



NATIONAL BANK
OF GREECE

NBG Group 2Q20 Financial Results

PRESS RELEASE

Resilient operating performance fends off 2Q20 Covid19 shock

- **NBG remains focused on safety and reliance of operations, acceleration of digital transformation and providing support to corporates and households**
 - Payment moratoria measures extended to corporate and retail customers amount to c.€3.5b in loan balances via c.39.5K applications approved to date
 - Active participation in all State Schemes, including TEPHX II through c.2.4K customers and c.€230m of loans approved by HDB, State-guaranteed working capital with c.€800m of loans approved (of which c.€550m have already been disbursed), as well as Interest Payment subsidies, approving 8.8K applications corresponding to interest payment subsidy of c.€35m
 - Acceleration of digital transformation, registering a 32% increase in e-banking transactions post vs pre lockdown. Digital monthly active users reach 1.5m in June, up by 53% yoy, while c.160K customers have been digitally on-boarded ytd
 - Ensuring the health and safety of our employees, customers and stakeholders remains our top priority. c.50% of our staff are still working remotely relative to a peak of c.70% during the lockdown, but efficiently and cyber-securely
- **1H20 PAT at €465m¹, 90% higher yoy. 1H20 core operating profit up by 21% yoy to €132m² reflecting sharply lower personnel and G&A expenses, lower underlying credit risk charges and abating core income pressure; 2Q20 core operating profit at €65m²**
 - Domestic NII stabilizes at €259m in 2Q20 (1% down qoq), as funding cost savings offset lower lending yields
 - Reflecting the maximum impact of Covid19 in April and May, 2Q20 domestic fees dropped by 14% qoq; still, in June domestic fees rebounded strongly by 30% mom, while 1H20 fees grew by 4% yoy to €118m, on the back of strong growth in retail banking fees (+15% yoy), driven by card, intermediation and lending fees
 - Trading and other income reached €786m in 1H20 benefitting from large realized gains related to the GGB swap transaction (€515m) and the sale of GGBs in the HTCS securities portfolio (€264m) in 1Q20; in 2Q20 trading & other income normalized to €12m
 - Accelerating containment of domestic personnel expenses and G&As in 2Q20 yield sharp reductions of 9% yoy and 6% yoy, respectively, in 1H20; total operating expenses amounted to €406m in 1H20 (-1% yoy), absorbing the substantial increase in depreciation charges arising from IFRS16 first time adoption (FTA) in combination with the impact from Pangaea (currently "Prodea") deconsolidation in mid-2019
 - Loan impairments of €562m in 1H20 include the total anticipated Covid19 impact of €426m over the same period, with underlying 1H20 CoR at 94bps (underlying 2Q20 CoR at 92bps)
 - Despite Covid19 headwinds, 2Q20 PAT from continued operations stands at €58m
- **Bank NPE stock edges lower to €10.1b in 2Q20**
 - NPE reduction continued in 2Q20 (-€0.3b qoq), driven by organic actions, despite the temporary stop in liquidations. Inflows into the NPE bucket abated qoq, reflecting the application of payment moratoria measures and State support schemes, while curing flows improved vs 1Q20 levels; NPE coverage at 57% provides strategic flexibility
 - The agreement in June to sell a €1.6b secured portfolio of large corporates, SMEs & SBs (Project Icon) completes a series of successful NPE disposals in Greece of c.6b in total size, driving NPE stock to near the €10b mark
 - Key preparatory steps for our large securitization of more than €6b GBV (Project Frontier) have already been taken, with the transaction expected to be completed in 1H21
- **Domestic loan disbursements at €1.8b in 1H20, up 14% yoy, driven by corporate origination**
 - Including July, new production was c.€2.8b, with a solid pipeline of over €2b for 2H20 also supported by Covid19 related State schemes
 - Domestic deposits grew by €1b or 2% ytd to €43.3b, driven solely by private deposit inflows; LCR & NSFR ratios at levels well above 100%, far exceeding regulatory thresholds
 - Eurosystem funding at €10.5b in 2Q20 from €5.0b in May 2020, reflecting the full use of the ECB's LTRO/TLTRO funding facilities; the Bank's blended funding cost at 14bps
- **CET1 ratio at 15.9%³, 13.0%³ on a FL basis**
 - 2Q20 CET1 of 15.9%³ is up by 40bps qoq and is net of the total anticipated Covid19 charge offs of €426m incurred in 1H20. On a fully loaded basis, CET1 stands at 13.0%³, 40bps higher vs 1Q20
 - Total capital ratio at 16.9%³ provides a capital cushion of c.540bps compared to the 11.5% 2020 Covid19 revised minimum regulatory levels, without factoring in the additional capital relief of 50bps from the O-SII buffer, as per ECBs recent communication regarding supervisory response to the Covid crisis

Athens, August 6, 2020

¹ PAT from continuing operations / ² Excluding €426m of total anticipated Covid19 related provisions incurred in 1H20 (of which €10m in 2Q20) / ³ Capital ratios include 1H20 PAT; reported 1H20 CET1 and CAD at 14.8% and 15.8%, respectively

“Covid19 continues to dictate the economy's movements. The enforcement of restrictive measures and heightened uncertainty led to an unprecedented drop in economic activity in 2Q20. However, with the gradual opening up of the economy with a lag the important tourism sector, and increasing fiscal and liquidity stimuli, activity in specific sectors is showing clear signs of a recovery in June and July.

In this extraordinary environment, our role in supporting our clients and the Greek economy is more critical than ever. To this end, we have implemented targeted payment moratoria measures and Government support schemes. Specifically, we have granted payment moratoria amounting to c€3.5b to more than 39 thousand clients. In addition, we have disbursed new loans of €2.8b, in conjunction with the Government guarantee schemes, while more than €2b of additional disbursements are currently in the pipeline for the 2nd half of the year.

Regarding asset quality, we followed a conservative approach of incurring the total anticipated provisions relating to Covid19 in 1Q20 (c.€0.4b). Later this year, we expect to launch the Project Frontier securitization. With a perimeter of over €6b, Project Frontier's successful conclusion would reduce NBG's current NPE stock of €10b by nearly 2/3rds. We will be leveraging our enhanced PPI capacity to absorb incremental provisions required. We target to complete the transaction in 1H21.

The core operating performance of the Group has been resilient during a very difficult environment. Core Operating Profit rose by 21% yoy to €132m for 1H20. This outcome reflects solid results in containing domestic personnel and G&A costs by -9% and -6% respectively yoy, as well as lower underlying credit risk charges reflecting surprisingly better than expected organic NPE behavior.

In this critical period and as the economy recovers, we will continue to capitalize on our established and successful Transformation Program. Building on the existing momentum, the shift to digital will be accelerated, as will the implementation of a more agile operating model so as to improve the Bank's efficiency. I am proud of our achievements during the turbulent first half of the year; keeping our people safe, supporting our clients and the economy, thus fulfilling our historical role.”

*Athens, August 6th, 2020
Pavlos Mylonas
Chief Executive Officer, NBG*

Key Financial Data

P&L | Group

€ m	2Q20	1Q20	QoQ	1H20	1H19	YoY
NII	273	278	-2%	551	600	-8%
Net fees & commissions	57	66	-14%	123	120	3%
Core income	330	344	-4%	674	721	-6%
Trading & other income ¹	12	774	-98%	786	145	>100%
Income	342	1,118	-69%	1,460	866	69%
Operating expenses	(199)	(208)	-4%	(406)	(410)	-1%
Core PPI	131	137	-4%	268	311	-14%
PPI	143	910	-84%	1,054	456	>100%
Loan impairments	(76)	(486)	-84%	(562)	(201)	>100%
Operating profit	67	425	-84%	492	256	92%
Core Operating Profit²	65	67	-3%	132	109	21%
Other impairments	(6)	(14)	-60%	(19)	(2)	>100%
PBT	62	411	-85%	472	253	86%
Taxes	(3)	(4)	-27%	(8)	(8)	-7%
PAT (continuing operations)	58	407	-86%	465	245	90%
PAT (discontinued operations)	10	3	>100%	14	111	-88%
LEPETE	(9)	(10)	-13%	(19)	-	n/m
VES, restructuring & other one offs ³	(3)	(95)	-97%	(99)	(105)	-6%
Minorities	(0)	(1)	-20%	(1)	(18)	-95%
PAT (reported)	56	304	-81%	360	233	55%

¹ Includes the gains from a) the GGBs exchange (€515m) and the sale of GGBs in HTCS securities portfolio (€264m) in 1Q20 and b) the GGB swap arrangement (€65m) in 1Q19 and the Grand Hotel disposal (€30m) in 2Q19 / ² Excluding trading & other income and Covid19 related loan impairments of €416m in 1Q20 and €10m in 2Q20 / ³ VES costs of €90m, restructuring costs of €4m and other one offs of €5m for 1H20 and VES costs of €94m and restructuring costs of €11m for 1H19

Balance Sheet¹ | Group

€ m	2Q20	1Q20	4Q19	3Q19	2Q19	1Q19
Total assets	74,160	69,168	64,248	65,828	65,131	64,217
Loans (Gross)	34,755	34,917	34,983	35,372	37,228	38,537
Provisions (Stock)	(5,864)	(5,961)	(5,761)	(6,354)	(7,378)	(8,568)
Net loans	28,891	28,955	29,222	29,018	29,849	29,969
Performing loans²	24,346	24,148	24,044	23,519	23,856	23,759
Securities	15,276	11,586	9,408	9,051	10,209	9,172
Deposits	44,763	45,463	43,748	42,917	43,046	42,603
Equity	5,314	5,140	5,259	5,880	5,550	5,078
Tangible Equity	5,078	4,926	5,057	5,704	5,390	4,932

¹ Group Balance Sheet has been adjusted for the divestments of CAC Coral, Ethniki Insurance, Banca Romaneasca and NBG Cyprus that have been classified as non-current assets held for sale and liabilities associated with non-current assets held for sale / ² Performing loans = Gross loans – NPES

Key Ratios | Group

	2Q20	1Q20	4Q19	3Q19	2Q19	1Q19
Liquidity						
L:D ratio	65%	64%	67%	68%	69%	70%
LCR	216%	171%	207%	198%	171%	151%
Profitability						
NIM ¹ (bps)	216	236	261	268	278	260
C:CI ratio	60%	60%	62%	59%	55%	58%
Core PPI (bps)	181	188	189	205	222	194
CoR (bps)	92 ²	239 ²	147	81	131	137
COP margin (bps)	89 ³	92 ³	42	124	90	57
Asset quality						
NPE ratio	29.9%	30.8%	31.3%	33.5%	35.9%	38.3%
NPE coverage ratio	57.2%	56.2%	53.4%	54.4%	55.9%	58.7%
Capital						
CET1 ratio ⁴	15.9%	15.5%	16.0%	16.4%	15.5%	15.8%
CET1 FL ratio ⁴	13.0%	12.6%	12.8%	13.1%	12.1%	12.8%
RWAs (€b) ⁴	36.1	36.9	37.4	37.9	38.3	35.1

¹ Calculated over monthly average interest earning assets / ² CoR excludes Covid19 related loan impairments of €416m in 1Q20 and €10m in 2Q20 / ³ Excluding trading & other income and Covid19 related loan impairments of €416m in 1Q20 and €10m in 2Q20 / ⁴ Including period PAT

P&L | Greece

€ m	2Q20	1Q20	QoQ	1H20	1H19	YoY
NII	259	262	-1%	521	567	-8%
Net fees & commissions	54	63	-14%	118	113	4%
Core income	313	325	-4%	639	681	-6%
Trading & other income ¹	10	775	-99%	784	149	>100%
Income	323	1,100	-71%	1,423	830	72%
Operating expenses	(186)	(197)	-6%	(383)	(388)	-1%
Core PPI	128	128	0%	256	293	-13%
PPI	137	903	-85%	1,040	442	>100%
Loan impairments	(75)	(486)	-85%	(561)	(200)	>100%
Operating profit	62	417	-85%	480	241	99%
Core operating profit²	63	58	8%	121	92	32%
Other impairments	(8)	(12)	-37%	(20)	4	n/m
PBT	55	405	-87%	460	245	88%
Taxes	(2)	(1)	>100%	(3)	(6)	-51%
PAT (continuing operations)	53	404	-87%	457	239	91%
PAT (discontinued operations)	14	4	>100%	18	85	-79%
LEPETE	(9)	(10)	-13%	(19)	-	n/m
VES, restructuring & other one offs ³	(3)	(95)	-97%	(98)	(105)	-6%
Minorities	-	-	n/m	-	(17)	-100%
PAT (reported)	55	303	-82%	359	203	77%

¹Includes the gains from a) the GGBs exchange (€515m) and the sale of GGBs in HTCS securities portfolio (€264m) in 1Q20 and b) the GGB swap arrangement (€65m) in 1Q19 and the Grand Hotel disposal (€30m) in 2Q19 / ²Excluding trading & other income and Covid19 related loan impairments of €416m in 1Q20 and €10m in 2Q20 / ³VES costs of €90m, restructuring costs of €4m and other one offs of €4m for 1H20 and VES costs of €94m and restructuring costs of €11m for 1H19

P&L | International¹

€ m	2Q20	2Q20	QoQ	1H20	1H19	YoY
NII	14	16	-14%	29	33	-11%
Net fees & commissions	3	3	-19%	6	7	-16%
Core income	16	19	-15%	35	40	-12%
Trading & other income	3	(1)	n/m	2	(4)	n/m
Income	19	18	7%	37	37	1%
Operating expenses	(13)	(11)	23%	(24)	(22)	9%
Core PPI	3	8	-62%	12	18	-37%
PPI	6	7	-15%	13	15	-10%
Loan impairments	(2)	-	n/m	(2)	(0)	>100%
Operating profit	5	7	-36%	12	15	-18%
Core operating profit	2	8	-80%	10	18	-44%
Other impairments	2	(2)	n/m	1	(6)	n/m
PBT	7	6	19%	13	9	45%
Taxes	(1)	(3)	-59%	(5)	(3)	92%
PAT (continuing operations)	5	2	>100%	8	6	26%
PAT (discontinued operations)	(4)	(1)	>100%	(5)	25	n/m
Minorities	(0)	(1)	-20%	(1)	(1)	-10%
PAT (reported)	1	1	0%	2	30	-94%

¹International (continuing) operations include the Group's business in North Macedonia (Stopanska Banka), Malta (NBG Malta) and Egypt (NBG Egypt)

Profitability

Greece

In 2Q20, **core operating profit** amounted to €63m from €58m¹ in the previous quarter, reflecting stabilizing NII, sharply lower personnel expenses and G&As, as well as normalizing underlying credit risk charges, following the Bank's preemptive provisioning stance in 1Q20.

NII stabilized at €259m in 2Q20 from €262m in 1Q20, with the reduction in lending yields offset by funding cost savings on the back of further repricing of time deposits and ECB's accommodative stance. 2Q20 **NIM** over monthly interest earning assets excluding cash decreased by 15bps qoq to 238bps. On a 1H20 basis, NII dropped by 8.1% yoy to €521m, reflecting mainly the rapid NPE reduction of €4.7b in 2019, but also bond portfolio rebalancing of previous quarters.

Reflecting the Covid19 impact on transactions due to the lockdown, **net fee and commission income** amounted to €54m in 2Q20 from €63m in 1Q20, with intermediation fees down by 26.7% or c.€3m qoq. Still, net fee and commission income increased by 3.7% yoy to €118m in 1H20, reflecting the growth in retail banking fees (+15.4% yoy), driven by card (+28.0% yoy), intermediation (+17.2% yoy) and lending fees (+14.8% yoy).

Following the one off gains relating to the GGBs swap (€515m) and the sale of GGBs in HTCS securities portfolio (€264m) in 1Q20, **trading and other income** normalizes to €10m in 2Q20.

Operating expenses amounted to €186m in 2Q20 from €197m in 1Q20 on the back of accelerating personnel expenses (-4.2% qoq) and G&As (-9.5% qoq) cost containment. On an annual reported basis, operating expenses dropped by 1.4% yoy to €383m in 1H20, as the sharp reduction in both personnel expenses (-9.2% yoy) and G&As (-6.1% yoy) was nearly offset by the increase in depreciation charges (+48.5% or €23m yoy) arising from the FTA of the IFRS16, in combination with the impact from the deconsolidation of Prodea in mid-2019. The reduction in personnel expenses incorporates the full quarterly benefit of the VES that expired in February 2020, with participation reaching c.1,100 employees.

Loan impairments amounted to €65m in 2Q20, equal to 94bps over net loans, from €70m in 1Q20, excluding the Covid19 related loan impairments of €10m in 2Q20 and €416m in 1Q20 (or 150bps over net loans, non-annualized). Adjusting for the €426m of Covid19 provisions incurred in 1H20, underlying 1H20 CoR stood at 97bps.

PAT from continuing operations amounted to €457m in 1H20 from €239m in 1H19, excluding a VES provisional charge of €90m, LEPETE charge of €19m, as well as restructuring and other one-off costs of €8m. **PAT from discontinued operations** stood at €18m in 1H20, reflecting the results of Ethniki Insurance, classified as held-for-sale. **Operating profit** reached €480m in 1H20 from €241m in 1H19, reflecting a strong trading line in 1Q20 aided by the swap and sales of GGBs, allowing NBG to absorb the total anticipated Covid19 related loan impairments in 1Q20.

International:²

In International² operations, the Group reported **PAT (continuing operations)** of €8m in 1H20 from €6m in 1H19.

¹ Excluding Covid19 related provisions of €416m in 1Q20 and €10m in 2Q20

² International (continuing) operations include the Group's business in North Macedonia (Stopanska Banka), Malta (NBG Malta) and Egypt (NBG Egypt)

Asset Quality

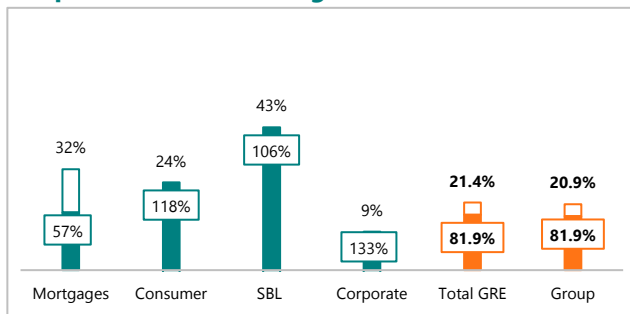
NPE reduction continued in 2Q20, with the stock of Bank NPEs down by €0.3b qoq to €10.1b, driven by organic actions, despite the temporary stop in liquidations.

Inflows into the NPE bucket abated qoq, reflecting the application of payment moratoria measures and State support schemes. Curing flows improved vs 1Q20 levels, while restructurings recovered to near pre-Covid19 levels.

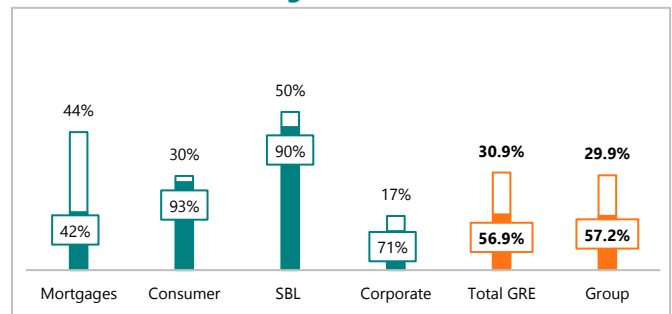
In Greece, the **NPE ratio** decreased by c.90bps qoq and c.570bps yoy to 30.9% in 2Q20, with **NPE coverage** at 56.9% from 56.0% in 1Q20, up by c.90bps qoq.

International³ 2Q20 NPE ratio and coverage settled at 9.4% and 76.7%, respectively.

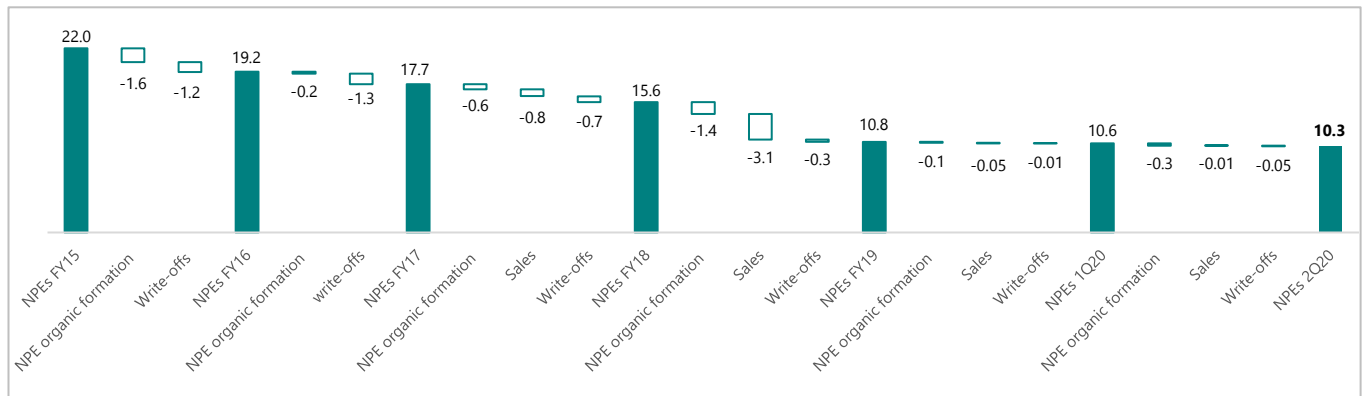
90dpd ratios and coverage



NPE ratios and coverage



Domestic NPE stock movement (€b)

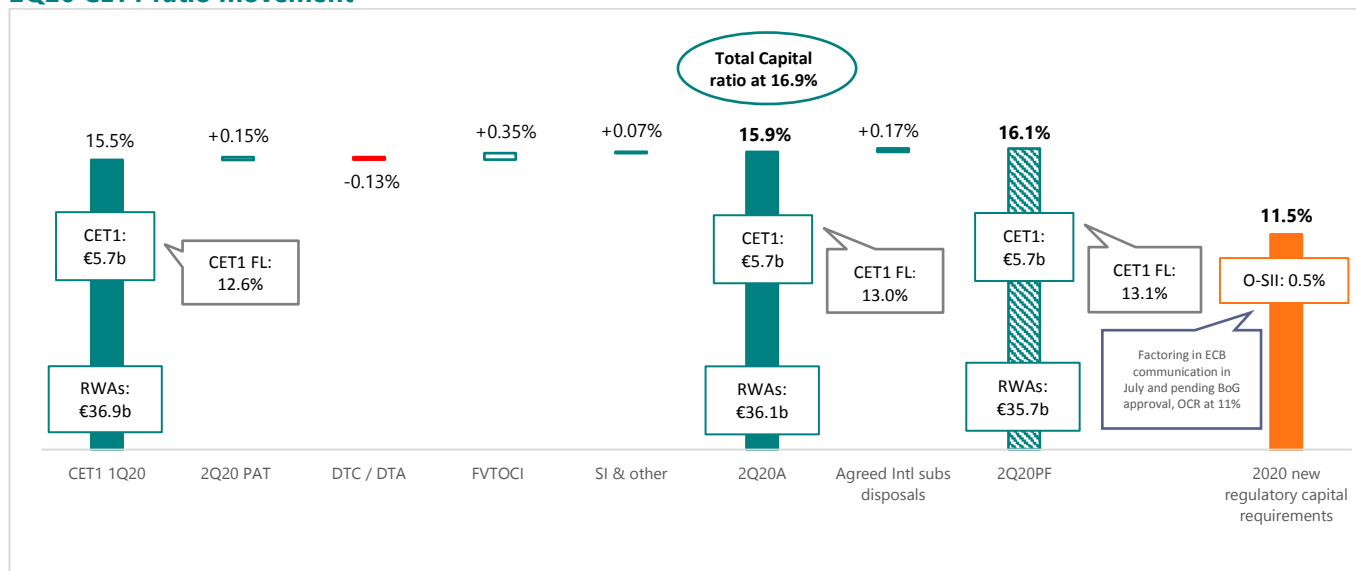


³ International (continuing) operations include the Group's business in North Macedonia (Stopanska Banka), Malta (NBG Malta) and Egypt (NBG Egypt)

Capital

Including 2Q20 results, CET1 ratio stood at 15.9%⁴, up by 40bps qoq, aided by quarterly profitability, FVTOCI gains, as well as the benefit from the “quick fix” amendments to the Capital Requirements Regulation (CRR) due to Covid19, with Total Capital ratio at 16.9%⁴. Both ratios incorporate the Covid19 charge offs and stand comfortably above the Covid19 revised capital requirements for 2020. On a fully loaded basis, CET1 stands at 13.0%⁴, 40bps higher vs 1Q20 levels.

2Q20 CET1 ratio movement



Liquidity

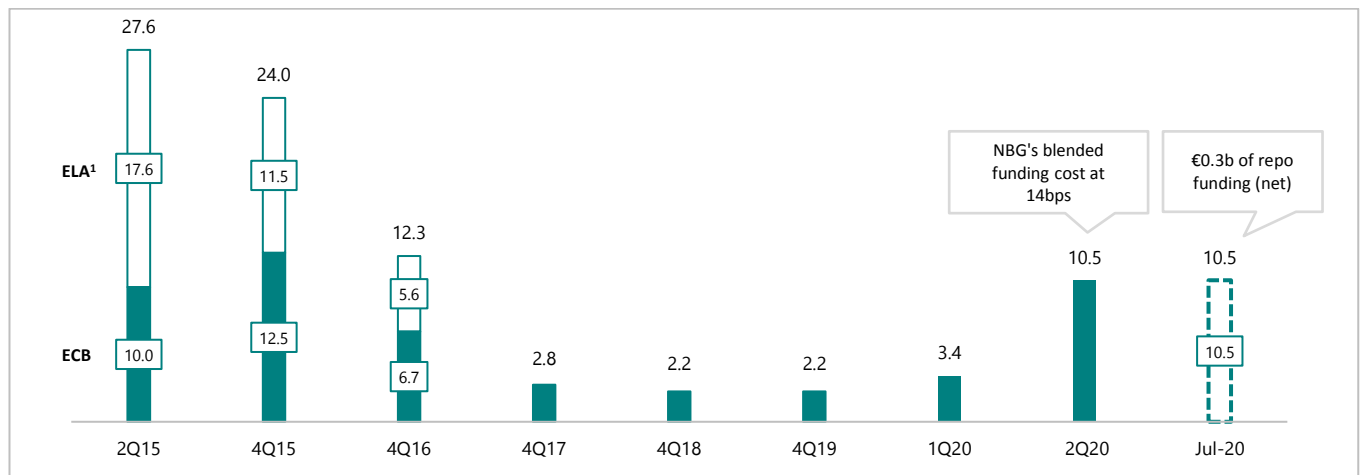
Deposits in Greece reached €43.3b, reflecting quarterly outflows of €0.7b driven by State deposits, while domestic private deposits maintained a positive momentum (+€0.9b qoq). International deposits remained flat qoq at €1.5b. On an annual basis, **Group deposits** grew by 4.0% yoy to €44.8b, driven by domestic deposit inflows of €1.7b.

As a result, NBG’s 1H20 **L:D ratio** settled at 63.7% in Greece and 64.5% at the Group level.

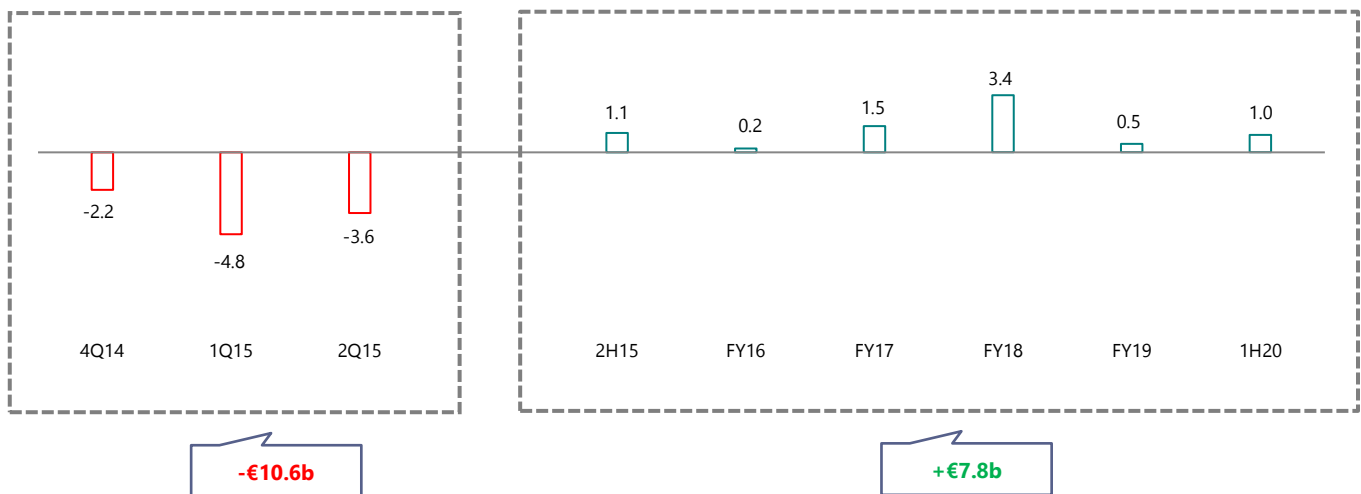
Eurosystem funding amounted to €10.5b in 2Q20, as NBG took full advantage of ECB’s TLTRO facilities coming in at negative rates. Benefitting from the repricing of time deposits and the low cost liquidity from the ECB, the Bank’s blended funding cost is currently at 14bps. **LCR** and **NSFR** are kept at very high levels well above 100%, far exceeding regulatory thresholds.

⁴ Capital ratios include 1H20 PAT; reported 1H20 CET1 and CAD at 14.8% and 15.8%, respectively

Eurosystem funding (€b)



NBG domestic deposit flows (€b)



ESMA Alternative Performance Measures (APMs), definition of financial data and ratios used

The 2Q20 Financial Results Press Release contains financial information and measures as derived from the Group and the Bank financial statements for the period ended 30 June 2020 and for the year ended 31 December 2019, which have been prepared in accordance with International Accounting Standard 34 "Interim Financial Reporting" and International Financial Reporting Standards ("IFRS"), as endorsed by the EU respectively. Additionally, it contains financial data which is compiled as a normal part of our financial reporting and management information systems. For instance, financial items are categorized as foreign or domestic on the basis of the jurisdiction of organization of the individual Group entity whose separate financial statements record such items.

Moreover, it contains references to certain measures which are not defined under IFRS, including "pre-provision income" ("PPI"), "net interest margin" and others, as defined below. These are non-IFRS financial measures. A non-IFRS financial measure is one that measures historical or future financial performance, financial position or cash flows but which excludes or includes amounts that would not be so adjusted in the most comparable IFRS measure. The Group believes that the non-IFRS financial measures it presents allow a more meaningful analysis of the Group's financial condition and results of operations. However, the non-IFRS financial measures presented are not a substitute for IFRS measures.

Name	Abbreviation	Definition
Balance Sheet	B/S	Statement of financial position
Common Equity Tier 1 Ratio	CET1 ratio	CET1 capital as defined by Regulation No 575/2013, with the application of the regulatory transitional arrangements for IFRS 9 impact over RWAs
Common Equity Tier 1 Ratio Fully Loaded	CET1 FL ratio	CET1 capital as defined by Regulation No 575/2013, without the application of the regulatory transitional arrangements for IFRS 9 impact over RWAs
Core Income	CI	Net Interest Income ("NII") + Net fee and commission income
Core Operating Result / Profit / Profitability / (Loss)	COP	Core income less operating expenses and loan impairments, excluding VES and restructuring costs, the termination of leases, other one off expenses & LEPETE, as well as Covid19 provisions of €426m in 1H20 (€10m in 2Q20). COP excludes LEPETE charge of €19m, VES costs of €90m, restructuring costs of €4m and other one offs of €5m for 1H20 and VES costs of €94m and restructuring costs of €11m for 1H19
Core Pre-Provision Income	Core PPI	Core Income less operating expenses, before loan impairments, excluding VES and restructuring costs, the termination of leases, other one off expenses & LEPETE. Core PPI excludes LEPETE charge of €19m, VES costs of €90m, restructuring costs of €4m and other one offs of €5m for 1H20 and VES costs of €94m and restructuring costs of €11m for 1H19
Cost of Risk	CoR	Loan impairments of the year (or of the period annualized) over average net loans
Cost-to-Core Income Ratio	C:CI ratio	Operating expenses over core income
Cost-to-Income Ratio	C:I ratio	Operating expenses over total income
Deposit Yields	--	Annualized interest expense on deposits over deposit balances
Deposits	--	Due to customers
Depreciation	--	Depreciation and amortisation on investment property, property & equipment including right of use assets and software & other intangible assets
Equity / Book Value	BV	Equity attributable to NBG shareholders
Fees / Net Fees	--	Net fee and commission income
General and administrative expenses	G&As	General, administrative and other operating expenses
Gross Loans	--	Loans and advances to customers at amortised cost before ECL allowance for impairment on loans and advances to customers and Loans and advances to customers mandatorily measured at FVTPL
Interest earning assets	--	Interest earning assets include all assets with interest earning potentials and includes cash and balances with central banks, due from banks, financial assets at fair value through profit or loss (excluding Equity securities and mutual funds units), loans and advances to customers and investment securities (excluding equity securities and mutual funds units)
Liquidity Coverage Ratio	LCR	The LCR refers to the liquidity buffer of High Quality Liquid Assets ("HQLAs") that a Financial Institution holds, in order to withstand net liquidity outflows over a 30 calendar-day stressed period as per Regulation (EU) 2015/61
Loan Impairments	--	Impairment charge for Expected Credit Loss (ECL)
Loan / Lending Yield	--	Annualized (or annual) loan interest income over gross performing exposures
Loans-to-Deposits Ratio	L:D ratio	Loans and advances to customers over due to customers, at period end
Minorities	--	Non-controlling interest
Net Fees & Commissions / Fees / Net Fees	--	Refers to net fee and commission income
Net Interest Margin	NIM	Net interest income over average interest earning assets. Net Interest Margin equals net interest income divided by the average of interest earning assets (the average of interest earning assets at the end of the current year and the end of the previous year and all quarter ends in between (5 periods) for the year end). On a quarterly basis, NIM is calculated over monthly average interest earning assets
Net Stable Funding Ratio	NSFR	The NSFR refers to the portion of liabilities and capital expected to be sustainable over the time horizon considered by the NSFR over the amount of stable funding that must be allocated to the various assets, based on their liquidity characteristics and residual maturities
Net Loans	--	Loans and advances to customers
Non-Performing Exposures	NPEs	Non-performing exposures are defined according to EBA ITS technical standards on Forbearance and Non-Performing Exposures as exposures that satisfy either or both of the following criteria: (a) material exposures which are more than 90 days past due, (b) the debtor is assessed as unlikely to pay its credit obligations in full without realization of collateral, regardless of the existence of any past due amount or of the number of days past due
Non-Performing Exposures Coverage Ratio	NPE coverage	ECL allowance for impairment for loans and advances to customers at amortised cost divided by NPEs, excluding loans and advance to customers mandatorily measured at FVTPL, at period end
Non-Performing Exposures Organic Formation	NPE organic formation	NPE balance change at year end / period end, excluding sales and write-offs
Non-Performing Exposures Ratio	NPE ratio	NPEs divided by loans and advances to customers at amortised cost before ECL allowance for impairment, at the end of the period
Non-Performing Loans	NPLs	Loans and advances to customers at amortised cost in arrears for 90 days or more
Non-Personnel Expenses	--	G&As + Depreciation
90 Days Past Due Coverage Ratio	90dpd coverage	ECL allowance for impairment for loans and advances to customers over gross loans in arrears for 90 days or more excluding loans mandatorily classified as FVTPL, period end over gross loans in arrears for 90 days or more excluding loans mandatorily classified as FVTPL, at the end of the period
90 Days Past Due Ratio	90dpd / NPL ratio	ECL allowance for impairment for loans and advances to customers over gross loans in arrears for 90 days or more excluding loans mandatorily measured at FVTPL, period end over gross loans in arrears for 90 days or more excluding loans mandatorily measured at FVTPL, at the end of the period
Operating Expenses / Costs / Total Costs	OpEx	Personnel expenses + G&As + Depreciation, excluding VES and restructuring costs, the termination of leases, other one off expenses & LEPETE. OpEx exclude LEPETE charge of €19m, VES costs of €90m, restructuring costs of €4m and other one offs of €5m for 1H20 and VES costs of €94m and restructuring costs of €11m for 1H19
Operating Result / Operating Profit / (Loss)	--	Total income less operating expenses and loan impairments. Operating result excludes LEPETE charge of €19m, VES costs of €90m, restructuring costs of €3m and other one offs of €4m for 1H20 and VES costs of €94m and restructuring costs of €11m for 1H19
Other Impairments Profit / (Loss) for the Period from Continuing Operations	--	Impairment charge for securities + other provisions and impairment charges on properties
Profit from Continuing Operations	PAT from continuing operations / PAT (cont. ops)	Profit for the period from continuing operations, excluding VES and restructuring costs, the termination of leases, other one off expenses & LEPETE. PAT (cont. ops) excludes LEPETE charge of €19m, VES costs of €90m, restructuring costs of €4m and other one offs of €5m for 1H20 and VES costs of €94m and restructuring costs of €11m for 1H19
Pre-Provision Income	PPI	Total income less operating expenses, before loan impairments
Profit and Loss	P&L	Income statement
Provisions (Stock) / Loan Loss Allowance	LLAs	ECL allowance for impairment on loans and advances to customers at amortised cost
Staff Costs	--	Personnel expenses
Risk Adjusted NIM	--	NIM minus CoR
Risk Weighted Assets	RWAs	Assets and off-balance-sheet exposures, weighted according to risk factors based on Regulation (EU) No 575/2013
Tangible Equity / Book Value	TBV	Common equity less goodwill, software and other intangible assets
Taxes	--	Tax benefit / (expenses)
Total Capital Ratio	--	Total capital as defined by Regulation No 575/2013, with the application of the regulatory transitional arrangements for IFRS 9 impact over RWAs
Total Group Deposits	--	Due to customers
Total Lending Yield / Lending Yield	--	Return (or annualized return) calculated on the basis of interest income from Total loan book, over the average accruing Total loans balance
VES, restructuring & other one offs	--	Includes VES costs, restructuring costs, termination of leases and other one off costs

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