

# novobanco

## RESULTS PRESENTATION 1Q 2024



May 2nd, 2024

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*Novo Banco, SA | Av. da Liberdade, n. 195 Lisboa, Portugal  
Share Capital: 6 567 843 862.91 Euros represented by 11 130 841 957 shares  
NIPC: 513 204 016 | LEI: 5493009W2E2YDCXY6S81*

# Agenda

**01. Highlights & Segment Performance**

**02. Income Statement**

**03. Balance Sheet**

**04. Final Remarks**

# 01.

## Highlights & Segment Performance

# Strong Q1 delivering increased and sustainable profitability

**Increased profitability with Net income of €180.7mn (1Q23: €148.4mn, +21.8%), equivalent to 17.3% RoTE**, despite an increasingly overcapitalised balance sheet with **FL CET1 of 19.0% (1Q24: +87bps)**. **Tangible shareholder's equity increasing by €838mn YoY to €4,256mn (+25%)**, from a solid and diversified business model with a strong corporate and low-risk retail mortgage franchises.

**Strong NII growth (+21% YoY) and Fee income (+9% YoY)**, reflecting the **strength of novobanco's franchise** backed by a **growing client base (+7.5% YoY)** and accounts and payments initiatives consistently delivering positive momentum.

**Improved asset quality with further Net NPL ratio reduction to 0.5% (Mar/23: 1.0%)**, from both lower NPL ratio and higher coverage level, and **further progress on RE disposals (-26% YoY reduction)**. Cost of risk at 34bps, while building management overlays (below management guidance of 50bps).

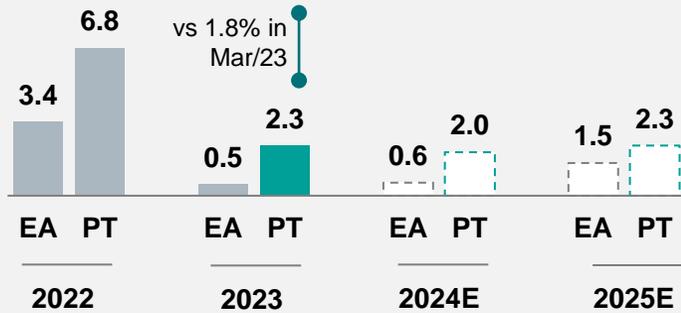
Supported by a strong franchise, **Customer deposits increased to €29.3bn (+6.4% YoY)**, reflecting a market share of 9.6%, and **Gross Customers credit at €28.3bn (+0.8% YoY)**, with net customer credit representing 60% of novobanco's total assets, reaching a loan market share of 10.3%.

**Strong liquidity position** with Loan to Deposit ratio of 78% (2023: 81%) and healthy liquidity ratios: 190% LCR (2023: 163%) and 123% NSFR (2023: 118%). **Increasing stable funding by €1.0bn in the period**, following issuance of €0.5bn 3-yrs Covered bond and €0.5bn 4NC3 Senior Preferred bond.

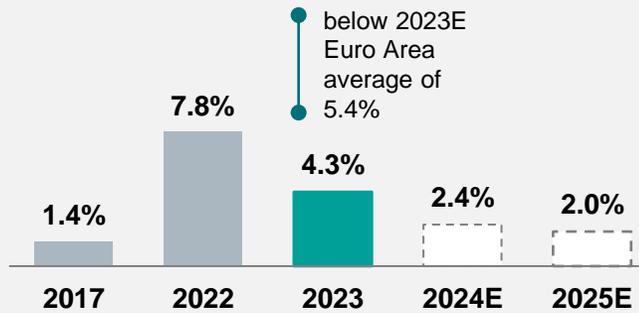
# Portugal outperformed in GDP growth with improved ratings



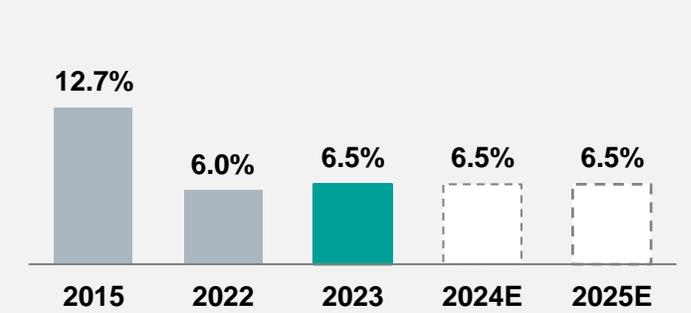
**Annual GDP growth<sup>1</sup>**  
(%)



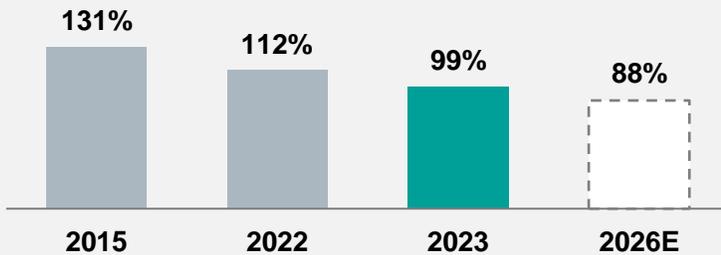
**Inflation under control**  
(%)



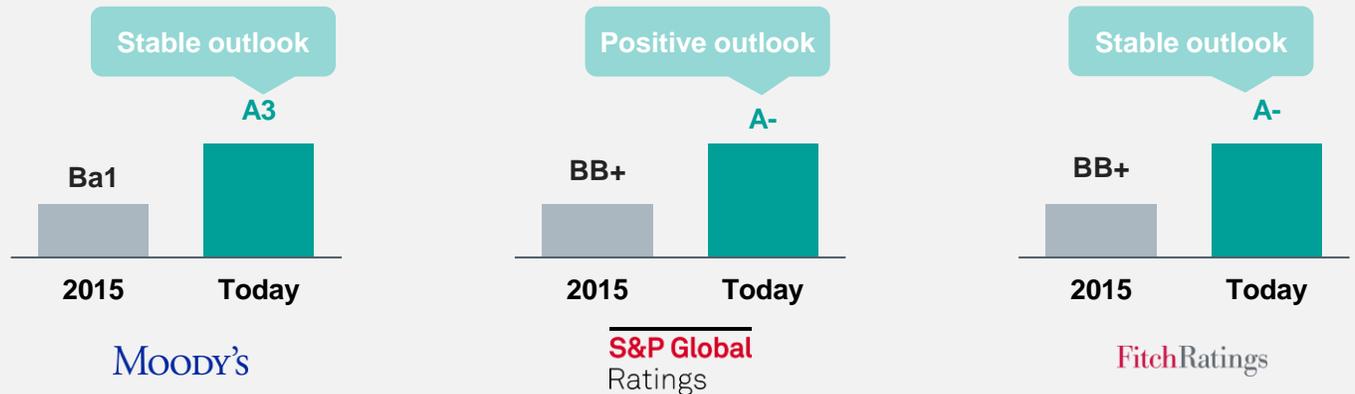
**Unemployment near historic lows**  
(%)



**Political stability driving strong fiscal discipline**  
(% Public Debt to GDP<sup>2</sup>)



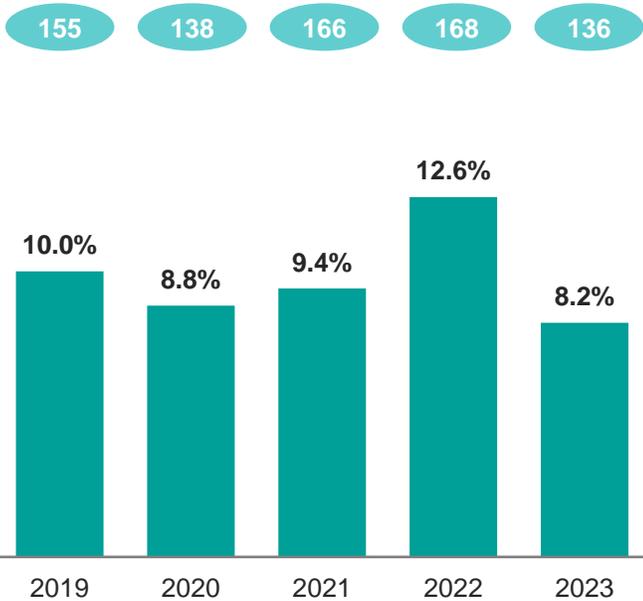
**Consistent sovereign debt rating improvement**



# Resilient housing sector with favourable demand and supply dynamics

## Housing activity and pricing (Average annual change, %)

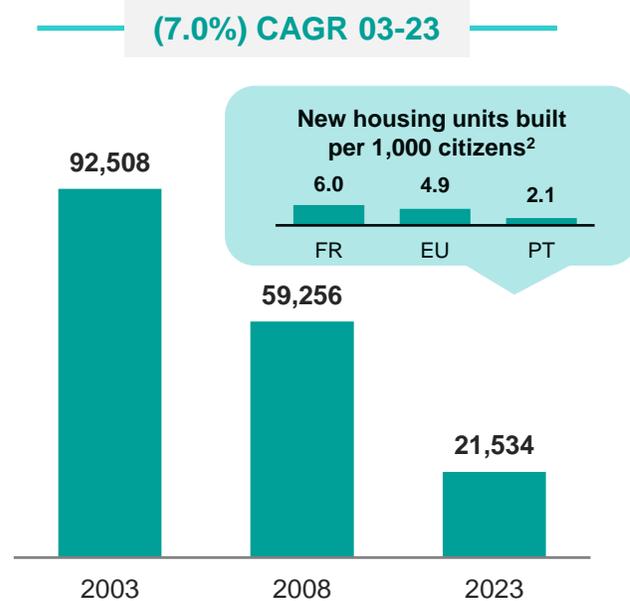
Thousands house transactions (#)



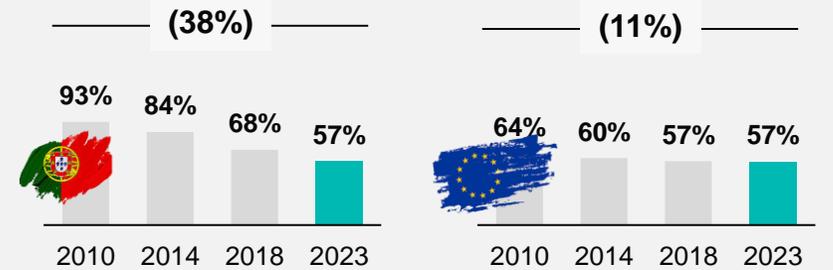
(€ invested in houses by international buyers, % total)



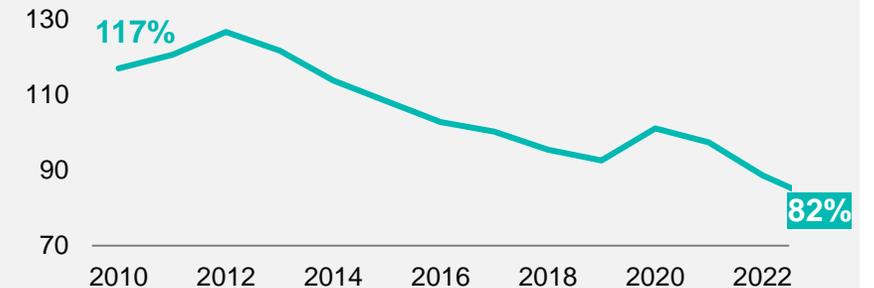
## Scarcity of new housing supply (New housing units built, #)



## Households have demonstrated financial discipline (Household debt as % of GDP<sup>2</sup>)



## Corporate have also significantly deleveraged (Non-financial corporations indebtedness ratio, % GDP)



# Strong momentum building best-in-class customer franchise

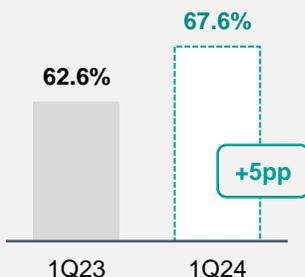
## Retail

A customer-first bank with a reinforced omnichannel business model

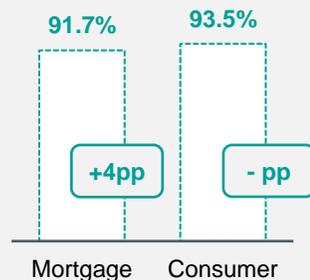
## Corporate

Strengthening our commitment to companies

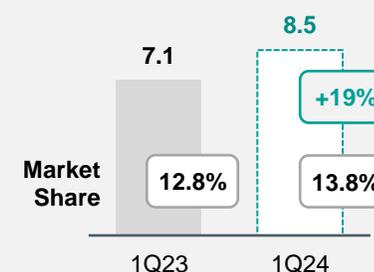
Digital Active Clients  
(%; ▲ YoY)



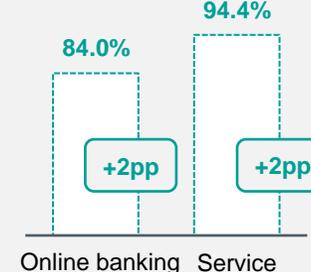
Customer Satisfaction  
(Journeys; ▲ YoY)



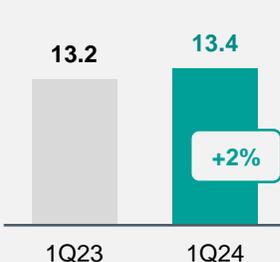
Corporate Deposits  
(€bn; ▲ YoY)



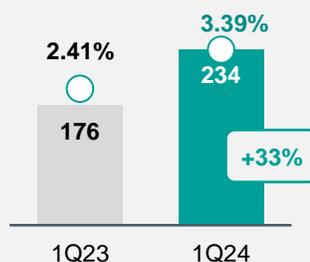
Customer Satisfaction  
(SMEs; ▲ YoY)



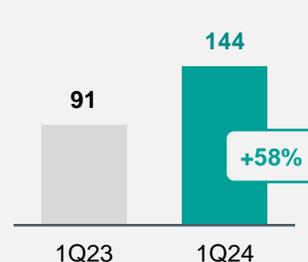
Net Customer Credit  
(€bn)



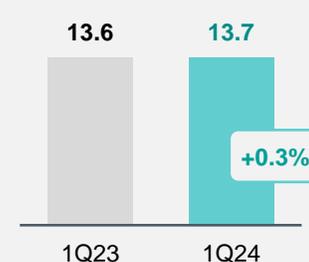
NIM & Banking Income  
(%; €mn)



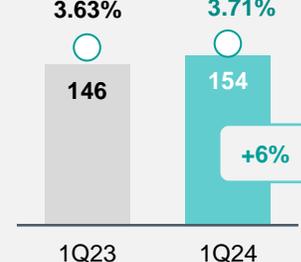
Profit Before Tax  
(€mn)



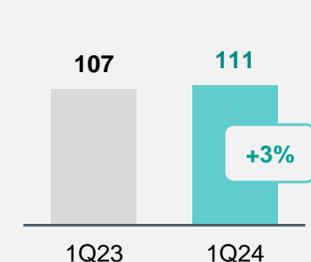
Net Customer Credit  
(€bn)



NIM & Banking Income  
(%; €mn)



Profit Before Tax  
(€mn)



# 02.

## Income Statement

# 1Q 2024 delivered increased and sustainable profitability

Income Statement (€mn)		1Q23	1Q24	▲YoY €mn
<b>1</b>	Net Interest Income	246.3	299.0	+52.7
<b>2</b>	+ Fees & Commissions	68.9	75.0	+6.1
	<b>= Commercial Banking Income</b>	<b>315.3</b>	<b>374.0</b>	<b>+58.7</b>
	+ Capital Markets Results	5.8	-3.5	(9.3)
	+ Other Operating Results	2.4	1.1	(1.3)
	<b>= Banking Income</b>	<b>323.5</b>	<b>371.6</b>	<b>+48.1</b>
<b>3</b>	- Operating Costs	111.9	119.0	+7.1
	<b>= Net Operating Income</b>	<b>211.6</b>	<b>252.6</b>	<b>+41.0</b>
	- Net Impairments & Provisions	27.7	27.9	+0.2
	... of which Credit & Securities	29.9	24.0	(1.7)
	... of which Other	-2.2	3.9	(4.1)
	<b>= Profit Before Tax</b>	<b>183.9</b>	<b>224.7</b>	<b>+40.8</b>
	- Corporate Income Tax	0.7	10.5	+9.8
	- Special Tax on Banks	34.1	32.2	(2.0)
	<b>= Profit after Taxes</b>	<b>149.0</b>	<b>182.0</b>	<b>+33.0</b>
	- Non-Controlling Interests	0.7	1.3	+0.7
	<b>= Net Profit for the period</b>	<b>148.4</b>	<b>180.7</b>	<b>+32.3</b>

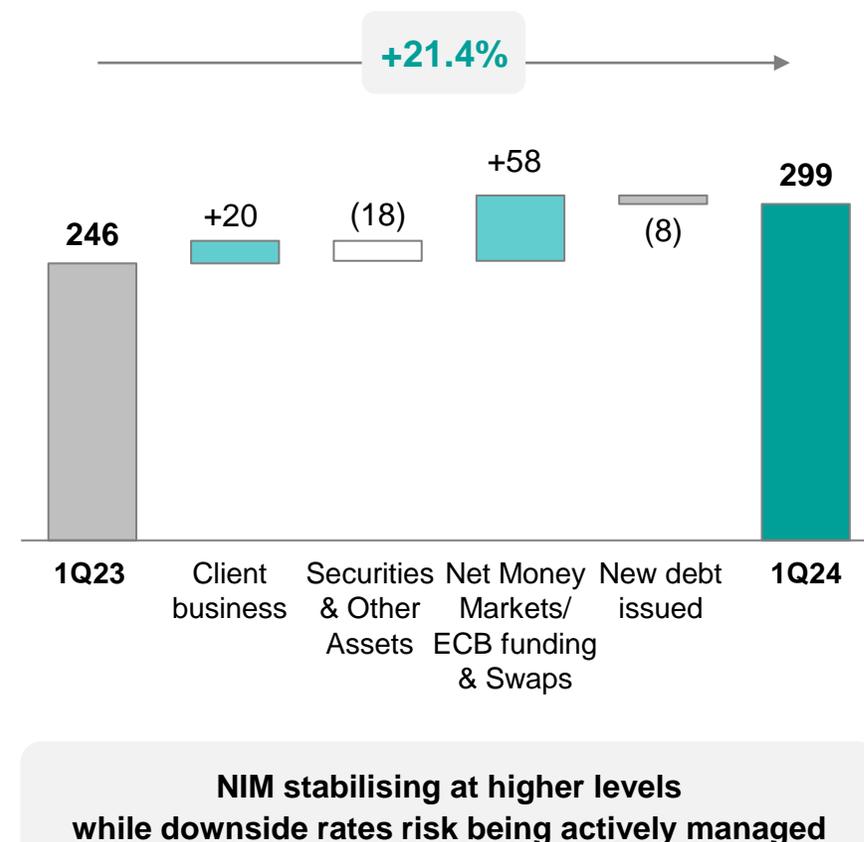
- **NII performance (+21% YoY) reflecting improvement of assets yield** in excess of the increase in the cost of funding, reaching NIM of 2.88%.
- **Fee income +9% YoY** with increased contribution of Accounts and Payments (+22% YoY) from **higher volume of transactions and growing customer base**, despite legislative headwinds.
- **Commercial Banking Income was €374mn (+19% YoY).**
- **Capital Markets Results** of -€3.5mn includes gains and losses from the sale and revaluation of securities, foreign exchange results and hedging.
- **Commercial Cost to Income ratio at 31.8%**, backed by efficient operations with a sustained top-line performance and contained operating costs. Operating costs totalled €119mn (-0.7% vs 2023 average; +6% YoY), reflecting on one hand the continued strategic investment in digital transformation, optimization and simplification of the organization and on the other hand the effects of inflation.
- Customer credit **cost of risk at 34bps** (1Q23: 44bps), including management overlays.
- **Net income of €181mn (+22% YoY)**, equivalent to **RoTE of 17.3%** (on overcapitalised balance sheet with 19.0% CET1), reflecting consistent execution of novobanco's strategy, with the ability to grow revenue and generate capital.

# 1 Expanding Net Interest Margin on stable loan book driving NII growth

## Net Interest Interest (NII) & Net Interest Margin (NIM)

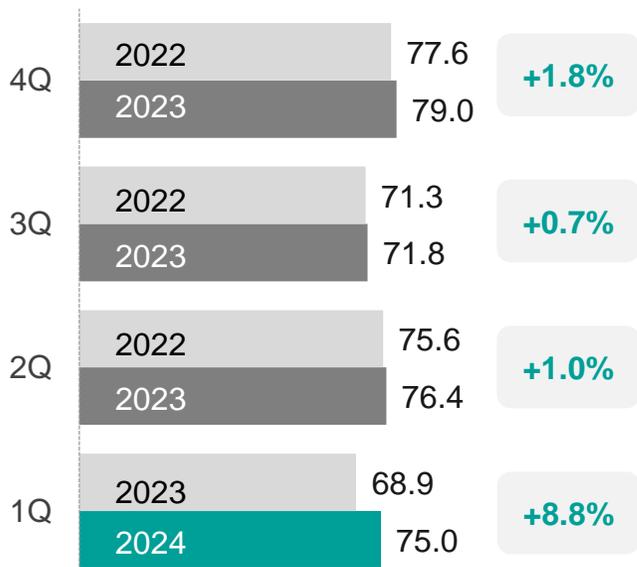
€ million; %

	1Q23			1Q24		
	Avg. Balance	Avg. Rate	Income/ Costs	Avg. Balance	Avg. Rate	Income/ Costs
<b>Customer Loans</b>	<b>25,554</b>	<b>3.83%</b>	<b>245</b>	<b>25,222</b>	<b>5.46%</b>	<b>348</b>
Corporate loans	14,196	4.21%	150	13,620	5.73%	197
Mortgage lending <sup>1</sup>	9,937	2.85%	71	9,961	4.76%	120
Consumer loans and Others	1,421	6.86%	24	1,641	7.35%	31
Money Market Placements	5,485	2.40%	33	6,075	3.94%	61
ALM portfolio, Corporate credit and Other	11,122	2.98%	83	9,770	3.62%	89
<b>Interest Earning Assets &amp; Other</b>	<b>42,161</b>	<b>3.42%</b>	<b>361</b>	<b>41,067</b>	<b>4.80%</b>	<b>498</b>
Customer Deposits	28,515	0.39%	28	30,132	1.54%	117
Money Market Funding	9,274	2.60%	60	5,421	4.09%	56
Other Liabilities	1,553	6.41%	25	1,338	7.24%	24
Other Non-Interest Bearing Liabilities	2,819	-	-	4,176	-	-
<b>Interest Bearing Liabilities &amp; Other</b>	<b>42,161</b>	<b>1.07%</b>	<b>113</b>	<b>41,067</b>	<b>1.91%</b>	<b>198</b>
<b>NIM / NII<sup>2</sup></b>		<b>2.34%</b>	<b>246</b>		<b>2.88%</b>	<b>299</b>
Euribor 6M - Average		3.09%			3.90%	

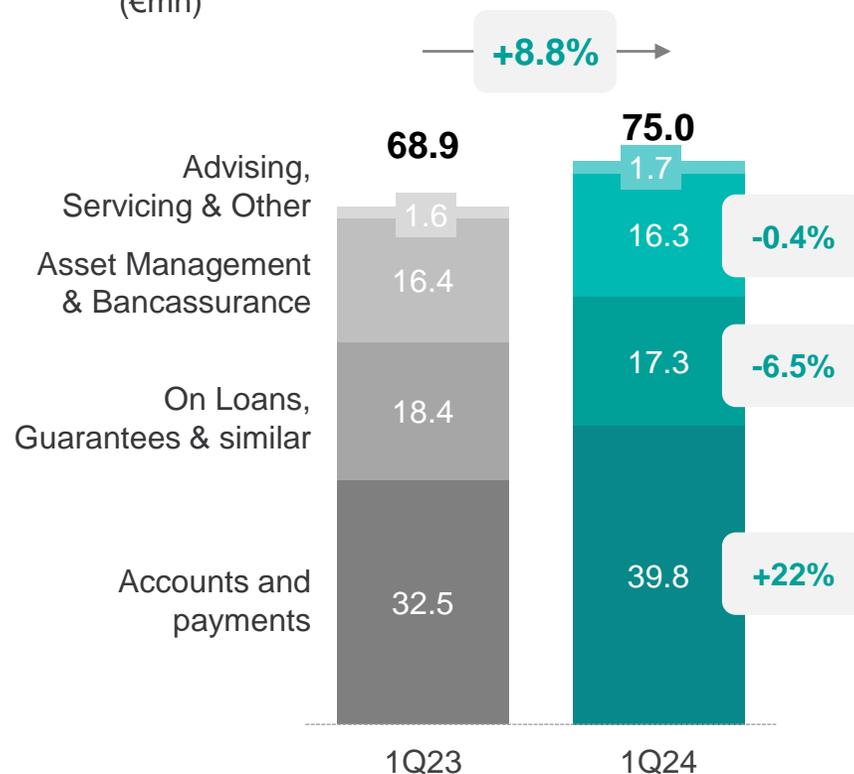


## 2 Momentum in franchise and commercial initiatives driving fee growth

**Fees: Quarterly Evolution**  
(€mn)

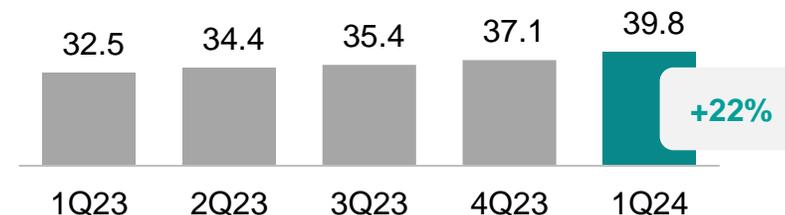


**Fees: Evolution per type**  
(€mn)



• **Accounts and Payments** (+€7mn; +22% YoY) consistently QoQ increase from:

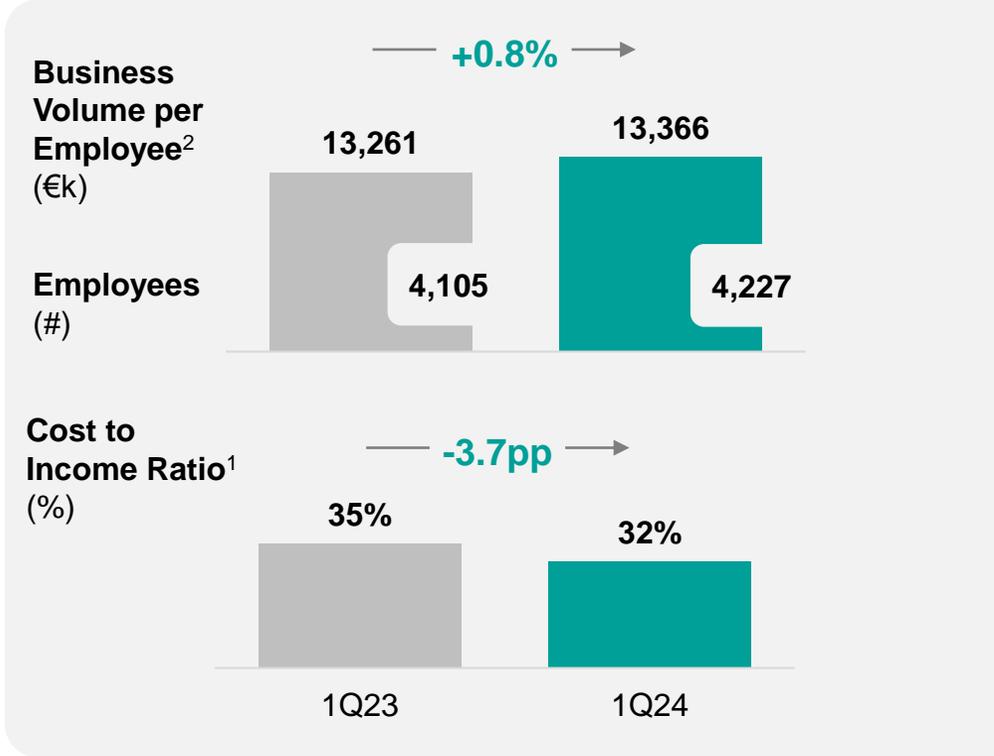
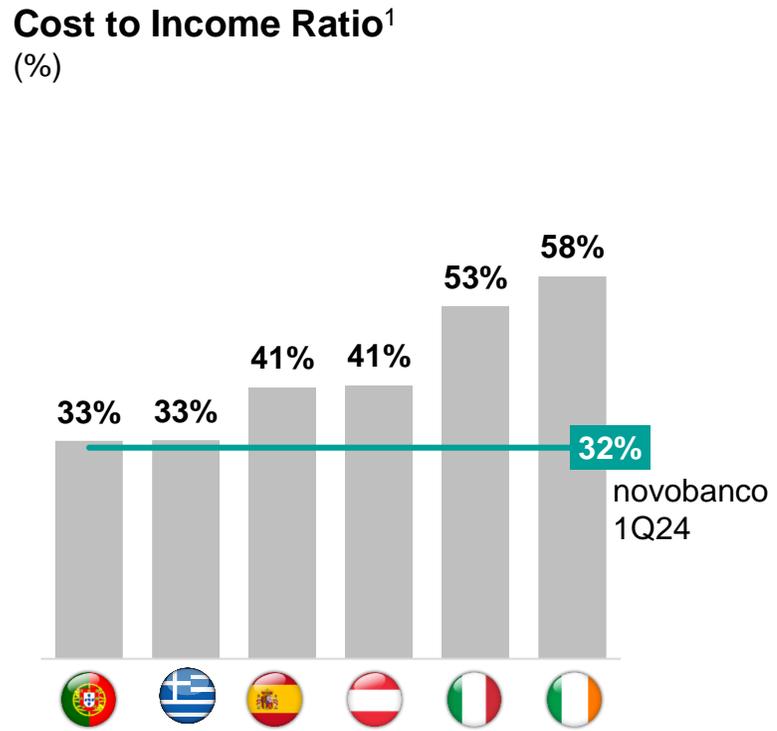
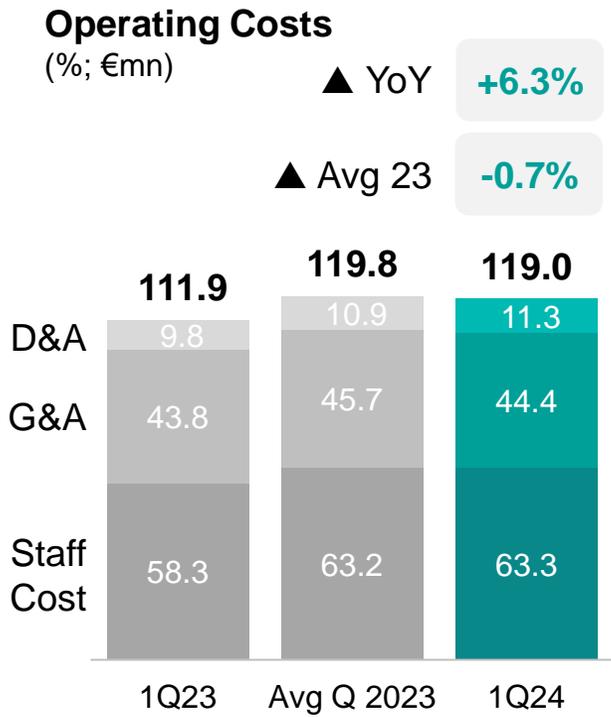
- ✓ strength of novobanco’s franchise with client base growing 7.5% YoY;
- ✓ higher volume of transactions;
- ✓ new pricing implemented;
- ✓ POS usage.



• **Asset Management & Bancassurance fees** (-€0.1mn; -0.4% YoY) from lower volumes, given the increased attractiveness of deposits.

• **Commissions on Loans, Guarantees and similar** (-€1mn; -6% YoY) mainly from legislative headwinds.

### 3 Industry leading cost to income ratio



Efficient operations with revenue growth offsetting cost inflation and investment in people and culture, reaching a best in class C/I ratio.

# 03.

## Balance Sheet

# Simple balance sheet reflecting novobanco's focused business model

## Balance Sheet (€mn)

Assets	Mar-23	Dec-23	Mar-24	▲YTD	
				€mn	%
Loans and advances to Banks	3,840	5,915	6,749	834	14.1%
Customer credit	26,809	26,975	27,087	112	0.4%
ALM Portfolio	8,803	6,499	7,213	713	11.0%
Current and deferred tax assets	955	931	945	14	1.5%
Real estate	604	460	449	(11)	-2.4%
Non-current assets held for sale	59	31	90	60	195.2%
Other assets	2,334	2,689	2,510	(179)	-6.7%
<b>Total Assets</b>	<b>43,843</b>	<b>43,501</b>	<b>45,044</b>	<b>1,543</b>	<b>3.5%</b>

Liabilities & Equity	Mar-23	Dec-23	Mar-24	▲YTD	
				€mn	%
Customer deposits	27,526	28,140	29,291	1,151	4.1%
Due to central banks and Banks	8,004	5,745	5,122	(624)	-10.9%
Debt securities	1,590	1,108	2,109	1,001	90.4%
Non-current liabilities held for sale	15	13	12	(1)	-8.2%
Other liabilities	3,011	4,073	3,956	(116)	-2.9%
<b>Total Liabilities</b>	<b>40,146</b>	<b>39,078</b>	<b>40,490</b>	<b>1,412</b>	<b>3.6%</b>
<b>Equity</b>	<b>3,697</b>	<b>4,422</b>	<b>4,554</b>	<b>131</b>	<b>3.0%</b>
<b>Total Liabilities and Equity</b>	<b>43,843</b>	<b>43,501</b>	<b>45,044</b>	<b>1,543</b>	<b>3.5%</b>

### Assets

- Loans and advances to Banks increased 14.1% YTD, reflecting the increase of cash at ECB.
- **Net customer credit<sup>1</sup> at €27.1bn** (+0.4% YTD) with €1.1bn origination offset by increased amortisations. Performing customer credit of €26.6bn (+1.4% YTD).

### Liabilities

- Total customer funds (incl. Off-BS) of €37.3bn (+€2.1bn YTD), reflecting the increase in Deposits (+€1.2bn YTD) and new issuance (+€1.0bn). **Deposit market share remained stable at 9.6%<sup>2</sup>.**

### Capital & Liquidity

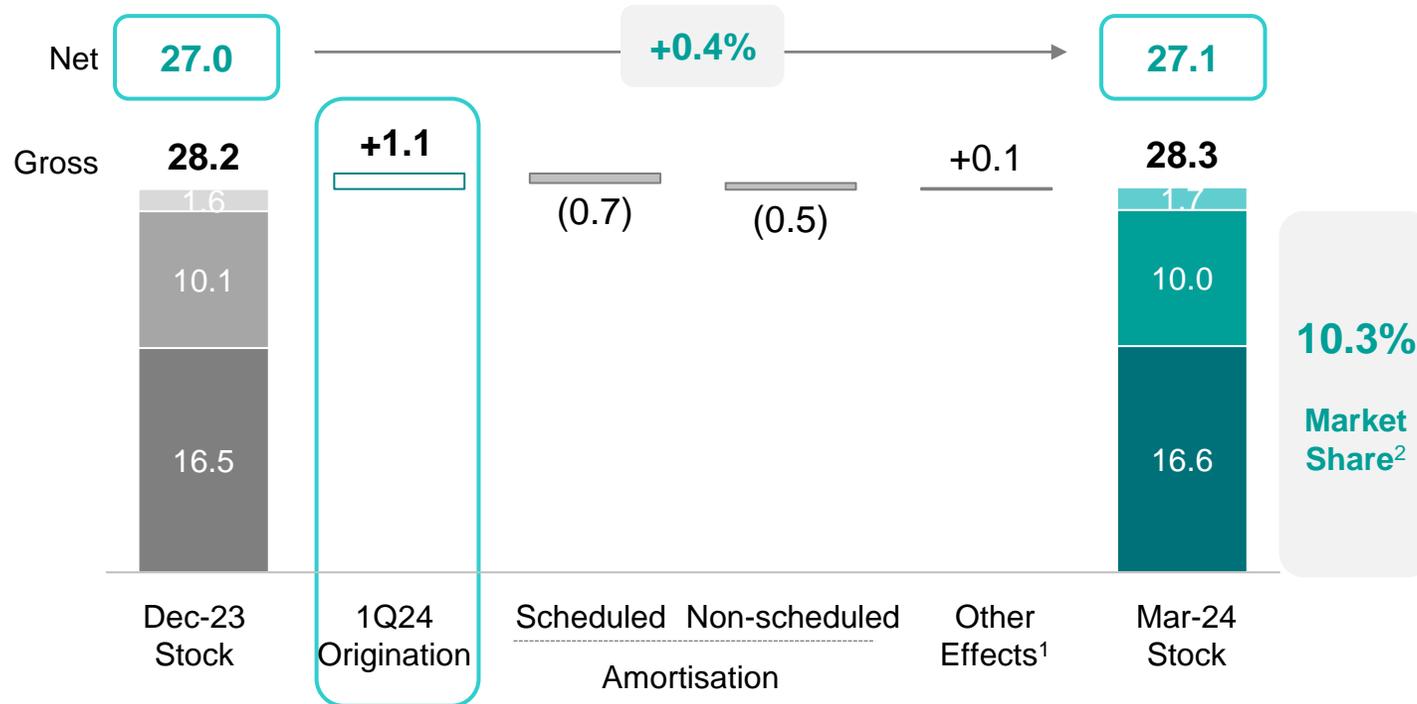
- **CET1 FL ratio increasing by c.87bps<sup>3</sup> to 19.0%.** The organic capital generation reflects the capital accretive business model with solid top-line performance and disciplined capital allocation.
- **Strong liquidity position: LtD at 78.1%** (2023: 81.2%), **LCR of 190%** (2023: 163%) and **NSFR of 123%** (2023: 118%), as well as liquidity buffer of €15.2bn.

# Stable and growing YTD customer credit

## Customer credit

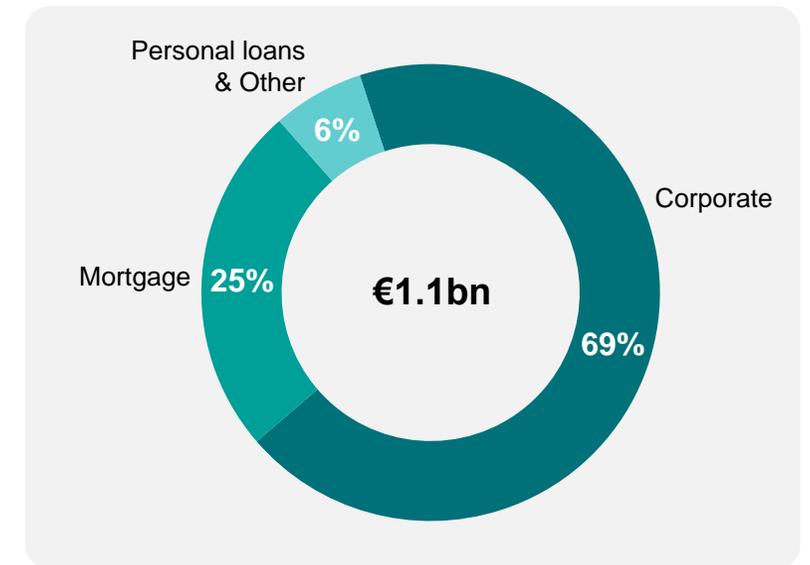
(€bn; %)

■ Corporate ■ Mortgage ■ Personal loans & Other



## Customer credit: 1Q24 Origination

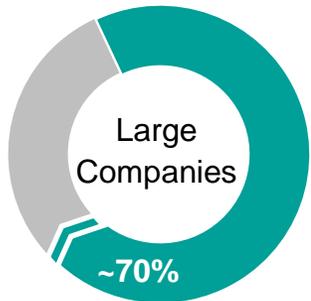
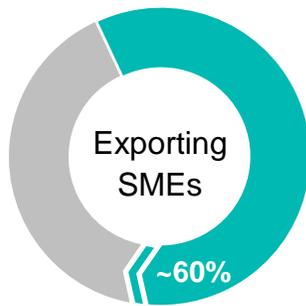
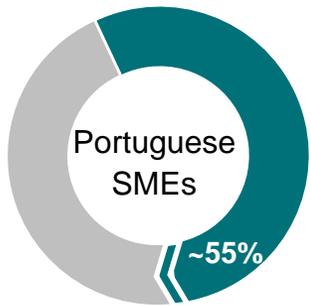
(€bn; %)



# A partner of choice for Portuguese companies

## Corporate credit origination at €0.8bn YTD

Solid footprint in the Portuguese market:



### Market Shares (Feb/24)

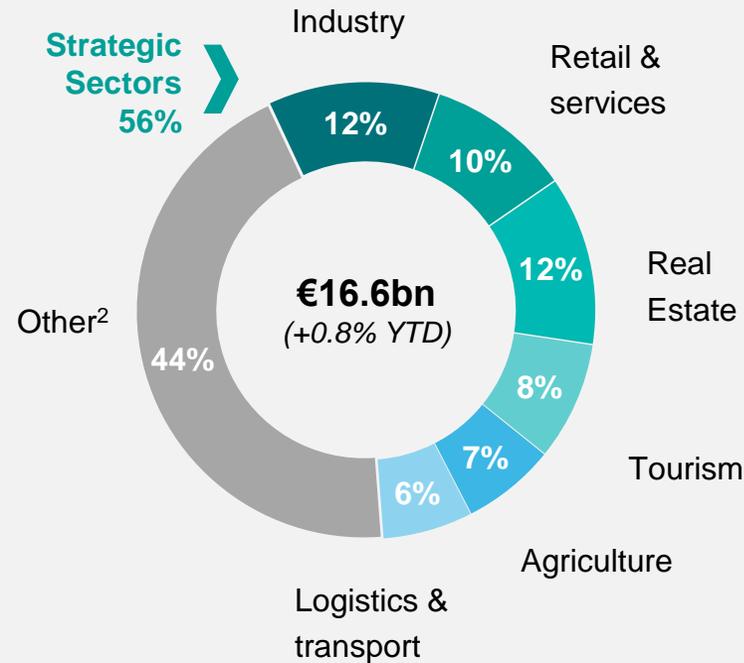


Trade Finance



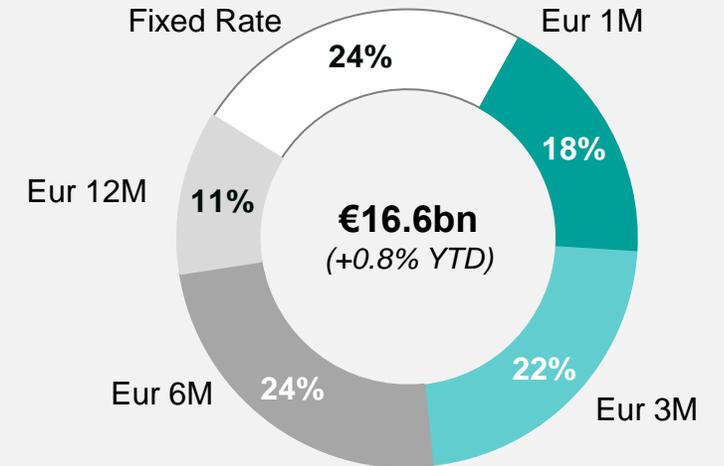
SME Lending

## Corporate credit<sup>1</sup>: Sector (Mar-24; Gross; %)



Sectorial approach strategy  
to accelerate growth

## Corporate credit<sup>1</sup>: Rate Type (Mar-24; Gross; %)



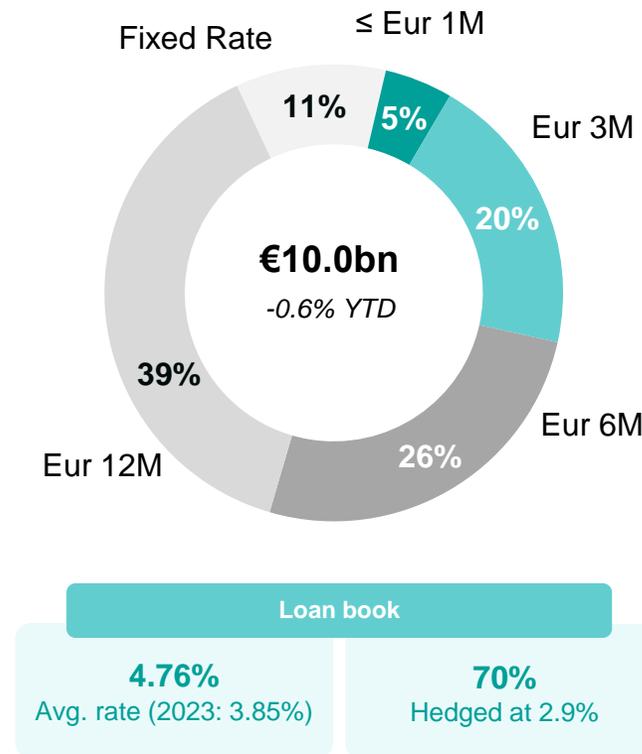
~85% of the Corporate book is floating  
(incl. hedges), majority with Euribor 0% floor

# Mortgage loan book stable with prudent underwriting standards

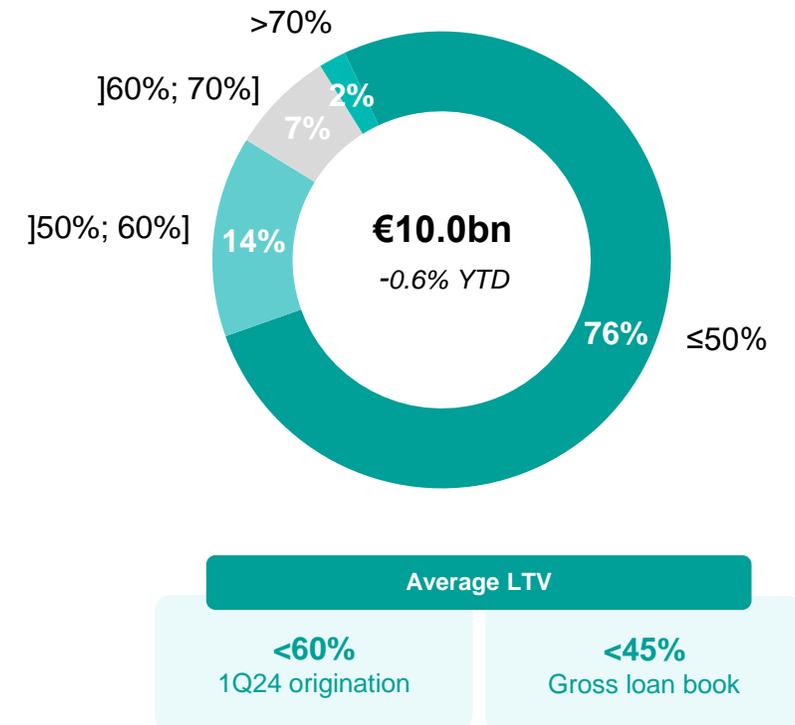
## Mortgage loan book: key indicators (Mar-24; %)

Mortgage: YTD origination	€0.3bn
Average ticket size: stock	~€55k
Average ticket size: YTD origination	~€120k
Average DSTI <sup>1</sup> : YTD origination	<40%
Market share <sup>2</sup> : stock	9%

## Mortgage loan book: rate type (Mar-24; Gross loan book; %)

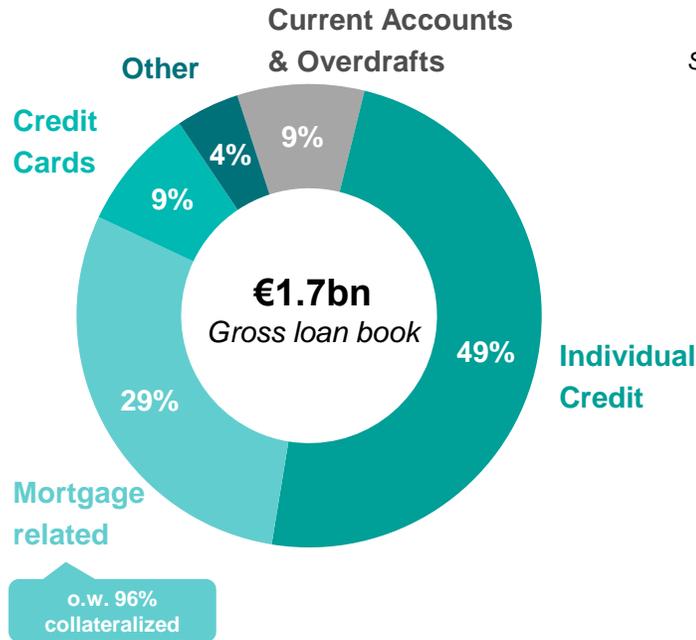


## Mortgage loan book: LTV bucket (Mar-24; Gross loan book; %)

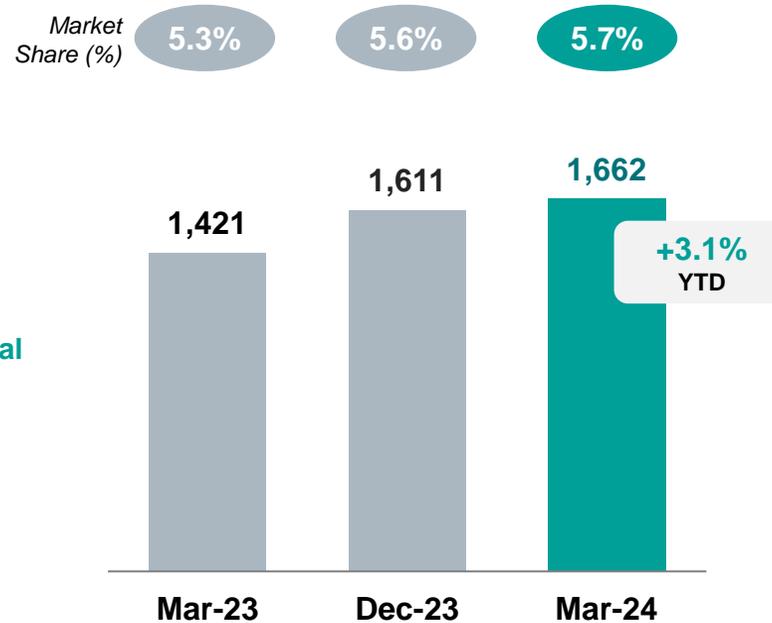


# Personal loans business, serving novobanco clients, grew 3.1% YTD

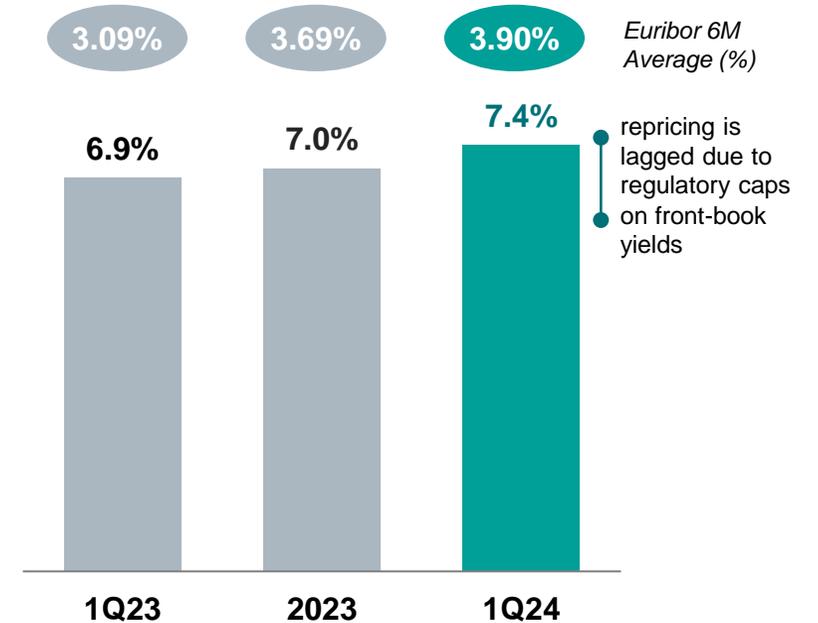
**Personal loans & other**  
(%)



**Gross Book Value and Market Share**  
(%; €mn)



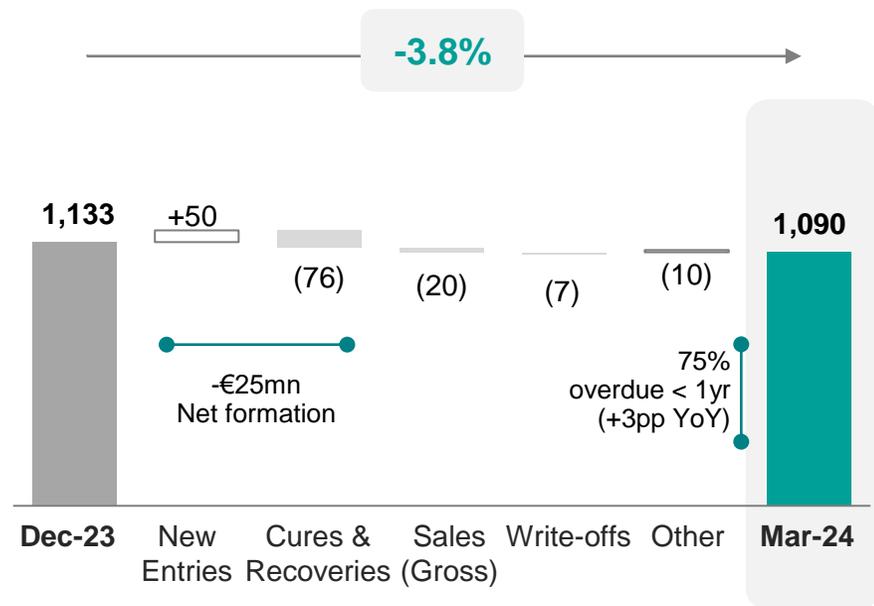
**Average interest rate**  
(%)



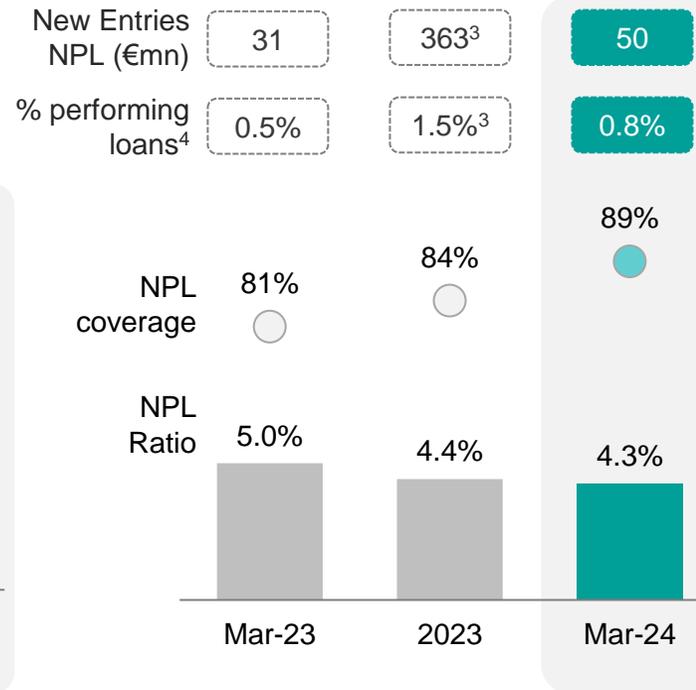
Marginal personal loans NPLs (€0.1bn) highly provisioned with 126% Stage 3 coverage<sup>1</sup> limiting downside risks

# Shrinking NPL book and increased coverage ratio

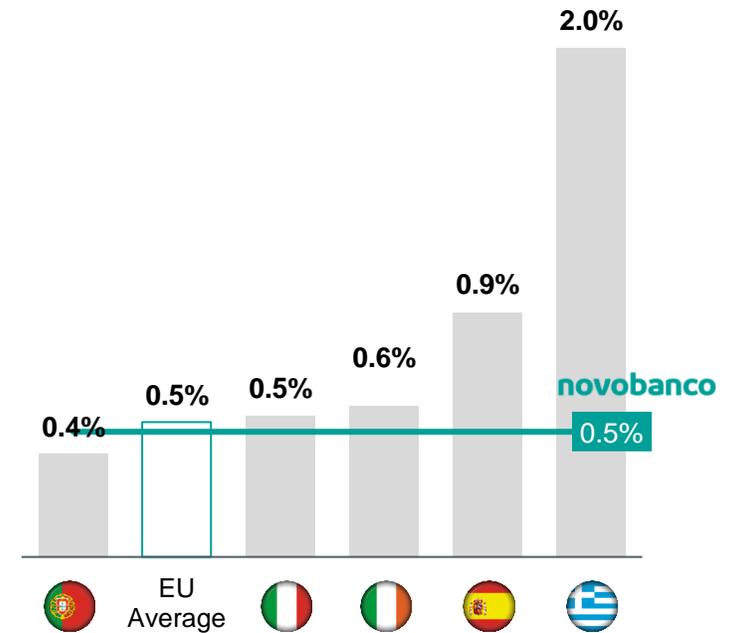
## Non-performing Loans (%; €mn; Gross NPL)



## NPL ratio & Coverage<sup>1</sup> (%)



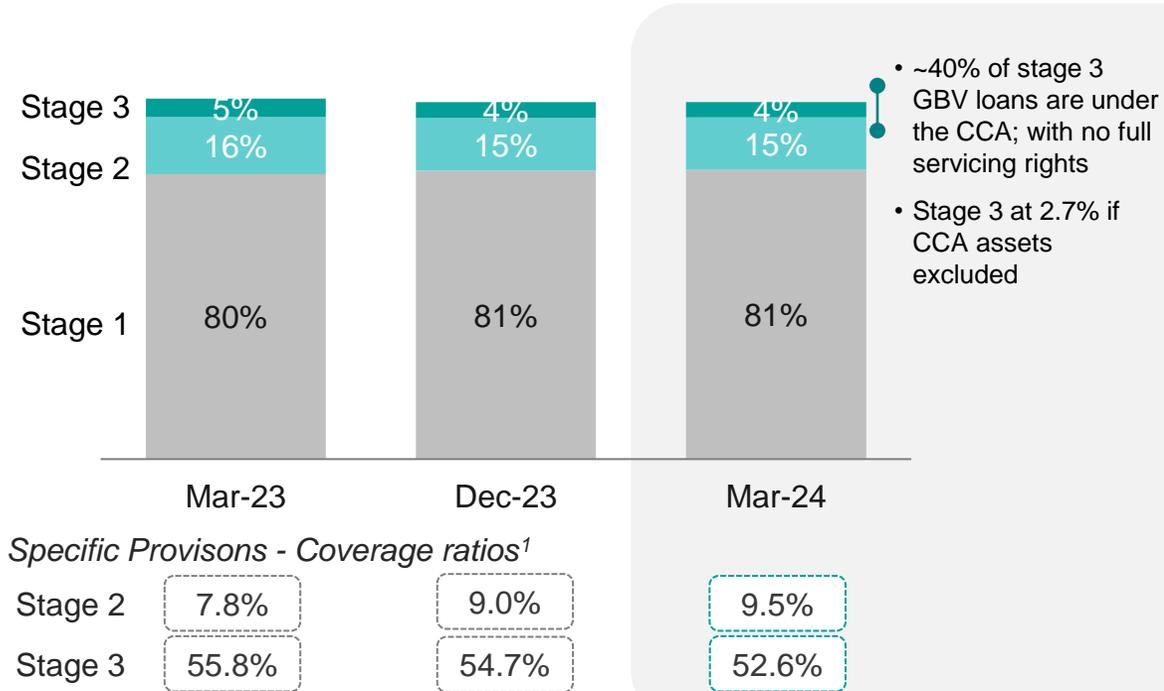
## Net NPL ratio vs Peers<sup>2</sup> (%)



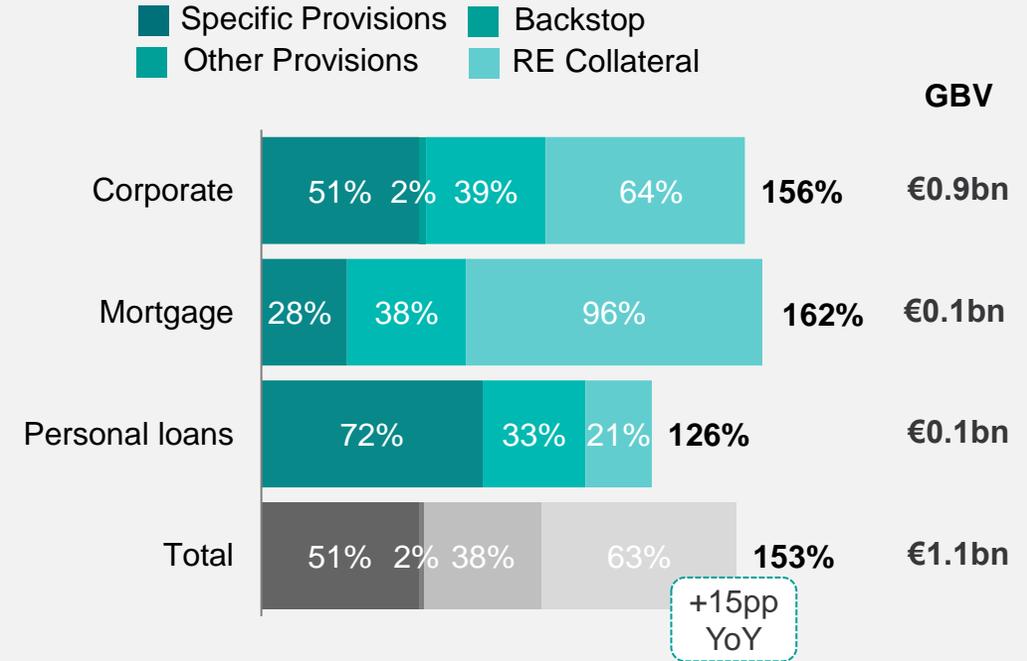
**New entries of NPLs at benign levels, with net NPL formation at -€25mn.  
Recent NPL reduction benefitting from NPL sales, being capital accretive and demonstrating adequacy of NPL coverage.**

# Strengthened total stage 3 coverage (+15pp YoY)

## Loan Portfolio by Stages

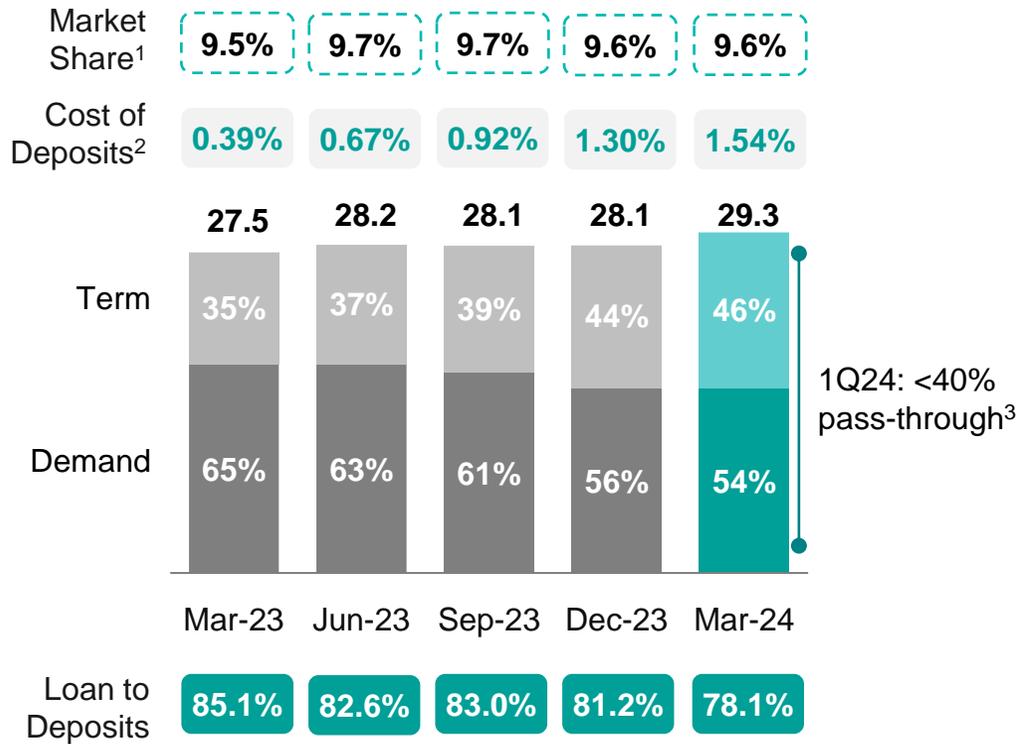


## Stage 3: Coverage by type

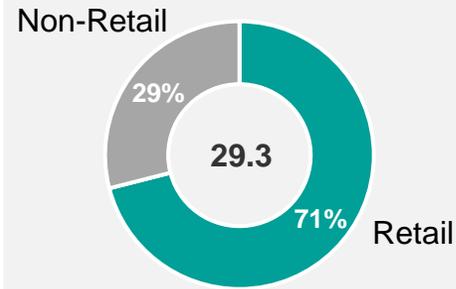


# Customer deposits increasing by €1.2bn YTD (+4%)

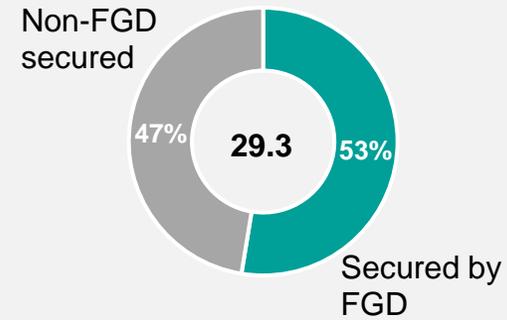
## Deposits Breakdown by Type (€bn; %)



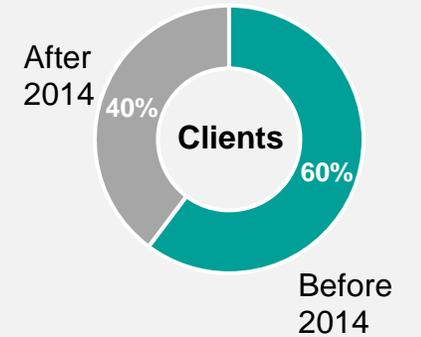
## Deposits by Customer (€bn; %)



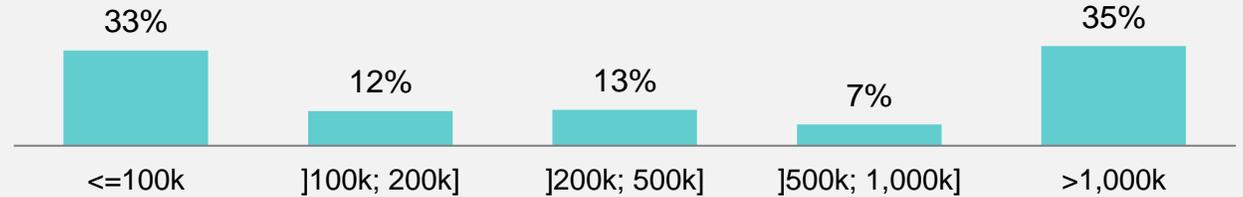
## Public Guarantee (FGD<sup>4</sup>) (€bn; %)



## Loyal customer base (# of active clients)

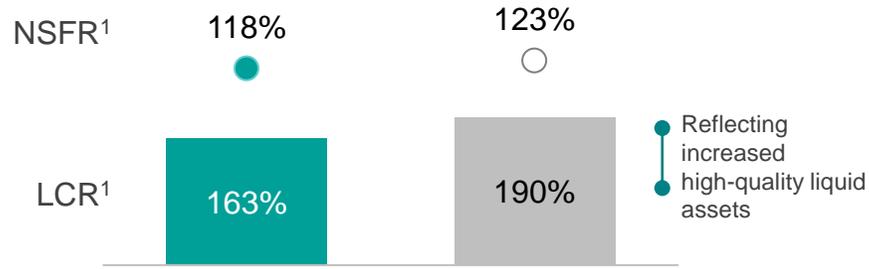


## Client Size Deposit Distribution (€k; %)

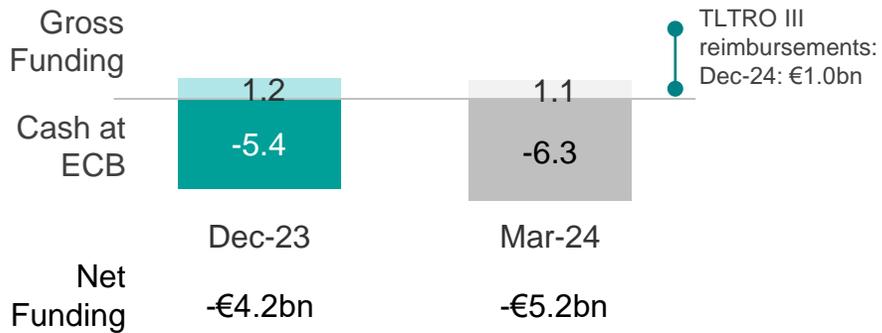


# Deposit growth and new issuance bolstering liquidity

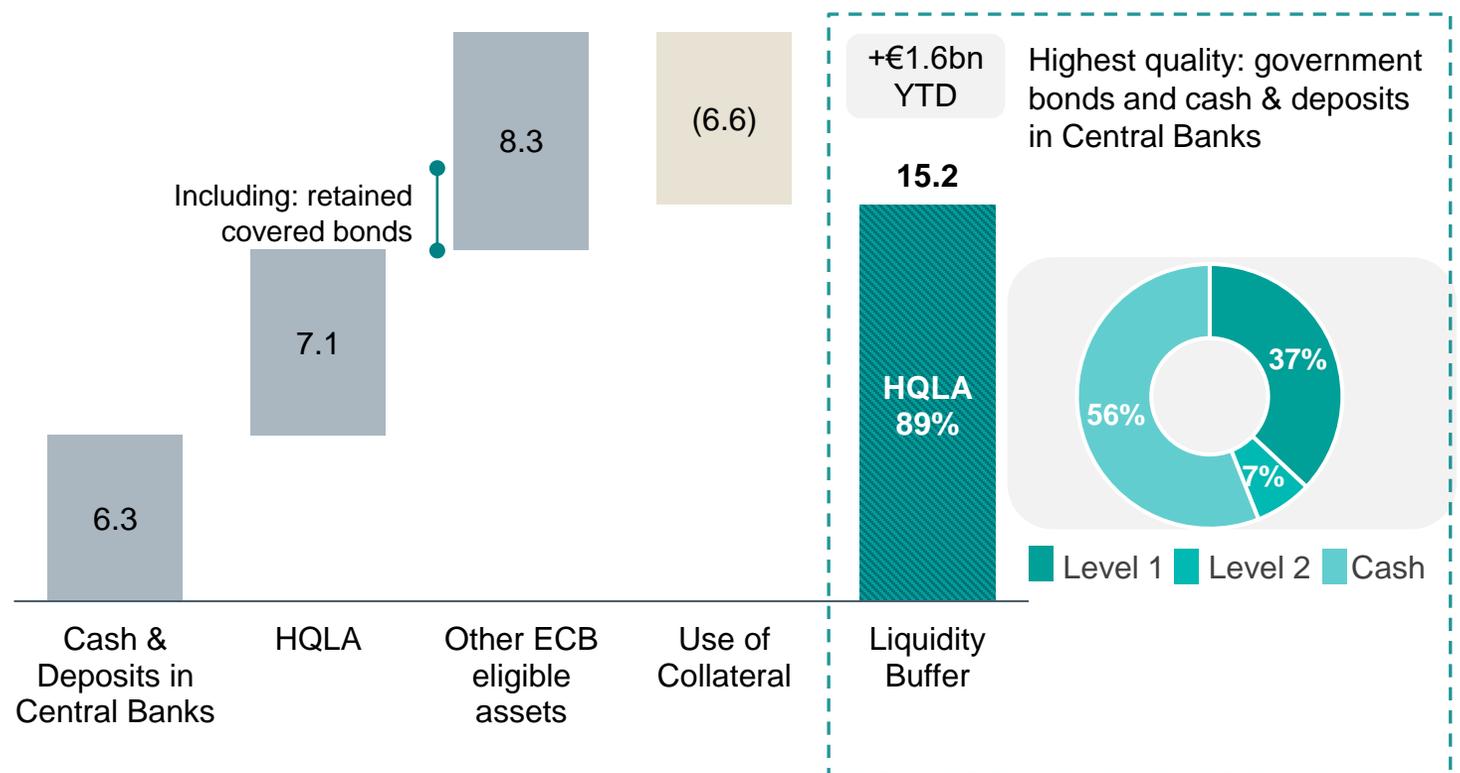
## Liquidity Ratios (%)



## ECB Funding (€bn)



## Liquidity Buffer<sup>2</sup> (€bn)

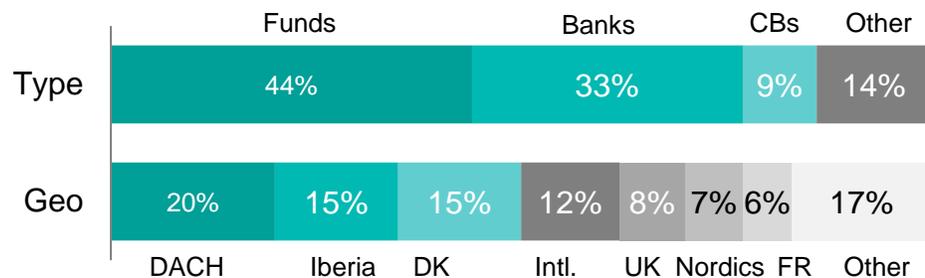


# Stable funding increasing by €1.0bn with 2 successful issuances

## Inaugural 3 yr Covered Bond

- **Issuance:** €500mn, 3-year premium European Covered Bond
- **Rating:** AAA by Moody's
- **IPTs:** mid-swaps +55bps
- **Final pricing:** mid-swaps +45bps
- **Orderbook:** grew impressively fast, reaching over €2bn in less than 1h after the IPT announcement; being more than 10 times oversubscribed, attracting interest from over 150 accounts

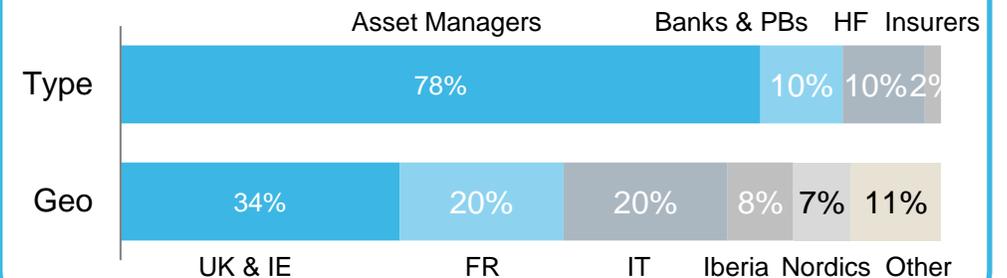
The most subscribed since Bloomberg News began tracking order books in 2018, with following allocation:



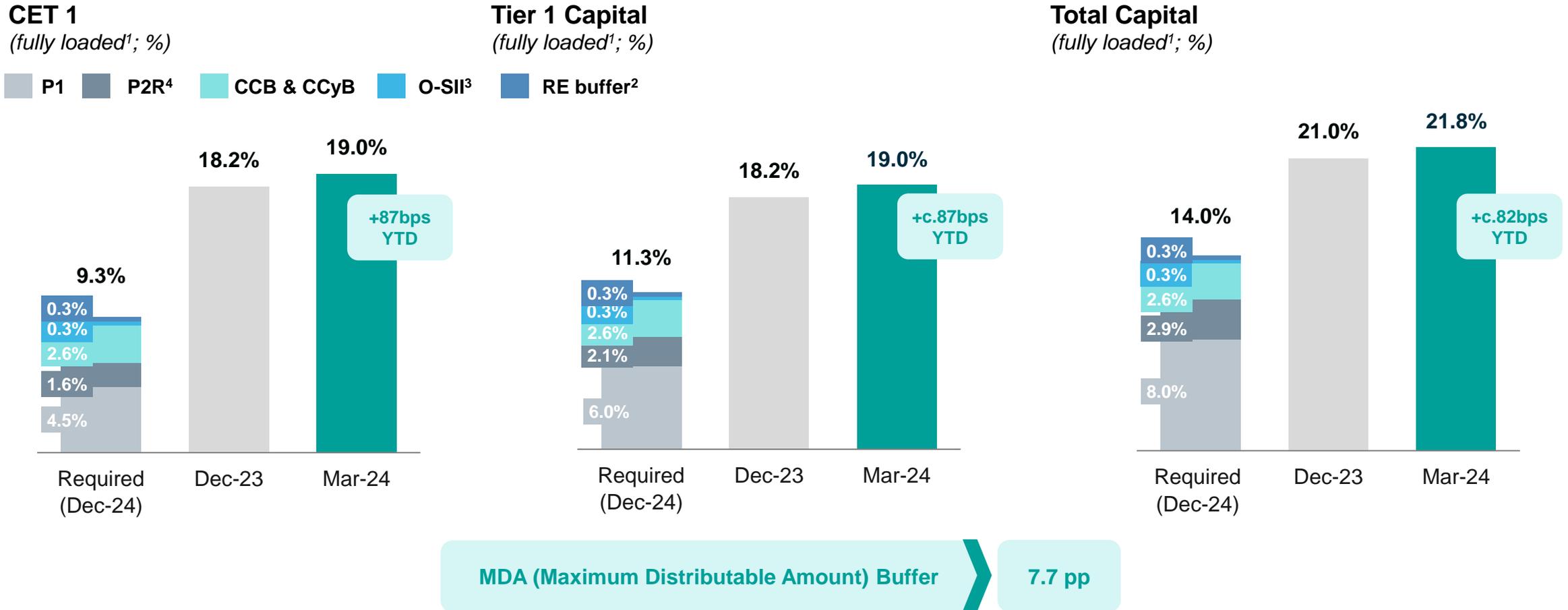
## 4NC3 Senior Preferred

- **Issuance:** €500mn, 4NC3 Senior Preferred bond
- **Rating:** Ba1/BBB- (Moody's / Fitch)
- **IPTs:** mid-swaps +155bps area
- **Final pricing:** mid-swaps +130bps
- **Orderbook:** peaked at €1.5bn, involving around 90 accounts, with the Bank achieving a MREL ratio >27% and reaching full compliance ahead of the binding target.

Return to the Senior Preferred market after a 2.5yr hiatus, with following allocation:

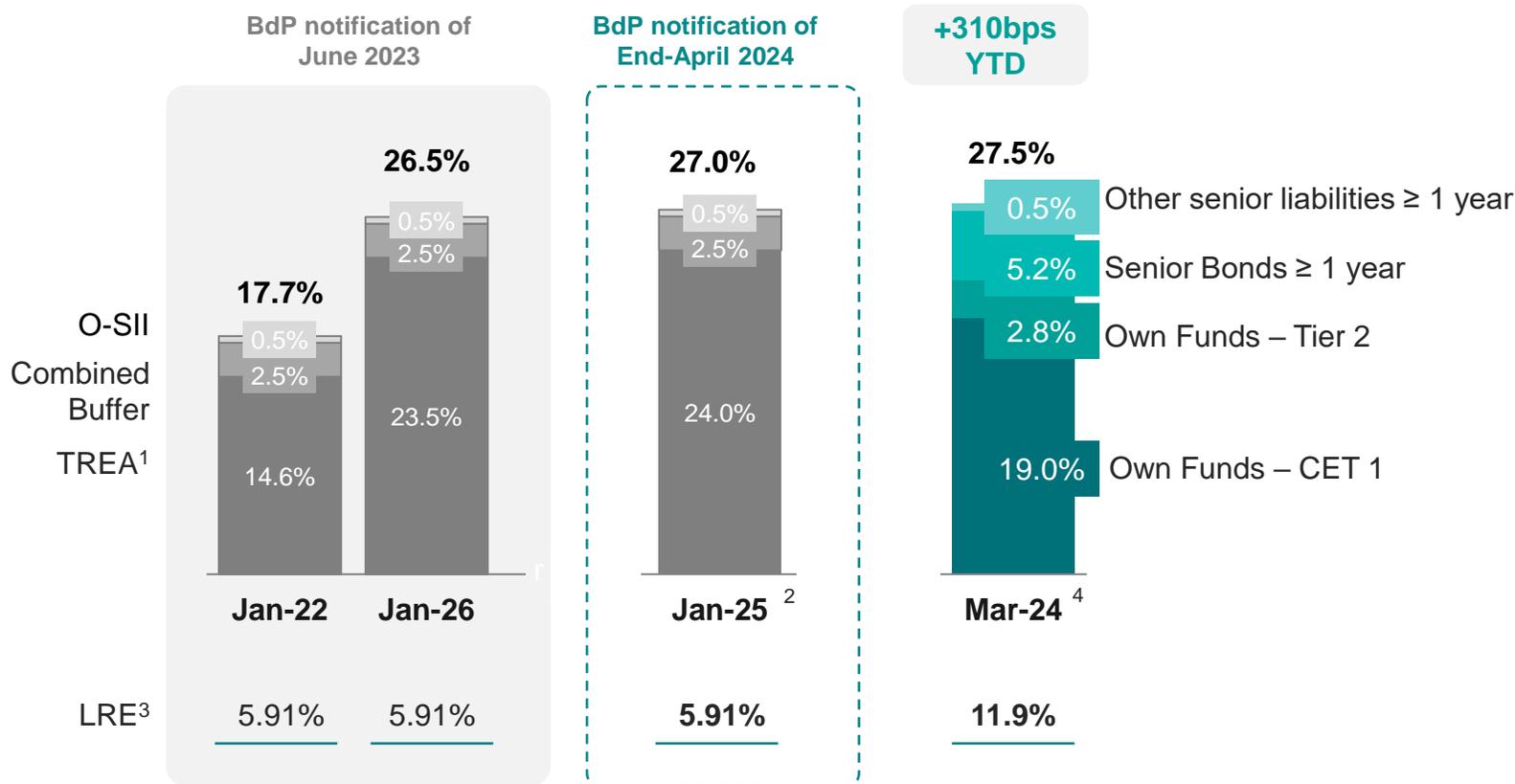


# 80bps+ of capital generation YTD, resulting in 7.7% MDA buffer



# Compliant with new MREL requirement ahead of schedule

## MREL requirements & ratio: (% RWA; Fully-loaded)



- In line with desire to maintain regular market access, in February 2024, novobanco successfully issued €500mn of Senior Preferred Notes with maturity in March 2028 and an early redemption option in March 2027;
- Novobanco commits to maintain an appropriate buffer over the required end-point MREL requirement (currently at 27.0%);
- As the bank expects to normalise its capital structure, a reduction<sup>5</sup> of CET1 (19.0% as of Mar/24) would therefore be pre-funded by additional benchmark size MREL eligible instruments.

# 04.

## Final Remarks

# Consistent strategy execution, being on track to deliver 2024 outlook

Business		YoY
Clients Base	1.6mn	+7.5%
Customer Deposits	€29.3bn	+6%
Customer Credit (gross)	€28.3bn	+1%

A domestic business focused on growth and value-added products and services...

Results		YoY
Commercial Banking Income	€374mn	+19%
	<i>2024 Outlook:</i>	> €1.3bn
Cost to Income Ratio	31.8%	-3.7pp
	<i>2024 Outlook:</i>	~35%
Cost of Risk	34bps	-10bps
	<i>2024 Outlook:</i>	< 50bps

...with a simple and low-risk balance sheet and efficient operations...

Profitability		YoY
Net Income	€180.7mn	+22%
	<i>2024 Outlook:</i>	> €650mn
Tangible Book Value	€4,256mn	+25%
Strong returns despite overcapitalised balance sheet	19.0% CET 1	17.3% RoTE

...delivering organic sustainable returns and solid capital generation.

# ANNEX



# Income Statement – Quarterly data

(€ million)	1Q22	2Q22	3Q22	4Q22	1Q23	2Q23	3Q23	4Q23	1Q24	▲ €mn YoY	▲ % YoY
Net Interest Income	133.5	134.5	137.9	219.5	246.3	277.7	307.2	311.4	299.0	+52.7	+21%
Fees and Commissions	68.8	75.6	71.3	77.6	68.9	76.4	71.8	79.0	75.0	+6.1	+9%
<b>Commercial Banking Income</b>	<b>202.3</b>	<b>210.1</b>	<b>209.2</b>	<b>297.2</b>	<b>315.3</b>	<b>354.1</b>	<b>378.9</b>	<b>390.4</b>	<b>374.0</b>	<b>+58.7</b>	<b>+19%</b>
Capital markets Results	91.4	(5.6)	(17.6)	(44.2)	5.8	22.2	11.3	(24.6)	(3.5)	(9.3)	(161%)
Other Operating Results	16.7	56.5	88.0	22.3	2.4	(7.4)	19.5	(25.6)	1.1	(1.3)	(54%)
<b>Banking Income</b>	<b>310.4</b>	<b>261.0</b>	<b>279.6</b>	<b>275.3</b>	<b>323.5</b>	<b>368.9</b>	<b>409.7</b>	<b>340.2</b>	<b>371.6</b>	<b>+48.1</b>	<b>+15%</b>
Operating Costs	103.6	105.1	105.5	134.1	111.9	113.2	114.5	139.6	119.0	+7.1	+6%
Staff Costs	55.7	56.1	57.9	63.9	58.3	62.3	63.2	68.9	63.3	+5.0	+9%
General and Administrative Costs	38.2	39.2	37.7	47.1	43.8	40.8	41.7	56.5	44.4	+0.6	+1%
Depreciation	9.8	9.8	9.9	23.1	9.8	10.1	9.6	14.1	11.3	+1.5	+15%
<b>Net Operating Income</b>	<b>206.8</b>	<b>155.9</b>	<b>174.1</b>	<b>141.1</b>	<b>211.6</b>	<b>255.8</b>	<b>295.2</b>	<b>200.6</b>	<b>252.6</b>	<b>+41.0</b>	<b>+19%</b>
Net Impairments and Provisions	21.8	(2.0)	2.7	88.7	27.7	28.3	25.8	92.1	27.9	+0.2	+1%
Credit	14.3	5.0	20.2	(5.0)	26.0	21.9	17.8	43.7	24.3	(1.7)	(7%)
Securities	11.1	30.6	2.4	23.6	3.9	4.8	7.0	16.9	(0.3)	(4.1)	(106%)
Other Assets and Contingencies	(3.6)	(37.6)	(19.9)	70.1	(2.2)	1.6	1.0	31.5	3.9	+6.1	(278%)
<b>Income before Taxes</b>	<b>185.0</b>	<b>157.9</b>	<b>171.4</b>	<b>52.4</b>	<b>183.9</b>	<b>227.5</b>	<b>269.4</b>	<b>108.5</b>	<b>224.7</b>	<b>+40.8</b>	<b>+22%</b>
Corporate Income Tax	7.4	11.6	8.9	(81.1)	0.7	0.8	1.0	3.2	10.5	+9.8	+1,314%
Special Tax on Banks	34.1	-	-	-	34.1	0.0	1.1	-	32.2	(2.0)	(6%)
<b>Income after Taxes</b>	<b>143.5</b>	<b>146.4</b>	<b>162.5</b>	<b>133.6</b>	<b>149.0</b>	<b>226.6</b>	<b>267.3</b>	<b>105.3</b>	<b>182.0</b>	<b>+33.0</b>	<b>+22%</b>
Non-Controlling Interests	0.9	22.3	0.9	1.1	0.7	1.8	2.0	0.7	1.3	+0.7	+99%
<b>Net Income for the period</b>	<b>142.7</b>	<b>124.0</b>	<b>161.6</b>	<b>132.5</b>	<b>148.4</b>	<b>224.8</b>	<b>265.3</b>	<b>104.6</b>	<b>180.7</b>	<b>+32.3</b>	<b>+22%</b>

# Balance Sheet

<i>(€ thousands)</i>	<b>Dec-23</b>	<b>Mar-24</b>
Cash, cash balances at central Banks and other demand deposits	5,867,189	6,680,176
Financial assets held for trading	436,148	720,287
Financial assets mandatorily at fair value through profit or loss	264,912	264,773
Financial assets designated at fair value through profit or loss	0	0
Financial assets at fair value through profit or loss, or through other comprehensive income	838,523	1,330,705
Financial assets at amortised cost	32,452,537	32,519,005
Debt securities	7,870,536	8,016,015
Loans and advances to credit institutions	47,940	68,785
Loans and advances to customers	24,534,061	24,434,205
Derivatives – Hedge accounting	683,063	626,106
Fair value changes to the hedged items in portfolio hedge of interest rate risk	-83,498	-88,856
Investments in subsidiaries, joint ventures and associates	59,511	60,548
Tangible assets	757,549	770,211
Tangible fixed assets	363,754	380,870
Investment properties	393,795	389,341
Intangible assets	86,748	88,025
Tax assets	931,036	945,212
Current tax assets	29,376	29,282
Deferred tax assets	901,660	915,930
Other assets	1,117,258	1,037,506
Non-current assets and disposal groups classified as held for sale	89,814	90,406
<b>Total Assets</b>	<b>43,500,790</b>	<b>45,044,104</b>

	<b>Dec-23</b>	<b>Mar-24</b>
Financial liabilities held for trading	100,639	98,068
Financial liabilities measured at amortised cost	37,330,355	38,805,437
Due to Banks	5,745,326	5,121,756
Due to customers	29,984,273	31,072,554
Debt securities issued and subordinated debt and liabilities associated with transferred assets	1,107,585	2,108,922
Other financial liabilities	493,171	502,205
Derivatives – Hedge accounting	124,729	134,312
Fair value changes of the hedged items in portfolio hedge of interest rate risk	62,049	42,832
Provisions	430,829	429,526
Tax liabilities	10,808	12,635
Current tax liabilities	10,808	12,635
Deferred tax liabilities	0	0
Other liabilities	1,005,846	955,645
Liabilities included in disposal groups classified as held for sale	13,107	12,035
<b>Total Liabilities</b>	<b>39,078,362</b>	<b>40,490,490</b>
Capital	6,567,844	6,567,844
Other comprehensive income – accumulated	-1,070,125	-1,119,398
Retained earnings	-8,577,074	-7,776,414
Other reserves	6,736,004	6,676,937
Profit or loss attributable to parent company shareholders	743,088	180,654
Minority interests (Non-controlling interests)	22,691	23,991
<b>Total Equity</b>	<b>4,422,428</b>	<b>4,553,614</b>
<b>Total Liabilities and Equity</b>	<b>43,500,790</b>	<b>45,044,104</b>

# A Portuguese universal bank, serving corporate and retail segments

€ million	Retail			SMEs and corporate			Support Functions			novobanco		
	Mar-23	Mar-24	▲ €mn	Mar-23	Mar-24	▲ €mn	Mar-23	Mar-24	▲ €mn	Mar-23	Mar-24	▲ €mn
Commercial Banking Income	176	234	58	146	154	9	-6	-14	-8	315	374	59
Banking Income	176	235	59	149	154	5	-2	-17	-16	323	372	48
Operating Costs	74	79	5	24	26	2	13	13	0	112	119	7
Net Operating Income	102	156	53	125	128	3	-15	-31	-15	212	253	41
Net Impairments and Provisions	11	12	0	17	17	0	-1	-1	0	28	28	0
<b>Income before Taxes</b>	<b>91</b>	<b>144</b>	<b>53</b>	<b>107</b>	<b>111</b>	<b>3</b>	<b>-14</b>	<b>-30</b>	<b>-15</b>	<b>184</b>	<b>225</b>	<b>41</b>
Total Assets	14,257	14,583	326	13,633	14,032	398	15,953	16,430	476	43,843	45,044	1,201
Customer credit (net)	13,179	13,413	234	13,629	13,664	34	1	11	10	26,809	27,087	278
Net Interest margin	2.41%	3.39%	1.0 p.p	3.63%	3.71%	0.1 p.p	-0.17%	-0.47%	-0.3 p.p	2.34%	2.88%	0.5 p.p
Commercial Cost to Income	42.2%	33.9%	-8.3 p.p	16.7%	17.1%	0.4 p.p	-	-	-	35.5%	31.8%	-3.7 p.p

**Retail** - Corresponds to all the activity developed with private customers and small businesses, along with the fully consolidated operating subsidiaries novobanco Açores, BEST and GNBGA. The financial information of the segment relates, amongst other products and services, to mortgage loans, consumer credit, small business financing, deposits, retirement plans and other insurance products sold to private customers, account management and electronic payments and placement of investment funds, brokerage and custodian services.

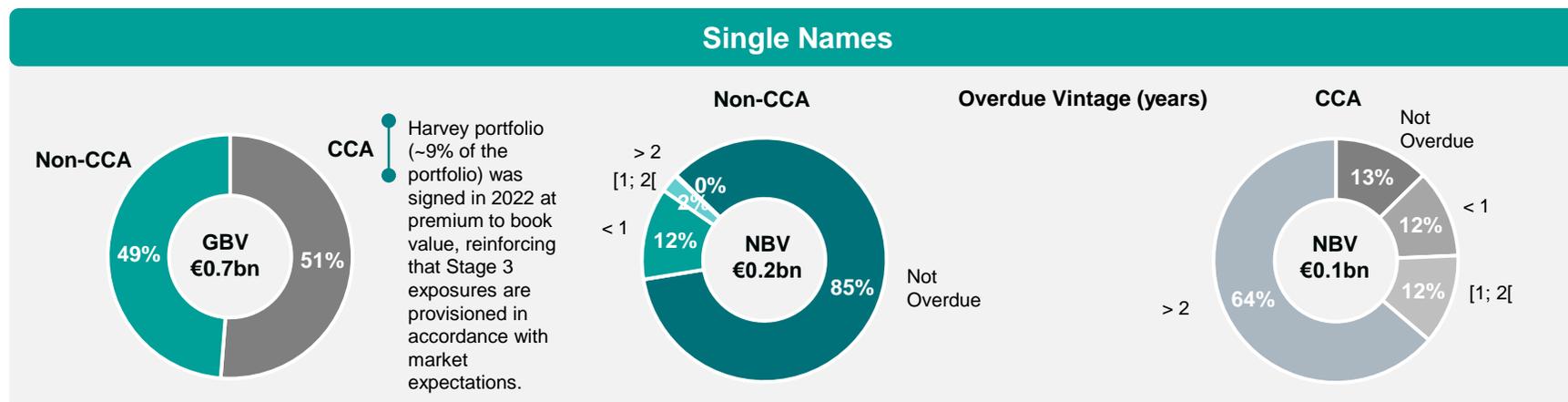
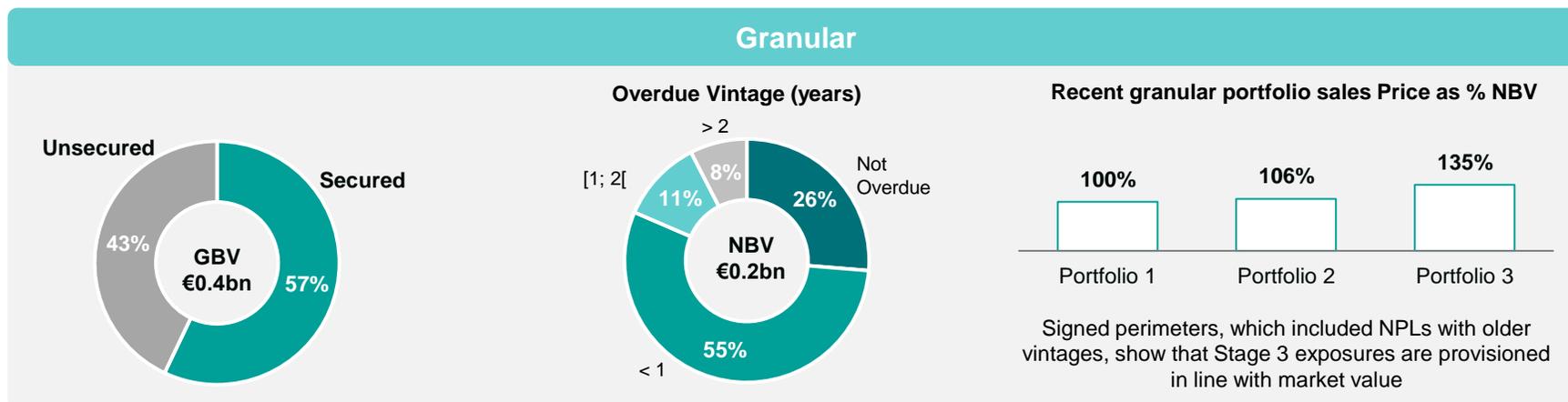
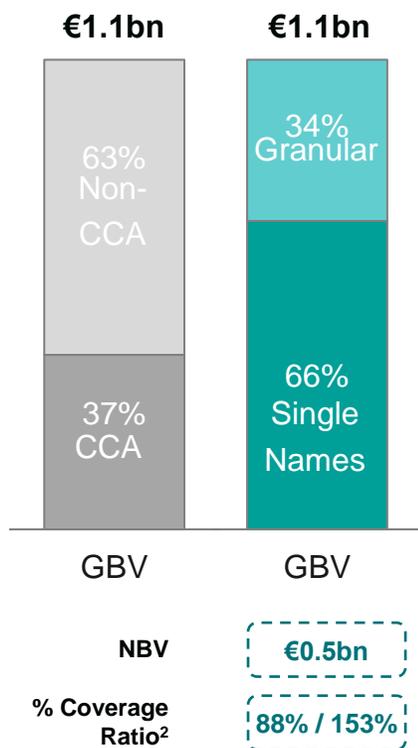
**Corporate** - Includes the activities developed with medium and large-sized companies, developed through a commercial structure dedicated to this segment, which includes 20 Corporate Centres. This segment also includes activities with institutional and municipal customers. The Group maintains an important presence in this segment, the result of the support it has lent to the development of the national business community, focused on companies with good risk, an innovative nature and an exporter activity.

**Support Functions** - This area does not correspond to an operational segment in the true sense of the concept, it is an aggregation of transversal corporate structures that ensure the basic functions of the Group's global management, including Treasury and Real Estate assets.

# 75%<sup>1</sup> of Stage 3 with overdue less than 1 year, with exposures provisioned in line with market value

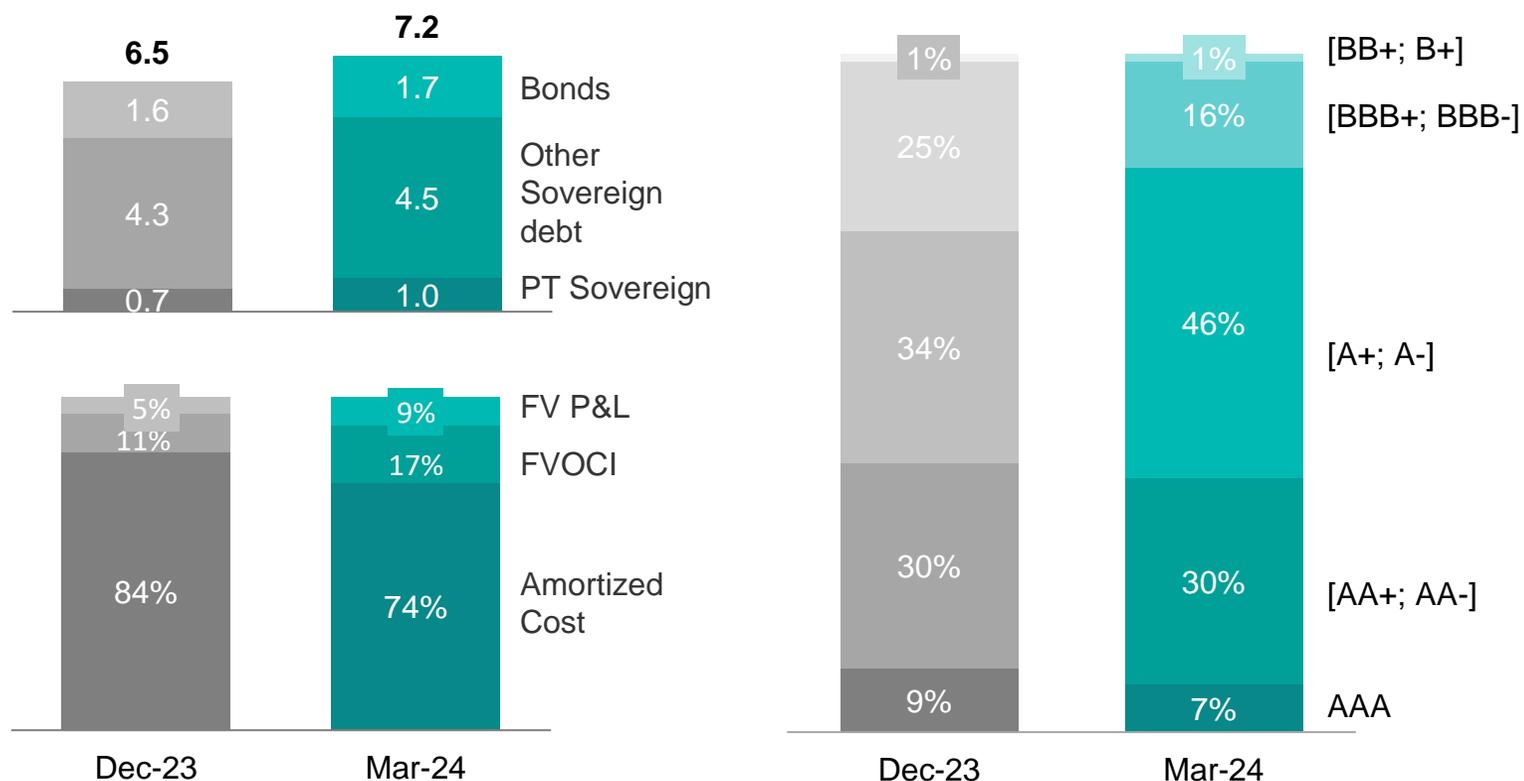
## Total Stage 3 Loans

(Mar-24; %)



# Securities - ALM Portfolio - an investment grade portfolio of €7.2bn

**ALM Portfolio**  
(€bn)

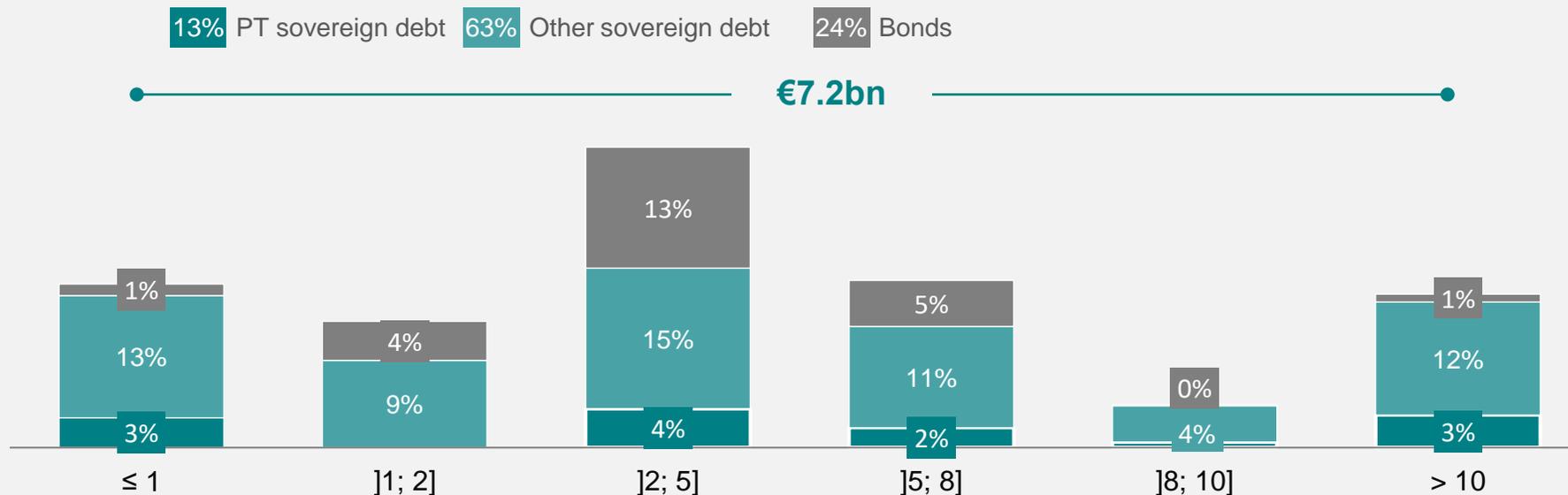


	Total	vs Dec/23
Amount (€bn)	7.2	+0.7
Duration <sup>1</sup> (years)	3.4	-0.4
Yield <sup>1</sup> (%)	3.68	+0.2

	Mar/24
Unrealised MtM losses <sup>2</sup> (€mn)	158.8
ALM Portfolio/ Total Assets (%)	16
ALM Portfolio/ Total Equity (x)	1.6

# Securities - ALM Portfolio

**By Maturity**  
(Mar-24; €mn; %)



	≤ 1	]1; 2]	]2; 5]	]5; 8]	]8; 10]	> 10	Total
Amortised Cost	5%	9%	29%	13%	4%	14%	74%
FVOCI	5%	4%	2%	4%	0%	2%	17%
FV P&L	7%	0%	1%	0%	0%	0%	9%
<b>Total</b>	<b>17%</b>	<b>13%</b>	<b>32%</b>	<b>18%</b>	<b>5%</b>	<b>16%</b>	<b>100%</b>

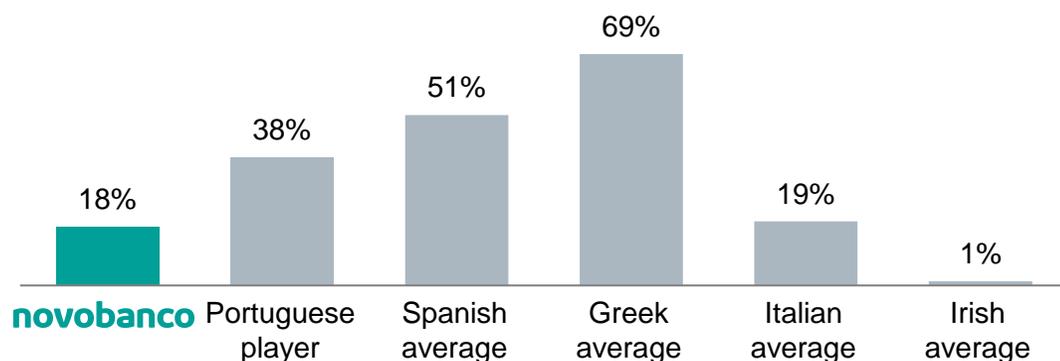
# Deferred Tax Assets

(€ millions)	Dec-23	Mar-24	Of which in CET 1
<b>Total DTAs on Balance Sheet</b>	<b>902</b>	<b>916</b>	<b>695</b>
Timing-Difference DTAs – Special Regime <sup>(1)</sup>	297	292	292
Timing-Difference DTAs – other	471	460	403
Tax Losses carried forward (TLCF)	134	164	-
<b>Off-Balance Sheet</b>	<b>1 546</b>	<b>1 507</b>	<b>-</b>
Timing-Difference DTAs	185	176	-
Tax Losses carried forward (TLCF)	1 361	1 331	-

- Tax losses carried forward are recognised to the extent they are expected to be recovered with future taxable income;
- novobanco conservatively assesses the recoverability of tax losses carried forward considering its projected taxable income over a 5 year period, assuming average of base case and stressed cases of the business plan;
- Considering €700mn PBT, TLCF to be fully utilized over a period of ~14 years. €800mn PBT accelerates utilization by c. 2 years;
- €954mn of off-balance sheet Tax losses carried forward have no maturity date.

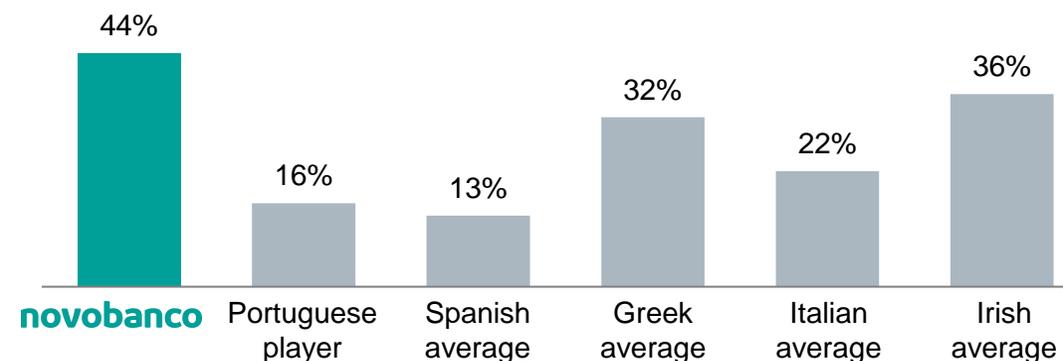
## CET 1 eligible DTAs as % of CET1

(%<sup>2</sup>)



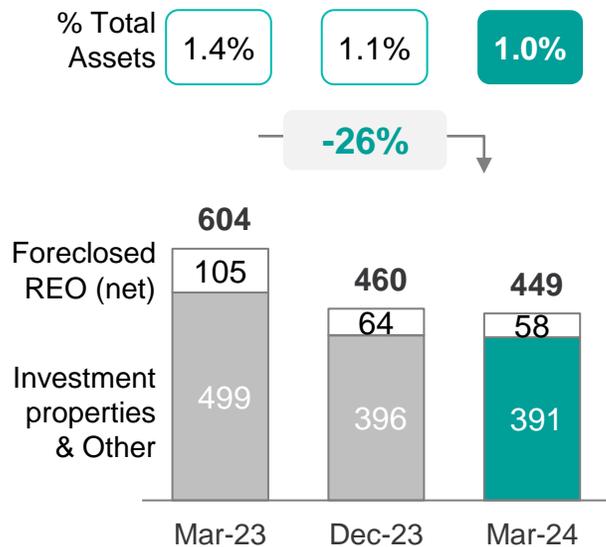
## Non-CET 1 eligible DTAs (including off BS) as % of CET 1

(%<sup>2</sup>)

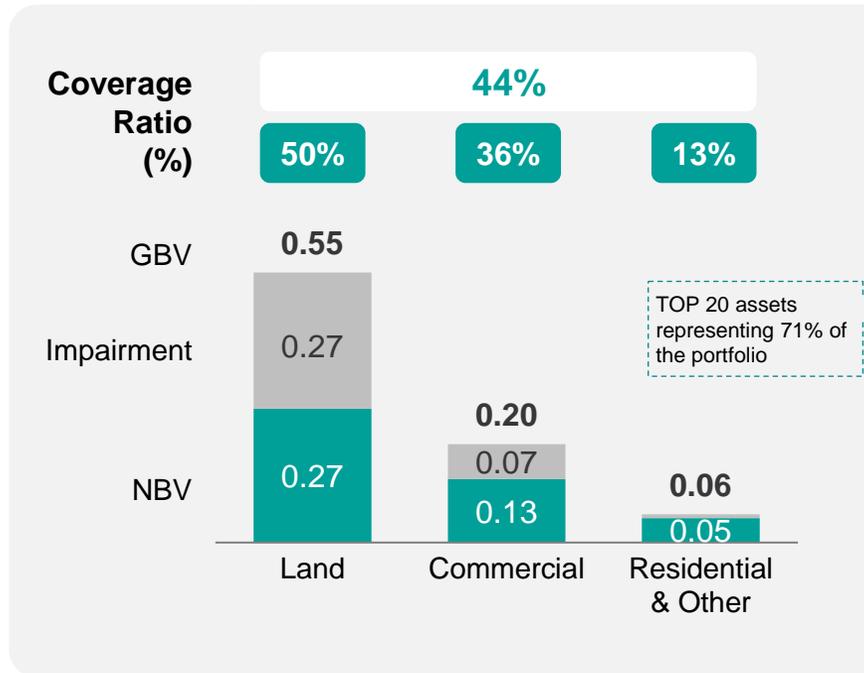


# Further disposals decreasing RE exposure to €449mn (-26% YoY)

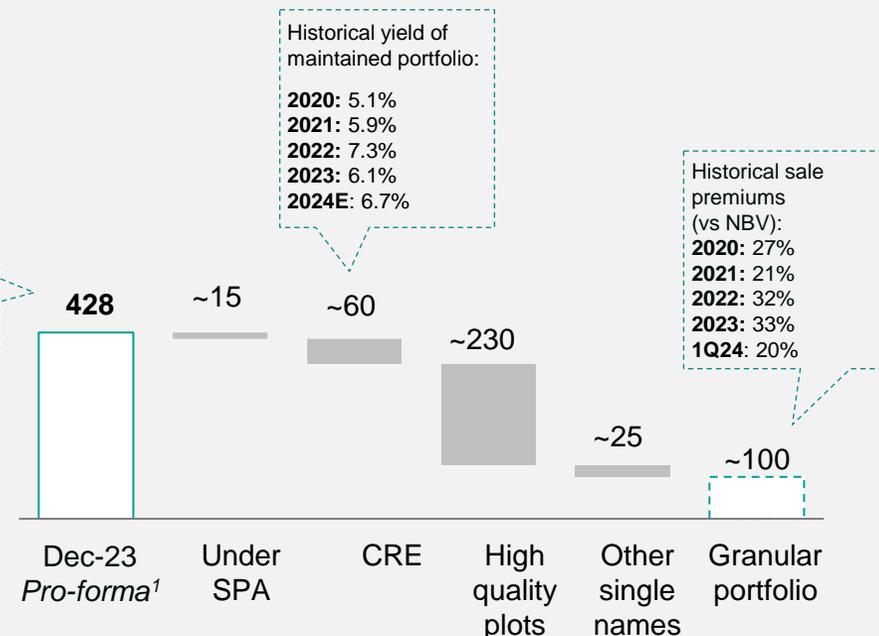
## Real Estate Exposure (€mn NBV)



## RE: Coverage by Asset Type (Mar-24; €bn;%)



## RE: breakdown (€million;%)



Coverage is supported by a robust appraisal policy, individual asset reviews, market pricing (bids received) and yield performance.

# Bonds outstanding and MREL eligibility

€mn; Mar-24

Description	ISIN	Currency	Outstanding Notional Value	Issue Date	Book Value <sup>1</sup>	Maturity	MREL
<b>Covered</b>							
NOVBNC 3.25% 01/03/27	PTNOBFOM0009	EUR	500	Mar-24	499	Mar-27	N
<b>Senior</b>							
NOVBNC 5.5% 30/12/24	PTNOBKOM0002	EUR	100	Dec-22	101	Dec-26	Y
NOVBNC 4.25% 08/03/28	PTNOBIOM0006	EUR	500	Mar-24	501	Mar-28	Y
<b>Subordinated</b>							
NOVBNC 9.875% 01/12/33	PTNOBLOM0001	EUR	500	Jun-23	514	Dec-33	Y
<b>Total 2043 Bonds</b>			<b>362</b>		<b>249</b>		
BES Luxembourg 3.5% 02/01/43	XS0869315241	EUR	64	Jan-13	42	Jan-43	Y
BES Luxembourg 3.5% 23/01/43	XS0877741479	EUR	131	Jan-13	97	Jan-43	Y
BES Luxembourg 3.5% 19/02/2043	XS0888530911	EUR	97	Feb-13	63	Feb-43	Y
BES Luxembourg 3.5% 18/03/2043	XS0897950878	EUR	70	Mar-13	47	Mar-43	Y
<b>Total Zero Coupons (ex EMTN 57)</b>			<b>1,203</b>		<b>224</b>		
BES Luxembourg ZC	XS0972653132	EUR	185	Oct-13	39	Oct-48	Y
Banco Esp San Lux ZC 12/02/49	XS1031115014	EUR	245	Feb-14	47	Feb-49	Y
Banco Esp San Lux ZC 19/02/49	XS1034421419	EUR	69	Feb-14	13	Feb-49	Y
Banco Esp San Lux ZC 27/02/51	XS1038896426	EUR	108	Feb-14	18	Feb-51	Y
BES Luxembourg ZC 06/03/2051	XS1042343308	EUR	76	Mar-14	13	Mar-51	Y
BES Luxembourg ZC 03/04/48	XS1053939978	EUR	220	Apr-14	44	Apr-48	Y
BES Luxembourg ZC 09/04/52	XS1055501974	EUR	264	Apr-14	42	Apr-52	Y
BES Luxembourg ZC 16/04/46	XS1058257905	EUR	37	Apr-14	8	Apr-46	Y
EMTN 57	XS0439764191	EUR	8	Jul-09	2	Jul-44	N
<b>Total MREL</b>			<b>2,666</b>		<b>1,590</b>		

## 2043 Bonds and Zero Coupons (excluding EMTN 57):

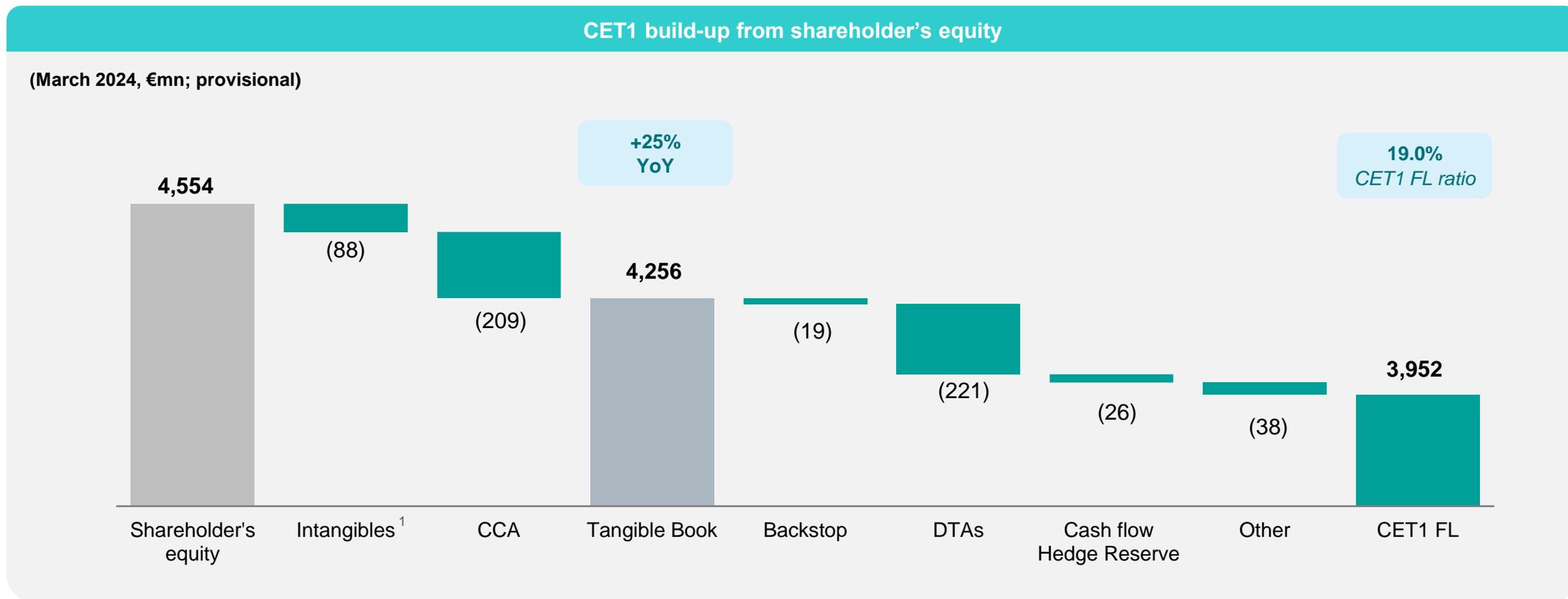
- Are fully eligible for compliance with the Bank's MREL requirements as they were issued before BRRD transposition in Portugal and do not cease to qualify as eligible liabilities of the Bank from 28 June 2025<sup>2</sup>
- Annual accrual of book value to notional value to increase contribution to MREL by c.€19m per annum
- Annual interest expense of 6.6% on book value or ~2.5% net of hedge to close interest rate position<sup>3</sup>

# Capital ratios

€mn

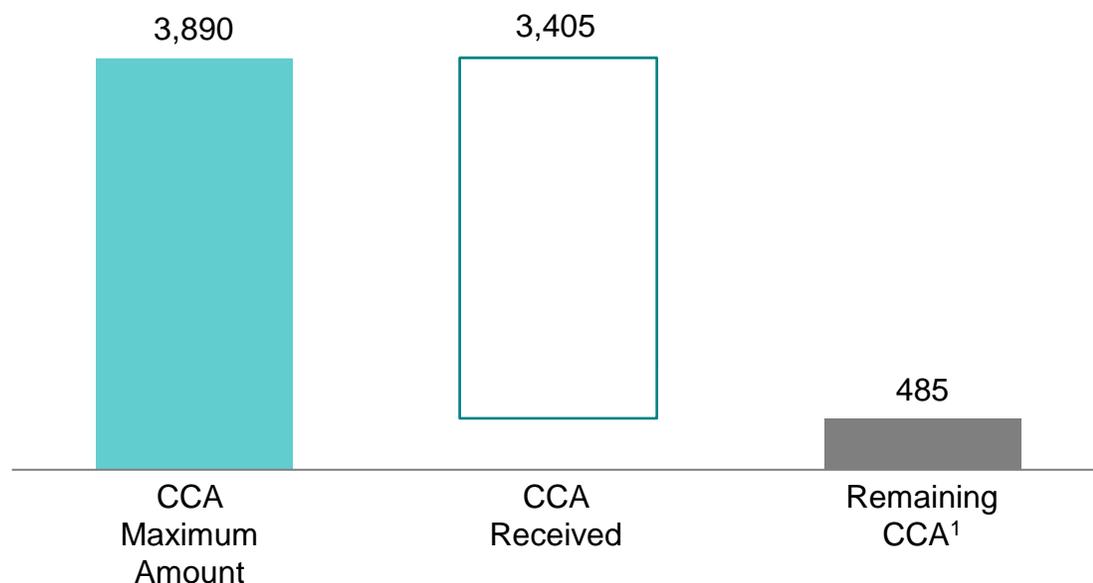
CAPITAL RATIOS (CRD IV/CRR) Fully Loaded		31-Mar-22	30-Jun-22	30-Sep-22	31-Dec-22	31-Mar-23	30-Jun-23	30-Sep-23	31-Dec-23	31-Mar-24
Risk Weighted Assets	(A)	23 622	22 914	21,929	21 233	21,197	21,475	21,328	20,399	20,779
Own Funds										
Common Equity Tier 1	(B)	2 419	2 558	2,746	2 787	2,996	3,241	3,524	3,703	3,952
Tier 1	(C)	2 420	2 559	2,747	2 789	2,998	3,243	3,526	3,705	3,953
Total Own Funds	(D)	2 925	3 061	3,248	3 279	3,489	3,832	4,115	4,280	4,529
Common Equity Tier 1 Ratio	(B/A)	10.2%	11.2%	12.5%	13.1%	14.1%	15.1%	16.5%	18.2%	19.0%
Tier 1 Ratio	(C/A)	10.2%	11.2%	12.5%	13.1%	14.1%	15.1%	16.5%	18.2%	19.0%
Total Capital	(D/A)	12.4%	13.4%	14.8%	15.4%	16.5%	17.8%	19.3%	21.0%	21.8%
Leverage Ratio		5.2%	5.4%	5.6%	5.8%	6.4%	7.1%	7.9%	7.9%	8.2%

novobanco has built a strong regulatory capital position, 19.0% CET1 FL ratio, increasing by c.500bps in 2023



# CCA: €485mn available

## CCA - Contingent Capital Agreement Compensation amounts (€ million)



- As agreed in Oct-2017, at sale process of novobanco, a Contingent Capital Agreement (“CCA”) was entered into between the Resolution Fund (“FdR”) and the Bank.
- Outstanding divergences between novobanco and the Resolution Fund (amounts not recognized in CET1 capital as of 31 March 2024):
  1. IFRS9 treatment
  2. 2020 unpaid CCA Call: €165mn
  3. 2021 unpaid CCA Call: €209mn
- Up to an additional €485mn remains available for losses recognised in a predefined portfolio of assets (“CCA Assets”) and other CCA covered losses (the “CCA Losses”) in case CET1 ratio decreases below 12%.
- The mechanism is in place until Dec-25 (the “CCA Maturity Date”), which date can be extended, under certain conditions, by one additional year.
- Until CCA Maturity Date (or early termination which would require mutual agreement between parties):
  - Novobanco is subject to a dividend ban
  - CCA Assets are subject to a servicing agreement with FdR

# Fitch, Moody's and DBRS ratings

February 2024

## Fitch

<b>Intrinsic</b>	Viability Rating (Investment Grade)	bbb-
	Support	ns
<b>LT / ST</b>	Issuer Default Rating LT/ST (Investment Grade)	BBB-/F3
	Deposits LT/ST (Investment Grade)	BBB/F3
	Senior Debt LT/ST (Investment Grade)	BBB-/F3
	Outlook	Neutral

March 2024

## Moody's

<b>Intrinsic</b>	Baseline Credit Assessment /Adjusted BCA	ba1
<b>LT / ST</b>	Counterparty Risk Assessment LT/ST (Investment Grade)	Baa1(cr)/ P-2 (cr)
	Counterparty Risk LT/ST (Investment Grade)	Baa1/P-2
	Deposits LT/ST (Investment Grade)	Baa1/P-2
	Senior Unsecured Debt LT/ST	Ba1
	Junior Senior Unsecured	Ba1
	Outlook deposits / senior	Positive
<b>Others</b>	Covered Bonds	Aaa
	Subordinated debt	Ba2

December 2023

## DBRS

Bank's Intrinsic Assessment (IA)	BB (high)
Long-Term Issuer Rating	BB (high)
Short-Term Issuer Rating	R-3
Long-Term Deposit (Investment Grade)	BBB (low)
Long-Term Critical Obligations (Investment Grade)	BBB
Senior Debt	BB (high)
Subordinated Debt	BB (low)

# Rating profile based on Moody's scorecard continues to show upside

Metrics	Dec-23 Report Novobanco Upgrade			Based on run-rate 2023 (Strong- Profile)	
	Historical Ratio	Raw Score	Assigned Score	2023	Raw score
<b>Asset Risk (25%)</b>					
<i>Problem Loans / Gross Loans</i>	6.7%	ba2	ba2	4.4%	<b>baa3</b>
<b>Capital (25%)</b>					
<i>TCE ratio</i>	16.2%	a1	baa3	20.6%	<b>aa3</b>
<b>Profitability (15%)</b>					
<i>Net Income / Tangible Assets</i>	-0.1%	caa2	baa1	1.7%	<b>a3</b>
<b>Funding Structure (20%)</b>					
<i>Market Funds / Tangible Banking Assets</i>	25.2%	ba1	ba1	18.4%	<b>baa2</b>
<b>Liquid Resources (15%)</b>					
<i>Liquid Banking Assets / Tangible Bank Assets</i>	29.7%	baa2	ba1	26.5%	<b>baa2</b>
<b>Aggregate Financial Profile</b>		<b>ba1</b>	<b>ba1</b>		<b>baa1</b>
<b>Qualitative Adjustments</b>					
<b>Total Qualitative Adjustments</b>			-		<b>+3 notches organic improvement</b>
<b>BCA range</b>			<b>baa2-ba1</b>		
<b>Sovereign cap</b>			<b>A3</b>		
<b>Assigned BCA</b>			<b>ba1</b>		
			Positive Outlook		
<b>LGF uplift</b>			<b>0 notch</b>		Potential LGF uplift (see on the right)
<b>Senior/Tier 2 rating</b>			<b>Ba1 / Ba2</b>		

**Moody's Loss Given Failure notching table**  
(Nov/23; pro-forma with Mar/24 SP issuance)

Loss rate	(Volume + subordination) / TBA (%)						
	≥0 <4%	≥4% <8%	≥8% <10%	≥10% <12%	≥12% <14%	≥14% <16%	≥16%
Subordination / TBA (%)							
≥0 <4%	-1	-1	0	0	1	1	2
≥4% <8%		0	0	1	1	2	2
≥8% <10%			1	1	2	2	3
≥10% <12%				2	2	3	3
≥12%					3	3	3

**A** Analysis for Senior Preferred:

- (Volume + subordination)/ TBA at 8.8%
- Subordination/TBA at 4.1%
- c.€0.5bn issuance of any SP / SNP / Tier 2 instruments to reach 10% (Volume + Subordination) / Tangible Banking Assets and therefore improve the score from current "0" to "1",
- Issuance volumes can be issued over a 3-year timeframe to induce uplift.

# novobanco ESG vision is built-in in its “Shaping the Future” strategy, and tracked by our Social Dividend commitments

## Customer-centric Bank

Reflecting evolving customer expectations through **distinctive value propositions**

Leveraging **digital and omnichannel approach** as drivers of **service** and **proximity**



Support our **clients transition** and maximize positive **impact on society** and **environment**



## Simple and efficient operations

**Simplifying the banking experience**, through superior usage of **technology and data**

Improving **internal processes** to upgrade **productivity and efficiency**



Improve **efficiency**, enable **own transition**, ensure systems readiness for ESG



## Developing people and culture

Attracting and developing a team of **skilled and fulfilled professionals** that actively **live the bank’s values**

Developing a **dynamic collaborative culture** in an environment adapted to the **new ways of working**



Strengthen **capabilities, inclusiveness, diversity** and the **engagement** of our people



## Developing sustainable performance

Delivering **sustainable returns** through disciplined risk, capital and funding management

Strengthening the integration of **ESG across business** to support sustainable growth and key stakeholders



Build a robust **ESG governance & risk management** framework



# As part of our 2023 dual materiality assessment update we reviewed our Social Dividend model, setting new KPI and targets

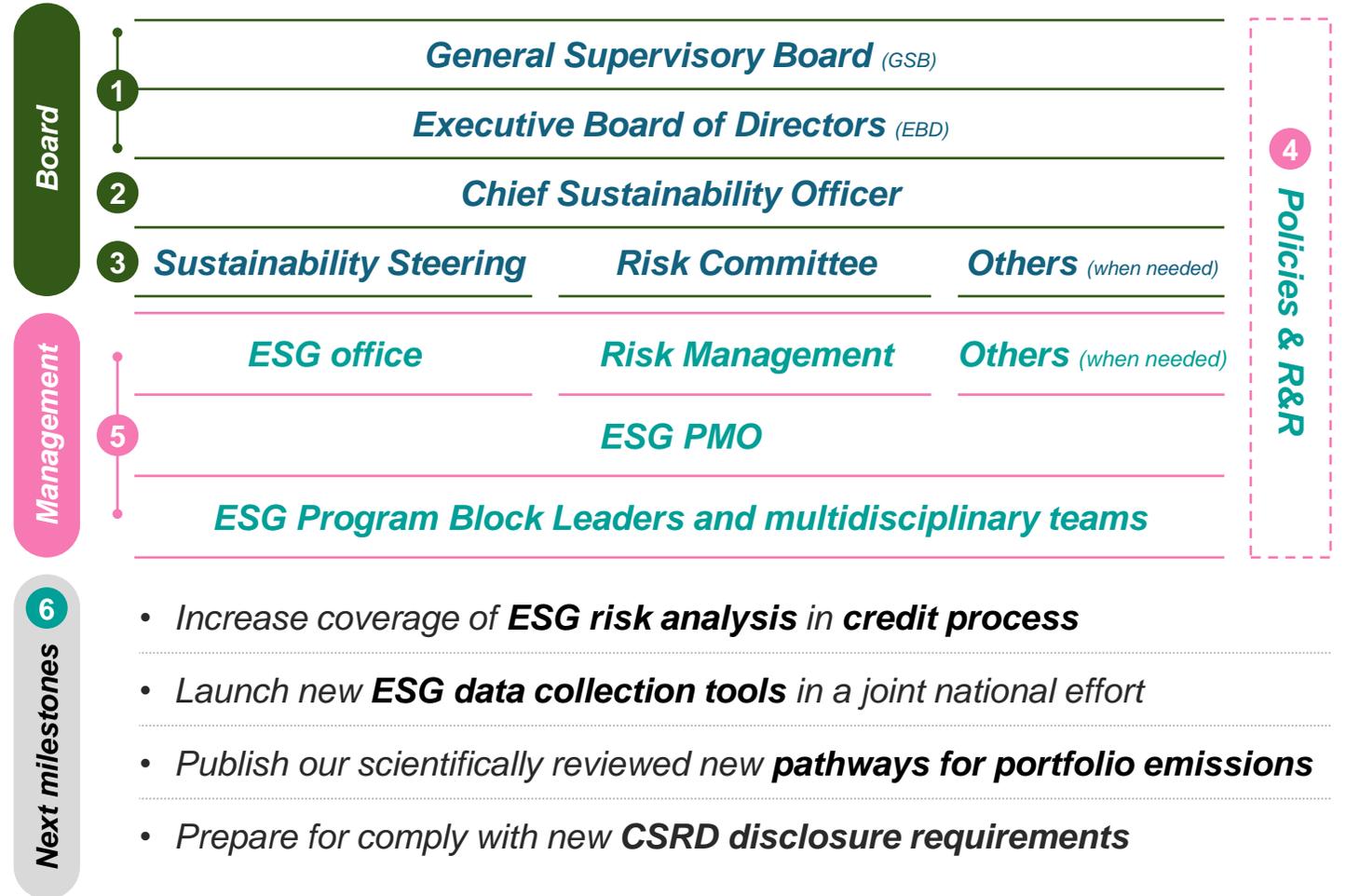
Customer-centric Bank	Simple and efficient operations	Developing people and culture	Developing sustainable performance
<p><b>Green production<sup>1</sup></b></p> <p>Target 2026 2.000 MEUR<sup>1</sup></p> <p> <b>140,6</b></p>	<p><b>Own emissions<sup>2</sup></b></p> <p>Target 2030 -50% vs 2021</p> <p> <b>-36%<sup>9</sup></b></p>	<p><b>Equal pay<sup>3</sup></b></p> <p>Target 2026 Below 5%</p> <p> <b>5,4%</b></p>	<p><b>Financed emissions reduction<sup>4</sup></b></p> <p>Target 2030 100% targets realized by sector</p> <p> </p>
<p><b>ESG investment products<sup>5</sup></b></p> <p>Target 2026 60% of invest. products</p> <p> <b>61%</b></p>	<p><b>Renewables share<sup>6</sup></b></p> <p>Target 2026 100%</p> <p> <b>77%<sup>10</sup></b></p>	<p><b>Employee engagement<sup>7</sup></b></p> <p>Target 2026 At least 65%</p> <p> <b>60%</b></p>	<p><b>Women in management<sup>8</sup></b></p> <p>Target 2026 At least 40%</p> <p> <b>38%</b></p>

1. Loans and investments considered under novobanco green financing policy with a 650 MEUR target for 2024; 2. Scope 1 and 2 GHG emissions; 3. Equal pay gap calculated per function (group view); 4. Achieving GHG emissions intensity targets for Power generation; Cement and CRE (Commercial Real Estate) – value to be calculated in 2024; 5. % of investment products (investment funds, financial insurances, structured notes or deposits) with ESG characteristics/ concerns – Art.8 and 9; 6. Net renewables share of 100% by 2026 (group view), where available (Azores, Madeira, Group facilities and branches with no direct contract need to be addressed); 7. Assessment of the level of employee engagement carried through the Pulse survey (average % of employee engagement – group view); 8. Previously Sr Leadership (group view); 9. Calculated at EoY 2023; 10. Calculated for 2023; Target set is met; Target is on track

# Robust ESG Governance and clear roadmap

novobanco deployed a robust governance model for its **Global Sustainability Framework**

- 1 The Global Sustainability Framework is supervised by our **GSB**, with our **EBD** taking direct responsibility for its active management
- 2 Our appointed **Chief Sustainability Officer** ensures a clear and direct guidance on the topic day-to-day activities
- 3 The **Sustainability Steering** safeguards the right cadence for implementing the ESG strategy, supervising our ESG KPI and KRI
- 4 novobanco **Policies** and **Roles & Responsibilities** are up-to-date with our Global Sustainability Framework
- 5 Our **ESG Office** and **ESG PMO** manage the ESG program, with oversight over the multidisciplinary teams needed for the effort
- 6 Our **program roadmap** is updated regularly to ensure transparency and effective control



<b>Income Statement</b>	
<b>Fees and commissions</b>	Fee and commission income less fee and commission expenses
<b>Commercial banking income</b>	Net interest income and fees and commissions
<b>Capital markets results</b>	Dividend income, gains or losses on the derecognition of financial assets and liabilities not measured at fair value through profit or loss, gains or losses on financial assets and liabilities held for trading, gains or losses on financial assets that must be accounted for at fair value through profit or loss, gains or losses on financial assets and liabilities accounted for at fair value through profit or loss, gains or losses from hedge accounting and exchange differences
<b>Other operating results</b>	Gains or losses on the derecognition of non-financial assets, Other operating income, Other operating expenses, Proportion of profits or losses from investments in subsidiaries and joint ventures and associates accounted for using the equity method
<b>Banking income</b>	The sum of Net interest income, Fees and commissions, Capital markets results and Other operating results
<b>Operating costs</b>	Staff costs, general and administrative expenses and depreciation and amortisation
<b>Net operating income</b>	Banking income - Operating costs
<b>Provisions and impairments</b>	Provisions or reversal of provisions, Impairment or reversal of impairment of financial assets not measured at fair value through profit or loss, Impairment or reversal of impairment of investments in subsidiaries, joint ventures and associates and Impairment or reversal of impairment of non-assets financial
<b>Balance Sheet / Liquidity</b>	
<b>Assets eligible as collateral for rediscount operations with the ECB</b>	The Eurosystem only grants credit against adequate collateral. This collateral consists of tradable financial securities and other types of assets such as non-tradable assets and cash. The expression "eligible assets" is used for assets that are accepted as collateral by the Eurosystem.
<b>Customer credit</b>	Customer loans and debt securities associated with credit operations with clients, being Gross before impairments and Net after impairment
<b>ALM portfolio</b>	Securities booked in the Asset and Liability Management Portfolio, at fair value through profit or loss, mandatory at fair value through profit or loss, at fair value through other comprehensive income and at amortised cost.
<b>Net ECB funding</b>	Difference between the funding obtained from the European Central Bank (ECB) and the placements with the ECB
<b>Total Customer Funds</b>	Deposits, other customer funds, debt securities and off- balance sheet customer funds
<b>Off-Balance Sheet Funds</b>	Off-balance sheet funds managed by Group companies, including mutual funds, real estate investment funds, pension funds, bancassurance, portfolio management and discretionary management.
<b>Loan to deposit ratio</b> Banco de Portugal Instruction n. 16/2004	Ratio of [gross loans - (accumulated provisions / impairment for credit)] to customer deposits.

**Asset Quality and Coverage Ratios**

<b>Overdue loans ratio</b>	Ratio of overdue loans to total credit.
<b>Overdue loans &gt; 90 days ratio</b>	Ratio of overdue loans > 90 days to total credit.
<b>Overdue loans coverage ratio</b>	Ratio of accumulated impairment on customer loans (on balance sheet) to overdue loans.
<b>Overdue loans &gt; 90 days coverage ratio</b>	Ratio of accumulated impairment on customer loans (on balance sheet) to overdue loans > 90 days.
<b>Coverage ratio of customer loans</b>	Ratio of impairment on customer loans (on balance sheet) to gross customer loans.
<b>Cost of risk</b>	Ratio of initial fair value and impairment charges accounted in the period for credit risk and debt securities associated with credit operations with clients with gross customer loans and debt securities associated with credit operations with clients.
<b>Non-performing loans</b>	Loans classified as in default according to internal definition – which is line with regulatory definition from article 178 of Capital Requirement Regulation –, i.e. (i) loans with material overdue amount for more than 90 consecutive days or (ii) loans identified as unlikely to pay, in accordance with qualitative criteria.
<b>Non-performing loans ratio</b>	Ratio calculated with non-performing loans / loans to customers (gross)
<b>Non-performing loans coverage ratio</b>	Ratio calculated between impairment on customer loans and non-performing loans
<b>Efficiency and Profitability Ratios</b>	
<b>Efficiency (Staff costs / Banking income)</b> Banco de Portugal Instruction n. 16/2004	Ratio of staff costs to banking income (net interest income, securities income, net fees and commissions, capital markets results, income from associated companies and subsidiaries and other operating income and expenses)
<b>Efficiency (Operating costs / Banking income)</b> Banco de Portugal Instruction n. 16/2004	Ratio of operating costs (staff costs, general and administrative expenses and depreciation and amortisation) to banking income (net interest income, securities income, net fees and commissions, capital markets results, income from associated companies and subsidiaries and other operating income and expenses).
<b>Profitability</b> Banco de Portugal Instruction n. 16/2004	Ratio of banking income (net interest income, securities income, net fees and commissions, capital markets results, income from associated companies and subsidiaries and other operating income and expenses) to average net assets.
<b>Return on average net assets</b> Banco de Portugal Instruction n. 16/2004	Ratio of income before tax and non-controlling interests to average net assets.
<b>Return on average equity</b> Banco de Portugal Instruction n. 16/2004	Ratio of income before tax and non-controlling interests to average equity.

**Designations & abbreviations**

<b>YTD</b>	Year-to-date
<b>YoY</b>	Year-on-Year
<b>ECB</b>	European Central Bank
<b>CRD IV</b>	Capital Requirements Directive 2013
<b>CRR</b>	Capital Requirements Regulation
<b>NIM</b>	Net Interest Margin
<b>€, EUR</b>	euro
<b>€mn</b>	millions of euro
<b>€bn</b>	billions of euro
<b>€k</b>	thousands of euro
<b>bps</b>	basis points
<b>pp</b>	percentage points
<b>RWA</b>	Risk weighted assets



# 1.6 MILLION REASONS WHY WE'RE PORTUGAL'S BANK OF THE YEAR.

**This is the number of novobanco customers.**

It is for each and every one of them that we work diligently every day, aiming to offer products and services adapted to their needs.

We strive to provide them with the most convenient banking experience, using secure and innovative digital channels.

We highly value their trust and we are committed to supporting their financial growth throughout their lives.

**This award is dedicated to them, and for them,  
we will continue to further excel.**

## novobanco

The prize is the sole responsibility of the entity who awarded it.

PUB | NOVO BANCO, S.A.

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## Next Events

- May 9: DB Iberian Day (Virtual)
- May 14: ABN AMRO Benelux Investor Day (Amsterdam)
- May 23: CACIB Bank & Insurance Conference (Paris)
- May 29: DB Annual Global Financial Services Conference (New York)
- Jun 13/14: UBS Conference (Lausanne)
- Jun 27: AEM - Portuguese Capital Markets Day (Lisbon)
- Jul 3: Nomura Southern European Fund Day (London)



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