



PKO Bank Polski The Best Every Day

Presentation of the PKO Bank Polski Strategy Warsaw, 3 April 2013

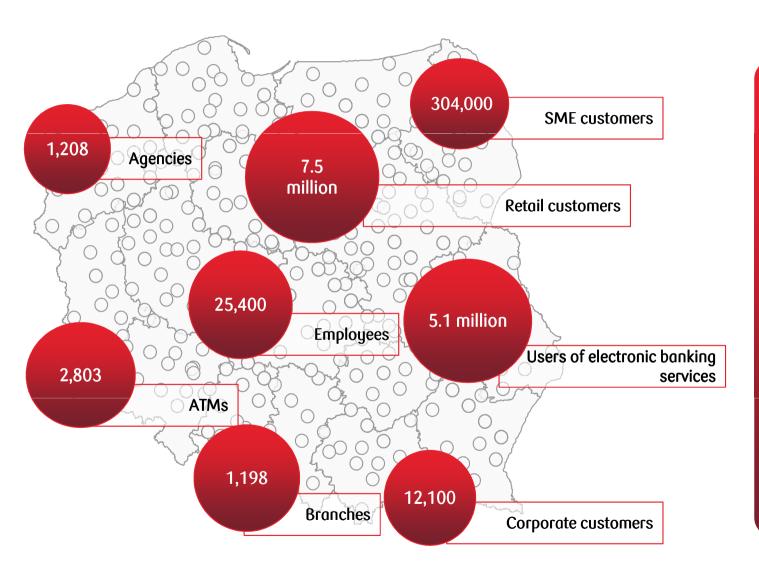




- Vision and strategic objectives
- Competitive environment
- Strategic initiatives
- Acquisitions and alliances
- Dividend policy
- Summary

# PKO Bank Polski is the clear leader of the Polish banking sector





- PKO Bank Polski is well positioned to implement its strategy for 2013 - 2015
- We are a profitable and efficient business, with strong capital and liquidity position
- The key challenges in 2013 are the economic slowdown, lower interest rate environment and risk costs that require reduction
- Gradual acceleration of economic growth in Poland is expected from H2 2013

# Vision for development and value creation



Our values

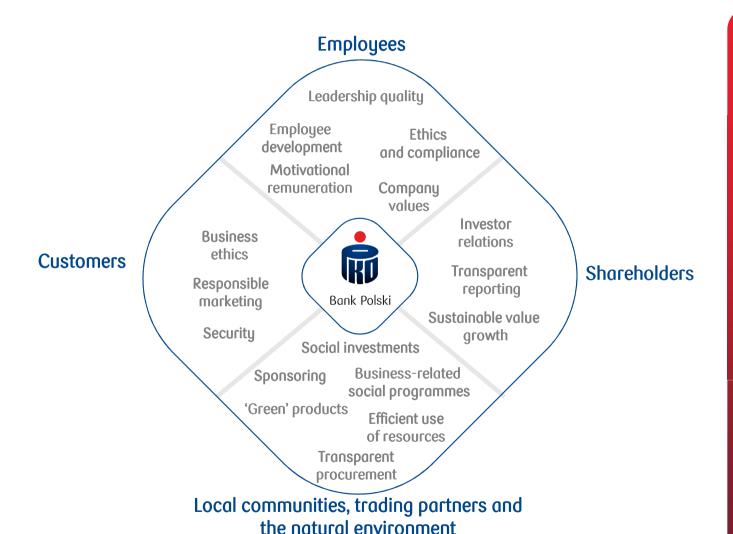




- The Bank's organisational culture is shaped by shared values, supporting implementation of its strategic Mission and Vision for development.
- The basis for PKO Bank Polski's development is in the DNA of the organisation: high-quality human resources and a strong focus on increased efficiency, reliability, customer satisfaction and continuous development.

# Principles of our CSR policy





- PKO Bank Polski is a socially responsible institution. We focus on sustainable development and the needs of our stakeholders, with whom we establish longterm relations
- Adherence to CSR principles in all areas of our work is the commitment we make to our customers, shareholders, employees, trading partners, society and the natural environment
- We are also engaged in charitable activities through the PKO Bank Polski Foundation (whose motto is "Doing good pays off"). The key focus of the Foundation is on Education, Hope, Health and Ecology

## PKO Bank Polski - a modern brand









- The strategy's objective is to strengthen the positioning of the PKO Bank Polski brand as the highest-value brand in the Polish banking sector
- The estimated present value of the brand is PLN 3.7bn
- The brand's strengths include its Polishness, security, trust, friendliness and financial strength
- Strategic initiatives are focused on improving value for customers and strengthening the brand in the following areas: professional and flexible services, modern product range, innovation, mobile technologies and branch quality standards

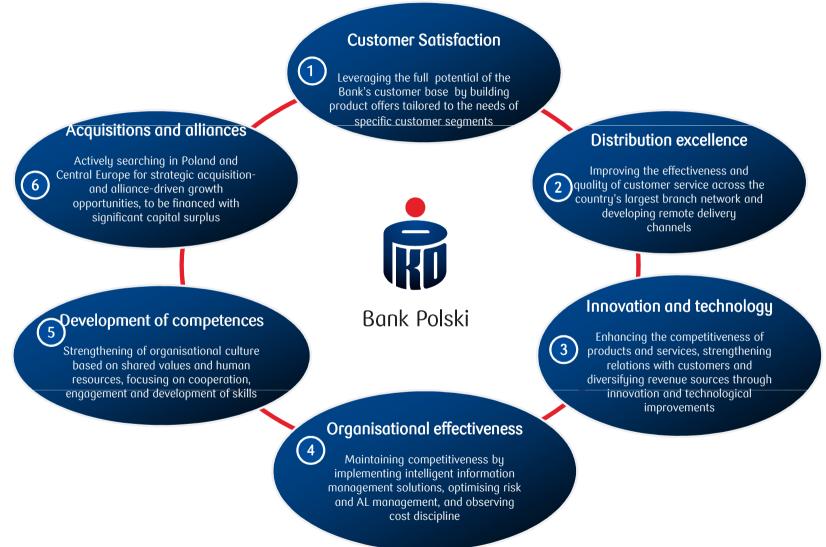






# Key strategic levers





## Strategic targets until 2015



#### Strategic target<sup>1</sup> until 2015 (medium-term)

Return on equity

ROE over 15%

**Effectiveness** 

• C/I below 45%

Risk appetite

 Moderate, with cost of risk at a level of 1.20pp (100-120bp long-term)

Growth and market share

- Leader in all key market segments
  - 17% share in the loan market
  - 18% share in the deposit market

**Customer satisfaction** 

Churn rate<sup>2</sup> below sector average

Capital adequacy

CAR over 12% and Core Tier 1 over 11%

Liquidity

- L/D below 98%
- NSFR climbing towards 100% (over 100% long-term)

<sup>&</sup>lt;sup>1</sup>Ratios: ROE, C/I, CAR, Core Tier 1 on a separate and consolidated basis

<sup>&</sup>lt;sup>2</sup>Churn rate: number of lost customers relative to the active customer base

## Key strategic initiatives until 2015



 Active search for opportunities to strengthen growth through acquisitions in the banking, asset management and leasing segments of the Polish financial services industry Strategic alliances, including those in the area of payments and bancassurance (new model of insurance sales)

Development of employees and enhanced organisational effectiveness

Innovation and new technology (e.g. payments, self-direct segment)

Increased sale of capital market products, including development of competences in the area of bond issues and brokerage services

Development of transactional banking and a new sales structure in corporate banking

Improving distribution with a 'New Rhythm' of work and a new operating model for the branch network

Increased customer satisfaction, productisation and retention;
CRM development

New formula for SME and personal banking

- Reducing the cost of credit risk below 120bps
- Reducing the sensitivity of the Bank's financial performance to changes in interest rates by optimising asset and liabilities management (ALM)





- Vision and strategic targets
- Competitive environment
- Strategic initiatives
- Acquisitions and alliances
- Dividend policy
- Summary

# Long-term development challenges transform the banking sector world-wide



# Selected long-term general economic trends

#### Internet revolution

Development of the self-direct segment, surplus of information, decisions based on emotions

## 'Big Data'

The ability to use extensive amounts of customer data is a key competitive factor

# Imbalances in the international economy

Instability in the balances of consumers and countries, increased interventionism, low interest rates and monetary expansion, growth based on human resources

## Demographic changes

The risk of instability of public finances; lower potential for economic growth over the long term

Banking sector is subject to fast transformation

# Selected long-term trends in the banking sector

#### Growth slowdown

Reversal of a 25-year-long money creation trend, deleveraging, lower growth and return rates with increased risks

## Difficult access to financing

Increased costs of financing on wholesale markets, return to traditional financing sources, difficulties with raising capital in order to meet regulatory requirements

### Complex regulations

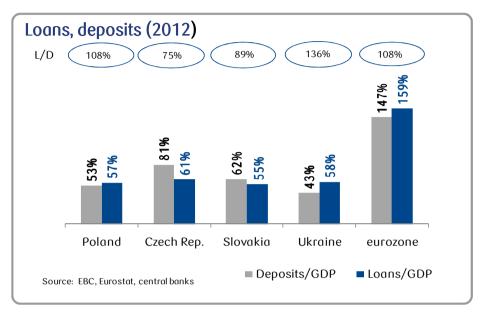
Sustained depressed profitability of the banking sector, focus on protection of customers' interests (expanded deposit quarantees, bancassurance)

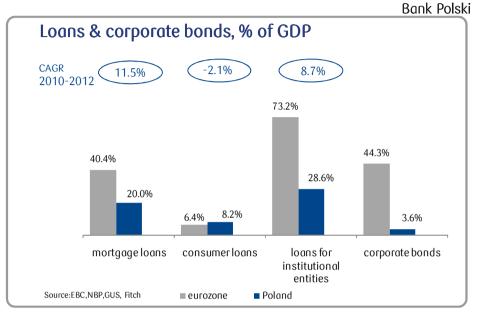
#### Disintermediation

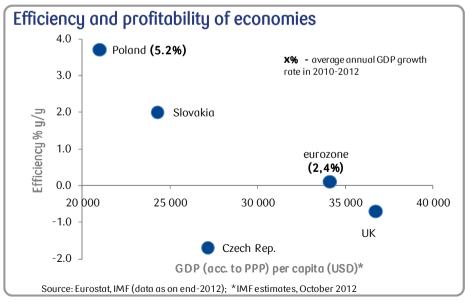
Struggle among non-banking institutions on the payments and consumer finance market, development of the debt securities market

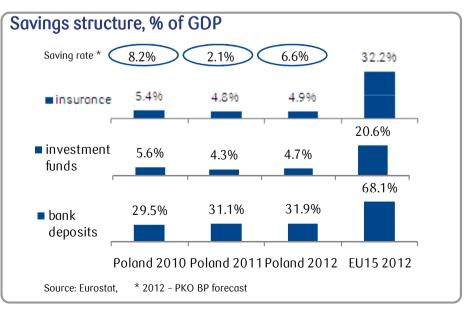
# The Polish banking sector continues to offer attractive growth potential











# PKO Bank Polski's strategy takes into account the long-term development prospects of the Polish banking sector



#### **Banking sector**

- 1 Slower GDP growth, but further increase of banking assets in relation to GDP – increase of volumes by ~ 5-6%, of profits by ~ 4-5% annually until 2020
- 2 Pressure on margins and lower cost of risk
- Reduced financing from parent companies and further consolidation in search of profitability
- Pressure on profitability and growth dynamics in the banking sector, driven by new regulations

#### **Customers**

- 5 The ageing of society and increased penetration of financial services among the 10 million Poles without bank accounts. Most financial resources held by 40+ customers.
- 6 Growing importance of SMEs and affluent customers.
- Poles are quick to adopt new financial and technological solutions (development of non-cash transactions, self-direct, lower number of transactions at branches).

#### Products and services

- 8 High potential for growth of electronic payments (e.g. mobile payments).
- Increased demand for investment, savings and insurance products.
- Further development of mortgage loans, but margins and cross-selling ability will be essential for product profitability.
- Financing (in addition to regulations) is a significant factor limiting the growth of lending volumes.
- 11 In corporate banking, increased volume of debt securities (as a result of Basel III).

#### Distribution channels

- Branches are the main delivery channel for banking products, while the importance of multichannel access is increasing. Reduced role of the branches in transaction handling – focus on costs, network capillarisation, slight reduction in employment.
- The young quickly assimilate electronic channels, but the 40+ segment remains essential for profitability.
- 15 Distribution of banking services in rural areas.

### Medium-term macroeconomic forecasts



#### Macroeconomic forecasts

CAGR (%) 2014F 2010-2012 2013-2015 2012 2015F 2013F Real GDP growth 2.0 1.6 2.6 3.4 3.4 2.5 Investment (real growth) (3.8)7.0 0.6 7.6 3.0 4.2 Private consumption 0.5 2.3 2.2 1.1 2.6 2.1 (real growth) 5.2 4.8 5.1 5.1 5.9 5.1 Nominal GDP growth Average (%) 2014F 2010-2012 2013-2015 2012 2013F 2015F Inflation CPI<sup>1</sup> 2.2 3.7 1.5 2,5 2.5 3.5 Unemployment 10.1 10.1 11.0 10,8 9.7 10.6 3M WIBOR 3.35 3.7 4.1 3.45 4.00 4.3 PLN/EUR 3.9 38 3.8 4.2 4.1 3.6

- PKO Bank Polski forecasts the acceleration of economic growth in Poland from H2 2013, assuming economic stabilisation in the eurozone within the next two years
- The main drivers of growth are stronger private consumption supported by lower interest rates and inflation, acceleration of public investments in 2014, the positive effect of EU funds and stronger lending
- Interest rates are expected to remain stable at current low levels at least until mid-2014

<sup>&</sup>lt;sup>1</sup> Inflation and interest rate forecasts based on the assumption that the increased VAT rate is maintained in 2014-2015. Possible reduction of the VAT rate by 1pp may reduce inflation and could maintain lower interest rates throughout the forecast period.

## Medium-term macroeconomic forecasts

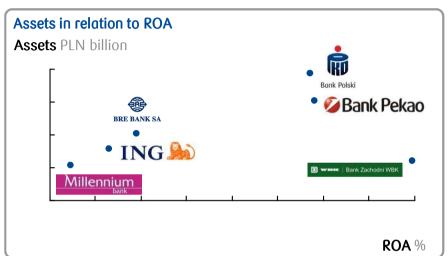


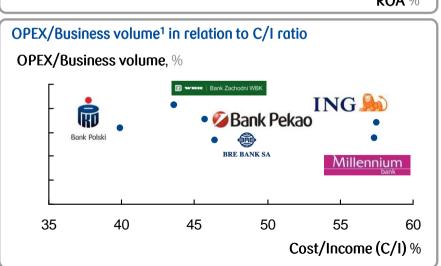
Market forecasts	CAG	R (%)	Total market growth			
FX adjusted	2010-2012	2013-2015	2010-2012	2013-2015		
Loans	7.6	5.8	24.4	18.5		
Consumer and other	-2.1	5.4	-6.1	16.9		
Mortgage	11.5	4.5	38.8	14.0		
• PLN	23.7	10.5	89.1	34.9		
• FX	1.7	-3.8	5.3	-11.0		
Institutional entities	8.7	6.8	28.5	21.7		
Deposits	8.5	5.6	27.8	17.7		
Individuals	10.7	6.2	35.5	19.8		
Institutional entities	5.9	4.8	18.8	15.0		
Investment funds	15.1	8.4	52.3	27.3		

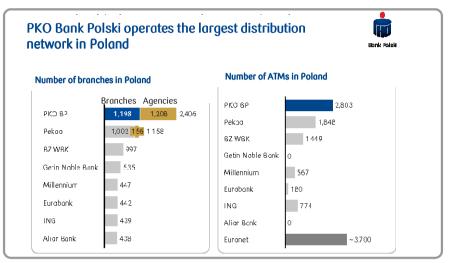
- PKO Bank Polski expects the banking market's growth to decelerate by ca. 30% by 2015 compared with 2010-2012
- Lower interest rates should result in a recovery of the lending market in 2014 and 2015, and a reversal of negative trends in consumer finance
- The sector's liquidity
   position is expected to be
   stable the rate of deposit
   growth should be similar to
   the growth of loans,
   resulting in an L/D ratio
   maintained below 110%
- Banks are also expected to use long-term deposits and bonds more extensively as financing sources

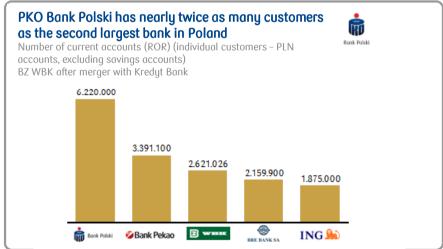
# PKO Bank Polski's strong competitive position in 2012 by key financial parameters









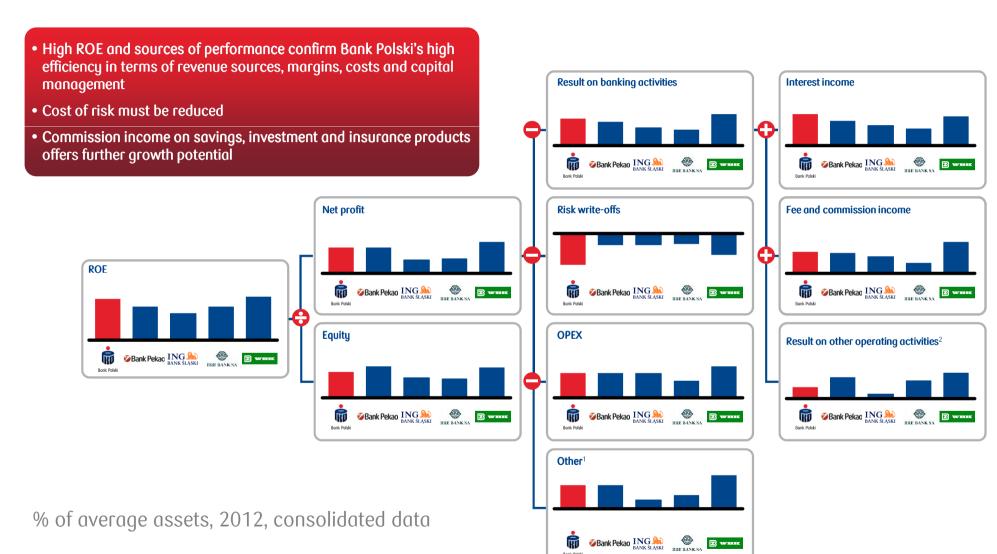


<sup>&</sup>lt;sup>1</sup> Total lending to clients and liabilities towards clients, Q4 2012.

<sup>&</sup>lt;sup>2</sup> Number of branches, agencies, ATMs and current accounts for PKO Bank Polski as at the end of 2012. For other banks, the most recent data.

# ROE decomposition confirms PKO Bank Polski's high efficiency





<sup>1</sup> Includes non-operating income/costs, taxes, profits and losses of non-controlling interests

<sup>2</sup> Includes result on market activities and other net income

# Bank's existing strong competitive advantages



#### Best brand

- The highest brand awareness in the Polish banking sector 94% assisted brand awareness, and the first brand coming to customers' minds 25% (TOP of Mind)
- The highest conversion rate from a brand-aware customer into a customer of the Bank

#### Largest customer base

- The largest individual customer base (7.5m) including a strong position in the high-potential segments of affluent customers (330,000 customers) and SMEs (304,000 customers)
- 12,100 customers in the corporate segment, including high penetration in the segment of strategic customers and local government units (JST)

# Largest distribution network

- The largest distribution network about 1,200 branches and 1,200 agencies
- The largest bank network of about 2,800 ATMs and access to an extensive acceptance network
- The largest electronic banking platform iPKO and Inteligo with about 4.5m users

#### **Equity strength**

- High ROE (over 16%) supports strong capital position and enables increased lending, payment of stable dividends and financing of potential acquisitions
- One of the lowest financial leverages in the sector provides potential for further optimisation of the capital structure and a ROE increase through issues of subordinated debt and implementation of IRB

#### Stable financing base

- Safe and stable financing structure based on customer deposits (90%), in particular of retail deposits
- High rating (investment grade, A-), enabling access to financing on the Polish and international bond markets, helps the Bank to diversify financing sources and meet the new regulatory requirements (NSFR ratio)

#### High cost efficiency

- The Bank is in the lowest quartile on the costs curve (OPEX/volume) among CEE banks. It is also a leader in the Polish banking sector in terms of the C/I ratio
- The Bank enjoys economies of scale and observes cost discipline (a 30% increase in productivity per employee in recent years)

## Long-term competitive advantages



#### Distribution excellence

- Improved quality of customer services tailored to the segments' needs and based on customer information (CRM, 360 degree customer view) in order to expand customer relations (up-sell, cross-sell)
- Improved quality of the branch network (image, processes, reach) and agencies (partner branches)
- Improved customer satisfaction/loyalty and retention ratio
- · Improved remote distribution channels iPKO, Inteligo, sales call centre

#### Tailored product range

- Improved product range tailored to the needs of key segments and based on customer information (CRM, 360 degree customer view) to increase customer value
- Development of insurance, investment and savings products (management in customer life cycle)
- Improved value offer for individual customers by improving the product range and customer service quality, and maintaining price competitiveness (value for money rather than price leader)

# Innovations and payments

- Improved innovation in new financial solutions (products, delivery channels)
- Strengthening of relations with customers and expanding revenue streams by implementing innovative payment solutions (mobile payments, card offers)

# Effective risk management

- Ensuring that the cost of risk is in line with the strategic risk appetite (below 120bps)
- Improved lending processes focused on fast credit-approval procedures (reduced reverse selection and improved customer service) and risk-based pricing

#### Intelligent management information

- Implementation of the Management Information System (MIS) to build a competitive advantage in terms of access to customer, product and productivity data
- · Incentive system aligned with the Bank's strategic objectives

#### **Effective ALM**

- Optimisation of the asset and liability management strategy to reduce the risk of volatility of financial performance and ensure competitive prices
- Ensuring long-term competitiveness in light of the new Basel III capital and liquidity norms (CRD IV package).





- Vision and strategic targets
- Competitive environment
- Strategic initiatives
- Acquisitions and alliances
- Dividend policy
- Summary

# Long-term strategic leverages are represented by 11 leverages for business areas in the strategic plan until 2015





# Strategic initiatives in retail banking



#### Leverage

#### **Description**

# Client-centric approach

Using information about customers to improve customer service and value - activities focused on developing and maintaining the present customer base

#### **Business activities**

- Increase the value of active customers
- Improved retention, up-selling and cross-selling
- Implementation of the priority segment service model and selective acquisition

- 2 Distribution excellence
- Improvement of distribution effectiveness
  - Modernisation and optimisation of the physical network (branches and agencies)
  - Development of direct channels
  - Improvement of sales competences and effectiveness
- Improvement of distribution effectiveness across the network of branches and agencies
- Increased use of direct channels

- Innovation and diversification of income
- Implementation of the innovation portfolio management model
- Development of non-interest income
- Development of insurance, investment and savings products Innovation
- Development of the self-direct segment

# Strategic initiatives in corporate banking



#### Leverage

# Relationship banking and segment service model

#### **Description**

- Development of relation values by implementing improved segment strategy, distribution structure and pricing policy, development of competences, leveraging the full potential of the customer and product base.
- Quality discipline in the credit portfolio and effectiveness of capital allocation.

#### **Business activities**

- Improvement of effectiveness of customer relationships
- Improvement of competences
- Implementation of advanced pricing policy

- 2 Transactional banking
- Development of transactional banking by developing mass payments solutions, expanding the product offer, improving customer service and processes
- Development of transactional banking products
- Improvement of service quality
- Process optimisation

# Strategic initiatives in investment banking



#### Leverage

# Integrated sales

#### **Description**

Development of investment banking services through crossselling and product development

- **Business activities** 
  - Integrated selling of investment banking products
  - **Development of transaction platforms**
  - **Development of DCM services**

Optimisation of assets and liabilities management (ALM)

model - equity

markets and structured

financing

- Safe and effective management of the Bank's liquidity, improved interest rate risk management and development of long-term financing
- Development of the Bank's Group
- **Enhanced effectiveness of ALM**
- Long-term financing
- Integrated group model

## Strategic initiatives in risk and debt collection



#### Leverage

#### Description

#### **Business activities**

Optimisation of risk management

- Reduction of credit risk costs by adjusting the incentive system and introducing risk elements to MbO and using RAROC, improvement of the credit risk process, introduction of risk-based pricing to improve margins net of credit risk, implementation of IRB mechanisms and improvement of the recovery rate
- PKO Bank Polski has the capacity of improve the cost of risk. The current cost of risk (1.4% vs. 0.8% in the peer group) shows that there is a potential to reduce it over the next three years

- Implementation of Risk Reward as element of business units assessment
- Improvement of the credit risk assessment process
- Risk-based pricing
- Implementation of IRB
- Improvement of the recovery rate

## Strategic initiatives in organisation, IT and finances



#### Leverage

#### Description

#### **Business activities**

advanced, efficient and safe technologies, effective operating processes

- Need to adjust to the changing IT environment and support businesses in product development
- Ensuring conditions conducive to further safe development of Bank's business
- Further increase in the effectiveness of operating units to improve quality
- Development of functional architecture of the IT system to efficiently address and support priority business needs
- Ensuring business continuity and support of IT infrastructure
- Process Excellence in Operations

Organisation
development through
increased engagement
and shared values

- Improved organisational efficiency and human resources value
- Strengthening corporate culture open to changes
- Recruiting the best employees and maintaining the Bank's position as the leading employer in the banking sector
- Making the Bank an organisation open to internal cooperation and able to share knowledge
- Increasing the value of human resources
- Improving organisational efficiency
- Strengthening corporate culture open to changes and based on Bank's values

Finance
effective financial
management

- Improved effectiveness of financial management through continuous improvement of organisational intelligence, implementation of new methods of balance sheet management and continuous focus on cost optimisation
- Need for continuous cost optimisation
- Implementation of new solutions to improve organisation effectiveness, including MbO and New Data Warehouse
- Improvement of organisational intelligence
- Strategy of managing Bank's balance sheet
- Optimisation of expenses
- Integrated accounting and taxes model



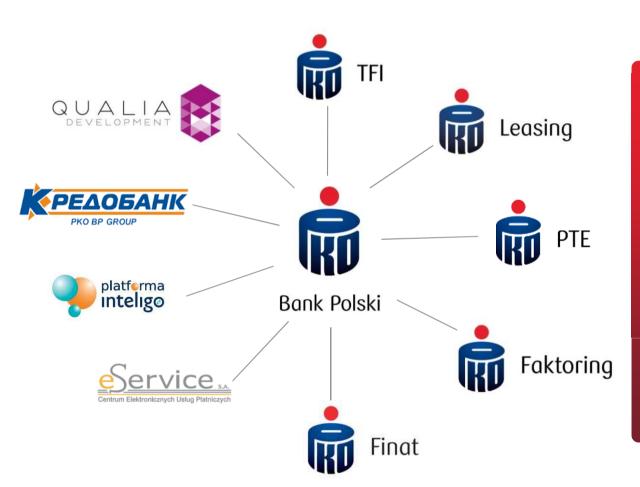


- Vision and strategic targets
- Competitive environment
- Strategic initiatives
- Acquisitions and alliances
- Dividend policy
- Summary

# PKO Bank Polski is going to develop an integrated Group model







Product factories supported by Bank's operating, financial and distribution capabilities

# Acquisitions as additional strategic leverage for PKO Bank Polski's development



#### **Domestic acquisitions**

- Ability to secure synergies
- Strengthening of the Bank's position on the domestic market
- Good time for acquisitions given the market's slower dynamics and difficulties experienced by foreign owners

#### Active approach

- "Earmarking" of capital
- Active market monitoring
- Possible acquisition targets are mainly small and medium-sized banks

#### Foreign acquisitions

- Search for growth on faster developing markets, geographical diversification
- Access to international experience and competences
- Access to financing in foreign currencies

#### Opportunistic approach

- Identification of the general direction of acquisition Central Europe
- Monitoring and "learning" of markets
- Possible acquisition targets will depend on situation of owners and assessment of investment attractiveness

# Strategic alliances may constitute an effective leverage for the Bank's development in terms of capital and operations



	Expected scope of strategic cooperation							
1	Insurers	New bancassurance model						
2	Retial chains	<ul> <li>POS payments (physical network/Internet)</li> <li>Offering instalment financing plan (physical network/Internet)</li> <li>Co-branded credit cards</li> </ul>						
3	ZUS, utilities and telecommunication companies	<ul> <li>Mass payments support</li> <li>Using customer base to sell financial products</li> </ul>						
4	E-commerce	<ul><li>Shared loyalty programme</li><li>Offering instalment financing plan</li></ul>						
5	Clearing agents	<ul> <li>Establishment of alternative network to support alternative mobile payments</li> <li>Strategic alliance in payment processing</li> </ul>						
6	Other banks	<ul> <li>Potential for acquisition/increase of equity interests in other banks</li> <li>Establishment of alternative network to support alternative mobile payments</li> </ul>						
7	Other	<ul> <li>Co-branded credit and debit cards with discounts (flight tickets, fuel, student and public transport discounts)</li> </ul>						





- Vision and strategic targets
- Competitive environment
- Strategic initiatives
- Acquisitions and alliances
- Dividend policy
- Summary

# Dynamic growth of financial results

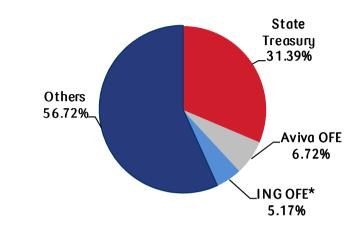


PKO Bank Polski financial performance since Consolidated data, PLN bn		2005	2006	2007	2008	2009	2010	2011	2012	CAGR (%) 2005 - 2012
Assets	<b>2004</b> 86.0	91.6	102.0	108.6	134.6	156.5	169.7			
Gross loans	42.2	49.2	60.4	77.2	104.0	120.5	135.5	190.7 147.3	193.5 150.7	10.7
Deposits	73.1	76.7	83.5	86,6	104.0	120.3	133.0	147.5	146.2	17.2
Total eqiuty										9.1
Result on business activity	8.9 6.0	8.8 6.5	10.2	12,0 7.7	14.0 9.4	20.4 8.9	21.4 10.2	22.8 11.1	24.7 11.6	13.7 8.6
Administrative expenses	3.9	4.2	3.8	4,0	4.3	4.2	4.2	4.4	4.6	2.0
Net impairment allowance	-0.2	-0.2	0	-0.1	-1.1	-1.7	-1.9	-1.9	-2.3	35.7
Net profit	1.5	1.7	2.1	2.9	3.1	2.3	3.2	3.8	3.7	12.1
%	2004	2005	2006	2007	2008	2009	2010	2011	2012	_
Net Interest Margin	n.a.	4.0	4.0	4.4	5.0	3.9	4.4	4.6	4.5	
Cost of risk*	n.a.	-0.4	0.0	-0.2	-1.1	-1.5	-1.5	-1.3	-1.4	
NIM after cost of risk*	n.a.	3.6	4.0	4.2	3.9	2.4	2.9	3.3	3.1	
C/I	66.2	64.4	58.5	52.5	45.8	47.9	41.7	39.6	39.9	
ROE	n.a.	19.7	22.7	26.2	24.0	14.8	14.9	17.5	15.9	
ROA	n.a.	2.0	2.2	2.8	2.6	1.6	2.0	2.1	2.0	
CAR	18.4	13.9	11.8	12.0	11.3	14.7	12.5	12.4	13.1	
Core Tier 1	n.a.	n.a.	11.6	10.2	9.9	13.5	11.3	11.2	12.0	
L/D	54.8	61.1	70.5	88.2	98.3	93.2	98.3	96.7	98.4	

# Stable value growth for the Shareholders

Bank Polski

Shareholder structure as of 29 January 2013 Number of shares: 1,250 m



PKO Bank Polski stock performance vs. WIG 20 since IPO (10 November 2004)



Share price	PLN 35.60				
Market value	PLN 44.5bn				
Free float	68.6%				
Share in WIG 20	15.0%				
Share in WIG	10.0%				
Share in MSCI Poland	16.5%				
P/E (2012)	12.3				
P/BV (2012)	1.9				
TSR since IPO	11% p.a.				
EPS growth since IPO	18% p.a.				
Credit rating (long-term)	Moody's: A2 Standand&Poor's: A-				

Market data as of 28 February 2013

<sup>\*)</sup> Shareholding as of 24 July 2012, reported by ING OFE after passing the threshold of 5 per cent of votes at Bank's  $\mathsf{GM}$ 

# Stable dividend policy and sustained value growth (TSR)



Total shareholder return (TSR) since IPO at 10.5 % p.a.										
	2004	2005	2006	2007	2008	2009	2010	2011	2012	
<b>Net profit</b> PLN m	1.511	1.677	2.047	2.720	2.881	2.432	3.311	3.954	3.593	
<b>Dividend</b> PLN m	1.000	800	980	1.090	1.000	2.375	2.475	1.588	Х	
Dividend payout ratio %	66	48	48	40	35	98	75	40	Χ	
<b>Dividend per share</b> PLN	1.0	0.8	1.0	1.1	1.0	1.9	2.0	1.3	X	
Dividend yield on D-day %	3.6	2.1	1.7	2.2	2.9	4.2	5.5	3.9	Х	
Number of shares m	1.000	1.000	1.000	1.000	1.000	1.250	1.250	1.250	1.250	
Price per share PLN, FX rate as year end	28	29	47	53	36	38	43	32	37	
<b>Total shareholder return</b> %, cumulative since IPO		22	99	126	61	75	105	67	92	

#### Dividend policy

- Making stable dividend payments in the long term and in doing so adopting the principle of careful management of the bank
- Optimum shaping of the equity structure of the Bank and the Bank's Group whilst taking into account the return on equity and its cost, capital needs connected with development, while ensuring an appropriate level of capital adequacy ratios
- In the future, recommending that the General Meeting adopt resolutions concerning the payment of dividends in an amount exceeding the assumed capital requirements<sup>1</sup> specified below (maintaining the appropriate capital buffer)
- CAR over 12%
- Tier 1 over 9%
- Dividend payment also depends on meeting the requirements of the Polish Financial Supervision Authority (KNF) and in 2013 is capped at 75% of net profit.

Minimum capital adequacy ratios should account for stress-tests Separate net profit





- Vision and strategic targets
- Competitive environment
- Strategic initiatives
- Acquisitions and alliances
- Dividend policy
- Summary

## PKO Bank Polski. The Best Every Day.



Stable market with attractive growth potential

CAR over 14%, L/D ~108%, Expected long-term growth of loans and deposits over 6% annually, sector meeting the Basel III norms in most cases

<u>Leader in all market segments and a strong brand</u>

Loans and deposits over 16%, retail market over 20%, corporate market over 14%, inorganic growth potential, the most valuable Bank brand with 90 years of tradition

Strong competences and experienced teams

Experienced management staff, change in the Bank's DNA (development of competences, dynamics and innovation), leading employer in the sector

<u>High organisational effectiveness</u>
Cost discipline (C/I below 40%, OPEX/business volumes below the competitors'), automation and centralisation of processes, ROE ~16%, ROA ~ 2%

Modern technological infrastructure

New and scalable technological platform, development of CRM and data mining, developed electronic channels - iPKO and Inteligo, leading call centre in Poland, new iKO mobile payment standards

Strong capital and liquidity position

Core Tier 1 ~ 12%, CAR ~ 13%, Loans/stable financing sources ~ 90%, credit rating at sovereign level, access to local and international bond markets

Stable value growth and attractive dividend policy

Largest bank in Central Europe in terms of value, largest iggest company on the Warsaw Stock Exchange, average annual return on shares since IPO over 11% (TSR), average dividend payout ratio ~ 55%, average dividend yield ~ 3.4%, in the last three years ~ 4.6%.

#### **Disclaimer**



This presentation (the "Presentation") has been prepared by Powszechna Kasa Oszczędności Bank Polski S.A. ("PKO BP S.A.", "Bank") solely for use by its clients, shareholders and analysts and should not be treated as an invitation to purchase or offer to sell any securities, invest or deal in, or as a solicitation of an offer to purchase any securities or recommendation to conclude any transaction concerning in particular any securities of PKO BP S.A. The information contained in this Presentation is derived from publicly available sources which the Bank considers reliable. However, PKO BP SA does not make any representation as to its accuracy or completeness. PKO BP SA shall not be liable for the consequences of any decisions made based on the information included in this Presentation.

The information contained in this Presentation has not been independently verified and is, in any case, subject to changes and modifications. PKO BP SA's disclosure of the data included in this Presentation is not a breach of law for companies listed on the regulated market, in particular the regulated market operated by the Warsaw Stock Exchange. The information provided herein has been included in current or periodic reports published by PKO BP SA, or is additional information that is not required to be reported by the Bank as a public company.

In no event may the content of this Presentation be construed as any explicit or implicit representation or warranty made by PKO BP SA or its representatives. Likewise, neither PKO BP SA nor any of its representatives shall be liable in any respect whatsoever (whether in negligence or otherwise) for any loss or damage that may arise from the use of this Presentation or any information contained herein or otherwise arising in connection with this Presentation.

PKO BP SA does not undertake to publish any updates, modifications or revisions of the information, data or statements contained herein should there be any change in the strategy or plans of PKO BP SA, or should facts or events occur that affect PKO BP SA's strategy or plans, unless such reporting obligations arise under applicable laws and regulations.

This Presentation contains certain market information relating to the banking sector in Poland, including information on the market shares of PKO BP SA and certain other banks. Unless attributed exclusively to another source, such market information has been calculated based on data provided by third party sources identified herein and includes estimates, assessments, adjustments and judgments that are based on PKO BP SA's experience and familiarity with the sector in which PKO BP SA operates. Because such market information has been prepared in part based upon estimates, assessments, adjustments and judgments and not verified by an independent third party, such market information is, unless otherwise attributed to a third party source, to a certain degree subjective. While it is believed that such estimates, assessments, adjustments and judgments are reasonable and that the market information prepared is appropriately reflective of the sector and the markets in which PKO BP SA operates, there is no assurance that such estimates, assessments and judgments are the most appropriate for making determinations relating to market information or that market information prepared by other sources will not differ materially from the market information included herein.

PKO BP SA hereby informs viewers of this Presentation that the only source of reliable data describing PKO BP SA's financial results, forecasts, events or ratios are the current or periodic reports submitted by PKO BP SA in satisfaction of its disclosure obligation under Polish law.

This Presentation is not for release, directly or indirectly, in or into the United States of America, Australia, Canada or Japan.