

Quarterly Results

Third quarter, 2020



Most significant figures

(EUR Thousands)

	30/09/2020	31/12/2019	30/09/2019	y- o -y		Annual	
				Abs.	%	Abs.	%
Profit and Loss Account							
Net interest income	446,696	589,796	437,102	9,594	2.2%		
Gross Income	823,533	1,147,654	921,394	(97,861)	(10.6%)		
Recurring Gross Income	698,098	935,222	708,343	(10,245)	(1.4%)		
Pre-provision profit	396,132	573,542	491,086	(94,954)	(19.3%)		
Recurring pre-provision profit	270,697	361,110	278,035	(7,338)	(2.6%)		
Profit before tax	28,949	113,412	111,918	(82,969)	(74.1%)		
Consolidated Net profit	14,586	92,495	82,056	(67,470)	(82.2%)		
Attributable Net profit	14,586	92,495	82,056	(67,470)	(82.2%)		
Business							
Total Assets	52,690,201	47,406,455	45,620,963	7,069,238	15.5%	5,283,746	11.1%
Equity	3,363,874	3,304,672	3,237,432	126,442	3.9%	59,202	1.8%
On-balance sheet retail funds	34,892,998	30,561,447	30,238,231	4,654,767	15.4%	4,331,551	14.2%
Off-balance sheet funds	4,772,330	4,850,569	4,648,220	124,110	2.7%	(78,239)	(1.6%)
Performing Loans	31,845,381	29,574,566	29,123,307	2,722,074	9.3%	2,270,815	7.7%
Risk management							
Gross Loans	33,590,523	31,522,642	31,234,400	2,356,123	7.5%	2,067,881	6.6%
Contingent risks	744,385	706,355	720,344	24,041	3.3%	38,030	5.4%
Non-performing loans	1,745,142	1,948,076	2,111,093	(365,951)	(17.3%)	(202,934)	(10.4%)
Non-performing contingent risks	9,668	7,862	8,011	1,657	20.7%	1,806	23.0%
NPL ratio (%)	5.11%	6.07%	6.63%	(1.52)		(0.96)	
NPL coverage ratio (%)	56.11%	49.10%	47.55%	8.56		7.01	
Liquidity							
LTD (%)	89.11%	95.05%	95.03%	(5.92)		(5.94)	
LCR (%)	210.65%	212.33%	216.96%	(6.31)		(1.68)	
NSFR (%)	127.18%	124.03%	127.60%	(0.42)		3.15	
Business gap	3,929,222	1,569,745	1,560,219	2,369,003	151.8%	2,359,477	150.3%
Solvency phased in							
CET1 ratio (%)	13.06%	13.03%	13.14%	(0.08)		0.03	
Tier 2 ratio (%)	1.68%	1.66%	1.70%	(0.01)		0.02	
Capital ratio (%)	14.74%	14.69%	14.83%	(0.09)		0.05	
Leverage ratio (%)	5.54%	6.25%	6.44%	(0.90)		(0.71)	
Solvency fully loaded							
CET1 ratio (%)	12.46%	12.32%	12.41%	0.05		0.15	
Tier 2 ratio (%)	1.69%	1.67%	1.70%	(0.01)		0.02	
Capital ratio (%)	14.15%	13.98%	14.11%	0.04		0.17	
Leverage ratio (%)	5.29%	5.91%	6.09%	(0.79)		(0.62)	
Profitability and efficiency							
ROA (%)	0.04%	0.20%	0.24%	(0.21)		(0.17)	
RORWA (%)	0.08%	0.40%	0.48%	(0.40)		(0.32)	
ROE (%)	0.58%	2.89%	3.46%	(2.88)		(2.31)	
Cost-income ratio (%)	51.90%	50.02%	46.70%	5.20		1.88	
Recurring cost-income ratio (%)	61.22%	61.39%	60.75%	0.47		(0.17)	
Other data							
Cooperative members	1,448,337	1,430,086	1,428,500	19,837	1.4%	18,251	1.3%
Employees	5,465	5,483	5,486	(21)	(0.4%)	(18)	(0.3%)
Branches	926	956	962	(36)	(3.7%)	(30)	(3.1%)

Balance Sheet

(EUR Thousands)

	30/09/2020	31/12/2019	30/09/2019	y- o -y		Annual	
				Abs.	%	Abs.	%
Cash, cash balances at central banks and other demand deposits	2,190,540	1,930,275	491,207	1,699,333	346.0%	260,265	13.5%
Financial assets held for trading	2,936	3,944	5,978	(3,042)	(50.9%)	(1,008)	(25.6%)
Non-trading financial assets mandatorily at fair value through profit or loss	429,920	-	-	429,920	100.0%	429,920	100.0%
<i>Of which:</i>							
<i>Loans and advances to Customers</i>	316,947	-	-	316,947	100.0%	316,947	100.0%
Financial assets designated at fair value through profit or loss	-	358,490	356,283	(356,283)	(100.0%)	(358,490)	(100.0%)
<i>Of which:</i>							
<i>Loans and advances to Customers</i>	-	236,070	235,552	(235,552)	(100.0%)	(236,070)	(100.0%)
Financial assets at fair value through other comprehensive income	2,498,634	2,550,967	2,536,185	(37,551)	(1.5%)	(52,333)	(2.1%)
Financial assets at amortised cost	43,614,974	38,573,884	38,228,688	5,386,286	14.1%	5,041,090	13.1%
<i>Of which:</i>							
<i>Loans and advances to Customers</i>	31,825,024	29,929,506	29,607,031	2,217,993	7.5%	1,895,518	6.3%
Derivatives – Hedge accounting	-	-	-	-	-	-	-
Investments in subsidiaries, joint ventures and associates	115,877	118,938	101,591	14,286	14.1%	(3,061)	(2.6%)
Tangible assets	1,024,490	1,034,456	1,025,252	(762)	(0.1%)	(9,966)	(1.0%)
Intangible assets	190,753	179,439	171,252	19,501	11.4%	11,314	6.3%
Tax assets	1,136,378	1,133,590	1,127,192	9,186	0.8%	2,788	0.2%
Other assets	1,160,436	1,173,171	1,207,857	(47,421)	(3.9%)	(12,735)	(1.1%)
Non-current assets and disposal groups classified as held for sale	325,263	349,301	369,479	(44,216)	(12.0%)	(24,038)	(6.9%)
TOTAL ASSETS	52,690,201	47,406,455	45,620,963	7,069,238	15.5%	5,283,746	11.1%
Financial liabilities held for trading	2,504	2,440	3,469	(965)	(27.8%)	64	2.6%
Financial liabilities measured at amortised cost	48,611,447	43,579,880	41,767,600	6,843,847	16.4%	5,031,567	11.5%
<i>Of which:</i>							
<i>Central Banks deposits</i>	9,461,705	5,040,280	5,019,695	4,442,010	88.5%	4,421,425	87.7%
<i>Central counterparty deposits</i>	-	812,793	334,279	(334,279)	(100.0%)	(812,793)	(100.0%)
<i>Customer deposits</i>	34,892,998	30,561,447	30,238,231	4,654,767	15.4%	4,331,551	14.2%
<i>Debt securities issued</i>	2,412,897	2,409,330	2,414,801	(1,904)	(0.1%)	3,567	0.1%
Derivatives – Hedge accounting	174,479	112,743	107,247	67,232	62.7%	61,736	54.8%
Provisions	80,365	74,916	97,941	(17,576)	(17.9%)	5,449	7.3%
Tax liabilities	72,897	79,576	73,067	(170)	(0.2%)	(6,679)	(8.4%)
Other liabilities	400,356	230,729	307,334	93,022	30.3%	169,627	73.5%
<i>of which: Welfare funds</i>	8,288	4,800	5,706	2,582	45.3%	3,488	72.7%
TOTAL LIABILITIES	49,342,048	44,080,284	42,356,658	6,985,390	16.5%	5,261,764	11.9%
Equity	3,363,874	3,304,672	3,237,432	126,442	3.9%	59,202	1.8%
<i>Of which:</i>							
<i>Capital / Equity instruments issued other than capital / Treasury shares</i>	3,014,107	2,947,594	2,893,310	120,797	4.2%	66,513	2.3%
<i>Retained earnings / Revaluation reserves / Other reserves</i>	335,181	284,231	280,897	54,284	19.3%	50,950	17.9%
<i>Profit or loss attributable to owners of the parent</i>	14,586	92,495	82,056	(67,470)	(82.2%)	(77,909)	(84.2%)
<i>(-) Interim dividends</i>	-	(19,648)	(18,831)	18,831	(100.0%)	19,648	(100.0%)
Accumulated other comprehensive income	(15,722)	21,499	26,874	(42,596)	(158.5%)	(37,221)	(173.1%)
Minority interests	-	-	-	-	-	-	-
TOTAL EQUITY	3,348,152	3,326,171	3,264,305	83,847	2.6%	21,981	0.7%

Funds managed

(EUR Thousands)

	30/09/2020	31/12/2019	30/09/2019	y- o -y		Annual	
				Abs.	%	Abs.	%
Sight deposits	29,303,876	23,777,663	23,413,488	5,890,388	25.2%	5,526,213	23.2%
Term deposits	5,589,122	6,783,784	6,824,743	(1,235,621)	(18.1%)	(1,194,662)	(17.6%)
Customer deposits	34,892,998	30,561,447	30,238,231	4,654,767	15.4%	4,331,551	14.2%
On-balance sheet retail funds	34,892,998	30,561,447	30,238,231	4,654,767	15.4%	4,331,551	14.2%
Bonds and other securities *	2,644,669	2,800,005	2,854,286	(209,617)	(7.3%)	(155,336)	(5.5%)
Subordinated liabilities	401,715	402,547	406,671	(4,956)	(1.2%)	(832)	(0.2%)
Monetary market operations	99,982	3,714,853	2,154,098	(2,054,116)	(95.4%)	(3,614,871)	(97.3%)
Deposits from credit institutions	730,274	631,400	612,724	117,550	19.2%	98,874	15.7%
ECB	9,461,705	5,040,280	5,019,695	4,442,010	88.5%	4,421,425	87.7%
Wholesale funds	13,338,345	12,589,085	11,047,474	2,290,871	20.7%	749,260	6.0%
Total balance sheet funds	48,231,343	43,150,532	41,285,705	6,945,638	16.8%	5,080,811	11.8%
Mutual funds	2,883,940	2,893,771	2,694,782	189,158	7.0%	(9,831)	(0.3%)
Pension plans	842,788	832,230	827,300	15,488	1.9%	10,558	1.3%
Savings insurances	654,311	671,219	661,056	(6,745)	(1.0%)	(16,908)	(2.5%)
Fixed-equity income	391,291	453,348	465,083	(73,792)	(15.9%)	(62,057)	(13.7%)
Off-balance sheet funds	4,772,330	4,850,569	4,648,220	124,110	2.7%	(78,239)	(1.6%)
Customer funds under management	39,665,328	35,412,016	34,886,451	4,778,877	13.7%	4,253,312	12.0%
Funds under management	53,003,673	48,001,101	45,933,925	7,069,748	15.4%	5,002,572	10.4%

* Covered bonds, territorial bonds and securitization.

Loans and advances to Customers

(EUR Thousands)

	30/09/2020	31/12/2019	30/09/2019	y- o -y		Annual	
				Abs.	%	Abs.	%
General governments	925,942	469,029	705,182	220,760	31.3%	456,913	97.4%
Other financial corporations	1,304,452	1,157,366	1,115,125	189,327	17.0%	147,086	12.7%
Non-financial corporations	13,403,072	11,838,272	11,359,543	2,043,529	18.0%	1,564,800	13.2%
Households	17,487,702	17,657,433	17,666,455	(178,753)	(1.0%)	(169,731)	(1.0%)
Loans to customers (gross)	33,121,168	31,122,100	30,846,305	2,274,863	7.4%	1,999,068	6.4%
<i>Of which:</i>							
<i>Real estate developers</i>	780,077	852,469	923,343	(143,266)	(15.5%)	(72,392)	(8.5%)
<i>Performing loans to customers</i>	31,376,026	29,174,024	28,735,212	2,640,814	9.2%	2,202,002	7.5%
<i>Non-performing loans</i>	1,745,142	1,948,076	2,111,093	(365,951)	(17.3%)	(202,934)	(10.4%)
Other loans *	-	-	-	-	-	-	-
Debt securities from customers	469,355	400,542	388,095	81,260	20.9%	68,813	17.2%
Gross Loans	33,590,523	31,522,642	31,234,400	2,356,123	7.5%	2,067,881	6.6%
Performing Loans	31,845,381	29,574,566	29,123,307	2,722,074	9.3%	2,270,815	7.7%
<i>Credit losses and impairment</i>	(979,197)	(956,524)	(1,003,721)	24,524	(2.4%)	(22,673)	2.4%
Total lending	32,611,326	30,566,118	30,230,678	2,380,648	7.9%	2,045,208	6.7%
Off-balance sheet risks							
<i>Contingent risks</i>	744,385	706,355	720,344	24,041	3.3%	38,030	5.4%
<i>of which: non-performing contingent risks</i>	9,668	7,862	8,011	1,657	20.7%	1,806	23.0%
Total risks	34,334,908	32,228,997	31,954,744	2,380,164	7.4%	2,105,911	6.5%
Non-performing total risks	1,754,810	1,955,938	2,119,104	(364,294)	(17.2%)	(201,128)	(10.3%)

* Mainly reverse repurchase agreements

Risk management

(EUR Thousands)

	30/09/2020	31/12/2019	30/09/2019	y- o -y		Annual	
				Abs.	%	Abs.	%
Defaulting debtors							
Non-performing total risks	1,754,810	1,955,938	2,119,104	(364,294)	(17.2%)	(201,128)	(10.3%)
Total risks	34,334,908	32,228,997	31,954,744	2,380,164	7.4%	2,105,911	6.5%
NPL ratio (%)	5.11%	6.07%	6.63%	(1.52)		(0.96)	
Gross loans coverage	979,197	956,524	1,003,721	(24,524)	(2.4%)	22,673	2.4%
NPL coverage ratio (%)	56.11%	49.10%	47.55%	8.56		7.01	
Foreclosed assets							
Foreclosed assets (gross)	2,669,824	2,709,536	2,802,673	(132,850)	(4.7%)	(39,712)	(1.5%)
Foreclosed assets coverage	1,330,880	1,292,866	1,342,468	(11,588)	(0.9%)	38,014	2.9%
Foreclosed assets coverage ratio (%)	49.85%	47.72%	47.90%	1.95		2.13	
Foreclosed assets coverage ratio with debt forgiveness (%)	55.27%	53.08%	53.04%	2.23		2.19	
NPA ratio (%)	12.18%	13.61%	14.44%	(2.26)		(1.43)	
NPA coverage ratio (%)	52.32%	48.29%	47.75%	4.57		4.03	
NPA coverage ratio with debt forgiveness (%)	55.58%	51.52%	50.82%	4.76		4.06	
Loans impairment coverage breakdown							
Total coverage	992,750	969,103	1,020,632	(27,882)	(2.7%)	23,647	2.4%
Non-performing coverage	735,625	761,643	844,031	(108,406)	(12.8%)	(26,018)	(3.4%)
Performing coverage	257,126	207,460	176,602	80,524	45.6%	49,666	23.9%
NPL breakdown							
Past due >90 days	1,604,436	1,760,555	1,889,847	(285,411)	(15.1%)	(156,119)	(8.9%)
Doubtful non past due	140,706	187,521	221,246	(80,540)	(36.4%)	(46,815)	(25.0%)
Total	1,745,142	1,948,076	2,111,093	(365,951)	(17.3%)	(202,934)	(10.4%)
Of which:							
Forborne loans	1,050,696	1,194,303	1,313,940	(263,244)	(20.0%)	(143,607)	(12.0%)
NPL breakdown by segment							
General governments	513	5	168	345	205.4%	508	9765.4%
Other financial corporations	1,633	1,817	1,821	(188)	(10.3%)	(184)	(10.1%)
Other corporations	847,703	921,573	1,023,205	(175,502)	(17.2%)	(73,870)	(8.0%)
Households	895,293	1,024,682	1,085,899	(190,606)	(17.6%)	(129,389)	(12.6%)
Total	1,745,142	1,948,076	2,111,093	(365,951)	(17.3%)	(202,934)	(10.4%)
Of which:							
Real estate developers	365,473	419,233	487,073	(121,600)	(25.0%)	(53,760)	(12.8%)
Forborne loans breakdown							
Non-performing	1,050,696	1,194,303	1,313,940	(263,244)	(20.0%)	(143,607)	(12.0%)
Performing	554,445	547,843	520,243	34,202	6.6%	6,602	1.2%
Total Forborne loans	1,605,141	1,742,146	1,834,183	(229,042)	(12.5%)	(137,005)	(7.9%)
REOs breakdown							
REOs (gross)	2,995,233	2,991,714	3,124,756	(129,523)	(4.1%)	3,519	0.1%
Foreclosed assets	2,669,824	2,709,536	2,802,673	(132,850)	(4.7%)	(39,712)	(1.5%)
Non-current assets held for sale	519,264	549,671	586,193	(66,930)	(11.4%)	(30,407)	(5.5%)
Inventories	2,150,560	2,159,865	2,216,480	(65,920)	(3.0%)	(9,305)	(0.4%)
RE Investments	325,410	282,178	322,083	3,327	1.0%	43,231	15.3%
REOs (coverage)	1,471,375	1,410,768	1,476,252	(4,877)	(0.3%)	60,607	4.3%
Foreclosed assets	1,330,880	1,292,866	1,342,468	(11,588)	(0.9%)	38,014	2.9%
Non-current assets held for sale	237,156	239,906	257,247	(20,091)	(7.8%)	(2,750)	(1.1%)
Inventories	1,093,724	1,052,960	1,085,221	8,503	0.8%	40,765	3.9%
RE Investments	140,495	117,903	133,784	6,711	5.0%	22,592	19.2%
REOs (% coverage)	49.12%	47.16%	47.24%	1.88		1.97	
Foreclosed assets	49.85%	47.72%	47.90%	1.95		2.13	
Non-current assets held for sale	45.67%	43.65%	43.88%	1.79		2.03	
Inventories	50.86%	48.75%	48.96%	1.90		2.11	
RE Investments	43.17%	41.78%	41.54%	1.64		1.39	

Foreclosed assets ^(*)

(EUR Thousands)

	30/09/2020	31/12/2019	30/09/2019	y - o - y		Annual	
				Abs.	%	Abs.	%
Foreclosed assets (gross)	2,669,824	2,709,536	2,802,673	(132,850)	(4.7%)	(39,712)	(1.5%)
Foreclosed assets coverage	(1,330,880)	(1,292,866)	(1,342,468)	11,588	(0.9%)	(38,014)	2.9%
Foreclosed assets (net)	1,338,944	1,416,670	1,460,205	(121,262)	(8.3%)	(77,727)	(5.5%)
Foreclosed assets coverage ratio (%)	49.85%	47.72%	47.90%	1.95		2.13	
Foreclosed assets coverage ratio with debt forgiveness (%)	55.27%	53.08%	53.04%	2.23		2.19	

By asset type

Foreclosed assets (gross)	2,669,824	2,709,536	2,802,673	(132,850)	(4.7%)	(39,712)	(1.5%)
Residential properties	1,255,064	1,289,997	1,370,926	(115,862)	(8.5%)	(34,933)	(2.7%)
Of which: under construction	229,919	218,587	175,371	54,549	31.1%	11,332	5.2%
Commercial properties	1,403,232	1,389,947	1,410,452	(7,220)	(0.5%)	13,286	1.0%
Of which: countryside land	49,629	58,310	55,471	(5,843)	(10.5%)	(8,682)	(14.9%)
Of which: under construction	2,355	2,168	2,168	187	8.6%	187	8.6%
Of which: urban land	1,039,673	1,009,264	1,027,666	12,006	1.2%	30,408	3.0%
Of which: developable land	10,132	9,833	8,911	1,221	13.7%	299	3.0%
Others	11,528	29,593	21,295	(9,768)	(45.9%)	(18,065)	(61.0%)
Coverage	(1,330,880)	(1,292,866)	(1,342,468)	11,588	(0.9%)	(38,014)	2.9%
Residential properties	(521,374)	(516,013)	(545,515)	24,141	(4.4%)	(5,361)	1.0%
Of which: under construction	(119,375)	(111,405)	(94,102)	(25,273)	26.9%	(7,971)	7.2%
Commercial properties	(804,404)	(768,777)	(788,451)	(15,952)	2.0%	(35,626)	4.6%
Of which: countryside land	(27,230)	(35,538)	(36,933)	9,703	(26.3%)	8,308	(23.4%)
Of which: under construction	(1,310)	(1,215)	(1,298)	(12)	0.9%	(95)	7.8%
Of which: urban land	(642,089)	(599,022)	(609,686)	(32,403)	5.3%	(43,067)	7.2%
Of which: developable land	(7,282)	(7,658)	(7,103)	(180)	2.5%	375	(4.9%)
Others	(5,102)	(8,075)	(8,502)	3,399	(40.0%)	2,973	(36.8%)
Foreclosed assets (net)	1,338,944	1,416,670	1,460,205	(121,262)	(8.3%)	(77,727)	(5.5%)
Residential properties	733,690	773,983	825,410	(91,721)	(11.1%)	(40,294)	(5.2%)
Of which: under construction	110,544	107,183	81,269	29,276	36.0%	3,362	3.1%
Commercial properties	598,829	621,169	622,001	(23,173)	(3.7%)	(22,341)	(3.6%)
Of which: countryside land	22,399	22,773	18,538	3,860	20.8%	(374)	(1.6%)
Of which: under construction	1,046	953	870	175	20.2%	93	9.7%
Of which: urban land	397,583	410,242	417,980	(20,397)	(4.9%)	(12,658)	(3.1%)
Of which: developable land	2,850	2,175	1,808	1,041	57.6%	674	31.0%
Others	6,425	21,518	12,794	(6,368)	(49.8%)	(15,092)	(70.1%)
Coverage (%)	49.85%	47.72%	47.90%	1.95		2.13	
Residential properties	41.54%	40.00%	39.79%	1.75		1.54	
Of which: under construction	51.92%	50.97%	53.66%	(1.74)		0.95	
Commercial properties	57.33%	55.31%	55.90%	1.42		2.02	
Of which: countryside land	54.87%	60.95%	66.58%	(11.71)		(6.08)	
Of which: under construction	55.60%	56.03%	59.85%	(4.25)		(0.43)	
Of which: urban land	61.76%	59.35%	59.33%	2.43		2.41	
Of which: developable land	71.87%	77.88%	79.71%	(7.83)		(6.00)	
Others	44.26%	27.29%	39.92%	4.34		16.97	
Coverage with debt forgiveness (%)	55.27%	53.08%	53.04%	2.23		2.19	
Residential properties	48.33%	46.60%	46.07%	2.25		1.72	
Of which: under construction	108.81%	108.11%	114.48%	(5.67)		0.70	
Commercial properties	61.66%	59.67%	60.06%	1.60		1.99	
Of which: countryside land	61.86%	66.75%	71.62%	(9.76)		(4.89)	
Of which: under construction	56.11%	56.41%	60.20%	(4.09)		(0.31)	
Of which: urban land	65.57%	63.22%	63.06%	2.51		2.34	
Of which: developable land	77.90%	82.66%	84.32%	(6.42)		(4.76)	
Others	44.26%	27.29%	39.92%	4.34		16.97	

(*) RE investments are not included.

Solvency

(EUR Thousands)

Phased-in	30/09/2020	31/12/2019	30/09/2019	y- o -y		Annual	
				Abs.	%	Abs.	%
Capital	3,014,107	2,947,594	2,893,310	120,796	4.2%	66,513	2.3%
Reserves and Results	479,385	508,321	509,670	(30,285)	(5.9%)	(28,935)	(5.7%)
AFS Surplus/ Others	(49,886)	3,382	3,597	(53,483)	(1486.7%)	(53,268)	(1575.1%)
Capital deductions	(429,862)	(415,124)	(398,705)	(31,157)	7.8%	(14,738)	3.6%
Ordinary Tier 1 Capital	3,013,745	3,044,173	3,007,873	5,872	0.2%	(30,428)	(1.0%)
CET1 ratio (%)	13.06%	13.03%	13.14%	(0.08)		0.03	
Tier2 Capital	388,000	388,000	388,000	-	-	-	-
Tier 2 ratio (%)	1.68%	1.66%	1.70%	(0.01)		0.02	
Eligible capital	3,401,745	3,432,173	3,395,873	5,872	0.2%	(30,428)	(0.9%)
Capital ratio (%)	14.74%	14.69%	14.83%	(0.09)		0.05	
Total risk-weighted assets	23,073,980	23,357,888	22,891,111	182,869	0.8%	(283,908)	(1.2%)
Credit risk	21,422,230	21,693,601	21,323,145	99,085	0.5%	(271,371)	(1.3%)
Operational risk	1,522,646	1,522,646	1,445,750	76,896	5.3%	-	-
Other risk	129,104	141,641	122,216	6,888	5.6%	(12,537)	(8.9%)

Fully-loaded

Capital	3,014,107	2,947,594	2,893,310	120,796	4.2%	66,513	2.3%
Reserves and Results	335,197	333,234	334,584	613	0.2%	1,962	0.6%
AFS Surplus/ Others	(49,886)	3,382	3,597	(53,483)	(1486.7%)	(53,268)	(1575.1%)
Capital deductions	(429,862)	(415,124)	(398,705)	(31,157)	7.8%	(14,738)	3.6%
Ordinary Tier 1 Capital	2,869,556	2,869,086	2,832,787	36,769	1.3%	470	0.0%
CET1 ratio (%)	12.46%	12.32%	12.41%	0.05		0.15	
Tier2 Capital	388,000	388,000	388,000	-	-	-	-
Tier 2 ratio (%)	1.69%	1.67%	1.70%	(0.01)		0.02	
Eligible capital	3,257,556	3,257,086	3,220,787	36,769	1.1%	470	0.0%
Capital ratio (%)	14.15%	13.98%	14.11%	0.04		0.17	
Total risk-weighted assets	23,022,747	23,291,332	22,820,209	202,538	0.9%	(268,585)	(1.2%)
Credit risk	21,370,997	21,627,044	21,252,242	118,755	0.6%	(256,047)	(1.2%)
Operational risk	1,522,646	1,522,646	1,445,750	76,896	5.3%	-	-
Other risk	129,104	141,642	122,217	6,887	5.6%	(12,538)	(8.9%)

Profit & Loss Account

(EUR Thousands)

	30/09/2020	o/ATA	30/09/2019	o/ATA	y- o -y		31/12/2019	o/ATA
					Abs.	%		
Interest income	519,539	1.38%	522,691	1.56%	(3,152)	(0.6%)	704,293	1.55%
Interest expenses	(72,843)	(0.19%)	(85,589)	(0.26%)	12,746	(14.9%)	(114,497)	(0.25%)
NET INTEREST INCOME	446,696	1.19%	437,102	1.30%	9,594	2.2%	589,796	1.30%
Dividend income	5,922	0.02%	6,097	0.02%	(175)	(2.9%)	8,705	0.02%
Income from equity-accounted method	25,451	0.07%	23,922	0.07%	1,529	6.4%	38,435	0.08%
Net fees and commissions	169,535	0.45%	183,024	0.55%	(13,489)	(7.4%)	245,260	0.54%
Gains (losses) on financial transactions	205,935	0.55%	296,262	0.88%	(90,327)	(30.5%)	295,677	0.65%
Exchange differences [gain or (-) loss], net	1,074	-	1,798	0.01%	(724)	(40.3%)	3,160	0.01%
Other operating incomes/expenses	(31,080)	(0.08%)	(26,811)	(0.08%)	(4,269)	15.9%	(33,379)	(0.07%)
of which: Mandatory transfer to Education and Development Fund	(1,231)	-	(3,814)	(0.01%)	2,583	(67.7%)	(3,803)	(0.01%)
GROSS INCOME	823,533	2.19%	921,394	2.75%	(97,861)	(10.6%)	1,147,654	2.53%
Administrative expenses	(381,553)	(1.01%)	(388,136)	(1.16%)	6,583	(1.7%)	(517,272)	(1.14%)
Personnel expenses	(244,202)	(0.65%)	(248,702)	(0.74%)	4,500	(1.8%)	(331,706)	(0.73%)
Other administrative expenses	(137,350)	(0.37%)	(139,434)	(0.42%)	2,084	(1.5%)	(185,566)	(0.41%)
Depreciation and amortisation	(45,849)	(0.12%)	(42,172)	(0.13%)	(3,677)	8.7%	(56,840)	(0.13%)
PRE-PROVISION PROFIT	396,132	1.05%	491,086	1.46%	(94,954)	(19.3%)	573,542	1.26%
Provisions or (-) reversal of provisions	(31,866)	(0.08%)	(61,043)	(0.18%)	29,177	(47.8%)	(53,362)	(0.12%)
Impairment losses on financial assets	(244,524)	(0.65%)	(255,073)	(0.76%)	10,549	(4.1%)	(333,633)	(0.74%)
OPERATING INCOME	119,742	0.32%	174,970	0.52%	(55,228)	(31.6%)	186,547	0.41%
Impairment or reversal of impairment of investments in joint ventures or associates (net)	-	-	-	-	-	-	-	-
Impairment losses on non financial assets	(61,376)	(0.16%)	(30,208)	(0.09%)	(31,168)	103.2%	(32,947)	(0.07%)
Gains or (-) losses on derecognition of non financial assets, net	(15,047)	(0.04%)	(23,066)	(0.07%)	8,019	(34.8%)	(27,338)	(0.06%)
Profit or (-) loss from non-current assets and disposal groups classified as held for sale	(14,369)	(0.04%)	(9,779)	(0.03%)	(4,590)	46.9%	(12,850)	(0.03%)
PROFIT BEFORE TAX	28,949	0.08%	111,918	0.33%	(82,969)	(74.1%)	113,412	0.25%
Tax	(14,363)	(0.04%)	(29,862)	(0.09%)	15,499	(51.9%)	(20,917)	(0.05%)
CONSOLIDATED NET PROFIT	14,586	0.04%	82,056	0.24%	(67,470)	(82.2%)	92,495	0.20%

Quarterly Yields & Costs

(EUR Thousands and annualised rates)

	30/09/2020				30/09/2019				31/12/2019			
	Average balance	Distribution (%)	Income or expense	Average rate (%)	Average balance	Distribution (%)	Income or expense	Average rate (%)	Average balance	Distribution (%)	Income or expense	Average rate (%)
Financial system	2,707,948	5.39%	38	0.00%	1,281,887	2.86%	107	0.01%	1,458,053	3.21%	138	0.01%
Loans to customers (gross) ^(a)	32,047,846	63.78%	409,944	1.71%	31,137,977	69.43%	423,541	1.82%	31,134,801	68.64%	569,725	1.83%
Securities portfolio	12,186,355	24.25%	76,380	0.84%	9,196,011	20.50%	75,276	1.09%	9,514,791	20.98%	101,431	1.07%
Other assets	3,309,084	6.59%	1,722	0.07%	3,232,366	7.21%	1,995	0.08%	3,252,238	7.17%	2,685	0.08%
Total earning assets^(b)	50,251,233	100.00%	488,083	1.30%	44,848,241	100.00%	500,918	1.49%	45,359,883	100.00%	673,980	1.49%
Customer deposits ^(c)	32,609,298	64.89%	13,634	0.06%	29,430,038	65.62%	21,045	0.10%	29,656,319	65.38%	29,047	0.098%
Sight deposits	26,426,770	52.59%	10,696	0.05%	22,405,924	49.96%	14,571	0.09%	22,680,272	50.00%	20,798	0.09%
Term deposits	6,182,528	12.30%	2,938	0.06%	7,024,114	15.66%	6,474	0.12%	6,976,048	15.38%	8,248	0.12%
Wholesale funds	13,278,915	26.43%	21,140	0.21%	11,143,837	24.85%	36,517	0.44%	11,432,887	25.20%	46,621	0.41%
Other funds	1,031,370	2.05%	6,613	0.86%	1,100,443	2.45%	6,254	0.76%	1,066,305	2.35%	8,516	0.80%
Equity	3,331,651	6.63%	-	-	3,173,923	7.08%	-	-	3,204,373	7.06%	-	-
Total funds^(d)	50,251,233	100.00%	41,387	0.11%	44,848,241	100.00%	63,816	0.19%	45,359,883	100.00%	84,184	0.19%
Customers' spread ^{(a)-(c)}				1.65				1.72				1.73
Nil o/ATA ^{(b)-(d)}			446,696	1.19			437,102	1.30			589,796	1.30