

First Quarter 2016 Results

17 May 2016

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The Consolidated Interim Financial Statements for the three months ended 31 March 2016 will be published by 19 May 2016.



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Highlights

First profitable quarter since 3Q11, at €60m

- NII up 2.0% q-o-q, driven by lower funding cost
- Commission income up 10.0% to €68m
- Operating expenses I-f-I down 1.4% y-o-y
- Core pre-provision income (PPI) I-f-I up 14.3% q-o-q at €198m

Profitable International operations

Net profit of €27m in 1Q16, from €14m in 4Q15

Asset Quality

- Significant deceleration in 90dpd formation, down 82% q-o-q , at €42m
- Cost of risk declines to 1.76%
- NPL disposals in International operations
- Strategic agreement for corporate NPE management in Greece

Liquidity and Capital

- Deposits flat in Greece q-o-q, up by €382m at Group level q-o-q
- Current Eurosystem funding further decreases to €22.8bn
- Common Equity Tier 1 (CET1) ratio at 16.5%

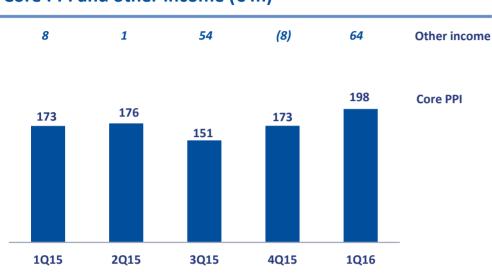
Key financials

€m	1Q16	4Q15	Δ(%)
Net interest income	382.8	375.3	2.0
Commission income	67.8	61.7	10.0
Other Income	63.5	(7.5)	
Operating income	514.1	429.5	19.7
Operating expenses	(253.0)	(264.2) ²	(4.2)
Pre-provision income	261.1	165.3 ²	57.9
Loan loss provisions	(175.1)	(263.1) ²	(33.4)
Other impairments	(1.8)	(37.7)	(95.2)
Net Income before tax	84.2	(170.1)	
Held for Sale	9.2	(54.3)	
Non-recurring items	(8.4)	(23.4)	(64.1)
Net income after tax	60.2	(175.3)	

Ratios (%)	1Q16	4Q15	
Net interest margin	2.15	2.09	
Cost / income	49.2	61.5 ²	
Cost of risk	1.76	2.64 ²	
90dpd	34.8	35.2	
90dpd coverage	64.3	64.8	
CET1	16.5	17.0	
Loans / Deposits	125.1	126.9	

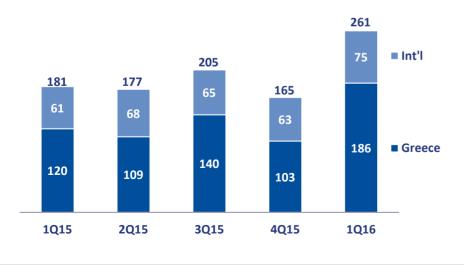
^{1.} Insurance business classified as held for sale in 4Q2015.





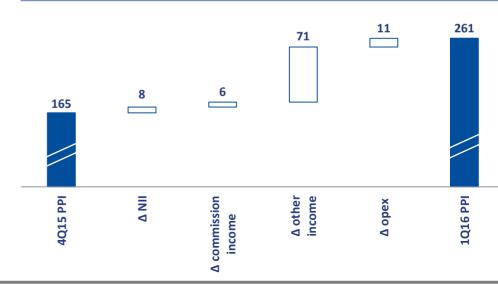
Core PPI and other income (€ m)

PPI per region (€ m)



Highlights

- Core PPI I-f-I up 14.3% q-o-q at €198m
 - NII up 2.0% q-o-q, driven by lower funding cost
 - Commission income up 10.0% to €68m
 - Operating expenses I-f-I down 1.4% y-o-y
 - D ther income €64m, mainly due to Alpha Bulgaria Bank transaction



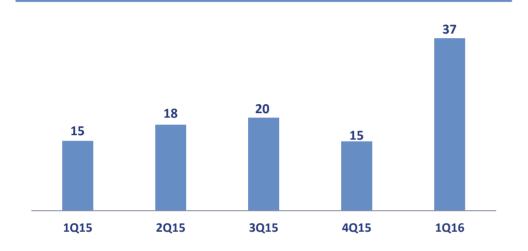
1. I-f-I to reflect: (a) the reclassification of part of NPL expenses from loan loss provisions to operating expenses (FY15:€28.8m - 1Q15: €6.5m, 2Q15: €7.6m, 3Q15: €7.0m, 4Q15: €7.7m), (b) €30m contribution to the new Single Resolution Fund (BRRD) booked in 4Q15 equally spread among the 2015 quarterly operating expenses and (c) excl. €12m one-off contribution to the resolution of a cooperative bank in 4Q15

∆ PPI (€ m)

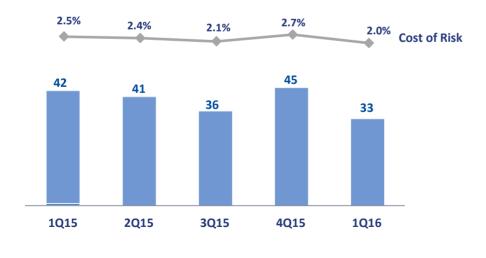
International Operations



Net profit before one-offs (€ m)



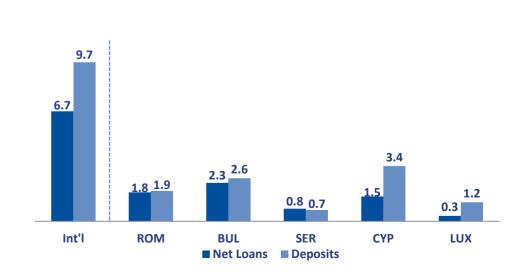
Loan loss provisions (€ m)



Highlights

- International operations profitable for fifth consecutive quarter
- Operating income up 9.3% at €140m
- Core PPI up 4.7% at €63m
- PPI up 18.8% at €75m
- Cost of risk at 2.0%

Net Loans and Deposits (€ bn)



Asset quality



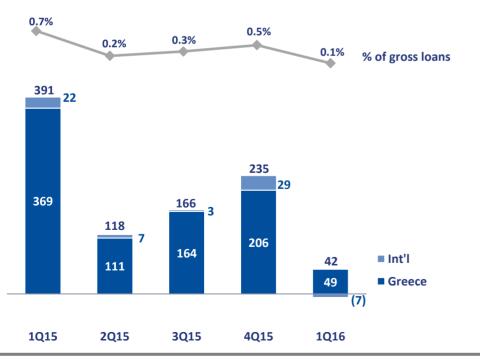
Significant deceleration in 90dpd formation, down 82% q-o-q

- 90dpd ratio at 34.8%, NPE ratio at 44.2%
- Coverage ratios: 90dpd at 64.3%, NPEs at 50.7%
- Accelerated write-offs in 1Q16 of €350m
- Cost of risk declines to 1.76%
- NPL disposals in Bulgaria and Romania

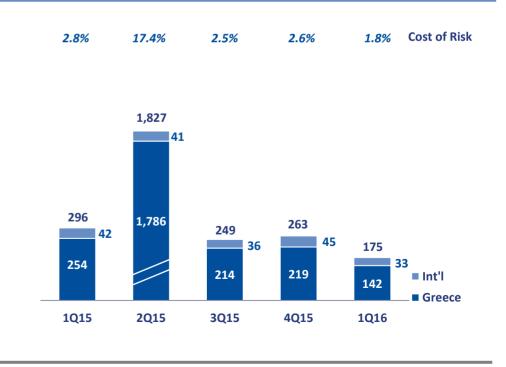
Coverage ratios



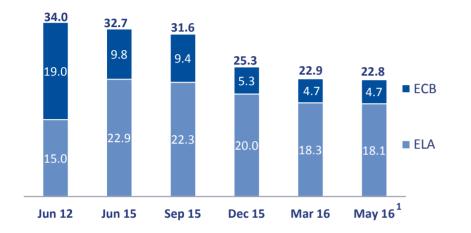
90dpd formation (€ m)



Loan loss provisions¹(€ m)

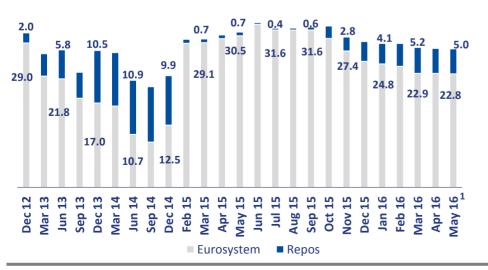




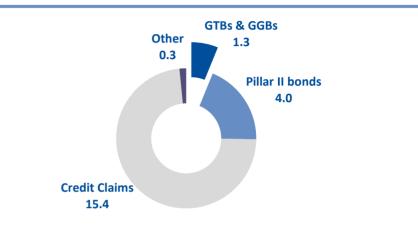


Eurosystem funding (€ bn)

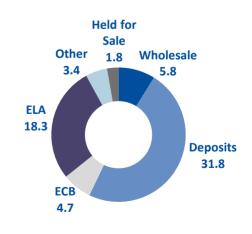
Interbank repos and eurosystem funding (€ bn)



ELA eligible collateral (€ bn)²



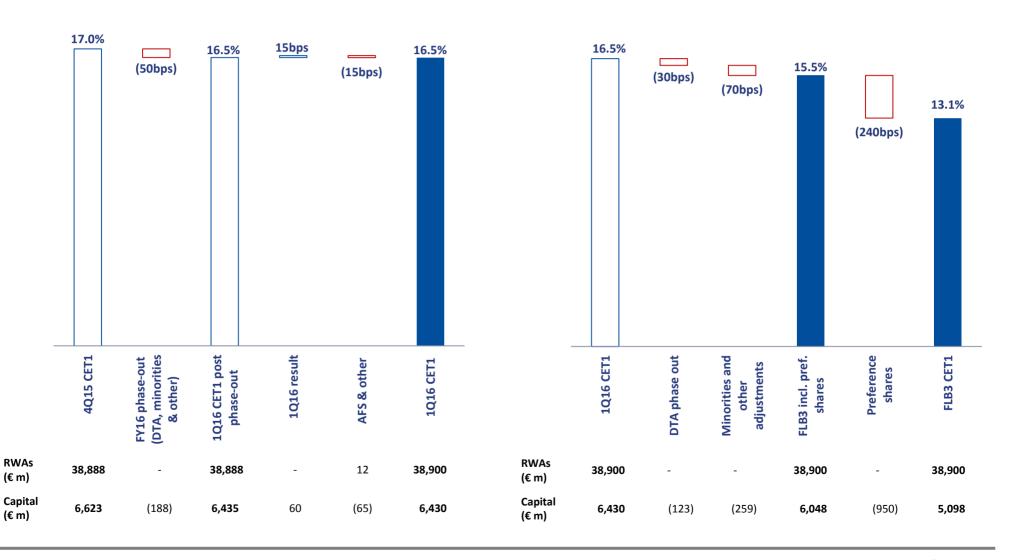
Liabilities breakdown (€ bn)



Capital position



Phased-in CET1



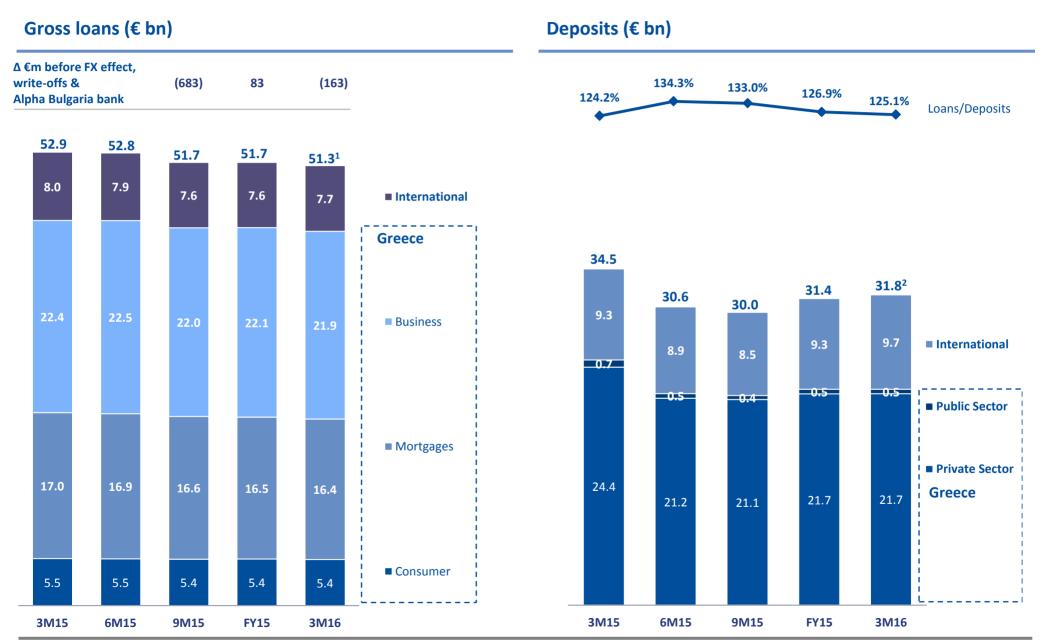
Fully loaded Basel III CET1 (FLB3)



1Q 2016 results review

Loans and deposits

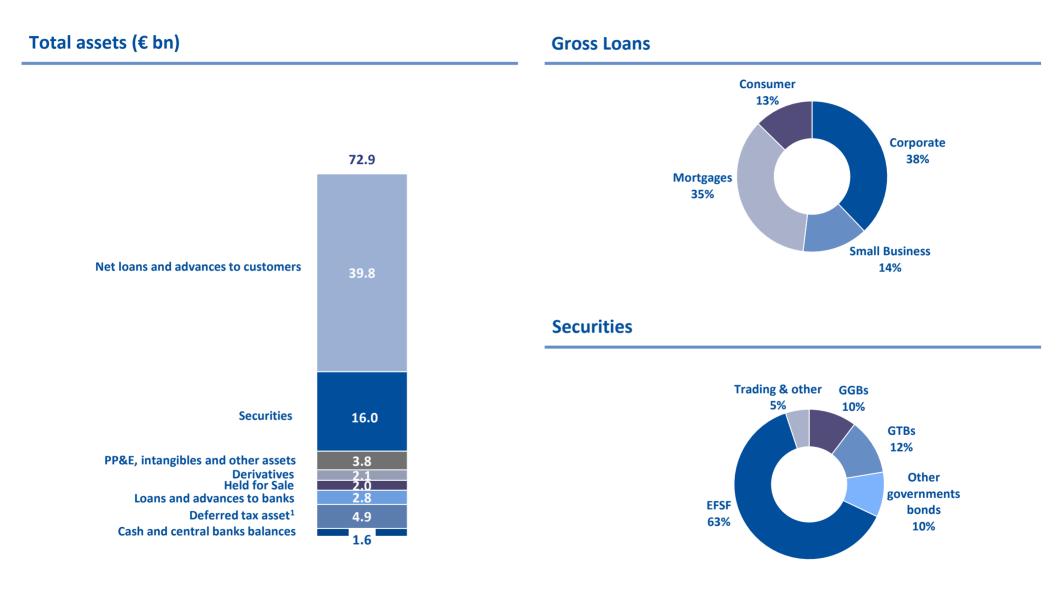




1. Including €0.3bn gross loans of Alpha Bulgaria Bank. 2. Including €0.3bn deposits of Alpha Bulgaria Bank.

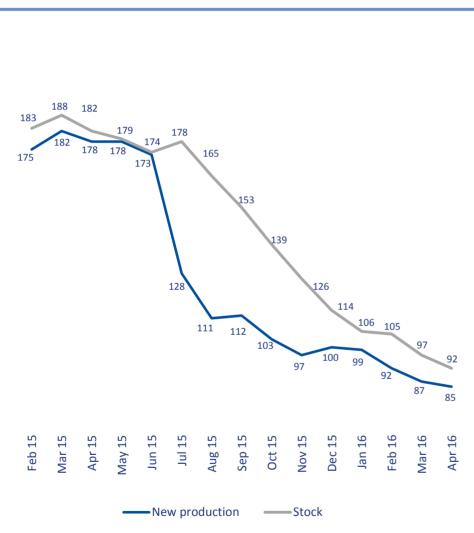
Assets



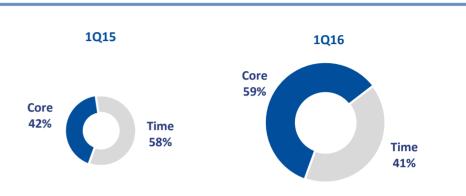


New time deposits spreads and client rates (Greece)





Time deposit client rates (bps)



New time deposit spreads (bps)

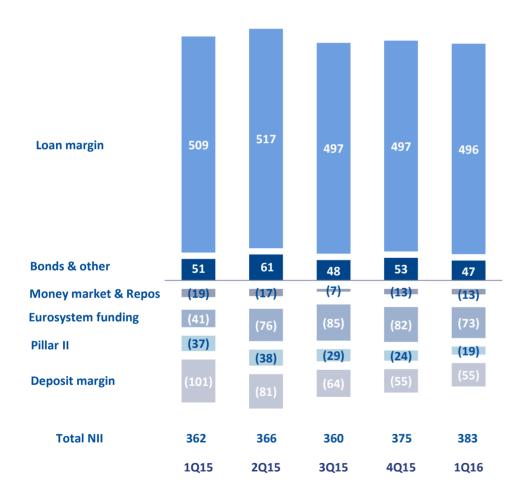
Deposits mix



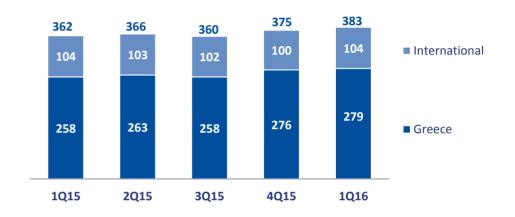
Net interest income



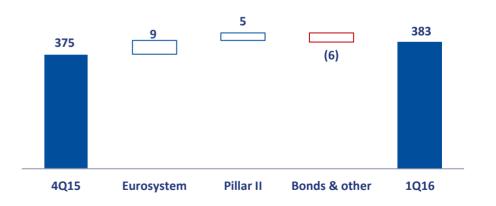
NII breakdown¹ (€ m)



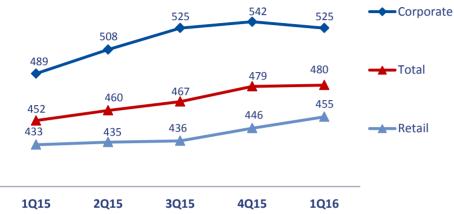
NII per region (€ m)



NII evolution q-o-q (€ m)







Lending spreads (Greece, bps)¹

Retail lending spreads (Greece, bps)¹



Deposit spreads (Greece, bps)

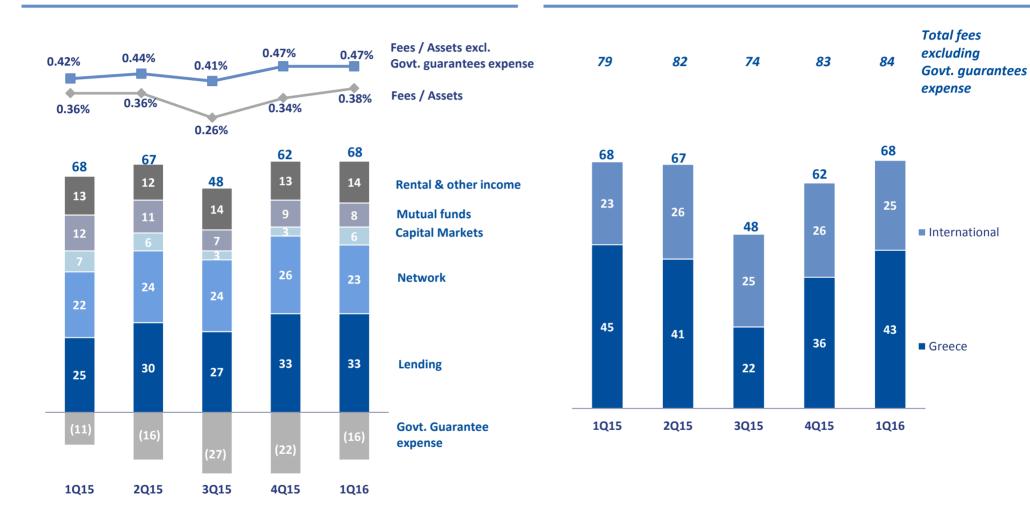


Net interest margin (bps)



	1Q15	2Q15	3Q15	4Q15	1Q16
Greece	167	170	171	185	190
International	328	334	340	326	332
Group	194	198	199	209	215

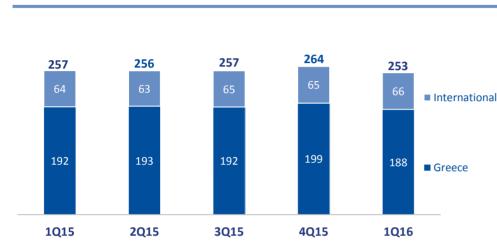




Commission income per region (€ m)

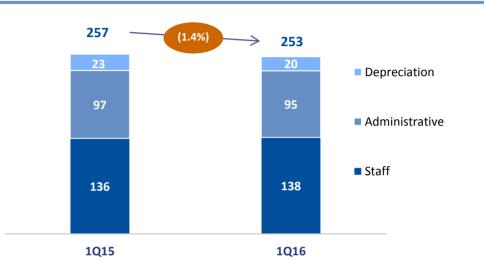
Commission income breakdown (€ m)





OpEx per region (€ m)





Cost-to-income ratio (%)



Headcount and network evolution (#)



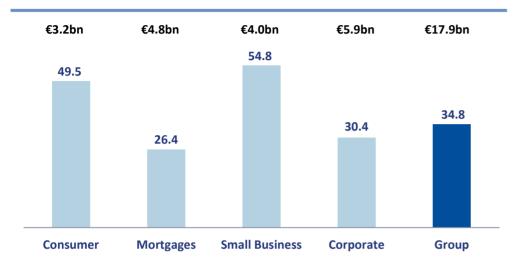
1. I-f-I to reflect: (a) the reclassification of part of NPL expenses from loan loss provisions to operating expenses (FY15:€28.8m - 1Q15: €6.5m, 2Q15: €7.6m, 3Q15: €7.0m, 4Q15: €7.7m), (b) €30m contribution to the new Single Resolution Fund (BRRD) booked in 4Q15 equally spread among the 2015 quarterly operating expenses and (c) excl. €12m one-off contribution to the resolution of a cooperative bank in 4Q15. 2. Including Alpha Bulgaria Bank.



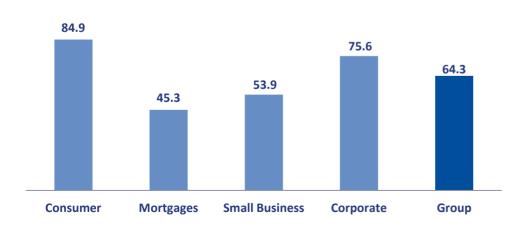
Asset Quality







90dpd coverage per segment (%)



37.7 37.5 37.4 36.6 ---- Greece 36.3 35.2 35.0 34.8 34.3 -----Group 34.0 21.1 20.9 20.9 20.7 19.6 -International 1Q15 2Q15 3Q15 4Q15 1Q16

90dpd coverage per region (%)

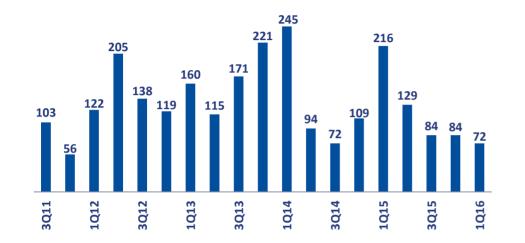
	1Q15	2Q15	3Q15	4Q15	1Q16
Greece	54.7	64.7	65.0	64.8	64.3
International	64.7	65.4	64.7	65.5	64.3
Group	55.6	64.8	65.0	64.8	64.3

90dpd ratio per region (%)

90dpd formation per segment (Greece)



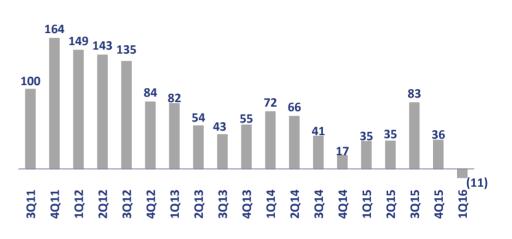
Mortgages (€ m)



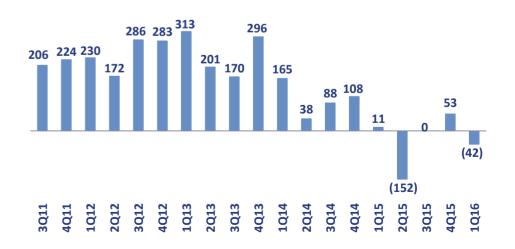
Small business (€ m)



Consumer (€ m)

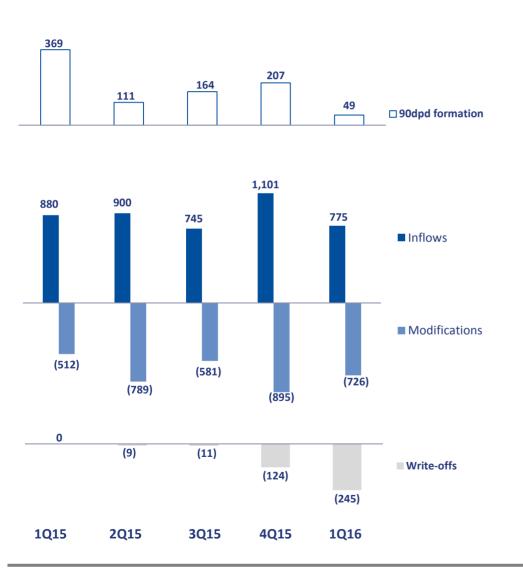


Corporate (€ m)

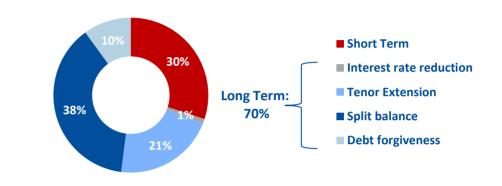




90dpd formation (€ m)



Modifications breakdown



Reverse ratio (Modifications / Inflows)





Provisions &

(%)

81.8

111.8

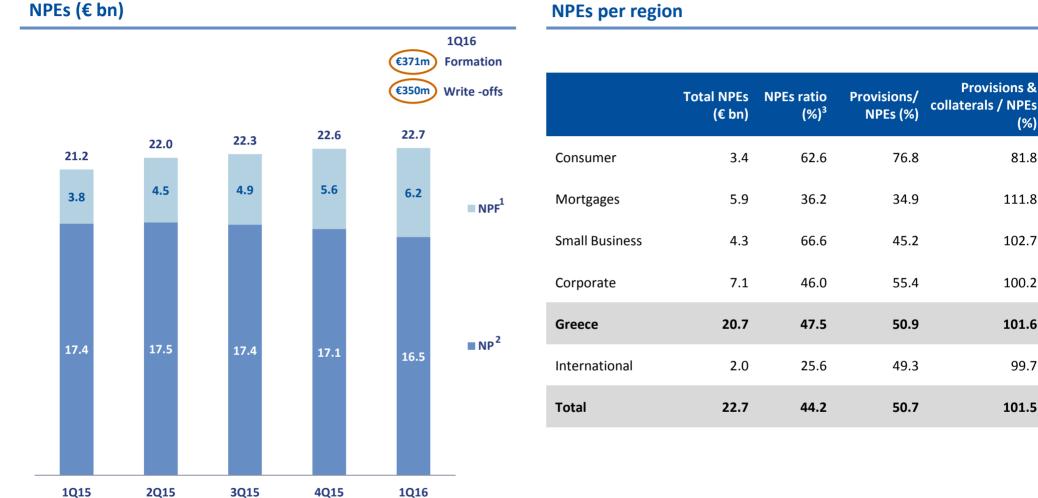
102.7

100.2

101.6

99.7

101.5



NPEs per region

1. Non-performing forborne loans. 2. Non – Performing. 3. NPE ratio at 41.0% including €4.3bn off-balance sheet exposures.



Eurobank and Alpha Bank partnered with KKR and EBRD for large Corporate NPEs turnaround

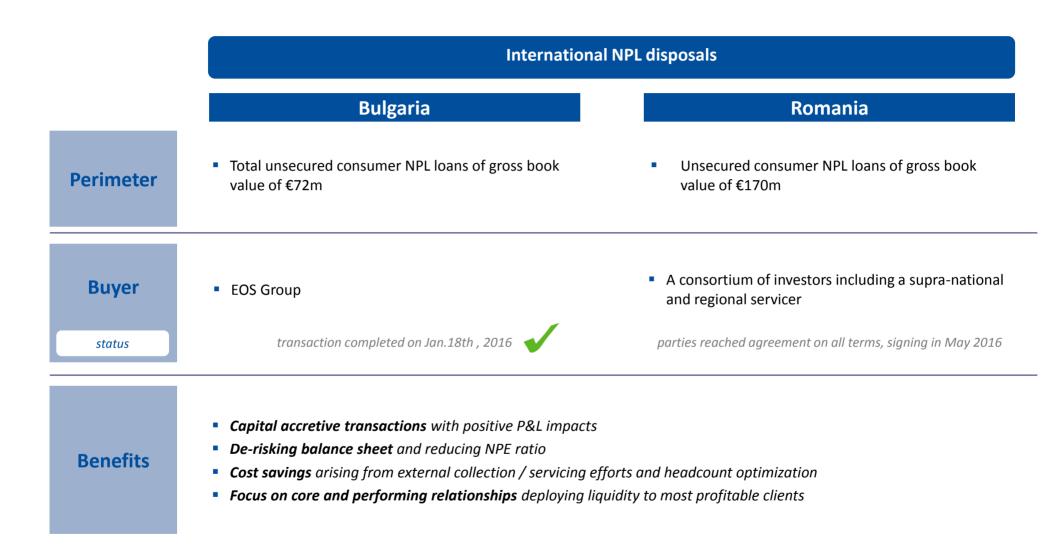
Key points

- **KKR**, through its specialised turnaround firm "Pillarstone Europe", will set up a Greek NPE Management Company ("ManCo"), (licensed by BoG)
- **EBRD** to be a minority shareholder (5%)
- ManCo will engage professional resources and fully leverage on Pillarstone's know-how under an Advisory Agreement
- Eurobank and Alpha will gradually contribute, at an equal ratio, an initial portfolio of up to €1.2bn (mostly common exposures) – Portfolio will be mutually agreed with ManCo/KKR
- Eurobank, Alpha and ManCo/KKR to agree a Restructuring Plan per each case prior to contributing
- KKR and EBRD will provide New Financing for liquidity or capital support – Eurobank and Alpha retain right to co-invest pari-passu
- ManCo will be responsible for **implementing** the Restructuring Plans
- ManCo will receive a mgmt. fee plus a share of Excess Recoveries achieved above baseline, to be pre-agreed with each Restructuring Plan
- Eurobank and Alpha will continue to consolidate and act as Servicers of their respective Assets and receive a servicing fee at market rates
- The platform is scalable: Other Greek Banks may join contributing their exposures (common or not)

Deal merits

- ✓ Long-term partnership with reputable International Investors (KKR and EBRD) to inject new money for the turnaround of Greek large corporates
- Capital neutral at inception, potential reduction of specific loan provisions
- Effective management through portfolio segregation from the Bank and Investors' proven track-record in turnaround management
- ✓ Fresh funding with alignment of interests between Banks and Investors
- ✓ Participants to share any potential upside
- Eurobank and Alpha retain servicing rights and fees, plus the option to co-invest



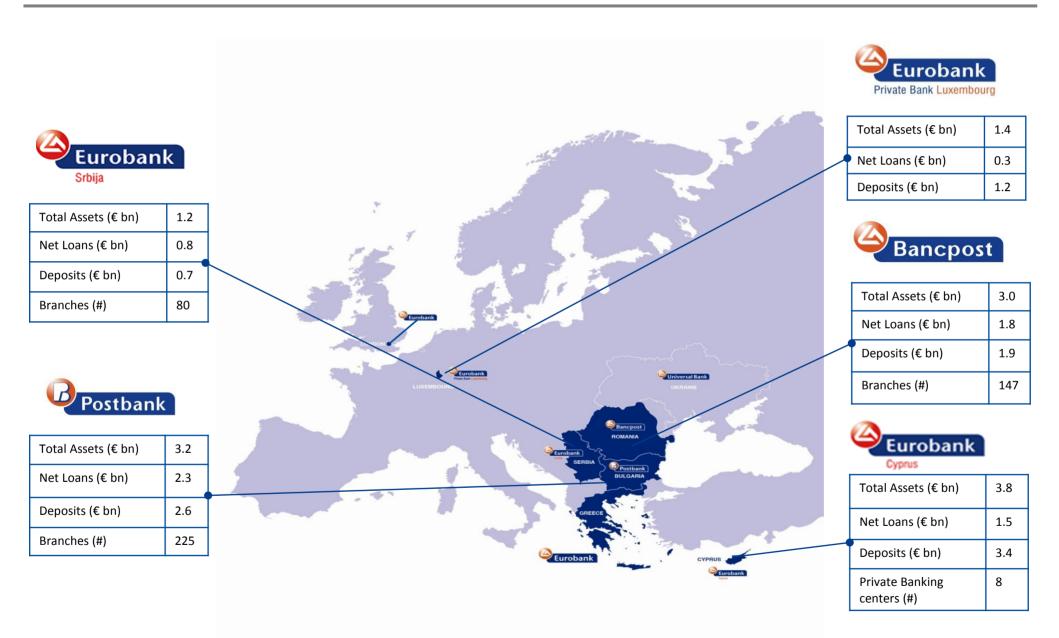




International operations

International presence

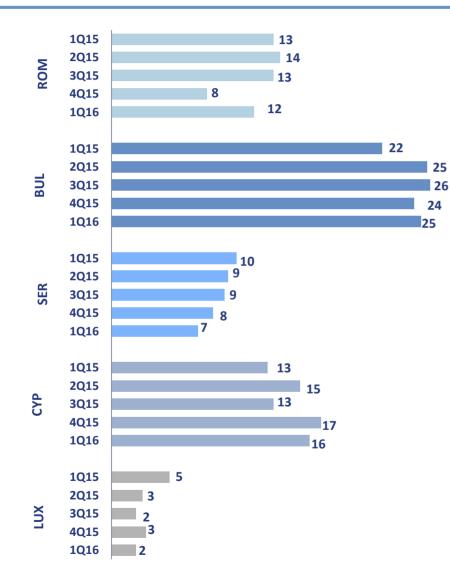




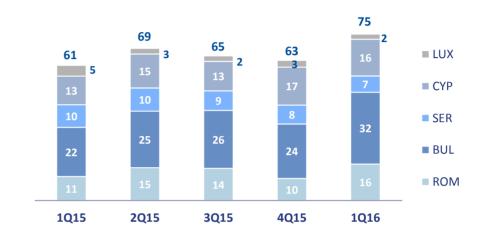
Income statement highlights







Pre Provision Income (€ m)



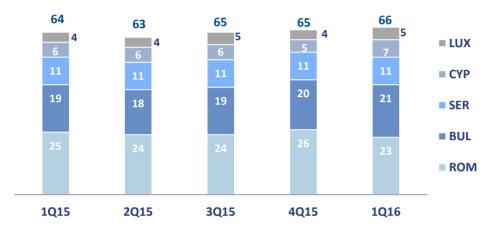
Net income before non-recurring charges (€ m)



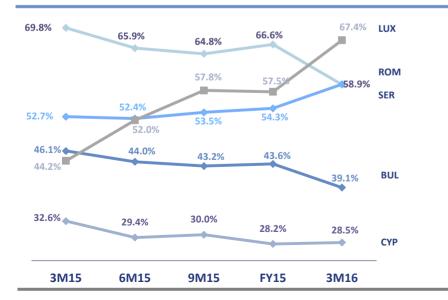
Operating expenses



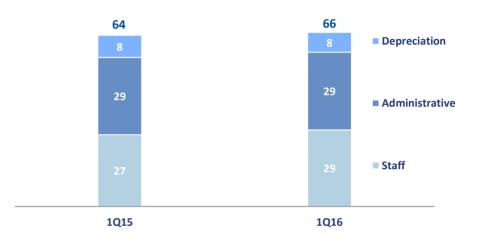




Cost-to-income ratio (%)



OpEx breakdown (€ m)



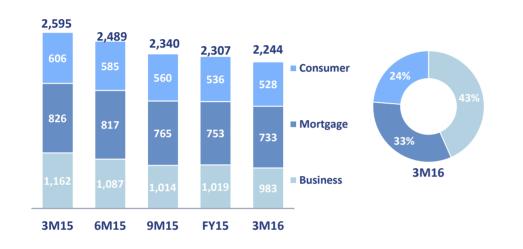
Cost-to-average assets (%)



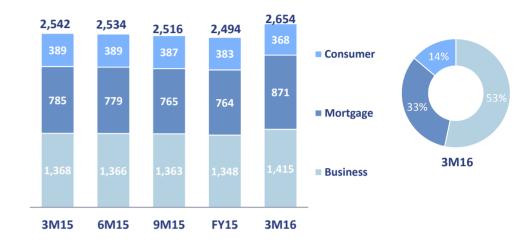
Gross Loans



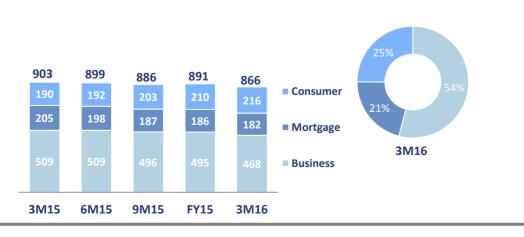
Romania (€ m)



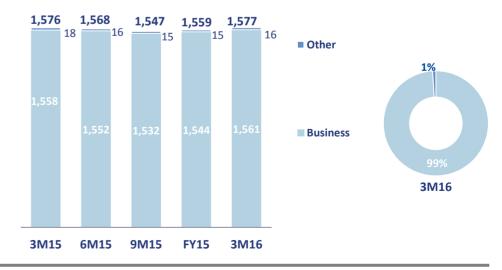
Bulgaria (€ m)



Serbia (€ m)



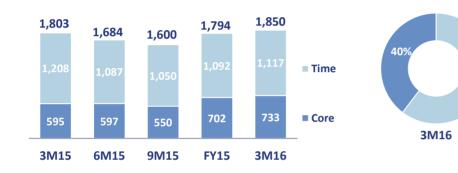
Cyprus (€ m)



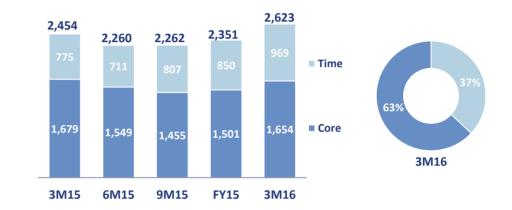
Deposits



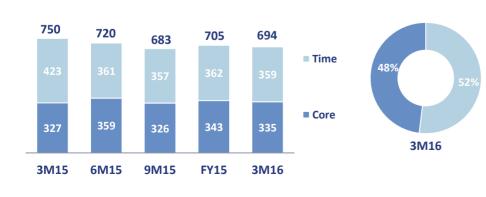
Romania (€ m)



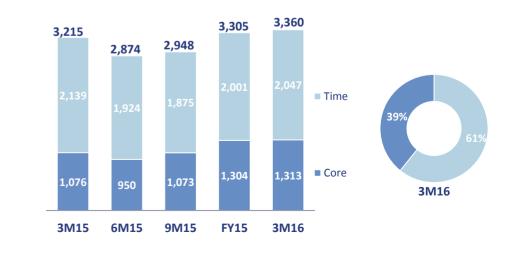
Bulgaria (€ m)



Serbia (€ m)

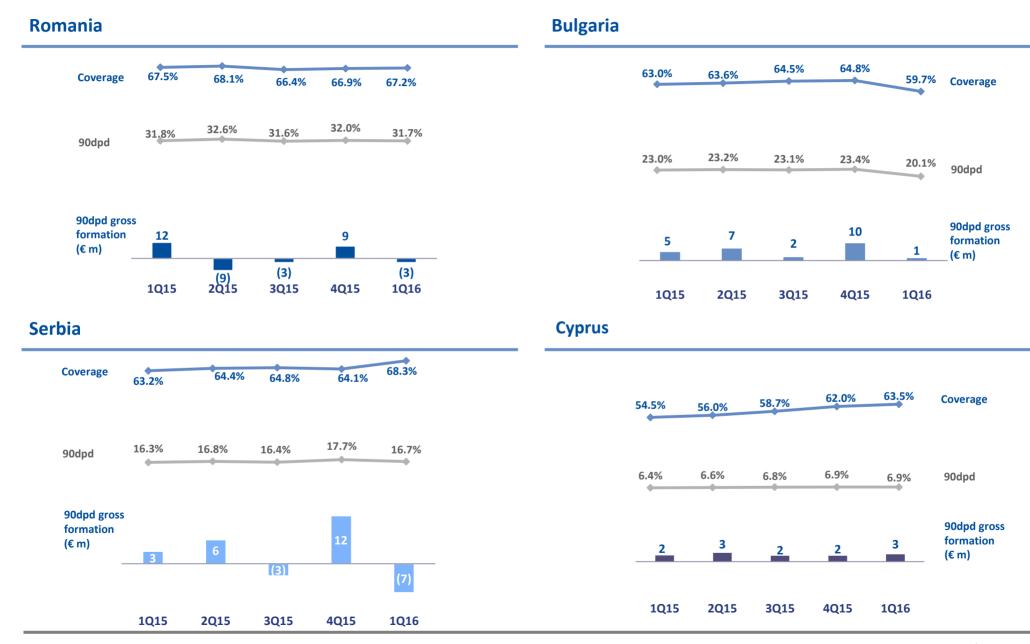


Cyprus (€ m)



Asset quality





Key figures – 1Q16



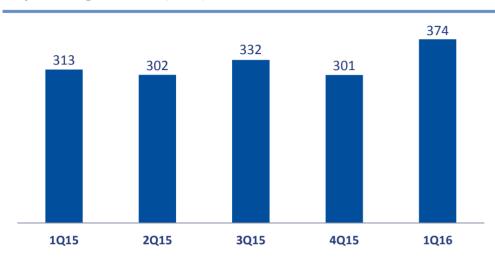
		Romania	Bulgaria	Serbia	Cyprus	Lux	Sum
	Assets	2,986	3,210	1,238	3,786	1,437	12,657
	Gross loans	2,244	2,654	865	1,577	326	7,667
Balance Sheet (€m)	Net loans	1,765	2,335	766	1,508	325	6,700
	90dpd Loans	712	535	145	109	2	1,502
	Deposits	1,850	2,624	695	3,360	1,155	9,683
	Operating Income	39.9	52.6	17.9	23.0	7.2	140.1
	Operating Expenses	(23.5)	(20.6)	(10.5)	(6.5)	(4.8)	(65.9)
Income statement (€m)	Loan loss provisions	(10.4)	(14.7)	(4.8)	(3.0)	(0.0)	(32.9)
	Profit before tax & minorities	6.1	17.3	2.5	13.4	2.3	41.6
	Net Profit before one-offs	6.0	15.4	2.5	10.5	2.1	36.5
Branches (#)	Retail	147	225	80	-	1	453
Diancines (#)	Business / Private banking centers	8	7	6	8	1	30
Headcount (#)		2,222	2,609	1,245	267	101	6,444



Appendix I – Supplementary information

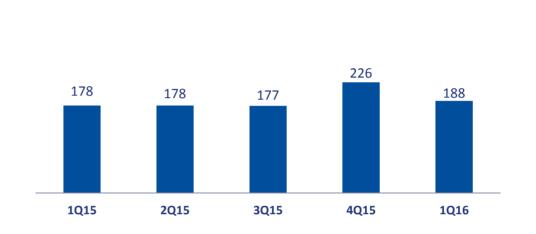
Income statement highlights (Greece)



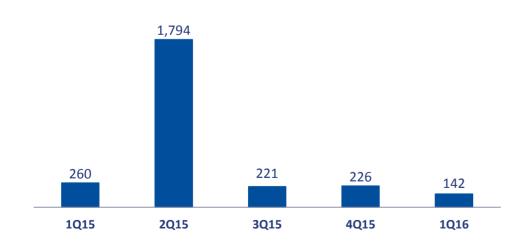


Operating income (€ m)

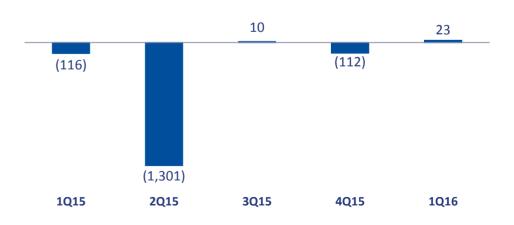
Operating expenses (€ m)



Provision charge (€ m)



Net profit before one-offs (€ m)



Balance sheet – key figures

€m	1Q16	4Q15
Gross customer loans	51,323	51,683
Provisions	(11,505)	(11,790)
Net customer loans	39,819	39,893
Customer deposits	31,828	31,446
Eurosystem funding	22,922	25,267
Shareholders' equity	7,109	7,132
Tangible book value	5,340	5,343
Tangible book value / share (€)	2.44	2.45
Risk Weighted Assets	38,900	38,888
Total Assets	72,939	73,553
Ratios (%)	1Q16	4Q15
CET1	16.5	17.0
Loans/Deposits	125.1	126.9
90dpd	34.8	35.2
90dpd coverage	64.3	64.8
Provisions / Gross loans	22.4	22.8
Headcount (#)	16,912	16,319
Branches and distribution network (#)	977	917

Income statement – key figures

€m	1Q16	4Q15
Net interest income	382.8	375.3
Commission income	67.8	61.7
Operating income	514.1	429.5
Operating expenses	(253.0)	(291.0)
Pre-provision income	261.1	138.5
Loan loss provisions	(175.1)	(270.8)
Other impairments	(1.8)	(37.7)
Net income before tax	84.2	(170.1)
Held for Sale	9.2	(54.3)
Non-recurring items	(8.4)	(23.4)
Net income after tax	60.2	(175.3)
Ratios (%)	1Q16	4Q15
Net interest margin	2.15	2.09
Fee income / assets	0.38	0.34
Cost / income	49.2	67.8
Cost of risk	1.76	2.71

Consolidated quarterly financials



Income Statement (€ m)	1Q16	4Q15	3Q15	2Q15	1Q15
Net Interest Income	382.8	375.3	359.9	365.9	361.8
Commission income	67.8	61.7	47.7	66.8	67.6
Other Income	63.5	(7.5)	53.6	0.6	8.1
Operating Income	514.1	429.5	461.2	433.2	437.5
Operating Expenses	(253.0)	(291.0)	(241.9)	(241.3)	(242.7)
Pre-Provision Income	261.1	138.5	219.3	191.9	194.7
Loan Loss Provisions	(175.1)	(270.8)	(256.3)	(1,835.0)	(302.6)
Other impairments	(1.8)	(37.7)	21.7	(48.5)	(22.8)
Profit before tax	84.2	(170.1)	(15.3)	(1,691.6)	(130.3)
Net Profit before non-recurring charges	59.3	(97.6)	29.5	(1,283.2)	(101.1)
Held for Sale	9.2	(54.3)	(25.2)	(33.6)	8.3
Non-recurring items	(8.4)	(23.4)	401.4	(0.5)	(1.6)
Net Profit	60.2	(175.3)	405.6	(1,317.3)	(94.4)
Balance sheet (€ m)	1Q16	4Q15	3Q15	2Q15	1Q15
Consumer Loans	6,486	6,565	6,572	6,620	6,680
Mortgages	18,172	18,249	18,348	18,727	18,827
Household Loans	24,659	24,814	24,920	25,347	25,506
Small Business Loans	7,217	7,246	7,261	7,377	7,374
Corporate Loans	19,407	19,584	19,470	20,025	19,956
Business Loans	26,624	26,829	26,731	27,402	27,330
Total Gross Loans	51,323	51,683	51,693	52,792	52,892
Total Deposits	31,828	31,446	30,037	30,583	34,518
Total Assets	72,938	73,553	73,755	74,544	77,513

Consolidated financials



Income Statement (€ m)	3M16	3M15	Δ у-о-у (%)
Net Interest Income	382.8	361.8	5.8
Commission income	67.8	67.6	0.4
Other Income	63.5	8.1	>100
Operating Income	514.1	437.5	17.5
Operating Expenses	(253.0)	(242.7)	4.3
Pre-Provision Income	261.1	194.7	34.1
Loan Loss Provisions	(175.1)	(302.6)	(42.1)
Other impairments	(1.8)	(22.8)	(92.1)
Profit before tax	84.2	(130.3)	
Net Profit before non-recurring items	59.3	(101.1)	
Held for Sale	9.2	8.3	11.4
Non-recurring items	(8.4)	(1.6)	
Net Profit	60.2	(94.4)	

Balance sheet (€ m)	3M16	3M15	Δ у-о-у (%)
Consumer Loans	6,486	6,680	(2.9)
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Business Loans	26,624	27,330	(2.6)
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Total Deposits	31,828	34,518	(7.8)
Total Assets	72,938	77,513	(5.9)



Appendix II – Macroeconomic update

Short-term macroeconomic outlook improves Strengthened prospects for successful completion of 1st program review



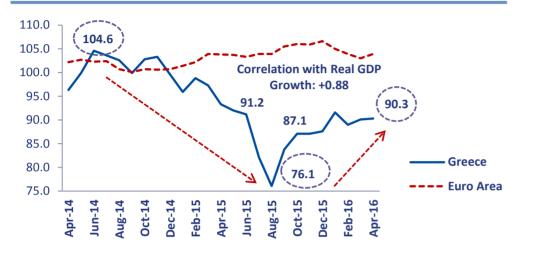
- Milder than anticipated recession in 2015; GDP drop mainly due to drawdown in inventories after imposition of CCs <u>*Contributors:*</u> private consumption (+0.2ppts); net exports (+1.1ppts); gross fixed capital formation (+0.1ppts); inventories (-1.6ppts)
- Real GDP expected to decline by -0.3% in 2016 and to expand by 2.7% next year (EC Spring 2016 forecasts) <u>Contributors</u>: positive contribution from net exports and gradual recovery of domestic demand
- Successful completion of 1st program review (expected by end of May) to open the door for:
 - □ Release of next ESM loan tranche (> €10bn) to service external debt and clear state arrears
 - Re-introduction of Greek collateral waiver (cheaper funding for Greek banks)
 - □ Further specification of debt relief modalities in three stages: short-, medium- and long-term
 - □ Inclusion in ECB's QE program (compression of risk premia)
 - Gradual relaxation /eventual removal of capital controls (improvement in depositor sentiment and return of deposits)
 - □ Acceleration of privatization program and strengthened framework for NPLs management
 - **I** Tighter budgetary surveillance (contingency mechanism to automatically correct deviations from fiscal targets)
- Adequate program financing to cover government borrowing need until August 2018
- ☑ Debt relief to smooth out borrowing profile after 2020
- Sizeable funding committed to re-engineer medium-term growth from EU structural and investment funds as well as agricultural policies (> €35bn until 2020)

<u>*Risks*</u>: backpedaling on structural reforms agenda; regional geopolitical tensions; refugee crisis; major external shock (China, EM & commodity markets)

Domestic economic activity

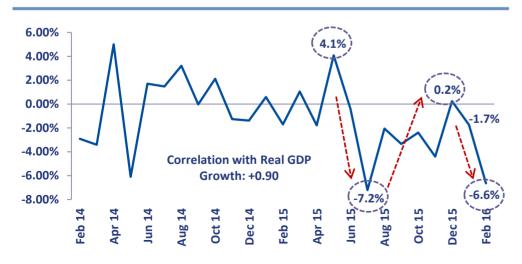
Gradual stabilization after last summer's turbulence



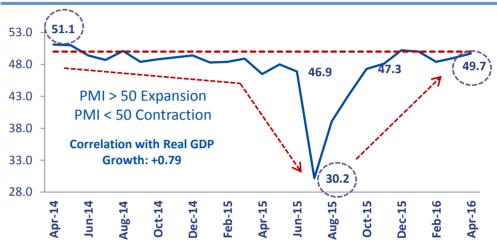


Economic sentiment

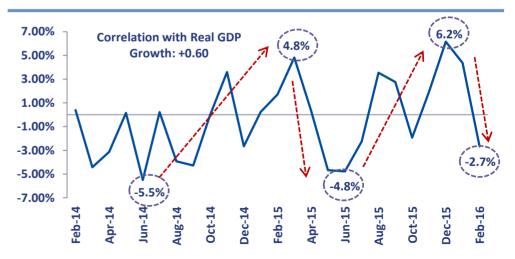
Retail sales volume (y-o-y %)



Purchases managers' index (PMI)



Industrial production (y-o-y %)



Domestic financial conditions

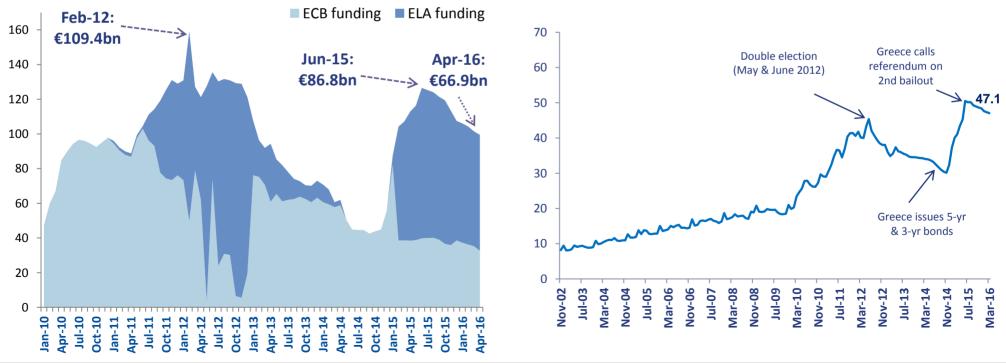
Notable improvement expected upon completion of 1st review



- Stabilization of macro environment, gradual relaxation of CCs to facilitate return of bank deposits
 - Deposit outflows by private-sector residents amounted to c. €42.5bn in Sept. 2014-Jun. 2015 (total outflows: c. €55bn)
 - □ Most of these outflows remained within the country (under the mattress)
 - Cash outside the Greek banking system now c. 27% of GDP (17.5% in September 2014) vs. 18% of GDP in the EA
 - Section 20 > €20bn of excess liquidity is currently estimated to be "under the mattress"
- ☑ Reinstatement of sovereign debt waiver & inclusion in ECB's QE programme
 - □ €400-€500mn positive impact on Greek bank results in 2017 (BoG estimate)
- ☑ Strengthened framework for NPLs resolution

Progressive decline in ELA reliance

Positive impact on credit supply & expected improvement in Capital Adequacy Ratio, c.17% currently for the four systemic banks



Mo Monetary Aggregate (€ bn)



Prior actions

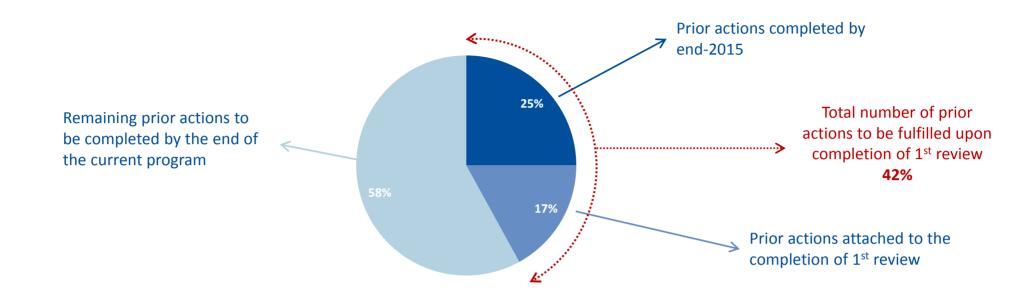
- Measures to secure savings/revenues of €5.4bn in 2016-2018
- Income tax reform (€1.8bn); approved by Parliament on May 8th
- Social security pension reform: (€ 1.8bn); approved by Parliament on May 8th
- Fiscal parametric measures: (€ 1.8bn); to be submitted for vote before May 24th
- NPLs resolution framework
- Establishment of the Privatisation and Investment Fund
- Contingency mechanism
- Automatically activated upon objective evidence that Greece fails to meet annual fiscal targets
- To include both expenditure and revenue measures

Debt relief

- □ Modalities to be worked out by EWG; possible agreement at the May 24th Eurogroup
- To be phased-in over three stages
- short-term: debt management optimization
- medium-term (no earlier than 2018): longer grace & payment periods, return of SMP & ANFA profits (€8.1bn)
- **long-term**: possible additional measures upon compliance with the primary surplus targets

Progress in implementing program deliverables

Around half of total # of prior actions to be fulfilled upon completion of 1st review Eurobank



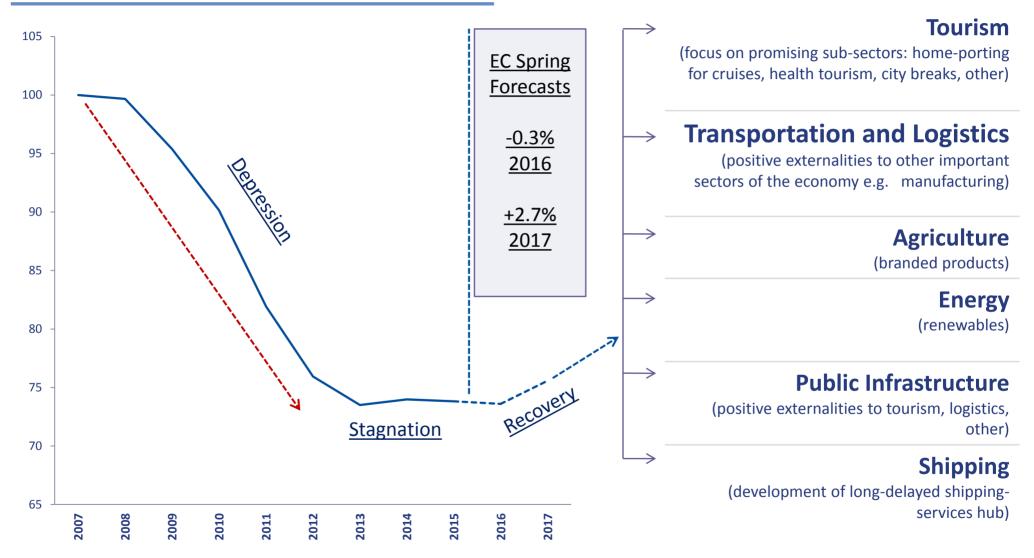
#Reforms		
Prior actions implemented by end-2015 (1)	61	25%
Prior actions attached to the completion of 1 st program review (2)	40	17%
Total # of prior actions to be fulfilled upon completion of 1 st program review	101	42%
Remaining prior actions to be completed by the end of the current program	140	58%
Total Number of prior actions	241	100%

- ✓ 42% of total number of prior actions attached to the current program will have been fulfilled upon completion of 1st review. These include some of the most important program milestones:
 - Social security pension reform
 - Establishment of new Privatization Fund
 - ✓ Completion of bank recapitalization
 - ✓ New NPLs management law
- Remaining reforms to be implemented by the end of the current program include, inter alia: completion of labor market reform, implementation of remaining product market reform (OECD toolkits I & II), rationalization of the payment process in the social security and health system and monitoring of fulfillment of operational targets for NPLs resolution

Medium-term growth drivers







Greece outlook 2016

Macro indicators: realizations & forecasts



	2015, €bn (nominal)	2015 Real YoY%	2016 Real YoY%	2017 Real YoY%
GDP	176.0	-0.2	-0.3	2.7
Private Consumption	123.8	0.3	-0.4	1.8
Government Consumption	35.2	0.0	-0.5	-0.1
Gross Capital Formation	17.3	-13.1	-1.0	12.7
Gross Fixed Capital Formation	20.5	0.7	-0.9	11.6
Exports	53.0	-3.8	0.5	4.2
Imports	53.3	-6.9	-0.1	3.8
GDP Deflator (yoy%)		-0.6	-0.2	0.8
Unemployment Rate (%)		25.0	24.7	23.6
Private Sector Deposits (yoy%)		-23.0	6.3	7.5
Private Sector Credit (yoy%)		-3.6	-1.0	2.7

Investor Relations contacts



Dimitris Nikolos	+30 210 3704 754 E-mail: <u>dnikolos@eurobank.gr</u>
Yannis Chalaris	+30 210 3704 744 E-mail: <u>ychalaris@eurobank.gr</u>
Christos Stylios	+30 210 3704 745 E-mail: <u>cstylios@eurobank.gr</u>
E-mail:	investor_relations@eurobank.gr

Fax: +30 210 3704 774	Internet: www.eurobank.gr
Reuters: EURBr.AT	Bloomberg: EUROB GA