

# Consolidated Results as at March 31<sup>st</sup> 2016



#### Executive summary

- Credit policies and asset quality
- Funding, liquidity and securities portfolio
- Capital ratio
- Revenues development
- Cost management and Net profit development
- Annexes



- Asset Quality:
  - Decrease in Gross Bad loans (-7.6% vs Dec 2015), including the result of a Bad Loans portfolio disposal
  - Significant decrease in the cost of credit (-28% YoY from 1.45% to 1.05%)
- Strong capital position:
  - CET1 ratio at 13.4% "fully loaded"
  - solid "Basel 3" leverage ratio at 7.4%\*
- Sound liquidity position
  - counterbalancing capacity of €4.6bn, of which €4.2bn unencumbered
  - LCR and NSFR well above the minimum required
- Economic Trend:
  - Decrease in NII (-8.2% YoY) mainly due to reduction in carry trade and euribor.
  - Resilience of net commission income (-1.1 YoY%) related to the 1Q16 market turmoil
  - Net income proforma, without bad loans disposal effect and Single Resolution Fund (SRF) contribution ~ € 14.9 mn

<sup>\*</sup> As at 31 December 2015 (Fully loaded)

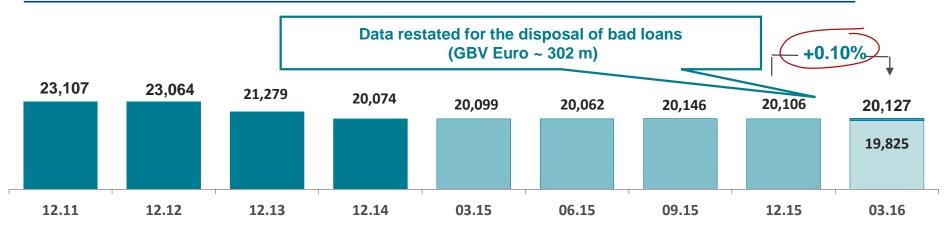


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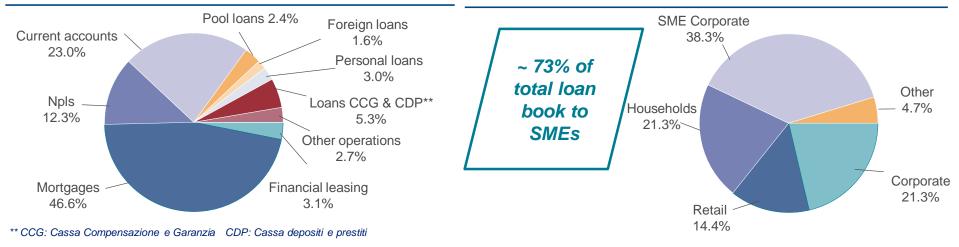


#### Quarterly trend (€mn) Commercial Loans \* (gross amounts)



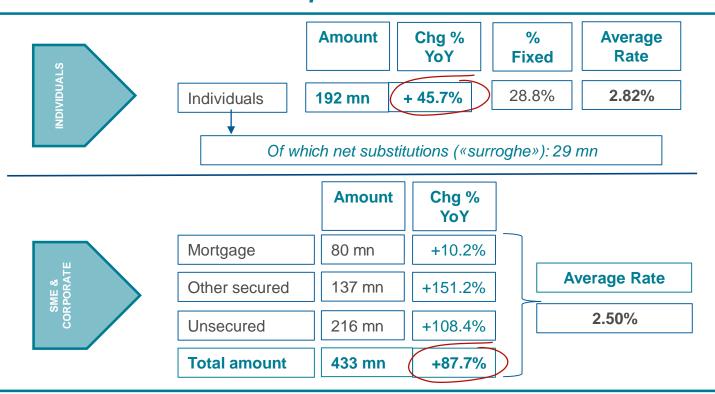
\* Total gross loans to customers net of exposures with institutions

#### Total gross loans by technical classification Total gross loans by business segment





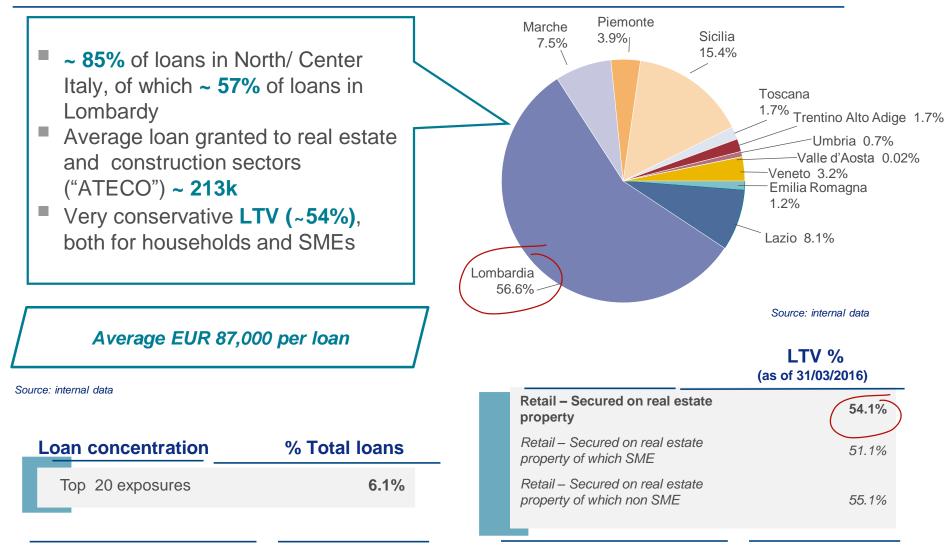
## 625 mn of new loans disbursed (individuals and SMEs/Corporate) over the period +72.5% YoY



Positive results of the oustanding remix Individuals + 6.6% YoY Real Estate - 7.0% YoY

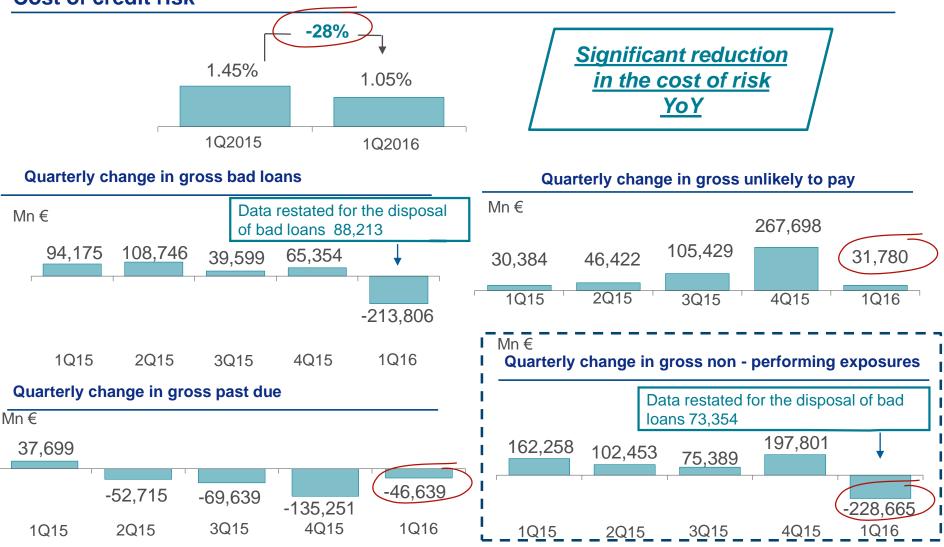


#### Gross loan book breakdown by geography (%)



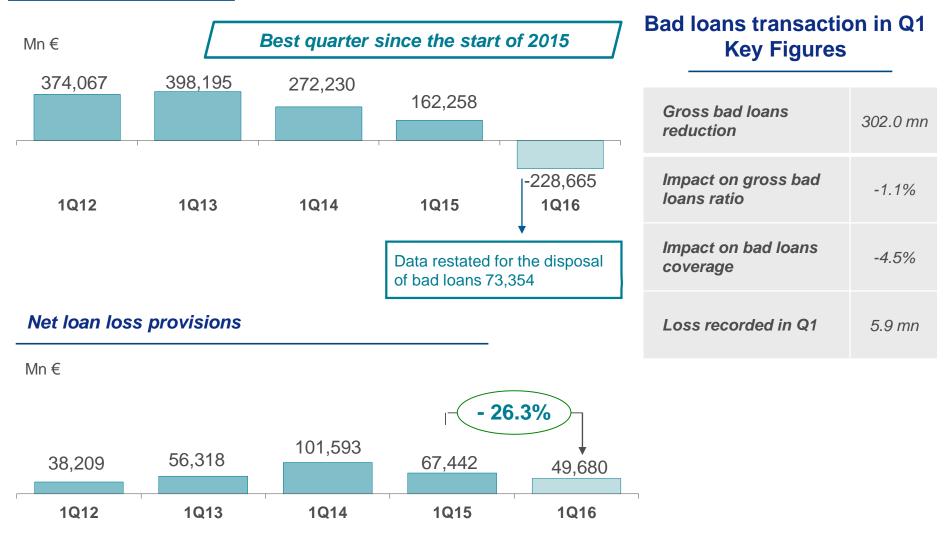








#### Change in NPL loans





Credit risk profile (mn €)	31/03/2016	31/12/2015	31/03/2015	Chg % March. 2016 vs March. 2015
Net Bad loans	1,238	1,207	1,160	+ 6.7
Net Unlikely to pay	1,880	1,835	1,603	+ 17.3
Net Past due	274	315	549	- 50.1
Total net non-performing exposures	3,392	3,357	3,312	+ 2.4
Net non-performing exposures/ Loans to customers	18%	18%	18%	_

Limited increase in the Net NPLs Net NPLs ratio almost stable YoY



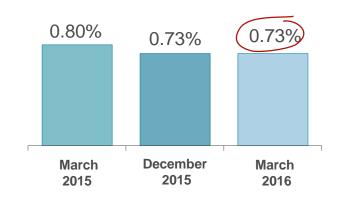
Coverage Ratios	31/03/2016	31/12/2015	31/03/2015					
Bad loans	52.3%*	57.1%	55.3%					
Unlikely to pay	24.6%	25.5%	21.5%					
Past due	8.3%	9.0%	9.2%					
* Coverage pro-forma on bad loans (gross of bad loans disposal) ~ 57%								

#### Non-performing exposures Coverage



\*\* Coverage pro-forma on bad loans (gross of bad loans disposal)~40 %

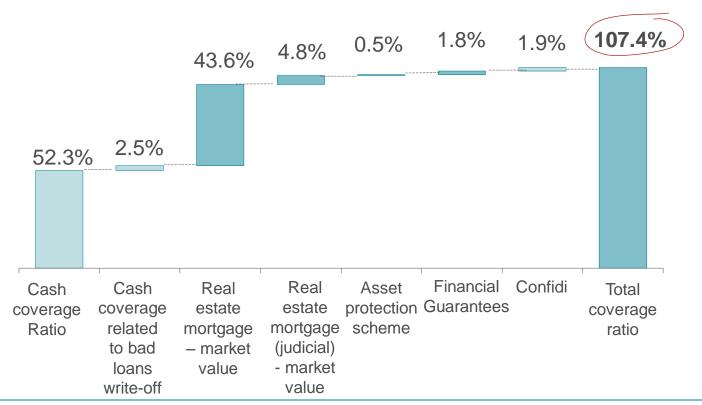
#### **Coverage Bonis**



Annual trend in line with the portfolio improvement effect and new credit policy



#### Bad Loans – Total Coverage Ratio (%)

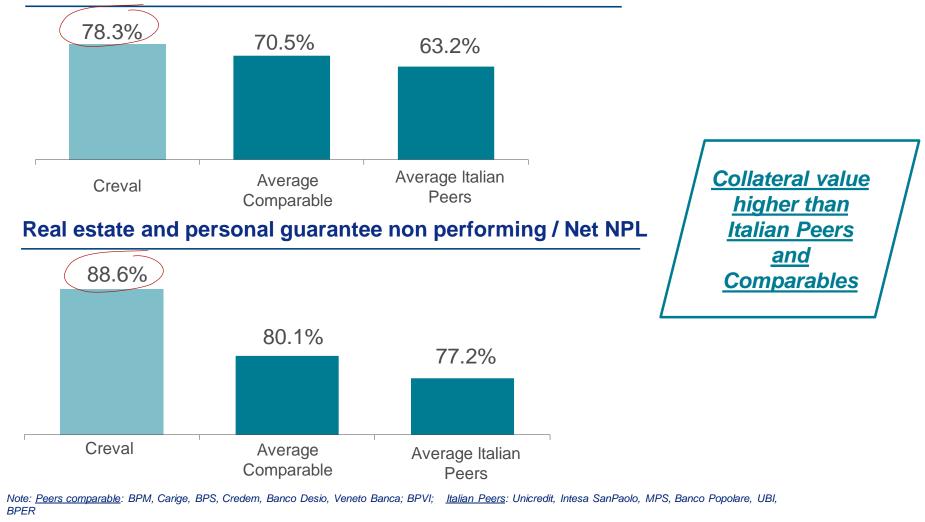


Real estate value equal to the last **market value** (according to the specific appraisal, delivered by **third party** appraiser), **capped** at the maximum amount rapresented by the value of the loans. **Only «cash guarantees» considered,** like financial guarantees, APS. **No consideration at all for personal guarantees.** 

Source: internal data.

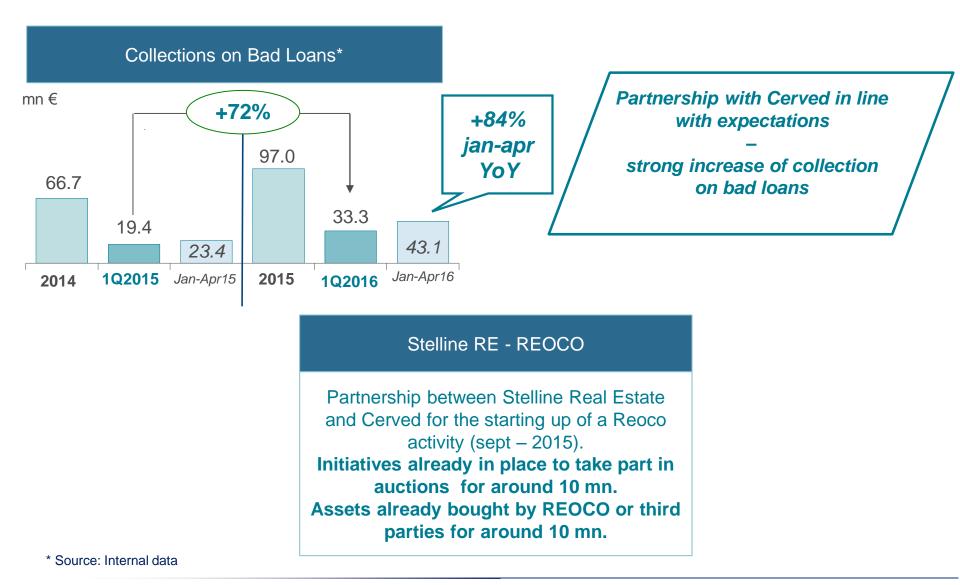


#### Real estate and personal guarantee / Loans to customers



Source: Financial Reports





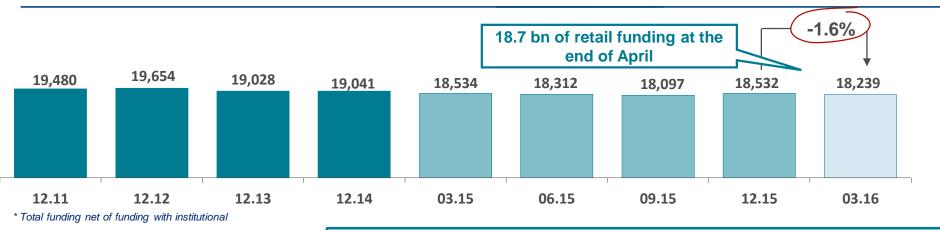


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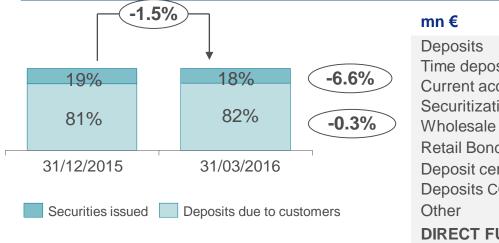
#### Quarterly trend (€mn) Retail funding\*

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Remix from customer deposit to assets under management and liquidity

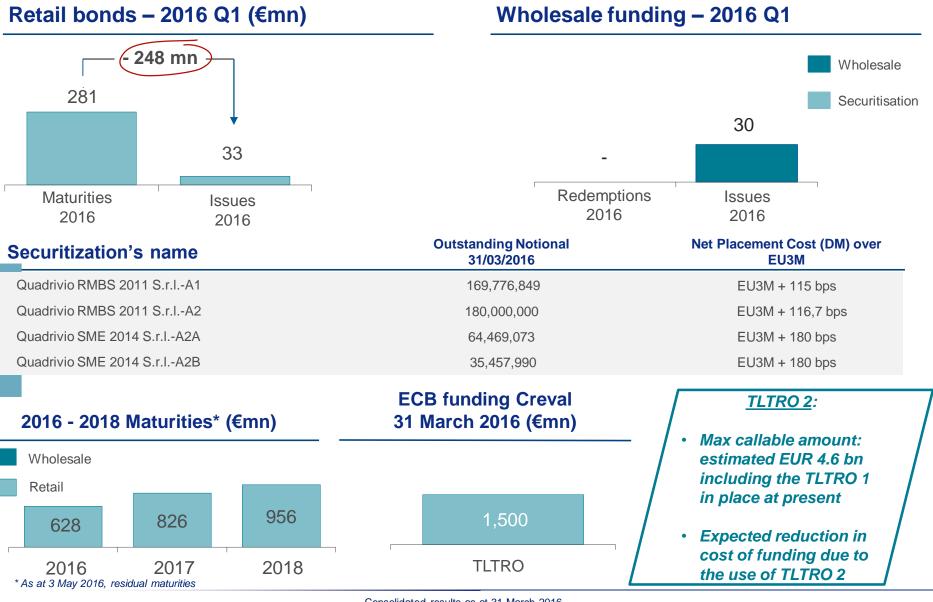
#### **Composition Direct Funding**



mn €	31/12/2015	31/03/2016	Chg.%
Deposits	519	510	-1.8%
Time deposits	1,413	1,414	+0.1%
Current accounts	13,073	13,060	-0.1%
Securitizations	471	424	-10.0%
Wholesale bonds	107	138	+29.1%
Retail Bonds	3,337	3,096	-7.2%
Deposit certificates	111	99	-10.8%
Deposits CCG & CDP	2,481	2,478	-0.1%
Other	183	148	-19.0%
DIRECT FUNDING	21,695	21,367	-1.5%

Source: internal data

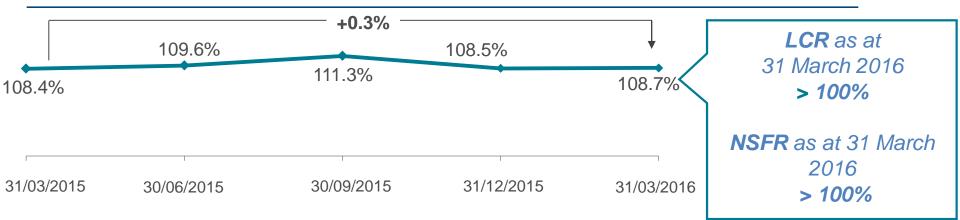
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#### **Gross commercial loans / Retail funding**

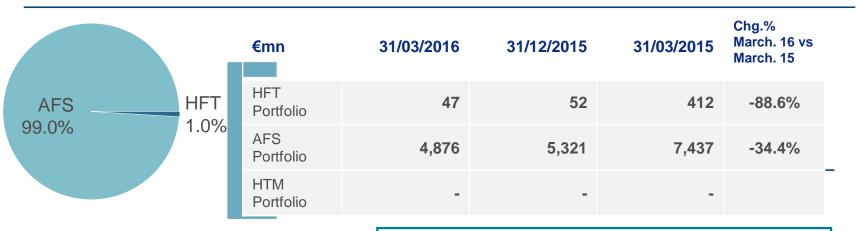


#### Short-term liquidity position – May, 3<sup>rd</sup> 2016 (€/1,000)

	1d	2d	3d	4d	5d	2w	3w	1m	2m	3m
Net balance of cumulative expiring positions	15	7	229	218	218	290	1	-10	-103	-430
Counterbalancing capacity	4,156	4,196	3,952	3,952	3,952	3,941	4,019	4,216	4,305	4,591
Net balance of overall liquidity	4,171	4,203	4,181	4,170	4,170	4,231	4,020	4,206	4,202 <i>(</i>	4,161
Net liquidity	balance	- 16%) c	of the Tot	tal Asset	of the Gr	roup				7

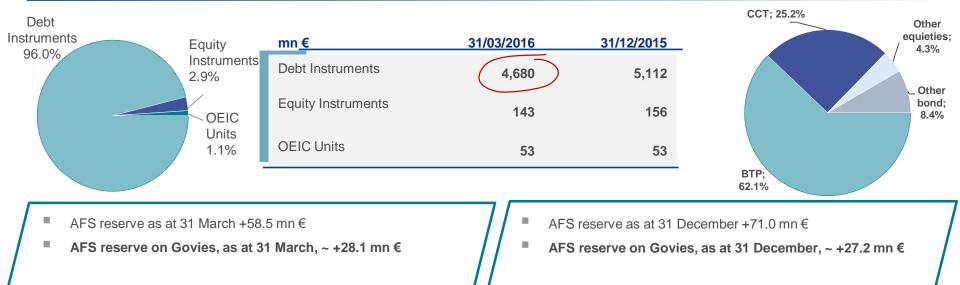


#### Breakdown by accounting portfolio



#### Breakdown of AFS portfolio

#### Current Average Duration of AFS Portfolio 2.40





Chg.%

-1.7%

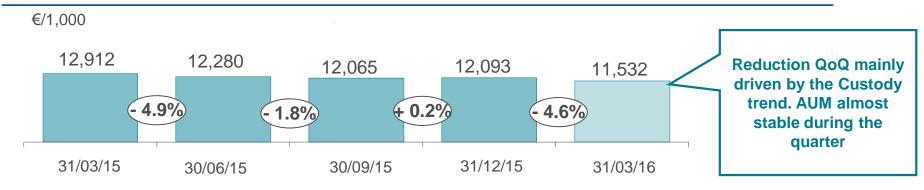
-10.3%

-4.4%

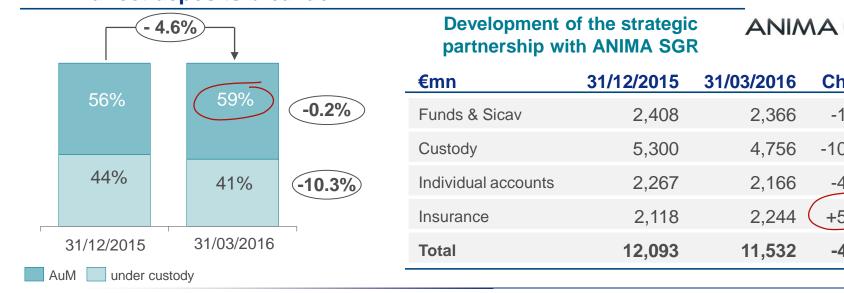
+5.9%

-4.6%

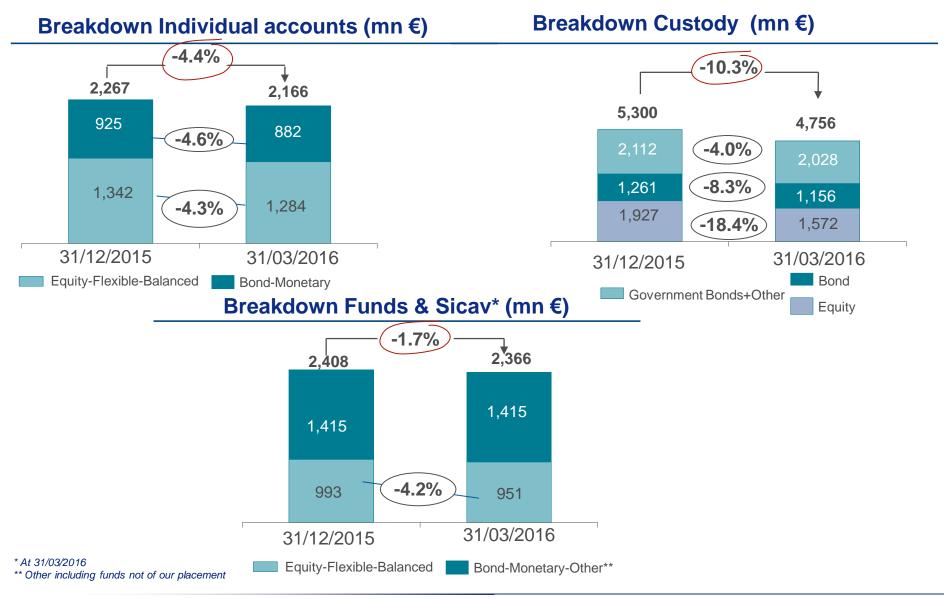
#### Quarterly trend (€mn)



#### Indirect deposits breakdown



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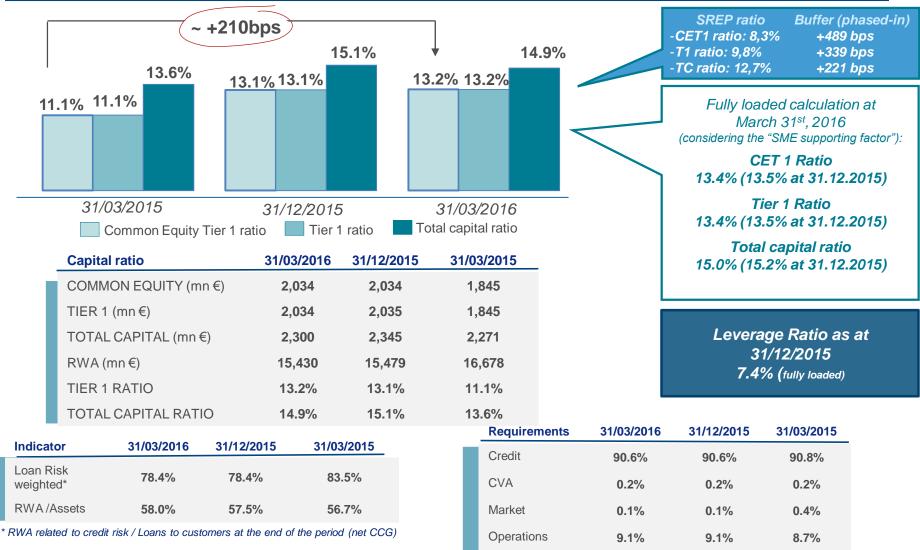




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#### **Capital ratios evolution – phased-in calculation**





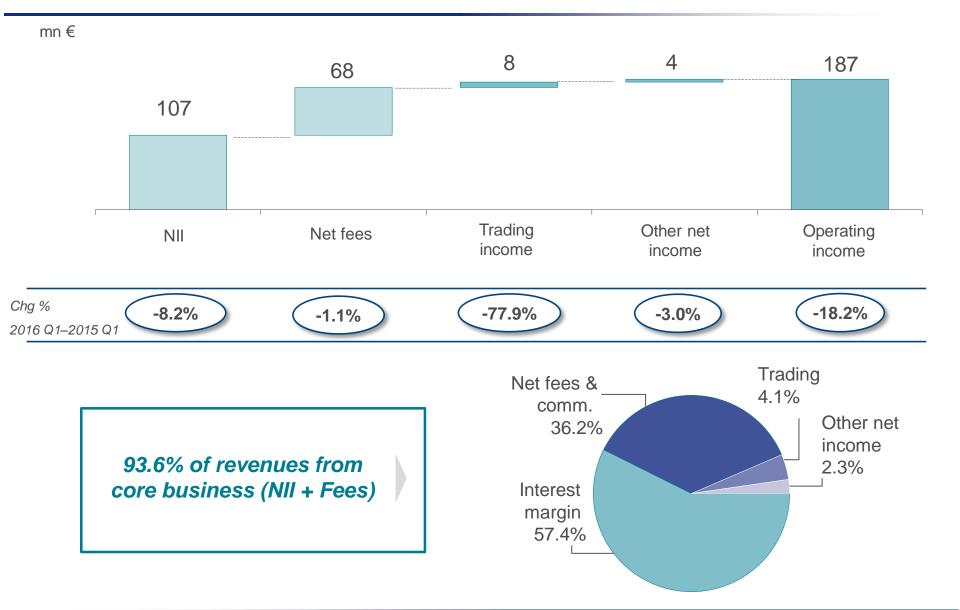
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Revenues development

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#### Operating income development

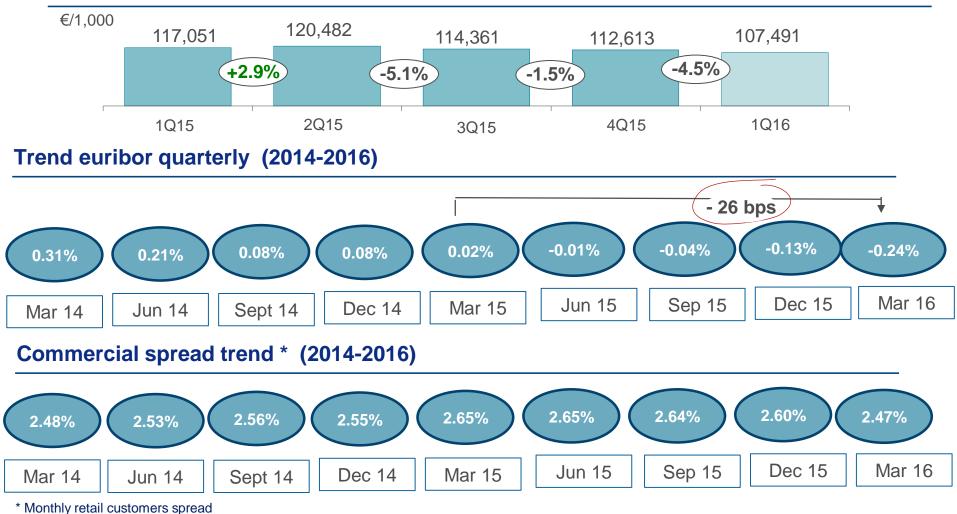






#### **Quarterly figures**

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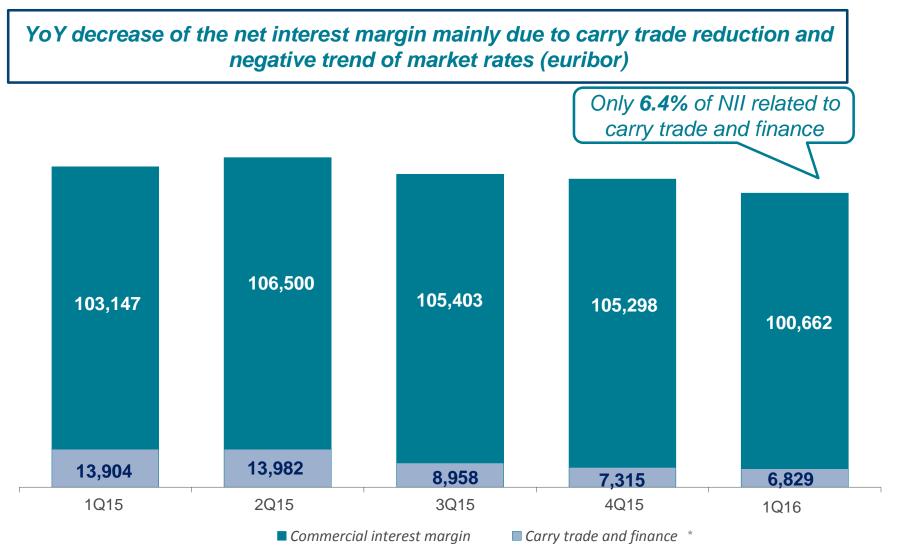


#### Asset yield, liability cost and spread

3.50%	3.42%	0.4.49/							QoQ	Y
		3.14%	2.95%	2.75%	2.78%	2.70%	2.62%	2.49%		
2.02%	1.90%	1.72%	1.71%	1.70%	1.80%	1.80%	1.76%	1.68%	(-13 bps)	-26
1.48%	1.52%	1.42%							-8 bps	(-2
			1.24%	1.05%	0.89%	0.90%	0.86%	0.81%	-5 bps	-24
1Q14	2Q14	3Q14	4Q14	1Q15	2Q15	3Q15	4Q15	1Q16		
			ability cost		اما م	-Spread				

Asset = Loans to customers, loans to banks, financial assets Asset yield: Interest income / average bearing assets on the quarter Liability = due to customers, due to banks, securities issued Liability cost: Interest expenses / average bearing assets of the quarter

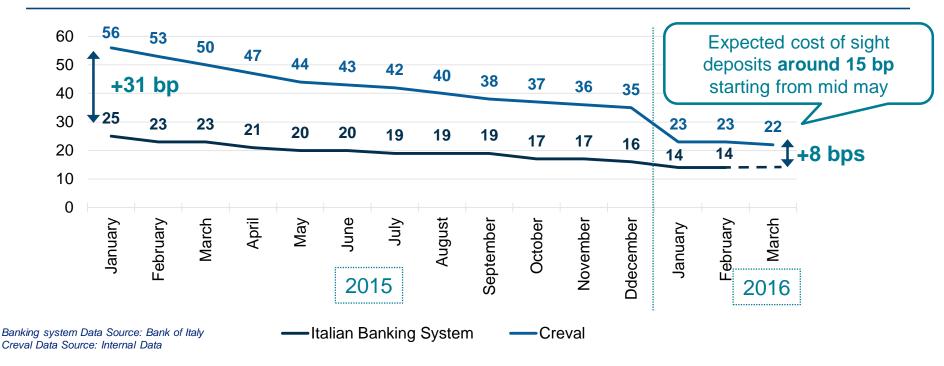




\* Interest financial assets – Interest due to central counterparties – Interest term deposits with central bank – hedging results



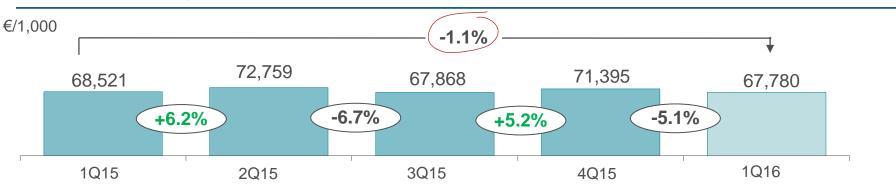
#### Average cost (basis points) - sight deposits book



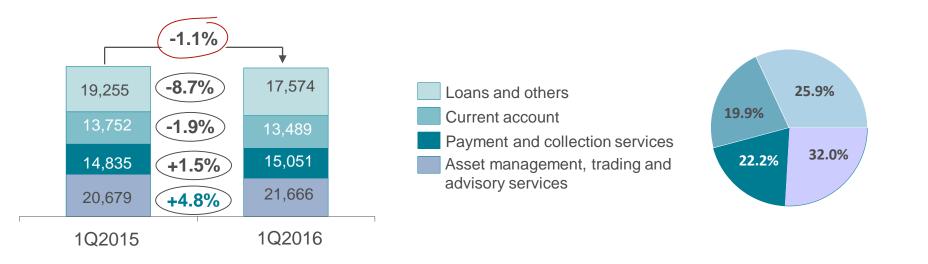
Difference between Creval's cost and system average: -71% (Jan 15 – Feb 16)



#### Net fees quarterly trend



#### Net fees breakdown – YoY





#### On May 3, 2016 the Decree n. 59/2016 including specific provisions for DTAs was published

- Companies will be able to continue to apply the current rules on conversion of deferrd tax assets into tax credits, provided they exercise a specific irrevocable option within 30 days from the publication on the Decree and pay an annual fee for each year from 2015 until, if certain yearly conditions still apply, 2029
- As clarified by the Government's press release of April 29, these provisions are expected to overcome the exceptions raised by the European Commission on the possibility that the current legal framework relating to deferred tax assets might constitute State Aid
- The **annual fee is determined by applying the 1.5% rate to a «basis»** obtained as following:
  - (+) The difference between the convertible DTAs recorded in the annual report for that financial year and the corresponding DTAs recorded in the 2007 annual report
  - (+) The amount of DTAs converted into tax credit since 2008 (until the year in question)
  - (-) The taxes paid between that financial year and 2008
- The Bank has estimated the fee for 2015 for the Group at about EUR 2.6 mn before taxes, EUR 1.9 mn after taxes (according to the Decree, the fee is fiscally deductible for IRES and IRAP purposes). This estimate was based on the current best interpretation of the information inferred from the decree and, therefore, is subject to be modified following the publication of specific instructions by the Italian Tax Agency, as is the foreseen accounting treatment



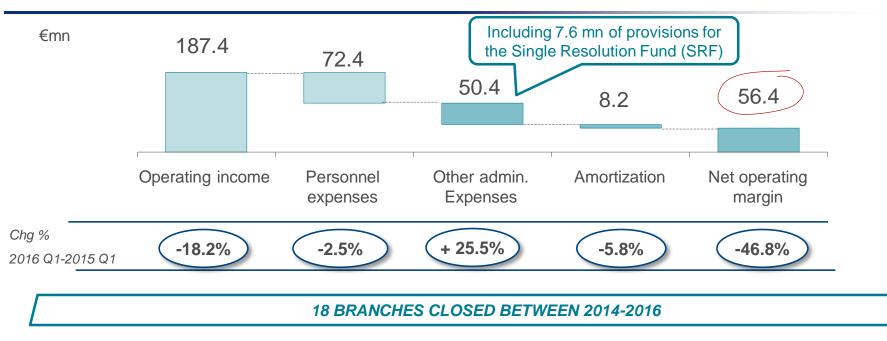
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#### Cost management and Net profit development

#### Operating result and cost/income development

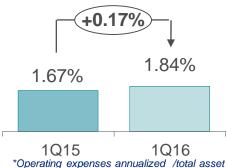




**Cost Income ratio\*** 



# Cost to asset ratio\*



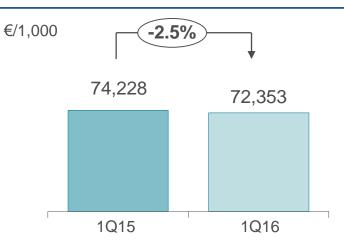
#### **Operating expenses\***



\* 2016: pro-forma indicators (excluding the provision SRF for 7,6 mn)

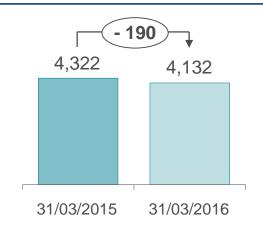


#### **Personnel expenses**



#### Number of employees

Administrative expenses

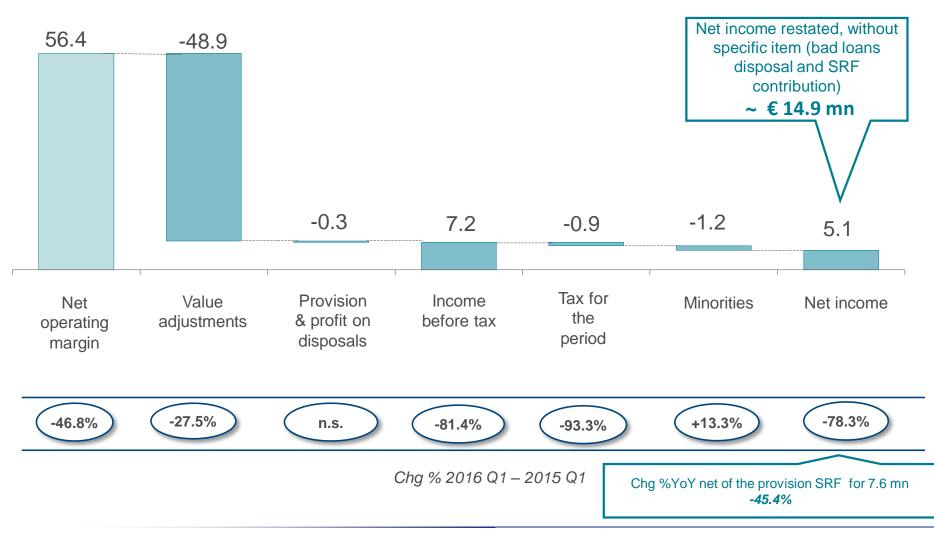


#### Front to back

#### +25.5% €/1,000 71.3% 67.9% 50,449 40,193 Significant Including the improvement in provision SRF the front end / for 7.6 mn commercial activities during last year 1Q2015 1Q2016 31/03/2015 31/03/2016



mn €

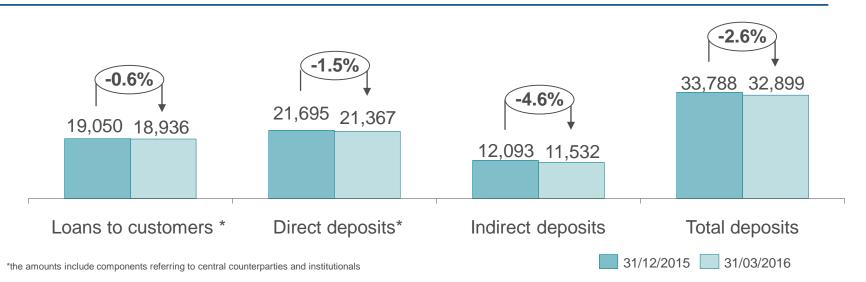




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# 31 March 2016 vs 31 December 2015 (€mn)



Balance sheet structure	31/03/2016	31/12/2015
Indirect deposits from customers / Total deposits	35.1%	35.8%
Direct deposits from customers / Total liabilities	80.3%	80.6%
Loans to customers/ Direct deposits from customers	88.6%	87.8%
Loans to customers / Total assets	71.2%	70.8%





980k customers Cross selling ~ 4.2

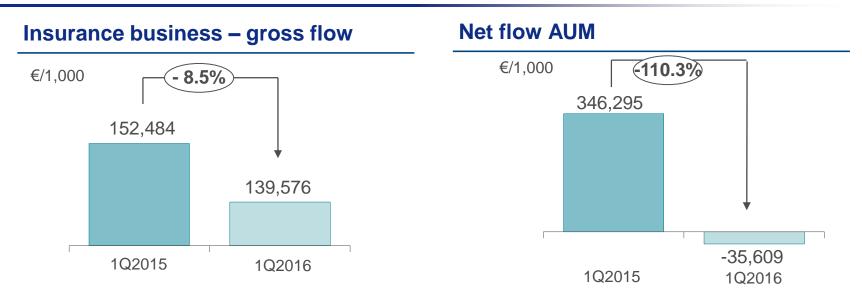
*Retention rate\** ~ 100.1%

# Sales results as of 31/03/2016

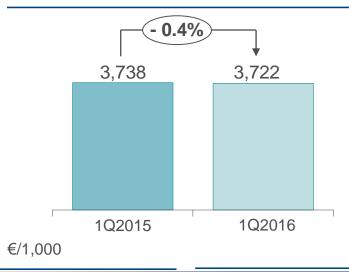
Current accounts	~ + 2,400	
Debt Cards	~ + 2,100	
Car insurance	~ 4,200	
Consumer Finance (Compass) – new loans	~ 12,5 mn	
Net flow AUM (mainly mutual funds)	~ - 35.6 mn	-110.3% Y/Y
Bancassurance flow	~ 140 mn	
New loans to individuals	~ 192 mn	+ 45.7%Y/Y

\*Source: customer satisfaction survey - households





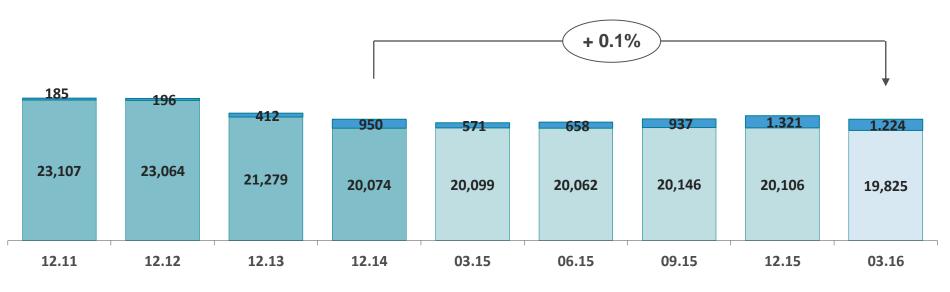
### Non life insurance – collected premiums







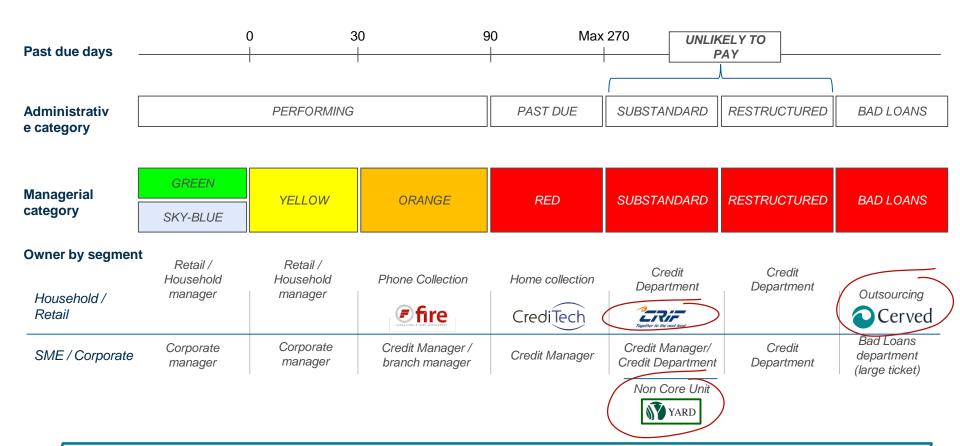
# Quarterly trend (€mn)



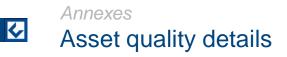
Commercial Loans (gross value) Other Loans (gross value)

Source: internal data





- Tailored approach for each different status / category
- Leverage on specialized partner for reducing costs and improving performance
- Industrial model for NPL management, upgraded over time





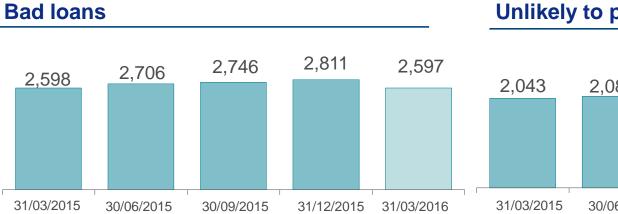
# (€mn)

31/03/2016	Gross amount	Impairment losses	Carrying amount	Coverage ratio
Bad loans	2,597	- 1,359	1,238	52.3%
Unlikely to pay loans	2,494	- 614	1,880	24,6%
Past due exposures	299	- 25	274	8.3%
Total impaired loans	5,390	- 1,998	3,392	37.1%
Performing loans	15,657	- 114	15,543	0.73%
Total loans and receivables with customers	21,047	- 2,112	18,935	

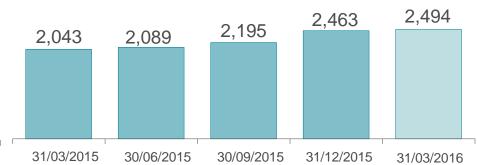


# (€mn)

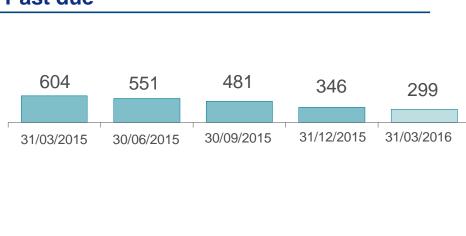
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# Unlikely to pay







Non-performing exposures -230 +198+76 +101 5,390 5,620 5,422 5,346 5,245 31/03/2016 31/12/2015

30/09/2015

30/06/2015

31/03/2015



# Major investments – EQUITY INVESTMENTS PORTFOLIO

Company	Company's activities	Share of capital held by the group (%)	Carrying amount 31/03/2016 – MIn € (CA)	Earning 2015 Pro-rate (E)	Return on investment (E/CA)
GLOBAL ASSISTANCE	Insurance and reinsurance company	40.0%	4.3	0.7	17.1%

# Major investments – AVAILABLE FOR SALE FINANCIAL ASSETS PORTFOLIO

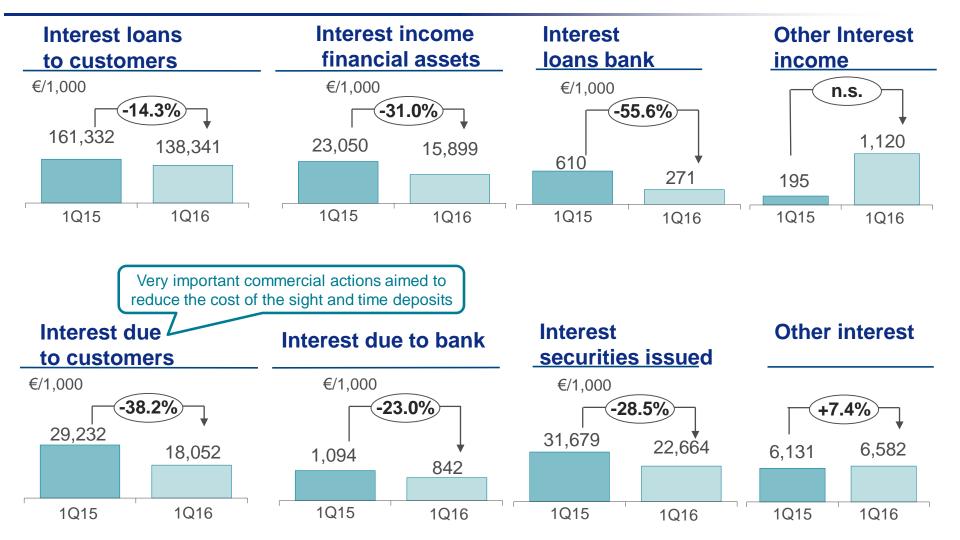
Company	Company's activities	Share of capital held by the group (%)	Carrying amount 31/03/2016 – MIn €
ANIMA HOLDING	Asset management Company (Holding of Anima Group)	2.8%	53.3
ICBPI	Bank (Holding of ICBPI Group)	2,0%	43.2
ALBA LEASING	Leasing company	8.1%	33.0
BANCA POP.CIVIDALE	Bank (Holding of BPC Group)	1.0%	3.2

Annexes

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#### Focus on interest income





# Annexes Reclassified balance sheet – quarterly figures



Assets	31/03/2016	31/12/2015	30/09/2015	30/06/2015	31/03/2015
Cash and cash equivalents	166,058	175,462	151,563	151,760	159,122
Financial assets held for trading	46,837	51,751	89,049	114,593	412,383
Available-for-sale financial assets	4,875,740	5,321,413	5,101,448	5,519,379	7,436,450
Held-to-maturity investments	-	-	-	-	-
Loans and receivables with banks	930,748	713,089	793,524	709,547	779,573
Loans and receivables with customers	18,936,177	19,049,750	18,903,168	18,590,813	18,614,292
Equity Investments	9,612	9,464	31,248	30,303	206,654
Property, equipment and investment property and intangible assets	569,518	572,882	661,188	657,695	658,257
Non-current assets and disposal groups held for sale	2,478	2,478	176,947	176,947	3,158
Other assets	1,069,394	1,005,392	951,793	1,111,395	1,167,989
Total assets	26,606,562	26,901,681	26,859,928	27,062,432	29,437,878
Liabilities and Equity	31/03/2016	31/12/2015	30/09/2015	30/06/2015	31/03/2015
Due to banks	1,719,645	2,040,112	1,834,858	1,759,167	2,401,288
Direct funding from customers	21,367,430	21,694,956	21,556,385	21,898,623	23,297,163
Financial liabilities held for trading	2,160	1,859	2,483	3,450	4,021
Hedging derivatives	327,318	269,496	286,227	263,292	359,525
Liabilities associated with disposal groups	-	-	-	-	736
Other liabilities	812,675	508,132	868,430	922,617	937,575
Provisions for specific purpose	196,032	199,396	203,369	200,087	302,059
Equity attributable to non-controlling interests	4,481	4,382	4,071	4,269	4,250
Equity	2,176,821	2,183,348	2,104,105	2,010,927	2,131,261
Total liabilities and equity	26,606,562	26,901,681	26,859,928	27,062,432	29,437,878

Consolidated results as at 31 March 2016

## Annexes Reclassified consolidated income statement



Income statement	Q1 2016	Q4 2015	Q3 2015	Q2 2015	Q1 2015
Net interest income	107,491	112,613	114,361	120,482	117,051
Net fee and commission income	67,780	71,395	67,868	72,759	68,521
Dividends and simnar income	-	27	1	1,989	-
Profit (loss) of equity-accounted investments	89	30	851	5,847	4,244
Net trading and hedging income (expense) and profit (loss) on sales/repurchases	7,711	8,893	15,157	15,771	34,949
Other operating net income	4,306	6,457	4,612	6,805	4,441
Operating income	187,377	199,415	202,850	223,653	229,206
Personnel expenses	-72,353	-78,200	-72,070	-70,538	-74,228
Other administrative expenses	-50,449	-71,580	-42,204	-47,654	-40,193
Depreciation/amortisation and net impairment losses on property, equipment and investment property and intangible assets	-8,167	-27,570	-9,044	-8,857	-8,672
Operating costs	-130,969	-177,350	-123,318	-127,049	-123,093
Operating profit	56,408	22,065	79,532	96,604	106,113
Net impairment losses on loans and receivables and other financial assets	-48,925	-217,168	-66,859	-90,803	-67,512
Net accruals to provisions for risks and charges	-327	-11,942	-1,858	-3,855	-
Value adjustments of goodwill	-	-70,194	-	-	-
Net gains (losses) on sales of investments	8	250,023	36	43	-37
Pre-tax profit from continuing operations	7,164	-27,216	10,851	1,989	38,564
Income taxes	-930	83,745	1,809	6,330	-13,884
Post-tax profit from continuing operations	6,234	56,529	12,660	8,319	24,680
Gains from assets held for sale	-	-	-	20,347	-277
Profit for the period attributable to non-controlling interests	-1,167	996	-783	-1,172	-1,030
Profit for the period	5,067	55,533	11,877	27,494	23,373

