# EARNINGS PRESENTATION

1H 2015

**JULY 2015** 





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- The information in this presentation has been prepared under the scope of the International Financial Reporting Standards ('IFRS') of BCP Group for the purposes of the preparation of the consolidated financial statements under Regulation (CE) 1606/2002
- The figures presented do not constitute any form of commitment by BCP in regard to future earnings
- First 6 months figures for 2014 and 2015 not audited

## Agenda

- Highlights
- Group
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### **Highlights**

#### **Profitability**

Profits reinforced

- Net profit at €240.7 million in the 1<sup>st</sup> half of 2015, compared to €62.2 million losses in the same period of 2014.
- Core net income\* up by 62.6% to €423.5 million in 1H15 from €260.4 million in 1H14, reflecting increased net interest income (up 26.6%, including a 58.5% increase in Portugal) and lower operating costs (down 3.7% overall and 9.3% in Portugal).
- Impairment and provision charges of €566.8 million in the 6-month period to June 30, 2015, taking advantage of gains on sovereign debt to reinforce coverage.

#### Liquidity

Healthy balance sheet

- Customer deposits up by 4.4% to €50.6 billion at June 30, 2015, with total Customer funds up by 2.8% to €65.7 billion on the same date.
- Commercial gap narrowed further, with net loans as a percentage of total Customer funds now standing at 100%. As a percentage of deposits (BoP criteria), net loans stood at 107% (115% at June 30, 2014; 120% recommended).
- ECB funding usage at €6.1 billion (€1.5 billion of which TLTRO-related), down from €8.7 billion at end-June 2014.

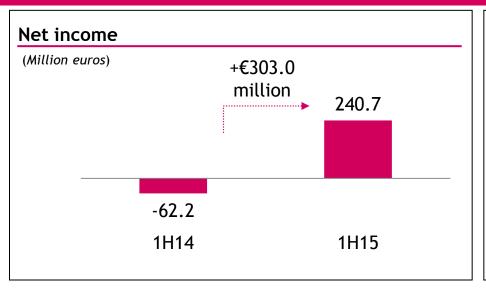
#### Capital

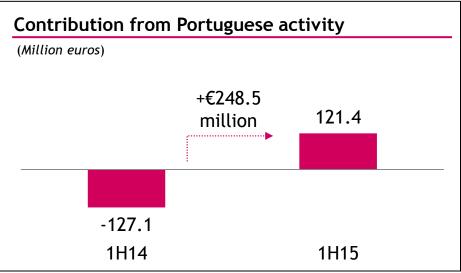
On course to
European
benchmark levels,
reflecting
profitability and
specific measures

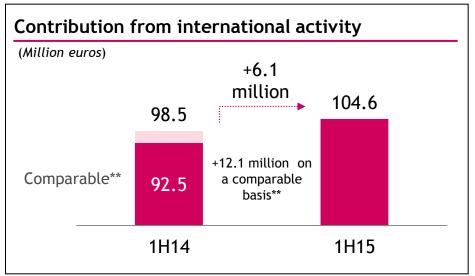
- Common equity tier 1 ratio at 13.1% according to phased-in criteria\*\*, compared to 12.5% at June 30, 2014.
- Capital boosted by improved recurring profitability, by the sale of a 15.4% shareholding in Bank
   Millennium (Poland) and by the impact of the debt-equity swap successfully completed at June 11,
   2015.

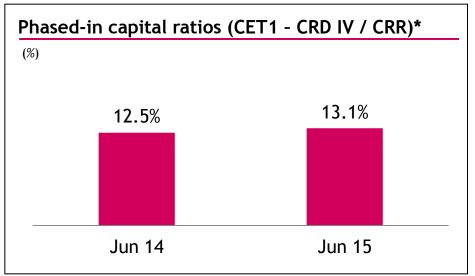


### Highlights



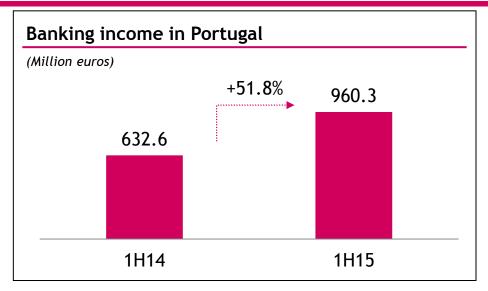


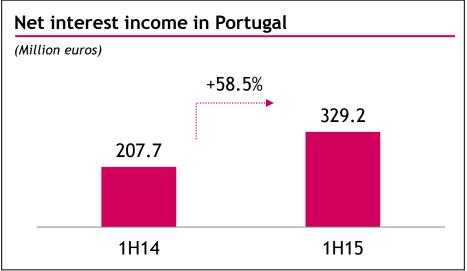


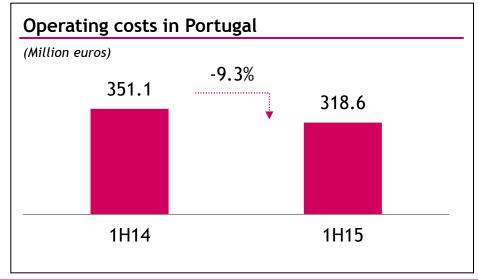


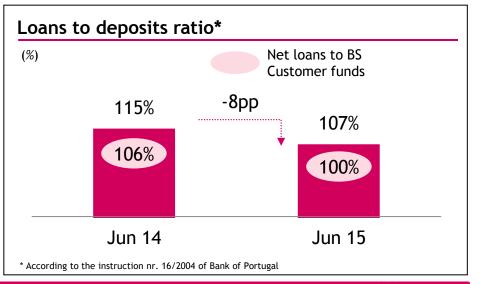


#### **Destaques**









## Agenda

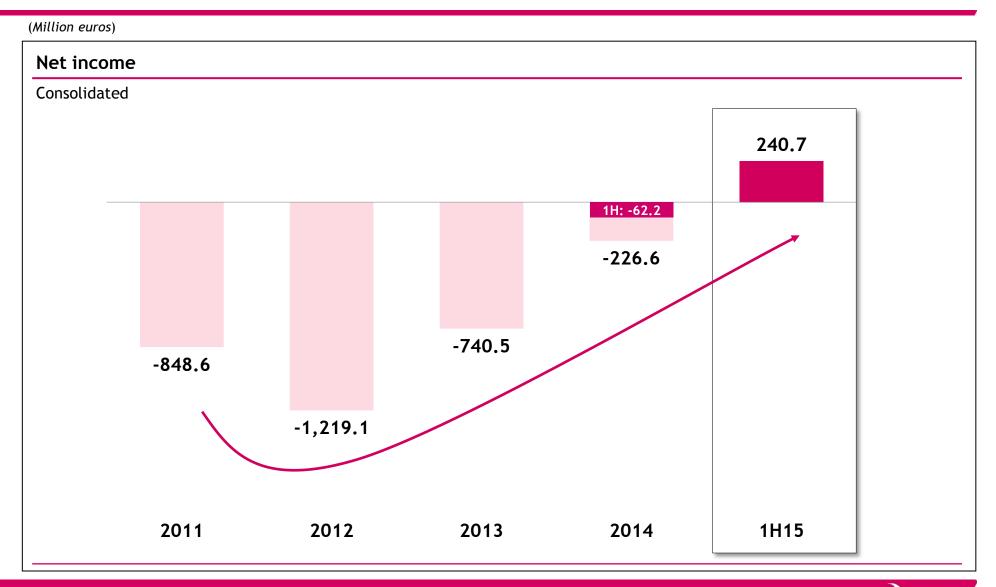
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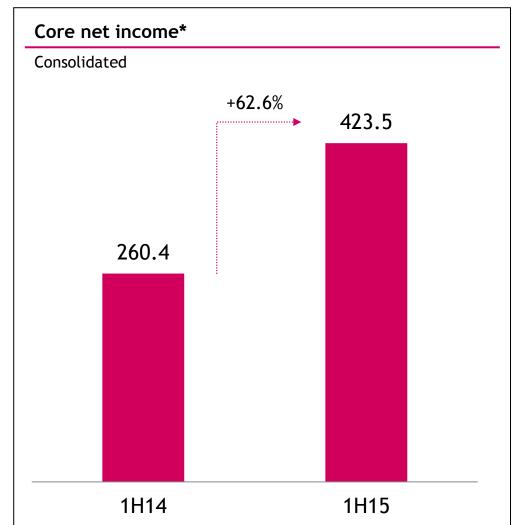
# 1H2015 earnings: profitability affirmed...

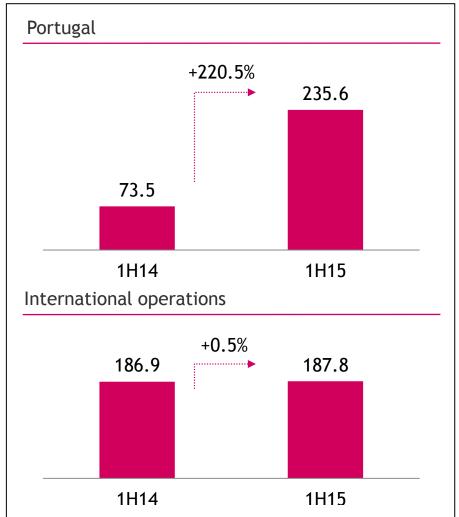
(million euros)	1H14	1H15	YoY	Impact on earnings
Net interest income	496.0	628.0	26.6%	+132.0
Of which: costs related with hybrids instruments (CoCos)	-130.6	-32.3	-75.3%	+98.3
Net fees and commissions	341.2	350.7	2.8%	+9.5
Other operating income	251.3	492.6	96.0%	+241.4
Banking income	1,088.4	1,471.3	35.2%	+382.9
Staff costs	-323.4	-308.9	-4.5%	+14.5
Other administrative costs and depreciation	-253.3	-246.3	-2.8%	+7.0
Operating costs	-576.7	-555.2	-3.7%	+21.5
Operating net income (before impairment and provisions)	511.7	916.1	79.0%	+404.4
Loans impairment (net of recoveries)	-371.6	-475.0	27.8%	-103.3
Other impairment and provisions	-114.0	-91.8	-19.4%	+22.1
Net income before income tax	26.1	349.3	1236.2%	+323.1
Income taxes	-2.2	-54.4	2390.6%	-52.3
Non-controlling interests	-52.6	-68.9	30.9%	-16.3
Net income from discontinued or to be discontinued operations	-33.6	14.8		+48.4
Net income	-62.2	240.7		+303.0

## ... after 4 years of losses



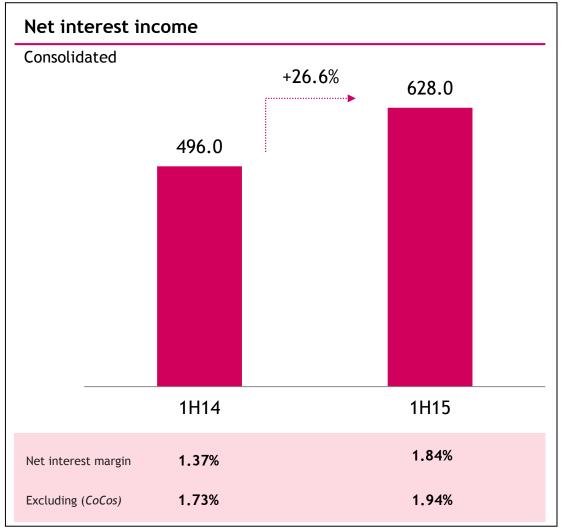
### Core net income\* improves in Portugal

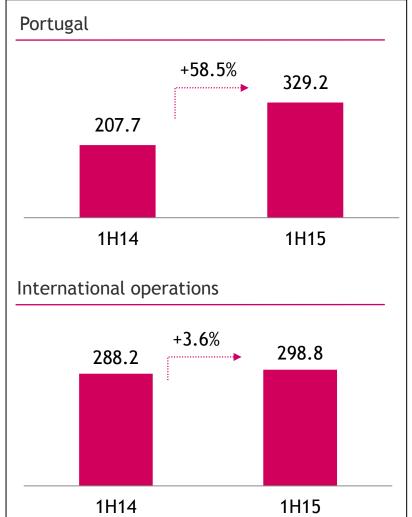






### Net interest income increases, particularly in Portugal

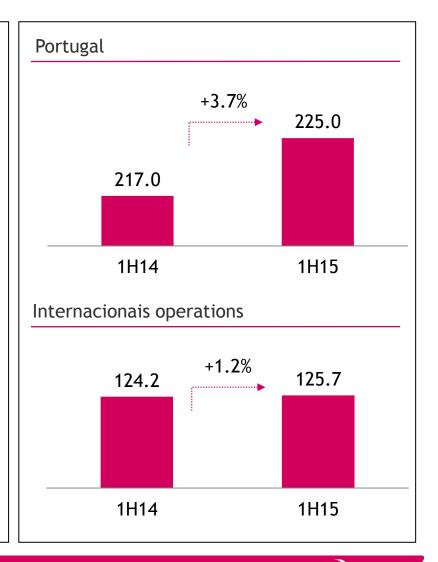




## Increase in fees and commissions, especially in Portugal

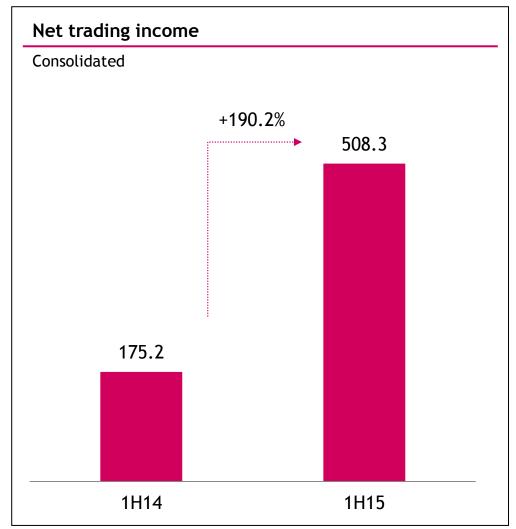
(Milhões de euros)

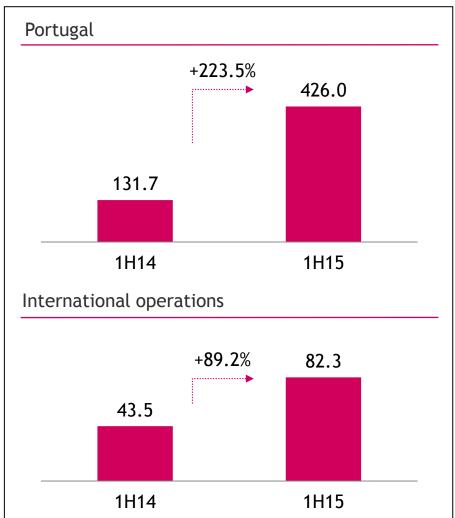
Consolidated			
	1H14	1H15	YoY
Banking fees and commissions	270.6	285.9	+5.7%
Cards and transfers	96.5	86.3	-10.6%
Loans and guarantees	79.9	92.4	+15.6%
Bancassurance	36.6	37.7	+3.0%
Current account related	38.8	39.8	+2.7%
State guarantee	-16.4	0.0	+100.0%
Other fees and commissions	35.2	29.7	-15.6%
Market related fees and commissions	70.6	64.7	-8.3%
Securities operations	50.9	44.8	-11.9%
Asset management	19.7	19.9	+1.2%
Total fees and commissions	341.2	350.7	+2.8%



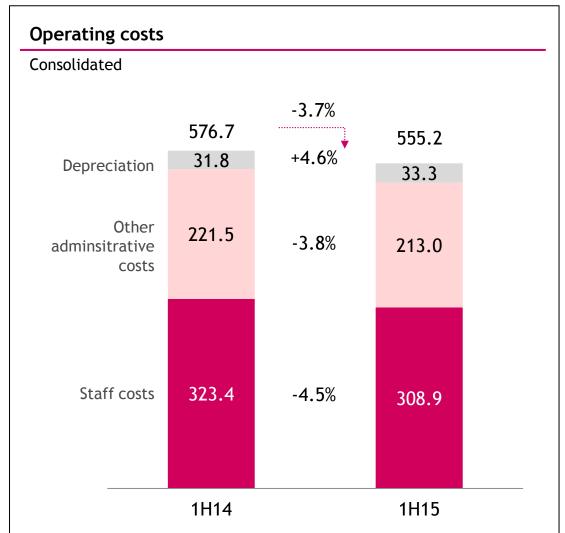
# Increased net trading income, benefiting from gains from public debt portfolio in Portugal

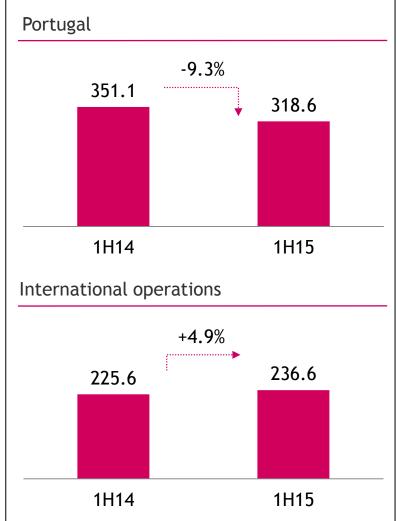
(Milhões de euros)



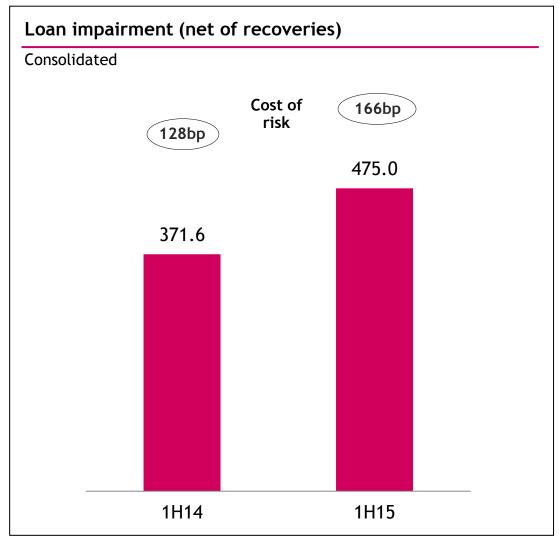


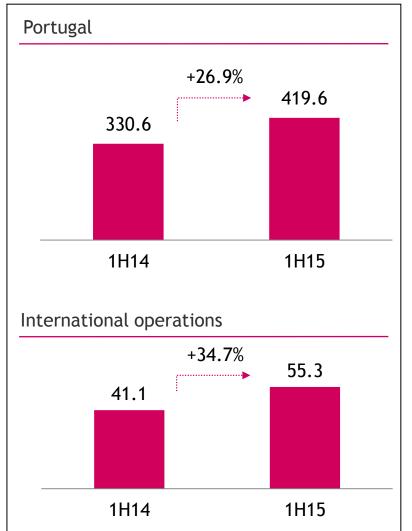
## Cost reduction proceeds in Portugal



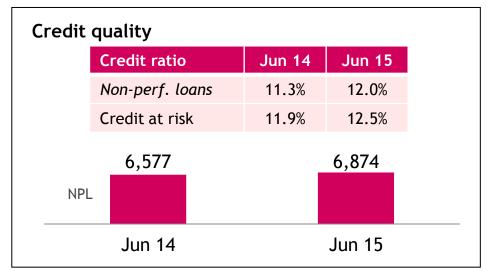


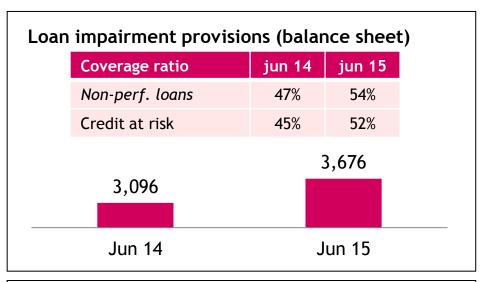
## Higher provisioning charges...

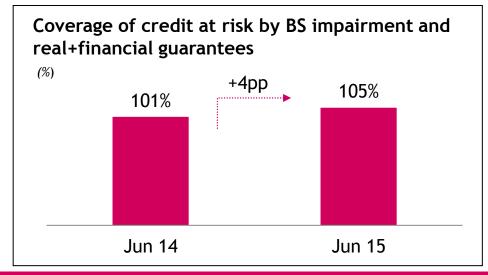


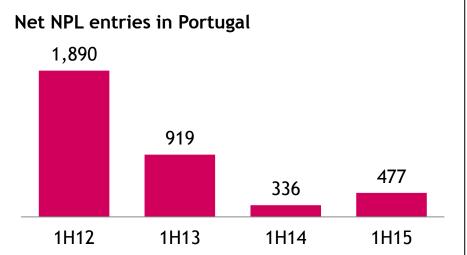


### ... resulting in stronger coverage

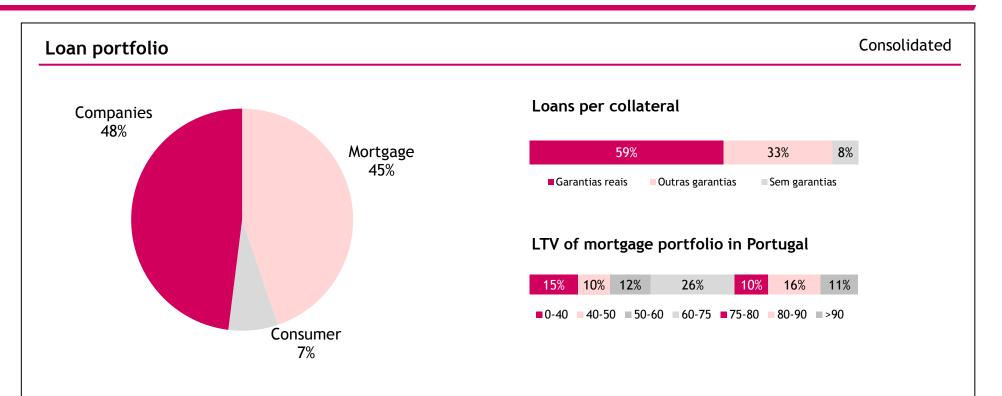








#### Diversified and collateralised loan portfolio

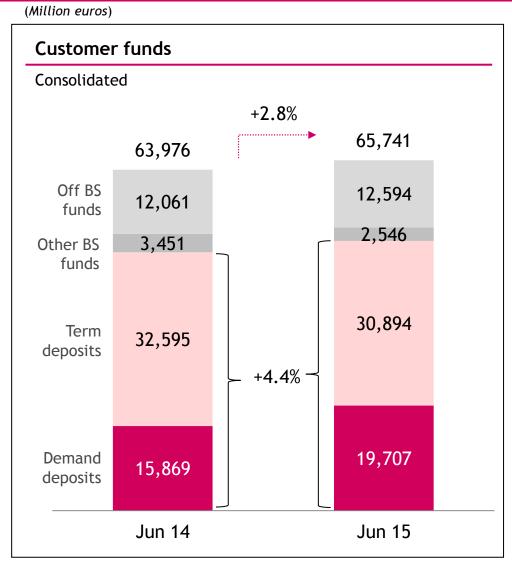


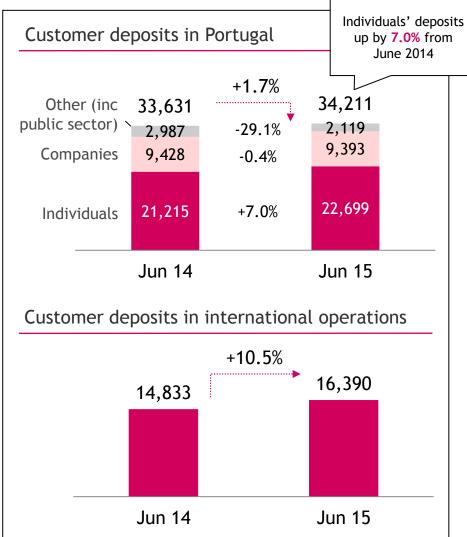
- Loans to companies accounted for 48% of the loan portfolio at end-June 2015, including 15% to construction and real estate sectors
- 92% of the loan portfolio is collateralised
- Mortgages accounted for 45% of the loan portfolio, with low delinquency levels and a 66% average LTV

## Agenda

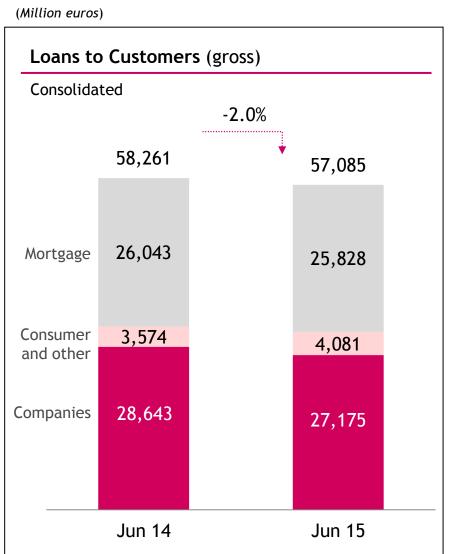
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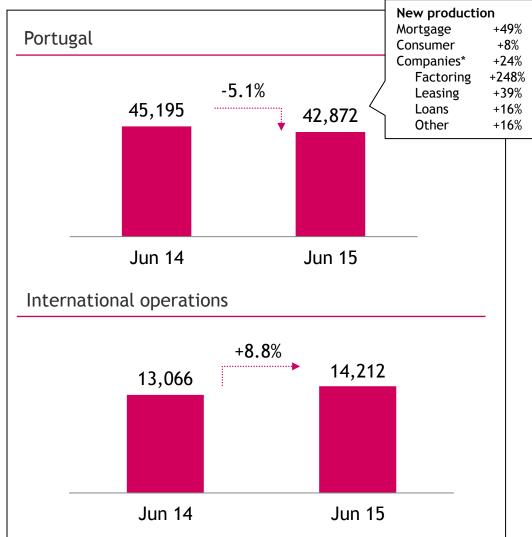
# Deposits increase, with individuals in Portugal and international operations standing out



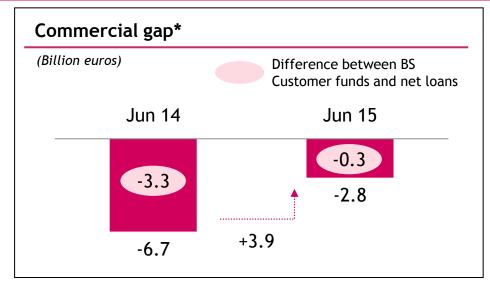


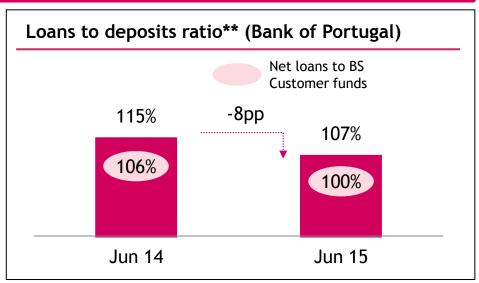
#### Credit increases in international operations

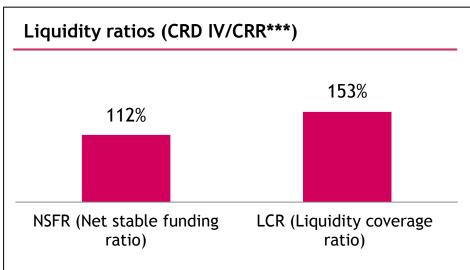




# Continued improvement of the liquidity position, current ratios exceed future requirements







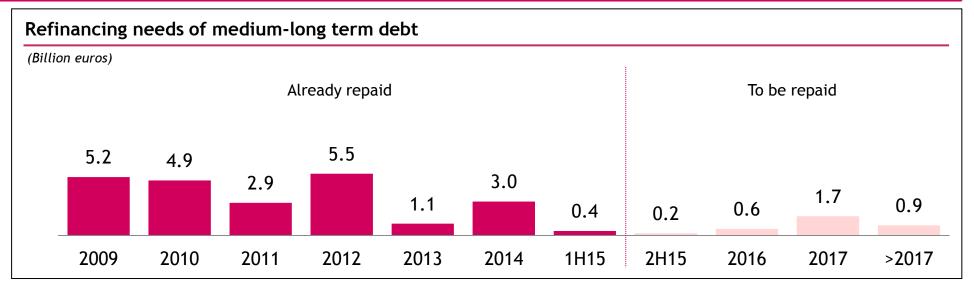
- Commercial gap narrows €3.9 billion from 1H2014
- Loans to deposits ratio (Bank of Portugal criteria) at 107%, 100% if all BS Customer funds are included
- Net usage of ECB funding at €6.1 billion, compared to €8.7 billion at end-June 2014
- €14.5 billion (net of haircuts) of eligible assets available for refinancing operations with ECB, with a €8.5 billion buffer
- Liquidity ratios (CRD IV/CRR\*\*\*) higher than the required 100%

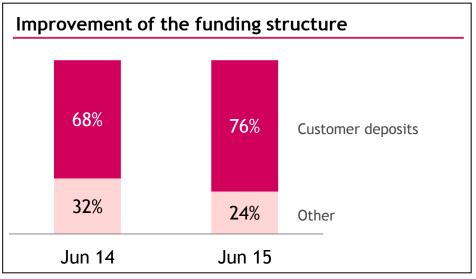


<sup>\*</sup> Based on Customer deposits and net loans to Customers.

<sup>\*\*</sup> According to the current version of Notice 16/2004 of the Bank of Portugal.
\*\*\* Estimated in accordance with CRD IV current interpretation.

# Lower refinancing needs in the medium to long term, Customer deposits are the main funding source



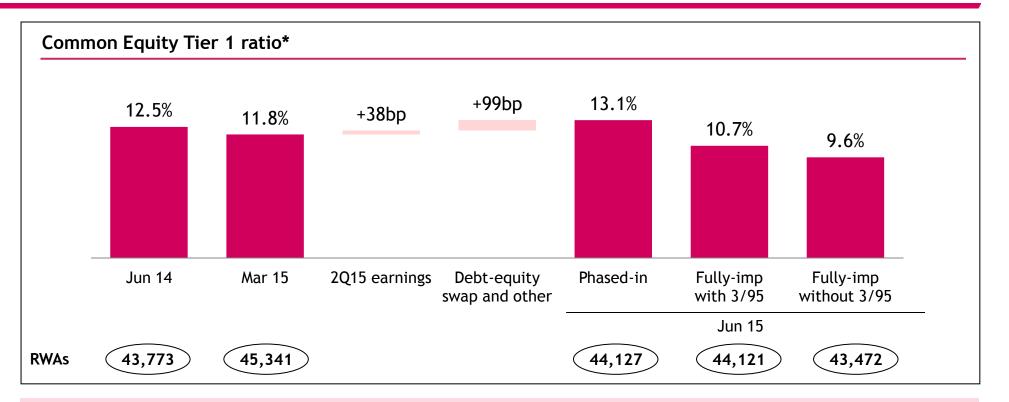


- Lower funding needs, reflecting a lower commercial gap
- Customer deposits are the main funding source

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### Profitability and specific measures strengthen capital figures



- Capital ratios strengthened to 13.1% according to phased-in criteria and to 10.7% on a fully implemented basis, reflecting the impact of the debt-equity swap, of earnings for 1H15 and of lower RWAs
- Revocation of Bank of Portugal's Notice 3/95, currently under discussion, would lead to deferred tax assets no longer being calculated based on it for capital purposes
- Leverage ratio at 6.7% according to phased-in criteria; on a fully implemented basis, this ratio stood at 5.5% including
   Notice 3/95 and at 4.9% without the impact of Notice 3/95

#### Pension fund

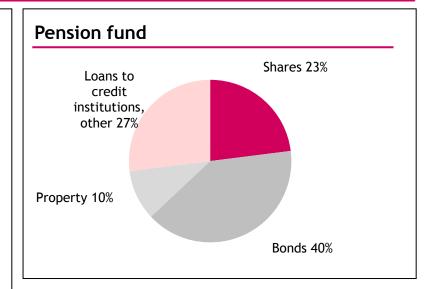
#### Main figures

(Million euros)

	Jun 14	Dec 14	Jun 15
Pension liabilities	2,759	3,133	3,136
Pension fund	2,786	3,095	3,070
Liabilities' coverage	112%	110%	109%
Fund's profitability	11.0%	8.1%	0.5%
Actuarial differences	(2)	(477)	(38)

#### **Assumptions**

	Dec 13	Jun 14	Dec 14	Jun 15
Discount rate	4,00%	3,50%	2,50%	2,50%
Salary growth rate	1,00% until 2016		0,75% until 2017	
Salary growth rate	1,75% after 2016		1,00% after 2017	
Pensions growth rate	0,00% until 2016		0,00% until 2017	
	0,75% after 2016		0,50% after 2017	
Projected rate of return of fund assets	4,00%	3,50%	2,50%	
Mortality Tables			•	
Men	TV 73/77 -1 year		TV 73/77 -2 years	
Women	Tv 88/90 -2 years		Tv 88/90 -3 years	



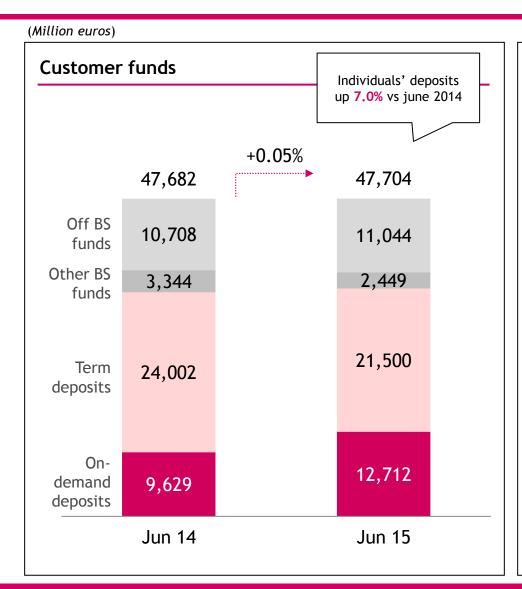
- Pension liabilities coverage at 109%
- Fund's profitability below assumptions in 1H2015, resulting in negative actuarial differences
- Assumptions unchanged in 1H2015

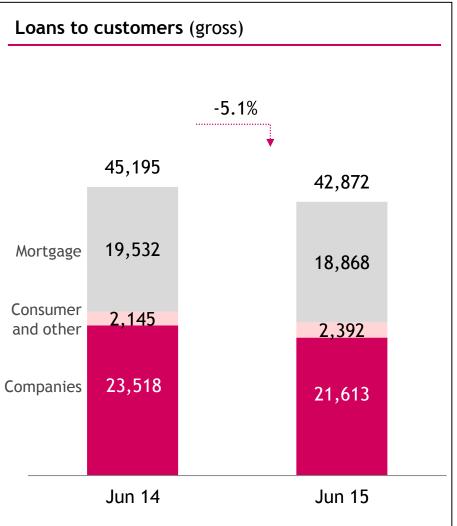
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#### Portugal: deleveraging effort improves with liquidity position

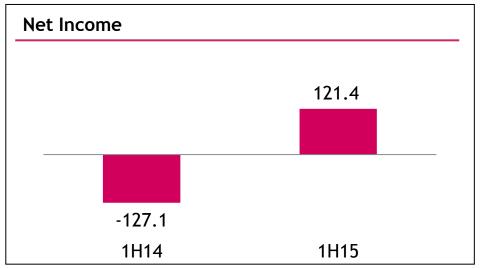




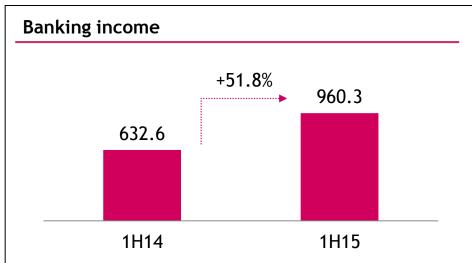


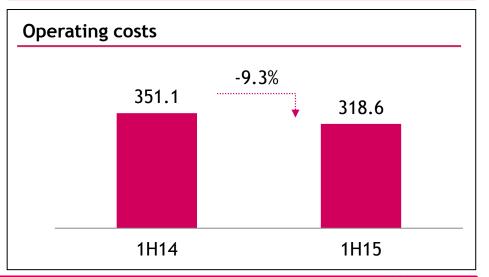
# Net income improves, as banking income increases and operating costs decrease





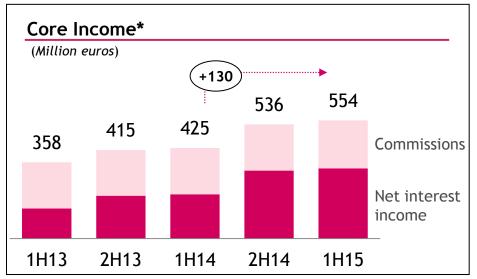
- Improved net income, resulting from an increased banking income (+51.8%) and a 9.3% reduction in operating costs
- The increase in banking income reflects higher core income and trading income
- Lower operating costs, as the implementation of the restructuring programme started at the end of 2012 yields visible savings



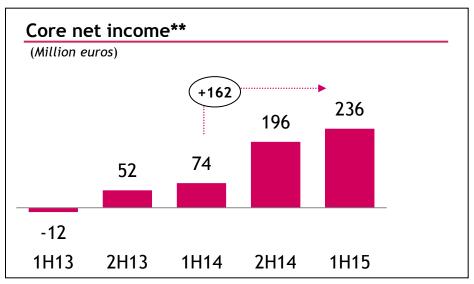


# Improvement trend on core income and reduction on operating costs in Portugal are in place









- Core income at €554 million in 1H2015
- Operating costs down to €319 million
- Continuation of the core net income \*\*
   expansion trend began two years ago: €236
   million in 1H2015. It is worth highlighting that
   this figure was negative (-€12 million) in
   1H2013

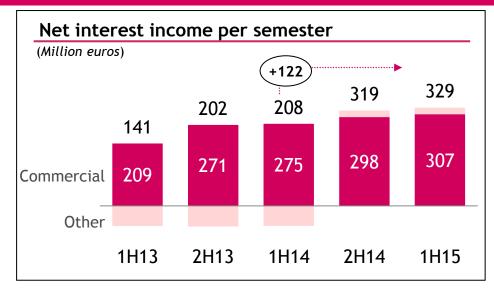


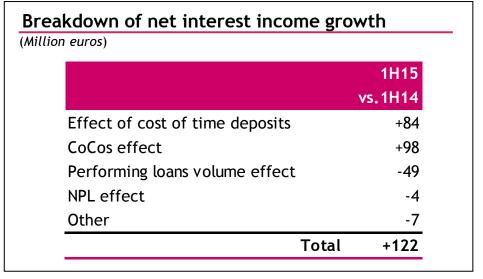
<sup>\*</sup> Excludes non recurring specific items.

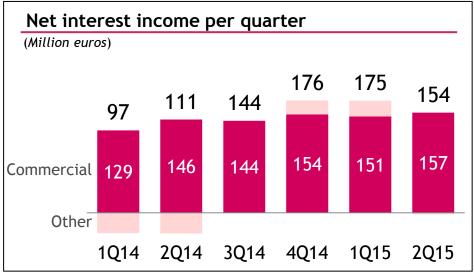
<sup>\*\*</sup> Core net income = net interest income + net fees and commission income - operating costs. Excludes non recurring specific items.

# Increase on net interest income in Portugal reflects lower cost of deposits, in spite of the impact of lower loan volumes





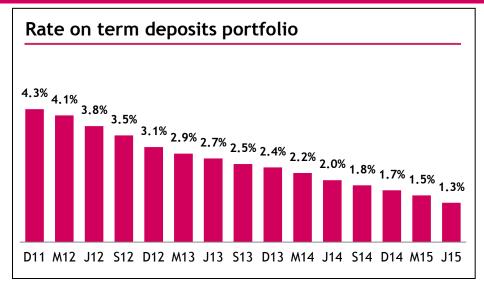


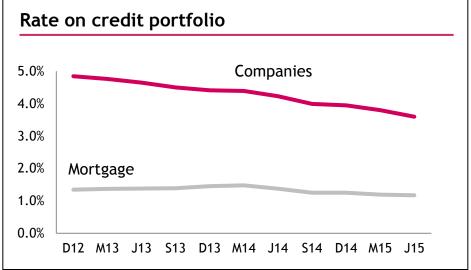


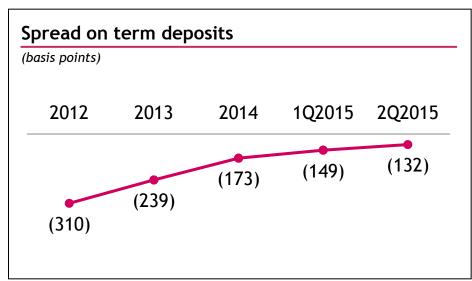
- Net interest income increases versus 1H 2014, driven by:
  - Consistent reduction of the cost of time deposits and partial repayment of CoCos
  - These effects were partially offset by the continued reduction of loan volumes
- Quarter-on-quarter increase of net interest income from commercial business, as the impact of the continued decline of the remuneration of term deposits exceeded the unfavourable effects from a lower volume of credit, on one hand, and from increased overdue loans, on the other
- The quarter-on-quarter decline of total net interest income was chiefly due to lower yields on the new public debt portfolio

### Continued effort to reduce the cost of deposits









- Continued effort to bring the cost of the time deposits book down: to 1,3% in 1H2015 from 2.0% in 1H2014
- Average interest rate on the front book of time deposits significantly down to 48bp
- Spreads on the mortgage book were roughly stable; spreads on the companies loan portfolio still comparatively high, following a continued decrease

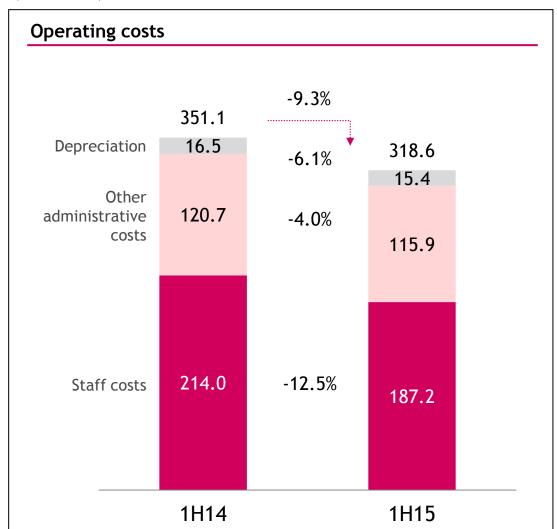
# Increased commissions, benefiting from early repayment of State-guarantees

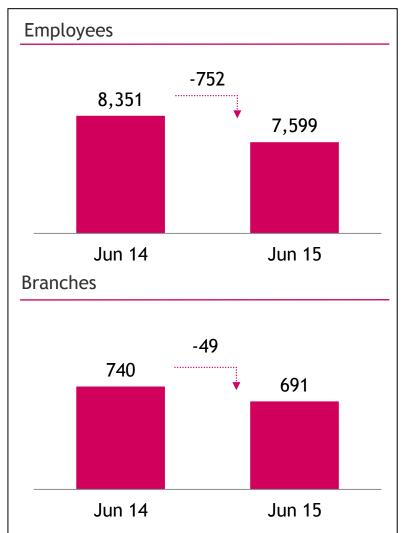


	1H14	1H15	YoY
Banking fees and commissions	182.1	197.7	+8.6%
Cards and transfers	50.1	48.8	-2.6%
Loans and guarantees	61.9	64.0	+3.5%
Bancassurance	36.6	37.7	+3.0%
Current account related	38.7	39.8	+2.7%
State guarantee	-16.4	0.0	+100.0%
Other fees and commissions	11.2	7.5	-33.5%
Market related fees and commissions	34.9	27.2	-21.9%
Securities operations	31.0	23.8	-23.2%
Asset management	3.9	3.4	-11.6%
Total fees and commissions	217.0	225.0	+3.7%

# Continuation of the plan implementation, on target with strategic goals

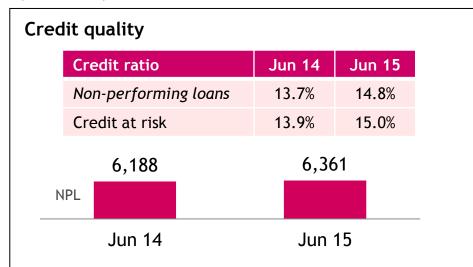


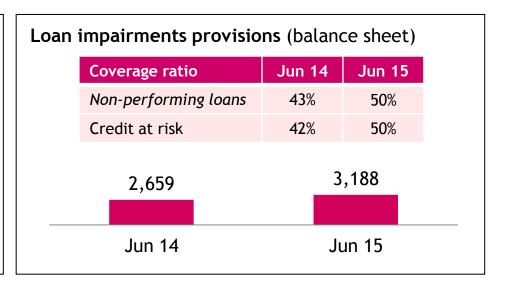


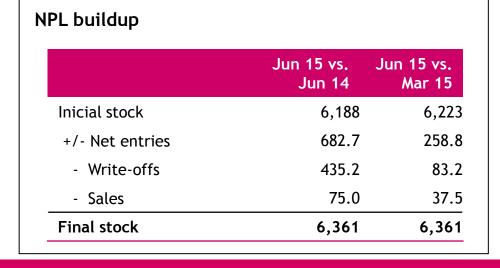


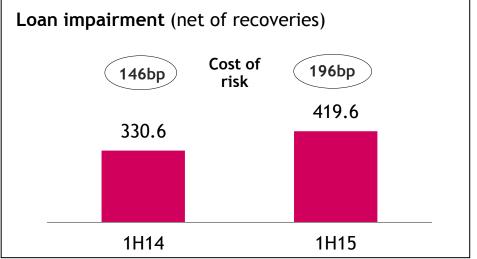
#### Reinforced coverage of delinquent loans



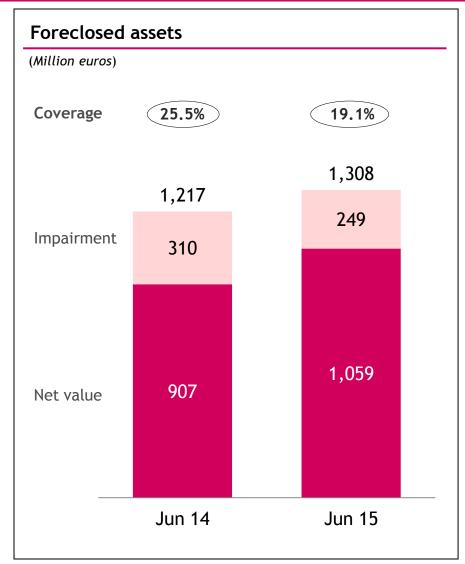


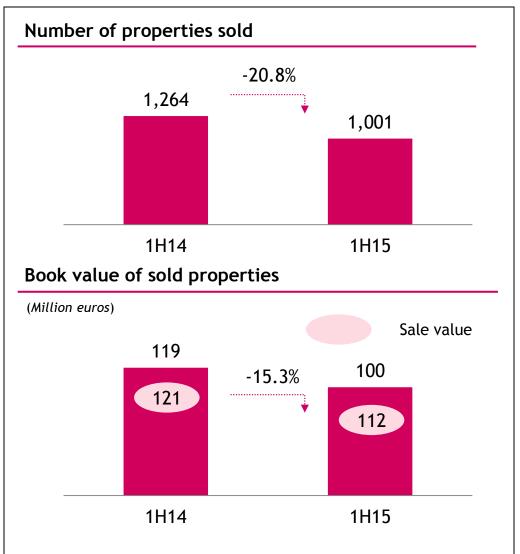






# Foreclosed assets sold above book value, confirming appropriate coverage





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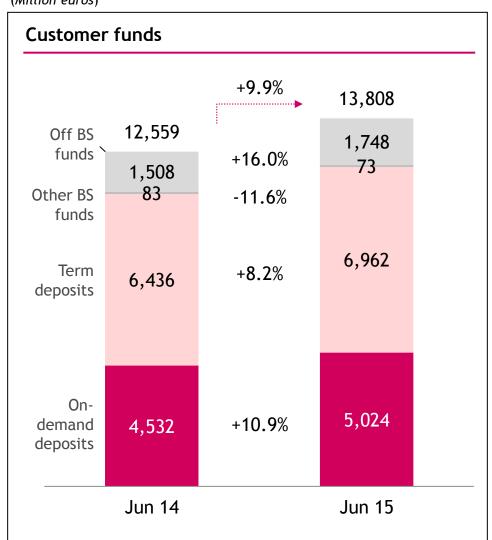


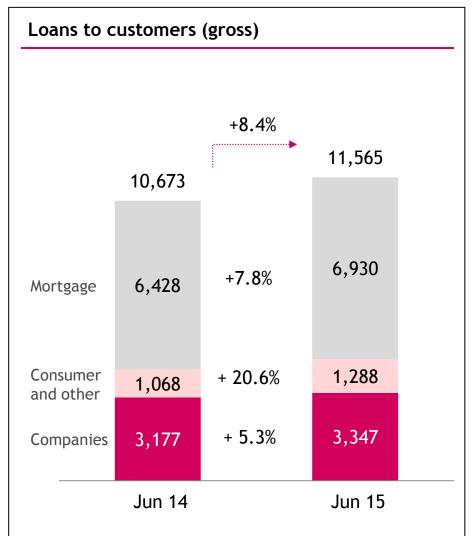
# Significant net income growth in international operations

	1H14	1H15	Δ% local currency	Δ% euros	ROE
International operations*					
Poland	77.4	79.3	+2.4%	+3.8%	11.2%
Mozambique	45.4	47.9	+5.5%	+14.9%	21.0%
Angola	25.6	38.2	+49.1%	+65.4%	22.5%
Net income	148.5	165.4	+11.4%	+17.2%	
Other and non-controlling interests	-49.9	-60.8			
Total contribution int. operations	98.5	104.6		+6.2%	

# Poland: customer funds and loans to customers growth

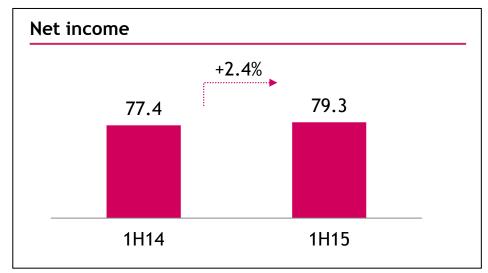




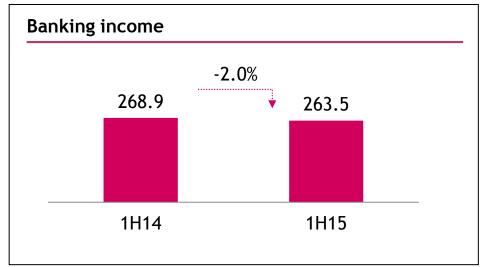


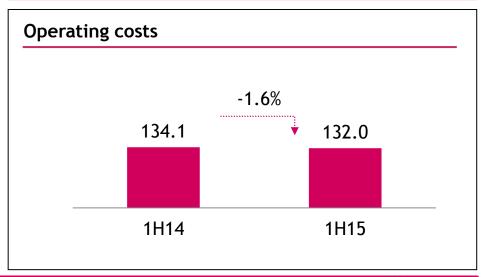
## Net income growth





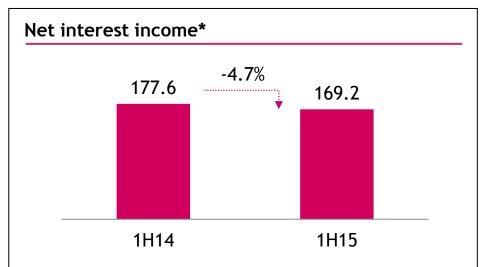
- Net income up by 2.4% with a 11.2% ROE, in spite of a difficult environment as long exchange rates (CHF) and interest rates are concerned
- Lower banking income (-2.0% compared to 1H2014) reflecting lower net interest income (-4.7%) and commissions (-4.5%)
- Lower operating costs (-1.6% compared to 1H2014), reflecting a strict cost control policy

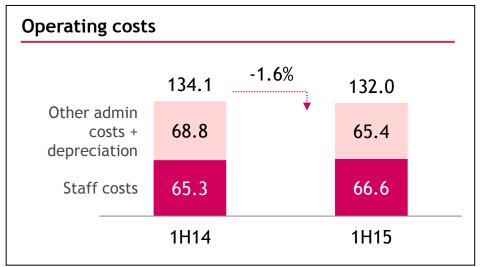


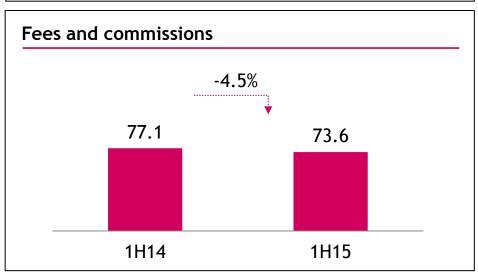


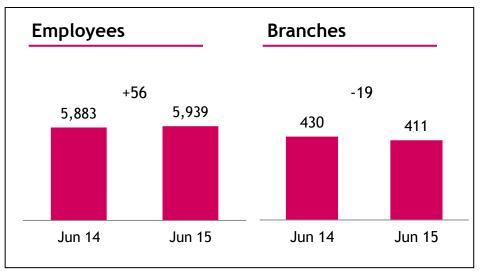
# Reduction of profits determined by the difficult environment partially offset by the reduction of costs





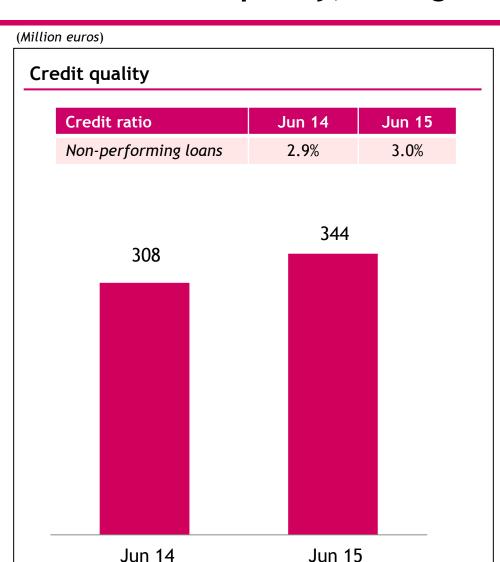


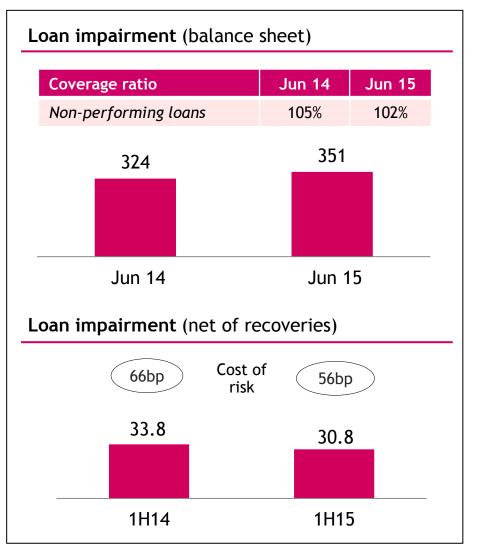




## Stable credit quality, strong coverage



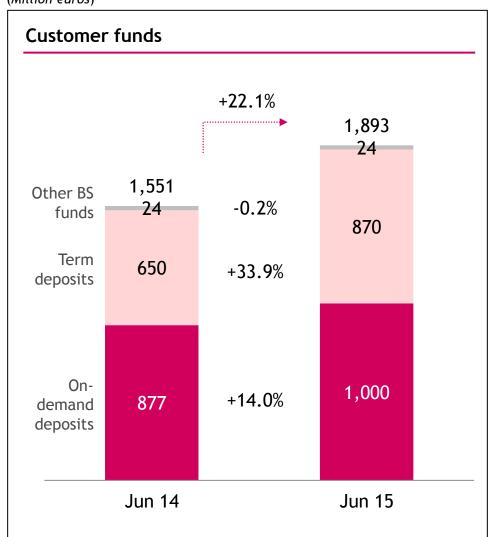


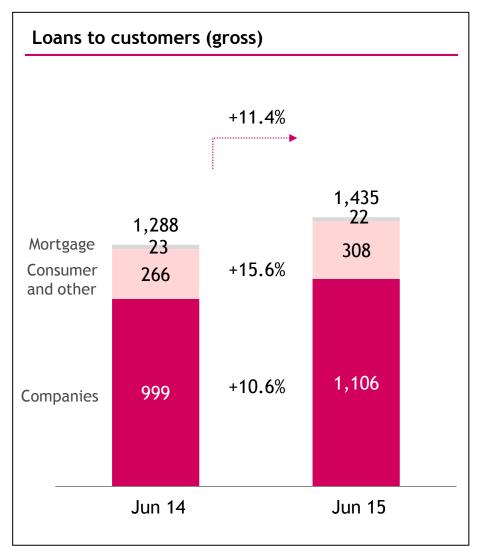


# Mozambique: strong volume growth



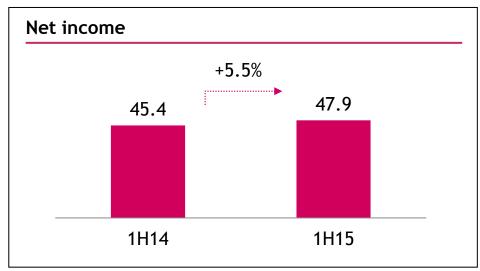




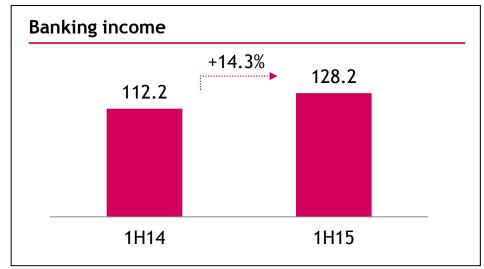


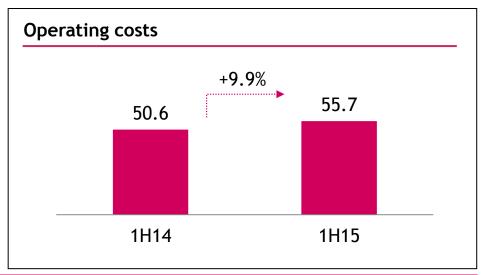
# Net income benefited from increased banking income





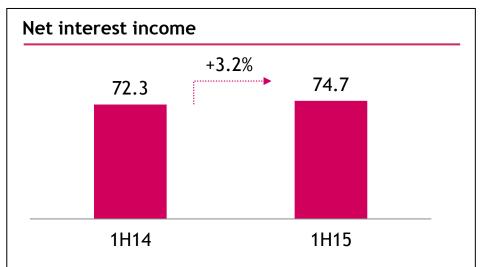
- Net income up by 5.5%, with ROE at 21.0%
- Increase of 14.3% in banking income, as a result of stronger net interest income, commissions and foreign exchange gains
- Operating costs up by 9.9% (+9 branches compared to June 14)

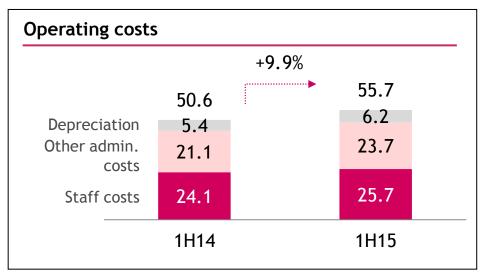


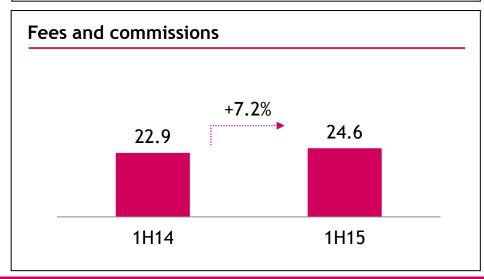


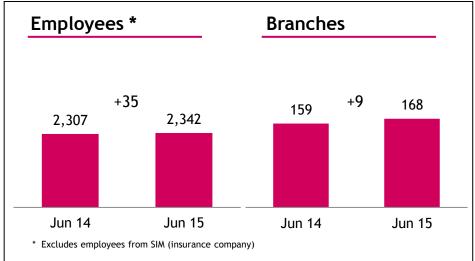
# Growth in core income and operating costs driven by network expansion





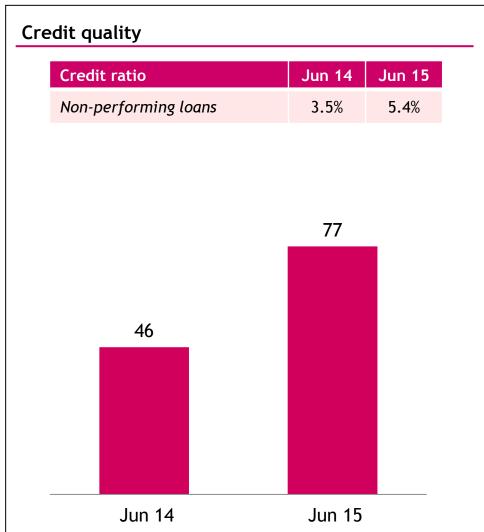


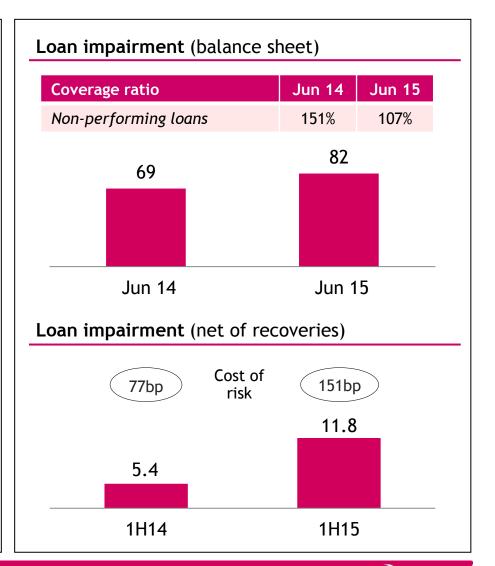




# Credit quality and coverage



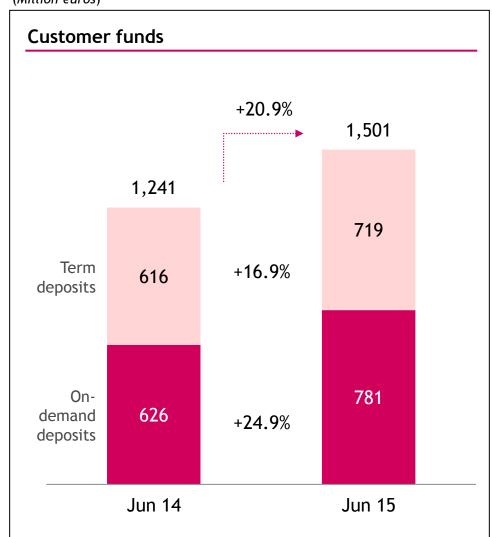


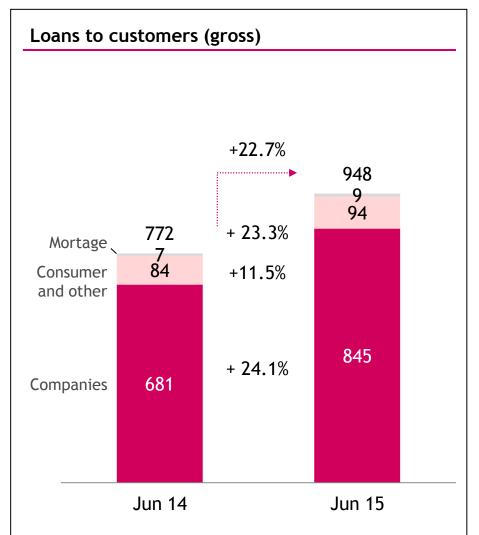


# Angola: strong volumes growth, keeping a comfortable liquidity position



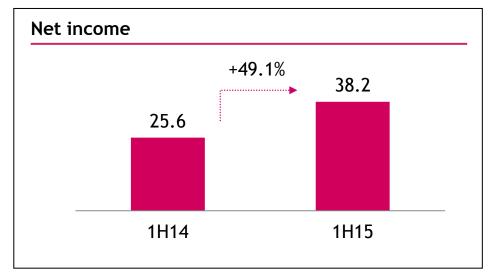




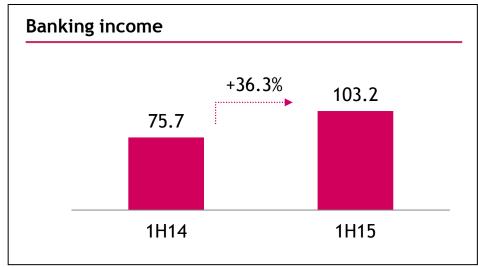


### Net income increase driven by higher banking income





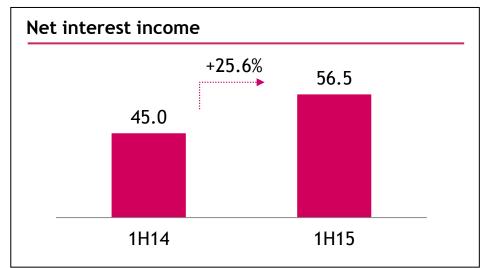
- Net income increases 49.1%, with ROE at 22.5%
- Increase of 36.3% in banking income, strongly influenced by higher net interest income (due to business expansion) and trading gains
- Operating costs increased by 11.2%, as a result of network expansion (+5 branches from June 2014)

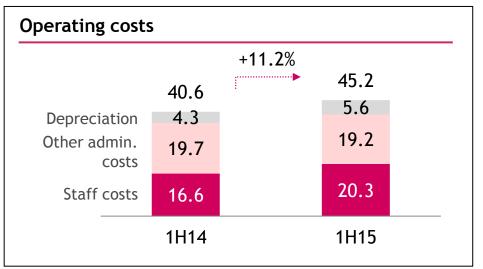


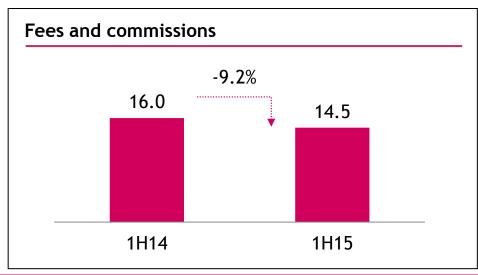


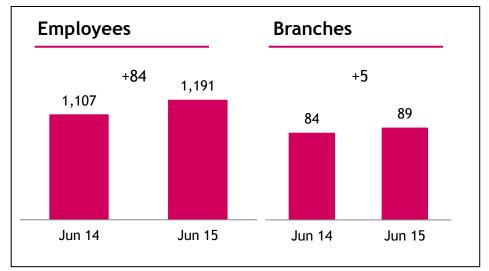
# Strong growth in net interest income income and operating costs driven by network expansion







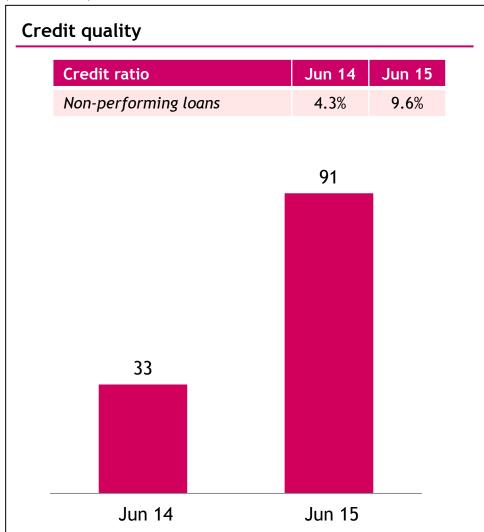


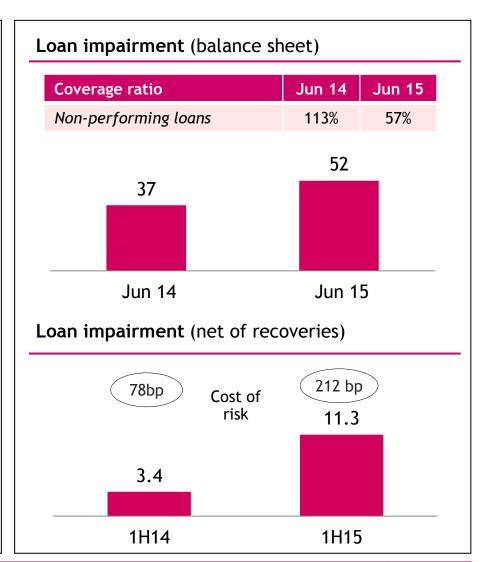


# Credit quality and coverage









# Agenda

- Highlights
- Group
  - Profitability
  - Liquidity
  - Capital
- Portugal
- International Operations
- Conclusions

# Progress on 2012 strategic plan metrics

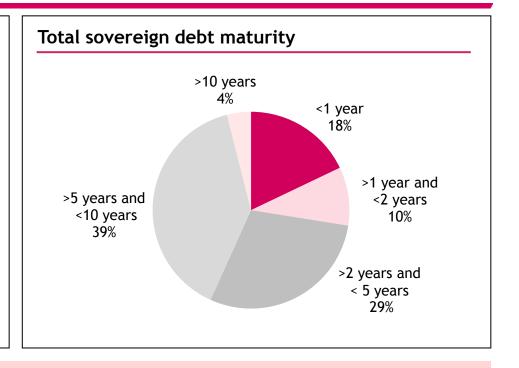
			Act	ual	Strategic plan			
Phases	Priorities		1H14	1H15		2015		
Demanding economic environment 2012-2013	Stronger balance sheet	CET1* (phased-in) (fully implemented)**	12.5% 9.0%	13.1% With 3/95: 10.7% W/o 3/95: 9.6%	<b></b>	>10%	<b>√</b>	
Creating growth and profitability	Recovery of profitability in	LtD***	106%	100%		<110%	<b>√</b>	
	Portugal	C/I	57%	38%		≈50%	✓	
conditions 2014-2015	Continued development of	Oper. costs****	€702M	€637M		≈€660M	<b>√</b>	
	business in Poland, Mozambique and Angola	Cost of risk (bp)	128	166		≈100	×	
Sustained growth 2016-2017	Sustained net income growth, greater balance between domestic and international operations	ROE	-5%	11%		≈ <b>7</b> %	<b>√</b>	

# **Appendix**

# Sovereign debt portfolio

#### Sovereign debt portfolio

	Jun 14	Dec 14	Jun 15	YoY	YTD
	6,514	4,688	4,505	-31%	-4%
	1,547	815	156	-90%	-81%
	4,967	3,873	4,349	-12%	+12%
	1,196	1,820	2,422	>100%	+33%
	345	587	592	+72%	+1%
	393	367	536	+36%	+46%
	190	130	999	>100%	>100%
Total	8,638	7,592	9,054	+5%	+19%
	Total	6,514 1,547 4,967 1,196 345 393 190	1,547 815 4,967 3,873 1,196 1,820 345 587 393 367 190 130	6,514 4,688 4,505 1,547 815 156 4,967 3,873 4,349 1,196 1,820 2,422 345 587 592 393 367 536 190 130 999	6,514 4,688 4,505 -31% 1,547 815 156 -90% 4,967 3,873 4,349 -12% 1,196 1,820 2,422 >100% 345 587 592 +72% 393 367 536 +36% 190 130 999 >100%



- Total sovereign debt at €9.1 billion, of which €1.6 billion maturing up to one year
- Portuguese sovereign debt decreased, whereas exposure to Polish, Mozambican and Angolan have increased from June 2014

# Sovereign debt portfolio

	Portugal	Poland	Mozambique	Angola	Other	Total
Trading book	179	905	0	0	73	1,157
≤ 1 year	4	429				434
> 1 year and ≤ 2 years		241			11	252
> 2 year and ≤ 5 years	171	205			63	439
> 5 year and ≤ 10 years	3	30				33
> 10 years						
Banking book*	4,327	1,517	592	535	926	7,897
≤ 1 year	160	416	440	166	5	1,188
> 1 year and ≤ 2 years	2	311	146	160		618
> 2 year and ≤ 5 years	1,168	786	6	196	52	2,208
> 5 year and ≤ 10 years	2,641	4		13	867	3,525
> 10 years	357				1	358
Total	4,505	2,422	592	536	999	9,054
≤ 1 year	164	846	440	166	5	1,622
> 1 year and ≤ 2 years	2	551	146	160	11	869
> 2 year and ≤ 5 years	1,339	991	6	197	114	2,647
> 5 year and ≤ 10 years	2,644	34		13	867	3,558
> 10 years	357				1	358

## **Financial Statements**

# **Consolidated Balance Sheet**

(Million euros)					
	30 June 2014	30 June 2015		30 June 2014	30 June 2015
Assets			Liabilities		
Cash and deposits at central banks	1,927.9	2,426.8	Amounts owed to credit institutions	13,080.3	12,412.9
Loans and advances to credit institutions			Amounts owed to customers	48,806.8	50,601.1
Repayable on demand	720.6	1,140.8	Debt securities	8,314.9	5,262.9
Other loans and advances	1,012.6	831.0	Financial liabilities held for trading	921.3	824.2
Loans and advances to customers	55,547.3	53,408.6	Hedging derivatives	243.8	779.3
at fair value through profit or loss			Provisions for liabilities and charges	415.9	302.8
Financial assets available for sale	10,490.1	11,703.6	Subordinated debt	3,928.8	1,660.5
Assets with repurchase agreement	76.7	31.3	Current income tax liabilities	7.9	6.5
Hedging derivatives	80.3	80.9	Deferred income tax liabilities	7.3	13.1
Financial assets held to maturity	2,744.0	436.7	Other liabilities	1,342.8	1,216.1
Investments in associated companies	443.2	305.4	Total Liabilities	77,069.8	73,079.5
Non current assets held for sale	1,570.8	1,674.7			
Investment property	179.6	166.4	Equity		
Property and equipment	728.8	706.1	Share capital	1,465.0	4,094.2
Current tax assets	39.1	40.5	Treasury stock	-32.8	-120.1
Deferred tax assets	2,194.3	2,544.6	Share premium	0.0	16.5
Other assets	989.1	808.8	Preference shares	171.2	171.2
	80,440.4	78,730.4	Other capital instruments	9.9	9.9
			Fair value reserves	187.5	-100.9
			Reserves and retained earnings	921.5	313.7
			Net income for the period attrib. to Shareholders	-62.2	240.7
			Equity attrib to Shareholders of the Bank	2,660.1	4,625.2
			Non-controlling interests	710.5	1,025.7
			Total Equity	3,370.6	5,650.9
				80,440.4	78,730.4

### **Consolidated Income Statement**

Per quarter

(Million euros)	_	Quarterly											
		2Q 14	3Q 14	4Q 14	1Q 15	2Q 15							
Net :	Net interest income  Dividends from equity instruments Net fees and commission income Other operating income Net trading income Equity accounted earnings Banking income Staff costs Other administrative costs Depreciation Operating costs Operating net income bef. imp.  Loans impairment (net of recoveries) Other impairm. and provisions Net income before income tax Income tax Non-controlling interests	259.6	295.0	325.2	328.4	299.6							
Divid	lends from equity instruments	2.5	0.1	0.1	2.0	3.8							
Net 1	ees and commission income	176.5	165.0	174.7	169.9	180.7							
Othe	r operating income	62.4	-13.8	-22.2	-18.0	-23.9							
Net 1	rading income	63.3	182.0	85.0	200.1	308.1							
Equi	cy accounted earnings	9.9	5.2	7.7	6.1	14.6							
Bank	ring income	574.2	633.6	570.5	688.4	782.9							
Staff	costs	163.2	154.6	157.6	153.3	155.7							
Othe	r administrative costs	113.9	109.7	117.3	106.7	106.4							
Depr	eciation	15.9	16.5	17.2	16.7	16.6							
Оре	ating costs	293.1	280.9	292.0	276.6	278.6							
Oper	ating net income bef. imp.	281.1	352.7	278.4	411.8	504.3							
Loan	s impairment (net of recoveries)	179.9	502.9	232.5	205.6	269.4							
Othe	r impairm. and provisions	54.6	29.0	66.3	70.1	21.7							
Net i	ncome before income tax	46.6	-179.2	-20.3	136.1	213.2							
Incor	ne tax	7.6	-173.0	73.1	36.3	18.1							
Non-	controlling interests	27.2	29.3	28.2	30.1	38.7							
Net :	ncome (before disc. oper.)	11.7	-35.5	-121.6	69.6	156.3							
Net i	ncome arising from discont. operations	-33.3	-0.5	-6.8	0.8	14.0							
Net :	ncome	-21.5	-36.0	-128.4	70.4	170.3							

## Consolidated Income Statement (Portugal and International Operations)

For the 6 months period ended 30<sup>th</sup> June, 2014 and 2015

241 >100%

(Million euros)

Net income

													Internat	ional ope	erations						
		Group	up Portugal Total				Bank Mi	llennium (	Poland)	M illenr	ium bim	(Moz.)	M ille	nnium An	igo la	Other	int. opera	itions			
	jun 14	jun 15	Δ %	jun 14	jun 15	Δ%	jun 14	jun 15	Δ%	jun 14	jun 15	Δ%	jun 14	jun 15	Δ%	jun 14	jun 15	Δ%	jun 14	jun 15	Δ %
Interest income	1,350	1,170	-13.3%	885	692	-21.7%	465	478	2.8%	308	278	-9.6%	97	117	21.0%	57	80	39.5%	3	3	-8.5%
Interest expense	854	542	-36.5%	677	363	-46.4%	177	179	1.5%	133	117	-12.3%	30	42	39.8%	17	23	39.7%	-4	-3	6.7%
Net interest income	496	628	26.6%	208	329	58.5%	288	299	3.6%	175	161	-7.6%	66	75	12.5%	41	57	39.4%	7	6	-7.5%
Dividends from equity instruments	6	6	-0.1%	2	3	28.4%	3	3	-18.4%	0	0	-24.1%	0	0	-100.0%	3	3	-17.0%	0	0	-12.3%
Intermediation margin	502	634	26.3%	210	332	58.2%	292	302	3.4%	175	162	-7.6%	66	75	12.4%	44	59	35.5%	7	6	-7.5%
Net fees and commission income	341	351	2.8%	217	225	3.7%	124	126	1.2%	76	74	-3.2%	21	25	16.8%	14	15	0.7%	13	13	2.3%
Other operating income	47	-42	<-100%	51	-44	<-100%	-4	2	>100%	-9	-5	42.1%	6	7	12.7%	0	0	>100%	0	0	-29.8%
Basic income	890	942	5.9%	478	513	7.4%	412	429	4.0%	242	230	-4.9%	94	106	13.4%	58	74	28.1%	19	19	-1.6%
Net trading income	175	508	>100%	132	426	>100%	43	82	89.2%	23	29	25.8%	9	22	>100%	11	29	>100%	1	2	>100%
Equity accounted earnings	23	21	-10.3%	23	21	-8.9%	0	0		0	0		0	0		0	0		0	0	
Banking income	1,088	1,471	35.2%	633	960	51.8%	456	511	12.1%	264	258	-2.4%	103	128	24.5%	68	103	51.2%	20	21	6.1%
Staff costs	323	309	-4.5%	214	187	-12.5%	109	122	11.2%	64	67	3.3%	22	26	16.2%	15	20	35.6%	8	9	15.5%
Other administrative costs	221	213	-3.8%	121	116	-4.0%	101	97	-3.6%	61	51	-16.2%	19	24	22.6%	18	19	8.4%	3	3	10.8%
Depreciation	32	33	4.6%	16	15	-6.1%	15	18	16.0%	6	6	-7.4%	5	6	24.6%	4	6	44.5%	0	0	-16.4%
Operating costs	577	555	-3.7%	351	319	-9.3%	226	237	4.9%	132	123	-6.2%	46	56	19.8%	37	45	23.4%	11	12	13.9%
Operating net income bef. imp.	512	916	79.0%	281	642	>100%	230	274	19.1%	133	135	1.5%	57	73	28.4%	32	58	83.3%	9	9	-3.2%
Loans impairment (net of recoveries)	372	475	27.8%	331	420	26.9%	41	55	34.7%	34	32	-5.8%	5	12	>100%	3	11	>100%	-1	0	98.9%
Other impairm, and provisions	114	92	-19.4%	114	88	-22.9%	-1	4	>100%	-1	2	>100%	0	1	>100%	0	0	-25.1%	0	0	>100%
Net income before income tax	26	349	>100%	-164	134	>100%	190	216	13.6%	100	100	0.8%	52	60	16.0%	28	47	64.3%	10	9	-14.3%
Incometax	2	54	>100%	-37	13	>100%	39	42	7.0%	23	21	-9.1%	9	11	20.2%	5	8	59.6%	1	1	-12.0%
Non-controlling interests	53	69	30.9%	0	0	<-100%	52	69	32.4%	0	0		0	1	26.2%	0	0		52	69	32.5%
Net income (before disc. oper.)	-29	226	>100%	-127	121	>100%	99	105	6.2%	76	79	3.8%	42	48	14.9%	23	38	65.4%	-43	-61	-42.5%
Net income arising from discont. operat	ic -34	15	>100%																		



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