Y/Y in the total amount of new mortgages.

Building saving loans

Outstanding, CZK bn



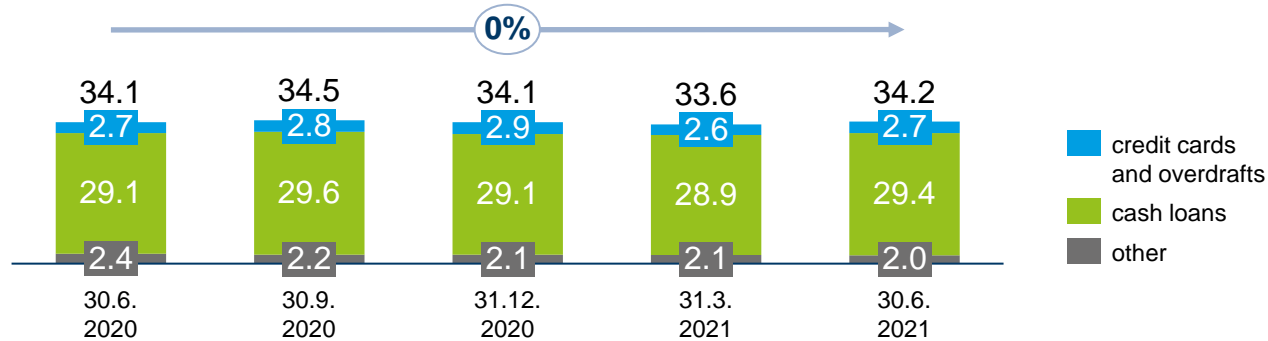
New sales*, CZK bn



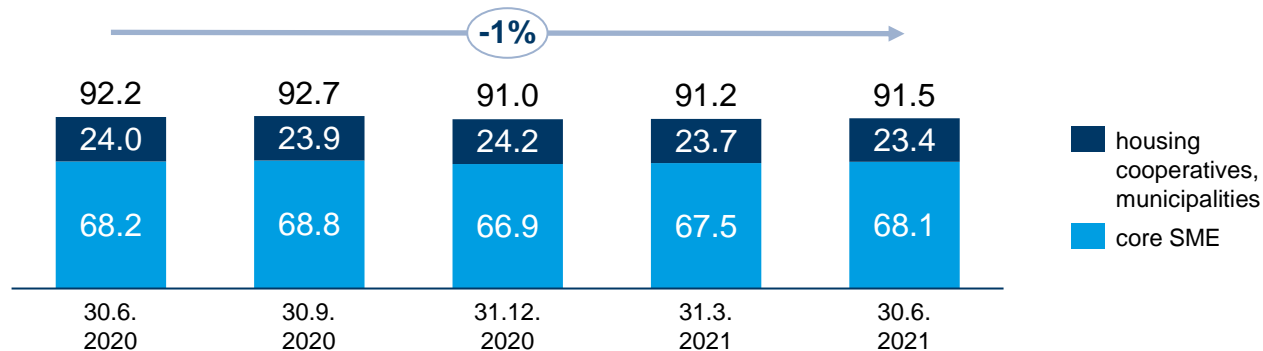
The outstanding **building savings loan portfolio** increased **+2% Y/Y**, while the market increased +6% Y/Y.

In 2Q 2021, **new sales** increased **+92% Y/Y**.

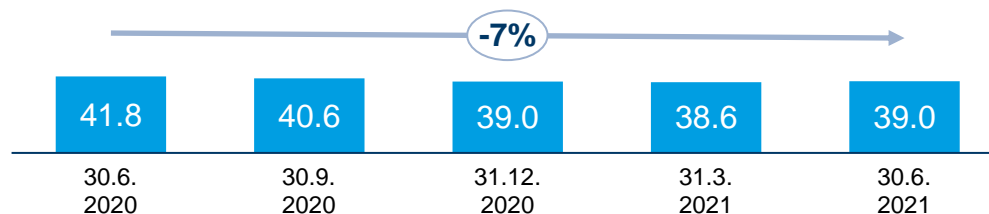
Consumer finance, SME loans, Leasing

Stable consumer finance, decrease of SME and leasing**Consumer finance**, outstanding, CZK bn

Consumer finance stayed **flat Y/Y** due to COVID-19 pandemic. The demand was lower in the second half of the year 2020, recovery of demand in the first half of 2021.

SME loans, outstanding, CZK bn

SME loans decreased **-1% Y/Y**, decrease in housing cooperatives and municipalities (-3% Y/Y) was partly compensated by stable core SME lending (micro, small and mid-sized companies).

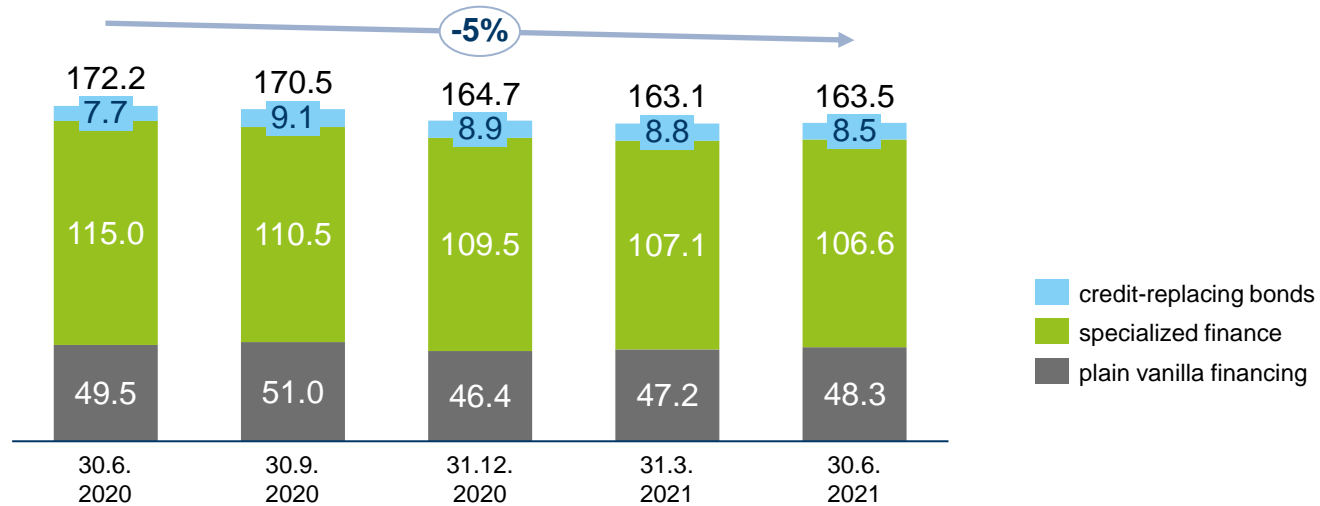
Leasing, outstanding*, CZK bn

Outstanding volumes in **ČSOB Leasing** decreased **-7% Y/Y** mainly due to lower investment appetite of corporate and SME clients.

Corporate segment

Decrease of corporate loans as a result of lower clients' investment appetite**Corporate loans**

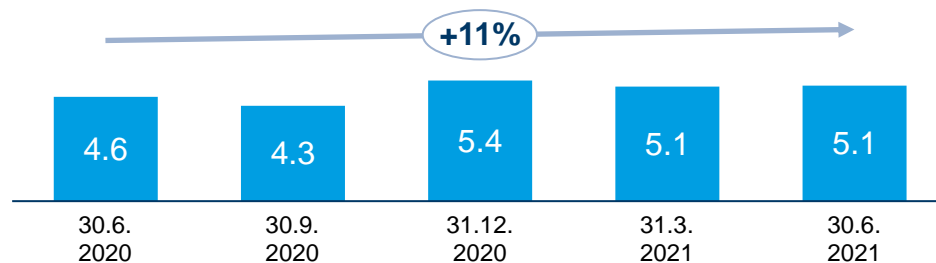
Outstanding, CZK bn



Outstanding volumes of **corporate loans** decreased **-5% Y/Y** due to increased repayments in sectors of real estate, electricity and services.

Factoring

Outstanding, CZK bn

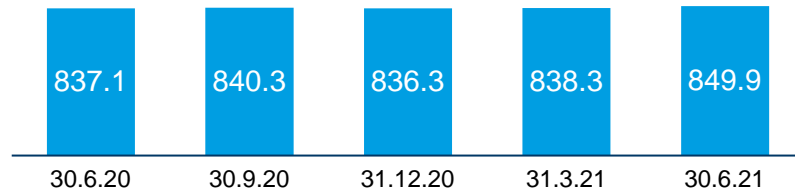


Factoring outstanding volumes increased **+11% Y/Y** due to economic recovery resulting in increased volume of assigned receivables and drawing limits.

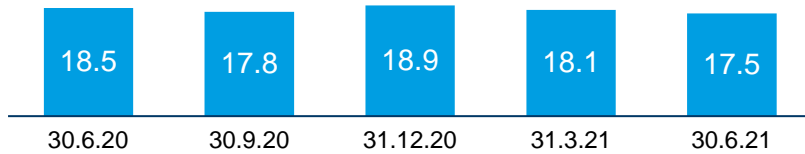
Credit risk

Improving loan portfolio quality

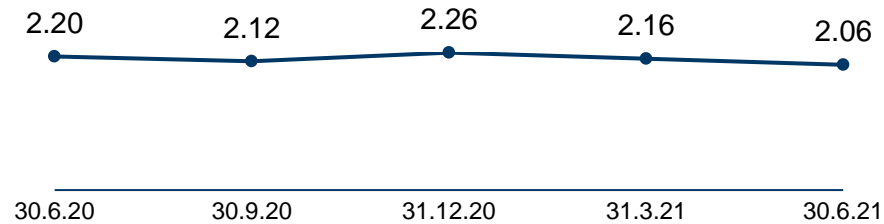
Credit risk: loan portfolio (CZK bn)



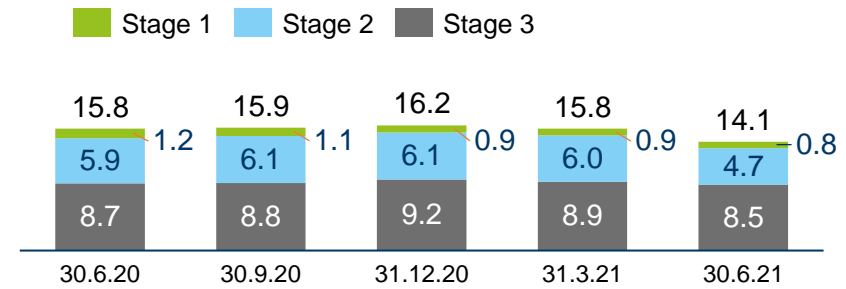
Non-performing loans (CZK bn)



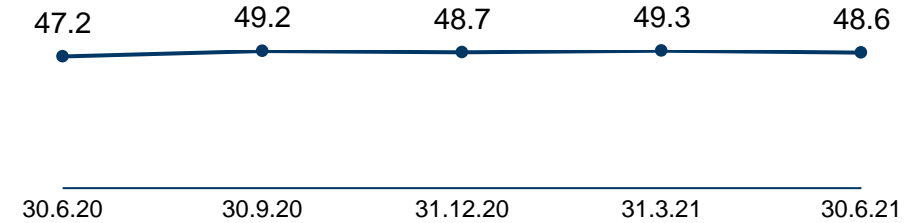
NPL ratio (%)



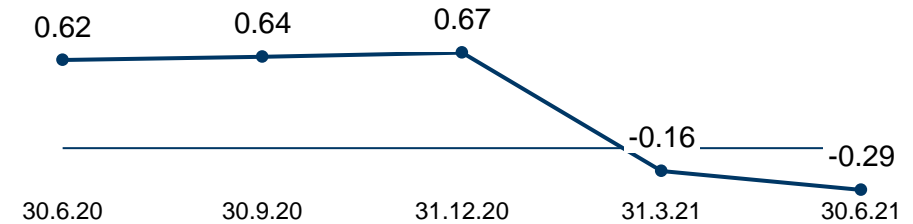
Allowances for loans and leases (CZK bn)



NPL coverage ratio (%)



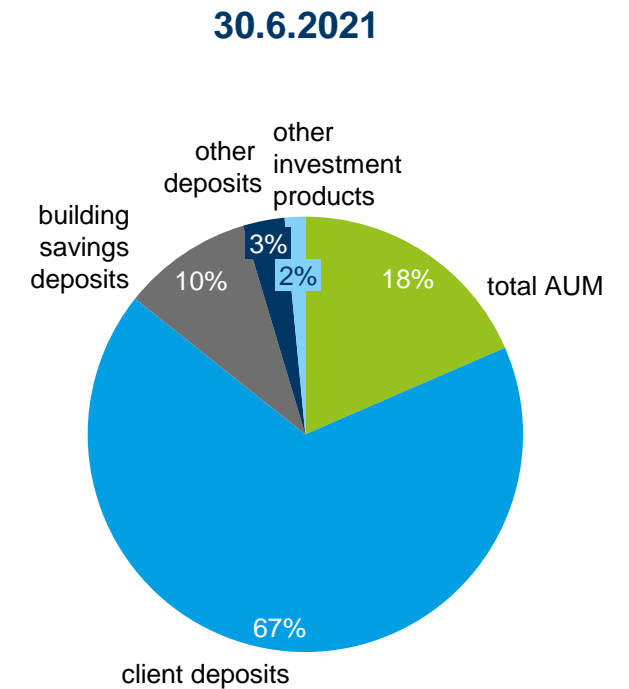
Credit cost ratio (%), Ytd. annualized



Group deposits and Total assets under management

Strong growth of deposits and assets under management

| Outstanding volumes, CZK bn | 30.6.2020 | 30.6.2021 | Y/Y |
|-----------------------------------------------|----------------|----------------|-------------|
| Group deposits | 1,064.2 | 1,161.4 | +9% |
| Client deposits | 888.8 | 976.1 | +10% |
| <i>Current accounts</i> | 627.9 | 703.0 | +12% |
| <i>Savings deposits</i> | 233.7 | 258.0 | +10% |
| <i>Term deposits</i> | 27.3 | 15.0 | -45% |
| Other deposits ¹ | 37.6 | 45.0 | +20% |
| Building savings deposits | 137.7 | 140.2 | +2% |
| Total AUM ² | 238.0 | 268.4 | +13% |
| Pension funds ³ | 61.2 | 66.8 | +9% |
| Mutual funds | 126.2 | 150.8 | +19% |
| Other AM ⁴ | 50.5 | 50.9 | +1% |
| Other investment products ⁵ | 35.9 | 22.1 | -38% |



¹ The other deposits predominantly consist of repo operations with institutional clients.

² As of 1Q 2021 assets under management are reported in new structure, previous periods were restated.

³ Liabilities to pension fund policy holders.

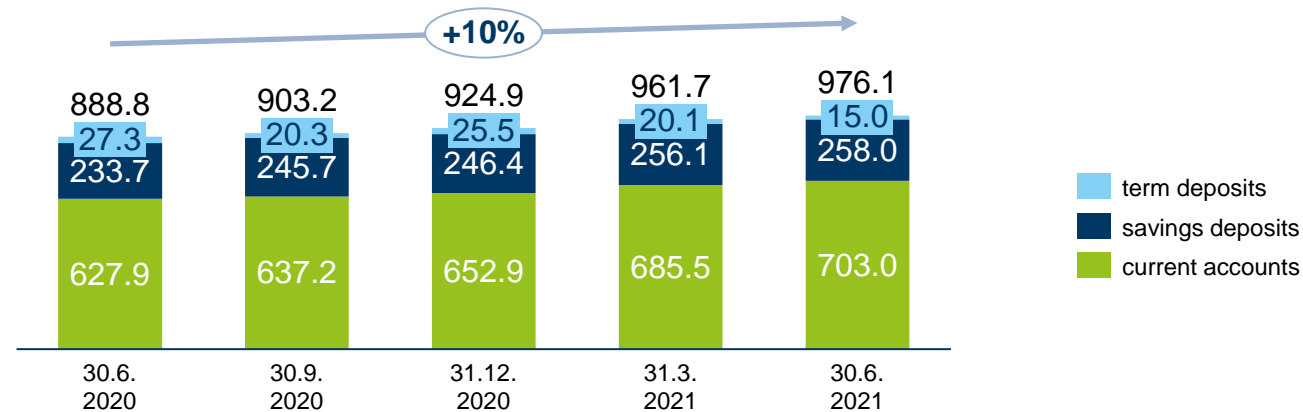
⁴ Item "Other AM" includes discretionary asset management, qualified investors funds and other group assets

⁵ Including bonds, investment certificates and mortgage covered bonds. See definition in appendix.

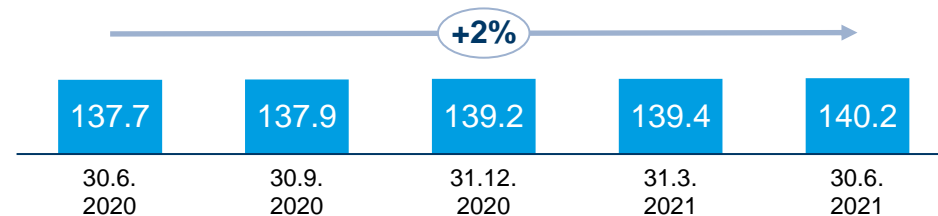
Client deposits, building saving deposits and pension funds

Significant growth of client deposits and pension funds**Client deposits (CZK bn)**

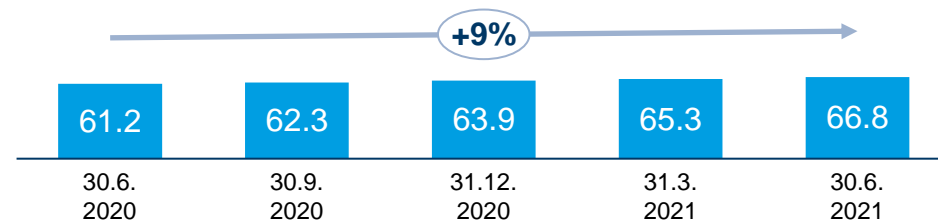
ČSOB (bank)



Client deposits increased **+10% Y/Y** driven by the growth of **current accounts** (+12% Y/Y) and **savings deposits** (+10% Y/Y) while **term deposits** decreased.

Building savings deposits (CZK bn)

Building savings deposits increased **+2% Y/Y**.

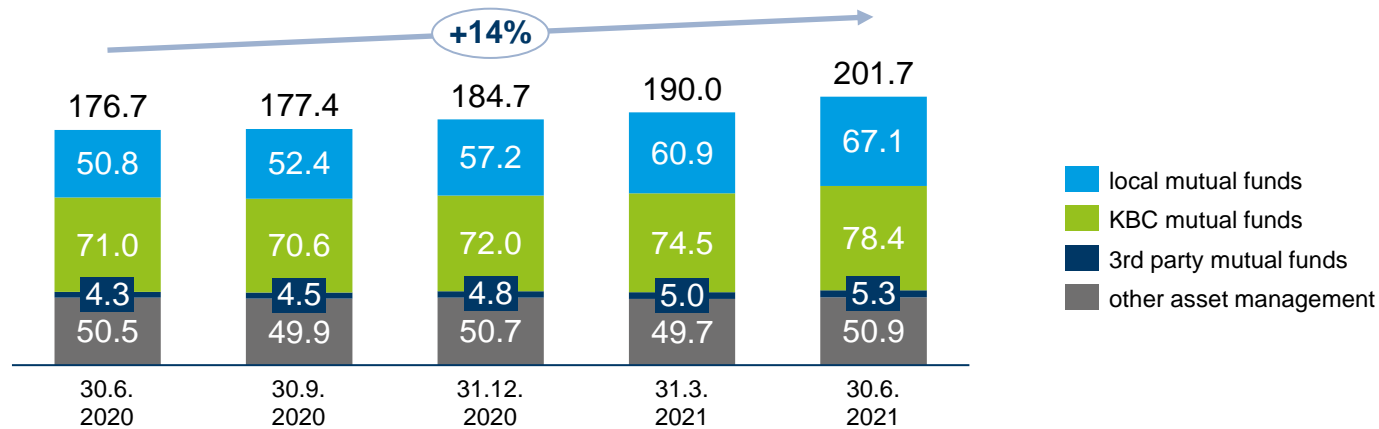
Pension funds (CZK bn)

The volume of savings in **pension funds** increased **+9% Y/Y** driven mainly by higher average pension savings per client.

Mutual funds and other asset management

Mutual funds and other AM up +14% Y/Y**Mutual funds and other AM**

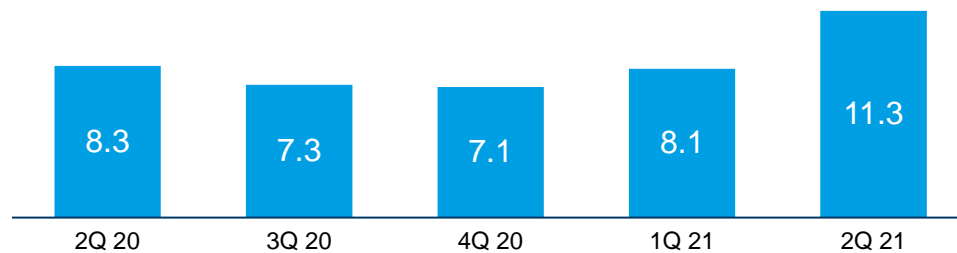
Outstanding volumes, CZK bn



Mutual funds and other AM increased **+14% Y/Y** to **CZK 201.7bn** mainly driven by increase in local mutual funds. The increase was positively influenced by net sales and positive performance effect.

Mutual funds

New sales (gross), CZK bn



2Q 2021 new sales of mutual funds increased **+36% Y/Y** mainly thanks to new solutions *ČSOB NaMíru*, *ČSOB NaMíru responsibly* and also thanks to *ČSOB Drobné*.

Notes:

Mutual funds include funds managed by ČSOB AM as well as those distributed by the ČSOB group but managed by the KBC AM. Only direct positions are included (the funds bought directly by clients). Other asset management: Discretionary mandates and Qualified Investors Funds. AUM of Pension Funds managed by ČSOB AM are excluded and are shown separately in Pension funds section. As of 1Q 2021 assets under management are reported in new structure, previous periods were restated.

ČSOB group's distribution platform

Growing active client base

| | 30.6.2020 | 31.12.2020 | 30.6.2021 |
|----------------------------------------------|------------------|------------------|------------------------|
| Clients of ČSOB's group (mil.) | 4.238 | 4.231 | 4.223 |
| ČSOB branches (bank only) | 221 | 213 | 215¹ |
| ČSOB Retail/SME branches | 199 | 191 | 193 |
| ČSOB Private Banking branches | 11 | 11 | 11 |
| ČSOB Corporate branches | 11 | 11 | 11 |
| ČSOB Pojišťovna branches | 97 | 97 | 98 |
| Hypoteční banka centers¹ | 29 | 29 | 0 |
| ČSOBS advisory centers | 268 | 262 | 248 |
| Leasing branches | 7 | 7 | 6 |
| PSB outlets of the Czech Post network | ca. 2,600 | ca. 2,500 | ca. 2,500 |
| - of which specialized banking counters | 230 | 230 | 233 |
| Czech Post franchise outlets | ca. 600 | ca. 700 | ca. 700 |
| ATMs² | 1,070 | 1,025 | 1,011 |
| - of which contactless | 538 | 601 | 679 |
| - of which deposit | 251 | 267 | 274 |

Figure as of June 2021 reflects the **integration of Hypoteční banka centers**, as well as ongoing optimization of the branch network and strengthening of the self-service platforms.

The **number of clients** decreased -15ths Y/Y, but the **number of active clients** increased +93ths Y/Y.

At the end of June 2021, clients could use **1,011 ATMs** (-59 Y/Y, decrease mainly in 3rd party network), of which 679 were contactless (+141 Y/Y), 274 enabled cash deposits (+23 Y/Y) and **991** were customized for visually impaired clients.

Extended portfolio of bank-insurance services at Czech Post is provided at **233 specialized banking counters** (+3 Y/Y).

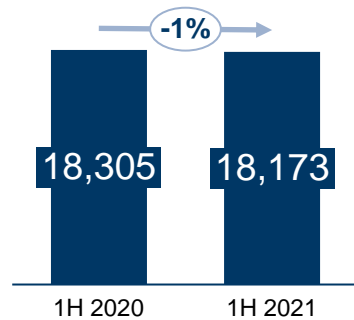
Note:

The multi-channel distribution platform of the ČSOB group includes also a wide **agent network** of over 5,000 agents, incl. ČSOBS tied agents, intermediaries and individual brokers for Hypoteční banka, ČSOB Leasing's dealers and ČSOB Pojišťovna's tied agents, multi-agents and individual brokers.

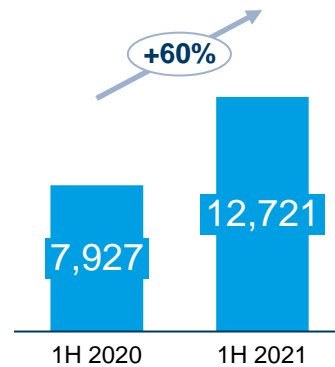
ČSOB group's distribution platform

Number of mobile banking active users and transactions rapidly increasing

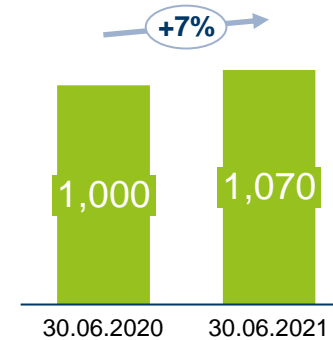
Internet banking transactions¹
(ths)



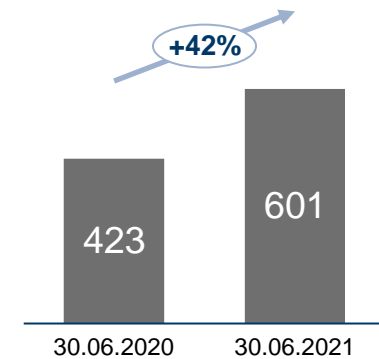
Mobile banking transactions¹
(ths)



Internet banking active users²
(ths)



Mobile banking active users³
(ths)



In 1H 2021, number of transactions entered via **mobile banking** increased +60% Y/Y and number of transactions via **internet banking** decreased -1% Y/Y.

As of 30 June 2021, the number of **mobile banking** active users increased +42 Y/Y, the number of **internet banking** active users increased +7% Y/Y.

¹ Only transactions of retail and private banking clients are included. Transactions from standing payment orders are excluded.

² Internet banking active users are clients who at least once during the last 3 months used internet banking.

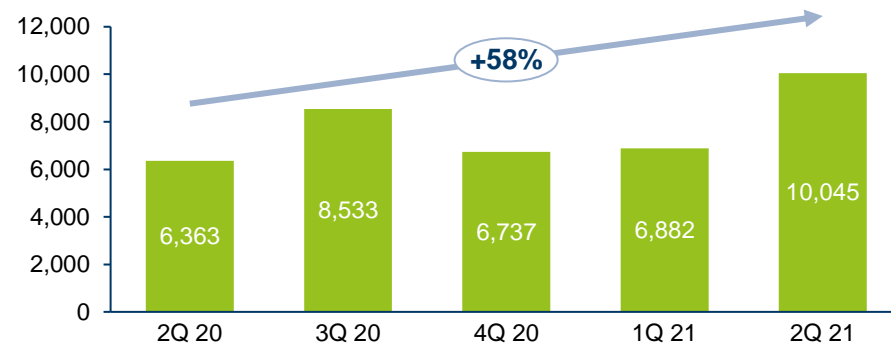
³ Mobile banking active users are clients who at least once during the last 3 months used mobile banking.

ČSOB group's distribution platform

Online initiated sales of saving accounts and consumer finance growing, sales of travel insurance impacted by COVID-19

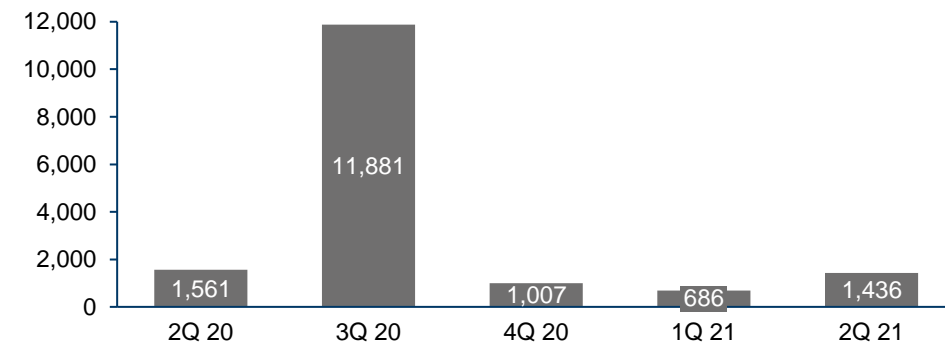
Consumer finance

(pcs)



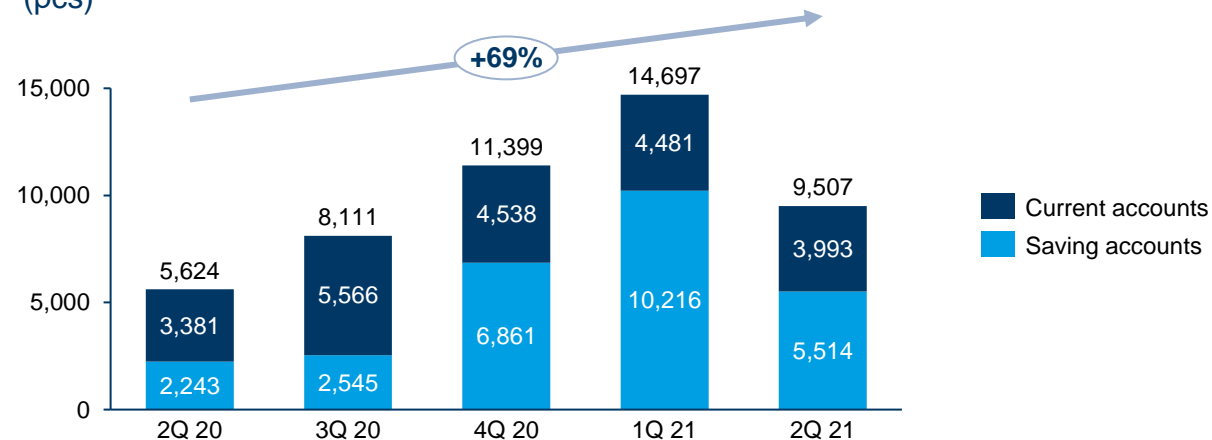
Travel insurance

(pcs)



Current and saving accounts

(pcs)



In 2Q 2021 more than 10 thousand **consumer loans** were initiated online, up **+58% Y/Y**. Subdued demand in online sales of **travel insurance** can be attributed to the continuous COVID-19 crisis and travel limitations.

Number of online initiated **current and saving accounts** increased **+69% Y/Y**.

Selected awards announced in 1H 2021

ČSOB awarded as the Best Bank in the Czech Republic by Global Finance

Global Finance: Best Bank

The US-based magazine **Global Finance** selected ČSOB as **the Best Bank** of 2021 in the Czech Republic.

Zlatá koruna Award

In the 19th Zlatá koruna awards, **ČSOB** ranked 1st in the **Payment cards** category with the product **Premium Karta**, 2nd in the **New product of the year** category with **ČSOB Drobné** and 3rd in **Mortgages**. In addition, **ČSOB Penzijní společnost** won 2nd place with **Dynamický účastnícký fond** and **ČSOB Leasing** ranked 2nd with **Zelená autopůjčka**.

Euromoney: Best Private Banking

ČSOB Private Banking defended the title of the **Best Private Banking** in the Czech Republic by **Euromoney** magazine.

Finparáda Awards

In Finparáda awards, **ČSOB** won 3rd place with **Půjčka na cokoliv** in **Consumer finance** category and **ČSOB Penzijní společnost** ranked 3rd in **Supplementary pension savings** category.

Mastercard Award

ČSOB won in the category **Acquirer of the year 2020** and ranked 2nd in the category **Marketing and product innovation**.

Green Roof of the Year

ČSOB won 1st place in the **Green Roof of the Year** competition in the **Public Intensive Green Roof** category.

Bank without Barriers Award

ČSOB received a special **Bank without Barriers award**, which is determined by the NGO Barriers Account together with handicapped citizens across all regions.

Lemur Award

ČSOB gained 2nd place in the Annual report category with **ČSOB Group Social Responsibility report**.

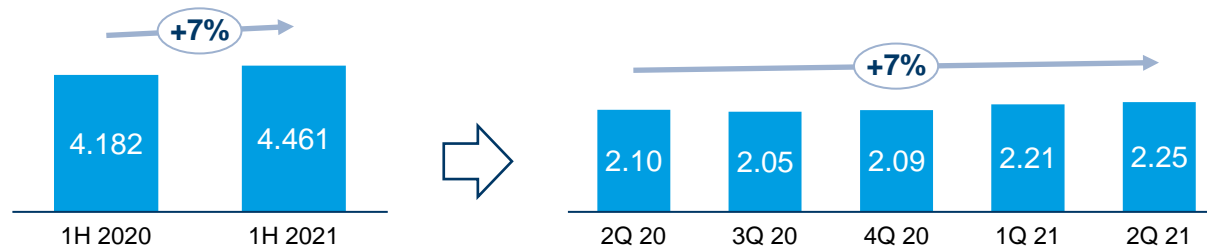
ČSOB Pojišťovna: Key Figures

Insurance

Growth in non-life gross written premium

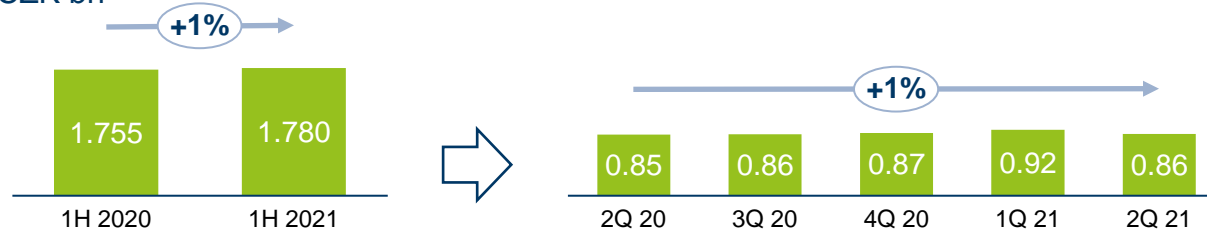
Non-life insurance - gross written premium (GWP)

CZK bn



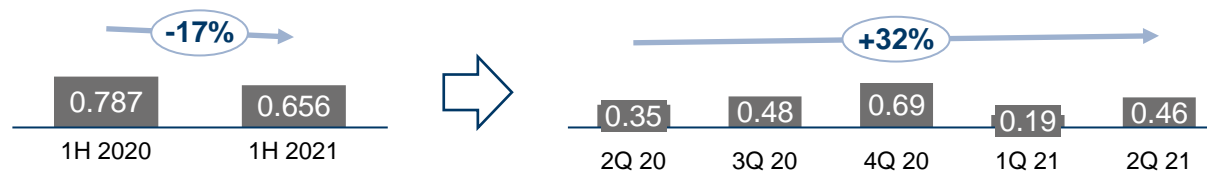
Life insurance – regular paid gross written premium

CZK bn



Life insurance – single paid gross written premium

CZK bn



Note: Market position reflects combined position of the insurers belonging to the same business group.

| Market shares | 1H 2021 | Market position |
|--------------------|---------|-----------------|
| Non-life insurance | ↑ 8.6% | 4 th |
| Life insurance | ↓ 7.8% | 4 th |

Arrows show Y/Y change.

Non-life insurance

1H/2Q 2021 non-life gross written premium increased **+7% Y/Y** thanks to industrial risk, house & households and motor insurance products increase.

Life insurance

1H/2Q 2021 **regular paid** gross written premium increased **+1% Y/Y**.

1H 2021 **single paid** gross written premium decreased by **-17% Y/Y** but 2Q 2021 **single paid** gross written premium increased **+32% Y/Y**.

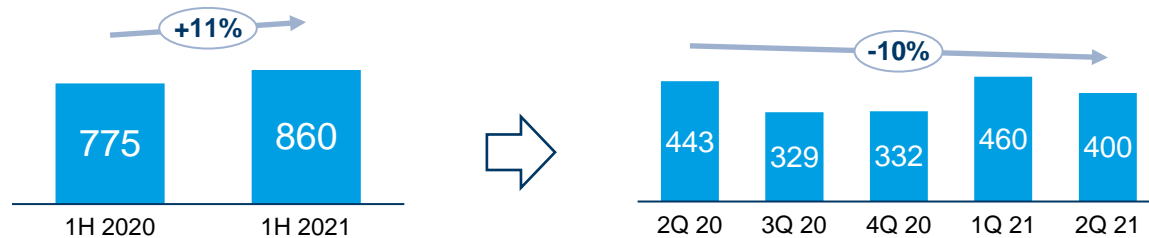
ČSOB Pojišťovna successfully managed to provide priority service to its customers in Southern Moravia hit by the tornado and windstorms. Call center and claims teams switched to special calamity mode, quick examinations of losses and advance payments were processed.

Insurance

Higher net profit thanks to higher operating income

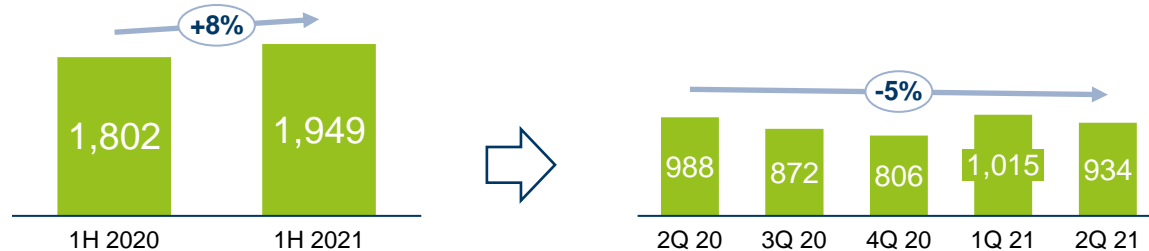
Net profit

CZK m



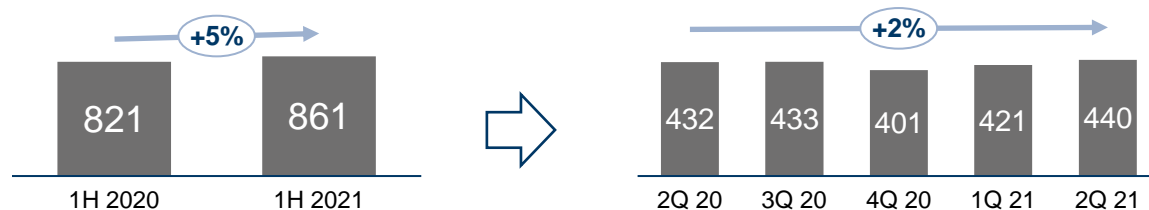
Operating income

CZK m



Operating expenses

CZK m



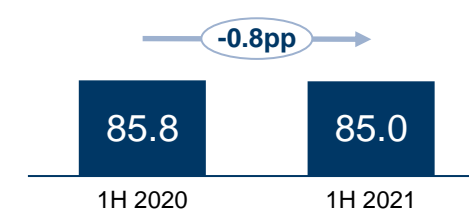
1H 2021 **net profit** increased to **CZK 860m** (+11% Y/Y) and 2Q 2021 **net profit** declined to **CZK 400m** (-10% Y/Y).

1H 2021 **operating income** increased to **CZK 1,949m** (+8% Y/Y) but 2Q 2021 operating income decreased to CZK 934m (-5% Y/Y) influenced by windstorm and tornado claims in June 2021.

1H/2Q 2021 **operating expenses** increased to **CZK 861m** (+5% Y/Y) and CZK 440m (+2% Y/Y) respectively driven by higher FTEs, ICT expenses and depreciation.

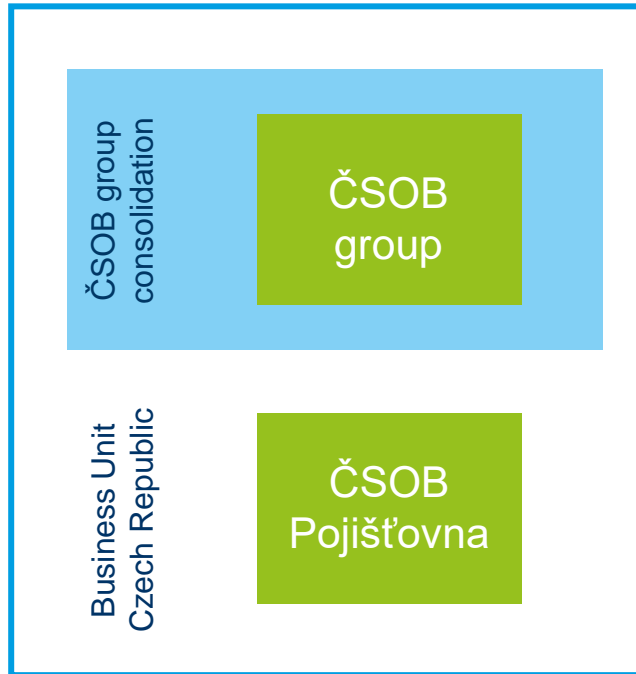
Non-life combined ratio reached **85.0%**, remained stable despite claims occurred in June thanks to reinsurance and lower motor claims due to COVID-19 lockdown in the beginning of 2021.

Non-life combined ratio (%)



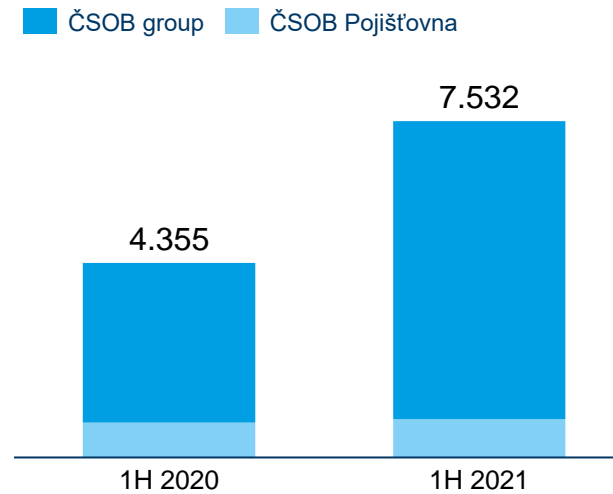
Business Unit Czech Republic

Business Unit Czech Republic 1H 2021 net profit



Net profit of the Business Unit Czech Republic

CZK bn



The 1H 2021 net profit of the Business Unit Czech Republic reached **CZK 7.5bn** (+73% Y/Y).

The Business Unit Czech Republic contains all KBC's operations in the Czech Republic, namely the ČSOB group, and full ownership of ČSOB Pojišťovna.

| Net profit (CZK bn) | 2Q 2020 | 3Q 2020 | 4Q 2020 | 1Q 2021 | 2Q 2021 | 2Q/2Q | 1H 2020 | 1H 2021 | 1H/1H |
|---------------------|---------|---------|---------|---------|---------|-------|---------|---------|-------|
| BU Czech Republic | 2.095 | 3.066 | 2.500 | 3.214 | 4.318 | +106% | 4.355 | 7.532 | +73% |
| o/w ČSOB Pojišťovna | 0.443 | 0.329 | 0.332 | 0.460 | 0.400 | -10% | 0.775 | 0.860 | +11% |

Appendix

Ratios and other indicators

| Ratio / Indicator | 31.12.2018 | 31.12.2019 | 31.12.2020 | 30.6.2020 | 30.6.2021 |
|-------------------------------------------------------------|----------------|-------------|-------------|-------------|-------------|
| Net interest margin (Ytd., annualized, %) | 3.07 | 3.02 | 2.31 | 2.64 | 1.98 |
| Cost / income ratio (%) | 47.9 | 44.9 | 54.6 | 52.2 | 62.7 |
| Cost / income ratio excl. bank. taxes (%) | 45.8 | 42.7 | 51.5 | 46.4 | 54.7 |
| RoE (Ytd., %) | 17.5 | 20.7 | 8.2 | 6.9 | 12.2 |
| RoA (Ytd., %) | 1.07 | 1.20 | 0.49 | 0.40 | 0.73 |
| RoAC, BU Czech Republic (Ytd., %) ¹ | 39.1 | 46.7 | 21.7 | 19.2 | 33.2 |
| Credit cost ratio (Ytd., annualized, %) ² | 0.03 | 0.04 | 0.67 | 0.62 | -0.29 |
| NPL ratio (%) ² | 2.73 (2.43) | 2.24 n/a | 2.26 n/a | 2.20 n/a | 2.06 n/a |
| NPL coverage ratio (%) ² | 45.7 (46.9) | 47.3 n/a | 48.7 n/a | 47.2 n/a | 48.6 n/a |
| (Common Equity) Tier 1 ratio (%) | 18.0 | 19.2 | 23.7 | 21.1 | 23.7 |
| Total capital ratio (%) | 18.0 | 19.2 | 24.2 | 21.5 | 24.2 |
| Leverage ratio (Basel III, %) | 4.26 | 4.04 | 5.02 | 4.61 | 4.56 |
| Net stable funding ratio (Basel III, %) ³ | 161.4 | 161.5 | 170.6 | 168.9 | 171.1 |
| Liquidity coverage ratio (Basel III, %) | 136.5 | 130.9 | 137.5 | 136.0 | 144.6 |
| Loan to deposit ratio (%) | 76.3 | 79.4 | 71.6 | 73.8 | 70.7 |

¹ Fully-loaded

² The loan quality ratios have been restated to reflect inclusion of 100% of ČSOBS loans in Credit risk: loan portfolio. The originally reported ratios are in brackets.

³ As of 1Q 2021 change in methodology, previous periods were not restated

Profit and loss statement

| (CZK m) | 2Q 2020 | 1Q 2021 | 2Q 2021 | Y/Y | Q/Q | 1H 2020 | 1H 2021 | Y/Y |
|-----------------------------------------------------------------|---------------|---------------|---------------|------------------|-------------|---------------|----------------|-------------|
| Net interest income | 6,264 | 5,467 | 5,516 | -12% | +1% | 15,083 | 10,983 | -27% |
| <i>Interest income</i> | 8,316 | 7,862 | 8,092 | -3% | +3% | 21,053 | 15,954 | -24% |
| <i>Interest expense</i> | -2,052 | -2,395 | -2,576 | +26% | +8% | -5,970 | -4,971 | -17% |
| Net fee and commission income | 1,926 | 1,871 | 1,959 | +2% | +5% | 3,868 | 3,830 | -1% |
| Net gains from financial instruments at FVPL ¹ | 2,003 | 743 | 77 | -96% | -90% | -1,048 | 820 | -/+ |
| Other operating income ² | 358 | 375 | 434 | +21% | +16% | 762 | 809 | +6% |
| Operating income | 10,551 | 8,456 | 7,986 | -24% | -6% | 18,665 | 16,442 | -12% |
| Staff expenses | -2,112 | -2,215 | -2,349 | +11% | +6% | -4,449 | -4,564 | +3% |
| General administrative expenses | -1,596 | -2,862 | -1,753 | +10% | -39% | -4,151 | -4,615 | +11% |
| <i>General administrative expenses (excl. banking taxes)</i> | -1,564 | -1,554 | -1,750 | +12% | +13% | -3,078 | -3,304 | +7% |
| <i>Banking taxes</i> | -32 | -1,308 | -3 | -91% | >-100% | -1,073 | -1,311 | +22% |
| Depreciation and amortisation | -569 | -553 | -579 | +2% | +5% | -1,142 | -1,132 | -1% |
| Operating expenses | -4,277 | -5,630 | -4,681 | +9% | -17% | -9,742 | -10,311 | +6% |
| Impairment losses | -4,766 | 329 | 1,297 | -/+ | >+100% | -4,841 | 1,626 | -/+ |
| <i>Impairment on financial assets at amortised cost</i> | -4,640 | 331 | 1,378 | -/+ | >+100% | -4,691 | 1,709 | -/+ |
| <i>Impairment on financial assets at fair value through OCI</i> | -1 | 0 | 0 | -100% | n/a | -1 | 0 | -100% |
| <i>Impairment on other assets</i> | -125 | -2 | -81 | -35% | >+100% | -149 | -83 | -44% |
| Share of profit of associates | -9 | -12 | -12 | +33% | 0% | -17 | -24 | +41% |
| Profit before tax | 1,499 | 3,143 | 4,590 | >+100% | +46% | 4,065 | 7,733 | +90% |
| Income tax expense | -170 | -404 | -684 | >+100% | +69% | -588 | -1,088 | +85% |
| Profit for the period | 1,329 | 2,739 | 3,906 | >+100% | +43% | 3,477 | 6,645 | +91% |
| Attributable to: | 0 | 0 | 0 | | | | | n/a |
| Owners of the parent | 1,329 | 2,739 | 3,906 | >+100% | +43% | 3,477 | 6,645 | +91% |
| Non-controlling interests | 0 | 0 | 0 | n/a | n/a | 0 | 0 | n/a |

¹ FVPL = fair value through profit and loss.

² Other operating income = Net realised gains from financial instruments at fair value through other comprehensive income (OCI), dividend income, income and expense from operating lease, other net income.

Balance sheet - assets

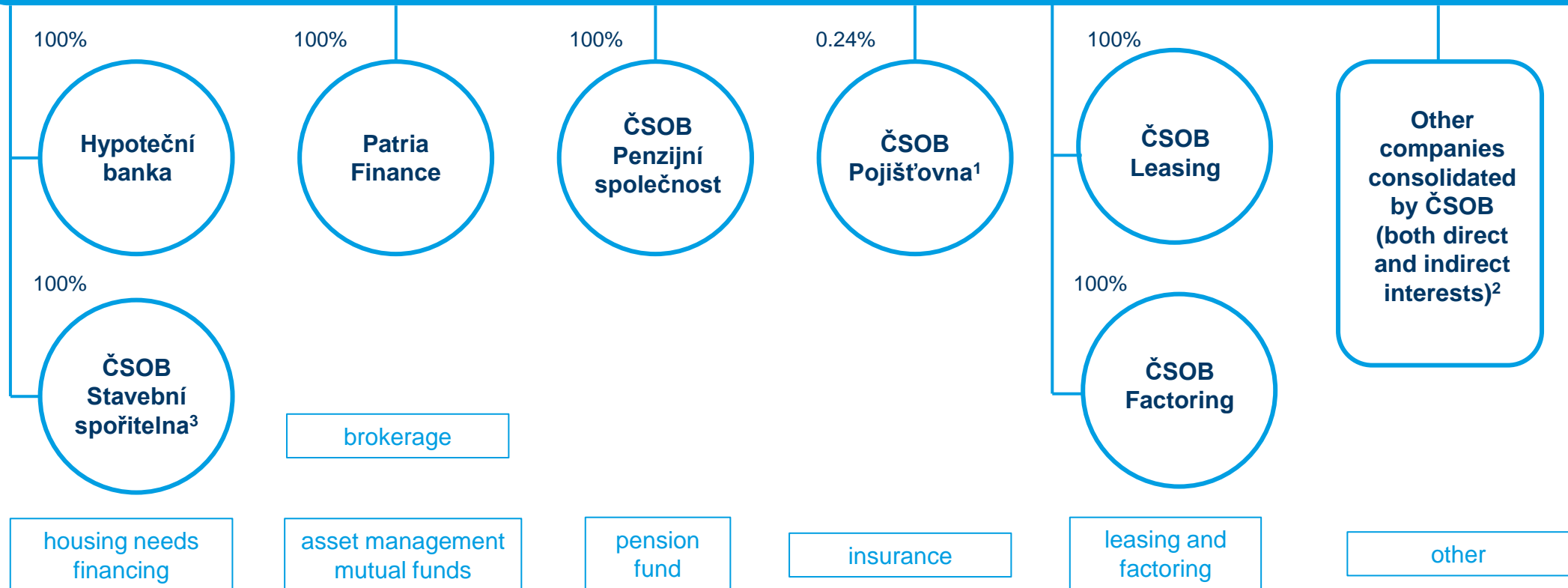
| (CZK m) | 30/6 2020 | 31/12 2020 | 30/6 2021 | Ytd. |
|-------------------------------------------------------------------------------------|------------------|------------------|------------------|------------|
| Cash and balances with central banks and other demand deposits | 31,939 | 29,595 | 28,524 | -4% |
| Financial assets held for trading | 62,059 | 36,131 | 63,440 | +76% |
| Financial assets held for trading pledged as collateral | 0 | 0 | 0 | n/a |
| Financial assets designated at fair value through P/L | 0 | 0 | 0 | n/a |
| Non-trading financial assets mandatorily at fair value through profit or loss | 1,153 | 1,792 | 519 | -71% |
| Financial assets at fair value through other comprehensive income (OCI) | 29,100 | 16,016 | 14,595 | -9% |
| Financial assets at fair value through OCI pledged as collateral | 8,396 | 6,328 | 6,167 | -3% |
| Financial assets at amortised cost - net | 1,528,410 | 1,579,942 | 1,685,717 | +7% |
| <i>Financial assets at amortised cost to credit institutions - gross</i> | 605,644 | 645,750 | 722,288 | +12% |
| <i>Financial assets at amortised cost to other than credit institutions - gross</i> | 938,196 | 949,972 | 977,331 | +3% |
| <i>Financial assets at amortised cost - provisions</i> | -15,430 | -15,780 | -13,899 | -12% |
| Financial assets at amortised cost pledged as collateral | 34,890 | 40,588 | 53,881 | +33% |
| Fair value adjustments of the hedged items in portfolio hedge | 11,818 | 5,413 | -1,849 | +/- |
| Derivatives used for hedging | 12,839 | 9,969 | 10,745 | +8% |
| Current tax assets | 562 | 239 | 1,225 | >+100% |
| Deferred tax assets | 1,170 | 1,612 | 1,348 | -16% |
| Investments in associates and joint ventures | 109 | 139 | 128 | -8% |
| Property and equipment | 13,530 | 14,690 | 14,352 | -2% |
| Goodwill and other intangible assets | 10,847 | 10,767 | 10,984 | +2% |
| Non-current assets held-for-sale | 464 | 15 | 13 | -13% |
| Other assets | 2,713 | 2,862 | 3,291 | +15% |
| Total assets | 1,749,999 | 1,756,440 | 1,893,080 | +8% |

Balance sheet – liabilities and equity

| (CZK m) | 30/6 2020 | 31/12 2020 | 30/6 2021 | Ytd. |
|--------------------------------------------------------------------|------------------|------------------|------------------|------------|
| Financial liabilities held for trading | 69,869 | 39,692 | 68,251 | +72% |
| Financial liabilities at fair value through P/L | 32,472 | 25,575 | 23,785 | -7% |
| Financial liabilities at amortised cost | 1,509,907 | 1,557,853 | 1,671,305 | +7% |
| <i>of which Deposits received from central banks</i> | 0 | 0 | 33,181 | n/a |
| <i>of which Deposits received from credit institutions</i> | 107,841 | 57,422 | 108,903 | +90% |
| <i>of which Deposits received from other than credit institut.</i> | 1,064,181 | 1,072,770 | 1,161,369 | +8% |
| <i>of which Debt securities in issue</i> | 335,199 | 425,293 | 365,473 | -14% |
| <i>of which Subordinated liabilities</i> | 0 | 0 | 0 | n/a |
| <i>of which Lease liabilities</i> | 2,686 | 2,368 | 2,379 | +0% |
| Fair value adjustments of the hedged items in portfolio hedge | 8,688 | 2,759 | -4,159 | +/- |
| Derivatives used for hedging | 18,996 | 14,885 | 12,029 | -19% |
| Current tax liabilities | 32 | 53 | 42 | -21% |
| Deferred tax liabilities | 1,008 | 962 | 835 | -13% |
| Provisions | 575 | 837 | 532 | -36% |
| Other liabilities | 6,152 | 6,832 | 7,391 | +8% |
| Total liabilities | 1,647,699 | 1,649,448 | 1,780,011 | +8% |
| Share capital | 5,855 | 5,855 | 5,855 | 0% |
| Share premium | 20,929 | 20,929 | 20,929 | 0% |
| Statutory reserve | 18,687 | 18,687 | 18,687 | 0% |
| Retained earnings | 55,877 | 61,126 | 67,758 | +11% |
| Financial assets at fair value through OCI - revaluation reserve | 482 | 369 | 231 | -37% |
| Cash flow hedge reserve | 470 | 26 | -391 | +/- |
| Parent shareholders' equity | 102,300 | 106,992 | 113,069 | +6% |
| Minority interest | 0 | 0 | 0 | n/a |
| Total equity | 120,300 | 106,992 | 113 069 | +6% |
| Total liabilities and equity | 1,749,999 | 1,756,440 | 1,893,080 | +8% |

The ČSOB group in the Czech Republic

Československá obchodní banka, a. s. banking services



Percentages show ČSOB's ownership interests on company's equity as at 30 June 2021.

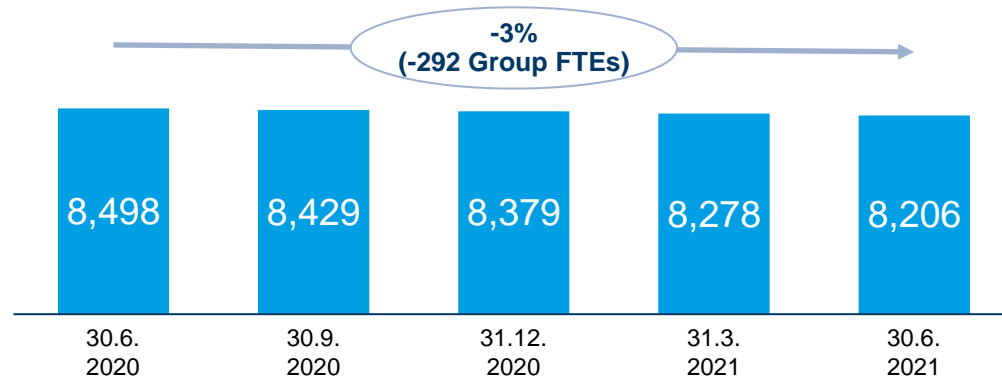
¹ 99.76% of shares owned by KBC Insurance; by the equity method consolidation.

² A complete list of companies consolidated by ČSOB is stated in ČSOB Annual Report.

³ With effect from 12 March 2021 Českomoravská Stavební spořitelna, a.s. (ČMSS) changed its name to ČSOB Stavební spořitelna, a.s. (ČSOBS).

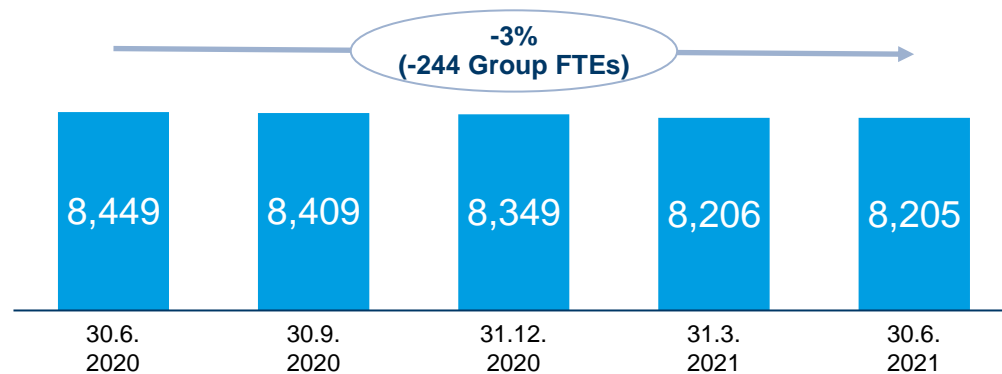
Employees

Number of FTEs – average



The average number of Group FTEs decreased **-292 Y/Y** driven by retail integration, digitalization and robotization.

Number of FTEs – end of the period



■ Group FTE¹

The number of Group FTEs at the end of the period decreased **-244 Y/Y**.

¹ Above mentioned figures include: ČSOB banka, Hypoteční banka, ČSOB Stavební spořitelna, ČSOB Leasing, ČSOB Factoring, ČSOB Penzijní společnost, ČSOB Advisory, Banit, Patria, Ušetřeno, K&H Payment Services. Since June 2021 FTEs include also K&H Payment Services.

Explanatory notes to financial statements

1. Explanatory note on recognition of market value adjustments

Market value adjustments are recognized on all positions that are measured at fair value. They relate to close-out costs, adjustments for less-liquid positions or markets, mark-to-model-related valuation adjustments, counterparty risk and funding costs.

Credit value adjustments (CVAs) are used when measuring derivatives to ensure that their market value is adjusted to reflect the credit risk of the counterparty. A debt value adjustment (DVA) is made for contracts where the counterparty is exposed to CSOB. A funding value adjustment (FVA) is a correction made to the fair value of uncollateralized derivatives in order to ensure that the (future) funding costs or income attached to entering into and hedging such instruments are factored in when measuring their value.

2. Management overlay in accordance with IFRS 9

The loan loss provisions in FY 2020 include additional impairment as a management overlay to address the economic impacts from the COVID-19 pandemic via an expert based calculation in accordance with IFRS 9. The management overlay was fully assigned to stage 2. Management overlay was excluded from annualization of CCR in 1H and 9M 2020 in order to avoid an overestimation of CCR.

Market shares definitions and sources

| Item | Definition | Source |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| Building savings deposits | Deposits of buildings savings clients, ČSOBS 100%. | ČNB, Data Series System (ARAD); ČSOBS |
| Building savings loans | Outstanding volumes of building savings loans, ČSOBS 100%. | ČNB, Data Series System (ARAD); ČSOBS |
| Consumer loans | Outstanding volume of cash loans, credit cards, overdrafts, consumer loans on real estate and American mortgages. | ČNB, Data Series System (ARAD); ČSOB |
| Factoring | Volume of new business. | Association of Leasing and Factoring Companies ČR (ČLFA) |
| Insurance | New business in the year according to gross written premium. Market position reflects combined position of the insurers belonging to the same business group. | Czech Association of Insurance Companies (ČAP) |
| Leasing | Outstanding volume (leasing of movables, commercial loans and consumer loans); related to the relevant market comprising both banks and non-banking institutions. | Association of Leasing and Factoring Companies ČR (ČLFA) |
| Mortgages | Outstanding volumes; mortgages for private individuals excl. American mortgages and mortgages for non-housing real estate purposes, consumer loans for house purchase, according to ČNB definition. | ČNB, Data Series System (ARAD); ČSOB; HB |
| Mutual funds | AUM in both Czech and foreign funds at the given date, including institutional funds and third parties funds; according to AKAT methodology. | Association for Capital Market (AKAT) |
| Pension funds | Total number of clients at the given date. | The Association of Pension Funds of the Czech Republic (APS) |
| SME/corporate loans | Remaining loans that are not reported in any of the retail loans categories (loans to other than households). | ČNB, Data Series System (ARAD); ČSOB |
| Total deposits | Total bank deposits including building savings deposits (ČSOBS), excluding repo and including unmarketable bills of exchange. | ČNB, Data Series System (ARAD); ČSOB |
| Total loans | Outstanding volumes of consumer loans and other retail loans + mortgages for private individuals + building savings loans (ČSOBS) + SME/corporate loans (gross). | ČNB, Data Series System (ARAD); ČSOB; ČSOBS |

Glossary - ratios

| | |
|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (Common Equity) Tier 1 ratio | Tier 1 capital (CET1) / Total RWA (according to CRR) |
| C/I (cost/income ratio) | Operating expenses / operating income, Ytd. |
| CCR (credit-cost ratio) | Total credit costs / average Credit risk: loan portfolio in the year (simple average of previous year end and reported period end balances); Ytd., annualized (management overlay was excluded from annualization of CCR in 1H and 9M 2020 in order to avoid an overestimation of CCR). |
| Leverage ratio | Tier 1 capital / On-balance + Off-balance sheet items + Counterparty exposure for Derivatives and SFT + Add-ons (according to CRR) |
| Liquidity coverage ratio | High quality liquid assets (unencumbered and convertible into cash) to liquidity needs (outflow – inflow) for a 30 calendar days time horizon under specified significant stress scenario (according to CRR) |
| Loan to deposit ratio | IAS 39: Loans and receivables to other than credit institutions (net) / Deposits received from other than credit institutions at amortised cost minus repo operations with non-banking financial institutions IFRS 9: Financial assets at amortised cost to other than credit institutions minus bonds (net) / Deposits received from other than credit institutions at amortised cost minus repo operations with non-banking financial institutions |
| Net stable funding ratio (NSFR) | Available amount of stable funding / required amount of stable funding (according to CRR) |
| NIM (net interest margin) | Net interest income excl. volatile short-term assets used for liquidity management / average interest earnings assets excl. volatile short-term assets used for liquidity management ; Qtd./Ytd., annualized |
| Non-life combined ratio | (Technical insurance charges, incl. the internal cost of settling claims / earned insurance premiums) + (operating expenses / written insurance premiums) (after reinsurance in each case, according to KBC group methodology) |
| NPL (non-performing loans) ratio | Outstanding amount of non-performing loans (incl. off-balance sheet items) / Credit risk: loan portfolio |
| NPL coverage ratio | Specific allowances for loans and leases (incl. off-balance sheet items) / non-performing loans (incl. off-balance sheet items) |
| ROA (return on assets) | Net profit for the year / average of total assets; Ytd., annualized |
| ROAC, BU Czech Republic (return on allocated capital) | Result after tax (including minority interests) of the ČSOB group, adjusted to take account of allocated capital instead of actual capital / average allocated capital of the ČSOB group (KBC group methodology) |
| ROE (return on equity) | Net profit for the year / average of total shareholders' equity; Ytd., annualized |
| Total capital ratio | Total regulatory capital / Total RWA (according to CRR) |

Glossary – other definitions

| | |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Assets under management | Including pension funds, mutual funds (assets under management in structured/capital protected funds and other mutual funds), other asset management and assets under management products and assets under management of Slovak local funds managed in the Czech Republic. |
| Banking taxes | Including contribution to the Resolution Fund, Deposit insurance premium and Securities Traders Guarantee Fund. |
| Building savings deposits | All ČSOBS financial liabilities at amortized cost minus deposits received from other than credit institutions. |
| Building savings loans | All customer lending granted by ČSOBS in book values. Gross. |
| Consumer finance | Loan portfolio granted by ČSOB's retail network (ČSOB and PSB brand) in book values. Gross. |
| Corporate loans | Loan portfolio granted by ČSOB's corporate banking network in book values, including credit-replacing bonds. Gross. |
| Credit risk: loan portfolio | Including all payment credit, guarantee credit, standby credit and credit derivatives, granted by ČSOB to private persons, companies, governments and banks. Bonds held in the investment portfolio are included if they are corporate- or bank-issued, hence government bonds and trading book exposure are not included. |
| Group deposits | Item Deposits received from other than credit institutions from the consolidated balance sheet (incl. ČSOBS/building savings deposits). |
| Loan portfolio | Loans and receivables to other than credit institutions (incl. ČSOBS/building savings loans) plus loans and receivables to credit institutions minus exposure to banks from inter-bank transactions plus credit replacing bonds (in FVOCI portfolio). |
| Mortgages | All loans booked in Hypoteční banka, including home equity loans and mortgage loans to legal entities, excluding intra-group loans. Gross. |
| Other investment products | Including bonds, mortgage covered bonds and investment certificates issued by ČSOB or Hypoteční banka held by clients of Retail and Private banking which are reported either as Financial liabilities at fair value through P/L or as Financial liabilities at amortised cost - Debt securities in issue. |
| SME loans | Loan portfolio granted by ČSOB's SME network in book values. Gross. |
| Own GHG emissions | The total amount of CO ₂ production (in tons) covering all legal entities in ČSOB Group. Direct emissions arising from activities that fall under our control. Indirect emissions are associated with the consumption of purchased energy which do not arise directly from our business but are the result of the company's activities. |
| Paper consumption | The total amount of paper purchased (in tons), consumption covers all legal entities in ČSOB Group. All types of paper considered: A4 for copy, envelopes, paper with logo, forms, writing pads, continuous paper, paper on a roll, paper used for prints by external firms. |
| Electricity consumption | The total amount of electricity consumed (in GJ) within our own facilities produced inhouse or by external supplier. |
| Waste production | The total amount of waste production (in tons) covering all legal entities in ČSOB Group. |
| Green finance | Loan portfolio of specific products for eco-friendly financing (green mortgage, green car loan, corporate green lending for renewables). |
| Social finance | Loan portfolio in Healthcare and Education sectors, sorted by NACE codes of the borrower. |
| Socially responsible investments | Socially responsible investment funds (SRI F) are collective investment instruments that choose the assets that make up the portfolio based on environmental, social and governance (ESG) criteria. |

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