



**BNP PARIBAS**  
**FORTIS**

# BY YOUR SIDE, TODAY AND TOMORROW HALF-YEAR RESULTS 2023

BRUSSELS  
SEPTEMBER 5, 2023



# TODAY'S AGENDA

Economic observations and bank insights

Our performance 1st half of 2023

Focus on Accessibility





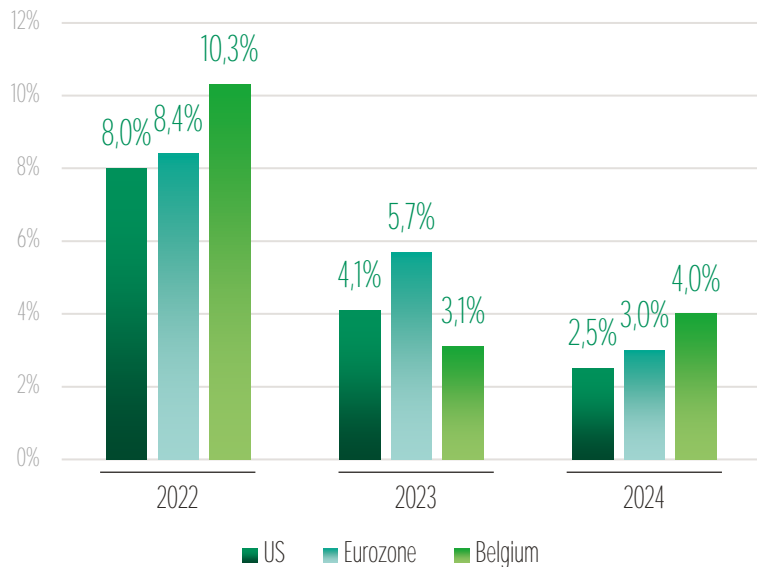
# ECONOMIC OBSERVATIONS AND BANK INSIGHTS



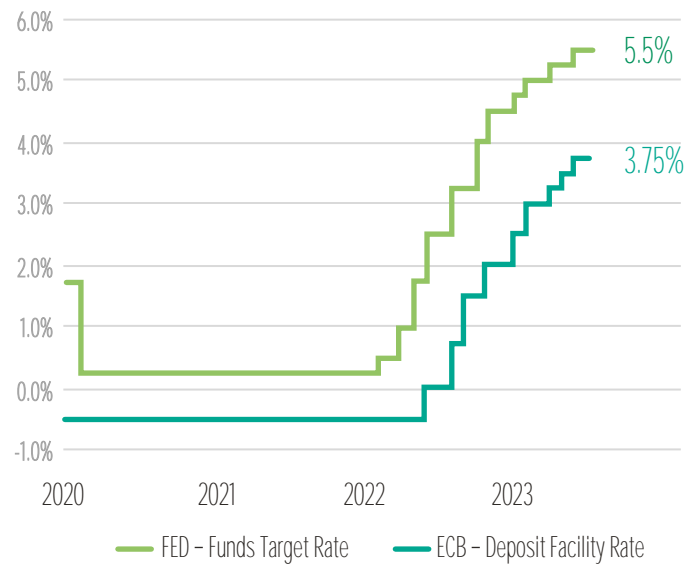
Economic observations

# Inflation will further decrease in the EU but (technical) rebound expected in Belgium

ECONOMIC OUTLOOK : INFLATION



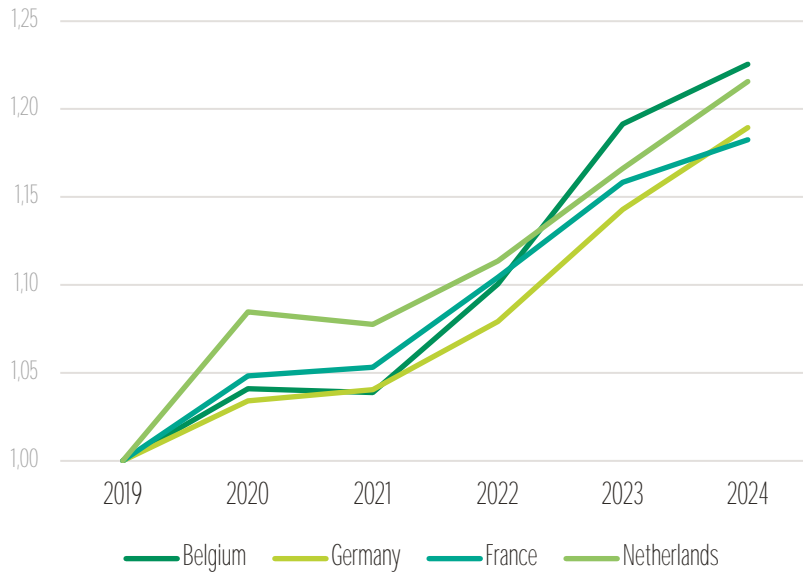
PROJECTED POLICY RATES FED & ECB



# Increasing labour cost and decreasing loan demand

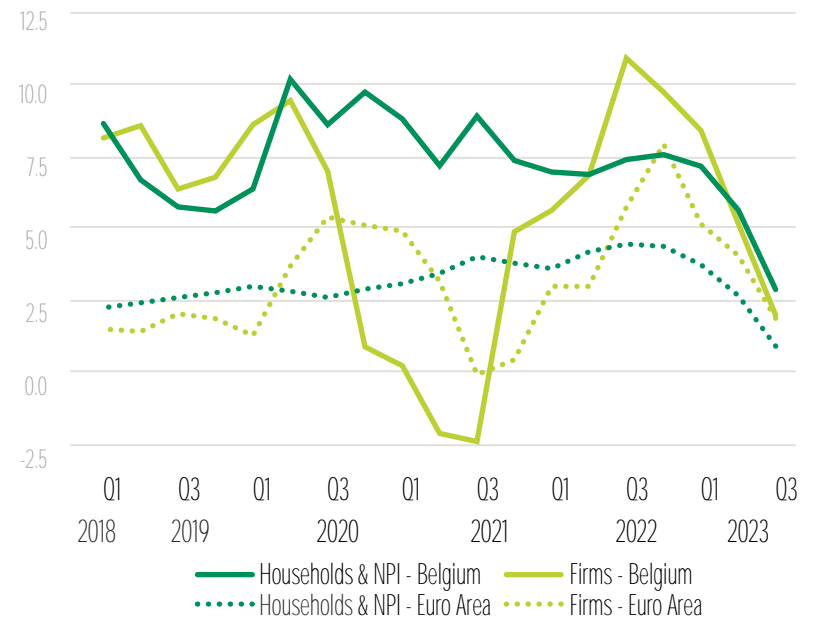


UNIT LABOUR COST  
(rebased at 2019)



Source: AMECO

CREDIT GROWTH  
(YOY%)

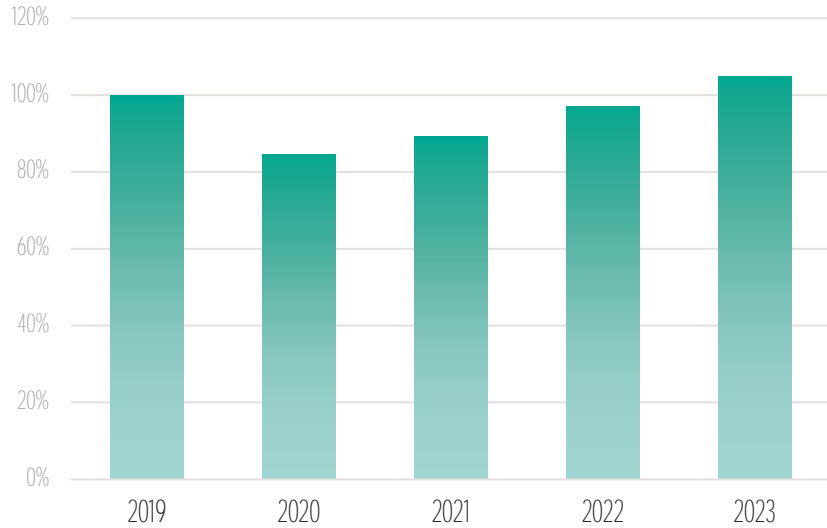


Sources: BNPP Fortis, Macrobond

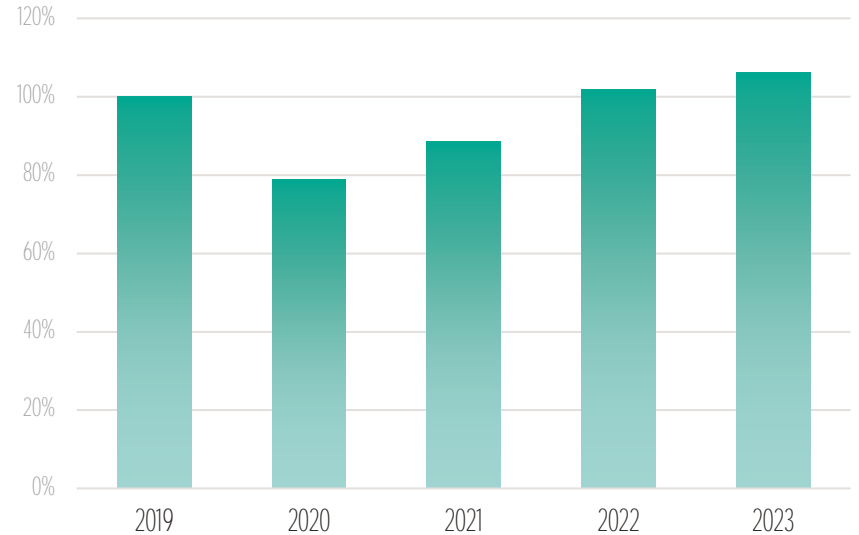
# Consumption supports economic growth



### AVG WEEKLY VOLUME OF DEBIT CARD TRANSACTIONS (EUR)



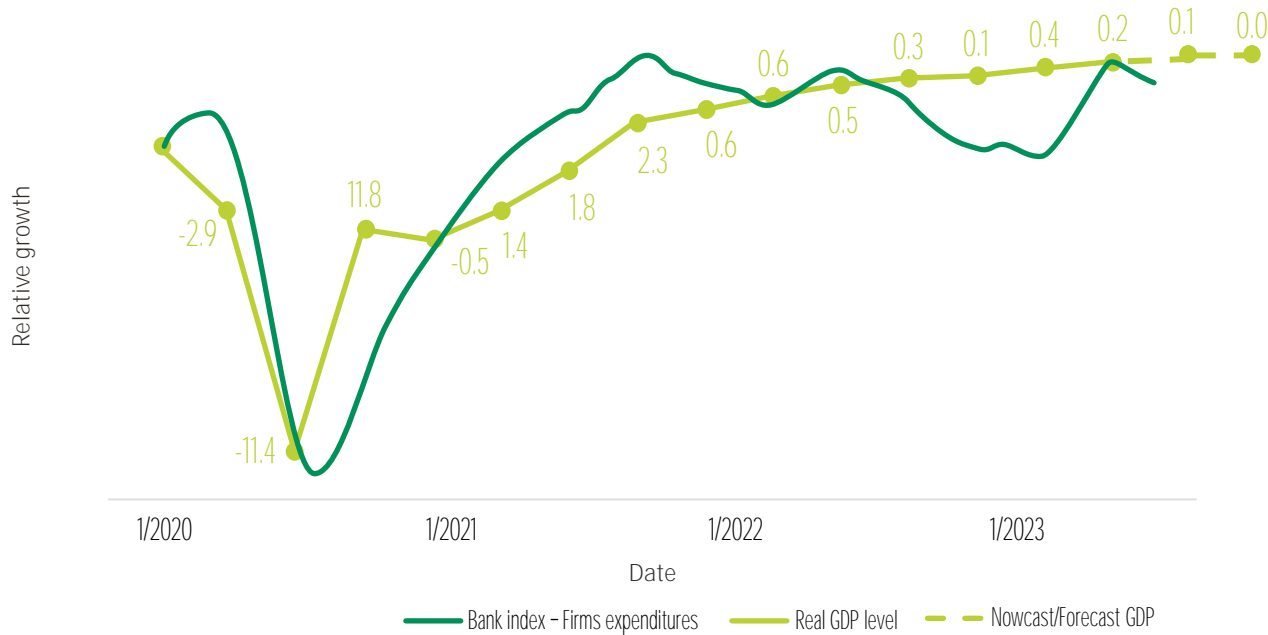
### AVG WEEKLY VOLUME OF CREDIT CARD TRANSACTIONS (EUR)



# Nowcasting: slowdown but no recession



### REAL GDP, NOWCAST AND FIRM EXPENDITURES



0.9% 2023      0.7% 2024



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# OUR PERFORMANCE FIRST HALF OF 2023



# Our consolidated perimeter



## **BNP PARIBAS** **FORTIS**

Fully Owned  
Subsidiaries



Controlled  
Subsidiaries  
with Minority  
Interests



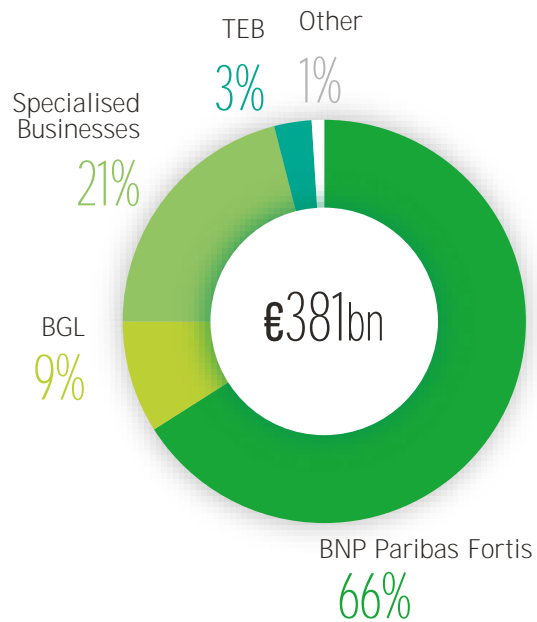
Significant  
Participations



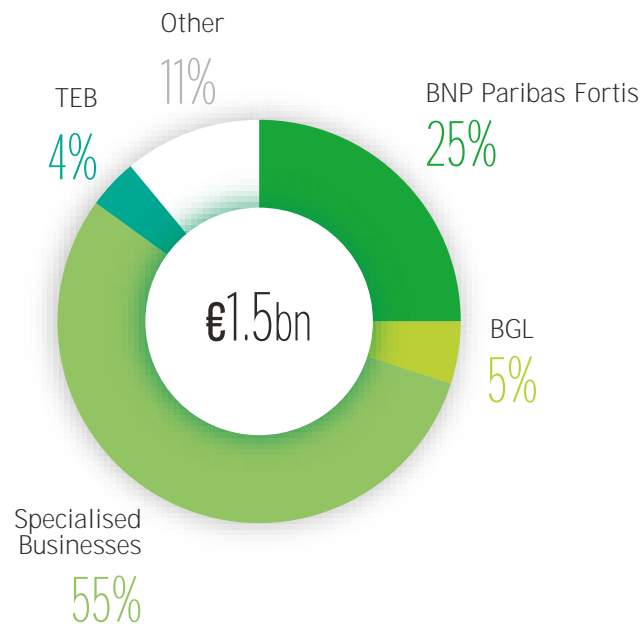
# Our repartition



### BALANCE SHEET by percentage



### NET PROFIT by percentage

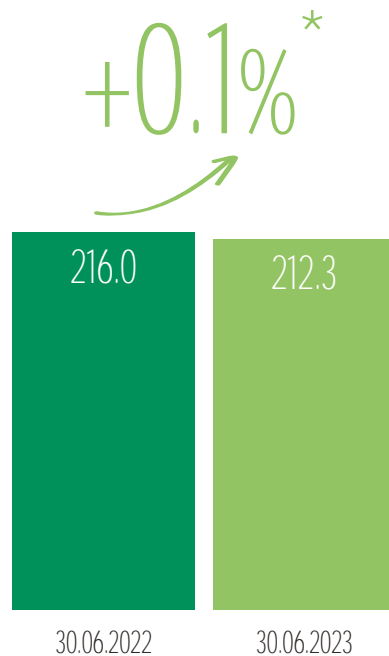




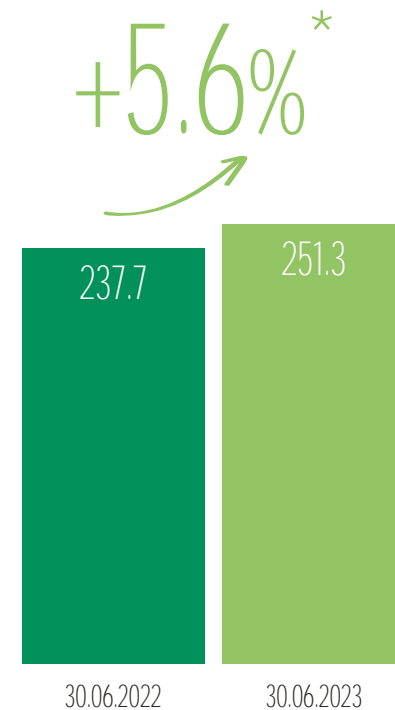
## Financials

Robust business  
development at  
consolidated level

### DEPOSITS In billion €



### LOANS\*\* In billion €



\* Excluding retreated items, i.e. at constant scope, constant exchange rates and excluding other one-off results

\*\* Including Arval's rental fleet

# Strong results at consolidated level



In million €	30.06.2022**	30.06.2023	
Revenues	4,779	5,268	+12%*
Operating Expenses	(2,655)	(2,848)	+8%*
Gross Operating Income	2,124	2,420	+17%*
Cost of Risk	(131)	(88)	-17%*
Operating Income	1,993	2,332	+18%*
Associates Income	159	181	+23%*
Other Non-Operating Items	282	(60)	n.a.
Pre-Tax Income	2,433	2,452	+19%*
Net Income Attributable to Equity Holders	1,610	1,530	+15%*

\* Excluding retreated items, i.e. at constant scope, constant exchange rates and excluding other one-off results

\*\* Restatement of the figures of the first half of 2022 related to the application of IFRS 17 (insurance contracts) and IFRS 9 (financial instruments) for insurance entities effective 1 January 2023



Financials

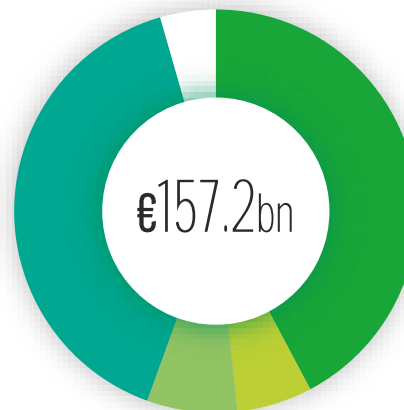
Strong continued commitment to the Belgian economy

Total  
**€157.2Bn**

+€8.8bn vs. 30.06.2022 or +5.9%

TOTAL LOANS\*  
In billion €

Corporates & Local Governments (including CIB)  
**€62.9bn**  
+6.8%\*\* vs. 30.06.2022



Arval & Leasing  
**€7.0bn**

+10.5% vs. 30.06.2022

Mortgages  
**€66.4bn**  
+3.5% vs. 30.06.2022

Small Businesses  
**€11.4bn**

+4.0%\*\* vs. 30.06.2022

Consumer Lending (including Alpha Credit)  
**€9.5bn**

+11.4% vs. 30.06.2022

\* Including Arval's rental fleet

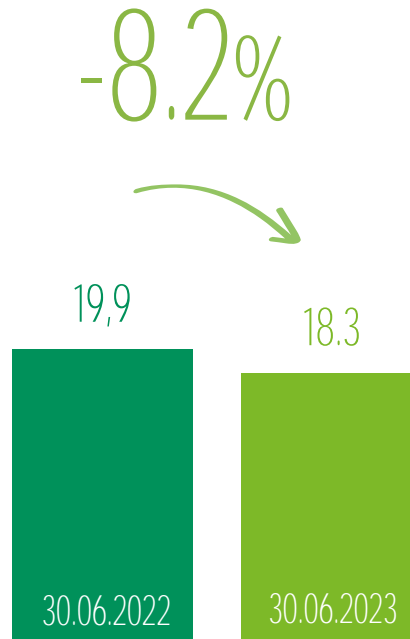
\*\* Figures at 30.06.2022 are restated according to the structure of the new commercial organization

# Strong continued commitment to the Belgian economy



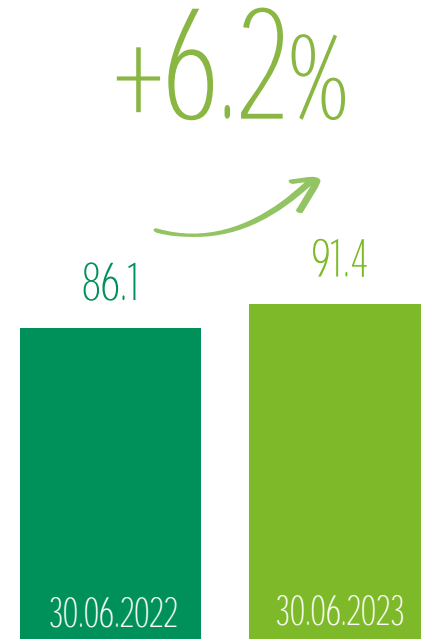
## NEW FINANCING PRODUCTION

In billion €



## OFF-BALANCE SHEET AUM (excl. AuA)

In billion €



Financials  
Strong financial  
structure

Profitability

14.2%

Return on Equity  
(adjusted for IFRS 21)

Liquidity

125%

LCR  
(non-consolidated basis)

Efficiency

49.9%

Cost / Income ratio  
(adjusted for IFRS 21)

Solvency

16.5%

CET1  
ratio



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# ACCESSIBILITY

Observations & our strategy

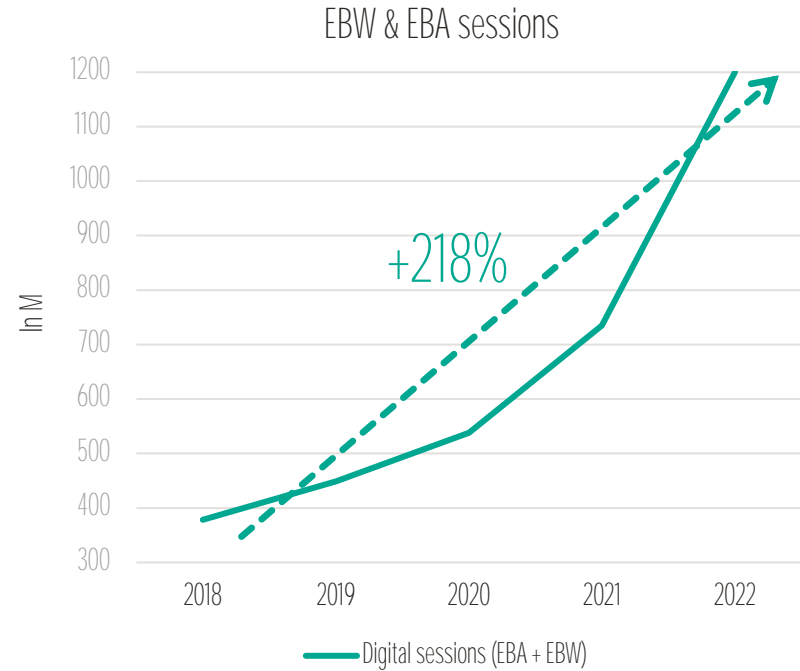
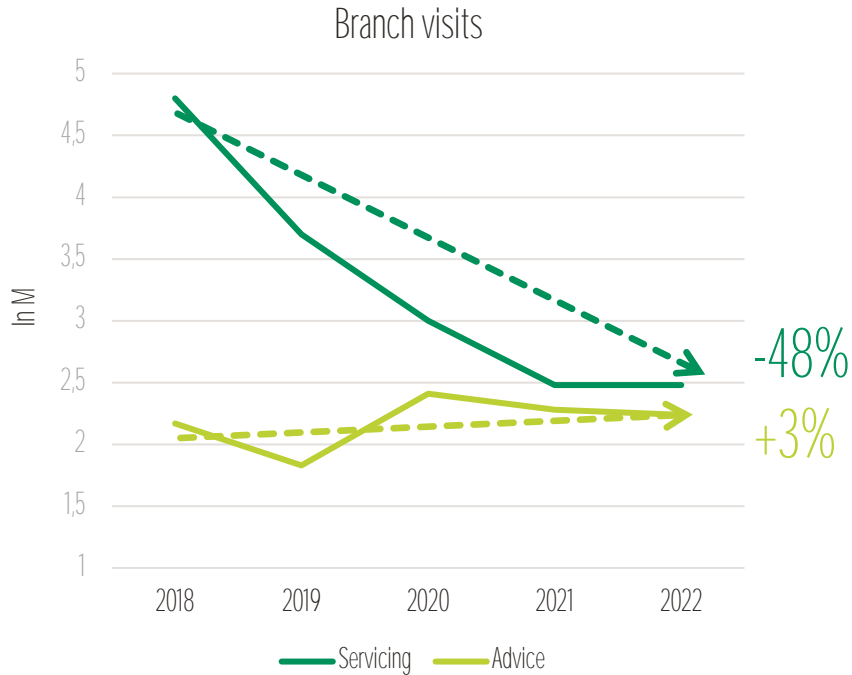
The largest physical network

Fintegration: a financial digiverse





# Our customers interact more and more remotely, while for advice physical contacts slightly increase





## Accessibility is a key driver in NPS



Physical contact is important for customers in making important decisions.



Client surveys indicate 'Accessibility', more precisely proximity, and reachability of branches, is a key driver for customer satisfaction and NPS score.



## Physical and remote access made simple



Provide the  
largest physical  
network  
and ensure proximity  
with a human touch



Increase our  
investments in  
Remote & Digital  
accessibility

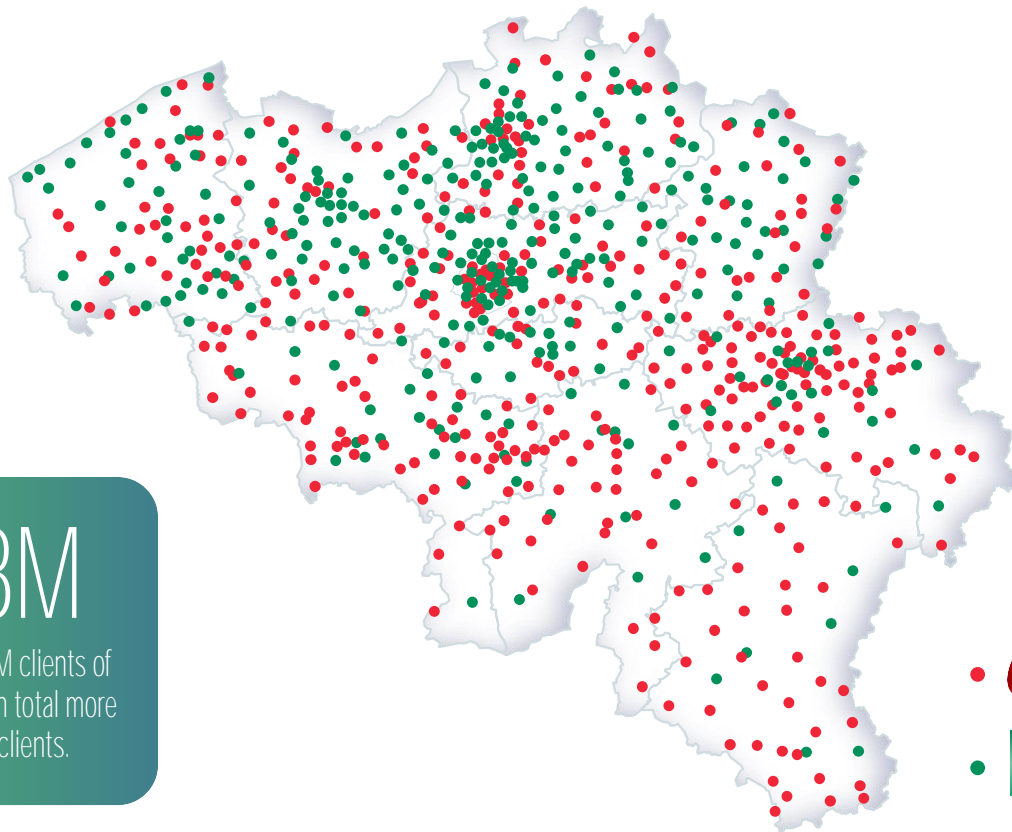
A woman with curly hair, wearing a green leather jacket and a brown shoulder bag, is smiling and talking to a man in a grey sweater. They are in a post office or service center. The woman is behind a counter, and the man is sitting at a desk in front of her. There are various office equipment like a computer monitor, keyboard, and printer on the desks. In the background, there are shelves with boxes and a red sign. A large number '3' is visible on the wall in the top left corner.

# THE LARGEST PHYSICAL NETWORK

INTEGRATION OF BPOST BANK AND NEW PACKS

The largest physical network

Towards 960 branches in 2024...



>960

Through the integration of bpost bank, we will have 964 branches by 2024.

>4.8M

We welcome 1 M clients of bpost bank, for in total more than 4.8 M clients.



\* Number of branches end of June 2023

The largest physical network

...and access to over 1,400 ATMs

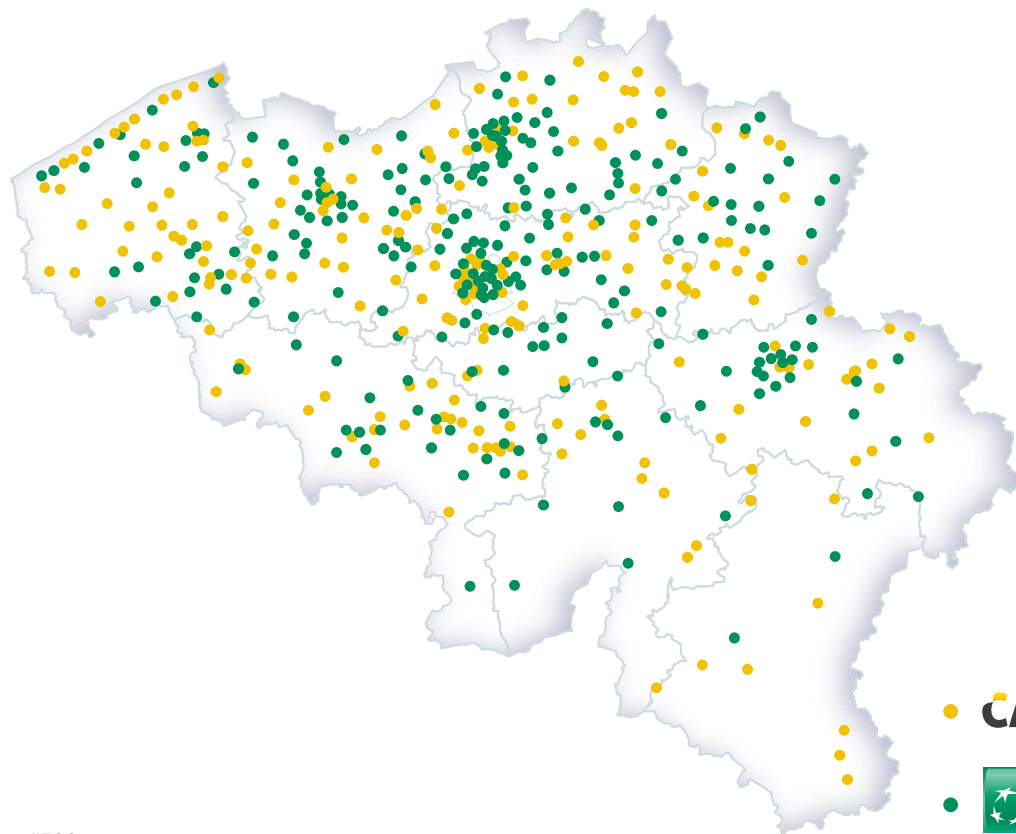


>850

Locations, providing a stable and even spread of cash availability in Belgium.

>1,400

With CASH (#733) and BNP Paribas Fortis (#674), our customers have access to almost 1,400 ATMs on the Belgian territory.



● CASH



Integration of bpost bank and new packs

New offer to address the specific accessibility needs of each customer



EASY  
GO

EASY  
GUIDE





EASY  
GO\*

"Give me no-frills and  
value for money"



is simple, accessible  
and trustworthy

Daily banking products and  
other solutions:

accessible everywhere in  
Belgium through bpost  
branches

as a modular offering

simple and transparent in  
every interaction

Price: **€2 per month\*\***

\* As of January 2024  
\*\* options can be added





EASY  
GUIDE\*

"Give me  
personal advice"



is expertise-based and  
hassle-free

More complex needs & advice:

gives clients pro-active and  
personalised advice

as a modular offering

in **BNP Paribas Fortis branches**  
by appointment

Price: **€5.5 per month\*\***

\* As of January 2024  
\*\* options can be added

Integration of bpost bank  
and new packs

Unique on the market:  
customers only pay for  
what they really want  
and use

A modular  
offering

In 2024

## EASY GO

1 current account  
Max 2 holders  
2 debit cards  
6 manual transactions / year  
Standard, basic advice  
Bpost: at any time / BNPPF on appointment

**2.00 € / m**

### OPTIONS:

- Extra Debit Card + 1.20€ / m
- Credit Card Visa Classic + 2.25 € / m
- Credit Card Mastercard Gold + 4.25€ / m
- Unlimited manual transactions + 5€ / m
- Account Insurance + 4,25€ / year

## EASY GUIDE

1 current account  
Max 2 holders  
2 debit cards  
2 credit cards (Classic and/or Gold)  
6 manual transactions / year / account  
Personalized guidance by multidisciplinary team  
BNPPF: on appointment

**5.50 € / m**

### OPTIONS:

- Additional account(s) in the pack + 2 € / m
- Credit Card Visa Classic + 2.25 € / m
- Credit Card Mastercard Gold + 4.25€ / m
- Unlimited manual transactions + 5€ / m
- Account Insurance + 4,25€ / year



Integration of bpost bank and new packs

Unique on the market: free trial of options



All package  
options will be  
**FREE IN 2024**

To thank  
customers of  
BNP Paribas Fortis

To welcome  
customers of  
bpost bank

To let new  
customers  
experience  
our services



## Roadmap for the coming weeks and months

**As of end of  
September 2023**

Customers (BNP Paribas Fortis + bpost bank) will be personally informed about the integration and our new offering.

According to their banking needs and habits, they will be proposed Easy Go Pack or Easy Guide Pack, replacing their current pack.

**November 2023**

End date for customers to decide to subscribe to their preferred Pack.

**January 2024**

Operational integration of bpost bank into BNP Paribas Fortis.

Customers can enjoy all pack-related options free of charge in 2024.



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# FINTEGRATION: A FINANCIAL DIGIVERSE





## Our customers use more and more of our digital and remote services



### Mobile Banking\*

545M

Digital sessions\*\*

95%

Of digital sessions  
take place via App

2.8M

Active digital users\*\*

70%

App users only



### Easy Banking Business\*

400k

Logins/month  
in Web

134k

Logins/month  
in App



### Remote Banking\*

1.5M

Incoming client calls to  
Easy Banking Centre and  
Client Service Centre

47%

Direct sales  
(Digital + Remote/  
Easy Banking Centre)

\* numbers for H1 2023

\*\* incl. bpost bank



A financial digiverse

# More & more features at our customers' fingertips thanks to Fintegration

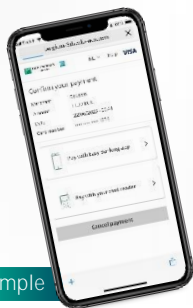
## From...

Executing my banking transactions



## Over...

Making my life easier

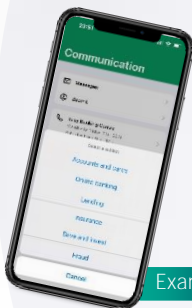


Example

Payment ecommerce

Today

**52%**  
via app



Example

Click-to-call

Today

**33%**  
of calls at EBC



## To

Managing my financial digiverse

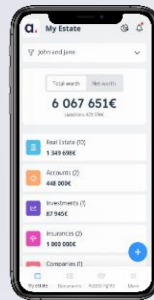


Example

tink



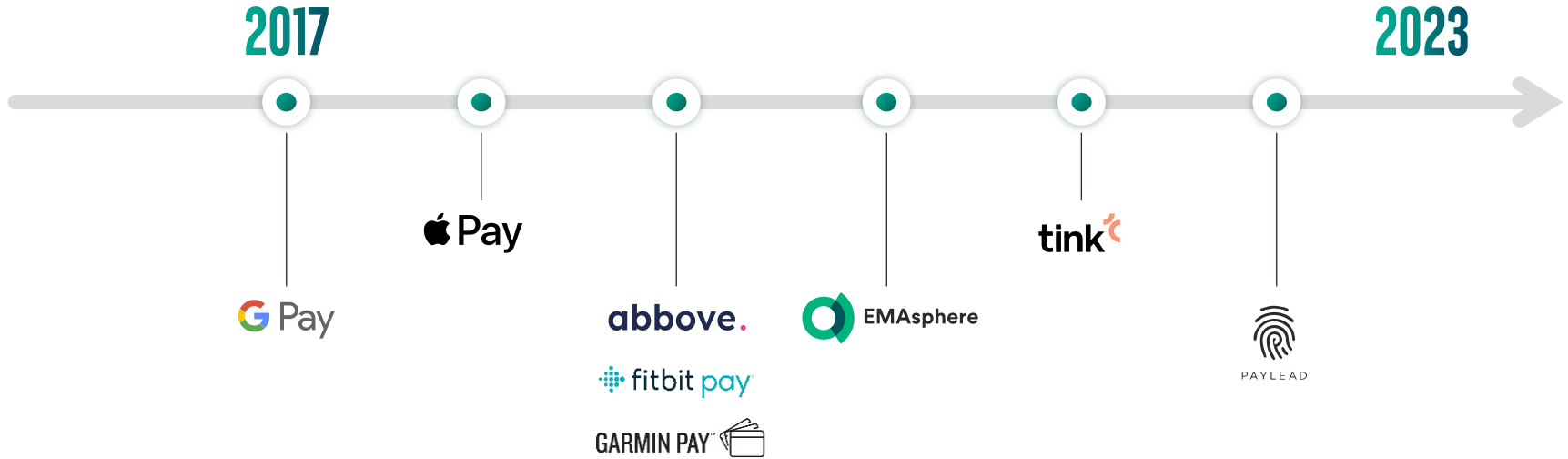
Example



Example

abbove.

# Realisations in Fintegration





Fintegration: some examples

Contactless payments  
since March 2017

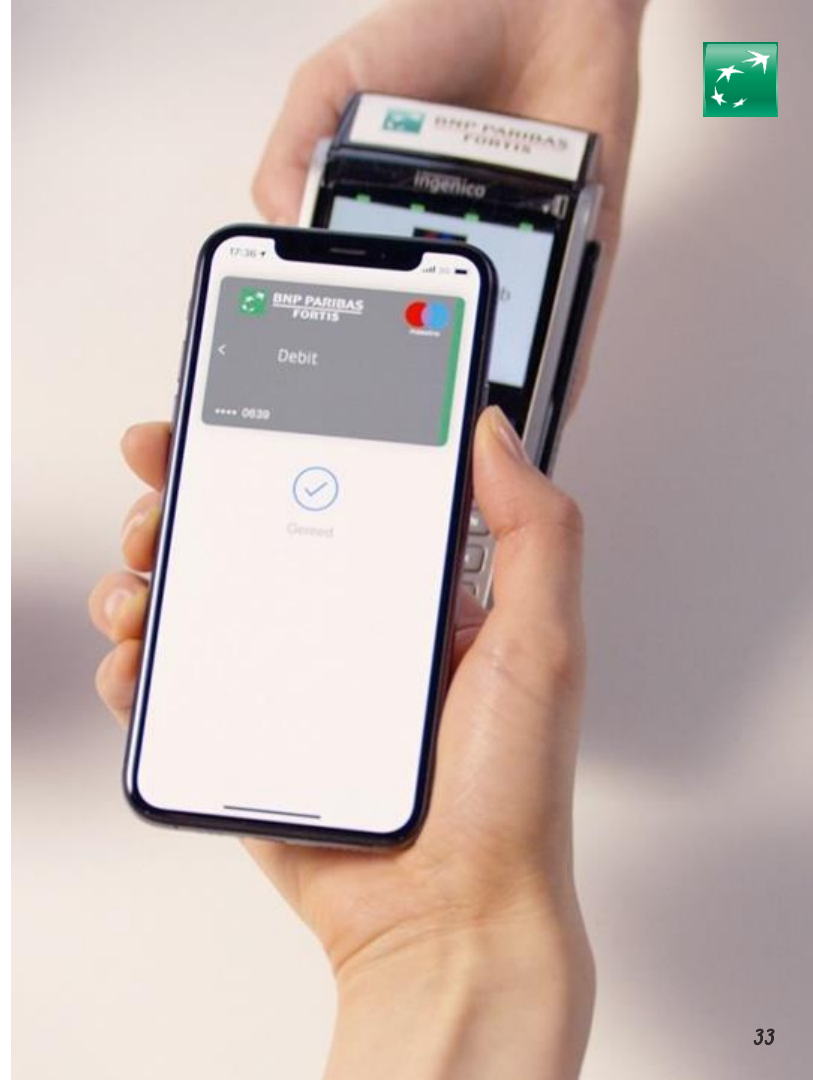


First in Belgium to provide

 Pay &  Pay

>545k

Active users





Fintegration: some examples

PaxFamilia with **above.**  
since June 2019

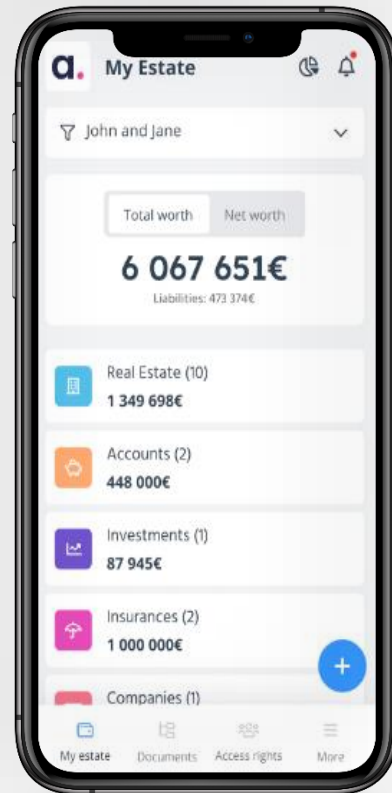


"I WANT TO MANAGE MY ESTATE AND CASH FLOW PLANNING, USING AN ONLINE TOOL THAT ORGANISES AND MANAGES MY ASSETS, BENEFICIARIES AND INHERITANCE."

>40K  
Users

"Best technology outsourcing solution"

*WealthBriefing European Awards 2023*



Fintegration: some examples

## Budget Management with **tink**<sup>o</sup> since June 2022



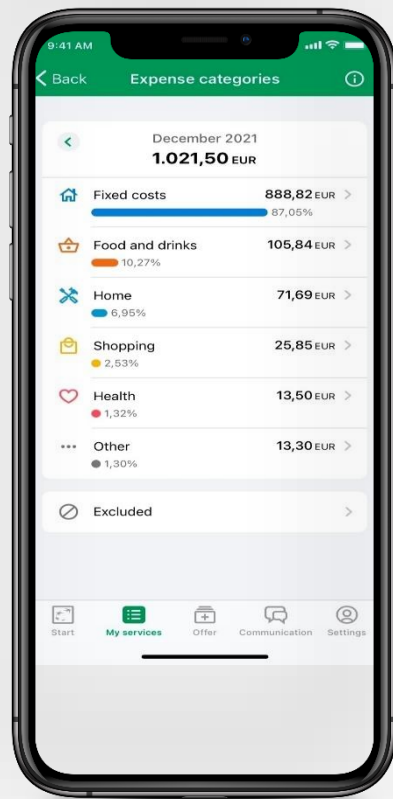
"I WANT TO EFFECTIVELY MANAGE MY FINANCES, USING AN EASY TOOL THAT TRACKS MY INCOME, EXPENSES AND SAVING GOALS."

"The best in class on  
the market"

*Sia partners benchmark 2022*

>500k

Active users per month in 2023  
(i.e. 20% of BNPPF app's users)





**KEEP  
TRACK OF  
YOUR BUDGET**



Fintegration: some examples

## Easy Cashback with since March 2023



"I WANT TO EARN REWARDS ON MY PURCHASES SO I CAN SAVE MONEY WHILE USING MY BNPPF CARDS."

>80k

Active users  
since March



Fintegration: going forward

## New: Arval Mobility App – B2B



“I WANT TO TRAVEL CONVENIENTLY AND EFFICIENTLY, THANKS TO AN APP THAT OFFERS ME THE BEST SOLUTION.”



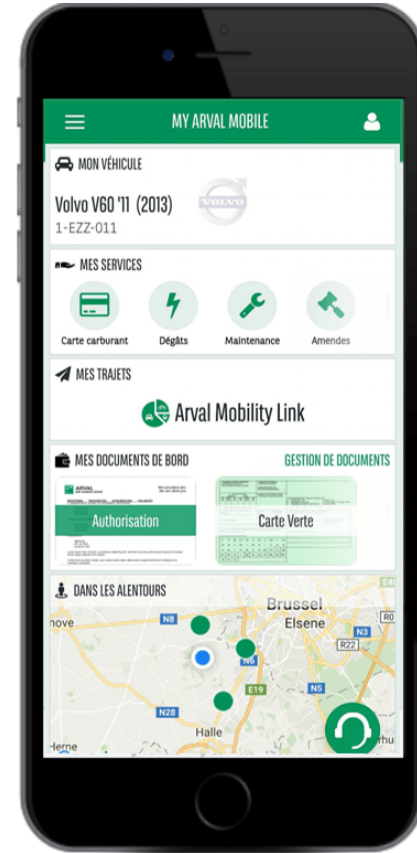
Employee benefits:

- > Access to almost all mobility means – beyond Arval Mobility solutions
- > Plan & pay trip, charge your electric vehicle – without complementary payment card
- > Minimal administrative hassle
- > Instant reimbursement & automatic validation engine



Employer benefits:

- > Unburdening
- > Multiple mobility policy & budget management
- > Mobility expenses management
- > One-stop-shop for B2BE mobility





Planning  
your travel?





# CONCLUSION





## Key Takeaways



### ECONOMY

Slowdown of the economy in the 2nd half of 2023



### PERFORMANCE

Strong commercial and financial performance in HY 2023

Solid solvency and liquidity



### ACCESSIBILITY

New modular offer with Easy Go and Easy Guide – free options in 2024

The largest physical network

A financial digiverse

# QUESTIONS?

# ANSWERS

#PositiveBanking



**BNP PARIBAS**  

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**FORTIS**

The bank for a changing world

THANK YOU

#PositiveBanking



**BNP PARIBAS**  

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**FORTIS**

The bank for a changing world

BNP PARIBAS FORTIS

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