

2. Net interest income

The amount of this account is comprised of:

	(Thousands of euros)	
	2020	2019
Interest and similar income		
Interest on loans and advances to credit institutions repayable on demand	(262)	149
Interest on financial assets at amortised cost		
Loans and advances to credit institutions	31,807	39,690
Loans and advances to customers	1,452,793	1,510,510
Debt securities	117,169	149,473
Interest on financial assets at fair value through profit or loss		
Financial assets held for trading	2,990	11,741
Financial assets not held for trading mandatorily at fair value through profit or loss	15,817	26,821
Financial assets designated at fair value through profit or loss	569	1,115
Interest on financial assets at fair value through other comprehensive income	120,258	148,742
Interest on hedging derivatives	60,526	97,663
Interest on other assets	3,916	5,541
	1,805,583	1,991,445
Interest expense and similar charges		
Interest on financial liabilities at amortised cost		
Resources from credit institutions	32,995	(18,745)
Resources from customers	(184,624)	(297,832)
Non subordinated debt securities issued	(16,014)	(17,513)
Subordinated debt	(70,154)	(61,629)
Interest on financial liabilities at fair value through profit or loss		
Financial liabilities held for trading		
Derivatives associated to financial instruments at fair value through profit or loss	(771)	(3,628)
Financial liabilities at fair value through profit or loss		
Resources from customers	(3,058)	(3,512)
Non subordinated debt securities issued	(1,937)	(3,783)
Interest on hedging derivatives	(20,558)	(28,289)
Interest on leasing	(5,785)	(6,365)
Interest on other liabilities	(2,502)	(1,621)
	(272,408)	(442,917)
	1,533,175	1,548,528

In 2020, the balance Interest on financial assets at amortised cost - Loans and advances to customers includes the amount of Euros 29,766,000 (2019: Euros 39,044,000) related to commissions and other gains accounted for under the effective interest method, as referred in the accounting policy described in note 1 C3. The balance also includes the amount of Euros 69,030,000 (2019: Euros 74,330,000) related to interests income arising from customers classified in stage 3.

The balances Interest on financial assets at amortised cost - Loans and advances to customers and Debt securities include the amounts of Euros 34,335,000 (2019: Euros 51,504,000), as referred in note 21 and Euros 54,000 (2019: Euros 120,000), as referred in note 22, related to the adjustment on interest on loans to customers classified in stage 3, under the scope of application of IFRS 9.

In 2020, the balances Interest on non-subordinated debt securities issued and Interest on subordinated debt include the amount of Euros 3,563,000 and Euros 7,077,000, respectively (2019: Euros 5,513,000 and Euros 12,318,000, respectively) related to commissions and other costs accounted for under the effective interest method, as referred in the accounting policy described in note 1 C3.

According to note 32, the balance Interest expense and similar charges - Interest on financial liabilities at amortised cost - Resources from credit institutions has recorded in 2020 a negative cost of Euros 40,057,000 associated with the TLTRO III operation.

The balance Interest on leasing refers to the interest cost related to the leasing liabilities recognised under IFRS 16, as referred in accounting policy described 1 H and note 59.

3. Dividends from equity instruments

The amount of this account is comprised of:

	(Thousands of euros)	
	2020	2019
Dividends from financial assets held for trading	4	6
Dividends from financial assets through other comprehensive income	4,771	792
	4,775	798

The balances Dividends from financial assets through other comprehensive income include dividends and income from investment fund units received during the year.

4. Net fees and commissions income

The amount of this account is comprised of:

	(Thousands of euros)	
	2020	2019
Fees and commissions received		
Banking services provided	415,643	442,444
Management and maintenance of accounts	135,508	118,954
Bancassurance	122,017	118,293
Securities operations	85,607	77,075
Guarantees granted	47,620	53,353
Commitments to third parties	4,463	4,334
Insurance activity commissions	900	1,015
Fiduciary and trust activities	467	684
Other commissions	43,305	48,204
	855,530	864,356
Fees and commissions paid		
Banking services provided by third parties	(112,093)	(128,294)
Securities operations	(12,288)	(11,413)
Guarantees received	(3,550)	(4,600)
Insurance activity commissions	(917)	(1,167)
Other commissions	(24,026)	(15,385)
	(152,874)	(160,859)
	702,656	703,497