

Banco Comercial Português, S.A.

Earnings Presentation 2024

Millennium
bcp

Disclaimer

- | 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, as amended.
- | The figures presented do not constitute any form of commitment by BCP in regard to future earnings.
- | The figures of 2024 were not audited.
- | The information in this presentation is for information purposes only and should be read in conjunction with all other information made public by the BCP Group.

AGENDA

Highlights
01

Group
02

Portugal
03

International
operations
04



Highlights

A Solid and Efficient Bank

Profitability

- **Group's net income of 906.4 million in 2024**, representing an **increase of 5.9%** when compared to the same period of 2023,
- **In Portugal, net income amounted to 786.4 million in 2024**, corresponding to an **increase of 8.5%** compared to the same period of 2023
- **Bank Millennium net income stood at 167.1 million in 2024**, despite **charges of 750.2¹ million** related with **CHF mortgage loan portfolio** (out of which **459.8² million in provisions**) and costs related to the extension of **credit holidays (PLN mortgage) which totaled 26.2³ million**
- **Millennium bim net income stood at 48.5 million** in 2024 despite the provisions resulting from the downgrade of Mozambican public debt

Business Model

- **Solid capital ratios. CET1⁴ stood at 16.3% and total capital ratio⁴ at 20.6%**, including the effect of the **share buyback** programme **amounting to 200 million** approved by the supervisor, corresponding respectively to an **increase of 89bp and 72bp** compared with the same period of last year, reflecting the strong capacity of organic capital generation
- **Liquidity indicators well above regulatory requirements. LCR⁵ at 342%, NSFR⁵ at 181% and LtD⁵ at 66%. Eligible assets available to discount at ECB of 30.9 billion**
- **Group's total Customer funds grew 8% year on year to 102.9 billion**
- **Reduction in non-performing assets** compared to December 2023: **127 million in NPE** and **52 million in foreclosed assets**
- **Cost of risk at Group level stood at 32bp in 2024**, which compares with 42bp in the same period of last year
- **Customer base grew 4%**, highlighting the **10% increase in mobile Customers**, which represented 71% of the total active customers at the end of December 2024

¹ Includes provisions for legal risk, costs with out of court settlements and legal advice (before taxes and non-controlling interests). Does not include provisions for legal risk on CHF mortgages of Euro Bank (guaranteed by Société Générale).

² Does not include provisions for legal risk on CHF mortgages of Euro Bank (guaranteed by Société Générale). Before taxes and non-controlling interests.

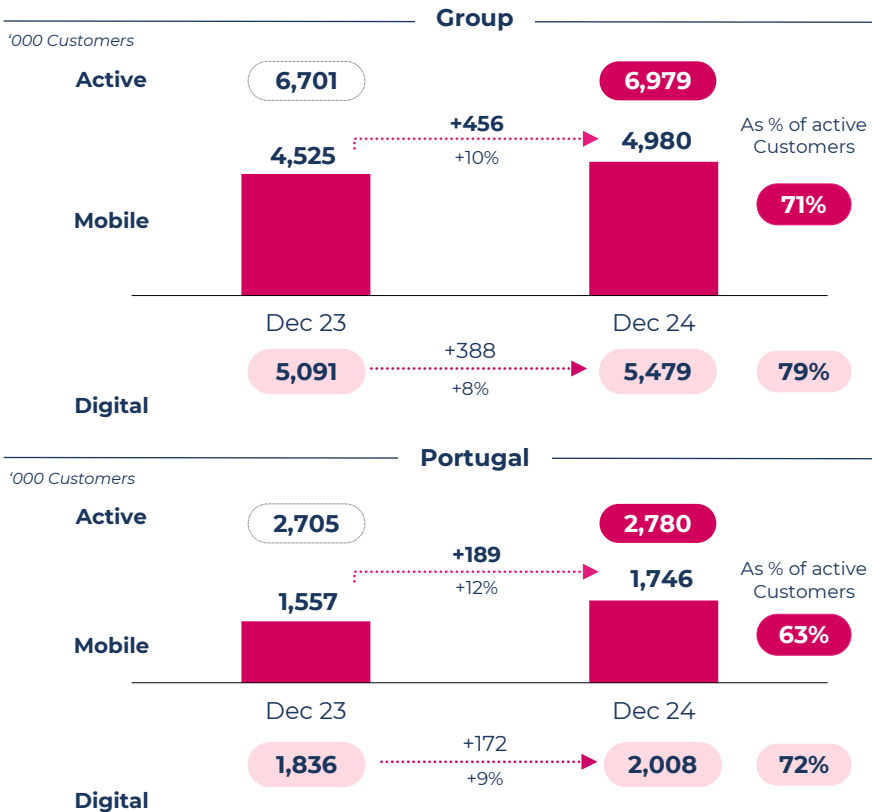
³ Before taxes and non-controlling interests. Reduction compared to 9M'24 due to the review of the estimated rate of adherence to the credit holidays.

⁴ Fully implemented ratio including unaudited net income of 2024.

⁵ Liquidity Coverage Ratio (LCR); Net Stable Funding Ratio (NSFR); Loans to Deposits Ratio (LtD).

Customer base growth

Based on the quality of the Teams and distinctive digital skills



Customer Recognition

Melhor Banco para Empresas
Banco Mais Próximo
Banco Mais Inovador
Banco Mais Eficiente
Produtos Mais Adequados

These awards are the exclusive responsibility of the attributing entities.

Customer counting criteria used in the Strategic Plan.



Innovation focused on Customer needs

translates into accelerated growth in Mobile usage and sales

Strong mobile growth Y/Y

(Number of operations, Jan-Dec 2024 vs Jan-Dec 2023)

+20%

Transactions¹

+47%

P2P
Transfers

+30%

National
Transfers

+11%

Payments

+32%

Sales

+24%

Cards

+8%

Personal loans (#)

+36%

Savings



FIRST PAYMENT

Monthly fee + Policy cost

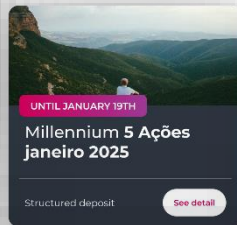
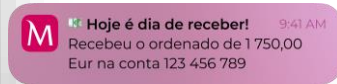
23,76 EUR + **5,65** EUR

SUBSEQUENT PAYMENTS

23,76 EUR/month

SMARTDELAY SERVICE

Has your flight been delayed?



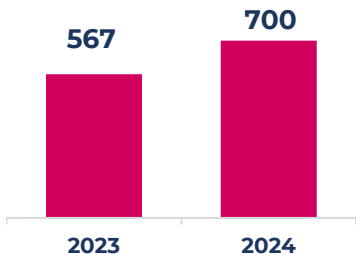
Savings

Account *1234

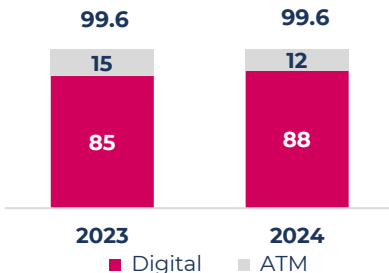
SAVINGS TOTAL
1.232.145,00 €

DP APPRAZO NAO MO...
1.345,00 EUR

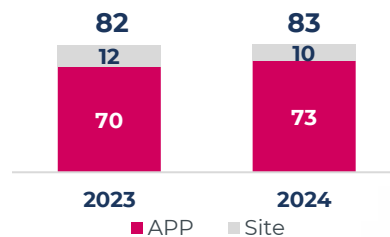
Digital Interactions (mio)²



% Digital Transactions (#)³



% Digital Sales (#)⁴



#1 NPS⁵ Digital Customers

Mar 2024
5 largest Banks

App
Millennium
leads
ratings

4.8



4.8



4.8



- 16 new versions
- 139 new features

¹ Includes P2P transfers in Millennium app
² Interactions (Millennium website and app), individuals includes AB
³ Includes mobile, online and ATMs, excludes branches and contact center that counts for 0.4% of total transactions
⁴ Digital sales (Millennium website and app) in number of operations
⁵ Digital channels satisfaction (NPS), 5 largest banks, Source: BASEF-Markttest

Net income of 906.4 million in 2024

(Million euros)	2023	2024	%	Δ
Net interest income	2,825.7	2,830.9	+0.2%	+5.1
Commissions	771.7	808.5	+4.8%	+36.9
Core income	3,597.4	3,639.4	+1.2%	+42.0
Operating costs	-1,162.6	-1,307.2	+12.4%	-144.7
Core operating profit	2,434.8	2,332.2	-4.2%	-102.7
Other income ¹	172.3	-64.7	-	-237.0
<i>Of which: sale of 80% of Millennium Financial Services</i>	139.1	-	-	-139.1
Operating net income	2,607.1	2,267.4	-13.0%	-339.7
Results on modification ²	-19.4	-68.5	-	-49.1
Impairment and other provisions	-1,099.8	-857.5	-22.0%	+242.4
<i>Of which: Loans impairment</i>	-240.0	-182.4	-24.0%	+57.6
<i>Of which: legal risk on CHF mortgages (Poland) ³</i>	-623.0	-459.8	-26.2%	+163.2
Income before tax	1,487.8	1,341.4	-9.8%	-146.4
Income taxes, non-controlling interests and discontinued operations	-631.8	-435.0	-31.1%	+196.7
Net income	856.0	906.4	+5.9%	+50.3

¹Dividends from equity instruments, other net operating income, net trading income and equity accounted earnings. | ² Includes the result of contract changes from the renegotiation of CHF mortgages loans and costs related with the extension of the credit holidays (PLN mortgage) | ³ Does not include provisions for legal risks on CHF mortgages of Euro Bank (guaranteed by Société Générale).



02

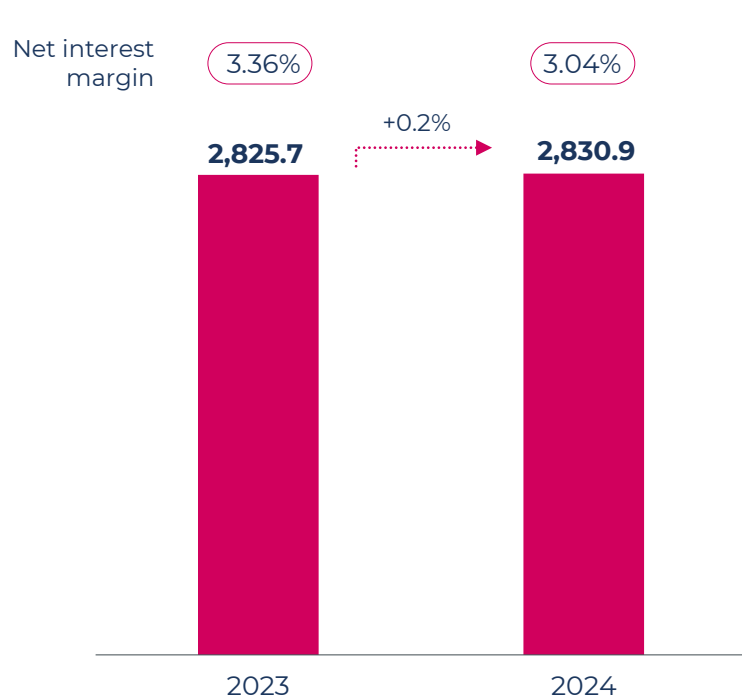
Group

Profitability

Net interest income

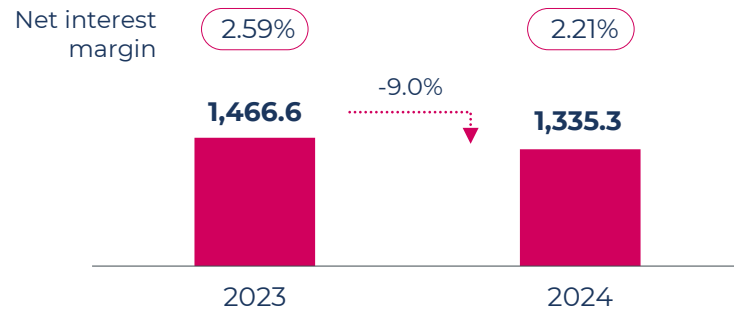
≡ Group

(Consolidated, million euros)



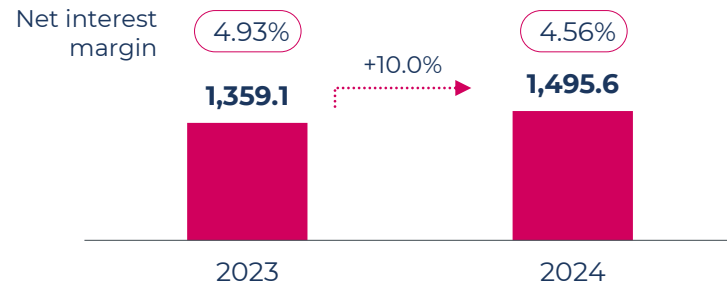
≡ Portugal

(Million euros)



≡ International operations

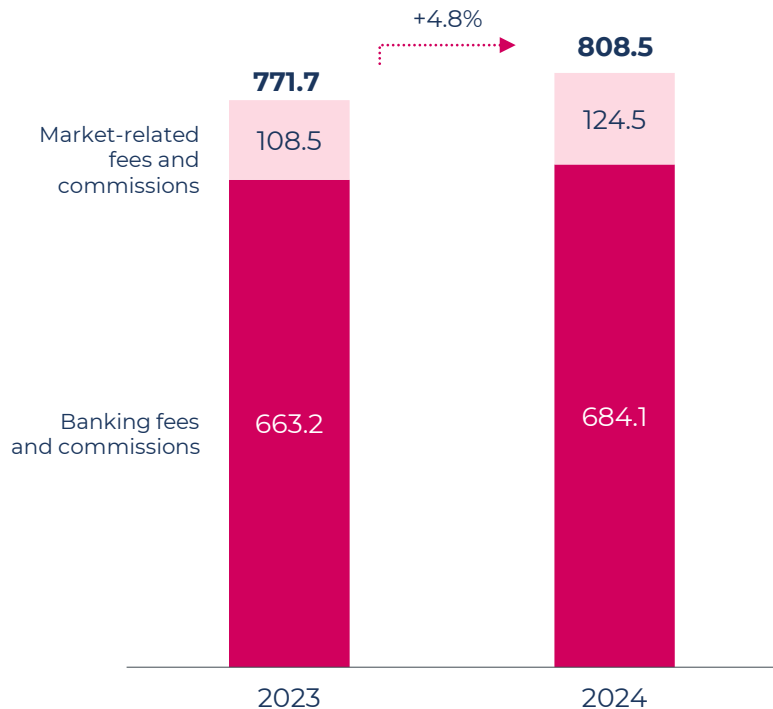
(Million euros)



Fees and commissions

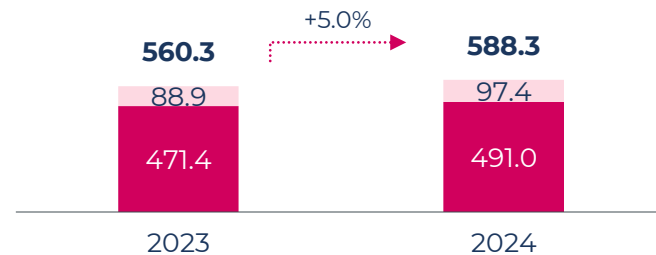
≡ Group

(Consolidated, million euros)



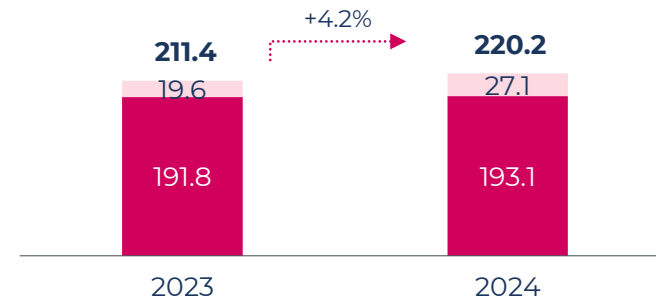
≡ Portugal

(Million euros)



≡ International operations

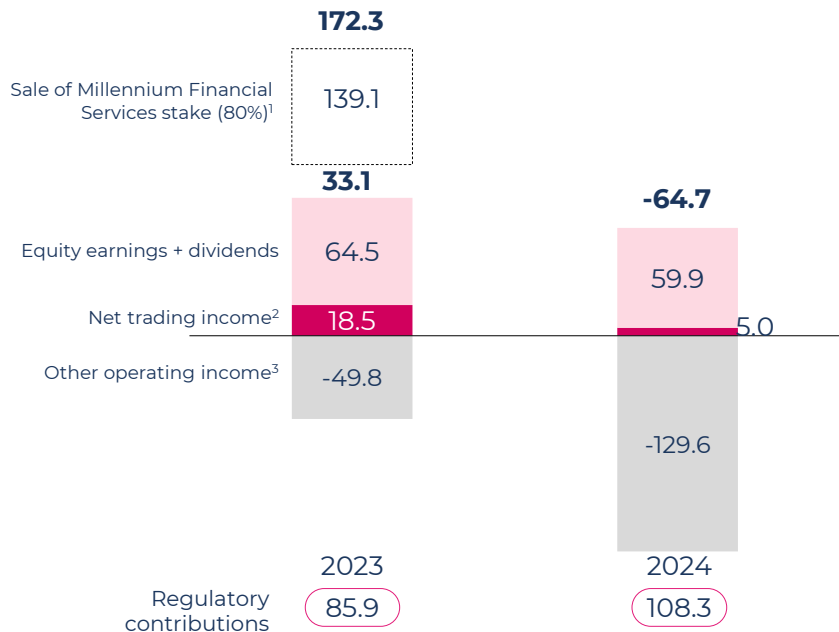
(Million euros)



Other income

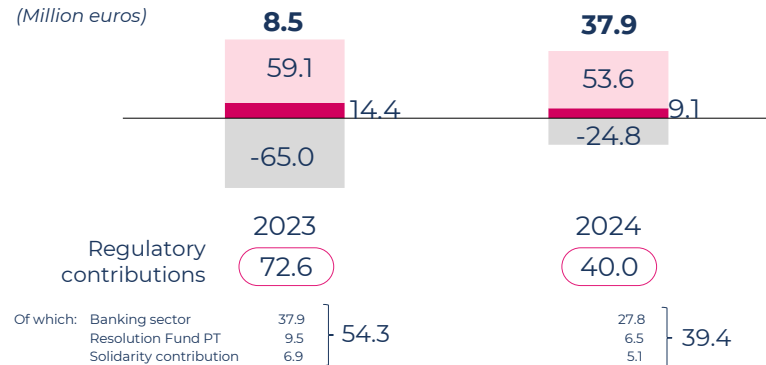
Group

(Consolidated, million euros)



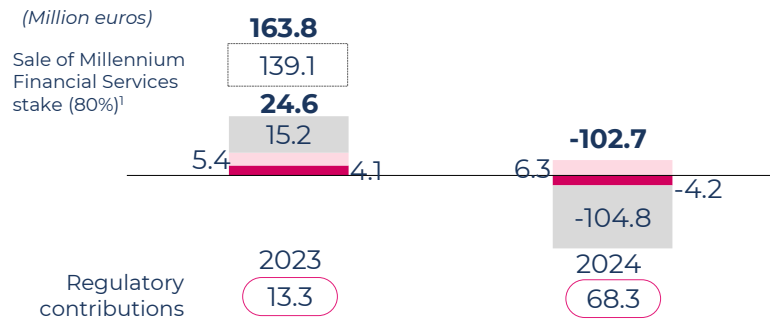
Portugal

(Million euros)



International operations

(Million euros)

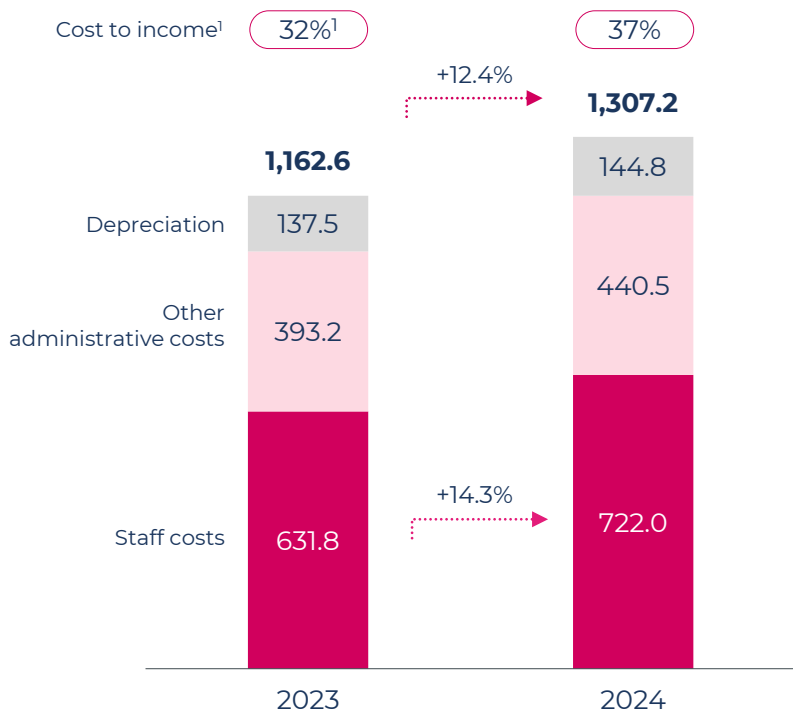


¹ Positive one-off effect of 139.1 million (127.9 million booked in net trading income and 11.2 million booked in other operating income) related with the sale of Millennium Financial Services stake (80%) in Q1'23 as a result of the strategic partnership in the bancassurance business. | ² Net trading income includes -60.3 million in 2023 and -93.7 million in 2024 of costs related to out-of-court settlements with Customers related with CHF loan portfolio. In Q3'24 was a recognized a gain related with the sale of loans in Portugal | ³ Other operating income includes +52.3 million in 2023 and +46.4 million in 2024 related with the compensation for provisions for legal risk on CHF mortgages of Euro Bank (guaranteed by Société Générale and includes charges related with negotiation costs and legal procedures of CHF loans.

Operating costs

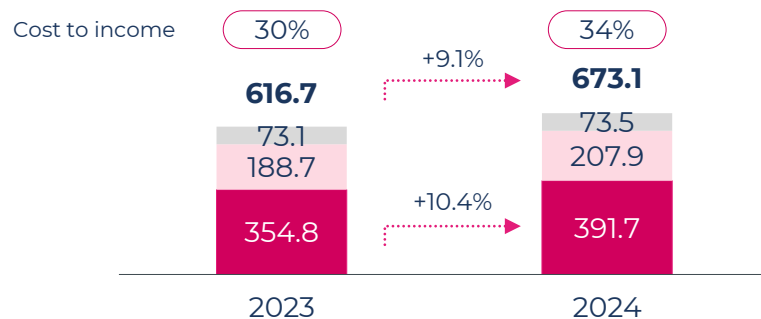
Group

(Consolidated, million euros)



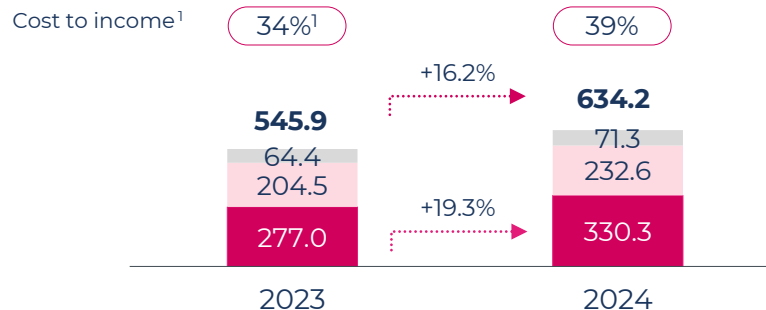
Portugal

(Million euros)



International operations

(Million euros)

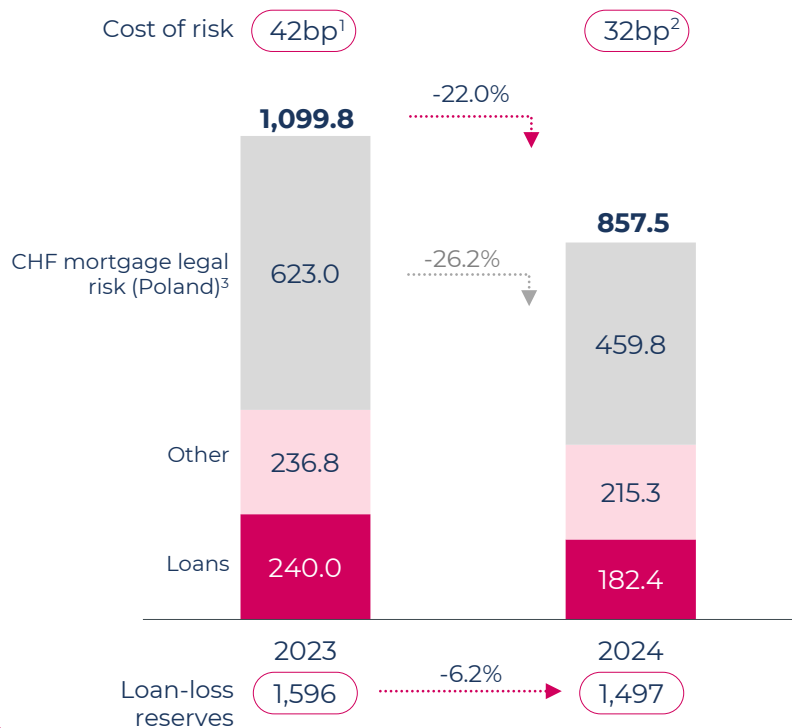


¹ Adjusted cost to income : without the positive one-off effect related with the sale of 80% of Millennium Financial Services stake (international operations) in Q1'23

Cost of risk and provisions

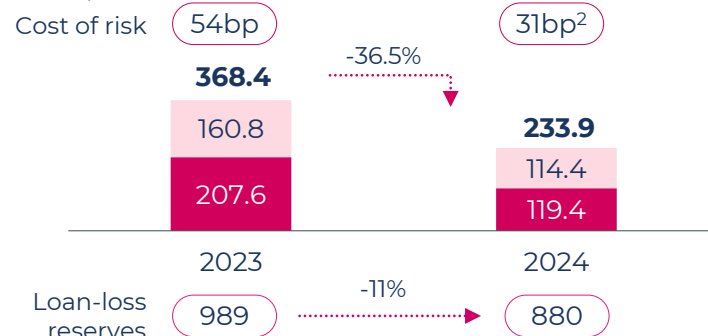
Group

(Consolidated, million euros)



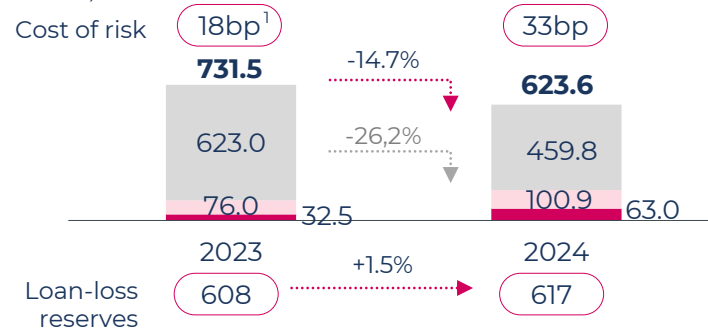
Portugal

(Million euros)



International operations

(Million euros)



¹ Includes an impairment reversal in international operations, without this effect cost of risk would stand at 48bp at the group level and 37 bp for International operations

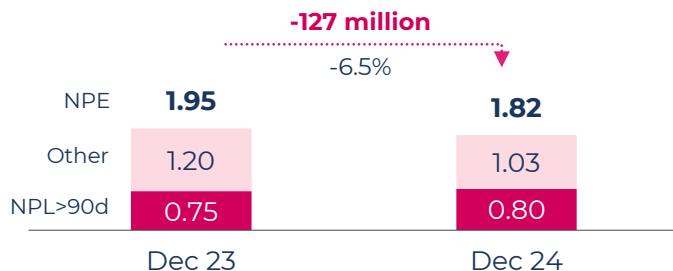
² Includes an impairment reversal occurred in Q2'24, without this effect cost of risk would stand at 40bp at the group level and 43 bp for Portugal

³ Does not include provisions for legal risks on CHF mortgages of Euro Bank (guaranteed by Société Générale): 52.3 million in 2023 and 46.4 million in 2024.

Continued decrease of NPEs

Group

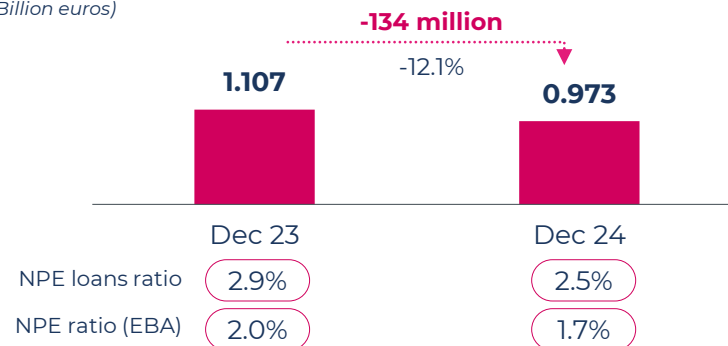
(Consolidated, billion euros)



	Dec 23	Dec 24
(Total impairment + collaterals) / NPE	122.5%	119.1%
Total impairment / NPE	81.8%	82.0%
Impairments allocated to NPE / NPE	52.7%	54.0%
NPL>90 days ratio	1.3%	1.4%
NPE ratio	3.4%	3.2%
NPE ratio inc. securities and off-BS (EBA)	2.2%	1.9%

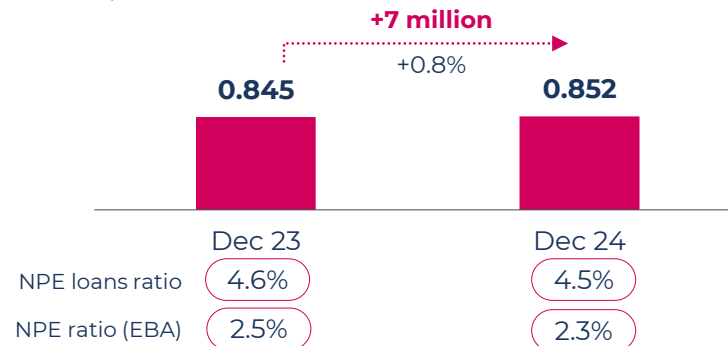
Portugal

(Billion euros)



International operations

(Billion euros)





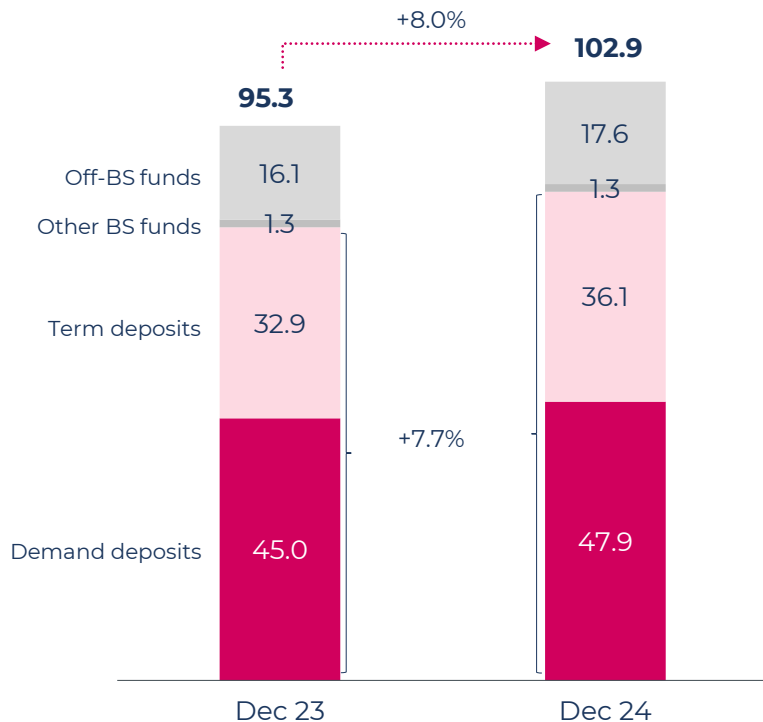
Group

Business activity

Customer funds

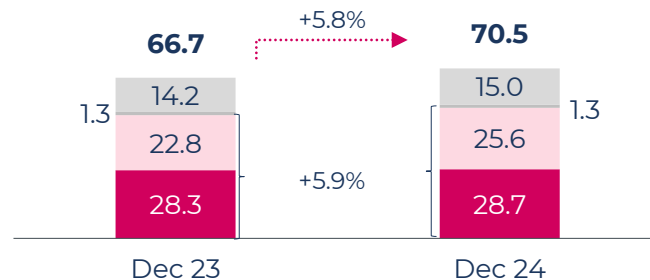
Group

(Consolidated, billion euros)



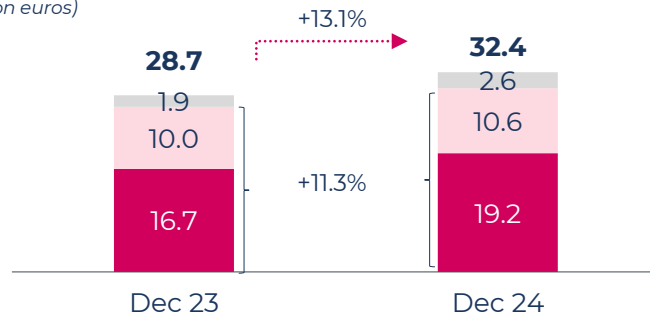
Portugal

(Billion euros)



International operations

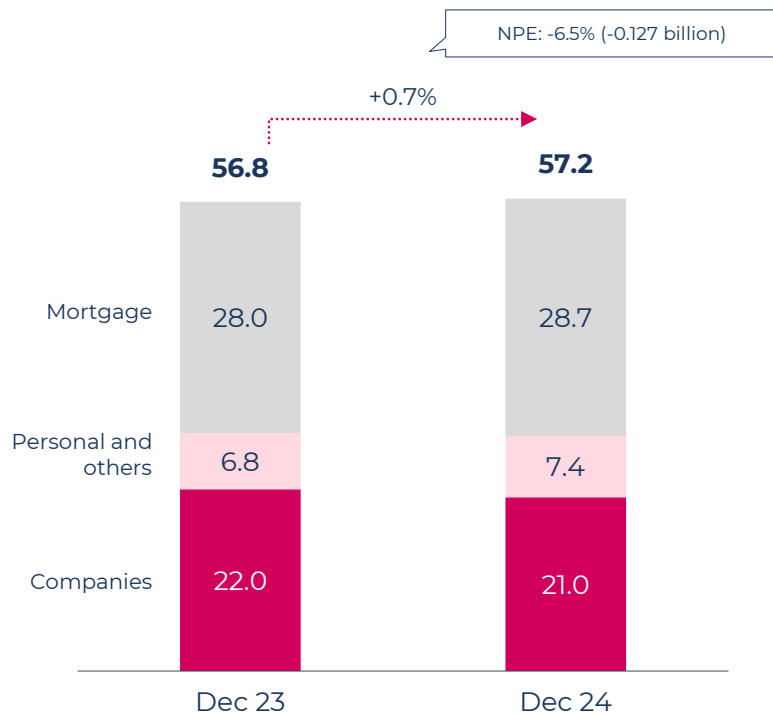
(Billion euros)



Loan portfolio

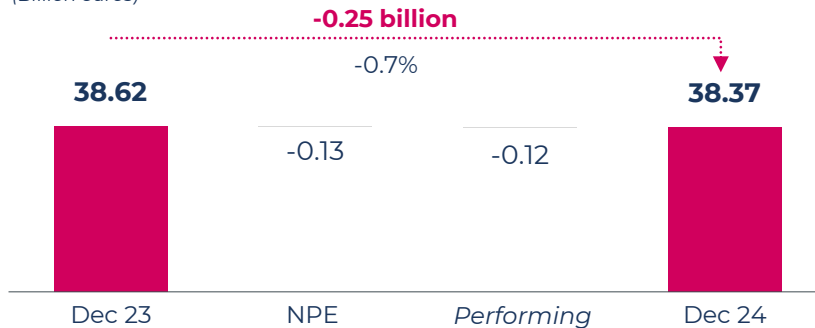
Group

(Consolidated, billion euros)



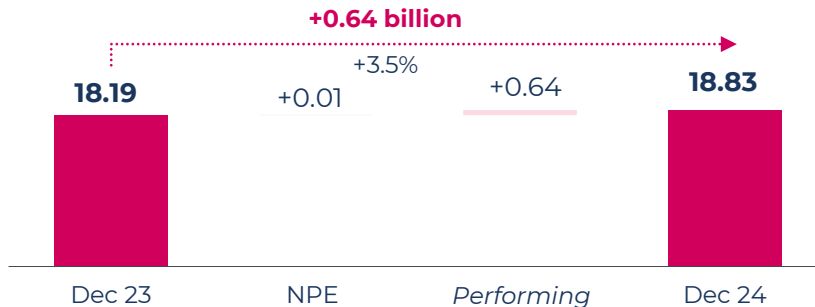
Portugal

(Billion euros)



International operations

(Billion euros)





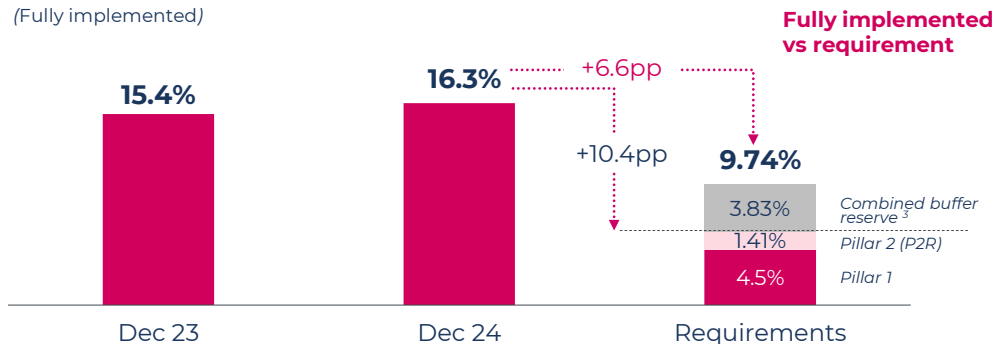
Group

Capital and liquidity

Solid capital ratios

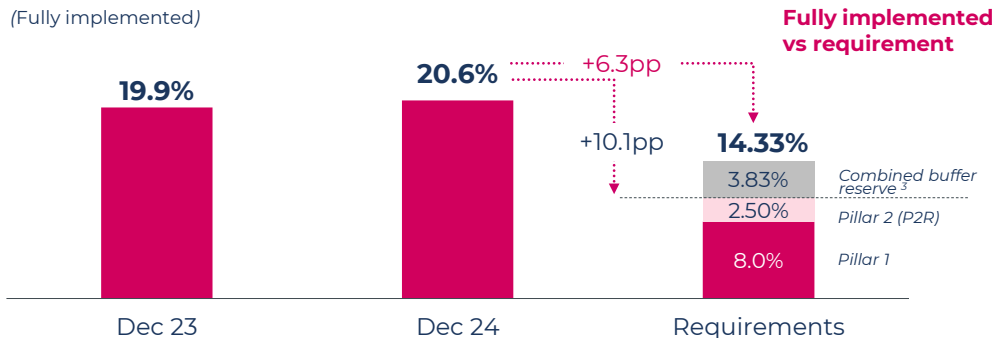
Common equity tier 1 (CET1)¹

(Fully implemented)



Total capital ratio¹

(Fully implemented)



- **CET1 capital ratio of 16.3%** and **total capital ratio of 20.6%**, including the **share buyback programme amounting to 200 million** approved by the supervisor, corresponding respectively to an **increase of 89bp and 72bp** compared to the same period last year, reflecting the strong capacity for organic capital generation
- **Capital ratios comfortably above SREP requirements even considering the reserve for sectorial systemic risk notified by the BdP² of 0.29%** which aims to reinforce the resilience of the banking sector of a potential deterioration in economic conditions and/or unexpected significant correction in residential property prices
- Buffers for which there are limitations to results distribution: 657bp to CET1, 583bp to T1 and 628bp to total capital

¹Including unaudited net income in 2024.

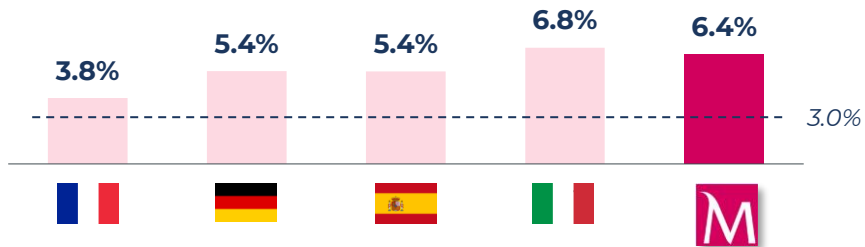
²October 2024.

³Combined buffer reserve includes: Conservation buffer, O-SII buffer, Countercyclical capital buffer and Systemic risk buffer

Stronger capital position

Leverage ratio

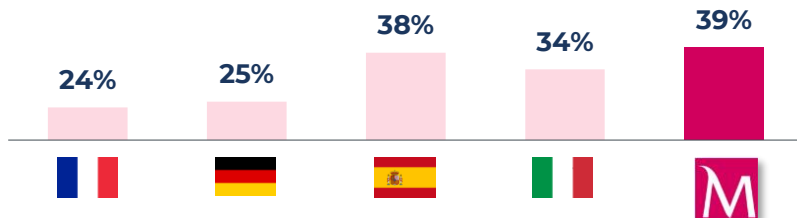
(Fully implemented, latest available data)



Leverage ratio in comfortable levels (6.4% as of December 2024) higher when comparing to European banks

RWA density

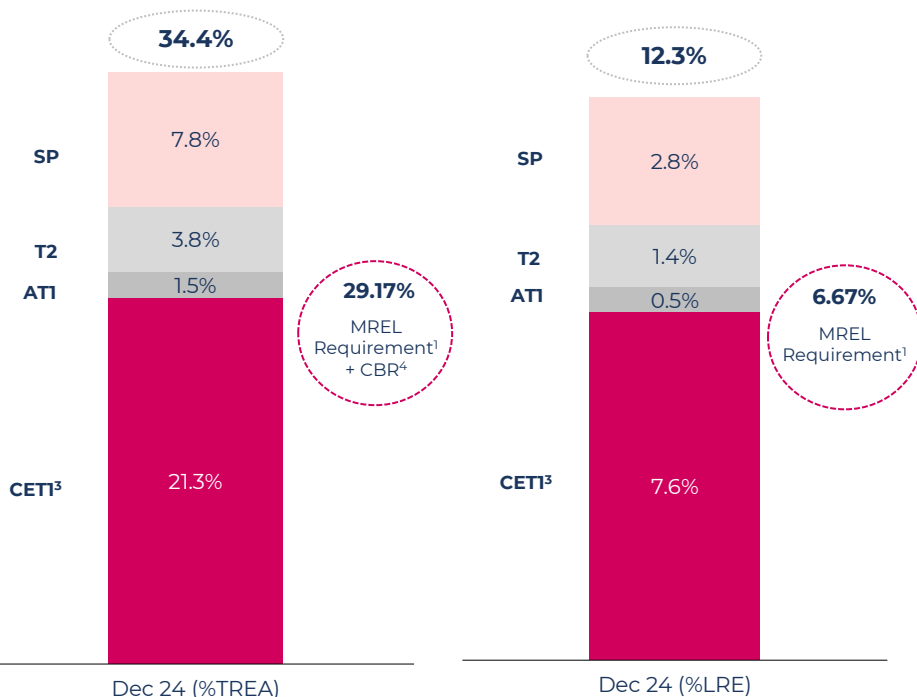
(RWAs as a % of assets, latest available data)



RWAs density in very conservative values (39% as of December 2024) comparing favourably with the values registered by most of the European markets

MREL requirements and Funding Plan

MREL position (BCP Resolution Group - 31 Dec 2024)*



- **Resolution strategy: MPE (Multi Point of Entry)²**
- BCP Resolution Group : Perimeter centred in Portugal
- **Preferred Resolution Measure:** Bail-in
- **No subordination requirements have been applied** to the BCP Resolution Group
- **As of December 31, 2024, BCP complied with MREL requirement, including CBR, applicable since July, 2024 (with a buffer of 5.3pp of TREA, amounting to c. EUR 1,400 million)**
- **Funding Plan** execution
 - Exercise of the option for early repayment of the Senior Preferred issue EUR 350 million due in October 2025
 - EUR 500 million of SP issued on October 21, 2024, with a maturity of 5 years and Call Option on the year 4

MREL - Minimum Requirement for own funds and Eligible Liabilities | TREA – Total Risk Exposure Amount; LRE - Leverage Ratio Exposure; CBR - Combined Buffer Requirements

*Preliminary data

¹ Requirements covered by the 2023 Resolution Planning Cycle, applicable since July 2024. MREL requirements are subject to periodic review by the SRB and changes in the regulatory framework.

² In addition to the resolution perimeter centered in Portugal, BIM in Mozambique and Bank Millennium in Poland were established as additional groups. With regard to Mozambique, as European rules do not apply, no minimum MREL requirement has been set. With regard to Bank Millennium were set minimum requirements of MREL - TREA of 18.03% and MREL - TEM of 5.91% from 18 June 2024.

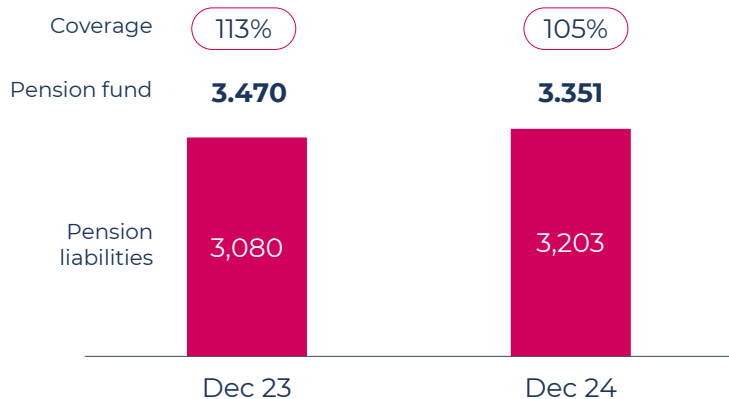
³ Including unaudited net income for 12M 2024.

⁴ Including RRE – Sectoral Systemic Risk Buffer and CCyB – Countercyclical Capital Buffer

Pension fund

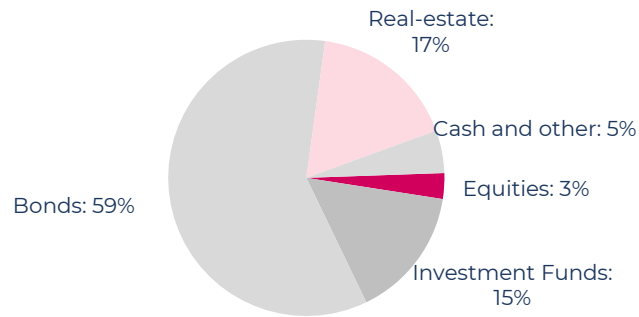
☰ Pension fund coverage

(Million euros)



Pension fund	Dec 23	Dec 24
Fund's profitability	+7.1%	+1.2%
Effect of actuarial differences in liabilities* (includes discount rate)	-11.6%	-5.5%

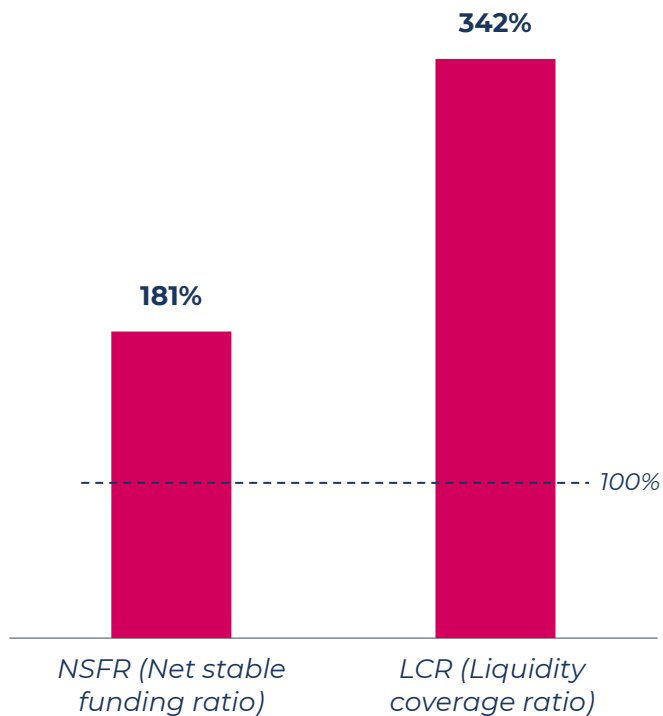
☰ Structure of pension fund



- Discount rate revised to 3.48%
- Coverage of pension fund liabilities by assets comfortably above 100%

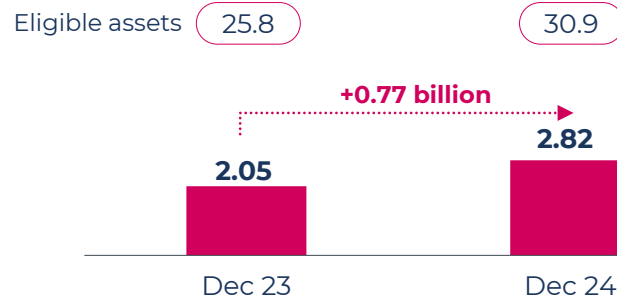
Robust liquidity position

☰ Liquidity ratios (CRD/CRR)

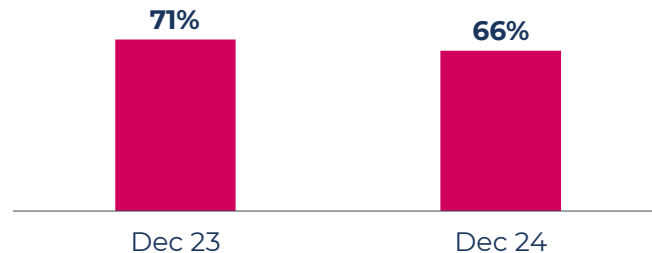


☰ Liquidity excess in ECB

(Billion euros)



☰ Net loans to deposits ratio





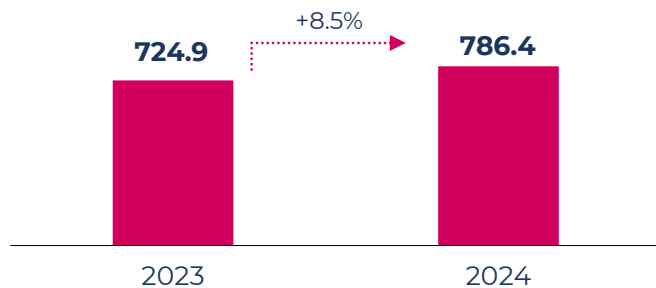
Portugal

Profitability in Portugal



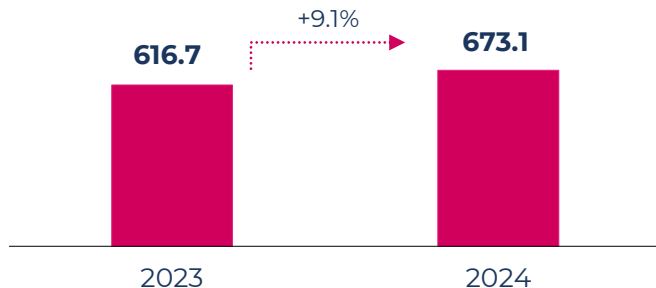
Net income

(Million euros)



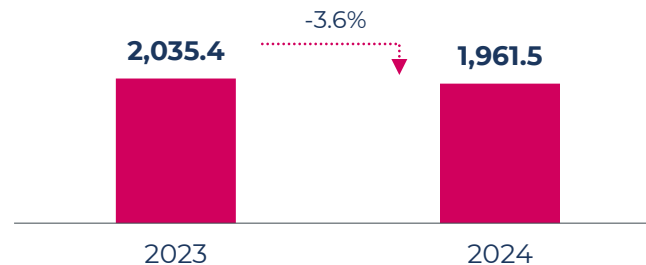
Operating Costs

(Million euros)



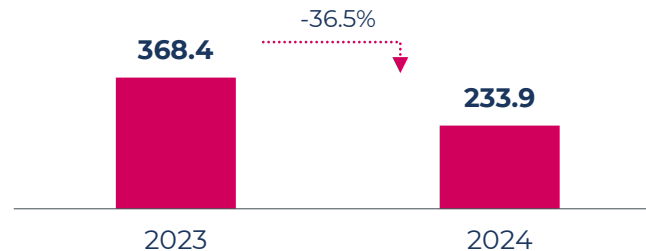
Net operating revenue

(Million euros)



Impairment and other provisions

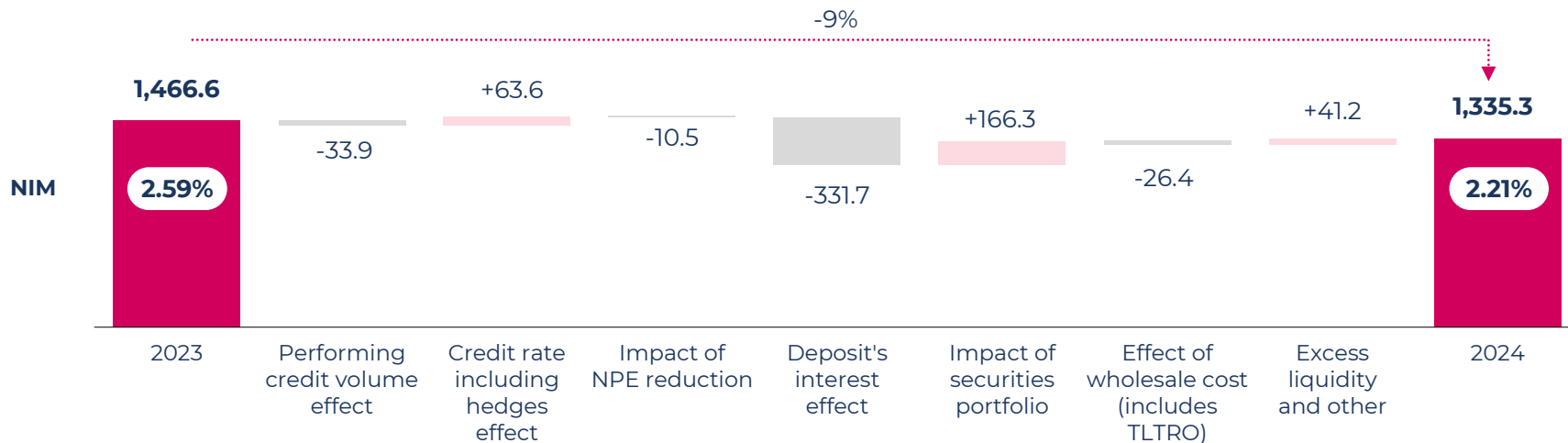
(Million euros)





Net interest income

(Million euros)



The normalization of interest rates led to an increase in both deposit costs and wholesale funding, along with a decrease in performing credit determined a net interest income decrease in 2024, despite the positive effect of loan book repricing, the higher yield from the securities portfolio and the excess liquidity and other

Commissions and other income



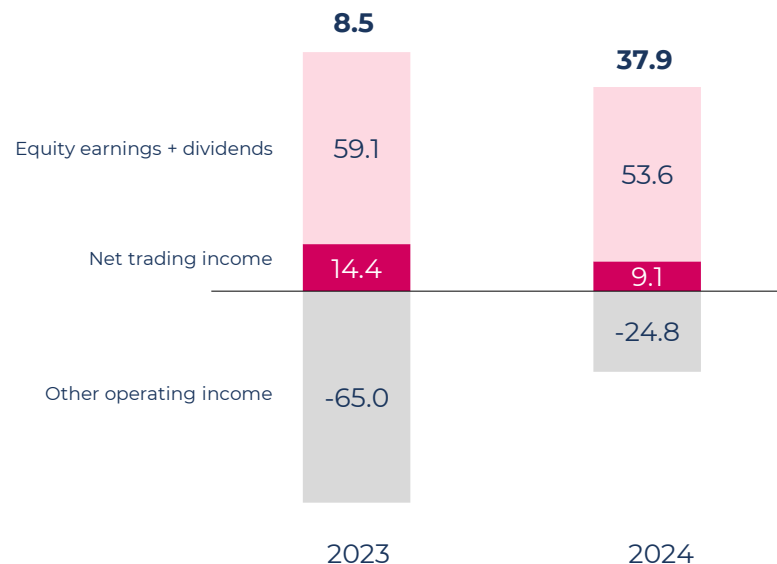
Commissions

(Million euros)

	2023	2024	YoY
Banking fees and commissions	471.4	491.0	+4.2%
Cards and transfers	158.3	156.9	-0.9%
Loans and guarantees	81.5	79.5	-2.4%
Bancassurance	84.4	110.7	+31.2%
Customer account related	142.3	143.2	+0.6%
Other fees and commissions	4.8	0.6	-87.1%
Market related fees and commissions	88.9	97.4	+9.5%
Securities operations	34.1	40.1	+17.5%
Asset management and distribution	54.8	57.3	+4.6%
Total fees and commissions	560.3	588.3	+5.0%

Other income

(Million euros)

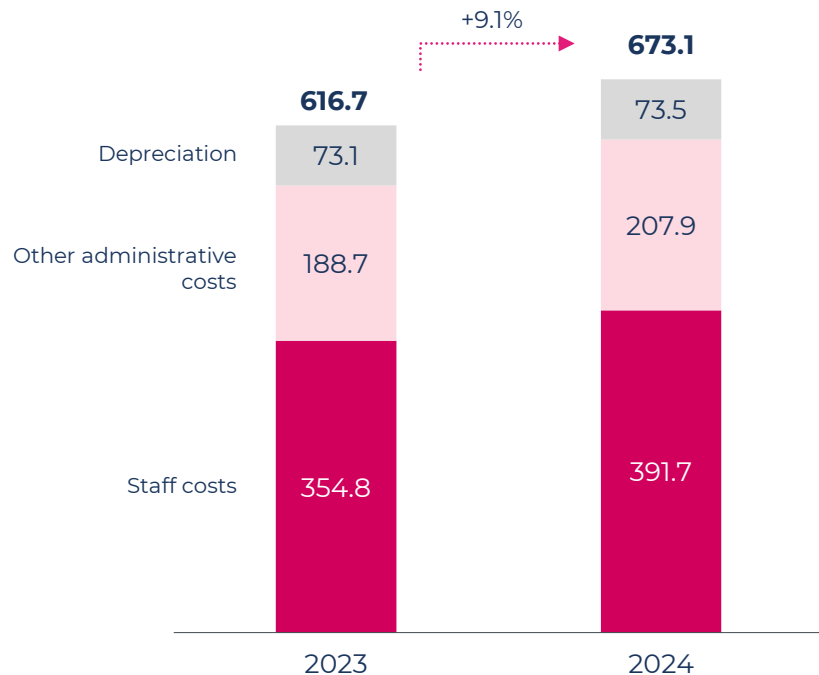


Operating costs

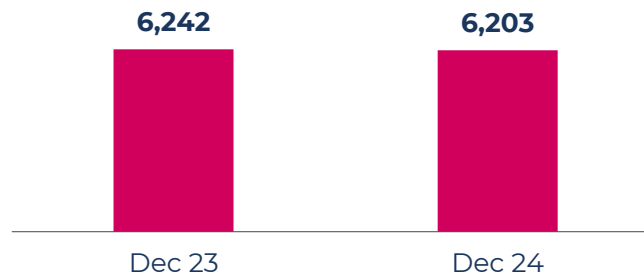


Operating Costs

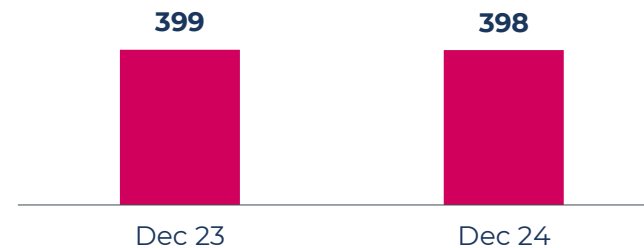
(Million euros)



Employees



Branches

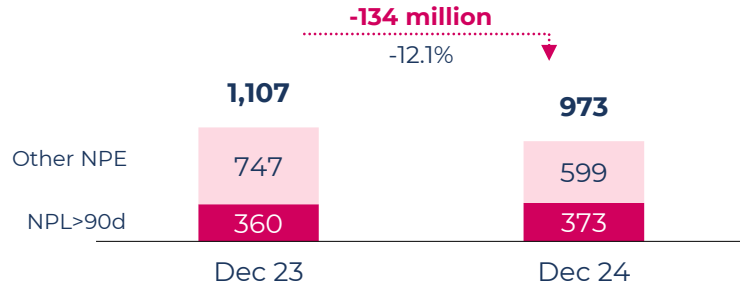




NPEs decrease

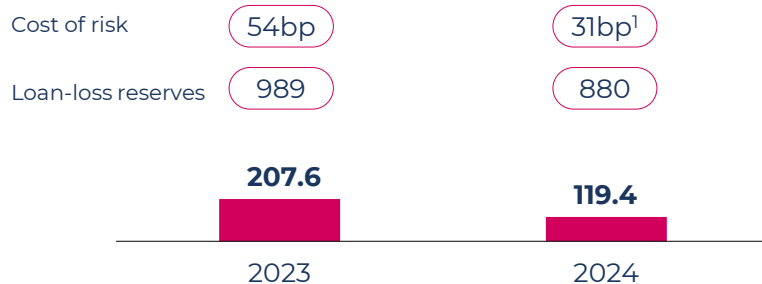
Non-performing exposures (NPE)

(Million euros)



Loan impairment (net of recoveries)

(Million euros)



NPE build-up

(Million euros)

(Million euros)	Dec 24 vs. Dec 23	Dec 24 vs. Sep 24
Opening balance	1,107	1,045
Net outflows/inflows	220	4
Write-offs	-116	-17
Sales	-238	-59
Ending balance	973	973

- NPE in Portugal total 973 million at the end of December 2024, a decrease of 134 million from December 2023
- The decrease of NPE from December 2023 is attributable mainly to a reduction of 148 million of other NPE
- Cost of risk of 31bp in December 2024, 54bp in December 2023, with the ratio loan-loss reserves / NPE ascending to 90% and 89%, respectively



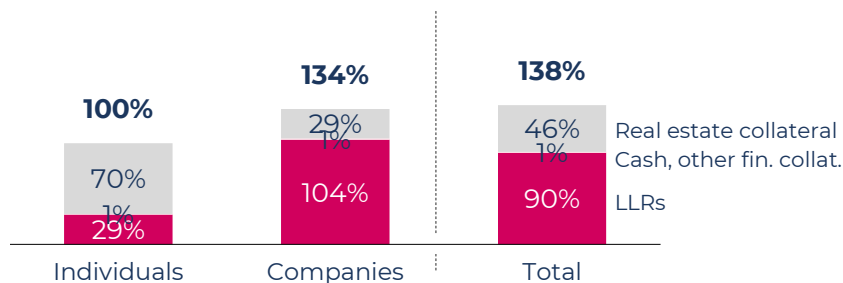
NPE include loans to Customers only

¹ Value impacted by an impairment reversal occurred in Q2'24, without this effect the cost of risk would stand at 43bp

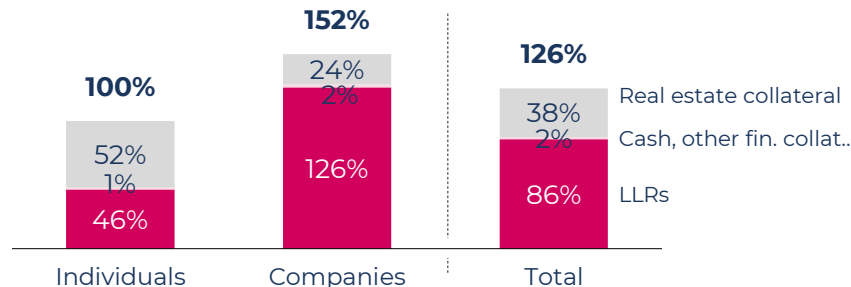


NPE coverage

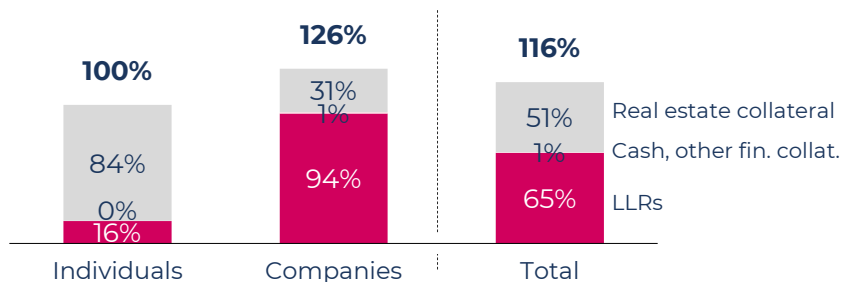
≡ NPE total coverage*



≡ NPL>90d total coverage*



≡ Other NPE total coverage*



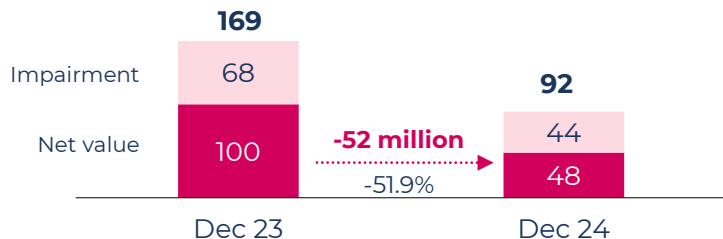
- Total coverage* ≥100%, for both individuals and companies, and for both NPE categories (NPL>90d and other NPE)
- Coverage by loan-loss reserves are stronger in loans to companies, where real-estate collateral, usually more liquid and with a more predictable market value, accounts for a lower coverage than in loans to individuals: coverage by loan-losses was 104% for companies NPE as of December 2024, reaching 126% for companies NPL>90d



Foreclosed assets and corporate restructuring funds

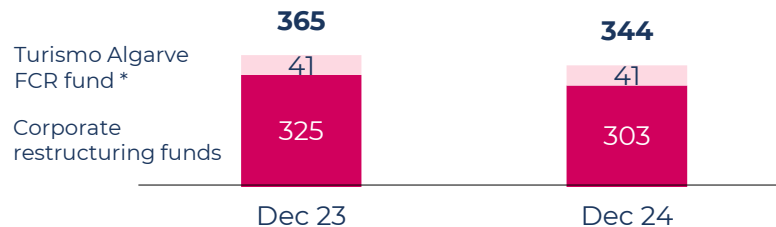
Foreclosed assets

(Million euros)



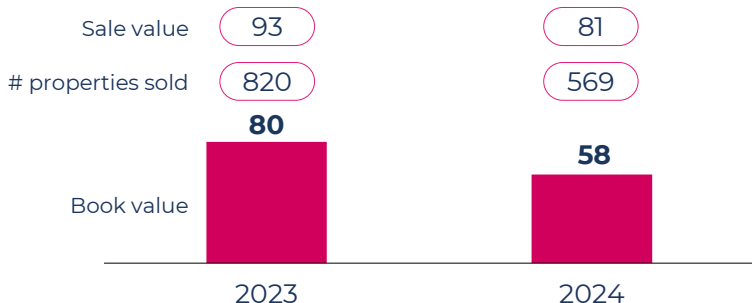
Corporate restructuring funds

(Million euros)



Sales of foreclosed assets

(Million euros)



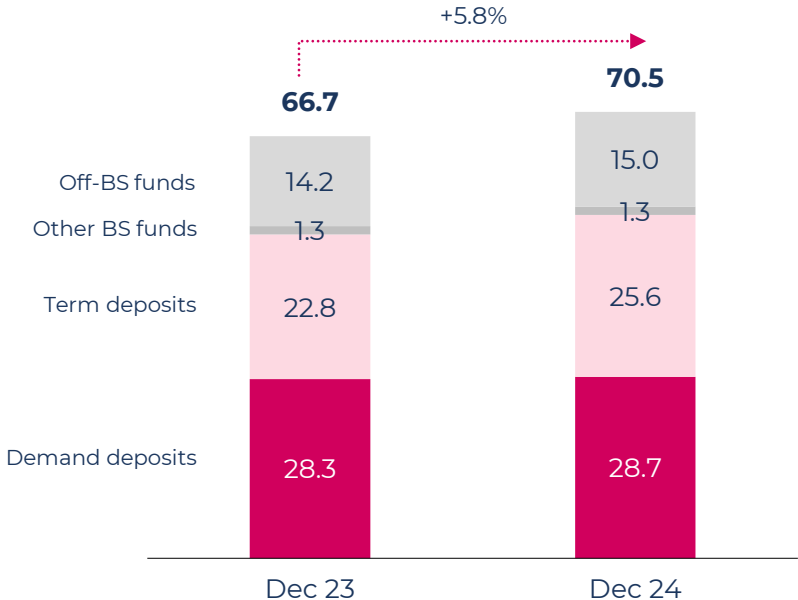
- Net foreclosed assets were down by 51.9% between December 2023 and December 2024
- 569 properties were sold during 2024 (820 properties in 2023), with sale values exceeding book value by 23 million
- Restructuring funds amount to 344 million in December 2024



Customer funds and loans to Customers

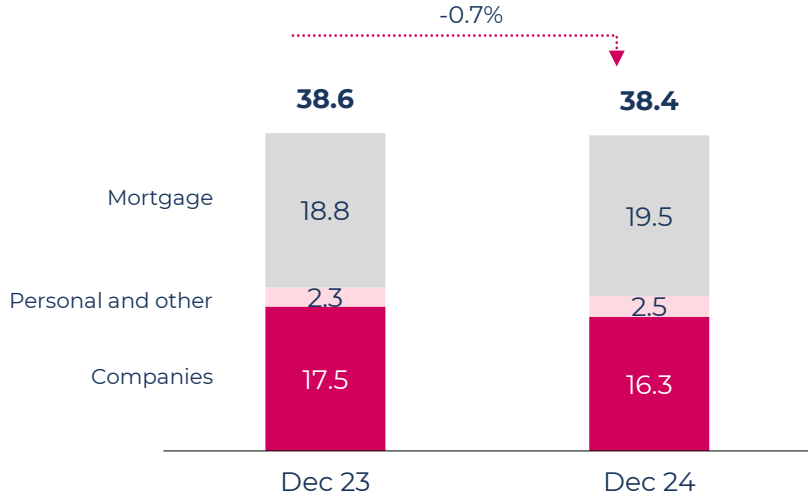
☰ Total Customers Funds*

(Billion euros)



☰ Loans to Customers (gross)

(Billion euros)



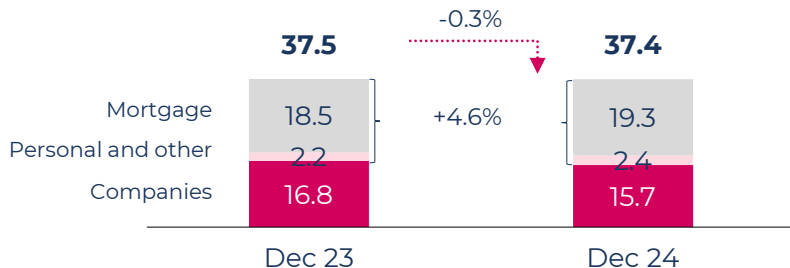
*Deposits, debt securities, assets under management, assets placed with Customers and insurance products (savings and investments).



Performing loans in Portugal

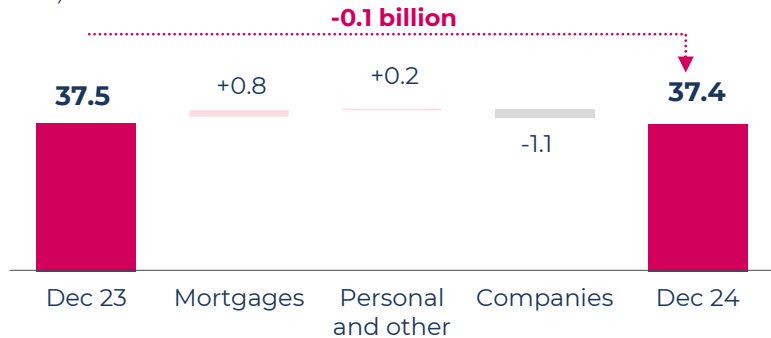
Performing loans portfolio

(Billion euros)



Evolution of performing loans

(Billion euros)



Performing loans to individuals increase by 4.6%, with a highlight on the mortgage loan portfolio reaching 19.3 billion

The Bank maintains a prominent position in the corporate segment:

- ✓ **Leadership in PME Leader programme** for the 6th consecutive year with a 33% market share
- ✓ **Leadership in Inovadora COTEC** programme for the 4th consecutive year, with a market share of 49%
- ✓ **Leading Bank in Satisfaction:** Best Bank for companies, Closest Bank to Clients, Most innovative Bank, Most efficient Bank and Bank with the Most appropriate products according to DATAE 2024
- ✓ **Leading Bank in Factoring and Confirming**, with factoring invoicing of more than 10 billion euros up until December 2024 and a market share of 22%*
- ✓ **Leading Bank in International Business:** Leadership in Trade Finance, with a market share of 25.6%** and award for best Trade Finance Bank in Portugal according to Euromoney
- ✓ **Leading Bank in Leasing**, with 742 millions of new leasing business in 2024 and market share of 25%*
- ✓ **Leading Bank in EIF/EIB:** #1 Commercial bank of the EIB in Portugal and #1 Commercial Bank of the EIF in Europe
- ✓ **Leading Bank in BPF INVEST EU guarantees** with access to all types of guarantees under the InvestEU Programme
- ✓ **Distinct digital offer:** Digital Account Opening, availability of M2030 for European Funds, iziBizi for ERP/Accounting and digital subscription of business products

These awards are the exclusive responsibility of the attributing entities.



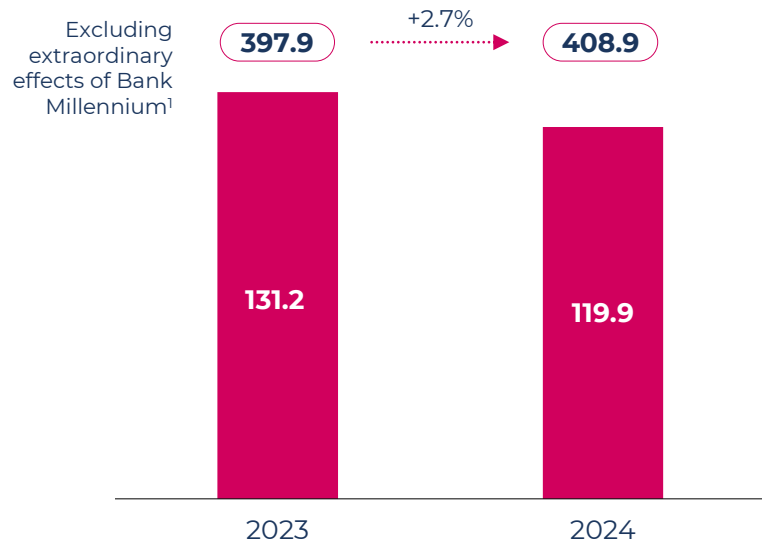
04

International operations

Contribution from international operations

Contribution from international operations

(Million euros)



(Million euros²)

	2023	2024
Poland	133.7	167.1
Mozambique ³	105.5	48.5
Other ⁴	-4.2	3.9
Net income international operations	235.0	219.5
Non-controlling int. (Poland+Mozambique)	-100.7	-99.5
Exchange rate effect	-3.1	--
Contribution from international operations	131.2	119.9

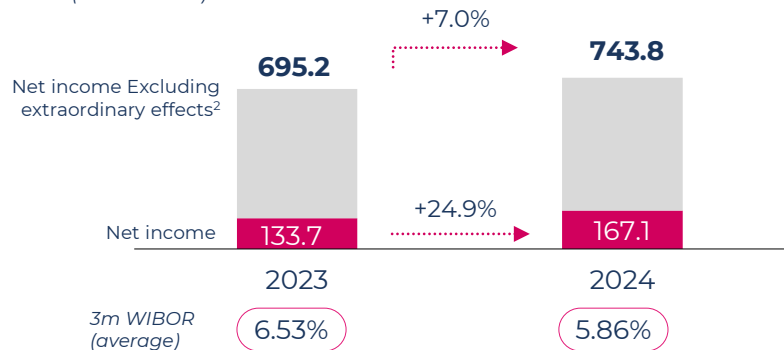
¹Excludes FX mortgage legal risk provisions, as well as costs of litigations and settlements with Clients, profit from the sale of 80% stake in Millennium Financial Services, linear distribution of BFG resolution fund fee, hypothetical bank tax until May 2024 and extension of the credit holidays (PLN mortgage) | ²Subsidiaries' net income presented for 2023 reflect the same exchange rate as of 2024 for comparison purposes. | ³The decrease in 2024 results mainly reflects the booking of impairments related with the downgrade of the public debt rating | ⁴Includes earnings from discontinued operations.

Bank Millennium with resilient net income



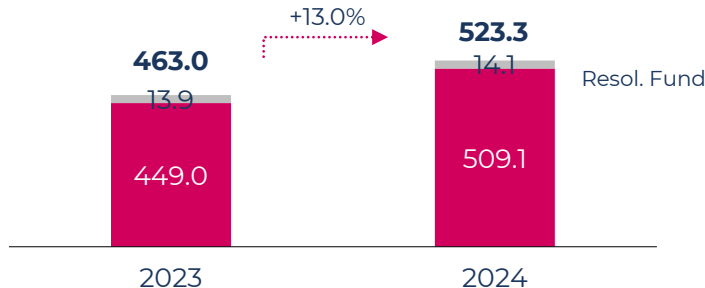
Net income

(Million euros¹)



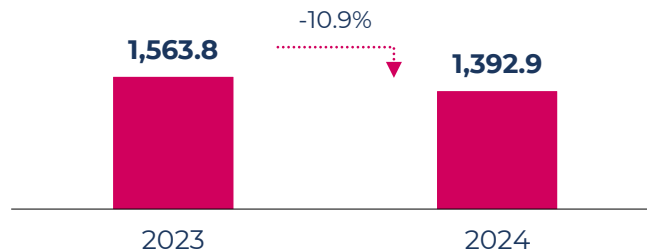
Operating Costs

(Million euros¹)



Net operating revenue

(Million euros¹)



- Net income of 167.1 million in 2024 which compares with 133.7 million in the same period of last year (24.9%)
- Net income influenced by charges associated with the CHF mortgage loan portfolio (750.2 million out of which 459.8 million in provisions³) costs related to the extension of credit holidays (PLN mortgage) which totaled 26.2⁴ million
- Customer funds increased by 11.2%
- Loans to Customers increased by 1.8%
- Net income Excluding extraordinary effects² up by 7% (48.6 million) compared with the same period of last year
- CET1 ratio (=TI) of 15.1%⁵ and total capital ratio of 17.6%, above the minimum requirements of 8.1% (9.9% for TI) and 12.2% respectively

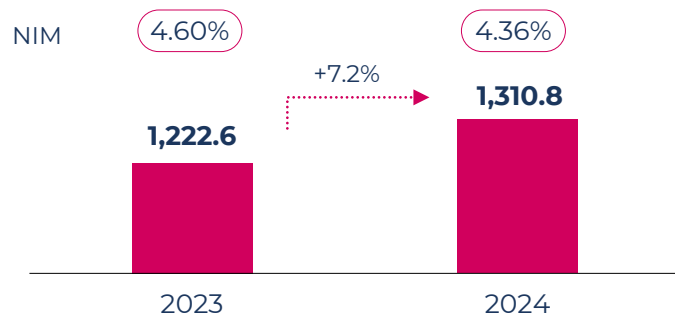
¹ FX effect excluded. €/Zloty constant at December 2024 levels: Income Statement 4.30; Balance Sheet 4.28. | ² Excludes FX mortgage legal risk provisions, as well as costs of litigations and settlements with Clients, profit from the sale of 80% stake in Millennium Financial Services, linear distribution of BFG resolution fund fee, hypothetical bank tax until May 2024 and extension of the credit holidays (PLN mortgage). | ³ Does not include provisions for legal risk on CHF mortgages of Euro Bank (guaranteed by Société Générale). | ⁴ Reduction compared to Q3'24 due to the review of the estimated rate of adherence to the credit holidays. | ⁵ Does not include H2'24 results, if considered, CET1 (=TI) would have an increase of 90bps.

Net interest income increase



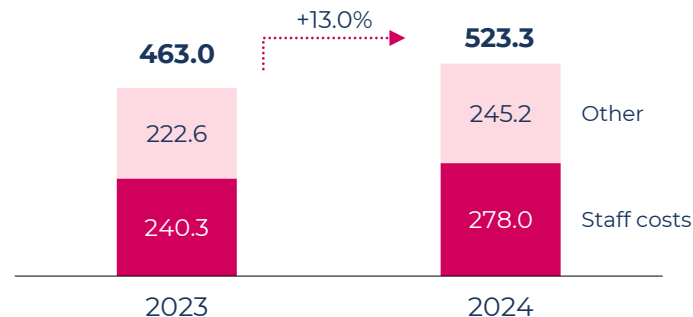
Net interest income*

(Million euros**)



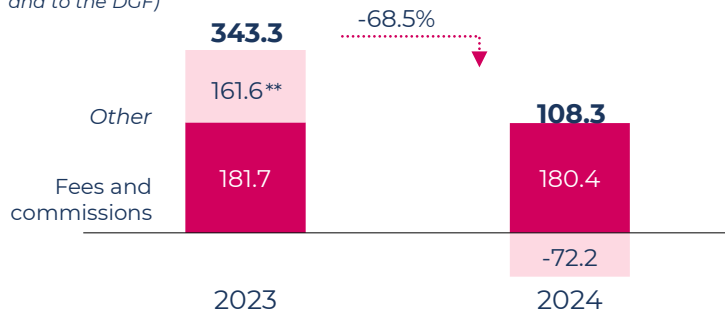
Operating costs

(Million euros**)



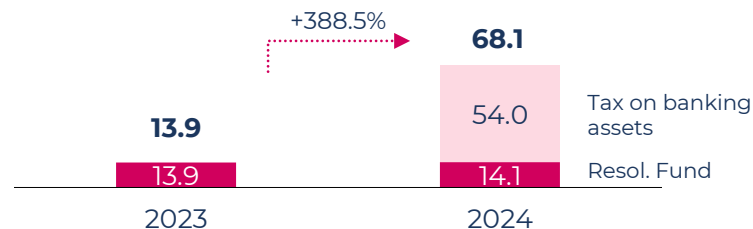
Commissions and other income

(Million euros**, does not include tax on assets and contribution to the resolution fund and to the DGF)



Contributions

(Million euros**)



*Net interest income without credit holidays
 **FX effect excluded. €/Zloty constant at December 2024 levels: Income Statement 4.30; Balance Sheet 4.28
 ***Includes a profit of 139.1 million from the sale of 80% stake in Millennium Financial Services

Credit quality

☰ NPL>90d

(Million euros*)

Credit ratio
NPL>90d

2.1%

2.2%

374.5

394.8

Dec 23

Dec 24

☰ Loan-loss reserves

(Million euros*)

Coverage ratio
NPL>90d

157%

149%

588.8

587.9

Dec 23

Dec 24

☰ Loan impairment (net of recoveries)

(Million euros*)

Cost of risk

39bp

40bp

69.5

74.1

2023

2024

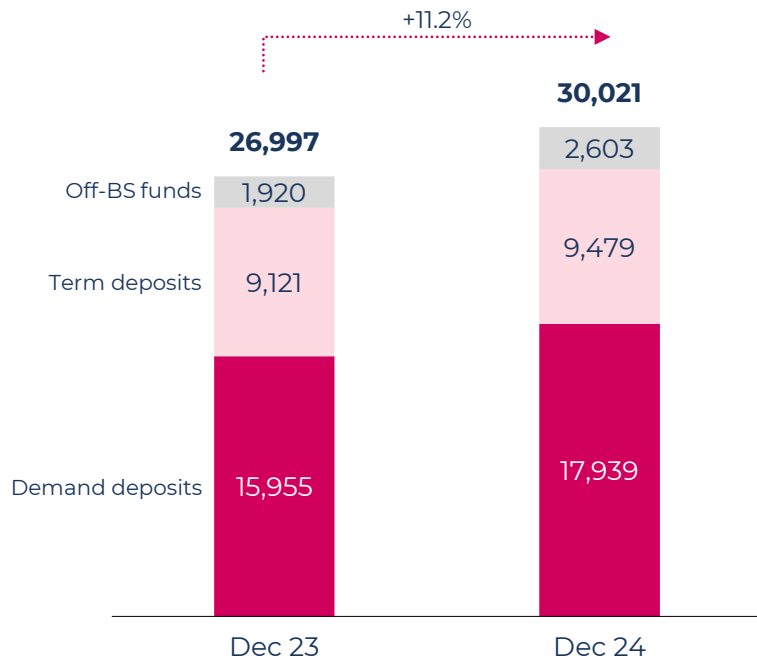
- NPL>90d accounted for 2.2% of total loans as of December 2024 (2.1% as of December 2023)
- Coverage of NPL>90d by loan-loss reserves at 149% as of December 2024 (157% as of December 2023)
- Cost of risk at 40bp

Customers funds and loans to Customers



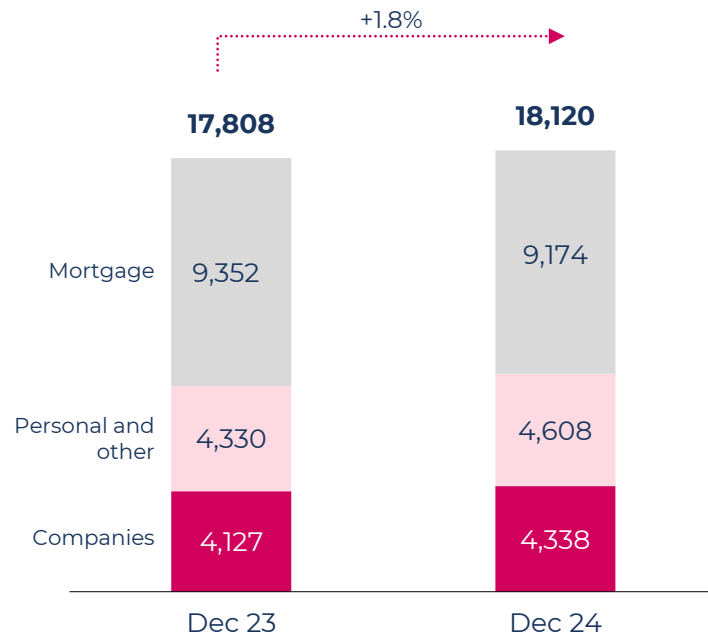
Customers funds

(Million euros*)



Loans to Customers (gross)

(Million euros*)



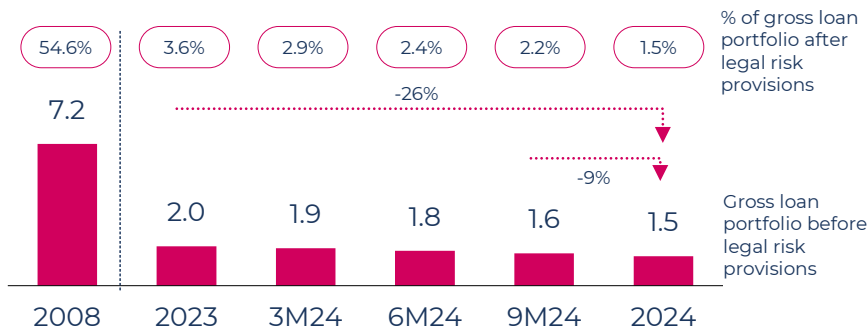
*FX effect excluded. €/Zloty constant at December 2024 levels; Income Statement 4.30; Balance Sheet 4.28.

CHF mortgages decrease by 26% year-on-year



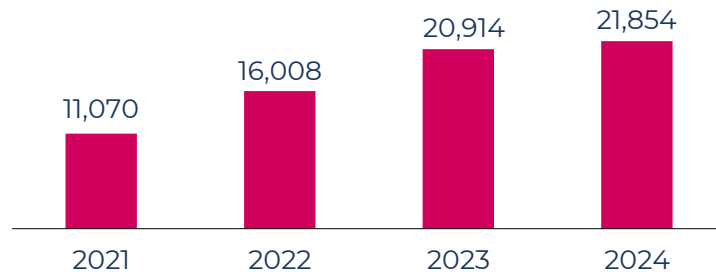
CHF mortgage portfolio

(Billion euros*)



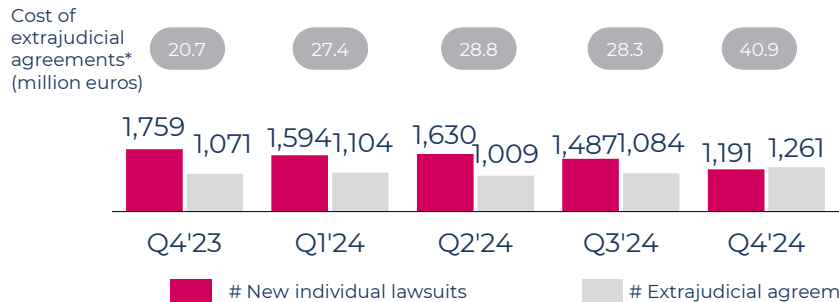
Individual lawsuits

(Number of cases)



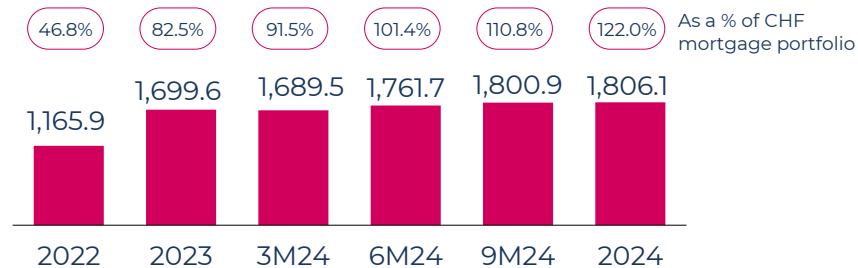
New individual lawsuits and extrajudicial agreements**

(Number of cases)



Cumulative provisions for legal risks***

(Million euros*)



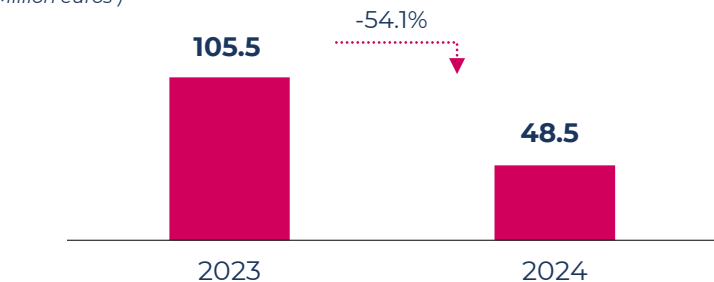
Excludes Euro Bank. | *FX effect excluded. €/Zloty constant at December 2024 levels; Income Statement 4.30; Balance Sheet 4.28. | **Out of court settlements mainly booked in Net trading income
 | ***Actual outstanding B/S provisions differ from the sum of P&L charges due to FX movements and utilizations among others



Millennium bim's results influenced by the context

Net income

(Million euros*)



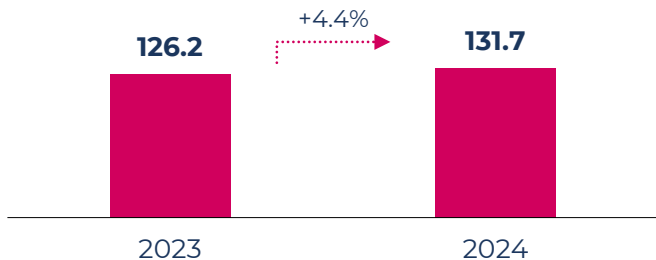
MIMO rate
(average)

17.25%

14.97%

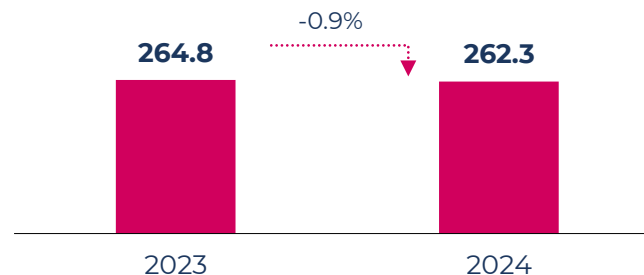
Operating costs

(Million euros*)



Net operating revenue

(Million euros*)



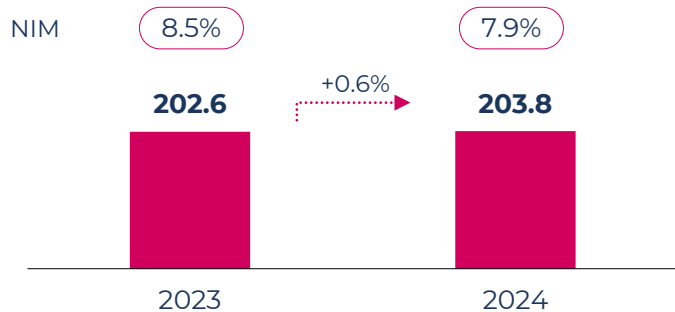
- **Net income of 48.5 million, a reduction of 54.1% compared to the same period of last year**, reflecting mainly the impairments booked due to the downgrade of the public debt rating and the reversal of a loan impairment occurred in the previous year
- Customer funds increased by 7.1%
- Loans to Customers increased by 1.9%
- Capital ratio of 37.5%



Net interest income reflects the interest rate environment

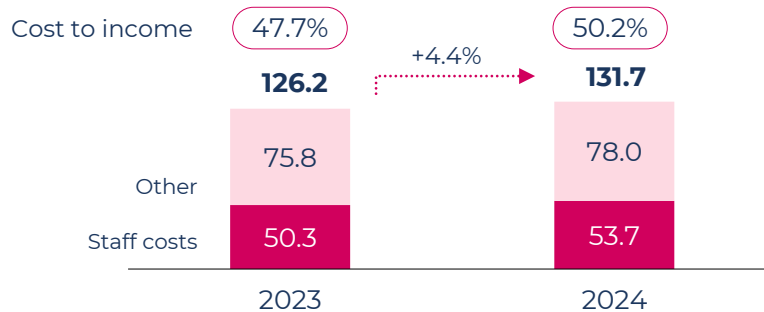
Net interest income

(Million euros*)



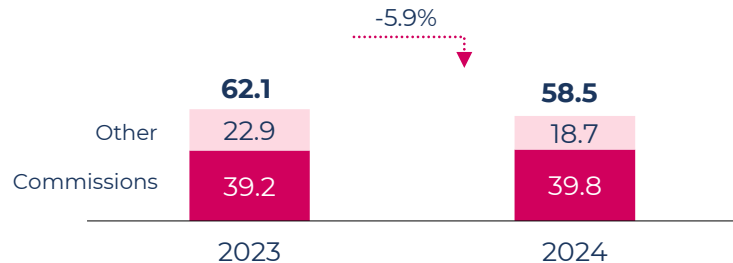
Operating costs

(Million euros*)

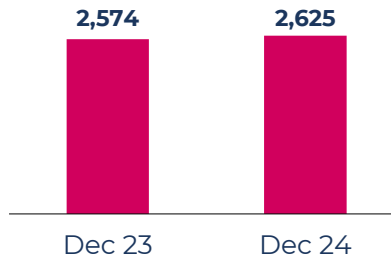


Commissions and other income

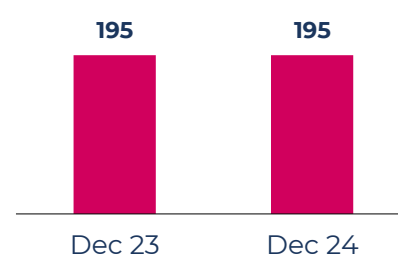
(Million euros*)



Employees



Branches

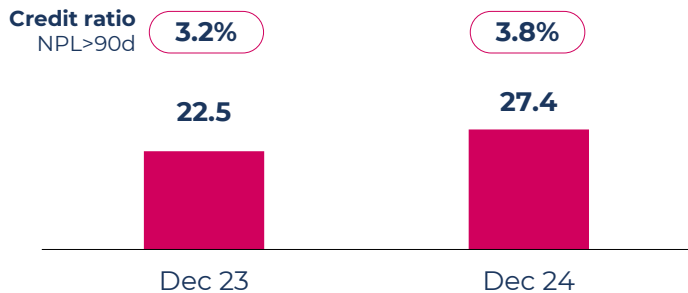




Credit quality

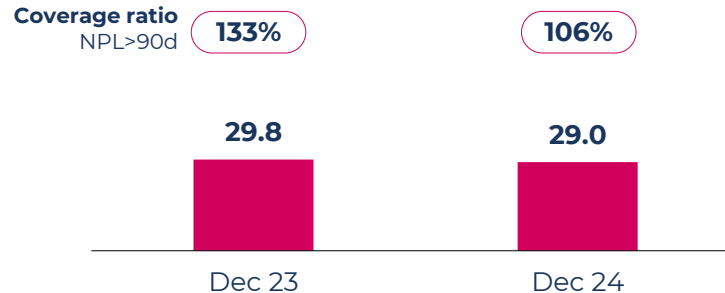
≡ NPL>90d

(Million euros*)



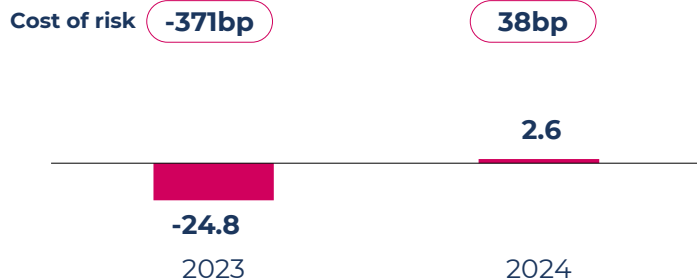
≡ Loan-loss reserves

(Million euros*)



≡ Loan impairment (net of recoveries)

(Million euros*)



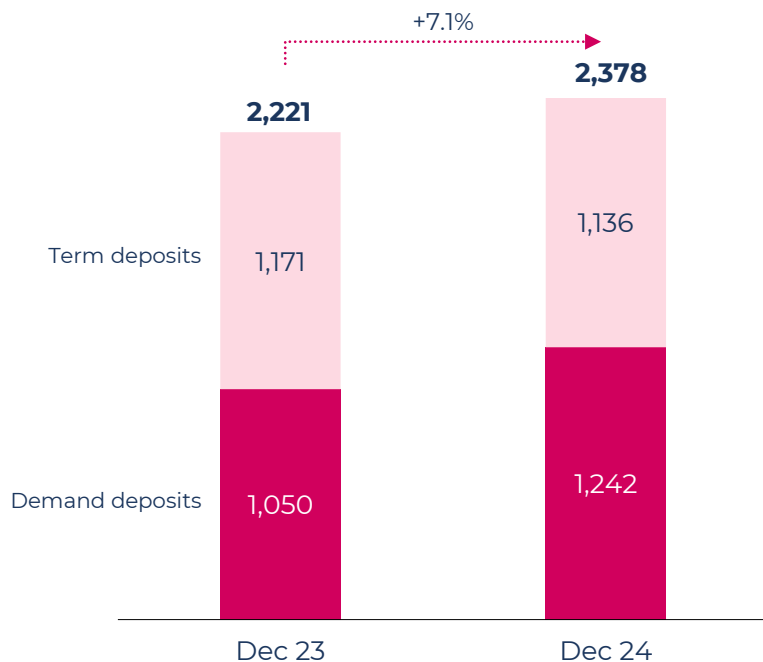
- NPL>90d ratio of 3.8% as of December 2024, with coverage by loan-loss reserves of 106% on the same date
- Cost of risk of 38bp in 2024 compared to -371bp in 2023, resulting from an impairment reversal. Without that effect, the cost of risk in 2023 would be 161bp



Business volumes

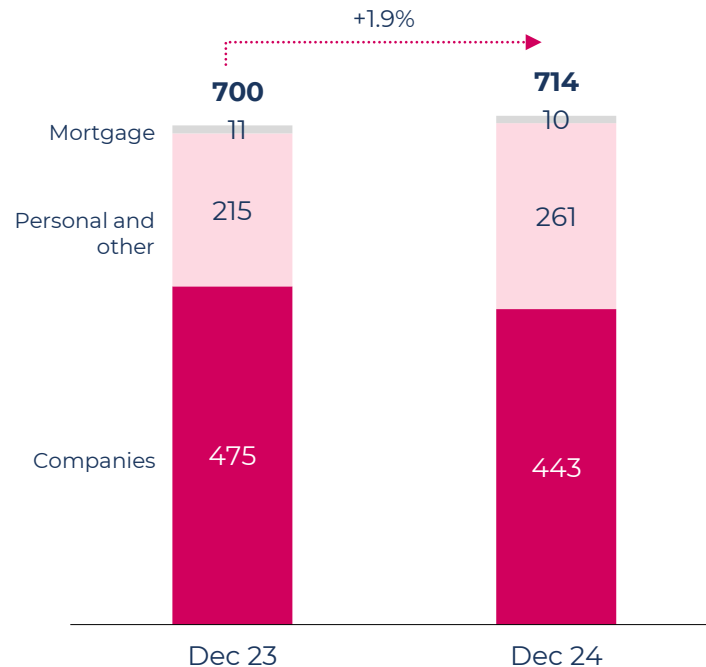
Customers funds

(Million euros*)



Loans to Customers (gross)

(Million euros*)





05

Key figures

Deliver more value

Main targets for strategic cycle 2025-2028

Metrics		2024	2028
Healthy organic growth	Business volumes Portugal	160€bn 109€bn	> 190€bn > 120€bn
	Number of customers Portugal	7.0mn 2.8mn	> 8mn > 3mn
	Mobile customers Portugal	71% 63%	>80% > 75%
Execution discipline	Cost-to-income Portugal	37% 34%	< 40% < 37%
	Cost of risk Portugal	32 bp ¹ 31 bp ¹	< 50 bps < 45 bps
ESG commitment	S&P Global CSA (percentile)	Top quartile	Top quartile
Robust capital	CET1 ratio	16.3% ²	> 13.5%
Superior returns	ROE	13.8%	> 13.5%
	Shareholder distribution	72% ⁴ (2024 activity)	Up to 75% of cumulative net income of 4.0-4.5€bn in 2025-2028 ³ subject to supervisory approval and achievement of Plan's relevant capital & business targets in Portugal and in the international area and fulfillment of CET1 target

¹ Includes an impairment reversal occurred in Q2'24, without this effect cost of risk would stand at **40bp at the group level and 43 bp for Portugal**. | ² Fully implemented ratio including unaudited net income of 2024. | ³ Including payout and share buyback, from 2025 through 2028. | ⁴ Including a 50% dividend payout of 2024 earnings and the effect of the share buyback programme amounting to 200 million approved by the supervisor.

COMMITMENT TO PEOPLE AND SOCIETY

Millennium bcp Foundation



National Museum of Contemporary Art/ Millennium bcp gallery inaugurated two exhibitions: Meanwhile (Millennium bcp Gallery - MNAC) and Digital Impressions. MNAC Collection (Wilmutte building - MNAC)



Museu Nacional dos Coches: Restoration of an 18th century Processional Carriage, a horse-drawn vehicle used for religious ceremonies to transport the Image of the Virgin in the Procession of Our Lady of Cabo Espichel



FÓLIO - Óbidos International Literary Festival: Millennium bcp Award 'LIVING TEXT' whose challenge was to create a visual fiction based on the work of Maria Gabriela Llansol



Rui Osório de Castro Foundation/Millennium bcp Award: 9th edition of the award, created with the objective of encouraging and supporting research dedicated to pediatric cancer, contributing to the advancement of medicine in Portugal

Society



Social Responsibility Campaign **"Millennium Solidário 2024"**, brings together the Bank's employees and the Mbcf Foundation **in support of Acreditar - Association of Parents and Friends of Children with Cancer**



Millennium volunteers participate in the Food Bank campaign and help collect over 2.2 tons of food for around 380 thousand people needing help



Millennium bcp carries out another Corporate Volunteering initiative with BIPP/SEMEAR, a social and professional inclusion program that empowers young people and adults with special needs



"A Day in the Life of Marta Paço": Millennium bcp launches an innovative project, part of the Bank's broader strategic positioning - "On the Right Side" - on inclusion and accessibility

Sustainability



In 2025, **Millennium bcp is "Best Bank for Sustainable Finance in Portugal"** according to Global Finance magazine, which, for the 4th consecutive time, recognizes its leadership in financing sustainable projects



EDP and Millennium bcp together to develop Solar Neighborhoods, with more than 130 Bank branches integrated into the energy communities that EDP is developing across the country



In the 2024 edition of the '**CSA - Corporate Sustainability Assessment**' by S&P, **Millennium bcp achieved a score of 63 points**, corresponding to a sector percentile of 86 points



Millennium bcp distinguished in the "Europe's Climate Leaders 2024" ranking by the Financial Times for the 4th consecutive time, as a leading company in climate change mitigation and adaptation.

EXTERNAL RECOGNITION



Millennium bcp: Corporate Responsibility Program distinguished by the Fosun Foundation



Millennium bcp: “Best Private Bank in Portugal” by The Banker and Professional Wealth Management magazines



Millennium bcp: distinguished at the Finovate Awards 2024 for the Mortgage Loan process, in the category “Best Consumer Experience”



Millennium bcp: Best Consumer Digital Bank 2024



Millennium bcp: APCC Contact Centers 2024 Best Banking Contact Center in Portugal



Millennium bcp: Distinguished in the ranking of “Companies Committed to Youth”



Millennium bcp: Market Leader - Trade Finance for the 1st time



Bank Millennium: Second place in the Ranking of Banks for Affluent Clients by Forbes magazine



Bank Millennium: title of Top Employer Polska 2024



Bank Millennium: Newsweek ranking winner in the categories of “Traditional Banking” and “Remote Banking”



Bank Millennium: 3rd position in the “Company-Friendly Bank” ranking by Forbes



Bank Millennium: “Best Consumer Digital Bank 2024” and “The Innovators 2024” companies mobile App



Bank Millennium: Winner of the PayTech Awards, which recognize technological solutions in the world of finance



Bank Millennium: 3rd place in “ESG Responsible Governance Ranking”



Bank Millennium: Best remote account opening process



Millennium bim: Euromoney Magazine, “Best Bank” and “Best Digital Bank” in Mozambique at the Euromoney Awards for Excellence 2024



Millennium bim: Consumer’s Choice, in the “Large Banks” category for 2024



Millennium bim: “Best Foreign Exchange Provider” in Moçambique



Millennium bcp: 2025 Consumer’s Choice, in the “Large Banks” category for the 5th consecutive year



ActivoBank: 2024 Consumer’s Choice, in the “Digital Bank” category for the 6th time



Millennium bcp: 2025 Five stars Bank, “Large Banks” category



Millennium bcp: 2025 Five stars Bank, “Mobile apps” category



ActivoBank: 2025 Five stars Bank, for the 2nd time, “Digital banking” category



Millennium bcp: Leadership in the “Inovadora COTEC” programme for the 4th consecutive year



06

Appendix

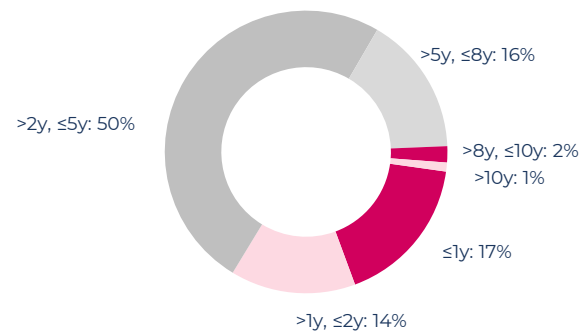
Sovereign debt portfolio

☰ Sovereign debt portfolio

(Consolidated, million euros)

	Dec 23	Mar 24	Jun 24	Sep 24	Dec 24	YoY	QoQ
Portugal	5,656	6,357	7,109	6,656	4,903	-13%	-26%
T-bills and other	104	721	1,466	947	985	>100%	+4%
Bonds	5,552	5,635	5,642	5,710	3,918	-29%	-31%
Poland	4,949	6,507	6,824	7,306	7,958	+61%	+9%
Mozambique	544	552	536	494	643	+18%	+30%
Other	10,944	11,908	12,819	13,533	14,973	+37%	+11%
Total	22,093	25,323	27,288	27,989	28,477	+29%	+2%

☰ Sovereign debt maturity



- ✓ The sovereign debt portfolio totalled 28.5 billion, 19.5 billion of which maturing in more than 2 years
- ✓ The Portuguese sovereign debt portfolio totalled 4.9 billion, Polish amounted to 8.0 billion and Mozambican amounted to 0.6 billion; "Other" includes, among other, sovereign debt from Belgium (5.5 billion), France (3.5 billion), Spain (3.1 billion), Italy (1.5 billion), Austria (0.5 billion) and Ireland (0.5 billion)

Sovereign debt portfolio breakdown

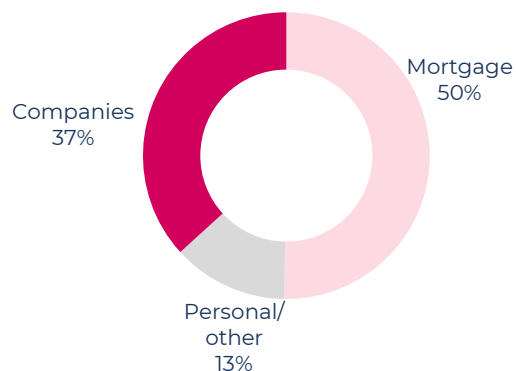
<i>Million euros</i>	Portugal	Poland	Mozambique	Other	Total
Trading book	892	130	0	271	1,293
≤ 1 year	883	1		271	1,154
> 1 year and ≤ 2 years	1	83			84
> 2 years and ≤ 5 years	6	27			33
> 5 years and ≤ 8 years	2	13			15
> 8 years and ≤ 10 years	0	6			7
> 10 years	1			0	1
Banking book*	4,011	7,828	643	14,702	27,184
≤ 1 year	516	1,423	246	1,545	3,730
> 1 year and ≤ 2 years	191	1,709	133	1,960	3,994
> 2 years and ≤ 5 years	2,269	3,780	204	7,871	14,123
> 5 years and ≤ 8 years	628	676	60	3,161	4,525
> 8 years and ≤ 10 years	116	240		166	522
> 10 years	290				290
Total	4,903	7,958	643	14,973	28,477
≤ 1 year	1,399	1,424	246	1,816	4,884
> 1 year and ≤ 2 years	192	1,792	133	1,960	4,077
> 2 years and ≤ 5 years	2,274	3,807	204	7,871	14,156
> 5 years and ≤ 8 years	630	689	60	3,161	4,540
> 8 years and ≤ 10 years	116	247		166	528
> 10 years	291			0	291

*Includes financial assets at fair value through other comprehensive income (8,870 million) and financial assets at amortized cost (18,314 million).

Diversified and collateralised portfolio

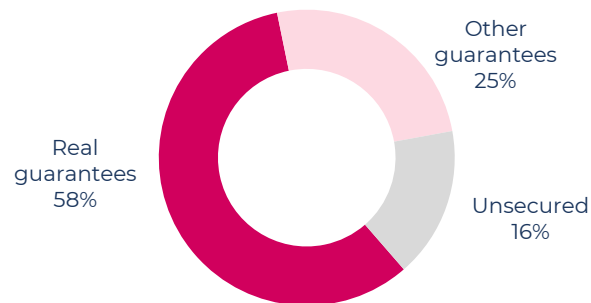
Breakdown

(Consolidated)



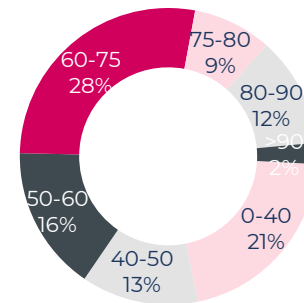
Loans per collateral

(Consolidated)



LTV of the mortgage portfolio

(Portugal)



- ✓ Loans to companies accounted for 37% of the loan portfolio, including 7% to construction and real-estate sectors, as of December 2024
- ✓ Mortgage accounted for 50% of the loan portfolio, with low delinquency levels and an average LTV of 60%
- ✓ 84% of the loan portfolio is collateralised

Consolidated net income

<i>(Million euros)</i>	2023	2024	YoY	Impact on earnings
Net interest income	2,825.7	2,830.9	+0.2%	+5.1
Net fees and commissions	771.7	808.5	+4.8%	+36.9
Other income*	172.3	-64.7	-	-237.0
Net operating revenue	3,769.7	3,574.6	-5.2%	-195.0
Staff costs	-631.8	-722.0	+14.3%	-90.2
Other administrative costs and depreciation	-530.7	-585.3	+10.3%	-54.5
Operating costs	-1,162.6	-1,307.2	+12.4%	-144.7
Profit before impairment and provisions	2,607.1	2,267.4	-13.0%	-339.7
Results on modification	-19.4	-68.5	-	-49.1
Loans impairment (net of recoveries)	-240.0	-182.4	-24.0%	+57.6
Other impairment and provisions	-859.8	-675.1	-21.5%	+184.7
Results of modification, Impairment and provisions	-1,119.3	-926.0	-17.3%	+193.3
Income before tax	1,487.8	1,341.4	-9.8%	-146.4
Income taxes	-537.4	-341.3	-36.5%	+196.1
Net income from discontinued or to be discontinued operations	-2.9	0.3	+111.3%	+3.2
Non-controlling interests	-91.6	-94.1	+2.8%	-2.5
Net income	856.0	906.4	+5.9%	+50.3

*Includes dividends from equity instruments, other net operating income, net trading income and equity accounted earnings

Consolidated balance sheet

(Million euros)

	31 December 2024	30 December 2023 (restated)*
ASSETS		
Cash and deposits at Central Banks	5,589.0	4,545.5
Loans and advances to credit institutions repayable on demand	251.2	337.7
Financial assets at amortised cost		
Loans and advances to credit institutions	797.5	908.5
Loans and advances to customers	53,907.1	53,305.2
Debt securities	21,345.2	17,579.1
Financial assets at fair value through profit or loss		
Financial assets held for trading	1,763.4	822.9
Financial assets not held for trading mandatorily at fair value through profit or loss	355.2	433.6
Financial assets designated at fair value through profit or loss	33.9	32.0
Financial assets at fair value through other comprehensive income	12,899.0	10,834.3
Hedging derivatives	69.3	40.6
Investments in associates	429.4	380.8
Non-current assets held for sale	45.2	80.3
Investment property	24.2	39.1
Other tangible assets	619.1	606.4
Goodwill and intangible assets	276.0	223.1
Current tax assets	21.2	20.5
Deferred tax assets	2,253.5	2,554.3
Other assets	1,464.2	1,626.7
TOTAL ASSETS	102,143.6	94,370.7

LIABILITIES

	31 December 2024	30 December 2023 (restated)*
Financial liabilities at amortised cost		
Deposits from credit institutions and other funds	777.7	829.1
Deposits from customers and other funds	82,084.7	75,606.8
Non subordinated debt securities issued	3,528.7	2,712.7
Subordinated debt	1,427.4	1,397.4
Financial liabilities at fair value through profit or loss		
Financial liabilities held for trading	179.6	207.4
Financial liabilities at fair value through profit or loss	3,248.9	3,608.5
Hedging derivatives	39.0	67.8
Provisions	1,085.9	753.1
Current tax liabilities	136.0	197.1
Deferred tax liabilities	7.4	8.8
Other liabilities	1,435.7	1,691.6
TOTAL LIABILITIES	93,951.0	87,080.3

EQUITY

Share capital	3,000.0	3,000.0
Share premium	16.5	16.5
Other equity instruments	400.0	400.0
Legal and statutory reserves	384.4	316.4
Reserves and retained earnings	2,387.6	1,714.1
Net income for the year attributable to Bank's Shareholders	906.4	856.1
Non-controlling interests	1,097.7	987.4
TOTAL EQUITY	8,192.6	7,290.4
TOTAL LIABILITIES AND EQUITY	102,143.6	94,370.7

*On 1 January 2023, Millenniumbcp Ageas Grupo Segurador, S.G.P.S., S.A. (Mbcp Ageas), an entity 49.9% owned by the Group and accounted for under the equity method, adopted simultaneously IFRS9 - Financial Instruments and IFRS17 - Insurance Contracts. During the first half of 2024, Mbcp Ageas reviewed the transition adjustments relating to the adoption of those IFRS, which resulted in a reduction in the amount of the participation by EUR 9.1 million against reserves. In 2024, the investments in Lusofundo - Fundo de Investimento Imobiliário Fechado, Fundo Especial de Investimento Imobiliário Eurofundo and Nexponor - Sociedade de Investimento Coletivo Imobiliário Fechado, S.A., were reclassified from "Financial assets at fair value through profit or loss" to "Investments in associates". Consequently, the balances of these items were restated accordingly, in the total amount of EUR 34 million as at the end of 2023. Additionally, TIICC S.A.R.L, previously recognised under the item "Financial assets at fair value through other comprehensive income" was also reclassified to "Investments in associates" (EUR 4,000 as at the end of 2023). These accounting reclassifications also led to the reclassification of the respective results, from net trading income to equity accounted earnings, in the amount of EUR 1.6 million as at the end of 2023. Following the change in off-balance sheet customer funds accounting criteria by the Polish subsidiary in 2024, the respective balances were restated, resulting in an increase of EUR 33 million with reference to the end of 2023.

Consolidated income statement per quarter

	Quarterly				
	4Q 23	1Q 24	2Q 24	3Q 24	4Q 24
<i>(Million euros)</i>					
Net interest income	708.3	696.2	701.3	713.2	720.1
Dividends from equity instruments	0.6	0.0	0.8	0.0	0.2
Net fees and commission income	193.2	196.4	199.6	205.7	206.8
Other operating income	17.9	-31.4	-39.0	-23.8	-35.4
Net trading income	40.5	-2.9	-2.5	34.6	-24.3
Equity accounted earnings	16.6	10.4	21.1	12.2	15.1
Banking income	977.0	868.8	881.4	942.0	882.4
Staff costs	163.8	165.7	174.0	182.9	199.3
Other administrative costs	109.8	107.0	101.6	108.1	123.9
Depreciation	34.3	35.4	35.8	36.2	37.5
Operating costs	307.9	308.1	311.4	327.2	360.6
Profit bef. impairment and provisions	669.1	560.7	570.0	614.9	521.8
Results on modification	-4.6	-7.2	-53.7	-1.5	-6.1
Loans impairment (net of recoveries)	28.6	73.5	23.5	69.4	15.9
Other impairm. and provisions	257.4	145.2	147.7	168.0	214.2
Net income before income tax	378.5	334.8	345.1	375.9	285.6
Income tax	150.0	78.1	59.6	125.0	78.4
Net income (before disc. oper.)	228.5	256.6	285.5	250.9	207.2
Net income arising from discont. operations	-2.8	0.0	0.0	0.3	0.0
Non-controlling interests	20.3	22.3	34.5	22.4	14.9
Net income	205.3	234.3	251.0	228.8	192.3

Consolidated income statement

(Million euros)

For the 12-month periods ended December 31st, 2023 and 2024

International operations

	Group			Portugal			Total			Bank Millennium (Poland)			Millennium bim (Moz.)			Other int. operations		
	Dec 23	Dec 24	Δ %	Dec 23	Dec 24	Δ %	Dec 23	Dec 24	Δ %	Dec 23	Dec 24	Δ %	Dec 23	Dec 24	Δ %	Dec 23	Dec 24	Δ %
	Interest income	4,371	4,716	7.9%	2,216	2,367	6.8%	2,155	2,349	9.0%	1,859	2,057	10.6%	296	292	-13%	0	0
Interest expense	1,546	1,885	22.0%	749	1,032	37.7%	796	853	7.2%	702	765	8.9%	94	88	-6.1%	0	0	100.0%
Net interest income	2,826	2,831	0.2%	1,467	1,335	-9.0%	1,359	1,496	10.0%	1,157	1,292	11.6%	202	204	1.0%	0	0	>100%
Dividends from equity instruments	2	1	-43.0%	1	0	-83.0%	1	1	114%	1	1	114%	0	0	--	0	0	--
Intermediation margin	2,828	2,832	0.2%	1,468	1,335	-9.0%	1,360	1,496	10.0%	1,158	1,293	11.6%	202	204	1.0%	0	0	>100%
Net fees and commission income	772	809	4.8%	560	588	5.0%	211	220	4.2%	172	180	4.7%	39	40	19%	0	0	>100%
Other operating income	-39	-130	<-100%	-65	-25	619%	26	-105	<-100%	22	-106	<-100%	5	1	-69.1%	0	0	--
Basic income	3,561	3,511	-1.4%	1,963	1,899	-3.3%	1,598	1,612	0.9%	1,352	1,367	1.1%	245	245	-0.2%	0	0	>100%
Net trading income	146	5	-96.6%	14	9	-36.7%	132	-4	<-100%	116	-20	<-100%	16	16	-3.5%	0	0	>100%
Equity accounted earnings	63	59	-6.1%	58	53	-8.0%	5	5	17.5%	0	0	--	2	2	-20.4%	3	4	44.7%
Banking income	3,770	3,575	-5.2%	2,035	1,962	-3.6%	1,734	1,613	-7.0%	1,468	1,347	-8.2%	264	262	-0.6%	3	4	44.7%
Staff costs	632	722	14.3%	355	392	10.4%	277	330	19.3%	227	277	21.9%	50	54	7.1%	0	0	--
Other administrative costs	393	440	12.0%	189	208	10.1%	205	233	13.7%	147	173	18.1%	58	59	2.7%	0	0	--
Depreciation	137	145	5.3%	73	74	0.6%	64	71	10.7%	47	53	12.8%	18	19	5.1%	0	0	--
Operating costs	1,163	1,307	12.4%	617	673	9.1%	546	634	16.2%	420	503	19.6%	126	132	4.8%	0	0	--
Profit bef. impairment and provisions	2,607	2,267	-13.0%	1,419	1,288	-9.2%	1,188	979	-17.6%	1,048	844	-19.4%	138	131	-5.4%	3	4	44.7%
Results on modification	-19	-69	<-100%	0	0	--	-19	-69	<-100%	-19	-69	<-100%	0	0	--	0	0	--
Loans impairment (net of recoveries)	240	182	-24.0%	208	119	-42.5%	32	63	93.9%	57	60	5.6%	-25	3	>100%	0	0	90.3%
Other impairment. and provisions	860	675	-21.5%	161	114	-28.8%	699	561	-19.8%	682	512	-24.9%	14	48	>100%	3	0	-100.0%
Net income before income tax	1,488	1,341	-9.8%	1,050	1,055	0.4%	437	287	-34.4%	289	203	-29.7%	149	80	-46.6%	-1	4	>100%
Income tax	537	341	-36.5%	331	274	-17.4%	206	68	-67.2%	162	36	-77.7%	44	31	-28.5%	0	0	--
Net income (before disc. oper.)	950	1,000	5.2%	719	781	8.6%	231	219	-5.2%	127	167	31.7%	105	48	-54.2%	-1	4	>100%
Net income arising from discont. operations	-3	0	>100%	0	0	100.0%	-3	0	>100%	0	0	--	0	0	--	0	0	--
Non-controlling interests	92	94	2.8%	-6	-5	-3.2%	97	100	2.4%	0	0	--	0	0	--	97	100	2.4%
Net income	856	906.4	5.9%	725	786	8.5%	131	120	-8.6%	127	167	31.7%	105	48	-53.9%	-98	-96	2.3%

Glossary (1/2)

Assets placed with Customers – amounts held by Customers in the context of the placement of third-party products that contribute to the recognition of commissions.

Balance sheet Customer funds – deposits and other resources from Customers and debt securities placed with Customers.

Business Volumes - corresponds to the sum of total Customer funds and loans to Customers (gross).

Commercial gap – loans to Customers (gross) minus on-balance sheet Customer funds.

Core income - net interest income plus net fees and commissions income.

Core net income - net interest income plus net fees and commissions income deducted from operating costs.

Cost of risk, net (expressed in basis points) - ratio of loans impairment (P&L) accounted in the period to loans to Customers at amortized cost and debt instruments at amortized cost related to credit operations before impairment at the end of the period.

Cost to core income - operating costs divided by core income.

Cost to income – operating costs divided by net operating revenues.

Coverage of non-performing exposures by impairments – loans impairments (balance sheet) divided by the stock of NPE.

Coverage of non-performing loans by impairments – loans impairments (balance sheet) divided by the stock of NPL.

Coverage of overdue loans by impairments - loans impairments (balance sheet) divided by overdue loans.

Coverage of overdue loans by more than 90 days by impairments - loans impairments (balance sheet) divided by overdue loans by more than 90 days.

Debt instruments – non-subordinated debt instruments at amortized cost and financial liabilities measured at fair value through profit or loss (debt securities and certificates).

Debt securities placed with Customers - debt securities issued by the Bank and placed with Customers.

Deposits and other resources from Customers – Deposits from Customers at amortized cost and Customer deposits at fair value through profit or loss.

Dividends from equity instruments - dividends received from investments classified as financial assets at fair value through other comprehensive income and from financial assets held for trading.

Equity accounted earnings - results appropriated by the Group related to the consolidation of entities where, despite having some influence, the Group does not control the financial and operational policies.

Insurance products – includes unit linked saving products and retirement saving plans (“PPR”, “PPE” and “PPR/E”).

Loans impairment (balance sheet) – balance sheet impairment related to loans to Customers at amortized cost, balance sheet impairment associated with debt instruments at amortized cost related to credit operations and fair value adjustments related to loans to Customers at fair value through profit or loss.

Loans impairment (P&L) – impairment (net of reversals and net of recoveries - principal and accrual) of financial assets at amortized cost for loans to Customers and for debt instruments related to credit operations.

Loans to Customers (gross) – loans to Customers at amortized cost before impairment, debt instruments at amortized cost associated to credit operations before impairment and loans to Customers at fair value through profit or loss before fair value adjustments.

Loans to Customers (net) - loans to Customers at amortized cost net of impairment, debt instruments at amortized cost associated to credit operations net of impairment and balance sheet amount of loans to Customers at fair value through profit or loss.

Loan to Deposits ratio (LTD) – loans to Customers (net) divided by deposits and other resources from Customers.

Loan to value ratio (LTV) – mortgage amount divided by the appraised value of property.

Glossary (2/2)

Net commissions - net fees and commissions income.

Net interest margin (NIM) - net interest income for the period as a percentage of average interest earning assets.

Net operating revenues - net interest income, dividends from equity instruments, net commissions, net trading income, other net operating income and equity accounted earnings.

Net trading income – gains/(losses) on financial operations at fair value through profit or loss, foreign exchange gains/(losses), gains/(losses) on hedge accounting and gains/(losses) arising from derecognition of financial assets and liabilities not measured at fair value through profit or loss.

Non-performing exposures (NPE) non-performing loans and advances to Customers (includes loans to Customers at amortised cost, loans to Customers at fair value through profit or loss and, from 2023, debt instruments at amortised cost associated to credit operations before impairment.) more than 90 days past-due or unlikely to be paid without collateral realisation, if they recognised as defaulted or impaired.

Non-performing loans (NPL) – overdue loans (loans to Customers at amortised cost, loans to Customers at fair value through profit or loss and, from 2023, debt instruments at amortised cost associated to credit operations before impairment) more than 90 days past due including the non-overdue remaining principal of loans, i.e. portion in arrears, plus non-overdue remaining principal.

Off-balance sheet Customer funds – assets under management, assets placed with Customers and insurance products (savings and investment) subscribed by Customers.

Operating costs - staff costs, other administrative costs and depreciation.

Other impairment and provisions – impairment (net of reversals) for loans and advances of credit institutions classified at amortized cost, impairment for financial assets (classified at fair value through other comprehensive income and at amortized cost not associated with credit operations), impairment for other assets, namely assets received as payment in kind, investments in associated companies and goodwill of subsidiaries and other provisions.

Other net income – dividends from equity instruments, net commissions, net trading income, other net operating income and equity accounted earnings.

Other net operating income – net gains from insurance activity, other operating income/(loss) and gains/(losses) arising from sales of subsidiaries and other assets.

Profit before impairment and provisions – net operating revenues deducted from operating costs.

Return on average assets (Instruction from the Bank of Portugal no. 16/2004) – net income (before tax and non-controlling interests) divided by the average total assets (weighted average of the average of monthly net assets in the period).

Return on average assets (ROA) – net income (before minority interests) divided by the average total assets (weighted average of the average of monthly net assets in the period).

Return on equity (Instruction from the Bank of Portugal no. 16/2004) – net income (before tax) divided by the average attributable equity + non-controlling interests (weighted average of the average of monthly equity in the period).

Return on equity (ROE) – net income (after minority interests) divided by the average attributable equity, deducted from preference shares and other capital instruments (weighted average of the average of monthly equity in the period).

Securities portfolio - debt instruments at amortized cost not associated with credit operations (net of impairment), financial assets at fair value through profit or loss (excluding the ones related to loans to Customers and trading derivatives), financial assets at fair value through other comprehensive income and assets with repurchase agreement.

Spread - increase (in percentage points) to the index used by the Bank in loans granting or fund raising.

Total Customer funds - balance sheet Customer funds and off-balance sheet Customer fund.

Total Customer funds - balance sheet Customer funds and off-balance sheet Customer funds.



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