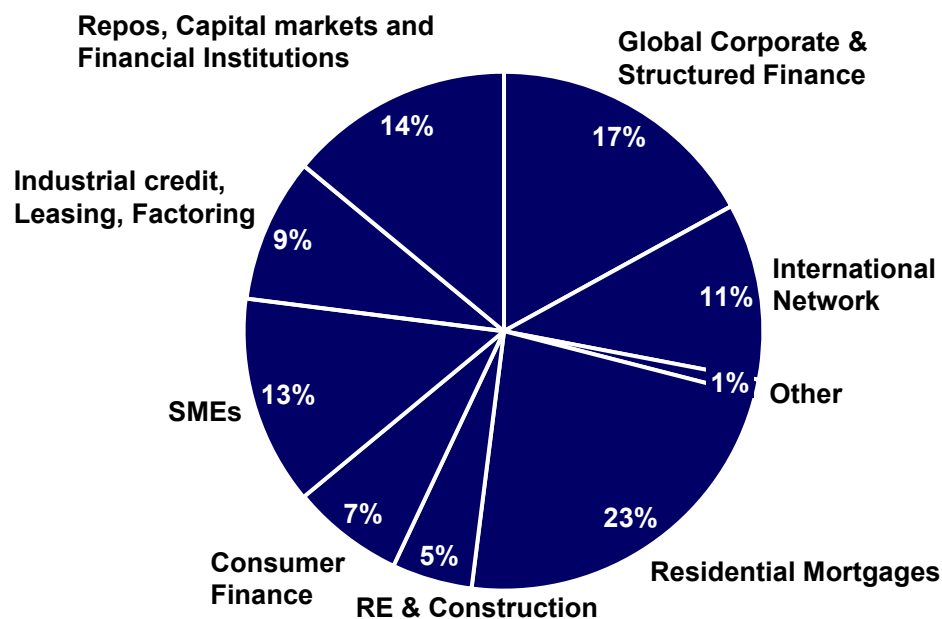


Loans to Customers: A Well-diversified Portfolio

Breakdown by business area (data as at 30.9.19)



■ Low risk profile of residential mortgage portfolio

- Instalment/available income ratio at 30%
- Average Loan-to-Value equal to 55%
- Original average maturity equal to ~23 years
- Residual average life equal to ~18 years

Breakdown by economic business sector

	30.9.19
Loans of the Italian banks and companies of the Group	
Households	28.8%
Public Administration	2.0%
Financial companies	11.6%
Non-financial companies	32.0%
<i>of which:</i>	
SERVICES	6.2%
DISTRIBUTION	5.3%
REAL ESTATE	3.4%
UTILITIES	2.5%
CONSTRUCTION	1.9%
METALS AND METAL PRODUCTS	1.7%
AGRICULTURE	1.5%
FOOD AND DRINK	1.3%
TRANSPORT	1.2%
MECHANICAL	1.0%
INTERMEDIATE INDUSTRIAL PRODUCTS	0.9%
FASHION	0.8%
ELECTROTECHNICAL AND ELECTRONIC	0.6%
TRANSPORTATION MEANS	0.5%
HOLDING AND OTHER	0.5%
ENERGY AND EXTRACTION	0.3%
BASE AND INTERMEDIATE CHEMICALS	0.3%
MATERIALS FOR CONSTRUCTION	0.3%
INFRASTRUCTURE	0.3%
PUBLISHING AND PRINTING	0.3%
NON-CLASSIFIED UNITS	0.3%
FURNITURE	0.2%
PHARMACEUTICAL	0.2%
OTHER CONSUMPTION GOODS	0.2%
MASS CONSUMPTION GOODS	0.1%
WHITE GOODS	0.1%
Rest of the world	11.0%
Loans of international banks and companies of the Group	11.1%
Non-performing loans	3.6%
TOTAL	100.0%

Note: figures may not add up exactly due to rounding