



# AGENDA

# Part 1 OUR FINANCIALS

Part 2
BANK FOR A CHANGING WORLD

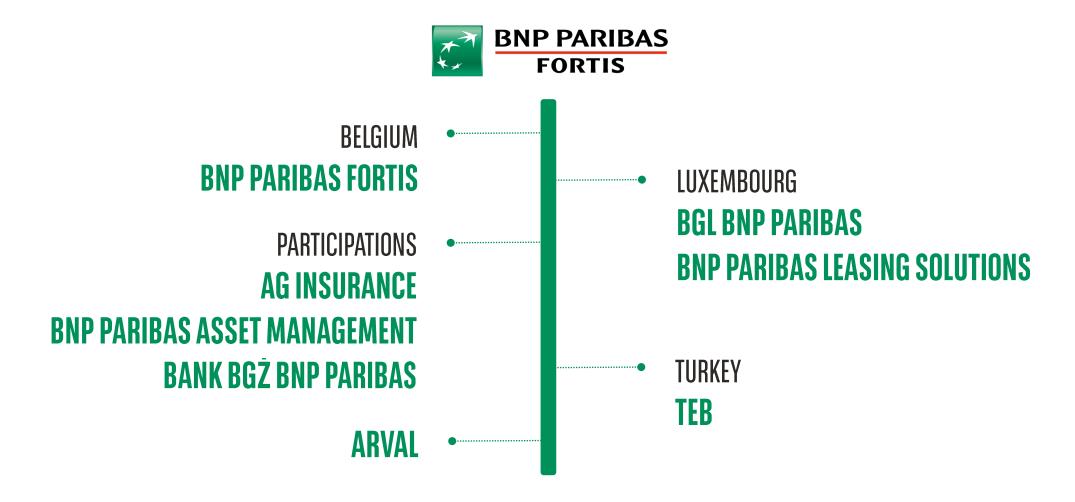
Part 3
CONCLUSION

# Part 1 OUR FINANCIALS



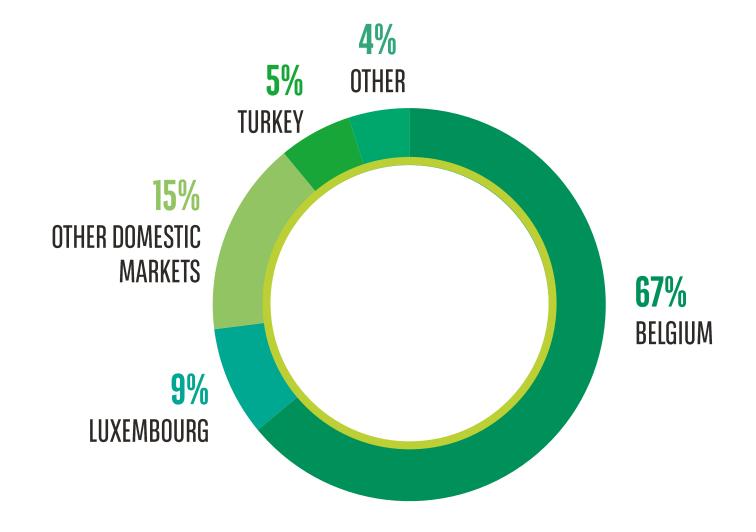


#### **OUR CONSOLIDATED PERIMETER**



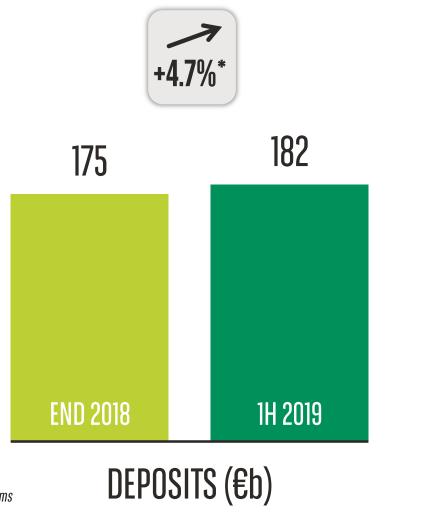


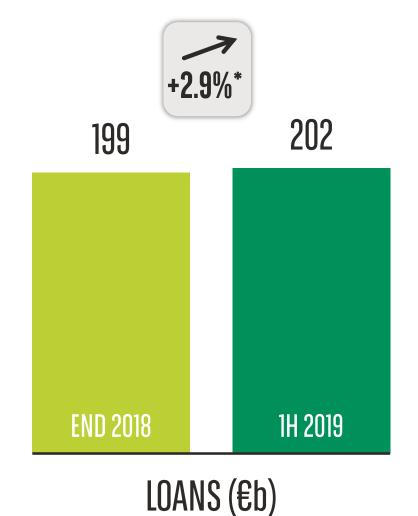
## **BELGIUM ACCOUNTS FOR 67% OF BALANCE SHEET**

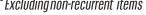




# SUSTAINED BUSINESS ACTIVITY (CONSOLIDATED)



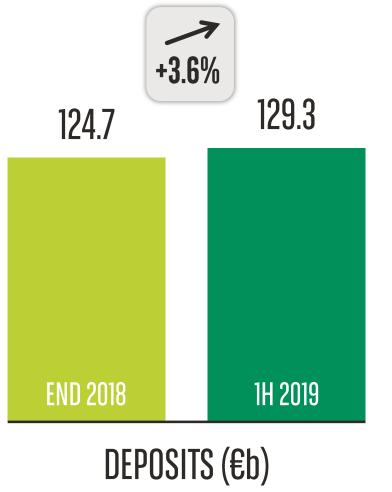


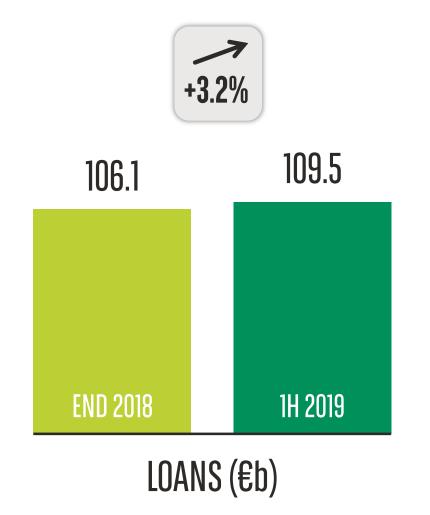






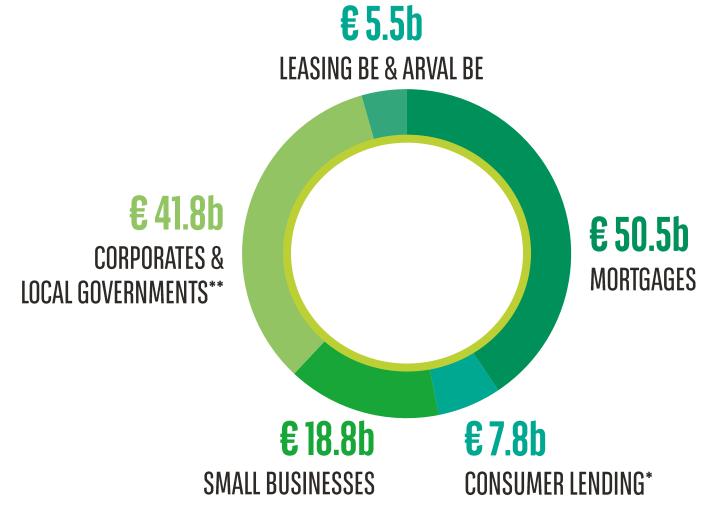
# CONTINUED GROWTH OF LOANS & DEPOSITS (BELGIAN RETAIL BANKING)







#### COMMITMENT TO THE BELGIAN ECONOMY





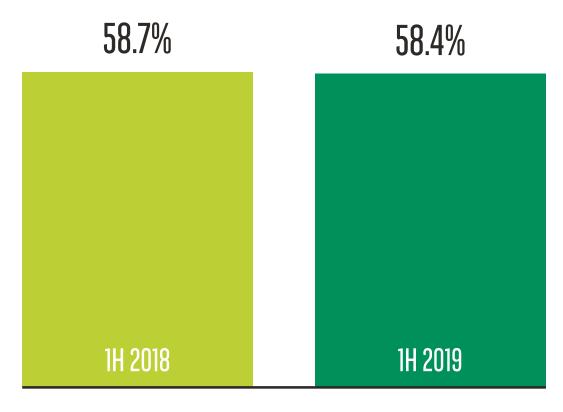
\*Including Alpha Credit \*\*Including CIB BE

## **OVERALL PERFORMANCE**

In€m	1H 2018	1H 2019
REVENUES	4,111	4,014
OPERATING EXPENSES	(2,588)	(2,517)
GROSS OPERATING INCOME	1,523	1,497
COST OF RISK	(141)	(229)
OPERATING INCOME	1,382	1,268
+ ASSOCIATES INCOME	119	120
+ OTHER NON-OPERATING ITEMS	2	151
PRE-TAX INCOME	1,503	1,539
NET INCOME	934	1,050



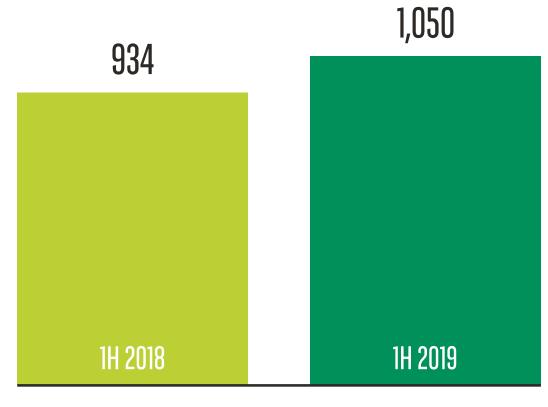
## **OPERATING EFFICIENCY**



COST/INCOME RATIO



# NET INCOME



NET INCOME (€m)



### STRONG FINANCIAL STRUCTURE

SOLVENCY

13.3%

Fully loaded CET1

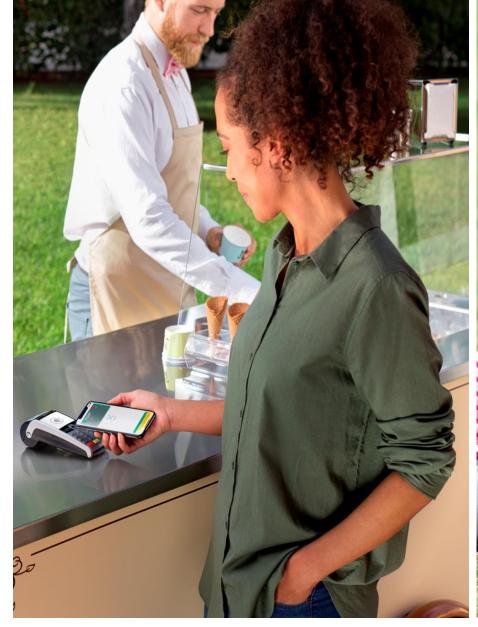
LIQUIDITY

120%

LCR
(non-consolidated basis)



# Part 2 BANK FOR A CHANGING WORLD



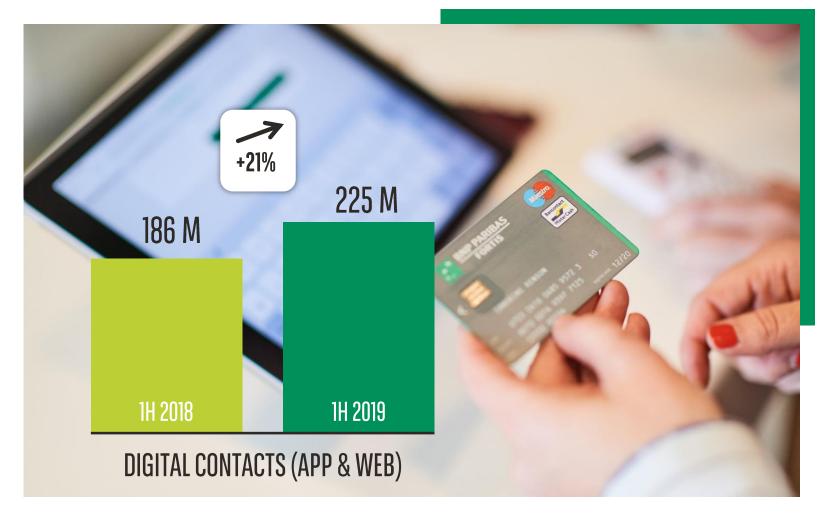




#### 1.DIGITAL CONTACTS INCREASED WITH MORE THAN 20%

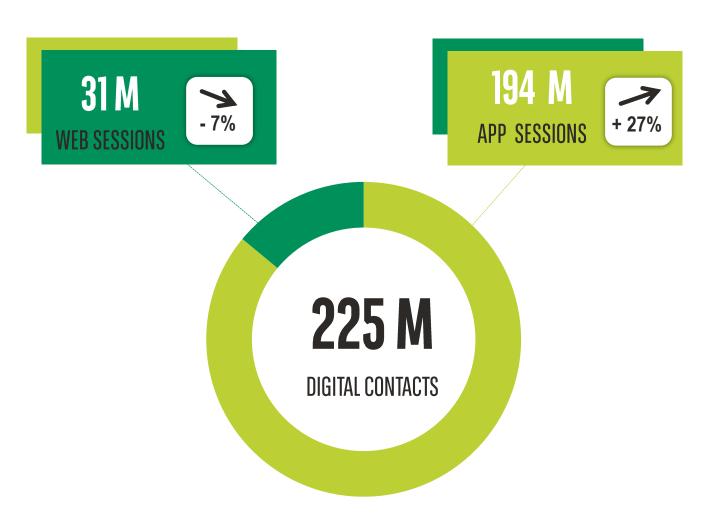
~1.2 M DIGITAL CONTACTS/DAY IN 1H 2019

2M ACTIVE DIGITAL USERS





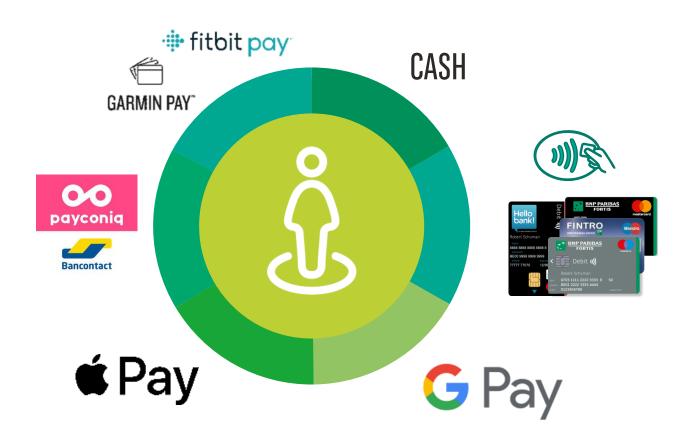
#### CUSTOMERS EMBRACE THE APP AND USE IT 6 TIMES MORE THAN WEB







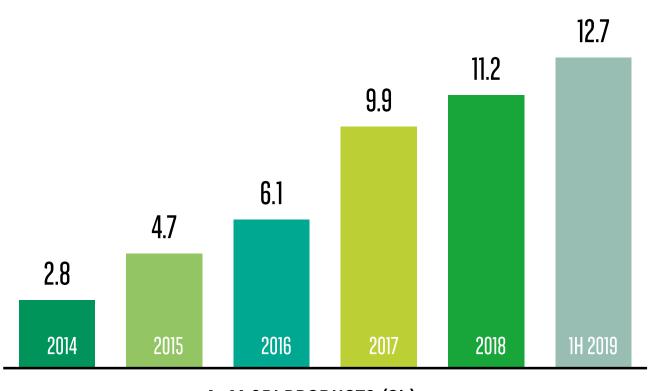
#### WIDE RANGE OF PAYMENT SOLUTIONS FOR OUR CUSTOMERS



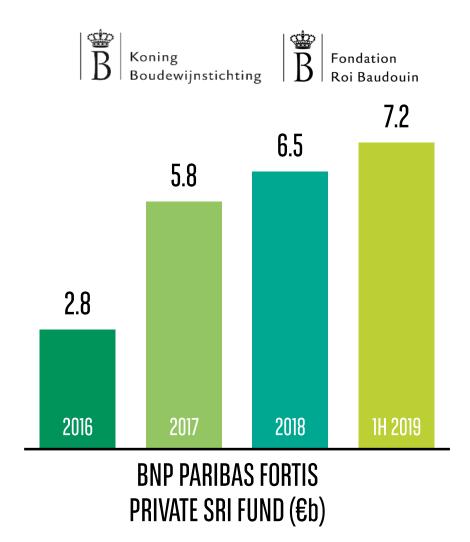




#### 2. CUSTOMERS INCREASINGLY PREFER SRI PRODUCTS



**Aum Sri Products (€b)** 





#### ENHANCED OFFER OF SUSTAINABLE FINANCING & ADVICE

#### Social entrepreneurs

- 407 social entrepreneurs supported
- **€ 106m** loans granted

BELGIUM.IMPAC1

# Sustainable impact loans

- Launched end 2018
- Nearly 140 projects funded
- Nearly € 180m loans granted

#### Sustainable deals







#### Sustainable Business Ateliers

- Start in December 2018
- 8 Sustainable Business Ateliers in total
- > 100 clients participated



# Part 3 CONCLUSION

#### **GOOD COMMERCIAL ACTIVITY**

#### IMPACT OF LOW INTEREST RATE ENVIRONMENT

#### COMMITTED TO THE BELGIAN ECONOMY



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