



Goldman Sachs- European Financials Conference

CaixaBank: ready for the future

Juan María Nin, President and CEO of "la Caixa"

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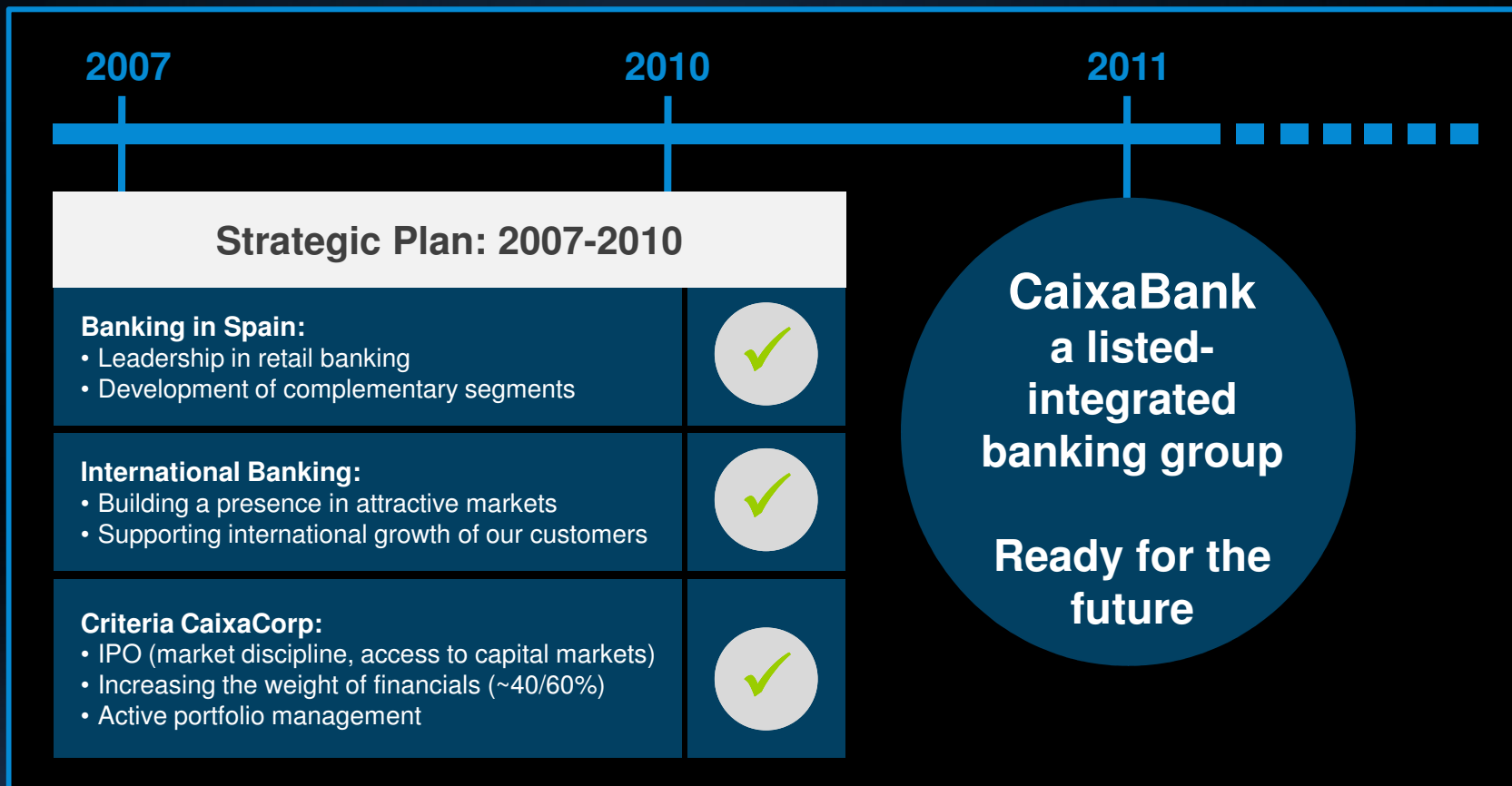
Descriptions of past results and earnings are not necessarily a guarantee of future results or performance.

“la Caixa” Group: a consistent strategy of long-term growth and foresight

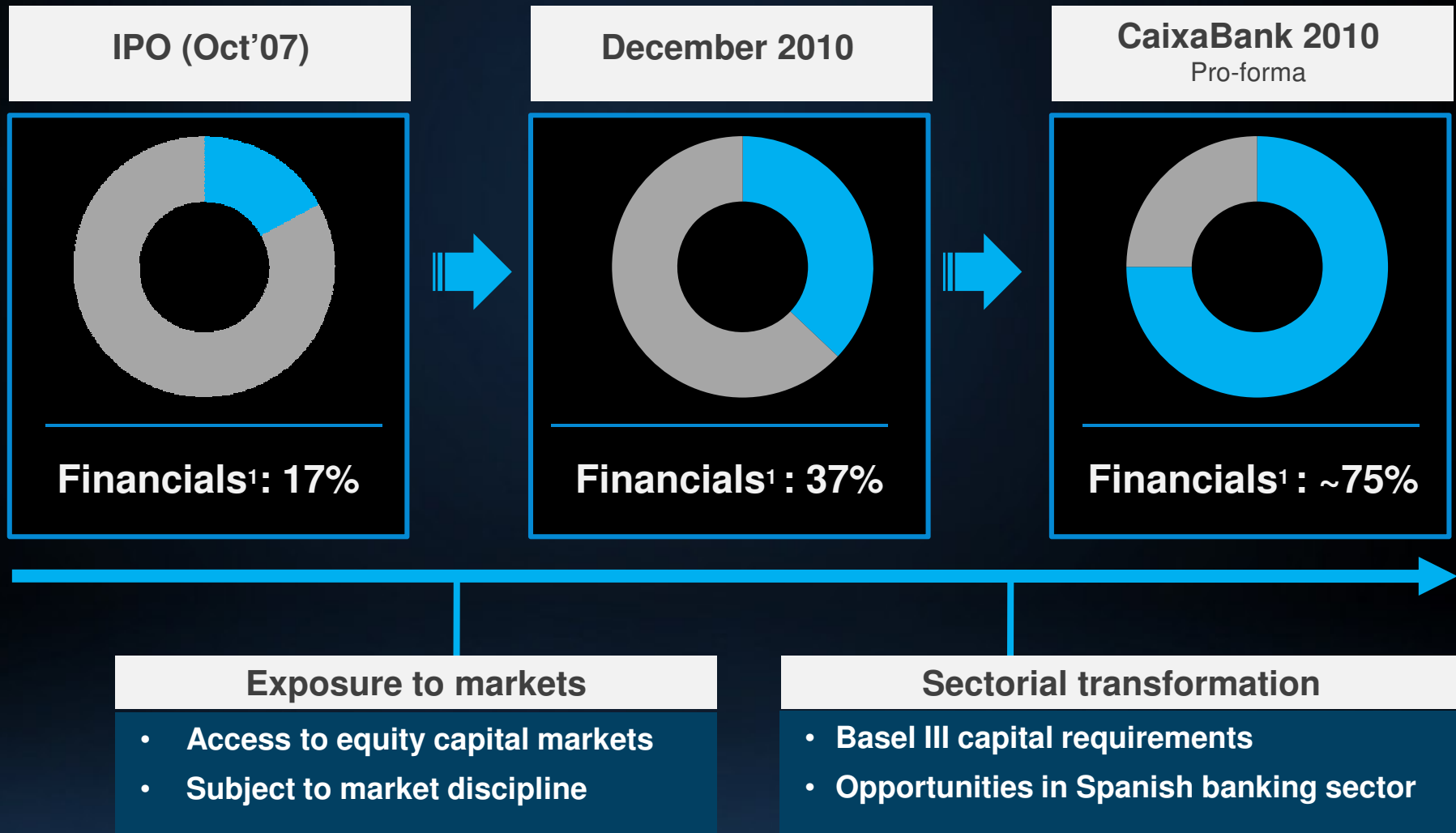


“la Caixa” Group

3rd financial group in Spain, 1st Spanish savings bank, 1st in retail banking

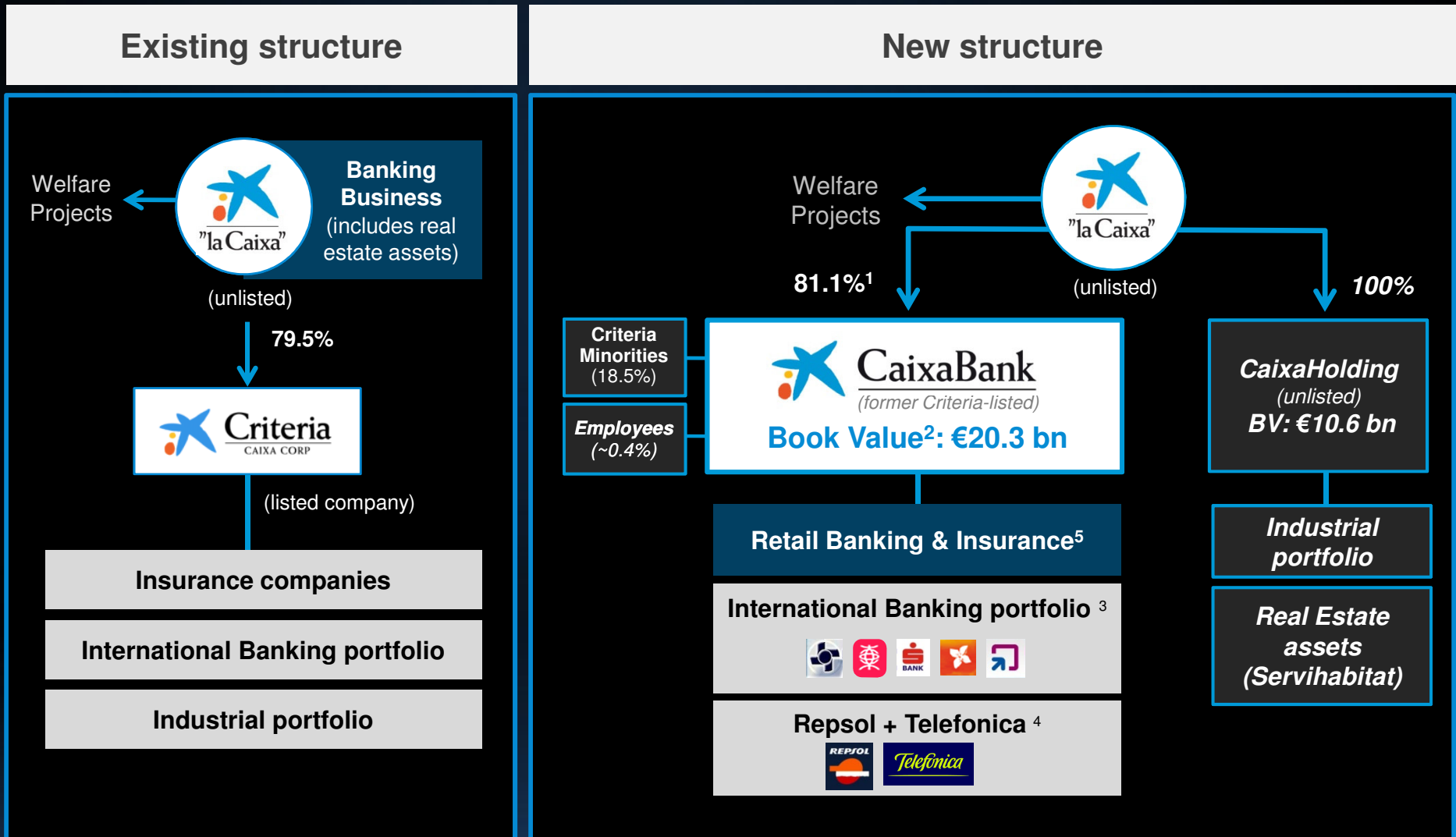


CaixaBank: a natural step in Criteria's strategic development



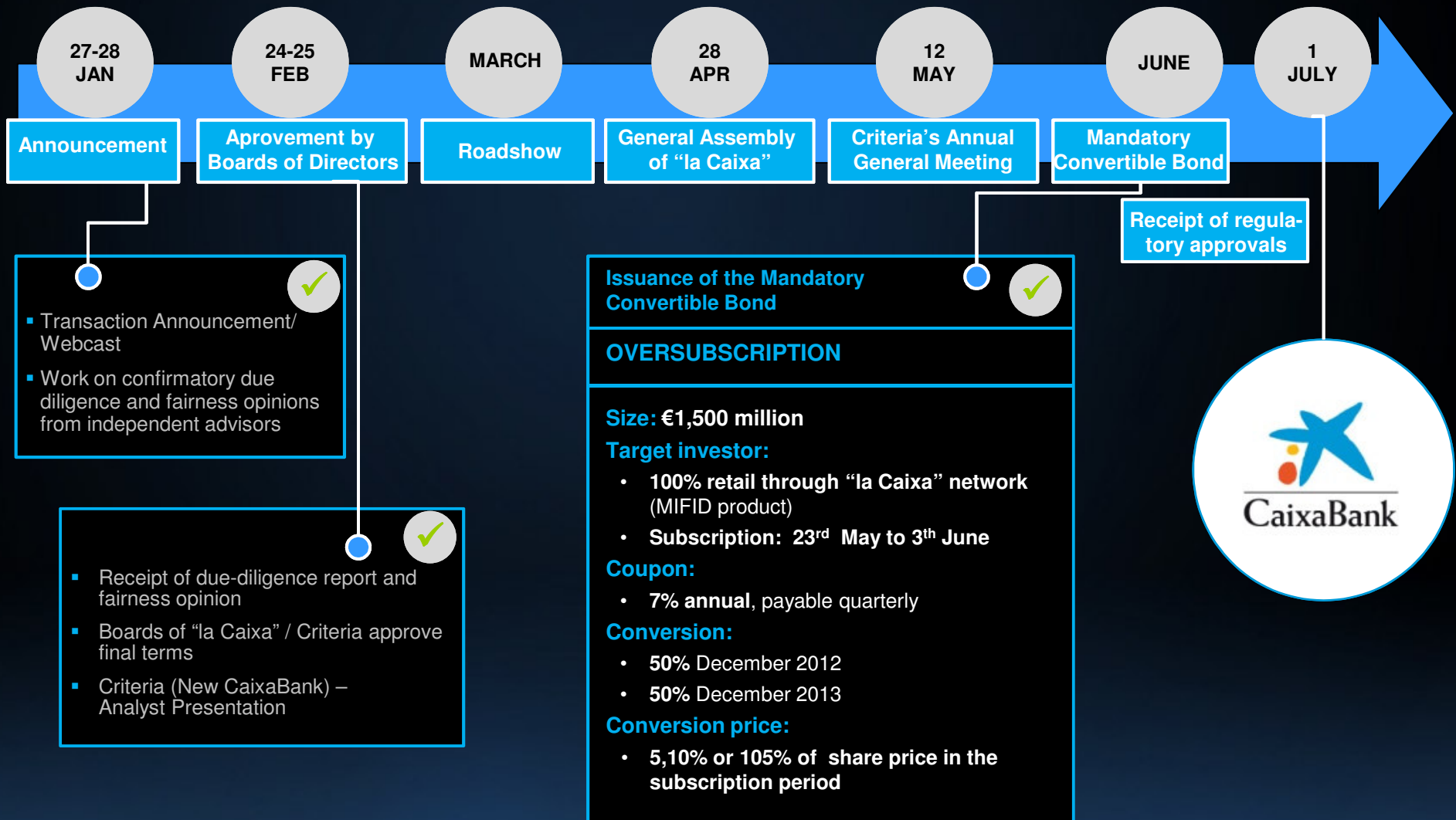
1. % of Gross asset value

Reorganization of “la Caixa” Group: Identical core-businesses with a more efficient capital structure



1. Does not take account the mandatory convertible bond of €1.5 bn
 2. Book Value as of December 2010
 3. Stakes: BEA (15.4%), Erste Bank (10.1%), Inbursa (20.0%), BPI (30.1%), Boursorama (20.8%)
 4. Stakes: Repsol (13.0%), Telefonica (5.0%)
 5. Foreclosed real estate is being incorporated in CaixaBank since 1st of March

1st July: closing of the transaction



CaixaBank at a glance: a flagship institution



Figures as of 31st March 2011



Ranked 1st in retail banking in Spain

- **Segmented business model: customer focus**
- **€265 bn Total assets**
- **€430 bn Business volume** (€189bn loans & €241bn customer funds)



Sound Risk profile

- **Low-risk business model**
- **Lowest NPL -3.95%- ; Highest coverage -65%-** among the leading institutions



Robust financial metrics

- **€19.6bn** of liquidity
- **Core capital BIS II : 9.3%** (1Q11); **10.4%** post-MCB
- **Core Capital BIS III > 8%** in 2012, with no need for phase-in



Strong capacity to generate recurring income

- **Market diversification: focused on growth markets**
- **Income diversification: stakes in Repsol and Telefónica**
- **€3,172 million: Pre-impairment recurring income** in 2010
- **8% Recurring RoE** in 2010



All of this reinforced by a premium brand reputation

(The financial brand with the best reputation for the 8th consecutive year)



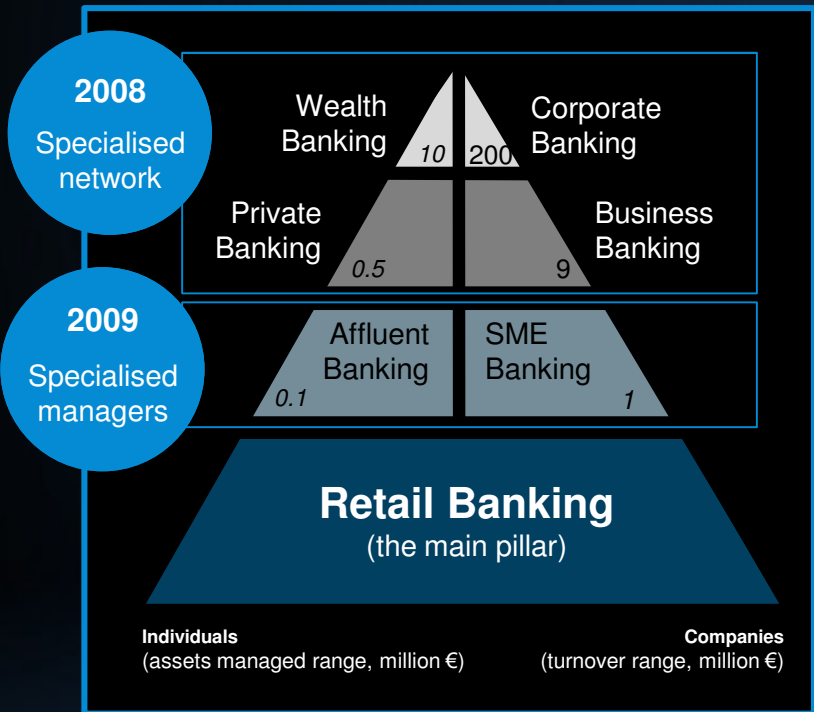
CaixaBank: the leading retail franchise in Spain

Segmented business model sustained by high-quality growth



Figures as of 31st March 2011

Segmentation as the key to better serving client needs



10.5 million customers
3.7 million linked customers

Business volume breakdown

1 st	Retail Banking	50%	<ul style="list-style-type: none"> 21.0% customer penetration 2.0 million payroll deposits 1.1 million pension deposits
1 st 1	Affluent Banking	16%	<ul style="list-style-type: none"> 1,022 specialised staff €62bn in customer funds
3 rd 2	Private Banking	8% ⁵	<ul style="list-style-type: none"> 32 centres & 362 specialised staff €35bn in customer funds
1 st 3	SME Banking	10%	<ul style="list-style-type: none"> 828 specialised staff €25bn in loans
3 rd 4,5	Business & Corporate Banking	16%	<ul style="list-style-type: none"> 86 centres & 927 specialist staff €36bn in loans

1. Source: DBK (April 2011)

2. Position by funds under management (2010 DBK)

3. Rank by position amongst customers (FRS 2010)

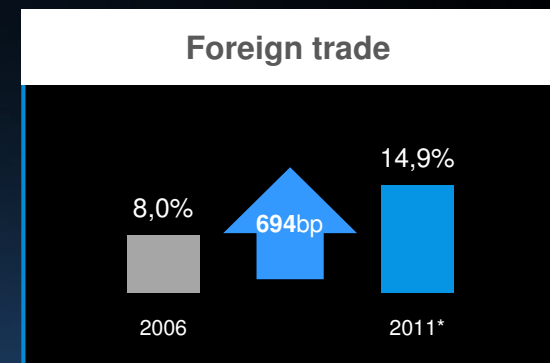
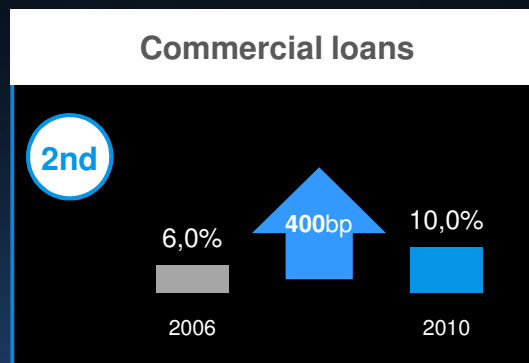
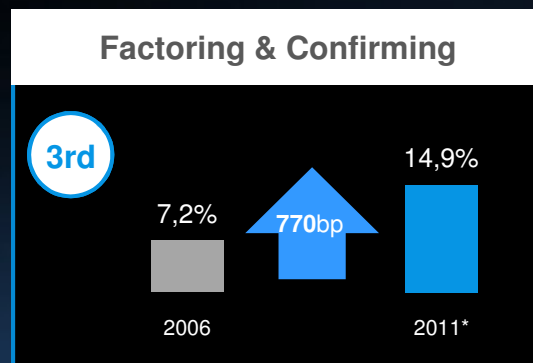
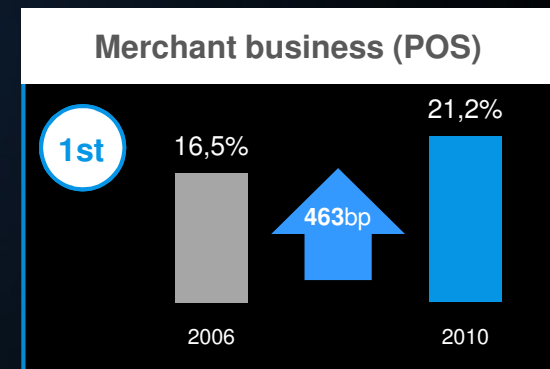
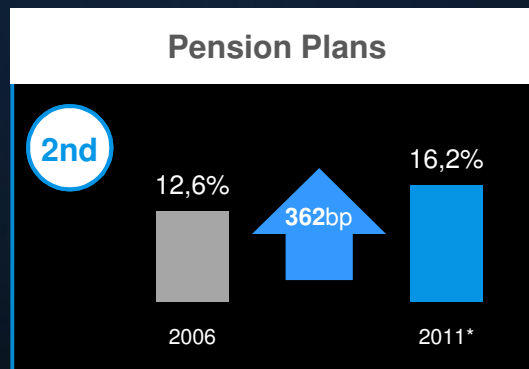
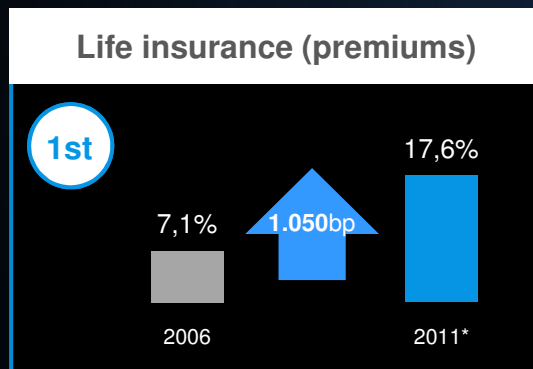
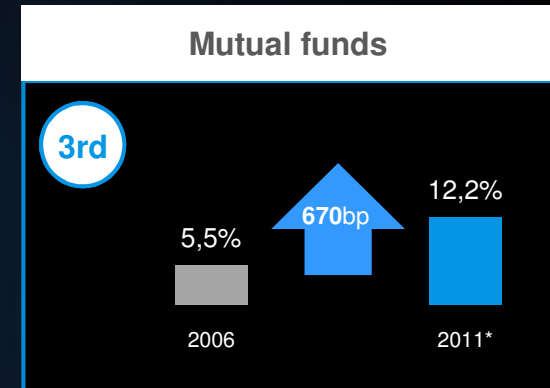
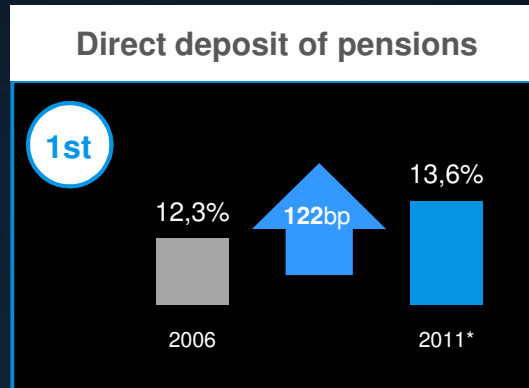
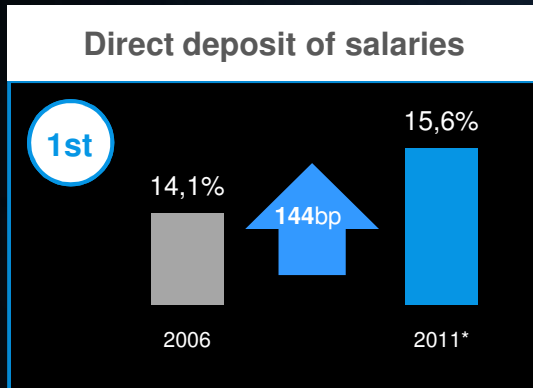
4. Rank by market share in factoring and confirming

5. Including Wealth Banking

Sustainable market share gains



Market shares, in %



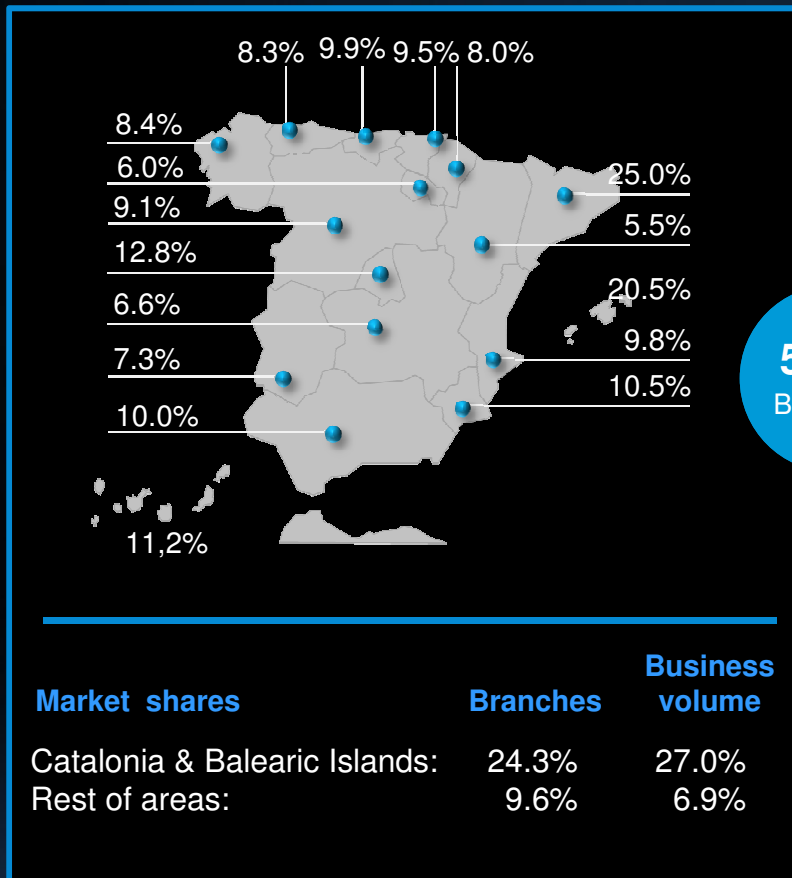
Source: Bank of Spain, INVERCO, ICEA, Factoring Association and SWIFT
 (*) Last available data

Intense commercial activity supported by the leading multi-channel distribution network



Figures as of 31st March 2011

Branches: the largest network (12.6% market share¹)



ATMs: the widest network in Spain

8,010 ATMs
13,2% market share¹
69% absorption ratio²



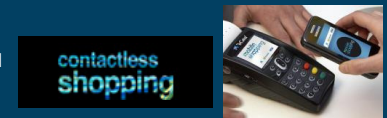
Internet banking: European leadership

6.6 million customers
30,3% market penetration¹
66% absorption ratio for businesses³



Mobile banking: Global leadership

2.0 million customers
46% market penetration¹



Source: Nielsen (internet and mobile banking market share)

Notes:

(1) As of December 2010

(2) In branch timetable. Operations considered: withdrawals, cash deposits, savings account updates, bill payments and cheque deposits

(3) Operations considered: national bank transfers, buy/sell stocks, bank bills (bill discount and bill acceptance)

Supported by a solid balance sheet that will set the scene for future growth



Figures as of 31st March 2011

CaixaBank ¹		
Robust capital base	Strong liquidity position	Superior asset quality
<p>9.3% Core Capital (BIS II)</p> <p>10.4% Post- Mandatory Convertible Bond</p> <p>>8% Core Capital (BIS III) <i>Look-through 2019 in 2012 (with no need for phase-in)</i></p> <p>138bps Capital buffer <i>Unrealized capital gains from TEF, REP²</i></p>	<p>€19.6bn Liquidity</p> <p>€ 0bn Unused ECB credit facility</p> <p>134% Loan-to-deposit ratio³</p>	<ul style="list-style-type: none"> With the lowest NPL ratio and the highest coverage among leading institutions: <ul style="list-style-type: none"> 3.95% NPL ratio 65% Coverage ratio €3.2bn Specific provision €1.8bn Generic provision With limited exposure to real estate assets

(1) 1Q 2011 figures are reported as if CaixaBank had been operating on an actual basis from 1/1/2010 and will be comparable to actual data going forward

(2) As of 31st March 2011

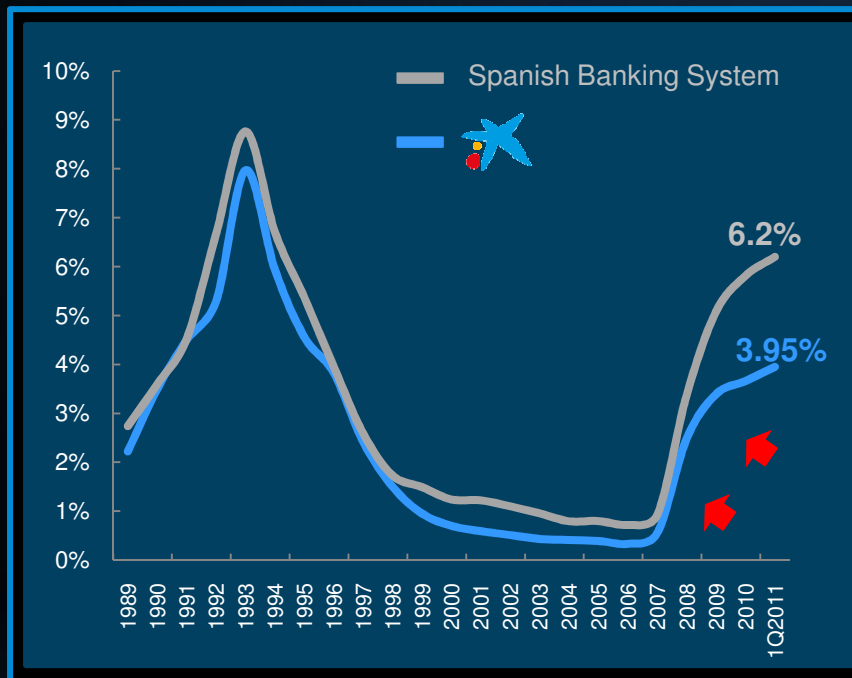
(3) Loan-to-deposit ratio: total net customer loans (€183.6 bn)/ customer deposits (€136.2 bn)

Focus on risk: a positive track-record in managing risk



CaixaBank: Superior asset quality

NPL ratio



NPL ratio below the sector average over the past 20 years

- **Retail banking business model** results in a **diversified risk profile**: 51% loans to individuals
 - **Good collateral**: 66% with mortgage guarantees (mainly primary residences- 88%)
 - **Prudent LTV policy**: 89% with LTV<80%
-
- **Specialized collections teams** created within the branch network at the very beginning of the crisis
 - **Forward looking risk-monitoring** approach for default preemption through automated anticipatory actions
-
- **Advanced underwriting framework** based on the expected loss of both product and client/group
 - **Risk-adjusted pricing** takes into account the profitability of the whole client relationship
 - Proactive and integrated management of **customer value and risk**

Resilient retail mortgage book and manageable exposure to real estate development loans



CaixaBank: loan book and NPL by segments

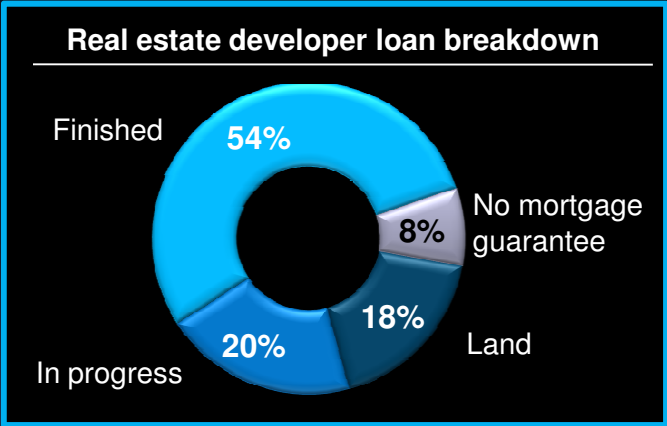
	31 March 2011		31 Dec 2010
	€bn	NPL Ratio	NPL Ratio
Loans to individuals	95.3	1.7%	1.7%
House purchasing	69.9	1.4%	1.4%
Other	25.4 ¹	2.6%	2.6%
Loans to businesses	83.7	7.4%	6.5%
Real estate developers	26.2	17.9%	15.5%
Servihabitat ²	2.7	0.0%	0.0%
Other sectors	54.8	2.9%	2.6%
Public Sector	9.3	0.1%	0.1%
Total loans	188.7	3.95%³	3.65%³



Resilient retail mortgage book



Increase in NPL ratio explained by real estate developers



(1) Includes €13.5 bn with mortgage guarantees
 (2) The real estate management company of "la Caixa" Group
 (3) Includes contingent assets

Limited exposure to foreclosed assets Incorporated since 1st of March



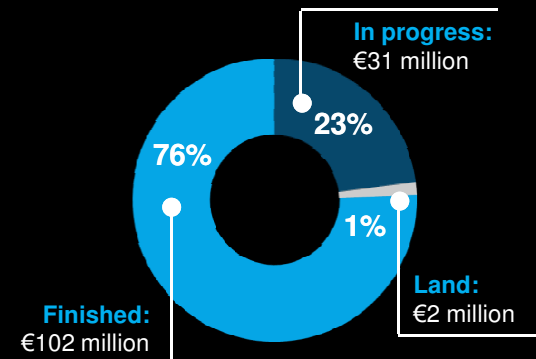
CaixaBank:
Reposessed real estate assets



“la Caixa” Group:
Active management of the reposessed portfolio

NET VALUE: €135 million

Figures as of 31st March 2011



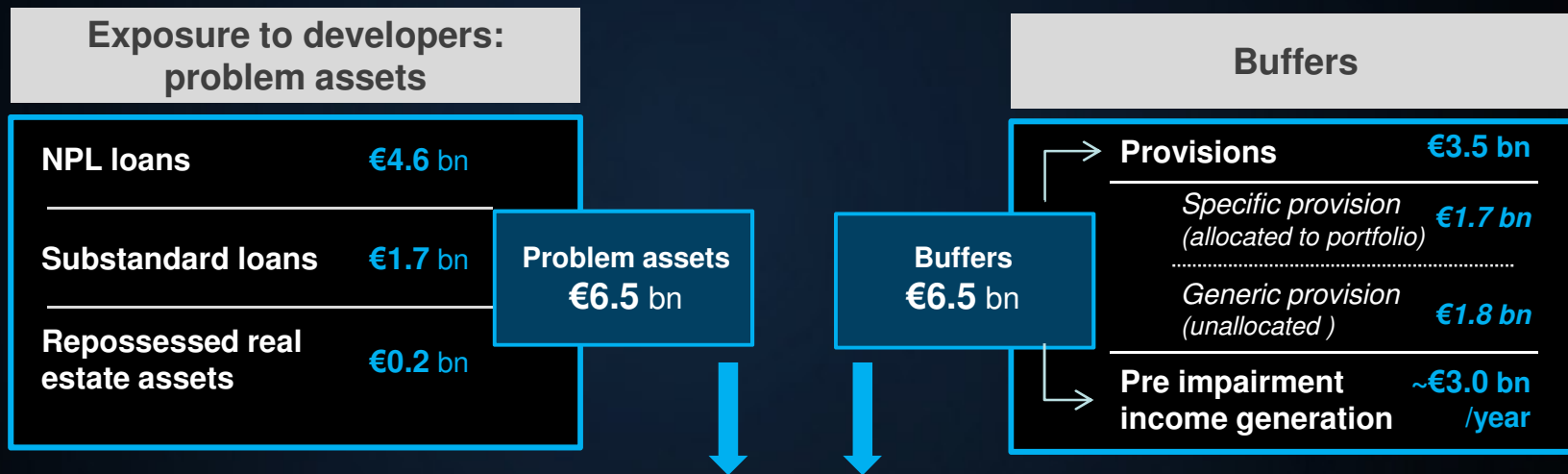
Provisions: €17 million



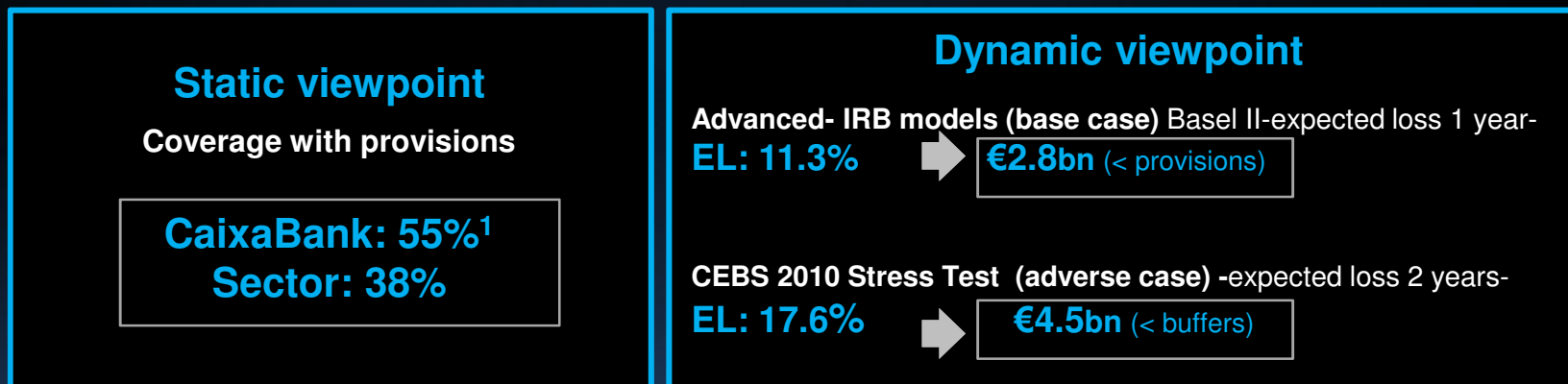
- The real estate management company of “la Caixa” Group
- **€357.0 million: Sales and commitments in 2011***
 - €244.7 million sales
 - 4.8% loss on sales mainly due to transaction costs
- **3%: yield on rental properties**
 - Occupancy ratio: 87%

*From 1st January 2011 to 26st May 2011

Exposure to developers is amply covered by provisions and pre-impairment income under both static and dynamic viewpoints



Coverage of problem assets



(1) Assumes full allocation of generic provision
As of 31/03/11

CaixaBank is the natural winner from changes in the Spanish competitive environment



1. Growth management

- The leading retail banking player in Spain
- With sustained market share gains
- Scalable business model

+

2. Risk management

- Solid balance sheet
- Best level of asset quality among peers
- Robust capital base





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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