

# Financial Results of Santander Bank Polska Group for Q1 2023



# Agenda

## Results

1. Our activities and our people
2. Our business development
3. Our customers
4. Our financial results

## More information

5. Attachments

Results for Q1 2023

# Our activities and our people

01

# Our communication

## Piotr Adamczyk is the new ambassador of Santander Bank Polska

We started cooperation with one of the most popular film, theatre and dubbing actors in Poland - Piotr Adamczyk. The results of the Celebrity Brand Score study show that Piotr's image and personality will strengthen our marketing message, which this year will include social, charity and ESG themes. Piotr is a big-format star, known and liked by all age groups. He is a confidence-inspiring character featuring in comedies and stories about close and warm relationships among people. Piotr will strengthen the brand in terms of closeness, trust and social sensitivity. In the new spring campaign, the ambassador presents the bank's social activities and projects that support people in pursuing their passions, dreams and overcoming barriers.



## ATL campaigns 2023

In 2023, we continued an ATL communication based on “the bank that makes lives easier” narrative. We addressed our communication to different customer groups: millennials, families, teenagers, SMEs:

- **SME customer acquisition campaign.** Business owners could open a business account with value-added services (e-accounting, e-factoring and other).
- **My goals** campaign addressed to retail customers, promoting the regular savings option in the mobile application.
- Campaign about saving money in **Max Savings Account** with attractive interest rates. Its purpose was to appreciate our customers.



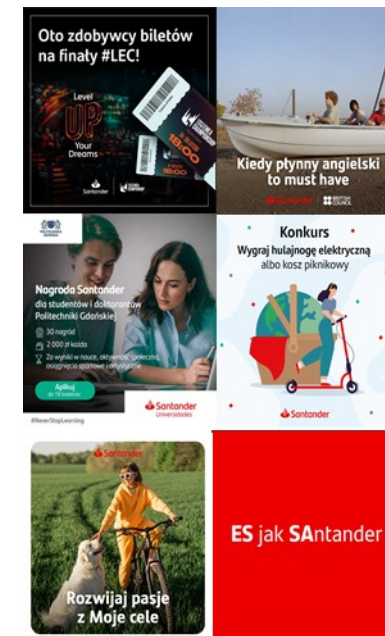
## Social Media

“Fairy tales for adults” – we have continued an image-building and educational cybersecurity campaign that won 1 gold and 2 bronze awards in the “Złote Spinacze” competition and was recognised by the jury of Golden Arrow and KREATURY competitions.

We effectively reach our fans and Customers with attractive RTM posts. We started 2023 with a blast – “Es jak Santander” (S like Santander) – referring to the Youth Word of the Year. We plan more publications in this format.

Ongoing sponsorship projects with well-known brands, e.g. Ferrari and League of Legends, allowed us to position Santander from an angle appealing to younger customers. Users participating in this communication can win attractive prizes. We have become a strategic partner of Impact’23 congress.

We supported the following campaigns in SoMe: “Max Savings Account”, “Business account” – performance campaign presenting the SME product proposal; “Your English can be better” – campaign carried out in cooperation with Santander Universidades offering access to British Council scholarships.

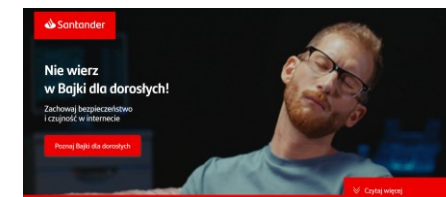


## Digital activities

We supported the following campaigns in digital channels:

- SME business account
- Max Savings Account
- Santander Universidades image-building campaign

We refreshed the landing page of the “Fairytales for adults” campaign.



## Our people

### Improved employee experience

- We are building a corporate culture with a focus on the employee and continuous improvement of employee experience at each stage of the lifecycle and the relationship with the Bank.
- We have a share-based Long-term Incentive Plan addressed to key leaders of the Bank.
- We recognise talents and involve them in the delivery of the Bank's strategic objectives. We had a series of Management Board meetings with top performers, i.e. employees with the highest performance rating for 2022.

### Development and training

- We continue a broad range of training and development initiatives for leaders and employees.
- A key element are group solutions, both with regard to training platforms and to processes. That adds an international dimension to talent development and transfers.

### Corporate culture

- We continue dialogue and transparent communication activities – we organise regular meetings with all employees, during which the Management Board comments on financial performance, reflects on the major events in the Bank's life and answers questions from employees .
- We continue promoting a new set of corporate behaviours – T.E.A.M.S.

### Diversity & Inclusion

- We support employment of staff with disabilities and we keep developing a dedicated benefit offer for them. Starting from 2023, persons with a slight level of disability will be entitled to two more days off.
- We continue educational, awareness-raising campaigns concerning the rights and needs of people with disabilities as well as open workshops on diversity.

### We develop modern work tools

- Our internal platforms and services are kept up-to-date to reflect the new legislation. In Q1, we implemented a fast and intuitive employee statement on remote work in HR Portal.
- All employees who earlier declared the withdrawal from employee capital plans (ECP), have now been covered by mandatory automatic enrolment.
- Employees can use a dedicated app supporting the management by objectives.

### Occupational Health and Safety & Wellbeing

- In 2023, we implemented provisions of the amended Labour Code with regard to remote work. We developed a new assessment of occupational risk and remote work conditions, including controls of the occupational health and safety.
- We continue our wellbeing actions based on the integrated model of employee care that includes prevention, promotion and crisis management.

### Hybrid work model

- In September 2022, the Bank's Business Support Centre units implemented a hybrid work model, which combines the benefits of working in an office with the benefits of remote work.
- In Q1 2023, intensive actions were taken to get ready for the implementation of the remote work solutions provided for in the amended Labour Code (as per the Act of 1 December 2022 amending the Labour Code and certain other acts, published in the Journal of Laws no. 240 of 6 February 2023). After consultations with trade unions, we implemented new regulations on remote work.

### Our work has been recognised

- We were awarded with the Top Employer 2023 certificate for our commitment to creating a better work environment and for implementing top HR management standards.
- We were one of the winners of the "Ethical Company" competition organised by the *Puls Biznesu* daily.
- We were recognised with the Human&Family Humanities Wellbeing Award for our wellbeing practices, i.e. a broad range of special interest clubs that attract much interest from the employee community.

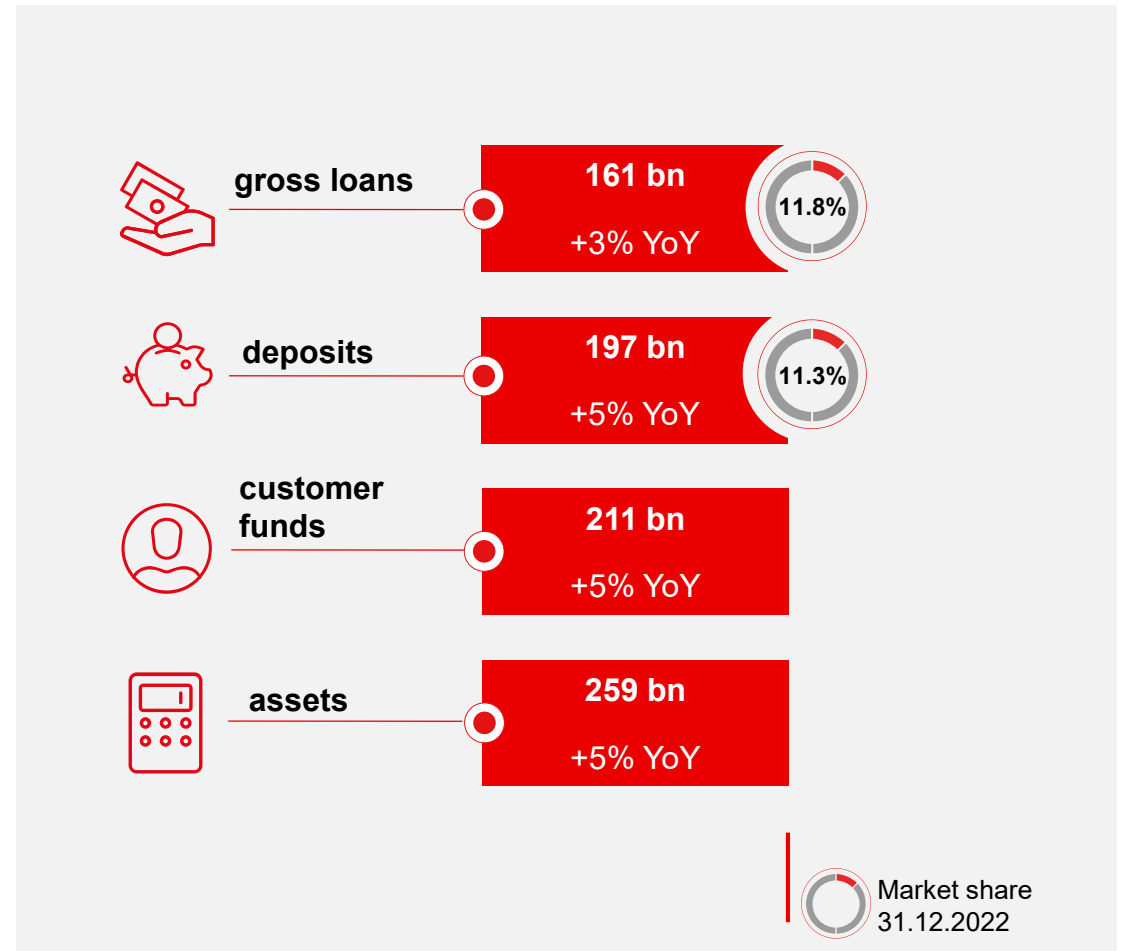
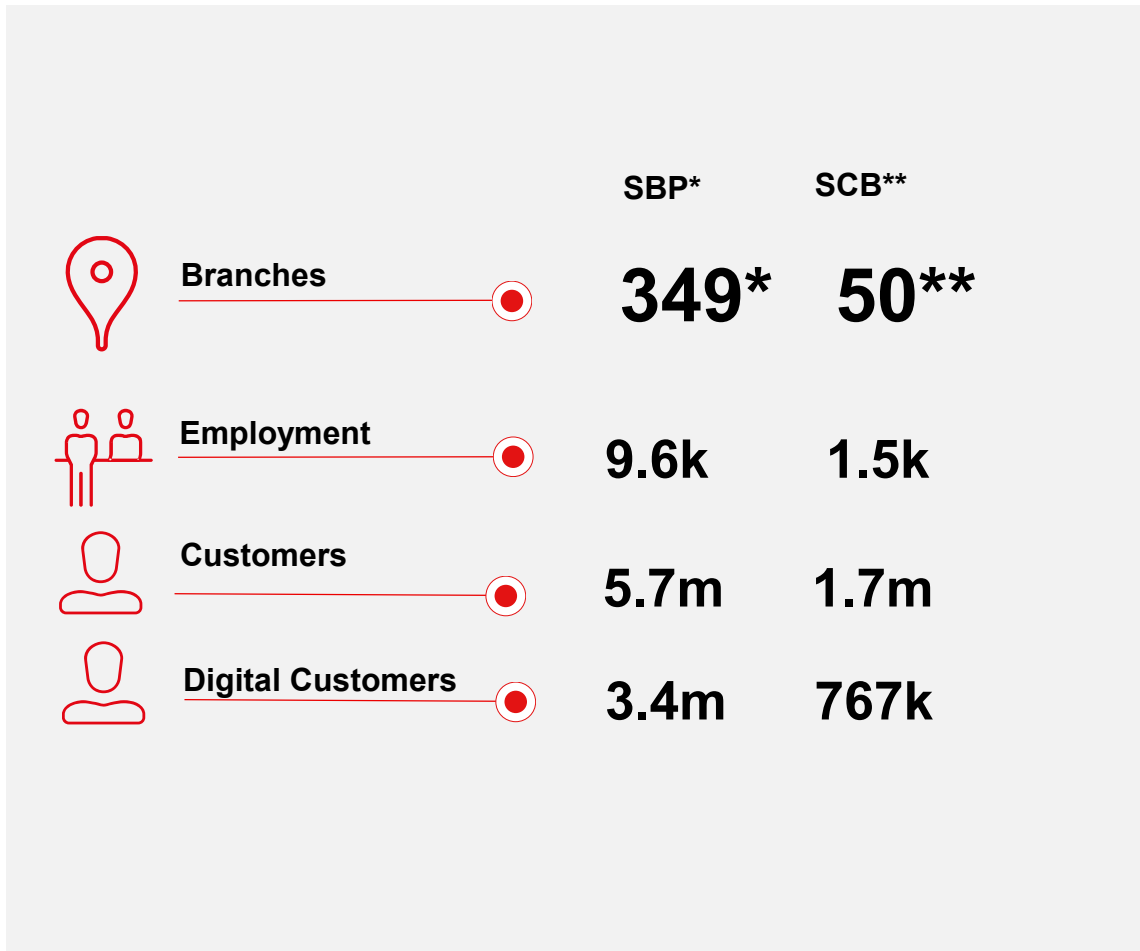
Q1 2023 Results

# Our business development

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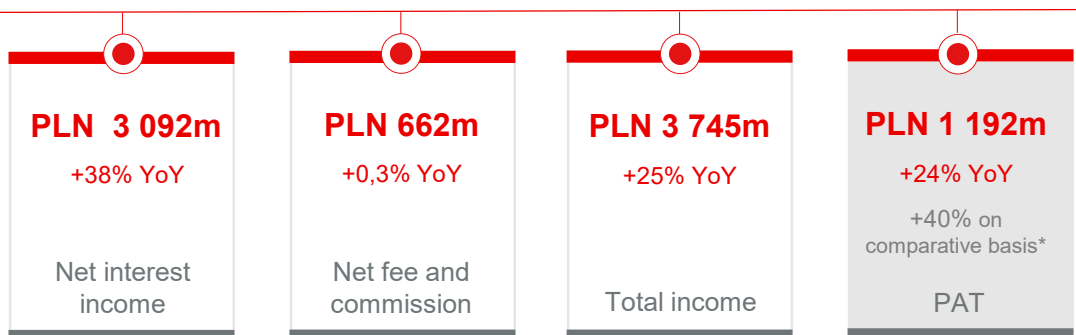
## General operational data

## Key volumes



## Key financial results for Q1 2023

### Key results



\* On a comparable basis, i.e. after excluding the following items from the profit for 2023:

- Cost of legal risk attached to mortgage loans in foreign currencies - PLN 421m
- Costs of settlements regarding mortgage loans in foreign currencies PLN 186m
- BFG contributions PLN 187m
- The cost of the incentive programme is PLN 55m

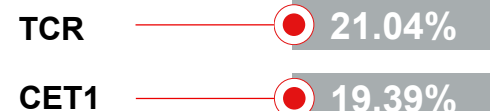
and from the profit in 2022:

- Cost of legal risk attached to mortgage loans in foreign currencies - PLN 97m
- Costs of settlements regarding mortgage loans in foreign currencies - PLN 20m
- BFG contributions - PLN 278m.

## Financial ratios For Q1 2023

### Capital position

Strong capital position well above the KNF requirements

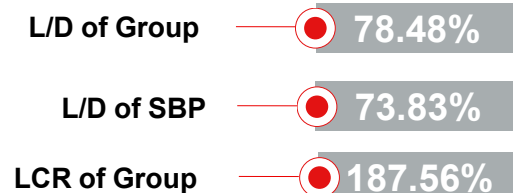


### ROE, ROA



### Liquidity position

Safe liquidity position





Results for Q1 2023

# Our customers

03

# Our customers in numbers\*

## Retail customers

- 5.2m customers — +4% YoY
- 3.0m digital customers — +7% YoY
- 2.3m mobile customers — +9% YoY
- 64.1m mobile banking transactions — +31% YoY



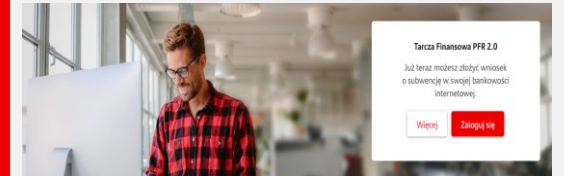
## SME customers

- 503k customers — +4% YoY
- 352k digital customers — +9% YoY
- 182k mobile customers — +14% YoY
- 1.9m mobile banking transactions — +34% YoY



## Corporate customers

- 26.8k customers — +2% YoY
- 21.4k digital customers — +3% YoY
- 5.0k mobile customers — +10% YoY



## New products and services

### Retail customers

- We launched a special offer for new money in the Max Savings Account (Konto Max Oszczędnościowe), with an attractive interest rate and the Investor Deposit (Lokata dla Inwestora) on special terms for customers investing their money in investment funds.
- We expanded the range of structured products by products that meet sustainability criteria (e.g. green bonds).
- We expanded the scope of the life and health insurance to include an additional child insurance package and an additional risk in the health insurance package (benign tumour operation).
- We provided access to the pilot version of Santander OneApp.



### SME customers

- We proposed to our customers another special offer for Business Account Worth Recommending (Konto Firmowe Godne Polecenia) which can be opened online as well as for POS and softPOS payment terminals.
- We made a special offer for a loan with 0% arrangement fee available in remote channels.



### Corporate customers

- We implemented further improvements in new electronic banking platform iBiznes24 with positive impact on customer satisfaction
- We introduced new functionalities in our credit workflow (CLP platform): full service of working capital loans, de minimis guarantees and leasing loans
- We improved remote service for our customers – we integrated phone calls handling system with our Salesforce CRM, which facilitates faster and more effective customer service.



## Education and support for customers

### Retail Customers

- As the first bank on the market we introduced a fully remote process of seeking and getting statements for mortgage registration.
- We introduced a new, more-customer friendly IVR (interactive voice response) version. IVR is shorter, more transparent and quicker.
- We launched another pool of scholarships and development programmes in cooperation with Santander Universidades, including Business for All with Harvard Business School Publishing and language scholarships – English language and IELTS courses with British Council.



### SME Customers

- Together with inFakt, provider of eAccounting (eKsięgowość) service, we prepared webinars for business customers during which experts were outlining different forms of taxation.
- Business customers could also participate in a webinar on introducing changes in life and in business run by a business coach – Miłosz Brzeziński.
- Santander Leasing launched the zielonepanele.pl site where entrepreneurs can quickly check the costs of investment in photovoltaic solutions and suppliers' offers.



### BCB Customers

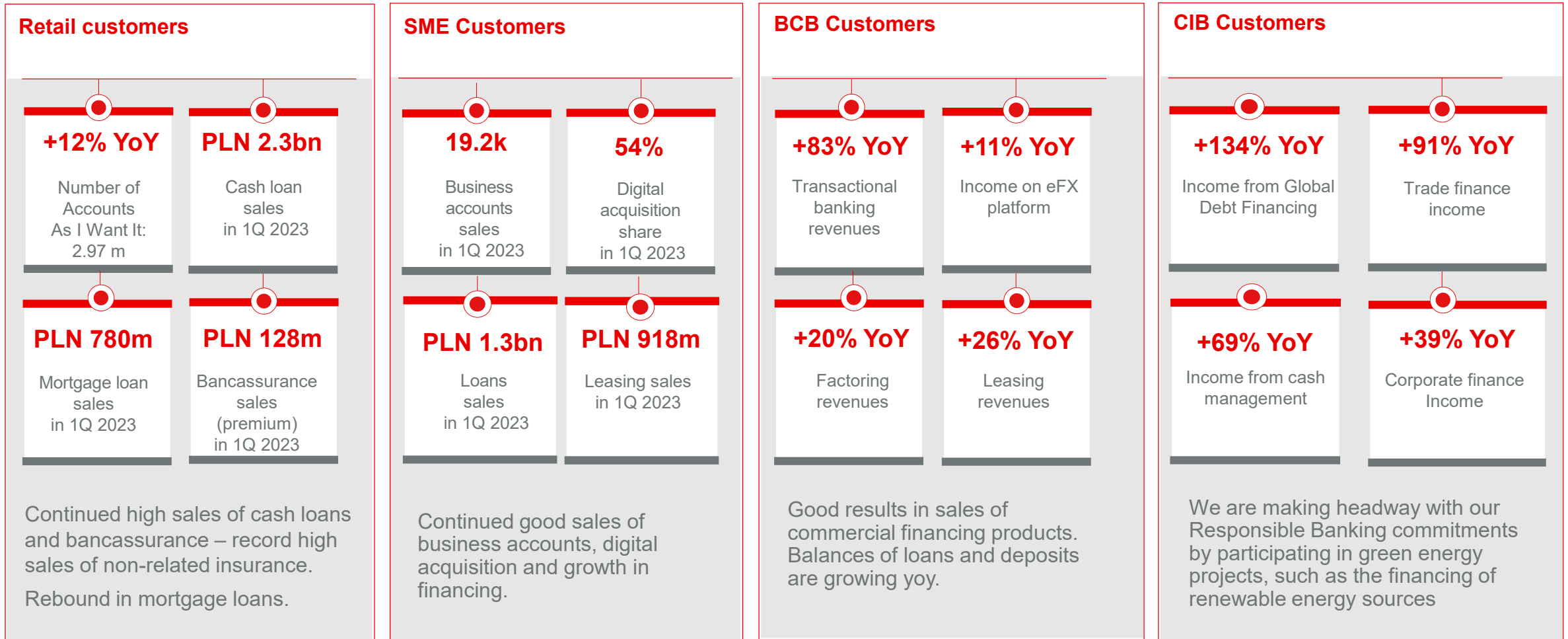


- We were a partner of the BUDMA International Construction and Architecture Fair, where we promoted our solutions supporting development of our clients' global business.
- In cooperation with the Polish Chamber of Packaging, we participated in the plastics industry fair- Plast Expo, where we gave a presentation for manufacturers of plastic packaging
- We published a new Sector Flash on road transport of goods and new Barometer of the automotive market for our clients

### CIB Customers

- We issued more than 40 stock exchange recommendations in 1Q 2023 YTD in the CEE Region.
- Increased interest in investment products and currency exchange in the Kantor Santander service.

## Selected business data



Results for Q1 2023

# Our financial performance

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# Gross loans

## Comment

### Santander Bank Polska S.A.

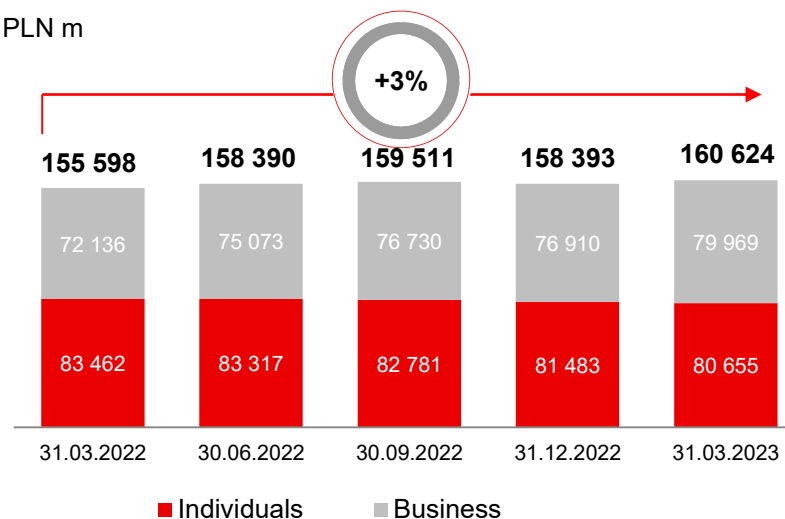
- The loan portfolio increased by 2% YoY.
- Mortgage loan sales: -73% Q1 2023/Q1 2022; +20% Q1 2023/Q4 2022
- Cash loan sales: +8% Q1 2023/Q1 2022; +1% Q1 2023/Q4 2022
- CHF mortgage loans: -46% YoY\* (-40% YoY in PLN)
- SME loans (including leasing and factoring): +2% YoY and +2% QoQ and BCB loans: +6% YoY and +1% QoQ
- CIB loans (including leasing and factoring): +11% YoY and +6% QoQ.

### Santander Consumer Bank

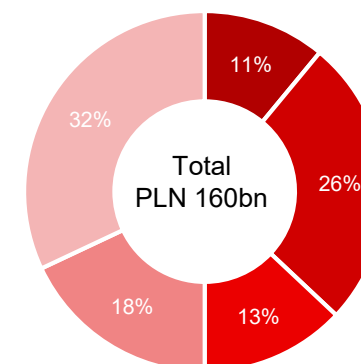
- SCB gross loans: PLN 18bn (+5%YoY and +2.4% QoQ)
- Mortgage portfolio: -25% YoY (CHF mortgage portfolio: -30% YoY\*)
- SCB loans (excluding mortgage loans): +3.5% YoY and +10% QoQ.

## Gross loans

PLN m



## Structure of loans



- CIB
- BCB
- SME
- Non-mortgage personal loans
- Mortgage loans

PLN m

	31/03/2023	31/03/2022	YoY (%)	QoQ (%)
<b>Retail customers</b>	<b>80 655</b>	<b>83 462</b>	<b>-3%</b>	<b>-1%</b>
Mortgage loans	51 985	55 525	-6%	-2%
Other – retail customers	28 669	27 937	3%	1%
<b>Business loans</b>	<b>79 969</b>	<b>72 136</b>	<b>11%</b>	<b>4%</b>
<b>Total gross loans</b>	<b>160 624</b>	<b>155 598</b>	<b>3%</b>	<b>1%</b>

## Customer funds

### Comment

#### Santander Bank Polska Group

- Customer funds +5% YoY and +1% QoQ.

#### Deposits SBP Group

- An increase in retail deposits by 1% YoY and stable QoQ
- Business deposits increased by 11% YoY and by 1% QoQ

#### Investment funds SBP Group

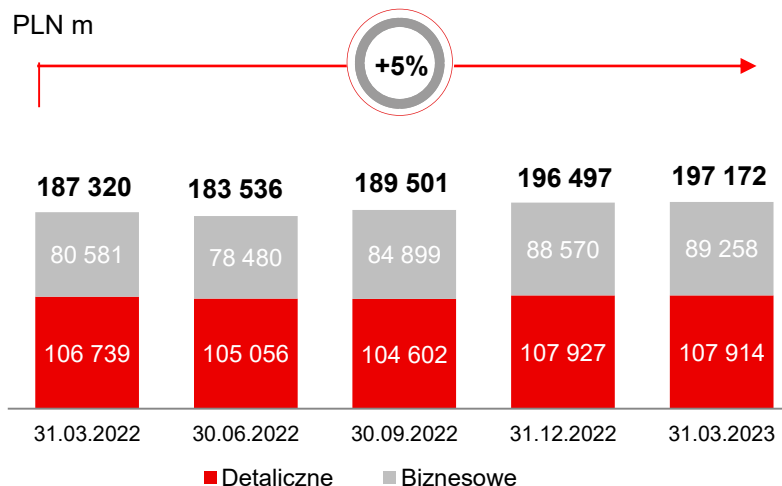
- Investment funds -3% YoY and +11% vs. end of Q1 2022

#### Santander Consumer Bank

- Deposits: PLN 11bn (+27% YoY)

### Deposits

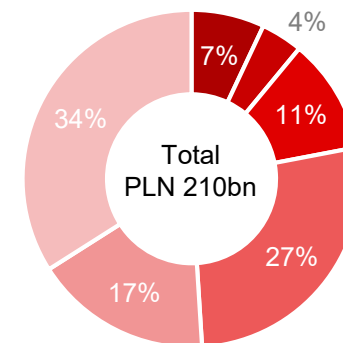
PLN m



PLN m

	31/03/2023	31/03/2022	YoY (%)	QoQ (%)
Current deposits	98 310	105 069	-6%	-2%
Savings accounts	38 339	51 478	-26%	0%
Term deposits	60 523	30 773	97%	5%
<b>Total deposits</b>	<b>197 172</b>	<b>187 320</b>	<b>5%</b>	<b>0%</b>
Investment funds	13 660	14 132	-3%	11%
<b>Total customer funds</b>	<b>210 832</b>	<b>201 452</b>	<b>5%</b>	<b>1%</b>

### Deposits and term funding



- Term funding
- Other
- Business term deposits
- Business current deposits
- Personal term deposits
- Personal current deposits



# Net interest income and net interest margin

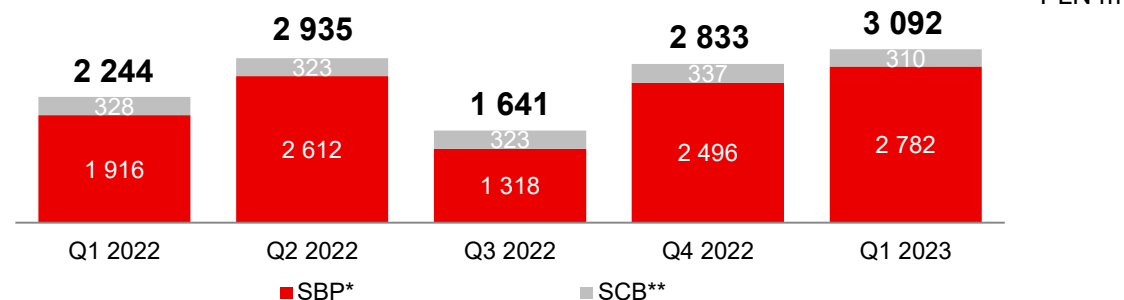
## Comment

- In Q1 2023, net interest income totalled PLN 3.1bn and increased by 9% compared to the previous quarter and by 38% YoY.
- In Q1 2023, there was a comparable increase in net interest income by 2.4% vs. Q4 2022 (excluding the booked negative adjustment of interest income due to payment holidays: PLN 186m for the SBP Group in Q4 2022).
- YoY interest income increased by 76% and interest expenses increased by 470%. QoQ dynamics were 7% and 3%, respectively.
- The net interest margin for Q1 2023 (annualized on a quarterly basis) amounted to 5.40% and increased by 12 bps compared to the margin adjusted for one-off events in Q4 2022.

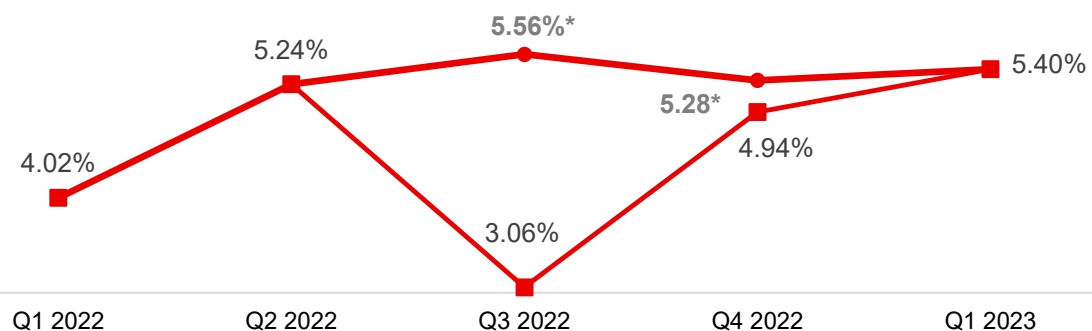
## Net interest income of SCB Group

PLN 310m (Q1 2023)  
PLN 328m (Q1 2022)

## Net interest income



## Net interest margin



1) Net interest margin in consecutive quarters, annualised on a quarterly and year-to-date basis. The data for 2021 have been restated to reflect the new accounting treatment of legal risk attached to the FX mortgage loan-book which is now compliant with IFRS 9.  
2) The calculation of the net interest margin of Santander Bank Polska S.A. includes the allocation of swap points from derivative instruments used for liquidity management but excludes interest income from the portfolio of debt securities held for trading and other trading exposures.  
\* Excluding negative adjustment of interest income due to credit holidays: PLN 1,358 m for the SBP Group in Q3 and PLN 186 m in Q4 2022 and negative adjustment to interest income on mortgage loans due to reimbursement of a bridge margin and fees on prepaid/ repaid loans of PLN 72m in Q3 and PLN 6m in Q4 2022.

# Net fee and commission income

## Comment

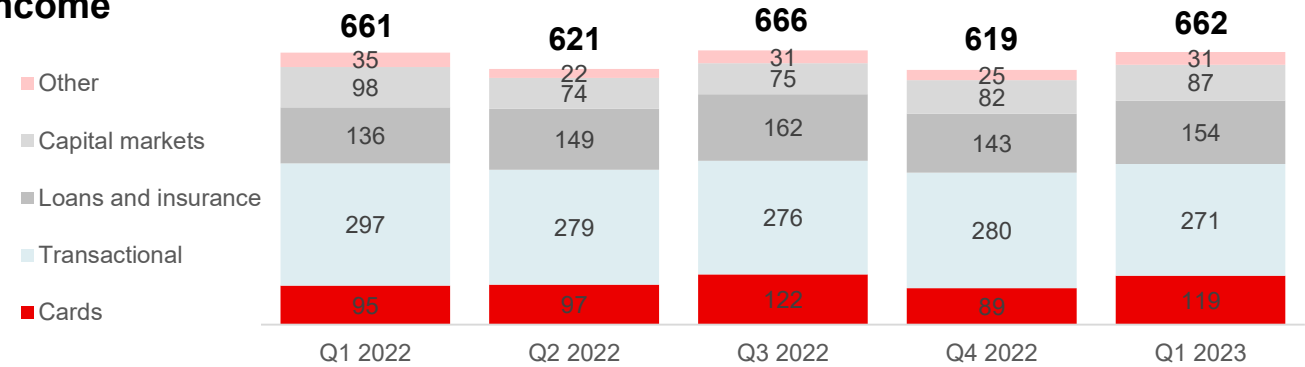
- In Q1 2023, net fee and commission income did not change YoY and increased by 7% QoQ.
- YoY strong results in credit fees (+21% YoY), debit card fees (+35% YoY) and credit card fees (+3% YoY).
- QoQ, strong results in credit fees (+8% QoQ), debit card fees (+42% QoQ) and credit card fees (+14% QoQ).
- In SCB, net fee and commission income decreased by 30% compared to the previous year and quarter, the key drivers being credit cards fees and the introduction of a new limit for non-interest costs.

● Net fee and commission income of SCB Group\*

PLN 23m (Q1 2023)  
PLN 33m (Q1 2022)

## Net fee and commission income

PLN m



## Net fee and commission income

PLN m

	Q1 2023	Q1 2022	YoY (%)	QoQ (%)
Cards	119	95	25%	33%
Transactional	271	297	-9%	-3%
Loans + insurance	154	136	13%	8%
Capital markets*	87	98	-12%	6%
Other	32	35	-7%	22%
<b>Total</b>	<b>662</b>	<b>661</b>	<b>0%</b>	<b>7%</b>

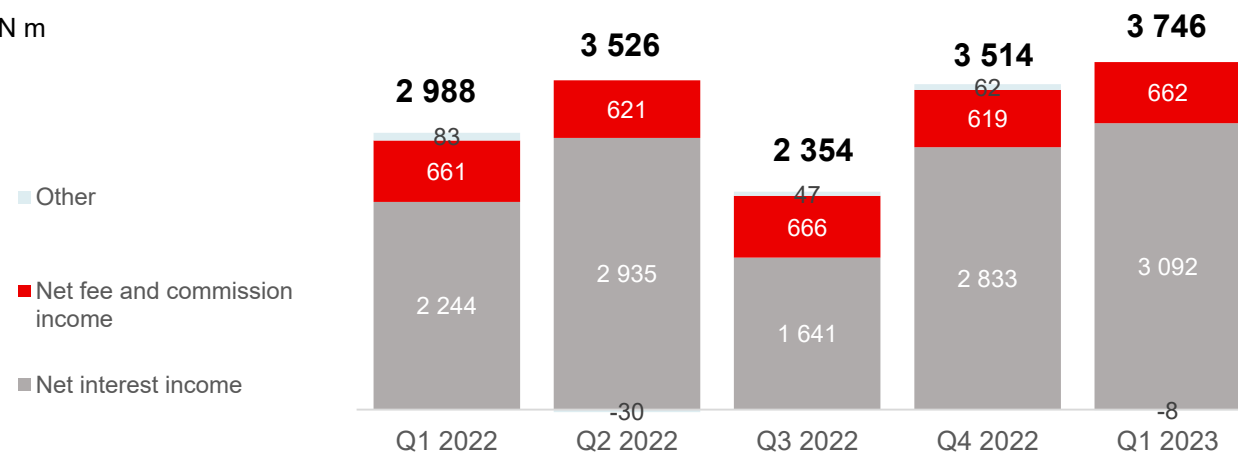
# Income

## Comment

- The Group's total income in Q1 2023 amounted to PLN 3,746m and increased by 25% YoY.
- Higher net interest income due to interest rate hikes, stable level of fee and commission income YoY.
- Lower, year-on-year, income on other activities is related to the actions taken by the bank aimed at amicable settlements with clients with mortgage loans in foreign currencies – PLN 186m, booked under "Gains (losses) on derecognition of financial instruments measured at amortised cost". (PLN 20m in Q1 2022)
- Excluding the above-mentioned item, other income totalled PLN 175m and increased by 76% YoY and 17% compared to the previous quarter, e.g. under the influence:
  - higher trading result and revaluation by 114% YoY and 108% q/q,
  - higher gains/losses on other financial instruments YoY and higher other operating income.
- Change in the fair value of VISA Inc. shares in the amount of PLN 12m in Q1 2023 (in Q1 2022: PLN +3m), recognized in the gains/losses on other financial instruments.

## Income

PLN m



PLN m

	Q1 2023	Q1 2022	YoY (%)	QoQ (%)
Net interest income	3 092	2 244	38%	9%
Net fee and commission income	662	661	0%	7%
<b>Total</b>	<b>3 755</b>	<b>2 905</b>	<b>29%</b>	<b>9%</b>
Gains/ losses on financing activities	132	61	117%	66%
Other income items	(141)	22	-746%	724%
<b>Total income</b>	<b>3 746</b>	<b>2 988</b>	<b>25%</b>	<b>7%</b>

## Operating expenses

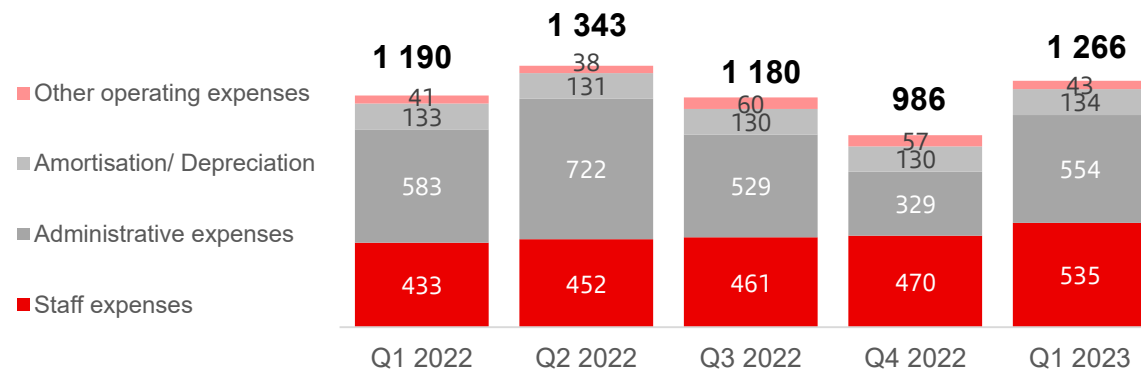
### Comment

- Total costs in Q1 2023 influenced by the inflationary environment, strong pressure on wages and regulatory levies (BFG - PLN 187m in Q1 2023 compared to PLN 278m in Q1 2022).
- Excluding regulatory levies, administrative costs increased by 21% YoY, mainly due to inflation, IT costs and more intensive marketing activities.
- Staff costs increased by 24% YoY after salary increases in September 2022. In the first quarter of 2023, the costs of the share incentive plan of PLN 55m were booked.
- In SCB, operating expenses in Q1 2023 amounted to PLN 148 m and increased by 4% YoY and by 31% compared to the previous quarter. SCB staff costs +7% YoY and +13% QoQ. Administrative expenses -2% YoY and +68% QoQ BFG costs in the amount of PLN 22m in Q1 2023 vs. PLN 5m in Q1 2022.

The Group's C/I ratio at 33.8% in Q1 2023 vs. 39.8% in Q1 2022.

### Operating expenses

PLN m

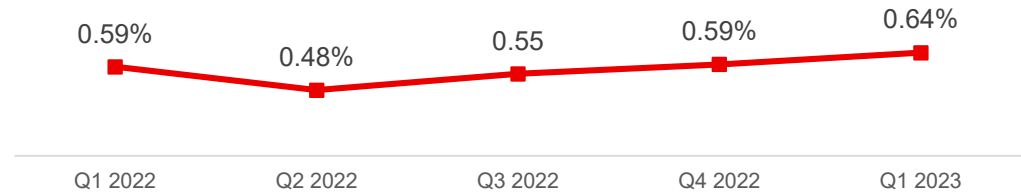


PLN m

	Q1 2023	Q1 2022	YoY (%)	QoQ (%)
Administrative and staff expenses	(1 090)	(1 016)	7%	36%
<i>Staff expenses</i>	(535)	(433)	24%	14%
<i>Administrative expenses</i>	(554)	(583)	-5%	69%
Amortisation/depreciation + other	(176)	(173)	2%	-6%
<b>Total costs</b>	<b>(1 266)</b>	<b>(1 189)</b>	<b>6%</b>	<b>28%</b>

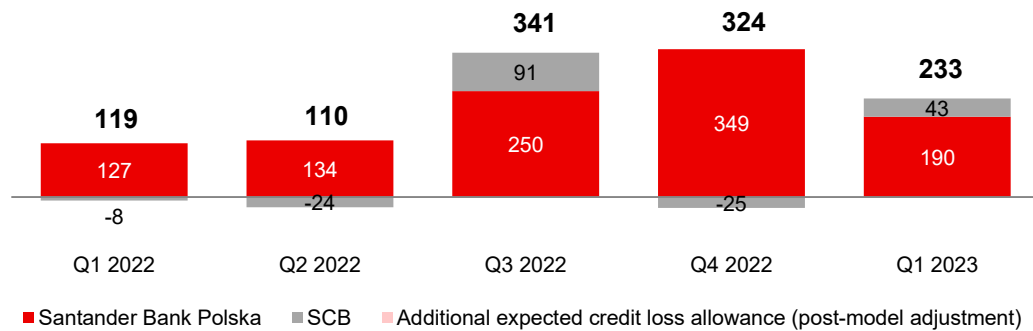
## Provisions and credit portfolio quality

### Cost of credit

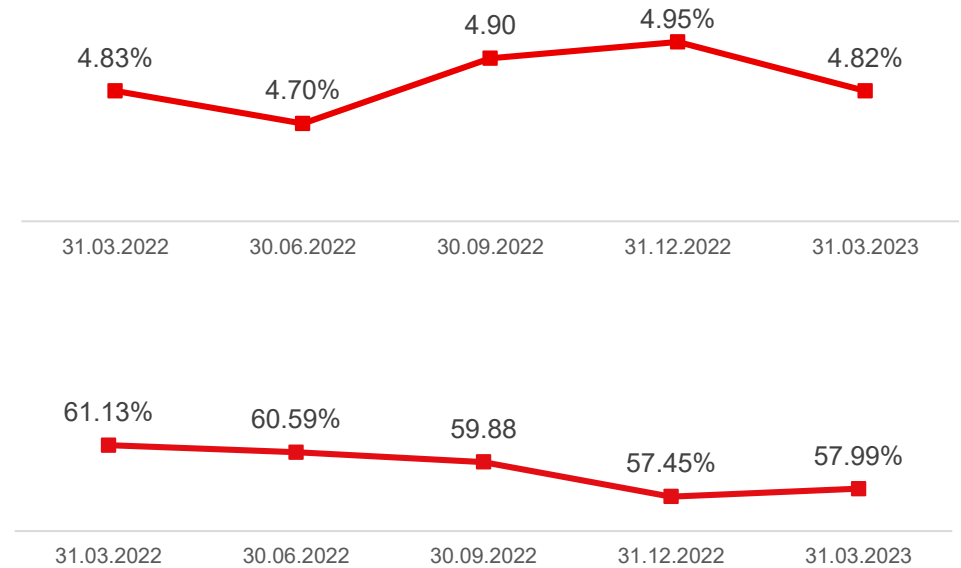


### Balance of provisions

PLN m



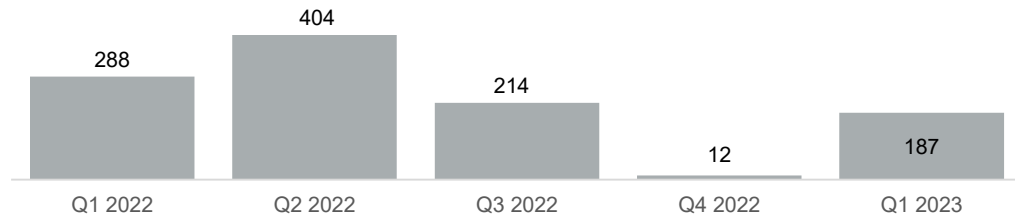
### NPL and NPL coverage ratio



Including POCI – purchased or originated credit-impaired asset.

## Banking tax and regulatory costs

Amounts payable to the BGF, PFSA, KDPW, IPS and BSF PLN m



### Resolution fund\*:

- 2022 SBP Group PLN 209m: SBP PLN 192m, SCB PLN 17m
- 2023 SBP Group PLN 184m: SBP PLN 165m, SCB PLN 22m

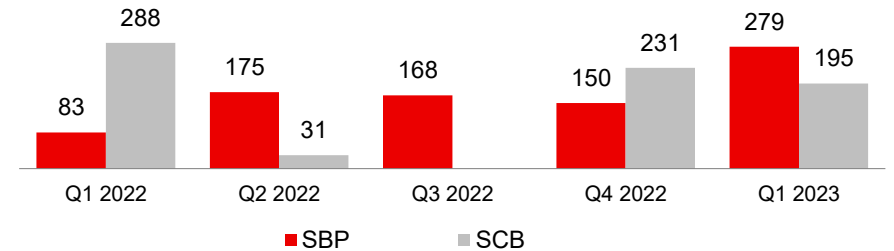
## Banking tax

Pursuant to the Act of 1 February 2016 on tax imposed on certain financial institutions, bank assets are subject to a tax of 0.0366% per month.

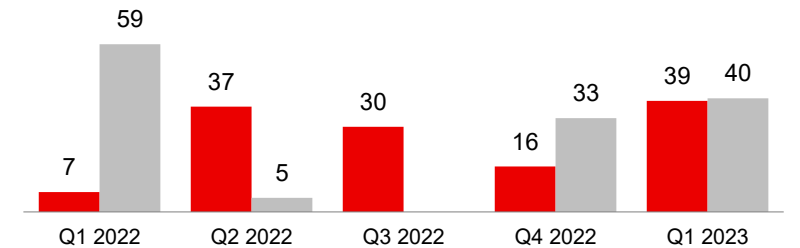
In 2022, the total tax charged to Santander Bank Polska S.A. and SCB S.A. in this respect was PLN 195m (PLN 188m and PLN 7m, respectively).

## NPL sales

NPL sales PLN m



Impact of NPL sales on PBT PLN m



**SBP 2022:** NPL sales: PLN 279m, impact on PBT: PLN 39m  
**SCB 2022:** NPL sales: PLN 195m, impact on PBT: PLN 40m

## Results for Q1 2023

### Comment

- In Q1 2023, net interest and fee income increased by 29% compared to 2022.
- Total costs influenced by growing regulatory costs, inflation and regulation of employee costs. Continued focus on cost-effectiveness.
- Net profit in Q1 2023 - PLN 1.2bn.
- Effective tax rate influenced by regulatory costs and legal risk costs attached to foreign currency mortgage loans.

### Results for Q1 2023

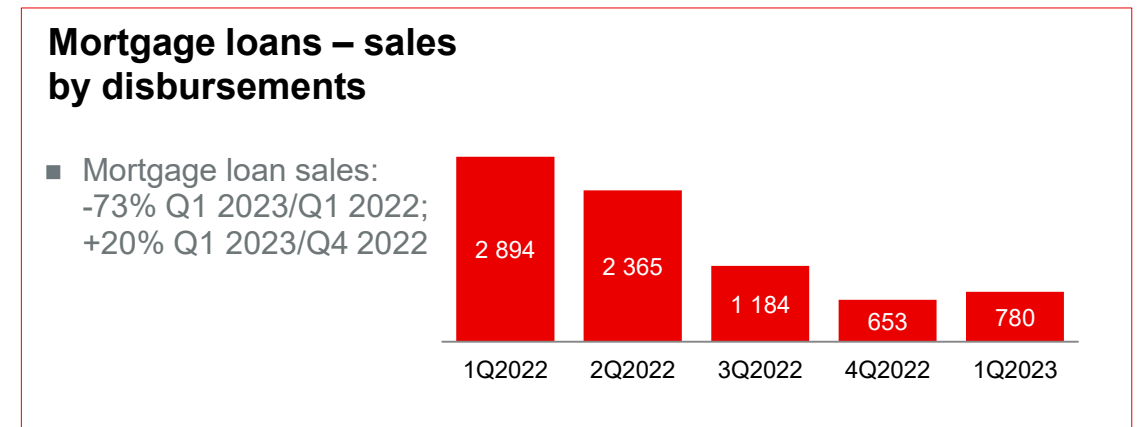
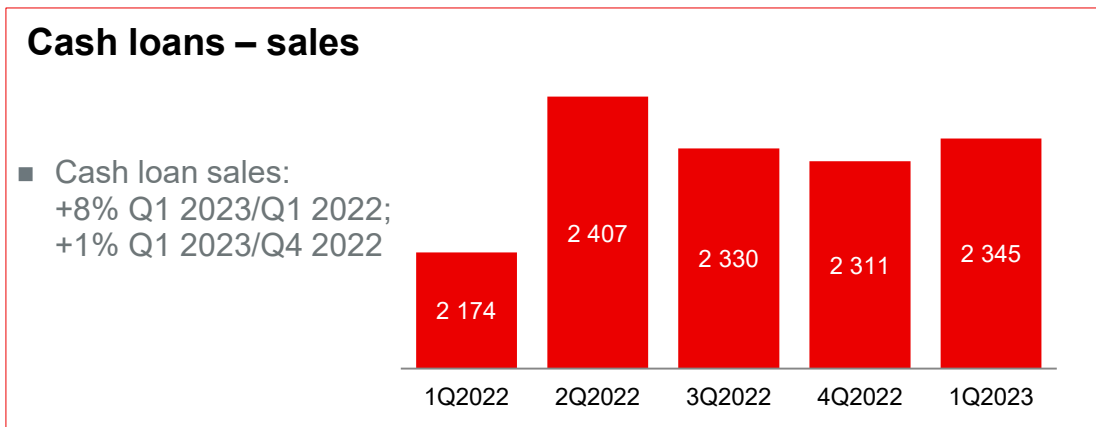
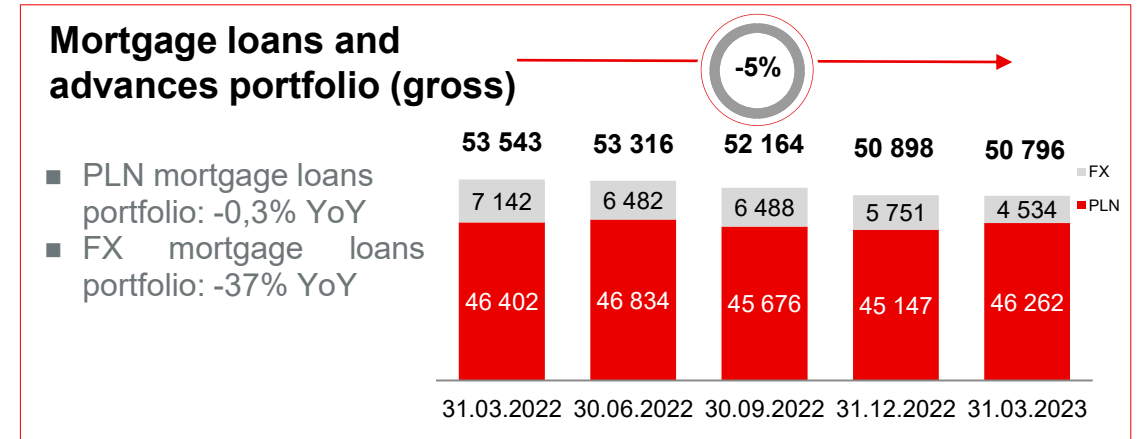
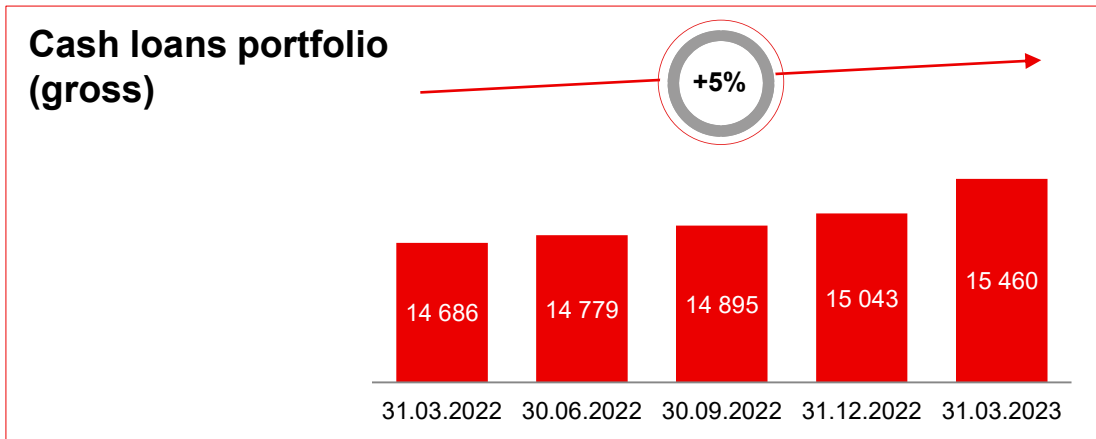
PLN m	Q1 2023	Q1 2022	% YoY
Net interest and fee income	3 755	2 905	29%
Gross income	3 746	2 988	25%
Total costs	-1 266	-1 189	6%
Credit impairment allowances	-233	-119	95%
Cost of legal risk associated with foreign currency mortgage loans	-421	-96	336%
Tax on financial institutions	-196	-177	11%
<b>PBT</b>	<b>1 656</b>	<b>1 426</b>	<b>16%</b>
Income tax	-439	-397	11%
<b>Profit attributable to shareholders of Santander Bank Polska S.A.</b>	<b>1 192</b>	<b>960</b>	<b>24%</b>
Effective tax rate	26.5%	27.8%	

Attachments

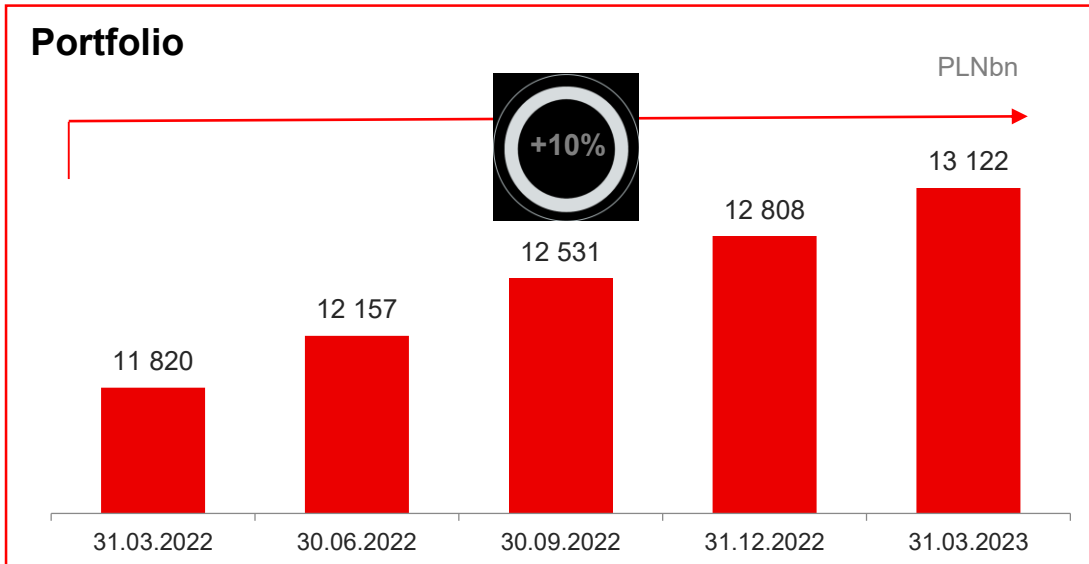
05



# Retail Banking - growth in lending activity



# Santander Leasing



The company has provided access to a dedicated website - [zielonepanele.pl](http://zielonepanele.pl) - where customers can see the benefits of investing in photovoltaics. This way, the company wants to reach a new group of customers and expand knowledge about the benefits of investing in renewable energy sources. Thanks to the new website, both individual customers and entrepreneurs can calculate the cost of the investment along with the indicative terms of its financing, get acquainted with the offer of specific suppliers who will perform the installation for customers and submit an inquiry.



Santander Leasing actively participates, as a financial intermediary of Bank Gospodarstwa Krajowego, in the distribution of funds in the form of zero-interest loans to SME clients affected by the effects of COVID-19 or Russian aggression against Ukraine. In March, an Operating Agreement was signed with BGK SA for granting Liquidity Loans under the Intelligent Development Operational Program 2014-2020 for companies from the Łódź Voivodeship. The total pool of financial aid in this region is PLN 25 m.



### Market share

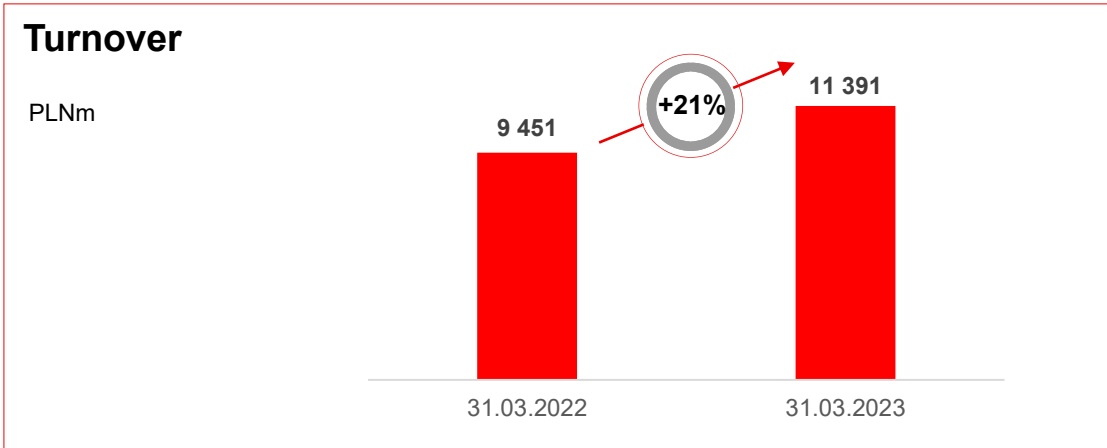
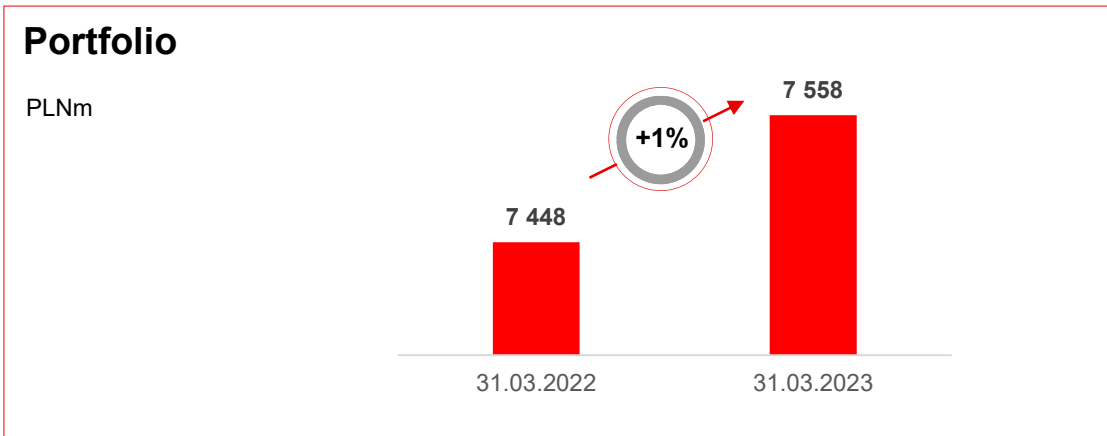
- Leasing portfolio at PLN: 13bn, +10% YoY.
- Value of loans granted and leased items PLN: 1.8 bn.
- Very good C/I 33.8%.

\*Data as at 31/12/2022

In March, Santander Leasing made the plain language version of the leasing agreement and general terms and available to customers. In these documents, the message is addressed directly to the client (you - us form), the grammar is more reader-friendly, and the text is enriched with additional graphic elements (tables, graphs, icons). Documents also have a new layout which makes them easier to read for customers and navigate them through the text. These activities are one of the elements of simplifying the language in communication with customers.



# Santander Factoring

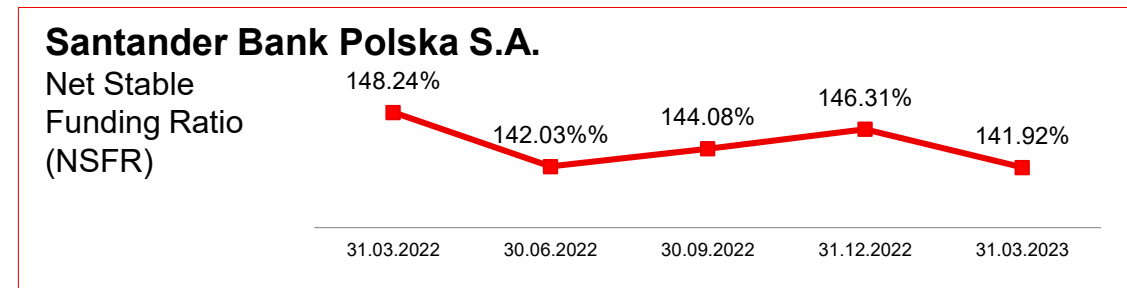
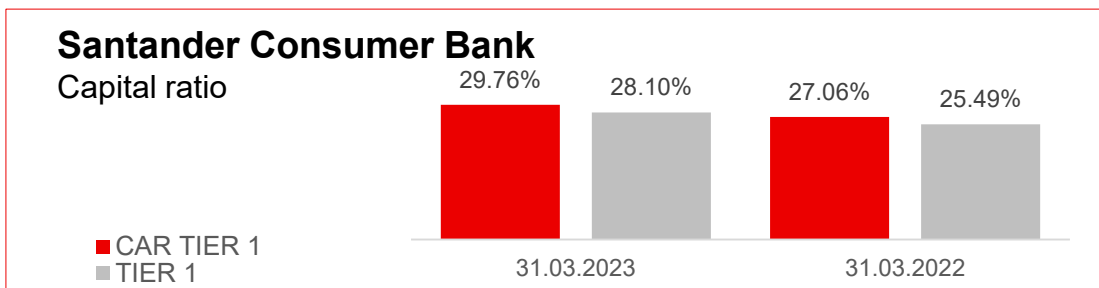
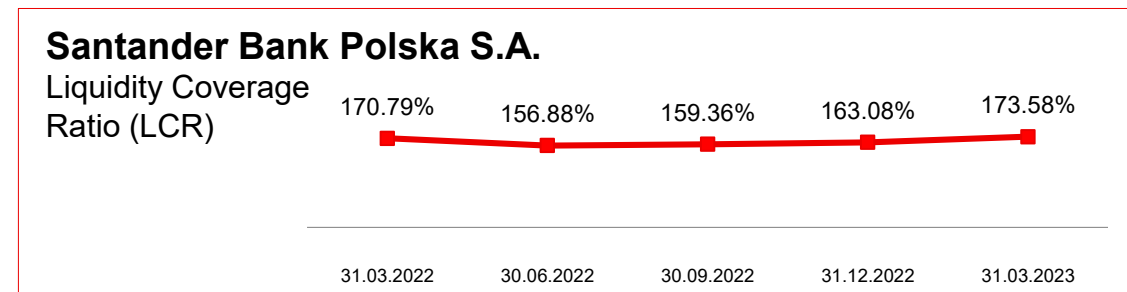
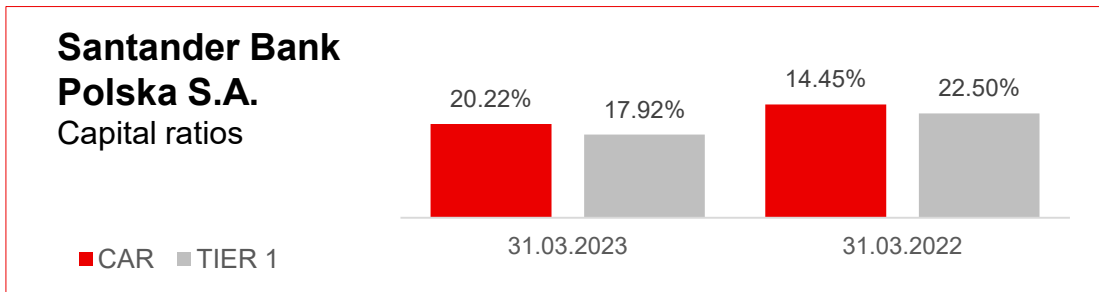
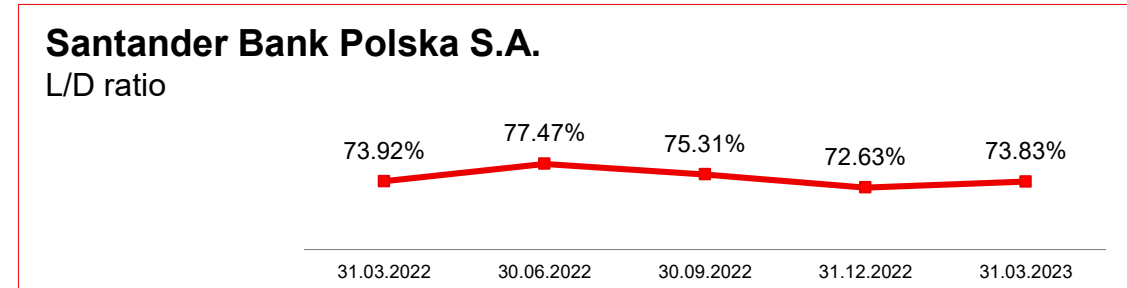
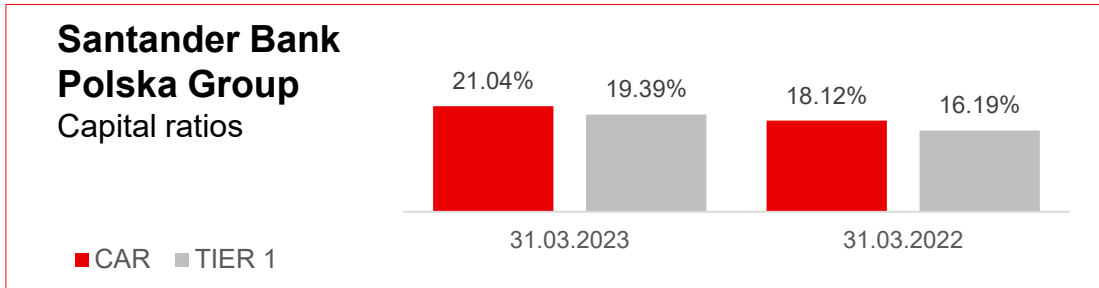


### Market Share


10%

- In Q1 2023, Santander Factoring achieved second position on the market in terms of the balance sheet, reporting 1% YoY growth in balances.
- Santander Factoring also maintains its first position in payables financing (up 24% YoY and 21% market share).
- After Q1 2023, the Polish factoring market recorded a growth of 8% YoY.
- Santander Factoring continues its cooperation with BGK within a new program under the Crisis Guarantee Fund.
- Santander Factoring supports entrepreneurs through training program Biznes nowej ery (New Era Business). It is organized jointly with Polska Fundacja Przedsiębiorczości.

# Capital and liquidity position



# Further embedding ESG to build a more responsible bank



## Environmental: supporting the green transition


**€173m**  
green buildings

**€170m**  
RES<sup>1</sup> Financing

**€5.2m**  
Green transport

**€348m**  
Total green finance

**7,558**  
customers received green financing



## Social: building a more inclusive society

**Euromoney Market Leader**  
In CSR and D&I<sup>2</sup>

**Bank of the Year**  
For Financial Inclusion by the Banker

**English courses**  
New edition, free of charge, 10k places

**>650k**  
financially empowered people 2019-2022

**34.7%**  
women in senior positions



## Governance: doing business the right way

**Global ESG Monitor**  
SBP ESG reporting ranked 1<sup>st</sup> in WIG20 index

**Ethical Company 2022**  
Competition by Puls Biznesu

**Top Employer 2023**  
Top Employer Poland & Top Employer Europe certificate

**>50%**  
independent directors

**41%**  
women on supervisory board

## Key financial ratios

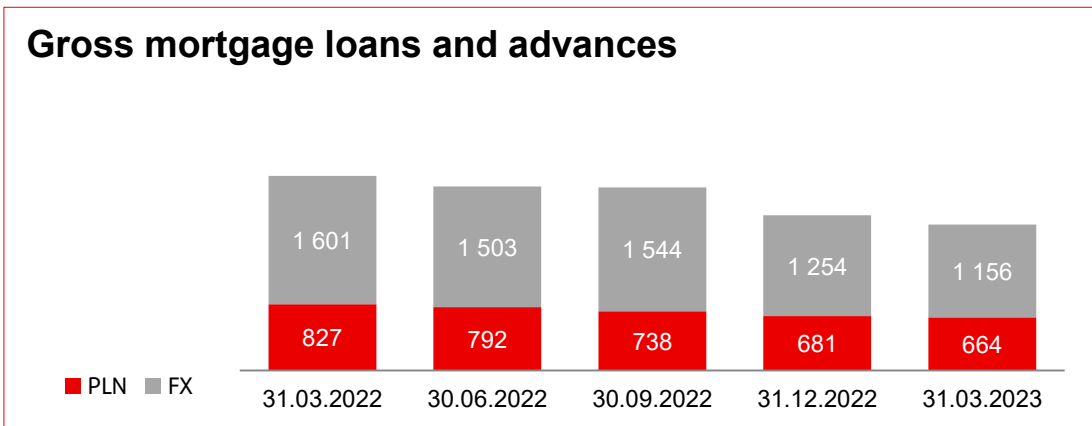
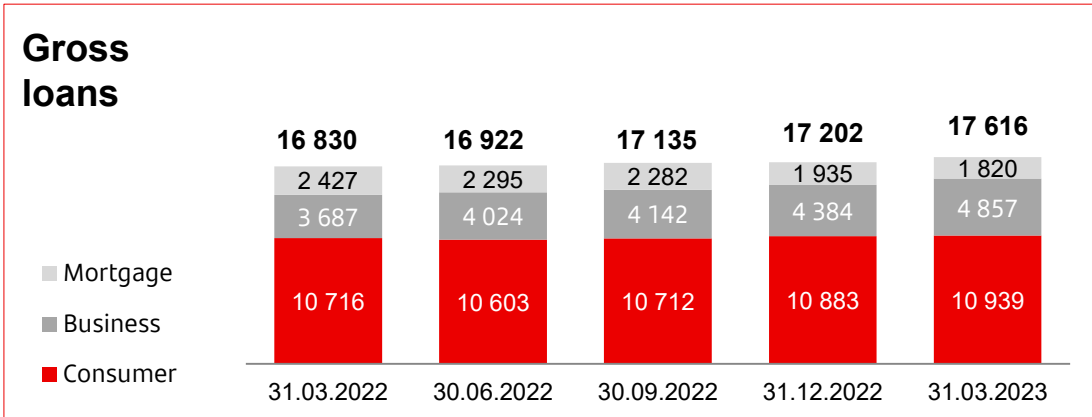
### Q1 2023 - Santander Bank Polska Group

Selected financial ratios of Santander Bank Polska Group	Q1 2023	Q1 2022
Cost/ income	33.8%	39.8%
Net interest income/ total income	82.6%	75.1%
Net interest margin <sup>1)</sup>	5.4%	4.02%
Net fee and commission income/ total income	17.7%	22.1%
Net loans and advances to customers/ deposits from customers	78.5%	79.9%
NPL ratio <sup>2)</sup>	4.8%	4.8%
NPL provision coverage ratio <sup>3)</sup>	58.0%	61.1%
Costs of credit <sup>4)</sup>	0.64%	0.59%
ROE <sup>5)</sup>	12.4%	8.6%
ROTE <sup>6)</sup>	13.3%	8.7%
ROA <sup>7)</sup>	1.2%	0.8%
Total capital ratio <sup>8)</sup>	21.04%	18.12%
Tier 1 capital ratio <sup>9)</sup>	19.39%	16.19%
Book value per share (PLN)	312.65	264.29
Earnings per ordinary share (PLN) <sup>10)</sup>	11.66	9.39

## Key financial ratios

- 1) *Net interest income annualised on a year-to-date basis (excluding interest income from the portfolio of debt securities held for trading and other exposures related to trading) to average net earning assets as at the end of consecutive quarters after the end of the year preceding a given accounting year (excluding financial assets held for trading, hedging derivatives, other exposures related to trading and other loans and advances to customers).*
- 2) *Gross loans and advances to customers classified to stage 3 and POCI exposures to the portfolio of gross loans and advances to customers measured at amortised cost at the end of the reporting period.*
- 3) *Impairment allowances for loans and advances to customers classified to stage 3 and POCI exposures and measured at amortised cost to gross value of such loans and advances at the end of the reporting period.*
- 4) *Net expected credit loss allowance (for four consecutive quarters) to average gross loans and advances to customers measured at amortised cost (as at the end of the current reporting period and the end of the last year).*
- 5) *Profit attributable to the parent's shareholders (for four consecutive quarters) to average equity (as at the end of the current reporting period and the end of previous year), excluding net of non-controlling interests, current period profit, dividend reserve and recommended profit.*
- 6) *Profit attributable to the parent's shareholders (for four consecutive quarters) to average tangible equity (as at the end of the current reporting period and the end of the previous year) defined as common equity attributable to the parent's shareholders less revaluation reserve, current year profit, recommended dividend, dividend reserve, intangible assets and goodwill.*
- 7) *Profit attributable to the parent's shareholders (for four consecutive quarters) to average total assets (as at the end of the current reporting period and the end of the last year).*
- 8) *The capital adequacy ratio was calculated on the basis of own funds and total capital requirements established for the individual risk types by means of the standardised approach, in line with the CRD IV/CRR package.*
- 9) *Tier 1 capital ratio calculated as a quotient of Tier 1 capital and risk-weighted assets for credit, market and operational risk.*
- 10) *Net profit for the period attributable to shareholders of the parent entity divided by the average weighted number of ordinary shares.*

# Santander Consumer Bank Group Loans



PLN m

	31.03.2023	31.03.2023	r/r (%)	kw/kw (%)
<b>Retail customers</b>	<b>12 759</b>	<b>13 143</b>	<b>-3%</b>	<b>0%</b>
Mortgage loans	1 820	2 427	-25%	-6%
Consumer finance	10 939	10 716	2	0%
<b>SME/ Leasing</b>	<b>4 857</b>	<b>3 687</b>	<b>32%</b>	<b>11%</b>
<b>Total gross loans</b>	<b>17 616</b>	<b>16 830</b>	<b>-5%</b>	<b>2%</b>

- Total loans: +5%YoY:
- Mortgage loans: -25% YoY
- CHF mortgage loans: -30% YoY (approx. – CHF 107m)
- Consumer finance: +2%YoY
- Business loans: +32% YoY



# Santander Consumer Bank Group

## Key financial results for 2023

PLN m	Q1 2023	Q1 2022
Assets	21 023	19 615
Net loans	16 047	15 024
Deposits	11 203	8 814
Total equity	4 240	3 916
PAT	41	146
L/D (%)	143.2%	170.4%
C/I (%)*	67.5%	47.3%
ROE (%)	3.8%	15.1%
ROA (%)	0.8%	2.9%
TCR (%)**	29.8%	27.1%

# Thank You.

Our purpose is to help people  
and business prosper.

Our culture is based on believing  
that everything we do should be:

**Simple Personal Fair**



MEMBER OF  
**Dow Jones  
Sustainability Indices**  
In Collaboration with RobecoSAM



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