

Main Indicators⁽¹⁾

	Euro million					Chan. %
	2018	2017	2016	2015 (2)	2014	18/17
BALANCE SHEET						
Total assets	75,923	71,939	71,265	74,885	76,361	5.5%
Loans and advances to customers (net) (3)	48,123	47,633	48,018	51,022	52,729	1.0%
Total customer funds (3)(4)	74,023	70,344	65,522	67,754	66,150	5.2%
Balance sheet customer funds (3)	56,585	52,688	50,434	52,158	51,141	7.4%
Deposits and other resources from customers (3)	55,248	51,188	48,798	49,847	48,365	7.9%
Loans to customers (net) / Deposits and other resources from customers (5)	87%	93%	98%	102%	109%	
Shareholders' equity and subordinated debt	6,853	7,250	5,927	6,269	6,238	-5.5%
RESULTS						
Net interest income	1,424	1,391	1,230	1,191	1,116	2.3%
Net operating revenues	2,187	2,197	2,097	2,304	2,292	-0.5%
Operating costs	1,027	954	780	1,017	1,150	7.7%
Impairment and Provisions	601	925	1,598	978	1,316	-35.0%
Income tax						
Current	106	102	113	91	101	3.4%
Deferred	32	-72	-495	-54	-199	
Net income attributable to shareholders of the Bank	301	186	24	235	-227	
PROFITABILITY AND EFFICIENCY						
Return on average shareholders' equity (ROE)	5.2%	3.3%	0.6%	5.3%	-6.5%	
Income before tax and non-controlling interests / Average equity (5)(6)	8.1%	4.8%	-4.5%	7.3%	-5.1%	
Return on average total assets (ROA)	0.6%	0.4%	0.2%	0.5%	-0.1%	
Income before tax and non-controlling interests / Average net assets (5)(6)	0.8%	0.4%	-0.3%	0.5%	-0.3%	
Net interest margin	2.2%	2.2%	1.9%	1.8%	1.6%	
Net operating revenues / Average net assets (5)(6)	3.0%	3.0%	2.8%	3.0%	2.8%	
Cost to income (5)(6)(7)	45.6%	44.1%	46.1%	43.9%	51.7%	
Cost to income - activity in Portugal (5)(6)(7)	46.6%	44.5%	47.1%	41.1%	53.7%	
Staff costs / Net operating revenues (5)(6)(7)	25.9%	24.6%	25.9%	24.7%	28.6%	
CREDIT QUALITY						
Overdue loans (>90 days) / Loans to customers (3)	3.8%	5.8%	6.8%	7.3%	7.4%	
Total impairment / Overdue loans (>90 days) (3)	148.1%	113.2%	107.0%	86.2%	82.6%	
Non-performing exposures	5,547	7,658	9,374	10,933	11,906	
Non-performing exposures / Crédito a clientes	10.9%	15.0%	18.1%	20.1%	21.2%	
Cost of risk (net of recoveries) (8)	92 bp	122 bp	216 bp	150 bp	194 bp	
Restructured loans (3)	3,507	4,184	5,046	5,393	6,753	
Restructured loans / Loans to customers (3)	6.9%	8.2%	9.7%	9.9%	12.0%	
CAPITAL (9)						
Rácio common equity tier I phased-in (10)	12.1%	13.2%	12.4%	13.3%	11.7%	
Rácio common equity tier I fully-implemented (10)	12.0%	11.9%	9.7%	10.2%	7.8%	
Own Funds	5,688	5,932	5,257	6,207	5,827	
Risk Weighted Assets	41,883	40,171	39,160	43,315	43,515	
BCP SHARE						
Market capitalisation (ordinary shares)	3,469	4,111	843	2,887	3,561	
Adjusted basic and diluted earnings per share (euros)	0.020	0.014	0.019	0.232	-0.259	
Market values per share (euros) (11)						
High	0.3339	0.2720	0.6459	1.2388	1.8162	
Low	0.2171	0.1383	0.1791	0.5374	0.8396	
Close	0.2295	0.2720	0.1845	0.6317	0.8487	



- (1) Some indicators are presented according to management criteria of the Group, which concepts are described and detailed at the glossary and at alternative performance measures chapter, being reconciled with the accounting values.
- (2) In the scope of the merger process with Banco Privado Atlântico, Banco Millennium Angola was accounted as discontinued operation in the first quarter of 2016, with effect on the same item in the exercises of 2016 and 2015, given that the information as at 31 December 2015 was restated in the consolidated financial statements of BCP. After the merger, the shareholding in Banco Millennium Atlântico, the entity resulting from the merger, was recorded as associate and the respective earnings were accounted using the equity method.
- (3) Adjusted from operations accounted as discontinued operations: Millennium bcp Gestão de Activos (2014) and Banco Millennium in Angola (2015 to 2014).
- (4) As at 30 June 2018, the concepts underlying the determination of off-balance sheet customer funds were adjusted to reflect the new legal and regulatory framework imposed by the Financial Instruments Markets Directive II (MiFID II), as well as changes implemented regarding the perimeter considered and the criteria adopted, namely with regard to the inclusion of amounts held by customers in the context of the placement of third-party products that contribute to the recognition of commissions ("assets placed with customers"). The information with reference to 31 December 2017, 31 December 2016, 31 December 2015 and 31 December 2014, is presented according to the new criteria.
- (5) According to Instruction no. 16/2004 from the Bank of Portugal, as the existing version as of 31 December 2018. Following the repeal in 2018 of the Instruction No. 22/2011 from the Bank of Portugal, which defined the criteria for calculating the amount of credit, the ratio "Loans to customers (net) / Deposits and other resources from customers", is now calculated in accordance with the management criteria used by the Group, and the historical figures have been restated accordingly.
- (6) Given the booking of Banco Millennium Angola as a discontinued operation as at 31 March 2016, the consolidated balance sheet includes Banco Millennium Angola until its derecognition, determined by the completion of the merger with Banco Privado Atlântico, in April 2016, while the respective contribution to consolidated result is reflected in income from discontinued operations and non-controlling interests during that period, not influencing the remaining items of the consolidated income statement.
- (7) Excludes the impact of specific items. Negative impact of 29.4 million euros in 2018 (of which 26.7 million euros related to restructuring costs recognized as staff costs and 2.7 million euros associated with the ongoing digital transformation project, recognized as other administrative costs, both in the activity in Portugal) and positive impact of 14.2 million euros in 2017, related to restructuring costs and the revision of Collective Labour Agreement recorded as staff costs, in the activity in Portugal.
- (8) Adjusted from discontinued operations: Banco Millennium in Angola (2015).
- (9) According to the requirements of CRD IV/CRR for the phased-in period.
- (10) Considers the impact of the prudential framework provided for in the rules in force following the Bank's accession to the special regime for deferred tax assets, calculated in accordance with IAS. The figures for 2018 include the acumulate net results of the year.
- (11) Market value per share adjusted from the regrouping of shares, in October 2016, and the capital increase occurred in February 2017.



	Unid.	2018	2017	2016	2015	2014	Var. % 18/17
CUSTOMERS							
Total of Customers	Thousands	5,827	5,429	5,482	5,557	5,282	7.3%
Interest paid on deposits and interbank funding	Million euros	341	353	389	661	897	-3.5%
Claims registered (2)	Number	108,244	76,918	72,498	79,108	71,348	40.7%
Claims resolved	Percentage	99.3%	97.7%	93.2%	97.2%	95.1%	
ACCESSIBILITIES							
Branches	Number	1,101	1,120	1,163	1,342	1,373	-1.7%
Activity in Portugal		546	578	618	671	695	-5.5%
International activity		555	542	545	671	678	2.4%
Branches opened on Saturday		122	118	112	144	140	3.4%
Branches with access conditions to people with reduced mobility		866	800	828	978	981	8.3%
Internet	Users number	1,980,905	1,665,987	1,700,114	1,541,811	1,377,480	18.9%
Call Center	Users number	429,982	353,003	261,620	273,610	301,338	21.8%
Mobile banking	Users number	2,106,289	1,520,378	1,268,804	929,401	506,976	38.5%
ATM	Number	2,952	2,950	2,965	3,115	3,112	0.1%
EMPLOYEES							
PORTUGAL EMPLOYEES	Number	7,095	7,189	7,333	7,459	7,795	-1.3%
INTERNATIONAL EMPLOYEES	Number	8,972	8,653	8,594	8,580	8,777	3.7%
LABOUR INDICATORS (3)							
Breakdown by professional category	Number						
Executive Committee		28	28	26	34	33	0.0%
Senior Management		178	150	146	171	161	18.7%
Management		1,728	1,642	1,669	1,702	1,768	5.2%
Commercial		9,446	9,424	9,453	10,406	10,648	0.2%
Technicians		3,682	3,531	3,459	3,609	3,641	4.3%
Other		1,027	1,061	1,167	1,330	1,452	-3.2%
Breakdown by age	Number						
<30		2,393	2,235	2,225	3,029	3,387	7.1%
[30-50[9,318	9,498	9,820	10,673	10,925	-1.9%
>=50		4,350	4,103	3,875	3,550	3,391	6.0%
Average age	Years	41	41	41	38	37	0.0%
Breakdown by contract type	Number						
Permanent		14,685	14,668	14,876	15,904	16,329	0.1%
Temporary		1,376	1,168	1,044	1,035	1,073	17.8%
Trainees		339	208	0	313	301	63.0%
Employees with working hours reduction	Number	215	187	202	153	155	15.0%
Recruitment rate	Percentage	12.3%	9.7%	8.2%	7.3%	8.1%	26.8%
Internal mobility rate	Percentage	16.6%	18.5%	18.0%	16.4%	16.4%	-10.3%
Leaving rate	Percentage	11.0%	10.3%	9.1%	10.0%	11.1%	6.8%
Free association (4)	Percentage						
Employees under Collective Work Agreements		99.7%	99.6%	99.6%	99.5%	99.6%	0.1%
Union Syndicated Employees		78.6%	78.5%	78.9%	72.0%	73.2%	0.1%
Hygiene and safety at work (HSW)							
HSW visits	Number	182	159	376	194	180	14.5%
Injury rate	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	
Death victims	Number	0	0	1	0	0	
Absenteeism rate	Percentage	4.3%	4.3%	4.2%	4.0%	3.6%	0.0%
Lowest company salary and minimum national salary	Ratio	1.3	1.3	1.1	1.9	1.7	0.0%
ENVIRONMENT (5)							
Greenhouse gas emissions (6)	tCO2eq	604.8	555	1,180	639	549	9.0%
Electricity consumption (7)	MWh	233856.7	239,279	246,948	554,307	361,968	-2.3%
SUPPLIERS							
Time of payment and time contractually agreed, in Portugal	Ratio	1	1	1	1	1	0.0%
Purchase from local suppliers	Percentage	92.2%	86.4%	91.7%	92.8%	86.5%	6.7%
DONATIONS							
	Million euros	2.0	1.9	1.7	2.0	2.2	8.6%

(1) Data for 2016 na 2017 does not include Angola, whose operation ceased to be fully consolidated, being classified for accounting purposes as a discontinued operation in 2016.

(2) It includes a structural change effect in the complaint handling process at Bank Millennium Poland, aiming at improving the Customer experience by optimizing the immediate treatment.

(3) Employees information (and not FTE) for: Portugal, Poland, Mozambique and Switzerland.

(4) The value reflects only operations where the regimes are applicable. Collective work agreement: Portugal and Mozambique. Syndicate: Portugal and Mozambique.

(5) Data do not include Angola (2013 to 2017).

(6) Data do not include Moçambique since 2015.

(7) Data include electricity from public grid. Does not include the cogeneration plant in Portugal neither energy consumption in Mozambique since 2015.