## **Banco BPM** Strategic Plan 2020-2023

# UNLOCKING OUR

BUILDING A COMMON

INVESTING IN OUR People



Milan, 3 March 2020

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### Introduction and methodological premise

#### The context...

Sudden outbreak of COVID-19 resulting in uncertainty over 2020 macroeconomic outlook



#### Implications for the ordinary "day-to-day" Banco BPM activities

- Immediate set-up of a "Crisis Committee", governing over emergencies to secure ordinary operations and continued support to our clients' needs
- Maximum commitment to minimize impact on colleagues and their families, ensure full support to our customers and play a responsible role for the overall economic system

and

#### Implications for the 2020-2023 Strategic Plan

- 2020-2023 Strategic Plan rooted on a pre-emergency consensus macroeconomic scenario
- Development of a V-shaped scenario, with GDP shock limited to 2020. Even under this scenario, the Strategic Plan is resilient across the main actions and targets



1. The foundation of Banco BPM 2020-23 Strategic Plan: built on a strong track record and based on real delivery

2. An ambitious and credible Plan, addressing all stakeholders' expectations

3. Financial forecasts

4. Conclusions



### Banco BPM: turnaround completed, ready to unlock our full potential



Third bank in Italy, with 4m clients served

- Long-standing strategic vocation as commercial bank, with low risk profile and solid capital position
- Presence "at scale" in the richest areas of the country





Credible team, with robust delivery track record

- Successfully completed, well ahead of schedule, a complex integration "of equals" – the only merger in the Eurozone since the advent of SSM
- Strong delivery machine, able to far exceed cost, de-risking and capital targets, without requesting additional funds to shareholders



Solid financials, built on well-recognized areas of operational excellence

- High capitalization and profitability, providing stable foundations for 2020-23 Strategic Plan
- Unique combination of distinctive specialized banks and best-in-class business partners



Deeply involved in the core communities

- Inclusive organization with a culture of people caring and engagement, able to attract external talents
- High commitment to social action, aimed at making a tangible impact on the wider community

### Successful completion of a complex integration

#### Integration journey

- 2017 BPM S.p.A. IT migration to target system in 7 months
- 2018 Migration of Banca Akros's IT to target system
- 2018 BPM S.p.A. incorporation in holding company (12 months in advance vs. original plan)

#### Simplification

- New Retail commercial network set-up, creating more value in the relationship with clients
- Optimization of the service to clients, with branch rationalization (690 closures)
- Simplified operating structure delayering to max 3 organizational levels with revised organizational units (from ~570 to ~270), enabling fast decision making
- People requalification and staff reduction (> 3,000 HC)

#### • Strengthened workout activity

- Risk profile improvement achieved without capital injection from shareholders
  - ~€20bn NPE stock reduction (-66% vs. 2016 level) in the last 3 years, including ~€15bn Bad Loans (~-80% vs. 2016 Bad Loan stock)
- UTP management process continuous upgrade

#### Specialization

**De-risking** 

- Corporate division set-up, integrating the delivery chain of Corporate and Investment Banking (Banca Akros)
- Strategic partnerships: Asset Management, Bancassurance and Consumer Finance reorganization
- Product factories specialization: Private Banking under Banca Aletti, CIB consolidation under Banca Akros

Launch of the digital transformation program

**BANCO BPM** 

Project "DOT": significant investments in 2018-19, over 300 colleagues involved



### An indisputable track record of solid capital generation...

Over the last 3 years, the Group absorbed CET1 impact in excess of 11% without new capital injections





## ... paired with over-delivery on operating cost and asset quality targets







Calculated on the combined cost base
 Based on nominal values
 Note: 2015 combined figures

2. Includes 251 exits related to non-recurring corporate transactions

4. Corresponding to Nominal target (incl. write-offs) of 17.9%

### Revenue path mostly influenced by exogenous factors





## Strong 2019YE results paving the way for the new Strategic Plan

A solid financial position resulting from continued de-risking and operating model simplification...

...enabling the relaunch of commercial activities





Based on share value equal to €1,96 as of 05/02/2020
 Includes €400m AT1 instrument issued in January 2020, corresponding to 61bps
 Excluding GACS senior notes, REPOs and Leasing

## While completing the integration plan, we progressed in the "Digital Transformation" journey





## Well-recognized areas of excellence in BANCO BPM business model



% ownership



### Deeply involved in our communities



BANCO BPM

1. Refers to 2018-19 period Note: Data refers to 2017-19, unless otherwise stated



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## Comprehensive assumptions, factoring in newly emerged uncertainties and regulatory evolutions





### Strategic priorities addressing key stakeholders' expectations





### Key targets of the Strategic Plan 2020-2023





## BBPM 2020-23 Strategic Plan: 4 key ESG-driven pillars yielding sizable shareholders' remuneration



Sizable shareholder remuneration



## Deployment of further service model specialization through Group's product factories and network reshaping

#### Wealth Management

- Increased specialization of Affluent service model
- Strengthened coordination between the network (both to Private Bankers and Affluent Relationship Managers) and the Investment Center responsible for supporting commercial activities



#### **Corporate and SME segments**

- Set-up of dedicated service models and service unit for Enterprise and Small Business clients, favoring verticalization and service model specialization
- Set-up of the new **Origination team**, for Enterprise and Corporate, in charge of accelerating the **generation** of virtuous **cross-selling opportunities**
- Strengthened collaboration between the network and Banca Akros





## Wealth Management and Family Banking | Unlocking the untapped potential





1. Based on 2019YE. Group direct funding data, excluding repos and including capital-protected certificates 2. Sample includes UBI, ISP, UCI, MPS, CREDEM 3. External benchmark data as of 2018YE, figures rescaled at 100 4. Includes mutual funds and SICAV, insurance products and certificates 19 Source: BBPM elaboration on market research data

### Commercial step-up in Wealth Management driven by enhanced advisory and digital up-scaling

	Key initiatives
Best-in-class service quality via specialization	<ul> <li>Best-in-class service quality through an omni-channel experience and the enhanced specialization of service model per client segment</li> </ul>
Commercial boost driven by technological scale-up	<ul> <li>Productivity increase driven by process digitization, "Robot4Advisor" solutions, CRM analytics and roll-out of E2E off-site/remote advisory offering</li> </ul>
	<ul> <li>Product range expansion focusing on:</li> <li>Dedicated offers to drive switching from direct funding</li> </ul>
	<ul> <li>Evolution of management accounts and insurance offer</li> </ul>
Product range expansion	<ul> <li>Boost of sustainable investments and advisory</li> </ul>
	<ul> <li>HNWI-dedicated products (e.g. Private Insurance, Private markets, Lombard)</li> </ul>
	<ul> <li>Integrated "all asset" advisory (e.g. real estate, art, taxes, etc.)</li> </ul>



Increasing Investment Center support and • coordination

deployed across the network



### Strategic partnership consolidation in Bancassurance & Consumer Finance and Family Banking development through analytics and digitization

	Key initiatives	Selected KPIs
Product factories and catalogue full potential	<ul> <li>Roll-out of dedicated initiatives to achieve full potential in Consumer Finance, Bancassurance and Payment services partnerships</li> <li>Repricing and simplification of product catalogues, especially on transaction banking</li> </ul>	<b>€1.2bn</b> (+25% vs. '19) Consumer Finance gross annual production in 2023
Analytics & new commercial proposition	<ul> <li>Full implementation of Marketing Automation approach</li> <li>Switching from traditional campaign to event-driven omni-channel customer journeys</li> <li>Based on new analytical and machine learning capabilities and on "customer value management" across channels and clients profiles</li> </ul>	From €44m in 2019 to €70+ m in 2023 Non-life Bancassurance commissions
Digital sales	<ul> <li>Focus on digital / omni-channel sales growth,</li> <li>Enhanced customer experience</li> <li>Cost-to-serve reduction</li> <li>Webank digital sales capabilities extended to the Group with full integration in the overall commercial strategy</li> </ul>	Boosting omni-channel marketing automation - From 8 m to 23 m (3x) annual client interactions - From <15% to >30% overall sales contribution



### Corporate segment | Strong positioning to be further consolidated leveraging on Banco BPM key distinctive factors







1. Market share calculated for large enterprises (>20 employees) on net customer logns excluding Bad logns 2. Corporate segment only, i.e. excluding Banca Akros (end-of-year managerial figures) 3. Pro-forma for 2020 portfolio perimeter change 4. Corporate segment only, i.e. excluding Banca Akros (end of year managerial **BANCO BPM** figures), excl. Bad Loan 5. Includes contribution of Corporate segment and Banca Akros (managerial data) Source: BBPM elaboration on public data

### Growth in Corporate segment supported by client margin uplift and expansion into new lines of business

	Key initiatives	Focus: service model specialization	Selected KPIs
Specialization boost	Strengthen the integration and collaboration between client coverage teams and product specialists	Strengthened client-centric coverage model Banca Akros	<b>~12%</b> Loans market share <sup>1</sup> in 2023
Growth in new business lines	<ul> <li>Significant expansion of Structured Export Finance businesses, set-up in 2019</li> <li>Boost leverage finance through selective Originate-to- Share solutions (~€1.2bn of new origination in 2023) also in partnership with strategic investors</li> <li>Specialty finance growth on Public Administration through non-recourse factoring, leveraging on a partnership with a leading player (~€2bn turnover in 2023)</li> <li>New digital platform to launch Supply Chain Finance business through leading Fintech partner TeamSystem</li> </ul>		% Cust. loans hedged 30 pp 65% 60-65% 35% 2019 2023 Mkt avg Structured export finance outstanding volumes (€bn)
Full potential of FX and derivatives and Investment Banking	<ul> <li>Unlocking full potential of Banca Akros on FX and derivatives business, by strengthened specialist team (+30%) and promoting hedging activity on Corporate and SME clients</li> <li>Improved synergies between network and Banca Akros on Investment Banking activities</li> </ul>	<ul> <li>Upgrade of commercial planning solutions to increase collaboration between production and coverage</li> <li>Set-up of a Capital Structure Solutions (CSS) team to foster mid-cap clients' organic and external growth</li> </ul>	Set-up       1.8         0.4       2019         2019       2023 <b>40+</b> New product factory specialists and skilled resources



### SME segment | Enlarge SME revenue base leveraging on Corporate best practices





1. Data as of 2019 2. Data as of YE 2018, figures rescaled at 100 3. Volumes are end-of-year figures, excl. Bal Loans 4. Managerial data **BANCO BPM** 1. Data as of 2017 2. Data as of the 2010, figures research and public data

## Specialization in SME segment service model enabling expansion in underpenetrated areas and improved cross-selling

	Key initiatives	Focus: service model specialization	Selected KPIs
Enterprise & SB dedicated service models	<ul> <li>Specialization of service models with dedicated approach for Enterprise and Small Business clients</li> </ul>	Client segmentation by turnover €75m # clients <sup>1</sup>	From ~€60m in 2019 to ~€90m in 2023 Commissions from
Boost presence in high potential markets	<ul> <li>Grow market share in selected attractive areas</li> <li>Expansion in high-growth/ESG driven industries leveraging on distinctive in-house know-how in (e.g. Agribusiness)</li> </ul>	Enterprises	cross-selling <sup>2</sup>
	Pricing optimization and simplification of lending and core daily banking products	G I I I I I I I I I I I I I	<b>~€2bn</b> (> 2x vs. 2019) New production Finanza Agevolata & FEI plafond
Development	<ul> <li>Boost cross-selling both in core commercial activities (e.g. trade finance, Italian guarantees, etc.) and wholesale banking products (e.g. hedging, M&amp;A, structured finance, etc.)</li> </ul>	<ul> <li>Enterprise: specialization of service model following</li> </ul>	in 2023
of distinctive integrated solutions	<ul> <li>Optimization of transaction banking (e.g. instant payments, merchant services)</li> </ul>	Corporate best practices, increasing commercial activity on <b>cross-selling</b> and wholesale	Geographic expansion:
solutions	<ul> <li>Commercial refocus towards capital efficient products (e.g. MCC guarantees)</li> </ul>	<ul> <li>Small Business: full deployment</li> </ul>	selected <b>8 priority areas</b> in <b>North</b> and <b>Center</b> of Italy t
	<ul> <li>Full potential of smart lending PSD2-enabled solutions</li> </ul>	of digital omni-channel model	bridge market share gap v strongholds
	<ul> <li>Strengthen Remote advisory and Digital branch channels for more effective interaction with clients</li> </ul>	with cost-to-serve optimization	3101910103

to vs

## Expansion of SME customers offer leveraging on digital capabilities and new "open banking" partnerships

Key initiatives		> 1.3 m potential target customers
	<ul> <li>Digital integration of ERP<sup>1</sup> and Remote Banking to offer seamless experience for invoice management, payments and financing</li> <li>Strategic partnership</li> </ul>	~100 k Common customers
Digital Supply Chain and ERP	Launch of bundle offer (Banking Current Account + Integrated Invoice Financing + Light ERP solutions + VAS <sup>2</sup> ) contributing to customer base growth and cross-selling proposition	> 200 k BANCO BPM only customers
integration	Deployment of <b>Digital Supply Chain Financial</b> services on the TeamSystem     platform	> 1 m TeamSystem <sup>®</sup> only customers
	<ul> <li>Funding and Equity agreements with "TeamSystem Financial Value Chain" vehicles to provide financing solutions also on the "open market"</li> </ul>	Relevant further "open market" opportunities



## BBPM 2020-23 Strategic Plan: 4 key ESG-driven pillars yielding sizable shareholders' remuneration



#### 2

Digital-enabled operating model allowing high cost flexibility as a key lever

- Complete the transition to a
   fully digital omni-channel model
- Invest in Our People, Thinking Forward
- Technology enabling the Strategic Plan



## Complete the transition to a fully digital omni-channel model and to a "paperless" relationship with clients

	Key initiatives	Selected KPIs
	<ul> <li>Implement a seamless experience across all channels to boos digital adoption</li> </ul>	st the Digital branch: Strengthening FTE <sup>1</sup> and commercial focus (FTE)
Omni-channel evolution	<ul> <li>New digital solutions built with "Mobile first" approach, capitali on WeBank experience</li> </ul>	~140 150-200 Prodelive
	<ul> <li>Scaled-up Digital Branch to focus on commercial propositions, advisory and remote sales; technical support driven by smart assistance solutions</li> </ul>	, 2019 2023 Branch distribution network evolution by branch type
	<ul> <li>Deploy new CRM platform enabling single customer view and collaboration across channels</li> </ul>	(# branches, %) ~(200)
Adoption of a paperless approach	<ul> <li>Deploy a paperless relationship with the client, contributing to environment sustainability</li> </ul>	Transactional 28% 20%
	• <b>Relationship</b> branches at the heart of the distribution network,	2019 2023 Transactions on remote channels <sup>2</sup> (%)
Branch	focused on advisory and with a fully fledged product offer	% transactions on mobile channel
evolution and network	<ul> <li>Strong reduction of transactional branches, especially in areas with high concentration of presence</li> </ul>	s +9 pp
rationalization	<ul> <li>Further boost of self-service solutions</li> <li>+30% highly automated branches</li> </ul>	74%     83%       7%     24%
		2019 2023



## Invest in Our People, Thinking Forward | Inclusive people strategy

Key initiatives		Selected KPIs	
	<ul> <li>Foster an inclusive and adaptive leadership style to promote trust, respect and a collaborative culture</li> </ul>	Up-skilling, engagement and (person/days)	transformation training days
Inspirational leadership	<ul> <li>Generate value from inclusion and diversity</li> </ul>		
	<ul> <li>Introduce ESG values &amp; metrics into the business, operating model and in the incentive mechanisms</li> </ul>	(+,	700,000
		430,000	
Building	<ul> <li>Strategic long-term planning of workforce, generational change and skills sourcing to meet the Strategic Plan goals (Managers' Academy)</li> </ul>		0000.00
tomorrow's	<ul> <li>Personalized career paths</li> </ul>	2017-19	2020-23
talent	<ul> <li>New training model: personalized, flexible and technology enabled ("anytime, anywhere, anyhow" – Learning Evolution)</li> </ul>	Smart Working time <sup>1</sup> (days)	
	· · · · · · · · · · · · · · · · · · ·		Over 6x
Excellent place	<ul> <li>Invest in a digital "employee-centric" organization (tools and enablers) to facilitate collaboration and creativity (IT4People)</li> </ul>		200,000
	<ul> <li>Increase work-life integration (i.e. Smart Working)</li> </ul>		
to work	Strengthening of the Employee Welfare & Wellbeing plan and	<4,000	,000
	of the <b>sustainable working environment</b> (ESG in the workplace)	2017 2	019 2023



## Invest in Our People, Thinking Forward | Skill-set evolution and generational handover

Key initiatives		Selected KPIs
Generational	<ul> <li>Launch of a strategic recruiting program aimed at attracting talents</li> <li>Focus on managing and facilitating handover to accelerate</li> </ul>	<b>HR cost evolution</b> (€m) ~1,800
change	<ul> <li>knowledge transfer</li> <li>Generational turnover favored by a voluntary retirement scheme (1,100 HC)</li> </ul>	
Skill-set expansion	<ul> <li>Selective introduction of specialist profiles to support business growth and build the future workforce with new capabilities</li> <li>Reinforcement of product specialist teams across factories</li> <li>Hiring of new skills (digital, data scientists, security experts)</li> <li>Digital Academy to accelerate the transition towards a more advanced skills set</li> </ul>	ist profiles to support business cforce with new capabilities ectalist teams across factories at a scientists, security $1 - 1,700$ -1,700 2019 2023 inertial $202320192023$ inertial $2023$



## Technology enabling the Strategic Plan | €600+ m IT investments, of which ~40% for digital innovation

Key initiatives		Selected KPIs	
	<ul> <li>Evolution of the infrastructure, enabling the adoption of cloud solutions to accelerate time-to-market for new business initiatives</li> </ul>	Total IT investments	o/w digital-related
Evolve the infrastructural model	<ul> <li>Implementation of "data &amp; analytics tools" to support business expansion (e.g. enhanced cross-selling, pricing optimization)</li> </ul>	€600+ m	~€250 m
	<ul> <li>Extensive use of automation tools (e.g. Robotics and Artificial Intelligence) to improve and simplify processes</li> </ul>	cumulative '20-'23	~€250 m cumulative '20-'23
	<ul> <li>Leverage partnerships with Fintechs, innovation centers and universities to speed up delivery and facilitate an Open Banking approach</li> </ul>		
		<b>IT investments</b> (€m)	
Strengthen Cybersecurity	<ul> <li>Further invest in Group's cybersecurity solutions in line with state of the art technology evolution</li> </ul>		160
Enhance the IT operating model	<ul> <li>Enhancement of the up-skilling and re-skilling programs for IT employees to introduce innovative competences (e.g. Digital, Advanced Analytics, Artificial Intelligence, Cybersecurity,)</li> </ul>	110	
	<ul> <li>Diffusion of a new way to collaborate between Business and IT functions (Agile) in order to speed up business application's delivery</li> </ul>		
	<ul> <li>Foster the diffusion of a company-wide digital culture through collaborative tools to support clients in adopting advanced solutions</li> </ul>	Annual avg. 17-19	Annual avg. 20-23

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## Building an ESG holistic approach, managed and controlled through a solid governance





## Act Responsible – Think sustainable

ESG targets





## BBPM 2020-23 Strategic Plan: 4 key ESG-driven pillars yielding sizable shareholders' remuneration





## An impressive de-risking track record, with exceptional performance in both disposals and workout

Large disposal deals: proven evidence of value embedded in Banco BPM NPE portfolio % of BoP<sup>3</sup> P/GBV **Deal size** Bank<sup>1</sup> **NPL** stock €13.2bn<sup>2</sup> 28% ~77% **BANCO BPM** €17.7bn 13% ~33% Peer 1 2 out of 3 cases enabled 21% Peer 2 €25.0bn ~85% by shareholder capital injections 29% Peer 3 €10.8bn ~28%

#### Positive workout impact, with at least €1bn annual NPE net outflow (on top of disposals) starting from 2017 €bn Gross NPE inflows Gross NPE reductions excl. ptf. disposals Net NPE delta (excl. disposals) 3.0 1.7 1.6 1.2 0.6 \_ \_ I -1.1 -1.1 -2.2 -2.3 -2.4 -2.8 -3.8 2016 2017 2018 2019 UTP coverage increased more than peers over 2016-2019 (11 pp vs. 7 pp peer average<sup>4</sup>)

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1. Peer sample includes UCI, ISP and MPS 2. Includes: Exodus (€5.1bn), ACE (€7.4bn) and L-ACE (€0.7bn) - nominal values 3. 31/12/2016 NPL stock. 35 4. Peer sample includes: UCG, ISP, and MPS
# Further asset quality improvement without disposals: gross NPE ratio at 5.9% in 2023 (3.0% net)





Maintain strong

coverage ratios



Cost of Risk (bps)



Bad

UTP

Loans

56.2%

39.1%

### Loan portfolio quality improvement through end-to-end credit monitoring and NPE management specialization

Advanced Credit risk data warehouse	<ul> <li>Higher consistency of managerial and risk data</li> <li>Strengthen granularity enabling full data analytics visibility throughout the organization supporting decision making</li> </ul>	Default r
Strengthening credit policies	<ul> <li>Higher sector specialization and integration with budgeting and MBOs</li> <li>Clearer focus on risk-reward perspective and support of the ESG initiatives (focus on carbon reduction and energy saving projects)</li> </ul>	NPE Wor
Monitoring & Early Warning system evolution	<ul> <li>Roll-out of an upgraded monitoring platform         <ul> <li>New early warning model development, leveraging on innovative data and machine learning techniques</li> <li>Improved risk control ability through workflow driven strategies</li> <li>Performance-based risk prevention, operational kpi setting and monitoring</li> </ul> </li> </ul>	UTP stoc
New UTP management approach	<ul> <li>Roll-out of a specialized management approach for UTP exposures</li> <li>Core portfolio: focus on maximization of cure and activation of viable forbearance measures</li> <li>Non-core portfolio: focus on maximization of recovery via early extra-judicial solutions</li> </ul>	

#### Default rate (%)



#### **UTP stock evolution over Plan horizon** (€bn, GBV)



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## BBPM 2020-23 Strategic Plan: 4 key ESG-driven pillars yielding sizable shareholders' remuneration



#### 4

Further strengthening of the balance sheet



### **Optimization of Balance Sheet through more active asset and liability** management



# Rebalancing of funding mix building on credit investors' recognition of Group delivery capacity





1. Comparables used, for Tier 2: Banco BPM €500m 4.375% Sep-27 NC Sep-22, Intesa €1,000m 3.928% Sep-26, UBI €500m 4.45% Sep-27 NC Sep-22, UniCredit €750m 4.375% Jan-27 NC Jan-22; for AT1:Banco BPM €300m 8.75% Perp NC Jun-24, Intesa €750m 6.25% Perp NC May-24 and UniCredit €1,000m 5.375% Perp NC Jun-25 Source: Bloomberg 2. Based on current TLTRo III terms



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## CET1 ratio and MDA buffer well above minimum guidance throughout the plan horizon, even taking into account conservative headwinds



#### Fully-phased CET1 ratio (%)

Key capital targets

BANCO BPM

1.56% of P2R covered with CET1, 19% with AT1 and remaining 25% with T2 2. Economic slowdown in 2020 (GDP growth at -0.1%)

## Capital headwinds measured through very conservative assumptions, confirming Banco BPM strengths even under stressed scenarios





1. Conservative estimate not including benefit from waiver application 2. Includes €400m AT1 issue completed in January 2020 3. 56% of P2R covered with CET1, 19% with AT1 and remaining 25% with T2 Note: numbers might not add up perfectly due to rounding

### Significant shareholder wealth creation and distribution





### Key 2023 financial targets

	€m	2019	2023	Δ '19-'23	CAGR '19-'23 (%)
Profit & Loss	Total revenues	4,288	~4,400	~110	0.6%
	o/w Net interest income	1,993	~1,920	~(70)	(0.9%)
	o/w Net fees & commissions	1,795	~2,190	~400	5.1%
	Operating costs	(2,599)	~(2,590)	~10	(0.1%)
	Loan loss provisions	(779)	~(590)	~190	(6.7%)
	Net income	649	~770	~120	4.3%
Balance sheet & Capital	Net customer loans	105,844	~116,000	~10,150	2.4%
	Direct funding <sup>1</sup>	108,900	~122,000	~13,100	2.9%
	Indirect funding	89,743	~116,000	~26,250	6.6%
	AuM/ Direct funding <sup>1</sup>	54%	69%	15 p.p.	
	Tangible shareholders' equity	9,486	~10,700	~1,200	
•	RWA	65,856	~73,000	~7,150	
	Cost / Income ratio (%)	61%	59%	(2pp)	
Key ratios	Cost of Risk (bps)	73	51	(22)	
	RoTE <sup>2</sup> (%)	6.8%	7.2%	0.4pp	
	Net income/ RWA	1.0%	1.1%	0.1pp	
	CET1 ratio FL (%)	12.8%	12.5%	(0.3pp)	
	Gross NPE ratio (%)	9.1%	5.9% <sup>3</sup>	(3.2pp)	



1. Excluding REPOs 2. Excluding AT1 from shareholders' equity 3. Calculated according to ECB methodology Note: 2019 normalized data



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### BBPM Strategic Plan 2020-2023 Unlocking Our Potential | Building a Common Future | Investing in Our People





Demonstrated track record of delivery in the only sizable European SSM banking merger Concrete and direct response to internal and external stakeholders, upholding ESG best standards Attractive shareholder remuneration (€800+m dividends in 4 years) with solid capital position, fully confirmed even under V-shaped scenario

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Transformation of the "way we do business" securing future sustainability

