



# Addiko Bank

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## YE19 Results Presentation

Razvan Munteanu (CEO)  
Johannes Proksch (CFO)  
Edgar Flaggl (IR)

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### Operational Performance on Track

- **Adjusted result after tax** of €40.7mn<sup>1</sup> up by 32% (YE18: €30.9mn<sup>2</sup>)
- **Reported result after tax** of €35.1mn (18's €104.2mn driven by €61mn positive one-off)
- **Transitional CET1** ratio of 17.7% including profit & proposed dividend (IFRS 9 Fully-Loaded CET1 ratio of 17.1%)
- **Adjusted Return on Tangible Equity** (@14.1% CET1 Ratio) of 5.6% (YE18: 4.2%)

### Risk Profile Strong

- **NPE ratio** down to 3.9%, NPE provision coverage solid at 73.8% (YE18: 5.6% and 75.4%)
- **Adjusted Cost of Risk** (net loans) at +0.2% (release) supported by releases in non-focus areas
- **Low concentration risks**, 93% of loan exposure (incl. NPEs) with no days past-due
- **No further impacts from CHF conversion law** in Serbia, no new developments elsewhere
- **Croatian ruling on CHF** clauses fully reflected in 3Q19 provisioning

### Digital Transformation Continued

- **Digital users** increased to 206 thousand (up 18% vs. 2018)
- Share of **digitally originated consumer loans** improved to 9.0% in YE19 (3.8% in 2018) and contribution of **Bank@Work** increased to 27% (17% in 2018)
- Simple **SME term loans** originated **digitally** in Serbia and Slovenia at 13% for the full year 2019, 4Q19 at 21% (12% in 2H18) - roll-out in BiH and Montenegro well on track

<sup>1</sup> Main one-offs in 2019 relate to net provision on legal matters incl. CHF (€-8.8mn), CHF conversion law in Serbia (€-8.1mn), restructuring costs (€-3.9mn), costs for capital market readiness (€-2.0mn), retail debt sale (€1.9mn), costs for risk strategy adjustment (€2.1mn), sale financial instruments from restructuring proceedings (€4.3mn), deferred tax ramp up (€9.0mn). <sup>2</sup> Main one-offs in 2018 relate to Tier 2 expenses (€-3.6mn), costs for capital market readiness (€-2.6mn), BIT claim (€-2.0mn), costs for risk strategy adjustment (€-0.3mn), retail debt sale (€0.8mn), onerous contracts (€1.5mn), net provision on legal matters (€3.7mn), deferred tax ramp up (€15.0mn), Tier 2 waiver (€60.8mn).

### Dividend Payment & Update on Regulatory Capital

- **Dividend of €2.05 per share** will be proposed to AGM (overall c. €40mn, 19.5mn outstanding shares)
- **AGM** on April 21<sup>st</sup> 2020, dividend payment on April 29<sup>th</sup> 2020
- Following the **dialogue with the Austrian Regulator**, P2R maintained at current level of 4.1% (20bp reduction from the draft SREP)
- During 2020, **action plan regarding P2R** to address regulator's feedback
- Yearly updates on **P2G** (next anticipated in 4Q20) **expected to reflect progress** on financial and risk parameters and specifics of the CSEE region

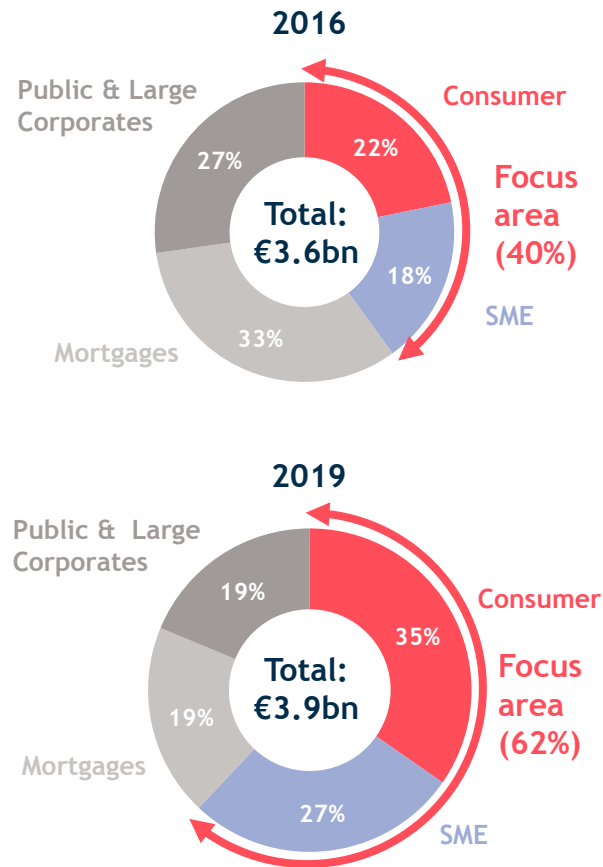
### Business Climate

- **Low interest rate environment**, general price pressure due to excess liquidity in the markets and increasing regulatory requirements
- Consumer **lending growth curbed** via additional administrative measures and recommendations introduced by local regulators towards the end of 2019 (market: +8%)
- **CHF legislation in Croatia - uncertainties** remain and create challenging investor climate
- Recent increase of COVID-19 cases in Europe - potential impact currently unclear

### Reviewed Mid-Term Targets

- **Mid-term Targets reviewed** to reflect current low interest levels and business environment

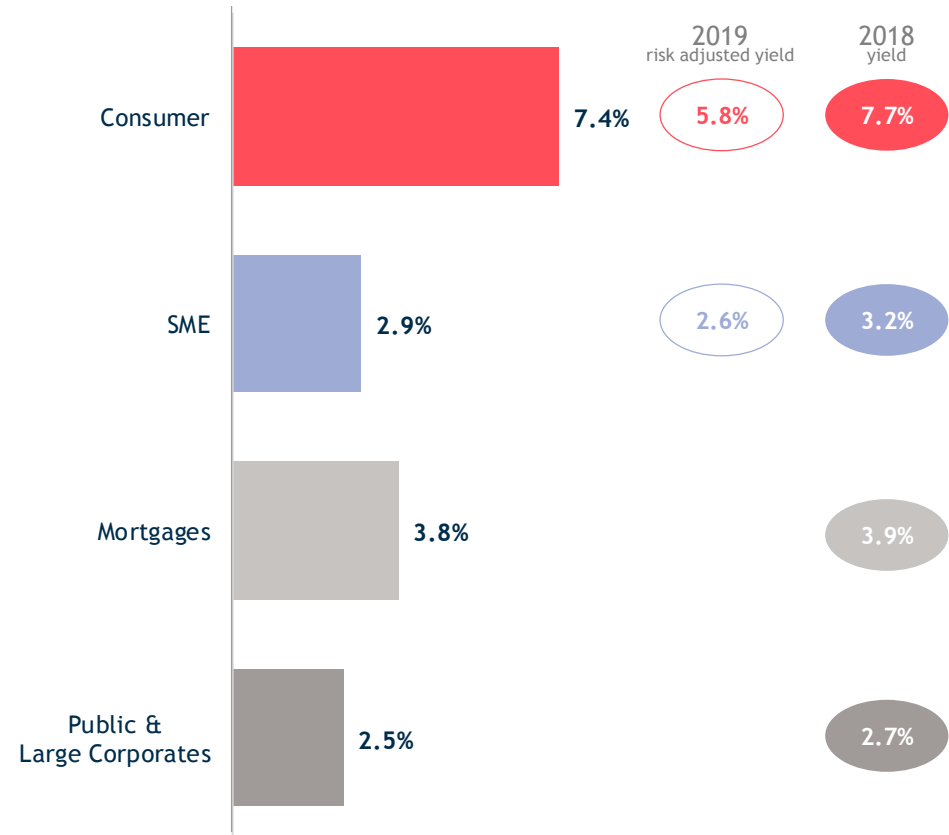
## Gross performing loans by segment



- Continued contribution of focus areas in overall loan book
- Increasing share of consumers with payroll account

## Gross yield by segment<sup>1</sup>

2019



- Business mix shift driving yield expansion (difference in yields between focus and non-focus of c.2.3%)
- New business yields in Consumer increased while SME remained flat during 2019

<sup>1</sup> The gross yield is calculated as annualised regular interest income (i.e. excl. interest income from NPEs, interest like income and before FTP) divided by the simple average of gross performing loans based on beginning and end of period amounts.

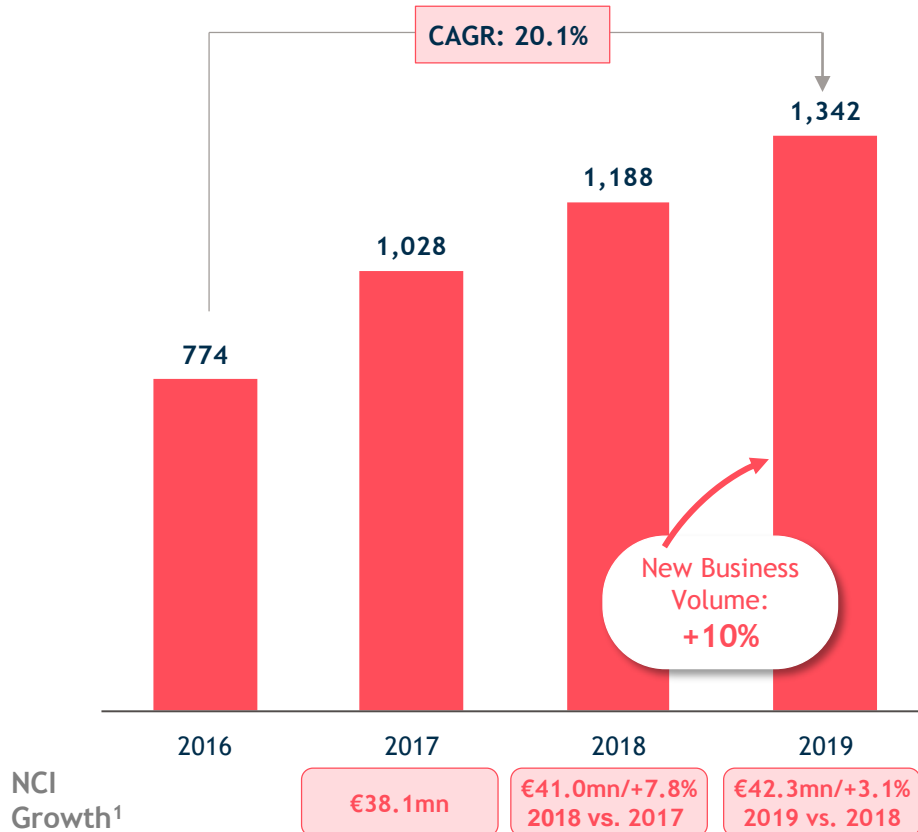
# CONSUMER AND SME: WINNING BY CONVENIENCE AND SPEED, WITH DIGITAL TRANSFORMATION TO COMPLEMENT ESTABLISHED CAPABILITIES

Addiko Bank

## Consumer

### Strong growth in higher margin business

Consumer - gross performing loans (€mn)

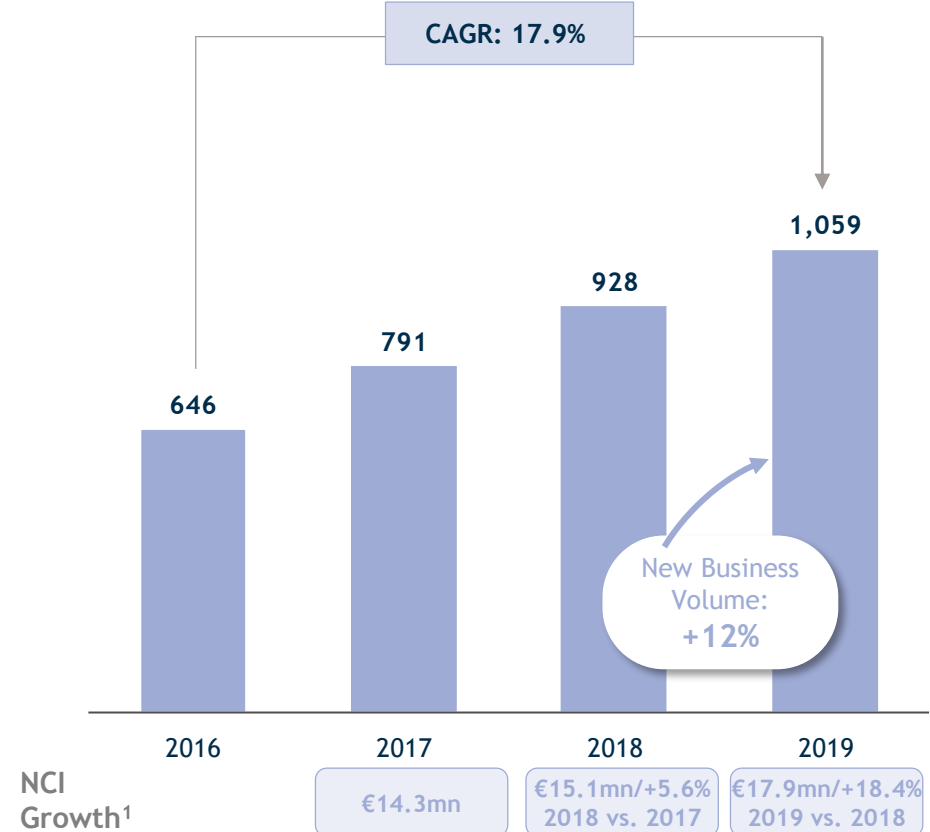


Accelerating bancassurance reflected with 6.2% contribution to 2019 group NCI<sup>2</sup> and strong FX/DCC with 17.4%

## SME

### Healthy SME growth

SME - gross performing loans (€mn)



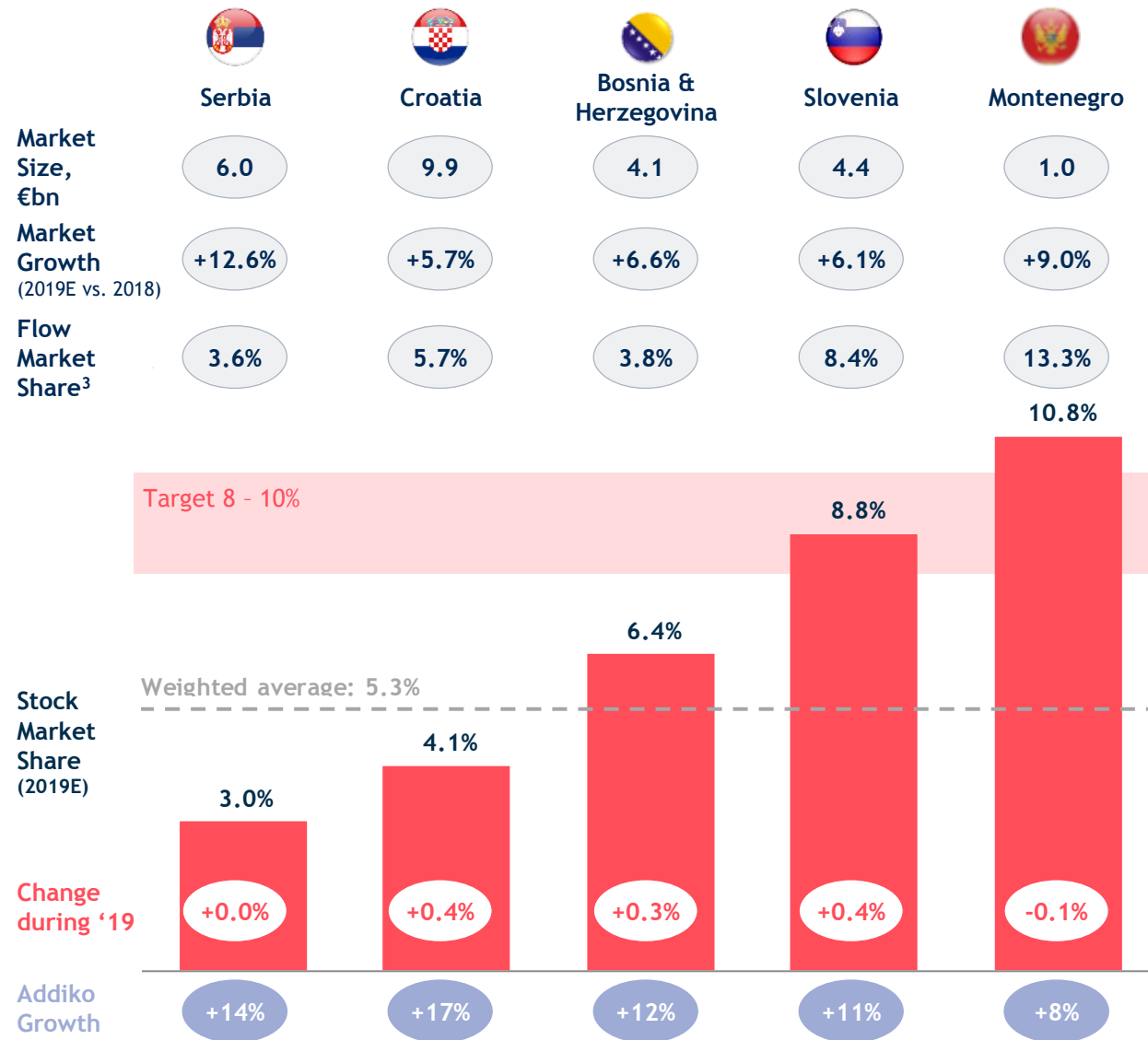
Lower yields compensated by further accelerated NCI generation via FX- and trade finance products, and continuous shift towards better ratings and shorter maturities

<sup>1</sup> Segmental data not available pre-2017 for NCI by segment/business.

<sup>2</sup> Group NCI, excludes negative contribution from "other".

# CONTINUED INCREASE IN MARKET SHARE IN HIGH-GROWTH MARKET

## Addiko market share - unsecured consumer loans (stock outstanding, 2019E)<sup>1,2</sup>



**Solid market growth:** c. 8% growth of unsecured consumer lending market in our region (market size up by c. €1.8bn)

**Significant growth** in the largest markets Croatia and specifically in Serbia

**Addiko with above market stock growth of 13%**

**Flow above stock market share** in largest markets Croatia and Serbia

**Growth in controlled manner:** Controlled lending growth - continued focus on prudent underwriting to ensure risk profile and profitability

**Digitalization ongoing:** Addiko well positioned to strengthen market share amid increasing digitalization in the region

<sup>1</sup> Source: The Vienna Institute for International Economic Studies (wiiw). <sup>2</sup> Calculated as of 2019 based on Consumer Business gross performing loans divided by the respective local market consumer gross performing loans (market size).

<sup>3</sup> Addiko consumer disbursements for 2019 divided by total local market consumer new business for 2019 as available.



## Digital capabilities

Registered  
Mobile Banking  
Users (ths.)

58

84

120

158

104

141

175

206

Digital  
Users (ths.)

2016

2017

2018

YE19

**Digital users: +18%**  
**Mobile banking users: +32%**  
(vs. 2018)

**Digital consumer loans: 9.0%**  
Consumer loans originated through Web in 2019 / % of total consumer loans disbursements  
(vs. 3.8% in 2018)

**Bank@Work: 27%**  
(vs. 17% in 2018)

**~67%**  
Share of automated loan decisions (only  
consumer loans) in 2019 (vs. 61% for 2018)

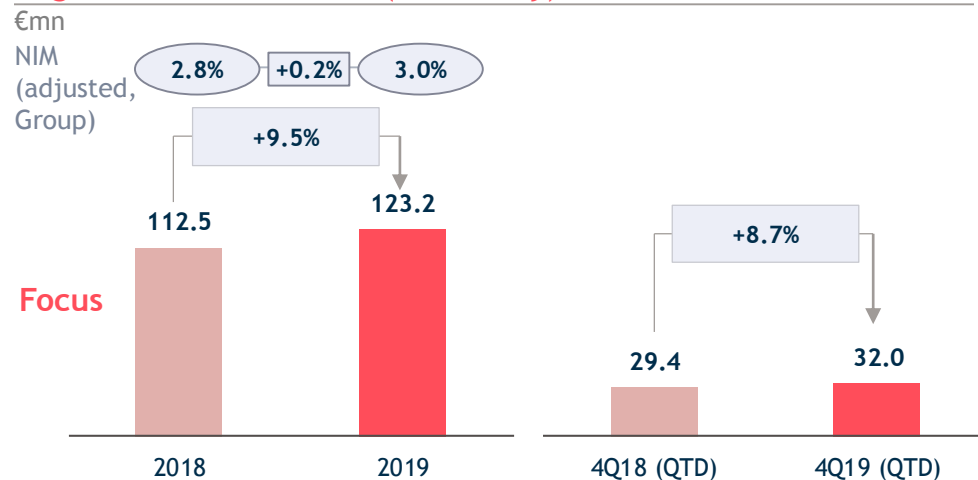
**c. 25 min<sup>1</sup>**  
Decision time across Group (only consumer  
loans) since launch of new APS

**Digital SME loans: 13%**  
Simple SME term loans sold via digital platform in Slovenia and Serbia (vs. 12% in 2H18, 21% in 4Q19)

<sup>1</sup> Median as of YTD December 2019.

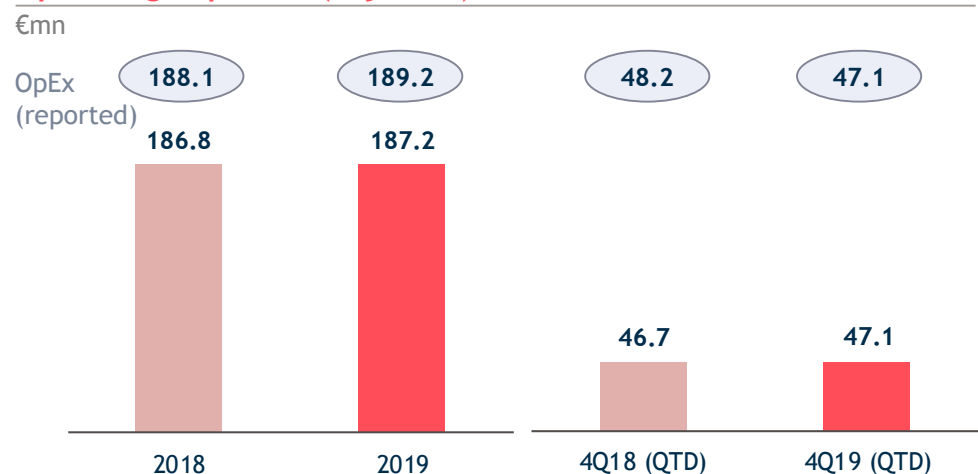


## Regular interest income (focus only)



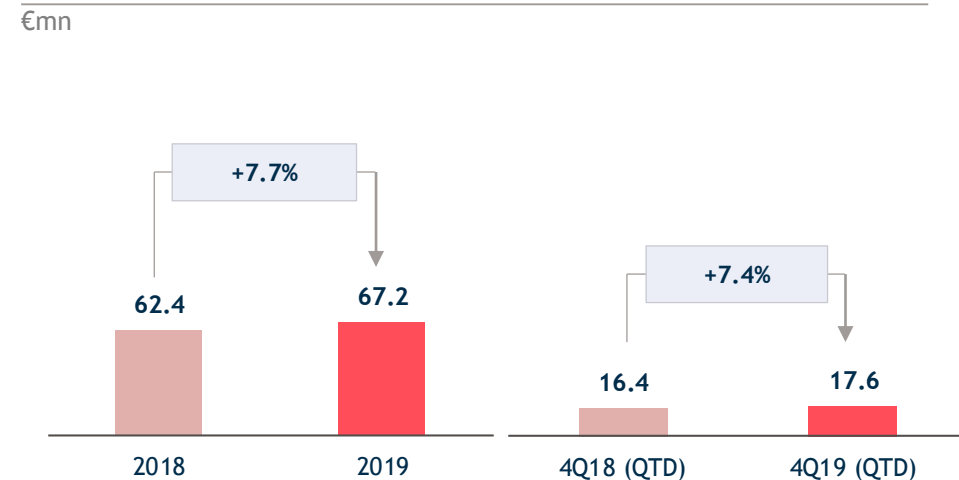
- Increase in NIM due to shift from non-focus to focus, repricing of deposits and further optimization of liquidity portfolio

## Operating expenses (adjusted)



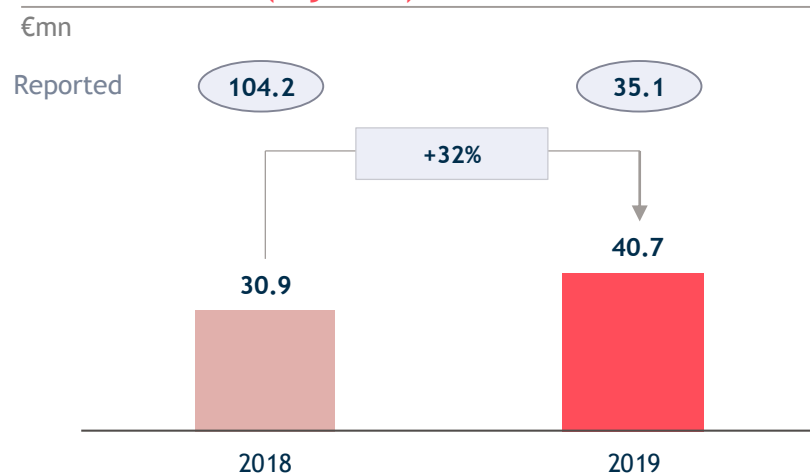
- 2019 as continuation of 2018, slight increase related to IPO expenses
- Benefits from cost optimization program will be seen in 2020 onwards

## Net fee and commission income (adjusted)



- Increase due to new account packages and bancassurance as well as trade finance and guarantees with SME clients

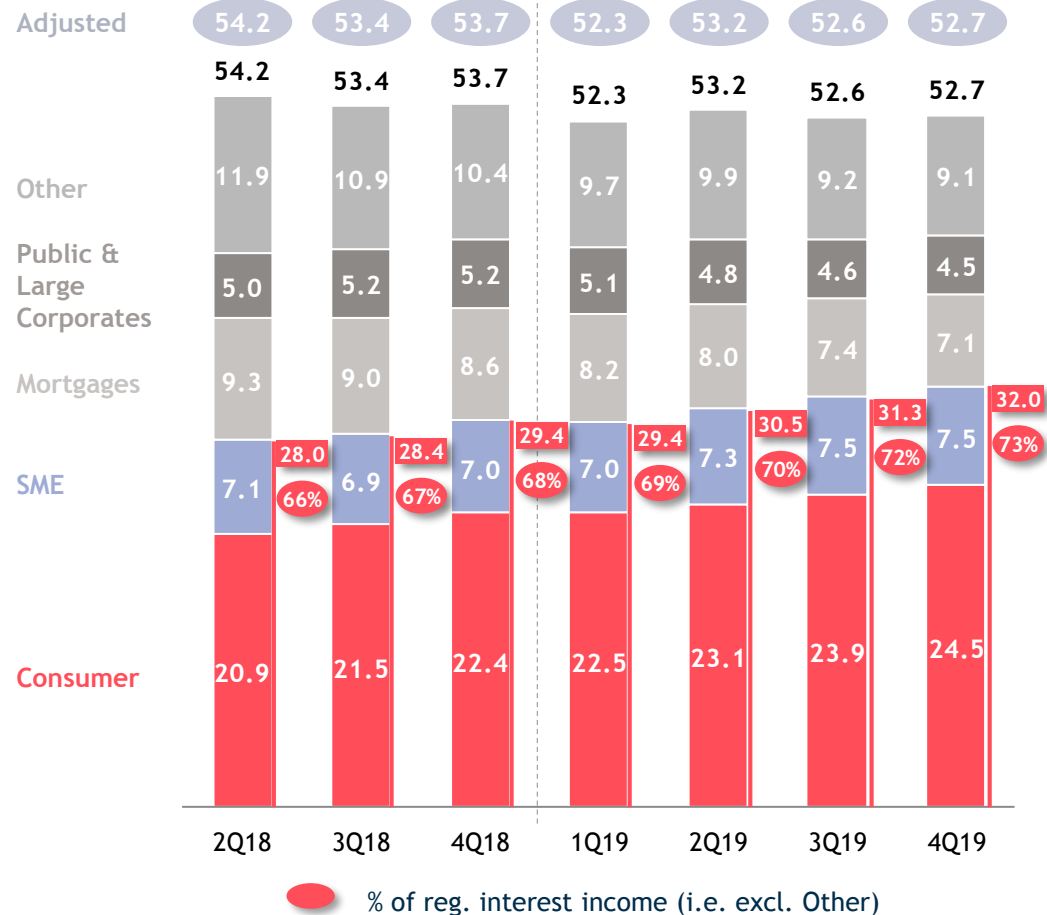
## Result after tax (adjusted)



- Improvement in adjusted RoATE (@14.1% CET1) to 5.6% in 2019 (2018: 4.2%)

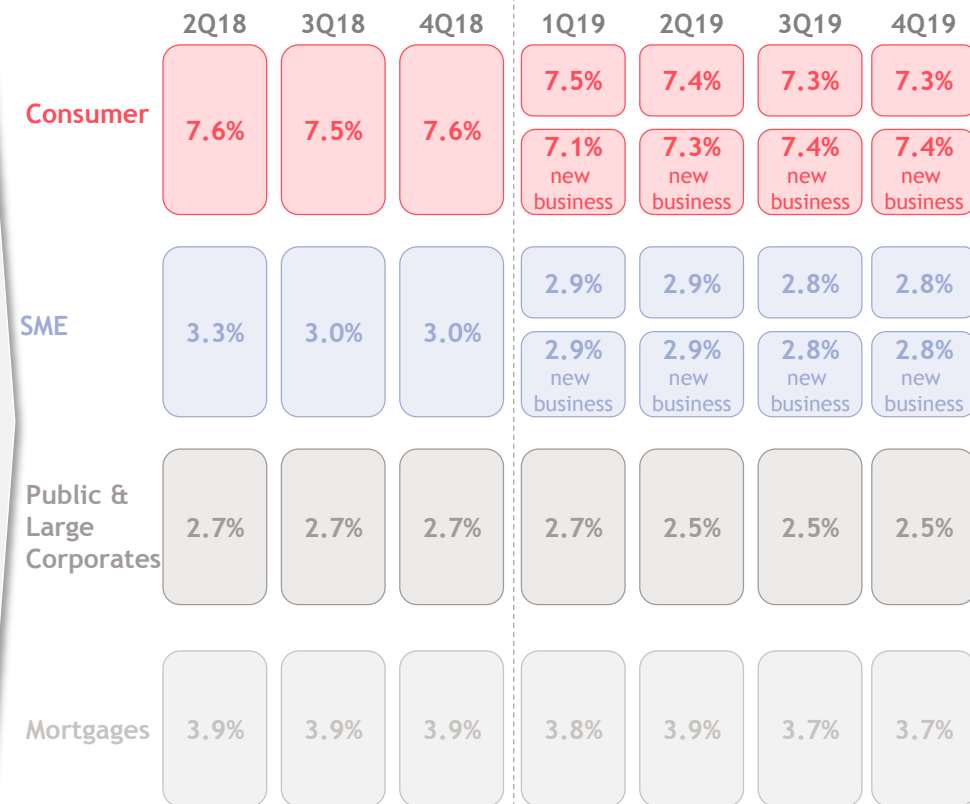
## Interest income by quarter<sup>1</sup>

Reported, €mn



Ongoing growth via shift into focus - decrease in non-focus interest income compensated with increase in focus during 2019

## Gross yield by quarter<sup>2</sup>



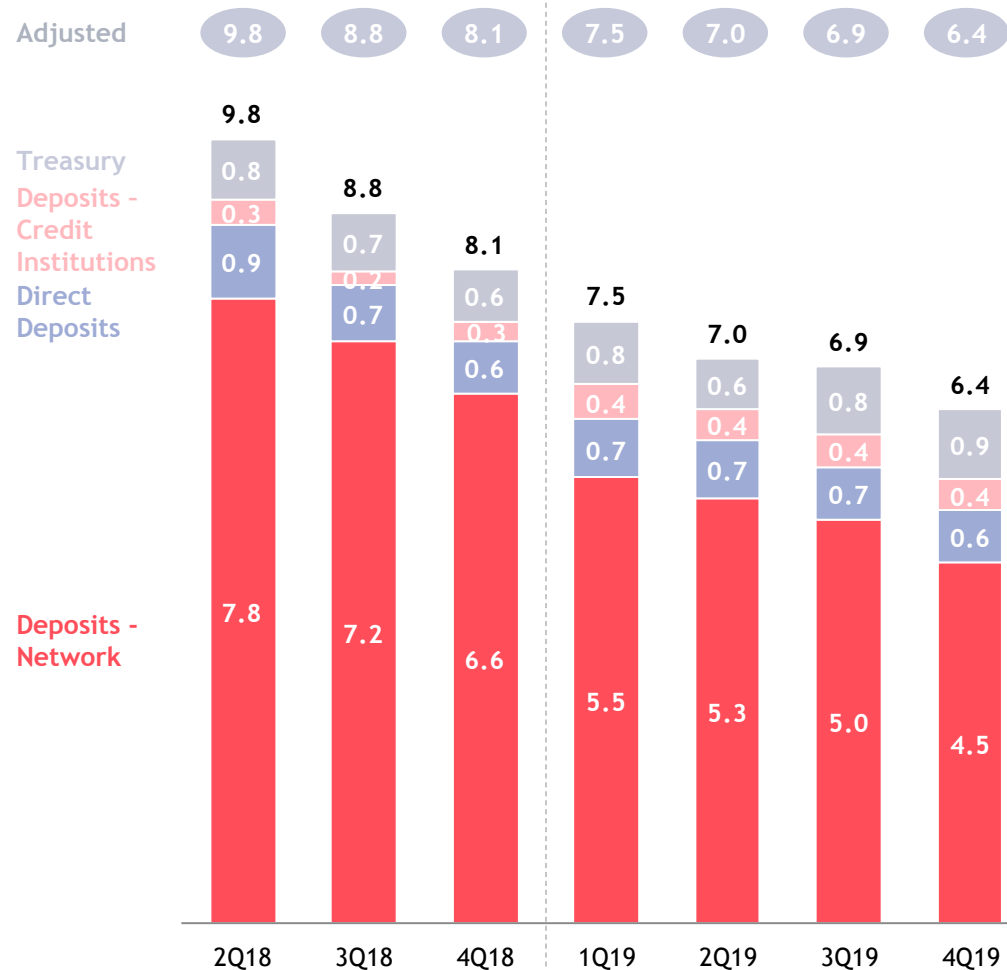
- Low interest environment marginally reflected in business yields
- New business yields in in focus stabilized - consumer increased by 30bps during 2019, SME remained flat

<sup>1</sup> For segments only regular interest income is shown.

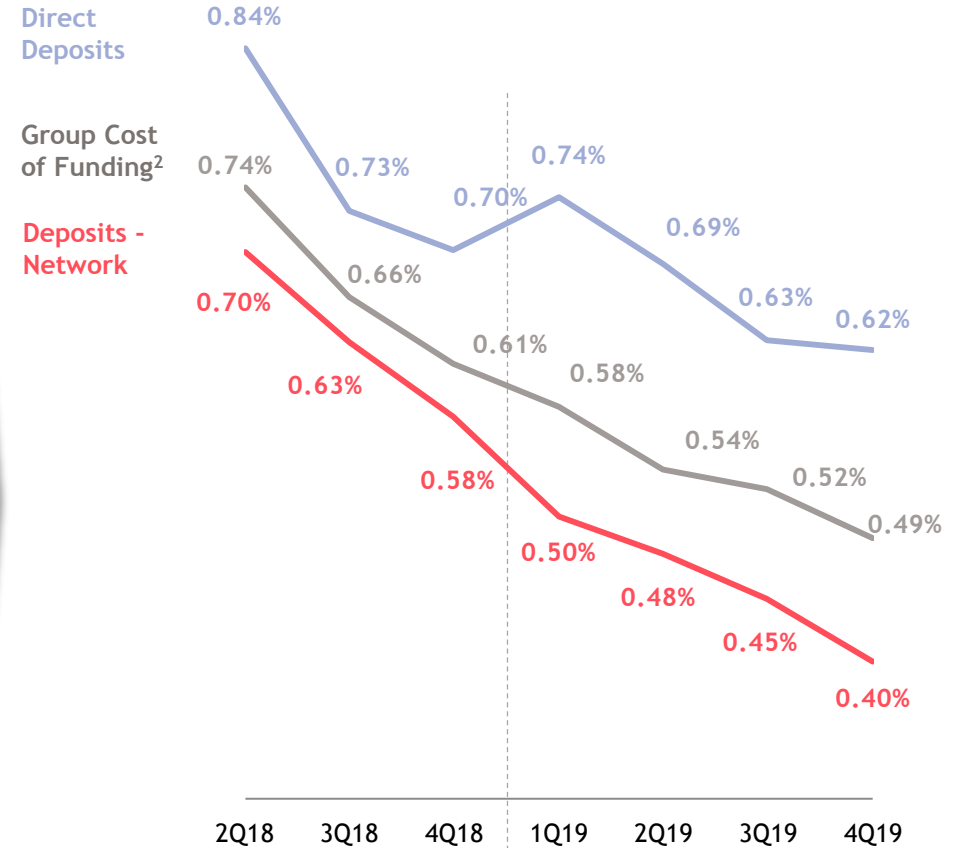
<sup>2</sup> The gross yield is calculated as annualised regular interest income divided by the simple average of gross performing loans based on beginning and end of period amounts. New business yields calculated are calculated using daily averages.

## Interest expense by quarter

Reported, €mn



## Cost of funding by quarter<sup>1</sup>



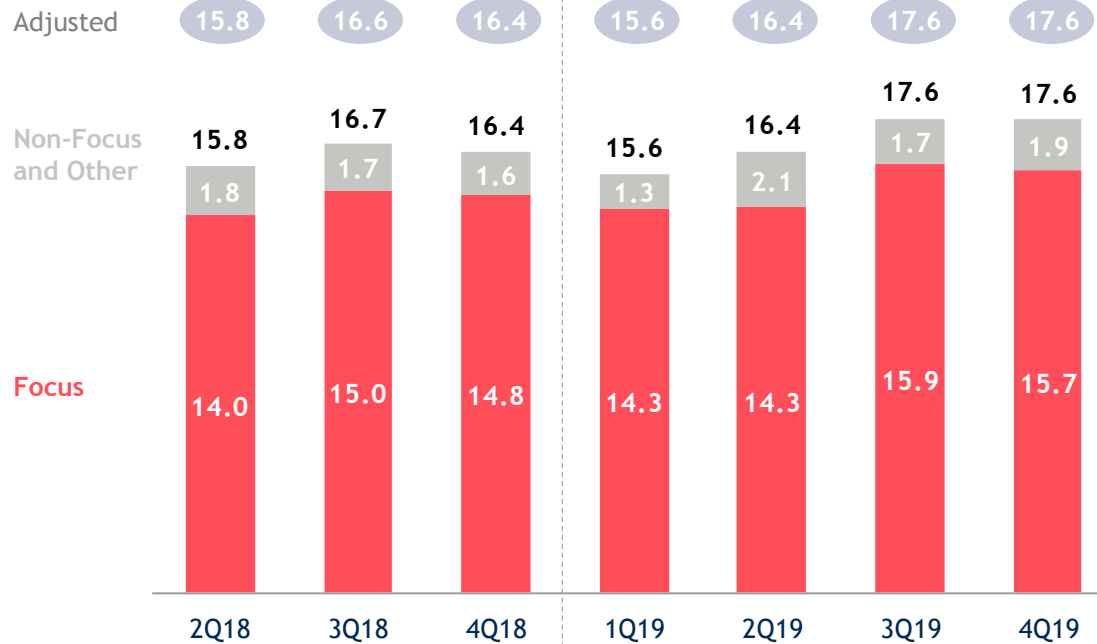
Further reduction in deposit costs due to active management of deposit mix - stable customer deposit volume at €4,831mn (€4,837mn in 2018)

<sup>1</sup> Denominator based on simple average.

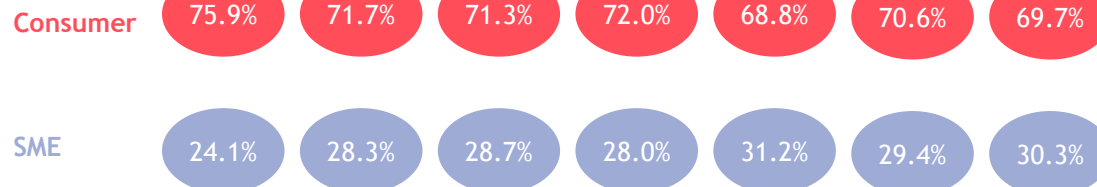
<sup>2</sup> Includes customer deposit costs, costs for deposits from credit institutions and Treasury costs.

## Net fee and commission income by quarter

Reported, €mn



## Focus



<sup>1</sup> Excludes €1.1mn of negative contribution from "other".

## Key highlights

**Increase:** net fee and commission income increased by 7.7% compared to full year 2018

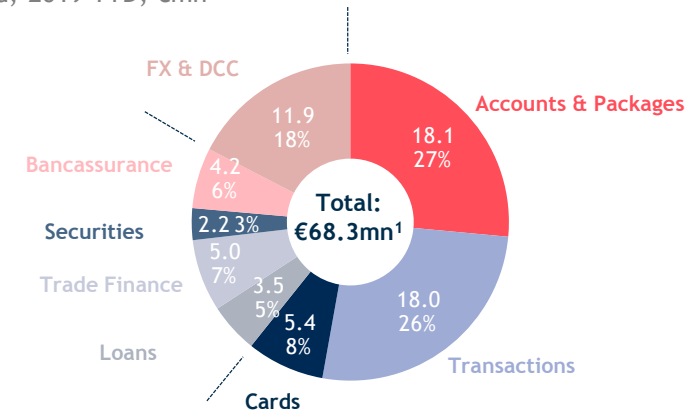
**Additional fee income:** bancassurance and account packages, digital guarantee and trade finance in SME drive more fee income

**Contribution from focus:** consumer and SME segments account for c. 90% of net fee and commission income

**Products:** increased contribution by accounts and packages and transactions in fourth quarter 2019 which together contribute >50% to group NCI

## By product type

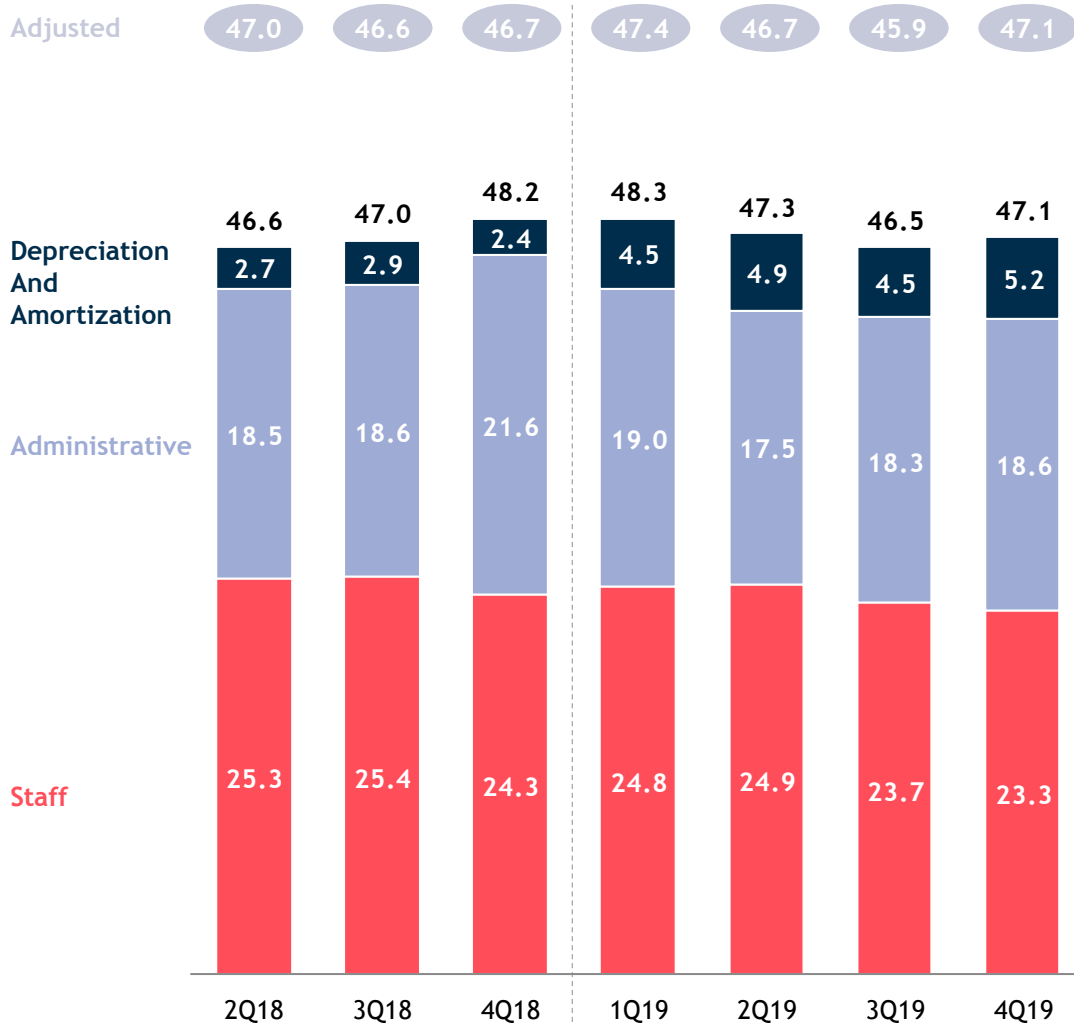
Reported, 2019 YTD, €mn



## Operating expenses development by quarter

Reported, €mn

Adjusted



• **IFRS 16:** increase in depreciation and amortization in 2019 mainly due to the first-time implementation of the new leasing standard under IFRS 16 (corresponding decrease in admin/rental expenses)

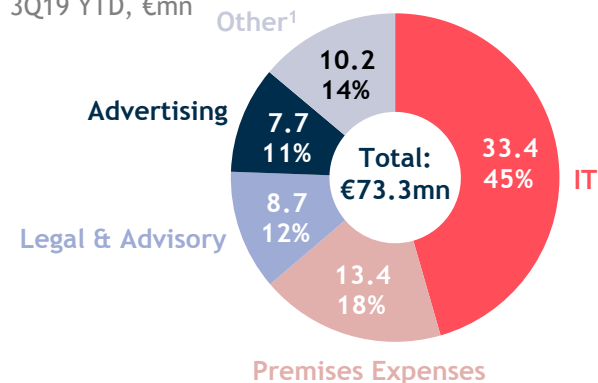
• **Standardization and digitalization:** focus on standardization and digitalization will continue to drive cost improvements year over year - partially re-invested in IT

• **Trend:**

- announced cost optimization initiative (reduction of 180 FTEs and 8 branches in 2H19) resulted in reduction of 229 FTEs and 17 branches
- further optimization potentials in assessment

## Administrative expenses

Reported, 3Q19 YTD, €mn



<sup>1</sup> Includes vehicle expenses, travel expenses, education expenses, expenses for legal form, other insurance and other.

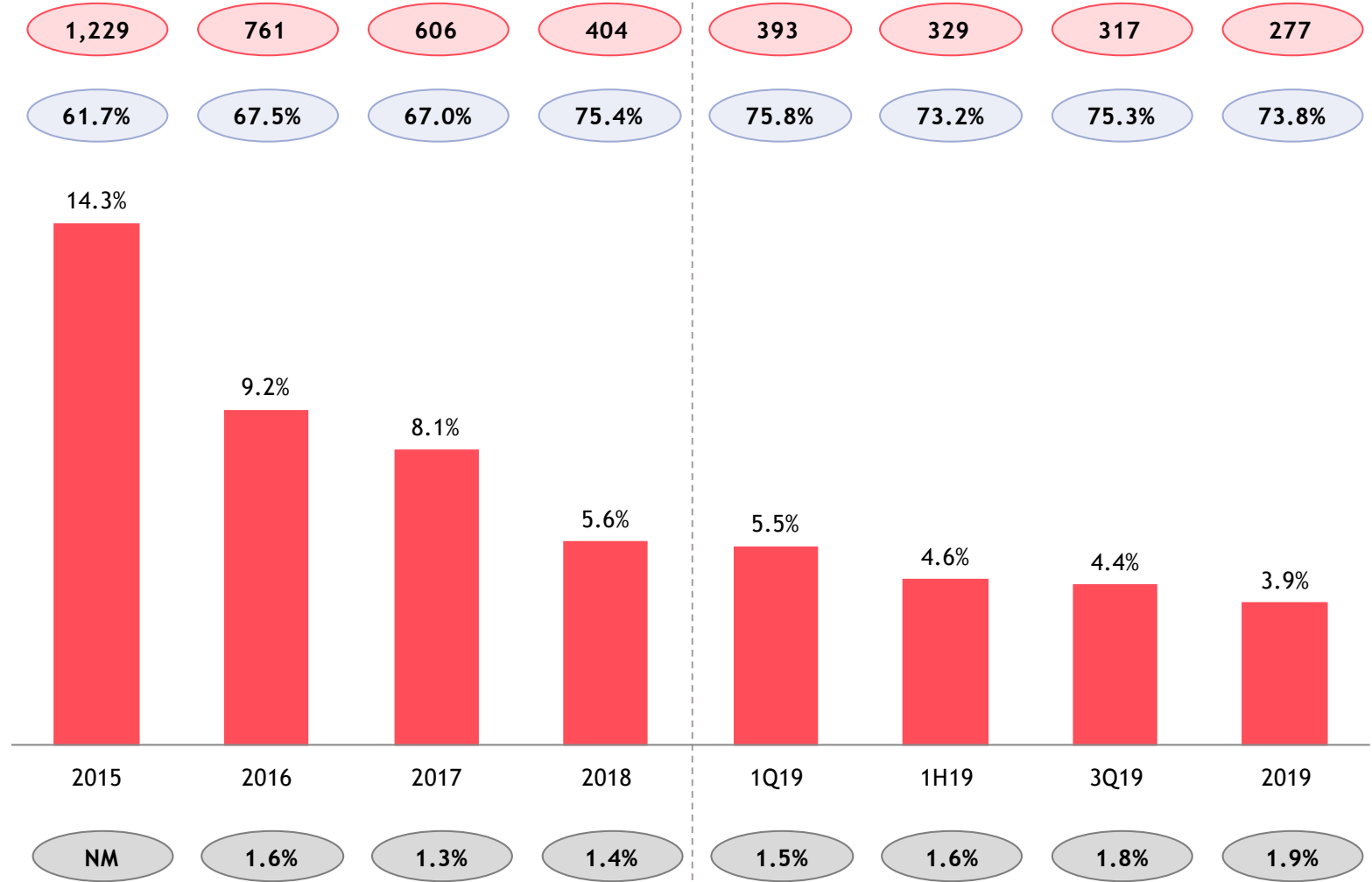
## Decreasing non-performing loan portfolio (YTD)

NPE Volumes,  
€mn

NPE Coverage  
Ratio<sup>1</sup>  
(Ex-Collateral)

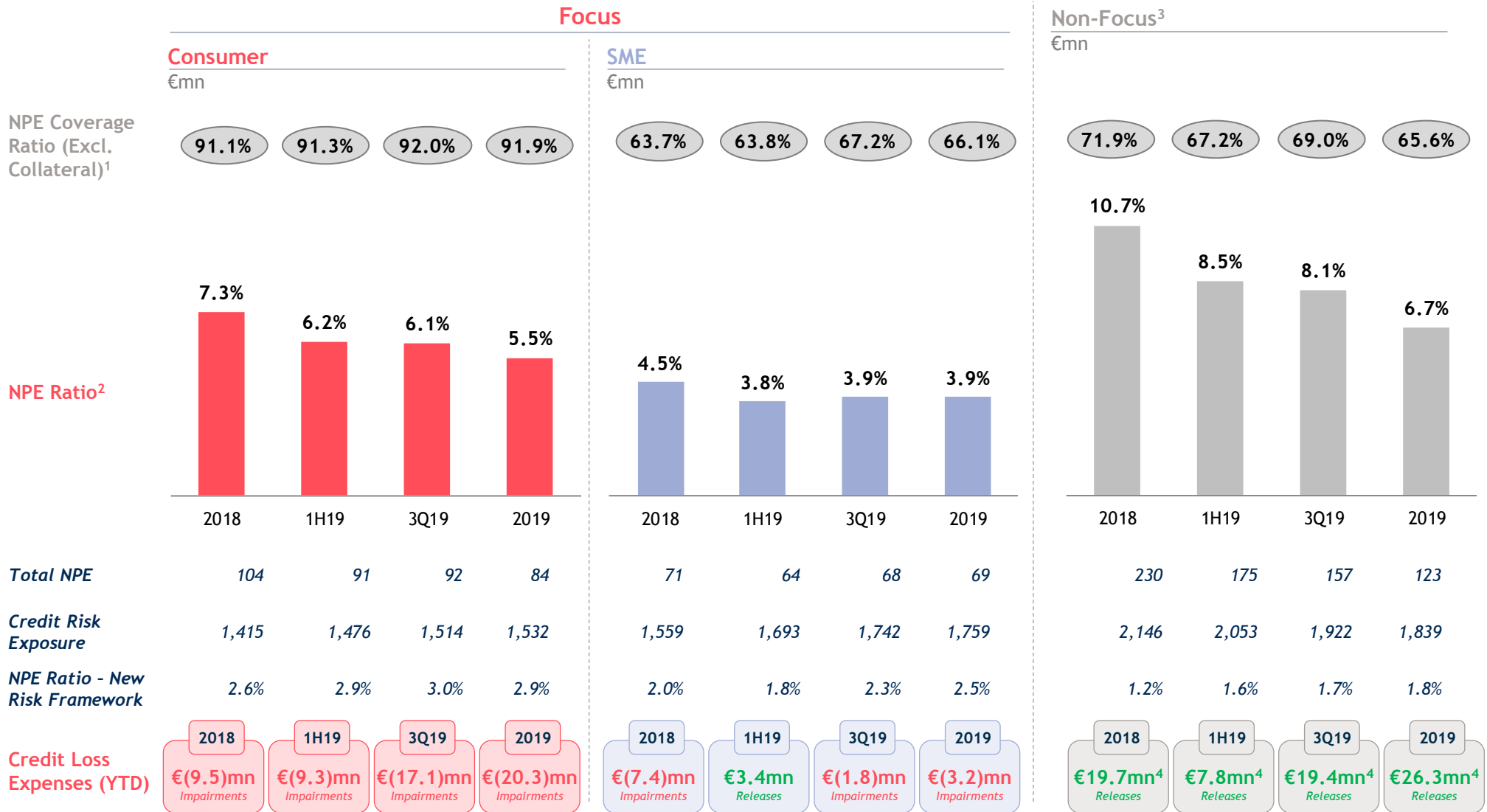
NPE Ratio<sup>2</sup>

NPE Ratio Under  
New Risk  
Framework<sup>3</sup>



<sup>1</sup> Calculated as the sum of total SRP resp. Stage-3 ECL divided by total non-performing exposure. <sup>2</sup> Calculated as non-performing exposure divided by total credit risk exposure. <sup>3</sup> Calculated as non-performing exposure (new risk framework) divided by total credit risk exposure (new risk framework). Previous risk framework includes all clients where no new risk decision / approval was done after Jan-2016 - all clients which were NPE or forborne on Jan-2016 and stayed NPE since then (even if any approval was done during restructuring).






















<sup>1</sup> Calculated as the sum of total SRP resp. Stage-3 ECL divided by total non-performing exposure. <sup>2</sup> Calculated as non-performing exposure divided by total credit risk exposure. <sup>3</sup> Excludes Financial Institutions and Corporate Center.

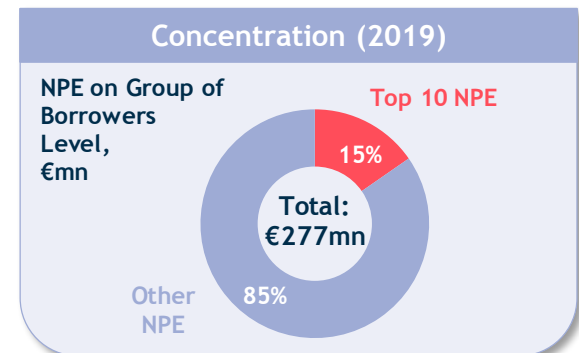
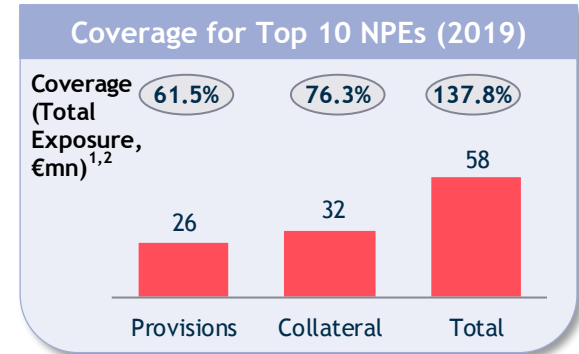
<sup>4</sup> Including YTD releases in Corporate Center (€4.1mn in 2018, €1.3mn in 1H19, €6.4mn in 3Q19 and €5.3mn in YE19 ).

## Overview of Top 10 NPEs

2019, €mn

Borrower	Total Exposure	Country		Description
NPE 1	10.6	 	Croatia	Service and retail
NPE 2	6.5	 	Croatia	Technology / EDP
NPE 3	6.0	 	Croatia	Construction industry
NPE 4	4.7		Bosnia & Herzegovina	Service
NPE 5	4.2		Serbia	Real estate business
NPE 6	2.3		Montenegro	Metal industry and mechanical engineering
NPE 7	2.2	 	Slovenia	Technology / EDP
NPE 8	2.1	 	Slovenia	Retail and wholesale trade
NPE 9	1.9	 	Slovenia	Energy
NPE 10	1.8	 	Croatia	Tourism
<b>Total Top 10</b>	<b>42.4</b>			

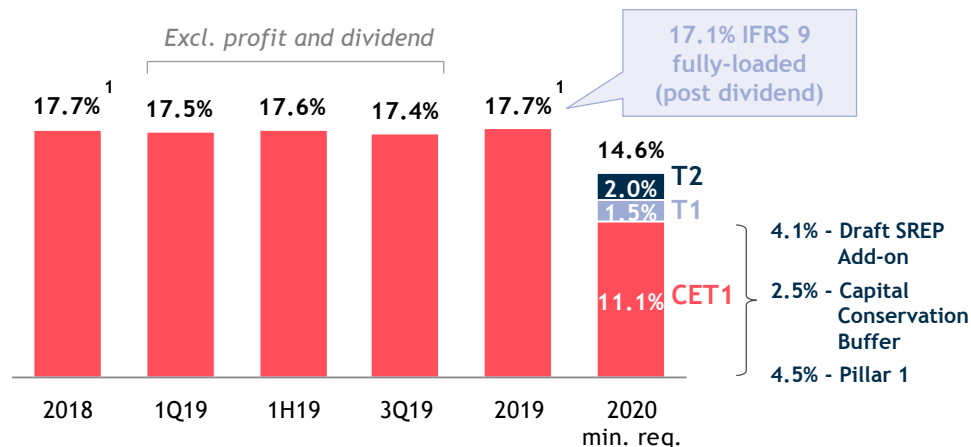
2018: €86.2mn  
(-51% YoY)



<sup>1</sup> NPE coverage ratio calculated as the sum of Top 10 NPE total SRP resp. Stage-3 ECL divided by Top 10 NPE total non-performing exposure. <sup>2</sup> NPE collateral coverage ratio calculated as Top 10 total non-performing collaterals divided by Top 10 NPE total non-performing exposure.

## Breakdown of capital position and capital requirements

Reported, transitional



Latest draft SREP for 2020 currently indicating a Pillar 2 Requirement (P2R) of 4.1% (4.1% in 2019). In addition, a Pillar 2 Guidance (P2G) of 4% is foreseen by the draft

RWAs further optimized: mainly via collateral optimization and replacement of higher risk weight sovereign exposure with lower risk weights

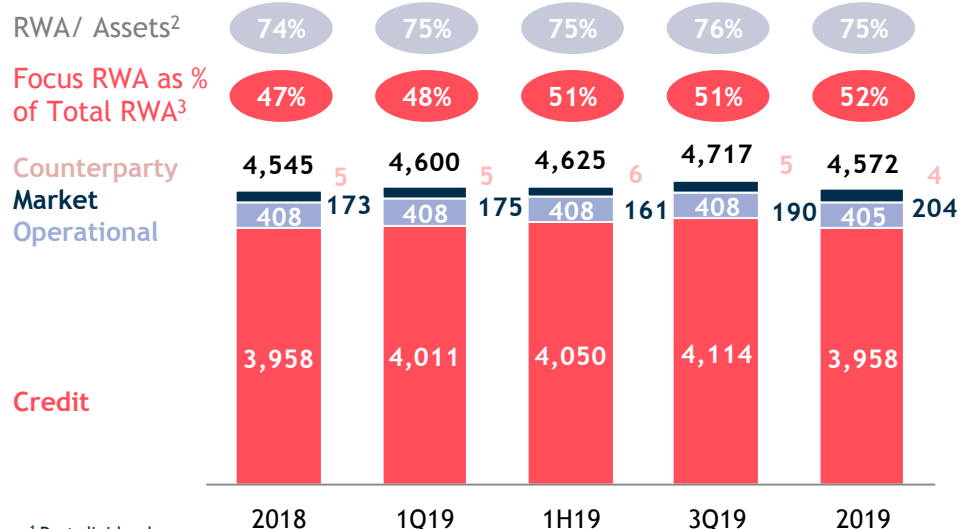
~61% of loans and receivables in focus have 52% risk weight<sup>3</sup> as of YE19

Addiko is currently using the **standardized approach** for its RWA calculation, with most of its RWAs stemming from credit risk

Overall Basel IV is expected to have a limited impact on Addiko Group, as the Group determines Credit Risk RWAs using the Standardized approach, hence discussions on Internal Rating floors do not apply

## RWA breakdown

Reported, €mn



<sup>1</sup> Post dividend.

<sup>2</sup> Calculated as total RWA divided by total assets.

<sup>3</sup> Based on segment credit RWA (i.e. excl. operational / market / counterparty RWA). Total RWA excl. Corporate Center.



## Outlook 2020

- **Benign macroeconomic environment** in the countries of operations is expected to continue in the coming years, with expected macroeconomic growth in the 5 countries of operations to remain comparably steady at approximately 2.8% for 2020 after a slowdown from 2018 to 2019
- We expect **continuous progress in shift from non-focus to focus** thereby increasing the share of focus by another 5pp, to defend margins, resulting in a growing net banking income
- **Net fee and commission income growth** is expected to be comparable to 2019, accelerating towards the end of the year 2020 following the full implementation of the new cards platform
- **Operating expenses** for 2020 are expected to continue the developments in 2019, while cost reductions resulting from optimisation in 2019 are widely neutralized by increases in IT related depreciation
- Amid a stable low interest rate environment, **cost of risk** is expected to increase along a growing focus loan book and significantly less releases from the non-focus areas
- Potential impact of COVID-19 remains unclear and will largely depend on further developments

## Dividend Policy

- Addiko **reconfirms its initial guidance** to distribute another €40mn for the year 2020, and an annual dividend pay-out of 60% of net profit in the following years
- In relation to the **annual SREP process** (draft expected in autumn 2020) it is expected that the annual SREP decisions (P2R and P2G) will reflect the continuous progress in financial and risk parameters as reached in 2019, and the specifics of countries where Addiko is present
- The distribution of **any excess capital** will follow the annual SREP decision and will be included in the dividend proposal to the AGM for the respective financial year
- Addiko continues to pursue its capital optimization by issuing eligible capital instruments (AT1, Tier 2) reflecting the development of future capital requirements

Target metric	YE19 (YTD)	Original Mid-Term target level	Background	Reviewed Mid-Term target level
Focus vs. Non-Focus (Gross Performing Loans)	<b>62% vs. 38%</b> (gross performing loan growth of 2.7% vs. YE18)	<b>80% vs. 20%</b> (Mid single-digit gross performing loans growth)	<b>Strategy and business model</b> <ul style="list-style-type: none"> <li>No change in strategy, acceleration in focus</li> <li>Continued transformation towards focus portfolio Consumer and SME, at lower volumes due to restrictions</li> <li>Lower revenue to be mitigated with accelerated cost reduction measures</li> <li>Target capitalization remains unchanged</li> </ul> <b>Interest levels</b> <ul style="list-style-type: none"> <li>Original Mid-Term target (April 2019) assumed increasing rate environment</li> </ul> <div>Review: current low interest environment assumed to remain in the mid-term</div> <b>Consumer lending restrictions</b> <ul style="list-style-type: none"> <li>Original Mid-Term targets included lending restrictions already in force or expected at the time of the IPO</li> </ul> <div>Review: newly imposed lending restrictions can only be mitigated partially in the mid-term</div>	<b>&gt;85% in Focus</b> (Mid single-digit gross performing loans growth)
Net Interest Margin	<b>3.0%</b> (adjusted)	c. 4.0%		<b>&gt;3.7%</b>
Net Fee and Commission Income Growth	<b>7.7%</b> (adjusted, YE19 vs. YE18)	Low-Teens CAGR		c. 10%
Cost / Income Ratio	<b>74.8%</b> (adjusted)	<45.0%		<50.0%
Cost of Risk <sup>1</sup>	<b>0.2% release</b> (adjusted, not annualized)	c. (1.6)%		c. (1.5)%
Return on Tangible Equity (@14.1% CET1 Ratio) <sup>2</sup>	<b>5.6%</b> (adjusted)	>12.0%		c. 10%
Total Capital Ratio	<b>17.7%</b>	>16.1%		<b>&gt;16.1%</b>
Loan / Deposit Ratio (Customer)	<b>80.1%</b>	c. 100.0%		c. 100.0%
Dividend Payout	<b>c. 40mn</b> proposal to AGM	60.0% (of profit)		60.0% (of profit)

<sup>1</sup> Cost of risk over net loans, not annualized.

<sup>2</sup> Assuming theoretical tax rate of 21% and costs for T2 equal to 2% of RWAs.



## Overview of Addiko

- ✓ Fully licensed bank with HQ in Austria, focused 100% on Central and South Eastern Europe
- ✓ Addiko Bank AG is regulated by the Austrian Financial Market Authority (“FMA”)<sup>1</sup>
- ✓ “Good Bank” spin-off of the former Hypo Group Alpe Adria
- ✓ Transformed into a lean, agile & innovative pan-regional platform focused on growth in Consumer and SME lending
- ✓ Listed on the Vienna Stock exchange on July 12<sup>th</sup> 2019, admitted to ATX Prime on July 15<sup>th</sup> 2019 (c. 55% free float, 19.5mn shares)

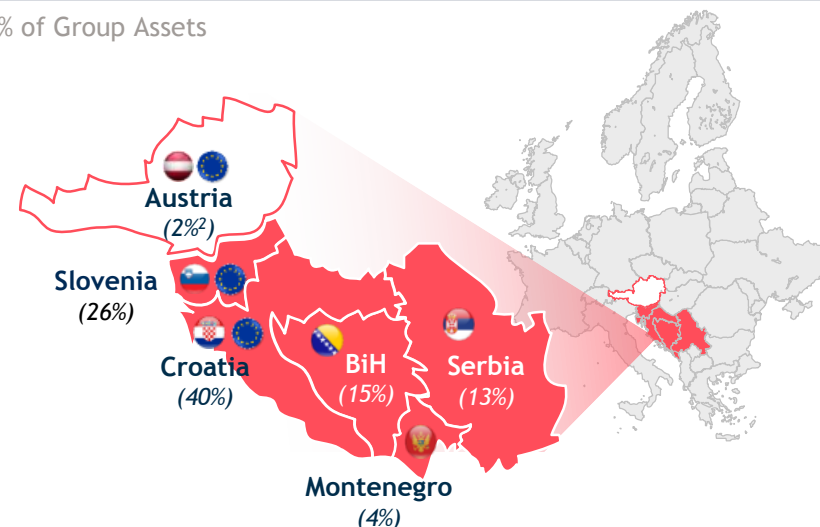
## Repositioned as a focused CSEE specialist lender

**Consumer**

**SME**

## Operating as one region - one bank

2019, % of Group Assets



2019

**~0.8mn**  
Customers

**179**  
Branches

**€6.1bn**  
Total Assets

**68%-32%**  
EU vs  
EU accession  
asset split<sup>3</sup>

**€3.9bn**  
Loans and  
Receivables

**€4.9bn**  
Customer  
Deposits

**€861mn**  
Equity

**ba2**  
Baseline credit  
rating issued by  
Moody's

<sup>1</sup> Finanzmarktaufsicht Österreich.

<sup>2</sup> Includes total assets from Holding (€1,225mn) and consolidation/recon. effects of (-€1,130mn).

<sup>3</sup> EU is calculated based on sum of total assets from Slovenia, Croatia and Holding (incl. consolidation). EU accession is calculated based on sum of total assets from Bosnia & Herzegovina, Serbia and Montenegro.

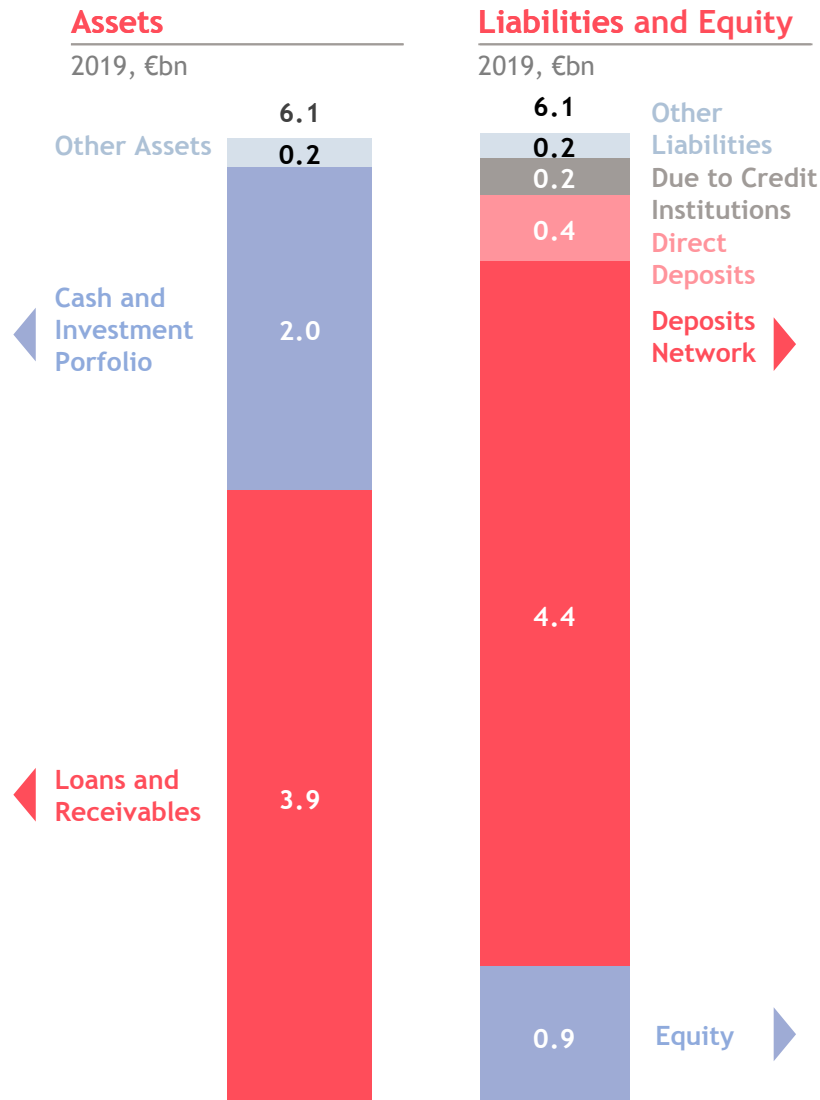


- ✓ **Liquid balance sheet**
  - LCR ratio: 174% (YE18: 150%)
- ✓ **Liquid assets**
  - €0.9bn of cash
  - €1.1bn of investment portfolio

*Data as of YE19*

- ✓ **Substantially de-risked asset base**
  - NPE ratio: 3.9% (YE18: 5.6%)
- ✓ **Solid provision coverage levels**
  - 73.8% NPE coverage ratio (YE18: 75.4%)
  - 125.0% incl. collateral (YE18: 120.8%)

*Data as of YE19*



- ✓ **Strong deposit base**
  - Loan-deposit ratio (customer) : 80.1% (YE18: 78.3%)
- ✓ **Funding surplus<sup>1</sup>: €0.9bn**

*Data as of YE19*

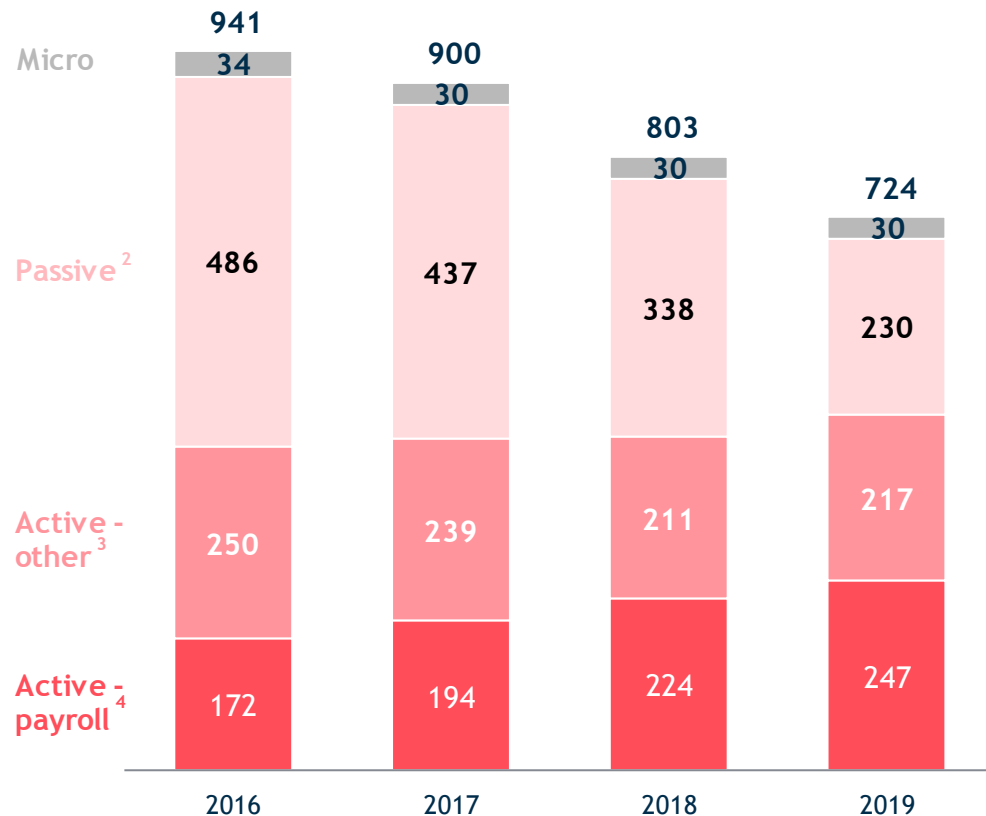
- ✓ **Robust capital base**
  - 17.1%<sup>2</sup> fully-loaded CET1 ratio (incl. profit and proposed dividend payment)
- ✓ **Further optimization via proposed Tier 2 issuance**

*Data as of YE19*

<sup>1</sup> Calculated as difference between deposits of customers and loans and advances to customers. <sup>2</sup> Transitional CET1 ratio amounts to 17.7% as of YE19.

## Client base transformation<sup>1</sup>

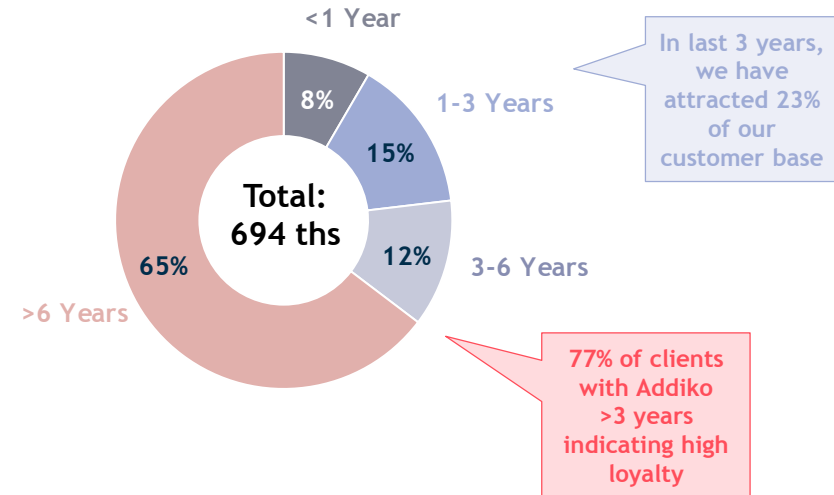
Number of clients (excl. NPE), ths



- Growing number of active customers (+7% YoY)
- Decrease in passive base due to portfolio clean-ups
- Dormant client base actively managed to increase efficiency

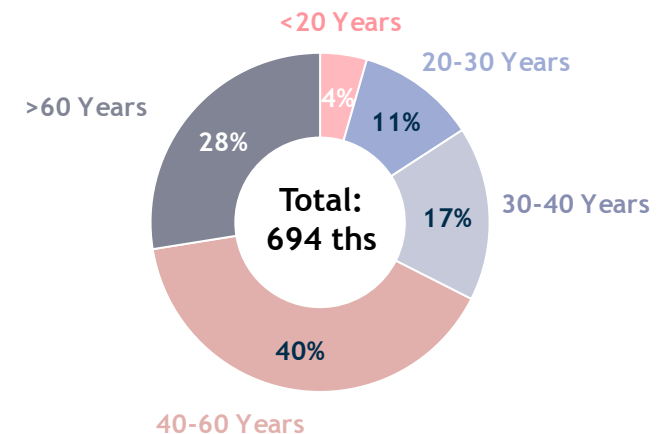
## Clients' years of relationship with Addiko (excl. micro)

2019



## Clients' age (excl. micro)

2019



<sup>1</sup> Consumer client base: Includes total performing and non-performing retail clients (i.e. consumer, mortgage and micro). <sup>2</sup> "Passive" client defined as having at least 1 client initiated incoming or outgoing transaction in 24 months. <sup>3</sup> "Active other" client defined as having at least 1 client initiated incoming or outgoing transaction in 3 months. <sup>4</sup> "Active payroll" client defined as those with current accounts with sum of two largest incoming payments higher than minimum wage in respective country.





## Unsecured lending products for consumers

		Fast cash loans	Payroll loans	Consolidation loans
Description		• Unsecured loan	• Unsecured loan for customers with salary deposited in the bank	• Personal loan to service outstanding debts through a single monthly repayment
Share of new loans (2019)		11%	81%	8%
Average Ticket Size		€3.7 ths (2018: €3.6 ths)	€8.7 ths (2018: €8.0 ths)	€21.3 ths (2018: €18.0 ths)
Approval Rates		43% (2018: 39%)	61% (2018: 55%)	62% (2018: 41%)
Interest rate <sup>1</sup>	Min	7%	4%	6%
	Max	15%	13%	8%
	Type	Fixed	Fixed and variable	Fixed and variable
Maturity	Min	12 months	6 months	6 months
	Max <sup>2</sup>	up to 60 months	up to 120 months	up to 144 months
Digital Origination		✓	✓	NA
Offered in All Countries		✓	✓	✓

- Group-wide defined criteria via group policies - local deviations only to be more restrictive
- Sales staff with no decision power on pricing

<sup>1</sup> Minimum and maximum shown across all countries with local deviations. <sup>2</sup> Maximum maturities differ among countries on the basis of recent regulations regarding inter alia maximum tenors for consumer loans which allow only shorter tenors.

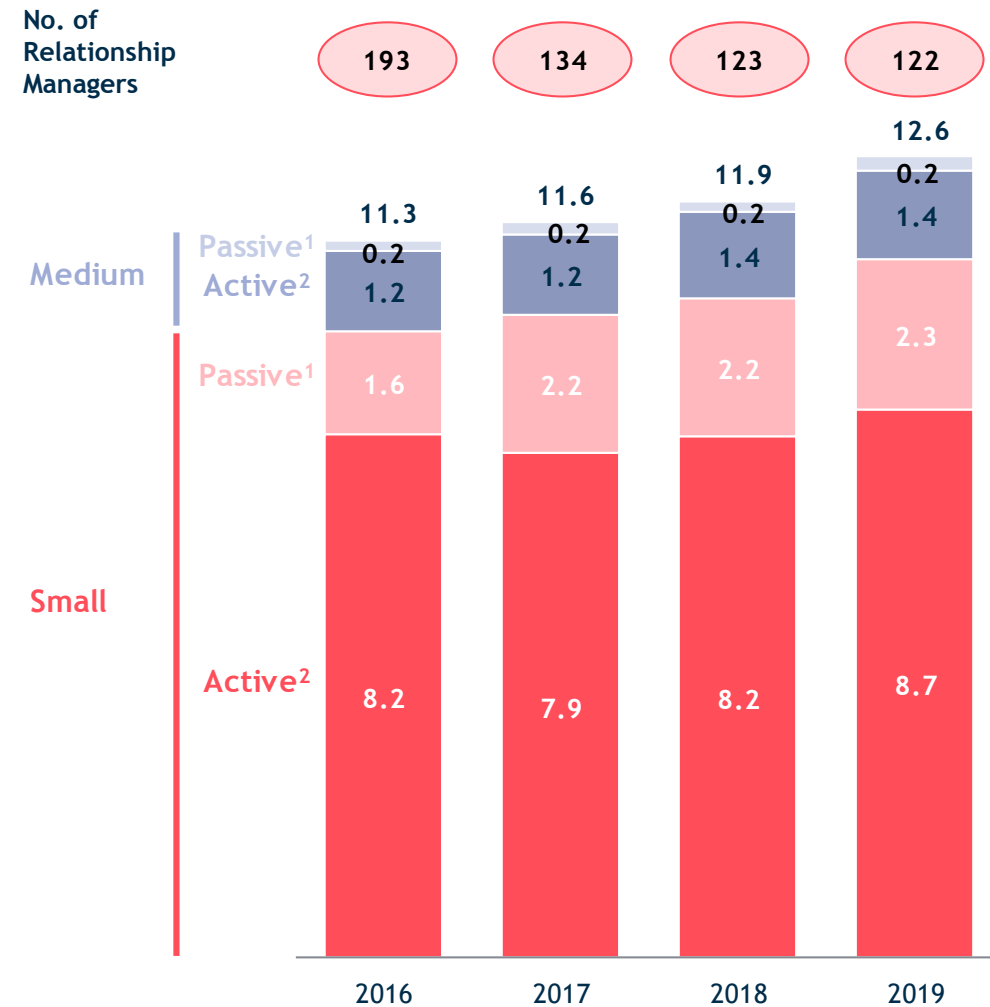
# CONSUMER: ADDITIONAL LENDING RESTRICTIONS CURRENTLY CURB LENDING GROWTH

	Serbia 	Croatia 	Montenegro 	Slovenia 
<b>Restriction</b>	<p><u>Regulation on tenor and DTI for unsecured loans</u></p> <ul style="list-style-type: none"> <li>Total Exposure to unsecured loans with original maturity &gt;8 years may not exceed 50% of capital during 2019, followed by 10pp less each year during the following years until 2021</li> <li>Deductible items from local capital for new disbursements in unsecured loans with DTI ratio &gt;60% and/or maturity from 8 years in 2019 to 6 years in 2021 (at approval)</li> </ul>	<p><u>Recommendation on maximum level of indebtedness</u></p> <ul style="list-style-type: none"> <li>Unsecured loans with &gt;5 years maturity</li> <li>2/3 of average customer income protected for consumers with above national average income</li> <li>3/4 of average customer income protected for consumers with below national average income and not more than HRK 4,158</li> </ul>	<p><u>Regulation on maximum tenor</u></p> <ul style="list-style-type: none"> <li>Maximum tenor for unsecured lending of 8 years</li> <li>Exception if amount of existing loans with a remaining maturity over 6 years are above 50% of the Bank's capital. In such case, unsecured lending limited to 6 years (the prevailing case in the local market)</li> </ul>	<p><u>Regulation on consumer lending (secured and unsecured)</u></p> <ul style="list-style-type: none"> <li>Max tenor for secured and unsecured lending at 7 years for 85% of production</li> <li>Remaining (disposable) income 674€ (from 2020 €714), with additional €230 for each dependent</li> <li>DTI of 50% up to €1,700 customer income, 67% for income above €1,700</li> </ul>
<b>Published</b>	December 2018	March 2019	October 2019	October 2019
<b>Valid from</b>	January 1 <sup>st</sup> 2019	April 1 <sup>st</sup> 2019	January 1 <sup>st</sup> 2020	November 1 <sup>st</sup> 2019
<b>Impact without counter-measures<sup>1</sup></b>	c. -50% new volume (consumer)	c. -40% new volume (consumer)	c. -30% new volume (consumer)	c. -60% new volume (consumer)
<b>Counter-measures</b>	<ul style="list-style-type: none"> <li>Following experience from Serbia last year, and Croatia and BiH during the last three years, we bring experience to work with such regulations</li> <li>Counter-measures are gradually being rolled out to address these types of regulations, such as:                             <ul style="list-style-type: none"> <li>Focus on smaller more granular loans (sales tools, marketing materials)</li> <li>Increase efficiency by using application processing systems and decision engines</li> <li>Increase digital distribution, to tap into a broader customer base</li> <li>Product offering optimization and enhanced risk criteria</li> <li>Management of early repayments</li> </ul> </li> </ul>			

<sup>1</sup> Potential impact without countermeasures is based on limited available data, specifically for recently introduced restrictions.

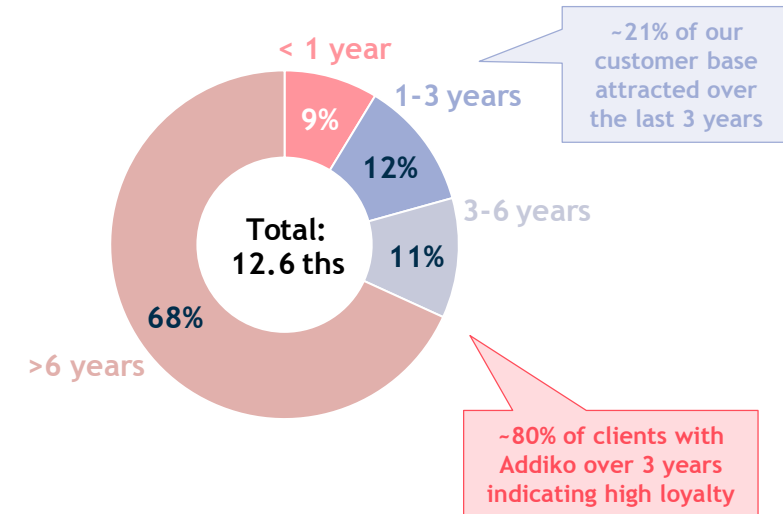
## Growing client base

Number of clients (excl. NPE), ths



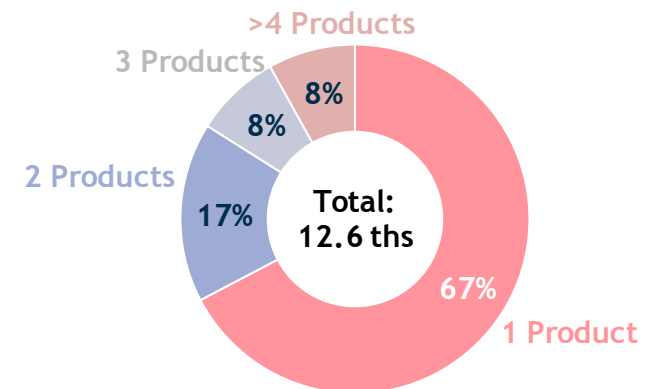
## Clients' years of relationship with Addiko

2019








## Clients' number of products

2019



<sup>1</sup> Passive customers defined as customers with no term deposit, trade finance or loan product and less than 6 payment transactions during the last 3 months but at least 1 payment transaction during last 12 months (apart from clients on rehabilitations). For payment transactions, automatized system transactions, like debit of interest and charges, are not taken into account. <sup>2</sup> Active customers defined as customers with at least 6 payment transactions during the last 3 months or having term deposit or loan or trade finance product (apart from clients on rehabilitations).

		2016	YE19 (Release 2.0 & 2.5)	1H20 (Release 3.0)
Digital Roll out to:		• No countries	 Serbia  Slovenia  Croatia	 Bosnia & Herzegovina  Montenegro
Features / products		• No products available	<ul style="list-style-type: none"> <li>• Simple term loans</li> <li>• Guarantees</li> <li>• Micro Loans</li> <li>• Flexible Interest Rate adaptation</li> <li>• Client eligibility check</li> <li>• Enhanced risk criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Onboard both BiH banks and Montenegro</li> <li>• Flexible usage of Frame Products</li> <li>• Automatic Disbursement</li> <li>• Improved fee modules</li> </ul>
Key results	From request submitted to request approved (time-to-decision)	7 days	~1 day	<div>Operational Excellence</div> <div>End-to-end simple loan and digital trade finance developed within 9 months using Appian</div> <div>Real-Time</div> <div>Ability to monitor through dashboard report in real-time</div> <div>Across Countries</div> <div>Piloting across countries i.e. EU and non-EU, plan to be rolled out group-wide in 1H20 via release 3.0</div> <div>Immediate Success</div> <div>13% of total SME disbursements in Serbia and Slovenia in 2019 - fourth quarter '19 at 21% (12% in 2H18)</div>
	From meeting with client until signed documents sent to disbursement	2 weeks	2,5 days	
	From request submitted to money disbursed (time-to-cash)	~4 weeks	6 days	
	Touchpoints	~10	<3	
		Key takeaways		

## Key financials (YTD)

Reported, €mn

Group income statement (reported)	YE18	YE19
Interest income	213.8	210.8
Interest expense	-40.7	-27.8
<b>Net interest income</b>	<b>173.2</b>	<b>183.0</b>
Net fee and commission income	62.4	67.2
<b>Net banking income</b>	<b>235.5</b>	<b>250.2</b>
Other income <sup>1</sup>	53.5	-25.8
<b>Operating income</b>	<b>289.0</b>	<b>224.3</b>
<b>Operating expenses</b>	<b>-188.1</b>	<b>-189.2</b>
<b>Operating result</b>	<b>100.9</b>	<b>35.2</b>
Credit loss expenses on financial assets	2.8	2.9
<b>Result before tax</b>	<b>103.7</b>	<b>38.0</b>
Tax on income	0.5	-2.9
<b>Result after tax</b>	<b>104.2</b>	<b>35.1</b>
Group balance sheet	YE18	YE19
Net customer loans	3,787.3	3,871.9
Total assets	6,152.1	6,083.6
Customer deposits	4,836.7	4,831.2
Shareholders' equity	859.5	861.3
Key ratios	YE18	YE19
NIM	274	299
Cost/income ratio	79.9%	75.6%
Cost of risk (not annualised)	0.1%	0.1%
RoATE	12.6%	4.2%
Loan-deposit ratio (customer)	78%	80%
CET1 ratio (transitional)	17.66%	17.71%
Total capital ratio (transitional)	17.66%	17.71%

<sup>1</sup> Includes net result on financial instruments and other operating result.

## Comments

As a result of the transformation, the following adjustments need to be made:

- 1 T2 expenses and waiver impact (1Q18)
- 2 CHF conversion Serbia (law enacted in 2Q19)  
Provisions related to CHF legal matters in Croatia in 2019
- 3 Gain from sale of shares related to largest NPE in Croatia
- 4 Restructuring costs related to optimization initiatives in 2019
- 5 Releases in legal provisions related to solved legal cases (active settlement strategy)
- 6 Capital Market readiness (IPO) costs
- 7 Risk allocation related to legacy corporate exposures which would not have been approved according New Risk Framework as defined in 2016 and retail debt sales
- 8 DTA recognition

Other (non-transformational) one-offs are still included in adjusted results

## Key financials (YTD)

Adjusted, €mn

Group income statement (adjusted)	YE18	YE19
Interest income	213.8	210.8
Interest expense	-37.1	-27.8
<b>Net interest income</b>	<b>176.7</b>	<b>183.0</b>
Net fee and commission income	62.4	67.2
<b>Net banking income</b>	<b>239.1</b>	<b>250.2</b>
Other income <sup>1</sup>	-9.2	-17.9
<b>Operating income</b>	<b>229.9</b>	<b>232.3</b>
<b>Operating expenses</b>	<b>-186.9</b>	<b>-187.2</b>
<b>Operating result</b>	<b>43.0</b>	<b>45.1</b>
Credit loss expenses on financial assets	2.3	7.0
<b>Result before tax</b>	<b>45.4</b>	<b>52.1</b>
Tax on income	-14.5	-11.4
<b>Result after tax</b>	<b>30.9</b>	<b>40.7</b>
Group balance sheet	YE18	YE19
Net customer loans	3,787.3	3,871.9
Total assets	6,152.1	6,083.6
Customer deposits	4,836.7	4,831.2
Shareholders' equity	859.5	861.3
Key ratios	YE18	YE19
NIM	280	299
Cost/income ratio	78.1%	74.8%
Cost of risk (not annualised) <sup>2</sup>	0.1%	0.2%
RoATE	3.7%	4.9%
RoATE (@14.1% CET1)	4.2%	5.6%
Loan-deposit ratio (customer)	78%	80%
CET1 ratio (transitional)	17.66%	17.71%
Total capital ratio (transitional)	17.66%	17.71%

<sup>1</sup> Includes net result on financial instruments and other operating result.

<sup>2</sup> Calculated over net loans.

ADDIKO BANK AG

## Key highlights

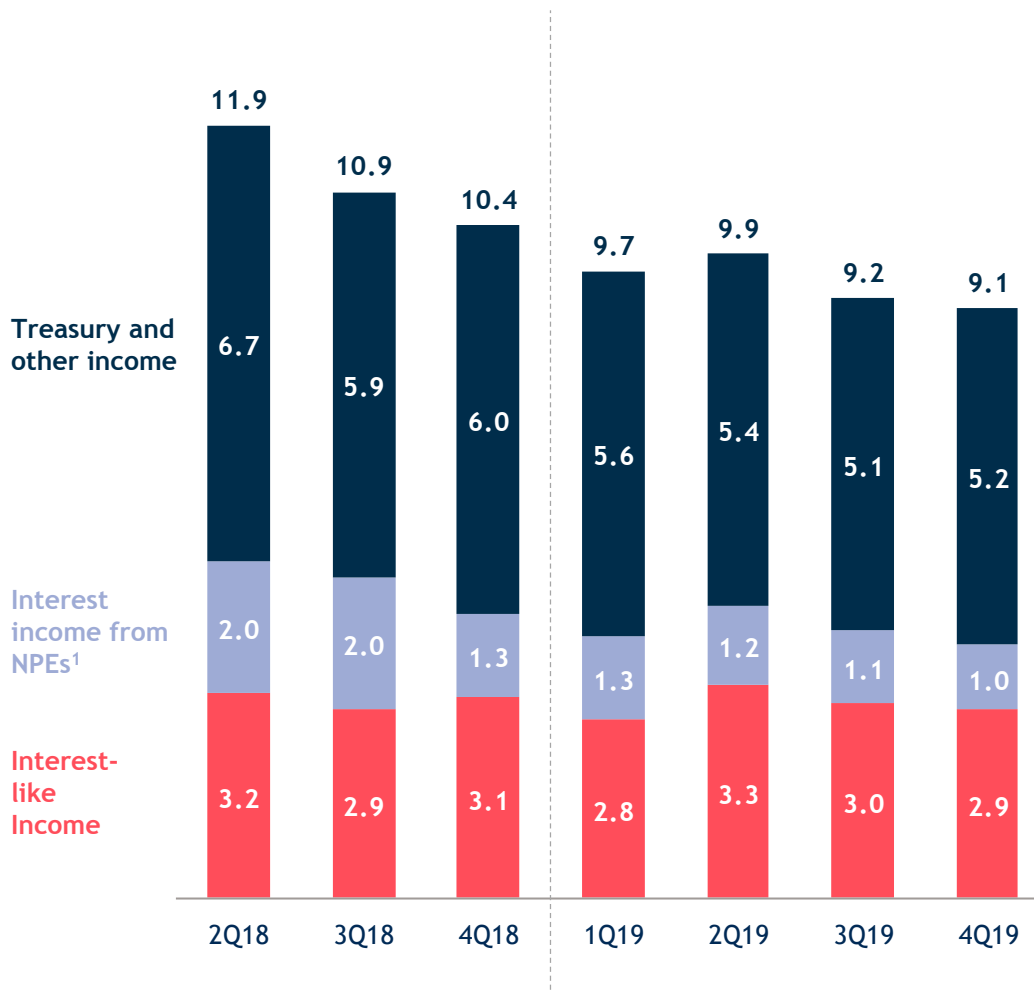
- **Interest income:** stable mainly due to an increase in interest income in Consumer and SME (€10.8mn) compensating decrease in non-focus (€-7.4mn). Developments mainly related to:
  - One-off in 3Q18 related to a termination fee from a large public entity of €0.6mn accounted for as interest like income
  - Reduced interest income from NPEs (down €2.8mn vs. 2018) as a consequence of continued track record in NPEs reduction
  - Lower yields on bond portfolio reflecting current situation on the market (continued negative interest environment)
- **Interest expense:** decrease mainly due to active re-pricing (-0.2%) and shift from higher-yield term deposits to lower-yield current deposits, despite increase in deposit volumes
- **Net fee and commission income:** increase of €4.8mn mainly due to bancassurance, transactions and roll-out of further functionalities for guarantee and trade finance products in SME
- **Other income:** includes gains from sale of financial instruments (OCI) but influenced by IT impairments - gains from resolution of largest NPE (during YE19 closure gain removed from adjusted result)
- **Operating expenses:** relatively flat due to strict cost monitoring and ongoing cost efficiency programs
- **Credit loss expenses on financial assets:** provisioning in Consumer (€20.3mn) and SME (€3.2mn) compensated by releases in non-focus areas
- **Capital ratios remain solid** including profits and dividends

**Improvement in adjusted RoATE (@14.1% CET1)  
to 5.6% in YE19 (YE18: 4.2%)**



## Other interest income by quarter

Reported, €mn



• **Treasury and other income:** stable development continuously decreasing due to the overall yield environment and the plain vanilla bond portfolio, predominantly in investment grade

• **Interest income from NPEs:** lower interest income mainly due to successful reduction in NPEs

• **Interest like income** (i.e. fees accrued over the lifetime of the loan): similar level to previous year

<sup>1</sup> Interest income from NPEs referred to as "unwinding" in reporting in previous periods.

## Other income breakdown (YTD)

€mn

	YE18	YE19
Deposit guarantee	(8.8)	(9.1)
Bank levies and other taxes	(3.8)	(4.3)
1 Recovery and Resolution Fund	(2.4)	(1.3)
2 Restructuring	(2.8)	(3.9)
3 Legal provisions (net)	5.6	(10.3)
Impairments non-financial assets (net)	(5.0)	(6.3)
4 Other	0.7	(4.0)
Other operating result	(16.5)	(39.3)
Net result on financial instruments	70.0	13.4
Other income (reported)	53.5	(25.8)
5 Adjustments	(62.7)	7.9
Other income (adjusted)	(9.2)	(17.9)

1

**Recovery and Resolution Fund:** reduced balance sheet size of Holding in Austria led to reduced cost in 2019

2

**Restructuring:** increase to €3.9mn mainly related to restructuring costs for executed back-office FTE optimization and branch closures

3

**Legal provisions:** higher provisions mainly due to legal claims from CHF clients in Croatia not having converted as a consequence of the law (including recent ruling by the Supreme Court of Croatia on CHF)

4

**Other:** driven by legal costs related to active claims and tax related effects from Croatia

5

**Adjustments:** mainly related to transformational one-offs resulting from Tier 2 waiver in 1Q18, provision releases for legal cases in 3Q18 as well as CHF clause provision for Croatia and restructuring costs in 2019.

Gains from resolution of largest NPE client in Croatia retroactively considered as one-off (€4.3mn)

## Other income development in the fourth quarter

€mn

Other income	Published 19.11.2019		YE19 Reported	YE19 Adjusted	4Q19 (QTD) Reported	4Q19 (QTD) Adjusted
	3Q19 (YTD) Reported	3Q19 (YTD) Adjusted				
Deposits guarantee	(6.8)	(6.8)	(9.1)	(9.1)	(2.2)	(2.2)
Banking levies and other taxes	(2.9)	(2.9)	(4.3)	(4.3)	(1.4)	(1.4)
Recovery & Resolution Fund	(1.3)	(1.3)	(1.3)	(1.3)	(0.0)	(0.0)
Restructuring	(2.3)	(0.0)	(3.9)	(0.0)	1 (1.6)	(0.0)
Legal provisions (net)	(9.6)	(0.2)	(10.3)	(2.1)	(0.8)	(1.8)
Impairments on non-financial assets	(0.8)	(0.8)	(6.3)	(6.3)	2 (5.5)	(5.5)
Other	(1.2)	(1.2)	(4.0)	(4.0)	(2.9)	(2.9)
Other operating result	(24.9)	(13.2)	(39.3)	(27.1)	(14.4)	(13.9)
Net result on financial instruments	9.3	9.3	13.4	9.2	3 4.1	(0.2)
Other income	(15.6)	(3.9)	(25.8)	(17.9)	(10.3)	(14.0)

Adjustments

(11.7)

(7.9)

3.7

1

**Accelerated restructuring:** mainly related to additional restructuring costs for executed back-office FTE optimization and branch closures on top of initial target

2

**Impairment of intangible assets:** includes €-6.7mn (YE18: €-5.6mn) driven by decision to upgrade the version of the core banking system in some countries, in addition to effects related to the outcome of a group-wide project to assess future economic benefit of certain IT applications

3

**Gains from NPE resolution:** gain related to resolution of largest NPE in Croatia (€4.3mn) retroactively removed from adjusted result in 4Q19 (i.e. now earmarked as one-off)

## Detailed balance sheet overview (YTD)

Reported, €mn

	2016	2017	2018	2019
Liquid Assets	3,287.6	2,582.5	2,211.8	2,034.5
Cash reserves	1,878.2	1,285.9	1,002.9	899.4
Investment Portfolio	1,409.4	1,296.6	1,208.9	1,135.1
Financial assets held for trading	17.4	19.8	24.3	38.5
Investment securities	1,391.9 <sup>1</sup>	1,276.8 <sup>1</sup>	1,184.6	1,096.6
Loans and receivables	3,779.9	3,757.2	3,792.9	3,885.9
Loans and receivables to credit institutions	49.4	65.3	5.6	14.0
Loans and receivables to customers	3,730.5	3,691.9	3,787.3	3,871.9
Derivatives - hedge accounting	0.1	0.1	-	-
Tangible assets	70.4	57.3	57.7	85.9
Property, plant & equipment	67.9	55.3	55.7	81.8
Investment properties	2.5	2.0	2.0	4.1
Intangible assets	17.3	21.8	30.3	27.9
Tax Assets	2.6	22.3	28.3	25.7
Current tax assets	2.6	1.6	1.7	1.8
Deferred tax assets	-	20.6	26.6	23.9
Other assets	18.9	24.8	25.5	20.6
Non-current assets and disposal groups classified as held for sale	39.3	19.5	5.7	3.1
<b>Total assets</b>	<b>7,216.1</b>	<b>6,485.5</b>	<b>6,152.1</b>	<b>6,083.6</b>
Deposits from credit institutions	316.0	341.6	324.4	233.9
Deposits from customers	4,435.6	4,933.8	4,836.7	4,831.2
Issued bonds, subordinated and supplementary capital	73.5	198.5	1.1	0.1
Other financial liabilities	1,215.3	47.3	40.3	56.4
<b>Financial liabilities measured at amortized cost</b>	<b>6,040.4</b>	<b>5,521.2</b>	<b>5,202.5</b>	<b>5,121.6</b>
Financial liabilities at fair value through profit or loss	25.0	-	-	-
Financial liabilities held for trading	9.1	1.8	2.1	6.0
Derivatives - hedge accounting	6.9	-	-	-
<b>Total interest bearing liabilities</b>	<b>6,081.4</b>	<b>5,523.0</b>	<b>5,204.6</b>	<b>5,127.6</b>
Provisions	107.8	83.3	62.0	66.9
Tax liabilities	1.4	1.3	1.0	0.0
Current tax liabilities	1.0	0.9	0.9	-
Deferred tax liabilities	0.5	0.5	0.1	0.0
Other liabilities	28.1	33.8	25.1	27.9
Liabilities included in disposal groups classified as held for sale	2.7	-	-	-
<b>Total liabilities</b>	<b>6,221.4</b>	<b>5,641.5</b>	<b>5,292.5</b>	<b>5,222.4</b>
<b>Total shareholders' equity</b>	<b>994.7</b>	<b>844.0</b>	<b>859.5</b>	<b>861.3</b>
<b>Total liabilities and shareholders' equity</b>	<b>7,216.1</b>	<b>6,485.5</b>	<b>6,152.1</b>	<b>6,083.6</b>

<sup>1</sup> The line item "Investment securities" was introduced in the Audited Consolidated Financial Statements as of and for the financial year 2018, due to introduction of IFRS 9. The position includes also the IAS 39 positions "available-for-sale financial assets" and "held-to-maturity investments" as presented in the Audited Consolidated Financial Statements for the financial years 2016 and 2017.

## Detailed income statement overview (YTD)

Reported, €mn

	2016	2017	2018	2019
Interest income calculated using the effective interest method	232.2	226.0	209.6	207.4
Other interest income	6.0	8.3	4.2	3.4
Interest expense	(79.4)	(68.9)	(40.7)	(27.8)
<b>Net interest income</b>	<b>158.8</b>	<b>165.3</b>	<b>173.2</b>	<b>183.0</b>
Fee and commission income	62.0	71.3	76.5	83.0
Fee and commission expense	(12.0)	(12.8)	(14.1)	(15.8)
<b>Net fee and commission income</b>	<b>50.0</b>	<b>58.5</b>	<b>62.4</b>	<b>67.2</b>
Net result on financial instruments	20.3	9.7	70.0	13.4
Other operating income	29.6	27.4	19.1	8.9
Other operating expenses	(71.6)	(34.0)	(35.7)	(48.2)
<b>Operating result</b>	<b>187.0</b>	<b>226.9</b>	<b>289.0</b>	<b>224.3</b>
Personnel expenses	(99.8)	(97.4)	(99.4)	(96.7)
Other administrative expenses	(93.1)	(80.9)	(78.0)	(73.3)
Depreciation and amortization	(19.5)	(11.7)	(10.7)	(19.1)
<b>Operating expenses</b>	<b>(212.4)</b>	<b>(190.1)</b>	<b>(188.1)</b>	<b>(189.2)</b>
<b>Operating result before change in credit loss expense</b>	<b>(25.4)</b>	<b>36.9</b>	<b>100.9</b>	<b>35.2</b>
Credit loss expenses on financial assets	4.4	(15.1)	2.8	2.9
<b>Result before tax</b>	<b>(21.0)</b>	<b>21.8</b>	<b>103.7</b>	<b>38.0</b>
Taxes on income	(2.9)	19.9	0.5	(2.9)
<b>Result after tax</b>	<b>(23.9)</b>	<b>41.6</b>	<b>104.2</b>	<b>35.1</b>

# FINANCIALS: BREAKDOWN BY ENTITY

Addiko Bank

YE19 YTD (€mn, IFRS, reported)		Addiko Bank d.d., Zagreb	Addiko Bank d.d., Ljubljana	Addiko Bank d.d., Banja Luka	Addiko Bank a.d., Sarajevo	Addiko Bank a.d., Beograd	Addiko Bank A.D., Podgorica
Macro (2018)	GDP / Capita (€ at PPP)	18.4	25.2	9.3	9.3	11.7	13.9
	Population (mn)	4.2	2.1	3.5	3.5	7.0	0.6
	Country Rating (S&P/M/F) <sup>1</sup>	BBB-/Ba2/BBB-	AA-/Baa1/A	B/B3/NR	B/B3/NR	BB+/Ba3/BB+	B+/B1/NR
P&L	Net interest income	64.7	41.1	12.8	14.1	30.9	11.2
	Net commission income	30.6	10.9	6.4	6.7	10.8	2.1
	Other income	(14.5)	(2.0)	(0.8)	(0.3)	(1.3)	(1.3)
	Total income	80.9	49.9	18.4	20.5	40.4	12.0
	Operating expenses	(54.8)	(26.7)	(14.2)	(15.9)	(28.7)	(8.1)
	Operating profit	26.1	23.2	4.2	4.5	11.7	3.9
	Change in credit loss expenses	(0.9)	2.0	0.4	0.3	(1.3)	(0.2)
Key Ratios	Result before tax	25.2	25.2	4.6	4.8	10.4	3.7
	Net interest margin	2.7%	2.6%	3.1%	2.9%	3.7%	4.8%
	Cost / income ratio	57.4%	51.4%	73.8%	76.8%	68.7%	60.5%
	Loan-deposit ratio <sup>2</sup>	76.7%	96.5%	91.4%	74.5%	108.9%	98.5%
	NPE ratio (CRB based)	6.4%	1.9%	10.7%	10.2%	3.2%	7.3%
Balance Sheet	NPE coverage ratio (provision)	67.7%	64.3%	86.5%	86.1%	67.2%	65.8%
	Total assets	2,413	1,607	431	505	806	228
	Loans and receivables	1,382	1,311	294	277	578	185
	o/w gross performing loans	1,340	1,197	290	275	580	187
	Financial liabilities at amortised cost	1,966	1,425	344	385	608	201
	RWA	1,412	926	319	371	688	171

Account for 66% of Group assets

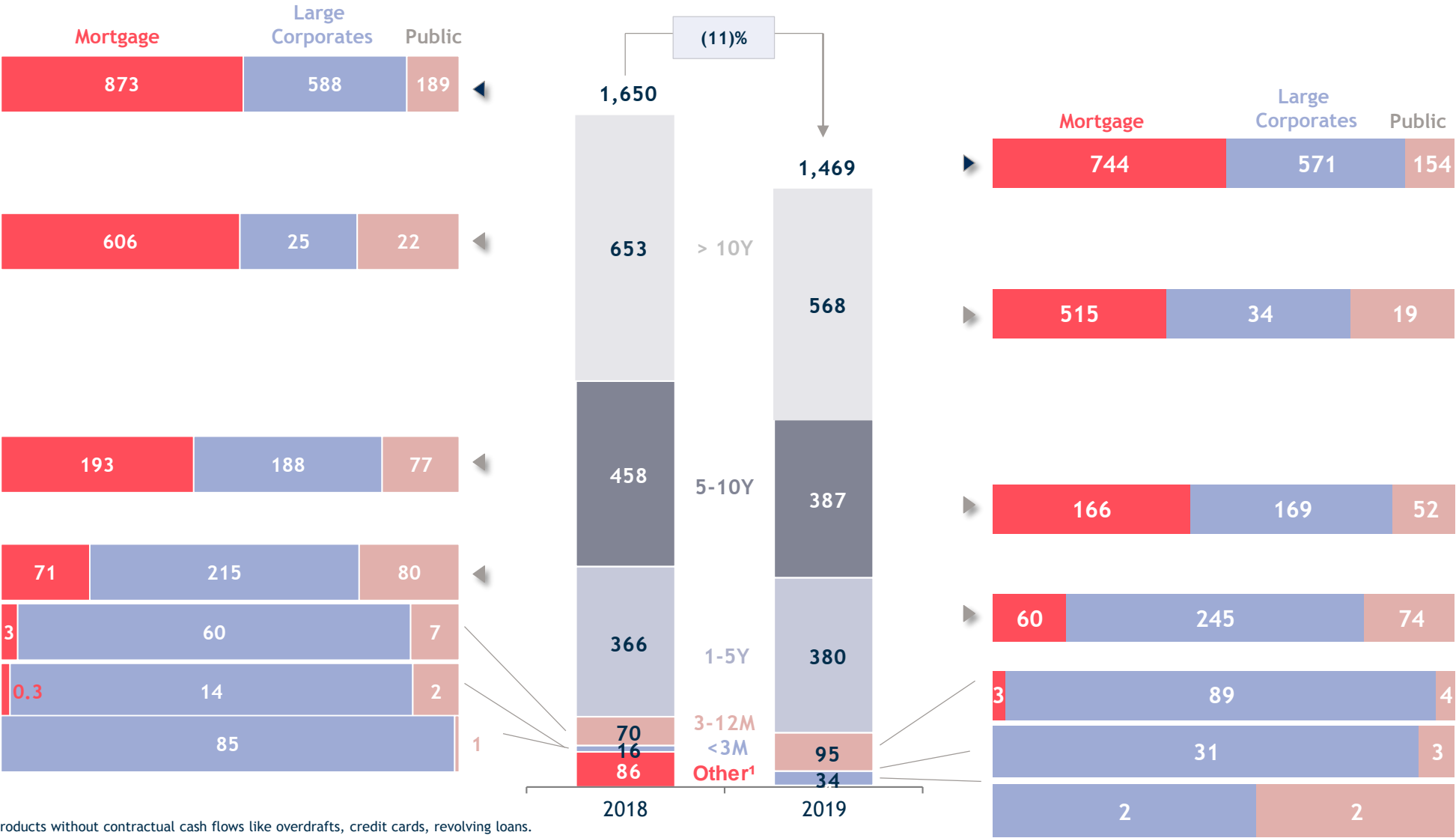
Source: Company disclosure, does not include Holding and reconciliation.

<sup>1</sup> Refers to Standard & Poor's, Moody's and Fitch.

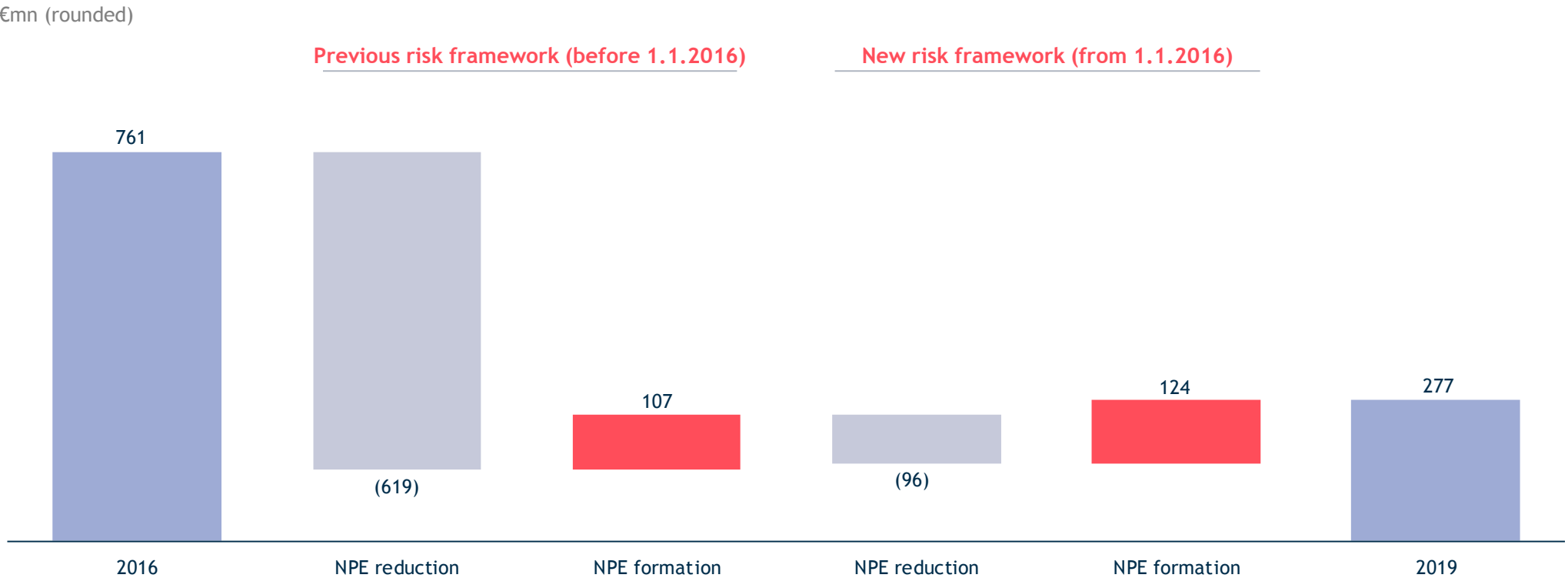
<sup>2</sup> Calculated as loans and receivables divided by financial liabilities at amortised cost.

Remaining maturity

Gross performing loans, €mn



NPE movements since 2016 - group level



		Net	
Consumer	(32)	29	61
SME	(32)	8	41
Non-focus	(31)	(8)	22
Total	(96)	28	124

€38mn net increase while total exposure increased by €1.1bn over three years (Dec-2016 to Dec-2019)



# RISK: MEANINGFUL NPE REDUCTION CONTINUED

Addiko Bank

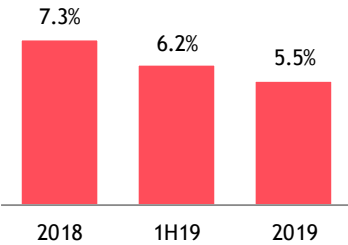
## Consumer

€mn

NPE Coverage Ratio<sup>1</sup>

91.1% 91.3% 91.9%

NPE Ratio<sup>2</sup>



Total NPE	104	91	84
Total Credit Risk Exposure	1,415	1,476	1,532
NPE Ratio - New Risk Framework	2.6%	2.9%	2.9%

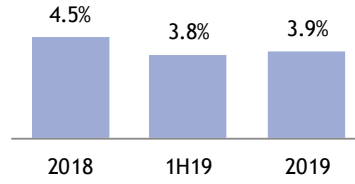
Credit Loss Expenses (YTD)



## SME

€mn

63.7% 63.8% 66.1%



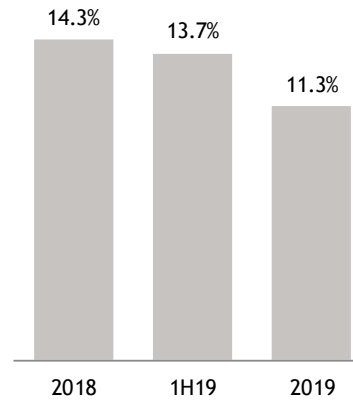
Total NPE	71	64	69
Total Credit Risk Exposure	1,559	1,693	1,759
NPE Ratio - New Risk Framework	2.0%	1.8%	2.5%



## Mortgages

€mn

73.6% 73.6% 70.7%



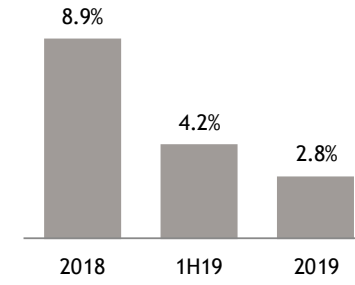
Total NPE	145	127	95
Total Credit Risk Exposure	1,016	926	837
NPE Ratio - New Risk Framework	2.9%	2.8%	2.6%



## Large Corporates

€mn

70.1% 44.4% 47.5%



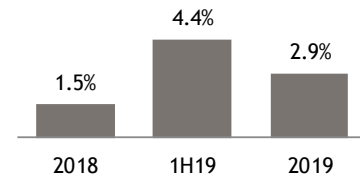
Total NPE	81	38	23
Total Credit Risk Exposure	907	912	811
NPE Ratio - New Risk Framework	0.4%	1.2%	1.5%



## Public Finance

€mn

42.0% 74.1% 54.2%



Total NPE	3	9	6
Total Credit Risk Exposure	223	215	192
NPE Ratio - New Risk Framework	0.0%	0.0%	0.1%

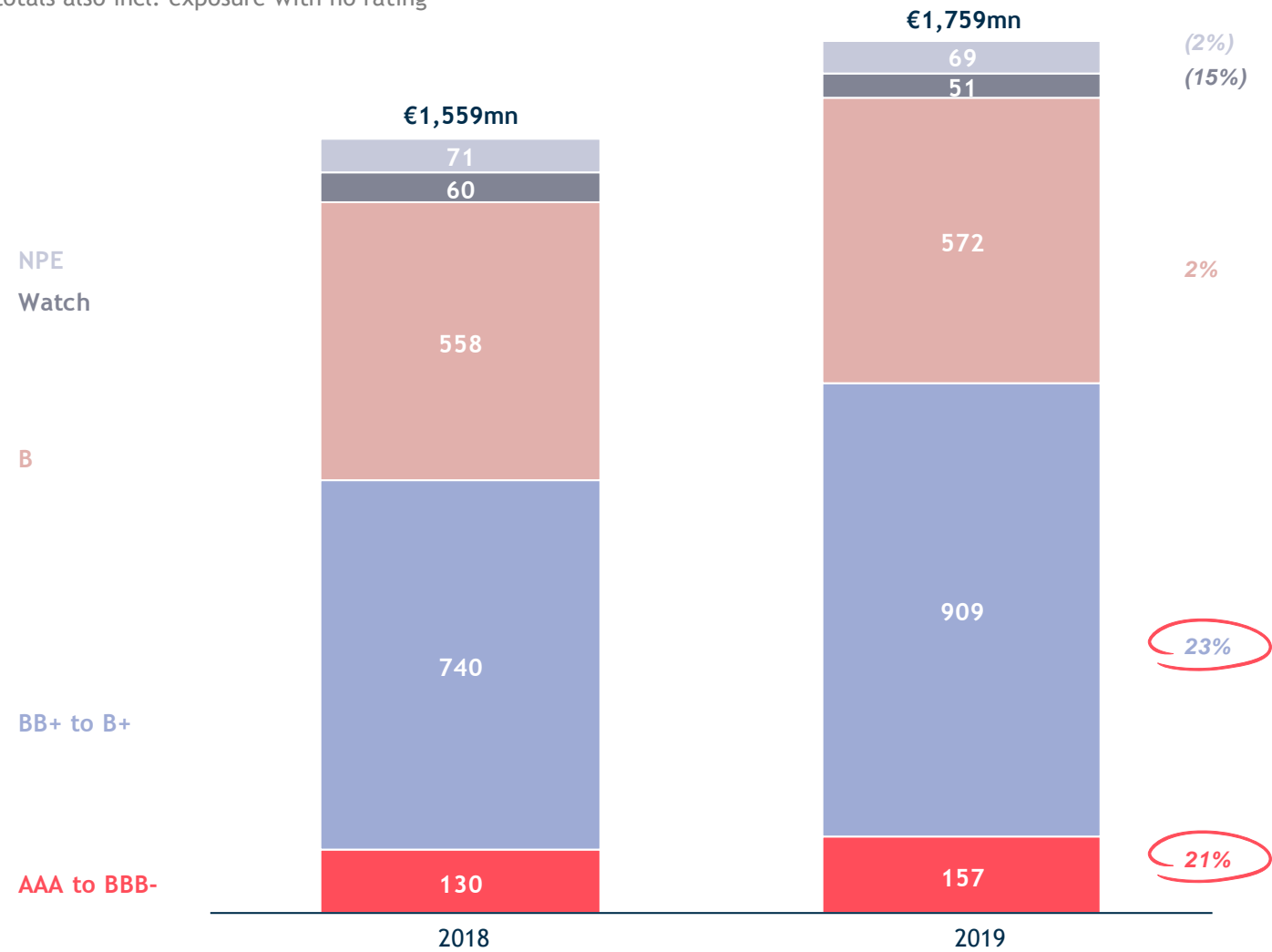


<sup>1</sup> Calculated as the sum of total SRP resp. Stage-3 ECL divided by total non-performing exposure. <sup>2</sup> Calculated as non-performing exposure divided by total credit risk exposure.

Credit risk exposure by rating<sup>1</sup>

€mn, totals also incl. exposure with no rating

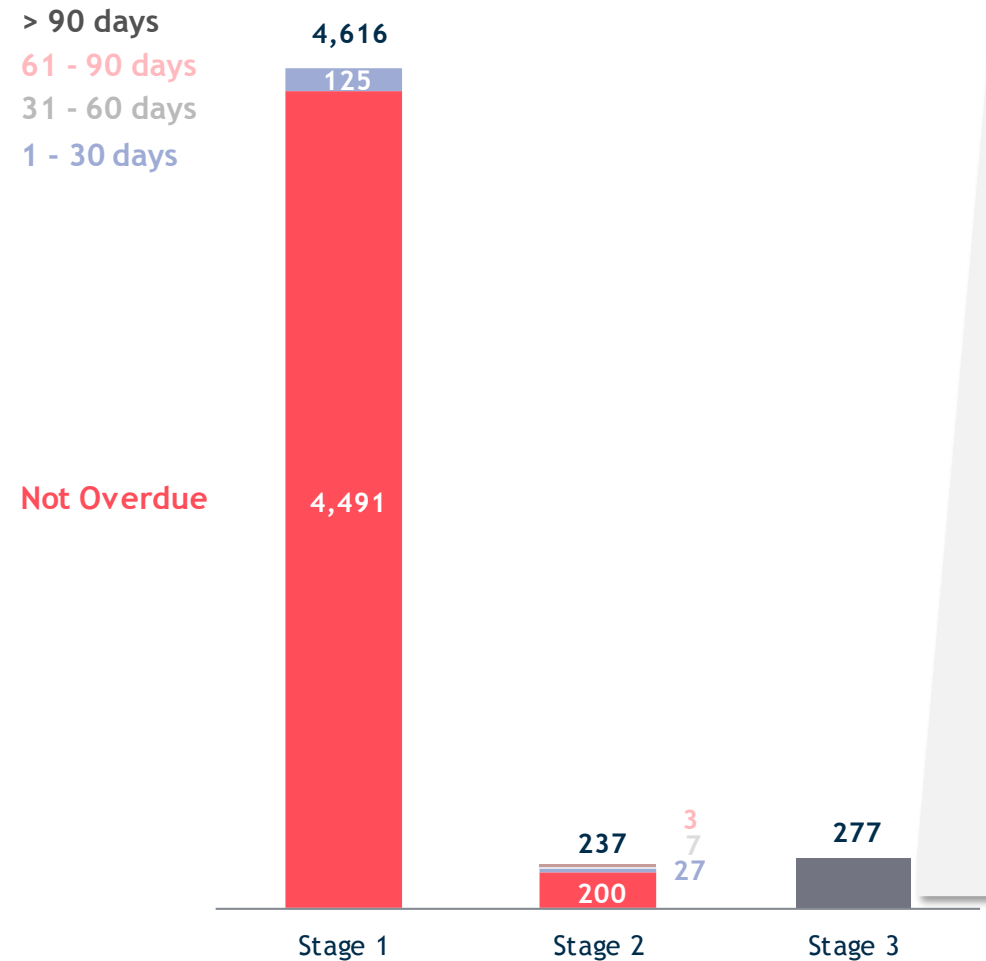
Growth



<sup>1</sup> Excluding securities with no rating (€0.3mn in 2018 and €0.6m in 2019).

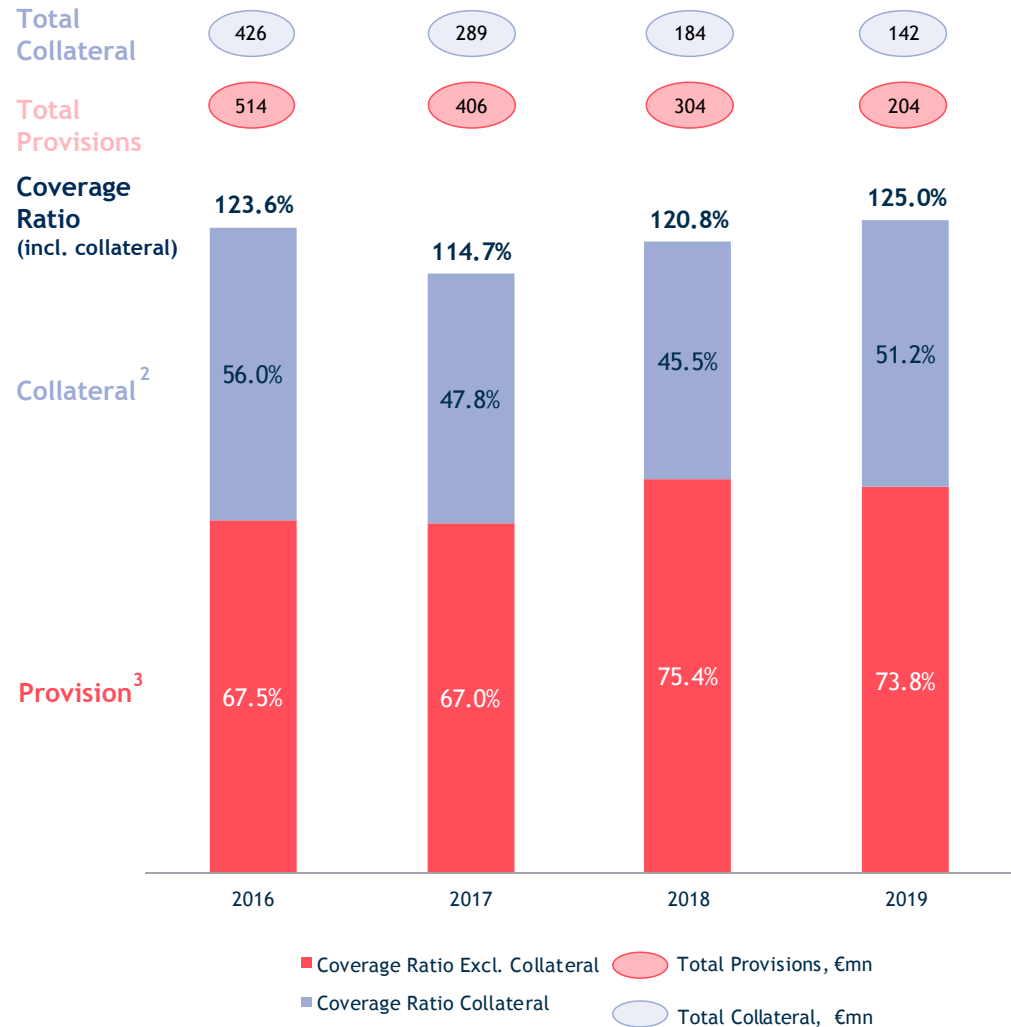
## Stage 1, 2 and 3 assets

2019, €mn



## Stage 3 assets<sup>1</sup>

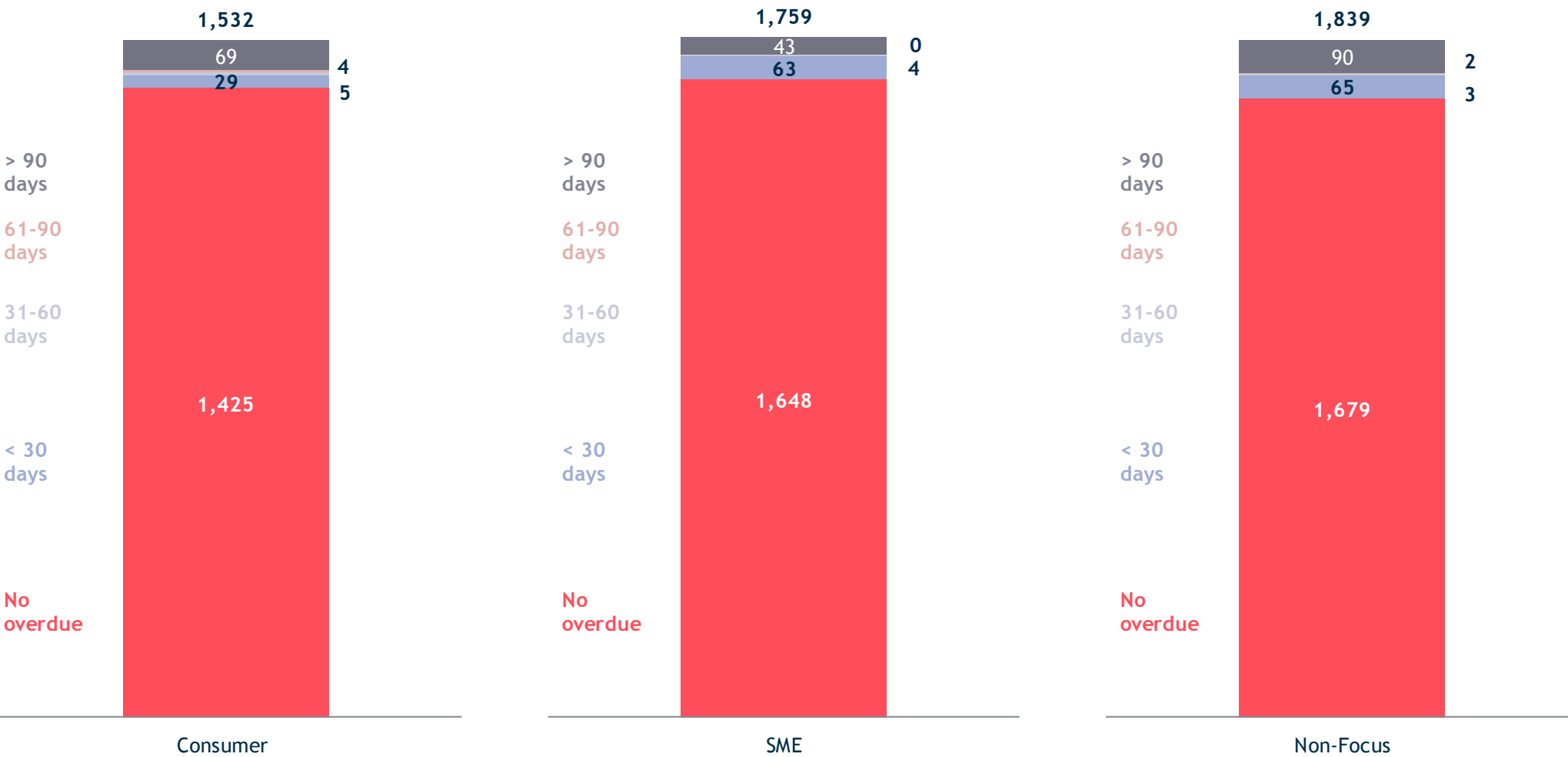
€mn



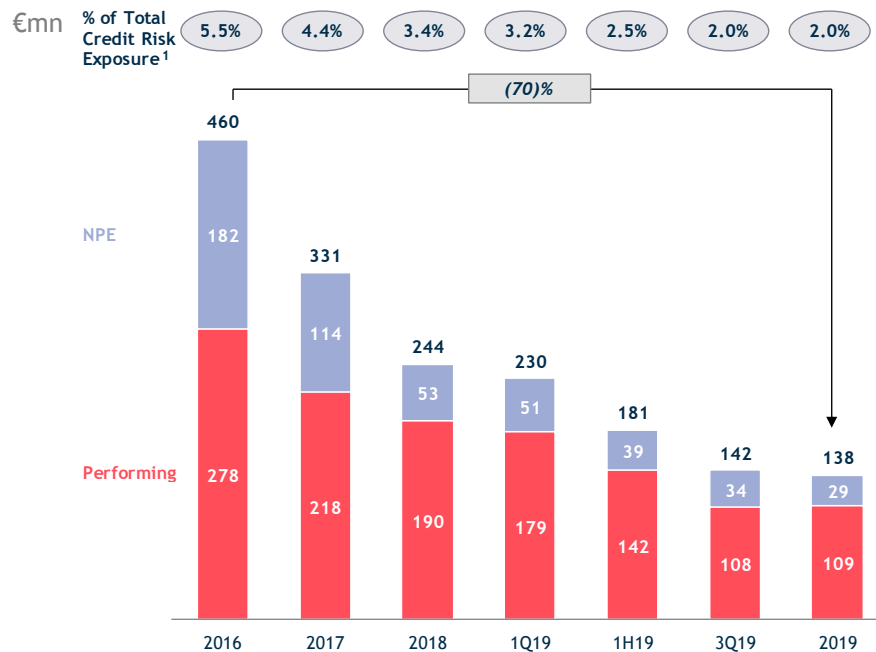
<sup>1</sup> Collateral value considered after internal haircuts and capping at exposure value. <sup>2</sup> Calculated as total non-performing collaterals divided by total non-performing exposure. <sup>3</sup> Calculated as the sum of total SRP resp. Stage-3 ECL divided by total non-performing exposure.

Credit risk exposure

€mn

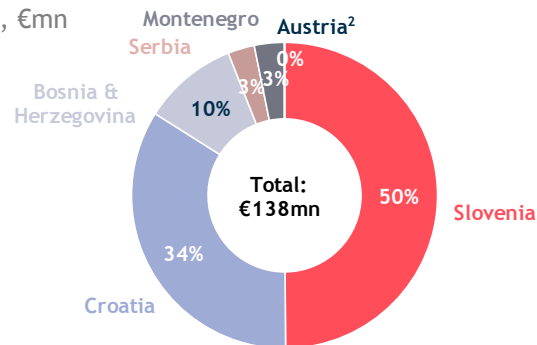


## CHF portfolio overview



## CHF credit risk exposure by countries

2019 YTD, €mn



<sup>1</sup> Calculated as total CHF credit risk exposure divided by total credit risk exposure of Addiko Group.

<sup>2</sup> Reflects Holding's short term balance (if any) related to hedging CHF exposures for Addiko subsidiaries (no balance as of 31.12.2019)

## CHF conversion across countries



Slovenia

National Council adopted resolution to prepare legislation initiative on the protection of consumers on CHF loans in April 2019 - Legal Service of Slovenian parliament published a negative opinion to the initiative, questioning the constitutionality of such law and sees violation of European laws. On October 8<sup>th</sup> 2019 such proposed draft law was rejected by the Finance Committee of the Slovenian Parliament.

The Ministry of Finance announced in February 2020 that it will stop mediation between banks and Association Frank regarding the CHF loan topic. Minister of Finance stepped down later and new elections seem to be possible, hence it is doubtful if this comment really has any impact and consequences.

Conversion Law enacted in September 2015.

Ruling by the Supreme Court of Croatia published on September 17<sup>th</sup> 2019 declaring FX clauses in CHF loans as null and void.

The management reflected a provision of €8.7mn in 3Q19 results.

The Supreme Court Croatia recently announced that it accepted to rule on a sample case regarding annulment of converted FX loans, i.e. whether CHF loans converted under the Conversion Law 2015 can still be subject to annulment due to invalid FX and unilateral interest clause. The ruling is expected to be published late 1Q20 or early 2Q20.



Croatia



Serbia

Law enacted end of April 2019.



Bosnia & Herzegovina

The conversion law draft was voted down by parliament in October 2017 in favour of a widely accepted voluntary offer.



Montenegro

Law on conversion of CHF loans enacted on July 2015 and amended September 2016.

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VIENNA, MARCH 2020

#### Contact

Edgar Flaggl

Head of Investor Relations & Group Corporate Development

[investor.relations@addiko.com](mailto:investor.relations@addiko.com)

Addiko Group’s Investor Relations website <https://www.addiko.com/investor-relations/> contains further information, including financial and other information for investors.

#### About Addiko Group

Addiko Group consists of Addiko Bank AG, the fully-licensed Austrian parent bank registered in Vienna, Austria, listed on the Vienna Stock Exchange and regulated by the Austrian Financial Markets Authority, as well as six subsidiary banks, registered, licensed and operating in five CSEE countries: Croatia, Slovenia, Bosnia & Herzegovina (two banks), Serbia and Montenegro. Addiko Group, through its six subsidiary banks, services as of December 31, 2019 approximately 0.8 million customers in CSEE, using a well-dispersed network of 179 branches and modern digital banking channels. Addiko Bank AG manages its subsidiary banks through group-wide strategies, policies and controls and manages Addiko Group’s liquidity reserve.

Addiko Group repositioned itself as a specialist consumer and SME banking group with a focus on growing its consumer business and SME lending activities as well as payment services (its “focus areas”), offering unsecured personal loan products for consumers and working capital loans for its SME customers funded largely by retail deposits. Addiko Group’s mortgage business, public lending and large corporate lending portfolios (its “non-focus areas”) are gradually reduced over time, thereby providing liquidity and capital for the gradual growth in its consumer business and SME lending.