Banco Santander Chile: Solid commercial and client profitability trends. Positive medium-term outlook

March 2016





# **Important information**

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Note: the information contained in this presentation is not audited and is presented in Chilean Bank GAAP which is similar to IFRS, but there are some differences. Please refer to our 2014 20-F filed with the SEC for an explanation of the differences between Chilean Bank GAAP and IFRS. Nevertheless, the consolidated accounts are prepared on the basis of generally accepted accounting principles. All figures presented are in nominal terms. Historical figures are not adjusted by inflation. Please note that this information is provided for comparative purposes only and that this restatement may undergo further changes during the year and, therefore, historical figures, including financial ratios, presented in this report may not be entirely comparable to future figures presented by the Bank.

# 📣 Santander



# Agenda

- Stable economic growth foreseen in 2016. Financial system with stable growth and risk trends
  - Santander Chile has adjusted its medium-term strategy to sustain profitable growth in a more challenging environment...
- and is starting to benefit from stronger client activity and improved profitability trends
- I leading to a sound medium-term outlook



# Stable economic growth foreseen in 2016...

GDP YoY real growth, %			Inflation Annual change in UF inflation, %			
1.9	2.1	2.0	5.7	4.1	3.0-4.0	
2014	2015 (e)	2016-17 (e)	2014	2015	2016-17 (e)	
Unemployment			Central Bank ST Reference Rate			
	nemployment		Central B	ank ST Refer	ence Rate	
% of workforce, %	nemployment		Central B %	ank ST Refer	ence Rate	
	6.4	6.5-7.0		ank ST Refer	ance Rate 3.75	

Source: Banco Central de Chile. (e): Estimates Santander Chile

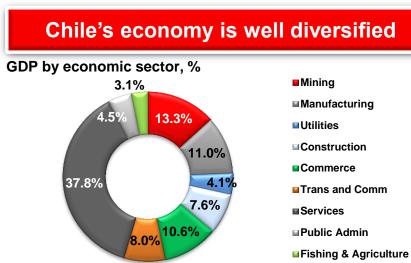




**Santander** 

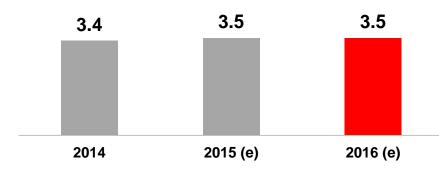
#### Macroeconomic environment

# .... especially sectors more exposed to banks



#### Steady growth of Chile's main trade partners

YoY real growth of Chile's main trade partners<sup>1</sup>, %



Chile's GDP growth by economic sector

Sector	2015e	2016e	2017e
Communications	6.9	5.4	6.1
Agro	5.1	4.0	4.3
Public adm.	5.0	3.5	2.9
Utilities	4.2	2.8	3.2
Services	2.6	1.8	2.5
Transportation	2.2	1.0	1.4
Commerce	1.7	0.9	1.4
Construction	3	0.3	-0.1
Manuf.	0.8	0.0	0.5
Rest. & hotels	1.0	-1.6	1.0
Fishing	-5.0	-9.0	0.2
GDP ex-mining	2.5	1.5	2.1
Mining	-0.5	-1.4	-0.3
GDP	2.1	1.1	1.8

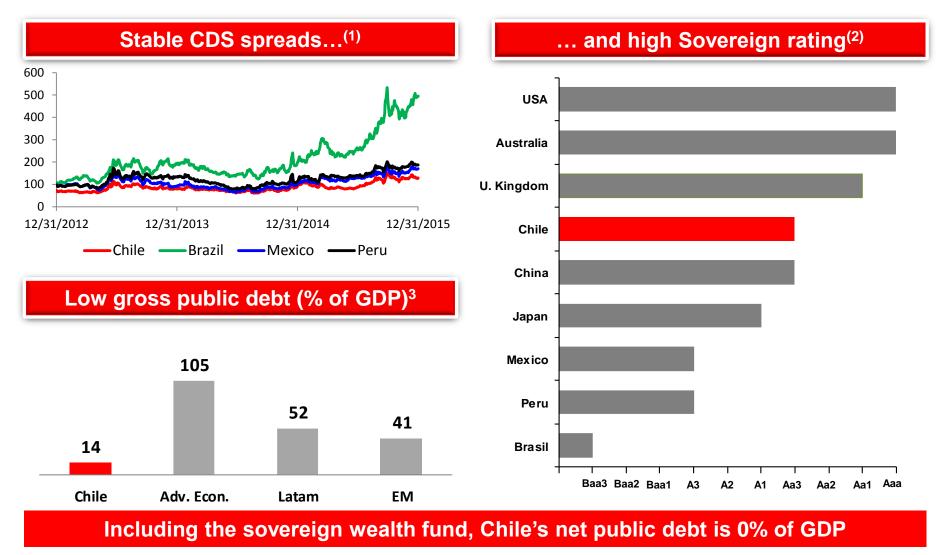
Source: Banco Central de Chile. (e): Estimates Santander Chile. 1. Trade-weighted GDP growth





#### Macroeconomic environment

# Chile maintains a relatively low-risk environment

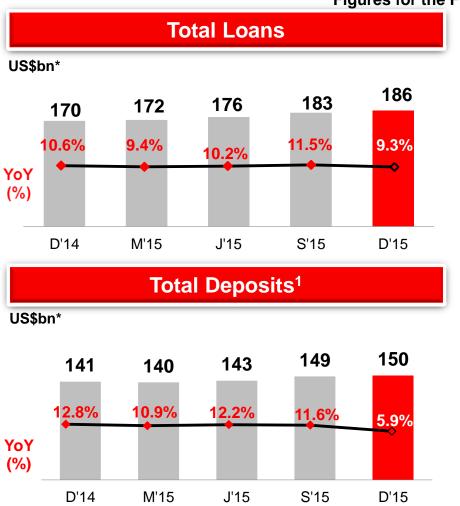


1. Source: Bloomberg. 2. Source: Moody's, latest ratings. 3. Source: IMF, figures for 2014



#### Financial system: Loan and deposit growth

# Financial system with relatively stable growth trends...



Chile

**Figures for the Financial System** 

- Positive growth of most non-mining exports boosts commercial loan growth
- Stability of employment and wages has kept good momentum in the medium-high segment of banking

- Positive deposit growth. Demand deposits up 19.8%
- High liquidity in the system to fund business growth

1. Demand and time deposits. Source: Superintendency of Banks of Chile. \* Excludes Chilean assets held abroad

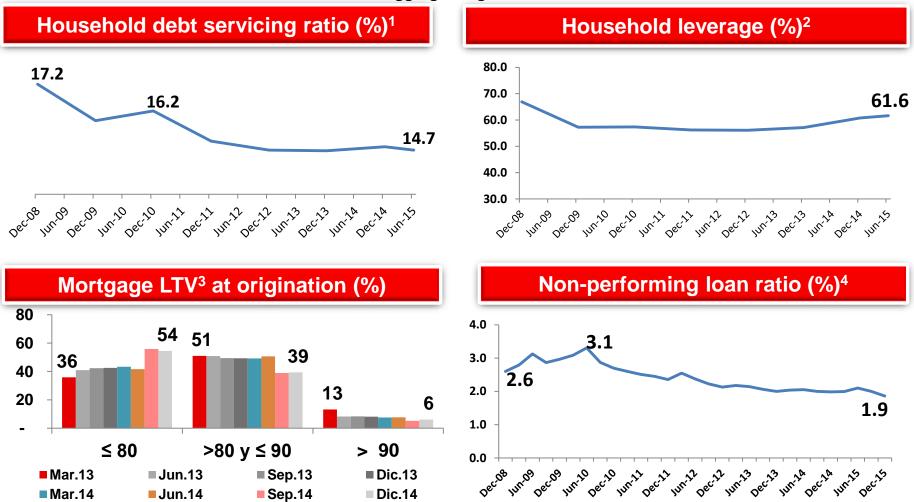


#### Financial system: Risk profile

Chile

# ... and a stable risk profile

#### **Aggregate figures**



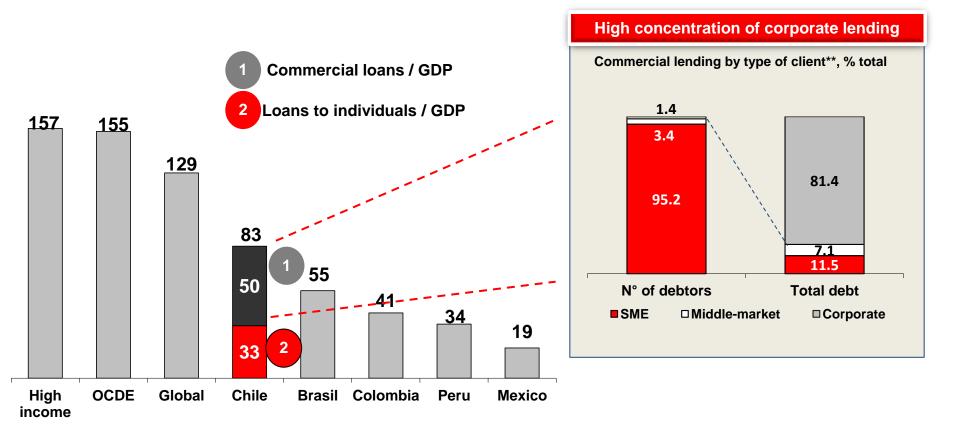
1. Total debt payments including amortization and interest / Disposable income. 2. Total household debt / Disposable income. 3. Mortgage loan / Property value. 4. Loans with at least one installment 90 days or more overdue / Average loans. Source: Central Bank of Chile and Superintendency of Banks of Chile



#### Financial system: Growth potential

# The market has good growth potential in 1 mid-sized companies...

Loans / GDP as of December 2015\*, %



\* Or latest available information. Source: World Bank, weighted by size of world economies. \*\* Source Chile: Santander Chile based on information from

Superintendency of Banks of Chile, Central Bank of Chile and www.cajasdechile.cl



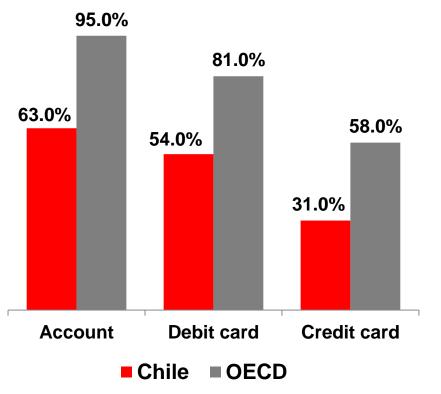


#### Financial system: Growth potential

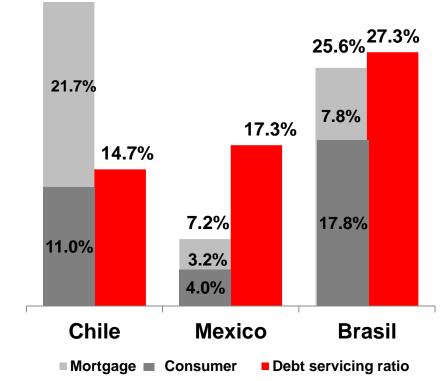
<sup>2</sup> ...and individuals, especially mid-high income segments

32.7%

#### Chile: Low penetration of bank products<sup>1</sup>



#### Individual loans penetration and DSR<sup>2</sup>



1. % of adults >25 yrs. with product. Source: World Bank, weighted by size of world economies. 2. Debt servicing ratio, DSR: Total debt payments including amortization and interest / Disposable income. Sources: for Chile: Central Bank of Chile; for Brazil and Mexico: JP Morgan, Scotiabank and Felaban



Santander

# Agenda

- Stable economic growth foreseen in 2016. Financial system with stable growth and risk trends
- Santander Chile has adjusted its medium-term strategy to sustain profitable growth in a more challenging environment...
- and is starting to benefit from stronger client activity and improved profitability trends
- In the second second medium-term outlook





#### A leading bank

#### Arica Iquique NORTE GRANDE Antofagasta Copiapo NORTE CHICO La Serena Isla Viña del Mar CENTRO antiago Archi, Juan ernande: Concepcid SUR Valda Ancu Castro to Aisén PATAGONIA PATAGONIA

# Santander Chile is the nation's leading bank

Figures as of December 2015<sup>1</sup>

Item	Amount	Mkt. share <sup>1</sup>	Rank
Loans	US\$ 35.7bn	19.2%	1
Consumer loans	US\$ 5.9bn	23.3%	1
Residential mortgage loans	US\$ 11.0bn	21.5%	1
Commercial loans	US\$ 18.8bn	17.2%	2
Deposits	US\$ 27.6bn	18.4%	2
Demand Deposits	US\$ 10.4bn	20.6%	2
Equity	UU\$ 3.9bn	18.2%	1
Net income	US\$ 634mn	20.5%	2
Clients	3.6mn		
Checking accounts	838ths.	22.6%	1
Banking credit cards	1.9mn	18.5% <sup>2</sup>	1 <sup>2</sup>
Branches	469	20.6%	1
ATMs	1,525	19.1%	2
Employees	11,725	18.3%	2

1. Or latest available figures. Excludes Corpbanca Colombia. 2. Ranking based over total monetary transactions and only includes regulated bank card

issuers. Source: Superintendency of Banks of Chile





#### Strategy

3 objectives for healthy growth / higher profitability

I. Growth focused on segments with highest net contribution...

II. ...improve customer loyalty and quality of service...

ansformation Project

Optimizing the risk return relation

III. ... while managing risks and capital conservatively



#### Strategy

Chile

# 3 objectives for healthy growth / higher profitability

# I. Growth focused on segments with highest net contribution...

II. ...improving relationships with clients and quality of service

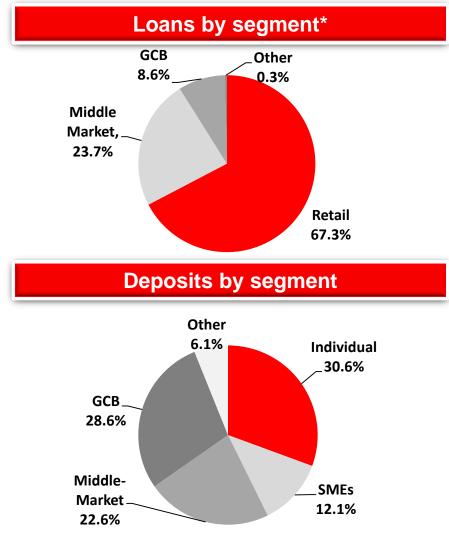
III. ... while managing risks and capital conservatively

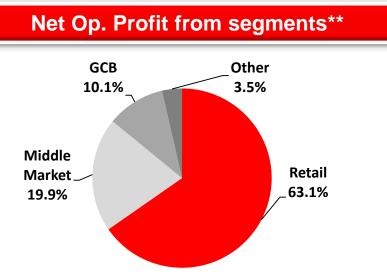
- Individuals: Focus on growing in the mid-high income segments
- SMEs: Focus on larger SMEs with lending and non-lending opportunities for growth
- Middle-market: Aiming to be #1 in this segment by expanding the lending and non-lending businesses, replicating success in Corporate banking
- Corporate: Strong focus on nonlending activities



# A client-driven bank

Figures as of December 2015





- Individuals / SMEs: continue to be loan driven segments with good growth potential in non-lending businesses
- Middle-market: balanced focus between lending and non-lending activities
- GCB\*\*: >80% of income is from nonlending activities

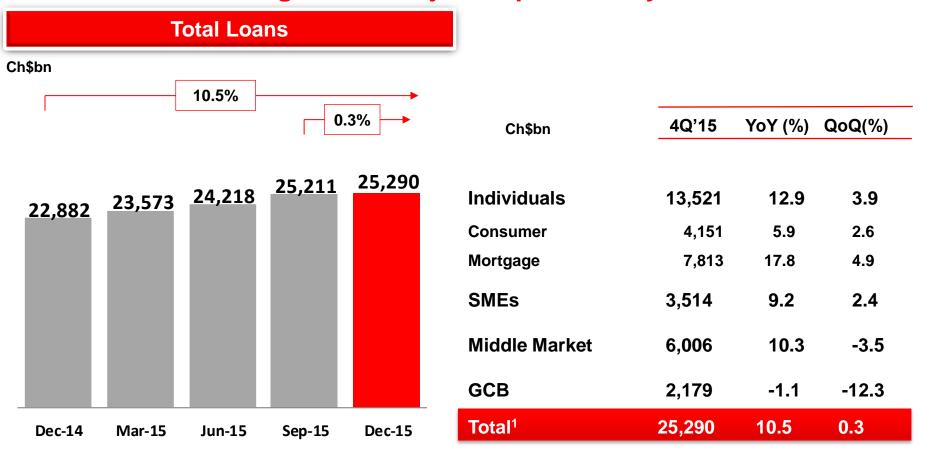
\* Retail includes Individuals + SMEs. GCB: Global Corporate Banking, large corporates unit. 2. Net operating profit from business segments: Net interest

income + fee income + financial transactions, net + provision expense





## Strategy: I. Growth focused on segments with highest net contribution Loans up 10.5% YoY. Growth focused in segments with higher risk-adjusted profitability



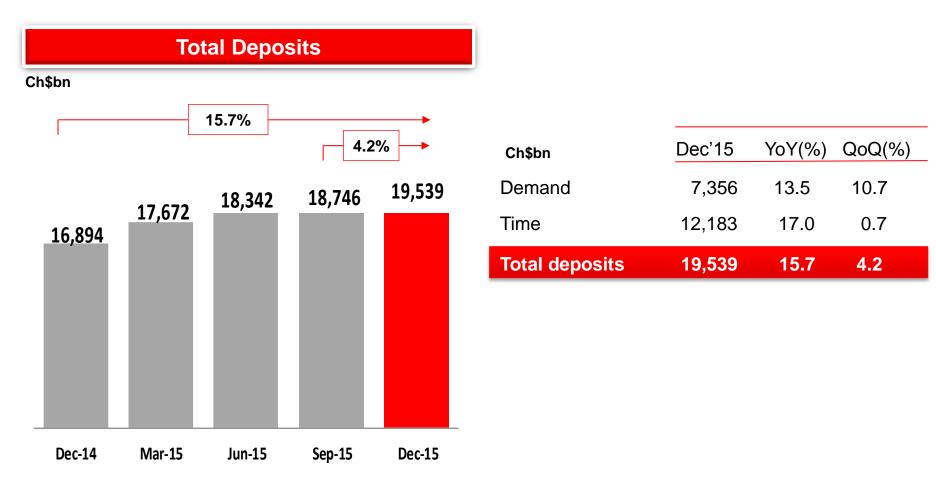
#### QoQ loan growth decelerates in corporates due to tighter lending spreads

1. Includes other non-segmented loans.





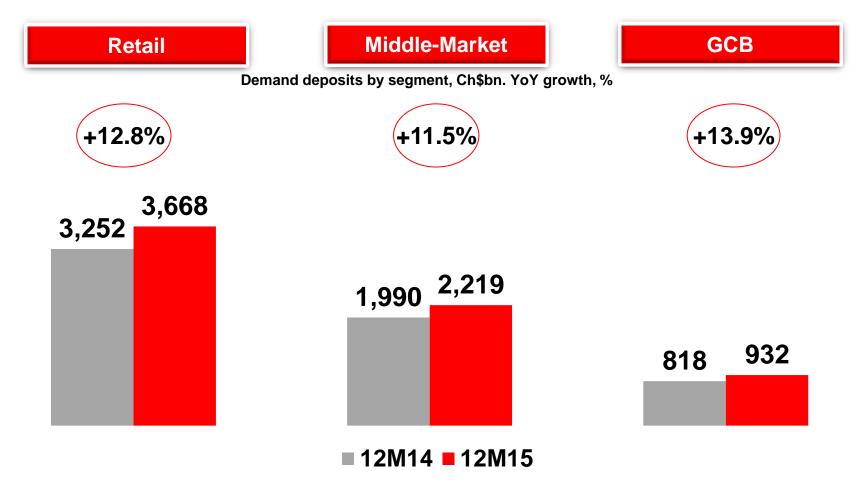
#### **Total deposits increased 15.7% YoY**





Strategy: I. Growth focused on segments with highest net contribution

# **Double digit growth of demand deposits in all segments**



Solid growth of demand deposits supports steady growth of non-lending revenues



#### Strategy

Chile

# 3 objectives for healthy growth / higher profitability

I. Growth focused on segments with highest net contribution...

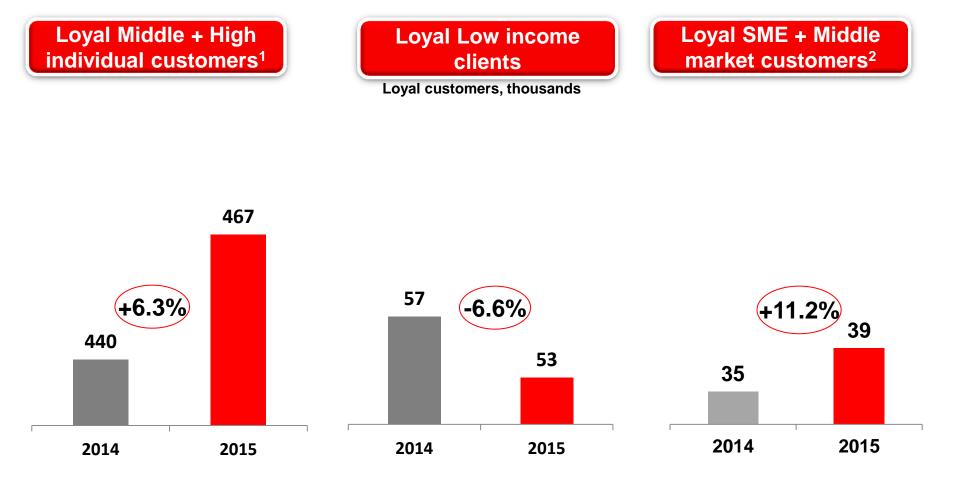
II. ...improving relationships with clients and quality of service

III. ... while managing risks and capital conservatively

- Focus on improving our processes
- Priority is to increasing client loyalty and quality of service
- Focus on integrated multi-channel networks and digital banking services



# **Customer loyalty continues to grow in targeted segments**



# Strengths of our CRM system, improvements in service and the higher use of digital banking services increasing customer loyalty

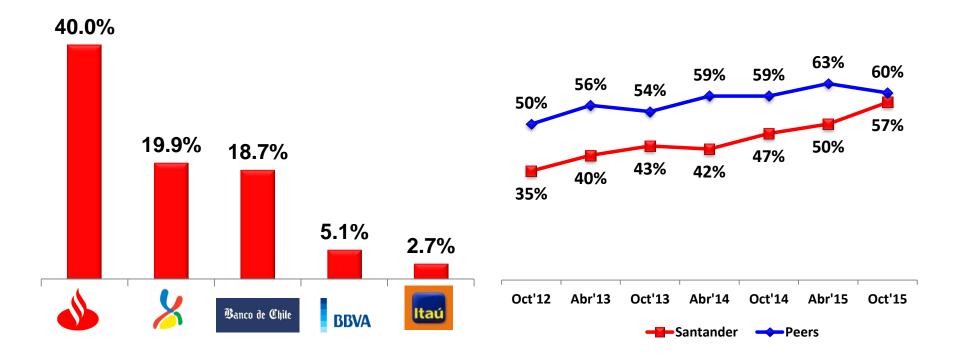
\* Customers with 4 products plus a minimum profitability level and a minimum usage indicator, all differentiated by segment. 2. Mid-market and SMEs

cross-selling differentiated by client size using a pointing system that depends on number of products, usage of products and revenues net of risks



# Positive results in digital banking and customer satisfaction...

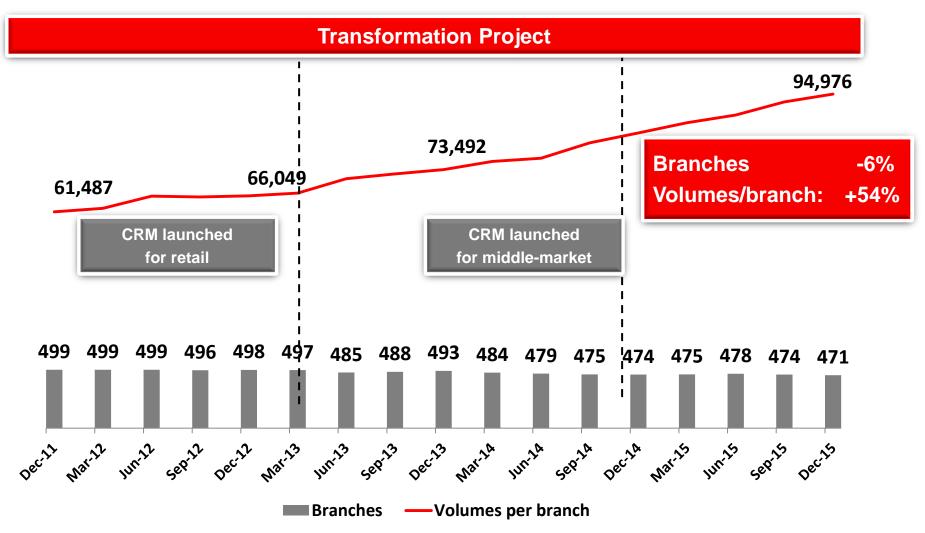
# Internet usage (private banks)<sup>1</sup> Customer Satisfaction vs peers (%)<sup>2</sup> Market share, % % of net satisfied clients



1. Market share over clients that enter a website with passkey. Excludes Banco del Estado. Source: Superintendency of Bsnks of Chile. 2. % of clients that rate the Bank's service 5-7 minus those that rate it 1-4 on a scale 1 – 7, 7 being best. Peers are Banco de Chile, BCI, BBVA and Banco del Estado.

#### ... is improving productivity

Branches and business volumes\* per branch, Ch\$MM %



\* Loans + deposits





#### Strategy

Chile

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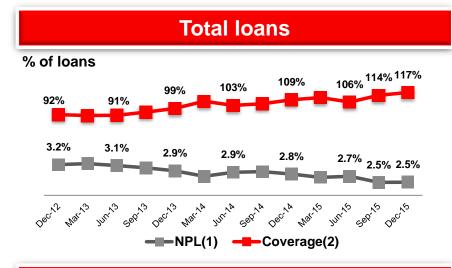
III. ... while managing risks and capital conservatively

- Important improvements in retail banking asset quality
- Coverage ratios are increasing
- Client NIMs, net of provisions are rising or stable in most segments
- The highest Core Capital ratio among our peers



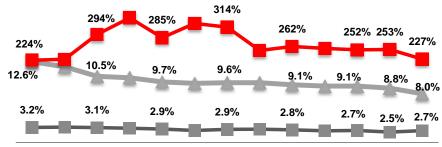
#### Strategy: III. Managing risks and capital conservatively

# Stable asset quality and increased coverage of non-performing loans



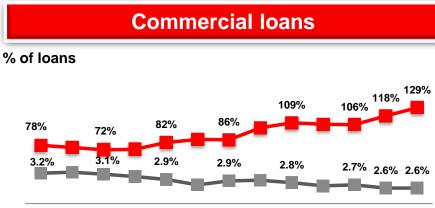
**Consumer loans** 

% of loans



Dec-12 Mar-13 Jun-13 Sep-13 Dec-13 Mar-14 Jun-14 Sep-14 Dec-14 Mar-15 Jun-15 Sep-15 Dec-15

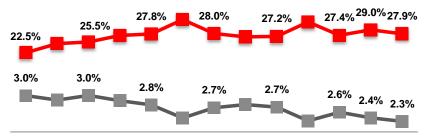
----NPL(1) -----Impaired Loan(2) ----Coverage(3)



Dec-12 Mar-13 Jun-13 Sep-13 Dec-13 Mar-14 Jun-14 Sep-14 Dec-14 Mar-15 Jun-15 Sep-15 Dec-15



% of loans



Dec-12 Mar-13 Jun-13 Sep-13 Dec-13 Mar-14 Jun-14 Sep-14 Dec-14 Mar-15 Jun-15 Sep-15 Dec-15

-----NPL(1) -----Coverage(2)

\* 90 days or more Non-Performing Loans (NPLs) over class of loans. 2. Impaired loans: NPL + restructured loans. 3. Loan Loss Reserves over NPLs



# Better consumer loan mix should benefit cost of credit

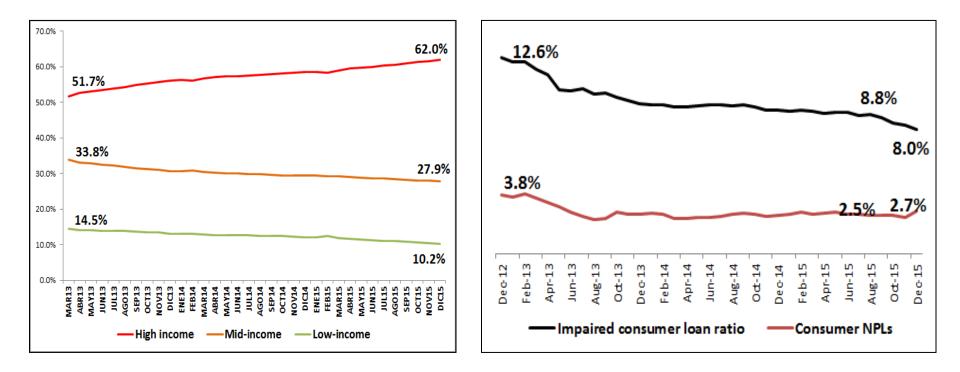
#### **Consumer loans by client segment**

% of consumer loans

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#### Consumer impaired<sup>1</sup> and NPL<sup>2</sup> ratios

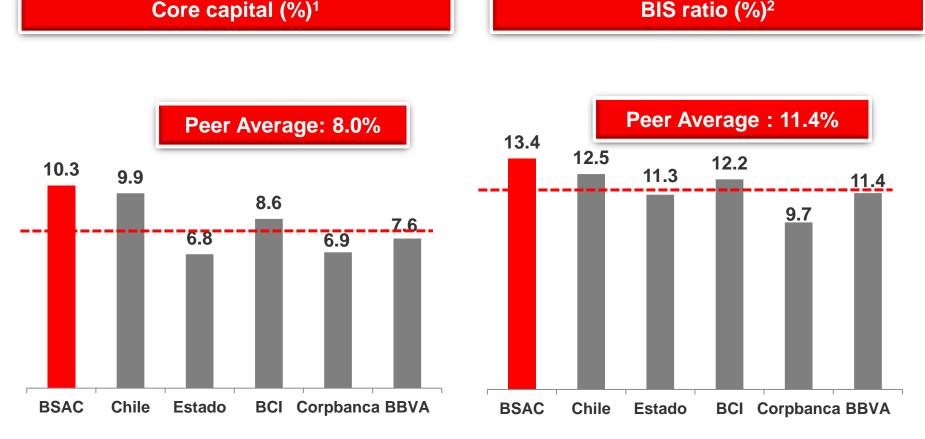
% of consumer loans



1. Impaired (NPL+ restructured loans) consumer loans / Consumer loans. 2. 90 days or more consumer NPLs / Consumer loans



# Solid capital levels for further growth



1. According to SBIF BIS I definitions. Figures are as of Oct. 2015, the latest date available.

#### Advanced preparation for the transition into Basel III

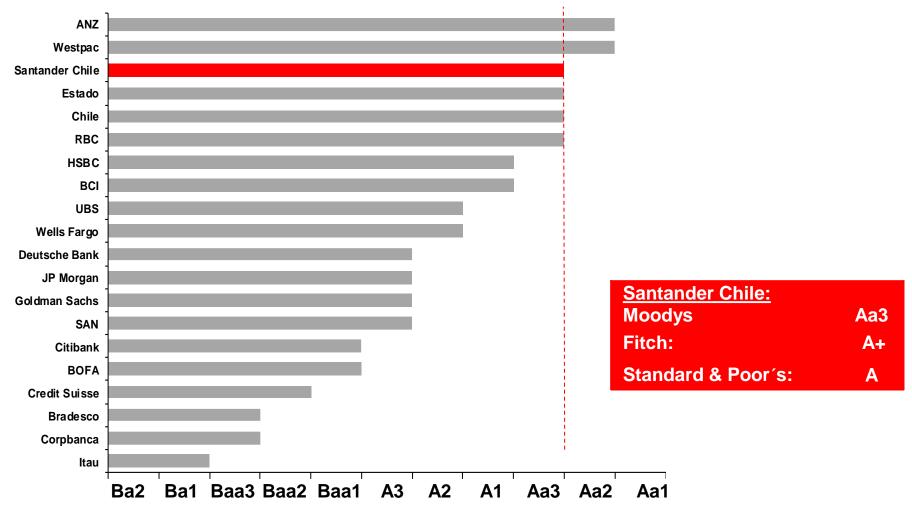
1. Core Capital ratio = equity attributable to shareholders divided by risk-weighted assets. BIS ratio: regulatory capital divided by risk-weighted assets. Both calculated according to the Superintendency of Bank's BIS I definitions. 2. As of October '15, except for BSAC, December '15



#### Strategy: III. Managing risks and capital conservatively

# Among banks with best international rating

**Risk rating: Moody's scale** 



Source: Moody's via Bloomberg



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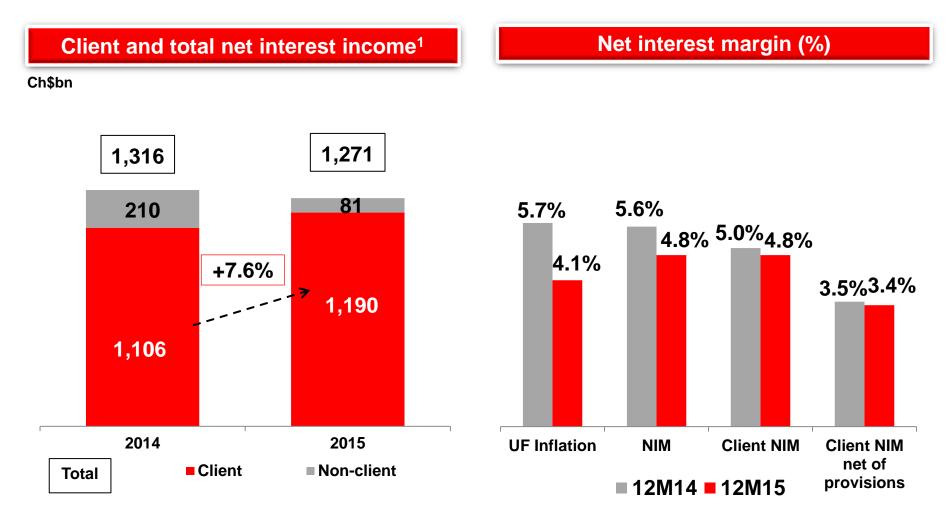
 and is starting to benefit from stronger client activity and improved profitability trends

I ... leading to a sound medium-term outlook



#### Santander Chile's results

# **Client net interest income increases 7.6% YoY**



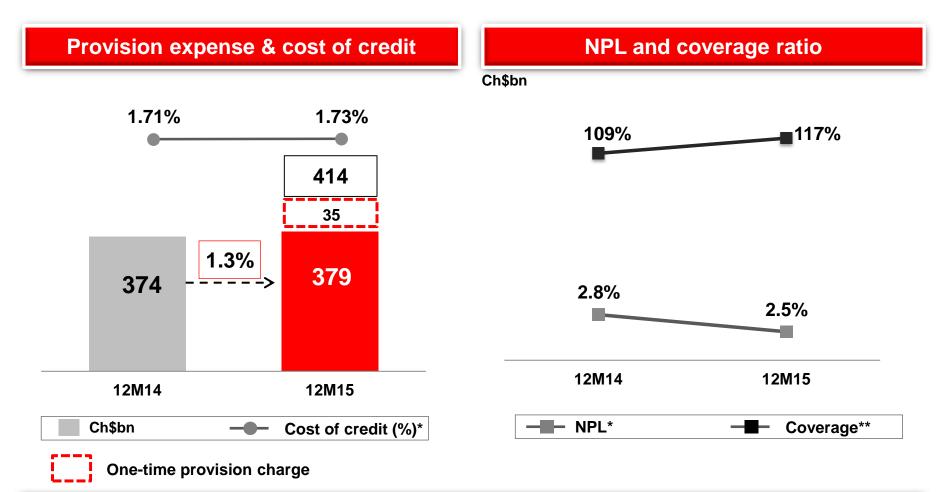
1. Client net interest income (NII) is mainly NII from the from all client activities such as loans and deposits minus the internal transfer rate. Non-client NII is

NII mainly from the Bank's ALCO positions and includes the effects of inflation on the Bank's NII





# **Stable asset quality metrics**



In 4Q15, the Bank recognize a one-time charge of Ch\$35bn, due to a new regulations mainly regarding LTV of the mortgage portfolio

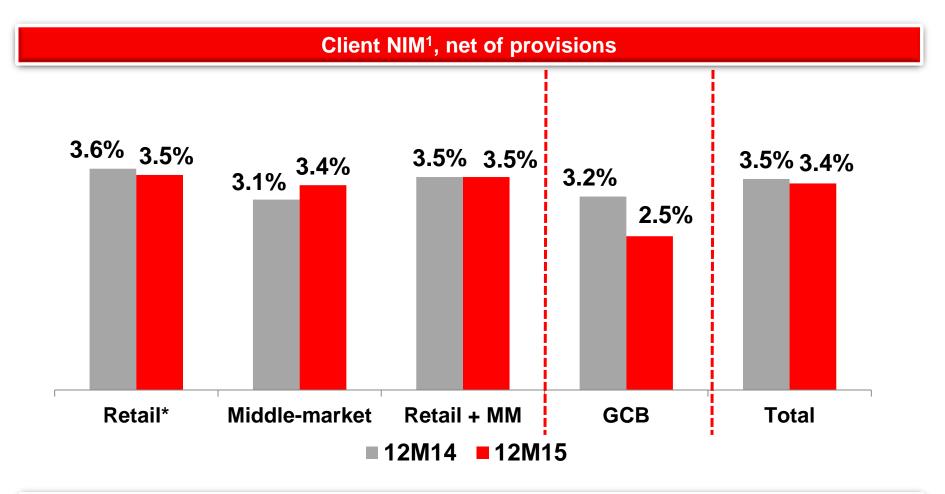
\* Annualized quarterly provision expense / total loans

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\* 90 days or more NPLs. \*\* Loan loss reserves over NPLs



Client NIM, net of prov. stable despite higher provisions in Corporates



#### In 2016, the cost of credit should fall due to the less riskier loan mix and lower provisions in Corporate banking

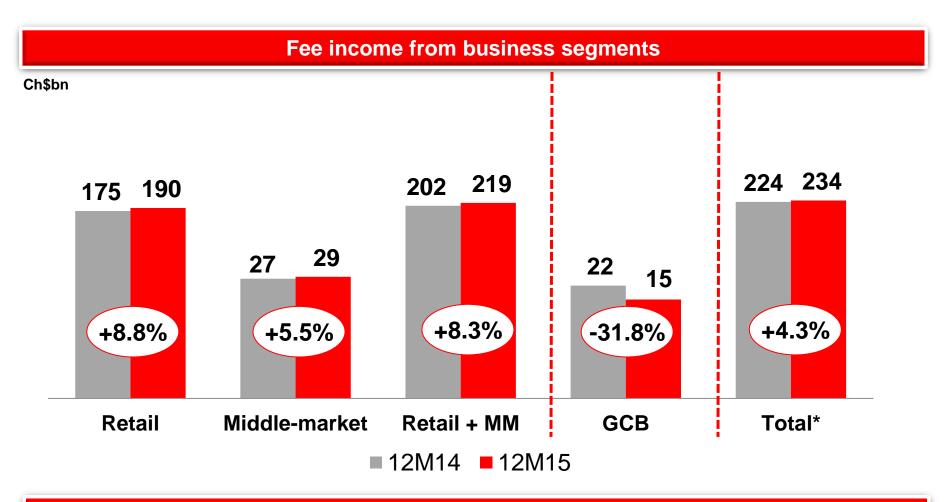
1. Client NIMs = Client net interest income annualized over avg. loans. Client NIM, net of provisions = Client net interest income + provision for loan losses annualized over avg. loans. Provision expense excludes Ch\$18,578 million in 2014 and Ch\$35,000 million in 2015 due to regulatory modification to our



provisioning models. Retail: includes individuals and SMEs



Fee growth is rebounding led by improvements in customer loyalty

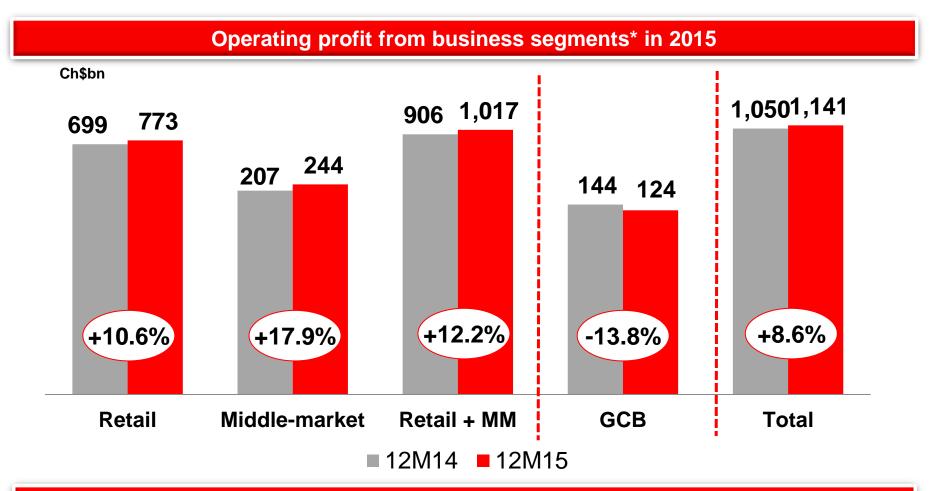


The Bank's CRM has been a leading factor in creating a sustainable fee business model in retail banking

\* Total includes other non-segmented fees



**Results from business segments reflects sound business trends** 



Strong results in the Retail & Middle-market reflects healthy loan growth, improved funding mix, rebound in fees and positive evolution of credit risk

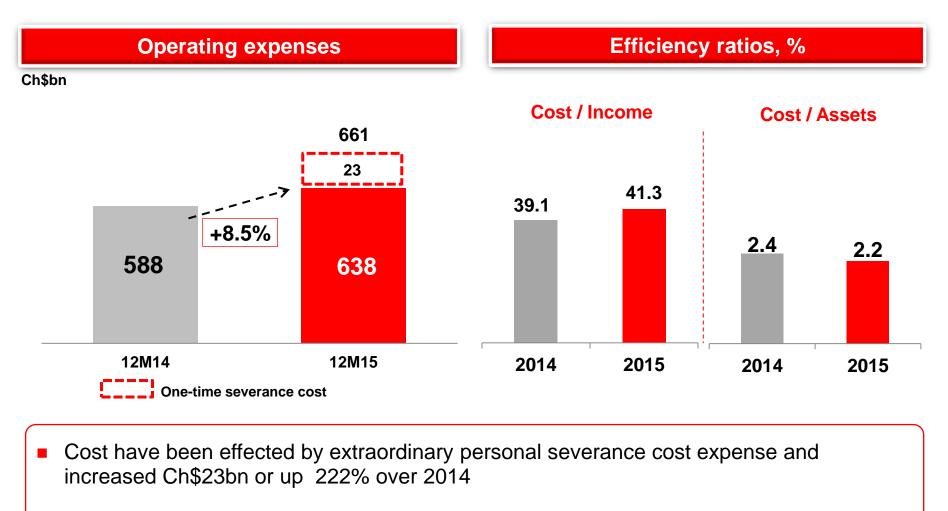
\* Net operating profit from business segments: Net interest income + Net fee and commission income + total financial transactions, net - provision for loan

losses. These results exclude our Corporate Activities, which include, among other items, the impact of the inflation on results



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# Efficiency ratio at 41.3% in 12M15

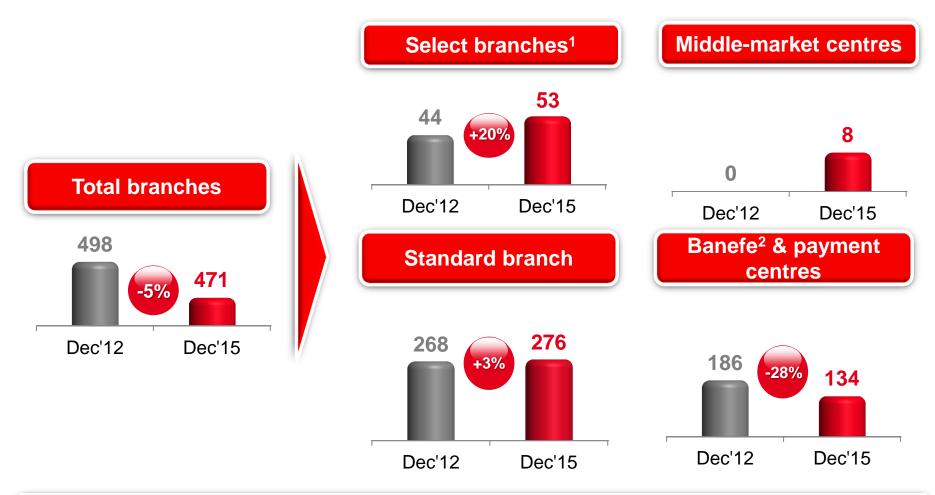


Cost growth should decelerate going forward driven by productivity gains



#### Santander Chile's results

# Branch network optimization process underway



# Greater focus on alternative distribution channels such as e-banking and mobile services, in line with the new digital strategy

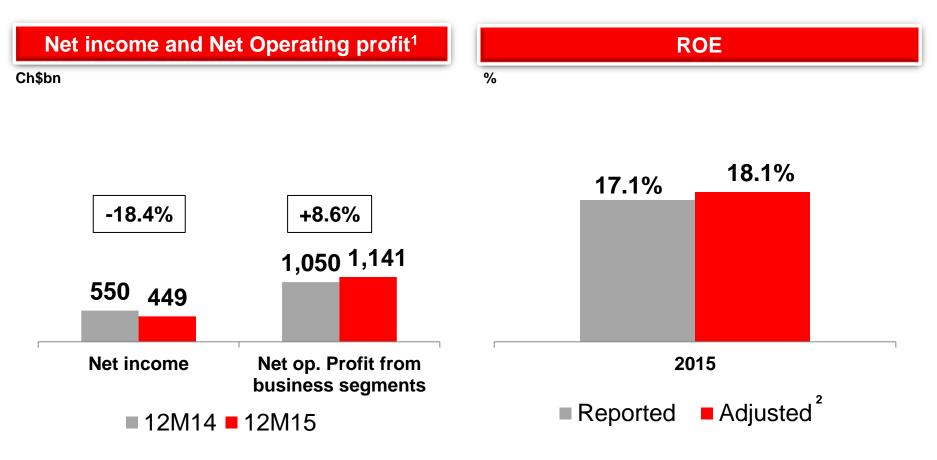
1. Branches targeting affluent customers. 2. Branches targeting mass market.



#### Santander Chile's results

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# Adjusted ROE reached 18.1% in 12M15



Reported 2015 net income impacted by lower yearly inflation, extraordinary provision expense and higher tax rate

1. See definitions on slide 32. 2. Adjusted for the pre-tax voluntary provision of Ch\$35,000 million for new provisioning requirements



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# Outlook

Chile

# Sound outlook for Santander Chile in 2016/17

- Chile: economy is expected to maintain growth levels of around 2% in 2016/17
- Financial system with stable growth and risk trends
- Santander Chile: positive business and client profitability trends sustained in 2015
  - Loan growth up 10.5% YoY, especially in segments with higher risk-adjusted profitability
  - Deposits increase 15.7% YoY with double digit growth of demand deposits in all segments
  - Customer loyalty continues to expand in targeted segments
  - Coverage ratio rises to 118% / NPLs stable at 2.5% by year-end
  - Net operating profit from business segments up 8.6% YoY in 2015
  - Efficiency ratio reached 41.3% in 2015. Cost control and branch optimization plans launched
  - ROE reached 17.1% in 2015 (18.1% adjusted for regulatory changes)
- For 2016/17, we expect these sound business trends to continue





- Balance Sheet
- Income Statement
- Quarterly Income Statement





# **Balance Sheet: Assets**

Unaudited Balance Sheet	Dec-15	Dec-15	Dec-14	Dec. 15 / Dec. 14
Assets	US\$ths	Ch\$ million		% Chg.
Cash and deposits in banks	2,917,217	2,064,806	1,608,888	28.3%
Cash items in process of collection	1,023,624	724,521	531,373	36.3%
Trading investments	458,139	324,271	774,815	(58.1%)
Investments under resale agreements	3,480	2,463	-	%
Financial derivative contracts	4,529,424	3,205,926	2,727,563	17.5%
Interbank loans, net	15,345	10,861	11,918	(8.9%)
Loans and account receivables from customers, net	34,664,031	24,535,201	22,179,938	10.6%
Available for sale investments	2,888,402	2,044,411	1,651,598	23.8%
Held-to-maturity investments	-	-	-	%
Investments in associates and other companies	28,693	20,309	17,914	13.4%
Intangible assets	72,248	51,137	40,983	24.8%
Property, plant and equipment	340,010	240,659	211,561	13.8%
Current taxes	-	-	2,241	%
Deferred taxes	468,655	331,714	282,211	17.5%
Other assets	1,551,040	1,097,826	493,173	122.6%
Total Assets	48,960,307	34,654,105	30,534,176	13.5%



# **Balance Sheet: Liabilities & Equity**

	Dec-15	Dec-15	Dec-14	Dec. 15 / Dec. 14	
Liabilities	US\$ths	Ch\$ million		% Chg.	
Deposits and other demand liabilities	10,392,937	7,356,121	6,480,497	13.5%	
Cash items in process of being cleared	652,949	462,157	281,259	64.3%	
Obligations under repurchase agreements	203,008	143,689	392,126	(63.4%)	
Time deposits and other time liabilities	17,212,160	12,182,767	10,413,940	17.0%	
Financial derivatives contracts	4,044,371	2,862,606	2,561,384	11.8%	
Interbank borrowings	1,847,378	1,307,574	1,231,601	6.2%	
Issued debt instruments	8,416,353	5,957,095	5,785,112	3.0%	
Other financial liabilities	311,567	220,527	205,125	7.5%	
Current taxes	25,143	17,796	1,077	1552.4%	
Deferred taxes	5,520	3,907	7,631	(48.8%)	
Provisions	464,987	329,118	310,592	6.0%	
Other liabilities	1,477,632	1,045,868	220,853	373.6%	
Total Liabilities	45,054,005	31,889,225	27,891,197	14.3%	
F-other					
Equity	1 050 050	004 202	004 000	0.00/	
Capital	1,259,258	891,303	891,303	0.0%	
Reserves	2,158,651	1,527,893	1,307,761	16.8%	
Valuation adjustments	1,820	1,288	25,600	(95.0%)	
Retained Earnings:	443,932	314,215	385,232	(18.4%)	
Retained earnings from prior years	-	-	-	%	
Income for the period	634,188	448,878	550,331	(18.4%)	
Minus: Provision for mandatory dividends	(190,256)	(134,663)	(165,099)	(18.4%)	
Total Shareholders' Equity	3,863,661	2,734,699	2,609,896	4.8%	
Non-controlling interest	42,641	30,181	33,083	(8.8%)	
Total Equity	3,906,301	2,764,880	2,642,979	4.6%	
Total Liabilities and Equity	48,960,307	34,654,105	30,534,176	13.5%	



### **Income Statement: YTD**

YTD Income Statement Unaudited	Dec-15	Dec-15 Dec-14		Dec. 15 / Dec.14	
	US\$ths.	Ch\$ million		% Chg.	
Interest income	2,947,143	2,085,988	2,227,018	(6.3%)	
Interest expense	(1,173,752)	(830,782)	(909,914)	(8.7%)	
Net interest income	1,773,391	1,255,206	1,317,104	(4.7%)	
Fee and commission income	569,229	402,900	366,729	9.9%	
Fee and commission expense	(233,502)	(165,273)	(139,446)	18.5%	
Net fee and commission income	335,726	237,627	227,283	4.6%	
Net income (expense) from financial operations	(646,930)	(457,897)	(151,323)	202.6%	
Net foreign exchange gain	852,495	603,396	272,212	121.7%	
Total financial transactions, net	205,565	145,499	120,889	20.4%	
Other operating income	22,099	15,642	14,834	5.4%	
Net operating profit before provisions for loan losses	2,336,782	1,653,974	1,680,110	(1.6%)	
Provision for loan losses	(584,479)	(413,694)	(374,431)	10.5%	
Net operating profit	1,752,303	1,240,280	1,305,679	(5.0%)	
Personnel salaries and expenses	(546,854)	(387,063)	(338,888)	14.2%	
Administrative expenses	(311,572)	(220,531)	(205,149)	7.5%	
Depreciation and amortization	(75,747)	(53,614)	(44,172)	21.4%	
Operating expenses excluding Impairment and Other operating expenses	(934,173)	(661,208)	(588,209)	12.4%	
Impairment of property, plant and equipment	(30)	(21)	(36,664)	(99.9%)	
Other operating expenses	(76,571)	(54,197)	(81,108)	(33.2%)	
Total operating expenses	(1,010,774)	(715,426)	(705,981)	1.3%	
Operating income	741,529	524,854	599,698	(12.5%)	
Income from investments in associates and other companies	3,656	2,588	2,165	19.5%	
Income before tax	745,185	527,442	601,863	(12.4%)	
Income tax expense	(106,387)	(75,301)	(45,552)	65.3%	
Net income from ordinary activities	638,798	452,141	556,311	(18.7%)	
Net income discontinued operations	-	-	-	%	
Net income attributable to:					
Non-controlling interest	4,610	3,263	5,980	(45.4%)	
Net income attributable to equity holders of the Bank	634,188	448,878	550,331	(18.4%)	



#### **Income Statement: Quarters**

Unaudited Quarterly Income Statement	4Q15	4Q15	3Q15	4Q14	4Q15 / 4Q14	4Q15 / 3Q15
	US\$ths.		Ch\$mn		%	Chg.
Interest income	776,596	549,675	573,230	617,604	(11.0%)	(4.1%)
Interest expense	(326,369)	(231,004)	(241,847)	(261,144)	(11.5%)	(4.5%)
Net interest income	450,227	318,671	331,383	356,460	(10.6%)	(3.8%)
Fee and commission income	148,829	105,341	108,826	97,310	8.3%	(3.2%)
Fee and commission expense	(65,264)	(46,194)	(44,081)	(37,671)	22.6%	4.8%
Net fee and commission income	83,565	59,147	64,745	59,639	(0.8%)	(8.6%)
Net income (expense) from financial operations	(158,213)	(111,983)	(154,831)	(101,975)	9.8%	(27.7%)
Net foreign exchange gain	205,722	145,610	195,381	132,012	10.3%	(25.5%)
Total financial transactions, net	47,509	33,627	40,550	30,037	12.0%	(17.1%)
Other operating income	6,352	4,496	361	2,111	113.0%	1145.4%
Net operating profit before provisions for loan losses	587,653	415,941	437,039	448,247	(7.2%)	(4.8%)
Provision for loan losses	(212,287)	(150,257)	(102,619)	(109,796)	36.9%	46.4%
Net operating profit	375,366	265,684	334,420	338,451	(21.5%)	(20.6%)
Personnel salaries and expenses	(153,943)	(108,961)	(97,611)	(90,869)	19.9%	11.6%
Administrative expenses	(78,192)	(55,344)	(53,846)	(51,880)	6.7%	2.8%
Depreciation and amortization	(22,352)	(15,821)	(13,013)	(10,851)	45.8%	21.6%
Operating expenses excluding Impairment and Other operating expens	(254,487)	(180,126)	(164,470)	(153,600)	17.3%	9.5%
Impairment of property, plant and equipment	(1)	(1)	-	(53)	(98.1%)	%
Other operating expenses	(2,974)	(2,105)	(21,676)	(32,000)	(93.4%)	(90.3%)
Total operating expenses	(257,463)	(182,232)	(186,146)	(185,653)	(1.8%)	(2.1%)
Operating income	117,903	83,452	148,274	152,798	(45.4%)	(43.7%)
Income from investments in associates and other companies	862	610	705	826	(26.2%)	(13.5%)
Income before tax	118,765	84,062	148,979	153,624	(45.3%)	(43.6%)
Income tax expense	(6,329)	(4,480)	(17,972)	(13,262)	(66.2%)	(75.1%)
Net income from ordinary activities	112,436	79,582	131,007	140,362	(43.3%)	(39.3%)
Net income discontinued operations	-	-	-	-		
Net income attributable to:						
Non-controlling interest	(5,935)	(4,201)	1,753	1,621	%	%
Net income attributable to equity holders of the Bank	118,371	83,783	129,254	138,741	(39.6%)	(35.2%)



