



Shareholders' Annual General Meeting

2018






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Chairman **Jordi Gual**

Economic and financial environment

-  Results 2017
-  Strategic Plan 2015-2018
-  A socially responsible bank

Growth in the world economy is accelerating

Real GDP

Annual growth, %

	2016	2017	2018 (F)
World economy	3.2	3.7	3.9
Advanced economies	1.7	2.3	2.4
USA	1.5	2.3	2.7
Euro Area	1.8	2.5	2.5
Emerging economies	4.4	4.7	5.0

Outlook 2018

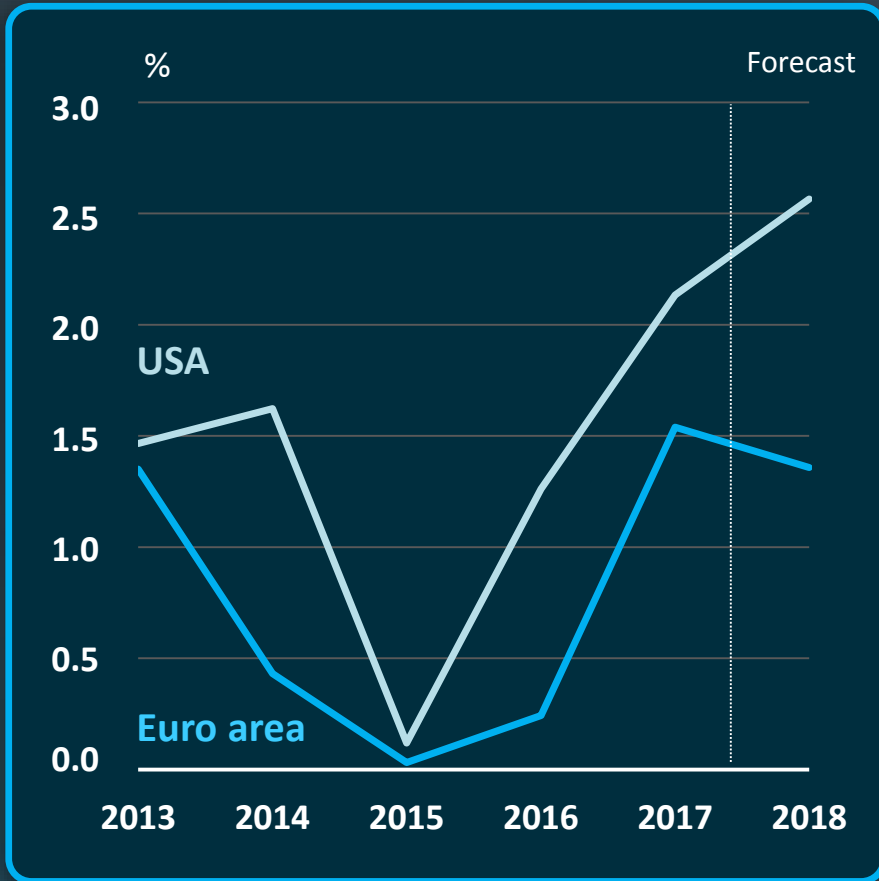
- ▶ **More dynamic and synchronized growth**
- ▶ **Balanced risks:**
 - ⬆️ Fiscal reform in the USA
 - ⬆️ Reforms in the Euro Area
 - ⬆️ Financial
 - ⬆️ Geopolitics and trade

Note: (F) Forecast.

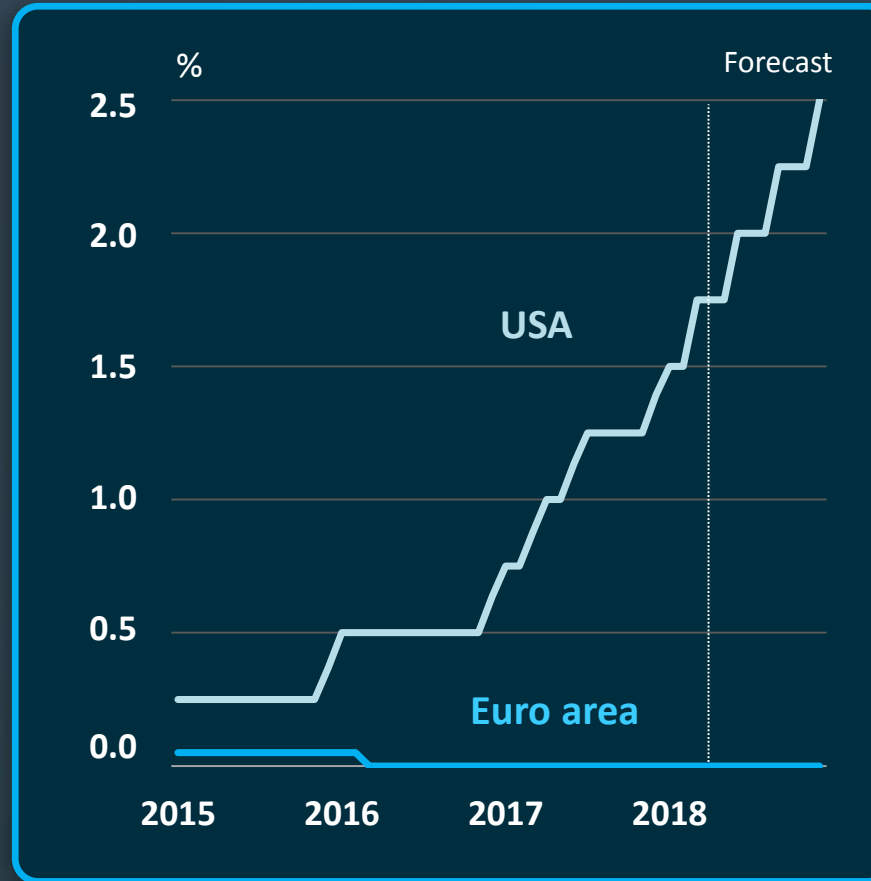
Source: CaixaBank Research.

A context that justifies a gradual normalization of monetary policy

Inflation



Official interest rates



The Fed will continue raising interest rates...



... and the ECB is likely to do so in 2019

Spain and Portugal: another good year ahead

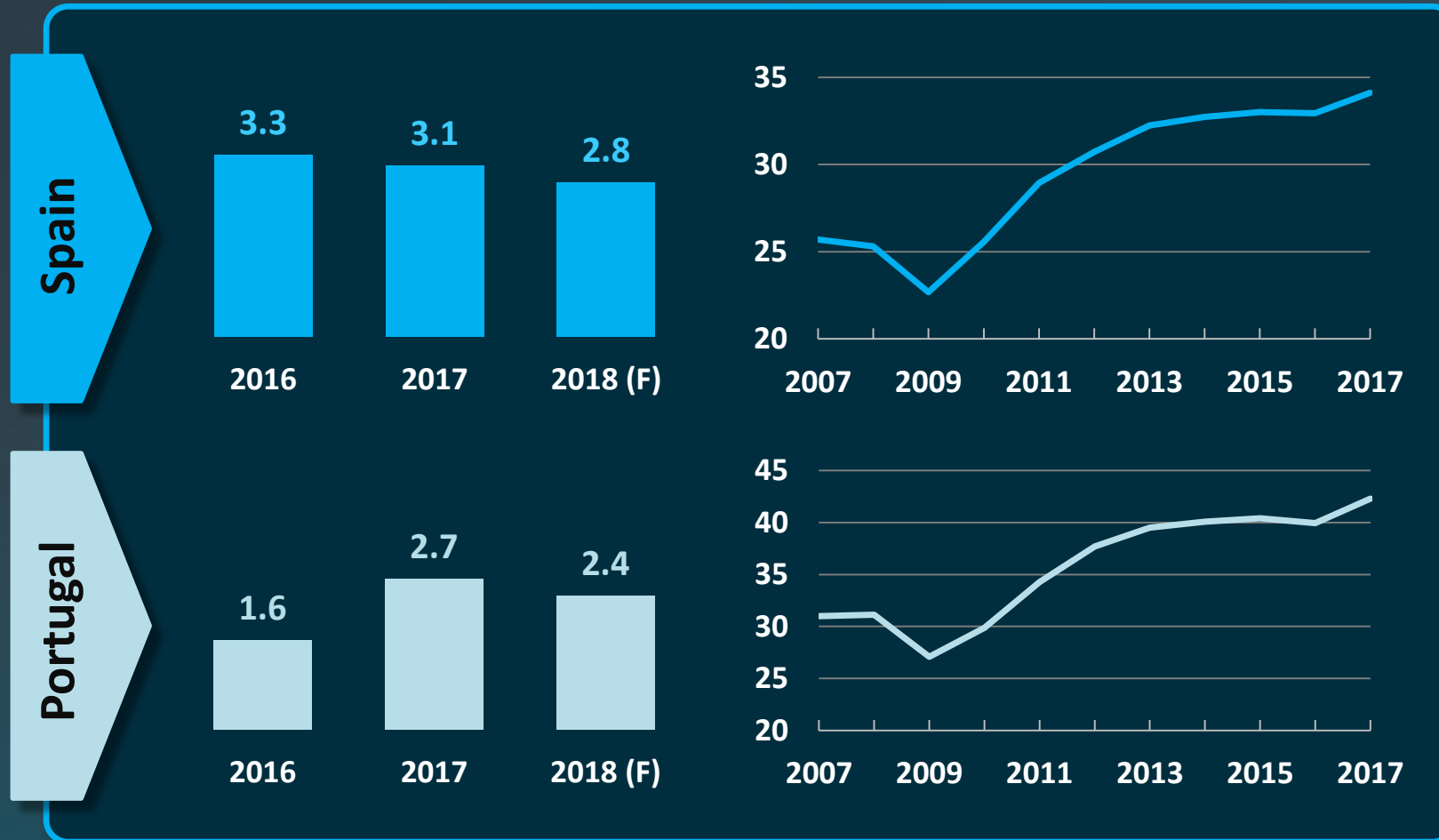
Real GDP

Annual growth, %

Exports

% of GDP

Challenges



- ▶ Continue creating employment
- ▶ Reduce public and external debt
- ▶ Reforms

- ▶ Reduce public and private debt
- ▶ Youth employment
- ▶ Productivity

Note: (F) Forecast. Source: CaixaBank Research, based on data from INE.

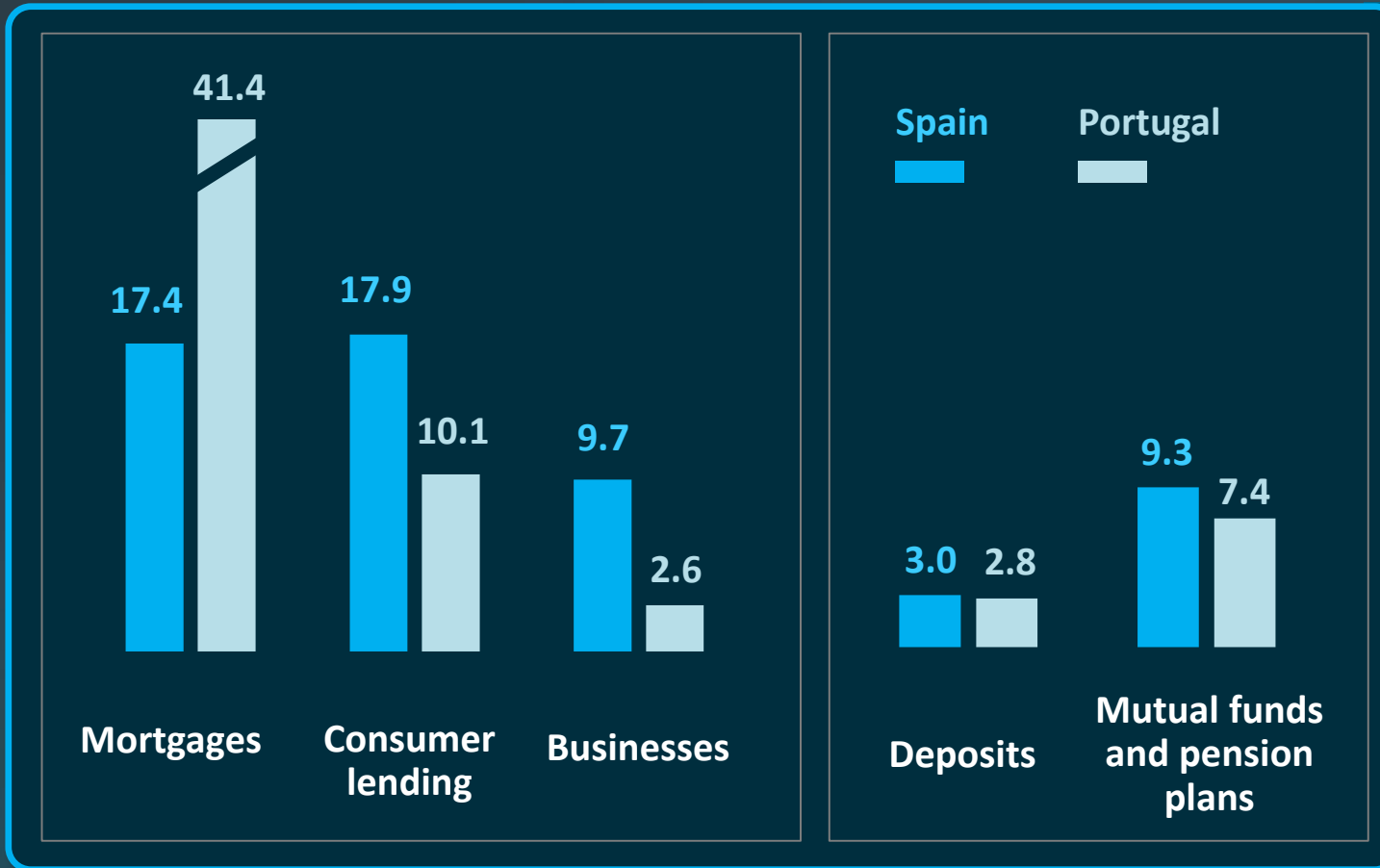
Evolution of the banking sector in Spain and Portugal

New lending¹

Change in 2017 (%)

Customer funds

Change in 2017 (%)



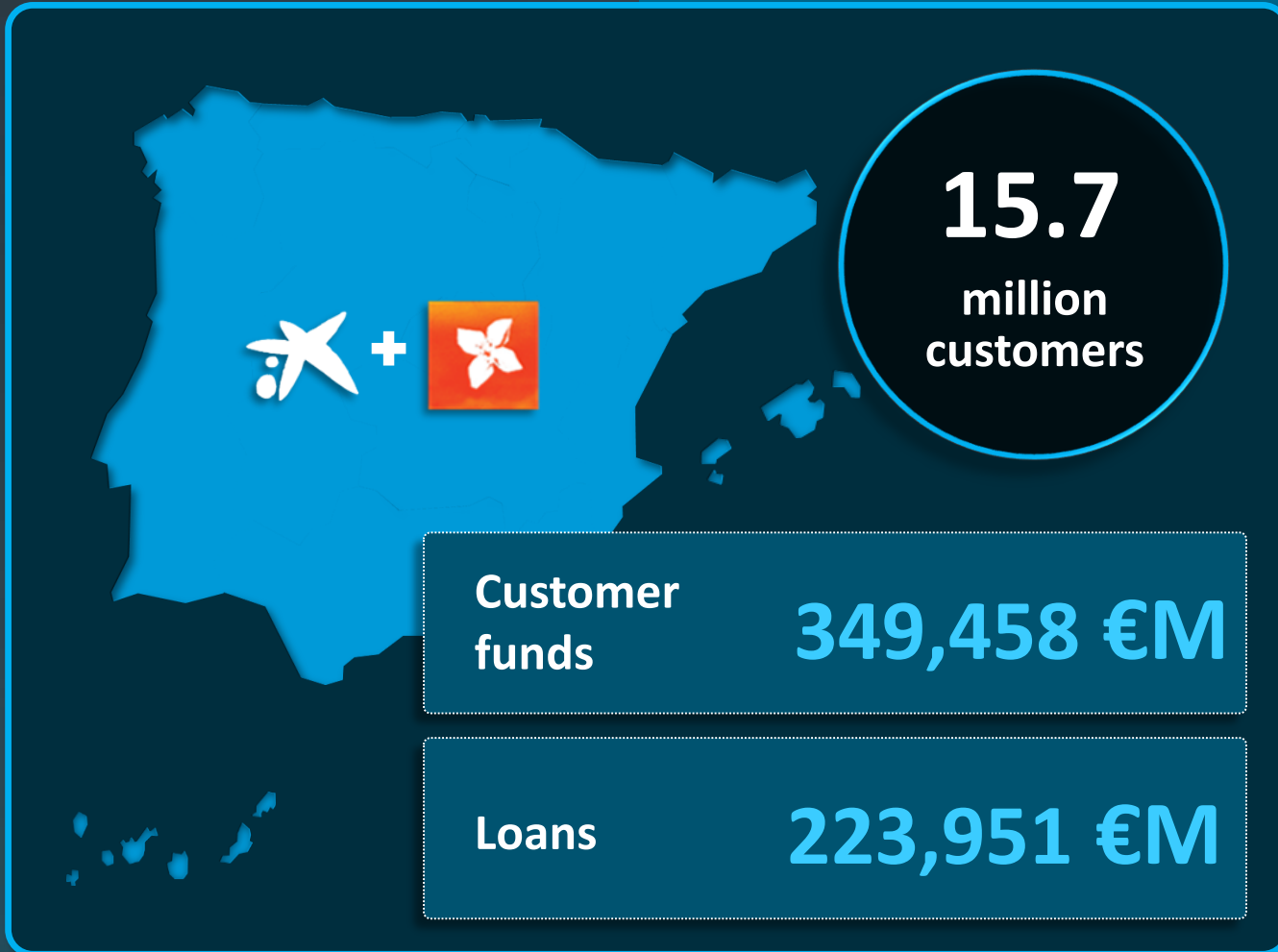
- ▶ Gradual improvement of profitability
- ▶ Reduction of NPLs, but still high levels of problematic assets
- ▶ Reduction of regulatory uncertainties
- ▶ Digital transformation

Note: ¹ It does not include refinanced operations.

Sources: Bank of Spain, Bank of Portugal and ECB.

- Economic and financial environment
- Results 2017**
- Strategic Plan 2015-2018
- A socially responsible bank

Retail banking leadership in Spain-Portugal



Market shares in Spain

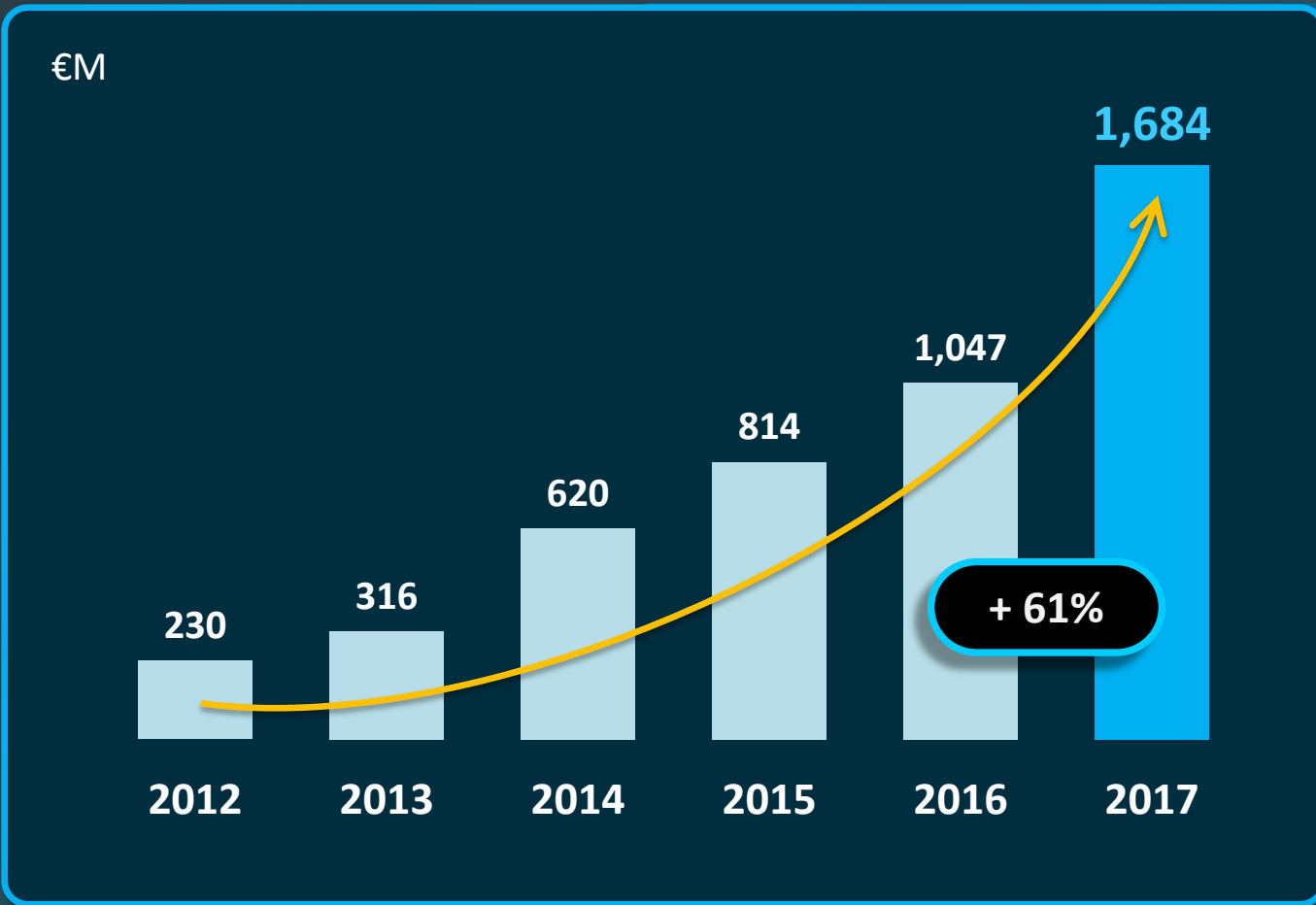
Retail clients penet. (primary bank) ¹	26.7%
Digital penetration ²	33.0%
Payroll deposits	26.3%
Long-term savings ³	21.3%

Note: ¹ Retail customers aged 18 or above. Source: FRS Inmark 2017 “Comportamiento financiero de los particulares en España”.

² Source: comScore (data in Dec-17, 12-month average). ³ Includes pension plans, managed mutual funds and savings insurances (Source: INVERCO and ICEA).

The bank earns record profits

Evolution of net attributable profit



NPL NPL reduction **>50%** (from Jun-13)¹

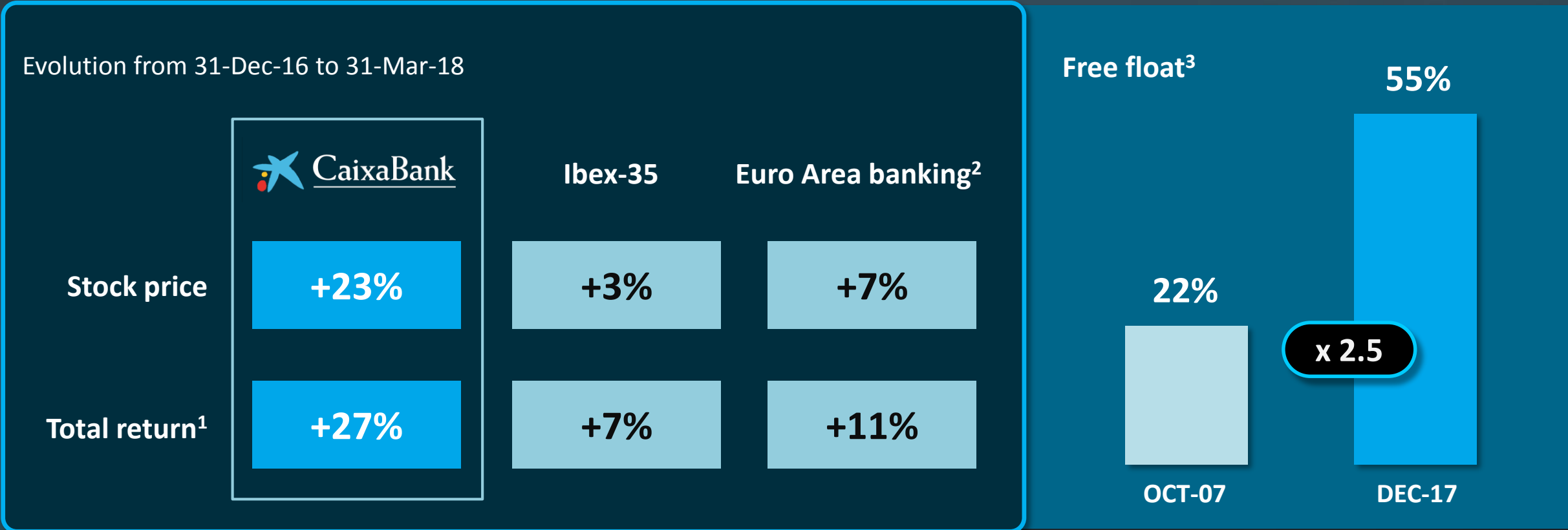
Liquidity **72,775** €M²
+22,367 €M in year

Solvency CET1 FL **11.7%**

Note: ¹ Pro forma with Barclays Bank SAU (ex BPI); ²High Quality Liquid Assets (HQLA) and other assets eligible as ECB collateral.

Stock price evolution

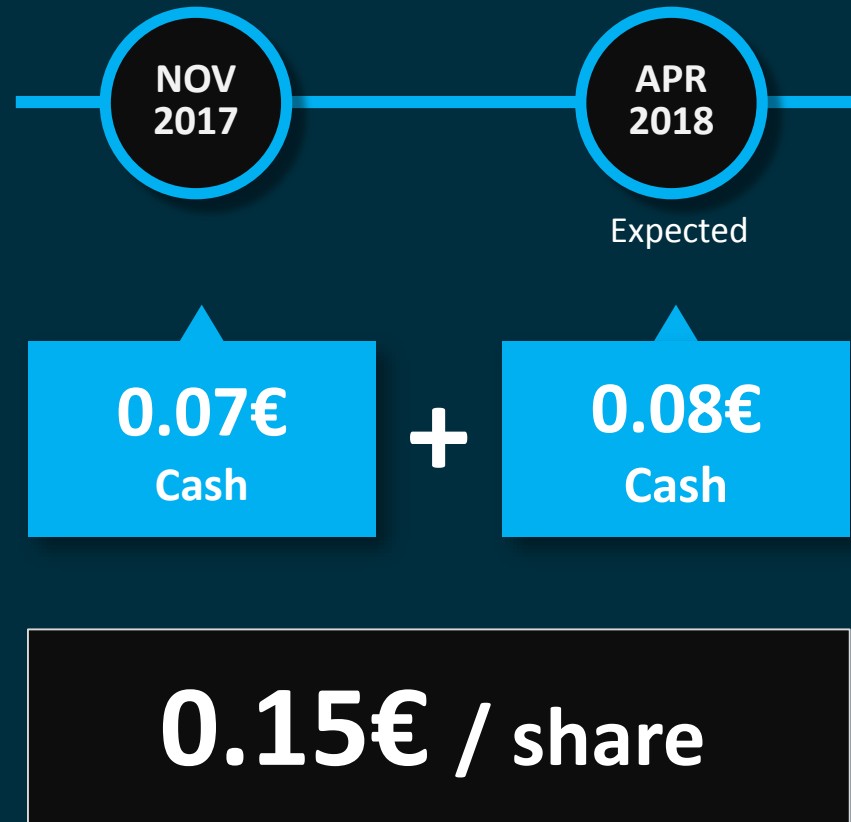
Stock price outperforms main indexes since the beginning of 2017



Notes: ¹Including reinvested dividends. ²Eurostoxx Banks Index. ³Share of issued stocks excluding positions of own shares held, and those held by Board and executive members, by any other company targeting control or influence, and by shareholders with agreements with any of the aforementioned groups.

Source: Bloomberg and CaixaBank.

Dividend policy. Remuneration 2017

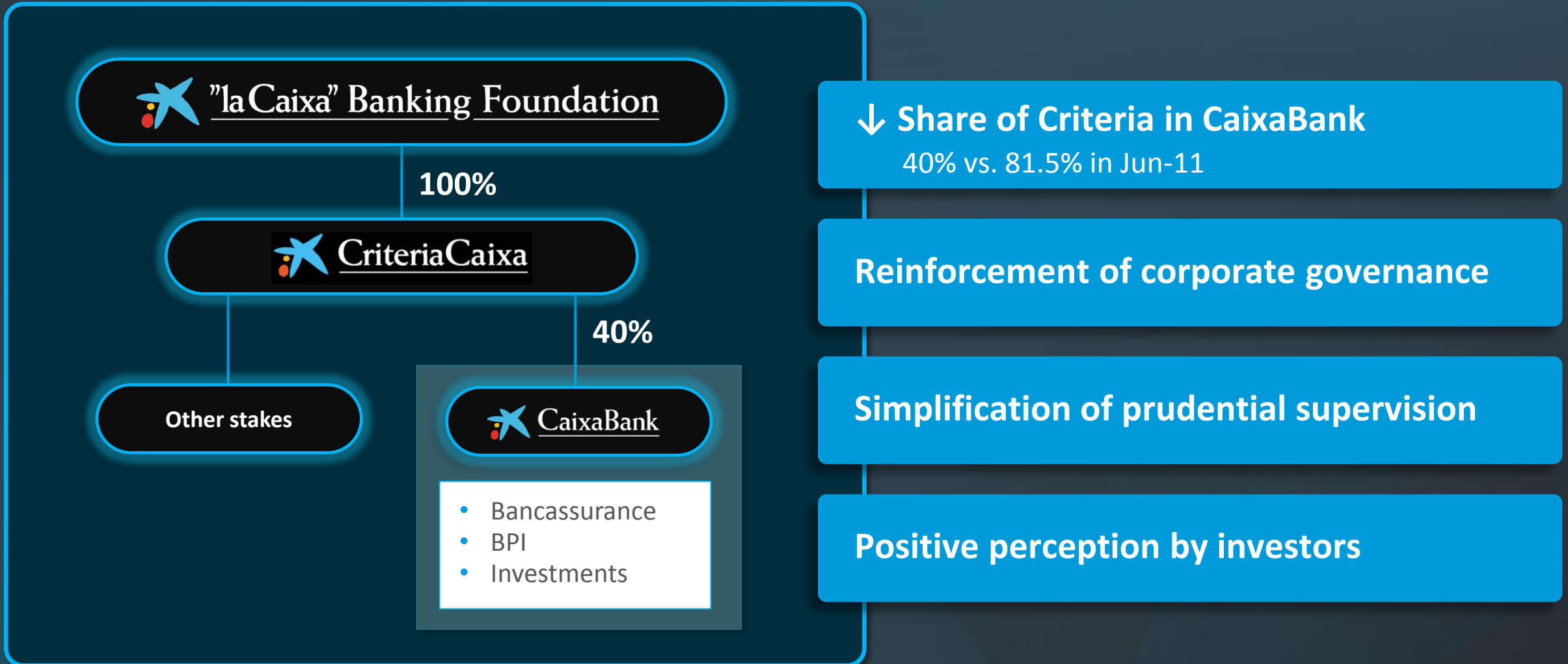


A very attractive remuneration for shareholders:

- ▶ In cash
- ▶ 53% pay-out
- ▶ Dividend yield¹: +3.9%








Note: ¹ Dividends from 2017 results, as a percentage of the stock price at the end of the year.

The process of deconsolidation with Criteria has been completed



- Economic and financial environment
- Results 2017
- Strategic Plan 2015-2018**
- A socially responsible bank

Our strategic goals have almost been achieved

		2014	2017
 Quality & reputation	Quality ranking ¹	2nd	1st
 Profitability	ROTE	3.4%	8.4%
 Capital management	Total Capital FL	14.6% ²	15.7%
 Digitalization	Digital customers	45%	55%
 Human resources	Certificates in advisory services ³	 	10,500

Coming soon...
the new
Strategic Plan
2019-2021

Note: ¹ BMK Stiga Ranking, global customer satisfaction. Ranking among big banks. ² Pro forma Barclays Bank SAU. ³ Postgraduate degree in financial advisory.

- Economic and financial environment
- Results 2017
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**Integrity,
transparency and
good governance**



Committed with the
Objectives for Sustainable
Development (UN)

Top score in corporate
governance
(ISS 2017)

**Financial
inclusion**



MicroBank #1st
in microfinance
in Europe

Promotion of
financial culture

>90% coverage of
Spanish population

**Social projects and
volunteering**



>32,000
Social housing

Alliance with "la Caixa"
Banking Foundation

>5,500
Corporate volunteers

Environment



Environmental criteria in
doing business

Participation in key
environmental initiatives



- ▶ **A long-term vision**
- ▶ **Willingness to serve**
- ▶ **Ability to anticipate**
- ▶ **Financial strength**
- ▶ **A highly committed team**



Shareholders' Annual General Meeting

2018

Thank you



Shareholders' Annual General Meeting

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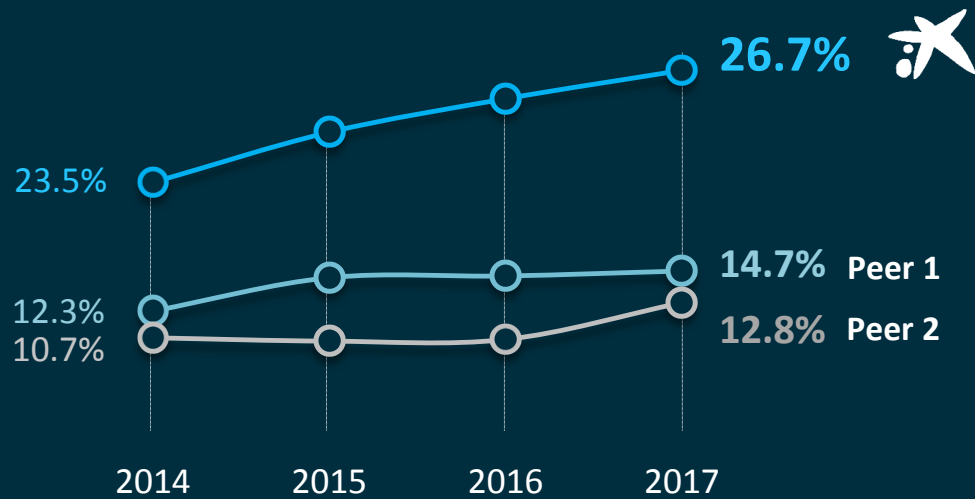
Shareholders' Annual General Meeting

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Chief Executive Officer **Gonzalo Gortázar**

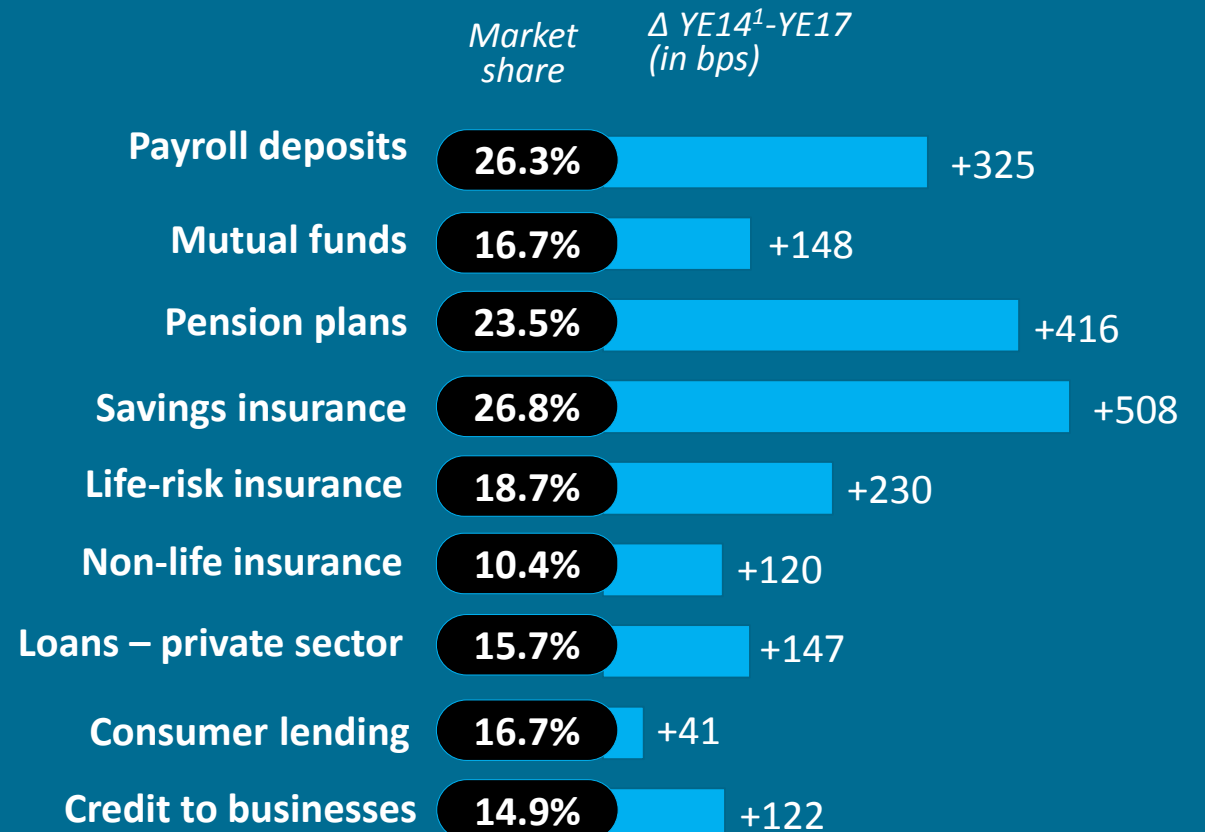
-  **FY 2017 highlights**
-  FY 2018 Priorities
-  Medium-term outlook

Penetration as primary bank among retail customers in Spain



Bank of the year in Spain 2017

Market share of key retail products, in Spain



PS: Penetration among retail clients aged 18 or above. Peers: BBVA and Santander (pro-forma Popular)

Source: FRS Inmark, Social Security, INVERCO, ICEA and Banc of Spain

¹ Data as of dec-14, without Barclays

Leaders in medium and long term savings management

Customer funds managed in Spain, CaixaBank ex-BPI

YTD

+€ 10.6 Bn

+3.5%

+7.8%

Mutual funds and portfolios¹

+13.7%

Savings insurance

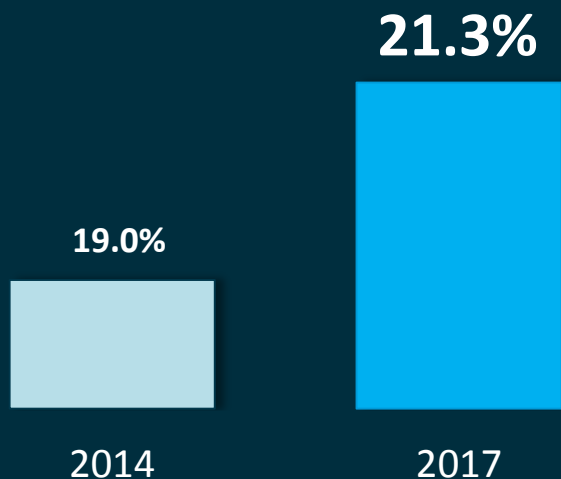
+6.8%

Pension plans

+1.2%

Deposits²

Market share in long term savings³



2017: New high-quality model of advisory services

10,500
Certified with a degree in advisory services

¹ Managed portfolios

² Demand and time deposit

³ Includes pension plans, savings insurance and own mutual funds

Strong growth in protection business



Life-risk insurance

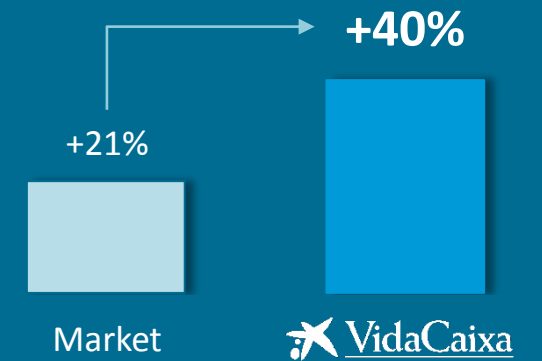


€ 833 M

Premia in 2017

+8.3% In 2017

Premia growth (2014-2017)



Non-life insurance

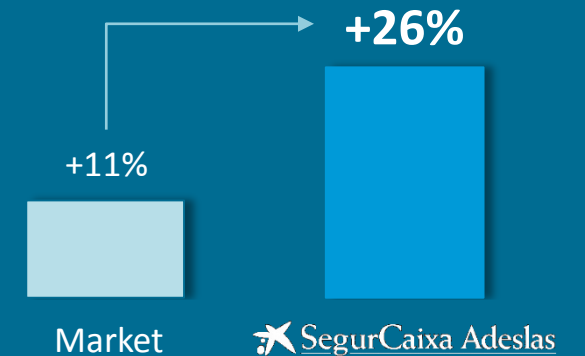


€ 3,547 M

Premia in 2017

+7.8% In 2017

Premia growth (2014-2017)

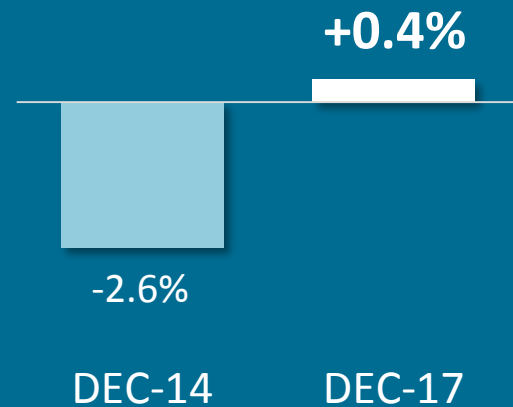


Performing loans¹

YTD²

+0.4% CaixaBank,
ex BPI

Performing loans evolution



Consumer loans

YTD

+22.4%
Outstanding
loans

+15%
New
lending

Compra Estrella



SME loans

YTD

+4.0%
Outstanding
loans

+16%
New
lending

 **CaixaBank**
Business



¹ Gross loan excluding NPLs

² Growth of Performing loans at Dec-17, excluding public sector and Criteria funding

Operating trends also very positive in Portugal



Market share and YTD (bps)¹

13.7% Penet. among retail customers	10.8% Payroll deposits +10 bps YTD	8.4% Credit to businesses +80 bps YTD	11.8% Consumer lending +70 bps YTD
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Commercial activity, YTD

+5.6%	Customer funds
+12.7%	Mutual funds
+6.4%	Business loans ²

Recurring expenses BPI **-5.3%**

Contribution to CABK³ **€ 176 M**

Costs & revenues synergies **€ 120 M target**



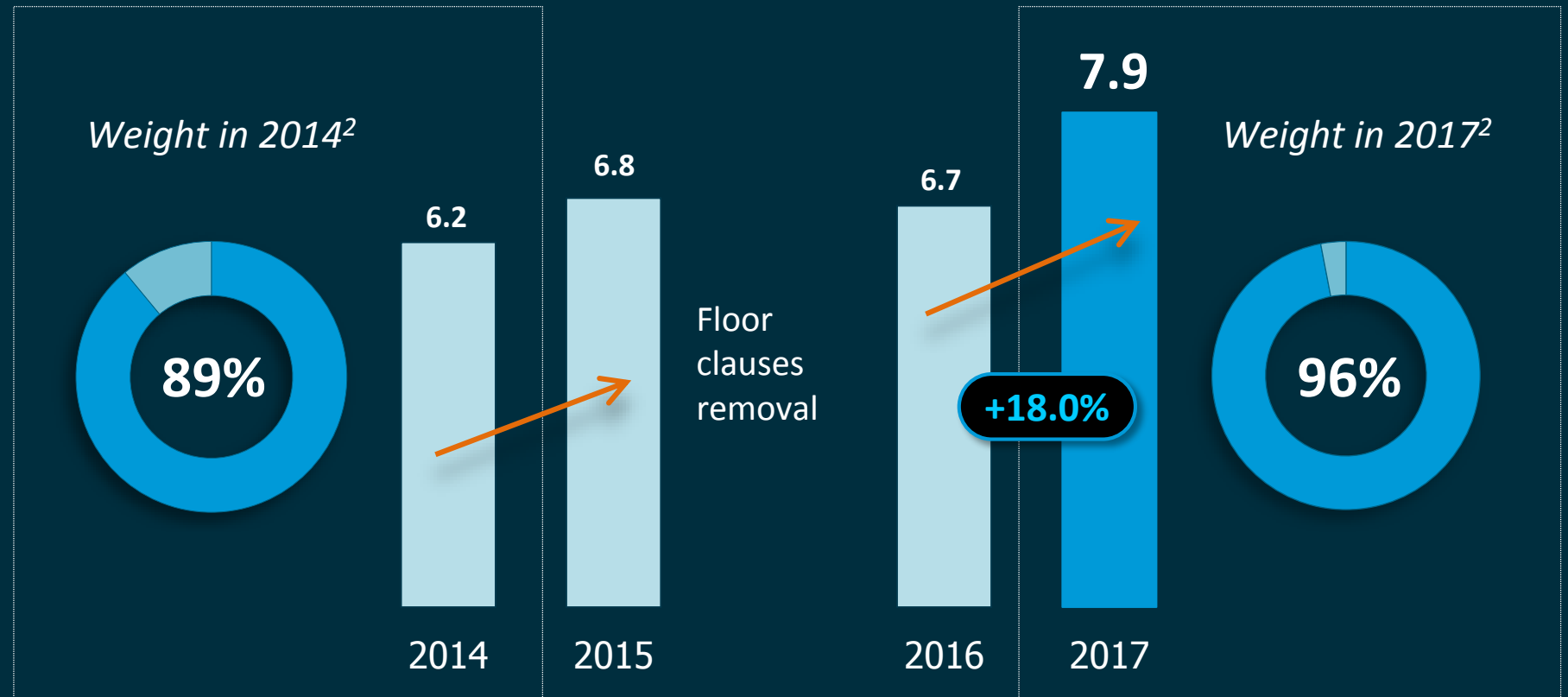
Bank with the highest-quality service

¹ As of December 2017

² Corporate and SMEs in Portugal

³ Contribution to CABK profit (Feb-Dec)

Core revenues evolution¹ CaixaBank Group, in €Bn



¹ NII + Fees + other revenues from insurance (life-risk premia and equity accounted income from SegurCaixa Adeslas). 2017 includes BPI

² Weight of core revenues over gross income

High-quality profit

CaixaBank Group, in €M. 2017 includes BPI	2017	YTD	
Net interest income	4,746	+18.0%	Core revenues¹
Net fees and commissions	2,499		
Income and exp. from insurance	472		
Income from investments & associates	653	-70.7%	Other revenues²
Trading income	282		
Other operating income & exp.	(430)		
Gross income	8,222	+1.0%	Recurring expenses, ex BPI
Recurring expenses	(4,467)		
Pre-impairment income w/o extraord. exp.	3,755	<i>+11.8%</i>	<i>Recurring expenses CABK Group</i>
Extraordinary operating expenses	(110)		
Pre-impairment income	3,645	-29.0%	Losses below-the line
Loan impairment losses and others	(1,711)		
Gains/losses on asset disposals & others	164 ³		
Pre-tax income	2,098	+60.9%	Profit attributable to the Group
Taxes, minority interests & others	(414)		
Profit attributable to the Group	1,684		<i>Of which : 16.8% BPI</i>

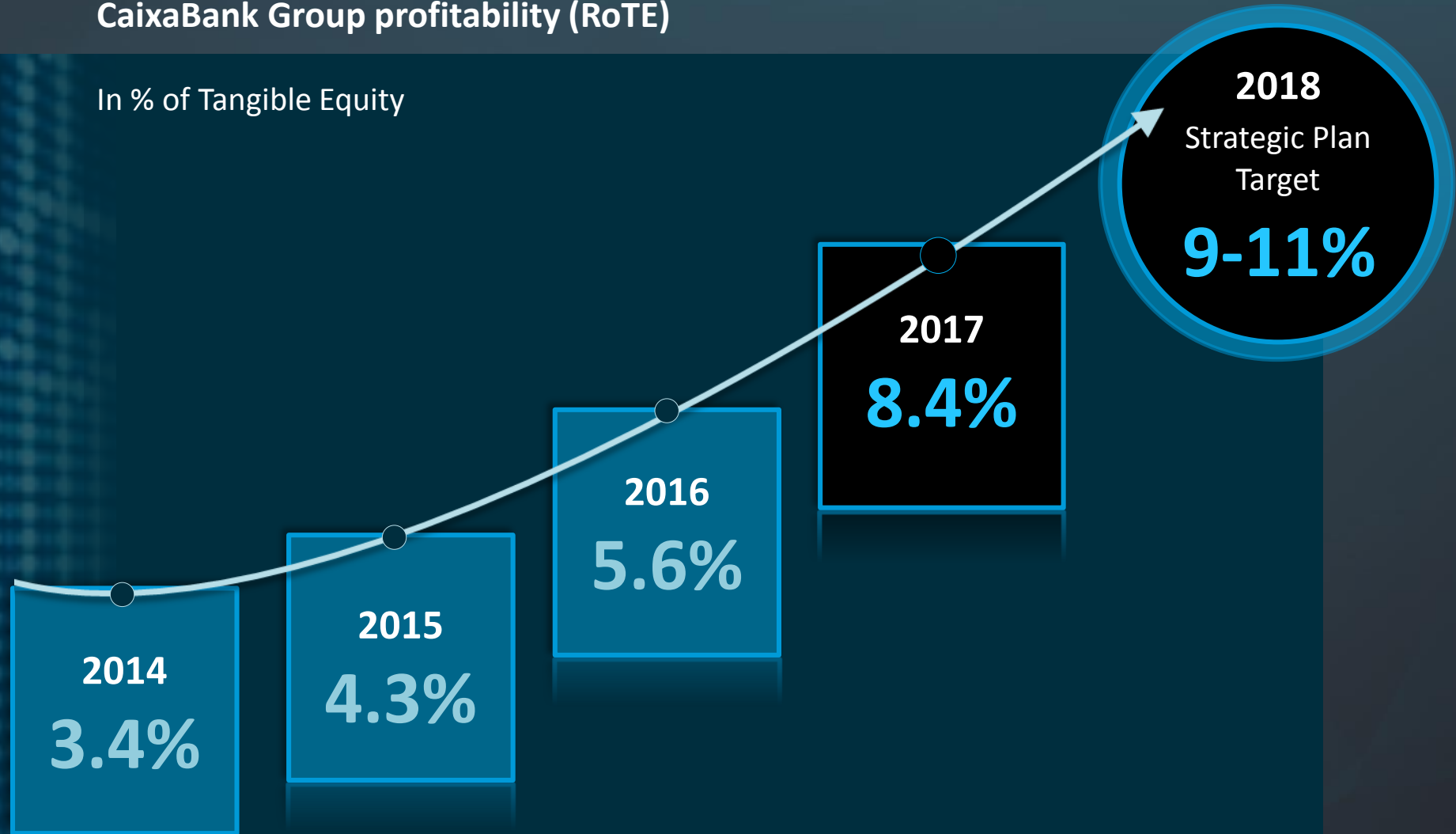
¹ Includes equity accounted income from SegurCaixa Adeslas

² It does not include equity accounted income from SegurCaixa Adeslas

³ Includes net business combination results from BPI

CaixaBank Group profitability (RoTE)

In % of Tangible Equity



2017

In a complex environment...

- ▶ Market shares gains
- ▶ Strong net income growth
- ▶ Higher-quality revenues quality improvement

Commercial success

Growth drivers

- *Medium and long term savings*
- *Protection insurances*
- *Consumer /SME lending*
- *BPI integration*

Lower contribution to growth Potential to provide more

- *On-balance-sheet deposits*
- *Mortgages*

- FY 2017 highlights
- FY 2018 Priorities**
- Medium-term outlook

Sustained business growth

Fostering digital transformation



Maintaining balance sheet strength

Create value at BPI

Reinforcing our social commitment

Business growth

Digital transformation

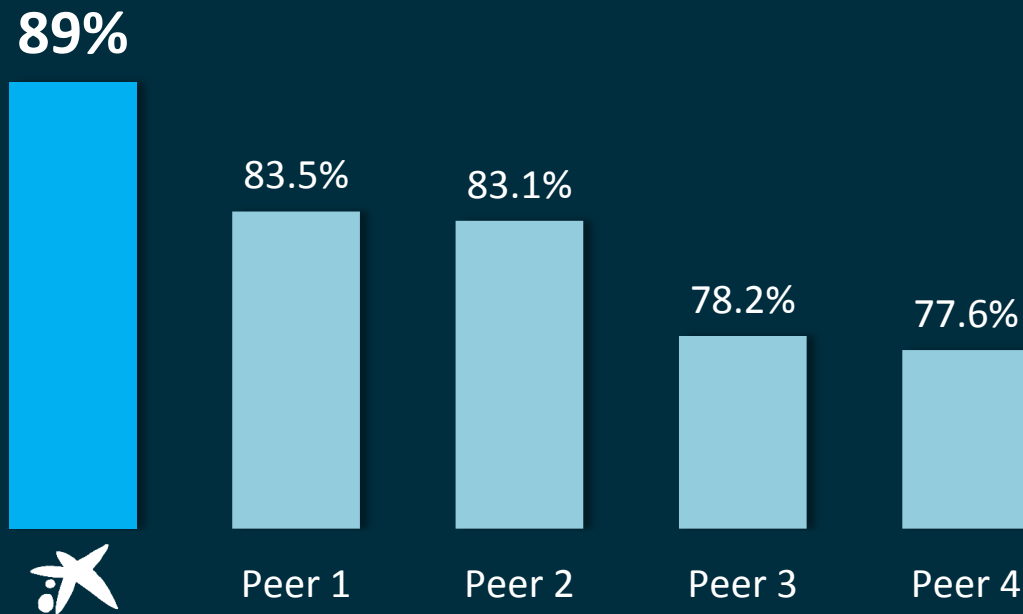
Balance Sheet strength

BPI

Social commitment

Growth in consolidated customers

Consolidated customers index¹



30.0%

Market penetration among retail clients²

+50 bps YTD

26.7%

Main bank among retail clients²

+100 bps YTD

- ▶ Increased proportion of consolidated customers increase
- ▶ Very active in launching new commercial initiatives

¹ Penetration as main bank among retail clients/ total market penetration among retail clients (aged 18 or above). Peers: Bankia, BBVA, Sabadell & Santander (including Popular)

² Retail clients aged 18 or above.

Source: FRS Inmark 2017 "Financial behaviour of retail clients in Spain"

Business growth

Digital transformation

Balance Sheet strength

BPI

Social commitment

Quality and client experience: transparency and proximity

Market share in branches in Spain¹



Peer 1 16%

Peer 2 11%

Peer 3 7%

ATMs market share in Spain²



Peer 1 15%

Peer 2 12%

Peer 3 8%

Penetration among retail clients³



Peer 1 18%

Peer 2 17%

Peer 3 14%

Penetration among digital clients⁴



Peer 1 22%

Peer 2 20%

Peer 3 14%

4,681 retail branches in Spain & 193 specialized branches

Business model specialized and tailored to customer needs

15.7 M
clients*

¹ Branches and ATMs in Spain, as of September 2017

⁴ Data available (12 months average) as of December 2017.

² Peers data: estimates based on public information

* 13.8 M in CABK

³ Retail clients over 18 years (FRS Inmark-2017)

Source: Bank of Spain, FRS Inmark & ComScore. Peers: Santander (includes Popular), BBVA, Sabadell & Bankia

Business growth

Digital transformation

Balance Sheet strength

BPI

Social commitment

Fostering technology and digitalisation

→ to be more efficient

Mobility and digital signature



All employees
with SmartPCs



68 M
Digital signatures 2017



99%
Digital processes



161
"Store" Branches



Business growth

Digital transformation

Balance Sheet strength

BPI

Social commitment

Fostering technology and digitalisation

→ to be closer to the client

Mobility and digital signature

All employees
with SmartPCs

68 M
Digital signatures 2017

99%
Digital processes

161
"Store" Branches



Digital proximity

55%
Digital penetration¹



- "Wall" since 2012 (SMEs, Private & Premier)
- Ready to Buy
- New CaixaBank App
- Smart Money

Service innovation

Mis **Finanzas**
>3.0 M users



¹ Customers aged 20-74 years old

Business growth

Digital transformation

Balance Sheet strength

BPI

Social commitment

1 Maintain liquidity and solvency: our identity hallmark



Liquid assets

€ 72.8 Bn
+22.4 YTD

202% LCR¹

Solvency

Fully-loaded ratios

11.7% CET1	15.7% Total Capital
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Phase-in ratios

12.7% CET1	16.1% Total Capital
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Business growth

Digital transformation

Balance Sheet strength

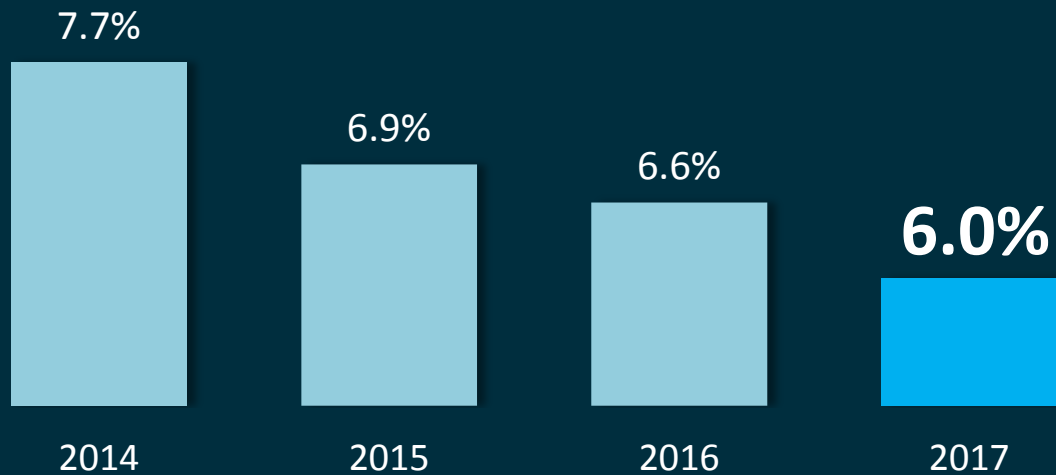
BPI

Social commitment

2 Continue with ongoing NPA reduction

Non Performing Assets

CABK- net NPA (NPL + foreclosed RE assets) ¹ over total net exposure²



NPL stock- CABK

Reduction **>50%** since JUN-13³

NPA coverage – CABK

53% as of DEC-17

¹ NPL and foreclosed RE assets both net of provisions

² Total credit (with contingent liabilities) and foreclosed RE assets both net of provisions

³ As of June 2013 pro-forma

Business growth

Digital transformation

Balance Sheet strength

BPI

Social commitment

Foster business growth in Portugal



**BPI: Target
2020 (Portugal)**

RoTE
>10%

Cost-to-income
~ 50%

Improving macroeconomic and market environment

↑ GDP 2018e¹

+2.4%

↑ S&P rating

BBB- (stable) (from BB+)

↓ Unemployment rate² **7.9%** (-6.9pp since 2Q13)

¹ Source: Bank of Portugal & CaixaBank Research

² As of January 2018

Business growth

Digital transformation

Balance Sheet strength

BPI

Social commitment

A distinctive banking model



- FY 2017 highlights
- FY 2018 Priorities
- Medium-term outlook**

Outstanding position to take seize new opportunities and to create value for our shareholders

Strengths of CaixaBank

- ▶ Scale & capillarity
- ▶ Comprehensive offering of financial services
- ▶ Technological leadership
- ▶ Professional team



Outstanding position to take new opportunities and to create value for our shareholders

Strengths of CaixaBank

- ▶ **Scale & capillarity**
- ▶ **Comprehensive offering of financial services**
- ▶ **Technological leadership**
- ▶ **Professional team**

Positive environment

**Economic growth:
Spain & Europe**

**Deleveraging:
bottoming out**

**Interests rates: prospects
for a turn of the cycle**

Outstanding position to take new opportunities and to create value for our shareholders

Strengths of CaixaBank

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Positive environment

Economic growth:
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Deleveraging:
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Interests rates: prospects
for a turn of the cycle

Back to adequate
profitability levels

Strong capital generation
→ commitment to shareholders



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Thank you



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