

KEY FIGURES

Earnings

	IFRS 9	IFRS 9	IAS 39	IAS 39
	HI 2019	2018	2017	2016
Operating income	251	551	559	398
Operating expenses	116	239	233	197
Profit after tax	89	229	216	104
Profit after tax attributable to shareholders	83	217	213	104
Cost/income ratio ¹	46%	43%	42%	49%
Net interest margin ¹	2.10%	2.11%	1.60%	1.47%
Return on equity ¹	9.7%	13.6%	11.9%	6.0%
Return on assets ¹	0.77%	0.99%	0.91%	0.45%

¹ Items are Alternative Performance Measures (APM). The calculations of those items are explained in the APM section

Share price

	IFRS 9	IFRS 9	IAS 39	IAS 39
	HI 2019	2018	2017	2016
Number of shares outstanding	146	146	146	146
Number of diluted shares outstanding	146	146	146	146
Earnings per share basic – annualised	1.13	1.48	1.46	0.71
Earnings per share diluted – annualised	1.13	1.48	1.46	0.71
Dividend proposed	37	126	96	25
Dividend pay-out ratio ¹	44%	58%	45%	25%
Dividend per share ¹	0.25	0.86	0.66	0.17
Dividend yield	3%	10%		
Price/earnings ratio	6.99	5.59		
Price/book ratio	0.65	0.69		
Closing price	7.90	8.31		
Market capitalisation	1,156	1,216		

¹ Ratios based on interim dividend pay-out proposal

Share price

Indexed share price



Portfolio

	IFRS 9 HI 2019	IFRS 9 2018	IAS 39 2017	IAS 39 2016
Corporate client assets (drawn & undrawn)				
Commercial Real Estate	1,269	1,307	1,264	1,042
Energy	798	841	869	1,160
Financial Sponsors & Leverage	1,262	1,353	1,596	1,682
Fintech & Structured Finance	1,083	1,028	832	730
Infrastructure	1,579	1,639	1,763	1,742
Mid Market Corporates	1,456	1,472	1,359	1,359
Shipping	1,300	1,370	1,297	1,512
Total corporate loans (drawn & undrawn)	8,747	9,010	8,980	9,227
Lease receivables	480	429	282	236
Investment loans	226	240	220	246
Equity investments	238	215	343	262
Investment property	-	-	-	271
Total corporate client assets (drawn & undrawn)	9,692	9,893	9,825	10,243
Retail client assets				
Owner-occupied mortgage loans – Netherlands	8,892	8,614	8,476	8,376
Buy-to-let mortgage loans	655	632	617	371
Owner-occupied mortgage loans – Germany	23	29	53	84
Total retail client assets	9,570	9,275	9,146	8,831
Originate-to-manage assets				
Corporate client assets	834	860	463	443
Retail client assets	3,263	2,413	729	15
Total originate-to-manage assets	4,097	3,273	1,192	458
Retail client savings				
Netherlands	4,222	3,909	3,871	3,950
Germany	4,116	4,072	4,407	4,542
Belgium	966	940	1,029	1,229
Total retail client savings	9,305	8,921	9,307	9,721
Asset quality				
Cost of risk ¹	0.57%	0.73%	0.62%	0.74%
Impairment ratio ¹	0.25%	0.33%	0.50%	0.76%
Impairment coverage ratio ¹	32%	31%	40%	37%
NPL ratio ¹	2.7%	2.8%	2.8%	3.0%
Top-20 exposure / Common Equity Tier 1	72%	77%	66%	78%
Exposure corporate arrears > 90 days	1.9%	2.7%	1.7%	2.1%
Exposure residential mortgage loans arrears > 90 days	0.1%	0.2%	0.5%	0.6%
Loan-to-value Dutch residential mortgage loans	69%	72%	75%	78%
Loan-to-value BTL mortgage loans	51%	52%	57%	59%

¹ Items are Alternative Performance Measures (APM). The calculations of those items are explained in the APM section

Solvency information

	IFRS 9 HI 2019	IFRS 9 2018	IAS 39 2017	IAS 39 2016
Equity attributable to shareholders of the company	1,782	1,755	1,918	1,819
AT1 and subordinated liabilities	477	478	483	398
Group capital base	2,260	2,233	2,401	2,217
Common Equity Tier 1 capital	1,451	1,444	1,653	1,504
Balance sheet total	21,519	21,550	22,148	23,495
Risk-weighted assets	7,844	7,805	8,584	9,930
Common Equity Tier 1 ratio ¹	18.5%	18.5%	19.3%	15.1%
Tier 1 ratio ¹	19.9%	19.9%	20.4%	15.1%
Total capital ratio ¹	22.0%	22.0%	22.2%	18.0%
Leverage ratio	7.0%	6.5%	7.7%	6.5%

¹ As from HI 2019, (interim) profits attributable to the shareholders are no longer added to regulatory capital.

Funding & liquidity

	IFRS 9 HI 2019	IFRS 9 2018	IAS 39 2017	IAS 39 2016
LCR	212%	241%	196%	124%
NSFR	122%	123%	117%	112%
Loan-to-deposit ratio ¹	155%	152%	148%	145%
Asset encumbrance ratio	25%	26%	26%	29%
Retail savings / total funding	44%	42%	44%	46%
Secured funding / total funding	21%	21%	20%	23%
ESF / total funding	6%	7%	6%	6%

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Non-financial key figures

	HI 2019	2018	2017	2016
NPS score corporate lending clients	+47%	+63%	+64%	+37%
NIBC Direct customer survey score	-	7.7	7.9	7.6
% of new corporate loans screened against sustainability policy	100%	100%	100%	100%
Number of new corporate clients with increased sustainability risk assessment	6	25	23	28
Fines or sanctions for non-compliance with laws and regulations	-	1	1	0
Total number of FTEs end of financial period	694	695	689	716
Male / female ratio	69%/31%	69%/31%	70%/30%	73%/27%
Male / female ratio top management	85%/15%	85%/15%	88%/12%	91%/9%
Training expenses per employee (EUR)	1,478	3,101	2,318	2,041
Absenteeism (trend total)	1.8%	2.1%	2.2%	2.4%
Employee turnover (employees started)	10.9%	19.2%	16.5%	25.2%
Employee turnover (employees left)	10.9%	18.5%	20.5%	15.0%