

# Main highlights <sup>(1)</sup>

	Euro million					Chan. %
	2020	2019	2018	2017	2016	20/19
<b>BALANCE SHEET</b>						
Total assets	85,813	81,643	75,923	71,939	71,265	5.1%
Loans and advances to customers (net)	54,073	52,275	48,123	47,633	48,018	3.4%
Total customer funds (2)	84,492	81,675	74,023	70,344	65,522	3.4%
Balance sheet customer funds	64,764	62,607	56,585	52,688	50,434	3.4%
Deposits and other resources from customers	63,259	60,847	55,248	51,188	48,798	4.0%
Loans to customers (net) / Deposits and other resources from customers (3)	85%	86%	87%	93%	98%	
Shareholders' equity and subordinated debt	7,626	7,697	6,853	7,250	5,927	-0.9%
<b>RESULTS</b>						
Net interest income	1,533	1,549	1,424	1,391	1,230	-1.0%
Net operating revenues (4)	2,306	2,335	2,184	2,197	2,097	-1.3%
Operating costs (4)	1,119	1,166	1,024	954	780	-4.0%
Impairment and Provisions	841	542	601	925	1,598	55.3%
Income tax						
Current	113	101	106	102	113	
Deferred	23	138	32	-72	-495	
Net income attributable to shareholders of the Bank	183	302	301	186	24	
<b>PROFITABILITY AND EFFICIENCY</b>						
Return on average shareholders' equity (ROE)	3.1%	5.1%	5.2%	3.3%	0.6%	
Income before tax and non-controlling interests / Average equity (3)(5)	4.9%	8.9%	8.1%	4.8%	-4.5%	
Return on average total assets (ROA)	0.2%	0.5%	0.6%	0.4%	0.2%	
Income before tax and non-controlling interests / Average net assets (3)(5)	0.4%	0.8%	0.8%	0.4%	-0.3%	
Net interest margin	2.0%	2.2%	2.2%	2.2%	1.9%	
Net operating revenues / Average net assets (3)(5)	2.7%	2.9%	3.0%	3.0%	2.8%	
Cost to core income (5)(6)	48.0%	48.8%	47.2%	47.1%	51.5%	
Cost to income (3)(5)	48.5%	49.9%	46.9%	43.4%	37.2%	
Cost to income (3)(5)(6)	46.5%	47.1%	45.6%	44.1%	46.1%	
Cost to income - activity in Portugal (3)(5)(6)	46.2%	47.4%	46.5%	44.5%	47.1%	
Staff costs / Net operating revenues (3)(5)(6)	26.3%	26.9%	25.9%	24.6%	25.9%	
<b>CREDIT QUALITY</b>						
Overdue loans (>90 days) / Loans to customers	2.3%	2.7%	3.8%	5.8%	6.8%	
Total impairment / Overdue loans (>90 days)	159.8%	164.8%	148.1%	113.2%	107.0%	
Non-performing exposures	3,295	4,206	5,547	7,658	9,374	
Non-performing exposures / Loans to customers	5.9%	7.7%	10.9%	15.0%	18.1%	
Cost of risk (net of recoveries)	91 b.p.	72 b.p.	92 b.p.	122 b.p.	216 b.p.	
Restructured loans	2,661	3,097	3,598	4,184	5,046	
Restructured loans / Loans to customers	4.7%	5.7%	7.1%	8.2%	9.7%	
<b>CAPITAL (7)</b>						
Common equity tier I phased-in	12.2%	12.2%	12.1%	13.2%	12.4%	
Common equity tier I fully-implemented	12.2%	12.2%	12.0%	11.9%	9.7%	
Total ratio fully implemented	15.6%	15.6%	13.5%	13.7%	10.5%	
Own Funds phased-in	7,212	7,036	5,688	5,932	5,257	
Risk Weighted Assets phased-in	46,413	45,031	41,883	40,171	39,160	
<b>BCP SHARE</b>						
Market capitalisation (ordinary shares)	1,862	3,065	3,469	4,111	843	
Adjusted basic and diluted earnings per share (euros)	0.010	0.018	0.020	0.014	0.019	
Market values per share (euros) (8)						
High	0.2108	0.2889	0.3339	0.2720	0.6459	
Low	0.0697	0.1771	0.2171	0.1383	0.1791	
Close	0.1232	0.2028	0.2295	0.2720	0.1845	

(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. From 31 May 2019, financial statements of the Group reflect the consolidation of Euro Bank S.A., the entity acquired by Bank Millennium S.A.

(2) 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 and 31 December 2016 is presented according to the new criteria.

(3) According to Instruction no. 16/2004 from the Bank of Portugal, as the existing version as of 31 December 2020. 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.

(4) In June 2020, some of the amounts recorded in the activity in Portugal as other administrative costs, started to be accounted as other net operating income, in order to improve the quality of the information reported. The historical amounts of 2019 and 2018, included in this analysis, are presented considering these reclassifications with the purpose of ensuring their comparability, therefore diverging from the accounting values disclosed. The aforementioned reclassifications totaled 3 million euros both in 2019 and 2018. For the years 2017 and 2016, no reclassifications were made, so the amounts presented remain unchanged compared to those previously disclosed.

(5) Given the booking of Banco Millennium Angola, in accounting terms, 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.

(6) Excludes the impact of specific items: negative impact of 46 million euros in 2020, of which 32 million euros recognized as staff costs in the activity in Portugal (restructuring costs, costs with compensation for temporary salary cuts and income arising from the agreement with a former director of the Bank) and 15 million euros related to acquisition, merger and integration of Euro Bank S.A., recognized by the Polish subsidiary (9 million euros as staff costs, 5 million euros as other administrative costs and 1 million euros as depreciations). In 2019, the impact was also negative in the amount of 66 million euros, of which 40 million euros related to restructuring costs and costs with compensation for temporary salary cuts, both recognized as staff costs in Portugal and 26 million euros related to acquisition, merger and integration of Euro Bank S.A., recognized by the Polish subsidiary, mainly as other administrative costs. In 2018, the negative impact amounted to 29 million euros, of which 27 million euros related to restructuring costs recognized as staff costs and 3 million euros associated with the ongoing digital transformation project, recognized as other administrative costs, both in the activity in Portugal. In 2017 and 2016, the impact was positive, arising from the gains from negotiation/revision of Collective Labour Agreement, net of restructuring costs, in the amount of 14 million euros and 186 million euros respectively, recorded as staff costs in the activity in Portugal. The profitability and efficiency indicators does not consider the specific items recognized in net operating revenues (1 million euros in 2019 and an immaterial amount in 2020), related to costs with the acquisition, merger and integration of Euro Bank S.A. in the Polish subsidiary.

(7) Presented figures include the cumulate net results of the respective periods.

(8) Market value per share adjusted from the regrouping of shares, in October 2016, and the capital increase occurred in February 2017.

## KEY INDICATORS

	Unid.	2020	2019	2018	2017	2016	Var. % 20/19
<b>CUSTOMERS</b>							
Total of Customers	Thousands	6,667	6,617	5,827	5,429	5,482	0,8%
Number of Active Customers (1)	Thousands	5,705	5,598				1,9%
Interest paid on deposits and interbak funding	Million euros	188	301	341	353	389	-37,5%
Claims registered (2)	Number	172,674	136,562	108,244	76,918	72,498	26,4%
Claims resolved	Percentage	93.0%	92.2%	99.3%	97.7%	93.2%	---
<b>ACCESSIBILITIES</b>							
Branches	Number	1,380	1,536	1,101	1,120	1,163	-10,2%
Activity in Portugal		478	505	546	578	618	-5,3%
International activity		902	1,031	555	542	545	-12,5%
Branches opened on Saturday		167	143	122	118	112	16,8%
Branches with access conditions to people with reduced mobility		937	875	866	800	828	7,1%
Internet	Users number	2,453,555	2,214,885	1,980,905	1,665,987	1,700,114	10,8%
Call Center	Users number	491,969	431,169	429,982	353,003	261,620	14,1%
Mobile banking	Users number	3,214,664	2,601,401	2,106,289	1,520,378	1,268,804	23,6%
ATM	Number	3,022	2,988	2,952	2,950	2,965	1,1%
<b>EMPLOYEES</b>							
PORTUGAL EMPLOYEES	Number	7,013	7,204	7,095	7,189	7,333	-2,7%
INTERNATIONAL EMPLOYEES	Number	10,318	11,377	8,972	8,653	8,594	-9,3%
<b>LABOUR INDICATORS (3)</b>							
Breakdown by professional category	Number						
Executive Committee (Portugal, Poland and Mozambique)		28	28	28	28	26	0,0%
Senior Management		163	221	178	150	146	-26,2%
Management		1,874	2,157	1,728	1,642	1,669	-13,1%
Commercial		9,949	10,664	9,446	9,424	9,453	-6,7%
Technicians		4,067	4,388	3,682	3,531	3,459	-7,3%
Other		1,250	1,116	1,027	1,061	1,167	12,0%
Breakdown by age	Number						
<30		2,841	3,350	2,393	2,235	2,225	40,0%
[30-50[		9,872	10,648	9,318	9,498	9,820	14,3%
>=50		4,618	4,583	4,350	4,103	3,875	5,4%
Average age	Years	41	41	41	41	41	0,0%
Breakdown by contract type	Number						
Permanent		15,969	16,840	14,685	14,668	14,876	-5,2%
Temporary		1,362	1,681	1,376	1,168	1,044	-19,0%
Trainees		275	453	339	208	0	-39,3%
Employees with working hours reduction	Number	230	254	215	187	202	-9,4%
Recruitment rate	Percentage	6,4%	12,5%	12,3%	9,7%	8,2%	---
Internal mobility rate	Percentage	20,7%	16,3%	16,6%	18,5%	18,0%	---
Leaving rate	Percentage	13,8%	11,9%	11,0%	10,3%	9,1%	---
Free association (4)	Percentage						
Employees under Collective Work Agreements		99,8%	99,7%	99,7%	99,6%	99,6%	---
Union Syndicated Employees		77,0%	76,9%	78,6%	78,5%	78,9%	---
<b>Hygiene and safety at work (HSW)</b>							
HSW visits	Number	186	182	159	376	194	1,1%
Injury index (5)	Number	2,19	2,42	1,99	2,91	2,69	-9,5%
Death victims	Number	0	0	0	1	0	
Absenteeism rate	Percentage	6,5%	4,8%	4,3%	4,2%	4,0%	
Lowest company salary and minimum national salary	Ratio	1,3	1,3	1,3	1,1	1,9	0,0%
<b>ENVIRONMENT</b>							
Greenhouse gas emissions (6)	tCO <sub>2</sub> eq	31,018	50,714	50,588	55,683	59,864	-38,8%
Electricity consumption (7)	MWh	59,214	62,527	59,664	63,131	68,055	-10,3%
Production of waste t	t	768	617	677	2,330	2,547	24,5%
Water consumption (8)	m <sup>3</sup>	208,817	276,460	281,666	366,872	372,409	-24,5%
<b>SUPPLIERS</b>							
Time of payment and time contractually agreed, in Portugal	Ratio	1	1	1	1	1	0,0%
Purchase from local suppliers	Percentage	92,2%	91,4%	92,2%	86,4%	91,7%	---
<b>DONATIONS</b>							
	Million euros	2,0	2,1	2,0	1,9	1,7	4,2%

- (1) Primary holders with at least 1 product with a balance > 50 cents, in absolute value and with card transactions in the last 90 days, or holding financial assets > 100 euros.
- (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) Number of accidents per million hours worked. In 2020 the calculation methodology was changed in accordance with the GRI (global reporting initiative), a retroactive adjustment to the series was made.
- (6) Data does not include Mozambique.
- (7) Data include electricity from public grid. Does not include the cogeneration plant in Portugal neither energy consumption in Mozambique
- (8) Data does not include Switzerland and Mozambique.