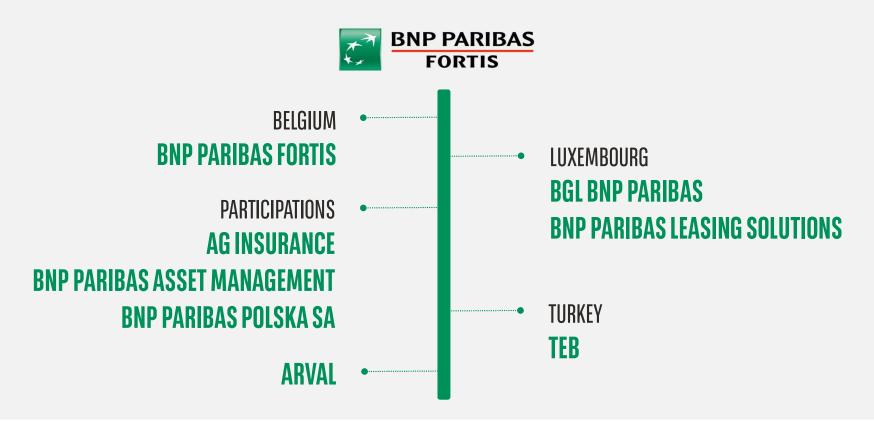
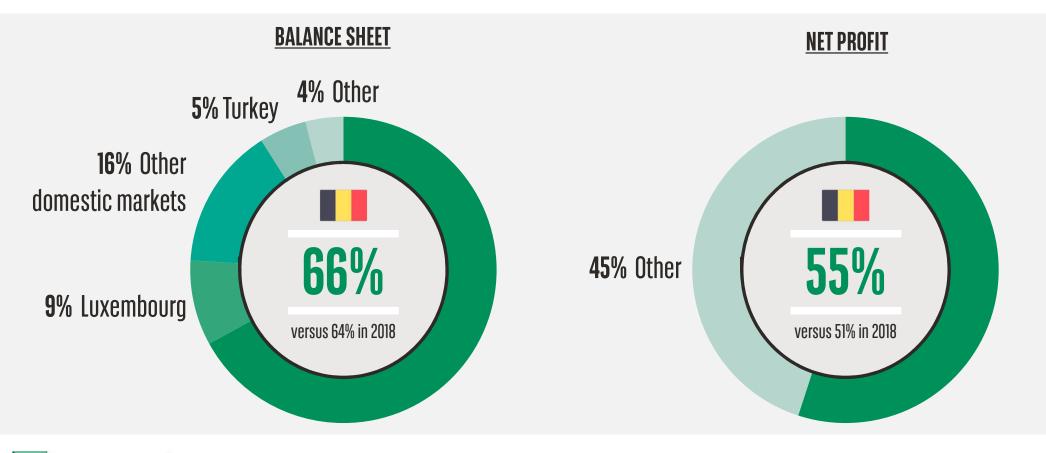


## **OUR CONSOLIDATED PERIMETER**



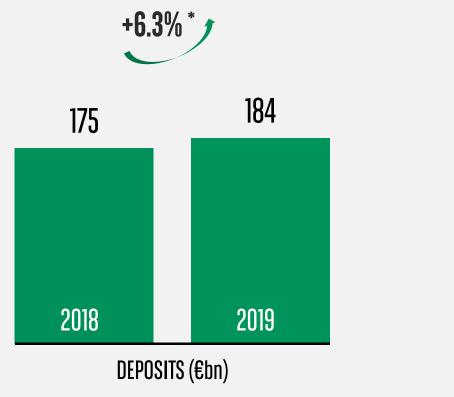


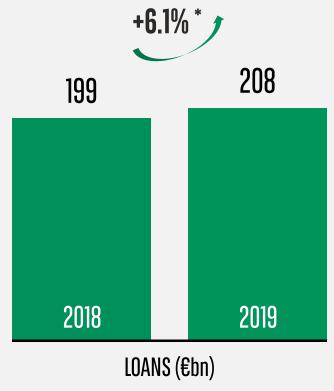
# **OUR REPARTITION**





# STRONG BUSINESS ACTIVITY AT CONSOLIDATED LEVEL





\*Excluding non-recurrent items

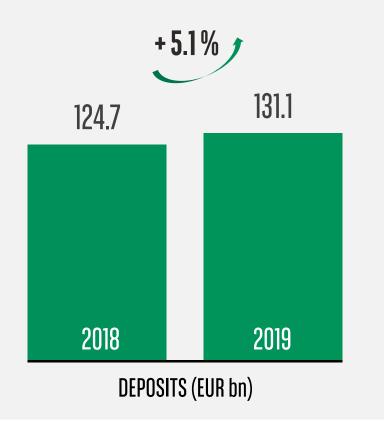


## **GOOD OVERALL PERFORMANCE - CONSOLIDATED VIEW**

| In EUR m                                  | 2018    | 2019    |
|---|---------|---------|
| REVENUES                                  | 8,053   | 8,036   |
| OPERATING EXPENSES                        | (4,847) | (4,754) |
| GROSS OPERATING INCOME                    | 3,206   | 3,282   |
| COST OF RISK                              | (395)   | (454)   |
| OPERATING INCOME                          | 2,811   | 2,828   |
| + ASSOCIATES INCOME                       | 201     | 254     |
| + OTHER NON-OPERATING ITEMS               | 16      | 156     |
| PRE-TAX INCOME                            | 3,028   | 3,238   |
| NET INCOME ATTRIBUTABLE TO EQUITY HOLDERS | 1,932   | 2,212   |



#### CONTINUED GROWTH OF LOANS & DEPOSITS AT BELGIAN RETAIL BANKING

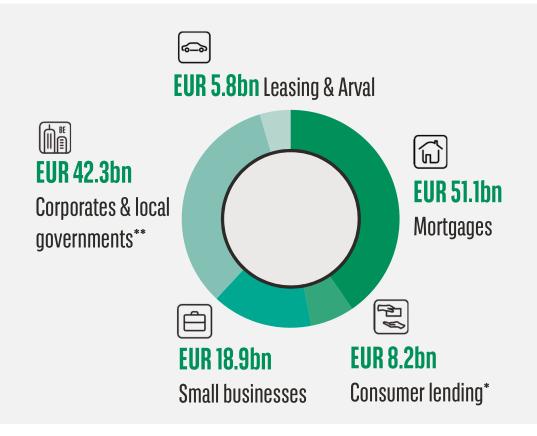






## STRONG COMMITMENT TO THE BELGIAN ECONOMY





<sup>\*</sup> Including Alpha Credit \*\* Including CIB BE

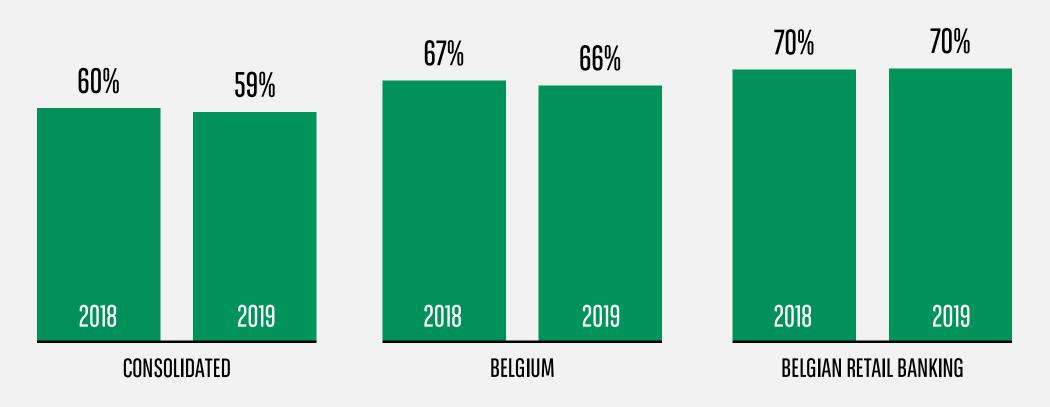


## **OVERALL PERFORMANCE - BELGIAN RETAIL BANKING VIEW**

| In EUR m               | 2018    | 2019    |
|------------------------|---------|---------|
| REVENUES               | 3,595   | 3,524   |
| OPERATING EXPENSES     | (2,521) | (2,480) |
| GROSS OPERATING INCOME | 1,074   | 1,044   |
| COST OF RISK           | (43)    | (55)    |
| OPERATING INCOME       | 1,031   | 989     |
| NON-OPERATING ITEMS    | 18      | 10      |
| PRE-TAX INCOME         | 1,049   | 999     |



# **OPERATING EFFICIENCY: COST INCOME RATIO**





## **SOLID FINANCIAL STRUCTURE**

13.2%
Solvency
Fully loaded CET1

127%
Liquidity
LCR
(non-consolidated basis)



# **CONCLUSION**







#### **GOOD RESULTS**

### **COMMITTED TO THE BELGIAN ECONOMY**

+ 4.4 % LOAN GROWTH (BELGIAN RETAIL BANKING)

#### **SOLID FINANCIAL STRUCTURE**



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