



## FY 2017 Results

2<sup>nd</sup> February 2018

## Disclaimer

The purpose of this presentation is purely informative and should not be considered as a service or offer of any financial product, service or advice, nor should it be interpreted as, an offer to sell or exchange or acquire, or an invitation for offers to buy securities issued by CaixaBank, S.A. (“CaixaBank”) or any of the companies mentioned herein. The information contained herein is subject to, and must be read in conjunction with, all other publicly available information. Any person at any time acquiring securities must do so only on the basis of such person’s own judgment as to the merits or the suitability of the securities for its purpose and only on such information as is contained in such public information set out in the relevant documentation filed by the issuer in the context of such specific issue having taken all such professional or other advice as it considers necessary or appropriate in the circumstances and not in reliance on the information contained in this presentation.

CaixaBank cautions that this presentation might contain forward-looking statements concerning the development of our business and economic performance. Particularly, the financial information from CaixaBank Group for the year 2017 related to results from investments has been prepared mainly based on estimates. While these statements are based on our current projections, judgments and future expectations concerning the development of our business, a number of risks, uncertainties and other important factors could cause actual developments and results to differ materially from our expectations. Such factors include, but are not limited to the market general situation, macroeconomic factors, regulatory, political or government guidelines and trends, movements in domestic and international securities markets, currency exchange rates and interest rates, changes in the financial position, creditworthiness or solvency of our customers, debtors or counterparties.

Statements as to historical performance, historical share price or financial accretion are not intended to mean that future performance, future share price or future earnings for any period will necessarily match or exceed those of any prior year. Nothing in this presentation should be construed as a profit forecast. In addition, it should be noted that although this presentation has been prepared based on accounting registers kept by CaixaBank and by the rest of the Group companies it may contain certain adjustments and reclassifications in order to harmonize the accounting principles and criteria followed by such companies with those followed by CaixaBank. Accordingly, and particularly in the case of Banco Português de Investimento (“BPI”), the relevant data included in this presentation may differ from those included in the relevant financial information as published by BPI.

In particular, regarding the data provided by third parties, neither CaixaBank, nor any of its administrators, directors or employees, , either explicitly or implicitly, guarantees that these contents are exact, accurate, comprehensive or complete, nor are they obliged to keep them updated, nor to correct them in the case that any deficiency, error or omission were to be detected. Moreover, in reproducing these contents in by any means, CaixaBank may introduce any changes it deems suitable, may omit partially or completely any of the elements of this document, and in case of any deviation between such a version and this one, CaixaBank assumes no liability for any discrepancy.

In relation to Alternative Performance Measures (APMs) as defined in the guidelines on Alternative Performance Measures issued by the European Securities and Markets Authority on 30 June 2015 (ESMA/2015/1057), this report uses certain APMs, which have not been audited, for a better understanding of the company's financial performance. These measures are considered additional disclosures and in no case replace the financial information prepared under the International Financial Reporting Standards (IFRS). Moreover, the way the Group defines and calculates these measures may differ to the way similar measures are calculated by other companies. Accordingly, they may not be comparable. Please refer to the Glossary section for a list of the APMs used along with the relevant reconciliation between certain indicators.

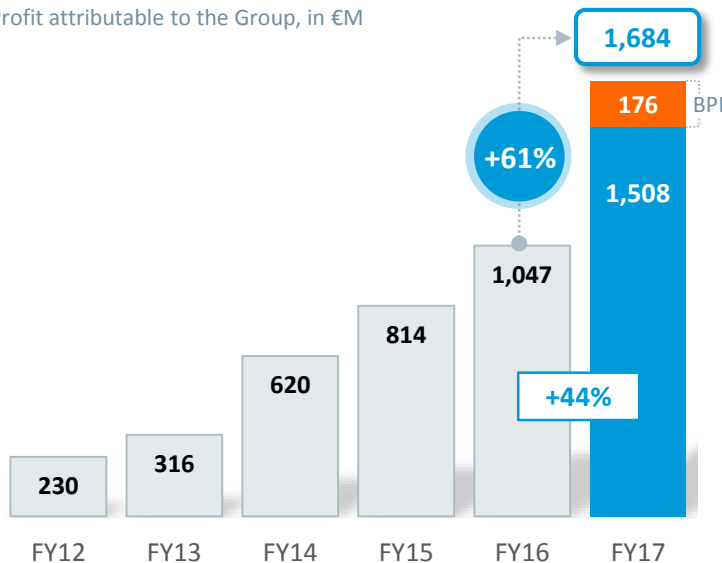
This document has not been submitted to the Comisión Nacional del Mercado de Valores (CNMV – the Spanish Stock Markets regulatory authority) for review or for approval. Its content is regulated by the Spanish law applicable at the date hereto, and it is not addressed to any person or any legal entity located in any other jurisdiction. For this reason it may not necessarily comply with the prevailing norms or legal requisites as required in other jurisdictions.

Notwithstanding any legal requirements, or any limitations imposed by CaixaBank which may be applicable, permission is hereby expressly refused for any type of use or exploitation of the content of this presentation, and for any use of the signs, trademarks and logotypes contained herein. This prohibition extends to any kind of reproduction, distribution, transmission to third parties, public communication or conversion by any other mean, for commercial purposes, without the previous express consent of CaixaBank and/or other respective proprietary title holders. Any failure to observe this restriction may constitute a legal offence which may be sanctioned by the prevailing laws in such cases.

# 2017 Strong profitability improvement on higher core revenues and lower impairments

## Strong profitability improvement

Profit attributable to the Group, in €M

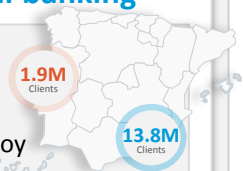


RoTE, trailing 12 months in %



## Reinforced leadership in Iberian retail banking

- ▶ Successful integration of BPI
- ▶ Growing retail market share<sup>(1)</sup> → CABK +100 bps yoy to 26.7% (#1); BPI +50 bps yoy
- ▶ #1 market penetration for digital clients<sup>(2)</sup>: 33%



### Core revenues and lower impairments drive profit growth

	FY % yoy
▶ NII	+5.1%
▶ Fees	+6.3%
▶ AuM <sup>(3)</sup> + insurance revenues	+19.9%
▶ Total provisions + net RE result <sup>(4)</sup>	-17.6%
▶ Net income	+44.1%

### Better business mix and higher margins

▶ AuM <sup>(3)</sup> + insurance funds	+9.5%
▶ Consumer + business loans <sup>(5)</sup> (perform.)	+7.7%
▶ Customer spread (annual avg.)	+12 bps

### Steep decline in NPAs

▶ NPAs <sup>(6)</sup>	-9.3%
▶ OREO sales	€1.6Bn
▶ Capital gains on RE sales (% of NBV)	20%

### Better operating performance masked by BFA charges

▶ NII + Fees <sup>(7)</sup>	+3.1%
▶ Recurrent costs <sup>(7)</sup>	-5.3%
▶ BFA 4Q one-offs (gross)	-€119M

### Strong solvency and liquidity metrics

▶ CET1 FL (YE17)	11.7%
▶ CET1 SREP FL 2018	8.75%
▶ LCR (YE17)	202%

### Net attributable income

€1,684 M +61%

(1) CABK: penetration as primary bank amongst retail clients aged 18 or above in Spain; source: FRS Inmark 2017. BPI: penetration as primary bank amongst retail clients in Portugal; source BASEF Banca. Latest available data. (2) 12 months average; source: Comscore, latest available data. (3) Mutual funds (including SICAVs and managed portfolios) and pension plans. (4) Total provisions, including loan-loss provisions and other provisions plus losses on disposals and other. (5) Performing loan-book; businesses including corporates and SMEs and excluding RE developers. (6) NPAs include NPLs, non performing contingent liabilities and OREO (all gross of provisions). (7) As reported by BPI

## 2017 upgraded operating guidance has been met

### 2017 Guidance for CABK

● Guidance<sup>(1)</sup>

<b>NII <sup>(1)</sup></b>	<b>(+) Mid single-digit</b>	€M	4,157	4,369	+5.1%	✓
			FY 2016	FY 2017		
<b>Fees <sup>(1)</sup></b>	<b>(+) Mid single-digit</b>	€M	2,090	2,223	+6.3%	✓
			FY 2016	FY 2017		
<b>Recurring Expenses</b>	<b>&lt;1% growth</b>	€M	3,995	4,035	+1.0%	✓
			FY 2016	FY 2017		
<b>Cost of Risk</b>	<b>&lt;40 bps</b>	bps	46	39	-7 bps	✓
			FY 2016 <sup>(2)</sup>	FY 2017		

- ▶ CABK core revenues<sup>(3)</sup> up **8.0%** yoy > guidance ~4% CAGR 2017-18
- ▶ RE disposals net result: **€6M** > guidance of RE capital gains offsetting RE impairments

(1) Guidance for NII and fees revised from (+) low-single digit growth to (+) mid-single digit growth in 1H17

(2) Trailing 12 months. FY16 figure excludes 4Q16 extraordinary provisioning release related to development of internal models

(3) Core revenues include: NII + Fees + other revenues from insurance (life-risk premia and equity accounted income from SegurCaixa Adeslas). Core revenues for CABK in 4Q amounted to €1,785M

## FY 2017 Results

- **Commercial activity**
- Financial results
- Balance sheet
- Final remarks

## Growth in AuM and savings insurance continues

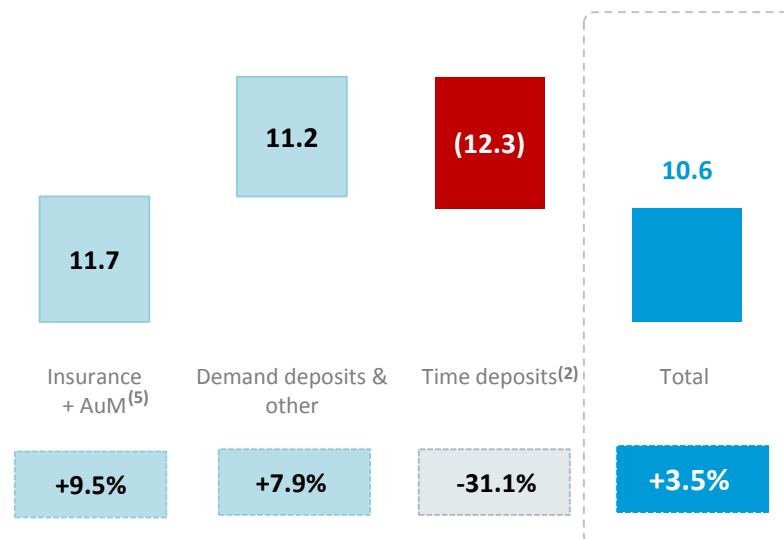
**€349.5 Bn**  
Customer funds

**+15.0%**  
ytd

**Key CABK trends**

 Customer funds breakdown<sup>(1)</sup>, in €Bn

	31 <sup>st</sup> Dec.	% ytd	% qoq	% ytd	% qoq
<b>I. On balance-sheet funds</b>	<b>247.5</b>	<b>14.0%</b>	<b>(1.0%)</b>	<b>2.8%</b>	<b>(1.1%)</b>
Demand deposits	158.8	19.7%	(1.3%)	10.9%	(1.5%)
Time deposits <sup>(2)</sup>	35.8	(9.7%)	(2.4%)	(31.1%)	(2.6%)
Subordinated liabilities	2.0	(38.7%)	(0.4%)	(38.8%)	0.0%
Insurance	50.0	23.9%	2.2%	13.7%	<b>2.4%</b>
Other funds	1.0	(16.0%)	(38.0%)	(17.2%)	(38.3%)
<b>II. Assets under management</b>	<b>96.6</b>	<b>17.9%</b>	<b>1.1%</b>	<b>7.5%</b>	<b>1.3%</b>
Mutual funds <sup>(3)</sup>	66.9	18.0%	0.9%	7.8%	1.2%
Pension plans	29.7	17.7%	1.5%	6.8%	1.6%
<b>III. Other managed resources<sup>(4)</sup></b>	<b>5.4</b>	<b>9.9%</b>	<b>18.5%</b>	<b>(34.2%)</b>	<b>22.2%</b>
<b>Total customer funds</b>	<b>349.5</b>	<b>15.0%</b>	<b>(0.2%)</b>	<b>3.5%</b>	<b>(0.2%)</b>

 Customer funds CABK, evolution ytd in €Bn and %


- Continued migration from time deposits to higher-yielding alternatives in a low-rate environment...
- ...drives structural growth in savings insurance and AuM products

(1) BPI Vida acquired by VidaCaixa in December 2017 contributes €4.1Bn in insurance funds and €2.7Bn in pension plans as of 31 December 2017 that are included within the BPI perimeter to report the organic evolution in the quarter

(2) Includes retail debt securities amounting to €490M (Group) and €455M (CABK) at 31 December 2017

(3) Includes SICAVs and managed portfolios

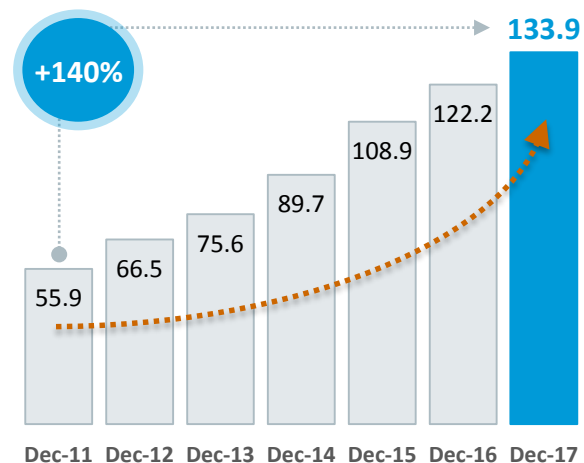
(4) Impacted in 1Q by amortisation of €1.5Bn subordinated notes issued by Criteria

(5) Mutual funds (including SICAVs and managed portfolios) and pension plans

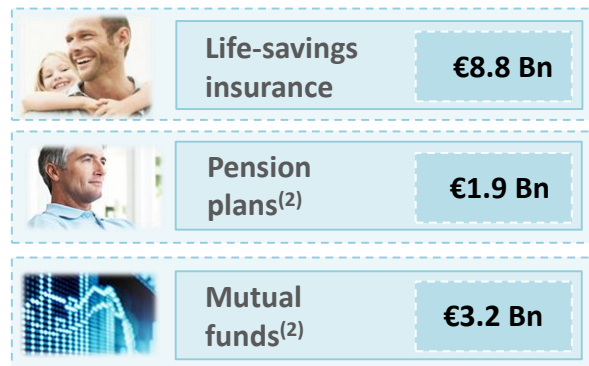
## Unique advisory capabilities of the network help to grow market share

### Steady growth in lifetime saving volumes

Life-savings insurance + AuM<sup>(1)</sup>, €Bn CABK



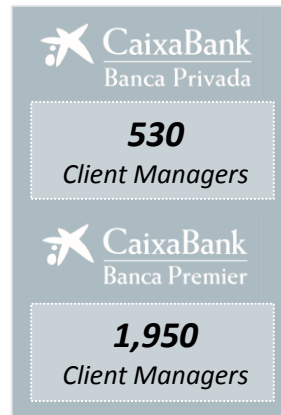
Net inflows (CABK), FY17 yoy



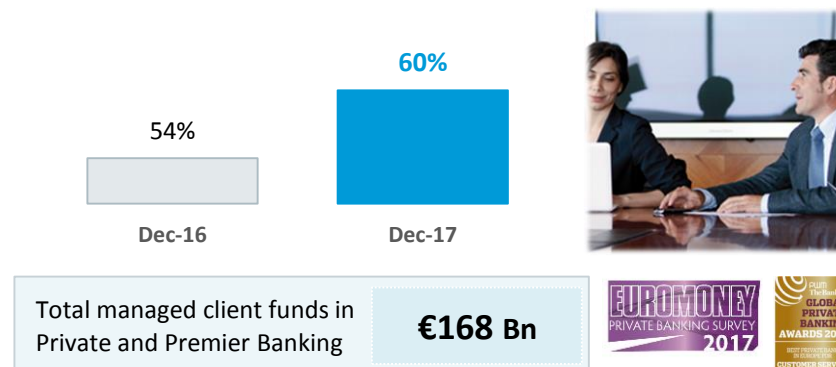
(1) Mutual funds (including own and third-party funds, SICAVs and managed portfolios) and pension plans

(2) Net inflows. Includes own and third-party funds, SICAVs and managed portfolios

### Leveraging strong advisory capabilities



Life insurance + AuM<sup>(1)</sup> as % of managed client funds in Private and Premier Banking



### Consolidating our new advisory model



Ready for Mifid II ahead of its implementation

## Selective loan-book growth with strict defence of credit spreads

**€210.2 Bn**  
Performing loans

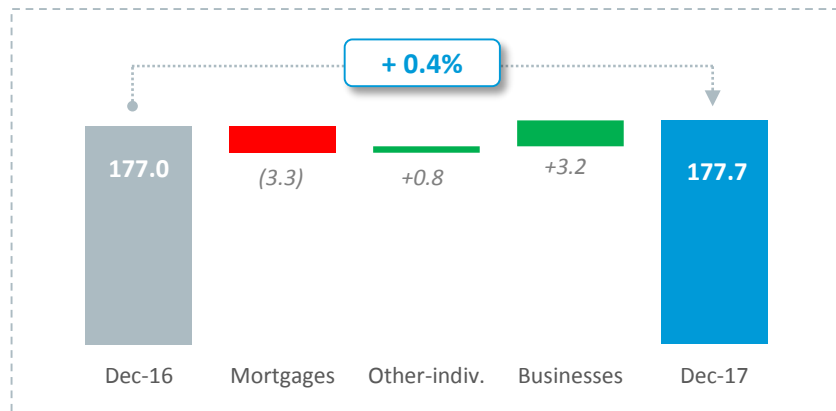
**+10.3%**  
Performing, ytd

Loan-book breakdown<sup>(1)</sup>, gross figures in €Bn

	31 <sup>st</sup> Dec.	% ytd	% qoq
<b>I. Loans to individuals</b>	<b>128.5</b>	<b>8.6%</b>	<b>(0.5%)</b>
Residential mortgages	94.2	9.0%	(1.1%)
Other loans to individuals <sup>(2)</sup>	34.3	7.5%	1.2%
o/w: CABK consumer loans <sup>(3)</sup>	9.9	22.4%	3.0%
<b>II. Loans to businesses</b>	<b>83.5</b>	<b>12.7%</b>	<b>0.5%</b>
Corporates and SMEs	76.2	17.5%	1.9%
Real Estate developers	7.1	(11.5%)	(11.6%)
Criteria Caixa	0.2	(85.2%)	(28.7%)
<b>Loans to individuals &amp; businesses</b>	<b>212.0</b>	<b>10.2%</b>	<b>(0.1%)</b>
<b>III. Public sector</b>	<b>12.0</b>	<b>(4.0%)</b>	<b>(7.7%)</b>
<b>Total loans</b>	<b>224.0</b>	<b>9.3%</b>	<b>(0.5%)</b>
<b>Performing loans</b>	<b>210.2</b>	<b>10.3%</b>	<b>(0.1%)</b>

**Key CABK trends**

### CABK performing loans ex CRI and public sector



- Continued growth in consumer lending and loans to non-RE businesses...
- ...offsets RE developer and mortgage deleveraging (seasonally-high in 4Q) and leads to stable performing loan book
- Improved quality of the portfolio with continued decline in NPLs

### Avoiding price competition: back-book loan yield stable qoq

(1) BPI Vida, acquired by VidaCaixa in December 2017, holds €784M in gross loans as of 31 December 2017 that have been kept within the BPI perimeter to facilitate analysis of organic trends in the quarter  
 (2) "Other loans to individuals" includes consumer lending and other credit to individuals  
 (3) Loans to individuals with personal guarantee, excluding those for home purchases. Includes personal loans from CaixaBank, MicroBank and CaixaBank Consumer Finance as well as credit cards (CaixaBank Payments) except for float.



# Loan production continues to expand in higher-yielding segments

Positive loan production dynamics...

...reflect franchise strength and focused value-proposition

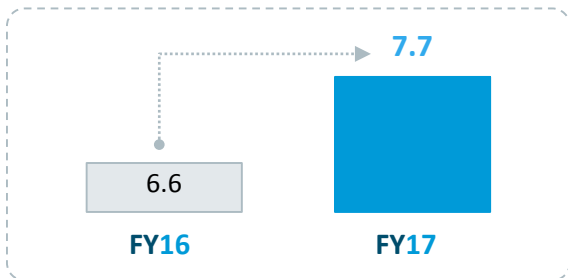
New lending growth (CABK), % FY17/FY16



**Consumer lending**

**+15%**

New consumer lending (CABK), €Bn



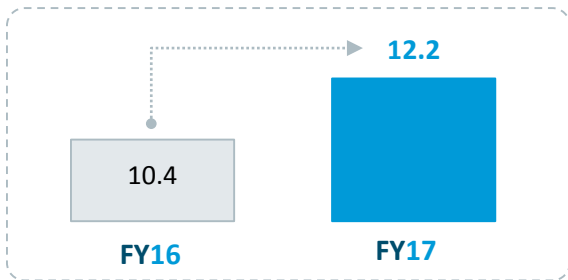
New lending growth (CABK), % FY17/FY16



**SMEs**

**+16%**

New lending to SMEs<sup>(1)</sup>, €Bn

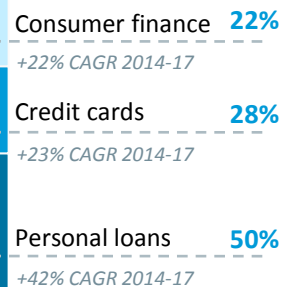


## ▶ Capturing a greater share of the value chain in consumer products



New consumer lending (CABK) FY2017, breakdown in %

**€7.7Bn**

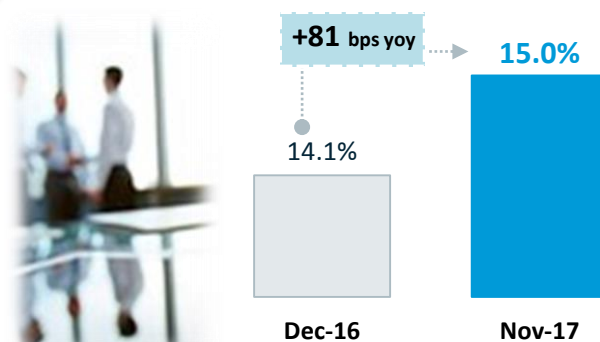


Strategic alliances and commercial agreements at the point-of-sale



## ▶ Materialising our potential in business lending: specialisation and quality of service

Market share<sup>(2)</sup>, %



(1) Including loans and credit facilities

(2) Market share in businesses (corporates and SMEs) in Spain; source: Bank of Spain

## FY 2017 Results

- Commercial activity
- **Financial results**
- Balance sheet
- Final remarks

## 2017 net income growth underpinned by higher core revenues and lower credit costs

### Consolidated Income Statement

In €M	Group <sup>(1)</sup>			CABK
	FY2017	FY2016	% yoy	% yoy
<b>Net interest income</b>	<b>4,746</b>	<b>4,157</b>	<b>14.2</b>	<b>5.1</b>
Net fees and commissions	2,499	2,090	19.5	6.3
Income and exp. from insurance <sup>(2)</sup>	472	311	51.9	51.9
Other revenues	505	1,269	(60.2)	(69.4)
<b>Gross income</b>	<b>8,222</b>	<b>7,827</b>	<b>5.1</b>	<b>(4.8)</b>
Total expenses	(4,577)	(4,116)	11.2	(1.9)
<b>Pre-impairment income</b>	<b>3,645</b>	<b>3,711</b>	<b>(1.8)</b>	<b>(8.0)</b>
LLPs, other provisions, gains/losses on asset disposals & other	(1,547)	(2,173)	(28.8)	(27.5)
<b>Pre-tax income</b>	<b>2,098</b>	<b>1,538</b>	<b>36.4</b>	<b>19.5</b>
Income tax, minority interest & others	(414)	(491)	(15.7)	(32.8)
<b>Profit attributable to the Group</b>	<b>1,684</b>	<b>1,047</b>	<b>60.9</b>	<b>44.1</b>

- Higher-quality revenues: % core vs gross income at 96% (85% FY16)
- Large restructuring effort at CABK and BPI (€561M restructuring charges)
- Significantly lower losses below-the-line (c. -30% yoy)
- Net income grows 61% with RoTE up 2.8 pp yoy to 8.4%

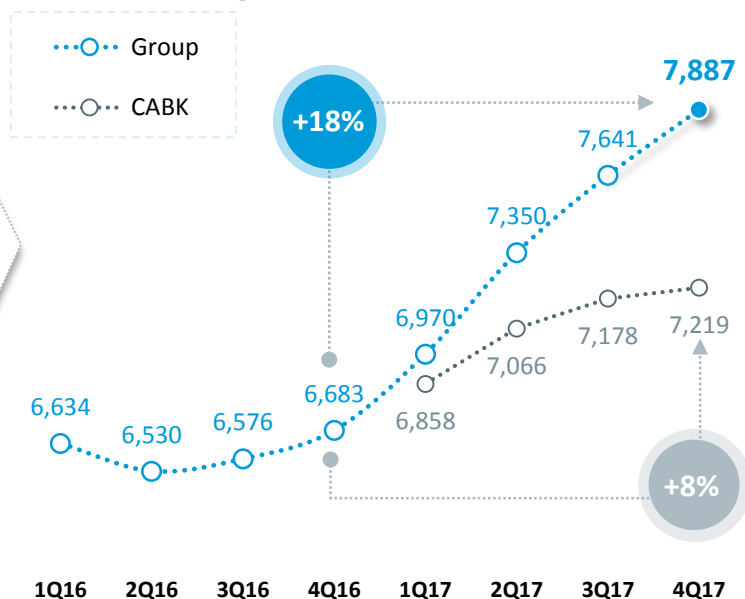
(1) BPI consolidates from 1<sup>st</sup> February 2017

(2) Recovery of reinsurance flows in 4Q 2016 after expiry of the value-in-force (VIF) contract with Berkshire Hathaway boosts yoy growth

(3) In 4Q17, core revenues include equity-income from BPI bancassurance stakes

### Higher quality revenue growth reflects successful model

Core revenues<sup>(3)</sup>, trailing 12M in €M



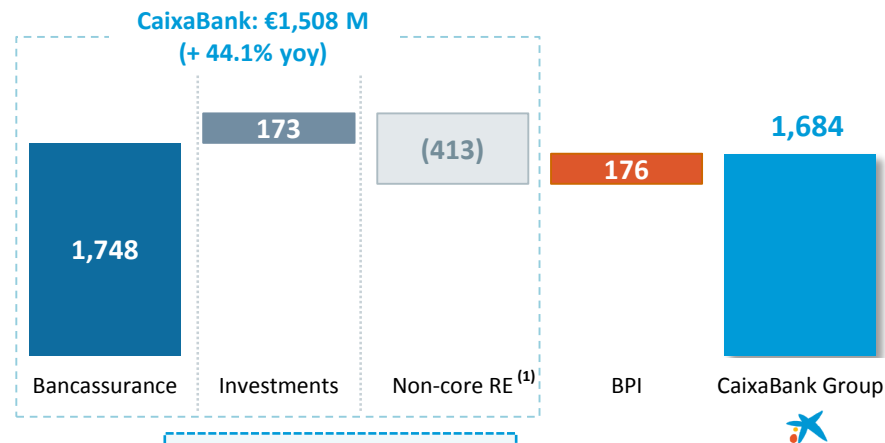
Core revenues, as % of Group revenues



# CABK bancassurance RoTE at 11.2% as core revenues more than offset decline in trading income

## Group P&L by segment

Profit attributable to the Group FY2017, breakdown by segment in €M



FY17/FY16, % **+24.2% vs. FY16 like-for-like<sup>(3)</sup>**

13.0%<sup>(2)</sup>

(9.9%)

(41.5%)<sup>(2)</sup>

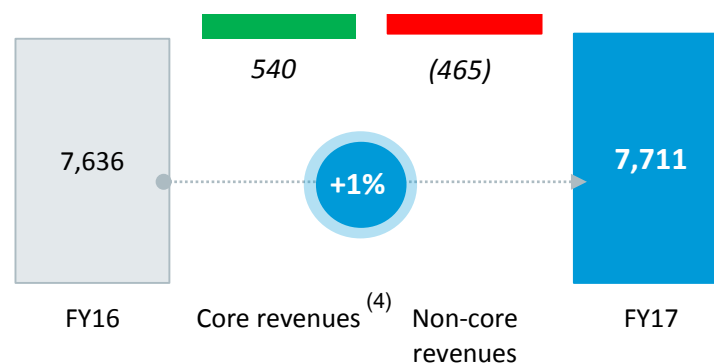
n/a

60.9%

- Bancassurance RoTE<sup>(5)</sup> at **11.2%** despite lower trading gains
- Investments grow 24.2% yoy like for like<sup>(3)</sup>
- Non-core RE losses significantly reduced: -41.5% yoy<sup>(2)</sup>
- BPI contribution partially offset by BFA one-off charges in 4Q

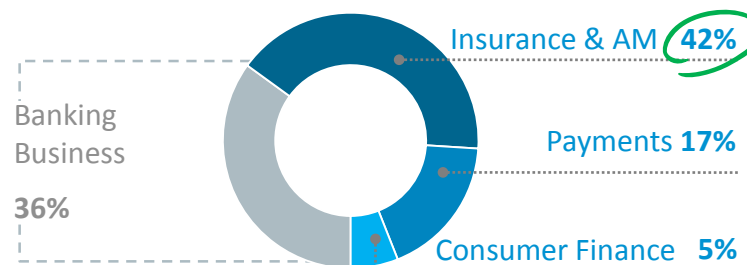
## Bancassurance core revenue growth offsets lower trading gains

Gross income from CABK-bancassurance segment reporting, €M



## Non-banking businesses are key contributors to earnings

Net income from CABK-bancassurance segment reporting, €M



**Contributing 6.6 pp to CABK bancassurance RoTE<sup>(5)</sup> → 11.2% (+0.4pp yoy)**

(1) Non-core RE segment primarily includes non-core lending to RE developers and foreclosed RE assets (OREO and rental property)

(2) Ex annex IX impact in FY2016

(3) Excluding the impact of BPI reclass and BEA/GFI disposal

(4) Core revenues include: NII + Fees + other revenues from insurance (life-risk premia and equity accounted income from SegurCaixa Adeslas). In 4Q17, core revenues include equity-income from BPI bancassurance stakes

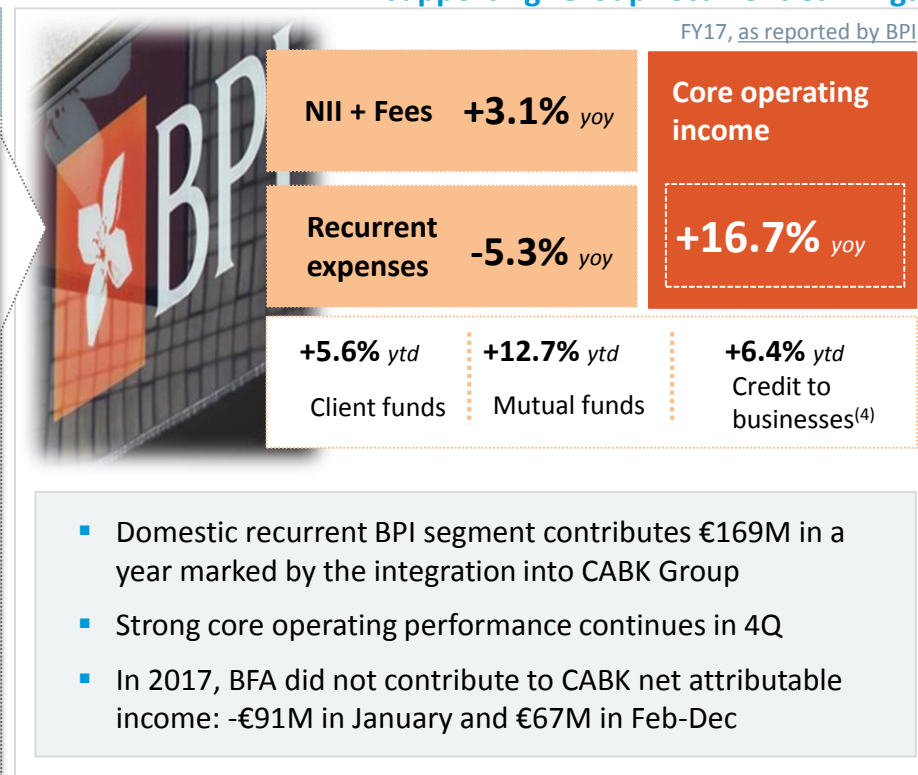
(5) RoTE exc. extraordinary items +€256M net business combination result from BPI, -€212M early retirement programmes of 2Q17 and -€3M of extraordinary costs; all after tax. Note that RoTE includes the coupon of AT1 accrued in the year (-€22M post-tax)

## Significant BPI contribution after 11 months from integration

4Q results reflect positive operating trends...

...supporting Group recurrent earnings

BPI Segment P&L		€169M		Domestic recurrent Feb-Dec 17 <sup>(1)(3)</sup>	
in €M (Feb-Dec 2017)	FY17 <sup>(1)</sup>	4Q17	FY17 domestic recurrent <sup>(3)</sup>		
<b>Net interest income</b>	377	108	377		
Net fees and commissions	276	82	276		
Other income <sup>(2)</sup>	117	(68)	22		
<b>Gross income</b>	770	122	675		
Recurring expenses	(432)	(114)	(432)		
Extraordinary operating expenses	(106)				
<b>Pre-impairment income</b>	232	8	243		
Impairment losses & other provisions	29	6	29		
Gains/losses on asset disposals & others	(1)	(1)	(1)		
<b>Pre-tax income</b>	260	13	271		
Income tax, minority interests and other	(84)	(17)	(102)		
<b>Net attributable profit</b>	176	(4)	169		



### Meeting synergy targets post-integration



(1) BPI consolidates for 11 months, since February 1<sup>st</sup> 2017

(2) BFA contribution to equity accounted income in 4Q includes -€119M one-off impact of which -€76M corresponds to the estimated impact from applying inflationary accounting (according to IAS 29). Net attributable income from BFA in 4Q (post tax and minorities) amounts to -€52M

(3) Excluding both BFA and BCI contribution to equity accounted income in Feb-Dec 2017 (€88M and €7M respectively) and extraordinary operating expenses in the period (-€106M), all gross figures, as well as the impact on taxes and minority interests

(4) In Portugal

(5) For a total of €168M when also including cost of restructuring programs in 2016 and Jan 2017

(6) Considering the reduction in revenues derived from the sale to CaixaBank in December 2017 of BPI Vida and other BPI subsidiaries

## Q4 net income reflects solid operating trends in a seasonal quarter



Group

**€196 M**  
4Q17 Net income

**+155%**  
yoy

Consolidated income statement, €M	Group			CABK	
	Q4 2017	% yoy <sup>(1)</sup>	% qoq	% yoy <sup>(2)</sup>	% qoq
<b>Net interest income</b>	<b>1,196</b>	<b>11.1</b>	<b>(0.4)</b>	<b>1.1</b>	<b>(1.0)</b>
Net fees and commissions	632	16.0	2.6	1.0	2.2
Income from investments & associates	39	(85.8)	(82.5)		(29.6)
Trading income	(5)				
Income and exp. from insurance <sup>(3)</sup>	118	21.1	(3.1)	21.1	(3.1)
Other operating income & exp.	(249)	4.3		3.8	
<b>Gross income</b>	<b>1,731</b>	<b>(8.3)</b>	<b>(21.7)</b>		<b>(17.6)</b>
Recurring expenses	(1,124)	12.7	(0.2)	1.3	0.3
Extraordinary operating expenses	(1)		(60.6)		(60.6)
<b>Pre-impairment income</b>	<b>606</b>	<b>(32.0)</b>	<b>(44.0)</b>		<b>(36.6)</b>
Loan impairment losses	(141)	(136.9)	(24.7)		(26.7)
Other provisions	(112)	(59.1)		(59.6)	
Gains/losses on asset disposals & other	(117)	(84.9)		(85.0)	
<b>Pre-tax income</b>	<b>236</b>	<b>5.2</b>	<b>(72.4)</b>		<b>(68.3)</b>
Income tax	(42)	(72.1)	(77.6)	(85.7)	(86.3)
<b>Profit for the period</b>	<b>194</b>	<b>160.3</b>	<b>(71.0)</b>		<b>(63.1)</b>
Minority interests & other	2	(33.0)			
<b>Profit attributable to the Group</b>	<b>196</b>	<b>154.9</b>	<b>(69.8)</b>	<b>160.9</b>	<b>(63.2)</b>

(1) BPI consolidates from 1<sup>st</sup> February 2017

(2) Where comparable, i.e. associates and sub-totals not comparable yoy

(3) Recovery of reinsurance flows in 4Q 2016 after expiry of the value-in-force (VIF) contract with Berkshire Hathaway boosts yoy growth

(4) Estimated impact from applying (according to IAS 29) the inflationary effects in Angola to the financial statements of BFA

(5) Post 10% tax and 15.5% minority interests



CaixaBank

### Key CABK trends

- Resilience of NII and fees
- Insurance remains a powerhouse of growth
- Recurrent costs flat in the quarter and in line with guidance for the year
- Steep reduction in loan-loss provisions reduces annual CoR to 39 bps as guided for
- Other provisions include conservative provisioning for legal contingencies in 4Q yet down 59.6% yoy

### Group earnings impacted by one-off charges concerning BFA

One-off Impacts at CABK Group, in €M

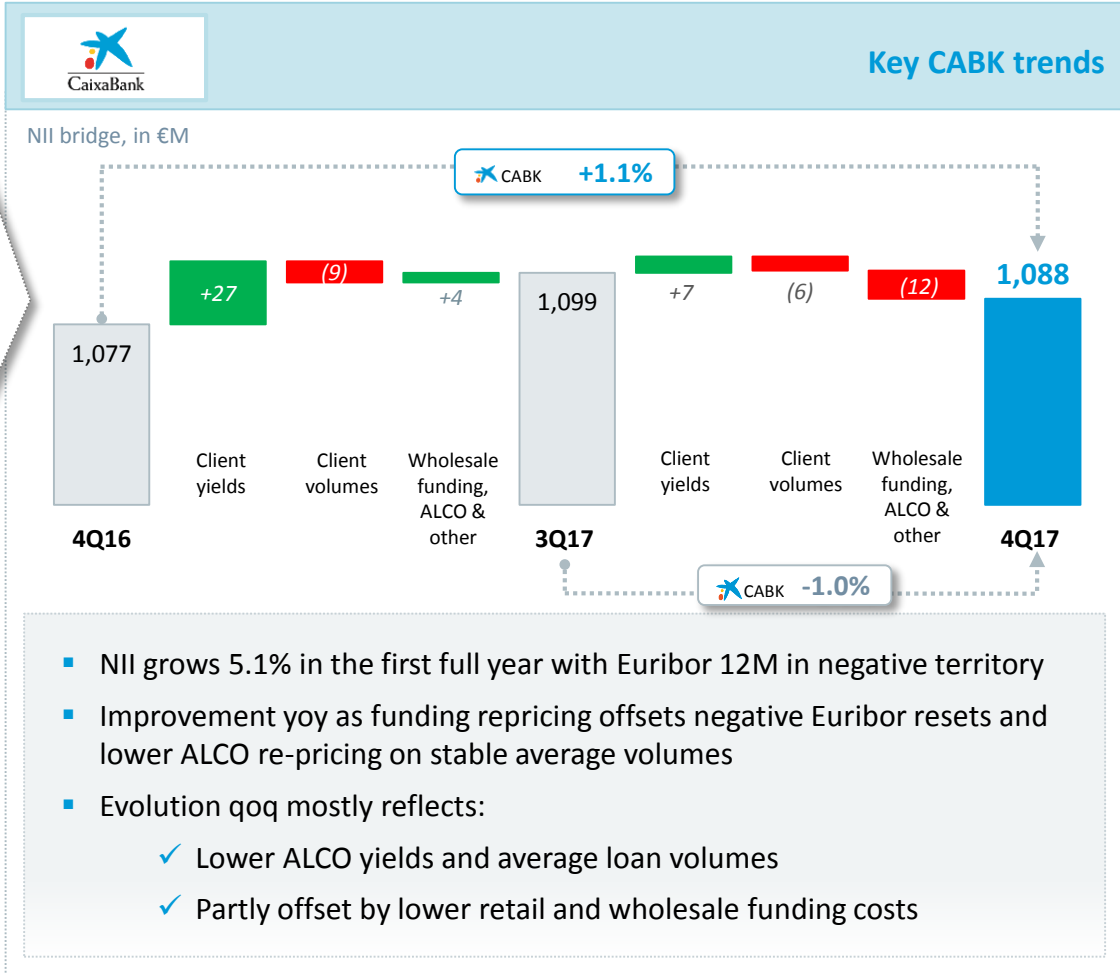
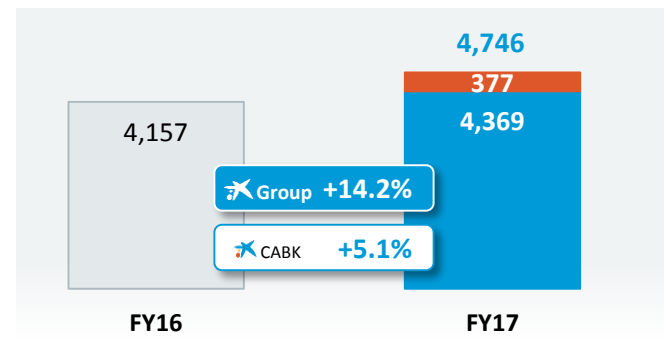
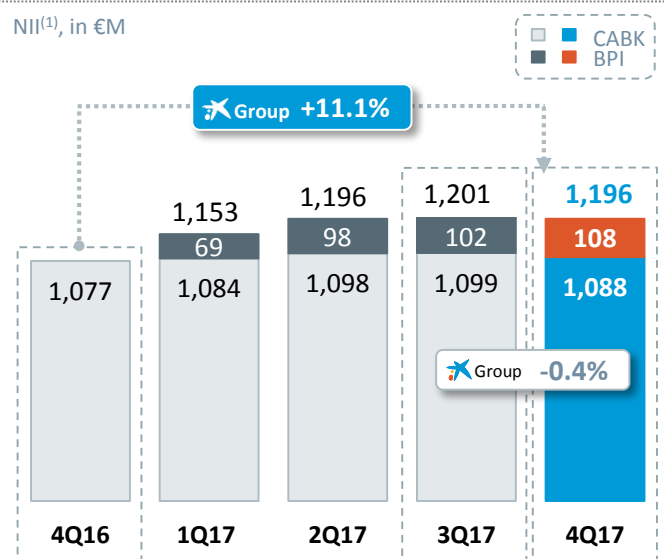
**4Q17**

▶ Income from associates	<b>-119</b>
<i>Inflationary accounting (IAS 29)<sup>(4)</sup></i>	-76
<i>Other</i>	-43
▶ Net attributable impact <sup>(5)</sup>	<b>-90</b>

**IAS29 accounting is mostly neutral on equity**

## NII broadly stable in the quarter

### BPI contribution (11 months) boosts 2017 NII



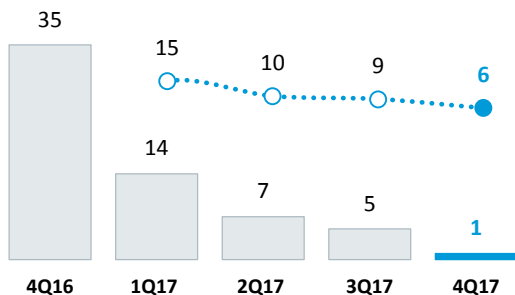
## NII growth at CABK aligned with upgraded mid-single digit guidance

(1) 1Q17 includes 2 months of BPI and impact of FV adjustments. In 2Q-3Q-4Q, BPI contributes a full quarter, also impacted by FV adjustments

# Liability repricing continues to provide support

## Deposit repricing still helping margins

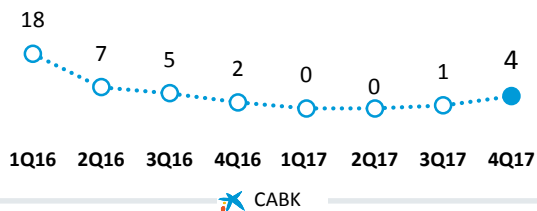
Time deposits: back book (bps)



Group

CABK

CABK Time deposits: front book, in bps



CABK

- Limited potential for re-pricing as back book below front book

## Lower wholesale funding costs

 CABK wholesale funding back-book<sup>(1)</sup> in €Bn and spread over 6M Euribor in bps, as of 31 Dec. 2017


CABK

Volume

Spread

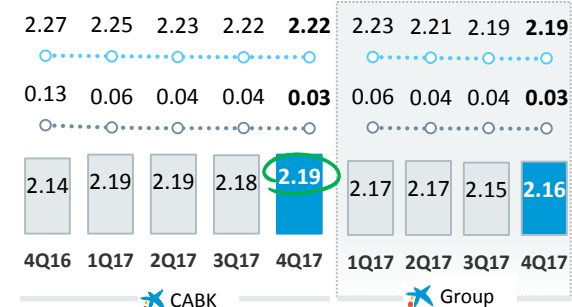
CABK issuances in 2017

	Date	Amount	Coupon
SNP	Sep	€1.25Bn	1.125%
Tier 2	July	€1Bn	2.75%
AT1	June	€1Bn	6.75%
Senior	May	€1Bn	1.125%
Tier 2	Feb	€1Bn	3.50%
Covered bonds	Jan	€1.5Bn	1.25%

- BB -15bps qoq/-9bps ytd as expensive maturities more than offset impact from new issuances

## Higher customer spread but lower NIM

Customer spread, in %

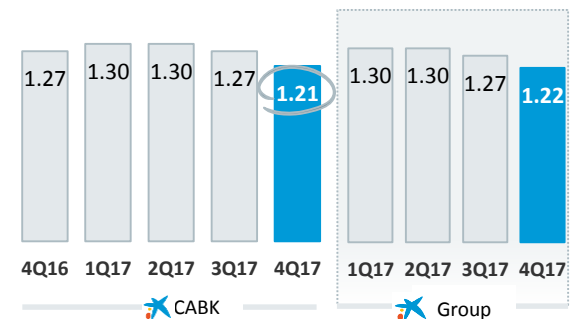


CABK

Group

 Loans and credit Client funds<sup>(2)</sup> Customer spread

NIM, in %



CABK

Group

- Customer spread up slightly on lower funding costs and stable loan yields
- NIM mostly reflects denominator effect from cash balances

(1) Includes securitisations placed with investors and self-retained multi-issuer covered bonds. It does not include the AT1 issued in June 2017.

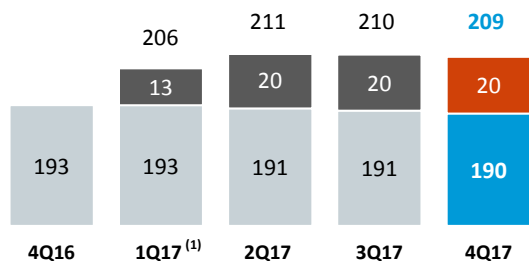
(2) The cost of customer funds reflects the cost of both demand and time deposits, as well as repos with retail clients. Excludes the cost of institutional issuance and subordinated liabilities



# Conservative liquidity management in anticipation of TLTRO redemption

## Loan yields and volumes remain stable

Average loan balance (net), in €Bn

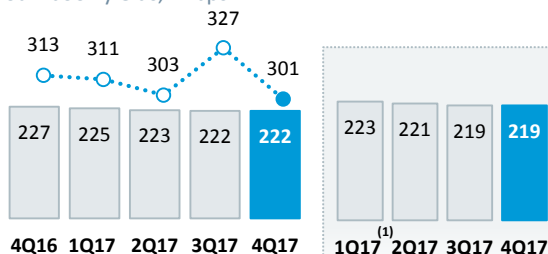


Group

CABK

BPI

Loan-book yields, in bps



CABK

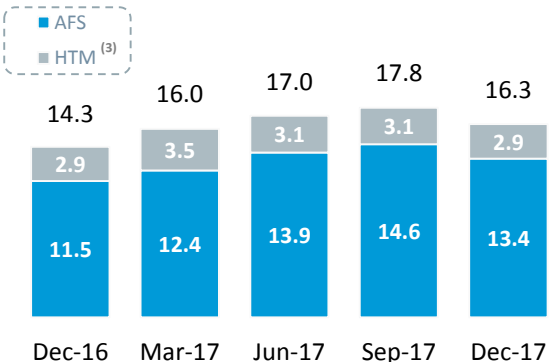
Group

FB (ex public sector)

Back book

- BB yields stable as accretive FB (mix-shift to higher-yielding segments) offsets Euribor resets

## Structural ALCO volumes decline

 Group structural ALCO portfolio<sup>(2)</sup>, in €Bn


Yield, %

2.7    2.5    2.3    2.2    2.0

Average life, yrs

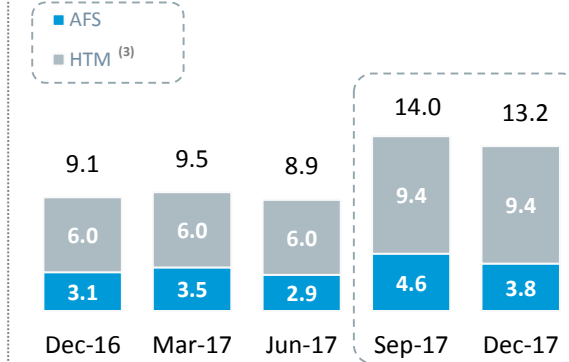
4.1    4.5    4.6    4.8    4.9

Duration, yrs

1.4

- Stable duration consistent with prudent risk management

## With stable liquidity portfolio

 Group ALCO-liquidity management<sup>(4)</sup> portfolio, in €Bn


Yield, %

0.1    0.1    0.1    0.2    0.2

Average life, yrs

2.7    2.6    2.5    3.2    2.9

Duration, yrs

2.8

- Duration in line with TLTRO maturity
- Lower yield reflects management of excess cash balances at current yields

(1) 1Q Group asset yields and average balances BPI calculated on 2 months of BPI contribution

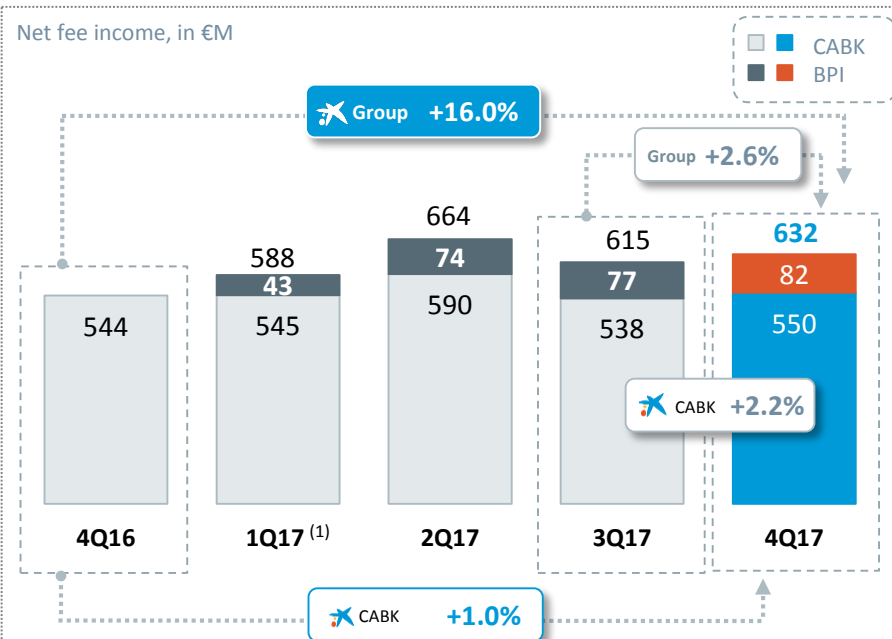
(2) Banking book fixed-income securities portfolio, excluding trading book assets and liquidity management portfolio. Refer to the appendix for reconciliation with previously disclosed total ALCO series

(3) Held-to-maturity securities and debt securities at amortised cost

(4) Banking book fixed-income securities portfolio bought for liquidity reasons

## Fees grow on the back of another strong quarter in insurance and AuM

### Fees exceed stated target for the year...



#### Net fees breakdown, €M

	4Q17	4Q % yoy		% qoq	
		Group	CABK	Group	CABK
Banking and other fees	363	9.4	(4.7)	(1.8)	(1.8)
Mutual funds	134	23.1	9.2	6.2	5.5
Pension plans	62	24.4	19.2	18.2	17.6
Insurance distribution fees	73	34.4	3.0	7.6	5.2

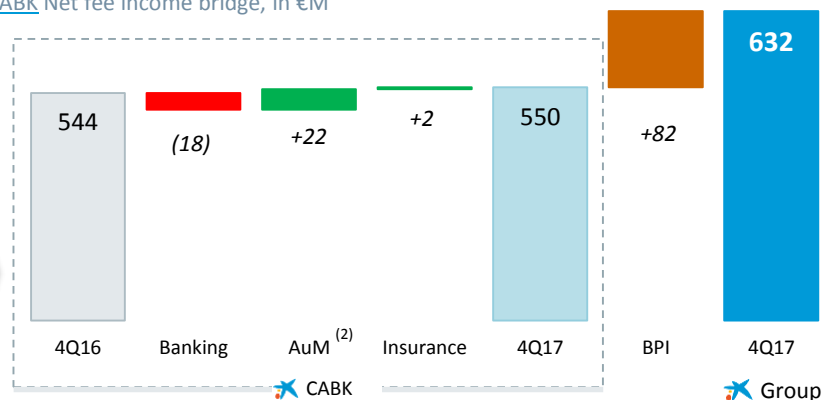
(1) 1Q17 includes only 2 months of BPI

(2) Mutual funds, managed portfolios and pension plans

(3) Based on domestic activity data reported by BPI

### ... on the back of sustained growth in AuM and insurance

#### CABK Net fee income bridge, in €M



#### CABK trends 4Q

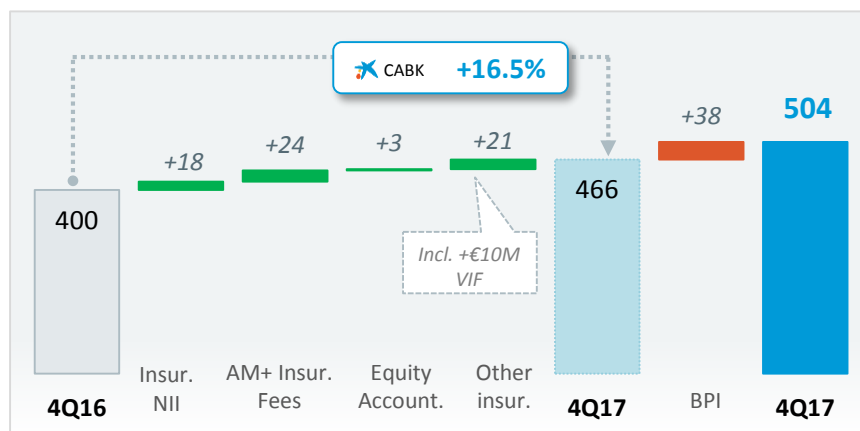
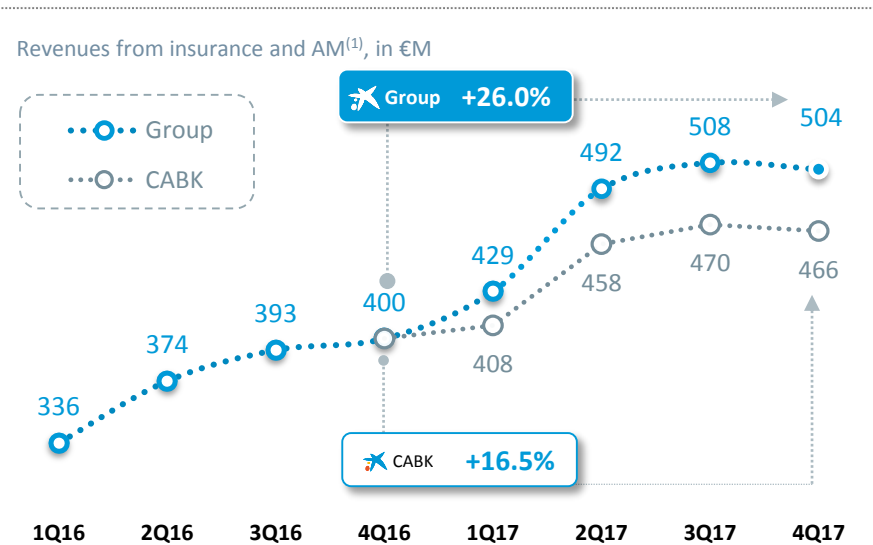
- Fees benefit from sustained growth in AuM and insurance; aided qoq by positive seasonality in pension plan fees
- Asset management (+12.4% yoy) and insurance distribution fees (+3.0% yoy) increase yoy underpinned by higher activity
- Negative banking fee evolution mostly reflect lower non-recurrent activity in 2H17

#### BPI 4Q

- Fees continue to grow (9.3% yoy<sup>(3)</sup>/5.1% qoq) with strong performance in AuM (47.5% yoy<sup>(3)</sup>/14.8% qoq)

## Insurance and asset-management remain key contributors to bancassurance segment

### Double-digit growth yoy in insurance and AM revenues...



### ...increasing its contribution to CABK bancassurance earnings

CABK-Bancassurance 4Q17, in €M	CABK-Bancassurance	Insurance & AuM	as % bancassuran.
<b>Revenues</b> (excluding non-recurrent items <sup>(1)</sup> )	<b>1,850</b>	<b>466</b>	<b>25%</b>
% yoy	+3%	+17%	+3 p.p.
Net interest income	1,148	84	7%
% yoy	+2%	+27%	+1 p.p.
Net fees and commissions	549	235	43%
% yoy	+1%	+11%	+4 p.p.
Income from associates (equity accounted)	35	29	83%
% yoy	+6%	+12%	+4 p.p.
Income and exp. From insurance	118	118	100%
% yoy	+22%	+22%	=

### Growing contribution to revenues

% of CABK bancassurance revenues<sup>(1)</sup>

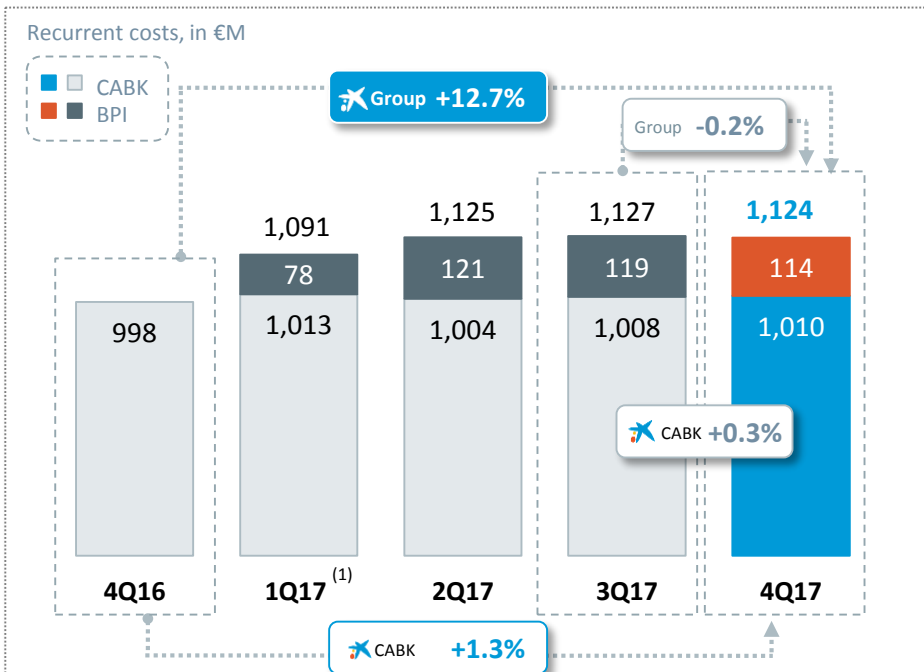


Non-banking businesses mitigate effect of low rates

(1) Excludes trading income and other operating income and expenses

## Restructuring and expense control keep costs flat

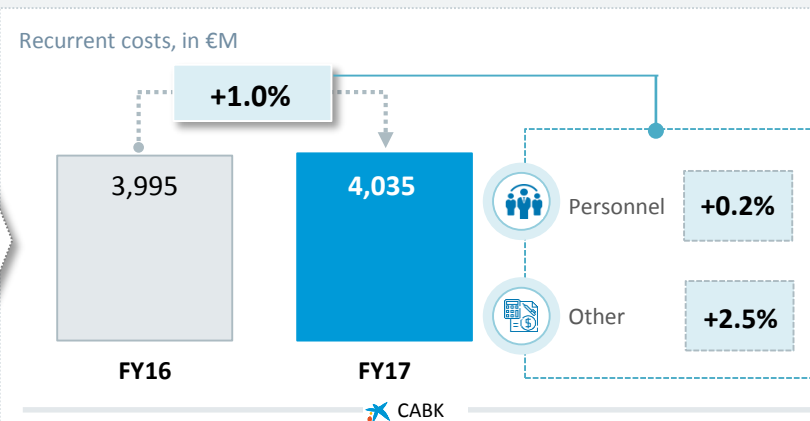
### Group recurrent costs down 0.2% qoq as savings offset inflation



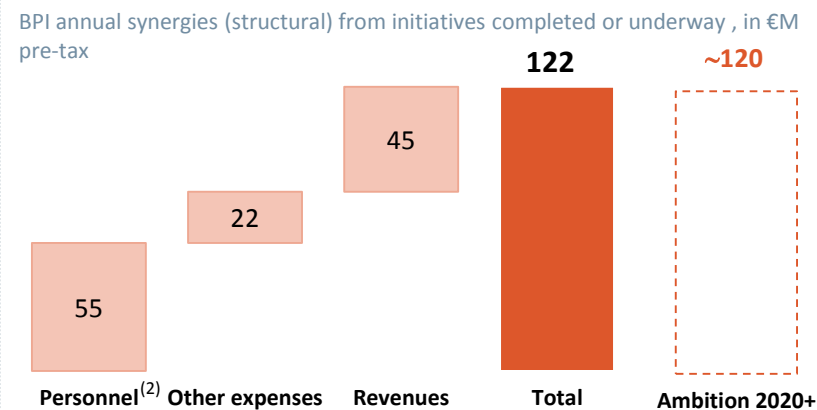
- Important initiatives in 2017 to rationalise costs at CABK/BPI
  - €455M/€106M restructuring charges
  - €104M/€36M in annual cost savings
- CABK cost-savings beyond strategic target facilitate investments in new revenue opportunities
- Recurrent C/I ratio at 54.3%

(1) 1Q17 includes 2 months of BPI  
(2) Includes €19M cost-savings from actions in 2H16

### CABK trends in line with guidance



### BPI: 2020 synergy ambition met

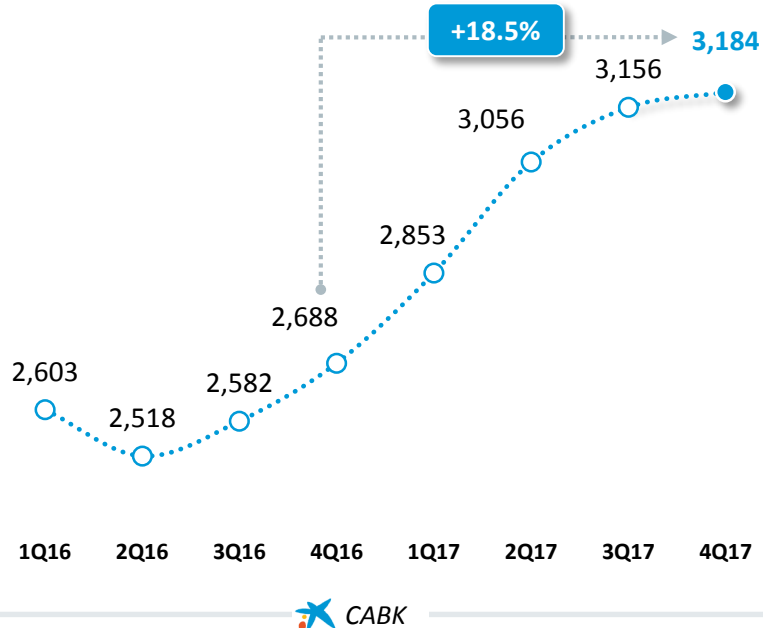


## Core operating income continues to improve

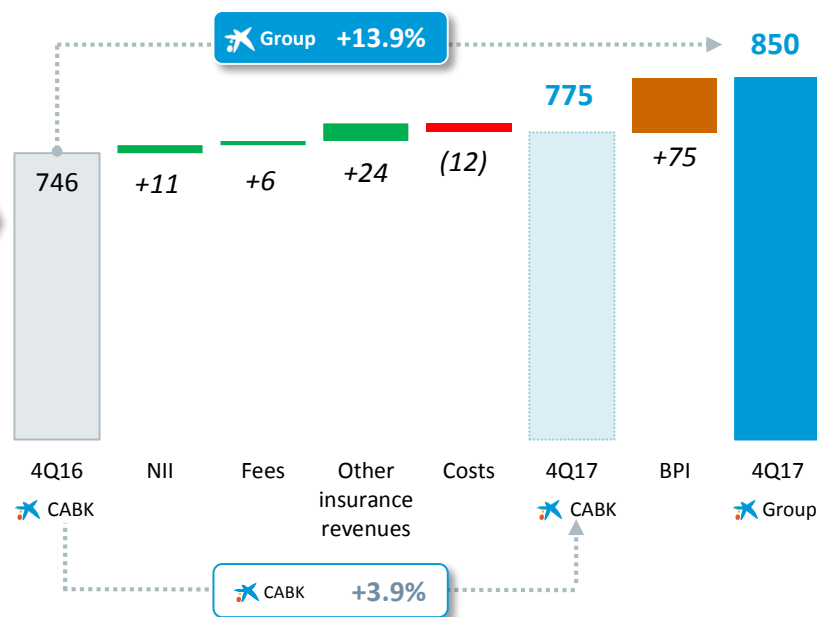
Double digit growth yoy in core operating income...

...supported by all core revenue lines and BPI

CABK core operating income<sup>(1)</sup> trailing 12M, in €M



Group core operating income<sup>(1)</sup> bridge 4Q yoy, in €M



**€3,420 M**  
(+27.2% yoy)

**Group**  
Total core revenues<sup>(2)</sup> 4Q17

**€1,974 M**  
(+13.2% yoy)

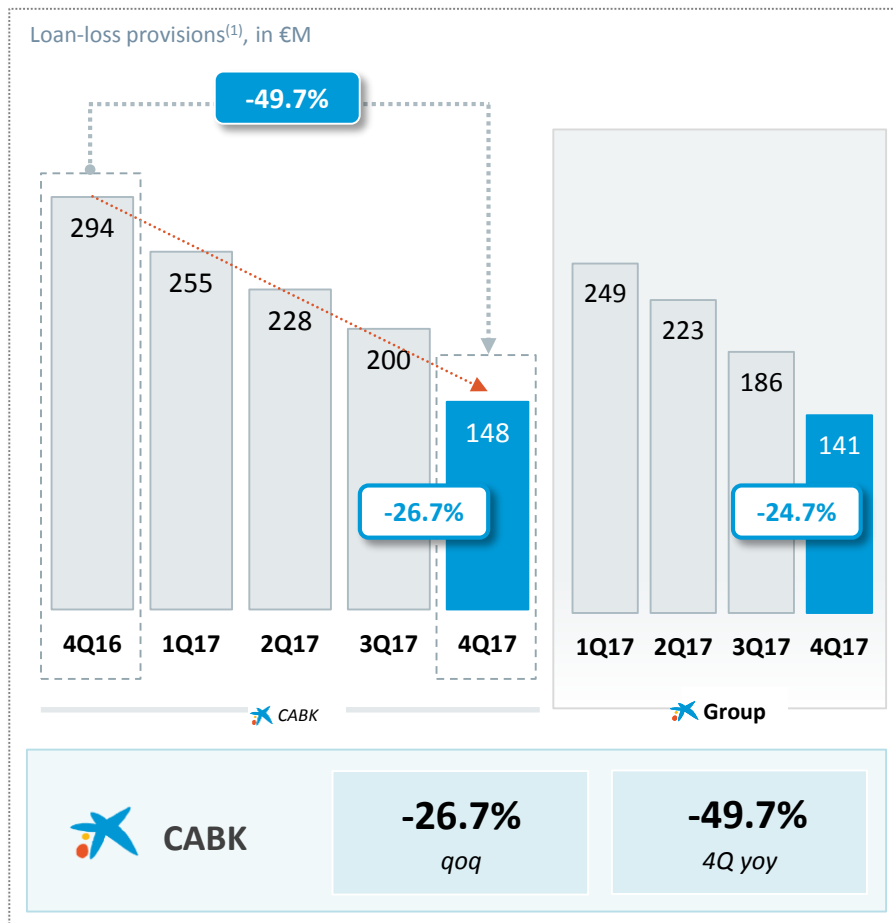
Positive jaws and BPI contribution lift core operating income

(1) Core operating income defined as core revenues minus recurrent costs

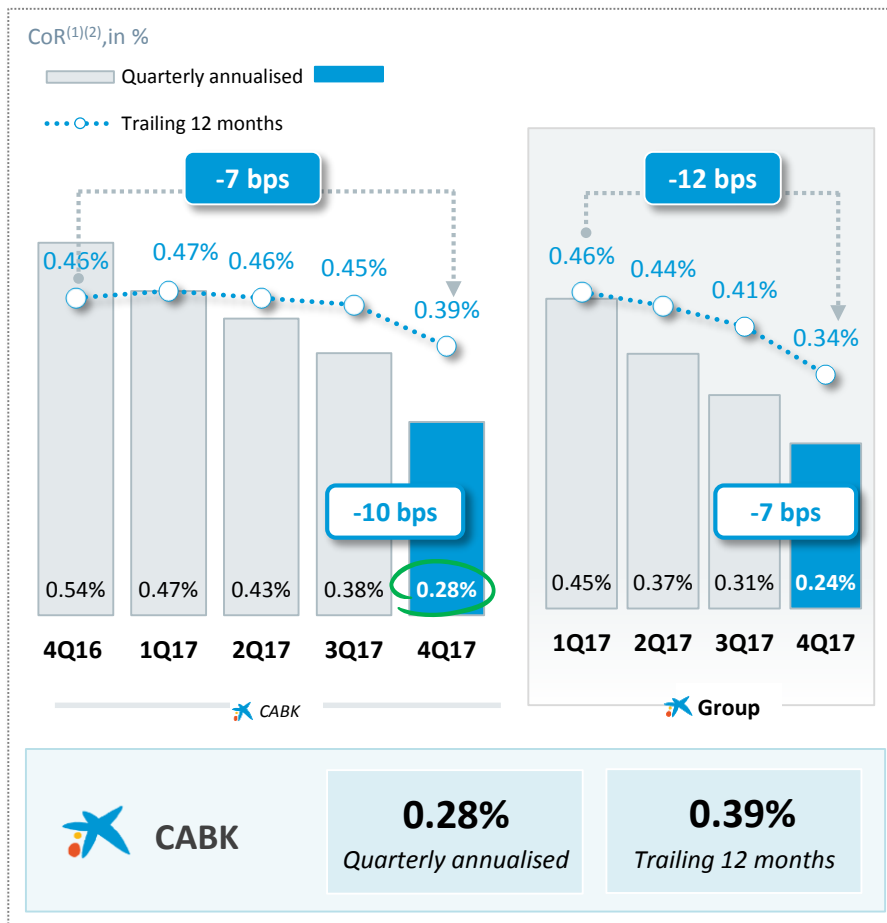
(2) Core revenues include: NII + Fees + other revenues from insurance (life-risk premia and equity accounted income from SegurCaixa Adeslas). In 4Q17, they also include equity-income from BPI bancassurance stakes. Core revenues for CABK in 4Q amounted to €1,785M

## Steep reduction in loan-loss charges aligns CoR with guidance

### CABK LLPs reduced by half yoy



### Group CoR at 34 bps with steep improvement in 4Q



Achieving 2017 CABK guidance for CoR <40bps

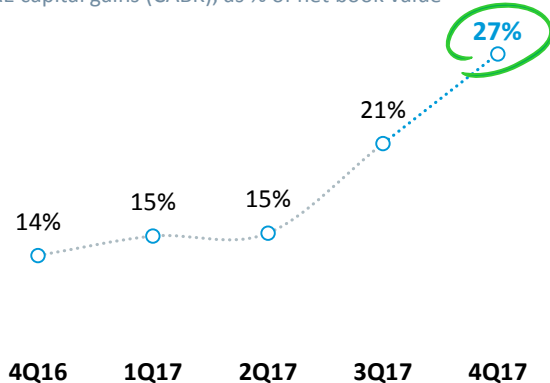
(1) Excludes extraordinary provision release in 4Q16 related to development of internal models.

(2) Loan-loss provisions over total gross customer loans plus contingent liabilities (average balances). The ratio in 4Q17 for the CABK perimeter does not include the credit related to the acquisition of BPI Vida in order to provide a more accurate analysis of organic trends

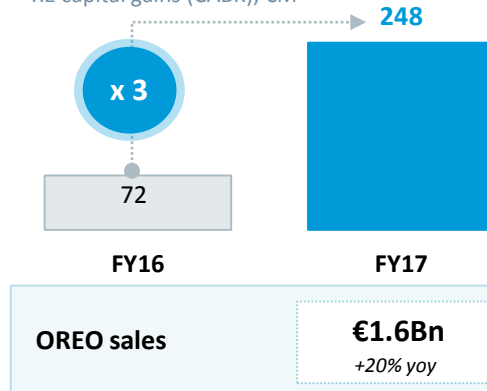
## RE disposal capital gains offset RE provisioning

### Record capital gains from higher OREO sales

RE capital gains (CABK), as % of net book value

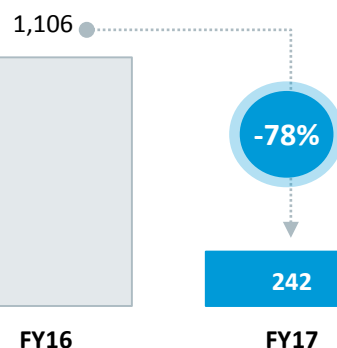
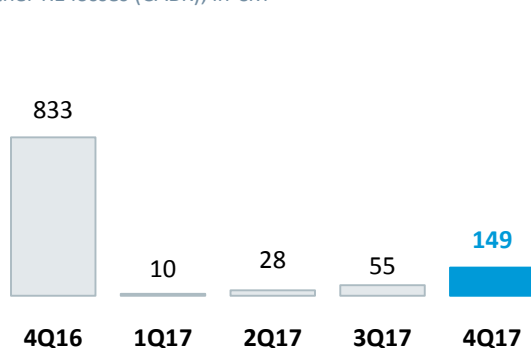


RE capital gains (CABK), €M



### Strong decline in 2017 RE impairments with 4Q conservative provisioning to accelerate future disposals

Other RE losses (CABK), in €M



### Yielding a positive net RE result in 2017

Gains/losses on asset disposals and other (CABK), breakdown in €M<sup>(1)</sup>

€M	4Q17	FY17	FY16
Results from RE sales	108	248	72
Other RE gains/losses	(149)	(242)	(1,106)
<b>Net RE result</b>	<b>(41)</b>	<b>6</b>	<b>(1,034)</b>
Other non-RE related	(75)	159	(70)
<b>Gains/losses on asset disposals and others</b>	<b>(116)</b>	<b>165</b>	<b>(1,104)</b>

- “Other non-RE related” in 4Q reflects one-off related to impairment for obsolete assets

**RE disposal result (net of provisions) for FY17 at €6M – in line with guidance**

## FY 2017 Results

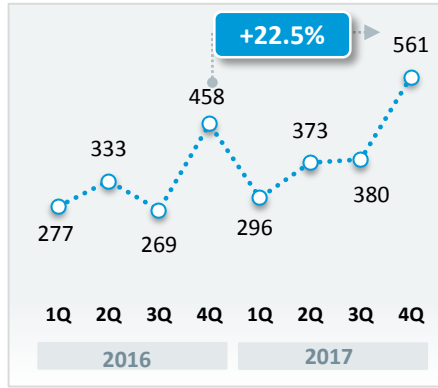
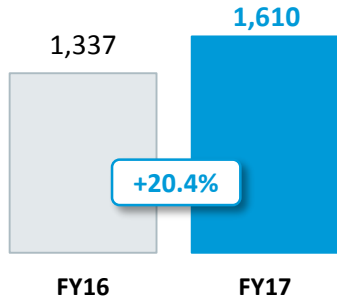
- Commercial activity
- Financial results
- **Balance sheet**
- Final remarks



## Higher OREO sales and falling inflows drive RE NPA decline

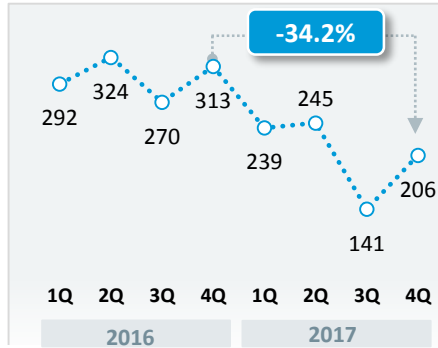
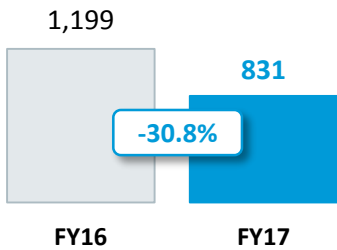
### Double-digit increase in OREO sales ...

OREO sales, in €M (CABK)



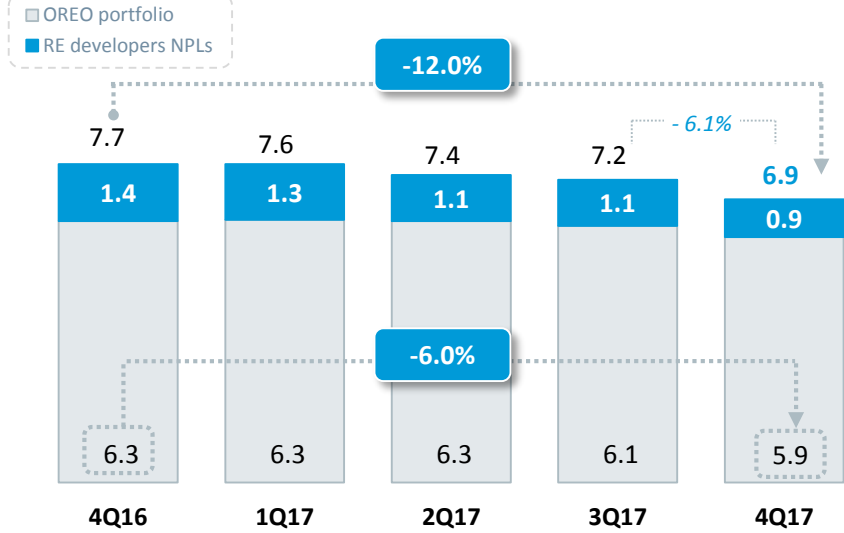
### ... with inflows on a declining trend

Inflows (net of provisions) to OREO portfolio, in €M (CABK)



### Reduced non-performing RE exposure with stable coverage

CABK non-performing RE exposure<sup>(1)</sup>, in €Bn, net of provisions



OREO book coverage ratio, %

**58%**

Coverage w/ accounting provisions only

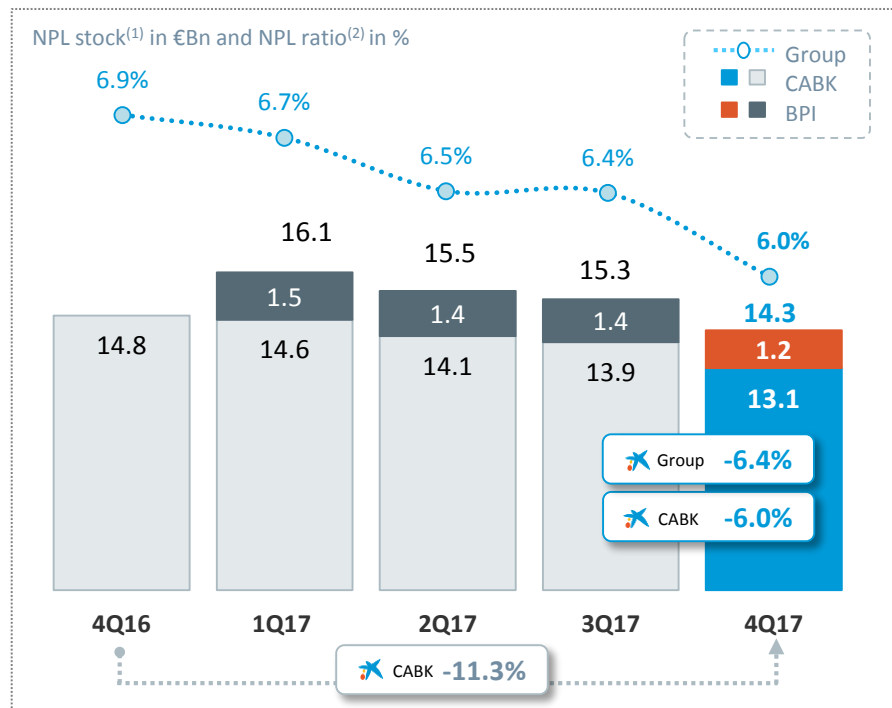
**50%**

## Good RE fundamentals and solid coverage support OREO decline

(1) CABK OREO portfolio net of provisions and non-performing RE developer loans net of specific provisions. BPI OREO portfolio net of provisions amounts to €53M as of 31 December 2017

## NPL decline accelerates

### NPLs down 45% since 2Q13 peak of €26Bn

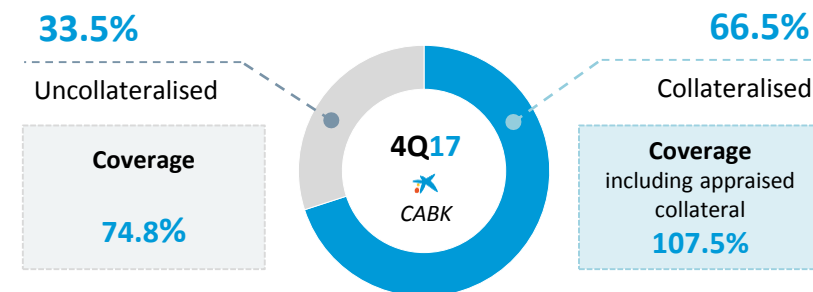


### NPL coverage ratio to increase 5 p.p. with IFRS 9

NPL coverage in %

	3Q17	4Q17	4Q17 – PF IFRS9
<b>Group</b>	50%	50%	55%
<b>CABK</b>	47%	46%	52%
<b>BPI</b>	80%	87%	87%

CABK NPL breakdown by collateral, 31 December 2017



#### CABK:

- NPLs -11.3% ytd/-6.0% qoq aided by portfolio sales (€440M) in 4Q
- NPL ratio<sup>(3)</sup> at 6.1%, down 72bps ytd/42bps qoq on lower NPL stock and relatively stable loan book
- NPAs<sup>(4)</sup> down 9.3% ytd with stable coverage at 53%

#### Group:

- BPI contributes €1.2Bn NPLs to Group
- Group NPL ratio down to 6.0% (-43 bps qoq)
- Group NPL coverage stable at 50% and 55% pro-forma for IFRS9

(1) Including non-performing contingent liabilities (€508M in 4Q17, including BPI)

(2) NPL ratio is the ratio of NPLs to total gross customer loans and contingent liabilities as of the end of the period

(3) Calculations factoring in the credit of BPI Vida under the BPI perimeter to provide a more accurate analysis of organic performance

(4) NPAs include NPLs, non performing contingent liabilities and OREO (all gross of provisions)

## Initial application of IFRS 9 in line with stated guidance

### NPL provision and coverage

Estimates as of 31 December 2017

**NPL provisions**

**+€758M**

**Group NPL coverage ratio**

**+5 pp**

NPL coverage ratio  
YE17PF IFRS9 at 55%

### Reserves and solvency

Estimates as of 31 December 2017

**CET1 FL ratio**

**-15 bps<sup>(1)</sup>**

CET1 FL YE17 pro  
forma IFRS9 at 11.5%

**Reserves**

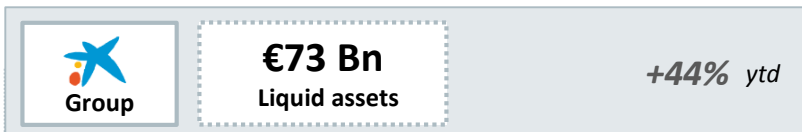
**-€564M**

Impact Dec-17 PF

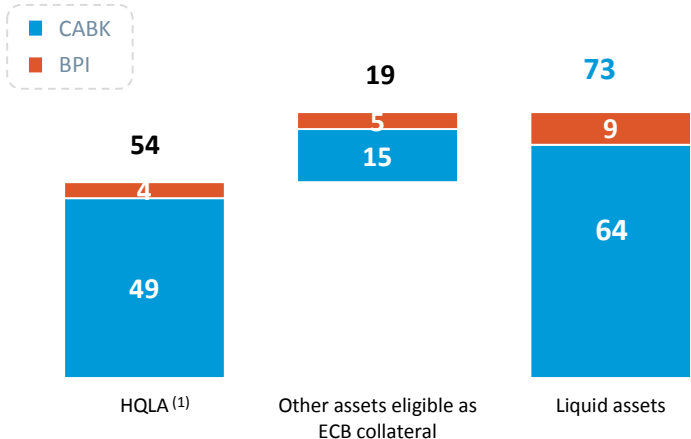
**Transitional period will not be applied**

(1) Including -38 bps from impact on reserves and +23 bps in other impacts to CET1, mainly the release of the deduction for IRB provision deficit

## Liquidity position remained stable in 4Q



Total liquid assets (Group), as of 31 Dec-2017 in €Bn



Other liquidity metrics, as of 31 December 2017

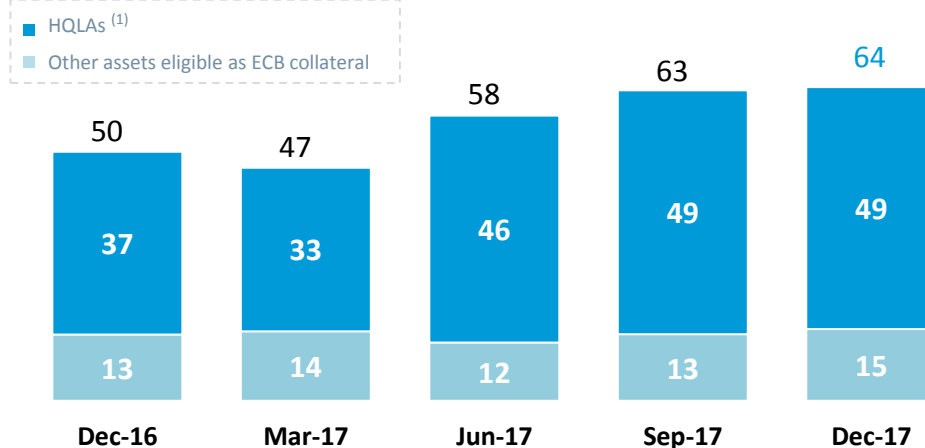
**LCR** 202%

**LTD** 108%

**TLTRO<sup>(2)</sup>** €28.8 Bn



Total liquid assets (CABK), in €Bn



LCR

160%

207%

### Taking advantage of market conditions to pre-fund TLTRO redemption

**€2.4 Bn**

Issued in January 2018

**10yr Covered Bond**

€1Bn  
@ SPGB -48 bps

**15yr Covered Bond**

€0.375Bn  
@ SPGB - 48 bps

**5yr Senior Preferred**

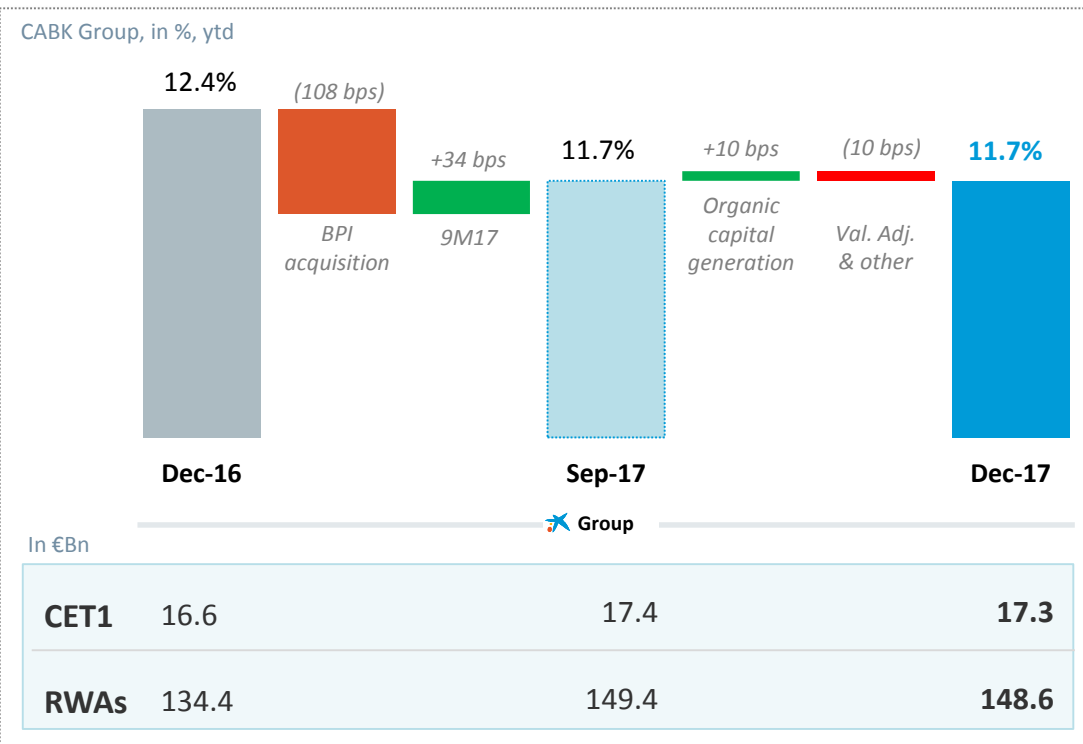
€1.0Bn  
@ SPGB + 37 bps

(1) High quality liquid assets

(2) Including €2Bn from BPI. All TLTRO 2 except for €637 M TLTRO 1 from BPI

## SREP showcases high solvency metrics

### CET1 FL ratio evolution



### Capital ratios

CABK Group<sup>(1)</sup>, in % as of 31 December 2017

	Phase-in	Fully loaded
<b>CET1</b>	12.7%	11.7%
<b>Tier 1</b>	12.8%	12.3%
<b>Total Capital</b>	16.1%	15.7%
<b>T. Capital + SNP</b> <i>MREL-subordinated instruments</i>	17.2%	16.8%
<b>Leverage ratio</b>	5.5%	5.3%

- SREP for 2018 (8.063% CET1 phase-in<sup>(2)</sup>; 8.75% CET1 FL) reaffirms solvency strength
- Organic capital generation mainly offset by negative TEF performance in 4Q
- 2017 first year for full cash dividend payment since listing with cash interim dividend of 0.07€ p.s. paid in November.

(1) CABK CET1 phase in ratio on a solo basis as of 31 December 2017 is 13.6%. BPI CET1 phase-in ratio as of 31 December 2017 is 13.2% (12.4% on a solo basis)

(2) Including the Capital Conservation buffer (1.875%) and the O-SII buffer (0.187%). The O-SII and capital conservation buffer considers a linear implementation period of four years starting on 1 January 2016 and should reach 0.25% and 2.5% respectively in 2019

## FY 2017 Results

- Commercial activity
- Financial results
- Balance sheet
- **Final remarks**

# 4Q17: key takeaways

1

Double-digit growth in core operating income

2

Better business mix and higher customer spread

3

RE disposal capital gains offset RE provisions

4

Positive operating trends in BPI as synergies met

5

Strong balance sheet further reinforced

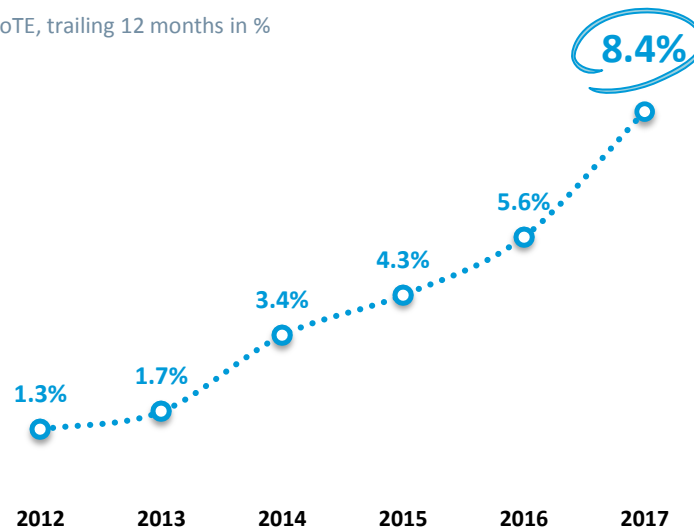
## Turning around profitability of the Group

FY17 net attributable income

€1,684M

+61% yoy

RoTE, trailing 12 months in %



RoTE target 2018

2015-18 Strategic Plan

9-11%

## 2018 Guidance for CaixaBank Group

### 2018 Guidance for Group: % yoy

### Main drivers

<b>NII</b>	<b>2-3%</b>	<ul style="list-style-type: none"> <li>▶ Price discipline in both loans and deposits</li> <li>▶ Stable loan balances on higher-yielding mix</li> <li>▶ Accretive FB yield</li> <li>▶ Euribor resets expected to trough during the year</li> </ul>
<b>Fees</b>	<b>3-4%</b>	<ul style="list-style-type: none"> <li>▶ Growth in insurance and managed funds</li> <li>▶ Broadly stable core banking fees</li> </ul>
<b>Core revenues</b>	<b>~4%</b>	<ul style="list-style-type: none"> <li>▶ Growth across all core revenue lines</li> </ul>
<b>Recurrent costs</b>	<b>~3%</b>	<ul style="list-style-type: none"> <li>▶ CABK wages to grow (collective bargaining agreement<sup>(1)</sup>)</li> <li>▶ 1 additional month of BPI costs</li> <li>▶ Regulation, technology and other growth opportunities</li> </ul>
<b>Cost of Risk</b>	<b>&lt; 30 bps</b>	<ul style="list-style-type: none"> <li>▶ Better macro outlook</li> <li>▶ High level of NPL recognition and coverage</li> <li>▶ Visibility of IFRS9 impacts</li> </ul>

UPCOMING INVESTOR DAY: **4Q 2018**

(1) Salary increase of 1.75%



## Appendix

## Consolidated Income Statement

### Consolidated Income Statement:

BPI consolidates fully from 1<sup>st</sup> February 2017 (11 months)

in €M	CABK Group			CABK	
	FY2017	FY2016	% yoy	FY2017	% yoy
<b>Net interest income</b>	<b>4,746</b>	<b>4,157</b>	<b>14.2</b>	<b>4,369</b>	<b>5.1</b>
Net fees and commissions	2,499	2,090	19.5	2,223	6.3
Income from investments & associates	653	828	(21.0)	541	(34.5)
Trading income	282	848	(66.7)	259	(69.5)
Income and exp. from insurance	472	311	51.9	472	51.9
Other operating income & exp.	(430)	(407)	5.6	(412)	1.1
<b>Gross income</b>	<b>8,222</b>	<b>7,827</b>	<b>5.1</b>	<b>7,452</b>	<b>(4.8)</b>
Recurring expenses	(4,467)	(3,995)	11.8	(4,035)	1.0
Extraordinary expenses	(110)	(121)	(8.7)	(4)	(96.7)
<b>Pre-impairment income</b>	<b>3,645</b>	<b>3,711</b>	<b>(1.8)</b>	<b>3,413</b>	<b>(8.0)</b>
Loan impairment losses	(799)	(314)	154.2	(831)	164.4
Other provisions	(912)	(755)	20.8	(909)	20.4
Gains/losses on asset disposals & others	164	(1,104)	-	165	-
<b>Pre-tax income</b>	<b>2,098</b>	<b>1,538</b>	<b>36.4</b>	<b>1,838</b>	<b>19.5</b>
Income tax	(378)	(482)	(21.7)	(324)	(32.8)
<b>Profit for the period</b>	<b>1,720</b>	<b>1,056</b>	<b>62.9</b>	<b>1,514</b>	<b>43.4</b>
Minority interests & other	36	9	277.8	6	(32.7)
<b>Profit attributable to the Group</b>	<b>1,684</b>	<b>1,047</b>	<b>60.9</b>	<b>1,508</b>	<b>44.1</b>

## Reconciliation between BPI reported P&L and BPI Segment contribution to the Group

P&L in €M	FY17 reported by BPI	Consolidation adjustments <sup>(1)</sup>	BPI segment (Feb-Dec)
<b>Net interest income</b>	407	(30)	377
Dividends	7		7
Income from investments & associates accounted for using the equity method	125	(20)	105
Net fees and commissions	297	(21)	276
Trading income	14	9	23
Other operating income & expenses	(186)	168	(18)
<b>Gross income</b>	<b>664</b>	<b>106</b>	<b>770</b>
Operating expenses	(456)	24	(432)
Extraordinary operating expenses	(107)	1	(106)
<b>Pre-impairment income</b>	<b>101</b>	<b>131</b>	<b>232</b>
<b>Pre-impairment income without extraordinary expenses</b>	<b>208</b>	<b>130</b>	<b>338</b>
Impairment losses	5	27	32
Other provisions		(3)	(3)
Gains/losses on asset disposals & others		(1)	(1)
<b>Pre-tax income</b>	<b>106</b>	<b>154</b>	<b>260</b>
Income tax	(96)	42	(54)
Income from investments & associates			
<b>Profit for the period</b>	<b>10</b>	<b>196</b>	<b>206</b>
Minority interests & other		(30)	(30)
<b>Profit attributable to the Group</b>	<b>10</b>	<b>166</b>	<b>176</b>





(1) Including the reversal of January P&L, the reversal of fair value adjustments in the business combination and attribution of profits to minority interests

## Refinanced loans

As of 31 December, 2017 (€Bn)	Group		CaixaBank	
	Total	O/W NPLs	Total	O/W NPLs
Individuals <sup>(1)</sup>	<b>6.1</b>	4.0	<b>5.8</b>	3.7
Businesses (ex-RE)	<b>4.7</b>	2.8	<b>3.9</b>	2.5
RE developers	<b>1.3</b>	0.9	<b>1.2</b>	0.9
Public Sector	<b>0.3</b>	0.1	<b>0.2</b>	0.1
<b>Total</b>	<b>12.4</b>	7.9	<b>11.1</b>	7.2
Of which: Total Non-RE	<b>11.1</b>	6.9	<b>9.9</b>	6.3
Provisions	<b>2.6</b>	2.5	<b>2.4</b>	2.3

(1) Including self-employed

## Credit Ratings

	Long term	Short term	Outlook	Rating of covered bond program
 <span>(1)</span>	Baa2	P-2	stable	Aa2 <span>(5)</span>
 <span>(2)</span>	BBB	A-2	positive	A+ <span>(6)</span>
 <span>(3)</span>	BBB	F2	positive	-
 <span>(4)</span>	A (low)	R-1 (low)	stable	AA (high) <span>(7)</span>

- (1) As of 10<sup>th</sup> May 2017
- (2) As of 6<sup>th</sup> October 2017
- (3) As of 7<sup>th</sup> April 2017
- (4) As of 14<sup>th</sup> July 2017
- (5) As of 18<sup>th</sup> June 2015
- (6) As of 20<sup>th</sup> April 2017
- (7) As of 17<sup>th</sup> January 2018

## Total ALCO book

Total ALCO<sup>(1)</sup> (structural<sup>(2)</sup> + liquidity<sup>(3)</sup> portfolios), in €Bn



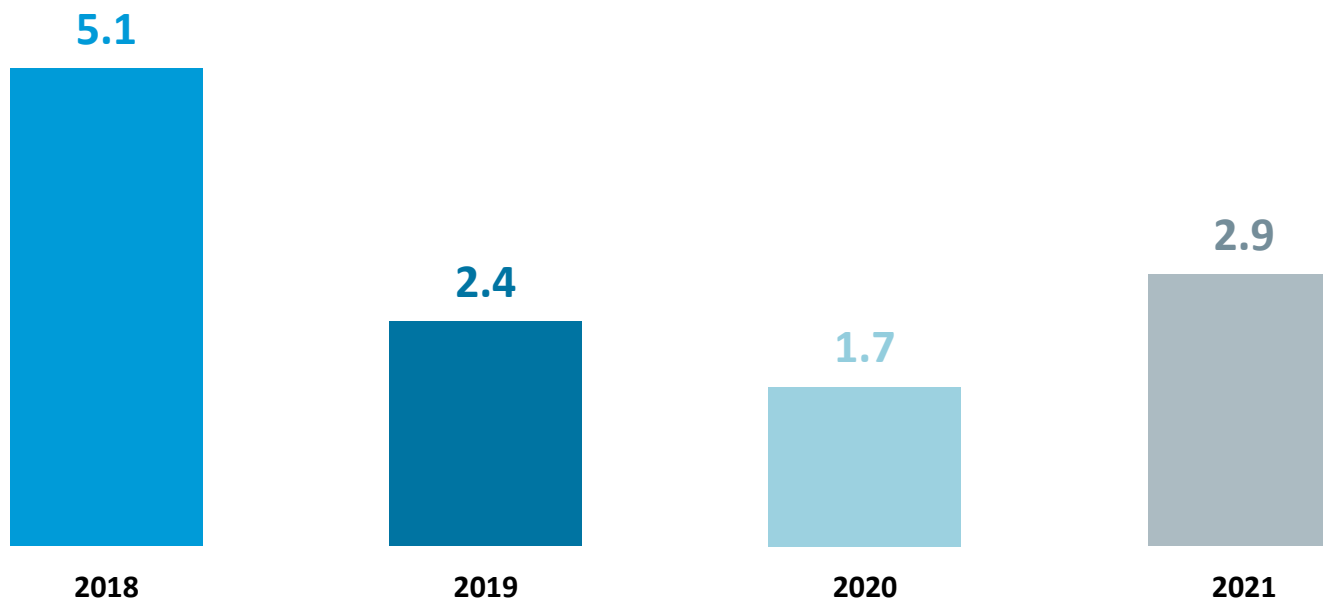
(1) Banking book fixed-income securities portfolio and liquidity management portfolio, excluding trading book assets. The series from Mar-2016 has been restated to include the liquidity management portfolio of CaixaBank and BPI (€3 Bn as of 31 December 2017 for BPI) previously excluded from the reported ALCO portfolio.

(2) Banking book fixed-income securities portfolio, excluding trading book assets and liquidity management portfolio

(3) Banking book fixed-income securities portfolio bought for liquidity reasons. Includes liquidity management portfolio of €3 Bn for the Group (all from BPI), as of 31 December 2017 (See note 1)

## Wholesale funding maturities

Maturities in € billion<sup>(1)</sup> as of December 31<sup>st</sup> 2017



Spread over 6M Euribor in bps, as of December 31<sup>st</sup> 2017



(1) Excludes self-retained bonds. Wholesale funding figures in the Annual Financial Report reflect the Group's funding needs and as such do not include ABS securities and self-retained multi-issuer covered bonds, unlike this Figure, which depicts the impact of wholesale issuances in funding costs

## Glossary (I/IV)

In addition to the financial information prepared in accordance with International Financial Reporting Standards (IFRS), this document includes certain Alternative Performance Measures (APMs) as defined in the guidelines on Alternative Performance Measures issued by the European Securities and Markets Authority on 30 June 2015 (ESMA/2015/1057) (the “ESMA Guidelines”). CaixaBank uses certain APMs, which have not been audited, for a better understanding of the company's financial performance. These measures are considered additional disclosures and in no case replace the financial information prepared under IFRSs. Moreover, the way the Group defines and calculates these measures may differ to the way similar measures are calculated by other companies. Accordingly, they may not be comparable. ESMA guidelines define an APM as a financial measure of historical or future performance, financial position, or cash flows, other than a financial measure defined or specified in the applicable financial reporting framework. In accordance with these guidelines, following is a list of the APMs used, along with a reconciliation between certain management indicators and the indicators presented in the consolidated financial statements prepared under IFRS.

Term	Definition
AFS	Available for sale
ALCO	Asset – Liability Committee
ALCO liquidity portfolio	Banking book fixed-income securities portfolio bought for liquidity reasons
AT1	Additional Tier 1
AuM / AM	Assets under Management including mutual funds and pension plans
BoS	Bank of Spain
B/S	Balance sheet
CAGR	Compound Annual Growth Rate
CET1	Common Equity Tier 1
CIB	Corporate and Institutional Banking division
CoR	Cost of risk: total allowances for insolvency risk (last 12 months) divided by average of gross loans plus contingent liabilities, using management criteria
Core revenues	A sum of NII, Fees and other revenues from insurance (life-risk premia and equity accounted income from SegurCaixa Adeslas). Since 4Q17 it also includes equity accounted income from insurance companies of BPI
Core operating income	Core revenues minus recurrent costs
Customer spread	Difference between the average yield rate on loans and the average cost rate of retail deposits for the period (quarter). <ul style="list-style-type: none"> <li>• Average yield rate on loans (%): annualized quarterly income from loans and advances to customers divided by the net average balance of loans and advances to customers for the period (quarter).</li> <li>• Average cost rate of retail deposits (%): annualized quarterly cost of on-balance sheet retail customer funds divided by the average balance of on-balance sheet retail customer funds for the period (quarter), excluding subordinated liabilities.</li> </ul>
C/I ratio	Cost-to-income ratio: administrative expenses, depreciation and amortisation divided by gross income (last 12 months)



## Glossary (II/IV)

Term	Definition
C/I ratio (recurrent)	Cost-to-income ratio stripping out extraordinary expenses: administrative expenses, depreciation and amortisation stripping out extraordinary expenses divided by gross income (last 12 months)
FB / BB	Front book / back book referring to the yield on loans and the cost of retail deposits (%)
HQLA	High quality liquid assets within the meaning of Commission Delegated Regulation of 10 October 2014
HTM	Held to maturity
IAS	International Accounting Standard
IFRS	International Financial Reporting Standards
LCR	Liquidity coverage ratio: High quality liquid asset amount (HQLA) / Total net cash outflow amount
LLP / LLC	Loan-loss provisions / charges
LtD	Loan to deposits: quotient between: <ul style="list-style-type: none"> <li>• Net loans and advances to customers using management criteria excluding brokered loans (funded by public institutions)</li> <li>• Customer funds on the balance sheet</li> </ul>
MREL	Minimum Requirement for own funds and Eligible Liabilities
NII	Net interest income
NIM	Net interest margin, also Balance sheet spread: difference between the average return rate on assets and the average cost of fund rate for the period (quarter). <ul style="list-style-type: none"> <li>• Average return rate on assets (%): annualized quarterly interest income divided by average total assets for the period (quarter).</li> <li>• Average cost of fund rate (%): annualized quarterly interest expenses divided by average total liabilities for the period (quarter).</li> </ul>
NPA	Non-performing assets: including non-performing loans and repossessed real estate assets available for sale (gross book value)
NPA coverage ratio	Quotient between: <ul style="list-style-type: none"> <li>• Sum of impairment allowances on loans to customers and contingent liabilities, using management criteria, plus total OREO coverage (sum of loan write-downs at the foreclosure plus accounting provisions of OREO assets)</li> <li>• Sum of total gross loans to customers and contingent liabilities, using management criteria, plus debt cancelled at the foreclosure (sum of net book value and total coverage of OREO assets )</li> </ul>
NPL coverage ratio	Quotient between: <ul style="list-style-type: none"> <li>• Impairment allowances on loans to customers and contingent liabilities, using management criteria</li> <li>• Non-performing loans and advances to customers and contingent liabilities, using management criteria</li> </ul>
NPL ratio	Non-performing loan ratio: quotient between: <ul style="list-style-type: none"> <li>• Non-performing loans and advances to customers and contingent liabilities, using management criteria</li> <li>• Total gross loans to customers and contingent liabilities, using management criteria</li> </ul>

## Glossary (III/IV)

Term	Definition
OCI	Other comprehensive income is those revenues, expenses, gains, and losses under both Generally Accepted Accounting Principles and International Financial Reporting Standards that are excluded from net income on the income statement. Instead it is registered under the equity section of the balance sheet
OREO	Other Real Estate Owned: repossessed real estate assets available for sale
OREO coverage ratio	Quotient between: <ul style="list-style-type: none"> <li>• Gross cancelled debt at foreclosure minus current net book value of real estate assets</li> <li>• Gross cancelled debt at foreclosure</li> </ul>
OREO coverage ratio with accounting provisions	Quotient between: <ul style="list-style-type: none"> <li>• Accounting provision: charges to provisions of foreclosed assets</li> <li>• Book value of the foreclosed asset: sum of net carrying amount and the accounting provision</li> </ul>
P&L	Profit and Loss Account
ROTE	Return on tangible equity: profit attributable to the Group divided by average equity less, where applicable, intangible assets using management criteria (last 12 months). The value of intangible assets under management criteria is the value of Intangible assets in the public balance sheet, plus the intangible assets and goodwill associated with investees, net of impairment allowances, recognised in Investments in joint ventures and associates in the public balance sheet. Profit attributable to the Group adjusted to reflect the amount of the Additional Tier1 coupon, after tax, registered in equity.
RWAs	Risk Weighted Assets
SMEs	Small and medium enterprises
SNP	Senior non preferred debt
SPGB	Spanish Government Bonds
SREP	Supervisory Review and Evaluation Process
Structural ALCO portfolio	Banking book fixed-income securities portfolio, excluding trading book assets and liquidity management portfolio
TLTRO	Targeted long-term refinancing operation conducted by the European Central Bank
VIF	Value-in-force reinsurance contract with Berkshire Hathaway (started in November 2012 and finalized in November 2016)

## Glossary (IV/IV)

Adapting the layout of the public income statement to management format

Term	Definition
Net fees and commissions	Net fee and commission income. Includes the following line items: <ul style="list-style-type: none"> <li>• Fee and commission income;</li> <li>• Fee and commission expenses</li> </ul>
Trading income	Gains/(losses) on financial assets and liabilities and others. Includes the following line items: <ul style="list-style-type: none"> <li>• Gains/(losses) on derecognition of financial assets and liabilities not measured at fair value through profit or loss, net;</li> <li>• Gains/(losses) on financial assets and liabilities held for trading, net;</li> <li>• Gains/(losses) from hedge accounting, net;</li> <li>• Exchange rate differences, gains/(losses), net.</li> </ul>
Operating expenses	Includes the following line items: <ul style="list-style-type: none"> <li>• Administrative expenses;</li> <li>• Depreciation and amortisation.</li> </ul>
Pre-impairment income	(+) Gross income; (-) Operating expenses
Loan impairment losses and other provisions	Impairment losses on financial assets and other provisions. Includes the following line items: <ul style="list-style-type: none"> <li>• Impairment or reversal of impairment on financial assets not measured at fair value through profit or loss;</li> <li>• Provisions/(reversal) of provisions - <i>Of which Allowances for insolvency risk</i>;</li> <li>• Impairment/(reversal) of impairment losses on financial assets not measured at fair value through profit or loss corresponding to Loans and receivables (to customers, using management criteria);</li> <li>• Provisions/(reversal) of provisions corresponding to Provisions for contingent liabilities, using management criteria - <i>Of which Other charges to provisions</i>;</li> <li>• Impairment/(reversal) of impairment losses on financial assets not measured at fair value through profit or loss, excluding balances corresponding to Loans and receivables (to customers, using management criteria);</li> <li>• Provisions/(reversal) of provisions, excluding provisions corresponding to contingent liabilities using management criteria.</li> </ul>
Gains/losses on asset disposals & others	Gains/losses on derecognition of assets and others. Includes the following line items: <ul style="list-style-type: none"> <li>• Impairment/(reversal) of impairment on investments in joint ventures or associates;</li> <li>• Impairment/(reversal) of impairment on non-financial assets;</li> <li>• Gains/(losses) on derecognition of non-financial assets and investments, net;</li> <li>• Negative goodwill recognised in profit or loss;</li> <li>• Profit/(loss) from non-current assets and disposal groups classified as held for sale not qualifying as discontinued operations.</li> </ul>
Minority interests & other	Profit/(loss) attributable to minority interests and others. Includes the following line items: <ul style="list-style-type: none"> <li>• Profit/(loss) after tax from discontinued operations;</li> <li>• Profit/(loss) for the period attributable to minority interests (non-controlling interests).</li> </ul>

## Investor Relations



investors@caixabank.com



+34 93 411 75 03



Av. Diagonal, 621-629 - Barcelona  
Pº Castellana, 51 - Madrid



Pintor Sorolla, 2-4  
46002 Valencia  
www.CaixaBank.com

