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# FINANCIAL RESULTS Q1 2024

Warsaw, 9th of May 2024



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## Key achievements

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# Key financial highlights for Q1 2024



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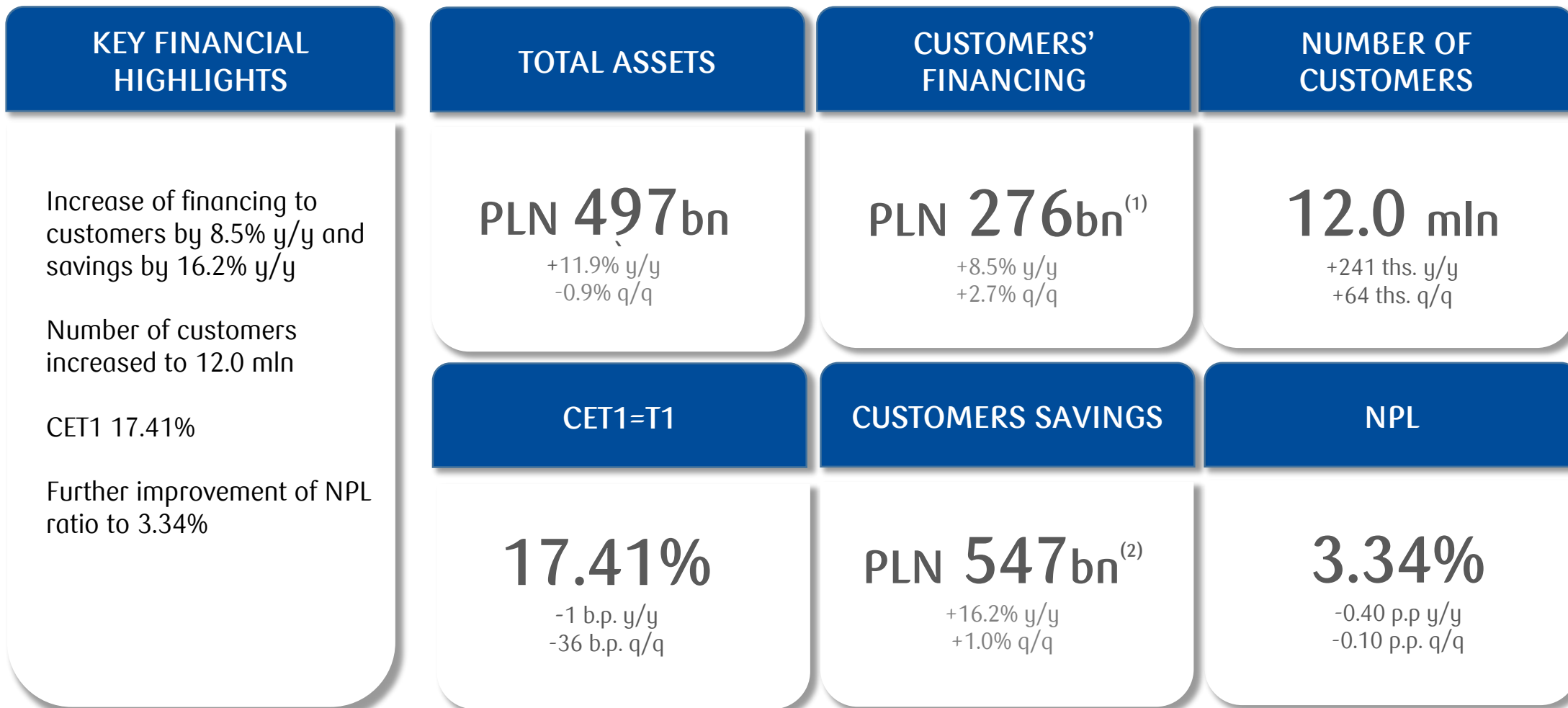
KEY FINANCIAL HIGHLIGHTS	NET PROFIT		ROE		CORE INCOME <sup>(1)</sup>
<p>PLN 2.0 bn of reported net profit, PLN 3.3 bn excluding CHF legal risk provisions</p> <p>Core revenues growth by 21.8% y/y</p> <p>Further improvement of net interest margin to 4.56%</p> <p>High level of operating efficiency with C/I at 31.8%</p> <p>Decrease of CoR to 47 bp</p>	<p>PLN 2.0bn</p> <p>+40.6% y/y x3 q/q</p>	<p><b>PLN 3.3bn</b></p> <p>(excl. CHF provisions)</p>	<p>17.7%</p> <p>+2.0 p.p. y/y +11.7 p.p. q/q</p>	<p><b>25.6%</b></p> <p>(excl. CHF provisions)</p>	<p>21.8% y/y</p>
	NIM		COST/INCOME		COR
	<p>4,56%</p> <p>+0.25 p.p. y/y</p> <p><b>+0.12 p.p. q/q<sup>(2)</sup></b></p>		<p><b>31.8%</b></p> <p>-4.0 p.p. y/y +0.1 p.p. q/q</p>		<p>47 bp</p> <p>-12 b.p. y/y -14 b.p. q/q</p>

(1) - NII, commission income and insurance income (2) - dynamic of margin excluding impact of credit holidays

## Key financial highlights for Q1 2024



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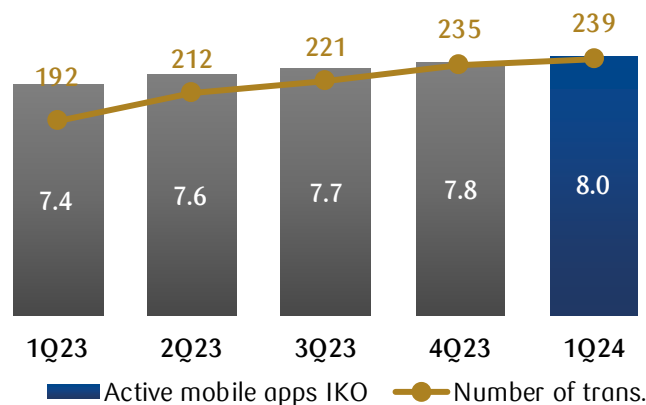
(1) - Gross customer financing excluding FX mortgage loans (2) - including deposits, TFI (mutual funds) assets and treasury savings bonds of the bank and other entities of the bank's Group accumulated on the clients' bank accounts

# KEY ACHIEVEMENTS

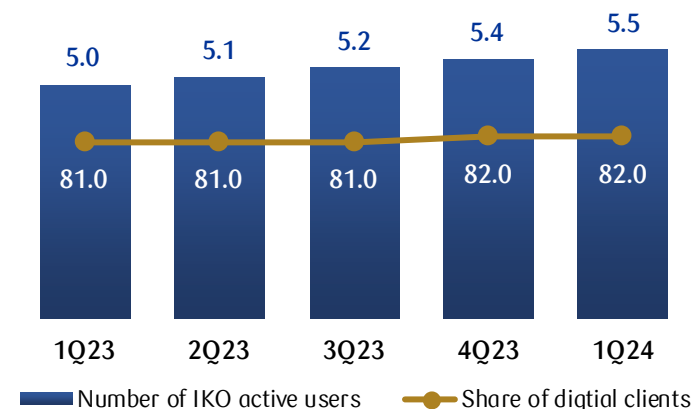
## Leader in mobile banking



Number of IKO applications and number of transactions quarterly [mln]



Number of clients logging into IKO [mln]<sup>(1)</sup>  
Share of digital clients in active clients' base [%]



### IKO mobile application functions development

Hide product balances on the home screen	Addition of the "Daily" panel, which allows personalised shortcuts to the most frequently used options to be set up on the main screen	Contact with the Bank in the app - addition of the option to send messages to the Bank directly from the app
Information about the costs associated with investing in investment funds	Presentation of information on travel insurance to a credit card	Ordering foreign currency transfers from and to an account maintained in a currency other than PLN
„PKO Pay later” a new deferred payment service	Introduction of a message during the IVR call to warn the customer of possible scams	Reminders about the upcoming expiry date of the identity document and the need to update it

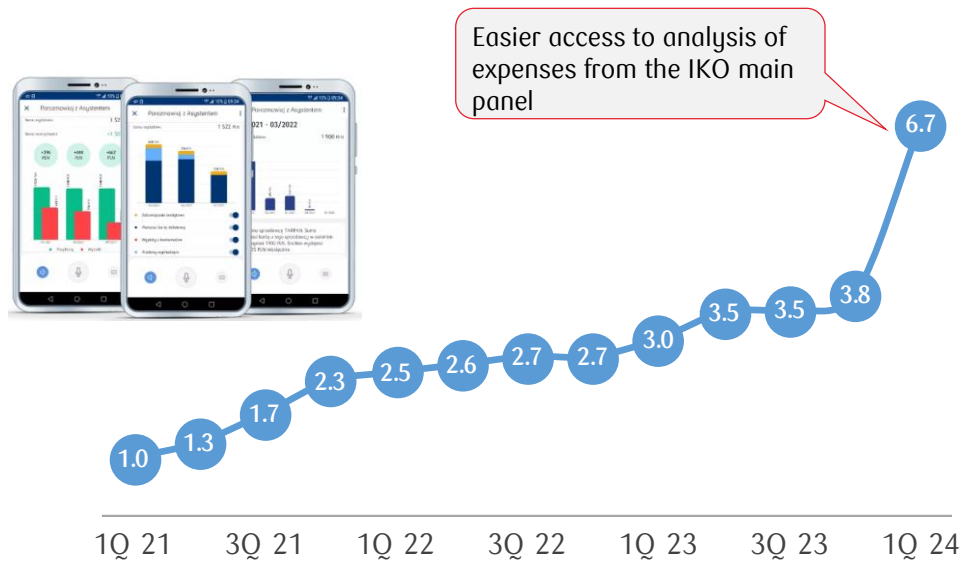
(1) - According to PRNews definition: a client who logged into IKO application at least once a month in a given quarter



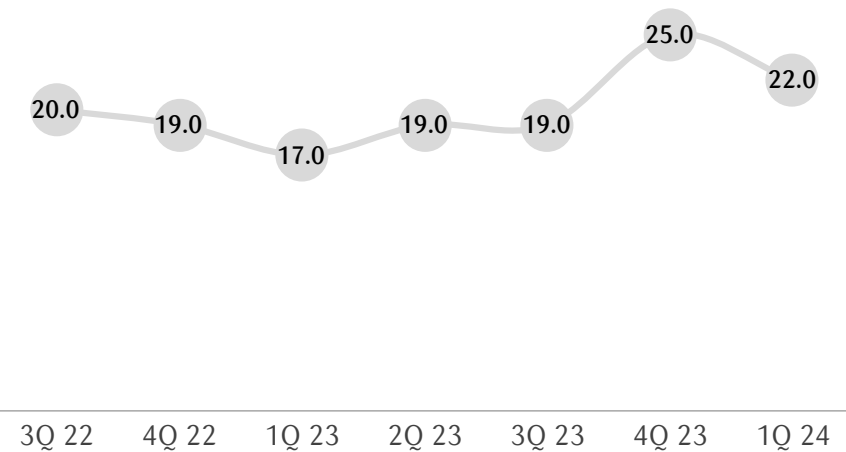
## KEY ACHIEVEMENTS

# Increased use of AI in customers service and sales

### Calls with customers completed by bots [mln]



### Robotic Process Automation, tasks completed by robots [mln]





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## Financial results

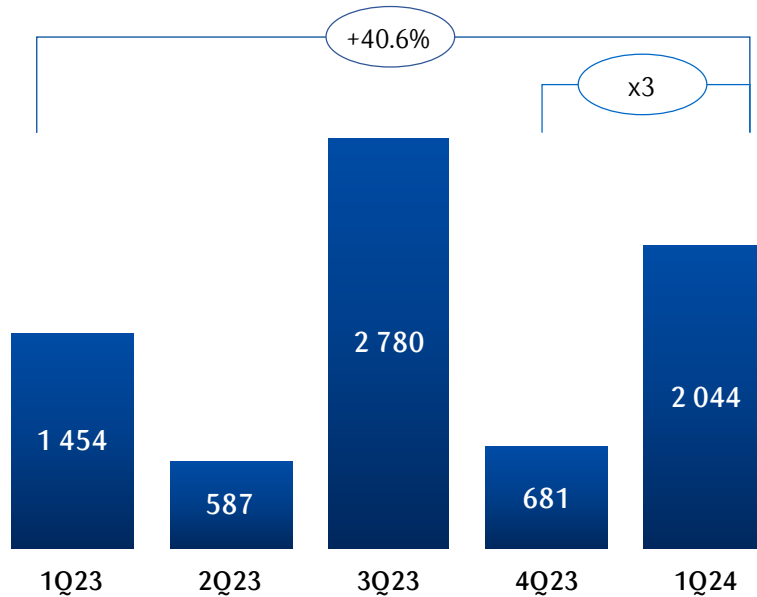
Note: In the first quarter of 2024, changes were introduced in the segments. The changes include the transfer of results and balance sheet items relating to enterprises segment customers from the Retail Segment to the Corporate and Investment Segment. Data for 2023 on comparable basis.

Note: Any differences in specific items, totals, shares and growth rates result from rounding off amounts to millions of PLN and rounding off percentages in the presented structures to one and/or two “decimal” places

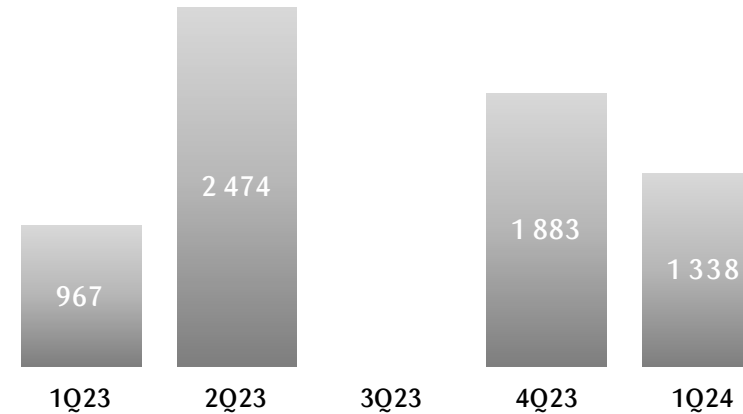
# Net profit



Quarterly net profit [PLN mln]



Quarterly extraordinary items<sup>(1)</sup> [PLN mln]



- Increase of net profit to PLN 2 044 million in Q1 2024 thanks to improved income from core income and despite significant CHF legal risk provisions
- Reported ROE for Q1 2024 at 17.7%

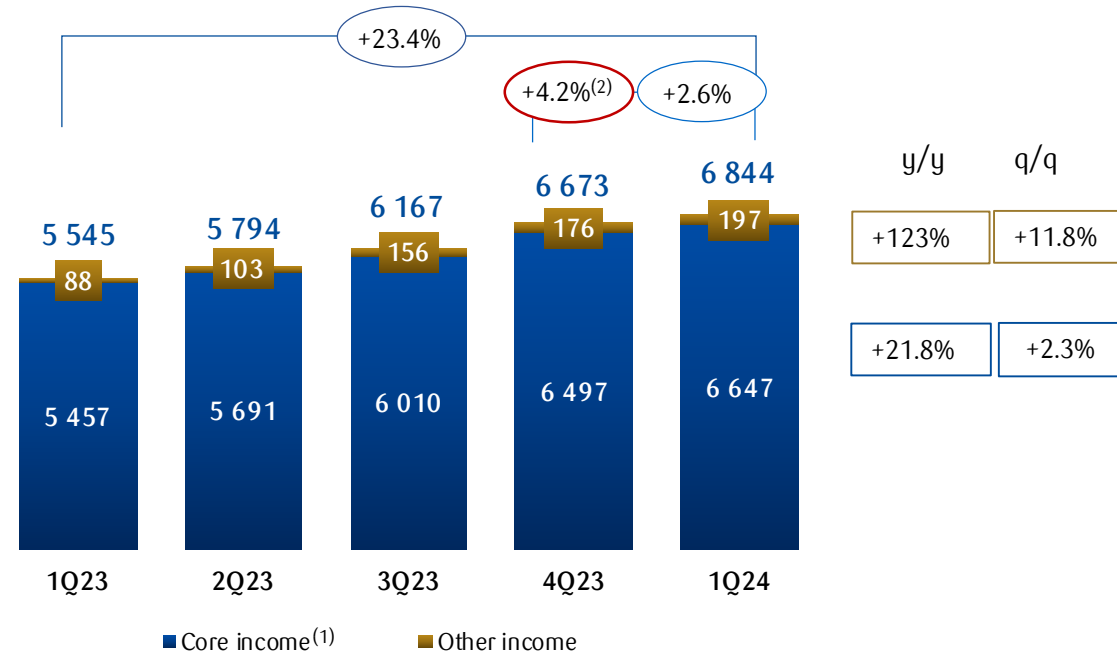
(1) - Extraordinary items (gross) in 2023: costs of legal risk related to CHF-denominated and indexed mortgage loans (PLN +5 430 mln), credit holidays (PLN -105 mln), in 2024: costs of legal risk related to CHF-denominated and indexed mortgage loans (PLN +1 338 mln).



# Income growth driven by core income dynamic



Quarterly result on business activity [PLN mln]



- Results on banking activities for Q1 2024 at the level of PLN 6.8 bn, +23.4% y/y
- Core income growth by 21.8% y/y

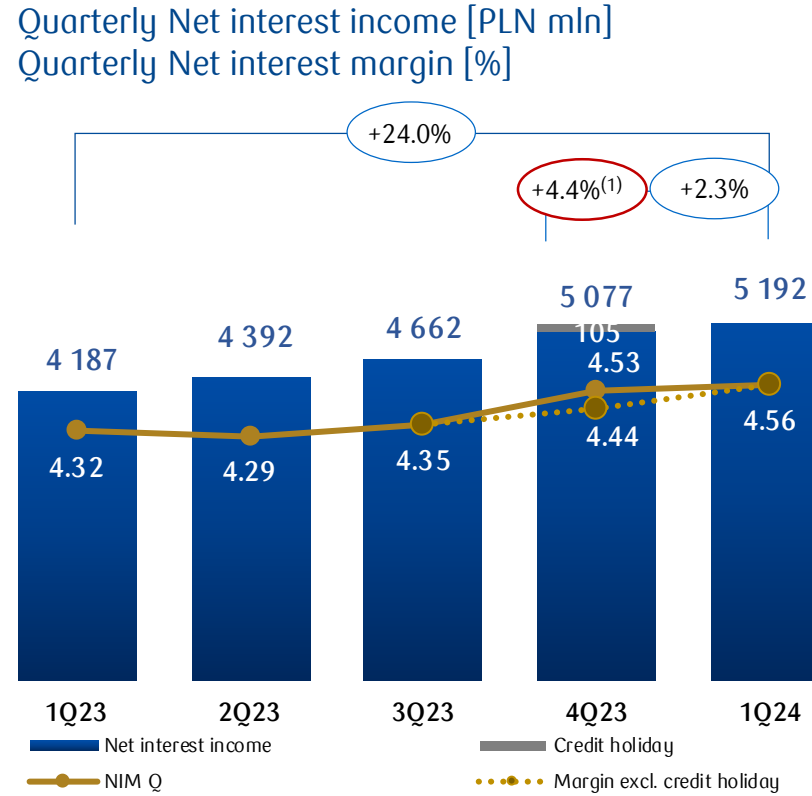
Note: Result on business activity in the fourth quarter of 2023 includes reduction of PLN 105 million the initial loss on credit holidays

(1) - NII, commission income and insurance income (2) - on comparable basis

# Net interest income - further improvement of net interest margin q/q



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Continuation of net interest income growth (+4.4% q/q) thanks to both volumes growth and further improvement of net interest margin

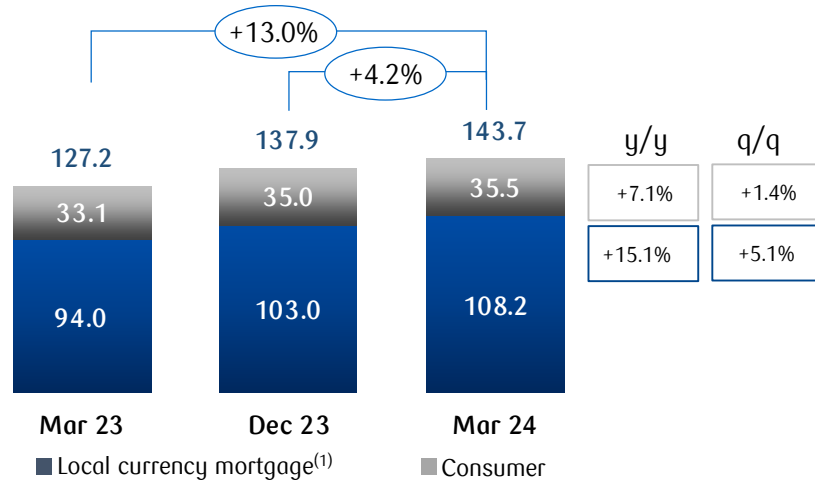
(1) - on comparable basis



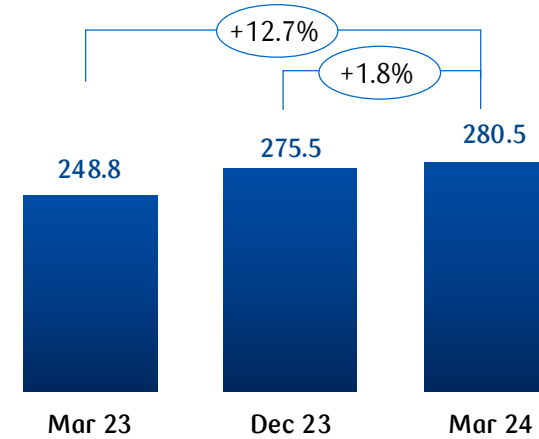
# FINANCIAL RESULTS

## Retail banking: growth of loans, farther dynamic growth of deposits

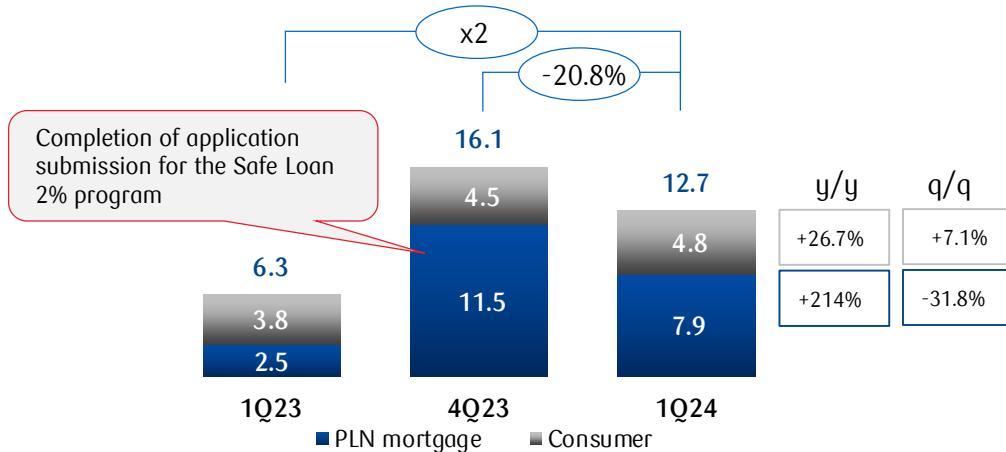
Loans volume outstanding [PLN bn]



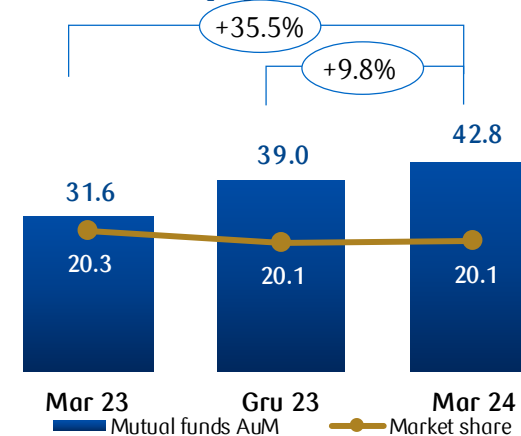
Deposits<sup>(2)</sup> [PLN bn]



New loan sales [PLN bn]



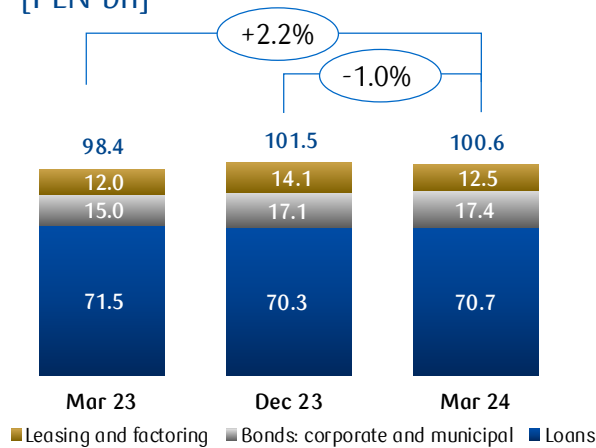
Mutual funds' AuM [PLN bn]<sup>(3)</sup>  
Market share [%]



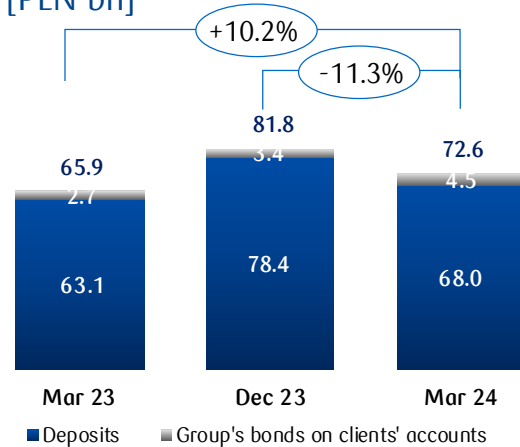
(1) - The position incl. UAH loans., (2) - Retail deposits, (3) - Retail funds



Corporate and enterprises customers financing [PLN bn]



Corporate and enterprises customers savings [PLN bn]



 Investmen loan PLN 75,000,000 Lender	 Syndicated loan PLN 245,530,000 share of PKO BP: PLN 122,770,000	 Syndicated loan PLN 2,260,110,000 share of PKO BP: PLN 411,440,000	 Syndicated loan PLN 2,500,000,000 EUR 150,000,000 Original Lender, Mandated Lead Arranger	 Syndicated Sustainability-Linked Loan PLN 1,000,000,000 Original Lender, Arranger	 Ovedraft facility PLN 100,000,000 Lender Guarantee PLN 58,000,000 Bank guarantee issuer
 Syndicated loan PLN 300,000,000 Original Lender, Arranger, Agent, Security Agent	 Syndicated credit facilities EUR 750,000,000 Lender	 Corporate bonds issue PLN 230,000,000 Joint Lead Manager, Dealer, Market maker	 Syndicated credit facilities EUR 290,000,000 Arranger, Lender, Hedge Counterparty	 Syndicated credit facilities up to PLN 1,067,000,000 Arranger, Original Lender	



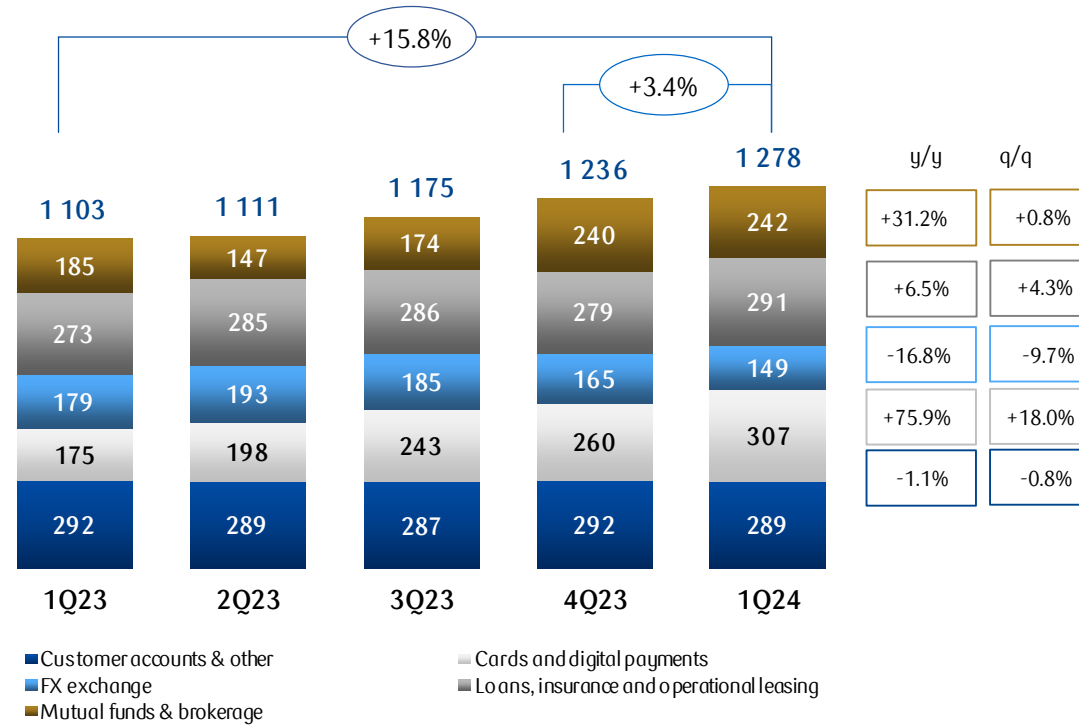
Stable volume of financing for corporate and enterprises customers achieved in the conditions of seasonal market slowdown

Savings increase by 10.2% y/y thanks to price/volume optimization in the first quarter

# Growth of fees and commissions income q/q



Quarterly fees and commissions income [PLN mln]

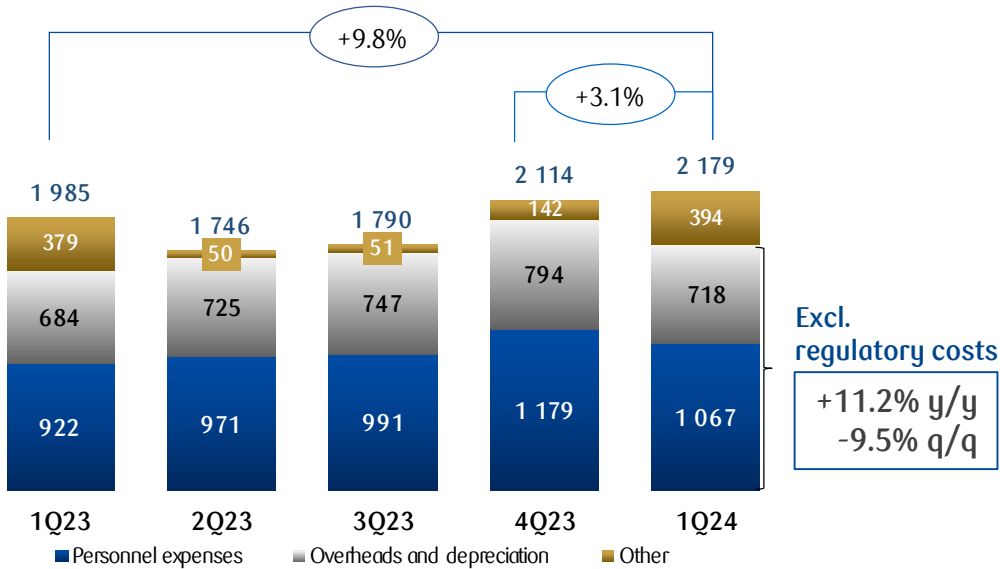


- Strong increase of quarterly result by 3.4% q/q thanks to improved results from cards, insurance and the capital market
- y/y dynamics acceleration up to 15.8%

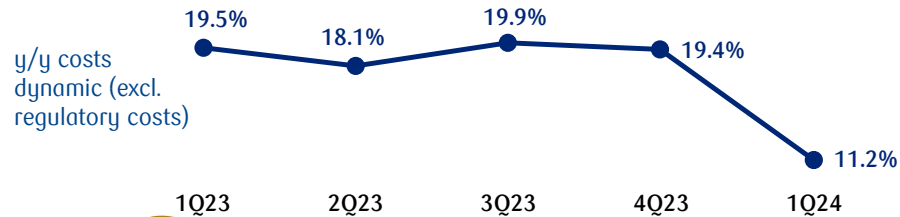
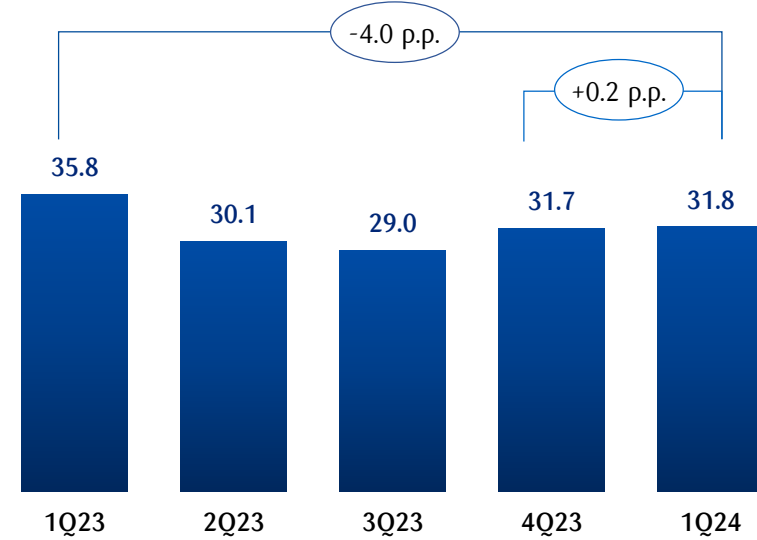
# High level of cost efficiency – C/I in Q1 2024 at 31.8%



Quarterly operating expenses [PLN mln]



Quarterly Cost/Income ratio [%]



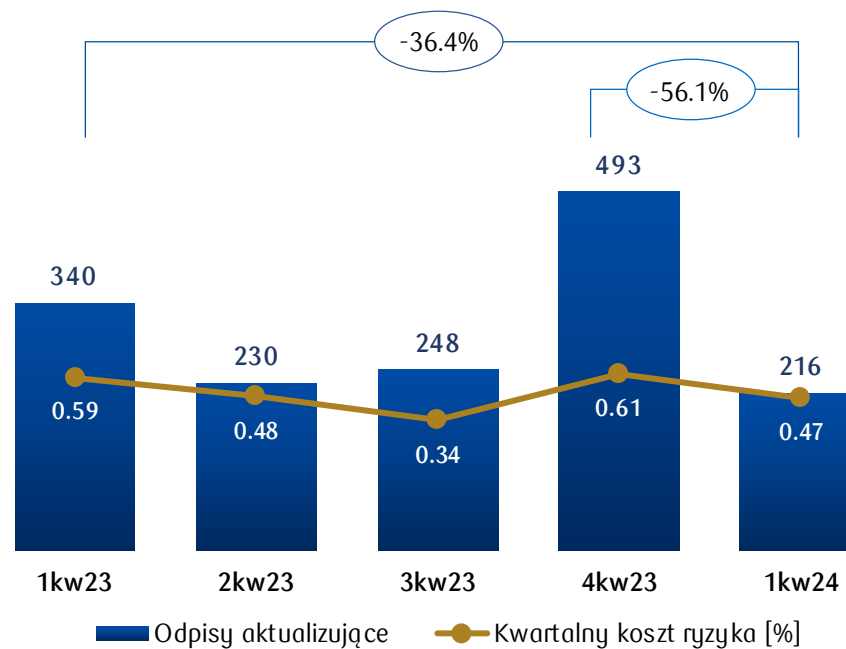
Total costs dynamic +3.1 q/q determined by the seasonal increase in regulatory costs despite the normalization of personnel and non-personnel costs. A significant slowdown in cost growth y/y, reflecting a reduction in inflationary pressure

C/I ratio in Q1 2024 at the level of 31.8%

# Cost of risk



Quarterly net impairment allowance [PLN mln]



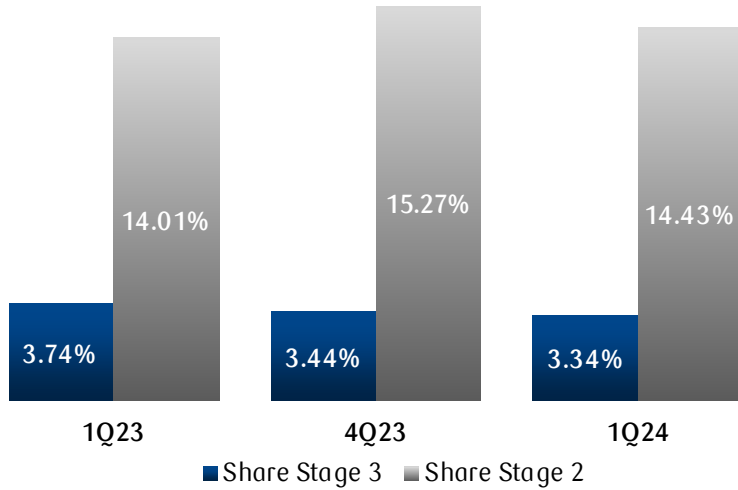
Cost of credit risk for Q1 2024 at 47 bp reflecting lack of significant pressure on asset quality



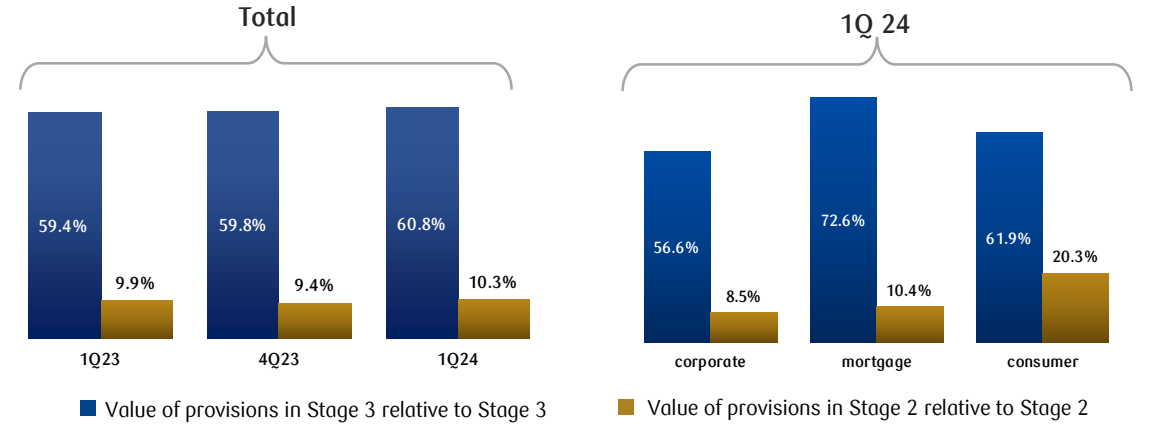
# FINANCIAL RESULTS

## High quality of customer financing

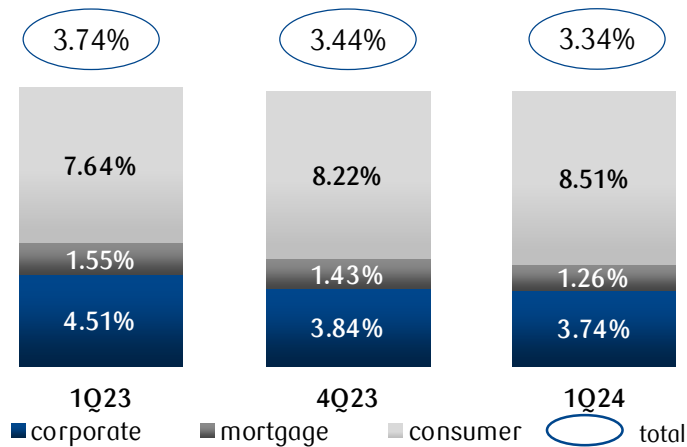
Share of receivables in stage 2 and 3 [%]



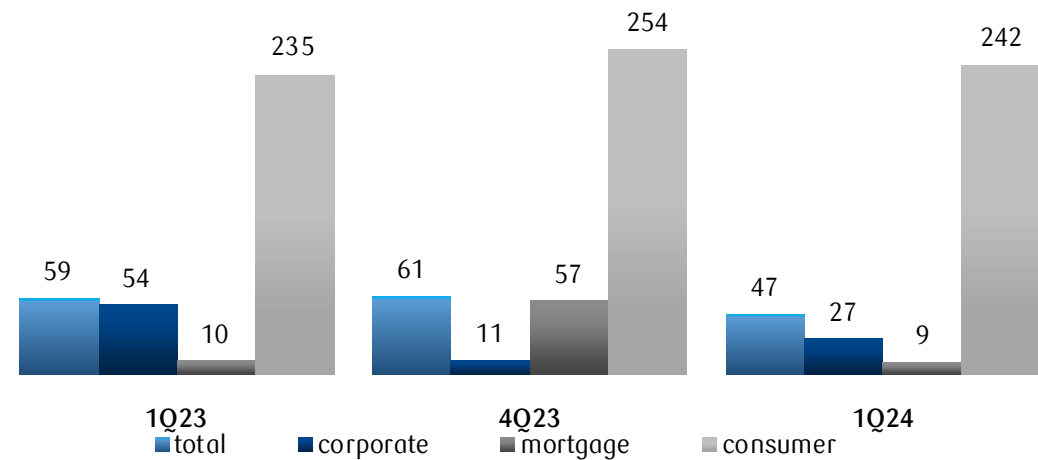
Provision coverage of receivables in stage 2 and 3 [%]



Share of receivables in stage 3 [%]



Quarterly cost of credit risk [bps.]







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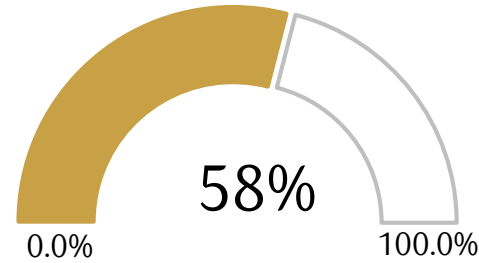
# FINANCIAL RESULTS

## CHF mortgage settlement program

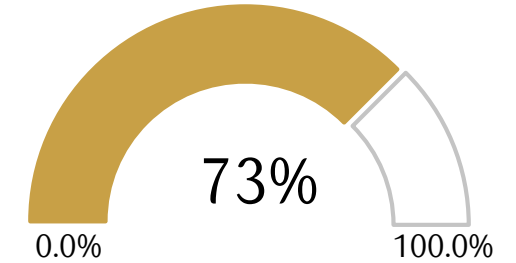
- 59 ths motions submitted for mediation
- 39 ths mediations concluded successfully
- 38 ths settlements concluded

31st of March, 2024

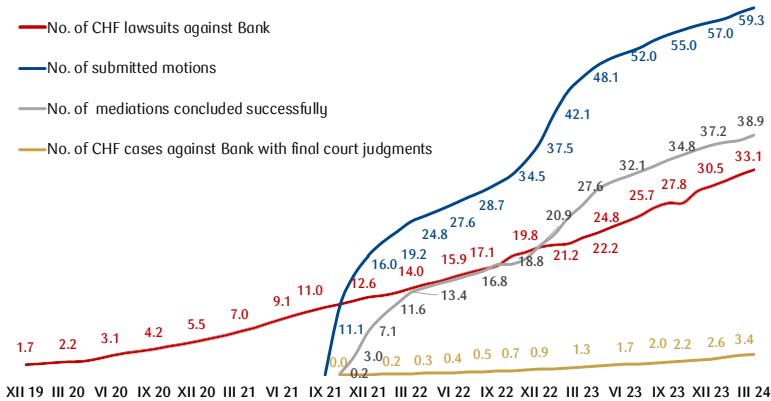
Share of motions submitted to the total no. of entitled CHF customers



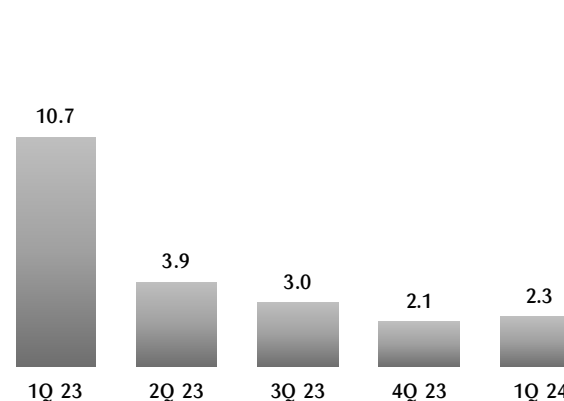
Share of successfully completed cases in total completed cases



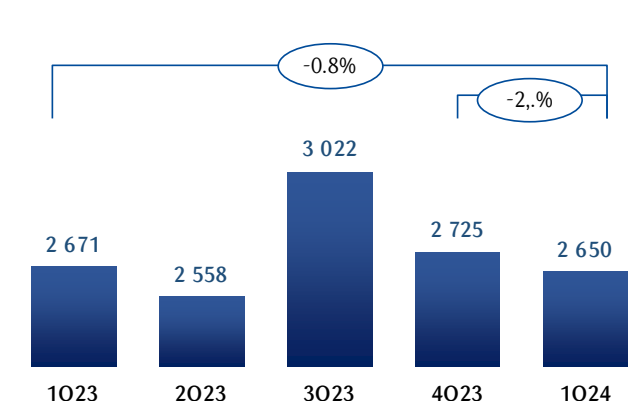
### Number of cases regarding settlements of CHF borrowers



### New mediation motions submitted [ths Items]



### Change in the number of court proceedings during the quarter [Items]

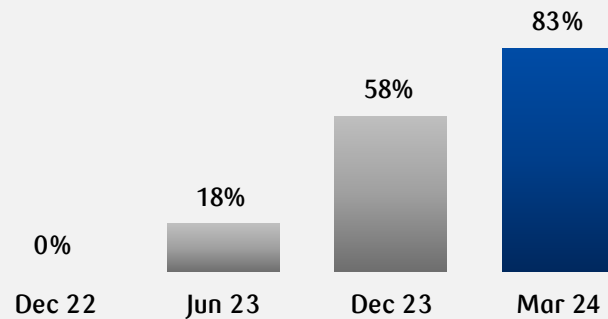




# Large scale of AI/ML implementation in risk management

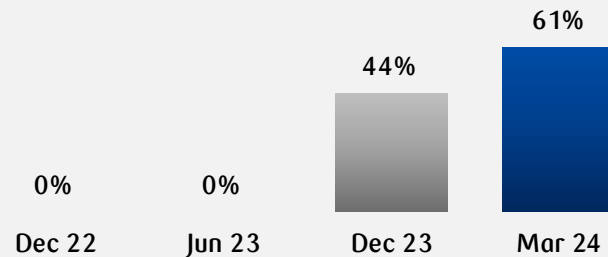
Good risk performance thanks to investments in analytics and cloud- MLOps

## Increase of ML participation in decisions for cash loans



- 83% of decisions for cash loans and 30% of mortgage loans are made based on ML
- Based on ML, we granted a loans worth over **PLN 3.3 bn**, in Q1 2024

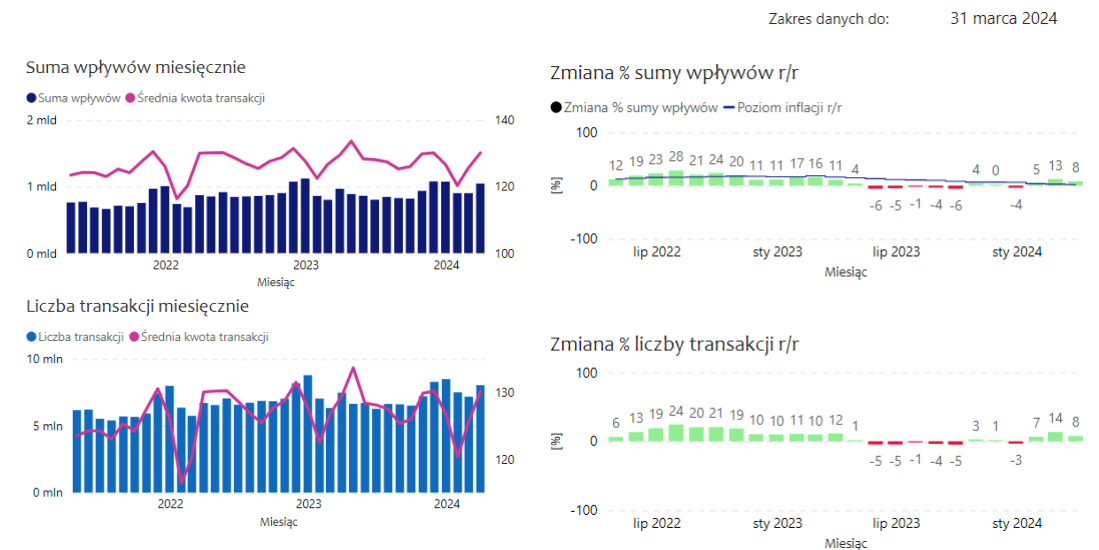
## Increase of ML participation in decisions for companies and enterprises segment



- 61% of decisions in the companies and enterprise segment based on ML
- Based on ML, we granted loans to companies and enterprises worth **PLN 1.3 bn** in Q1 2024

## Precise analysis of corporate customers

Decisions for PLN 8.6 bn corporate portfolio are made using precise analysis of purchase transactions

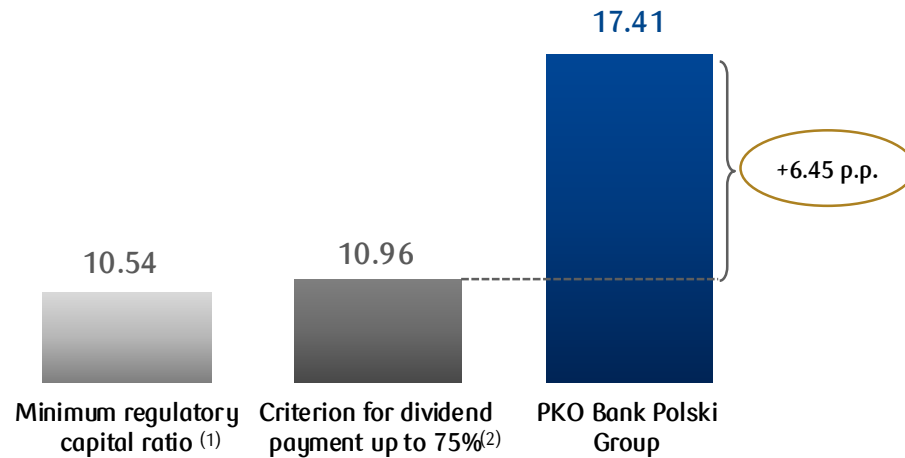


## Analysis of deposits in terms of shock situations

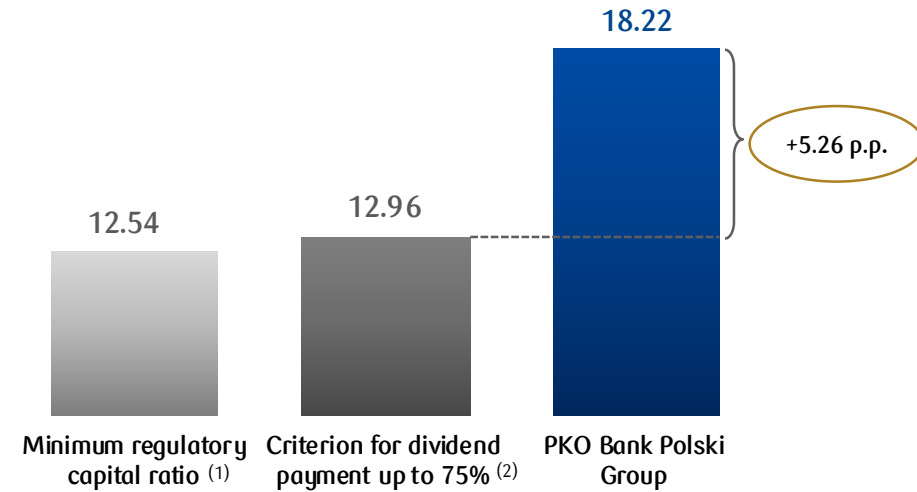
- Advanced analysis of a portfolio of ~**PLN 257 bn** of deposits:
  - sensitivity to stress-test situations
  - forecast of the amounts of extraordinary payments in the situation of shock events on the market



CET1 = Tier1 capital ratio [%]



Total capital ratio (TCR) [%]



**Recommendation of the PFSA allowing to distribute part of 2023 net profit (<75%, no more than net profit decreased by PLN 1.6 bn which are already included to bank's own funds)**

(1) – Tier 1: CRR 6% + conservation buffer 2.5% + OSII buffer 2% + countercyclical buffer 0.04%

TCR: CRR 8% + conservation buffer 2.5% + OSII buffer 2% + countercyclical buffer 0.04%

2) – Minimum regulatory capital ratio + PFSA's buffer for Group's sensitivity to an adverse macroeconomic scenario recommended in Pillar II is 0.42% (Bank: 0.48%)  
+additional requirement: good credit quality of the portfolio of receivables from the non-financial sector, both in the Group and the Bank level (NPL share <5%)



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## Conclusions

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## CONCLUSIONS

PLN 2.2 billion of net profit, further income growth, slowdown of cost dynamics, stable credit risk costs



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- PLN 2 bn of net profit including PLN 1.3 bn CHF legal risk provisions
- Continuation of dynamic core income growth, increase of fees and commissions income by 15.8% y/y
- Decrease of non-regulatory costs dynamics to 11.2% y/y compared to 19.4% y/y dynamics in Q4 2023
- CoR stabilization at 47 bps and NPL at a record low level of 3.34%
- Further increase of CHF legal risk provisions (+PLN 1.3 bn)
- Capital base with Tier 1 at the level of 17.41%, possibility of dividend payment from the profit of 2023



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## Suplementarny information

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# Macroeconomic and banking sector forecasts



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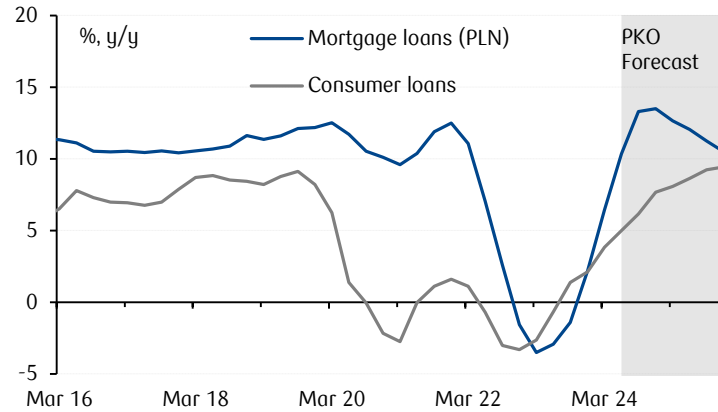
		2021	2022	2023	2024F
GDP	% y/y	6.9	5.6	0.2	3.7
Consumption	% y/y	6.2	5.4	-1.0	4.2
Investments	% y/y	1.2	2.7	13.1	4.4
Fiscal balance <sup>1)</sup>	% GDP	-1.8	-3.4	-5.1	-5.3
Public debt <sup>1)</sup>	% GDP	53.6	49.2	49.6	52.3
Inflation CPI (av)	%	5.1	14.4	11.4	3.9
LFS unemployment rate (av)	%	3.4	2.9	2.8	2.9
NBP reference rate	% eop	1.75	6.75	5.75	5.50
WIBOR 3M	% eop	2.54	7.02	5.88	5.65
EUR/PLN	PLN eop	4.60	4.69	4.35	4.32
CHF/PLN	PLN eop	4.45	4.77	4.68	4.32

		2021	2022	2023	2024F
Loans total	% y/y	4.7	1.1	1.3	6.4
Mortgage loans PLN	% y/y	12.5	-1.6	2.2	13.5
New sales of mortgage loans	%, y/y	49.0	-43.6	20.2	54.2
Consumer loans	% y/y	1.6	-3.3	2.1	7.7
New sales of consumer loans	%, y/y	26.7	-1.0	18.4	11.0
Nonfinancial economic entities loans	% y/y	3.2	4.8	-1.5	3.4
Deposits total	% y/y	10.8	5.6	10.6	7.2
Deposits for private individuals	% y/y	6.0	4.1	12.3	9.8
Net assets of private individuals (TFI)	% y/y	8.0	-20.5	32.7	27.6
Nonfinancial economic entities deposits	% y/y	10.5	8.0	10.5	3.9

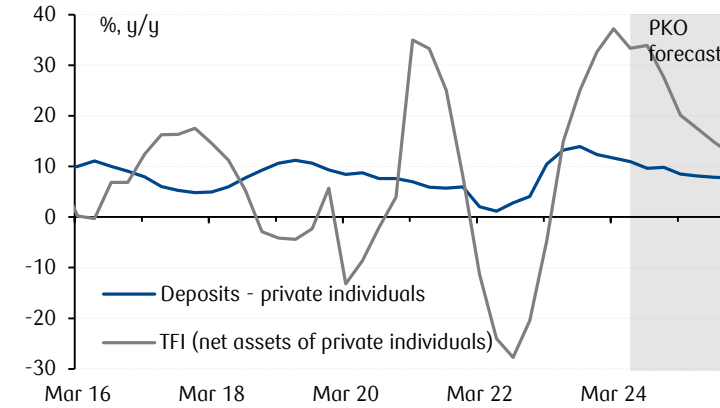
# Loan and deposit market (FX adjusted)



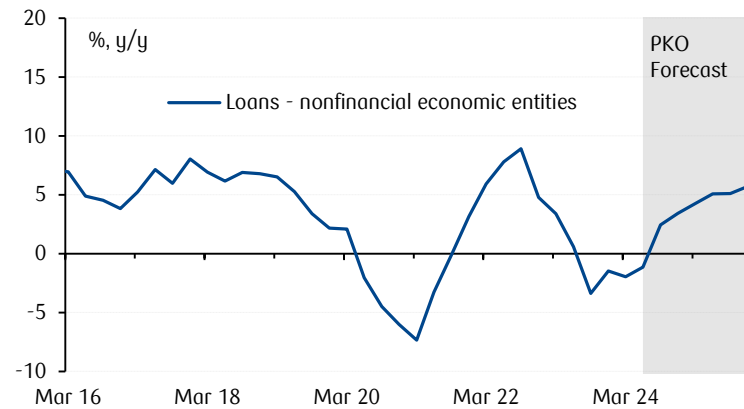
Mortgage and consumer loans



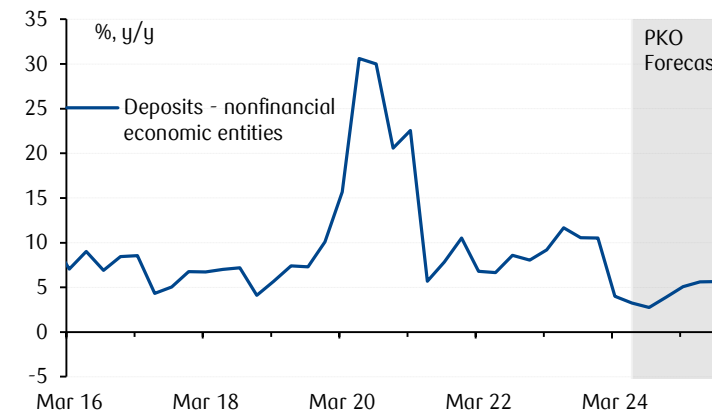
Private individuals' deposits and net assets (TFI)



Loans for nonfinancial economic entities



Deposits of nonfinancial economic entities

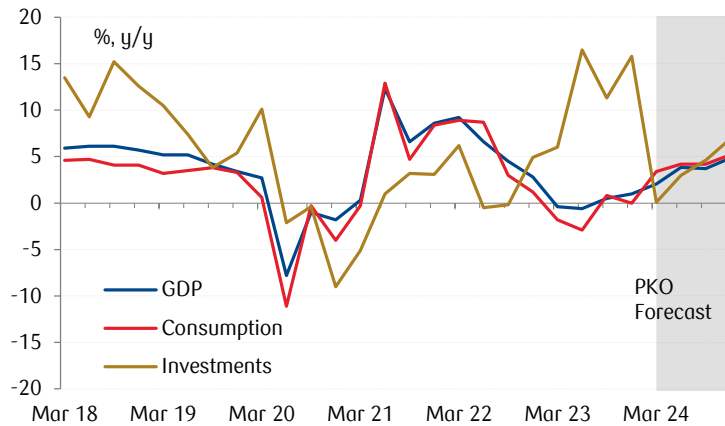




# The economy remains on a growth path

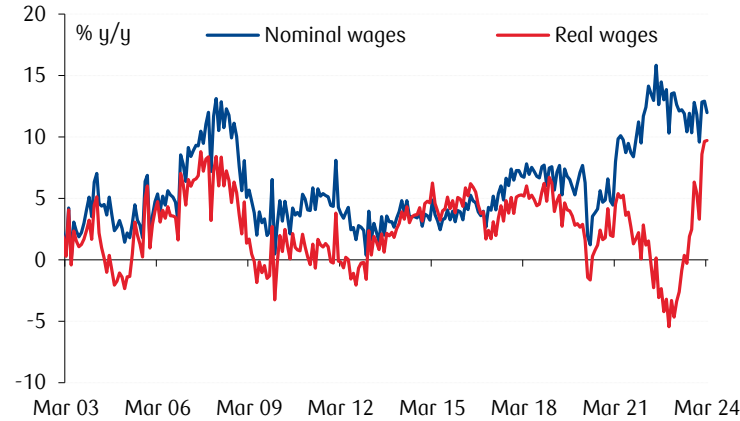


GDP and its main components



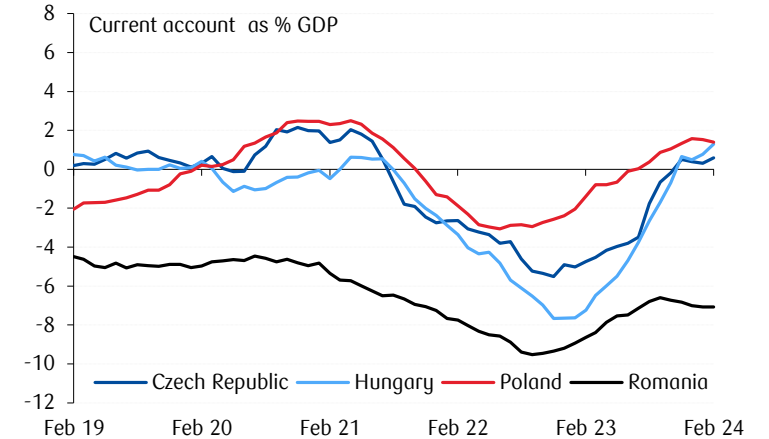
Source: Statistics Poland, PKO Bank Polski

Wages in the enterprise sector



Source: Statistics Poland, PKO Bank Polski

Current account



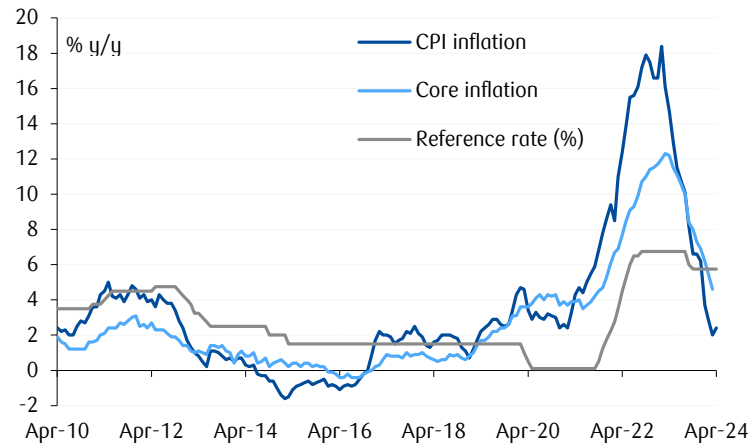
Source: Macrobond, PKO Bank Polski

- **The beginning of 2024 brought a mixed recovery in economic activity.** The solid growth in retail sales was accompanied by a decline in construction output and stabilization of industrial production. The main source of the recovery was a solid increase in consumption, with stagnation in investment caused by the transition period between the standard EU financial perspectives.
- **Strong nominal wage growth (reflecting, among others, a rise in the minimum wage), combined with a decline in inflation, significantly boosted real wage dynamics.** At the end of 1q24, real wages in the enterprise sector were growing at a record pace, close to 10% y/y. Strong income growth combined with improved household sentiment supports the rebound in consumption, which will have the largest contribution to the GDP growth this year. The decline in labour demand is noticeable in the reduction of the number of vacancies and employment, but this does not translate into a significant increase in unemployment.
- **The external position of the economy remains favourable.** The current account balance (12m moving average) remained positive at the beginning of 2024, but the period of rapid growth of the surplus has already ended.

# Temporary return of inflation to the target, stable NBP interest rates

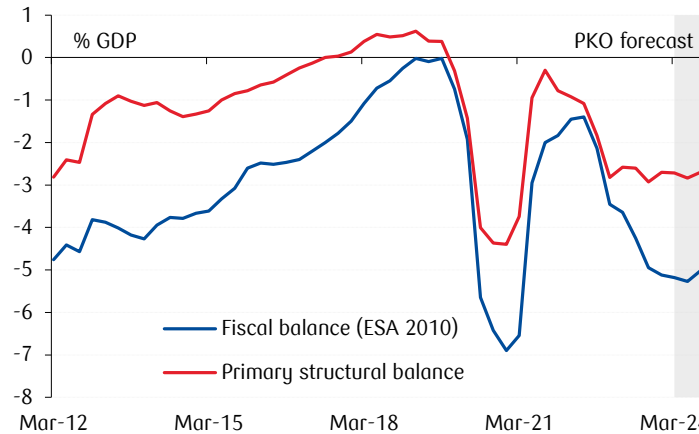


CPI and core inflation vs. reference rate



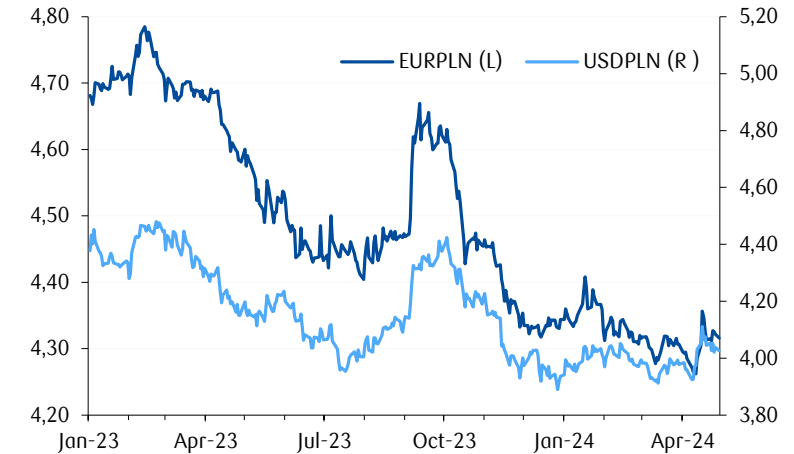
Source: Statistics Poland, NBP, PKO Bank Polski

General government sector



Source: Eurostat, PKO Bank Polski

PLN exchange rate



Source: Macrobond, PKO Bank Polski

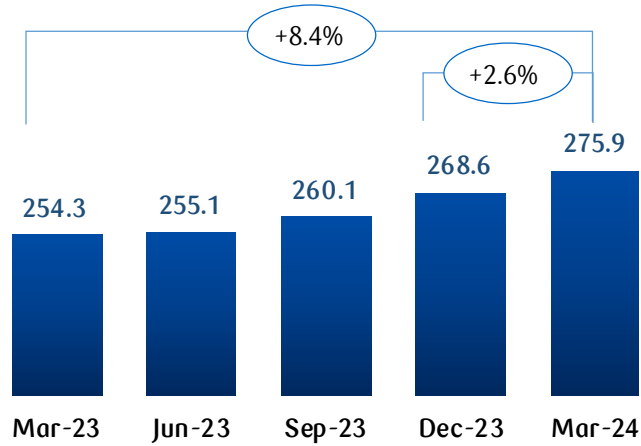
- **In early 2024, disinflation continued.** CPI inflation in March reached 2.0% y/y. All major categories of the basket contributed to the decline, including a fall in core inflation. March marked the local minimum of CPI inflation. In the coming months, price dynamics will be fueled by higher VAT on food and partial liberalization of energy prices for households.
- **The NBP entered the wait-and-see phase.** The conservative attitude, despite the progress of disinflation, is justified by high uncertainty regarding the medium-term inflation prospects and loose fiscal policy. In the MPC few voices have been raised about a possible cut at the end of 2024, but stabilization of rates by the end of the year cannot be ruled out. Positive real interest rates curb economic activity and increase the propensity to save.
- **Polish zloty is in a medium-term appreciation trend,** but at the beginning of 2024 the appreciation has slowed down slightly. PLN is supported by solid local macro fundamentals and the relatively restrictive policy of the NBP.
- **The costs of anti-inflationary shields combined with increased defense spending have left an impact on public finances.** The government has announced gradual fiscal consolidation, which will be required, as Poland will likely become the subject to the excessive deficit procedure.



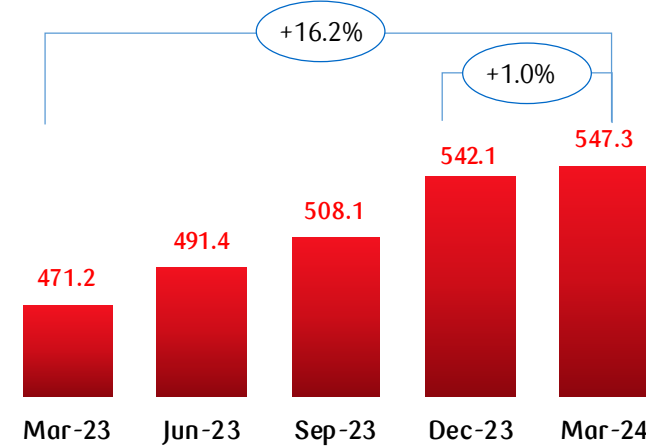
SUPPLEMENTARY INFORMATION

# The increase in customers' financing and savings

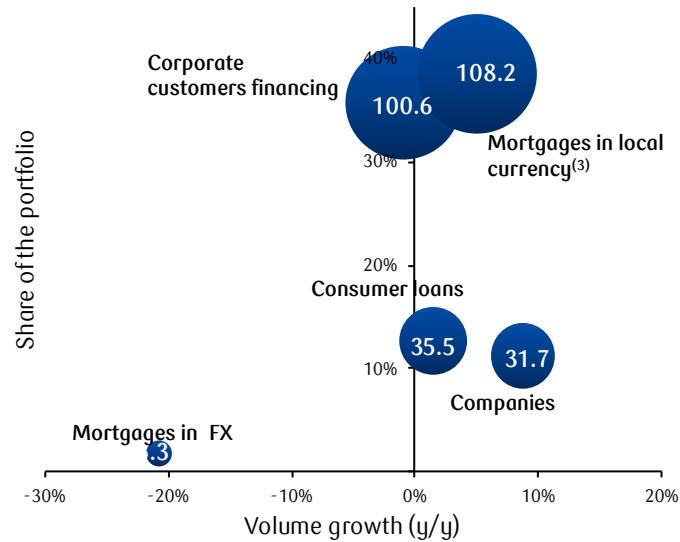
Gross customer financing [PLN bn]<sup>(1)</sup>



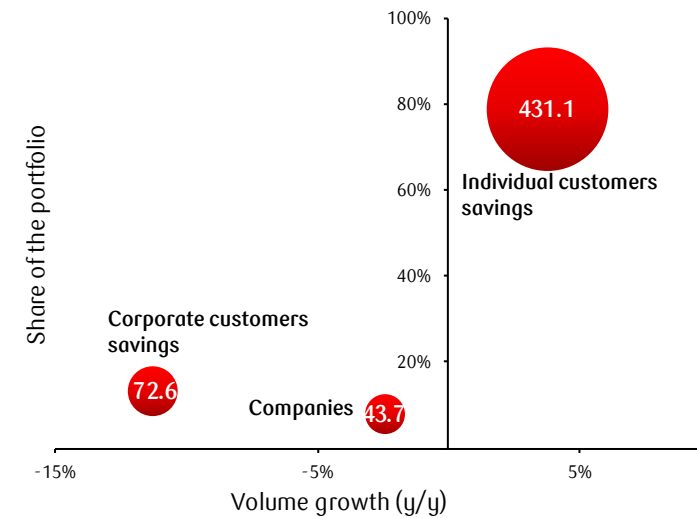
Customer savings [PLN bn]<sup>(2)</sup>



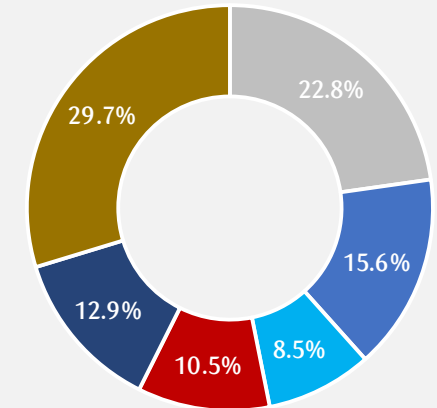
Gross customer financing [PLN bn]<sup>(1)</sup>



Customer savings [PLN bn]<sup>(2)</sup>



Concentration by industry [%]



- Financial and insurance
- Industrial processing
- Public administration
- Real estate
- Wholesale and retail trade
- Other

As a 31st of December, 2023

(1) - Includes loans (excluding FX mortgage loans), corporate and municipal bonds (excluding PFR, BGK, EIB corporate bonds), leasing and factoring (but excludes repo transactions).

(2) - Includes deposits, TF1 (mutual funds) assets and treasury savings bonds of the bank and other entities of the bank's Group accumulated on the clients' bank accounts.

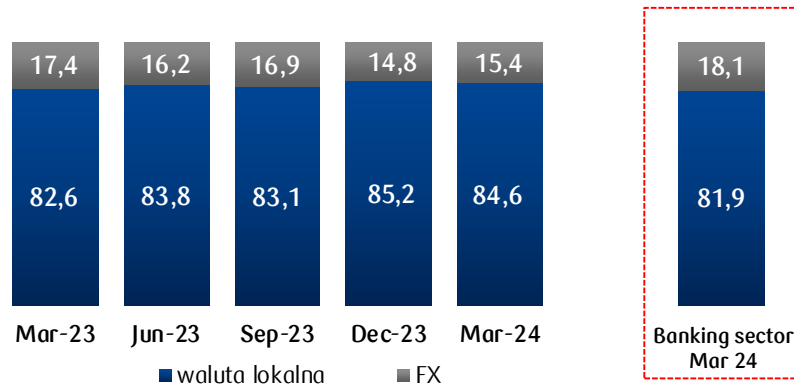
(3) - The position covers UAH loans.



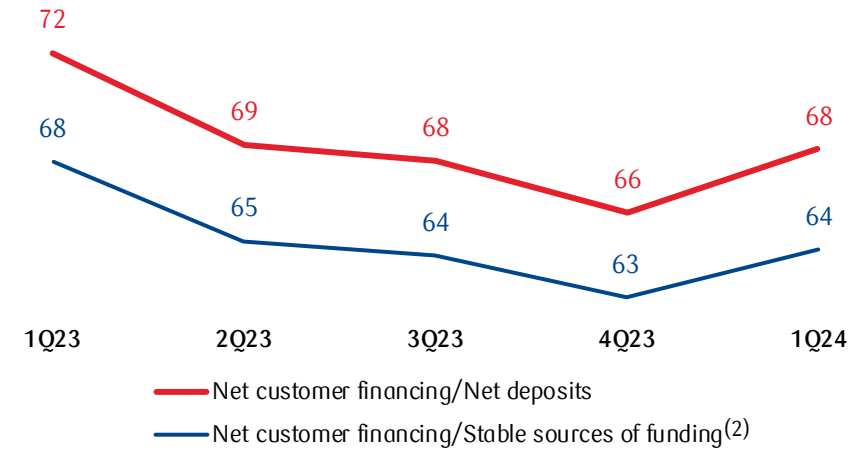
SUPPLEMENTARY INFORMATION

# Structure of loans and deposits and liquidity

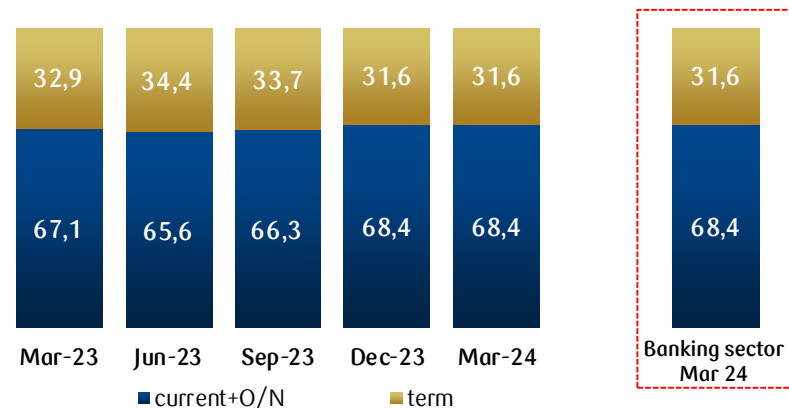
Currency structure of gross loans portfolio [%]



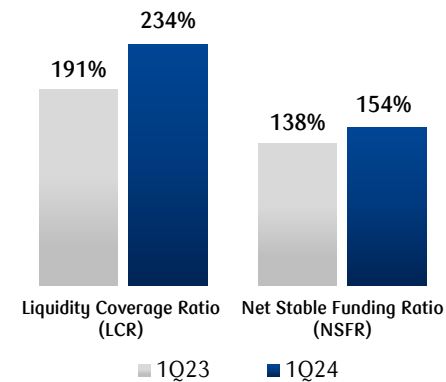
Structure of funding [%]



Term structure of total deposits<sup>(1)</sup> [%]



LCR and NSFR ratio [%]



(1) Amounts due to customers.

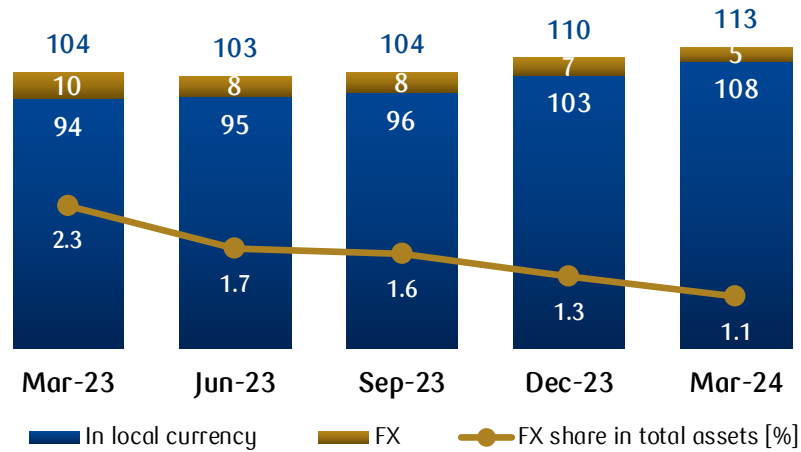
(2) Amounts due to customers and long-term sources of external funding: issuance of covered bonds, securitization, unsecured obligations, subordinated liabilities, loans from financial institutions



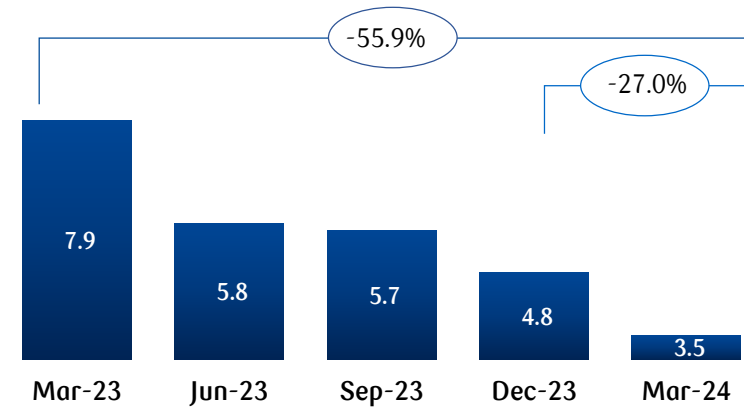
# SUPPLEMENTARY INFORMATION

## Gross mortgage loans

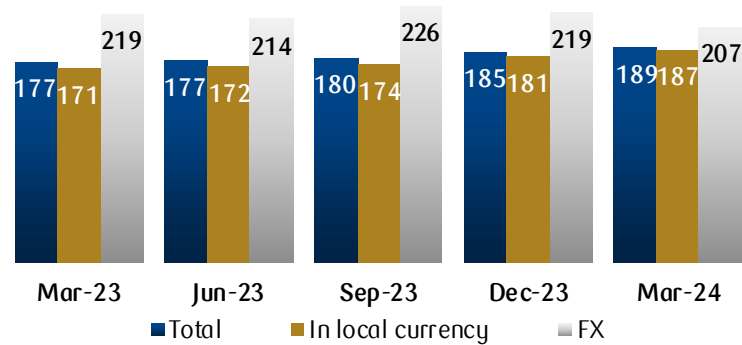
Volume of mortgage loans [PLN bn] <sup>(1)</sup>



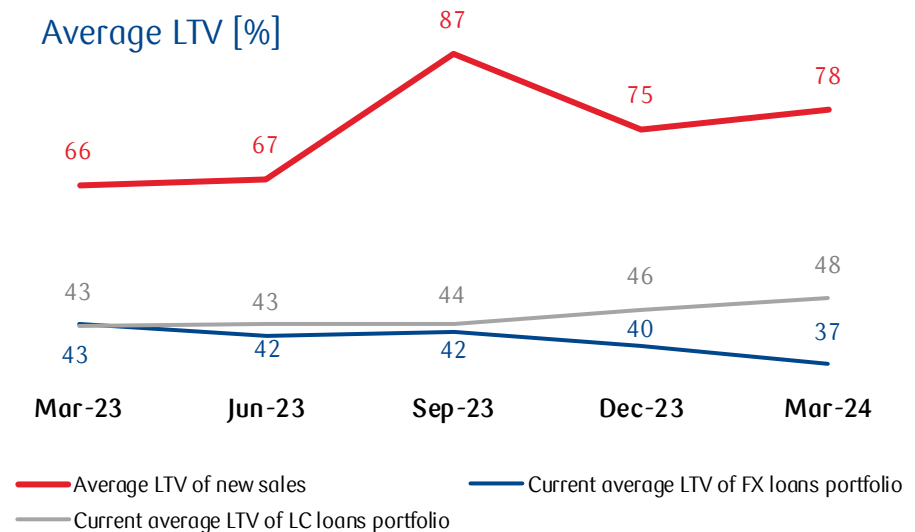
Volume of CHF mortgage loans, net [PLN bn]<sup>(2)</sup>



Average carrying value of mortgage loan to be repaid [PLN ths]



Average LTV [%]



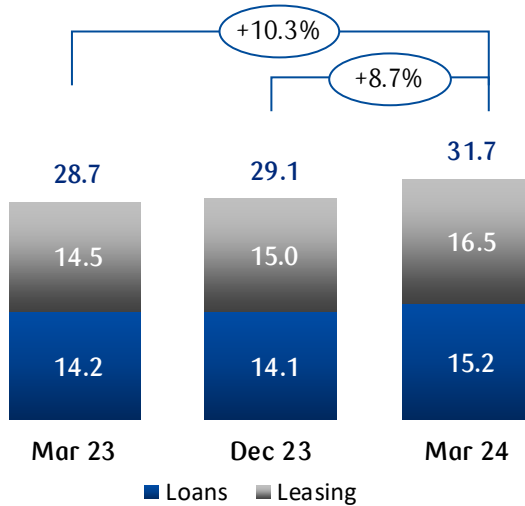
(1) - Includes data for PKO Bank Polski, PKO Bank Hipoteczny and Kredobank, (2) - gross carrying amount - excl. cost of legal risk



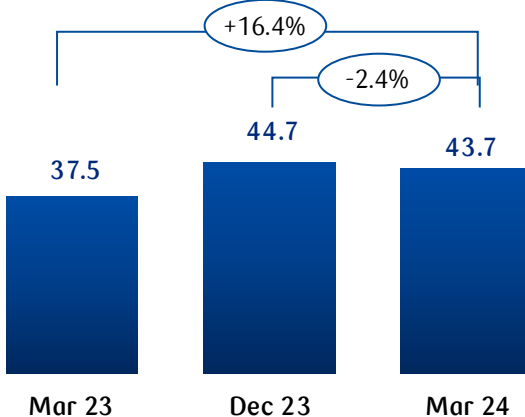
## SUPPLEMENTARY INFORMATION

# Companies and entrepreneurs banking

Loans volume for companies outstanding [PLN bn]



Deposits of companies [PLN bn]

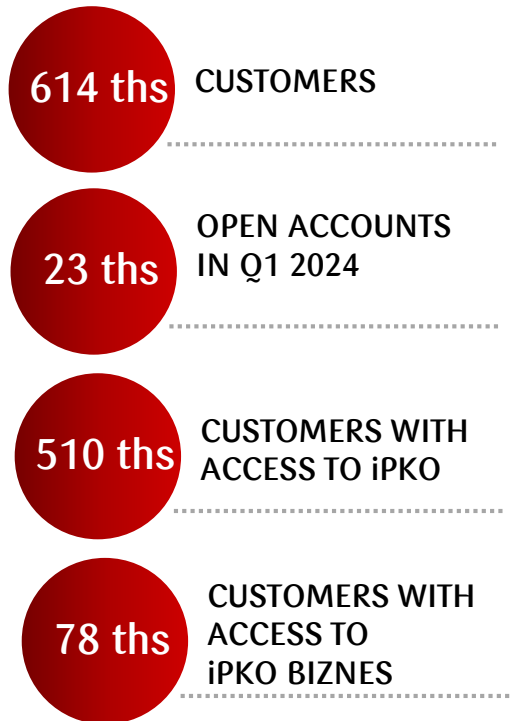


### NEW PRODUCTS AND SUPPORT FOR CUSTOMERS

- Promotion for accounts for companies and enterprises with a 20% refund for purchases at gas stations with a VISA card
- New deposit - Lokata Premium
- Credit promotion for new and existing customers with the possibility of commission decrease
- Preferential loan in cooperation with ARiMR
- Agreement with Bank Gospodarstwa Krajowego S.A. on FG FENG program (Biznesmax Plus and Ekamax Plus) offering guarantees to enterprises interested in investment and working capital loans
- Account dedicated to the Office of Payment Services

### DEVELOPMENT OF DIGITAL CHANNELS

- Extending of products offer, available in the leasing process via iPKO
- Increase of maximum limits for Expres Eliksir transfers in iPKO biznes



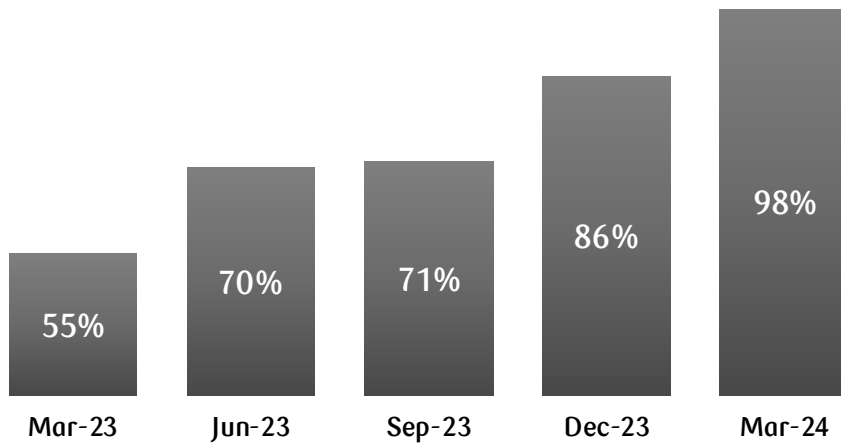
# SUPPLEMENTARY INFORMATION

## CHF mortgage loans

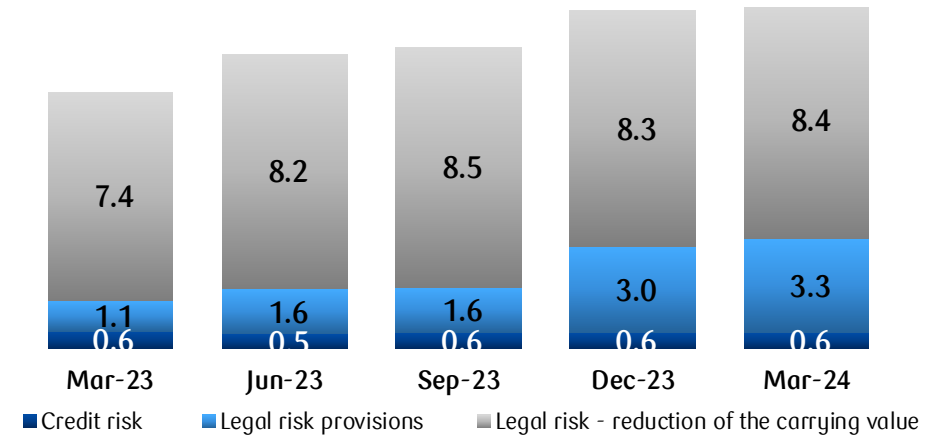


Bank Polski

Coverage of mortgage loans in CHF [%]<sup>(1)</sup>



Provisions for mortgage loans in CHF [PLN bn]

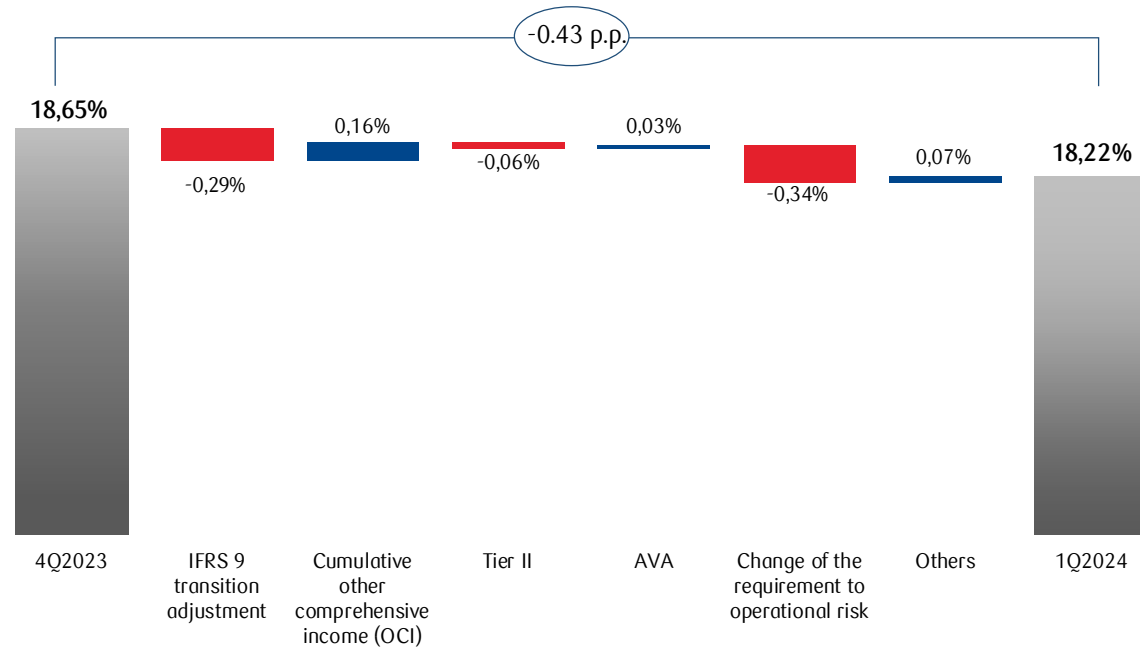


(1) - Mortgage loan provision coverage - Legal risk provisions and legal risk - reduction of the carrying value to the gross carrying value of FX mortgage loans incl. cost of legal risk

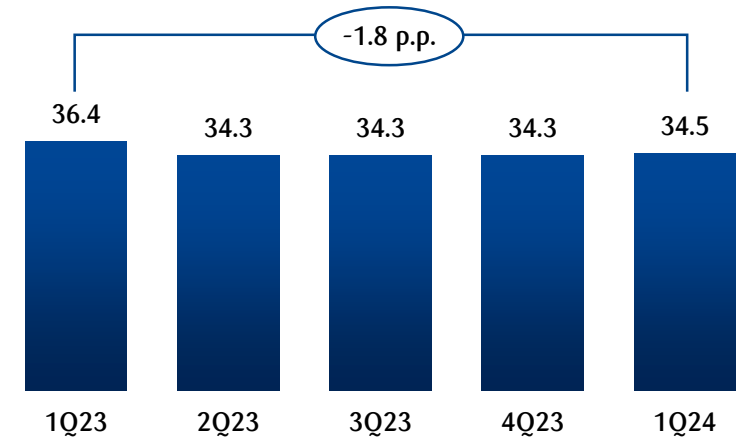
# Capital adequacy



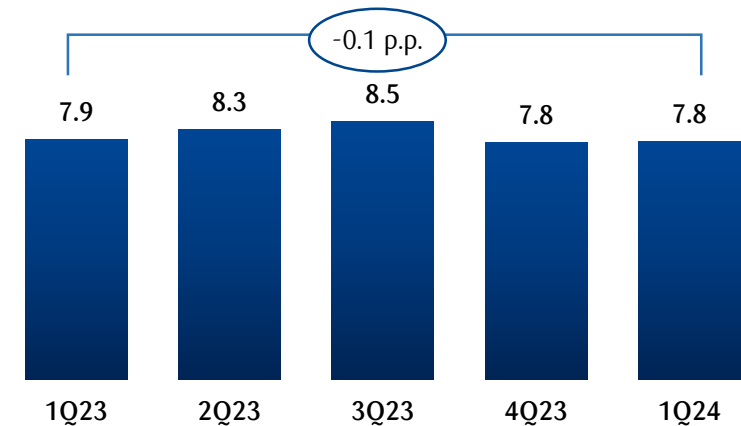
Quarterly change of the consolidated total capital ratio (TCR) [p.p.]



Effective risk weight [%]<sup>(1)</sup>



Leverage ratio [%]<sup>(1)</sup>



(1) - Share of risk-weighted assets related to credit risk and counterparty risk in relations to their respective net exposure values





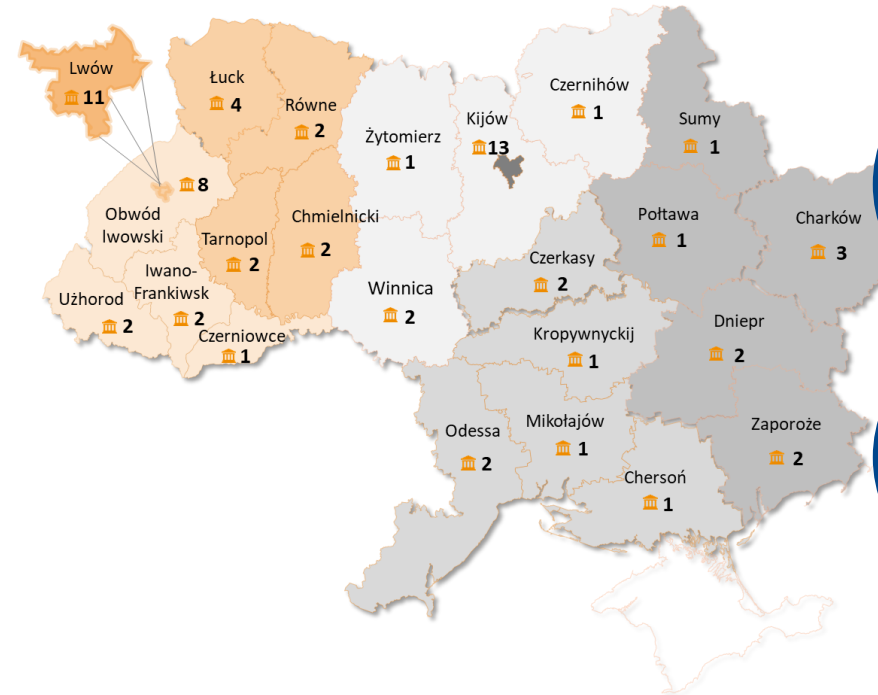
Bank Polski

# SUPPLEMENTARY INFORMATION

## KREDOBANK S.A.

KREDOBANK S.A. is an universal bank servicing both retail and SME clients, operating mainly in western part of Ukraine and Kiev region

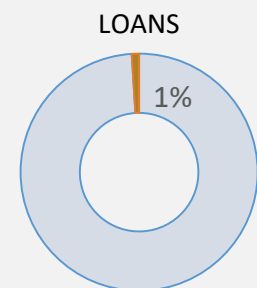
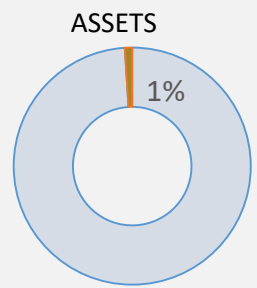
- Continuation of activities in regions not affected by active hostilities. 13 branches were located in the regions most affected by the war
- KREDOBANK S.A. is included in the list of banks of systemic importance, which includes the top 15 Ukrainian banks
- KREDOBANK S.A. grants loans to corporate and SME customers under government programmes and in cooperation with foreign banks



68 branches

1 459 Group employees

KREDOBANK'S SHARE OF THE GROUP'S RESULTS  
March 31, 2024:



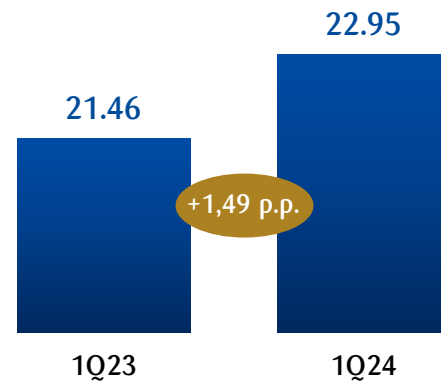
KREDOBANK S.A. GROUP (mIn PLN)	Mar 31, 2024	Mar 31, 2023	Δ
Gross loans	1 375	1 742	-21%
Gross deposits	4 763	4 407	8%
Total assets	5 587	5 095	10%
Equity	655	537	22%
	1Q 2024	1Q 2023	Δ
Net income	70	35	99%

# Market share

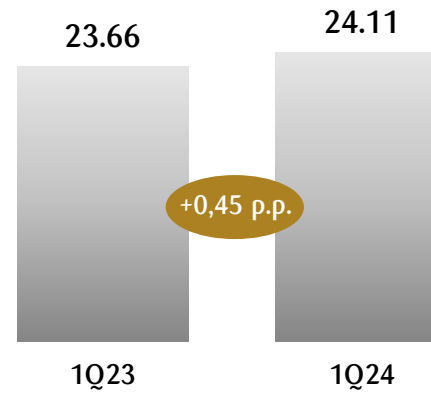


Bank Polski

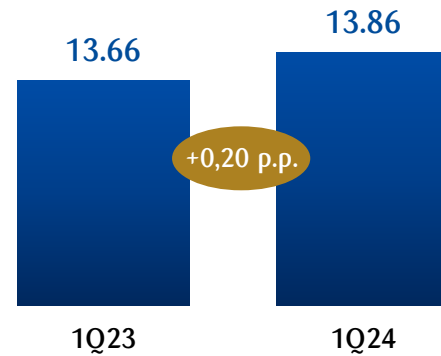
Retail loans [%]



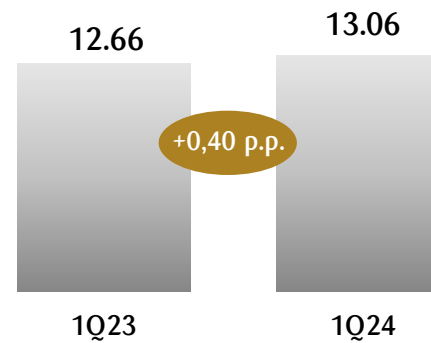
Retail deposits [%]



Loans of non-financial corporate entities [%]



Deposits of non-financial corporate entities [%]

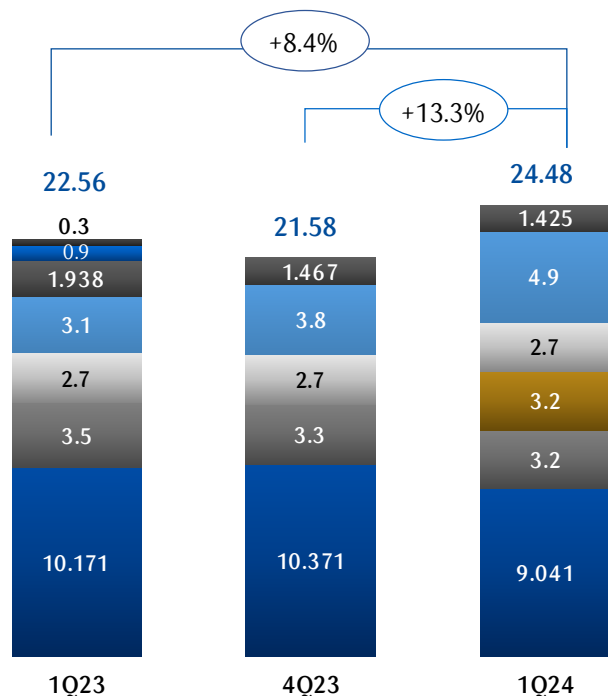


# Financing from the wholesale market



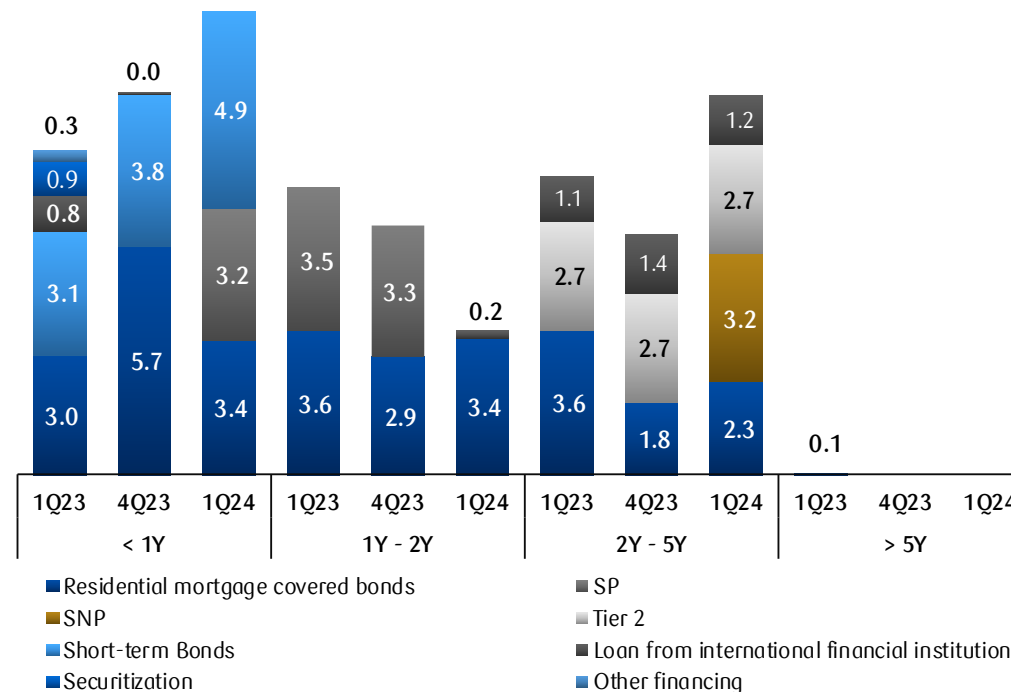
Bank Polski

PKO BP financing structure by instrument type [bn PLN]



- Other financing
- Loan from international financial institutions
- Tier 2
- SP
- Securitization
- Short-term bonds
- SNP
- Residential mortgage covered bonds

Maturity profile by instrument type [bn PLN]



SP - Senior Preferred (MREL)  
 SNP - Senior Non Preferred (MREL)

## The balance sheet of PKO Bank Polski Group



Assets (PLN billion)	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	y/y	q/q
Cash and balances with the Central Bank	14,6	13,9	16,5	17,8	15,9	+9,4%	-10,5%
Amounts due from other banks	13,5	14,1	15,2	14,4	11,2	-17,5%	-22,7%
Reverse repo transactions	4,78	5,14	0,1	0,4	0,5	-89,0%	+41,8%
<b>Net customer financing</b>	<b>252,5</b>	<b>250,9</b>	<b>255,7</b>	<b>262,9</b>	<b>268,5</b>	<b>+6,3%</b>	<b>+2,1%</b>
Securities	131,0	148,6	159,7	180,3	177,0	+35,2%	-1,8%
Other assets	27,7	28,2	25,9	25,6	23,9	-13,7%	-6,9%
<b>TOTAL ASSETS</b>	<b>444,0</b>	<b>460,8</b>	<b>472,9</b>	<b>501,5</b>	<b>497,0</b>	<b>+11,9%</b>	<b>-0,9%</b>

Liabilities and equity (PLN billion)	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	y/y	q/q
<b>Total equity</b>	<b>39,2</b>	<b>41,1</b>	<b>45,4</b>	<b>45,2</b>	<b>47,6</b>	<b>+21,4%</b>	<b>+5,3%</b>
Amounts due to the central bank and due to banks	6,0	4,9	5,4	4,9	4,3	-28,5%	-12,5%
Loans and advances received	2,2	1,9	1,8	1,5	1,4	-35,3%	-2,9%
Subordinated liabilities and debt securities in issue	20,0	19,5	20,2	20,0	22,7	+13,4%	+13,6%
<b>Amounts due to customers</b>	<b>349,7</b>	<b>366,1</b>	<b>376,5</b>	<b>399,2</b>	<b>392,6</b>	<b>+12,3%</b>	<b>-1,6%</b>
Liabilities of insurance activities	2,8	2,9	2,9	2,9	2,9	+2,9%	+0,3%
Other liabilities	26,2	26,4	22,6	29,3	26,8	+2,4%	-8,4%
<b>TOTAL EQUITY AND LIABILITIES</b>	<b>444,0</b>	<b>460,8</b>	<b>472,9</b>	<b>501,5</b>	<b>497,0</b>	<b>+11,9%</b>	<b>-0,9%</b>

## The Profit and loss account of PKO Bank Polski Group



Bank Polski

Profit and loss account (PLN million)	1Q 23	2Q 23	3Q 23	4Q 23	1Q 24	y/y	q/q
<b>Net interest income</b>	4 187	4 392	4 662	5 077	5 192	+24,0%	+2,3%
<b>Net fee and commission income</b>	1 103	1 111	1 175	1 236	1 278	+15,8%	+3,4%
<b>Other income</b>	255	290	329	360	373	+46,7%	+3,6%
Incsurance income	166	187	173	184	176	+6,1%	-4,3%
Dividend income	0,5	11,7	1,7	0,2	0	-62,6%	-3,3%
Trading income	47	9	68	90	76	+63,5%	-15,6%
Net foreign exchange gains	4	7	26	61	66	>100%	+8,2%
Gains/(losses) on derecognition on financial assets and liabilities	17	10	13	18	20	+19,4%	+8,5%
Net other operating income and expense	20	65	48	6	34	+68,4%	>100%
<b>Total income items</b>	<b>5 545</b>	<b>5 794</b>	<b>6 167</b>	<b>6 673</b>	<b>6 844</b>	<b>+23,4%</b>	<b>+2,6%</b>
Total operating expenses	(1 985)	(1 746)	(1 790)	(2 114)	(2 179)	9,8%	3,1%
result on regulatory charges	(379)	(50)	(51)	(142)	(394)	3,9%	>100%
Allowances for expected credit losses	(340)	(230)	(248)	(493)	(216)	-36,4%	-56,1%
Net impairment allowances on non-financial assets	(11)	(11)	(37)	(49)	(112)	>100%	>100%
Cost of risk on FX mortgages	(967)	(2 474)	(0)	(1 989)	(1 338)	38,3%	-32,7%
Tax on certain financial institutions	(299)	(312)	(302)	(319)	(303)	1,5%	-5,0%
Share in net profit (losses) of associates and jointly controlled entities	23	13	46	17	41	75,2%	>100%
<b>Profit before income tax</b>	<b>1 966</b>	<b>1 034</b>	<b>3 836</b>	<b>1 726</b>	<b>2 736</b>	<b>+39,2%</b>	<b>+58,5%</b>
Income tax expense	(513)	(444)	(1 057)	(1 043)	(693)	+35,1%	-33,6%
Net profit attributable to non-controlling shareholders	(1)	2	(1)	3	(1)	-10,6%	-
<b>Net result attributable to the parent company</b>	<b>1 454</b>	<b>587</b>	<b>2 780</b>	<b>681</b>	<b>2 044</b>	<b>+40,6%</b>	<b>&gt;100%</b>

## Key ratios



Key ratios (%)	1Q 23	2Q 23	3Q 23	4Q 23	1Q 24	y/y	q/q
ROE net	15,7	5,9	25,5	6,0	17,7	+2,0 p.p.	+11,7 p.p.
ROTE net	17,3	6,4	27,9	6,5	19,2	+1,9 p.p.	+12,7 p.p.
ROA net	1,35	0,52	2,4	0,6	1,65	+0,30 p.p.	+1,10 p.p.
C/I	35,8	30,1	29,0	31,7	31,8	-4,0 p.p.	+0,1 p.p.
NIM	4,32	4,29	4,4	4,4	4,56	+0,25 p.p.	+0,12 p.p.
NPL ratio	3,74	3,64	3,6	3,4	3,34	-0,40 p.p.	-0,10 p.p.
Coverage ratio	107,6	111,5	111,1	113,5	117,0	+9,4 p.p.	+3,5 p.p.
Cost of risk	0,59	0,48	0,3	0,6	0,47	-0,12 p.p.	-0,14 p.p.
TCR	18,58	19,83	20,2	18,7	18,22	-0,36 p.p.	-0,43 p.p.
Tier 1 capital ratio	17,42	18,75	19,3	17,8	17,41	-0,01 p.p.	-0,36 p.p.

## Key operational data



Bank Polski

PKO Bank Polski operating data (eop)	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	y/y	q/q
Current accounts ('000)	9 130	9 183	9 236	9 279	9 316	+2.0%	+0.4%
Banking cards ('000)	10 438	10 420	10 532	10 680	10 875	+4.2%	+1.8%
of which: credit cards	943	942	939	927	926	-1.7%	-0.0%
Active mobile banking applications IKO ('000)	7 411	7 580	7 700	7 797	7 992	+7.8%	+2.5%
Active mobile banking users ('000) <sup>(1)</sup>	5 528	5 602	5 720	5 858	5 994	+8.4%	+2.3%
Number of corporate customers with access to e-banking (000)	22.5	22.9	23.3	23.8	22.9	+1.9%	-3.7%
Number of companies customers with access to e-banking (000)	66.3	67.2	68.2	69.0	71.2	+7.3%	+3.1%
<b>Branches:</b>	<b>963</b>	<b>959</b>	<b>958</b>	<b>945</b>	<b>945</b>	<b>-1.9%</b>	<b>0.0%</b>
- retail	919	914	913	900	900	-2.1%	0.0%
- corporate	44	45	45	45	45	+2.3%	0.0%
<b>Agencies</b>	<b>329</b>	<b>298</b>	<b>297</b>	<b>286</b>	<b>280</b>	<b>-14.9%</b>	<b>-2.1%</b>
<b>ATMs</b>	<b>3 020</b>	<b>3 034</b>	<b>3 042</b>	<b>3 056</b>	<b>3 044</b>	<b>+0.8%</b>	<b>-0.4%</b>
<b>Number of customers ('000)</b>	<b>11 734</b>	<b>11 791</b>	<b>11 852</b>	<b>11 911</b>	<b>11 975</b>	<b>+2.1%</b>	<b>+0.5%</b>
- retail	11 131	11 185	11 239	11 290	11 343	+1.9%	+0.5%
- corporate	34	34	34	35	31.8	-5.1%	-8.3%
- companies	570	571	579	587	601	+5.4%	+2.4%
<b>Employment eop (FTEs '000) Group</b>	<b>25.1</b>	<b>25.3</b>	<b>25.4</b>	<b>25.6</b>	<b>25.7</b>	<b>+2.4%</b>	<b>+0.2%</b>
<b>Number of operations performed by robots (in '000)</b>	<b>17 584</b>	<b>18 174</b>	<b>18 762</b>	<b>22 357</b>	<b>25 221</b>	<b>+43.4%</b>	<b>+12.8%</b>

(1) - The number of mobile banking users who log into the bank from their mobile device at least once a month

# Customer financing



PLN billion	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	y/y	q/q
<b>Financing</b>	<b>249.4</b>	<b>248.1</b>	<b>251.9</b>	<b>258.1</b>	<b>263.8</b>	<b>+5.7%</b>	<b>+2.2%</b>
<b>mortgages</b>	<b>104.2</b>	<b>102.7</b>	<b>104.1</b>	<b>109.6</b>	<b>113.4</b>	<b>+8.9%</b>	<b>+3.5%</b>
mortgages in local currency	94.0	94.9	96.4	103.0	108.2	+15.1%	+5.1%
FX mortgages	10.1	7.8	7.7	6.6	5.3	-48.1%	-20.7%
consumer loans	33.1	33.8	34.6	35.0	35.5	+7.1%	+1.4%
companies	28.7	28.9	28.9	29.1	31.7	+10.3%	+8.7%
corporate	83.4	82.7	84.3	84.4	83.2	-0.3%	-1.5%
<b>Debt securities</b>	<b>15.0</b>	<b>14.8</b>	<b>15.9</b>	<b>17.1</b>	<b>17.4</b>	<b>+16.2%</b>	<b>+1.5%</b>
municipal bonds <sup>(1)</sup>	11.5	11.5	12.4	13.8	14.0	+21.8%	+1.6%
corporate bonds	3.5	3.3	3.6	3.4	3.4	-2.4%	+1.1%
<b>Gross customer financing</b>	<b>264.4</b>	<b>263.0</b>	<b>267.8</b>	<b>275.2</b>	<b>281.2</b>	<b>+6.3%</b>	<b>+2.2%</b>
<b>Net customer financing</b>	<b>252.5</b>	<b>250.9</b>	<b>255.7</b>	<b>262.9</b>	<b>268.5</b>	<b>+6.3%</b>	<b>+2.1%</b>

(1) - Bonds issued by PFR, BGK and EIB were excluded from the volume of corporate bonds.



# Customer savings



PLN billion	Mar-23	Jun-23	Sep-23	Dec-23	Mar -24	y/y	q/q
<b>Retail and private banking<sup>(1)</sup></b>	<b>367.8</b>	<b>388.1</b>	<b>397.3</b>	<b>415.5</b>	<b>431.1</b>	<b>+17.2%</b>	<b>+3.8%</b>
deposits	248.8	265.3	268.5	275.5	280.5	+12.7%	+1.8%
retail mutual funds	31.6	33.6	35.4	39.0	42.8	+35.5%	+9.8%
saving treasury bonds	87.4	89.2	93.4	101.0	107.8	+23.4%	+6.7%
<b>Own bonds on clients' accounts</b>	<b>2.7</b>	<b>2.9</b>	<b>3.3</b>	<b>3.4</b>	<b>4.5</b>	<b>+64.8%</b>	<b>+32.9%</b>
<b>Corporate</b>	<b>63.1</b>	<b>61.9</b>	<b>65.8</b>	<b>78.4</b>	<b>68.0</b>	<b>+7.8%</b>	<b>-13.2%</b>
Companies	37.5	38.4	41.7	44.7	43.7	+16.4%	-2.4%
<b>Customer savings</b>	<b>471.2</b>	<b>491.4</b>	<b>508.1</b>	<b>542.1</b>	<b>547.3</b>	<b>+16.2%</b>	<b>+1.0%</b>

(1) - Volume of bonds accumulated by retail customers has been included in the Retail and private banking savings presented in the first line.

# Credit / ESG ratings and ownership



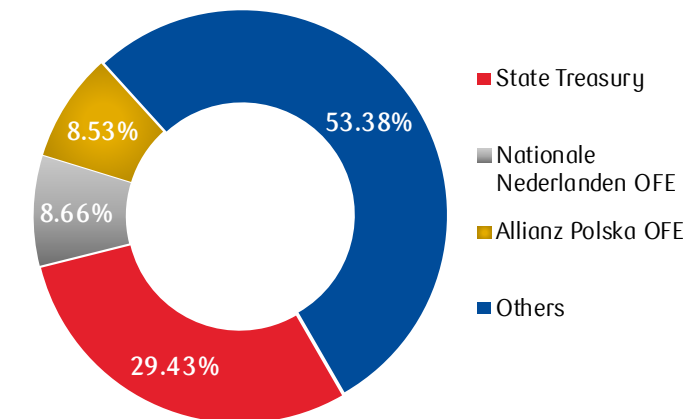
Bank Polski

## Credit Ratings

Moody's Investors Service	<b>Long-term rating</b>	
	Deposits	A2
	Liabilities	A3
	Counterparty risk	A2
	<b>Outlook</b>	<b>Stable</b>
	<b>Short-term rating</b>	
	Deposits	P-1
	Liabilities	(P)P-2
	Counterparty risk	P-1
	Baseline Credit Assessment	baa2

## Shareholder structure

(number of shares: 1 250 mln)



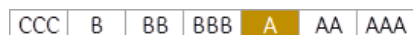
- The Bank's shares have been listed on the Warsaw Stock Exchange since November 10, 2004.
- Largest domestic bank on the WSE in terms of capitalization PLN 74 billion (as at 31/03/2024)
- Bank PKO BP is included in the following indices: WIG, WIG20, WIG30, WIG Banki, WIG-ESG, FTSE Russell, Stoxx 600
- ISIN: PLPKO0000016; Bloomberg: PKO PW; Reuters: PKOB WA

## ESG Ratings



**A** ↔

(A in 2023)



**24 Medium Risk** ↓

(23,5 in 2023)



**3.3** ↔

(3.3 in 2023)



**46** ↔

(46 in 2023)





# Investor Relations Office. Contact and Calendar



Bank Polski

## Contact

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## Calendar

- |                       |                                |
|-----------------------|--------------------------------|
| 7th of March, 2024    | Annual report for FY2023       |
| 9th of May, 2024      | Quarterly report for Q1 2024   |
| 22nd of August, 2024  | Semi-annual report for 1H 2024 |
| 7th of November, 2024 | Quarterly report for Q3 2024   |



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