

FY/4Q 2019 Results

ČSOB Group

Business Unit Czech Republic



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ČSOB Group: Key Figures

Digital with human touch: new services and innovations launched in 2019

ČSOB introduced **Apple Pay, Google Pay and Garmin Pay** that integrate payment cards into smartphones or other electronic devices and enable contactless payments. By the end of the year 2019, clients had tokenized over 94 thousand cards in their mobile wallets.



Patria Finance, member of the ČSOB group and largest online broker in the Czech Republic, has launched **indigo** – a revolutionary **roboadvisory and automated investment platform**.

ČSOB established a joint-venture **MALL Pay** with Mall Group. MALL Pay offers deferred payments for online shopping and will bring installment loans, insurance and investment options to e-shop customers.



ČSOB launched **instant payments** which allow transfer of money from one account to an account in another bank within seconds.



**DIGITAL
WITH
HUMAN
TOUCH**

ČSOB newly offers for all retail clients to get the loan fully online. Clients can get fully online also current and saving accounts, term deposits or building savings.



ČSOB has provided solution for **contactless payments for tickets in Prague trams**.

Higher net profit driven by net interest income and one-off gains (mainly ČMSS)

Excellent loan quality

ČSOB group key indicators		2016	2017	2018	2019
Profitability	Net profit (CZK bn)	15.1	17.5	15.8	19.7
	Return on equity	17.3%	19.3%	17.5%	20.7%
Liquidity	Loan to deposit ratio	79.4%	77.7%	76.3%	79.1%
	Net stable funding ratio	150.9%	146.0%	161.4%	161.5%
Capital	Tier 1 (CET1) ratio	18.2%	17.2%	18.0%	19.2%
Impairments	Credit cost ratio	0.11%	0.02%	0.03%	0.04%
Cost efficiency	Cost / income ratio	46.0%	43.7%	47.9%	44.9%

Higher net profit driven by net interest income and one-off gains (mainly ČMSS)

Excellent loan quality, business volumes growth

Business indicators

Loan portfolio increased to **CZK 781bn** (+5% Y/Y) driven by most segments. **Group deposits** increased to **CZK 960bn** (+3% Y/Y). **Assets under management** increased to **CZK 241bn** (+18% Y/Y). The number of **active clients** increased **+58ths** Y/Y.

Operating income

Operating income reached **CZK 42.4bn** in FY 2019 (+14% Y/Y). The Y/Y growth was driven by increasing net interest income, higher net fee and commission income, one-off gains from revaluation of 55% share in ČMSS, sale of ČSOB Asset Management and historical legal case, and consolidation of ČMSS, while lower trading income had negative impact. Adjusted for the impact of ČMSS consolidation and one-off gains from revaluation of 55% share in ČMSS and the sale of ČSOB Asset Management, operating income would increase +3% Y/Y.

Operating expenses

Operating expenses increased to **CZK 19.0bn** in FY 2019 (+7% Y/Y) due to higher banking tax (+23% Y/Y), higher staff expenses (+7 % Y/Y), and consolidation of ČMSS. Adjusted for the impact of ČMSS consolidation, operating expenses would increase +3% Y/Y.

Impairments

Credit cost ratio for FY 2019 stood at **4 bps** (Ytd. annualized, +1 bps Y/Y) thanks to the ongoing excellent loan quality. **Other impairments** decreased Y/Y to **CZK 90m (net creation)**.

Net profit

As a result of the above mentioned factors, ČSOB's **net profit** came in at **CZK 19.7bn** (+25% Y/Y) in FY 2019 and at **CZK 5.0bn** (+17% Y/Y) in 4Q 2019. Adjusted for the impact of ČMSS consolidation and one off-gains on ČMSS and ČSOB Asset Management the FY net profit would increase +6% Y/Y.

Liquidity & Capital

Loan to deposit ratio increased Y/Y to **79.1%**. **Tier 1 ratio** stood at **19.2%** and **net stable funding ratio** (NSFR) reached **161.5%**.

Achievements & Highlights

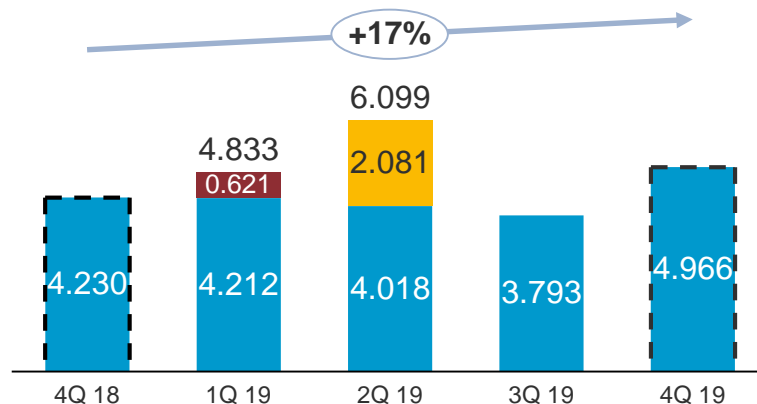
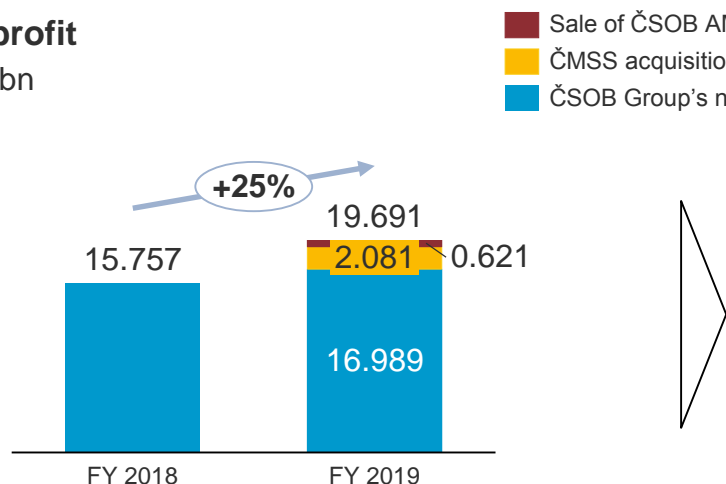
The Banker magazine awarded ČSOB as **the Best Bank in the Czech Republic for 2019**. The magazine **Euromoney** awarded ČSOB as **the Best Bank** in the Czech Republic for 2019. ČSOB received this award for the 10th time. ČSOB finished second in **Hospodářské noviny** competition for the **Best Bank in the Czech Republic in 2019**.

The **net promoter score** (NPS) for retail clients of ČSOB reached 38. Separately for the **ČSOB Premium**, **NPS reached 60**, the highest value since the launch of Premium in 2016.

The Y/Y net profit increase influenced by higher NII and acquisition of ČMSS

Net profit

CZK bn



FY/4Q 2019 **net profit** reached **CZK 19.7bn** (+25% Y/Y) and **CZK 5.0bn** (+17% Y/Y) respectively. The FY results reflect higher net interest income, higher net fee and commission income, one-off gains from revaluation of 55% share in ČMSS, sale of ČSOB Asset Management and historical legal case, and impact of ČMSS consolidation (100%), while lower trading income and higher staff expenses had negative impact.

Adjusted for the impact of ČMSS consolidation and one off-gains on ČMSS and ČSOB Asset Management the FY net profit would increase +6% Y/Y.

The return on equity (ROE) reached **20.7%**, up from 17.5% driven by higher net profit.

Notes (gross impact):

4Q 2018 one-off item: gain from historical legal case (CZK +0.2bn)

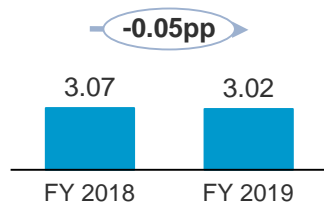
1Q 2019 one-off items: gain from historical legal case (CZK +0.2bn), sale of ČSOB AM (CZK +0.6bn)

2Q 2019 one-off item: gain from revaluation of ČSOB's 55% share in ČMSS triggered by acquisition of remaining 45% share, in conformity with IFRS 3 (CZK +2.1bn)

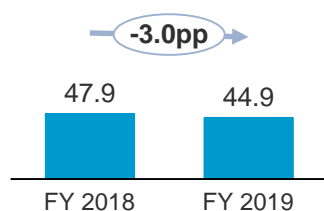
Strong profitability and excellent loan quality

Profitability

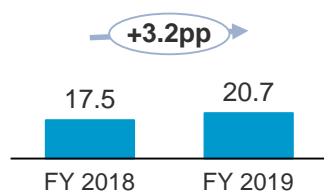
Net interest margin (%)



Cost / income ratio (%)

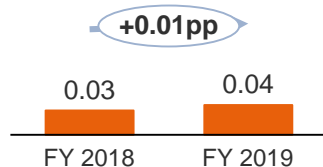
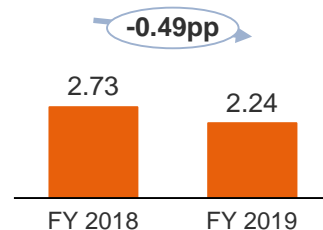
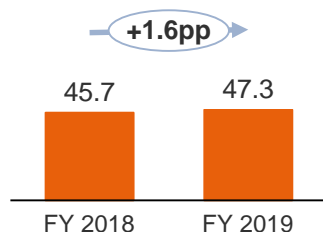


ROE (%)



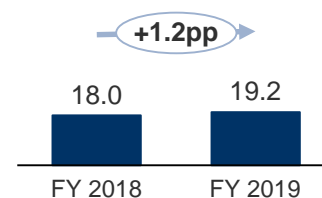
Loan portfolio quality

CCR, Ytd. annualized (%)

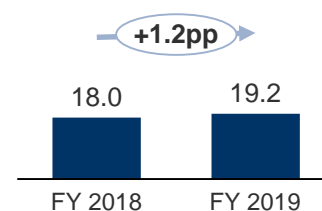
NPL ratio¹ (%)NPL coverage ratio¹ (%)

Capital

Tier 1 (CET 1) ratio (%)

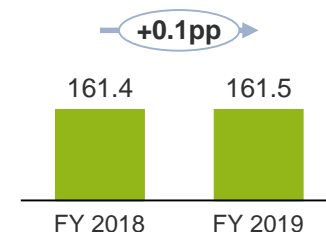


Total capital ratio (%)

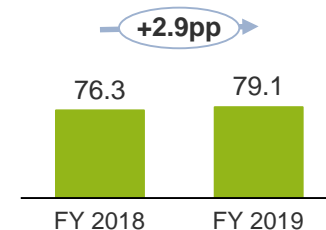


Liquidity

Net stable funding ratio (%)



Loan to deposit ratio (%)

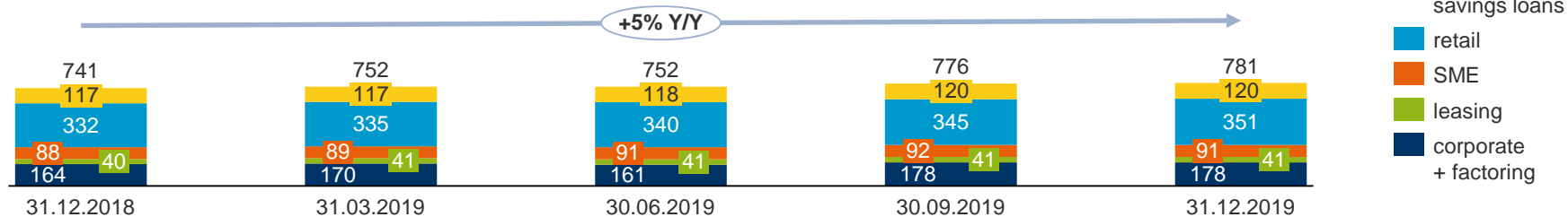
¹ Loan portfolio quality ratios as of 31.12.2018 were retrospectively recounted reflecting 100% consolidation of ČMSS.

Loans, deposits and assets under management

Strong growth of AUM and loan portfolio

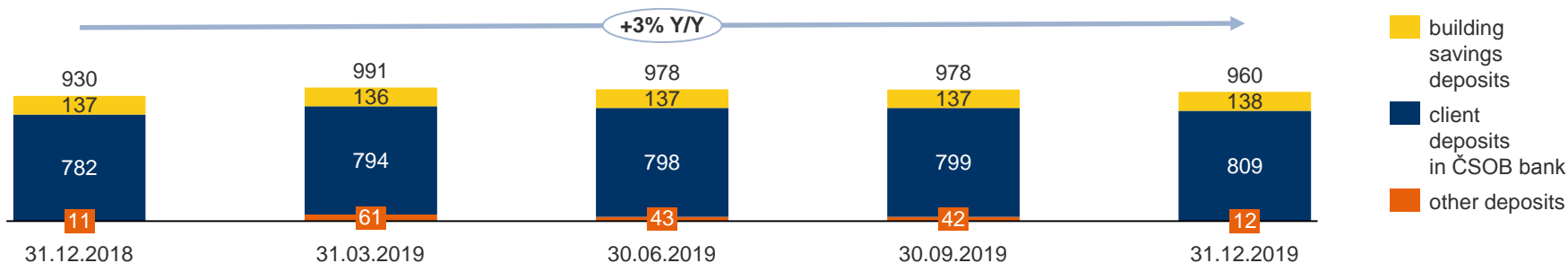
Loan portfolio^{1,3}

CZK bn



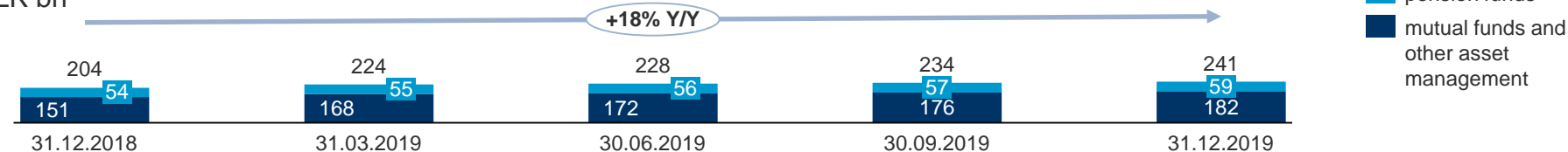
Group deposits^{2,3}

CZK bn



Total assets under management

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.

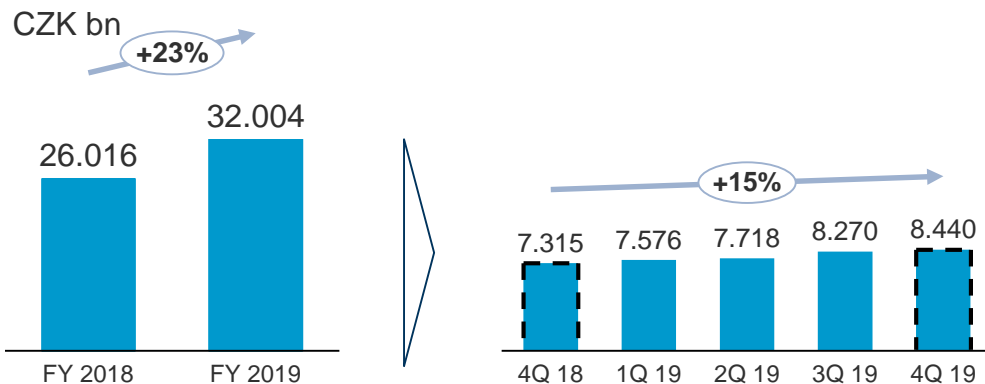
³ Volumes of building savings loans and deposits were retrospectively recounted to 100% amounts reflecting the full consolidation of ČMSS.

ČSOB Group: Financial Overview

Net interest income and Net interest margin

Increasing net interest income

Net interest income (NII)



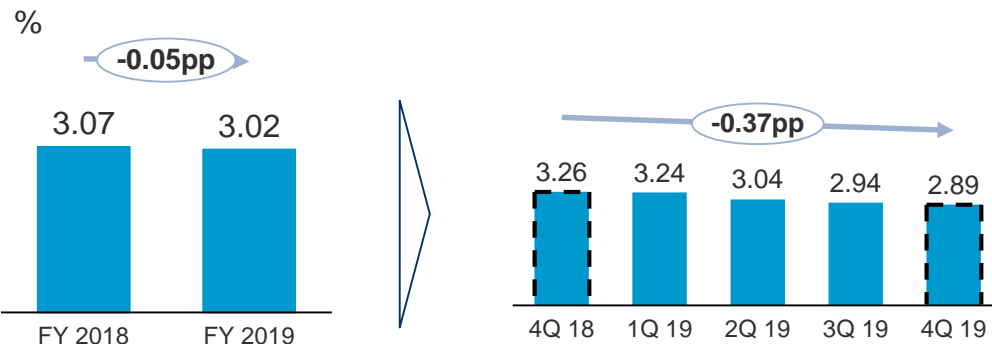
FY/4Q 2019 **net interest income** increased **+23% Y/Y** and **+15% Y/Y** respectively as a result of:

- (+) NII from deposits
- (+) other NII
- (+) consolidation of ČMSS
- (-) NII from loans

Adjusted for the impact of ČMSS consolidation, NII would increase **+18% Y/Y** in FY and **+8% Y/Y** in 4Q.

The increase of NII was partially influenced by short-term operations at financial markets, which had negative effect in trading income.

Net interest margin (NIM)*



In 2019, **net interest margin** reached **3.02%** (-0.05pp Y/Y) due to ongoing pressure on both lending and deposit margins.

The Y/Y decline of NIM in 4Q was also influenced by consolidation of ČMSS and higher external rates on savings deposits. The impact of ČMSS consolidation on 4Q NIM is approximately -0.2 pp.

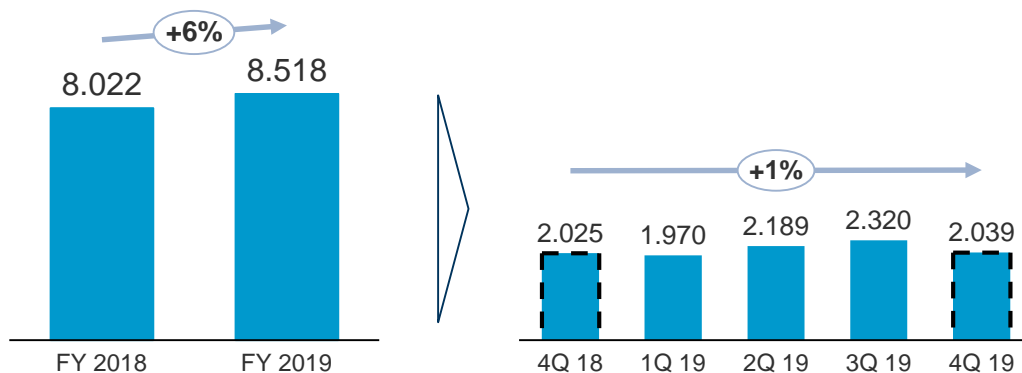
	2016	2017	2018	2019
Net interest margin (Ytd., %)*	3.00 (2.93)	2.90 (2.98)	3.07 n/a	3.02 n/a

Net fee and commission income and Other

Net fee and commission income increase

Net fee and commission income (NFCI)

CZK bn



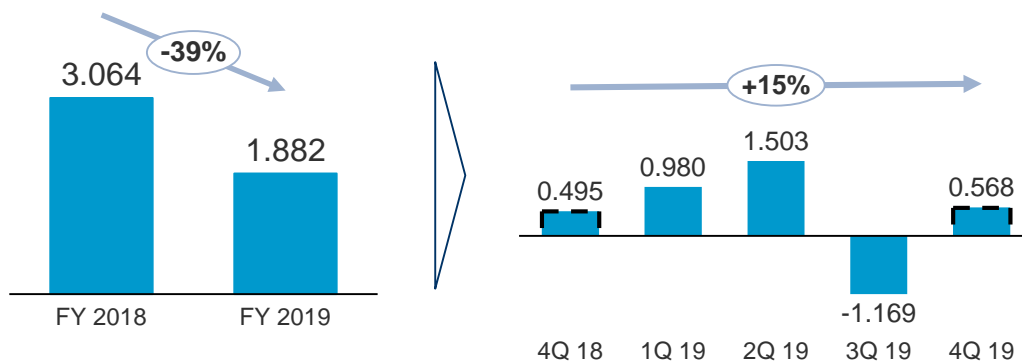
FY/4Q 2019 **net fee and commission income** increased **+6% Y/Y** and **+1% Y/Y** respectively as a result of:

- (+) consolidation of ČMSS and “Ušetřeno.cz”,
- (+) higher asset management fees and account fees and decreased distribution fees,
- (-) lower fees on payments.

Adjusted for the impact of ČMSS consolidation, NFCI would increase **+1% Y/Y** in FY and decrease **-7% Y/Y** in 4Q.

Other¹

CZK bn



The **-39% Y/Y** decrease of item “**Other**” was influenced by following factors:

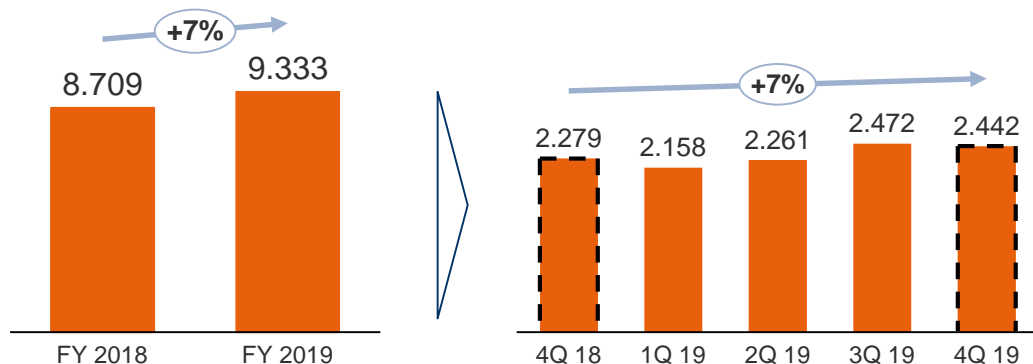
- (+) one-off gain from revaluation of 55% share in ČMSS,
- (+) one-off gain from sale of ČSOB AM,
- (+) one-off gain from historical legal case,
- (+) valuation adjustments,
- (-) short-term operations at financial markets, which had positive effect on NII.

¹ Other = Net gains from financial instruments at fair value through profit and loss + net realized gains from financial instruments at fair value through other comprehensive income (OCI) + dividend income + income and expense from operating lease + other net income

Higher staff expenses driven by wage adjustments and ČMSS consolidation

Staff expenses

CZK bn

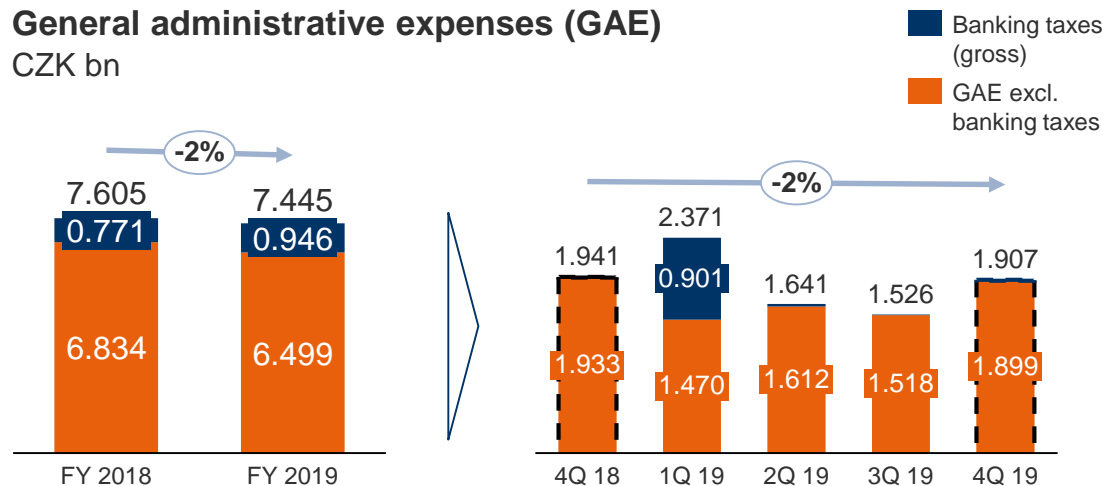


FY/4Q 2019 **staff expenses** increased **+7% Y/Y** and **+7% Y/Y** respectively due to wage adjustments, creation of restructuring reserve, and consolidation of ČMSS while the lower average number of FTEs (-3% Y/Y) had a positive impact.

Adjusted for the impact of ČMSS consolidation, staff expenses would increase **+3% Y/Y** in FY and **+1% Y/Y** in 4Q.

General administrative expenses (GAE)

CZK bn



FY 2019 **general administrative expenses** decreased **-2% Y/Y** driven mainly by methodological shift due to implementation of IFRS 16 and release of provision for legal dispute, while higher banking tax had a negative impact.

Adjusted for the impact of ČMSS consolidation, GAE (incl. banking taxes) would decrease **-5% Y/Y** in FY and **-9% Y/Y** in 4Q.

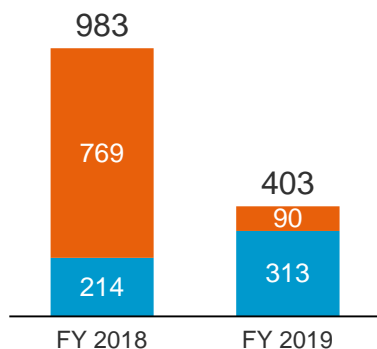
Cost/income ratio decreased to **44.9%** (-3.0pp Y/Y).

Impairments and NPL

Excellent loan quality

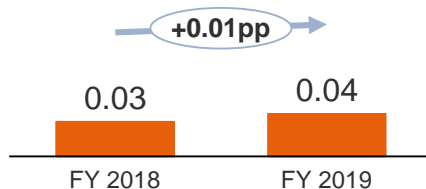
Total impairments

CZK m



CCR, Ytd. annualized

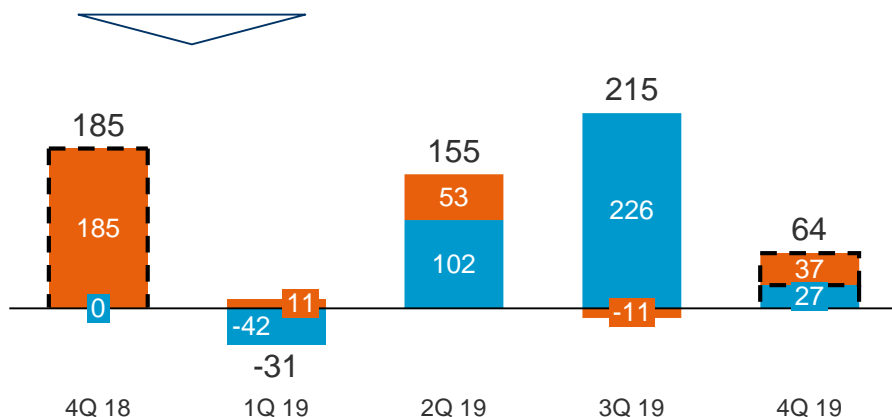
%



In 2019, **loan loss provisions** increased to **CZK 313m (net creation)** driven mainly by new consolidation of ČMSS.

Other impairments decreased Y/Y to **CZK 90m**, due to the effect of revaluation of leased cars (operating leasing) in 2018.

Credit cost ratio for 2019 reached **4 bps** (Ytd., annualized; +1 bps Y/Y). The Y/Y increase was influenced by the consolidation of ČMSS.



- other impairments (see note)
- loan loss provisions (impairments on financial assets at amortised cost)

Risk view on structure of the loan portfolio

	31.12.2019	
IFRS 9 distribution	Amount (CZK bn)	Share on total loans
Loan portfolio (incl. ČMSS)	780.7	100%
Stage 1 - performing	718.7	92%
Stage 2 - underperforming	44.6	6%
Stage 3 - non-performing loans	17.6	2%

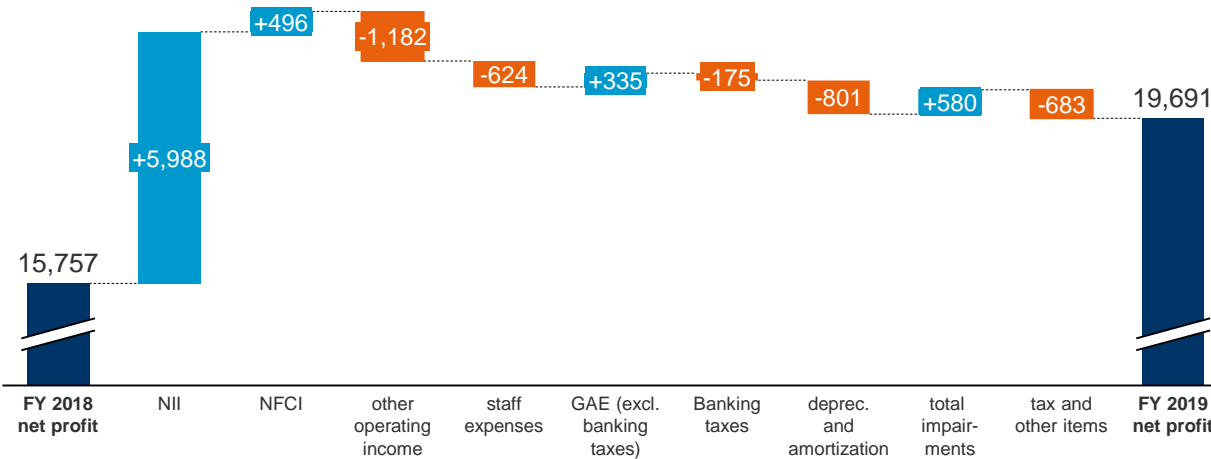
Notes:

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

Ytd. net profit (Y/Y)

CZK m



The main difference between FY 2019 and FY 2018 net profit was caused by the following drivers:

On the **positive side**:

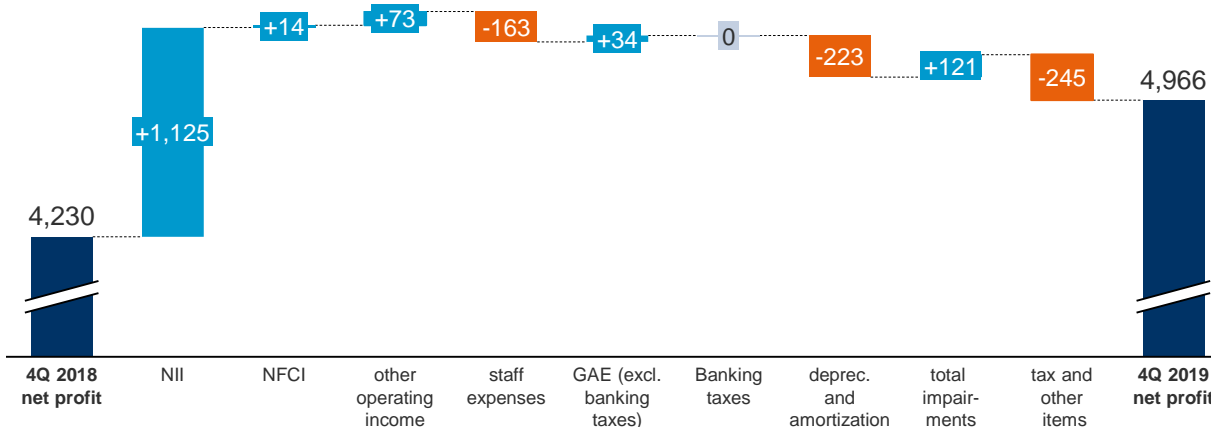
- higher NII thanks to NII from deposits and other NII and consolidation of ČMSS
- lower total impairments driven by lower creation in ČSOB Leasing partially offset by higher creation in SME segment and consolidation of ČMSS, and lower releases in Hypoteční banka
- higher NFCI thanks to consolidation of ČMSS, higher asset management fees and account fees, and lower distribution fees
- lower GAE due to implementation of IFRS 16 and release of provision for legal dispute

On the **negative side**:

- lower other operating income due to lower trading income partially offset by one-off gains from revaluation of the 55% share in ČMSS, sale of ČSOB AM and historical legal case and valuation adjustments
- higher staff expenses linked to wage adjustments, consolidation of ČMSS, creation of restructuring reserve, and lower capitalization compared to 2018
- higher banking taxes due to higher regulatory requirement

Quarterly net profit (Y/Y)

CZK m



The main difference between 4Q 2019 and 4Q 2018 net profit was caused by the following drivers:

On the **positive side**:

- higher NII driven by NII from deposits and other NII and consolidation of ČMSS
- lower total impairments driven by lower creation in ČSOB Leasing
- higher other operating income due to valuation adjustments partially offset by lower trading income
- higher NFCI thanks to consolidation of ČMSS, higher asset management fees, and lower distribution fees
- lower GAE due to implementation of IFRS 16 and release of provision for legal dispute

On the **negative side**:

- higher staff expenses linked to wage adjustments and consolidation of ČMSS

Capital Solid capital position

Consolidated, CZK m	31.12.2018	31.12.2019
Total regulatory capital	69,148	75,117
- (Common Equity) Tier 1 Capital	69,148	75,117
- Tier 2 Capital	0	0
Total RWA	383,254	391,461
- Credit risk	312,054	321,481
- Market risk	10,620	633
- Operational risk	60,580	69,347
(Common Equity) Tier 1 ratio	18.0%	19.2%
Total capital ratio	18.0%	19.2%

The Y/Y increase of **(Common Equity) Tier 1 capital** due to the increase in retained earnings partially compensated by the increase in deductible items (goodwill) due to acquisition of remaining 45% share in ČMSS.

Total RWA increased Y/Y when increase of credit risk (due to full ČMSS consolidation) was compensated by decrease of market risk (due to optimization of market risk positions within KBC Group). Increase of operational risk was caused by full ČMSS consolidation and increase in volumes.

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

1st

2nd

3rd

4th

Total Loans¹	21.1%	↑
Building savings loans ¹	40.4%	↓
Building savings deposits ¹	39.5%	↓
Mortgages ^{1,6}	27.1%	↓

Total Deposits¹	20.6%	↓
Mutual funds ¹	23.6%	↑
Factoring ²	21.6%	↓
Leasing ¹	16.9%	↓

Pension funds ³	14.6%	↑
SME/corporate loans ¹	15.0%	↑
Consumer lending ^{1,4,6}	13.0%	↑

Insurance ⁵ - combined	8.1%	↑
Non-life insurance ⁵	8.1%	↑
Life insurance ⁵	8.0%	↓

Arrows show Y/Y change. Market shares as of 31 December 2019, except for mutual funds, pension funds and leasing which are as of 30 September 2019.

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 ČMSS); 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.

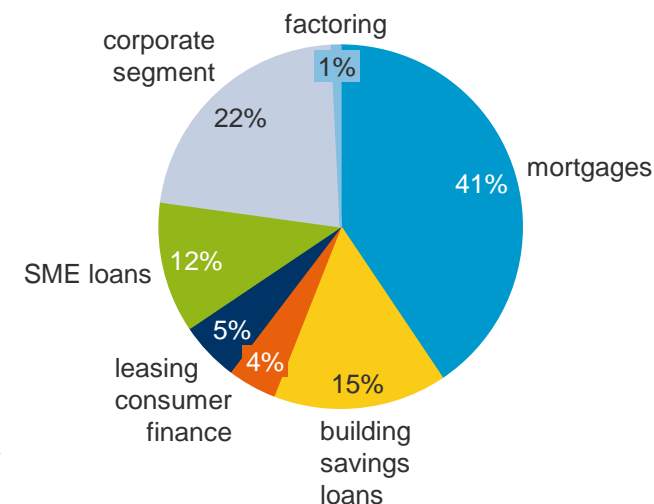
Sources and detailed definitions are provided in Appendix.

Loan growth recorded in most segments

Gross outstanding volumes, CZK bn	31.12.2018	31.12.2019	Y/Y
Loan portfolio	741.2	780.7	+5%
Retail Segment			
Mortgages ¹	301.1	316.8	+5%
Consumer finance	31.4	33.8	+8%
Building savings loans ²	116.6	120.4	+3%
SME/Corporate Segment			
Corporate loans ³	157.2	171.9	+9%
SME loans	88.1	90.7	+3%
Leasing	40.1	40.9	+2%
Factoring	6.7	6.2	-8%
Other ⁴	42.8	46.1	+8%
Credit risk: loan portfolio	783.9	826.8	+5%

31.12.2019

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 ČMSS building savings company.

Volumes are reported in 100% and beginning 2Q 2019 included in the ČSOB's consolidated balance sheet.

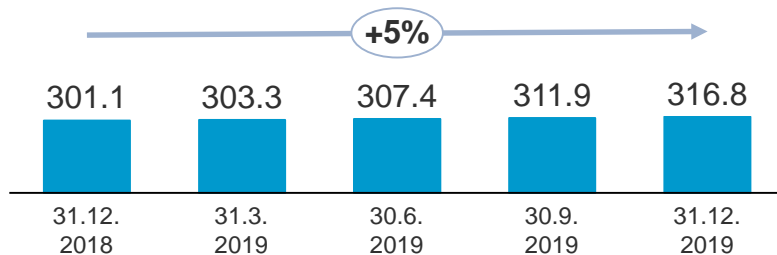
³ Including credit-replacing bonds.

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

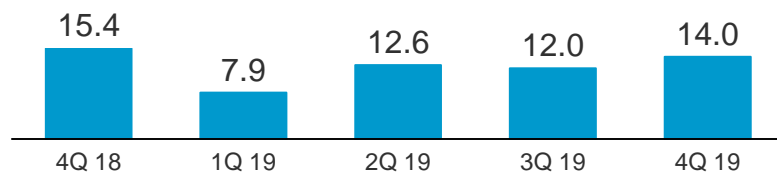
Solid growth of mortgage as well as building savings loans volumes

Mortgages

Outstanding, CZK bn



New sales*, CZK bn

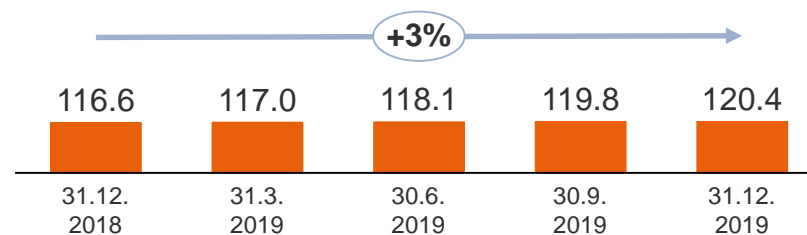


The **outstanding volume of mortgages** increased **+5% Y/Y**. The demand was positively influenced by decreasing interest rates offset by negative impact of increasing real estate prices and by CNB measures on loan-to-value, debt-to-income and debt service-to-income ratios.

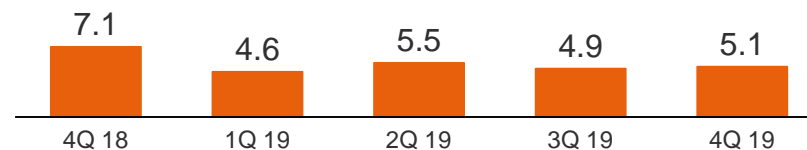
In 4Q 2019, ČSOB provided over **5 thousand new mortgages** (-19% Y/Y) in the total amount of **CZK 14.0bn** (-9% Y/Y). The market decreased -15% Y/Y in the number and -8% Y/Y in the total amount of new mortgages.

Building savings loans

Outstanding (ČMSS 100%), CZK bn



New sales (ČMSS 100%)*, CZK bn



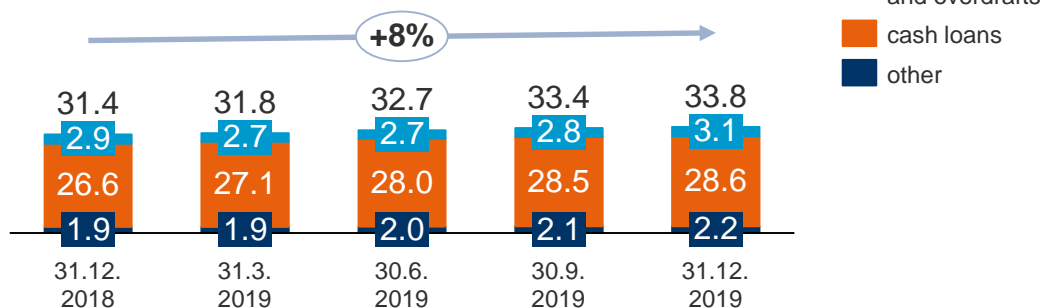
The outstanding **building savings loan portfolio** increased **+3% Y/Y**, while the market increased **+6% Y/Y**.

In 4Q 2019, **new sales** decreased **-28% Y/Y**. The decrease was influenced mainly by the continuing impact of ČNB regulations and the overall decline in the demand for housing loans.

Consumer finance, SME loans, Leasing

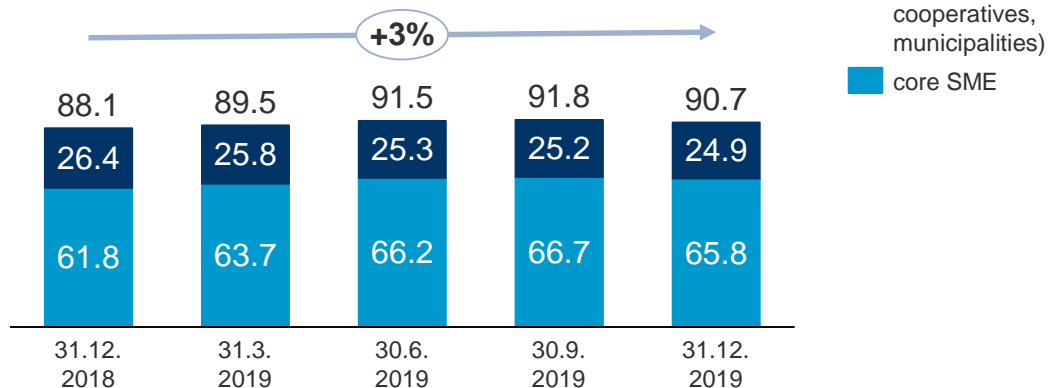
Growth in consumer finance, core SME and leasing

Consumer finance, outstanding, CZK bn



Consumer finance grew **+8% Y/Y** driven by cash loans (+8% Y/Y) thanks to continued attractiveness of ČSOB's product offer for both existing and new clients.

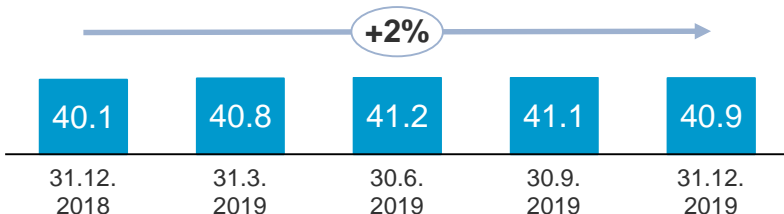
SME loans, outstanding, CZK bn



SME loans increased **+3% Y/Y** driven by expansion in core SME lending (micro, small and mid-sized companies, +7% Y/Y).

The loan volume provided to housing cooperatives decreased Y/Y, however ČSOB remains market leader in housing cooperatives segment.

Leasing, outstanding*, CZK bn



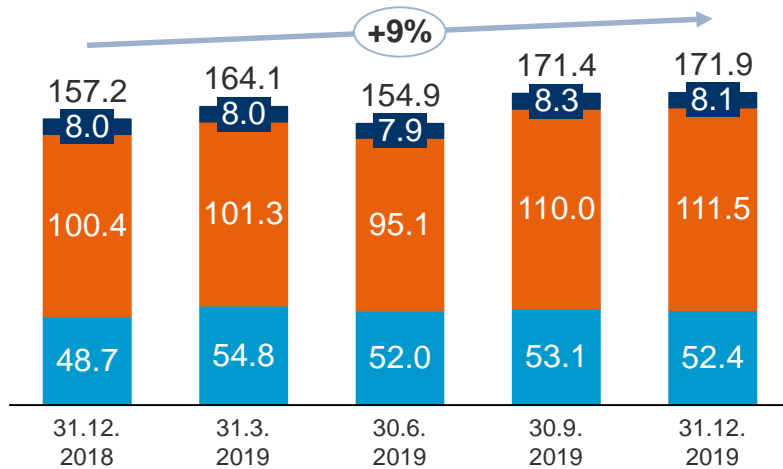
Outstanding volumes in **ČSOB Leasing** increased **+2% Y/Y** thanks to machinery & equipment, partially offset by weaker heavy transportation.

Increase of outstanding volumes of corporate loans

Corporate loans

Outstanding, CZK bn

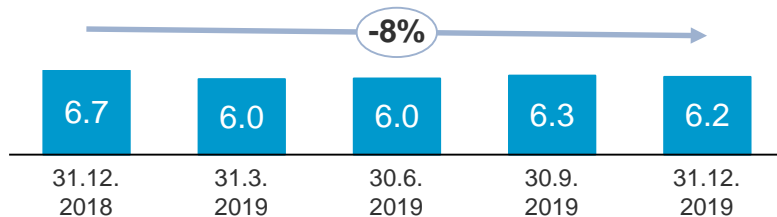
- credit-replacing bonds
- specialized finance
- plain vanilla financing



Outstanding volumes of **corporate loans** increased **+9% Y/Y** due to new drawing in sectors of real estate, oil, gas & other fuels, and authorities.

Factoring

Outstanding, CZK bn

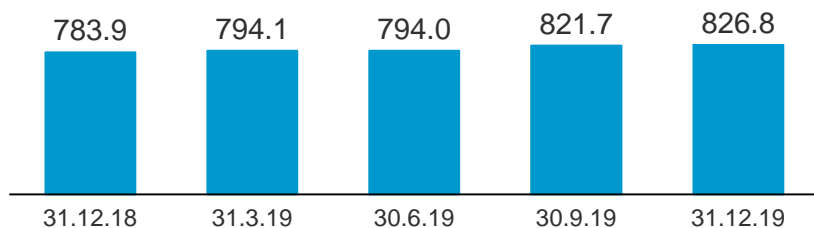


Factoring outstanding volumes decreased **-8% Y/Y** in spite of stable client base due to lower demand for external financing.

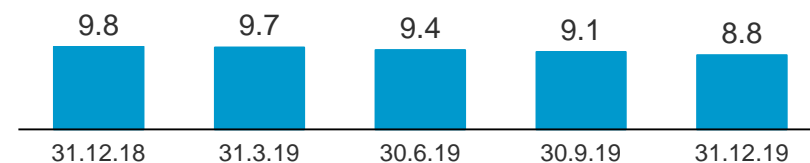
Note: The corporate segment comprises mid-cap corporate customers with an annual turnover above CZK 300m, local subsidiaries of international groups and selected institutional clients.

Credit risk under control
Excellent loan quality

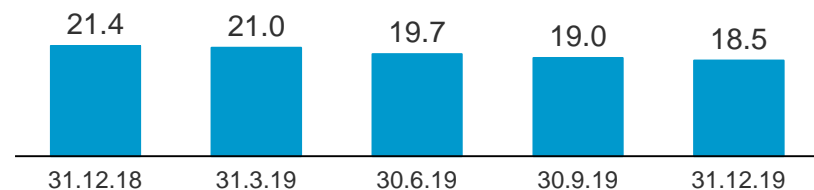
Credit risk: loan portfolio (CZK bn)



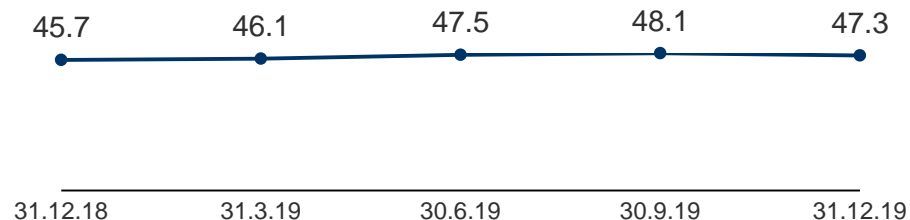
Allowances for loans and leases ¹ (CZK bn)



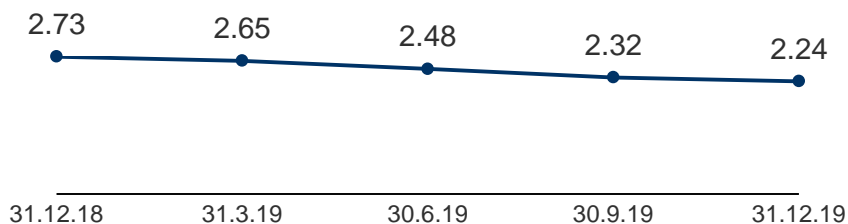
Non-performing loans (CZK bn)



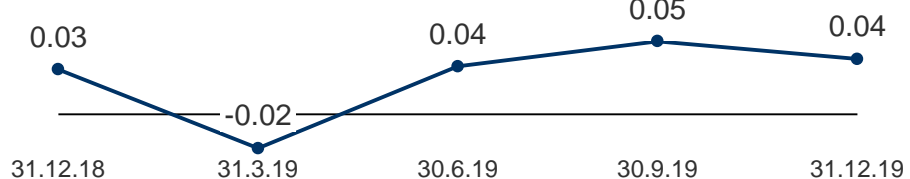
NPL coverage ratio (%)



NPL ratio (%)



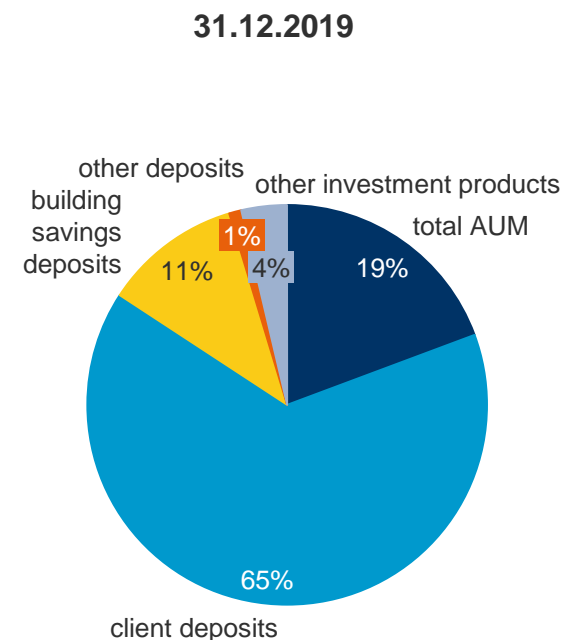
Credit cost ratio (% , Ytd. annualized)



Group deposits and Total assets under management

Strong growth of assets under management

Outstanding volumes, CZK bn	31.12.2018	31.12.2019	Y/Y
Group deposits	930.5	959.9	+3%
Client deposits	782.2	809.3	+3%
<i>Current accounts</i>	541.3	558.3	+3%
<i>Savings deposits</i>	212.3	201.4	-5%
<i>Term deposits</i>	28.6	49.6	+73%
Other deposits ¹	11.4	12.4	+9%
Building savings deposits ²	136.8	138.2	+1%
Total AUM	204.5	240.6	+18%
Pension funds ³	53.6	58.8	+10%
Mutual funds and other AM ⁴	150.9	181.8	+20%
Other investment products⁵	34.7	45.8	+32%



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

² ČSOB group building savings deposits are included in the ČSOB's consolidated balance sheet in 100% since 30.6.2019. Figures for 31.12.2018 were restated retrospectively.

³ Liabilities to pension fund policy holders.

⁴ Item "Mutual funds and other AM" includes AUM in structured/capital protected funds, AUM in other mutual funds, other asset management and AUM of Slovak local funds managed in Czech Republic.

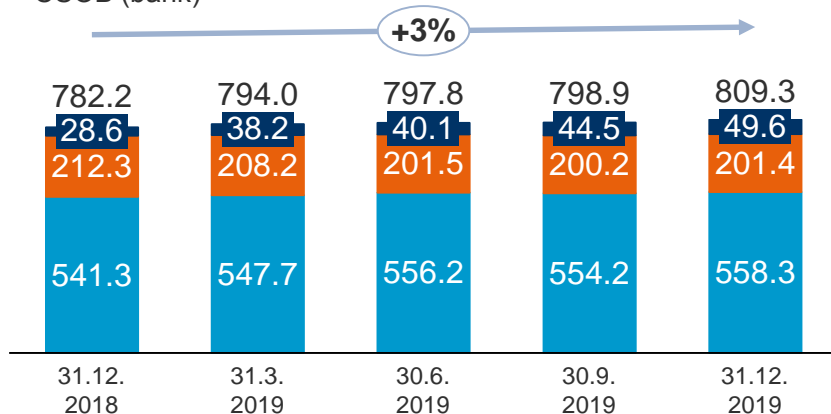
⁵ Including bonds, investment certificates and mortgage covered bonds. See definition in appendix.

Strong growth in pension funds, growth of client deposits

Client deposits (CZK bn)

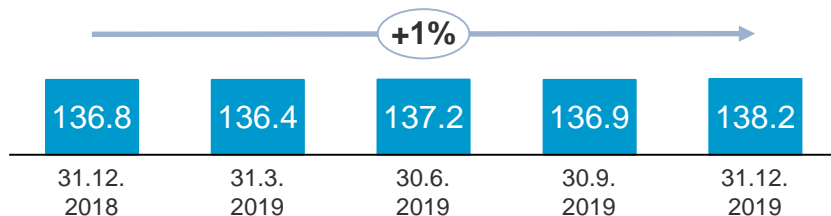
ČSOB (bank)

- term deposits
- savings deposits
- current accounts



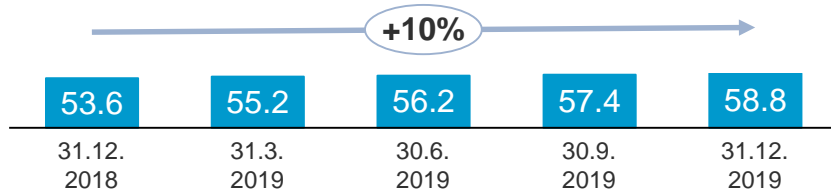
Client deposits increased **+3% Y/Y** driven by the growth of **current accounts** (+3% Y/Y) and **term deposits** (+73% Y/Y) while **savings deposits** decreased (-5% Y/Y).

Building savings deposits (CZK bn)



Building savings deposits increased **+1% Y/Y**.

Pension funds (CZK bn)



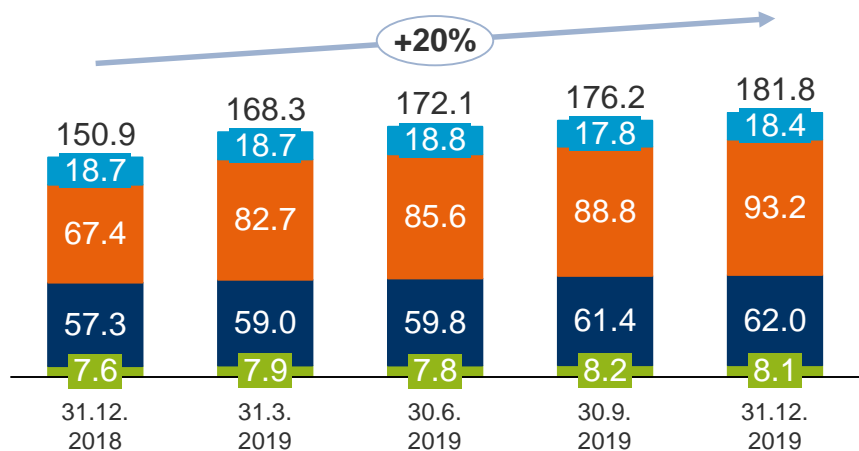
The volume of savings in **pension funds** increased **+10% Y/Y** driven mainly by higher average pension savings per client.

Mutual funds increased +20% Y/Y driven by new sales and performance effect

Mutual funds and other AM

Outstanding volumes, CZK bn

- AUM in structured/capital protected mutual funds
- AUM in other mutual funds
- other asset management
- AUM of Slovak local funds managed in Czech Rep.

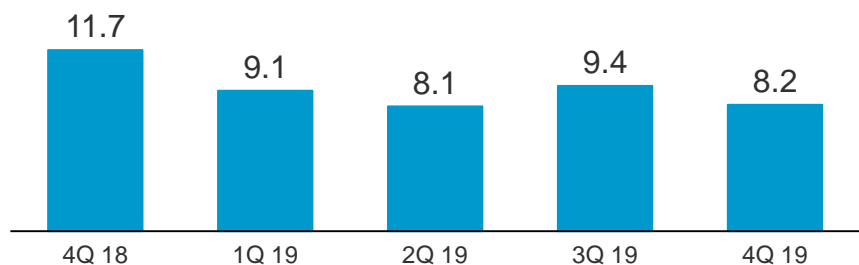


Mutual funds and other AM increased **+20% Y/Y** to **CZK 181.8bn** due to increase in both the mutual funds and other AM driven mainly by the higher new sales supported by the positive performance effect.

4Q 2019 new sales of mutual funds decreased **-30% Y/Y** mainly due to extraordinarily good sales of a new bond fund ČSOB Premiéra in 4Q 2018.

Mutual funds

New sales (gross), CZK bn



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.

Growing active client base supported by ongoing transformation to omni-channel distribution model

	31.12.2018	30.9.2019	31.12.2019
Clients of ČSOB's group (mil.) ¹	4.268	4.246	4.241
Clients of Ušetřeno.cz and Top-Pojištění.cz (ths.; YtD.) ²	192	145	173
ČSOB branches (bank only)	235	227	225
ČSOB Retail/SME branches incl. dual branded (ČSOB + PSB)	213	205	203
ČSOB Private Banking branches	11	11	11
ČSOB Corporate branches	11	11	11
ČSOB Pojišťovna branches	98	97	97
Hypoteční banka centers	30	29	29
ČMSS advisory centers	297	287	273
Leasing branches	7	7	7
PSB outlets of the Czech Post network	ca. 2,600	ca. 2,600	ca. 2,600
- of which specialized banking counters	195	223	226
Czech Post franchise outlets	ca. 600	ca. 600	ca. 600
ATMs³	1,063	1,064	1,068
- of which contactless	405	482	492

The **number of clients** decreased -27ths Y/Y, but the **number of active clients** increased **+58ths Y/Y**.

At the end of December 2019, clients could use **1,068 ATMs** (+5 Y/Y), of which 492 were contactless (+87 Y/Y), 242 enabled cash deposits (+32 Y/Y) and **1,008** are customized for visually impaired clients.

Due to the ongoing optimization of the branch network and strengthening of the self-service platforms, some branches were closed or merged as dual branded. The number of **ČSOB branches** reached 225 (-10 Y/Y), of which 202 were dual branded (ČSOB + PSB) at the end of December 2019.

Extended portfolio of bank-insurance services at Czech Post is provided at **226 specialized banking counters** (+31 Y/Y).

Note:

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

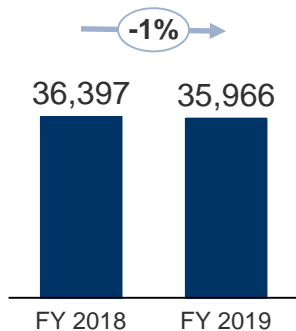
¹ Since 2Q 2019 all clients of ČMSS are included. Figures for previous periods were restated.

² Clients who have bought at least one product from the beginning of the year.

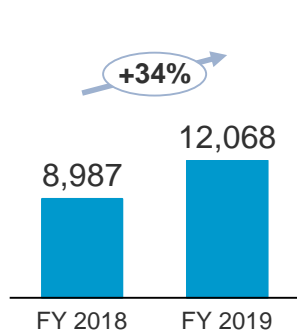
³ Including ATMs of cooperating banks.

Number of mobile banking active users and transactions rapidly increasing

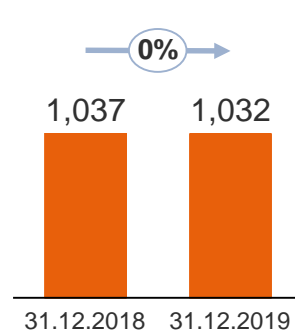
Internet banking transactions* (ths)



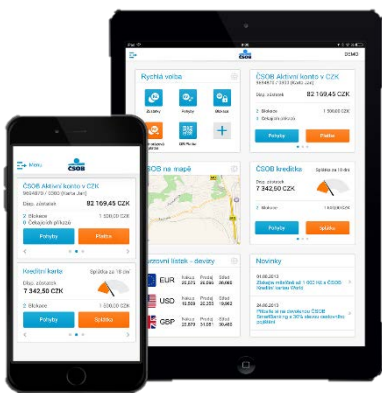
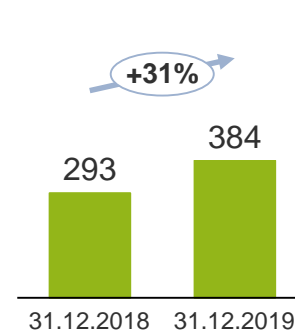
Mobile banking transactions* (ths)



Internet banking active users** (ths)



Mobile banking active users*** (ths)



As of 31 December 2019, the number of **mobile banking** active users increased +31% Y/Y, the number of **internet banking** active users slightly decreased Y/Y.

In FY 2019, number of transactions entered via **mobile banking** increased +34% Y/Y, while number of transactions via **internet banking** decreased -1% Y/Y.

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

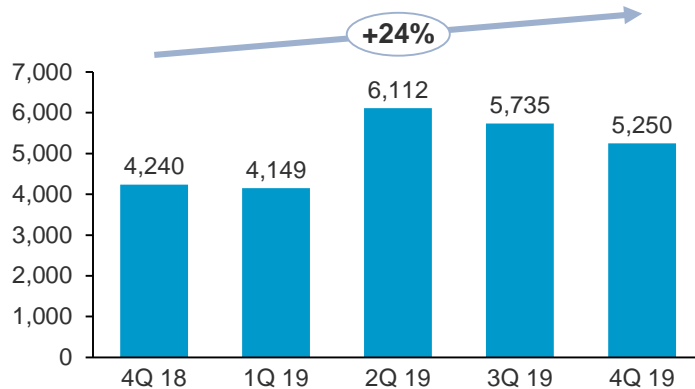
** Internet banking active users are clients who at least once during the last 3 months used internet banking.

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

Online initiated sales are strongly increasing

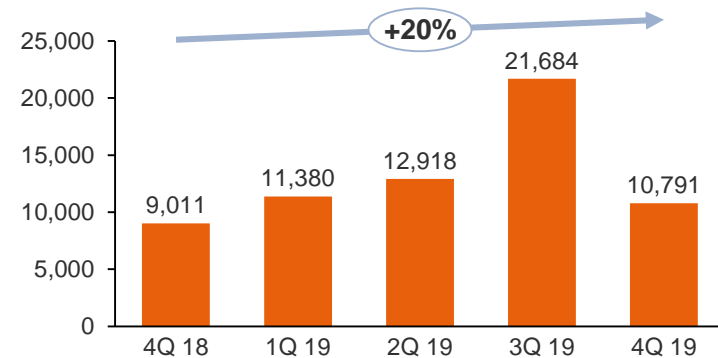
Consumer finance

(pcs)

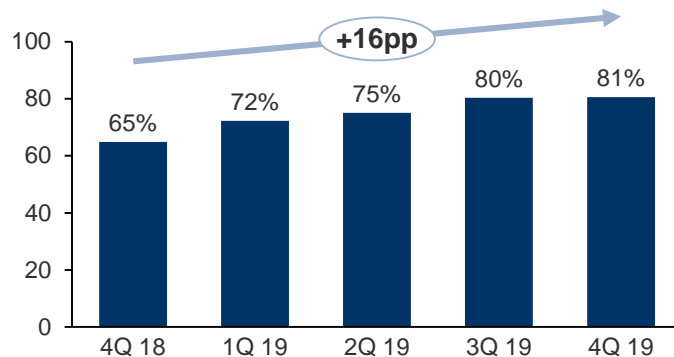


Travel insurance

(pcs)



Share of digitally-signed documents at the branches



In 4Q 2019 more than 5 thousand **consumer loans** were initiated online, up +24% Y/Y. Online sales of **travel insurance** increased by +20% Y/Y. The Q/Q decrease can be attributed to seasonal effects.

From 2016, ČSOB offers paperless operations at all branches. The share of **digitally-signed documents** at the branches reached 81% in 4Q 2019, up +16pp Y/Y.

Selected awards announced in 2019

ČSOB awarded as the Best Bank in the Czech Republic by The Banker and Euromoney

The Banker: Bank of the Year

The **The Banker** magazine selected ČSOB as **the best bank in the Czech Republic for 2019**.

Euromoney: Best Bank

The magazine **Euromoney** awarded ČSOB as **the Best Bank** in the Czech Republic for 2019. ČSOB received this award for the 10th time.

Global Finance: Best Trade Finance Provider Award 2019

The US-based magazine **Global Finance** awarded ČSOB as **the Best Trade Finance Provider** of 2019 in the Czech Republic.

The Customer Insight & Growth Banking Innovation Awards

ČSOB reached 3rd place in category “Workforce Experience” in **The Customer Insight & Growth Banking Innovation Awards** with the **team robot “Ró”**, which allows for faster processing of the operations and saves time for both the employees and clients.

Hospodářské noviny Awards

ČSOB reached the 2nd place in category **the Best Bank** and the 3rd place in categories **the Most Friendly Bank** and **Banking Innovator**. ČSOB Pojišťovna reached the 2nd place in category **the Best Non-life Insurance company** and 3rd place in categories **the Most Friendly Insurance Company** and **the Insurance Innovator**.

Zlatá koruna award

In the 17th Zlatá koruna award, ČSOB Leasing ranked 1st in the **Leasing for entrepreneurs** category with the product **Autopůjčka**, Hypoteční banka 2nd in **the Mortgages** category with the product **Zelená hypotéka**, Patria Finance 2nd in **the Trading securities** category with the product **Webtrader**, and ČSOB 3rd in the **Payment cards** category with the product **Premium karta** and in the **CSR** category with the project **Financial Literacy**.

The Banker: Global Private Banking Awards 2019

ČSOB Private Banking won prestigious award **Global Private Banking Awards 2019** of the magazines **Financial Times – The Banker** a **Professional Wealth Management**. ČSOB Private Banking was named **the Best Private Bank** in the Czech Republic for the 5th time.

SRP European Awards 2020

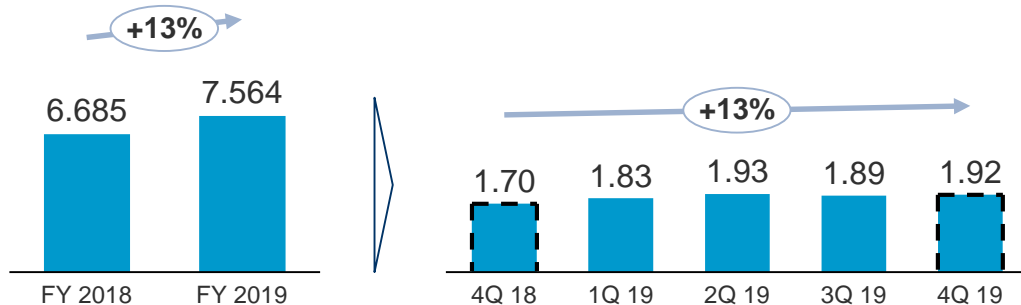
ČSOB and the KBC together won seven prizes including Best Distributor and Best Performance in the area of structured funds in the Czech Republic awarded by SRP European Awards (Structured Products & Derivatives Awards).

ČSOB Pojišťovna: Key figures

Strong growth in non-life as well as in regular life gross written premium

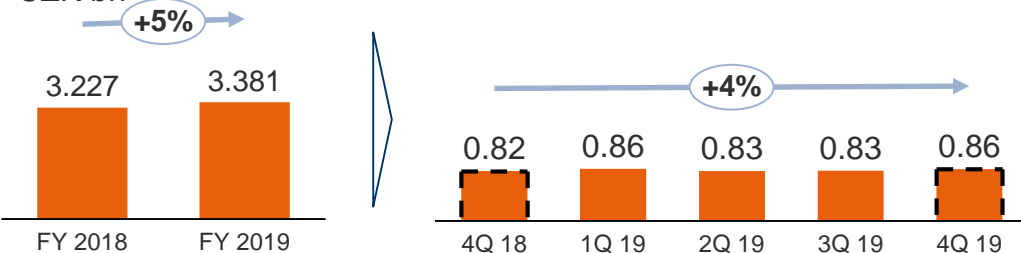
Non-life insurance - gross written premium (GWP)

CZK bn



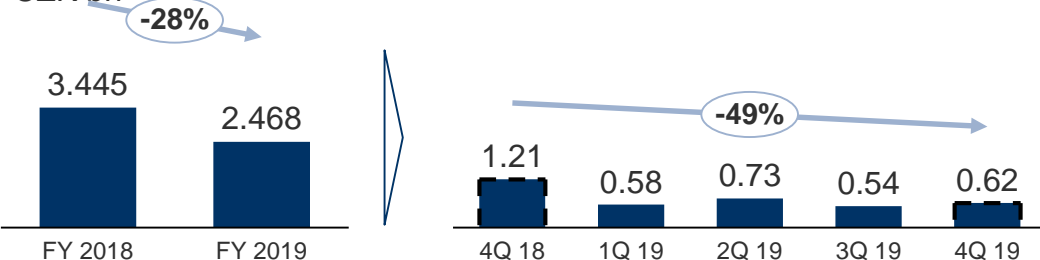
Life insurance – regular paid gross written premium

CZK bn



Life insurance - single paid gross written premium

CZK bn



Market shares	2019	Market position
Non-life insurance	↑ 8.1%	4th
Life insurance	↑ 8.0%	4th

Arrows show Y/Y change.

Non-life insurance

FY/4Q 2019 non-life gross written premium increased **+13% Y/Y** and **+13% Y/Y** respectively thanks to growth in all product lines, mainly in Industrial Risk, House & Household and Motor insurance, while the market increased **+7% Y/Y**.

Life insurance

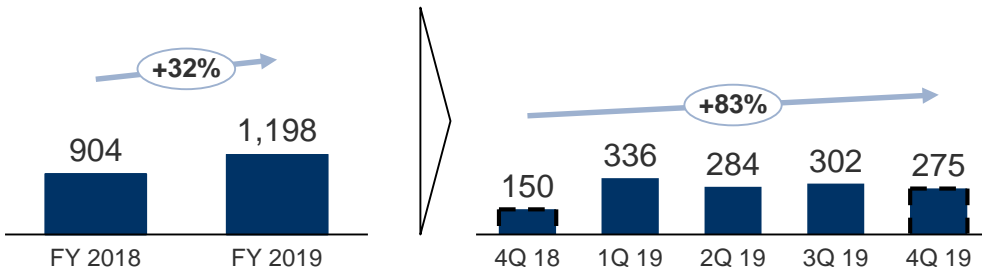
FY/4Q 2019 **regular paid** gross written premium increased **+5% Y/Y** and **+4% Y/Y** respectively as a result of portfolio stabilization and better profile in lapses of the life contracts, while the market increased **+2% Y/Y**.

FY/4Q 2019 **single paid** gross written premium decreased by **-28% Y/Y** and **-49% Y/Y** respectively due to lower amount of tranches Y/Y. The market increased **+26% Y/Y**.

Increasing profitability supported by growing gross written premium and better cost efficiency

Net profit

CZK m



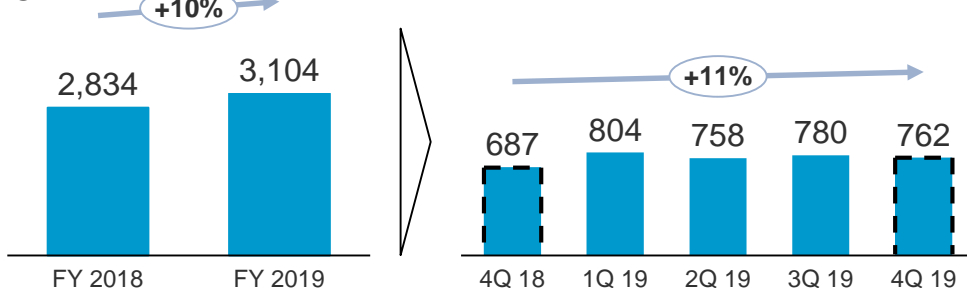
FY/4Q 2019 **net profit** increased to **CZK 1,198m** (+32% Y/Y) and **CZK 275m** (+83% Y/Y) respectively driven by non-life result mainly and supported by life contribution.

FY/4Q 2019 **operating income** increased to **CZK 3,104m** (+10% Y/Y) and **CZK 762m** (+11% Y/Y) respectively influenced by the following drivers:

- life: growth in regular paid GWP and bottom line showed stable profit contribution in Y/Y comparison.
- non-life: non-life result improved its profitability Y/Y despite 2019 reality was affected several bigger claims.

Operating income

CZK m

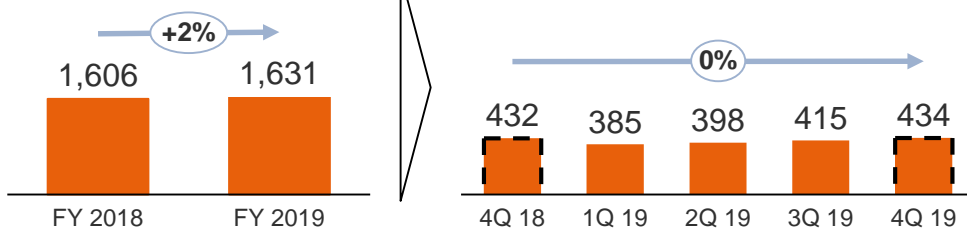


FY 2019 **operating expenses** increased +2% Y/Y to **CZK 1,631m** and remained flat Y/Y in 4Q on **CZK 434m** respectively driven by higher staff expenses due to wage adjustments and higher depreciation.

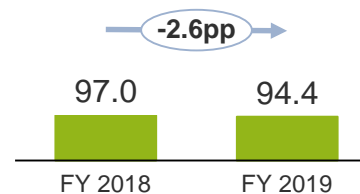
Non-life combined ratio reached 94.4% and decreased Y/Y thanks to improvement in cost ratio and loss ratio as well.

Operating expenses

CZK m



Non-life combined ratio (%)



Business Unit Czech Republic

Higher net profit driven by both ČSOB group and ČSOB Pojišťovna



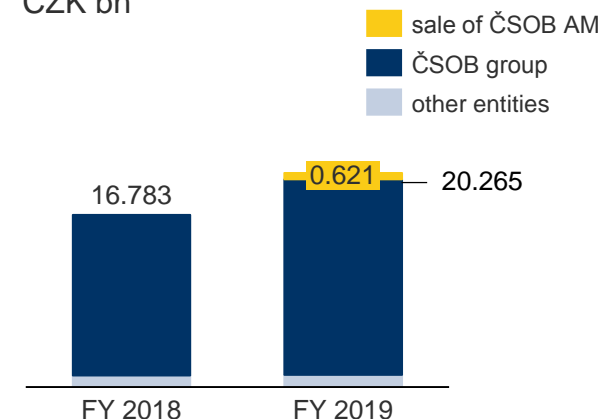
Effective as of 1 January 2013, KBC has organized its core markets activities into three business units. As a result, KBC's business in the Czech Republic have been included into Business Unit Czech Republic.

The FY/4Q 2019 net profit of the Business Unit Czech Republic reached **CZK 20.3bn** (+21% Y/Y) and **CZK 5.2bn** (+19% Y/Y) respectively. The Business Unit Czech Republic contains all KBC's operations in the Czech Republic, namely the ČSOB group, and full ownership of ČSOB Pojišťovna and until 4Q2018 also ČSOB Asset Management (ČSOB AM).²

The ČSOB group consists of ČSOB bank (including Postal Savings Bank), Hypoteční banka, ČMSS, ČSOB Penzijní společnost, ČSOB Leasing, ČSOB Factoring and Patria.

Net profit of the Business Unit Czech Republic

CZK bn



Net profit (CZK bn)	4Q 2018	1Q 2019	2Q 2019	3Q 2019	4Q 2019	4Q/4Q	FY 2018	FY 2019	FY/FY
ČSOB group ¹	4.214	4.833	6.099	3.791	4.965	+18%	15.671	19.688	+26%
of which impact of ČSOB AM sale	-	0.621	-	-	-	-	-	0.621	-
ČSOB group w/o AM sale ¹	4.214	4.212	6.099	3.791	4.965	+18%	15.671	19.067	+22%
ČSOB Pojišťovna	0.150	0.336	0.284	0.302	0.275	+83%	0.904	1.198	+32%
ČSOB AM ²	0.039	-	-	-	-	-	0.208	-	-
Total	4.402	4.548	6.383	4.094	5.240	+19%	16.783	20.265	+21%

¹Differences between the ČSOB group results within the Business Unit Czech Republic (BU CZ) and the stand-alone ČSOB group consolidated results are stemming from the fact that BU CZ results included until 4Q 2018 ČSOB AM result with 100% share, while the ČSOB group results included ČSOB AM only with 40.08% share (in line with ownership interest), and from elimination of intragroup transactions with ČSOB Pojišťovna.

²Since February 13, 2019 Belgium based company KBC Asset Management NV has become the sole shareholder of ČSOB AM through acquiring 100% of its shares from the previous owners – ČSOB and Luxemburg based company KBC Asset Management Participations. ČSOB AM is thus not a part of BU CZ anymore.

Appendix

For Business

In 2019 we have supported 17 projects in total in the program Start it @ČSOB . These were typically technological B2B startups. We are focusing not only on co-operation within ČSOB group but also on connecting startups to our business clients, which generates business opportunities and valuable feedback for startups. Our business clients appreciate innovation opportunities that enhance their competitiveness. The project has also generated equivalent of 1.2 million CZK advertising value.



For Education

In the second half of 2019, we succeeded in obtaining accreditation from the Ministry of Education and Sports for teacher training as part of our project ČSOB Financial Education for Schools. Members of the teaching staff will join the 31,200 pupils already trained throughout the Czech Republic.

We are also launching online safety education at schools. In this area we will cooperate with the Police of the Czech Republic, with which we have concluded a Cooperation Agreement.

For Longevity

Based on consultations with visually impaired clients, ATM adjustments have been prepared and introduced in October. The new software version significantly improves the comfort of use of ATM's by these clients.

Two initiatives have started: special phone lines for clients 65+ and individual care of clients 58+ at branches.

For Nature

As part of the Team Blue Goes Green project, we focused on environment protection in 2019. Between May 20 and September 7, we organized a number of environmentally oriented activities (waste sorting, circular economy, second-hand clothing, etc.) and promised to plant one tree for each employee involved. Overall, this means to plant 5,336 trees. So far we managed to plant 1129 trees and 603 shrubs in 35 locations throughout the Czech Republic. We will continue planting in the spring 2020.



START IT
@ČSOB



Ratios and other indicators

Ratio / Indicator	31.12.2016	31.12.2017	31.12.2018	31.12.2019
Net interest margin (Ytd., annualized, %) ¹	3.00 (2.93)	2.90 (2.98)	3.07 n/a	3.02 n/a
Cost / income ratio (%)	46.0	43.7	47.9	44.9
RoE (Ytd., %)	17.3	19.3	17.5	20.7
RoA (Ytd., %)	1.42	1.26	1.07	1.20
RoAC, BU Czech Republic (Ytd., %) ²	37.0	43.0	39.1	46.7
Credit cost ratio (Ytd., annualized, %) ³	0.11	0.02	0.03	0.04
NPL ratio (%) ³	n/a (2.99)	n/a (2.33)	2.73 (2.43)	2.24 n/a
NPL coverage ratio (%) ³	n/a (54.4)	n/a (58.5)	45.7 (46.9)	47.3 n/a
(Common Equity) Tier 1 ratio (%)	18.2	17.2	18.0	19.2
Total capital ratio (%)	18.5	17.2	18.0	19.2
Leverage ratio (Basel III, %)	5.18	4.48	4.26	4.04
Net stable funding ratio ⁴ (Basel III, %)	150.9	146.0	161.4	161.5
Liquidity coverage ratio (Basel III, %)	155.7	146.4	136.5	130.9
Loan to deposit ratio (%)	79.4	77.7	76.3	79.1

¹ As of 1Q 2018, calculation of Net interest margin has been changed. Years 2016 and 2017 have been restated. Previous values are in brackets.

² Fully-loaded

³ The loan quality ratios have been restated to reflect inclusion of 100% of ČMSS loans in Credit risk: loan portfolio.

The originally reported ratios are in brackets.

⁴ As of 3Q 2018 net stable funding ratio has been influenced by change of weight of exposures to CNB.

Profit and loss statement

(CZK m)	4Q 2018	3Q 2019	4Q 2019	Y/Y	Q/Q	FY 2018	FY 2019	Y/Y
Net interest income	7,315	8,270	8,440	+15%	+2%	26,016	32,004	+23%
<i>Interest income</i>	10,081	12,458	12,568	+25%	+1%	33,764	46,820	+39%
<i>Interest expense</i>	-2,766	-4,188	-4,128	+49%	-1%	-7,748	-14,816	+91%
Net fee and commission income	2,025	2,320	2,039	+1%	-12%	8,022	8,518	+6%
Net gains from financial instruments at FVPL ¹	116	-1,445	203	+75%	>-100%	1,850	-2,213	>-100%
Other operating income ²	379	276	365	-4%	+32%	1,214	4,095	>+100%
Operating income	9,835	9,421	11,047	+12%	+17%	37,102	42,404	+14%
Staff expenses	-2,279	-2,472	-2,442	+7%	-1%	-8,709	-9,333	+7%
General administrative expenses	-1,941	-1,526	-1,907	-2%	+25%	-7,605	-7,445	-2%
<i>General administrative expenses (excl. banking taxes)</i>	-1,933	-1,518	-1,899	-2%	25%	-6,834	-6,499	-5%
<i>Banking taxes</i>	-8	-8	-8	0%	0%	-771	-946	+23%
Depreciation and amortisation	-396	-624	-619	+56%	-1%	-1,455	-2,256	+55%
Operating expenses	-4,616	-4,622	-4,968	+8%	+7%	-17,769	-19,034	+7%
Impairment losses	-185	-215	-64	-65%	-70%	-983	-403	-59%
<i>Impairment on financial assets at amortised cost</i>	0	-226	-27	n/a	-88%	-214	-313	+46%
<i>Impairment on financial assets at fair value through OCI</i>	0	0	0	n/a	n/a	2	0	-100%
<i>Impairment on other assets</i>	-185	11	-37	-80%	>-100%	-771	-90	-88%
Share of profit of associates	106	2	-4	>-100%	>-100%	581	218	-62%
Profit before tax	5,140	4,586	6,011	+17%	+31%	18,931	23,185	+22%
Income tax expense	-910	-793	-1,045	+15%	+32%	-3,174	-3,494	+10%
Profit for the period	4,230	3,793	4,966	+17%	+31%	15,757	19,691	+25%
Attributable to:								
Owners of the parent	4,230	3,793	4,966	+17%	+31%	15,757	19,691	+25%
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)	31/12 2018	31/12 2018*	31/12 2019	Ytd.
Cash and balances with central banks and other demand deposits	38,610	33,953	47,725	+41%
Financial assets held for trading	19,869	19,458	29,017	+49%
Financial assets held for trading pledged as collateral	1,676	1,676	0	-100%
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	643	643	948	+47%
Financial assets at fair value through other comprehensive income (OCI)	15,367	18,019	10,007	-44%
Financial assets at fair value through OCI pledged as collateral	3,286	3,286	6,465	+97%
Financial assets at amortised cost - net	1,223,433	1,360,939	1,459,211	+7%
<i>Financial assets at amortised cost to credit institutions - gross</i>	532,831	551,754	621,195	+13%
<i>Financial assets at amortised cost to other than credit institutions - gross</i>	700,025	821,151	849,091	+3%
<i>Financial assets at amortised cost - provisions</i>	-9,423	-11,966	-11,075	-7%
Financial assets at amortised cost pledged as collateral	45,281	45,281	43,007	-5%
Fair value adjustments of the hedged items in portfolio hedge	-3,905	-3,564	-4,177	+17%
Derivatives used for hedging	9,376	9,304	9,226	-1%
Current tax assets	149	149	194	+30%
Deferred tax assets	365	498	367	-26%
Investments in associates and joint ventures	4,482	300	86	-71%
Property and equipment	10,355	10,713	14,417	+35%
Goodwill and other intangible assets	6,350	11,622	11,498	-1%
Non-current assets held-for-sale	85	85	23	-73%
Other assets	2,616	2,691	3,053	+13%
Total assets	1,378,038	1,515,053	1,631,067	+8%

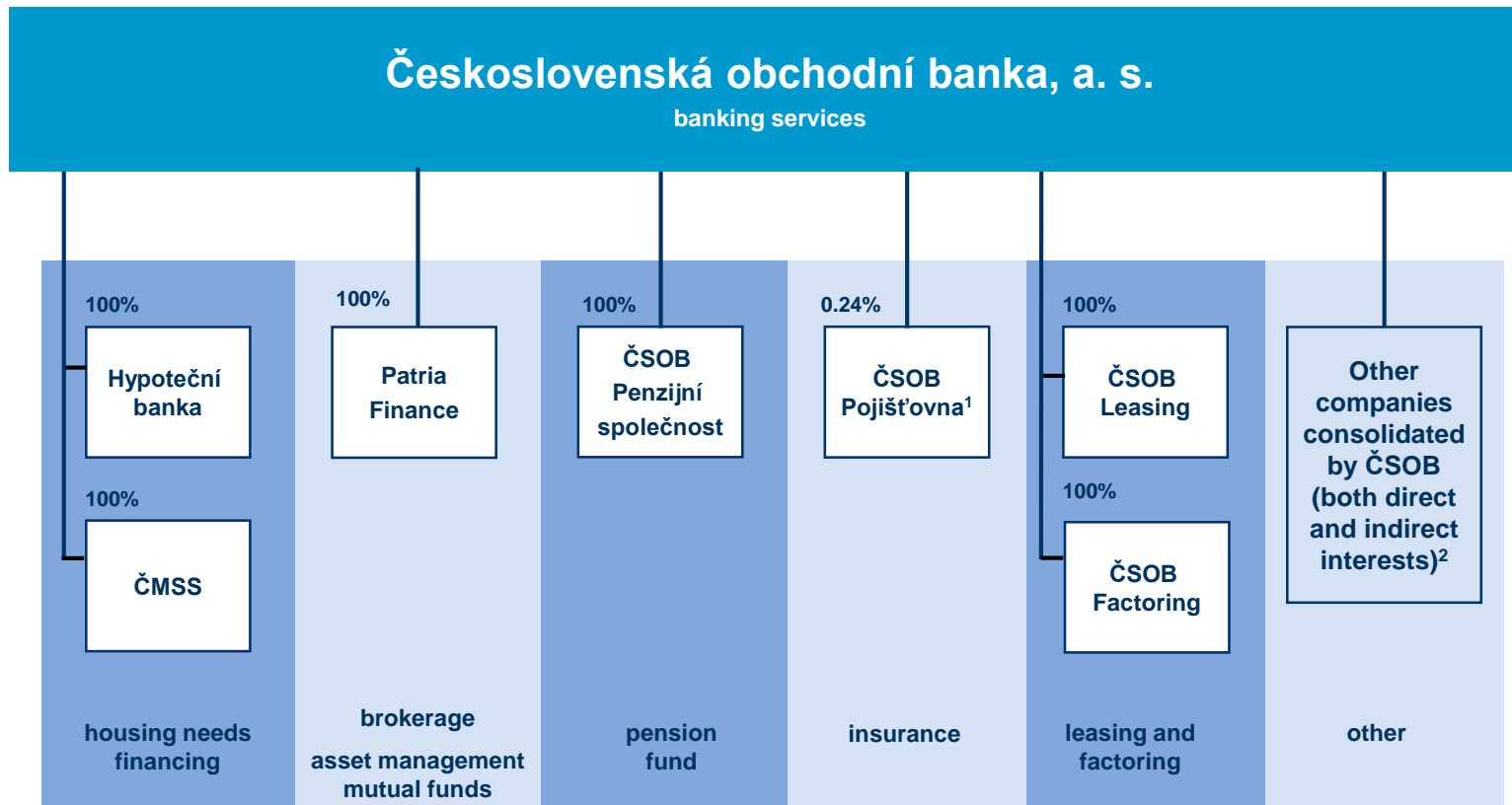
* Restated balance sheet as of 31 December 2018 (full consolidation of ČMSS).

Balance sheet – liabilities and equity

(CZK m)	31/12 2018	31/12 2018*	31/12 2019	Ytd.
Financial liabilities held for trading	33,177	33,177	51,458	+55%
Financial liabilities at fair value through P/L	26,065	26,065	42,231	+62%
Financial liabilities at amortised cost	1,212,589	1,346,407	1,423,115	+6%
<i>of which Deposits received from central banks</i>	0	0	0	n/a
<i>of which Deposits received from credit institutions</i>	54,653	50,610	47,346	-6%
<i>of which Deposits received from other than credit institut.</i>	792,625	930,486	959,951	+3%
<i>of which Debt securities in issue</i>	365,311	365,311	415,818	+14%
<i>of which Subordinated liabilities</i>	0	0	0	n/a
Fair value adjustments of the hedged items in portfolio hedge	-3,062	-3,062	-3,564	+16%
Derivatives used for hedging	10,125	10,109	10,967	+8%
Current tax liabilities	818	1,034	180	-83%
Deferred tax liabilities	984	984	940	-4%
Provisions	657	692	722	+4%
Other liabilities	4,669	5,550	6,340	+14%
Total liabilities	1,286,022	1,420,956	1,532,389	+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	46,136	48,217	52,870	+10%
Financial assets at fair value through OCI - revaluation reserve	384	384	561	+46%
Cash flow hedge reserve	25	25	-224	>- 100%
Parent shareholders' equity	92,016	94,097	98,678	+5%
Minority interest	0	0	0	n/a
Total equity	92,016	94,097	98,678	+5%
Total liabilities and equity	1,378,038	1,515,053	1,631,067	+8%

* Restated balance sheet as of 31 December 2018 (full consolidation of ČMSS).

The ČSOB group in the Czech Republic

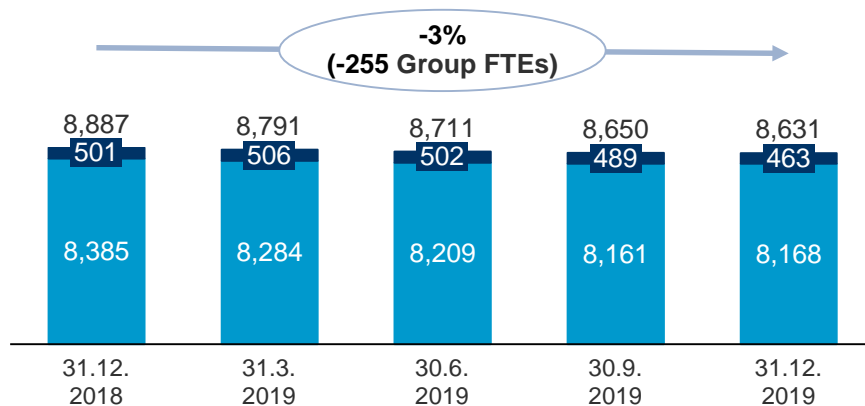


Percentages show ČSOB's ownership interests on company's equity as at 31 December 2019.

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

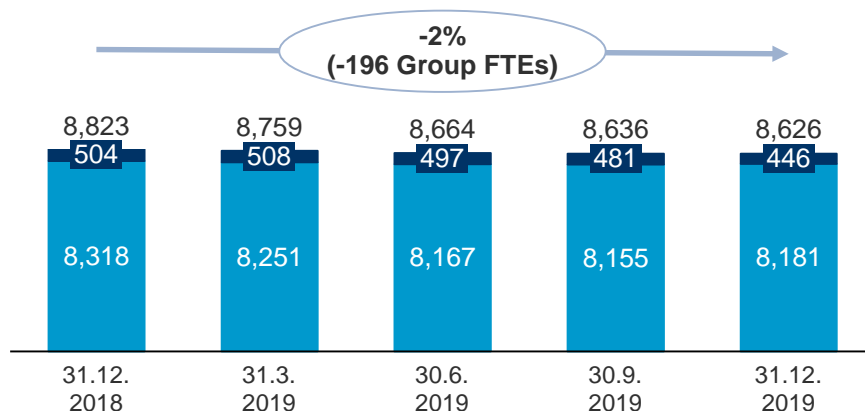
² A complete list of companies consolidated by ČSOB is stated in ČSOB Annual Report.

Number of FTEs – average



The average number of Group FTE decreased **-255 Y/Y** driven by lower number of bank FTEs and FTEs of ČMSS.

Number of FTEs – end of the period



The number of Group FTE at the end of the period decreased **-196 Y/Y** driven by lower number of bank FTEs and FTEs of ČMSS.

ČMSS
 Group FTE (excl. ČMSS) ¹

1. The implementation of IFRS 9 Financial Instruments standard

„IFRS 9 Financial Instruments“ is effective for periods beginning on 1 January 2018. The profit and loss statement and balance sheet beginning 31 March 2018 are reported in line with the standard.

2. Full consolidation of ČMSS

Beginning 1 June 2019 ČMSS is consolidated in the ČSOB's financial statements using the method of full consolidation. The beginning of consolidation positively influenced net interest income and net fee and commission income and negatively the operating expenses.

For comparison restated balance sheet as of 31 December 2018 with ČMSS consolidated using the full consolidation method is reported. The reported volumes of building savings loans and deposits were retrospectively restated to 100% (previously reported as 55%). Credit risk: loan portfolio has been extended of 100% amounts of loans in ČMSS (previously not included), figures were restated retrospectively. Loan quality ratios were retrospectively restated in line with restatement of Credit risk: loan portfolio.

3. Revaluation of the 55% share in ČMSS

In conformity with IFRS 3, ČSOB revaluated 55% share in ČMSS triggered by acquisition of the remaining 45% share. One-off gain from this revaluation in the amount of CZK 2.1bn was reported in other operating income.

Market shares definitions and sources

Item	Definition	Source
Building savings deposits	Deposits of buildings savings clients, ČMSS 100%.	ČNB, Data Series System (ARAD); ČMSS
Building savings loans	Outstanding volumes of building savings loans, ČMSS 100%.	ČNB, Data Series System (ARAD); ČMSS
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 (ČMSS), 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 (ČMSS) + SME/corporate loans (gross).	ČNB, Data Series System (ARAD); ČSOB; ČMSS

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
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 ČMSS financial liabilities at amortized cost minus deposits received from other than credit institutions.
Building savings loans	All customer lending granted by ČMSS 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. ČMSS/building savings deposits).
Loan portfolio	Loans and receivables to other than credit institutions (incl. ČMSS/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.

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