



## 9M 2015 Results

23<sup>rd</sup> October, 2015

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## Step-change in cost of risk leads to higher pre-tax income

**1**

### Steady market-share growth

- Leadership in key income flows: 24.9% market share in payroll deposits (+184 bps YTD)
- Growing market share in AuM<sup>1</sup>: capturing 42% of net sector inflows to mutual funds in 3Q
- Deleveraging tapering off: performing loan book (ex RE) -0.8% qoq
- Positive new lending dynamics (9M15 +48% yoy)

**2**

### Pre-tax income improves

- Proactive approach to floor removal for retail mortgage contracts
- NII up 7.6% yoy despite negative impact from floor removal (-8.3% qoq)
- Strong fee performance in a seasonal quarter (+11.0% yoy/-3.2% qoq)
- Recurring cost reduction in line (-0.6% yoy *like-for-like*/-0.7% qoq)
- 9M15 pre-tax income at €905M (+28.5% yoy/+0.3% qoq)

**3**

### Step-change improvement in risk metrics

- Improvement in economy and Spanish housing market reflected in lower impairments
- Lower loan-loss provisions (-46.4% qoq) bring CoR down to 82 bps
- Steady decline in NPLs (-€1bn/-4.8% qoq) reduces NPL ratio to 8.7%
- Lower non-performing RE assets: stable OREO portfolio, RE developer NPLs -6.7% qoq

**4**

### Comfortable capital position reinforced

- CET1 FL up 14 bps in the quarter to 11.6%; total capital FL at 14.8% (+20 bps qoq)
- Uncertainties around DTAs removed
- CET1 FL target (11%-12%) reiterated

(1) Mutual funds and pension plans

## 9M 2015 Results

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

## Client funds mix shift continues in a quarter with market volatility

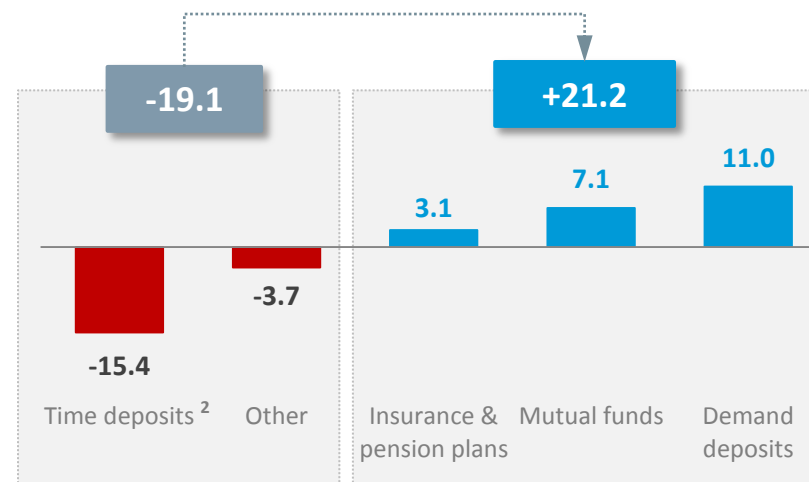
### Client funds breakdown

In Billion Euros

|                                      | 30 <sup>th</sup> Sep. | YTD          | Organic YTD <sup>1</sup> | qoq           |
|--------------------------------------|-----------------------|--------------|--------------------------|---------------|
| <b>I. Funds on balance sheet</b>     | <b>211.3</b>          | <b>1.9%</b>  | <b>(2.1%)</b>            | <b>(1.3%)</b> |
| Demand deposits                      | 111.4                 | 19.0%        | 11.0%                    | 1.6%          |
| Time deposits <sup>2</sup>           | 61.7                  | (18.4%)      | (20.0%)                  | (7.7%)        |
| Subordinated liabilities             | 3.3                   | (0.3%)       | (0.3%)                   | n.a.          |
| Insurance                            | 33.2                  | 3.0%         | 3.0%                     | 2.9%          |
| Other funds                          | 1.7                   | (33.0%)      | (39.4%)                  | (22.4%)       |
| <b>II. Off-balance sheet funds</b>   | <b>78.2</b>           | <b>21.2%</b> | <b>9.3%</b>              | <b>(4.9%)</b> |
| Mutual funds <sup>3</sup>            | 49.8                  | 32.9%        | 16.7%                    | (1.1%)        |
| Pension plans                        | 22.1                  | 10.7%        | 10.7%                    | (0.4%)        |
| Other managed resources <sup>4</sup> | 6.3                   | (10.9%)      | (29.4%)                  | (35.4%)       |
| <b>Total client funds</b>            | <b>289.5</b>          | <b>6.5%</b>  | <b>0.7%</b>              | <b>(2.3%)</b> |

### Steady shift in client savings mix toward sight deposits and long-term savings

9M15 Client funds organic change YTD, in Billion Euros



- On-balance sheet funds (-1.3 % qoq) impacted by seasonal payroll effects in 2Q
- AuM inflows -excluding market impacts- remain positive in 3Q (€1.3bn/+1.8% qoq<sup>5</sup>) despite market volatility

(1) As if Barclays Spain had been consolidated at 31 December 2014

(2) Includes retail debt securities

(3) This category includes SICAVs and managed portfolios besides mutual funds.

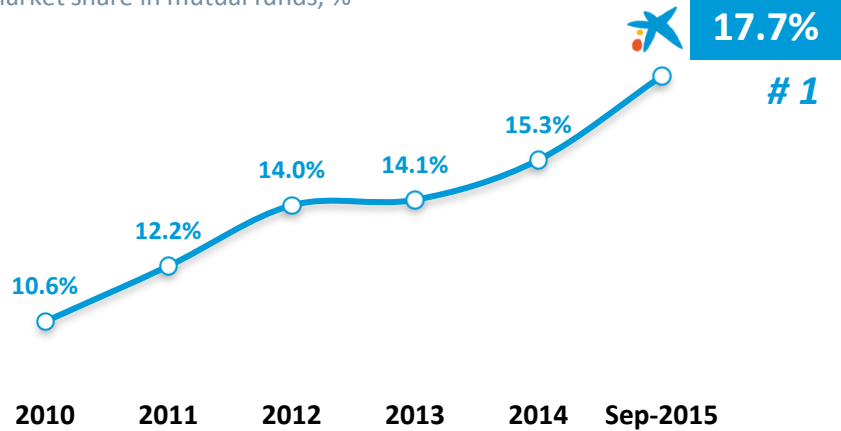
(4) Includes among others a subordinated debt issued by "la Caixa" (currently held by Criteria Caixaholding) as well as outsourced pension plans and insurance contracts from Barclays

(5) Inflows to mutual funds and pension plans (excludes valuation effects)

## Attractive offering serves strong demand for long-term saving products

### Strong performance in mutual funds in 3Q

Market share in mutual funds, %



**42%** of total sector inflows in 3Q

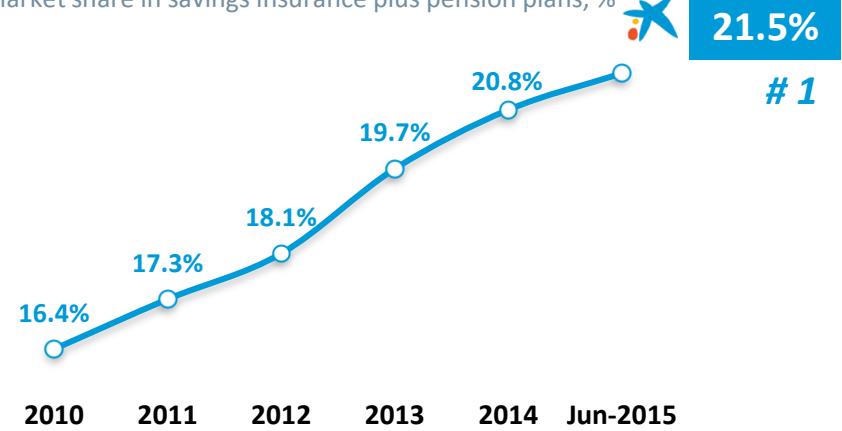


Market share change

|            | 3Q, qoq | YTD <sup>1</sup>     |
|------------|---------|----------------------|
| • CABK     | +16 bps | +242bps <sup>2</sup> |
| • # 2 peer | -41 bps | -139bps              |
| • # 3 peer | -17 bps | -14 bps              |

### Consolidated leadership in other I/t saving products

Market share in savings insurance plus pension plans, %



**€55.3** Bn funds<sup>3</sup> as of Sep 30<sup>th</sup> 15

Market share change

|            | YTD <sup>1</sup> |
|------------|------------------|
| • CABK     | +68 bps          |
| • # 2 peer | -29 bps          |
| • # 3 peer | -33 bps          |



## Advisory capabilities and client proximity provide competitive advantage

(1) Latest available data is September 2015 for Mutual Funds and June 2015 for pension plans and savings insurance

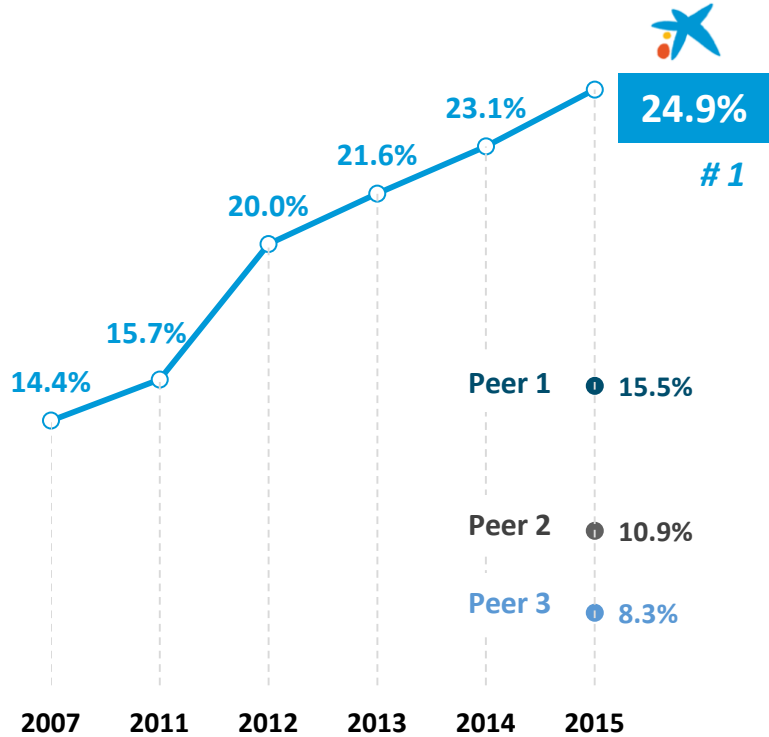
(2) Barclays Spain acquisition contributes 120 bps

(3) Insurance plus pension plans

## Capturing income flows to generate further relationship value

### Undisputed leadership in payrolls

Market share in payroll deposits<sup>1,2</sup>, %



### Capturing key income flows from customers reinforces loyalty and facilitates cross-selling

**3.2 M** Payroll deposits  
**~694,500** Payrolls captured YTD  
 +35% vs. 9M14  
**+ 184 bps** Market share gain YTD<sup>3</sup>

### Nómina multiEstrella



## Payroll deposits are the key anchor product for long-term relationship value

(1) 2015: latest available figures  
 (2) Peers: Santander, BBVA and Bankia  
 (3) Barclays Spain acquisition contributes 108 bps

**Powerful IT infrastructure improves commercial effectiveness and adds value to clients**


**Mobility solutions improve commercial effectiveness**



“ **Leading adopter of sales mobility solutions** ”

|                                                                                             |               |                      |
|---------------------------------------------------------------------------------------------|---------------|----------------------|
|  SMART PCs | <b>10,150</b> | Target 2016E: 20,000 |
|---------------------------------------------------------------------------------------------|---------------|----------------------|

|                                                                                                      |                           |                   |
|------------------------------------------------------------------------------------------------------|---------------------------|-------------------|
|  DIGITAL SIGNATURES | <b>~1,1MM<sup>1</sup></b> | 71% adoption rate |
|------------------------------------------------------------------------------------------------------|---------------------------|-------------------|

|                                                                                               |             |                     |
|-----------------------------------------------------------------------------------------------|-------------|---------------------|
|  PROCESSES | <b>~75%</b> | Already digitalised |
|-----------------------------------------------------------------------------------------------|-------------|---------------------|

**Sales-force mobility enhances value proposition and enables access to niche markets**

Examples:

**CaixaNegocios**

|                                                                                     |                                 |
|-------------------------------------------------------------------------------------|---------------------------------|
|  | <b>+ 233,390</b> accounts YTD   |
|                                                                                     | <b>+ 9%</b> yoy business volume |
| <b>1,500</b> Dedicated managers                                                     |                                 |

**AgroBank**

|                                                                                      |                                 |
|--------------------------------------------------------------------------------------|---------------------------------|
|  | <b>+ 36,000</b> accounts YTD    |
|                                                                                      | <b>+ 7%</b> yoy business volume |
| <b>2,000</b> Dedicated managers                                                      |                                 |
| <b>578</b> Specialised branches                                                      |                                 |

(1) From October 2014 to September 2015

Sources: Internal data, ComsCore and Bank of Spain. Latest available data

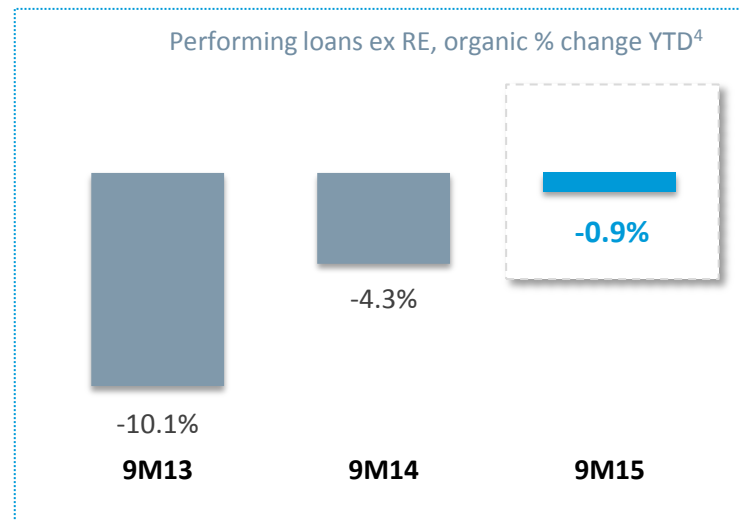


## Trend towards loan-book stabilisation continues

### Loan-book breakdown

| In Billion Euros, gross amounts              | 30 <sup>th</sup> September | YTD           | Organic YTD <sup>1</sup> | qoq           |
|----------------------------------------------|----------------------------|---------------|--------------------------|---------------|
| <b>I. Loans to individuals</b>               | <b>122.4</b>               | <b>9.9%</b>   | <b>(2.8%)</b>            | <b>(2.0%)</b> |
| Residential mortgages – home purchases       | 90.5                       | 12.5%         | (3.2%)                   | (1.0%)        |
| Other <sup>2</sup>                           | 31.9                       | 3.0%          | (1.6%)                   | (4.7%)        |
| <b>II. Loans to businesses</b>               | <b>72.0</b>                | <b>(0.3%)</b> | <b>(4.6%)</b>            | <b>0.0%</b>   |
| Corporates and SMEs                          | 59.1                       | 4.0%          | (0.3%)                   | 0.1%          |
| Real Estate developers                       | 11.0                       | (21.7%)       | (25.5%)                  | (5.1%)        |
| Criteria CaixaHolding <sup>3</sup>           | 1.9                        | 38.4%         | 38.4%                    | 39.0%         |
| <b>Loans to individuals &amp; businesses</b> | <b>194.4</b>               | <b>5.9%</b>   | <b>(3.4%)</b>            | <b>(1.3%)</b> |
| <b>III. Public sector</b>                    | <b>14.6</b>                | <b>7.6%</b>   | <b>7.1%</b>              | <b>(0.5%)</b> |
| <b>Total loans</b>                           | <b>209.0</b>               | <b>6.0%</b>   | <b>(2.8%)</b>            | <b>(1.2%)</b> |
| <b>Performing loans (ex RE)</b>              | <b>184.9</b>               | <b>8.0%</b>   | <b>(0.9%)</b>            | <b>(0.8%)</b> |

### Deleveraging tapering off



- Deleveraging (-1.2% qoq) still concentrated in RE developers (-5.1% qoq)
- Positive dynamics in business and consumer lending
- Increased new production (+48% 9M15 vs. 9M14)

(1) As if Barclays Spain had been consolidated at 31 December 2014

(2) The "Other Loans to individuals" category includes pension prepayments which were seasonally higher in June by -€1.5 bn.

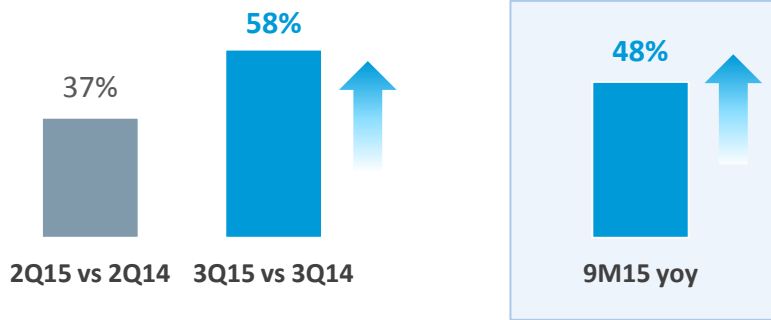
(3) Increase related to CRI prepayment of €3bn of sub-debt

(4) 9M15 as if Barclays Spain had been consolidated at 31 December 2014; 9M13 as of BdV had been consolidated at 31 December 2012

# Positive dynamics in new consumer lending

## Seizing our fair share of a growing market

Consumer lending<sup>1</sup> new production growth, %



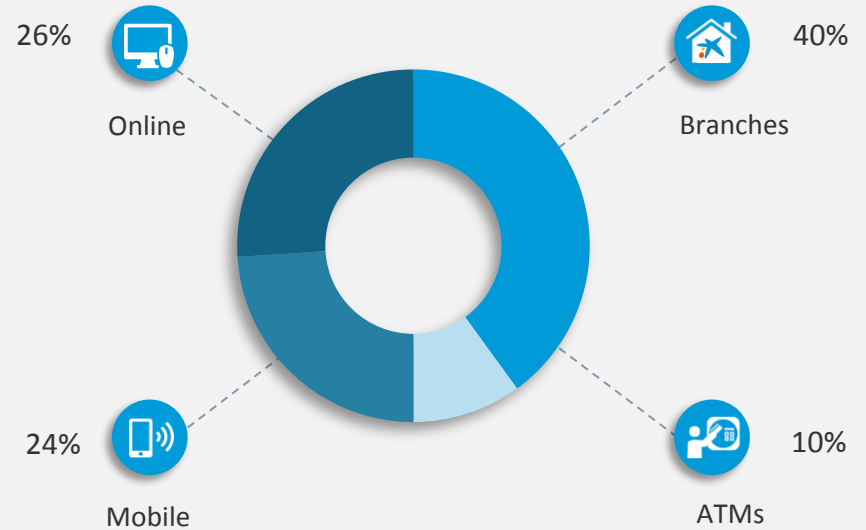
**9M15 ytd**

- ↑ Consumer lending portfolio<sup>1</sup> + 19%
- ↑ # personal loans CaixaBank<sup>2</sup> + 81%



## Use of technology and mobility tools to seamlessly combine purchasing and financing decisions

Pre-approved instant consumer loan (PAI<sup>3</sup>) sales by channel, % of total sold 9M15



**60%** of PAI sales sold through electronic channels

(1) Includes personal loans sold through the CaixaBank network (personal loans to individuals and Microbank) and CaixaBank Consumer Finance  
 (2) Personal loans sold through CaixaBank network (personal loans to individuals and Microbank)  
 (3) PAI represent 16% of total personal loans sold through CaixaBank network

## 9M 2015 Results

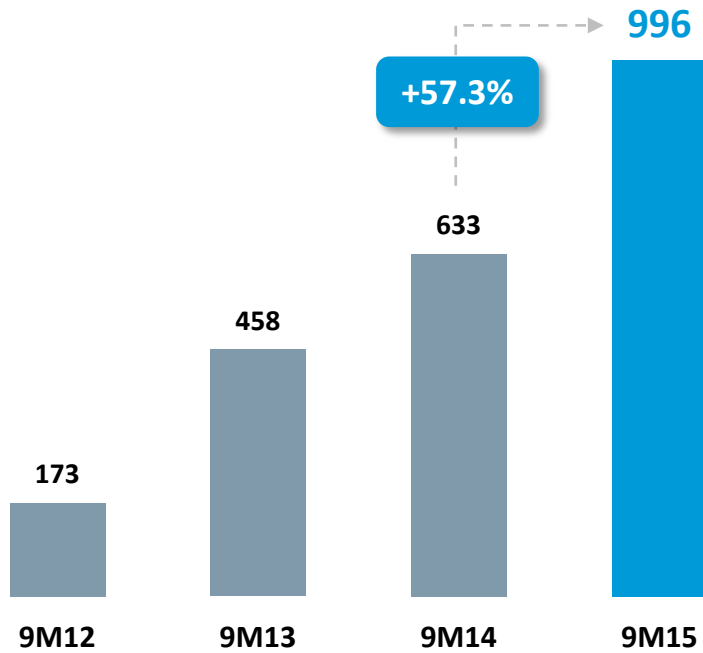
- Commercial activity
- **Financial Results**
- Asset quality
- Liquidity & Solvency
- Final remarks

# Net income normalisation continues with increased support from lower LLPs

## Gradual bottom line improvement

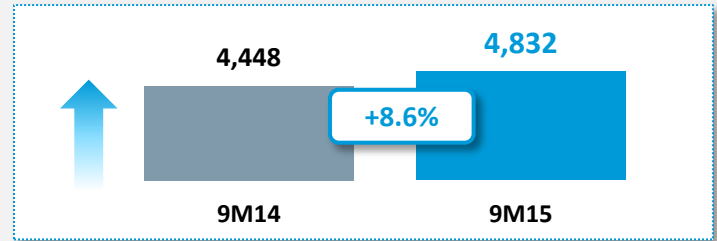
...supported by core revenues, cost control and CoR improvement

Profit attributable to the Group, in Million Euros

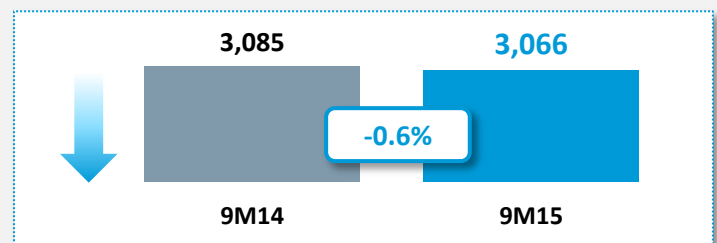


Million Euros

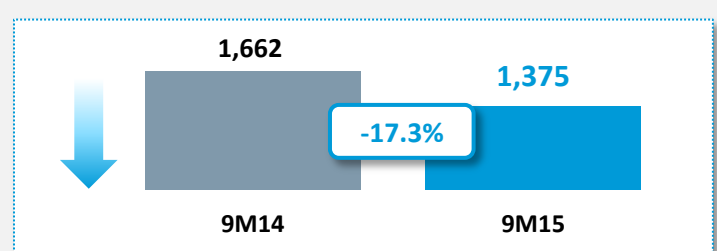
### NII + Fees



### Recurring costs<sup>1</sup>



### LLPs



(1) Recurring costs on a like-for-like basis (including costs reported by Barclays Spain in 9M14)

## Quarterly evolution impacted by NII floor removal

### Consolidated income statement *(Barclays Spain consolidated from 1<sup>st</sup> January)*

| In Million Euros                                       | 9M15         | 9M14         | yoy (%)     | qoq (%)       |
|--------------------------------------------------------|--------------|--------------|-------------|---------------|
| <b>Net interest income</b>                             | <b>3,308</b> | <b>3,074</b> | <b>7.6</b>  | <b>(8.3)</b>  |
| Net fees and commissions                               | 1,524        | 1,374        | 11.0        | (3.2)         |
| Income from investments & associates                   | 614          | 367          | 67.3        | (60.9)        |
| Gains on financial assets & exchange rate dif.         | 748          | 576          | 29.7        | (90.9)        |
| Other operating income & exp.                          | 122          | 94           | 30.0        | (50.0)        |
| <b>Gross income</b>                                    | <b>6,316</b> | <b>5,485</b> | <b>15.1</b> | <b>(32.9)</b> |
| Recurring expenses                                     | (3,066)      | (2,826)      | 8.5         | (0.7)         |
| <b>Pre-impairment income w/o extr. exp.</b>            | <b>3,250</b> | <b>2,659</b> | <b>22.2</b> | <b>(53.6)</b> |
| Extraordinary operating expenses                       | (543)        | 0            | n/a         | n/a           |
| <b>Pre-impairment income</b>                           | <b>2,707</b> | <b>2,659</b> | <b>1.8</b>  | <b>(42.9)</b> |
| Impairment losses & others                             | (1,762)      | (1,799)      | (2.1)       | (53.1)        |
| Gains/losses on assets disposals & others <sup>1</sup> | (40)         | (156)        | (74.2)      | (74.1)        |
| <b>Pre-tax income</b>                                  | <b>905</b>   | <b>704</b>   | <b>28.5</b> | <b>0.3</b>    |
| Income tax                                             | 94           | (70)         | n/a         | 26.2          |
| <b>Profit for the period</b>                           | <b>999</b>   | <b>634</b>   | <b>57.6</b> | <b>(13.2)</b> |
| Minority interests                                     | 3            | 1            | n/a         | n/a           |
| <b>Profit attributable to the Group</b>                | <b>996</b>   | <b>633</b>   | <b>57.3</b> | <b>(13.7)</b> |

#### Proactive approach to floor removal for retail mortgage contracts

- NII also impacted by index resets and reduced ALCO results
- 3Q fees remain at record levels despite seasonality (+11.0% yoy)
- Recurring cost base down qoq (-0.7%) as synergies keep feeding in; closer to €1bn/quarter target

#### Step change in cost of risk offsets NII headwinds

- Improved economic conditions reflected in significantly lower impairments
- Step decline in LLPs (-46% qoq)
- Lower losses on asset disposals and other (-74% qoq)

Note: The 2014 income statement has been restated following the application of IFRIC 21

(1) 2015 includes, among others, €602M of badwill from the Barclays Spain acquisition (including fair value adjustments of the assets and liabilities of Barclays); €64M of asset impairment due to asset obsolescence associated with the Barclays Spain acquisition; gross profit of €38M from the sales of Boursorama and Self Trade; losses on RE sales and non-recurring charges to provisions for foreclosed assets. 2014 includes, mainly, losses from the sale of foreclosed assets

## Positive evolution of core banking and insurance profitability

### P&L Banking & Insurance segment (ex non-core RE<sup>1</sup>)

In Million Euros

|                                    | Banking & insurance |              |              |              |
|------------------------------------|---------------------|--------------|--------------|--------------|
|                                    | 1Q                  | 2Q           | 3Q           | 9M           |
| <b>Net interest income</b>         | <b>1,211</b>        | <b>1,206</b> | <b>1,120</b> | <b>3,537</b> |
| Net fees                           | 512                 | 513          | 496          | 1,521        |
| Other income                       | 229                 | 727          | 165          | 1,121        |
| <b>Gross income</b>                | <b>1,952</b>        | <b>2,446</b> | <b>1,781</b> | <b>6,179</b> |
| Expenses - recurring               | (1,009)             | (992)        | (986)        | (2,987)      |
| Expenses - extraordinary           | (239)               | (302)        | (2)          | (543)        |
| <b>Pre-impairment income</b>       | <b>704</b>          | <b>1,152</b> | <b>793</b>   | <b>2,649</b> |
| Impairment losses & others         | (282)               | (587)        | (278)        | (1,147)      |
| Gains/losses on disposals & others | 482                 | (65)         |              | 417          |
| Income tax                         | (91)                | (152)        | (151)        | (394)        |
| <b>Net profit<sup>2</sup></b>      | <b>813</b>          | <b>347</b>   | <b>362</b>   | <b>1,522</b> |

Average own funds, € Billion

**18.1**

 Adjusted RoTE<sup>3</sup> (%)

**12.8%**

### Consolidated income statement

In Million Euros

|  | 1Q           | 2Q           | 3Q           | 9M           |
|--|--------------|--------------|--------------|--------------|
|  | <b>1,138</b> | <b>1,132</b> | <b>1,038</b> | <b>3,308</b> |
|  | 513          | 514          | 497          | 1,524        |
|  | 302          | 965          | 217          | 1,484        |
|  | <b>1,953</b> | <b>2,611</b> | <b>1,752</b> | <b>6,316</b> |
|  | (1,035)      | (1,018)      | (1,013)      | (3,066)      |
|  | (239)        | (302)        | (2)          | (543)        |
|  | <b>679</b>   | <b>1,291</b> | <b>737</b>   | <b>2,707</b> |
|  | (748)        | (691)        | (323)        | (1,762)      |
|  | 280          | (254)        | (66)         | (40)         |
|  | 164          | (12)         | (58)         | 94           |
|  | <b>375</b>   | <b>333</b>   | <b>288</b>   | <b>996</b>   |

**23.9**
**5.2%**

- Core banking RoTE remains at double digit levels
- Lower non-core RE losses offset by seasonally lower net income from stakes

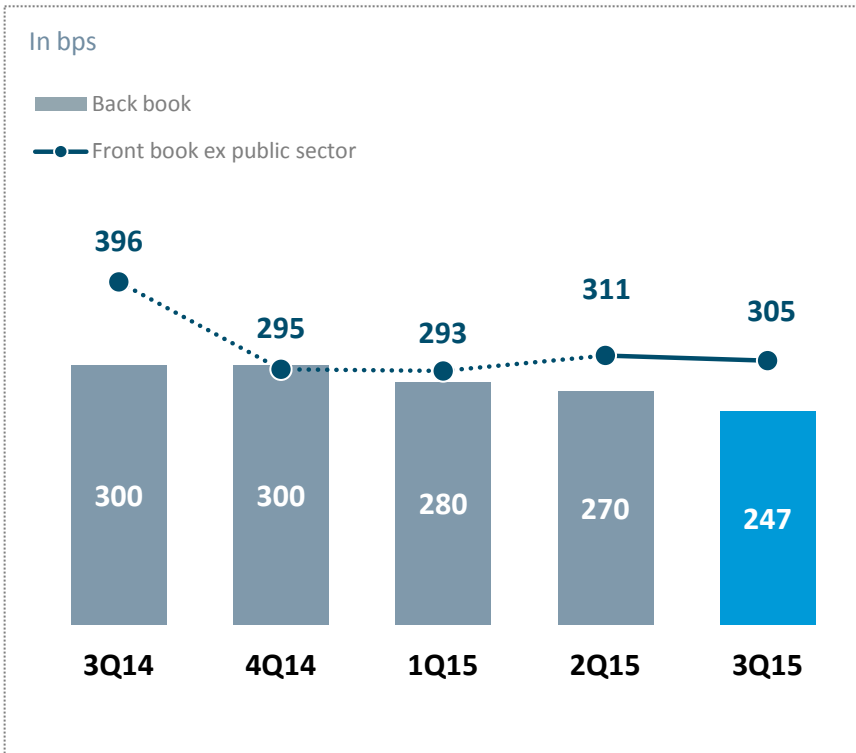
(1) From 1Q15 the non-core RE segment includes primarily non-core RE developer loans (mainly NPL and substandard) and foreclosed RE assets

(2) Profit attributable to the Group. The impact of minority interests was null in 1Q, -€1M in 2Q and -€2M in 3Q

(3) RoTE trailing 12 months for CaixaBank Group. RoTE 9M annualised for Banking & Insurance Segment, excluding one-off impacts related to the Barclays Spain acquisition, such as the goodwill or restructuring costs, as well as the cost of the collective dismissal agreement booked in 2Q

## Retail front book remains accretive to loan yields

### Loan book yields



### FB resilience underpinned by retail production mix

- FB ex public sector stabilising since 4Q14
- Retail mix skewed toward higher-yielding segments (consumer lending)

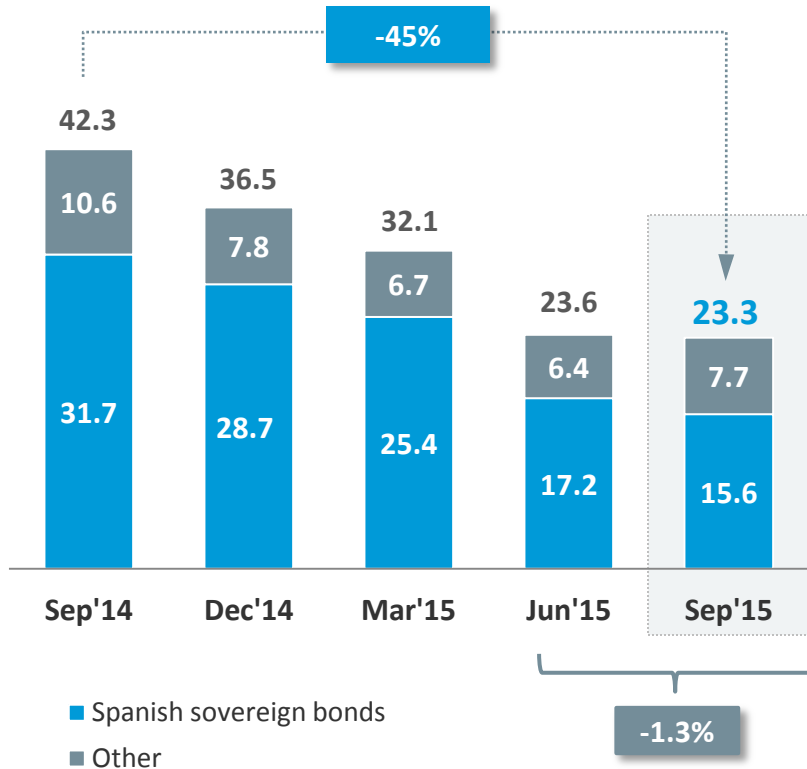
### BB yields mainly impacted by floors and resets

- BB still affected by Euribor re-pricing (-7 bps)
- Step change in the quarter reflects floor removal (-9 bps) and one-off impacts related to large public sector renewals (-3 bps)
- Retail front book remains accretive to its back book (+3 bps)

## ALCO portfolio kept stable in volatile 3Q market conditions

### ALCO fixed income portfolio<sup>1</sup> evolution

In Billion Euros



### Yield and average life

In % and years

|              | Sep'14 | Dec'14 | Mar'15 | Jun'15 | Sep'15 |
|--------------|--------|--------|--------|--------|--------|
| Yield        | 3.4%   | 3.4%   | 3.4%   | 3.6%   | 3.5%   |
| Average life | 2.5y   | 3.1y   | 3.1y   | 3.4y   | 4.2y   |

### ALCO book yields stable through:

- Reinvestment of maturing debt resumed at longer maturities up to 10y:
  - Better market environment with credit and interest rate stability expected

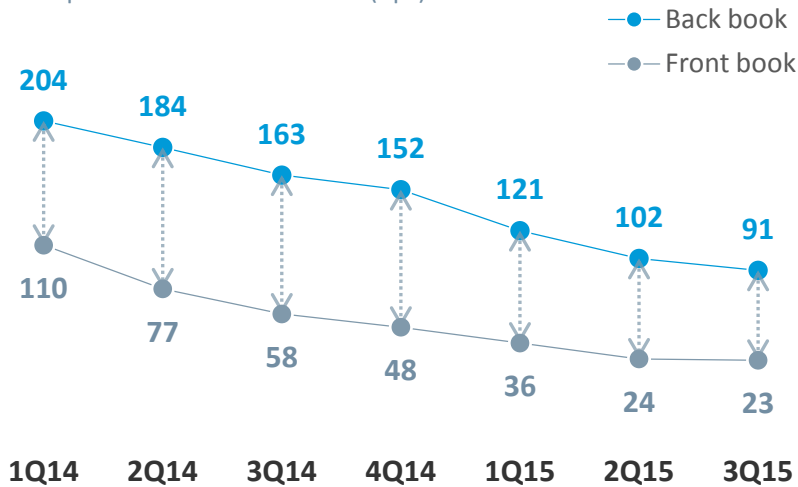
(1) Banking book fixed-income securities portfolio, excluding trading book assets, as of the end of the quarter. As part of its ALCO management CaixaBank holds a portfolio of fixed income investments including, among others, bonds guaranteed by the Kingdom of Spain such as ICO,FADE,FROB and others); ESM bonds; as well as Spanish covered bonds. The sovereign bond portfolio is made up mostly of Spanish and Italian government bonds.



## Another quarter of funding cost declines

### Still room for improvement on deposit BB pricing

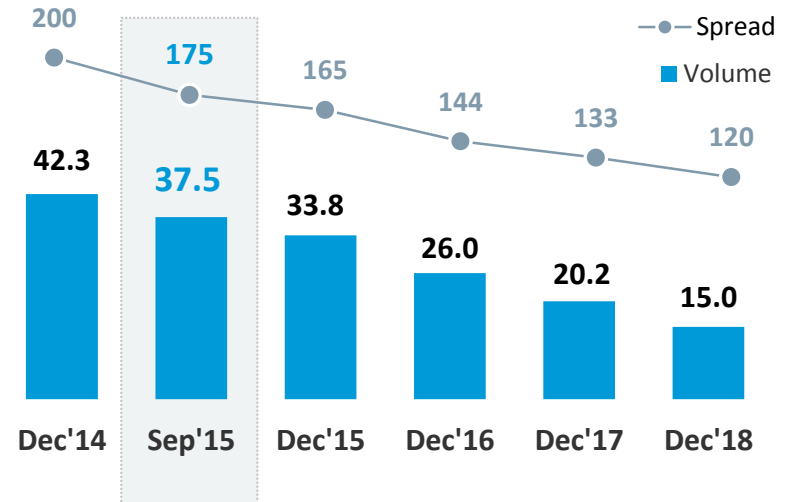
Term deposits: back vs. front book (bps)



- New term deposits priced well under existing back book levels
- Continued shift into sight deposits enables further reduction in cost of client funding
- Wholesale funding spread over Euribor down 25 bps YTD on covered bond issuances, maturities and other

### Wholesale funding improvement set to continue

Static wholesale funding back book evolution<sup>1</sup> in € billion and spread over 6M Euribor in bps, as of September 30<sup>th</sup> 2015



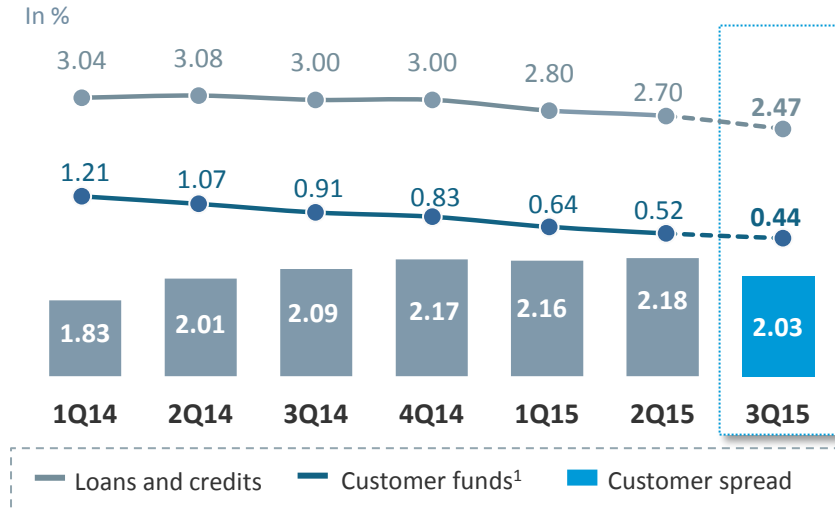
Maturities in € billion<sup>1</sup>; spread over 6M Euribor in bps, as of September 30<sup>th</sup> 2015

|        | 4Q 2015 | 2016    | 2017    | 2018    |
|--------|---------|---------|---------|---------|
| Amount | €3.8 bn | €7.8 bn | €5.8 bn | €5.2 bn |
| Spread | 265     | 236     | 180     | 170     |

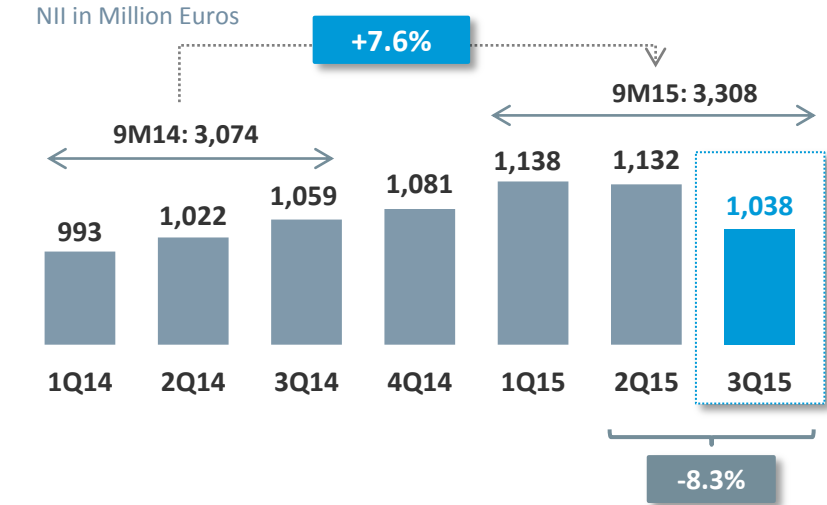
(1) Excludes self-retained bonds. Wholesale funding figures in the 9M Financial Report reflect the Group's funding needs and as such do not include ABS securities and self-retained multi-issuer covered bonds, unlike this Figure, which depicts the impact of wholesale issuances in funding costs

## Floor removal negatively impacts NII

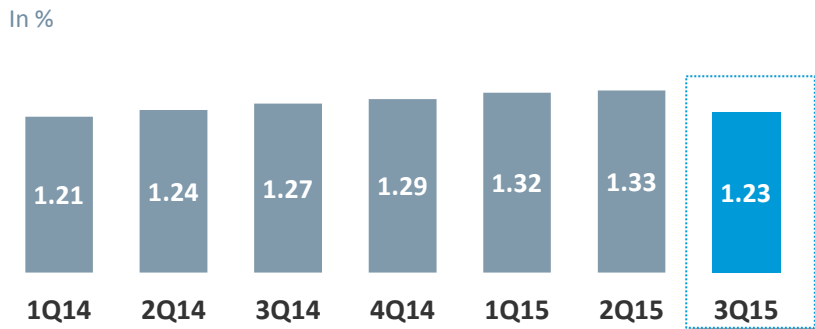
### Customer spread declines as floor removal outweighs deposit cost reduction



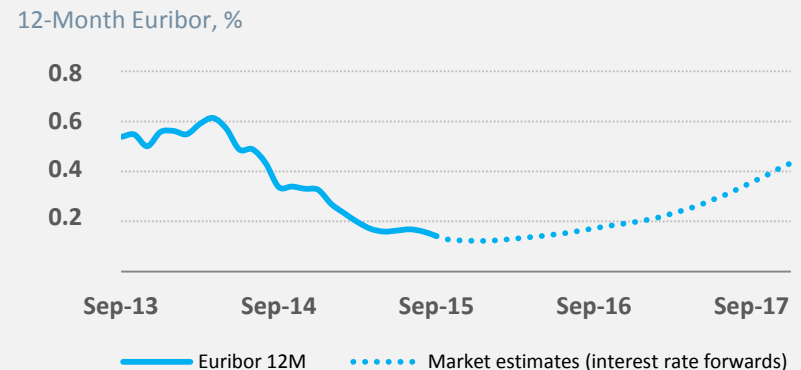
### NII mainly impacted by floor removal<sup>2</sup> and index resets



### NIM down further on a smaller ALCO book



### Index resets expected to resume positive trend in 2H16



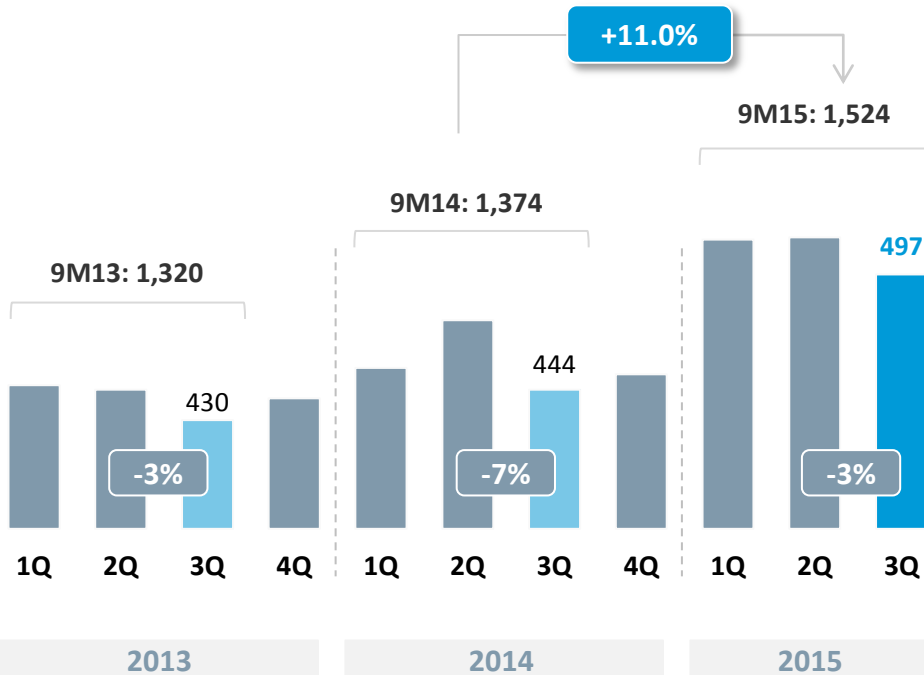
(1) The cost of customer funds reflects the cost of both demand and time deposits, as well as repos with retail clients. Excludes the cost of institutional issuance and subordinated liabilities.

(2) Impact from retail mortgage floor removal: -€42M in 3Q; expected annual impact circa -€220M

## Fees perform well supported by AuM

### Steady build up of fee income ex -seasonal impacts

In Million Euros

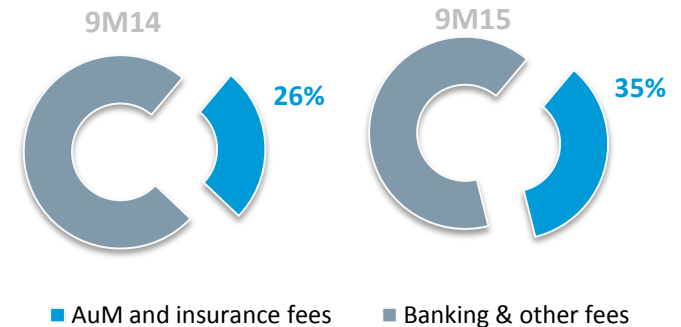


### Increasing contribution of mutual fund fees

Net fees breakdown, in €M

|                             | 9M15 | yoy (%) | qoq (%) |
|-----------------------------|------|---------|---------|
| Banking and other fees      | 992  | (2.1)   | (4.4)   |
| Mutual funds                | 317  | 84.4    | (0.9)   |
| Insurance and pension plans | 215  | 13.8    | (3.7)   |

AuM<sup>2</sup> and insurance fee contribution to total fees, in % of total



- Good performance despite adverse 3Q seasonality
- Asset management and insurance fees grow yoy with a rising contribution to total fees (+9 pp yoy)
- Higher fee contribution provides operating hedge in the current low rate environment: contribution to core revenues<sup>1</sup> up to 32%

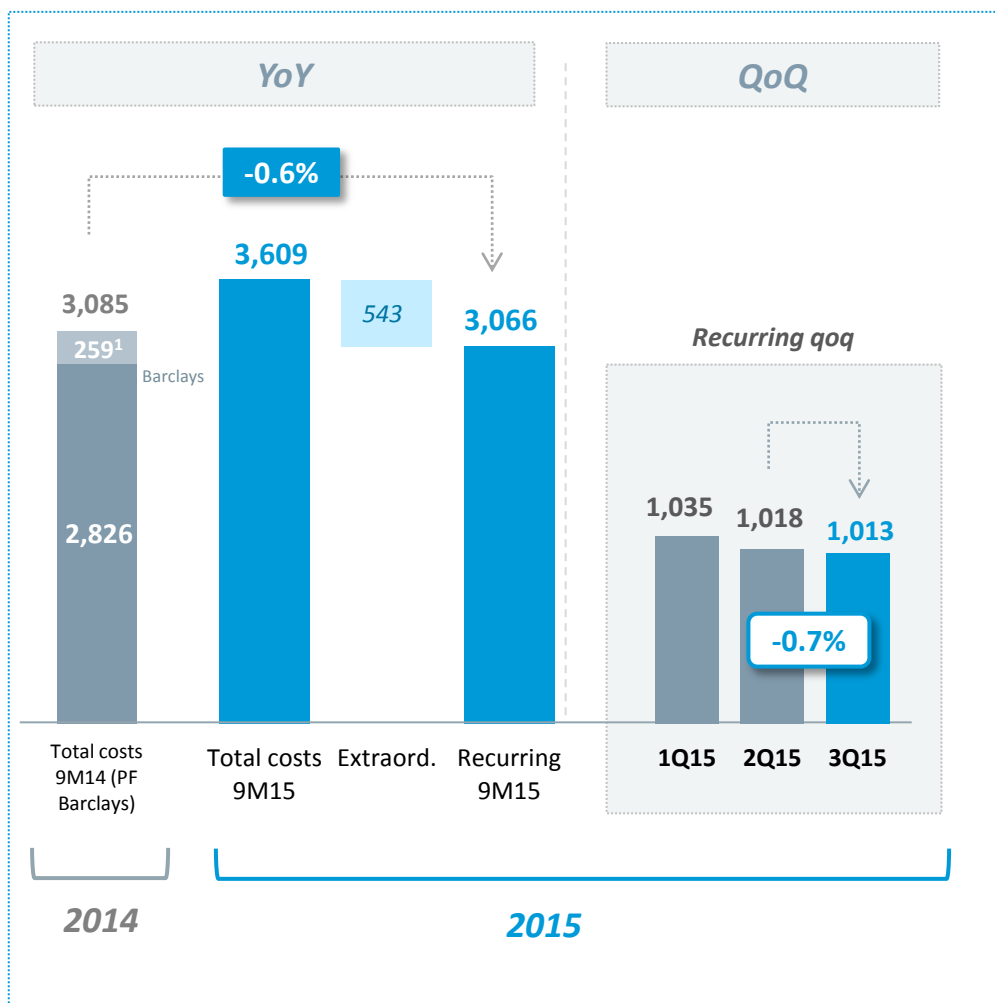
(1) NII+Fees

(2) Mutual funds and pension plans

## Recurring costs continue to decline as synergies feed in

### Operating costs evolution

In Million Euros



### Lower recurring costs as synergies feed in

- Extraction of cost synergies continues as planned
- Operating cost reduction set to continue from 4Q supported by:
  - ✓ pending synergies from Barclays: 102 expected by year end with ~2/3 incorporated in 9M15 figures
  - ✓ Departures from 2Q redundancy scheme begin
- Early delivery of cost-saving plans supports gradual efficiency improvement (C/I ratio<sup>2</sup> excluding extraordinary expenses at 51.7%)

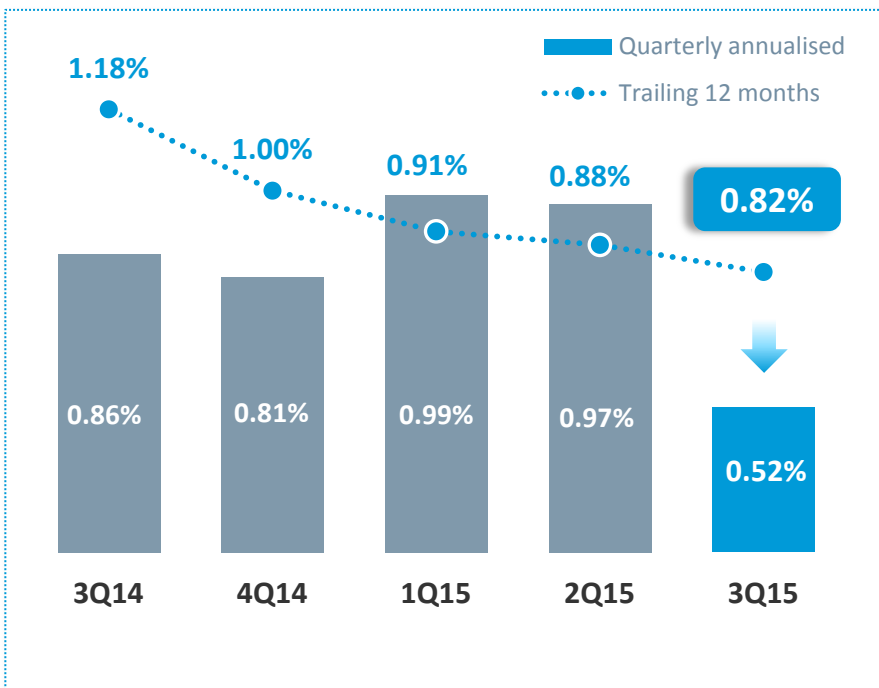
(1) Reported by Barclays Bank Spain in 3Q14

(2) Trailing 12 months

## Step decline in loan loss charges in line with guidance

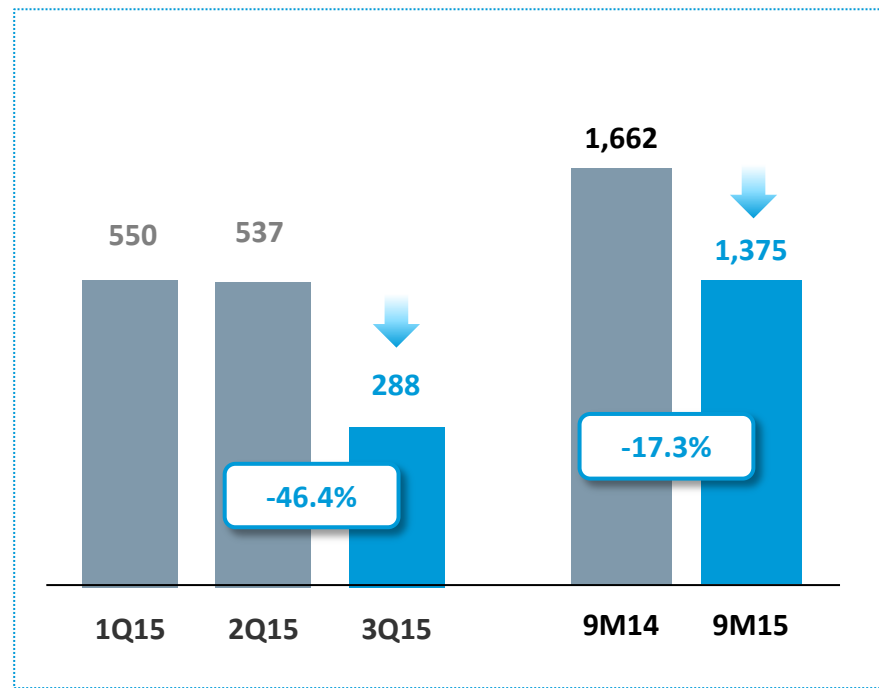
### Downward trend in Cost of Risk<sup>1</sup> confirmed

In %



### Loan provisioning down 17% yoy

In Million Euros



- On track to reach full year guidance of 80 bps...
- ....on expectation of lower provisioning charges in H2

(1) Loan-loss provisions over total gross customer loans plus contingent liabilities as of the end of the period on a trailing 12 months and an annualised quarterly basis

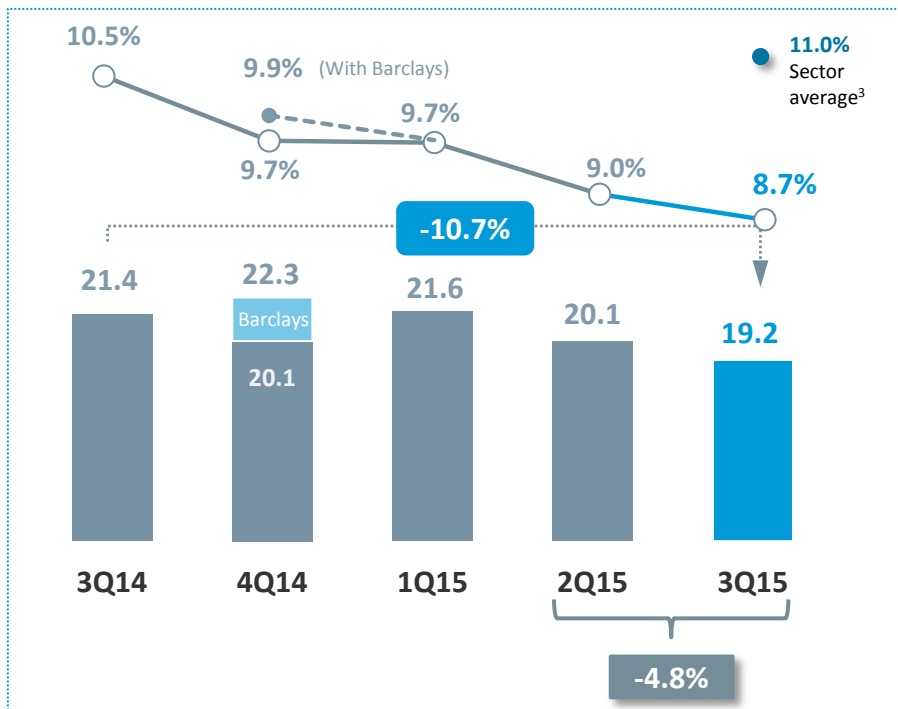
## 9M 2015 Results

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

## Fast pace of NPL reduction maintained in a seasonal quarter

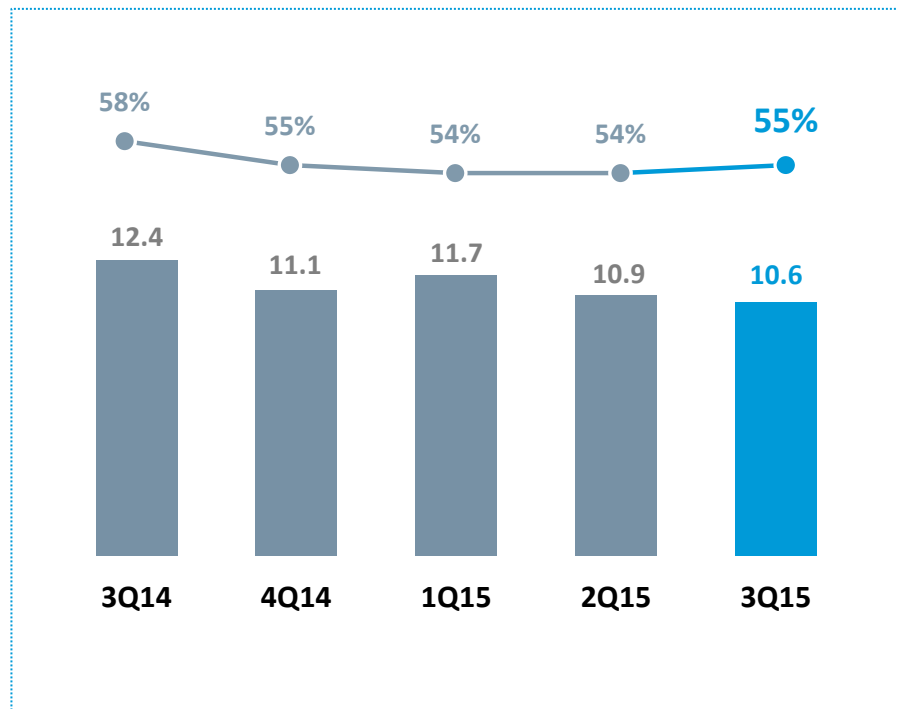
### NPL stock and ratio<sup>1</sup>

Stock in Billion Euros, ratio in %



### NPL Coverage ratio

Stock of provisions in Billion Euros, ratio in %



- Continued NPL reduction<sup>2</sup> underpinned by lower inflows and RE developer loan book wind-down
- NPL ratio of 8.7% remains well below sector average (222 bps below sector<sup>3</sup>)
- High NPL coverage ratio level increased to 55%

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

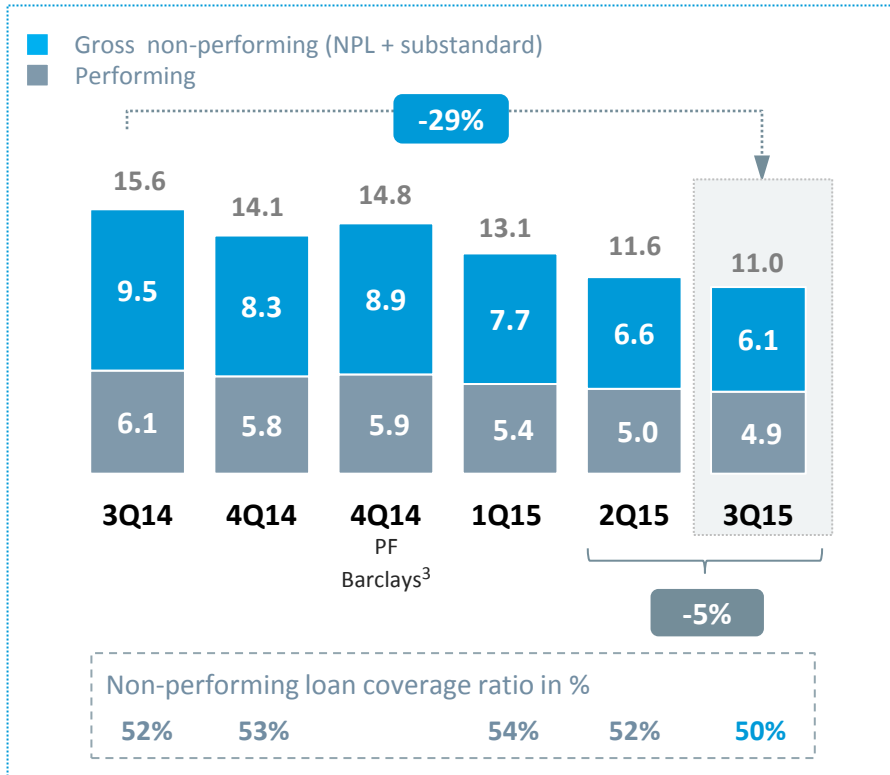
(2) Including portfolio sale with both NPLs and write-offs in 3Q

(3) Sector average as of latest available data from the Bank of Spain (August 2015)

## Continuing trends in reduction of real estate exposure

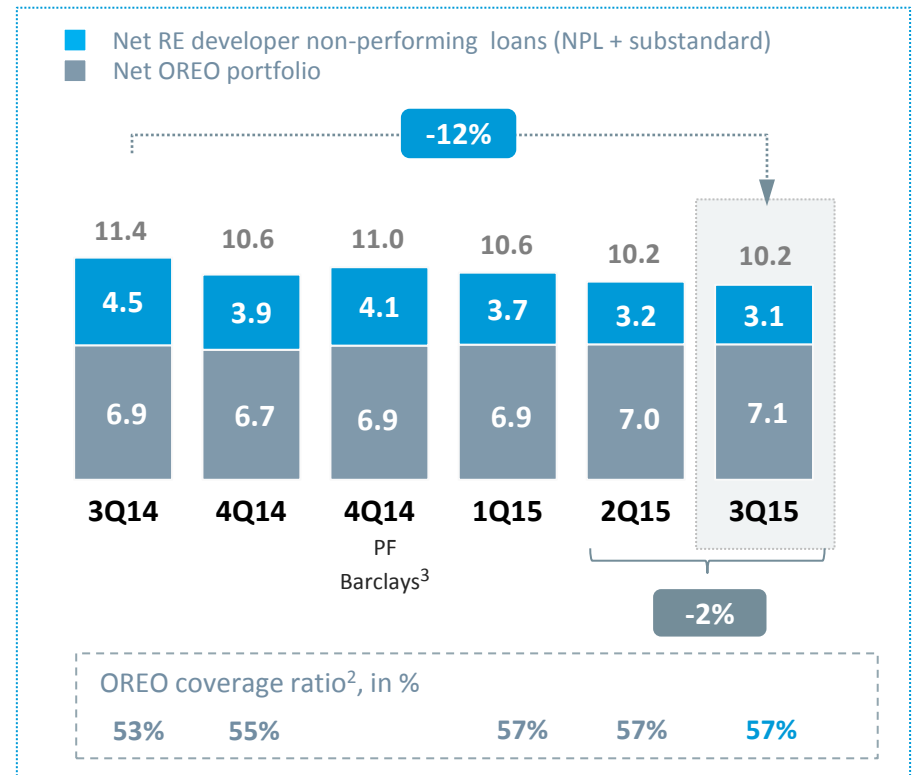
### RE developer loans

In Billion Euros, gross amounts



### Net non-performing RE assets<sup>1</sup>

In Billion Euros, net of provisions



- RE developer NPLs continue to be wound-down via foreclosures
- Non-performing RE assets drop due to higher provisioning and disposals

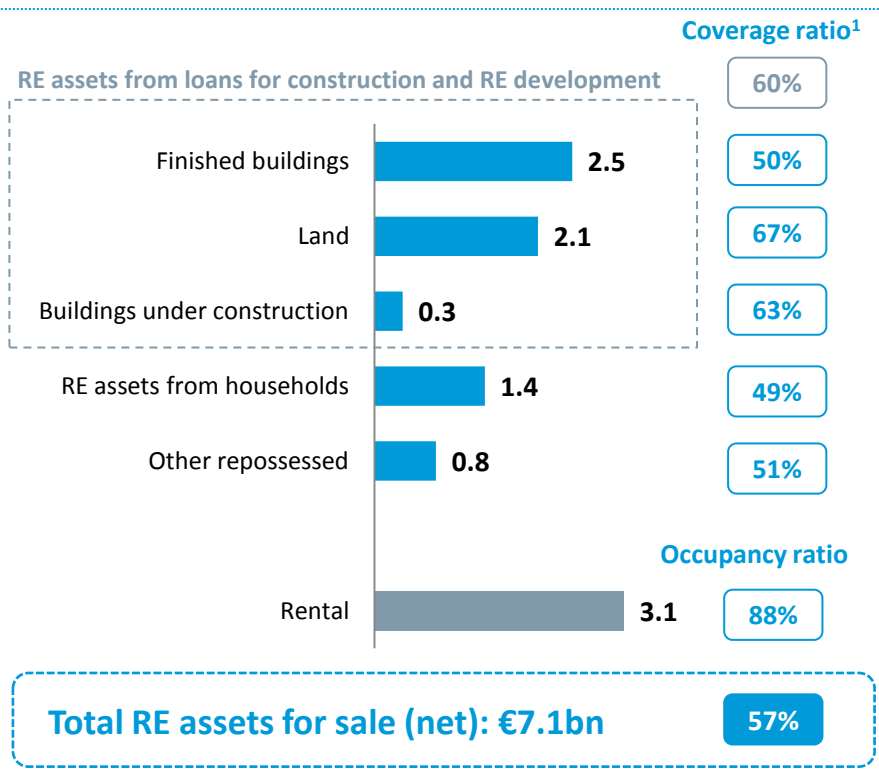
(1) OREO portfolio and problematic RE developer loans, both net of provisions  
 (2) Loan equivalent coverage ratio, i.e. includes write-downs on conversion to OREO  
 (3) As if Barclays Spain had been consolidated at 31 December 2014



## Better real estate fundamentals improve rate of losses on disposals

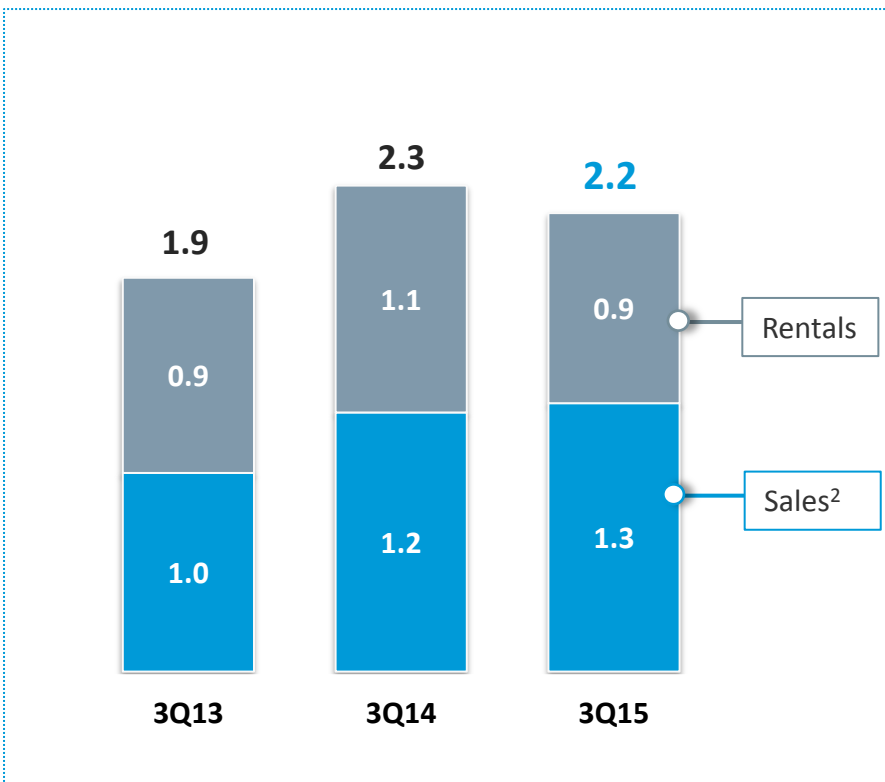
### Net repossessed RE assets

Net amount in Billion Euros, coverage ratio in %



### Commercial activity

In Billion Euros, trailing 12 months



- Progressive stabilisation of the housing market facilitates disposals
- Focus moving to value-preservation
- RE asset sales remain close to break-even in 3Q (-6%)

(1) Loan equivalent coverage ratio, i.e. includes write-downs on conversion to OREO

(2) Revenue of RE sales

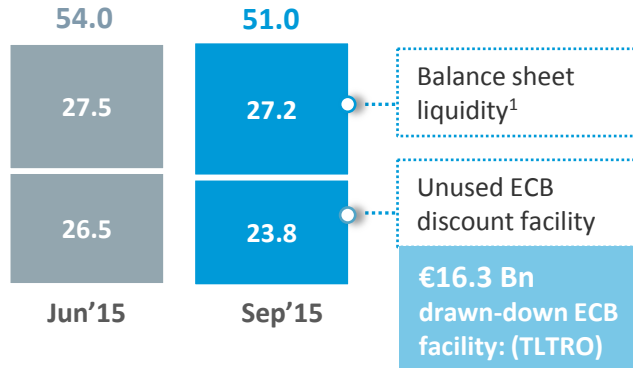
## 9M 2015 Results

- Integration of Barclays Spain
- Commercial activity
- Financial results
- Asset quality
- **Liquidity & Solvency**
- Final remarks

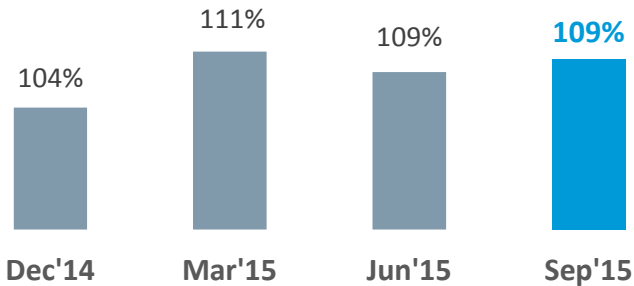
## Comfortable liquidity metrics

### Ample liquidity with comfortable LtD ratios...

Total liquidity, in Billion Euros

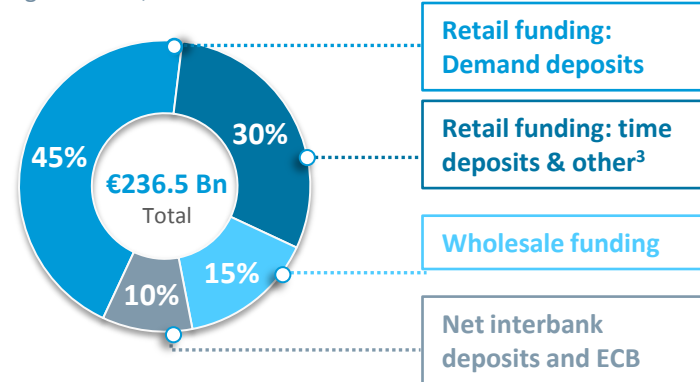


Loan to deposits<sup>2</sup> ratio evolution, in %

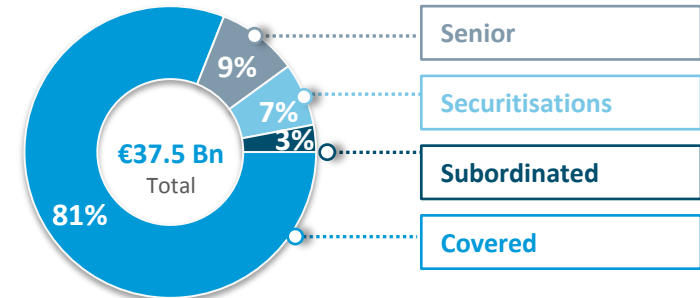


### ... and stable funding structure

Financing structure, % of total



Wholesale funding<sup>4</sup> by category, Sep'15



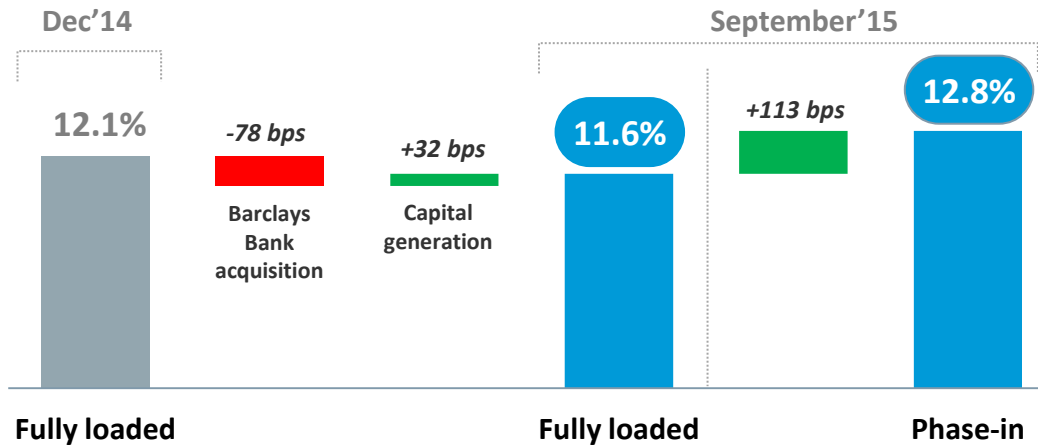
- LCR and NSFR ratios comfortably above target

(1) Balance sheet liquidity: includes cash, interbank deposits, accounts at central banks and unencumbered sovereign bonds  
 (2) Defined as: gross loans net of loan provisions (total loan provisions excluding those corresponding to contingent guarantees) and excluding pass-through funding from multilateral agencies/ retail funds (deposits, retail issuances)  
 (3) Other includes: subordinated and retail debt securities  
 (4) Includes ABS securities and self-retained multi-issuer covered bonds

## CET1 FL ratio grows as retained profits lead to organic build-up

### CET1 ratio evolution

In %, YTD



|             |           |           |           |
|-------------|-----------|-----------|-----------|
| <b>CET1</b> | €16.7 bn  | €16.5bn   | €18.7 bn  |
| <b>RWAs</b> | €137.6 bn | €141.9 bn | €146.3 bn |

### Capital ratios

In % as of September 30, 2015

|                       | Phase-in | Fully Loaded |
|-----------------------|----------|--------------|
| <b>Total Capital</b>  | 15.8%    | 14.8%        |
| <i>qoq</i>            | +2bps    | +20 bps      |
| <b>Leverage ratio</b> | 5.8%     | 5.2%         |
| <i>qoq</i>            | +4bps    | +4bps        |
| <b>CET1</b>           | 12.8%    | 11.6%        |
| <i>qoq</i>            | 0 bps    | +14 bps      |

### CET1 FL up qoq +14 bps:

- Sustained profitability leads to organic capital build-up
- CET1 FL target (11%-12%) reiterated

## 9M 2015 Results

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

## 9M15 takeaways

***Higher market shares in AuM and key income flows***

**25%**

payroll deposits  
market share

**42%**

of 3Q mutual funds  
sector inflows

***Deleveraging closer to bottom***

**-0.9%**

YTD (organic),  
performing  
loan book ex RE

***Strong fees and sustained cost reduction mitigate NII headwinds***

**+9%**

yoy, core  
operating  
income<sup>1</sup>

***Step-change improvement in risk metrics***

**-46%**

qoq, loan-loss  
provisions

***Net income normalisation***

**+57%** yoy





***Comfortable capital position reinforced***

**11.6%** CET1 FL

(1) NII+Fees-recurring expenses

# Appendix

## CaixaBank Credit Ratings

|                                                                                                                                           | Long term      | Short term       | Outlook         | Rating of covered bond program |
|-------------------------------------------------------------------------------------------------------------------------------------------|----------------|------------------|-----------------|--------------------------------|
|  <b>Moody's</b><br><i>Investors Service</i> <sup>1</sup> | <b>Baa2</b>    | <b>P-2</b>       | <b>stable</b>   | <b>Aa2</b>                     |
|  <b>STANDARD</b><br><b>&amp; POOR'S</b> <sup>2</sup>     | <b>BBB</b>     | <b>A-2</b>       | <b>stable</b>   | <b>A+</b>                      |
|  <b>Fitch</b> Ratings <sup>3</sup>                       | <b>BBB</b>     | <b>F2</b>        | <b>positive</b> | -                              |
|  <b>DBRS</b> <sup>4</sup>                                | <b>A (low)</b> | <b>R-1 (low)</b> | <b>stable</b>   | -                              |

(1) As of 17/06/15







(2) As of 06/10/15

(3) As of 25/02/15

(4) As of 10/02/15



## Investment Portfolio

|                         |                                                                                     | Stake  | Consolidated carrying amount <sup>1</sup> | Of which Goodwill <sup>1</sup> | €/Share |
|-------------------------|-------------------------------------------------------------------------------------|--------|-------------------------------------------|--------------------------------|---------|
|                         |                                                                                     | %      | €Bn                                       | €Bn                            | €       |
| <b>FINANCIAL STAKES</b> |                                                                                     |        |                                           |                                |         |
| <b>BEA</b>              |    | 17.24% | 2.2                                       | 0.6                            | 4.79    |
| <b>BPI</b>              |    | 44.10% | 0.9                                       | -                              | 1.37    |
| <b>Erste</b>            |    | 9.92%  | 1.1                                       | -                              | 25.54   |
| <b>Inbursa</b>          |    | 9.01%  | 0.9                                       | 0.3                            | 1.42    |
| <b>NON-FINANCIAL</b>    |                                                                                     |        |                                           |                                |         |
| <b>Telefónica</b>       |    | 5.37%  |                                           |                                |         |
| <b>Repsol</b>           |  | 11.70% |                                           |                                |         |

(1) Consolidated carrying amount of equity of the different entities, attributable to the CaixaBank Group, net of write-downs. Goodwill, net of write-downs

Data as of September 30, 2015

## Refinanced loans

| As of September 30, 2015                          | Performing  |              | Substandard |               | NPL        |              | Total       |              |
|---------------------------------------------------|-------------|--------------|-------------|---------------|------------|--------------|-------------|--------------|
|                                                   | €Bn         | qoq          | €Bn         | qoq           | €Bn        | qoq          | €Bn         | qoq          |
| Individuals                                       | 5.0         | -4.7%        | 0.7         | -6.3%         | 2.6        | -6.0%        | 8.3         | -5.8%        |
| Businesses (ex-RE)<br>including the self employed | 3.7         | +18.7%       | 0.8         | -20.2%        | 3.5        | -2.4%        | 8.0         | +4.0%        |
| RE Developers                                     | 0.8         | +0.8%        | 0.4         | -3.6%         | 2.3        | -4.9%        | 3.5         | -1.4%        |
| Public Sector                                     | 1.3         | -3.8%        | 0.1         | -31.8%        | 0.0        | -10%         | 1.4         | -6.8%        |
| <b>Total</b>                                      | <b>10.8</b> | <b>+5.3%</b> | <b>2.0</b>  | <b>-13.1%</b> | <b>8.4</b> | <b>-4.2%</b> | <b>21.2</b> | <b>-0.6%</b> |
| <b>Of which:<br/>Total Non-RE</b>                 | <b>10.0</b> | <b>+6.2%</b> | <b>1.6</b>  | <b>-14.5%</b> | <b>6.1</b> | <b>-3.5%</b> | <b>17.7</b> | <b>+0.5%</b> |
| Provisions                                        |             |              | 0.4         | -14.1%        | 3.4        | -0.8%        | 3.8         | -2.3%        |

## Institutional Investors & Analysts

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