

SUPPLEMENT DATED 1 NOVEMBER 2016 TO THE BASE PROSPECTUS DATED 13 JUNE 2016 AS SUPPLEMENTED BY THE SUPPLEMENTAL BASE PROSPECTUSES DATED 1 SEPTEMBER 2016 AND 26 SEPTEMBER 2016



CAIXABANK, S.A.

(Incorporated as a limited liability company (sociedad anónima) in the Kingdom of Spain)

EURO 10,000,000,000

Euro Medium Term Note Programme

This Supplement (the "**Supplement**") is supplemental to, forms part of and must be read and construed in conjunction with, the base prospectus dated 13 June 2016, the supplement thereto dated 1 September 2016 and the supplement thereto dated 26 September 2016 collectively, (the "**Base Prospectus**") prepared by CaixaBank, S.A. (the "**Issuer**") in connection with its Euro Medium Term Note Programme (the "**Programme**") for the issuance of up to Euro 10,000,000,000 in aggregate principal amount of notes (the "**Notes**"). Terms given a defined meaning in the Base Prospectus shall, unless the context otherwise requires, have the same meaning when used in this Supplement.

This Supplement has been approved by the Central Bank of Ireland (the "**CBI**") in its capacity as competent authority under Directive 2003/71/EC, as amended including by Directive 2010/73/EU (the "**Prospectus Directive**"). The CBI only approves this Supplement as meeting the requirements imposed under Irish and European law pursuant to the Prospectus Directive.

IMPORTANT NOTICES

The Issuer accepts responsibility for the information contained in this Supplement and declares that, having taken all reasonable care to ensure that such is the case, the information contained in this Supplement is, to the best of its knowledge, in accordance with the facts and contains no omission likely to affect its import.

To the extent that there is any inconsistency between (a) any statement in this Supplement and (b) any other statement in, or incorporated by reference into, the Base Prospectus, the statements in (a) above will prevail.

Save as disclosed in this Supplement, no significant new fact, material mistake or inaccuracy relating to the information included in the Base Prospectus which is capable of affecting the assessment of the Notes issued under the Programme has arisen or been noted, as the case may be, since publication of the Base Prospectus.

AMENDMENTS OR ADDITIONS TO THE BASE PROSPECTUS

With effect from the date of this Supplement the information appearing in, or incorporated by reference into, the Base Prospectus shall be amended and/or supplemented in the manner described below.

GENERAL INFORMATION

The sixth paragraph of the "*General Information*" section on page 137 of the Base Prospectus is deleted and replaced by the following:

"Significant or Material Change

There has been no material adverse change in the prospects of the Issuer or the Group since 31 December 2015.

There has been no significant change in the financial position of the Group since 30 September 2016 and there has been no significant change in the financial or trading position of the Issuer since 30 September 2016."

FINANCIAL INFORMATION CONTAINED IN THIS SUPPLEMENT

This supplement contains financial information on the Group on a consolidated basis, as well as certain prudential supervisory metrics. This financial information is unaudited and, accordingly, is subject to change.

The unaudited consolidated income statement and the unaudited consolidated balance sheet as at and for the nine month periods ended 30 September 2016 and 30 September 2015, the unaudited consolidated income statement for the six month period ended 30 June 2016 and the unaudited consolidated balance sheet information as at 31 December 2015, together with the corresponding breakdowns of consolidated income statement and balance sheet items provided in the Annex hereto, are presented according to management criteria, but have still been prepared in accordance with International Financial Reporting Standards (IFRS-EU) as adopted by the European Union under the terms of Regulation (EC) No 1606/2002 of the European Parliament and of the Council of 19 July 2002, as subsequently modified. In preparing these statements, Circular 4/2004 of the Bank of Spain of 22 December, as subsequently modified, has also been taken into due account in that it adapts IFRS-EU to Spanish credit institutions.

Such information has been prepared from the accounting records of CaixaBank and the other Group companies, and includes certain adjustments and reclassifications required to apply the policies and criteria used by the Group companies on a consistent basis with those of CaixaBank.

The basis of presentation for the balance sheet and income statement has been established in accordance with Circular 5/2015 of the Spanish securities market regulator (CNMV). Figures relating to 2015 have been restated due to the change in disclosures ushered in by CNMV Circular 5/2015.

In relation to the income statement for 2015, the entry into force of Bank of Spain Circular 5/2014 in the first half of 2016 has resulted in the reclassification of gains and losses on the purchase and sale of foreign currency, which are no longer presented under Gains/(losses) on financial assets and liabilities and others, but instead under Net fee and commission income. Also as a result of the changes introduced by Circular 5/2014, gains and losses on sales of strategic holdings are no longer presented under Gains (losses) on disposal of assets and other, but instead under Gains/(losses) on financial assets and liabilities and other.

FINANCIAL INFORMATION OF THE GROUP

The unaudited consolidated income statement and the unaudited consolidated balance sheet as at and for the nine month periods ended 30 September 2016 and 30 September 2015, the unaudited consolidated income statement for the six month period ended 30 June 2016, the unaudited consolidated balance sheet information as at 31 December 2015 and the reconciliation statements corresponding thereto, set out in the Annex hereto shall by virtue of this Supplement, be annexed to and form part of the Base Prospectus as though set out therein.

DESCRIPTION OF THE ISSUER

The text beginning at the heading "*Capital Raising by Means of Accelerated Bookbuilt Offering of Treasury Shares of CaixaBank*" starting on page 3 of the supplement to the Base Prospectus dated 26 September 2016 and ending with the table titled "*CaixaBank senior, subordinated and mortgage covered bond maturity profile*" shall be deleted in its entirety and replace with the following:

"On 22 September 2016, CaixaBank announced that it had approved the sale of 585,000,000 treasury shares, representing 9.9% of the share capital of CaixaBank, by means of a private

placement among qualified institutional investors through an accelerated bookbuilt offering (the **Placement**).

The purpose of the Placement was to reinforce CaixaBank's regulatory capital ratio in line with its current Strategic Plan target of fully loaded CET1 ratio between 11 and 12%, taking into consideration the acquisition of its remaining stake in Banco BPI, as such ratio would drop below 11% in any of the acceptance scenarios of the Mandatory Offer.

The Placement closed successfully later that same day, with all of the offered treasury shares being placed at a price of €2.26 per share (a discount of 3.67% over the closing trading price of CaixaBank's shares on 22 September 2016). The total cash amount that CaixaBank should obtain as a result of the Placement is €1,322,100,000, of which approximately €380 million derives from treasury shares placed with two long-term institutional investors.

CaixaBank's common equity tier 1 (CET 1) and total capital ratios as of 30 September 2016 in both (*phased-in*) and (*fully loaded*) terms in the different acceptance scenarios of the Mandatory Offer for Banco BPI, S.A. (Banco BPI) ¹ would be the following:

Stake in BPI after Takeover Bid	Capital CET 1 / Total Capital <i>phased-in</i>	Capital CET 1 / Total Capital <i>fully loaded</i>
51%	12.3%/15.1%	11.5%/14.3%
100%	11.8%/14.5%	11.0%/13.8%

¹ These pro forma capital ratios have been calculated on the basis of Banco BPI's current supervisory perimeter, therefore they do not take into account the sale of a 2% stake in Banco Fomento de Angola (BFA) to Unitel, announced by BPI to the market on October 7th 2016. The sale is subject to obtaining the corresponding regulatory authorisations and the approval of BPI's General Assembly.

Recent developments in CaixaBank by Criteria

As of 30 September 2016, 46.9% of CaixaBank's share capital was held by "la Caixa" Banking Foundation through CriteriaCaixa. The fully diluted stake taking into account the €750M Criteria exchangeable into CaixaBank shares maturing in November 2017 is 44.1%

Recent developments in the investment portfolio of CaixaBank (non-controlled stakes)

As of 30 September 2016, CaixaBank held the following percentage of the issued outstanding share capital of the following companies: 45.5% of Banco BPI, S.A.; 10.05% of Repsol, S.A.; 5.01% of Telefónica S.A. and 9.92% of Erste Group Bank AG.

Certain Alternative Performance Measures of CaixaBank

The table below sets out certain alternative performance measures (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**) in respect of CaixaBank as at 30 September 2016:

Banking and insurance RoTE ¹	11.0%
Cost of Risk ²	42 bps
Recurring cost-to-income ratio ³	53.3%
Coverage ratio (non-performing loans) ⁴	52%
High quality liquid assets ⁵	€52.6 billion
Loan to deposits ratio ⁶	109.3%
Non-performing loan ratio (Total/excluding Real Estate Developers) ⁷	7.1% / 6.0%

- 1 Profit attributable to the banking and insurance segment stripping out extraordinary expenses and 4Q15 contribution paid to the National Resolution Fund divided by average equity allocated less, where applicable, intangible assets using management criteria (last 12 months). Extraordinary expenses for the period correspond to restructuring costs. Also the 4Q15 contribution paid to the National Resolution Fund is excluded from the calculation as to avoid overlap with the contribution paid to the Single Resolution Fund in 2Q16.

The value of intangible assets is presented according to management criteria and is obtained by adding intangible assets in the public balance sheet to the intangible assets and goodwill related to banking and insurance investees less impairment allowances, recognised under investments in joint ventures and associates in the public balance sheet.

- 2 Total insolvency allowances recognised in the last 12 months divided by total loans and advances to customers, gross, under management criteria and contingent liabilities at the period-end.
- 3 Administrative expenses and depreciation stripping out extraordinary expenses divided by gross income (last 12 months). Extraordinary expenses for the period correspond to restructuring costs.
- 4 Numerator: total impairment allowances on Loans and advances to customers and provisions for contingent liabilities. Denominator: non-performing loans under Loans and advances to

customers and non performing contingent liabilities, all presented according to management criteria.

- 5 HQLAs (High Quality Liquid Assets within the meaning of Commission Delegated Regulation of 10 October 2014) plus the available balance under the facility with the Bank of Spain (non-HQLA).
- 6 Net loans and advances to customers less brokered loans (funded by Instituto de Crédito Oficial and the European Investment Bank) divided by customer funds on the balance sheet.
- 7 Numerator: non-performing loans, gross, under Loans and advances to customers on the public balance sheet and contingent liabilities. Denominator: total loans and advances to customers, gross, and contingent liabilities, all presented according to management criteria.

The table below sets out the Loan to deposits ratio in respect of CaixaBank for each quarter (for the three-month period ended on the corresponding date) since the 30 September 2015:

Three-month period ended	Loan to deposits ratio
30 September 2015	109.5%
31 December 2015	106.1%
31 March 2016	106.7%
30 June 2016	104.8%

The table below sets out the Non-performing loan ratio (Total/ex Real Estate developers) in respect of CaixaBank for each quarter (for the three-month period ended on the corresponding date) since 30 September 2015:

Three-month period ended	Non-performing loan ratio (Total/Ex Real Estate developers)
30 September 2015	8.7% / 6.5%
31 December 2015	7.9% / 6.2%
31 March 2016	7.6% / 6.0%
30 June 2016	7.3% / 6.0%

Other indicators in respect of CaixaBank

The table below sets out certain liquidity and customer indicators in respect of CaixaBank as at 30 September 2016:

CaixaBank customers	13.8 million
LCR ¹	174%
Balance drawn under the ECB facility ²	€24.3 billion
Other assets eligible as ECB collateral ³	€12.8 billion

- 1 The liquidity coverage ratio (LCR) is a quantitative liquidity standard developed by the Basel Committee on Banking Supervision (BCBS) to ensure that those banking organisations to which this standard is to apply have sufficient high-quality liquid assets to cover expected net cash outflows over a 30-day liquidity stress period. The final standard on which this figure is calculated was announced in January 2013 by the BCBS.
- 2 Under the TLTRO II Eurosystem operation CaixaBank has drawn term financing by this amount.
- 3 ECB discount facility collateral other than HQLAs.

The table below sets out certain income statement indicators in respect of CaixaBank as of 30 September 2016:

Net interest income	€1,039 million
Net fee income ¹	€536 million
Recurring operating expenses ²	€995 million
Pre-impairment income (for the three-month period ended on 30 September 2016 / for the nine-month period ended on 30 September 2016) ³	€774 million / €2,821 million
Impairment losses on financial assets and other provisions ⁴ for the three-month /nine-month period ended on 30 September 2016	€(265 million)/ €(1,177 million)
Pre-impairment income (for the three-month period ended on 30 September 2016 / for the nine-month period ended on 30 September	€774 million / €2,821 million

2016) ⁵	
Profit/(loss) attributable to minority interests and others (for the three-month period ended on 30 September 2016 / for the nine-month period ended on 30 September 2016) ⁶	€ (4 million) / €(11 million)

- 1 Includes the following line items: fee and commission income; fee and commission expenses. Refers to the three-month period ended on 30 September 2016.
- 2 Includes the following line items: administrative expenses; depreciation and amortisation. Refers to the three-month period ended on 30 September 2016 and excludes extraordinary expenses, which for the period correspond to restructuring costs.
- 3 Pre-impairment income: (+) Gross income; (-) Operating expenses.
- 4 Includes the following line items: a) impairment/(reversal) of impairment losses on financial assets not measured at fair value through profit or loss; b) provisions/(reversal) of provisions.
- 5 Includes the following line items: a) impairment/(reversal) of impairment losses on financial assets not measured at fair value through profit or loss corresponding to loans and receivables; b) provisions/(reversal) of provisions corresponding to contingent liabilities.
- 6 Includes the following line items:
 - Profit/(loss) after tax from discontinued operations.
 - Profit/(loss) for the period attributable to minority interests (non-controlling interests).

The table below sets out the Net Interest Income in respect of CaixaBank for each quarter (for the three-month period ended on the corresponding date) since 31 March 2015:

Three-month period ended	Net Interest Income
31 March 2015	€1,138 million
30 June 2015	€1,132 million
30 September 2015	€1,038 million
31 December 2015	€1,045 million
31 March 2016	€1,020 million
30 June 2016	€1,021 million

The table below sets out the Net Fee Income in respect of CaixaBank for each quarter (for the three-month period ended on the corresponding date) since 31 March 2015:

Three-month period ended	Net Fee Income
31 March 2015	€538 million
30 June 2015	€538 million
30 September 2015	€524 million
31 December 2015	€515 million
31 March 2016	€488 million
30 June 2016	€522 million

The table below sets out the Recurring Operating Expenses in respect of CaixaBank for each quarter (for the three-month period ended on the corresponding date) since 31 March 2015:

Three-month period ended	Recurring Operating Expenses
31 March 2015	€1,035 million
30 June 2015	€1,018 million
30 September 2015	€1,013 million
31 December 2015	€997 million
31 March 2016	€1,003 million
30 June 2016	€999 million

The table below sets out the Recurring Operating Expenses in respect of CaixaBank for the year ended 2014 pro forma Barclays Spain: it is based upon the reported figures of both CaixaBank and Barclays Bank S.A.U, in both cases excluding non-recurring expenses and including administrative expenses; depreciation and amortisation.

Year ended	Recurring Operating Expenses
31 December 2014	€4,113 million

The table below sets out the Pre-impairment income in respect of CaixaBank for the three-month period and nine-month period ended on 30 September 2015 and 30 June 2016:

Pre-impairment income	Three-month period	Nine Month period
30 September 2015	€777 million	€2,747 million
30 June 2016	€1,128 million	

The table below sets out the Profit/(loss) attributable to minority interest and others in respect of CaixaBank for the three-month period and nine-month period ended on 30 September 2015 and 30 June 2016:

Profit/(loss) attributable to minority interest and others	Three-month period	Nine Month period
30 September 2015	€(2 million)	€(3 million)
30 June 2016	€(5 million)	

The table below sets out the impairment losses on financial assets and other provisions in respect of CaixaBank for the three-month and nine-month period ended on 30 September 2015, 30 June 2016 and 30 September 2016:

Impairment losses on financial assets and other provisions	Three-month period	Nine-month period
30 September 2015	€(323 million)	€(1,762 million)
30 June 2016	€(502 million)	

The table below sets out the impairment losses on financial assets in respect of CaixaBank for the nine-month period ended on 30 September 2015:

Nine-month period	Impairment losses on financial assets
30 September 2015	€(1,375 million)

The table below sets out the Loans and advances (gross)/of which performing loans in respect of CaixaBank for 31 December 2015 and 30 September 2016:

	Loans and advances (gross) / of which performing loans
31 December 2015	€206.4 billion / €189.8 billion
30 September 2016	€205.1 billion / €190.3 billion

The table below sets out a number of customer fund metrics for CaixaBank for both 31 December 2015 and 30 September 2016:

	31 December 2015	30 September 2016
Liabilities under insurance contracts	€ 34.4 billion	€ 38.3 billion
Assets Under Management	€ 74.5 billion	€ 77.9 billion
Total Customer Funds	€ 296.6 billion	€ 299.7 billion

The table below sets out the Non-performing loans, Real Estate Non-performing loans, Foreclosed Real Estate available for sale in respect of CaixaBank for each quarter since 30 September 2015:

Date	Non-performing loans¹	Real Estate Non-performing loans²	Foreclosed Real Estate³
30 September 2015	€19.2 billion	€2.6 billion	€7,1 billion
31 December 2015	€17.1 billion	€2.1 billion	€7,3 billion
31 March 2016	€16.4 billion	€2.0 billion	€7,2 billion
30 June 2016	€16.1 billion	€1.9 billion	€7,1 billion
30 September 2016	€15.2 billion	€1.5 billion	€7,1 billion

1 Includes non-performing contingent liabilities.

2 Net of provisions. The series has been restated to exclude sub standard Real Estate loans.

3 Available for sale real estate assets, net of provisions. Does not include Real Estate assets in the process of foreclosure.

Net Performing Loans (including non-performing contingent liabilities) amounted to €25.7 billion as of 30 June 2013, the peak of this metric for the CaixaBank Group on a consolidated basis.

Certain prudential measures of CaixaBank

The table below sets out certain prudential measures in respect of CaixaBank as at 30 September 2016 assuming a successful completion of the Mandatory Offer which results in CaixaBank acquiring a holding of either 51 or 100% of the shares of Banco BPI, but not taking into consideration the prospective sale of a 2 per cent. stake in Banco Fomento de Angola (BFA) to Unitel announced by BPI to the market on 7 October 2016. The sale is subject to obtaining the corresponding regulatory authorizations and the approval of BPI's General Assembly. These pro forma capital ratios have been hence calculated on the basis of BPI's current supervisory perimeter:

	Stake in BPI after Takeover Bid: 51%	Stake in BPI after Takeover Bid: 100%
Leverage ratio in fully loaded terms	5.4%	5.1%
Leverage ratio in phase-in terms	5.7 %	5.5 %
Potential fully loaded MREL position expressed as a percentage of total RWAs ¹	14.8%	14.3%
Potential phase-in MREL position expressed as a percentage of total RWAs ¹	15.6%	15.1%
RWAs in fully loaded terms	157.1 bn	157.1 bn
RWAs in phase-in terms	157.5 bn	157.5 bn
Senior debt outstanding eligible as MREL, as a percentage of fully loaded RWAs ²	0.54%	0.54%
Non-eligible Tier 2 debt eligible as MREL, as a percentage of fully loaded RWAs ²	0.02%	0.02%

- 1 Includes the Total Capital position, as well as non-Tier 2 eligible subordinated debt with remaining maturity of at least one year and senior debt with remaining maturity of at least one year. Calculated according to the EBA final draft of technical standards on the criteria for determining MREL (the Draft MREL Technical Standards) published on 3 July 2015.
- 2 MREL eligible liabilities need to have a remaining maturity of at least one year.

CaixaBank senior, subordinated and mortgage covered bond maturity profile

The table below sets out the maturity profile of senior debt, subordinated debt and mortgage covered bonds placed with investors in millions of euros and net of own securities acquired, as of 30 September 2016

Year	Senior Debt	Subordinated Debt	Mortgage Covered Bonds	Total
	<i>(euro millions)</i>			
2016	15	60	567	642
2017	871	-	3891	4763
2018	748	-	4070	4818
2019	30	-	2103	2133
2020	10	-	1378	1388
2021	-	-	2816	2816
2022	40	3340	1409	4788
2023	4	750	1800	2554
2024 or later	60	33	5609	5702
Total	1778	4183	23643	29604

ANNEX

Financial information presented according to management criteria

Unaudited Consolidated Income Statement

€ million	January - September		Change %
	2016	2015	
Interest income	5,035	6,407	(21.4)
Interest expense	(1,955)	(3,099)	(36.9)
Net interest income	3,080	3,308	(6.9)
Dividend income	113	112	0.5
Share of profit/(loss) of entities accounted for using the equity method	437	502	(12.9)
Net fee and commission income	1,546	1,600	(3.4)
Gains/(losses) on financial assets and liabilities and others	718	712	0.8
Income and expense arising from insurance or reinsurance contracts	214	153	39.6
Other operating income and expense	(169)	(31)	
Gross income	5,939	6,356	(6.6)
Recurring administrative expenses, depreciation and amortisation	(2,997)	(3,066)	(2.2)
Extraordinary expenses	(121)	(543)	(77.7)
Pre-impairment income	2,821	2,747	2.7
Pre-impairment income stripping out extraordinary expenses	2,942	3,290	(10.6)
Impairment losses on financial assets and other provisions	(1,177)	(1,762)	(33.3)
Gains/(losses) on disposal of assets and others	(330)	(80)	
Profit/(loss) before tax	1,314	905	45.2
Income tax expense	(333)	94	
Profit/(loss) for the period	981	999	(2.1)
Profit/(loss) attributable to minority interest and others	11	3	
Profit/(loss) attributable to the Group	970	996	(2.6)

Financial information presented according to management criteria

Unaudited Consolidated Quarterly Income Statement

€ million	3Q15	2Q16	3Q16
Interest income	1,834	1,649	1,687
Interest expense	(796)	(628)	(648)
Net interest income	1,038	1,021	1,039
Dividend income	2	103	5
Share of profit/(loss) of entities accounted for using the equity method	120	160	145
Net fee and commission income	524	522	536
Gains/(losses) on financial assets and liabilities and others	65	325	125
Income and expense arising from insurance or reinsurance contracts	52	76	74
Other operating income and expense	(9)	(80)	(34)
Gross income	1,792	2,127	1,890
Recurring administrative expenses, depreciation and amortisation	(1,013)	(999)	(995)
Extraordinary expenses	(2)		(121)
Pre-impairment income	777	1,128	774
Pre-impairment income stripping out extraordinary expenses	779	1,128	895
Impairment losses on financial assets and other provisions	(323)	(502)	(265)
Gains/(losses) on disposal of assets and others	(106)	(114)	(83)
Profit/(loss) before tax	348	512	426
Income tax expense	(58)	(142)	(90)
Profit/(loss) for the period	290	370	336
Profit/(loss) attributable to minority interest and others	2	5	4
Profit/(loss) attributable to the Group	288	365	332

Financial information presented according to management criteria

Unaudited Consolidated Balance Sheet

€ million	Sep. 30, 2015	Dec. 31, 2015	Sep. 30, 2016
Cash, cash balances at central banks and other demand deposits	7,425	6,615	4,199
Financial assets held for trading	15,121	13,312	13,418
Available-for-sale financial assets	61,428	62,997	66,200
Loans and receivables	207,934	210,473	210,333
Loans and advances to central banks and credit institutions	4,593	6,649	7,265
Loans and advances to customers	201,582	202,896	202,502
Debt securities	1,759	928	566
Held-to-maturity investments	5,179	3,820	5,669
Investments in joint ventures and associates	9,752	9,674	6,371
Tangible assets	6,362	6,293	6,387
Intangible assets	3,669	3,672	3,651
Non-current assets held for sale	7,747	7,961	7,112
Other assets	18,837	19,438	19,523
Total assets	343,454	344,255	342,863
Liabilities	317,879	319,050	319,308
Financial liabilities held for trading	11,642	12,200	11,875
Financial liabilities measured at amortised cost	254,240	253,499	245,836
Deposits from central banks and credit institutions	33,741	34,262	35,681
Customer deposits	182,783	184,110	178,312
Debt securities issued	33,807	32,336	27,953
Other financial liabilities	3,909	2,791	3,890
<i>of which subordinated liabilities</i>	4,422	4,345	4,226
Liabilities under insurance or reinsurance contracts	39,569	40,291	47,535
Provisions	4,400	4,598	4,904
Other liabilities	8,028	8,462	9,158
Equity	25,575	25,205	23,555
Own funds	24,158	23,689	23,360
<i>Profit/(loss) attributable to the Group</i>	996	814	970
Minority interest, valuation adjustment and other	1,417	1,516	195
Total liabilities and equity	343,454	344,255	342,863

Reconciliation of the breakdown of consolidated income statement indicators presented according to management criteria with financial statements

Set out below is a reconciliation of the financial statement line items that are used to arrive at the consolidated income statement indicators presented herein:

Net fee and commission income. Includes the following line items:

- Fee and commission income
- Fee and commission expenses

Gains/(losses) on financial assets and liabilities and others. Includes the following line items:

- Gains/(losses) on derecognition of financial assets and liabilities not measured at fair value through profit or loss, net.
- Gains/(losses) on financial assets and liabilities held for trading, net.
- Gains/(losses) on financial assets and liabilities designated at fair value through profit or loss, net.
- Gains/(losses) from hedge accounting, net.
- Exchange differences, gains/(losses), net.

Operating expenses. Includes the following line items:

- Administrative expenses.
- Depreciation and amortisation.

Pre-impairment income.

- (+) Gross income.
- (-) Operating expenses

Impairment losses on financial and other provisions. Includes the following line items: a) impairment/(reversal) of impairment losses on financial assets not measured at fair value through profit or loss; b) provisions/(reversal) of provisions.

Loan loss provisions. Includes the following line items: a) impairment/(reversal) of impairment losses on financial assets not measured at fair value through profit or loss corresponding to loans and receivables; b) provisions/(reversal) of provisions corresponding to contingent liabilities.

Gains/(losses) on derecognition of assets and others. Includes the following line items:

- Impairment/(reversal) of impairment on investments in joint ventures and associates.
- Impairment/(reversal) of impairment on non-financial assets.
- Gains/(losses) on derecognition of non-financial assets and investments, net
- Negative goodwill recognised in profit or loss

- Profit/(loss) from non-current assets and disposal groups classified as held for sale not qualifying as discontinued operations

Profit/(loss) attributable to minority interests and others. Includes the following line items:

- Profit/(loss) after tax from discontinued operations.
- Profit/(loss) for the period attributable to minority interests (non-controlling interests).

**Reconciliation of certain activity indicators presented according to management criteria
with financial statements data**

Loans and advances to customers, gross

€ million	December 2015	June 2016	September 2016
Loans and advances to customers (Public Balance Sheet)	202,896	207,618	202,502
NPL provisions	9,163	8,200	7,644
Other, non-retail, financial assets (asset under the asset protection scheme and others)	(750)	(746)	(725)
Reverse repurchase agreement (public and private sector)	(4,872)	(6,586)	(4,321)
Loans and advances to customers, gross	206,437	208,486	205,100
<i>of which performing</i>	189,830	192,813	190,313

Customer funds

€ million	December 2015	June 2016	September 2016
Financial liabilities at amortised cost (Public Balance Sheet)	253,499	258,839	245,836
Non-retail financial liabilities	(71,094)	(71,128)	(68,248)
Deposits from central banks	(23.753)	(27.099)	(27,348)
Deposits from credit institutions	(10.509)	(9.124)	(8,333)
Other financial liabilities	(2.790)	(3.702)	(3,890)
Institutional issues ¹	(33.321)	(28.287)	(28,176)
Counterparties and other	(721)	(2.916)	(501)
Liabilities under insurance contracts, under the management criteria²	34,427	37,319	38,307
Total on-balance sheet customer funds	216,832	225,030	215,895
Assets under management (mutual funds, managed accounts, SICAVs and pension plans)	74,500	73,708	77,926
Other accounts ³	5,627	5,727	5,852
Off-balance sheet funds	79,767	79,435	83,778
Total customer funds	296,599	304,465	299,673

(1) Recognised for accounting purposes at 30.09.16 under: Debt securities issued (27,953) and Customer deposits (4,508).

(2) See the table below

(3) Includes, among others, funds associated with the agreements to distribute insurance products from Barclays Bank, SAU and a subordinated debt issue of "la Caixa" (currently at CriteriaCaixa).

Liabilities under insurance contracts, under the management criteria

	December 2015	June 2016	September 2016
€ million			
Liabilities arising from insurance contracts (Public Balance Sheet)	40,575	45,763	47,535
Capital gains/(losses) on insurance assets available for sale	(8,223)	(11,295)	(12,356)
Unit-links ¹	2,075	2,851	3,128
Liabilities arising from insurance contracts, under management criteria	34,427	37,319	38,307

(1) Recognised under Financial liabilities designated at fair value through profit or loss in the public balance sheet.