

Attributable profit  
in the quarter

# 229

€Mn

### SOLVENCY

The Group concludes the period with wide margins of capital for above the regulatory minimum. The organic generation of capital has allowed to compensate the impact on capital of the IFRS9 regulation.

Total Capital ratio

## 16.88%

CET1 Fully loaded

## 12.68%

### EFFICIENCY

The active management of costs has placed the efficiency ratio at **51.7%** at the end of the quarter.

## 51.7%

### ROE

The result obtained allows the group to reach a **7.5%** stake until March.

## 7.5%

### DIVIDEND

## 11.024

Cents. per share

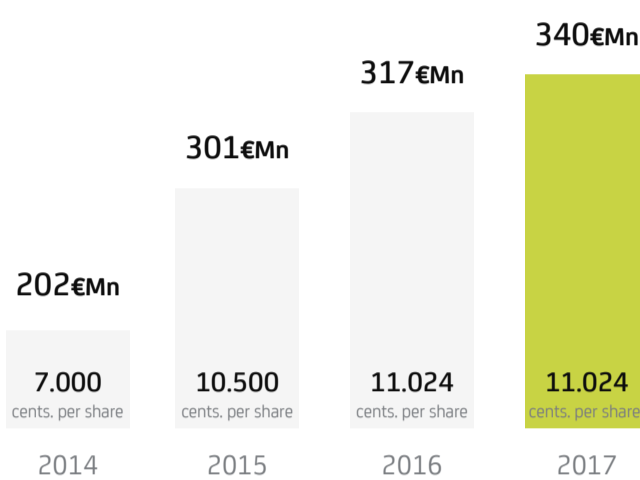
The bank pays a dividend of

## 340

€Mn

That increases the pay-out

## 41.7%



### RATING

**S&P Global Ratings**

## BBB

Mar 18 Stable outlook

## BBB-

Dec 17 Positive outlook

Rating upgrade from S&P Global Ratings

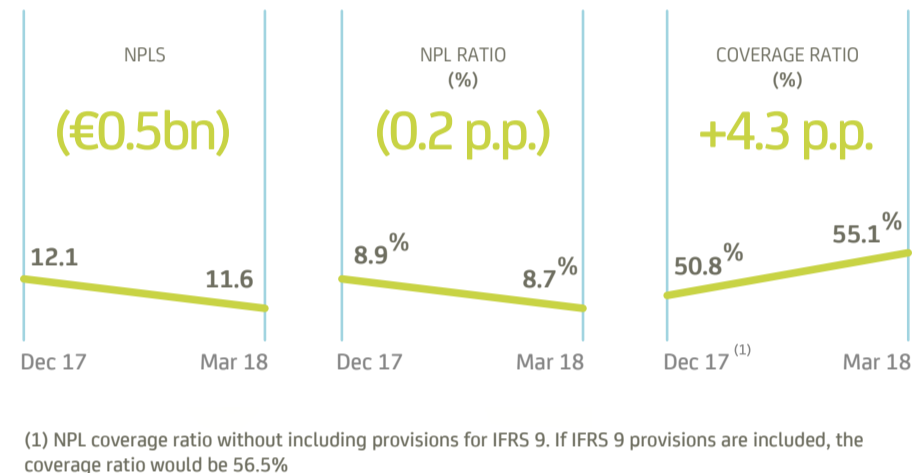
### HIGHLIGHTS

- 1 BMN INTEGRATION
- 2 ASSET QUALITY
- 3 CAPITAL GENERATION

### REORGANISATION AND ACCESS TO NEW BUSINESSES

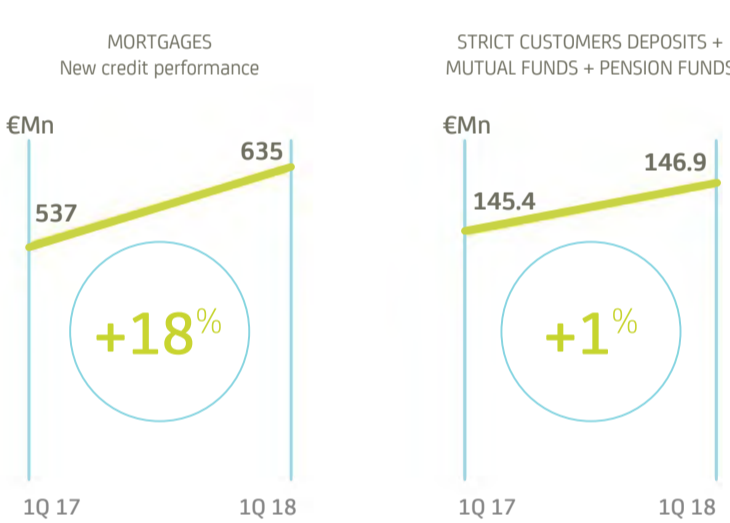
- INSURANCE BUSINESS**
  - Start of reorganisations of bancassurance business and agreement reached with AVIVA.
- REAL ESTATE AND DEBT SERVICERS**
  - Reorganisation of agreements with servicers of foreclosed assets and financial assets.
- OTHER AGREEMENTS WITH THIRD PARTIES**
  - Credit Agricole Consumer Finance (CACF)
  - Alphabet
  - Paypal

### CREDIT QUALITY

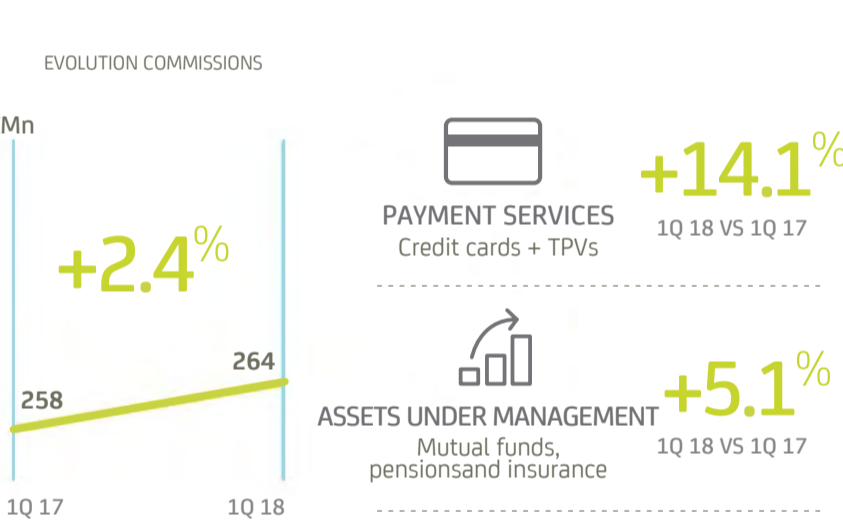


### MAIN BUSINESS METRICS

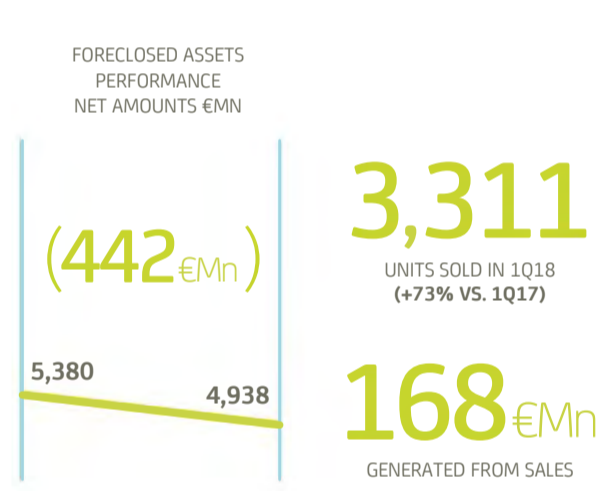
#### NEW FORMALIZATIONS AND CAPTURE RESOURCES



#### COMMISSIONS



#### FORECLOSED ASSETS



### MOST SATISFIED CUSTOMERS

CUSTOMER SATISFACTION INDEX **89.3%**

NET NEW CUSTOMERS **+163,000**

### COMMERCIAL ACTIVITY

DIRECT INCOME DEPOSIT **+95,000**

CARDS TURNOVER **+13.6%**

TPVS BILLING **+16.0%**

1Q 18 vs 1Q 17

### MULTICHANNEL

CONNECT WITH YOUR EXPERT

NUMBER OF USERS (thousands)

350 (Mar 17) → 604 (Mar 18)

+72.6%

Business volume managed: 13.1 €bn (Mar 17) → 22.1 €bn (Mar 18)

DIGITAL CUSTOMERS

% DIGITAL CLIENTS O/TOTAL CLIENTS

**38.9%**

DIGITAL SALES

% DIGITAL CLIENTS O/TOTAL CLIENTS

**14.6%**

### INCOME STATEMENT

	1Q 17 Bankia ex-BMN	1Q 18	Diff. %
Net interest income	504	526	4.4%
Fee and commission income	207	264	27.2%
Trading income	161	139	(14.0%)
Other revenue	14	10	(22.5%)
<b>Gross income</b>	<b>886</b>	<b>939</b>	<b>6.0%</b>
Operating expenses	(386)	(485)	25.6%
<b>Pre-provision profit</b>	<b>500</b>	<b>453</b>	<b>(9.3%)</b>
Provisions for loans	(108)	(108)	-
Provisions for foreclosed asset	(39)	(27)	(30.8%)
Taxes, minority interests and other items	(49)	(89)	81.6%
<b>Profit attributable to the Group</b>	<b>304</b>	<b>229</b>	<b>(24.5%)</b>

# 229

**MILLION**  
ATTRIBUTABLE PROFIT  
IN THE QUARTER

### CONCLUSIONS

Completion of the integration in record time allows us to accelerate our synergies capture and boost our commercial activity.

Customers increase in number during the first quarter and quality indicators continue to improve.

Non-performing assets decline €2.1bn in the last 12 months.

We continue to generate capital in the quarter: CET1 FL at 12.68%