



BANCA POPOLARE DI MILANO

The Management Board approves Bipiemme Group's Third Quarter Results as at 30 September 2011.

Net profit: €46.9 million, driven by growth in interest income (+13.8% YoY) and by the excellent trend in operating costs (-4.1% YoY)

- **Interest income: €619.4 million (+13.8% YoY)**
- **Operating costs: €796.1 million (-4.1% YoY), specifically payroll costs (-4.8%)**
- **Cost of credit in first nine months 2011 at 66 bps (annualised value), -6bps QoQ**
- **Direct funding: €37.7 billion (+8.6% YoY)**
- **Customer loans: €36.4 billion (+4.8% YoY)**
- **Liquidity position positive at 3 months and without the need for wholesale funding until September 2012**

In today's meeting, the Management Board of Banca Popolare di Milano, chaired by Mr Andrea C. Bonomi, examined and approved BPM Group's Third Quarter Results as at 30 September 2011.

The weak international macroeconomic conditions continued into third quarter 2011 and were exacerbated by the sovereign debt crisis in the eurozone. Despite the decisions taken to support stability, international macroeconomic turmoil in financial markets worsened and, as a result, the yields on EU periphery countries' government bonds and on credit default swaps reached new highs in September 2011.

Despite this difficult context, Bipiemme Group's economic and volume trends were in line with those recorded in the first six months of 2011. Specifically, funding and loans volumes grew well (+8.6% and +4.8% YoY, respectively) and, on the Income Statement side, the good trend in the net interest income, but, above all, the

excellent results recorded in operating costs, down by 4.1% YoY, in a context where the group's overall business grew.

Before proceeding to examine the group's balance sheet and income statement figures in depth we point out that, following the disposal in September 2011 of the 81% stake Banca Popolare di Milano held in Bipiemme Vita to the French insurance group Covèa, the remaining 19% has been consolidated at equity. In order to provide a like-for-like comparison, the income statement figures for the previous quarters have been restated.

Gruppo Bipiemme

Direct customer deposits and issued securities

Direct customer deposits (amounts due to customers, debt securities issued and financial liabilities at fair value) totalled €37.7 billion, up 5.2% vs December 2010, though stable QoQ.

Specifically, "amounts due to customers" (€23.7 billion) grew by 3% vs December 2010 and by 3.9% QoQ. This trend was affected by the decrease in current accounts and savings accounts (-2.9% QoQ but basically stable YoY), owing mainly to the decision not to renew certain large corporate deposits with spreads that were not considered profitable, though this trend was offset by the increase in repo transactions.

"Debt securities issued" grew by €800 million to €12.9 billion vs December 2010, mainly thanks to the issuance of bonds in the first nine months of the year (about €4.1 billion). This value includes both the issuance of bonds in the retail segment, for about €2 billion (with €1.3 billion due to mature) and in the institutional customer segment, for about €2.1 billion (with maturities of the same amount). When we divide the foregoing stock of bonds by category, the total amount of institutional bond issuances as at 30 September 2011 was €7.4 billion (€7.6 billion at 31 December 2010) while the total amount of retail issuances was €5.5 billion, up on the €4.5 billion stock as at 31 December 2010.

Indirect customer deposits

Total indirect customer deposits as at 30 September 2011 totalled €33.8 billion, down by 6.7% QoQ owing to the negative trend in financial markets. On comparing these figures with those of December 2010 there was a 25.8% reduction owing mainly to the deconsolidation of Anima SGR¹.

Specifically, AUM totalled €14.1 billion, down 6.9% QoQ and 11.3%² vs 31 December 2010, mainly due to the negative financial markets and to the negative net flows in the first nine months of the year (€929 million), a trend that affected the entire asset management industry.

Assets Under Custody of retail customers at market value totalled €19,6 billion, down by 6.6% and by 8.8% vs 30 June 2011 and 31 December 2010, respectively, owing mainly to the negative trend in financial markets.

Customer loans

Customer loans as at 30 September 2011 totalled €36.4 billion, up by 1.4% QoQ and by 2.2% vs 31 December 2010.

Going into detail, 2011 has been characterised by the progressive reduction in the bank's exposure to the corporate segment (companies with a turnover of over €50 million); on the basis of the internal management figures, the foregoing deposits were down by €430 million and €700 million vs June 2011 and 31 December 2010, respectively.

The bank's exposure to the retail segment increased by over €300 million QoQ and by €1 billion vs 31 December 2010 thanks to the new mortgages issued, for a total of €3.2 billion since the start of the year, of which €1.1 billion in third quarter 2011 alone.

Specifically, the stock of mortgages grew by 2.3% QoQ and by 7.4% vs 31 December 2010. The trend in "credit cards, personal loans and *cessione del quinto* (repayment of a loan via deduction of one fifth of the customer's salary until full settlement)" was also positive for the first nine months of 2011, up 27.4%.

WeBank and ProFamily also continued to contribute significantly to the group's good results: WeBank more than doubled volumes to €568 million (mainly mortgages) while ProFamily, which only started to give loans in October 2010, recorded a growth in volumes of 41.9% in the third quarter alone. ProFamily's total loans as at 30 September 2011 was €298 million.

Credit quality continued to be affected by the drawn out domestic and international macroeconomic turmoil. Given the unfavourable context, careful credit management, along with the group's geographic presence, mainly in the north-

¹ On 29 December 2010 Anima SGR was removed from scope of consolidation. However, the figures as at 31 December 2010 include the AUM placed by Anima SGR of about €8 billion.

² Variation calculated on a like-for-like basis to take into consideration that Anima SGR is no longer part of the scope of consolidation.

western part of Lombardy, has helped maintain the ratio between the net non-performing loans and total loans very low (1.6%) compared with the domestic average (2.8% in August 2011 – Source ABI). The total coverage rate on non-performing loans was 47.5%.

Total net doubtful loans as at 30 September 2011 were €2.2 billion, an incidence on total loans of 6.1%, basically stable QoQ.

The incidence of single items was stable QoQ while the coverage rate on the watchlist increased from 13.2% in June 2011 to 14.3% as at 30 September 2011. Restructured loans increased from 8% to 9.8%.

Total adjustments (specific and portfolio) on customer loans guaranteed a 2.5% coverage rate, slightly up QoQ (2.4%). The coverage rate of total impaired loans increased from 24.5% in June 2011 to 25.2% as at 30 September 2011.

Liquidity and Funding

The group's total liquidity position is well balanced and positive at three months (source: weekly report to Bank of Italy). Direct customer funding was about 80% of total direct funding and included current accounts and savings accounts, which weighed for over 2/3 of customer funding. Total wholesale funding was thus only about 20% of total direct funding, hence showing how important and solid retail direct funding is for the group. The group's wholesale funding activity at the beginning of the year covered all the maturities up to September 2012.

The net interbank position, namely the balance between credit and debt with other banks, was still negative at €5.4 billion, up by about €1.1 billion QoQ. This trend was mainly due to the significant increase in net financial assets (+€1.9 billion) and to the trend in direct customer loans (+€782 million) during the year, which was only partially offset by the increase in direct funding (+€ 1.9 billion).

We point out that a sizable part of the amounts due to banks (€4.2 billion) is actually used to fund the financial assets portfolio and, more specifically, the Parent Bank's Government Bond portfolio. As at 30 September 2011, the foregoing portfolio was mainly used as collateral for repo funding transactions and/or for open market transactions (OMT) with the ECB. After these transactions, the bank's net interbank position (so-called unsecured) as at 30 September 2011 was negative for €1.2 billion, basically in line as at 31 December 2010.

Net equity and regulatory capital

As at 30 September 2011, Bipiemme Group's net equity was about €3.7 billion while its consolidated regulatory capital was €4.5 billion. The Core Tier 1 was 6.0%, the Tier 1 was 6.6% and the Total Capital Ratio was 9.8%. As of June 2011, the group's capital ratios reflect the increased weighting the Bank of Italy sought; overall, owing to the higher weighting, the increase in risk weighted assets was €8.5 billion, thus an effect of 139 bps on the Core Tier 1, 152 bps on the Tier 1 and

226 bps on the Total Capital Ratio. Net of this effect and without bearing in mind the rights issue for €800 million, the Core Tier 1 would be 7.4%.

Total income

Bipiemme Group's total income as at 30 September 2011 was €1,055.9 million, down on the first nine months of 2010 (-6.1% YoY). Specifically, net interest income totalled €619.4 million, up by 13.8%. As regards net interest income we point out that:

- the income from retail activities (commercial and corporate banking) was good, up 14.5% to €575.7 million; this increase was driven by the increase in loans and funding volumes and by the positive effect from the increase in interest rates;
- the contribution from treasury & investment banking grew to €103 million thanks to the significant increase in the Parent Bank's government bond portfolio;
- the negative net interest income (-€59.4 million) from the corporate centre was caused by the increase in the cost of wholesale funding.

“Non-interest income” was €436.6 million, down by 24.7% YoY, mainly due to:

- the trend in net fees (€403 million, -€55.9 million or -12.2% YoY), totally due to the decrease in fees from third-party placements, down by about €59 million YoY. Overall, traditional banking commission was good;
- the decrease in financial transactions, down from €94.9 million as at 30 September 2010 to €7 million in the first nine months of 2011 (-€87.9 million YoY). This decrease was mainly due to:
 - o the reduction in the “net result from trading” and “dividends”, down overall by €28 million owing to the decrease in Banca Akros' results, mainly due to the general reduction in income from institutional customers;
 - o the reduction in “net result of financial assets and liabilities at fair value”, which was negative for €69 million owing to the capital loss on the Parent Bank's units of UCITS and bonds, on securities in BPM Ireland's portfolio and on securities in the Akros Long Short Equity portfolio;
 - o the “profit from the disposal of financial assets and liabilities”, for €17 million, generated mainly by the Parent Bank from the disposal of units in UCITS and government bonds.

Operating costs

Total operating costs were excellent at €796.1 million, down by 4.1% YoY mainly due to the decrease in payroll costs (-4.8%) and in administrative costs (-3.8%).

In detail, payroll costs fell to €511.7 million (-4.8% YoY) thanks to the decrease in payroll costs in the three commercial banks (-€18.2 million), mainly due to the early retirement plan (Fondo di solidarietà) and the reduction in variable costs tied to the results both for the Parent Bank and Banca Akros (-€10.2 million). This decrease was offset by the increase in ProFamily's payroll costs (+€1.8 million) owing to the hiring of some specialised staff (40 people), which was in line with the provisions of the Business Plan.

The total number of staff as at 30 September 2011 was 8,475, down by 292 people YoY.

“Other administrative expenses” totalled €224.1 million, down by 3.8% YoY thanks to a tight control on just about all the cost items.

The group had 831 branches as at 30 September 2011, one less than as at 30 June 2011 and 7 less than as at 31 December 2010, owing to the group's rationalisation plan on its commercial branches, which led to the closure of 13 commercial branches.

Provisions and adjustments

Total provisions and adjustments were €181.1 million, up on the €157.9 million in September 2010; net adjustments on loans and other transactions totalled €179.6 million (+ 18.1% YoY), which is equal to an annualised cost of credit of 66 bps, up vs the 58 bps as at 30 September 2010.

However, a QoQ analysis highlights a 6 bps reduction in the cost of credit QoQ; specifically, the adjustments made in third quarter 2011 include about €14 million from the exposure to two corporate positions in the Parent Bank's restructured loans.

Profit (loss) from groups of assets after taxes held for sale

The €19.4 million profit was mainly due to the capital gain from the disposal of the 81% stake Banca Popolare di Milano held in Bipiemme Vita, while the item “profit (loss) from holdings and investments”, which shows a balance of about €1 billion, fell by €54 million compared to the previous year, when the bank booked the capital gain from the disposal of the custodian bank.

Net profit

After the deduction of €50 million for income tax and third-part profit, the group's net profit as at 30 September 2011 was €46.9 million (-56.6% YoY).

Parent Bank

The key profit and loss and balance sheet figures for the parent bank, Banca Popolare di Milano S.c.a r.l., are as follows:

Direct funding: 28,348 million (-1.3% vs 31 December 2010)

Customer loans.	29,435 million (-2.5%)
AUM:	10,598 million (-12.8%)
AUC:	13,788 million (-8.2%)
Total income:	910.5 million (-1.6% YoY)
Operating costs:	609.1 million (-3.5%)
Operating profit:	301.4 million (+2.7%)
Net profit:	111.7 million (-28.3%)

Mr Roberto Frigerio, as the manager responsible for preparing the bank's accounts, hereby states, pursuant to Article 154 *bis*, paragraph 2 of the *Testo Unico della Finanza* (the Consolidated Finance Act), that the accounting information contained in this press release corresponds to the documentary evidence, corporate books and accounting records.

Please note that Bipiemme Group's Interim Management Report as at 30 September 2011 will be available, in compliance with the law, at Bipiemme Group's registered offices, at Borsa Italiana and on the bank's website (www.bpm.it).

Bipiemme Group's Third Quarter Results 2011 will be released to the financial community by the General Manager by conference call at 08:30 (C.E.T.) on Friday 11 November prox. All the information on how to connect to the conference call are on the bank's website under "Investor Relations".

Milan, 10 November 2011

For the purpose of providing more complete data on Bipiemme Group's Third Quarter 2011 results, the reclassified balance sheet and income statement annexed to the Report, as approved by the Management Board, are herewith attached. For management reporting purposes, the Third Quarter 2011 results have been presented in a reclassified balance sheet and income statement, in which line items have been aggregated and reclassified.

Direzione Relazioni esterne

Ildebrando Radice

+39 0277002527

Press Office

+0277003784

relazioni.esterne@bpm.it

Investor relations

Roberto Peronaglio

+39 0277002057

Barabino & Partners

Sabrina Ragone

+39 0272023535 - 3382519534

s.ragone@barabino.it

Claudio Cosetti

+39 0272023535 – 3357491683

c.cosetti@barabino.it

Bipiemme Group - Reclassified Balance Sheet

(euro/000)

Assets	09.30.2011	06.30.2011	03.31.2011	09.30.2010	Changes A-B		Changes A-C	
	A	B	C	D	change	%	change	%
Cash and cash equivalents	216,048	240,002	264,208	208,829	-23,954	-10.0	-48,160	-18.2
Financial assets at fair value and hedging derivatives	10,750,844	9,584,190	12,295,231	10,296,325	1,166,654	12.2	-1,544,387	-12.6
- Financial assets held for trading	2,274,432	1,690,574	1,877,498	2,309,097	583,858	34.5	396,934	21.1
- Financial assets designated at fair value	629,075	699,638	1,784,520	1,950,842	-70,563	-10.1	-1,155,445	-64.7
- Financial assets available for sale	7,636,919	7,069,060	8,557,363	5,909,538	567,859	8.0	-920,444	-10.8
- Hedging derivatives	200,513	125,080	75,674	126,848	75,433	60.3	124,839	165.0
- Changes in fair value of hedged items (+ / -)	9,905	-162	176	0	10,067	n.s.	9,729	n.s.
Loans and advances to banks	1,277,583	2,555,802	2,535,990	3,829,798	-1,278,219	-50.0	-1,258,407	-49.6
Loans and advances to customers	36,367,659	35,848,419	35,585,503	34,700,540	519,240	1.4	782,156	2.2
Fixed assets	1,927,934	1,891,900	1,998,110	1,950,931	36,034	1.9	-70,176	-3.5
Reinsurers' share of technical reserves	0	0	5,642	5,893	0	n.s.	-5,642	-100.0
Non-current assets (or disposal groups) held for sale and discounted operations	0	4,472,886	0	0	-4,472,886	-100.0	0	n.s.
Other assets	1,386,806	1,436,394	1,368,251	1,475,054	-49,588	-3.5	18,555	1.4
Total assets	51,926,874	56,029,593	54,052,935	52,467,470	-4,102,719	-7.3	-2,126,061	-3.9
Liabilities and Shareholders' Equity	09.30.2011	06.30.2011	03.31.2011	09.30.2010	Changes A-B		Changes A-C	
	A	B	C	D	change	%	change	%
Due to banks	6,642,569	6,830,836	7,154,837	5,523,080	-188,267	-2.8	-512,268	-7.2
Due to customers	23,737,675	22,851,510	23,865,880	23,500,680	886,165	3.9	-128,205	-0.5
Debt securities in issue	12,869,968	13,860,338	12,070,146	11,402,179	-990,370	-7.1	799,822	6.6
Financial liabilities and hedging derivatives	2,739,866	1,932,716	1,842,215	2,233,208	807,150	41.8	897,651	48.7
- Financial liabilities held for trading	1,623,953	964,538	1,150,710	1,533,046	659,415	68.4	473,243	41.1
- Financial liabilities designated at fair value	1,055,571	972,136	669,009	686,957	83,435	8.6	386,562	57.8
- Hedging derivatives	19,569	43,133	49,294	7,619	-23,564	-54.6	-29,725	-60.3
Changes in fair value of hedged items (+ / -)	40,773	-47,091	-26,798	5,586	87,864	n.s.	67,571	n.s.
Liabilities associated with no-current assets held for sale and discontinued operations	0	4,243,756	0	0	-4,243,756	-100.0	0	n.s.
Other liabilities	1,750,320	1,970,728	1,395,439	2,001,124	-220,408	-11.2	354,881	25.4
Provisions for specific use	391,213	405,130	432,438	505,189	-13,917	-3.4	-41,225	-9.5
Technical reserves	0	0	3,308,463	3,228,435	0	n.s.	-3,308,463	-100.0
Share capital and reserves	3,613,164	3,756,830	3,737,196	3,834,573	-143,666	-3.8	-124,032	-3.3
Minority interest (+/-)	135,227	135,076	140,351	131,049	151	0.1	-5,124	-3.7
Net profit for the period (+/-)	46,872	42,673	105,970	107,953	4,199	9.8	-59,098	-55.8
Total liabilities and Shareholders' Equity	51,926,874	56,029,593	54,052,935	52,467,470	-4,102,719	-7.3	-2,126,061	-3.9

Bipiemme Group - Reclassified Balance Sheet (quarterly evolution)

(euro/000)

Assets	2011			2010			
	09.30	06.30	3.31	12.31	09.30	06.30	3.31
Cash and cash equivalents	216,048	240,002	221,087	264,208	208,929	213,680	212,935
Financial assets at fair value and hedging derivatives	10,750,844	9,584,190	13,154,923	12,295,231	10,296,325	10,285,995	4,666,478
- Financial assets held for trading	2,274,432	1,690,574	1,711,854	1,877,498	2,309,097	2,301,182	1,913,192
- Financial assets designated at fair value	629,075	699,638	1,748,093	1,784,520	1,950,842	1,943,907	841,313
- Financial assets available for sale	7,636,919	7,069,060	9,619,103	8,557,363	5,909,538	5,874,811	1,804,009
- Hedging derivatives	200,513	125,080	76,221	75,674	126,848	166,095	107,964
- Changes in fair value of hedged items (+ / -)	9,905	-162	-348	176	0	0	0
Loans and advances to banks	1,277,583	2,555,802	2,968,260	2,535,990	3,829,798	3,695,734	3,782,068
Loans and advances to customers	36,367,659	35,848,419	35,374,515	35,585,503	34,700,540	33,411,775	33,362,548
Fixed assets	1,927,934	1,891,900	1,989,782	1,998,110	1,950,931	1,904,749	1,891,552
Reinsurers' share of technical reserves	0	0	6,477	5,642	5,893	5,486	0
Non-current assets (or disposal groups) held for sale and	0	4,472,886	0	0	0	0	0
Other assets	1,386,806	1,436,394	1,842,751	1,368,251	1,475,054	1,644,682	1,475,228
Total assets	51,926,874	56,029,593	55,557,795	54,052,935	52,467,470	51,162,101	45,390,809
Liabilities and Shareholders' Equity	2011			2010			
	09.30	06.30	3.31	12.31	09.30	06.30	3.31
Due to banks	6,642,569	6,830,836	6,213,096	7,154,837	5,523,080	4,006,192	3,361,074
Due to customers	23,737,675	22,851,510	25,458,693	23,865,880	23,500,680	24,876,922	22,762,099
Debt securities in issue	12,869,968	13,860,338	12,324,471	12,070,146	11,402,179	10,755,317	10,594,995
Financial liabilities and hedging derivatives	2,739,866	1,932,716	1,940,499	1,842,215	2,233,208	2,394,674	2,412,231
- Financial liabilities held for trading	1,623,953	964,538	1,040,533	1,150,710	1,533,046	1,536,114	1,214,450
- Financial liabilities designated at fair value	1,055,571	972,136	875,700	669,009	686,957	852,330	1,193,225
- Hedging derivatives	19,569	43,133	125,859	49,294	7,619	6,230	4,556
Changes in fair value of hedged items (+ / -)	40,773	-47,091	-101,593	-26,798	5,586	0	0
Liabilities associated with no-current assets held for sale and	0	4,243,756	0	0	0	0	0
Other liabilities	1,750,320	1,970,728	1,732,869	1,395,439	2,001,124	1,521,166	1,708,877
Provisions for specific use	391,213	405,130	418,646	432,438	505,189	521,009	478,173
Technical reserves	0	0	3,425,571	3,308,463	3,228,435	3,062,612	0
Share capital and reserves	3,613,164	3,756,830	3,860,416	3,737,196	3,834,573	3,824,038	3,892,877
Minority interest (+/-)	135,227	135,076	141,270	140,351	131,049	129,955	130,382
Net profit for the period (+/-)	46,872	42,673	42,264	105,970	107,953	70,216	50,101
Total liabilities and Shareholders' Equity	51,926,874	56,029,593	55,557,795	54,052,935	52,467,470	51,162,101	45,390,809

Bipiemme Group - Reclassified Income Statement

(euro/000)

Income statement	September 2011	September 2010	Change	
			Change	%
Net interest income	619,365	544,407	74,958	13.8
Non-interest income:	436,575	580,035	(143,460)	-24.7
- Net fees and commission income	403,041	458,980	(55,939)	-12.2
- Other operating income	33,534	121,055	(87,521)	-72.3
- <i>Share of Profit (loss) on investments valued under the equity method</i>	<i>3,315</i>	<i>(1,364)</i>	<i>4,679</i>	<i>n.s.</i>
- <i>Net income (loss) from financial activities</i>	<i>7,022</i>	<i>94,904</i>	<i>(87,882)</i>	<i>-92.6</i>
- <i>Other operating income expense</i>	<i>23,197</i>	<i>27,515</i>	<i>(4,318)</i>	<i>-15.7</i>
Net income from financial and insurance activities	1,055,940	1,124,442	(68,502)	-6.1
Administrative expenses	(735,823)	(770,707)	34,884	4.5
<i>a) personnel expenses</i>	<i>(511,730)</i>	<i>(537,800)</i>	<i>26,070</i>	<i>4.8</i>
<i>b) other administrative expenses</i>	<i>(224,093)</i>	<i>(232,907)</i>	<i>8,814</i>	<i>3.8</i>
Net adjustments on property, plant and equipment and intangible assets	(60,266)	(59,024)	(1,242)	-2.1
Operating costs	(796,089)	(829,731)	33,642	4.1
Operating profit	259,851	294,711	(34,860)	-11.8
Net adjustments on impairment of loans and financial assets	(179,622)	(152,102)	(27,520)	-18.1
Net provisions for risks and charges	(1,529)	(5,847)	4,318	73.8
Profit (loss) on disposal of investments	807	55,072	(54,265)	-98.5
Extraordinary tax charges	0	0	0	n.a.
Profit (loss) after tax from continuing operations	79,507	191,834	(112,327)	-58.6
Taxes on income from continuing operations	(50,000)	(86,503)	36,503	42.2
Profit (loss) after tax from continuing operations	29,507	105,331	(75,824)	-72.0
Profit (loss) on disposal groups after taxes	19,371	7,239	12,132	167.6
Net profit (loss) for the period	48,878	112,570	(63,692)	-56.6
Net profit (loss) for the period pertaining to minority interests	(2,006)	(4,617)	2,611	56.6
Net profit (loss) for the period pertaining to the Parent Bank	46,872	107,953	(61,081)	-56.6
Earnings from profit (loss) after tax from current operations - euro	0.026	0,177		
Diluted earnings from profit (loss) after tax from current operations - euro	0.026	0,177		
Earnings per share (euro)	0.066	0,192		
Diluted earnings per share (euro)	0.066	0,192		

Bipiemme Group - Reclassified Income Statement (quarterly evolution)

(euro/000)

Income statement	2011			2010			
	Q3	Q2	Q1	Q4	Q3	Q2	Q1
Net interest income	203,318	208,725	207,322	188,820	183,219	181,171	180,017
Non-interest income:	105,888	156,722	173,965	150,868	193,855	147,006	239,174
- Net fees and commission income	124,772	133,162	145,107	151,787	138,982	146,069	173,929
- Other operating income	(18,884)	23,560	28,858	(919)	54,873	937	65,245
- <i>Share of Profit (loss) on investments valued under the equity method</i>	<i>(498)</i>	<i>270</i>	<i>3,543</i>	<i>1,240</i>	<i>1,329</i>	<i>(2,733)</i>	<i>40</i>
- <i>Net income (loss) from financial activities</i>	<i>(27,307)</i>	<i>17,630</i>	<i>16,699</i>	<i>(8,896)</i>	<i>46,487</i>	<i>(7,293)</i>	<i>55,710</i>
- <i>Other operating income expense</i>	<i>8,921</i>	<i>5,660</i>	<i>8,616</i>	<i>6,737</i>	<i>7,057</i>	<i>10,963</i>	<i>9,495</i>
Net income from financial and insurance activities	309,206	365,447	381,287	339,688	377,074	328,177	419,191
Administrative expenses	(229,346)	(260,729)	(245,748)	(248,804)	(255,609)	(265,158)	(249,940)
<i>a) personnel expenses</i>	<i>(164,027)</i>	<i>(176,218)</i>	<i>(171,485)</i>	<i>(161,839)</i>	<i>(181,775)</i>	<i>(181,062)</i>	<i>(174,963)</i>
<i>b) other administrative expenses</i>	<i>(65,319)</i>	<i>(84,511)</i>	<i>(74,263)</i>	<i>(86,965)</i>	<i>(73,834)</i>	<i>(84,096)</i>	<i>(74,977)</i>
Net adjustments on property, plant and equipment and intangible assets	(20,207)	(20,128)	(19,931)	(21,153)	(19,748)	(19,608)	(19,668)
Operating costs	(249,553)	(280,857)	(265,679)	(269,957)	(275,357)	(284,766)	(269,608)
Operating profit	59,653	84,590	115,608	69,731	101,717	43,411	149,583
Net adjustments on impairment of loans and financial assets	(66,585)	(70,604)	(42,433)	(92,538)	(49,249)	(36,013)	(66,840)
Net provisions for risks and charges	816	(1,420)	(925)	(5,296)	(3,089)	(723)	(2,035)
Profit (loss) on disposal of investments	0	506	301	(53)	82	(54,990)	0
Extraordinary tax charges	0	0	0	(178,469)	0	0	0
Profit (loss) after tax from continuing operations	(6,116)	13,072	72,551	(206,625)	49,461	61,665	80,708
Taxes on income from continuing operations	(15,200)	(3,982)	(30,818)	(132)	(22,334)	(30,884)	(33,285)
Profit (loss) after tax from continuing operations	(21,316)	9,090	41,733	(206,757)	27,127	30,781	47,423
Profit (loss) on disposal groups after taxes	26,045	(7,971)	1,297	205,307	11,703	(8,196)	3,732
Net profit (loss) for the period	4,729	1,119	43,030	(1,450)	38,830	22,585	51,155
Net profit (loss) for the period pertaining to minority interests	(530)	(710)	(766)	(533)	(1,093)	(2,470)	(1,054)
Net profit (loss) for the period pertaining to the Parent Bank	4,199	409	42,264	(1,983)	37,737	20,115	50,101