

Quarterly Results

First quarter, 2019

Most significant figures

(EUR Thousands)

	31/03/2019	31/12/2018	31/03/2018	y- o -y		Annual	
				Abs.	%	Abs.	%
Profit and Loss Account							
Net interest income	148,118	586,041	150,260	(2,142)	(1.4%)		
Gross Income	236,894	934,076	252,558	(15,664)	(6.2%)		
Recurring Gross Income	235,795	892,322	247,119	(11,324)	(4.6%)		
Net Income before provisions	94,567	367,761	101,270	(6,703)	(6.6%)		
Recurring Net Income before provisions	93,468	326,007	95,830	(2,362)	(2.5%)		
Profit before tax	23,279	69,104	31,531	(8,252)	(26.2%)		
Consolidated Net profit	24,632	82,252	31,476	(6,844)	(21.7%)		
Attributable Net profit	24,632	82,252	31,476	(6,844)	(21.7%)		
Business							
Total Assets	44,358,209	44,078,805	41,857,368	2,500,841	6.0%	279,404	0.6%
Equity	3,138,457	3,075,759	2,916,797	221,660	7.6%	62,698	2.0%
On-balance sheet retail funds	29,183,829	28,498,653	26,375,844	2,807,985	10.6%	685,176	2.4%
Off-balance sheet funds	4,413,163	4,293,159	4,341,743	71,420	1.6%	120,004	2.8%
Performing Loans	29,362,305	29,126,028	28,412,853	949,452	3.3%	236,277	0.8%
Risk management							
Gross Loans	31,727,616	31,584,989	31,580,050	147,566	0.5%	142,627	0.5%
Contingent risks	734,122	728,419	661,198	72,924	11.0%	5,703	0.8%
Non-performing loans	2,365,311	2,458,961	3,167,197	(801,886)	(25.3%)	(93,650)	(3.8%)
Non-performing contingent risks	7,253	6,257	5,800	1,453	25.1%	996	15.9%
NPL ratio (%)	7.31%	7.63%	9.84%	(2.53)		(0.32)	
NPL coverage ratio (%)	44.01%	43.60%	46.60%	(2.59)		0.41	
Liquidity							
LTD (%)	99.93%	101.65%	108.99%	(9.06)		(1.72)	
LCR (%)	211.06%	207.49%	192.04%	19.02		3.57	
NSFR (%)	120.64%	118.51%	112.14%	8.50		2.13	
Business gap	19,971	(491,371)	(2,461,456)	2,481,427	(100.8%)	511,342	(104.1%)
Solvency phased in							
CET1 ratio (%)	12.60%	12.51%	11.34%	1.26		0.09	
Tier 2 ratio (%)	1.73%	1.74%	1.66%	0.07		(0.01)	
Capital ratio (%)	14.33%	14.25%	13.00%	1.33		0.08	
Leverage ratio (%)	6.44%	6.39%	5.87%	0.57		0.05	
Solvency fully loaded							
CET1 ratio (%)	11.88%	11.54%	10.48%	1.40		0.34	
Tier 2 ratio (%)	1.74%	1.74%	1.68%	0.06		(0.01)	
Capital ratio (%)	13.62%	13.28%	12.17%	1.45		0.34	
Leverage ratio (%)	6.08%	5.89%	5.81%	0.27		0.19	
Profitability and efficiency							
ROA (%)	0.23%	0.19%	0.31%	(0.08)		0.03	
RORWA (%)	0.43%	0.35%	0.53%	(0.10)		0.08	
ROE (%)	3.22%	2.74%	4.27%	(1.05)		0.48	
Cost-income ratio (%)	60.08%	60.63%	59.90%	0.18		(0.55)	
Recurring cost-income ratio (%)	60.36%	63.47%	61.22%	(0.86)		(3.11)	
Other data							
Employees	5,492	5,506	5,584	(92)	(1.6%)	(14)	(0.3%)
Branches	975	1,018	1,046	(71)	(6.8%)	(43)	(4.2%)

Balance Sheet

(EUR Thousands)

	31/03/2019	31/12/2018	31/03/2018	y- o- y		Annual	
				Abs.	%	Abs.	%
Cash, cash balances at central banks and other demand deposits	1,003,976	1,420,637	683,864	320,112	46.8%	(416,661)	(29.3%)
Financial assets held for trading	4,426	1,621	1,986	2,440	122.9%	2,805	173.0%
Financial assets designated at fair value through profit or loss	297,183	269,913	294,785	2,398	0.8%	27,270	10.1%
<i>Of which:</i>							
<i>Loans and advances to Customers</i>	180,292	155,920	154,690	25,602	16.6%	24,372	15.6%
Financial assets at fair value through other comprehensive income	1,165,181	606,847	400,632	764,549	190.8%	558,334	92.0%
Financial assets at amortised cost	37,854,836	37,741,263	36,080,715	1,774,121	4.9%	113,573	0.3%
<i>Of which:</i>							
<i>Loans and advances to Customers</i>	30,164,726	30,048,559	29,674,168	490,558	1.7%	116,167	0.4%
Derivatives – Hedge accounting	-	-	-	-	-	-	-
Investments in subsidiaries, joint ventures and associates	83,438	97,426	71,190	12,248	17.2%	(13,988)	(14.4%)
Tangible assets	1,061,032	999,629	993,911	67,121	6.8%	61,403	6.1%
Intangible assets	162,423	161,793	211,274	(48,851)	(23.1%)	630	0.4%
Tax assets	1,107,275	1,132,246	1,110,583	(3,308)	(0.3%)	(24,971)	(2.2%)
Other assets	1,222,967	1,241,317	1,545,516	(322,549)	(20.9%)	(18,350)	(1.5%)
Non-current assets and disposal groups classified as held for sale	395,471	406,113	462,910	(67,439)	(14.6%)	(10,642)	(2.6%)
TOTAL ASSETS	44,358,209	44,078,805	41,857,368	2,500,841	6.0%	279,404	0.6%
Financial liabilities held for trading	1,916	43	394	1,522	386.3%	1,873	4355.8%
Financial liabilities measured at amortised cost	40,610,853	40,394,174	38,398,963	2,211,890	5.8%	216,679	0.5%
<i>Of which:</i>							
<i>Central Banks deposits</i>	5,029,995	5,035,069	5,050,604	(20,609)	(0.4%)	(5,074)	(0.1%)
<i>Central counterparty deposits</i>	815,098	1,072,408	2,271,801	(1,456,703)	(64.1%)	(257,310)	(24.0%)
<i>Customer deposits</i>	29,183,829	28,498,653	26,375,844	2,807,985	10.6%	685,176	2.4%
<i>Debt securities issued</i>	2,420,686	2,416,041	2,676,490	(255,804)	(9.6%)	4,645	0.2%
Derivatives – Hedge accounting	107,110	123,754	15,701	91,409	582.2%	(16,644)	(13.4%)
Provisions	66,065	71,405	88,770	(22,705)	(25.6%)	(5,340)	(7.5%)
Tax liabilities	76,797	77,368	96,789	(19,992)	(20.7%)	(571)	(0.7%)
Other liabilities	351,985	344,865	334,921	17,064	5.1%	7,120	2.1%
<i>of which: Welfare funds</i>	4,424	4,905	4,374	50	1.1%	(481)	(9.8%)
TOTAL LIABILITIES	41,214,725	41,011,609	38,935,539	2,279,186	5.9%	203,116	0.5%
Equity	3,138,457	3,075,759	2,916,797	221,660	7.6%	62,698	2.0%
<i>Of which:</i>							
<i>Capital / Equity instruments issued other than capital / Treasury shares</i>	2,830,808	2,776,579	2,659,605	171,203	6.4%	54,229	2.0%
<i>Retained earnings / Revaluation reserves / Other reserves</i>	318,677	235,011	259,853	58,824	22.6%	83,666	35.6%
<i>Profit or loss attributable to owners of the parent</i>	24,632	82,252	31,476	(6,844)	(21.7%)	(57,620)	(70.1%)
<i>(-) Interim dividends</i>	(35,660)	(18,083)	(34,137)	(1,523)	4.5%	(17,577)	97.2%
Accumulated other comprehensive income	5,027	(8,563)	5,032	(5)	(0.1%)	13,590	(158.7%)
Minority interests	-	-	-	-	-	-	-
TOTAL EQUITY	3,143,484	3,067,196	2,921,829	221,655	7.6%	76,288	2.5%

Funds managed

(EUR Thousands)

	31/03/2019	31/12/2018	31/03/2018	y- o -y		Annual	
				Abs.	%	Abs.	%
Sight deposits	21,980,451	21,472,289	19,215,593	2,764,858	14.4%	508,162	2.4%
Term deposits	7,203,378	7,026,364	7,160,251	43,127	0.6%	177,014	2.5%
Customer deposits	29,183,829	28,498,653	26,375,844	2,807,985	10.6%	685,176	2.4%
On-balance sheet retail funds	29,183,829	28,498,653	26,375,844	2,807,985	10.6%	685,176	2.4%
Bonds and other securities *	2,940,237	2,962,547	2,940,949	(712)	(0.0%)	(22,310)	(0.8%)
Subordinated liabilities	420,406	412,364	420,205	201	0.0%	8,042	2.0%
Monetary market operations	2,072,522	2,567,425	2,468,911	(396,389)	(16.1%)	(494,903)	(19.3%)
Deposits from credit institutions	537,178	499,430	587,699	(50,521)	(8.6%)	37,748	7.6%
ECB	5,029,995	5,035,069	5,050,604	(20,609)	(0.4%)	(5,074)	(0.1%)
Wholesale funds	11,000,338	11,476,835	11,468,368	(468,030)	(4.1%)	(476,497)	(4.2%)
Total balance sheet funds	40,184,167	39,975,488	37,844,212	2,339,955	6.2%	208,679	0.5%
Mutual funds	2,466,437	2,391,135	2,401,143	65,294	2.7%	75,302	3.1%
Pension plans	806,087	787,634	787,833	18,254	2.3%	18,453	2.3%
Savings insurances	674,134	668,895	648,154	25,980	4.0%	5,239	0.8%
Fixed-equity income	466,506	445,495	504,612	(38,106)	(7.6%)	21,011	4.7%
Off-balance sheet funds	4,413,163	4,293,159	4,341,743	71,420	1.6%	120,004	2.8%
Customer funds under management	33,596,992	32,791,812	30,717,587	2,879,405	9.4%	805,180	2.5%
Funds under management	44,597,330	44,268,647	42,185,955	2,411,375	5.7%	328,683	0.7%

* Covered bonds, territorial bonds and securitization.

Loans and advances to Customers

(EUR Thousands)

	31/03/2019	31/12/2018	31/03/2018	y- o -y		Annual	
				Abs.	%	Abs.	%
General governments	754,508	715,007	831,504	(76,996)	(9.3%)	39,501	5.5%
Other financial corporations	1,200,747	1,137,699	938,240	262,507	28.0%	63,048	5.5%
Non-financial corporations	11,536,683	11,268,888	11,068,290	468,393	4.2%	267,795	2.4%
Households	17,895,094	18,154,917	18,465,685	(570,591)	(3.1%)	(259,823)	(1.4%)
Loans to customers (gross)	31,387,032	31,276,511	31,303,719	83,313	0.3%	110,521	0.4%
<i>Of which:</i>							
Real estate developers	1,043,440	1,108,230	1,519,360	(475,920)	(31.3%)	(64,790)	(5.8%)
Performing loans to customers	29,021,721	28,817,550	28,136,522	885,199	3.1%	204,171	0.7%
Non-performing loans	2,365,311	2,458,961	3,167,197	(801,886)	(25.3%)	(93,650)	(3.8%)
Other loans *	-	-	-	-	-	-	-
Debt securities from customers	340,584	308,478	276,331	64,253	23.3%	32,106	10.4%
Gross Loans	31,727,616	31,584,989	31,580,050	147,566	0.5%	142,627	0.5%
Performing Loans	29,362,305	29,126,028	28,412,853	949,452	3.3%	236,277	0.8%
<i>Credit losses and impairment</i>	(1,041,010)	(1,072,032)	(1,474,860)	433,850	(29.4%)	31,022	(2.9%)
Total lending	30,686,605	30,512,957	30,105,189	581,416	1.9%	173,648	0.6%
Off-balance sheet risks							
<i>Contingent risks</i>	734,122	728,419	661,198	72,924	11.0%	5,703	0.8%
<i>of which: non-performing contingent risks</i>	7,253	6,257	5,800	1,453	25.1%	996	15.9%
Total risks	32,461,738	32,313,408	32,241,248	220,490	0.7%	148,330	0.5%
Non-performing total risks	2,372,564	2,465,218	3,172,997	(800,433)	(25.2%)	(92,654)	(3.8%)

* Mainly reverse repurchase agreements

Risk management

(EUR Thousands)

	31/03/2019	31/12/2018	31/03/2018	y- o -y		Annual	
				Abs.	%	Abs.	%
Defaulting debtors							
Non-performing total risks	2,372,564	2,465,218	3,172,997	(800,433)	(25.2%)	(92,654)	(3.8%)
Total risks	32,461,738	32,313,408	32,241,248	220,490	0.7%	148,330	0.5%
NPL ratio (%)	7.31%	7.63%	9.84%	(2.53)		(0.32)	
Gross loans coverage	(1,041,010)	(1,072,032)	(1,475,946)	434,936	(29.5%)	31,022	(2.9%)
NPL coverage ratio (%)	44.01%	43.60%	46.60%	(2.59)		0.41	
Foreclosed Assets (gross)	3,262,511	3,308,746	3,644,654	(382,143)	(10.5%)	(46,235)	(1.4%)
Foreclosed Assets (net)	1,731,180	1,757,123	1,914,853	(183,673)	(9.6%)	(25,943)	(1.5%)
Foreclosed assets coverage ratio (%)	46.94%	46.89%	47.46%	(0.52)		0.04	
Foreclosed assets coverage ratio with debt forgiveness (%)	51.64%	51.51%	51.63%	0.01		0.13	
NPA ratio (%)	12.24%	12.64%	15.17%	(2.93)		(0.40)	
NPA coverage (%)	45.71%	45.49%	47.06%	(1.35)		0.22	
NPA coverage with debt forgiveness (%)	48.61%	48.31%	49.39%	(0.78)		0.30	
Coverage breakdown (loan impairments breakdown)							
Total coverage	1,058,662	1,088,713	1,493,978	(435,316)	(29.1%)	(30,051)	(2.8%)
Non-performing coverage	885,983	907,603	1,235,059	(349,076)	(28.3%)	(21,620)	(2.4%)
Performing coverage	172,679	181,111	258,920	(86,241)	(33.3%)	(8,432)	(4.7%)
NPL breakdown							
Past due >90 days	2,130,682	2,217,261	2,889,794	(759,112)	(26.3%)	(86,579)	(3.9%)
Doubtful non past due	234,629	241,700	277,403	(42,774)	(15.4%)	(7,071)	(2.9%)
Total	2,365,311	2,458,961	3,167,197	(801,886)	(25.3%)	(93,650)	(3.8%)
<i>Of which:</i>							
<i>Forborne loans</i>	1,497,725	1,570,691	2,161,955	(664,230)	(30.7%)	(72,966)	(4.6%)
NPL breakdown by segment							
General governments	40	40	436	(396)	(90.8%)	-	-
Other financial corporations	728	904	911	(183)	(20.1%)	(176)	(19.5%)
Other corporations	1,188,026	1,241,435	1,799,059	(611,033)	(34.0%)	(53,409)	(4.3%)
Households	1,176,517	1,216,582	1,366,791	(190,274)	(13.9%)	(40,065)	(3.3%)
Total	2,365,311	2,458,961	3,167,197	(801,886)	(25.3%)	(93,650)	(3.8%)
<i>Of which:</i>							
<i>Real estate developers</i>	570,488	602,169	1,007,286	(436,798)	(43.4%)	(31,681)	(5.3%)
Forborne loans							
Non-performing	1,497,725	1,570,691	2,161,955	(664,230)	(30.7%)	(72,966)	(4.6%)
Performing	548,714	590,359	730,039	(181,325)	(24.8%)	(41,645)	(7.1%)
Total Forborne loans	2,046,439	2,161,050	2,891,994	(845,555)	(29.2%)	(114,611)	(5.3%)

Foreclosed assets

(EUR Thousands)

	31/03/2019	31/12/2018	31/03/2018	y- o -y		Annual	
				Abs.	%	Abs.	%
Foreclosed Assets (gross)	3,262,511	3,308,746	3,644,654	(382,143)	(10.5%)	(46,235)	(1.4%)
Coverage	(1,531,331)	(1,551,622)	(1,729,801)	198,469	(11.5%)	20,291	(1.3%)
Foreclosed Assets (net)	1,731,180	1,757,123	1,914,853	(183,674)	(9.6%)	(25,944)	(1.5%)
Foreclosed assets coverage ratio (%)	46.94%	46.89%	47.46%	(0.52)		0.04	
Foreclosed assets coverage ratio with debt forgiveness (%)	51.64%	51.51%	51.63%	0.01		0.13	

Foreclosed assets according to the origin of the Loan

Foreclosed assets (gross)	3,262,511	3,308,746	3,644,654	(382,143)	(10.5%)	(46,235)	(1.4%)
Developers	2,033,956	2,052,860	2,265,693	(231,737)	(10.2%)	(18,904)	(0.9%)
Land	1,038,743	1,032,742	1,103,868	(65,126)	(5.9%)	6,000	0.6%
Finished buildings	818,952	842,747	968,953	(150,000)	(15.5%)	(23,794)	(2.8%)
Under construction	176,261	177,371	192,872	(16,611)	(8.6%)	(1,110)	(0.6%)
Homes	644,844	665,754	728,683	(83,839)	(11.5%)	(20,910)	(3.1%)
Other	583,711	590,132	650,278	(66,567)	(10.2%)	(6,421)	(1.1%)

Coverage	(1,531,331)	(1,551,622)	(1,729,801)	198,469	(11.5%)	20,291	(1.3%)
Developers	(1,037,228)	(1,044,766)	(1,162,112)	124,884	(10.7%)	7,538	(0.7%)
Land	(621,034)	(621,573)	(673,115)	52,081	(7.7%)	540	(0.1%)
Finished buildings	(321,882)	(329,481)	(382,121)	60,239	(15.8%)	7,599	(2.3%)
Under construction	(94,312)	(93,712)	(106,876)	12,564	(11.8%)	(600)	0.6%
Homes	(258,033)	(266,010)	(300,106)	42,073	(14.0%)	7,977	(3.0%)
Other	(236,070)	(240,846)	(267,583)	31,513	(11.8%)	4,776	(2.0%)

Foreclosed assets (net)	1,731,180	1,757,123	1,914,853	(183,674)	(9.6%)	(25,944)	(1.5%)
Developers	996,728	1,008,094	1,103,582	(106,854)	(9.7%)	(11,366)	(1.1%)
Land	417,709	411,169	430,754	(13,045)	(3.0%)	6,540	1.6%
Finished buildings	497,070	513,266	586,832	(89,762)	(15.3%)	(16,196)	(3.2%)
Under construction	81,949	83,659	85,996	(4,047)	(4.7%)	(1,710)	(2.0%)
Homes	386,811	399,744	428,576	(41,766)	(9.7%)	(12,933)	(3.2%)
Other	347,641	349,286	382,695	(35,054)	(9.2%)	(1,645)	(0.5%)

Coverage (%)	46.94%	46.89%	47.46%	(0.52)		0.04	
Developers	51.00%	50.89%	51.29%	(0.30)		0.10	
Land	59.79%	60.19%	60.98%	(1.19)		(0.40)	
Finished buildings	39.30%	39.10%	39.44%	(0.13)		0.21	
Under construction	53.51%	52.83%	55.41%	(1.91)		0.67	
Homes	40.01%	39.96%	41.18%	(1.17)		0.06	
Other	40.44%	40.81%	41.15%	(0.71)		(0.37)	

Coverage with debt forgiveness (%)	51.64%	51.51%	51.63%	0.01		0.13	
Developers	55.72%	55.51%	55.53%	0.19		0.21	
Land	63.41%	63.69%	64.17%	(0.76)		(0.28)	
Finished buildings	46.35%	45.90%	45.69%	0.65		0.45	
Under construction	55.21%	54.77%	56.79%	(1.58)		0.45	
Homes	44.60%	44.56%	45.08%	(0.49)		0.04	
Other	44.91%	45.15%	45.03%	(0.12)		(0.24)	

Foreclosed assets by asset type

Foreclosed assets (gross)	3,262,511	3,308,746	3,644,654	(382,143)	(10.5%)	(46,235)	(1.4%)
Finished houses	1,436,231	1,468,729	1,649,055	(212,824)	(12.9%)	(32,498)	(2.2%)
Lands	1,153,102	1,146,946	1,224,088	(70,986)	(5.8%)	6,156	0.5%
RED and under construction	223,526	231,896	269,323	(45,798)	(17.0%)	(8,370)	(3.6%)
Commercial	353,980	358,464	386,816	(32,836)	(8.5%)	(4,484)	(1.3%)
Other	95,671	102,709	115,370	(19,699)	(17.1%)	(7,038)	(6.9%)

Coverage	(1,531,331)	(1,551,622)	(1,729,801)	198,469	(11.5%)	20,291	(1.3%)
Finished houses	(545,033)	(556,065)	(639,896)	94,863	(14.8%)	11,032	(2.0%)
Lands	(674,022)	(675,137)	(730,158)	56,136	(7.7%)	1,115	(0.2%)
RED and under construction	(114,382)	(118,314)	(143,554)	29,172	(20.3%)	3,932	(3.3%)
Commercial	(143,686)	(146,565)	(156,760)	13,074	(8.3%)	2,879	(2.0%)
Other	(54,208)	(55,541)	(59,432)	5,224	(8.8%)	1,332	(2.4%)

Foreclosed assets (net)	1,731,180	1,757,123	1,914,853	(183,674)	(9.6%)	(25,944)	(1.5%)
Finished houses	891,198	912,664	1,009,159	(117,961)	(11.7%)	(21,466)	(2.4%)
Lands	479,081	471,809	493,931	(14,850)	(3.0%)	7,271	1.5%
RED and under construction	109,143	113,582	125,769	(16,626)	(13.2%)	(4,438)	(3.9%)
Commercial	210,294	211,899	230,056	(19,762)	(8.6%)	(1,605)	(0.8%)
Other	41,463	47,169	55,938	(14,475)	(25.9%)	(5,706)	(12.1%)

Coverage (%)	46.94%	46.89%	47.46%	(0.52)		0.04	
Finished houses	37.95%	37.86%	38.80%	(0.85)		0.09	
Lands	58.45%	58.86%	59.65%	(1.20)		(0.41)	
RED and under construction	51.17%	51.02%	53.30%	(2.13)		0.15	
Commercial	40.59%	40.89%	40.53%	0.07		(0.30)	
Other	56.66%	54.08%	51.51%	5.15		2.59	

Coverage with debt forgiveness (%)	51.64%	51.51%	51.63%	0.01		0.13	
Finished houses	44.29%	44.06%	44.30%	(0.01)		0.23	
Lands	62.17%	62.45%	62.92%	(0.75)		(0.28)	
RED and under construction	53.25%	53.24%	55.03%	(1.78)		0.01	
Commercial	45.29%	45.59%	45.08%	0.22		(0.30)	
Other	56.89%	54.42%	51.78%	5.12		2.47	

Solvency

(EUR Thousands)

Phased-in	31/03/2019	31/12/2018	31/03/2018	y- o -y		Annual	
				Abs.	%	Abs.	%
Capital	2,830,809	2,776,579	2,659,605	171,204	6.4%	54,230	2.0%
Reserves and Results	469,825	475,045	450,928	18,897	4.2%	(5,220)	(1.1%)
AFS Surplus/ Others	(6,952)	(22,311)	5,032	(11,984)	(238.2%)	15,359	(68.8%)
Capital deductions	(380,079)	(347,264)	(390,526)	10,447	(2.7%)	(32,815)	9.4%
Ordinary Tier 1 Capital	2,913,603	2,882,049	2,725,038	188,565	6.9%	31,554	1.1%
CET1 ratio (%)	12.60%	12.51%	11.34%	1.26		0.09	
Tier2 Capital	400,000	400,000	400,000	-	-	-	-
Tier 2 ratio (%)	1.73%	1.74%	1.66%	0.07		(0.01)	
Elegible capital	3,313,603	3,282,049	3,125,038	188,565	6.0%	31,554	1.0%
Capital ratio (%)	14.33%	14.25%	13.00%	1.33		0.08	
Total risk-weighted assets	23,116,849	23,033,114	24,034,285	(917,436)	(3.8%)	83,735	0.4%
Credit risk	21,543,740	21,474,160	22,538,330	(994,590)	(4.4%)	69,580	0.3%
Operational risk	1,445,750	1,445,750	1,443,904	1,846	0.1%	-	-
Other risk	127,359	113,204	52,051	75,308	144.7%	14,155	12.5%

Fully-loaded

Capital	2,830,809	2,776,579	2,659,605	171,204	6.4%	54,230	2.0%
Reserves and Results	294,739	279,360	245,506	49,233	20.1%	15,379	5.5%
AFS Surplus/ Others	(6,952)	(22,311)	5,032	(11,984)	(238.2%)	15,359	(68.8%)
Capital deductions	(380,079)	(388,387)	(420,027)	39,948	(9.5%)	8,308	(2.1%)
Ordinary Tier 1 Capital	2,738,517	2,645,242	2,490,116	248,401	10.0%	93,275	3.5%
CET1 ratio (%)	11.88%	11.54%	10.48%	1.40		0.34	
Tier2 Capital	400,000	400,000	400,000	-	-	-	-
Tier 2 ratio (%)	1.74%	1.74%	1.68%	0.06		(0.01)	
Elegible capital	3,138,517	3,045,242	2,890,116	248,401	8.6%	93,275	3.1%
Capital ratio (%)	13.62%	13.28%	12.17%	1.45		0.34	
Total risk-weighted assets	23,046,347	22,924,929	23,750,097	(703,750)	(3.0%)	121,418	0.5%
Credit risk	21,473,238	21,365,974	22,254,141	(780,903)	(3.5%)	107,264	0.5%
Operational risk	1,445,750	1,445,750	1,443,904	1,846	0.1%	-	-
Other risk	127,359	113,205	52,052	75,307	144.7%	14,154	12.5%

Profit & Loss Account

(EUR Thousands)

	31/03/2019	o/ATA	31/03/2018	o/ATA	y- o -y		31/12/2018	o/ATA
					Abs.	%		
Interest income	176,289	1.62%	181,150	1.78%	(4,861)	(2.7%)	708,691	1.67%
Interest expenses	(28,171)	(0.26%)	(30,890)	(0.30%)	2,719	(8.8%)	(122,650)	(0.29%)
NET INTEREST INCOME	148,118	1.36%	150,260	1.48%	(2,142)	(1.4%)	586,041	1.38%
Dividend income	500	0.00%	243	0.00%	257	105.8%	6,622	0.02%
Income from equity-accounted method	8,804	0.08%	6,959	0.07%	1,845	26.5%	30,983	0.07%
Net fees and commissions	61,051	0.56%	66,679	0.66%	(5,628)	(8.4%)	261,692	0.62%
Gains (losses) on financial transactions	26,712	0.24%	38,353	0.38%	(11,641)	(30.4%)	78,983	0.19%
Exchange differences [gain or (-) loss], net	959	0.01%	492	-	467	94.9%	1,535	-
Other operating incomes/expenses	(9,250)	(0.08%)	(10,428)	(0.10%)	1,178	(11.3%)	(31,780)	(0.07%)
of which: Mandatory transfer to Education and Development Fund	(1,363)	(0.01%)	(1,687)	(0.02%)	324	(19.2%)	(4,043)	(0.01%)
GROSS INCOME	236,894	2.17%	252,558	2.49%	(15,664)	(6.2%)	934,076	2.20%
Administrative expenses	(127,572)	(1.17%)	(130,725)	(1.29%)	3,153	(2.4%)	(511,036)	(1.21%)
Personnel expenses	(81,046)	(0.74%)	(84,771)	(0.83%)	3,725	(4.4%)	(320,210)	(0.76%)
Other administrative expenses	(46,526)	(0.43%)	(45,955)	(0.45%)	(571)	1.2%	(190,826)	(0.45%)
Depreciation and amortisation	(14,755)	(0.14%)	(20,563)	(0.20%)	5,808	(28.2%)	(55,279)	(0.13%)
PRE-PROVISION PROFIT	94,567	0.87%	101,270	1.00%	(6,703)	(6.6%)	367,761	0.87%
Provisions or (-) reversal of provisions	(6,174)	(0.06%)	(1,621)	(0.02%)	(4,553)	280.9%	(38,555)	(0.09%)
Impairment losses on financial assets	(54,224)	(0.50%)	(33,125)	(0.33%)	(21,099)	63.7%	(144,216)	(0.34%)
OPERATING INCOME	34,169	0.31%	66,524	0.66%	(32,355)	(48.6%)	184,990	0.44%
Impairment or reversal of impairment of investments in joint ventures or associates (net)	-	-	-	-	-	-	(22)	-
Impairment losses on non financial assets	(3,997)	(0.04%)	(21,662)	(0.21%)	17,665	(81.5%)	(5,956)	(0.01%)
Gains or (-) losses on derecognition of non financial assets, net	(4,461)	(0.04%)	(7,842)	(0.08%)	3,381	(43.1%)	(97,320)	(0.23%)
Profit or (-) loss from non-current assets and disposal groups classified as held for sale	(2,431)	(0.02%)	(5,488)	(0.05%)	3,057	(55.7%)	(12,588)	(0.03%)
PROFIT BEFORE TAX	23,279	0.21%	31,531	0.31%	(8,252)	(26.2%)	69,104	0.16%
Tax	1,353	0.01%	(55)	-	1,408	(2560.0%)	13,148	0.03%
CONSOLIDATED NET PROFIT	24,632	0.23%	31,476	0.31%	(6,844)	(21.7%)	82,252	0.19%

Quarterly Yields & Costs

(EUR Thousands and annualised rates)

	31/03/2019				31/03/2018				31/12/2018			
	Average balance	Distribution (%)	Income or expense	Average rate (%)	Average balance	Distribution (%)	Income or expense	Average rate (%)	Average balance	Distribution (%)	Income or expense	Average rate (%)
Financial system	1,441,810	3.26%	33	0.01%	1,274,568	3.09%	151	0.05%	1,523,012	3.59%	385	0.03%
Loans to customers (gross) ^(a)	31,331,772	70.86%	142,797	1.85%	31,178,959	75.71%	157,073	2.04%	31,173,720	73.53%	603,769	1.94%
Securities portfolio	8,248,857	18.65%	25,686	1.26%	5,482,832	13.31%	15,773	1.17%	6,498,413	15.33%	72,462	1.12%
Other assets	3,196,069	7.23%	7,773	0.99%	3,245,990	7.88%	8,153	1.02%	3,200,342	7.55%	32,075	1.00%
Total earning assets^(b)	44,218,507	100.00%	176,289	1.62%	41,182,349	100.00%	181,150	1.78%	42,395,487	100.00%	708,691	1.67%
Customer deposits^(c)	28,841,241	65.22%	6,602	0.09%	26,158,369	63.52%	6,468	0.10%	27,265,247	64.31%	25,025	0.09%
<i>Sight deposits</i>	21,726,370	49.13%	4,434	0.08%	18,846,740	45.76%	4,300	0.09%	20,083,388	47.37%	16,441	0.08%
<i>Term deposits</i>	7,114,871	16.09%	2,168	0.12%	7,311,630	17.75%	2,168	0.12%	7,181,859	16.94%	8,584	0.12%
Wholesale funds	11,238,587	25.42%	19,699	0.71%	10,796,836	26.22%	23,682	0.89%	10,989,107	25.92%	90,526	0.82%
Other funds	1,033,340	2.34%	1,870	0.73%	1,239,316	3.01%	741	0.24%	1,137,786	2.68%	7,099	0.62%
Equity	3,105,340	7.02%	0	-	2,987,829	7.26%	0	-	3,003,347	7.08%	0	-
Total funds^(d)	44,218,507	100.00%	28,171	0.26%	41,182,349	100.00%	30,890	0.30%	42,395,487	100.00%	122,650	0.29%
Customers' spread^{(a)-(c)}				1.76				1.94				1.85
NII o/ATA^{(b)-(d)}			148,118	1.36			150,260	1.48			586,041	1.38