

# KEY FIGURES

## Earnings

	ex. non-recurring		ex. non-recurring		2018
	HI 2020	HI 2020 <sup>1</sup>	2019	2019	
Operating income	215	215	537	537	551
Operating expenses	117	112	237	228	239
Profit after tax	9	13	206	213	229
Profit after tax attributable to shareholders	3	7	194	201	217
Cost/income ratio <sup>2</sup>	54%	52%	44%	42%	43%
Net interest margin <sup>2</sup>	2.01%	2.01%	2.06%	2.06%	2.11%
Return on equity <sup>2</sup>	0.3%	0.7%	11.4%	11.8%	13.6%
Return on assets <sup>2</sup>	0.03%	0.06%	0.90%	0.93%	0.99%

<sup>1</sup> Details on non-recurring items can be found in the Financial review section.

<sup>2</sup> Items are Alternative Performance Measures (APM). The calculations of those items are explained in the APM section.

## Share price

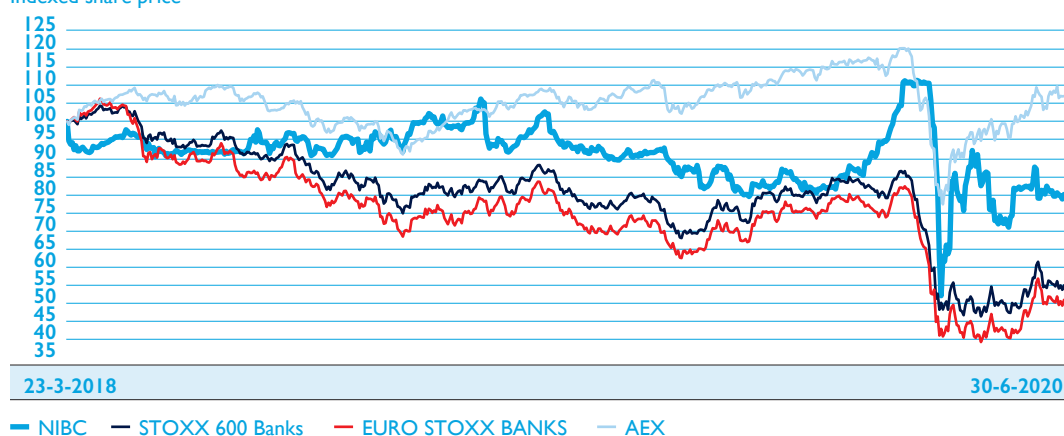
	ex. non-recurring		ex. non-recurring		2018
	HI 2020	HI 2020	2019	2019	
Number of shares outstanding <sup>1</sup>	146	146	146	146	146
Number of diluted shares outstanding <sup>1</sup>	146	146	146	146	146
Earnings per share basic – annualised	0.04	0.09	1.33	1.37	1.48
Earnings per share diluted – annualised	0.04	0.09	1.32	1.37	1.48
Dividend proposed	0	0	114	114	126
Dividend pay-out ratio <sup>2</sup>	0%		59%		58%
Dividend per share	-		0.78		0.86
Dividend yield	0%		10%		10%
Price/earnings ratio	178.91		5.67		5.59
Price/book ratio	0.55		0.60		0.69
Closing price	6.94		7.52		8.31
Market capitalisation	1,016		1,100		1,216

<sup>1</sup> In millions.

<sup>2</sup> Items are Alternative Performance Measures (APM). The calculations of those items are explained in the APM section.

## Share price

### Indexed share price



Portfolio	HI 2020	2019	2018
<b>Corporate client assets (drawn &amp; undrawn)</b>			
Commercial Real Estate	1,127	1,578	1,307
Energy	672	735	841
Financial Sponsors & Leverage Finance	956	1,042	1,353
Fintech & Structured Finance	1,287	1,310	1,028
Infrastructure	1,590	1,729	1,621
Mid Market Corporates	1,334	1,458	1,490
Shipping	895	1,011	1,370
<b>Total corporate loans (drawn &amp; undrawn)</b>	<b>7,861</b>	<b>8,862</b>	<b>9,010</b>
Lease receivables	571	509	429
Investment loans	173	214	240
Equity investments	271	303	215
<b>Total corporate client assets (drawn &amp; undrawn)</b>	<b>8,876</b>	<b>9,888</b>	<b>9,893</b>
<b>Retail client assets</b>			
Owner-occupied mortgage loans – Netherlands	8,989	8,989	8,537
Buy-to-let mortgage loans	755	706	632
Owner-occupied mortgage loans – Germany	16	19	29
<b>Total retail client assets</b>	<b>9,761</b>	<b>9,714</b>	<b>9,198</b>
<b>Originate-to-Manage assets</b>			
Corporate client assets	1,043	773	860
Retail client assets	5,618	4,328	2,413
<b>Total Originate-to-Manage assets</b>	<b>6,661</b>	<b>5,101</b>	<b>3,273</b>
<b>Retail client savings</b>			
Netherlands	4,840	4,577	3,909
Germany	3,730	3,894	4,072
Belgium	1,062	1,019	940
<b>Total retail client savings</b>	<b>9,632</b>	<b>9,490</b>	<b>8,921</b>
<b>Asset quality</b>			
Cost of risk <sup>1</sup>	1.89%	0.63%	0.73%
Impairment ratio <sup>1</sup>	0.95%	0.29%	0.33%
Impairment coverage ratio <sup>1</sup>	34%	33%	30%
NPL ratio <sup>1</sup>	3.0%	2.4%	2.8%
Top-20 exposure / Common Equity Tier 1	75%	93%	77%
Exposure corporate arrears > 90 days	1.6%	1.2%	2.7%
Exposure residential mortgage loans arrears > 90 days <sup>2</sup>	0.2%	0.1%	0.2%
Loan-to-value Dutch residential mortgage loans	66%	68%	72%
Loan-to-value BTL mortgage loans	53%	52%	52%

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

<sup>2</sup> As from HI 2020 this ratio includes the lease receivables.

## Solvency information

	HI 2020	2019	2018
Equity attributable to shareholders of the company	1,831	1,848	1,755
AT1 and subordinated liabilities	429	484	478
Group capital base	2,260	2,332	2,233
Common Equity Tier 1 capital	1,580	1,516	1,444
Balance sheet total	22,233	22,375	21,550
Risk-weighted assets	8,538	8,841	7,805
Common Equity Tier 1 ratio <sup>1</sup>	18.5%	17.1%	18.5%
Tier 1 ratio <sup>1</sup>	19.7%	18.5%	19.9%
Total capital ratio <sup>1</sup>	21.8%	20.5%	22.0%
Leverage ratio	7.3%	7.1%	6.5%

<sup>1</sup> As from 2019, non-eligible profits attributable to the shareholders are no longer added to regulatory capital.

## Funding & liquidity

	HI 2020	2019	2018
LCR	270%	222%	241%
NSFR	124%	121%	123%
Loan-to-deposit ratio <sup>1</sup>	149%	156%	152%
Asset encumbrance ratio	28%	28%	26%
Retail savings / total funding	43%	42%	42%
Secured funding / total funding	22%	22%	21%
ESF / total funding	5%	5%	7%

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

## Non-financial key figures

	HI 2020	2019	2018
NPS score corporate lending clients	+35%	+47%	+63%
NIBC Direct customer survey score <sup>1</sup>	7.9	7.9	7.7
% of new corporate loans screened against sustainability policy	100%	100%	100%
Number of new corporate clients with increased sustainability risk assessment	5	10	25
Fines or sanctions for non-compliance with laws and regulations	-	-	1
Total number of FTEs end of financial period	722	711	695
Male/female ratio	67% / 33%	68%/32%	69%/31%
Male/female ratio top management	83% / 17%	85%/15%	85%/15%
Training expenses per employee (EUR)	898	3,352	3,101
Absenteeism (trend total)	1.9%	2.0%	2.1%
Employee turnover (employees started)	10.9%	20.6%	19.2%
Employee turnover (employees left)	9.3%	18.6%	18.5%

<sup>1</sup> Relates to 2019. Score has not been updated for HI 2020.