

IBERCAJA BANCO 2018 RESULTS

March 1st, 2019

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2018 KEY HIGHLIGHTS

2018 KEY HIGHLIGHTS

ADDITIONAL MARKET SHARE GAIN IN ASSET MANAGEMENT AND LIFE INSURANCE

4.7%

Asset management and life insurance market share reaches 4.7%

Ibercaja gains market share in all key products

+19
bps

Life
Insurance

+7
bps

Mutual
Funds

+7
bps

Pension
Funds

STRONG REDUCTION IN NON PERFORMING ASSETS

-26%

26.4% YoY decrease (-€1,090m) in non performing assets

-298
bps

NPA ratio falls 298 bps to 8.8%

+362
bps

NPA coverage ratio improves 362 bps reaching 51.5%

IBERCAJA HAS FILLED ITS HYBRID CAPITAL BUFFERS, AND HAS STARTED PREPARING ITS IPO

14.5%

After the AT1 issuance, the Total Capital FL ratio stands at 14.5%

10.5%

CET1 FL ratio stands at 10.5%

5.5%

FL leverage ratio reaches 5.5%

2018 KEY HIGHLIGHTS

IBERCAJA IMPROVES ITS OPERATING LEVERAGE

- +2.2%** Ibercaja increases its recurring revenues for the second consecutive year (+2.2% YoY)
- 5.3%** Recurring costs decrease 5.3% YoY
- +19%** Recurring profit before provisions increases 19.3% YoY vs. 10% annual target

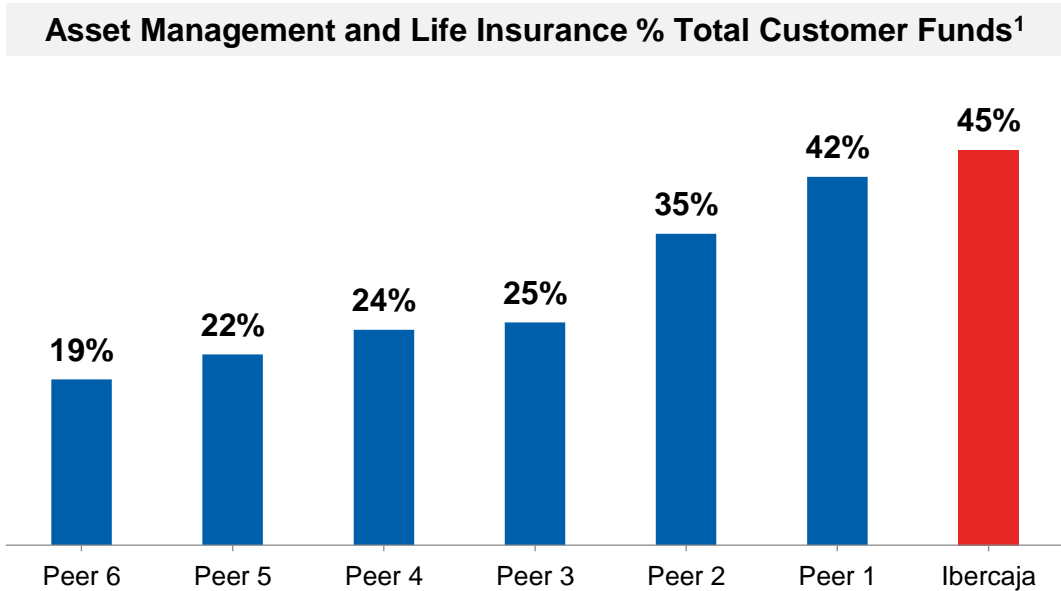
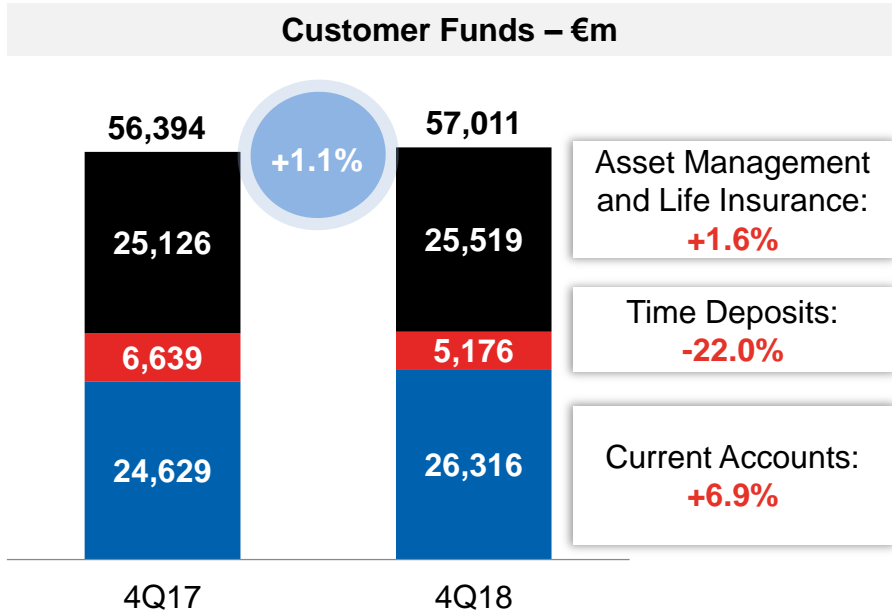
NET PROFIT IS NEGATIVELY AFFECTED BY EXTRAORDINARY FACTORS

- €40.8m** €40.8m net profit
- 3 negative extraordinary factors:
 - €55.8m** Redundancy plan
 - €31m** Foreclosed assets disposal
 - 49.5%** Tax rate
- €117m** 2018 net profit excluding the effect of the extraordinary factors would have exceeded €117m



COMMERCIAL ACTIVITY

CUSTOMER FUNDS



Customer funds increased 1.1% YoY or €617m.

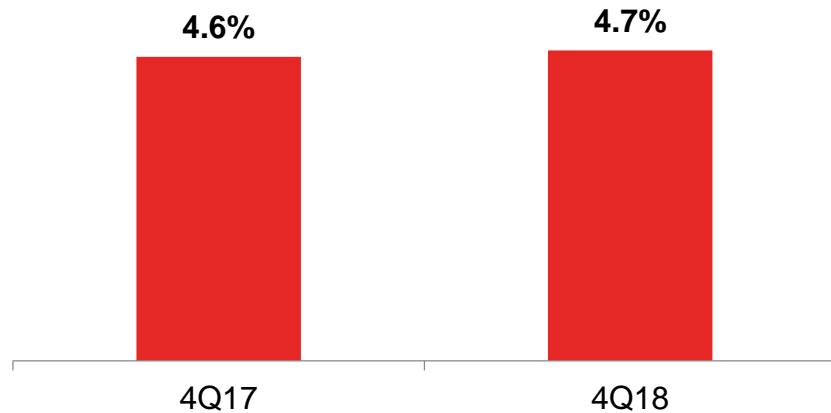
► Excluding the **impact of the financial markets evolution (-€838m)**, customer funds would have grown **2.6% YoY**.

Assets under management and life insurance account for 45% of total customer funds, the largest weighting in the Spanish retail banking industry.

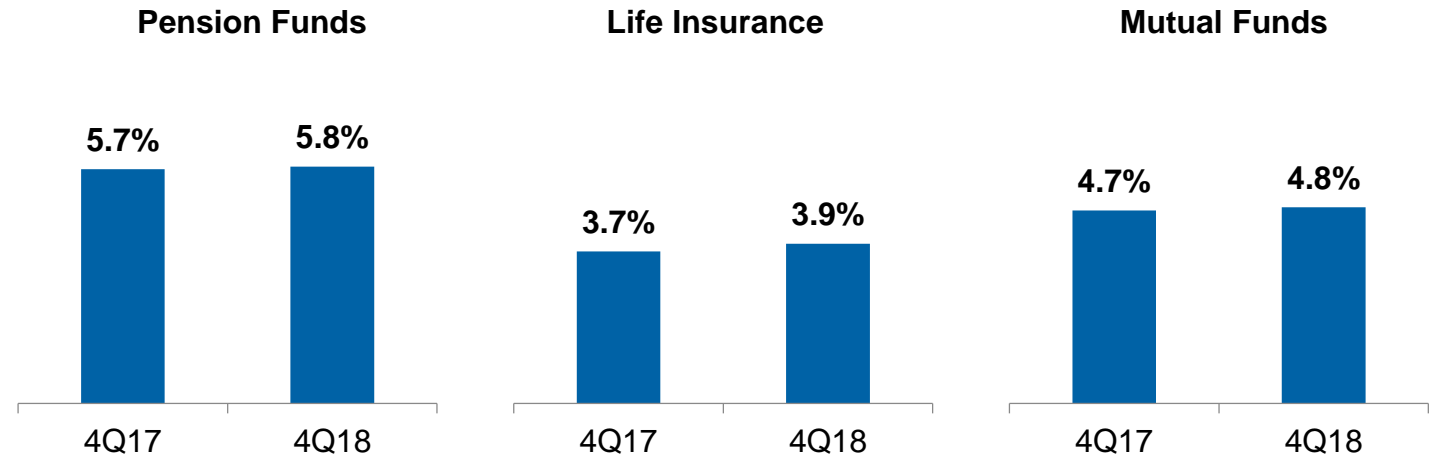
¹ The entities considered are Bankia, Bankinter, Caixabank, Liberbank, Sabadell and Unicaja

ASSET MANAGEMENT AND LIFE INSURANCE

Asset Management and Life Insurance Market Share



Market Shares



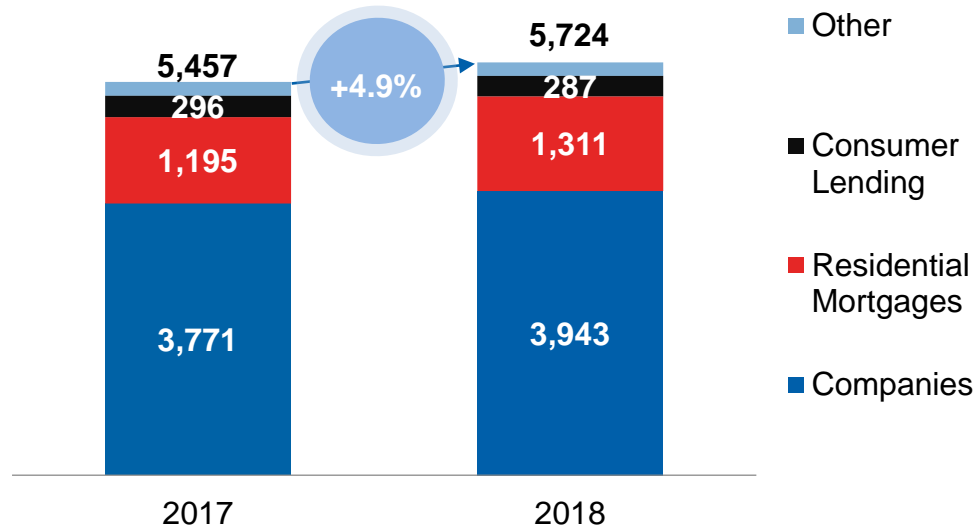
Ibercaja continues improving its positioning in asset management and life insurance with a market share increase of 10 bps reaching 4.7%, significantly higher than its banking business market share.

The increase has been driven by:

- ▶ A **7 bps** increase in **pension funds**, reaching a 5.8% market share.
- ▶ A **19 bps** improvement in **life insurance products**, achieving a 3.9% market share.
- ▶ A **7 bps** rise in **mutual funds**, enabling the company to obtain a 4.8% market share.

CUSTOMER LOANS

New Lending Production – €m



New lending reached €5,724m, an increase of 4.9% YoY.

- ▶ New lending to companies grew 4.6% YoY representing 69% of total new lending.
- ▶ New mortgage lending increases 9.7% YoY.
- ▶ Madrid and Mediterranean Basin account for 49% of new lending.

Accumulated working capital financing in the year grew 16.1% and surpassed €7,000m.

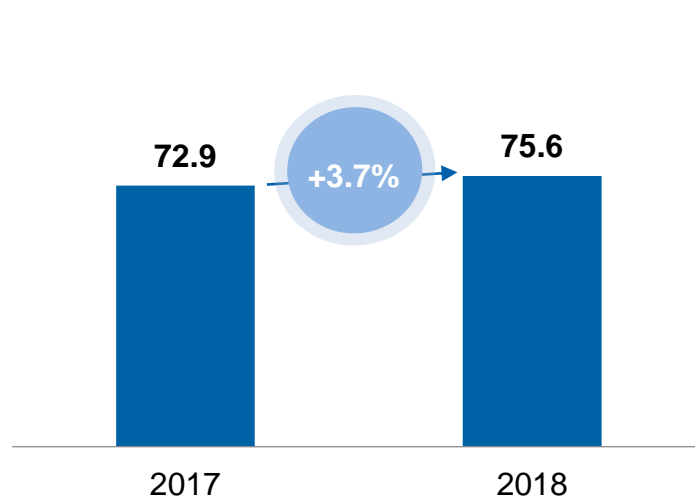
Performing Loans ex Repos fell 0.5% YoY.

Loan Portfolio – €m

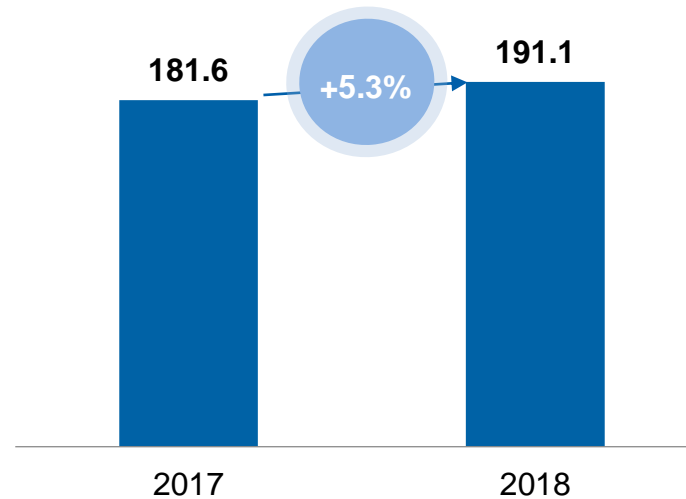
| | 2017 | 2018 | Var. |
|----------------------------------|---------------|---------------|--------------|
| Loans to Individuals | 21,529 | 20,999 | -2.5% |
| Mortgages | 19,999 | 19,492 | -2.5% |
| Consumer and Others | 1,530 | 1,507 | -1.5% |
| Loans to Companies | 7,511 | 7,745 | 3.1% |
| Non-Real Estate Companies | 6,639 | 6,786 | 2.2% |
| Real Estate Companies | 873 | 959 | 9.9% |
| Public Sector and Others | 865 | 1,002 | 15.8% |
| Performing Loans ex Repos | 29,905 | 29,746 | -0.5% |
| Repos | 981 | 1,704 | 73.7% |
| Doubtful Loans | 2,565 | 2,275 | -11.3% |
| Total Gross Loans | 33,451 | 33,724 | 0.8% |

RISK INSURANCE

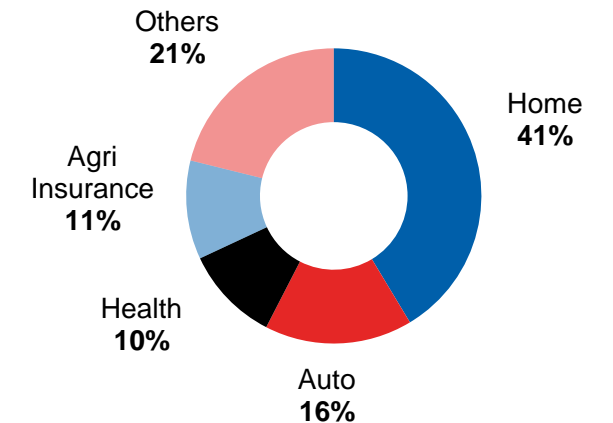
Life Risk Insurance Premiums – €m



Non-life Insurance Premiums¹ – €m



Distributed Premiums under CASER Agreement



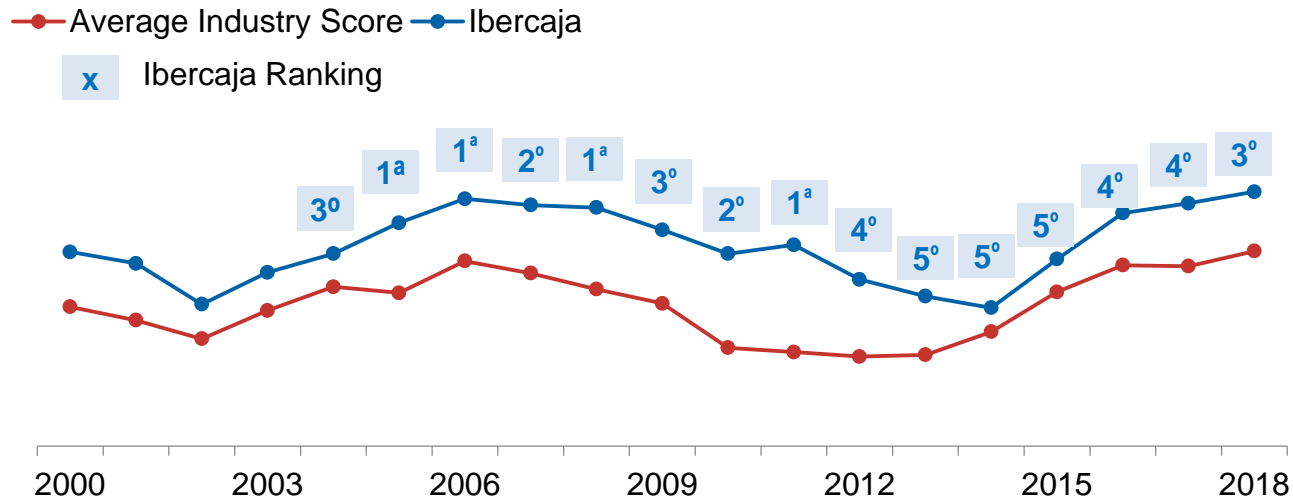
Risk insurance premiums (life risk and non-life) grew 4.8% YoY and exceeded €266m.

- ▶ Life risk insurance increased 3.7% YoY.
- ▶ Non-life insurance increased 5.3% YoY. The insurance premiums under the strategic alliance with **CASER**, which represent above 90% of total premiums, grew 7.2% YoY. **Home insurance and agri insurance growth (+6.3% YoY and +12.2% YoY, respectively)** stands out. In addition, Ibercaja is increasing the diversification of its premiums with an increase of 15.5% in business insurance premiums.

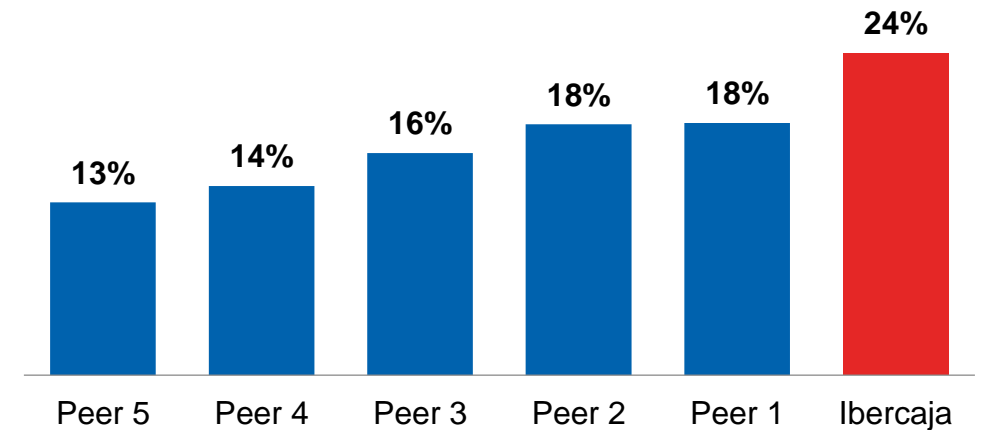
¹ Includes CASER and other companies premiums

CUSTOMER SERVICE LEVELS

Objective Quality Research - IQUOS¹



Promoters NPS Ratio – 2018²



Ibercaja leads one more year the most relevant service quality indicators:

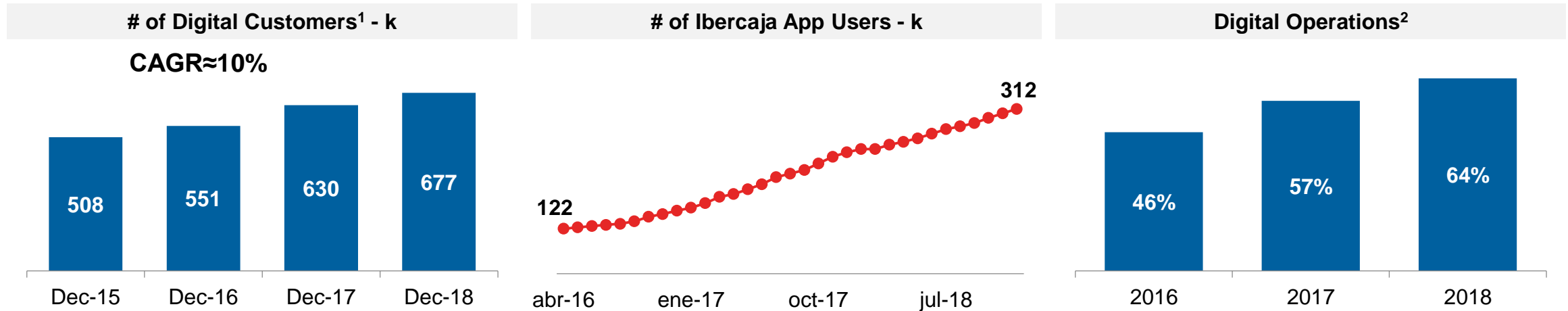
- ▶ Ibercaja ranks again among the top 3 entities with the highest levels of objective quality after the integration of Cajatres.
- ▶ Ibercaja has the highest % of customers who would recommend working with the entity.
- ▶ Within the ranking of Spanish banks, Ibercaja's managers are the second best rated by their customers³

¹ Source: STIGA; Entities with national network

² % of customers that answer with a 9-10 score to the question, *On a scale of 0 to 10, would you recommend working with your bank?* Source: FRS INMARK for retail customers
The entities considered are Bankia, BBVA, Caixabank, Sabadell and Liberbank

³ Source: STIGA; Research of BMKS customer surveys

DIGITAL TRANSFORMATION



Ibercaja continues to progress in its digital transformation:

- ▶ **Digital customers have increased 33% since 2015** thanks to the boost of mobile banking.
 - ▶ Over the last 3 years, the number of **users of Ibercaja App has increased by 155%** reaching 312,000. 80% of which use the app at least once a week.
 - ▶ **Ibercaja Pay, the payment app, has registered a 90% increase in users in 2018.**
- ▶ **The number of operations carried out by customers through digital channels has reached 64% of the total.**
- ▶ Ibercaja has **digital onboarding** available since **November 2018**. In 2019 Ibercaja will launch a **new digital solution for companies** and will have **workplace mobility for all its specialized employees.**

¹ Number of customers that have used the web or the app of Ibercaja during the last month

² % of operations of customers that has been carried out through digital channels (App, Web)

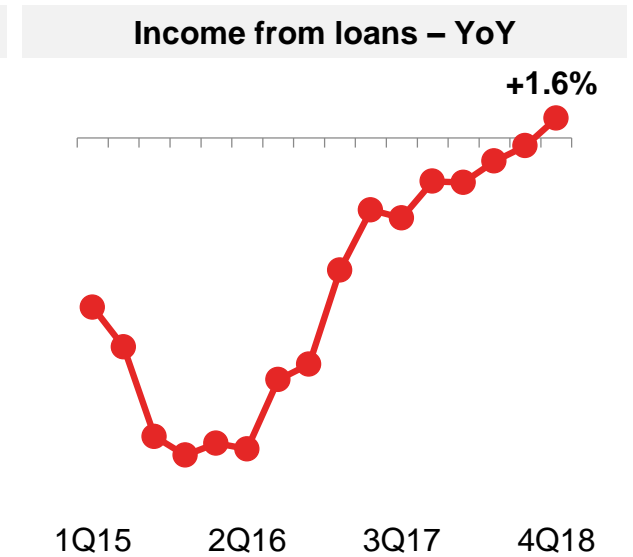
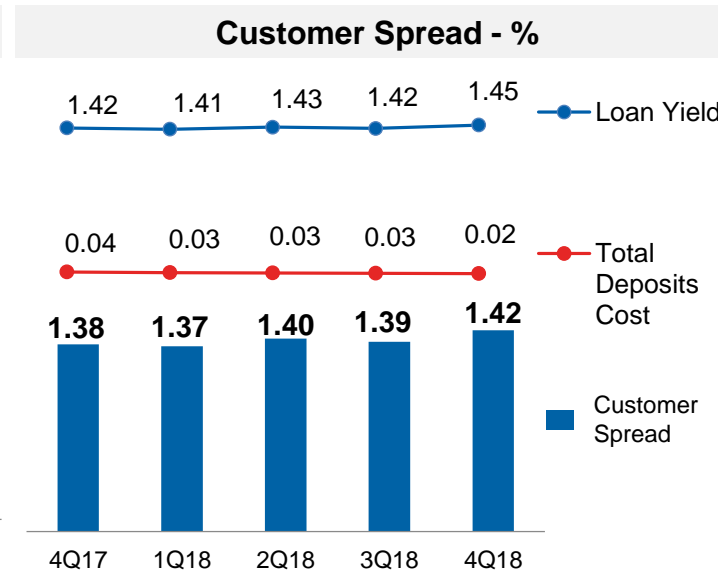
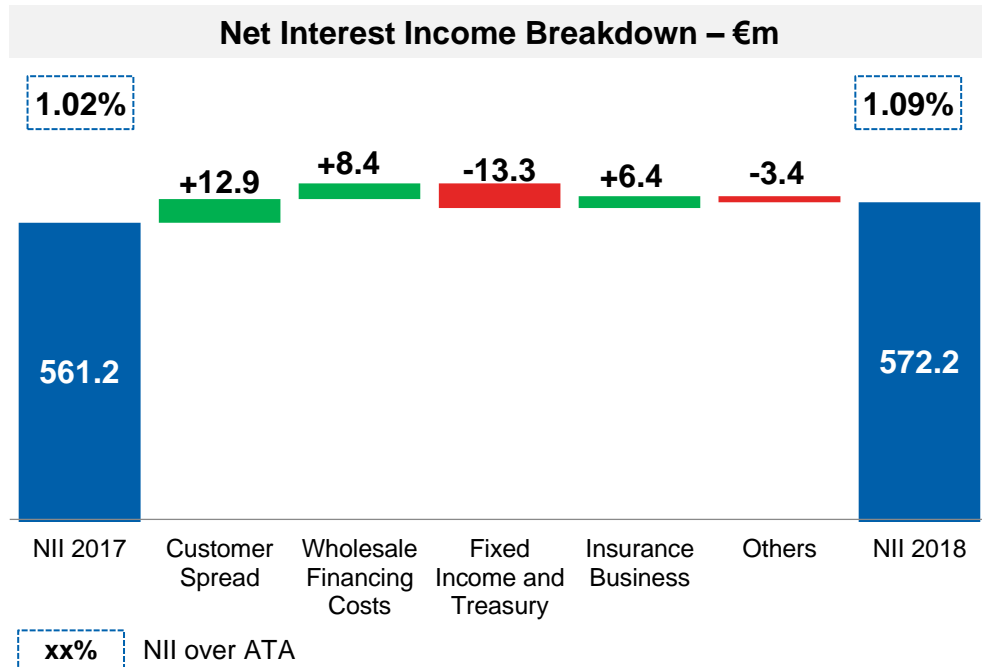


2018 RESULTS

P&L ACCOUNT

| | €m | | |
|--|----------------|--------------|---------------|
| | 2017 | 2018 | YoY |
| Net Interest Income | 561.2 | 572.2 | 2.0% |
| Net Fee Income | 366.4 | 375.6 | 2.5% |
| Recurring revenues | 927.5 | 947.7 | 2.2% |
| Gain/Losses on Financial Assets and Liabilities | 152.5 | 43.6 | -71.4% |
| Other Operating Income (net) | 84.2 | -24.7 | n/a |
| of which: Depository Agreement and fulfillment of CASER Strategic Plan | 98.5 | | |
| Gross Operating Income | 1,164.2 | 966.6 | -17.0% |
| Operating Costs | -719.0 | -668.8 | -7.0% |
| of which: Recurring Costs | -647.1 | -613.1 | -5.3% |
| of which: Redundancy Plan | -71.9 | -55.8 | -22.4% |
| Pre-Provision Profit | 445.2 | 297.7 | -33.1% |
| Total Provisions | -264.0 | -167.3 | -36.6% |
| Other Gains and Losses | 1.5 | -49.6 | n/a |
| Profit before Taxes | 182.7 | 80.8 | -55.8% |
| Taxes & Minorities | -44.4 | -40.0 | -9.8% |
| Net Profit Attributable to Shareholders | 138.4 | 40.8 | -70.5% |

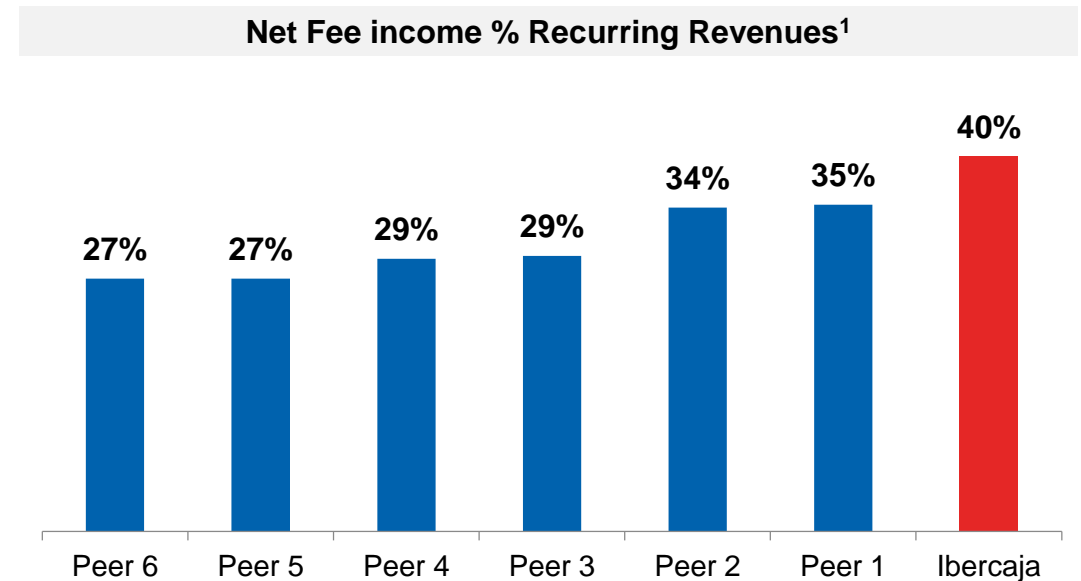
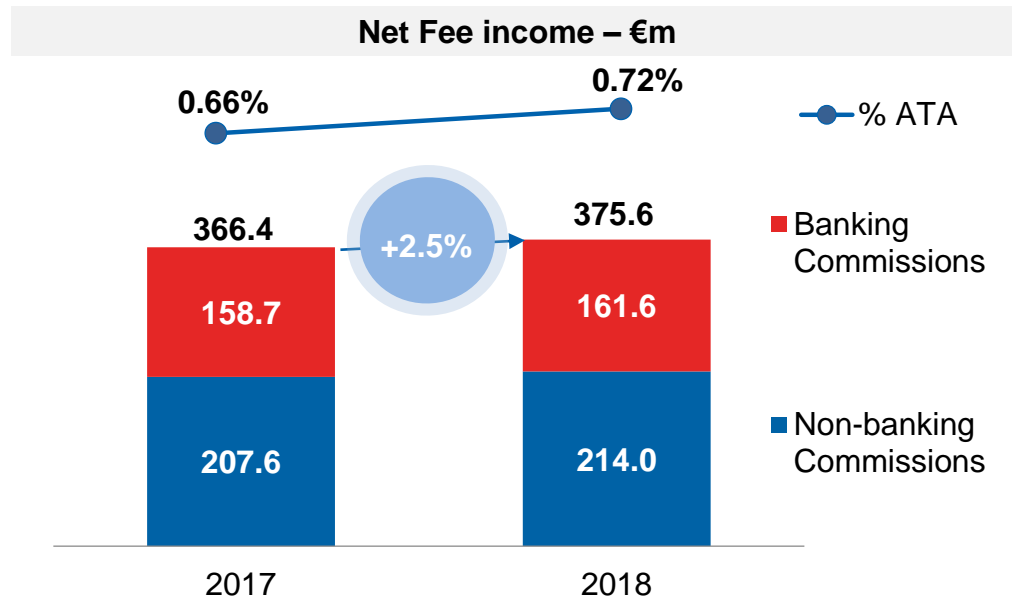
NET INTEREST INCOME



Net interest income has grown at 2.0% YoY. The NII as a % of average total assets improves **7bps** reaching **1.09%**

- ▶ **Customer spread grows 3.2% YoY or €12.9m** thanks to the stabilization of income from loans (+1.6% YoY in 4Q) and the reduction in deposits cost. Customer spread improves 4bps reaching 1.42%.
- ▶ **Income from ALCO portfolio decreases 9.7% YoY** and currently represents just 12% of the bank’s interest income.

NET FEE INCOME



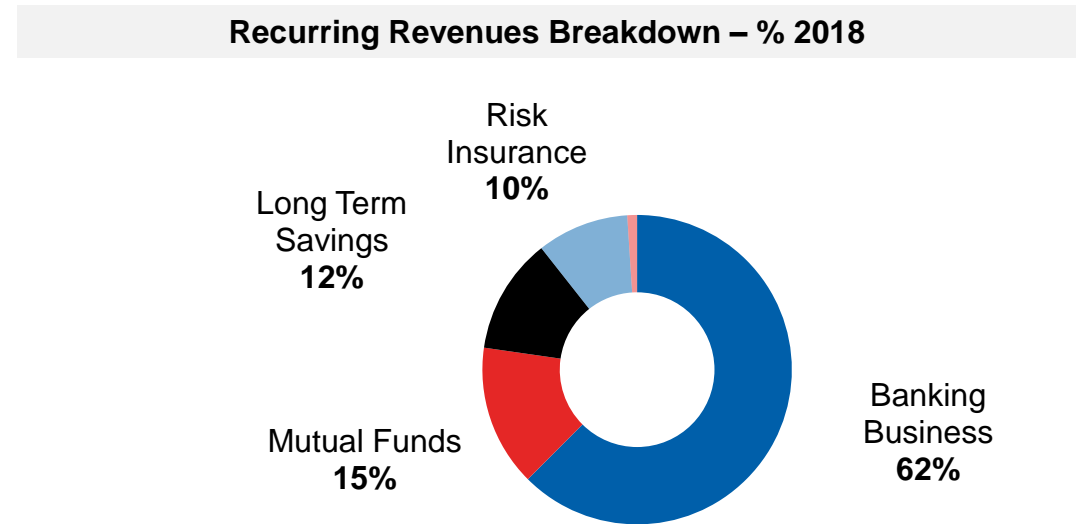
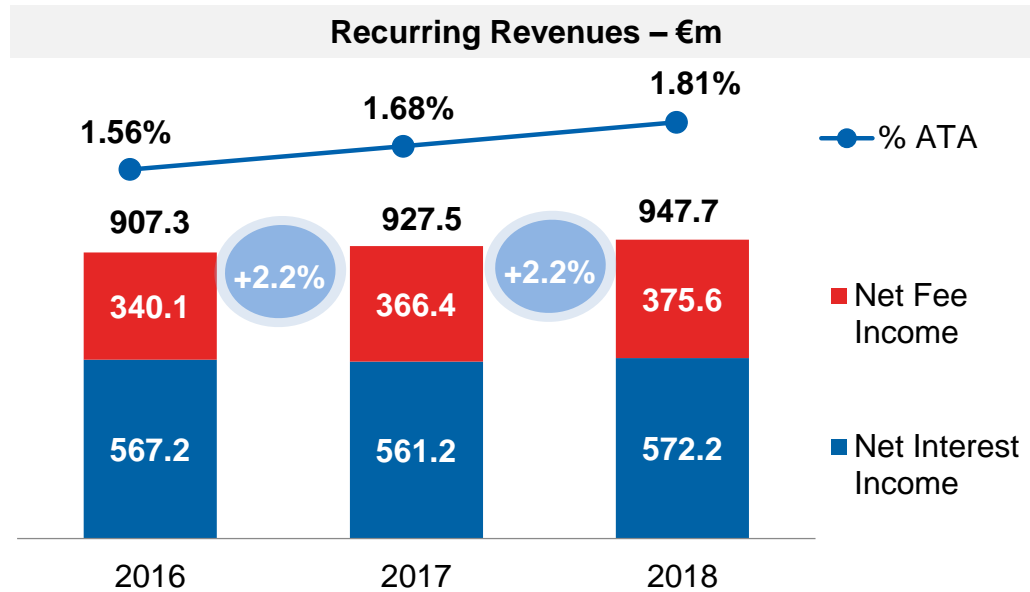
Net fee income increases 2.5% YoY. Net Fee income over average total assets improves **6bps** reaching **0.72%**

- ▶ **Non-banking commissions*** (mutual funds, risk insurance and pension funds) **rises 3.1% YoY.** These commissions represent **57% of the bank's net fee income.**
- ▶ **Banking commissions grows 1.8% YoY.**

Net fee income contribution to the bank's recurring revenues reached 40%, the largest weighting in the Spanish financial system, showing the importance of asset management and bancassurance for Ibercaja.

* Includes non-banking financial product's commercialization and asset management
¹ Entities considered: Bankia, Bankinter, Caixabank, Liberbank, Sabadell and Unicaja.

RECURRING REVENUES



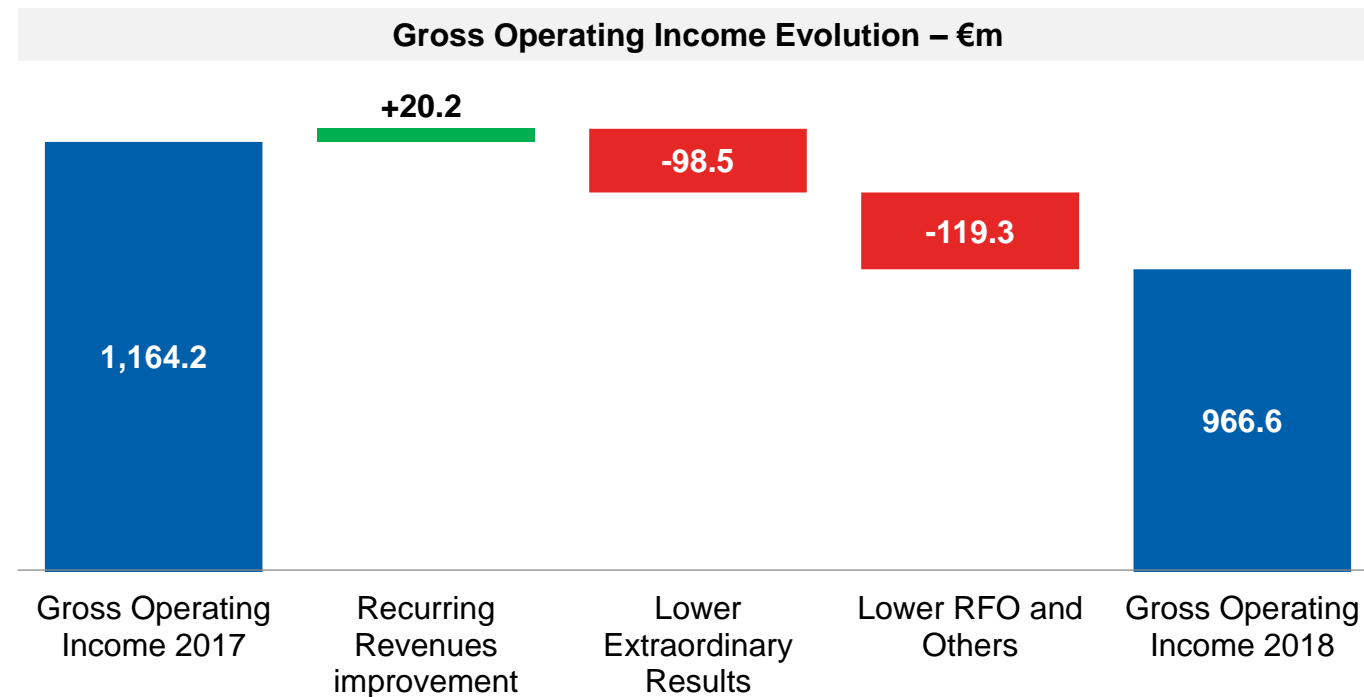
Revenue diversification through asset management and bancassurance has allowed **Ibercaja to increase its recurring revenues for the second consecutive year.**

- ▶ **Recurring revenues have grown 2.2% YoY** and profitability over ATA has improved 13bps reaching 1.81%. Since 2016, recurring revenues have increased 4.5% and profitability over ATA has improved 24bps
- ▶ **Revenues from asset management and bancassurance have grown 5.3% YoY representing 36.5% of the bank’s recurring revenues**

GROSS OPERATING INCOME

Gross operating income falls **17% YoY** as a result of the **lower results from financial operations** in the period and the **absence of extraordinary results** (Cecabank¹ and CASER²)

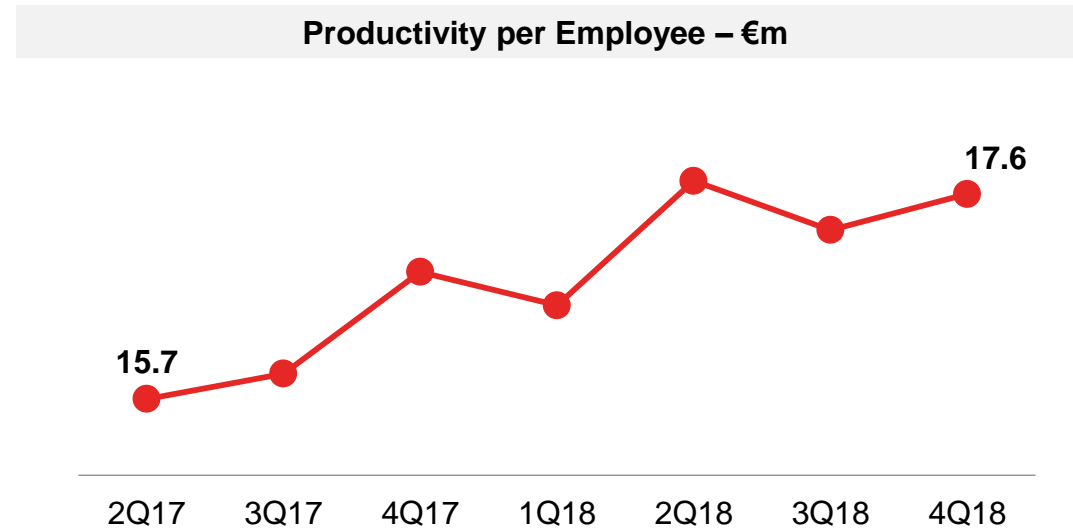
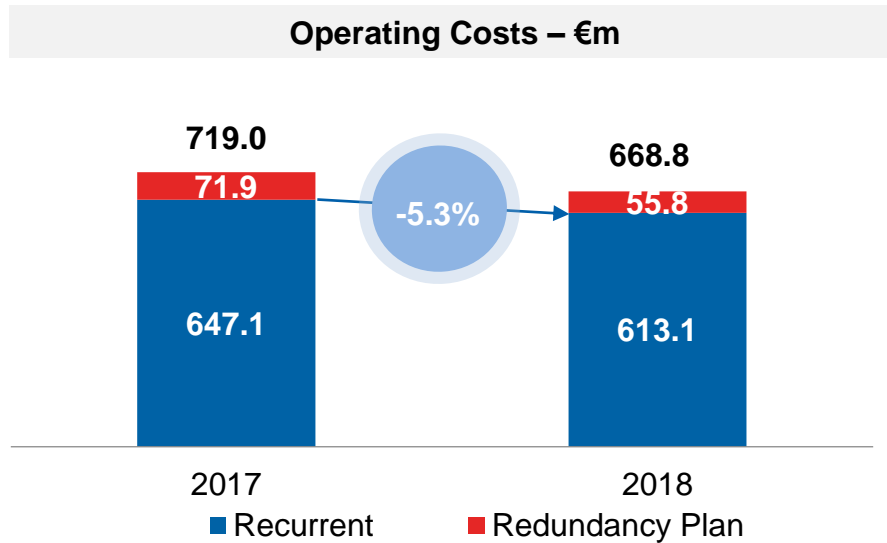
► **Recurring revenues represent 98% of gross operating income** (vs. 80% in 2017)



¹ In 2017, Ibercaja agreed with Cecabank that the latter remained as the depository of Ibercaja's mutual funds and pension funds. This agreement involved a payment of €80.2m

² In 2017, Ibercaja received €18.3m for the fulfillment of the Business Plan agreed with CASER for the period 2012-2017

OPERATING COSTS



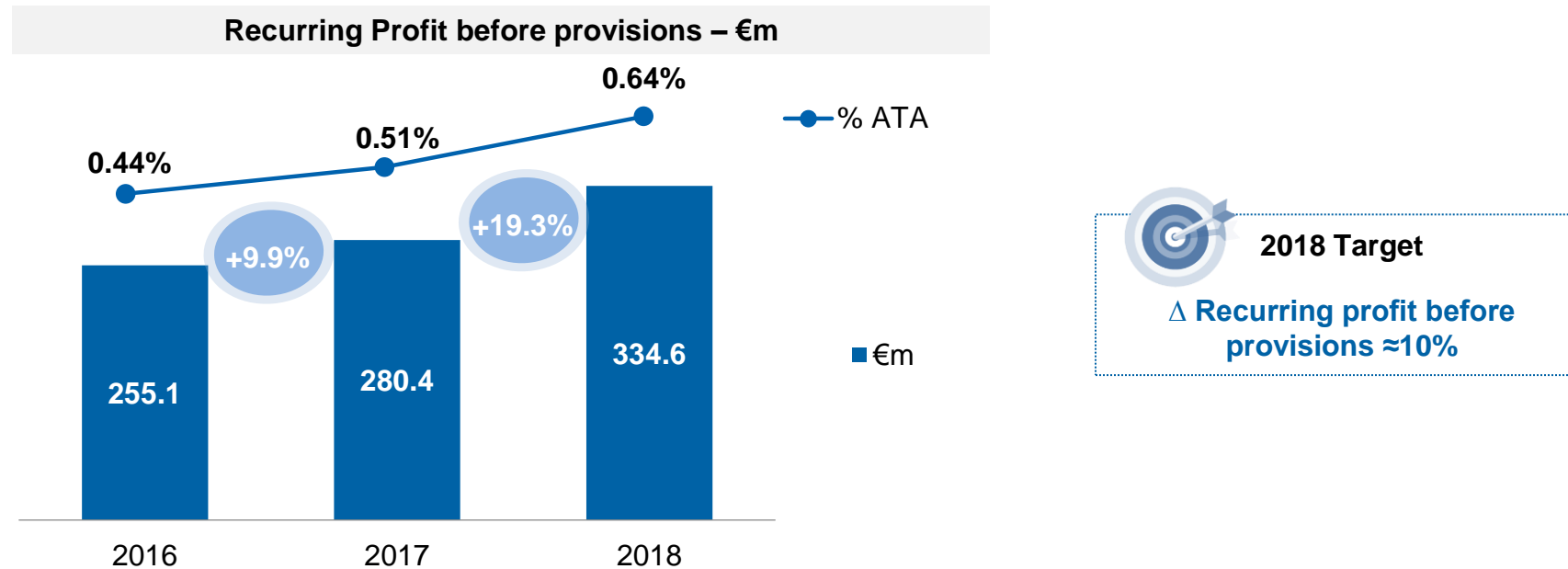
Total operating costs, which include the last payment of the extraordinary cost related to the Redundancy Plan 2017-18, **have fallen 7.0% YoY**.

► **Recurring costs decrease 5.3% YoY**, as a result of the measures taken by the Entity during the last 12 months.

After the execution of the redundancy plan, **Ibercaja has reduced its branch network and employee base by 10% (vs. Jun-17)**.

Productivity per employee, calculated as business volume per banking employee, has improved **12% since 2Q17**, date in which the redundancy plan began.

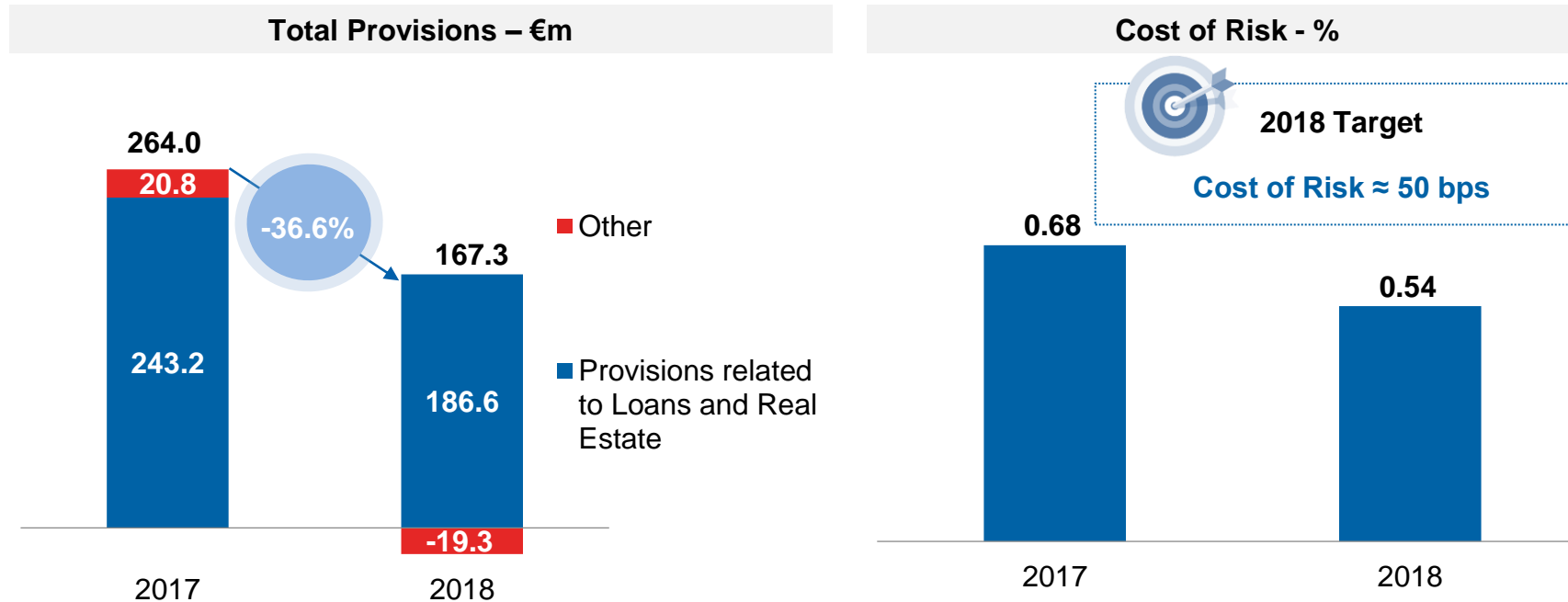
RECURRING PROFIT BEFORE PROVISIONS



The recurring profit before provisions increased 19.3% YoY or €54.2m, exceeding the target set for the year. As a % of ATA, it improved 13bps

- ▶ Recurring revenues increased 2.2% YoY.
- ▶ Recurring expenses fell 5.3% YoY.

PROVISIONS

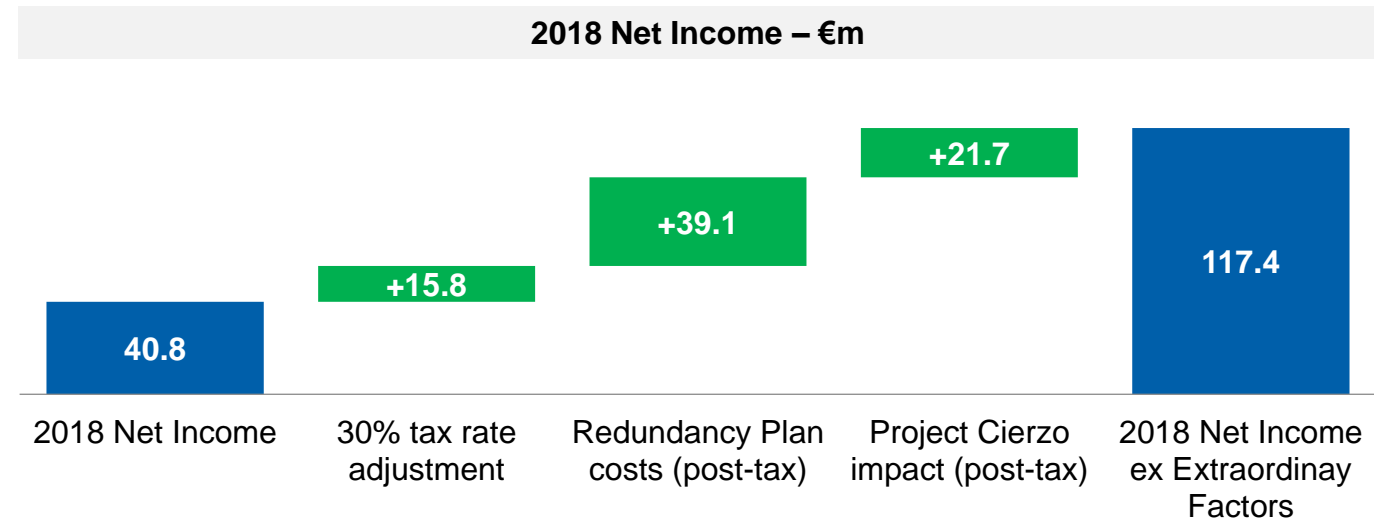


Total provisions fall 36.6% or €96.6m.

- ▶ Provisions related to loans and real estate registered a fall of 23.3% YoY or €56.6m.
- ▶ Cost of risk stood at 54bps, in line with the target of ≈50bps for the year
- ▶ Ibercaja maintains its strategic target of having a cost of risk below 35bps in 2020

The execution of Project Cierzo, which represented the disposal of €641m foreclosed assets, lead to an extraordinary charge of €31m (<5% of the gross book value of the portfolio), registered as “other gains and losses”.

NET INCOME



2018 net income affected by 3 extraordinary factors:

- ▶ The execution of the **2nd phase of the 2017-18 redundancy plan** resulted in an extraordinary expense of **€55.8m (pre-tax)**.
- ▶ The closing of Project Cierzo has implied a negative impact of **€31m (pre-tax)**.
- ▶ The **2018 tax rate** stood at **49.5%**.

2018 net income excluding the effect of the extraordinary factors would have exceeded €117m.

IV

ASSET QUALITY, LIQUIDITY AND SOLVENCY

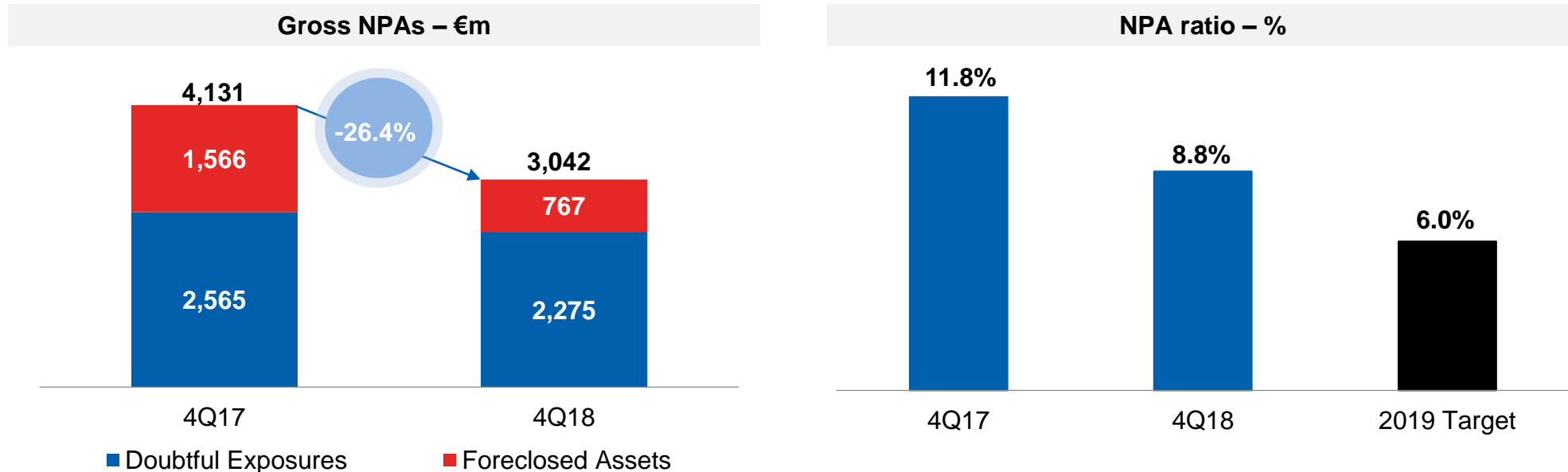
ASSET QUALITY (1/2)

Non-performing assets – doubtful exposures and foreclosed assets – decrease 26.4% YoY or €1,090m.

NPA ratio falls 298bps during the year reaching 8.8%.

- ▶ Stock of **doubtful exposures** has decreased **11.3% or €290m**. NPL ratio has fallen 93bps reaching **6.7%**.
- ▶ **Stock of foreclosed assets falls 51% or €799m** driven by ordinary sales (€333m) and the disposal of the wholesale portfolio **Project Cierzo (€641m)**

Ibercaja expects to reduce its NPA ratio to 6% in 2019



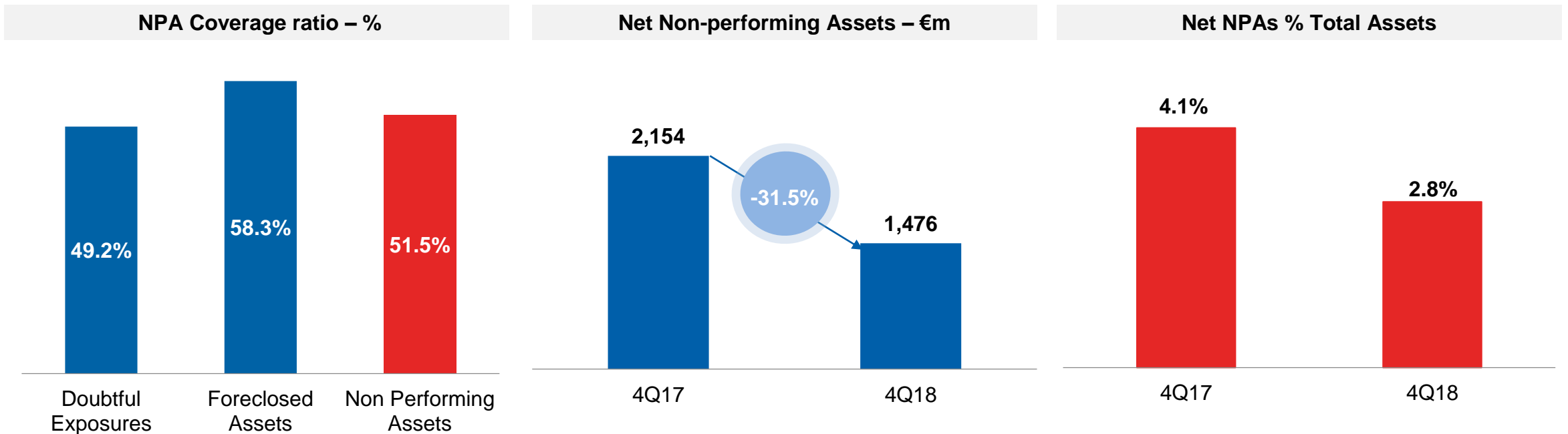
ASSET QUALITY (2/2)

Coverage ratio of non-performing assets has increased 362bps throughout the year reaching 51.5%.

The reduction of gross non-performing assets combined with the provisioning effort has resulted in a reduction of net non-performing assets **of €678m or 31.5% vs. 4Q17.**

► **Net foreclosed assets have fallen by 53% YoY and stand at €320m.**

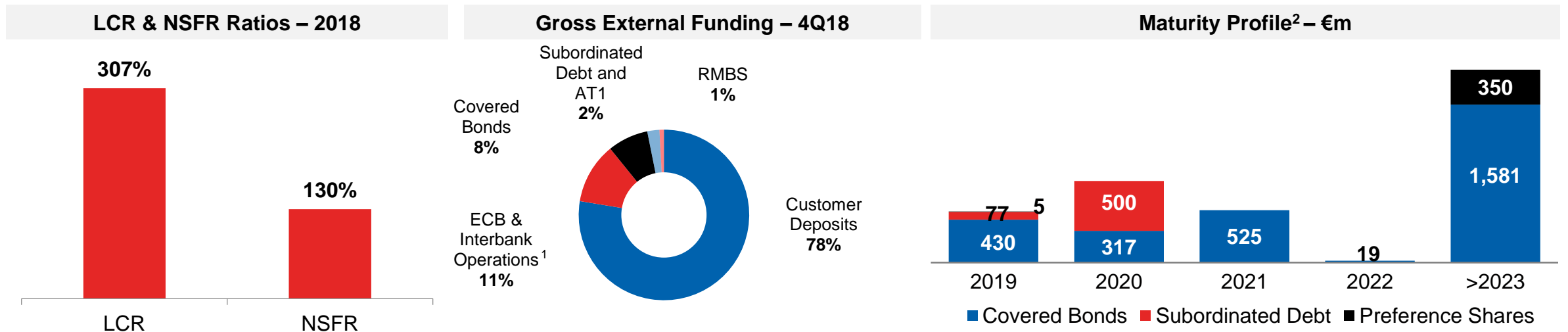
Net non-performing assets as a % of total assets have fallen to 2.8% (-126bps in 2018).



LIQUIDITY AND FUNDING PROFILE

Ibercaja holds a comfortable liquidity position and a strong funding profile:

- ▶ **Liquid assets** stand at **€10,917m** (21% of total assets).
- ▶ **Loans-to-Deposits** ratio stands at **98%**. **Customer deposits** account for **78%** of external funding.
- ▶ The regulatory liquidity and funding ratios (LCR and NSFR) well above the required levels.
- ▶ **ECB:** €3,372m (6% of total assets), 100% from TLTRO II auctions.
- ▶ **No significant concentration in institutional funding maturities** (<2.0% of total assets per year)



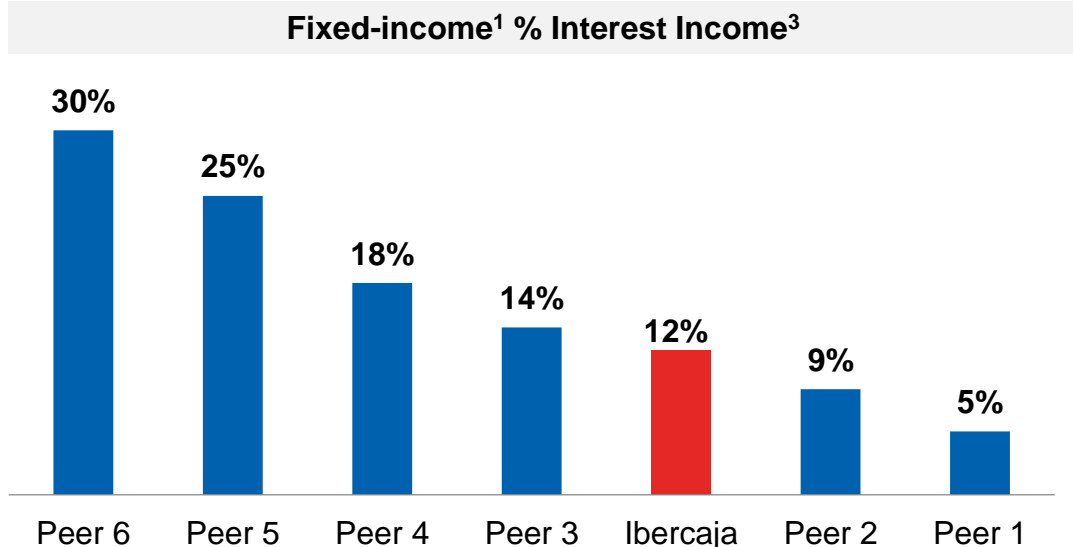
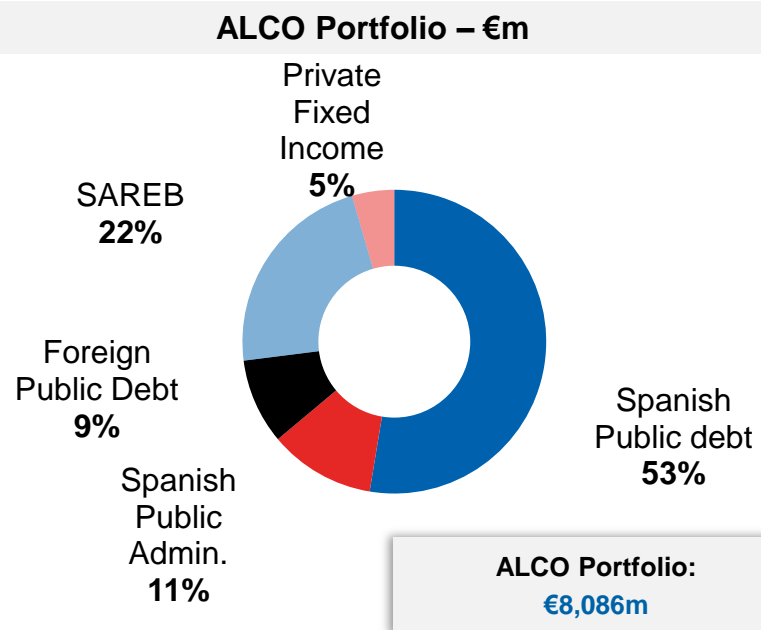
¹ Includes long term funding from institutional banks such as ICO and BEI

² Ibercaja's 1st preferred shares issuance was early redeemed on January 24th. The outstanding balance was €5m

ALCO PORTFOLIO

Fixed-income portfolio has remained stable at €8bn¹ throughout the year. This portfolio has a low risk profile, mainly composed of Spanish sovereign debt.

- ▶ Average duration of 2.1 years²
- ▶ Average yield stands at 1.4% ex SAREB (1.1% including SAREB bonds).
- ▶ 80% of the portfolio is classified at amortized cost.



¹ Excluding the insurance portfolio

² Includes interest rates swaps

³ Considered entities: Bankia, Bankinter, Caixabank, Liberbank, Sabadell and Unicaja

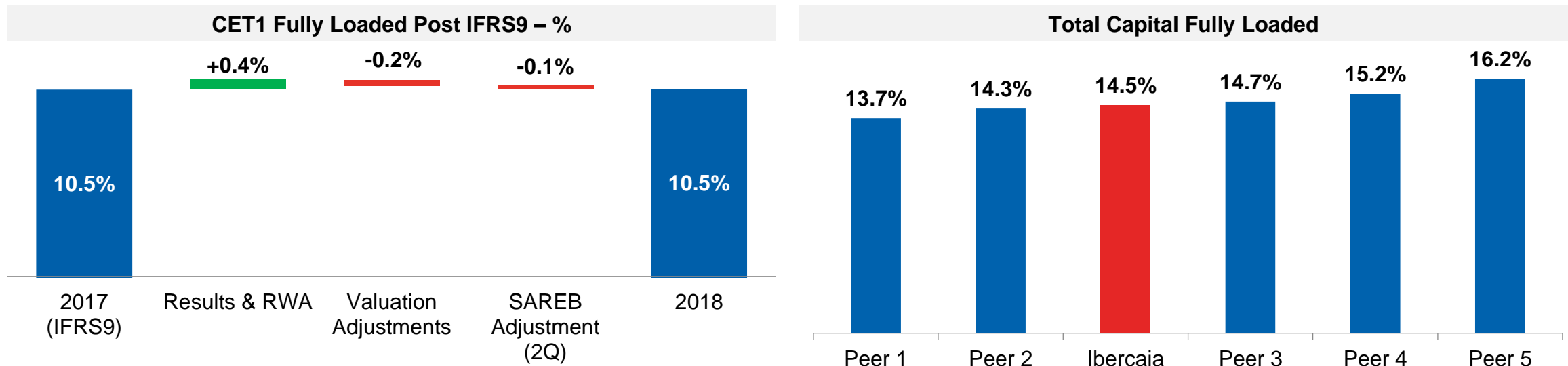
SOLVENCY

CET1 Fully Loaded ratio stands at **10.5%** as of YE2018. The **Total Capital Fully Loaded ratio** reaches **14.5%**. The **Leverage Fully Loaded** ratio reaches **5.5%**

- ▶ With the Tier II and AT1 issuances, **Ibercaja has already fulfilled its hybrid capital buffers.**
- ▶ Ibercaja shows a **high RWAs density** (41%, 100% based on standard models), which sets the leverage ratio among the highest in the sector.

In Phased In terms, the **CET1 ratio** stands at **11.7%** and the **Total Capital ratio** at **15.6%**.

- ▶ **Solvency ratios well above 2019 SREP requirement** (9% and 12.5%, respectively).

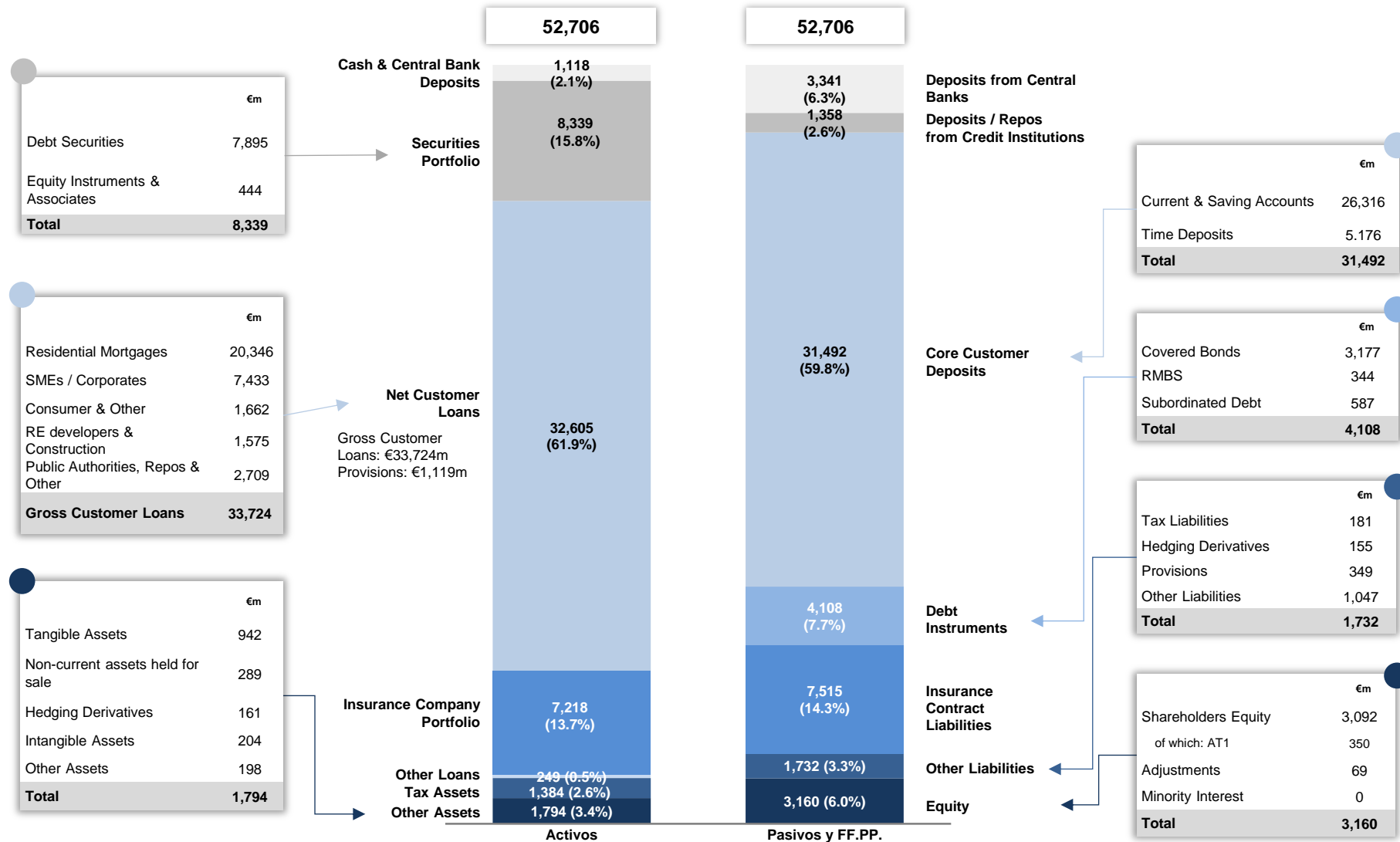


V

ANNEX

CONSOLIDATED BALANCE SHEET

31/12/2018



GLOSSARY

| Ratio / APM | Definition |
|---|--|
| Customer Spread | Difference between the average yield on the loan portfolio and the cost of retail deposits (ex. repos and covered bonds) |
| Recurring Revenues | Net interest income plus net fee and commission income plus net exchange differences |
| Recurring Costs | Personnel expenses plus other administration expenses plus amortisation and depreciation minus extraordinary expenses (redundancy plan) |
| Recurring Profit before Provisions | Recurring revenues minus recurring costs |
| NPL ratio | Doubtful balances in loans and advances to customers divided by gross loans and advances to customers |
| NPL coverage ratio | Loans and advances to customers impairments divided by balances in loans and advances to customers |
| Foreclosed Assets coverage ratio | Foreclosed assets impairment losses (since loan origination) divided by gross foreclosed assets |
| Non-performing Assets (“NPAs”) | Sum of doubtful balances in loans and advances to customers and gross foreclosed assets |
| NPA ratio | Gross non-performing assets divided by gross loans and advances to customers plus gross foreclosed assets |
| NPA coverage ratio | Sum of foreclosed assets impairments and loans and advances to customers impairments divided by gross non-performing assets |
| Cost of Risk | Sum of impairments associated with credit risk and foreclosed assets divided by the average balance of the sum of gross loans and foreclosed assets |
| Liquid Assets % Total Assets | Total liquid assets divided by total assets. Liquid assets include unencumbered public debt + available & eligible fixed income assets (after ECB haircut applied) |
| Loans-to deposits ratio | Net customer loans (ex. repos) divided by customer deposits (ex. repos and covered bonds) |
| Net Stable Funding Ratio | Amount of available stable funding relative to the amount of required stable funding |
| Liquidity Coverage Ratio | High quality liquid assets divided by net outflows during the following 30 days |
| ALCO portfolio | Bank’s fixed-income portfolio. Excludes the fixed-income portfolio of the insurance company |

THANKS

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