



Alpha Bank Q1 2024 Results

Investor presentation

16th May 2024



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About Alpha Services and Holdings

Alpha Services and Holdings S.A. (under the distinctive title Alpha Services and Holdings) is a financial holdings company, listed on the Athens Stock Exchange, and the parent company of the banking institution "ALPHA BANK S.A."

Subsequent to the corporate transformation that took place in April 2021, the banking operations were hived-down to a new wholly owned banking subsidiary (Alpha Bank S.A.).

Alpha Bank S.A. is 100% subsidiary of Alpha Services and Holdings S.A. and one of the leading Groups of the financial sector in Greece which was founded in 1879 by J.F. Costopoulos. The Bank offers a wide range of high-quality financial products and services, including retail banking, SMEs and corporate banking, asset management and private banking, the distribution of insurance products, investment banking, brokerage and real estate management.

<https://www.alphaholdings.gr/en/investor-relations>



Alpha Bank

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Q1 2024 performance reinforces outlook

Profitability

- Record high **Reported Profit** at €211.1mn
- +9.6% y/y **Net Interest Income** at €420.2mn
- +18.0% y/y **Fee income** at €96.3mn
- 38.4% **Cost-Income ratio** vs. 43.3% last year
- +28.9% y/y **Reported PPI** at €356.3mn
- 69bp **Cost of Risk** vs. 77bp a year ago

Balance sheet

- +6.0% y/y **Performing loans** at €35bn (adj. Romania)
- +47.6% y/y **AuMs** at €17bn
- 6.0% **NPE ratio**, flat q/q

Capital

- 68bp **Organic capital generation**
- 2023 €122m distribution in **50% Cash - 50% Buyback**⁴

Return on Tangible Equity¹

13.5%

in Q1 2024 vs 11.1% in Q1 2023

Earnings Per Share²

€0.09

in Q1 2024 vs. €0.07 in Q1 2023

Fully Loaded CET1 Ratio

14.6% or 16.2% pro-forma³

vs. 12.9% in March 2023

Payout accrual⁴

24bp

on 35% assumed payout for FY2024



2024 Guidance

Return on Tangible Equity¹

c. **13%**

EPS²

c. **€0.31**

Fully Loaded CET1 Ratio

c. **16%**

Payout accrual⁴

c. **35%**

¹ Based on normalized profit after tax over average TBV; Calculated after deduction of AT1 coupon payments; Adjusted excluding capital above management target, ² Earnings per share; calculated after deduction of AT1 coupon payments; Based on normalized profit after tax, ³ Pro-forma for remaining RWA relief from NPA transactions including mainly Gaia and Skyline, the transaction with UniCredit and the pending synthetic securitization. ⁴ Subject to regulatory approval

Constant profitability improvement during business plan horizon



	2023	2024	2025	2026
Total Revenues (€ bn)	2.1	c.2.1	c.2.2	c. 2.3
Cost-Income Ratio	40%	c.40%	c.37%	c.37%
Cost of Risk	82bps	c.75bps	c.70bps	< 65bps
ROTE¹	12.9%	c.13%	c.13.5%	>14%
Normalised EPS² (€)	0.32	c.0.31	c.0.33	> 0.35
Tangible Equity (€ bn)	6.4	c.6.6	c.6.9	c.7.3
FL CET1 Ratio	14.3%	c.16%	c.16.5%	> 17.5%

1| Return on Tangible Equity; Based on normalized profit after tax over average Tangible Equity; 2023 - 2026 figures are calculated after deduction of AT1 coupon payments; Adjusted excluding capital above management target, 2| Earnings per share; 2023 - 2026 figures are calculated after deduction of AT1 coupon payments

Buyback application reflecting return on current market value

	FY 23	Q1 24	FY 24E	FY 25E	FY 26E	
EPS ¹	0.32	0.09	c.0.31	c.0.33	> 0.35	c. 5x PE⁴ (2024-2026 average)
ROTE ³	12.9%	13.5%	c.13%	c.13.5%	>14%	c. 0.5x PTBV⁴ (2024-2026 average)
Assumed payout ²	20%	35%	35%	50%	50%	c. 30% of Market Cap⁴ assumed distribution over 2024-2026
FL CET1 Ratio	15.9% ⁵	16.2% ⁵	c.16%	c.16.5%	> 17.5%	c. 40% of Market Cap⁴ in excess capital by 2026

Sustainable earnings underpin value creation

- ✓ Well positioned for lower rates: loan & securities volumes, lower net interbank position
- ✓ Leveraging franchise strength to grow fees
- ✓ Positive jaws improve operating leverage
- ✓ Improving cost of risk
- **Profitability expanding over the period reaching 14%**

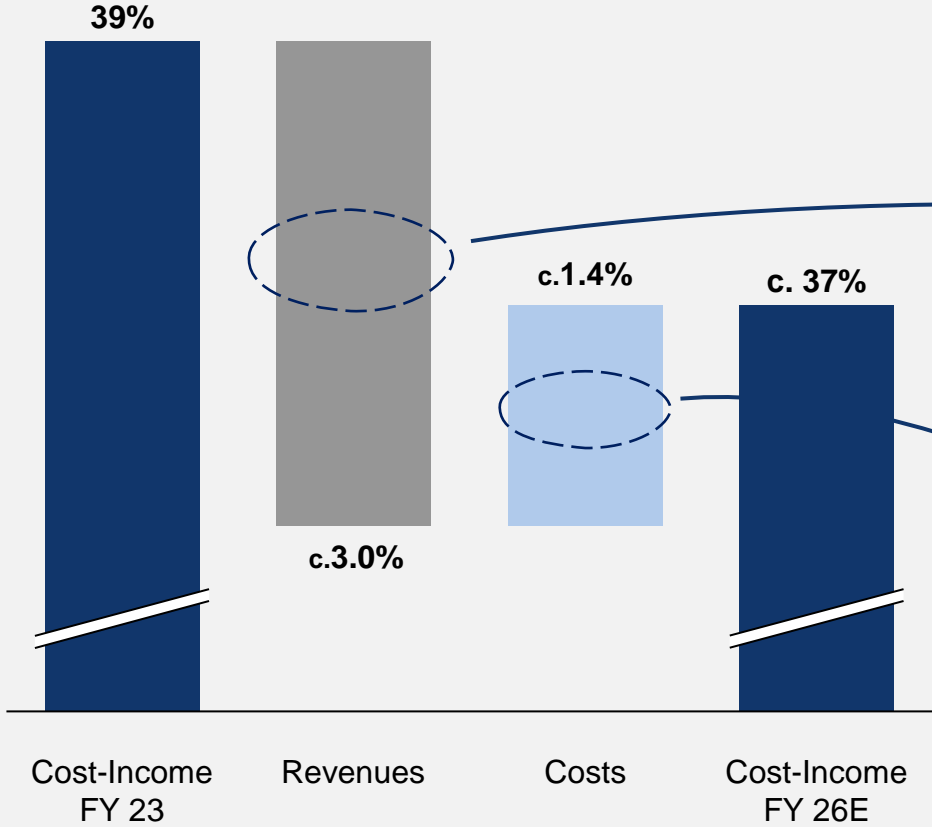
Expanding capital buffers enhance remuneration capacity

- Retained earnings well above RWA growth
- Improved capital allocation following deal on Romania
- Further RWA optimization through synthetic securitizations
- 2023 €122m distribution²: 50% Cash & 50% Buyback giving 20% ERR^{4,6}
- **> €1.5bn capital above 13% target by 2026**

1| Earnings per share: calculated on normalized profit after tax after deduction of AT1 coupon payments. 2| Subject to regulatory approval and the fulfilment of business plan targets 3| Return on Tangible Equity: Based on normalized profit after tax over average Tangible Equity after deduction of AT1 coupon payments; Adjusted excluding capital above management target, 4| Based on closing price as of 15/05/2024, 5| Pro-forma for remaining RWA relief from NPA transactions including mainly Gaia and Skyline, the transaction with UniCredit and the pending synthetic securitization, 6| Expected Rate or Return = profit equivalent to buyback EPS enhancement over buyback amount.

Outlook for operating excellence enabled by work on HR and Digital

Business plan Cost-Income evolution (Group, %)



HR and Digital as drivers of growth and efficiency

- Sales
 ▶ Digital products expanding catalogue and enabling continued growth in sales and revenue diversification

- Productivity gains
 ▶ Upskilling, reskilling, engaging and incentivizing our employees increases output

- IT investments
 ▶ c€460mn of planned investments in IT and Digital to increase efficiency, modernize and generate revenues

- Efficiency gains
 ▶ Optimize FTE deployment via change in operating model, offsetting inflows, wage inflation and incentive aligned rewards

Constant progress through our three HR pillars

1

Enabling business transformation



Redefine roles and capabilities of HR

Introduced 20 new roles and allocated 10 HR Business Partners for all Bus.
Digitalization and automation of HR function

Attract and Grow talent

+187 new hires dedicated to front facing and digital teams

Cement high performance culture

New combined variable plan.
New talent and retention scheme
Alignment with Business Plan KPIs

2

Maximizing employee potential and mobility



Invest in learning

+61% Training hours
+152% Training enrollments

Promote flexible career paths

Dual career paths with skill-based roles. Organizational levels reduced from 13 to 7

Develop employees with transferrable skills

Established 14 job families enabling internal mobility across entities, creating unique job profiles

Develop strong succession pipeline

Designed new Talent identification framework and senior management succession plans

3

Build a strong employee value proposition



Embed new Purpose and Values

39 Initiatives in progress, 18 Champions
Alpha Way Soft Launch: pioneers meet ups
Top 500 Webinar – cascading to change agents

Enhance Diversity, Equity and Inclusion

New DEI strategy implemented & incorporated in performance management.
4 new female empowerment programs

Develop employee communities

Expanding cross-functional Communities of Change to 4

Continuous improvement in key digital metrics

Key Achievements since 2022¹

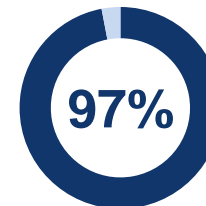
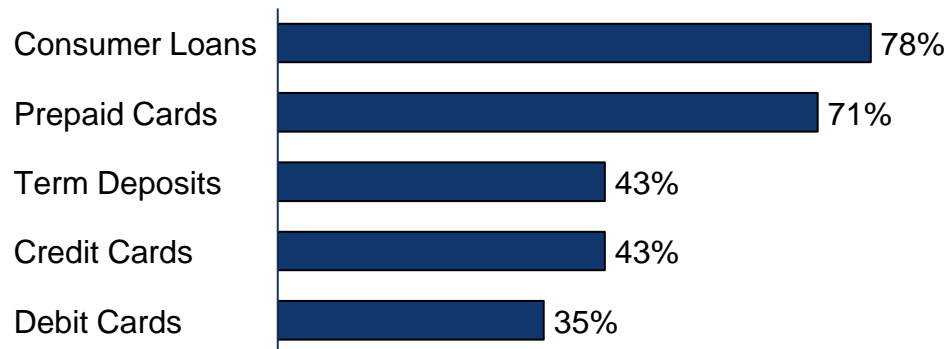
- **+37%** Digital Sales Items in Q1 YoY
- **+70** New Digital Products & Services launched
- **+350** Digital Journeys redesigned & launched
- **22** New Advanced Analytics & AI models



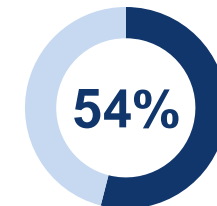
Investor Day KPIs

	2022	2023	Q1/2024	2024 Target
Digital Sales	19%	23%	25% →	25% 🟢
Daily Banking Digitalization ²	65%	82%	83% →	90%
Active Users ^{2,3} In mn.	1,6	1,7	1,7 →	1,8

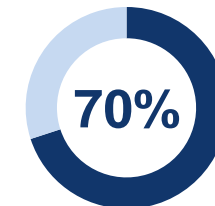
% Digital Sales | Q1 24 Production



Transaction penetration⁴



Individual



Business

Client penetration^{2,5}

Key Digital Launches | myAlpha Vibe

Full launch Q4 2023



Pocket money for teenagers aged 15-18

- 2 available packages
- 1 child – 1.99€/month
 - 2-4 children – 2.99€/month

> 3,000
Cards to date¹



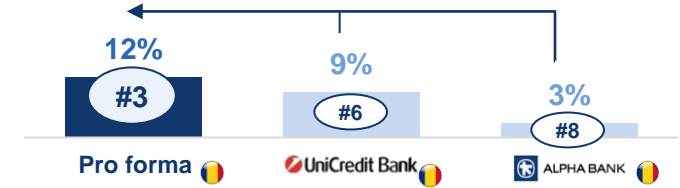
Note: Data as of March 2024

Our partnership with UniCredit is getting operationalized

1
 **Merger in Romania**

Joining forces in Romania by combining respective subsidiaries in the country to capitalise on the very favourable geopolitical and economic outlook for the country and create a **Top 3 player**

Romania total assets market shares (Dec-22)



2
 **Commercial partnership**

Entering into a **commercial partnership in:**

- **asset management** and specifically mutual fund distribution
- **bancassurance**, whereby UniCredit would acquire a majority equity interest in AlphaLife supported by a long-term distribution agreement and
- **cross-border referral partnerships**

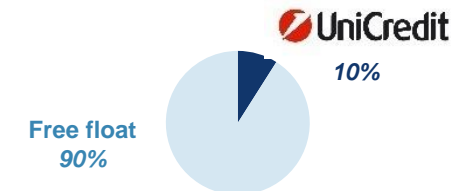
 **ALPHALIFE**
 joint venture

onemarkets
 distribution agreement

3
 **Offer to acquire HFSS's stake**

To underpin its commitment to the partnership, UniCredit has acquired the **Hellenic Financial Stability Fund' stake in Alpha Bank**

Shareholding of Alpha Services and Holdings





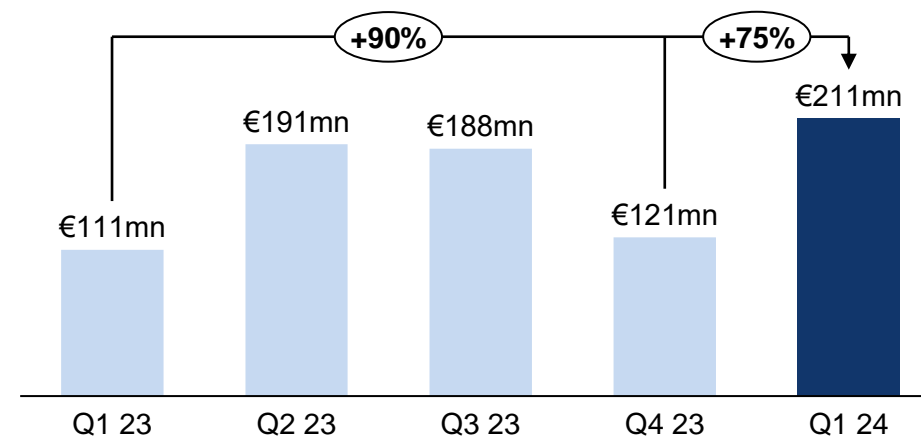
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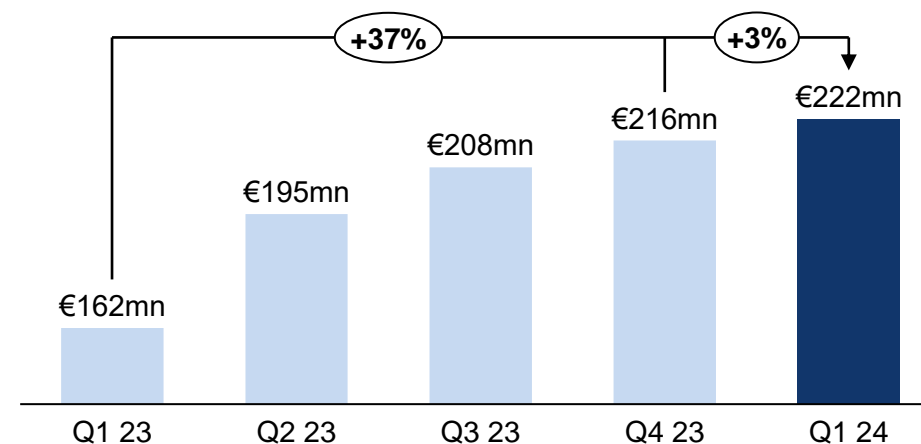
Q1 2024 Group Profit & Loss

Profit & Loss (Romania in Discontinued ops) (€ mn)	Q1 2024	Q1 2023	yoy % change	Q1 2024	Q4 2023	qoq % change
Net Interest Income	420	383	10%	420	439	(4%)
Net fee and commission Income	96	82	18%	96	99	(3%)
Trading & Other Income	43	17	...	43	30	44%
Operating Income	560	482	16%	560	568	(1%)
Recurring Operating Expenses	(200)	(206)	(2%)	(200)	(194)	3%
Extraordinary	(3)	0	...	(3)	5	...
Total Operating Expenses	(204)	(205)	(1%)	(204)	(189)	8%
Core Pre Provision Income	322	269	20%	322	353	(9%)
Pre Provision Income	356	276	29%	356	379	(6%)
Impairment Losses	(63)	(74)	(15%)	(63)	(90)	(30%)
Profit before income tax	289	202	43%	289	276	5%
Income Tax	(85)	(60)	42%	(85)	(79)	7%
Impact from NPA transactions ¹ , discontinued operations & other adjustments	7	(31)	...	7	(75)	...
Reported Profit after income tax	211	111	90%	211	121	75%
Normalised Profit After Tax²	222	162	37%	222	216	3%

Reported Profit After Tax



Normalised Profit After Tax²



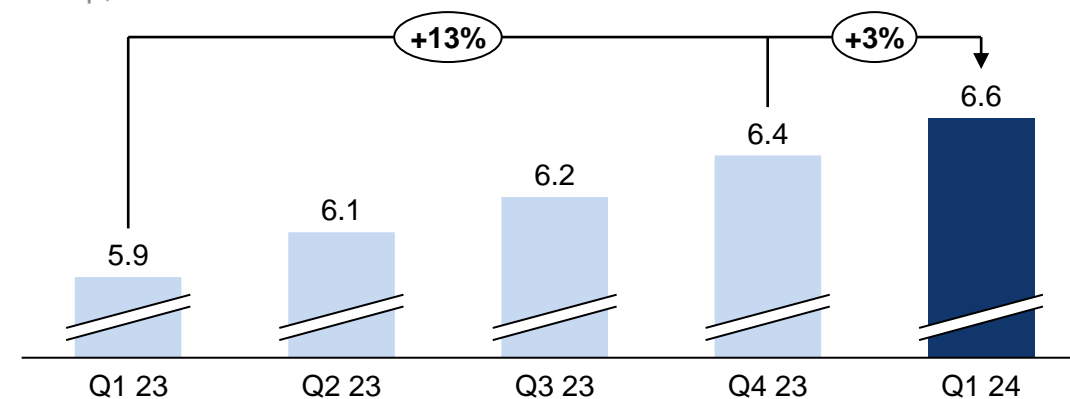
Q1 2024 Group Balance Sheet

Balance Sheet

(€ bn)	Mar 2024	Dec 2023	Mar 2023	q/q
Assets	74.4	73.7	73.7	0.7
Securities	16.3	16.1	14.7	0.3
Cash & Cash Balances	4.5	4.2	8.3	0.3
Net Loans	36.3	36.2	38.2	0.2
ECB balances	4.0	5.0	9.0	(1.0)
Deposits	47.3	48.4	50.2	(1.2)
Tangible Equity	6.6	6.4	5.9	0.2
CET1 ratio (Fully loaded)	14.6%	14.3%	12.3%	...
Total Capital ratio (Fully loaded)	19.0%	18.6%	16.4%	...
NPE ratio	6.0%	6.0%	7.6%	...
NPE Cash Coverage	46%	45%	40%	...

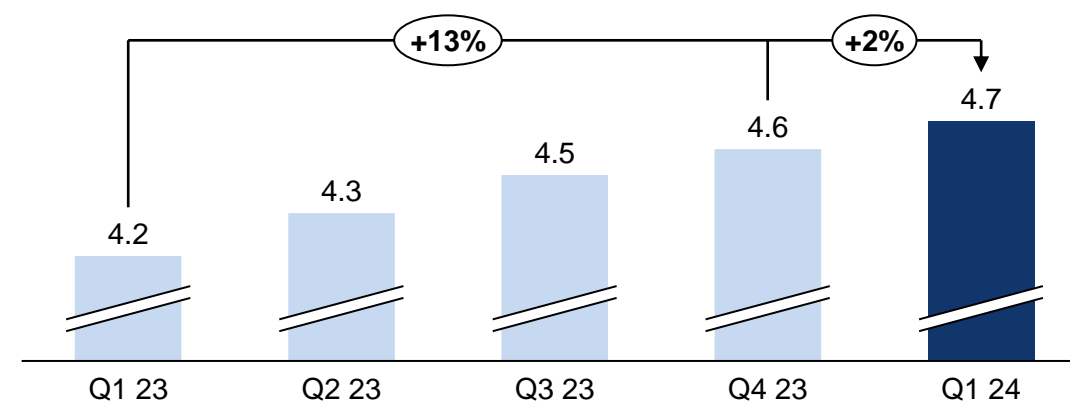
Tangible Book Value

Group, € mn



CET1 (Fully loaded)

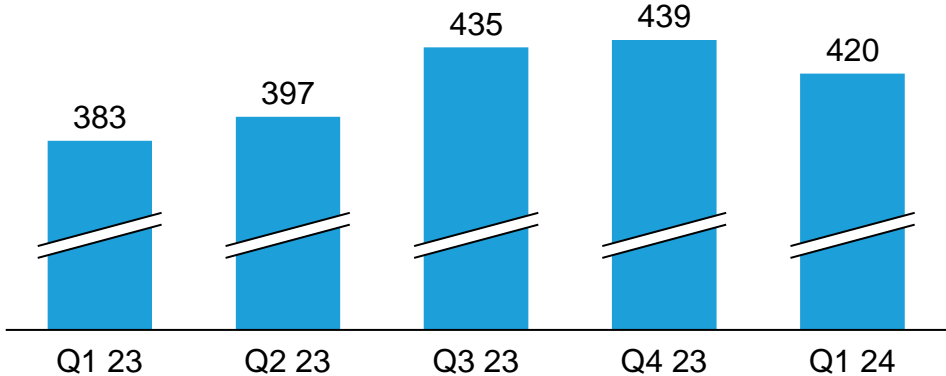
Group, € bn



Trends in line with expectations across main P&L items

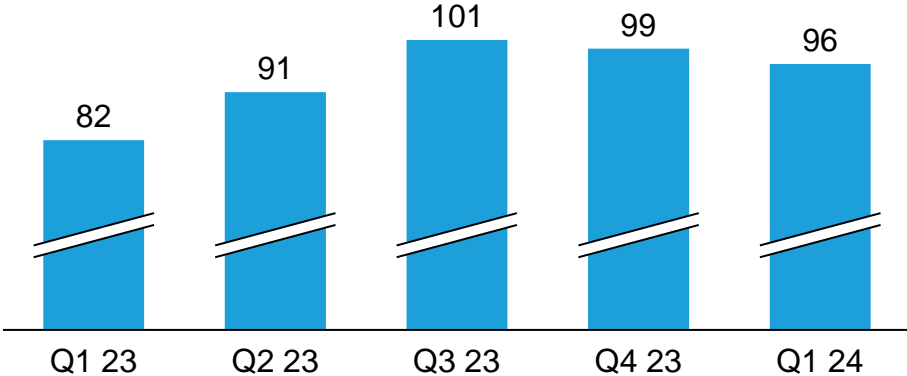
Net Interest Income

Group, € mn



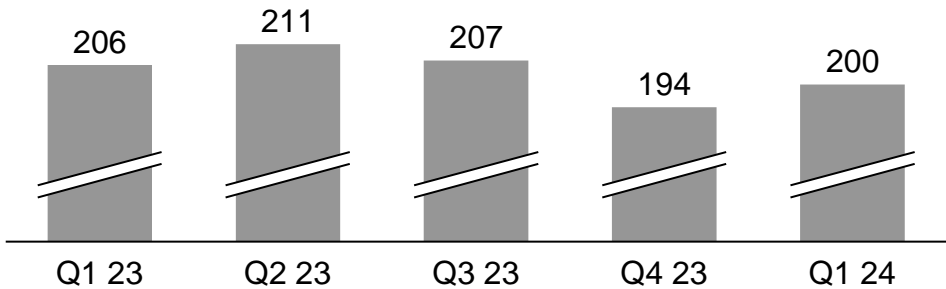
Net fee and commission income

Group, € mn



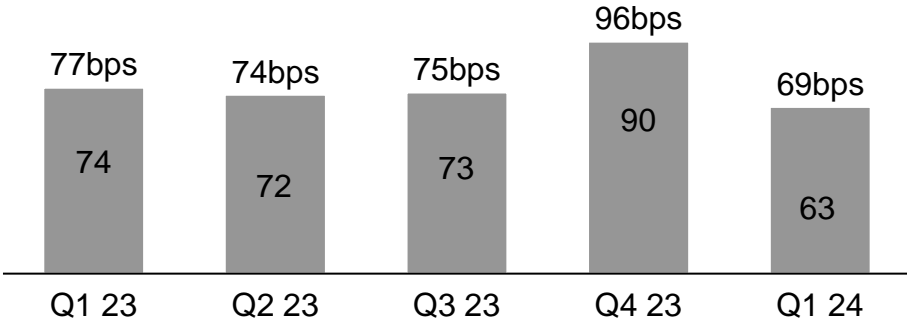
Recurring operating expenses

Group, € mn



Cost of Risk¹

€mn & bps over net loans

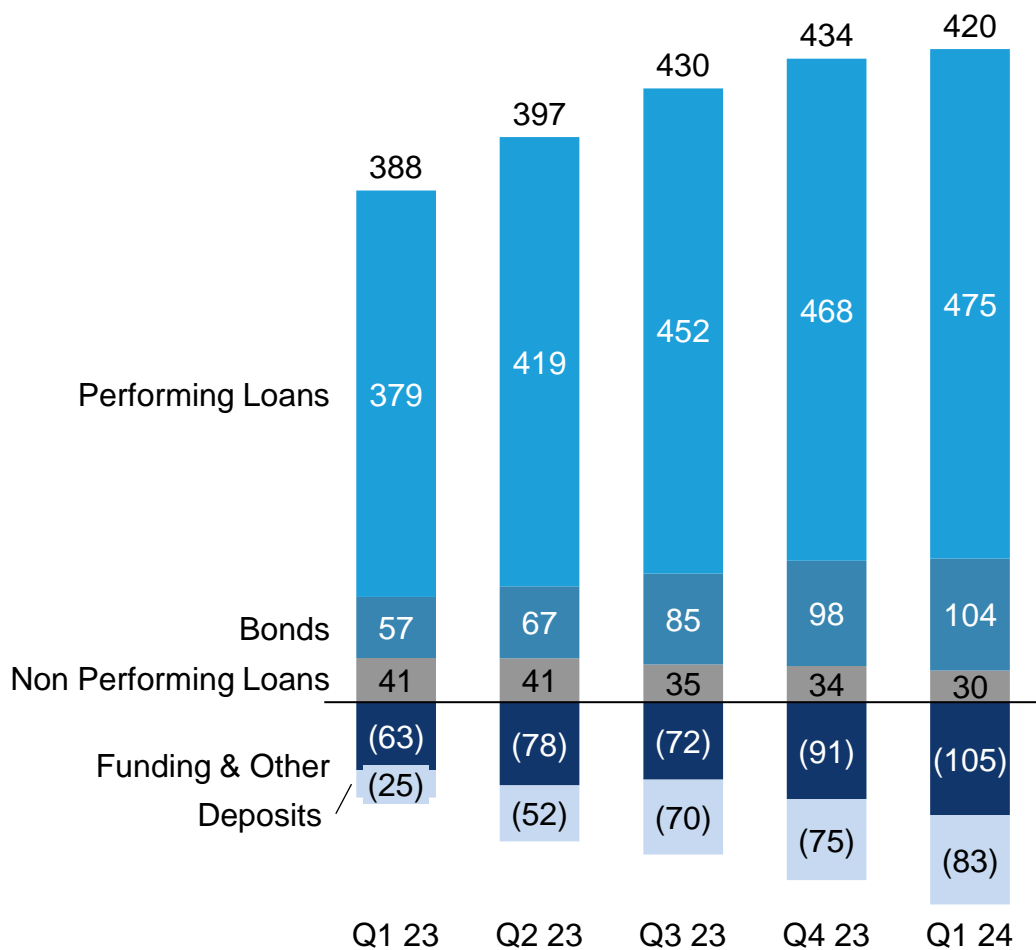


¹ Includes underlying impairments and servicing fees

Hedging costs and frontloaded issuance expectedly weighing on NII

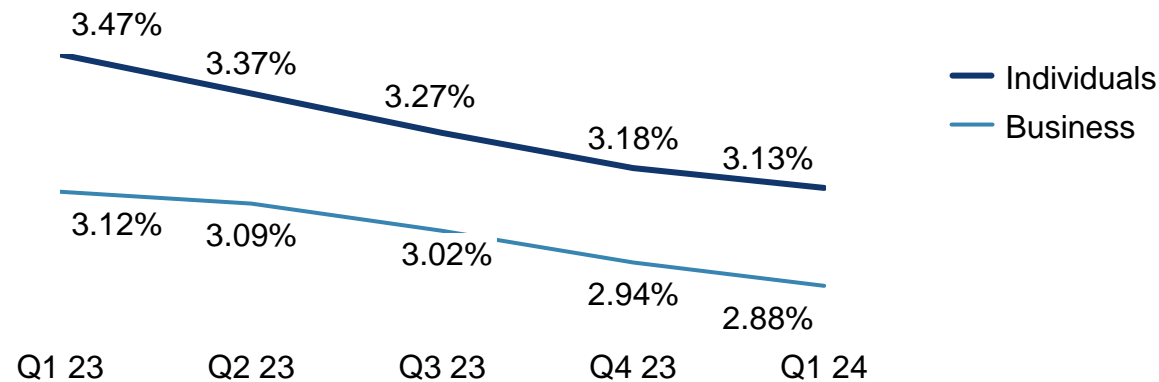
Interest Income / Interest Expense breakdown¹

Group, € mn



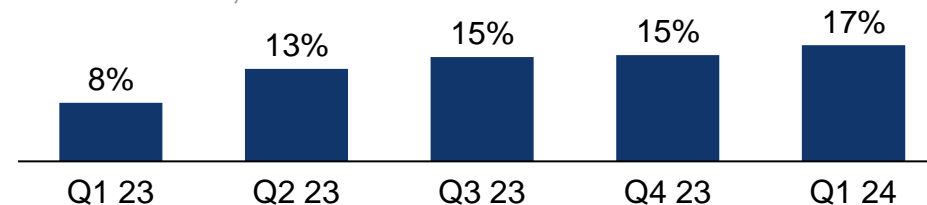
Performing loan spreads³

Greece, %

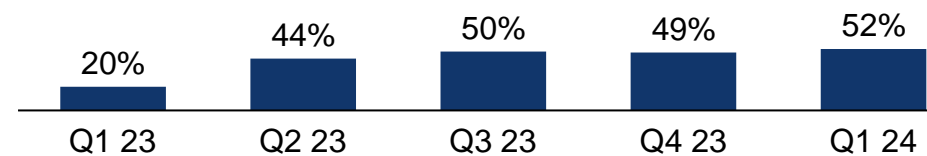


Deposit costs

Deposit beta² Greece, %



Term Deposit pass-through³ EUR, %



1| Q2, Q3 and Q4 seasonally adjusted based on Q1 day count. 2| Deposit beta refers to total cost of deposits in Greece versus 3M Euribor. 3| Time deposit pass through refers to the deposit rate offered to a client over the relevant reference rate at the time of offer. 3| Sight - Savings deposits spreads contain MFR methodology modification impact calculation now uses long term curves to take into account the estimated average life of the products

Year to date performance reaffirms expected trajectory

Drivers of Net Interest Income evolution (illustrative)

Key driver:

- Deposits re-pricing higher

+ Deposits re-pricing lower

+ Loan volumes

Other:

- Higher wholesale funding costs

+ Higher loan balances

+ Structural hedging

- Loan re-pricing

+ Reinvestment of securities

- Deposit balances

+ Higher loan balances

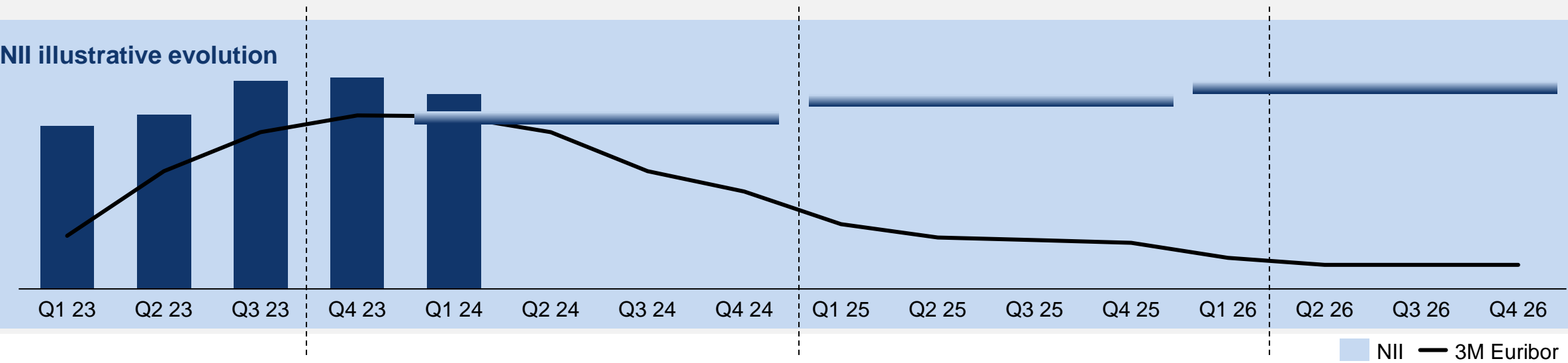
+ Structural hedging

- Wholesale funding

+ Securities growth & reinvestment

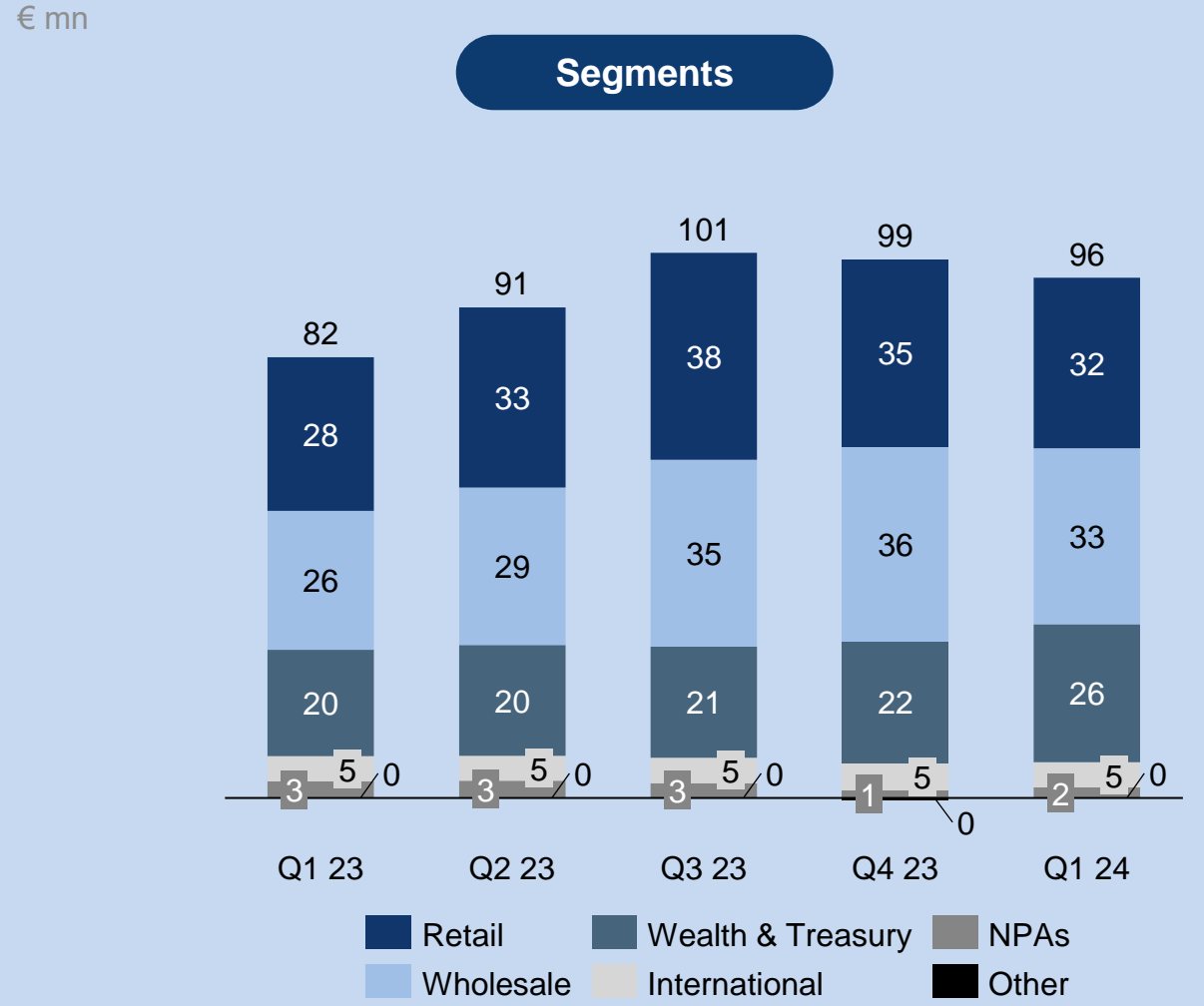
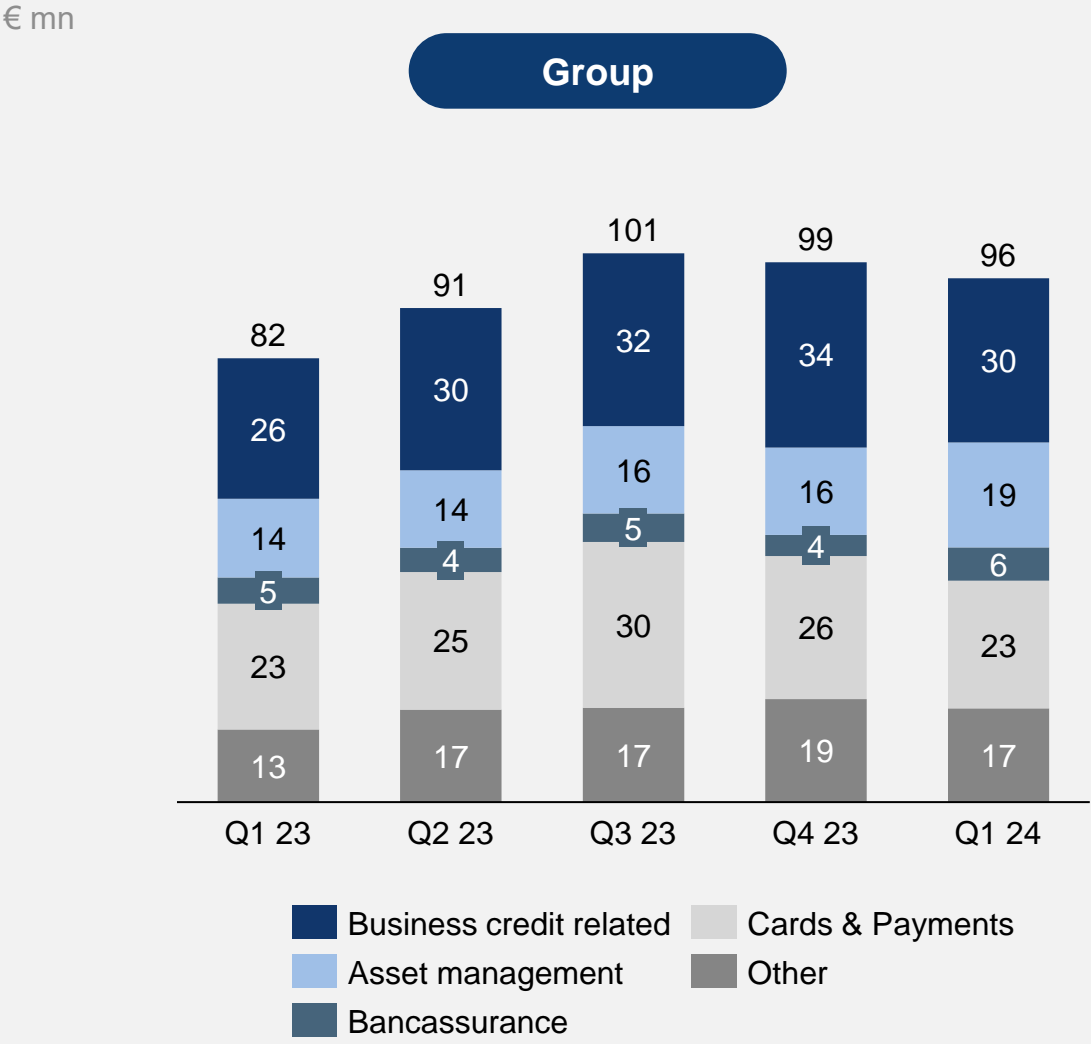
- Loan repricing (but +ve volumes)

NII illustrative evolution

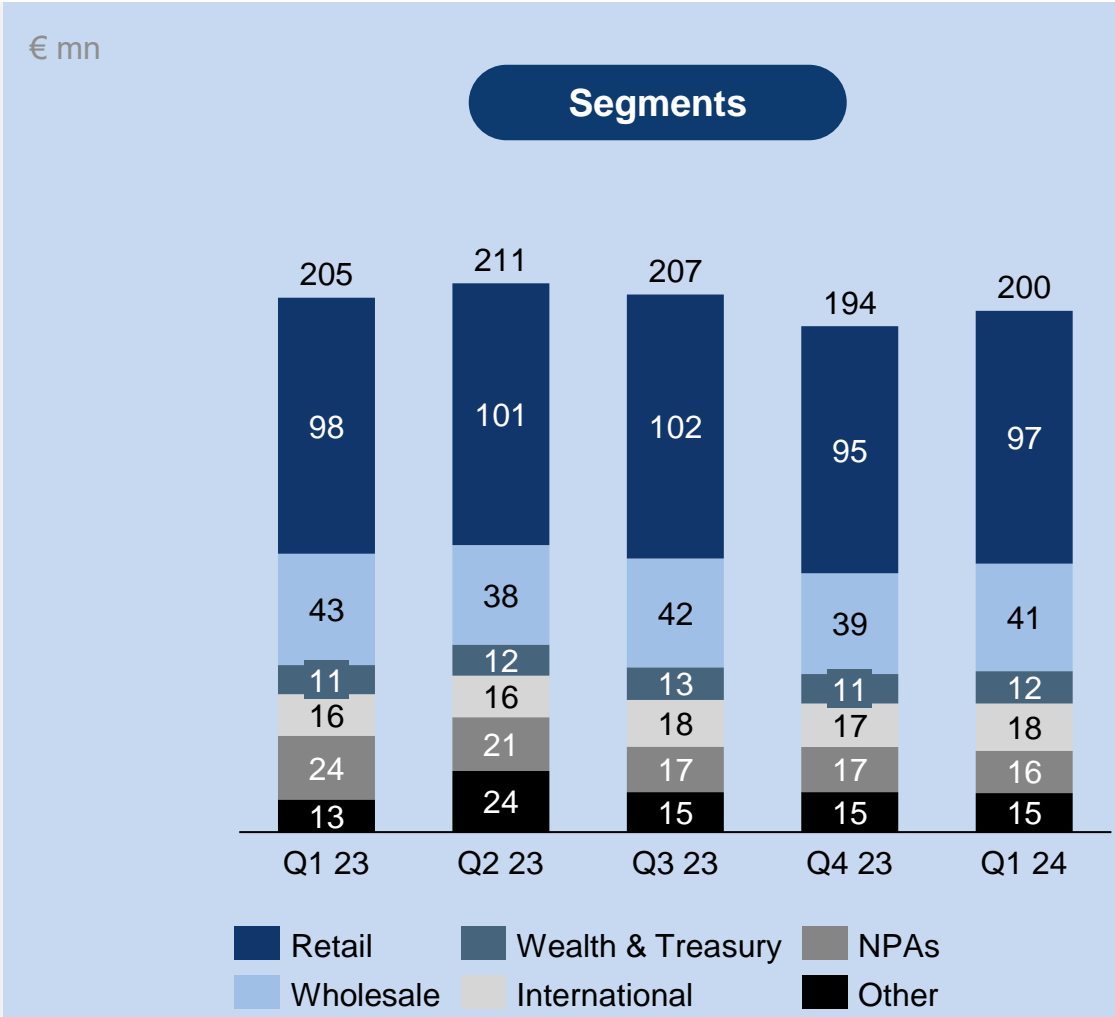
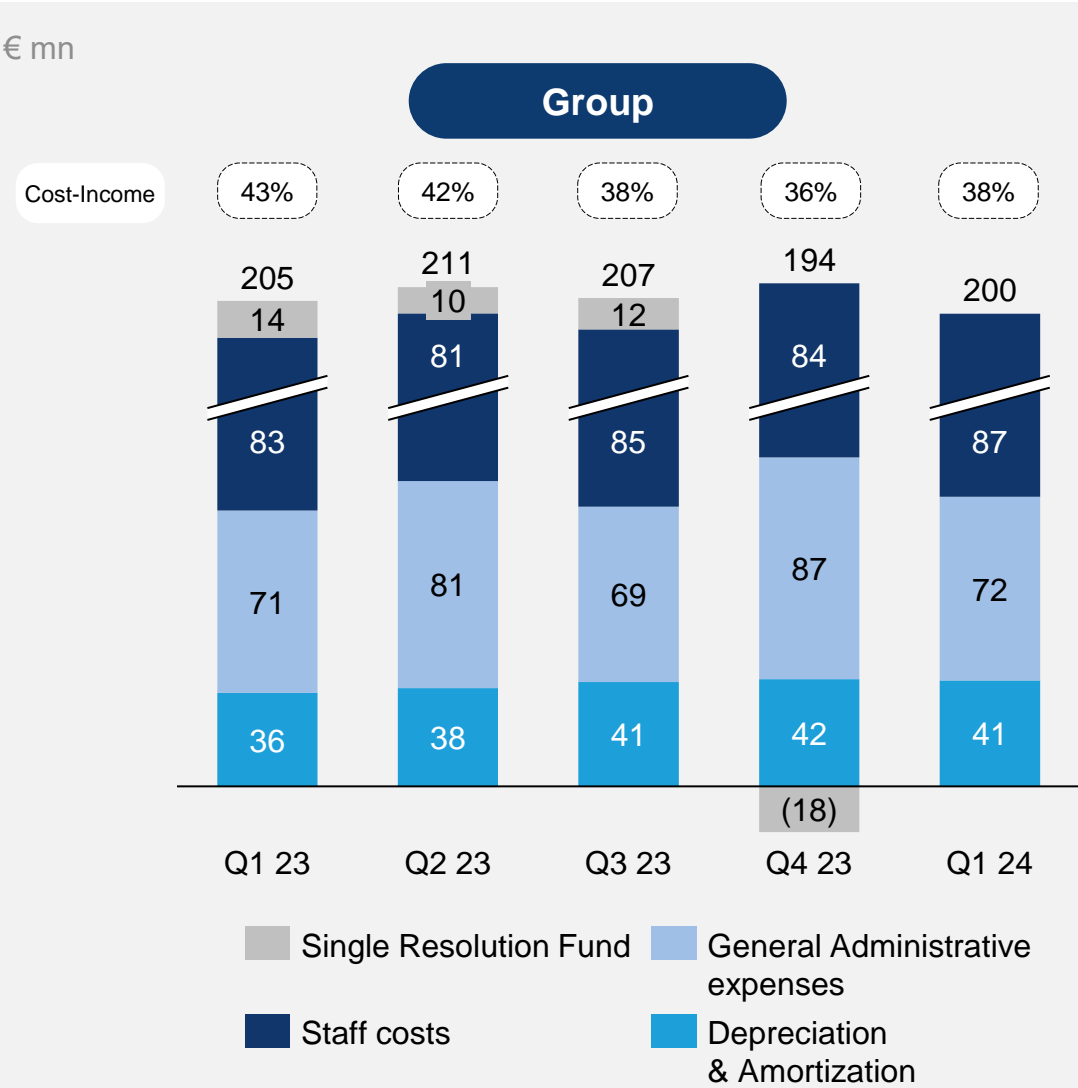


1| Excluding senior notes, 2| End of year value

Fees up 18% y/y; growth across all products and segments



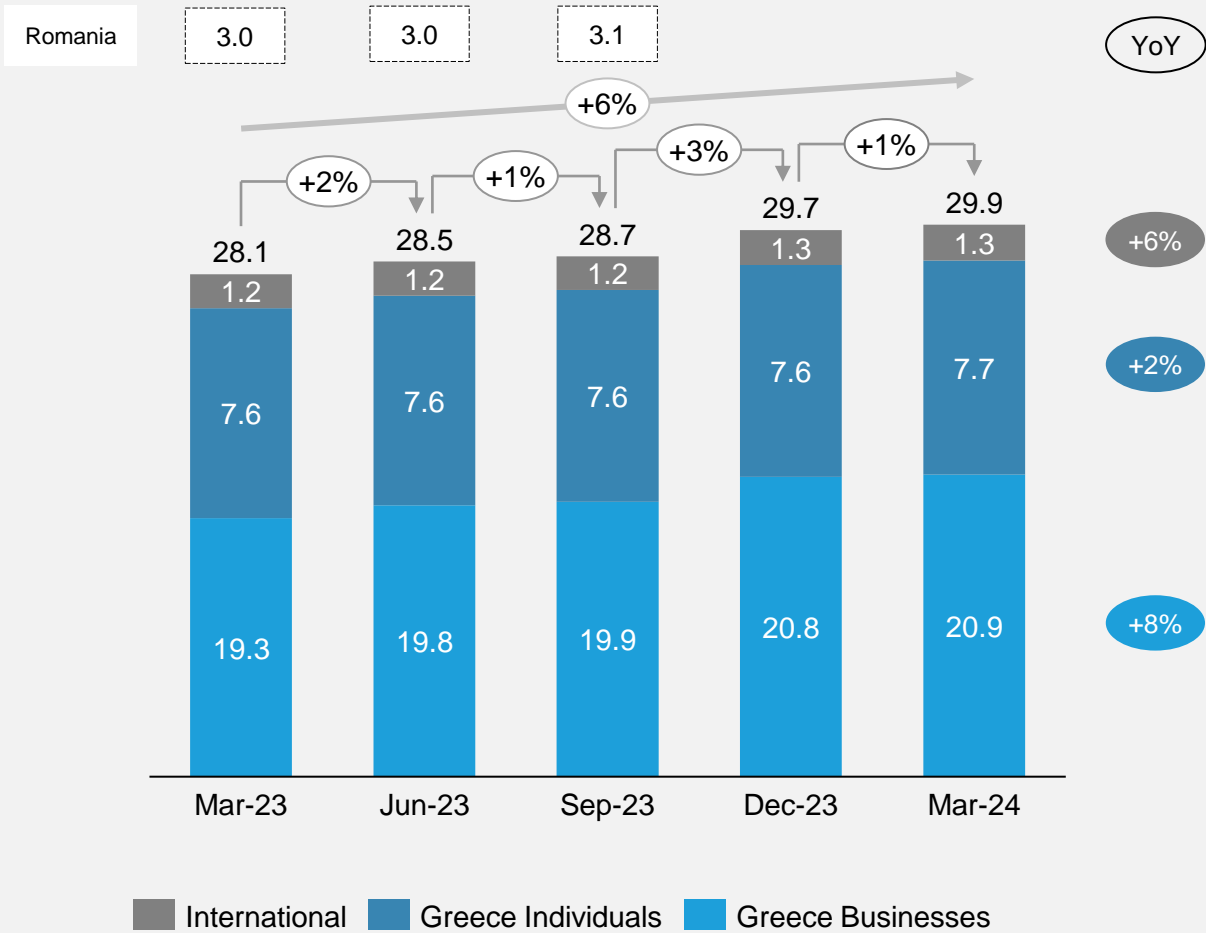
Recurring costs down 2.5% y/y as lower resolution fund fees and further optimisations counter the impact from inflation & investments



Performing loans up 1% q/q equally driven by Retail and Wholesale

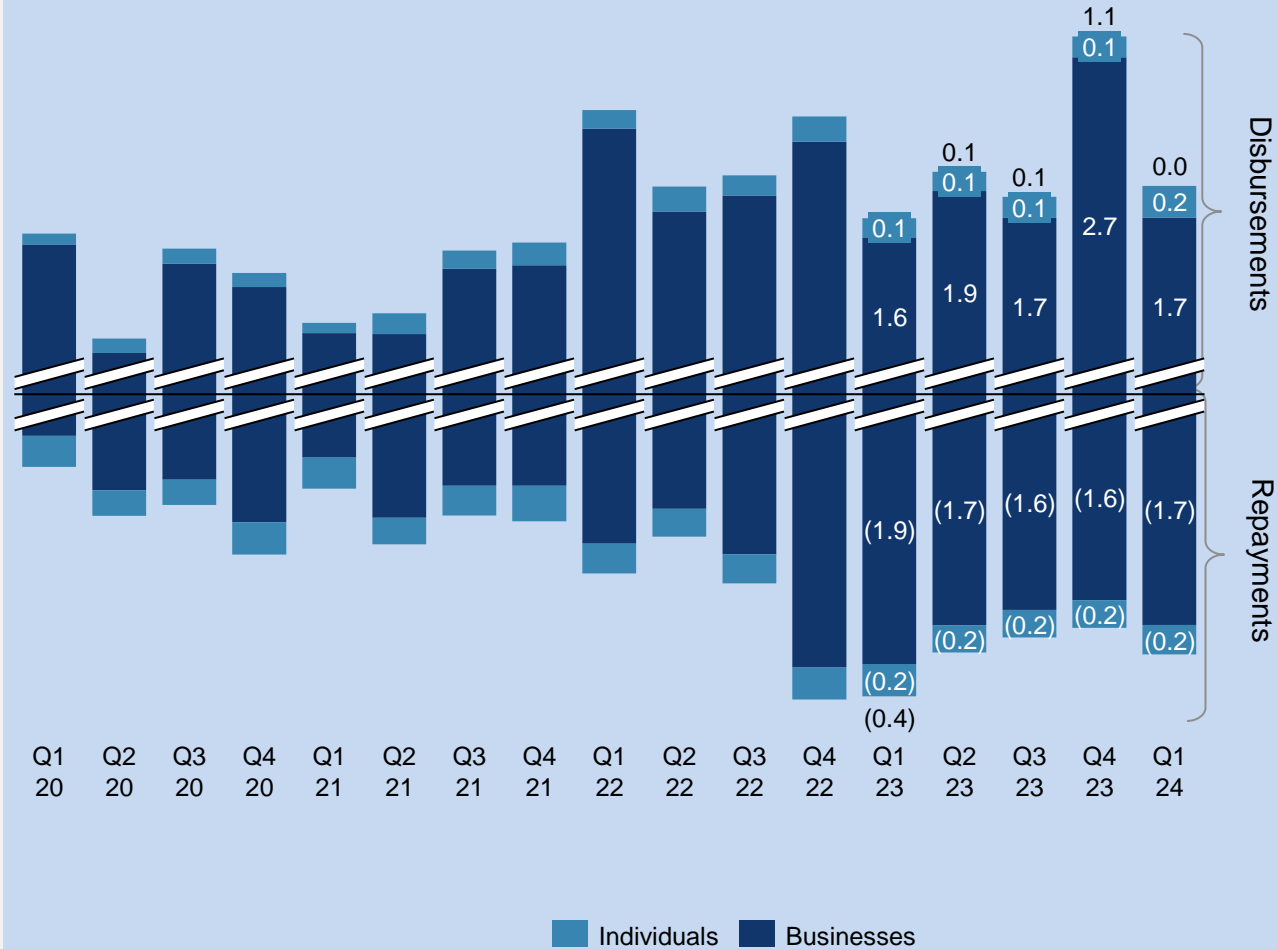
Performing loan book expansion

Group, € bn



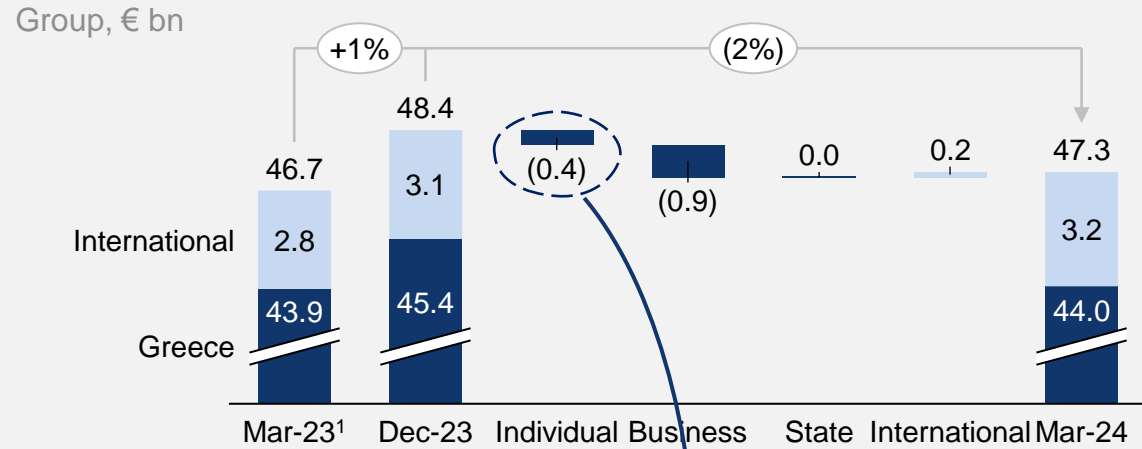
Net credit expansion

Greece, € bn

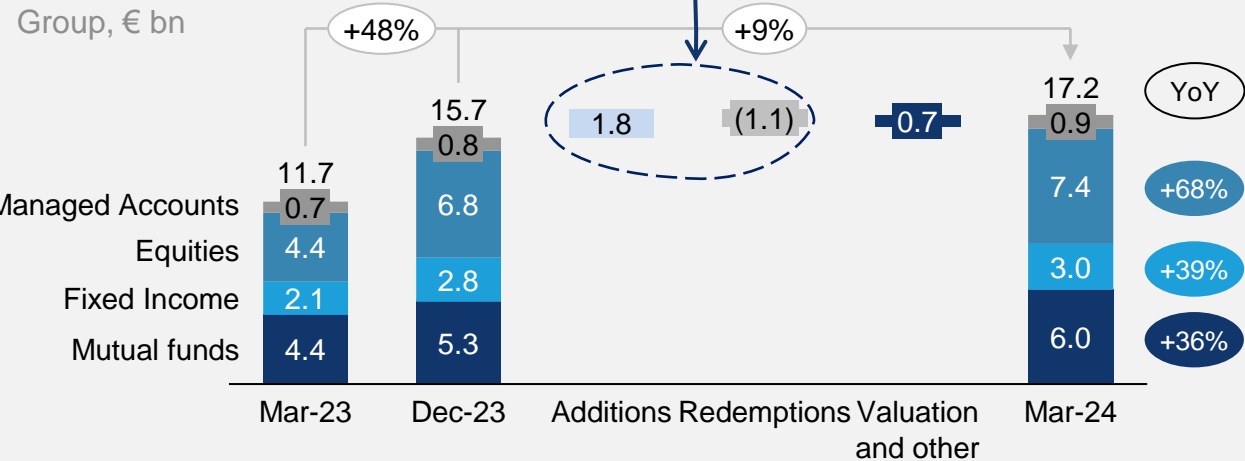


Drop in deposits on AuM conversion for Individuals and repayments & investment for Corporates. Share of time deposits stable q/q

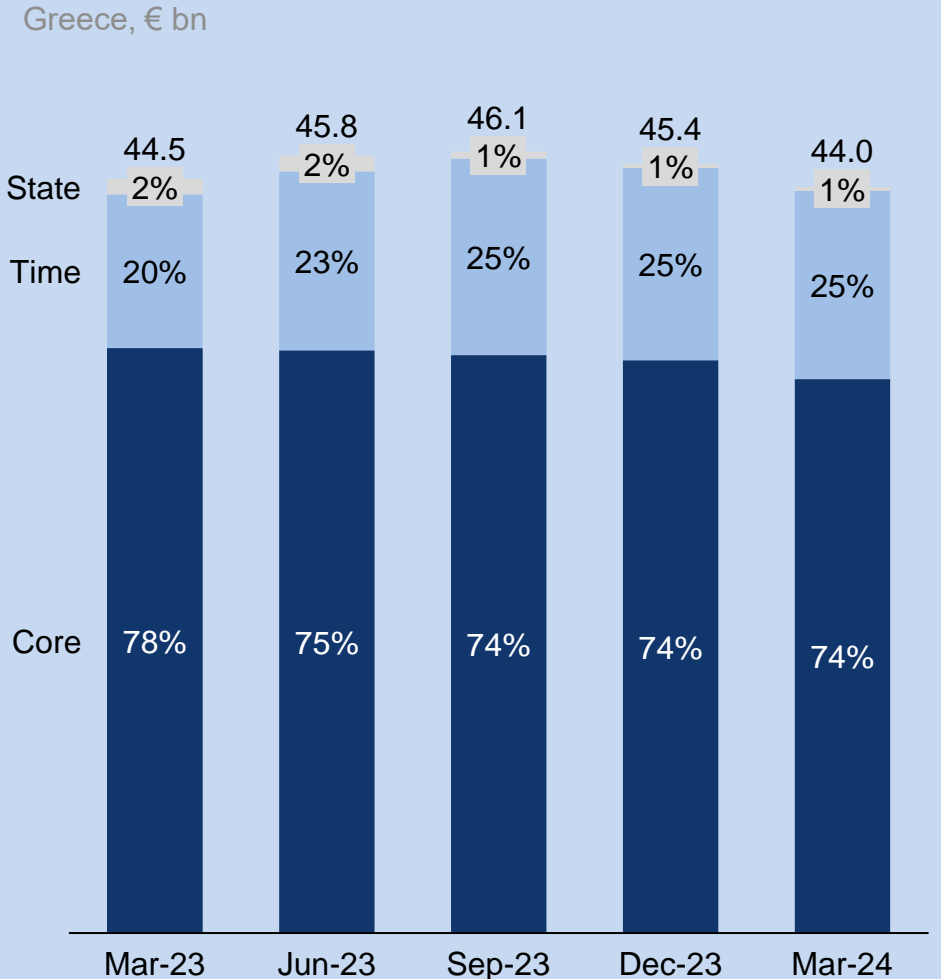
Deposits evolution



Asset Management evolution



Deposit Mix

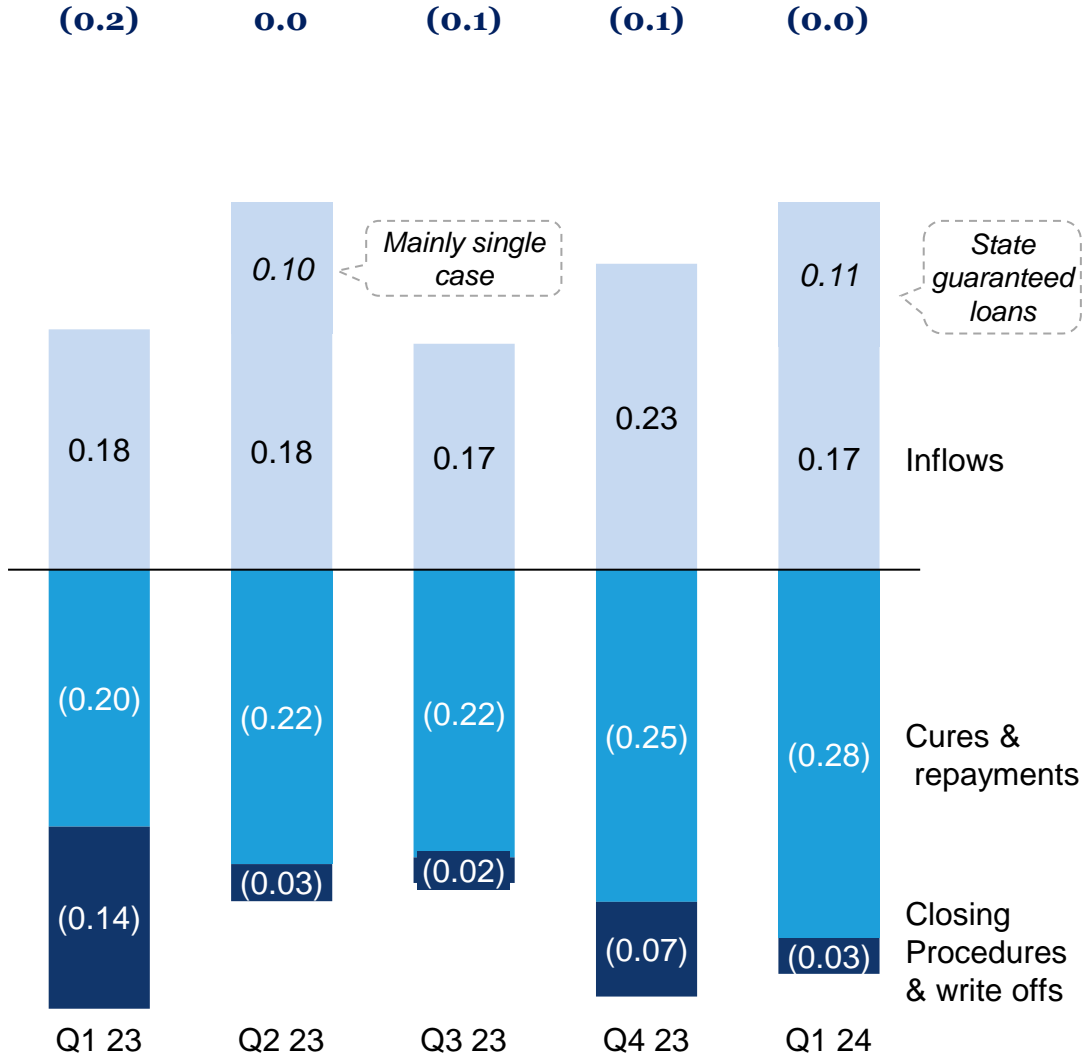


1| Excluding Romania and Alpha Life

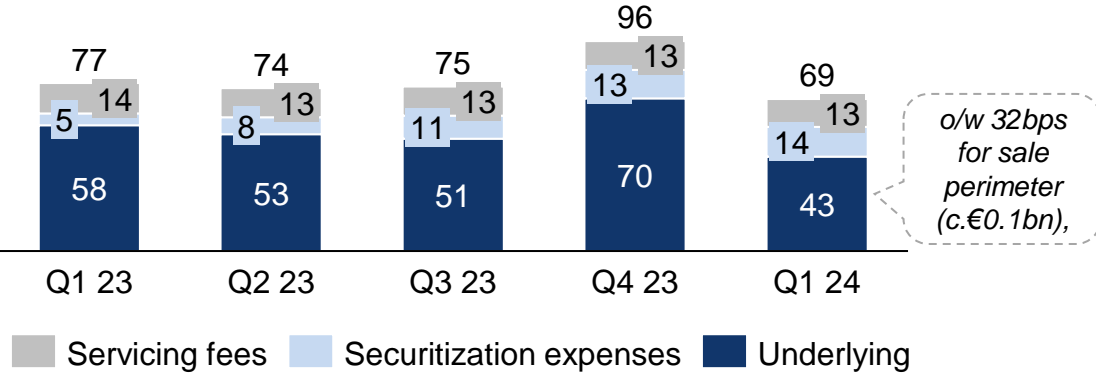
NPEs flat affected by state guaranteed loans

69bp Cost of Risk in line with guidance

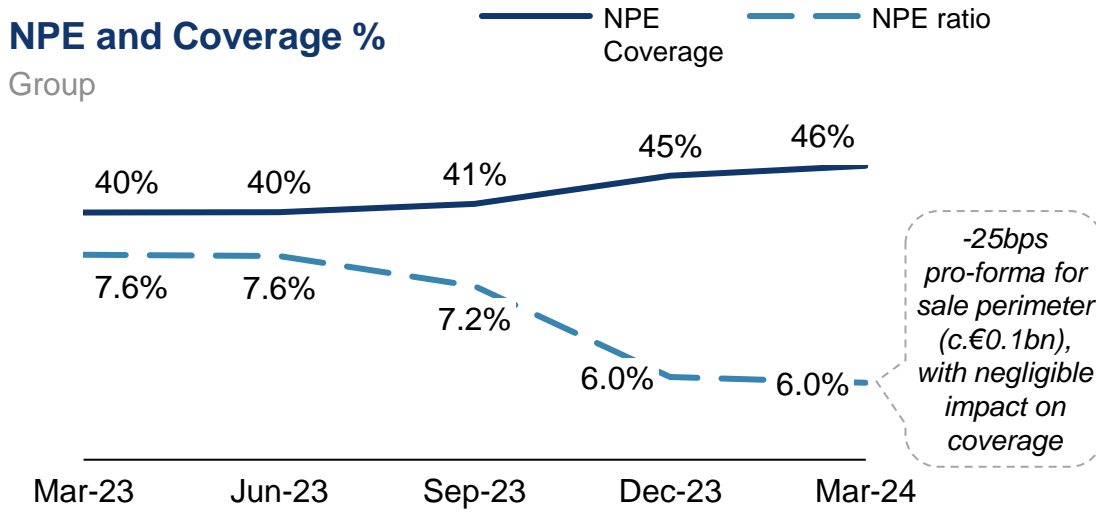
NPE formation
Greece, € bn



Cost of Risk
bps (over net loans)

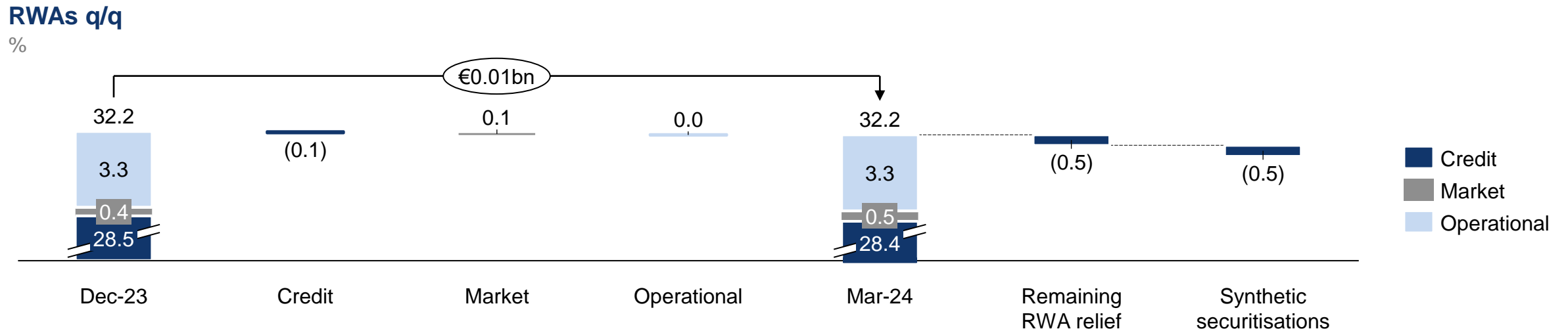
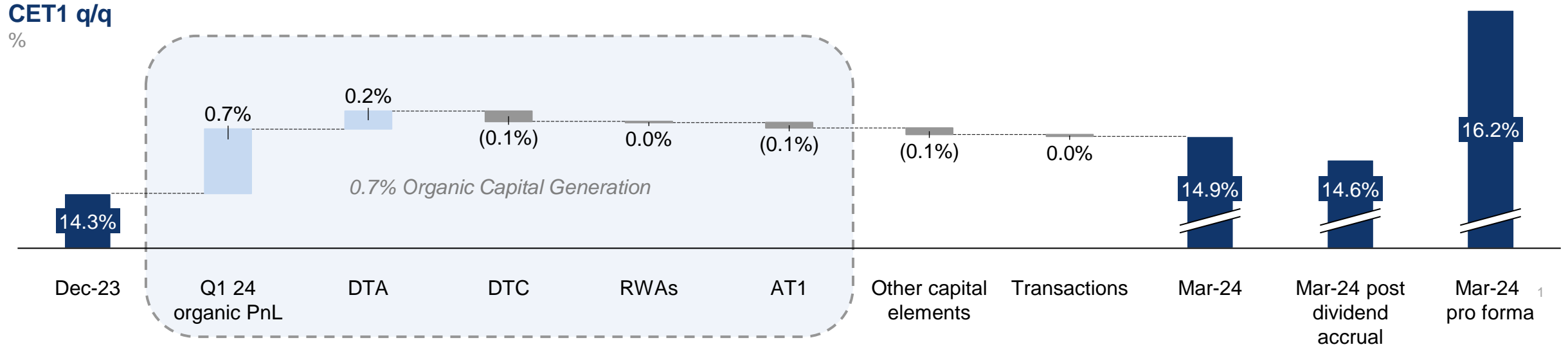


NPE and Coverage %
Group



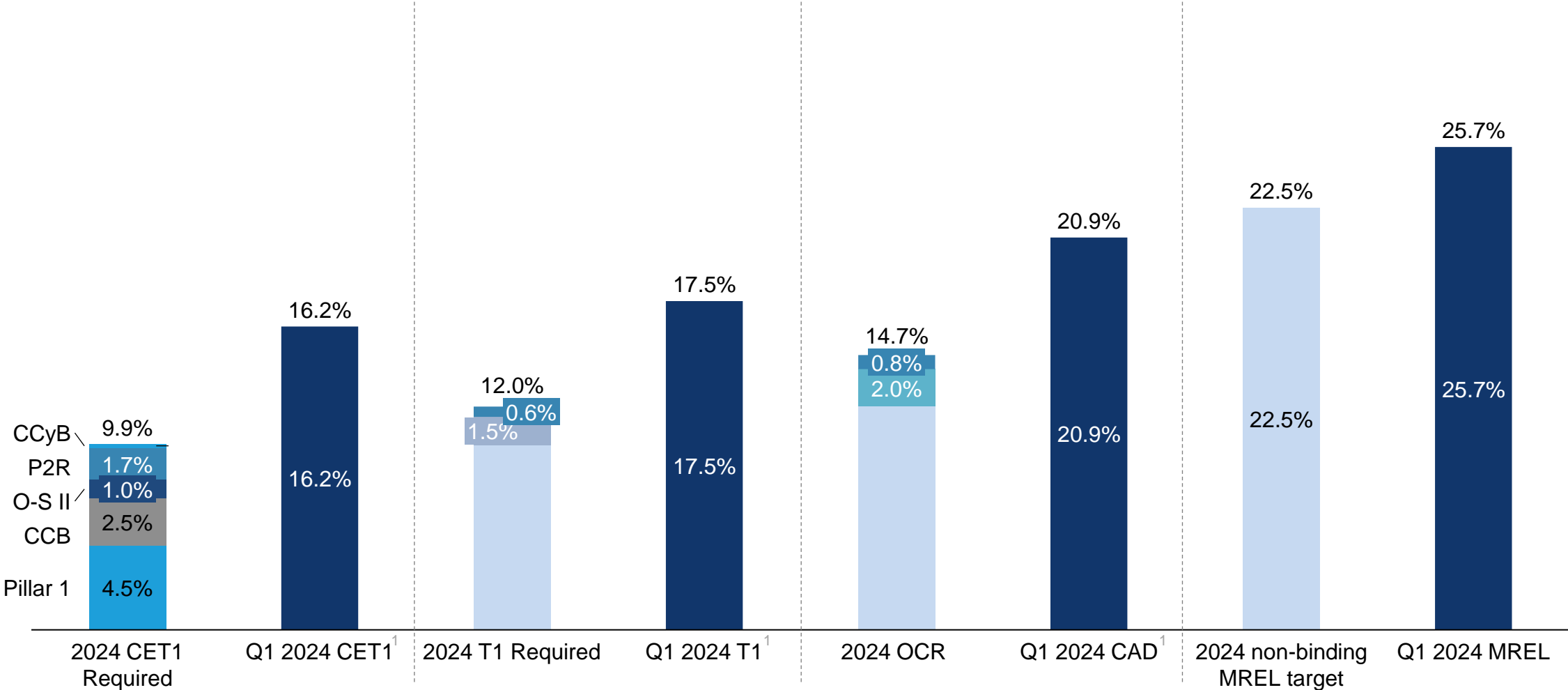
Note: Gross formation including curings, repayments, liquidations and debt forgiveness

Quarterly evolution in Capital



1| Pro-forma for remaining RWA relief from NPA transactions including mainly Skyline and Gaia, as well as the impact from the Unicorn transaction and the pending synthetic securitisation

Ahead of regulatory requirements with capital buffers expanding



1| Pro-forma for remaining RWA relief from NPA transactions including mainly Skyline and Gaia, as well as the impact from the Unicorn transaction and the pending synthetic securitisation



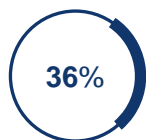
Alpha Bank

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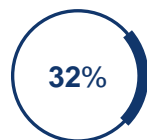
Uplift from fees and subdued deposit beta sustain profitability levels

Key figures

(in €mm)	Q1 24	Q1 23	Δchange, %
Net loans	9,166	9,012	2%
Deposits	33,193	32,418	2%
Total revenues	199	179	11%
Recurring Operating expenses	(97)	(98)	(1%)
Normalised Profit	71	52	35%
Allocated CET1 @13%	878	853	3%
Cost / Income ratio	49%	56%	(12%)
RoCET1 ratio¹	32%	24%	32%



Contribution to
Group Revenues,
Q1 24



Contribution to
Group recurring
profits², Q1 24

REVENUES / PROFITABILITY



+ €21mn

Revenues y/y

+ €19mn

Profits³ y/y

VOLUMES



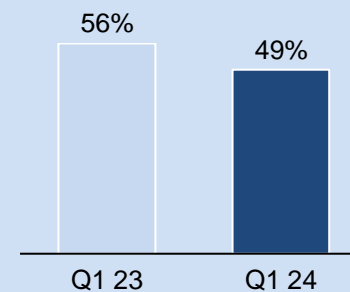
+ €0.8bn

Deposits y/y

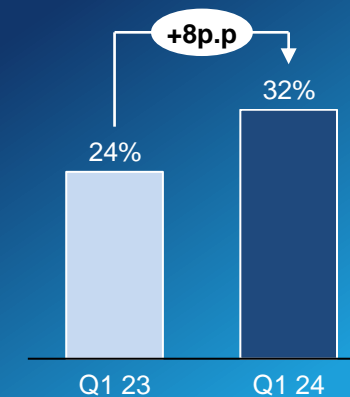
+ €1.7bn

Disbursements y/y

COST / INCOME



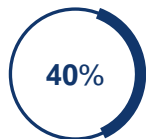
RoCET1¹



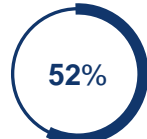
Volume growth and RWA optimization lead profitability higher

Key figures

(in €mm)	Q1 24	Q1 23	Δchange, %
Net loans	24,514	23,530	4%
Deposits	8,531	9,539	(11%)
Total revenues	223	201	11%
Recurring Operating expenses	(41)	(43)	(3%)
Normalised Profit	116	114	2%
Allocated CET1 @13%	1,935	2,092	(8%)
Cost / Income ratio	19%	22%	(13%)
RoCET1 ratio¹	24%	22%	11%



Contribution to Group Revenues, Q1 24



Contribution to Group recurring profits², Q1 24

REVENUES / PROFITABILITY



+ €22mn

Revenues y/y

+ €2mn

Profits³ y/y

VOLUMES



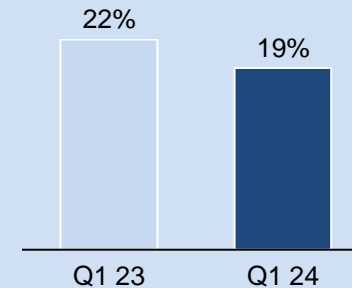
(€1.0bn)

Deposits y/y

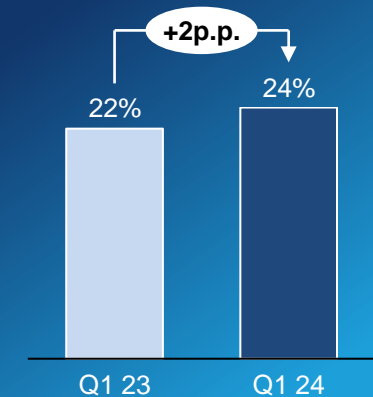
€1.0bn

Net Loans y/y

COST / INCOME



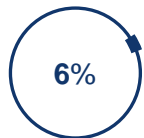
RoCET1¹



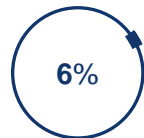
Growth in AuMs leading fees and profitability higher

Key figures

(in €mm)	Q1 24	Q1 23	Δchange, %
Assets under Management	17,209	11,658	48%
Total revenues	31	26	21%
Recurring Operating expenses	(12)	(11)	11%
Normalised Profit	14	11	32%
Allocated CET1 @13%	30	32	(5%)
Cost / Income ratio	42%	44%	(5%)
RoCET1 ratio¹	169%	129%	30%



Contribution to
Group Revenues,
Q1 24



Contribution to
Group recurring
profits², Q1 24

REVENUES / PROFITABILITY



€5mn

Revenues y/y

+ €3mn

Profits³ y/y

VOLUMES



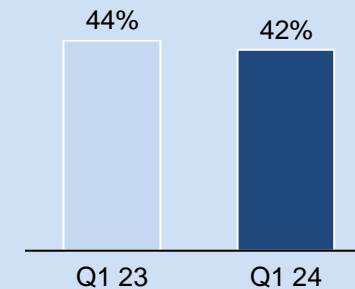
+ €1.6bn

Mutual Funds y/y

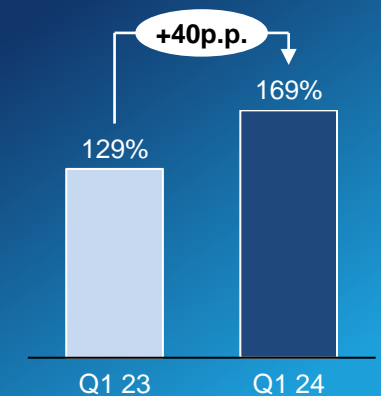
+ €4.0bn

Other AUMs y/y

COST / INCOME



RoCET1¹

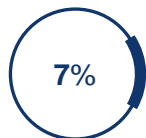


Volume growth leading revenues higher



Key figures

(in €mm)	Q1 24	Q1 23 ¹	Δchange, %
Net loans	1,242	1,225	1%
Deposits	3,240	2,791	16%
Total revenues	37	33	12%
Recurring Operating expenses	(18)	(16)	13%
Normalised Profit	31	34	(9%)
Allocated CET1 @13%	457	412	11%
Cost / Income ratio	49%	49%	1%
RoCET1 ratio¹	27%	33%	(19%)



Contribution to
Group Revenues,
Q1 24



Contribution to
Group recurring
profits², Q1 24

REVENUES / PROFITABILITY



+ €4mn

Revenues y/y

(€3mn)

Profits³ y/y

VOLUMES



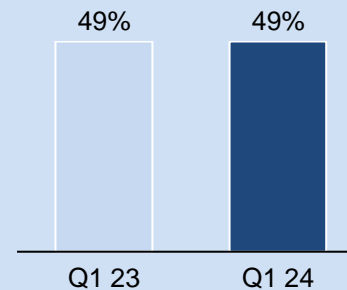
€0.4bn

Deposits y/y⁴

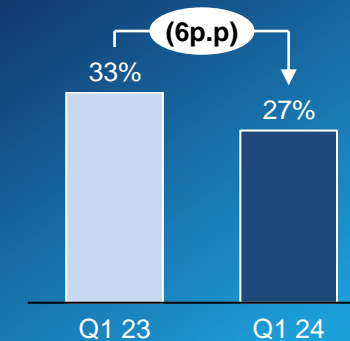
€0.02bn

Net Loans y/y⁴

COST / INCOME



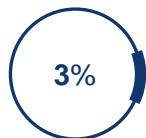
RoCET1¹



NPAs and Other operations

Non Performing Assets (NPAs)

(in €mm)	Q1 24	Q1 23	Δchange, %
Net loans	1,602	2,314	(31%)
Assets	3,426	4,909	(30%)
Total revenues	15	26	(44%)
Recurring Operating expenses	(16)	(24)	(34%)
Normalised Profit	(29)	(42)	(32%)
Allocated CET1 @13%	358	596	(40%)
RoCET1 ratio¹	(37%)	(35%)	3%



Contribution to
Group Revenues,
Q1 24



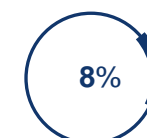
Contribution to
Group recurring
profits², Q1'24

Other

(in €mm)	Q1 24	Q1 23	Δchange, %
Assets	20,222	19,874	2%
TBV	1,674	902	86%
Total revenues	54	17	...
Recurring Operating expenses	(15)	(13)	20%
Normalised Profit	18	(7)	...
Allocated CET1 @13%	530	427	24%
RoCET1 ratio¹	14%	(7%)	...



Contribution to
Group Revenues,
Q1 24



Contribution to
Group recurring
profits², Q1 24

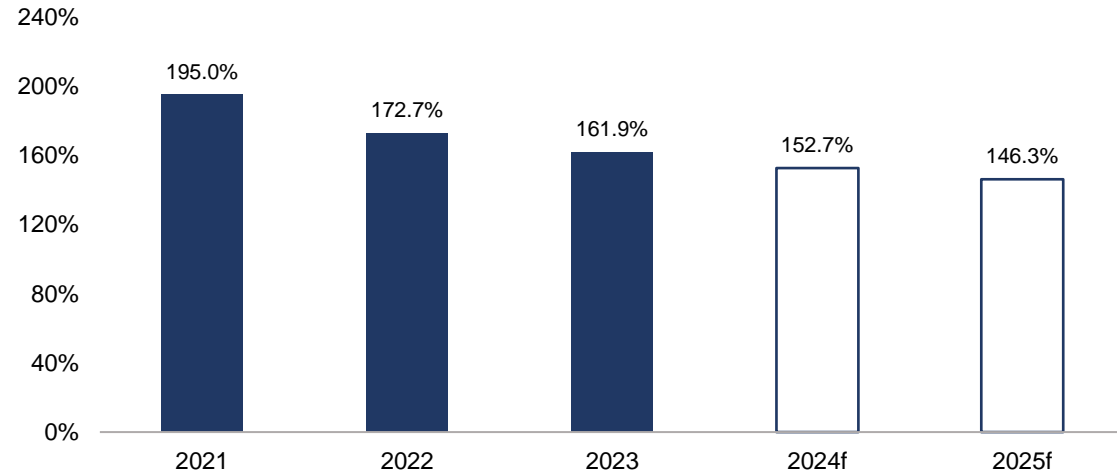


Alpha Bank

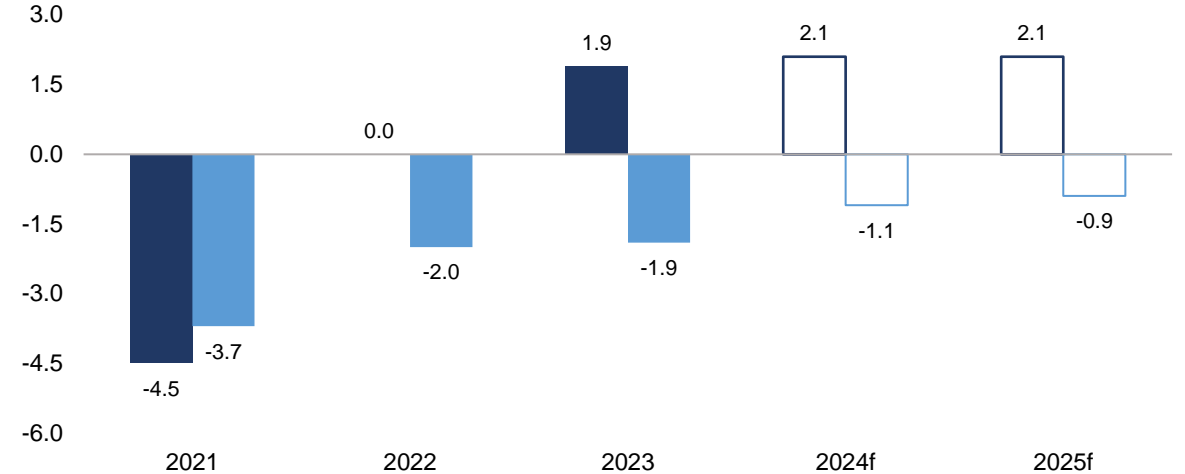
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Fiscal consolidation, solid growth rates and declining inflation

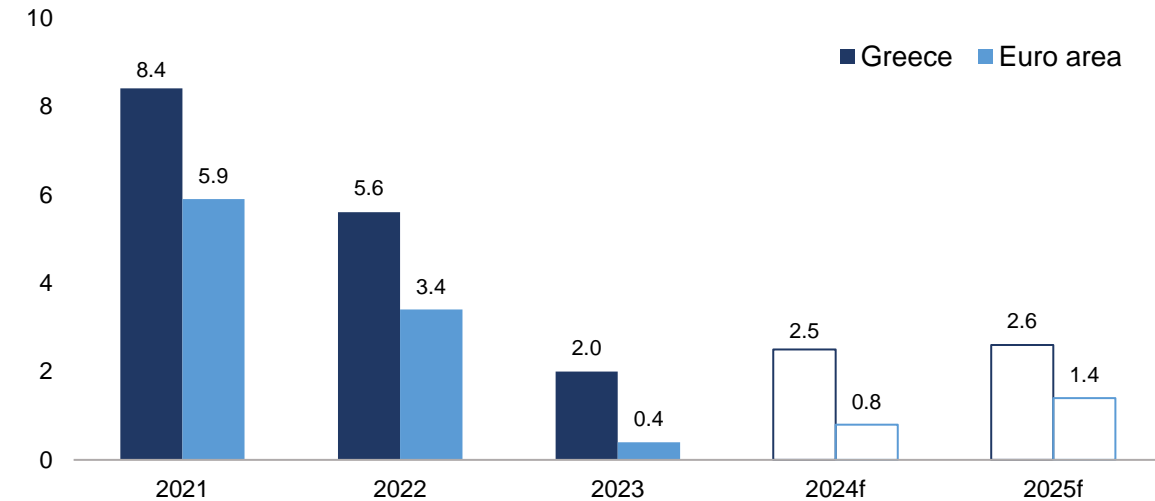
De-escalation of Public Debt to Nominal GDP, on the back of...



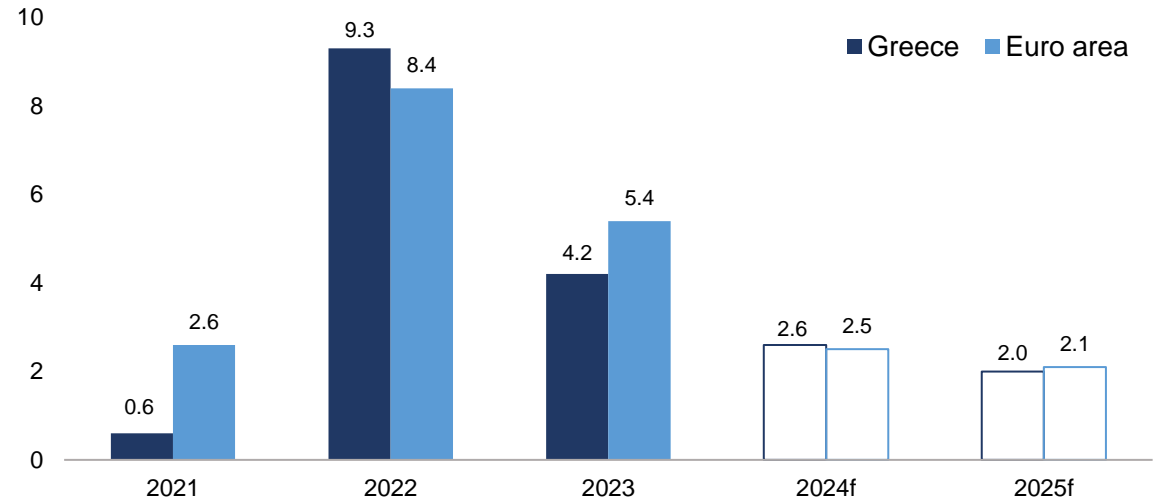
...the return to GG primary surpluses



...resilient real GDP growth rates, outpacing the EA



...and inflation developments





Alpha Bank

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Ahead of regulatory requirements with capital buffers expanding

We continue to set new milestones in our commitment to a greener tomorrow

2019 – 2022

2023

2024

2025



Set the foundations for our sustainability strategy



Fully embed sustainability targets into our Business Plan



Scale up sustainable finance to achieve full potential

2019

UNEP FI signatory and adoption of Principles of Responsible Banking

2021

1st UNEP FI report & targets disclosure

ESG Governance at Board & Executive level

2022

Climate Risk Management set-up

Launch Sustainable Finance Framework

Double the Green Loans penetration as % of New Disbursements (vs. 2020)

2023

First Greek Bank to join NetZero Banking Alliance

Full measurement of **Financed Emissions & science-based target setting**

Launch **ESG Academy** aiming to train 65% of staff in first year

ESG score **introduced for all clients & Climate Risk Assessment** in all lending decisions

2024

Scale up sustainable finance strategy and complete integration within business and operating model

Set the foundation to achieve the full value creation potential of transition finance:

Become partner of choice to **support enterprises** in **climate transition**

Convert **all Mortgage products to Green Loans**

Sustainability criteria in all **lending decisions**

Enhancement of **ESG proposition for wealth & investments**

Continuous upgrade of **ESG ratings**

Official memberships



...aiming to align our Sustainability Strategy with the expectations of our Stakeholders

Effective engagement and feedback process



Investors

- Net Zero targets
- Gender diversity & inclusion
- Corporate governance

Our response (indicatively):

- Sustainable lending strategy
- Science Based Targets
- Green Bond framework
- Reduction of Bank's environmental impact
- Diversity, Equity & Inclusion
- Robust corporate governance



Regulators

- Compliance with National Laws and EU Regulations
- Mitigating Climate Change

Our response (indicatively):

- Climate Risk Management (ECB guidelines)
- ESG criteria in all lending and investment decisions
- Risk & Capital Strategy incorporating ESG criteria and sectoral transition pathways
- Enhanced disclosures

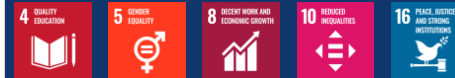


Customers

- Access to finance
- Data privacy
- Sustainable financing

Our response (indicatively):

- Sustainable Finance Framework
- Transition plans for key clients
- ESG-related products & services
- Ecosystem of ESG partners to support clients transition plans
- Cybersecurity & Information Security Framework
- Internal risks & controls



Employees

- Gender diversity & inclusion
- Health, safety & well-being
- Business ethics

Our response (indicatively):

- Corporate Purpose & Values principles
- ESG Academy for ESG training to all employees
- Equal pay for equal work
- Health equity initiatives
- ESG criteria in remuneration
- Code of Ethics



Society









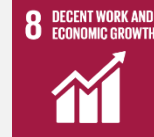


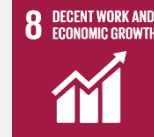

- Gender diversity & inclusion
- Health, safety & well-being
- Business ethics
- Culture and heritage

Our response (indicatively):

- Alignment of the Bank's social impact programs with UNEP FI PRB impact analysis
- Advocacy for promotion of ESG issues
- Code of Ethics
- Corporate Social Responsibility principles
- Support for Culture initiatives

We set ambitious and measurable Targets...

Setting and achieving ambitious, measurable Targets in line with the Sustainable Development Goals

Our Vision	Support an environmentally sustainable Economy	Foster healthy economies and Societal progress	Ensure robust & transparent Governance
<p>Our Commitments</p> 	<ul style="list-style-type: none"> Align our portfolio emissions to Net Zero Mitigate key drivers of biodiversity loss Support the transition to a circular economy Achieve Net zero in our own operations 	<ul style="list-style-type: none"> Enhance people's financial health through our lending activities Provide an Inclusive and Safe Work environment Support equal access to Healthcare, Education, Culture and Heritage 	<ul style="list-style-type: none"> Ensure the Diversity and Independence of our Board of Directors Embed sustainability in our Governance Enhance transparency and safeguard business ethics
<p>Our Targets</p> 	<p>€ 3 bn Total planned sustainable disbursements till 2025¹</p> <p>Net Zero Targets setting within 2024</p> <p>Zero Financing To selected activities³</p>	<p>>40% Women increase in managerial position</p> <p>+20% Increase in young people employment by 2025</p> <p>Limited Financing To activities affecting health and well-being⁴</p>	<p>40% Female Representation in non-executive directors</p> <p>Majority Independent Members of the BoD All Committees Chairs Independent</p> <p>ESG criteria Incorporated in remuneration & risk management framework</p>
<p>Sustainable Development Goals</p>	   	   	  

Notes: (1) Through renewable energy sources (RES) and sustainable financed loans (wholesale & retail) (2) For both own operations and financing activities (3) Activities harming species diversity, habitats and waterbodies, Thermal coal mining, Upstream oil exploration or coal-fired electricity generation (4) Activities including gambling, tobacco & alcohol

... and we consistently meet our Sustainability Milestones...

The Sustainable Finance Framework lays the groundwork for helping the Bank to achieve its sustainability strategy

Mobilizing capital for Sustainable Economic Activities

Prioritizing investments that support environmental sustainability and societal progress

Enhancing Sustainable Financings

Increasing funding for projects that positively impact the environment and community well-being

Reducing Negative-Impact Financings

Actively lowering investments that could harm the environment or society

Comprehensive Sustainability Policies and Procedures

Establishing robust guidelines to minimize our operational environmental footprint

Robust and Transparent Governance

Ensuring accountability in our sustainability endeavours through stringent monitoring and reporting

Impactful Environmental and Social Initiatives

Supporting projects in renewable energy, sustainable infrastructure, and community development

External Review of the Framework* confirms the Framework's alignment with international best practices




... progressing towards the Operationalization of our Sustainability Strategy...

We are implementing a dual approach to integrating Sustainability within our Business Model and Climate Risk Framework



... and towards achieving our Sustainability Goals

We are witnessing tangible results on our path to Sustainability

 Support an environmentally sustainable Economy		 Foster healthy economies and Societal progress		 Ensure robust & transparent Governance	
EUR 0,8 billion ✓ Disbursements to sustainable loans * ✓ Exceeding annual internal target	> 300 Corporate and SME clients assessed via ESG questionnaire	62% Women employees at Group level	45% Women in managerial posts at Group level	38,5% Female representation at Board of Directors	✓ All Committee Chairs are Independent
50% Scope 1 and 2 emission reduction based on GHG protocol compared to 2019	2% / 3% Green asset ratio - EU taxonomy alignment (turnover / capex)	62% Hirings of women	3,5 Gender pay gap by total compensation for 90% of employees	62% Percentage of Independent Non-Executive Board Members	2 Female Committee Chairs
12% Reduction in electricity consumption	100% Percentage of electricity from RES	23% Group Hirings in age group 18-25	86% Branches accessible to people with disabilities at Group Level	2 New Board Members adequately qualified following the collective suitability assessment	100% Board attendance for Q1 2024 for both Alpha Services & Holdings S.A. Alpha Bank S.A.
		80% Employees in Wholesale Banking Business trained for ESG	52% Employees in Credit Risk Control trained for ESG		
61,25 tn CO₂ eq. Was prevented through the donations of fixed electronic and office equipment made by the Bank	21,14 tn of CO₂ Emissions avoided by sending out electronic account statements (e-statements) to Customers instead of hard-copy statements by post	41 Training hours per employee at Group level (Average)	> 3.000 Women employees participated in training	✓ Continuous training and development of Board Members	✓ Independent 3rd party advisor supporting the Board's collective evaluation and self-assessment
		"Astypalaia: smart and sustainable island" Grand Sponsor	"Circular Economy in Action" Educational program in schools		

* as per the Bank's Sustainable Finance Framework

Our efforts are already reflected in our Ratings.



Alpha Services & Holdings has achieved **Prime Status in May 2023** following dedicated engagement with ISS. Performance Score improved to 50.83 from 35.79, resulting in **ISS Corporate ESG Rating “C”**. Improvement to focus on the sustainability impacts of lending and other financial services/product, which represent the Key Issue Materiality with the largest weight (35%). ISS also provides **QualityScores on Governance, Environment and Social**. Scores indicate decile rank relative to index or region. A decile score of 1 indicates lower governance, environment or social risk, while a 10 indicates higher risk.

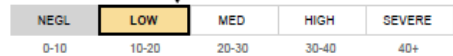
Rating	Performance Score	Decile Rank	Trend	Transparency Level	Prime Status
C	50.83	2	▲	Very High	Prime



Alpha Services & Holdings is assessed as **“Low Risk”** by Sustainalytics with **“18.8”** ESG Risk Rating.

Following engagement between the Governance & Sustainability division and the Sustainalytics research analyst team, the ESG Risk Rating **was improved to “Low Risk” (18.8) from “Medium Risk” (20.7)**. All material ESG issues driving the ESG Risk Rating are now assessed as “Low Risk”.

Low Risk



2022	2023
2	3
A	A

2022	2023
2	3
✓	✓

2023	2024
E: 2 S: 2 G: 3 Dec 2023	E: 2 S: 2 G: 3 March 2024

2022	2023
2	3
✓	Not scored yet

2022	2023
2	3
B	C

2022	2023
2	3
✓	✓

Memberships





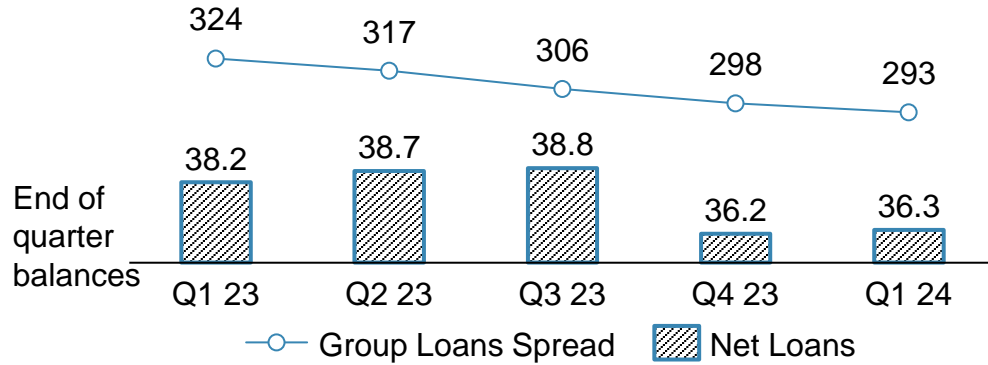
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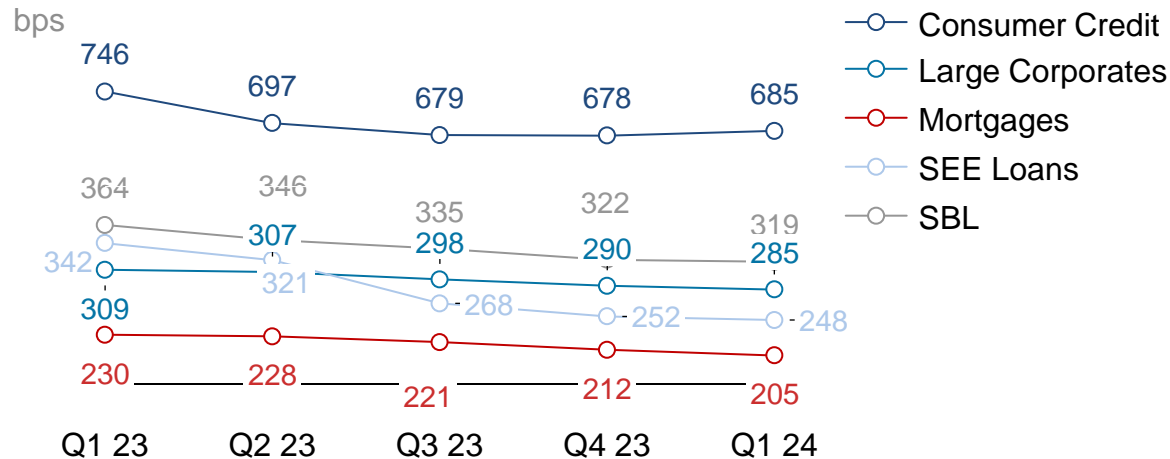
Loan and deposit spreads

Net loan balances & spreads

€ bn

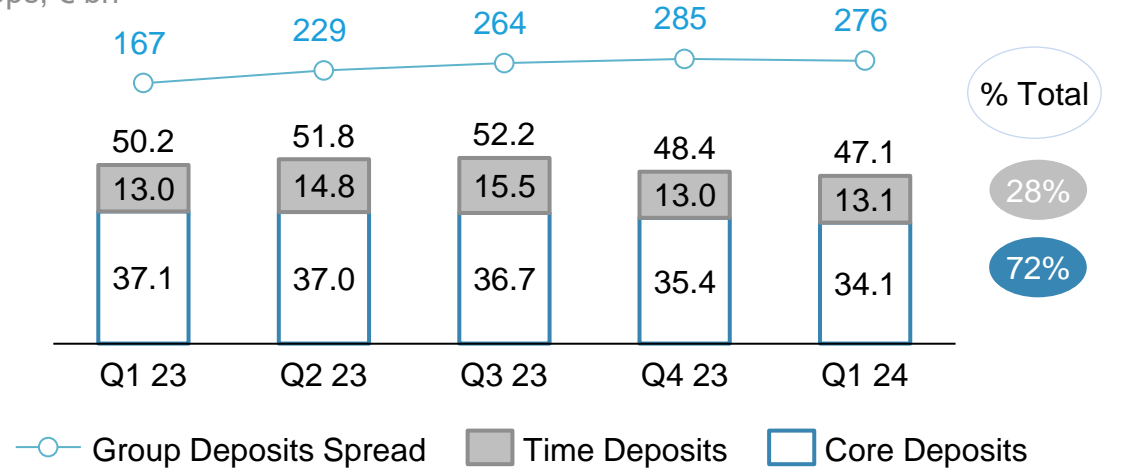


Lending spreads (Greece and SEE)

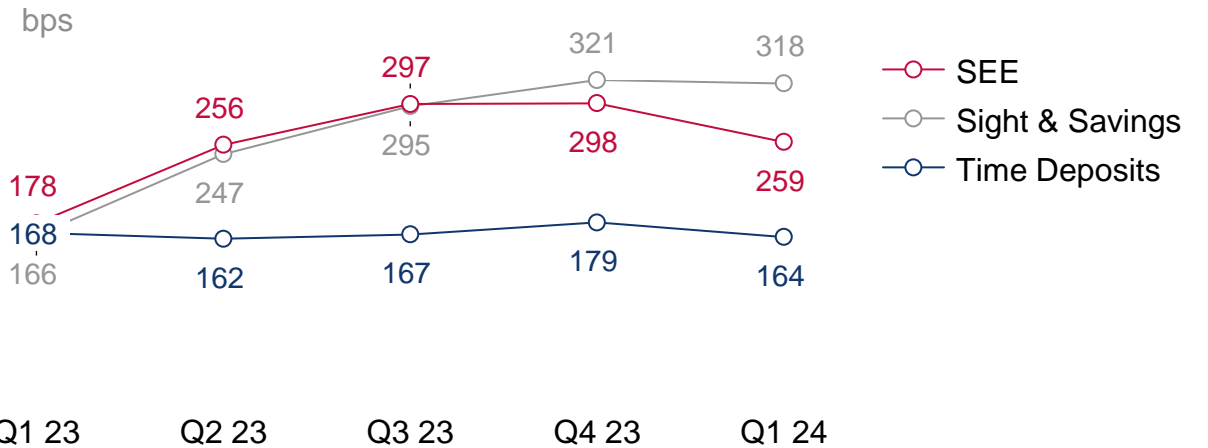


Deposit mix & cost evolution

bps, € bn



Deposit spreads (Greece and SEE)



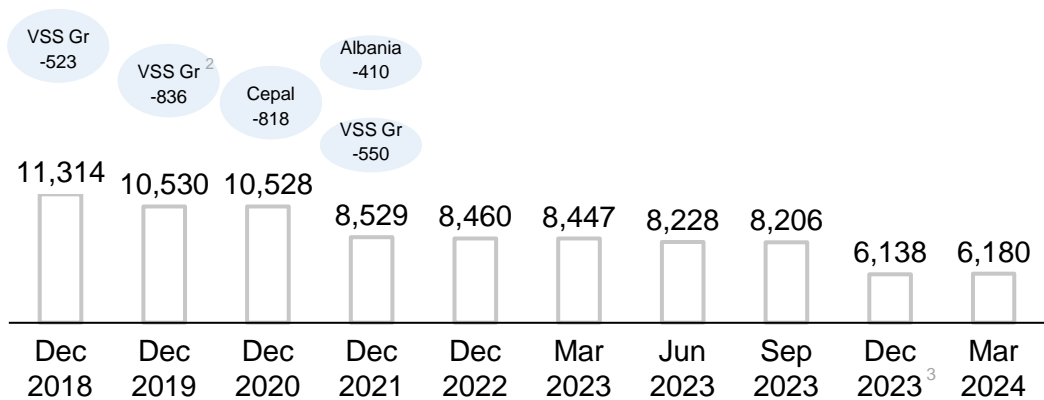
Note: Lending Spreads are revised backwards and recalculated on interest bearing loan balances vs. net balances before.

Operating Expenses

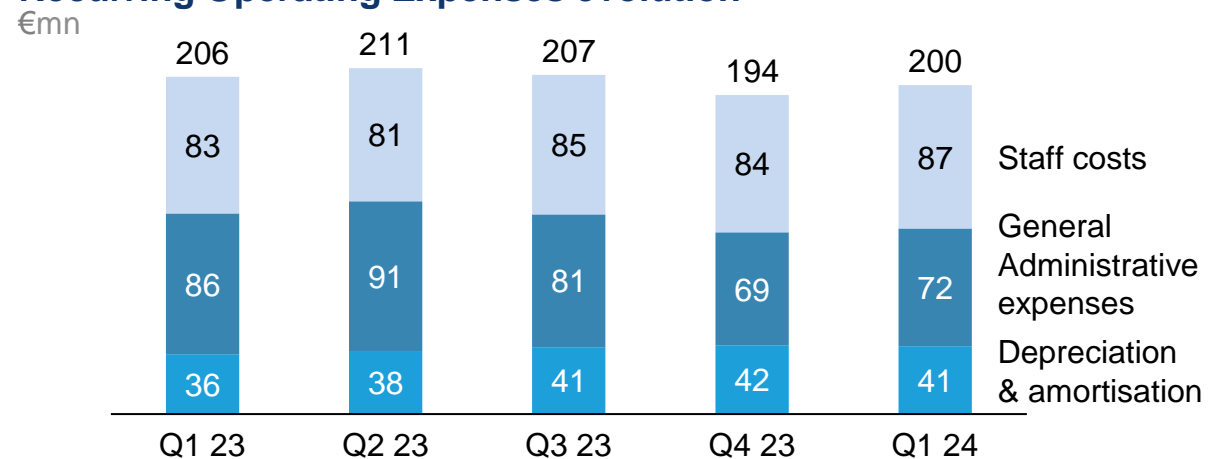
Group, € mn	Q1 24	Q1 23	yoy %	Q1 24	Q4 23	qoq %
Staff costs	(87.3)	(83.3)	4.8%	(87.3)	(83.7)	4.2%
General Administrative expenses	(71.8)	(85.8)	(16.2%)	(71.8)	(68.9)	4.3%
Depreciation and amortisation	(41.3)	(36.5)	13.4%	(41.3)	(41.8)	(1.2%)
Recurring Operating Expenses	(200.4)	(205.5)	(2.5%)	(200.4)	(194.5)	3.1%
Extraordinary costs	(3.2)	0.0	...	(3.2)	5.4	...
Total Operating Expenses	(203.7)	(205.5)	(0.9%)	(203.7)	(189.1)	7.7%

Employees

Greece	8,147	7,354	7,503	5,925	5,940	5,958	5,761	5,760	5,678	5,705
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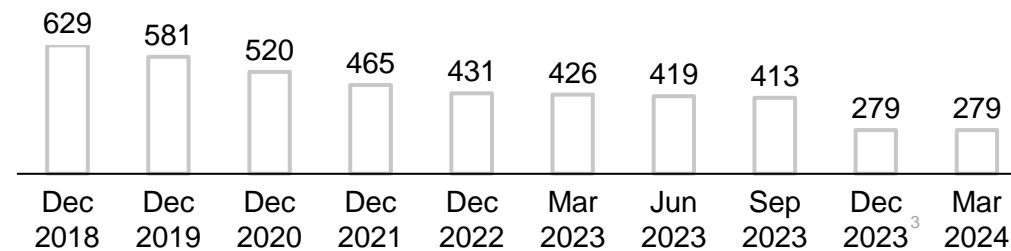


Recurring Operating Expenses evolution



Branches

Greece ¹	443	394	336	313	284	280	273	267	265	265
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1| Includes corporate and private banking centers. 2| including sabbaticals. 3| Dec 2023 does not include Romania

Alpha Bank Group

(€ mn)	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	qoq% change	yoy% change
Net Interest Income	383.5	396.6	434.7	438.7	420.2	(4.2%)	9.6%
Net fee and commission income	81.6	90.8	100.9	99.2	96.3	(3.0%)	18.0%
Income from financial operations	7.6	24.3	(13.0)	20.6	37.8	83.6%	...
Other income	9.3	12.3	12.0	9.7	5.7	(41.7%)	(39.3%)
Operating Income	481.9	524.0	534.5	568.2	560.0	(1.4%)	16.2%
Staff costs	(83.3)	(81.3)	(85.0)	(83.7)	(87.3)	4.2%	4.8%
General Administrative Expenses	(85.8)	(91.2)	(80.9)	(68.9)	(71.8)	4.3%	(16.2%)
Depreciation and amortization	(36.5)	(38.4)	(40.7)	(41.8)	(41.3)	(1.2%)	13.4%
Recurring Operating Expenses	(205.5)	(210.9)	(206.6)	(194.5)	(200.4)	3.1%	(2.5%)
Extraordinary costs	0.0	(5.0)	0.0	5.4	(3.2)
Total Operating expenses	(205.5)	(215.9)	(206.6)	(189.1)	(203.7)	7.7%	(0.9%)
Core Pre-Provision Income	268.8	288.8	340.9	353.1	321.7	(8.9%)	19.7%
Impairment losses	(73.9)	(71.6)	(72.8)	(90.0)	(62.9)	(30.1%)	(14.8%)
Other items	(0.8)	(2.4)	9.9	(13.5)	(4.3)	(68.2%)	...
Impairments & Gains/(Losses) on financial instruments, fixed assets and equity investments	(0.9)	(2.1)	9.6	(12.7)	(1.3)	(89.5%)	44.8%
Provisions and transformation costs	(0.1)	(0.6)	0.2	(1.0)	(0.5)	(50.4%)	...
Share of profit/(loss) of associates and joint ventures	0.3	0.3	0.0	0.3	(2.4)
Profit/ (Loss) before income tax	201.8	234.2	264.9	275.6	289.1	4.9%	43.3%
Income Tax	(59.6)	(65.5)	(74.5)	(79.4)	(84.8)	6.7%	42.3%
Profit/ (Loss) after income tax from continuing operations	142.2	168.8	190.4	196.2	204.3	4.1%	43.7%
Impact from NPA transactions	(23.5)	5.2	2.1	(109.1)	(6.6)	(93.9%)	(71.8%)
Profit/ (Loss) after income tax from discontinued operations	19.7	22.4	17.7	11.5	16.3	42.6%	(17.1%)
Other adjustments	(27.3)	(4.9)	(22.1)	22.2	(2.9)	...	(89.5%)
Profit/ (Loss) after Income tax	111.2	191.4	188.1	120.7	211.1	75.0%	89.9%
Net interest Margin (NIM)	2.02%	2.16%	2.36%	2.37%	2.27%		

Reported to Normalised

Profit & Loss (€ mn)

Q1 2024

	Bridge between reported and normalised profit		
	Published	Delta	Normalised
Net Interest Income	420		420
Net fee and commission Income	96		96
Trading income	38		38
Other income	6		6
Operating Income	560		560
Staff costs	(87)		(87)
General Administrative Expenses	(72)		(72)
Depreciation and amortization	(41)	(2)	(43)
Recurring Operating Expenses	(200)		(202)
Extraordinary	(3)	3	0
Total Operating Expenses	(204)		(202)
Core Pre Provision Income	322		320
Pre Provision Income	356		358
Impairment Losses	(63)		(63)
o/w Underlying	39		
o/w servicing fees	12		
o/w securitization expenses	12		
Other impairments	(2)		(2)
Impairment losses of fixed assets and equity investments	0		0
Gains/(Losses) on disposal of fixed assets and equity investments	0		0
Provisions and transformation costs	(1)		(1)
Share of profit/(loss) of associates and joint ventures	(2)		(2)
Profit/ (Loss) before income tax	289		290
Income Tax	(85)	(0)	(85)
Profit/ (Loss) after income tax	204		205
Impact from NPA transactions	(7)	7	0
Profit/ (Loss) after income tax from discontinued operations	16		16
Other adjustments	(3)	3	0
Reported Profit/ (Loss) after income tax	211	10	222

Reported to Normalised

Bridge between Reported and Normalised Profit - Quarterly (€ mn)

	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024
Reported Profit/ (Loss) after income tax	123	115	70	59	111	191	188	121	211
Net Interest Income	0	0	0	0	0	0	0	0	0
Net fee and commission Income	0	0	0	0	0	0	0	0	0
Trading income	(72)	0	(69)	0	0	0	0	0	0
Other income	0	0	0	0	0	0	0	0	0
Staff costs	0	0	0	0	0	0	0	0	0
General Administrative Expenses	0	0	0	0	0	0	0	0	0
Depreciation and amortization	0	0	0	0	0	0	0	0	(2)
Extraordinary	0	(3)	(1)	3	(0)	5	0	(5)	3
Impairment Losses	25	3	0	0	0	0	0	0	0
Other impairments	0	0	0	0	0	0	0	0	0
Impairment losses of fixed assets and equity investments	0	0	(0)	0	0	0	0	0	0
Gains/(Losses) on disposal of fixed assets and equity investments	0	0	0	0	0	0	0	0	0
Provisions and transformation costs	0	(0)	(0)	0	(0)	0	0	0	0
Share of profit/(loss) of associates and joint ventures	0	0	0	0	0	0	0	0	0
Income Tax	19	(0)	26	(3)	(0)	(1)	0	2	(0)
Impact from NPA transactions	49	167	77	36	23	(5)	(2)	109	7
Profit/ (Loss) after income tax from discontinued operations	(4)	(217)	(4)	(5)	0	0	0	12	0
Other adjustments	(9)	7	(6)	10	27	5	22	(22)	3
Normalised Profit After Tax	132	70	94	102	162	195	208	216	222



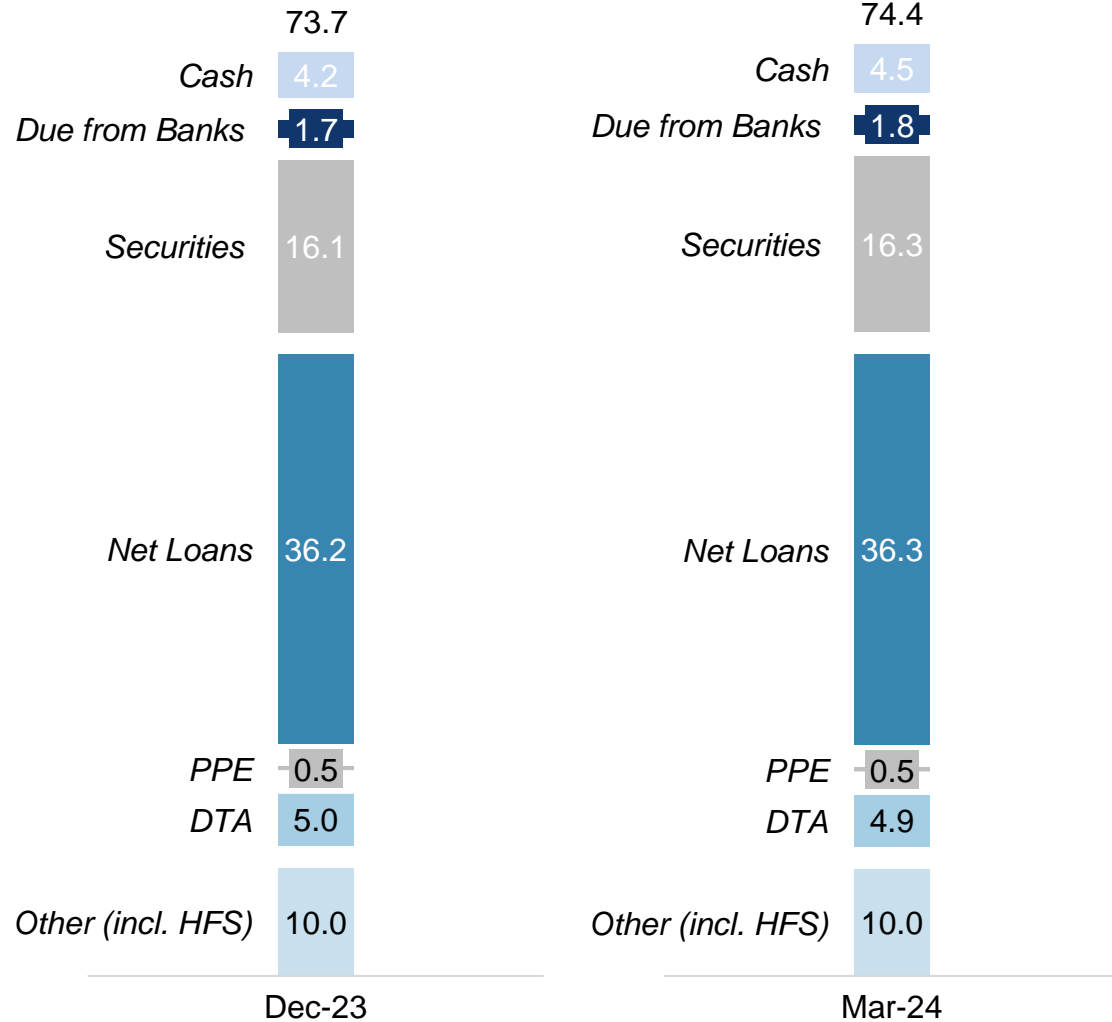
Alpha Bank

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Balance sheet composition

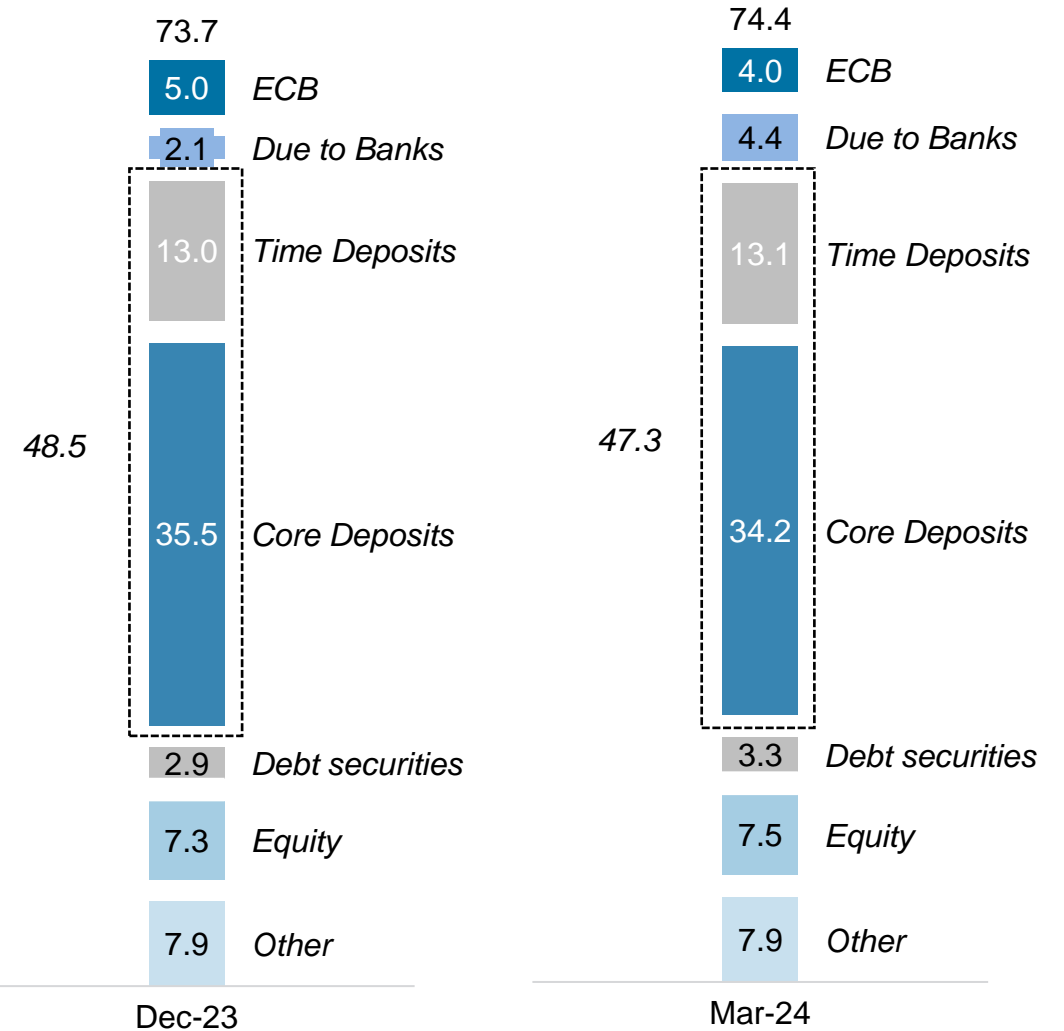
Asset split

€ bn



Liabilities and Equity split

€ bn



New disbursements in Q1 2024

Performing loans

Greece, € bn

	Q1 22	Q2 22	Q3 22	Q4 22	Q1 23	Q2 23	Q3 23	Q4 23	Q1 24
Beginning of period	24.8	25.8	26.7	27.4	27.3	26.9	27.3	27.5	28.4
Disbursements	2.4	1.9	2.0	2.3	1.7	2.0	1.9	2.8	1.9
Repayments	(1.4)	(1.2)	(1.5)	(2.1)	(2.1)	(1.9)	(1.8)	(1.7)	(1.9)
PEs in portfolio sales	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net Flows to/from NPE	0.0	(0.1)	(0.1)	0.0	0.0	(0.1)	0.0	0.0	0.0
Other Movements	0.0	0.2	0.2	(0.2)	(0.1)	0.4	0.1	(0.2)	0.1
End of period	25.8	26.7	27.4	27.3	26.9	27.3	27.5	28.4	28.6
Net Credit Expansion	1.0	0.7	0.5	0.2	(0.4)	0.1	0.1	1.1	0.0

New disbursements – per category

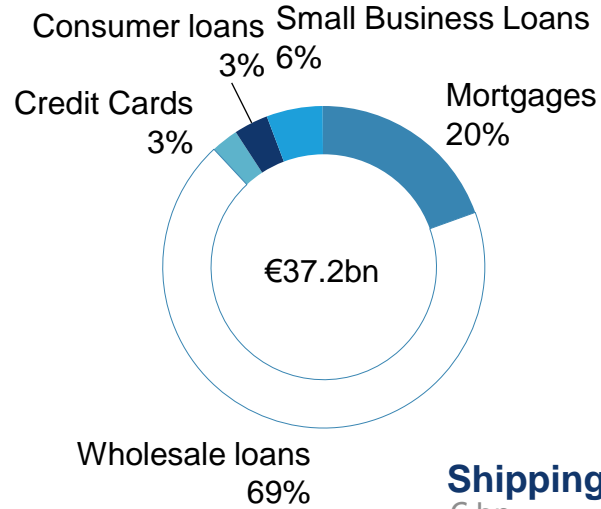
Greece, € mn

	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22	Q3 22	Q4 22	Q1 23	Q2 23	Q3 23	Q4 23	Q1 24
Individuals	60	122	107	133	109	146	118	149	114	112	123	169	187
Business	1,055	1,049	1,431	1,452	2,252	1,766	1,861	2,174	1,614	1,887	1,729	2,669	1,728
Total	1,115	1,171	1,537	1,585	2,360	1,912	1,979	2,323	1,728	1,999	1,852	2,838	1,915

Breakdown of loans portfolio – March 2024

Total Group loans – per segment

€ bn

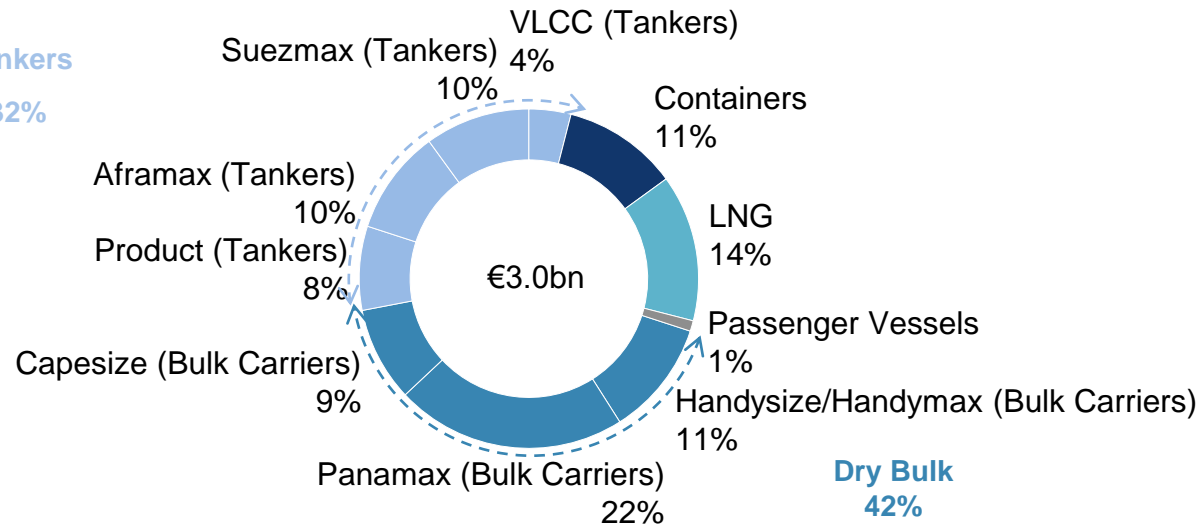


Shipping loans portfolio structure

€ bn

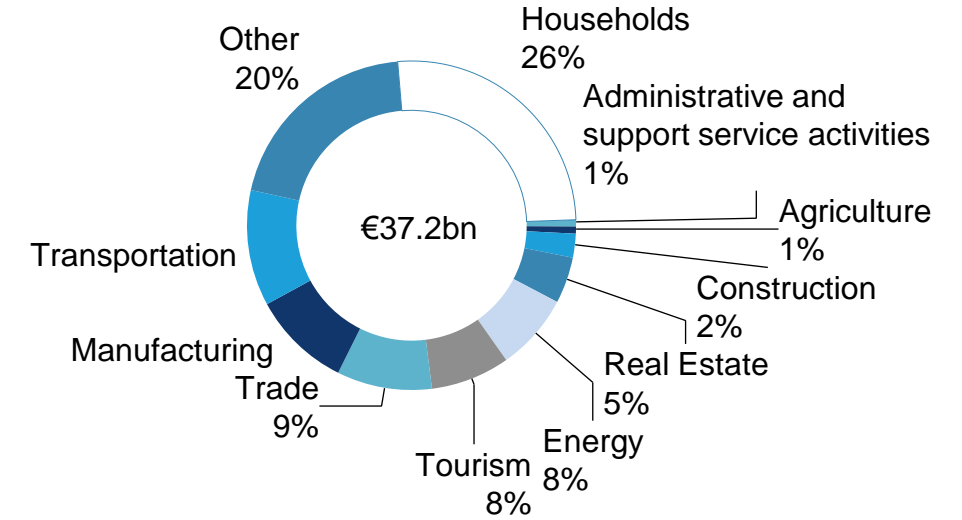
Tankers

32%



Group Loans portfolio structure¹

€ bn

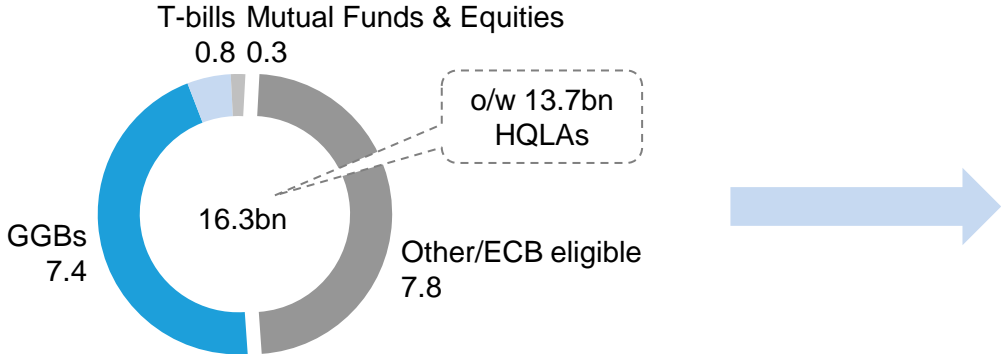


1| Breakdown analysis pro-forma for €5.2bn of senior notes

Securities portfolio breakdown

Securities portfolio breakdown

Group, Book value, Mar-24, € bn

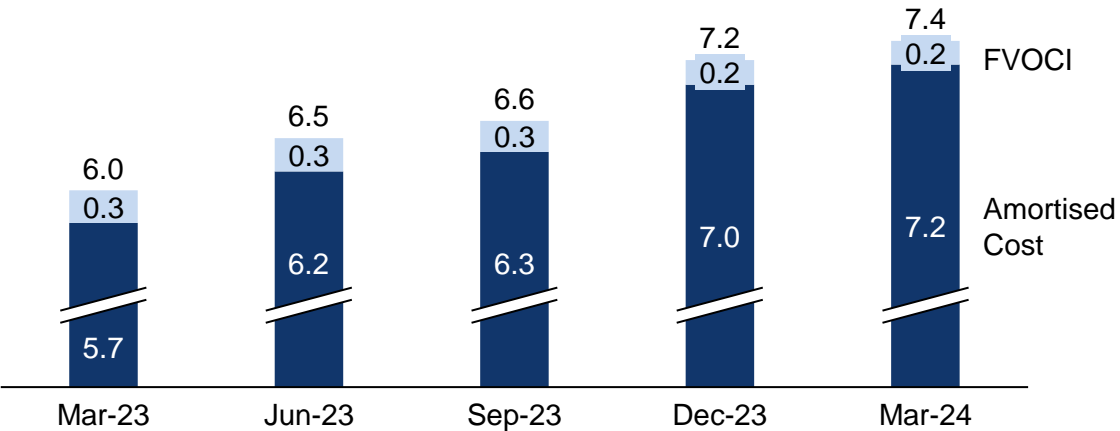


The “Other/ECB eligible” bonds of €7.8bn is broken down to the following categories:

- €4.1bn other **sovereign bonds**
- €0.7bn **bonds** issued by supranationals
- €1.9bn **bonds** investment grade bonds by other issuers & CLOs
- €1.2bn **bonds** issued by Greek corporates

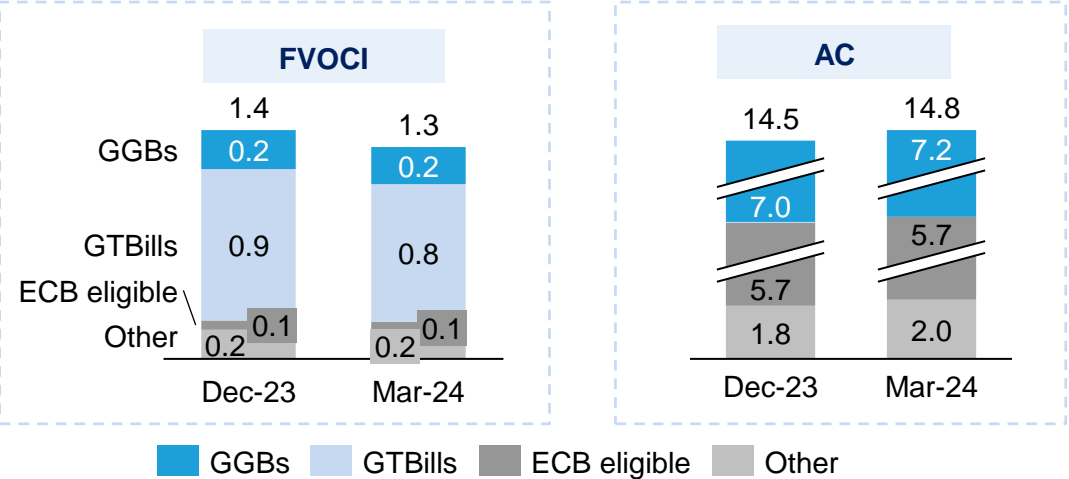
GGBs portfolio

Group, Book value, € bn



Portfolio evolution

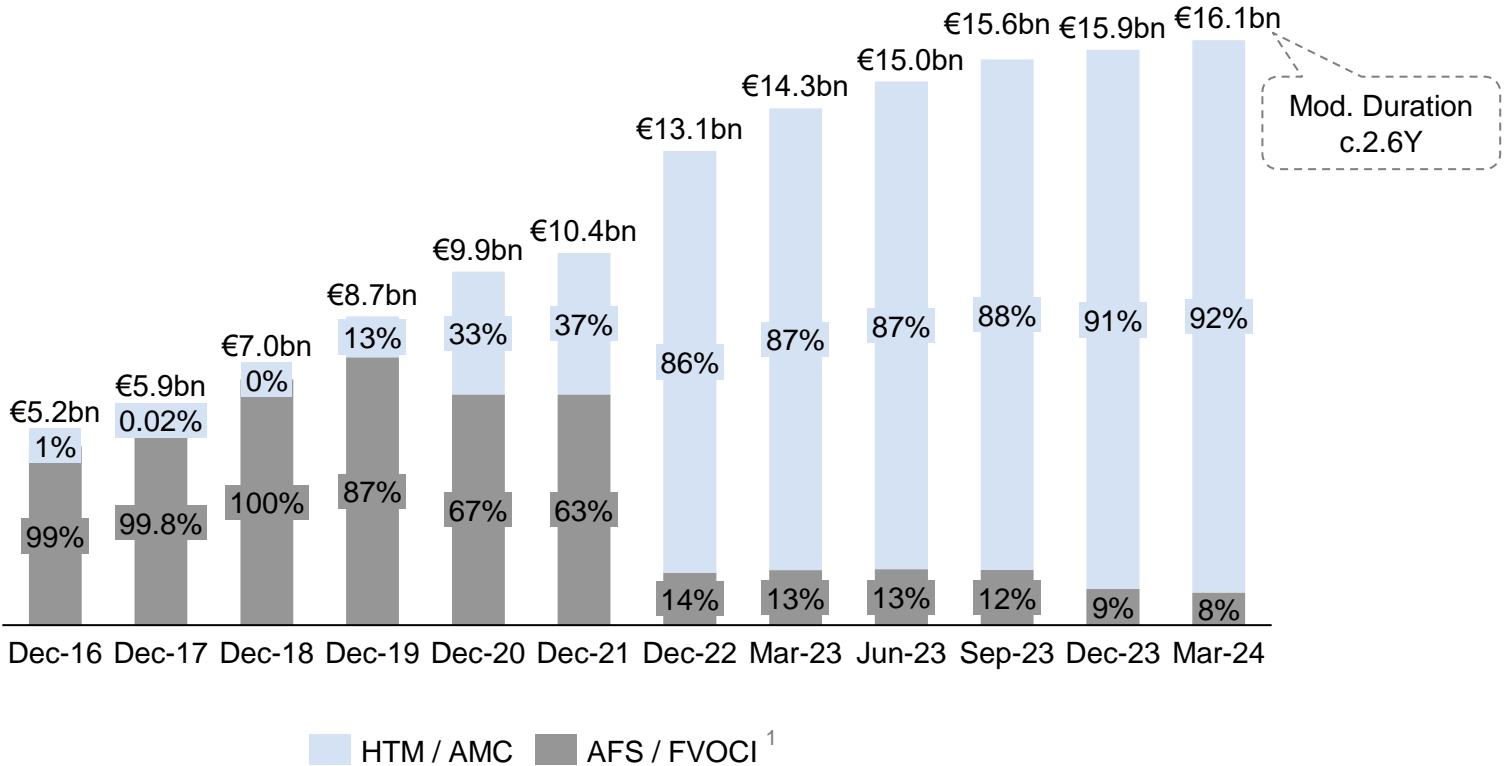
Group, Book value, € bn



Securities portfolio evolution

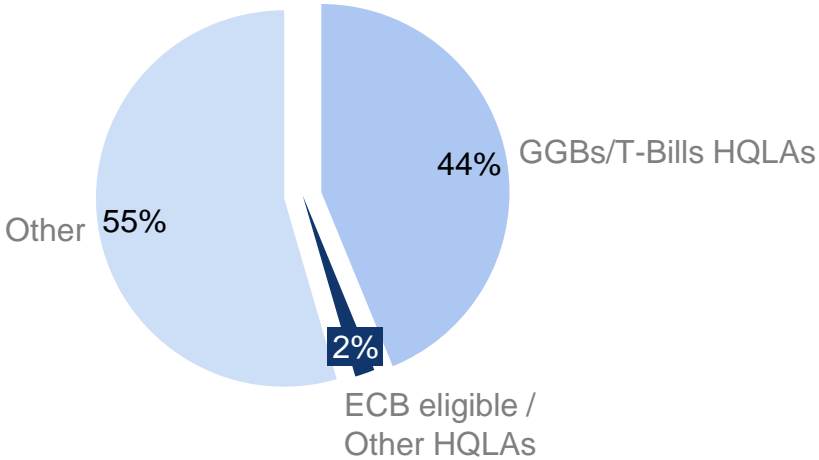
Portfolios evolution

Group, Book value € bn



Q1 2024 New investments

Group

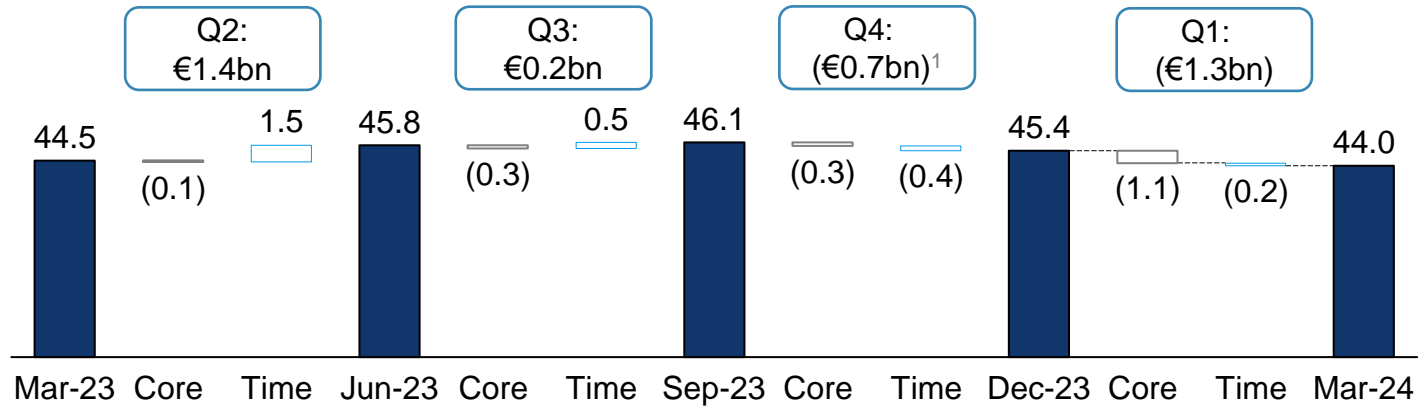


1| HTM/AMC: ex Held to Maturity, Amortised Cost. AFS/FVOCI: ex Available for Sale, Fair Value through Other Comprehensive Income

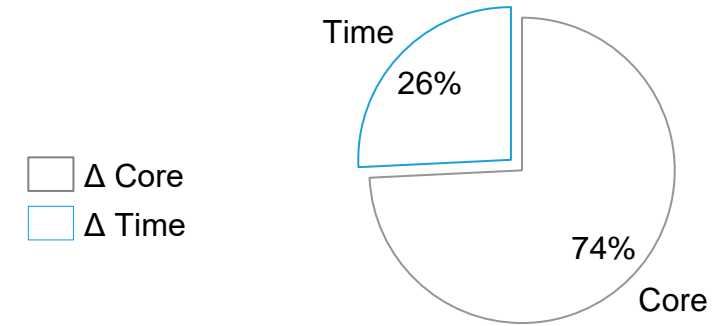
Deposits flow per quarter

Alpha Bank deposits evolution in Greece

Greece, € bn

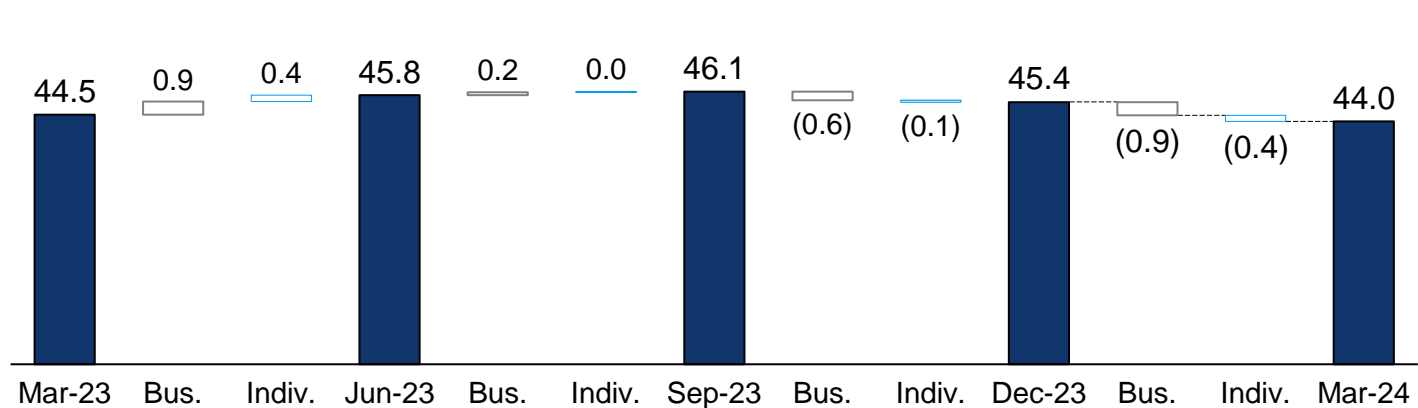


Deposits breakdown – March 2024

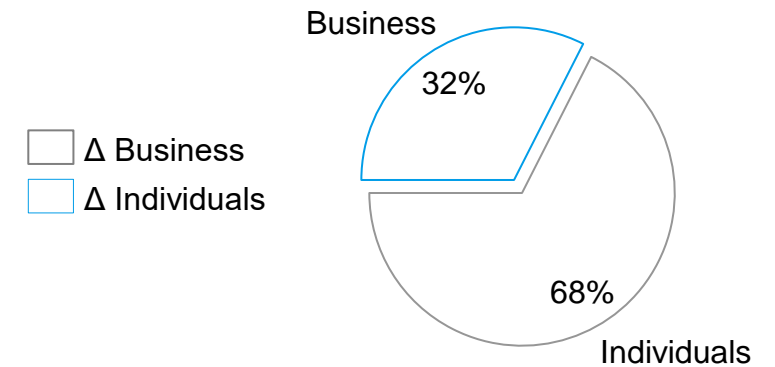


Alpha Bank deposits evolution in Greece

Greece, € bn



Deposits breakdown – March 2024



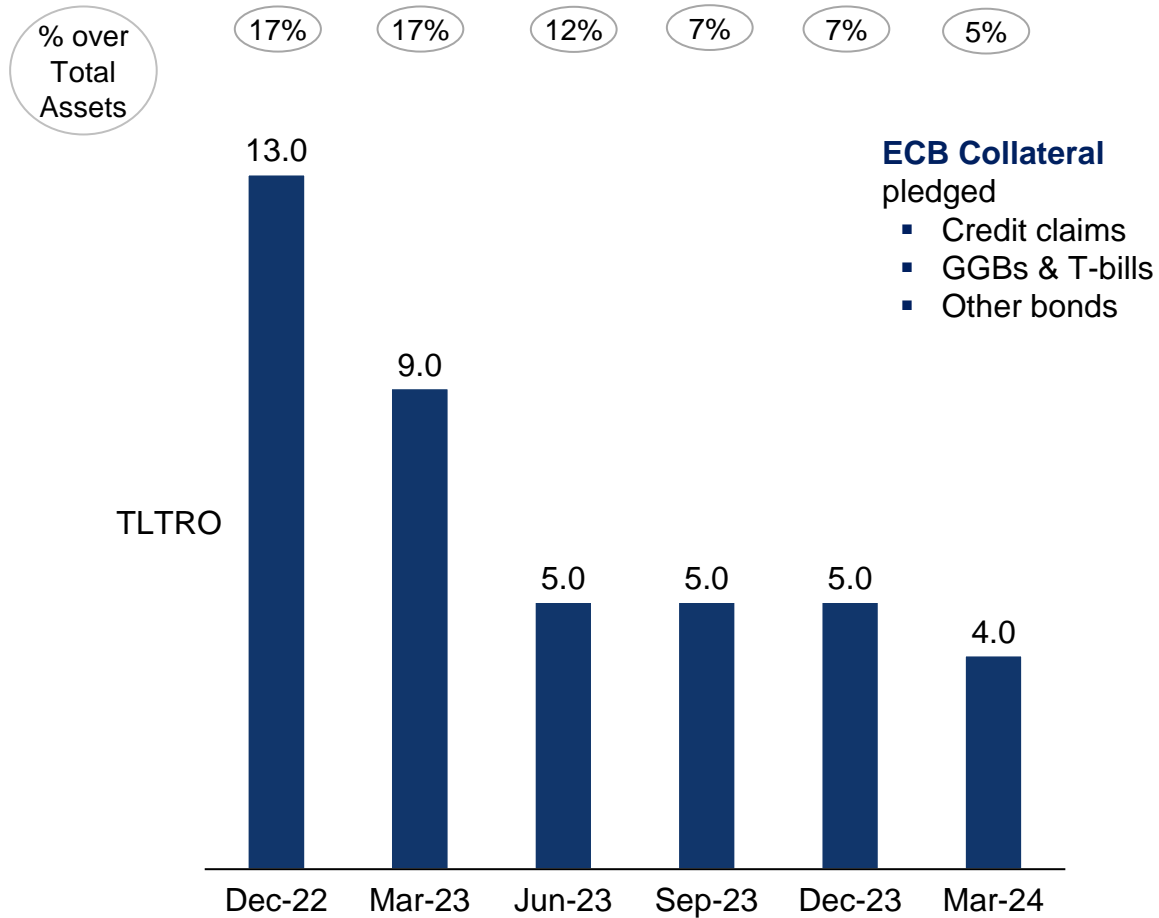
Note: Business deposits include State deposits.

1] Reflecting the reclassification to HFS of Alpha Life (-€0.5bn negative impact).

ECB Balances and Liquidity metrics

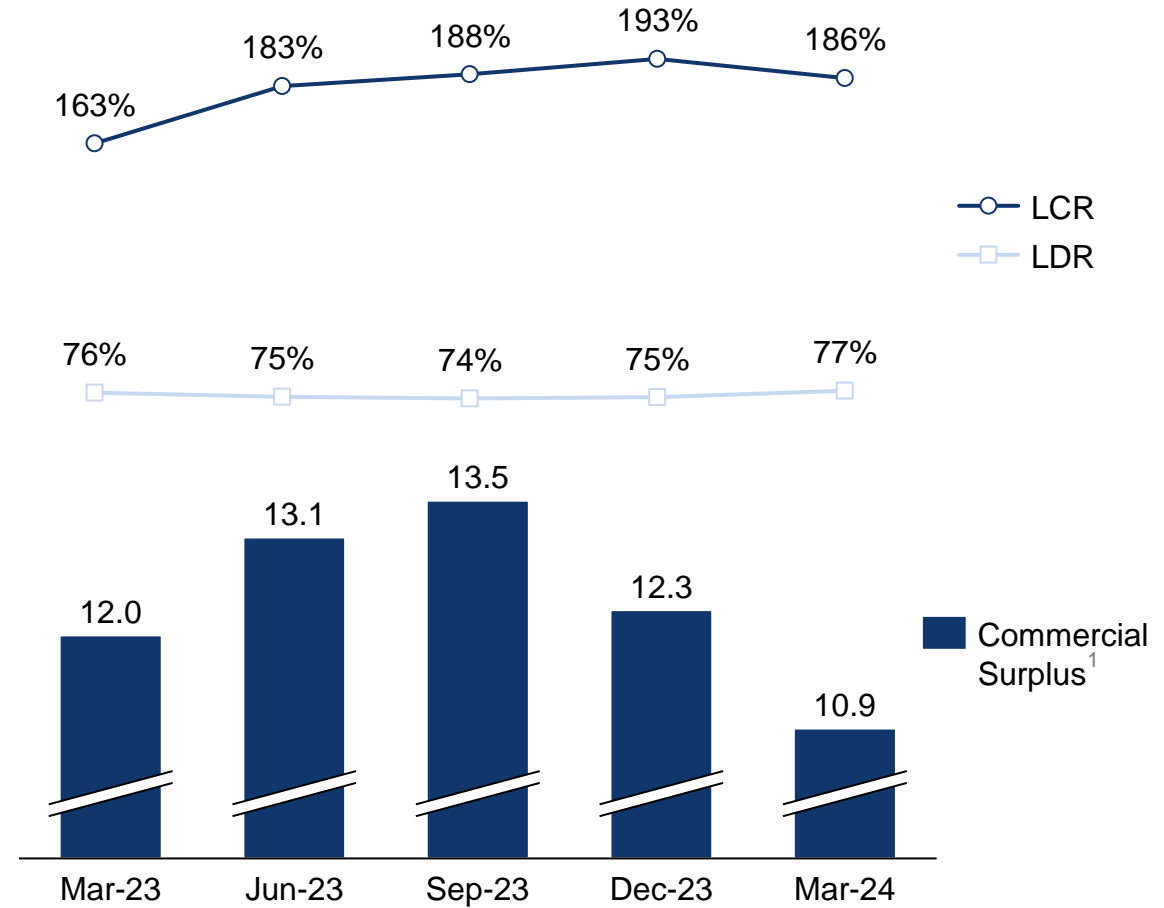
ECB balances

Group, € bn



Group LCR & LDR

%

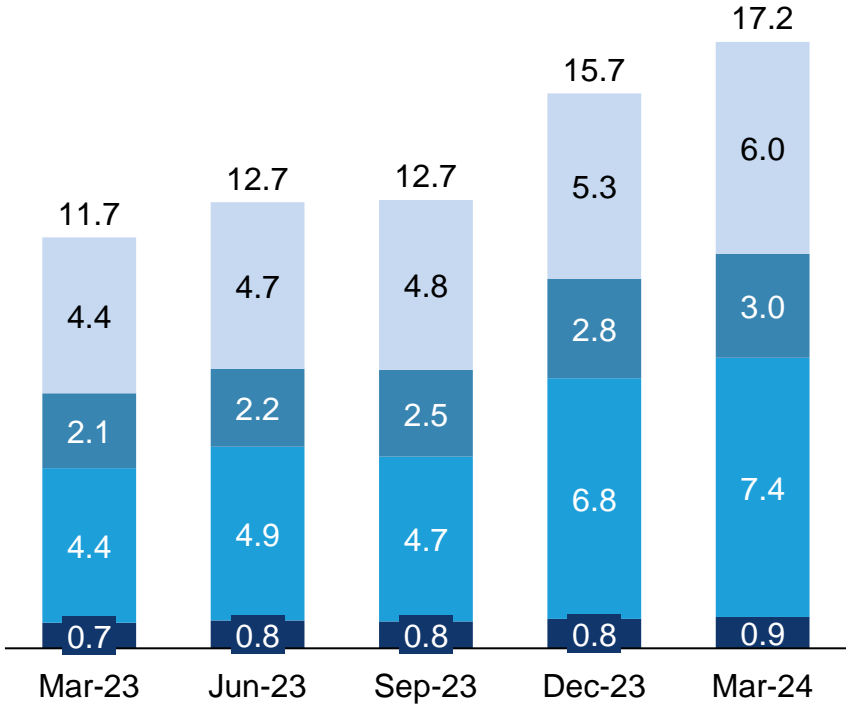


1| Commercial Surplus defined as the difference between Deposits and Net Loans

Wealth management

Asset Management balances

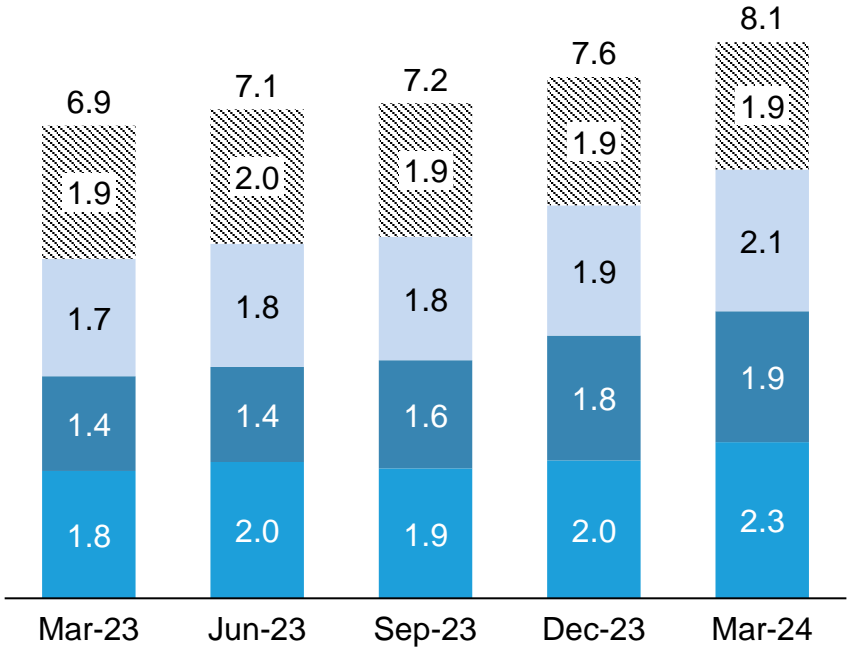
Group, € bn



■ Mutual Funds ■ Equities
■ Fixed Income ■ Managed Accounts

Private Banking

Group, € bn



■ Equities ■ Fixed Income ■ Mutual Funds ▨ Deposits

Notes: Investment AUMs also includes Equities & Bonds for non Private Banking customers. Private Banking Investment AUMs also includes AB Mutual Funds. Private Banking Investment AUMs does not include Alpha Life Mutual Funds. 1) Private banking Mutual Funds totals include Alpha life mutual funds for periods as of 30.9.23 and prior.

Business Volumes

(€ mn)	Mar 2023	Jun 2023	Sep 2023	Dec 2023	Mar 2024	% YoY
Group Gross Loans	39,327	39,787	39,883	37,072	37,243	(5.3%)
Mortgages	9,285	9,198	9,132	7,335	7,299	(21.4%)
Consumer Loans	1,564	1,553	1,514	1,253	1,281	(18.1%)
Credit Cards	1,004	1,015	1,029	959	1,023	1.8%
Small Business Loans	2,216	2,187	2,171	2,149	2,104	(5.1%)
Medium and Large Business Loans	25,258	25,834	26,036	25,376	25,536	1.1%
<i>of which:</i>						
Domestic	34,915	35,367	35,366	35,719	35,847	2.7%
Mortgages	7,212	7,144	7,098	6,702	6,658	(7.7%)
Consumer Loans	1,264	1,251	1,209	1,183	1,212	(4.1%)
Credit Cards	974	984	996	952	1,016	4.3%
Small Business Loans	2,193	2,165	2,149	2,129	2,081	(5.1%)
Medium and Large Business Loans	23,272	23,823	23,914	24,752	24,879	6.9%
<i>of which: Shipping Loans</i>	2,924	3,005	3,125	3,080	3,007	(2.4%)
International	4,411	4,420	4,517	1,353	1,396	(68.3%)
Accumulated Provisions¹	(1,135)	(1,147)	(1,124)	(940)	(955)	(15.9%)
Group Net Loans	38,230	38,681	38,799	36,161	36,316	3.6%
Customer Assets	61,887	64,454	65,053	64,198	64,463	4.2%
<i>of which:</i>						
Group Deposits	50,229	51,795	52,331	48,449	47,254	(5.9%)
Sight & Savings	37,191	37,012	36,841	35,465	34,171	(8.1%)
Time deposits	13,037	14,783	15,490	12,984	13,083	0.4%
Domestic	44,483	45,839	46,088	45,360	44,014	(1.1%)
Sight & Savings	34,493	34,371	34,091	33,778	32,671	(5.3%)
Time deposits	9,990	11,468	11,997	11,581	11,343	13.5%
International	5,746	5,956	6,243	3,089	3,240	(43.6%)
Mutual Funds	4,417	4,729	4,821	5,262	6,007	36.0%
Fixed Income	2,128	2,211	2,463	2,825	2,955	38.9%
Equities	4,391	4,932	4,671	6,826	7,359	67.6%
Managed Accounts	723	788	767	836	887	22.8%
<i>Total Private Banking Balances (incl. Deposits)</i>	<i>6,743</i>	<i>7,104</i>	<i>7,192</i>	<i>7,574</i>	<i>8,082</i>	<i>19.8%</i>

1| Include off balance sheet items



Alpha Bank

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Customer Experience in the center of our digital transformation

350+

Digital Journeys redesigned & launched

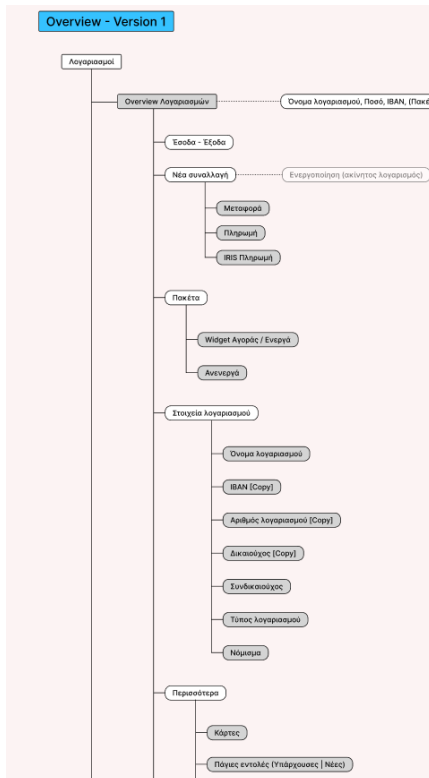
180+

New Digital Journeys under design

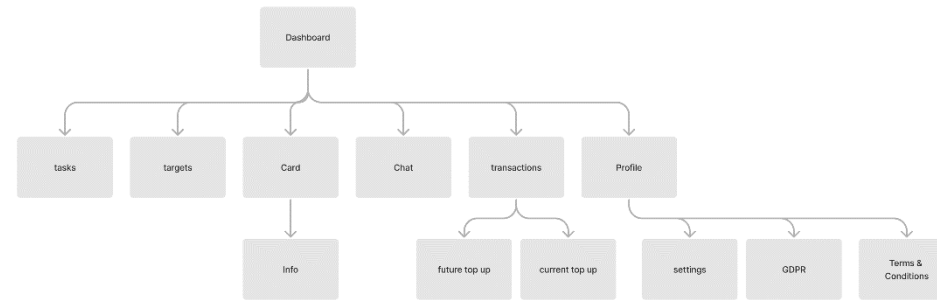
18k

Customers' comments & points of feedback used

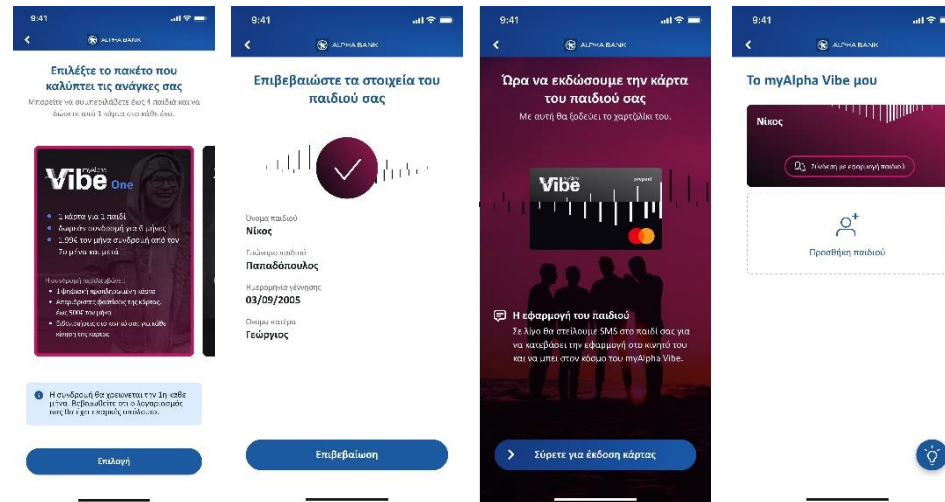
Information Architecture redesign



UX Flows



UI / UX Designs



Actively leveraging AI to increase sales and operational efficiency

55 AI models in operation with **22** delivered in last 15 months

17 new ML¹ models for business development

5 new NLP and GenAI models increasing efficiency

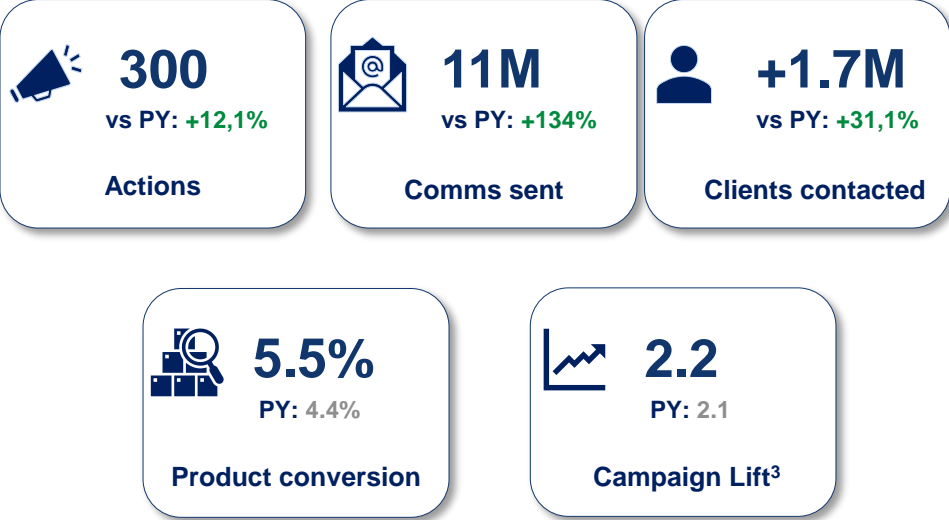
- 1. RM comments analysis through NLP²
- 2. Customer feedback analysis through NLP¹
- 3. News summarization for Wholesale clients
- 4. Question Answering on internal documents
- 5. CV analytics for candidate selection

Migration to **advanced analytics technologies** enables implementation of **AI & Generative AI** use cases



AI-powered campaign management

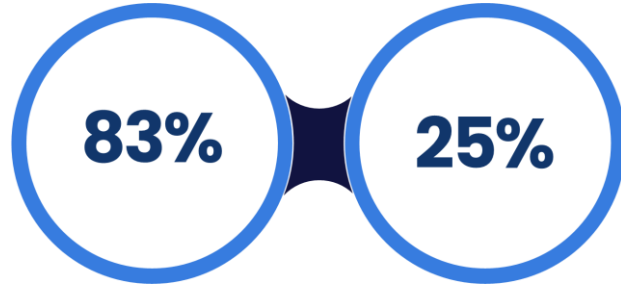
Q1 2024 campaign results



- ✓ **70% of overall actions fully automated**
- ✓ **Cross-sell and up-sell campaigns account for 30% of total actions**

1| Machine Learning; 2| Natural Language Processing; 3| Campaign effectiveness vs control group

Significant enrichment in Digital Products & Services offering



Daily Banking Digitalization

Digital Sales Items in Q1

50+ new digital products & services launched for individual clients¹

~20 new digital products & services launched for Business clients¹

Remote Collaboration

Microcard

MyAlpha Documents

Payrollers Quick Loan

myAlpha Benefit

myAlpha Vibe

Full launch Q4 2023



Pocket money for teenagers aged 15-18

- 2 available packages
- 1 child – 1.99€/month
 - 2-4 children – 2.99€/month

> 3,000
Cards to date¹




Note: Data as of March 2024

myAlpha Benefit

Subscription-based banking

Standard Package Launch Q1 2023



9:41 ALPHA BANK myAlpha Benefit

myAlpha Benefit **Standard** 2€ / μήνα

Εξοικονομείτε έως 5,55€ / μήνα

- ✓ 1 μεταφορά από άλλη τράπεζα
Στον συνδεδεμένο λογαριασμό
- ✓ 1 μεταφορά σε άλλη τράπεζα
Εως 5.000€ η κάθε μία, εντός Ελλάδας, με κανονική ή μεταχρονολογημένη προτεραιότητα (όχι άμεση) και έξοδα SHA, μέσα από το myAlpha Web και το myAlpha Mobile, από τον συνδεδεμένο λογαριασμό
- ✓ 3 πάγιες εντολές
Για πληρωμή λογαριασμών και οφειλών σε εταιρείες και οργανισμούς, με χρέωση του συνδεδεμένου λογαριασμού
- ✓ 2 πληρωμές λογαριασμών και οφειλών
Για μεμονωμένες πληρωμές σε εταιρείες και οργανισμούς

2 New Packages Launch Q1 2024

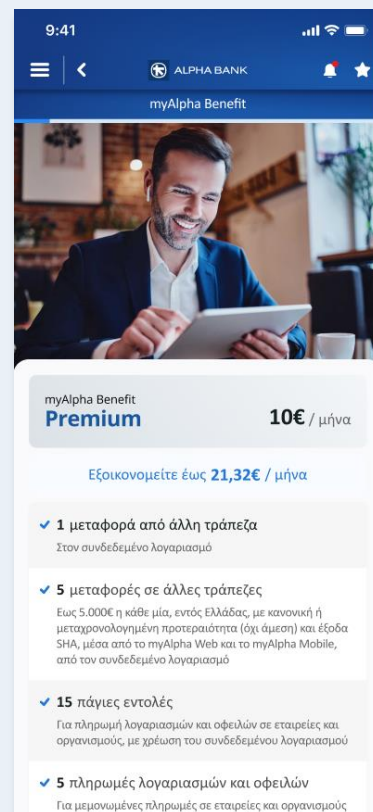


9:41 ALPHA BANK myAlpha Benefit

myAlpha Benefit **Advanced** 5€ / μήνα

Εξοικονομείτε έως 12,50€ / μήνα

- ✓ 1 μεταφορά από άλλη τράπεζα
Στον συνδεδεμένο λογαριασμό
- ✓ 3 μεταφορές σε άλλες τράπεζες
Εως 5.000€ η κάθε μία, εντός Ελλάδας, με κανονική ή μεταχρονολογημένη προτεραιότητα (όχι άμεση) και έξοδα SHA, μέσα από το myAlpha Web και το myAlpha Mobile, από τον συνδεδεμένο λογαριασμό
- ✓ 6 πάγιες εντολές
Για πληρωμή λογαριασμών και οφειλών σε εταιρείες και οργανισμούς, με χρέωση του συνδεδεμένου λογαριασμού
- ✓ 3 πληρωμές λογαριασμών και οφειλών
Για μεμονωμένες πληρωμές σε εταιρείες και οργανισμούς



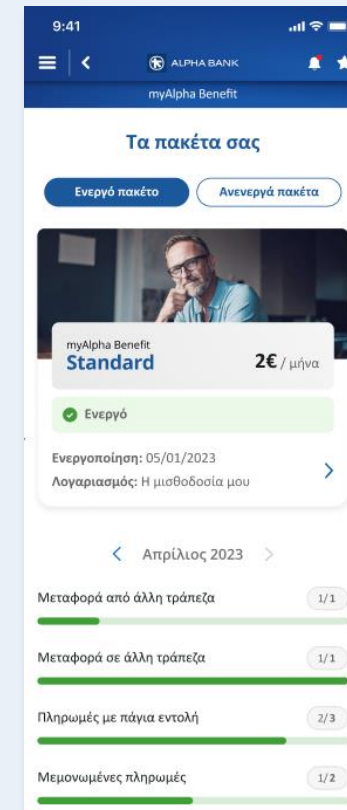
9:41 ALPHA BANK myAlpha Benefit

myAlpha Benefit **Premium** 10€ / μήνα

Εξοικονομείτε έως 21,32€ / μήνα

- ✓ 1 μεταφορά από άλλη τράπεζα
Στον συνδεδεμένο λογαριασμό
- ✓ 5 μεταφορές σε άλλες τράπεζες
Εως 5.000€ η κάθε μία, εντός Ελλάδας, με κανονική ή μεταχρονολογημένη προτεραιότητα (όχι άμεση) και έξοδα SHA, μέσα από το myAlpha Web και το myAlpha Mobile, από τον συνδεδεμένο λογαριασμό
- ✓ 15 πάγιες εντολές
Για πληρωμή λογαριασμών και οφειλών σε εταιρείες και οργανισμούς, με χρέωση του συνδεδεμένου λογαριασμού
- ✓ 5 πληρωμές λογαριασμών και οφειλών
Για μεμονωμένες πληρωμές σε εταιρείες και οργανισμούς

Package management



9:41 ALPHA BANK myAlpha Benefit

Τα πακέτα σας

Ενεργό πακέτο Ανενεργά πακέτα

myAlpha Benefit **Standard** 2€ / μήνα

✓ Ενεργό

Ενεργοποίηση: 05/01/2023
Λογαριασμός: Η μισθοδοσία μου

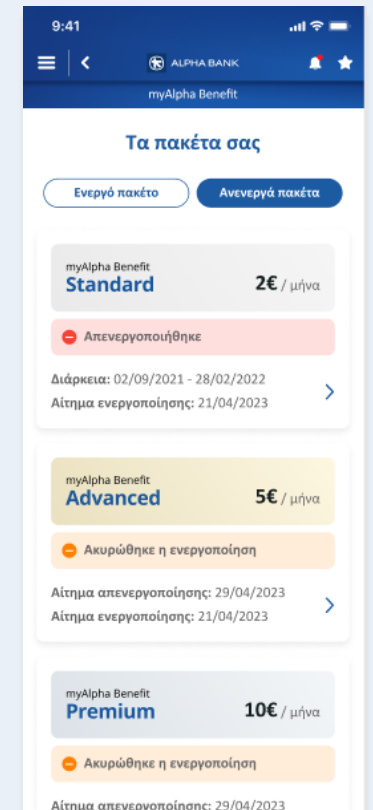
Απρίλιος 2023

Μεταφορά από άλλη τράπεζα 1/1

Μεταφορά σε άλλη τράπεζα 1/1

Πληρωμές με πάγια εντολή 2/3

Μεμονωμένες πληρωμές 1/2



9:41 ALPHA BANK myAlpha Benefit

Τα πακέτα σας

Ενεργό πακέτο Ανενεργά πακέτα

myAlpha Benefit **Standard** 2€ / μήνα

✖ Απενεργοποιήθηκε

Διάρκεια: 02/09/2021 - 28/02/2022
Αίτημα ενεργοποίησης: 21/04/2023

myAlpha Benefit **Advanced** 5€ / μήνα

✖ Ακυρώθηκε η ενεργοποίηση

Αίτημα απενεργοποίησης: 29/04/2023
Αίτημα ενεργοποίησης: 21/04/2023

myAlpha Benefit **Premium** 10€ / μήνα

✖ Ακυρώθηκε η ενεργοποίηση

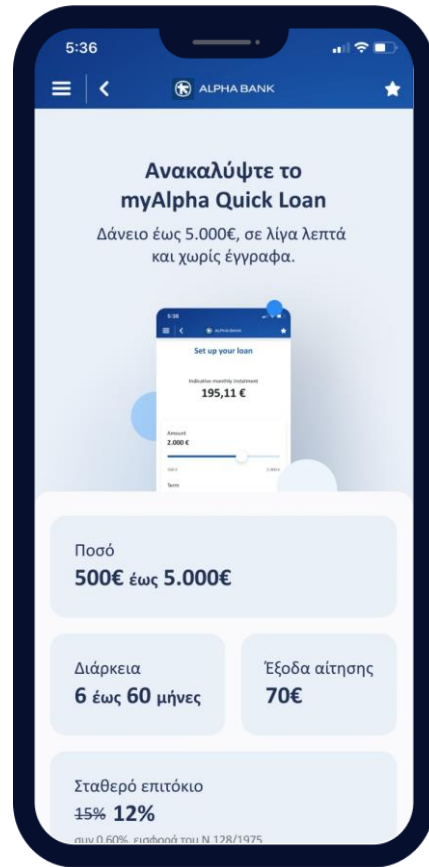
Αίτημα απενεργοποίησης: 29/04/2023

myAlpha Quick Loan Payroll & Counter-Offer

Payroller Quick Loan Derivative

(Launch 30/06/2023)

>70% of Quick Loan production¹ since launch



Counter-offer functionality

(Launch 25/07/2023)

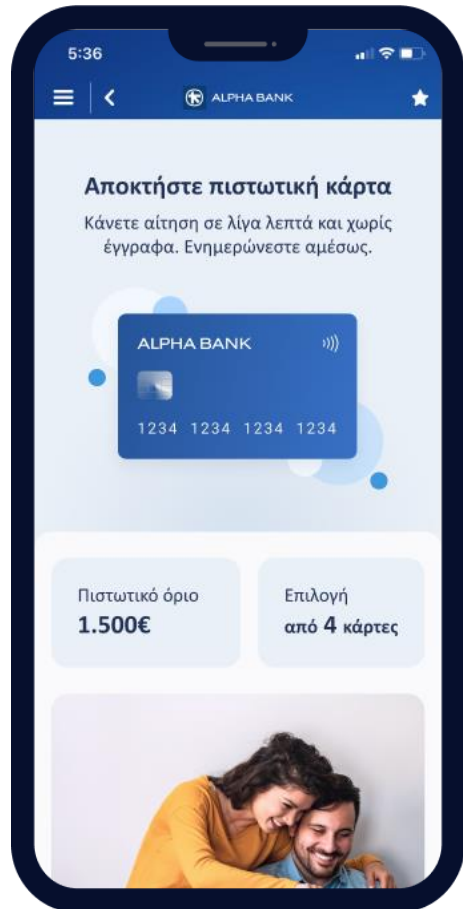
74% Acceptance Rate since launch¹



MicroCard

Gradual launch 26/09/2023

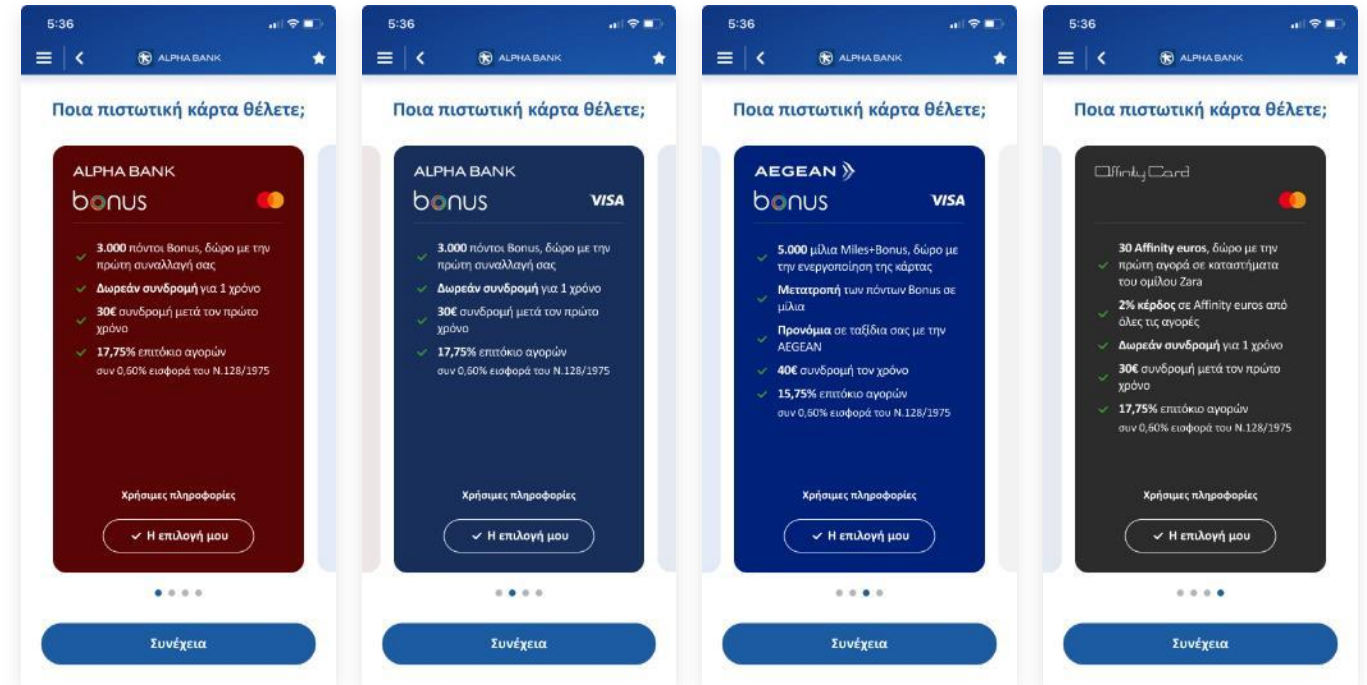
Full launch 29/11/2023



€1.500
Credit limit

> 5,500
Issued Cards
to date¹

4 Credit Cards + Payroller offering




Salary and pension account – Alpha Payroll

Launch 16/09/2023


Λογαριασμός Alpha Μισθοδοσία

Απολαμβάνετε προνόμια για όσο έχετε τη μισθοδοσία ή τη σύνταξή σας στην Alpha Bank. Ο λογαριασμός είναι τρεχούμενος και μπορείτε να τον χρησιμοποιείτε για όλες τις καθημερινές συναλλαγές σας, όπως πληρωμές και μεταφορές. Ανοίγετε τον λογαριασμό αμέσως, χωρίς ελάχιστο ποσό.

Θέλω τον λογαριασμό →




Προνόμια με τη μισθοδοσία ή τη σύνταξη




Εκπτώσεις και προσφορές

Σε πιστωτικές κάρτες, καταναλωτικά δάνεια, στεγαστικά δάνεια, ασφάλειες και άλλα προϊόντα που θα αποκτήσετε



Καλύτερο επιτόκιο

Επιτόκιο 0,20% για υπόλοιπο έως 1.000€ και απόδοση τόκων κάθε 3 μήνες



Δωρεάν πάγιες εντολές

Για πληρωμή λογαριασμών ή οφειλών σε εταιρείες και οργανισμούς

Σε 3 απλά βήματα

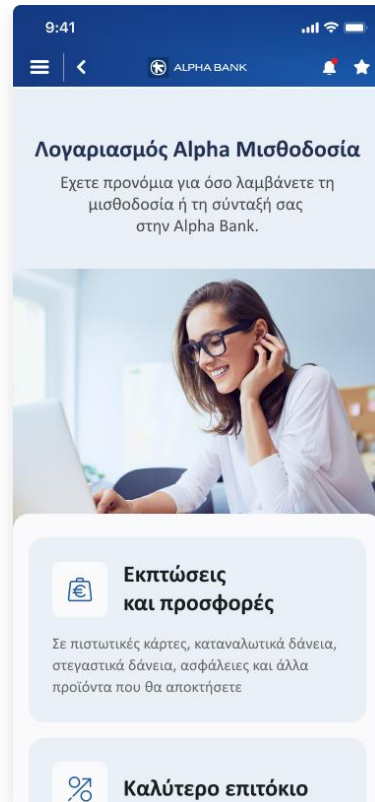
- 1 **Έλεγχος στοιχείων**
Ελέγξτε τα στοιχεία σας ως δικαιούχος του λογαριασμού.
- 2 **Επιβεβαίωση στοιχείων και αποδοχή όρων**
Επιβεβαιώνετε τα στοιχεία σας και αποδέχεστε τους όρους για τον λογαριασμό.
- 3 **Ολοκλήρωση**
Συμπληρώνετε κωδικό επιβεβαίωσης και ο λογαριασμός σας ανοίγει αμέσως.


Απαραίτητες προϋποθέσεις

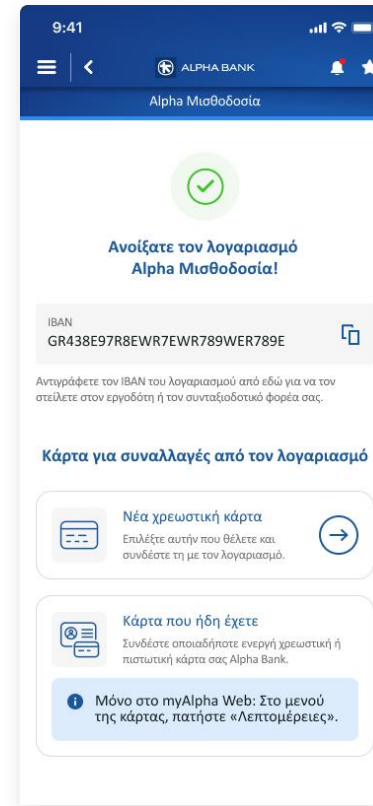
Για να ανοίξετε τον λογαριασμό ηλεκτρονικά, πρέπει να:

- Έχετε ενημερώσει τα στοιχεία σας στην Alpha Bank.
- Μην έχετε άλλο λογαριασμό Alpha Μισθοδοσία ως μοναδικός δικαιούχος.
- Έχετε αποδεχτεί το Πλαίσιο Συνεργασίας – Γενικοί Όροι Διενέργειας Τραπεζικών Συναλλαγών της Alpha Bank.

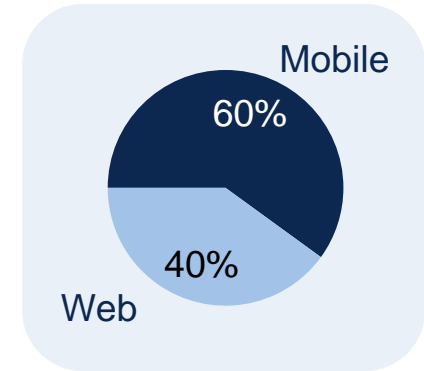
 Through Mobile and Web



 All benefits after 1st salary installment



3,300
Accounts to date¹



Digital Channels Connectivity with Campaign Systems

Offering personalized communication in our Mobile & Bonus app, by connecting our campaign Systems

Mobile app: 8 different sections for in-app messages

Deeplink: Users click on the banner/image/video and are directed to a specific section **inside the app** (e.g. 1st page of myAlpha Quick Loan).

Open URL: Users click on the banner/image/video and are directed to a specific web page in **alpha.gr**.

Phone Dialer: Users click on the banner/image/video and the dialer opens allowing users to call a predefined number.

Bonus app: Simple push notifications



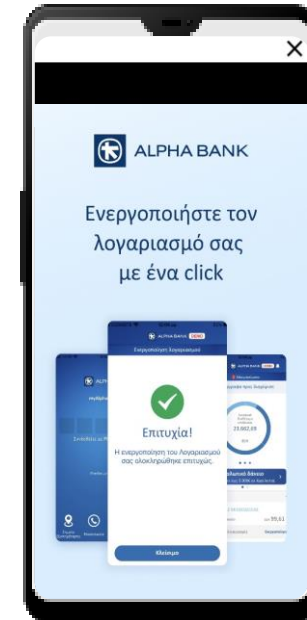
Aegean Bonus Visa Credit Xmas Promo



Direct users to the 1st page of the new credit card flow inside the app in order to start the application.

Audience: 70K

Inactive accounts



Targeted banner to users with inactive account(s) at the "Accounts" section that encourages them to activate their account(s).

Audience: 190K

myAlpha Quick Loan promotion & Lucky draw

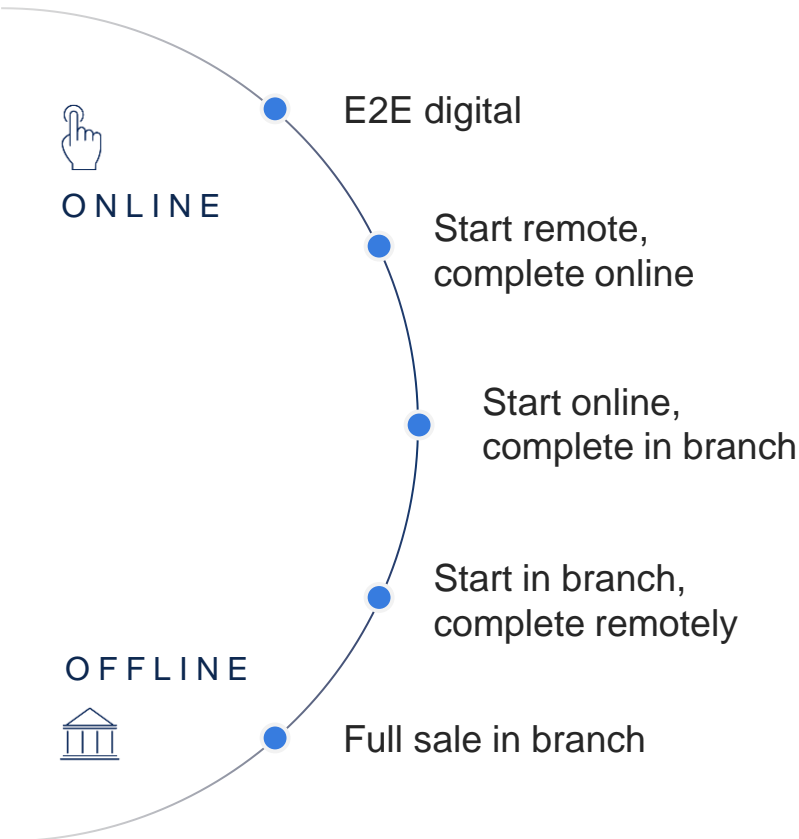


A full-screen image at the front page that directs users to the 1st page of myAlpha Quick Loan inside the app in order to start the application.

Audience: 80K

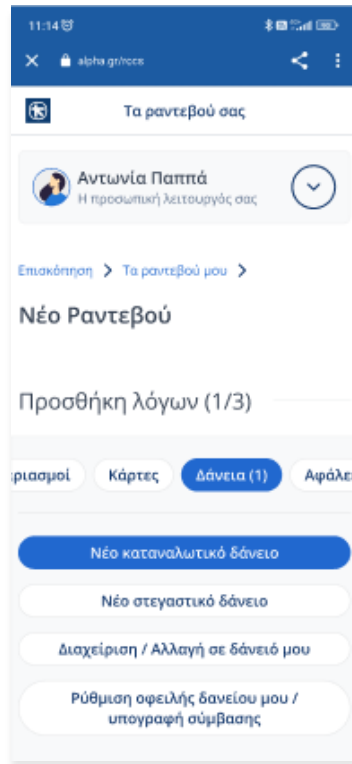
Remote Customer Collaboration

Diverse set of journeys

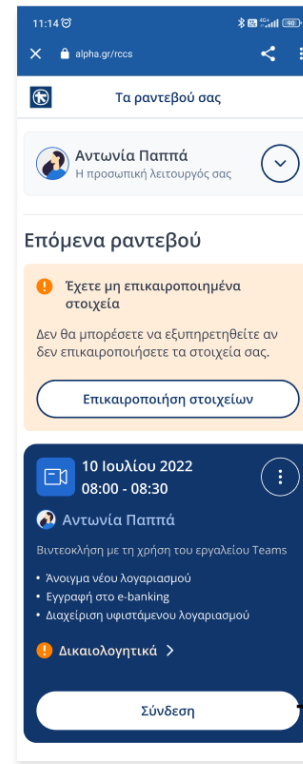


A unified cockpit for

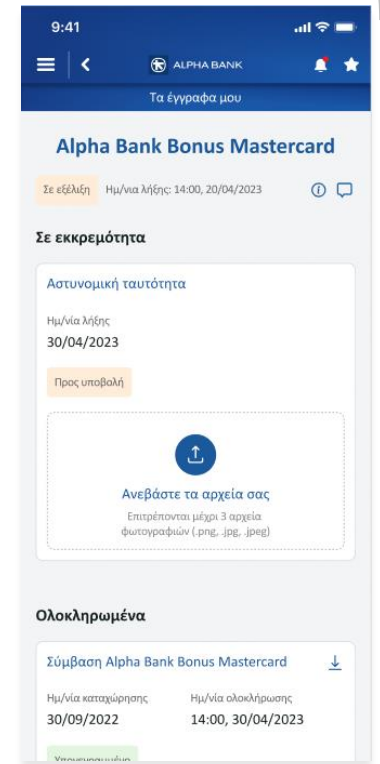
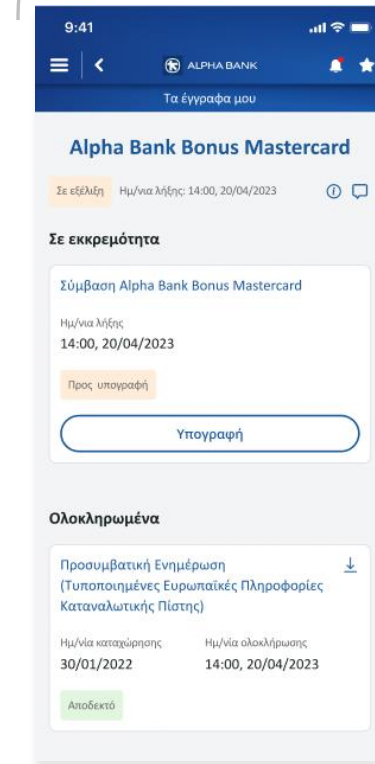
Appointment booking



Video banking



Document exchange and signing



>35K appointments booked online per month¹

Simple Imports for Business

Launch 02/2023

New features:

- Up to 500K € equivalent**
(from 50K € equivalent)
- Non-SEPA**
 - Non-EU
 - OUR charges
 - Foreign currency

The screenshot displays the 'myAlpha Web DEMO' interface for Alpha Bank. The top navigation bar includes icons for 'Επισκόπηση', 'Μεταφορές', 'Πληρωμές', 'Εργασίες', 'Λογαριασμοί', 'Χορηγήσεις', 'Επενδύσεις', 'Κάρτες', 'Έγγραφα', 'Υπηρεσίες', and 'Προφίλ'. The main content area is titled 'Μεταφορές' and shows a form for international transfers. A notification banner at the top states: 'Πραγματοποιείτε Απλές εισαγωγές τώρα και εκτός Ε.Ε. σε Ευρώ και Ξένο Νόμισμα (χωρίς μετατροπή συναλλάγματος) μέχρι το ισότιμο των €500.000, διαμορφώνοντας κατάλληλα τα όρια της συνδρομής σας (Όριο μεμονωμένης εισαγωγής & Ημερήσιο όριο μεταφορών) στο Κατάστημα εξυπηρέτησής σας.' The form includes the following fields and options:

- Τύπος κίνησης:** Έκδοση εντολής προς άλλη τράπεζα, Πίστωση λογαριασμού Alpha Bank
- Από λογαριασμό:** (Εντολέας) Επιλέξτε
- Επιλογή από προφίλ:** Ναι, Όχι
- Προς:** Επιλέξτε
- Χώρα παραλήπτριας τραπεζής:** [Input field]
- Κωδικός παραλήπτριας τραπεζής (BIC CODE):** [Input field]
- Όνοματεπώνυμο / Επωνυμία δικαιούχου:** [Input field]
- Διεύθυνση δικαιούχου:** [Input field]
- Ποσό εντολής:** [Input field]
- Νόμισμα:** [Input field]
- Έξοδα:** Επικερρίζονται (SHA), Βαρύνουν τον εντολέα (OUR)

bizpay: The simplest way to manage business expenses

- 600 Companies
- 2,900 Issued Cards

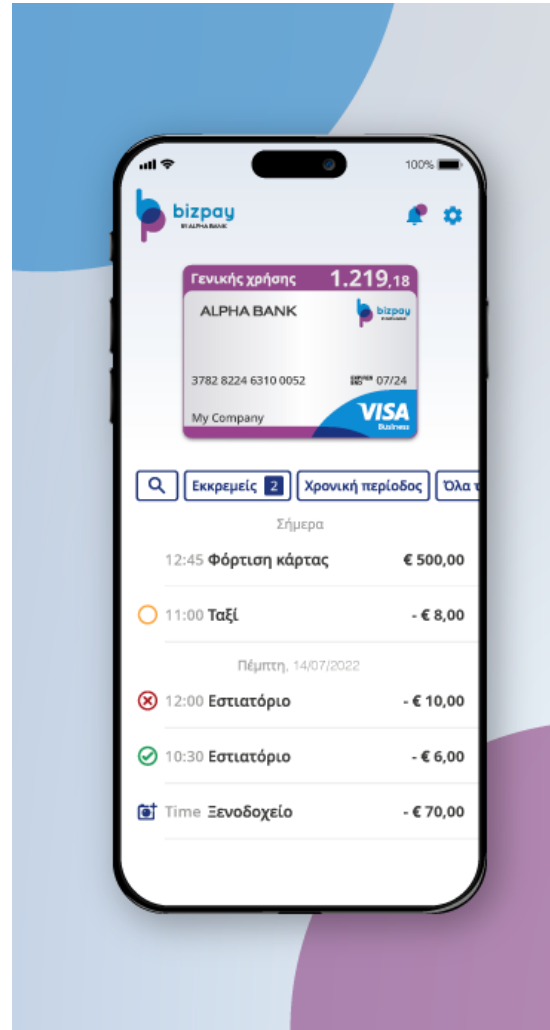
Better communication with accounting

Employees and associates easily link receipts/invoices with a transaction and send them in on the spot. The accounting department receives them on time and is able to meet its deadlines. This makes for improved cooperation between departments.

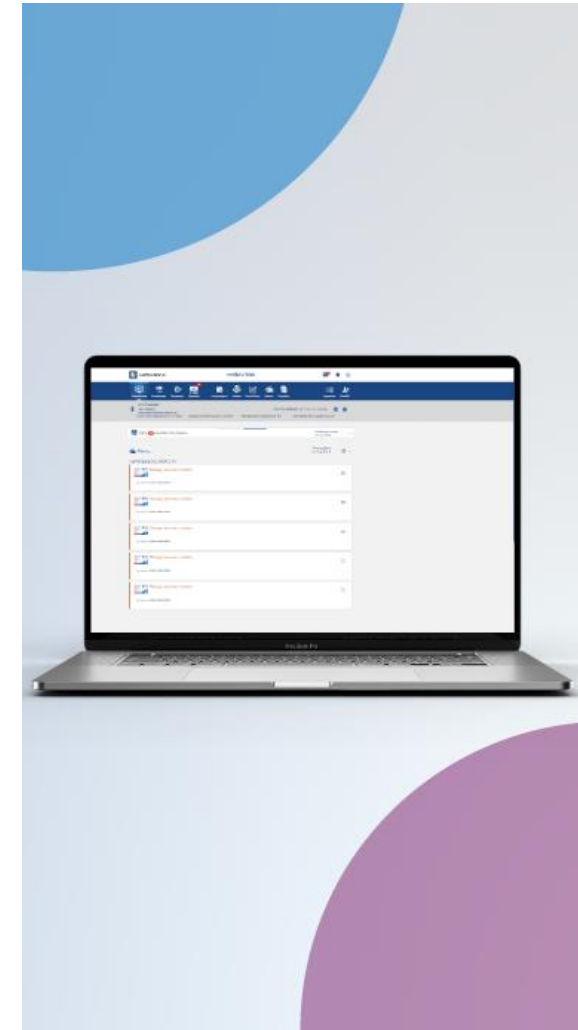
Secure transactions

The companies keep track of their prepaid bizpay cards and load them through the secure myAlpha Web for Business environment. Also, the bizpay app is linked to the mobile phone of the card holder.

bizpay app for Employees



Full Control via myAlpha Web Business



Certificate Issuance for Business

ALPHA BANK myAlpha Web DEMO

Επισκόπηση Μεταφορές Πληρωμές Εργασίες Λογαριασμοί Δάνεια Επενδύσεις Κάρτες Εγγραφα Υπηρεσίες Προφίλ

Αιτήματα Βεβαιώσεις Δικαιολογητικά Τιμολόγια Ψηφιακές υπογραφές

Εκδοση νέας βεβαίωσης
Ζητήστε τη βεβαίωση που χρειάζεστε για την επιχείρησή σας και κατεβάστε την ηλεκτρονικά σε μόλις λίγα λεπτά, χωρίς να πάτε σε κατάστημα.

Είδος Βεβαίωσης: Επιλέξτε βεβαίωση

Οι βεβαιώσεις για την επιχείρησή σας

Ημερομηνία αιτήματος	Είδος βεβαίωσης	Εκτύπωση
29/12/2022, 14:35	Υπαρξής λογαριασμού GR1211101-01-203-2293424	Email PDF
22/02/2022, 14:35	Μέσου υπολοίπου GR1211101-01-203-2293424	Email PDF
10/01/2022, 14:35	Μέσου υπολοίπου 5 λογαριασμών	Email PDF

ALPHA BANK myAlpha Web DEMO

Επισκόπηση Μεταφορές Πληρωμές Εργασίες Λογαριασμοί Δάνεια Επενδύσεις Κάρτες Εγγραφα Υπηρεσίες Προφίλ

Αιτήματα Βεβαιώσεις Δικαιολογητικά Ψηφιακές υπογραφές

Εκδοση βεβαίωσης μέσω υπολοίπου
Επιλέξτε τους λογαριασμούς και την χρονική περίοδο που θέλετε να εκδώσετε βεβαίωση

Επιλογή Λογαριασμού: Επιλέξτε λογαριασμό

Χρονική περίοδος: ΗΗ/ΜΜ/ΕΕΕΕ έως ΗΗ/ΜΜ/ΕΕΕΕ

Κόστος βεβαίωσης: 10 ευρώ

Λογαριασμός χρέωσης: Επιλέξτε λογαριασμό

ALPHA BANK myAlpha Web DEMO

Επισκόπηση Μεταφορές Πληρωμές Εργασίες Λογαριασμοί Δάνεια Επενδύσεις Κάρτες Εγγραφα Υπηρεσίες Προφίλ

Αιτήματα Βεβαιώσεις Δικαιολογητικά Ψηφιακές υπογραφές

Βεβαίωση ύπαρξης λογαριασμού
Μπορείτε επιλέξετε οποιοδήποτε λογαριασμό χωρίς φραγή, ακόμα και ακίνητο λογαριασμό

Λογαριασμός βεβαίωσης: Επιλέξτε λογαριασμό

Κόστος βεβαίωσης: 7,00 ευρώ

Λογαριασμός χρέωσης: Επιλέξτε λογαριασμό

Certificate Issuance

- Average account balance Certificate launched in March '23 (80 per month)
- Account ownership Certificate (Account IBAN) launched in April '23 (140 per month)

myAlpha Documents for Business

Case-based MAD Launched in July '23

- Tap-to-accept
- Digital Signature
- Documents upload by the customer
- Real-time notification regarding pending document

Customer initiation Launched in December

The screenshot displays the myAlpha Web DEMO interface for ALPHA BANK. The top navigation bar includes icons for various services: Επισκόπηση, Μεταφορές, Πληρωμές, Εργασίες, Λογαριασμοί, Δάνεια, Επενδύσεις, Κάρτες, Εγγραφα, Υπηρεσίες, and Προφίλ. Below this, a secondary bar lists document types: Αιτήματα, Βεβαιώσεις, Δικαιολογητικά, Ψηφιακές υπογραφές, and Τιμολόγια. The main content area is titled 'Αιτήματα' and shows a document titled 'Ανοιγμα εταιρικού λογαριασμού' with a due date of 30/09/2022. A text block explains that users can upload documents via USB or Cloud services. Below this, there are two tables: 'Σε εκκρεμότητα' (Pending) and 'Ολοκληρωμένα' (Completed).

Εγγραφο	Ημ/νία λήψης	Ολοκλήρωση έως	Κατάσταση	
Σύμβαση	22/02/2022	22/02/2022	Προς υπογραφή	Υπογραφή
Αστυνομική ταυτότητα	22/02/2022	22/02/2022	Προς υποβολή	Επισύναψη αρχείου

Εγγραφο	Ημ/νία λήψης	Ημ/νία ολοκλήρωσης	Κατάσταση	
Προσυμβατική Ενημέρωση (Τυποποιημένες Ευρωπαϊκές Πληροφορίες Καταναλωτικής Πίστης)	22/02/2022	22/02/2022	Αποδεκτό	PDF



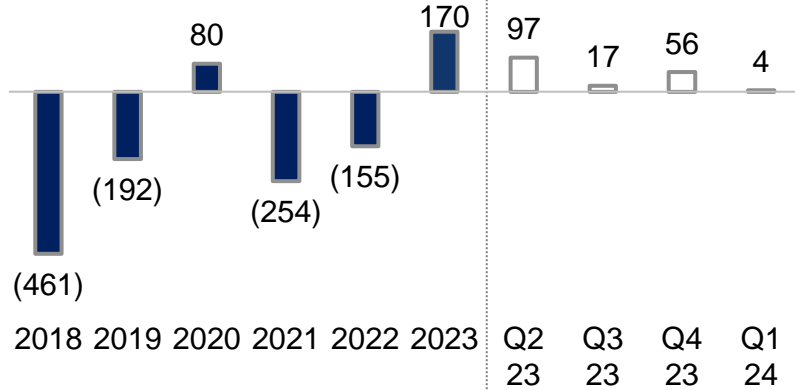
Alpha Bank

	Pages
• Business Update	3
• Financial Performance Analysis	12
• Appendix	
▪ Segmental Information	25
▪ Macroeconomic Update	31
▪ ESG	33
▪ P&L	41
▪ Volumes	47
▪ Digital	57
▪ Asset Quality	72
▪ Capital	77

Gross organic NPE formation in Greece per segment

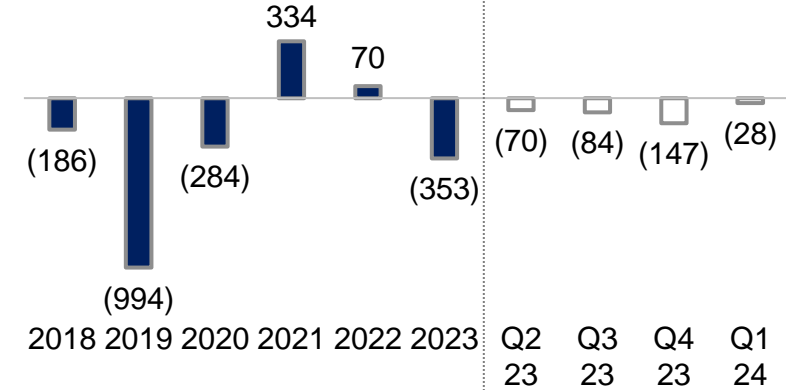
Gross formation (Organic) - Wholesale

Greece, € mn



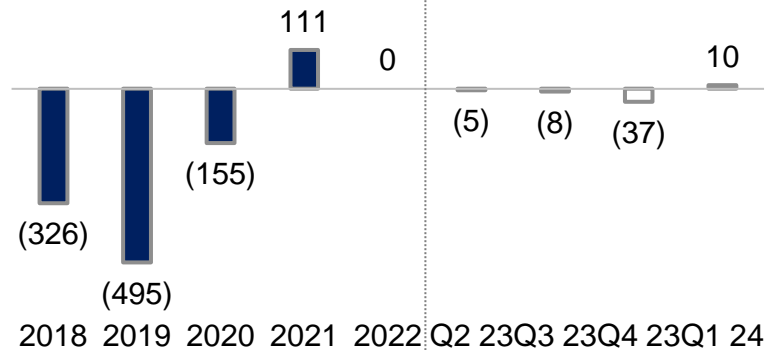
Gross formation (Organic) - Retail

Greece, € mn



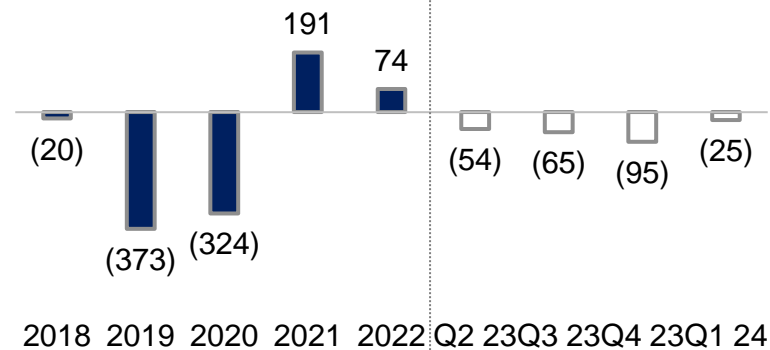
Gross formation (Organic) - SBL

Greece, € mn



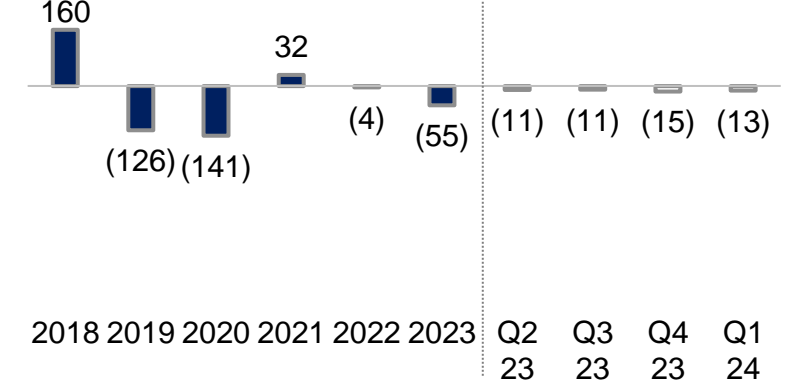
Gross formation (Organic) - Mortgages

Greece, € mn



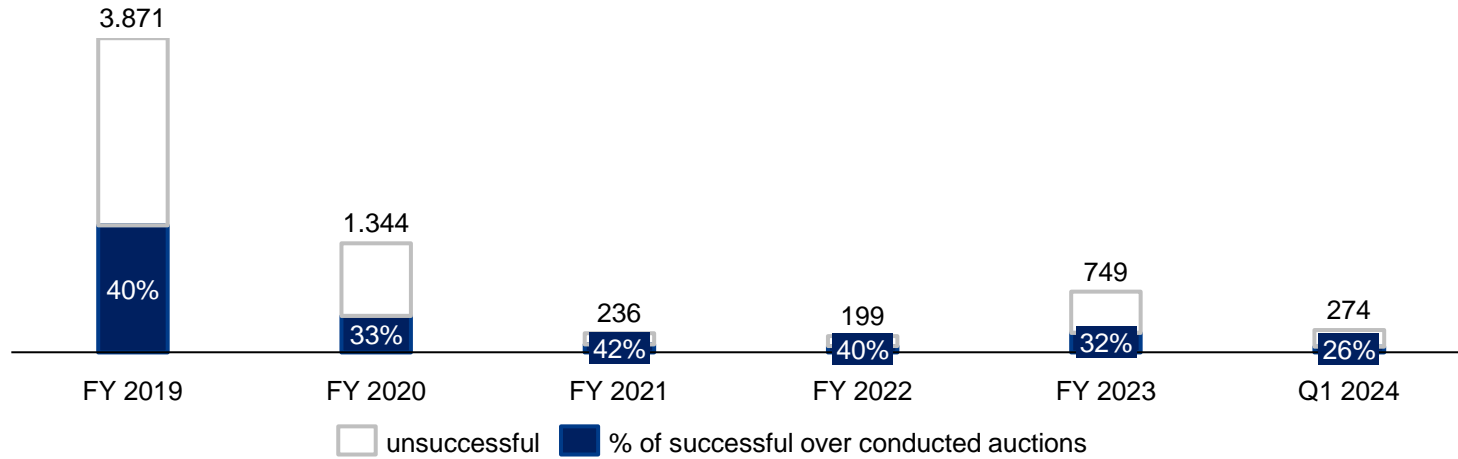
Gross formation (Organic) - Consumer

Greece, € mn



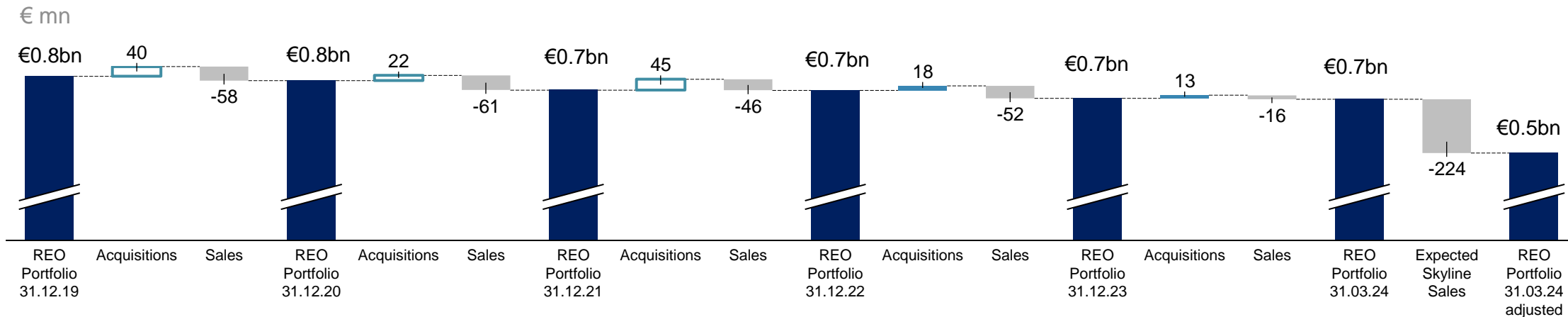
Auctions and repossession activity evolution

Auctioned properties (Conducted) per quarter



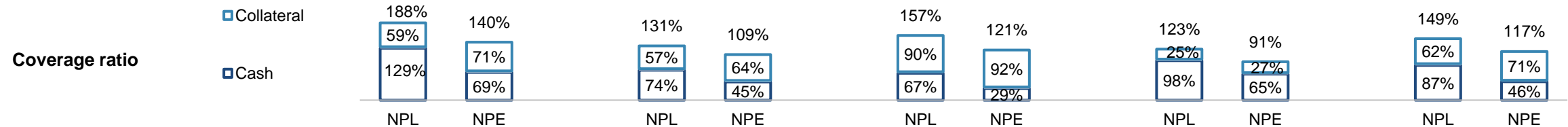
- During 1Q 2024, the Bank continued with its disinvestment strategy through the completion of €16,5mn REO sales in Greece and €0,8mn in Cyprus and SEE. **Sales in Greece** included both **commercial** as well as **residential** assets
- **Project Skyline**, is the largest open market real estate portfolio transaction in Greece in recent years, comprises of 573 assets of multiple types, including offices, commercial real estate, residential and industrial/logistics assets, with a gross area of c. 500,000 sq.m.

REO portfolio evolution (entries/exits) – Greece



Detailed overview of Alpha Bank's asset quality by portfolio - Greece

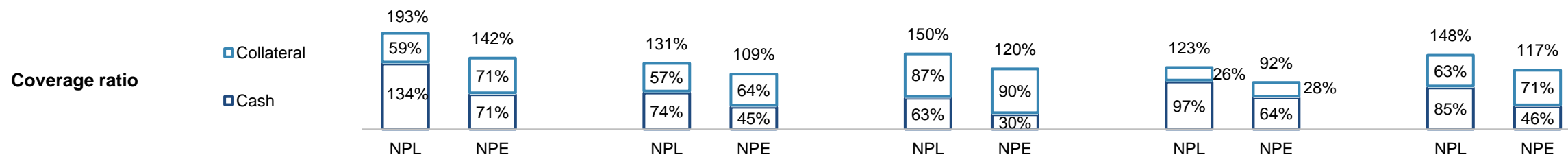
(€ bn)	Wholesale	SBL	Mortgages	Consumer	Total
Gross loans	24.9	2.1	6.7	2.2	35.8
(-) Accumulated Provisions	(0.3)	(0.2)	(0.2)	(0.2)	(1.0)
Net loans	24.6	1.8	6.4	2.0	34.9
NPLs	0.2	0.3	0.4	0.2	1.1
NPL ratio	0.9%	15.9%	5.6%	9.2%	3.1%
NPEs	0.4	0.5	0.9	0.3	2.1
NPE ratio	1.6%	26.1%	13.0%	14.0%	5.9%
NPL collateral	0.1	0.2	0.3	0.1	0.7
NPE collateral	0.3	0.3	0.8	0.1	1.5



NPLs	0.2	0.3	0.4	0.2	1.1
(+) Forborne NPLs < 90 dpds	0.1	0.2	0.4	0.1	0.8
(+) Unlikely to pay	0.0	0.0	0.1	0.0	0.2
NPEs	0.4	0.5	0.9	0.3	2.1
Forborne NPLs >90dpd	0.0	0.2	0.2	0.1	0.5
Forborne NPLs <90dpd	0.1	0.2	0.4	0.1	0.8
Performing forborne	0.0	0.3	1.6	0.2	2.2
Total forborne	0.2	0.7	2.2	0.4	3.5

Detailed overview of Alpha Bank's asset quality by portfolio - Group

(€ bn)	Wholesale	SBL	Mortgages	Consumer	Total
Gross loans	25.5	2.1	7.3	2.3	37.2
(-) Accumulated Provisions	(0.3)	(0.2)	(0.3)	(0.2)	(1.0)
Net loans	25.2	1.9	7.0	2.1	36.2
NPLs	0.2	0.3	0.445	0.2	1.2
NPL ratio	0.8%	15.8%	6.1%	9.3%	3.2%
NPEs	0.4	0.5	0.9	0.3	2.2
NPE ratio	1.6%	26.0%	13.0%	14.0%	6.0%
NPL collateral	0.1	0.2	0.4	0.1	0.8
NPE collateral	0.3	0.4	0.9	0.1	1.6



NPLs	0.2	0.3	0.4	0.2	1.2
(+) Forborne NPLs < 90 dpds	0.1	0.2	0.4	0.1	0.8
(+) Unlikely to pay	0.0	0.0	0.1	0.0	0.2
NPEs	0.4	0.5	0.9	0.3	2.2
Forborne NPLs >90dpd	0.0	0.2	0.2	0.1	0.5
Forborne NPLs <90dpd	0.1	0.2	0.4	0.1	0.8
Performing forborne	0.2	0.3	1.6	0.2	2.3
Total forborne	0.4	0.7	2.3	0.4	3.7



Alpha Bank

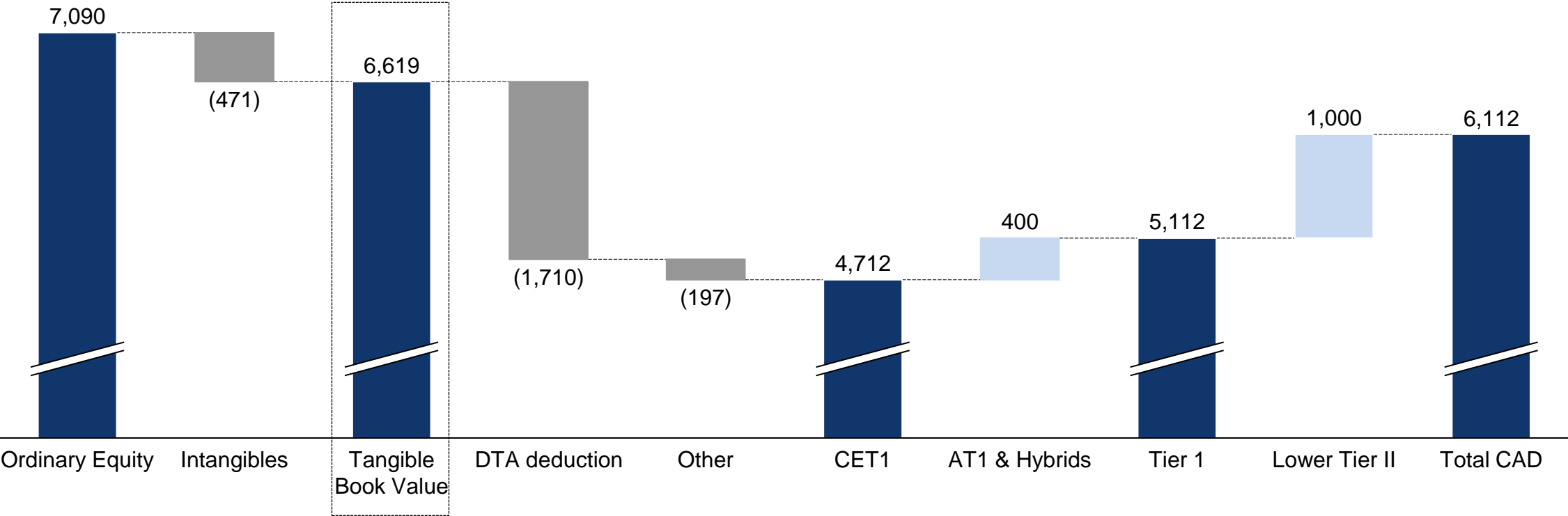
	Pages
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Fully loaded Regulatory Capital

Equity to fully loaded regulatory capital bridge

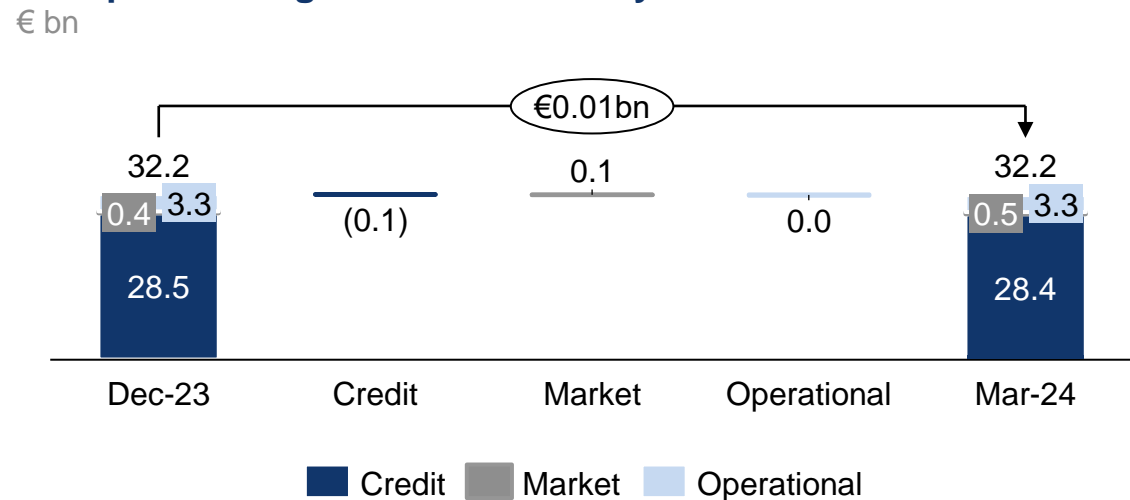
€ mn

9.0% Tangible book value / Tangible Assets



Group RWAs and Regulatory Capital

Group Risk Weighted Assets – Fully Loaded



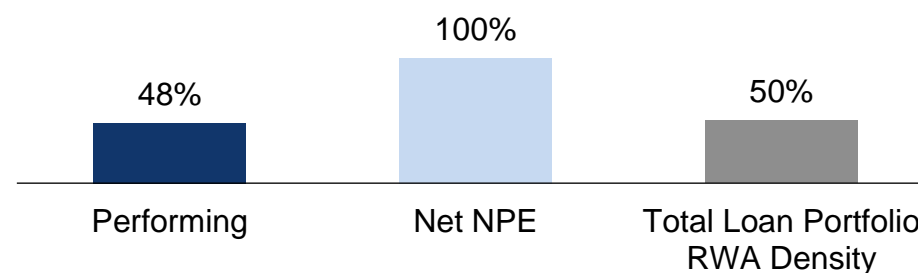
Transitional arrangements - IFRS 9 and B3 DTA

€ mn

Amortisation	2020	2021	2022	2023	2024
IFRS 9	(239)	(319)	(398)	(398)	
DTA Basel 3	(39)	(39)	(39)	(39)	(39)

Credit Risk Weights per portfolio

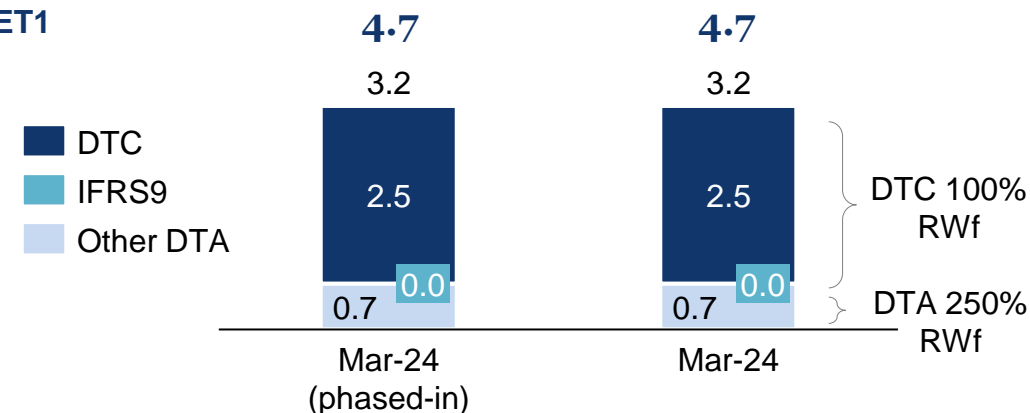
%



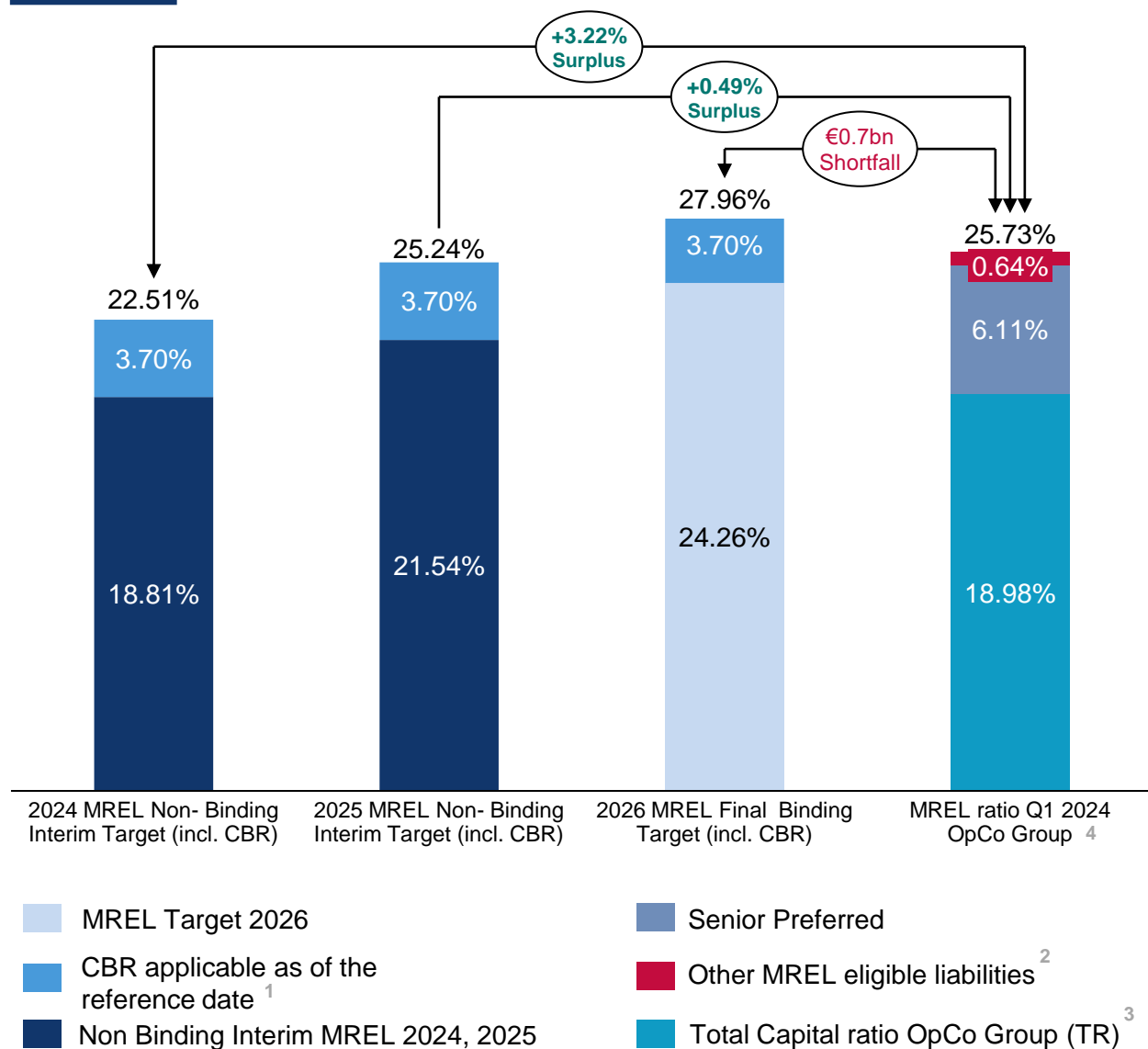
DTA & Tax Credit with CET1 Capital

€ bn

CET1



Further progress towards meeting MREL Requirements



- Further progress towards final MREL targets in a sustainable fashion
- No subordinated MREL requirement
- Expect Alpha Bank to continue to be a **regular issuer in the debt capital markets**

▪ MREL ratio as of 31.03.2024 stands at 25.73%, well above both the interim non-binding targets of 2024 (22.51%) and 2025 (25.24%).

Outstanding Debt Instruments

Issuance date	Tenor	Size (€mn)	Next Call	Maturity	Coupon
AT1					
08/02/2023	PerpNC5.5	400	08/02/2028	Perpetual	11.875%
Tier II					
13/02/2020	10NC5	500	13/02/2025	13/02/2030	4.25%
11/03/2021	10.25NC5.25	500	11/03/2026	11/06/2031	5.50%
Senior preferred					
23/09/2021	6.5NC5.5	500	23/03/2027	23/03/2028	2.50%
16/12/2022	4.5NC3.5	450	16/06/2026	16/06/2027	7.50%
13/02/2023	6NC5	70	13/02/2028	13/02/2029	6.75%
27/06/2023	6NC5	500	27/06/2028	27/06/2029	6.875%
22/11/2023	6NC5	50	22/11/2028	22/11/2029	6.50%
12/02/2024 ⁵	6.25NC5.25	400	12/05/2029	12/05/2030	5.00%

1| The Combined Buffer Requirement (CBR) applies on top of MREL target. 2| Subject to SRB approval. 3| Including profit for the period. 4| MREL requirements applicable only to the OpCo on a consolidated basis. 5| New MREL issue to replace existing SP instrument.

Glossary (1/4)

Reference number	Terms	Definitions	Relevance of the metric	Abbreviation
1	Accumulated Provisions and FV adjustments	Sum of Provision for impairment losses for loans and advances to customers, the Provision for impairment losses for the total amount of off balance sheet items exposed to credit risk as disclosed in the Consolidated Financial Statements of the reported period, and the Fair Value Adjustments (10).	Standard banking terminology	LLR
2	Core Banking Income	Sum of Net interest income and Net fee and commission income as derived from the Consolidated Financial Statements of the reported period.	Profitability metric	
3	Core deposits	Sum of "Current accounts", "Savings accounts" and "Cheques payable", as derived from the Consolidated Financial Statements of the reported period, taking into account the impact from any potential restatement.	Standard banking terminology	Core depos
4	Core Operating Income	Operating Income (35) less Income from financial operations (18) less management adjustments on operating income for the corresponding period.	Profitability metric	
5	Core Pre-Provision Income	Core Operating Income (4) for the period less Recurring Operating Expenses (45) for the period.	Profitability metric	Core PPI
6	Cost of Risk	Impairment losses (14) for the period divided by the average Net Loans of the relevant period. Average balances is defined as the arithmetic average of balance at the end of the period and at the end of the previous period.	Asset quality metric	(Underlying) CoR
7	Cost/Assets	Recurring Operating Expenses (45) for the period (annualised) divided by Total Assets (18).	Efficiency metric	
8	Deposits	The figure equals Due to customers as derived from the Consolidated Balance Sheet of the reported period.	Standard banking terminology	
9	Extraordinary costs	Management adjustments on operating expenses, that do not relate to other PnL items.		
10	Fair Value adjustments	The item corresponds to the accumulated Fair Value adjustments for non-performing exposures measured at Fair Value Through P&L (FVTPL).	Standard banking terminology	FV adj.
11	Fully-Loaded Common Equity Tier 1 ratio	Common Equity Tier 1 regulatory capital as defined by Regulation No 575/2013 (Full implementation of Basel 3) , divided by total Risk Weighted Assets	Regulatory metric of capital strength	FL CET 1 ratio
12	Gross Loans	The item corresponds to Loans and advances to customers, as reported in the Consolidated Balance Sheet of the reported period, gross of the Accumulated Provisions and FV adjustments (1) excluding the accumulated provision for impairment losses on off balance sheet items, as disclosed in the Consolidated Financial Statements of the reported period.	Standard banking terminology	
13	Impact from NPA transactions	Management adjustments to income and expense items as a result of NPE/NPA exposures transactions	Asset quality metric	
14	Impairment losses	Impairment losses on loans (16) excluding impairment losses on transactions (17).	Asset quality metric	
15	Impairment losses of which Underlying	Impairment losses (14) excluding Loans servicing fees as disclosed in the Consolidated Financial Statements of the reported period.	Asset quality metric	
16	Impairment losses on loans	Impairment losses and provisions to cover credit risk on Loans and advances to customers and related expenses as derived from the Consolidated Financial Statements of the reported period, taking into account the impact from any potential restatement, less management adjustments on impairment losses on loans for the corresponding period. Management adjustments on impairment losses on loans include events that do not occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods.	Standard banking terminology	LLP
17	Impairment losses on transactions	Represent the impact of incorporating sale scenario in the estimation of expected credit losses.	Asset quality metric	

Glossary (2/4)

Reference number	Terms	Definitions	Relevance of the metric	Abbreviation
18	Impairments & Gains/(Losses) on financial instruments, fixed assets and equity investments	Sum of Impairment losses of fixed assets and equity investments, Gains/(Losses) on disposal of fixed assets and equity investments and Impairment losses, provisions to cover credit risk on other financial instruments as derived from the Consolidated Income Statement of the reported period, less management adjustments on Impairments & Gains/(Losses) on fixed assets and equity investments. Management adjustments on Impairments & Gains/(Losses) on fixed assets and equity investments include events that do not occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods.	Standard banking terminology	
19	"Income from financial operations" or "Trading Income"	Sum of Gains less losses on derecognition of financial assets measured at amortised cost and Gains less losses on financial transactions, as derived from the Consolidated Income Statement of the reported period, less management adjustments on trading income for the corresponding period. Management adjustments on trading income include events that do not occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods.	Standard banking terminology	
20	Income tax	The figure equals Income tax as disclosed in the Consolidated Financial Statements of the reported period, less management adjustments on income tax for the corresponding period. Management adjustments on income tax include events that do not occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods.	Standard banking terminology	
21	Leverage Ratio	This metric is calculated as Tier 1 divided by Total Assets (54).	Standard banking terminology	
22	Loan to Deposit ratio	Net Loans (24) divided by Deposits (8) at the end of the reported period.	Liquidity metric	LDR or L/D ratio
23	Net Interest Margin	Net interest income for the period (annualised) divided by the average Total Assets (54) of the relevant period. Average balance is defined as the arithmetic average of balance at the end of the period and at the end of the previous relevant period.	Profitability metric	NIM
24	Net Loans	Loans and advances to customers as derived from the Consolidated Balance Sheet of the reported period.	Standard banking terminology	
25	Non Performing Exposure Coverage	Accumulated Provisions and FV adjustments (1) plus CET 1 deductions used to cover calendar provisioning shortfall divided by NPEs (28) at the end of the reference period.	Asset quality metric	NPE (cash) coverage
26	Non Performing Exposure ratio	NPEs (28) divided by Gross Loans (12) at the end of the reference period.	Asset quality metric	NPE ratio
27	Non Performing Exposure Total Coverage	Accumulated Provisions and FV adjustments (1) plus the value of the NPE collateral, plus CET 1 deductions used to cover calendar provisioning shortfall divided by NPEs (28) at the end of the reported period.	Asset quality metric	NPE Total coverage
28	Non Performing Exposures	Non-performing exposures (28) are defined according to EBA ITS 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 realisation of collateral, regardless of the existence of any past-due amount or of the number of days past due.	Asset quality metric	NPEs
29	Non Performing Exposures Collateral Coverage	Value of the NPE collateral divided by NPEs (28) at the end of the reference period.	Asset quality metric	NPE collateral Coverage
30	Non Performing Loan Collateral Coverage	Value of collateral received for Non Performing Loans (28) divided by NPLs (34) at the end of the reference period.	Asset quality metric	NPL collateral Coverage
31	Non Performing Loan Coverage	Accumulated Provisions and FV adjustments (1) plus CET 1 deductions used to cover calendar provisioning shortfall divided by NPLs (34) at the end of the reference period.	Asset quality metric	NPL (cash) Coverage
32	Non Performing Loan ratio	NPLs (34) divided by Gross Loans (12) at the end of the reference period.	Asset quality metric	NPL ratio
33	Non Performing Loan Total Coverage	Accumulated Provisions and FV adjustments (1) plus the value of the NPL collateral, plus CET 1 deductions used to cover calendar provisioning shortfall divided by NPLs (Non Performing Loans) at the end of the reference period.	Asset quality metric	NPL Total Coverage

Glossary (3/4)

Reference number	Terms	Definitions	Relevance of the metric	Abbreviation
34	Non Performing Loans	Non Performing Loans (34) are Gross loans (12) that are more than 90 days past-due.	Asset quality metric	NPLs
35	Normalised Net Profit after (income) tax	<p>Main Income and expense items that are excluded for purposes of the normalized profit calculation are listed below:</p> <ol style="list-style-type: none"> 1. Transformation related: <ol style="list-style-type: none"> a. Transformation Costs and related Expenses b. Expenses and Gains/Losses due to Non-Core Assets' Divestiture c. Expenses/Gains/Losses as a result of NPE/NPA exposures transactions' 2. Other non-recurring related: <ol style="list-style-type: none"> a. Expenses/Losses due to non anticipated operational risk b. Expenses/Losses due to non anticipated legal disputes c. Expenses/Gains/Losses due to short-term effect of non-anticipated and extraordinary events with significant economic impact d. Non-recurring HR/Social Security related benefits/expenses e. Impairment expenses related to owned used [and inventory] real estate assets f. Initial (one off) impact from the adoption of new or amended IFRS g. Tax related one-off expenses and gains/losses 3. Income Taxes Applied on the Aforementioned Transactions. 	Profitability metric	Normalised Net PAT
36	Operating Income	Sum of Net interest income, Net fee and commission income, Gains less losses on derecognition of financial assets measured at amortised cost, Gains less losses on financial transactions, and Other income, as derived from the Consolidated Income Statement of the reported period, taking into account the impact from any potential restatement.	Standard banking terminology	
37	Other (operating) income	Sum of Dividend income, Other income and insurance revenue/(expenses) and financial income/(expenses) from insurance contracts as derived from the Consolidated Income Statements of the reported period, taking into account the impact from any potential restatement.	Standard banking terminology	
38	Other adjustments	Include events that occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods and are not reflected in other lines in Income Statement.		
39	Other items	Sum of Impairment losses of fixed assets and equity investments, Gains/(Losses) on disposal of fixed assets and equity investments, Impairment losses, provisions to cover credit risk on other financial instruments, Provisions and transformation costs and Share of profit/(loss) of associates and joint ventures as derived from the Consolidated Financial Statements of the reported period, taking into account the impact from any potential restatement, less management adjustments on other items for the corresponding period. Management adjustments on other items include events that do not occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods.	Standard banking terminology	
40	PPI/Average Assets	Pre-Provision Income for the period (41) (annualised) divided by Average Total Assets (54) of the relevant period. Average balance is defined as the arithmetic average of balance at the end of the period and at the end of the previous relevant period.	Profitability metric	
41	Pre-Provision Income	Operating Income (36) for the period less Total Operating Expenses (55) for the period.	Profitability metric	PPI
42	Profit/ (Loss) before income tax	Operating Income (36) for the period less Total Operating Expenses (55) plus Impairment losses on loans (16), plus Other items (39)	Profitability metric	

Glossary (4/4)

Reference number	Terms	Definitions	Relevance of the metric	Abbreviation
43	Profit/ (Loss) after income tax from continuing operations	Profit/ (Loss) before income tax (42) for the period less Income tax (20) for the period	Profitability metric	
44	Profit/ (Loss) after income tax from discontinued operations	The figure equals Net profit/(loss) for the period after income tax, from Discontinued operations as disclosed in Consolidated Income Statement of the reported period, less management adjustments. Management adjustments on operating expenses include events that do not occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods.	Profitability metric	
45	Profit/ (Loss) attributable to shareholders	Profit/ (Loss) after income tax from continuing operations (43) for the period, plus Impact from NPA transactions (13), plus Profit/ (Loss) after income tax from discontinued operations (44), plus Other adjustments (38), plus Non-controlling interests as disclosed in Consolidated Income Statement of the reported period.	Profitability metric	
46	Recurring Cost to Income ratio	Recurring Operating Expenses (47) for the period divided by Core Operating Income (4) for the period.	Efficiency metric	C/I ratio
47	Recurring Operating Expenses	Total Operating Expenses (55) less management adjustments on operating expenses. Management adjustments on operating expenses include events that do not occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods.	Efficiency metric	Recurring OPEX
48	Return on Equity	Net profit/(loss) attributable to: Equity holders of the Bank (annualised), as disclosed in Consolidated Income Statement divided by the Average balance of Equity attributable to holders of the Company, as disclosed in the Consolidated Balance sheet at the reported date, taking into account the impact from any potential restatement. Average balance is defined as the arithmetic average of the balance at the end of the period and at the end of the previous relevant period.	Profitability metric	RoE
49	"Return on Tangible Book Value" or "Return on Tangible Equity"	Net profit/(loss) attributable to: Equity holders of the Bank (annualised), as disclosed in Consolidated Income Statement divided by the Average balance of Tangible Book Value (52). Average balance is defined as the arithmetic average of the balance at the end of the period and at the end of the previous relevant period.	Profitability metric	RoTBV or RoTE
50	RWA Density	Risk Weighted Assets divided by Total Assets (54) of the relevant period.	Standard banking terminology	
51	Securities	Sum of Investment securities and Trading securities, as defined in the consolidated Balance Sheet of the reported period.	Standard banking terminology	
52	Tangible Book Value or Tangible Equity	Total Equity excluding the sum of Goodwill and other intangible assets, Non-controlling interests and Additional Tier 1 capital & Hybrid securities. All terms disclosed in the Consolidated Balance sheet at the reported date, taking into account the impact from any potential restatement.	Standard banking terminology	TBV or TE
53	Tangible Book Value per share	Tangible Book Value (52) divided by the outstanding number of shares.	Valuation metric	TBV/share
54	Total Assets	Total Assets (54) as derived from the Consolidated Balance Sheet of the reported period, taking into account the impact from any potential restatement.	Standard banking terminology	TA
55	Total Operating Expenses	Sum of Staff costs, Voluntary exit scheme program expenses, General administrative expenses, Depreciation and amortization, Other expenses as derived from the Consolidated Income Statement of the reported period taking into account the impact from any potential restatement.	Standard banking terminology	Total OPEX

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