

The balance Net gains / (losses) from derecognition of financial assets at fair value through other comprehensive income is comprised of:

	(Thousands of euros)	
	2020	2019
<b>Net gains / (losses) from derecognition of financial assets at fair value through other comprehensive income</b>		
<i>Gains</i>		
Debt securities portfolio	106,280	95,647
<i>Losses</i>		
Debt securities portfolio	(34,933)	(1,069)
	<b>71,347</b>	<b>94,578</b>

In 2020, the balance Net gains / (losses) from derecognition of financial assets at fair value through other comprehensive income - Gains - Debt securities portfolio includes the amount of Euros 89,458,000 (2019: Euros 70,169,000) related to gains resulting from the sale of Portuguese Treasury bonds.

In 2020, the balance Net gains / (losses) from hedge accounting includes a net gain of Euros 5,266,000 (2019: net gain of Euros 89,174,000) as a result of the sale of financial assets at fair value through other comprehensive income subject to hedge accounting, which are offset in the balance Net gains / (losses) from derecognition of financial assets at fair value through other comprehensive income.

## 6. Other operating income / (losses)

The amount of this account is comprised of:

	(Thousands of euros)	
	2020	2019
<b>Operating income</b>		
Income from services	23,813	25,967
Cheques and others	7,038	8,708
Gains on leasing operations	3,489	3,949
Rents	1,587	1,697
Other operating income	13,700	15,097
	<b>49,627</b>	<b>55,418</b>
<b>Operating costs</b>		
Taxes	(10,358)	(14,248)
Donations and contributions	(3,903)	(3,616)
Contribution over the banking sector	(35,180)	(31,675)
Resolution Funds Contribution	(15,040)	(15,893)
Contribution for the Single Resolution Fund	(19,344)	(18,697)
Contributions to Deposit Guarantee Fund	(90)	(94)
Losses on financial leasing operations	(371)	(80)
Other operating costs	(13,972)	(13,370)
	<b>(98,258)</b>	<b>(97,673)</b>
	<b>(48,631)</b>	<b>(42,255)</b>

The balance Contribution over the banking sector is estimated according to the terms of the Decree-Law no. 55-A/2010. The determination of the amount payable is based on: (i) the annual average liabilities deducted by core capital (Tier 1) and supplementary capital (Tier 2) and deposits covered by the Deposit Guarantee Fund, and (ii) notional amount of derivatives.

The balance Contribution to the Resolution Fund corresponds to the periodic contributions that must be paid to the Fund, as stipulated in Decree-Law No 24/2013. The periodic contributions are determined by a base rate, established by the Bank of Portugal through regulatory instruments, to be applied in each year and which may be adjusted to the credit institution's risk profile on the basis of the objective incidence of those contributions. The period contributions affect the liabilities of the credit institutions members of the Fund, as per the article 10 of the referred Decree-Law, deducted from the liability elements that are part of the core capital and supplementary and from the deposits covered by the Deposit Guarantee Fund.

The balance Contribution to the Single Resolution Fund ('SRF') corresponds to the Bank's annual ex-ante contribution to support the application of resolution measures at EU level. The SRF has been established by Regulation (EU) No 806/2014 (the "SRM Regulation"). The SRF is financed from ex-ante contributions paid annually at individual level by all credit institutions within the Banking Union. Contributions to the SRF take into account the annual target level as well as the size and the risk profile of institutions.

In calculating the ex-ante contributions, the SRF applies the methodology as set out in the Commission Delegated Regulation (EU) 2015/63 and European Parliament and of the Council Regulation (EU) 806/2014. The annual contribution to the Fund is based on the institution's liabilities excluding own funds and covered deposits considering adjustments due to derivatives and intra group liabilities and on a risk factor adjustment that depends on the risk profile of the institution.

In accordance with Article 67 (4) of SRM Regulation and in accordance with the Intergovernmental Agreement on the transfer and mutualisation of contributions to the SRF, the ex-ante contributions are collected by national resolution authorities and transferred to the SRF by 30 June of each year.

During 2020, the Bank delivered the amount of Euros 19,344,000 (2019: Euros 18,697,000) to the Single Resolution Fund. The total value of the contribution attributable to the Bank amounted to Euros 22,758,000 (2019: Euros 21,868,000) and the Bank opted to constitute an irrevocable commitment, through a constitution of a bailment for this purpose, in the amount of Euros 3,414,000 (2019: Euros 3,731,000), not having this component been recognised as a cost, as defined by the Single Resolution Council in accordance with the methodology set out in Delegated Regulation (EU) No 2015/63 of the Commission of 21 October 2014 and with the conditions laid down in the Implementing Regulation (EU) 2015/81 of the Council of 19 December 2014. In 2020 the total amount of irrevocable commitments constituted was Euros 17,274,000 (2019: Euros 13,860,000), are recorded in the balance Other assets - Deposit account applications (note 28).

## 7. Staff costs

The amount of this account is comprised of:

	(Thousands of euros)	
	2020	2019
Remunerations	285,487	297,636
Mandatory social security charges		
Post-employment benefits (note 45)		
Service cost	(14,948)	(15,068)
Cost / (income) in the liability coverage balance	6,263	4,515
Cost with early retirement programs	11,708	18,537
Amount transferred to the Fund resulting from acquired rights unassigned related to the Complementary Plan	(426)	(684)
	2,597	7,300
Other mandatory social security charges	74,844	75,979
	77,441	83,279
Voluntary social security charges	8,411	10,283
Other staff costs	13,646	9,854
	384,985	401,052

The balance Remuneration includes the amount of Euros 5,281,000 (2019: Euros 12,587,000) related to the distribution of profits to Bank's employees, as described in note 43.