

CaixaBank Group FY 2011 Financial Results



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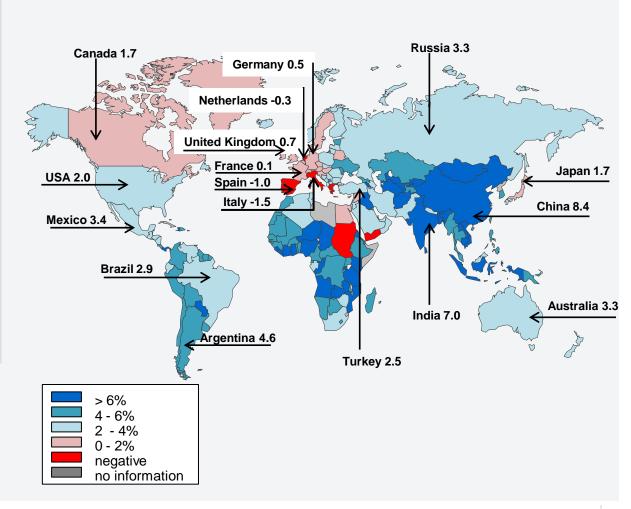
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In so far as it relates to results from investments, this financial information from the CaixaBank Group for 4Q11 has been prepared mainly on the basis of estimates.



Forecasts 2012

- Fragile recovery for advanced economies
- Slowdown amongst emerging economies
- Europe on the road to recession
- Possible strain on oil prices





GDP growth (% yoy change)

- Northern Europe losing momentum
- Prospects of a recession in several countries

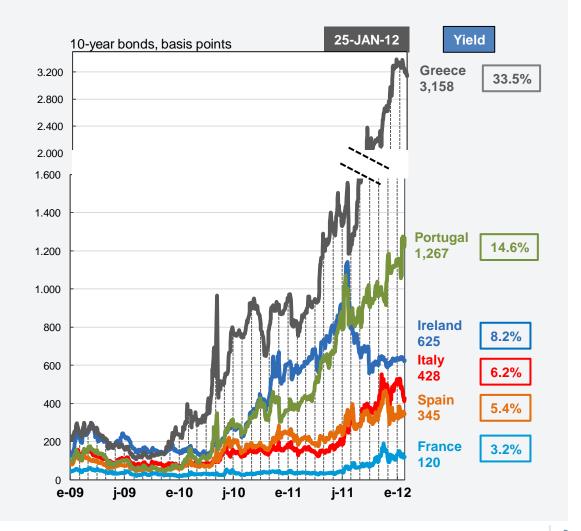
	2011	2012
EU 27	1.6%	-0.4%
Central– Northern Europ	pe ¹ 2.2%	0.5%
Periphery ²	0.1%	-1.4%
1 Sweden, Finland, Baltics, Benelux, Czech Republic, Slovakia, Slovenia		

² Ireland, Portugal, Greece, Spain, Italy, Bulgaria, Romania, Cyprus and Malta



Spreads over German bonds

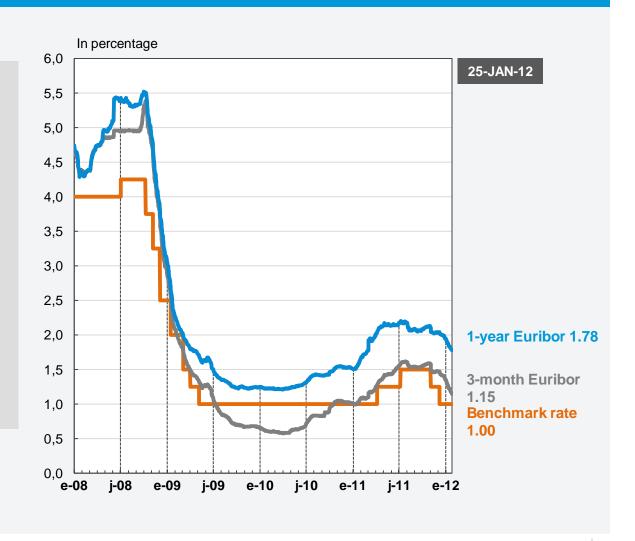
- Northern Europe losing momentum
- Prospects of a recession in several countries
- Sovereign debt





Eurozone interest rates

- Northern Europe losing momentum
- Prospects of a recession in several countries
- Sovereign debt: key factors
 - Role of the ECB
 - New European treaty



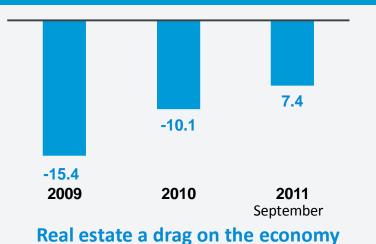


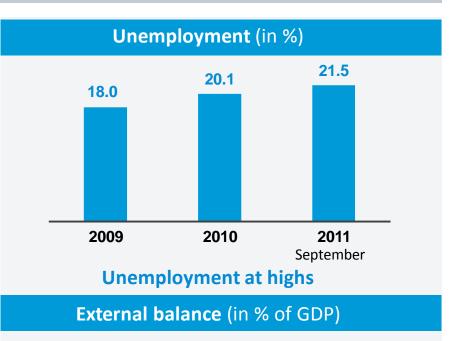


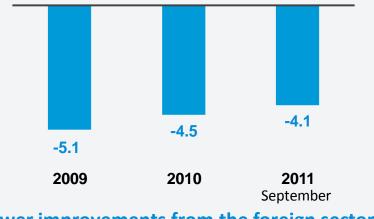




Construction investment (% yoy change)







Slower improvements from the foreign sector



Budget adjustments pledged (in % of GDP)

Fiscal adjustments:

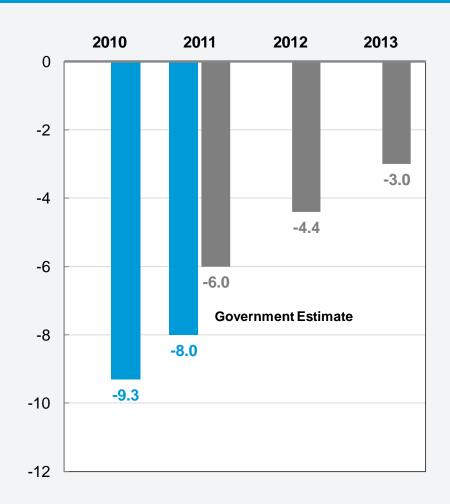
- Deficit to be reduced by €40mn in 2012
- Discipline at all levels of government

Structural reforms:

- Labour reforms
- Restructuring of banking system

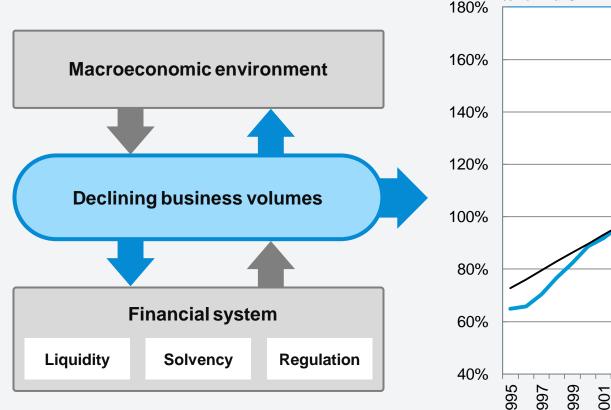
Risks:

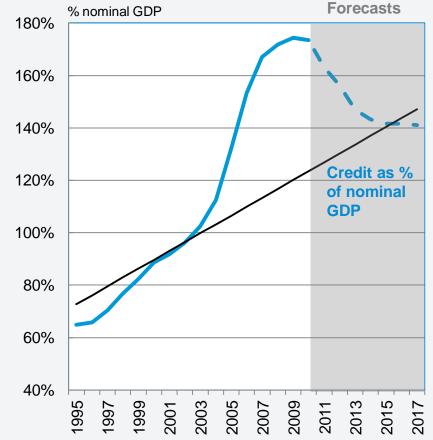
- Negative impact on growth
- Ongoing Eurozone crisis



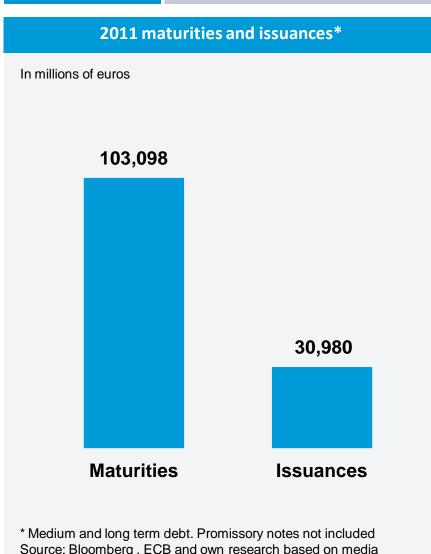


Credit to private non-financial sectors in Spain

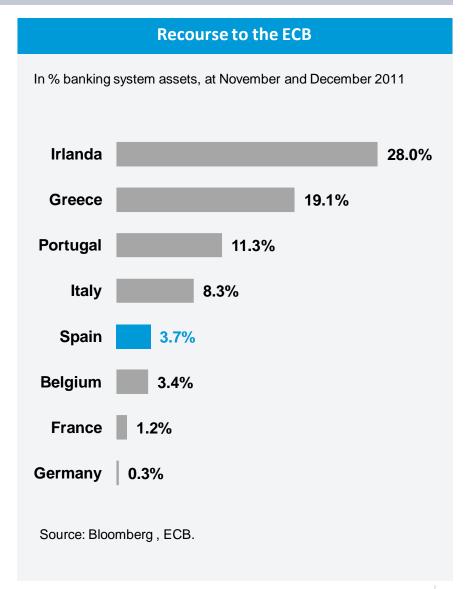






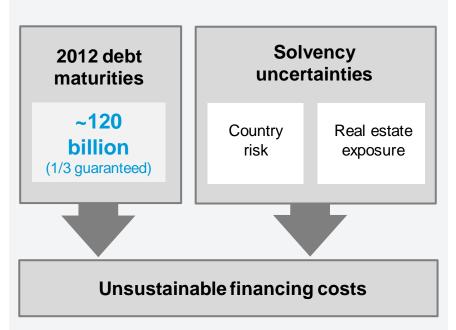


Source: Bloomberg, ECB and own research based on media





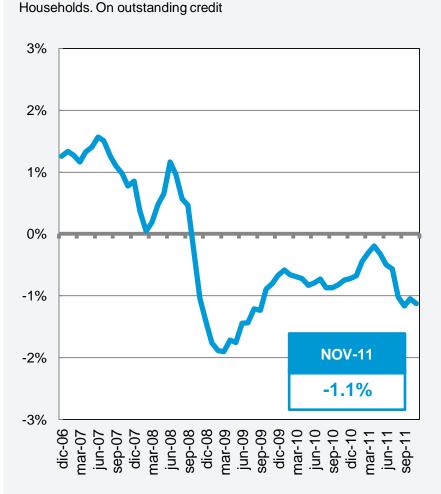
Impact of liquidity tensions



Recent government aid measures

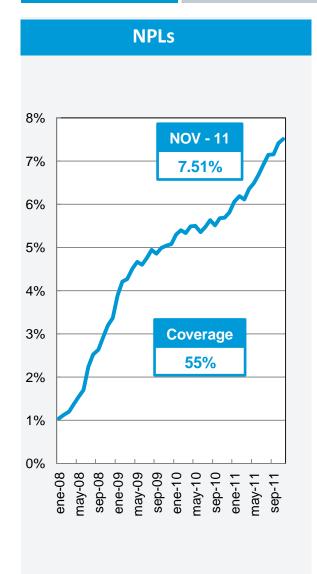
- ECB: Three-year auction
- Renewal of government guarantee program

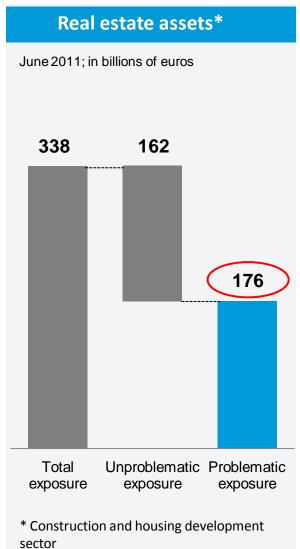
Term deposit margins

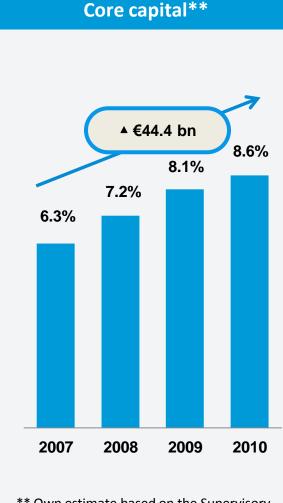






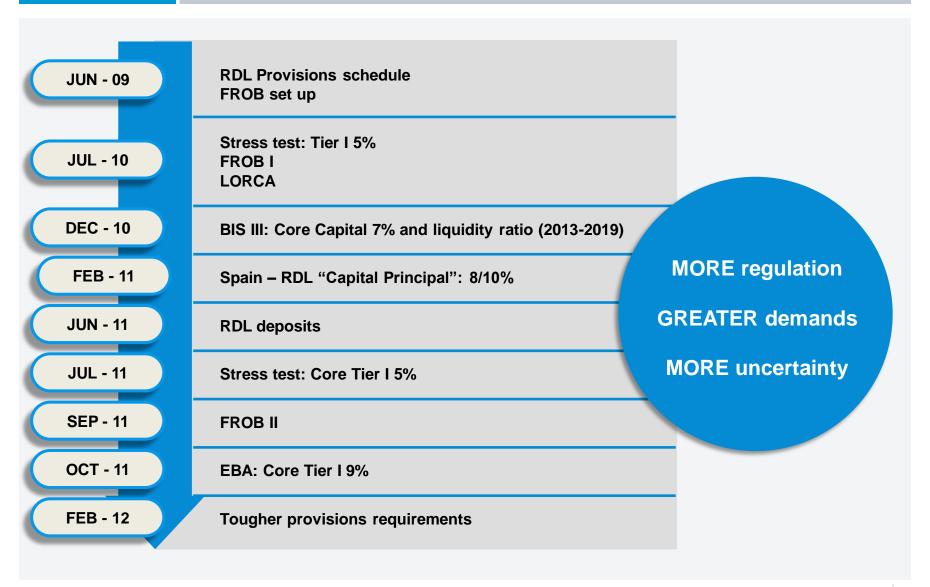






^{**} Own estimate based on the Supervisory Report from the Bank of Spain. Includes FROB I and other convertible instruments

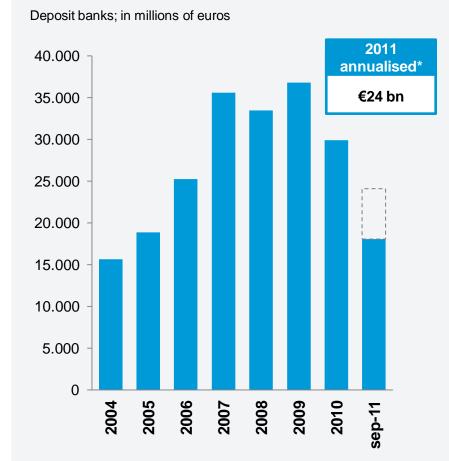






Business volume yoy change NOV-11 20% **Deposits** -2.1% Loans -2.9% 15% 10% 5% 0% -5% may-08 sep-08 ene-08 ene-09 may-09 sep-09 ene-10 may-10 sep-10 sep-11 may-11 ene-11 Source: Bank of Spain

Net operating income before provisions



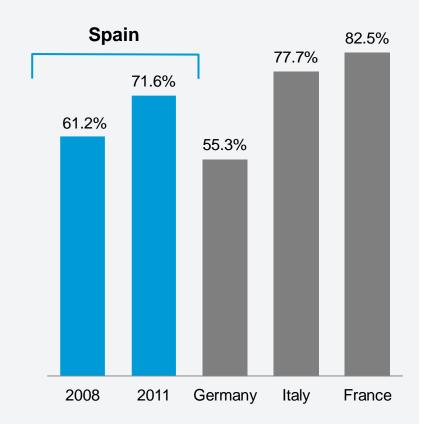
^{*} Annualised data based on results from the first nine months of 2011.

Source: Bank of Spain and own research



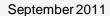
Concentration of financial system by assets

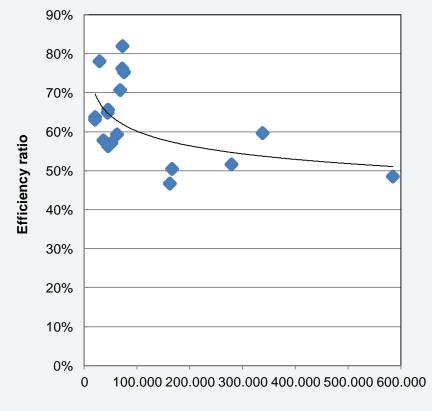
Top-5: Asset market share of five largest groups*



*Consolidated groups: Santander does not include Banesto Source: AEB; CECA; Bank of Spain and own research

Efficiency – Total assets





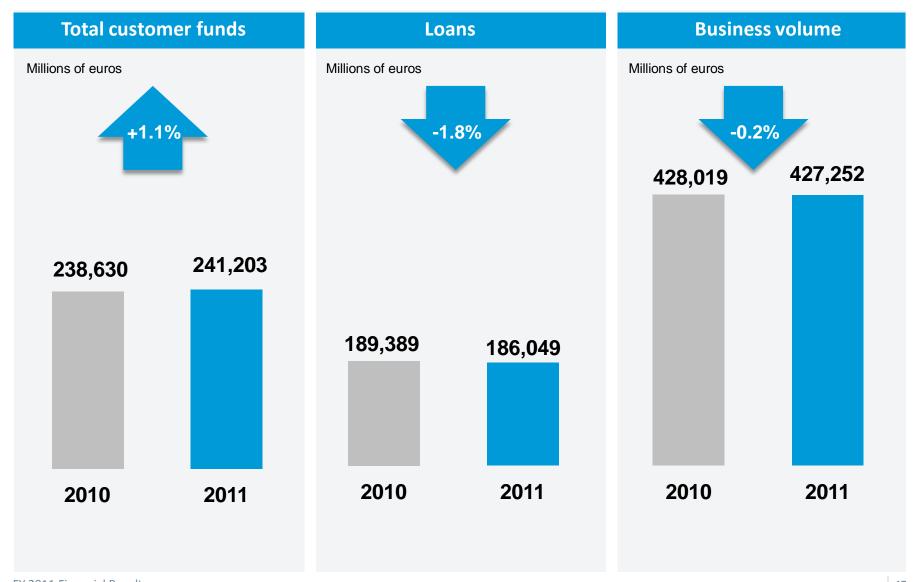
Consolidated assets Millions of euros

Source: AEB and CECA

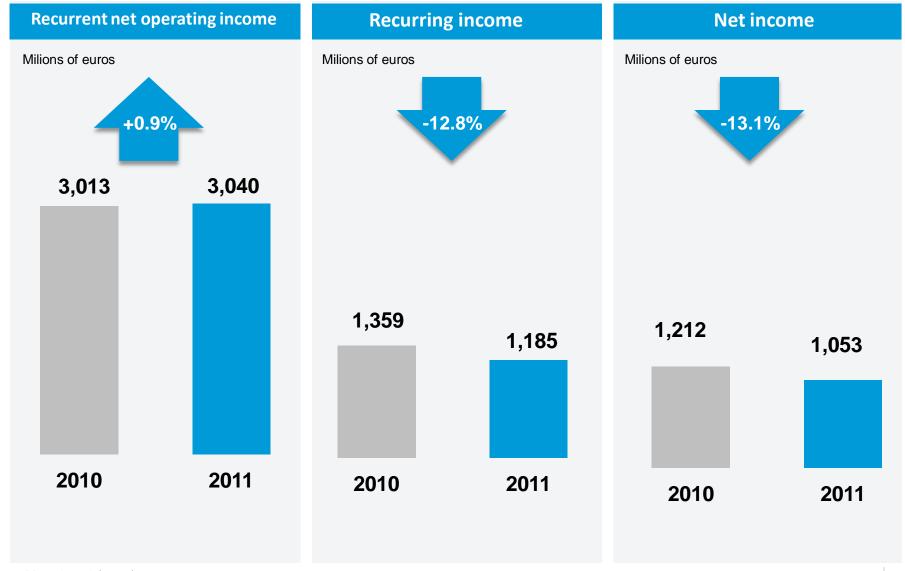








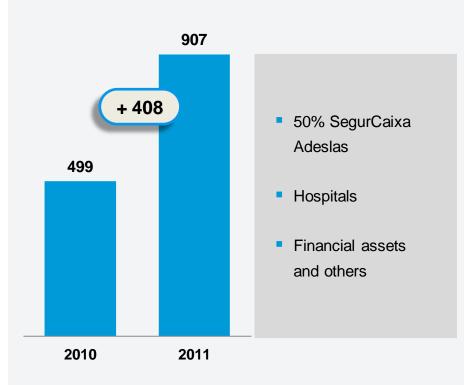






Proven capacity to generate extraordinary income

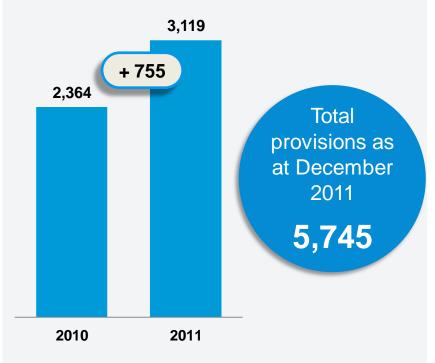
Millions of euros



Amounts net of taxes

High prudential provisions

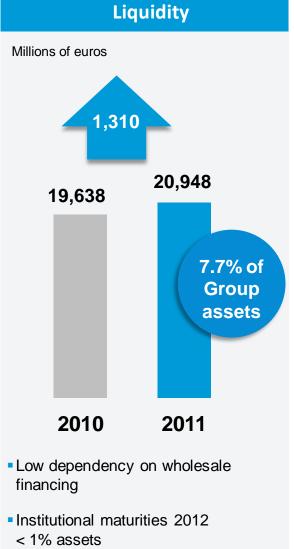
Millions of euros



Gross ordinary and extraordinary allowances

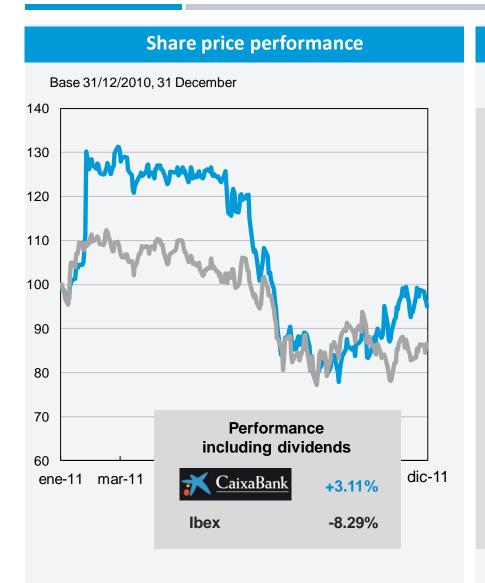


Solvency Lending quality Millions of euros Change in percentage points Dec. 2011 Ch. Dec. 2011 Sector* 1,310 **Core Capital NPLs** 12.5% +3.6 4.90% 7.51% 19,638 **Tier Total** 12.8% Coverage +3.9 60% 55% Coverage 2010 137% "la Caixa" Group with real guarantee Currently already meets EBA financing requirements for June 2012 * Data as at November





CaixaBank share price performance and capital gains



Main figures

As at 31 December 2011

■ Unrealised capital gains* €160mn

Dividend paid in 2011 (euros)** 0.311

Dividend yield 7.8%

Share price (euros)3.795

Price/ Book value 0.74

^{*} Listed portfolio. CaixaBank Group capital gains as at 25th of January 2012

^{**} Includes extraordinary dividend in January 2011 of €0.08



3% CaixaBank -4% Bankia* -9% Average Spanish banks -9% BBVA -21% Santander -23% Deutsche Bank ING

Intesa

BNP Paribas

Crédit Agricole

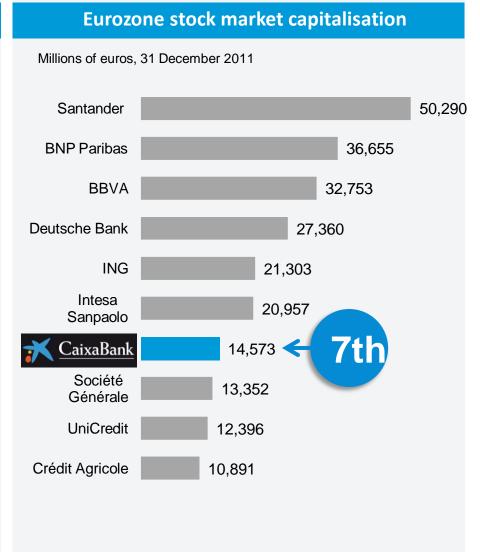
Unicredit

Société Générale

Average European banks

Banks: 2011 performance (includes dividends)

* Performance since stock market flotation (20 July)
The average for banks is based on the simple average change,
excluding CaixaBank
Source: Bloomberg



-28%

-32%

-40%

-49%

-53%

-57%



Acquisition of Bankpime business

- Generation of group synergies
- → Integration in just 4 months



€355 mn loans

€1,162 mn Business volume

€398 mn deposits

19 branches

Transaction value €16 mn

€409 mn Fund management

110 employees









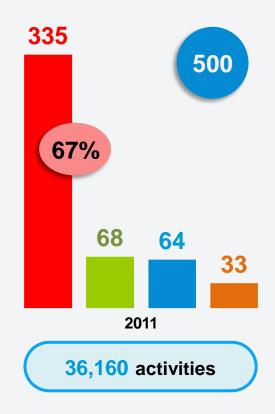
Millions of euros

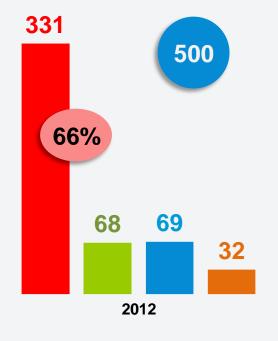
Social

Environment & Science

Cultural

Education & Research

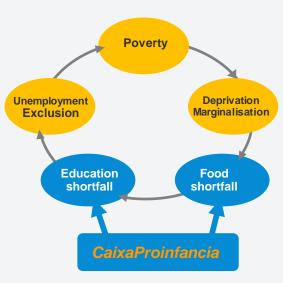






CaixaProinfancia





Aid distribution

- 34% Educational support
- 27% Extra-school activities
- 29% Food and hygiene
- 10% Psychosocial care

Beneficiary profile

- 81% Born in Spain
- 45% Single parent families
- 27% With three or more children



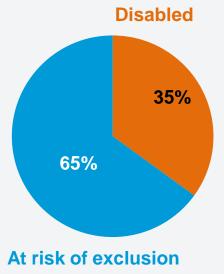
Incorpora



9,889 jobs

4,342 companies

26,630 people waiting



Beneficiary profile

- 20% Young people
- 18% Immigrants
- 8% Over 45 years of age
- 18% Physically disabled
- 7% Mentally disabled

· ...





Comprehensive end of life care



600 centres

9,229 activities



502,624 beneficiaries

4,118 volunteers



29 teams

123 professionals

10,203 patients

57 hospitals

15,738 family members

50 home care units



Obra Social Fundación "la Caixa"

Support social organisation programmes

PROGRAMA DE AYUDAS A PROYECTOS QUE DIBUJAN SONRISAS

1,198 projects

€20 mn

303,236 beneficiaries



21,285 grants

€ 24.5 mn

638,550 beneficiaries

Projects via tenders

Social action	325
Poverty-social exclusion	305
Inclusion of the disabled	303
 Promoting volunteerism 	166
Interculturalism	61
 Cultural with social impact 	38

Activities supported by the network

 Culture, science and environ. 	6,550
Education/sports base	4,510
Social and welfare	3,832
Poverty/ social exclusion	3,655
Elderly	1,807
Volunteering	539
 Labour insertion 	392



MicroBank



- Social microcredit
- Family assistance
- Financial microcredit

€218 mn

34,293 operations

Housing



Affordable housing 4,081

2,933 allocated

International cooperation



80 projects

35 countries

271,002 children vaccinated



Science, Culture and Education







CosmoCaixas

> 1.1 mn visitors

CaixaForums

> 2.3 mn visitors

Exhibitions

> 1.7 mn visitors

Agreements with major museums

Participative and school concerts

277,758 attendees

673 concerts

edu Caixa

24,726 activities

> 1.0 mn school children



Grants

→ Spain 100

→ Abroad 125

→ Biomedicine 40

3,195
"la Caixa" grantees

Research



- → AIDS
- Oncology
- → Cardiovascular
- Endoscopic surgery
- Alzheimer's

Environment



Natural Spaces

316 projects

2,080 jobs created







2011: An Eventful Year

Challenging economic and financial environment

Changing regulatory environment

- > Pressure on funding margins
- → Decreasing volumes
- → Increased cost of risk
- → Pressure on expenses
- → Increasing capital requirements

Industry restructuring



Reinforcing balance sheet metrics has been a key goal for this year

Liquidity €20.9bn

- Pre-funding in wholesale markets during 1H in anticipation of market disruption
- Minimal wholesale maturities in 2012

Solvency

12.5% Core capital

- BIS-II Core Capital 12.5%; +358bps generated in 12 months
- EBA capital requirements for "la Caixa" Group met

Asset quality

60%
NPL Coverage

- Credit quality gap with the sector increasing
- €5.8 total provisions, generic provision of €1.8bn remains untouched
- Only €1.1 bn net foreclosed assets with 36% coverage, land 62% coverage



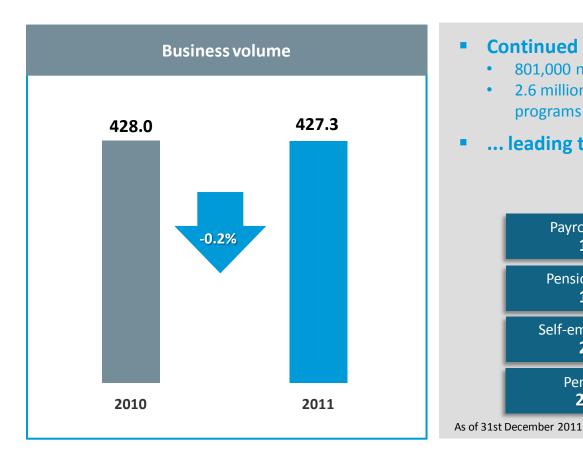
FY2011 Financial Results

- Franchise strength
- Strong capacity to generate extraordinary and recurring results
- Liquidity, solvency and asset quality: key goals for this year

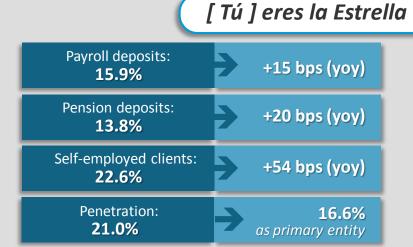


Business volume is maintained in a deleveraging environment Our distribution network continues to demonstrate its franchise value

In billion euros and %



- Continued reinforcing customer loyalty...
 - 801,000 new customers
 - 2.6 million customers enrolled in loyalty *multiEstrella* programs (+180,000 vs December'10)
- ... leading to sustained market share





Cutomer funds Important inroads into long term and fee-generating savings products

In milion euros

Total customer funds breakdown			
	2011	yoy (%)	
Customer funds on-balance sheet	196,312	(2.8)	
Demand deposits	56,264	2.8	
Time deposits	63,574	(9.3)	
Retail securities	11,209	(8.7)	
Wholesale securities	38,782	(2.4)	
Insurance	23,545	12.3	
Other funds	2,938	(31.0)	
Off-balance sheet funds	44,891	22.7	
Mutual funds	18,089	6.3	
Pension plans	14,220	8.9	
Other managed funds	12,582	93.2	
Customerfunds	241,203	+1.1	

Mutual funds:
12.5%
+186 bps (yoy)

Pension plans¹:
15.7%
+89 bps (yoy)

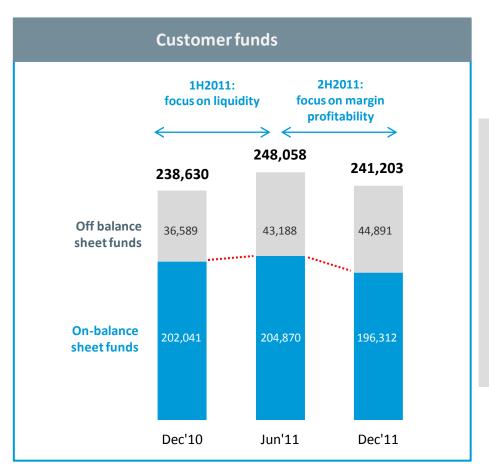
Saving insurance:
15.7%
+131 bs (yoy)

(1) Market share in PPI+PPA
As of 31st December 2011. Insurance, as of 30th November 2011



Cutomer funds: Tactical management of funds mix

In milion euros



Segments play an important role in customer funds flow

Annual change in customer funds(ex wholesale):
In billion euros

Individuals +€7.6 bn

Businessess -€1.2 bn

Public sector -€2.9 bn



Loans: Deleveraging pressures impact loan book to a lesser degree than sector

In million euros and %

Loan-book breakdown				
	2011	yoy (%)		
Loans to individuals	93,722	(1.1)		
Residential mortgages	69,705	(0.5)		
Others	24,017	(2.9)		
Loans to businesses	81,048	(4.9)		
Non RE business	55,481	1.2		
Real Estate developers	22,438	(14.6)		
ServiHabitat and other subsidiaries	3,129	(23.5)		
Public sector	11,279	20.2		
Total loans	186,049	-1.8		

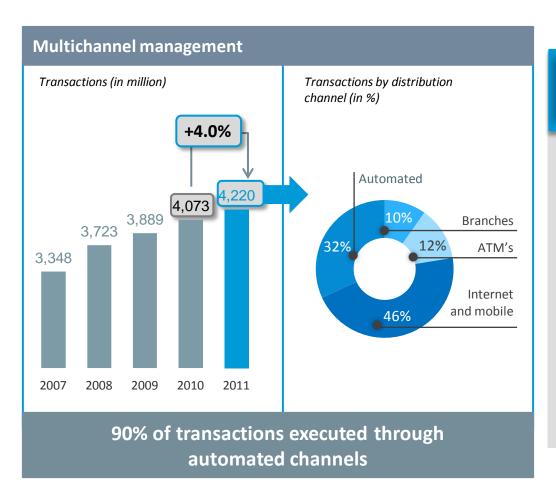
- Loan balances to real estate developers
 continue to fall at greater pace than the market
- Exposure to corporates increases
 - 840,000 new loans (€80,500MM)
- Leading to higher market shares

Factoring & Confirming ¹ : 14.9%	>	+243 bps (yoy)
Foreign trade²: 15.1%	>	+177 bps (yoy)
Commercial loans ² : 9.9%	>	+102 bps (yoy)

- (1) As of 30th November 2011.
- (2) As of 30th September 2011.



Technology and innovation initiatives provide sustainable support to the business



BAI-FINACLE GLOBAL BANKNG INNOVATION AWARDS™ 2011

"the world's most innovative bank"

- Barcelona: the first major city in Europe to operate contactless payments in ATMs and shops
- Strategic agreement with IBM
 - Cost savings (~400 million € in 10 years)
- Agreement with Globalpayments and Paypal
- CaixaWallet a new service



And reinforced by a brand reputation





best reputation"

- Reduction in the number of complaints in 2011: -17%
- **Leading institution in reputation** and interest to operate in the individual customer segment (FRS Inmark – individuals)
- **Leading institution in retention SMEs customers** (FRS Inmark 2011 businesses)
- The first institution for 36% of business client¹
- The **most highly rated Internet service** (individuals and businesses) (AQmetrix)

1. Internal survey in 3,385 companies



FY2011 Financial Results

- Franchise strength
- Strong capacity to generate extraordinary and recurring results
- Liquidity, solvency and asset quality: key goals for this year

In million euros



CaixaBank: consolidated income statement¹

	2011	2010	yoy (%)
Net interest income	3,170	3,418	(7.3)
Income from investments	913	729	25.2
Net fees	1,562	1,406	11.1
Gains & losses on financial assets others	627	826	(24.0)
Gross income	6,272	6,379	(1.7)
Total operating expenses	(3,232)	(3,366)	(4.0)
Pre-impairment income	3,040	3,013	0.9
Impairment losses	(1,743)	(1,456)	19.6
Profit/ loss on disposal of assets and others	(6)	1	
Pre-tax income	1,291	1,558	(17.1)
Income taxes	(106)	(199)	(46.3)
Net recurrent profit	1,185	1,359	(12.8)
Extraordinary income	907	499	
Extraordinary expenses and write-downs	(1,039)	(646)	
Net extraordinary loss	(132)	(147)	
Profit attributable to the Group	1,053	1,212	(13.1)

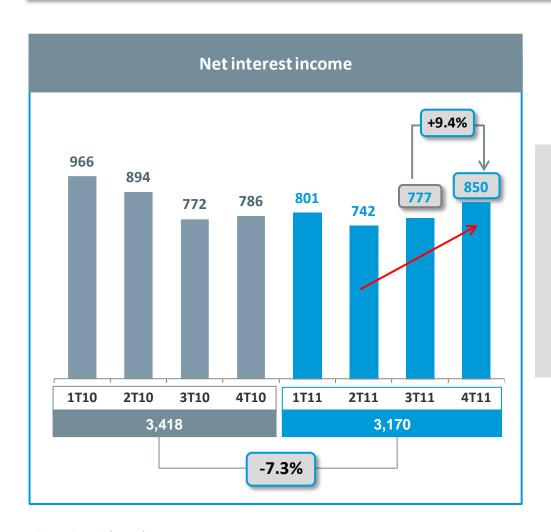
- NIM and net fees
 performance underlines
 commercial strength
- Cost discipline contributes to results
- Proven capacity to generate pre-impairment income
- High prudential provisions

I. Given the special relevance of the non-recurring income reconized in 2011 and 2010, and to facilitate a better understanding and analysis of business performance, the consolidated statement of recurring income shows the results of the CaixaBank Group's ordinary and recurring activity. Recurring results are also adjusted for the impact of non-recurring income, net of tax, to give the profit atributable to the Group (see statutory income statement on appendices)



Net interest income: leadings in 2H2011

In million euros

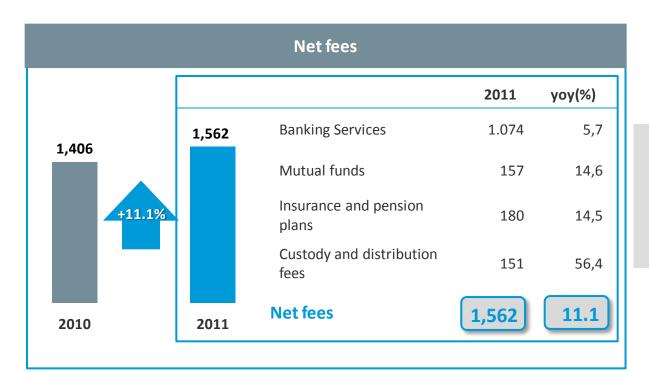


- 1H2011: focus on liquidity (prefunding in whosele markets impact)
- 2H2011: strong recovery of NII
 - Spread management
 - Repricing of mortgage portfolio



Improved fee income underlines core business health

In million euros and %



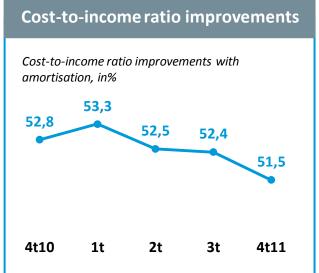
 Double-digit growth levels in the year underline franchise strength



Cost-cutting discipline

Recurring basis, in %





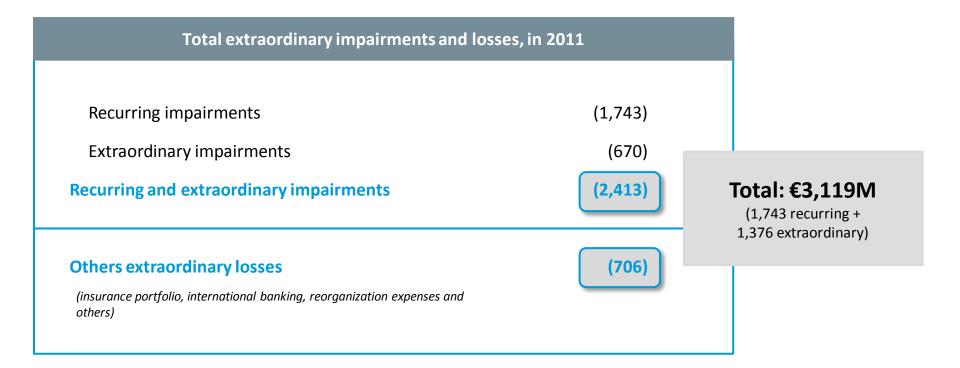
Branches: 5,196 (-213 vs 2010) **CaixaBank employees:** 24,915 (-365 vs 2010)

Recurring pre-impairment income +€3,040M (+0.9% yoy)



Conservative provisionning policy

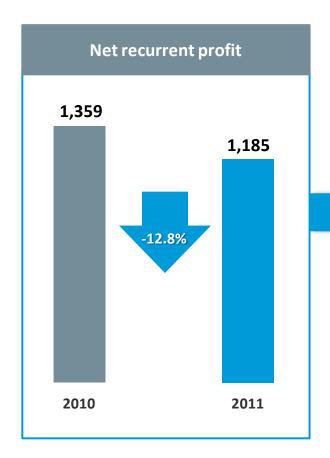
In million euros, gross





Extraordinary items impact bottom line: €1,053 MM€ net profit

In million euros

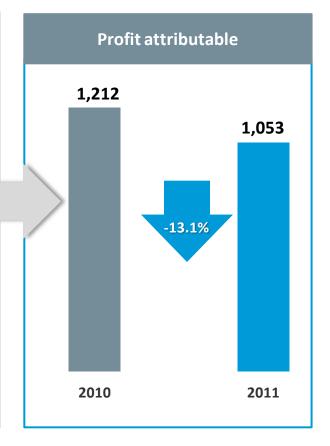




(SegurCaixa Adeslas, release of excess provisions in the insurance business and other asset sales and disposals)

Extraordinary expenses
-€1.039M

(Extraordinary credit impairments, provision for foreclosed real estate portfolio, insurance portfolio, international banking and reorganization expenses and others





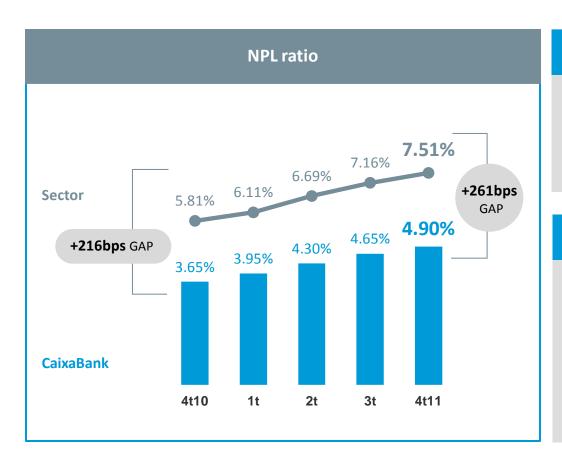
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Strict monitoring of NPL

In million euros and %



NPL and doubtuful

- €9,567M (NPL loans)
- 4.90% NPL ratio
 - Increase the gap with sector

Provision and coverage

- **€5,745M provisions**
 - **60% NPL coverage ratio**
- erage ratio general (untouched)

€1,835M

- Better than sector (55%)
- 137% Coverage ratio inc. mortgage guarantee



Real estate market deterioration impact in NPL ratio

In %

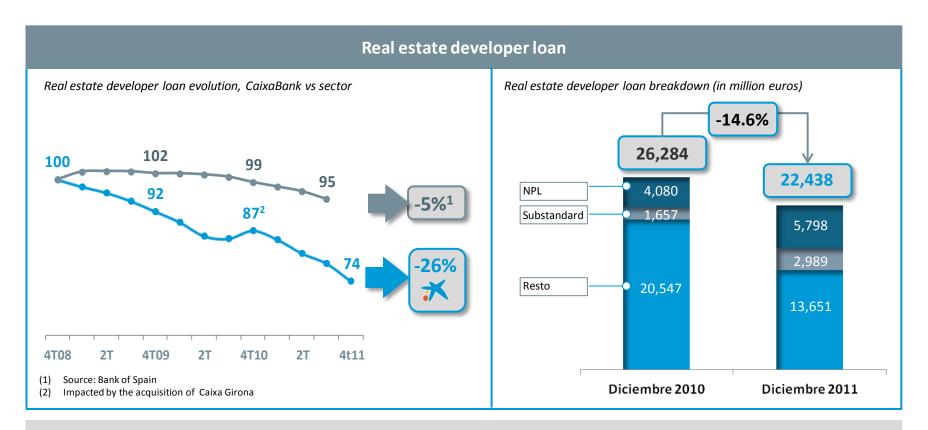
NPL by segments				
	Dec'10	Dec'11		
Loans to individuals	1.65	1.82		
Residential mortgages	1.40	→ 1.48		
Others	2.38	2.81		
Loans to businesses	6.49	9.54		
Non RE business	2.64	3.49		
Real Estate developers	15.52	→ 25.84		
Public sector	0.28	0.40		
NPL ratio	3.65	4.90		

- General resilience of loans to individuals
 - -NPL of customers with payroll in CaixaBank: 0.1%
- Increase in total NPL ratio mostly explained by real estate developers



Substantial effort to decrease the exposure to real estate developers

In million euros and %

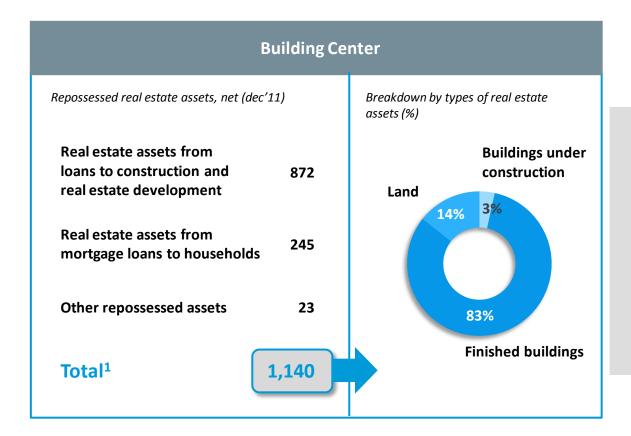


Deacrease the exposure



High coverage of a recently incorporated foreclosed real estate portfolio

In million euros nets and %

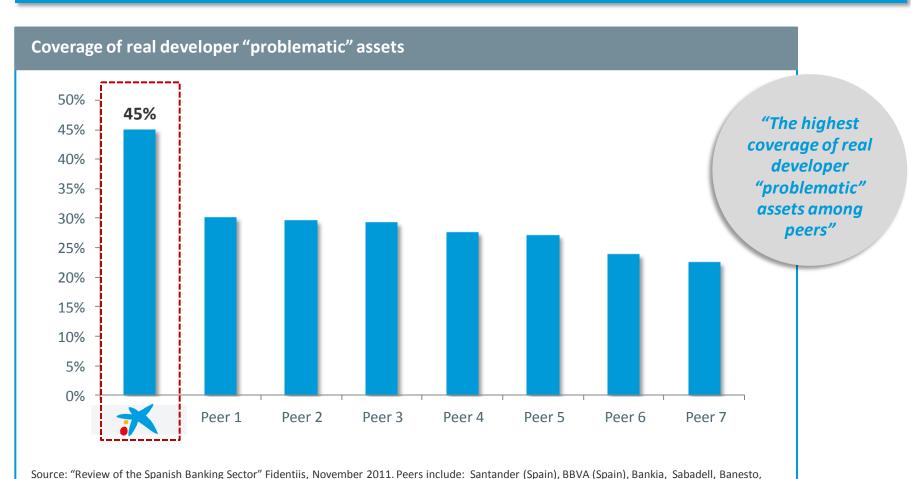


- 36% coverage of portfolio
- All assets appraised in 2011
- Limited land exposure and with 62% coverage
- Building Center commercial activity: €175M

(1) Includes €55M of rental assets



Coverage of real developer "problematic" assets



Popular, Pastor. Figures as of 31st December 2011 for CaixaBank and 30th September for peers



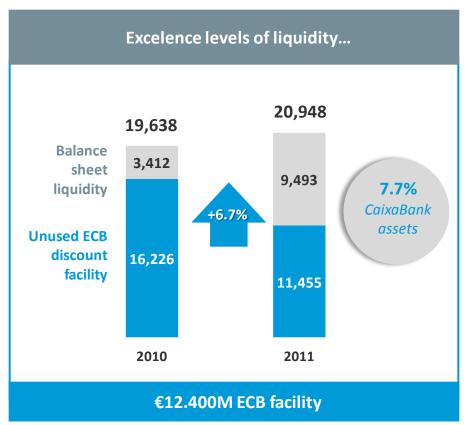


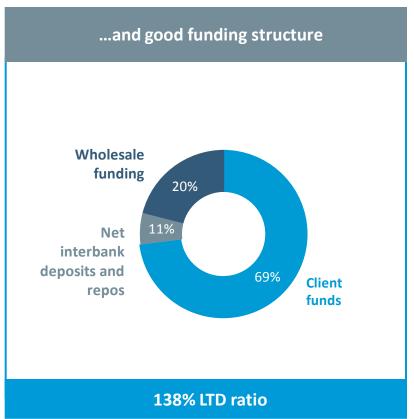
CaixaBank: a reference in liquidity and solvency



Bolstering liquidity has been a primary objective for the year

In million euros



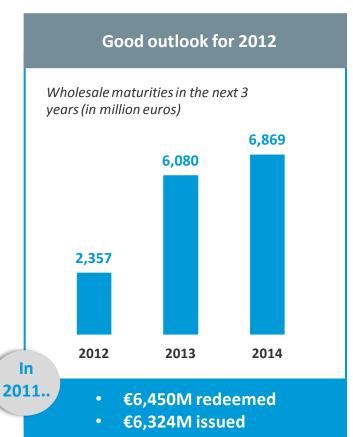


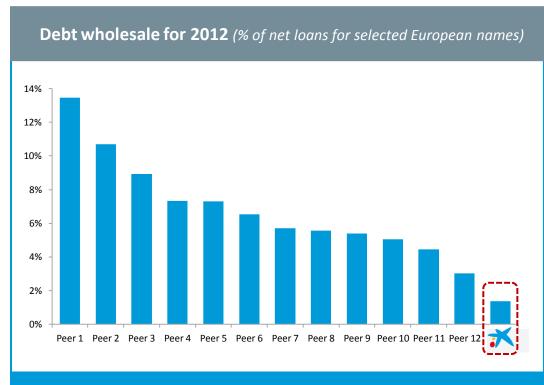
Flexibility of the liquidity



Conservative maturity profile which avoids 2012 redemptions

In %





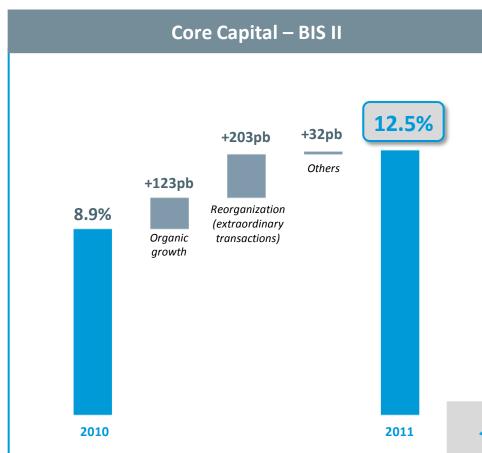
"The lowest 2012 financing requirement among European peers"

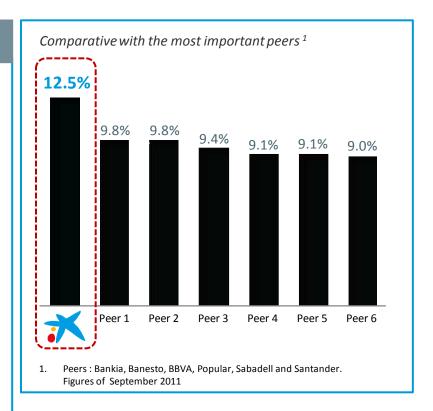
Source Internal calculations based on analyst reports as of January 2012



Excelence levels of Solvency (BIS II) – Segurity and future guarantee

In % and million euros





"la Caixa" Group:

EBA requirements have been met



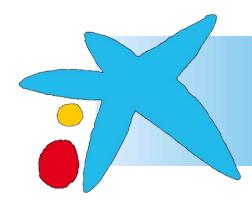




2011: An eventful year in a chanllenging economic and financial environment – Keys of 2011

- Reorganization of "la Caixa" Group completed in 5 months
- Franchise strength leading to market share improvements
- Core business health
- Crisp focus on maintaining comfortable liquidity and solvency levels
- Aseet quality develops in line with troubled real estate market





CaixaBank, prepare to "Marking the difference"



2011 Results presentation

Appendices



CaixaBank: Key indicators

	Dec'11	Dec'10	Change
Recurring income statement headings			
Net interest income	3,170	3,418	(3.7%)
Gross income	6,272	6,379	(1.7%)
Pre-impairment income	3,040	3,013	0.9%
Profit before tax	1,291	1,558	(17.1%)
Net income	1,185	1,359	(12.8%)
Total income			
Net Non-recurring income	(132)	(47)	
Profit attributable to the CaixaBank Group	1,053	1,212	(13.1%)
Balance sheet headings			
Total assets	270,425	273,067	(1.0%)
Book value	20,751	18,163	14.2%
Total banking business volume	427,252	428,019	(0.2%)
Customer loans and advances, gross	186,049	189,389	(1.8%)
Total customer funds	241,203	238,630	1.1%
Unrealised gains on industrial investments	1,030	2,489	(58.6%)
Efficiency and profitability			
Recurring cost-to-income ratio (total operating expenses/ gross income)	51.5%	52.8%	(1.3)
ROE Recurring (Recurring attributable profit/ average equity)	5.9%	7.5%	(1.6)
ROE (Attributable profit/ average equity)	5.2%	6.7%	(1.5)
ROA (Recurring profit/ average total assets)	0.4%	0.5%	(0.1)
RORWA (Recurring profit/ risk-weighted assets)	1.1%	1.2%	(0.1)



	Dec'11	Dec'10	Change
Risk management			
Non-performing loan (NPL) ratio	4.90%	3.65%	1.25
Allowances for non-performing loans	5,745	5,063	682
- Specific	3,910	3,228	628
- General	1,835	1,835	C
NPL coverage ratio	60%	70%	(10)
NPL coverage ratio including collateral	137%	141%	(4
Foreclosed real-estate assets coverage ratio	36%	n.a	
of which: lan coverage	62%	n.a	
Liquidity	20,948	19,638	1,310
Solvency – BIS II			
Core Capital	12.5%	8.9%	3.6
Tier 1	12.8%	8.9%	3.9
Total Tier	12.8%	8.9%	3.9
Eligible capital	17,627	13,417	4,210
Risk Weighted Assets (RWA)	137,355	150,419	(13,064
Surplus capital	6,639	1,384	5,255
Share information			
Book value per share (€/share)	5.11	4.75	0.36
Number of share outstanding at 31/12 – fully diluted (thousands)	4,064,203	3,827,547	236,656
Net income attributable per share (EPS) (€/share)	0.27	0.32	(0.05
Average number of shares outstanding – fully diluted (thousands)	3,964,337	3,825,248	139,089
Banking business and resources (units)			
Customers (millions)	10.4	10.5	(0.1
Employees - Individual CaixaBank	24,915	25,280	(365
- Group CaixaBank	26,933	28,391	(1,398
Branches	5,196	5,409	(213
ATMs	8,011	8,181	(170
Cards issued (millions)	10.5	10.3	0.2



CaixaBank: Statutory income statement

	January -	December	Change
	2011	2010	in (%)
Financial income	7,734	6,991	10.6
Financial expenses	(4,564)	(3,573)	27.8
Net interest income	3,170	3,418	(7.3)
Income from investment	913	729	25.2
Net fees	1,562	1,406	11.1
Gains & losses on financial assets others	627	826	(24.0)
Gross income	6,272	6,379	(1.7)
Total operating expenses	(3,232)	(3,366)	(4.0)
Pre-impairment income	3,040	3,013	0.9
Impairment losses	(1,743)	(1,456)	19.6
Profit/ loss on disposal of assets and others	(6)	1	
Pre-tax income	1,291	1,558	(17.1)
Income taxes	(106)	(199)	(46.3)
Net recurrent profit	1,185	1,359	(12.8)
Extraordinary income	907	499	
Extraordinary expenses and write-downs	(1,039)	(646)	
Net extraordinary loss	(132)	(147)	
Profit attributable to the Group	1,053	1,212	(13.1)

Public Income	Public Income statement		
2011	change (%)		
7,734	10.6		
(4,564)	27.8		
3,170	(7.3)		
659	(9.6)		
1,562	11.1		
1,120	7.8		
6,511	(1.2)		
(3,342)	(0.7)		
3,169	(1.8)		
(2,557)	10.5		
547	39.5		
1,159	(11.2)		
(106)	14.0		
1,053	(13.1)		