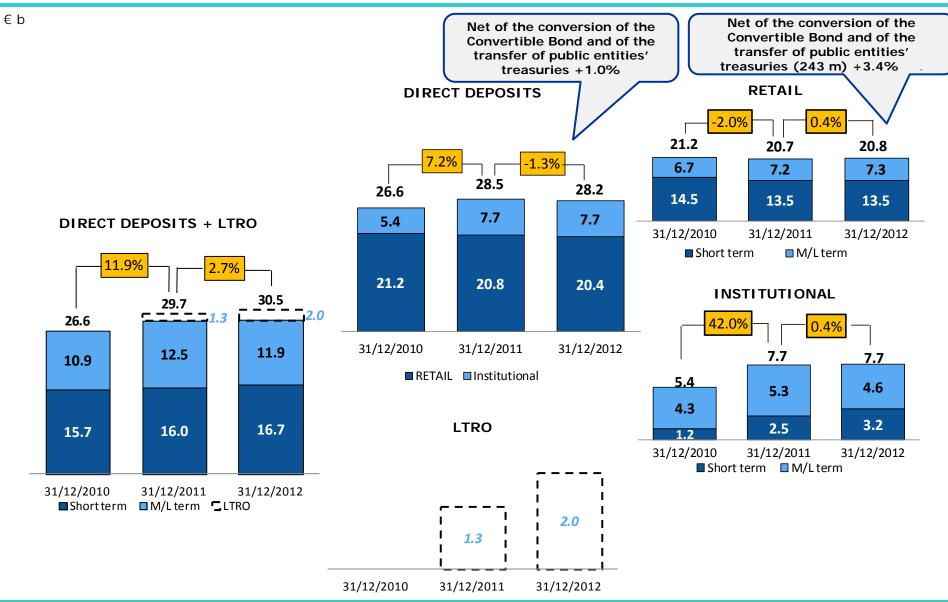


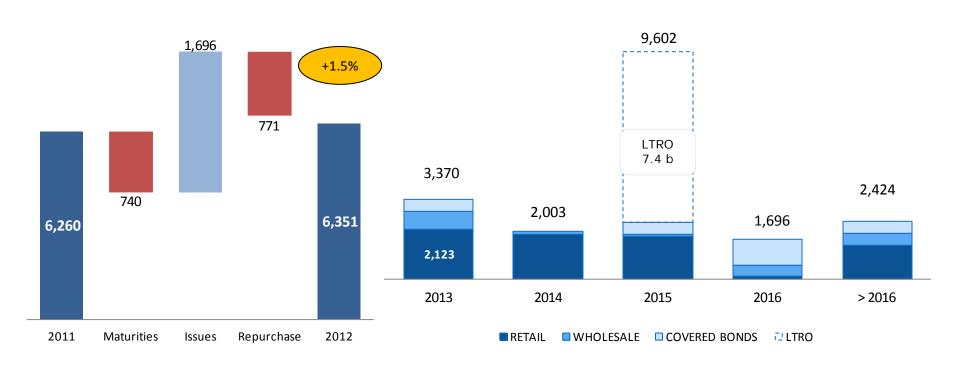
# 2012 Results

General Manager Ennio La Monica





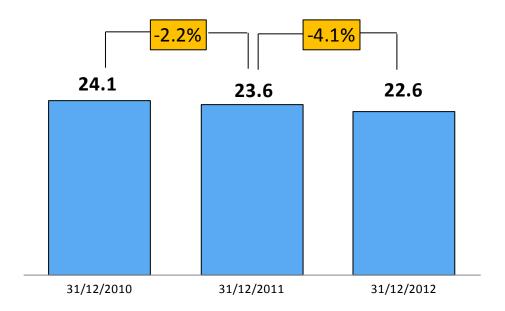
#### **RETAIL AND WHOLESALE MATURITIES**



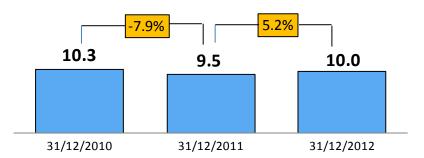


€b

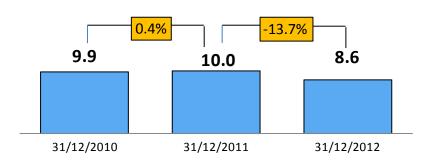
#### **INDIRECT DEPOSITS**



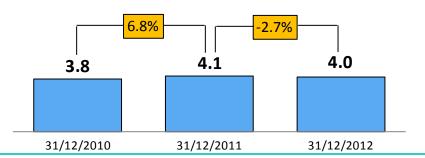
#### **ASSETS UNDER MANAGEMENT**

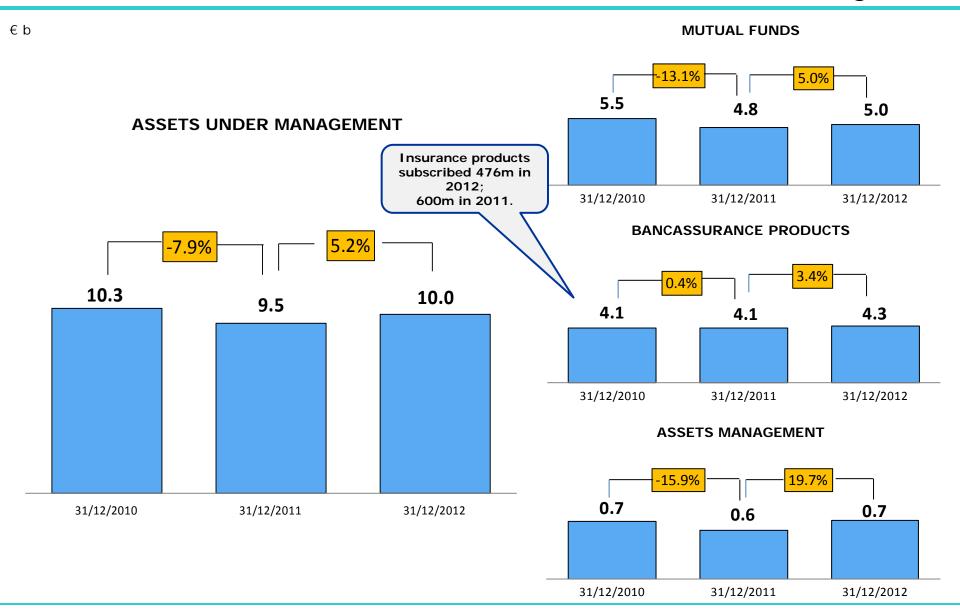


#### **ASSETS IN CUSTODY**



#### INS. COMPANIES AUM





FY 2012

31/12/2010

(1) Net of NPL

31/12/2011

Loans

€b RETAIL<sup>(1)</sup> LOANS TO CUSTOMERS(1) 3.9% -0.6% 22.6 23.5 23.4 11.9% 7.9% 29.3 26.2 24.3 31/12/2010 31/12/2011 31/12/2012 INSTITUTIONAL(2) 121.9% 64.1% 5.9

31/12/2012

(2) Includes repurchase agreements with financial companies, interest-earning post office bonds and other loans

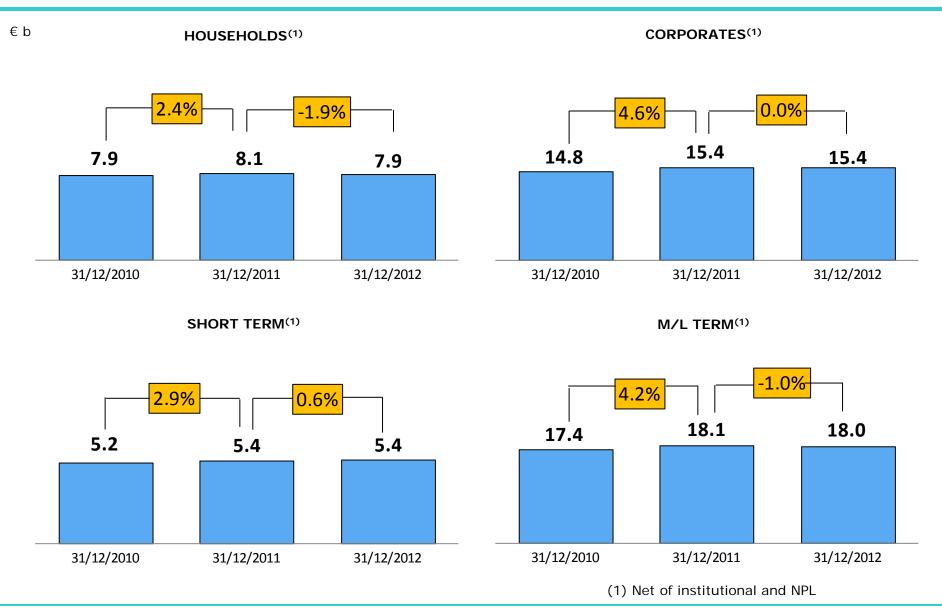
31/12/2011

2.7

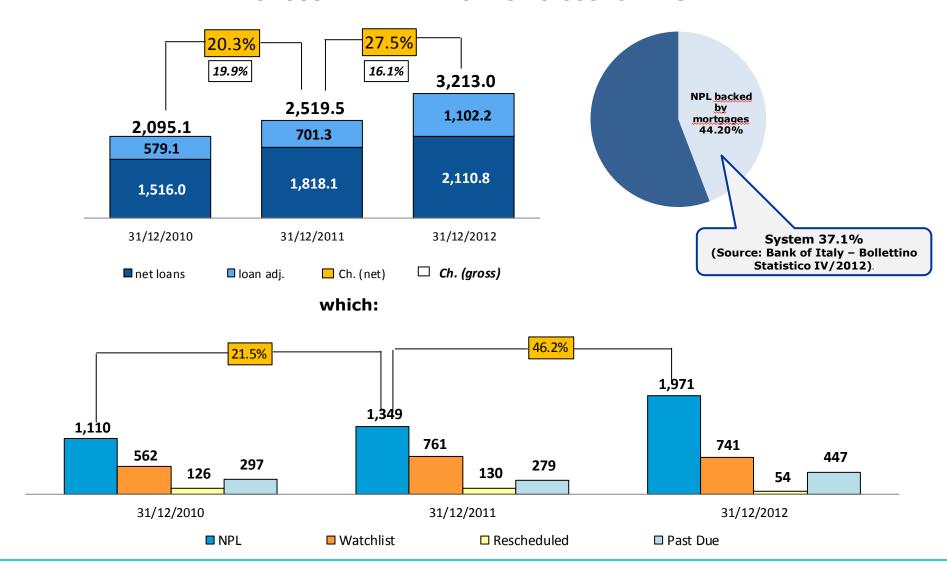
1.6

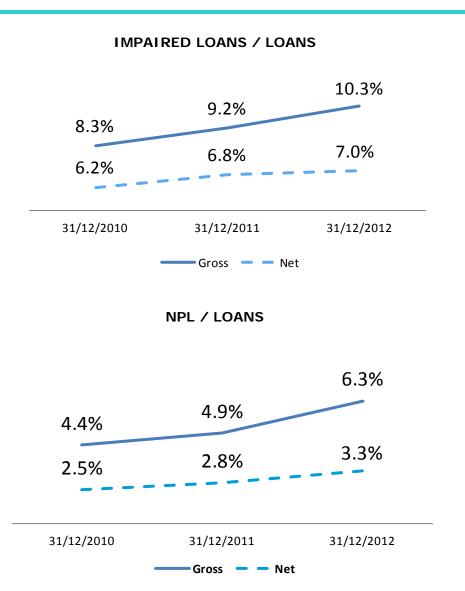
31/12/2010

31/12/2012

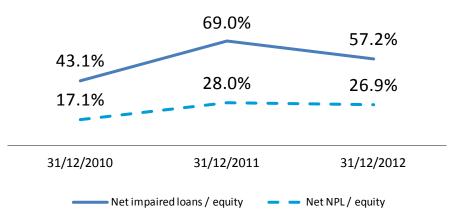


#### **GROSS IMPAIRED LOANS TO CUSTOMERS**

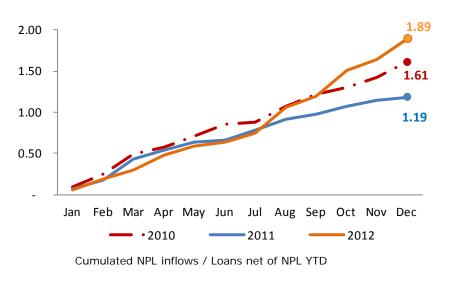




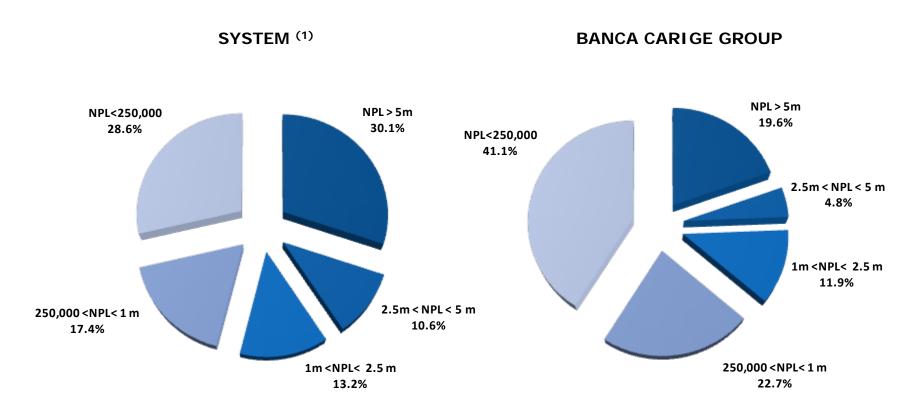
#### IMPAIRED LOANS AND NPL / EQUITY



#### **NPL INFLOWS / LOANS**



#### **NPL BREAKDOWN (BY AMOUNT)**



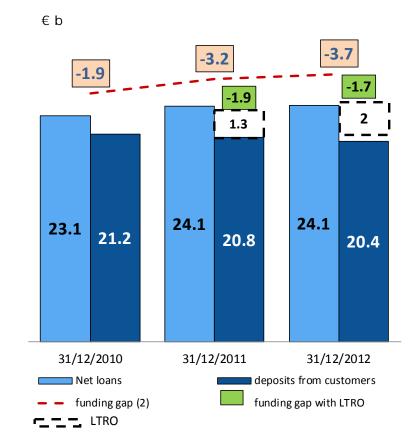
(1) Data as at 30/09/2012 Source: Bank of Italy – Bollettino Statistico IV/2012

#### LOANS(1)/DEPOSITS



(1) Net of RePo<sub>s</sub> with financial institutions

#### LOANS/RETAIL DEPOSITS

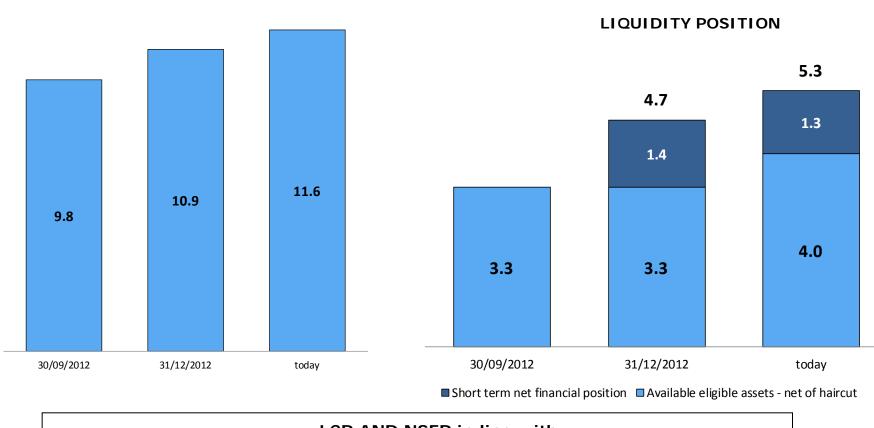


which:

(2) Loans not financed by retail deposits

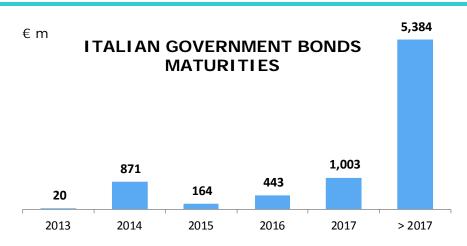
€b

#### **ELIGIBLE ASSETS**

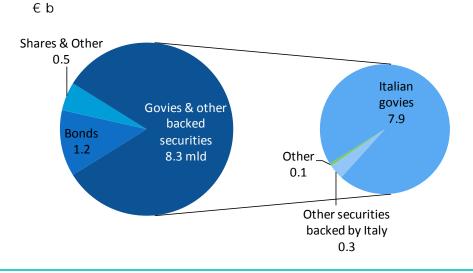


LCR AND NSFR in line with the requirements of BIS 3 2018-2019





#### **BREAKDOWN**



79% of portfolio invested in italian government bonds

Total: 10 €b

Data do not include AFS reserve established against the revaluation of the stake in Bank of Italy and fair value securities reserve

#### **CUSTOMERS**

Acquisition + Retention: 80,000 new current accounts and customer base increase

Customer satisfaction: share of fully satisfied customers is growing and much higher than system's average

### **PRODUCTS**

Cross selling: increase of number of products per customer from 3.87 to 3.97 (about 120,000 new products sold)

**Launching of Carige Solo Tuo** 

Cards: +6% to 850,000

#### **CHANNELS**

Interchanneling: increase to 66% of users of at least two channels

Interchannel customer profitability is 12% higher than system's average

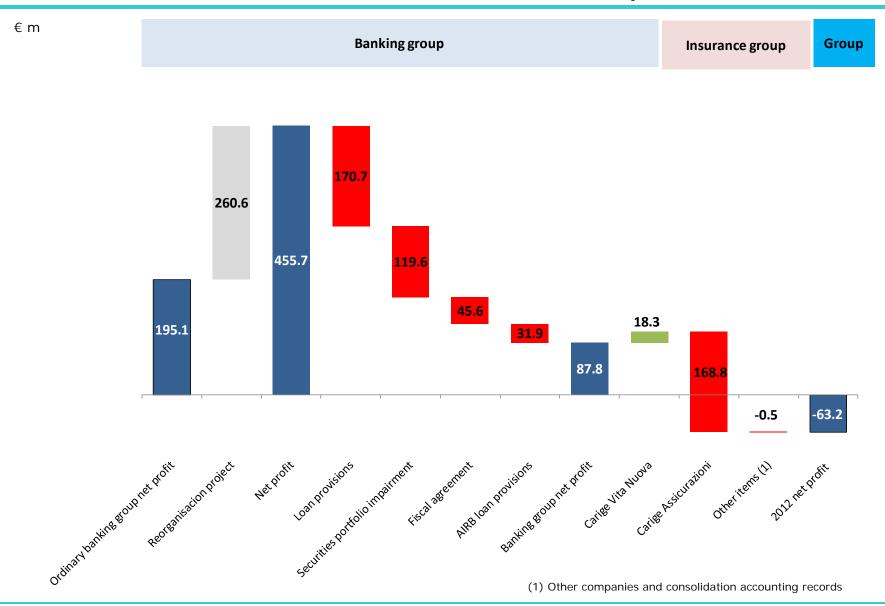
Mobile platform launching and implementation Launching of Io Ponti live advice

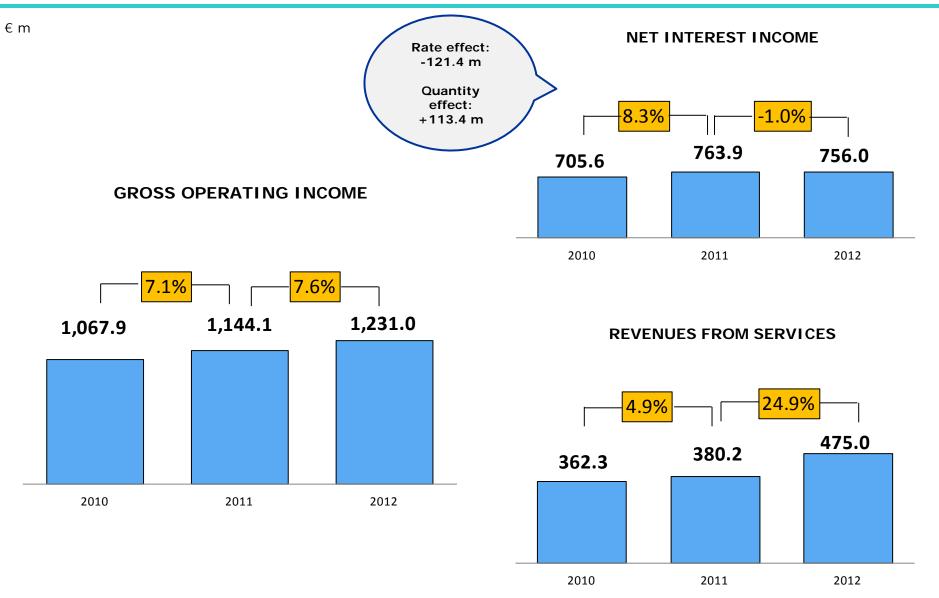
## RESULT VARIANCE

Gap reduction between best performer and worst performer for Extra Liguria branches.

Extra Liguria best performers are better than Liguria best performers.

(in terms of products/FTE/month)



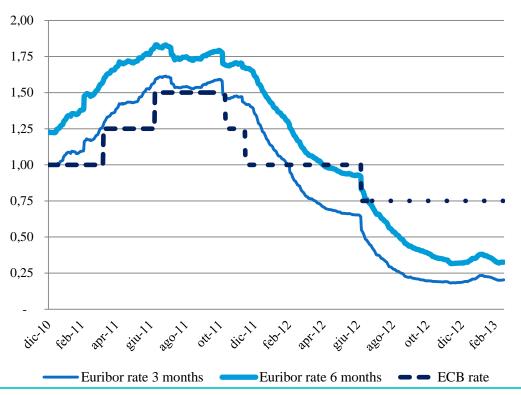


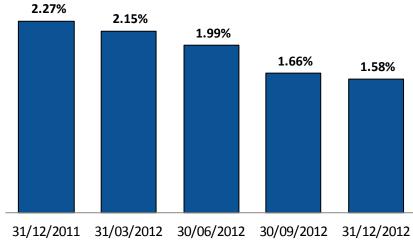
Interest rates

#### **Market rates**

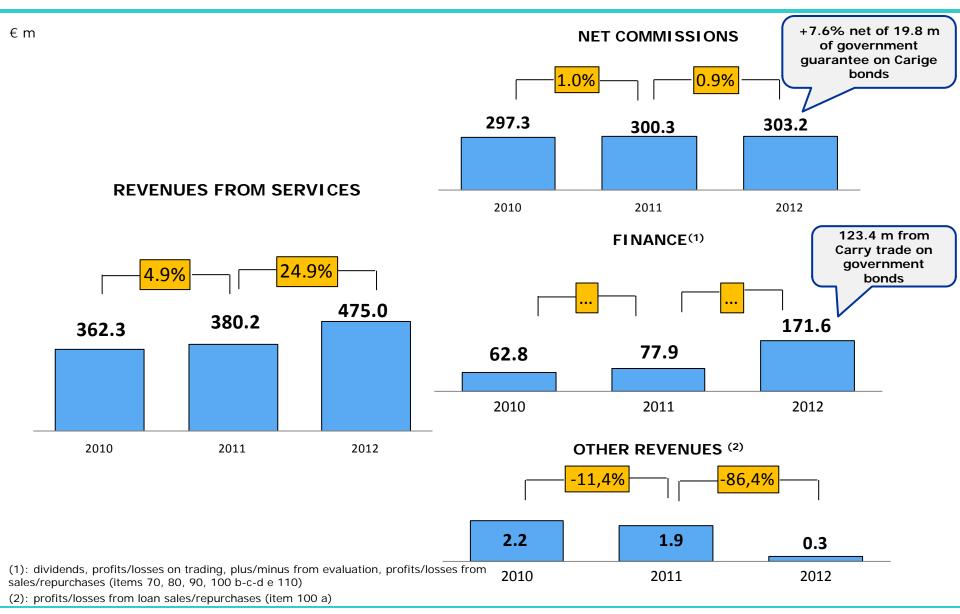
ECB rate - EURIBOR 3 months - EURIBOR 6 months					
%	31/12/2010	30/12/2011	31/12/2012	15/03/2013	Ch. 12/12 - 12/11
ECB rate	1.00	1.00	0.75	0.75	-0.25
Euribor rate 3 months	1.01	1.36	0.19	0.20	-0.82
Euribor rate 6 months	1.23	1.62	0.32	0.33	-0.91

## **Commercial spread**

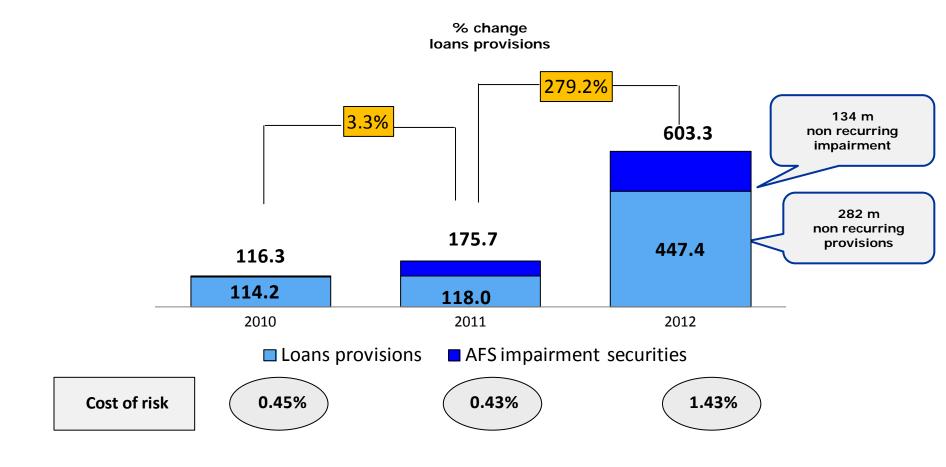




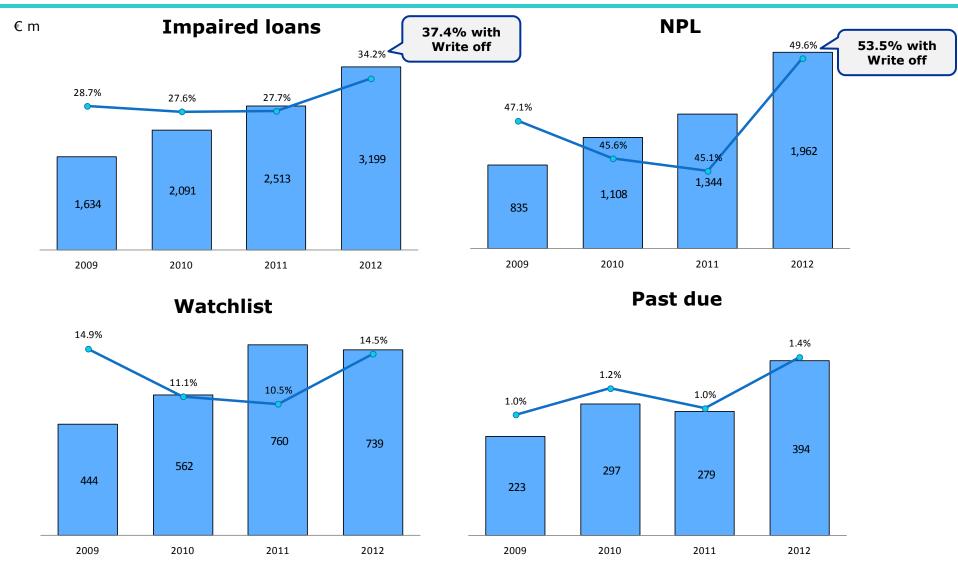
#### **Revenues from services**



#### LOAN PROVISIONS AND OTHER ASSETS

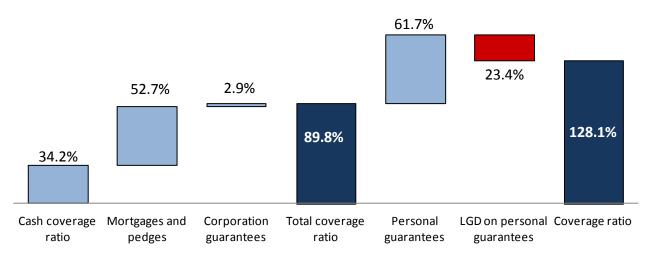


## **Coverage ratio**

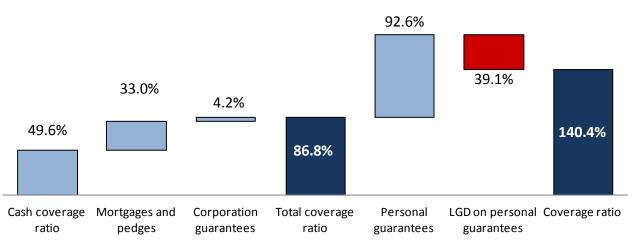


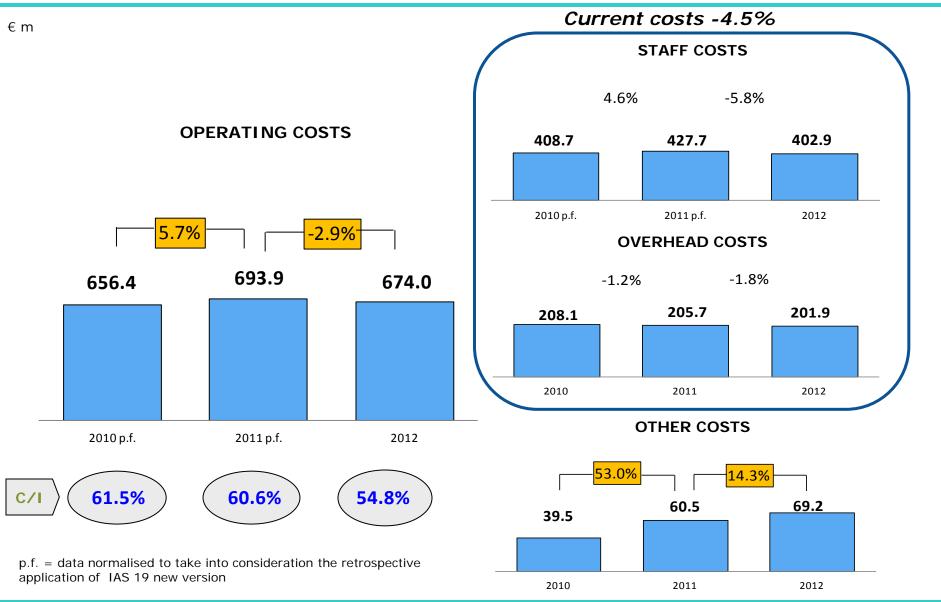
Data refer only to the Banking Group



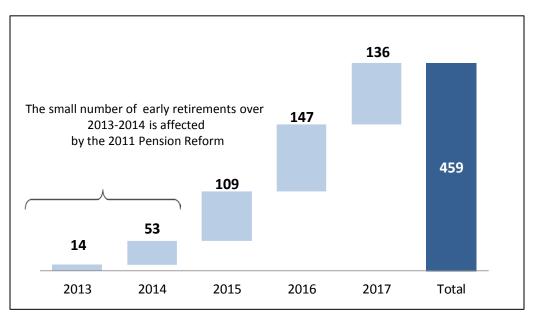


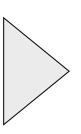
## **NPL** coverage





## Staff costs (number)





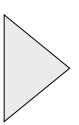
Volutary early retirement during the period 2013-2017 will involve ~ 8.5% of the staff

Saving ~ 32 m

#### **Current costs**

#### **Cost management**

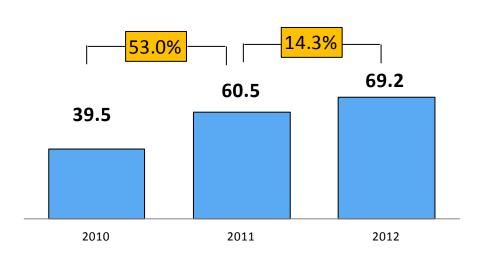
(intragroup service, rent update, consumption reduction and fees)



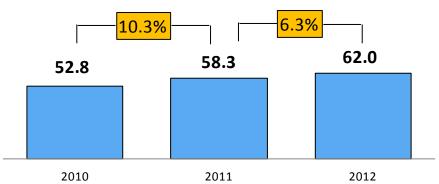
Saving over 2012: 8.7 m

Saving starting from 2014 ~ 11 m

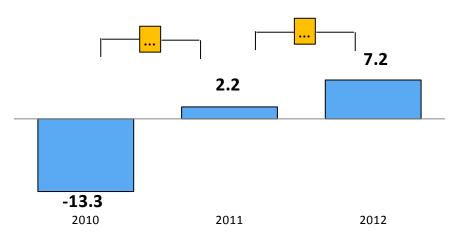




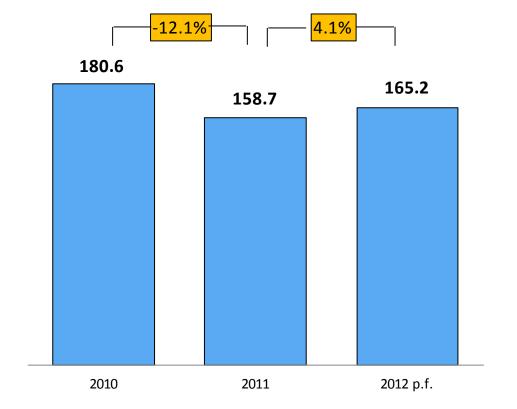
#### **AMORTISATIONS**



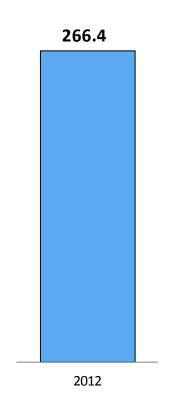
#### OTHER NON RECURRING ITEMS

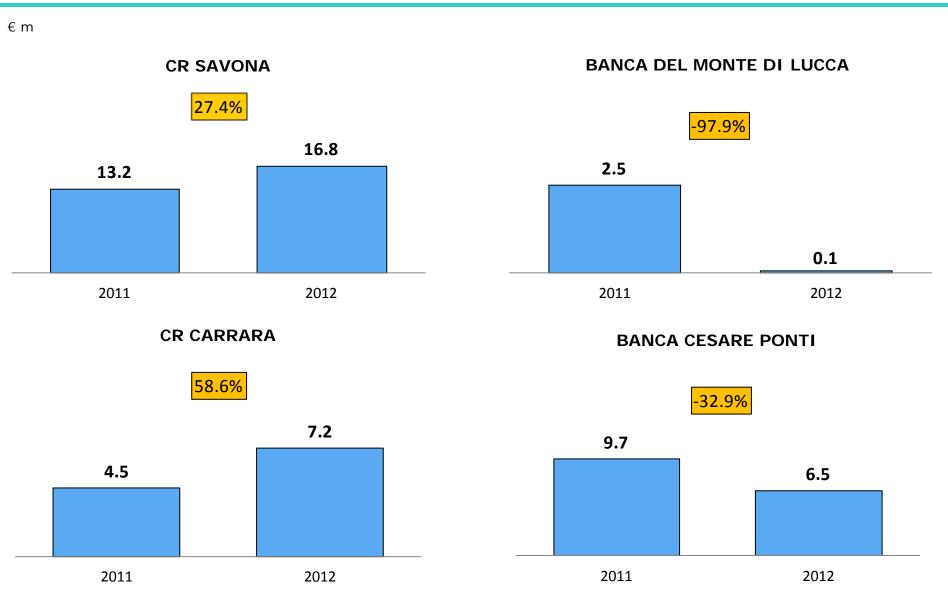


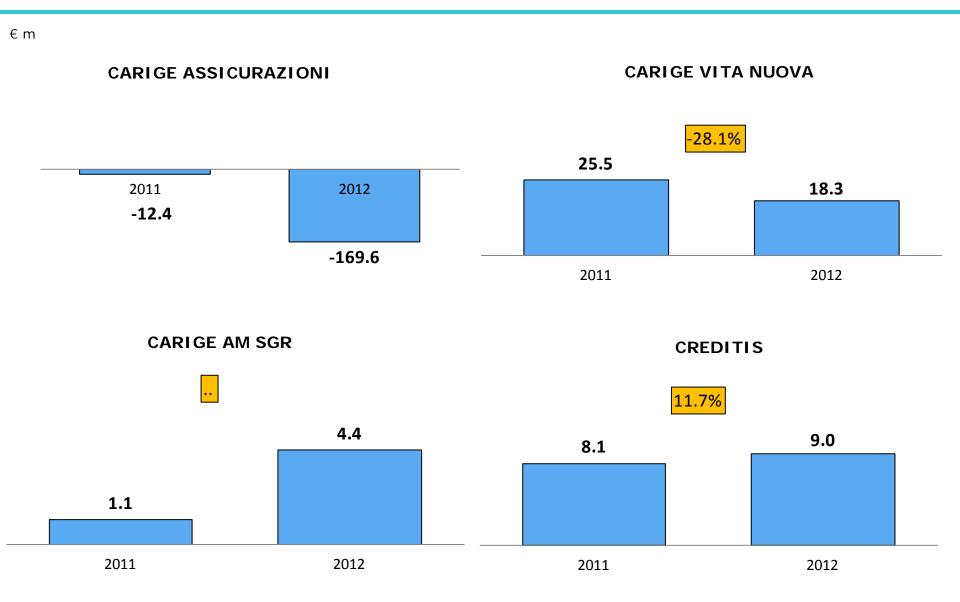
#### **BANCA CARIGE SPA**



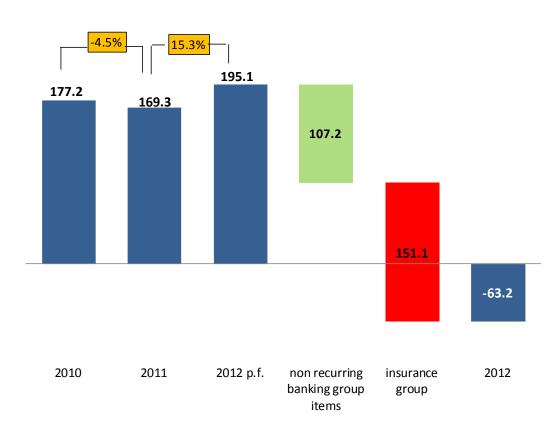
#### **BANCA CARIGE ITALIA**







#### **CONSOLIDATED NET PROFIT**



Adj. ROE. (1)

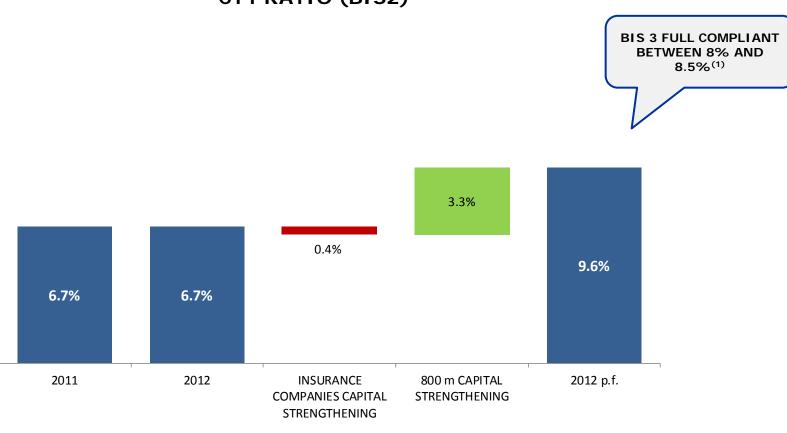


5.4%



<sup>(1)</sup> Equity net of the AFS reserve established against the revaluation of the stake in Bank of Italy (positive) and net of Italian government bonds reserve (negative)





(1) Including AIRB validation effect

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Due to rounding the sum of certain amounts of detail may not fit with its aggregate, the percentage change is calculated on unrounded data