
# 1H 2014 Financial Results

Barcelona, 25th July 2014

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In so far as it relates to results from investments, this financial information from the CaixaBank Group for 1H 2014 has been prepared mainly on the basis of estimates.

# A solid recovery is now well underway

## 1. Better trends in business volumes

- Retail funds grow €5.6 bn (+2.1% qoq) with some seasonal influence
- Low interest rates drive clients into managed funds (+7.7% AuM qoq) and demand deposits (+10.9% qoq)
- Pace of loan book deleveraging slows: seasonally adjusted loan-book declines -1.5% qoq vs -2.8% in 1Q

## 2. Steady improvement in core banking income

- Strong NII evolution (+2.9% qoq) as fall in funding costs accelerates
- Pricing strategy focused on profitability:
  - Time deposit front book at 77 bps (110 bps in 1Q)
  - Customer spread at 201 bps (183 bps in 1Q)
- Fees increase 4.8% qoq as clients move to managed funds
- Recurrent operating costs down -6.7% yoy / flat qoq as expected
- Erste Bank profit warning impacts income from associates
- Exceptional trading income related to liability management exercise
- Net income of €153 M flat qoq

## 3. Segment reporting improves core business visibility

- Core banking business (ex RE) delivers:
  - 1H net income of €665 M
  - 4.4% qoq growth in Core Banking Operating Income[1]



(1) Defined as NII+Fees-Recurring expenses

# A solid recovery is now well underway

| | |
|---|---|
| **4. Positive trends in asset quality continue** | ▪ NPL stock down €1.4 bn qoq (-6.0% qoq) while ratio declines for a second quarter to 10.78% (-58 bps qoq)<br>▪ Exposure to RE developer loans drops -9.9% qoq as intensive clean-up continues<br>▪ Foreclosed RE asset disposals remain high (€583 M in 2Q) and focus on yield management increases<br>▪ Impairment charges in line with guidance (CoR: 117 bps) |
| **5. Best in class capital and liquidity metrics** | ▪ CET1 B3 phase-in ratio improves by 150 bps YTD to 12.7% (B3 FL now 12.4%)<br>▪ Early conversion of last MCBs ensures no further dilution overhang<br>▪ LtD ratio drops to 102%: -3% qoq and -8% YTD |

CaixaBank

## 1H 2014: Activity and Financial Results

- **Commercial activity**
- Financial results analysis
- Asset quality
- Liquidity
- Solvency
- Final remarks

# Recent recognition as best bank for technology innovation reflects our digital focus

EUROMONEY Awards for excellence 2014

***Best Retail Bank for Technology Innovation in 2013 and 2014***

*Some sample initiatives:*

## 1st in Europe to launch a large-scale contactless card payment


- **2,000** ATMs
- **180,000** POSs

*Market share of 36%; 74% of all Caixabank's POSs*

- **4 MM** Credit & Debit Cards

▶ 1st in Europe to introduce a bracelet with a contactless chip inside

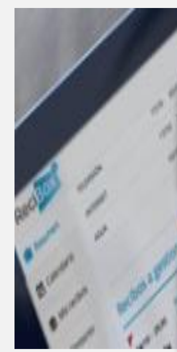
## Leading adopter of banking mobility solutions

- Use of digital signature to close contracts away from the branch
- Released to **1,600** bank managers

▶ **Caixa*Negocios***

**140,972** new clients


## Focus on better serving client needs



The Wall[1]

- **15,000** business banking clients

ReciBox[2]

- **800,000** users

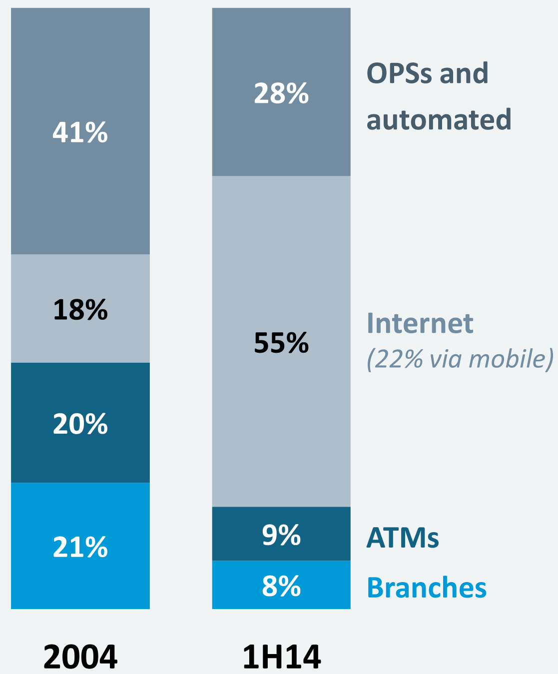
▶ Crowdsourcing platforms of ideas from clients and employees

(1) The Wall is a new communication channel between the client and the bank manager
(2) ReciBox is a bill management service

# Focus on multi-channel banking reduces costs and increases perceived client value

## Electronic channels gain importance…

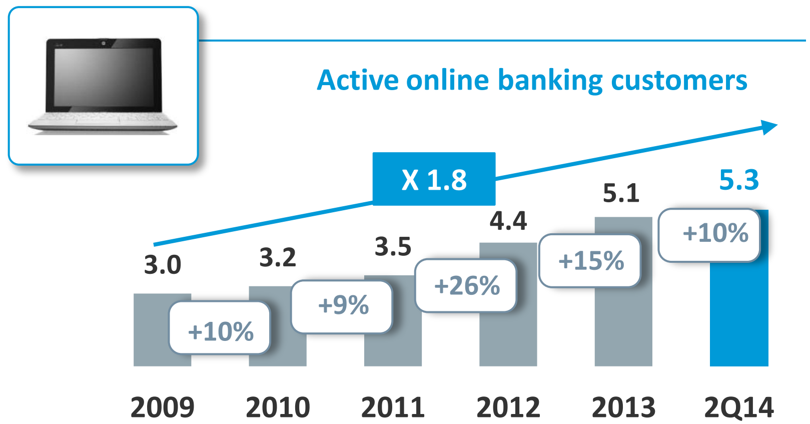
**Transactions by channel[1] (%)**

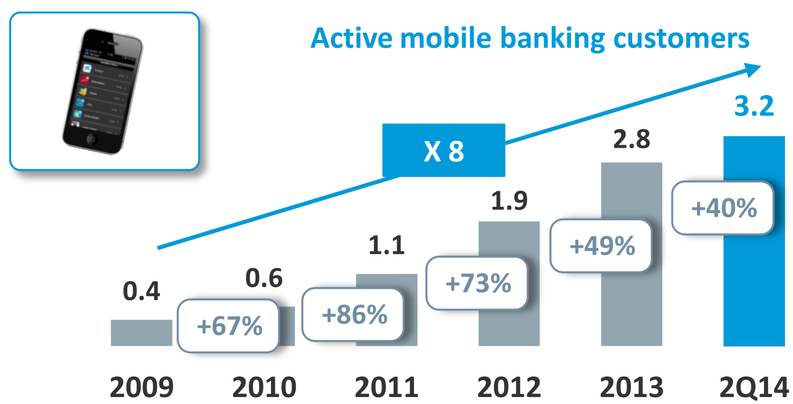



**… enabling the retail network to focus on value creation**

## Exponential growth of active mobile and internet customers[2]

Million of customers




**27.4%**
Retail market penetration

*Closest competitor 19.1%*

Source: FRS

**33.3%**
Online market share

*Closest competitor 19.0%*

Source: ComScore

(1) A transaction is defined as any action initiated by a client through a contract with CaixaBank

(2) Active customers include those who have been connected at least once in the last 12 months

# Low interest rates driving clients into more profitable products

## Total funds breakdown

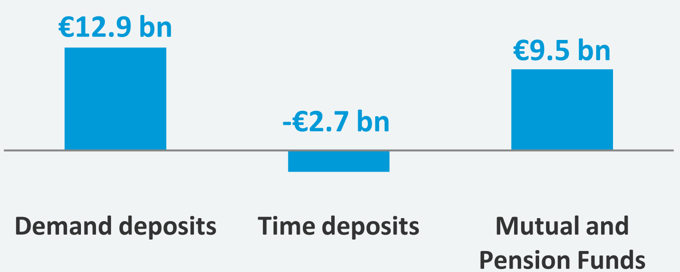
In Billion Euros

| | 30th Jun. | YTD | qoq |
|---|---|---|---|
| **I. Funds on balance sheet** | **250.3** | **1.1%** | **(0.2%)** |
| Demand deposits | 91.1 | 13.1% | 10.9% |
| Time deposits | 79.3 | (2.4%) | (4.4%) |
| Retail debt securities | 3.0 | (1.9%) | 1.9% |
| Subordinated liabilities | 3.6 | 0.1% | 0.0% |
| Institutional issuance | 39.1 | (11.8%) | (12.3%) |
| Insurance | 31.5 | 2.0% | 0.6% |
| Other funds | 2.7 | (32.8%) | (18.6%) |
| **II. Off-balance sheet funds** | **59.0** | **5.5%** | **1.1%** |
| Mutual funds | 32.7 | 16.9% | 10.0% |
| Pension plans | 18.0 | 7.4% | 3.9% |
| Other managed resources[1] | 8.3 | (25.5%) | (26.4%) |
| **Total funds** | **309.3** | **1.9%** | **0.0%** |
| **Retail funds** | **270.2** | **4.2%** | **2.1%** |
| **Wholesale funds** | **39.1** | **(11.8%)** | **(12.3%)** |

## Clear shift in client savings mix over past year

**Retail funding yoy**

**+€15.2 bn** *(+6.0%)*




- **€8.6 bn of cheaper deposits YTD more than replace €5.2 bn of expensive wholesale maturities**
- **Seasonal payroll effects impact qoq current accounts but underlying trends are clear**

(1) Primarily includes regional govt. securities and "la Caixa" Banking Foundation sub debt.

# Deleveraging still high but pace is gradually slowing

## Loan-book breakdown

In Billion Euros, gross

| | 30th Jun. | YTD | qoq |
|---|---|---|---|
| **I. Loan to individuals** | **115.9** | **(1.6%)** | **0.0%** |
| Residential mortgages – home purchases | 85.5 | (2.3%) | (1.1%) |
| Other | 30.4 | 0.4% | 3.4% |
| **II. Loan to businesses** | **72.9** | **(8.1%)** | **(3.6%)** |
| Non -RE businesses | 54.8 | (6.6%) | (2.8%) |
| Real Estate developers | 16.7 | (16.3%) | (9.9%) |
| “la Caixa” Banking Foundation and RE subs. | 1.4 | 109.6% | 107.7% |
| **Loans to individuals & businesses** | **188.8** | **(4.2%)** | **(1.4%)** |
| **III. Public sector** | **10.8** | **6.4%** | **9.0%** |
| **Total loans** | **199.6** | **(3.7%)** | **(0.9%)** |

### Asymmetric deleveraging still taking place

- Loan-book drops -0.9% in the quarter (-1.5% accounting for seasonal factors[1]) vs -2.8% in 1Q
- RE developer loan book still shows highest deleveraging at -9.9% qoq
- New production for non-RE corporate and individuals slows deleveraging
- Exposure to public sector increased as ratings improve

(1) The “Other Loans to individuals” category includes pension prepayments which are seasonally higher in June by €1.4 bn.

## 1H 2014: Activity and Financial Results

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- **Financial results analysis**
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# Significant and sustained improvement in core operating results

## Consolidated income statement

| In Million Euros | 1H14 | 1H13 | yoy (%) | qoq (%) |
|---|---|---|---|---|
| **Net interest income** | **2,015** | **1,959** | **2.9** | **2.9** |
| Net fees | 930 | 890 | 4.5 | 4.8 |
| Income from investments[1] | 224 | 440 | (49.1) | (50.7) |
| Gains on financial assets | 513 | 441 | 16.2 | 32.1 |
| Other operating revenue & exp.[2] | (79) | (101) | (22.0) | (38.8) |
| **Gross income** | **3,603** | **3,629** | **(0.7)** | **3.7** |
| Recurring operating expenses | (1,884) | (2,019) | (6.7) | 0.4 |
| **Recurring Pre-impairment income** | **1,719** | **1,610** | **6.8** | **7.4** |
| Extraordinary operating expenses | | (821) | | |
| **Pre-impairment income** | **1,719** | **789** | **117.8** | **7.4** |
| Impairment losses | (1,314) | (2,876) | (54.3) | 2.2 |
| Profit/loss on disposal of assets and others[3] | (102) | 2,161 | | (7.5) |
| **Pre-tax income** | **303** | **74** | **311.3** | **40.5** |
| Taxes[4] | 2 | 329 | (99.5) | |
| **Profit for the period** | **305** | **403** | **(24.4)** | **0.7** |
| Minority interests | | (5) | | |
| **Profit attributable to the Group** | **305** | **408** | **(25.3)** | **0.7** |

- **Solid operating performance**
  - NII grows 2.9% qoq as drop in funding costs accelerates.
  - Fees up 4.8% qoq as migration to off-balance sheet products continues.
  - Core banking income (NII+Fees) up 3.5% qoq signalling a degree of normalisation
  - One-off impact of EBS profit warning in income from investments
  - Exceptional trading income
  - Strict cost discipline with recurrent operating costs down -6.7% yoy/flat qoq
- **Impairment charges in line with 1Q CoR guidance**

(1) Includes dividends and income from associates.
(2) 2014 includes €66 M income from the insurance business and €-166 M deposit guarantee fund contribution. 2013 includes €54 M income from the insurance business and €-143 M deposit guarantee fund contribution
(3) 2014 includes losses from the sale of foreclosed assets. 2013 includes mainly BdV badwill and the capital gain of the partial disposal of Inbursa.
(4) Taxes mainly affected by the exemption of income from investments.

# Segment reporting provides increased visibility on the profitability of the core banking business

## Consolidated income statement, by business segment

| In Million Euros | 1H14 | Banking & insurance (ex -Real Estate) | Real Estate activity[1] | Equity Investments |
|---|---|---|---|---|
| **Net interest income** | **2,015** | **2,167** | **3** | **(155)** |
| Net fees | 930 | 926 | 4 | |
| Income from investments | 224 | 55 | 1 | 168 |
| Gains on financial assets & other oper. rev. & exp. | 434 | 461 | (74) | 47 |
| **Gross income** | **3,603** | **3,609** | **(66)** | **60** |
| Recurring operating expenses | (1,884) | (1,830) | (53) | (1) |
| **Pre-impairment income** | **1,719** | **1,779** | **(119)** | **59** |
| Impairment losses | (1,314) | (883) | (431) | |
| Profit/loss on disposal of assets and others | (102) | | (120) | 18 |
| **Pre-tax income** | **303** | **896** | **(670)** | **77** |
| Taxes | 2 | (231) | 202 | 31 |
| **Profit attributable to the Group** | **305** | **665** | **(468)** | **108** |
| **Own funds (average, in Billion Euros)** | **23.7** | **18.7** | **1.9** | **3.1** |
| **ROE (%)** | 2.6% | 7.2% | (51.1%) | 7.1% |

### Banking & insurance (ex RE)

- Strong performance of core revenues

### Real Estate activity

- Clean-up of RE developer loan exposure continues

### Investments

- Revenues affected by the one-off impact of the EBS profit warning

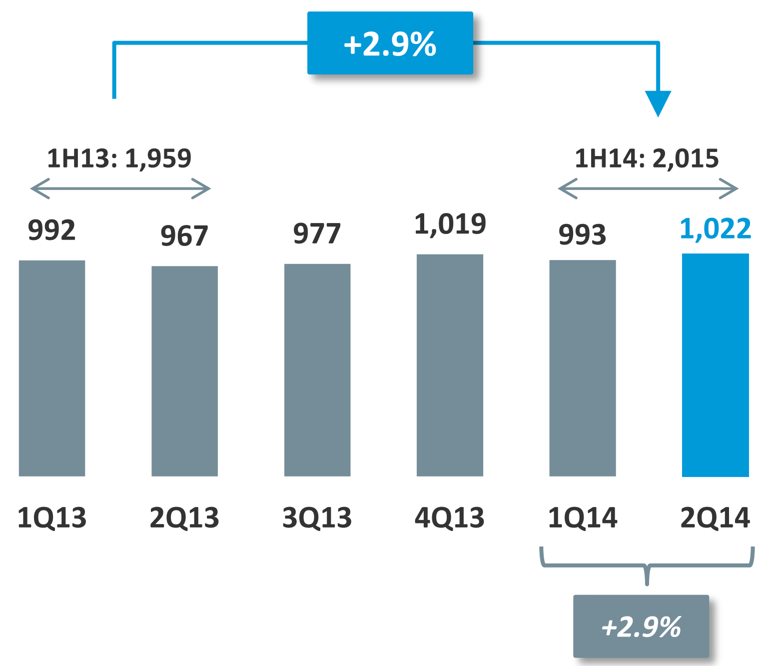


(1) The Real Estate activity includes primarily loans to RE developers and foreclosed real estate assets.

# NII improvement supported by rapidly falling cost of deposits

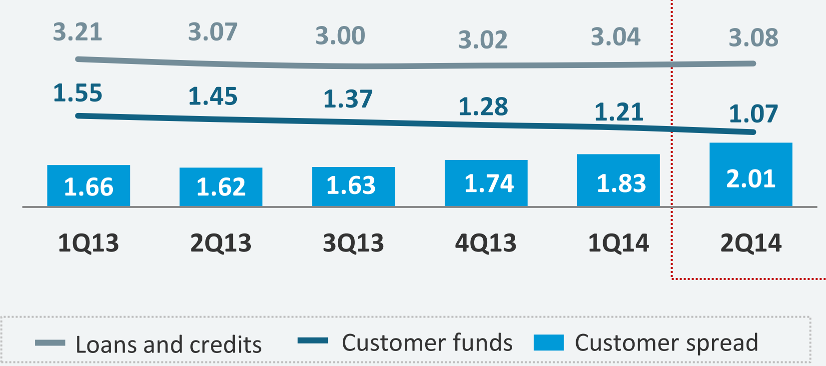
## Strong NII evolution driven by lower funding costs on aggressive pricing strategy for deposits

### NII evolution (In Million Euros)



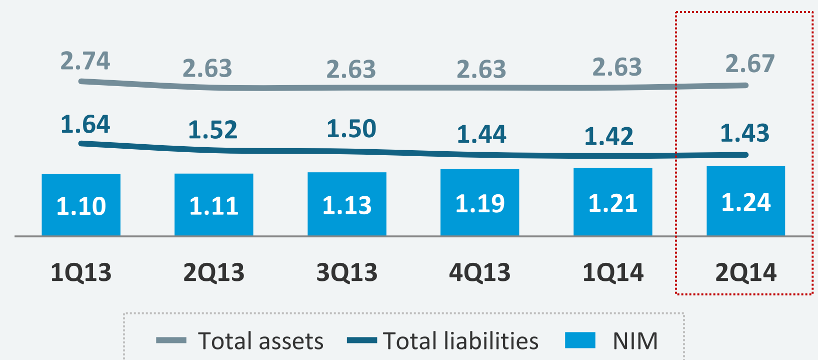

## Customer spread up 18 bps qoq driven by higher loan yields and improved time deposit costs

In %




## NIM improves despite change in funding mix: less LTRO and more high yielding life insurance products

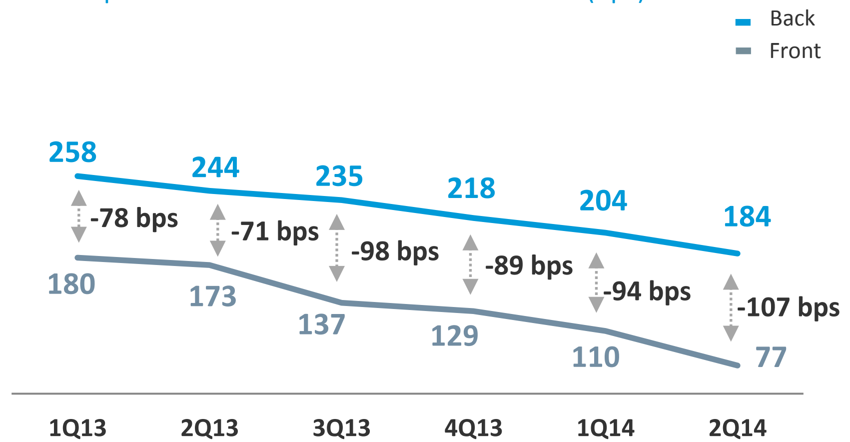
In %



# Positive pricing dynamics accelerate on the back of lower funding costs

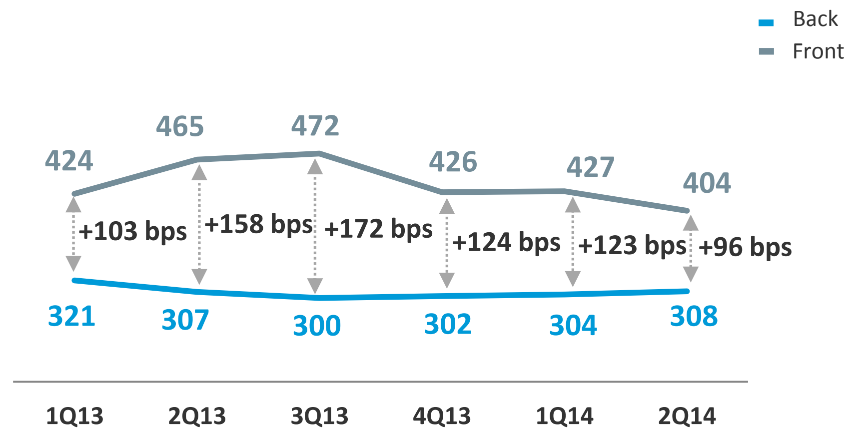
## Persistent reduction of time deposits costs

Time deposits and retail CP - Back vs. front book (bps)




## Resilience in back-book yields

Loan book yields - Back vs. front book (bps)

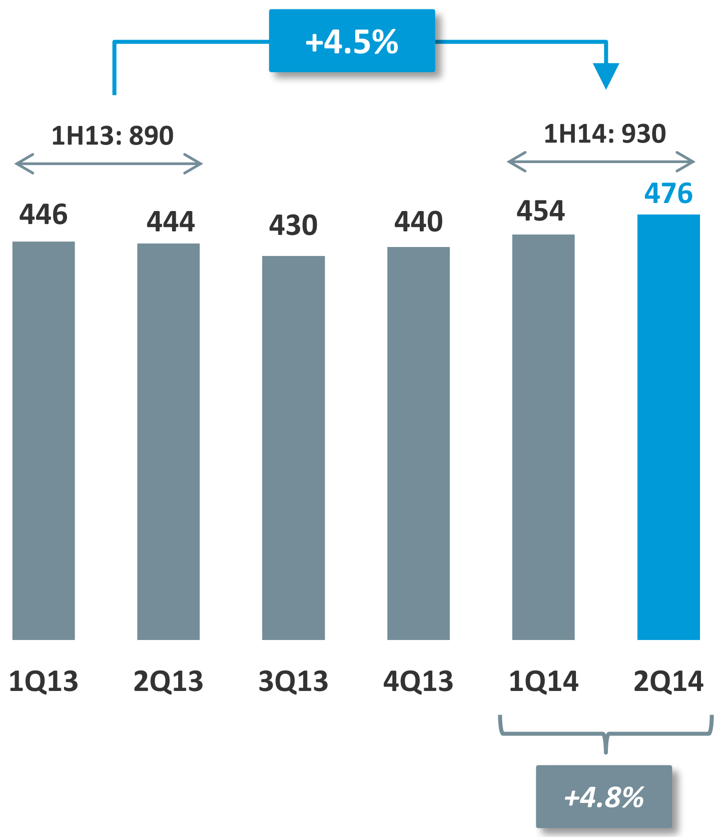



- Front book falls -96 bps in 12 months
- Significant improvement in back book due to high and expensive volumes re-priced in the quarter

- Negative index resets on retail mortgage book now marginal
- New production lifts the back book despite moderate pressure on front book spreads

# Record fees increasingly important for operating profitability

## Net fees (In Million Euros)




## Net fee breakdown (In Million Euros)

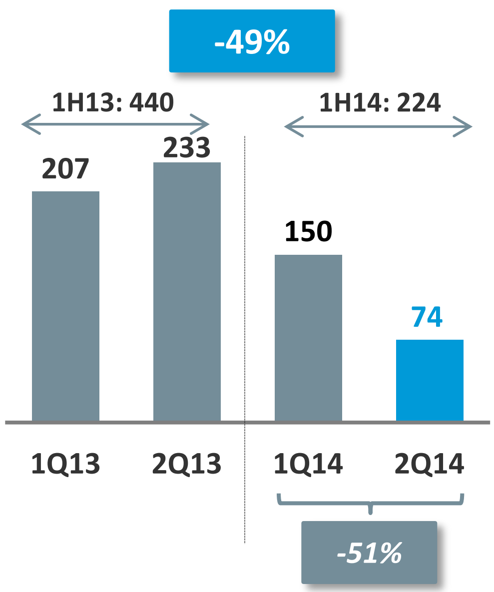
| | 1H14 | yoy (%) | qoq (%) |
|---|---|---|---|
| Banking fees | 662 | (3.3) | 4.1 |
| Mutual funds | 108 | 31.5 | 10.9 |
| Insurance and pension plans | 160 | 30.1 | 3.9 |
| **Net fees** | **930** | **4.5** | **4.8** |

- **Core banking fees stabilise as fixed income distribution fees improve**
- **Consistently strong performance of mutual funds and pensions & insurance fees (up 30% yoy)**
- **Volume and mix effect as clients migrate to higher value added AuMs**

# Exceptional trading income and impacts on income from associates

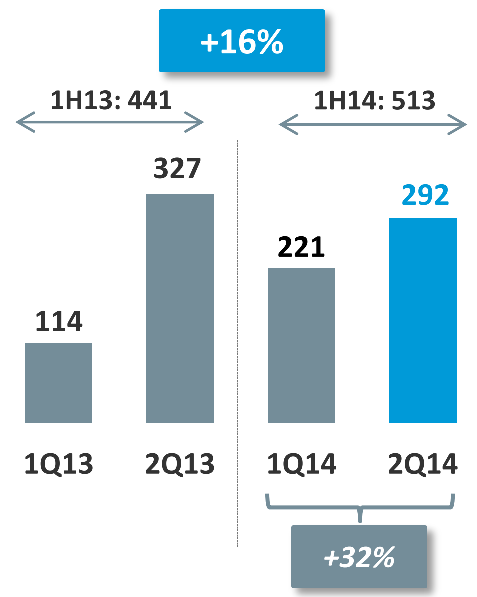
## Income from investments

In Million Euros



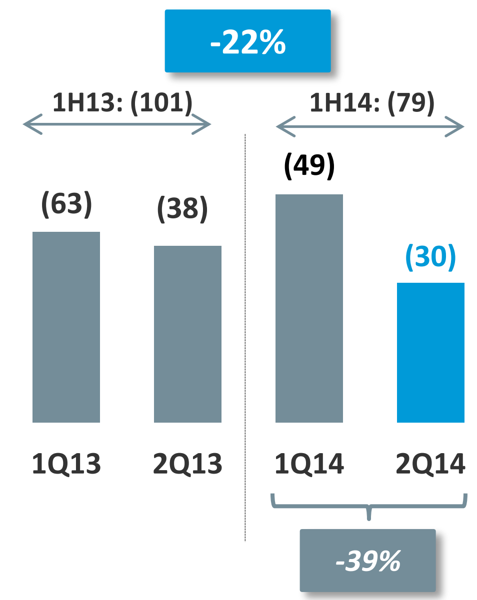

## Trading income

In Million Euros




## Other operating revenue & exp.

In Million Euros



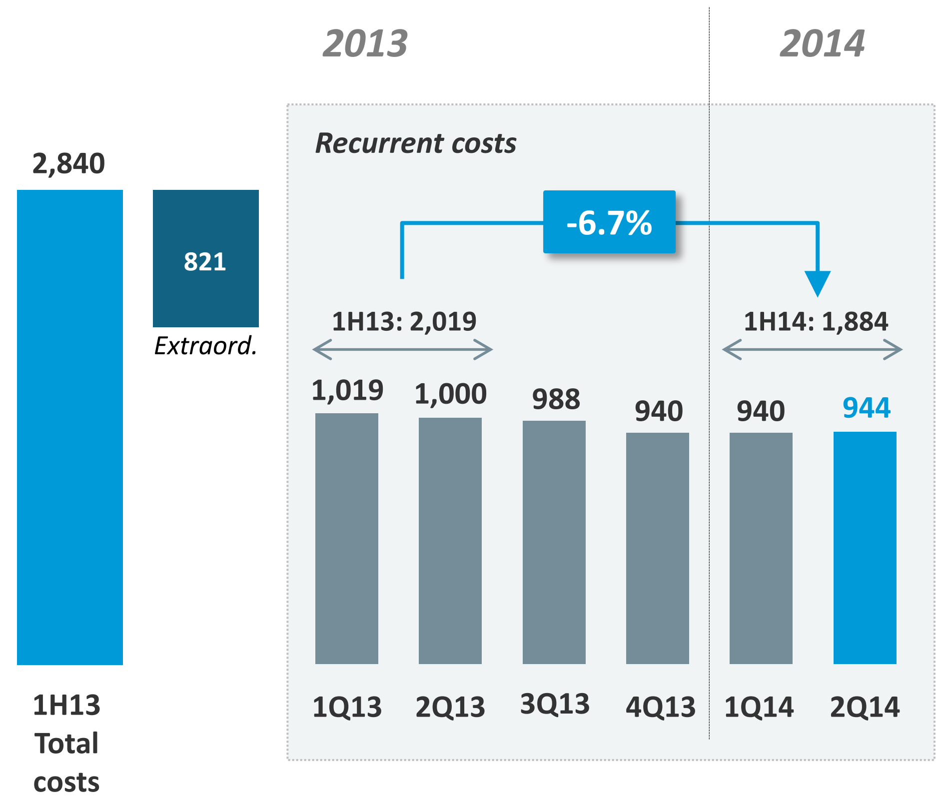

- Full estimated impact of EBS profit warning booked in 2Q
- TEF dividend registered in 2Q

- Trading income boosted by:
  - Sale of AFS bonds
  - Unwind of interest rate hedges related to liability management

- Higher deposit insurance costs more than compensated by some one-offs and higher premia from life-risk insurance

# Recurring costs continue to fall on a *like-for-like* basis

## Evolution of operating costs (In Million Euros)

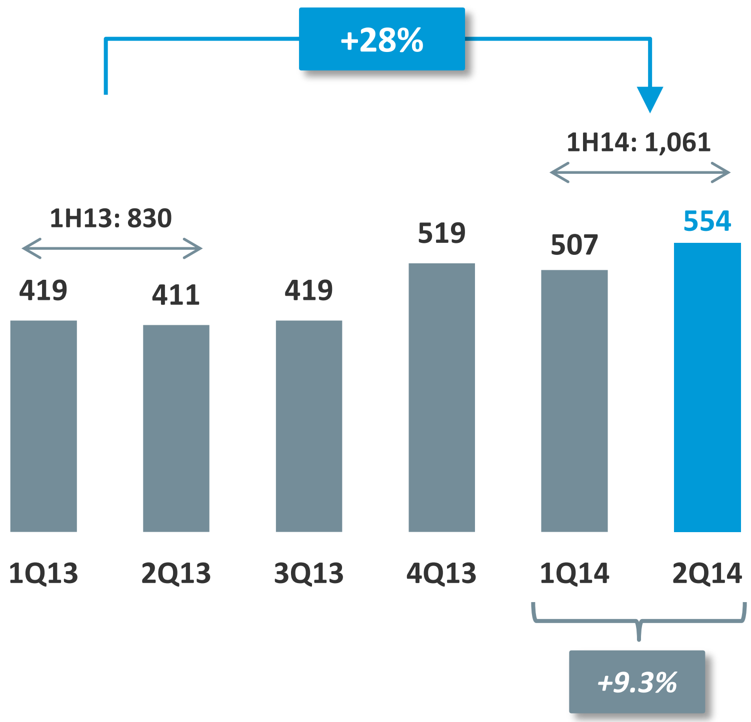



- Impact of cost synergies reduce yoy expenses by -6.7%
- Cost base now largely flat and expected to recur in coming quarters

# Banking income recovery sets a clear path for future bottom line growth

## Core Banking Operating Income: clear upward trend

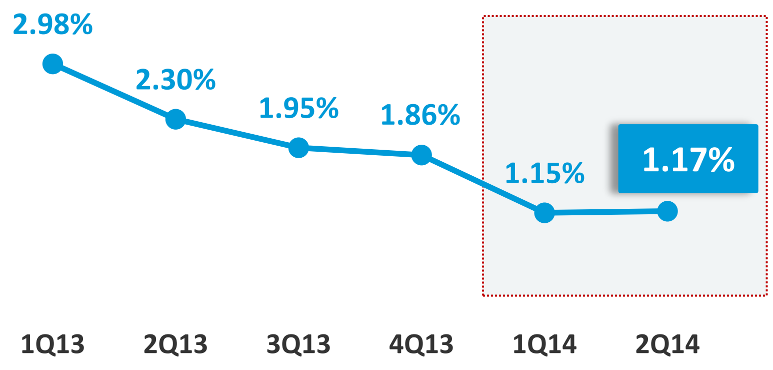
**NII + Fees - Recurring Expenses** (In Million Euros)




- **Solid evolution of Core Banking Operating Income based on:**
  - Spread management and migration of loss making deposits to fee generating products
  - Strict cost discipline
- **Pre-impairment income higher than cost of risk for second consecutive quarter**

# Cost of risk in line with expectations

## Positive trends in Cost of Risk slowed down by deleveraging and conservative clean-up approach

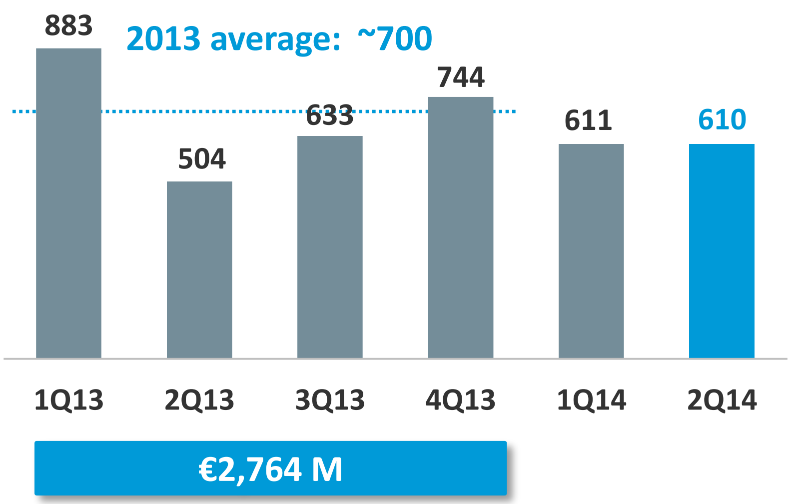



**Sustained reduction of the *Cost of Risk* in 1H14 (-113 bps yoy, -69 bps YTD) supported by:**

- **more benign macro environment**
- **absence of major extraordinary items**

## Gradual reduction of recurrent credit provisions

(In Million Euros)



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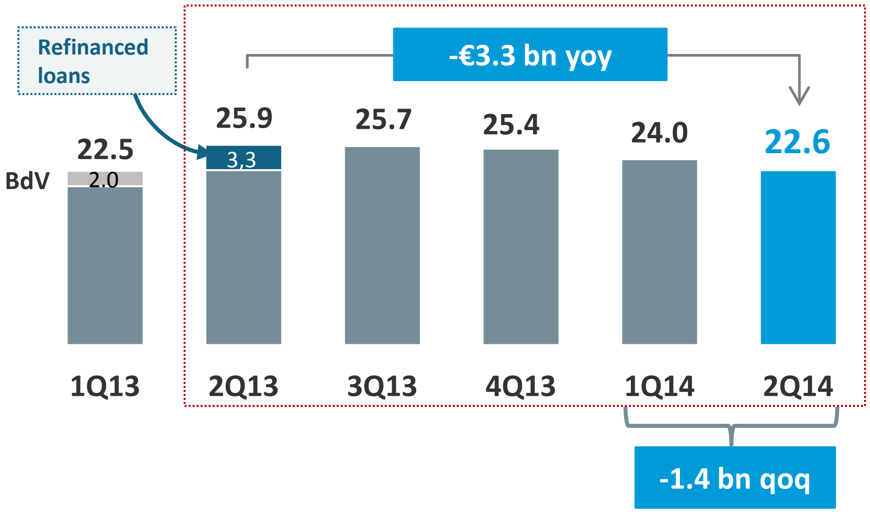
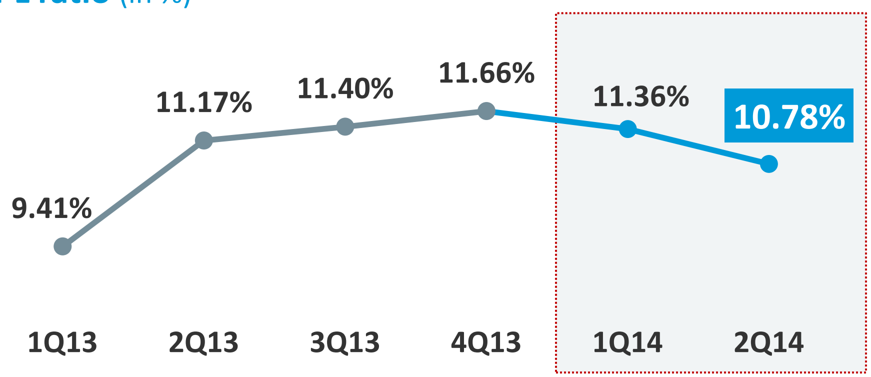
# Stock of NPLs declines 11% YTD while keeping coverage high

## NPL and NPL ratio establish a downward trend

**NPLs** (in Billion Euros)




**NPL ratio** (in %)




- NPL stock falls for a fourth consecutive quarter (-6% qoq)
- NPL ratio declines for a second consecutive quarter (-58 bps qoq) supported by continued clean-up
- NPL coverage at 59% with €13.3 bn of credit provisions

# Additional NPL ratio reduction helped by falling net NPL formation

## QoQ changes in NPLs by segments and evolution of NPL ratios

| | NPLs qoq var. (€M) | NPL ratios 30th Jun 14 | 31st Mar 14 | 31st Dec 13 |
|---|---|---|---|---|
| **Loans to individuals** | **(104)** | **5.30%** | **5.40%** | **5.52%** |
| Residential mortgages - home purchase | (66) | 4.29% | 4.32% | 4.41% |
| Other | (38) | 8.16% | 8.56% | 8.73% |
| **Loans to businesses** | **(1,361)** | **21.76%** | **22.77%** | **23.06%** |
| Corporate and SMEs | (135) | 11.29% | 11.21% | 10.94% |
| Real Estate developers | (1,226) | 57.80% | 58.68% | 59.39% |
| **Public sector** | **1** | **1.26%** | **1.36%** | **1.84%** |
| **Total loans[1]** | **(1,464)** | **10.78%** | **11.36%** | **11.66%** |
| **Ex- Real Estate developers** | **(238)** | **6.70%** | **6.80%** | **6.83%** |

**YTD change: -88 bps**

- **Deleveraging:** (lower denominator) **+41 bps**
- **Net NPL formation: -129 bps**

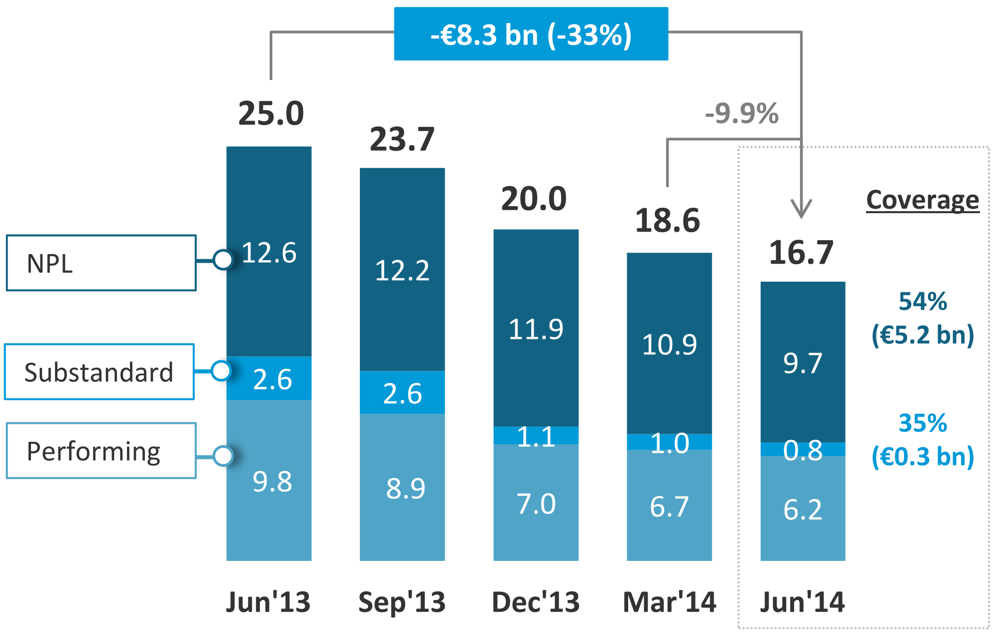
- NPLs fall across all segments
- Fourth consecutive quarterly decline in the residential mortgage NPL ratio
- RE developer book largest contributor to decline (-€1.2 bn qoq) as heavy clean-up of exposure continues
- Ratio of corporate (ex RE) NPLs impacted by single large exposures
- NPL ratio decreases for the second quarter in a row (-88 bps YTD / -58 bps qoq) despite negative impact of a lower denominator

(1) NPL ratios include contingent liabilities

# RE developer loan exposure slashed by a third in one year

## RE developer loans breakdown evolution

In Billion Euros

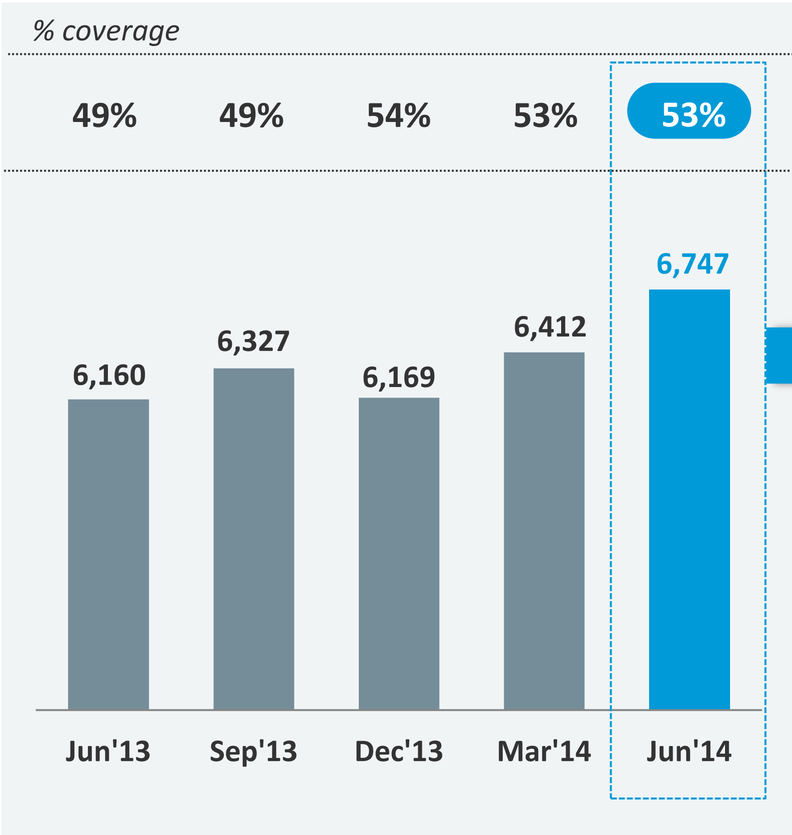



- RE developer credit exposure down -16.3% YTD and -9.9% qoq:
  - Decline mostly attributable to NPL clean up driven by foreclosures and write-offs
  - Intensive clean-up approach expected to continue in upcoming quarters
- Performing loan book now stabilising
- €5.5 bn of total provisions for RE developer book:
  - Coverage of RE problematic loans at 52%
  - Coverage of total RE loans exposure: 33%

# Intensive clean-up policy leads to higher net foreclosed stock

## Building Center[1] repossessed real estate Assets for sale

As of June 2014. Net amount in Million Euros




| | Net amount | Coverage |
|---|---|---|
| **RE assets from loans to construction and RE development** | **4,868** | **55%** |
| Finished buildings | 2,647 | 45% |
| Buildings under construction | 299 | 60% |
| Land | 1,922 | 64% |
| **RE assets from mortgage loans to households** | **1,287** | **46%** |
| **Other repossessed assets** | **592** | **48%** |
| **Total RE assets for sale (net)** | **6,747** | **53.3%** |
| **Rental portfolio (net)** | **2,285** | |

- **Net foreclosed assets increase in 2Q14:**
  - **4Q13 decline driven by reinforcement of provisions**
- **Broadly stable coverage of 53% since 4Q13**

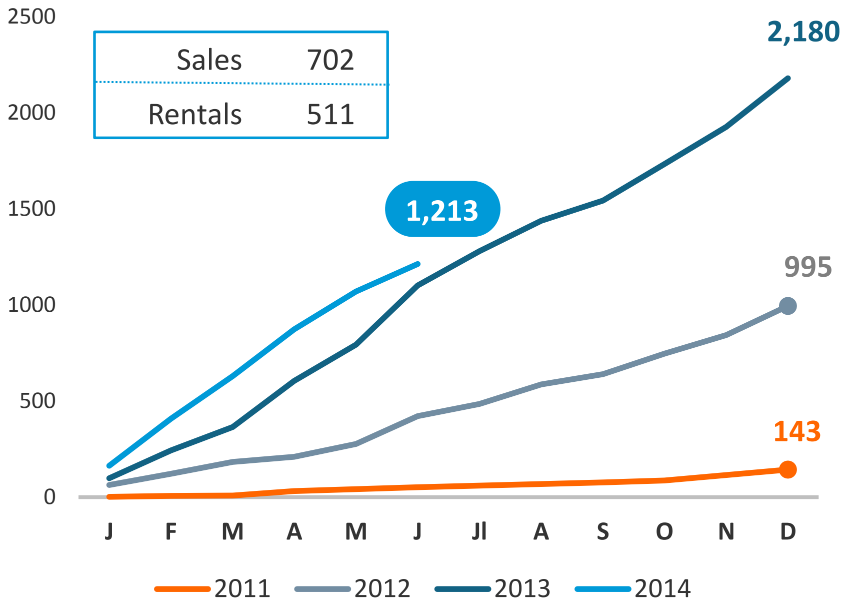


(1) The real estate holding company of CaixaBank, S.A.

# High disposals combined with increased focus on yield management

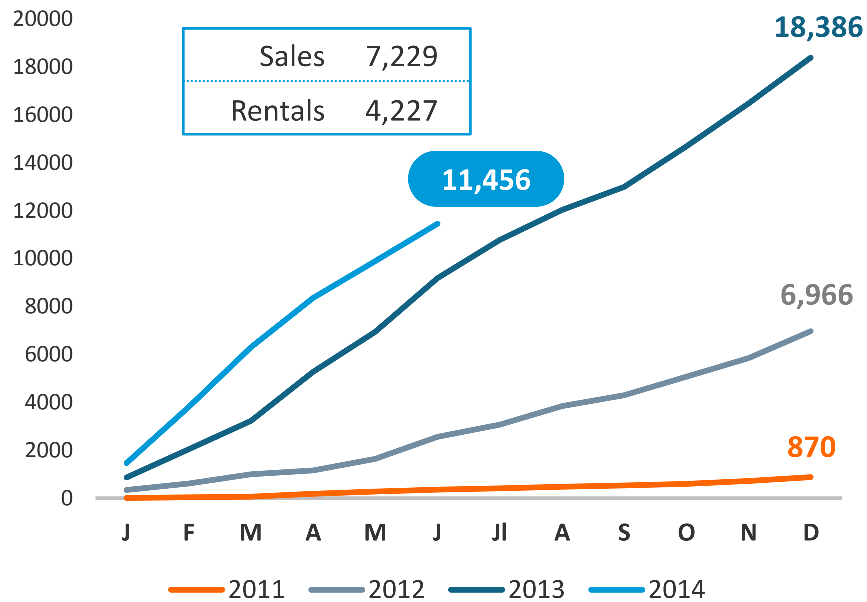
## Building Center commercial activity

In Million Euros




## Building Center commercial activity

In number of units




- **Improving RE market leads to an increased focus on value maximisation while keeping disposals high:**
  - **€1,213 M of disposals (+10% yoy)**
  - **Sales up by 30% yoy 1H14 but still loss making**
  - **Rentals make up 42% of disposals: rental portfolio now €2.3 bn NBV with 88% occupancy ratio**

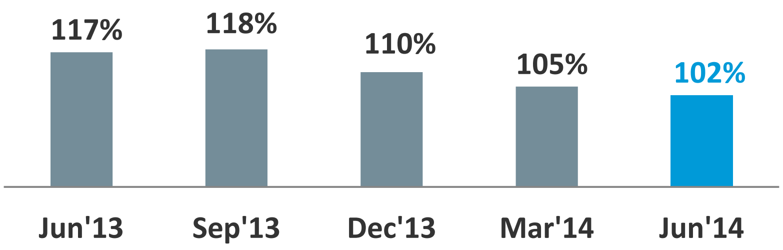
## 1H 2014: Activity and Financial Results

- Commercial activity
- Financial results analysis
- Asset quality
- **Liquidity**
- Solvency
- Final remarks

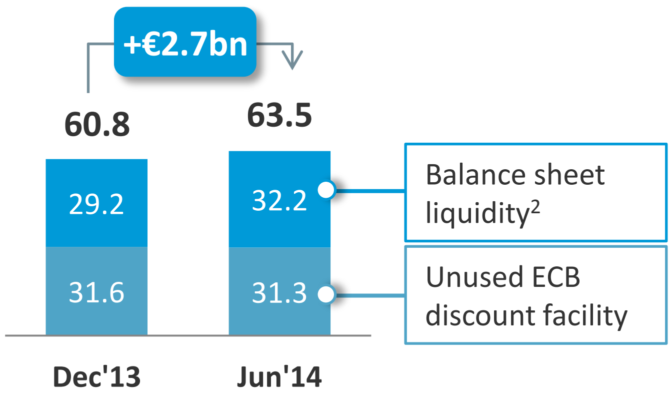
# Rapidly improving liquidity leads to low LTD ratio

## Closing funding gap reduces LTD ratio by 15% yoy

LTD ratio evolution[1]




## Total available liquidity - In Billion Euros




- **Wholesale maturities and LTRO repayment can be comfortably managed**

Wholesale maturities as of June 30th

| €1.8bn | €6.7 bn | €7.3 bn |
|---|---|---|
| 2014 | 2015 | 2016 |

- **ECB funding down -74% from YE12 peak to €9 bn**
- **Sovereign bond banking book of €32.8 bn (+10.4% qoq) with an average duration of 2.6 years**

(1) Defined as: gross loans (€199,572 M) net of loan provisions (€12,790 M) (total loan provisions excluding those corresponding to contingent guarantees) and excluding pass-through funding from multilateral agencies (€6,695 M) / retail funds (deposits, retail issuances) (€176,962 M)

(2) Banking liquidity: includes cash, interbank deposits, accounts at central banks and unencumbered sovereign debt

## 1H 2014: Activity and Financial Results

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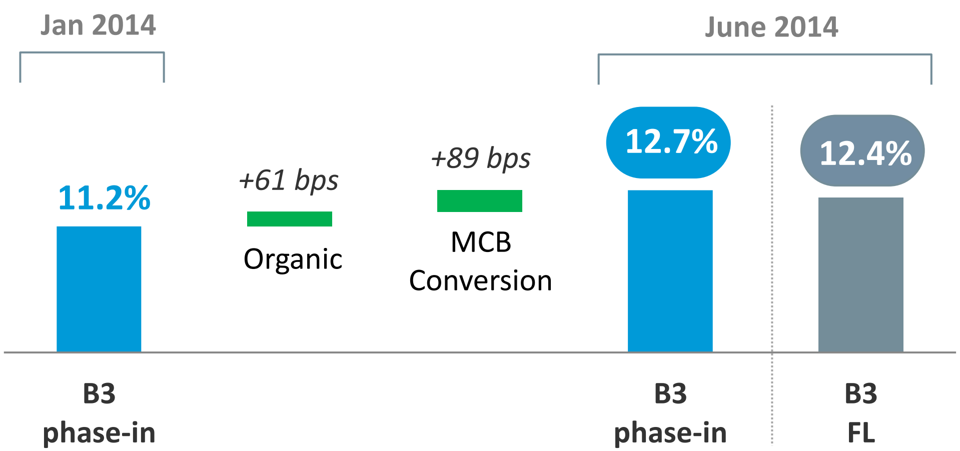
# Organic capital generation and MCB conversion further improve best in class solvency

## CET1 ratio evolution - In %




| | | |
|---|---|---|
| CET1 | €17.0 bn | €18.3 bn |
| RWAs | €151.5 bn | €144.0 bn |

| | Phase-in | Fully Loaded |
|---|---|---|
| Total Capital | 15.8% | 15.7% |
| Leverage ratio | 5.6% | 5.5% |

- **Strong capital generation (+150 bps of CET1 B3 phase-in) with B3 FL at 12.4%:**
  - **Organic capital generation of +61 bps**
  - **Early conversion of last MCBs outstanding[1] improves CET1 B3 phase-in ratio by 89 bps**

(1) €1.2 bn of Series I/2012 mandatory convertible subordinated bonds converted in March 2014 and €0.74 bn of Series I/2011 converted in June 2014.

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## 1H 2014: Activity and Financial Results

- Commercial activity
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# Final remarks

## 1. Better trends in business volumes and core banking profitability

- Loan deleveraging process slows down from -2.8% in 1Q to -1.5% in 2Q (seasonally adjusted)
- Asset gathering strength persists with retail funds up +2.1% qoq
- Improved customer spreads (201 bps vs 183 bps in 1Q): better loan pricing and rapidly falling deposit prices
- Fees improve (+4.8% qoq) on migration to AuM and stable banking fees
- Segment reporting shows core banking business (ex RE) delivering 1H net income of €665 M

## 2. Accelerating the normalisation process of asset quality

- RE developer loan book (-9.9% qoq) leads the decline in stock of rapidly falling NPLs (-6% qoq and -11% YTD)
- High RE disposals of €583 M qoq and comfortable levels of NPL coverage at 59%

## 3. Best in class liquidity and solvency

- Combined deleveraging and increased client funds reduce LtD to 102%
- CET1 phase-in ratio up +30 bps qoq to 12.7% (B3 FL at 12.4%) on combination of organic generation and MCN conversion

# Appendices

# Total refinanced loans – 30th June

| *€Bn* | Performing | Substandard | NPL | Total |
|---|---|---|---|---|
| Public Sector | 1.0 | 0 | 0 | **1.0** |
| Corporates (ex-RE) | 2.5 | 1.0 | 2.1 | **5.6** |
| RE Developers | 2.1 | 0.7 | 4.0 | **6.8** |
| Retail | 5.3 | 0.9 | 3.1 | **9.3** |
| Total | 10.9 | 2.6 | 9.2 | **22.7** |
| *Of which:*<br>*Total Non-RE* | *8.8* | *1.9* | *5.2* | ***15.9*** |
| Existing provisions | - | *0.5* | *3.9* | *4.4* |

# Listed portfolio as of 30th June 2014

| | Ownership | Market Value (in Million Euros) | Number of shares |
|---|---|---|---|
| **Industrials:** | | | |
| Telefónica | 5.2% | 2,975 | 237,598,190 |
| Repsol YPF | 11.8% | 3,092 | 156,509,448 |
| **International Banking:** | | | |
| GF Inbursa | 9.0% | 1,305 | 600,763,993 |
| Erste Bank | 9.1% | 926 | 39,195,848 |
| BEA | 17.7% | 1,249 | 411,379,185 |
| Banco BPI | 44.1% | 982 | 642,462,536 |
| **TOTAL:** | | **10,529** | |

# Segment reporting: methodological considerations

**Banking & Insurance**

- Includes: banking income (retail banking, corporate, treasury and markets); income from insurance activities; liquidity management and ALCO (which funds and allocates capital to other businesses)
- 2014 data reports separately real estate activity, which has as assets:
  - Loans managed by a business unit that operates, mainly, through specialized real estate loan centers
  - Foreclosed real estate assets owned, mainly, by the real estate subsidiary Building Center
  - Other real estate-related assets and subsidiaries

**Equity investments**

- Includes international banking investments, the stakes of Repsol and Telefónica, as well as other significant stakes
- Cost of financing from the banking and insurance business: 10 year Spanish Government yield + a spread

**Capital allocation**

- Capital allocation by business:
  - According to BIS III fully-loaded regulatory capital consumption (based on credit, market and operational risks and deductions). Corporate target for the CaixaBank Group: CET1 10% of RWAs
  - The capital surplus is allocated to the Banking & Insurance business

# Only domestic- focus financial institution with investment grade ratings from all agencies

| | Credit Ratings | | | |
|---|---|---|---|---|
| | Long term | Short term | Outlook | Mortgage Covered Bonds |
| Moody's Investors Service | Baa3 | P-3 | stable[1] | A1 |
| Standard & Poor's | BBB- | A-3 | positive[2] | AA- |
| Fitch Ratings | BBB | F2 | positive[3] | - |
| DBRS | A (low) | R-1 (low) | negative | - |

(1) On May 29, 2014, Moody's affirmed its rating and outlook.
(2) On June 4, 2014, Standard & Poor's affirmed its rating and upgraded the outlook from stable to positive.
(3) On July 1, 2014, Fitch affirmed its rating and upgraded the outlook from negative to positive.

CaixaBank

## Institutional Investors & Analysts Contact

We are at your entire disposal for any questions or suggestions you may wish to make. To contact us, please call or write to us at the following email address and telephone number:

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THE GLOBAL COMPACT
APOYAMOS
EL PACTO MUNDIAL

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Dow Jones Sustainability Indices
In Collaboration with RobecoSAM

FTSE4Good

ASPI
ADVANCED SUSTAINABLE PERFORMANCE INDICES

EUROMONEY
Awards for excellence
2014
Best Retail Bank for Technology Innovation in the World | 2013 & 2014