MANAGEMENT REPORT

Income statement

FOR THE YEAR ENDED 31 DECEMBER 2020

INCOME STATEMENT

| IN E | | | | € 000 |
|---|---------------|----------------|----------------------|----------------------|
| | | | 1 Jan. to 31 Dec. 20 | 1 Jan. to 31 Dec. 19 |
| 1. Interest income from | | | 958,385,530.66 | 951,036 |
| a) Lending and money market operations | | 916,362,988.25 | | 906,387 |
| b) Fixed-income securities and government debt register claims | | 42,022,542.41 | | 44,649 |
| 2. Interest expenses | | | 612,035,802.16 | 654,117 |
| 3. Current income from | | | 1,419,092.14 | 2,843 |
| Shares and other non-fixed income securities | | 0.00 | | 0 |
| b) Participating interests and shares in cooperatives | | 519,092.14 | | 2,143 |
| c) Investments in affiliated companies | | 900,000.00 | | 700 |
| 4. Income from profit-pooling, profit transfer or partial profit transfer agreements | | | 31,304.95 | 50 |
| 5. Commission received | | | 13,006,544.57 | 15,396 |
| 6. Commission paid | | | 122,470,465.83 | 110,705 |
| 7. Other operating income | | | 2,560,576.58 | 1,710 |
| 8. General administrative expenses | | | 118,171,817.73 | 125,154 |
| a) Personnel expenses | | 58,001,658.62 | | 56,329 |
| aa) Wages and salaries | 47,123,063.52 | | | 47,792 |
| ab) Social security contributions and cost of pensions and other benefits | 10,878,595.10 | | | 8,537 |
| of which: for pensions € 3,333,953.67 | | | | 1,583 |
| b) Other administrative expenses | | 60,170,159.11 | | 68,825 |
| 9. Depreciation, amortisation and write-downs of intangible and tangible assets | | | 10,212,892.95 | 6,172 |
| 10. Other operating expenses | | | 6,156,508.87 | 6,022 |
| 11. Write-downs on and valuation allowances of loans and advances and specific securities, as well as | | | | |
| additions to loan loss provisions | | | 10,603,226.96 | 0 |
| 12. Income from reversals of write-downs to claims and certain securities, | | | | |
| as well as from reversals of provisions for possible loan losses | | | 0.00 | 4,626 |
| 13. Depreciation, amortisation and write-downs of participating interests, shares in affiliated companies | | | | |
| and securities treated as fixed assets | | | 411,730.22 | 0 |
| 14. Income from reversals of write-downs on participating interests, shares in affiliated companies | | | | |
| and securities treated as fixed assets | | | 0.00 | 149 |
| 15. Results from ordinary business activities | | | 95,340,604.18 | 73,640 |
| 16. Taxes on revenue and income | | | 37,639,246.35 | 37,943 |
| 17. Allocation to fund for general banking risks | | | 20,000,000.00 | 0 |
| 18. Net income | | | 37,701,357.83 | 35,697 |
| 19. Retained earnings brought forward from previous year | | | 24,003,770.85 | 307 |
| 20. Allocation to revenue reserves | | | 15,000,000.00 | 12,000 |
| a) Legal reserve | | | 15,000,000.00 | 12,000 |
| b) Other revenue reserves | | | 0.00 | 0 |
| 21. Unappropriated profit | | | 46,705,128.68 | 24,004 |