

# Erste Group investor presentation – FY 2013 preliminary results

28 February 2014

## Continued cost discipline, strong capital position

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# Executive summary –

## Continued cost discipline, strong capital position

### Income statement – FY 2013 view

- Net profit of EUR 61.0m influenced by one-off effects and tax impact
  - Decline in net profit on significant one-off effects in Q4 13 and tax effects in Austrian tax group
  - Operating result impacted by subdued loan demand and low interest rate environment
- Risk costs declined to 136bps (EUR 1,763.4m) of average customer loans
  - Improvements in retail & SME business, except Hungary, more than offset increased provisioning requirements in the large corporate and commercial real estate business

### Income statement – Q4 13 vs Q3 13

- Decline in net result attributable to one-off effects
  - Goodwill impairments (mainly Romania) of EUR 330.8m, DTA effect of EUR 133.3m
  - Operating result deteriorated qoq on weaker net trading result
- Risk costs increased in line with guidance

### Balance sheet – Dec 13 vs Dec 12

- Customer deposits at EUR 122.4bn, stable yoy
- Gross customer loans declined to EUR 127.7bn
  - Driven mainly by GCIB, Romania, Hungary and currency-depreciation in the Czech Republic
- Loan/deposit ratio improved to 104.3% vs 107.2% at Dec 12

### Asset quality

- NPL ratio stable qoq at 9.6%, but up yoy (Dec 12: 9.2%)
- NPL coverage ratio improved to 63.1% (Dec 12: 62.6%)
- Positive migration trends with low risk share increasing in AT, CZ and SK

### Capital

- Core tier 1 ratio (Basel 2.5) after capital increase and repayment of entire participation capital at 11.4% (Dec 12: 11.2%)
- Solvency ratio increased to 16.3% (Dec 12: 15.5%)
- RWAs down to EUR 97.9bn on exposure reductions, FX effects and UA exit

## – Business performance

## – BCR update

## – Credit risk

## – Funding

## – Capital

## – Outlook

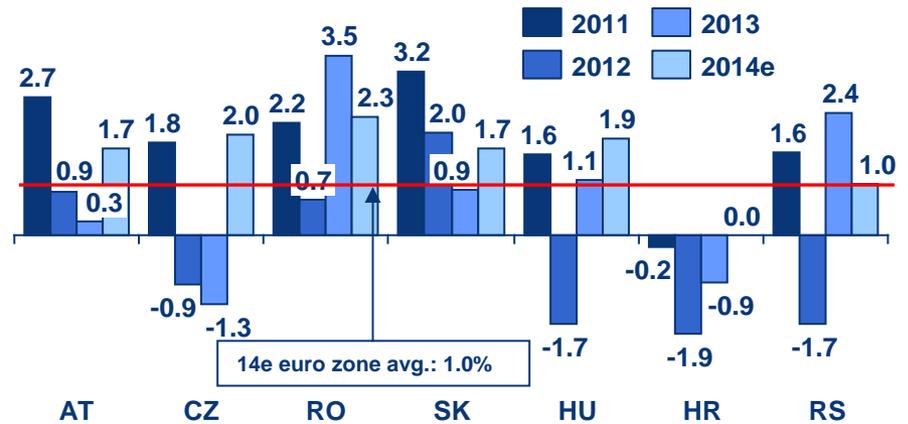
## – Appendix

- Segments
- Asset quality
- CEE local consolidated results
- About Erste Group
- Shareholder structure

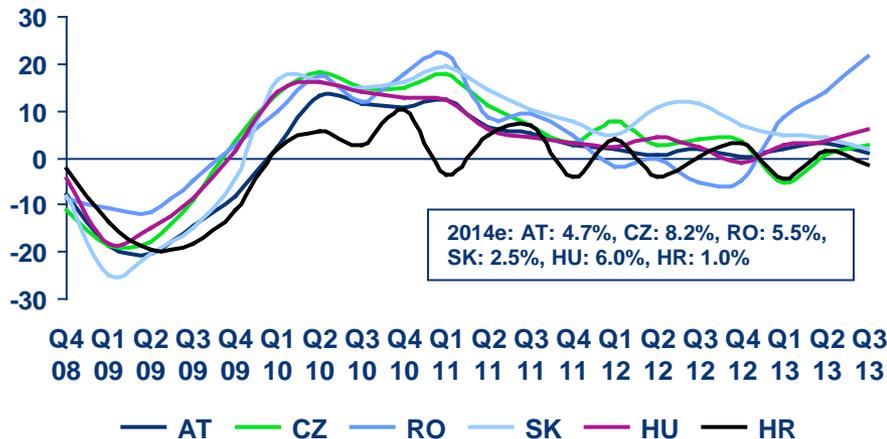
# Operating environment: macro trends – Economic recovery becoming visible in CEE

- Some of the CEE countries have achieved marginally better than expected economic growth in 2013
  - However, growth was mainly driven by exports, domestic demand has just started to gradually improve
- Consumer confidence has improved slightly across the region in 2013
- Falling inflation in all CEE countries
- Very low interest rate environment
- Most CEE countries will benefit from lower indebtedness and positive economic fundamentals in next 2-3 years

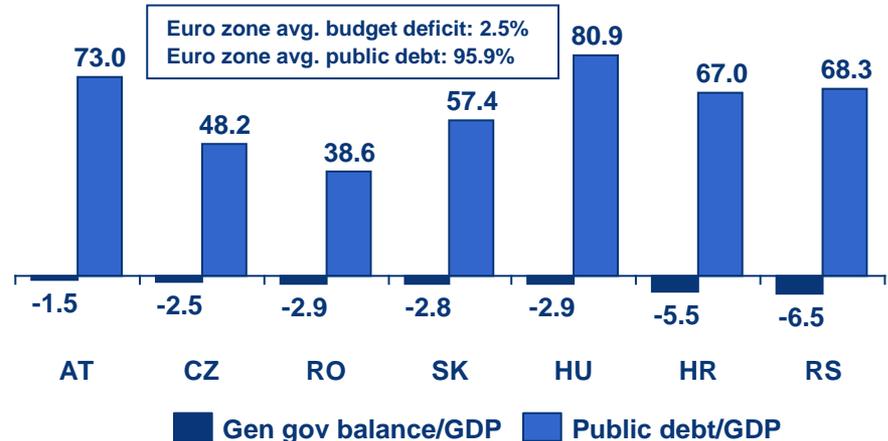
Real GDP growth in Erste Group's core markets (in %)



Export growth in Erste Group's core markets (% , yoy)



Public debt in Erste Group's core markets (in %, 14e)



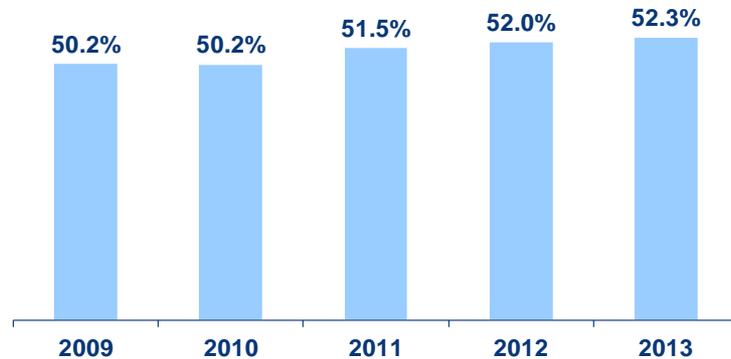
# Operating environment: macro trends –

## What has recently happened in CEE?

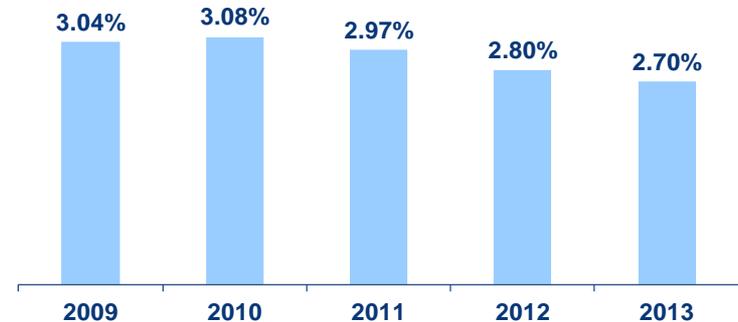
- **AT: economic growth slightly accelerated during 2013**
  - Economy grew by 0.5% yoy in Q4 2013 - representing a continuous improvement compared to the previous quarters
  - Growth mainly driven by exports and investment activity while private consumption has remained stable
  - Real GDP expected to grow by 1.7% in 2014 compared to EU avg. of 1.0%
  - Unemployment rate (4.9% as of December 2013) is the lowest in the entire European Union
- **CZ: economy has emerged from recession – expected to grow by 2% in 2014**
  - Economy already grew by 0.8% yoy in Q4 2013
  - Fiscal restrictions expected to ease as government balance has significantly improved
  - Underlying fundamentals (deficit, net exports, current account, banking sector) remain strong
  - New government was formed by Social Democrats, the ANO movement and Christian Democrats
- **RO: GDP grew by 3.5% in 2013, significantly exceeding expectations**
  - Agriculture's contribution to economy significantly improved after weak 2012
  - RON central bank rate has been cut further to 3.50%
  - Construction performance has improved on infrastructure projects and supported by higher EU fund absorption rate
  - New IMF/EU precautionary arrangement approved by IMF
- **HU: unpredictable economic environment prevails ahead of general parliamentary elections in April**
  - Real GDP grew by 1.1% in 2013, impacted positively by excellent agricultural performance
  - NBH maintains expansive monetary policy stance:
    - Base rate has been cut to 2.70%
    - Inflation has decreased mainly due to administrative price reductions (0.0 % yoy in January)
- **SK: economy grew by 0.9% in 2013 (1.5% yoy in Q4 2013)**
  - Car industry continues to perform well (up 26% yoy in December) and contributes significantly to economy
- **HR: macroeconomic environment still weak**
  - Government expected to bolster fiscal discipline and put public finances on a sustainable track
  - Enhanced FDI inflows and access to EU funds are the key to capturing growth opportunities

# Key financial indicators – EPS and ROE impacted by one-offs

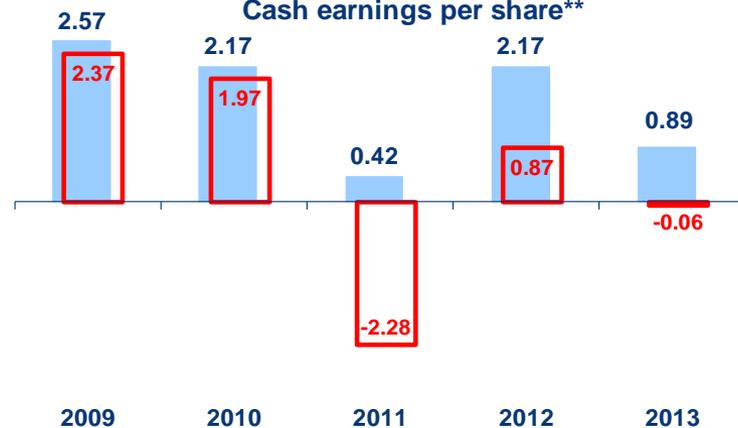
YTD cost income ratio



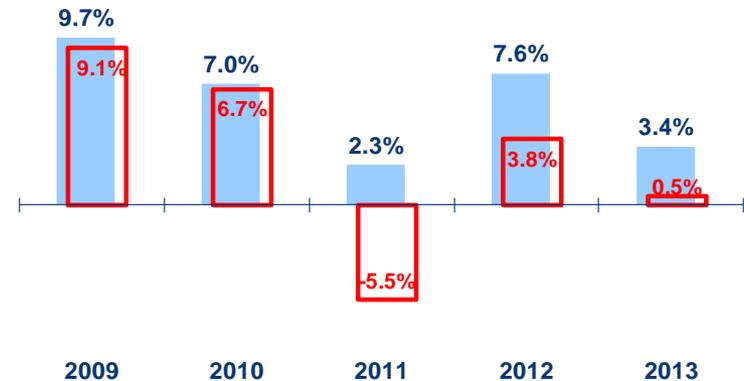
YTD net interest margin



Cash earnings per share\*\*



Cash return on equity\*\*



\*\* Red bars denote reported EPS and ROE respectively.

Cash EPS and EPS calculated on average number of shares of 411.6m. Cash EPS and Cash ROE adjusted for non-cash items totalling EUR 391.3m in 1-12 2013 (linear amortisation of customer relationships after tax and non-controlling interests and impairments). Cash EPS and EPS adjusted for dividend on participation capital (EUR 84.7m).

# Income statement (IFRS) FY 2013 –

## Net profit down on impairments and tax effects

in EUR million	2013	2012	Change	Comment
Net interest income	4,858.1	5,235.3	(7.2%)	Low interest rates, subdued loan demand
Risk provisions for loans	(1,763.4)	(1,980.0)	(10.9%)	Significant reduction in retail & SME business
Net fee and commission income	1,810.0	1,720.8	5.2%	Stronger securities business in Austria
Net trading result	293.2	273.4	7.2%	Higher income from securities trading
General administrative expenses	(3,653.5)	(3,756.7)	(2.7%)	Strict cost control across the group
Other operating result	(1,081.9)	(724.3)	49.4%	Impairments, hybrid buybacks in 2012
<i>Banking taxes + FTT</i>	<i>(311.0)</i>	<i>(245.8)</i>	<i>26.5%</i>	<i>Higher banking taxes in SK and HU, FTT in HU</i>
Result from financial instruments - FV	(76.3)	(3.6)	>100.0%	Valuation effects and write-downs
Result from financial assets - AfS	(13.5)	56.2	na	
Result from financial assets - HtM	1.5	(19.9)	na	
<b>Pre-tax profit/loss</b>	<b>374.3</b>	<b>801.2</b>	<b>(53.3%)</b>	
Taxes on income	(178.5)	(170.2)	4.9%	Partial DTA recognition, pos. effect in RO in Q2
<b>Net profit/loss for the period</b>	<b>195.8</b>	<b>631.0</b>	<b>(69.0%)</b>	
Attributable to non-controlling interests	134.8	147.5	(8.6%)	
<b>Attributable to owners of the parent</b>	<b>61.0</b>	<b>483.5</b>	<b>(87.4%)</b>	

### – Operating result declined by 4.7% mainly due to weaker net interest income

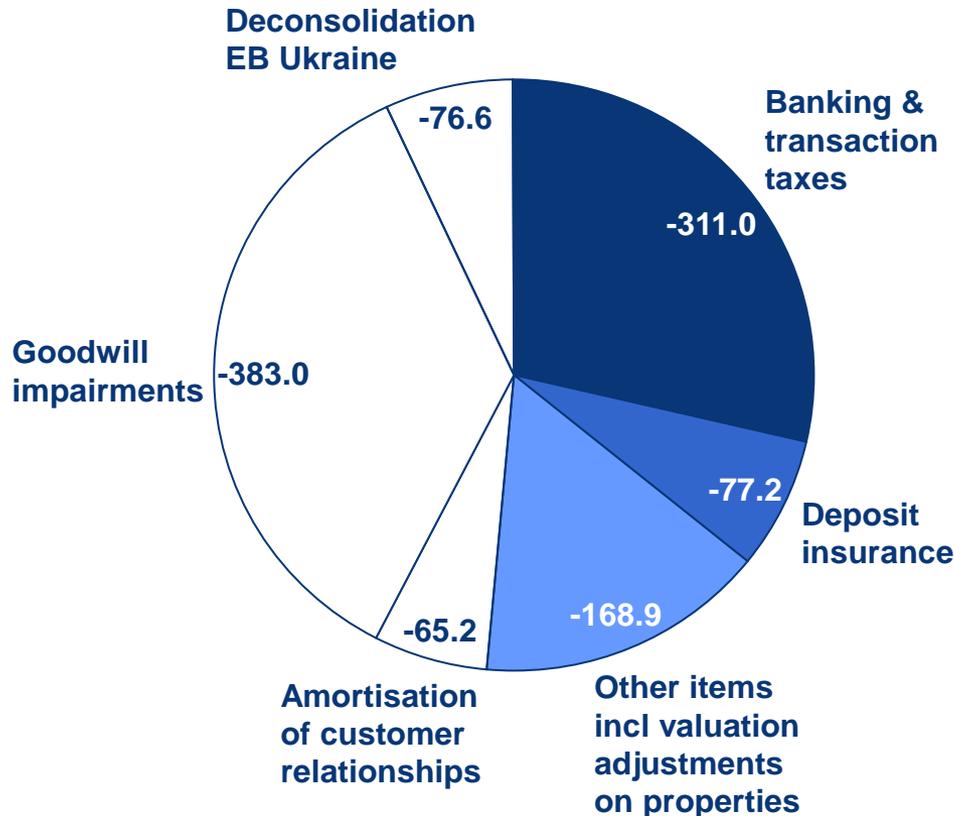
- NII impacted by gradual decline in loan book, mainly in GCIB, Romania & Hungary, and lower reinvestment yields for financial assets
- Strict cost control across the group results in further decline of general administrative expenses

### – Decline in risk provisions across most countries, most notably Romania; increase in large corporate and commercial real estate business

### – Tax line driven by lower recognition of deferred tax assets in Austrian tax group and release of deferred tax liabilities in RO in Q2 13

# Income statement (IFRS) drill-down – Other operating result in detail

**Other operating result 2013: EUR -1,081.9m**



- **Goodwill impairments:**
  - BCR: EUR 281.0m
  - EB Croatia: EUR 52.2m
  - Others: EUR 49.8m
- **Banking taxes and FTT:**
  - AT: EUR 166.4m
  - HU: EUR 103.4m
  - SK: EUR 41.2m
- **2013 negative one-off effects: at EUR 481.9m**
  - Deconsolidation EB Ukraine
  - Goodwill impairments
  - Hungarian one-off on FTT and fine of Competition Authority

White areas of the pie chart denote non-cash items

# Income statement (IFRS) Q4 13 vs Q3 13 – Net result burdened by one-off effects

in EUR million	Q4 13	Q3 13	Change	Comment
Net interest income	1,206.5	1,220.4	(1.1%)	Decline mainly in HU and CZ
Risk provisions for loans	(503.4)	(428.2)	17.6%	Higher risk provisions in Savings Banks and GCIB
Net fee and commission income	463.7	450.4	3.0%	Stronger securities business in Austria
Net trading result	52.2	80.5	(35.2%)	Decline in Group Markets and retail & SME
General administrative expenses	(910.5)	(900.1)	1.2%	
Other operating result	(503.4)	(180.8)	>100.0%	Goodwill impairments in Q4
<i>Banking taxes + FTT</i>	(63.9)	(62.5)	2.2%	
Result from financial instruments - FV	(21.3)	4.0	na	
Result from financial assets - AfS	(3.3)	(20.7)	(84.1%)	
Result from financial assets - HtM	0.0	(1.1)	na	
<b>Pre-tax profit/loss</b>	<b>(219.3)</b>	<b>224.3</b>	<b>na</b>	
Taxes on income	(147.5)	(56.0)	>100.0%	Partial reversal of DTAs recognised in Q1-Q3
<b>Net profit/loss for the period</b>	<b>(366.8)</b>	<b>168.3</b>	<b>na</b>	
Attributable to non-controlling interests	2.5	39.2	(93.7%)	
<b>Attributable to owners of the parent</b>	<b>(369.3)</b>	<b>129.1</b>	<b>na</b>	

- NII declined in retail & SME business in CEE, most notably in HU on financial assets and in CZ due to FX impact
- Improvements in FX trading did not offset decline in securities business and valuation effects in net trading result
- Other operating result in Q4 13 impacted by goodwill impairments (mainly BCR)
- Partial reversal of deferred tax assets recognised for tax losses carried forward in Q1-Q3 (directly related to the persistently high banking tax burden on the Austrian tax group and goodwill write-downs over the past years)

# Balance sheet (IFRS) –

## Lower customer loans, lower RWAs

in EUR million	Dec 13	Dec 12	Change	Comment
Cash and balances with central banks	8,670	9,740	(11.0%)	
Loans and advances to credit institutions	9,062	9,074	(0.1%)	
Loans and advances to customers	127,698	131,928	(3.2%)	Reduction in most segments and FX effects
Risk provisions for loans and advances	(7,810)	(7,644)	2.2%	Driven by Hungary & GCIB
Derivative financial instruments	8,285	13,289	(37.7%)	Volume reduction and valuation changes
Trading assets	5,941	5,178	14.7%	
Financial assets - FV	529	716	(26.1%)	
Financial assets - AfS	20,581	22,418	(8.2%)	
Financial assets - HtM	17,781	18,975	(6.3%)	
Equity holdings in associates	208	174	19.2%	
Intangible assets	2,441	2,894	(15.7%)	Goodwill write-downs
Property and equipment	2,057	2,228	(7.7%)	
Investment properties	951	1,023	(7.1%)	
Current tax assets	100	128	(21.3%)	
Deferred tax assets	719	658	9.4%	
Assets held for sale	75	708	(89.4%)	Deconsolidation of EB Ukraine
Other assets	2,590	2,338	10.8%	
<b>Total assets</b>	<b>199,876</b>	<b>213,824</b>	<b>(6.5%)</b>	
<b>Risk-weighted assets</b>	<b>97,901</b>	<b>105,323</b>	<b>(7.0%)</b>	

- Customer loans declined mainly in GCIB, Romania and Hungary, also impacted by depreciation of Czech koruna
- Deconsolidation of Ukrainian subsidiary and exposure reduction led to decrease in risk-weighted assets

# Balance sheet (IFRS) –

## Continued strong deposit base

in EUR million	Dec 13	Dec 12	Change	Comment
Deposits by banks	17,126	21,822	(21.5%)	
Customer deposits	122,442	123,053	(0.5%)	Stable in retail &SME, decline in term deposits
Debt securities in issue	27,986	29,427	(4.9%)	
Value adjustments from Portfolio fair value hedges	734	1,220	(39.9%)	
Derivative financial instruments	6,731	10,878	(38.1%)	
Trading liabilities	388	481	(19.4%)	
Provisions	1,448	1,488	(2.7%)	
Current tax liabilities	85	53	59.4%	
Deferred tax liabilities	169	324	(47.6%)	
Liabilities associated with assets held for sale	0	339	na	Deconsolidation of EB Ukraine
Other liabilities	2,654	3,077	(13.8%)	
Subordinated liabilities	5,333	5,323	0.2%	
Total equity	14,781	16,339	(9.5%)	Early redemption of part.cap., capital increase
Attributable to non-controlling interests	3,457	3,483	(0.8%)	
Attributable to owners of the parent	11,324	12,855	(11.9%)	
<b>Total liabilities and equity</b>	<b>199,876</b>	<b>213,824</b>	<b>(6.5%)</b>	
<b>Core tier 1 ratio</b>	<b>11.4%</b>	<b>11.2%</b>		

- Decline in equity mainly due to early repayment of entire participation capital of EUR 1.76bn and FX effects
- Customer deposit inflows in retail & SME in AT and most CEE, decline mainly due to term deposits held by institutional clients
- Core tier 1 ratio driven by repayment of participation capital, capital increase and decline in risk-weighted assets

# Segment highlights –

Improvement in RO, solid results in EBOe, CZ and SK

## Top segment performers in 2013:

in EUR million	Romania			EB Oesterreich			Czech Republic			Slovakia		
	2013	2012	Δ	2013	2012	Δ	2013	2012	Δ	2013	2012	Δ
Operating income	775	763	2%	962	953	1%	1,438	1,581	(9%)	541	538	1%
Operating expenses	(314)	(356)	(12%)	(594)	(615)	(3%)	(645)	(692)	(7%)	(238)	(236)	1%
Operating result	460	407	13%	368	338	9%	793	889	(11%)	303	302	0%
Risk costs	(386)	(737)	(48%)	(70)	(96)	(27%)	(119)	(140)	(15%)	(39)	(53)	(27%)
Other result	(66)	(49)	36%	(40)	13	na	(50)	(93)	(46%)	(41)	(38)	10%
<b>Net profit/loss</b>	<b>128</b>	<b>(294)</b>	<b>na</b>	<b>184</b>	<b>192</b>	<b>(4%)</b>	<b>494</b>	<b>518</b>	<b>(5%)</b>	<b>174</b>	<b>169</b>	<b>3%</b>

## Special management attention on:

in EUR million	Hungary			GCIB		
	2013	2012	Δ	2013	2012	Δ
Operating income	395	411	(4%)	535	587	(9%)
Operating expenses	(165)	(170)	(3%)	(192)	(197)	(3%)
Operating result	231	242	(5%)	343	391	(12%)
Risk costs	(206)	(215)	(4%)	(531)	(347)	53%
Other result	(132)	(73)	81%	(59)	(102)	(42%)
<b>Net profit/loss</b>	<b>(109)</b>	<b>(55)</b>	<b>98%</b>	<b>(224)</b>	<b>(56)</b>	<b>&gt;100%</b>

- Business performance
- **BCR update**
- Credit risk
- Funding
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- Outlook
- **Appendix**
  - Segments
  - Asset quality
  - CEE local consolidated results
  - About Erste Group
  - Shareholder structure

# BCR update –

## Turn around track record in 2013

### Key priorities

- Return to profitability achieved
- Net profit at EUR 127.9m (EUR 7.6m pre-tax)

#### Key priority #1: Improve asset quality

- NPL stock declined for the 2nd consecutive quarter, NPL ratio at 30.6%
- NPL provisioning coverage further improved to 64.1%
- Risk provisions down by 47.6% yoy or EUR 351m to EUR 387m in 2013

#### Key priority #2: Revive top line growth

- Operating income improved by 1.5% yoy on flattish NII and higher fees
  - Key rate cuts of 125bps during H2 13 put pressure on NII and margins
  - Increased share of fee income in operating income to around 19% as of end-2013
  - New current account product launched in Q4 12: about 350,000 bundles sold by end-2013

#### Key priority #3: Operational excellence

- Operating expenses down by 11.7% yoy or by 5.2% yoy excluding restructuring costs booked in 2012
  - Group headcount reduced by 17% yoy or about 1,500 FTE to approx. 7,300 (incl. leased)
  - Branch network optimisation: 60 retail branches closed in 2013, now at 563 units

#### Key priority #4: Focus on LCY lending

- BCR active leader in driving the shift to RON lending, albeit local currency mortgage market still incipient
  - New originations of RON standard mortgage in Q4 exceeded 9M 13 production
  - Prima Casa sales boosted in Q4 after the program shift to RON over entire market starting Sep
  - New production of unsecured consumer up 14% yoy in 2013

# BCR update – Main goals for 2014

## Key priorities

- Target 20% market position in key growth categories
- Achieve 15-20% NPL reduction compared to 2013
- Deliver full cost synergy

### Key priority #1: Revive basis for top line growth

- Retail franchise
  - Reinforce mortgage franchise leadership by acquiring at least 20% market share in 2014
  - Increase unsecured lending by at least 20% volume generation
  - Increase transaction banking volume
- Corporate franchise
  - Supply chain finance with focus on acquiring volumes related to export companies
  - Real economy investments into industrial and infrastructure related assets
  - Further portfolio rebalancing

### Key priority #2: Improve asset quality

- Focus on reduction of NPL stock by 15-20% vs YE 2013
  - Restructuring of viable corporates
  - Reduce NPLs through collection and liquidation
  - Further write-off of NPLs
  - Explore potential for disposals
- Maintain prudent provisioning policy

### Key priority #3: Operational excellence

- Deliver full cost benefits of the restructuring programme
- Renegotiate collective labour agreement to align BCR with market standards
- Continue strong efficiency and deliver best in class cost income ratio

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# Loan book review – Decline in GCIB and most CEE

– **Gross customer loans declined by 3.2% yoy, 1.4% qoq reduction mainly in GCIB, RO and HU**

- Austria: stable loan book yoy, increase qoq
- CEE: overall declining loan book, most pronounced in RO and HU, decline in CZ due to FX effect; increase in SK loan book by 5.9% yoy, also up in HR
- GCIB decline due to commercial real estate and International Business

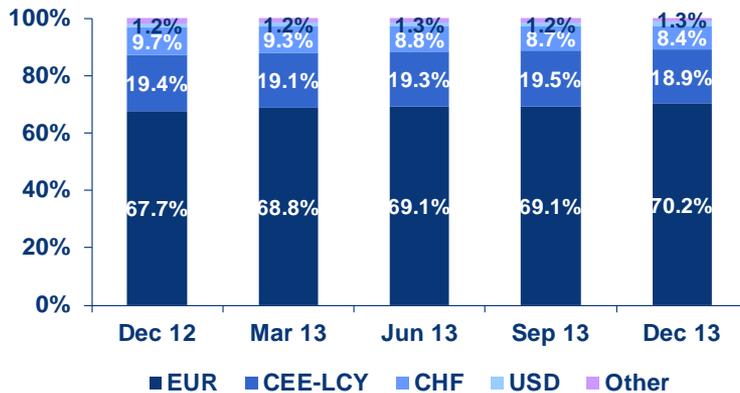
– **Increased share of EUR and LCY loans**

- Share of CHF loans down to 8.4% of total loan book as of Dec 2013 due to successful efforts to convert CHF loans in AT and to reduction in HU

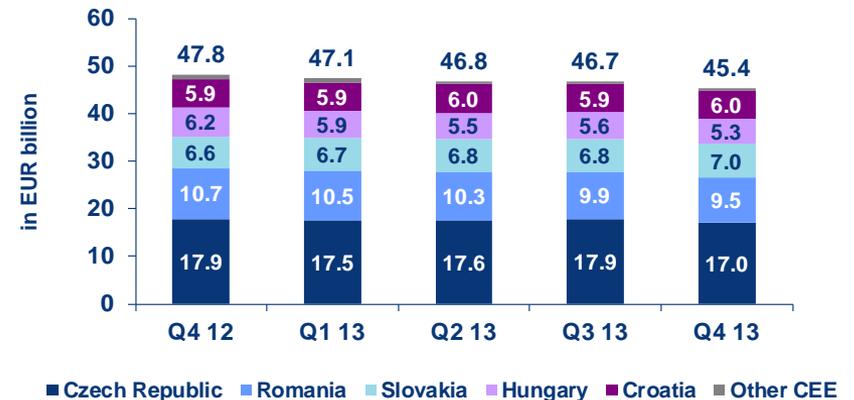
Customer loans by main segments



Customer loans by currency



Quarterly loan book trends  
(Retail & SME detail: CEE)



# Asset quality review – Decline in NPLs continued in Q4 2013

## – NPL ratio stabilised qoq, but still up 0.4pp yoy

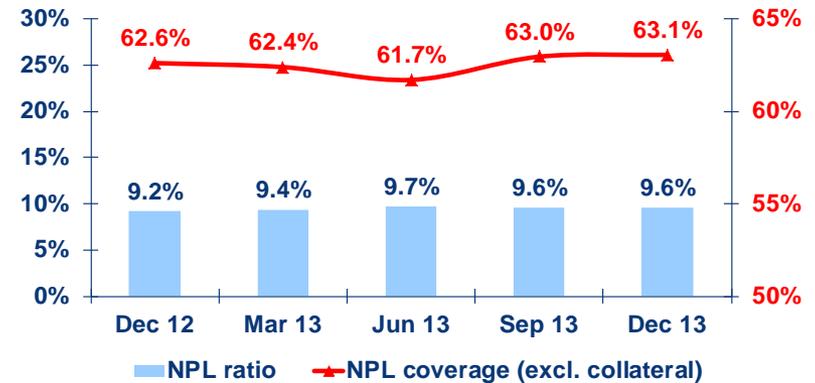
- Increase yoy driven by GCIB and declining loan book
- Second consecutive quarter of declining NPL stock, supported by sales of EUR 329m in Q4 13
- NPL reduction of EUR 175m qoq in Romania segment
- Risk costs at 136 bps on average customer loans

## – NPL coverage ratio improved to 63.1%

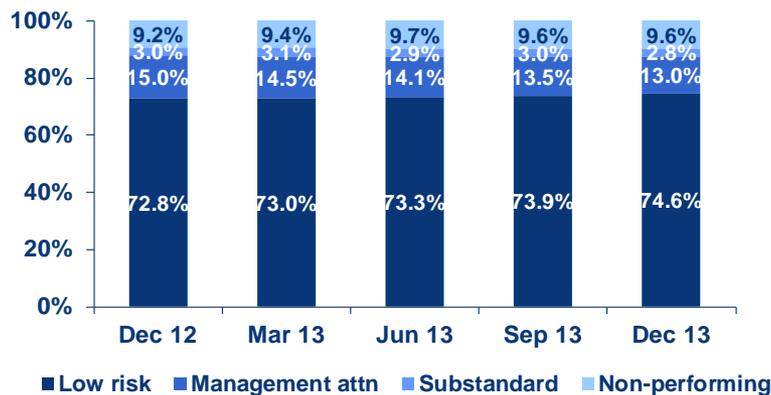
## – Positive migration in performing categories

- Increase of low risk share in AT and CEE, especially in CZ, SK and HU

Erste Group: NPL ratio vs NPL coverage



Customer loans by risk class



Quarterly NPL growth (absolute/relative)



# Asset quality review –

## Risk costs further decreased in retail & SME business

### – Retail & SME/Austria: asset quality stable

- NPL ratio stable at 5.5%
- NPL coverage ratio slightly down to 61.4%

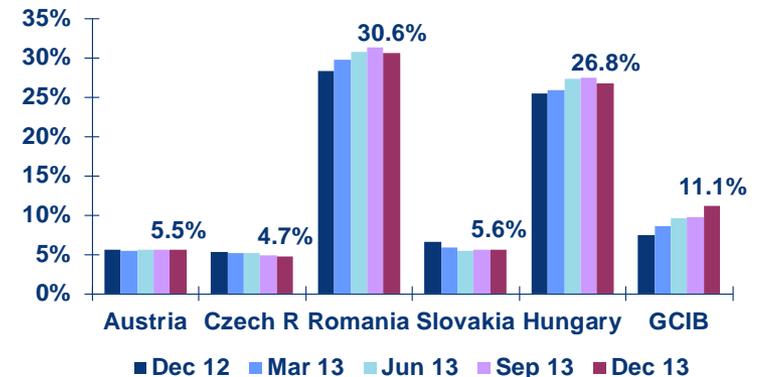
### – Hungary: decline in loan book more pronounced than decline in NPLs

- NPL ratio up to 26.8%
- Coverage ratio stood at 62.2%

### – Romania: second quarter of decline in NPL stock

- Strong focus to work out, sell or collect non-performing portfolio
- NPL ratio increased to 30.6% on shrinking loan book
- NPL coverage improved further to 64.1% as a result of increased provisioning

NPL ratios in key segments



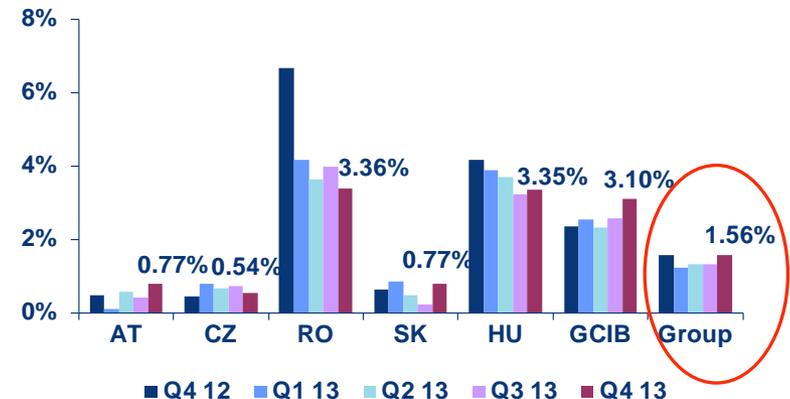
NPL coverage ratios in key segments (excluding collateral)



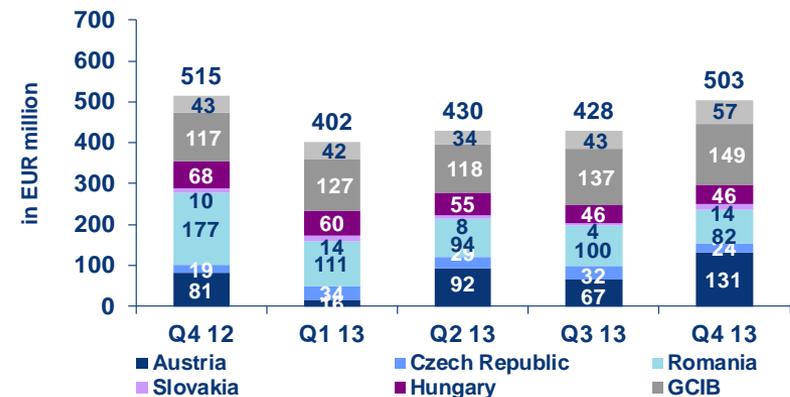
# Asset quality review – CZ & SK improve, while RO stabilises

- **Slovakia: further good quality loan growth**
  - NPL ratio further declined to 5.5%
  - NPL coverage ratio stood at 87.3%
  - Loan growth mainly with retail clients
- **Czech Republic: NPL ratio reduction from already low base**
  - NPL ratio decreased to 4.7%
  - NPL coverage ratio further increased to 79.4%
- **Croatia: NPL ratio increased despite slowdown in qoq net NPL formation**
  - NPL ratio increased to 21.1%
  - Asset quality development reflects current economic situation
- **GCIB: significant volume reduction in both corporate and commercial real estate business**
  - NPL ratio increased to 11.1% driven by commercial real estate, and corporate business in Romania
  - NPL coverage ratio stood at 59.1%

Risk costs in key segments



Risk costs in key segments



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# Funding update – Strong customer deposit performance

- **Customer deposits almost stable, despite FX effect**
  - Decline by only 0.5% yoy, despite significant CZK devaluation; lower deposits mainly in Group Markets segments (institutional clients)
  - Retail & SME deposits in Austria increased by 1.4%
  - Increase in Slovakia, Croatia and Serbia while deposits decreased in the Czech Republic (FX), Hungary and Romania (on repricing efforts)
  - GCIB deposits stable yoy
- **Loan/deposit ratio amounted to 104.3% as of Dec 2013 (Dec 2012: 107.2%)**

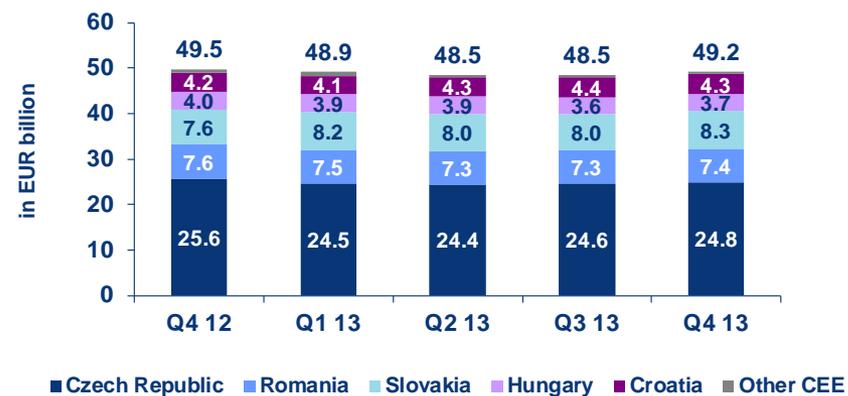
Customer deposit trends by main segments



Customer deposit trends by subsegments  
(Retail & SME detail: Austria)



Customer deposit trends by subsegments  
(Retail & SME detail: CEE)



# Funding update –

## Excellent liquidity position, limited funding requirements

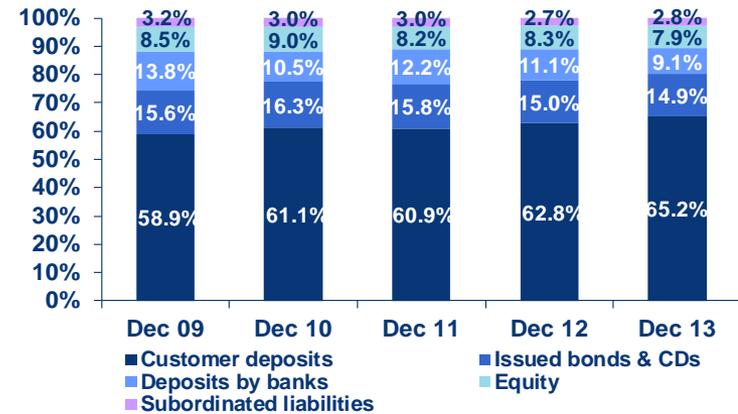
### – Short-term funding needs very well covered

- Investment in highly liquid assets resulted in comfortable collateral coverage of short-term funding needs

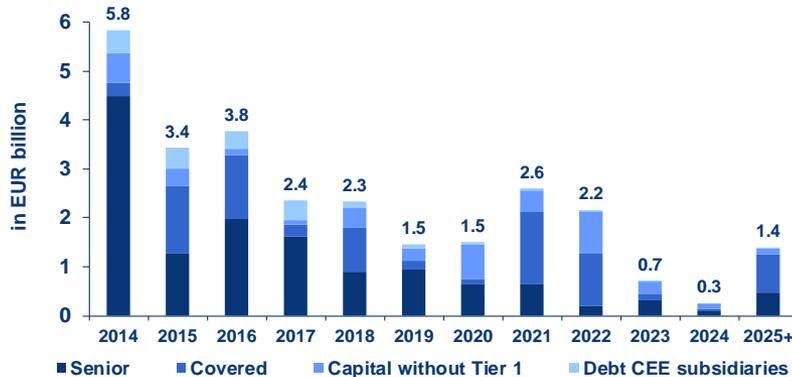
### – Long-term funding

- Solid deposit performance allowed Erste Group to focus on retail issuance in 2013
- Erste Group pre-funded Q1 14 redemptions with a 5.5 year senior benchmark bond in November 2013 during favourable market conditions and priced at MS+74bps
- Limited funding needs in 2014 (< EUR 2 billion)

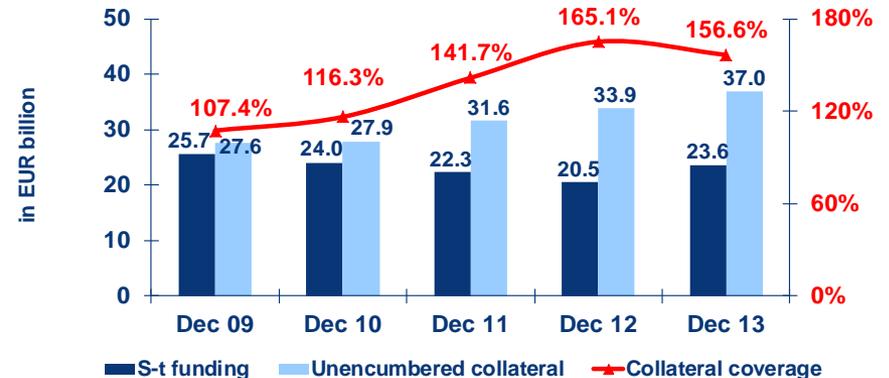
Evolution of funding mix



Redemption profile of Erste Group  
December 2013



Wholesale funding outflow (<1y) vs collateral coverage



- Business performance
- BCR update
- Credit risk
- Funding
- **Capital**
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  - Segments
  - Asset quality
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# Capital position – Capital increase & participation capital repayment

## Capital position (Dec 2013)

CT1 (Basel 2.5) ratio

11.4%

Solvency ratio

16.3%

CET1 ratio

(fully loaded Basel 3)

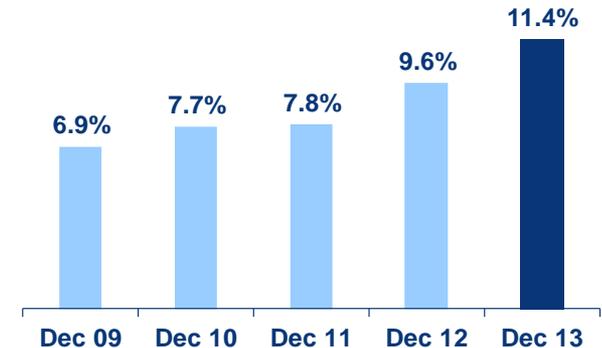
10.8%

## Recent developments

- First Austrian bank that fully repaid the participation capital (EUR 1.76 bn)
- Capital increase of EUR 660.6m conducted in July
- CT1 capital at EUR 11.2bn (YE 2012: EUR 11.8bn)
- RWAs down to EUR 97.9bn on Ukraine deconsolidation, lower exposure and depreciation of Czech koruna
- Transition in Romania of the calculation of RWA from standardised approach to IRB approach is expected in 2015 with a negative impact of approx. 40bps

## Capital development

Core tier 1 ratio  
(total risk)



Core tier 1 ratio (CT1 ratio) = tier 1 capital excl. hybrid and after regulatory deductions divided by total RWA, including credit risk, market and operational risk. Based on Basel 2.5. 2009 – 2012 data adjusted for participation capital repayment.

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# Conclusion – Outlook for 2014

In order to ensure like-for-like comparison, all P&L figures provided in this outlook statement are adapted in line with EBA FINREP reporting standards to be applied from Q1 2014. The full dataset of the adapted 2013 figures has been published separately on 28 February 2014.

- **Erste Group expects a stable operating environment in its markets in Austria and CEE: while economic growth is expected to average 1.7% (Erste Group Research), interest rates are expected to remain persistently low or fall even further in certain geographies**
- **Erste Group anticipates a slow start to the year but aims to keep operating profit stable ( $\pm 2\%$ ) at about EUR 3.1 billion**
- **Net customer loans are set to remain stable ( $\pm 2\%$ ) at about EUR 120 billion**
- **In light of the upcoming ECB Asset Quality Review, Erste Group does not expect a decline in risk costs beyond 5% or to about EUR 1.7 billion**
- **Erste Group does not anticipate to recognise deferred tax assets in the Austrian tax group in 2014, which will result in a significantly elevated tax rate of about 40%**
- **The decline in banking taxes from EUR 311 million in 2013 to about EUR 270 million in 2014 should positively affect net profit**
- **Management proposes dividend of EUR 0.20 per share to AGM**

- Business performance
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# Segment review –

## Improved profitability in the Retail & SME segment

in EUR million	Retail & SME		GCIB		Group Markets		Group Corporate Center		Total Group	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
Net interest income	4,044.8	4,318.5	401.4	495.9	212.5	183.7	199.4	237.2	4,858.1	5,235.3
Risk provisions for loans and advances	(1,239.4)	(1,629.4)	(530.5)	(347.2)	12.2	0.0	(5.6)	(3.4)	(1,763.4)	(1,980.0)
Net fee and commission income	1,633.5	1,591.5	116.6	87.1	134.3	124.7	(74.4)	(82.5)	1,810.0	1,720.8
Net trading result	159.0	97.6	17.1	4.4	116.0	202.9	1.0	(31.5)	293.2	273.4
General administrative expenses	(3,067.1)	(3,215.2)	(191.7)	(196.9)	(221.0)	(215.9)	(173.6)	(128.7)	(3,653.5)	(3,756.7)
Other result	(346.5)	(243.7)	(58.5)	(101.6)	(0.5)	2.0	(764.6)	(348.3)	(1,170.1)	(691.6)
<b>Pre-tax profit/loss</b>	<b>1,184.3</b>	<b>919.3</b>	<b>(245.6)</b>	<b>(58.3)</b>	<b>253.4</b>	<b>297.4</b>	<b>(817.9)</b>	<b>(357.2)</b>	<b>374.3</b>	<b>801.2</b>
Taxes on income	(180.8)	(246.1)	17.3	4.4	(50.9)	(61.7)	35.9	133.2	(178.5)	(170.2)
Post-tax profit/loss	1,003.5	673.2	(228.3)	(53.9)	202.5	235.7	(782.0)	(224.0)	195.8	631.0
Post-tax profit from discontinuing operations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Net profit/loss for the period</b>	<b>1,003.5</b>	<b>673.2</b>	<b>(228.3)</b>	<b>(53.9)</b>	<b>202.5</b>	<b>235.7</b>	<b>(782.0)</b>	<b>(224.0)</b>	<b>195.8</b>	<b>631.0</b>
Attributable to non-controlling interests	123.8	134.2	(4.1)	1.7	5.4	8.1	9.7	3.5	134.8	147.5
<b>Attributable to owners of the parent</b>	<b>879.7</b>	<b>539.0</b>	<b>(224.2)</b>	<b>(55.6)</b>	<b>197.1</b>	<b>227.6</b>	<b>(791.7)</b>	<b>(227.5)</b>	<b>61.0</b>	<b>483.5</b>
Average risk-weighted assets	67,237.5	70,310.6	19,805.8	20,830.4	2,429.3	2,697.5	(1,225.4)	8.7	88,247.3	93,847.1
Average attributed equity	4,847.8	4,918.5	1,971.6	2,084.5	386.0	349.9	5,315.7	5,395.3	12,521.0	12,748.2
<b>Cost/income ratio</b>	<b>52.5%</b>	<b>53.5%</b>	<b>35.8%</b>	<b>33.5%</b>	<b>47.8%</b>	<b>42.2%</b>	<b>137.8%</b>	<b>104.5%</b>	<b>52.5%</b>	<b>52.0%</b>
<b>Return on equity</b>	<b>18.1%</b>	<b>11.0%</b>	<b>na</b>	<b>na</b>	<b>51.1%</b>	<b>65.0%</b>	<b>na</b>	<b>na</b>	<b>0.5%</b>	<b>3.8%</b>
EOP customer loans	111,102.9	113,572.6	16,038.7	17,928.1	237.6	76.7	318.4	350.0	127,697.7	131,927.5
EOP customer deposits	114,211.8	113,658.9	5,584.7	5,517.2	1,896.0	2,768.4	749.5	1,108.4	122,442.0	123,052.9

Group Corporate Center including intragroup eliminations

# Region – Austria

## Net profit impacted by other result

in EUR million	Savings banks		EB Oesterreich		Austria	
	2013	2012	2013	2012	2013	2012
Net interest income	908.4	940.0	610.5	617.8	1,518.9	1,557.8
Risk provisions for loans and advances	(235.9)	(225.9)	(70.3)	(96.2)	(306.2)	(322.1)
Net fee and commission income	427.8	398.0	341.9	339.0	769.6	737.0
Net trading result	20.1	19.9	9.3	(4.2)	29.4	15.7
General administrative expenses	(938.0)	(932.2)	(594.0)	(614.7)	(1,532.0)	(1,546.9)
Other result	8.2	2.5	(39.6)	13.4	(31.4)	15.9
<b>Pre-tax profit/loss</b>	<b>190.6</b>	<b>202.3</b>	<b>257.8</b>	<b>255.1</b>	<b>448.3</b>	<b>457.4</b>
Taxes on income	(65.0)	(61.5)	(67.6)	(55.8)	(132.6)	(117.3)
Post-tax profit/loss	125.6	140.8	190.2	199.3	315.8	340.1
Post-tax profit from discontinuing operations	0.0	0.0	0.0	0.0	0.0	0.0
<b>Net profit/loss for the period</b>	<b>125.6</b>	<b>140.8</b>	<b>190.2</b>	<b>199.3</b>	<b>315.8</b>	<b>340.1</b>
Attributable to non-controlling interests	102.8	119.3	5.8	6.9	108.5	126.2
<b>Attributable to owners of the parent</b>	<b>22.8</b>	<b>21.5</b>	<b>184.4</b>	<b>192.4</b>	<b>207.2</b>	<b>213.9</b>
Average risk-weighted assets	22,412.7	23,444.2	12,672.1	13,045.2	35,084.8	36,489.4
Average attributed equity	398.9	369.8	1,282.1	1,284.4	1,681.0	1,654.3
<b>Cost/income ratio</b>	<b>69.2%</b>	<b>68.7%</b>	<b>61.8%</b>	<b>64.5%</b>	<b>66.1%</b>	<b>67.0%</b>
<b>Return on equity</b>	<b>5.7%</b>	<b>5.8%</b>	<b>14.4%</b>	<b>15.0%</b>	<b>12.3%</b>	<b>12.9%</b>
EOP customer loans	37,664.3	37,686.6	28,049.2	28,051.8	65,713.5	65,738.4
EOP customer deposits	35,074.5	34,214.7	29,968.8	29,959.7	65,043.3	64,174.4

# Region – Central and Eastern Europe (1)

## Romania shows most significant yoy improvement

in EUR million	Czech Republic		Romania		Slovakia		Hungary	
	2013	2012	2013	2012	2013	2012	2013	2012
Net interest income	986.3	1,113.8	574.4	572.4	429.5	424.9	256.5	335.2
Risk provisions for loans and advances	(119.2)	(139.6)	(386.5)	(737.2)	(39.2)	(53.4)	(206.1)	(215.0)
Net fee and commission income	407.6	447.2	144.3	120.3	106.0	110.0	123.6	91.9
Net trading result	44.0	19.9	56.1	70.5	5.4	2.8	15.1	(15.9)
General administrative expenses	(644.8)	(691.9)	(314.4)	(355.9)	(238.2)	(236.0)	(164.7)	(169.5)
Other result	(50.2)	(93.2)	(66.3)	(48.7)	(41.3)	(37.7)	(132.1)	(72.9)
<b>Pre-tax profit/loss</b>	<b>623.7</b>	<b>656.2</b>	<b>7.6</b>	<b>(378.6)</b>	<b>222.2</b>	<b>210.6</b>	<b>(107.7)</b>	<b>(46.2)</b>
Taxes on income	(126.3)	(135.7)	124.8	65.3	(48.3)	(41.0)	(1.1)	(8.9)
Post-tax profit/loss	497.3	520.5	132.5	(313.3)	173.9	169.6	(108.9)	(55.1)
Post-tax profit from discontinuing operations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Net profit/loss for the period</b>	<b>497.3</b>	<b>520.5</b>	<b>132.5</b>	<b>(313.3)</b>	<b>173.9</b>	<b>169.6</b>	<b>(108.9)</b>	<b>(55.1)</b>
Attributable to non-controlling interests	3.7	2.5	4.6	(19.0)	0.0	0.3	0.0	0.0
<b>Attributable to owners of the parent</b>	<b>493.6</b>	<b>518.0</b>	<b>127.9</b>	<b>(294.3)</b>	<b>173.8</b>	<b>169.3</b>	<b>(108.9)</b>	<b>(55.1)</b>
Average risk-weighted assets	12,611.6	12,521.1	6,819.5	8,155.9	3,856.6	4,148.3	3,960.4	3,774.6
Average attributed equity	1,307.2	1,266.5	661.8	779.0	409.9	430.1	407.5	385.8
<b>Cost/income ratio</b>	<b>44.8%</b>	<b>43.8%</b>	<b>40.6%</b>	<b>46.6%</b>	<b>44.0%</b>	<b>43.9%</b>	<b>41.7%</b>	<b>41.2%</b>
<b>Return on equity</b>	<b>37.8%</b>	<b>40.9%</b>	<b>19.3%</b>	<b>na</b>	<b>42.4%</b>	<b>39.4%</b>	<b>n.a</b>	<b>na</b>
EOP customer loans	17,022.9	17,890.7	9,549.4	10,682.4	6,990.3	6,598.4	5,286.5	6,184.6
EOP customer deposits	24,821.7	25,598.2	7,397.0	7,594.9	8,319.9	7,620.3	3,684.4	4,018.4

# Region – Central and Eastern Europe (2)

## Declining risk costs drive CEE performance

in EUR million	Croatia		Serbia		Ukraine		CEE	
	2013	2012	2013	2012	2013	2012	2013	2012
Net interest income	234.3	253.7	38.7	37.1	6.2	23.6	2,525.9	2,760.7
Risk provisions for loans and advances	(168.6)	(137.4)	(9.6)	(9.0)	(4.0)	(15.7)	(933.2)	(1,307.3)
Net fee and commission income	67.8	65.6	13.4	13.3	1.2	6.2	863.9	854.5
Net trading result	9.9	9.4	2.6	2.4	(3.3)	(7.2)	129.6	81.9
General administrative expenses	(127.8)	(132.8)	(35.2)	(33.6)	(10.1)	(48.6)	(1,535.1)	(1,668.3)
Other result	(24.3)	(3.0)	(1.5)	(1.7)	0.5	(2.4)	(315.1)	(259.6)
<b>Pre-tax profit/loss</b>	<b>(8.6)</b>	<b>55.5</b>	<b>8.3</b>	<b>8.5</b>	<b>(9.4)</b>	<b>(44.1)</b>	<b>736.0</b>	<b>461.9</b>
Taxes on income	4.2	(9.8)	(1.5)	1.5	0.0	(0.2)	(48.3)	(128.8)
Post-tax profit/loss	(4.4)	45.7	6.8	10.0	(9.4)	(44.3)	687.7	333.1
Post-tax profit from discontinuing operations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Net profit/loss for the period</b>	<b>(4.4)</b>	<b>45.7</b>	<b>6.8</b>	<b>10.0</b>	<b>(9.4)</b>	<b>(44.3)</b>	<b>687.7</b>	<b>333.1</b>
Attributable to non-controlling interests	6.4	22.0	0.5	2.2	0.0	0.0	15.2	8.0
<b>Attributable to owners of the parent</b>	<b>(10.8)</b>	<b>23.7</b>	<b>6.3</b>	<b>7.8</b>	<b>(9.4)</b>	<b>(44.3)</b>	<b>672.5</b>	<b>325.1</b>
Average risk-weighted assets	3,814.1	4,040.4	597.1	493.2	493.5	687.8	32,152.7	33,821.2
Average attributed equity	273.6	287.8	52.6	41.5	54.2	73.5	3,166.7	3,264.2
<b>Cost/income ratio</b>	<b>40.9%</b>	<b>40.4%</b>	<b>64.4%</b>	<b>63.6%</b>	<b>247.1%</b>	<b>215.0%</b>	<b>43.6%</b>	<b>45.1%</b>
<b>Return on equity</b>	<b>n.a</b>	<b>8.2%</b>	<b>11.9%</b>	<b>18.8%</b>	<b>na</b>	<b>na</b>	<b>21.2%</b>	<b>10.0%</b>
EOP customer loans	5,978.0	5,908.9	562.3	569.2	0.0	425.9	45,389.5	47,834.2
EOP customer deposits	4,344.3	4,155.8	601.3	497.0	0.0	274.0	49,168.5	49,484.6

Due to the deconsolidation following the sale of EB Ukraine, only the results of the first 3 months are included in 2013

# Segment Retail & SME –

## Net profit up on lower risk costs

- **Decline in operating expenses almost offsets decrease in operating income**
  - Operating income decreased by 2.8% yoy
  - Growing share of secured lending in portfolio composition and sluggish demand for unsecured consumer lending led to decline in net interest income
  - Low interest rate environment additionally weighing on NII
  - Improved net trading result in Austria and CEE
  - Improved net commission income in Austria yoy and in CEE
  - Strict cost control resulted in decreased operating expenses
- **Other result declined both in Austria and CEE**
  - Main negative drivers for the yoy other result are higher banking tax in SK, introduction of FTT in HU and impairments on Austrian participations
  - Main drivers for positive development in 2012 in Austria were sales of financial assets and real estate
- **Net profit increased on lower risk provisions in particular in RO and positive tax one-off in RO**
- **ROE improved to 18.1% (FY 2012: 11.0%)**
- **CIR improved to 52.5% vs 53.5% in FY 2012**

in EUR million	2013	2012	Change
Net interest income	4,044.8	4,318.5	(6.3%)
Net fee income	1,633.5	1,591.5	2.6%
Net trading result	159.0	97.6	63.0%
Operating expenses	(3,067.1)	(3,215.2)	(4.6%)
<b>Operating result</b>	<b>2,770.3</b>	<b>2,792.4</b>	<b>(0.8%)</b>
Risk provisions	(1,239.4)	(1,629.4)	(23.9%)
Other result	(346.5)	(243.7)	42.2%
<b>Net profit/loss</b>	<b>879.7</b>	<b>539.0</b>	<b>63.2%</b>

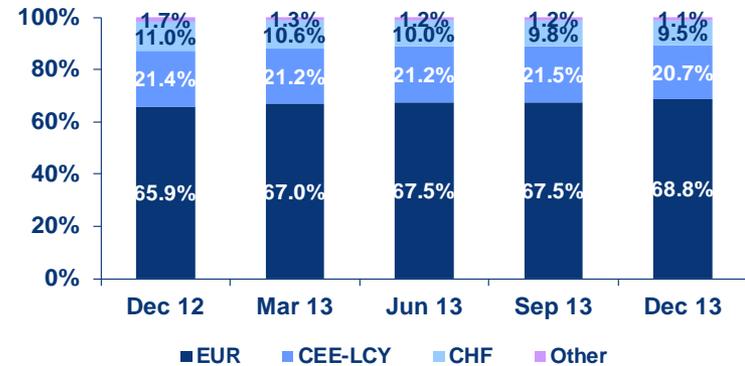
in EUR million	Q4 13	Q3 13	Change
Net interest income	996.4	1,022.3	(2.5%)
Net fee income	426.9	401.8	6.2%
Net trading result	42.7	51.2	(16.5%)
Operating expenses	(770.2)	(753.4)	2.2%
<b>Operating result</b>	<b>695.8</b>	<b>721.9</b>	<b>(3.6%)</b>
Risk provisions	(348.5)	(291.5)	19.6%
Other result	(95.9)	(80.2)	19.6%
<b>Net profit/loss</b>	<b>184.9</b>	<b>222.7</b>	<b>(17.0%)</b>

# Segment Retail & SME – Loan book analysis

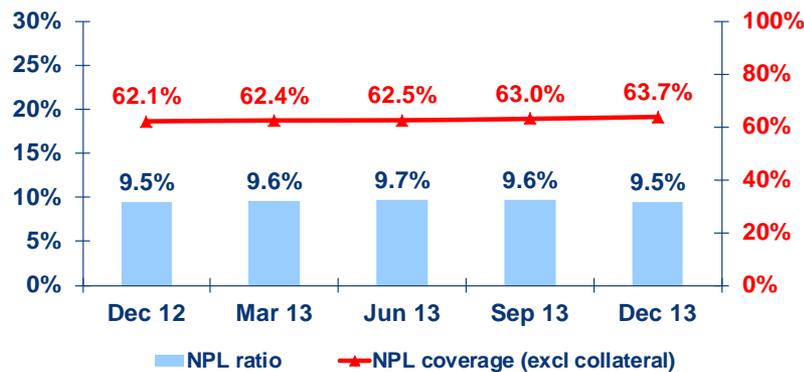
Segment Retail & SME -  
Customer loans by Basel II customer segment



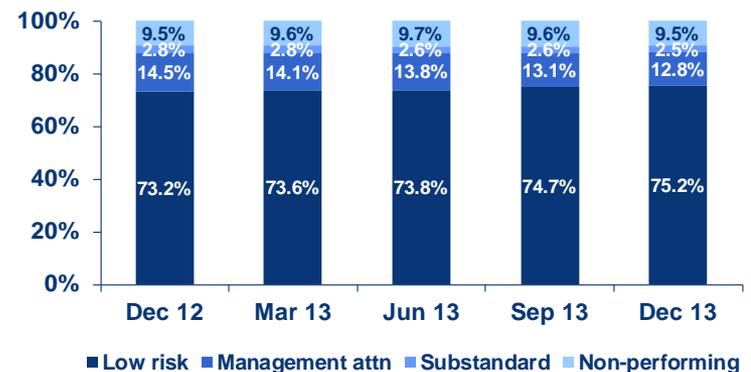
Segment Retail & SME -  
Customer loans by currency



Segment Retail & SME -  
NPL ratio vs NPL coverage



Migration analysis - Segment Retail & SME



# Segment GCIB excl IB –

## Net loss due to higher risk costs and lower NII

- **Operating result declined on lower NII**
  - NII declined mainly due to volume declines across all business lines
  - Fee income increased mainly due to positive fee development in large corporate business in AT and syndicated lending activity in CZ
  - Net trading result improved on valuation effects
  - Operating expenses stable yoy
- **Other result impacted by negative valuation effects and selling losses**
- **Annualised risk costs increased to 275 bps in relation to average customer loans in FY 2013 vs 176 bps in FY 2012**
  - Primarily due to provisions in commercial real estate business and in the large corporate business
- **NPL ratio (incl. IB) increased to 11.1% in Dec 2013 vs 7.4% as of Dec 2012**
  - coverage stood at 59.1% (Dec 2012: 67.2%)
- **CIR was up to 37.2% (FY 2012: 34.5%)**

in EUR million	2013	2012	Change
Net interest income	348.7	420.3	(17.0%)
Net fee income	111.4	82.1	35.7%
Net trading result	11.1	4.6	>100.0%
Operating expenses	(175.2)	(174.9)	0.2%
<b>Operating result</b>	<b>296.1</b>	<b>332.1</b>	<b>(10.8%)</b>
Risk provisions	(535.2)	(355.4)	50.6%
Other result	(60.2)	(38.7)	55.6%
<b>Net profit/loss</b>	<b>(266.3)</b>	<b>(58.5)</b>	<b>&gt;100.0%</b>

in EUR million	Q4 13	Q3 13	Change
Net interest income	88.0	85.7	2.7%
Net fee income	41.0	22.0	86.9%
Net trading result	1.6	(1.2)	na
Operating expenses	(49.6)	(41.8)	18.7%
<b>Operating result</b>	<b>81.1</b>	<b>64.7</b>	<b>25.3%</b>
Risk provisions	(156.8)	(136.7)	14.7%
Other result	(13.2)	(27.5)	(52.0%)
<b>Net profit/loss</b>	<b>(91.6)</b>	<b>(83.8)</b>	<b>9.3%</b>

# International Business (GCIB) – Net profit on improved other result

- **Reduction of business impacts International Business unit result**
  - NII declined as a result of significant portfolio downsizing
  - Trading result impacted by valuation results
- **Exposure declined yoy by 13.9% to EUR 2.7bn**
- **Release of risk provisions in FY 2013 lower than in FY 2012**
- **Other result improved significantly yoy**
  - Impairments and losses on sale of AfS and HtM securities in 2012
  - Revaluations on AfS portfolio and sale of HtM securities in FY 2013
- **Improved profitability yoy despite restructuring**

in EUR million	2013	2012	Change
Net interest income	52.7	75.6	(30.3%)
Net fee income	5.2	5.0	4.5%
Net trading result	6.0	(0.3)	na
Operating expenses	(16.6)	(22.0)	(24.7%)
<b>Operating result</b>	<b>47.4</b>	<b>58.3</b>	<b>(18.7%)</b>
Risk provisions	4.7	8.2	(43.2%)
Other result	1.7	(62.8)	na
<b>Net profit/loss</b>	<b>42.2</b>	<b>2.9</b>	<b>&gt;100.0%</b>

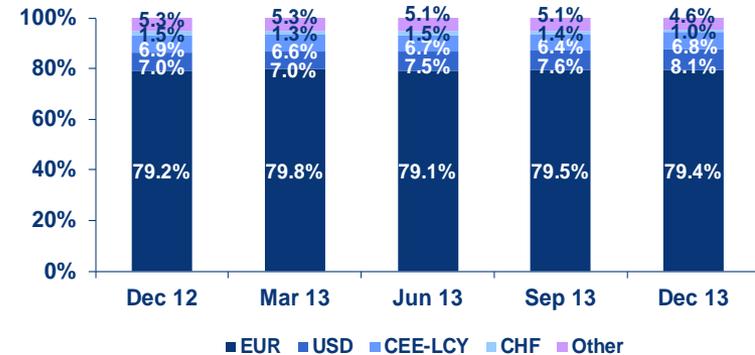
in EUR million	Q4 13	Q3 13	Change
Net interest income	12.8	12.7	0.4%
Net fee income	1.3	1.1	14.3%
Net trading result	2.1	0.6	>100.0%
Operating expenses	(5.0)	(4.2)	18.2%
<b>Operating result</b>	<b>11.1</b>	<b>10.3</b>	<b>8.5%</b>
Risk provisions	7.5	0.0	>100.0%
Other result	3.6	(5.9)	na
<b>Net profit/loss</b>	<b>17.5</b>	<b>3.5</b>	<b>&gt;100.0%</b>

# Segment GCIB (incl IB) – Loan book analysis

Segment GCIB -  
Customer loans by Basel II customer segment



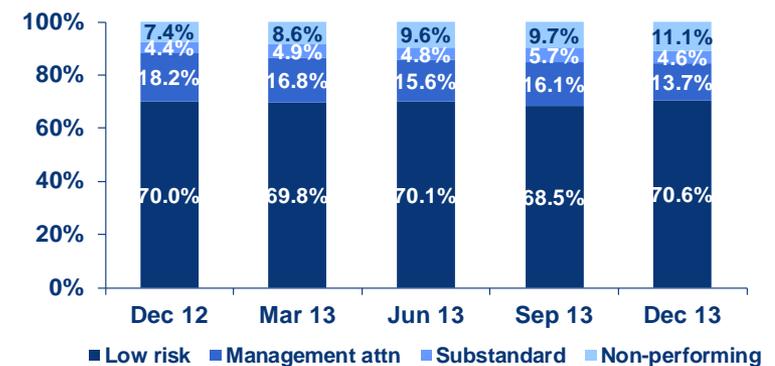
Segment GCIB - Customer loans by currency



Segment GCIB -  
NPL ratio vs NPL coverage



Migration analysis - Segment GCIB



# Segment Group Markets –

## Net profit down on lower trading result

– **Operating result and net profit declined substantially on lower net trading result**

- Fee income improved on higher contributions from Erste Asset Management
- Net trading result declined due to Global Money Market and Government Bonds, Credit & Rates trading
- Operating expenses up on personnel expenses and IT

– **CIR up to 47.8% (FY 2012: 42.2%)**

in EUR million	2013	2012	Change
Net interest income	212.5	183.7	15.7%
Net fee income	134.3	124.7	7.7%
Net trading result	116.0	202.9	(42.8%)
Operating expenses	(221.0)	(215.9)	2.4%
<b>Operating result</b>	<b>241.7</b>	<b>295.4</b>	<b>(18.2%)</b>
Risk provisions	12.2	0.0	na
Other result	(0.5)	2.0	na
<b>Net profit/loss</b>	<b>197.1</b>	<b>227.6</b>	<b>(13.4%)</b>

in EUR million	Q4 13	Q3 13	Change
Net interest income	58.3	58.5	(0.3%)
Net fee income	36.5	32.6	11.9%
Net trading result	9.5	21.7	(56.4%)
Operating expenses	(61.9)	(50.0)	23.7%
<b>Operating result</b>	<b>42.4</b>	<b>62.7</b>	<b>(32.5%)</b>
Risk provisions	0.8	(0.6)	na
Other result	0.9	0.1	>100.0%
<b>Net profit/loss</b>	<b>37.4</b>	<b>45.9</b>	<b>(18.5%)</b>

# Segment Group Corporate Center – FY 2013 results impacted by one-offs

## – What is in the Group Corporate Center?

- Included are group services such as marketing, organisation, information technology and other departments supporting the group-wide implementation of the strategy as well as group balance sheet management plus intragroup consolidation and one-off non-operating effects

## – NII declined yoy mainly due to lower result from securities and derivatives business

## – Net trading result improved on the back of ALM valuation results

## – Operating expenses driven by intragroup consolidation of banking support operations

## – Main drivers of other result:

- Positive one-off effect in FY 2012 due to buy back of tier 1 and tier 2 instruments in the amount of EUR 413.2m
- Negative one-off effects due to goodwill impairments totalling EUR 380.8m, mainly due to BCR (281.0m) and EB Croatia (EUR 52.2m)
- Deconsolidation of EB Ukraine negatively impacted with EUR 76.6m
- Strait-line amortisation of customer relationships amounted to EUR 65.2m
- Banking tax of Erste Holding was EUR 147.5m

in EUR million	2013	2012	Change
Net interest income	199.4	237.2	(15.9%)
Net fee income	(74.4)	(82.5)	(9.8%)
Net trading result	1.0	(31.5)	na
Operating expenses	(173.6)	(128.7)	34.9%
<b>Operating result</b>	<b>(47.7)</b>	<b>(5.5)</b>	<b>&gt;100.0%</b>
Risk provisions	(5.6)	(3.4)	66.1%
Other result	(764.6)	(348.3)	>100.0%
<b>Net profit/loss</b>	<b>(791.7)</b>	<b>(227.5)</b>	<b>&gt;100.0%</b>

in EUR million	Q4 13	Q3 13	Change
Net interest income	51.0	41.1	24.1%
Net fee income	(41.9)	(7.0)	>100.0%
Net trading result	(3.7)	8.2	na
Operating expenses	(23.9)	(50.7)	(52.9%)
<b>Operating result</b>	<b>(18.5)</b>	<b>(8.4)</b>	<b>&gt;100.0%</b>
Risk provisions	(6.4)	0.5	na
Other result	(423.3)	(85.1)	>100.0%
<b>Net profit/loss</b>	<b>(517.4)</b>	<b>(59.2)</b>	<b>&gt;100.0%</b>

Group Corporate Center including intragroup eliminations

# Retail & SME: Austria/EB Oesterreich – Decline in net profit due to lower NII and other result

- **Operating result improved by 8.8%**
  - NII decreased yoy as a result of lower margins and subdued loan demand
  - Fee income increased yoy on improved securities business
  - Net trading improved on valuation effects
- **Decrease in operating expenses due to reduction of the cost base**
- **NPL coverage declined to 63.7% (Dec 2012: 65.7%)**
  - NPL ratio stable at 3.8% as of Dec 2013
  - Annualised risk costs down to 25 bps in relation to average customer loans (FY 2012: 33 bps)
  - CHF loans as percentage of total loans declined further from 11.8% as of Dec 2012 to 9.7% as of Dec 2013 due to persistent efforts to convert CHF loans
- **Other result in FY 2012 was mainly driven by selling gains on AfS financial assets and real estate, and in FY 2013 on impairments of participations**
- **CIR improved to 61.8% (FY 2012: 64.5%)**
- **ROE stood at 14.4% (FY 2012: 15.0%)**

in EUR million	2013	2012	Change
Net interest income	610.5	617.8	(1.2%)
Net fee income	341.9	339.0	0.8%
Net trading result	9.3	(4.2)	na
Operating expenses	(594.0)	(614.7)	(3.4%)
<b>Operating result</b>	<b>367.7</b>	<b>337.9</b>	<b>8.8%</b>
Risk provisions	(70.3)	(96.2)	(26.9%)
Other result	(39.6)	13.4	na
<b>Net profit/loss</b>	<b>184.4</b>	<b>192.4</b>	<b>(4.1%)</b>

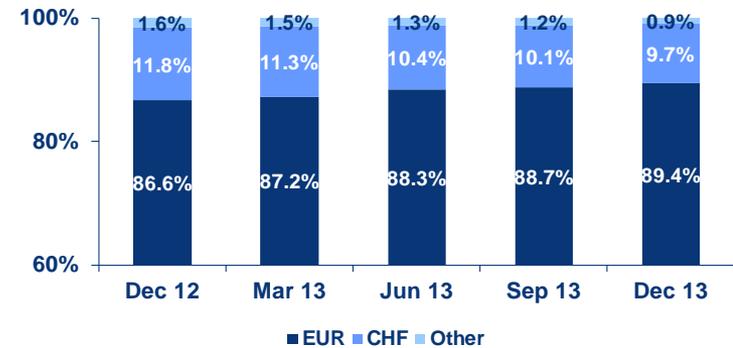
in EUR million	Q4 13	Q3 13	Change
Net interest income	157.2	155.3	1.2%
Net fee income	87.9	81.6	7.8%
Net trading result	0.3	1.7	(84.9%)
Operating expenses	(150.2)	(142.4)	5.5%
<b>Operating result</b>	<b>95.2</b>	<b>96.2</b>	<b>(1.0%)</b>
Risk provisions	(25.3)	(7.5)	>100.0%
Other result	(28.5)	(4.2)	>100.0%
<b>Net profit/loss</b>	<b>25.6</b>	<b>62.1</b>	<b>(58.8%)</b>

# Retail & SME: Austria/EB Oesterreich – Loan book analysis

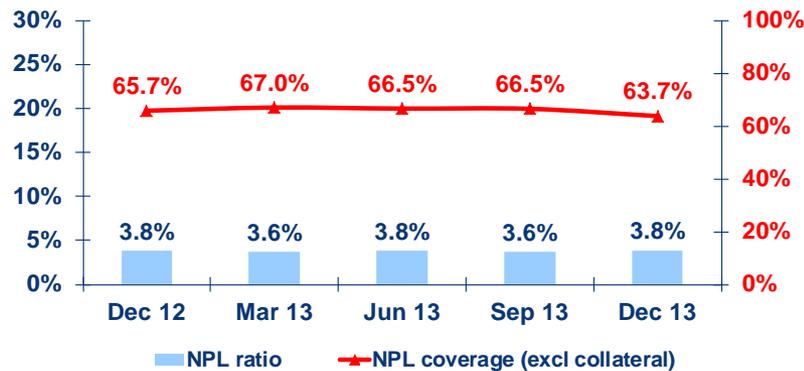
EB Oesterreich geographical segment  
Customer loans by Basel II customer segment



EB Oesterreich geographical segment  
Customer loans by currency



EB Oesterreich geographical segment  
NPL ratio vs NPL coverage



Migration analysis - Retail & SME/EB Oesterreich



# Retail & SME: Austria/Savings banks – Improved net profit

- **Operating result slightly down due to weaker net interest income**
  - NII decreased as a result of lower income from financial assets
  - Net fee income up primarily on the back of strengthened securities business and payment transfers
- **Operating expenses increased, especially on personnel**
- **Annualised risk costs stood at 61 bps in FY 2013 (FY 2012: 58 bps)**
  - NPL ratio slightly down to 6.8% (Dec 2012: 6.9%)
  - NPL coverage improved to 60.4% as of Dec 2013 vs 60.2% as of Dec 2012
  - CHF loans as percentage of total loans declined from 14.5% (Dec 2012) to 12.2% as of Dec 2013 due to persistent efforts to convert CHF loans
- **ROE relatively stable at 5.7% (FY 2012: 5.8%)**
- **CIR stood at 69.2% (FY 2012: 68.7%)**

in EUR million	2013	2012	Change
<b>Net interest income</b>	908.4	940.0	(3.4%)
<b>Net fee income</b>	427.8	398.0	7.5%
<b>Net trading result</b>	20.1	19.9	1.0%
<b>Operating expenses</b>	(938.0)	(932.2)	0.6%
<b>Operating result</b>	418.3	425.7	(1.7%)
<b>Risk provisions</b>	(235.9)	(225.9)	4.4%
<b>Other result</b>	8.2	2.5	>100.0%
<b>Net profit/loss</b>	22.8	21.5	6.0%

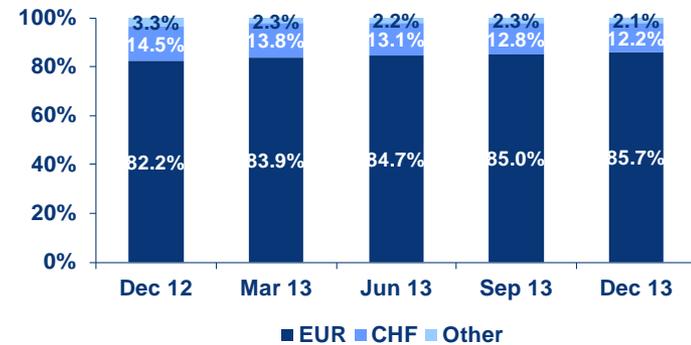
in EUR million	Q4 13	Q3 13	Change
<b>Net interest income</b>	233.6	235.2	(0.7%)
<b>Net fee income</b>	115.7	101.7	13.8%
<b>Net trading result</b>	3.9	6.7	(41.8%)
<b>Operating expenses</b>	(241.7)	(230.6)	4.8%
<b>Operating result</b>	111.6	113.0	(1.3%)
<b>Risk provisions</b>	(106.1)	(59.7)	77.8%
<b>Other result</b>	10.6	2.0	>100.0%
<b>Net profit/loss</b>	5.6	2.3	>100.0%

# Retail & SME: Austria/Savings banks – Loan book analysis

Savings banks geographical segment  
Customer loans by Basel II customer segment



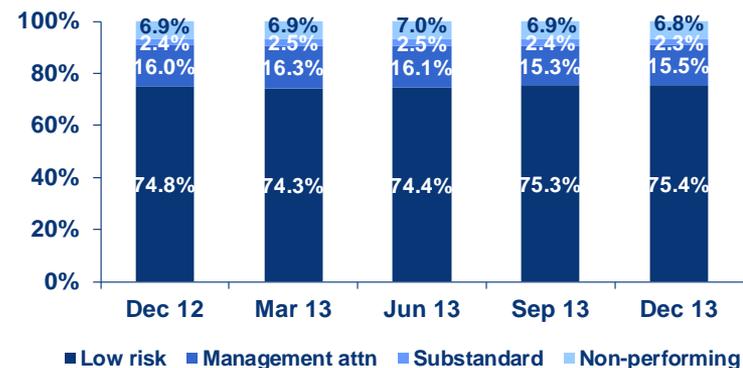
Savings banks geographical segment  
Customer loans by currency



Savings banks geographical segment  
NPL ratio vs NPL coverage



Migration analysis - Retail & SME/Savings Banks



# Retail & SME: Czech Republic – Net profit down on lower operating income

## – Operating result declined by 10.8%

- NII down on low interest rate environment and subdued loan demand
- Net fee income declined on decreased fees from payment transfers and lending business
- Net trading result improved due to derivatives business
- Operating expenses remain well under control

## – Annualised risk costs improved to 67bps in FY 2013 vs 80bps in FY 2012

- Improvement driven by better loan portfolio development in retail and corporate business
- NPL ratio down to 4.7% (Dec 2012: 5.3%)
- NPL coverage increased further to a comfortable 79.4% vs 72.2% as of Dec 2012

## – Other result improved

- Payment into deposit insurance fund remains key factor

## – Net interest margin\* was at 3.46% in FY 2013

## – CIR stood at 44.8% (FY 2012: 43.8%)

in EUR million	2013	2012	Change
Net interest income	986.3	1,113.8	(11.4%)
Net fee income	407.6	447.2	(8.9%)
Net trading result	44.0	19.9	>100.0%
Operating expenses	(644.8)	(691.9)	(6.8%)
<b>Operating result</b>	<b>793.0</b>	<b>889.0</b>	<b>(10.8%)</b>
Risk provisions	(119.2)	(139.6)	(14.6%)
Other result	(50.2)	(93.2)	(46.2%)
<b>Net profit/loss</b>	<b>493.6</b>	<b>518.0</b>	<b>(4.7%)</b>

in EUR million	Q4 13	Q3 13	Change
Net interest income	239.1	247.9	(3.6%)
Net fee income	97.8	98.9	(1.1%)
Net trading result	10.7	14.8	(27.7%)
Operating expenses	(152.8)	(162.8)	(6.2%)
<b>Operating result</b>	<b>194.8</b>	<b>198.8</b>	<b>(2.0%)</b>
Risk provisions	(23.5)	(32.4)	(27.3%)
Other result	(8.9)	(31.3)	(71.6%)
<b>Net profit/loss</b>	<b>127.1</b>	<b>107.3</b>	<b>18.4%</b>

All figures including 3.3% currency depreciation (based on FY 2013 average rate)

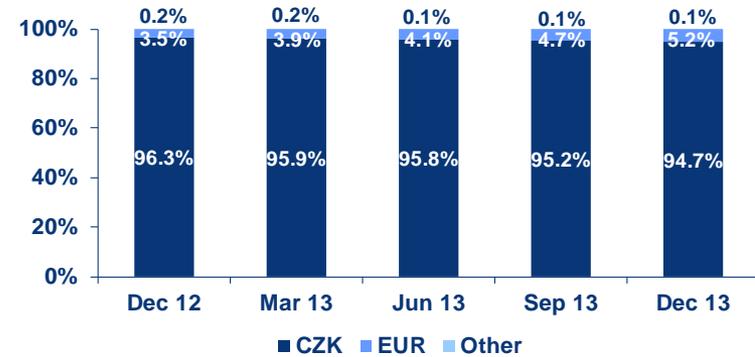
\* based on local entity data

# Retail & SME: Czech Republic – Loan book analysis

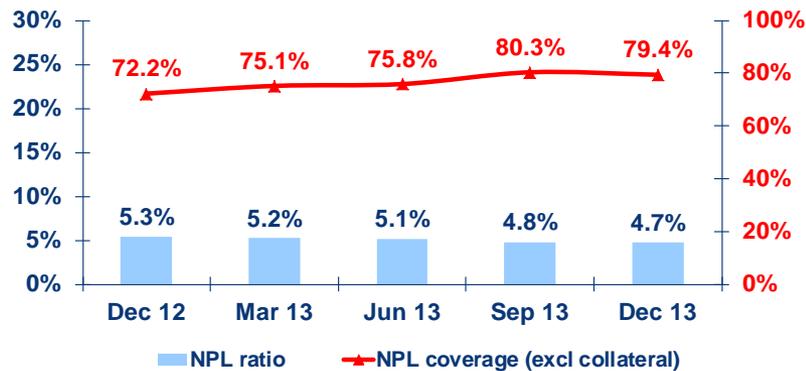
Czech Republic geographical segment  
Customer loans by Basel II customer segment



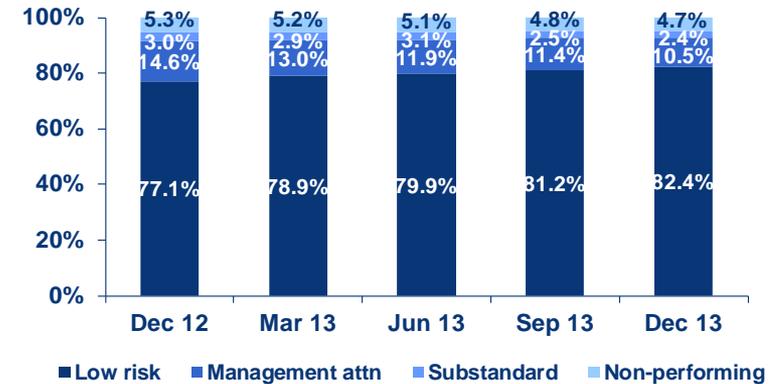
Czech Republic geographical segment  
Customer loans by currency



Czech Republic geographical segment  
NPL ratio vs NPL coverage



Migration analysis - Retail & SME/Czech Republic



# Retail & SME: Romania –

## Restructuring well under way, net profit in FY 2013

### – Operating result improved yoy

- NII relatively stable
- Strong underlying fee performance on payment transfers
- Decline in net trading result due to lower FX business
- Restructuring efforts led to a visible decline in operating expenses, especially on personnel

### – Risk provisions significantly down by 47.6% yoy

- NPL ratio stood at 30.6% as of Dec 2013 on shrinking loan book (Dec 2012: 28.3%)
- NPL coverage improved to 64.1% compared to 58.6% in Dec 2012

### – Net result significantly improved on lower risk costs and on release of deferred tax liability

- Deferred tax liability amounted to EUR 127.7m
- Net profit in Q3 and Q4 13 without one-off effects

### – Net interest margin\* increased yoy to 4.91% in FY 2013

### – CIR improved to 40.6% (FY 2012: 46.6%)

in EUR million	2013	2012	Change
Net interest income	574.4	572.4	0.3%
Net fee income	144.3	120.3	19.9%
Net trading result	56.1	70.5	(20.5%)
Operating expenses	(314.4)	(355.9)	(11.7%)
<b>Operating result</b>	<b>460.4</b>	<b>407.3</b>	<b>13.0%</b>
Risk provisions	(386.5)	(737.2)	(47.6%)
Other result	(66.3)	(48.7)	36.1%
<b>Net profit/loss</b>	<b>127.9</b>	<b>(294.3)</b>	<b>na</b>

in EUR million	Q4 13	Q3 13	Change
Net interest income	136.8	141.1	(3.1%)
Net fee income	40.8	38.3	6.7%
Net trading result	12.3	14.9	(17.2%)
Operating expenses	(78.1)	(77.4)	1.0%
<b>Operating result</b>	<b>111.8</b>	<b>116.9</b>	<b>(4.4%)</b>
Risk provisions	(81.9)	(99.6)	(17.8%)
Other result	(19.2)	(14.1)	35.6%
<b>Net profit/loss</b>	<b>9.6</b>	<b>1.5</b>	<b>&gt;100.0%</b>

All figures including 0.9% currency appreciation (based on FY 2013 average rate)

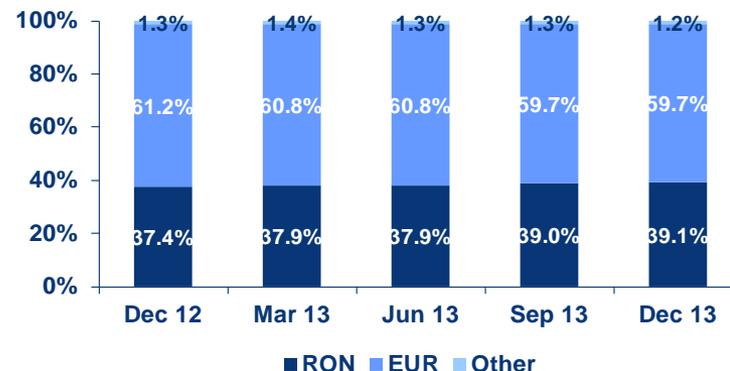
\* based on local entity data

# Retail & SME: Romania – Loan book analysis

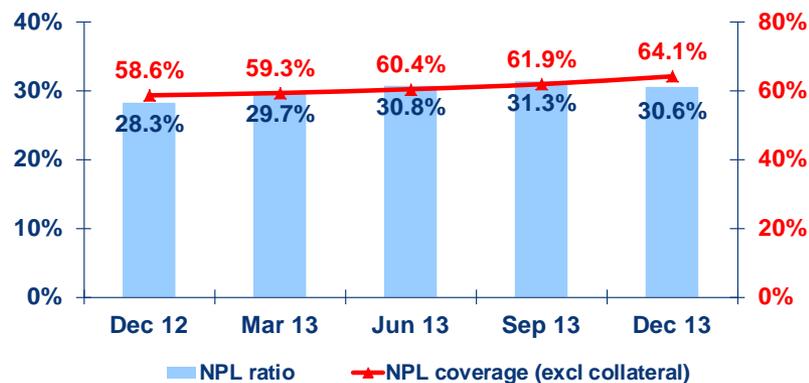
Romania geographical segment  
Customer loans by Basel II customer segment



Romania geographical segment  
Customer loans by currency



Romania geographical segment  
NPL ratio vs NPL coverage



Migration analysis - Retail & SME/Romania



# Retail & SME: Slovakia – Solid performance continues

## – Operating result stable

- NII improvement despite low interest rate environment driven by retail loan growth
- Fee income decreased yoy due to legislation limiting commissions for payment transfers
- Net trading result influenced by valuation effects
- Operating expenses well under control, increase mainly due to consolidation of IT subsidiary and moderate increase in personnel expenses

## – Net interest margin\* up to 4.17% in FY 2013

## – Annualised risk costs improved to 57 bps in FY 2013 vs 84 bps in FY 2012

- Decline in risk costs mainly driven by improvements in the local corporate and real estate business
- NPL ratio down to 5.6% as of Dec 2013 (Dec 2012: 6.6%)
- NPL coverage traditionally very high, increased further to 87.3% vs 84.3% in Dec 2012

## – Other result driven by increase in banking tax

## – Improved net profit contribution

## – CIR relatively stable at 44.0% vs 43.9% in FY 2012

in EUR million	2013	2012	Change
<b>Net interest income</b>	429.5	424.9	1.1%
<b>Net fee income</b>	106.0	110.0	(3.6%)
<b>Net trading result</b>	5.4	2.8	91.3%
<b>Operating expenses</b>	(238.2)	(236.0)	0.9%
<b>Operating result</b>	<b>302.7</b>	<b>301.7</b>	<b>0.3%</b>
<b>Risk provisions</b>	(39.2)	(53.4)	(26.6%)
<b>Other result</b>	(41.3)	(37.7)	9.5%
<b>Net profit/loss</b>	<b>173.8</b>	<b>169.3</b>	<b>2.7%</b>

in EUR million	Q4 13	Q3 13	Change
<b>Net interest income</b>	107.0	110.8	(3.5%)
<b>Net fee income</b>	27.2	26.1	4.2%
<b>Net trading result</b>	1.8	1.7	7.5%
<b>Operating expenses</b>	(63.4)	(59.3)	6.9%
<b>Operating result</b>	<b>72.5</b>	<b>79.3</b>	<b>(8.5%)</b>
<b>Risk provisions</b>	(13.8)	(3.7)	>100.0%
<b>Other result</b>	(9.4)	(11.2)	(16.3%)
<b>Net profit/loss</b>	<b>37.3</b>	<b>49.4</b>	<b>(24.5%)</b>

\* based on local entity data

# Retail & SME: Slovakia – Loan book analysis

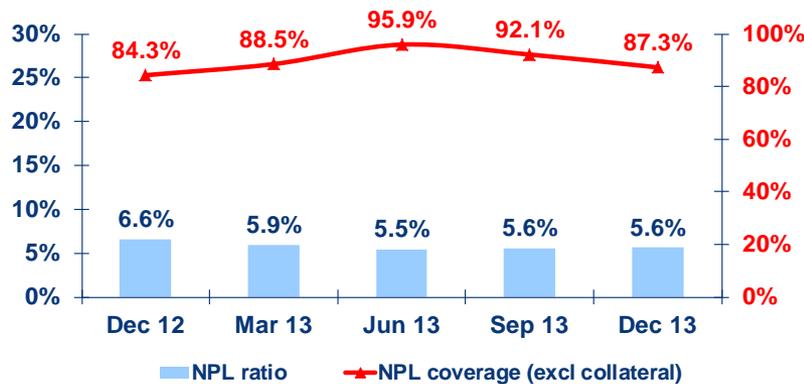
Slovakia geographical segment  
Customer loans by Basel II customer segment



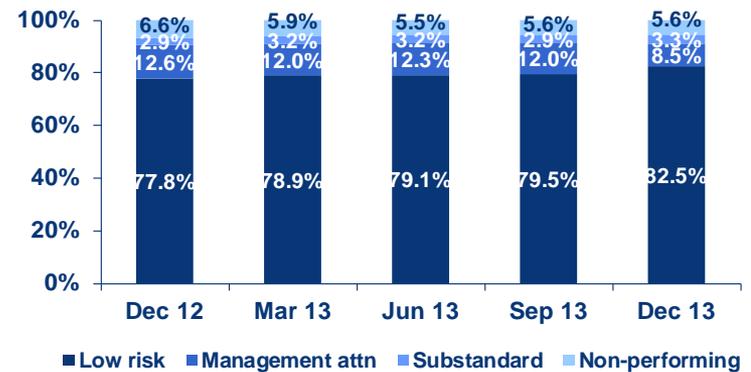
Slovakia geographical segment  
Customer loans by currency



Slovakia geographical segment  
NPL ratio vs NPL coverage



Migration analysis - Retail & SME/Slovakia



# Retail & SME: Hungary – Operating performance reflects deleveraging

- **Operating result down due to lower business volumes**
  - NII declined on portfolio reduction, lower margins and higher FX refinancing costs
  - Fee income mainly increased on payment transfers
  - Trading result up on valuation gains
- **Operating expenses further down**
- **Other result strongly influenced by banking tax and FTT:**
  - EUR 49.0m banking tax
  - EUR 45.5m FTT incl. one-off extraordinary financial transaction tax amounting to EUR 16.3m, introduced in 2013
- **Risk costs down but remain at elevated levels**
  - Declined risk provisioning yoy in corporate business
  - NPL ratio increased to 26.8% in Dec 2013 on shrinking loan book (Dec 2012: 25.4%)
  - NPL coverage stood at 62.2% (Dec 2012: 64.1%)
- **Negative net result due to weak operating result, high risk costs and high tax burden**
- **CIR stood at 41.7% vs 41.2% at FY 2012**

in EUR million	2013	2012	Change
Net interest income	256.5	335.2	(23.5%)
Net fee income	123.6	91.9	34.5%
Net trading result	15.1	(15.9)	na
Operating expenses	(164.7)	(169.5)	(2.8%)
<b>Operating result</b>	<b>230.5</b>	<b>241.7</b>	<b>(4.6%)</b>
Risk provisions	(206.1)	(215.0)	(4.1%)
Other result	(132.1)	(72.9)	81.2%
<b>Net profit/loss</b>	<b>(108.9)</b>	<b>(55.1)</b>	<b>97.6%</b>

in EUR million	Q4 13	Q3 13	Change
Net interest income	54.6	65.3	(16.4%)
Net fee income	36.4	31.3	16.2%
Net trading result	11.1	7.3	52.5%
Operating expenses	(41.0)	(41.2)	(0.4%)
<b>Operating result</b>	<b>61.0</b>	<b>62.7</b>	<b>(2.6%)</b>
Risk provisions	(46.1)	(45.9)	0.3%
Other result	(25.7)	(16.6)	54.5%
<b>Net profit/loss</b>	<b>(7.9)</b>	<b>(2.0)</b>	<b>&gt;100.0%</b>

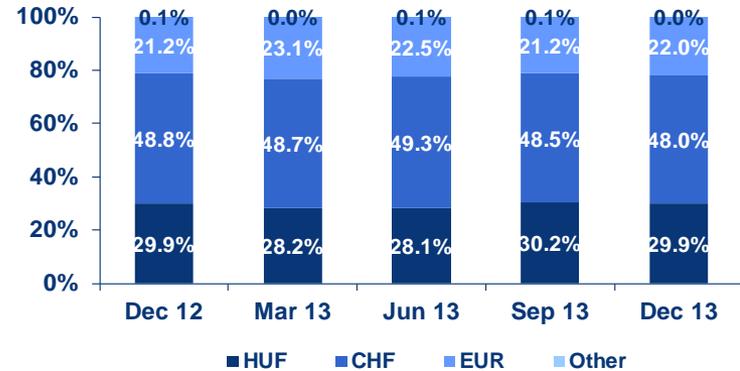
All figures including 2.7% currency depreciation (based on FY 2013 average rate)

# Retail & SME: Hungary – Loan book analysis

Hungary geographical segment  
Customer loans by Basel II customer segment



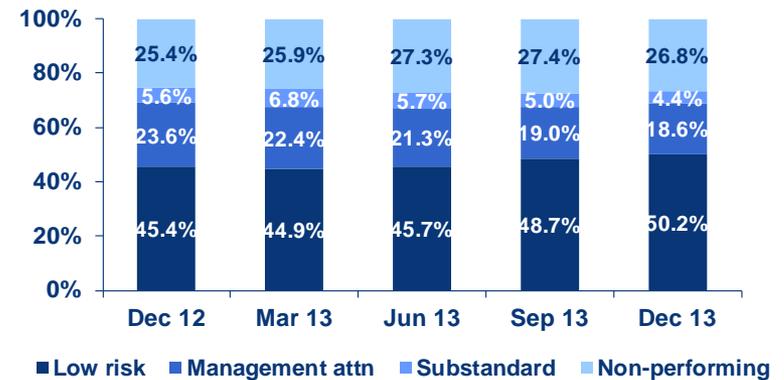
Hungary geographical segment  
Customer loans by currency



Hungary geographical segment  
NPL ratio vs NPL coverage



Migration analysis - Retail & SME/Hungary



# Retail & SME: Croatia –

## Risk costs and other result impact net profit

### – Operating result decreased

- NII declined due to lower margins and subdued demand in retail business
- Fee income improved on card business and payment transfers

### – Operating expenses declined on successful cost management

### – Risk provisions up mainly due to corporate business

- Annualised risk costs increased from 224bps in FY 2012 to 274bps in FY 2013
- NPL ratio up to 21.1% in Dec 2013 compared to 18.1% as of Dec 2012
- NPL coverage improved to 53.1% (Dec 2012: 50.0%)

### – Other result impacted by provisions for litigations

### – CIR stood at 40.9% (FY 2013: 40.4%)

in EUR million	2013	2012	Change
Net interest income	234.3	253.7	(7.6%)
Net fee income	67.8	65.6	3.4%
Net trading result	9.9	9.4	5.7%
Operating expenses	(127.8)	(132.8)	(3.8%)
<b>Operating result</b>	<b>184.3</b>	<b>195.9</b>	<b>(5.9%)</b>
Risk provisions	(168.6)	(137.4)	22.7%
Other result	(24.3)	(3.0)	>100.0%
<b>Net profit/loss</b>	<b>(10.8)</b>	<b>23.7</b>	<b>na</b>

in EUR million	Q4 13	Q3 13	Change
Net interest income	59.1	56.2	5.1%
Net fee income	17.3	20.5	(15.6%)
Net trading result	2.0	3.5	(43.3%)
Operating expenses	(33.8)	(31.0)	9.0%
<b>Operating result</b>	<b>44.5</b>	<b>49.1</b>	<b>(9.4%)</b>
Risk provisions	(49.1)	(42.1)	16.7%
Other result	(14.4)	(4.1)	>100.0%
<b>Net profit/loss</b>	<b>(12.5)</b>	<b>(1.7)</b>	<b>&gt;100.0%</b>

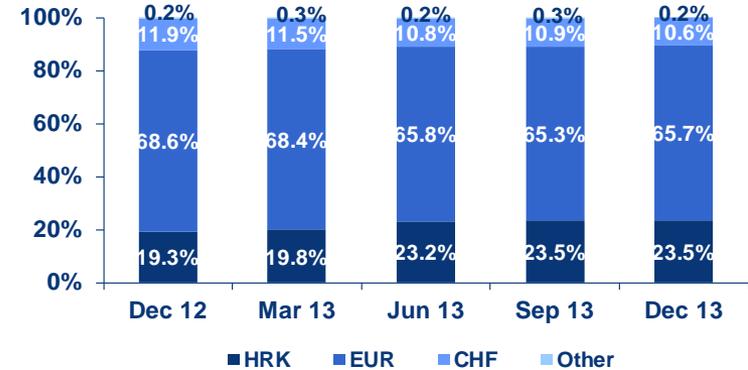
All figures including 0.8% currency depreciation (based on FY 2013 average rate)

# Retail & SME: Croatia – Loan book analysis

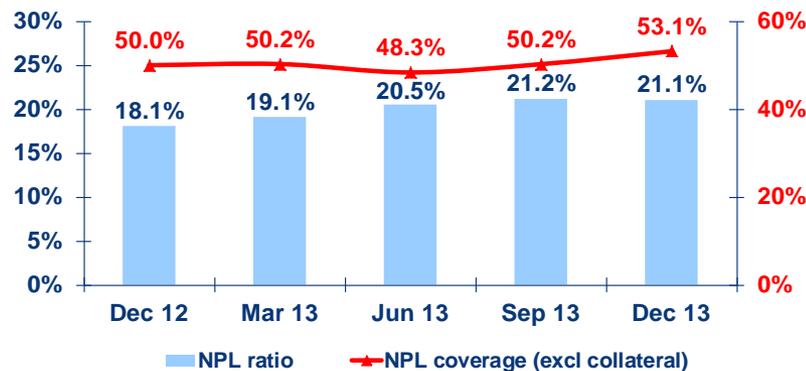
Croatia geographical segment  
Customer loans by Basel II customer segment



Croatia geographical segment  
Customer loans by currency



Croatia geographical segment  
NPL ratio vs NPL coverage



Migration analysis - Retail & SME/Croatia



# Retail & SME: Serbia – Sound operating performance

- **Operating result improved on higher NII**
  - NII up on corporate loan growth and improved retail margins
  - Net trading result driven by FX development
- **Operating expenses driven by increase in personnel expenses**
- **Risk provisions increase on corporate business**
  - Annualised risk costs improved to 157bps in FY 2013 vs 178bps in FY 2012
  - NPL ratio increased to 15.3% in Dec 2013 (Dec 2012: 12.0%)
  - Coverage remained at high level and stood at 76.6% in Dec 2013 vs 84.1% in Dec 2012

in EUR million	2013	2012	Change
Net interest income	38.7	37.1	4.4%
Net fee income	13.4	13.3	0.4%
Net trading result	2.6	2.4	6.5%
Operating expenses	(35.2)	(33.6)	4.8%
<b>Operating result</b>	<b>19.4</b>	<b>19.2</b>	<b>1.2%</b>
Risk provisions	(9.6)	(9.0)	6.5%
Other result	(1.5)	(1.7)	(9.6%)
<b>Net profit/loss</b>	<b>6.3</b>	<b>7.8</b>	<b>(19.5%)</b>

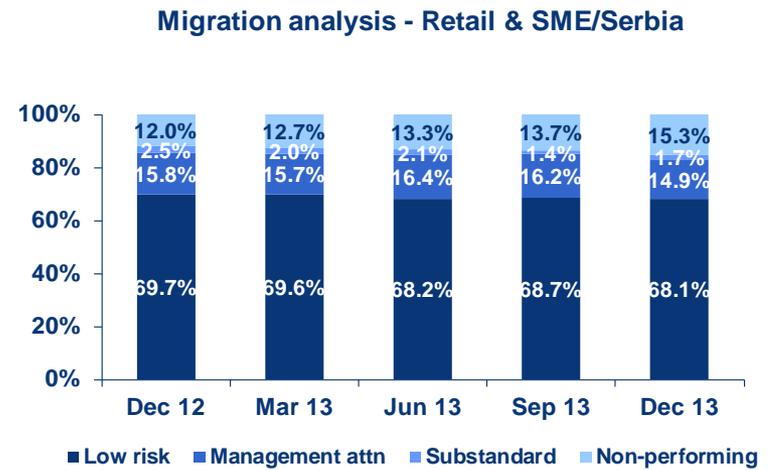
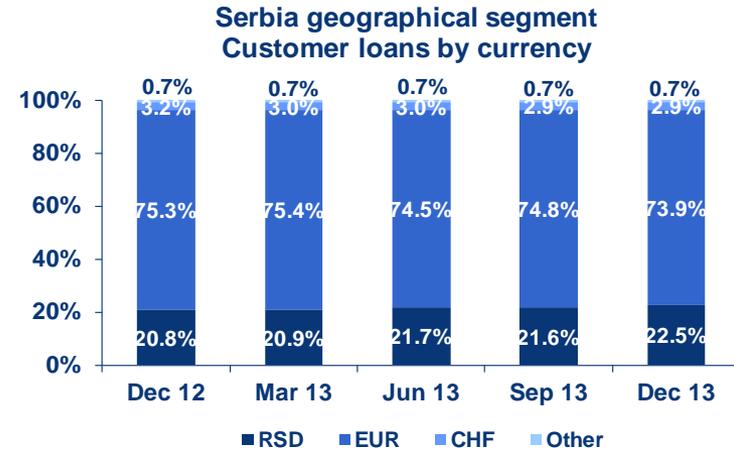
– **ROE at 11.9% (FY 2013: 18.8%)**

– **CIR stood at 64.4% vs 63.6% in FY 2013**

in EUR million	Q4 13	Q3 13	Change
Net interest income	9.1	10.3	(11.8%)
Net fee income	3.7	3.5	5.5%
Net trading result	0.7	0.6	7.2%
Operating expenses	(9.1)	(8.6)	5.5%
<b>Operating result</b>	<b>4.4</b>	<b>5.8</b>	<b>(24.9%)</b>
Risk provisions	(2.8)	(0.7)	>100.0%
Other result	(0.5)	(0.6)	(5.2%)
<b>Net profit/loss</b>	<b>0.2</b>	<b>3.9</b>	<b>(95.2%)</b>

All figures including 0.1% currency appreciation (based on FY 2013 average rate)

# Retail & SME: Serbia – Loan book analysis



# Retail & SME: Ukraine –

## Deconsolidation as of 29 April 2013

- Due to the deconsolidation following the sale of EB Ukraine, only the results of the first 3 months are included in 2013

in EUR million	2013	2012	Change
Net interest income	6.2	23.6	(73.6%)
Net fee income	1.2	6.2	(80.8%)
Net trading result	(3.3)	(7.2)	(53.5%)
Operating expenses	(10.1)	(48.6)	(79.3%)
<b>Operating result</b>	<b>(6.0)</b>	<b>(26.0)</b>	<b>(77.0%)</b>
Risk provisions	(4.0)	(15.7)	(74.6%)
Other result	0.5	(2.4)	na
<b>Net profit/loss</b>	<b>(9.4)</b>	<b>(44.3)</b>	<b>(78.7%)</b>

- Business performance
- BCR update
- Credit risk
- Funding
- Capital
- Outlook
- Appendix
  - Segments
  - Asset quality
  - CEE local consolidated results
  - About Erste Group
  - Shareholder structure

# Asset quality analysis –

## Key definitions

- **Key asset quality indicators are based on on-balance sheet customer loans**
- **Reported NPL and NPL coverage ratios exclude collateral**
- **Broad NPL definition**
  - 90-day overdue or less than 90-day overdue if:
    - Customer unlikely to pay, e.g. because customer defaulted against third party
    - Customer view instead of product view has been adopted. The former is the case with all corporate customers and all retail customers in Austria. In CEE retail product view prevails. Accordingly, if an Austrian retail customer defaults on one product all performing products are classified as NPLs as well.

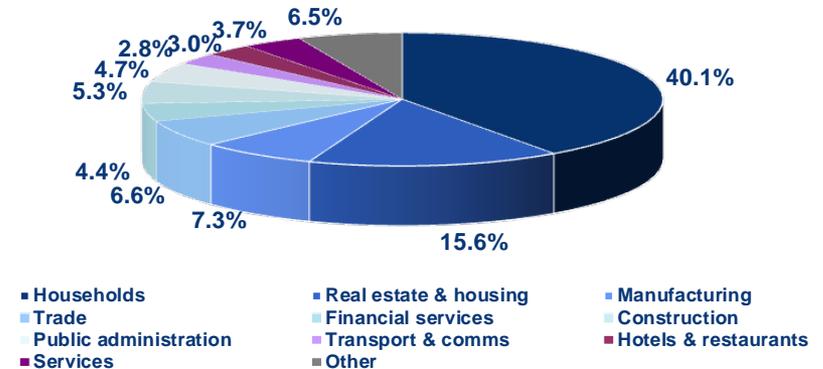
Risk category	Agency ratings
Low risk	AAA to BB / Aaa to Ba
Management attention	B
Substandard	CCC to C / Caa to C
Non-performing	D, R, RD, SD

# Asset quality analysis – Loan book overview

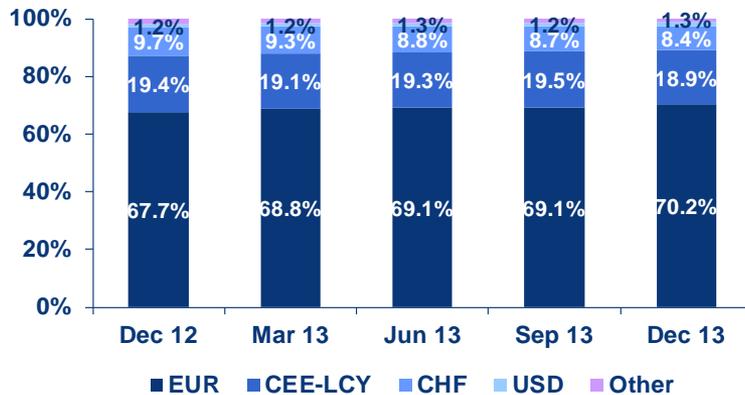
Customer loans by Basel II customer segments



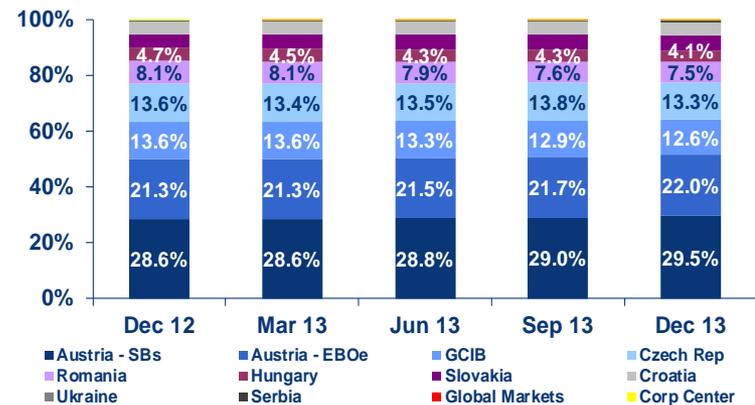
Customer loans by industries



Customer loans by currency



Customer loans by reporting segment



# Asset quality analysis – Loan book by segments

in EUR million	Low risk		Management attention		Substandard		Non-performing		Total loan book		Risk provisions		NPL coverage		NPL ratio	
	Dec 13	Dec 12	Dec 13	Dec 12	Dec 13	Dec 12	Dec 13	Dec 12	Dec 13	Dec 12	Dec 13	Dec 12	Dec 13	Dec 12	Dec 13	Dec 12
<b>Retail &amp; SME</b>	<b>83,532</b>	<b>83,171</b>	<b>14,263</b>	<b>16,455</b>	<b>2,790</b>	<b>3,180</b>	<b>10,517</b>	<b>10,766</b>	<b>111,103</b>	<b>113,573</b>	<b>6,702</b>	<b>6,681</b>	<b>63.7%</b>	<b>62.1%</b>	<b>9.5%</b>	<b>9.5%</b>
<b>Austria</b>	<b>52,972</b>	<b>52,803</b>	<b>7,984</b>	<b>8,197</b>	<b>1,122</b>	<b>1,095</b>	<b>3,636</b>	<b>3,643</b>	<b>65,713</b>	<b>65,738</b>	<b>2,231</b>	<b>2,251</b>	<b>61.4%</b>	<b>61.8%</b>	<b>5.5%</b>	<b>5.5%</b>
EB Oesterreich	24,586	24,607	2,145	2,182	247	204	1,070	1,058	28,049	28,052	682	696	63.7%	65.7%	3.8%	3.8%
Savings Banks	28,386	28,196	5,838	6,014	875	891	2,565	2,585	37,664	37,687	1,549	1,556	60.4%	60.2%	6.8%	6.9%
<b>CEE</b>	<b>30,560</b>	<b>30,368</b>	<b>6,280</b>	<b>8,258</b>	<b>1,668</b>	<b>2,085</b>	<b>6,881</b>	<b>7,123</b>	<b>45,389</b>	<b>47,834</b>	<b>4,471</b>	<b>4,429</b>	<b>65.0%</b>	<b>62.2%</b>	<b>15.2%</b>	<b>14.9%</b>
Czech Republic	14,034	13,797	1,783	2,610	402	528	804	956	17,023	17,891	638	690	79.4%	72.2%	4.7%	5.3%
Romania	4,275	4,856	1,889	2,200	464	605	2,921	3,021	9,549	10,682	1,873	1,771	64.1%	58.6%	30.6%	28.3%
Slovakia	5,766	5,137	597	831	233	193	394	437	6,990	6,598	344	369	87.3%	84.3%	5.6%	6.6%
Hungary	2,653	2,809	984	1,459	234	345	1,416	1,572	5,287	6,185	880	1,008	62.2%	64.1%	26.8%	25.4%
Croatia	3,450	3,373	943	1,068	325	399	1,261	1,069	5,978	5,909	670	534	53.1%	50.0%	21.1%	18.1%
Serbia	383	397	84	90	10	14	86	68	562	569	66	58	76.6%	84.1%	15.3%	12.0%
<b>GCIB</b>	<b>11,317</b>	<b>12,557</b>	<b>2,202</b>	<b>3,261</b>	<b>741</b>	<b>781</b>	<b>1,778</b>	<b>1,330</b>	<b>16,039</b>	<b>17,928</b>	<b>1,050</b>	<b>893</b>	<b>59.1%</b>	<b>67.2%</b>	<b>11.1%</b>	<b>7.4%</b>
<b>Group Markets</b>	<b>207</b>	<b>69</b>	<b>30</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>238</b>	<b>77</b>	<b>0</b>	<b>0</b>	<b>&gt;100.0%</b>	<b>&gt;100.0%</b>	<b>0.0%</b>	<b>0.0%</b>
<b>Corporate Center</b>	<b>206</b>	<b>229</b>	<b>87</b>	<b>102</b>	<b>25</b>	<b>17</b>	<b>1</b>	<b>2</b>	<b>318</b>	<b>350</b>	<b>1</b>	<b>0</b>	<b>110.9%</b>	<b>&gt;100.0%</b>	<b>0.3%</b>	<b>0.5%</b>
<b>Total Group</b>	<b>95,263</b>	<b>96,027</b>	<b>16,582</b>	<b>19,825</b>	<b>3,557</b>	<b>3,978</b>	<b>12,296</b>	<b>12,098</b>	<b>127,698</b>	<b>131,928</b>	<b>7,753</b>	<b>7,574</b>	<b>63.1%</b>	<b>62.6%</b>	<b>9.6%</b>	<b>9.2%</b>

# Asset quality analysis – Loan book by region (country of origination)

in EUR million	Low risk		Management attention		Substandard		Non-performing		Total loan book			
	Dec 13	Dec 12	Dec 13	Dec 12	Dec 13	Dec 12	Dec 13	Dec 12	Dec 13		Dec 12	
										Share of total		Share of total
<b>Core market</b>	<b>89,719</b>	<b>90,219</b>	<b>15,373</b>	<b>18,191</b>	<b>3,305</b>	<b>3,807</b>	<b>11,496</b>	<b>11,258</b>	<b>119,893</b>	<b>93.9%</b>	<b>123,475</b>	<b>93.6%</b>
Austria	53,355	53,528	7,182	7,479	1,034	949	3,088	3,176	64,659	50.6%	65,131	49.4%
Croatia	4,334	4,186	1,318	1,661	435	452	1,511	1,274	7,597	5.9%	7,572	5.7%
Romania	5,133	5,586	2,144	2,692	690	958	3,241	3,280	11,208	8.8%	12,515	9.5%
Serbia	619	669	172	186	45	47	139	78	974	0.8%	980	0.7%
Slovakia	6,446	5,851	793	1,045	255	216	458	486	7,952	6.2%	7,598	5.8%
Slovenia	770	938	294	230	82	124	322	221	1,469	1.2%	1,513	1.1%
Czech Republic	15,958	16,031	2,269	3,190	473	650	1,074	1,030	19,774	15.5%	20,901	15.8%
Hungary	3,104	3,431	1,201	1,708	291	412	1,663	1,715	6,260	4.9%	7,265	5.5%
<b>Other EU</b>	<b>3,421</b>	<b>4,012</b>	<b>615</b>	<b>939</b>	<b>171</b>	<b>72</b>	<b>501</b>	<b>540</b>	<b>4,708</b>	<b>3.7%</b>	<b>5,562</b>	<b>4.2%</b>
<b>Other industrialised countries</b>	<b>762</b>	<b>533</b>	<b>127</b>	<b>130</b>	<b>28</b>	<b>17</b>	<b>80</b>	<b>84</b>	<b>997</b>	<b>0.8%</b>	<b>764</b>	<b>0.6%</b>
<b>Emerging markets</b>	<b>1,361</b>	<b>1,263</b>	<b>467</b>	<b>564</b>	<b>53</b>	<b>83</b>	<b>220</b>	<b>216</b>	<b>2,100</b>	<b>1.6%</b>	<b>2,126</b>	<b>1.6%</b>
Southeastern Europe / CIS	991	892	443	539	52	81	197	181	1,683	1.3%	1,692	1.3%
Asia	178	180	11	10	0	1	17	24	206	0.2%	214	0.2%
Latin America	51	82	2	3	0	1	0	5	53	0.0%	90	0.1%
Middle East / Africa	141	110	11	12	0	1	6	6	159	0.1%	129	0.1%
<b>Total</b>	<b>95,263</b>	<b>96,027</b>	<b>16,582</b>	<b>19,825</b>	<b>3,557</b>	<b>3,978</b>	<b>12,296</b>	<b>12,098</b>	<b>127,698</b>	<b>100.0%</b>	<b>131,928</b>	<b>100.0%</b>
Share of total	74.6%	72.8%	13.0%	15.0%	2.8%	3.0%	9.6%	9.2%	100.0%		100.0%	

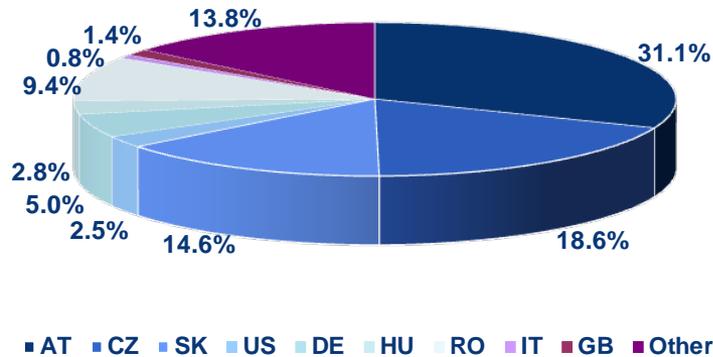
# Asset quality analysis –

## Total exposure by region (country of origination)

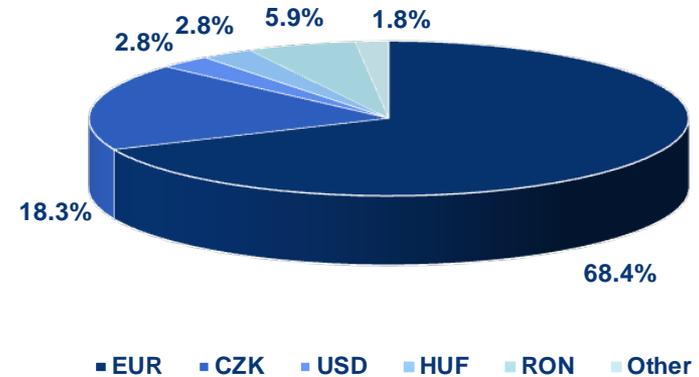
in EUR million	Low risk		Management attention		Substandard		Non-performing		Total Exposure			
	Dec 13	Dec 12	Dec 13	Dec 12	Dec 13	Dec 12	Dec 13	Dec 12	Dec 13		Dec 12	
									Share of total		Share of total	
<b>Core market</b>	<b>144,581</b>	<b>145,789</b>	<b>18,335</b>	<b>20,790</b>	<b>4,004</b>	<b>4,564</b>	<b>11,935</b>	<b>11,661</b>	<b>178,855</b>	<b>85.4%</b>	<b>182,803</b>	<b>83.2%</b>
Austria	75,166	75,642	8,224	8,419	1,599	1,534	3,289	3,423	88,278	42.2%	89,017	40.5%
Croatia	6,448	6,147	1,440	1,808	476	470	1,538	1,295	9,902	4.7%	9,720	4.4%
Romania	10,729	10,678	3,080	3,113	704	993	3,346	3,346	17,860	8.5%	18,129	8.3%
Serbia	731	805	327	276	45	49	139	79	1,242	0.6%	1,209	0.6%
Slovakia	13,636	13,107	879	1,176	269	232	509	502	15,294	7.3%	15,017	6.8%
Slovenia	1,063	1,328	356	267	86	127	344	228	1,849	0.9%	1,951	0.9%
Czech Republic	29,632	31,219	2,695	3,961	532	742	1,098	1,063	33,956	16.2%	36,984	16.8%
Hungary	7,176	6,864	1,334	1,770	292	417	1,671	1,726	10,474	5.0%	10,777	4.9%
<b>Other EU</b>	<b>22,348</b>	<b>27,409</b>	<b>789</b>	<b>1,202</b>	<b>211</b>	<b>112</b>	<b>521</b>	<b>559</b>	<b>23,869</b>	<b>11.4%</b>	<b>29,283</b>	<b>13.3%</b>
<b>Other industrialised countries</b>	<b>2,855</b>	<b>4,096</b>	<b>151</b>	<b>140</b>	<b>30</b>	<b>19</b>	<b>132</b>	<b>143</b>	<b>3,168</b>	<b>1.5%</b>	<b>4,398</b>	<b>2.0%</b>
<b>Emerging markets</b>	<b>2,573</b>	<b>2,161</b>	<b>641</b>	<b>702</b>	<b>57</b>	<b>90</b>	<b>240</b>	<b>232</b>	<b>3,510</b>	<b>1.7%</b>	<b>3,184</b>	<b>1.4%</b>
Southeastern Europe / CIS	1,442	1,322	596	634	57	87	205	187	2,300	1.1%	2,230	1.0%
Asia	675	510	12	10	0	1	17	24	704	0.3%	546	0.2%
Latin America	66	86	2	19	0	1	3	8	72	0.0%	114	0.1%
Middle East / Africa	389	243	30	38	0	1	15	13	434	0.2%	294	0.1%
<b>Total</b>	<b>172,357</b>	<b>179,455</b>	<b>19,915</b>	<b>22,833</b>	<b>4,302</b>	<b>4,785</b>	<b>12,828</b>	<b>12,595</b>	<b>209,402</b>	<b>100.0%</b>	<b>219,668</b>	<b>100.0%</b>
Share of total	82.3%	81.7%	9.5%	10.4%	2.1%	2.2%	6.1%	5.7%	100.0%		100.0%	

# Asset quality analysis – Financial assets

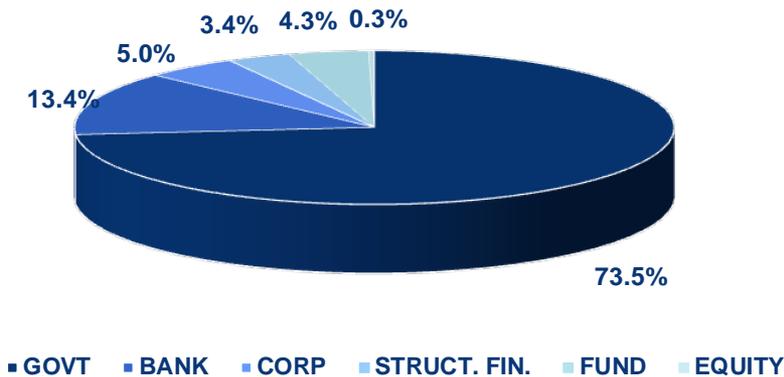
**Financial assets by country of origination**  
(31 Dec 2013: EUR 38.9 bn)



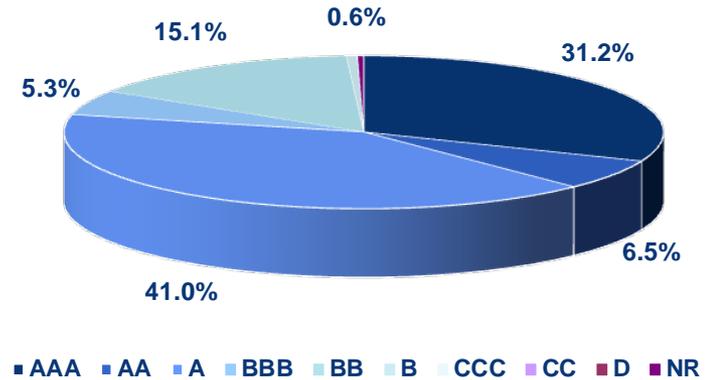
**Financial assets by currency**  
(31 Dec 2013: EUR 38.9 bn)



**Financial assets by issuer/product**  
(31 Dec 2013: EUR 38.9 bn)



**Financial assets by rating**  
(31 Dec 2013: EUR 38.9 bn)



# Balance sheet (IFRS) drill-down – Trading assets as of 31 Dec 2013

– Increase of EUR 0.8 bn yoy mainly due to investments into sovereign bonds

in EUR m	Sovereign		Banks		Other		Total Trading	
<b>CZ</b>	1,365	26.8%	0	0.0%	5	1.2%	<b>1,370</b>	<b>23.1%</b>
<b>SK</b>	300	5.9%	0	0.0%	0	0.0%	<b>300</b>	<b>5.1%</b>
<b>RO</b>	973	19.1%	6	1.4%	2	0.5%	<b>980</b>	<b>16.5%</b>
<b>HU</b>	1,996	39.2%	0	0.1%	23	5.6%	<b>2,020</b>	<b>34.0%</b>
<b>AT</b>	47	0.9%	239	55.4%	201	48.7%	<b>487</b>	<b>8.2%</b>
<b>IT</b>	0	0.0%	0	0.1%	10	2.5%	<b>11</b>	<b>0.2%</b>
<b>ES</b>	0	0.0%	0	0.0%	6	1.4%	<b>6</b>	<b>0.1%</b>
<b>GR</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>IE</b>	0	0.0%	0	0.0%	5	1.2%	<b>5</b>	<b>0.1%</b>
<b>PT</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>FR</b>	0	0.0%	8	2.0%	6	1.4%	<b>14</b>	<b>0.2%</b>
<b>BE</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>DE</b>	6	0.1%	96	22.3%	57	13.8%	<b>159</b>	<b>2.7%</b>
<b>NL</b>	3	0.1%	21	4.8%	25	6.0%	<b>49</b>	<b>0.8%</b>
<b>Other</b>	406	8.0%	60	14.0%	73	17.8%	<b>540</b>	<b>9.1%</b>
<b>Total</b>	<b>5,097</b>	<b>100.0%</b>	<b>431</b>	<b>100.0%</b>	<b>413</b>	<b>100.0%</b>	<b>5,941</b>	<b>100.0%</b>

# Balance sheet (IFRS) drill-down – Financial assets at fair value as of 31 Dec 2013

– Decline of EUR 187m yoy on reduction of sovereign bonds

in EUR m	Sovereign		Banks		Other		Total FV	
<b>CZ</b>	78	67.1%	22	17.4%	21	7.2%	<b>120</b>	<b>22.7%</b>
<b>SK</b>	27	23.3%	0	0.0%	12	4.1%	<b>39</b>	<b>7.3%</b>
<b>RO</b>	5	4.1%	0	0.0%	3	0.9%	<b>7</b>	<b>1.4%</b>
<b>HU</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>AT</b>	0	0.4%	32	25.9%	120	41.8%	<b>153</b>	<b>29.0%</b>
<b>IT</b>	0	0.0%	0	0.0%	0	0.1%	<b>0</b>	<b>0.0%</b>
<b>ES</b>	0	0.0%	0	0.0%	1	0.2%	<b>1</b>	<b>0.1%</b>
<b>GR</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>IE</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>PT</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>FR</b>	0	0.0%	0	0.0%	3	0.9%	<b>3</b>	<b>0.5%</b>
<b>BE</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>DE</b>	0	0.0%	52	41.4%	18	6.1%	<b>70</b>	<b>13.1%</b>
<b>NL</b>	0	0.0%	0	0.0%	22	7.7%	<b>22</b>	<b>4.2%</b>
<b>Other</b>	6	5.0%	19	15.3%	89	30.9%	<b>114</b>	<b>21.6%</b>
<b>Total</b>	<b>116</b>	<b>100.0%</b>	<b>125</b>	<b>100.0%</b>	<b>288</b>	<b>100.0%</b>	<b>529</b>	<b>100.0%</b>

# Balance sheet (IFRS) drill-down –

Financial assets available for sale as of 31 Dec 2013

– Decline of EUR 1.4 bn yoy driven by reduction of sovereigns and banks

in EUR m	Sovereign		Banks		Other		Total AFS	
<b>CZ</b>	2,147	17.0%	103	2.7%	27	0.7%	<b>2,278</b>	<b>11.1%</b>
<b>SK</b>	1,756	13.9%	26	0.7%	27	0.7%	<b>1,810</b>	<b>8.8%</b>
<b>RO</b>	1,219	9.7%	11	0.3%	10	0.2%	<b>1,240</b>	<b>6.0%</b>
<b>HU</b>	253	2.0%	0	0.0%	6	0.2%	<b>259</b>	<b>1.3%</b>
<b>AT</b>	4,801	38.0%	865	22.2%	2,451	60.2%	<b>8,116</b>	<b>39.4%</b>
<b>IT</b>	82	0.6%	124	3.2%	24	0.6%	<b>230</b>	<b>1.1%</b>
<b>ES</b>	6	0.0%	29	0.8%	39	1.0%	<b>74</b>	<b>0.4%</b>
<b>GR</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>IE</b>	28	0.2%	48	1.2%	6	0.1%	<b>81</b>	<b>0.4%</b>
<b>PT</b>	5	0.0%	0	0.0%	6	0.2%	<b>12</b>	<b>0.1%</b>
<b>FR</b>	66	0.5%	163	4.2%	15	0.4%	<b>245</b>	<b>1.2%</b>
<b>BE</b>	70	0.6%	5	0.1%	4	0.1%	<b>79</b>	<b>0.4%</b>
<b>DE</b>	557	4.4%	1,026	26.4%	103	2.5%	<b>1,686</b>	<b>8.2%</b>
<b>NL</b>	49	0.4%	323	8.3%	95	2.3%	<b>467</b>	<b>2.3%</b>
<b>Other</b>	1,578	12.5%	1,167	30.0%	1,260	30.9%	<b>4,005</b>	<b>19.5%</b>
<b>Total</b>	<b>12,617</b>	<b>100.0%</b>	<b>3,891</b>	<b>100.0%</b>	<b>4,073</b>	<b>100.0%</b>	<b>20,581</b>	<b>100.0%</b>

# Balance sheet (IFRS) drill-down –

## Financial assets held-to-maturity as of 31 Dec 2013

– Financial assets HTM declined by EUR 1.2 bn yoy on sovereigns and banks

in EUR m	Sovereign		Banks		Other		Total HTM	
<b>CZ</b>	4,638	29.3%	189	15.7%	21	2.7%	<b>4,848</b>	<b>27.3%</b>
<b>SK</b>	3,753	23.7%	0	0.0%	72	9.6%	<b>3,825</b>	<b>21.5%</b>
<b>RO</b>	2,391	15.1%	2	0.2%	0	0.0%	<b>2,393</b>	<b>13.5%</b>
<b>HU</b>	843	5.3%	0	0.0%	0	0.0%	<b>843</b>	<b>4.7%</b>
<b>AT</b>	3,269	20.7%	363	30.0%	208	27.6%	<b>3,839</b>	<b>21.6%</b>
<b>IT</b>	0	0.0%	40	3.3%	25	3.3%	<b>65</b>	<b>0.4%</b>
<b>ES</b>	2	0.0%	3	0.2%	80	10.6%	<b>84</b>	<b>0.5%</b>
<b>GR</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>IE</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>PT</b>	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>FR</b>	0	0.0%	133	11.0%	19	2.6%	<b>153</b>	<b>0.9%</b>
<b>BE</b>	0	0.0%	0	0.0%	9	1.2%	<b>9</b>	<b>0.1%</b>
<b>DE</b>	21	0.1%	139	11.5%	25	3.3%	<b>185</b>	<b>1.0%</b>
<b>NL</b>	0	0.0%	114	9.4%	39	5.1%	<b>152</b>	<b>0.9%</b>
<b>Other</b>	901	5.7%	226	18.7%	256	34.0%	<b>1,384</b>	<b>7.8%</b>
<b>Total</b>	<b>15,819</b>	<b>100.0%</b>	<b>1,209</b>	<b>100.0%</b>	<b>753</b>	<b>100.0%</b>	<b>17,781</b>	<b>100.0%</b>

# Drill-down on selected asset classes – Peripheral Europe exposure at manageable level

## Total net exposure of Erste Group (incl. savings banks) to selected European countries:

in EUR million	Sovereign			Bank			Other			Total net exposure		
	Dec 11	Dec 12	Dec 13	Dec 11	Dec 12	Dec 13	Dec 11	Dec12	Dec 13	Dec 11	Dec 12	Dec 13
Greece	4.4	0.1	0.2	57.9	0.1	0.0	7.6	5.1	2.7	69.9	5.3	2.8
Ireland	46.5	73.8	65.1	204.4	29.0	24.1	78.2	36.3	28.5	329.1	139.1	117.7
Portugal	5.6	3.2	5.2	94.0	47.7	14.4	13.0	10.0	7.5	112.6	60.9	27.1
Spain	23.8	12.7	24.6	282.2	248.6	199.5	425.6	253.0	205.3	731.6	514.3	429.4
Italy	472.6	99.5	116.4	806.8	411.4	301.9	582.0	655.7	549.0	1,861.4	1,166.6	967.3
Sum total	553.0	189.3	211.4	1,445.2	736.8	539.9	1,106.4	960.1	793.0	3,104.6	1,886.2	1,544.2

## Sovereign net exposure by country and portfolio:

in EUR million	FV			AfS			At amortised cost			Total net exposure		
	Dec 11	Dec 12	Dec 13	Dec 11	Dec 12	Dec 13	Dec 11	Dec12	Dec 13	Dec 11	Dec 12	Dec 13
Greece	-8.5	0.0	0.0	10.3	0.1	0.2	2.6	0.0	0.0	4.4	0.1	0.2
Ireland	0.0	0.0	0.0	31.8	59.1	65.1	14.7	14.7	0.0	46.5	73.8	65.1
Portugal	0.0	-16.3	-8.6	5.6	3.2	5.2	0.0	0.0	0.0	5.6	3.2	5.2
Spain	-19.9	-22.4	-10.9	38.7	11.0	24.6	12.2	1.7	3.3	23.8	12.7	24.6
Italy	399.9	-11.7	-7.3	70.9	99.5	115.8	1.8	0.0	0.6	472.6	99.5	116.4
Sum total	364.3	-49.9	-26.8	157.3	172.9	210.9	31.3	16.4	3.9	553.0	189.3	211.4

## Bank net exposure by country and portfolio:

in EUR million	FV			AfS			At amortised cost			Total net exposure		
	Dec 11	Dec 12	Dec 13	Dec 11	Dec 12	Dec 13	Dec 11	Dec12	Dec 13	Dec 11	Dec 12	Dec 13
Greece	0.0	0.1	0.0	0.0	0.0	0.0	57.9	0.0	0.0	57.9	0.1	0.0
Ireland	99.4	16.2	14.8	92.0	4.7	3.5	13.0	8.1	5.8	204.4	29.0	24.1
Portugal	9.4	1.9	-2.8	29.7	15.8	1.7	54.9	30.0	15.5	94.0	47.7	14.4
Spain	61.9	69.0	40.9	64.5	33.8	12.2	155.8	145.8	146.4	282.2	248.6	199.5
Italy	233.6	43.9	37.8	180.6	149.5	121.2	392.6	218.0	142.9	806.8	411.4	301.9
Sum total	404.3	131.1	90.7	366.8	203.8	138.6	674.2	401.9	310.6	1,445.2	736.8	539.9

# Off-balance sheet items – Exclusively related to customer business

in EUR million	Dec 2011	Dec 2012	Dec 2013
<b>Guarantees and warranties</b>	<b>6,920</b>	<b>6,363</b>	<b>6,887</b>
<i>of which: in relation to corporate business</i>	<i>6,170</i>	<i>5,584</i>	<i>6,064</i>
<b>Undrawn lines, loan commitments, promissory notes</b>	<b>18,579</b>	<b>14,415</b>	<b>15,146</b>
<i>of which: in relation to corporate business</i>	<i>9,762</i>	<i>9,057</i>	<i>9,381</i>
<i>of which: in relation to retail business</i>	<i>7,238</i>	<i>4,446</i>	<i>4,413</i>
<i>of which: in relation to sovereigns, municipalities</i>	<i>1,221</i>	<i>834</i>	<i>1,156</i>
<b>Total</b>	<b>25,499</b>	<b>20,779</b>	<b>22,033</b>

## – Detail on guarantees & warranties:

- approx. 54% is related to Austria
- approx. 79% is EUR-based
- approx. 87% is towards low risk and management attention category

## – Detail on undrawn lines and loan commitments:

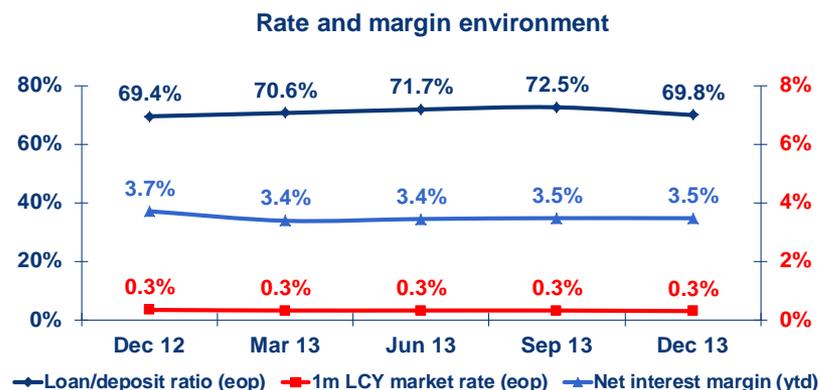
- approx. 56% is related to Austria
- approx. 77% is EUR based
- approx. 98% is towards low risk and management attention category

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  - Shareholder structure

# Key local entity data (IFRS, consolidated) – Ceska sporitelna



Key figures and ratios	2013	2012	Change
<b>Cost/income ratio</b>	<b>42.0%</b>	<b>41.0%</b>	
<b>Return on equity</b>	<b>16.1%</b>	<b>19.2%</b>	
	<b>Dec 13</b>	<b>Dec 12</b>	
Erste Group stake	99.0%		
<b>Solvency ratio</b>	<b>17.7%</b>	<b>16.0%</b>	
Employees	10,432	11,014	(5.3%)
Branches	653	658	(0.8%)
Customers (in m)	5.3	5.3	0.1%
<b>Market share - retail loans</b>	<b>23.6%</b>	<b>23.8%</b>	
<b>Market share - retail deposits</b>	<b>26.9%</b>	<b>27.7%</b>	
Market share - corporate loans	19.0%	19.3%	
Market share - corporate deposits	10.2%	10.5%	
Market share - total assets	19.3%	20.2%	



in EUR million	2013	2012	Change
Net interest income	1,074.8	1,178.0	(8.8%)
Risk provisions for loans and advances	(127.8)	(143.7)	(11.0%)
Net fee and commission income	434.9	452.8	(4.0%)
Net trading result	103.3	84.6	22.0%
General administrative expenses	(677.5)	(703.8)	(3.7%)
Other operating result	(36.0)	(105.7)	(65.9%)
Result from financial instruments - FV	(19.2)	1.7	na
Result from financial assets - AfS	(6.9)	24.7	na
Result from financial assets - HtM	4.7	2.4	95.0%
<b>Pre-tax profit/loss</b>	<b>750.2</b>	<b>791.1</b>	<b>(5.2%)</b>
Taxes on income	(150.3)	(160.8)	(6.5%)
Post-tax profit	599.9	630.3	(4.8%)
Post-tax profit from discontinuing operations	0.0	0.0	na
<b>Net profit/loss for the period</b>	<b>599.9</b>	<b>630.3</b>	<b>(4.8%)</b>
Attributable to non-controlling interests	(0.4)	7.5	na
<b>Attributable to owners of the parent</b>	<b>600.3</b>	<b>622.7</b>	<b>(3.6%)</b>
EUR FX rate (ave)	26.0	26.0	

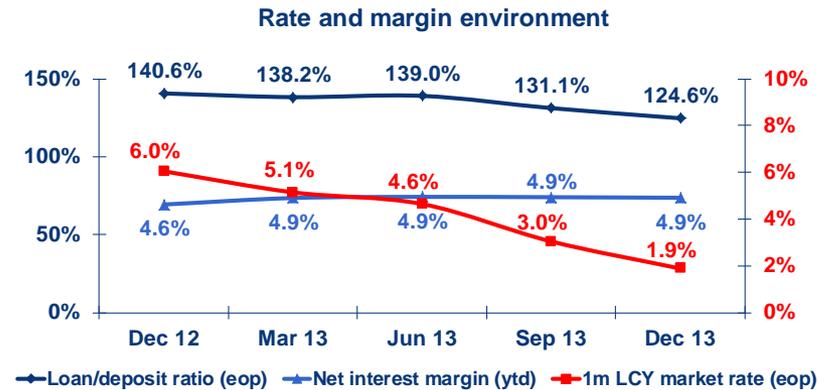
in EUR million	Dec 13	Dec 12	Change
Loans and advances to credit institutions	2,748	2,382	15.4%
<b>Loans and advances to customers</b>	<b>18,503</b>	<b>17,833</b>	<b>3.8%</b>
Risk provisions for loans and advances	(668)	(665)	0.5%
Financial assets - at fair value through profit or loss	154	263	(41.4%)
Financial assets - available for sale	3,002	2,434	23.3%
Financial assets - held to maturity	5,642	6,635	(15.0%)
Other assets	5,940	4,677	27.0%
<b>Total assets</b>	<b>35,320</b>	<b>33,558</b>	<b>5.2%</b>
<b>Interest-bearing assets</b>	<b>30,348</b>	<b>30,375</b>	<b>(0.1%)</b>
Deposits by banks	2,663	1,617	64.7%
<b>Customer deposits</b>	<b>26,492</b>	<b>25,688</b>	<b>3.1%</b>
Debt securities in issue	1,034	1,318	(21.5%)
Other liabilities	1,449	1,534	(5.5%)
<b>Total equity</b>	<b>3,682</b>	<b>3,402</b>	<b>8.2%</b>
Attributable to non-controlling interests	12	4	>100.0%
<b>Attributable to owners of the parent</b>	<b>3,670</b>	<b>3,398</b>	<b>8.0%</b>
EUR FX rate (eop)	27.4	27.4	

To eliminate currency effects, FY 2013 exchange rates were used for P&L and BS conversion. Market share data is as of Dec 2013. Solvency ratio is preliminary.

# Key local entity data (IFRS, consolidated) – Banca Comerciala Romana (BCR)



Key figures and ratios	2013	2012	Change
<b>Cost/income ratio</b>	<b>37.6%</b>	<b>41.6%</b>	
<b>Return on equity</b>	<b>8.4%</b>	<b>na</b>	
	<b>Dec 13</b>	<b>Dec 12</b>	
Erste Group stake	93.3%		
<b>Solvency ratio</b>	<b>14.7%</b>	<b>12.4%</b>	
Employees	7,020	8,289	(15.3%)
Branches	563	623	(9.6%)
Customers (in m)	3.2	3.5	(8.6%)
<b>Market share - retail loans</b>	<b>17.7%</b>	<b>18.3%</b>	
<b>Market share - retail deposits</b>	<b>18.1%</b>	<b>20.4%</b>	
Market share - corporate loans	20.8%	23.2%	
Market share - corporate deposits	12.8%	14.1%	
Market share - total assets	17.5%	19.3%	



in EUR million	2013	2012	Change
Net interest income	635.2	654.3	(2.9%)
Risk provisions for loans and advances	(482.4)	(819.9)	(41.2%)
Net fee and commission income	169.1	143.7	17.7%
Net trading result	99.4	116.5	(14.7%)
General administrative expenses	(339.5)	(380.8)	(10.8%)
Other operating result	(70.9)	(51.1)	38.7%
Result from financial instruments - FV	0.5	1.3	(65.6%)
Result from financial assets - AfS	3.2	0.6	>100.0%
Result from financial assets - HtM	0.0	0.0	na
<b>Pre-tax profit/loss</b>	<b>14.5</b>	<b>(335.4)</b>	<b>na</b>
Taxes on income	121.2	58.1	>100.0%
Post-tax profit	135.7	(277.3)	na
Post-tax profit from discontinuing operations	0.0	0.0	na
<b>Net profit/loss for the period</b>	<b>135.7</b>	<b>(277.3)</b>	<b>na</b>
Attributable to non-controlling interests	1.7	(1.1)	na
<b>Attributable to owners of the parent</b>	<b>134.0</b>	<b>(276.2)</b>	<b>na</b>
EUR FX rate (ave)	4.4	4.4	

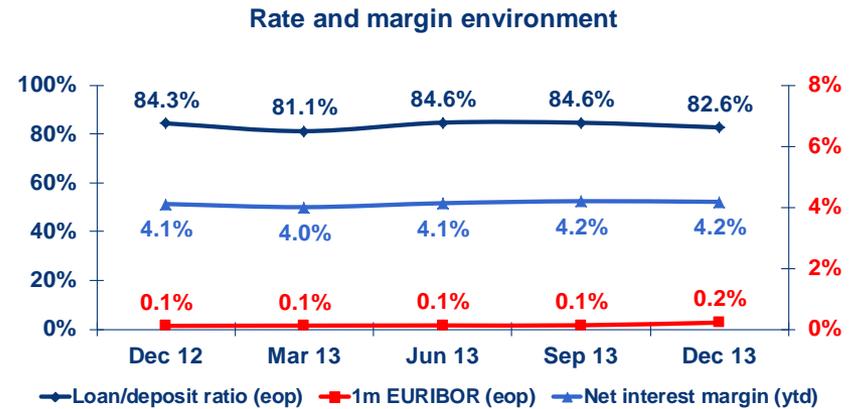
in EUR million	Dec 13	Dec 12	Change
Loans and advances to credit institutions	147	81	81.7%
<b>Loans and advances to customers</b>	<b>10,453</b>	<b>11,909</b>	<b>(12.2%)</b>
Risk provisions for loans and advances	(2,008)	(1,868)	7.5%
Financial assets - at fair value through profit or loss	8	10	(23.2%)
Financial assets - available for sale	1,181	967	22.1%
Financial assets - held to maturity	2,289	2,406	(4.9%)
Other assets	2,855	2,887	(1.1%)
<b>Total assets</b>	<b>14,925</b>	<b>16,392</b>	<b>(8.9%)</b>
<b>Interest-bearing assets</b>	<b>12,147</b>	<b>13,655</b>	<b>(11.0%)</b>
Deposits by banks	3,569	4,897	(27.1%)
<b>Customer deposits</b>	<b>8,387</b>	<b>8,471</b>	<b>(1.0%)</b>
Debt securities in issue	292	301	(3.1%)
Other liabilities	1,017	1,201	(15.3%)
<b>Total equity</b>	<b>1,660</b>	<b>1,521</b>	<b>9.1%</b>
Attributable to non-controlling interests	6	4	44.6%
<b>Attributable to owners of the parent</b>	<b>1,653</b>	<b>1,517</b>	<b>9.0%</b>
EUR FX rate (eop)	4.5	4.5	

To eliminate currency effects, FY 2013 exchange rates were used for P&L and BS conversion. Market share data is as of Dec 2013. Solvency ratio is preliminary.

# Key local entity data (IFRS, consolidated) – Slovenska sporitelna



Key figures and ratios	2013	2012	Change
<b>Cost/income ratio</b>	<b>42.8%</b>	<b>42.1%</b>	
<b>Return on equity</b>	<b>15.2%</b>	<b>16.9%</b>	
	<b>Dec 13</b>	<b>Dec 12</b>	
Erste Group stake	100%		
<b>Solvency ratio</b>	<b>24.7%</b>	<b>21.2%</b>	
Employees	4,206	4,185	0.5%
Branches	292	297	(1.7%)
Customers (in m)	2.4	2.4	(1.3%)
<b>Market share - retail loans</b>	<b>25.8%</b>	<b>26.5%</b>	
<b>Market share - retail deposits</b>	<b>26.5%</b>	<b>25.7%</b>	
Market share - corporate loans	11.1%	10.9%	
Market share - corporate deposits	9.6%	9.7%	
Market share - total assets	19.6%	20.2%	



in EUR million	2013	2012	Change
Net interest income	451.6	450.5	0.2%
Risk provisions for loans and advances	(49.1)	(54.5)	(10.0%)
Net fee and commission income	117.4	118.1	(0.6%)
Net trading result	13.3	16.1	(17.5%)
General administrative expenses	(249.1)	(246.2)	1.2%
Other operating result	(44.9)	(46.5)	(3.5%)
Result from financial instruments - FV	(1.7)	(1.8)	(7.3%)
Result from financial assets - AFS	1.7	(0.5)	na
Result from financial assets - HtM	0.1	2.1	(95.8%)
<b>Pre-tax profit/loss</b>	<b>239.3</b>	<b>237.3</b>	<b>0.9%</b>
Taxes on income	(54.0)	(48.6)	10.9%
Post-tax profit	185.4	188.7	(1.7%)
Post-tax profit from discontinuing operations	0.0	0.0	na
<b>Net profit/loss for the period</b>	<b>185.4</b>	<b>188.7</b>	<b>(1.7%)</b>
Attributable to non-controlling interests	0.5	0.3	78.8%
<b>Attributable to owners of the parent</b>	<b>184.9</b>	<b>188.4</b>	<b>(1.8%)</b>

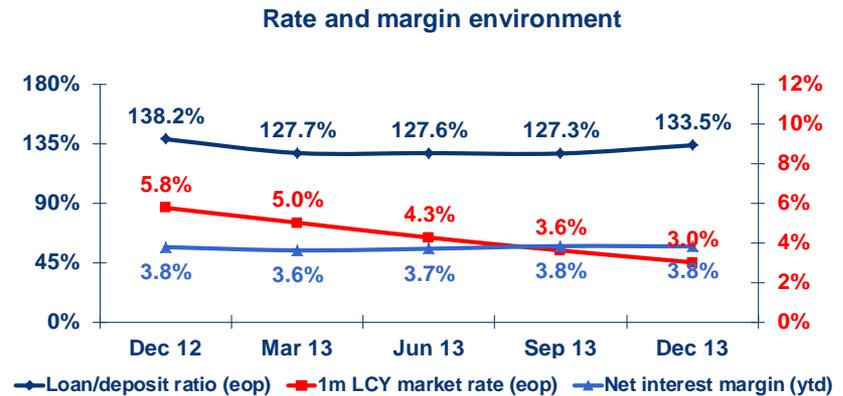
in EUR million	Dec 13	Dec 12	Change
Loans and advances to credit institutions	80	290	(72.4%)
<b>Loans and advances to customers</b>	<b>7,513</b>	<b>7,093</b>	<b>5.9%</b>
Risk provisions for loans and advances	(352)	(379)	(7.1%)
Financial assets - at fair value through profit or loss	31	31	1.0%
Financial assets - available for sale	859	1,358	(36.7%)
Financial assets - held to maturity	2,765	2,443	13.2%
Other assets	802	941	(14.7%)
<b>Total assets</b>	<b>11,699</b>	<b>11,777</b>	<b>(0.7%)</b>
<b>Interest-bearing assets</b>	<b>10,922</b>	<b>10,861</b>	<b>0.6%</b>
Deposits by banks	324	1,148	(71.8%)
<b>Customer deposits</b>	<b>9,091</b>	<b>8,413</b>	<b>8.1%</b>
Debt securities in issue	624	537	16.3%
Other liabilities	369	475	(22.3%)
<b>Total equity</b>	<b>1,291</b>	<b>1,205</b>	<b>7.1%</b>
Attributable to non-controlling interests	3	3	16.2%
<b>Attributable to owners of the parent</b>	<b>1,288</b>	<b>1,202</b>	<b>7.1%</b>

Market share data is as of December 2013. Solvency ratio is preliminary.

# Key local entity data (IFRS, consolidated) – Erste Bank Hungary



Key figures and ratios	2013	2012	Change
<b>Cost/income ratio</b>	<b>39.6%</b>	<b>38.9%</b>	
<b>Return on equity</b>	<b>na</b>	<b>na</b>	
	<b>Dec 13</b>	<b>Dec 12</b>	
Erste Group stake	100%		
<b>Solvency ratio</b>	<b>11.0%</b>	<b>11.7%</b>	
Employees	2,778	2,690	3.3%
Branches	135	141	(4.3%)
Customers (in m)	0.9	0.9	0.3%
<b>Market share - retail loans</b>	<b>15.5%</b>	<b>14.3%</b>	
<b>Market share - retail deposits</b>	<b>7.0%</b>	<b>8.3%</b>	
Market share - corporate loans	6.6%	7.6%	
Market share - corporate deposits	5.8%	6.5%	
Market share - total assets	7.4%	8.8%	



in EUR million	2013	2012	Change
Net interest income	308.4	349.5	(11.8%)
Risk provisions for loans and advances	(207.0)	(204.9)	1.0%
Net fee and commission income	131.7	94.1	40.0%
Net trading result	4.1	8.8	(53.0%)
General administrative expenses	(175.9)	(175.8)	0.1%
Other operating result	(134.4)	(70.9)	89.6%
Result from financial instruments - FV	0.0	0.0	na
Result from financial assets - AfS	0.0	(0.0)	na
Result from financial assets - HtM	(0.2)	(0.2)	(8.5%)
<b>Pre-tax profit/loss</b>	<b>(73.2)</b>	<b>0.7</b>	<b>na</b>
Taxes on income	(10.8)	(19.2)	(44.0%)
Post-tax profit	(84.0)	(18.5)	>100.0%
Post-tax profit from discontinuing operations	0.0	0.0	na
<b>Net profit/loss for the period</b>	<b>(84.0)</b>	<b>(18.5)</b>	<b>&gt;100.0%</b>
Attributable to non-controlling interests	0.0	0.0	na
<b>Attributable to owners of the parent</b>	<b>(84.0)</b>	<b>(18.5)</b>	<b>&gt;100.0%</b>
EUR FX rate (ave)	297.0	297.0	

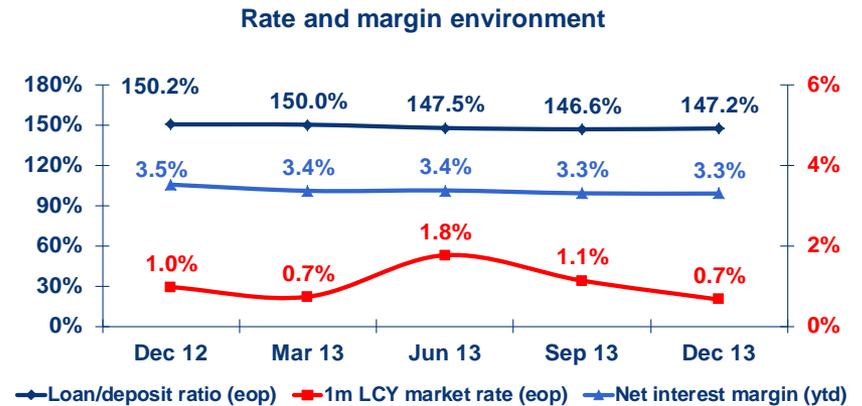
in EUR million	Dec 13	Dec 12	Change
Loans and advances to credit institutions	445	430	3.4%
<b>Loans and advances to customers</b>	<b>5,465</b>	<b>6,327</b>	<b>(13.6%)</b>
Risk provisions for loans and advances	(884)	(996)	(11.2%)
Financial assets - at fair value through profit or loss	0	0	na
Financial assets - available for sale	239	693	(65.6%)
Financial assets - held to maturity	835	1,183	(29.5%)
Other assets	1,532	1,749	(12.4%)
<b>Total assets</b>	<b>7,632</b>	<b>9,387</b>	<b>(18.7%)</b>
<b>Interest-bearing assets</b>	<b>7,181</b>	<b>8,560</b>	<b>(16.1%)</b>
Deposits by banks	2,535	3,691	(31.3%)
<b>Customer deposits</b>	<b>4,093</b>	<b>4,579</b>	<b>(10.6%)</b>
Debt securities in issue	32	5	>100.0%
Other liabilities	352	402	(12.4%)
<b>Total equity</b>	<b>619</b>	<b>709</b>	<b>(12.7%)</b>
Attributable to non-controlling interests	0	0	na
<b>Attributable to owners of the parent</b>	<b>619</b>	<b>709</b>	<b>(12.7%)</b>
EUR FX rate (eop)	297.0	297.0	

To eliminate currency effects, FY 2013 exchange rates were used for P&L and BS conversion. Market share data is as of Dec 2013. Solvency ratio is preliminary.

# Key local entity data (IFRS, consolidated) – Erste Bank Croatia



Key figures and ratios	2013	2013	Change
<b>Cost/income ratio</b>	<b>37.5%</b>	<b>38.3%</b>	
<b>Return on equity</b>	<b>2.7%</b>	<b>8.4%</b>	
	<b>Dec 13</b>	<b>Dec 12</b>	
Erste Group stake	69.3%		
<b>Solvency ratio</b>	<b>16.5%</b>	<b>17.4%</b>	
Employees	2,584	2,629	(1.7%)
Branches	150	150	0.0%
Customers (in m)	1.0	1.0	4.6%
<b>Market share - retail loans</b>	<b>13.8%</b>	<b>14.0%</b>	
<b>Market share - retail deposits</b>	<b>12.8%</b>	<b>13.0%</b>	
Market share - corporate loans	15.9%	15.9%	
Market share - corporate deposits	12.2%	11.8%	
Market share - total assets	14.8%	14.9%	



in EUR million	2013	2012	Change
Net interest income	266.2	277.5	(4.1%)
Risk provisions for loans and advances	(156.9)	(118.3)	32.7%
Net fee and commission income	72.6	68.9	5.4%
Net trading result	20.4	19.2	6.0%
General administrative expenses	(134.6)	(140.1)	(3.9%)
Other operating result	(32.7)	(17.0)	91.8%
Result from financial instruments - FV	0.0	0.0	na
Result from financial assets - AfS	(0.3)	7.8	na
Result from financial assets - HtM	0.0	0.0	na
<b>Pre-tax profit/loss</b>	<b>34.7</b>	<b>98.0</b>	<b>(64.6%)</b>
Taxes on income	(8.2)	(19.4)	(58.0%)
Post-tax profit	26.6	78.6	(66.2%)
Post-tax profit from discontinuing operations	0.0	0.0	na
<b>Net profit/loss for the period</b>	<b>26.6</b>	<b>78.6</b>	<b>(66.2%)</b>
Attributable to non-controlling interests	2.3	(1.4)	na
<b>Attributable to owners of the parent</b>	<b>24.3</b>	<b>80.1</b>	<b>(69.7%)</b>
EUR FX rate (ave)	7.6	7.6	

in EUR million	Dec 13	Dec 12	Change
Loans and advances to credit institutions	990	1,031	(3.9%)
<b>Loans and advances to customers</b>	<b>6,776</b>	<b>6,463</b>	<b>4.9%</b>
Risk provisions for loans and advances	(636)	(506)	25.8%
Financial assets - at fair value through profit or loss	0	0	na
Financial assets - available for sale	834	804	3.7%
Financial assets - held to maturity	101	107	(5.6%)
Other assets	831	741	12.2%
<b>Total assets</b>	<b>8,897</b>	<b>8,639</b>	<b>3.0%</b>
<b>Interest-bearing assets</b>	<b>8,110</b>	<b>7,940</b>	<b>2.1%</b>
Deposits by banks	3,070	3,125	(1.8%)
<b>Customer deposits</b>	<b>4,604</b>	<b>4,303</b>	<b>7.0%</b>
Debt securities in issue	40	40	0.0%
Other liabilities	217	214	1.6%
<b>Total equity</b>	<b>966</b>	<b>958</b>	<b>0.8%</b>
Attributable to non-controlling interests	7	5	31.5%
<b>Attributable to owners of the parent</b>	<b>960</b>	<b>953</b>	<b>0.7%</b>
EUR FX rate (eop)	7.6	7.6	

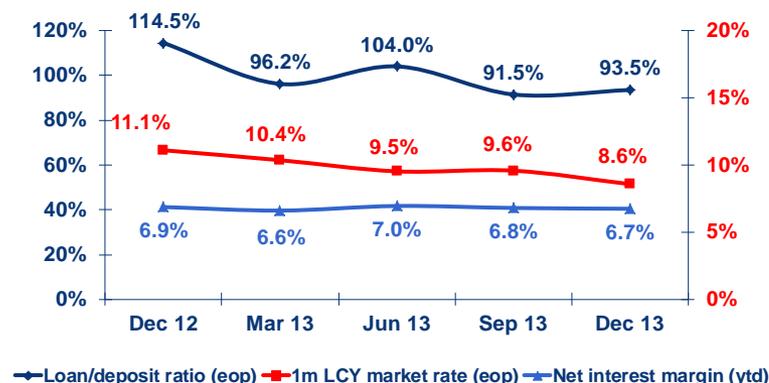
To eliminate currency effects, FY 2013 exchange rates were used for P&L and BS conversion. Market share data is as of Dec 2013. Solvency ratio is preliminary.

# Key local entity data (IFRS, consolidated) – Erste Bank Serbia



Key figures and ratios	2013	2012	Change
<b>Cost/income ratio</b>	<b>62.7%</b>	<b>62.3%</b>	
<b>Return on equity</b>	<b>6.9%</b>	<b>10.1%</b>	
	<b>Dec 13</b>	<b>Dec 12</b>	
Erste Group stake	80.5%		
<b>Solvency ratio</b>	<b>21.0%</b>	<b>21.3%</b>	
Employees	922	944	(2.3%)
Branches	68	68	0.0%
Customers (in m)	0.3	0.3	9.0%
<b>Market share - retail loans</b>	<b>3.4%</b>	<b>3.3%</b>	
<b>Market share - retail deposits</b>	<b>2.8%</b>	<b>2.5%</b>	
Market share - corporate loans	2.8%	2.7%	
Market share - corporate deposits	4.6%	2.7%	
Market share - total assets	3.1%	2.6%	

Rate and margin environment



in EUR million	2013	2012	Change
Net interest income	40.3	36.0	11.9%
Risk provisions for loans and advances	(9.5)	(8.4)	13.4%
Net fee and commission income	13.4	11.5	16.3%
Net trading result	2.6	2.1	20.1%
General administrative expenses	(35.2)	(30.9)	14.1%
Other operating result	(1.5)	(1.6)	(6.5%)
Result from financial instruments - FV	0.0	0.0	na
Result from financial assets - AfS	0.0	0.0	(99.7%)
Result from financial assets - HtM	0.0	0.0	na
<b>Pre-tax profit/loss</b>	<b>9.9</b>	<b>8.7</b>	<b>14.0%</b>
Taxes on income	(1.4)	1.8	na
Post-tax profit	8.5	10.5	(18.8%)
Post-tax profit from discontinuing operations	0.0	0.0	na
<b>Net profit/loss for the period</b>	<b>8.5</b>	<b>10.5</b>	<b>(18.8%)</b>
Attributable to non-controlling interests	0.0	0.0	na
<b>Attributable to owners of the parent</b>	<b>8.5</b>	<b>10.5</b>	<b>(18.8%)</b>
EUR FX rate (ave)	113.1	113.1	

in EUR million	Dec 13	Dec 12	Change
Loans and advances to credit institutions	116	21	>100.0%
<b>Loans and advances to customers</b>	<b>562</b>	<b>555</b>	<b>1.3%</b>
Risk provisions for loans and advances	(66)	(56)	17.2%
Financial assets - at fair value through profit or loss	0	0	na
Financial assets - available for sale	15	11	42.4%
Financial assets - held to maturity	53	49	8.1%
Other assets	169	123	37.0%
<b>Total assets</b>	<b>849</b>	<b>703</b>	<b>20.8%</b>
<b>Interest-bearing assets</b>	<b>696</b>	<b>583</b>	<b>19.4%</b>
Deposits by banks	82	56	45.4%
<b>Customer deposits</b>	<b>601</b>	<b>485</b>	<b>24.0%</b>
Debt securities in issue	13	13	(0.0%)
Other liabilities	28	32	(12.4%)
<b>Total equity</b>	<b>124</b>	<b>116</b>	<b>7.2%</b>
Attributable to non-controlling interests	0	0	na
<b>Attributable to owners of the parent</b>	<b>124</b>	<b>116</b>	<b>7.2%</b>
EUR FX rate (eop)	114.9	114.9	

To eliminate currency effects, FY 2013 exchange rates were used for P&L and BS conversion. Market share data is as of Dec 2013. Solvency ratio is preliminary.

- Business performance
- BCR update
- Credit risk
- Funding
- Capital
- Outlook
- Appendix
  - Segments
  - Asset quality
  - CEE local consolidated results
  - About Erste Group
  - Shareholder structure

# Strategy –

A real customer need is the reason for all business

## Customer banking in Central and Eastern Europe

### Eastern part of EU

### Focus on CEE, limited exposure to other Europe

#### Retail banking

Focus on local currency mortgage and consumer loans funded by local deposits

FX loans only in EUR for clients with EUR income (or equivalent) and where funded by local FX deposits (RO, HR & RS)

Savings products, asset management and pension products

Potential future expansion into Poland

#### Corporate banking

Large, local corporate and SME banking

Advisory services, with focus on providing access to capital markets and corporate finance

Real estate business that goes beyond financing

Potential future expansion into Poland

#### Capital markets

Focus on customer business, incl. customer-based trading activities

In addition to core markets, presences in Poland, Turkey, Germany and London with institutional client focus and selected product mix

Building debt and equity capital markets in CEE

#### Public sector

Financing sovereigns and municipalities with focus on infrastructure development in core markets

Any sovereign holdings are only held for market-making, liquidity or balance sheet management reasons

#### Interbank business

Focus on banks that operate in the core markets

Any bank exposure is only held for liquidity or balance sheet management reasons or to support client business

# Strategy –

## Customer banking in the eastern part of the EU

Austria	Czech Republic	Slovakia
Clients: 3.4m	Clients: 5.3m	Clients: 2.4m
Retail loans: 19.0%	Retail loans: 23.6%	Retail loans: 25.8%
Retail dep.: 18.3%	Retail dep.: 26.9%	Retail dep.: 26.5%
Branches: 972	Branches: 653	Branches: 292

– Leading retail and corporate bank with 16.5m customers in 7 geographically connected countries



– Favourable mix of mature & emerging markets with low penetration rates

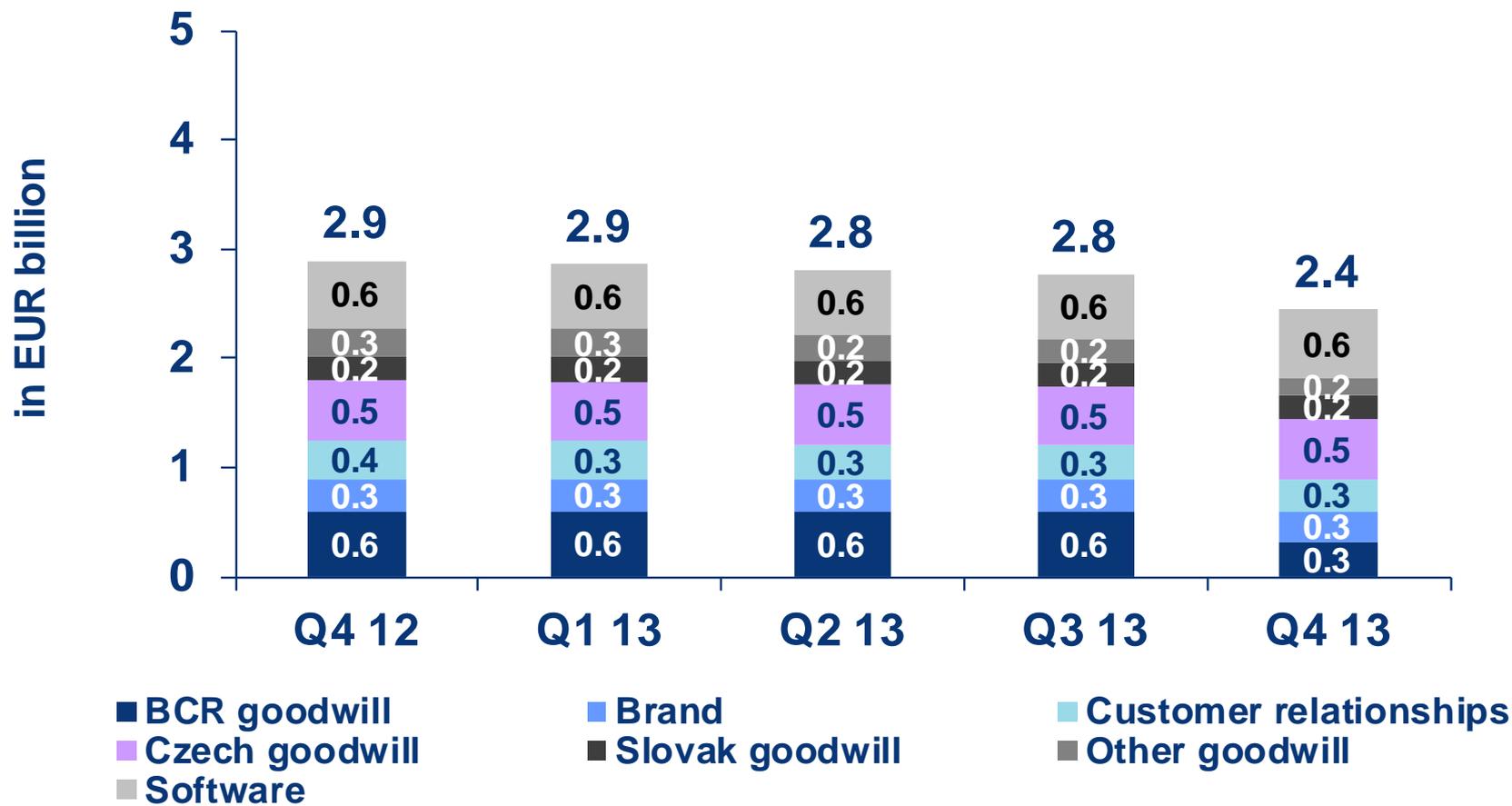
– Potential for cross selling and organic growth in CEE

Romania	Hungary	Croatia	Serbia
Clients: 3.2m	Clients: 0.9m	Clients: 1.0m	Clients: 0.3m
Retail loans: 17.7%	Retail loans: 15.5%	Retail loans: 13.8%	Retail loans: 3.4%
Retail dep.: 18.1%	Retail dep.: 7.0%	Retail dep.: 12.8%	Retail dep.: 2.8%
Branches: 563	Branches: 135	Branches: 150	Branches: 68

EU or EU candidate
indirect presence

# Erste Group's intangible asset split – Software is biggest single item

## Intangibles composition



# Erste Group historic financials – Quarterly income statement (IFRS)

in EUR million	Q4 11	Q1 12	Q2 12	Q3 12	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13
Net interest income	1,434.9	1,336.9	1,314.8	1,317.2	1,266.4	1,240.6	1,190.6	1,220.4	1,206.5
Net fee and commission income	435.2	430.3	435.2	418.8	436.5	448.2	447.7	450.4	463.7
Net trading result	84.9	93.6	27.9	69.9	82.0	77.8	82.7	80.5	52.2
<b>Operating income</b>	<b>1,955.0</b>	<b>1,860.8</b>	<b>1,777.9</b>	<b>1,805.9</b>	<b>1,784.9</b>	<b>1,766.6</b>	<b>1,721.0</b>	<b>1,751.3</b>	<b>1,722.4</b>
Personnel expenses	(603.4)	(570.5)	(568.1)	(563.9)	(581.6)	(564.6)	(561.9)	(552.5)	(553.4)
Other administrative expenses	(262.6)	(283.3)	(281.7)	(281.9)	(259.2)	(277.7)	(260.6)	(264.6)	(265.9)
Depreciation and amortisation	(93.3)	(91.3)	(92.5)	(92.9)	(89.8)	(88.9)	(89.2)	(83.0)	(91.2)
<b>General administrative expenses</b>	<b>(959.3)</b>	<b>(945.1)</b>	<b>(942.3)</b>	<b>(938.7)</b>	<b>(930.6)</b>	<b>(931.2)</b>	<b>(911.7)</b>	<b>(900.1)</b>	<b>(910.5)</b>
<b>Operating result</b>	<b>995.7</b>	<b>915.7</b>	<b>835.6</b>	<b>867.2</b>	<b>854.3</b>	<b>835.4</b>	<b>809.3</b>	<b>851.2</b>	<b>812.0</b>
Risk provisions for loans and advances	(407.7)	(580.6)	(401.2)	(483.5)	(514.7)	(402.2)	(429.6)	(428.2)	(503.4)
Other operating result	(129.5)	131.2	(199.3)	(145.9)	(510.3)	(103.3)	(294.4)	(180.8)	(503.4)
Result from financial instruments - FV	8.1	41.5	0.9	(6.1)	(39.9)	(46.5)	(12.5)	4.0	(21.3)
Result from financial assets - AfS	(3.4)	(14.7)	18.4	15.5	37.0	11.4	(0.9)	(20.7)	(3.3)
Result from financial assets - HtM	(10.1)	(6.0)	(13.8)	0.5	(0.6)	6.6	(4.0)	(1.1)	0.0
<b>Pre-tax profit/loss</b>	<b>453.1</b>	<b>487.1</b>	<b>240.6</b>	<b>247.7</b>	<b>(174.2)</b>	<b>301.4</b>	<b>67.9</b>	<b>224.4</b>	<b>(219.3)</b>
Taxes on income	(135.4)	(107.2)	(89.4)	(54.5)	80.9	(66.4)	91.4	(56.0)	(147.5)
Post-tax profit from discontinuing operations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Net profit/loss for the period</b>	<b>317.7</b>	<b>379.9</b>	<b>151.2</b>	<b>193.2</b>	<b>(93.3)</b>	<b>235.0</b>	<b>159.3</b>	<b>168.3</b>	<b>(366.8)</b>
Attributable to non-controlling interests	63.6	33.4	44.1	49.5	20.5	58.8	34.3	39.2	2.5
<b>Attributable to owners of the parent</b>	<b>254.1</b>	<b>346.5</b>	<b>107.1</b>	<b>143.7</b>	<b>(113.8)</b>	<b>176.2</b>	<b>125.0</b>	<b>129.1</b>	<b>(369.3)</b>
<b>Cost/income ratio</b>	<b>49.1%</b>	<b>50.8%</b>	<b>53.0%</b>	<b>52.0%</b>	<b>52.1%</b>	<b>52.7%</b>	<b>53.0%</b>	<b>51.4%</b>	<b>52.9%</b>
<b>Return on equity</b>	<b>8.4%</b>	<b>11.2%</b>	<b>3.4%</b>	<b>4.5%</b>	<b>n.a.</b>	<b>5.4%</b>	<b>3.9%</b>	<b>4.2%</b>	<b>n.a.</b>

# Erste Group historic financials – Quarterly balance sheet (IFRS)



ERSTE GROUP

in EUR million	Dec 11	Mar 12	Jun 12	Sep 12	Dec 12	Mar 13	Jun 13	Sep 13	Dec 13
Cash and balances with central banks	9,413	5,480	5,737	8,675	9,740	7,446	9,626	10,556	8,670
Loans and advances to credit institutions	7,578	13,403	13,311	11,569	9,074	11,964	10,163	9,113	9,062
Loans and advances to customers	134,750	134,793	133,944	133,507	131,928	130,335	129,756	129,492	127,698
Risk provisions for loans and advances	(7,027)	(7,407)	(7,612)	(7,796)	(7,644)	(7,695)	(7,820)	(7,899)	(7,810)
Derivative financial instruments	10,931	10,989	11,974	13,015	13,289	11,429	9,355	8,718	8,285
Trading assets	5,876	8,116	5,953	5,186	5,178	6,512	7,751	7,289	5,941
Financial assets - at fair value through profit or loss	1,813	1,220	845	810	716	657	642	575	529
Financial assets - available for sale	20,245	21,675	22,514	23,142	22,418	21,190	20,447	20,508	20,581
Financial assets - held to maturity	16,074	17,679	17,905	18,649	18,975	19,028	18,575	18,193	17,781
Equity method investments	173	178	169	169	174	211	220	217	208
Intangible assets	3,532	3,480	3,211	3,168	2,894	2,858	2,807	2,766	2,441
Property and equipment	2,361	2,285	2,244	2,213	2,228	2,156	2,116	2,108	2,057
Investment properties	1,139	1,138	1,091	1,086	1,023	1,011	942	941	951
Current tax assets	116	115	117	114	128	133	93	98	100
Deferred tax assets	702	618	586	542	658	679	812	852	719
Assets held for sale	87	188	118	95	708	618	95	106	75
Other assets	2,243	2,759	3,121	2,846	2,338	4,456	4,623	4,219	2,590
<b>Total assets</b>	<b>210,006</b>	<b>216,709</b>	<b>215,228</b>	<b>216,990</b>	<b>213,824</b>	<b>212,990</b>	<b>210,201</b>	<b>207,852</b>	<b>199,876</b>
Deposits by banks	23,785	25,373	24,844	25,524	21,822	20,678	21,699	22,946	17,126
Customer deposits	118,880	122,349	122,252	122,249	123,053	123,124	122,513	122,060	122,442
Debt securities in issue	30,782	32,135	30,254	29,902	29,427	29,811	28,826	27,232	27,986
Value adjustments from Portfolio fair value hedges	915	0	0	0	1,220	1,429	905	870	734
Derivative financial instruments	9,337	9,332	10,550	10,934	10,878	9,314	7,662	7,318	6,731
Trading liabilities	536	558	431	359	481	368	489	448	388
Provisions	1,580	1,558	1,579	1,539	1,488	1,494	1,466	1,474	1,448
Current tax liabilities	34	52	61	63	53	73	84	89	85
Deferred tax liabilities	345	360	351	344	324	292	208	200	169
Liabilities associated with assets held for sale	0	0	0	0	339	343	0	0	0
Other liabilities	2,849	4,243	4,705	5,383	3,077	4,268	4,951	4,613	2,654
Subordinated liabilities	5,783	4,776	4,309	4,293	5,323	5,366	5,161	5,310	5,333
Total equity	15,180	15,973	15,892	16,400	16,339	16,430	16,234	15,290	14,781
Attributable to non-controlling interests	3,143	3,218	3,267	3,453	3,483	3,518	3,453	3,491	3,457
Attributable to owners of the parent	12,037	12,755	12,625	12,947	12,855	12,912	12,781	11,800	11,324
<b>Total liabilities and equity</b>	<b>210,006</b>	<b>216,709</b>	<b>215,228</b>	<b>216,990</b>	<b>213,824</b>	<b>212,990</b>	<b>210,201</b>	<b>207,852</b>	<b>199,876</b>

# Quarterly segment reporting – Overview of operating segments

in EUR million	Retail & SME					GCIB				
	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13
Net interest income	1,068.7	1,021.6	1,004.5	1,022.3	996.4	114.9	104.1	98.0	98.4	100.8
Risk provisions for loans and advances	(394.7)	(277.2)	(322.3)	(291.5)	(348.5)	(116.6)	(126.7)	(117.8)	(136.7)	(149.3)
Net fee and commission income	418.4	402.4	402.5	401.8	426.9	24.2	28.0	23.3	23.1	42.3
Net trading result	7.2	38.9	26.3	51.2	42.7	(1.8)	4.3	9.6	(0.5)	3.7
General administrative expenses	(805.1)	(774.9)	(768.7)	(753.4)	(770.2)	(51.9)	(45.5)	(45.6)	(46.0)	(54.6)
Other result	(49.3)	(53.2)	(117.2)	(80.2)	(95.9)	(32.5)	(0.7)	(14.9)	(33.4)	(9.6)
<b>Pre-tax profit/loss</b>	<b>245.2</b>	<b>357.5</b>	<b>225.3</b>	<b>350.2</b>	<b>251.4</b>	<b>(63.7)</b>	<b>(36.4)</b>	<b>(47.4)</b>	<b>(95.1)</b>	<b>(66.7)</b>
Taxes on income	(76.8)	(82.5)	61.0	(83.4)	(75.9)	9.5	9.4	3.9	13.4	(9.4)
Post-tax profit/loss	168.4	275.0	286.2	266.8	175.5	(54.2)	(27.0)	(43.4)	(81.7)	(76.1)
Post-tax profit from discontinuing operations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Net profit/loss for the period</b>	<b>168.4</b>	<b>275.0</b>	<b>286.2</b>	<b>266.8</b>	<b>175.5</b>	<b>(54.2)</b>	<b>(27.0)</b>	<b>(43.4)</b>	<b>(81.7)</b>	<b>(76.1)</b>
Attributable to non-controlling interests	13.5	53.0	36.1	44.1	(9.4)	(8.9)	1.3	(2.0)	(1.4)	(1.9)
<b>Attributable to owners of the parent</b>	<b>154.9</b>	<b>222.0</b>	<b>250.1</b>	<b>222.7</b>	<b>184.9</b>	<b>(45.3)</b>	<b>(28.3)</b>	<b>(41.4)</b>	<b>(80.3)</b>	<b>(74.2)</b>

in EUR million	Group Markets					Group Corporate Center				
	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13
Net interest income	28.9	44.0	51.7	58.5	58.3	53.9	70.9	36.3	41.1	51.0
Risk provisions for loans and advances	0.0	(0.0)	11.9	(0.6)	0.8	(3.4)	1.7	(1.5)	0.5	(6.4)
Net fee and commission income	29.8	33.2	32.0	32.6	36.5	(35.9)	(15.3)	(10.2)	(7.0)	(41.9)
Net trading result	40.1	45.2	39.6	21.7	9.5	36.5	(10.6)	7.1	8.2	(3.7)
General administrative expenses	(56.5)	(53.7)	(55.5)	(50.0)	(61.9)	(17.1)	(57.1)	(41.9)	(50.7)	(23.9)
Other result	(2.4)	(0.6)	(1.0)	0.1	0.9	(429.6)	(77.4)	(178.8)	(85.1)	(423.3)
<b>Pre-tax profit/loss</b>	<b>39.9</b>	<b>68.1</b>	<b>78.9</b>	<b>62.3</b>	<b>44.0</b>	<b>(395.6)</b>	<b>(87.8)</b>	<b>(188.9)</b>	<b>(93.0)</b>	<b>(448.1)</b>
Taxes on income	(5.6)	(17.0)	(13.4)	(14.6)	(5.9)	153.8	23.7	39.9	28.5	(56.2)
Post-tax profit/loss	34.3	51.2	65.5	47.7	38.1	(241.8)	(64.1)	(149.0)	(64.5)	(504.3)
Post-tax profit from discontinuing operations	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Net profit/loss for the period</b>	<b>34.3</b>	<b>51.2</b>	<b>65.5</b>	<b>47.7</b>	<b>38.1</b>	<b>(241.8)</b>	<b>(64.1)</b>	<b>(149.0)</b>	<b>(64.5)</b>	<b>(504.3)</b>
Attributable to non-controlling interests	2.4	2.9	0.0	1.8	0.7	13.5	1.6	0.2	(5.3)	13.1
<b>Attributable to owners of the parent</b>	<b>31.9</b>	<b>48.3</b>	<b>65.5</b>	<b>45.9</b>	<b>37.4</b>	<b>(255.3)</b>	<b>(65.8)</b>	<b>(149.2)</b>	<b>(59.2)</b>	<b>(517.4)</b>

Group Corporate Center including intragroup eliminations

# Quarterly segment reporting – Austria geographical segments

in EUR million	EB Oesterreich					Savings banks				
	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13
Net interest income	150.3	151.4	146.6	155.3	157.2	238.3	220.0	219.5	235.2	233.6
Risk provisions for loans and advances	(14.7)	2.5	(40.1)	(7.5)	(25.3)	(66.7)	(18.2)	(52.0)	(59.7)	(106.1)
Net fee and commission income	98.2	87.4	84.9	81.6	87.9	106.6	110.3	100.0	101.7	115.7
Net trading result	(2.3)	6.7	0.7	1.7	0.3	(0.2)	5.7	3.8	6.7	3.9
General administrative expenses	(156.2)	(150.1)	(151.3)	(142.4)	(150.2)	(225.6)	(230.2)	(235.5)	(230.6)	(241.7)
Other result	(10.0)	(1.5)	(5.4)	(4.2)	(28.5)	4.6	(3.8)	(0.6)	2.0	10.6
<b>Pre-tax profit/loss</b>	<b>65.3</b>	<b>96.4</b>	<b>35.4</b>	<b>84.5</b>	<b>41.5</b>	<b>57.0</b>	<b>83.8</b>	<b>35.3</b>	<b>55.3</b>	<b>16.1</b>
Taxes on income	(14.0)	(23.1)	(8.1)	(20.6)	(15.7)	(24.4)	(18.6)	(10.3)	(16.9)	(19.2)
<b>Net profit/loss for the period</b>	<b>51.3</b>	<b>73.2</b>	<b>27.3</b>	<b>63.9</b>	<b>25.8</b>	<b>32.6</b>	<b>65.2</b>	<b>25.0</b>	<b>38.5</b>	<b>(3.1)</b>
Attributable to non-controlling interests	2.3	1.7	2.0	1.8	0.2	20.2	49.2	26.1	36.2	(8.7)
<b>Attributable to owners of the parent</b>	<b>49.0</b>	<b>71.5</b>	<b>25.3</b>	<b>62.1</b>	<b>25.6</b>	<b>12.4</b>	<b>16.0</b>	<b>(1.1)</b>	<b>2.3</b>	<b>5.6</b>

in EUR million	Austria				
	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13
Net interest income	388.6	371.4	366.1	390.6	390.8
Risk provisions for loans and advances	(81.4)	(15.7)	(92.0)	(67.1)	(131.3)
Net fee and commission income	204.8	197.8	184.9	183.3	203.7
Net trading result	(2.5)	12.3	4.5	8.4	4.2
General administrative expenses	(381.8)	(380.3)	(386.8)	(373.0)	(391.9)
Other result	(5.4)	(5.4)	(6.0)	(2.3)	(17.9)
<b>Pre-tax profit/loss</b>	<b>122.3</b>	<b>180.2</b>	<b>70.7</b>	<b>139.8</b>	<b>57.6</b>
Taxes on income	(38.4)	(41.8)	(18.4)	(37.5)	(35.0)
<b>Net profit/loss for the period</b>	<b>83.9</b>	<b>138.4</b>	<b>52.4</b>	<b>102.3</b>	<b>22.7</b>
Attributable to non-controlling interests	22.5	50.9	28.2	38.0	(8.5)
<b>Attributable to owners of the parent</b>	<b>61.4</b>	<b>87.5</b>	<b>24.2</b>	<b>64.4</b>	<b>31.2</b>

# Quarterly segment reporting – Central and Eastern Europe geographical segments (1)

## CEE - Details in EUR million

	Czech Republic					Romania				
	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13
Net interest income	271.2	252.8	246.5	247.9	239.1	148.7	149.9	146.6	141.1	136.8
Risk provisions for loans and advances	(19.1)	(34.1)	(29.2)	(32.4)	(23.5)	(177.1)	(110.6)	(94.4)	(99.6)	(81.9)
Net fee and commission income	112.7	107.2	103.7	98.9	97.8	29.8	28.3	36.9	38.3	40.8
Net trading result	5.9	12.0	6.4	14.8	10.7	15.6	15.6	13.3	14.9	12.3
General administrative expenses	(160.8)	(165.5)	(163.7)	(162.8)	(152.8)	(104.5)	(81.8)	(77.1)	(77.4)	(78.1)
Other result	(36.7)	(4.5)	(5.4)	(31.3)	(8.9)	(19.3)	(9.1)	(23.8)	(14.1)	(19.2)
<b>Pre-tax profit/loss</b>	<b>173.2</b>	<b>167.9</b>	<b>158.3</b>	<b>135.1</b>	<b>162.3</b>	<b>(106.8)</b>	<b>(7.7)</b>	<b>1.4</b>	<b>3.2</b>	<b>10.7</b>
Taxes on income	(34.6)	(33.7)	(32.0)	(27.4)	(33.3)	12.3	4.0	124.8	(1.4)	(2.6)
<b>Net profit/loss for the period</b>	<b>138.6</b>	<b>134.2</b>	<b>126.4</b>	<b>107.7</b>	<b>129.1</b>	<b>(94.5)</b>	<b>(3.8)</b>	<b>126.3</b>	<b>1.8</b>	<b>8.2</b>
Attributable to non-controlling interests	(8.8)	0.8	0.6	0.3	2.0	(6.4)	(0.2)	6.0	0.3	(1.5)
<b>Attributable to owners of the parent</b>	<b>147.4</b>	<b>133.4</b>	<b>125.8</b>	<b>107.3</b>	<b>127.1</b>	<b>(88.1)</b>	<b>(3.6)</b>	<b>120.3</b>	<b>1.5</b>	<b>9.6</b>

	Slovakia					Hungary				
	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13
Net interest income	106.9	103.6	108.1	110.8	107.0	77.6	70.0	66.6	65.3	54.6
Risk provisions for loans and advances	(10.0)	(13.8)	(7.9)	(3.7)	(13.8)	(67.9)	(59.5)	(54.7)	(45.9)	(46.1)
Net fee and commission income	27.2	24.6	28.1	26.1	27.2	24.1	26.6	29.2	31.3	36.4
Net trading result	(0.2)	0.8	1.1	1.7	1.8	(7.3)	(0.7)	(2.5)	7.3	11.1
General administrative expenses	(61.3)	(56.2)	(59.3)	(59.3)	(63.4)	(44.5)	(42.0)	(40.5)	(41.2)	(41.0)
Other result	(21.1)	(12.0)	(8.8)	(11.2)	(9.4)	34.5	(20.6)	(69.1)	(16.6)	(25.7)
<b>Pre-tax profit/loss</b>	<b>41.5</b>	<b>47.0</b>	<b>61.3</b>	<b>64.4</b>	<b>49.4</b>	<b>16.5</b>	<b>(26.2)</b>	<b>(70.9)</b>	<b>0.1</b>	<b>(10.7)</b>
Taxes on income	(7.3)	(8.9)	(12.2)	(15.1)	(12.1)	(7.5)	(1.3)	(0.5)	(2.1)	2.8
<b>Net profit/loss for the period</b>	<b>34.2</b>	<b>38.1</b>	<b>49.1</b>	<b>49.4</b>	<b>37.3</b>	<b>9.0</b>	<b>(27.5)</b>	<b>(71.4)</b>	<b>(2.0)</b>	<b>(7.9)</b>
Attributable to non-controlling interests	0.1	0.0	(0.0)	0.0	(0.0)	0.0	0.0	0.0	0.0	0.0
<b>Attributable to owners of the parent</b>	<b>34.1</b>	<b>38.1</b>	<b>49.1</b>	<b>49.4</b>	<b>37.3</b>	<b>9.0</b>	<b>(27.5)</b>	<b>(71.4)</b>	<b>(2.0)</b>	<b>(7.9)</b>

# Quarterly segment reporting – Central and Eastern Europe geographical segments (2)

## CEE - Details

in EUR million

	Croatia					Serbia				
	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13
Net interest income	61.9	57.8	61.2	56.2	59.1	10.5	9.8	9.6	10.3	9.1
Risk provisions for loans and advances	(29.8)	(37.0)	(40.4)	(42.1)	(49.1)	(2.9)	(2.4)	(3.7)	(0.7)	(2.8)
Net fee and commission income	14.6	13.8	16.3	20.5	17.3	3.5	2.9	3.3	3.5	3.7
Net trading result	1.2	1.7	2.8	3.5	2.0	0.7	0.5	0.7	0.6	0.7
General administrative expenses	(31.0)	(30.6)	(32.3)	(31.0)	(33.8)	(9.1)	(8.5)	(9.1)	(8.6)	(9.1)
Other result	(2.1)	(1.9)	(3.9)	(4.1)	(14.4)	(0.3)	(0.2)	(0.3)	(0.6)	(0.5)
<b>Pre-tax profit/loss</b>	<b>14.8</b>	<b>3.6</b>	<b>3.8</b>	<b>3.0</b>	<b>(19.0)</b>	<b>2.4</b>	<b>2.1</b>	<b>0.6</b>	<b>4.5</b>	<b>1.1</b>
Taxes on income	(2.6)	(0.6)	(0.9)	0.6	5.1	1.5	(0.3)	0.0	(0.5)	(0.8)
<b>Net profit/loss for the period</b>	<b>12.2</b>	<b>3.0</b>	<b>2.9</b>	<b>3.6</b>	<b>(14.0)</b>	<b>3.9</b>	<b>1.9</b>	<b>0.6</b>	<b>4.1</b>	<b>0.3</b>
Attributable to non-controlling interests	5.2	1.3	1.3	5.2	(1.4)	0.9	0.1	0.1	0.2	0.1
<b>Attributable to owners of the parent</b>	<b>7.0</b>	<b>1.7</b>	<b>1.7</b>	<b>(1.7)</b>	<b>(12.5)</b>	<b>3.0</b>	<b>1.7</b>	<b>0.5</b>	<b>3.9</b>	<b>0.2</b>

in EUR million

	Ukraine					CEE				
	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13	Q4 12	Q1 13	Q2 13	Q3 13	Q4 13
Net interest income	3.3	6.2	0.0	0.0	(0.0)	680.1	650.1	638.4	631.7	605.6
Risk provisions for loans and advances	(6.5)	(4.0)	0.0	0.0	0.0	(313.3)	(261.5)	(230.2)	(224.3)	(217.2)
Net fee and commission income	1.7	1.2	0.0	0.0	0.0	213.6	204.6	217.6	218.5	223.2
Net trading result	(6.2)	(3.3)	0.0	0.0	0.0	9.7	26.5	21.8	42.7	38.5
General administrative expenses	(12.1)	(10.1)	0.0	0.0	0.0	(423.3)	(394.6)	(381.9)	(380.3)	(378.2)
Other result	1.1	0.5	0.0	0.0	0.0	(43.9)	(47.8)	(111.2)	(78.0)	(78.1)
<b>Pre-tax profit/loss</b>	<b>(18.7)</b>	<b>(9.4)</b>	<b>0.0</b>	<b>0.0</b>	<b>(0.0)</b>	<b>122.9</b>	<b>177.3</b>	<b>154.5</b>	<b>210.4</b>	<b>193.8</b>
Taxes on income	(0.2)	0.0	0.0	0.0	0.0	(38.4)	(40.8)	79.3	(45.9)	(41.0)
<b>Net profit/loss for the period</b>	<b>(18.9)</b>	<b>(9.4)</b>	<b>0.0</b>	<b>0.0</b>	<b>(0.0)</b>	<b>84.5</b>	<b>136.5</b>	<b>233.9</b>	<b>164.5</b>	<b>152.9</b>
Attributable to non-controlling interests	0.0	0.0	0.0	0.0	0.0	(9.0)	2.1	7.9	6.1	(0.9)
<b>Attributable to owners of the parent</b>	<b>(18.9)</b>	<b>(9.4)</b>	<b>0.0</b>	<b>0.0</b>	<b>(0.0)</b>	<b>93.5</b>	<b>134.5</b>	<b>225.9</b>	<b>158.4</b>	<b>153.7</b>

# Group statistical data – Development of key financial ratios

in EUR million	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	Dec 13
<b>Tier 1 Capital pursuant to Austrian Banking Act</b>	1.753	2.125	2.337	3.800	3.912	4.377	5.112	6.185	6.674	7.448	11.450	12.219	11.909	12.223	11.560
<b>Total own funds pursuant to Austrian Banking Act <sup>1</sup></b>	3.296	3.956	4.308	6.983	7.009	7.286	8.611	10.111	11.114	11.758	15.772	16.220	16.415	16.311	15.994
<b>RWA (credit risk)</b>	27.750	31.879	37.803	60.257	62.188	65.384	75.078	94.129	95.091	103.663	106.383	103.950	97.630	90.434	84.857
<b>Tier 1 ratio (%) <sup>2</sup></b>	6,3	6,7	6,2	6,3	6,3	6,7	6,8	6,6	7,0	7,2	10,8	11,8	12,2	13,5	13,6
<b>Solvency ratio (%) *</b>	10,8	11,2	10,7	11,0	10,7	10,7	11,0	10,2	10,1	9,8	12,7	13,5	14,4	15,5	16,3
<b>Market capitalisation</b>	1.950	2.417	3.006	3.837	5.873	9.489	11.442	18.319	15.340	5.136	9.849	13.208	5.311	9.480	10.040
<b>Book value per share <sup>3</sup></b>	8,1	9,2	9,5	10,4	11,6	14,3	17,1	25,6	27,0	25,8	28,9	31,2	26,1	27,9	26,3
<b>Price-book value ratio <sup>3</sup></b>	1,4	1,3	1,6	1,5	2,1	2,8	2,7	2,3	1,8	0,6	0,9	1,1	0,5	0,9	0,9

\* Reporting under Basel II as of 1 January 2007;

1 Total eligible qualifying capital

2 based on credit risk

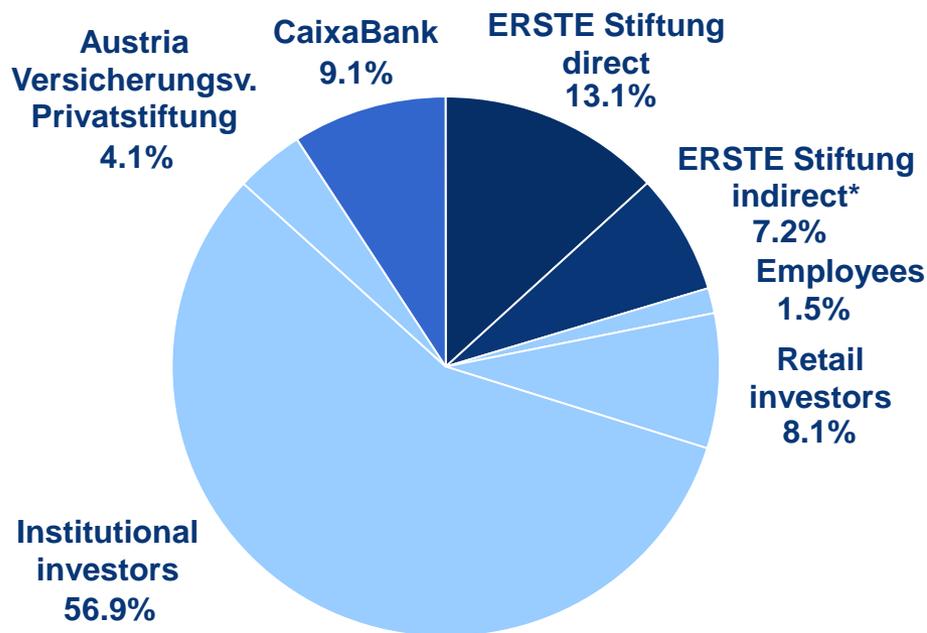
3 1998 – 2003 data adjusted for 4:1 stock split / 2009: equity adjusted for EUR 1.74bn participation capital and pro rata 8% dividend / number of shares adjusted for own shares.

- **Business performance**
- **BCR update**
- **Credit risk**
- **Funding**
- **Capital**
- **Outlook**
- **Appendix**
  - Segments
  - Asset quality
  - CEE local consolidated results
  - About Erste Group
  - Shareholder structure

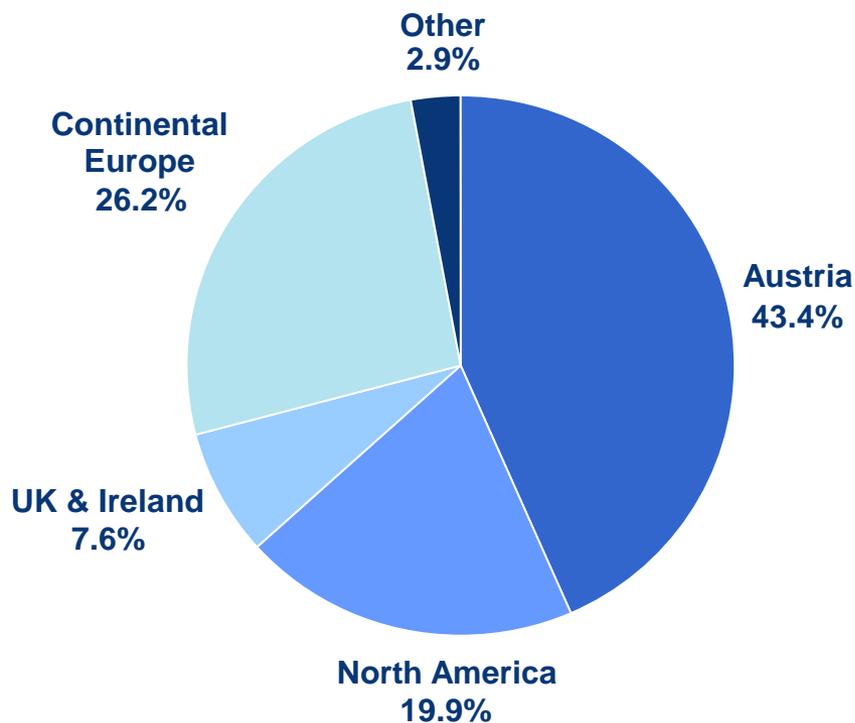
# Shareholder structure –

Total number of shares: 429,800,000

## By investor



## By region



Free float: 70.6%

\* including Sparkassen 1.3%, Sparkassen Beteiligungs GmbH & Co KG and other syndicate members

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