# GRUPPO SANP4OIO IMI 

## Q1 2003 RESULTS

14 May 2003

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This presentation has been prepared by Sanpaolo IMI and provides information on the management's business plans and strategies. As such, the presentation contains forward-looking information which reflects management's current views with respect to certain future events and the financial performance of the Group. These views are based upon assumptions of future events which may not prove to be accurate and actual results may differ materially from those projected or implied in the forward-looking statements. Undue reliance should not, therefore, be placed on such forward-looking information and Sanpaolo IMI assumes no responsibility to update any such forward-looking information.

OVERVIEW OF Q1 2003 RESULTS
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|  | Q103 | Q102 <br> pro forma | Var. Y/Y |
| :--- | ---: | ---: | ---: |
|  |  |  |  |
| Net interest income | 955 | 927 | $3.0 \%$ |
| Net commissions and other net dealing | 692 | 707 | $-2.1 \%$ |
| revenues | 1,778 | 1,768 | $0.6 \%$ |
| Net interest and other banking income | $-1,142$ | $-1,129$ | $1.2 \%$ |
| Administrative costs | 609 | 606 | $0.5 \%$ |
| Operating income | -135 | -156 | $-13.5 \%$ |
| Provisions and net adjustments to loans | 441 | 409 | $7.8 \%$ |
| and financial fixed assets | 42 | 56 | $-25.0 \%$ |
| Income before extraordinary items | 280 | 278 | $0.7 \%$ |
| Net extraordinary income |  |  |  |
| Net income |  |  |  |

## Difficult macro scenario

- Sluggish economic growth: 0.4\% 2002


## Positive operating trends

- Management of low interest rate environment
- Falling 3 month Euribor: $-68 \mathrm{bsp} \mathrm{Y} / \mathrm{Y},-43 \mathrm{bsp} \mathrm{Q} / \mathrm{Q}$, Very positive asset gathering results
- Negative equity markets: -5.5\% Q1 03 , Good cost control
- Pressure on costs (from one off integration charges * High asset quality and salary inflation, $+3.8 \%$ )

NET INTEREST INCOME

Quarterly analysis


- Mark down further squeezed by falling rates
- Offset by :
- Y/Y improvement in customer spread
- Active ALM to reduce interest rate sensitivity


## Average spread on customer business

|  | Var. Y/Y | Var. Q/Q |
| :--- | :---: | :---: |
|  |  |  |
| Average spread | +21 bsp | -1 bsp |
| Mark up | +29 bsp | +21 bsp |
| Mark down | -8 bsp | -22 bsp |
| 3 month Euribor | -68 bsp | -43 bsp |

DETAIL ON CUSTOMER LENDING

[^0]| $€$ MM | Stock Q103 | Var. Y/Y |
| :--- | ---: | ---: |
| GROUP: | $\mathbf{1 2 6 , 3 7 1}$ | $\mathbf{+ 2 . 5 \%}$ |
| - Medium-long term | 77,735 | $+7.7 \%$ |
| - Short term | 48,636 | $-4.9 \%$ |
| PRINCIPLE BUSINESS |  |  |
| UNIT NUMBERS: |  |  |
| - Sanpaolo Network | 50,335 | $+7.0 \%$ |
| - Cardine | 25,086 | $+7.0 \%$ |
| - Large Domestic Groups | 11,539 | $+0.5 \%$ |
| - Banca OPI | 18,056 | $+14.2 \%$ |
| - Consumer Banking | 3,725 | $+16.5 \%$ |
| - Foreign corporate | 4,978 | $-33.8 \%$ |

- Growth in current accounts and repos reflect risk adverse stance of customers to volatile markets

| $€$ MM | Q103 | \% | Q102 | \% | Var. Y/Y |
| :--- | ---: | ---: | ---: | ---: | ---: |
|  |  |  |  |  |  |
| Current account and deposits | 69,226 | 50.0 | 66,354 | 49.0 | +4.3 |
| CDs | 7,654 | 5.5 | 9,022 | 6.7 | -15.2 |
| Bonds | 38,764 | 28.0 | 38,605 | 28.5 | +0.4 |
| Commercial paper | 4,486 | 3.2 | 4,682 | 3.5 | -4.2 |
| Repos | 13,482 | 9.8 | 12,812 | 9.5 | +5.2 |
| Other | 4,819 | 3.5 | 3,830 | 2.8 | +25.8 |
|  |  |  |  |  |  |
| Total | 138,431 | 100.0 | 135,305 | 100.0 | +2.3 |

## FEE INCOME

- Weaker asset management and market related fees
- Offset in part by good growth in banking fees

| Quarterly analysis |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| 2002 average 710 |  | 762 |  |  |
| 707 | 675 |  | 692 |  |
| $€$ MM |  |  |  |  |
| $\begin{array}{cc}\text { Q102 } & \text { Q202 } \\ \text { Pro forma } & \text { Pro forma }\end{array}$ | $\begin{aligned} & \text { Q302 } \\ & \text { Pro forma } \end{aligned}$ | $\begin{aligned} & \text { Q402 } \\ & \text { Pro forma } \end{aligned}$ | Q103 |  |
| $€$ MM | Q103 | Q102 | Var. Y/Y | Var. Q/Q |
| Asset Management, Dealing and advisory services | 410 | 445 | -7.9 | -3\% |
| , asset management | 344 | 375 | -8.3 | 10.2\% |
| - dealing and custody, currencies | 66 | 70 | -5.7 | -35.3\% |
| Loans and guarantees | 61 | 56 | +8.9 | -9\% |
| Collection and payment services | 56 | 59 | -5.1 | +0\% |
| Deposit and current accounts | 115 | 97 | +18.6 | -7\% |
| Other services and net dealing revenues | 50 | 50 | - | -47\% |
| Fee income | 692 | 707 | -2.1 | -1\% |

## DETAIL ON CUSTOMER FINANCIAL ASSETS

- Strong asset gathering capacity of the Group confirmed
- Reflecting underlying strength in customer relationships


| $€$ MM |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Aggregate | $\begin{array}{r} \text { Q12003 } \\ \text { stock } \end{array}$ | $\begin{aligned} & \text { Q12003 } \\ & \text { inflows } \end{aligned}$ | $\begin{array}{r} \text { Q12003 } \\ \text { Performance } \end{array}$ | Net change year to date |  |
| AFI | 366,251 | +6,952 | -2,863 | +4,089 | +1.1\% |
| AUM | 139,655 | +3,919 | -2,224 | +1,695 | +1.2\% |
| - Life assurance | 28,901 | +1,649 | +98 | +1,747 | +6.4\% |
| - Mutual funds | 101,607 | +2,448 | -2,196 | +252 | +0.2\% |
| Administered | 88,165 | +1,499 | -639 | +860 | +1.0\% |
| Direct deposits | 138,431 | +1,534 | - | +1.534 | +1.1\% |

## DETAIL ON ASSETS UNDER MANAGEMENT

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| - Positive inflows offset in part negative performance effect <br> - Significant increase in life reserves <br> - Good performance across all distribution channels |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Assets under Management |  | 145,754 | 139,655 -4.2\% |  |  |  |
|  |  | 10.454 |  |  |  |  |
|  |  | 10,454 | 13,147 - $12.5 \%$ |  |  |  |
|  |  | 21,690 | 28,901 |  |  |  |
|  |  |  |  | +33.2\% |  |  |
|  |  | 113,610 | 101,607 | $\begin{aligned} & \square \text { Manage } \\ & .6 \% \text { Life ass } \end{aligned}$ | portfolio |  |
|  |  |  |  | ■ Mutual F |  |  |
| $€$ MM |  |  |  |  |  |  |
| $\begin{array}{ll} \begin{array}{l} \text { Q102 } \\ \text { Pro forma } \end{array} & \text { Q103 } \end{array}$ |  |  |  |  |  |  |
| $€$ MM | Q103 Flows |  |  | Q103 Stock |  |  |
|  | Life assurance | Mutual funds | Total (*) | Total (*) | Var. Y/Y | Var. Q/Q |
| Sanpaolo Network <br> Cardine | 1,072 | 1,214 | 1,999 | 72,238 | -2.4\% | +1.6\% |
|  | 96 | 426 | 613 | 13,349 | 6.3\% | +1.4\% |
| Fideuram | 335 | 489 | 845 | 40,120 | -11.6\% | +0.2\% |
| Other | 146 | 319 | 462 | 13,948 | +1.7\% | +1.9\% |
| Total | 1,649 | 2,448 | 3,919 | 139,655 | -4.2\% | +1.2\% |
| (*) Includes GPM |  |  |  |  |  |  |

- Significantly weakened asset allocation of customer assets as a result of:
- negative performance effect
- allocation of new investment flows to lower risk asset classes

Stock and composition

| € MM | Q103 | \%Q103 | \%Q102 | \%Q402 |
| :--- | ---: | ---: | ---: | ---: |
| - Equity | 19,508 | 19.2 | 32.5 | 22.4 |
| - Balanced | 9,145 | 9.0 | 13.2 | 10.5 |
| - Bond | 42,573 | 41.9 | 35.3 | 39.4 |
| - Money | 30,380 | 29.9 | 19.0 | 27.7 |
| Mutual funds stock | 101,607 | 100.0 | 100.0 | 100.0 |

Market share: 21.3\% as of April 2003

## DETAIL ON LIFE ASSURANCE

| - Leading bancassurance Group in Italy : |  |
| :--- | :--- |
| - market share of technical reserves | $11.6 \%$ (Dec. 02) |
| - market share of new business | $16.5 \%$ (Dec. 02) |
| - Significant embedded value in life portfolio: | $\mathbf{1 , 7 4 3} €$ MM (Dec. 02) |


| MM | Q103 stock | Var. Y/Y | Var. Q/Q |
| :--- | ---: | ---: | ---: |
|  | 28,901 | $33.2 \%$ | $6.4 \%$ |
|  | 11,236 | $24.9 \%$ | $2.3 \%$ |
| - Unit linked | 7,794 | $47.5 \%$ | $5.1 \%$ |
| - Index linked | 5,690 | $62.0 \%$ | $18.7 \%$ |
| - Third parties | 4,180 | $7.2 \%$ | $5.5 \%$ |

PROFITS ON FINANCIAL TRANSACTIONS AND DIVIDENDS ON SHARES

- Low risk trading portfolio (Quarterly average Var $11 €$ MM)



## PROFITS OF COMPANIES CARRIED AT EQUITY AND DIVIDENDS ON EQUITY INVESTMENTS




## TOTAL NET PROVISIONS

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|  |  |  |  |  |  | GRUPPO SNNP1OIO IMI 16 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| MAINTAINING GOOD ASSET QUALITY AND ADEQUATE COVERAGE RATIOS |  |  |  |  |  |  |  |  |
|  |  |  |  | Q10 |  |  |  |  |
|  | Gross exposure | Var. <br> Y/Y | Var. <br> Q/Q | Total adjustments | Net exposure | Var. <br> Y/Y | Var. <br> Q/Q | Coverage |
| Doubtful loans | 6,457 | +3.3\% | +0.2\% | 3,590 | 2,867 | -1.6\% | +1.0\% | 55.6\% |
| , Non-performing loans | 4,271 | +1.8\% | -0.5\% | 2,933 | 1,338 | -4.9\% | +0.3\% | 68.7\% |
| - Problem loans | 2,186 | +6.4\% | +1.5\% | 657 | 1,529 | +1.4\% | +1.5\% | 30.0\% |
| Performing loans | 127,078 | +1.9\% | +1.2\% | 1,087 (*) | 126,066 | +1.8\% | +1.2\% | 0.86\% (*) |
| Total loans | 133,535 | +1.9\% | +1.2\% | 4,602 | 128,933 | +1.7\% | +1.2\% |  |


|  | Q103 | Q102 <br> pro forma |
| :--- | :--- | :--- |
|  | $1.0 \%$ | $1.1 \%$ |
| Watchlist ratio | $1.1 \%$ | $1.1 \%$ |

NET EXTRAORDINARY INCOME
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Quarterly analysis


Principal contribution

Release of excess provisions
for renegotiable mortgages
following Government decision
at the end of March
$30 €$ MM

## NET INCOME



- Despite an uncertain outlook the Group confirms its objectives for 2005:
, Roe 15\%
- Cost/income 55\%


## ANNEX

## INDEX

Group financial highlights
Group volume highlights
Divisionalization:

- Domestic Banking
- Sanpaolo Network
- Cardine
- Banca OPI
- Personal Financial Services
- Wealth Management and Financial Markets
- Sanpaolo IMI WM
- Banca IMI
- International Activities
- Banque Sanpaolo

| € MM | Q103 | $\begin{array}{r} \text { Q102 } \\ \text { pro forma } \end{array}$ | Var. $\mathrm{Y} / \mathrm{Y}$ |
| :---: | :---: | :---: | :---: |
| Net interest income | 955 | 927 | 3.0\% |
| Net commissions and other net dealing revenues | 692 | 707 | -2.1\% |
| Profits and losses from financial transactions and dividends on shares | 83 | 85 | -2.4\% |
| Profits from companies carried at equity and dividends from shareholdings | 48 | 49 | -2.0\% |
| Net interest and other banking income | 1,778 | 1,768 | 0.6\% |
| Administrative costs | -1,142 | -1,129 | 1.2\% |
| Other operating income, net | 84 | 79 | 6.3\% |
| Adjustments to tangible and intangible fixed assets | -111 | -112 | -0.9\% |
| Operating income | 609 | 606 | 0.5\% |
| Adjustments to goodwill and merger and consolidation differences | -33 | -41 | -19.5\% |
| Provisions and net adjustments to loans and financial fixed assets | -135 | -156 | -13.5\% |
| Income before extraordinary items | 441 | 409 | 7.8\% |
| Net extraordinary income | 42 | 56 | -25.0\% |
| Income before taxes | 483 | 465 | 3.9\% |
| Income taxes for the period | -194 | -173 | 12.1\% |
| Income attributable to minority interests | -9 | -14 | -35.7\% |
| Net income | 280 | 278 | 0.7\% |

## GROUP Q1 2003 OPERATING DATA AND RATIOS

| $€$ MM | Q103 | $\begin{array}{r} \text { Q102 } \\ \text { pro forma } \end{array}$ | Var. Y/Y |
| :---: | :---: | :---: | :---: |
| Customer financial assets | 366,251 | 370,712 | -1.2\% |
| - Direct deposits | 138,431 | 135,305 | 2.3\% |
| - Assets under management | 139,655 | 145,754 | -4.2\% |
| - Mutual funds and fund-based portfolio management | 101,607 | 113,610 | -10.6\% |
| - Portfolio management | 9,147 | 10,454 | -12.5\% |
| - Life technical reserves | 28,901 | 21,690 | 33.2\% |
| - Assets under administration | 88,165 | 89,653 | -1.7\% |
| Net loans to customers (excluding NPL's) | 126,371 | 123,327 | 2.5\% |
| ROE | 10.5\% | 10.0\% |  |
| COST/INCOME RATIO | 63.6\% | 63.8\% |  |
| Tier 1 ratio | 7.4\% | 6.9\% |  |
| Total ratio | 10.7\% | 9.1\% |  |


| $€$ MM | Q103 | Q102 | Var. Y/Y |
| :---: | :---: | :---: | :---: |
| Net interest income | 872 | 848 | 2.8\% |
| Net commissions and other net dealing revenues | 508 | 511 | -0.6\% |
| Other income | 36 | 37 | -2.7\% |
| Net interest and other banking income | 1,416 | 1,396 | 1.5\% |
| Administrative costs | -883 | -879 | 0.4\% |
| Other operating income, net | 36 | 31 | 17.3\% |
| Adjustments to tangible and intangible fixed assets | -20 | -24 | -15.4\% |
| Operating income | 548 | 523 | 4.9\% |
| Adjustments to goodwill and merger and consolidation differences | 0 | 0 | - |
| Provisions and net adjustments to loans and financial fixed assets | -104 | -80 | 29.8\% |
| Income before extraordinary items | 444 | 442 | 0.5\% |
| Net extraordinary income | 7 | 0 | - |
| Income before taxes | 451 | 442 | 2.0\% |
| Income taxes for the period | -191 | -197 | -3.1\% |
| Net income | 253 | 235 | 7.4\% |
| CAPITAL ALLOCATED | 7,925 | 7,676 | 3.2\% |
| RORAC/ROE | 12.7\% | 12.3\% |  |
| COST/INCOME RATIO | 60.9\% | 62.2\% |  |
| OPERATING DATA |  |  |  |
| Direct deposits | 87,099 | 87,302 | -0.2\% |
| Assets under management | 85,833 | 87,096 | -1.4\% |
| Assets under administration | 73,774 | 72,702 | 1.5\% |
| Net loans to customers (excluding NPL's) | 109,898 | 102,637 | 7.1\% |

## Sanpaolo Network

| $€$ MM | Q103 | Q102 | Var. Y/Y |
| :---: | :---: | :---: | :---: |
| Net interest and other banking income | 860 | 854 | 0.7\% |
| Administrative costs | -573 | -568 | 0.9\% |
| Operating income | 287 | 286 | 0.3\% |
| Provisions and net adjustments to loans and financial fixed assets | -48 | -54 | -11.1\% |
| Income before extraordinary items | 239 | 232 | 3.0\% |
| Net extraordinary income | -1 | -2 | -50.0\% |
| Income before taxes | 238 | 230 | 3.5\% |
| Income taxes for the period | -108 | -113 | -4.4\% |
| Net income | 130 | 117 | 11.1\% |
| CAPITAL ALLOCATED | 3,044 | 2,858 | 6.5\% |
| RORAC/ROE | 17.1\% | 16.4\% |  |
| COST/INCOME RATIO | 66.5\% | 66.5\% |  |
| OPERATING DATA |  |  |  |
| Customer financial assets | 182,102 | 182,709 | -0.3\% |
| - Direct deposits | 49,498 | 49,564 | -0.1\% |
| - Assets under management | 72,238 | 74,004 | -2.4\% |
| - Assets under administration | 60,366 | 59,141 | 2.1\% |
| Net loans to customers (excluding NPL's) | 50,335 | 47,033 | 7.0\% |

## Cardine

| $€$ MM | Q103 | Q102 | Var. Y/Y |
| :---: | :---: | :---: | :---: |
| Net interest and other banking income | 354 | 349 | 1.4\% |
| Administrative costs | -213 | -226 | -5.8\% |
| Operating income | 141 | 123 | 14.6\% |
| Provisions and net adjustments to loans and financial fixed assets | -35 | -19 | 84.2\% |
| Income before extraordinary items | 106 | 104 | 1.9\% |
| Net extraordinary income | 11 | - | - |
| Income before taxes | 117 | 104 | 12.5\% |
| Income taxes for the period | -51 | -49 | 4.1\% |
| Net income | 65 | 54 | 20.4\% |
| Contribution to net income of the Group | 64 | 58 | 10.3\% |
| CAPITAL ALLOCATED | 2,502 | 2,628 | -4.8\% |
| ROE | 10.2\% | 8.8\% |  |
| COST/INCOME RATIO | 58.8\% | 63.2\% |  |
| OPERATING DATA |  |  |  |
| Customer financial assets | 51,464 | 50,053 | 2.8\% |
| - Direct deposits | 26,414 | 25,717 | 2.7\% |
| - Assets under management | 13,349 | 12,562 | 6.3\% |
| - Assets under administration | 11,701 | 11,774 | -0.6\% |
| Net loans to customers (excluding NPL's) | 25,086 | 23,445 | 7.0\% |

Banca OPI

| $€$ MM | Q103 | Q102 | Var. Y/Y |
| :---: | :---: | :---: | :---: |
| Net interest and other banking income | 36 | 37 | -2.7\% |
| Administrative costs | -6 | -6 | - |
| Operating income | 30 | 31 | -3.2\% |
| Provisions and net adjustments to loans and financial fixed assets | -16 | -16 | - |
| Income before extraordinary items | 14 | 15 | -6.7\% |
| Net extraordinary income | - | - | - |
| Income before taxes | 14 | 15 | -6.7\% |
| Income taxes for the period | -5 | -4 | 25.0\% |
| Net income | 9 | 11 | -18.2\% |
| Contribution to net income of the Group | 18 | 20 | -10.0\% |
| CAPITAL ALLOCATED | 682 | 676 | 0.9\% |
| ROE | 10.6\% | 11.8\% |  |
| COST/INCOME RATIO | 16.2\% | 16.2\% |  |
| OPERATING DATA |  |  |  |
| Net loans to customers (excluding NPL's) | 18,056 | 15,812 | 14.2\% |

WEALTH MANAGEMENT \& FINANCIAL MARKETS DIVISIONRUPPO SNPMOIO IMI 27

| $€$ MM | Q103 | Q102 | Var. Y/Y |
| :---: | :---: | :---: | :---: |
| Net interest income | 2 | 3 | -22.4\% |
| Net commissions and other net dealing revenues | 54 | 65 | -17.0\% |
| Other income | 77 | 63 | 21.2\% |
| Net interest and other banking income | 132 | 131 | 1.4\% |
| Administrative costs | -69 | -70 | -1.3\% |
| Other operating income, net | 4 | 8 | -43.5\% |
| Adjustments to tangible and intangible fixed assets | -7 | -9 | -30.2\% |
| Operating income | 61 | 58 | 3.9\% |
| Adjustments to goodwill and merger and consolidation differences | -2 | -2 | 1.9\% |
| Provisions and net adjustments to loans and financial fixed assets | -2 | 2 | -195.1\% |
| Income before extraordinary items | 57 | 58 | -2.2\% |
| Net extraordinary income | -1 | -1 | - |
| Income before taxes | 56 | 57 | -2.9\% |
| Income taxes for the period | -10 | -12 | -20.9\% |
| Net income | 45 | 43 | 4.8\% |
| CAPITAL ALLOCATED | 1,360 | 1,232 | 10.4\% |
| RORAC/ROE | 13.3\% | 14.0\% |  |
| COST INCOME | 55.3\% | 57.5\% |  |
| OPERATING DATA |  |  |  |
| Direct deposits | 14,428 | 8,385 | 72.1\% |
| Assets under management | 90,158 | 92,268 | -2.3\% |
| Net loans to customers (excluding NPL's) | 4,068 | 2,076 | 95.9\% |

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| $€$ MM | Q103 | Q102 | Var. Y/Y |
| :--- | ---: | ---: | ---: |
| Net interest and other banking income | 62 | 55 | $12.7 \%$ |
| Administrative costs | -23 | -18 | $27.8 \%$ |
| Operating income | 39 | 37 | $5.4 \%$ |
| Provisions and net adjustments to loans and financial <br> fixed assets <br> Income before extraordinary items | -1 | -2 | $-50.0 \%$ |
| Net extraordinary income | 37 | 36 | $2.8 \%$ |
| Income before taxes | - | - | -36 |
| Income taxes for the period | 37 | -5 | $2.8 \%$ |
| Net income | -3 | $-40.0 \%$ |  |
| Contribution to net income of the Group | 34 | 31 | $9.7 \%$ |
| CAPITAL ALLOCATED | 37 | 33 | $12.1 \%$ |
| ROE | 712 | 631 | $12.8 \%$ |
| COST/INCOME RATIO | 20.8 | 20.9 |  |
| OPERATING DATA | $40.0 \%$ | $39.3 \%$ |  |
| Assets under management | 85,059 | 85,826 | $-0.9 \%$ |


| $€$ MM | Q103 | Q102 | Var. Y/Y |
| :---: | :---: | :---: | :---: |
| Net interest and other banking income | 53 | 54 | -1.9\% |
| Administrative costs | -35 | -39 | -10.3\% |
| Operating income | 18 | 15 | 20.0\% |
| Provisions and net adjustments to loans and financial fixed assets | -1 | - | - |
| Income before extraordinary items | 17 | 15 | 13.3\% |
| Net extraordinary income | -1 | -2 | -50.0\% |
| Income before taxes | 16 | 13 | 23.1\% |
| Income taxes for the period | -5 | -4 | 25.0\% |
| Net income | 11 | 9 | 22.2\% |
| Contribution to net income of the Group | 10 | 9 | 11.1\% |
| CAPITAL ALLOCATED | 365 | 366 | -0.3\% |
| ROE | 11.0 | 9.8 |  |
| COST/INCOME RATIO | 66.7 | 72.7 |  |
| OPERATING DATA |  |  |  |
| Trading volumes |  |  |  |
| - Trading | 194,342 | 164,149 | 18.4\% |
| - Sales | 44,968 | 29,758 | 51.1\% |
| - Repurchase agreements | 480,492 | 350,532 | 37.1\% |
| - Placements | 2,847 | 2,553 | 11.5\% |

PERSONAL FINANCIAL SERVICES DIVISION

| € MM | Q103 | Q102 | Var. Y/Y |
| :---: | :---: | :---: | :---: |
| Net interest income | 15 | 18 | -16.8\% |
| Net commissions and other net dealing revenues | 108 | 130 | -17.1\% |
| Other income | 1 | 11 | -88.4\% |
| Net interest and other banking income | 124 | 159 | -22.0\% |
| Administrative costs | -80 | -82 | -3.1\% |
| Other operating income, net | 6 | 6 | 0.6\% |
| Adjustments to tangible and intangible fixed assets | -9 | -8 | 13.9\% |
| Operating income | 41 | 75 | -44.9\% |
| Adjustments to goodwill and merger and consolidation differences | -1 | -2 | -67.8\% |
| Provisions and net adjustments to loans and financial fixed assets | -6 | -6 | 8.2\% |
| Income before extraordinary items | 34 | 67 | -48.7\% |
| Net extraordinary income | 1 | -1 |  |
| Income before taxes | 36 | 66 | -45.9\% |
| Income taxes for the period | -8 | -12 | -31.7\% |
| Net income | 20 | 41 | -49.6\% |
| CAPITAL ALLOCATED | 748 | 863 | -13.3\% |
| RORAC/ROE | 10.9\% | 18.8\% |  |
| COST INCOME | 63.8\% | 51.5\% |  |
| OPERATING DATA |  |  |  |
| Direct deposits | 4.049 | 4.600 | 12.0\% |
| Assets under management | 40.119 | 45.387 | -11.6\% |
| Assets under administration | 11.752 | 11.625 | 1.1\% |
| Net loans to customers (excluding NPL's) | 551 | 481 | 14.5\% |

INTERNATIONAL ACTIVITIES DIVISION
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| $€$ MM | Q103 | Q102 | Var. Y/Y |
| :---: | :---: | :---: | :---: |
| Net interest income | 50 | 48 | 4.9\% |
| Net commissions and other net dealing revenues | 28 | 30 | -7.7\% |
| Other income | 1 | 3 | -69.0\% |
| Net interest and other banking income | 79 | 82 | -2.9\% |
| Administrative costs | -42 | -42 | - |
| Other operating income, net | 1 | 2 | -62.3\% |
| Adjustments to tangible and intangible fixed assets | -5 | -5 | - |
| Operating income | 33 | 37 | -12.2\% |
| Adjustments to goodwill and merger and consolidation differences | - | - | - |
| Provisions and net adjustments to loans and financial fixed assets | -5 | -21 | -75.2\% |
| Income before extraordinary items | 28 | 17 | 66.4\% |
| Net extraordinary income | 0 | 0 | - |
| Income before taxes | 28 | 17 | 65.6\% |
| Income taxes for the period | -9 | -9 | - |
| Net income | 19 | 8 | 130.7\% |
| CAPITAL ALLOCATED | 764 | 800 | -4.5\% |
| RORAC/ROE | 9.8\% | 4.1\% |  |
| COST INCOME | 57.4\% | 53.9\% |  |
| OPERATING DATA |  |  |  |
| Direct deposits | 8,474 | 7,124 | 18.9\% |
| Assets under management | 5,459 | 5,708 | -4.4\% |
| Assets under administration | 1,459 | 2,552 | -42.8\% |
| Net loans to customers (excluding NPL's) | 9,081 | 11,510 | 21.1\% |

## Banque Sanpaolo

| $€$ MM | Q103 | Q102 | Var. Y/Y |
| :---: | :---: | :---: | :---: |
| Net interest and other banking income | 49 | 50 | -2.0\% |
| Administrative costs | -35 | -34 | 2.9\% |
| Operating income | 14 | 16 | -12.5\% |
| Provisions and net adjustments to loans and financial fixed assets | -1 | -4 | -75.0\% |
| Income before extraordinary items | 13 | 12 | 8.3\% |
| Net extraordinary income | - | - | - |
| Income before taxes | 13 | 12 | 8.3\% |
| Income taxes for the period | -4 | -4 | - |
| Net income | 9 | 8 | 12.5\% |
| Contribution to net income of the Group | 9 | 7 | 28.6\% |
| CAPITAL ALLOCATED | 448 | 454 | -1.3\% |
| ROE | 8.0\% | 6.2\% |  |
| COST/INCOME RATIO | 69.4\% | 66.0\% |  |
| OPERATING DATA |  |  |  |
| Customer financial assets | 11,931 | 12,696 | -6.0 |
| - Direct deposits | 5,013 | 4,436 | 13.0\% |
| - Assets under management | 5,459 | 5,708 | -4.4 |
| - Assets under administration | 1,459 | 2,552 | 42.8\% |
| Net loans to customers (excluding NPL's) | 3,701 | 3,634 | 1.8\% |


[^0]:    - Selective Ioan policy. Focus remains on:
    - asset quality
    - Appropriate risk adjusted pricing
    - Positive trends in loan growth:
    - Mortage lending up $0.8 €$ billion Q/Q
    - Public authority lending up 8\% Q/Q

