

AUDITED FINANCIAL REPORTING

as of 28 February 2020

Management report

Consolidated financial statements

Your Notes

Management report

ECONOMIC ENVIRONMENT

In 2019, global economic growth decelerated to its slowest pace for more than a decade. Rising trade and geopolitical tensions increased uncertainty and adversely affected business confidence, investment decisions and global trade. Consequently, manufacturing activity weakened substantially. Private consumption, on the other hand, remained resilient and was supported by employment creation and higher wages. In advanced economies, GDP growth slowed down, with the United States outperforming both Japan and the euro zone. Economic performance in the euro zone was particularly impacted by weaker exports. In Japan, strong private consumption and public spending outweighed the weaker export performance. Among emerging and developing regions, China and India, the world's two most populated countries, continued to grow significantly with GDP reaching approx. 6.1%¹ and 4.8%², respectively. Declining commodity prices throughout the year impacted the development of Russia and Brazil, both countries grew at a significantly slower pace than in 2018. Central and Eastern Europe was again among the best performing regions of global economy. Most CEE countries, in particular Hungary and Poland, experienced very solid growth rates on the back of resilient domestic demand and rising wages. Overall, global economic growth stood at 2.9%³.

Among major central banks monetary policies continued to diverge. To stimulate economic activity the US Federal Reserve (Fed) cut its key rate to 1.75%. The European Central Bank (ECB), the Bank of Japan, and the Swiss National Bank left their key interest rates unchanged throughout the year, the ECB at 0%, the Bank of Japan at -0.10% and the Swiss National Bank at -0.75%.

The United States' economy continued its solid economic performance. GDP growth, however, slowed down as business investment weakened against the backdrop of intensifying US-China trade tensions. Robust consumer spending was a stabilising factor for the economy. The labour market was again characterised by rising employment rates. The unemployment rate declined further to 3.5%⁴ at year-end 2019. Both public spending and tax cuts supported economic growth, albeit at a lesser extent than 2018. Inflation declined and fell below the 2% target set by the Fed. In 2019, the budget deficit widened due to lower taxes and increased public spending. To reduce negative implications from the global economic slowdown on the US economy and also due to muted

inflation pressure, the Fed decided to lower its key rate in three steps by a total of 75 basis points to 1.75%. Overall, the US economy grew by 2.3%⁵.

At 1.2%⁶, economic growth in the euro zone was weaker than that of other advanced regions of the world, mainly due to a decline in exports. Domestic demand stayed firm. Germany (particularly its manufacturing sector) and Italy weighed on growth, while France and Spain reported a solid performance. The growth momentum of consumer spending remained stable. The Brexit-related uncertainty did not significantly impact the economic performance in 2019. After more than three years of negotiations and two general elections the United Kingdom left the European Union at the end of January 2020. The ECB maintained its expansionary monetary policy. It kept the base rate unchanged, cut the interest rate on the deposit facility further by 10 basis points to -0.50% and restarted in November its asset purchase programme at a monthly volume of up to EUR 20 billion. The ECB also introduced a new series of longer-term refinancing operations (TLTRO III) to preserve bank lending conditions and further support the accommodative stance of monetary policy.

After posting solid GDP growth in the past two years, the Austrian economy slowed down in 2019. Domestic demand, especially consumer spending continued to be the main driver of growth, while manufacturing and investments declined. Exports also declined after the particularly strong development in 2018. The performance of the construction sector was again solid. In addition, the traditionally strong service and tourism sectors continued to perform well. Austria benefitted from the solid economic performance of Central and Eastern Europe. The average unemployment rate dropped further to a multiple year low of 4.5%⁷. Average consumer prices remained well under control, with an inflation rate of 1.5%⁸. The general government surplus stood at 0.3%⁹. Public debt as a percentage of GDP significantly decreased to 69.6%¹⁰. Overall, real GDP growth stood at 1.6%¹¹, with GDP per capita rising to EUR 45,000¹².

The economies of Central and Eastern Europe continued their robust performance and again outperformed the euro zone. Household consumption remained the main driver supported by higher wages and growing employment levels. Within the CEE countries, Poland, Hungary and the Czech Republic performed particularly well. The automotive industry, which was one of the

¹ IMF: <https://www.imf.org/en/Publications/WEO/Issues/2020/01/20/weo-update-january2020> (Download on 19 February 2020)

² IMF: <https://www.imf.org/en/Publications/WEO/Issues/2020/01/20/weo-update-january2020> (Download on 19 February 2020)

³ IMF: <https://www.imf.org/en/Publications/WEO/Issues/2020/01/20/weo-update-january2020> (Download on 19 February 2020)

⁴ US Bureau of Labor Statistics: <https://data.bls.gov/timeseries/LNS14000000> (Download on 19 February 2020)

⁵ IMF: <https://www.imf.org/en/Publications/WEO/Issues/2020/01/20/weo-update-january2020> (Download on 19 February 2020)

⁶ IMF: <https://www.imf.org/en/Publications/WEO/Issues/2020/01/20/weo-update-january2020> (Download on 19 February 2020)

⁷ Statistik Austria: http://www.statistik.at/web_de/statistiken/menschen_und_gesellschaft/arbeitsmarkt/arbeitslose_arbeitssuchende/arbeitslose_int_definitionen_ms/055370.html (Download on 19 February 2020)

⁸ Statistik Austria: http://www.statistik.at/web_de/statistiken/wirtschaft/preise/verbraucherpreisindex_vpi_hvpi/022835.html

(Download am 19. Februar 2020)

⁹ European Commission: https://ec.europa.eu/economy_finance/forecasts/2019/autumn/ecfin_forecast_autumn_2019_at_en.pdf

(Download on 19 February 2020), adjusted for expected development until year-end 2019

¹⁰ European Commission: https://ec.europa.eu/economy_finance/forecasts/2019/autumn/ecfin_forecast_autumn_2019_at_en.pdf

(Download on 19 February 2020), adjusted for expected development until year-end 2019

¹¹ WIFO: https://www.wifo.ac.at/jart/prj3/wifo/resources/person_dokument/person_dokument.jart?publikationsid=65634

&mime_type=application/pdf (Download on 19 February 2020)

¹² Statistik Austria: https://www.statistik.at/web_de/statistiken/wirtschaft/volkswirtschaftliche_gesamtrechnungen/index.html

(Download on 19 February 2020), adjusted for economic growth and inflation for 2019

main contributors to exports, again supported the Czech, Slovak, Romanian and Hungarian economies. Unemployment rates in the region declined further. The Czech Republic and Hungary were among the countries showing the lowest unemployment rates in the European Union. Although inflation rates rose towards the upper bounds of the central banks' targets in most of the CEE economies, the average increase of inflation was rather moderate. CEE currencies remained on average fairly stable against the euro throughout the year. Among the region's central banks, policies varied in 2019 with the Czech National Bank further increasing its key rate while the Serbian National Bank cut its policy rate. Public deficits in the region remained low. The favourable economic performance was also recognised by the rating agencies which upgraded the Czech, Hungarian, Croatian and Serbian credit ratings during the year. Overall, CEE economies grew in 2019 between 4.9%¹³ in Hungary and 2.3%¹⁴ in Slovakia.

PERFORMANCE IN 2019

P&L data of 2019 is compared with data of 2018, balance sheet data as of 31 December 2019 is compared to data as of 31 December 2018.

Overview

Net interest income increased – mainly in the Czech Republic, but also in Romania and Hungary – to EUR 4,746.8 million (+3.6%; EUR 4,582.0 million). **Net fee and commission income** rose to EUR 2,000.1 million (+4.8%; EUR 1,908.4 million), driven mainly by higher payment fees, insurance brokerage fees and asset management fees. While **net trading result** improved significantly to EUR 318.3 million (EUR -1.7 million), the line item **gains/losses from financial instruments measured at fair value through profit or loss** declined to EUR -24.5 million (EUR 195.4 million). The development of both line items was driven by valuation effects due to market interest rate volatility. **Operating income** increased to EUR 7,255.9 million (+4.9%; EUR 6,915.6 million). The increase in **general administrative expenses** to EUR 4,283.3 million (+2.4%; EUR 4,181.1 million) was mainly attributable to a rise in personnel expenses to EUR 2,537.1 million (+2.5%; EUR 2,474.2 million). Payments to deposit insurance systems included in other administrative expenses rose to EUR 104.8 million (EUR 88.6 million). The increase in amortisation and depreciation to EUR 541.0 million (EUR 472.0 million) is attributable to the first-time application of the new financial reporting standard for leases (IFRS 16) as of 1 January 2019, while a corresponding positive effect was recorded in other administrative expenses. Overall, the **operating result** increased to EUR 2,972.7 million (+8.7%; EUR 2,734.6 million) and the **cost/income ratio** improved to 59.0% (60.5%).

Due to net allocations in Austria and Slovakia in both the retail and the corporate segments, the **impairment result from financial instruments** amounted to EUR -39.2 million or, adjusted for net allocations to provisions for commitments and guarantees given, 7 basis points of average gross customer loans (net releases of EUR 59.3 million or -3 basis points). Positive effects came from substantial income from the recovery of loans already written off, primarily in the Czech Republic, Hungary and Romania, as well as from releases of provisions for commitments and guarantees given in Austria, the Czech Republic and Romania.

The **NPL ratio** based on gross customer loans improved again to 2.5% (3.2%), the **NPL coverage ratio** to 77.1% (73.4%).

Other operating result amounted to EUR -628.2 million (EUR -304.5 million). The deterioration is attributable to a provision in the amount of EUR 153.3 million set aside for losses expected from a supreme court decision concerning the business activities of a Romanian subsidiary as well as goodwill impairment in Slovakia in the amount of EUR 165.0 million. The expenses for the annual contributions to resolution funds included in this line item rose – in particular in the Czech Republic – to EUR 75.3 million (EUR 70.3 million). Levies on banking activities increased to EUR 128.0 million (EUR 112.2 million), including a EUR 11.0 million banking tax payable in Romania for the first time in the reporting year.

The minority charge rose due to significantly better results from the savings banks to EUR 440.9 million (EUR 369.1 million). The **net result attributable to owners of the parent** declined to EUR 1,470.1 million (-18.0%; EUR 1,793.4 million) due to the one-off effects.

Cash earnings per share (see glossary for definition) amounted to EUR 3.25 (reported EPS: EUR 3.23) versus EUR 4.04 (reported EPS: 4.02) in the previous year.

Cash return on equity (see glossary for definition), i.e. return on equity adjusted for non-cash expenses such as goodwill impairment and straight-line amortisation of customer relationships, stood at 10.1% (reported ROE: 10.1%) versus 13.5% (reported ROE: 13.4%) in the previous year.

Total assets rose to EUR 245.7 billion (EUR 236.8 billion). On the asset side, cash and cash balances decreased substantially to EUR 10.7 billion (EUR 17.5 billion), while loans and advances to credit institutions increased to EUR 23.1 billion (EUR 19.1 billion). On the back of continuing loan growth in all core markets, **loans and advances to customers** rose to EUR 160.3 billion (+7.3%; EUR 149.3 billion).

¹³ Központi Statisztikai Hivatal: <https://www.ksh.hu/docs/hun/xftp/gyor/gde/gde1912.html> (Download on 19 February 2020)

¹⁴ Štatistický úrad Slovenskej republiky: <http://statdat.statistics.sk/cognosext/cgi->

bin/cognos.cgi?b_action=cognosViewer&ui.action=run&ui.object=storeID%22C20449D1FEFE41C0B10E2AC7A4F5A4E4%22)

&ui.name=Flash%20estimate%20of%20GDP%20and%20Total%20employment%20according%20to%20ESA%2095%20%5bnuf001qs%5d&run.outputFormat=&run.prompt=true&cv.header=false&ui.backURL=%2fcognosext%2fcps%2fportlets%2fcommon%2fclose.html&run.outputLocale=en (Download on 19 February 2020)

On the liability side, deposits from banks declined to EUR 13.1 billion (EUR 17.7 billion) while **customer deposits** increased again markedly – across all Erste Group markets – to EUR 173.8 billion (+6.9%; EUR 162.6 billion). The **loan-to-deposit ratio** stood at 92.2% (91.8%).

The **common equity tier 1 ratio** (CET 1, CRR final, see glossary for definition) stood at 13.7% (13.5%), the **total capital ratio** (see glossary for definition) at 18.5% (18.1%).

Dividend

A dividend distribution of EUR 1.50 per share will be proposed at the annual general meeting (2018: EUR 1.40 per share).

Outlook

Erste Group targets a return on tangible equity (ROTE) of above 10% in 2020. The expected positive, albeit moderating, macro-economic development in the core markets Czech Republic, Slovakia, Hungary, Romania, Croatia, Serbia and Austria as well as an improvement in other operating result that was negatively impacted by one-off effects in 2019 should be supportive factors to achieve this target. On the other hand, a global or regional slowdown of economic growth as well as potential – and as yet unquantifiable – political or regulatory risks might jeopardize achieving the target.

In 2020, the positive development of the economy should be reflected in growth rates (real GDP growth) of 2% to 4% in Erste Group's CEE core markets. All other economic parameters are currently expected to be similarly robust. Unemployment rates should remain at historic lows – in the Czech Republic and in Hungary they are already among the lowest in the EU. Inflation is forecast to remain broadly stable. Strong competitive positions should again lead to current account surpluses in most countries. The fiscal situation and public debt levels are also projected to remain sound. Austria should see continued dynamic economic growth at a rate of 1.3%. Overall, growth continues to be driven by domestic demand across all economies. The contribution of exports is forecast as neutral.

Against this backdrop, Erste Group expects mid-single digit net loan growth. Despite negative interest rates in the euro zone but supported by moderately increasing short term market rates in Czech Republic and Hungary net interest income should thus increase further in 2020. The second key income component, net fee and commission income, is also expected to rise. As in 2019, some positive momentum should again come from asset management, insurance brokerage and payment services. Most of the other income components are expected to remain stable, by and large. Considering the good performance in 2019, net trading and fair value results are expected to be lower. Overall, operating income should continue to grow in 2020. Operating expenses are expected to rise in 2020, partly due to anticipated further wage increases in all core markets of Erste Group. However, Erste Group will continue to invest in IT and thereby its future competitiveness in 2020.

The focus will be on progressive IT modernisation, back office digitalisation as well as the group-wide implementation and expansion of the digital platform George. The roll-out of George will continue in Hungary and Croatia in 2020. Positive jaws is the ambition for 2020, even though it will be tougher to achieve than in 2019 as revenue pressures increase. Overall, the operating result is projected to rise in 2020.

Risk costs should remain low in 2020 on the back of the low interest rate environment. While precise forecasts are difficult in the current environment, Erste Group projects for 2020 risk costs of below 20 basis points of average gross customer loans. The solid, albeit slowing, macro environment should support asset quality as will the well-balanced diversified loan portfolio.

We do expect an improvement in other operating result due to the non-recurrence of the significant one-off negative effects of 2019. Assuming a tax rate of below 20% and a similar high level of minority charges, Erste Group aims to achieve a return on tangible equity (ROTE) of above 10%.

Potential risks to the guidance are interest rate trends that differ from expectations, political or regulatory measures targeting banks, geopolitical and global economic developments as well as potential negative economic effects from the spreading of the corona virus.

ANALYSIS OF PERFORMANCE

Net interest income

Net interest income rose to EUR 4,746.8 million (EUR 4,582.0 million). The marked increase in the Czech Republic was attributable to the benign interest rate environment and sustained growth in lending to customers. Higher net interest income was also posted in Romania driven primarily by higher market interest rates and in Hungary on the back of lending growth. The implementation of IFRS 16 led to a negative impact of EUR 24.6 million on net interest income. Year on year, interest-bearing assets rose faster than net interest income, not least because of a marked increase in interbank assets, which resulted in the net interest margin (net interest income as a percentage of average interest-bearing assets) slightly narrowing to 2.18% (2.30%).

Net fee and commission income

Net fee and commission income increased to EUR 2,000.1 million (EUR 1,908.4 million). Growth was registered in all core markets, most notably in Austria, Hungary and Slovakia. In Austria, growth was driven mainly by payment fees and asset management fees, while Slovakia saw primarily a rise in insurance brokerage fees.

Net trading result & gains/losses from financial instruments measured at fair value through profit or loss

Valuation effects have a substantial impact on both positions – net trading result & gains/losses from financial instruments measured at fair value through profit or loss. Debt securities issued measured

at FV through profit or loss are particularly impacted – related valuation results are shown in the line gains/losses from financial instruments measured at fair value through profit or loss while valuation results of corresponding hedges are shown in net trading result – as are financial assets in the fair value and trading portfolios.

Due to the interest rate development, net trading result improved significantly to EUR 318.3 million (EUR -1.7 million). On the other hand, gains/losses from financial instruments measured at fair value through profit or loss declined to EUR -24.5 million (EUR 195.4 million).

General administrative expenses

General administrative expenses amounted to EUR 4,283.3 million (EUR 4,181.1 million). **Personnel expenses** increased – mainly in Austria and the Czech Republic – to EUR 2,537.1 million (EUR 2,474.2 million). **Other administrative expenses** declined to EUR 1,205.1 million (EUR 1,234.9 million). Contributions to deposit insurance systems increased to EUR 104.8 million (EUR 88.6 million) on the back of continued strong deposit growth. Contributions were up most sharply in Romania (to EUR 12.7 million from previously EUR 4.4 million) and Austria (EUR 58.4 million versus EUR 51.2 million). The first-time application of the new financial reporting standard for leases (IFRS 16) as of 1 January 2019 had a positive impact on other administrative expenses – through lower rental expenses – in the amount of EUR 81.5 million, but negatively impacted **depreciation and amortisation** by EUR 74.0 million, pushing the latter to EUR 541.0 million (EUR 472.0 million).

Operating result

Operating income rose to EUR 7,255.9 million (+4.9%; EUR 6,915.6 million) on the back of significantly improved net interest and net trading income and a rise in net fee and commission income. General administrative expenses increased to EUR 4,283.3 million (+2.4%; EUR 4,181.1 million) due to a rise in personnel expenses and higher depreciation and amortisation while other administrative expenses declined. The operating result improved to EUR 2,972.7 million (+8.7%; EUR 2,734.6 million). The cost/income ratio improved likewise to 59.0% (60.5%).

Gains/losses from derecognition of financial instruments not measured at fair value through profit or loss

Gains from the derecognition of financial instruments not measured at fair value through profit or loss (net) increased to EUR 23.5 million (EUR 5.7 million). This item includes primarily gains/losses from the sale of securities and the derecognition of financial liabilities.

Impairment result from financial instruments

Due to net allocations, the impairment result from financial instruments amounted to EUR -39.2 million (net releases of EUR 59.3 million). The negative balance of the allocation/release of provisions for the lending business was partly offset by continued high

income received from the recovery of loans already written off in the amount of EUR 154.0 million (EUR 162.9 million) as well as the release of provisions for commitments and guarantees given in the amount of EUR 70.0 million (EUR 6.6 million).

Other operating result

Other operating result amounted to EUR -628.2 million (EUR -304.5 million). Levies on banking activities rose to EUR 128.0 million (EUR 112.2 million), including a EUR 11.0 million banking tax payable in Romania for the first time in the reporting year. Levies payable in Austria rose slightly to EUR 24.3 million (EUR 23.0 million) and in Slovakia increased to EUR 32.5 million (EUR 30.3 million). Hungarian banking tax declined to EUR 12.6 million (EUR 13.5 million). Including financial transaction tax of EUR 47.6 million (EUR 45.4 million), bank levies in Hungary totalled EUR 60.2 million (EUR 58.9 million).

In view of the expected negative impact on future income resulting from a change in the law on banking tax in Slovakia, the goodwill in Slovakia in the amount of EUR 165.0 million was written down completely and posted to other operating result. Allocations/release of other provisions amounted to EUR -207.0 million (net releases of EUR 13.3 million). The significant deterioration is attributable to a provision in the amount of EUR 153.3 million set aside for losses expected from a decision of the Romanian High Court in relation to the business activities of a local subsidiary. In addition, other operating result also reflects the annual contributions to resolution funds in the amount of EUR 75.3 million (EUR 70.3 million). The steepest rise, to EUR 26.6 million (EUR 19.0 million), was recorded in the Czech Republic.

Profit/loss for the year

The pre-tax result from continuing operations amounted to EUR 2,329.7 million (EUR 2,495.0 million). Taxes on income increased to EUR 418.7 million (EUR 332.4 million) as the positive impact of deferred taxes that were recognised resulting in deferred tax income was lower than in 2018. In addition, neither the goodwill write-down in Slovakia nor the extraordinary provisions in Romania were tax deductible in 2019. The minority charge rose to EUR 440.9 million (EUR 369.1 million) due to solid results of the savings banks. The net result attributable to owners of the parent amounted to EUR 1,470.1 million (EUR 1,793.4 million).

Tax situation

Pursuant to section 9 of the Austrian Corporate Tax Act ('KStG'), Erste Group Bank AG and its main domestic subsidiaries constitute a tax group. Due to the high proportion of tax-exempt income – particularly income from participating interests – and tax payments for the permanent establishments abroad, no Austrian corporate income tax was payable for the financial year 2019. The current tax loss carried forward increased in 2019.

Taxes on income are made up of current taxes on income calculated in each of the Group companies based on the results reported for tax

purposes, corrections to taxes on income for previous years, and the change in deferred taxes. The reported total income tax expense amounted to EUR 418.7 million (EUR 332.4 million).

Balance sheet development

The decline in **cash and cash balances** to EUR 10.7 billion (EUR 17.5 billion) was primarily due to a significant reduction of cash balances held at central banks.

Trading and investment securities held in various categories of financial assets increased to EUR 44.3 billion (EUR 43.9 billion).

Loans and advances to credit institutions (net), including demand deposits other than overnight deposits, increased primarily in the Czech Republic and in the Holding to EUR 23.1 billion (EUR 19.1 billion).

Loans and receivables to customers (net) rose in all core markets – most notably in Hungary and Serbia as well as in the Czech Republic, Austria and Slovakia – to EUR 160.3 billion (EUR 149.3 billion) driven by retail and corporate loan growth.

Loan loss allowances for loans to customers declined to EUR 3.2 billion (EUR 3.6 billion), mostly due to continuing asset quality improvement. The **NPL ratio** (non-performing loans as a percentage of gross customer loans) improved again to 2.5% (3.2%). The **NPL coverage ratio** (based on gross customer loans) rose to 77.1% (73.4%).

Intangible assets amounted to EUR 1.4 billion (EUR 1.5 billion).

Miscellaneous assets were up at EUR 6.0 billion (EUR 5.4 billion).

Financial liabilities – held for trading declined to EUR 2.4 billion (EUR 2.5 billion).

Deposits from banks, primarily overnight deposits and term deposits, decreased to EUR 13.1 billion (EUR 17.7 billion).

Deposits from customers increased to EUR 173.8 billion (EUR 162.6 billion) due to strong growth in retail overnight deposits in all core markets. The **loan-to-deposit ratio** stood at 92.2% (91.8%).

Debt securities in issue rose to EUR 30.4 billion (EUR 29.7 billion) on the back of increased issuing activity.

Miscellaneous liabilities amounted to EUR 5.4 billion (EUR 5.4 billion).

Total assets grew to EUR 245.7 billion (+3.8%; EUR 236.8 billion).

Total equity increased to EUR 20.5 billion (+8.6%; EUR 18.9 billion) including additional tier 1 (AT1) instruments in the amount of EUR 1,490.4 million. After regulatory deductions and filtering according to the Capital Requirements Regulation (CRR) **common equity tier 1 capital** (CET1, CRR final) rose to EUR 16.3 billion (EUR 15.5 billion). Total **own funds** (CRR final) went up to EUR 22.0 billion (EUR 20.9 billion). **Total risk (risk-weighted assets)** including credit, market and operational risk, CRR final) increased to EUR 118.6 billion (EUR 115.4 billion).

Consolidated regulatory capital is calculated in accordance with CRR taking into consideration transitional provisions as defined in the Austrian CRR Supplementary Regulation and the Regulation (EU) 2016/445 of the European Central Bank on the exercise of options and discretions available in Union law. These transitional provisions define the percentages applicable to eligible capital instruments and regulatory deduction items as well as filters. The **total capital ratio**, total eligible qualifying capital in relation to total risk pursuant to CRR (final), was 18.5% (18.1%), well above the legal minimum requirement.

The **tier 1 ratio** (CRR final) stood at 15.0% (14.3%), the **common equity tier 1 ratio** (CRR final) at 13.7% (13.5%).

EVENTS AFTER BALANCE SHEET DATE

There were no significant events after the balance sheet date.

RISK MANAGEMENT

With respect to the explanations on substantial financial and non-financial risks at Erste Group as well as the goals and methods of risk management, we would like to draw the reader's attention to the information in Notes 46, 47 and 51 to the consolidated financial statements.

RESEARCH AND DEVELOPMENT

Erste Group does not engage in any research activities pursuant to section 243 (3) no. 3 UGB, but in 2019 development costs in the amount of EUR 76 million (EUR 61 million) were capitalised in connection with software developed in-house. In order to drive improvements for retail customers and in the ongoing services, Erste Group launched the Innovation Hub. Its purpose is to initiate and coordinate across-the-board initiatives with a strong focus on customer experiences. As a multi-disciplinary team consisting of marketing, product and IT as well as design experts, the Innovation Hub is tasked with creating innovations and managing new programme initiatives.

CAPITAL, SHARE, VOTING AND CONTROL RIGHTS

Investor information pursuant to section 243a (1) of the Austrian Commercial Code (UGB)

With regard to the statutory disclosure requirements related to the composition of the capital, the class of shares as well as own shares, special reference is made to the relevant information in the notes to the financial statements, in section C 38.

As of 31 December 2019, together with its syndicate partners, DIE ERSTE oesterreichische Spar-Casse Privatstiftung (ERSTE Stiftung), a foundation, controls 30.39% (prior year: 29.99%) of the shares in Erste Group Bank AG and with 16.46% (prior year: 16.21%) is the main shareholder. ERSTE Stiftung holds 6.37% (prior year: 6.49%) of the shares directly; the indirect participation of the ERSTE Stiftung amounts to around 10.09% (prior year: 9.72%) of the shares held by Sparkassen Beteiligungs GmbH & Co KG, which is an affiliated undertaking of the ERSTE Stiftung. 0.93% (prior year: 0.78%) are held directly by savings bank foundations (Sparkassenstiftungen) respectively saving banks foundations acting together with the ERSTE Stiftung and affiliated with Erste Group Bank AG through the Haftungsverbund/IPS fund. 9.92% (prior year: 9.92%) of the subscribed capital is controlled by ERSTE Stiftung on the basis of a shareholder agreement with Caixabank S.A.. 3.08% (prior year: 3.08%) are held by other partners to the shareholder agreement.

Furthermore, it should be noted that in addition to the joint liability scheme in place since 2001, from 1 January 2014 onwards Erste Group Bank AG has formed a recognized institutional protection scheme in accordance with article 113 (7) CRR together with the Austrian savings banks. The joint liability scheme complies with the requirements of article 4 (1) Z 127 CRR, whereby the required individual services of the individual members of the scheme are subject to an individual and general ceiling. The applicable amounts are determined by the steering company and made known to the paying members. Due to the requirements for an IPS, the ceilings for individual members' support measures were raised and an ex-ante fund established which was endowed beginning in 2014 for the following 10 years.

In the financial statements, the payments by the individual members are recognised as participations in IPS GesbR – which is in charge to manage the ex-ante-fund. Furthermore retained earnings are built, whereby a shift from untied reserves to tied reserves was conducted in 2014. On the basis of the contractual provisions, these retained earnings represent a restricted reserve. These tied retained earnings may be released only in case of a drawdown of the ex-ante-fund due to a triggering event. Internally, this reserve may therefore not be used to cover a loss and, at member level, it does not qualify as capital under the definition of CRR; on a consolidated level, however, the ex-ante-fund qualifies as capital.

Additional disclosures pursuant to section 243a (1) UGB

All restrictions on voting rights or the transfer of shares, even if they are included in agreements between shareholders, insofar as they are known to the Management Board pursuant to section 243a (1) no. 2 UGB: In shareholder agreements ERSTE Stiftung agreed with its partners the following: concerning the appointment of the members of the supervisory board the partners are obliged to vote as required by ERSTE Stiftung. The partners can dispose of shares according to a predefined sale procedure and can purchase shares only within the quotas agreed with ERSTE Stiftung (of a maximum of 2% within 12 months in total); with this regulation an unwanted creeping-in according to takeover law shall be prevented. In addition, the partners have committed themselves not to make a hostile takeover bid, nor to participate in a hostile takeover bid nor to act together with a hostile bidder in any other way.

The Articles of Association contain no restrictions in respect of voting rights or the transfer of shares.

Pursuant to section 243a (1) no. 6 UGB not directly prescribed by the law regarding the appointment and dismissal of members of management and supervisory boards as well as on the amendment of the Articles of Association:

This concerns:

- Art. 15.1 of the Articles of Association, which provides that ERSTE Stiftung will be granted the right to nominate up to one third of the members of the Supervisory Board to be elected by the shareholders' meeting, as long as ERSTE Stiftung is liable or all present and future liabilities of the company in the case of its insolvency pursuant to Section 92 (9) Banking Act and
- Art. 15.4 of the Articles of Association, which provides that a three-quarter majority of valid votes cast and a three-quarter majority of the subscribed capital represented at the meeting considering the proposal are required to pass a motion for removal of Supervisory Board members
- Art. 19.9 of the Articles of Association, which provides that the Articles of Association, in so far as they do not alter the business purpose, may be passed by simple majority of votes cast and simple majority of the subscribed capital represented at the meeting considering the amendment. Where higher majority votes are required by individual provisions of the Articles of Association, these provisions can only be amended with the same higher majority vote. Moreover, amendments to Art. 19.9 require a three-quarter majority of the votes cast and a three-quarter majority of the subscribed capital represented at the meeting considering the proposal.

Pursuant to section 243a (1) no. 7 UGB, members of the Management Board have the right to issue or repurchase shares, where such a right is not prescribed by statutory law:

As per decision of the Annual General Meeting of 15 May 2019:

- The Management Board is entitled to purchase up to 10% of the subscribed capital in treasury shares for trading purposes

according to section 65 (1) no. 7 Austrian Stock Corporation Act (AktG). However, the trading portfolio of these shares may not exceed 5% of the subscribed capital at the end of any calendar day. The consideration for the shares to be purchased must not be less than 50% of the closing price at the Vienna Stock Exchange on the last trading day prior to the purchase and must not exceed 20% of the closing price at the Vienna Stock Exchange on the last trading day prior to the purchase. This authorisation is valid for a period of 30 months, i.e. until 14 November 2021.

– The Management Board is entitled, pursuant to section 65 (1) no. 8 as well as (1a) and (1b) Stock Exchange Act and for a period of 30 months from the date of the resolution, i.e. until 14 November 2021, to acquire own shares of up to 10% of the subscribed capital, subject to approval by the Supervisory Board, with the option of making repeated use of the 10% limit, either at the stock exchange or over the counter, likewise to the exclusion of the shareholders' right to tender proportional payment. The authorisation may be exercised in whole or in part or in several instalments and in pursuit of one or several purposes. The market price per share must not be below EUR 2.00 or above EUR 120.00. Pursuant to section 65 (1b) in conjunction with sec. 171 Stock Corporation Act, the Management Board is authorised, from the date of the resolution, i.e. until 14 May 2024, on approval by the Supervisory Board, to sell or use the company's own shares, also by means other than the stock exchange or a public offering for any purpose allowed by the law, particularly as consideration for the acquisition and financing of the acquisition of companies, businesses, business divisions or shares in one or several businesses in Austria or abroad to the exclusion of the shareholders' proportional purchase option. The authorisation may be exercised in whole or in part or in several instalments and in pursuit of one or several purposes. The Management Board is authorised to redeem own shares subject to the Supervisory Board's approval without requiring the Annual General Meeting to adopt any further resolution.

– The Management Board is authorised to redeem shares without further resolution at the Annual General Meeting with the approval of the Supervisory Board.

– According to section 65 paragraph 1 Z 4 as well as paragraph 1a and 1b Stock Exchange Act, the Management Board is authorised for the duration of 30 months following the date of resolution, hence until 14 November 2021, and with the approval of the Supervisory Board to purchase own shares at an amount equaling up to 10% of share capital of the company also under repeated utilisation of the 10% limit both via the stock market as well as off-market under exclusion of the pro rata tender rights of shareholders for the purpose of granting shares for free or at concessionary terms to Erste Mitarbeiterbeteiligung Privatstiftung, their beneficiaries, employees, executive employees and members of the board at Erste Group Bank AG as well as affiliated group companies or other companies according to section 4d paragraph 5 Z 1 Income Tax

Act. The value per share may neither be lower than the floor value of two Euros nor higher than the ceiling of 120 Euros.

All sales and purchases were carried out as authorised at the Annual General Meeting.

According to section 8.3 of the Articles of Association, the Management Board is authorized, until 24 May 2023 and with the approval of the Supervisory Board, to issue convertible bonds (including conditional compulsory convertible bonds according to section 26 Austrian Banking Act (BWG)), which grant subscription or conversion rights to the acquisition of company shares, while paying due consideration or excluding the subscription right of shareholders. The terms of issue can also set out a conversion obligation at the end of the term or at another point in time in addition or instead of subscription or conversion rights. The issue of convertible bonds may only take place to the extent that guarantees the fulfilment of agreed conversion or subscription rights and, in the case of a conversion obligation set out in the conditions of issue, the fulfilment of the corresponding conversion obligations from the conditional capital increase. The issue amount, conditions of issue and the exclusion of shareholders' subscription rights are to be determined by the Management Board with consent of the Supervisory Board.

Significant agreements to which the company is party, and which become effective, are amended or are rendered ineffective when there is a change in the control of the company as a result of a takeover bid, as well as their effects [section 243a (1) no. 8 UGB]:

Haftungsverbund

The agreement in principle of the Haftungsverbund provides for the possibility of early cancellation for good cause. Good cause allowing the respective other contracting parties to cancel the agreement is deemed to exist if:

- one contracting party grossly harms the duties resulting from the present agreement
- the ownership structure of a party to the contract changes in such a way – particularly by transfer or capital increase – that one or more third parties from outside the savings bank sector directly and/or indirectly gain a majority of the equity capital or voting rights in the contracting party or
- one contracting party resigns from the savings bank sector irrespective of the reason.

The Haftungsverbund's agreement in principle and supplementary agreement expire if and as soon as any entity that is not a member of the savings bank sector association acquires more than 25% of the voting power or equity capital of Erste Group Bank AG in any manner whatsoever and a member savings bank notifies the Haftungsverbund's steering company and Erste Group Bank AG by registered letter within twelve weeks from the change of control that it intends to withdraw from the Haftungsverbund.

Directors and Officers Insurance

Changes in control: In the event that any of the following transactions or processes occur during the term of the insurance policy (each constituting a 'change in control') in respect of the insured:

- the insured ceases to exist as a result of a merger or consolidation, unless the merger or consolidation occurs between two insured parties, or
- another company, person or group of companies or persons acting in consent, who are not insured parties, acquire more than 50% of the insured's outstanding equity or more than 50% of its voting power (resulting in the right to control the voting power represented by the shares, and the right to appoint the Management Board members of the insured),

then the insurance cover under this policy remains in full force and effect for claims relating to unlawful acts committed or alleged to have been committed before this change in control took effect. However, no insurance cover is provided for claims relating to unlawful acts committed or allegedly committed after that time (unless the insured and insurer agree otherwise). The premium for this insurance cover is deemed to be completely earned.

In the event that a subsidiary ceases to be a subsidiary during the insurance period, the insurance cover under this policy shall remain in full force and effect for that entity for the remainder of the insurance period or (if applicable) until the end of the extended discovery period, but only in respect of claims brought against an insured in relation to unlawful acts committed or alleged to have been committed by the insured during the existence of this entity as a subsidiary. No insurance cover is provided for claims brought against an insured in relation to unlawful acts committed or allegedly committed after this entity ceased to exist.

Cooperation between Erste Group Bank AG and Vienna Insurance Group (VIG)

Erste Group Bank AG and Vienna Insurance Group AG Wiener Versicherung Gruppe (VIG) are contractual partners of a general sales agreement regarding the sales cooperation between Erste Group Bank AG and VIG in Austria and CEE. The contract, which was originally entered into in 2008 (between Erste Bank der österreichischen Sparkassen AG and Vienna Insurance Group der WIENER STÄDTISCHE Versicherung AG), was renewed and extended in 2018 until the end of 2033. The objective of the renewal and extension of the general sales agreement was mainly the modification of the agreement to fit the company restructurings of the original parties, the change to several business parameters and the adaptation of the agreement to the recent developments of the legal framework on the regulatory front. The parties already determined in the first agreement that each party had the right to terminate the agreement in the case of a takeover. In the case of a takeover of Erste Group Bank AG, VIG has the right to terminate the general sales agreement. If a takeover occurs at VIG, Erste Group Bank AG has the reciprocal right. Regarding Erste Group Bank AG, a takeover is deemed to occur if a shareholder or third party holding less than 50% of the total shares or the voting rights in Erste Group Bank AG so far, holds more than 50% of the total

shares or the voting rights in Erste Group Bank AG for the first time. Share purchases by shareholders/buyers of DIE ERSTE österreichische Spar-Casse Privatstiftung and/or Austrian savings banks are excluded from this ruling. With regard to VIG, the aforementioned rules also apply – share purchases by the shareholder Wiener Städtische Wechselseitiger Versicherungsverein Vermögensverwaltung – Vienna Insurance Group are excluded from this ruling.

Aside from this contract termination possibility, upon renewal and extension of this contract the contractual parties agreed that in case changed legal or other regulatory requirements significantly impact the defined business models in the respective so-called country sales agreements between the contractual partners, a termination of the respectively affected country sales agreements for good cause is possible as long as the presence of such a good cause is confirmed by a court of arbitration appointed in accordance with the rules of the general sales agreement.

Furthermore, Erste Group Bank AG and VIG are parties to an Asset Management Agreement, pursuant to which Erste Group Bank AG undertakes to manage certain parts of VIG's and its group companies' securities assets. In case of a change of control (as defined above), each party has a termination right. The Asset Management Agreement was extended until 2033 at the same time as the renewal of the aforementioned contract.

INTERNAL CONTROL AND RISK MANAGEMENT SYSTEM FOR THE GROUP FINANCIAL REPORTING PROCEDURES

Control environment

The management board is responsible for the establishment, structure and application of an appropriate internal control and risk management system that meets the company's needs in its group accounting procedures.

The management in each group unit is responsible for implementing group-wide instructions. Compliance with group rules is monitored as part of the audits performed by internal and local auditors.

Consolidated financial statements are prepared by the Group Consolidation department. The assignment of powers, the process description and the necessary control procedure are defined in the operating instructions.

Risks relating to the financial reporting procedures

The main risk in the financial reporting procedures is that errors or deliberate action (fraud) prevent facts from adequately reflecting the company's financial position and performance. This is the case whenever the data provided in the financial statements and notes is essentially inconsistent with the correct figures, i.e. whenever, alone or in aggregate, they are apt to influence the decisions made by the users of financial statements. Such a decision may incur serious damage, such as financial loss, the imposition of sanctions by the banking supervisor or reputational harm.

Furthermore, especially estimates for the determination of the fair value of financial instruments for which no reliable market value is available, estimates for the accounting of risk provisions for loans and advances and for provisions, complex measurement requirements for accounting as well as a difficult business environment bear the risk of significant financial reporting errors.

Controls

Group Accounting and Group Performance Management are responsible for group reporting and report to Erste Group's CFO. Erste Group issues group policies used for preparation of consolidated financial statements in accordance with IFRS. A summary description of the accounting process is provided in Erste Group's IFRS Accounting Manual. All transactions have to be recorded, posted and accounted for in accordance with the accounting and measurement methods set out in this manual. The management of each subsidiary is responsible for the implementation of group policies.

The basic components of the internal control system (ICS) at Erste Group are:

- Controlling as a permanent financial/business analysis (e.g. comparison of target and actual data between Accounting and Controlling) and control of the company and/or individual corporate divisions.
- Systemic, automatic control systems and measures in the formal procedure and structure, e.g. programmed controls during data processing.
- Principles of functional separation and checks performed by a second person (the four-eye principle).
- Internal Audit, as a separate organisational unit, is charged with monitoring all corporate divisions in an independent yet proximate manner, particularly with regard to the effectiveness of the components of the internal control system. The Internal Audit unit is monitored and/or checked by the management board, the audit committee/supervisory board, by external parties (bank supervisor, in individual cases also by an external auditor) as well as through audit's internal quality assurance measures (self-assessments, peer reviews).

Group Consolidation

The data provided by the group entities is checked for plausibility by the Group Consolidation department. The subsequent consolidation steps are then performed using the consolidation system (TAGETIK). These include consolidation of capital, expense and income consolidation, and debt consolidation. Lastly, possible intragroup gains are eliminated. At the end of the consolidation process, the notes to the financial statements are prepared in accordance with IFRS, BWG and UGB.

The consolidated financial statements and the group management report are reviewed by the audit committee of the supervisory board and are also presented to the supervisory board for approval. They are published as part of the annual report, on Erste Group's

website and in the Official Journal of Wiener Zeitung and finally filed with the Commercial Register.

Information and communication

Each year, the annual report shows the consolidated results in the form of a complete set of consolidated financial statements. In addition, the management summary provides verbal comments on the consolidated results in accordance with the statutory requirements.

Throughout the year, the group produces consolidated monthly reports for group management. Statutory interim reports are produced that conform to the provisions of IAS 34 and are also published quarterly in accordance with the Austrian Stock Corporation Act. Before publication, the consolidated financial statements are presented to senior managers and the Chief Financial Officer for final approval and then submitted to the supervisory board's audit committee.

Reporting is almost fully automated, based on source systems and automated interfaces, and guarantees up-to-date data for controlling, segment reporting and other analyses. Accounting information is derived from the same data source and is reconciled monthly for reporting purposes. Close collaboration between accounting and controlling permits continual target/actual comparisons for control and reconciliation purposes. Monthly and quarterly reports to the management board and the supervisory board ensure a regular flow of financial information and monitoring of the internal control system.

Responsibilities of Internal Audit

Internal Audit is in charge of auditing and evaluating all areas of the bank based on risk-oriented audit areas (according to the annual audit plan as approved by the management board and reported to the audit committee). The main focus of audit reviews is to monitor the completeness and functionality of the internal control system. Internal Audit has the duty of reporting its findings to the group's management board, supervisory board and audit committee several times within one year.

According to section 42 BWG, Internal Audit is a control body that is directly subordinate to the management board. Its sole purpose is to comprehensively verify the lawfulness, propriety and expediency of the banking business and banking operation on an on-going basis. The mandate of Internal Audit is therefore to support the management board in its efforts to secure the bank's assets and promote economic and operational performance and thus in the management board's pursuit of its business and operating policy. The activities of Internal Audit are governed in particular by the currently applicable Rules of Procedure, which were drawn up under the authority of all management board members and approved as well as implemented by them. The Rules of Procedure are reviewed on a regular basis and whenever required and adapted should the need arise.

Audit activities of Internal Audit

In its auditing activities, Internal Audit puts a special focus on:

- _ operating and business areas of the bank;
- _ operating and business processes of the bank;
- _ internal bank standards (policies, guidelines, operating instructions), also with regard to their compliance and up-to-dateness;
- _ audit areas stipulated by the law as they inter alia result from the rules of the Austrian Banking Act (BWG) and the Capital Requirements Regulation (CRR).

Internal Audit performs its responsibilities based on its own discretion and in compliance with the annual audit plan as approved by the management board. Once approved, the audit plan is also reported to the audit committee.

CORPORATE GOVERNANCE

The (consolidated) corporate governance report is part of the annual report of Erste Group (www.erstegroup.com/investor-relations).

(CONSOLIDATED) NON-FINANCIAL DECLARATION

Erste Group decided to prepare and publish a separate non-financial report – integrated in the annual report– in line with an option provided for in the Austrian Sustainability and Diversity Improvement Act (NaDiVeG).

| Management board | |
|-----------------------------|-------------------------------------|
| Bernhard Spalt mp, Chairman | |
| Ara Abrahamyan mp, Member | Stefan Dörfler mp, Member |
| Ingo Bleier mp, Member | Alexandra Habeler-Drabek mp, Member |
| Peter Bosek mp, Member | David O'Mahony mp, Member |

Group Consolidated Financial Statements 2019 (IFRS)

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Consolidated statement of income

| in EUR thousand | Notes | 1-12 18 | 1-12 19 |
|--|-------|------------------|------------------|
| Net interest income | 1 | 4,581,977 | 4,746,850 |
| Interest income | 1 | 5,174,274 | 5,543,983 |
| Other similar income | 1 | 1,772,606 | 1,655,214 |
| Interest expenses | 1 | -1,003,447 | -1,054,859 |
| Other similar expenses | 1 | -1,361,456 | -1,397,488 |
| Net fee and commission income | 2 | 1,908,449 | 2,000,131 |
| Fee and commission income | 2 | 2,377,020 | 2,373,502 |
| Fee and commission expenses | 2 | -468,571 | -373,370 |
| Dividend income | 3 | 29,043 | 27,881 |
| Net trading result | 4 | -1,697 | 318,342 |
| Gains/losses from financial instruments measured at fair value through profit or loss | 5 | 195,406 | -24,508 |
| Net result from equity method investments | | 13,102 | 17,093 |
| Rental income from investment properties & other operating leases | 6 | 189,368 | 170,143 |
| Personnel expenses | 7 | -2,474,238 | -2,537,127 |
| Other administrative expenses | 7 | -1,234,893 | -1,205,146 |
| Depreciation and amortisation | 7 | -471,966 | -540,979 |
| Gains/losses from derecognition of financial assets measured at amortised cost | 8 | 58 | 921 |
| Other gains/losses from derecognition of financial instruments not measured at fair value through profit or loss | 9 | 5,658 | 23,475 |
| Impairment result from financial instruments | 10 | 59,253 | -39,193 |
| Other operating result | 11 | -304,549 | -628,152 |
| Levies on banking activities | 11 | -112,221 | -127,990 |
| Pre-tax result from continuing operations | | 2,494,972 | 2,329,731 |
| Taxes on income | 12 | -332,439 | -418,674 |
| Net result for the period | | 2,162,533 | 1,911,057 |
| Net result attributable to non-controlling interests | | 369,087 | 440,924 |
| Net result attributable to owners of the parent | | 1,793,446 | 1,470,133 |

Earnings per share

Earnings per share constitute net profit/loss for the year attributable to owners of the parent divided by the average number of ordinary shares outstanding. Diluted earnings per share represent the maximum potential dilution (through an increase in the average number of shares) that would occur if all subscription and conversion rights granted were exercised (also see Note 38 Total equity). As in the previous year no subscription and conversion rights were outstanding during the financial year. Diluted earnings per share were equal to the undiluted.

| | | 1-12 18 | 1-12 19 |
|--|-----------------|-------------|-------------|
| Net result attributable to owners of the parent | in EUR thousand | 1,793,446 | 1,470,133 |
| Dividend on AT1 capital | in EUR thousand | -76,856 | -92,081 |
| Net result for the period attributable to owners of the parent after deduction of AT1 capital dividend | in EUR thousand | 1,716,590 | 1,378,052 |
| Weighted average number of outstanding shares | | 426,696,221 | 426,565,097 |
| Earnings per share | in EUR | 4.02 | 3.23 |
| Weighted average diluted number of outstanding shares | | 426,696,221 | 426,565,097 |
| Diluted earnings per share | in EUR | 4.02 | 3.23 |

Consolidated statement of comprehensive income

| in EUR thousand | 1-12 18 | 1-12 19 |
|---|------------------|------------------|
| Net result for the period | 2,162,533 | 1,911,057 |
| Other comprehensive income | | |
| Items that may not be reclassified to profit or loss | 122,218 | -70,143 |
| Remeasurement of defined benefit plans | -127,413 | -139,949 |
| Fair value reserve of equity instruments | 36,740 | 54,148 |
| Own credit risk reserve | 226,932 | -17,506 |
| Deferred taxes relating to items that may not be reclassified | -14,041 | 33,165 |
| Items that may be reclassified to profit or loss | -191,755 | -22,825 |
| Fair value reserve of debt instruments | -152,264 | 44,609 |
| Gains/losses during the period | -152,484 | 46,341 |
| Reclassification adjustments | 3,508 | -6,075 |
| Credit loss allowances | -3,288 | 4,343 |
| Cash flow hedge reserve | -2,890 | -54,421 |
| Gains/losses during the period | 28,025 | -29,415 |
| Reclassification adjustments | -30,915 | -25,006 |
| Currency reserve | -72,079 | -13,519 |
| Gains/losses during the period | -72,079 | -13,519 |
| Income tax relating to items that may be reclassified | 35,479 | 370 |
| Gains/losses during the period | 30,321 | -6,211 |
| Reclassification adjustments | 5,158 | 6,581 |
| Share of other comprehensive income of associates and joint ventures accounted for by the equity method | 0 | 136 |
| Total other comprehensive income | -69,537 | -92,968 |
| Total comprehensive income | 2,092,996 | 1,818,089 |
| Total comprehensive income attributable to non-controlling interests | 322,652 | 394,459 |
| Total comprehensive income attributable to owners of the parent | 1,770,344 | 1,423,630 |

For a detailed split of income tax items within other comprehensive income please refer to Note 12 Taxes on income.

Consolidated balance sheet

| in EUR thousand | Notes | Dec 18 | Dec 19 |
|---|--------|--------------------|--------------------|
| Assets | | | |
| Cash and cash balances | 14 | 17,549,181 | 10,693,301 |
| Financial assets held for trading | 15, 16 | 5,584,460 | 5,759,602 |
| Derivatives | 15 | 3,037,413 | 2,805,447 |
| Other financial assets held for trading | 16 | 2,547,047 | 2,954,155 |
| Pledged as collateral | 44 | 162,856 | 429,799 |
| Non-trading financial assets at fair value through profit or loss | 17 | 3,310,046 | 3,208,269 |
| Pledged as collateral | 44 | 37,237 | 38,639 |
| Equity instruments | 17 | 372,297 | 390,080 |
| Debt securities | 17 | 2,651,166 | 2,334,757 |
| Loans and advances to customers | 17 | 286,583 | 483,432 |
| Financial assets at fair value through other comprehensive income | 18 | 9,271,881 | 9,046,504 |
| Pledged as collateral | 44 | 212,439 | 603,241 |
| Equity instruments | 18 | 238,876 | 210,117 |
| Debt securities | 18 | 9,033,005 | 8,836,388 |
| Financial assets at amortised cost | 20 | 189,106,358 | 204,162,083 |
| Pledged as collateral | 44 | 959,617 | 2,141,960 |
| Debt securities | 20 | 26,050,153 | 26,763,789 |
| Loans and advances to banks | 20 | 19,102,754 | 23,054,595 |
| Loans and advances to customers | 20 | 143,953,451 | 154,343,699 |
| Finance lease receivables | 21 | 3,762,767 | 4,034,425 |
| Hedge accounting derivatives | 22 | 132,411 | 130,118 |
| Fair value changes of hedged items in portfolio hedge of interest rate risk | 47 | 0 | -3,766 |
| Property and equipment | 28 | 2,292,792 | 2,629,247 |
| Investment properties | 28 | 1,159,330 | 1,265,916 |
| Intangible assets | 29 | 1,507,082 | 1,368,320 |
| Investments in associates and joint ventures | 25 | 198,093 | 162,984 |
| Current tax assets | 30 | 101,315 | 80,715 |
| Deferred tax assets | 30 | 402,190 | 477,063 |
| Assets held for sale | 31 | 213,127 | 268,860 |
| Trade and other receivables | 23 | 1,318,411 | 1,408,069 |
| Other assets | 32 | 882,387 | 1,001,137 |
| Total assets | | 236,791,833 | 245,692,847 |

| in EUR thousand | Notes | Dec 18 | Dec 19 |
|---|--------|--------------------|--------------------|
| Liabilities and equity | | | |
| Financial liabilities held for trading | 15, 33 | 2,508,250 | 2,421,082 |
| Derivatives | 15 | 2,000,173 | 2,005,403 |
| Other financial liabilities held for trading | 33 | 508,077 | 415,679 |
| Financial liabilities at fair value through profit or loss | 34 | 14,121,895 | 13,494,319 |
| Deposits from customers | 34 | 211,810 | 264,837 |
| Debt securities issued | 34 | 13,445,678 | 13,010,530 |
| Other financial liabilities | 34 | 464,407 | 218,953 |
| Financial liabilities at amortised cost | 35 | 196,862,845 | 204,143,420 |
| Deposits from banks | 35 | 17,657,544 | 13,140,590 |
| Deposits from customers | 35 | 162,426,423 | 173,066,149 |
| Debt securities issued | 35 | 16,292,610 | 17,360,340 |
| Other financial liabilities | | 486,268 | 576,341 |
| Lease liabilities | | 6 | 515,068 |
| Hedge accounting derivatives | 22 | 276,968 | 269,189 |
| Fair value changes of hedged items in portfolio hedge of interest rate risk | 47 | 48 | 11 |
| Provisions | 36 | 1,704,526 | 1,918,740 |
| Current tax liabilities | 30 | 99,234 | 60,586 |
| Deferred tax liabilities | 30 | 22,886 | 17,905 |
| Liabilities associated with assets held for sale | 31 | 3,310 | 6,169 |
| Other liabilities | 37 | 2,323,146 | 2,369,033 |
| Total equity | 38 | 18,868,719 | 20,477,324 |
| Equity attributable to non-controlling interests | 38 | 4,494,030 | 4,857,496 |
| Additional equity instruments | 38 | 993,242 | 1,490,367 |
| Equity attributable to owners of the parent | 38 | 13,381,447 | 14,129,461 |
| Subscribed capital | 38 | 859,600 | 859,600 |
| Additional paid-in capital | 38 | 1,476,689 | 1,477,719 |
| Retained earnings and other reserves | 38 | 11,045,159 | 11,792,141 |
| Total liabilities and equity | | 236,791,833 | 245,692,847 |

Consolidated statement of changes in equity

| in EUR million | Subscribed capital | Additional paid-in capital | Retained earnings | Cash flow hedge reserve | Fair value reserve | Own credit risk reserve | Currency reserve | Remeasurement of defined benefit plans | Equity attributable to owners of the parent | Additional equity instruments | Equity attributable to non-controlling interests | Total equity |
|---|--------------------|----------------------------|-------------------|-------------------------|--------------------|-------------------------|------------------|--|---|-------------------------------|--|--------------|
| As of 1 January 2019 | 860 | 1,477 | 12,280 | -3 | 229 | -435 | -598 | -428 | 13,381 | 993 | 4,494 | 18,869 |
| Changes in treasury shares | 0 | 0 | -13 | 0 | 0 | 0 | 0 | 0 | -13 | 0 | 0 | -13 |
| Dividends paid | 0 | 0 | -663 | 0 | 0 | 0 | 0 | 0 | -663 | 0 | -41 | -705 |
| Capital increase/decrease | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 497 | 4 | 502 |
| Changes in scope of consolidation and ownership interest | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 |
| Reclassification from other comprehensive income to retained earnings | 0 | 0 | 21 | 0 | -48 | 27 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other changes | 0 | 0 | -1 | 0 | 0 | 0 | 0 | 0 | -1 | 0 | 0 | 0 |
| Total comprehensive income | 0 | 0 | 1,470 | -42 | 80 | 9 | -12 | -81 | 1,424 | 0 | 394 | 1,818 |
| Net result for the period | 0 | 0 | 1,470 | 0 | 0 | 0 | 0 | 0 | 1,470 | 0 | 441 | 1,911 |
| Other comprehensive income | 0 | 0 | 0 | -42 | 80 | 9 | -12 | -81 | -47 | 0 | -46 | -93 |
| Change from remeasurement of defined benefit plans | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -81 | -81 | 0 | -41 | -123 |
| Change in fair value reserve | 0 | 0 | 0 | 0 | 80 | 0 | 0 | 0 | 80 | 0 | -4 | 76 |
| Change in cash flow hedge reserve | 0 | 0 | 0 | -42 | 0 | 0 | 0 | 0 | -42 | 0 | 0 | -43 |
| Change in currency reserve | 0 | 0 | 0 | 0 | 0 | 0 | -12 | 0 | -12 | 0 | -2 | -14 |
| Change in own credit risk reserve | 0 | 0 | 0 | 0 | 0 | 9 | 0 | 0 | 9 | 0 | 1 | 10 |
| As of 31 December 2019 | 860 | 1,478 | 13,095 | -45 | 260 | -399 | -610 | -509 | 14,129 | 1,490 | 4,857 | 20,477 |

In the column 'Additional equity instruments', Erste Group reports additional tier 1 bonds issued in June 2016, April 2017 and March 2019, each with a nominal value of EUR 500 million. After deduction of costs directly attributable to each capital increase EUR 3 million (per issue), the net increase in capital amounted to EUR 497 million respectively. Additional tier 1 bonds are unsecured and subordinated bonds which are classified as equity under IFRS. For further details, see Note 38 Total equity.

In the line 'Changes in scope of consolidation and ownership interest' the acquisition of Ohrdska Banka AD Skopje is disclosed. The consideration for the acquisition of 91.57% of the shares amounted to EUR 31 million. As a consequence, a non-controlling interest in the amount of EUR 5 million was considered. For further details, see chapter B. SIGNIFICANT ACCOUNTING POLICIES.

| in EUR million | Subscribed capital | Additional paid-in capital | Retained earnings | Cash flow hedge reserve | Available for sale reserve | Fair value reserve | Own credit risk reserve | Currency reserve | Re-measurement of defined benefit plans | Income tax | Equity attributable to owners of the parent | Additional equity instruments | Equity attributable to non-controlling interests | Total equity |
|---|--------------------|----------------------------|-------------------|-------------------------|----------------------------|--------------------|-------------------------|------------------|---|------------|---|-------------------------------|--|---------------|
| As of 1 January 2018 | 860 | 1,477 | 10,918 | 4 | 545 | 0 | 0 | -503 | -364 | -57 | 12,879 | 993 | 4,416 | 18,288 |
| Changes initial application of IFRS 9 | 0 | 0 | 254 | 0 | -545 | 418 | -734 | 0 | 0 | 55 | -551 | 0 | -122 | -673 |
| Restated as of 1 January 2018 | 860 | 1,477 | 11,172 | 4 | 0 | 418 | -734 | -503 | -364 | -2 | 12,328 | 993 | 4,294 | 17,615 |
| Changes in treasury shares | 0 | 0 | -20 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -20 | 0 | 0 | -20 |
| Dividends paid | 0 | 0 | -568 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -568 | 0 | -44 | -612 |
| Capital increase/decrease | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 |
| Changes in scope of consolidation and ownership interest | 0 | 0 | -134 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -134 | 0 | -93 | -226 |
| Reclassification from other comprehensive income to retained earnings | 0 | 0 | 32 | 0 | 0 | -42 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other changes | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 3 | 9 |
| Total comprehensive income | 0 | 0 | 1,793 | -7 | 0 | -147 | 288 | -95 | -64 | 2 | 1,770 | 0 | 323 | 2,093 |
| Net result for the period | 0 | 0 | 1,793 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,793 | 0 | 369 | 2,163 |
| Other comprehensive income | 0 | 0 | 0 | -7 | 0 | -147 | 288 | -95 | -64 | 2 | -23 | 0 | -46 | -70 |
| Changes in presentation of income tax | 0 | 0 | 0 | -6 | 0 | -89 | 59 | 0 | 34 | 2 | 0 | 0 | 0 | 0 |
| Change from remeasurement of defined benefit plans | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -97 | 0 | -97 | 0 | -40 | -138 |
| Change in fair value reserve | 0 | 0 | 0 | 0 | 0 | -59 | 0 | 0 | 0 | 0 | -59 | 0 | -30 | -89 |
| Change in cash flow hedge reserve | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Change in currency reserve | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -95 | 0 | 0 | -95 | 0 | 23 | -72 |
| Change in own credit risk reserve | 0 | 0 | 0 | 0 | 0 | 0 | 229 | 0 | 0 | 0 | 229 | 0 | 1 | 230 |
| As of 31 December 2018 | 860 | 1,477 | 12,280 | -3 | 0 | 229 | -435 | -598 | -428 | 0 | 13,381 | 993 | 4,494 | 18,869 |

In 2018, in the line 'Changes in scope of consolidation and ownership interest' the purchase of non-controlling interests in Banca Comercială Română SA and Česká spořitelna a.s. is disclosed. The consideration for the acquisition of 6.30% of the shares in Banca Comercială Română SA amounted to EUR 140 million, the purchase price for 1.03% of the shares in Česká spořitelna a.s. was EUR 81 million.

From 1 January 2018 components of other comprehensive income are disclosed net of income tax. The corresponding allocation of the restated opening balance of income tax in other comprehensive income is disclosed in the line 'Changes in presentation of income taxes'.

Consolidated statement of cash flows

| in EUR million | Notes | 1-12 18 | 1-12 19 |
|--|-----------|---------------|---------------|
| Net result for the period | | 2,163 | 1,911 |
| Non-cash adjustments for items in net profit/loss for the year | | | |
| Depreciation, amortisation and net impairment of non-financial assets | 28, 29 | 571 | 738 |
| Net allocation of credit loss allowances and other provisions | 11 | 63 | 400 |
| Gains/losses from measurement and derecognition of financial assets and financial liabilities | 8, 9 | 161 | -89 |
| Other adjustments | | -138 | 113 |
| Changes in assets and liabilities from operating activities after adjustment for non-cash components | | | |
| Financial assets held for trading | 15, 16 | 1,468 | -147 |
| Non-trading financial assets at fair value through profit or loss | 17 | | |
| Equity instruments | 17 | -99 | -17 |
| Debt securities | 17 | -95 | 489 |
| Loans and advances to customers | 17 | 185 | -194 |
| Financial assets at fair value through other comprehensive income: debt securities | 18 | 939 | 289 |
| Financial assets at amortised cost | 20 | 0 | |
| Debt securities | 20 | -2,956 | -687 |
| Loans and advances to banks | 20 | -10,103 | -3,957 |
| Loans and advances to customers | 20 | -9,559 | -10,169 |
| Finance lease receivables | 21 | -245 | -269 |
| Hedge accounting derivatives | 22 | -11 | -40 |
| Other assets from operating activities | 23, 32 | -562 | -306 |
| Financial liabilities held for trading | 15, 33 | -997 | -83 |
| Financial liabilities at fair value through profit or loss | 34 | -300 | -757 |
| Financial liabilities measured at amortised cost | 35 | 0 | |
| Deposits from banks | 35 | 1,455 | -4,611 |
| Deposits from customers | 35 | 11,466 | 10,128 |
| Debt securities issued | 35 | 3,966 | 1,068 |
| Other financial liabilities | | -85 | 89 |
| Hedge accounting derivatives | 22 | -25 | -8 |
| Other liabilities from operating activities | 37 | -169 | -83 |
| Finance lease liabilities | | 0 | 0 |
| Cash flow from operating activities | | -2,907 | -6,194 |
| Proceeds of disposal | | | |
| Financial assets at fair value through other comprehensive income: equity instruments | 18 | 50 | 43 |
| Investments in associates and joint ventures | 25 | 17 | 4 |
| Property and equipment and intangible assets | 28, 29 | 52 | 69 |
| Investment properties | 28 | 10 | 18 |
| Acquisition of | | 0 | |
| Financial assets at fair value through other comprehensive income: equity instruments | 18 | 0 | 0 |
| Investments in associates and joint ventures | 25 | 0 | 0 |
| Property and equipment and intangible assets | 28, 29 | -541 | -591 |
| Investment properties | 28 | -78 | -120 |
| Acquisition of subsidiaries (net of cash and cash equivalents acquired) | | 0 | 142 |
| Disposal of subsidiaries | | 0 | 0 |
| Cash flow from investing activities | | -490 | -433 |
| Capital increase | 38 | 11 | 502 |
| Capital decrease | 38 | 0 | 0 |
| Changes in ownership interests that do not result in a loss of control | 38 | -226 | 1 |
| Dividends paid to equity holders of the parent | 38 | -568 | -663 |
| Dividends paid to non-controlling interests | 38 | -44 | -41 |
| Other financing activities | 38 | 0 | 5 |
| Cash flow from financing activities | | -828 | -197 |
| Cash and cash equivalents at the beginning of the period | 14 | 21,796 | 17,549 |
| Cash flow from operating activities | | -2,907 | -6,194 |
| Cash flow from investing activities | | -490 | -433 |
| Cash flow from financing activities | | -828 | -197 |
| Effect of currency translation | | -21 | -32 |
| Cash and cash equivalents at the end of period | 14 | 17,549 | 10,693 |
| Cash flows related to taxes, interest and dividends (included in cash flow from operating activities) | | 3,768 | 4,306 |
| Payments for taxes on income | 12 | -457 | -468 |
| Interest received | 1 | 7,044 | 7,801 |
| Dividends received | 3 | 29 | 28 |
| Interest paid | 1 | -2,848 | -3,055 |

Cash and cash equivalents are equal to cash in hand, cash balances at central banks and other demand deposits.

Notes to the group financial statements of Erste Group

A. GENERAL INFORMATION

Erste Group Bank AG is Austria's oldest savings bank and listed on the Vienna Stock Exchange. It is also quoted on the Prague Stock Exchange and on the Bucharest Stock Exchange. The registered office of Erste Group Bank AG is located at Am Belvedere 1, 1100 Vienna, Austria.

The group of Erste Group Bank AG (hereinafter referred to as 'Erste Group' or 'Group') offers a complete range of banking and other financial services, such as savings accounts, asset management (including investment funds), consumer credit and mortgage lending, investment banking, securities and derivatives trading, portfolio management, project finance, foreign trade financing, corporate finance, capital market and money market services, foreign exchange trading, leasing and factoring.

These consolidated financial statements have been prepared and authorised for issue by the management board as at the signing date of this report. Both, the supervisory board (26 March 2020) and the annual general meeting (13 May 2020) may amend the individual financial statements of Erste Group Bank AG, which in turn may have an impact on these consolidated financial statements.

Erste Group is subject to the regulatory requirements of Austrian and European supervisory bodies (National Bank, Financial Market Authority, Single Supervisory Mechanism). These regulations include those pertaining to minimum capital adequacy requirements, categorisation of exposures and off-balance sheet commitments, credit risk connected with clients of the Group, market risk (including interest rate and foreign exchange risk), and operational risk.

In addition to the banking entities, some Group companies are subject to regulatory requirements, specifically in relation to asset management.

B. SIGNIFICANT ACCOUNTING POLICIES

a) Basis of preparation

The consolidated financial statements of Erste Group for the financial year ending on 31 December 2019 and the related comparative information were prepared in compliance with applicable International Financial Reporting Standards (IFRS) as adopted by the European Union on the basis of IAS Regulation (EC) No. 1606/2002. The requirements of Section 59a of the Austrian Banking Act and Section 245a of the Austrian Commercial Code are fulfilled.

The consolidated financial statements have been prepared on a going concern basis.

Except for regulatory restrictions on capital distributions stemming from the EU-wide capital requirements regulations applicable to all credit institutions based in the EU, Erste Group does not have any other significant restrictions on its ability to access or use the assets and settle the liabilities of the Group. Also, the owners of non-controlling interests in Group subsidiaries do not have rights that can restrict the Group's ability to access or use the assets and settle the liabilities of the Group.

Except as otherwise indicated, all amounts are stated in millions of euro. The tables in this report may contain rounding differences. The abbreviations used in the consolidated financial statements of Erste Group are explained in the appendix 'Abbreviations' at the end of this report.

The consolidated financial statements have not been accepted by the supervisory board and the financial statements of Erste Group Bank AG have not been approved by the supervisory board at the date of this report.

b) Basis of consolidation

Subsidiaries

All entities directly or indirectly controlled by Erste Group Bank AG are consolidated in the Group financial statements on the basis of their annual accounts as of 31 December 2019, and for the year then ended.

Subsidiaries are consolidated from the date when control is obtained until the date when control is lost. Control is achieved when Erste Group is exposed to, or has rights to, variable returns from its involvement with the investee and has the ability to affect those returns through its power to direct the relevant activities of the investee. Relevant activities are those which most significantly affect the variable returns of an entity.

The results of subsidiaries acquired or disposed of during the year are included in the consolidated statement of income and consolidated statement of comprehensive income from the date of acquisition or up to the date of disposal. The financial statements of the bank's

subsidiaries are prepared for the same reporting year as that of Erste Group Bank AG and using consistent accounting policies. All intra-Group balances, transactions, income and expenses as well as unrealised gains and losses and dividends are eliminated.

Non-controlling interests represent those portions of total comprehensive income and net assets that are neither directly nor indirectly attributable to the owners of Erste Group Bank AG. Non-controlling interests are presented separately in the consolidated statement of income, in the consolidated statement of comprehensive income and within equity on the consolidated balance sheet. Acquisitions of non-controlling interests as well as disposals of non-controlling interests that do not lead to a change of control are accounted for as equity transactions, whereby the difference between the consideration transferred and the share in the carrying amount of the net assets acquired is recognised in equity.

Investments in associates and joint ventures

Investments in associates and joint ventures are accounted for using the equity method. Under the equity method, an interest in an associate or joint venture is recognised on the consolidated balance sheet at cost plus post-acquisition changes in the Group's share of the net assets of the entity. The Group's share of the associate's or joint venture's result is recognised in the consolidated statement of income and comprehensive income. Entities accounted for using the equity method are recognised on the basis of annual financial statements as of 31 December 2019 and for the year then ended.

Associates are entities over which Erste Group exercises significant influence ('associates'). Significant influence is the power to participate in the financial and operating policy decisions of the investee but is not control or joint control of those policies. As a general rule, significant influence is presumed to mean an ownership interest of between 20% and 50%.

Joint ventures are joint arrangements over which Erste Group exercises control jointly with one or more other venturers, with the venturers having rights to the net assets of the arrangement, rather than to the assets and liabilities relating to the arrangement. Joint control exists only when decisions about the relevant activities require the unanimous consent of the parties sharing control. Erste Group is not involved in joint arrangements which take form of joint operations.

Scope of consolidation

As at 31 December 2019, Erste Group Bank AG, as parent entity of Erste Group, includes in its IFRS scope of consolidation a total of 379 subsidiaries (31 December 2018: 399). This includes a total of 47 local savings banks which, alongside Erste Group Bank AG and Erste Bank der oesterreichischen Sparkassen AG, are members of the Haftungsverbund (cross-guarantee system) of the Austrian savings bank sector (please refer to 'd) Significant accounting judgements, assumptions and estimates' for further details).

In 2014, following the implementation of the new agreements of the cross-guarantee system (please refer to chapter 'd) Significant accounting judgements, assumptions and estimates') and the related financial support of the members, an 'ex-ante fund' was established. The fund is managed by a civil law company named IPS GesbR. The assets of the fund – the members of the cross-guarantee system are required to pay into the fund over a period of ten years - are bound and can be used solely for the purpose to cover loss events of members of the cross-guarantee system. The company IPS GesbR was included in the scope of consolidation in year 2014.

Additions in 2019

On 28 February 2019 Steiermärkische Bank und Sparkassen AG signed a share purchase agreement with Société Générale S.A. (SocGen) for the acquisition of 74.53% of the share capital (384,844 shares) of Ohridska Banka AD Skopje (OBS) in North Macedonia. OBS is a North Macedonian based business bank, which offers a range of services in corporate and retail business as well as brokerage services. This transaction enables Steiermärkische Sparkasse to significantly strengthen its existing market position in North Macedonia.

After approval by the European Central Bank (ECB) and the National Bank of the Republic of North Macedonia, the application for the acquisition to the Macedonian Securities and Markets Authority (SEC) was filed, the acquisition process was started and a purchase offer was made to all shareholders. The closing took place on 4 November 2019. On this reporting date, the OBS was included in Erste Group's consolidated financial statements. Additionally taking into account the shares from free float, a total of 91.57% of share capital with voting rights (472,839 shares) were acquired. Furthermore, supplementary capital of OBS was taken over from SocGen.

As of the reporting date, the measurement period for the business combination has not yet been completed. Due to the complexity of the analyses to be performed and the focus on the rapid implementation of immediately necessary integration steps, the purchase price allocation was carried out on a preliminary basis. An extensive data analysis, especially regarding a potential recognition of intangible assets, is expected to be completed by the end of the third quarter of 2020. As a consequence, the amounts recognised are provisional and could be adjusted based on new information. The identifiable assets acquired and liabilities assumed, measured at fair value as part of the preliminary purchase price allocation, had the following composition from the time of initial consolidation:

| in EUR million | Carrying amount | Fair value adjustment | Fair value |
|---|-----------------|-----------------------|--------------|
| Cash and cash balances | 173.5 | 0.0 | 173.5 |
| Financial assets at fair value through other comprehensive income | 10.9 | 0.0 | 10.9 |
| Financial assets at amortised cost | 489.0 | -6.3 | 482.7 |
| Property and equipment | 13.2 | -2.1 | 11.1 |
| Intangible assets | 1.3 | 0.0 | 1.3 |
| Current tax assets | 0.6 | 0.0 | 0.6 |
| Other assets | 1.5 | 0.0 | 1.5 |
| Total assets | 690.0 | -8.4 | 681.6 |
| Financial liabilities measured at amortised cost | 608.4 | 0.0 | 608.4 |
| Provisions | 1.7 | 3.7 | 5.4 |
| Tax liabilities | 0.0 | 0.0 | 0.0 |
| Other liabilities | 3.7 | 0.0 | 3.7 |
| Total liabilities | 613.9 | 3.7 | 617.6 |
| Subscribed capital | 22.2 | 0.0 | 22.2 |
| Additional paid-in capital | 5.7 | 0.0 | 5.7 |
| Retained earnings and other reserves | 41.8 | -12.1 | 29.7 |
| Net result attributable to owners of the parent | 6.4 | 0.0 | 6.4 |
| Total equity | 76.2 | -12.1 | 64.0 |
| Total liabilities and equity | 690.0 | -8.4 | 681.6 |

The fair value adjustments relate to credit risk valuations and the land and buildings acquired in the course of the OBS acquisition, which were valued on the basis of an appraisal report. The fair value of the acquired loans at the acquisition date amounted to EUR 455.2 million. The total gross contractual amount of these receivables was EUR 491.9 million. The best estimate at the acquisition date of the contractual cash flows not expected to be collected amounts to EUR 36.5 million. The proportionate share of non-controlling interests in the fair value of the acquired net assets amounted to EUR 5.4 million.

The cash consideration transferred for the shares acquired totaled EUR 31.9 million. In addition, acquisition related costs of EUR 2.2 million were recognised as expenses. Taking into account the fair value adjustments to the net assets, the transaction resulted in a gain from bargain purchase as follows:

| in EUR million | 2019 |
|--|-------------|
| Purchase price excl. acquisition related expenses | 31.9 |
| Direct own interest of Steiermärkische Sparkasse in the net assets | -58.6 |
| Bargain purchase gain | 26.7 |

The bargain purchase gain is presented in the statement of income under line item 'Other operating result'.

The opportunity for this bargain purchase arose due to the decision of SocGen to dispose of bank investments in Southeastern Europe in order to concentrate its international activities as a retail bank on markets with higher market shares and greater synergy potential.

Since the acquisition date, OBS's contribution to Erste Group's operating income amounted to EUR 4.3 million. The contribution to the net result for the period after taking into account the non-controlling interests amounted to EUR 4.0 million. If OBS had already been included in Erste Group's consolidated financial statements as of 1 January 2019, the contribution to the operating income would have been EUR 27.1 million and the contribution to net result for the period after taking into account the non-controlling interests would have been EUR 10.4 million.

Further additions to the consolidation scope had no material impact on the financial position and performance of the Group.

Disposals in 2019. The disposals had no material impact on the financial position and performance of the Group.

For further details regarding the scope of consolidation please refer to Note 56 Details of the companies wholly or partly owned by Erste Group as of 31 December 2019.

c) Accounting and measurement methods

IFRS 16 Leases

As of 1 January 2019, Erste Group has adopted IFRS 16 'Leases' as issued by IASB in January 2016. IFRS 16 replaced existing guidance for accounting for leases in IAS 17 'Leases', IFRIC 4 'Determining whether an Arrangement Contains a Lease', SIC-15 'Operating Leases – Incentives' and SIC-27 'Evaluation the Substance of Transactions Involving the Legal Form of a Lease'.

IFRS 16 introduced a single, on-balance sheet lease accounting model for lessees. A lessee recognises a right-of-use asset representing its right to use the underlying asset and a lease liability representing its obligation to make lease payments. There are recognition exemptions for short-term leases (less than 12 months) and leases of low-value items.

At inception date of a contract, the contract is assessed for whether it contains a lease, i.e. whether the contract conveys the right to control the use of an identified asset for a period of time in exchange for a consideration. A right-of-use asset and a lease liability are recognised at the lease commencement date. The right-of-use asset is initially measured at cost and subsequently depreciated from the commencement date to the earlier of the end of its useful life or the end of the lease term. The cost of the right-of-use asset comprises: the present value of the lease liability, any lease payments made at or before the commencement date, less any lease incentives received, any initial direct costs incurred by the lessee and an estimate of costs to be incurred by the lessee in dismantling and removing the underlying asset. Erste Group uses the straight-line method of depreciation. Right-of-use assets are subject to the impairment regulations of IAS 36.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if the rate cannot be readily determined, the lessee's incremental borrowing rate. Lease payments comprise fixed lease payments, variable lease payments that depend on an index or a rate and amounts expected to be payable under a residual value guarantee. Additionally, the exercise price under a purchase option if the lessee is reasonably certain to exercise the options and payments of penalties for terminating the lease are considered.

Subsequently, the carrying amount of the lease liability is increased by interest accrued using the applicable discount rate, reduced by lease payments made and remeasured to reflect any reassessment or lease modification. The incremental borrowing rate for movables consists of Euribor as a base rate, adjusted by a surcharge based on the entity's rating, the term of the lease and the collateral provided. The determination of the incremental borrowing rate for property leases is based on two components, the market rate and the single property rate. The market rate considers the lease term, creditworthiness and the base rate (e.g. Euribor) and is derived from existing bank data. The single property rate represents a surcharge to the market rate based on the quality of the single property.

Lessor accounting remains similar to the IAS 17 standard, i.e. the lessor continues to classify leases as finance or operating leases. Compared to IAS 17 the disclosure requirements are more comprehensive under IFRS 16. Whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessee, the contract is classified as finance lease. All other leases are classified as operating leases. When Erste Group is an intermediate lessor, it accounts for the head lease and the sublease as two separate contracts. The sublease is classified as a finance or operating lease by reference to the right-of-use assets arising from the head lease, not with reference to the underlying asset.

Erste Group transitioned to IFRS 16 using the modified retrospective approach according to IFRS 16.C5 (b) whereby comparative information was not restated. All contracts which were previously identified as leases applying IAS 17 and IFRIC 4 were taken over into IFRS 16. Erste Group recognised lease liabilities in relation to leases which had previously been classified as 'operating leases'. These liabilities were measured at the present value of the remaining lease payments, discounted using the lessee's incremental borrowing rate as of 1 January 2019. The right-of-use assets were recognised at an amount equal to the lease liabilities (IFRS 16.C8 (b)(ii)). Erste Group's equity was not impacted by the initial application. Erste Group does not apply IFRS 16 to any leases on intangible assets. Erste Group uses the exemption for short-term leases and leases of low-value items whereby the right-of-use asset is not recognised.

In the statement of financial position, right-of-use assets have been included in the line item 'Property and equipment', except for those meeting the definition of investment property.

The weighted average lessee's incremental borrowing rate applied to the lease liabilities on 1 January 2019 is about 6%. The decrease of the CET 1 ratio is immaterial.

For leases previously classified as finance leases the entity recognised the carrying amount of the lease asset and lease liability as the carrying amount of the right-of-use asset and the lease liability at the date of initial application.

The application of IFRS 16 will have an impact on future profit or loss. While the total amount of the expenses charged over the lease term remains the same, the distribution in time and the disclosure of the related expenses in profit or loss change. According to IAS 17, expenses for operating leases are recognised on a straight-line basis. According to IFRS 16 expenses are to be split between interest expenses and depreciation. Interest expenses decrease over the lease term, but depreciation is generally carried out on a straight-line basis, which results in a shift of expenses into the earlier periods of the lease term.

In the context of transition to IFRS 16, right-of-use assets and lease liabilities in the amount of EUR 431 million were recognised as at 1 January 2019. Mainly land and buildings are subject to lease at Erste Group.

Reconciliation of total lease commitments to lease liabilities

in EUR million

| | |
|--|-------|
| Operating lease commitments (IAS 17) undiscounted as of 31 December 2018 | 371.7 |
| (-) Discounting (using incremental borrowing rates as of 1 January 2019) | -79.8 |
| Discounted operating lease commitments as of 1 January 2019 | 291.9 |
| Recognition exemption for: | |
| Less: short-term leases | -4.5 |
| Less: leases of low-value assets | -8.1 |
| Add/Less: extension and termination options reasonably certain to be exercised | 136.8 |
| Add/Less: other | 14.5 |
| Lease liabilities recognised as of 1 January 2019 | 430.6 |

For details on the non-cancellable operating leases as of 31 December 2018 please refer to Note 41 Leases.

Financial instruments

A financial instrument is any contract giving rise to a financial asset of one party and a financial liability or equity instrument of another party. In accordance with IFRS 9, all financial assets and liabilities – which also include derivative financial instruments – have to be recognised on the balance sheet and measured in accordance with their assigned categories.

Measurement methods for financial instruments

Measurement of financial assets and financial liabilities is subject to two primary measurement methods.

i. Amortised cost and effective interest rate

Amortised cost is the amount at which the financial asset or financial liability is measured at initial recognition minus the principal repayments, plus or minus the cumulative amortisation using the effective interest method of any difference between that initial amount and the maturity amount. For financial assets the amount is adjusted for any loss allowance.

The effective interest rate ('EIR') is the rate that exactly discounts estimated future cash payments or receipts through the expected life of the financial asset or financial liability to the gross carrying amount of the financial asset (i.e. its amortised cost before adjusting for any loss allowance) or to the amortised cost of the financial liability. The estimated cash flows consider all the contractual terms of the financial instrument but disregard the expected credit losses. The calculation includes transaction costs, origination fees that are an integral part of the EIR and all other premiums and discounts to the par amount.

For purchased or originated credit-impaired financial assets ('POCI', see part 'Impairment of financial instruments'), credit-adjusted EIR is used. It is the rate that exactly discounts the estimated future cash flows which consider expected credit losses to the amortised cost of a financial asset.

The EIR is used for recognition of interest income and interest expense. Interest income is calculated in the following way:

- EIR applied to the gross carrying amount for financial assets that are not credit-impaired (Stage 1 and Stage 2, see part 'Impairment of financial instruments');
- EIR applied to the amortised cost for financial assets that are credit-impaired (Stage 3, see part 'Impairment of financial instruments');
- credit-adjusted EIR applied to the amortised cost for POCI financial assets.

Interest expense is calculated by applying the EIR to the amortised cost of a financial liability.

ii. Fair value

Fair value is the price that would be received if an asset were sold or paid if a liability were transferred in an orderly transaction between market participants on the measurement date. The definition also applies to fair value measurements of non-financial assets and liabilities. Details on valuation techniques applied for fair value measurement and on the fair value hierarchy are disclosed in Note 48 Fair value of financial instruments.

Initial recognition and measurement

i. Initial recognition

Financial instruments are initially recognised when Erste Group becomes a party to the contractual provisions of the instrument. Regular way (spot) purchases and sales of financial assets are recognised at the settlement date, which is the date that an asset is delivered.

ii. Initial measurement

Financial instruments are measured initially at their fair value including transaction costs (except for financial instruments at fair value through profit or loss, for which transaction costs are recognised directly in profit or loss). In most cases, the fair value at initial recognition equals the transaction price, i.e. the price transferred to originate or acquire a financial asset or the price received to issue or incur a financial liability.

Classification and subsequent measurement of financial assets

In accordance with IFRS 9, the classification and subsequent measurement of financial assets depend on the following two criteria:

- (i) The business model for managing the financial assets – the assessment is focused on whether the financial asset is part of a portfolio in which the assets are held in order to collect contractual cash flows, to both collect the contractual cash flows and sell the assets or they are held in other business models.
 - (ii) The cash flow characteristics of the financial assets – the assessment is focused on whether the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest ('SPPI') on the principal amount outstanding.
- Application of these criteria leads to classification of financial assets into three measurement categories described in the following sections.

i. Financial assets at amortised cost

Financial assets are measured at amortised cost if they are held in a business model whose objective is to collect contractual cash flows, and their contractual cash flows are SPPI.

On the balance sheet, these assets are carried at amortised cost, i.e. the gross carrying amount net of the credit loss allowance. They are presented under the line 'Financial assets at amortised cost', 'Trade and other receivables' and 'Cash and cash balances'. Cash balances include only claims (deposits) against central banks and credit institutions that are repayable on demand. Repayable on demand means that they may be withdrawn at any time or with a term of notice of only one business day or 24 hours. Mandatory minimum reserves are also shown under this item.

Interest income on these assets is calculated by effective interest method and is included under the line 'Interest income' under 'Net interest income' in the statement of income. Impairment gains or losses are included in the line 'Impairment result from financial instruments'. Gains and losses from derecognition (such as sales) of the assets are reported under the line item 'Gains/losses from derecognition of financial assets measured at amortised cost'.

At Erste Group, financial assets at amortised cost constitute the largest measurement category, which includes the vast majority of loan business to customers (except for certain loans measured at fair value through profit or loss), interbank lending business (including reverse repo transactions), deposits with central banks, investments in debt securities, amounts in the course of settlement, trade and other receivables.

Investments in debt securities measured at amortised cost may be acquired with different business objectives (such as fulfilling internal/external liquidity risk requirements and efficient placement of the structural liquidity surplus, strategic positions decided by the board of directors, initiation and fostering of client relationships, substitution of loan business or other yield generating activities). Their common attribute is that significant and frequent sales of such securities are not expected. For a description of what sales are considered as compliant with the held to collect contractual cash flows business model, see the 'Business model assessment' part in chapter 'd) Significant accounting judgements, assumptions and estimates'.

ii. Financial assets at fair value through other comprehensive income

Debt instrument financial assets are measured at fair value through other comprehensive income (FVOCI) if their contractual cash flows are SPPI-compliant and they are held within a business model whose objective is achieved by both to collect contractual cash flows and sell the assets. On the balance sheet, they are included as 'Debt securities' under the line 'Financial asset at fair value through other comprehensive income'.

Interest income on these assets is calculated using the effective interest method and is included in the line 'Interest income' under 'Net interest income' in the statement of income. Impairment gains and losses are recognised in profit or loss in the line 'Impairment result from financial instruments' with opposite loss allowance entry in OCI rather than against the asset value. As a result, the measurement impact recognised in profit or loss is the same as for financial assets measured at amortised cost.

The difference between the fair value at which the assets are carried in the balance sheet and the amortised cost component is recognised as accumulated OCI in equity specifically under 'Fair value reserve' in the statement of changes in equity. The change for the period is reported as OCI in the statement of comprehensive income in the line 'Fair value reserve of debt instruments' which also includes the loss allowance OCI entry. When the financial asset is derecognised, the amount previously accumulated in OCI is reclassified to profit or loss and reported under the line 'Other gains/losses from derecognition of financial instruments not measured at fair value through profit or loss'.

Erste Group classifies investments in debt securities as measured at FVOCI, i.e. no loan business is included in this measurement category. Similarly to investments in debt securities measured at amortised cost, they relate to various business objectives such as fulfilling internal/external liquidity risk requirements and efficient placement of the structural liquidity surplus, strategic positions decided by the board of directors, initiation and fostering of client relationships, substitution of loan business or other yield-enhancement activities. The common attribute for investments in debt instruments at FVOCI is that an active yield optimisation via sales is integral to achieving the objectives. The sales are carried out in order to optimise the liquidity position or to realise fair value gains or losses. As a result, the business objectives are achieved through both collecting contractual cash flows and sales of the securities.

For certain investments in equity instruments that are not held for trading, Erste Group makes use of the option to measure them at FVOCI. This election is applied to strategic, significant banking business relationship investments (except for insurance business). The fair value gains or losses for the period are reported as OCI in the line 'Fair value reserve of equity instruments' of the statement of comprehensive income. The cumulative gains or losses are included under 'Fair value reserve' in the statement of changes in equity. The amount recognised in OCI is never reclassified to profit or loss. However, upon derecognition of the investments in equity instruments at FVOCI the amount accumulated in OCI is transferred to retained earnings. Dividends received on these investments are reported under the line 'Dividend income' of the statement of income. On the balance sheet, financial assets measured at fair value through OCI are included as 'Equity instruments' under the line 'Financial asset at fair value through other comprehensive income'.

iii. Financial assets at fair value through profit or loss

There are various reasons for assigning the fair value through profit or loss (FVPL) measurement category to financial assets:

Financial assets whose contractual cash flows are not considered as SPPI have to be measured at FVPL. At Erste Group, this concerns certain debt securities and loans to customers. Other source of FVPL measurement relates to financial assets that are part of residual business models, i.e. they are neither held to collect contractual cash flows nor held to either collect contractual cash flows or sell the assets. These financial assets are generally expected to be sold before their maturity or they are managed and their performance is evaluated on a fair value basis. In the business of Erste Group, such business models are typical of assets that are held for trading (i.e. financial assets held by the trading function of the bank), of assets whose value is expected to be primarily realised through sales, such as investments in securitisations or of failed loan syndications when the loan is offered for sale on the market. Further subject to FVPL measurement are financial assets held by funds consolidated by Erste Group since they are managed and their performance is evaluated on a fair value basis.

Erste Group also makes use of the option to designate some financial assets as measured at FVPL at initial recognition. Such a classification is used if it eliminates or significantly reduces an accounting mismatch between fixed interest rate financial assets, which in the absence of such a classification would be measured at amortised cost or at FVOCI, and related derivatives measured at FVPL.

On the balance sheet, debt instrument financial assets measured at FVPL are presented as 'Financial assets held for trading', sub-items 'Other financial assets held for trading' and 'Non-trading financial assets at fair value through profit or loss', sub-items 'Debt securities' and 'Loans and advances to customers'. Non-trading financial assets consist of two sub-categories disclosed in Note 17 which are 'mandatorily at fair value through profit or loss' and 'designated at fair value through profit or loss'. Financial assets are mandatorily measured at fair value through profit or loss either because their contractual cash flows are not SPPI or they are held as part of residual business models that are other than held for trading.

Investments in equity instruments that are held for trading (i.e. financial assets held by the trading function of the bank) are measured at FVPL. They are included in the balance sheet under the line 'Financial assets held for trading', sub-item 'Other financial assets held for trading'. Investments in equity instruments that are not held for trading are also measured at FVPL (unless they are designated at FVOCI). They are presented in the balance sheet under 'Non-trading financial assets at fair value through profit or loss', sub-item 'Equity instruments', sub-category 'mandatorily at fair value through profit or loss' in Note 17.

In the statement of income, the profit or loss effects of financial assets measured at FVPL are split into interest income or dividend income and fair value gains and losses. The interest income on debt instruments is presented in the line 'Other similar income' under 'Net interest income' and is calculated by applying the EIR to the amortised cost component of the financial assets. The dividend income on equity instruments is presented in the line 'Dividend income'. The fair value gains or losses are calculated net of the interest or dividend income, and they also include transaction costs and origination fees. They are reported in the line 'Net trading result' for financial assets held for trading and in the line 'Gains/losses from financial instruments measured at fair value through profit or loss' in case of non-trading financial assets at FVPL. For investments in funds, which are not consolidated by Erste Group, the interest or dividend component is not separated from the fair value gains or losses.

Classification and subsequent measurement of financial liabilities

Financial liabilities are classified as measured at amortised cost unless they are measured at fair value through profit or loss.

i. Financial liabilities at amortised cost

For presentation on the balance sheet, the line item 'Financial liabilities measured at amortised cost' is used. The liabilities are further broken down into 'Deposits from banks', 'Deposits from customers', 'Debt securities issued' and 'Other financial liabilities'.

Interest expenses incurred are calculated using effective interest method are reported in the line item 'Interest expenses' under 'Net interest income' in the statement of income. Gains and losses from derecognition (mainly repurchase) are reported under the line item 'Other gains/losses from derecognition of financial instruments not measured at fair value through profit or loss'.

ii. Financial liabilities at fair value through profit or loss

Financial liabilities at FVPL consist of financial liabilities held for trading and financial liabilities designated at FVPL.

Non-derivative financial liabilities held for trading are those which are incurred principally for the purpose of repurchasing them in the near term. In the business of Erste Group non-derivative held for trading liabilities largely comprise short sales. These arise from obligations to return securities, which are purchased under agreements to resell or are borrowed through securities lending transactions and subsequently sold to third parties. On the balance sheet such liabilities are presented under the line 'Financial liabilities held for trading', sub-item 'Other financial liabilities'. The gains or losses on financial liabilities held for trading are reported in the line 'Net trading result' in the statement of income.

Erste Group makes use of the option to designate some financial liabilities as measured at FVPL at initial recognition (referred to as fair value option) if:

- _ such classification eliminates or significantly reduces an accounting mismatch between fixed interest rate financial liabilities otherwise measured at amortised cost and related derivatives measured at FVPL. Erste Group assesses quantitatively that the designation actually eliminates or significantly reduces the accounting mismatch in respect of fair value changes attributable to interest rate risk; or
- _ the entire hybrid contract contains a non-closely related embedded derivative.

Financial liabilities designated at FVPL are reported on the balance sheet under the line item 'Financial liabilities at fair value through profit or loss' and are further broken down into 'Deposits from customers', 'Debt securities issued' and 'Other financial liabilities'. Other financial liabilities relate to fund units issued by funds consolidated by Erste Group. Interest incurred is calculated by applying the EIR to the amortised cost of the financial liability and is reported in the statement of income under in line item 'Other similar expenses' under 'Net interest income'. Gains and losses resulting from changes in fair value are recognised net of the interest expense under the line item 'Gains/losses from financial instruments measured at fair value through profit or loss'.

The amount of the fair value change resulting from the credit risk of the financial liability for the period is presented as OCI in the statement of comprehensive income in the line 'Own credit risk reserve'. The cumulative amount is recognised as accumulated OCI, specifically under 'Own credit risk reserve' in the statement of changes in equity. The amount recognised in OCI is never reclassified to profit or loss. However, upon derecognition (mainly repurchases) of the financial liabilities designated at FVPL the amount accumulated in OCI is transferred to retained earnings.

The cumulative amount of the credit risk recognised as accumulated OCI is calculated as the difference between the present value of the liability determined by using the original credit spread and the fair value of the liability. The amount of fair value change attributable to changes in credit risk of the liability for the period which is recognised in OCI is the difference between the cumulative amount of the credit risk at the end of the period and at the beginning of the period. When calculating the present value of the liability by using the original credit spread, the rate used for discounting is the sum of the observed interest rate (swap yield curve) and the original credit spread. The original credit spread is determined at initial recognition of the liability and it equals the difference between the total yield of the liability and the observed interest rate (swap yield curve) at that time.

Impairment of financial instruments

Erste Group recognises loss allowances for impairment on its debt instrument financial assets, other than those measured at FVPL, its lease receivables, and its off-balance credit risk exposures arising from financial guarantees and certain loan commitments. The impairment is based on expected credit losses whose measurement reflects:

- _ an unbiased and probability-weighted amount that is determined by evaluating a range of possible outcomes;
- _ the time value of money; and
- _ reasonable and supportable information that is available without undue cost or effort at the reporting date about past events, current conditions and forecasts of future economic conditions.

The amount of the impairment loss is recognised as a loss allowance. For the purpose of the measurement of the amount of expected credit loss and recognition of interest income, Erste Group distinguishes between three stages of impairment.

Stage 1 relates to financial instruments for which no significant increase in credit risk has been recorded since their initial recognition. The impairment is measured in the amount of the 12-month expected credit loss. Interest income is recognised by EIR applied to the gross carrying amount of the financial asset.

Financial instruments in Stage 2 are subject to significant increase in credit risk since their initial recognition. The impairment is measured in the amount of the lifetime expected credit loss. Interest income is recognised by EIR applied to the gross carrying amount of the financial asset (as for Stage 1).

Financial assets in Stage 3 are credit-impaired. In respect of applying the 'credit-impaired' concept of IFRS 9, Erste Group generally adopted the approach of aligning it with the regulatory concept of 'default' for lending exposures. The impairment for such financial assets is measured in the amount of lifetime expected credit loss. Interest income is recognised by EIR applied to the amortised cost (i.e. the net carrying amount) of the financial asset. From a balance sheet perspective, interest is accrued based on the financial assets' gross carrying amount. The difference between the interest accrued on the assets and the interest income recognised is reflected through the allowance account (without impacting the impairment loss).

More detailed information about identification of significant increases in credit risk including collective assessment, estimation techniques used to measure 12-month and lifetime expected credit losses and definition of default is provided in Note 46 Risk management, part Credit risk.

For financial assets measured at amortised cost, the net carrying amount of the financial asset presented on the balance sheet is the difference between the gross carrying amount and the cumulative loss allowance. However, for financial assets measured at FVOCI, the loss allowance is recognised in the accumulated OCI, specifically under 'Fair value reserve' in the statement of changes in equity. Loss allowances for loan commitments and financial guarantees are presented under the balance sheet line item 'Provisions'.

For financial assets that are credit-impaired at initial recognition (POCI financial assets) lifetime expected credit losses are initially reflected in the credit-adjusted EIR. As a result, no loss allowance is recognised at inception. Subsequently, only adverse changes in lifetime expected credit losses after the initial recognition are recognised as loss allowance, whilst favourable changes are recognised as impairment gains increasing the gross carrying amount of the POCI financial assets. No impairment stages are distinguished for the POCI financial assets.

In the statement of income, impairment losses and their reversals (gains) on all kinds of financial instruments are presented in the line item 'Impairment result from financial instruments'.

Write-offs

Erste Group writes off a financial asset or a part of it when it has no reasonable expectations of recovering the respective cash flows. When performing the write-off, the gross carrying amount of the asset is reduced simultaneously with the related loss allowance balance.

Erste Group has specified criteria for writing off the unrecoverable balances in its loan business. Write-off can result from forbearance measures whereby the bank contractually waives part of the existing balance in order to help the customers overcome financial difficulties and thus improve the prospects of recovering the remaining loan balance (normally this relates to going concern scenarios for corporate customers). In gone concern scenarios with corporate customers, write-offs of the unrecoverable exposure parts are triggered by enforcement activities such as filing or termination of legal proceedings (bankruptcy, liquidation, court case). Other write-off triggers may result from decisions about no enforcement due to worthlessness of the claim/collateral or generally from assessment that the receivable is economically lost. For retail customers, the non-recoverability and the timing and amounts of write-off crystallise during the collection process when it becomes evident that the amount due cannot be collected, e.g. due to ongoing bankruptcy proceedings. Residual uncollectable balances are written off after the collection process.

Derecognition of financial instruments including treatment of contractual modifications

i. Derecognition of financial assets

A financial asset (or, where applicable, part of a financial asset or part of a group of similar financial assets) is derecognised when:

- the contractual rights to receive cash flows from the asset have expired; or
- Erste Group has transferred its rights to receive cash flows from the asset or has assumed an obligation to pay the received cash flows in full without material delay to a third party under a 'pass-through' arrangement and either:
 - it has transferred substantially all risks and rewards connected with ownership of the asset; or
 - has neither transferred nor retained substantially all risks and rewards connected with ownership of the asset but has transferred control of the asset.

The difference between the carrying amount of the derecognised asset and the consideration received is presented in the statement of income in the line 'Gains/losses from derecognition of financial assets measured at amortised cost' or, for financial assets at FVOCI, in the line 'Other gains/losses from derecognition of financial instruments not measured at fair value through profit or loss'. For financial assets measured at FVPL the derecognition gains or losses are recognised together with the measurement result in the lines 'Net trading result' or 'Gains/losses from financial instruments measured at fair value through profit or loss'.

ii. Derecognition criteria with respect to contractual modifications of financial assets

In the normal course of running its lending business and in agreement with the respective debtors, Erste Group may renegotiate or otherwise modify some terms or conditions of the underlying contracts. This can involve either market-driven commercial renegotiations or contractual changes aimed at alleviating or preventing borrower's financial difficulty. For the purpose of capturing the economic substance and financial effect of such contractual modifications, Erste Group has developed a set of criteria to assess whether or not the modified terms are substantially different from the original terms.

Substantial modifications lead to derecognition of the original financial asset and initial recognition of the modified financial asset as a new financial instrument. They include following events:

- change of the contractual counterparty (unless this is a formal change such as changes in legal name);
- change in the currency of the contract (unless the change results from exercising an embedded option in the original contract with pre-agreed conditions of the change, or if the new currency is pegged to the original currency);
- introduction of a non-SPPI contractual feature (unless it is intended to improve recoveries from debtors by granting concessions supporting them to recover from financial difficulties); and
- removal of a non-SPPI contractual feature.

Some derecognition criteria distinguish whether contractual modifications are applied to debtors facing financial difficulties. Application of certain modifications to debtors in financial difficulties is not considered as substantial since they are aimed at improving the prospects of the bank to recover the claims by tailoring the repayment schedules to specific financial conditions of those debtors. On the other hand, such contractual modifications applied to performing debtors may be considered as substantial enough to warrant the derecognition, as further detailed below.

From this perspective, the following criteria lead to derecognition unless they are considered as forbearance measures or they are applied to customers in default or they trigger default (i.e. the derecognition occurs if the modification does not relate to financial difficulties):

- _ repayment schedule changed in a way that the weighted remaining maturity of the assets is modified by more than 100% and at least two years compared to the original asset;
- _ change in timing/amount of contractual cash flows resulting in the present value of the modified cash flows (discounted at pre-modification effective interest rate) being different by more than 10% of the gross carrying amount of the asset immediately before the modification (cumulative assessment considering all modifications occurring over the last twelve months); or
- _ commercial renegotiations initiated by a debtor seeking better terms as an alternative to re-financing while a prepayment/early termination option and a sufficiently competitive refinancing market exist. Furthermore, the costs that the debtor would incur in case of prepayment/early termination would have to be assessed as sufficiently low for not deterring it. This derecognition trigger rarely applies to loan assets in Stage 2 and never in Stage 3.

If contractual modifications that qualify as forbearance measures or they are applied to customers in default or they trigger default (i.e. they relate to customers in financial difficulties) are so significant that they are qualitatively assessed as an extinguishment of original contractual rights, they result in derecognition. Examples of such modifications are:

- _ a new agreement with materially different terms signed up as part of distressed restructuring following a standstill agreement suspending the rights of the original assets;
- _ consolidation of multiple original loans into one with substantially different terms; or
- _ transformation of a revolving loan into non-revolving.

Contractual modifications leading to derecognition of the related original assets result in the initial recognition of new financial assets. If the debtor is in default or the significant modification leads to the default, then the new asset will be treated as POCI. The difference between the carrying amount of the derecognised asset and initial fair value of the new POCI asset is presented in the statement of income in the line 'Impairment result from financial instruments'.

If the debtor is not in default or the significant modification does not lead to default, the new asset recognised after derecognition of the original asset will be in Stage 1. For loans measured at amortised cost, the unamortised balance of the origination fees/transaction costs considered in the effective interest rate is presented in the line item 'Interest income' under 'Net interest income' at the derecognition date. The release of the credit loss allowance attached to the original asset at the date of that significant modification as well as the credit loss allowance recognised for the new asset are presented in the line 'Impairment result from financial instruments'. The remaining difference is presented in the line 'Gains/losses from derecognition of financial assets measured at amortised cost'.

For financial assets measured at FVPL, irrespective of whether they are in default, the derecognition gains and losses are included in the same line items of the statement of income as their measurement result, i.e. in 'Gains/losses from financial instruments measured at fair value through profit or loss'.

For debt instrument assets not measured at FVPL that are subject to contractual modifications that do not result in derecognition, the gross carrying amount of the asset is adjusted against recognising a modification gain or loss in profit or loss. The modification gain or loss equals the difference between the gross carrying amount before the modification and the present value of the cash flows based on the modified terms discounted with the original EIR. In the statement of income, the modification gain or loss is presented in the line 'Interest income' under 'Net interest income' if the modification relates to financial assets in Stage 1. For financial assets in Stage 2 and 3 and POCI financial assets, the modification gain or loss is presented in the line 'Impairment result from financial instruments'. However, to the extent that the contractual modification involves the bank giving up its rights of collecting cash flows in respect of an outstanding amount of the asset, such as waiving (part of) principal or accrued interest amount, it is treated as a write-off.

iii. Derecognition of financial liabilities

A financial liability is derecognised when the obligation under the liability is discharged, cancelled or expires. This normally occurs when the liability is repaid or repurchased. In the statement of income, the difference between the carrying amount of the derecognised financial liability and the consideration paid is presented in the line 'Other gains/losses from financial instruments not measured at fair value through profit or loss', 'Gains/losses from financial instruments measured at fair value through profit or loss' and 'Net trading result' depending on the measurement category of the derecognised financial liability.

Derivative financial instruments

Derivative financial instruments are used by Erste Group to manage exposures to interest rates, foreign currencies and other market price risks. Derivatives used by Erste Group include mainly interest rate swaps, futures, forward rate agreements, interest rate options, currency swaps and currency options as well as credit default swaps.

For presentation purposes, derivatives are split into:

- _ Derivatives – held for trading; and
- _ Derivatives – hedge accounting.

Derivative financial instruments are carried at fair value (dirty price) on the balance sheet. Derivatives are carried as assets if their fair value is positive and as liabilities if their fair value is negative.

Derivatives – held for trading are those that are not designated as hedging instruments for hedge accounting. They are presented in the line item ‘Derivatives’ under the heading ‘Financial assets/Financial liabilities held for trading’. All kinds of non-hedging derivatives without regard to their internal classification, i.e. both derivatives held in the trading book and banking book, are presented in this line item.

Derivatives – hedge accounting are those that are designated as hedging instruments in hedge accounting relationships fulfilling the conditions of IAS 39 (please refer to the Hedge Accounting part). On the balance sheet, they are presented in the line item ‘Hedge accounting derivatives’ on the asset or liability side.

Changes in the fair value (clean price) of derivatives – held for trading as well as of derivatives designated as hedging instruments in fair value hedges are reported in the statement of income in the line item ‘Net trading result’. Interest income/expense related both to held for trading and hedging derivatives is presented in the statement of income in the line item ‘Other similar income’ or ‘Other similar expenses’ under ‘Net interest income’. Interest income/expense recognition is based on EIR-like accruals in respect of the derivative notional amount and includes amortisation of the inception value of the derivative (e.g. upfront fees, if any).

The effective part of changes in the fair value (clean price) of derivatives in cash flow hedges is reported as OCI in the line item ‘Cash flow hedge reserve’ of the statement of comprehensive income. The accumulated OCI is presented under ‘Cash flow hedge reserve’ in the statement of changes in equity. The ineffective part of changes in the fair value (clean price) of derivatives in cash flow hedges is reported in the statement of income under the line item ‘Net trading result’.

Embedded derivatives

Erste Group issues certain financial liabilities which contain structured features. Structured features mean that a derivative is embedded in non-derivative host instruments. Embedded derivatives are separated from the host instruments if

- _ the economic characteristics of the derivatives are not closely related to the economic characteristics and risks of the host debt instruments;
- _ the embedded derivative meets the definition of a derivative; and
- _ the hybrid instrument is not a financial asset or liability held for trading or designated at fair value through profit or loss.

Embedded derivatives that are separated are accounted for as stand-alone derivatives and presented on the balance sheet under the line item ‘Derivatives’ in financial assets held for trading and financial liabilities held for trading. At Erste Group, these relate to bonds and deposits whose payments are linked to equity prices or FX rates.

In the business of Erste Group, majority of non-closely related embedded derivatives relates to bonds issued for which fair value option has been applied since 2018. As a result, these embedded derivatives are part of the measurement of the entire hybrid instrument at FVPL and thus are not separated.

Repurchase and reverse repurchase agreements

Transactions involving sales of securities under an agreement to repurchase them at a specified future date are also known as ‘repos’ or ‘sale and repurchase agreements’. Securities sold in such transactions are not derecognised from the balance sheet, as Erste Group retains substantially all risks and rewards of ownership, because the securities are repurchased at a fixed price when the transaction ends. Furthermore, Erste Group is the beneficiary of all coupons and other income payments received on the transferred assets over the period of the transactions. These payments are remitted to Erste Group or are reflected in the repurchase price.

The cash received upon sale of securities is recognised on the balance sheet with a corresponding obligation to return under the line item ‘Financial liabilities at amortised cost’, sub-items ‘Deposits from banks’ or ‘Deposits from customers’ reflecting the transaction’s economic substance as a loan to Erste Group. The difference between the sale and repurchase prices is treated as interest expense which is accrued over the life of the agreement and recorded in the statement of income in the line item ‘Interest expenses’ under ‘Net interest income’. Financial assets transferred out by Erste Group under repurchase agreements remain on the Group’s balance sheet and are presented separately under the original balance sheet items in the ‘thereof pledged as collateral’ lines. The measurement category of the transferred financial assets does not change.

Conversely, securities purchased under agreements to resell at a specified future date are not recognised on the balance sheet. Such transactions are also known as 'reverse repos'. The consideration paid is recorded on the balance sheet under the line item 'Financial assets at amortised cost', sub-items 'Loans and advances to banks' and 'Loans and advances to customers' reflecting the transaction's economic substance as a loan by Erste Group. The difference between the purchase and resale prices is treated as interest income and is accrued over the life of the agreement and recorded in the statement of income in the line item 'Interest income' under 'Net interest income'.

Securities lending and borrowing

In securities lending transactions, the lender transfers ownership of securities to the borrower on the condition that the borrower will re-transfer, at the end of the agreed loan term, ownership of instruments of the same type, quality and quantity and will pay a fee determined by the duration of the lending. The transfer of the securities to counterparties via securities lending does not result in derecognition. Substantially all the risks and rewards of ownership are retained by Erste Group as a lender because the securities are received at the end of the securities lending transaction. Furthermore, Erste Group is the beneficiary of all the coupons and other income payments received on the transferred assets over the period of the securities lending. Securities lent are presented separately under the original balance sheet items in the 'thereof pledged as collateral' lines. Fee income from securities lending transactions is presented in the statement of income in the line 'Fee and commission income' under 'Net fee and commission income'.

Securities borrowed are not recognised on the balance sheet unless they are then sold to third parties. If such sales occur, the obligation to return the securities is recorded on the balance sheet as a short sale within 'Financial liabilities held for trading', sub-item 'Other financial liabilities'. Fee expense incurred on securities borrowing transactions is presented in the statement of income in the line 'Fee and commission expenses' under 'Net fee and commission income'.

Hedge accounting

Erste Group makes use of derivative instruments to hedge exposures to interest rate risk and foreign currency risk. In order for the derivatives and the exposures to qualify for hedge accounting, at inception of a hedge relationship, the bank formally documents the relationship between the hedged item and the hedging instrument, including the nature of the risk, the objective and strategy for undertaking the hedge and the method that will be used to assess the effectiveness of the hedging relationship. A hedge is considered to be highly effective if the changes in fair value or cash flows attributable to the hedged risk offset the fair value changes of the hedging instrument in a range of 80% to 125%. This is assessed both prospectively, i.e. whether the results are expected to be in the range, and retrospectively, i.e. whether the actual results are in the range. Hedge effectiveness is assessed at inception and throughout the term of each hedging relationship. Exact conditions for particular types of hedges and for testing the hedge effectiveness by Erste Group are specified internally in the hedge accounting guidance. As permitted by the transitional provisions of IFRS 9, Erste Group has elected to continue to apply the hedge accounting requirements of IAS 39.

i. Fair value hedges

For qualifying and designated fair value hedges, the change in the fair value (clean price) of a hedging instrument is recognised in the statement of income under the line item 'Net trading result'. Interest income and expenses on hedging derivatives are reported in the line item 'Other similar income' or 'Other similar expenses' under 'Net interest income'. The change in the fair value of the hedged item attributable to the hedged risk is also recognised in the statement of income under the line item 'Net trading result' and adjusts the carrying amount of the hedged item.

Erste Group also applies portfolio fair value hedges of interest rate risk as regulated by IAS 39.AG114-AG132. For this purpose, Erste Group makes use of the relaxation provided by the EU-carve out and hedges the interest rate risk of prepayable loans in respect of the so called 'bottom layer' amount. With this approach, prepayments, other derecognitions and impairments are considered as not affecting the hedge effectiveness unless their amount hits the designated hedged bottom layer level. The change in the fair value of the hedged items attributable to the hedged interest risk is presented on the balance sheet under the line item 'Fair value changes of hedged items in portfolio hedge of interest rate risk'. Further information about the bottom layer portfolio fair value hedges is provided in Note 47 Hedge accounting.

If the hedging instrument expires, is sold, is terminated or is exercised, or when the hedge no longer meets the criteria for hedge accounting, the hedge relationship is terminated. In this case, the fair value adjustment of the hedged item is amortised until maturity of the financial instrument. In the statement of income the amortisation is presented under 'Net interest income' in the line item 'Interest income' if the hedged item was a financial asset or in the line item 'Interest expenses' if the hedged item was a financial liability. For portfolio fair value hedges of interest rate risk the fair value adjustment related to the terminated hedge is amortised to the statement of income on a straight-line basis in the line item 'Other similar income' under 'Net interest income'.

ii. Cash flow hedges

For designated and qualifying cash flow hedges, the effective portion of the gain or loss on the hedging instrument is recognised as OCI in the line 'Cash flow hedge reserve' of the statement of comprehensive income. The accumulated other comprehensive income is presented under 'Cash flow hedge reserve' in the statement of changes in equity. The ineffective portion of the gain or loss on the hedging instrument is recognised in the statement of income under the line item 'Net trading result'. For determination of the effective and ineffective portions, the derivative is considered at its clean price, i.e. excluding the interest component. When the hedged cash flow affects the statement of income, the gain or loss on the hedging instrument is reclassified from other comprehensive income on the corresponding income or expense

line item in the statement of income (mainly 'Other similar income' or 'Other similar expenses' under 'Net interest income'). As far as accounting for hedged items in cash flow hedges is concerned, there is no change compared to the situation when no hedging is applied.

When a hedging instrument expires, is sold, is terminated, is exercised, or when a hedge no longer meets the criteria for hedge accounting, the hedge relationship is terminated. In this case, the cumulative gain or loss on the hedging instrument that has been recognised in other comprehensive income remains in 'Cash flow hedge reserve' until the transaction occurs.

Offsetting financial instruments

Financial assets and financial liabilities are offset and the net amount is reported on the balance sheet if, and only if, there is a currently enforceable legal right to offset the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously. Erste Group undertakes interest rate derivative transactions via London Clearing House and credit derivative transactions via ICE Clear Europe Ltd by fulfilling all offsetting requirements according to IAS 32. Offsetting is carried out between asset and liability derivative positions, while the net position is further offset with variation margin amounts. The amounts offset are disclosed in Note 15 Derivatives held for trading and Note 22 Hedge accounting derivatives as well as in Note 45 Offsetting of financial instruments.

Financial guarantees

In the ordinary course of business, Erste Group provides financial guarantees, consisting of various types of letters of credit and guarantees. A financial guarantee is a contract that requires the guarantor to make specified payments to reimburse the holder for a loss it incurs in case a specified debtor fails to make a payment when due in accordance with the original or modified terms of a debt instrument.

Erste Group as a guarantor recognises financial guarantees as soon as it becomes a contracting party. Financial guarantees are initially measured at fair value. Generally, the initial measurement is the premium received for a guarantee. This amount is subsequently amortised to fee income. If no premium is received at contract inception (i.e. the initial transaction price is zero), this is the price that would be paid to transfer the liability in an orderly transaction between market participants. As a result, the fair value of such a financial guarantee and thus the initial measurement is nil. Subsequent to initial recognition, provisions are recognised based on the expected credit loss impairment model if the amount is higher than the unamortised balance of the initial premium. They are presented on the balance sheet under the line 'Provisions'. The premium received is recognised in the statement of income under the line item 'Fee and commission income' under 'Net fee and commission income' on a straight-line basis over the life of the guarantee.

If Erste Group is a guarantee holder, the treatment depends on whether the financial guarantee is considered as integral to the contractual terms of financial assets whose risk is guaranteed. Erste Group considers as integral those guarantees which are entered into at or close to the inception of the guaranteed financial assets. If the bank has in a loan contract an option to require provision of a guarantee, it is also considered as integral.

Integral financial guarantees are included in the estimates of expected credit losses from the related financial assets. Premiums paid for integral financial guarantees and other credit enhancements are considered in the EIR of the related financial assets.

Financial guarantees which are not considered integral are recognised as reimbursement assets under 'Other assets' in the balance sheet. In the statement of income they reduce the impairment loss incurred on guaranteed financial assets under 'Impairment result from financial instruments'. A precondition for this treatment is that it must be virtually certain that the guarantee would reimburse the bank for the loss. Premiums paid for non-integral financial guarantees are presented in the statement of income under the line item 'Fee and commission expense' under 'Net fee and commission income'.

Leasing

A lease is a contract, or part of a contract, that conveys the right to use an asset for a period of time in exchange for consideration.

i. Erste Group as a lessor

A finance lease is a lease that transfers substantially all the risks and rewards incidental to ownership of an asset. In the case of a finance lease, the lessor reports a receivable from the lessee under the line item 'Finance lease receivables'. The receivable is equal to the present value of the contractually agreed payments taking into account any residual value. Interest income on the receivable is reported in the statement of income in the line item 'Other similar income' under 'Net interest income'.

In the case of operating leases, which are leases other than finance leases, the leased asset is reported by the lessor in 'Property and equipment' or in 'Investment properties' and is depreciated in accordance with the principles applicable to the assets involved. Lease income is recognised on a straight-line basis over the lease term in the statement of income under the line item 'Rental income from investment properties and other operating leases'. Operating leases mainly include the leasing of commercial real estate, automobiles and small trucks.

The lessor is mitigating the risk associated with any rights it retains in underlying assets. This is achieved especially by means of residual value guarantees, variable lease payments for use in excess of specified limits and buy-back agreements with third parties.

The vast majority of lease agreements in which Erste Group operates as a lessor are finance leases.

ii. Erste Group as a lessee

Under IFRS 16, a lessee recognises a right-of-use asset representing its right to use the underlying asset and a lease liability representing its obligation to make lease payments. There are recognition exemptions for short-term leases (less than 12 months) and leases of low-value items.

The right-of-use asset is initially measured at cost. The cost comprises the amount of the initial measurement of the lease liability and also includes other elements such as initial direct costs incurred by the lessee. Subsequently, the right-of-use asset is depreciated to the earlier of the end of its useful life or the end of the lease term. Erste Group uses the straight-line method of depreciation. The right-of-use assets are presented on the balance sheet as part of 'Property and equipment' or, if they are subleased to third parties, for operating leases as part of 'Investment properties' and for finance leases as a 'Finance lease receivable'.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if the rate cannot be readily determined, the lessee's incremental borrowing rate. Lease payments comprise fixed lease payments, variable lease payments that depend on an index or a rate, amounts expected to be payable under a residual value guarantee. Additionally, the exercise price under a purchase option and lease payments in an optional renewal period are considered if the lessee is reasonably certain to exercise the options. Extension and termination options are included in a number of real estate leases across Erste Group. The use of extension and termination options gives Erste Group added flexibility in case more suitable premises in terms of costs and/or location are identified or in case it is considered favourable to remain in a location beyond the original lease term.

Subsequently, the carrying amount of the lease liability is increased by interest accrued using the applicable discount rate, reduced by lease payments made and remeasured to reflect any reassessment or lease modification. The incremental borrowing rate for movables consists of Euribor as a base rate, adjusted by a surcharge based on the entity's rating, the amount of funds borrowed, the term of the lease and the collateral provided. The determination of the incremental borrowing rate for property leases is based on two components, the market rate and the single property rate. The market rate considers the lease term, creditworthiness and the base rate Euribor and is derived from existing bank data. The single property rate represents a surcharge to the market rate based on the quality of the single property. On the balance sheet the lease liabilities are presented in the line item 'Lease liabilities'.

In the comparative period when IAS 17 Leases was applied, Erste Group has not entered into any leases meeting the conditions of finance leases. Operating lease payments are recognised as an expense in the statement of income on the line item 'Other administrative expenses' on a straight-line basis over the lease term.

Foreign currency translation

The consolidated financial statements are presented in euro, which is the functional currency of Erste Group Bank AG. The functional currency is the currency of the primary business environment in which an entity operates. Each entity in Erste Group determines its own functional currency, and items included in the financial statements of each entity are measured using that functional currency.

For foreign currency translation, exchange rates quoted by the central banks in each country are used. For Erste Group entities with the euro as functional currency, these are the European Central Bank reference rates.

i. Transactions and balances in foreign currency

Transactions in foreign currencies are initially recorded at the functional currency exchange rate effective as of the date of the transaction. Subsequently, monetary assets and liabilities denominated in foreign currencies are translated at the functional currency exchange rate as of the balance sheet date. All resulting exchange differences that arise are recognised in the statement of income under the line item 'Net trading result'. Non-monetary items that are measured in terms of historical cost in a foreign currency are translated using the exchange rates as of the dates of the initial transactions, i.e. they do not give rise to exchange differences. Non-monetary items that are measured at fair value (such as equity investments) in a foreign currency are translated using the exchange rates at the date when the fair value is measured, thus the exchange differences are part of the fair value gains or losses.

ii. Translation of the statements of Group companies

Assets and liabilities of foreign operations (foreign subsidiaries and branches) are translated into Erste Group's presentation currency, the euro, at the rate of exchange as of the balance sheet date (closing rate). Their consolidated statement of income and consolidated statement of comprehensive income are translated at the average exchange rate of the respective reporting period calculated on the basis of daily rates. Goodwill, intangible assets (i.e. customer relationships and brand) and fair value adjustments to the carrying amounts of assets and liabilities recognised on acquisition of foreign subsidiaries on the acquisition are treated as assets and liabilities of the foreign subsidiaries and are translated at the closing rate. Exchange differences arising on translation are recognised in OCI in the line 'Currency reserve' of the statement of comprehensive income. The accumulated OCI is presented in equity, specifically under 'Currency reserve' in the statement of changes in equity. On disposal of a foreign subsidiary, the cumulative amount of translation differences recognised in other comprehensive income is recognised in the statement of income under the line item 'Other operating result'.

Business combinations and goodwill

i. Business combinations

Business combinations are accounted for using the acquisition method. Goodwill represents the future economic benefits resulting from the business combination arising from assets that are not individually identified and separately recognised. Goodwill is measured as the excess of the sum of the consideration transferred, the amount of any non-controlling interests, and the fair value of the previously held equity interest over the net of the acquisition date amounts of the identifiable assets acquired as well as the liabilities assumed. At the acquisition date, the identifiable assets acquired and the liabilities assumed are generally recognised at their fair values.

If, after reassessment of all components described above, the calculation results in a negative amount, it is recognised as a bargain purchase gain and reported in the statement of income under the line item 'Other operating result' in the year of acquisition.

Non-controlling interests that are present ownership interests in the acquiree are measured at the proportionate share of the acquiree's identifiable net assets. Other types of non-controlling interests are measured at fair value or, when applicable, on the basis specified in another IFRS. Acquisition costs incurred are expensed and included under the statement of income line item 'Other operating result'.

ii. Goodwill and goodwill impairment testing

Goodwill arising on acquisition of a business is carried at cost as established on the acquisition date, less accumulated subsequent impairment losses, if any. Goodwill is tested for impairment annually in November, or whenever there is an indication of possible impairment during the year, with any impairment determined recognised in profit or loss. The impairment test is carried out for each cash-generating unit (CGU) to which goodwill has been allocated. A CGU is the smallest identifiable group of assets that generates cash inflows that are largely independent of the cash inflows from other assets or groups of assets.

Goodwill is tested for impairment by comparing the recoverable amount of each CGU to which goodwill has been allocated with its carrying amount. The carrying amount of a CGU is based on the amount of net asset value allocated to the CGU taking into account any goodwill and intangible assets recognised at the time of business combination if they are allocated to the CGU.

The recoverable amount is the higher of a CGU's fair value less costs of disposal and its value in use. When available, the fair value less costs of disposal is determined based on recent transactions, market quotations or appraisals. The value in use is determined using a discounted cash flow model (DCF model), which incorporates the specifics of the banking business and its regulatory environment. In determining value in use, the present value of future earnings distributable to shareholders is calculated.

The estimation of future earnings distributable to shareholders is based on financial plans for the CGUs as agreed by the management while taking into account the fulfilment of the respective regulatory capital requirements. The planning period is five years. Any forecasted earnings beyond the planning period are derived on the basis of the last year of the planning period and a long-term growth rate. The present value of such perpetual earnings growing at a stable rate (referred to as terminal value) takes into consideration macroeconomic parameters and economically sustainable cash flows for each CGU. Values for the long-term growth rates are disclosed in Note 29 Intangible assets in the subsection 'Development of goodwill'.

The cash flows are determined by subtracting the annual capital requirement generated by a change in the amount of risk-weighted assets from the estimated future earnings. The capital requirement was defined through the target tier 1 ratio in light of the expected future minimum regulatory capital requirements.

The value in use is determined by discounting the cash flows at a rate that takes into account present market rates and the specific risks of the CGU. The discount rates have been determined based on the capital asset pricing model (CAPM). According to the CAPM, the discount rate comprises a risk-free interest rate together with a market risk premium that itself is multiplied by a factor that represents the systematic market risk (beta factor). Furthermore, a country-risk premium component is considered in calculation of the discount rate. The values used to establish the discount rates are determined using external sources of information. Discount rates applied to determine the value in use are disclosed in Note 29 Intangible assets in the subsection 'Development of goodwill'.

When the recoverable amount of a CGU is less than its carrying amount, the difference is recognised as an impairment loss in the statement of income under the line item 'Other operating result'. The impairment loss is allocated first to write down the CGU's goodwill. Any remaining impairment loss reduces the carrying amount of the remaining individual assets of the CGU, though not to an amount lower than their fair value less costs of disposal. No impairment loss is recognised if the recoverable amount of the CGU is higher than or equal to its carrying amount. Impairment losses relating to goodwill cannot be reversed in future periods.

The goodwill included in the acquisition cost of investments in associates and joint ventures is not tested separately. Instead, the entire carrying amount of the investment is tested for impairment as a single asset by comparing its recoverable amount (higher of value in use and fair value less costs of disposal) with its carrying amount (after application of the equity method) whenever relevant objective evidence of impairment is identified. Such evidence includes information about significant changes with an adverse effect that have taken place in the technological, market, economic or legal environments in which associates and joint ventures operate, indicating that the cost of the investment may not be recovered.

Property and equipment

Property and equipment is measured at cost less accumulated depreciation and accumulated impairment. Borrowing costs for qualifying assets are capitalised into the costs of property and equipment. Depreciation is calculated using the straight-line method to write down the cost of property and equipment to their residual values over their estimated useful lives. Depreciation is recognised in the statement of income in the line item 'Depreciation and amortisation' and impairment in the line item 'Other operating result'.

| | Useful lives in years |
|--|-----------------------|
| Buildings | 30-50 |
| Re-buildings on own and foreign real estates | 15-50 |
| Office furniture and equipment | 4-10 |
| Passenger cars | 4-8 |
| Computer hardware | 4-6 |

Land is not depreciated.

Property and equipment is derecognised on disposal or when no future economic benefits are expected from its use. Any gain or loss arising on disposal of the asset (calculated as the difference between the net disposal proceeds and the carrying amount of the asset) is recognised in the statement of income under the line item 'Other operating result'.

Investment properties

Investment property is property (land and buildings or part of a building or both) held for the purpose of earning rental income or for capital appreciation or both. In the case of partial own use, the property is investment property only if the owner-occupied portion is insignificant. Investments in land and buildings under construction when the future use is expected to be the same as for investment property are treated as investment property.

Investment property is measured initially at cost, including transaction costs. Subsequent to initial recognition, investment property is measured at cost less accumulated depreciation and impairment. Investment property is presented on the balance sheet in the line item 'Investment properties'.

Rental income is recognised in the statement of income in the line item 'Rental income from investment properties and other operating leases'. Depreciation is presented in the statement of income in the line item 'Depreciation and amortisation' using the straight-line method over an estimated useful life. The useful lives of investment properties are in the range of 15-100 years. Any impairment losses, as well as their reversals, are recognised under the line item 'Other operating result'.

Intangible assets

In addition to goodwill, Erste Group's intangible assets include computer software and customer relationships, the brand and other intangible assets. An intangible asset is recognised only when its cost can be measured reliably and it is probable that the expected future economic benefits that are attributable to it will flow to the bank.

Intangible assets are measured on initial recognition at cost, including transaction costs. Costs of internally generated software are capitalised if Erste Group can demonstrate the technical feasibility and intention of completing the software, the ability to use it, how it will generate probable economic benefits, the availability of resources and the ability to measure the expenditures reliably. Following initial recognition, intangible assets are carried at cost less any accumulated amortisation and any accumulated impairment losses.

The cost of intangible assets acquired in a business combination is their fair value as of the acquisition date. In the case of Erste Group, these are brands and customer relationships, and they are capitalised on acquisition if they can be measured with sufficient reliability.

Intangible assets with finite lives are amortised over their useful economic lives using the straight-line method. The amortisation period and method are reviewed at least at each financial year-end and adjusted if necessary. The amortisation expense on intangible assets with finite lives is recognised in the statement of income under the line item 'Depreciation and amortisation'.

| | Useful lives in years |
|------------------------|-----------------------|
| Computer software | 4-8 |
| Customer relationships | 10-20 |

Brands have been impaired to nil carrying amount.

Impairment of non-financial assets (property and equipment, investment properties, intangible assets, right-of-use assets)

The bank assesses at each reporting date whether there is an indication that a non-financial asset may be impaired. Testing for impairment is done at individual asset level if the asset generates cash inflows that are largely independent of those from other assets. The typical case is investment property. Otherwise, the impairment test is carried out at the level of the cash-generating unit (CGU) to which the asset belongs.

A CGU is the smallest identifiable group of assets that generates cash inflows that are largely independent of the cash inflows from other assets or groups of assets. For specific rules related to impairment of goodwill and impairment allocation rules for CGUs, please see the chapter 'Business combinations and goodwill', part ii. Goodwill and goodwill impairment testing.

If any indication of impairment exists or when annual impairment testing for an asset is required, the bank estimates the asset's recoverable amount. An asset's recoverable amount is the higher of the asset's or the CGU's fair value less costs of disposal and its value in use. If the carrying amount of an asset or CGU exceeds its recoverable amount, the asset is considered impaired and is written down to its recoverable amount. In measuring the value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset.

At each reporting date, an assessment is made as to whether there is any indication that previously recognised impairment losses may no longer exist or may have decreased. If such an indication exists, the bank estimates the asset's or the CGU's recoverable amount. The previously recognised impairment loss is reversed only if there has been a change in the assumptions used to determine the asset's recoverable amount since the last impairment loss was recognised. The reversal is limited so that the carrying amount of the asset does not exceed its recoverable amount or does not exceed the carrying amount that would have been determined, net of depreciation, had no impairment loss been recognised for the asset in prior years.

Impairments and their reversals are recognised in the statement of income under the line item 'Other operating result'.

Non-current assets and disposal groups held for sale

Non-current assets are classified as held for sale if they can be sold in their present condition and the sale is highly probable within 12 months of classification as held for sale. If assets are to be sold as part of a group that may also contain liabilities (e.g. a subsidiary), they are referred to as disposal group held for sale.

Assets classified as held for sale and assets belonging to disposal groups held for sale are reported under the balance sheet line item 'Assets held for sale'. Liabilities belonging to the disposal groups held for sale are presented on the balance sheet under the line item 'Liabilities associated with assets held for sale'.

Non-current assets and disposal groups that are classified as held for sale are measured at the lower of carrying amount and fair value less costs to sell. Should the impairment loss in a disposal group exceed the carrying amount of the assets that are within the scope of IFRS 5 measurement requirements, there is no specific guidance on how to treat such a difference. Erste Group recognises this difference as a provision under the balance sheet line item 'Provisions'.

Defined employee benefit plans

Defined employee benefit plans operated by Erste Group are for pensions, severance and jubilee benefits. From IAS 19 categorisation perspective, pension and severance benefits qualify as post-employment defined benefits plans whereas jubilee benefits are other long-term employee benefits.

In Austria, the defined benefit pension plans relate largely to retired employees. The pension obligations for current employees were transferred to external pension funds. Remaining with Erste Group is a defined benefit obligation for entitlements of former employees who were already retired as of 31 December 1998 before the pension reform took effect and for those former employees who retired only in 1999 but remained entitled to a direct pension from Erste Group under individual agreements. Also included are entitlements to resulting survivor pensions. In addition, an already closed plan for a small number of active entitled employees exists entitling them to defined benefits from Erste Group upon reaching pension age.

In the case of defined benefit pension plans in other countries, the commitments for active employees are primarily dependent on future salary increases, as well as on the expected entitlement date. Due to the nature of the commitment to the defined benefit pensioners, the future, regularly expected pension adjustments according to the collective agreement and the state pension are estimated and taken into consideration as deduction from the total pension. The inflation rate is not indicated separately, but implicitly represented in the assumption for the future collective agreement development.

Employees of Austrian entities who started their employment before 1 January 2003, are entitled to receive a severance payment if their employment is terminated by the employer or if they retire. The amount to be paid depends on the number of years of service and the employee's salary at termination of the employment. For employees who started their employment after 31 December 2002, a contribution-based system is provided. The contributions to external employee pension funds are recognised as expenses.

Defined benefit plans include jubilee benefits. Jubilee provisions are special one-off payments stipulated in the collective agreement which are dependent on remuneration and duration of service. Eligibility is conditioned on a certain minimum duration of the employment.

In addition, there are defined employee benefit plans for foreign subsidiaries and branches, mainly in Romania, Croatia, Serbia and Slovakia.

Obligations ensuing from defined employee benefit plans are determined using the projected unit credit method. Future obligations are determined based on actuarial expert opinions. The calculation takes into account not only those salaries, pensions and vested rights to future pension payments known as of the balance sheet date but also anticipated future rates of increase in salaries and pensions.

The liability recognised under a defined benefit plan represents the present value of the defined benefit obligation less the fair value of the plan assets available for the direct settlement of obligations. For all plans, the present value of the obligation exceeds the fair value of the plan assets. The resulting defined benefit liability is reported on the balance sheet under the line item 'Provisions'. At Erste Group, the plan assets consist of qualifying insurance policies purchased to back severance and jubilee benefit provisions. Plan assets for pension provision are held by a long-term employee benefit fund.

Remeasurements consist of actuarial gains and losses on the defined benefit obligations and the return on plan assets. Remeasurements of pension and severance defined benefit plans are recognised as accumulated OCI in equity specifically under 'Remeasurement of defined benefit plans' in the statement of changes in equity. The change for the period is reported as OCI in the statement of comprehensive income in the line 'Remeasurement of defined benefit plans'. Remeasurements of jubilee defined benefit plans are recognised in the statement of income under the line item 'Personnel expenses'.

Erste Group board members bonus program

Every year Erste Group grants to its board members a bonus program. It relates to the services rendered by the board members in that year. The actual payments are conditional on Erste Group's performance in that year and the following five years. In this respect, they are split into an upfront tranche and five deferred tranches. Fifty percent of the bonuses are paid out in cash and meet the definition other long-term employee benefits in IAS 19. The remaining fifty percent depend on changes in the average share price of Erste Group Bank AG and thus meet the conditions of cash-settled share-based payment in IFRS 2.

For both parts of the program, the full bonus is recognised as an expense against a liability. The liability from the cash-settled share-based payment part is recognised in the balance sheet under 'Other liabilities'. The liability from the employee benefit part is recognised in the balance sheet under 'Provisions'. The expenses, including any subsequent adjustments to the liabilities, reflecting the decisions about the actual amount of the bonuses, fulfilment of performance conditions and share price changes are presented in the statement of income under 'Personnel expenses'.

Further details about the bonus program are disclosed in Note 42 Related-party transactions and principal shareholders, section 'Performance-linked remuneration'.

Provisions

Provisions are recognised when the Group has a present obligation as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation, and the amount of the obligation can be estimated reliably. On the balance sheet, provisions are reported under the line item 'Provisions'. They include credit risk loss provisions (particularly for financial guarantees and loan commitments) as well as provisions for litigations and restructuring. Expenses or income related to provisions for loan commitments and financial guarantees are reported in the statement of income under the line item 'Impairment result from financial instruments'. Expenses or income related to other provisions are reported in the statement of income under the line item 'Other operating result'.

Levies

Erste Group recognises a liability or a provision for the levy when the activity that triggers payment, as identified by the relevant legislation, occurs. In the statement of income levies are reported in under 'Other operating result'.

Income taxes

i. Current tax

Current tax assets and liabilities for the current and prior years are measured at the amount expected to be recovered from or paid to the taxation authorities. The tax rates and tax laws used to compute the amounts are those enacted by the balance sheet date.

ii. Deferred tax

Deferred tax is recognised for temporary differences between the tax bases of assets and liabilities and their carrying amounts as of the balance sheet date. Deferred tax liabilities are recognised for all taxable temporary differences. Deferred tax assets are recognised for all deductible temporary differences and unused tax losses to the extent that it is probable that taxable profit will be available against which the deductible temporary differences and carry forward of unused tax losses can be utilised. Deferred taxes are not recognised on temporary differences arising from the initial recognition of goodwill.

The carrying amount of deferred tax assets is reviewed at each balance sheet date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow all or part of the deferred tax asset to be utilised. Unrecognised deferred tax assets are reassessed at each balance sheet date and are recognised to the extent that it has become probable that future taxable profit will allow the deferred tax asset to be recovered.

Deferred tax assets and liabilities are measured at the tax rates (and tax laws) that have been enacted or substantively enacted as at balance sheet date and are expected to apply when the temporary differences are reversed. For subsidiaries, the local tax environments are considered.

Deferred tax relating to items recognised in other comprehensive income is recognised in other comprehensive income and not in the statement of income.

Deferred tax assets and deferred tax liabilities are offset if a legally enforceable right to offset exists and the deferred taxes relate to the same taxation authority.

Treasury shares and contracts on treasury shares

Equity instruments of Erste Group that it or any of its subsidiaries acquire (referred to as treasury shares) are deducted from equity. Consideration paid or received on the purchase, sale, issue or cancellation of Erste Group's own equity instruments, including transaction costs, is recognised directly in equity. No gain or loss is recognised in profit or loss or OCI on the purchase, sale, issue or cancellation of own equity instruments.

Fiduciary assets

The Group provides trust and other fiduciary services that result in the holding or investing of assets on behalf of its clients. Assets held in a fiduciary capacity are not reported in the financial statements, as they are not the assets of Erste Group.

Distributions on own equity instruments

Distributions on own equity instruments are recognised as a liability and deducted from equity when their payment is confirmed. For dividends on common shares the decision is taken by the Annual General Meeting. For coupons on Additional Tier 1 instruments the payouts do not need approvals but an event of non-payment would require a decision of Erste Group Bank AG Board.

Items of the statement of income

The description and recognition criteria of the line items reported in the statement of income are as follows:

i. Net interest income

Net interest income is broken down into line items of interest income, other similar income, interest expenses and other similar expenses. The distinguishing factor is whether the EIR method is mandatorily applied for recognition of interest income or expense in accordance with IFRS 9.

'Interest income' relates to interest revenue from financial assets measured at amortised cost and at fair value through other comprehensive income. It is calculated using the EIR method as discussed in chapter 'Financial instruments', 'Measurement methods for financial instruments', part 'i. Amortised cost and effective interest rate'.

'Other similar income' captures interest-like sources of income resulting from non-derivative financial assets measured at fair value through profit or loss, held for trading derivatives, hedge accounting derivatives, finance lease receivables and negative interest on financial liabilities.

'Interest expenses' relate to interest expense from financial liabilities measured at amortised cost calculated using effective interest rate as discussed in chapter 'Financial instruments', 'Measurement methods for financial instruments', part 'i. Amortised cost and effective interest rate'.

'Other similar expenses' capture interest-like sources of expense resulting from non-derivative financial liabilities measured at fair value through profit or loss, held for trading derivatives, hedge accounting derivatives, negative interest on financial assets, lease liabilities, provisions recognised under IFRS 9 and IAS 37 (unwinding of the time value of the money effect due to passage of time) and net defined liabilities (net interest cost on severance payments, pensions and jubilee obligations) under IAS 19.

As regards types of financial instruments, interest income and other similar income include interest income on loans and advances to banks and customers, on cash balances, on debt securities in all measurement categories of financial assets, on trade and other receivables and on finance lease receivables. Interest expenses and other similar expenses include interest paid on deposits from customers, deposits from banks, debt securities issued and other financial liabilities in all measurement categories of financial liabilities and interest paid on lease liabilities. Net interest income also includes interest on derivative financial instruments.

Interest income also includes modification gains and losses recognised on financial assets in Stage 1. Further, the unamortised balance of the origination fees/transaction costs upon derecognition of assets in Stage 1 and 2 considered in the effective interest rate is presented as interest income at the derecognition date.

ii. Net fee and commission income

Erste Group earns fee and commission income from a diverse range of services that it provides to its customers. The determination of the timing and amount of income recognition follows the five step model of IFRS 15.

Fee and commission income is measured based on the consideration specified in the contract with a customer. Erste Group recognises revenue when it transfers control over a service to a customer.

Fees earned for the provision of services over a period of time are accrued over that period. These fees include commitment fees, guarantee fees and other fees from lending business, commission income from asset management, custody and other management and advisory fees as well as fees from insurance brokerage, building society brokerage and foreign exchange transactions. Payment services partly include fees for services satisfied over a period of time like periodic card fees.

Fee income earned from providing transaction services, such as arranging the acquisition and sale of shares or other securities on behalf of customers or foreign exchange transactions, as well as commission income earned from services such as the sale of collective investments and insurance products, are recognised upon completion of the underlying transaction. Payment services partly include transaction based fees like withdrawal fees.

A contract with a customer that results in the recognition of a financial instrument in the Group's financial statements may be partially in the scope of IFRS 9 and partially in the scope of IFRS 15. If this is the case, then Erste Group first applies IFRS 9 to separate and measure the part of the contract that is in the scope of IFRS 9 and then applies IFRS 15 to the residual. Fees and commission income that are integral to the effective interest rate of a financial instrument are in the scope of IFRS 9 and are included in the net interest income.

iii. Dividend income

Dividend income is recognised when the right to receive the payment is established. This line item includes dividends from all shares and other equity investments, i.e. from those that are held for trading, non-trading equity instruments at FVPL and at FVOCI.

iv. Net trading result

Results arising from trading activities include all gains and losses from changes in the fair value (clean price) of financial assets and financial liabilities classified as held for trading, including all derivatives not designated as hedging instruments. Further, the net trading result includes any ineffective portions recorded in fair value and cash flow hedge transactions. Also, foreign exchange gains and losses on all monetary assets and liabilities and from spot currency conversions are included here.

v. Gains/losses from financial instruments measured at fair value through profit or loss

Changes in fair value (clean price) of non-trading financial assets at fair value through profit or loss, including gains and losses on their derecognition, are presented under this line item. This concerns both non-trading financial assets designated and those mandatorily measured at FVPL. Gains and losses (clean price) of financial liabilities designated at FVPL, including gains and losses on their derecognition, are also presented under this line item. However, the fair value changes resulting from credit risk of the liability are recognised in OCI.

vi. Net result from equity method investments

The line item contains the result from associates and joint ventures recorded by applying the equity method (measured as the investor's share of profit or loss in the associates and joint ventures).

However, impairment losses, reversal of impairment losses and realised gains and losses on investments in associates or joint ventures accounted for using the equity method are reported under the line item 'Other operating result'.

vii. Rental income from investment properties and other operating leases

Rental income from investment properties and other operating leases is recognised on a straight-line basis over the lease term.

viii. Personnel expenses

Personnel expenses include wages and salaries, bonuses, statutory and voluntary social security contributions, staff-related taxes and levies. They also include service costs for severance payments, pension and jubilee obligations and remeasurements of jubilee obligations. Furthermore, restructuring provision expenses may be part of personnel expenses.

ix. Other administrative expenses

Other administrative expenses include primarily information technology expenses, expenses for office space, office operating expenses, advertising and marketing, and expenditures for legal and other consultants. Furthermore, the line item contains deposit insurance contributions. Restructuring provision expenses may also be presented in other administrative expenses.

x. Depreciation and amortisation

This line item comprises depreciation of property and equipment, depreciation of investment property and amortisation of intangible assets.

xi. Gains/losses from derecognition of financial assets measured at amortised cost

This line item includes selling and other derecognition gains or losses on financial assets measured at amortised cost. However, if such gains/losses relate to derecognition of financial assets in Stage 3, they are included in the line item 'Impairment result from financial instruments'.

xii. Other gains/losses from derecognition of financial instruments not measured at fair value through profit or loss

This line item includes selling and other derecognition gains or losses on financial assets at FVOCI, financial liabilities measured at amortised cost and other financial instruments not measured at FVPL, such as finance lease receivables or financial guarantees. However, if such gains/losses relate to financial assets in Stage 3 they are included in the line item 'Impairment result from financial instruments'.

xiii. Impairment result from financial instruments

Net impairment losses on financial instruments comprise impairment losses and reversals of impairment on all kinds of financial instruments, to which the IFRS 9 expected credit loss impairment model applies. The impairment result also includes recoveries on written-off financial assets. Modification gains and losses recognised on financial assets in Stage 2 and Stage 3 and POCI assets are also included in this line item. Moreover, gains/losses from derecognition of financial assets in Stage 3 and POCI assets are presented as part of the impairment result.

xiv. Other operating result

The other operating result reflects all other income and expenses not directly attributable to Erste Group's ordinary activities. Furthermore, levies on banking activities are considered as part of the other operating result.

The other operating result includes impairment losses or any reversal of impairment losses as well as results on the sale of property and equipment, investment property and intangible assets. Any impairment losses on goodwill are also included in this line item.

In addition, the other operating result encompasses the following: expenses for other taxes; income from the release of and expenses for allocations to provisions; impairment losses (and their reversal, if any); selling gains and losses on equity investments accounted for using the equity method; and gains or losses from derecognition of subsidiaries.

d) Significant accounting judgements, assumptions and estimates

The consolidated financial statements contain amounts that have been determined on the basis of judgements and by the use of estimates and assumptions. The estimates and assumptions used are based on historical experience and other factors, such as planning as well as expectations and forecasts of future events that are currently deemed to be reasonable. As a consequence of the uncertainty associated with these assumptions and estimates, actual results could in future periods lead to adjustments in the carrying amounts of the related assets or liabilities. The most significant uses of judgements, assumptions and estimates are as follows:

SPPI assessment

The assessment of whether the contractual cash flows of financial assets give rise to cash flows that are solely payments of principal and interest (SPPI) is subject to the application of significant judgements which rely on the guidance in IFRS 9. These judgements are crucial in the IFRS 9 classification and measurement process, as they determine whether the asset must be measured at FVPL or, depending on the business model assessment, at amortised cost or at FVOCI. When taking into consideration specific features of loans in the business of Erste Group, significant areas of judgement are prepayment fees, project financing loans and the benchmark test for loans with interest mismatches features.

The assessment whether the prepayment fees applied to loans can be considered as a reasonable compensation for early terminations or prepayments is based on comparing the level of the fees with the economic costs incurred by the bank upon the early termination. For these purposes, Erste Group uses a quantitative test where the costs relate to the lost interest margin and the lost interest differential due to a potential decrease in the interest rates upon early termination or prepayment. The adequacy of the fees can also be defended on a qualitative basis, such as common market practice regarding the level of prepayment fees and their acceptance by authorities.

For project financing loans Erste Group assesses whether they represent basic loan agreements rather than investments in the financed projects. In this respect, credit rating, level of collateralisation, existing sponsor guarantees and the extent of equity funding of the financed projects are considered.

The most critical area of SPPI judgements in the business of Erste Group comprises loans with interest mismatch features. Interest mismatches relate to floating rate financial assets (loans and some debt securities, also referred to as 'deals') where: - the reference rate's (such as Euribor) tenor is different to the rate reset frequency (such as 3-year rate reset every year or interest rate 'basket' consisting of short and long-term interest rates reset every 3 months, also referred to as 'tenor mismatch'), - the interest rate is fixed prior to the start of the interest period (such as 3-month Euribor fixed 2 months before the interest period starts), or - time lags arise from average rates over previous periods or - combinations of these features. For this purpose, Erste Group has developed a so called 'benchmark test' to assess whether the interest mismatch feature could result in contractual (undiscounted) cash flows that are significantly different from the benchmark deal.

Apart from the interest mismatch features, the terms of this benchmark deal correspond to the asset in the test (i.e. if the floating rate reset frequency is 3 months then the floating rate would be the 3-month Euribor and/or no time lag exists in the floating rate fixation).

For assets with interest mismatches resulting only from prior and average rates (i.e. with no tenor mismatches), SPPI compliance is considered to be met based on a qualitative assessment if the time lag between the fixation of the rate and the start of the interest period does not exceed one month.

The quantitative benchmark test is performed at the deal's initial recognition and uses 250 forward-looking simulations of future market interest rates over the life of the deal. Ratios between the simulated cash flows from the actual deal and the benchmark deal are calculated for each quarter (the 'periodic cash flow ratio') and cumulatively over the life of the deal (the 'cumulative cash flow ratio'). The 5% of outcomes with the highest deviations are considered as extreme and are disregarded. The significance threshold for the periodic cash flow ratio is set to 10%. If simulated cash flows of the tested deal in a specific quarter are less than 1% of the total cash flows over the life of the deal ('de minimis threshold'), they are disregarded. For the cumulative cash flow ratio, the quantitative significance threshold is set to 5%. If any of the two significance thresholds is breached, the benchmark test is not passed, and the financial asset must be measured at fair value through profit or loss.

Generally, the quantitative benchmark test results are more sensitive to the level of the periodic quantitative significance threshold compared to the cumulative one. Decreasing the periodic cash flow ratio threshold to 5% could lead to a significant increase in the volume of loans measured at fair value through profit or loss. Erste Group does not consider that lowering the threshold would properly capture those interest mismatch features that should lead to FVPL measurement since, based on a quantitative study performed for this purpose, it could lead to fair value measurement even for loans that are generally deemed as basic lending agreements.

Upon transition to IFRS 9 for loans and debt securities assets with an overall carrying amount of around EUR 19 billion, the benchmark test was performed with respect to the interest conditions at their initial recognition. The carrying amount of loans with interest mismatch features which failed in the test at the transition and had to be measured at FVPL was below EUR 150 million. During 2018 and 2019 intensive mitigation activities were carrying out and no new loans with interest mismatch features failing the benchmark test have been provided. As a result, the volume have decreased to around EUR 10 million.

Business model assessment

For each SPPI-compliant financial asset at initial recognition, Erste Group must assess whether it is part of a business model where the assets are held in order to collect contractual cash flows, to both collect the contractual cash flows and sell the assets, or they are held in other business models. As a consequence, the critical aspect in distinguishing the business models is frequency and significance of sales of assets in the respective business model. Since asset allocation to business models is based on the initial assessment, it may happen that in subsequent periods cash flows are realised differently than originally expected, and a different measurement method may seem to be appropriate. In accordance with IFRS 9, such subsequent changes do not generally lead to reclassifications or prior period error corrections in respect of existing financial assets. The new information on how cash flows are realised may, however, indicate that the business model, and thus the measurement method changes for newly acquired or newly originated financial assets.

At Erste Group, certain sales or other derecognition events are considered as not contradicting the held to collect contractual cash flows business model. Examples are sales due to increases in credit risk, sales close to assets' maturity, infrequent sales triggered by a non-recurring event (such as changes in regulatory or tax environment, major internal reorganisation or a business combination, severe liquidity crisis, etc.) or derecognitions resulting from replacements of bonds based on an issuer's offer. Other kinds of sales carried out in the 'held to collect' business model are assessed retrospectively, and if they exceed certain quantitative thresholds, or whenever it is considered necessary with regard to new expectations, Erste Group performs a prospective test. If the outcome was that the carrying amount of assets expected to be sold over the expected life of the current business model portfolio, for reasons other than the cases above, exceeds 10% of the carrying amount of the portfolio, any new acquisitions or originations of assets would be classified in a different business model.

Impairment of financial instruments

The expected credit loss impairment model is inherently based on judgement since it requires assessment of significant increases in credit risk and measurement of expected credit losses without providing detailed guidance. In respect of significant increases in credit risk, Erste Group has determined specific assessment rules consisting of qualitative information and quantitative thresholds. Another area of complexity relates to establishing groups of similar assets when credit risk deterioration has to be assessed on a collective basis before specific information is available at individual instrument level. Measurement of expected credit losses involves complex models relying on historical statistics of probabilities of default and loss rates in case of defaults, their extrapolations in case of insufficient observations, individual estimates of credit-adjusted cash flows and probabilities of various scenarios including forward-looking information. In addition, the life of the instruments has to be modelled in respect of behavioural life of revolving credit facilities.

Detailed disclosures about identification of significant increases in credit risk including collective assessment, estimation techniques used to measure 12-month and lifetime expected credit losses and definition of default is provided in Note 46 Risk management, part Credit risk. The development of loan loss provisions is described in Note 18 Financial assets at fair value through other comprehensive income, Note 20 Financial assets at amortised cost, and Note 21 Finance lease receivables.

Control

IFRS 10 'Consolidated Financial Statements' defines the investor's control over an investee in terms of the investor having all of the following:

- _ power to direct the relevant activities of the investee, i.e. activities that significantly affect the investee's returns;
- _ exposure, or rights, to variable returns from its involvement with the investee; and
- _ the ability to use its power over the investee to affect the amount of the investor's returns.

Hence, assessing the existence of control under this definition may require considerable accounting judgements, assumptions and estimates, notably in non-standard situations such as:

- _ power stemming both from voting rights and from contractual arrangements (or mostly from the latter);
- _ exposure stemming both from on-balance investments and from off-balance commitments or guarantees (or mostly from the latter); or
- _ variable returns stemming both from readily identifiable income streams (e.g. dividends, interest, fees) and from cost savings, economies of scale and/or operational synergies (or mostly from the latter).

In the case of Erste Group, such accounting judgements, assumptions and estimates have been primarily relevant for the assessment of the following cases:

i. The savings bank members of the Austrian cross-guarantee system (Haftungsverbund)

Erste Group Bank AG is a member of the Haftungsverbund (cross-guarantee system) of the Austrian savings bank sector. As of the balance sheet date, all of Austria's savings banks, in addition to Erste Group Bank AG and Erste Bank der oesterreichischen Sparkassen AG, formed part of this cross-guarantee system. The provisions of the agreement governing the Haftungsverbund are implemented by the steering company Haftungsverbund GmbH. Erste Group Bank AG always holds directly and indirectly at least 51% of the voting rights of the steering company. The indirect voting rights are held through Erste Bank der oesterreichischen Sparkassen AG and through other savings banks in which companies of Erste Group hold the majority of voting rights.

For all savings banks in which Erste Group holds less than 50% of the voting rights, an assessment of whether control is achieved through the provisions of the Haftungsverbund agreement has been performed.

Based on the contractual agreement, Haftungsverbund GmbH as the steering company is vested with the following substantive rights related to the savings banks:

- _ participation in the appointment of board members;
- _ approval of budgets including capital decisions;
- _ provision of binding guidelines in the areas of risk and liquidity management as well as internal audit; and
- _ determination of thresholds for capital requirement including the payment of dividends.

Furthermore, taking into account the magnitude of Erste Group's involvement with the member banks – whether in the form of synergies, investments, commitments, guarantees, or access to common resources – the Group has significant exposure to each of the member banks' variable returns. As Haftungsverbund GmbH is able to affect the variable returns through its power, it has been assessed that Haftungsverbund GmbH has control over the savings banks.

As Erste Group Bank AG controls the steering company, it exercises control over the members of the cross-guarantee system.

ii. Investment funds under own management

The Group has assessed whether the investment funds it manages through its asset management subsidiaries are controlled and hence shall be consolidated. This assessment has been made on the basis that power over such investment funds is generally conferred based on the contractual arrangements appointing an Erste Group subsidiary as fund manager without any substantive removal rights by fund's investors. Furthermore, Erste Group made the conclusive judgement that its exposure to such own-managed funds' variable returns is basically considered as significant if, additionally to the exposure through management fees, Erste Group is also exposed in the form of at least 20% investment in the fund. Furthermore, in its capacity as fund manager, Erste Group is also able to affect the returns of the funds through its power. Following this assessment, investment funds under own management in which Erste Group – directly or through its subsidiaries – has significant unit holdings (i.e. holds at least 20% of the units issued by the fund) are deemed to be controlled and included in the scope of consolidation.

iii. Pension funds under own management

The Group has assessed whether the contractual arrangements appointing an Erste Group subsidiary as pension fund manager (with no substantive removal rights by the fund's participants) are generally expected to confer power over such funds, followed by an assessment of the Group's exposure/rights to the pension fund's variable returns. The relevant legal requirements regulating the activities of such pension funds in their respective jurisdictions were also considered, notably in assessing the significance of the rights to variable returns from management fees, as well as of the exposure to losses from any guarantees that the fund manager may be legally bound to. As a result of this review, the Czech pension fund 'Transformovaný fond penzijního připojištění se státním příspěvkem Česká spořitelna – penzijní společnost, a.s.' (the 'Transformed pension fund') is not consolidated. There are no further cases of application in Erste Group.

Significant influence

IAS 28 'Investments in Associates and Joint Ventures' defines significant influence as the power to participate in the financial and operating policy decisions of the investee without having control or joint control of those policies. Furthermore, IAS 28 indicates that if an entity holds, directly or indirectly 20% or more of the voting power of the investee, it is presumed that the entity has significant influence unless it can be clearly demonstrated that this is not the case.

In the case of Erste Group, all equity method investments are direct or indirect investments in associates and joint ventures over which the Group exercises significant influence or joint control stemming from voting power greater than 20% up to 50%.

Interests in structured entities

IFRS 12 'Interests in Other Entities' defines structured entities as entities that have been designed so that voting or similar rights are not the dominant factor in deciding who controls the entity, such as when any voting rights relate to the administrative tasks only, and the relevant activities are directed by means of contractual arrangements. IFRS 12 defines the interests as contractual and non-contractual involvements exposing an entity to the variability of returns from the performance of the other entity.

Assessing which entities are structured entities, and which involvements in such entities are interests, may require considerable accounting judgements and assumptions. In the case of Erste Group, such accounting judgements, assumptions and estimates have been primarily relevant for assessing involvements with investment funds and securitisation vehicles.

For investment funds, Erste Group reached the conclusion that direct Group exposure would typically indicate an interest in these structured entities, irrespective of whether such exposure comes from on-balance financial assets – mostly in the form of units held in such funds, off-balance commitments given or management fees varying in relation to the assets under management (for own-managed funds in general). As described under the paragraph 'Investment funds under own management' above, own-managed funds where the Group cumulatively holds less than 20% of the related fund units in issue are not consolidated due to lack of control and thus are subject to specific disclosures for unconsolidated structured entities.

For the IFRS 12-driven disclosures applicable to structured entities, please refer to Note 26 Unconsolidated structured entities.

Fair value of financial instruments

Where the fair values of financial assets and financial liabilities recorded on the balance sheet cannot be derived from active markets, they are determined using a variety of valuation techniques that include the use of mathematical models. The inputs to these models are derived from observable market data where possible, but where observable market data is not available judgement is required to establish fair values. Using of unobservable inputs is particularly relevant for models used for valuations of loans and unquoted equity investments. Disclosures on valuation models, the fair value hierarchy and fair values of financial instruments can be found in Note 48 Fair value of financial instruments. Based on an analysis carried out by Erste Group it was decided that for the valuation of OTC derivatives no Funding Value Adjustment (FVA) would be considered.

Impairment of non-financial assets

Erste Group reviews its non-financial assets at each balance sheet date to assess whether there is an indication of impairment loss that should be recorded in the statement of income. Furthermore, cash-generating units to which goodwill is allocated are tested for impairment on a yearly basis. Judgement and estimates are required to determine the value in use and fair value less costs of disposal by estimating the timing and amount of future expected cash flows and the discount rates. Assumptions and estimates used in the calculation of impairment of non-financial asset are described in the parts 'Business combinations and goodwill' and 'Impairment of non-financial assets (property and equipment, investment property, intangible assets)' in the Accounting Policies. Inputs used for goodwill impairment testing and their sensitivities can be found in Note 29 Intangible assets in the section 'Development of goodwill'.

Taxes on income and deferred tax assets

The determination of tax bases are underlying a general level of uncertainty by nature, as interpretation of tax legislation might require judgement. Deferred tax assets are recognised in respect of tax losses and deductible temporary differences to the extent that it is probable that taxable profit will be available against which they can be utilised. Judgement is required to determine the amount of deferred tax assets that can be recognised, based upon the likely timing and level of future taxable profits, together with future tax planning strategies. For this purpose a planning period of 5 years is used. Disclosures concerning deferred taxes are in Note 30 Tax assets and liabilities.

Defined benefit obligation plans

The cost of the defined benefit pension plan is determined using an actuarial valuation. The actuarial valuation involves making assumptions about discount rates, expected rates of return on assets, future salary increases, mortality rates and future pension increases. Assumptions, estimates and sensitivities used for the defined benefit obligation calculations, as well as related amounts are disclosed in Note 36 Provisions in the section 'Long-term employee provisions'.

Provisions

Recognition of provisions requires judgement with respect to whether Erste Group has a present obligation as a result of a past event and whether it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation. Furthermore, estimates are necessary with respect to the amount and timing of future cash flows when determining the amount of provisions. Provisions are disclosed in Note 36 Provisions, and further details on provisions for off-balance credit risk exposures in Note 46 Risk Management, part Credit risk. Legal proceedings that do not meet the criteria for recognition of provisions are described in Note 51 Contingent liabilities.

e) Application of amended and new IFRS/IAS

The accounting policies adopted are consistent with those used in the previous financial year except for standards and interpretations that became effective for financial years beginning after 1 January 2019. As regards new standards and interpretations and their amendments, only those that are relevant for the business of Erste Group are listed below.

Effective standards and interpretations

The following standards, their amendments and interpretation have become mandatory for the financial year 2019 and have been endorsed by the EU:

- _ IFRS 16: Leases
- _ Amendments to IFRS 9: Prepayment features with negative compensation
- _ Amendments to IAS 19: Plan Amendment, Curtailment or Settlement
- _ Amendments to IAS 28: Long-term Interests in Associates and Joint Ventures
- _ Annual Improvements to IFRSs 2015-2017 Cycle (amendments to IFRS 3, IFRS 11, IAS 12 and IAS 23)
- _ IFRIC 23: Uncertainty over Income Tax Treatments

The effects of application of IFRS 16 are described in chapter 'c) Accounting and measurement methods' above. Otherwise application of the above mentioned amendments and interpretation did not have a significant impact on Erste Group's financial statements.

Standards and interpretations not yet effective

The standards, amendments and interpretations shown below were issued by the IASB but are not yet effective.

Following standards, amendments and interpretations are already endorsed by the EU:

- _ Amendments to IFRS 9, IAS 39 and IFRS 7: Interest Rate Benchmark Reform
- _ Amendments to IAS 1 and IAS 8: Definition of Material

Following standards, amendments and interpretations have not yet been endorsed by the EU until 21 February 2020:

- _ IFRS 17: Insurance contracts
- _ Amendments to IFRS 3: Definition of a Business

Amendments to IFRS 9, IAS 39 and IFRS 7: Interest Rate Benchmark Reform. Amendments to IFRS 9, IAS 39 and IFRS 7 were issued in September 2019 and are effective for annual periods beginning on or after 1 January 2020 with earlier application permitted. The amendments bring reliefs enabling not to discontinue hedge accounting for hedges exposed to uncertainties arising from the reform. Erste Group has decided to apply the amendments to IAS 39 and related IFRS 7 disclosures early. For details refer to Note 47 Hedge accounting which provides related disclosures and also describes specific requirements of the amendments relevant for Erste Group.

IFRS 17: Insurance contracts. IFRS 17 was issued in May 2017 and is effective for annual periods beginning on or after 1 January 2021. IFRS 17 establishes the principles for the recognition, measurement, presentation and disclosure of insurance contracts within the scope of the standard. The objective of IFRS 17 is to ensure that an entity provides relevant information that faithfully represents those contracts. This information gives a basis for users of financial statements to assess the effect that insurance contracts have on the entity's financial position, financial performance and cash flows. Application of IFRS 17 is not expected to have a significant impact on Erste Group's financial statements due to very limited activities which could fall in scope of the standard.

Amendments to IFRS 3: Definition of a Business. Amendments to IFRS 3 were issued in October 2018 and are effective for annual periods beginning on or after 1 January 2020. The amendments clarify the three elements, i.e. inputs, process and outputs in the definition of a business. To be considered a business, an acquired set of activities and assets must include, at a minimum, an input and a substantive process that together significantly contribute to the ability to create outputs. Also, the amendments include an optional concentration test to permit a simplified assessment of whether an acquired set of activities and assets is an asset acquisition rather than a business combination. The test is met if substantially all of the fair value of the gross assets is concentrated in a single identifiable asset or a group of similar identifiable assets. Application of these amendments is not expected to have a significant impact on Erste Group's financial statements.

Amendments to IAS 1 and IAS 8: Definition of Material. Amendments to IAS 1 and IAS 8 were issued in October 2018 and are effective for annual periods beginning on or after 1 January 2020. The amendments clarify that information is material if omitting, misstating or obscuring it could reasonably be expected to influence the decisions that primary users of general purpose financial statements make on the basis of those financial statements, which provide financial information about a specific reporting entity. Application of these amendments is not expected to have a significant impact on Erste Group's financial statements.

C. NOTES TO THE STATEMENT OF COMPREHENSIVE INCOME AND THE BALANCE SHEET OF ERSTE GROUP

1. Net interest income

| in EUR million | 1-12 18 | 1-12 19 |
|--|-----------------|-----------------|
| Financial assets at AC | 4,955.4 | 5,342.1 |
| Financial assets at FVOCI | 218.9 | 201.9 |
| Interest income | 5,174.3 | 5,544.0 |
| Non-trading financial assets at FVPL | 67.6 | 63.4 |
| Financial assets HfT | 1,570.4 | 1,479.7 |
| Hedge accounting derivatives, interest rate risk | -20.5 | -59.1 |
| Other assets | 105.5 | 123.0 |
| Negative interest from financial liabilities | 49.5 | 48.2 |
| Other similar income | 1,772.6 | 1,655.2 |
| Interest and other similar income | 6,946.9 | 7,199.2 |
| Financial liabilities at AC | -1,003.4 | -1,054.9 |
| Interest expenses | -1,003.4 | -1,054.9 |
| Financial liabilities at FVPL | -421.8 | -411.5 |
| Financial liabilities HfT | -976.0 | -1,010.2 |
| Hedge accounting derivatives, interest rate risk | 151.6 | 152.2 |
| Other liabilities | -26.5 | -52.5 |
| Negative interest from financial assets | -88.8 | -75.5 |
| Other similar expenses | -1,361.5 | -1,397.5 |
| Interest and other similar expenses | -2,364.9 | -2,452.3 |
| Net interest income | 4,582.0 | 4,746.8 |

An amount of EUR 80.9 million (2018: EUR 77.9 million) relating to impaired financial assets is included in interest income. In addition modification gains or losses of financial instruments allocated to Stage 1 in the amount of EUR 4.7 million (2018: EUR 1.8 million) is reported in line item 'Financial assets at AC'.

Since December 2014, important benchmark interest rates – particularly Euribor – turned negative. As Euro is the functional currency for Erste Group, this development affects the net interest income of the Group. The amounts relate to the interbank business and deposits with central banks only.

2. Net fee and commission income

| in EUR million | 1-12 18 | | 1-12 19 | |
|---|----------------|---------------|----------------|---------------|
| | Income | Expenses | Income | Expenses |
| Securities | 201.7 | -43.7 | 206.5 | -40.1 |
| Issues | 38.4 | -11.5 | 45.5 | -8.5 |
| Transfer orders | 152.3 | -30.4 | 147.2 | -30.3 |
| Other | 11.0 | -1.8 | 13.8 | -1.4 |
| Clearing and settlement | 5.2 | -2.3 | 1.5 | -2.4 |
| Asset management | 381.6 | -57.8 | 376.0 | -41.7 |
| Custody | 99.2 | -21.4 | 107.0 | -20.0 |
| Fiduciary transactions | 3.0 | 0.0 | 2.1 | 0.0 |
| Payment services | 1,118.3 | -204.4 | 1,137.4 | -187.6 |
| Card business | 342.9 | -138.5 | 374.3 | -148.4 |
| Other | 775.4 | -65.9 | 763.1 | -39.1 |
| Customer resources distributed but not managed | 199.2 | -19.6 | 241.4 | -14.9 |
| Collective investment | 13.5 | -4.4 | 11.3 | -1.6 |
| Insurance products | 142.2 | -3.1 | 186.9 | -2.6 |
| Building society brokerage | 15.6 | -8.5 | 14.5 | -7.5 |
| Foreign exchange transactions | 26.7 | -1.4 | 27.4 | -1.5 |
| Other | 1.1 | -2.2 | 1.4 | -1.7 |
| Structured finance | 0.4 | -0.2 | 0.0 | -0.1 |
| Servicing fees from securitization activities | 0.0 | 0.0 | 0.0 | -0.2 |
| Lending business | 261.2 | -86.4 | 197.1 | -41.4 |
| Guarantees given, guarantees received | 70.7 | -3.7 | 71.4 | -4.4 |
| Loan commitments given, loan commitments received | 27.1 | -0.9 | 21.7 | -0.5 |
| Other lending business | 163.4 | -81.8 | 104.1 | -36.4 |
| Other | 107.2 | -32.8 | 104.3 | -24.9 |
| Total fee and commission income and expenses | 2,377.0 | -468.6 | 2,373.5 | -373.4 |
| Net fee and commission income | 1,908.4 | | 2,000.1 | |

Asset management, custody and fiduciary transactions fees relate to fees earned by Erste Group on trust and other fiduciary activities in which Erste Group holds or invests assets on behalf of its customers and amount to EUR 423.4 million (2018: EUR 404.6 million). Net fee and commission income above include income of EUR 354.6 million (2018: EUR 372.3 million) relating to financial assets and financial liabilities not measured at FVPL. These figures exclude amounts incorporated in determining the effective interest rate on such financial assets and financial liabilities.

3. Dividend income

| in EUR million | 1-12 18 | 1-12 19 |
|--------------------------------------|-------------|-------------|
| Financial assets HfT | 2.0 | 3.4 |
| Non-trading financial assets at FVPL | 16.1 | 15.5 |
| Financial assets at FVOCI | 11.0 | 9.0 |
| Dividend income | 29.0 | 27.9 |

4. Net trading result

| in EUR million | 1-12 18 | 1-12 19 |
|------------------------------------|-------------|--------------|
| Securities and derivatives trading | -219.0 | 103.8 |
| Foreign exchange transactions | 221.1 | 208.3 |
| Result from hedge accounting | -3.7 | 6.2 |
| Net trading result | -1.7 | 318.3 |

Additional information relating to hedge accounting are described in Note 47 Hedge accounting.

5. Gains/losses from financial instruments measured at fair value through profit or loss

| in EUR million | 1-12 18 | 1-12 19 |
|--|--------------|---------------|
| Result from measurement/sale of financial assets designated at FVPL | -14.6 | 10.4 |
| Result from measurement/repurchase of financial liabilities designated at FVPL | 154.1 | -138.8 |
| Result from financial assets and liabilities designated at FVPL | 139.5 | -128.3 |
| Result from measurement/sale of financial assets mandatorily at FVPL | 56.0 | 103.8 |
| Gains/losses from financial instruments measured at fair value through profit or loss | 195.4 | -24.5 |

In the reporting period, a loss of EUR 36.1 million (2018: EUR 13.5 million) (before taxes) was transferred from own credit risk reserve to retained earnings due to the repurchase of debt securities (own issues) issued.

6. Rental income from investment properties & other operating leases

| in EUR million | 1-12 18 | 1-12 19 |
|--|--------------|--------------|
| Investment properties | 88.3 | 83.8 |
| Other operating leases | 101.1 | 86.3 |
| Rental income from investment properties & other operating leases | 189.4 | 170.1 |

7. General administrative expenses

| in EUR million | 1-12 18 | 1-12 19 |
|--|-----------------|-----------------|
| Personnel expenses | -2,474.2 | -2,537.1 |
| Wages and salaries | -1,880.9 | -1,924.2 |
| Compulsory social security | -460.3 | -471.3 |
| Long-term employee provisions | -28.0 | -30.6 |
| Other personnel expenses | -105.0 | -111.0 |
| Other administrative expenses | -1,234.9 | -1,205.1 |
| Deposit insurance contribution | -88.6 | -104.8 |
| IT expenses | -395.6 | -389.1 |
| Expenses for office space | -239.2 | -162.8 |
| Office operating expenses | -112.4 | -117.9 |
| Advertising/marketing | -175.5 | -200.1 |
| Legal and consulting costs | -134.4 | -137.0 |
| Sundry administrative expenses | -89.1 | -93.5 |
| Depreciation and amortisation | -472.0 | -541.0 |
| Software and other intangible assets | -184.0 | -188.8 |
| Owner occupied real estate | -73.4 | -139.6 |
| Investment properties | -25.5 | -28.8 |
| Customer relationships | -8.9 | -8.7 |
| Office furniture and equipment and sundry property and equipment | -180.3 | -175.1 |
| General administrative expenses | -4,181.1 | -4,283.3 |

In the line item 'Depreciation and amortisation', also the depreciation of right-of-use assets according to IFRS 16 is disclosed.

Personnel expenses include expenses of EUR 45.3 million (2018: EUR 43.9 million) for defined contribution plans, of which EUR 1.6 million (2018: EUR 1.3 million) relate to members of the management board.

Employee Share Program 2019 and Erste Mitarbeiterbeteiligung Privatstiftung

Under the Employee Share Program 2019, Erste Group Bank AG has transferred treasury shares free of charge to employees of Erste Group Bank AG, Erste Bank der oesterreichischen Sparkassen AG and the majority-owned Austrian subsidiaries. The shares were granted under the condition that the employees transfer their shares of Erste Group Bank AG under an escrow agreement to the Erste Mitarbeiterbeteiligung Privatstiftung and leave them there for the duration of their employment contract. Erste Group Bank AG limited the grant to one share for each 10 shares transferred by the employee and up to a value of EUR 7,500 per employee.

Erste Group Bank AG awarded a total number of 9,603 shares to employees and incurred expenses in the amount of EUR 0.4 million. The average share price of Erste Group Bank AG was EUR 32.69 during the registration period. In 2019, Erste Mitarbeiterbeteiligung Privatstiftung has received 5,400 additional treasury shares under an escrow agreement from employees of a subsidiary. It was agreed that employees shall not have access to the shares for a certain period. The majority of the shares have been purchased with a payment of EUR 0.2 million made by the subsidiary to settle an obligation under a defined benefit plan. The settlement did not result in a gain or loss.

Employee Share Programme 2018

Under the Employee Share Programme 2018, Erste Group Bank AG has transferred treasury shares to employees of Erste Group Bank AG, Erste Bank der oesterreichischen Sparkassen AG and their majority-owned Austrian subsidiaries. The allocation happened under the condition that employees transfer their shares of Erste Group Bank AG to the Erste Mitarbeiterbeteiligung Privatstiftung and do not request the return of the shares until their employment contracts are terminated. Erste Group Bank AG limited the allocation of treasury shares to 10% of the shares transferred by each employee and up to a value of EUR 4,500 for each employee.

Erste Group Bank AG allocated a total number of 52,909 treasury shares to employees and incurred personnel expenses in the amount of EUR 1.9 million. The share price of Erste Group Bank AG at the beginning of the registration period was EUR 34.99.

Average number of employees during the financial period (weighted according to the level of employment)

| | 1-12 18 | 1-12 19 |
|--|---------------|---------------|
| Austria | 16,221 | 16,293 |
| Erste Group Bank AG, Erste Bank Oesterreich and subsidiaries | 9,052 | 9,107 |
| Haftungsverbund savings banks | 7,169 | 7,187 |
| Outside Austria | 31,312 | 31,210 |
| Česká spořitelna Group | 10,148 | 9,873 |
| Banca Comercială Română Group | 7,228 | 6,951 |
| Slovenská sporiteľňa Group | 4,147 | 4,068 |
| Erste Bank Hungary Group | 3,130 | 3,134 |
| Erste Bank Croatia Group | 3,170 | 3,300 |
| Erste Bank Serbia Group | 1,094 | 1,143 |
| Savings banks subsidiaries | 1,192 | 1,610 |
| Other subsidiaries and foreign branch offices | 1,202 | 1,130 |
| Total | 47,533 | 47,503 |

8. Gains/losses from derecognition of financial assets measured at amortised cost

| in EUR million | 1-12 18 | 1-12 19 |
|---|------------|------------|
| Gains from derecognition of financial assets at AC | 2.1 | 5.1 |
| Losses from derecognition of financial assets at AC | -2.1 | -4.1 |
| Gains/losses from derecognition of financial assets measured at amortised cost | 0.1 | 0.9 |

9. Other gains/losses from derecognition of financial instruments not measured at fair value through profit or loss

| in EUR million | 1-12 18 | 1-12 19 |
|---|------------|-------------|
| Sale of financial assets at FVOCI | -3.5 | 6.2 |
| Sale of financial lease receivables | 0.0 | 0.1 |
| Derecognition of financial liabilities at AC | 9.1 | 17.2 |
| Other gains/losses from derecognition of financial instruments not measured at fair value through profit or loss | 5.7 | 23.5 |

10. Impairment result from financial instruments

| in EUR million | 1-12 18 | 1-12 19 |
|--|-------------|--------------|
| Financial assets at FVOCI | 3.5 | -4.2 |
| Financial assets at AC | 38.6 | -112.5 |
| Net allocation to credit loss allowances | -71.5 | -227.8 |
| Direct write-offs | -47.9 | -35.7 |
| Recoveries recorded directly to the income statement | 162.9 | 154.0 |
| Modification gains or losses | -4.9 | -3.0 |
| Finance lease receivables | 10.6 | 7.4 |
| Credit loss allowances for loan commitments and financial guarantees given | 6.6 | 70.0 |
| Impairment result from financial instruments | 59.3 | -39.2 |

11. Other operating result

| in EUR million | 1-12 18 | 1-12 19 |
|---|---------------|---------------|
| Other operating expenses | -258.1 | -748.3 |
| Allocation to other provisions | -76.6 | -366.0 |
| Levies on banking activities | -112.2 | -128.0 |
| Banking tax | -66.8 | -80.4 |
| Financial transaction tax | -45.4 | -47.6 |
| Other taxes | 1.0 | -14.0 |
| Recovery and resolution fund contributions | -70.3 | -75.3 |
| Impairment of goodwill | 0.0 | -165.0 |
| Other operating income | 89.9 | 159.1 |
| Release of other provisions | 89.9 | 159.1 |
| Result from properties/movables/other intangible assets other than goodwill | -78.0 | 3.3 |
| Result from other operating expenses/income | -58.3 | -42.1 |
| Other operating result | -304.5 | -628.2 |

Operating expenses (including repair and maintenance) for investment properties not held for rental income totalled to EUR 0.4 million (2018: EUR 0.5 million). Operating expenses (including repair and maintenance) for investment properties held for rental income totalled to EUR 14.1 million (2018: EUR 13.0 million). Income from reversal of impairment for assets held for sale in the amount of EUR 0.2 million (2018: Impairment EUR 9.3 million) is recognised under 'Result from other operating expenses/income'.

In line item 'Result from properties/movables/other intangible assets other than goodwill' extraordinary expenses for the impairment of property plant and equipment, investment properties, intangible assets and foreclosed assets are included.

The main reasons for impairment losses to be recognized are summarized hereinafter:

- _ the intention to sell fixed assets and accordingly their re-measurement before reclassifying them based on IFRS 5,
- _ not fully occupied buildings that triggered a lower recoverable amount
- _ recurring measurement for foreclosed assets at the balance sheet date and
- _ recurring measurement for own used items of property at the balance sheet date and
- _ concessions and other intangibles for which measurable economic benefits are no longer expected in the future

Recovery and Resolution Fund

In the line 'Recovery and resolution fund contributions' contributions to the national resolution funds in amount of EUR 75.3 million (2018: EUR 70.3 million) are disclosed. The contributions are based on the European Recovery and Resolution Directive, which, inter alia, establishes a financing mechanism for the resolution of credit institutions. As a consequence, banks are required to contribute annually to a resolution fund, which in a first step is installed on a national level. According to these regulations, until 31 December 2024 the available financial means of the resolution funds shall reach at least 1% of the amount of covered deposits of all the credit institutions authorized within the European Union. Therefore the resolution funds have to be built over a period of 10 years, during which the contributions shall be spread out as even as possible until the target level is reached.

Impairment of Goodwill

In Slovakia, the extension and increase of banking tax due to an amendment of the respective law during the year 2019 leads to higher future expenses. This resulted in a decrease of the budgeted results and consequently the goodwill for Slovenská sporiteľňa was fully impaired in the amount of EUR 165.0 million.

Provision in BCR Banca pentru Locuinte SA. (BPL)

An allocation of provision is disclosed in the line 'Allocation of other provisions' in amount of EUR 153.3 million for losses expected from a decision of the Romanian High Court in relation to the business activities of a Romanian subsidiary BPL. For more details please refer to Note 36 Provisions.

Provision for litigations in Romania

As of 31 December 2019 a release of provision is shown in the line 'Release of other provisions' for risks related to Romanian consumer protection claims Act amounting to EUR 6.1 million (2018: EUR 23.8 million).

12. Taxes on income

Taxes on income are made up of current taxes on income calculated in each of the Group companies based on the results reported for tax purposes, corrections to taxes on income for previous years and the change in deferred taxes.

| in EUR million | 1-12 18 | 1-12 19 |
|-----------------------------|---------------|---------------|
| Current tax expense/income | -415.0 | -465.7 |
| current period | -424.4 | -461.9 |
| prior period | 9.4 | -3.8 |
| Deferred tax expense/income | 82.5 | 47.0 |
| current period | 78.1 | 51.4 |
| prior period | 4.5 | -4.4 |
| Total | -332.4 | -418.7 |

The following table reconciles the income taxes reported in the income statement to the pre-tax result from continuing operations multiplied by the nominal Austrian tax rate.

| in EUR million | 1-12 18 | 1-12 19 |
|--|---------------|---------------|
| Pre-tax result from continuing operations | 2,495.0 | 2,329.7 |
| Income tax expense for the financial year at the Austrian statutory tax rate (25%) | -623.7 | -582.4 |
| Impact of different foreign tax rates | 139.2 | 135.9 |
| Impact of tax-exempt earnings of investments and other tax-exempt income | 161.9 | 258.7 |
| Tax increases due to non-deductible expenses, additional business tax and similar elements | -124.8 | -139.3 |
| Impact on deferred taxes from topics on Group level | -18.8 | -171.4 |
| Tax loss carry-forward non-recoverable at the end of the prior period, reducing the current tax expense for the current period | 7.2 | 6.9 |
| Current period's impairment of DTA recognized in prior periods through P&L | -2.7 | -4.0 |
| Current period's recognition/reversal of impairment through P&L of DTA non-recoverable at the end of the prior period | 187.6 | 137.1 |
| Impact of current non-recoverable fiscal losses and temporary differences for the year | -69.3 | -28.0 |
| Tax expense/income not attributable to the reporting period | 28.2 | -29.9 |
| Tax expense/income from changes of the tax rate or the imposition of new taxes | 0.0 | 2.4 |
| Tax expense/income attributable to other effects | -17.4 | -4.7 |
| Total | -332.4 | -418.7 |

The following table shows the income tax effects relating to each component of other comprehensive income:

| in EUR million | 1-12 18 | | | 1-12 19 | | |
|--|----------------|-------------|-------------------|----------------|-------------|-------------------|
| | Pre-tax amount | Income tax | Net-of-tax amount | Pre-tax amount | Income tax | Net-of-tax amount |
| Fair value reserve of equity instruments | 36.7 | -6.4 | 30.4 | 54.1 | -11.2 | 42.9 |
| Fair value reserve of debt instruments | -152.3 | 33.1 | -119.2 | 44.6 | -11.5 | 33.1 |
| Own credit risk reserve | 226.9 | 2.8 | 229.7 | -17.5 | 27.3 | 9.8 |
| Cash flow hedge reserve | -2.9 | 2.4 | -0.5 | -54.4 | 11.8 | -42.6 |
| Remeasurement of defined benefit plans | -127.4 | -10.4 | -137.8 | -139.9 | 17.2 | -122.8 |
| Currency reserve | -72.1 | 0.0 | -72.1 | -13.5 | 0.0 | -13.5 |
| Other comprehensive income | -91.0 | 21.4 | -69.5 | -126.6 | 33.6 | -93.0 |

Taxes on income within other comprehensive income are influenced by the consideration of impairment effects allocated against OCI-related deferred tax assets. The allocation of such impairment effects is based on Erste Group's methodology of deferred tax assets impairment allocation per P&L and OCI. This approach proportionately reflects how the underlying temporary differences arose from IFRS-based adjustments of the accounting values of the related items.

Besides, the income tax related to the fair value reserve and the cash flow hedge reserve is influenced by differences of tax rates applicable on contrary changes within the fair value reserve.

13. Appropriation of profit

In the reporting period, Erste Group Bank AG posted a post-tax profit of EUR 1,327.1 million under the Austrian accounting regulations, which increased its distributable capital accordingly (2018: EUR 937.0 million). The equity increased accordingly.

A dividend distribution amounting to EUR 1.50 per share will be proposed at the forthcoming annual general meeting of Erste Group Bank AG (2018: EUR 1.40 per share).

14. Cash and cash balances

| in EUR million | Dec 18 | Dec 19 |
|--|---------------|---------------|
| Cash on hand | 5,688 | 6,032 |
| Cash balances at central banks | 10,853 | 3,466 |
| Other demand deposits at credit institutions | 1,009 | 1,195 |
| Cash and cash balances | 17,549 | 10,693 |

A part of 'Cash balances at central banks' represents the mandatory minimum reserve requirement deposits which amounted to EUR 2,975.6 million (2018: EUR 3,255.7 million) at the reporting date. The mandatory minimum reserve requirement is calculated from defined balance sheet items and has to be fulfilled in average through an extended period of time. Therefore, the mandatory minimum reserve requirement deposits are not subject to any restraints.

15. Derivatives held for trading

| in EUR million | Dec 18 | | | Dec 19 | | |
|---|----------------|---------------------|---------------------|----------------|---------------------|---------------------|
| | Notional value | Positive fair value | Negative fair value | Notional value | Positive fair value | Negative fair value |
| Derivatives held in the trading book | 179,098 | 3,011 | 2,871 | 189,747 | 3,068 | 3,305 |
| Interest rate | 114,275 | 2,544 | 2,453 | 122,129 | 2,609 | 2,728 |
| Equity | 330 | 8 | 10 | 311 | 11 | 3 |
| Foreign exchange | 63,941 | 432 | 405 | 66,888 | 423 | 571 |
| Credit | 341 | 7 | 3 | 226 | 3 | 3 |
| Commodity | 11 | 0 | 0 | 10 | 0 | 0 |
| Other | 199 | 21 | 0 | 183 | 23 | 0 |
| Derivatives held in the banking book | 28,035 | 1,191 | 331 | 28,048 | 1,353 | 341 |
| Interest rate | 16,597 | 1,077 | 152 | 16,891 | 1,254 | 226 |
| Equity | 5,501 | 77 | 76 | 5,823 | 52 | 36 |
| Foreign exchange | 5,335 | 32 | 100 | 4,812 | 41 | 78 |
| Credit | 382 | 5 | 3 | 348 | 6 | 1 |
| Commodity | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 220 | 1 | 0 | 174 | 1 | 0 |
| Total gross amounts | 207,133 | 4,202 | 3,202 | 217,794 | 4,422 | 3,646 |
| Offset | | -1,165 | -1,202 | | -1,616 | -1,640 |
| Total | | 3,037 | 2,000 | | 2,805 | 2,005 |

Erste Group undertakes a part of interest rate derivative and credit derivative transactions via Clearing Houses. These derivatives and related cash margin balances fulfil the requirements for balance sheet offsetting. For more details on balance sheet offsetting please refer to Note 45 Offsetting of financial instruments.

16. Other financial assets held for trading

| in EUR million | Dec 18 | Dec 19 |
|--|--------------|--------------|
| Equity instruments | 68 | 65 |
| Debt securities | 2,479 | 2,889 |
| General governments | 1,698 | 1,918 |
| Credit institutions | 540 | 803 |
| Other financial corporations | 68 | 57 |
| Non-financial corporations | 172 | 111 |
| Other financial assets held for trading | 2,547 | 2,954 |

17. Non-trading financial assets at fair value through profit or loss

| in EUR million | Dec 18 | | Dec 19 | |
|--|------------|--------------|------------|--------------|
| | Designated | Mandatorily | Designated | Mandatorily |
| Equity instruments | 0 | 372 | 0 | 390 |
| Debt securities | 672 | 1,979 | 664 | 1,671 |
| General governments | 188 | 565 | 77 | 258 |
| Credit institutions | 424 | 296 | 563 | 160 |
| Other financial corporations | 60 | 973 | 25 | 1,062 |
| Non-financial corporations | 0 | 146 | 0 | 191 |
| Loans and advances to customers | 0 | 287 | 0 | 483 |
| General governments | 0 | 8 | 0 | 2 |
| Other financial corporations | 0 | 15 | 0 | 1 |
| Non-financial corporations | 0 | 102 | 0 | 137 |
| Households | 0 | 161 | 0 | 344 |
| Financial assets designated and mandatorily at FVPL | 672 | 2,638 | 664 | 2,544 |
| Non-trading financial assets at fair value through profit or loss | | 3,310 | | 3,208 |

Erste Group has designated debt securities at FVPL. The maximum exposure to credit risk on these securities is its fair value. At the reporting date the change in fair value that is attributable to changes in credit risk amounts to EUR 1.4 million (2018: EUR -3.0 million) cumulatively and EUR 3.4 million (2018: EUR -2.4 million) for the reporting period.

18. Financial assets at fair value through other comprehensive income

Equity instruments

The carrying amount of Erste Group's equity instruments at FVOCI as at 31 December 2019 amounts to EUR 210.1 million (2018: EUR 238.9 million), the cumulative fair value change for equity instruments FVOCI before taxes recognized in other comprehensive income amounted to EUR 166.1 million (2018: EUR 172.2 million). During the year 2019, the sales of such instruments amounted to EUR 43.6 million (2018: EUR 52.0 million) and were triggered by strategic business decisions. The cumulative gain (net of tax) that was transferred from accumulated other comprehensive income into retained earnings upon such sales amounted to EUR 48.9 million (2018: EUR 42.1 million).

Debt instruments

Gross carrying amounts and credit loss allowances per impairment buckets

| in EUR million | Gross carrying amount | | | | Credit loss allowances | | | | Accumulated fair value changes | Fair value |
|------------------------------|-----------------------|------------|----------|--------------|------------------------|-----------|----------|------------|--------------------------------|--------------|
| | Stage 1 | Stage 2 | Stage 3 | Total | Stage 1 | Stage 2 | Stage 3 | Total | | |
| Dec 19 | | | | | | | | | | |
| Central banks | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| General governments | 6,232 | 8 | 0 | 6,240 | -3 | 0 | 0 | -3 | 186 | 6,426 |
| Credit institutions | 1,073 | 27 | 0 | 1,099 | -1 | -1 | 0 | -2 | 17 | 1,116 |
| Other financial corporations | 135 | 46 | 0 | 181 | 0 | -1 | 0 | -2 | 7 | 188 |
| Non-financial corporations | 933 | 137 | 0 | 1,070 | -2 | -5 | 0 | -7 | 37 | 1,107 |
| Total | 8,373 | 217 | 0 | 8,590 | -6 | -8 | 0 | -14 | 247 | 8,836 |

| in EUR million | Gross carrying amount | | | | Credit loss allowances | | | | Accumulated fair value changes | Fair value |
|------------------------------|-----------------------|------------|----------|--------------|------------------------|-----------|----------|------------|--------------------------------|--------------|
| | Stage 1 | Stage 2 | Stage 3 | Total | Stage 1 | Stage 2 | Stage 3 | Total | | |
| Dec 18 | | | | | | | | | | |
| Central banks | 5 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 5 |
| General governments | 6,685 | 8 | 0 | 6,693 | -3 | 0 | 0 | -3 | 164 | 6,857 |
| Credit institutions | 894 | 17 | 0 | 911 | -3 | 0 | 0 | -3 | 9 | 921 |
| Other financial corporations | 175 | 6 | 0 | 182 | 0 | 0 | 0 | -1 | 4 | 186 |
| Non-financial corporations | 965 | 72 | 0 | 1,037 | -2 | -2 | 0 | -4 | 28 | 1,065 |
| Total | 8,724 | 104 | 0 | 8,827 | -8 | -2 | 0 | -10 | 206 | 9,033 |

As defined in IFRS 9, the gross carrying amount of debt instruments at FVOCI equals the amortised cost before deducting any credit loss allowances. There are no purchased or originated credit-impaired (POCI) debt securities at FVOCI as of 31 December 2019.

Movement in credit loss allowances

| in EUR million | As of | Additions | Derecognitions | Transfers | Other changes in credit risk (net) | Other | As of |
|----------------|------------|-----------|----------------|----------------|------------------------------------|----------|------------|
| | Jan 19 | | | between stages | | | Dec 19 |
| Stage 1 | -8 | -3 | 2 | 0 | 3 | 0 | -6 |
| Stage 2 | -2 | -1 | 0 | -5 | 0 | 0 | -8 |
| Stage 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | -10 | -4 | 2 | -5 | 3 | 0 | -14 |

| in EUR million | As of | Additions | Derecognitions | Transfers | Other changes in credit risk (net) | Other | As of |
|----------------|------------|-----------|----------------|----------------|------------------------------------|----------|------------|
| | Jan 18 | | | between stages | | | Dec 18 |
| Stage 1 | -12 | -2 | 1 | 0 | 4 | 0 | -8 |
| Stage 2 | -1 | 0 | 0 | -1 | 0 | 0 | -2 |
| Stage 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | -13 | -2 | 1 | -1 | 4 | 0 | -10 |

In column 'Additions' increases of CLA due to the initial recognition of debt securities at FVOCI during the current reporting period are disclosed. Releases of CLA following the derecognition of the related debt securities at FVOCI are reported in column 'Derecognitions'. In column 'Transfers between stages' CLA net changes due to changes in credit risk that triggered re-assignments of the related FVOCI debt securities from Stage 1 (at 1 January 2019 or initial recognition date) to Stages 2 or 3 at 31 December 2019 or vice-versa are reported. The effects of transfers from Stage 1 to Stages 2 or 3 on the related CLAs are adverse and presented in lines attributable to Stages 2 or 3. The effects of transfers from Stages 2 or 3 to Stage 1 on the related CLAs are favourable and presented in line 'Stage 1'. The P&L-neutral effect

from cross-stage transferring of the related CLA amounts recognized prior to stage re-assignments are presented above in column 'Other changes in credit risk (net)'. Any other changes in credit risk which do not trigger a transfer between Stage 1 and Stage 2 or 3 or vice-versa are disclosed in column 'Other changes in credit risk (net)'.

One significant driver of the above presented CLA movements for the year has been the transfer of the related instruments across different stages. The year-end GCAs of FVOCI debt securities that were assigned at 31 December 2019 to a different stage compared to 1 January 2019 (or to the initial recognition date, if purchased during the year) are summarized in the table below:

Transfers between Stage 1 and Stage 2

| in EUR million | Dec 18 | Dec 19 |
|-------------------------|--------|--------|
| To Stage 2 from Stage 1 | 85 | 98 |
| To Stage 1 from Stage 2 | 67 | 7 |

19. Securities

| in EUR million | Dec 18 | | | | | Dec 19 | | | | |
|--|---------------|----------------|---------------------|--------------------|--------------|---------------|----------------|---------------------|--------------------|--------------|
| | At AC | Trading assets | Financial assets | | | At AC | Trading assets | Financial assets | | |
| | | | Mandatorily at FVPL | Designated at FVPL | At FVOCI | | | Mandatorily at FVPL | Designated at FVPL | At FVOCI |
| Bonds and other interest-bearing securities | 26,050 | 2,479 | 1,979 | 672 | 9,033 | 26,764 | 2,889 | 1,671 | 664 | 8,836 |
| Listed | 24,534 | 1,788 | 1,286 | 599 | 7,577 | 25,663 | 2,114 | 844 | 620 | 7,123 |
| Unlisted | 1,516 | 691 | 694 | 73 | 1,456 | 1,101 | 774 | 826 | 44 | 1,714 |
| Equity-related securities | 0 | 68 | 372 | 0 | 239 | 0 | 65 | 390 | 0 | 210 |
| Listed | 0 | 64 | 121 | 0 | 96 | 0 | 62 | 142 | 0 | 120 |
| Unlisted | 0 | 4 | 252 | 0 | 142 | 0 | 4 | 248 | 0 | 90 |
| Total | 26,050 | 2,547 | 2,352 | 672 | 9,272 | 26,764 | 2,954 | 2,061 | 664 | 9,047 |

Investment funds units are reported within bonds and other interest bearing securities.

20. Financial assets at amortised cost

Debt securities at amortised cost

Gross carrying amounts and credit loss allowances per impairment buckets

| in EUR million | Gross carrying amount | | | | Credit loss allowances | | | | Carrying amount |
|------------------------------|-----------------------|-----------|----------|---------------|------------------------|-----------|-----------|------------|-----------------|
| | Stage 1 | Stage 2 | Stage 3 | Total | Stage 1 | Stage 2 | Stage 3 | Total | |
| Dec 19 | | | | | | | | | |
| Central banks | 53 | 0 | 0 | 53 | -1 | 0 | 0 | -1 | 52 |
| General governments | 22,483 | 29 | 0 | 22,512 | -4 | 0 | 0 | -4 | 22,508 |
| Credit institutions | 3,287 | 1 | 0 | 3,288 | -2 | 0 | 0 | -2 | 3,286 |
| Other financial corporations | 136 | 7 | 0 | 143 | 0 | -1 | 0 | -1 | 142 |
| Non-financial corporations | 760 | 17 | 3 | 780 | -1 | -2 | -2 | -4 | 776 |
| Total | 26,718 | 53 | 4 | 26,774 | -7 | -2 | -2 | -11 | 26,764 |

| in EUR million | Gross carrying amount | | | | Credit loss allowances | | | | Carrying amount |
|------------------------------|-----------------------|-----------|----------|---------------|------------------------|----------|-----------|-----------|-----------------|
| | Stage 1 | Stage 2 | Stage 3 | Total | Stage 1 | Stage 2 | Stage 3 | Total | |
| Dec 18 | | | | | | | | | |
| Central banks | 12 | 0 | 0 | 12 | 0 | 0 | 0 | 0 | 12 |
| General governments | 22,373 | 26 | 1 | 22,400 | -4 | 0 | 0 | -4 | 22,396 |
| Credit institutions | 2,752 | 1 | 0 | 2,752 | -1 | 0 | 0 | -1 | 2,751 |
| Other financial corporations | 144 | 1 | 0 | 145 | 0 | 0 | 0 | 0 | 145 |
| Non-financial corporations | 739 | 7 | 3 | 749 | -1 | 0 | -2 | -3 | 746 |
| Total | 26,020 | 34 | 4 | 26,059 | -6 | 0 | -2 | -8 | 26,050 |

There are no purchased or originated credit-impaired (POCI) debt securities at AC as of 31 December 2019.

Movement in credit loss allowances

| in EUR million | As of | Additions | Derecognitions | Transfers between stages | Other changes in credit risk (net) | Other | As of |
|----------------|---------------|-----------|----------------|--------------------------|------------------------------------|----------|---------------|
| | Jan 19 | | | | | | Dec 19 |
| Stage 1 | -6 | -3 | 0 | 0 | 1 | 0 | -7 |
| Stage 2 | 0 | 0 | 0 | -1 | -1 | 0 | -2 |
| Stage 3 | -2 | 0 | 0 | 0 | 1 | 0 | -2 |
| Total | -8 | -3 | 0 | -1 | 1 | 0 | -11 |

| in EUR million | As of | Additions | Derecognitions | Transfers between stages | Other changes in credit risk (net) | Other | As of |
|----------------|---------------|-----------|----------------|--------------------------|------------------------------------|----------|---------------|
| | Jan 18 | | | | | | Dec 18 |
| Stage 1 | -6 | -1 | 0 | 0 | 1 | 0 | -6 |
| Stage 2 | -3 | -2 | 2 | 0 | 3 | 0 | 0 |
| Stage 3 | 0 | 0 | 0 | 0 | -2 | 0 | -2 |
| Total | -9 | -3 | 3 | 0 | 1 | 0 | -8 |

In column 'Additions' increases of CLA due to the initial recognition of debt securities at AC during the current reporting period are disclosed. Releases of CLA following the derecognition of the related debt securities at AC are reported in column 'Derecognitions'.

In column 'Transfers between stages' CLA net changes due to changes in credit risk that triggered re-assignments of the related AC debt securities from Stage 1 (at 1 January 2019 or initial recognition date) to Stages 2 or 3 at 31 December 2019 or vice-versa are reported. The effects of transfers from Stage 1 to Stages 2 or 3 on the related CLAs are adverse and presented in lines attributable to Stages 2 or 3. The effects of transfers from Stages 2 or 3 to Stage 1 on the related CLAs are favourable and presented in line 'Stage 1'. The P&L-neutral effect from cross-stage transferring of the related CLA amounts recognized prior to stage re-assignments are presented above in column 'Other changes in credit risk (net)'.

Any other changes in credit risk which do not trigger a transfer between Stage 1 and Stage 2 or 3 or vice-versa are disclosed in column 'Other changes in credit risk (net)'.

The year-end total GCAs of AC debt securities that were initially recognized (purchased) during the year 2019 and not fully derecognized by 31 December 2019 amounts to EUR 4,133.8 million (2018: EUR 4,142.0 million.) The GCA of AC debt securities that were held at 1 January 2019 and derecognized during the year 2019 amounts to EUR 3,257.4 million (2018: EUR 1,465.7 million).

Loans and advances to banks at amortised cost

Gross carrying amounts and credit loss allowances per impairment buckets

| in EUR million | Gross carrying amount | | | | Credit loss allowances | | | | Carrying amount |
|---------------------|-----------------------|-----------|----------|---------------|------------------------|----------|-----------|-----------|-----------------|
| | Stage 1 | Stage 2 | Stage 3 | Total | Stage 1 | Stage 2 | Stage 3 | Total | |
| Dec 19 | | | | | | | | | |
| Central banks | 16,109 | 0 | 0 | 16,109 | 0 | 0 | 0 | 0 | 16,108 |
| Credit institutions | 6,936 | 17 | 2 | 6,955 | -6 | 0 | -2 | -9 | 6,946 |
| Total | 23,045 | 17 | 2 | 23,063 | -7 | 0 | -2 | -9 | 23,055 |

| in EUR million | Gross carrying amount | | | | Credit loss allowances | | | | Carrying amount |
|---------------------|-----------------------|------------|----------|---------------|------------------------|-----------|-----------|-----------|-----------------|
| | Stage 1 | Stage 2 | Stage 3 | Total | Stage 1 | Stage 2 | Stage 3 | Total | |
| Dec 18 | | | | | | | | | |
| Central banks | 14,939 | 0 | 0 | 14,939 | 0 | 0 | 0 | 0 | 14,938 |
| Credit institutions | 3,956 | 215 | 2 | 4,172 | -2 | -3 | -2 | -8 | 4,165 |
| Total | 18,894 | 215 | 2 | 19,111 | -3 | -3 | -2 | -8 | 19,103 |

There are no purchased or originated credit-impaired (POCI) AC loans and advances to banks at 31 December 2019.

Movement in credit loss allowances

| in EUR million | As of | Additions | Derecognitions | Transfers between stages | Other changes in credit risk (net) | Other | As of |
|----------------|-----------|------------|----------------|--------------------------|------------------------------------|----------|-----------|
| | Jan 19 | | | | | | Dec 19 |
| Stage 1 | -3 | -29 | 27 | 0 | -1 | 0 | -7 |
| Stage 2 | -3 | 0 | 0 | 0 | 3 | 0 | 0 |
| Stage 3 | -2 | 0 | 0 | 0 | 0 | 0 | -2 |
| Total | -8 | -30 | 27 | 0 | 2 | 0 | -9 |

| in EUR million | As of | Additions | Derecognitions | Transfers between stages | Other changes in credit risk (net) | Other | As of |
|----------------|-----------|------------|----------------|--------------------------|------------------------------------|----------|-----------|
| | Jan 18 | | | | | | Dec 18 |
| Stage 1 | -5 | -21 | 18 | 1 | 4 | 1 | -3 |
| Stage 2 | 0 | -2 | 2 | -2 | -1 | 0 | -3 |
| Stage 3 | -2 | 0 | 0 | 0 | -1 | 0 | -2 |
| Total | -8 | -24 | 21 | -1 | 3 | 1 | -9 |

In column 'Additions' increases of CLA due to the initial recognition of loans and advances to banks at AC during the current reporting period are disclosed. Releases of CLA following the derecognition of the related loans and advances to banks at AC are reported in column 'Derecognitions'.

In column 'Transfers between stages' CLA net changes due to changes in credit risk that triggered re-assignments of the related AC loans and advances to banks from Stage 1 at 1 January 2019 (or initial recognition date, if later) to Stages 2 or 3 at 31 December 2019 or vice-versa are reported. The effects of transfers from Stage 1 to Stages 2 or 3 on the related CLAs are adverse (incremental year-on-year allocations) and presented in lines attributable to Stages 2 or 3. The effects of transfers from Stages 2 or 3 to Stage 1 on the related CLAs are favourable (incremental year-on-year releases) and presented in line 'Stage 1'. The P&L-neutral effect from cross-stage transferring of the related CLA amounts recognized prior to stage re-assignments are presented above in column 'Other changes in credit risk (net)'.

Any other changes in credit risk which do not trigger a transfer between Stage 1 and Stage 2 or 3 or vice-versa are disclosed in column 'Other changes in credit risk (net)'.

One significant driver of the CLA movements for the year has been the transfer of the related instruments across different impairment stages. The year-end GCAs of AC loans and advances to banks that were assigned at 31 December 2019 to a different stage compared to 1 January 2019 (or to the initial recognition date, if originated during the year) are summarized below:

Transfers between Stage 1 and Stage 2

| in EUR million | Dec 18 | Dec 19 |
|-------------------------|--------|--------|
| To Stage 2 from Stage 1 | 198 | 7 |
| To Stage 1 from Stage 2 | 3 | 0 |

The year-end total GCA of AC loans and advances to banks that were initially recognized during the year 2019 and not fully de-recognized by 31 December 2019 amounts to EUR 21,878.5 million (2018: EUR 15,754.5 million). The GCA of AC loans and advances to banks that were held as of 1 January 2019 and fully de-recognized during the year 2019 amounts to EUR 17,928.4 million (2018: 7,143.5 million).

Loans and advances to customers at amortised cost

Gross carrying amounts and credit loss allowances per impairment buckets

| in EUR million | Gross carrying amount | | | | | Credit loss allowances | | | | | Carrying amount |
|------------------------------|-----------------------|---------------|--------------|------------|----------------|------------------------|-------------|---------------|-------------|---------------|-----------------|
| | Stage 1 | Stage 2 | Stage 3 | POCI | Total | Stage 1 | Stage 2 | Stage 3 | POCI | Total | |
| Dec 19 | | | | | | | | | | | |
| General governments | 6,449 | 325 | 3 | 4 | 6,781 | -17 | -3 | -2 | -1 | -23 | 6,757 |
| Other financial corporations | 3,342 | 244 | 12 | 13 | 3,612 | -5 | -9 | -8 | 0 | -22 | 3,590 |
| Non-financial corporations | 60,331 | 5,618 | 1,584 | 242 | 67,774 | -176 | -243 | -965 | -96 | -1,479 | 66,296 |
| Households | 70,577 | 6,538 | 1,886 | 145 | 79,146 | -122 | -251 | -1,029 | -43 | -1,445 | 77,701 |
| Total | 140,699 | 12,725 | 3,484 | 404 | 157,312 | -320 | -506 | -2,003 | -139 | -2,969 | 154,344 |

| in EUR million | Gross carrying amount | | | | | Credit loss allowances | | | | | Carrying amount |
|------------------------------|-----------------------|---------------|--------------|------------|----------------|------------------------|-------------|---------------|-------------|---------------|-----------------|
| | Stage 1 | Stage 2 | Stage 3 | POCI | Total | Stage 1 | Stage 2 | Stage 3 | POCI | Total | |
| Dec 18 | | | | | | | | | | | |
| General governments | 6,729 | 324 | 2 | 3 | 7,059 | -16 | -10 | -2 | 0 | -28 | 7,030 |
| Other financial corporations | 3,166 | 127 | 47 | 15 | 3,355 | -8 | -5 | -40 | -3 | -56 | 3,298 |
| Non-financial corporations | 56,377 | 3,616 | 1,869 | 345 | 62,207 | -169 | -191 | -1,133 | -97 | -1,590 | 60,617 |
| Households | 66,271 | 6,151 | 2,031 | 171 | 74,623 | -128 | -249 | -1,166 | -73 | -1,615 | 73,008 |
| Total | 132,544 | 10,217 | 3,949 | 533 | 147,243 | -321 | -455 | -2,341 | -173 | -3,290 | 143,953 |

Movement in credit loss allowances

| in EUR million | As of | Additions | Derecognitions | Transfers between stages | Other changes in credit risk (net) | Insignificant modifications (net) | Write-offs | Other | As of |
|------------------------------|---------------|-------------|----------------|--------------------------|------------------------------------|-----------------------------------|------------|-----------|---------------|
| | Jan 19 | | | | | | | | Dec 19 |
| Stage 1 | -321 | -255 | 75 | 280 | -98 | 0 | 0 | -1 | -320 |
| General governments | -16 | -4 | 1 | 1 | 1 | 0 | 0 | 0 | -17 |
| Other financial corporations | -8 | -8 | 7 | 2 | 2 | 0 | 0 | 0 | -5 |
| Non-financial corporations | -169 | -160 | 50 | 104 | -1 | 0 | 0 | 0 | -176 |
| Households | -128 | -83 | 17 | 174 | -101 | 0 | 0 | -1 | -122 |
| Stage 2 | -455 | -34 | 79 | -486 | 382 | 0 | 3 | 4 | -506 |
| General governments | -10 | 0 | 0 | -1 | 8 | 0 | 0 | 0 | -3 |
| Other financial corporations | -5 | -1 | 1 | -7 | 1 | 0 | 0 | 3 | -9 |
| Non-financial corporations | -191 | -15 | 44 | -185 | 107 | -1 | 0 | -1 | -243 |
| Households | -249 | -17 | 35 | -293 | 266 | 1 | 3 | 3 | -251 |
| Stage 3 | -2,341 | -131 | 362 | -111 | -272 | 0 | 491 | -3 | -2,003 |
| General governments | -2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -2 |
| Other financial corporations | -40 | -9 | 4 | -1 | 0 | 0 | 9 | 28 | -8 |
| Non-financial corporations | -1,133 | -78 | 135 | -42 | -117 | 0 | 300 | -30 | -965 |
| Households | -1,166 | -44 | 223 | -68 | -155 | 0 | 182 | -1 | -1,029 |
| POCI | -173 | 0 | 28 | 0 | -10 | -4 | 18 | 1 | -139 |
| General governments | 0 | 0 | 0 | 0 | 1 | 0 | 0 | -2 | -1 |
| Other financial corporations | -3 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| Non-financial corporations | -97 | 0 | 17 | 0 | -25 | -3 | 11 | 1 | -96 |
| Households | -73 | 0 | 11 | 0 | 11 | -1 | 7 | 1 | -43 |
| Total | -3,290 | -419 | 545 | -316 | 2 | -3 | 512 | 1 | -2,969 |

| in EUR million | As of | Additions | Derecognitions | Transfers between stages | Other changes in credit risk (net) | Insignificant modifications (net) | Write-offs | Other | As of |
|------------------------------|---------------|-------------|----------------|--------------------------|------------------------------------|-----------------------------------|------------|-----------|---------------|
| | Jan 18 | | | | | | | | Dec 18 |
| Stage 1 | -345 | -205 | 94 | 329 | -196 | 2 | 1 | -1 | -321 |
| General governments | -16 | -10 | 9 | 2 | -1 | 0 | 0 | 0 | -16 |
| Other financial corporations | -17 | -10 | 12 | 4 | 2 | 0 | 0 | 0 | -8 |
| Non-financial corporations | -181 | -124 | 59 | 160 | -84 | 1 | 0 | 1 | -169 |
| Households | -131 | -61 | 14 | 163 | -112 | 1 | 1 | -2 | -128 |
| Stage 2 | -496 | -95 | 77 | -298 | 336 | 6 | 9 | 6 | -455 |
| General governments | -26 | 0 | 8 | -2 | 10 | 0 | 0 | 0 | -10 |
| Other financial corporations | -3 | -12 | 7 | -5 | 7 | 0 | 1 | 1 | -5 |
| Non-financial corporations | -217 | -53 | 42 | -117 | 142 | 4 | 0 | 8 | -191 |
| Households | -249 | -29 | 20 | -175 | 177 | 2 | 8 | -3 | -249 |
| Stage 3 | -2,825 | -89 | 260 | -99 | -154 | 10 | 539 | 16 | -2,341 |
| General governments | -1 | 0 | 0 | 0 | -1 | 0 | 0 | 0 | -2 |
| Other financial corporations | -89 | 0 | 19 | -9 | 12 | 0 | 27 | 1 | -40 |
| Non-financial corporations | -1,449 | -59 | 148 | -39 | -59 | 10 | 302 | 13 | -1,133 |
| Households | -1,286 | -30 | 94 | -51 | -105 | 0 | 210 | 2 | -1,166 |
| POCI | -210 | 0 | 39 | 0 | -22 | 0 | 23 | -4 | -173 |
| General governments | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other financial corporations | -7 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | -3 |
| Non-financial corporations | -108 | 0 | 31 | 0 | -30 | 0 | 14 | -4 | -97 |
| Households | -94 | 0 | 8 | 0 | 3 | 0 | 9 | 1 | -73 |
| Total | -3,876 | -388 | 471 | -69 | -35 | 17 | 573 | 18 | -3,290 |

In column 'Additions' increases of CLA due to the initial recognition of loans and advances to customers at AC during the current reporting period are disclosed. CLAs recognized against drawings from non-revolving loan commitments are deemed as additions for the purpose of presenting current period's movement in CLA. Therefore, additions in Stages 2 and 3 reflect transfers from Stage 1 having occurred between commitment and drawing dates of related credit facilities. Releases of CLA following the derecognition of the related loans and advances to customers at AC are reported in column 'Derecognitions'.

In column 'Transfers between stages' CLA net changes due to changes in credit risk that triggered re-assignments of the related AC loans and advances to customers from Stage 1 at 1 January 2019 (or initial recognition date, if later) to Stages 2 or 3 at 31 December 2019 or vice-versa are reported. The effects of transfers from Stage 1 to Stages 2 or 3 on the related CLAs are adverse (incremental year-on-year allocations) and presented in lines attributable to Stages 2 or 3. The effects of transfers from Stages 2 or 3 to Stage 1 on the related CLAs are favourable (incremental year-on-year releases) and presented in line 'Stage 1'. The P&L-neutral effect from cross-stage transferring of the related CLA amounts recognized prior to stage re-assignments are presented above in column 'Other changes in credit risk (net)'.

Any other changes in credit risk which do not trigger a transfer between Stage 1 and Stage 2 or 3 or vice-versa are disclosed in column 'Other changes in credit risk (net)'. This column also captures the passage-of-time adverse effect ('unwinding correction') over the lifetime expected cash shortfalls of AC loans and advances to customers that were assigned to Stage 3 for any period throughout the year, as well as of any POCI loans and advances to customers. This adverse effect amounted to EUR 71.1 million (2018: EUR 87.7 million) cumulatively

for the year 2019, which also reflects the unrecognized interest income out of the related AC loans and advances to customers throughout the year.

The column ‘Insignificant modifications (net)’ reflects the effect on CLA arising from contractual modifications of loans and advances to customers at AC which do not trigger their full derecognition. The use of CLA triggered by full or partial write-offs of AC loans and advances to customers is reported in column ‘Write-offs’.

One significant driver of the CLA movements for the year has been the transfer of the related instruments across different impairment stages. The year-end GCA of AC loans and advances to customers that were assigned at 31 December 2019 to a different stage compared to 1 January 2019 (or to the initial recognition date, if originated during the year) are summarized below:

| in EUR million | Transfers between Stage 1 and Stage 2 | | Transfers between Stage 2 and Stage 3 | | Transfers between Stage 1 and Stage 3 | | POCI | |
|------------------------------|---------------------------------------|-------------------------|---------------------------------------|-------------------------|---------------------------------------|-------------------------|---------------------------------|---------------------------------|
| | To Stage 2 from Stage 1 | To Stage 1 from Stage 2 | To Stage 3 from Stage 2 | To Stage 2 from Stage 3 | To Stage 3 from Stage 1 | To Stage 1 from Stage 3 | To Defaulted from Non-Defaulted | To Non-Defaulted from Defaulted |
| | | | | | | | | |
| Dec 19 | | | | | | | | |
| General governments | 120 | 69 | 0 | 0 | 1 | 0 | 0 | 0 |
| Other financial corporations | 157 | 107 | 0 | 1 | 2 | 0 | 0 | 14 |
| Non-financial corporations | 3,925 | 933 | 130 | 37 | 204 | 14 | 10 | 9 |
| Households | 2,928 | 1,464 | 269 | 92 | 303 | 51 | 2 | 11 |
| Total | 7,131 | 2,572 | 399 | 130 | 509 | 64 | 12 | 34 |

| in EUR million | Transfers between Stage 1 and Stage 2 | | Transfers between Stage 2 and Stage 3 | | Transfers between Stage 1 and Stage 3 | | POCI | |
|------------------------------|---------------------------------------|-------------------------|---------------------------------------|-------------------------|---------------------------------------|-------------------------|---------------------------------|---------------------------------|
| | To Stage 2 from Stage 1 | To Stage 1 from Stage 2 | To Stage 3 from Stage 2 | To Stage 2 from Stage 3 | To Stage 3 from Stage 1 | To Stage 1 from Stage 3 | To Defaulted from Non-Defaulted | To Non-Defaulted from Defaulted |
| | | | | | | | | |
| Dec 18 | | | | | | | | |
| General governments | 173 | 91 | 1 | 0 | 0 | 0 | 0 | 0 |
| Other financial corporations | 85 | 55 | 2 | 0 | 1 | 0 | 0 | 0 |
| Non-financial corporations | 1,855 | 1,467 | 133 | 102 | 227 | 11 | 83 | 16 |
| Households | 2,432 | 1,470 | 215 | 110 | 254 | 51 | 6 | 15 |
| Total | 4,546 | 3,084 | 351 | 213 | 482 | 63 | 88 | 30 |

The year-end total GCA of the AC loans and advances to customers that were initially recognized during the reporting period and not fully de-recognized by 31 December 2019 amounts to EUR 38,982.9 million (2018: EUR 34,479.9 million). The GCA of the AC loans and advances to customers that were held at 1 January 2019 and fully de-recognized during the reporting period amounts to EUR 16,425.7 million (2018: EUR 20,500.0 million).

The undiscounted amount of the lifetime expected credit losses considered in the initial measurement of the AC loans and advances to customers initially recognized and identified as POCI during the year 2019 amounted to EUR 32.4 million (2018: EUR 44.4 million).

21. Finance lease receivables

Gross carrying amounts and credit loss allowances per impairment buckets

| in EUR million | Gross carrying amount | | | | | Credit loss allowances | | | | | Carrying amount |
|------------------------------|-----------------------|------------|------------|----------|--------------|------------------------|-----------|-------------|----------|-------------|-----------------|
| | Stage 1 | Stage 2 | Stage 3 | POCI | Total | Stage 1 | Stage 2 | Stage 3 | POCI | Total | |
| | | | | | | | | | | | |
| Dec 19 | | | | | | | | | | | |
| General governments | 363 | 0 | 16 | 0 | 379 | -2 | 0 | 0 | 0 | -2 | 377 |
| Credit institutions | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Other financial corporations | 71 | 0 | 0 | 0 | 71 | 0 | 0 | 0 | 0 | 0 | 71 |
| Non-financial corporations | 2,585 | 96 | 253 | 0 | 2,934 | -10 | -4 | -106 | 0 | -121 | 2,813 |
| Households | 747 | 21 | 15 | 0 | 783 | -3 | -1 | -7 | 0 | -11 | 772 |
| Total | 3,768 | 117 | 284 | 0 | 4,169 | -15 | -5 | -114 | 0 | -134 | 4,034 |

| in EUR million | Gross carrying amount | | | | | Credit loss allowances | | | | | Carrying amount |
|------------------------------|-----------------------|-----------|------------|----------|--------------|------------------------|-----------|-------------|----------|-------------|-----------------|
| | Stage 1 | Stage 2 | Stage 3 | POCI | Total | Stage 1 | Stage 2 | Stage 3 | POCI | Total | |
| | | | | | | | | | | | |
| Dec 18 | | | | | | | | | | | |
| General governments | 387 | 1 | 19 | 0 | 407 | -2 | 0 | -1 | 0 | -3 | 405 |
| Credit institutions | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| Other financial corporations | 62 | 0 | 0 | 0 | 63 | 0 | 0 | 0 | 0 | 0 | 62 |
| Non-financial corporations | 2,415 | 73 | 253 | 0 | 2,742 | -12 | -2 | -124 | 0 | -139 | 2,604 |
| Households | 669 | 19 | 12 | 0 | 700 | -3 | -1 | -6 | 0 | -10 | 690 |
| Total | 3,535 | 94 | 284 | 0 | 3,914 | -18 | -3 | -130 | 0 | -151 | 3,763 |

Movement in credit loss allowances

| in EUR million | As of | Additions | Derecognitions | Transfers between stages | Other changes in credit risk (net) | Insignificant modifications (net) | Write-offs | Other | As of |
|----------------|-------------|-----------|----------------|--------------------------|------------------------------------|-----------------------------------|------------|-----------|-------------|
| | Jan 19 | | | | | | | | Dec 19 |
| Stage 1 | -18 | -6 | 0 | 4 | 5 | 0 | 0 | 0 | -15 |
| Stage 2 | -3 | 0 | 0 | -4 | 1 | 0 | 0 | 0 | -5 |
| Stage 3 | -130 | 0 | 3 | -5 | 5 | 0 | 15 | -1 | -114 |
| POCI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | -151 | -6 | 3 | -5 | 11 | 0 | 15 | -1 | -134 |

| in EUR million | As of | Additions | Derecognitions | Transfers between stages | Other changes in credit risk (net) | Insignificant modifications (net) | Write-offs | Other | As of |
|----------------|-------------|-----------|----------------|--------------------------|------------------------------------|-----------------------------------|------------|----------|-------------|
| | Jan 18 | | | | | | | | Dec 18 |
| Stage 1 | -18 | -6 | 1 | 9 | -8 | 0 | 0 | 5 | -18 |
| Stage 2 | -4 | -1 | 0 | -2 | 3 | 0 | 0 | 1 | -3 |
| Stage 3 | -149 | -1 | 1 | -4 | 13 | 0 | 10 | -1 | -130 |
| POCI | -1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Total | -172 | -7 | 2 | 3 | 9 | 0 | 10 | 4 | -151 |

In column 'Additions' increases of CLA due to the initial recognition of finance lease receivables during the current reporting period are disclosed. Releases of CLA following the derecognition of the related finance lease receivables are reported in column 'Derecognitions'.

In column 'Transfers between stages' CLA net changes due to changes in credit risk that triggered re-assignments of the related finance lease receivables from Stage 1 as of 1 January 2019 or initial recognition date to Stages 2 or 3 as of 31 December 2019 or vice-versa are reported. The effects of transfers from Stage 1 to Stages 2 or 3 on the related CLAs are adverse and presented in lines attributable to Stages 2 or 3. The effects of transfers from Stages 2 or 3 to Stage 1 on the related CLAs are favourable and presented in line 'Stage 1'. The P&L-neutral effect from cross-stage transferring of the related CLA amounts recognized prior to stage re-assignments are presented above in column 'Other changes in credit risk (net)'.

Any other changes in credit risk which do not trigger a transfer between Stage 1 and Stage 2 or 3 or vice-versa are disclosed in column 'Other changes in credit risk (net)'. This column also captures the passage-of-time adverse effect ('unwinding correction') over the lifetime expected cash shortfalls of finance lease receivables that were assigned to Stage 3 for any period throughout the year, as well as of any POCI finance lease receivables. This adverse effect amounted to EUR 5.7 million (2018: EUR 5.0 million) cumulatively for the year 2019, which also reflects the unrecognized interest income out of the related finance lease receivables throughout the year.

The column 'Insignificant modifications (net)' reflects the effect on CLA arising from contractual modifications of finance lease receivables which do not trigger their full derecognition. The use of CLA triggered by full or partial write-offs of finance lease receivables is reported in column 'Write-offs'.

One significant driver of the CLA movements for the year has been the transfer of the related instruments across impairment stages. The year-end GCA of finance lease receivables that were assigned at 31 December 2019 to a different stage compared to 1 January 2019 (or to the initial recognition date, if originated during the year) are summarized below:

Transfers between stages

| in EUR million | Dec 18 | Dec 19 |
|--|--------|--------|
| Transfers between Stage 1 and Stage 2 | | |
| To Stage 2 from Stage 1 | 68 | 92 |
| To Stage 1 from Stage 2 | 74 | 49 |
| Transfers between Stage 2 and Stage 3 | | |
| To Stage 3 from Stage 2 | 7 | 57 |
| To Stage 2 from Stage 3 | 1 | 51 |
| Transfers between Stage 1 and Stage 3 | | |
| To Stage 3 from Stage 1 | 9 | 15 |
| To Stage 1 from Stage 3 | 44 | 2 |

The year-end total GCA of the finance lease receivables that were initially recognized during the reporting period and not fully de-recognized by 31 December 2019 amounts to EUR 1,017.2 million (2018: EUR 439.6 million). The GCAs of the finance lease receivables that were held at 1 January 2019 and fully de-recognized during the year 2019 amounts to EUR 62.2 million (2018: EUR 64.3 million).

22. Hedge accounting derivatives

| in EUR million | Dec 18 | | | Dec 19 | | |
|----------------------------|----------------|---------------------|---------------------|----------------|---------------------|---------------------|
| | Notional value | Positive fair value | Negative fair value | Notional value | Positive fair value | Negative fair value |
| Fair value hedges | 11,510 | 373 | 295 | 11,234 | 460 | 296 |
| Interest rate | 11,510 | 373 | 295 | 11,234 | 460 | 296 |
| Equity | 0 | 0 | 0 | 0 | 0 | 0 |
| Foreign exchange | 0 | 0 | 0 | 0 | 0 | 0 |
| Credit | 0 | 0 | 0 | 0 | 0 | 0 |
| Commodity | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 |
| Cash flow hedges | 3,632 | 36 | 72 | 3,532 | 21 | 81 |
| Interest rate | 3,574 | 36 | 71 | 3,280 | 20 | 79 |
| Equity | 0 | 0 | 0 | 0 | 0 | 0 |
| Foreign exchange | 57 | 0 | 1 | 252 | 1 | 2 |
| Credit | 0 | 0 | 0 | 0 | 0 | 0 |
| Commodity | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 |
| Total gross amounts | 15,142 | 410 | 367 | 14,766 | 481 | 377 |
| Offset | | -277 | -90 | | -350 | -107 |
| Total | | 132 | 277 | | 130 | 269 |

Erste Group undertakes a part of interest rate derivative and credit derivative transactions via Clearing Houses. These derivatives and related cash margin balances fulfil the requirements for balance sheet offsetting. For more details on balance sheet offsetting please refer to Note 45 Offsetting of financial instruments.

23. Trade and other receivables

Gross carrying amounts and credit loss allowances per impairment buckets

| in EUR million | Gross carrying amount | | | | | Credit loss allowances | | | | | Carrying amount |
|------------------------------|-----------------------|------------|-----------|-----------|--------------|------------------------|------------|------------|-----------|------------|-----------------|
| | Stage 1 | Stage 2 | Stage 3 | POCI | Total | Stage 1 | Stage 2 | Stage 3 | POCI | Total | |
| Dec 19 | | | | | | | | | | | |
| Central banks | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| General governments | 44 | 18 | 0 | 0 | 63 | 0 | 0 | 0 | 0 | 0 | 62 |
| Credit institutions | 22 | 2 | 0 | 0 | 25 | 0 | -1 | 0 | 0 | -1 | 24 |
| Other financial corporations | 24 | 5 | 0 | 0 | 30 | 0 | 0 | 0 | 0 | 0 | 29 |
| Non-financial corporations | 500 | 680 | 50 | 10 | 1,240 | -3 | -2 | -41 | -1 | -47 | 1,193 |
| Households | 70 | 33 | 19 | 0 | 122 | -3 | -7 | -13 | 0 | -23 | 99 |
| Total | 661 | 738 | 70 | 10 | 1,480 | -6 | -10 | -55 | -1 | -72 | 1,408 |

| in EUR million | Gross carrying amount | | | | | Credit loss allowances | | | | | Carrying amount |
|------------------------------|-----------------------|------------|------------|----------|--------------|------------------------|------------|------------|-----------|-------------|-----------------|
| | Stage 1 | Stage 2 | Stage 3 | POCI | Total | Stage 1 | Stage 2 | Stage 3 | POCI | Total | |
| Dec 18 | | | | | | | | | | | |
| General governments | 28 | 22 | 0 | 0 | 49 | 0 | -6 | 0 | 0 | -6 | 43 |
| Credit institutions | 25 | 21 | 0 | 0 | 47 | 0 | -1 | 0 | 0 | -1 | 46 |
| Other financial corporations | 38 | 3 | 1 | 0 | 42 | 0 | 0 | -1 | 0 | -1 | 41 |
| Non-financial corporations | 482 | 591 | 100 | 2 | 1,176 | -2 | -3 | -81 | -1 | -87 | 1,089 |
| Households | 76 | 31 | 20 | 0 | 126 | -2 | -9 | -16 | 0 | -27 | 99 |
| Total | 649 | 668 | 121 | 2 | 1,441 | -5 | -19 | -98 | -1 | -122 | 1,318 |

Movement in credit loss allowances

| in EUR million | As of | Additions | Derecognitions | Transfers between stages | Other changes in credit risk (net) | Insignificant modifications (net) | Write-offs | Other | As of |
|----------------|-------------|-----------|----------------|--------------------------|------------------------------------|-----------------------------------|------------|----------|------------|
| | Jan 19 | | | | | | | | Dec 19 |
| Stage 1 | -5 | -5 | 1 | 1 | 0 | 0 | 0 | 0 | -6 |
| Stage 2 | -19 | 0 | 1 | -1 | 4 | 0 | 6 | 0 | -10 |
| Stage 3 | -98 | -1 | 9 | -3 | 1 | 0 | 37 | 0 | -55 |
| POCI | -1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -1 |
| Total | -122 | -6 | 11 | -3 | 5 | 0 | 43 | 0 | -72 |

| in EUR million | As of | Additions | Derecognitions | Transfers between stages | Other changes in credit risk (net) | Insignificant modifications (net) | Write-offs | Other | As of |
|----------------|-------------|------------|----------------|--------------------------|------------------------------------|-----------------------------------|------------|------------|-------------|
| | Jan 18 | | | | | | | | Dec 18 |
| Stage 1 | -5 | -5 | 4 | 1 | 1 | 0 | 0 | -1 | -5 |
| Stage 2 | -5 | -11 | 1 | -2 | 5 | 0 | 0 | -6 | -19 |
| Stage 3 | -105 | -3 | 9 | -1 | -29 | 0 | 48 | -17 | -98 |
| POCI | -1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -1 |
| Total | -116 | -19 | 15 | -2 | -24 | 0 | 48 | -24 | -122 |

24. Debt instruments subject to contractual modifications

Impact of non-significant contractual modifications of debt instruments AC assigned to Stage 2 and 3

| in EUR million | Dec 18 | | Dec 19 | |
|------------------------------|--|-------------------------------|--|-------------------------------|
| | Amortised cost before the modification | Net modification gains/losses | Amortised cost before the modification | Net modification gains/losses |
| Loans and advances | | | | |
| General governments | 57 | 0 | 12 | 0 |
| Other financial corporations | 61 | 0 | 11 | 0 |
| Non-financial corporations | 924 | -1 | 615 | -3 |
| Households | 602 | -3 | 489 | 1 |
| Total | 1,644 | -4 | 1,128 | -2 |

As at 31 December 2019, the total GCA of Erste Group's debt instruments measured at AC, which were impacted by non-significant contractual modifications while they were assigned to Stage 2 or 3 and re-assigned to Stage 1 during the year 2019 amounted to EUR 306.2 million (2018: EUR 266.6 million).

25. Investments in associates and joint ventures

| in EUR million | Dec 18 | Dec 19 |
|------------------------|------------|------------|
| Credit institutions | 87 | 47 |
| Financial institutions | 58 | 60 |
| Others | 53 | 56 |
| Total | 198 | 163 |

Aggregated financial information of companies accounted for using the equity method

| in EUR million | Dec 18 | Dec 19 |
|-------------------|--------|--------|
| Total assets | 4,884 | 4,870 |
| Total liabilities | 4,330 | 4,284 |
| Income | 297 | 306 |
| Profit/loss | 37 | 48 |

None of Erste Group's investments accounted for using the equity method published price quotations.

Selected equity method investments where the Erste Group has strategic interest

| in EUR million | Dec 18 | | | Dec 19 | | |
|--|----------------------------|------------------------|--------------------------------------|----------------------------|------------------------|--------------------------------------|
| | Prvá stavebná | Global Payments s.r.o. | VBV - Betriebliche Altersvorsorge AG | Prvá stavebná | Global Payments s.r.o. | VBV - Betriebliche Altersvorsorge AG |
| Country of Incorporation | Slovakia | Czech Republic | Austria | Slovakia | Czech Republic | Austria |
| Place of business | Slovakia | Czech Republic | Austria | Slovakia | Czech Republic | Austria |
| Main business activity | Financing building society | Payment services | Insurance | Financing building society | Payment services | Insurance |
| Ownership held % | 35% | 49% | 30% | 35% | 49% | 30% |
| Voting rights held % | 35% | 49% | 27% | 35% | 49% | 27% |
| IFRS Classification (JV/A) | Associate | Associate | Associate | Associate | Associate | Associate |
| Reporting currency | EUR | CZK | EUR | EUR | CZK | EUR |
| Investee's financial information for the reporting year | | | | | | |
| Cash and cash balances | 0 | 4 | 5 | 1 | 13 | 6 |
| Other current assets | 639 | 59 | 13 | 583 | 47 | 13 |
| Non-current assets | 2,396 | 55 | 43 | 2,411 | 52 | 43 |
| Current liabilities | 762 | 52 | 0 | 693 | 38 | 0 |
| Non-current liabilities | 2,032 | 0 | 4 | 2,043 | 0 | 2 |
| Operating Income | 66 | 33 | 0 | 71 | 40 | 0 |
| Post-tax result from continuing operations | 15 | 4 | 8 | 17 | 8 | 10 |
| Other comprehensive income | 0 | 0 | 0 | 0 | 0 | 0 |
| Total comprehensive income | 15 | 4 | 8 | 17 | 8 | 10 |
| Depreciation and amortization | -4 | -7 | 0 | -5 | -6 | 0 |
| Interest income | 95 | 0 | 0 | 93 | 0 | 0 |
| Interest expense | -43 | -1 | 0 | -35 | -1 | 0 |
| Tax expense/income | -5 | -2 | 0 | -5 | -3 | 0 |
| Reconciliation of investee's net assets against equity investment's carrying amount | | | | | | |
| Net assets attributable to Erste Group | 84 | 32 | 17 | 90 | 37 | 18 |
| Accumulated impairment | 0 | 0 | 0 | -46 | 0 | 0 |
| Carrying amount | 84 | 32 | 17 | 45 | 37 | 18 |

The classification of current and non-current financial assets and liabilities is based on the expected remaining maturities of assets and liabilities.

The carrying amount of Prvá stavebná was impaired in the amount of EUR 46 million as a consequence of the extension and increase of the Slovak banking tax. The impairment loss is disclosed in line item 'Other operating result'.

Other equity method investments

| in EUR million | Dec 18 | | Dec 19 | |
|---|------------|----------------|------------|----------------|
| | Associates | Joint Ventures | Associates | Joint Ventures |
| Investees' aggregated key financial information | | | | |
| Post-tax result from continuing operations | 4 | 6 | 6 | 6 |
| Other comprehensive income | 0 | 0 | 0 | 0 |
| Total comprehensive income | 4 | 6 | 6 | 6 |
| Loan commitments, financial guarantees and other commitments given | 0 | 0 | 0 | 0 |
| Carrying amount | 40 | 24 | 40 | 24 |

26. Unconsolidated structured entities

Erste Group uses structured entities in the course of its business activity. The definition of structured entities as well as of interests in structured entities is outlined in chapter 'B. Significant Accounting Policies'.

Investment funds

Direct investments in own-managed and third-party-managed investment funds as well as management fees earned for the management of investment funds by subsidiaries of Erste Group are classified as interests in unconsolidated structured entities, if they are not consolidated.

Direct investments in investment funds. Erste Group is invested in several mutual funds as well as in private investment funds which are registered in Austria, Central- and Eastern Europe or other countries. The majority of those funds is managed by subsidiaries of Erste Group, the smaller part of the funds being managed by independent third parties. The investments in funds held by Erste Group do not constitute material investments (basically below 20%) and mostly take the form of redeemable fund unit investments. They are measured at fair value on the Group's balance sheet, and are disclosed as debt securities either under line item 'Non-trading financial assets at fair value through profit or loss' or 'Financial assets held for trading'.

Management fees. Moreover, Erste Group earns management fees for providing investment management services as fund manager (by subsidiaries of Erste Group); meaning for making the investment decision for the funds under management of the relevant investment fund.

Beside the management fees for the services as fund manager Erste Group also receives distributions for their investments in fund units. On the other side stand expenses for the administration of investment funds and fees for the business activity of investment funds, especially custodian fees and fees for securities trading transactions. In the normal course of business activity Erste Group enters into derivative transactions with own-managed unconsolidated investment funds. Moreover, own-managed unconsolidated investment funds are also invested - over different time periods - in debt securities issued by or deposits of Erste Group. In restricted cases Erste Group offers capital guarantees for own-managed unconsolidated investment funds.

The magnitude of the Group's equity interests in unconsolidated investment funds may vary in the future depending on the future performance of their respective underlying assets, relevant market circumstances and opportunities, or regulatory requirements.

Securitization vehicles

Erste Group is also involved as an investor in a number of unconsolidated securitization vehicles sponsored and managed by unrelated third parties in foreign jurisdictions. These interests are asset backed securities with the purpose to securitize certain assets, usually loan receivables, into tradeable interest-bearing securities. The securitization vehicles are financed by the issuance of different tranches of asset backed securities. Investors of those securities cover the default risk of the underlying assets. Erste Group is invested in tranches with investment grade, which are measured at fair value on the balance sheet. All investments in unconsolidated securitizations relates to bond investments maturing beyond 1 year. At year end the remaining, weighted average maturity of those debt securities is slightly more than 12.2°years. The interests in securitization vehicles include Collateralized Mortgage Obligations (CMO) and securitized student loans from the US, which will be disposed in the next years.

Others

To a lesser extent, Erste Group is also exposed (notably as lender) to unconsolidated structured entities having other business activities. The respective loans and advances are either measured at amortised cost or at fair value through profit or loss, depending whether they are SPPI-compliant or not.

Maximum exposure to unconsolidated structured entities

Erste Group's maximum exposure to losses from its interests in unconsolidated structured entities is equal to the total fair value of its fund units, bond investments, trading derivative assets, provided loans and off-balance sheet commitments and guarantees as of the respective balance sheet date. The maximum exposure corresponds to the carrying amounts after risk provisions as of the balance sheet date. For off-balance sheet loan commitments and guarantees the maximum exposure corresponds to the respective nominal value.

The table below summarises the Group's business relations to unconsolidated structured entities per balance sheet line item, business activity and business location. The summary includes the assets identified as impaired at year-end, as well as related net impairment losses/gains incurred during the year. The carrying amounts of the exposures summarized below are mostly referring to assets already measured at fair value in the balance sheet of the Group. The carrying amounts of the remaining exposures (notably 'Loans and advances') are materially similar to their fair values.

| Dec 19 | Investment Funds | | | Securitization vehicles | | | | |
|---|------------------|---------------------|-------|-------------------------|---------------------|-------|-------|-------|
| in EUR million | Own-managed | Third-party managed | Total | Own-managed | Third-party managed | Total | Other | Total |
| Assets | | | | | | | | |
| Equity instruments, thereof: | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 9 |
| at FVPL | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 9 |
| Debt securities, thereof: | 649 | 46 | 695 | 0 | 59 | 59 | 0 | 754 |
| Financial assets HfT | 6 | 8 | 14 | 0 | 0 | 0 | 0 | 14 |
| at FVPL | 643 | 39 | 681 | 0 | 59 | 59 | 0 | 741 |
| Loans and advances | 78 | 0 | 78 | 0 | 0 | 0 | 55 | 133 |
| Trading derivatives | 5 | 0 | 5 | 0 | 0 | 0 | 0 | 5 |
| Total assets | 732 | 46 | 778 | 0 | 59 | 59 | 64 | 901 |
| thereof impaired | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | |
| On-balance sheet exposure analysis per jurisdiction | | | | | | | | |
| Austria | 685 | 0 | 685 | 0 | 0 | 0 | 0 | 685 |
| Central and Eastern Europe | 47 | 5 | 52 | 0 | 0 | 0 | 64 | 116 |
| Other jurisdictions | 0 | 41 | 41 | 0 | 59 | 59 | 0 | 100 |
| | | | | | | | | |
| Liabilities | | | | | | | | |
| Equity instruments | 100 | 0 | 100 | 0 | 0 | 0 | 0 | 100 |
| Debt securities issued | 214 | 0 | 214 | 0 | 0 | 0 | 0 | 214 |
| Deposits | 1,785 | 0 | 1,785 | 0 | 0 | 0 | 2 | 1,787 |
| Trading derivatives | 47 | 0 | 47 | 0 | 0 | 0 | 0 | 47 |
| Total liabilities | 2,146 | 0 | 2,146 | 0 | 0 | 0 | 2 | 2,148 |
| | | | | | | | | |
| Off balance-sheet commitments | 26 | 0 | 26 | 0 | 0 | 0 | 0 | 26 |
| | | | | | | | | |
| Dec 18 | Investment Funds | | | Securitization vehicles | | | | |
| in EUR million | Own-managed | Third-party managed | Total | Own-managed | Third-party managed | Total | Other | Total |
| Assets | | | | | | | | |
| Equity instruments, thereof: | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 15 |
| at FVPL | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 15 |
| Debt securities, thereof: | 579 | 62 | 641 | 0 | 73 | 73 | 0 | 714 |
| Financial assets HfT | 10 | 9 | 19 | 0 | 0 | 0 | 0 | 19 |
| at FVPL | 569 | 53 | 622 | 0 | 73 | 73 | 0 | 695 |
| Loans and advances | 4 | 0 | 4 | 0 | 0 | 0 | 49 | 53 |
| Trading derivatives | 25 | 0 | 25 | 0 | 0 | 0 | 0 | 25 |
| Total assets | 608 | 62 | 670 | 0 | 73 | 73 | 63 | 807 |
| thereof impaired | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | |
| On-balance sheet exposure analysis per jurisdiction | | | | | | | | |
| Austria | 569 | 0 | 569 | 0 | 0 | 0 | 0 | 569 |
| Central and Eastern Europe | 40 | 3 | 42 | 0 | 0 | 0 | 63 | 106 |
| Other jurisdictions | 0 | 60 | 60 | 0 | 73 | 73 | 0 | 133 |
| | | | | | | | | |
| Liabilities | | | | | | | | |
| Equity instruments | 97 | 0 | 97 | 0 | 0 | 0 | 0 | 97 |
| Debt securities issued | 278 | 0 | 278 | 0 | 0 | 0 | 0 | 278 |
| Deposits | 1,516 | 0 | 1,516 | 0 | 0 | 0 | 0 | 1,517 |
| Trading derivatives | 23 | 0 | 23 | 0 | 0 | 0 | 0 | 23 |
| Total liabilities | 1,914 | 0 | 1,914 | 0 | 0 | 0 | 0 | 1,914 |
| | | | | | | | | |
| Off balance-sheet commitments | 122 | 0 | 122 | 0 | 0 | 0 | 0 | 122 |

27. Non controlling interest

| Dec 19 | Haftungsverbund Savings Banks, thereof: | | | |
|---|---|-----------------------------|-------------------------|----------------------|
| | Total | Sparkasse Oberösterreich | Sparkasse Steiermark | Sparkasse Kärnten |
| in EUR million | | | | |
| Country of incorporation | Austria | Austria | Austria | Austria |
| Place of business | Austria | Austria | Austria | Austria |
| Main business activity | Banking | Banking | Banking | Banking |
| Ownership% held by NCI | 50.1%-100% | 60% | 75% | 75% |
| Reporting currency | EUR | EUR | EUR | EUR |
| Dividends paid to equity holders of the parent | 33 | 5 | 9 | 4 |
| Net result attributable to non-controlling interests | 356 | 30 | 73 | 13 |
| Accumulated NCI | 4,317 | 508 | 1,018 | 228 |
| Subsidiary-level stand-alone key financial information | | | | |
| Current assets | 23,561 | 5,203 | 5,003 | 1,236 |
| Non-current assets | 46,391 | 8,062 | 9,376 | 3,154 |
| Current liabilities | 49,396 | 7,865 | 11,339 | 3,076 |
| Non-current liabilities | 14,238 | 4,449 | 1,575 | 967 |
| Operating income | 1,710 | 307 | 352 | 112 |
| Profit or loss from continuing operations | 584 | 79 | 154 | 35 |
| Total comprehensive income | 493 | 64 | 118 | 35 |

| Dec 18 | Haftungsverbund Savings Banks, thereof: | | | |
|---|---|-----------------------------|-------------------------|----------------------|
| | Total | Sparkasse Oberösterreich | Sparkasse Steiermark | Sparkasse Kärnten |
| in EUR million | | | | |
| Country of incorporation | Austria | Austria | Austria | Austria |
| Place of business | Austria | Austria | Austria | Austria |
| Main business activity | Banking | Banking | Banking | Banking |
| Ownership% held by NCI | 50.1%-100% | 60% | 75% | 75% |
| Reporting currency | EUR | EUR | EUR | EUR |
| Dividends paid to equity holders of the parent | 29 | 4 | 7 | 1 |
| Net result attributable to non-controlling interests | 291 | 34 | 70 | 15 |
| Accumulated NCI | 4,022 | 485 | 947 | 218 |
| Subsidiary-level stand-alone key financial information | | | | |
| Current assets | 20,931 | 4,640 | 4,331 | 1,093 |
| Non-current assets | 44,946 | 8,097 | 9,386 | 3,066 |
| Current liabilities | 47,964 | 8,747 | 10,392 | 3,008 |
| Non-current liabilities | 12,100 | 3,094 | 1,969 | 832 |
| Operating income | 1,557 | 283 | 327 | 104 |
| Profit or loss from continuing operations | 568 | 78 | 188 | 45 |
| Total comprehensive income | 228 | 11 | 113 | 20 |

28. Property, equipment and investment properties

Acquisition and production costs

Own property, equipment and investment properties

| in EUR million | Land and buildings | Office and plant equipment/other fixed assets | IT assets (hardware) | Movable other property | Property and equipment | Investment properties |
|-----------------------------|-----------------------|---|-------------------------|---------------------------|---------------------------|--------------------------|
| Jan 18 | 2,802 | 1,109 | 553 | 606 | 5,070 | 1,501 |
| Additions | 76 | 66 | 70 | 139 | 352 | 84 |
| Disposals | -98 | -111 | -37 | -125 | -370 | -35 |
| Acquisition of subsidiaries | 0 | 0 | 12 | 4 | 17 | 0 |
| Disposal of subsidiaries | 0 | 0 | 0 | -25 | -25 | -14 |
| Reclassification | -40 | 4 | 0 | 0 | -36 | 37 |
| Assets held for sale | -67 | 0 | 0 | 0 | -67 | -3 |
| Currency translation | -6 | -2 | -2 | 10 | 0 | -2 |
| Dec 18 | 2,668 | 1,067 | 597 | 610 | 4,941 | 1,568 |
| Additions | 109 | 74 | 63 | 148 | 395 | 120 |
| Disposals | -100 | -74 | -131 | -332 | -637 | -26 |
| Acquisition of subsidiaries | 11 | 3 | 4 | 0 | 18 | 0 |
| Disposal of subsidiaries | 0 | 0 | 0 | 0 | 0 | -7 |
| Reclassification | -32 | 0 | 7 | -1 | -26 | 26 |
| Assets held for sale | -120 | -19 | 0 | 0 | -138 | -3 |
| Currency translation | 4 | -1 | -1 | 2 | 3 | -1 |
| Dec 19 | 2,540 | 1,050 | 538 | 427 | 4,555 | 1,678 |

Rights of use: property, equipment and investment properties

| in EUR million | Land and buildings | Office and plant equipment/other fixed assets | IT assets (hardware) | Movable other property | Property and equipment | Investment properties |
|-----------------------------|--------------------|---|----------------------|------------------------|------------------------|-----------------------|
| Jan 19 | 404 | 2 | 1 | 2 | 410 | 21 |
| Additions | 152 | 1 | 1 | 1 | 155 | 6 |
| Disposals | -13 | -1 | -1 | -2 | -17 | 0 |
| Acquisition of subsidiaries | 1 | 2 | 0 | 0 | 3 | 0 |
| Disposal of subsidiaries | 0 | 0 | 0 | 0 | 0 | 0 |
| Reclassification | 0 | 0 | 0 | 0 | 0 | 0 |
| Assets held for sale | -2 | 0 | 0 | 0 | -2 | 0 |
| Currency translation | 0 | 0 | 0 | 0 | 0 | 0 |
| Dec 19 | 541 | 5 | 2 | 2 | 550 | 27 |

Accumulated depreciation

Own property, equipment and investment properties

| in EUR million | Land and buildings | Office and plant equipment/other fixed assets | IT assets (hardware) | Movable other property | Property and equipment | Investment properties |
|-------------------------------|--------------------|---|----------------------|------------------------|------------------------|-----------------------|
| Jan 18 | -1,217 | -822 | -420 | -225 | -2,684 | -390 |
| Amortisation and depreciation | -73 | -57 | -51 | -72 | -254 | -25 |
| Disposals | 71 | 106 | 35 | 53 | 266 | 13 |
| Acquisition of subsidiaries | 0 | 0 | 0 | -2 | -2 | 0 |
| Disposal of subsidiaries | 0 | 0 | 0 | 25 | 25 | 6 |
| Impairment | -61 | 0 | 0 | 0 | -61 | -3 |
| Reversal of impairment | 1 | 0 | 0 | 0 | 2 | 2 |
| Reclassification | 12 | 9 | -8 | 0 | 13 | -12 |
| Assets held for sale | 46 | 0 | 0 | 0 | 46 | 1 |
| Currency translation | 4 | 1 | 1 | -4 | 2 | 1 |
| Dec 18 | -1,217 | -763 | -443 | -225 | -2,648 | -409 |
| Amortisation and depreciation | -70 | -58 | -58 | -58 | -243 | -27 |
| Disposals | 69 | 65 | 133 | 161 | 427 | 9 |
| Acquisition of subsidiaries | -3 | -2 | -3 | 0 | -8 | 0 |
| Disposal of subsidiaries | 0 | 0 | 0 | 0 | 0 | 7 |
| Impairment | -9 | -4 | 0 | -8 | -22 | -6 |
| Reversal of impairment | 2 | 0 | 0 | 0 | 2 | 1 |
| Reclassification | 14 | 3 | -4 | 1 | 14 | -13 |
| Assets held for sale | 59 | 18 | 0 | 0 | 77 | 1 |
| Currency translation | -4 | 1 | 1 | -1 | -3 | 0 |
| Dec 19 | -1,159 | -740 | -374 | -131 | -2,404 | -436 |

Rights of use: property, equipment and investment properties

| in EUR million | Land and buildings | Office and plant equipment/other fixed assets | IT assets (hardware) | Movable other property | Property and equipment | Investment properties |
|-------------------------------|--------------------|---|----------------------|------------------------|------------------------|-----------------------|
| Jan 19 | 0 | 0 | 0 | 0 | 0 | 0 |
| Amortisation and depreciation | -70 | -1 | 0 | 0 | -72 | -2 |
| Disposals | 2 | 0 | 0 | 0 | 2 | 0 |
| Acquisition of subsidiaries | -2 | 0 | 0 | 0 | -2 | 0 |
| Disposal of subsidiaries | 0 | 0 | 0 | 0 | 0 | 0 |
| Impairment | 0 | 0 | 0 | 0 | 0 | 0 |
| Reversal of impairment | 0 | 0 | 0 | 0 | 0 | 0 |
| Reclassification | 0 | 0 | 0 | 0 | 0 | 0 |
| Assets held for sale | 0 | 0 | 0 | 0 | 0 | 0 |
| Currency translation | 0 | 0 | 0 | 0 | 0 | 0 |
| Dec 19 | -70 | -1 | 0 | 0 | -72 | -2 |

Carrying amounts

Own property, equipment and investment properties

| in EUR million | Land and buildings (used by the Group) | Office and plant equipment/other fixed assets | IT assets (hardware) | Movable other property | Property and equipment | Investment properties |
|----------------|--|---|----------------------|------------------------|------------------------|-----------------------|
| Dec 18 | 1,450 | 304 | 154 | 385 | 2,293 | 1,159 |
| Dec 19 | 1,381 | 310 | 165 | 296 | 2,152 | 1,241 |

Rights of use: property, equipment and investment properties

| in EUR million | Land and buildings (used by the Group) | Office and plant equipment/other fixed assets | IT assets (hardware) | Movable other property | Property and equipment | Investment properties |
|----------------|--|---|----------------------|------------------------|------------------------|-----------------------|
| Jan 19 | 404 | 2 | 1 | 2 | 410 | 21 |
| Dec 19 | 471 | 4 | 1 | 1 | 478 | 25 |

Total carrying amounts

| in EUR million | Land and buildings (used by the Group) | Office and plant equipment/other fixed assets | IT assets (hardware) | Movable other property | Property and equipment | Investment properties |
|----------------|--|---|----------------------|------------------------|------------------------|-----------------------|
| Dec 18 | 1,450 | 304 | 154 | 385 | 2,293 | 1,159 |
| Dec 19 | 1,852 | 314 | 166 | 298 | 2,629 | 1,266 |

The carrying amount of investment properties include properties subject to operating leases in the amount of EUR 1,200.4 million (2018: EUR 1,125.7 million). Investment properties with a carrying amount of EUR 551.4 million (2018: EUR 475.4 million) are subject to the Austrian Non-Profit Housing Act (Wohnungsgemeinnützigkeitgesetz) and investment properties with a carrying amount of EUR 429.4 million (2018: EUR 363.5 million) are pledged as collaterals. The carrying amount of property and equipment includes properties subject to operating leases in the amount of EUR 411.1 million (2018: EUR 522.5 million).

In the reporting period, expenditures in the amount of EUR 93.2 million (2018: EUR 67.3 million) are capitalised in the carrying amount of fixed assets and investment properties during their construction. The contractual commitments for purchase of fixed assets are EUR 82.6 million (2018: EUR 13.2 million).

For details relating to the fair value of investment properties, see Note 49 Fair value of non-financial instruments.

In 2019, land and buildings were impaired in the amount of EUR 7.2 million (in Romania and Slovakia 2018: EUR 56.9 million in Czech Republic, Austria and Romania). As of 31 December 2019, the recoverable amount of these impaired assets amounted to EUR 26.8 million (2018: EUR 118.2 million).

29. Intangible assets

Acquisition and production costs

| in EUR million | Goodwill | Customer relationships | Brand | Software acquired | Self-constructed software within the Group | Others (licenses, patents, etc.) | Total |
|-----------------------------|----------|------------------------|-------|-------------------|--|----------------------------------|-------|
| Jan 18 | 3,869 | 756 | 278 | 1,517 | 648 | 312 | 7,379 |
| Additions | 0 | 0 | 0 | 144 | 61 | 11 | 216 |
| Disposals | 0 | 0 | 0 | -122 | -255 | -11 | -388 |
| Acquisition of subsidiaries | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disposal of subsidiaries | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Reclassification | 0 | 0 | 0 | -21 | 0 | 21 | 0 |
| Assets held for sale | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Currency translation | -2 | -2 | 0 | -9 | 0 | -1 | -14 |
| Dec 18 | 3,867 | 755 | 277 | 1,509 | 453 | 333 | 7,194 |
| Additions | 0 | 0 | 0 | 146 | 76 | 12 | 233 |
| Disposals | 0 | 0 | 0 | -83 | -15 | -4 | -102 |
| Acquisition of subsidiaries | 0 | 0 | 0 | 0 | 0 | 5 | 5 |
| Disposal of subsidiaries | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Reclassification | 0 | 0 | 0 | -2 | -1 | 3 | 0 |
| Assets held for sale | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Exchange-rate changes | -53 | -16 | -7 | -1 | -1 | 0 | -78 |
| Dec 19 | 3,814 | 739 | 270 | 1,569 | 511 | 349 | 7,252 |

Accumulated depreciation

| in EUR million | Goodwill | Customer relationships | Brand | Software acquired | Self-constructed software within the Group | Others (licenses, patents, etc.) | Total |
|-------------------------------|---------------|------------------------|-------------|-------------------|--|----------------------------------|---------------|
| Jan 18 | -3,156 | -686 | -278 | -1,135 | -398 | -202 | -5,855 |
| Amortisation and depreciation | 0 | -9 | 0 | -112 | -52 | -20 | -193 |
| Disposals | 0 | 0 | 0 | 122 | 255 | 10 | 388 |
| Acquisition of subsidiaries | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disposal of subsidiaries | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Impairment | 0 | 0 | 0 | -9 | -28 | 0 | -36 |
| Reversal of impairment | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Reclassification | 0 | 0 | 0 | 29 | -3 | -25 | 1 |
| Assets held for sale | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Currency translation | 2 | 1 | 0 | 6 | 0 | 1 | 10 |
| Dec 18 | -3,154 | -694 | -277 | -1,099 | -226 | -236 | -5,687 |
| Amortisation and depreciation | 0 | -9 | 0 | -114 | -52 | -23 | -197 |
| Disposals | 0 | 0 | 0 | 80 | 15 | 3 | 98 |
| Acquisition of subsidiaries | 0 | 0 | 0 | 0 | 0 | -4 | -4 |
| Disposal of subsidiaries | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Impairment | -165 | 0 | 0 | -2 | -3 | 0 | -170 |
| Reversal of impairment | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Reclassification | 0 | 0 | 0 | 0 | 0 | -1 | -1 |
| Assets held for sale | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Currency translation | 53 | 15 | 7 | 0 | 0 | 0 | 76 |
| Dec 19 | -3,267 | -687 | -270 | -1,134 | -266 | -260 | -5,884 |

Carrying amounts

| in EUR million | Goodwill | Customer relationships | Brand | Software acquired | Self-constructed software within the Group | Others (licenses, patents, etc.) | Total |
|----------------|------------|------------------------|----------|-------------------|--|----------------------------------|--------------|
| Dec 18 | 712 | 61 | 0 | 410 | 227 | 97 | 1,507 |
| Dec 19 | 547 | 51 | 0 | 435 | 246 | 89 | 1,368 |

The contractual commitments for the purchase of intangible assets amounted to EUR 11.2 million (2018: EUR 0.9 million). As of 31 December 2019 the customer relationship Ringturm Kapitalanlagegesellschaft m.b.H. amounted to EUR 36.2 million (2018: EUR 40.4 million). The remaining amortization period of the customer relationship in Ringturm Kapitalanlagegesellschaft m.b.H. was 8.8 years.

Development of goodwill

The changes in the carrying amount of goodwill, as well as gross amounts and accumulated impairment losses of goodwill, of the respective subsidiaries (cash generating units, CGU) are shown by country of domicile of the relevant subsidiary in the following table.

| in EUR million | Romania | Czech Republic | Slovakia | Hungary | Croatia | Austria | Other countries | Total |
|------------------------|----------|----------------|------------|----------|----------|----------|-----------------|------------|
| Jan 18 | 0 | 546 | 165 | 0 | 0 | 0 | 0 | 712 |
| Acquisitions | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disposals | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Impairment losses | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Exchange rate changes | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Dec 18 | 0 | 546 | 165 | 0 | 0 | 0 | 0 | 712 |
| Gross amount | 2,251 | 546 | 226 | 313 | 114 | 363 | 120 | 3,933 |
| Accumulated impairment | -2,251 | 0 | -61 | -313 | -114 | -363 | -120 | -3,222 |
| Jan 19 | 0 | 546 | 165 | 0 | 0 | 0 | 0 | 712 |
| Acquisitions | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disposals | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Impairment losses | 0 | 0 | -165 | 0 | 0 | 0 | 0 | -165 |
| Exchange rate changes | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Dec 19 | 0 | 546 | 0 | 0 | 0 | 0 | 0 | 546 |
| Gross amount | 2,251 | 546 | 226 | 313 | 114 | 363 | 120 | 3,931 |
| Accumulated impairment | -2,251 | 0 | -226 | -313 | -114 | -363 | -120 | -3,387 |

The gross amount of goodwill is the amount as determined at the time of the related acquisition, less accumulated impairment until 31 December 2019, including the effects of exchange rate changes.

Goodwills having a carrying amount other than zero as of 31 December 2018 have been assessed for objective evidence of impairment on a quarterly basis throughout the year 2019. The goodwill of Slovenská sporiteľňa a.s. ('SLSP') was impaired as of 31 December 2019. This impairment was triggered by an extension and increase of the Slovak banking tax which led to a decline in projected results. For Česká spořitelna a.s. ('CSAS') no objective evidence of impairment was identified during the year, therefore the annual goodwill impairment assessment for the year 2019 was carried out for this CGU.

Carrying amount and material parameters used for the impairment test per subsidiary (CGU) for significant goodwill

| | CSAS | SLSP |
|---|---|-------|
| Carrying amount of goodwill as of 1 January 2019 | 544 | 165 |
| Effect of exchange rate changes for the year 2019 | 0 | 0 |
| Basis upon which recoverable amount has been determined | Value in Use (discounted cash flow model based) | |
| Key interest input parameters into the discounted cash flow model | Risk Free Rate, Terminal Growth Rate, β Factor, Market Risk Premium | |
| Description of approach to determining value assigned to risk free rate | Risk Free Rate has been set at 0.13% p.a. throughout relevant Group's CGUs based on relevant financial statistics published by Deutsche Bundesbank as at the reference date 31 October 2019. | |
| Description of approach to determining values assigned to terminal growth rate | For non-Austrian (CEE) CGUs: Terminal Growth Rate has been equated to 3.00%, representing the recommended cap level for the Terminal Growth Rate, as per the report ESMA/2013/2 'European Enforcers Review of Impairment of Goodwill and Other Intangible Assets in the IFRS Financial Statements' published by the European Securities and Markets Authority (ESMA). | |
| Description of approach to determining values assigned to β factor | Set as the median value of a group of levered β factors attributable to a sample of 'peer banks' representative of the tested banks (CGUs), as published by Capital IQ as of the reference date 31 October 2019. | |
| Description of approach to determining values assigned to market risk premium | Set at 7.88% throughout relevant Group's CGUs based on published evaluations by the Austrian Chamber of Commerce (Kammer der Steuerberater und Wirtschaftsprüfer). | |
| Period of cash flow projection (years) | 5 years (2020 - 2024); extrapolation to perpetuity based on Terminal Growth Rate | |
| Discount rate applied to cash flow projections (pre-tax) | 13.7% | 13.7% |
| The value assigned to β Factor | 1.18 | 1.18 |
| Amount of goodwill impairment loss recognised in profit or loss for the year 2019 | 0 | 165 |
| Post-impairment carrying amount of goodwill as of 31 December 2019 | 544 | 0 |

| | CSAS | SLSP |
|---|---|-------|
| Carrying amount of goodwill as of 1 January 2018 | 544 | 165 |
| Effect of exchange rate changes for the year 2018 | 0 | 0 |
| Basis upon which recoverable amount has been determined | Value in Use (discounted cash flow model based) | |
| Key interest input parameters into the discounted cash flow model | Risk Free Rate, Terminal Growth Rate, β Factor, Market Risk Premium | |
| Description of approach to determining value assigned to risk free rate | Risk Free Rate has been set at 1.12% p.a. throughout relevant Group's CGUs based on relevant financial statistics published by Deutsche Bundesbank as at the reference date 31 October 2018 | |
| Description of approach to determining values assigned to terminal growth rate | For non-Austrian (CEE) CGUs: Terminal Growth Rate has been equated to 3.00%, representing the recommended cap level for the Terminal Growth Rate, as per the report ESMA/2013/2 'European Enforcers Review of Impairment of Goodwill and Other Intangible Assets in the IFRS Financial Statements' published by the European Securities and Markets Authority (ESMA). | |
| Description of approach to determining values assigned to β factor | Set as the median value of a group of levered β factors attributable to a sample of 'peer banks' representative of the tested banks (CGUs), as published by Capital IQ as of the reference date 31 October 2018. | |
| Description of approach to determining values assigned to market risk premium | Set at 7.25% throughout relevant Group's CGUs based on published evaluations by the Austrian Chamber of Commerce (Kammer der Steuerberater und Wirtschaftsprüfer). | |
| Period of cash flow projection (years) | 5 years (2019 - 2023); extrapolation to perpetuity based on Terminal Growth Rate | |
| Discount rate applied to cash flow projections (pre-tax) | 12.7% | 13.1% |
| The value assigned to β Factor | 1.19 | 1.19 |
| Amount of goodwill impairment loss recognised in profit or loss for the year 2018 | 0 | 0 |
| Post-impairment carrying amount of goodwill as of 31 December 2018 | 544 | 165 |

For cash generating units outside the euro-zone, an inflation differential has been considered when determining the discount rates applicable to the related 2020-2024 cash flow projections.

In respect to tested cash-generating units for which no goodwill impairment loss was determined as of 31 December 2019, the table below summarizes the outcome of the sensitivity analysis performed to determine by how much the key input parameters into the applied discounted cash flow models would need to vary in order to cause the unit's calculated recoverable amount to equal its related carrying amount:

| Dec 19 | CSAS | SLSP |
|--|--------|-------|
| Amount by which recoverable amount exceeds/fall short the carrying amount | 734 | n.a. |
| Risk free rate increase/decrease that would cause recoverable amount to equal carrying amount (basis points) | 131 | n.a. |
| Terminal growth rate increase/decrease that would cause recoverable amount to equal carrying amount (basis points) | -2,011 | n.a. |
| β factor increase/decrease that would cause recoverable amount to equal carrying amount (coefficient value) | 0.167 | n.a. |
| Market risk premium increase/decrease that would cause recoverable amount to equal carrying amount (basis points) | 111 | n.a. |
| Dec 18 | CSAS | SLSP |
| Amount by which recoverable amount exceeds/fall short the carrying amount | 1,698 | 293 |
| Risk free rate increase/decrease that would cause recoverable amount to equal carrying amount (basis points) | 239 | 112 |
| Terminal growth rate increase/decrease that would cause recoverable amount to equal carrying amount (basis points) | -982 | -441 |
| β factor increase/decrease that would cause recoverable amount to equal carrying amount (coefficient value) | 0.352 | 0.164 |
| Market risk premium increase/decrease that would cause recoverable amount to equal carrying amount (basis points) | 200 | 94 |

30. Tax assets and liabilities

Major components of deferred tax assets and deferred tax liabilities

| in EUR million | Tax assets | | Tax liabilities | | Net variance 2019 | | |
|---|------------|------------|-----------------|-------------|-------------------|----------------|----------------------------|
| | Dec 19 | Jan 19 | Dec 19 | Jan 19 | Total | Profit or loss | Other comprehensive income |
| Temporary differences related to the following items: | | | | | | | |
| Financial assets and liabilities HFT and non-trading | | | | | | | |
| financial assets at FVPL | 390 | 371 | -337 | -341 | 24 | 5 | 18 |
| Financial assets at FVOCI | 6 | 8 | -74 | -105 | 30 | 41 | -11 |
| Financial assets at AC and finance lease receivables | 191 | 199 | -34 | -11 | -31 | -31 | 0 |
| Hedge accounting derivatives | 126 | 161 | -22 | -46 | -11 | -22 | 12 |
| Property, plant and equipment | 35 | 47 | -126 | -26 | -111 | -111 | 0 |
| Amortisation of investments in subsidiaries (tax-effective in subsequent years) | 93 | 232 | -3 | -2 | -139 | -139 | 0 |
| Financial liabilities at AC (deposits and debt securities issued) | 185 | 37 | -3 | -1 | 146 | 146 | 0 |
| Long-term employee provisions (tax valuation different) | 151 | 122 | -4 | -3 | 28 | 11 | 17 |
| Other provisions (tax valuation different) | 67 | 75 | -4 | -4 | -8 | -8 | 0 |
| Accumulated tax loss carried forward | 108 | 29 | 0 | 0 | 79 | 79 | 0 |
| Customer relationships, brands and other intangibles | 17 | 18 | -84 | -73 | -12 | -12 | 0 |
| Other | 104 | 142 | -108 | -134 | -11 | -11 | 0 |
| Non-recoverable tax position from temporary differences | -217 | -314 | 0 | 0 | 97 | 97 | 0 |
| Effect of netting according IAS 12.71 | -780 | -724 | 780 | 724 | 0 | 0 | 0 |
| Total deferred taxes | 477 | 402 | -18 | -23 | 80 | 44 | 36 |
| Current taxes | 81 | 101 | -61 | -99 | -466 | -466 | 0 |
| Total taxes | 558 | 504 | -78 | -122 | -386 | -422 | 36 |

| in EUR million | Tax assets | | Tax liabilities | | Net variance 2018 | | |
|---|------------|------------|-----------------|-------------|-------------------|----------------|----------------------------|
| | Dec 18 | Jan 18 | Dec 18 | Jan 18 | Total | Profit or loss | Other comprehensive income |
| Temporary differences relate to the following items: | | | | | | | |
| Financial assets and liabilities HFT | 371 | 461 | -341 | -299 | -132 | -132 | 0 |
| Loans and advances to credit institutions and customers | 8 | 27 | -105 | -167 | 43 | 9 | 34 |
| Financial assets AfS | 199 | 218 | -11 | -27 | -3 | -3 | 0 |
| Hedge accounting derivatives | 161 | 64 | -46 | -20 | 71 | 69 | 2 |
| Property, plant and equipment | 47 | 34 | -26 | -26 | 13 | 13 | 0 |
| Amortisation of investments in subsidiaries (tax-effective in subsequent years) | 232 | 211 | -2 | -2 | 21 | 21 | 0 |
| Financial liabilities measured at AC (deposits and debt securities issued) | 37 | 62 | -1 | -49 | 23 | 23 | 0 |
| Long-term employee provisions (tax valuation different) | 122 | 99 | -3 | -4 | 25 | 35 | -10 |
| Other provisions (tax valuation different) | 75 | 63 | -4 | -6 | 14 | 14 | 0 |
| Accumulated tax loss carried forward | 29 | 78 | 0 | 0 | -49 | -49 | 0 |
| Customer relationships, brands and other intangibles | 18 | 75 | -73 | -67 | -63 | -63 | 0 |
| Other | 142 | 124 | -134 | -143 | 27 | 27 | 0 |
| Non-recoverable tax position from temporary differences | -314 | -444 | 0 | 0 | 130 | 130 | 0 |
| Effect of netting according IAS 12.71 | -724 | -773 | 724 | 773 | 0 | 0 | 0 |
| Total deferred taxes | 402 | 299 | -23 | -38 | 119 | 93 | 26 |
| Current taxes | 101 | 108 | -99 | -101 | -415 | -415 | 0 |
| Total taxes | 504 | 407 | -122 | -139 | -296 | -322 | 26 |

The deferred tax assets and liabilities are presented prior to subsidiary-level balance-sheet netting of attributable gross deferred tax assets and gross deferred tax liabilities. The amounts shown in the table are gross amounts before impairment consideration except for the position deferred tax assets resulting from tax loss carry-forward. The remainder of the impairment recordings is considered in line 'Non-recoverable tax position from temporary differences' in the table. The position 'Other' comprises all deferred tax positions not being shown as separate positions in the table above.

Out of the total net deferred tax variance of EUR 80 million (2018: EUR 119 million) an amount of EUR 47 million (2018: EUR 83 million) is reflected as net deferred tax expense in the Group's income statement for the year 2019, whilst an income amount of EUR 34 million (2018: expense EUR 23 million) represents the impact in the Group's other comprehensive income for the year. Furthermore, deferred tax income in the amount of EUR 9 million (2018: EUR 3 million) representing accumulated OCI in respect of deferred tax recognized for cumulative changes in own credit risk attributable to own issues repurchased during the year has been transferred into retained earnings, consequent to the related temporary differences reversing upon repurchase. Similarly, a deferred tax expense of EUR 11 million (2018: EUR 7 million) representing accumulated OCI in respect of deferred tax recognized for cumulative changes in the fair value of FVOCI equity instruments sold during the year has been transferred into retained earnings, consequent to the related temporary differences reversing upon sale. In addition to this, further tax expense in amount of EUR 3 million (2018: tax income EUR 10 million) were recognised directly in retained earnings and reported in column 'Profit or loss'.

The Group's consolidated deferred tax asset position in amount of EUR 475 million as of 31 December 2019 (2018: EUR 402 million) is expected to be recoverable in the foreseeable future. This is also expected to be the case for deferred tax assets exceeding their deferred tax liabilities by an amount of EUR 11 million as of 31 December 2019 (2018: EUR 17 million) incurred by subsidiaries reporting losses in the current or prior period. These expectations result from year-end recoverability assessments undertaken by the Group's entities, either at individual level, or at relevant tax group level. Such assessments are comparing net temporary deductible differences and available fiscal losses at year-end - after offsetting with deferred tax liabilities at individual level or at relevant tax group level - with fiscal profit forecasts for a group-wide unified and unchanged time horizon of a maximum 5 years depending on the fiscal jurisdiction and applicable facts and circumstances. If the result of these assessments is negative, the deferred tax asset positions are correspondingly not recorded and the already existing deferred tax asset positions are correspondingly depreciated.

Further information on total tax expense is provided in Note 12 Taxes on income.

In accordance with IAS 12.39, no deferred tax liabilities were recognized for temporary differences relating to investments in subsidiaries with an amount of EUR 1,990 million (2018: EUR 1,585 million), as they are not expected to reverse in the foreseeable future. As of 31 December 2019, no deferred tax assets were recognized for tax loss carry-forward and deductible temporary differences with a total amount of EUR 4,060 million (2018: EUR 4,750 million), of which EUR 3,023 million (2018: EUR 3,499 million) relates to tax loss carry-forward, as they are not expected to be realized in the foreseeable future. The figure comprises an amount of EUR 508 million (2018: EUR 273 million) representing temporary differences in connection with investments in subsidiaries no deferred tax assets have been recognized for in accordance with IAS 12.44.

From the total of the not recorded deferred tax assets related to tax loss carry-forward in the following period EUR 8 million will expire (2018: EUR 6 million) and in later periods EUR 35 million (2018: EUR 50 million), EUR 669 million (2018: EUR 753 million) will not expire.

31. Assets held for sale and liabilities associated with assets held for sale

| in EUR million | Dec 18 | Dec 19 |
|--|--------|--------|
| Assets held for sale | 213 | 269 |
| Liabilities associated with assets held for sale | 3 | 6 |

As of the end of 2019, 'Assets held for sale' include mainly land and buildings in amount of EUR 180.9 million (2018: EUR 126.7 million).

In 2018, for assets classified as held for sale, the twelve-month period was exceeded. Despite of intense sales negotiations and the related sales intentions, circumstances beyond the control of Erste Group had occurred, that prevented the sale of the assets until the end of the twelve-month period. The sales process could not be completed in 2018. For this reason, the classification has been reversed. The assets concerned, with a carrying amount of EUR 42.1 million were reclassified to the original balance sheet items. In 2018, the effect of the adjustment of the carrying amount of the assets upon the reclassification resulted in a gain of EUR 15.7 million, which was reported under line item 'Other operating result'.

32. Other assets

| in EUR million | Dec 18 | Dec 19 |
|---------------------|------------|--------------|
| Prepayments | 110 | 123 |
| Inventories | 187 | 198 |
| Sundry assets | 585 | 680 |
| Other assets | 882 | 1,001 |

In the line 'Inventories' real estate project developments are disclosed.

The impairment of inventories, shown as expense in the reporting period amounts to EUR 2.0 million (2018: EUR 1.9 million). The carrying amount of inventories carried at fair value less costs to sell amounts to EUR 20.4 million (2018: EUR 23.5 million).

33. Other financial liabilities held for trading

| in EUR million | Dec 18 | Dec 19 |
|---|------------|------------|
| Short positions | 463 | 368 |
| Equity instruments | 77 | 35 |
| Debt securities | 387 | 333 |
| Debt securities issued | 45 | 48 |
| Other financial liabilities held for trading | 508 | 416 |

34. Financial liabilities at fair value through profit or loss

| in EUR million | Carrying amount | | Amount repayable | | Delta between carrying amount and amount repayable | |
|--------------------------------------|-----------------|---------------|------------------|---------------|--|------------|
| | Dec 18 | Dec 19 | Dec 18 | Dec 19 | Dec 18 | Dec 19 |
| Deposits | 212 | 265 | 194 | 248 | 18 | 17 |
| Debt securities issued | 13,446 | 13,011 | 12,706 | 12,415 | 740 | 596 |
| Other financial liabilities | 464 | 219 | 464 | 219 | 0 | 0 |
| Financial liabilities at FVPL | 14,122 | 13,494 | 13,364 | 12,882 | 758 | 613 |

Fair value changes that are attributable to changes in own credit risk

| in EUR million | For reporting period | | Cumulative amount | |
|--------------------------------------|----------------------|-----------|-------------------|------------|
| | 1-12 18 | 1-12 19 | Dec 18 | Dec 19 |
| Deposits | -1 | -1 | 4 | 2 |
| Debt securities issued | -226 | 19 | 502 | 484 |
| Other financial liabilities | 0 | 0 | 0 | 0 |
| Financial liabilities at FVPL | -227 | 18 | 505 | 486 |

The line ‘Other financial liabilities’ contains fund units issued by investment funds fully consolidated by Erste Group. Their fair value changes are subject to asset-specific performance risk only and are not dependent on changes in the individual own credit risk of the respective investment funds.

Debt securities issued

| in EUR million | Dec 18 | Dec 19 |
|--|---------------|---------------|
| Subordinated debt securities issued | 4,879 | 4,539 |
| Other debt securities issued | 8,567 | 8,471 |
| Bonds | 5,469 | 5,386 |
| Other certificates of deposits/name certificates | 771 | 872 |
| Mortgage covered bonds | 1,945 | 1,961 |
| Public sector covered bonds | 381 | 252 |
| Debt securities issued | 13,446 | 13,011 |

35. Financial liabilities at amortised costs

Deposits from banks

| in EUR million | Dec 18 | Dec 19 |
|----------------------------|---------------|---------------|
| Overnight deposits | 4,280 | 1,951 |
| Term deposits | 11,985 | 9,613 |
| Repurchase agreements | 1,392 | 1,577 |
| Deposits from banks | 17,658 | 13,141 |

Deposits from customers

| in EUR million | Dec 18 | Dec 19 |
|--------------------------------|----------------|----------------|
| Overnight deposits | 110,201 | 121,651 |
| Savings deposits | 27,693 | 31,476 |
| Other financial corporations | 180 | 150 |
| Non-financial corporations | 1,771 | 1,992 |
| Households | 25,742 | 29,334 |
| Non-savings deposits | 82,508 | 90,174 |
| General governments | 4,943 | 5,339 |
| Other financial corporations | 5,465 | 5,705 |
| Non-financial corporations | 24,916 | 27,245 |
| Households | 47,184 | 51,886 |
| Term deposits | 50,743 | 49,910 |
| Deposits with agreed maturity | 44,800 | 43,508 |
| Savings deposits | 29,720 | 28,248 |
| Other financial corporations | 964 | 1,098 |
| Non-financial corporations | 1,339 | 1,323 |
| Households | 27,418 | 25,826 |
| Non-savings deposits | 15,080 | 15,261 |
| General governments | 3,760 | 3,294 |
| Other financial corporations | 2,418 | 2,488 |
| Non-financial corporations | 3,081 | 3,493 |
| Households | 5,821 | 5,985 |
| Deposits redeemable at notice | 5,942 | 6,402 |
| General governments | 13 | 12 |
| Other financial corporations | 102 | 86 |
| Non-financial corporations | 109 | 163 |
| Households | 5,719 | 6,140 |
| Repurchase agreements | 1,483 | 1,505 |
| General governments | 31 | 9 |
| Other financial corporations | 1,452 | 1,431 |
| Non-financial corporations | 0 | 65 |
| Deposits from customers | 162,426 | 173,066 |
| General governments | 8,747 | 8,655 |
| Other financial corporations | 10,581 | 10,958 |
| Non-financial corporations | 31,215 | 34,281 |
| Households | 111,884 | 119,173 |

Debt securities issued

| in EUR million | Dec 18 | Dec 19 |
|--|---------------|---------------|
| Subordinated debt securities issued | 951 | 1,439 |
| Senior non-preferred bonds | 0 | 505 |
| Other debt securities issued | 15,341 | 15,417 |
| Bonds | 3,073 | 2,929 |
| Certificates of deposit | 864 | 81 |
| Other certificates of deposits/name certificates | 267 | 237 |
| Mortgage covered bonds | 9,112 | 10,796 |
| Public sector covered bonds | 10 | 0 |
| Other | 2,016 | 1,374 |
| Debt securities issued | 16,293 | 17,360 |

In 1998, Erste Group Bank AG launched a EUR 30 billion Debt Issuance Programme (DIP). The current DIP is a programme for issuing debt instruments in various currencies and maturities with a limited range of interest rate structures. In 2019, 49 DIP new bonds (2018: 37) with a total volume of approximately EUR 1.8 billion (2018: EUR 2.8 billion) were issued under the DIP. In November 2018 the Covered Bonds Programme was implemented, under which 3 new bonds with a total volume of EUR 1.0 billion were issued.

In 2019, 3 new bonds (2018: 4) with a total volume of EUR 3 million (2018: EUR 4 million) were issued under Credit Linked Notes Programme. In 2019, 173 (2018: 179) new bonds with a total volume of EUR 414 million (2018: EUR 539 million) were issued out of the Structured Notes Programme. In June 2019, the Capital Guaranteed Structured Notes Programme was implemented. Until year-end, 16 new bonds with a total volume of EUR 70 million were issued.

Furthermore, secured and senior unsecured registered notes ('Namenspfandbriefe' and 'Namensschuldverschreibungen'), were issued with a volume of EUR 107 million (2018: EUR 40 million).

Starting with August 2008, the Euro Commercial Paper and Certificates of Deposit Programme has an overall volume of EUR 10.0 billion. In total, 34 issues (2018: 24) amounting to EUR 1.4 billion (2018: EUR 1.2 billion) were placed in 2019. Issues totalling approximately EUR 1.8 billion (2018: EUR 753 million) were redeemed over the same period.

Erste Group Bank AG, through its branch in NY and through its fully consolidated subsidiary Erste Finance Delaware LLC, issues commercial papers and certificates of deposit into the US money market. The total balance as of 31 December 2019 of the Dollar Certificate of Deposit Program of the New York branch amounted to EUR 38 million (USD 43 million) and as of 31 December 2018 EUR 0.4 billion (USD 0.5 billion). The Dollar Commercial Paper Program of Erste Finance Delaware LLC has a maximum issuance volume of EUR 6.7 billion (USD 7.5 billion), with a total balance as of 31 December 2019 of EUR 1.4 billion (USD 1.5 billion) and EUR 2.0 billion (USD 2.3 billion) as of 31 December 2018.

36. Provisions

| in EUR million | Dec 18 | Dec 19 |
|---|--------------|--------------|
| Long-term employee provisions | 981 | 1,054 |
| Pending legal issues and tax litigation | 332 | 353 |
| Loan commitments and financial guarantees given | 329 | 293 |
| CLA for loan commitments and financial guarantees in Stage 1 | 76 | 64 |
| CLA for loan commitments and financial guarantees in Stage 2 | 58 | 75 |
| CLA for loan commitments and financial guarantees - Defaulted | 196 | 154 |
| Other provisions | 62 | 219 |
| Provisions for onerous contracts | 3 | 3 |
| Other | 60 | 216 |
| Provisions | 1,705 | 1,919 |

Long-term employee provisions

| in EUR million | Pensions | Severance payments | Jubilee benefits | Total |
|---|------------|--------------------|------------------|--------------|
| Present value of long-term employee benefit obligations – Dec 15 | 741 | 430 | 87 | 1,258 |
| Present value of long-term employee benefit obligations – Dec 16 | 714 | 446 | 90 | 1,250 |
| Present value of long-term employee benefit obligations – Dec 17 | 700 | 431 | 88 | 1,219 |
| Increase | 0 | 0 | 0 | 0 |
| Decrease | 0 | 0 | 0 | 0 |
| Settlements/curtailments | 2 | 0 | 0 | 2 |
| Service cost | 2 | 11 | 5 | 18 |
| Interest cost | 14 | 8 | 2 | 24 |
| Payments | -61 | -29 | -6 | -96 |
| Exchange rate difference | 0 | 0 | 0 | 0 |
| Other changes | 0 | 0 | 0 | 0 |
| Actuarial gains/losses recognised in OCI | | | | |
| Adjustments in financial assumptions | 19 | 9 | 0 | 28 |
| Adjustments in demographic assumptions | 52 | 6 | 0 | 58 |
| Experience adjustments | 22 | 9 | 0 | 31 |
| Actuarial gains/losses recognised in PL | | | | |
| Adjustments in financial assumptions | 0 | 0 | 9 | 9 |
| Adjustments in demographic assumptions | 0 | 0 | -3 | -3 |
| Experience adjustments | 0 | 0 | 2 | 2 |
| Present value of long-term employee benefit obligations – Dec 18 | 750 | 445 | 97 | 1,292 |
| Obligations covered by plan assets | 22 | 235 | 54 | 311 |
| Obligations covered by provisions | 728 | 210 | 43 | 981 |
| Less fair value of plan assets | 22 | 235 | 54 | 311 |
| Provisions – Dec 18 | 728 | 210 | 43 | 981 |
| Present value of long-term employee benefit obligations – Dec 18 | 750 | 445 | 97 | 1,292 |
| Increase | 1 | 0 | 0 | 1 |
| Decrease | 0 | 0 | 0 | 0 |
| Settlements/curtailments | 0 | 0 | 0 | 0 |
| Service cost | 1 | 15 | 7 | 23 |
| Interest cost | 15 | 4 | 1 | 20 |
| Payments | -64 | -34 | -5 | -103 |
| Exchange rate difference | 1 | 0 | 0 | 0 |
| Other changes | -1 | 5 | 0 | 4 |
| Actuarial gains/losses recognised in OCI | | | | |
| Adjustments in financial assumptions | 81 | 57 | 0 | 137 |
| Adjustments in demographic assumptions | 0 | 0 | 0 | 0 |
| Experience adjustments | 8 | 6 | 0 | 14 |
| Actuarial gains/losses recognised in PL | | | | |
| Adjustments in financial assumptions | 0 | 0 | 14 | 14 |
| Adjustments in demographic assumptions | 0 | 0 | 0 | 0 |
| Experience adjustments | 0 | 0 | -2 | -2 |
| Present value of long-term employee benefit obligations – Dec 19 | 791 | 497 | 113 | 1,400 |
| Obligations covered by plan assets | 27 | 258 | 62 | 347 |
| Obligations covered by provisions | 764 | 239 | 51 | 1,054 |
| Less fair value of plan assets | 27 | 258 | 62 | 347 |
| Provisions – Dec 19 | 764 | 239 | 51 | 1,054 |

Actuarial assumptions

For Austrian entities the actuarial calculation of pension obligations is based on the following assumptions:

| in % | Dec 18 | Dec 19 |
|--|--------|--------|
| Interest rate | 1.92 | 0.95 |
| Expected increase in retirement benefits | 1.80 | 2.00 |

The expected retirement age for each employee was individually calculated on the basis of the changes set out in the Budget Implementation Act of 2003 (Austrian Federal Law Gazette Vol. I No. 71/2003) regarding the increase in the minimum retirement age. The currently applicable legislation on the gradual raising of the retirement age for men and women to 65 was taken into consideration.

For Austrian entities the actuarial calculation of severance payment and jubilee benefits is based on the following assumptions:

| in % | Dec 18 | Dec 19 |
|--|--------|--------|
| Interest rate | 1.92 | 0.95 |
| Average increase in salary (incl. career trend and collective agreement trend) | 2.70 | 2.90 |

The interest rate applied for the calculation of the long-term employee provisions is derived from the yield of a portfolio of AA-rated corporate bonds. For this purpose the weighted average yield of the underlying portfolio with a corresponding duration is determined.

For the non-Austrian subsidiaries and branches interest rates between 0.4% (2018: 1.45%) and 4.45% (2018: 4.70%) were used. The legal retirement age is in a range between 61 years for women and 65 years for men.

Obligations were calculated based on mortality tables entitled 'AVÖ 2018-P – Rechnungsgrundlagen für die Pensionsversicherung' or comparable mortality tables.

Movements in plan assets

| in EUR million | Pensions | Severance payments | Jubilee benefits | Total |
|---|-----------|--------------------|------------------|------------|
| Fair value of plan assets – Dec 17 | 22 | 233 | 49 | 304 |
| Addition | 0 | 0 | 0 | 0 |
| Interest income on plan assets | 1 | 4 | 1 | 6 |
| Contributions by the employer | 1 | 22 | 10 | 33 |
| Benefits paid | 1 | -17 | -5 | -21 |
| Actuarial gains/losses recognised in OCI | -3 | -7 | 0 | -10 |
| Actuarial gains/losses recognised in PL | 0 | 0 | -1 | -1 |
| Fair value of plan assets – Dec 18 | 22 | 235 | 54 | 311 |
| Addition | 0 | 0 | 0 | 0 |
| Interest income on plan assets | 0 | 4 | 1 | 5 |
| Contributions by the employer | 1 | 33 | 11 | 45 |
| Benefits paid | -1 | -21 | -6 | -27 |
| Actuarial gains/losses recognised in OCI | 5 | 7 | 0 | 12 |
| Actuarial gains/losses recognised in PL | 1 | 0 | 1 | 2 |
| Fair value of plan assets – Dec 19 | 27 | 258 | 62 | 347 |

In 2020, the expected contributions for the severance and jubilee benefit obligations will amount to EUR 9.6 million (2019: EUR 9.6 million). The contributions shown in the table include not only regular contributions but also one-time payments at the end of the year. The total gain on plan assets amounted to EUR 18.8 million (2018: loss EUR -4.2 million).

Investment strategy

The primary investment strategy of Erste Group is the continuous optimization of plan assets and the effective coverage of existing entitlements. The Group works with professional fund managers for the investment of plan assets. The Investment Fund Act applies as a requirement with respect to specific investment guidelines relating to the investment of plan assets. Additionally, the Investment Committee which is composed of senior staff in the financial sector and representatives of the S-Versicherung and Erste Asset Management meets once a year.

Erste Group's severance payments and jubilee payments are partially covered by the fair value of plan assets, while defined benefit pension plans are not financed with segregated assets. Majority of defined benefit pension plans only exist for already retired employees. Majority of pension plans are dedicated to former employees of Austrian entities of Erste Group and are unfunded. Major part of the plans (sum over severance payments, defined benefit pension plans and jubilee payments) are not matched with dedicated assets.

For the yearly pension payments of the unfunded defined benefit plans and the unfunded part of severance payments Erste Group generally takes care within its asset-liability management strategy covering the funding plan and interest rate risk position of the Group. The payments for 2020 are expected with EUR 85.7 million (2019: EUR 81.0 million) for both plans.

The average duration of these provisions are assumed to be 8.89 years (2017: 8.57 years) for severance payments and 11.51 years (2018: 11.32 years) for defined benefit pension plans.

Control and risk

The effective allocation of plan assets is determined by the administering body including the relevant existing economic and market conditions as well as considering specific risks of the individual asset classes and the risk profile. Moreover the Investment Committee is responsible for monitoring the mandate guidelines and the investment structure, the supervision, which may arise from regulatory or other legal requirements, as well as the monitoring of demographic changes. As an additional steering tool the fund management generates a report, which is transmitted on a quarterly basis to the Group. Overall, the Group tries to minimize the impact caused by market movements on the pension plans.

Asset allocation in the different asset classes

| in EUR million | Dec 18 | | | | | Dec 19 | | | | |
|----------------------------|----------------|--------------------|----------|--------------------|------------|----------------|--------------------|----------|--------------------|------------|
| | Europe- EMU | Europe- non EMU | USA | Other countries | Total | Europe- EMU | Europe- non EMU | USA | Other countries | Total |
| Cash and cash equivalents | | | | | 50 | | | | | 20 |
| Equity instruments | 0 | 0 | 13 | 3 | 16 | 5 | 5 | 40 | 11 | 61 |
| Investment-grade bonds | | | | | | | | | | |
| Government | 4 | 0 | 1 | 0 | 5 | 56 | 23 | 5 | 29 | 113 |
| Non-government bonds | 16 | 6 | 9 | 6 | 36 | 16 | 10 | 19 | 11 | 55 |
| Non-investment-grade bonds | | | | | | | | | | |
| Government | 33 | 0 | 8 | 0 | 41 | 0 | 1 | 14 | 22 | 37 |
| Non-government bonds | 96 | 29 | 23 | 11 | 159 | 17 | 5 | 14 | 8 | 45 |
| Alternatives | | | | | | | | | | |
| Commodities | | | | | 0 | | | | | |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 8 | 8 |
| Derivatives (market risk) | | | | | | | | | | |
| Interest rate risk | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Credit risk | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Equity price risk | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Foreign exchange risk | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 7 |
| Plan assets | 0 | 0 | 0 | 0 | 311 | 0 | 0 | 0 | 0 | 347 |

In the table above, Investment-grade refers to BBB and above. The plan assets shown in the table above include mainly assets that are quoted and traded on active markets. As of 31 December 2019, the plan assets did not include material amounts of securities issued by the Group or other claims upon it. Moreover none of the mortgage securities used by the Group are included.

Effects of defined post-employment benefit plans in profit or loss

| in EUR million | Dec 18 | Dec 19 |
|--------------------------|------------|------------|
| Settlements/curtailments | -2 | 0 |
| Service cost | -18 | -23 |
| Net interest | -18 | -15 |
| Total | -38 | -38 |

Settlements and curtailments as well as service costs are included in the income statement in the line item 'Personnel expenses'. Net interest includes interest expenses for long-term employee benefits as well as the expected return on plan assets. These are disclosed in the income statement in the line item 'Other similar income' and 'Other similar expense' under 'Net interest income'. As of 31 December 2019, the cumulative amount of remeasurement from defined benefit plans, recognised in other comprehensive income amounted to EUR -782.9 million before tax (2018: EUR -642.9 million).

Sensitivity to key assumption

The following table presents a sensitivity analysis for each significant actuarial assumptions showing how the defined benefit obligation would have been affected by changes in the relevant actuarial assumptions that were reasonably possible at the balance sheet.

| in EUR million | Dec 18 | | | Dec 19 | | |
|--|----------|-----------------------|-------|----------|-----------------------|-------|
| | Pensions | Severance payments | Total | Pensions | Severance payments | Total |
| Change in discount rate +1.0% (2018) / +0.5% | 692 | 400 | 1,092 | 758 | 470 | 1,228 |
| Change in discount rate -1.0% (2018) / -0.5% | 817 | 498 | 1,315 | 827 | 526 | 1,353 |
| Change in future salary increases +0.5% | 750 | 470 | 1,220 | 791 | 526 | 1,317 |
| Change in future salary increases -0.5% | 750 | 422 | 1,172 | 791 | 470 | 1,261 |
| Change in future benefit increases +0.5% | 804 | 445 | 1,249 | 849 | 497 | 1,346 |
| Change in future benefit increases -0.5% | 699 | 445 | 1,144 | 737 | 497 | 1,234 |
| Increase in survival rate by approx. 10% | 803 | 0 | 803 | 853 | 0 | 853 |

Impact on cash flows

Benefits expected to be paid by the defined benefit plans in each of the respective periods

| in EUR million | Pensions | Severance payments | Total |
|----------------|----------|--------------------|-------|
| 2020 | 61 | 25 | 86 |
| 2021 | 57 | 19 | 76 |
| 2022 | 54 | 21 | 75 |
| 2023 | 50 | 28 | 78 |
| 2024 | 47 | 24 | 71 |
| 2025-2029 | 191 | 128 | 319 |

Duration

Weighted average duration of the defined-benefit obligations

| in years | Dec 18 | | | Dec 19 | | |
|----------|----------|--------------------|-------|----------|--------------------|-------|
| | Pensions | Severance payments | Total | Pensions | Severance payments | Total |
| Duration | 8.57 | 11.32 | 9.57 | 8.89 | 11.51 | 9.84 |

The weighted average duration is affected by changes in longevity and in the mortality table.

Sundry provisions

Movement in credit loss allowances for loan commitments and financial guarantees

| in EUR million | As of | Additions | Derecognitions | Transfers between stages | Other changes in credit risk (net) | Other | As of |
|----------------|------------|------------|----------------|--------------------------|------------------------------------|----------|------------|
| | Jan 19 | | | | | | Dec 19 |
| Stage 1 | 76 | 148 | -56 | -54 | -49 | -2 | 64 |
| Stage 2 | 58 | 0 | -29 | 78 | -34 | 2 | 75 |
| Defaulted | 196 | 1 | -102 | 8 | 51 | 0 | 154 |
| Total | 329 | 149 | -186 | 33 | -31 | 0 | 293 |

| in EUR million | As of | Additions | Derecognitions | Transfers between stages | Other changes in credit risk (net) | Other | As of |
|----------------|------------|------------|----------------|--------------------------|------------------------------------|-----------|------------|
| | Jan 18 | | | | | | Dec 18 |
| Stage 1 | 66 | 131 | -66 | -117 | 64 | -2 | 76 |
| Stage 2 | 57 | 0 | -38 | 47 | -5 | -4 | 58 |
| Defaulted | 183 | 2 | -121 | 24 | 107 | 0 | 196 |
| Total | 307 | 132 | -225 | -46 | 166 | -5 | 329 |

In column 'Additions' increases of CLA due to the initial recognition of loan commitments and financial guarantees during the current reporting period are disclosed. Releases of CLA following the derecognition of the related loan commitments and financial guarantees are reported in column 'Derecognitions'.

In the column 'Transfers between stages' CLA net changes due to changes in credit risk that triggered re-assignments of the related loan commitments and financial guarantees from Stage 1 (at 1 January 2019 or initial recognition date) to Stages 2 or Defaulted at 31 December 2019 or vice-versa are reported. The effects of transfers from Stage 1 to Stages 2 or Defaulted on the related CLAs are adverse and presented in lines attributable to Stages 2 or Defaulted. The effects of transfers from Stages 2 or Defaulted to Stage 1 on the related CLAs are favourable and presented in line 'Stage 1'. The P&L-neutral effect from cross-stage transferring of the related CLA amounts recognized prior to stage re-assignments are presented above in column 'Other changes in credit risk (net)'. This column also captures the passage-of-time adverse effect ('unwinding') over the lifetime expected cash shortfalls of defaulted loan commitments and financial guarantees.

One significant driver of the CLA movements for the year has been the transfer of the related instruments across different stages. The year-end notional amounts of loan commitments and financial guarantees that were assigned at 31 December 2019 to a different stage compared to 1 January 2019 (or to the initial recognition date, if originated during the year) are summarized below:

Transfers between stages

| in EUR million | Dec 18 | Dec 19 |
|--|------------|--------------|
| Transfers between Stage 1 and Stage 2 | 927 | 1,644 |
| To Stage 2 from Stage 1 | 521 | 1,044 |
| To Stage 1 from Stage 2 | 405 | 600 |
| Transfers between Stage 2 and Defaulted | 128 | 19 |
| To Defaulted from Stage 2 | 104 | 12 |
| To Stage 2 from Defaulted | 24 | 8 |
| Transfers between Stage 1 and Defaulted | 60 | 99 |
| To Defaulted from Stage 1 | 54 | 79 |
| To Stage 1 from Defaulted | 6 | 20 |

The year-end nominal amounts of unused off-balance commitments and financial guarantees that were initially recognized during the year 2019 and not fully de-recognized by 31 December 2019 amounts to EUR 11,918.6 million (2018: EUR 11,486.3 million). The nominal amounts of unused off-balance commitments or financial guarantees that were held at 1 January 2019 and fully de-recognized during the year 2019 amounts to EUR 7,397.3 million (2018: EUR 6,867.9 million).

Sundry provisions 2019

| in EUR million | Jan 19 | Allocations | Use | Releases | Unwind of discount | Exchange rate and other changes | Dec 19 |
|--|------------|-------------|------------|-------------|--------------------|---------------------------------|------------|
| Pending legal issues and tax litigation | 332 | 73 | -13 | -37 | 0 | -2 | 353 |
| Commitments and guarantees given out of scope of IFRS9 | 14 | 19 | -1 | -17 | 0 | 1 | 17 |
| Other provisions | 48 | 277 | -18 | -105 | 0 | -1 | 202 |
| Provisions for onerous contracts | 3 | 0 | 0 | 0 | 0 | 0 | 3 |
| Other | 46 | 277 | -18 | -105 | 0 | -1 | 199 |
| Provisions | 394 | 369 | -32 | -159 | 0 | -1 | 571 |

Sundry provisions 2018

| in EUR million | Jan 18 | Allocations | Use | Releases | Unwind of discount | Exchange rate and other changes | Dec 18 |
|--|------------|-------------|------------|------------|--------------------|---------------------------------|------------|
| Pending legal issues and tax litigation | 351 | 64 | -11 | -72 | 0 | 0 | 332 |
| Commitments and guarantees given out of scope of IFRS9 | 0 | 15 | 0 | -11 | 0 | 11 | 14 |
| Other provisions | 60 | 6 | -7 | -10 | 0 | -2 | 48 |
| Provisions for onerous contracts | 4 | 0 | 0 | -1 | 0 | 0 | 3 |
| Other | 57 | 6 | -7 | -9 | 0 | -2 | 46 |
| Provisions | 411 | 85 | -18 | -93 | 0 | 9 | 394 |

Under position 'Pending legal issues and tax litigation' provisions related to litigations from lending business, asset management or litigations with customer protection associations, which normally occur in banking business, are disclosed. In 2019, a provision for risks related to Romanian Consumer Protection Claims Act was partially released in amount of EUR 6.1 million (2018: EUR 23.8 million). The total amount of the provision as of 31 December 2019 was EUR 118.8 million (2018: EUR 133.5 million).

The level of other provisions is the best possible estimate of expected outflow of economic benefits at the reporting date, while taking into account the risks and uncertainties underlying the commitment to fulfill the obligation. Risks and uncertainties are taken into account in the estimate. During 2019 a provision in the amount of EUR 153.3 million was allocated for losses expected from a decision of the Romanian High Court in relation to the business activities of the Romanian building society subsidiary BCR Banca pentru Locuinte SA. (BPL). The related provision is disclosed in line 'Other provisions'. This case is about whether state subsidies had been disbursed to building society clients in accordance with the applicable legal provisions. The provision was determined based on the expected amount that should be returned to the Romanian State, consisting of state premiums, interest and penalties. The total amount of the provision as of 31 December 2019 was EUR 144.3 million.

37. Other liabilities

| in EUR million | Dec 18 | Dec 19 |
|--------------------------|--------------|--------------|
| Deferred income | 131 | 117 |
| Sundry liabilities | 2,193 | 2,252 |
| Other liabilities | 2,323 | 2,369 |

Deferred income outstanding at 31 December 2019 includes 'contract liabilities' in accordance with IFRS 15 in amount of EUR 107 million (2018: EUR 111 million). Revenue recognised in the reporting year 2019 that was included in the contract liability balance at the beginning of the period amounts to EUR 38 million (2018: EUR 32 million).

The item 'Sundry liabilities' mainly contains outstanding settlement liabilities as well as other liabilities from employee benefits.

38. Total equity

| in EUR million | Dec 18 | Dec 19 |
|--------------------------------------|---------------|---------------|
| Subscribed capital | 860 | 860 |
| Additional paid-in capital | 1,477 | 1,478 |
| Retained earnings and other reserves | 11,045 | 11,792 |
| Owners of the parent | 13,381 | 14,129 |
| Additional equity instruments | 993 | 1,490 |
| Non-controlling interests | 4,494 | 4,857 |
| Total | 18,869 | 20,477 |

As of 31 December 2019, subscribed capital (also known as registered capital) consists of 429,800,000 (2018: 429,800,000) voting bearer shares (ordinary shares). The pro rata amount of registered capital, per no-par value share, was EUR 2.00. Additional paid-in capital (or share premium) represents the amount by which the issue price of the shares exceeded their par value. Retained earnings and other reserves represent accumulated net profit brought forward, as well as income and expenses recognised in other comprehensive income.

Additional equity instruments

In addition Erste Group Bank AG issued additional tier 1 capital (AT1 bonds). AT1 bonds are perpetual and can be cancelled only by the issuer at predetermined dates. The bonds include discretionary non-cumulative coupon payments. Details related to each tranche are disclosed in the following table.

| Nominal value | Currency | Issue month | Initial fixed rate | Reset rate after the first call date | Coupon payments | First and subsequent calls dates |
|---------------|----------|-------------|--------------------|--------------------------------------|--|---|
| 500 million | EUR | June 2016 | 8.875% | 5Y swap +9.02% | Semi-annually on 15th April & 15th October | 15.10.2021 + coupon dates thereafter |
| 500 million | EUR | April 2017 | 6.5% | 5Y swap +6.204% | | 15.04.2024 + coupon dates thereafter |
| 500 million | EUR | March 2019 | 5.125% | 5Y swap +4.851% | | 15.10.2025 + coupon dates thereafter |

If common equity tier 1 ratio of Erste Group or Erste Group Bank AG falls below 5.125% (i.e. a trigger event occurs) the principal amount will be written down (fully or partially) on a temporary basis. The issuer may, at its sole discretion, write up the amount (fully or partially) provided a positive profit has been recorded and the trigger event no longer exists.

Changes in number of outstanding shares

| | Dec 18 | Dec 19 |
|---|--------------------|--------------------|
| Shares outstanding as of 1 January | 409,206,906 | 408,617,137 |
| Acquisition of treasury shares | -11,126,627 | -7,677,249 |
| Disposal of treasury shares | 10,536,858 | 7,187,249 |
| Shares outstanding as of 31 December | 408,617,137 | 408,127,137 |
| Treasury shares | 21,182,863 | 21,672,863 |
| Number of shares issued as of 31 December | 429,800,000 | 429,800,000 |
| Weighted average number of outstanding shares | 426,696,221 | 426,565,097 |
| Weighted average diluted number of outstanding shares | 426,696,221 | 426,565,097 |

In addition to the calculation of the annual average number of shares outstanding by incorporation of acquisitions and disposals of treasury shares during the year, the line items 'weighted average number of outstanding shares' and 'weighted average diluted number of outstanding shares' consider a proportionate allocation of the treasury shares held by non-controlling interests.

Transactions and shares held by the management board and supervisory board

The shares of management- and supervisory board member, whose office term began or ended during the financial year, held as at the date of inception or termination of their term in office were recognized as additions or disposals.

Shares and related dividends held by management board

| Managing board member | Dec 18 | Additions | Disposals | Dec 19 | Dividends received in 2019 (in EUR) |
|--|---------|-----------|-----------|---------|-------------------------------------|
| Bleier Ingo (since 1 July 2019) | 0 | 3,111 | 0 | 3,111 | 155 |
| Bosek Peter | 1,000 | 500 | 0 | 1,500 | 1,400 |
| Brávek Petr | 600 | 0 | 0 | 600 | 840 |
| Cernko Willibald (until 30 June 2019) | 0 | 0 | 0 | 0 | 0 |
| Dörfler Stefan (since 1 July 2019) | 0 | 800 | 0 | 800 | 1,120 |
| Habeler-Drabek Alexandra (since 1 July 2019) | 0 | 72 | 0 | 72 | 101 |
| Mittendorfer Gernot (until 30 June 2019) | 10,000 | 0 | 10,000 | 0 | 14,000 |
| Síkela Jozef (until 30 June 2019) | 6,300 | 0 | 6,300 | 0 | 8,820 |
| Spalt Bernhard (since 1 July 2019) | 0 | 5,000 | 0 | 5,000 | 0 |
| Treichl Andreas | 164,640 | 0 | 0 | 164,640 | 230,496 |

Shares and related dividends held by supervisory board

| Supervisory board member | Dec 18 | Additions | Disposals | Dec 19 | Dividends received in 2019 (in EUR) |
|--|--------|-----------|-----------|--------|-------------------------------------|
| Bleyleben-Koren Elisabeth (until 15 May 2019) | 10,140 | 0 | 10,140 | 0 | 14,196 |
| Bulach Matthias (since 15 May 2019) | 0 | 0 | 0 | 0 | 0 |
| Egerth-Stadlhuber Henrietta (since 26 June 2019) | 0 | 0 | 0 | 0 | 0 |
| Grießer Martin (since 26 June 2019) | 0 | 14 | 0 | 14 | 20 |
| Griss Gunter | 0 | 0 | 0 | 0 | 0 |
| Gual Solé Jordi | 0 | 0 | 0 | 0 | 0 |
| Haag Markus | 176 | 0 | 0 | 176 | 246 |
| Haberhauer Regina | 188 | 0 | 0 | 188 | 263 |
| Hardegg Maximilian | 240 | 0 | 0 | 240 | 336 |
| Homan Jan | 4,400 | 0 | 0 | 4,400 | 6,160 |
| Khüny Marion | 0 | 0 | 0 | 0 | 0 |
| Krainer Senger-Weiss Elisabeth | 0 | 0 | 0 | 0 | 0 |
| Lachs Andreas | 0 | 0 | 0 | 0 | 0 |
| O'Neill Brian D. (until 20 December 2019) | 0 | 0 | 0 | 0 | 0 |
| Pichler Barbara | 309 | 0 | 0 | 309 | 433 |
| Pinter Jozef | 0 | 0 | 0 | 0 | 0 |
| Rasinger Wilhelm | 22,303 | 2,000 | 0 | 24,303 | 32,624 |
| Rödler Friedrich | 1,702 | 500 | 0 | 2,202 | 2,383 |
| Stack John James | 32,761 | 0 | 0 | 32,761 | 45,865 |
| Sutter-Rüdisser Michèle F. (since 15 May 2019) | 0 | 0 | 0 | 0 | 0 |
| Zeisel Karin | 38 | 0 | 0 | 38 | 53 |

As of 31 December 2019, supervisory board members did not hold options in Erste Group Bank AG shares. Persons related to members of the management board or supervisory board held 3,412 shares (2018: 3,366 shares) of Erste Group Bank AG.

Remaining authorised and contingent capital as of 31 December 2019

Clause 5 of the articles of association authorises the management board to increase the registered capital with the consent of the supervisory board until 24 May 2023 - also in several tranches - by an amount of up to EUR 343,600,000 by issuing up to 171,800,000 voting no-par value bearer shares in return for contributions in cash and/or in kind, with the issue price and the issuing conditions being determined by the management board with the consent of the supervisory board. Furthermore, the management board is authorized to fully or partly exclude the statutory subscription right of the shareholders with the consent of the supervisory board if the capital increase is in return for a cash contribution and the shares issued while excluding the subscription right of the shareholders, taken together, do not exceed EUR 43,000,000; and/or if the capital increase is in return for contributions in kind.

The measures in sections 5.1.1 (capital increase against cash contribution) to 5.1.2 (capital increase against contributions in kind) can also be combined. The aggregate pro rata amount of registered capital represented by shares in respect of which the shareholders' subscription rights are excluded under this authorization in section 5.1 (authorized capital), together with the pro rata amount of registered capital attributable to shares to which conversion or subscription rights or obligations relate under bonds which were issued and sold on the basis of the authorization in section 8.3, subject to an exclusion of subscription rights, on or after 24 May 2018 must not, however, exceed the proportionate amount of EUR 171,920,000.

Clause 6.3 of the articles of association states that conditional capital based on the resolutions of the management board in 2002 and 2010 (both approved by the supervisory board) with a nominal value of EUR 21,923,264 persists that can be consumed by issuing up to 10,961,632 ordinary bearer shares or ordinary registered shares (ordinary share) with an issue price of at least EUR 2.00 per share against cash contribution and by excluding the subscription rights of the current shareholders. This conditional capital is used for granting options to staff, management and members of the management board of the entity of one of its related undertakings.

Under clause 6.4 of the articles of association, the company has conditional capital of EUR 124,700,000.00 available, which may be utilized by issuing up to 62,350,000 pieces bearer shares. This conditional capital can be used for granting conversion or subscription rights to holders of convertible bonds. In case the terms and conditions of the convertible bonds provide for a mandatory conversion, it shall also serve to cover the mandatory conversion. The issue price and exchange ratio shall be determined pursuant to a recognized pricing method on the basis of accepted finance-mathematical methods and the share price of the company.

According to clause 7 of the articles of association, currently no authorized conditional capital exists.

39. Segment reporting

Erste Group's segment reporting is based on IFRS 8 Operating Segments, which adopts the management approach. Accordingly, segment information is prepared on the basis of internal management reporting that is regularly reviewed by the chief operating decision maker to assess the performance of the segments and make decisions regarding the allocation of resources. Within Erste Group the function of the chief operating decision maker is exercised by the management board.

Erste Group's segment reporting is based on the matrix organisation (business and geographical information) and provides comprehensive information to assess the performance of the business and geographical segments.

Business segmentation

The segment reporting comprises six business segments reflecting Erste Group's management structure and its internal management reporting in 2019.



Retail. The Retail segment comprises the business with private individuals, micros and free professionals within the responsibility of account managers in the retail network. This business is operated by the local banks in cooperation with their subsidiaries such as leasing and asset management companies with a focus on simple products ranging from mortgage and consumer loans, investment products, current accounts, savings products to credit cards and cross selling products such as leasing, insurance and building society products.

Corporates. The Corporates segment comprises business done with corporate customers of different turnover size (small and medium-sized enterprises, Local Large Corporate and Group Large Corporate customers) as well as commercial real estate and public sector business. Small and medium-sized enterprises (SME) are clients which are under the responsibility of the local corporate commercial center network, mainly consisting of companies within defined annual turnover thresholds. Local Large Corporates (LLC) are clients with specific annual turnover thresholds (lying above SME thresholds) which are not defined as Group Large Corporate customers according to the Group Large Corporate client list. Group Large Corporates (GLC) are large corporate customers/client groups with substantial operations in core markets/extended core markets of Erste Group. GLC clients are included on the GLC client list. Commercial Real Estate (CRE) covers for example investors in real estate for the purpose of generating income from the rental of individual properties or portfolios of properties, developers of individual properties or portfolios of properties for the purpose of generating capital gains through sale. Public Sector consists of three sets of customers: public sector, public corporations and non-profit sector. In addition, the majority of municipalities are also segmented as Public Sector clients.

Group Markets. The Group Markets (GM) segment comprises trading and markets services as well as customer business with financial institutions. It includes all activities related to the trading books of Erste Group, including the execution of trade, market making and short-term liquidity management. In addition, it comprises business connected with servicing financial institutions as clients including custody, depository services, commercial business (loans, cash management, trade & export finance).

Asset/Liability Management & Local Corporate Center. The Asset/Liability Management & Local Corporate Center (ALM & LCC) segment includes all asset/liability management functions – local and of Erste Group Bank AG (Holding) – as well as the local corporate centers which comprise all non-core banking business activities such as internal service providers and reconciliation items to local entity results. The corporate center of Erste Group Bank AG is included in the Group Corporate Center segment.

Savings Banks. The Savings Banks segment includes those savings banks which are members of the Haftungsverbund (cross-guarantee system) of the Austrian savings banks sector and in which Erste Group does not hold a majority stake but which are fully controlled according to IFRS 10. The fully or majority owned Erste Bank Oesterreich, Tiroler Sparkasse, Salzburger Sparkasse, and Sparkasse Hainburg are not part of the Savings Banks segment.

Group Corporate Center. The Group Corporate Center (GCC) segment covers mainly centrally managed activities and items that are not directly allocated to other segments. It comprises the corporate center of Erste Group Bank AG (and thus dividends and the refinancing costs from participations, general administrative expenses), internal service providers (facility management, IT, procurement), the banking tax of Erste Group Bank AG as well as free capital of Erste Group (defined as the difference of the total average IFRS equity and the average economical equity allocated to the segments).

Intragroup Elimination. Intragroup Elimination (IC) is not defined as a segment but is the reconciliation to the consolidated accounting result. It includes intragroup eliminations between participations of Erste Group (e.g. intragroup funding, internal cost charges). Intragroup eliminations within partial groups are disclosed in the respective segments.

Dividend elimination between Erste Group Bank AG and its fully consolidated subsidiaries is performed in Group Corporate Center. Consolidation differences arising between the segments, which are eliminated over the lifespan of the underlying transaction, are part of Group Corporate Center.

Geographical segmentation

For the purpose of segment reporting by geographical areas the information is presented based on the location of the booking entity (not the country of risk). In case of information regarding a partial group, the allocation is based on the location of the respective parent entity according to the local management responsibility.

Geographical areas are defined according to the country markets in which Erste Group operates. Based on the locations of the banking and other financial institution participations, the geographical areas consist of two core markets, Austria and Central and Eastern Europe and a residual segment Other that comprises the remaining business activities of Erste Group outside its core markets as well as the reconciliation to the consolidated accounting result.

| Erste Group – geographical segmentation | | | | | | | | |
|---|---------------|---------------|----------------------------|----------|---------|---------|---------|--------|
| Austria | | | Central and Eastern Europe | | | | | Other |
| EBOe & Subsidiaries | Savings Banks | Other Austria | Czech Republic | Slovakia | Romania | Hungary | Croatia | Serbia |

The geographical area Austria consists of the following three segments:

- The **Erste Bank Oesterreich & Subsidiaries** (EBOe & Subsidiaries) segment comprises Erste Bank der oesterreichischen Sparkassen AG (Erste Bank Oesterreich) and its main subsidiaries (e.g. sBausparkasse, Salzburger Sparkasse, Tiroler Sparkasse, Sparkasse Hainburg).
- The **Savings banks** segment is identical to the business segment Savings banks.
- The **Other Austria** segment comprises Erste Group Bank AG (Holding) with its Corporates and Group Markets business, Erste Group Immorent GmbH, Erste Asset Management GmbH and Intermarket Bank AG.

The geographical area Central and Eastern Europe (CEE) consists of six segments covering Erste Group's banking subsidiaries located in the respective CEE countries:

- **Czech Republic** (comprising Česká spořitelna Group)
- **Slovakia** (comprising Slovenská sporiteľňa Group)
- **Romania** (comprising Banca Comercială Română Group)
- **Hungary** (comprising Erste Bank Hungary Group)
- **Croatia** (comprising Erste Bank Croatia Group), and
- **Serbia** (comprising Erste Bank Serbia Group).

The residual segment **Other** covers mainly centrally managed activities and items that are not directly allocated to other segments. It comprises the corporate center of Erste Group Bank AG (and thus dividends and the refinancing costs from participations, general administrative expenses), internal service providers (facility management, IT, procurement), the banking tax of Erste Group Bank AG as well as free capital of Erste Group (defined as the difference of the total average IFRS equity and the average economical equity allocated to the segments). Asset/Liability Management of Erste Group Bank AG as well as the reconciliation to the consolidated accounting result (e.g. intercompany eliminations, dividend eliminations) are also part of the segment Other.

In 2019 the goodwill impairment of Slovenská sporiteľňa in the amount of EUR 165.0 million was recognized in business segment GCC/geographical segment Other.

Measurement

The profit and loss statement of the segment report is based on the measures reported to the Erste Group management board for the purpose of allocating resources to the segments and assessing their performance. Management reporting as well as the segment report of Erste Group are based on IFRS. Accounting standards and methods as well as measurements used in segment reporting are the same as for the consolidated financial statements of accounting.

Interest revenues are not reported separately from interest expenses for each reportable segment. Those measures are reported on the net basis within the position 'Net interest income' as interest revenues and interest expenses are neither included into the measure of segment profit or loss reviewed by the chief operating decision maker nor otherwise regularly provided to the chief operating decision maker. Chief operating decision maker relies solely on net interest income to assess the performance of the segments and make decisions about resources to be allocated to the segments. Net fee and commission income and Other operating result are reported on a net basis according to the regular reporting to the chief operating decision maker.

Capital consumption per segment is regularly reviewed by the management of Erste Group to assess the performance of the segments. The average allocated capital is determined by the credit risk, market risk, operational risk and business strategic risk. According to the regular internal reporting to Erste Group management board, total assets and total liabilities as well as risk weighted assets and allocated capital are disclosed per segment. Total average allocated capital for the Group equals average total equity of the Group. For measuring and assessing the profitability of segments within Erste Group, such key measures as return on allocated capital and cost/income ratio are used.

Return on allocated capital is defined as net result for the period before minorities in relation to the average allocated capital of the respective segment. Cost/income ratio is defined as operating expenses (general administrative expenses) in relation to operating income (total of net interest income, net fee and commission income, dividend income, net trading result, gains/losses from financial instruments measured at fair value through profit or loss, net result from equity method investments, rental income from investment properties and other operating lease).

Business segments (1)

| | Retail | | Corporates | | Group Markets | | ALM&LCC | |
|--|----------------|----------------|----------------|----------------|---------------|--------------|---------------|---------------|
| in EUR million | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 |
| Net interest income | 2,267.5 | 2,290.1 | 1,032.2 | 1,098.7 | 252.6 | 257.2 | -91.6 | -104.3 |
| Net fee and commission income | 1,054.4 | 1,094.5 | 283.1 | 301.1 | 226.5 | 228.3 | -102.8 | -84.5 |
| Dividend income | 0.4 | 3.6 | 1.0 | 1.6 | 1.5 | 3.0 | 11.7 | 7.6 |
| Net trading result | 118.0 | 112.0 | 70.6 | 95.5 | 60.1 | 19.9 | -206.8 | 117.3 |
| Gains/losses from financial instruments at FVPL | -1.7 | 0.5 | 17.7 | 5.4 | -7.0 | 28.5 | 174.7 | -78.7 |
| Net result from equity method investments | 6.8 | 6.1 | 0.0 | 0.0 | 0.0 | 0.0 | 3.4 | 4.8 |
| Rental income from investment properties & other operating leases | 22.4 | 23.0 | 119.6 | 100.8 | 0.0 | 0.0 | 33.0 | 30.8 |
| General administrative expenses | -2,030.9 | -2,096.2 | -572.3 | -575.3 | -241.3 | -240.2 | -67.8 | -110.9 |
| thereof depreciation and amortization | -213.0 | -273.8 | -72.2 | -70.7 | -15.6 | -14.3 | -11.8 | -12.3 |
| Gains/losses from derecognition of financial assets at AC | 0.0 | -0.3 | 0.0 | -1.1 | 0.0 | 0.0 | -0.1 | 5.6 |
| Other gains/losses from derecognition of financial instruments not at FVPL | 1.1 | 0.0 | 10.0 | 21.3 | 0.0 | 0.0 | -5.8 | -2.3 |
| Impairment result from financial instruments | -24.7 | -74.6 | 59.4 | 32.9 | -0.4 | 5.1 | 12.4 | 13.0 |
| Other operating result | -54.0 | -226.1 | -3.0 | -22.5 | -21.3 | -18.4 | -125.4 | -93.3 |
| Levies on banking activities | -60.4 | -69.2 | -21.5 | -27.6 | -3.6 | -4.1 | -7.2 | -6.4 |
| Pre-tax result from continuing operations | 1,359.3 | 1,132.5 | 1,018.2 | 1,058.4 | 270.7 | 283.4 | -365.1 | -295.0 |
| Taxes on income | -253.7 | -223.3 | -180.0 | -202.5 | -51.5 | -52.8 | 69.9 | 46.8 |
| Net result for the period | 1,105.6 | 909.2 | 838.2 | 855.9 | 219.1 | 230.6 | -295.2 | -248.1 |
| Net result attributable to non-controlling interests | 40.7 | 42.8 | 36.7 | 41.0 | 3.5 | 6.0 | -6.1 | -10.9 |
| Net result attributable to owners of the parent | 1,064.9 | 866.4 | 801.5 | 814.9 | 215.7 | 224.6 | -289.1 | -237.3 |
| Operating income | 3,467.8 | 3,529.7 | 1,524.0 | 1,603.1 | 533.7 | 536.9 | -178.5 | -107.1 |
| Operating expenses | -2,030.9 | -2,096.2 | -572.3 | -575.3 | -241.3 | -240.2 | -67.8 | -110.9 |
| Operating result | 1,436.9 | 1,433.5 | 951.8 | 1,027.8 | 292.4 | 296.7 | -246.3 | -218.0 |
| Risk-weighted assets (credit risk, eop) | 20,199 | 19,053 | 38,702 | 42,693 | 3,985 | 3,321 | 5,298 | 5,739 |
| Average allocated capital | 3,145 | 3,446 | 3,989 | 4,567 | 800 | 958 | 2,773 | 3,037 |
| Cost/income ratio | 58.6% | 59.4% | 37.5% | 35.9% | 45.2% | 44.7% | -38.0% | >100% |
| Return on allocated capital | 35.2% | 26.4% | 21.0% | 18.7% | 27.4% | 24.1% | -10.6% | -8.2% |
| Total assets (eop) | 62,434 | 65,277 | 52,710 | 57,342 | 46,257 | 31,394 | 49,155 | 60,971 |
| Total liabilities excluding equity (eop) | 86,252 | 91,572 | 27,044 | 28,210 | 37,207 | 31,802 | 47,746 | 49,244 |
| Impairments | -35.4 | -74.4 | 57.2 | 20.6 | -0.4 | 5.1 | -46.9 | -4.6 |
| Net impairment loss on financial assets AC | -32.4 | -80.9 | 53.9 | -26.1 | -1.7 | 4.6 | 1.0 | 10.2 |
| Net impairment loss on financial assets FVOCI | 0.0 | -0.1 | -0.9 | -3.6 | 0.0 | 0.0 | 2.2 | -0.2 |
| Net impairment loss on finance lease receivables | -0.2 | -1.7 | 10.4 | 9.2 | 0.0 | 0.0 | 0.1 | 0.3 |
| Net impairment loss on commitments and guarantees given | 7.9 | 8.0 | -4.1 | 53.5 | 1.3 | 0.5 | 9.2 | 2.6 |
| Impairment of goodwill | -2.6 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 2.6 | 0.0 |
| Net impairment on investments in subsidiaries, joint ventures and associates | 0.0 | 0.0 | -0.3 | -1.3 | 0.0 | 0.0 | 0.3 | 1.3 |
| Net impairment on other non-financial assets | -8.1 | 0.2 | -1.9 | -11.0 | 0.0 | 0.0 | -62.2 | -18.8 |

Business segments (2)

| in EUR million | Savings Banks | | Group Corporate Center | | Intragroup Elimination | | Total Group | |
|--|---------------|--------------|------------------------|---------------|------------------------|--------------|----------------|----------------|
| | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 |
| Net interest income | 1,016.4 | 1,052.1 | 77.9 | 70.6 | 27.0 | 82.5 | 4,582.0 | 4,746.8 |
| Net fee and commission income | 459.8 | 490.6 | -12.5 | -1.3 | 0.0 | -28.5 | 1,908.4 | 2,000.1 |
| Dividend income | 8.9 | 6.1 | 5.6 | 6.0 | 0.0 | 0.0 | 29.0 | 27.9 |
| Net trading result | 1.9 | 26.8 | -0.8 | 17.7 | -44.5 | -70.9 | -1.7 | 318.3 |
| Gains/losses from financial instruments at FVPL | -28.9 | 25.2 | 40.7 | -5.5 | 0.0 | 0.0 | 195.4 | -24.5 |
| Net result from equity method investments | 0.0 | 0.0 | 2.9 | 6.2 | 0.0 | 0.0 | 13.1 | 17.1 |
| Rental income from investment properties & other operating leases | 39.4 | 39.3 | 10.4 | -22.9 | -35.4 | -0.9 | 189.4 | 170.1 |
| General administrative expenses | -1,073.3 | -1,120.1 | -980.4 | -1,023.9 | 784.8 | 883.4 | -4,181.1 | -4,283.3 |
| thereof depreciation and amortization | -70.4 | -83.2 | -89.0 | -116.6 | 0.0 | 29.9 | -472.0 | -541.0 |
| Gains/losses from derecognition of financial assets at AC | 1.3 | 2.3 | 0.7 | 0.4 | -1.8 | -6.0 | 0.1 | 0.9 |
| Other gains/losses from derecognition of financial instruments not at FVPL | 0.6 | -0.5 | -0.3 | -1.1 | 0.0 | 6.1 | 5.7 | 23.5 |
| Impairment result from financial instruments | 19.8 | 0.7 | -7.3 | -16.4 | 0.0 | 0.0 | 59.3 | -39.2 |
| Other operating result | -6.4 | 24.5 | 635.6 | 573.3 | -730.1 | -865.6 | -304.5 | -628.2 |
| Levies on banking activities | -4.1 | -4.3 | -15.4 | -16.4 | 0.0 | 0.0 | -112.2 | -128.0 |
| Pre-tax result from continuing operations | 439.4 | 547.1 | -227.5 | -396.8 | 0.0 | 0.0 | 2,495.0 | 2,329.7 |
| Taxes on income | -106.0 | -127.8 | 188.9 | 141.0 | 0.0 | 0.0 | -332.4 | -418.7 |
| Net result for the period | 333.4 | 419.2 | -38.6 | -255.8 | 0.0 | 0.0 | 2,162.5 | 1,911.1 |
| Net result attributable to non-controlling interests | 279.8 | 354.5 | 14.4 | 7.5 | 0.0 | 0.0 | 369.1 | 440.9 |
| Net result attributable to owners of the parent | 53.6 | 64.8 | -53.0 | -263.3 | 0.0 | 0.0 | 1,793.4 | 1,470.1 |
| Operating income | 1,497.4 | 1,640.2 | 124.2 | 70.9 | -52.9 | -17.7 | 6,915.6 | 7,255.9 |
| Operating expenses | -1,073.3 | -1,120.1 | -980.4 | -1,023.9 | 784.8 | 883.4 | -4,181.1 | -4,283.3 |
| Operating result | 424.1 | 520.1 | -856.2 | -953.0 | 731.9 | 865.6 | 2,734.6 | 2,972.7 |
| Risk-weighted assets (credit risk, eop) | 23,334 | 24,670 | 1,691 | 1,417 | 0 | 0 | 93,209 | 96,894 |
| Average allocated capital | 2,741 | 3,218 | 4,685 | 4,561 | 0 | 0 | 18,133 | 19,788 |
| Cost/income ratio | 71.7% | 68.3% | >100% | >100% | >100% | >100% | 60.5% | 59.0% |
| Return on allocated capital | 12.2% | 13.0% | -0.8% | -5.6% | | | 11.9% | 9.7% |
| Total assets (eop) | 63,364 | 67,360 | 5,178 | 4,081 | -42,305 | -40,732 | 236,792 | 245,693 |
| Total liabilities excluding equity (eop) | 58,648 | 62,276 | 3,380 | 2,869 | -42,354 | -40,759 | 217,923 | 225,216 |
| Impairments | 20.2 | 1.8 | -37.0 | -231.3 | 0.0 | 0.0 | -42.3 | -282.8 |
| Net impairment loss on financial assets AC | -8.1 | -12.1 | 25.9 | -8.2 | 0.0 | 0.0 | 38.6 | -112.5 |
| Net impairment loss on financial assets FVOCI | 1.4 | -0.2 | 0.9 | -0.1 | 0.0 | 0.0 | 3.5 | -4.2 |
| Net impairment loss on finance lease receivables | 0.3 | -0.4 | 0.0 | 0.0 | 0.0 | 0.0 | 10.6 | 7.4 |
| Net impairment loss on commitments and guarantees given | 26.3 | 13.4 | -34.1 | -8.1 | 0.0 | 0.0 | 6.6 | 70.0 |
| Impairment of goodwill | 0.0 | 0.0 | 0.0 | -165.0 | 0.0 | 0.0 | 0.0 | -165.0 |
| Net impairment on investments in subsidiaries, joint ventures and associates | 0.0 | 0.3 | 0.0 | -46.1 | 0.0 | 0.0 | 0.0 | -45.8 |
| Net impairment on other non-financial assets | 0.4 | 0.8 | -29.7 | -3.9 | 0.0 | 0.0 | -101.6 | -32.8 |

Geographical segmentation – overview

| | Austria | | Central and Eastern Europe | | Other | | Total Group | |
|--|----------------|----------------|----------------------------|----------------|---------------|---------------|----------------|----------------|
| in EUR million | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 |
| Net interest income | 2,049.6 | 2,101.1 | 2,418.7 | 2,549.7 | 113.7 | 96.0 | 4,582.0 | 4,746.8 |
| Net fee and commission income | 1,070.8 | 1,130.1 | 896.1 | 955.6 | -58.4 | -85.6 | 1,908.4 | 2,000.1 |
| Dividend income | 18.4 | 17.6 | 5.1 | 4.3 | 5.6 | 6.0 | 29.0 | 27.9 |
| Net trading result | -16.8 | -1.5 | 270.8 | 268.9 | -255.6 | 50.9 | -1.7 | 318.3 |
| Gains/losses from financial instruments at FVPL | -25.9 | 69.6 | 10.4 | 8.7 | 210.9 | -102.8 | 195.4 | -24.5 |
| Net result from equity method investments | 0.6 | -0.4 | 9.6 | 11.3 | 2.9 | 6.2 | 13.1 | 17.1 |
| Rental income from investment properties & other operating leases | 137.2 | 131.3 | 45.5 | 50.4 | 6.7 | -11.5 | 189.4 | 170.1 |
| General administrative expenses | -2,121.6 | -2,215.3 | -1,823.2 | -1,900.2 | -236.3 | -167.8 | -4,181.1 | -4,283.3 |
| thereof depreciation and amortization | -151.4 | -177.1 | -231.0 | -276.8 | -89.5 | -87.0 | -472.0 | -541.0 |
| Gains/losses from derecognition of financial assets at AC | 0.9 | 1.2 | 0.6 | 0.0 | -1.4 | -0.3 | 0.1 | 0.9 |
| Other gains/losses from derecognition of financial instruments not at FVPL | 2.1 | -0.9 | 5.6 | -1.4 | -2.0 | 25.8 | 5.7 | 23.5 |
| Impairment result from financial instruments | 121.8 | -12.5 | -55.9 | -11.9 | -6.6 | -14.8 | 59.3 | -39.2 |
| Other operating result | -21.2 | 54.4 | -183.4 | -365.8 | -100.0 | -316.8 | -304.5 | -628.2 |
| Levies on banking activities | -7.6 | -8.0 | -89.2 | -103.6 | -15.4 | -16.4 | -112.2 | -128.0 |
| Pre-tax result from continuing operations | 1,215.7 | 1,274.7 | 1,599.8 | 1,569.5 | -320.6 | -514.5 | 2,495.0 | 2,329.7 |
| Taxes on income | -264.1 | -280.7 | -281.7 | -307.1 | 213.4 | 169.2 | -332.4 | -418.7 |
| Net result for the period | 951.6 | 994.0 | 1,318.1 | 1,262.4 | -107.2 | -345.4 | 2,162.5 | 1,911.1 |
| Net result attributable to non-controlling interests | 306.7 | 387.7 | 47.9 | 45.7 | 14.4 | 7.5 | 369.1 | 440.9 |
| Net result attributable to owners of the parent | 644.9 | 606.3 | 1,270.2 | 1,216.7 | -121.6 | -352.8 | 1,793.4 | 1,470.1 |
| Operating income | 3,233.8 | 3,447.8 | 3,656.1 | 3,848.8 | 25.8 | -40.7 | 6,915.6 | 7,255.9 |
| Operating expenses | -2,121.6 | -2,215.3 | -1,823.2 | -1,900.2 | -236.3 | -167.8 | -4,181.1 | -4,283.3 |
| Operating result | 1,112.2 | 1,232.5 | 1,832.9 | 1,948.6 | -210.5 | -208.4 | 2,734.6 | 2,972.7 |
| Risk-weighted assets (credit risk, eop) | 50,053 | 51,812 | 40,914 | 43,021 | 2,242 | 2,060 | 93,209 | 96,894 |
| Average allocated capital | 6,143 | 7,131 | 6,400 | 7,025 | 5,590 | 5,632 | 18,133 | 19,788 |
| Cost/income ratio | 65.6% | 64.3% | 49.9% | 49.4% | >100% | >100% | 60.5% | 59.0% |
| Return on allocated capital | 15.5% | 13.9% | 20.6% | 18.0% | -1.9% | -6.1% | 11.9% | 9.7% |
| Total assets (eop) | 156,325 | 158,921 | 107,377 | 112,600 | -26,910 | -25,828 | 236,792 | 245,693 |
| Total liabilities excluding equity (eop) | 126,772 | 126,184 | 96,790 | 101,011 | -5,639 | -1,979 | 217,923 | 225,216 |
| Impairments | 105.9 | -12.2 | -111.3 | -38.8 | -37.0 | -231.7 | -42.3 | -282.8 |
| Net impairment loss on financial assets AC | 28.8 | -58.0 | -16.2 | -47.9 | 25.9 | -6.7 | 38.6 | -112.5 |
| Net impairment loss on financial assets FVOCI | 0.6 | -3.7 | 1.9 | -0.1 | 1.0 | -0.3 | 3.5 | -4.2 |
| Net impairment loss on finance lease receivables | 11.2 | 16.5 | -0.5 | -9.0 | -0.1 | 0.0 | 10.6 | 7.4 |
| Net impairment loss on commitments and guarantees given | 81.2 | 32.7 | -41.2 | 45.1 | -33.5 | -7.8 | 6.6 | 70.0 |
| Impairment of goodwill | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | -165.0 | 0.0 | -165.0 |
| Net impairment on investments in subsidiaries, joint ventures and associates | 0.0 | 0.3 | 0.0 | 0.0 | 0.0 | -46.1 | 0.0 | -45.8 |
| Net impairment on other non-financial assets | -15.9 | 0.0 | -55.4 | -27.0 | -30.3 | -5.8 | -101.6 | -32.8 |

Geographical area – Austria

| in EUR million | EBOe & Subsidiaries | | Savings Banks | | Other Austria | | Austria | |
|--|---------------------|--------------|---------------|--------------|---------------|--------------|----------------|----------------|
| | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 |
| Net interest income | 644.3 | 642.1 | 1,016.4 | 1,052.1 | 388.9 | 406.9 | 2,049.6 | 2,101.1 |
| Net fee and commission income | 386.4 | 398.9 | 459.8 | 490.6 | 224.6 | 240.7 | 1,070.8 | 1,130.1 |
| Dividend income | 6.8 | 6.9 | 8.9 | 6.1 | 2.7 | 4.5 | 18.4 | 17.6 |
| Net trading result | 7.3 | 16.9 | 1.9 | 26.8 | -25.9 | -45.2 | -16.8 | -1.5 |
| Gains/losses from financial instruments at FVPL | 3.3 | 12.2 | -28.9 | 25.2 | -0.3 | 32.2 | -25.9 | 69.6 |
| Net result from equity method investments | 1.3 | 1.7 | 0.0 | 0.0 | -0.7 | -2.2 | 0.6 | -0.4 |
| Rental income from investment properties & other operating leases | 38.7 | 39.2 | 39.4 | 39.3 | 59.1 | 52.7 | 137.2 | 131.3 |
| General administrative expenses | -678.9 | -717.1 | -1,073.3 | -1,120.1 | -369.4 | -378.1 | -2,121.6 | -2,215.3 |
| thereof depreciation and amortization | -43.2 | -55.1 | -70.4 | -83.2 | -37.9 | -38.8 | -151.4 | -177.1 |
| Gains/losses from derecognition of financial assets at AC | -0.5 | 0.0 | 1.3 | 2.3 | 0.0 | -1.1 | 0.9 | 1.2 |
| Other gains/losses from derecognition of financial instruments not at FVPL | 1.5 | -0.3 | 0.6 | -0.5 | 0.0 | 0.0 | 2.1 | -0.9 |
| Impairment result from financial instruments | 14.3 | -6.0 | 19.8 | 0.7 | 87.7 | -7.3 | 121.8 | -12.5 |
| Other operating result | -40.6 | -18.6 | -6.4 | 24.5 | 25.9 | 48.5 | -21.2 | 54.4 |
| Levies on banking activities | -3.5 | -3.6 | -4.1 | -4.3 | 0.0 | -0.1 | -7.6 | -8.0 |
| Pre-tax result from continuing operations | 383.8 | 375.9 | 439.4 | 547.1 | 392.5 | 351.7 | 1,215.7 | 1,274.7 |
| Taxes on income | -88.0 | -88.4 | -106.0 | -127.8 | -70.1 | -64.4 | -264.1 | -280.7 |
| Net result for the period | 295.8 | 287.5 | 333.4 | 419.2 | 322.4 | 287.3 | 951.6 | 994.0 |
| Net result attributable to non-controlling interests | 17.6 | 24.3 | 279.8 | 354.5 | 9.3 | 9.0 | 306.7 | 387.7 |
| Net result attributable to owners of the parent | 278.2 | 263.2 | 53.6 | 64.8 | 313.2 | 278.3 | 644.9 | 606.3 |
| Operating income | 1,088.1 | 1,117.9 | 1,497.4 | 1,640.2 | 648.3 | 689.7 | 3,233.8 | 3,447.8 |
| Operating expenses | -678.9 | -717.1 | -1,073.3 | -1,120.1 | -369.4 | -378.1 | -2,121.6 | -2,215.3 |
| Operating result | 409.2 | 400.8 | 424.1 | 520.1 | 278.9 | 311.6 | 1,112.2 | 1,232.5 |
| Risk-weighted assets (credit risk, eop) | 12,162 | 12,536 | 23,334 | 24,670 | 14,557 | 14,607 | 50,053 | 51,812 |
| Average allocated capital | 1,582 | 1,756 | 2,741 | 3,218 | 1,820 | 2,157 | 6,143 | 7,131 |
| Cost/income ratio | 62.4% | 64.1% | 71.7% | 68.3% | 57.0% | 54.8% | 65.6% | 64.3% |
| Return on allocated capital | 18.7% | 16.4% | 12.2% | 13.0% | 17.7% | 13.3% | 15.5% | 13.9% |
| Total assets (eop) | 44,948 | 46,504 | 63,364 | 67,360 | 48,012 | 45,057 | 156,325 | 158,921 |
| Total liabilities excluding equity (eop) | 43,013 | 44,320 | 58,648 | 62,276 | 25,111 | 19,588 | 126,772 | 126,184 |
| Impairments | 14.5 | -7.1 | 20.2 | 1.8 | 71.2 | -6.9 | 105.9 | -12.2 |
| Net impairment loss on financial assets AC | 4.0 | -20.7 | -8.1 | -12.1 | 32.9 | -25.1 | 28.8 | -58.0 |
| Net impairment loss on financial assets FVOCI | 0.0 | 0.0 | 1.4 | -0.2 | -0.8 | -3.5 | 0.6 | -3.7 |
| Net impairment loss on finance lease receivables | -0.6 | 0.5 | 0.3 | -0.4 | 11.5 | 16.3 | 11.2 | 16.5 |
| Net impairment loss on commitments and guarantees given | 10.8 | 14.2 | 26.3 | 13.4 | 44.1 | 5.0 | 81.2 | 32.7 |
| Impairment of goodwill | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Net impairment on investments in subsidiaries, joint ventures and associates | 0.0 | 0.0 | 0.0 | 0.3 | 0.0 | 0.0 | 0.0 | 0.3 |
| Net impairment on other non-financial assets | 0.2 | -1.2 | 0.4 | 0.8 | -16.5 | 0.4 | -15.9 | 0.0 |

Geographical area – Central and Eastern Europe

| in EUR million | Czech Republic | | Slovakia | | Romania | | Hungary | | Croatia | | Serbia | | Central and Eastern Europe | |
|--|----------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|-------------|----------------------------|----------------|
| | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 | 1-12 18 | 1-12 19 |
| Net interest income | 1,062.2 | 1,141.1 | 438.7 | 433.6 | 394.5 | 428.0 | 198.8 | 213.5 | 273.7 | 275.1 | 50.7 | 58.4 | 2,418.7 | 2,549.7 |
| Net fee and commission income | 332.9 | 334.7 | 128.8 | 145.2 | 151.9 | 164.5 | 170.2 | 188.3 | 98.9 | 108.2 | 13.4 | 14.7 | 896.1 | 955.6 |
| Dividend income | 3.0 | 2.5 | 1.0 | 1.0 | 0.8 | 0.5 | 0.1 | 0.1 | 0.1 | 0.2 | 0.0 | 0.0 | 5.1 | 4.3 |
| Net trading result | 83.8 | 104.0 | 9.7 | 20.7 | 92.0 | 71.0 | 50.4 | 36.4 | 29.8 | 31.5 | 5.1 | 5.4 | 270.8 | 268.9 |
| Gains/losses from financial instruments at FVPL | 8.7 | 5.7 | 2.1 | -2.0 | 4.0 | 3.2 | -4.9 | 0.6 | 0.5 | 1.2 | 0.0 | 0.0 | 10.4 | 8.7 |
| Net result from equity method investments | 2.1 | 4.1 | 5.5 | 6.1 | 0.6 | -0.1 | 0.0 | 0.0 | 1.4 | 1.2 | 0.0 | 0.0 | 9.6 | 11.3 |
| Rental income from investment properties & other operating leases | 8.6 | 8.4 | 0.3 | 1.2 | 16.8 | 20.8 | 3.8 | 7.0 | 15.8 | 12.9 | 0.1 | 0.1 | 45.5 | 50.4 |
| General administrative expenses | -714.5 | -753.9 | -279.6 | -288.7 | -354.6 | -359.0 | -212.4 | -216.9 | -212.5 | -223.1 | -49.6 | -58.7 | -1,823.2 | -1,900.2 |
| thereof depreciation and amortization | -78.0 | -101.4 | -42.8 | -46.9 | -42.5 | -51.0 | -34.2 | -39.2 | -30.7 | -33.5 | -2.8 | -4.9 | -231.0 | -276.8 |
| Gains/losses from derecognition of financial assets at AC | 0.6 | 0.3 | 0.0 | 0.1 | 0.0 | -0.1 | 0.0 | 0.0 | 0.0 | -0.1 | 0.0 | -0.2 | 0.6 | 0.0 |
| Other gains/losses from derecognition of financial instruments not at FVPL | 0.3 | -1.1 | -0.1 | -0.5 | 0.5 | -6.2 | 1.1 | 6.0 | 3.7 | 0.2 | 0.1 | 0.1 | 5.6 | -1.4 |
| Impairment result from financial instruments | -11.2 | 6.2 | -23.5 | -42.7 | -26.0 | 13.0 | 36.3 | 18.2 | -33.1 | -5.8 | 1.7 | -0.8 | -55.9 | -11.9 |
| Other operating result | -50.4 | -26.8 | -40.2 | -38.7 | -18.9 | -194.5 | -68.2 | -67.3 | -5.1 | -38.3 | -0.6 | -0.3 | -183.4 | -365.8 |
| Levies on banking activities | 0.0 | 0.0 | -30.3 | -32.5 | 0.0 | -11.0 | -58.9 | -60.2 | 0.0 | 0.0 | 0.0 | 0.0 | -89.2 | -103.6 |
| Pre-tax result from continuing operations | 726.2 | 825.3 | 242.8 | 235.3 | 261.5 | 141.2 | 175.1 | 185.9 | 173.3 | 163.2 | 20.8 | 18.7 | 1,599.8 | 1,569.5 |
| Taxes on income | -144.0 | -158.7 | -53.4 | -47.5 | -41.3 | -56.1 | -8.3 | -12.7 | -33.2 | -30.8 | -1.5 | -1.1 | -281.7 | -307.1 |
| Net result for the period | 582.3 | 666.5 | 189.4 | 187.7 | 220.2 | 85.1 | 166.8 | 173.2 | 140.1 | 132.3 | 19.4 | 17.6 | 1,318.1 | 1,262.4 |
| Net result attributable to non-controlling interests | -0.5 | 0.0 | 0.0 | 0.0 | 0.3 | 0.1 | 0.0 | 0.0 | 44.4 | 42.0 | 3.8 | 3.5 | 47.9 | 45.7 |
| Net result attributable to owners of the parent | 582.8 | 666.5 | 189.4 | 187.7 | 219.9 | 85.0 | 166.8 | 173.2 | 95.7 | 90.3 | 15.5 | 14.0 | 1,270.2 | 1,216.7 |
| Operating income | 1,501.4 | 1,600.5 | 586.1 | 605.7 | 660.6 | 688.0 | 418.4 | 445.8 | 420.3 | 430.3 | 69.3 | 78.5 | 3,656.1 | 3,848.8 |
| Operating expenses | -714.5 | -753.9 | -279.6 | -288.7 | -354.6 | -359.0 | -212.4 | -216.9 | -212.5 | -223.1 | -49.6 | -58.7 | -1,823.2 | -1,900.2 |
| Operating result | 786.9 | 846.6 | 306.6 | 317.0 | 306.0 | 329.0 | 206.0 | 229.0 | 207.8 | 207.2 | 19.7 | 19.9 | 1,832.9 | 1,948.6 |
| Risk-weighted assets (credit risk, eop) | 18,373 | 17,815 | 6,310 | 7,209 | 5,954 | 6,521 | 3,816 | 4,226 | 5,005 | 5,638 | 1,456 | 1,612 | 40,914 | 43,021 |
| Average allocated capital | 2,492 | 2,504 | 914 | 1,066 | 1,266 | 1,452 | 802 | 977 | 734 | 790 | 191 | 237 | 6,400 | 7,025 |
| Cost/income ratio | 47.6% | 47.1% | 47.7% | 47.7% | 53.7% | 52.2% | 50.8% | 48.6% | 50.6% | 51.9% | 71.6% | 74.7% | 49.9% | 49.4% |
| Return on allocated capital | 23.4% | 26.6% | 20.7% | 17.6% | 17.4% | 5.9% | 20.8% | 17.7% | 19.1% | 16.8% | 10.1% | 7.4% | 20.6% | 18.0% |
| Total assets (eop) | 55,455 | 57,412 | 17,435 | 18,614 | 15,340 | 15,673 | 7,987 | 8,932 | 9,378 | 9,905 | 1,782 | 2,064 | 107,377 | 112,600 |
| Total liabilities excluding equity (eop) | 50,685 | 52,004 | 15,930 | 16,999 | 13,546 | 13,902 | 6,872 | 7,715 | 8,179 | 8,601 | 1,580 | 1,790 | 96,790 | 101,011 |
| Impairments | -36.8 | 4.8 | -24.2 | -41.8 | -49.0 | -9.3 | 32.2 | 16.8 | -35.2 | -8.5 | 1.7 | -0.8 | -111.3 | -38.8 |
| Net impairment loss on financial assets AC | 13.9 | -24.4 | -26.0 | -45.1 | -11.2 | 3.6 | 35.1 | 18.8 | -28.7 | -0.1 | 0.7 | -0.7 | -16.2 | -47.9 |
| Net impairment loss on financial assets FVOCI | 2.1 | -0.3 | 0.0 | 0.0 | -0.2 | 0.1 | 0.0 | -0.1 | -0.3 | 0.2 | 0.4 | 0.0 | 1.9 | -0.1 |
| Net impairment loss on finance lease receivables | -1.6 | 0.8 | 0.1 | -3.6 | -0.2 | -3.9 | 0.9 | -2.3 | 0.4 | -0.1 | 0.0 | 0.2 | -0.5 | -9.0 |
| Net impairment loss on commitments and guarantees given | -25.6 | 30.2 | 2.4 | 6.0 | -14.4 | 13.3 | 0.2 | 1.9 | -4.5 | -5.8 | 0.7 | -0.3 | -41.2 | 45.1 |
| Impairment of goodwill | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Net impairment on investments in subsidiaries, joint ventures and associates | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Net impairment on other non-financial assets | -25.6 | -1.4 | -0.7 | 0.9 | -23.0 | -22.4 | -4.1 | -1.4 | -2.0 | -2.6 | 0.0 | 0.0 | -55.4 | -27.0 |

40. Assets and liabilities denominated in foreign currencies and outside Austria and return on assets

Assets and liabilities not denominated in EUR

| in EUR million | Dec 18 | Dec 19 |
|----------------|--------|--------|
| Assets | 83,389 | 86,290 |
| Liabilities | 67,582 | 64,877 |

Assets and liabilities outside Austria

| in EUR million | Dec 18 | Dec 19 |
|----------------|---------|---------|
| Assets | 137,639 | 147,865 |
| Liabilities | 101,897 | 104,816 |

Return on assets (net profit for the year divided by average total assets) was 0.79% at 31 December 2019 (2018: 0.95%).

41. Leases

Leases where the Group is a lessor

Finance leases

Erste Group leases both movable property and real estate to other parties under finance lease arrangements. For finance lease receivables included in this item, the reconciliation of the gross investment in leases to the present value of the minimum lease payments is as follows:

| in EUR million | Dec 18 | Dec 19 |
|--|--------------|--------------|
| Outstanding lease payments | 3,392 | 4,082 |
| Non-guaranteed residual values | 598 | 200 |
| Gross investment | 3,990 | 4,283 |
| Unrealised financial income | 303 | 316 |
| Net investment | 3,688 | 3,967 |
| Present value of non-guaranteed residual values | 563 | 181 |
| Present value of outstanding lease payments | 3,125 | 3,786 |

In 2019, Erste Group reviewed the estimated unguaranteed residual values and reassessed a residual value risk which is taken by the lessee or a third party. As a consequence, the allocated non-guaranteed residual values decreased.

For details related to credit loss allowance of finance lease receivables please refer to Note 21 Finance lease receivables.

Maturity analysis of leases by residual maturities under IFRS 16

| in EUR million | Dec 19 | |
|----------------|------------------|---|
| | Gross investment | Present value of outstanding lease payments |
| < 1 year | 984 | 892 |
| 1-2 years | 859 | 793 |
| 2-3 years | 744 | 683 |
| 3-4 years | 580 | 532 |
| 4-5 years | 393 | 361 |
| > 5 years | 722 | 525 |
| Total | 4,283 | 3,786 |

During 2019, Erste Group recognised interest income on lease receivables in the amount of EUR 118.3 million (2018: EUR 98.3 million). Income from variable lease payments not included in the net investment was recognised in the amount of EUR 0.2 million.

Maturity analysis of leases by residual maturities under IAS 17

| in EUR million | Dec 18 | |
|----------------|------------------|---|
| | Gross investment | Present value of minimum lease payments |
| < 1 year | 852 | 664 |
| 1-5 years | 2,340 | 1,947 |
| > 5 years | 798 | 514 |
| Total | 3,990 | 3,125 |

The total amount of contingent rents from finance leases recognised as income during 2018 was EUR 1.2 million.

Operating leases

Under operating leases, Erste Group leases both real estate and movable property to other parties.

Maturity analysis of lease payments from operating leases under IFRS 16

| in EUR million | Dec 19 |
|----------------|------------|
| < 1 year | 129 |
| 1-2 years | 106 |
| 2-3 years | 93 |
| 3-4 years | 75 |
| 4-5 years | 63 |
| > 5 years | 137 |
| Total | 603 |

During 2019, Erste Group recognised income relating to variable lease payments in the amount of EUR 4.8 million. For information about rental income please refer to Note 6 Rental income from investment properties and other operating leases.

Minimum lease payments from non-cancellable operating leases under IAS 17

| in EUR million | Dec 18 |
|----------------|------------|
| < 1 year | 47 |
| 1-5 years | 160 |
| > 5 years | 54 |
| Total | 261 |

The total amount of contingent rents from operating leases recognised as income during 2018 amounted to EUR 11.4 million.

Leases where the Group is a lessee

Erste Group primarily rents real estate's such as buildings and land for headquarters, branches and parking lots. In addition, movables such as IT equipment and ATMs are rented for business operations. For details related to right of use assets capitalized in balance sheet arising from leases where Erste Group is lessee, please see Note 28 Property, plant and equipment.

Maturity analysis of lease liabilities under IFRS 16 on the basis of undiscounted cash flows

| in EUR million | Dec 19 |
|----------------|------------|
| < 1 year | 85 |
| 1-5 years | 275 |
| > 5 years | 198 |
| Total | 558 |

During 2019, interest expenses on lease liabilities were recognised in the amount of EUR 24.6 million. In addition expenses in the amount of EUR 6.4 million relating to short term leases and expenses amounting to EUR 5.3 million relating to leases of low value items, for which the recognition exemption of IFRS 16 applies, were recognised. Gains arising from sale and leaseback transactions in the amount of EUR 3,5 million were recognised. Total cash outflow for leases in 2019 was EUR 100.0 million.

The Group has commitments for future cash outflows which are not reflected in the measurement of lease liabilities as of 31 December 2019. The Group signed rental agreement during 2019 with commencement date February 2021 and lease term 15 years. The total undiscounted cash flow amounts to EUR 71,0 million (without considering consumer price indexation).

Minimum lease payments from non-cancellable operating leases under IAS 17

| in EUR million | Dec 18 |
|----------------|------------|
| < 1 year | 78 |
| 1-5 years | 202 |
| > 5 years | 92 |
| Total | 372 |

In 2018, lease payments from operating leases recognised as expense in the period amounted to EUR 85.4 million.

42. Related-party transactions and principal shareholders

In addition to principal shareholders, Erste Group also defines as related parties subsidiaries that are not consolidated due to non-materiality and associates that are included in the consolidated financial statements by the equity method. Furthermore, related parties consist of management and supervisory board members of Erste Group Bank AG. Moreover, Erste Group defines close family members of management and supervisory board members of Erste Group Bank AG, as well as companies over which management and supervisory board members of Erste Group Bank AG have significant influence, as other related parties.

Transactions between Erste Group Bank AG and fully consolidated companies are not recognised in the consolidated financial statements as they have been eliminated.

Principal shareholders

As of 31 December 2019, DIE ERSTE oesterreichische Spar-Casse Privatstiftung (ERSTE Foundation), a foundation, holds together with its partners to shareholder agreements approximately 30.39% (2018: 29.99%) of the shares in Erste Group Bank AG and is with 16.46% (2018: 16.21%) main shareholder. The ERSTE Foundation is holding 6.37% (2018: 6.49%) of the shares directly, the indirect participation of the ERSTE Foundation amounts to 10.09% (2018: 9.72%) of the shares held by Sparkassen Beteiligungs GmbH & Co KG, which is an affiliated company of the ERSTE Foundation. 0.93% (2018: 0.78%) are held directly by saving banks foundations acting together with the ERSTE Foundation and affiliated with Erste Group Bank AG through the Haftungsverbund/IPS Fonds. 9.92% (2018: 9.92%) of the subscribed capital is held by the ERSTE Foundation on the basis of a shareholder agreement with CaixaBank S.A. 3.08% (2018: 3.08%) are held by other partners to other shareholder agreements.

In 2019 (for the financial year 2018), ERSTE Foundation received a dividend of EUR 67.5 million (2017: EUR 57.5 million) on its stake in Erste Group Bank AG. The purpose of the ERSTE Foundation, to be achieved notably by way of the participating interest in Erste Group Bank AG, is to support social, scientific, cultural and charitable institutions as well as to generally promote the guiding principles of the savings bank philosophy. As of 31 December 2019, Mario Catasta (chairman), Boris Marte (vice chairman) and Franz Portisch were members of ERSTE Foundation's management board. The supervisory board of ERSTE Foundation had eight members at the end of 2019, two of whom are also members of the supervisory board of Erste Group Bank AG.

Under article 15.1 of the articles of association, for the duration of its assumption of liability for all current and future debts in the event of default on payment by the company, the ERSTE Foundation is entitled, pursuant to Section 92 (9) of the Austrian Banking Act, to delegate up to one-third of the supervisory board members to be elected at the Annual General Meeting. Until now, the ERSTE Foundation has not exercised this right.

As of 31 December 2019, Erste Group had in relation to the ERSTE Foundation accounts payable of EUR 8.2 million (2018: EUR 25.4 million). In addition, ERSTE Foundation held bonds issued by Erste Group Bank AG in the amount of EUR 7.3 million (2018: EUR 9.7 million). The above-mentioned transactions resulted in interest expenses of EUR 0.3 million (2018: EUR 0.3 million).

As of 31 December 2019 CaixaBank S.A. with headquarters in Valencia, Spain held a total of 42,634,248 (2018: 42,634,248) Erste Group Bank AG shares, equivalent to 9.92% (2018: 9.92%) of the share capital of Erste Group Bank AG. One seat, for which CaixaBank S.A. has a nomination right according to the shareholders agreement, is occupied by Jordi Gual Sole (chairman of the board of CaixaBank S.A.), since the annual general meeting from 2017. The second seat for which CaixaBank S.A. has a nomination right according to the shareholders agreement is occupied by Matthias Bulach (member of the management board of CaixaBank S.A.) since the annual general meeting from 2019.

In addition, the shareholders' agreement between CaixaBank S.A. and the ERSTE Foundation which had been in effect since 2009, was renewed on 15 December 2014 (Preferred Partnership Agreement). On the basis of this agreement, CaixaBank S.A. joined the ranks of the core shareholders, which include ERSTE Foundation as well as the savings banks, their foundations as well as Wiener Städtische Wechselseitige Versicherungsverein – Vermögensverwaltung – Vienna Insurance Group. As member of this syndicate, CaixaBank S.A. will abide by the recommendations of the ERSTE Foundation when electing new supervisory board members. Moreover CaixaBank S.A. gets the right to nominate a second member of the supervisory board.

In 2019 (for the financial year 2018), CaixaBank S.A. received a dividend of EUR 59.7 million (2017: EUR 51.2 million) based on its stake in Erste Group Bank AG.

Balances and off-balance exposures with related parties

| in EUR million | Dec 18 | | | Dec 19 | | |
|---|------------------------------------|------------------------|----------------|------------------------------------|------------------------|----------------|
| | Subsidiaries - not consolidated | Associated entities | Joint ventures | Subsidiaries - not consolidated | Associated entities | Joint ventures |
| Selected financial assets | 88 | 521 | 184 | 143 | 555 | 209 |
| Equity instruments | 3 | 45 | 0 | 97 | 74 | 11 |
| Debt securities | 5 | 15 | 0 | 0 | 6 | 0 |
| Loans and advances | 79 | 461 | 184 | 45 | 474 | 198 |
| Loans and advances credit institutions | 0 | 22 | 0 | 0 | 1 | 0 |
| Loans and advances customers | 79 | 439 | 184 | 45 | 473 | 198 |
| of which impaired | 14 | 0 | 0 | 1 | 0 | 0 |
| Selected financial liabilities | 53 | 109 | 13 | 28 | 119 | 10 |
| Deposits | 53 | 109 | 13 | 28 | 119 | 10 |
| Deposits from banks | 0 | 7 | 0 | 0 | 10 | 0 |
| Deposits from customers | 53 | 102 | 12 | 28 | 109 | 10 |
| Loan commitments, financial guarantees and other commitments given (notional amount) | 16 | 155 | 98 | 20 | 190 | 51 |
| of which defaulted | 2 | 0 | 0 | 1 | 0 | 0 |
| Loan commitments, financial guarantees and other commitments received (notional amount) | 1 | 0 | 0 | 0 | 0 | 0 |
| Derivatives (notional amount) | 0 | 53 | 0 | 0 | 0 | 0 |
| Credit loss allowances and provisions | 7 | 0 | 0 | 13 | 0 | 0 |

Expenses/Income generated by transactions with related parties

| in EUR million | 1-12 18 | | | 1-12 19 | | |
|---|------------------------------------|------------------------|----------------|------------------------------------|------------------------|----------------|
| | Subsidiaries - not consolidated | Associated entities | Joint ventures | Subsidiaries - not consolidated | Associated entities | Joint ventures |
| Interest income | 1 | 6 | 3 | 1 | 7 | 3 |
| Fee and commission income | 0 | 1 | 0 | 0 | 1 | 1 |
| Dividend income | 1 | 6 | 3 | 3 | 6 | 1 |
| Rental income from operating leasing | 0 | 0 | 0 | 0 | 0 | 0 |
| Interest expenses | 0 | -1 | 0 | 0 | 0 | 0 |
| Fee and commission expenses | -1 | -2 | 0 | -1 | -2 | 0 |
| Expenses from impairment of financial instruments | 0 | -1 | 0 | -15 | 0 | 0 |
| Income from impairment of financial instruments | 2 | 0 | 0 | 0 | 0 | 0 |

Transactions with related parties are done at arm's length.

Remuneration of management and supervisory board members

The remuneration paid to the management board in 2019 is as follows:

Fixed salaries

| in EUR thousand | 1-12 18 | 1-12 19 |
|--|--------------|--------------|
| Bleier Ingo (since 1 July 2019) | 0 | 350 |
| Bosek Peter | 700 | 700 |
| Brávek Petr | 700 | 700 |
| Cernko Willibald (until 30 June 2019) | 700 | 350 |
| Dörfler Stefan (since 1 July 2019) | 0 | 350 |
| Habeler-Drabek Alexandra (since 1 July 2019) | 0 | 350 |
| Mittendorfer Gernot (until 30 June 2019) | 700 | 350 |
| Síkela Jozef (until 30 June 2019) | 700 | 350 |
| Spalt Bernhard (from 1 July 2019 Deputy CEO) | 0 | 350 |
| Treichl Andreas (CEO) | 1,475 | 1,475 |
| Total | 4,975 | 5,325 |

In addition to his role as board member in the Holding, Peter Bosek assumed the position as CEO of Erste Bank Oesterreich as of 1 July 2019. A portion of his remuneration is charged out to this entity.

Since the financial year 2010, the variable part of the management board's remuneration, including both cash payments and share-equivalents, is distributed over five years in accordance with legal requirements and is paid out only under certain conditions. Share-equivalents are not exchange-traded shares but phantom shares that are paid out in cash after a one-year vesting period based on defined criteria.

In 2019, performance-linked remuneration and share-equivalents were paid out or vested for the financial year 2018 and for previous financial years.

Performance-linked remuneration

| | 1-12 18 | | | | 1-12 19 | | | |
|--|---|-------------------|---|-------------------|---|-------------------|---|-------------------|
| | Upfront bonus for performance period 2017 | | Deferred bonus for previous performance periods | | Upfront bonus for performance period 2018 | | Deferred bonus for previous performance periods | |
| | cash | share-equivalents | cash | share-equivalents | cash | share-equivalents | cash | share-equivalents |
| | in EUR tsd | in units | in EUR tsd | in units | in EUR tsd | in units | in EUR tsd | in units |
| Bleier Ingo (since 1 July 2019) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bosek Peter | 128 | 4,853 | 84 | 3,387 | 161 | 4,446 | 132 | 4,843 |
| Brávek Petr | 158 | 4,853 | 84 | 3,387 | 164 | 4,446 | 132 | 4,843 |
| Cernko Willibald (until 30 June 2019) | 160 | 4,853 | 0 | 0 | 164 | 4,446 | 48 | 1,456 |
| Dörfler Stefan (since 1 July 2019) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Habeler-Drabek Alexandra (since 1 July 2019) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mittendorfer Gernot (until 30 June 2019) | 160 | 4,853 | 110 | 4,762 | 164 | 4,446 | 141 | 5,213 |
| Síkela Jozef (until 30 June 2019) | 135 | 4,853 | 84 | 3,387 | 139 | 4,446 | 132 | 4,843 |
| Spalt Bernhard (from 1 July 2019 Deputy CEO) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Treichl Andreas (CEO) | 317 | 10,738 | 277 | 12,245 | 365 | 10,845 | 326 | 12,146 |
| Total | 1,058 | 35,003 | 639 | 27,168 | 1,157 | 33,075 | 911 | 33,344 |

The share-equivalents were firmly promised due to the performance of the previous year. Pay-outs will be made in the year 2019 after the one-year vesting period. The valuation is based on the average weighted daily share price of Erste Group Bank AG of the year 2019 in the amount of EUR 32.08 (2018: EUR 36.88) per share.

Erste Group offers to its board members the bonus program in each year. It relates to the services rendered by the board members in that year (further 'performance period'). The actual bonus payments are divided into an upfront tranche in the following year and five deferred tranches in the subsequent years. The decision to pay out the upfront and the deferred tranches to board members in a given year depends on the results and the capital ratios of Erste Group Bank AG (further 'performance conditions') in the performance period. This decision is taken by a remuneration committee (further 'the Committee'). If in a specific year the Committee decides that the performance conditions in the performance period have not been fulfilled the first and the deferred tranches for the current year are cancelled. Also, the deferred tranches related to previous service periods may be cancelled.

The total amount of the bonus related to a particular service year is decided by the Committee in April of the following year. This decision also means that the upfront tranche will be paid out. The upfront tranche, depending on the bonus amount granted to a board member, accounts for 40% or 60% of the total volume. The remaining part is split into 5 deferred tranches, each covering 8% or 12%. The payout decision for the first deferred tranche is taken in April two years after the performance period and it depends on the performance in the previous year (i.e. one year after the performance period). The same logic applies to the remaining deferred tranches. Both the upfront tranche and the deferred tranches are split into two equal parts. 50% of the bonuses are paid out in cash in May after the bonus payout decision is taken by the Committee in a specific year (the 'cash part'). 50% of the bonuses are paid with one year delay after the payout decision and they depend on the changes in the average Erste Group Bank, AG share price between the year in which the payout decision of the tranche is taken and the performance period (the 'share-equivalents part'). E.g. if the second deferred tranche is 10,000 share equivalents (the number of the share equivalents is determined based on the average share price in the performance period) then the actual amount of cash paid would be 10,000 times the average price of the shares in the year the payout decision is taken (e.g. share price of EUR 30 would result in EUR 300,000 cash amount). The cash amount is paid out in the next year.

The share equivalent part meets the definition of the cash-settled share based payment in IFRS 2. Under the standard an entity shall recognise an expense and a liability in a cash-settled share-based payment transaction services are received. With the deferred tranches the bank remunerates sustainable decisions taken by the board member in the performance period that impact the later business years. Thus the bank receives the full service that is compensated with the upfront and the deferred tranches and recognises the full bonus in the performance period as a liability in the estimated amount which will be decided by the Committee in April of the following year. After the performance period the liability is measured by using the average stock price of the performance year.

The cash part of the bonuses meets the definition of other long-term employee benefits in IAS 19. Under the standard the current service cost is attributed to the periods in which the obligation to provide benefits arises which is the period in which services are rendered by the employees, i.e. the performance period. As for the share-payment part, the full amount of bonus is recognised in the performance period in the estimated amount. The amount of the liability is fixed in the next year. If the effect is significant, the liability is measured at present value discounted at a market yield of high quality corporate bonds.

The outstanding amount of liability related to the performance period 2018 and unpaid deferred tranches from the previous years was EUR 33.8 million (2018: EUR 38.8 million) for the share-equivalents part (IFRS 2). For the performance period 2019 there is no IFRS 2 liability assigned to the share-equivalents part as the decision about the payment and the amount will be taken by the Committee in April 2020. A provision is recognised instead.

Other remuneration

| in EUR thousand | 1-12 18 | 1-12 19 |
|--|--------------|--------------|
| Bleier Ingo (since 1 July 2019) | 0 | 64 |
| Bosek Peter | 138 | 140 |
| Brávek Petr | 139 | 371 |
| Cernko Willibald (until 30 June 2019) | 134 | 72 |
| Dörfler Stefan (since 1 July 2019) | 0 | 65 |
| Habeler-Drabek Alexandra (since 1 July 2019) | 0 | 65 |
| Mittendorfer Gernot (until 30 June 2019) | 140 | 76 |
| Síkela Jozef (until 30 June 2019) | 138 | 75 |
| Spalt Bernhard (from 1 July 2019 Deputy CEO) | 0 | 65 |
| Treichl Andreas (CEO) | 644 | 644 |
| Total | 1,333 | 1,637 |

The item 'other remuneration' comprises pension fund contributions, contributions to employee provision funds (for new-type severance payments) and remuneration in kind.

The members of the management board of Erste Group were granted a remuneration of 0.4% (2018: 0.4%) of the total personnel expenses for their activities in the financial year 2019.

In 2019 EUR 1,941,320.82 (2018: EUR 1,081,648.86) was paid in cash and EUR 4,862 (2018: EUR 8,392) share-equivalents were assigned to former board members and their dependents.

Principles governing the pension scheme for management board members. Members of the management board participate in the defined contribution pension plan of Erste Group on the basis of the same principles as employees. For one member of the management board, compensatory payments have to be made to the pension fund in case the management board member's tenure ends before he reaches the age of 65 by no fault of the member.

Principles governing vested benefits and entitlements of management board members in case of termination of the position. Regarding vested benefits and entitlements of management board members in the event of termination of their position, the standard legal severance benefit provisions of section 23 of the Austrian Salaried Employees Act (Angestelltengesetz) still apply to one member of the management board. All other members of the management board are not entitled to receive any severance benefits.

The remuneration granted to the management board members complies with the banking rules on management remuneration.

Breakdown of supervisory board remuneration

| in EUR thousand | 1-12 18 | 1-12 19 |
|--------------------------------|--------------|--------------|
| Supervisory board compensation | 860 | 840 |
| Meeting fees | 240 | 235 |
| Total | 1,100 | 1,075 |

The members of the supervisory board of Erste Group Bank AG were granted a total remuneration of EUR 1,075 thousand (2018: EUR 1,100 thousand) for their activities in the financial year 2018. The following members of the supervisory board received the following remuneration for their board function in fully consolidated subsidiaries of Erste Group Bank AG: Friedrich Rödler EUR 106,000.00, Jan Homan EUR 17,300.00, Gunter Griss EUR 24,000.00, Maximilian Hardegg EUR 63,490.00, Elisabeth Krainer Senger-Weiss EUR 55,000.00, Brian D. O'Neill EUR 50,000.00 und John James Stack EUR 98,324.00.

Pursuant to the decision at the Annual General Meeting of 15 May 2019, the supervisory board adopted in its meeting immediately held after the end of the Annual General Meeting the following remuneration structure for the financial year 2019 and the following years:

| in EUR | Number | Allowance per person | Total allowance |
|----------------------|-----------|----------------------|-----------------|
| Chairperson | 1 | 150,000 | 150,000 |
| 1st Vice Chairperson | 1 | 90,000 | 90,000 |
| 2nd Vice Chairperson | 1 | 80,000 | 80,000 |
| Members | 10 | 60,000 | 600,000 |
| Total | 13 | | 920,000 |

Furthermore the chairmen of the risk committee, the audit committee and the IT committee are granted an additional yearly remuneration of EUR 10,000 for each person, the chairmen of the remuneration committee and the nomination committee of EUR 5,000 for each person.

The supervisory board consists of at least three and a maximum of fourteen members elected by the Annual General Meeting. Unless the Annual General Meeting has determined a shorter term of office for individual, several or all supervisory board members on the occasion of their appointment, the term of office of the members of the supervisory board ends at the close of the Annual General Meeting that

resolves on the approvals of their actions for the fourth business year following their election; re-election is permitted. In addition, membership of the supervisory board ceases upon death, revocation, resignation or in the event of an impediment defined in the Articles of Association. Revocation requires a majority of three quarter of valid votes cast and a majority of three quarters of the registered capital represented at the time of the resolution.

Banking transactions with key management employees and persons and companies related to key management employees

As of the end of 2019, loans and advances granted to members of the management board and supervisory board totalled EUR 2,674 thousand (2018: EUR 3,348 thousand). Deposits of members of the management board and supervisory board at Erste Group amounted to EUR 10,596 thousand (2018: EUR 3,971 thousand) in total. Members of the management and supervisory board held bonds issued by Erste Group in the amount of EUR 253 thousand (2018: EUR 332 thousand). Loan commitments and financial guarantees, issued in favour of members of the management and supervisory board totalled EUR 4,136 thousand (2018: EUR 3,819 thousand) as of the end of 2019. From banking transactions with members of the management board and supervisory board Erste Group received interest income and fee income of EUR 23 thousand (2018: EUR 37 thousand) in total, and paid interest expense of EUR 7 thousand (2018: EUR 4 thousand).

Loans and advances to close family members of key management employees and companies over which key management employees have control or significant influence (hereinafter referred to 'other related parties') totalled EUR 34,639 thousand (2018: EUR 7,671 thousand) as of 31 December 2019. As of the end of 2019, deposits of other related parties at Erste Group amounted to EUR 38,641 thousand (2018: EUR 4,463 thousand) in total. As of 31 December 2019 other related parties held bonds issued by companies of Erste Group in the total amount of EUR 12,060 thousand (2018: EUR 11,090 thousand). Loan commitments and financial guarantees, issued in favour of other related parties totalled EUR 1,782 thousand (2018: EUR 287 thousand) as of the end of 2019. From banking transactions with other related parties Erste Group received interest income and fee income of EUR 1,005 thousand (2018: EUR 1,383 thousand) in total, and paid interest and fee expenses of EUR 15 thousand (2018: EUR 642 thousand).

The applicable interest rates and other terms (maturity dates and collateral) represent market conditions.

43. Collaterals

Carring amount of financial assets pledged as collaterals

| in EUR million | Dec 18 | Dec 19 |
|--------------------------------------|---------------|---------------|
| Financial assets at AC | 18,278 | 24,390 |
| Trading assets | 186 | 430 |
| Non-trading financial assets at FVPL | 121 | 97 |
| Financial assets at FVOCI | 562 | 862 |
| Total | 19,147 | 25,780 |

The financial assets pledged as collateral consist of loans and advances to customers, bonds and other interest-bearing securities. Collaterals were pledged as a result of repurchase transactions, refinancing transactions with the respective National Bank, loans backing issued mortgage bonds and other collateral arrangements.

The fair value of collateral received which may be repledged or resold even without the collateral provider's default was EUR 23,776.3 million (2018: EUR 18,726.0 million). Collateral with fair value of EUR 1.654.5 million (2018: EUR 1,511.0 million) was resold. Collateral with fair value of EUR 400.6 million (2018: EUR 563.9 million) was repledged. The bank is obliged to return the resold and repledged collateral.

44. Transfers of financial assets – repurchase transactions and securities lending

| in EUR million | Dec 18 | | Dec 19 | |
|--------------------------------------|---------------------------------------|---|---------------------------------------|---|
| | Carrying amount of transferred assets | Carrying amount of associated liabilities | Carrying amount of transferred assets | Carrying amount of associated liabilities |
| Repurchase agreements | 931 | 890 | 1,703 | 1,645 |
| Financial assets at AC | 634 | 612 | 741 | 717 |
| Trading assets | 85 | 71 | 383 | 381 |
| Non-trading financial assets at FVPL | 0 | 0 | 2 | 2 |
| Financial assets at FVOCI | 212 | 207 | 578 | 545 |
| Securities lendings | 441 | 168 | 1,510 | 0 |
| Financial assets at AC | 325 | 168 | 1,401 | 0 |
| Trading assets | 78 | 0 | 47 | 0 |
| Non-trading financial assets at FVPL | 37 | 0 | 37 | 0 |
| Financial assets at FVOCI | 0 | 0 | 26 | 0 |
| Total | 1,372 | 1,058 | 3,214 | 1,645 |

The transferred financial instruments consist of bonds and other interest-bearing securities. The total amount of transferred financial assets represent the carrying amount of financial assets in the respective balance sheet positions for which the transferee has a right to sell or repledge. The associated liabilities from repo transaction, which are measured at amortised cost, represent an obligation to repay the borrowed funds.

The following table shows fair values of the transferred assets and associated liabilities for repo transactions with an existing recourse right only on the transferred assets:

| in EUR million | Dec 18 | | | Dec 19 | | |
|--------------------------------------|----------------------------------|--------------------------------------|--------------|----------------------------------|--------------------------------------|--------------|
| | Fair value of transferred assets | Fair value of associated liabilities | Net position | Fair value of transferred assets | Fair value of associated liabilities | Net position |
| Financial assets at AC | 646 | 612 | 34 | 791 | 718 | 73 |
| Trading assets | 85 | 71 | 14 | 383 | 381 | 2 |
| Non-trading financial assets at FVPL | 0 | 0 | 0 | 2 | 2 | 0 |
| Financial assets at FVOCI | 212 | 207 | 5 | 578 | 545 | 32 |
| Total | 943 | 890 | 53 | 1,753 | 1,646 | 107 |

45. Offsetting of financial instruments

The following table shows netting effects on the balance sheet of Erste Group as well as the impacts of offsetting financial instruments which are subject to offsetting agreements.

Financial assets subject to offsetting and potential offsetting agreements

| in EUR million | Financial assets (gross) | Amounts offset (gross) | Financial assets in balance sheet (net) | Potential effects of netting agreements not qualifying for balance sheet offsetting | | | Net amount after potential offsetting |
|-------------------------------|--------------------------|------------------------|---|---|--------------------------|-------------------------------------|---------------------------------------|
| | | | | Financial instruments | Cash collateral received | Other financial collateral received | |
| Derivatives | 4,902 | 1,967 | 2,936 | 1,520 | 849 | 0 | 567 |
| Reverse repurchase agreements | 20,778 | 0 | 20,778 | 0 | 7 | 20,604 | 167 |
| Total | 25,680 | 1,967 | 23,713 | 1,520 | 856 | 20,604 | 734 |

Financial liabilities subject to offsetting and potential offsetting agreements

| in EUR million | Financial liabilities (gross) | Amounts offset (gross) | Financial liabilities in balance sheet (net) | Potential effects of netting agreements not qualifying for balance sheet offsetting | | | Net amount after potential offsetting |
|-----------------------|-------------------------------|------------------------|--|---|-------------------------|------------------------------------|---------------------------------------|
| | | | | Financial instruments | Cash collateral pledged | Other financial collateral pledged | |
| Derivatives | 4,022 | 1,748 | 2,275 | 1,520 | 270 | 5 | 479 |
| Repurchase agreements | 3,082 | 0 | 3,082 | 0 | 14 | 2,859 | 209 |
| Total | 7,104 | 1,748 | 5,357 | 1,520 | 284 | 2,865 | 688 |

Financial assets subject to offsetting and potential offsetting agreements

| in EUR million | Financial assets (gross) | Amounts offset (gross) | Financial assets in balance sheet (net) | Potential effects of netting agreements not qualifying for balance sheet offsetting | | | Net amount after potential offsetting |
|-------------------------------|--------------------------|------------------------|---|---|--------------------------|-------------------------------------|---------------------------------------|
| | | | | Financial instruments | Cash collateral received | Other financial collateral received | |
| Derivatives | 4,612 | 1,442 | 3,170 | 1,627 | 1,133 | 0 | 409 |
| Reverse repurchase agreements | 16,621 | 0 | 16,621 | 0 | 29 | 16,495 | 97 |
| Total | 21,232 | 1,442 | 19,790 | 1,627 | 1,163 | 16,495 | 506 |

Financial liabilities subject to offsetting and potential offsetting agreements

| in EUR million | Financial liabilities (gross) | Amounts offset (gross) | Financial liabilities in balance sheet (net) | Potential effects of netting agreements not qualifying for balance sheet offsetting | | | Net amount after potential offsetting |
|-----------------------|-------------------------------|------------------------|--|---|-------------------------|------------------------------------|---------------------------------------|
| | | | | Financial instruments | Cash collateral pledged | Other financial collateral pledged | |
| Derivatives | 3,568 | 1,291 | 2,277 | 1,627 | 265 | 3 | 382 |
| Repurchase agreements | 2,875 | 0 | 2,875 | 0 | 4 | 2,846 | 26 |
| Total | 6,444 | 1,291 | 5,153 | 1,627 | 269 | 2,849 | 407 |

Erste Group undertakes a part of interest rate derivative and credit derivative transactions via Clearing Houses. These derivatives and related variation margin balances fulfil the requirements for balance sheet offsetting in accordance with the criteria described in chapter 'B. Significant accounting policies'. The impact of offsetting is shown in the column 'Amounts offset (gross)'. The net position between the offset derivative amounts EUR 219 million (2018: EUR 151 million) is further offset with variation margin balances presented under balance

sheet items 'Cash and cash balances' in amount EUR 58 million (2018: EUR 38 million) and 'Financial liabilities measured at amortised cost', sub-item 'Deposits from banks' in amount of EUR 277 million (2018: EUR 189 million).

Erste Group employs repurchase agreements and master netting agreements as a means of reducing credit risk of derivative and financing transactions. They qualify as potential offsetting agreements. Master netting agreements are relevant for counterparties with multiple derivative contracts. They provide for the net settlement of all the contracts in the event of default of any counterparty. For derivatives transactions the values of assets and liabilities that would be set off as a result of master netting agreements are presented in the column 'Financial instruments'. If the net position is further secured by cash collateral or other financial collaterals the effects are disclosed in columns 'Cash collateral received / pledged' and 'Other financial collateral received / pledged' respectively.

Repurchase agreements are primarily financing transactions. They are structured as a sale and subsequent repurchase of securities at a pre-agreed price and time. This ensures that the securities remain in the hands of the lender as collateral in case the borrower defaults on fulfilling any of its obligations. Offsetting effects from repurchase agreements are disclosed in the column 'Other financial collateral received / pledged' respectively. Collateral is presented at the fair value of the transferred securities. However, if the fair value of collateral exceeds the carrying amount of the receivable/liability from the repo transaction the value is capped at the level of the carrying amount. Remaining position may be secured by cash collateral. Cash and other financial collateral involved in these transactions is restricted from being used it by the transferor during the time of the pledge.

46. Risk management

Risk policy and strategy

A core function of a bank is taking risks in a conscious and selective manner and professionally steering those risks. Adequate risk policy and risk strategy is essential to a bank's fundamental financial health and operational business success.

Erste Group has developed a risk management framework that is forward-looking and tailored to its business and risk profile. This framework is based on a clear risk strategy that sets out general principles according to which risk taking must be performed across the group. The risk strategy is consistent with the business strategy and incorporates the expected impact of external environment on the planned business and risk development.

The risk strategy describes the current risk profile, defines risk management principles, strategic goals and initiatives for the main risk types as well as sets strategic limits for the significant financial and non-financial risk types as defined in the Risk Materiality Assessment. The risk strategy is executed within a clear defined governance structure. This structure also applies to monitoring risk appetite, additional metrics, as well as to the escalation of limit breaches.

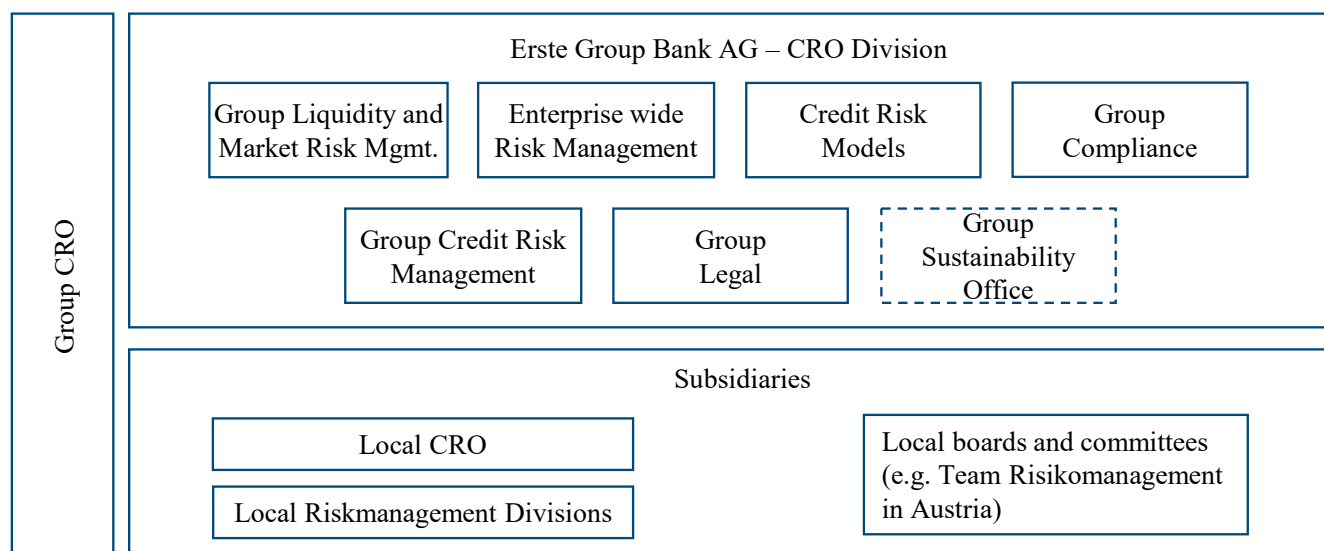
In 2019, management has continued to steer credit portfolios, including active management of non-performing exposures to further strengthen the risk profile (e.g. enhanced workout measures, monitoring and reporting of long-term operational plans for legacy stock of non-performing loans and inflow of new non-performing loans etc.). This has been demonstrated in particular by the continuous improvement of credit quality and the ongoing decrease of non-performing loans and low risk costs.

Erste Group Bank AG uses the Internet as the medium for publishing its disclosures under Article 434 of the Regulation (EU) No. 575/2013 on prudential requirements for credit institutions and investment firms (Capital Requirements Regulation - CRR) and Regulation (EU) No. 876/2019 amending Regulation (EU) No. 575/2013. Details are available on the website of Erste Group at www.erstegroup.com/ir. Relevant disclosures are included in the annual report in the section 'Reports' or published as separate documents in the section 'Regulatory disclosure'.

Risk management organisation

Risk monitoring and control is achieved through a clear organisational structure with defined roles and responsibilities, delegated authorities and risk limits.

The following chart presents an overview of Erste Group's risk management organisation:



In 2019, it was decided to adjust the Group CRO area's structure. The changes addressed the following:

- the division Group Non Financial Risk with the related Operational Risk tasks were integrated into Enterprise wide Risk Management;
- the staff unit 'Executive Divisional Director Strategic Risk' was dissolved.

Risk management structure

The management board and in particular Erste Group's Chief Risk Officer (Group CRO) perform the oversight function within Erste Group's risk management structure. Risk control and risk steering within Erste Group are performed based on the business strategy and risk appetite approved by the management board. The Group CRO, working together with the chief risk officers of the subsidiaries, is responsible for the implementation and adherence to the risk control and risk management strategies across all risk types and business lines.

The management board and, in particular, the Group CRO ensure the availability of appropriate infrastructure and staff as well as methods, standards and processes to that effect; the actual identification, measurement, assessment, approval, monitoring, steering and limit setting for the relevant risks are performed on the operating entity level within Erste Group.

At group level, the management board is supported by several divisions established to perform operating risk control functions and exercise strategic risk management responsibilities. The following risk management functions report directly to the Group CRO:

- _ Group Liquidity and Market Risk Management;
- _ Enterprise wide Risk Management;
- _ Credit Risk Models;
- _ Group Compliance;
- _ Group Credit Risk Management;
- _ Group Legal;
- _ Group Sustainability Office;
- _ Local Chief Risk Officers.

Group Liquidity and Market Risk Management

The division Group Liquidity and Market Risk Management (GLMRM) comprises all market and liquidity risk functions in Erste Group. This division is responsible for steering, measuring, and controlling liquidity and market risk of Erste Group. It covers both banking book and trading book and comprises the departments Banking Book Risk Management, Trading Book Risk Management, Market and Liquidity Risk Methods and Models and Market and Liquidity Risk Model Validation.

Banking Book Risk Management is responsible for the group-wide governance of market and liquidity risk of the banking book. This includes the identification, measurement and controlling of market and liquidity risk. Furthermore, the department is responsible for setting, controlling, and monitoring group-wide liquidity and market risk limits in the banking book and respective limit escalation procedures.

Trading Book Risk Management is responsible for the group-wide governance of market risk of the trading book. It acts independently of the trading units and takes responsibility for identifying, measuring, and monitoring all market risks arising from capital market business. The scope of this department also comprises setting, controlling, and monitoring of group-wide market risk limits in the trading book and respective limit escalation procedures.

Market and Liquidity Risk Methods and Models covers the development of risk models related to Pillar 1 (i.e. the calculation of the regulatory capital requirements for market risk in the trading book) and Pillar 2 capital requirements as well as valuation and various internal steering purposes.

Market and Liquidity Risk Model Validation is responsible for the independent review and validation of market and liquidity risk related methods and models for Pillar 1 and Pillar 2 purposes. Furthermore, the validation unit is responsible for the verification of the valuation models. The review of the implementation of the developed methods and models in the respective systems is also covered by the validation unit.

Enterprise wide Risk Management

Enterprise wide Risk Management (ERM) focuses on holistic risk management and ensures comprehensive cross-risk group-wide risk portfolio steering, monitoring, analysis, and reporting. ERM drives key strategic initiatives to establish greater cohesion between risk strategy (including risk appetite and limit steering) and operational execution. Furthermore, ERM works together with all risk functions and key divisions to strengthen oversight group-wide risk to cover capital, credit, liquidity, market, operational, and business risk. The Enterprise wide Risk Management division consists of the departments Credit RWA Management and Stresstesting, Group ICAAP, Group Risk Reporting, Planning & Risk Cost Management and Group Operational & Non-Financial Risk.

The Credit RWA Management and Stresstesting department is responsible for the group-wide management and steering of risk-weighted assets for credit risk (credit RWA) according to the Basel framework as well as for conducting both internal and regulatory stress testing and maintaining the Group's stress testing framework. In terms of RWA the department is responsible for the methodology and infrastructure of the credit RWA calculation as well as the implementation of changes in the regulatory framework. In stress testing the department oversees the design, governance, organisation and implementation of the macro stress testing processes as well as the credit risk calculation. Further, the credit risk simulation tools are used to provide estimated impacts resulting from planned changes in the RWA calculation. In addition, the department is responsible for the design and governance of risk concentration analyses and forward-looking information (FLI).

The department Group ICAAP covers ICAAP methods, limit steering, as well as the Group's recovery and resolution planning activities. The department supports the management in ensuring adequate capital capacity that reflects the nature and magnitude of the Group's risk portfolio. The mission is to maintain and further enhance a robust enterprise-wide risk management framework as well as to compile the operational components of the Group's risk strategy. Furthermore, the department is responsible for the annual update of the recovery plan of Erste Group and coordinates the departments involved in such update. It also supports local entities in recovery planning and aligns local recovery plans with the group recovery plan. Moreover, it provides information required for the resolution plan to the resolution authorities.

Group Risk Reporting, Planning & Risk Cost Management is in charge of data extraction, consistency and plausibility checks, analysis and reporting to senior management, regulators, auditors, and rating agencies. Its tasks also comprise in coordination and preparation of comprehensive risk reports covering all risk types and it is involved in the implementation of regulatory and financial reporting requirements. Furthermore, it is responsible for the maintenance of the Group's standardised credit risk reporting systems and also takes responsibility for the technical implementation of new regulatory and financial reporting requirements. In terms of planning activities, the responsibilities of the department include the design, governance, organisation and implementation of risk planning processes that ensure the contribution of risk-side input to regular planning rounds and that cover monthly and quarterly forecasts of selected key risk indicators. In terms of risk cost management, it takes care of group-wide standards for determining credit loss allowances and pricing for credit risk as well as for determining and monitoring credit loss allowances at Erste Group Bank AG. It draws up group policies for those areas as well as performs validations of expected credit loss models for all Group entities, of stress test models and of the Advanced Measurement Approach (AMA) model for operational risks.

The Group Operational & Non-Financial Risk department ensures the effective, integrative and holistic implementation of the operational risk objectives, including the support of risk mitigating measures. The department acts as the central and independent risk management unit for identification, measurement and steering of operational risk within Erste Group and is responsible for maintaining the model for the calculation of capital requirements relating to operational risk.

Credit Risk Models

The Credit Risk Models area consists of Model Development, Model Validation and Model Landscape units. The area has responsibility for the overall model governance across the model lifecycle.

The model development follows a subsidiarity model approach, which means responsibilities are assigned to the lowest level that can effectively execute. Local models are developed locally in line with group standards and group-wide models are developed centrally. The function is responsible for development and maintenance of models, including coordination of model approval process and oversight of the implementation steps.

The model validation is organized as a Hub-and-Spoke model, which means that all validation responsibilities are bundled within the Holding unit Model Validation, however local banks remain responsible for the sign-off of the results and for taking appropriate action. Model validation is responsible to independently challenge model development and make certain that all IRB approach models (models according to the internal ratings-based approach) used within the Group are suitable for the purpose they were created for. It verifies that models are performing as expected, in line with their design objectives and intended business uses, as well as in line with regulatory requirements and internal group standards.

The ongoing monitoring of the models in use follows a subsidiarity model analogue to model development: Local banks are monitoring local models in local banks and Holding monitors group-wide models and any local models used by the group. Holding remains responsible for setting the standards and approach for model monitoring to ensure a consistent application throughout the Group.

Model Landscape plays a key role in the centralized model reporting, across the entire model lifecycle. The unit is responsible for the model risk governance role within the Credit Risk Models area, including project management of model change and other initiatives in the area. Model Landscape deals with strategic planning of model changes (e.g. IRB Models stock-take planning, IRB Rollout plan), oversight of model lifecycle process execution and management and maintenance of Model Inventory. In addition, the unit acts as an operative owner of the Holding Model Committee (HMC) and internal model risk governance related regulations.

Group Compliance

In line with Austrian Securities Supervision Act, the Austrian Stock Exchange Act, the Financial Market Money Laundering Act, the Beneficial Owner Registry Act, the Sanctions Act, the General Data Protection Regulation (GDPR) and the Austrian Banking Act, as well as the respective supranational and EU laws, the following departments are responsible for compliance risks.

The responsibilities of Group AML (Anti-Money Laundering), CTF (Counter-Terrorist Financing) and Fraud Prevention are to ensure group steering and implementation of measures to prevent money laundering, terrorism financing (supported by group-wide systems) and fraud (especially related to all areas such as credit, payments, cards, cash, securities and trading, procurement, payroll and embezzlement) to comply with applicable laws and regulations within Erste Group including all group members, branch offices and branch establishments in Austria and abroad. In addition, its staff unit Group Correspondent Banking Compliance supports and controls the international payment hub function of Erste Group and fosters correspondent banking relationships with international banks by supervising and controlling customer and transactions in accordance with Erste Group's risk ambition and to be furthermore in compliance with internationally accepted standards.

Group Financial Sanctions is responsible for the group management and implementation of relevant statutory provisions, internationally recognized risk management standards and measures to comply with financial sanctions and embargoes. All necessary measures for compliance with financial sanctions and embargo guidelines within Erste Group, including all Group members, branches of Erste Group and branches in Austria and abroad, are also defined by Group Financial Sanctions. Monitoring and control activities relate in particular to customer relationships, business partners and transactions of all kinds within the scope of the Bank's business and non-business activities.

Group Securities Compliance and its staff unit Group Markets Compliance is in charge of implementing the provisions of relevant legislation (e.g. MAR/MAD II, MiFIR/MiFID II), guidelines of regulatory authorities and standards applicable for the banking industry to prevent, on a group-wide level, insider trading, market manipulation and other misconduct in securities business. Among others, the key tasks of both units are: group-wide identification and management of conflicts of interest when providing investment services utilising local contacts with system support; market manipulation surveillance for Erste Group Bank AG, savings banks (Sparkassen) and other Austrian entities; aligning market manipulation suspicions group-wide with system support; and personal account controls for entities in Austria.

The Group Data Protection Office function and the Data Protection Officer (DPO) as stipulated by GDPR both for the Group as well as locally for Erste Group Bank, Erste Bank Oesterreich, and the savings banks (Sparkassen). Its tasks include advising the data controller and other stakeholders; monitoring data protection and GDPR compliance, both as regards to the organisation as such and the governance framework; and proper legal, organisational and technical implementation of specific data processing. Finally the DPO is the single point of contact to the Data Protection Authority.

Group Central Compliance and Strategy is a department in Group Compliance which acts as overarching management unit between compliance functions as well as governance function towards Erste Group subsidiaries and branches. Its responsibilities include the definition and management of the Group Compliance Strategy and Compliance Plan, the definition and management of the compliance governance framework as well as the development and performance of the data analytics and risk assessment capability.

Group Credit Risk Management

The newly organised Group Credit Risk Management manages operative risk in underwriting and workout activities for both retail and non-retail portfolios (medium-sized enterprises, large corporate and real estate customers, as well as institutional clients and counterparties). In addition, the division is responsible for setting standards and steering the group's non-retail and retail lending portfolios. It ensures that only credit risk which is in line with the risk appetite, risk strategy, and limits set by ERM are taken on the books of Erste Group.

The decision to integrate Group Workout into Group Credit Risk Management was taken in Q4 2018 under consideration of the successful run-down of the NPL portfolio over the past years and the limited stock size. The new set-up allows for full capitalization of the internally available knowledge of the customers and their business challenges throughout the full credit cycle and fosters exchange of viable information and lessons learned. In order to mitigate any potential conflict of interests, appropriate provisions have been made, including clear responsibilities in line with the three lines of defence model, dedicated decision-making governance for performing and non-performing clients and clearly defined transfer criteria and the client management model for clients in workout.

Group Credit Risk Management consists of seven departments: Group EBA - Erste Business Analysis, Credit Underwriting Corporates, Credit Underwriting Financial Institutions and Sovereigns, Credit Underwriting Real Estate, Group Corporate Workout, Corporate Portfolio Monitoring and Management, and Group Portfolio Steering Corporate and Retail.

The department Group EBA - Erste Business Analysis is responsible for group-wide standards for company analyses and preparing these analyses. In addition, Group EBA performs assessments of the market value for all commercial real estate collateral for Erste Group Bank AG and Erste Group Immorent GmbH, produces regular real estate market research reports for Erste Group's core markets, and is responsible for the group financial analysis tool SABINE. The Central Corporate Rating Unit Desk, as part of Group EBA, acts as single point of contact for all operative issues related to corporate and specialised lending ratings within Group Credit Risk Management.

Credit Underwriting Corporates is responsible for the group-wide underwriting of credit risks associated with large corporate customers, for the management of respective credit applications and related training activities. It is the first line risk management unit for all corporate business at Erste Group Bank AG and, above defined thresholds, the second line risk management unit for corporate business at Erste Group's subsidiaries and the 'Haftungsverbund'.

Credit Underwriting Financial Institutions and Sovereigns is responsible for ratings, analysis, operative credit risk management (risk assessment, approval of transactions and limits, policies, watch lists and early warning system) and workout activities related to financial institutions (banks, insurance companies and funds), regional governments, sovereigns, and structured products.

Credit Underwriting Real Estate is responsible for credit underwriting in real estate business. The area of responsibility includes all real estate customers doing international business and large-volume credit business of Erste Group's subsidiaries with corporate customers in the real estate segment. This organisational unit is the first line risk management unit for all real estate business of Erste Group Bank AG and Erste Group Immorent GmbH as well as the second line risk management unit for business at Erste Group's banking subsidiaries above defined thresholds. In addition, this unit covers underwriting for specific types of project finance (i.e. renewable energy, Private Public Partnership projects (transport infrastructure), etc.) as a first-line and second-line risk management, respectively.

Group Corporate Workout assumes group-wide responsibility for management of clients allocated to the business segments large corporates, commercial real estate, and other corporates that are rated non-performing or are specifically defined as workout clients. It undertakes the direct workout management function for corporate workout clients of Erste Group Bank AG and Erste Group Immorent GmbH. Additionally, Group Corporate Workout acts as the second line risk management unit, above defined thresholds, for workout clients at Erste Group's

banking subsidiaries. Furthermore it is the competence centre for managing the divestment processes of NPLs and the management of repossessed assets.

Corporate Portfolio Monitoring and Management is responsible for corporate risk policies and procedures along the credit process, the optimisation of corporate credit processes and the operative monitoring of credit risk (counterparty and country limit management). In addition, this department is responsible for group-wide credit collateral management. This includes the set-up of standards for the credit collateral management, the framework for a Group credit collateral catalogue, and principles for credit collateral evaluation and revaluation.

Group Credit Portfolio Steering Corporate and Retail is responsible for the group-wide steering of the corporate and retail lending and workout portfolios. This includes the definition of the retail lending and analytical framework as well as portfolio reporting framework and early warning system for the corporate portfolio. In addition, this department conducts regular in-depth portfolio reviews together with risk management units of subsidiaries in order to identify and analyse portfolio dynamics. These frameworks serve as a basis for monitoring lending and workout practices of local banks and for identifying potential adverse portfolio developments early on.

Group Legal

Group Legal acts as the central legal department of Erste Group Bank AG. This division provides legal support and counsel for the management board, the business units and the central functions, and mitigates legal risk. It also attends to legal sourcing and to dispute resolution and litigation.

Legal support for the business activities of the banking subsidiaries in the respective jurisdictions in which they operate is performed by separate locally established legal departments. While reporting to the local management, typically the local CRO, the heads of the local legal department also report to the head of Group Legal in a functional dotted line matrix responsibility.

Group Sustainability Office

The main tasks of the Group Sustainability Office (GSO) are development and implementation of Erste Group's environmental policy, adapting and communicating of Erste Group's 'Code of Conduct' and responsible for 'Time Bank' in Austria (a corporate volunteering platform for co-operation between NGOs and Erste employees). GSO is responsible for preparation and compilation of the '(consolidated) non-financial information Report (NFI-Report)' integrated into the Annual Report and is involved in the evaluation of non-financial risks in connection with corporate businesses and is main contact for sustainability ratings.

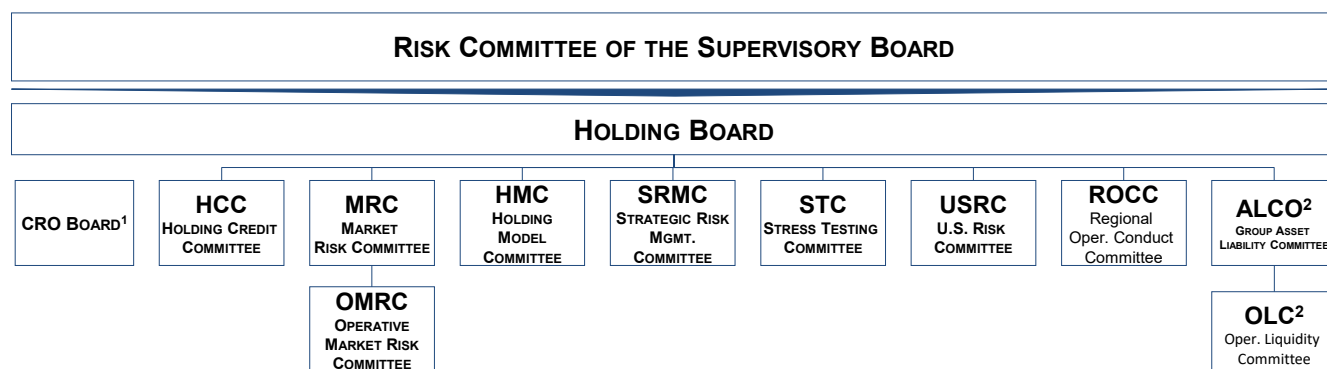
Local Chief Risk Officers

Each subsidiary has separate risk control and management units with responsibilities tailored to the local requirements, which are headed by the respective local chief risk officer (Local CRO).

Group coordination of risk management activities

The management board regularly deals with risk issues of all risk types in its regular board meetings. Actions are discussed and taken when needed.

Furthermore, certain cross-divisional committees were established with the purpose of carrying out risk management activities in Erste Group. They are shown in the following diagram:



The **Risk Committee of the Supervisory Board** is responsible for granting approval in all cases in which loans and exposures reach an amount exceeding the approval authority of the management board according to the Credit Risk Approval Authority Regulations. It is in charge of granting approval to large exposures pursuant to Article 392 CRR, if such a claim is equal to or exceeds 10% of the eligible capital of a credit institution. Within the competence assigned to it, the committee may grant advance approvals to the extent permitted by law.

In addition, it is responsible for supervising the risk management of Erste Group Bank AG. The risk committee meets regularly. As the central risk control body, the risk committee is regularly briefed on the risk status across all risk types.

The **CRO Board** is responsible for the consistent coordination and implementation of risk management activities within Erste Group. The CRO Board consists of the Group CRO, the chief risk officers of major subsidiaries within Erste Group and the senior area managers of the CRO division of Erste Group Bank AG. Chaired by the Group CRO, the CRO Board is the primary body for aligning on strategically relevant topics of the risk division across Erste Group entities, including (but not limited to) the group-wide strategic planning, the project portfolio and Change the Bank (CtB) investments. The CRO Board ensures a consistent flow of information from and to the group functions and supports the setting of the overall risk agenda.

The **Holding Credit Committee (HCC)** is the highest operative decision-making body for approvals of credit risks according to the valid credit risk approval authority regulations. Based on the advice of HCC, decisions of significant exposures and extended risks are decided by the risk management board of the supervisory committee. It also approves the relevant corporate industry strategies. The HCC is headed by the Group CRO and comprises the board member of Corporates & Markets, the head of Group Credit Risk Management and the head of the requesting business line. Each subsidiary has their own local credit committee established by the same principles.

The **Market Risk Committee (MRC)** is the main steering body for market risk and trading book related issues of Erste Group. MRC approves group-wide market risk limits and elaborates on the current market situation. Furthermore, it approves market risk methodologies and models, model changes, and related validation results.

The **Operative Market Risk Committee (OMRC)** prepares decisions for the MRC and approves sensitivity and notional limits which do not require VaR/SVaR limit adjustments.

The **Holding Model Committee (HMC)** is the steering and control body for IRB approach and Pillar 2 model development, validation and monitoring. All new or changed models and model related aspects (e.g. risk parameters, group-wide methodology standards) are reviewed by the Holding Model Committee and require its approval.

The **Strategic Risk Management Committee (SRMC)** holds the delegated decision authority from the management board with respect to strategic risk management functions. Its responsibility area covers the approach to credit RWA calculation and economic capital calculation methodology, the back-testing of credit loss allowances, the remedy actions resulting from reporting of credit risk control units on rating system performance.

The **Stress Testing Committee (STC)** is the sole forum for all joint resolutions, decisions and acknowledgements in the stress testing area for group-wide stress testing activities.

The **United States Risk Committee (USRC)** has been established to meet the requirements of the United States Federal Reserve Board (FRB) regulation, which has been in force since 1 July 2016. The objective is to involve the management board as key governance and control function for the U.S. trade portfolio which has been specified in the Combined U.S. Operations (CUSO) guidance.

The **Regional Operational Conduct Committee (ROCC)** holds delegated decision authority from the Holding Board with respect to Operational and Non-Financial Risk decisions, which may be represented as NFR decisions based on the predefined Risk Appetite Statement (RAS). The committee (a) decides on strategic steering topics based on NFR reporting (holistic risk overview), (b) serves as a sounding board on business risk decisions concerning non-financial risks and (c) decides on escalations to Holding Board. It facilitates lessons learned, initiates focus areas and decides on the implementation of corresponding group-wide measures. It acts as a Reputational Risk Committee.

The **Group Asset/Liability Committee (ALCO)** manages the consolidated Erste Group balance sheet, focusing on trade-offs between all affected consolidated balance sheet risks (interest rate, exchange rate and liquidity risks), and takes care of the setting of group standards and limits for the members of Erste Group. In addition, it approves policies and strategies for controlling liquidity risk as well as interest rate risk (net interest income) and examines proposals, statements and opinions of ALM, risk management, controlling and accounting functions. The approved investment strategy complies with the guidelines agreed with Risk Management.

The **Operational Liquidity Committee (OLC)** is responsible for the day-to-day management of the global liquidity position of Erste Group. It analyses the liquidity situation of Erste Group on a regular basis and reports directly to the ALCO. It also proposes measures to ALCO within the scope of the management policies and principles laid down in the Liquidity Risk Management Rule Book. Furthermore, members of the OLC are points of contact for other departments or Erste Group members for liquidity-related matters. Each local bank has its own local operational liquidity committee.

In addition, committees are established at local level, such as the 'Team Risikomanagement' in Austria. It is responsible for a common risk approach with the Austrian savings banks.

Group-wide risk and capital management

Enterprise wide Risk Management (ERM) includes as its fundamental component the Internal Capital Adequacy Assessment Process (ICAAP) required under Pillar 2 of the Basel framework.

The ERM framework is designed to support the bank's management in managing the risk portfolios as well as the coverage potential to ensure that the bank holds adequate capital for the nature and magnitude of its risk profile at all times. The framework is tailored to the Erste Group's business and risk profile and reflects the strategic goal of protecting shareholders and senior debt holders while ensuring the sustainability of the organisation.

ERM framework is a modular and comprehensive management and steering system within Erste Group as well as an essential part of the overall steering and management instruments. The ERM components necessary to ensure all aspects, in particular to fulfil regulatory requirements and to provide an effective internal steering tool, can be clustered as follows:

- _ Risk Appetite Statement (RAS), limits and risk strategy;
- _ portfolio and risk analytics including Risk Materiality Assessment (RMA), concentration risk management, and stress testing;
- _ Risk-bearing Capacity Calculation (RCC);
- _ planning of key risk indicators;
- _ recovery and resolution planning.

In addition to the ICAAP's ultimate goal of assuring capital adequacy and sustainability at all times, the ERM components serve to support the bank's management in pursuing its strategy.

Risk appetite

Erste Group defines the maximum level of risk it is willing to accept in order to meet its business objectives within the Group's risk appetite (Group RAS). The Group RAS acts as a binding constraint to Erste Group's business activities within its overall risk appetite via triggers and limits approved by the management board. It is integrated and embedded into Erste Group's structural processes; including business and risk strategy, budget process, capital and liquidity planning, recovery plan, stress testing and remuneration framework. The Group RAS consists of a set of core risk metrics providing quantitative direction for overall risk-return steering and qualitative statements in the form of key risk principles that are part of the guidelines for managing risks. The core risk metrics are set as ultimate boundaries for the group risk-return target setting. They are also a key part of the annual strategic planning / budgeting process and give an overall picture of capital, liquidity and risk-return trade-offs. The key objective of the RAS is to:

- _ ensure that Erste Group has sufficient resources to support its business at any given point in time and absorb stress events;
- _ set boundaries for the group's risk target setting;
- _ support the group's financial strength and the robustness of its systems and controls.

To foster risk-return steering and ensure proactive management of the risk profile, Erste Group creates its RAS on a forward-looking basis. External constraints such as regulatory requirements create the floor and ceiling for the RAS and therefore the amount of risk Erste Group is willing to accept. In order to ensure that the group remains within the targeted risk profile, a traffic light system was established and assigned to the core metrics. This approach allows a timely delivery of information to the respective governance and the implementation of effective remediation measures. The RAS traffic light system is defined as follows:

- _ RAS is green: The target risk profile is within the specified boundaries.
- _ RAS is amber: The undershooting or overshooting of a pre-defined threshold leads to an escalation to the designated governance and the discussion of potential remediation actions.
- _ RAS is red: The undershooting or overshooting of a pre-defined limit initiates an immediate escalation to the designated governance and a prompt implementation of remediation actions.

Moreover, stress indicators are defined for selected core metrics and integrated into the assessment of the stress test results. They are reported as early warning signals to the management board to support proactive management of the risk and capital profile.

In addition, supporting metrics and principles are defined by material risk type in the Group Risk Strategy based on Group RAS. These support implementation of the mid- to long-term strategy. Risk management governance ensures full oversight of risk decisions and sound execution of the group risk strategy. Mitigating actions are undertaken as part of the regular risk management process to ensure that the group remains within its RAS.

Group RAS for 2019 was approved by the management board and acknowledged by the risk committee of supervisory board and supervisory board. The group further developed an aggregated and consolidated risk appetite dashboard (Risk Dashboard) illustrating the group's and local entities' risk profile developments by comparing the risk exposure and risk limits. The Risk Dashboard is regularly presented to the management board and to the supervisory board to support its review, oversight, and monitoring of the group risk profile and the risk profile of its local entities.

Group RAS is also broken down into local entities. Local RAS is approved by the management board to ensure compliance with the Group RAS and also approved by the local management board to ensure alignment with local regulatory requirements. The group may also decide to include further compulsory constraints and limits in local RAS to ensure alignment with Group RAS and Group Risk Strategy.

Portfolio and risk analytics

Erste Group uses dedicated infrastructure, systems and processes to actively identify, measure, control, report and manage risks within its portfolio. Portfolio and risk analytics processes are designed to quantify, qualify and discuss risks in order to raise awareness to management in a timely manner.

Risk materiality assessment

The Risk Materiality Assessment (RMA) determines the materiality of risk types and consequently the risk profile across Erste Group and its entities. RMA is an annual process with the purpose of systematically identifying new and assessing all existing material risks for Erste Group. As such, the RMA is an integral part of the ICAAP and serves as a steering tool for senior management.

Insights generated by the assessment are used to improve risk management practices and further mitigate risks within the group. The assessment also serves as input for the design and definition of the group's Risk Strategy and Risk Appetite Statement. Key outputs and recommendations of the RMA are considered in the scenario design and selection of the comprehensive and reverse stress tests.

Risk concentration analysis

Erste Group has implemented a process to identify measure, control and manage risk concentrations. This process is important to ensure the long-term viability of Erste Group, especially in times of an adverse business environment and stressed economic conditions.

The risk concentration analysis at Erste Group is performed on an annual basis covering credit risk, market risk, operational risk, liquidity risk and inter-risk concentrations. Identified risk concentrations are considered in the scenario design of the comprehensive stress test and measured under stressed conditions. The output of the risk concentration analysis additionally contributes to the identification of material risks within the RMA and to the setting/calibration of Erste Group's limit system.

Stress testing

Modelling sensitivities of the group's assets, liabilities and profit or loss provide management steering information and help to optimise Erste Group's risk-return profile. Stress tests help to factor in severe but plausible scenarios providing further robustness to measurement, steering and management. Risk modelling and stress testing are vital forward-looking elements of the ICAAP. Finally, sensitivities and stress scenarios are considered within the group's planning process.

Erste Group's most complex stress testing activities are scenario stress tests that take a comprehensive account of the impact of various economic scenarios, including second-round effects on all risk types (credit, market, liquidity and operational) and effects on the associated volumes of assets and liabilities as well as on profit and loss sensitivities. In addition to the standard scenario-driven stress testing exercises, reverse stress tests are performed to identify a scenario or a combination of scenarios in which viability of the current business model can be questioned.

Erste Group has developed specific tools to translate macroeconomic variables (e.g. GDP or unemployment rate) into risk parameters in order to support the stress testing process, which combines bottom-up and top-down approaches. For adapting the stress parameters, Erste Group additionally leverages the experience of its local professionals and uses, where appropriate, their statistical models to simulate the impacts of macroeconomic variables on the probabilities of default in the respective markets. Special attention is given to account for adequate granularity and special characteristics (i.e. countries and industries) when determining the segmentation in which the stressed parameters are defined.

Results from Erste Group's internal stress tests are analysed in order to decide on appropriate measures. The internal comprehensive stress tests performed in 2019 indicated no breach of stressed RAS triggers after the application of scenario contingent measures in the last year of adverse scenario.

Risk-bearing capacity calculation

The Risk-bearing Capacity Calculation (RCC) defines the level of capital adequacy required by the ICAAP. In contrast to the regulatory view of Pillar 1, starting with 2019 the RCC is based on an economic view assuming continuation of Erste Group (as expected by ECB Guide to ICAAP) and determines whether the bank has sufficient capital for covering all risks it is exposed to. Based on the results of the RMA, economic capital is considered for relevant risk types as approved by the management board. The aggregated capital requirements are then compared to internally available capital, as reflected by the coverage potential.

The management board, risk management committees and supervisory board are briefed quarterly on the results of the ICAAP capital adequacy through the Group Risk Report and the Risk Dashboard. The former includes risks movements, available capital (coverage potential), consideration of potential losses in stress situations, the degree of the risk limit utilisation and the overall status of capital adequacy. The latter outlines risk profile development in relation to risk appetite.

Besides the Pillar 1 risk types (credit, market and operational risks), interest rate risk in the banking book, foreign exchange risk arising from equity investments, credit spread risk in the banking book, risk from foreign currency loans (i.e. FX induced credit risk), risk from repayment vehicles as well as business risk are explicitly considered within the economic capital requirements via internal models in the

context of Pillar 2. At the end of 2019, the economic capital adequacy was at 57.9%. The methodologies applied to the different risk types are diverse and range from value at risk approaches to the regulatory approach. Moreover, calculations for most of the portfolios under the standardised approach for credit risk are extended by risk parameters from the internal ratings-based approach in order to provide a more risk sensitive economic view.

Credit risk accounts for 73.4% of total economic capital requirements at the end of 2019. Reflecting Erste Group's conservative risk management policy and strategy, the group does not offset diversification effects between the risk types. Starting with 2019, the economic capital requirements for unexpected losses are computed on a one-year time horizon with a 99.92% confidence level, ensuring group-wide consistency (group and local entities) and coherence between ICAAP and processes where ICAAP is integrated.

The internal capital or coverage potential required to cover Pillar 2 risks and unexpected losses is based on CRR and CRR II (Regulation (EU) No. 575/2013 and Regulation (EU) No. 876/2019 amending Regulation (EU) No. 575/2013) fully loaded regulatory own funds adjusted by Pillar 2 add-ons (e.g. year-to-date profit (if not already considered in Pillar 1 capital), exclusion of Tier 2 capital instruments, IRB expected loss excess/shortfall add-on, etc.). The coverage potential must be sufficient to absorb unexpected losses resulting from the group's operations at any point in time, as reflected in the Group's Risk Appetite through the limits set for utilisation of coverage potential.

Risk planning

Group Risk Planning framework is essential for the capital allocation and overall financial planning processes and supports the adequate reflection of risks within the strategy, steering and management processes of the group.

Methods and instruments applied

Key risk indicators covered by the Risk Planning framework include indicators that provide an overview of incurred or potential risks, with respect to both portfolio and economic environment developments. Indicators include RWA (and related indicators), portfolio quality indicators (impairments, NPL/NPE and relevant performance indicators etc.), as well as indicators required by the regulatory authorities under the responsibility of the Risk division.

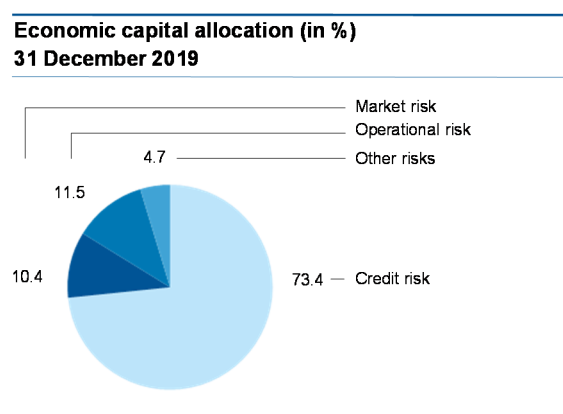
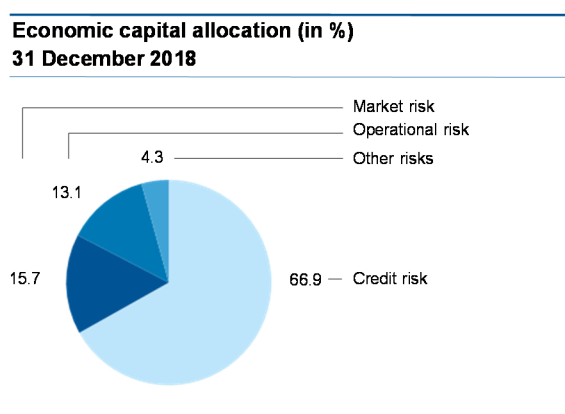
Planning activities are performed in close cooperation with all stakeholders in the group's overall process, and follow a clear governance structure to ensure sound risk planning process.

Capital allocation

An important task integral to the risk planning process is the allocation of capital to entities, business lines and segments. This is done with close cooperation between Risk Management and Controlling. Methodology for allocation reflects risk and controlling processes in order to allocate capital with risk-return considerations.

Erste Group's aggregate capital requirements by risk type

The following diagrams present the composition of the economic capital requirements according to type of risk:



Other risks include business risk.

Leverage ratio

The leverage ratio represents the relationship between core capital (tier 1) and leverage exposure according to Article 429 CRR. Essentially, the leverage exposure represents the sum of unweighted on- and off-balance-sheet positions considering valuation and risk adjustments as defined within the CRR. The calculation and disclosure of the leverage ratio is based on the European Commission's delegated regulation ((EU) 2015/62 of 10 October 2014), which was published in the Official Journal of the European Union on 17 January 2015.

Recovery and resolution plans

In compliance with the Austrian Banking Recovery and Resolution Law ('Bundesgesetz über die Sanierung und Abwicklung von Banken – BaSAG') Erste Group submits an updated Group Recovery Plan to ECB every year.

The Group Recovery Plan identifies options for restoring financial strength and viability in case Erste Group comes under severe economic stress. The plan specifies potential options for the replenishment of capital and liquidity resources of the bank in order to cope with a range of scenarios including both idiosyncratic and market-wide stress. The recovery governance described in the plan ensures timely identification and proper management of any recovery situation. Furthermore, the assessment of the Group Recovery Plan and the recently addressed assessment of the overall recovery capacity are part of the Supervisory Review and Evaluation Process (SREP) assessment. It is relevant to demonstrate that, in a severe stress which is close to a failing or likely to fail situation, there is sufficient recovery capacity available.

Erste Group collaborates with the resolution authorities in the drawing up of resolution plans based on BaSAG and EU Regulation No 806/2014 establishing the Single Resolution Mechanism (SRM Regulation). Erste Group prefers the Multiple Point of Entry (MPE) resolution strategy on cross-country level, but a Single Point of Entry (SPE) resolution strategy within a country.

The Bank Recovery and Resolution Directive (BRRD) introduced the Minimum Requirement for own funds and Eligible Liabilities (MREL). MREL has to be met at any time once it is a binding requirement. MREL is expressed as the amount of own funds and eligible liabilities expressed as a percentage of the total liabilities and own funds (TLOF) of the institution. As of December 2019, Erste Group has not yet received the binding targets for its Resolution Groups. Nevertheless, expected MREL requirements have been considered within the strategic planning and budgeting process on local and Group level.

In June 2019 the new banking reform package was published, which includes the Bank Recovery and Resolution Directive (BRRD2). The transposition into national law (BaSAG) is set with up to 18 months and is expected by the end of 2020. Beside the introduction of the term 'resolution group' and the concept of internal MREL, further criteria for bail-in eligible liabilities and MREL eligible liabilities are set.

Credit risk

Credit risk arises in Erste Group's traditional lending and investment businesses. It involves both credit losses incurred as a result of borrowers' default (Stage 3) and credit losses expected if default occurs either within 1 year (Stage 1) or at any time until maturity (Stage 2).

Stage 1 credit losses apply to non-defaulted credit risk exposures without significant increase in credit risk (SICR) since inception, whilst Stage 2 credit losses apply to non-defaulted credit risk exposures for which SICR is observed at the reporting date. It also involves credit losses due to counterparty risk from trading in instruments and derivatives bearing market risk. Country risk and related macro-economic forward-looking information is also recognised in the calculation of credit risk.

Operative credit decisions are made by the credit risk management units in each of the banking subsidiaries locally and by Group Credit Risk Management at group level. A detailed explanation of the role and responsibilities of Group Credit Risk Management is covered in the section 'Risk management organisation'.

In contrast to large corporates, banks and governments managing credit risk in retail and SME involves dealing with a large number of relatively small exposures extended to private individuals, free professionals, entrepreneurs, or micro and small companies. Credit risk related to retail and SME loan portfolios is managed at group and at local entity level with a common interest in order to ensure regulatory compliant risk management practices and to provide customers with manageable loan facilities that are within their financial capacities and supported by underlying profitability.

The central database used for credit risk management is the Business Intelligence data warehouse (BI-DWH). All data relevant to credit risk management, performance management, and determination of risk-weighted assets and regulatory capital requirements is regularly loaded into this database. Relevant subsidiaries not yet integrated into the Group data pool regularly deliver reporting packages.

The Group Risk Reporting, Planning and Risk Cost Management department uses the BI-DWH in particular for centralised credit risk reporting. This ensures centralised analysis and application of ratios according to unified methods and segmentation across Erste Group as a whole. Credit risk reporting comprises regular reports on Erste Group's credit portfolio for external and internal recipients and permits continuous monitoring of credit risk developments, thus enabling management to take control measures. In-house recipients of these reports include, above all, the supervisory and management boards of Erste Group Bank AG as well as the risk managers, business unit directors and internal audit staff.

Internal rating system

Erste Group has business and risk strategies in place that govern policies for lending and credit approval processes. These policies are reviewed and adjusted regularly, at a minimum on an annual basis. They cover the entire lending business, taking into account the nature, scope and risk level of the transactions and the counterparties involved. Credit approval considers individual information on the creditworthiness of the customer, the type of credit, collateral, covenant package and other risk mitigation factors involved.

The assessment of counterparty default risk within Erste Group is based on the customer's probability of default (PD). For each credit exposure and lending decision, Erste Group assigns an internal rating, which is a unique measure of the counterparty default risk. The internal rating of each customer is updated event-specific, however, at least once a year (annual rating review). Ratings of workout customers are reviewed with more frequently.

The main purpose of the internal ratings is to support the decision-making for lending and for the terms of credit facilities. Internal ratings also determine the level of credit approval authority within Erste Group and the monitoring procedures for existing exposures. At a quantitative level, internal ratings influence the level of required risk pricing, loss allowances and risk-weighted assets under Pillar 1 or 2.

For entities of Erste Group that use the internal ratings-based (IRB) approach, internal ratings are key input for the risk-weighted assets calculation. They are also used in the group's assessment of the economic capital requirements according to Pillar 2. For these purposes, a distinct PD value is assigned to each rating grade for its IRB portfolios within a calibration process that is performed individually for each rating method and each regional portfolio. PD values reflect a 12-month probability of default based on long-term average default rates per rating grade. The bank assigns margins of conservatism to the calculated PDs.

Internal ratings take into account all available significant information for the assessment of counterparty default risk. For non-retail borrowers, internal ratings take into account the financial strength of the counterparty, the possibility of external support, flexibility in corporate financing, general company information and external credit history information, where available. For retail clients, internal ratings are based mainly on payment behaviour versus the bank and, where applicable, credit bureau information, supplemented with information provided by the respective client and general demographic information. Rating ceiling rules on credit quality are applied based on membership in a group of economically related entities and the country of main economic activity (applicable to cross-border financing facilities).

Internal specialist teams develop and improve internal rating models and risk parameters in cooperation with risk managers. Model development follows an internal group-wide methodological standard and utilises relevant data covering the respective market. In this way, Erste Group ensures the availability of rating models with the best possible prediction across its core regions.

All rating models and their components (scorecards), whether retail or non-retail, are regularly validated by the central validation unit based on a group-wide standard methodology. Validation uses statistical techniques to evaluate the accuracy of default prediction, rating stability, data quality, completeness and relevance and reviews the quality of documentation and degree of user acceptance. The results of this validation process are reported to the management and regulatory bodies. In addition to the validation process, the group applies a regular monitoring process on the performance of rating tools, reflecting developments in new defaults and early delinquencies.

The Holding Model Committee (HMC) holds delegated approval authorities of the Erste Holding Management Board, and is established as the steering and oversight body for the model development and validation process. Approvals of all new models, model changes, changes to risk parameters within the group, changes in group-wide methodological standards and other model-related aspects are carried following dual approval process within the Group – corresponding Holding and local model committee structures reflect joint responsibilities for decisions on IRB models. Responsibilities are assigned depending on model perimeter (Group-wide or locally developed model). Ultimate responsibility for all models used within the Group (at consolidated level) lies with the Group CRO. All model governance, development and validation activities are coordinated by the Credit Risk Models division.

Credit risk classification

For the disclosure of asset quality Erste Group assigns each customer to one of the following four risk categories:

Low risk. Typically regional customers with well-established and rather long-standing relationships with Erste Group or large internationally recognised customers. Very good to satisfactory financial position and low likelihood of financial difficulties relative to the respective market in which the customers operate. Retail clients having long relationships with the bank, or clients with a wide product pool use. No relevant late payments currently or in the most recent 12 months. New business is generally done with clients in this risk category.

Management attention. Vulnerable non-retail clients, who may have overdue payments or defaults in their credit history or may encounter debt repayment difficulties in the medium term. Retail clients with possible payment problems in the past triggering early collection reminders. These clients typically have a good recent payment history.

Substandard. The borrower is vulnerable to short-term negative financial and economic developments and shows an elevated probability of failure. In some cases, restructuring measures are possible or already in place. As a rule, such loans are managed in specialised risk management departments.

Non-performing. One or more of the default criteria under Article 178 of the CRR are met, which include full repayment unlikely, interest or principal payments on a material exposure more than 90 days past due, restructuring resulting in a loss to the lender, realisation of a loan loss, or initiation of bankruptcy proceedings. Erste Group applies the customer view for all customer segments, including retail clients; if an obligor defaults on one deal then the customer's performing transactions are classified as non-performing as well. All non-performing exposures are also defaulted.

Based on the calibration of internal PDs (probabilities of default) for regulatory purposes to the default rates published by rating agencies, the equivalent external customer rating was used for the assignment to risk categories. For the agency ratings, average one-year default rates resulting from long-term time series were applied.

Credit risk review and monitoring

Group Credit Risk Management conducts periodical reviews of the loan portfolio for each local entity to ensure an adequate portfolio quality and to monitor the compliance of local portfolios with the principles and parameters as stipulated by Erste Group's credit risk policies.

All credit limits and the transactions booked within the limits are reviewed at least once a year. Counterparty credit risk limits are monitored daily in an internal limit management system with remedial actions taken in case limits are exceeded.

A group-wide standardised early warning monitoring process is implemented to proactively identify negative developments. The early warning signals are monitored at group level by Group Credit Risk Management and, at subsidiary level, by the local units responsible for corporate risk management, and retail risk and collections management, for respective segments. When early warning signals are identified and validated, the overall client exposure and creditworthiness is reviewed and adequate risk mitigating actions are taken if deemed necessary. Watch list meetings are held on a regular basis to monitor customers with a poor credit standing and to discuss pre-emptive measures. For smaller enterprises (micro) and retail customers, the monitoring and credit review are based on an automated early warning system. In retail risk management, the early warning signals for adverse portfolio developments include, for instance, quality deterioration in new business or a decreasing collections effectiveness and require appropriate countermeasures. Additionally, the monitoring is performed for clients where early warning signals have been identified, even if they are still fulfilling their contractual repayment obligations.

Adverse portfolio developments regarding the non-performing and substandard loans portfolio of Erste Group are monitored, discussed and reported. In case of further negative developments clients are handled in specialized workout units aiming to minimize potential losses.

Credit risk exposure

Credit risk exposure relates to the sum of the following balance sheet items:

- _ cash and cash balances - demand deposits to credit institutions;
- _ debt instruments held for trading;
- _ non-trading debt instruments at fair value through profit or loss (FVPL);
- _ debt instruments at fair value through other comprehensive income (FVOCI);
- _ debt instruments at amortised cost (AC), other than trade and other receivables;
- _ trade and other receivables (for disclosure purposes in the tabular summaries below, any contract assets are also included in this category);
- _ finance lease receivables;
- _ debt instruments held for sale in disposal groups;
- _ positive fair value of hedge accounting derivatives;
- _ off-balance sheet exposures (primarily financial guarantees and undrawn loan commitments).

The credit risk exposure equates the gross carrying amount (or nominal value in the case of off-balance sheet positions) excluding:

- _ credit loss allowances for financial assets;
- _ credit loss allowances for loan commitments and financial guarantees;
- _ provisions for other commitments;
- _ any collateral held (including risk transfer to guarantors);
- _ netting effects;
- _ other credit enhancements;
- _ credit risk mitigating transactions.

Between 31 December 2018 and 31 December 2019, credit risk exposure increased from EUR 255,864 million to EUR 273,778 million. This is an increase of 7.0% or EUR 17,914 million.

Reconciliation between the gross carrying amount and the carrying amount of the credit risk exposure components

| in EUR million | Credit risk exposure | Credit loss allowances | Adjustments | Net carrying amount |
|---|----------------------|------------------------|-------------|---------------------|
| Dec 19 | | | | |
| Cash and cash balances - demand deposits to credit institutions | 1,196 | 0 | 0 | 1,195 |
| Debt instruments held for trading | 5,694 | 0 | 0 | 5,694 |
| Non-trading debt instruments at FVPL | 2,818 | 0 | 0 | 2,818 |
| Debt securities | 2,335 | 0 | 0 | 2,335 |
| Loans and advances to banks | 0 | 0 | 0 | 0 |
| Loans and advances to customers | 483 | 0 | 0 | 483 |
| Debt instruments at FVOCI | 8,590 | -14 | 247 | 8,836 |
| Debt securities | 8,590 | -14 | 247 | 8,836 |
| Loans and advances to banks | 0 | 0 | 0 | 0 |
| Loans and advances to customers | 0 | 0 | 0 | 0 |
| Debt instruments at AC | 207,150 | -2,988 | 0 | 204,162 |
| Debt securities | 26,774 | -11 | 0 | 26,764 |
| Loans and advances to banks | 23,063 | -9 | 0 | 23,055 |
| Loans and advances to customers | 157,312 | -2,969 | 0 | 154,344 |
| Trade and other receivables | 1,480 | -72 | 0 | 1,408 |
| Finance lease receivables | 4,169 | -134 | 0 | 4,034 |
| Debt instruments held for sale in disposal groups | 0 | 0 | 0 | 0 |
| Positive fair value of hedge accounting derivatives | 130 | 0 | 0 | 130 |
| Off-balance sheet exposures | 42,552 | -310 | 0 | - |
| Total | 273,778 | -3,518 | 247 | 228,279 |
| Dec 18 | | | | |
| Cash and cash balances - demand deposits to credit institutions | 1,009 | 0 | 0 | 1,009 |
| Debt instruments held for trading | 5,516 | 0 | 0 | 5,516 |
| Non-trading debt instruments at FVPL | 2,938 | 0 | 0 | 2,938 |
| Debt securities | 2,651 | 0 | 0 | 2,651 |
| Loans and advances to banks | 0 | 0 | 0 | 0 |
| Loans and advances to customers | 287 | 0 | 0 | 287 |
| Debt instruments at FVOCI | 8,828 | -10 | 205 | 9,033 |
| Debt securities | 8,828 | -10 | 205 | 9,033 |
| Loans and advances to banks | 0 | 0 | 0 | 0 |
| Loans and advances to customers | 0 | 0 | 0 | 0 |
| Debt instruments at AC | 192,413 | -3,307 | 0 | 189,106 |
| Debt securities | 26,059 | -8 | 0 | 26,050 |
| Loans and advances to banks | 19,111 | -8 | 0 | 19,103 |
| Loans and advances to customers | 147,243 | -3,290 | 0 | 143,953 |
| Trade and other receivables | 1,441 | -122 | 0 | 1,318 |
| Finance lease receivables | 3,914 | -151 | 0 | 3,763 |
| Debt instruments held for sale in disposal groups | 0 | 0 | 0 | 0 |
| Positive fair value of hedge accounting derivatives | 132 | 0 | 0 | 132 |
| Off-balance sheet exposures | 39,673 | -343 | 0 | - |
| Total | 255,864 | -3,933 | 205 | 212,816 |

Credit loss allowances comprise impairments for financial assets measured at amortised cost (including finance lease and trade and other receivables) and at fair value through other comprehensive income (FVOCI), as well as credit loss allowances and provisions for off-balance sheet exposures. Adjustments refer to the fair value changes of the carrying amount for financial assets at FVOCI.

Breakdown of credit risk exposure

On the next pages the credit risk volume is categorised in the following way:

- _ counterparty sector and financial instrument;
- _ contingent liabilities / off-balance sheet exposure by product;
- _ risk category;
- _ industry and financial instrument;
- _ industry and IFRS 9 treatment;
- _ industry and risk category;
- _ region and risk category;
- _ region and IFRS 9 treatment;
- _ business segment and risk category;
- _ business segment and IFRS 9 treatment;
- _ geographical segment and risk category;
- _ geographical segment and IFRS 9 treatment;
- _ non-performing credit risk exposure by business segment and coverage by credit loss allowances and collateral;
- _ non-performing credit risk exposure by geographical segment and coverage by credit loss allowances and collateral;
- _ relative thresholds for significant increase in credit risk assessment by geographical segments;
- _ composition of credit loss allowances;
- _ credit risk exposure, forbearance exposure and credit loss allowances;
- _ types of forbearance exposure;
- _ credit quality of forbearance exposure by geographical segment;
- _ business segment and collateral;
- _ geographical segment and collateral;
- _ financial instrument and collateral;
- _ credit risk exposure past due and not covered by credit loss allowances by financial instrument and collateralisation.

Credit risk exposure by counterparty sector and financial instrument

| in EUR million | At amortised cost | | | | | | | | | | | | Total |
|------------------------------|---|---|---|---------------------------------|--------------------|-----------------------------------|---------------------------------------|-----------------------------------|------------------------------|---|---|-----------------------------------|-------|
| | Cash and cash demand deposits - balances - to credit institutions | Debt instruments held for trading | Non-trading debt instruments at FVPL | Debt instruments at FVOCI | Debt securities | Loans and advances to banks | Loans and advances to customers | Trade and other receivables | Finance lease receivables | Debt instruments held for sale in disposal groups | Positive fair value of hedge accounting derivatives | Off-balance sheet exposures | |
| Dec 19 | | | | | | | | | | | | | |
| Central banks | 0 | 19 | 0 | 19 | 50 | 16,109 | 0 | 1 | 0 | 0 | 0 | 21 | |
| General governments | 0 | 2,037 | 336 | 6,221 | 22,514 | 0 | 6,781 | 63 | 379 | 0 | 0 | 2,098 | |
| Credit institutions | 1,196 | 3,059 | 723 | 1,099 | 3,288 | 6,955 | 0 | 25 | 1 | 0 | 129 | 955 | |
| Other financial corporations | 0 | 98 | 1,088 | 181 | 143 | 0 | 3,612 | 30 | 71 | 0 | 0 | 1,513 | |
| Non-financial corporations | 0 | 481 | 328 | 1,070 | 780 | 0 | 67,774 | 1,240 | 2,934 | 0 | 1 | 26,493 | |
| Households | 0 | 1 | 344 | 0 | 0 | 0 | 79,146 | 122 | 783 | 0 | 0 | 11,472 | |
| Total | 1,196 | 5,694 | 2,818 | 8,590 | 26,774 | 23,063 | 157,312 | 1,480 | 4,169 | 0 | 130 | 42,552 | |
| Dec 18 | | | | | | | | | | | | | |
| Central banks | 0 | 20 | 0 | 3 | 25 | 14,939 | 0 | 0 | 0 | 0 | 0 | 17 | |
| General governments | 0 | 1,819 | 761 | 6,694 | 22,387 | 0 | 7,059 | 49 | 407 | 0 | 0 | 1,958 | |
| Credit institutions | 1,009 | 3,062 | 721 | 912 | 2,752 | 4,172 | 0 | 47 | 2 | 0 | 125 | 668 | |
| Other financial corporations | 0 | 132 | 1,048 | 182 | 145 | 0 | 3,355 | 42 | 63 | 0 | 5 | 1,389 | |
| Non-financial corporations | 0 | 482 | 248 | 1,037 | 749 | 0 | 62,207 | 1,176 | 2,742 | 0 | 2 | 24,282 | |
| Households | 0 | 1 | 161 | 0 | 0 | 0 | 74,623 | 126 | 700 | 0 | 0 | 11,358 | |
| Total | 1,009 | 5,516 | 2,938 | 8,828 | 26,059 | 19,111 | 147,243 | 1,441 | 3,914 | 0 | 132 | 39,673 | |
| | | | | | | | | | | | | 255,864 | |

Contingent liabilities/ Off-balance sheet exposures by product

| in EUR million | Dec 18 | Dec 19 |
|----------------------|---------------|---------------|
| Financial guarantees | 7,378 | 7,190 |
| Loan commitments | 28,802 | 31,225 |
| Other commitments | 3,493 | 4,137 |
| Total | 39,673 | 42,552 |

Credit risk exposure by risk category

| in EUR million | Low risk | Management attention | Substandard | Non-performing | Total |
|--------------------------------|----------------|----------------------|--------------|----------------|----------------|
| Dec 19 | 243,042 | 19,936 | 6,338 | 4,463 | 273,778 |
| Share of credit risk exposure | 88.8% | 7.3% | 2.3% | 1.6% | |
| Dec 18 | 224,125 | 20,293 | 6,130 | 5,315 | 255,864 |
| Share of credit risk exposure | 87.6% | 7.9% | 2.4% | 2.1% | |
| Change in credit risk exposure | 18,917 | -358 | 207 | -852 | 17,914 |
| Change | 8.4% | -1.8% | 3.4% | -16.0% | 7.0% |

Credit risk exposure by industry and financial instrument

| in EUR million | At amortised cost | | | | | | | | | | | Total |
|----------------------------------|---|-----------------------------------|--------------------------------------|---------------------------|-----------------|-----------------------------|---------------------------------|-----------------------------|---------------------------|---|---|-----------------------------|
| | Cash and cash balances - demand deposits to credit institutions | Debt instruments held for trading | Non-trading debt instruments at FVPL | Debt instruments at FVOCI | Debt securities | Loans and advances to banks | Loans and advances to customers | Trade and other receivables | Finance lease receivables | Debt instruments held for sale in disposal groups | Positive fair value of hedge accounting derivatives | Off-balance sheet exposures |
| Dec 19 | | | | | | | | | | | | |
| Agriculture and forestry | 0 | 1 | 0 | 0 | 7 | 0 | 2,688 | 28 | 137 | 0 | 0 | 389 |
| Mining | 0 | 0 | 9 | 0 | 0 | 0 | 267 | 15 | 21 | 0 | 0 | 496 |
| Manufacturing | 0 | 74 | 22 | 181 | 77 | 0 | 11,587 | 522 | 519 | 0 | 0 | 6,293 |
| Energy and water supply | 0 | 58 | 17 | 90 | 44 | 0 | 3,204 | 69 | 77 | 0 | 0 | 859 |
| Construction | 0 | 11 | 22 | 3 | 4 | 0 | 6,935 | 71 | 281 | 0 | 0 | 5,005 |
| Development of building projects | 0 | 7 | 18 | 3 | 4 | 0 | 4,128 | 0 | 6 | 0 | 0 | 1,395 |
| Trade | 0 | 7 | 26 | 42 | 8 | 0 | 8,286 | 378 | 522 | 0 | 0 | 4,488 |
| Transport and communication | 0 | 46 | 125 | 524 | 224 | 0 | 3,950 | 74 | 696 | 0 | 1 | 2,159 |
| Hotels and restaurants | 0 | 4 | 1 | 1 | 3 | 0 | 4,312 | 7 | 86 | 0 | 0 | 712 |
| Financial and insurance services | 1,191 | 3,182 | 1,850 | 1,351 | 3,498 | 23,057 | 3,876 | 56 | 62 | 0 | 129 | 2,595 |
| Holding companies | 0 | 10 | 4 | 115 | 71 | 0 | 1,752 | 0 | 8 | 0 | 0 | 790 |
| Real estate and housing | 0 | 150 | 107 | 63 | 102 | 0 | 26,093 | 7 | 168 | 0 | 0 | 3,513 |
| Services | 0 | 109 | 58 | 143 | 121 | 0 | 9,216 | 79 | 533 | 0 | 0 | 3,779 |
| Public administration | 0 | 2,040 | 237 | 6,110 | 22,477 | 0 | 5,597 | 42 | 266 | 0 | 0 | 1,826 |
| Education, health and art | 0 | 8 | 4 | 0 | 0 | 0 | 2,833 | 7 | 335 | 0 | 0 | 580 |
| Households | 0 | 0 | 340 | 0 | 0 | 5 | 68,449 | 104 | 465 | 0 | 0 | 9,834 |
| Other | 5 | 4 | 0 | 82 | 210 | 2 | 20 | 21 | 2 | 0 | 0 | 23 |
| Total | 1,196 | 5,694 | 2,818 | 8,590 | 26,774 | 23,063 | 157,312 | 1,480 | 4,169 | 0 | 130 | 42,552 |
| 273,778 | | | | | | | | | | | | |
| Dec 18 | | | | | | | | | | | | |
| Agriculture and forestry | 0 | 1 | 5 | 0 | 0 | 0 | 2,562 | 21 | 148 | 0 | 0 | 359 |
| Mining | 0 | 5 | 8 | 2 | 4 | 0 | 242 | 10 | 20 | 0 | 0 | 425 |
| Manufacturing | 0 | 86 | 28 | 162 | 62 | 0 | 10,781 | 490 | 440 | 0 | 0 | 5,983 |
| Energy and water supply | 0 | 68 | 21 | 90 | 32 | 0 | 3,014 | 50 | 69 | 0 | 1 | 803 |
| Construction | 0 | 7 | 20 | 19 | 6 | 0 | 6,248 | 78 | 237 | 0 | 0 | 4,803 |
| Development of building projects | 0 | 4 | 14 | 3 | 4 | 0 | 3,704 | 0 | 4 | 0 | 0 | 1,358 |
| Trade | 0 | 9 | 31 | 40 | 0 | 0 | 7,993 | 394 | 536 | 0 | 0 | 3,689 |
| Transport and communication | 0 | 81 | 168 | 558 | 253 | 0 | 3,634 | 52 | 642 | 0 | 0 | 2,090 |
| Hotels and restaurants | 0 | 5 | 4 | 1 | 4 | 0 | 4,020 | 6 | 74 | 0 | 0 | 662 |
| Financial and insurance services | 1,009 | 3,213 | 1,747 | 1,145 | 2,932 | 19,111 | 3,821 | 91 | 50 | 0 | 130 | 2,221 |
| Holding companies | 0 | 19 | 16 | 92 | 77 | 0 | 1,993 | 0 | 4 | 0 | 0 | 545 |
| Real estate and housing | 0 | 119 | 58 | 95 | 89 | 0 | 24,045 | 6 | 171 | 0 | 0 | 3,322 |
| Services | 0 | 89 | 73 | 141 | 174 | 0 | 8,304 | 78 | 467 | 0 | 0 | 3,608 |
| Public administration | 0 | 1,819 | 622 | 6,459 | 22,306 | 0 | 5,748 | 30 | 296 | 0 | 0 | 1,425 |
| Education, health and art | 0 | 8 | 7 | 0 | 0 | 0 | 2,626 | 5 | 336 | 0 | 1 | 553 |
| Households | 0 | 0 | 146 | 0 | 0 | 0 | 64,198 | 118 | 423 | 0 | 0 | 9,698 |
| Other | 0 | 5 | 0 | 117 | 196 | 0 | 8 | 13 | 3 | 0 | 0 | 32 |
| Total | 1,009 | 5,516 | 2,938 | 8,828 | 26,059 | 19,111 | 147,243 | 1,441 | 3,914 | 0 | 132 | 39,673 |
| 255,864 | | | | | | | | | | | | |

Credit risk exposure by industry and IFRS 9 treatment

| in EUR million | Stage 1 | Stage 2 | Stage 3 | POCI | Credit risk exposure (AC and FVOCI) | Not subject to IFRS 9 impairment | Total |
|----------------------------------|----------------|---------------|--------------|------------|--|-------------------------------------|----------------|
| Dec 19 | | | | | | | |
| Agriculture and forestry | 2,849 | 265 | 111 | 11 | 3,236 | 14 | 3,250 |
| Mining | 680 | 52 | 27 | 23 | 781 | 26 | 807 |
| Manufacturing | 16,043 | 1,805 | 431 | 46 | 18,324 | 951 | 19,274 |
| Energy and water supply | 3,657 | 558 | 75 | 4 | 4,294 | 124 | 4,418 |
| Construction | 10,160 | 862 | 389 | 31 | 11,441 | 890 | 12,332 |
| Development of building projects | 4,908 | 327 | 71 | 9 | 5,314 | 245 | 5,559 |
| Trade | 11,290 | 1,363 | 396 | 41 | 13,091 | 666 | 13,757 |
| Transport and communication | 6,934 | 462 | 104 | 5 | 7,506 | 292 | 7,798 |
| Hotels and restaurants | 4,314 | 503 | 243 | 26 | 5,086 | 41 | 5,126 |
| Financial and insurance services | 34,931 | 515 | 27 | 13 | 35,486 | 5,362 | 40,848 |
| Holding companies | 2,406 | 189 | 5 | 13 | 2,614 | 136 | 2,749 |
| Real estate and housing | 27,130 | 2,031 | 316 | 134 | 29,611 | 592 | 30,203 |
| Services | 11,709 | 1,322 | 243 | 6 | 13,279 | 759 | 14,038 |
| Public administration | 35,748 | 385 | 1 | 3 | 36,137 | 2,459 | 38,595 |
| Education, health and art | 3,097 | 417 | 216 | 0 | 3,730 | 37 | 3,767 |
| Households | 71,273 | 5,715 | 1,511 | 136 | 78,636 | 562 | 79,198 |
| Other | 361 | 0 | 0 | 0 | 361 | 7 | 368 |
| Total | 240,176 | 16,256 | 4,087 | 480 | 260,999 | 12,779 | 273,778 |
| Dec 18 | | | | | | | |
| Agriculture and forestry | 2,571 | 327 | 134 | 44 | 3,077 | 19 | 3,096 |
| Mining | 616 | 34 | 28 | 20 | 697 | 20 | 717 |
| Manufacturing | 15,160 | 1,265 | 523 | 49 | 16,997 | 1,036 | 18,033 |
| Energy and water supply | 3,611 | 324 | 77 | 8 | 4,019 | 128 | 4,147 |
| Construction | 9,259 | 786 | 502 | 25 | 10,572 | 845 | 11,417 |
| Development of building projects | 4,508 | 272 | 56 | 2 | 4,839 | 251 | 5,090 |
| Trade | 10,935 | 982 | 449 | 55 | 12,420 | 272 | 12,692 |
| Transport and communication | 6,687 | 343 | 111 | 12 | 7,152 | 327 | 7,479 |
| Hotels and restaurants | 3,924 | 500 | 278 | 29 | 4,731 | 44 | 4,775 |
| Financial and insurance services | 29,535 | 515 | 63 | 15 | 30,127 | 5,339 | 35,467 |
| Holding companies | 2,424 | 102 | 44 | 14 | 2,584 | 162 | 2,747 |
| Real estate and housing | 25,561 | 1,227 | 427 | 157 | 27,372 | 532 | 27,904 |
| Services | 11,083 | 948 | 300 | 18 | 12,348 | 586 | 12,934 |
| Public administration | 35,793 | 381 | 1 | 3 | 36,179 | 2,526 | 38,705 |
| Education, health and art | 2,912 | 349 | 226 | 1 | 3,488 | 48 | 3,536 |
| Households | 67,276 | 5,212 | 1,584 | 162 | 74,233 | 351 | 74,584 |
| Other | 370 | 1 | 0 | 0 | 371 | 6 | 377 |
| Total | 225,292 | 13,193 | 4,704 | 595 | 243,784 | 12,079 | 255,864 |

Credit risk exposure by industry and risk category

| in EUR million | Low risk | Management attention | Substandard | Non-performing | Total |
|----------------------------------|----------------|----------------------|--------------|----------------|----------------|
| Dec 19 | | | | | |
| Agriculture and forestry | 2,063 | 851 | 214 | 122 | 3,250 |
| Mining | 713 | 33 | 11 | 50 | 807 |
| Manufacturing | 16,376 | 1,942 | 483 | 474 | 19,274 |
| Energy and water supply | 3,654 | 485 | 199 | 79 | 4,418 |
| Construction | 9,867 | 1,612 | 435 | 418 | 12,332 |
| Development of building projects | 4,586 | 784 | 109 | 79 | 5,559 |
| Trade | 10,906 | 1,979 | 434 | 438 | 13,757 |
| Transport and communication | 6,669 | 712 | 309 | 108 | 7,798 |
| Hotels and restaurants | 3,662 | 928 | 285 | 251 | 5,126 |
| Financial and insurance services | 39,692 | 884 | 244 | 27 | 40,848 |
| Holding companies | 2,558 | 164 | 22 | 5 | 2,749 |
| Real estate and housing | 24,692 | 3,747 | 1,326 | 438 | 30,203 |
| Services | 12,202 | 1,245 | 335 | 254 | 14,038 |
| Public administration | 38,218 | 292 | 85 | 1 | 38,595 |
| Education, health and art | 2,982 | 413 | 155 | 216 | 3,767 |
| Households | 71,039 | 4,813 | 1,759 | 1,587 | 79,198 |
| Other | 306 | 0 | 61 | 0 | 368 |
| Total | 243,042 | 19,936 | 6,338 | 4,463 | 273,778 |
| Dec 18 | | | | | |
| Agriculture and forestry | 2,026 | 753 | 136 | 180 | 3,096 |
| Mining | 620 | 39 | 11 | 48 | 717 |
| Manufacturing | 15,127 | 1,856 | 470 | 580 | 18,033 |
| Energy and water supply | 3,408 | 498 | 157 | 85 | 4,147 |
| Construction | 8,878 | 1,546 | 467 | 525 | 11,417 |
| Development of building projects | 4,180 | 683 | 169 | 58 | 5,090 |
| Trade | 9,806 | 1,887 | 489 | 510 | 12,692 |
| Transport and communication | 6,485 | 685 | 186 | 123 | 7,479 |
| Hotels and restaurants | 3,433 | 767 | 262 | 313 | 4,775 |
| Financial and insurance services | 34,271 | 885 | 231 | 79 | 35,467 |
| Holding companies | 2,501 | 157 | 30 | 59 | 2,747 |
| Real estate and housing | 23,163 | 3,130 | 1,035 | 576 | 27,904 |
| Services | 11,058 | 1,256 | 293 | 327 | 12,934 |
| Public administration | 38,236 | 254 | 209 | 6 | 38,705 |
| Education, health and art | 2,736 | 424 | 149 | 228 | 3,536 |
| Households | 64,557 | 6,314 | 1,980 | 1,734 | 74,584 |
| Other | 321 | 1 | 55 | 0 | 377 |
| Total | 224,125 | 20,293 | 6,130 | 5,315 | 255,864 |

Credit risk exposure by region and risk category

The geographic analysis of credit risk exposure is based on the country of risk of borrowers and counterparties. It also includes obligors domiciled in other countries if the economic risk exists in the respective country of risk. Accordingly, the distribution by regions differs from the composition of the credit risk exposure by geographical segments of Erste Group.

| in EUR million | Low risk | Management attention | Substandard | Non-performing | Total |
|---------------------------------------|----------------|----------------------|--------------|----------------|----------------|
| Dec 19 | | | | | |
| Core markets | 208,069 | 18,042 | 5,869 | 4,023 | 236,003 |
| Austria | 100,495 | 8,357 | 1,816 | 1,687 | 112,355 |
| Czech Republic | 52,422 | 4,515 | 1,147 | 673 | 58,757 |
| Slovakia | 18,851 | 1,305 | 1,544 | 479 | 22,180 |
| Romania | 15,908 | 1,407 | 559 | 407 | 18,281 |
| Hungary | 9,475 | 1,030 | 471 | 157 | 11,134 |
| Croatia | 8,506 | 1,093 | 274 | 598 | 10,472 |
| Serbia | 2,411 | 335 | 57 | 22 | 2,824 |
| Other EU | 24,839 | 837 | 226 | 296 | 26,198 |
| Other industrialised countries | 5,334 | 123 | 34 | 14 | 5,504 |
| Emerging markets | 4,800 | 934 | 210 | 130 | 6,074 |
| Southeastern Europe/CIS | 2,698 | 571 | 64 | 116 | 3,449 |
| Asia | 1,576 | 152 | 21 | 4 | 1,754 |
| Latin America | 156 | 18 | 10 | 9 | 193 |
| Middle East/Africa | 370 | 193 | 114 | 1 | 678 |
| Total | 243,042 | 19,936 | 6,338 | 4,463 | 273,778 |
| Dec 18 | | | | | |
| Core markets | 195,827 | 18,419 | 5,790 | 4,757 | 224,792 |
| Austria | 96,632 | 7,692 | 2,065 | 1,953 | 108,342 |
| Czech Republic | 50,840 | 4,220 | 1,256 | 697 | 57,013 |
| Slovakia | 15,941 | 2,812 | 1,242 | 553 | 20,549 |
| Romania | 13,903 | 1,485 | 473 | 565 | 16,426 |
| Hungary | 8,762 | 832 | 426 | 198 | 10,218 |
| Croatia | 7,789 | 1,087 | 291 | 767 | 9,934 |
| Serbia | 1,960 | 291 | 37 | 23 | 2,311 |
| Other EU | 19,788 | 894 | 156 | 408 | 21,245 |
| Other industrialised countries | 4,807 | 142 | 35 | 37 | 5,022 |
| Emerging markets | 3,704 | 839 | 149 | 113 | 4,804 |
| Southeastern Europe/CIS | 1,798 | 425 | 77 | 94 | 2,395 |
| Asia | 1,497 | 138 | 14 | 3 | 1,653 |
| Latin America | 56 | 16 | 13 | 10 | 96 |
| Middle East/Africa | 352 | 260 | 44 | 5 | 661 |
| Total | 224,125 | 20,293 | 6,130 | 5,315 | 255,864 |

Credit risk exposure by region and IFRS 9 treatment

| in EUR million | Stage 1 | Stage 2 | Stage 3 | POCI | Credit risk exposure (AC and FVOCI) | Not subject to FRS 9 impairment | Total |
|---------------------------------------|----------------|---------------|--------------|------------|--|------------------------------------|----------------|
| Dec 19 | | | | | | | |
| Core markets | 210,624 | 14,007 | 3,715 | 417 | 228,762 | 7,240 | 236,003 |
| Austria | 97,589 | 9,071 | 1,652 | 30 | 108,343 | 4,012 | 112,355 |
| Czech Republic | 55,975 | 1,678 | 648 | 27 | 58,328 | 428 | 58,757 |
| Slovakia | 20,865 | 666 | 384 | 116 | 22,031 | 149 | 22,180 |
| Romania | 15,377 | 1,661 | 335 | 110 | 17,483 | 798 | 18,281 |
| Hungary | 9,454 | 295 | 111 | 94 | 9,955 | 1,179 | 11,134 |
| Croatia | 9,004 | 530 | 565 | 37 | 10,137 | 335 | 10,472 |
| Serbia | 2,360 | 105 | 19 | 2 | 2,486 | 338 | 2,824 |
| Other EU | 20,390 | 1,608 | 237 | 49 | 22,283 | 3,914 | 26,198 |
| Other industrialised countries | 4,601 | 234 | 14 | 13 | 4,862 | 643 | 5,504 |
| Emerging markets | 4,561 | 408 | 122 | 1 | 5,091 | 982 | 6,074 |
| Southeastern Europe/CIS | 2,928 | 267 | 114 | 1 | 3,310 | 138 | 3,449 |
| Asia | 949 | 34 | 4 | 0 | 987 | 767 | 1,754 |
| Latin America | 142 | 25 | 2 | 0 | 169 | 24 | 193 |
| Middle East/Africa | 543 | 81 | 1 | 0 | 625 | 53 | 678 |
| Total | 240,176 | 16,256 | 4,087 | 480 | 260,999 | 12,779 | 273,778 |
| Dec 18 | | | | | | | |
| Core markets | 201,888 | 11,378 | 4,244 | 519 | 218,028 | 6,764 | 224,792 |
| Austria | 94,756 | 7,446 | 1,847 | 49 | 104,097 | 4,244 | 108,342 |
| Czech Republic | 54,230 | 1,614 | 672 | 17 | 56,533 | 479 | 57,013 |
| Slovakia | 19,441 | 441 | 432 | 133 | 20,448 | 101 | 20,549 |
| Romania | 14,417 | 1,073 | 450 | 134 | 16,075 | 351 | 16,426 |
| Hungary | 8,786 | 169 | 127 | 120 | 9,202 | 1,016 | 10,218 |
| Croatia | 8,276 | 580 | 696 | 62 | 9,615 | 319 | 9,934 |
| Serbia | 1,982 | 54 | 20 | 3 | 2,058 | 253 | 2,311 |
| Other EU | 15,558 | 1,085 | 338 | 56 | 17,037 | 4,208 | 21,245 |
| Other industrialised countries | 4,414 | 199 | 23 | 15 | 4,651 | 371 | 5,022 |
| Emerging markets | 3,431 | 531 | 101 | 6 | 4,069 | 735 | 4,804 |
| Southeastern Europe/CIS | 2,039 | 213 | 88 | 6 | 2,345 | 50 | 2,395 |
| Asia | 1,032 | 18 | 2 | 0 | 1,053 | 600 | 1,653 |
| Latin America | 54 | 14 | 5 | 0 | 73 | 22 | 96 |
| Middle East/Africa | 307 | 286 | 5 | 0 | 598 | 63 | 661 |
| Total | 225,292 | 13,193 | 4,704 | 595 | 243,784 | 12,079 | 255,864 |

Stage 1 and Stage 2 comprise not impaired credit risks while Stage 3 includes impaired credit risks. POCI (purchased or originated credit impaired) consists of credit risks already impaired when purchased or originated.

The defaulted part of POCI amounted to EUR 339 million (2018: EUR 471 million), the non-defaulted part to EUR 141 million (2018: EUR 124 million).

The credit risk exposure increased by EUR 4,013 million, or 3.7% in Austria, and by EUR 7,197 million, or 6.2% in the CEE core markets. In the other EU member states (EU 28 excluding core markets), the credit risk exposure increased by EUR 4,953 million, or 23.3%. Growth was recorded as well in other industrialised countries (EUR 482 million) and in emerging markets (EUR 1,269 million). In total, Erste Group's core markets and the EU accounted for 95.8% (2018: 96.2%) of credit risk exposure as of 31 December 2019. At 2.2% (2018: 1.9%), the share of emerging markets remained of minor importance.

Credit risk exposure by reporting segment and risk category

The segment reporting of Erste Group is based on the matrix organisation by business segment as well as by geographical segment. The geographical segmentation follows the country markets in which Erste Group operates and the locations of the banking and other financial institutions participations.

Credit risk exposure by business segment and risk category

| in EUR million | Low risk | Management attention | Substandard | Non-performing | Total |
|----------------|----------------|----------------------|--------------|----------------|----------------|
| Dec 19 | | | | | |
| Retail | 58,616 | 5,977 | 2,512 | 1,474 | 68,579 |
| Corporates | 67,378 | 6,807 | 2,189 | 1,467 | 77,841 |
| Group Markets | 17,962 | 346 | 133 | 3 | 18,444 |
| ALM & LCC | 41,554 | 121 | 92 | 75 | 41,842 |
| Savings Banks | 57,280 | 6,673 | 1,403 | 1,431 | 66,786 |
| GCC | 252 | 13 | 9 | 13 | 287 |
| Total | 243,042 | 19,936 | 6,338 | 4,463 | 273,778 |
| Dec 18 | | | | | |
| Retail | 54,909 | 7,216 | 2,520 | 1,583 | 66,228 |
| Corporates | 60,200 | 6,353 | 1,973 | 2,048 | 70,573 |
| Group Markets | 25,366 | 389 | 62 | 2 | 25,819 |
| ALM & LCC | 28,769 | 136 | 89 | 12 | 29,005 |
| Savings Banks | 54,210 | 6,192 | 1,468 | 1,666 | 63,536 |
| GCC | 673 | 8 | 19 | 3 | 703 |
| Total | 224,125 | 20,293 | 6,130 | 5,315 | 255,864 |

Credit risk exposure by business segment and IFRS 9 treatment

| in EUR million | Stage 1 | Stage 2 | Stage 3 | POCI | Credit risk exposure (AC and FVOCI) | Not subject to IFRS 9 impairment | Total |
|----------------|----------------|---------------|--------------|------------|-------------------------------------|----------------------------------|----------------|
| Dec 19 | | | | | | | |
| Retail | 61,886 | 4,613 | 1,398 | 139 | 68,036 | 543 | 68,579 |
| Corporates | 67,684 | 5,489 | 1,203 | 294 | 74,671 | 3,170 | 77,841 |
| Group Markets | 12,199 | 126 | 2 | 0 | 12,327 | 6,116 | 18,444 |
| ALM & LCC | 41,380 | 78 | 75 | 0 | 41,533 | 309 | 41,842 |
| Savings Banks | 56,822 | 5,945 | 1,397 | 47 | 64,210 | 2,576 | 66,786 |
| GCC | 205 | 3 | 13 | 0 | 222 | 65 | 287 |
| Total | 240,176 | 16,256 | 4,087 | 480 | 260,999 | 12,779 | 273,778 |
| Dec 18 | | | | | | | |
| Retail | 60,043 | 4,113 | 1,428 | 161 | 65,746 | 482 | 66,228 |
| Corporates | 62,338 | 3,819 | 1,691 | 372 | 68,219 | 2,354 | 70,573 |
| Group Markets | 19,678 | 290 | 2 | 0 | 19,970 | 5,849 | 25,819 |
| ALM & LCC | 28,668 | 55 | 12 | 0 | 28,735 | 271 | 29,005 |
| Savings Banks | 53,921 | 4,913 | 1,569 | 62 | 60,465 | 3,071 | 63,536 |
| GCC | 645 | 2 | 3 | 0 | 650 | 53 | 703 |
| Total | 225,292 | 13,193 | 4,704 | 595 | 243,784 | 12,079 | 255,864 |

Credit risk exposure by geographical segment and risk category

| in EUR million | Low risk | Management attention | Substandard | Non-performing | Total |
|----------------|----------------|----------------------|--------------|----------------|----------------|
| Dec 19 | | | | | |
| Austria | 134,745 | 10,174 | 2,309 | 2,324 | 149,551 |
| EBOe & Subs. | 41,074 | 2,788 | 584 | 529 | 44,975 |
| Savings Banks | 57,280 | 6,673 | 1,403 | 1,431 | 66,786 |
| Other Austria | 36,391 | 713 | 323 | 364 | 37,790 |
| CEE | 102,434 | 9,749 | 4,019 | 2,126 | 118,328 |
| Czech Republic | 53,611 | 4,596 | 1,161 | 556 | 59,924 |
| Slovakia | 16,553 | 1,291 | 1,541 | 473 | 19,859 |
| Romania | 13,926 | 1,430 | 559 | 441 | 16,356 |
| Hungary | 7,883 | 1,014 | 403 | 133 | 9,432 |
| Croatia | 8,649 | 1,102 | 299 | 501 | 10,551 |
| Serbia | 1,812 | 316 | 57 | 21 | 2,206 |
| Other | 5,863 | 13 | 9 | 13 | 5,899 |
| Total | 243,042 | 19,936 | 6,338 | 4,463 | 273,778 |
| Dec 18 | | | | | |
| Austria | 123,157 | 9,491 | 2,491 | 2,786 | 137,925 |
| EBOe & Subs. | 39,353 | 2,547 | 750 | 636 | 43,286 |
| Savings Banks | 54,210 | 6,192 | 1,468 | 1,666 | 63,536 |
| Other Austria | 29,594 | 752 | 273 | 484 | 31,103 |
| CEE | 95,417 | 10,760 | 3,620 | 2,498 | 112,297 |
| Czech Republic | 51,499 | 4,317 | 1,216 | 561 | 57,594 |
| Slovakia | 14,115 | 2,744 | 1,250 | 487 | 18,596 |
| Romania | 12,917 | 1,485 | 475 | 603 | 15,480 |
| Hungary | 7,634 | 797 | 310 | 166 | 8,907 |
| Croatia | 7,734 | 1,126 | 332 | 660 | 9,852 |
| Serbia | 1,518 | 291 | 37 | 22 | 1,868 |
| Other | 5,551 | 42 | 19 | 30 | 5,642 |
| Total | 224,125 | 20,293 | 6,130 | 5,315 | 255,864 |

Credit risk exposure by geographical segment and IFRS 9 treatment

| in EUR million | Stage 1 | Stage 2 | Stage 3 | POCI | Credit risk exposure (AC and FVOCI) | Not subject to IFRS 9 impairment | Total |
|----------------|----------------|---------------|--------------|------------|-------------------------------------|----------------------------------|----------------|
| Dec 19 | | | | | | | |
| Austria | 124,594 | 11,625 | 2,245 | 69 | 138,534 | 11,017 | 149,551 |
| EBOe & Subs. | 39,844 | 3,553 | 523 | 6 | 43,926 | 1,049 | 44,975 |
| Savings Banks | 56,822 | 5,945 | 1,397 | 47 | 64,210 | 2,576 | 66,786 |
| Other Austria | 27,928 | 2,127 | 326 | 17 | 30,398 | 7,392 | 37,790 |
| CEE | 109,787 | 4,627 | 1,829 | 411 | 116,653 | 1,674 | 118,328 |
| Czech Republic | 57,259 | 1,746 | 525 | 32 | 59,562 | 362 | 59,924 |
| Slovakia | 18,774 | 511 | 360 | 135 | 19,780 | 79 | 19,859 |
| Romania | 14,020 | 1,551 | 370 | 110 | 16,052 | 303 | 16,356 |
| Hungary | 8,360 | 264 | 87 | 94 | 8,806 | 626 | 9,432 |
| Croatia | 9,499 | 488 | 468 | 37 | 10,493 | 59 | 10,551 |
| Serbia | 1,875 | 66 | 18 | 2 | 1,961 | 246 | 2,206 |
| Other | 5,795 | 3 | 13 | 0 | 5,811 | 88 | 5,899 |
| Total | 240,176 | 16,256 | 4,087 | 480 | 260,999 | 12,779 | 273,778 |
| Dec 18 | | | | | | | |
| Austria | 115,410 | 9,247 | 2,606 | 102 | 127,365 | 10,560 | 137,925 |
| EBOe & Subs. | 38,838 | 2,926 | 597 | 17 | 42,378 | 908 | 43,286 |
| Savings Banks | 53,921 | 4,913 | 1,569 | 62 | 60,465 | 3,071 | 63,536 |
| Other Austria | 22,650 | 1,409 | 439 | 24 | 24,522 | 6,580 | 31,103 |
| CEE | 104,388 | 3,903 | 2,068 | 493 | 110,851 | 1,446 | 112,297 |
| Czech Republic | 54,940 | 1,728 | 532 | 21 | 57,220 | 374 | 57,594 |
| Slovakia | 17,666 | 347 | 347 | 152 | 18,512 | 85 | 18,596 |
| Romania | 13,760 | 1,052 | 489 | 134 | 15,435 | 45 | 15,480 |
| Hungary | 7,869 | 128 | 94 | 121 | 8,211 | 696 | 8,907 |
| Croatia | 8,549 | 596 | 589 | 62 | 9,796 | 57 | 9,852 |
| Serbia | 1,604 | 52 | 18 | 2 | 1,677 | 190 | 1,868 |
| Other | 5,495 | 43 | 30 | 0 | 5,568 | 74 | 5,642 |
| Total | 225,292 | 13,193 | 4,704 | 595 | 243,784 | 12,079 | 255,864 |

Non-performing credit risk exposure and credit loss allowances

For the definition of credit risk exposure classified as non-performing, please refer to the description of risk categories in the subsection 'Credit risk classification'. Credit risk allowances include credit loss allowances for financial assets, credit loss allowances for loan commitments and financial guarantees (all allowances within the scope of IFRS 9) and provisions for other commitments.

Credit loss allowances (all stages combined) covered 79.1% (2018: 74.4%) of the reported non-performing on-balance and off-balance credit risk exposure as of 31 December 2019. For the portion of the non-performing credit risk exposure that is not covered by allowances, Erste Group assumes there are sufficient levels of collateral and expected other recoveries.

During 2019, the non-performing credit risk exposure decreased by EUR 852 million, or 16.0%. The substantial improvement of asset quality resulted on one side from a strong decline of new non-performing loans, and on the other side from high recoveries and write-offs, including sales of non-performing loans. The credit loss allowances for loans and advances together with credit loss allowances for loan commitments and financial guarantees decreased by EUR 418 million, or 10.7%. The decrease of the non-performing exposure at a higher rate compared with the decrease of credit loss allowances resulted in a substantial increase of 4.7 percentage points in the coverage of the non-performing credit risk exposure by credit risk allowances.

The following tables show the coverage of the non-performing credit risk exposure by credit loss allowances (without taking into consideration collateral) as of 31 December 2019 and 31 December 2018. The differences in the credit allowance levels between the reporting segments result from the risk situation in the respective markets, different levels of collateralisation as well as the local legal environment and regulatory requirements.

The non-performing exposure ratio (NPE ratio) is calculated as the non-performing credit risk exposure divided by total credit risk exposure while the NPE coverage ratio is computed as total credit loss allowances (all allowances within the scope of IFRS 9) divided by non-performing credit risk exposure at AC and FVOCI. Collateral is not taken into account in the NPE coverage ratio.

Non-performing credit risk exposure by business segment and coverage by credit loss allowances and collateral

| in EUR million | Non-performing | | Credit risk exposure | | Credit loss allowances | Collateral for NPE | | NPE ratio | | NPE coverage ratio | NPE collateralisation ratio | |
|----------------|----------------|--------------|----------------------|----------------|------------------------|--------------------|--------------|-------------|--------------|--------------------|-----------------------------|--------------|
| | Total | AC and FVOCI | Total | AC and FVOCI | AC and FVOCI | Total | AC and FVOCI | Total | AC and FVOCI | AC and FVOCI | Total | AC and FVOCI |
| Dec 19 | | | | | | | | | | | | |
| Retail | 1,474 | 1,472 | 68,579 | 68,036 | -1,234 | 619 | 618 | 2.1% | 2.2% | 83.8% | 42.0% | 42.0% |
| Corporates | 1,467 | 1,441 | 77,841 | 74,671 | -1,227 | 508 | 506 | 1.9% | 1.9% | 85.2% | 34.6% | 35.1% |
| Group Markets | 3 | 2 | 18,444 | 12,327 | -13 | 0 | 0 | 0.0% | 0.0% | >500.0% | 0.0% | 0.0% |
| ALM & LCC | 75 | 75 | 41,842 | 41,533 | -53 | 48 | 48 | 0.2% | 0.2% | 71.6% | 64.7% | 64.9% |
| Savings Banks | 1,431 | 1,424 | 66,786 | 64,210 | -961 | 707 | 705 | 2.1% | 2.2% | 67.5% | 49.5% | 49.5% |
| GCC | 13 | 11 | 287 | 222 | -13 | 5 | 3 | 4.6% | 5.1% | 115.1% | 39.8% | 29.0% |
| Total | 4,463 | 4,425 | 273,778 | 260,999 | -3,502 | 1,888 | 1,881 | 1.6% | 1.7% | 79.1% | 42.3% | 42.5% |
| Dec 18 | | | | | | | | | | | | |
| Retail | 1,583 | 1,581 | 66,228 | 65,746 | -1,341 | 639 | 638 | 2.4% | 2.4% | 84.8% | 40.4% | 40.4% |
| Corporates | 2,048 | 2,017 | 70,573 | 68,219 | -1,475 | 699 | 694 | 2.9% | 3.0% | 73.1% | 34.1% | 34.4% |
| Group Markets | 2 | 2 | 25,819 | 19,970 | -13 | 0 | 0 | 0.0% | 0.0% | >500.0% | 0.0% | 0.0% |
| ALM & LCC | 12 | 12 | 29,005 | 28,735 | -33 | 1 | 1 | 0.0% | 0.0% | 285.0% | 8.4% | 8.8% |
| Savings Banks | 1,666 | 1,655 | 63,536 | 60,465 | -1,054 | 803 | 800 | 2.6% | 2.7% | 63.7% | 48.2% | 48.4% |
| GCC | 3 | 1 | 703 | 650 | -2 | 3 | 1 | 0.4% | 0.1% | 199.8% | 98.2% | 93.6% |
| Total | 5,315 | 5,268 | 255,864 | 243,784 | -3,919 | 2,145 | 2,134 | 2.1% | 2.2% | 74.4% | 40.4% | 40.5% |

Non-performing credit risk exposure by geographical segment and coverage by credit loss allowances and collateral

| in EUR million | Non-performing | | Credit risk exposure | | Credit loss allowances | | Collateral for NPE | | NPE ratio | | NPE coverage ratio | | NPE collateralisation ratio | |
|----------------|----------------|--------------|----------------------|----------------|------------------------|--------------|--------------------|--------------|-------------|---------------|--------------------|--------------|-----------------------------|--------------|
| | Total | AC and FVOCI | Total | AC and FVOCI | AC and FVOCI | AC and FVOCI | Total | AC and FVOCI | Total | AC and FVOCI | AC and FVOCI | AC and FVOCI | Total | AC and FVOCI |
| Dec 19 | | | | | | | | | | | | | | |
| Austria | 2,324 | 2,294 | 149,551 | 138,534 | -1,543 | 1,143 | 1,141 | 1.6% | 1.7% | 67.3% | 49.2% | 49.7% | | |
| EBOe & Subs. | 529 | 527 | 44,975 | 43,926 | -326 | 289 | 289 | 1.2% | 1.2% | 61.7% | 54.6% | 54.7% | | |
| Savings Banks | 1,431 | 1,424 | 66,786 | 64,210 | -961 | 707 | 705 | 2.1% | 2.2% | 67.5% | 49.5% | 49.5% | | |
| Other Austria | 364 | 342 | 37,790 | 30,398 | -256 | 147 | 147 | 1.0% | 1.1% | 74.7% | 40.3% | 42.8% | | |
| CEE | 2,126 | 2,120 | 118,328 | 116,653 | -1,945 | 740 | 737 | 1.8% | 1.8% | 91.7% | 34.8% | 34.8% | | |
| Czech Republic | 556 | 555 | 59,924 | 59,562 | -534 | 129 | 129 | 0.9% | 0.9% | 96.3% | 23.2% | 23.3% | | |
| Slovakia | 473 | 473 | 19,859 | 19,780 | -351 | 169 | 169 | 2.4% | 2.4% | 74.2% | 35.8% | 35.8% | | |
| Romania | 441 | 440 | 16,356 | 16,052 | -497 | 151 | 151 | 2.7% | 2.7% | 112.9% | 34.2% | 34.2% | | |
| Hungary | 133 | 130 | 9,432 | 8,806 | -123 | 78 | 78 | 1.4% | 1.5% | 94.6% | 59.1% | 59.6% | | |
| Croatia | 501 | 501 | 10,551 | 10,493 | -409 | 207 | 205 | 4.7% | 4.8% | 81.7% | 41.3% | 41.0% | | |
| Serbia | 21 | 21 | 2,206 | 1,961 | -30 | 5 | 5 | 1.0% | 1.0% | 148.5% | 23.0% | 23.0% | | |
| Other | 13 | 11 | 5,899 | 5,811 | -14 | 5 | 3 | 0.2% | 0.2% | 124.8% | 39.8% | 29.0% | | |
| Total | 4,463 | 4,425 | 273,778 | 260,999 | -3,502 | 1,888 | 1,881 | 1.6% | 1.7% | 79.1% | 42.3% | 42.5% | | |
| Dec 18 | | | | | | | | | | | | | | |
| Austria | 2,786 | 2,748 | 137,925 | 127,365 | -1,748 | 1,287 | 1,284 | 2.0% | 2.2% | 63.6% | 46.2% | 46.7% | | |
| EBOe & Subs. | 636 | 629 | 43,286 | 42,378 | -405 | 311 | 311 | 1.5% | 1.5% | 64.3% | 48.9% | 49.4% | | |
| Savings Banks | 1,666 | 1,655 | 63,536 | 60,465 | -1,054 | 803 | 800 | 2.6% | 2.7% | 63.7% | 48.2% | 48.4% | | |
| Other Austria | 484 | 464 | 31,103 | 24,522 | -289 | 173 | 173 | 1.6% | 1.9% | 62.2% | 35.8% | 37.3% | | |
| CEE | 2,498 | 2,491 | 112,297 | 110,851 | -2,154 | 855 | 849 | 2.2% | 2.2% | 86.5% | 34.2% | 34.1% | | |
| Czech Republic | 561 | 559 | 57,594 | 57,220 | -560 | 101 | 101 | 1.0% | 1.0% | 100.2% | 18.1% | 18.1% | | |
| Slovakia | 487 | 487 | 18,596 | 18,512 | -367 | 228 | 228 | 2.6% | 2.6% | 75.3% | 46.7% | 46.7% | | |
| Romania | 603 | 601 | 15,480 | 15,435 | -570 | 186 | 184 | 3.9% | 3.9% | 94.9% | 30.8% | 30.7% | | |
| Hungary | 166 | 163 | 8,907 | 8,211 | -138 | 87 | 86 | 1.9% | 2.0% | 84.9% | 52.8% | 53.0% | | |
| Croatia | 660 | 660 | 9,852 | 9,796 | -488 | 248 | 244 | 6.7% | 6.7% | 73.9% | 37.5% | 37.0% | | |
| Serbia | 22 | 21 | 1,868 | 1,677 | -31 | 5 | 5 | 1.2% | 1.3% | 144.9% | 23.3% | 23.9% | | |
| Other | 30 | 28 | 5,642 | 5,568 | -17 | 3 | 1 | 0.5% | 0.5% | 59.4% | 9.6% | 2.8% | | |
| Total | 5,315 | 5,268 | 255,864 | 243,784 | -3,919 | 2,145 | 2,134 | 2.1% | 2.2% | 74.4% | 40.4% | 40.5% | | |

Expected credit loss measurement

The general principles and standards for credit loss allowances are governed by internal policies in Erste Group. According to IFRS 9, credit loss allowances are calculated for all components of credit risk exposures which are measured at amortised cost (AC) or at fair value through other comprehensive income. They include debt securities, loans and advances, demand deposits on nostro accounts with commercial banks as well as finance lease and trade receivables. Also, credit loss allowances are calculated for loan commitments and financial guarantees if they meet the applicable IFRS 9 definitions.

According to IFRS 9, there are three main stages outlined for expected credit loss (ECL) determination. Stage 1 includes financial instruments which are not credit-impaired at initial recognition and for which credit risk has not increased significantly since initial recognition. In Stage 1, credit loss allowances are calculated as twelve-month ECL.

If a significant increase in credit risk (SICR) since initial recognition is identified but the financial instrument is not yet deemed to be credit-impaired, it is moved to Stage 2. For financial instruments in Stage 2 the ECL is measured on a lifetime (LT) basis. If the financial instrument is credit-impaired, the financial instrument is then moved to Stage 3. For financial instruments in Stage 3 the ECL is measured on a LT basis.

Purchased or originated credit-impaired (POCI) financial instruments are those financial instruments that are credit-impaired on initial recognition. Their ECL is always measured on LT basis.

For more information about classification into stages refer to part 'Classification into stages and definition of credit-impaired financial instruments' below.

Key judgments, inputs and assumptions adopted by the Group in addressing the IFRS 9 requirements of the standard are presented below.

Significant increase in credit risk determination

Assessment of significant increase in credit risk of financial instruments as at the reporting date since initial recognition is one of the key drivers affecting the amount of the ECL recognised based on IFRS 9 requirements. In this respect, across portfolios and product types, quantitative and qualitative indicators are defined for assessing SICR, including the indicator of 30 days-past-due (DPD).

Quantitative criteria

Quantitative SICR indicators include adverse changes in annualised lifetime probability of default and in lifetime probability of default with significance being assessed by reference to a mix of relative and absolute change thresholds. The bank has established thresholds for significant increases in credit risk based on both a percentage (relative) and absolute change in PD compared to initial recognition. In order for the SICR to occur for a particular financial instrument, both the relative and absolute thresholds need to be breached.

The relative measure is calculated as a ratio between current annualised PD and annualised PD value on initial recognition. The breach means that such ratio has reached or is higher than the established threshold. These relative thresholds for SICR assessment are established at PD segment level or client rating level for each consolidated entity, as necessary, and are subject to initial and on-going validation. The absolute threshold refers to difference of LT PD on initial recognition and current LT PD. It is set to a maximum of 50 bps and serves as a back-stop for migrations between the best ratings (LT PDs considered for remaining maturity). In such cases, relative thresholds may be breached, however overall PD is very low, and therefore SICR is not positively concluded.

Sensitivity of ECL on relative threshold changes

The table below presents relative threshold intervals as applied at Erste Group and a sensitivity analysis on how changes in the relative thresholds would affect ECL per geographical segment.

Relative thresholds for SICR assessment by geographical segment

| in EUR million | Threshold interval (x times) | | Threshold change +/-0.5 | | Threshold change +/-1 | |
|----------------|------------------------------|-------------|-------------------------|---------------------|-----------------------|---------------------|
| | Min | Max | ECL impact decrease | ECL impact increase | ECL impact decrease | ECL impact increase |
| Dec 19 | | | | | | |
| Austria | 1.13 | 2.37 | +50.3 | -28.9 | +69.9 | -73.4 |
| EBOe & Subs. | 1.13 | 2.37 | +11.7 | -6.0 | +16.9 | -13.8 |
| Savings Banks | 1.13 | 2.37 | +28.4 | -17.4 | +38.5 | -44.2 |
| Other Austria | 1.13 | 2.37 | +10.2 | -5.6 | +14.4 | -15.5 |
| CEE | 1.03 | 4.41 | +22.1 | -32.4 | +37.1 | -79.3 |
| Czech Republic | 1.13 | 3.59 | +4.2 | -13.5 | +8.9 | -35.7 |
| Slovakia | 1.13 | 4.41 | +3.6 | -5.0 | +6.0 | -12.8 |
| Romania | 1.13 | 3.36 | +9.1 | -8.6 | +14.5 | -16.7 |
| Hungary | 1.13 | 3.21 | +3.1 | -2.7 | +4.1 | -3.1 |
| Croatia | 1.13 | 3.13 | +1.1 | -1.9 | +2.2 | -7.5 |
| Serbia | 1.03 | 3.47 | +1.1 | -0.7 | +1.3 | -3.5 |
| Total | 1.03 | 4.41 | +72.4 | -61.4 | +107.0 | -152.7 |
| Dec 18 | | | | | | |
| Austria | 1.13 | 2.37 | +36.1 | -19.9 | +42.6 | -32.1 |
| EBOe & Subs. | 1.13 | 2.37 | +11.6 | -4.9 | +13.3 | -8.6 |
| Savings Banks | 1.13 | 2.37 | +23.7 | -11.5 | +28.4 | -18.0 |
| Other Austria | 1.13 | 2.37 | +0.8 | -3.5 | +0.9 | -5.5 |
| CEE | 1.03 | 4.41 | +28.7 | -17.1 | +62.5 | -29.4 |
| Czech Republic | 1.13 | 3.59 | +14.7 | -6.9 | +29.9 | -11.5 |
| Slovakia | 1.13 | 4.41 | +4.1 | -2.1 | +8.4 | -3.6 |
| Romania | 1.13 | 3.36 | +5.4 | -4.8 | +9.6 | -9.3 |
| Hungary | 1.13 | 3.57 | +1.0 | -0.9 | +3.3 | -1.5 |
| Croatia | 1.13 | 3.13 | +2.7 | -0.8 | +9.7 | -1.8 |
| Serbia | 1.03 | 3.47 | +0.8 | -1.6 | +1.6 | -1.7 |
| Total | 1.03 | 4.41 | +64.8 | -37.0 | +105.1 | -61.5 |

Sensitivity is calculated by adding/subtracting the values indicated from the current threshold level. The ECL impact increase/decrease refers to increasing/lowering the threshold (i.e. if the current threshold is 2.37 and the sensitivity is 0.5, then the increase refers to a threshold of 2.87 and the decrease to a threshold of 1.87, so an increase leads to release of ECL and a decrease to additional allocation). Effects of the threshold changes by +/- 0.5 and +/- 1 are shown, however the threshold is floored to 1, since values of the ratio below 1 indicate credit-worthiness improvement (i.e. if the threshold is 1.13, values used for sensitivity analysis for +/- 0.5 would decrease the threshold to 1 and increase the threshold to 1.63).

Thresholds might seem to show high dispersion, but they are driven mainly by regional and rating diversity. Regions with higher credit quality portfolios have lower thresholds than those with lower credit quality portfolios. The minimal threshold in almost all regions of 1.13 refers to sovereign rating classes that are centrally established. The average threshold of the Group is between 2 and 3.

There are certain portfolios where SICR quantitative criteria are assessed based on the ratings rather than PDs. The main rule in those cases is that downgrading of the ratings would lead to a positive conclusion on SICR. These rules are applied primarily to leasing and factoring business receivables.

For migration back to Stage 1 there are no additional cure periods established for quantitative criteria other than those already established in general credit risk practice (e.g. for rating improvement).

Qualitative criteria

Qualitative SICR indicators include forbearance-type flags (identification of regulatory forbearance), work-out transfer flags (when the account starts being monitored by the work-out department), information from the early-warning system (if it is not sufficiently considered in the rating) and fraud indicators. The assignment of some of the qualitative indicators inherently relies on experienced credit risk judgment being exercised adequately and in a timely manner. The related group-wide and entity-level credit risk controlling policies and procedures (adapted as necessary in the light of transition to IFRS 9) ensure the necessary governance framework. These indicators are used internally for identification of insolvency or increased probability that a borrower will enter bankruptcy and there is increased risk of default in the foreseeable future.

Besides the qualitative indicators defined on a client level, the assessment of a significant increase in credit risk is performed on a portfolio level if the increase in credit risk on individual instruments or at a client level is available only with a certain time lag or is observable exclusively on a portfolio level.

Examples are stage 2 overrides for parts of Swiss franc retail portfolio or in case of high LTV loans resulting from a specific law in Romania (clients are allowed to give up on real estate collateral against waiver of principal).

For migration back to Stage 1 there are no additional cure periods established for qualitative criteria other than those already established in general credit risk practice for the above-mentioned flags (forbearance, watch lists).

Backstop

A backstop is applied and the financial instruments are considered to have experienced a SICR if the borrower is more than 30 days past due on contractual payments. As observed during validation, this does not represent a major trigger for Stage 2 classification.

Low credit risk exemption

The 'low credit risk exemption' allowed by IFRS 9 for 'investment grade' assets or other assets deemed 'low risk' (and resulting in 12 months expected credit losses being calculated irrespective of SICR quantitative measures) has been implemented with limitations in Erste Group. Thus, the potential activation of this exemption is limited to particular types of debt instruments and counterparty categories, and only if supported by sufficient 'low risk' evidence. On this basis, the 'low risk exemption' is expected to occasionally apply to some debt security exposures and only exceptionally to loans.

As of 31 December 2019, low credit risk exemption is applied only to debt securities in the Czech subsidiary (Česká spořitelna) and sovereign exposures in the Romanian subsidiary (Banca Comercială Română). In Česká spořitelna, the corresponding exposure amounted to EUR 10.2 billion (2018: EUR 10.3 billion) with PDs interval of 0.01%-0.5%. In Banca Comercială Română, the respective exposure amounted to EUR 4.3 billion (2018: not existing) with PD interval of 0.01%-0.5%.

Measuring ECL – explanation of inputs and measurement

Credit loss allowances are calculated individually or collectively.

The individual calculation approach is applied in case of exposures to significant defaulted customers in Stage 3 or POCI. It consists in the individual assessment of the difference between the gross carrying amount and the present value of the expected cash flows, which are estimated by workout or risk managers. The discounting of the cash flows is based on the effective interest rate (POCI: credit-adjusted effective interest rate). However, the discount rate for financial guarantees shall reflect the current market assessment of the time value of money and the risks that are specific to the cash flows which in Erste Group's implementation means using a risk free rate as a proxy.

A defaulted customer is classified as individually significant if the total on- and off-balance exposure exceeds a predefined materiality limit. Otherwise, the customer is considered insignificant and a rule-based (collective) approach is used for the calculation of the related credit loss allowance as the product of gross carrying amount and LGD, where the LGD depends on characteristics such as time in default or the stage of the workout process.

For exposures to non-defaulted customers (i.e. in Stage 1 and Stage 2), collective allowances are calculated according to a rule-based approach irrespective of the significance of the customer. The calculation of collective allowances requires grouping the related exposures into homogenous clusters on the basis of shared risk characteristics. The grouping criteria may differ based on the customer segment (retail, corporate) and include product type, collateral type, repayment type, loan to value band, and credit rating band.

The calculation of credit loss allowances is done on a monthly basis on a single exposure level and in the contractual currency of the exposure. To compute the collective credit loss allowance, Erste Group applies an expected credit loss (ECL) model based on a three-stage approach that leads to either a 12-month ECL or to a lifetime ECL. ECL is the discounted product of exposure at default (EAD) that also includes a credit conversion factor in the case of off-balance sheet exposures, probability of default (PD) and loss given default (LGD), defined as follows:

- PD represents the likelihood of a borrower defaulting on its financial obligation (per definition of default below), either over next 12 months (1Y PD) for Stage 1 exposures or over the remaining lifetime (LT PD) for Stage 2 and 3 and POCI exposures.
- EAD is based on the amounts Erste Group expects to be owed at the time of default, over next 12 months (1Y EAD) for Stage 1 exposures, or over the remaining lifetime (LT EAD) for Stage 2 and 3 and POCI exposures. The estimation includes current balance, expected repayments and expected drawings up to the current contractual limit by the time of default.
- LGD represents the Erste Group's expectation of the extent of loss on a defaulted exposure. LGD varies by type of counterparty, type and seniority of claim and availability of collateral or other credit support. LGD is expressed as a percentage loss per unit exposure at the time of default (EAD).

Life-time parameters

The LT PD is developed through observation of historical defaults from initial recognition through the life-time of the loans. It is assumed to be the same across all assets in the same portfolio and rating band.

The 1Y and LT EADs are determined based on the expected payment profiles, which vary by product type. The LT EAD calculation utilises repayment schedule or repayment type (annuity, linear, bullet). In the case of undrawn commitments, credit conversion factor is estimated for reflecting the expected credit exposure in the EAD.

The LGD is estimated as a lifetime curve for any point in time, based on historical loss observations.

The risk parameters used in the ECL calculation take into account available information at the reporting date about past events, current conditions and forecasts on future economic trends. Generally, the risk parameters applied in the calculation of collective allowances differ from the risk parameters compliant with capital requirement regulations, calculated on a through-the-cycle basis, if the characteristics of the respective portfolio in combination with IFRS standards necessitate this.

Incorporation of forward-looking information

Parameters are determined to reflect the risk as a 'point-in-time' measure and with consideration of forward-looking information (FLI). This results in using a baseline forecast and a number of alternative scenarios for selected macroeconomic variables. The alternative scenarios are derived, together with their probabilities of occurrence, as a deviation from baseline forecasts, where the baseline forecasts are, with a few exceptions, internally determined by Erste Group's research department. Given multiple scenarios, the 'neutral' PDs (and, with a few exceptions, also LGDs) are adjusted using macro models that link relevant macroeconomic variables with risk drivers. The same macro-shift models as for external and internal stress test are used. Forward-looking information is incorporated for first three years of ECL measurement. Measurement of the parameters for the remaining lifetime returns back to through-the-cycle observations immediately in year four.

Thus, the unbiased probability-weighted ECL considering FLI is derived using the weights representing the probability of occurrence of each macroeconomic scenario. Typical macroeconomic variables may include real gross domestic product, unemployment rate, inflation rate, production index as well as market interest rates. The selection of variables also depends on the availability of reliable forecasts for the given local market. Nevertheless, the main indication of estimated economic development is the GDP development.

Baseline, upside and downside scenarios of GDP growth by geographical segment

| GDP growth in % | Scenario | Probability weight | 2019 | 2020 | 2021 | 2022 |
|-----------------|----------|--------------------|-------------|-------------|-------------|-------------|
| Dec 19 | | | | | | |
| Austria | Upside | 11% | 1.7 | 3.1 | 3.2 | 3.1 |
| | Baseline | 50% | 1.7 | 1.6 | 1.7 | 1.6 |
| | Downside | 39% | 1.7 | -0.2 | -0.1 | -0.2 |
| Czech Republic | Upside | 13% | 2.6 | 4.6 | 4.7 | 4.8 |
| | Baseline | 50% | 2.6 | 2.6 | 2.7 | 2.8 |
| | Downside | 37% | 2.6 | 0.1 | 0.2 | 0.3 |
| Slovakia | Upside | 12% | 3.4 | 5.7 | 5.3 | 5.2 |
| | Baseline | 50% | 3.4 | 3.3 | 2.9 | 2.8 |
| | Downside | 38% | 3.4 | 0.1 | -0.3 | -0.4 |
| Romania | Upside | 10% | 4.5 | 6.9 | 6.5 | 5.0 |
| | Baseline | 50% | 4.5 | 3.8 | 3.4 | 1.9 |
| | Downside | 40% | 4.5 | 0.3 | -0.1 | -1.6 |
| Hungary | Upside | 7% | 4.1 | 5.0 | 4.4 | 4.3 |
| | Baseline | 50% | 4.1 | 3.2 | 2.6 | 2.5 |
| | Downside | 43% | 4.1 | 0.6 | 0.0 | -0.1 |
| Croatia | Upside | 10% | 3.2 | 4.1 | 5.3 | 6.3 |
| | Baseline | 50% | 3.2 | 2.5 | 2.4 | 2.4 |
| | Downside | 40% | 3.2 | 0.9 | -0.5 | -1.5 |
| Serbia | Upside | 10% | 3.3 | 5.7 | 6.2 | n/a |
| | Baseline | 50% | 3.3 | 3.5 | 4.0 | n/a |
| | Downside | 40% | 3.3 | 1.1 | 1.6 | n/a |
| | | | 2018 | 2019 | 2020 | 2021 |
| Dec 18 | | | | | | |
| Austria | Upside | 34% | 2.8 | 3.7 | 3.3 | 3.1 |
| | Baseline | 50% | 2.8 | 2.2 | 1.8 | 1.6 |
| | Downside | 16% | 2.8 | 0.4 | 0.0 | -0.2 |
| Czech Republic | Upside | 14% | 3.6 | 5.1 | 4.9 | 4.8 |
| | Baseline | 50% | 3.6 | 3.1 | 2.9 | 2.8 |
| | Downside | 36% | 3.6 | 0.8 | 0.6 | 0.5 |
| Slovakia | Upside | 25% | 3.9 | 6.2 | 5.6 | 5.5 |
| | Baseline | 50% | 3.9 | 4.2 | 3.6 | 3.5 |
| | Downside | 25% | 3.9 | 1.6 | 1.0 | 0.9 |
| Romania | Upside | 34% | 4.0 | 6.3 | 6.8 | 6.4 |
| | Baseline | 50% | 4.0 | 3.4 | 3.9 | 3.5 |
| | Downside | 16% | 4.0 | 0.5 | 0.9 | 0.5 |
| Hungary | Upside | 41% | 4.7 | 4.6 | 3.8 | 3.8 |
| | Baseline | 50% | 4.1 | 3.3 | 2.5 | 2.5 |
| | Downside | 9% | 3.0 | 1.1 | 0.3 | 0.3 |
| Croatia | Upside | 32% | 2.8 | 4.2 | 5.5 | 5.3 |
| | Baseline | 50% | 2.8 | 2.7 | 2.6 | 2.7 |
| | Downside | 18% | 2.8 | 1.2 | -0.3 | 0.1 |
| Serbia | Upside | 25% | 2.9 | 4.8 | n/a | n/a |
| | Baseline | 50% | 2.9 | 3.0 | n/a | n/a |
| | Downside | 25% | 2.9 | 1.1 | n/a | n/a |

In order to show impact of the macro scenarios on the stage composition and ECL development we present sensitivity analyses of the applied shifts in the table below. We show split of the current exposure and ECL on the performing portfolio and movements in exposures between stages and resulted changes in ECL.

Sensitivity Analysis

| in EUR million | Current status parameters (FLI shifted) | | | | Point in time parameters (before FLI shift) | | | |
|----------------|---|---------------|-------------|-------------|---|-----------------|--------------|--------------|
| | Risk relevant exposure | | ECL | | Risk relevant exposure change | | ECL change | |
| | Stage 1 | Stage 2 | Stage 1 | Stage 2 | Stage 1 | Stage 2 | Stage 1 | Stage 2 |
| Dec 19 | | | | | | | | |
| Austria | 124,594 | 11,625 | -173 | -290 | +1,159.5 | -1,159.5 | +2.2 | +42.2 |
| EBOe & Subs | 39,844 | 3,553 | -37 | -69 | +264.8 | -264.8 | +1.0 | +8.0 |
| Savings Banks | 56,822 | 5,945 | -108 | -179 | +632.7 | -632.7 | +1.5 | +22.8 |
| Other Austria | 27,928 | 2,127 | -28 | -42 | +261.9 | -261.9 | -0.3 | +11.3 |
| CEE | 109,787 | 4,627 | -252 | -317 | +444.3 | -444.3 | +24.3 | +48.5 |
| Czech Republic | 57,259 | 1,746 | -78 | -84 | +82.3 | -82.3 | +1.1 | +4.7 |
| Slovakia | 18,774 | 511 | -39 | -38 | +21.8 | -21.8 | -0.3 | +2.4 |
| Romania | 14,020 | 1,551 | -47 | -135 | +251.1 | -251.1 | +4.5 | +32.1 |
| Hungary | 8,360 | 264 | -16 | -27 | +58.2 | -58.2 | +5.1 | +7.8 |
| Croatia | 9,499 | 488 | -61 | -27 | +23.1 | -23.1 | +11.7 | +1.0 |
| Serbia | 1,875 | 66 | -10 | -6 | +7.7 | -7.7 | +2.2 | +0.6 |
| Other | 5,795 | 3 | 0 | 0 | - | - | - | - |
| Total | 240,176 | 16,256 | -425 | -607 | +1,603.8 | -1,603.7 | +26.4 | +90.7 |
| Dec 18 | | | | | | | | |
| Austria | 115,410 | 9,247 | -175 | -244 | +153.2 | -153.2 | +1.6 | +10.2 |
| EBOe & Subs | 38,838 | 2,926 | -44 | -64 | +28.2 | -28.2 | +0.6 | +1.9 |
| Savings Banks | 53,921 | 4,913 | -100 | -152 | +93.6 | -93.6 | +0.6 | +5.8 |
| Other Austria | 22,650 | 1,409 | -31 | -28 | +31.3 | -31.3 | +0.4 | +2.5 |
| CEE | 104,388 | 3,903 | -261 | -294 | +156.6 | -156.6 | +4.0 | +25.2 |
| Czech Republic | 54,940 | 1,728 | -98 | -92 | +97.5 | -97.5 | +1.4 | +8.1 |
| Slovakia | 17,666 | 347 | -39 | -35 | -27.0 | +27.0 | +0.0 | -2.4 |
| Romania | 13,760 | 1,052 | -38 | -113 | +69.5 | -69.5 | +4.3 | +19.0 |
| Hungary | 7,869 | 128 | -18 | -17 | -1.9 | +1.9 | -0.2 | -0.2 |
| Croatia | 8,549 | 596 | -58 | -31 | +9.5 | -9.5 | -3.6 | +0.4 |
| Serbia | 1,604 | 52 | -9 | -8 | +8.9 | -8.9 | +2.1 | +0.3 |
| Other | 5,495 | 43 | 0 | -1 | - | - | - | - |
| Total | 225,292 | 13,193 | -436 | -540 | +309.8 | -309.8 | +5.6 | +35.4 |

In the ECL change from the above table the positive sign (+) means a release while the negative sign (-) means an allocation. Values presented as sensitivities are results of the internal simulations.

Erste Group forecast led to the higher effects of the FLI adjustments on the credit risk parameters as depicted in the sensitivity tables. It is as well visible in threshold sensitivity, where comparatively more conservative risk parameters led to higher sensitivity to threshold stages as depicted in threshold sensitivity table above.

Classification into stages and definition of credit-impaired financial instruments

The three-stage approach applies to financial instruments within the scope of the impairment requirements of IFRS 9 and those that are not categorised as purchased or originated credit-impaired financial assets (POCI), which form a category of their own. Depending on the impairment status and the assessment of the development of credit risk, these financial instruments are assigned to one of the three stages.

Stage 1 includes not credit-impaired financial instruments at initial recognition and not credit-impaired financial instruments without a significant increase in credit risk since initial recognition, irrespective of their credit quality, or subject to the 'low risk exemption' allowed by IFRS 9. Financial instruments in Stage 1 have their ECL measured at an amount equal to the portion of lifetime expected credit losses that result from default events possible within the next 12 months.

Stage 2 includes not credit-impaired financial instruments with a significant increase in credit risk since initial recognition and not subject to the 'low credit risk exemption' allowed by IFRS 9. Also, Stage 2 includes trade receivables without significant financing component to which the 'simplified approach' is applied mandatorily based on IFRS 9 requirements. In stage 2, the credit loss allowances are calculated as lifetime ECL. In the case of drawings by non-defaulted customers on previously committed credit lines, the whole exposure (on-balance and off-balance) is categorised as either Stage 1 or Stage 2 depending on the development of credit risk between the commitment date and the drawing date.

Stage 3 includes financial instruments that are credit-impaired at the reporting date but were not credit-impaired at initial recognition. In principle, a financial instrument becomes credit-impaired when the customer defaults. The default definition applied in Erste Group has been developed in accordance with EBA/GL/2016/07 'Guidelines on the application of the definition of default under Article 178 of Regulation (EU) No 575/2013' and 'Commission Delegated Regulation (EU) 2018/171 of 19 October 2017 on supplementing Regulation (EU) No 575/2013 of the European Parliament and of the Council with regard to regulatory technical standards for the materiality threshold for credit obligations past due'. The definition specifies the rules for default contagion across groups of connected clients and clarifies the concept of technical default. Erste Group generally applies a customer view in applying the default definition, which leads to an impairment of all claims even if the customer

defaults only on one of several transactions ('pulling effect'). On the other hand, an upgrade to a non-defaulted rating grade implies that the total exposure ceases to be impaired. In stage 3, credit loss allowances are calculated as lifetime ECLs.

POCI includes financial instruments that were credit-impaired at initial recognition, irrespective of whether they are still credit-impaired at the reporting date. Expected credit losses against POCI exposures are always calculated on a lifetime basis (cumulative changes in lifetime ECL since initial recognition), and are reflected in the credit-adjusted effective interest rate at initial recognition. As a result, no loss allowance is recognised at inception. Subsequently, only adverse changes in lifetime expected credit losses after the initial recognition are recognised as loss allowance, whilst favourable changes are recognised as impairment gains increasing the gross carrying amount of the POCI financial assets.

Composition of credit loss allowances

| in EUR million | Dec 18 | Dec 19 |
|--|---------------|---------------|
| Credit loss allowances | -3,590 | -3,209 |
| Credit loss allowances for loan commitments and financial guarantees | -329 | -293 |
| Provisions for other commitments | -14 | -17 |
| Total | -3,933 | -3,518 |

Credit loss allowances are computed based on IFRS 9 requirements, while provisions for other commitments are subject to IAS 37.

Restructuring, renegotiation and forbearance

Restructuring means contractual modification of any of the customer's loan repayment conditions including tenor, interest rate, fees, principal amount due or a combination thereof. Restructuring can be business restructuring (in the retail segment), commercial renegotiation (in the corporate segment), or forbearance (e.g. concession due to financial difficulties) in line with EBA requirements in both segments.

Restructuring and renegotiation

Restructuring as business restructuring in the retail segment or as commercial renegotiation in the corporate segment is a potential and effective customer retention tool involving re-pricing or the offering of an additional loan or both in order to maintain the bank's valuable, good clientele.

Forbearance

The definition of 'forbearance' is included in Regulation (EU) 2015/227. A restructuring is considered 'forbearance' if it entails a concession towards a customer facing or about to face financial difficulties in meeting their contractual financial commitments. A borrower is in financial difficulties if any of the following conditions are met:

- _ the customer was more than 30 days past due in the past 3 months;
- _ the customer would be 30 days past due or more without receiving forbearance;
- _ the customer is in default;
- _ the customer would default without receiving forbearance.

Additional criteria for non-retail segment:

- _ early warning signals for this customer identified;
- _ customer has deteriorated financial figures, which led to decline of the rating grade;
- _ customer has increased probability of default.

Forborne exposure is assessed at loan contract level and means only the exposure to which forbearance measures have been extended and excludes any other exposure the customer may have, as long as no forbearance was extended to these.

Concession means that any of the following conditions are met:

- _ modification/refinancing of the contract would not have been granted, had the customer not been in financial difficulty;
- _ there is a difference in favour of the customer between the modified/refinanced terms of the contract and the previous terms of the contract;
- _ the modified/refinanced contract includes more favourable terms than other customers with a similar risk profile would have obtained from the same institution;
- _ the contract modification involves total or partial cancellation of the debt by (partial) write-off;
- _ activation of embedded forbearance clause of the contract;
- _ any waiver of a material financial or non-financial covenant.

Forbearance can be initiated by the bank or by the customer (on account of loss of employment, illness etc.). Components of forbearance can be instalment reduction, tenor extension, interest reduction or forgiveness, principal reduction or forgiveness, revolving exposure change to instalment and/or others.

Forbearance measures are divided and reported as:

- _ performing forbearance (incl. performing forbearance under probation that was upgraded from non-performing forbearance);
- _ non-performing forbearance (incl. defaulted forbearance; since 10/2019 the definition of non-performing status is aligned with default).

Forborne exposures are considered performing when:

- _ the exposure did not have non-performing status at the time the extension of or application for forbearance was approved;
- _ granting the forbearance has not led to classifying the exposure as non-performing/default.

Performing forborne exposures become non-performing when one of the following forbearance classifications is fulfilled during the monitoring period of a minimum two years:

- _ an additional forbearance measure is extended;
- _ the customer becomes more than 30 days past due on forborne exposure and in the past the customer was in the non-performing forbearance category;
- _ the customer meets any of the default event criteria defined in the default definition;
- _ for corporate customers, when a final restructuring agreement cannot be concluded within 18 months after the first forbearance measure.

The performing forbearance classification can be discontinued and the account can become a non-forborne account when all of the following conditions are met:

- _ a minimum of two years have passed from the date of classifying the exposure as performing forbearance (probation period);
- _ under the forborne payment plan, at least 50% of the original (pre-forbearance) instalment has been regularly repaid (significant repayment) at least during half of the probation period (in the case of retail customers);
- _ regular repayments in a significant amount during at least half of the probation period have been made (in the case of non-retail customers);
- _ significant repayment includes amount previously past-due (if any) or written-off (if no-past due amounts) for both segments retail and non-retail;
- _ none of the exposure of the customer is more than 30 days past due at the end of the probation period.

The non-performing forbearance classification can be discontinued and reclassified as performing under probation when all of the following conditions are met:

- _ one year has passed from the date of classifying the exposure as non-performing forbearance or from the latest of the following events:
 - _ the moment of extending the restructuring measure;
 - _ the end of the grace period included in the restructuring agreement;
 - _ the moment when the exposure has been classified as defaulted.
- _ the forbearance has not led the exposure to be classified as non-performing;
- _ the customer is not classified as defaulted according to the definition of default;
- _ retail customers: the customer has demonstrated the ability to comply with the post-forbearance conditions by either of the following:
 - _ the customer has never been more than 30 days past due during the 12 months prior to the reclassification and there is no delinquent amount;
 - _ the customer has repaid the full past due amount or the written-off amount (if there was any).
- _ corporate customers: significant amount has been paid in regular repayments, analysis of financial development that leaves no concern about future compliance with post-forbearance terms and conditions. Furthermore, the customer has never been more than 30 days past due during the 12 months prior to the reclassification and there is no delinquent amount.

In the corporate segment, recognition of forbearance measures typically leads to the involvement of the responsible local workout unit. The largest part of the forbearance measures are set and monitored within the responsibility of the local workout units according to the internal regulations and standards for the workout involvement. Forbearance measures are defined as qualitative trigger events in the SICR concept according to the internal regulations of Erste Group.

Default definition

Since October 2019 Erste Group has implemented the new definition of default, based on regulatory joint decision, in all entities using IRB approach to comply with the EBA 'Guidelines on the application of the definition of default under Art.178 of Regulation (EU) No 575/2013' and 'Commission Delegated Regulation (EU) 2018/171 of 19 October 2017 on supplementing Regulation (EU) No 575/2013 of the European Parliament and of the Council with regard to regulatory technical standards for the materiality threshold for credit obligations past due'. The impact of the modified default definition is immaterial. Erste Group follows the two-step approach of the European Central Bank which requires the adjustment of the risk parameters and recalibration of rating systems as a second step afterwards.

Entities with standardized approach have to implement the new Group Forbearance, Non-performing and Default Definition Policy latest by end of 2020. The group requirements stipulated in the Group policy cover the EBA requirements given in the Guidelines on the application of default definition (EBA GL 2016-07). Deviations to the group requirements are allowed only if are triggered by local regulatory requirements.

The definitions of non-performing and default are aligned within Erste Group.

The materiality of 90 days past due credit obligation is applied for on-balance exposure at client level and assessed daily against the group-wide defined materiality threshold (except the local regulator has defined different thresholds) for the:

- _ retail exposure: as an absolute limit on client level of 100 EUR and relative 1% on client level;
- _ non-retail exposure: as an absolute limit on client level of 500 EUR and relative 1% on client level.

Credit risk exposure, forbearance exposure and credit loss allowances

| in EUR million | Loans and advances | Debt securities | Other positions | Loan commitments | Total |
|---|--------------------|-----------------|-----------------|------------------|----------------|
| Dec 19 | | | | | |
| Gross exposure | 186,507 | 37,699 | 18,347 | 31,225 | 273,778 |
| thereof gross forborne exposure | 2,213 | 3 | 0 | 96 | 2,313 |
| Performing exposure | 182,363 | 37,695 | 18,147 | 31,110 | 269,316 |
| thereof performing forborne exposure | 910 | 0 | 0 | 30 | 939 |
| Credit loss allowances for performing exposure | -869 | -23 | -72 | -79 | -1,042 |
| thereof credit loss allowances for performing forborne exposure | -33 | 0 | 0 | -4 | -37 |
| Non-performing exposure | 4,144 | 4 | 200 | 115 | 4,463 |
| thereof non-performing forborne exposure | 1,303 | 3 | 0 | 67 | 1,373 |
| Credit loss allowances for non-performing exposure | -2,315 | -2 | -128 | -32 | -2,476 |
| thereof credit loss allowances for non-performing forborne exposure | -662 | -2 | 0 | -11 | -675 |
| Dec 18 | | | | | |
| Gross exposure | 171,996 | 37,537 | 17,528 | 28,802 | 255,864 |
| thereof gross forborne exposure | 2,486 | 3 | 0 | 95 | 2,584 |
| Performing exposure | 167,133 | 37,508 | 17,241 | 28,667 | 250,549 |
| thereof performing forborne exposure | 857 | 0 | 0 | 27 | 884 |
| Credit loss allowances for performing exposure | -825 | -16 | -73 | -70 | -984 |
| thereof credit loss allowances for performing forborne exposure | -42 | 0 | 0 | -2 | -44 |
| Non-performing exposure | 4,862 | 30 | 288 | 135 | 5,315 |
| thereof non-performing forborne exposure | 1,629 | 3 | 0 | 68 | 1,700 |
| Credit loss allowances for non-performing exposure | -2,748 | -2 | -153 | -47 | -2,951 |
| thereof credit loss allowances for non-performing forborne exposure | -764 | -2 | 0 | -16 | -781 |

Types of forbearance exposure

| in EUR million | Gross forborne exposure | Modification in terms and conditions | Refinancing |
|--------------------|-------------------------|--------------------------------------|-------------|
| Dec 19 | | | |
| Loans and advances | 2,213 | 1,933 | 280 |
| Debt securities | 3 | 3 | 0 |
| Loan commitments | 96 | 82 | 14 |
| Total | 2,313 | 2,019 | 294 |
| Dec 18 | | | |
| Loans and advances | 2,486 | 2,188 | 298 |
| Debt securities | 3 | 3 | 0 |
| Loan commitments | 95 | 79 | 16 |
| Total | 2,584 | 2,271 | 314 |

Loans and advances also include lease, trade and other receivables.

Credit quality of forbearance exposure by geographical segment

| in EUR million | Gross forbore exposure | Neither past due nor credit impaired | Past due but not credit impaired | Credit impaired | Collateral | Credit loss allowances |
|----------------|------------------------|--------------------------------------|----------------------------------|-----------------|--------------|------------------------|
| Dec 19 | | | | | | |
| Austria | 1,476 | 686 | 41 | 749 | 796 | -354 |
| EBOe & Subs. | 337 | 177 | 13 | 147 | 212 | -57 |
| Savings Banks | 953 | 476 | 28 | 449 | 538 | -208 |
| Other Austria | 187 | 33 | 1 | 153 | 45 | -89 |
| CEE | 837 | 220 | 28 | 588 | 218 | -358 |
| Czech Republic | 136 | 29 | 2 | 105 | 35 | -67 |
| Slovakia | 257 | 75 | 15 | 167 | 76 | -93 |
| Romania | 227 | 56 | 2 | 169 | 53 | -112 |
| Hungary | 41 | 15 | 2 | 24 | 25 | -12 |
| Croatia | 159 | 41 | 1 | 117 | 25 | -70 |
| Serbia | 17 | 6 | 6 | 6 | 4 | -5 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 2,313 | 906 | 69 | 1,337 | 1,014 | -712 |
| Dec 18 | | | | | | |
| Austria | 1,597 | 642 | 42 | 913 | 851 | -428 |
| EBOe & Subs. | 368 | 185 | 7 | 176 | 212 | -84 |
| Savings Banks | 945 | 437 | 26 | 482 | 528 | -233 |
| Other Austria | 284 | 20 | 9 | 256 | 112 | -112 |
| CEE | 987 | 248 | 30 | 709 | 338 | -397 |
| Czech Republic | 124 | 41 | 0 | 83 | 35 | -53 |
| Slovakia | 271 | 69 | 10 | 192 | 135 | -99 |
| Romania | 298 | 72 | 10 | 216 | 73 | -147 |
| Hungary | 48 | 18 | 6 | 24 | 23 | -16 |
| Croatia | 233 | 41 | 3 | 189 | 71 | -78 |
| Serbia | 13 | 7 | 1 | 5 | 2 | -4 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 2,584 | 890 | 72 | 1,622 | 1,190 | -825 |

Collateral

Recognition of credit collateral

The Collateral Management department is a staff unit within the Corporate Portfolio Monitoring and Management Department. The Group Collateral Management Policy Part 1 defines, among other things, uniform valuation standards for credit collateral across the entire group. It ensures that the credit risk decision processes are standardised with respect to accepted collateral values.

All collateral types acceptable within the group are contained in the Group Collateral Catalogue. Locally permitted collateral is defined by the respective bank in accordance with applicable national legal provisions. The valuation and revaluation of collateral is done according to the principles defined in the Group Collateral Catalogue broken down by collateral type and based on the internal work instructions in accordance with the individual supervisory requirements. Whether a type of collateral or a specific collateral asset is accepted for credit risk mitigation is decided by Enterprise-wide Risk Management after determining if the applicable regulatory requirements are met. Credit underwriting monitors adherence to the standard work processes stipulated for assigning the acceptable collateral assets to the categories available.

Main types of credit collateral

The following types of credit collateral are accepted:

- real estate: residential and commercial real estate;
- financial collateral: securities, cash deposits and life insurance policies;
- guarantees: given by sovereigns, public sector entities, financial institutes, companies and individuals. All guarantors must have a minimum credit rating, which is reviewed annually;
- movables: equipment, investment goods, machinery and motor vehicles;
- claims and rights: trade account receivables, leasehold rights and shares in a company's capital.

Collateral valuation and management

Collateral valuation is based on current market prices while taking into account an amount that can be recovered within a reasonable period. The valuation processes are defined and their IT-supported technical application is performed by Collateral Management at group level and by authorised staff in each country with the assistance of software applications. The allocated collateral values are capped by the amount of the secured transaction. Therefore, imputed excess collateral values are not possible. Only independent appraisers not involved in the lending decision process are permitted to conduct real estate valuations, and the valuation methods to be applied are defined by the bank. For quality assurance purposes, the real estate evaluation mechanism and real estate valuations are validated on an ongoing basis.

The methods and discounts used for valuations are based on empirical data representing past experience of the workout departments and on the collected data on recoveries from realising collateral. The valuation methods are adjusted regularly – at least once a year – to reflect current recoveries.

The revaluation of collateral is done periodically and is automated as far as possible. In the case of external data sources, the appropriate interfaces are used. The maximum periods for the revaluation of individual collateral assets are predefined and compliance is monitored by risk management using software applications. Apart from periodic revaluations, collateral is assessed when information becomes available that indicates a decrease in the value of the collateral for exceptional reasons.

Concentration risks resulting from credit risk mitigation techniques may affect a single customer, but also a portfolio defined by region, industry, or type of collateral. Erste Group is a retail bank, and, due to its customer structure and the markets in which it operates, it does not have any concentrations with respect to collateral from customers. All guarantee liabilities and loans of a corporate guarantee provider are taken into consideration in the credit application process in order to prevent possible concentrations. Guarantees provided by sovereigns, a public sector entity or financial institutions have to lie within the approved limit of the guarantor. Concerning other areas of a potentially detrimental correlation of risks, the collateral portfolios are analysed using statistical evaluations for, among other things, regional or industry-specific concentrations within the scope of portfolio monitoring. The response to those risks identified includes, above all, the adjustment of volume targets, setting of corresponding limits and modification of the staff's discretionary limits for lending.

Collateral obtained in foreclosure proceedings is made available for sale in an orderly fashion, with the proceeds used to reduce or repay the outstanding claim. Generally, Erste Group does not occupy repossessed properties for its own business use. The main part of assets taken onto its own books is commercial land and buildings. In addition, residential real estate properties and transport vehicles are taken into Erste Group's possession. As of 31 December 2019, the carrying value of these assets obtained during the reporting period amounted to EUR 9 million (2018: EUR 488 million).

Treasury collateral

The department Trading Book Risk Management is responsible for treasury collateral. The Group Collateral Management Policy Part 2 defines, among other things, uniform valuation standards for treasury collateral across the entire group.

Under the framework of treasury collateral, netting agreements (international framework agreements for derivatives of the International Swap and Derivatives Association (ISDA), Austrian or German framework agreements, framework agreements for securities lending transactions and repurchase deals) as well as collateral agreements (e.g. ISDA Credit Support Annex) are used for reducing the credit risk from derivatives.

Netting agreements make it possible to net all amounts due or payable for each individual transaction under a framework agreement in the case of a credit default, with the result that only the net receivables vis-à-vis the business partner are of relevance for credit risk. Within the scope of these collateral agreements, the portfolio with the respective counterparty is revalued periodically, usually daily, and in case of insufficient coverage additional collateral is requested. The policy restrictions on collateral types ensure that collateral received predominantly consists of cash or securities of investment grade quality. In the case of securities used as collateral, an additional valuation discount (haircut) depending on credit quality and residual maturity is applied.

The following tables compare the credit risk exposure broken down by business and geographical segments to the allocated collateral. The amount of allocated collateral corresponds to the accepted value after internal haircuts capped by the exposure amount.

Credit risk exposure by business segment and collateral

| in EUR million | Total credit risk exposure | Collateral total | Collateralised by | | | Credit risk exposure net of collateral |
|----------------|----------------------------|------------------|-------------------|---------------|---------------|--|
| | | | Guarantees | Real estate | Other | |
| Dec 19 | | | | | | |
| Retail | 68,579 | 39,853 | 1,568 | 35,357 | 2,928 | 28,725 |
| Corporates | 77,841 | 27,408 | 4,459 | 17,738 | 5,211 | 50,433 |
| Group Markets | 18,444 | 7,408 | 1,719 | 11 | 5,678 | 11,036 |
| ALM & LCC | 41,842 | 16,392 | 1,322 | 31 | 15,038 | 25,450 |
| Savings Banks | 66,786 | 31,117 | 1,529 | 26,343 | 3,244 | 35,669 |
| GCC | 287 | 30 | 0 | 6 | 23 | 257 |
| Total | 273,778 | 122,208 | 10,597 | 79,488 | 32,123 | 151,570 |
| Dec 18 | | | | | | |
| Retail | 66,228 | 37,338 | 1,338 | 33,081 | 2,918 | 28,890 |
| Corporates | 70,573 | 24,543 | 4,468 | 14,930 | 5,145 | 46,030 |
| Group Markets | 25,819 | 14,238 | 923 | 28 | 13,287 | 11,581 |
| ALM & LCC | 29,005 | 4,522 | 1,189 | 6 | 3,327 | 24,484 |
| Savings Banks | 63,536 | 29,264 | 1,440 | 24,426 | 3,398 | 34,272 |
| GCC | 703 | 425 | 0 | 18 | 407 | 278 |
| Total | 255,864 | 110,330 | 9,358 | 72,489 | 28,482 | 145,534 |

Credit risk exposure by geographical segment and collateral

| in EUR million | Total credit risk exposure | Collateral total | Collateralised by | | | Credit risk exposure net of collateral |
|----------------|----------------------------|------------------|-------------------|---------------|---------------|--|
| | | | Guarantees | Real estate | Other | |
| Dec 19 | | | | | | |
| Austria | 149,551 | 68,928 | 5,643 | 50,022 | 13,264 | 80,623 |
| EBOe & Subs. | 44,975 | 25,424 | 2,142 | 20,617 | 2,665 | 19,551 |
| Savings Banks | 66,786 | 31,117 | 1,529 | 26,343 | 3,244 | 35,669 |
| Other Austria | 37,790 | 12,387 | 1,972 | 3,061 | 7,354 | 25,403 |
| CEE | 118,328 | 52,273 | 4,348 | 29,459 | 18,466 | 66,055 |
| Czech Republic | 59,924 | 30,798 | 1,167 | 13,704 | 15,927 | 29,126 |
| Slovakia | 19,859 | 8,887 | 80 | 8,343 | 463 | 10,972 |
| Romania | 16,356 | 5,355 | 1,548 | 3,040 | 767 | 11,001 |
| Hungary | 9,432 | 3,269 | 1,006 | 1,707 | 555 | 6,163 |
| Croatia | 10,551 | 3,308 | 535 | 2,134 | 639 | 7,243 |
| Serbia | 2,206 | 657 | 10 | 532 | 115 | 1,550 |
| Other | 5,899 | 1,006 | 607 | 6 | 393 | 4,893 |
| Total | 273,778 | 122,208 | 10,597 | 79,488 | 32,123 | 151,570 |
| Dec 18 | | | | | | |
| Austria | 137,925 | 62,400 | 5,454 | 46,242 | 10,703 | 75,525 |
| EBOe & Subs. | 43,286 | 24,048 | 2,137 | 19,165 | 2,746 | 19,239 |
| Savings Banks | 63,536 | 29,264 | 1,440 | 24,426 | 3,398 | 34,272 |
| Other Austria | 31,103 | 9,088 | 1,878 | 2,651 | 4,559 | 22,014 |
| CEE | 112,297 | 47,042 | 3,456 | 26,229 | 17,358 | 65,254 |
| Czech Republic | 57,594 | 27,848 | 1,078 | 11,797 | 14,973 | 29,745 |
| Slovakia | 18,596 | 8,117 | 93 | 7,651 | 373 | 10,479 |
| Romania | 15,480 | 5,034 | 1,460 | 2,710 | 864 | 10,446 |
| Hungary | 8,907 | 2,397 | 307 | 1,690 | 400 | 6,509 |
| Croatia | 9,852 | 3,091 | 511 | 1,933 | 647 | 6,762 |
| Serbia | 1,868 | 555 | 7 | 447 | 101 | 1,313 |
| Other | 5,642 | 888 | 448 | 18 | 421 | 4,755 |
| Total | 255,864 | 110,330 | 9,358 | 72,489 | 28,482 | 145,534 |

Credit risk exposure by financial instrument and collateral

| Credit risk exposure by financial instrument and collateral | | | | | | | | | |
|---|----------------------------|-------------------|------------|-------------|--------|--|--------------------------------------|----------------------------------|-----------------|
| in EUR million | Total credit risk exposure | Collateralised by | | | | Credit risk exposure net of collateral | IFRS 9 impairment relevant | | |
| | | Collateral total | Guarantees | Real estate | Other | | Neither past due nor credit impaired | Past due but not credit impaired | Credit impaired |
| Dec 19 | | | | | | | | | |
| Cash and cash balances - demand deposits to credit institutions | 1,196 | 189 | 0 | 0 | 189 | 1,007 | 1,139 | 56 | 0 |
| Debt instruments held for trading | 5,694 | 1,022 | 153 | 1 | 868 | 4,672 | 0 | 0 | 0 |
| Non-trading debt instruments at FVPL | 2,818 | 437 | 289 | 136 | 12 | 2,381 | 0 | 0 | 0 |
| Debt instruments at FVOCI | 8,590 | 925 | 925 | 0 | 0 | 7,664 | 8,587 | 3 | 0 |
| Debt instruments at AC | 207,150 | 112,644 | 8,310 | 76,360 | 27,973 | 94,507 | 200,902 | 2,486 | 3,762 |
| Debt securities | 26,774 | 1,144 | 1,141 | 0 | 3 | 25,631 | 26,771 | 0 | 4 |
| Loans and advances to banks | 23,063 | 20,811 | 822 | 0 | 19,990 | 2,252 | 23,064 | 0 | 2 |
| Loans and advances to customers | 157,312 | 90,689 | 6,348 | 76,360 | 7,981 | 66,624 | 151,067 | 2,486 | 3,757 |
| Trade and other receivables | 1,480 | 6 | 2 | 1 | 3 | 1,473 | 1,317 | 85 | 78 |
| Finance lease receivables | 4,169 | 2,322 | 57 | 350 | 1,915 | 1,847 | 3,763 | 122 | 284 |
| Debt instruments held for sale in disposal groups | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Positive fair value of hedge accounting derivatives | 130 | 0 | 0 | 0 | 0 | 130 | 0 | 0 | 0 |
| Off-balance sheet exposures | 42,552 | 4,662 | 861 | 2,640 | 1,162 | 37,889 | 38,077 | 35 | 302 |
| thereof other commitments | 4,137 | 314 | 21 | 71 | 222 | 3,823 | 0 | 0 | 0 |
| Total | 273,778 | 122,208 | 10,597 | 79,488 | 32,123 | 151,570 | 253,786 | 2,787 | 4,426 |
| Dec 18 | | | | | | | | | |
| Cash and cash balances - demand deposits to credit institutions | 1,009 | 68 | 0 | 0 | 68 | 941 | 1,003 | 6 | 0 |
| Debt instruments held for trading | 5,516 | 1,116 | 79 | 0 | 1,037 | 4,401 | 0 | 0 | 0 |
| Non-trading debt instruments at FVPL | 2,938 | 223 | 48 | 159 | 16 | 2,715 | 0 | 0 | 0 |
| Debt instruments at FVOCI | 8,828 | 782 | 782 | 0 | 0 | 8,045 | 8,828 | 0 | 0 |
| Debt instruments at AC | 192,413 | 101,123 | 7,180 | 69,552 | 24,390 | 91,290 | 186,196 | 1,862 | 4,354 |
| Debt securities | 26,059 | 778 | 778 | 0 | 0 | 25,281 | 26,055 | 0 | 4 |
| Loans and advances to banks | 19,111 | 16,656 | 358 | 0 | 16,299 | 2,455 | 19,108 | 0 | 2 |
| Loans and advances to customers | 147,243 | 83,689 | 6,045 | 69,552 | 8,092 | 63,555 | 141,033 | 1,862 | 4,348 |
| Trade and other receivables | 1,441 | 17 | 5 | 1 | 11 | 1,423 | 1,236 | 84 | 121 |
| Finance lease receivables | 3,914 | 2,239 | 61 | 500 | 1,677 | 1,676 | 3,462 | 168 | 284 |
| Debt instruments held for sale in disposal groups | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Positive fair value of hedge accounting derivatives | 132 | 41 | 0 | 0 | 41 | 91 | 0 | 0 | 0 |
| Off-balance sheet exposures | 39,673 | 4,721 | 1,203 | 2,277 | 1,241 | 34,952 | 35,719 | 69 | 393 |
| thereof other commitments | 3,493 | 317 | 157 | 67 | 93 | 3,176 | 0 | 0 | 0 |
| Total | 255,864 | 110,330 | 9,358 | 72,489 | 28,482 | 145,534 | 236,444 | 2,189 | 5,152 |

The collateral attributable to exposures that are credit-impaired at 31 December 2019 amounts to EUR 1,881 million (2018: EUR 2,134 million).

Loans and advances to customers

The tables on the following pages present the structure of the customer loan book, excluding loans to central banks and credit institutions broken down by different categories. Loans and advances to customers comprise:

- _ loans to customers at FVPL;
- _ loans and advances to customers at AC;
- _ finance lease receivables;
- _ trade and other receivables.

The presentation is by gross carrying amount excluding loan loss allowances and collateral.

On the following pages, loans and advances to customers are presented by:

- _ business segment and risk category;
- _ business segment and IFRS 9 treatment;
- _ geographical segment and risk category;
- _ geographical segment and IFRS 9 treatment;
- _ business segment and coverage of non-performing loans and advances to customers by loan loss allowances and collateral;
- _ business segment and coverage by loan loss allowances and IFRS 9 treatment;
- _ geographical segment and coverage of non-performing loans and advances to customers by loan loss allowances and collateral;
- _ geographical segment and coverage by loan loss allowances and IFRS 9 treatment;
- _ business segment and currency;
- _ geographical segment and currency.

Loans and advances to customers by business segment and risk category

| in EUR million | Low risk | Management attention | Substandard | Non-performing | Total |
|----------------|----------------|----------------------|--------------|----------------|----------------|
| Dec 19 | | | | | |
| Retail | 50,297 | 5,385 | 2,277 | 1,454 | 59,413 |
| Corporates | 46,518 | 5,308 | 1,759 | 1,266 | 54,851 |
| Group Markets | 896 | 33 | 5 | 0 | 934 |
| ALM & LCC | 199 | 15 | 77 | 59 | 351 |
| Savings Banks | 39,959 | 5,319 | 1,196 | 1,349 | 47,823 |
| GCC | 24 | 7 | 2 | 13 | 46 |
| Total | 137,892 | 16,066 | 5,317 | 4,142 | 163,417 |
| Dec 18 | | | | | |
| Retail | 46,081 | 6,542 | 2,350 | 1,560 | 56,533 |
| Corporates | 41,998 | 4,844 | 1,568 | 1,721 | 50,131 |
| Group Markets | 1,097 | 107 | 1 | 0 | 1,205 |
| ALM & LCC | 126 | 41 | 73 | 11 | 251 |
| Savings Banks | 36,944 | 4,881 | 1,236 | 1,586 | 44,647 |
| GCC | 57 | 3 | 7 | 3 | 69 |
| Total | 126,303 | 16,418 | 5,234 | 4,881 | 152,836 |

Loans and advances to customers by business segment and IFRS 9 treatment

| in EUR million | Stage 1 | Stage 2 | Stage 3 | POCI | Customer loans (AC) | Not subject to IFRS 9 impairment | Total |
|----------------|----------------|---------------|--------------|------------|---------------------|----------------------------------|----------------|
| Dec 19 | | | | | | | |
| Retail | 53,491 | 4,067 | 1,379 | 136 | 59,073 | 340 | 59,413 |
| Corporates | 49,049 | 4,371 | 1,066 | 233 | 54,719 | 132 | 54,851 |
| Group Markets | 888 | 46 | 0 | 0 | 934 | 0 | 934 |
| ALM & LCC | 274 | 17 | 59 | 0 | 351 | 0 | 351 |
| Savings Banks | 41,373 | 5,074 | 1,320 | 46 | 47,814 | 9 | 47,823 |
| GCC | 27 | 3 | 13 | 0 | 43 | 3 | 46 |
| Total | 145,104 | 13,578 | 3,837 | 415 | 162,934 | 483 | 163,417 |
| Dec 18 | | | | | | | |
| Retail | 51,191 | 3,631 | 1,411 | 158 | 56,391 | 142 | 56,533 |
| Corporates | 45,262 | 3,039 | 1,431 | 316 | 50,047 | 84 | 50,131 |
| Group Markets | 1,190 | 15 | 0 | 0 | 1,205 | 0 | 1,205 |
| ALM & LCC | 225 | 15 | 11 | 0 | 251 | 0 | 251 |
| Savings Banks | 38,767 | 4,257 | 1,499 | 61 | 44,586 | 61 | 44,647 |
| GCC | 64 | 1 | 3 | 0 | 69 | 0 | 69 |
| Total | 136,700 | 10,958 | 4,355 | 536 | 152,549 | 287 | 152,836 |

Stage 1 and Stage 2 comprise not credit impaired loans and advances while Stage 3 includes credit impaired loans and advances. POCI (purchased or originated credit impaired) consists of loans already credit impaired when purchased or originated.

The defaulted part of POCI loans amounted to EUR 281 million (2018: EUR 418 million), the non-defaulted part to EUR 134 million (2018: EUR 117 million).

Loans and advances to customers by geographical segment and risk category

| in EUR million | Low risk | Management attention | Substandard | Non-performing | Total |
|----------------|----------------|----------------------|--------------|----------------|----------------|
| Dec 19 | | | | | |
| Austria | 85,578 | 7,958 | 1,912 | 2,191 | 97,639 |
| EBOe & Subs. | 31,302 | 2,303 | 540 | 500 | 34,645 |
| Savings Banks | 39,959 | 5,319 | 1,196 | 1,349 | 47,823 |
| Other Austria | 14,317 | 337 | 177 | 341 | 15,172 |
| CEE | 52,268 | 8,101 | 3,403 | 1,938 | 65,709 |
| Czech Republic | 23,703 | 3,909 | 1,057 | 519 | 29,188 |
| Slovakia | 11,540 | 1,175 | 1,296 | 426 | 14,437 |
| Romania | 6,890 | 1,073 | 448 | 359 | 8,771 |
| Hungary | 3,534 | 866 | 307 | 124 | 4,831 |
| Croatia | 5,451 | 817 | 242 | 489 | 6,999 |
| Serbia | 1,149 | 261 | 52 | 20 | 1,483 |
| Other | 46 | 7 | 2 | 13 | 69 |
| Total | 137,892 | 16,066 | 5,317 | 4,142 | 163,417 |

| | | | | | |
|----------------|----------------|---------------|--------------|--------------|----------------|
| Dec 18 | | | | | |
| Austria | 79,323 | 7,323 | 2,132 | 2,635 | 91,413 |
| EBOe & Subs. | 29,870 | 2,104 | 682 | 601 | 33,256 |
| Savings Banks | 36,944 | 4,881 | 1,236 | 1,586 | 44,647 |
| Other Austria | 12,510 | 339 | 214 | 448 | 13,511 |
| CEE | 46,803 | 9,058 | 3,095 | 2,216 | 61,172 |
| Czech Republic | 22,308 | 3,612 | 1,054 | 492 | 27,466 |
| Slovakia | 9,204 | 2,601 | 1,095 | 438 | 13,337 |
| Romania | 6,279 | 1,109 | 396 | 476 | 8,260 |
| Hungary | 3,055 | 646 | 257 | 152 | 4,109 |
| Croatia | 4,996 | 847 | 257 | 638 | 6,739 |
| Serbia | 961 | 244 | 36 | 21 | 1,262 |
| Other | 177 | 36 | 7 | 30 | 250 |
| Total | 126,303 | 16,418 | 5,234 | 4,881 | 152,836 |

Loans and advances to customers by geographical segment and IFRS 9 treatment

| in EUR million | Stage 1 | Stage 2 | Stage 3 | POCI | Customer loans (AC) | Not subject to IFRS 9 impairment | Total |
|----------------|----------------|---------------|--------------|------------|---------------------|----------------------------------|----------------|
| Dec 19 | | | | | | | |
| Austria | 85,639 | 9,700 | 2,123 | 68 | 97,530 | 109 | 97,639 |
| EBOe & Subs. | 31,130 | 3,001 | 496 | 6 | 34,633 | 12 | 34,645 |
| Savings Banks | 41,373 | 5,074 | 1,320 | 46 | 47,814 | 9 | 47,823 |
| Other Austria | 13,136 | 1,624 | 307 | 16 | 15,084 | 88 | 15,172 |
| CEE | 59,415 | 3,875 | 1,701 | 347 | 65,338 | 372 | 65,709 |
| Czech Republic | 27,169 | 1,467 | 489 | 32 | 29,157 | 31 | 29,188 |
| Slovakia | 13,519 | 474 | 358 | 85 | 14,437 | 0 | 14,437 |
| Romania | 7,102 | 1,272 | 300 | 97 | 8,770 | 1 | 8,771 |
| Hungary | 4,071 | 247 | 80 | 94 | 4,491 | 340 | 4,831 |
| Croatia | 6,154 | 352 | 456 | 37 | 6,999 | 0 | 6,999 |
| Serbia | 1,399 | 63 | 18 | 2 | 1,482 | 0 | 1,482 |
| Other | 50 | 3 | 13 | 0 | 66 | 3 | 69 |
| Total | 145,104 | 13,578 | 3,837 | 415 | 162,934 | 483 | 163,417 |

| | | | | | | | |
|----------------|----------------|---------------|--------------|------------|----------------|------------|----------------|
| Dec 19 | | | | | | | |
| Austria | 80,911 | 7,771 | 2,478 | 101 | 91,261 | 153 | 91,413 |
| EBOe & Subs. | 30,136 | 2,503 | 568 | 17 | 33,224 | 32 | 33,256 |
| Savings Banks | 38,767 | 4,257 | 1,499 | 61 | 44,586 | 61 | 44,647 |
| Other Austria | 12,007 | 1,011 | 410 | 22 | 13,451 | 60 | 13,511 |
| CEE | 55,612 | 3,145 | 1,847 | 435 | 61,038 | 134 | 61,172 |
| Czech Republic | 25,598 | 1,380 | 464 | 21 | 27,463 | 3 | 27,466 |
| Slovakia | 12,561 | 330 | 343 | 103 | 13,337 | 0 | 13,337 |
| Romania | 6,905 | 853 | 372 | 128 | 8,259 | 1 | 8,260 |
| Hungary | 3,656 | 121 | 83 | 119 | 3,979 | 130 | 4,109 |
| Croatia | 5,699 | 411 | 567 | 62 | 6,739 | 0 | 6,739 |
| Serbia | 1,192 | 50 | 18 | 2 | 1,262 | 0 | 1,262 |
| Other | 177 | 43 | 30 | 0 | 250 | 0 | 250 |
| Total | 136,700 | 10,958 | 4,355 | 536 | 152,549 | 287 | 152,836 |

In the following tables, the non-performing loans and advances to customers divided by reporting segment are contrasted with allowances for customer loans (all allowances for loans and advances to customers within the scope of IFRS 9) and the collateral for non-performing loans (NPL). The NPL ratio, the NPL coverage ratio (excluding collateral), and the NPL collateralisation ratio are also included.

Non-performing loans and advances to customers by business segment and coverage by loan loss allowances and collateral

| in EUR million | Non-performing | | Customer loans | | Loan loss allowances | Collateral for NPL | | NPL ratio | | NPL coverage ratio | NPL collateralisation ratio | |
|----------------|----------------|--------------|----------------|----------------|----------------------|--------------------|--------------|-------------|-------------|--------------------|-----------------------------|--------------|
| | Total | AC | Total | AC | AC | Total | AC | Total | AC | AC | Total | AC |
| Dec 19 | | | | | | | | | | | | |
| Retail | 1,454 | 1,452 | 59,413 | 59,073 | -1,202 | 617 | 616 | 2.4% | 2.5% | 82.8% | 42.4% | 42.4% |
| Corporates | 1,266 | 1,247 | 54,851 | 54,719 | -1,069 | 481 | 481 | 2.3% | 2.3% | 85.7% | 38.0% | 38.5% |
| Group Markets | 0 | 0 | 934 | 934 | -2 | 0 | 0 | 0.0% | 0.0% | >500.0% | 0.0% | 0.0% |
| ALM & LCC | 59 | 59 | 351 | 351 | -26 | 48 | 48 | 16.9% | 16.9% | 44.0% | 81.5% | 81.5% |
| Savings Banks | 1,349 | 1,347 | 47,823 | 47,814 | -861 | 695 | 693 | 2.8% | 2.8% | 63.9% | 51.5% | 51.5% |
| GCC | 13 | 11 | 46 | 43 | -13 | 5 | 3 | 28.4% | 25.6% | 115.3% | 40.4% | 29.5% |
| Total | 4,142 | 4,117 | 163,417 | 162,934 | -3,174 | 1,847 | 1,842 | 2.5% | 2.5% | 77.1% | 44.6% | 44.7% |
| Dec 18 | | | | | | | | | | | | |
| Retail | 1,560 | 1,557 | 56,533 | 56,391 | -1,310 | 637 | 636 | 2.8% | 2.8% | 84.2% | 40.9% | 40.9% |
| Corporates | 1,721 | 1,701 | 50,131 | 50,047 | -1,256 | 621 | 620 | 3.4% | 3.4% | 73.8% | 36.1% | 36.5% |
| Group Markets | 0 | 0 | 1,205 | 1,205 | -4 | 0 | 0 | 0.0% | 0.0% | >500.0% | 0.0% | 0.0% |
| ALM & LCC | 11 | 11 | 251 | 251 | -19 | 1 | 1 | 4.3% | 4.3% | 180.6% | 9.4% | 9.4% |
| Savings Banks | 1,586 | 1,583 | 44,647 | 44,586 | -971 | 785 | 782 | 3.6% | 3.6% | 61.4% | 49.5% | 49.4% |
| GCC | 3 | 1 | 69 | 69 | -2 | 3 | 1 | 4.1% | 1.0% | 237.5% | 99.8% | 99.2% |
| Total | 4,881 | 4,853 | 152,836 | 152,549 | -3,563 | 2,046 | 2,041 | 3.2% | 3.2% | 73.4% | 41.9% | 42.1% |

Total gross customer loans, total non-performing loans, and total collateral include both AC and FVPL portfolios.

Loans and advances to customers at AC and coverage by loan loss allowances by business segment and IFRS 9 treatment

| in EUR million | Loans to customers | | | | Loan loss allowances | | | | Coverage ratio | | |
|----------------|--------------------|---------------|--------------|------------|----------------------|-------------|---------------|-------------|----------------|--------------|--------------|
| | Stage 1 | Stage 2 | Stage 3 | POCI | Stage 1 | Stage 2 | Stage 3 | POCI | Stage 2 | Stage 3 | POCI |
| Dec 19 | | | | | | | | | | | |
| Retail | 53,491 | 4,067 | 1,379 | 136 | -116 | -214 | -827 | -44 | 5.3% | 60.0% | 32.8% |
| Corporates | 49,049 | 4,371 | 1,066 | 233 | -137 | -157 | -682 | -93 | 3.6% | 64.0% | 40.1% |
| Group Markets | 888 | 46 | 0 | 0 | -1 | -1 | 0 | 0 | 3.1% | 98.7% | 100.0% |
| ALM & LCC | 274 | 17 | 59 | 0 | -1 | -5 | -20 | 0 | 29.9% | 34.5% | 0.0% |
| Savings Banks | 41,373 | 5,074 | 1,320 | 46 | -86 | -143 | -629 | -3 | 2.8% | 47.7% | 5.5% |
| GCC | 27 | 3 | 13 | 0 | 0 | 0 | -13 | 0 | 0.1% | 96.6% | 0.0% |
| Total | 145,104 | 13,578 | 3,837 | 415 | -341 | -520 | -2,172 | -140 | 3.8% | 56.6% | 33.9% |
| Dec 18 | | | | | | | | | | | |
| Retail | 51,191 | 3,631 | 1,411 | 158 | -124 | -203 | -913 | -71 | 5.6% | 64.7% | 45.0% |
| Corporates | 45,262 | 3,039 | 1,431 | 316 | -138 | -131 | -900 | -87 | 4.3% | 62.9% | 27.4% |
| Group Markets | 1,190 | 15 | 0 | 0 | -3 | 0 | 0 | 0 | 0.9% | 87.0% | 100.0% |
| ALM & LCC | 225 | 15 | 11 | 0 | 0 | -11 | -8 | 0 | 68.4% | 79.0% | 0.0% |
| Savings Banks | 38,767 | 4,257 | 1,499 | 61 | -78 | -131 | -747 | -16 | 3.1% | 49.8% | 25.5% |
| GCC | 64 | 1 | 3 | 0 | 0 | 0 | -1 | 0 | 1.2% | 46.4% | 0.0% |
| Total | 136,700 | 10,958 | 4,355 | 536 | -344 | -476 | -2,570 | -174 | 4.3% | 59.0% | 32.4% |

Non-performing loans and advances to customers by geographical segment and coverage by loan loss allowances and collateral

| in EUR million | Non-performing | | Customer loans | | Loan loss allowances | Collateral for NPL | | NPL ratio | | NPL coverage ratio | NPL collateralisation ratio | |
|----------------|----------------|--------------|----------------|----------------|----------------------|--------------------|--------------|--------------|--------------|--------------------|-----------------------------|--------------|
| | Total | AC | Total | AC | AC | Total | AC | Total | AC | AC | Total | AC |
| Dec 19 | | | | | | | | | | | | |
| Austria | 2,191 | 2,171 | 97,639 | 97,530 | -1,367 | 1,128 | 1,126 | 2.2% | 2.2% | 63.0% | 51.5% | 51.9% |
| EBOe & Subs. | 500 | 500 | 34,645 | 34,633 | -290 | 286 | 286 | 1.4% | 1.4% | 58.0% | 57.2% | 57.3% |
| Savings Banks | 1,349 | 1,347 | 47,823 | 47,814 | -861 | 695 | 693 | 2.8% | 2.8% | 63.9% | 51.5% | 51.5% |
| Other Austria | 341 | 323 | 15,172 | 15,084 | -216 | 147 | 147 | 2.2% | 2.1% | 66.8% | 43.0% | 45.3% |
| CEE | 1,938 | 1,935 | 65,709 | 65,338 | -1,794 | 713 | 712 | 2.9% | 3.0% | 92.7% | 36.8% | 36.8% |
| Czech Republic | 519 | 519 | 29,188 | 29,157 | -500 | 124 | 124 | 1.8% | 1.8% | 96.3% | 24.0% | 24.0% |
| Slovakia | 426 | 426 | 14,437 | 14,437 | -344 | 169 | 169 | 3.0% | 3.0% | 80.8% | 39.7% | 39.7% |
| Romania | 359 | 359 | 8,771 | 8,770 | -417 | 138 | 138 | 4.1% | 4.1% | 116.3% | 38.5% | 38.5% |
| Hungary | 124 | 122 | 4,831 | 4,491 | -115 | 74 | 73 | 2.6% | 2.7% | 93.8% | 59.8% | 59.8% |
| Croatia | 489 | 489 | 6,999 | 6,999 | -390 | 203 | 203 | 7.0% | 7.0% | 79.7% | 41.4% | 41.4% |
| Serbia | 20 | 20 | 1,482 | 1,482 | -29 | 5 | 5 | 1.4% | 1.4% | 140.3% | 22.9% | 22.9% |
| Other | 13 | 11 | 69 | 66 | -13 | 5 | 3 | 19.0% | 16.8% | 115.5% | 40.4% | 29.5% |
| Total | 4,142 | 4,117 | 163,417 | 162,934 | -3,174 | 1,847 | 1,842 | 2.5% | 2.5% | 77.1% | 44.6% | 44.7% |
| Dec 18 | | | | | | | | | | | | |
| Austria | 2,635 | 2,617 | 91,413 | 91,261 | -1,591 | 1,265 | 1,263 | 2.9% | 2.9% | 60.8% | 48.0% | 48.3% |
| EBOe & Subs. | 601 | 600 | 33,256 | 33,224 | -368 | 308 | 308 | 1.8% | 1.8% | 61.4% | 51.3% | 51.3% |
| Savings Banks | 1,586 | 1,583 | 44,647 | 44,586 | -971 | 785 | 782 | 3.6% | 3.6% | 61.4% | 49.5% | 49.4% |
| Other Austria | 448 | 434 | 13,511 | 13,451 | -251 | 173 | 173 | 3.3% | 3.2% | 57.9% | 38.6% | 39.8% |
| CEE | 2,216 | 2,208 | 61,172 | 61,038 | -1,956 | 778 | 777 | 3.6% | 3.6% | 88.6% | 35.1% | 35.2% |
| Czech Republic | 492 | 492 | 27,466 | 27,463 | -497 | 101 | 101 | 1.8% | 1.8% | 101.2% | 20.6% | 20.6% |
| Slovakia | 438 | 438 | 13,337 | 13,337 | -354 | 192 | 192 | 3.3% | 3.3% | 80.9% | 44.0% | 44.0% |
| Romania | 476 | 469 | 8,260 | 8,259 | -477 | 159 | 159 | 5.8% | 5.7% | 101.7% | 33.5% | 34.0% |
| Hungary | 152 | 150 | 4,109 | 3,979 | -128 | 86 | 85 | 3.7% | 3.8% | 85.3% | 56.6% | 56.4% |
| Croatia | 638 | 638 | 6,739 | 6,739 | -469 | 234 | 234 | 9.5% | 9.5% | 73.5% | 36.6% | 36.6% |
| Serbia | 21 | 21 | 1,262 | 1,262 | -29 | 5 | 5 | 1.7% | 1.7% | 139.4% | 23.9% | 23.9% |
| Other | 30 | 28 | 250 | 250 | -16 | 3 | 1 | 12.1% | 11.3% | 56.9% | 9.3% | 2.5% |
| Total | 4,881 | 4,853 | 152,836 | 152,549 | -3,563 | 2,046 | 2,041 | 3.2% | 3.2% | 73.4% | 41.9% | 42.1% |

Total gross customer loans, total non-performing loans, and total collateral include both AC and FVPL portfolios.

The NPL ratio of loans and advances to customers is calculated by dividing the gross carrying amount of non-performing loans and advances to customers by the total gross carrying amount of loans and advances to customers. Consequently, it differs from the NPE ratio in section 'Credit risk exposure'. Collaterals for non-performing loans mainly consist of real estates.

The NPL coverage ratio is calculated by dividing total loss allowances by the gross carrying amount of the non-performing loans and advances to customers. Collateral is not taken into account.

Loans and advances to customers at AC and coverage by loan loss allowances by geographical segment and IFRS 9 treatment

| in EUR million | Loans to customers | | | | Loan loss allowances | | | | Coverage ratio | | |
|----------------|--------------------|---------------|--------------|------------|----------------------|-------------|---------------|-------------|----------------|--------------|--------------|
| | Stage 1 | Stage 2 | Stage 3 | POCI | Stage 1 | Stage 2 | Stage 3 | POCI | Stage 2 | Stage 3 | POCI |
| Dec 19 | | | | | | | | | | | |
| Austria | 85,639 | 9,700 | 2,123 | 68 | -130 | -230 | -1,004 | -3 | 2.4% | 47.3% | 3.8% |
| EBOe & Subs. | 31,130 | 3,001 | 496 | 6 | -29 | -55 | -206 | 0 | 1.8% | 41.5% | 0.0% |
| Savings Banks | 41,373 | 5,074 | 1,320 | 46 | -86 | -143 | -629 | -3 | 2.8% | 47.7% | 5.5% |
| Other Austria | 13,136 | 1,624 | 307 | 16 | -16 | -31 | -169 | 0 | 1.9% | 54.9% | 0.0% |
| CEE | 59,415 | 3,875 | 1,701 | 347 | -210 | -290 | -1,155 | -138 | 7.5% | 67.9% | 39.8% |
| Czech Republic | 27,169 | 1,467 | 489 | 32 | -68 | -77 | -335 | -19 | 5.3% | 68.4% | 60.1% |
| Slovakia | 13,519 | 474 | 358 | 85 | -35 | -36 | -220 | -53 | 7.6% | 61.6% | 62.2% |
| Romania | 7,102 | 1,272 | 300 | 97 | -37 | -122 | -229 | -29 | 9.6% | 76.3% | 29.9% |
| Hungary | 4,071 | 247 | 80 | 94 | -13 | -25 | -55 | -21 | 10.3% | 69.4% | 22.8% |
| Croatia | 6,154 | 352 | 456 | 37 | -48 | -24 | -303 | -15 | 6.8% | 66.4% | 39.3% |
| Serbia | 1,399 | 63 | 18 | 2 | -9 | -6 | -13 | -1 | 9.0% | 73.6% | 38.1% |
| Other | 50 | 3 | 13 | 0 | 0 | 0 | -13 | 0 | 0.1% | 96.6% | 0.0% |
| Total | 145,104 | 13,578 | 3,837 | 415 | -341 | -520 | -2,172 | -140 | 3.8% | 56.6% | 33.9% |
| Dec 18 | | | | | | | | | | | |
| Austria | 80,911 | 7,771 | 2,478 | 101 | -132 | -204 | -1,231 | -24 | 2.6% | 49.7% | 24.1% |
| EBOe & Subs. | 30,136 | 2,503 | 568 | 17 | -34 | -53 | -273 | -9 | 2.1% | 48.1% | 50.3% |
| Savings Banks | 38,767 | 4,257 | 1,499 | 61 | -78 | -131 | -747 | -16 | 3.1% | 49.8% | 25.5% |
| Other Austria | 12,007 | 1,011 | 410 | 22 | -21 | -20 | -211 | 0 | 1.9% | 51.4% | 0.0% |
| CEE | 55,612 | 3,145 | 1,847 | 435 | -211 | -271 | -1,324 | -149 | 8.6% | 71.7% | 34.3% |
| Czech Republic | 25,598 | 1,380 | 464 | 21 | -77 | -85 | -326 | -9 | 6.2% | 70.2% | 46.1% |
| Slovakia | 12,561 | 330 | 343 | 103 | -36 | -34 | -233 | -51 | 10.3% | 68.0% | 49.9% |
| Romania | 6,905 | 853 | 372 | 128 | -30 | -100 | -301 | -47 | 11.7% | 80.8% | 36.4% |
| Hungary | 3,656 | 121 | 83 | 119 | -14 | -16 | -63 | -35 | 13.4% | 76.5% | 29.1% |
| Croatia | 5,699 | 411 | 567 | 62 | -46 | -29 | -389 | -6 | 7.0% | 68.5% | 10.1% |
| Serbia | 1,192 | 50 | 18 | 2 | -8 | -8 | -13 | -1 | 15.1% | 72.1% | 40.6% |
| Other | 177 | 43 | 30 | 0 | -1 | -1 | -15 | 0 | 2.3% | 47.9% | 0.0% |
| Total | 136,700 | 10,958 | 4,355 | 536 | -344 | -476 | -2,570 | -174 | 4.3% | 59.0% | 32.4% |

The NPL exposures above exclude any write-offs recognised in accordance with IFRS 9. Erste Group distinguishes between contractual write-offs (debt forgiveness towards the defaulted client, either unconditional or subject to conditions) and technical write-offs (claim removal from the books due to no reasonable expectation of recovery, whereby the legal claim towards the customer still remains). Both types of write-offs have as a pre-condition that all reasonable workout measures and late collections tools have been applied for optimal recovery. In case of collateralised loans, write-off prior to the realisation of the collateral is not allowed unless specific circumstances apply. Additional technical write-off triggers include enforcement, worthlessness of claim/collateral, legally binding bankruptcy/liquidation or other economic loss of the rights to claim/sale. The amount written off during 2019, which is still subject to enforcement activity, totals EUR 253 million (2018: 266 million).

Loans and advances to customers by business segment and currency

| in EUR million | EUR | CEE-LCY | CHF | USD | Other | Total |
|----------------|----------------|---------------|--------------|--------------|--------------|----------------|
| Dec 19 | | | | | | |
| Retail | 31,789 | 25,790 | 1,211 | 20 | 603 | 59,413 |
| Corporates | 40,293 | 10,300 | 193 | 2,684 | 1,381 | 54,851 |
| Group Markets | 656 | 148 | 0 | 100 | 29 | 934 |
| ALM & LCC | 196 | 114 | 0 | 40 | 0 | 351 |
| Savings Banks | 44,643 | 708 | 1,809 | 87 | 575 | 47,823 |
| GCC | 22 | 24 | 0 | 0 | 0 | 46 |
| Total | 117,599 | 37,084 | 3,214 | 2,931 | 2,589 | 163,417 |
| Dec 18 | | | | | | |
| Retail | 31,111 | 23,548 | 1,340 | 15 | 519 | 56,533 |
| Corporates | 36,134 | 9,963 | 205 | 2,738 | 1,091 | 50,131 |
| Group Markets | 890 | 209 | 0 | 103 | 3 | 1,205 |
| ALM & LCC | 153 | 93 | 0 | 4 | 0 | 251 |
| Savings Banks | 41,462 | 457 | 2,013 | 98 | 617 | 44,647 |
| GCC | 34 | 21 | 0 | 14 | 0 | 69 |
| Total | 109,784 | 34,291 | 3,558 | 2,972 | 2,231 | 152,836 |

Loans and advances to customers by geographical segment and currency

| in EUR million | EUR | CEE-LCY | CHF | USD | Other | Total |
|----------------|----------------|---------------|--------------|--------------|--------------|----------------|
| Dec 19 | | | | | | |
| Austria | 89,317 | 0 | 3,185 | 2,637 | 2,500 | 97,639 |
| EBOe & Subs. | 33,167 | 0 | 1,325 | 60 | 93 | 34,645 |
| Savings Banks | 44,643 | 0 | 1,809 | 87 | 1,284 | 47,823 |
| Other Austria | 11,507 | 0 | 51 | 2,490 | 1,124 | 15,172 |
| CEE | 28,261 | 37,042 | 28 | 289 | 90 | 65,709 |
| Czech Republic | 3,822 | 25,155 | 0 | 151 | 60 | 29,188 |
| Slovakia | 14,391 | 0 | 0 | 16 | 30 | 14,437 |
| Romania | 3,192 | 5,471 | 0 | 108 | 0 | 8,771 |
| Hungary | 1,282 | 3,541 | 6 | 2 | 0 | 4,831 |
| Croatia | 4,426 | 2,544 | 22 | 7 | 0 | 6,999 |
| Serbia | 1,147 | 331 | 0 | 4 | 0 | 1,482 |
| Other | 22 | 42 | 0 | 5 | 0 | 69 |
| Total | 117,599 | 37,084 | 3,214 | 2,931 | 2,589 | 163,417 |
| Dec 18 | | | | | | |
| Austria | 83,141 | 0 | 3,512 | 2,646 | 2,114 | 91,413 |
| EBOe & Subs. | 31,641 | 0 | 1,455 | 57 | 103 | 33,256 |
| Savings Banks | 41,462 | 0 | 2,013 | 98 | 1,074 | 44,647 |
| Other Austria | 10,039 | 0 | 45 | 2,490 | 937 | 13,511 |
| CEE | 26,448 | 34,255 | 45 | 307 | 117 | 61,172 |
| Czech Republic | 3,628 | 23,659 | 1 | 101 | 78 | 27,466 |
| Slovakia | 13,282 | 0 | 0 | 25 | 30 | 13,337 |
| Romania | 3,308 | 4,843 | 0 | 109 | 0 | 8,260 |
| Hungary | 1,041 | 3,059 | 7 | 2 | 0 | 4,109 |
| Croatia | 4,222 | 2,413 | 28 | 67 | 9 | 6,739 |
| Serbia | 968 | 281 | 10 | 4 | 0 | 1,262 |
| Other | 195 | 36 | 0 | 19 | 0 | 250 |
| Total | 109,784 | 34,291 | 3,558 | 2,972 | 2,231 | 152,836 |

‘CEE-LCY’ refers to the CEE geographical segment view where the local currency is the currency of the respective country (e.g. CZK in Czech Republic, RON in Romania etc.).

Securitisations

As of 31 December 2019, Erste Group held a further reduced residual portfolio of securitisations; there were no new investments undertaken and all repayments were made as scheduled in 2019.

As of year-end 2019, the carrying amount of Erste Group’s securitisation portfolio totalled EUR 21.8 million. The entire exposure consists of three individual transactions, which are triple-, double- and single-A rated.

Market risk

Market risk is the risk of loss that may arise due to adverse changes in market prices and to the parameters derived from them. These market value changes might appear in the profit and loss account, in the statement of comprehensive income or in hidden reserves. At Erste Group, market risk is divided into interest rate risk; credit spread risk, currency risk, equity risk, commodity risk, and volatility risk. This concerns both trading and banking book positions.

Methods and instruments employed

At Erste Group, potential losses that may arise from market movements are assessed using the value at risk (VaR). The VaR describes what level of losses may be expected as a maximum at a defined probability – the confidence level – within a certain holding period of the positions under historically observed market conditions.

The calculation is done according to the method of historic simulation with a one-sided confidence level of 99%, a holding period of one day and a simulation period of two years. The VaR describes what level of losses may be expected as a maximum at a defined probability – the confidence level – within a certain holding period of the positions under historically observed market conditions.

Back-testing is used to constantly monitor the validity of the statistical methods. This process is conducted with a one-day delay to monitor if the model projections regarding losses have actually materialised. At a confidence level of 99%, the actual loss on a single day should exceed the VaR statistically only two to three times a year (1% of around 250 workdays).

This shows one of the limits of the VaR approach: on the one hand, the confidence level is limited to 99%, and on the other hand, the model takes into account only those market scenarios observed in each case within the simulation period of two years, and calculates the VaR for the current position of the bank on this basis. In order to investigate any extreme market situations beyond this, stress tests are conducted at Erste Group. These events include mainly market movements of low probability.

The stress tests are carried out according to several methods: stressed VaR (SVaR) is derived from the normal VaR calculation. But instead of simulating only over the two most recent years, an analysis of a much longer period is carried out in order to identify a one-year period that constitutes a relevant period of stress for the current portfolio mix. According to the legal framework, that one-year period is used to calculate a VaR with a 99% confidence level. This enables Erste Group on the one hand to hold sufficient own funds available for the trading book even in periods of elevated market volatility, while on the other hand also enabling it to incorporate these resulting effects into the management of trading positions.

Standard scenarios are calculated in which the individual market factors are exposed to extreme movements. Such scenarios are calculated at Erste Group for interest rates, stock prices, exchange rates and volatilities. Historic scenarios are a modification of the concept of standard scenarios. In this case, risk factor movements after certain events such as '9/11' or the 'Lehman bankruptcy' form the basis of the stress calculation. In order to calculate historical probabilistic scenarios, the most significant risk factors for the current portfolio are determined and their most adverse movement in recent years is applied. For the probabilistic scenarios, shifts of important market factors are determined for various quantiles of their distributions, and these values are then used to calculate stress results. These analyses are made available to the management board within the scope of the regular market risk reporting.

The implemented market risk model was approved by the ECB in December 2016 as an internal model to determine the own funds requirements for the trading books of Erste Group Bank AG and Česká spořitelna, a.s. on an individual level and additionally for the trading books of Slovenská sporiteľňa a.s., Erste Bank Hungary Zrt., and Erste Befektetési Zrt. on consolidated basis. The infrastructure brought significant improvements with regards to flexible shift methodologies of historical scenarios, product- and market data coverage, and the reporting infrastructure.

Methods and instruments of risk mitigation

At Erste Group, market risks are controlled in the trading book by setting several layers of limits. The overall limit on the basis of VaR for the trading book is allocated by the management board in the Risk Appetite Statement while taking into account the risk-bearing capacity and projected earnings. A further breakdown is done by the Market Risk Committee (MRC) on the basis of a proposal from the Trading Book Risk Management unit.

All market risk activities of the trading book are assigned risk limits that are statistically consistent in their entirety with the overall VaR limit. The VaR limit is assigned in a top-down procedure to the individual trading units. This is done down to the level of the individual trading groups or departments. Additionally, in a bottom-up procedure, sensitivity limits are assigned to even smaller units all the way down to the desk level. These are then aggregated and applied as a second-limit layer to the VaR limits.

Limit compliance is verified at two levels: by the appropriate local decentralised risk management unit and by the Trading Book Risk Management unit. The monitoring of sensitivity limits is performed on both intraday and end-of-day basis. On demand, limit reports can also be triggered by individual traders or chief traders on an ad-hoc basis.

The VaR is calculated every day at group level and made available to the individual trading units as well as to the superior management levels all the way up to the management board.

Banking book positions are measured with a long horizon risk measure, covering interest rate risk, credit spread risk of the banking book and foreign exchange risk of equity participations. In 2019, the methodology for this calculation was changed, allowing Erste Group to calculate 250,000 historical scenarios. This methodology is used to calculate the capital requirements according to the ICAAP with a theoretical holding period of 1 year and a confidence level of 99.92%. In addition, the same methodology is used to calculate the VaR, consistent to the trading book methodology, with a 1 day holding period and a 99% confidence level. The result of these calculations is presented in the Group ALCO to the management board.

Analysis of market risk

The following tables show the VaR amounts at the 99% confidence level using equally weighted market data and with a holding period of one day:

Value at Risk of banking book and trading book

| in EUR thousand | Total | Interest | Credit spread | Currency | Shares | Commodity | Volatility |
|-----------------|--------|----------|---------------|----------|--------|-----------|------------|
| Dec 19 | | | | | | | |
| Erste Group | 34,079 | 22,960 | 11,195 | 775 | 370 | 133 | 747 |
| Banking book | 30,985 | 19,790 | 11,195 | - | - | - | - |
| Trading book | 3,094 | 3,170 | - | 775 | 370 | 133 | 747 |
| Dec 18 | | | | | | | |
| Erste Group | 37,335 | 25,353 | 11,967 | 536 | 637 | 91 | 330 |
| Banking book | 31,741 | 19,774 | 11,967 | - | - | - | - |
| Trading book | 5,594 | 5,579 | - | 536 | 637 | 91 | 330 |

The table above is adjusted compared to the annual report 2018. This is because the calculation methodology for the 99% VaR for the banking book was adjusted in order to be harmonized with the new methodology to calculate the capital requirement according to the ICAAP. With this methodology it is now possible to show the total 99% VaR for the banking book as well as the 99% VaR for the interest rate risk and the 99% VaR for the credit spread risk. The figures for 2018 are re-stated reflecting the new methodology in order to be comparable.

The method used is subject to limitations that may result in the information not fully reflecting the fair value of the assets and liabilities involved. This restriction applies to the inclusion of credit spreads in the calculation of the VaR. Credit spreads are applied to sovereign issuers only. For all other positions, only the general market risk is considered.

Interest rate risk in the banking book

Interest rate risk is the risk of an adverse change in the fair value of financial instruments caused by a movement in market interest rates. This type of risk arises when mismatches exist between assets and liabilities, including derivatives, in respect of their maturities or of the timing of interest rate adjustments.

In order to identify interest rate risk, all financial instruments, including transactions not recognised on the balance sheet, are grouped into maturity bands based on their remaining terms to maturity or terms to an interest rate adjustment. Positions without a fixed maturity (e.g. demand deposits) are included on the basis of modelled deposit rates that are determined by means of statistical methods.

Erste Group responded to the low or even negative interest rate environment since 2015, which poses a challenge for the interest rate risk measurement and management of banks, in recent years by adjusting its methodologies for measuring the interest rate risk. For internal risk calculations and for the regulatory interest rate risk measures, the maximum downward shock is floored according to the Annex III of the EBA guidelines on the management of interest rate risk arising from non-trading activities (EBA/GL/2018/02).

The following tables list the open fixed-income positions held by Erste Group in the four currencies that carry a significant interest rate risk: EUR, CZK, HUF and RON.

Only the open fixed-income positions that are not allocated to the trading book are presented. Positive values indicate fixed-income risks on the asset side, i.e. a surplus of asset items; negative values represent a surplus on the liability side.

Open fixed-income positions not assigned to the trading book

| in EUR million | 1-3 years | 3-5 years | 5-7 years | 7-10 years | Over 10 years |
|-------------------------------------|-----------|-----------|-----------|------------|---------------|
| Dec 19 | | | | | |
| Fixed-interest gap in EUR positions | 1,889.7 | 4,018.4 | 2,928.4 | 2,128.5 | 1,088.8 |
| Fixed-interest gap in CZK positions | 3,890.6 | 2,748.6 | 3,147.9 | 2,128.1 | 945.7 |
| Fixed-interest gap in HUF positions | 1,040.9 | 646.5 | 443.9 | -32.9 | 33.4 |
| Fixed-interest gap in RON positions | 1,683.2 | 879.2 | 292.4 | 267.2 | 0.2 |
| Dec 18 | | | | | |
| Fixed-interest gap in EUR positions | 1,187.8 | 2,949.0 | 2,317.9 | 3,115.9 | 1,119.1 |
| Fixed-interest gap in CZK positions | 3,528.2 | 2,826.9 | 2,809.1 | 1,813.0 | 734.9 |
| Fixed-interest gap in HUF positions | 538.3 | 939.8 | 432.5 | -78.9 | 7.8 |
| Fixed-interest gap in RON positions | 1,502.8 | 728.2 | 581.6 | 243.8 | 0.3 |

Exchange rate risk

The bank is exposed to several types of risks related to exchange rates. These concern risks from open foreign exchange positions and others.

Risk from open foreign exchange positions is the risk related to exchange rates that derives from the mismatch between assets and liabilities, or from currency-related financial derivatives. These risks might originate from customer-related operations or proprietary trading and are monitored and managed on a daily basis. Foreign currency exposure is subject to regulatory and internal limits. The internal limits are set by the Market Risk Committee.

Erste Group separately measures and manages other types of risks relating to the group's balance sheet and earnings structure. The translation risk related to the valuation of the balance sheet items, earnings, dividends and participations/net investments in local currency or foreign exchange has an impact on consolidated earnings and consolidated capital. Erste Group is also reducing the negative impact related to volatility of foreign exchange rates on asset performance (for example as a result of foreign exchange lending in the CEE countries that was stopped for clients not having sufficient regular income in the respective loan currency).

In order to manage its multi-currency earnings structure, Erste Group regularly discusses hedging opportunities and takes decisions in the Group Asset Liability Committee (ALCO). Asset Liability Management (ALM) uses as the usual source of information the current financial results and the financial budget prepared for the upcoming period to obtain as much information as possible on the future foreign currency cash flows. The proposal, which mainly includes the volume, hedging level, hedge ratio and timeline of the hedging,

is submitted by ALM to ALCO. The impact of translation on consolidated capital is monitored and reported to ALCO. The ALCO decisions are then implemented by ALM and the implementation status is reported on a monthly basis to ALCO.

The following table shows the largest open foreign currency positions of Erste Group as of 31 December 2019 and the corresponding open positions of these currencies as of 31 December 2018 (excluding foreign currency positions arising from equity participation).

Open foreign currency positions

| in EUR thousand | Dec 18 | Dec 19 |
|------------------------|--------|---------|
| Czech Koruna (CZK) | 9,494 | -61,217 |
| Hungarian Forint (HUF) | -4,076 | -18,943 |
| Swiss Franc (CHF) | 797 | -18,262 |
| Romanian Leu (RON) | 14,427 | 12,494 |
| Croatian Kuna (HRK) | -6,186 | 11,570 |
| US Dollar (USD) | 45,123 | 11,014 |
| British Pound (GBP) | 7,087 | 9,919 |
| Japanese Yen (JPY) | -8,103 | 2,485 |
| Polish Zloty (PLN) | 4,365 | -2,137 |
| Canadian Dollar (CAD) | 8,110 | -1,135 |

Credit spread risk

Credit spread risk is the risk of an adverse movement in the fair value of financial instruments caused by a change in the creditworthiness of an issuer perceived by the market. Erste Group is exposed to credit spread risk with respect to its securities portfolio, both in the trading as well as in the banking book.

For the trading book, credit spread risk for government bonds is part of the general market risk covered by VaR and SVaR. Corporate bonds are allocated to benchmark spread curves depending on sector, rating, and currency as part of the general risk covered by VaR and SVaR. The issuer specific risk is covered by the standardised approach for Pillar 1 of regulatory capital requirements. For the issuer specific risk of the trading book in Pillar 2, the spread risk is broken down into a systematic and a residual part risk and reported on an aggregated level. In the above VaR table, credit spread risk for the trading book is part of the interest component.

Quantifying the credit spread risk of the securities in the banking book is based on a historical simulation. The maximum (hypothetical) drawdown that can be attributed to credit related risk factors over one-year horizon is calculated. It is based on credit spread sensitivities (CR01) and the risk factors used are mainly asset swap spreads for sovereigns and iTRAXX CDS indices for financials and corporates. The resulting amount is used as part of the ICAAP calculations to determine the capital consumption of the banking book portfolio.

Hedging

Banking book market risk management consists of optimising Erste Group's risk position by finding the proper trade-off between the economic value of the balance sheet and forecasted earnings. Decisions are based on balance sheet development, economic environment, competitive landscape, fair value of risk, effect on net interest income and appropriate liquidity position. The steering body responsible for interest rate risk management is ALCO. ALM submits proposals for actions to steer the interest rate risk to ALCO and implements ALCO's decisions.

In order to achieve the goals of risk management, hedging activities focus on the two main control variables: net interest income and market value of equity risk. In a broader sense, hedging refers to an economic activity that mitigates risk but does not necessarily qualify for hedge accounting under IFRS rules. IFRS hedge accounting is applied, if possible, to avoid accounting mismatches due to hedging activity. Within the scope of IFRS-compliant hedge accounting, fair value hedges and cash flow hedges are used. In addition the fair value option is used for hedging the market risk from the economic perspective. Most of the hedging within Erste Group concerns hedging of interest rate risk. The remainder is hedging of foreign exchange rate risk.

Liquidity risk

The liquidity risk in Erste Group is defined in line with the principles set out by the Basel Committee on Banking Supervision as well as the European and Austrian regulations (Capital Regulations Requirement (CRR) - Regulation (EU) No 575/2013, Delegated Regulation (EU) 2015/61, Kreditinstitute-Risikomanagement-Verordnung - KI-RMV). Accordingly, a distinction is made between market liquidity risk, which is the risk that the group entities cannot easily offset or close a position at the market price because of inadequate market depth or market disruption, and funding liquidity risk, which is the risk that the banks in the group will not be able to meet efficiently both expected and unexpected current and future cash flow and collateral needs without affecting either daily operations or the financial condition of the group members.

Funding liquidity risk is further divided into insolvency risk and structural liquidity risk. The former is the short-term risk that current or future payment obligations cannot be met in full and on time in an economically justified manner, while structural liquidity risk is the long-term risk of losses due to a change in the Group's own refinancing cost or spread.

Liquidity strategy

In 2019, customer deposits remained the primary source of funding for Erste Group. The growth in loan volume was in line with inflows of customer deposits, and the excess liquidity was mainly placed with central banks.

With regards its own issuance, Erste Group Bank AG issued EUR 4.0 billion in bonds in 2019 (2018: EUR 3.4 billion) which in net terms was in accordance with the size of the budgeted figure. EUR 1.0 billion (2018: EUR 2.5 billion) was collected via two mortgage covered bonds in benchmark size. EUR 1.3 billion (2018: EUR 808 million) was collected by issuing senior preferred bonds, of which EUR 0.5 billion were printed via one benchmark sized transaction and the rest via private placements or the retail network. Moreover, an inaugural senior non-preferred transaction was issued which made up additional EUR 0.5 billion. Tier 2 subordinated debt issuance amounted to EUR 0.6 billion (2018: EUR 108 million). Furthermore, an additional tier 1 benchmark bond (EUR 0.5 bn) was issued. This was offset by repurchases of EUR 266 million (2018: EUR 116 million). The average tenor of all new issues in 2019 is approximately 7.1 years (2018: 7.2 years).

Erste Group's total TLTRO participation in 2019 was reduced to EUR 1.9 billion (2018: 3.5 billion).

Liquidity ratios

The regulatory liquidity ratios Liquidity Coverage Ratio (LCR) and Net Stable Funding Ratio (NSFR) are well implemented in Erste Group. The LCR is calculated in Erste Group according to the Delegated Regulation (EU) 2015/61 (LCR DA). In 2019, the calculation of the NSFR was adjusted in order to be aligned with the requirements as defined in the proposal for amending the Directive 2013/36/EU (Draft CRR 2).

Methods and instruments employed

Short-term insolvency risk is monitored by calculating the survival period on both entity and group levels. This analysis determines the maximum period during which the entity can survive a set of defined scenarios, including a severe combined market and idiosyncratic crisis while relying on its pool of liquid assets. The monitored worst-case scenario simulates very limited money market and capital market access and at the same time significant client deposit outflows. Furthermore, the simulation assumes increased drawdown on guarantees and loan commitments dependent on the type of customer, as well as the potential outflows from collateralised derivative transactions estimating the effect of collateral outflows in the case of adverse market movements. Starting with 2018, an updated version of the survival period analysis came into force. It contained, among other improvements, an extension of the stress horizon up to 12 months, dependent on the stress scenario.

Erste Group calculates the Liquidity Coverage Ratio according to the Delegated Regulation (EU) 2015/61 and reports this ratio on a monthly basis to the authorities on a solo and group level. Furthermore, the LCR is part of the internal Risk Appetite Statement (RAS). LCR limits are defined in the RAS targeting to be well above the regulatory requirement of 100%. Additionally, Erste Group implemented the NSFR according to the Draft CRR 2 requirements. Internally, these ratios (LCR and NSFR) are monitored on entity level as well as on a group level. For regulatory purposes Erste Group is reporting the NSFR according to the Basel rules in the quarterly SREP Exercise (Short Term Exercise).

Legal lending limits exist in all CEE countries where Erste Group is represented. As they restrict liquidity flows between Erste Group's subsidiaries in different countries they are taken into account for the assessment of liquidity risk in the survival period model as well as in the calculation of the Liquidity Coverage Ratio at group level.

Additionally, the structural liquidity gaps (depicting the going concern maturity mismatches) of the subsidiaries and the group as a whole are reported and monitored regularly. Concentration risks in the funding structure and 'Counterbalancing Capacity' (CBC) are regularly monitored and reported to the regulator. Erste Group's funds transfer pricing (FTP) system has also proven to be an efficient tool for structural liquidity risk management.

Methods and instruments of risk mitigation

Short-term liquidity risk is managed by limits resulting from the survival period model, internal stress testing and by internal LCR targets at both entity and group level. Limit breaches are reported to the Group Asset Liability Committee (ALCO). Another important instrument for managing the liquidity risk within Erste Group Bank AG and in relation to its subsidiaries is the FTP system. Important information for liquidity management can be obtained by the process of planning funding needs. Therefore, a detailed overview of funding needs is prepared on a quarterly basis for the planning horizon across Erste Group.

The Comprehensive Contingency Plan of the Erste Group ensures the necessary coordination of all parties involved in the liquidity management process in case of crisis and is reviewed on a regular basis. The contingency plans of the subsidiaries are coordinated as part of the plan for Erste Group Bank AG.

Analysis of liquidity risk

In Erste Group, the liquidity risk is analysed by the following methods.

Liquidity coverage ratio. Erste Group uses the regulatory liquidity coverage ratio for internal monitoring and steering of the liquidity position as well. In order to keep the LCR according LCR DA above both limits, the regulatory limit and the internal limit, Erste Group closely monitors its short-term liquidity inflows and outflows as well as its available counterbalancing capacity.

Liquidity coverage ratio

| in EUR million | Dec 18 | Dec 19 |
|--------------------------|--------|--------|
| Liquidity buffer | 47,678 | 46,315 |
| Net liquidity outflow | 31,763 | 31,299 |
| Liquidity coverage ratio | 150.1% | 148.0% |

Structural liquidity gaps. The long-term liquidity position is managed using structural liquidity gaps on the basis of contractual and partially behavioural cash flows of all liquidity relevant components of the balance sheet (on-balance and off-balance). This liquidity position is calculated for each material currency.

Cash flows are broken down by contractual maturities in accordance with the amortisation schedule and arranged in maturity ranges. All customer products without contractual maturities (such as demand deposits and overdrafts) are included according to a going concern maturity profile using model based on statistically observed client behaviour.

Structural liquidity gap

| in EUR million | 0-12 months | | 1-3 years | | 3-5 years | | > 5 years | |
|----------------|-------------|--------|-----------|--------|-----------|--------|-----------|--------|
| | Dec 18 | Dec 19 | Dec 18 | Dec 19 | Dec 18 | Dec 19 | Dec 18 | Dec 19 |
| Liquidity gap | 4,902 | 13,548 | -12,101 | -5,321 | -10,915 | -3,360 | 17,367 | -6,465 |

An excess of assets over liabilities is indicated by a positive value, while an excess of liabilities over assets is indicated by a negative value. The cash inflows from liquid securities amounting to EUR 33.6 billion (2018: EUR 30.4 billion), which are accepted as collateral by the central banks to which Erste Group has access, are taken into account in the first time bucket rather than considering them at their contractual maturity.

In 2019, Erste Group updated the behavioral model for sight deposits. This change in modelling shifted significant volume of out-flows from the time buckets below 5 years to the >5 years bucket.

Counterbalancing capacity. Erste Group regularly monitors its counterbalancing capacity, which consists of cash, excess minimum reserves at the central banks as well as unencumbered central bank eligible assets and other liquid securities, including impacts from repos, reverse repos and securities lending transactions. These assets can be mobilised in the short term to offset potential cash outflows in a crisis situation.

Term structure of counterbalancing capacity

| in EUR million | < 1 week | 1 week-1 month | 1-3 months | 3-6 months | 6-12 months |
|------------------------------------|---------------|----------------|-------------|---------------|---------------|
| Dec 19 | | | | | |
| Cash, excess reserve | 5,831 | 0 | 0 | 0 | 0 |
| Liquid assets | 36,499 | -2,998 | -1,634 | -2,523 | -2,037 |
| Other central bank eligible assets | 5,096 | -298 | 1,059 | 526 | -121 |
| Thereof retained covered bonds | 1,330 | 0 | 1,296 | 750 | 0 |
| Thereof credit claims | 1,709 | 0 | 0 | 0 | 18 |
| Counterbalancing capacity | 47,426 | -3,297 | -575 | -1,997 | -2,158 |
| Dec 18 | | | | | |
| Cash, excess reserve | 11,641 | -233 | 0 | 0 | 0 |
| Liquid assets | 38,659 | -6,848 | -1,750 | -1,961 | -2,523 |
| Other central bank eligible assets | 3,531 | -119 | 1,094 | 349 | -41 |
| Thereof retained covered bonds | 1,232 | 0 | 1,265 | 490 | 0 |
| Thereof credit claims | 658 | 0 | 0 | 0 | 0 |
| Counterbalancing capacity | 53,831 | -7,199 | -656 | -1,612 | -2,564 |

The figures above show the total amount of potential liquidity available for the group in a going concern situation, taking into account the applicable central bank haircuts. In a crisis situation, adverse market movements can decrease this amount. The initial counterbalancing capacity available at group level is reduced by additional stressed haircuts. Negative figures are maturing positions of the counterbalancing capacity. Positive figures after one week are positions not immediately available as counterbalancing capacity.

Financial liabilities. Maturities of contractual undiscounted cash flows from financial liabilities (interest payments only considered for derivative liabilities) were as follows:

Financial liabilities

| in EUR million | Carrying amounts | Contractual cash flows | < 1 month | 1-12 months | 1-5 years | > 5 years |
|--|------------------|------------------------|----------------|---------------|---------------|---------------|
| Dec 19 | | | | | | |
| Non-derivative liabilities | 216,842 | 217,231 | 147,320 | 28,535 | 25,571 | 15,805 |
| Deposits by banks | 13,141 | 13,765 | 5,758 | 2,487 | 3,852 | 1,667 |
| Customer deposits | 173,331 | 174,770 | 141,406 | 23,449 | 8,010 | 1,906 |
| Debt securities in issue | 23,888 | 23,546 | 151 | 2,134 | 11,273 | 9,988 |
| Subordinated liabilities | 6,482 | 5,149 | 5 | 465 | 2,435 | 2,244 |
| Derivative liabilities | 2,275 | 2,126 | 6 | 576 | 1,034 | 508 |
| Derivatives liabilities with netted Cash Flows | - | 2,043 | 128 | 413 | 986 | 516 |
| Derivatives liabilities with gross Cash Flow (net) | - | 82 | -122 | 163 | 48 | -8 |
| Outflows | - | 63,199 | 46,724 | 9,451 | 6,146 | 878 |
| Inflows | - | -63,117 | -46,846 | -9,288 | -6,098 | -886 |
| Contingent liabilities | - | 42,552 | 42,552 | 0 | 0 | 0 |
| Financial guarantees | - | 7,190 | 7,190 | 0 | 0 | 0 |
| Commitments | - | 35,362 | 35,362 | 0 | 0 | 0 |
| Other financial liabilities | 1,211 | 1,211 | 1,211 | 0 | 0 | 0 |
| Total | 220,328 | 263,119 | 191,089 | 29,111 | 26,605 | 16,313 |
| Dec 18 | | | | | | |
| Non-derivative liabilities | 210,034 | 209,701 | 139,456 | 29,933 | 25,738 | 14,573 |
| Deposits by banks | 17,658 | 18,710 | 8,581 | 2,469 | 5,967 | 1,693 |
| Customer deposits | 162,638 | 164,503 | 130,726 | 24,781 | 7,349 | 1,647 |
| Debt securities in issue | 23,908 | 21,467 | 147 | 2,385 | 9,731 | 9,204 |
| Subordinated liabilities | 5,830 | 5,021 | 2 | 299 | 2,691 | 2,029 |
| Derivative liabilities | 2,277 | 2,129 | 270 | 462 | 952 | 444 |
| Contingent liabilities | - | 39,673 | 39,673 | 0 | 0 | 0 |
| Financial guarantees | - | 7,378 | 7,378 | 0 | 0 | 0 |
| Commitments | - | 32,295 | 32,295 | 0 | 0 | 0 |
| Other financial liabilities | 1,459 | 1,459 | 1,459 | 0 | 0 | 0 |
| Total | 213,770 | 252,961 | 180,858 | 30,396 | 26,691 | 15,017 |

As of year-end 2019, the currency composition of the non-derivative liabilities consisted of approximately 69% EUR, 18% CZK, 4% USD, 4% RON, and 5% in other currencies (2018: 68% EUR, 18% CZK, 5% USD, 4% RON and 5% in other currencies).

Besides the contingent liabilities from unused credit lines and guarantees, material potential cash outflow is calculated from the collateralised derivative transactions for the stress testing, following a historical lookback approach, which amounted to EUR 960.0 million (2018: EUR 864.4 million) in the worst-case scenario as of 31 December 2019.

As of 31 December 2019, the volume of customer deposits due on demand amounted to EUR 121.6 billion (2018: EUR 110.2 billion). According to customer segments, the customer demand deposits are composed as follows: 65% private individuals, 15% large corporates, 14% small and medium-sized enterprises, 4% public sector, and 2% non-banking financial institutions (2018: 64% private individuals, 15% large corporates, 14% small and medium-sized enterprises, 4% public sector, and 2% non-banking financial institutions).

Operational risk

In line with Article 4 Section 52 of regulation (EU) 575/2013 (CRR), Erste Group defines operational risk as the risk of loss resulting from inadequate or failed internal processes, people and systems, or from external events, including legal risks. Both quantitative and qualitative methods are used to identify operational risks. Consistent with international practice, the responsibility for managing operational risk rests with the line management.

Methods and instruments employed

The quantitative measurement methods are based on internal loss experience data, which are collected across Erste Group using a standard methodology and entered into a central data pool. Additionally, in order to be able to model losses that have not occurred in the past but are nonetheless possible, scenarios and external data are also used. Erste Group sources external data from a leading non-profit risk-loss data consortium.

Erste Group calculates capital requirements for operational risk based on the Advanced Measurement Approach (AMA) that is subject to regulatory approval. AMA is a sophisticated approach for measuring operational risk. Pursuant to AMA, the required capital is calculated using an internal VaR model, taking into account internal data, external data, scenario analysis, business environment and internal risk control factors. Additionally, Erste Group received the approval to use insurance contracts for mitigation within the AMA pursuant to Article 323 CRR.

Methods and instruments of risk mitigation

In addition to quantitative methods, qualitative methods are also used to determine operational risk, such as risk and control assessments through expert panels. Additional methods include setting of key risk indicators and risk assessments in connection with product approvals, outsourcing assessments and risk return decisions. The results of these assessments and processes are reported to line management along with

mitigation measures and thus help to reduce operational risks. In order to ensure early detection of changes in the risk profile that may lead to losses, Erste Group monitors a number of key risk indicators such as system availability, staff turnover, and customer complaints.

Erste Group uses a group-wide insurance program that has reduced the cost of meeting Erste Group's traditional property insurance needs. Freed-up resources made it possible to buy additional insurance for previously uninsured bank-specific risks. This program uses a captive reinsurance entity as a vehicle to share losses within the group and access the external market.

The quantitative and qualitative methods used, together with the insurance strategy and the modelling approaches described above, form the operational risk framework of Erste Group. Information on operational risk is periodically communicated to the management board via various reports, including the quarterly top management reports, which describe the recent loss history, loss development, qualitative information from risk assessments and key risk indicators as well as the operational VaR for Erste Group.

47. Hedge accounting

Hedges of interest rate risk

As an inherent part of its business Erste Group is exposed to interest rate risk arising from the interest characteristics and behavior of assets, liabilities and off balance sheet items. This relates to the existing balance sheet items as well as to expected development of the balance sheet and banking activities. Interest rate risk can generally be defined as a potential deterioration of a bank's financial condition in reaction to adverse movements in market interest rates.

Hedge accounting activities relate to interest risk bearing exposures in the banking book. The interest rate risk of the banking book is managed by Group Asset Liability Management (ALM). Interest rate risk management actions of ALM are approved as part of the ALM strategy by Group Asset Liability Committee (ALCO). For hedging relationships qualifying for hedge accounting hedge effectiveness is measured by risk management unit which is independent from ALM as the risk taker.

The objective of the interest rate risk management in the banking book is to optimise the risk and return of interest rate risk exposures. For this purpose and for compliance with external and internal regulations and limitations Erste Group manages the interest rate risk from the earnings and economic value perspectives. The focal point of the interest rate risk analysis from the earnings perspective is the variation in earnings, i.e. the net interest income. The changes in interest rates have an impact on the bank's earnings via its distinct impact on interest income and interest expenses accrued on assets and liabilities respectively. The economic value perspective views the interest rate risk as changes in the economic value of equity. It can be identified as the present value of cash-flows arising from asset, liability and off-balance-sheet items. Change in interest rates alters both the size of future cash-flows and the value of discount rates applied in the calculation.

Existing balance sheet items and contributions of planned or forecast transactions are analysed through the earnings and economic value based metrics. Erste Group keeps the risk within predefined limits. When actively managing interest rate risk ALM gives preference to entering into bonds and derivatives. In general, the policy of Erste Group is to swap all substantial fixed or structured issued bonds to floating items. In addition of managing the interest rate risk using derivative transactions and investments in bonds, also the intended non-hedging of benchmark issues with derivatives is used for managing the interest rate risk.

Interest rate swaps are the most common derivatives used to manage interest rate. If fixed rate repricing profiles of assets or liabilities do not fit to the interest rate risk management strategy they are swapped into variable rate items (usually 3-month money market rate such as Euribor). In other cases, variable rate repricing profiles of assets or liabilities may need to be swapped into fixed rate items.

Erste Group employs hedge accounting to address accounting mismatches resulting from different measurement requirements for derivatives which are measured at fair value through profit or loss and financial assets and liabilities in the banking book measured at amortised cost or at fair value through other comprehensive income. Some of the accounting mismatches are addressed by designating financial assets or financial liabilities as measured at FVPL (fair value option) without the need to use hedge accounting.

Fair value hedges address the risk management activities of swapping fixed rate assets or liabilities into variable rate. On the other hand, cash flow hedges are used when floating rates assets or liabilities are swapped into fixed ones (please refer also to the discussion of proxy hedges below).

For hedges of interest rate risk of portfolios of prepayable fixed rate loans Erste Group applies requirements for portfolio fair value hedges of interest rate risk as regulated by IAS 39.AG114-AG132. For this purpose, Erste Group makes use of the relaxation provided by the EU-carve out and hedges the interest rate risk in respect of so called bottom layer amount. The bottom layer amount is expected not to be affected by prepayments of loans (including a margin of conservatism). Thus, it represents a stable fixed interest rate exposure which is hedged by using interest rate swaps. With this approach, any prepayments, other derecognitions and impairments are attributed to the unhedged buffer amount above the designated bottom layer. Thus, they do not affect the hedge effectiveness unless their amount hits the designated hedged bottom layer level.

Fair value hedges are designated in respect of the interest rate risk component of the fair value changes of the hedged fixed rate items. The hedged interest rate risk portion in fair value hedges relates to the observed interest rate (swap yield curve) component. I.e. the fair value volatility resulting from changes in the spread of the hedged fixed rate instrument swap yield curve is excluded from hedge accounting and is not accounted for.

Similarly, in cash flow hedges the hedged risk is designated in respect of the variable cash flows portion equal to the interest index of the swap (such as Euribor, Libor). The credit spreads over the swap index are excluded from hedge accounting.

The hedging interest derivatives are economically related to the hedged interest rate risk component of the hedged item. The non-interest components (such as credit spreads) of the hedged items are outside the hedging relationship. As a result, comparable valuation inputs are applied on both sides of the hedging relationship. Thus offsetting effects are recognised to the extent the economic relationship exists without giving rise to artificial volatility in profit or loss. The hedged interest risk component is the most significant factor affecting fair value changes of the hedged item.

The designated hedging relationships normally correspond to the economic hedges set up by ALM when managing the interest rate risk. However, in some cases, the hedging derivatives may not be directly related to specific assets or liabilities but they manage the overall interest risk position. Also, the derivatives may relate to instruments which do not qualify as hedged items under the IFRS hedge accounting requirements. In order to account for risk mitigating effects of such derivatives Erste Group searches for suitable hedged items providing the best fit to the terms of the derivative and designates an effective hedging relationship (so called proxy hedges). Typically cash flow hedges of variable rate assets are designated on such a basis whereby the actual economically hedged risk may result from modelled fixed rate profile of demand deposit liabilities.

Erste Group has following types of hedged items in hedges of interest rate risk as of 31 December 2019:

| in EUR million | Type of hedged items | Hedged notional amount | |
|-------------------|----------------------------|------------------------|--------|
| | | Dec 18 | Dec 19 |
| Fair value hedges | | | |
| Assets | Portfolios of client loans | 455 | 319 |
| Assets | Single loans | 390 | 383 |
| Assets | Bonds at FVOCI | 693 | 543 |
| Assets | Bonds at AC | 641 | 600 |
| Liabilities | Issued bonds | 9,221 | 9,412 |
| Liabilities | Other liabilities/repos | 200 | 54 |
| Cash flow hedges | | | |
| Assets | Interbank loans/repos | 1,561 | 1,580 |
| Assets | Client loans | 1,876 | 1,608 |
| Assets | Corporate/government bonds | 93 | 94 |

Portfolio hedges of defined bottom layer amounts (bottom layer hedges) are disclosed in the table with the nominal hedged bottom layer amounts.

The hedge ratio is chosen in compliance with the rules defined in IAS 39. The volume of the hedging instrument which is designated for the hedge relation can never be greater than the volume of the hedged item. If the notional of a hedging derivative is greater than the notional of the hedged item the respective proportion of the derivative is designated as hedging instrument. Further, the tenor of the hedging instrument is never longer than the tenor of the hedged item.

Sources of hedge ineffectiveness can result from:

- _ designation of hedging instruments and hedged items during their life rather than from their inception
- _ different discounting curves applied for hedged item and hedging instrument
- _ different interest tenors of hedging swaps and hedged variable rate items in cash flow hedges
- _ volatility of present value of floating leg of hedging swaps in fair value hedges
- _ different trade dates for the hedging instrument and the hedged item
- _ real prepayments of a loan portfolio deviating from expected prepayments
- _ credit risk adjustments (CVA, DVA) on the hedging derivatives

Foreign exchange risk

The objective of foreign exchange risk management in the banking book is to avoid unfavorable market movements of foreign exchange rates which could impact profit or loss of Erste Group. Only a minor part of foreign exchange risk management activities requires using of hedge accounting. Currently fixed rate corporate or government bonds with notional amount of EUR 57 million are hedged in cash flow hedges by using cross currency swaps as hedging instruments.

Quantitative disclosures

In the tables below, detailed information related to hedging instruments and hedged items in fair value and cash flow hedges as of 31 December 2019 are reported. The indicated values for fair value hedges include single hedges as well as portfolio hedges, which due to immateriality are not shown separately.

Hedging instruments

| Dec 19 | Carrying amount | | Change in FV for the period used for calculating hedge ineffectiveness | Notional | Timing of the nominal amounts of the instruments | | | |
|-----------------------|-----------------|-------------|--|----------|--|--------------------|--------------------|-------|
| in EUR million | Assets | Liabilities | | | ≤ 3 m | > 3 m and ≤ 1 y | > 1 y and ≤ 5 y | > 5 y |
| Fair value hedges | | | | | | | | |
| Interest rate risk | 110 | 188 | 181 | 11,234 | 33 | 1,093 | 4,952 | 5,155 |
| Cash flow hedges | | | | | | | | |
| Interest rate risk | 20 | 79 | -20 | 3,280 | 0 | 39 | 2,094 | 1,147 |
| Foreign exchange risk | 1 | 2 | -4 | 252 | 10 | 21 | 68 | 152 |
| Total | 130 | 269 | 156 | 14,766 | 43 | 1,154 | 7,114 | 6,455 |

| Dec 18 | Carrying amount | | Change in FV for the period used for calculating hedge ineffectiveness | Notional | Timing of the nominal amounts of the instruments | | | |
|-----------------------|-----------------|-------------|--|----------|--|--------------------|--------------------|-------|
| in EUR million | Assets | Liabilities | | | ≤ 3 m | > 3 m and ≤ 1 y | > 1 y and ≤ 5 y | > 5 y |
| Fair value hedges | | | | | | | | |
| Interest rate risk | 96 | 205 | 9 | 11,510 | 104 | 611 | 4,761 | 6,033 |
| Cash flow hedges | | | | | | | | |
| Interest rate risk | 36 | 71 | 28 | 3,574 | 4 | 0 | 1,874 | 1,697 |
| Foreign exchange risk | 0 | 1 | -1 | 57 | 0 | 0 | 0 | 57 |
| Total | 132 | 277 | 37 | 15,142 | 108 | 611 | 6,635 | 7,788 |

The hedging instruments are presented in the line 'Hedge accounting derivatives' in the balance sheet.

Hedged items in fair value hedges

| Dec 19 | | Hedge adjustments | | |
|------------------------------------|-----------------|---------------------------------|---|---|
| in EUR million | Carrying amount | included in the carrying amount | Thereof: for the period used for recognition of hedge ineffectiveness | Remaining adjustments for terminated hedges |
| Financial assets at FVOCI | | | | |
| Interest rate risk | 600 | 91 | 0 | 25 |
| Financial assets at AC | | | | |
| Interest rate risk | 1,632 | 115 | 20 | 24 |
| Financial liabilities at AC | | | | |
| Interest rate risk | 9,900 | 361 | -199 | 148 |

| Dec 18 | | Hedge adjustments | | |
|------------------------------------|-----------------|---------------------------------|---|---|
| in EUR million | Carrying amount | included in the carrying amount | Thereof: for the period used for recognition of hedge ineffectiveness | Remaining adjustments for terminated hedges |
| Financial assets at FVOCI | | | | |
| Interest rate risk | 765 | 101 | -11 | 22 |
| Financial assets at AC | | | | |
| Interest rate risk | 1,513 | 115 | -11 | 5 |
| Financial liabilities at AC | | | | |
| Interest rate risk | 9,914 | 282 | 10 | 47 |

The hedged items are disclosed in the following line items in the balance sheet:

- _ Financial assets at fair value through other comprehensive income / debt securities
- _ Financial assets at amortised cost / loans and advances to customers
- _ Financial assets at amortised cost / debt securities
- _ Financial liabilities at amortised cost / debt securities issued

Hedged items in cash flow hedges

| Dec 19 | Change in FV for the period used for calculating hedge ineffectiveness | Cash flow hedge reserve for continuing hedges | Cash flow hedge reserve for terminated hedges |
|-----------------------|--|---|---|
| in EUR million | | | |
| Interest rate risk | 25 | -65 | 18 |
| Foreign exchange risk | 5 | -6 | 0 |
| Total | 29 | -71 | 18 |

| Dec 18 | Change in FV for the period used for calculating hedge ineffectiveness | Cash flow hedge reserve for continuing hedges | Cash flow hedge reserve for terminated hedges |
|-----------------------|--|---|---|
| in EUR million | | | |
| Interest rate risk | -29 | -40 | 42 |
| Foreign exchange risk | 1 | -1 | 0 |
| Total | -28 | -41 | 42 |

Effects of hedge accounting in profit or loss and other comprehensive income

| Dec 19 | | | Cash flow hedge reclassified to profit or loss because | |
|--------------------------|---|--|--|--|
| in EUR million | Hedge ineffectiveness recognised in P&L | Hedging gains/losses recognized in OCI | the hedged item has affected profit or loss | the hedged future cash flows are no longer expected to occur |
| Fair value hedges | | | | |
| Interest rate risk | 2 | 0 | 0 | 0 |
| Cash flow hedges | | | | |
| Interest rate risk | 4 | -25 | -25 | 0 |
| Foreign exchange risk | 0 | -4 | 0 | 0 |
| Total | 6 | -29 | -25 | 0 |

| Dec 18 | | | Cash flow hedge reclassified to profit or loss because | |
|--------------------------|---|--|--|--|
| in EUR million | Hedge ineffectiveness recognised in P&L | Hedging gains/losses recognized in OCI | the hedged item has affected profit or loss | the hedged future cash flows are no longer expected to occur |
| Fair value hedges | | | | |
| Interest rate risk | -3 | 0 | 0 | 0 |
| Cash flow hedges | | | | |
| Interest rate risk | -1 | 29 | -31 | 0 |
| Foreign exchange risk | 0 | -1 | 0 | 0 |
| Total | -4 | 28 | -31 | 0 |

Ineffectiveness from both fair value and cash flow hedges is presented under 'Net trading result' in the statement of income. The amounts reclassified from the cash flow hedge reserve are presented in the line 'Other similar income' under 'Net interest income' for hedges of interest rate risk and 'Net trading result' for hedges of foreign exchange risk.

Application of the Interest Rate Benchmark Reform IAS 39 amendments

Erste Group considers that it is exposed to uncertainties resulting from interest rate benchmark reform in respect of its hedges of CHF LIBOR interest risk. Hedging instruments with nominal amount of CHF 200 million (EUR 184,3 million) designated in fair value hedges of debt securities issued are affected. Their hedging period reaches beyond 2021 when uncertainties about existence of CHF LIBOR rates arise.

If CHF LIBOR rates cease to be quoted they are assumed to be replaced by SARON (Swiss Average Rate Overnight) rates. There are significant differences between these rates. CHF LIBOR is a forward looking 'term rate' published at a start of a borrowing period with certain tenor (such as 3 months), i.e. it is 'forward-looking'. SARON is an overnight rate resulting from actual transactions. The term structure of SARON rate is expected to be developed on a 'backward-looking' basis, e.g. a 3-month SARON would be based on a compounded average of overnight SARON rates over the 3-month period calculated at its end. Moreover, LIBOR rates in general include a credit spread component reflecting the riskiness of an interbank market for respective tenors. As a result, the replacement rates will have as a foundation the term SARON rate and on top a spread adjustment to ensure economic equivalence addressing the tenor, credit risk and other differences.

When it comes to the replacement, the CHF interest rate swap hedging instruments will be affected both by replacements of the reference rate used for their floating legs and the change in the discounting curve. On the hedged items side, the hedged benchmark interest rate risk portion will be affected only by change in the discounting curve. Further, the switch to the new discounting curves may occur at different points in time for the hedging instruments and the hedged items.

As a result, of these uncertainties, Erste Group decided to apply early the amendments to IAS 39 Interest Rate Benchmark Reform which bring some reliefs enabling not to discontinue these hedges as long as uncertainties arising from the reform exist. More specifically, it is necessary to prove that the non-contractually specified benchmark portion of interest rate risk (resulting from the CHF LIBOR curve) is separately identifiable only at the hedge inception and not during the hedge life. For testing of prospective effectiveness it is assumed that the hedging instrument and the hedged risk of the hedged item do not change as a result of the reform. If the retrospective effectiveness requirements were not met the hedges would not need to be discontinued. However, any hedge ineffectiveness would be accounted for in profit or loss. Application of these reliefs will cease when there is no longer uncertainty about the CHF LIBOR-based cash flows of the hedging instruments and the hedged benchmark interest rate risk portion.

Erste Group also hedges interest rate risks in EUR, CZK and USD. However, for these currencies it does not consider to be exposed to uncertainties resulting from the reform. For EUR all the hedges relate to EURIBOR interest rates which have been reformed and are EU Benchmark Regulation compliant. The same applies in CZK for PRIBOR, whose calculation methodology is expected to be strengthened in 2020 while continuing to measure the same underlying interest. Erste Group has designated one hedge of USD LIBOR interest risk which will expire in 2020. Thus, it is not deemed to be exposed to uncertainties around the reform since LIBOR rates will not be ceased before 2022.

Erste Group has established an internal project led by Asset-Liability Management to oversee the interest benchmark transition with the aim to minimize the potential disruption to business and to mitigate operational and conduct risks and possible financial losses. This transition project will include changes to systems, processes, risk management and valuation models, as well as managing related tax and accounting implications.

48. Fair value of financial instruments

For all financial instruments the fair value is measured on recurring basis.

Financial instruments carried at fair value

The measurement of fair value at Erste Group is based primarily on external sources of data (stock market prices or broker quotes in highly liquid market segments). Financial instruments for which the fair value is determined on the basis of quoted market prices are mainly listed securities and derivatives as well as liquid OTC bonds.

Description of valuation models and parameters

Erste Group uses valuation models that have been tested internally and for which the valuation parameters (such as interest rates, exchange rates, volatilities and credit spreads) have been determined independently. In 2015, as a consequence of the negative interest environment, valuation models of interest rate options for the respective currencies were adjusted. Log-normal valuation models were replaced by standard market models which are based on a shifted log-normal distribution or a standard distribution. For such models negative interest rates are no restriction.

Loans. Not SPPI (solely payments of principal and interest) compliant loans are to be valued at fair value. The methodology to compute fair value of these loans corresponds to the basic present value technique where expected cash flows of assets are discounted by the full rate including risk premium required for non-market risk based part of the interest rate to be compliant with fair value definition. The credit risk is recognized by adjusting contractual cash flows to come to expected cash flows accounting for customer's probability of default and loss given default. These adjusted cash flows are then discounted by a yield curve which consists of a risk free rate and a funding spread.. The complex loan products are valued by Monte Carlo simulation approach to include convexity correction and time value of embedded options.

Debt securities. For plain vanilla (fixed and floating rate) debt securities the fair value is calculated by discounting the future cash flows using a discounting curve depending on the interest rate for the respective issuance currency and a spread adjustment. The spread adjustment is usually derived from the credit spread curve of the issuer. If no issuer curve is available the spread is derived from a proxy instrument and adjusted for differences in the risk profile of the instruments. If no close proxy is available, the spread adjustment is estimated using other information, including estimation of the credit spread based on internal ratings and PDs or management judgment. For more complex debt securities (e.g. including option-like features such as callable, cap/floor, index-linked) the fair value is determined using combinations of discounted cash flow models and more sophisticated modeling techniques including methods described for OTC-derivatives.

Equity instruments. Non-trading equity instruments which have quoted market prices in an active market are valued by using the quoted market price. For other investments in non-trading equity instruments the fair value is determined by standard valuation models using also unobservable input parameters. These models include the adjusted net asset value method, the simplified income approach, the dividend discount model and the comparable company multiple method. The adjusted net asset method requires an investor to measure the fair value of the individual assets and liabilities recognized in an investee's statement of financial position as well as the fair value of any unrecognized assets and liabilities at the measurement date. The resulting fair values of the recognized and unrecognized assets and liabilities should therefore represent the fair value of the investee's equity. The dividend discount model assumes that the price of equity instruments issued by an entity equals the present value of all its expected future dividends in perpetuity. Similar to the dividend discount model, the simplified income approach estimates the fair value based on the future income. However, it can be used also when only one year planned income is

available. The simplified income approach and the dividend discount model discount future income and dividends using the cost of equity. The cost of equity is dependent on the risk-free rate, the market risk premium, the levered beta and the country risk premium. The levered beta is derived from the industry classification which is published and maintained by Damodaran. In rare cases, techniques for non-trading equity instruments may also include models based on multiples. The comparable company multiple method is a valuation technique within the market approach that uses prices and other relevant information generated by market transactions involving comparable company peers of an investee to derive a valuation multiple from which the indicated fair value of the investee's equity or enterprise value can be inferred.

Liabilities. The fair value of financial liabilities designated at fair value through profit or loss under the fair value option is determined in line with similar instruments held as assets. Erste Group derives its own credit spread for the respective seniority class according to the principle of market opportunity cost and the cost of issuing primary benchmark bonds in the capital market. An important input factor for the spread levels are indications from external investment banks, which Erste Group receives on a regular basis. For every seniority of issued bonds with accounting treatment FVO, a specified valuation curve is applied. The spreads are validated on a regular basis from an independent Risk Management unit.

OTC-derivative financial instruments. Derivative instruments traded in liquid markets (e.g. interest rate swaps and options, foreign exchange forward and options, options on listed securities and indices, credit default swaps and commodity swaps) are valued by using standard valuation models. These models include discounting cash flow models, option models of the Black-Scholes and Hull-White type as well as hazard rate models. Models are calibrated on quoted market data (including implied volatilities). Valuation models for more complex instruments also use Monte-Carlo simulation. For instruments in less liquid markets, data obtained from less frequent transactions or extrapolation techniques are used. For determining the fair value of derivatives collateralised in Euro, EONIA (Euro Over Night Index Average) is used as the discounting interest rate, since this index corresponds to the interest rate for cash collaterals. As a result of the IBOR reform it has been decided that EONIA will be replaced by ESTER (Euro Short-Term Rate) with a transition phase until 31. December 2021. For existing derivatives the switch to the new interbank rate has to be renegotiated with all CSA contract partner on a bilateral basis. Since London Clearing House has announced to switch to ESTER in June 2020 Erste Group expects that all bilateral contracts will be changed after that date. The transition of all CSA's from EONIA to ESTER will change the discounting method as well. Any change in valuation caused by this transition shall be offsetted by a compensation payment.

Erste Group values derivatives at mid-market levels. To reflect the potential bid-ask-spread of the relevant positions an adjustment based on market liquidity is performed. The adjustment parameters depend on product type, currency, maturity and notional size. Parameters are reviewed on a regular basis or in case of significant market moves. Netting is not applied when determining the bid-ask-spread adjustments.

Credit value adjustments (CVA) for counterparty risk and debit value adjustments (DVA) for own default credit risk are applied to OTC derivatives. For the CVA the adjustment is driven by the expected positive exposure of all derivatives and the credit quality of the counterparty. DVA is driven by the expected negative exposure and Erste Group's credit quality. Erste Group has implemented an approach, where the modeling of the expected exposure is based on option replication strategies. For products where an option replication is not feasible the exposure is computed with Monte-Carlo simulation techniques. One of the two modeling approaches is considered for the most relevant portfolios and products. The methodology for the remaining entities and products is determined by market value plus add-on considerations. The probability of default by counterparties that are not traded in an active market is determined from internal PDs mapped to a basket of liquid titles present in the central European market. Market based valuation concepts are incorporated for this. Counterparties with liquid bond or CDS markets are valued by the respective single-name market based PD derived from the prices. Erste Group's probability of default has been derived from the buy-back levels of Erste Group's issuances. Netting has only been considered for a few counterparties where the impact was material. In these cases, netting has been applied for both CVA and DVA. For counterparties with CSA-agreements in place no CVA was taken into account for all cases with immaterial threshold amounts.

According to the described methodology the accumulated CVA-adjustments amounted to EUR 15.7 million (2018: EUR 15.1 million) and the total DVA-adjustment amounted to EUR 2.8 million (2018: EUR 4.1 million).

Validation and control

The responsibility for valuation of financial instruments measured at fair value is independent of the trading units. In addition, Erste Group has implemented an independent validation function in order to ensure separation between units responsible for model development, fair value measurement and validation. The aim of independent model validation is to evaluate model risks arising from the models' theoretical foundation, the appropriateness of input data (market data) and model calibration.

Fair value hierarchy

Financial assets and financial liabilities measured at fair value are categorized under the three levels of the IFRS fair value hierarchy.

Level 1 of the fair value hierarchy

The fair value of financial instruments assigned to Level 1 of the fair value hierarchy is determined based on quoted prices in active markets for identical financial assets and liabilities. More particular, the evaluated fair value can qualify as Level 1 if transactions occur with sufficient frequency, volume and pricing consistency on an ongoing basis.

These include exchange traded derivatives (futures, options), shares, government bonds as well as other bonds and funds, which are traded in highly liquid and active markets.

Level 2 of the fair value hierarchy

In case a market quote is used for valuation but due to restricted liquidity the market does not qualify as active (derived from available market liquidity indicators) the instrument is classified as Level 2. If no market prices are available the fair value is measured by using valuation models which are based on observable market data. If all the significant inputs in the valuation model are observable the instrument is classified as Level 2 of the fair value hierarchy. For Level 2 valuations typically yield curves, credit spreads and implied volatilities are used as observable market parameters.

These include OTC derivatives, less liquid shares, bonds and funds as well as asset backed securities (ABS), collateralized debt obligations (CDO), own issues and deposits.

Level 3 of the fair value hierarchy

In some cases, the fair value can be determined neither on the basis of sufficiently frequent quoted market prices nor on the basis of valuation models that rely entirely on observable market data. In these cases individual valuation parameters which are not observable in the market are estimated on the basis of reasonable assumptions. If any unobservable input in the valuation model is significant or the price quote used is updated infrequently the instrument is classified as Level 3 of the fair value hierarchy. For Level 3 valuations besides observable parameters typically credit spreads derived from internally calculated historical probability of default (PD) and loss given default (LGD) measures are used as unobservable parameters. Furthermore, internally calculated cost of equity and adjustments made on the equity (in the adjusted net asset value method) are unobservable parameters for the valuation of non-trading equity instruments.

These include shares, participations and funds not quoted, illiquid bonds as well as collateralized mortgage obligations (CMO) as well as loans. Furthermore, fund units issued by investment funds fully consolidated by Erste Group as well as own issues are reported in this category.

A reclassification from Level 1 into Level 2 or Level 3 as well as vice versa will be performed if the financial instrument does no longer meet the criteria described above for the respective level.

Classification of financial instruments carried at fair value by levels of the fair value hierarchy

| in EUR million | Dec 18 | | | | Dec 19 | | | |
|--|---------------|---------------|--------------|---------------|---------------|---------------|--------------|---------------|
| | Level 1 | Level 2 | Level 3 | Total | Level 1 | Level 2 | Level 3 | Total |
| Assets | | | | | | | | |
| Financial assets HFT | 1,419 | 4,085 | 80 | 5,584 | 2,209 | 3,457 | 93 | 5,760 |
| Derivatives | 2 | 2,974 | 61 | 3,037 | 7 | 2,720 | 79 | 2,805 |
| Other financial assets held for trading | 1,417 | 1,111 | 19 | 2,547 | 2,202 | 737 | 14 | 2,954 |
| Non-trading financial assets at FVPL | 2,239 | 293 | 778 | 3,310 | 1,985 | 302 | 922 | 3,208 |
| Equity instruments | 31 | 24 | 317 | 372 | 55 | 5 | 330 | 390 |
| Debt securities | 2,208 | 268 | 174 | 2,651 | 1,929 | 297 | 109 | 2,335 |
| Loans and advances | 0 | 0 | 287 | 287 | 0 | 0 | 483 | 483 |
| Financial assets at FVOCI | 7,707 | 1,063 | 502 | 9,272 | 7,745 | 845 | 457 | 9,047 |
| Equity instruments | 0 | 0 | 239 | 239 | 1 | 0 | 209 | 210 |
| Debt securities | 7,707 | 1,063 | 263 | 9,033 | 7,744 | 845 | 247 | 8,836 |
| Hedge accounting derivatives | 0 | 131 | 1 | 132 | 0 | 129 | 1 | 130 |
| Total assets | 11,365 | 5,573 | 1,361 | 18,299 | 11,939 | 4,733 | 1,473 | 18,145 |
| Liabilities | | | | | | | | |
| Financial liabilities HFT | 465 | 2,030 | 14 | 2,508 | 371 | 2,045 | 5 | 2,421 |
| Derivatives | 2 | 1,985 | 14 | 2,000 | 3 | 1,997 | 5 | 2,005 |
| Other financial liabilities held for trading | 463 | 45 | 0 | 508 | 368 | 48 | 0 | 416 |
| Financial liabilities at FVPL | 618 | 12,943 | 561 | 14,122 | 366 | 12,821 | 308 | 13,494 |
| Deposits from customers | 0 | 212 | 0 | 212 | 0 | 265 | 0 | 265 |
| Debt securities issued | 618 | 12,731 | 96 | 13,446 | 366 | 12,556 | 89 | 13,011 |
| Other financial liabilities | 0 | 0 | 464 | 464 | 0 | 0 | 219 | 219 |
| Hedge accounting derivatives | 0 | 277 | 0 | 277 | 0 | 269 | 0 | 269 |
| Total liabilities | 1,083 | 15,249 | 574 | 16,907 | 736 | 15,135 | 313 | 16,185 |

Derivatives transacted via Clearing Houses are presented after netting in compliance with their balance sheet treatment. The netted derivatives are allocated to Level 2.

The allocation of the appropriate level of positions is determined at the end of the reporting period.

Valuation process for financial instruments categorised as Level 3

The valuation of financial instruments categorized as Level 3 involves one or more significant inputs that are not directly observable on the market. Additional price verification steps need to be done. These may include reviewing relevant historical data and benchmarking for similar transactions, among others. This involves estimation and expert judgment.

Changes in volumes of Level 1 and Level 2

Changes in Level 1 and Level 2 volumes of financial instruments carried at fair value in the balance sheet

| in EUR million | Dec 18 | | Dec 19 | |
|----------------------------------|---------------|---------------|------------|-------------|
| | Level 1 | Level 2 | Level 1 | Level 2 |
| Securities | | | | |
| Net transfer from Level 1 | | 525 | | -60 |
| Net transfer from Level 2 | -525 | | 60 | |
| Net transfer from Level 3 | 1 | -76 | 3 | 146 |
| Purchases/sales/expiries | -4,234 | -648 | 507 | -670 |
| Changes in derivatives | -7 | -1,081 | 4 | -256 |
| Total year-to-date change | -4,765 | -1,280 | 574 | -840 |

Movements in 2019. The total amount of Level 1 financial assets increased by EUR 574 million compared to last year. The volume of Level 1 securities increased by EUR 569 million. The main changes are caused by matured or sold assets in the amount of EUR 3,164 million and by new investments in the amount of EUR 2,530 million. Furthermore, the increase in volume for securities that were allocated to Level 1 at both reporting dates (2019 and 2018) amounted to EUR 1,125 million (due to partial purchases and sales and fair value changes caused by market movements). Due to improved market liquidity, assets in the amount of EUR 79 million could be reclassified from Level 2 to Level 1. This applied mainly to securities issued by governments (EUR 32 million), but also to securities issued by other corporates (EUR 24 million) and financial institutions (EUR 23 million). Due to lower market activity and changes to modelled fair value, securities in total of EUR 19 million have been moved from Level 1 to Level 2. This applies mainly to securities issued by governments (EUR 13 million), other corporates (EUR 4 million) as well as securities issued by financial institutions (EUR 2 million). Level 3 instruments in the amount of EUR 2 million were reclassified to Level 1. The remaining positive change in the amount of EUR 16 million was due to partial sales and fair value changes of reclassified instruments. The volume of derivatives increased by EUR 5 million.

Movements in 2018. The total amount of Level 1 financial assets decreased by EUR 4,765 million compared to last year. The change in volume of Level 1 securities (decreased by EUR 4,758 million) was determined on the one hand by matured or sold assets in the amount of EUR 2,985 million and on the other hand by new investments in the amount of EUR 2,064 million. The decrease in volume for securities that were allocated to Level 1 at both reporting dates (2018 and 2017) amounted to EUR 3,397 million (due to partial purchases and sales and fair value changes caused by market movements). Due to improved market liquidity, assets in the amount of EUR 93 million could be reclassified from Level 2 to Level 1. This applied mainly to securities issued by financial institutions (EUR 72 million), but also to securities issued by governments (EUR 19 million) and other corporates (EUR 2 million). Due to lower market activity and changes to modelled fair value, securities in total of EUR 618 million have been moved from Level 1 to Level 2. This applies mainly to securities issued by governments (EUR 535 million), other corporates (EUR 58 million) as well as securities issued by financial institutions (EUR 25 million). Level 3 instruments in the amount of EUR 2 million were reclassified to Level 1. Deteriorated availability of market-observable prices led to a reclassification of EUR 1 million from Level 1 to Level 3. The remaining positive change in the amount of EUR 83 million was due to partial sales and fair value changes of reclassified instruments. The volume of derivatives decreased by EUR 7 million.

Relassification between Level 1 and Level 2 based on balance sheet positions and instruments

| in EUR million | Dec 18 | | Dec 19 | |
|---|--------------------|--------------------|--------------------|--------------------|
| | Level 1 to Level 2 | Level 2 to Level 1 | Level 1 to Level 2 | Level 2 to Level 1 |
| Financial assets HfT | 247 | 2 | 14 | 11 |
| Bonds | 247 | 1 | 14 | 9 |
| Funds | 0 | 1 | 0 | 2 |
| Non-trading financial assets at FVPL | 5 | 90 | 3 | 4 |
| Bonds | 5 | 25 | 3 | 4 |
| Funds | 0 | 65 | 0 | 0 |
| Financial assets at FVOCI | 366 | 2 | 2 | 64 |
| Bonds | 366 | 1 | 2 | 64 |
| Funds | 0 | 1 | 0 | 0 |
| Total | 618 | 94 | 19 | 79 |

Movements in 2019: Financial Assets. The total value of Level 2 financial assets decreased between 2019 and 2018 by EUR 840 million. The Level 2 fair value change of securities and other receivables (down by EUR 584 million) can be explained for the most part by matured or sold positions in the amount of EUR 1,472 million and new investments in the amount of EUR 793 million. The increase in volume for securities that have been allocated to Level 2 at both reporting dates 2019 and 2018 amounted to EUR 21 million due to purchases or sales in volumes and changes in market values. Due to reduced market depth a total volume of EUR 19 million was reclassified from Level 1 to Level 2 in 2018. This applies mainly to securities issued by governments (EUR 13 million), securities issued by other corporates (EUR 4 million)

and financial institutions (EUR 2 million). Securities in the amount of EUR 79 million were reclassified from Level 2 to Level 1 for the reporting date. Due to the use of significant non-observable valuation parameters a total volume of EUR 4 million was reclassified from Level 2 to Level 3. Due to a change to valuation models with significant observable parameters a total volume of EUR 150 million was reclassified from Level 3 to Level 2. The remaining decrease in the amount of EUR 12 million was due to partial sales and fair value changes of reclassified instruments. The decrease on the asset side derivatives in Level 2 by EUR 256 million are caused by changes in market values and by netting effects.

Movements in 2019: Financial Liabilities. The total Level 2 financial liabilities decreased by EUR 114 million. Whereas the fair value of derivatives increased by EUR 4 million, the portfolio of securities decreased by EUR 171 million. The fair value of client deposits increased by EUR 53 million.

Movements in 2018: Financial Assets. The total value of Level 2 financial assets decreased between 2018 and 2017 by EUR 1,280 million. The Level 2 fair value change of securities and other receivables (down by EUR 199 million) can be explained for the most part by matured or sold positions in the amount of EUR 1,130 million and new investments in the amount of EUR 721 million. The reduction in volume for securities that have been allocated to Level 2 at both reporting dates 2018 and 2017 amounted to EUR 207 million due to purchases or sales in volumes and changes in market values. Due to reduced market depth a total volume of EUR 618 million was reclassified from Level 1 to Level 2 in 2018. This applies mainly to securities issued by governments (EUR 535 million), securities issued by other corporates (EUR 58 million) and financial institutions (EUR 25 million). Securities in the amount of EUR 93 million were reclassified from Level 2 to Level 1 for the reporting date. Due to the use of significant non-observable valuation parameters a total volume of EUR 103 million was reclassified from Level 2 to Level 3. Due to a change to valuation models with significant observable parameters a total volume of EUR 27 million was reclassified from Level 3 to Level 2. The remaining decrease in the amount of EUR 32 million was due to partial sales and fair value changes of reclassified instruments. The decrease on the asset side derivatives in Level 2 by EUR 1,081 million are caused by changes in market values and by netting effects.

Movements in 2018: Financial Liabilities. Following the reclassification of own issues from an amortized cost treatment to a valuation at fair value, the total Level 2 financial liabilities increased by EUR 10 billion. Whereas the fair value of derivatives decreased by EUR 1 billion, the portfolio of securities increased by EUR 11 billion. The fair value of client deposits increased by EUR 163 million.

Movements in Level 3 of financial instruments carried at fair value

Development of fair value of financial instruments in Level 3

| in EUR million | | Gains/ losses profit or loss | Gains/ losses OCI | Purch- ases | Sales | Settle- ments | Addition to Group | Disposal out of Group | Transfer into Level 3 | Transfer out of Level 3 | Currency trans- lation | |
|--|---------------|---------------------------------------|-------------------------|----------------|-------------|------------------|----------------------|-----------------------------|-----------------------------|-------------------------------|------------------------------|---------------|
| | Dec 18 | | | | | | | | | | | Dec 19 |
| Assets | | | | | | | | | | | | |
| Financial assets HFT | 80 | 25 | 0 | 4 | -5 | -2 | 0 | 0 | 2 | -11 | 0 | 93 |
| Derivatives | 61 | 26 | 0 | 3 | -5 | -1 | 0 | 0 | 2 | -7 | 0 | 79 |
| Other financial assets held for trading | 19 | 0 | 0 | 2 | -1 | -1 | 0 | 0 | 0 | -5 | 0 | 14 |
| Non-trading financial assets at FVPL | 778 | 23 | 0 | 768 | -298 | -182 | 0 | 0 | 1 | -162 | -6 | 922 |
| Equity instruments | 317 | 5 | 0 | 40 | -5 | -9 | 0 | 0 | 1 | -20 | 0 | 330 |
| Debt securities | 174 | 14 | 0 | 55 | -4 | -15 | 0 | 0 | 0 | -116 | 0 | 109 |
| Loans and advances | 287 | 4 | 0 | 672 | -290 | -158 | 0 | 0 | 0 | -26 | -6 | 483 |
| Financial assets at FVOCI | 502 | 1 | 66 | 6 | -50 | -59 | 19 | 0 | 21 | -47 | -2 | 457 |
| Equity instruments | 239 | 0 | 53 | 0 | -43 | -47 | 0 | 0 | 9 | -1 | 0 | 209 |
| Debt securities | 263 | 1 | 13 | 6 | -7 | -11 | 19 | 0 | 12 | -46 | -2 | 247 |
| Hedge accounting derivatives | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | -1 | 0 | 1 |
| Total assets | 1,361 | 50 | 66 | 779 | -354 | -242 | 19 | 0 | 24 | -222 | -8 | 1,473 |
| Liabilities | | | | | | | | | | | | |
| Financial liabilities HFT | 14 | -7 | 0 | 0 | 0 | -1 | 0 | 0 | 0 | 0 | 0 | 5 |
| Derivatives | 14 | -7 | 0 | 0 | 0 | -1 | 0 | 0 | 0 | 0 | 0 | 5 |
| Financial liabilities at FVPL | 561 | 22 | 0 | 143 | -85 | -6 | 0 | -318 | 87 | -96 | -1 | 308 |
| Deposits from customers | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Debt securities issued | 96 | 5 | 0 | 0 | 0 | -2 | 0 | 0 | 87 | -96 | -1 | 89 |
| Other financial liabilities | 464 | 17 | 0 | 143 | -85 | -4 | 0 | -318 | 0 | 0 | 0 | 219 |
| Total liabilities | 574 | 15 | 0 | 143 | -85 | -7 | 0 | -318 | 87 | -96 | -1 | 313 |
| | Jan 18 | | | | | | | | | | | Dec 18 |
| Assets | | | | | | | | | | | | |
| Financial assets HFT | 68 | 5 | 0 | 7 | -25 | -7 | 0 | 0 | 40 | -8 | 0 | 80 |
| Derivatives | 25 | 5 | 0 | 0 | 0 | -3 | 0 | 0 | 40 | -5 | 0 | 61 |
| Other financial assets held for trading | 43 | 0 | 0 | 7 | -25 | -4 | 0 | 0 | 1 | -2 | 0 | 19 |
| Non-trading financial assets at FVPL | 859 | 56 | 0 | 112 | -159 | -117 | 2 | -1 | 74 | -43 | -5 | 778 |
| Equity instruments | 230 | 65 | 0 | 50 | -39 | 0 | 2 | 0 | 19 | -10 | 0 | 317 |
| Debt securities | 150 | -4 | 0 | 6 | -6 | -14 | 0 | -1 | 53 | -11 | 1 | 174 |
| Loans and advances | 479 | -5 | 0 | 55 | -114 | -104 | 0 | 0 | 3 | -22 | -6 | 287 |
| Financial assets at FVOCI | 446 | 0 | 25 | 12 | -4 | -21 | 0 | 0 | 165 | -119 | -2 | 502 |
| Equity instruments | 167 | 0 | 28 | 0 | -2 | 0 | 0 | 0 | 46 | 0 | 0 | 239 |
| Debt securities | 278 | 0 | -3 | 12 | -2 | -21 | 0 | 0 | 120 | -119 | -1 | 263 |
| Hedge accounting derivatives | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total assets | 1,373 | 62 | 25 | 131 | -188 | -146 | 2 | -1 | 280 | -169 | -7 | 1,361 |
| Liabilities | | | | | | | | | | | | |
| Financial liabilities HFT | 5 | 2 | 0 | 2 | 0 | -1 | 0 | 0 | 6 | 0 | 0 | 14 |
| Derivatives | 5 | 2 | 0 | 2 | 0 | -1 | 0 | 0 | 6 | 0 | 0 | 14 |
| Financial liabilities at FVPL | 1,128 | 15 | 0 | 3 | 0 | -80 | 0 | -4 | 160 | -660 | 0 | 561 |
| Deposits from customers | 137 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -137 | 0 | 0 |
| Debt securities issued | 456 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 160 | -523 | 0 | 96 |
| Other financial liabilities | 534 | 15 | 0 | 0 | 0 | -80 | 0 | -4 | 0 | 0 | 0 | 464 |
| Total liabilities | 1,132 | 17 | 0 | 5 | 0 | -82 | 0 | -4 | 166 | -660 | 0 | 574 |

Movements in 2019. The reclassification of securities to Level 3 was caused by a decrease in market liquidity and was based on an in-depth analysis of broker quotes. Based on the described analysis securities in the amount of EUR 4 million were reclassified from Level 2 to Level 3. The change is coming from securities issued by financial institutions (EUR 4 million). On the other hand securities in the amount of EUR 150 million were reclassified from Level 3 to Level 2. Thereof EUR 113 million are securities issued by financial institutions, EUR 34 million are securities issued by other corporates and EUR 3 million are issued by central governments. The movement from Level 3 to Level 1 amounted to EUR 2 million. Loans and advances which are measured at fair value under IFRS 9 increased by EUR 197 million. The additional change in Level 3 positions was on the one hand caused by a increase in derivative exposure of EUR 17 million and on the other hand by an increase caused by the purchase, sale and market value change of securities in the amount of EUR 46 million.

Movements in 2018. The reclassification of securities to Level 3 was caused by a decrease in market liquidity and was based on an in-depth analysis of broker quotes. In addition to the assessment of the parameters used for the fair value determination, the external market values of securitizations were subject to an internal validation process, which is based on observable market inputs. Based on the described analysis securities in the amount of EUR 103 million were reclassified from Level 2 to Level 3. The change is coming from securities issued by financial institutions (EUR 53 million) and securities from other corporates in the amount of EUR 50 million. On the other hand securities in the amount of EUR 27 million were reclassified from Level 3 to Level 2. Thereof EUR 18 million are securities issued by other corporates, EUR 5 million by financial institutions and EUR 4 million are securities issued by sovereigns. The movement from Level 3 to Level 1 amounted to EUR 2 million, while EUR 1 million were reclassified from Level 1 to Level 3. The main driver for the increase in Level 3 instruments of EUR 284 million can be allocated to loans and advances which are measured at fair value under IFRS 9. The additional change in Level 3 positions was on the one hand caused by an increase in derivative exposure of EUR 40 million and on the other hand by an increase caused by the purchase, sale and market value change of securities in the amount of EUR 108 million.

Gains/losses in profit or loss on Level 3 instruments held at the end of the reporting period

| in EUR million | 1-12 18 | 1-12 19 |
|---|-------------|-------------|
| Assets | | |
| Financial assets HFT | 8.1 | 26.4 |
| Derivatives | 8.3 | 26.6 |
| Other financial assets held for trading | -0.2 | -0.2 |
| Non-trading financial assets at FVPL | 54.2 | 24.5 |
| Equity instruments | 63.9 | 6.0 |
| Debt securities | -2.9 | 14.8 |
| Loans and advances | -6.8 | 3.7 |
| Financial assets at FVOCI | -1.1 | -2.7 |
| Debt securities | -1.1 | -2.7 |
| Hedge accounting derivatives | 1.3 | 0.0 |
| Total | 62.4 | 48.1 |

For financial liabilities designated at FVPL in Level 3 a valuation of EUR -6.7 million was posted via income statement for the end of the reporting period (2018: EUR -17.0 million).

The volume of Level 3 financial assets can be allocated to the following categories:

- _ Market values of derivatives where the credit value adjustment (CVA) has a material impact and is calculated based on unobservable parameters (i.e. internal estimates of PDs and LGDs).
- _ Illiquid bonds, shares and funds not quoted in an active market where either valuation models with non-observable parameters have been used (e.g. credit spreads) or broker quotes have been used that cannot be allocated to Level 1 or Level 2.
- _ Loans which do not comply with the contractual cash flow criteria.

Unobservable inputs and sensitivity analysis for Level 3 measurements

In case the fair value measurement of a financial asset is retrieved from input parameters which are not observable in the market, those parameters can be retrieved from a range of alternative parameters. For the preparation of the balance sheet the parameters were chosen to reflect the market situation at the reporting date.

Range of unobservable valuation parameters used in Level 3 measurements

| Range of unobservable valuation parameters used in Level 3 measurements | | | | | |
|---|---|---------------------------|---|--|---|
| Financial assets | Type of instrument | Fair value in EUR million | Valuation technique | Significant unobservable inputs | Range of unobservable inputs (weighted average) |
| Dec 19 | | | | | |
| Positive fair value of derivatives | Forwards, swaps, options | 75.8 | Discounted cash flow and option models with CVA adjustment based on potential future exposure | PD | 0.66%-100% (4.40%) |
| | | | | LGD | 60% |
| Financial assets at FVPL | Fixed and variable coupon bonds | 6.1 | Discounted cash flow | Credit Spread | 0.81%-6.21% (3.29%) |
| | Loans | 483.4 | Discounted cash flow | PD | 0%-39.70% (0.81%) |
| | | | | LGD | 0%-79.30% (25.18%) |
| Financial assets at FVOCI | Fixed and variable coupon bonds | 140.9 | Discounted cash flow | Credit Spread | 1.23%-7.27% (4.31%) |
| Financial assets at FVOCI / at FVPL | Non-trading equity instruments (participations) | 214.8 | Dividend Discount Model; Simplified Income Approach | Beta relevered | Industries: Insurance (General) 0.92-0.96 Recreation 0.93 Real Estate (General/Diversified) 0.75 Financial Svcs. (Non-bank & Insurance) 0.93-1.02 Banks (Regional) 0.58 |
| | | | | Country risk premium | Croatia 2.79%, Austria 0.37% Czech Republic 0.65% Romania 2.04%, Russia 2.04%, Slovakia 0.79%, Spain 1.48%, Hungary 2.04% Resulting cost of equity based on above inputs: 6.32%-11.01% |
| | | 191.7 | Adjusted Net Asset Value | Adjusted Equity | Depending on accounting equity of investment. |
| | | 159.0 | Market comparable companies | EV / SALES EV / EBITDA EV / EBIT P/E P/E (implicit) P/B | Depending on industry classification according to Damodaran. |
| Dec 18 | | | | | |
| Positive fair value of derivatives | Forwards, swaps, options | 54.9 | Discounted cash flow and option models with CVA adjustment based on potential future exposure | PD | 0.59%-100% (5.59%) |
| | | | | LGD | 60% |
| Financial assets at FVPL | Fixed and variable coupon bonds | 91.6 | Discounted cash flow | Credit Spread | 0.81%-4.87% (3.53%) |
| | Loans | 286.6 | Discounted cash flow | PD | 0%-43.38% (0.98%) |
| | | | | LGD | 0%-85.69% (19.14%) |
| Financial assets at FVOCI | Fixed and variable coupon bonds | 75.1 | Discounted cash flow | Credit Spread | 1.95%-7.27% (4.39%) |
| Financial assets at FVOCI / at FVPL | Non-trading equity instruments (participations) | 174.6 | Dividend Discount Model; Simplified Income Approach | Beta relevered | Industries: Insurance (General) 1.22-1.25 Recreation 0.95 Real Estate (General/Diversified) 0.82 Financial Svcs. (Non-bank & Insurance) 0.94-1.04 Banks (Regional) 0.74 |
| | | | | Country risk premium | Croatia 3.47%, Austria 0.41%-0.46% Czech Republic 0.81% Romania 2.26%, Russia 2.89%, Slovakia 0.98%, Spain 1.85% Resulting cost of equity based on above inputs: 7.42%-13.73% |
| | | 162.8 | Adjusted Net Asset Value | Adjusted Equity | Depending on accounting equity of investment. |
| | | 40.4 | Market comparable companies | EV / SALES EV / EBITDA EV / EBIT P/E P/E (implicit) P/B | Depending on industry classification according to Damodaran. |

Equity instruments with a fair value in amount of EUR 147.9 million are assessed on the basis of expert opinions.

For equity instruments other than participations classified as Level 3, the amount of EUR 25.6 million (2018: EUR 23.4 million) is presented in the statement of financial position using the criteria of availability and quality of broker quotes.

Sensitivity analysis using reasonably possible alternatives per product type

| in EUR million | Dec 18 | | Dec 19 | |
|-----------------------------------|--------------------|---------------|--------------------|---------------|
| | Fair value changes | | Fair value changes | |
| | Positive | Negative | Positive | Negative |
| Derivatives | 2.2 | -2.8 | 2.4 | -3.2 |
| Income statement | 2.2 | -2.8 | 2.4 | -3.2 |
| Debt securities | 45.3 | -60.3 | 11.6 | -15.5 |
| Income statement | 23.7 | -31.5 | 2.4 | -3.2 |
| Other comprehensive income | 21.6 | -28.8 | 9.2 | -12.3 |
| Equity instruments | 71.6 | -52.8 | 106.5 | -67.6 |
| Income statement | 36.2 | -31.6 | 62.7 | -42.5 |
| Other comprehensive income | 35.4 | -21.2 | 43.8 | -25.1 |
| Loans and advances | 9.5 | -24.8 | 10.8 | -29.7 |
| Income statement | 9.5 | -24.8 | 10.8 | -29.7 |
| Total | 128.6 | -140.7 | 131.3 | -116.0 |
| Income statement | 71.6 | -90.7 | 78.3 | -78.6 |
| Other comprehensive income | 57.0 | -50.0 | 53.0 | -37.4 |

In estimating these impacts, mainly changes in credit spreads (for bonds), PDs, LGDs (for CVA of derivatives) and market values of comparable equities were considered. An increase (decrease) of spreads, PDs and LGDs result in a decrease (increase) of the corresponding fair values. Positive correlation effects between PDs and LGDs were not taken into account in the sensitivity analysis. For non-trading equity instruments increases (decreases) in any of the inputs used for the cost of equity calculation in isolation would result in a lower (higher) fair value.

The following ranges of reasonably possible alternatives of the unobservable inputs were considered in the sensitivity analysis table:

- _ for debt securities range of credit spreads between +100 basis points and -75 basis points
- _ for equity related instruments the price range between -10% and +5%
- _ for unquoted equity instruments measured by the adjusted net asset value the price range between -10% and +10%
- _ for unquoted equity instruments measured by dividend discount model/simplified income approach the cost of equity range between -2% and +2%
- _ for CVA on derivatives PDs rating upgrade/downgrade by one notch, as well as the change of LGD by -5% and +10%.
- _ for loans, the PDs rating upgrade/downgrade by 1%, the change of LGD by -5% and +10% and a range of credit spreads between +100 basis points and -75 basis points

Financial instruments not carried at fair value with fair value disclosed in the notes

| in EUR million | Carrying amount | Fair Value | Level 1 | Level 2 | Level 3 |
|---|-----------------|------------|---------|---------|---------|
| Dec 19 | | | | | |
| Assets | | | | | |
| Cash and cash balances | 10,693 | 10,693 | 0 | 0 | 0 |
| Financial assets at AC | 204,162 | 208,412 | 25,273 | 2,637 | 180,503 |
| Loans and advances to banks | 23,055 | 23,072 | 0 | 0 | 23,072 |
| Loans and advances to customers | 154,344 | 157,342 | 0 | 0 | 157,342 |
| Debt securities | 26,764 | 27,998 | 25,273 | 2,637 | 89 |
| Finance lease receivables | 4,034 | 4,024 | 0 | 0 | 4,024 |
| Assets held for sale | 0 | 0 | 0 | 0 | 0 |
| Trade and other receivables | 1,408 | 1,412 | 0 | 0 | 1,412 |
| Liabilities | | | | | |
| Financial liabilities at AC | 204,143 | 204,392 | 10,472 | 6,631 | 187,289 |
| Deposits from banks | 13,141 | 13,337 | 0 | 0 | 13,337 |
| Deposits from customers | 173,066 | 172,948 | 0 | 0 | 172,948 |
| Debt securities issued | 17,360 | 17,531 | 10,472 | 6,631 | 428 |
| Other financial liabilities | 576 | 577 | 0 | 0 | 577 |
| Financial guarantees and commitments | | | | | |
| Financial guarantees | n/a | 82 | | | 82 |
| Irrevocable commitments | n/a | 357 | | | 357 |

| in EUR million | Carrying amount | Fair Value | Level 1 | Level 2 | Level 3 |
|---|-----------------|------------|---------|---------|---------|
| Dec 18 | | | | | |
| Assets | | | | | |
| Cash and cash balances | 17,549 | 17,549 | 0 | 0 | 0 |
| Financial assets at AC | 189,106 | 192,194 | 25,146 | 1,761 | 165,288 |
| Loans and advances to banks | 19,103 | 19,098 | 0 | 0 | 19,098 |
| Loans and advances to customers | 143,953 | 146,096 | 0 | 0 | 146,096 |
| Debt securities | 26,050 | 27,000 | 25,146 | 1,761 | 93 |
| Finance lease receivables | 3,763 | 3,775 | 0 | 0 | 3,775 |
| Assets held for sale | 11 | 11 | 0 | 0 | 11 |
| Trade and other receivables | 1,318 | 1,315 | 0 | 0 | 1,315 |
| Liabilities | | | | | |
| Financial liabilities at AC | 196,863 | 196,895 | 6,761 | 9,544 | 180,589 |
| Deposits from banks | 17,658 | 17,752 | 0 | 0 | 17,752 |
| Deposits from customers | 162,426 | 162,179 | 0 | 0 | 162,179 |
| Debt securities issued | 16,293 | 16,478 | 6,761 | 9,544 | 172 |
| Other financial liabilities | 486 | 486 | 0 | 0 | 486 |
| Financial guarantees and commitments | | | | | |
| Financial guarantees | n/a | 201 | | | 201 |
| Irrevocable commitments | n/a | 102 | | | 102 |

In the table above, positive fair values of financial guarantees and commitments are shown with a positive sign whereas negative fair values are shown with a negative sign.

The fair value of loans and advances to customers and credit institutions has been calculated by discounting future cash flows while taking into consideration interest and credit spread effects. The interest rate impact is based on the movements of market rates, while credit spread changes are derived from PDs and LGDs used for internal risk calculations. For the calculation of fair value loans and advances were grouped into homogeneous portfolios based on rating method, rating grade, maturity and the country where they were granted. The fair values of debt securities at amortised cost are either taken directly from the market or they are determined by directly observable input parameters (i.e. yield curves).

The fair value of deposits and other liabilities, measured at amortised cost, is estimated by taking into account the current interest rate environment, as well as the own credit spreads. These positions are assigned to the Level 3 category. For liabilities without contractual maturities (e.g. demand deposits), the carrying amount represents the minimum of their fair value. The fair value of issued securities and subordinated liabilities measured at amortized cost is based on market prices or on observable market parameters, if these are available. For issued securities where the fair value cannot be retrieved from quoted market prices, the fair value is calculated by discounting the future cash flows. The spread adjustment for Erste Group's own credit risk is derived from buy-back levels of own issuances. Moreover optionality is taken into account when calculating the fair value.

For off-balance sheet liabilities (i.e. financial guarantees and unused loan commitments) the following fair value approaches are applied: the fair value of unused loan commitments is estimated using regulatory credit conversion factors. The resulting loan equivalents are treated like other on-balance sheet assets. The difference between the calculated total fair value and the notional amount of the hypothetical loan equivalents represents the fair value of the unused loan commitments. In case of the total fair value being higher than the notional amount of the hypothetical loan equivalents the unused loan commitments have a positive fair value. The fair value of financial guarantees is estimated in analogy to credit default swaps. The fair value of the guarantee is the sum of the present value of the protection leg and the present value of the premium leg. The value of the protection leg is estimated using the PDs and LGDs of the respective customers, whereas the value of the premium leg is estimated by the present value of the future fee payments to be received. If the protection leg is higher than the premium leg, financial guarantees have a negative fair value.

49. Fair value of non-financial assets

Fair values and fair value hierarchy of non-financial instruments

| in EUR million | Carrying amount | Fair value | Level 1 | Level 2 | Level 3 |
|--|-----------------|------------|---------|---------|---------|
| Dec 19 | | | | | |
| Assets for which the FV is disclosed in the notes | | | | | |
| Investment property | 1,061 | 1,205 | 0 | 0 | 1,205 |
| Assets for which the FV is presented in the balance sheet | | | | | |
| Assets held for sale | 133 | 134 | 0 | 0 | 134 |
| Dec 18 | | | | | |
| Assets for which the FV is disclosed in the notes | | | | | |
| Investment property | 959 | 1,082 | 0 | 0 | 1,082 |
| Assets for which the FV is presented in the balance sheet | | | | | |
| Assets held for sale | 90 | 103 | 0 | 0 | 103 |

Investment properties are measured at fair value on recurring basis. Assets held for sale, which consist mainly of property, are measured at fair value on non-recurring basis when their carrying amount is impaired down to fair value less costs to sell. The fair values of non-financial assets are determined by experts with recognised and relevant professional qualification.

Fair values of commercial real estate in Austria and CEE owned by Erste Group through Austrian companies are based on valuation reports relying essentially, but not solely, on observable market inputs (such as selling price per square meter charged in recent market observable transactions for similar assets). For all other property owned by Erste Group through subsidiaries located in CEE countries the valuations are carried out mainly using the comparative and investment methods. Assessment is made on the basis of a comparison and analysis of appropriate comparable investment and rental transactions, together with evidence of demand within the vicinity of the relevant property. The characteristics of such similar transactions are then applied to the asset, taking into account size, location, terms, covenant and other material factors.

The book value related to investment properties for which no disclosure according to IFRS 13 is required amounts to EUR 205 million as of 31 December 2019 (2018: EUR 200 million). The corresponding fair value amounts to EUR 209 million (2018: EUR 216 million).

The book value related to assets held for sale for which no disclosure according to IFRS 13 is required amounts to EUR 48 million (2018: EUR 76 million) as of 31 December 2019. The corresponding fair value amounts to EUR 68 million (2018: EUR 88 million).

50. Audit fees and tax consultancy fees

The following table contains fees charged by the auditors of Erste Group Bank AG and subsidiaries for the financial years 2019 and 2018; the auditors being Sparkassen-Prüfungsverband (auditing agency) and Price Waterhouse Coopers. The values for PricewaterhouseCoopers comprise the services of 'PwC Wirtschaftsprüfung GmbH' as well as the PwC network.

| in EUR thousand | Dec 18 | Dec 19 |
|--|---------------|---------------|
| Statutory audit of financial statements/consolidated financial statements | 12,084 | 13,187 |
| Audit fees - PwC | 5,505 | 5,855 |
| Audit fees - Sparkassen-Prüfungsverband | 6,579 | 7,332 |
| Other assurance services | 2,152 | 1,933 |
| Other assurance services - PwC | 921 | 845 |
| Other assurance services - Sparkassen-Prüfungsverband | 1,232 | 1,088 |
| Tax consulting | 2 | 17 |
| Tax consulting - PwC | 2 | 17 |
| Tax consulting - Sparkassen-Prüfungsverband | 0 | 0 |
| Other services | 401 | 423 |
| Other services - PwC | 344 | 372 |
| Other services - Sparkassen-Prüfungsverband | 57 | 51 |
| Total | 14,639 | 15,560 |

The Sparkassen-Prüfungsverband (Austrian Savings Bank Auditing Association) provided audit services for an amount of EUR 1,669 thousand (2018: EUR 1,257 thousand) to Erste Group Bank AG and EUR 5,545 thousand (2018: EUR 5,247 thousand) for the subsidiaries. For other assurance services EUR 58 thousand (2018: EUR 49 thousand) were charged to the subsidiaries of Erste Group Bank AG while EUR 11 thousand (2018: EUR 18 thousand) is the amount for other services provided to the subsidiaries. The amounts in the table above include also fees for services provided by SPV GmbH.

The auditor 'PwC Wirtschaftsprüfung GmbH' provided audit services to Erste Group Bank AG for EUR 1,057 thousand (2018: EUR 1,074 thousand) and to the subsidiaries for EUR 921 thousand (2018: EUR 930 thousand). An amount of EUR 3,877 thousand (2018: EUR 3,501 thousand) was charged for audit services of the PricewaterhouseCoopers network to the subsidiaries.

The total amount for other assurance services provided by 'PwC Wirtschaftsprüfung GmbH' is EUR 338 thousand (2018: EUR 355 thousand).

51. Contingent liabilities

To meet the financial needs of customers, the bank enters into various irrevocable commitments and contingent liabilities. Even though these obligations may not be recognised on the balance sheet, they do involve credit risk and are therefore part of the overall risk of the Bank (see Note 46 Risk management).

Legal proceedings

Erste Group Bank AG and some of its subsidiaries are involved in legal disputes, most of which have arisen in the course of ordinary banking business. These proceedings are not expected to have a significant negative impact on the financial position or profitability of Erste Group or Erste Group Bank AG. Erste Group is also subject to the following ongoing proceedings, some of which, if adversely adjudicated, may have a significant impact on the financial position or profitability of Erste Group or Erste Group Bank AG.

Consumer protection claims

Several banking subsidiaries of Erste Group have been named in their respective jurisdictions as defendants in a number of lawsuits and in regulatory proceedings, filed by individual customers, regulatory authorities or consumer protection agencies and associations. Some of the lawsuits are class actions. The lawsuits mainly relate to allegations that certain contractual provisions, particularly in respect of consumer loans, violate mandatory consumer protection laws and regulations and principles of general civil law and that certain fees or parts of interest payments charged to customers in the past must be repaid. The allegations relate to the enforceability of certain fees as well as to contractual provisions for the adjustment of interest rates and currencies. In some jurisdictions, the legal risks in connection with loans granted in the past are also increased by the enactment of politically-motivated laws impacting existing lending relationships, which may result in repayment obligations towards customers, as well as a level of unpredictability of judicial decisions beyond the level of uncertainty generally inherent in court proceedings. The following consumer protection issues are deemed particularly noteworthy.

In Romania, BCR is, aside from being a defendant in a substantial number of individual law suits filed by consumers, among several local credit institutions pursued by the consumer protection authority for allegedly abusive clauses pertaining to pre-2010 lending practices. In connection therewith, BCR is currently a defendant in individual litigation claims filed by the local consumer protection authority, in each case on behalf of a single or several borrowers. Only a part of these cases have so far been finally decided by the courts, only few of them with an adverse result for BCR. Adverse judgments on the validity of certain clauses may have the impact of invalidating such clauses also in other similar agreements concluded by BCR with other consumers.

In Croatia, the Supreme Court of Croatia, in a proceeding initiated by a local consumer protection association against several credit institutions, among them Erste Bank Croatia, declared in 2015 that Swiss Franc (CHF) clauses in loan agreements with consumers are valid, but contractual provisions permitting unilateral change of the variable interest rates in CHF denominated consumer loans, used by the majority of credit institutions until 2008, are null and void. In late 2016, the Croatian Constitutional Court rescinded the part of the Supreme Court of Croatia decision relating to the validity of CHF clauses. After the case had been returned for a retrial with respect to the CHF clause to the court of second instance, such court delivered its decision in June 2018, declaring in essence the nullification of the CHF currency clause, holding that collective and individual consumer rights were breached. However, no specific obligation of the bank was ordered by the verdict. In September 2019 the Supreme Court rejected the appeal of the credit Institutions against the 2018 decision. The impact of this decision on legal disputes with individual clients related to CHF denominated loan agreements is difficult to predict, especially in light of the laws enacted in 2015 that forced credit institutions to accept requests from clients that are consumers or individual professionals to convert their CHF denominated loans into EUR with retroactive effect. In December 2019 the Supreme Court decided to resolve the preliminary legal issue as to whether consumers who converted their loans have any rights to a further compensation, as there are numerous individual cases pending at lower courts. Such legal holding by the Supreme Court is expected for 2020 and shall be binding for all lower instance courts when deciding on such cases.

In Austria, the Verein für Konsumenteninformation ('VKI') has in 2019 started legal proceedings against Erste Bank der oesterreichischen Sparkassen AG ('EBOe'), challenging in a collective action (Verbandsklage) the validity of a number of clauses in EBOe's general terms for a number of bank products, claiming that they are not transparent or violate other provisions of consumer protection laws or general principles of civil law and EBOe should discontinue the use of these clauses or of synonymous clauses and should no longer invoke these clauses. EBOe is defending the case.

Corporate bond investors' prospectus claims

Since 2014, a number of investors in corporate bonds, issued by a large Austrian construction group in the years 2010, 2011 and 2012, have filed claims with the courts of Vienna against Austrian credit institutions, among them Erste Group Bank AG, requesting compensation for their losses as bondholders following the bankruptcy of the issuer of such corporate bonds in 2013. The plaintiffs argue in essence that the defendant credit institutions, who acted as joint-lead managers in the issuing of the respective bond, already knew of the insolvency status of the issuer at such time and should be liable for the issuing prospectus failing to state this. Erste Group Bank AG, together with a second Austrian credit institution, acted as joint-lead manager of the bond issuance in 2011. Erste Group Bank AG rejects the claims.

CSAS minority shareholders claims

Following the completion of a squeeze-out procedure in CSAS resulting in Erste Group Bank AG becoming the sole shareholder of CSAS, some former minority shareholders of CSAS have filed legal actions with the courts in Prague. In the case against CSAS the plaintiffs aim in essence at invalidating the shareholders' resolution approving the squeeze-out. In the proceedings against Erste Group Bank AG the plaintiffs allege in essence that the share price of 1.328 CZK (then ca. 51 Euro per share) paid by Erste Group Bank AG in the squeeze-out of the CSAS minority shareholders in fall 2018 was unfair and too low and should be increased. In case the courts find there should be an increase, this would affect all minority shareholders squeezed-out. In the squeeze-out performed in fall 2018 Erste Group Bank AG acquired a total of 1.03 % of minority shares for a consideration of ca. EUR 80 million. Erste Group Bank AG views that the purchase price, established by a valuation done by professional external experts, was correct and fair.

52. Analysis of remaining maturities

Expected remaining maturities of assets and liabilities

| in EUR million | Dec 18 | | Dec 19 | |
|---|----------------|----------------|----------------|----------------|
| | < 1 year | > 1 year | < 1 year | > 1 year |
| Cash and cash balances | 17,549 | 0 | 10,693 | 0 |
| Financial assets HFT | 1,378 | 4,206 | 1,864 | 3,895 |
| Derivatives | 722 | 2,316 | 608 | 2,197 |
| Other financial assets held for trading | 657 | 1,890 | 1,256 | 1,698 |
| Non-trading financial assets at FVPL | 314 | 2,324 | 1,140 | 2,009 |
| Equity instruments | 17 | 355 | 39 | 352 |
| Debt securities | 273 | 1,706 | 1,055 | 1,220 |
| Loans and advances to customers | 23 | 264 | 47 | 437 |
| Financial assets at FVOCI | 2,210 | 7,062 | 1,784 | 7,336 |
| Equity instruments | 25 | 213 | 6 | 277 |
| Debt securities | 2,185 | 6,848 | 1,777 | 7,059 |
| Financial assets at AC | 49,930 | 139,176 | 55,636 | 148,526 |
| Debt securities | 3,209 | 22,841 | 21,802 | 1,252 |
| Loans and advances to banks | 18,429 | 674 | 31,224 | 123,120 |
| Loans and advances to customers | 28,292 | 115,661 | 2,610 | 24,153 |
| Finance lease receivables | 751 | 3,012 | 392 | 3,643 |
| Hedge accounting derivatives | 59 | 74 | 33 | 97 |
| Property and equipment | 0 | 2,293 | 0 | 2,629 |
| Fair value changes of hedged items in portfolio hedge of interest rate risk | 0 | 0 | 0 | -4 |
| Investment properties | 0 | 1,159 | 0 | 1,266 |
| Intangible assets | 0 | 1,507 | 0 | 1,368 |
| Investments in associates and joint ventures | 0 | 198 | 0 | 163 |
| Current tax assets | 101 | 0 | 81 | 0 |
| Deferred tax assets | 0 | 402 | 0 | 475 |
| Assets held for sale | 213 | 0 | 269 | 0 |
| Trade and other receivables | 1,211 | 107 | 1,384 | 24 |
| Other assets | 705 | 177 | 736 | 265 |
| Total Assets | 74,550 | 162,242 | 74,012 | 171,692 |
| Financial liabilities HFT | 756 | 1,752 | 733 | 1,688 |
| Derivatives | 502 | 1,498 | 673 | 1,332 |
| Other trading liabilities | 254 | 254 | 60 | 356 |
| Financial liabilities at FVPL | 1,736 | 12,386 | 1,925 | 11,569 |
| Deposits | 75 | 137 | 140 | 125 |
| Debt securities issued | 1,197 | 12,249 | 1,566 | 11,444 |
| Other financial liabilities | 464 | 0 | 219 | 0 |
| Financial liabilities at AC | 149,090 | 47,773 | 145,649 | 58,495 |
| Deposits from banks | 11,915 | 5,743 | 7,113 | 6,028 |
| Deposits from customers | 132,406 | 30,021 | 135,323 | 37,743 |
| Debt securities issued | 4,312 | 11,981 | 2,673 | 14,688 |
| Other financial liabilities | 458 | 28 | 540 | 36 |
| Lease liabilities | 0 | 0 | 92 | 423 |
| Hedge accounting derivatives | 242 | 35 | 250 | 19 |
| Fair value changes of hedged items in portfolio hedge of interest rate risk | 0 | 0 | 0 | 0 |
| Provisions | 339 | 0 | 696 | 1,223 |
| Current tax liabilities | 0 | 1,365 | 61 | 0 |
| Deferred tax liabilities | 99 | 0 | 0 | 18 |
| Liabilities associated with assets held for sale | 0 | 23 | 6 | 0 |
| Other liabilities | 1,805 | 521 | 1,628 | 742 |
| Total Liabilities | 154,067 | 63,856 | 151,039 | 74,177 |

53. Own funds and capital requirements

Among others, Erste Group fulfils hereinafter the disclosure requirements according to the Capital Requirements Regulation (CRR), in detail Art. 437 para 1 (a), (d) and (e) CRR. References to chapters refer to the financial statement.

Regulatory Requirements

Since 1 January 2014, Erste Group has been calculating the regulatory capital and the regulatory capital requirements according to the CRR and the Capital Requirement Directive (CRD IV). The CRD IV was enacted in national law in the Austrian Banking Act (ABA). Erste Group applies these rules and calculates the capital ratios on the one hand by taking into consideration the Austrian transitional provisions which are defined in the CRR 'Begleitverordnung', published by the Austrian regulator. On the other hand Erste Group also applies the European Regulation on the exercise of options and discretions available in Union law which entered into force 1 October 2016. All requirements as defined in the CRR, the ABA, in technical standards issued by the European Banking Authority (EBA) and EBA guidelines are applied by Erste Group for regulatory purposes and for the disclosure of regulatory information.

Accounting Principles

The financial and regulatory figures published by Erste Group are based on IFRS. Eligible capital components are derived from the balance sheet and income statement which were prepared in accordance with IFRS. Adjustments to the accounting figures are considered due to the different definitions in the scopes of consolidation. Further details are explained in the section 'Regulatory scope of consolidation and institutional protection scheme'. The uniform closing date of the consolidated regulatory figures of Erste Group is the 31 December of the respective year.

Comparison of consolidation for accounting purposes and regulatory purposes

Disclosure requirements: Art. 436 (b) CRR

Scope of Consolidation

Further details regarding the IFRS scope of consolidation are disclosed in chapter 'B. Significant accounting policies' under the section 'scope of consolidation'.

The regulatory scope of consolidation is used as a synonym for the scope of consolidation that follows the regulatory requirements for consolidation as defined by the CRR and the ABA, which introduces the requirements of the CRD IV into national law.

An entity by entity view with detailed information on the consolidation method applied for each entity within the accounting and the regulatory scopes of consolidation are disclosed in connection with the disclosure requirements according to part 8 of the CRR.

Regulatory scope of consolidation and institutional protection scheme

The consolidated regulatory own funds and the consolidated regulatory capital requirements are calculated based on the scope of consolidation stipulated in the CRR. Based on Art. 4 para 1 (3), (16) to (27) CRR in line with Art. 18 and 19 CRR and para 30 ABA, the scope consists of credit institutions, investment firms, financial institutions and ancillary service undertakings. This definition differs from the scope of consolidation according to IFRS, which also includes insurance companies and other entities.

The Austrian savings banks are included as subsidiaries in Erste Group's regulatory scope of consolidation based on the cross-guarantee contract of the 'Haftungsverbund'. Furthermore, Erste Group Bank AG together with the savings banks forms an institutional protection scheme (IPS) according to Art. 113 para 7 CRR. Disclosure requirements for the institutional protection scheme according to Art. 113 para 7 e CRR are met by the publication of the consolidated financial statements, which cover all entities included in the institutional protection scheme.

Main differences between the IFRS- and the regulatory scope of consolidation based on the different requirements as defined in IFRS and CRR as well as the ABA

- Based on the CRR and ABA, mainly credit institutions pursuant to Art. 4 para 1 (1) CRR, investment firms pursuant to Art. 4 para 1 and 2 CRR, ancillary services undertakings pursuant to Art. 4 para 1 and 18 CRR and financial institutions pursuant to Art. 4 para 1 26 CRR have to be considered within the regulatory scope of consolidation. On the contrary under IFRS all controlled entities, irrespective of their business purpose, have to be consolidated.
- Exclusion of entities from the regulatory scope of consolidation can be applied based on Art. 19 CRR. According to Art. 19 para 1 CRR, entities can be excluded from the regulatory scope if their total assets and off-balance sheet items are less than the lower amount of either EUR 10 million or 1% of the total amount and off-balance sheet items of the parent company. Erste Group applies Art. 19 para 1 CRR.
- According to Art. 19 para 2 CRR, entities can also be excluded if the limits defined in Art. 19 para 1 CRR are exceeded, but are not relevant for regulatory purposes. Exclusion of entities based on Art. 19 para 2 CRR needs the prior approval of the competent authorities. For entities that exceed the limits as defined in Art. 19 para 1 CRR by insignificant amounts, Erste Group applies Art. 19 para 2 CRR and follows the requirements for the approval process as defined within this article. Erste Group does not apply Art. 19 para 1 and 2 CRR for credit institutions and investment firms.

Consolidation methods

Main differences between the IFRS- and the regulatory consolidation method, considering regulatory adjustments

For the calculation of consolidated own funds, Erste Group generally applies the same consolidation methods as used for accounting purposes. The difference relates to Art. 18 para 4 CRR only, which requires proportional consolidation of entities and financial institutions managed by an undertaking included in the consolidation together with one or more undertakings not included in the consolidation, where the liability of those undertakings is limited to the share of the equity held by the institution. Based on Art. 18 para 4 CRR, Erste Group applies proportional consolidation for one entity.

Consideration of consolidation methods for the calculation of consolidated own funds according to the CRR

The amounts used for the calculation of consolidated own funds derive from the balance sheet according to IFRS. The amounts that are used as the basis for the calculation of consolidated own funds are recalculated based on the definition of the regulatory scope of consolidation according to the CRR. The difference between the IFRS balance sheet and the regulatory balance sheet arises from the different scopes of consolidation (see table regarding balance sheet reconciliation). Amounts that relate to the own shares as well as to the minority interests in fully consolidated entities are therefore determined based on the regulatory scope of consolidation according to CRR. Minority interests are calculated based on the requirements as defined in Art. 81 to 88 CRR. Minority interests that relate to entities other than credit institutions are excluded from the own funds. Minority interests that relate to credit institutions are limited to capital requirements that relate to the minority interests in the relevant credit institutions. Erste Group applies Art. 84 CRR.

Consideration of non-consolidated financial sector entities and deferred tax assets that rely on future profitability arising from temporary differences within the calculation of consolidated common equity tier 1 of Erste Group

Carrying amounts representing the investments in financial sector entities as defined in Art. 4 (27) CRR that are not fully consolidated or considered by using the at equity method for regulatory purposes have to be deducted from the own funds based on the requirements as defined in Art. 36 (1) (h), 45 and 46 CRR for non-significant investments and Art. 36 (1) (i) CRR, Art. 43, 45, 47 and 48 CRR for significant investments. For these purposes, non-significant investments are defined as investments in financial sector entities in which the participation is equal to or less than 10% of common equity tier 1 (CET1) of the relevant financial sector entities, while significant investments are defined as investments that are above 10% of the CET1 of the relevant financial sector entities. To determine the participation in the relevant financial sector entities, these participations are calculated based on the direct, indirect and synthetic holdings in the relevant entities.

According to Art. 46 para 1 (a) CRR, holdings in non-significant investments have to be deducted only if the total amount for such investments, including additional tier 1 items according to Art. 56 (c) and 59 CRR and tier 2 items according to Art. 66 (c) and 70 CRR, exceeds a defined threshold of 10% in relation to CET1 of the reporting institution. The deduction shall be applied to the amount that exceeds the 10% threshold. Amounts that are equal to or less than 10% of the CET1 of the reporting institution are considered with the applicable risk weights according part 3, title II, chapter 2 respectively chapter 3 and if necessary according to the requirements of part 3, title IV within the Risk Weighted Assets (RWAs) based on the requirements according to Art. 46 para 4 CRR.

For the deduction of significant investments in the CET1 of financial sector entities, a threshold is defined in Art. 48 para 2 CRR. According to Art. 48 para 2 CRR, significant investments in the CET1 of financial sector entities have to be deducted only if they exceed 10% of the CET1 of the reporting institution. If the 10% threshold is exceeded, the deduction is limited to the amount by which the defined threshold is exceeded. The remaining amount has to be considered within the calculation of the RWAs. The risk weight (RW) is defined at 250% according to Art. 48 para 4 CRR.

In addition to the aforementioned threshold, a combined threshold for the deduction of significant investments according to Art. 36 para 1 (i) CRR and for deferred tax assets that rely on future profitability and arise from temporary differences according to Art. 36 para 1 (c) CRR as well as according to Art. 38 CRR is defined in Art. 48 para 2 CRR. The combined threshold according to Art. 48 para 2 CRR is defined at 17.65% of the CET1 of the reporting institution. If the threshold is exceeded, the exceeding amount has to be deducted from the CET1 of the reporting institution. The remaining amount has to be considered within the RWAs. A 250% RW shall be applied for the amount not exceeding the 17.65% threshold according to Art. 48 para 4 CRR.

Beside the 17.65% combined threshold, a 10% threshold related to the CET1 capital of the reporting institution is applied for deferred tax assets that rely on future profitability and arise from temporary differences according to Art. 48 para 3 CRR. In case the amount for deferred tax assets that rely on future profitability and which arise from temporary differences exceeds the threshold of 10% of CET1 of the reporting institution the exceeding amount has to be deducted from the CET1 of the reporting institution. The amount that is equal to or less than the threshold as defined in Art. 48 para 3 CRR has to be considered within the calculation of RWAs with a 250% RW according to Art. 48 para 4 CRR.

At the reporting date, Erste Group did not exceed any of the aforementioned thresholds. Hence, direct, indirect and synthetic investments in financial sector entities were not deducted from the consolidated own funds of Erste Group and therefore are considered in RWAs.

Threshold calculations according to Art. 46 and 48 CRR

| in EUR million | Dec 18 | Dec 19 |
|--|--------------|--------------|
| Non-significant investments in financial sector entities | | |
| Threshold (10% of CET1) | 1,552 | 1,625 |
| Holdings in CET1 | -235 | -181 |
| Holdings in AT1 | 0 | -113 |
| Holdings in T2 | -331 | -192 |
| Distance to threshold | 985 | 1,139 |
| Significant investments in financial sector entities | | |
| Threshold (10% of CET1) | 1,552 | 1,625 |
| Holdings in CET1 | -318 | -281 |
| Distance to threshold | 1,233 | 1,344 |
| Deferred tax assets | | |
| Threshold (10% of CET1) | 1,552 | 1,625 |
| DTA that are dependent on future profitability and arise from temporary differences | -376 | -373 |
| Distance to threshold | 1,175 | 1,252 |
| Combined threshold for DTA and significant investments | | |
| Threshold (17.65% of CET1) | 2,739 | 2,869 |
| DTA that are dependent on future profitability and arise from temporary differences and CET1 instruments of financial sector entities where the institution has a significant investment | -695 | -654 |
| Distance to threshold | 2,044 | 2,214 |

Presentation of the scope of consolidation

Entities within the different scopes of consolidation

| Dec 19 | IFRS | | CRR | | | |
|---|------|--------|------|--------------|------------|--------|
| | Full | Equity | Full | Proportional | De Minimis | Equity |
| Credit institutions | 67 | 2 | 67 | 0 | 1 | 1 |
| Financial institutions, financial holding companies and mixed financial holding companies | 145 | 29 | 144 | 1 | 29 | 15 |
| Ancillary service undertakings, investment firms and asset management companies | 63 | 1 | 37 | 0 | 41 | 1 |
| Others | 105 | 15 | 0 | 0 | 0 | 0 |

| Dec 18 | IFRS | | CRR | | | |
|---|------|--------|------|--------------|------------|--------|
| | Full | Equity | Full | Proportional | De Minimis | Equity |
| Credit institutions | 66 | 2 | 66 | 0 | 1 | 1 |
| Financial institutions, financial holding companies and mixed financial holding companies | 159 | 33 | 158 | 1 | 36 | 16 |
| Ancillary service undertakings, investment firms and asset management companies | 64 | 2 | 37 | 0 | 42 | 2 |
| Others | 111 | 12 | 0 | 0 | 0 | 0 |

As of 31 December 2019 the number of companies consolidated according to IFRS was 427. The number of companies consolidated according to regulatory capital requirements, except those entities which are covered by Art. 19 para 1 and 2 CRR was 266.

Impediments to the transfer of own funds

Disclosure requirement: Art. 436 (c) CRR

Currently there are no restrictions or significant impediments to the transfer of financial funds or regulatory capital known for Erste Group. Further details are disclosed in chapter 'B. Significant accounting policies'.

Total capital shortfall of all subsidiaries not included in the consolidation

Disclosure requirement: Art. 436 (d) and (e) CRR

As of 31 December 2019, there was no capital shortfall at any of the companies included in Erste Group's consolidation.

Consolidated own funds

Own funds according to CRR consist of CET1, additional tier 1 (AT1) and tier 2 (T2). In order to determine the capital ratios, each respective capital component – after application of all regulatory deductions and filters – is considered in relation to the total risk amount.

The items of own funds as disclosed are also used for internal capital management purpose. Erste Group fulfilled the capital requirements.

The regulatory minimum capital ratios including the capital buffers as of 31 December 2019 amount to

- _ 9.4% for CET1 (4.5% CET1, +2.5% capital conservation buffer, +2.0% buffer for systemic vulnerability and for systemic concentration risk and +0.41% countercyclical capital buffer),
- _ 10.9% for tier 1 capital (sum of CET1 and AT1) and
- _ 12.9% for total own funds.

In addition to minimum capital ratios and capital buffer requirements, institutions also have to fulfil capital requirements determined in the Supervisory Review and Evaluation Process (SREP).

Capital buffer requirements are set out in sections 23 (capital conservation buffer), 23a (countercyclical buffer), 23b (Global Systemic Important Institution (G-SII) buffer), 23c (Other Systemic Important Institution (O-SII) buffer) and 23d (systemic risk buffer) of the ABA and further specified in the regulation of the Financial Market Authority (FMA) on the establishment and recognition of the countercyclical buffer rate in accordance with section 23a para 3 ABA, on the establishment of the systemic risk buffer in accordance with section 23d para 3 ABA as well as on the detailed definition of the bases of calculation in accordance with section 23a para 3 clause 1 ABA and section 24 para 2 ABA (capital buffers regulation). All capital buffers have to be met entirely with CET1 capital and relate, except the countercyclical buffer, to total risk.

Sections 23, 23a, 23b and 23c ABA as well as the capital buffers regulation entered into force on 1 January 2016. The capital buffers regulation was amended on 23 May 2016 to include requirements for O-SII buffers.

As of the reporting date 31 December 2019, Erste Group has to fulfil the following capital buffer requirements (last year's amounts are shown in parentheses).

According to section 23 para 1 ABA, Erste Group has to establish a capital conservation buffer in the amount of 2.5% (2018: 1.875%). The transitional provisions for capital conservation buffers, by way of derogation from the requirements under section 23 ABA, are regulated in section 103q para 11 ABA.

According to section 23a ABA the capital buffer requirement for the countercyclical capital buffer is regulated in section 4 capital buffers regulation as follows

- _ The institution specific requirement for the countercyclical buffer in accordance with section 23a para 1 ABA results from the weighted average of the rates of the countercyclical capital buffer that apply in the jurisdictions where significant credit risk positions are situated in accordance with section 5 of the credit institution, multiplied by the total amount of risk in accordance with Art. 92 para 3, of the CRR
- _ For the calculation of the weighted average according to para 1 capital buffer requirement, the countercyclical buffer quota for the national area as defined by the respective authority is multiplied with the result out of the comparison of the capital requirement related to significant credit risk positions within the national area and the total capital requirement as defined within Part 3, Title II and IV of the CRR.
- _ Starting from 1 January 2016 is for the purposes of section 23a para 3 clause 2 ABA the capital buffer rate for the home country allocated, significant credit risk positions is 0%.
- _ If the competent authority of another member state or a third country for the national legal area determines a rate of over 2.5% for the purposes of section 23a para 1 for significant credit risk positions in this legal area, a rate of 2.5% has to be applied.
- _ If the responsible third country authority establishes a national buffer rate, this rate is valid twelve months after the date on which the relevant third country authority has announced a change in the buffer rate.

According to section 23a ABA the capital buffer requirement for the countercyclical buffer amounts to a maximum of 2.5% (2018: a maximum of 1.875%).

Erste Group is not obliged to establish a G-SII buffer in line with section 23b ABA. According to Section 7b of the capital buffers regulation, Erste Group has to establish an O-SII buffer under section 23c ABA in the amount of 2%. However, Erste Group is only required to hold the higher of the O-SII and the systemic risk buffer under section 23d ABA. As the size of the O-SII buffer is identical to the provisions for the systemic risk buffer as set out below, no additional buffer requirements arise for Erste Group.

With respect to the systemic risk buffer under section 23d ABA, the capital buffers regulation specifies:

- _ According to section 7 para 1 (2) capital buffers regulation, Erste Group has to establish a capital buffer for systemic vulnerability in the amount of 1%.
- _ According to section 7 para 2 (1) capital buffers regulation, Erste Group has to establish a capital buffer for the systemic concentration risk in the amount of 1%.

In accordance with section 10 capital buffers regulation the buffer rates for systemic vulnerability and for systemic concentration risk 2% (2018: 1%) is applied.

As a result of the 2018 SREP performed by the European Central Bank (ECB), Erste Group on a consolidated level is required to meet a transitional common equity tier 1 (CET1) ratio of 6.25% as of 31 December 2019. This minimum CET1 ratio of 6.25% includes Pillar 1 minimum requirement (4.5%) and Pillar 2 requirement (P2R, 1.75% valid as of 1 January 2019). In addition, Erste Group is subject to combined buffer requirement consisting of phasing in capital conservation buffer (2.5%), the institution specific countercyclical capital buffer (0.41%) and the systemic risk buffer (2.0%) requirements. Thus, overall CET1 capital requirement amount to 11.16%. In addition, ECB expects Erste Group to meet a Pillar 2 Guidance (P2G) of 1.0% valid as of 1 January 2019), fully in CET1 capital. The Pillar 2 Guidance is not MDA (maximum distributable amount) relevant.

Overview of capital requirements and capital buffers

| | Dec 18 | Dec 19 |
|--|---------------|---------------|
| Pillar 1 | | |
| Minimum CET 1 requirement | 4.50% | 4.50% |
| Minimum Tier 1 requirement | 6.00% | 6.00% |
| Minimum Own Funds requirement | 8.00% | 8.00% |
| Combined buffer requirement | 3.19% | 4.91% |
| Capital conservation buffer | 1.88% | 2.50% |
| Countercyclical capital buffer | 0.31% | 0.41% |
| Systemic risk buffer | 1.00% | 2.00% |
| O-SII capital buffer | 1.00% | 2.00% |
| Pillar 2 | | |
| Pillar 2 requirement (P2R) | 1.75% | 1.75% |
| Total CET 1 requirement for Pillar 1 and Pillar 2 | 9.44% | 11.16% |
| Total Tier 1 requirement for Pillar 1 and Pillar 2 | 10.94% | 12.66% |
| Total Capital requirement for Pillar 1 and Pillar 2 | 12.94% | 14.66% |

The combined buffer requirement is the sum of the capital conservation buffer, the countercyclical capital buffer and the maximum of the O-SII capital buffer or the systemic risk buffer.

The Pillar 2 requirement has to be fulfilled with CET 1 capital and excludes the P2G.

Capital structure according to EU regulation 575/2013 (CRR)

| | | Dec 18 | | Dec 19 | |
|---|----------------------------------|-----------|--------|-----------|--------|
| in EUR million | CRR articles | Phased-in | Final | Phased-in | Final |
| Common equity tier 1 capital (CET1) | | | | | |
| Capital instruments eligible as CET1 | 26(1)(a)(b), 27-30, 36(1)(f), 42 | 2,336 | 2,336 | 2,337 | 2,337 |
| Retained earnings | 26(1)(c), 26(2) | 11,541 | 11,541 | 12,238 | 12,238 |
| Accumulated other comprehensive income | 4(1)(100), 26(1)(d) | -1,342 | -1,342 | -1,458 | -1,458 |
| Minority interest recognised in CET1 | 4(1)(120), 84 | 4,322 | 4,322 | 4,448 | 4,448 |
| Transitional adjustments due to additional minority interests | 479, 480 | 0 | 0 | 0 | 0 |
| Common equity tier 1 capital (CET1) before regulatory adjustments | | 16,857 | 16,857 | 17,565 | 17,565 |
| Own CET1 instruments | 36(1)(f), 42 | -114 | -114 | -68 | -68 |
| Prudential filter: cash flow hedge reserve | 33(1)(a) | 3 | 3 | 45 | 45 |
| Prudential filter: cumulative gains and losses due to changes in own credit risk on fair valued liabilities | 33(1)(b) | 443 | 443 | 406 | 406 |
| Prudential filter: fair value gains and losses arising from the institution's own credit risk related to derivative liabilities | 33(1)(c), 33(2) | -4 | -4 | -3 | -3 |
| Value adjustments due to the requirements for prudent valuation | 34, 105 | -78 | -78 | -85 | -85 |
| Regulatory adjustments relating to unrealised gains (0%) | 468 | 0 | 0 | 0 | 0 |
| Regulatory adjustments relating to unrealised losses (0%) | 467 | 0 | 0 | 0 | 0 |
| Securitizations with a risk weight of 1,250% | 36(1)(k) | -32 | -32 | -45 | -45 |
| Goodwill | 4(1)(113), 36(1)(b), 37 | -710 | -710 | -544 | -544 |
| Other intangible assets | 4(1)(115), 36(1)(b), 37(a) | -726 | -726 | -741 | -741 |
| DTA that rely on future profitability and do not arise from temporary differences net of associated tax liabilities | 36(1)(c), 38 | -21 | -21 | -102 | -102 |
| IRB shortfall of credit risk adjustments to expected losses | 36(1)(d), 40, 158, 159 | -102 | -102 | -158 | -158 |
| Development of unaudited risk provisions during the year (EU No 183/2014) | | 0 | 0 | -17 | -17 |
| Other transitional adjustments CET1 | 469-472, 478, 481 | 0 | 0 | 0 | 0 |
| Goodwill (0%) | | 0 | 0 | 0 | 0 |
| Other intangible assets (0%) | | 0 | 0 | 0 | 0 |
| IRB shortfall of provisions to expected losses (0%) | | 0 | 0 | 0 | 0 |
| DTA allocated up to Dec 2013, that rely on future profitability and do not arise from temporary differences net of associated tax liabilities (0%) | | 0 | 0 | 0 | 0 |
| DTA allocated on or after Jan 2014 that rely on future profitability and do not arise from temporary differences net of associated tax liabilities (0%) | | 0 | 0 | 0 | 0 |
| Own CET1 instruments (0%) | 36(1)(f) | 0 | 0 | 0 | 0 |
| Common equity tier 1 capital (CET1) | 50 | 15,517 | 15,517 | 16,252 | 16,252 |
| Additional tier 1 capital (AT1) | | | | | |
| Capital instruments eligible as AT1 | 51(a), 52-54, 56(a), 57 | 993 | 993 | 1,490 | 1,490 |
| Instruments issued by subsidiaries that are given recognition in AT1 | 85, 86 | 7 | 7 | 8 | 8 |
| Additional tier 1 capital (AT1) before regulatory adjustments | | 1,000 | 1,000 | 1,498 | 1,498 |
| Own AT1 instruments | 52(1)(b), 56(a), 57 | -2 | -2 | -2 | -2 |
| Transitional adjustments due to grandfathered AT1 instruments | 483(4)(5), 484-487, 489, 491 | 0 | 0 | 0 | 0 |
| AT1 instruments of financial sector entities where the institution has a significant investment | 4(1)(27), 56(d), 59, 79 | 0 | 0 | 0 | 0 |
| Other transitional adjustments AT1 | 474, 475, 478, 481 | 0 | 0 | 0 | 0 |
| Goodwill (0%) | | 0 | 0 | 0 | 0 |
| Other intangibles (0%) | | 0 | 0 | 0 | 0 |
| IRB shortfall of provisions to expected losses (0%) | | 0 | 0 | 0 | 0 |
| Own CET1 instruments (0%) | 36(1)(f) | 0 | 0 | 0 | 0 |
| Additional tier 1 capital (AT1) | 61 | 999 | 999 | 1,497 | 1,497 |
| Tier 1 capital = CET1 + AT1 | 25 | 16,516 | 16,515 | 17,749 | 17,749 |

The table will be continued on the subsequent page.

Continuation of the table:

| in EUR million | CRR articles | Dec 18 | | Dec 19 | |
|--|------------------------------------|---------------|---------------|---------------|---------------|
| | | Phased-in | Final | Phased-in | Final |
| Tier 1 capital = CET1 + AT1 | 25 | 16,516 | 16,515 | 17,749 | 17,749 |
| Tier 2 capital (T2) | | | | | |
| Capital instruments and subordinated loans eligible as T2 | 62(a), 63-65, 66(a), 67 | 3,797 | 3,797 | 3,660 | 3,660 |
| Instruments issued by subsidiaries recognised in T2 | 87, 88 | 241 | 241 | 267 | 267 |
| Transitional adjustments due to additional recognition in T2 of instruments issued by subsidiaries | 480 | 0 | 0 | 0 | 0 |
| Transitional adjustments due to grandfathered T2 instruments and subordinated loans | 483(6)(7), 484, 486, 488, 490, 491 | 0 | 0 | 0 | 0 |
| IRB excess of provisions over expected losses eligible | 62(d) | 371 | 371 | 328 | 328 |
| Tier 2 capital (T2) before regulatory adjustments | | 4,410 | 4,410 | 4,255 | 4,255 |
| Own T2 instruments | 63(b)(i), 66(a), 67 | -34 | -34 | -44 | -44 |
| Standardised approach general credit risk adjustments | 62(c) | 0 | 0 | 0 | 0 |
| Other transitional adjustments to T2 | 476, 477, 478, 481 | 0 | 0 | 0 | 0 |
| IRB shortfall of provisions to expected losses (0%) | | 0 | 0 | 0 | 0 |
| T2 instruments of financial sector entities where the institution has a significant investment | 4(1)(27), 66(d), 68, 69, 79 | 0 | 0 | 0 | 0 |
| Tier 2 capital (T2) | 71 | 4,375 | 4,375 | 4,211 | 4,211 |
| Total own funds | 4(1)(118) and 72 | 20,891 | 20,891 | 21,961 | 21,961 |
| Capital requirement | 92(3), 95, 96, 98 | 9,168 | 9,228 | 9,448 | 9,484 |
| CET1 capital ratio | 92(2)(a) | 13.5% | 13.5% | 13.8% | 13.7% |
| Tier 1 capital ratio | 92(2)(b) | 14.4% | 14.3% | 15.0% | 15.0% |
| Total capital ratio | 92(2)(c) | 18.2% | 18.1% | 18.6% | 18.5% |

In accordance with Art. 26 (2) CRR the item retained earnings only includes the interim profits of EUR 659 million approved by the ECB by decision of 6 February 2020. Minority interest recognised in CET1 includes interim result from saving banks in an amount of EUR 36 million.

The capital structure table above is based on the Commission Implementing Regulation (EU) No 1423/2013 laying down implementing technical standards with regard to disclosure of own funds requirements, enlarged by the EBA GL 2014/14. Positions, which are not relevant for Erste Group are not disclosed. Figures shown under full implementation of Basel 3 considered the current CRR.

Changes are possible due to final Regulatory Technical Standards (RTS) that are not yet available.

For 2018 the following percentages applied for CET1: Deferred tax assets that rely on future profitability and do not arise from temporary differences net of associated tax liabilities until December 2013 (80%).

The consolidated financial statements have not been reviewed and noticed by the supervisory board and the financial statements of Erste Group Bank AG have not been reviewed by the supervisory board yet.

Likewise financial statements of single entities within the group have not been noticed by the supervisory board yet. In addition, no resolution on the appropriation of the profit has yet been made by the general meeting of the single entity.

Erste Group reports since the end of the second quarter of 2017 on consolidated level an RWA-add-on in view of the calculation of risk-weighted assets for credit risk in Banca Comercială Română (BCR) in the amount of around EUR 2.4 billion. This RWA increase front-loads the expected difference in BCR between the treatments of exposures under the Standardised Approach compared to the treatment under IRB and is limited in time until the authorization of the IRB-approach in BCR

Furthermore Erste Group reports on consolidated level since Q3 2017 - due to a decision of the European Central Bank in the context of its supervisory assessments in view of deficiencies in credit risk models – a RWA-Add-On of around EUR 1.7 billion until these deficiencies will be addressed in the course of an update of these models.

Erste Group was informed by the ECB in the third quarter of 2018 about a final decision in view of credit risk models, which became effective at the end of September 2018. This decision had an effect on risk weighted assets (RWA) on consolidated level of around EUR 300 million. As pre-emption of the expected effects from the implementation of the new loss given default (LGD) estimation methodology, Erste Group incorporated a RWA add-on in the amount of EUR 514 million as of the first quarter 2019.

Erste Group's AMA model change obtained regulatory approval in October 2018 under the condition of an add-on in the amount of 7% and became applicable in the fourth quarter of 2018.

The approval of the new group-wide PD estimation methodology was approved by the ECB in December 2019 with a limitation related to an application of a RWA add-on in the volume of EUR 289 million as of December 2019. With the approval of the updated group wide default definition an additional add-on was imposed in the amount of EUR 138 million as of December 2019.

Risk structure according to EU regulation 575/2013 (CRR)

| in EUR million | CRR articles | Dec 18 | | Dec 19 | |
|--|--|------------------------|---------------------------------|------------------------|---------------------------------|
| | | Total risk (phased-in) | Capital requirement (phased-in) | Total risk (phased-in) | Capital requirement (phased-in) |
| Total Risk Exposure Amount | 92(3), 95, 96, 98 | 114,599 | 9,168 | 118,105 | 9,448 |
| Risk weighted assets (credit risk) | 92(3)(a)(f) | 92,549 | 7,404 | 96,325 | 7,706 |
| Standardised approach | | 16,547 | 1,324 | 18,007 | 1,441 |
| IRB approach | | 76,002 | 6,080 | 78,318 | 6,265 |
| Settlement Risk | 92(3)(c)(ii), 92(4)(b) | 0 | 0 | 0 | 0 |
| Trading book, foreign FX risk and commodity risk | 92(3)(b)(i) and (c)(i) and (iii), 92(4)(b) | 3,434 | 275 | 2,795 | 224 |
| Operational Risk | 92(3)(e), 92(4)(b) | 15,241 | 1,219 | 14,934 | 1,195 |
| Exposure for CVA | 92(3)(d) | 661 | 53 | 569 | 46 |
| Other exposure amounts (incl. Basel 1 floor) | 3, 458, 459, 500 | 2,715 | 217 | 3,483 | 279 |

| in EUR million | CRR articles | Dec 18 | | Dec 19 | |
|--|--|--------------------|-----------------------------|--------------------|-----------------------------|
| | | Total risk (final) | Capital requirement (final) | Total risk (final) | Capital requirement (final) |
| Total Risk Exposure Amount | 92(3), 95, 96, 98 | 115,354 | 9,228 | 118,556 | 9,484 |
| Risk weighted assets (credit risk) | 92(3)(a)(f) | 93,303 | 7,464 | 96,776 | 7,742 |
| Standardised approach | | 17,301 | 1,384 | 18,458 | 1,477 |
| IRB approach | | 76,002 | 6,080 | 78,318 | 6,265 |
| Settlement Risk | 92(3)(c)(ii), 92(4)(b) | 0 | 0 | 0 | 0 |
| Trading book, foreign FX risk and commodity risk | 92(3)(b)(i) and (c)(i) and (iii), 92(4)(b) | 3,434 | 275 | 2,795 | 224 |
| Operational Risk | 92(3)(e), 92(4)(b) | 15,241 | 1,219 | 14,934 | 1,195 |
| Exposure for CVA | 92(3)(d) | 661 | 53 | 569 | 46 |
| Other exposure amounts (incl. Basel 1 floor) | 3, 458, 459, 500 | 2,715 | 217 | 3,483 | 279 |

Own funds reconciliation

For the disclosure of own funds, Erste Group follows the requirements according to Art. 437 CRR as well as the requirements defined in the Implementing Technical Standards (EU) No 1423/2013. Furthermore Erste Group applies the EBA Guideline No 2014/14 of more frequents disclosure regarding own funds.

Based on the requirements defined by the EBA in the Implementing Technical Standards, the following information must be provided:

- A full reconciliation of CET1 items - additional tier 1 (AT1) items, tier 2 (T2) items, filters and deductions applied pursuant to Art. 32 to 35, 36, 56, 66 and 79 CRR- to the own funds of the institution's balance sheet in accordance with Art. 437 para 1 (a) CRR (see the following tables: Balance sheet, Total equity, Intangible assets, Tax assets and liabilities, Subordinated liabilities).
- A table designed by the EBA in order to show the capital structure of regulatory capital. The table includes details on the capital structure of Erste Group including the capital components as well as any regulatory deductions and prudential filters. Disclosures in this table cover the disclosure requirements as defined in Art. 437 para 1 (d) CRR, separate disclosure of the nature and amounts of each prudential filter applied pursuant to Art. 32 to 35 CRR, each deduction according to Art. 36, 56 and 66 CRR as well as items not deducted in accordance with Art. 47, 48, 56, 66 and 79 CRR.

The following tables show in line with Art. 437 para 1 (a) CRR the difference between the IFRS and the regulatory scope of consolidation and as well the reconciliation to the regulatory own funds.

The tables may contain rounding differences.

Balance Sheet reconciliation

| in EUR million | Dec 18 | | | Dec 19 | | |
|---|----------------|----------------------------------|----------------|----------------|----------------------------------|----------------|
| | IFRS | Effects - scope of consolidation | CRR | IFRS | Effects - scope of consolidation | CRR |
| Assets | | | | | | |
| Cash and cash balances | 17,549 | -6 | 17,543 | 10,693 | -10 | 10,683 |
| Financial assets held for trading | 5,584 | -3 | 5,581 | 5,760 | -3 | 5,757 |
| Derivatives | 3,037 | 1 | 3,039 | 2,805 | 2 | 2,807 |
| Other financial assets held for trading | 2,547 | -5 | 2,542 | 2,954 | -5 | 2,949 |
| Pledged as collateral | 163 | 0 | 163 | 430 | 0 | 430 |
| Financial assets at fair value through profit or loss | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-trading financial assets at fair value through profit or loss | 3,310 | -440 | 2,870 | 3,208 | -256 | 2,952 |
| Pledged as collateral | 37 | 0 | 37 | 39 | 9 | 47 |
| Equity instruments | 372 | -11 | 362 | 390 | -9 | 381 |
| Debt securities | 2,651 | -429 | 2,222 | 2,335 | -247 | 2,088 |
| Loans and advances to banks | 0 | 0 | 0 | 0 | 0 | 0 |
| Loans and advances to customers | 287 | 0 | 287 | 483 | 0 | 483 |
| Financial assets available for sale | 0 | 0 | 0 | 0 | 0 | 0 |
| Pledged as collateral | 0 | 0 | 0 | 0 | 0 | 0 |
| Financial assets at fair value through other comprehensive income | 9,272 | 0 | 9,272 | 9,047 | 0 | 9,047 |
| Pledged as collateral | 212 | 0 | 212 | 603 | 0 | 603 |
| Equity instruments | 239 | 0 | 239 | 210 | 0 | 210 |
| Debt securities | 9,033 | 0 | 9,033 | 8,836 | 0 | 8,836 |
| Financial assets held to maturity | 0 | 0 | 0 | 0 | 0 | 0 |
| Pledged as collateral | 0 | 0 | 0 | 0 | 0 | 0 |
| Loans and receivables to credit institutions | 0 | 0 | 0 | 0 | 0 | 0 |
| Loans and receivables to customers | 0 | 0 | 0 | 0 | 0 | 0 |
| Financial assets at amortised cost | 189,106 | 549 | 189,655 | 204,162 | 522 | 204,684 |
| Pledged as collateral | 960 | 0 | 960 | 2,142 | 0 | 2,142 |
| Debt securities | 26,050 | -1 | 26,049 | 26,764 | -1 | 26,763 |
| Loans and advances to banks | 19,103 | -10 | 19,092 | 23,055 | -1 | 23,054 |
| Loans and advances to customers | 143,953 | 560 | 144,514 | 154,344 | 524 | 154,868 |
| Finance lease receivables | 3,763 | -36 | 3,727 | 4,034 | -16 | 4,019 |
| Hedge accounting derivatives | 132 | 0 | 132 | 130 | 0 | 130 |
| Fair value changes of the hedged items in portfolio hedge of interest rate risk | 0 | 0 | 0 | -4 | 0 | -4 |
| Property and equipment | 2,293 | -256 | 2,037 | 2,629 | -204 | 2,426 |
| Investment properties | 1,159 | -373 | 787 | 1,266 | -170 | 1,096 |
| Intangible assets | 1,507 | -11 | 1,496 | 1,368 | -11 | 1,358 |
| Investments in associates and joint ventures | 198 | 312 | 510 | 163 | 273 | 436 |
| Current tax assets | 101 | -1 | 100 | 81 | -1 | 80 |
| Deferred tax assets | 402 | -5 | 397 | 477 | -2 | 475 |
| Assets held for sale | 213 | -110 | 103 | 269 | -122 | 146 |
| Trade and other receivables | 1,318 | -14 | 1,305 | 1,408 | -1 | 1,407 |
| Other assets | 882 | -136 | 746 | 1,001 | -153 | 848 |
| Total assets | 236,792 | -531 | 236,261 | 245,693 | -153 | 245,540 |
| Liabilities and equity | | | | | | |
| Financial liabilities held for trading | 2,508 | 1 | 2,509 | 2,421 | 1 | 2,423 |
| Derivatives | 2,000 | 1 | 2,001 | 2,005 | 1 | 2,007 |
| Other financial liabilities held for trading | 508 | 0 | 508 | 416 | 0 | 416 |
| Financial liabilities at fair value through profit or loss | 14,122 | -450 | 13,672 | 13,494 | -206 | 13,289 |
| Deposits from customers | 212 | 0 | 212 | 265 | 0 | 265 |
| Debt securities issued | 13,446 | 14 | 13,460 | 13,011 | 13 | 13,024 |
| Other financial liabilities | 464 | -464 | 0 | 219 | -219 | 0 |
| Financial liabilities at amortised cost | 196,863 | 110 | 196,973 | 204,143 | 283 | 204,426 |
| Deposits from banks | 17,658 | -20 | 17,638 | 13,141 | 62 | 13,203 |
| Deposits from customers | 162,426 | 156 | 162,583 | 173,066 | 224 | 173,290 |
| Debt securities issued | 16,293 | -19 | 16,274 | 17,360 | 1 | 17,361 |
| Other financial liabilities | 486 | -7 | 479 | 576 | -4 | 572 |
| Finance lease liabilities | 0 | 0 | 0 | 515 | 4 | 520 |
| Hedge accounting derivatives | 277 | 0 | 277 | 269 | 0 | 269 |
| Fair value changes of hedged items in portfolio hedge of interest rate risk | 0 | 0 | 0 | 0 | 0 | 0 |
| Provisions | 1,705 | -9 | 1,696 | 1,919 | -4 | 1,915 |
| Current tax liabilities | 99 | -2 | 97 | 61 | -5 | 55 |
| Deferred tax liabilities | 23 | -15 | 7 | 18 | -14 | 4 |
| Liabilities associated with assets held for sale | 3 | 0 | 3 | 6 | -2 | 4 |
| Other liabilities | 2,323 | -133 | 2,190 | 2,369 | -131 | 2,238 |
| Total equity | 18,869 | -33 | 18,836 | 20,477 | -80 | 20,397 |
| Equity attributable to non-controlling interests | 4,494 | 34 | 4,528 | 4,857 | 17 | 4,874 |
| Additional equity instruments | 993 | 0 | 993 | 1,490 | 0 | 1,490 |
| Equity attributable to owners of the parent | 13,381 | -67 | 13,315 | 14,129 | -97 | 14,033 |
| Subscribed capital | 860 | 0 | 860 | 860 | 0 | 860 |
| Additional paid-in capital | 1,477 | 0 | 1,477 | 1,478 | 0 | 1,478 |
| Retained earnings and other reserves | 11,045 | -67 | 10,978 | 11,792 | -97 | 11,695 |
| Total liabilities and equity | 236,792 | -531 | 236,261 | 245,693 | -153 | 245,540 |

The following tables represent, as far as possible, a reconciliation between the IFRS balance sheet items to the items of CET1, AT1 and T2, as well as information on the regulatory adjustments arising from correction items in accordance with Art. 32 to 35 CRR and the deductions according to Art. 36, 56, 66 and 79 CRR.

The letter in the last column sets the derived amount from IFRS figures with the appropriate eligible amount of own funds presentation in conjunction.

Total equity

| in EUR million | IFRS | Effects - scope of consolidation | CRR | IPS adjustments | Regulatory adjustments | Own funds | Own funds disclosure table - reference |
|---|---------------|--|---------------|--------------------|---------------------------|---------------|--|
| Dec 19 | | | | | | | |
| Subscribed capital | 860 | 0 | 860 | 0 | 0 | 860 | |
| Additional paid-in capital | 1,478 | 0 | 1,478 | 0 | 0 | 1,477 | |
| Capital instruments and the related share premium accounts | 2,337 | 0 | 2,337 | 0 | 0 | 2,337 | a |
| Retained earnings | 13,095 | -89 | 13,007 | 0 | -769 | 12,238 | b |
| Accumulated other comprehensive income (OCI) | -1,303 | -8 | -1,311 | -149 | 3 | -1,458 | c |
| Cash flow hedge reserve | -45 | 0 | -45 | 0 | 0 | -45 | g |
| Available for sale reserve | | | | | | | |
| Fair value reserve | 260 | 0 | 260 | 48 | 21 | 329 | |
| Own credit risk reserve | -399 | 0 | -399 | -6 | 0 | -406 | o |
| Currency translation reserve | -610 | -8 | -618 | 0 | -14 | -632 | |
| Remeasurement of defined benefit plans | -509 | 1 | -509 | -191 | -4 | -704 | |
| Deferred tax | | | | | | | |
| Equity attributable to owners of the parent | 14,129 | -97 | 14,033 | -149 | -766 | 13,117 | |
| Additional equity instruments | 1,490 | 0 | 1,490 | 0 | -1,490 | 0 | |
| Equity attributable to non-controlling interests | 4,857 | 17 | 4,874 | -274 | -153 | 4,448 | d |
| Total equity | 20,477 | -80 | 20,397 | -423 | -2,410 | 17,565 | |

| in EUR million | IFRS | Effects - scope of consolidation | CRR | IPS adjustments | Regulatory adjustments | Own funds | Own funds disclosure table - reference |
|---|---------------|--|---------------|--------------------|---------------------------|---------------|--|
| Dec 18 | | | | | | | |
| Subscribed capital | 860 | 0 | 860 | 0 | 0 | 860 | |
| Additional paid-in capital | 1,477 | 0 | 1,477 | 0 | -1 | 1,476 | |
| Capital instruments and the related share premium accounts | 2,336 | 0 | 2,336 | 0 | -1 | 2,336 | a |
| Retained earnings | 12,280 | -60 | 12,220 | 0 | -679 | 11,541 | b |
| Accumulated other comprehensive income (OCI) | -1,235 | -6 | -1,242 | -11 | -89 | -1,342 | c |
| Cash flow hedge reserve | -3 | 0 | -3 | 0 | 0 | -3 | g |
| Available for sale reserve | | | | | | | |
| Fair value reserve | 229 | 0 | 229 | 59 | 14 | 302 | i |
| Own credit risk reserve | -435 | -1 | -436 | -7 | 0 | -443 | h |
| Currency translation reserve | -598 | -6 | -604 | 0 | -13 | -617 | |
| Remeasurement of defined benefit plans | -428 | 0 | -428 | -63 | -91 | -582 | |
| Deferred tax | | | | | | | |
| Equity attributable to owners of the parent | 13,381 | -67 | 13,315 | -11 | -768 | 12,535 | |
| Additional Tier 1 (AT1) | 993 | 0 | 993 | 0 | -993 | 0 | |
| Equity attributable to non-controlling interests | 4,494 | 34 | 4,528 | -66 | -140 | 4,322 | d |
| Total equity | 18,869 | -33 | 18,836 | -77 | -1,902 | 16,857 | |

IPS adjustments include the amounts for entities that are consolidated due to the Institutional Protections Scheme according to Art. 113 (7) CRR. Further details regarding the development of IFRS equity are disclosed under section Group Statement of Changes in Total Equity.

Intangible assets

| in EUR million | IFRS | Effects - scope of consolidation | CRR | Regulatory adjustments | Own funds | Own funds disclosure table - reference |
|--------------------------|--------------|--|--------------|---------------------------|--------------|--|
| Dec 19 | | | | | | |
| Intangible assets | 1,368 | -11 | 1,358 | -73 | 1,285 | e |
| Dec 18 | | | | | | |
| Intangible assets | 1,507 | -11 | 1,496 | -60 | 1,436 | |

Details regarding the development of intangible assets are disclosed under Note 29 Intangible assets.

Deferred Taxes

| in EUR million | IFRS | Effects - scope of consolidation | CRR | Regulatory adjustments | Own funds | Own funds disclosure table - reference |
|---|------------|--|------------|---------------------------|------------|--|
| Dec 19 | | | | | | |
| DTA that rely on future profitability and do not arise from temporary differences net of associated tax liabilities | 103 | -1 | 102 | 0 | 102 | f |
| Related DTA allocated on or after Jan 14 for which 100% CET1 deduction is required | | | 101 | 0 | 101 | |
| Related DTA allocated up to Dec 13 for which 100% deduction from CET1 is required | | | 1 | 0 | 1 | |
| DTA that rely on future profitability and arise from temporary differences | 374 | -1 | 373 | -373 | 0 | |
| Deferred tax assets | 477 | -2 | 475 | -373 | 102 | |

| in EUR million | IFRS | Effects - scope of consolidation | CRR | Regulatory adjustments | Own funds | Own funds disclosure table - reference |
|---|------------|--|------------|---------------------------|-----------|--|
| Dec 18 | | | | | | |
| DTA that rely on future profitability and do not arise from temporary differences net of associated tax liabilities | 23 | -3 | 21 | 0 | 20 | f |
| Related DTA allocated on or after Jan 14 for which 100% CET1 deduction is required | | | 19 | 0 | 19 | |
| Related DTA allocated up to Dec 13 for which 80% deduction from CET1 is required according to CRR transitional provisions | | | 2 | 0 | 1 | |
| DTA that rely on future profitability and arise from temporary differences | 379 | -2 | 376 | -376 | 0 | |
| Deferred tax assets | 402 | -5 | 397 | -377 | 20 | |

Details regarding deferred tax assets are disclosed under Note 30 Tax assets and liabilities.

Based on the threshold definition according to Art. 48 CRR deferred tax assets that rely on future profitability and arise from temporary differences are not deductible for Erste Group as of 31 December 2019. In accordance with Art. 48 para 4 CRR the non-deductible amount is risk weighted with 250% and considered within the credit risk.

Subordinated liabilities and additional tier 1 issuances

| in EUR million | IFRS | Effects - scope of consolidation | CRR | Regulatory adjustments | Own funds | Own funds disclosure table - reference |
|---|--------------|--|--------------|---------------------------|--------------|--|
| Dec 19 | | | | | | |
| Subordinated issues, deposits and supplementary capital | 6,566 | 2 | 6,568 | -2,684 | 3,883 | |
| Tier 2 capital instruments (including related share premium) issued by the parent company | 0 | 0 | 0 | 0 | 3,617 | l |
| Qualifying own funds instruments included in consolidated tier 2 capital issued by subsidiaries and held by third parties | 0 | 0 | 0 | 0 | 267 | m |
| thereof instruments issued by subsidiaries subject to phase-out | 0 | 0 | 0 | 0 | 0 | |
| Additional Tier 1 (AT1) issuances | 1,490 | 0 | 1,490 | -2 | 1,489 | j |
| Subordinated liabilities | 8,056 | 2 | 8,058 | -2,686 | 5,372 | |

| in EUR million | IFRS | Effects - scope of consolidation | CRR | Regulatory adjustments | Own funds | Own funds disclosure table - reference |
|---|--------------|--|--------------|---------------------------|--------------|--|
| Dec 18 | | | | | | |
| Subordinated issues, deposits and supplementary capital | 5,915 | 2 | 5,916 | -1,912 | 4,004 | |
| Tier 2 capital instruments (including related share premium) issued by the parent company | 0 | 0 | 0 | 0 | 3,763 | l |
| Qualifying own funds instruments included in consolidated tier 2 capital issued by subsidiaries and held by third parties | 0 | 0 | 0 | 0 | 241 | m |
| thereof instruments issued by subsidiaries subject to phase-out | 0 | 0 | 0 | 0 | 0 | |
| Additional Tier 1 (AT1) issuances | 1,005 | 0 | 1,005 | -7 | 999 | j |
| Subordinated liabilities | 6,920 | 2 | 6,921 | -1,919 | 5,003 | |

Details regarding subordinated liabilities are disclosed under Note 34 Financial liabilities-at fair value through profit or loss and Note 35 Financial liabilities measured at amortised cost. EUR 84 million subordinated debt in form of deposits are included in the balance sheet position Financial liabilities measured at amortised cost and are not explicitly shown in Note 43. Details for AT1 issuances can be found under section III Group Statement of Changes in Total Equity. In addition to EUR 2 million AT1 from Bausparkasse der österreichischen Sparkassen Aktiengesellschaft considered in 2017, EUR 10 million AT1 from SPARKASSE NIEDERÖSTERREICH MITTE WEST AKTIENGESELLSCHAFT were taken into account in 2018. Whereas Sparkasse Niederösterreich Mitte West's AT1 is eligible with EUR 8 million, former's AT1 does not allow a regulatory consideration.

Transitional provisions

The Transitional Provisions which are applied by Erste Group, are based on CRR-Supplementary Regulation according to BGBl II Nr. 425/2013, and the regulation of the European Central Bank on the exercise of options and discretions, ECB/2016/4. Starting 1 January 2019 the application of transitional provisions has expired.

Own funds template

Disclosure requirements: Art. 437 para 1 (d) and (e) CRR

Erste Group does not consider Art. 437 para 1 (f) CRR for the calculation of consolidated own funds.

The tables below present the composition of the regulatory capital based on the Implementing Technical Standards (EU) No 1423/2013 on the disclosure of own funds.

Shown are the current amount, references to the respective CRR articles and referenced to the above shown tables (equity, intangible assets, deferred tax assets and subordinated liabilities).

| in EUR million | | Dec 19 | Regulation (EU) No 575/2013 | Reference to tables |
|----------------|--|---------------|---|---------------------|
| 1 | Capital instruments and the related share premium accounts | 2,337 | 26(1), 27, 28, 29, EBA list 26(3) | a |
| | of which: ordinary shares | 2,337 | EBA list 26(3) | a |
| 2 | Retained earnings | 12,238 | 261)(c) | b |
| 3 | Accumulated other comprehensive income (and other reserves, to include unrealised gains and losses under the applicable accounting standards) | -1,458 | 26(1) | c |
| 3a | Fund for general banking risk | 0 | 26(1)(f) | |
| 4 | Amount of qualifying items referred to in Article 484-3 and the related share premium accounts subject to phase out from CET1 | 0 | 486(2) | |
| | Public sector capital injections grandfathered until Jan 18 | 0 | 483(2) | |
| 5 | Minority interests (amount allowed in consolidated CET1) | 4,448 | 84, 479, 480 | d |
| 5a | Independently reviewed interim profits net of any foreseeable charge or dividend | 0 | 26(2) | |
| 6 | CET1 capital before regulatory adjustments | 17,565 | | |
| | Common Equity Tier 1 (CET1): regulatory adjustments | | | |
| 7 | Additional value adjustments (negative amount) | -85 | 34, 105 | |
| 8 | Intangible assets (net of related tax liability) (negative amount) | -1,285 | 36(1)(b), 37, 472(4) | e |
| 9 | Empty set in the EU | | | |
| 10 | Deferred tax assets that rely on future profitability excluding those arising from temporary differences (net of related tax liability where the conditions in Article 38-3 are met) (negative amount) | -102 | 36(1)(c), 38, 472(5) | f |
| 11 | Fair value reserves related to gains or losses on cash flow hedges | 45 | 33(a) | g |
| 12 | Negative amounts resulting from the calculation of expected loss amounts | -158 | 36(1)(d), 40, 159, 472(6) | |
| 13 | Any increase in equity that results from securitised assets (negative amount) | 0 | 32(1) | |
| 14 | Gains or losses on liabilities valued at fair value resulting from changes in own credit standing | 403 | 33(b) | o |
| 15 | Defined-benefit pension fund assets (negative amount) | 0 | 36(1)(e), 41, 472(7) | |
| 16 | Direct and indirect holdings by an institution of own CET1 instruments (negative amount) | -68 | 36(1)(f), 42, 472(8) | |
| 17 | Holdings of the CET1 instruments of financial sector entities where those entities have reciprocal cross holdings with the institution designed to inflate artificially the own funds of the institution (negative amount) | 0 | 36(1)(g), 44, 472(9) | |
| 18 | Direct, indirect and synthetic holdings of the CET1 instruments of financial sector entities where the institution does not have a significant investment in those entities (amount above 10% threshold and net of eligible short positions) (negative amount) | 0 | 36(1)(h), 43, 45, 46, 49(2)(3), 79, 472(10) | |
| 19 | Direct, indirect and synthetic holdings of the CET1 instruments of financial sector entities where the institution has a significant investment in those entities (amount above 10% threshold and net of eligible short positions) (negative amount) | 0 | 36(1)(i), 43, 45, 47, 48(1)(b), 49(1)-(3), 79, 470, 472(11) | |
| 20 | Empty set in the EU | | | |
| 20a | Exposure amount of the following items which qualify for a RW of 1250%, where the institution opts for the deduction alternative | -45 | 36(1)(k) | |
| 20b | of which: qualifying holdings outside the financial sector (negative amount) | 0 | 36(1)(k)(i), 89-91 | |
| 20c | of which: securitisation positions (negative amount) | -45 | 36(1)(k)(ii), 243(1)(b), 244(1)(b), 258 | |
| 20d | of which: free deliveries (negative amount) | 0 | 36(1)(k)(iii), 379(3) | |
| 21 | Deferred tax assets arising from temporary difference (amount above 10 % threshold, net of related tax liability where the conditions in Article 38-3 are met) (negative amount) | 0 | 36(1)(c), 38, 48(1)(a), 470, 472(5) | |
| 22 | Amount exceeding the 15% threshold (negative amount) | 0 | 48(1) | |
| 23 | of which: direct and indirect holdings by the institution of the CET1 instruments of financial sector entities where the institution has a significant investment in those entities | 0 | 36(1)(i), 48(1)(b), 470, 472(11) | |
| 24 | Empty set in the EU | | | |
| 25 | of which: deferred tax assets arising from temporary differences | 0 | 36(1)(c), 38, 48(1)(a), 470, 472(5) | |
| 25a | Losses for the current financial year (negative amount) | -17 | 36(1)(a), 472(3) | |
| 25b | Foreseeable tax charges relating to CET1 items (negative amount) | 0 | 36(1)(l) | |
| 26 | Regulatory adjustments applied to Common Equity Tier 1 in respect of amounts subject to pre-CRR treatment | 0 | | |
| 26a | Regulatory adjustments relating to unrealised gains and losses pursuant to Articles 467 and 468 | 0 | | |
| | of which: unrealised losses | 0 | 467 | |
| | of which: unrealised gains | 0 | 468 | |
| 26b | Amount to be deducted from or added to Common Equity Tier 1 capital with regard to additional filters and deductions required pre CRR | 0 | 481 | |
| 27 | Qualifying AT1 deductions that exceeds the AT1 capital of the institution (negative amount) | 0 | 36(1)(j) | |
| 28 | Total regulatory adjustments to Common Equity Tier 1 (CET1) | -1,313 | | |
| 29 | CET1 capital | 16,252 | | |

The table is continued on the next page.

| in EUR million | | Dec 19 | Regulation (EU) No 575/2013 | Reference to tables |
|--|---|---------------|---|---------------------|
| Additional Tier 1 (AT1) capital: instruments | | | | |
| 30 | Capital instruments and the related share premium accounts | 1,490 | 51, 52 | |
| 31 | of which: classified as equity under applicable accounting standards | 1,490 | | |
| 32 | of which: classified as liabilities under applicable accounting standards | 0 | | |
| Amount of qualifying items referred to in Article 484 -4 and the related share premium accounts subject to phase out from AT1 | | 0 | 486(3) | |
| Public sector capital injections grandfathered until Jan 18 | | 0 | 483(3) | |
| Qualifying Tier 1 capital included in consolidated AT1 capital (including minority interest not included in row 5) issued by subsidiaries and held by third parties | | 8 | 85, 86, 480 | |
| 34 | of which: instruments issued by subsidiaries subject to phase-out | 0 | 486(3) | |
| 35 | of which: instruments issued by subsidiaries subject to phase-out | 0 | 486(3) | |
| 36 | AT1 capital before regulatory adjustments | 1,498 | | j |
| Additional Tier 1 (AT1) capital: regulatory adjustments | | | | |
| 37 | Direct and indirect holdings by an institution of own AT1 instruments (negative amount) | -2 | 52(1)(b), 56(a), 57, 475(2) | j |
| 38 | Holdings of the AT1 instruments of financial sector entities where those entities have reciprocal cross holdings with the institution designed to inflate artificially the own funds of the institution (negative amount) | 0 | 56(b), 58, 475(3) | |
| Holdings of the AT1 instruments of financial sector entities where the institution does not have a significant investment in those entities (amount above 10% threshold and net of eligible short positions) (negative amount) | | 0 | 56(c), 59, 60, 79, 475(4) | |
| 39 | Direct, indirect and synthetic holdings of the AT1 instruments of financial sector entities where the institution has a significant investment in those entities (amount above 10% threshold and net of eligible short positions) (negative amount) | 0 | 56(d), 59, 79, 475(4) | |
| 40 | Regulatory adjustments applied to AT1 in respect of amounts subject to pre-CRR treatment and transitional treatments subject to phase-out as prescribed in Regulation (EU) No 585/2013 (i.e. CRR residual amounts) | 0 | | |
| Residual amounts deducted from AT1 with regard to deduction from CET1 during the transitional period pursuant to article 472 of Regulation (EU) No 575/2013 | | 0 | 472, 472(3)(a), 472(4), 472(6), 472(8)(a), 472(9), 472(10)(a), 472(11)(a) | |
| 41a | of which: interim loss | 0 | | |
| | of which: intangible assets | 0 | | |
| | of which: shortfall of provisions to expected loss | 0 | | |
| | of which: own CET1 Instruments | 0 | | |
| Residual amounts deducted from AT1 with regard to deduction from T2 capital during the transitional period pursuant to article 475 of Regulation (EU) No 575/2013 | | 0 | 477, 477(3), 477(4)(a) | |
| 41b | of which: reciprocal cross holdings in T2 instruments | 0 | | |
| | of which: direct holdings of non-significant investments in the capital of other financial sector entities | 0 | | |
| Amount to be deducted from or added to AT1 with regard to additional filters and deductions required pre-CRR | | 0 | 467, 468, 481 | |
| 41c | of which: possible filter to unrealised losses | 0 | 467 | |
| | of which: possible filter to unrealised gains | 0 | 468 | |
| 42 | Qualifying T2 deductions that exceed the T2 capital of the institution (negative amount) | 0 | 56(e) | |
| 43 | Total regulatory adjustments to Additional Tier 1 (AT1) capital | -2 | | |
| 44 | Additional Tier 1 (AT1) capital | 1,497 | | |
| 45 | Tier 1 capital (T1 = CET1 + AT1) | 17,749 | | |
| Tier 2 (T2) capital: instruments and provisions | | | | |
| 46 | Capital instruments and the related share premium accounts | 3,660 | 62, 63 | i |
| Amount of qualifying items referred to in Article 484 -5 and the related share premium accounts subject to phase out from T2 | | 0 | 486(4) | |
| Public sector capital injections grandfathered until Jan 18 | | 0 | | |
| Qualifying own funds instruments included in consolidated T2 capital (including minority interest and AT1 instruments not included in rows 5 or 34) issued by subsidiaries and held by third parties | | 267 | | m |
| 48 | of which: instruments issued by subsidiaries subject to phase-out | 0 | 486(4) | |
| 49 | Credit risk adjustments | 328 | 62(c)(d) | |
| 50 | Tier 2 (T2) capital before regulatory adjustment | 4,255 | | 0 |
| T2 capital: regulatory adjustments | | | | 0 |
| Direct and indirect holdings by an institution of own T2 instruments and subordinated loans (negative amount) | | -44 | | i |
| Holdings of the T2 instruments and subordinated loans of financial sector entities where those entities have reciprocal cross holdings with the institution designed to inflate artificially the own funds of the institution (negative amount) | | 0 | | |
| Direct, indirect and synthetic holdings of the T2 instruments and subordinated loans of financial sector entities where the institution does not have a significant investment in those entities (amount above 10 % threshold and net of eligible short positions) (negative amount) | | 0 | 66(c), 69, 70, 79, 477(4) | |
| 54 | of which: new holdings not subject to transitional arrangements | 0 | | |
| 54a | of which: holdings existing before 1 Jan 2013 and subject to transitional arrangements | 0 | | |
| 54b | Direct, indirect and synthetic holdings of the T2 instruments and subordinated loans of financial sector entities where the institution has a significant investment in those entities (net of eligible short positions) (negative amounts) | 0.0 | 66(d), 69, 79, 477(4) | |

The table is continued on the next page.

| in EUR million | | Dec 19 | Regulation (EU) No 575/2013 | Reference to tables |
|--|--|----------------|---|---------------------|
| 56 | Regulatory adjustments applied to T2 in respect of amounts subject to pre-CRR treatment and transitional treatments subject to phase out as prescribed in Regulation (EU) No 575/2013 (i.e. CRR residual amounts) | 0 | | |
| 56a | Residual amounts deducted from T2 with regard to deduction from CET1 during the transitional period pursuant to article 472 of Regulation (EU) No 575/2013 | 0 | 472, 472(3)(a), 472(4), 472(6), 472(8)(a), 472(9), 472(10)(a), 472(11)(a) | |
| | of which: shortfall of provisions to expected loss | 0 | 472(6) | |
| | of which: non-significant investments | 0 | 472(10) | |
| 56b | Residual amounts deducted from T2 with regard to deduction from AT1 during the transitional period pursuant to article 475 of Regulation (EU) No 575/2013 | 0 | 475, 475(2)(a), 475(3), 475(4)(a) | |
| | of which: reciprocal cross holdings in T1 instruments | 0 | | |
| | of which: direct holdings of non-significant investments in the capital of other financial sector entities | 0 | | |
| 56c | Amounts to be deducted from or added to T2 with regard to additional filters and deductions required pre-CRR | 0 | 467, 468, 481 | |
| | of which possible filter to unrealised losses | 0 | 467 | |
| | of which: possible filter to unrealised gains | 0 | 468 | |
| 57 | Total regulatory adjustments to Tier 2 (T2) capital | -44 | | |
| 58 | Tier 2 (T2) capital | 4,211 | | |
| 59 | Total capital (TC = T1 + T2) | 21,961 | | |
| 59a | Risk weighted assets in respect of amounts subject to pre-CRR treatment and transitional treatments subject to phase out as prescribed in Regulation (EU) No 575/2013 (i.e. CRR residual amount) | 0 | | |
| | of which: items not deducted from CET1 (Regulation (EU) No 575/2013 residual amounts) (items to be detailed line by line, e.g. Deferred tax assets that rely on future profitability net of related tax liability, indirect holdings of own CET1, etc.) | 0 | 472, 472(5), 472(8)(b), 472(10)(b), 472(11)(b) | |
| | of which: items not deducted from AT1 items (Regulation (EU) No 575/2013 residual amounts) (items to be detailed line by line, e.g. Reciprocal cross holdings in T2 instruments, direct holdings of non-significant investments in the capital of other financial sector entities, etc.) | 0 | 475, 475(2)(b), 475(2)(c), 475(4)(b) | |
| | of which: items not deducted from T2 items (Regulation (EU) No 575/2013 residual amounts) (items to be detailed line by line, e.g. Indirect holdings of own T2 instruments, indirect holdings of non-significant investments in the capital of other financial sector entities, indirect holdings of significant investments in the capital of other financial sector entities etc.) | 0 | 477, 477(2)(b), 477(2)(c), 477(4)(b) | |
| 60 | Total risk-weighted assets | 118,105 | | |
| Capital ratios and buffers | | | | |
| 61 | Common Equity Tier 1 (as a percentage of total risk exposure amount) | 13.8% | 92(2)(a), 465 | |
| 62 | Tier 1 (as a percentage of total risk exposure amount) | 15.0% | 92(2)(b), 465 | |
| 63 | Total capital (as a percentage of total risk exposure amount) | 18.6% | 92(2)(c) | |
| 64 | Institution specific buffer requirement (CET1 requirement in accordance with article 92 -1 (a) plus capital conservation and countercyclical buffer requirements plus a systemic risk buffer, plus systemically important institution buffer expressed as a percentage of total risk exposure amount) | 4.91% | CRD 128, 129, 130 | |
| 65 | of which: capital conservation buffer requirement | 2.50% | | |
| 66 | of which: countercyclical buffer requirement | 0.41% | | |
| 67 | of which: systemic risk buffer requirement | 2.00% | | |
| 67a | of which: Global Systemically Important Institution (G-SII) or Other Systemically Important Institution (O-SII) buffer | 2.00% | CRD 131 | |
| 68 | Common Equity Tier 1 available to meet buffers (as a percentage of risk exposure amount) | 7.5% | CRD 128 | |
| Amounts below the thresholds for deduction (before risk-weighting) | | | | |
| 72 | Direct and indirect holdings of the capital of financial sector entities where the institution does not have a significant investment in those entities (amount below 10% threshold and net of eligible short positions) | 1,625 | 36(1)(h), 45, 46, 472(10), 56(c), 59, 60, 475(4), 66(c), 69, 70, 477(4) | |
| 73 | Direct and indirect holdings of the CET1 instruments of financial sector entities where the institution has a significant investment in those entities (amount below 10% threshold and net of eligible short positions) | 192 | 36(1)(i), 45, 48, 470, 472(11) | |
| 75 | Deferred tax assets arising from temporary difference (amount below 10 % threshold, net of related tax liability where the conditions in Article 38 -3 are met) | 1,625 | 36(1)(c), 38, 48, 470, 472(5) | |
| Applicable caps on the inclusion of provisions in Tier 2 | | | | |
| 76 | Credit risk adjustments included in T2 in respect of exposures subject to standardised approach (prior to the application of the cap) | 0 | 62 | |
| 77 | Cap on inclusion of credit risk adjustments in T2 under standardised approach | 225 | 62 | |
| 78 | Credit risk adjustments included in T2 in respect of exposures subject to internal rating-based approach (prior to the application of the cap) | 328 | 62 | |
| 79 | Cap for inclusion of credit risk adjustments in T2 under internal ratings-based approach | 470 | 62 | |
| Capital instruments subject to phase-out arrangements (only applicable between Jan 2013 and Jan 2022) | | | | |
| 80 | Current cap on CET1 instruments subject to phase-out arrangements | 30% | 484(3), 486(2)&(5) | |
| 81 | Amount excluded from CET1 due to cap (excess over cap after redemptions and maturities) | 0 | 484(3), 486(2)&(5) | |
| 82 | Current cap on AT1 instruments subject to phase-out arrangements | 30% | 484(4), 486(3)&(5) | |
| 83 | Amount excluded from AT1 due to cap (excess over cap after redemptions and maturities) | 0 | 484(4), 486(3)&(5) | |
| 84 | Current cap on T2 instruments subject to phase-out arrangements | 30% | 484(5), 486(4)&(5) | |
| 85 | Amount excluded from T2 due to cap (excess over cap after redemptions and maturities) | 0 | 484(5), 486(4)&(5) | |

| in EUR million | | Dec 2018 | Regulation (EU) No 575/2013 | Reference to tables |
|--|--|---------------|---|---------------------|
| 1 | Capital instruments and the related share premium accounts | 2,336 | 26(1), 27, 28, 29, EBA list 26(3) | a |
| | of which: ordinary shares | 2,336 | EBA list 26(3) | a |
| 2 | Retained earnings | 11,541 | 261)(c) | b |
| 3 | Accumulated other comprehensive income (and other reserves, to include unrealised gains and losses under the applicable accounting standards) | -1,342 | 26(1) | c |
| 3a | Fund for general banking risk | 0 | 26(1)(f) | |
| 4 | Amount of qualifying items referred to in Article 484-3 and the related share premium accounts subject to phase out from CET1 | 0 | 486(2) | |
| | Public sector capital injections grandfathered until Jan 18 | 0 | 483(2) | |
| 5 | Minority interests (amount allowed in consolidated CET1) | 4,322 | 84, 479, 480 | d |
| 5a | Independently reviewed interim profits net of any foreseeable charge or dividend | 0 | 26(2) | |
| 6 | CET1 capital before regulatory adjustments | 16,857 | | |
| Common Equity Tier 1 (CET1): regulatory adjustments | | | | |
| 7 | Additional value adjustments (negative amount) | -78 | 34, 105 | |
| 8 | Intangible assets (net of related tax liability) (negative amount) | -1,436 | 36(1)(b), 37, 472(4) | e |
| 9 | Empty set in the EU | | | |
| | Deferred tax assets that rely on future profitability excluding those arising from temporary differences (net of related tax liability where the conditions in Article 38-3 are met) (negative amount) | -20 | 36(1)(c), 38, 472(5) | f |
| 11 | Fair value reserves related to gains or losses on cash flow hedges | 3 | 33(a) | g |
| 12 | Negative amounts resulting from the calculation of expected loss amounts | -102 | 36(1)(d), 40, 159, 472(6) | |
| 13 | Any increase in equity that results from securitised assets (negative amount) | 0 | 32(1) | |
| 14 | Gains or losses on liabilities valued at fair value resulting from changes in own credit standing | 439 | 33(b) | o |
| 15 | Defined-benefit pension fund assets (negative amount) | 0 | 36(1)(e), 41, 472(7) | |
| 16 | Direct and indirect holdings by an institution of own CET1 instruments (negative amount) | -114 | 36(1)(f), 42, 472(8) | |
| 17 | Holdings of the CET1 instruments of financial sector entities where those entities have reciprocal cross holdings with the institution designed to inflate artificially the own funds of the institution (negative amount) | 0 | 36(1)(g), 44, 472(9) | |
| 18 | Direct, indirect and synthetic holdings of the CET1 instruments of financial sector entities where the institution does not have a significant investment in those entities (amount above 10% threshold and net of eligible short positions) (negative amount) | 0 | 36(1)(h), 43, 45, 46, 49(2)(3), 79, 472(10) | |
| 19 | Direct, indirect and synthetic holdings of the CET1 instruments of financial sector entities where the institution has a significant investment in those entities (amount above 10% threshold and net of eligible short positions) (negative amount) | 0 | 36(1)(i), 43, 45, 47, 48(1)(b), 49(1)-(3), 79, 470, 472(11) | |
| 20 | Empty set in the EU | | | |
| 20a | Exposure amount of the following items which qualify for a RW of 1250%, where the institution opts for the deduction alternative | -32 | 36(1)(k) | |
| 20b | of which: qualifying holdings outside the financial sector (negative amount) | 0 | 36(1)(k)(i), 89-91 | |
| 20c | of which: securitisation positions (negative amount) | -32 | 36(1)(k)(ii), 243(1)(b), 244(1)(b), 258 | |
| 20d | of which: free deliveries (negative amount) | 0 | 36(1)(k)(iii), 379(3) | |
| 21 | Deferred tax assets arising from temporary difference (amount above 10 % threshold, net of related tax liability where the conditions in Article 38-3 are met) (negative amount) | 0 | 36(1)(c), 38, 48(1)(a), 470, 472(5) | |
| 22 | Amount exceeding the 15% threshold (negative amount) | 0 | 48(1) | |
| 23 | of which: direct and indirect holdings by the institution of the CET1 instruments of financial sector entities where the institution has a significant investment in those entities | 0 | 36(1)(i), 48(1)(b), 470, 472(11) | |
| 24 | Empty set in the EU | | | |
| 25 | of which: deferred tax assets arising from temporary differences | 0 | 36(1)(c), 38, 48(1)(a), 470, 472(5) | |
| 25a | Losses for the current financial year (negative amount) | 0 | 36(1)(a), 472(3) | |
| 25b | Foreseeable tax charges relating to CET1 items (negative amount) | 0 | 36(1)(l) | |
| 26 | Regulatory adjustments applied to Common Equity Tier 1 in respect of amounts subject to pre-CRR treatment | 0 | | |
| 26a | Regulatory adjustments relating to unrealised gains and losses pursuant to Articles 467 and 468 | 0 | | |
| | of which: unrealised losses | 0 | 467 | |
| | of which: unrealised gains | 0 | 468 | |
| 26b | Amount to be deducted from or added to Common Equity Tier 1 capital with regard to additional filters and deductions required pre-CRR | 0 | 481 | |
| 27 | Qualifying AT1 deductions that exceeds the AT1 capital of the institution (negative amount) | 0 | 36(1)(j) | |
| 28 | Total regulatory adjustments to Common Equity Tier 1 (CET1) | -1,340 | | |
| 29 | CET1 capital | 15,517 | | |

The table is continued on the next page.

Continuation of the table

| in EUR million | | Dec 2018 | Regulation (EU) No 575/2013 | Reference to tables |
|--|--|---------------|---|---------------------|
| Additional Tier 1 (AT1) capital: instruments | | | | |
| 30 | Capital instruments and the related share premium accounts | 993 | 51, 52 | |
| 31 | of which: classified as equity under applicable accounting standards | 993 | | |
| 32 | of which: classified as liabilities under applicable accounting standards | 0 | | |
| 33 | Amount of qualifying items referred to in Article 484 -4 and the related share premium accounts subject to phase out from AT1 | 0 | 486(3) | |
| | Public sector capital injections grandfathered until Jan 18 | 0 | 483(3) | |
| 34 | Qualifying Tier 1 capital included in consolidated AT1 capital (including minority interest not included in row 5) issued by subsidiaries and held by third parties | 7 | 85, 86, 480 | |
| 35 | of which: instruments issued by subsidiaries subject to phase-out | 0 | 486(3) | |
| 36 | AT1 capital before regulatory adjustments | 1,000 | | j |
| Additional Tier 1 (AT1) capital: regulatory adjustments | | | | |
| 37 | Direct and indirect holdings by an institution of own AT1 instruments (negative amount) | -2 | 52(1)(b), 56(a), 57, 475(2) | j |
| 38 | Holdings of the AT1 instruments of financial sector entities where those entities have reciprocal cross holdings with the institution designed to inflate artificially the own funds of the institution (negative amount) | 0 | 56(b), 58, 475(3) | |
| 39 | Holdings of the AT1 instruments of financial sector entities where the institution does not have a significant investment in those entities (amount above 10% threshold and net of eligible short positions) (negative amount) | 0 | 56(c), 59, 60, 79, 475(4) | |
| 40 | Direct, indirect and synthetic holdings of the AT1 instruments of financial sector entities where the institution has a significant investment in those entities (amount above 10% threshold and net of eligible short positions) (negative amount) | 0 | 56(d), 59, 79, 475(4) | |
| 41 | Regulatory adjustments applied to AT1 in respect of amounts subject to pre-CRR treatment and transitional treatments subject to phase-out as prescribed in Regulation (EU) No 585/2013 (i.e. CRR residual amounts) | 0 | | |
| 41a | Residual amounts deducted from AT1 with regard to deduction from CET1 during the transitional period pursuant to article 472 of Regulation (EU) No 575/2013 | 0 | 472, 472(3)(a), 472(4), 472(6), 472(8)(a), 472(9), 472(10)(a), 472(11)(a) | |
| | of which: interim loss | 0 | | |
| | of which: intangible assets | 0 | | |
| | of which: shortfall of provisions to expected loss | 0 | | |
| | of which: own CET1 Instruments | 0 | | |
| 41b | Residual amounts deducted from AT1 with regard to deduction from T2 capital during the transitional period pursuant to article 475 of Regulation (EU) No 575/2013 | 0 | 477, 477-3, 477(4)(a) | |
| | of which: reciprocal cross holdings in T2 instruments | 0 | | |
| | of which: direct holdings of non-significant investments in the capital of other financial sector entities | 0 | | |
| 41c | Amount to be deducted from or added to AT1 with regard to additional filters and deductions required pre-CRR | 0 | 467, 468, 481 | |
| | of which: possible filter to unrealised losses | 0 | 467 | |
| | of which: possible filter to unrealised gains | 0 | 468 | |
| 42 | Qualifying T2 deductions that exceed the T2 capital of the institution (negative amount) | 0 | 56(e) | |
| 43 | Total regulatory adjustments to Additional Tier 1 (AT1) capital | -2 | | |
| 44 | Additional Tier 1 (AT1) capital | 999 | | |
| 45 | Tier 1 capital (T1 = CET1 + AT1) | 16,516 | | |
| Tier 2 (T2) capital: instruments and provisions | | | | |
| 46 | Capital instruments and the related share premium accounts | 3,797 | 62, 63 | i |
| 47 | Amount of qualifying items referred to in Article 484 -5 and the related share premium accounts subject to phase out from T2 | 0 | 486(4) | |
| | Public sector capital injections grandfathered until Jan 18 | 0 | | |
| 48 | Qualifying own funds instruments included in consolidated T2 capital (including minority interest and AT1 instruments not included in rows 5 or 34) issued by subsidiaries and held by third parties | 241 | | m |
| 49 | of which: instruments issued by subsidiaries subject to phase-out | 0 | 486(4) | |
| 50 | Credit risk adjustments | 371 | 62(c)(d) | |
| 51 | Tier 2 (T2) capital before regulatory adjustment | 4,410 | | 0 |
| T2 capital: regulatory adjustments | | | | |
| 52 | Direct and indirect holdings by an institution of own T2 instruments and subordinated loans (negative amount) | -34 | | i |
| 53 | Holdings of the T2 instruments and subordinated loans of financial sector entities where those entities have reciprocal cross holdings with the institution designed to inflate artificially the own funds of the institution (negative amount) | 0 | | |
| 54 | Direct, indirect and synthetic holdings of the T2 instruments and subordinated loans of financial sector entities where the institution does not have a significant investment in those entities (amount above 10 % threshold and net of eligible short positions) (negative amount) | 0 | 66(c), 69, 70, 79, 477(4) | |
| 54a | of which: new holdings not subject to transitional arrangements | 0 | | |
| 54b | of which: holdings existing before 1 Jan 2013 and subject to transitional arrangements | 0 | | |
| 55 | Direct, indirect and synthetic holdings of the T2 instruments and subordinated loans of financial sector entities where the institution has a significant investment in those entities (net of eligible short positions) (negative amounts) | 0 | 66(d), 69, 79, 477(4) | |

The table is continued on the next page.

Continuation of the table

| in EUR million | | Dec 2018 | Regulation (EU) No 575/2013 | Reference to tables |
|--|--|----------------|---|---------------------|
| 56 | Regulatory adjustments applied to T2 in respect of amounts subject to pre-CRR treatment and transitional treatments subject to phase out as prescribed in Regulation (EU) No 575/2013 (i.e. CRR residual amounts) | 0 | | |
| 56a | Residual amounts deducted from T2 with regard to deduction from CET1 during the transitional period pursuant to article 472 of Regulation (EU) No 575/2013 | 0 | 472, 472(3)(a), 472(4), 472(6), 472(8)(a), 472(9), 472(10)(a), 472(11)(a) | |
| | of which: shortfall of provisions to expected loss | 0 | 472(6) | |
| | of which: non-significant investments | 0 | 472(10) | |
| 56b | Residual amounts deducted from T2 with regard to deduction from AT1 during the transitional period pursuant to article 475 of Regulation (EU) No 575/2013 | 0 | 475, 475(2)(a), 475(3), 475(4)(a) | |
| | of which: reciprocal cross holdings in T1 instruments | 0 | | |
| | of which: direct holdings of non-significant investments in the capital of other financial sector entities | 0 | | |
| 56c | Amounts to be deducted from or added to T2 with regard to additional filters and deductions required pre- CRR | 0 | 467, 468, 481 | |
| | of which possible filter to unrealised losses | 0 | 467 | |
| | of which: possible filter to unrealised gains | 0 | 468 | |
| 57 | Total regulatory adjustments to Tier 2 (T2) capital | -35 | | |
| 58 | Tier 2 (T2) capital | 4,375 | | |
| 59 | Total capital (TC = T1 + T2) | 20,891 | | |
| 59a | Risk weighted assets in respect of amounts subject to pre-CRR treatment and transitional treatments subject to phase out as prescribed in Regulation (EU) No 575/2013 (i.e. CRR residual amount) | 0 | | |
| | of which: items not deducted from CET1 (Regulation (EU) No 575/2013 residual amounts) (items to be detailed line by line, e.g. Reciprocal cross holdings in T2 instruments, direct holdings of non-significant investments in the capital of other financial sector entities, etc.) | 0 | 472, 472(5), 472(8)(b), 472(10)(b), 472(11)(b) | |
| | of which: items not deducted from AT1 items (Regulation (EU) No 575/2013 residual amounts) (items to be detailed line by line, e.g. Reciprocal cross holdings in T2 instruments, direct holdings of non-significant investments in the capital of other financial sector entities, etc.) | 0 | 475, 475(2)(b), 475(2)(c), 475(4)(b) | |
| | of which: items not deducted from T2 items (Regulation (EU) No 575/2013 residual amounts) (items to be detailed line by line, e.g. Indirect holdings of own T2 instruments, indirect holdings of non-significant investments in the capital of other financial sector entities, indirect holdings of significant investments in the capital of other financial sector entities etc.) | 0 | 477, 477(2)(b), 477(2)(c), 477(4)(b) | |
| 60 | Total risk-weighted assets | 114,599 | | |
| Capital ratios and buffers | | | | |
| 61 | Common Equity Tier 1 (as a percentage of total risk exposure amount) | 13.5% | 92(2)(a), 465 | |
| 62 | Tier 1 (as a percentage of total risk exposure amount) | 14.4% | 92(2)(b), 465 | |
| 63 | Total capital (as a percentage of total risk exposure amount) | 18.2% | 92(2)(c) | |
| 64 | Institution specific buffer requirement (CET1 requirement in accordance with article 92 -1 (a) plus capital conservation and countercyclical buffer requirements plus a systemic risk buffer, plus systemically important institution buffer expressed as a percentage of total risk exposure amount) | 3.19% | CRD 128, 129, 130 | |
| 65 | of which: capital conservation buffer requirement | 1.88% | | |
| 66 | of which: countercyclical buffer requirement | 0.31% | | |
| 67 | of which: systemic risk buffer requirement | 1.00% | | |
| 67a | of which: Global Systemically Important Institution (G-SII) or Other Systemically Important Institution (O-SII) buffer | 1.00% | CRD 131 | |
| 68 | Common Equity Tier 1 available to meet buffers (as a percentage of risk exposure amount) | 7.3% | CRD 128 | |
| Amounts below the thresholds for deduction (before risk-weighting) | | | | |
| 72 | Direct and indirect holdings of the capital of financial sector entities where the institution does not have a significant investment in those entities (amount below 10% threshold and net of eligible short positions) | 567 | 36(1)(h), 45, 46, 472(10), 56(c), 59, 60, 475(4), 66(c), 69, 70, 477(4) | |
| 73 | Direct and indirect holdings of the CET1 instruments of financial sector entities where the institution has a significant investment in those entities (amount below 10% threshold and net of eligible short positions) | 318 | 36(1)(i), 45, 48, 470, 472(11) | |
| 75 | Deferred tax assets arising from temporary difference (amount below 10 % threshold, net of related tax liability where the conditions in Article 38 -3 are met) | 376 | 36(1)(c), 38, 48, 470, 472(5) | |
| Applicable caps on the inclusion of provisions in Tier 2 | | | | |
| 76 | Credit risk adjustments included in T2 in respect of exposures subject to standardised approach (prior to the application of the cap) | 0 | 62 | |
| 77 | Cap on inclusion of credit risk adjustments in T2 under standardised approach | 207 | 62 | |
| 78 | Credit risk adjustments included in T2 in respect of exposures subject to internal rating-based approach (prior to the application of the cap) | 371 | 62 | |
| 79 | Cap for inclusion of credit risk adjustments in T2 under internal ratings-based approach | 456 | 62 | |
| Capital instruments subject to phase-out arrangements (only applicable between Jan 2013 and Jan 2022) | | | | |
| 80 | Current cap on CET1 instruments subject to phase-out arrangements | 40% | 484(3), 486(2)&(5) | |
| 81 | Amount excluded from CET1 due to cap (excess over cap after redemptions and maturities) | 0 | 484(3), 486(2)&(5) | |
| 82 | Current cap on AT1 instruments subject to phase-out arrangements | 40% | 484(4), 486(3)&(5) | |
| 83 | Amount excluded from AT1 due to cap (excess over cap after redemptions and maturities) | 0 | 484(4), 486(3)&(5) | |
| 84 | Current cap on T2 instruments subject to phase-out arrangements | 40% | 484(5), 486(4)&(5) | |
| 85 | Amount excluded from T2 due to cap (excess over cap after redemptions and maturities) | 0 | 484(5), 486(4)&(5) | |

54. Events after the balance sheet date

There are no significant events after the balance sheet date.

55. Country by country reporting

Starting with 2014 Erste Group publishes information about Group's country by country relevant activities as required by Article 89 of the EU Capital Requirements Directive IV.

| in EUR million | Operating income | Pre-tax result from continuing operations | Taxes on income | Taxes paid |
|-----------------|------------------|---|-----------------|-------------|
| Dec 19 | | | | |
| Austria | 3,169 | 620 | -71 | -136 |
| Croatia | 424 | 182 | -30 | -40 |
| Czech Republic | 1,641 | 914 | -168 | -142 |
| Hungary | 434 | 192 | -13 | -14 |
| Romania | 711 | 207 | -64 | -80 |
| Serbia | 103 | 40 | -2 | -3 |
| Slovakia | 613 | 108 | -50 | -46 |
| Other locations | 161 | 66 | -22 | -7 |
| Total | 7,256 | 2,330 | -419 | -468 |
| Dec 18 | | | | |
| Austria | 2,923 | 543 | -28 | -142 |
| Croatia | 425 | 215 | -33 | -36 |
| Czech Republic | 1,584 | 853 | -146 | -144 |
| Hungary | 421 | 189 | -9 | -28 |
| Romania | 681 | 322 | -49 | -55 |
| Serbia | 90 | 38 | -2 | -3 |
| Slovakia | 628 | 290 | -57 | -46 |
| Other locations | 163 | 45 | -8 | -4 |
| Total | 6,916 | 2,495 | -332 | -457 |

For information regarding the country of residence of each fully consolidated entity refer to Note 56 Details of the companies wholly or partly owned by Erste Group as of 31 December 2019.

For the periods reported above, Erste Group did not receive any kind of public or state subsidies.

Information about the geographical split of the average number of headcounts employed in Erste Group throughout 2019 is disclosed in Note 7 General administrative expenses.

56. Details of the companies wholly or partly owned by Erste Group as of 31 December 2019

The table below presents material, fully consolidated subsidiaries, investments in associates accounted for at equity and other investments.

| Company name, registered office | Interest of Erste Group in % | | |
|---|------------------------------|--------|-------|
| | Dec 18 | Dec 19 | |
| Fully consolidated subsidiaries | | | |
| Credit institutions | | | |
| Allgemeine Sparkasse Oberösterreich Bankaktiengesellschaft | Linz | 39.2 | 39.2 |
| Banca Comerciala Romana Chisinau S.A. | Chisinau | 99.9 | 99.9 |
| Banca Comerciala Romana SA | Bucharest | 99.9 | 99.9 |
| Banka Sparkasse d.d. | Ljubljana | 28.0 | 28.0 |
| Bankhaus Krentschker & Co. Aktiengesellschaft | Graz | 25.0 | 25.0 |
| Bausparkasse der österreichischen Sparkassen Aktiengesellschaft | Wien | 95.1 | 95.1 |
| BCR Banca pentru Locuinte SA | Bucharest | 99.9 | 99.9 |
| Ceska sporitelna, a.s. | Praha | 100.0 | 100.0 |
| Die Zweite Wiener Vereins-Sparcasse | Wien | 0.0 | 0.0 |
| Dornbirner Sparkasse Bank AG | Dornbirn | 0.0 | 0.0 |
| Erste & Steiermärkische Bank d.d. | Rijeka | 69.3 | 69.3 |
| ERSTE BANK AD PODGORICA | Podgorica | 69.3 | 69.3 |
| ERSTE BANK AKCIONARSKO DRUŠTVO, NOVI SAD | Novi Sad | 80.5 | 80.5 |
| Erste Bank der oesterreichischen Sparkassen AG | Wien | 100.0 | 100.0 |
| Erste Bank Hungary Zrt | Budapest | 100.0 | 100.0 |
| Erste Group Bank AG | Wien | 0.0 | 0.0 |
| ERSTE Jelzálogbank Zártkörűen Működő Részvénytársaság | Budapest | 100.0 | 100.0 |
| Erste Lakas-Takarekpenztar Zartkoruen Mukodo Reszvenytarsasag | Budapest | 100.0 | 100.0 |
| Kärntner Sparkasse Aktiengesellschaft | Klagenfurt | 25.0 | 25.0 |
| KREMSER BANK UND SPARKASSEN AKTIENGESELLSCHAFT | Krems | 0.0 | 0.0 |
| Lienzer Sparkasse AG | Lienz | 0.0 | 0.0 |
| Ohridska Banka AD Skopje | Skopje | 0.0 | 22.9 |
| Salzburger Sparkasse Bank Aktiengesellschaft | Salzburg | 100.0 | 100.0 |
| Slovenska sporitelna, a. s. | Bratislava | 100.0 | 100.0 |
| Sparkasse Baden | Baden | 0.0 | 0.0 |
| Sparkasse Bank dd Bosna i Hercegovina | Sarajevo | 25.0 | 25.0 |
| SPARKASSE BANK MAKEDONIJA AD SKOPJE | Skopje | 24.9 | 24.9 |
| Sparkasse Bludenz Bank AG | Bludenz | 0.0 | 0.0 |
| Sparkasse Bregenz Bank Aktiengesellschaft | Bregenz | 0.0 | 0.0 |
| Sparkasse der Gemeinde Egg | Egg | 0.0 | 0.0 |
| Sparkasse der Stadt Amstetten AG | Amstetten | 0.0 | 0.0 |
| Sparkasse der Stadt Feldkirch | Feldkirch | 0.0 | 0.0 |
| Sparkasse der Stadt Kitzbühel | Kitzbühel | 0.0 | 0.0 |
| Sparkasse Eferding-Peuerbach-Waizenkirchen | Eferding | 0.0 | 0.0 |
| Sparkasse Feldkirchen/Kärnten | Feldkirchen | 0.0 | 0.0 |
| SPARKASSE FRANKENMARKT AKTIENGESELLSCHAFT | Frankenmarkt | 0.0 | 0.0 |
| Sparkasse Hainburg-Bruck-Neusiedl Aktiengesellschaft | Hainburg | 75.0 | 75.0 |
| Sparkasse Haugsdorf | Haugsdorf | 0.0 | 0.0 |
| Sparkasse Herzogenburg-Neulengbach Bank Aktiengesellschaft | Herzogenburg | 0.0 | 0.0 |
| Sparkasse Horn-Ravelsbach-Kirchberg Aktiengesellschaft | Horn | 0.0 | 0.0 |
| Sparkasse Imst AG | Imst | 0.0 | 0.0 |
| Sparkasse Korneuburg AG | Korneuburg | 0.0 | 0.0 |
| Sparkasse Kufstein Tiroler Sparkasse von 1877 | Kufstein | 0.0 | 0.0 |
| Sparkasse Lambach Bank Aktiengesellschaft | Lambach | 0.0 | 0.0 |
| Sparkasse Langenlois | Langenlois | 0.0 | 0.0 |
| Sparkasse Mittersill Bank AG | Mittersill | 0.0 | 0.0 |
| Sparkasse Mühlviertel-West Bank Aktiengesellschaft | Rohrbach | 40.0 | 40.0 |
| Sparkasse Mürrzzuschlag Aktiengesellschaft | Mürrzzuschlag | 0.0 | 0.0 |
| Sparkasse Neuhofen Bank Aktiengesellschaft | Neuhofen | 0.0 | 0.0 |
| Sparkasse Neunkirchen | Neunkirchen | 0.0 | 0.0 |
| SPARKASSE NIEDERÖSTERREICH MITTE WEST AKTIENGESELLSCHAFT | St. Pölten | 0.0 | 0.0 |
| Sparkasse Pöllau AG | Pöllau | 0.0 | 0.0 |
| Sparkasse Pottenstein N.Ö. | Pottenstein | 0.0 | 0.0 |
| Sparkasse Poysdorf AG | Poysdorf | 0.0 | 0.0 |
| Sparkasse Pregarten - Unterweißenbach AG | Pregarten | 0.0 | 0.0 |
| Sparkasse Rattenberg Bank AG | Rattenberg | 0.0 | 0.0 |
| Sparkasse Reutte AG | Reutte | 0.0 | 0.0 |
| Sparkasse Ried im Innkreis-Haag am Hausruck | Ried | 0.0 | 0.0 |
| Sparkasse Salzkammergut AG | Bad Ischl | 0.0 | 0.0 |
| Sparkasse Scheibbs AG | Scheibbs | 0.0 | 0.0 |
| Sparkasse Schwaz AG | Schwaz | 0.0 | 0.0 |
| Sparkasse Voitsberg-Köflach Bankaktiengesellschaft | Voitsberg | 4.2 | 4.2 |
| Stavebni sporitelna Ceske sporitelny, a.s. | Praha | 100.0 | 100.0 |
| Steiermärkische Bank und Sparkassen Aktiengesellschaft | Graz | 25.0 | 25.0 |
| Tiroler Sparkasse Bankaktiengesellschaft Innsbruck | Innsbruck | 75.0 | 75.0 |
| Waldviertler Sparkasse Bank AG | Zwettl | 0.0 | 0.0 |
| Wiener Neustädter Sparkasse | Wiener Neustadt | 0.0 | 0.0 |

| Company name, registered office | Interest of Erste Group in % | | |
|---|------------------------------|--------|-------|
| | Dec 18 | Dec 19 | |
| Financial institutions | | | |
| "DIE EVA" Grundstückverwaltungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| "Die Kärntner" Trust- Vermögensverwaltungsgesellschaft m.b.H. & Co KG | Klagenfurt | 25.0 | 25.0 |
| "Die Kärntner" Trust-Vermögensverwaltungsgesellschaft m.b.H. | Klagenfurt | 25.0 | 25.0 |
| "Nare" Grundstücksverwertungs-Gesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| "SELIMMO" - Sparkasse Mühlviertel-West - DIE ERSTE Leasing - Immobilienvermietung GmbH | Rohrbach | 69.4 | 69.4 |
| ACP Financial Solutions GmbH | Wien | 75.0 | 75.0 |
| Alea-Grundstückverwaltung Gesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Altstadt Hotelbetriebs GmbH | Wien | 100.0 | 100.0 |
| AS-Alpha Grundstücksverwaltung Gesellschaft m.b.H. | Wien | 39.2 | 39.2 |
| AVION-Grundverwertungsgesellschaft m.b.H. | Wien | 51.0 | 51.0 |
| AWEKA - Kapitalverwaltungsgesellschaft m.b.H. | Graz | 25.0 | 25.0 |
| BCR Leasing IFN SA | Bucharest | 99.9 | 99.9 |
| BCR Payments Services SRL | Sibiu | 99.9 | 99.9 |
| BCR Social Finance IFN S.A. | Bucharest | 60.0 | 79.5 |
| BOOTES-Immorent Grundverwertungs-Gesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| CS Property Investment Limited | Nicosia | 100.0 | 100.0 |
| DENAR-Immorent Grundverwertungsgesellschaft m.b.H. | Wien | 62.5 | 62.5 |
| DIE ERSTE Leasing Grundaufschließungs- und Immobilienvermietungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| DIE ERSTE Leasing Grundbesitzgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| DIE ERSTE Leasing Grundstückverwaltungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| DIE ERSTE Leasing Immobilienbesitzgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| DIE ERSTE Leasing Immobilienverwaltungs- und -vermietungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| DIE EVA - Liegenschaftsverwaltungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| DIE EVA-Gebäudeleasinggesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| DIE EVA-Immobilienleasing und -erwerb Gesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Diners Club International Mak d.o.o.e.l. in Skopje | Skopje | 69.3 | 69.3 |
| Drustvo za lizing nekretnina, vozila, plovila i masina "S-Leasing" doo Podgorica | Podgorica | 62.5 | 62.5 |
| EB Erste Bank Internationale Beteiligungen GmbH | Wien | 100.0 | 100.0 |
| EBB Beteiligungen GmbH | Wien | 100.0 | 100.0 |
| EB-Grundstücksbeteiligungen GmbH | Wien | 100.0 | 100.0 |
| EKZ-Immorent Vermietung GmbH | Wien | 100.0 | 100.0 |
| Epsilon Immorent s.r.o. | Praha | 100.0 | 100.0 |
| Erste & Steiermärkische S-Leasing drustvo s ogranicenom odgovornoscu za leasing vozila i strojeva | Zagreb | 47.1 | 47.1 |
| Erste Bank und Sparkassen Leasing GmbH | Wien | 100.0 | 100.0 |
| ERSTE CARD CLUB d.o.o. | Zagreb | 69.3 | 69.3 |
| ERSTE CARD poslovanje s kreditnimi karticama, d.o.o. | Ljubljana | 69.3 | 69.3 |
| ERSTE FACTORING d.o.o. | Zagreb | 69.3 | 69.3 |
| Erste Group Immorent CR s.r.o. | Praha | 100.0 | 100.0 |
| Erste Group Immorent GmbH | Wien | 100.0 | 100.0 |
| Erste Group Immorent International Holding GmbH | Wien | 100.0 | 100.0 |
| Erste Group Immorent Lizing Zártkörűen Működő Részvénytársaság | Budapest | 100.0 | 100.0 |
| ERSTE GROUP IMMORENT LJUBLJANA, finančne storitve, d.o.o. | Ljubljana | 100.0 | 100.0 |
| ERSTE GROUP IMMORENT SRL | Bucharest | 100.0 | 100.0 |
| Erste Leasing, a.s. | Znojmo | 100.0 | 100.0 |
| Erste Social Finance Holding GmbH | Wien | 60.0 | 60.0 |
| Eva-Immobilienverwaltungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Eva-Realitätenverwaltungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| F & S Leasing GmbH | Klagenfurt | 100.0 | 100.0 |
| Factoring Ceske sporitelny a.s. | Praha | 100.0 | 100.0 |
| FUKO-Immorent Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| GIROLEASING-Mobilienvermietungsgesellschaft m.b.H. | Wien | 62.5 | 62.5 |
| HBf Eins Holding GmbH | Wien | 100.0 | 100.0 |
| Holding Card Service s.r.o. | Praha | 100.0 | 100.0 |
| Hotel- und Sportstätten-Beteiligungs-, Errichtungs- und Betriebsgesellschaft m.b.H. | Wien | 38.0 | 38.0 |
| Hotel- und Sportstätten-Beteiligungs-, Errichtungs- und Betriebsgesellschaft m.b.H. Leasing KG | St. Pölten | 54.5 | 54.5 |
| ILGES - Immobilien- und Leasing - Gesellschaft m.b.H. | Rohrbach | 40.0 | 40.0 |
| Immo Smaragd GmbH | Schwaz | 0.0 | 0.0 |
| Immorent - Immobilienleasing Gesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Immorent - Weiko Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT DELTA, leasing družba, d.o.o. | Ljubljana | 50.0 | 50.0 |
| ImmoRent Einkaufszentren Verwaltungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT EPSILON, leasing družba, d.o.o. | Ljubljana | 50.0 | 50.0 |
| Immorent Oktatási Ingatlanhasznosító és Szolgáltató Kft. | Budapest | 56.0 | 56.0 |
| IMMORENT PPP Ingatlanhasznosító és Szolgáltató Korlátolt Felelősségű Társaság | Budapest | 100.0 | 100.0 |
| IMMORENT PTC, s.r.o. | Praha | 100.0 | 100.0 |
| IMMORENT RIED GmbH | Wien | 100.0 | 100.0 |
| IMMORENT-ANUBIS Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-ASTRA Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Immorent-Clio-Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Immorent-Gamma-Grundstücksverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-GREKO Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Immorent-Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |

| Company name, registered office | | Interest of Erste Group in % | |
|---|-----------------|------------------------------|--------|
| | | Dec 18 | Dec 19 |
| IMMORENT-JULIA Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Immorent-Kappa Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-LEANDER Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-MOMO Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-MÖRE Grundverwertungsgesellschaft m.b.H. | Wien | 69.5 | 69.5 |
| IMMORENT-NERO Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-Objektvermietungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-OSIRIS Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-PAN Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-Raiffeisen Fachhochschule Errichtungs- und BetriebsgmbH | Wien | 55.0 | 55.0 |
| IMMORENT-RAMON Grundverwertungsgesellschaft m.b.H. | Wien | 62.5 | 62.5 |
| IMMORENT-RASTA Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-REMUS Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-RIALTO Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-RIO Grundverwertungsgesellschaft m.b.H. | Wien | 55.0 | 55.0 |
| IMMORENT-RIWA Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-RONDO Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-RUBIN Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-SARI Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Immorent-Theta-Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-TRIAS Grundverwertungsgesellschaft m.b.H. | Wien | 62.5 | 62.5 |
| Immorent-WBV Grundverwertungsgesellschaft m.b.H. | Wien | 50.0 | 50.0 |
| IMNA-Immorent Immobilienleasing GmbH | Wien | 100.0 | 100.0 |
| Imobilka Kik s.r.o. | Praha | 100.0 | 100.0 |
| Intermarket Bank AG | Wien | 93.8 | 93.8 |
| IR Beteiligungsverwaltungsgesellschaft mbH | Wien | 100.0 | 100.0 |
| IR Domestic Project Development Holding GmbH | Wien | 100.0 | 100.0 |
| IR REAL ESTATE LEASING d.o.o. u likvidaciji | Zagreb | 92.5 | 92.5 |
| Kärntner Sparkasse Vermögensverwaltungsgesellschaft m.b.H. | Klagenfurt | 25.0 | 25.0 |
| MEKLA Leasing Gesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| MOPET CZ a.s. | Praha | 100.0 | 100.0 |
| NAXOS-Immorent Immobilienleasing GmbH | Wien | 100.0 | 100.0 |
| NÖ-Sparkassen Beteiligungsgesellschaft m.b.H. | Wien | 2.5 | 2.5 |
| Ölim-Grundverwertungsgesellschaft m.b.H. | Graz | 25.0 | 25.0 |
| OMEGA IMMORENT s.r.o. | Praha | 100.0 | 100.0 |
| OREST-Immorent Leasing GmbH | Wien | 100.0 | 100.0 |
| Österreichisches Volkswohnungswerk, Gemeinnützige Gesellschaft mit beschränkter Haftung | Wien | 100.0 | 100.0 |
| PAROS-Immorent Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Pischeldorfer Straße 221 Liegenschaftsverwertungs GmbH | Wien | 100.0 | 100.0 |
| PREDUZECE ZA FINANSIJSKI LIZING S-LEASING DOO, BEOGRAD | Belgrade | 66.6 | 66.6 |
| RHEA-Immorent Holding GmbH | Wien | 100.0 | 100.0 |
| s Autoleasing a.s. | Praha | 100.0 | 100.0 |
| s Autoleasing SK, s.r.o. | Bratislava | 100.0 | 100.0 |
| S IMMORENT OMIKRON društvo s ogranicenom odgovornoscu za poslovanje nekretninama | Zagreb | 100.0 | 100.0 |
| S Slovensko, spol. s r.o. | Bratislava | 100.0 | 100.0 |
| s Wohnbaubank AG | Wien | 100.0 | 100.0 |
| SCIENTIA Immorent GmbH | Wien | 100.0 | 100.0 |
| S-Factoring, faktoring družba d.d. | Ljubljana | 28.0 | 28.0 |
| Sieben-Tiroler-Sparkassen Beteiligungsgesellschaft m.b.H. | Kufstein | 0.0 | 0.0 |
| S-Leasing Gesellschaft m.b.H. | Kirchdorf | 69.6 | 69.6 |
| S-Leasing Immobilienvermietungsgesellschaft m.b.H. | Wiener Neustadt | 33.3 | 33.3 |
| Sluzby SLSP, s.r.o. | Bratislava | 100.0 | 100.0 |
| Sparfinanz-, Vermögens-, Verwaltungs- und Beratungs- Gesellschaft m.b.H. | Wiener Neustadt | 0.0 | 0.0 |
| SPARKASSE IMMORENT Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Sparkasse Leasing d.o.o., Sarajevo | Sarajevo | 25.0 | 25.0 |
| Sparkasse Leasing d.o.o., Skopje | Skopje | 25.0 | 25.0 |
| Sparkasse Leasing S, družba za financiranje d.o.o. | Ljubljana | 28.0 | 28.0 |
| Sparkasse Mühlviertel-West Holding GmbH | Rohrbach | 40.0 | 40.0 |
| Sparkassen IT Holding AG | Wien | 31.1 | 31.1 |
| Sparkassen Leasing Süd GmbH | Graz | 25.0 | 25.0 |
| Sparkassen Leasing Süd GmbH & Co KG | Graz | 25.0 | 25.0 |
| Strabag Oktatási PPP Ingatlanhasznosító és Szolgáltató Korlátolt Felelősségű Társaság | Budapest | 70.0 | 70.0 |
| Subholding Immorent GmbH | Wien | 100.0 | 100.0 |
| TAURIS-Immorent Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Theta Immorent s.r.o. | Praha | 100.0 | 100.0 |
| Theuthras-Immorent Grundverwertungsgesellschaft m.b.H. | Wien | 62.5 | 62.5 |
| TIPAL Immobilien GmbH in Liquidation | Bozen | 92.5 | 92.5 |
| UBG-Unternehmensbeteiligungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| VIA Immobilien Errichtungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Vorarlberger Sparkassen Beteiligungs GmbH | Dornbirn | 0.0 | 0.0 |
| WUESTA-Immorent Immobilienleasing GmbH | Wien | 100.0 | 100.0 |
| XENIA-Immorent Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Zeta Immorent s.r.o. | Praha | 100.0 | 100.0 |

| Company name, registered office | Interest of Erste Group in % | | |
|--|------------------------------|--------|-------|
| | Dec 18 | Dec 19 | |
| Other | | | |
| "SGL" Grundstücksverwaltungs- und Leasing Gesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Asset Management Slovenskej sporitelne, správ. spol., a. s. | Bratislava | 91.1 | 91.1 |
| BCR Fleet Management SRL | Bucharest | 99.9 | 99.9 |
| BCR Pensii, Societate de Administrare a Fondurilor de Pensii Private SA | Bucharest | 99.9 | 99.9 |
| BGA Czech, s.r.o. v likvidaci | Praha | 100.0 | 100.0 |
| brokerjet České sporitelny, a.s. v likvidaci | Praha | 100.0 | 100.0 |
| BRS Büroreinigungsgesellschaft der Steiermärkischen Bank und Sparkassen Aktiengesellschaft Gesellschaft m.b.H. | Graz | 25.0 | 25.0 |
| BTV-Beteiligungs-, Treuhand-, Vermögens-Verwaltungsgesellschaft m.b.H. | Klagenfurt | 25.0 | 25.0 |
| Budejovicka development, s. r. o. | Praha | 0.0 | 100.0 |
| C&C Atlantic Limited | Dublin | 100.0 | 100.0 |
| CEE Property Development Portfolio 2 a.s. | Praha | 100.0 | 100.0 |
| CEE Property Development Portfolio B.V. | Amsterdam | 20.0 | 20.0 |
| Ceska sporitelna - penzijni spolecnost, a.s. | Praha | 100.0 | 100.0 |
| Cinci-Immorent Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| CIT ONE SRL | Bucharest | 99.9 | 99.9 |
| Collat-real Korlátolt Felelősségű Társaság | Budapest | 100.0 | 100.0 |
| CP Praha s.r.o., v likvidaci | Praha | 20.0 | 20.0 |
| CPDP 2003 s.r.o. | Praha | 100.0 | 100.0 |
| CPP Lux S. 'ar.l. | Luxembourg | 20.0 | 20.0 |
| CS NHQ, s.r.o. | Praha | 100.0 | 100.0 |
| Czech and Slovak Property Fund B.V. | Amsterdam | 100.0 | 100.0 |
| Czech TOP Venture Fund B.V. | Groesbeek | 84.0 | 84.0 |
| DIE ERSTE Leasing Immobilien Vermietungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Dienstleistungszentrum Leoben GmbH | Wien | 51.0 | 51.0 |
| EB-Restaurantsbetriebe Ges.m.b.H. | Wien | 100.0 | 100.0 |
| Energie CS, a.s. | Praha | 100.0 | 100.0 |
| Erste Asset Management d.o.o. | Zagreb | 91.1 | 91.1 |
| Erste Asset Management GmbH | Wien | 91.1 | 91.1 |
| Erste Asset Management Ltd. (vm Erste Alapkezelő Zrt.) | Budapest | 91.1 | 91.1 |
| Erste Befektetési Zrt. | Budapest | 100.0 | 100.0 |
| ERSTE CAMPUS Immobilien GmbH & Co KG | Wien | 100.0 | 100.0 |
| Erste Campus Mobilien GmbH & Co KG | Wien | 100.0 | 100.0 |
| Erste Finance (Delaware) LLC | Wilmington | 100.0 | 100.0 |
| Erste Grantika Advisory, a.s. | Brno | 100.0 | 100.0 |
| Erste Group Card Processor d.o.o. | Zagreb | 100.0 | 100.0 |
| ERSTE GROUP IMMORENT HRVATSKA društvo s ograničenom odgovornoscu za upravljanje | Zagreb | 100.0 | 100.0 |
| ERSTE GROUP IMMORENT POLSKA SPOLKA Z OGRANICZONA ODPOWIEDZIALNOSCIA | Warsaw | 100.0 | 100.0 |
| Erste Group Immorent Slovensko s.r.o. | Bratislava | 100.0 | 100.0 |
| Erste Group IT HR društvo s ograničenom odgovornošću za usluge informacijskih tehnologija | Bjelovar | 75.4 | 75.4 |
| Erste Group IT International GmbH | Wien | 99.9 | 99.9 |
| Erste Group Services GmbH | Wien | 100.0 | 100.0 |
| Erste Group Shared Services (EGSS), s.r.o. | Hodonin | 100.0 | 100.0 |
| ERSTE Immobilien Kapitalanlagegesellschaft m.b.H. | Wien | 68.7 | 68.7 |
| Erste Ingatlan Fejlesztő, Hasznosító és Mernő Kft. | Budapest | 100.0 | 100.0 |
| ERSTE NEKRETNINE d.o.o. za poslovanje nekretninama | Zagreb | 69.3 | 69.3 |
| Erste Reinsurance S.A. | Luxembourg | 100.0 | 100.0 |
| Erste Securities Polska S.A. | Warsaw | 100.0 | 100.0 |
| EVA-Immobilienvermietungs- und -verwertungsgesellschaft m.b.H. in Liqu. | Wien | 100.0 | 100.0 |
| Flottenmanagement GmbH | Wien | 51.0 | 51.0 |
| George Labs GmbH | Wien | 100.0 | 100.0 |
| GLADIATOR LEASING IRELAND LIMITED | Dublin | 100.0 | 100.0 |
| Gladiator Leasing Limited | Piata | 100.0 | 100.0 |
| GLL 1551 TA Limited | Piata | 100.0 | 100.0 |
| GLL A319 AS LIMITED | Piata | 100.0 | 100.0 |
| GLL A330 Designated Activity Company | Dublin | 100.0 | 100.0 |
| GLL MSN 2118 LIMITED | Dublin | 100.0 | 100.0 |
| Haftungsverbund GmbH | Wien | 63.9 | 63.9 |
| HBM Immobilien Kamp GmbH | Wien | 100.0 | 100.0 |
| HP Immobilien Psi GmbH | Wien | 100.0 | 100.0 |
| HT Immobilien Tau GmbH | Wien | 100.0 | 100.0 |
| HT Immobilien Theta GmbH | Wien | 100.0 | 100.0 |
| HV Immobilien Hohenems GmbH | Wien | 100.0 | 100.0 |
| IBF-Anlagenleasing 95 Gesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IGP Industrie und Gewerbepark Wörgl Gesellschaft m.b.H. | Kufstein | 0.0 | 0.0 |
| Immobilienverwertungsgesellschaft m.b.H. | Klagenfurt | 25.0 | 25.0 |
| IMMORENT - ANDROMEDA Grundverwertungsgesellschaft m.b.H. | Wien | 41.9 | 41.9 |
| IMMORENT Alpha Ingatlanbérbeadó és Üzemeltető Korlátolt Felelősségű Társaság "végelszámolás alatt" | Budapest | 100.0 | 100.0 |
| Immorent Lehrbauhöfeerrichtungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT Orion, s.r.o. | Praha | 100.0 | 100.0 |
| IMMORENT Österreich GmbH | Wien | 100.0 | 100.0 |
| Immorent Singidunum d.o.o. | Belgrade | 100.0 | 100.0 |
| IMMORENT SPARKASSE ST. PÖLTEN Leasinggesellschaft m.b.H. in Liqu. | St. Pölten | 50.0 | 50.0 |
| IMMORENT Térinvest Ingatlanhasznosító és Szolgáltató Korlátolt Felelősségű Társaság | Budapest | 100.0 | 100.0 |

| Company name, registered office | | Interest of Erste Group in % | |
|---|------------|------------------------------|--------|
| | | Dec 18 | Dec 19 |
| IMMORENT Vega, s.r.o. | Praha | 100.0 | 100.0 |
| IMMORENT-BRAUGEBÄUDE-Leasinggesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-CHEMILEN Grundverwertungsgesellschaft m.b.H. in Liqu. | Wien | 100.0 | 100.0 |
| IMMORENT-HATHOR Grundverwertungsgesellschaft m.b.H. | Wien | 62.5 | 62.5 |
| IMMORENT-KRABA Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT-MARCO Grundverwertungsgesellschaft m.b.H. in Liqu. | Wien | 100.0 | 100.0 |
| Immorent-Mytho Grundverwertungsgesellschaft m.b.H. | Wien | 50.0 | 50.0 |
| Immorent-Sigre Grundverwertungsgesellschaft m.b.H. in Liqu. | Wien | 100.0 | 100.0 |
| IMMORENT-STIKÖ Leasinggesellschaft m.b.H.in Liqu. | Wien | 100.0 | 100.0 |
| IMMORENT-UTO Grundverwertungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Invalidovna centrum s.r.o. | Praha | 100.0 | 100.0 |
| IPS Fonds Gesellschaft bürgerlichen Rechts | Wien | 63.8 | 63.6 |
| IR CEE Project Development Holding GmbH | Wien | 100.0 | 100.0 |
| IZBOR NEKRETNINA D.O.O. ZA USLUGE | Zagreb | 69.3 | 69.3 |
| Jersey Holding (Malta) Limited | Pieta | 100.0 | 100.0 |
| Jura GrundverwertungsgmbH | Graz | 25.0 | 25.0 |
| K1A Ingatlankezelő Korlátolt Felelősségű Társaság vegelszámolás alatt | Budapest | 100.0 | 100.0 |
| KS - Dienstleistungsgesellschaft m.b.H. | Klagenfurt | 25.0 | 25.0 |
| KS-Beteiligungs- und Vermögens-Verwaltungsgesellschaft m.b.H. | Klagenfurt | 25.0 | 25.0 |
| KS-Immo Italia GmbH | Klagenfurt | 25.0 | 25.0 |
| LANED a.s. | Bratislava | 100.0 | 100.0 |
| Lassallestraße 7b Immobilienverwaltung GmbH | Wien | 100.0 | 100.0 |
| LBG 61 LiegenschaftsverwaltungsgmbH | Wien | 100.0 | 100.0 |
| LEDA-Immorent Grundverwertungsgesellschaft m.b.H. "in Liqu." | Wien | 69.6 | 69.6 |
| LIEGESA Immobilienvermietung GmbH Nfg OG | Graz | 25.0 | 25.0 |
| MCS 14 Projektentwicklung GmbH & Co KG | Wien | 100.0 | 100.0 |
| OM Objektmanagement GmbH | Wien | 100.0 | 100.0 |
| Österreichische Sparkassenakademie GmbH | Wien | 45.6 | 45.6 |
| ÖVW Bauträger GmbH | Wien | 100.0 | 100.0 |
| PONOS-Immorent Immobilienleasing GmbH | Graz | 62.5 | 62.5 |
| Procurement Services CZ s.r.o. | Praha | 99.9 | 99.9 |
| Procurement Services GmbH | Wien | 99.9 | 99.9 |
| Procurement Services HR d.o.o. | Zagreb | 99.9 | 99.9 |
| Procurement Services HU Kft. | Budapest | 99.9 | 99.9 |
| Procurement Services RO srl | Bucharest | 99.9 | 99.9 |
| Procurement Services SK, s.r.o. | Bratislava | 99.9 | 99.9 |
| Project Development Vest s.r.l | Bucharest | 100.0 | 100.0 |
| Proxima IMMORENT s.r.o. | Praha | 100.0 | 100.0 |
| QBC Management und Beteiligungen GmbH | Wien | 65.0 | 65.0 |
| QBC Management und Beteiligungen GmbH & Co KG | Wien | 65.0 | 65.0 |
| Realia Consult Magyarország Beruházás Szervezési KFT „végelszámolás alatt“ | Budapest | 100.0 | 100.0 |
| Realitna spolocnost Slovenskej sporitelne, a.s. v likvidácii | Bratislava | 100.0 | 100.0 |
| Real-Service für oberösterreichische Sparkassen Realitätenvermittlungsgesellschaft m.b.H. | Linzi | 68.6 | 68.6 |
| Real-Service für steirische Sparkassen, Realitätenvermittlungsgesellschaft m.b.H. | Graz | 61.7 | 61.7 |
| REICO investični spoločnosť Ceske sporitelny, a.s. | Praha | 100.0 | 100.0 |
| s ASG Sparkassen Abwicklungs- und Servicegesellschaft mbH | Graz | 25.0 | 25.0 |
| S IMMORENT LAMBDA društvo s ograničenom odgovornošću za poslovanje nekretninama | Zagreb | 100.0 | 100.0 |
| s IT Solutions AT Spardat GmbH | Wien | 72.7 | 72.7 |
| s REAL Immobilienvermittlung GmbH | Wien | 100.0 | 100.0 |
| s ServiceCenter GmbH | Wien | 58.4 | 58.4 |
| s Wohnbauträger GmbH | Wien | 100.0 | 100.0 |
| s Wohnfinanzierung Beratungs GmbH | Wien | 95.1 | 95.1 |
| SAI Erste Asset Management S.A. | Bucharest | 91.1 | 91.1 |
| Salzburger Sparkasse Leasing Gesellschaft m.b.H. "in Liqu." | Wien | 100.0 | 100.0 |
| sBAU Holding GmbH | Wien | 100.0 | 100.0 |
| Schauersberg Immobilien Gesellschaft m.b.H. | Graz | 25.0 | 25.0 |
| sDG Dienstleistungsgesellschaft mbH | Linzi | 58.7 | 58.7 |
| S-Invest Beteiligungsgesellschaft m.b.H. | Wien | 70.0 | 70.0 |
| Sio Ingatlan Invest Kft. | Budapest | 100.0 | 100.0 |
| SK - Immobiliengesellschaft m.b.H. | Krems | 0.0 | 0.0 |
| SK Immobilien Epsilon GmbH | Wien | 100.0 | 100.0 |
| SKT Immobilien GmbH | Kufstein | 0.0 | 0.0 |
| SKT Immobilien GmbH & Co KG | Kufstein | 0.0 | 0.0 |
| sMS Marktservice für Sparkassen GmbH | Krems | 0.0 | 0.0 |
| SOLARIS City Ingatlanfejlesztő Korlátolt Felelősségű Társaság vegelszámolás alatt | Budapest | 100.0 | 100.0 |
| Solaris Park Kft. "v.a." | Budapest | 100.0 | 100.0 |
| SPARDAT - Bürohauserrichtungs- und Vermietungsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Sparkasse Oberösterreich Kapitalanlagegesellschaft m.b.H. | Linzi | 37.9 | 37.9 |
| SPARKASSEN LEASING družba za financiranje d.o.o. | Ljubljana | 50.0 | 50.0 |
| Sparkassen Real Vorarlberg Immobilienvermittlung GmbH | Dornbirn | 50.0 | 50.0 |
| Sparkassen-Haftungs GmbH | Wien | 63.9 | 63.9 |
| Sparkassen-Real-Service für Kärnten und Osttirol Realitätenvermittlungs-Gesellschaft m.b.H. | Klagenfurt | 57.6 | 57.6 |

| Company name, registered office | | Interest of Erste Group in % | |
|---|-----------------|------------------------------|--------|
| | | Dec 18 | Dec 19 |
| Sparkassen-Real-Service -Tirol Realitätenvermittlungs-Gesellschaft m.b.H. | Innsbruck | 68.7 | 68.7 |
| S-Real, Realitätenvermittlungs- und -verwaltungs Gesellschaft m.b.H. | Wiener Neustadt | 0.0 | 0.0 |
| S-RENT DOO BEOGRAD | Belgrade | 35.5 | 35.5 |
| Steiermärkische Verwaltungssparkasse Immobilien & Co KG | Graz | 25.0 | 25.0 |
| STRAULESTI PROPERTY DEVELOPMENT SRL | Bucharest | 100.0 | 100.0 |
| Suport Colect SRL | Bucharest | 99.9 | 99.9 |
| Toplice Sveti Martin d.o.o. | Sveti Martin | 100.0 | 100.0 |
| VERNOSTNI PROGRAM IBOD, a.s. | Praha | 100.0 | 100.0 |
| Wallgasse 15+17 Projektentwicklungs GmbH in Liqu. | Wien | 100.0 | 100.0 |
| Wirtschaftspark Siebenhirten Entwicklungs- und Errichtungs GmbH | Wien | 100.0 | 100.0 |
| ZWETTLER LEASING Gesellschaft m.b.H. | Zwettl | 0.0 | 0.0 |
| Funds | | | |
| Bee First Finance S.A. acting for and on behalf of its compartment Edelweiss 2013-1 | Luxembourg | 0.0 | 0.0 |
| ERSTE BOND EURO TREND | Wien | 0.0 | 0.0 |
| ERSTE RESERVE CORPORATE | Wien | 0.0 | 0.0 |
| ESPA CORPORATE BASKET 2020 | Wien | 0.0 | 0.0 |
| SPARKASSEN 19 | Wien | 0.0 | 0.0 |
| SPARKASSEN 2 | Wien | 0.0 | 0.0 |
| SPARKASSEN 21 | Wien | 0.0 | 0.0 |
| SPARKASSEN 26 | Wien | 0.0 | 0.0 |
| SPARKASSEN 4 | Wien | 0.0 | 0.0 |
| SPARKASSEN 5 | Wien | 0.0 | 0.0 |
| SPARKASSEN 8 | Wien | 0.0 | 0.0 |
| SPARKASSEN 9 | Wien | 0.0 | 0.0 |

| Company name, registered office | Interest of Erste Group in % | | |
|--|------------------------------|--------|------|
| | Dec 18 | Dec 19 | |
| Equity method investments | | | |
| Credit institusions | | | |
| Prva stavebna sporitelna, a.s. | Bratislava | 35.0 | 35.0 |
| SPAR-FINANZ BANK AG | Salzburg | 50.0 | 50.0 |
| Financial institutions | | | |
| Adoria Grundstückvermietungs Gesellschaft m.b.H. | St. Pölten | 24.5 | 24.5 |
| Aventin Grundstücksverwaltungs Gesellschaft m.b.H. | Horn | 24.5 | 24.5 |
| Epsilon - Grundverwertungsgesellschaft m.b.H. | Wien | 50.0 | 50.0 |
| Esquilin Grundstücksverwaltungs Gesellschaft m.b.H. | St. Pölten | 24.5 | 24.5 |
| Fondul de Garantare a Creditului Rural IFN SA | Bucharest | 33.3 | 33.3 |
| FORIS Grundstückvermietungs Gesellschaft m.b.H. | St. Pölten | 24.5 | 24.5 |
| Global Payments s.r.o. | Praha | 49.0 | 49.0 |
| HOSPES-Grundstückverwaltungs Gesellschaft m.b.H. | St. Pölten | 33.3 | 33.3 |
| Immorent-Hypo-Rent Grundverwertungsgesellschaft m.b.H. | Innsbruck | 49.0 | 49.0 |
| LITUS Grundstückvermietungs Gesellschaft m.b.H. | St. Pölten | 24.5 | 24.5 |
| N.Ö. Kommunalgebäudeleasing Gesellschaft m.b.H. | Wien | 28.4 | 33.4 |
| Neue Eisenstädter gemeinnützige Bau-, Wohn- und Siedlungsgesellschaft m.b.H. | Eisenstadt | 50.0 | 50.0 |
| NÖ Bürgschaften und Beteiligungen GmbH | Wien | 14.4 | 14.4 |
| NÖ-KL Kommunalgebäudeleasing Gesellschaft m.b.H. | Wien | 28.4 | 28.4 |
| O.Ö. Kommunalgebäude-Leasing Gesellschaft m.b.H. | Linz | 40.0 | 40.0 |
| Quirinal Grundstücksverwaltungs Gesellschaft m.b.H. | Wien | 33.3 | 33.3 |
| Steirische Gemeindegebäude Leasing Gesellschaft m.b.H. | Wien | 50.0 | 50.0 |
| Steirische Kommunalgebäudeleasing Gesellschaft m.b.H. | Wien | 50.0 | 50.0 |
| Steirische Leasing für Gebietskörperschaften Gesellschaft m.b.H. | Wien | 50.0 | 50.0 |
| Steirische Leasing für öffentliche Bauten Gesellschaft m.b.H. | Wien | 50.0 | 50.0 |
| STUWO Gemeinnützige Studentenwohnbau Aktiengesellschaft | Wien | 50.5 | 50.5 |
| SUPRIA Raiffeisen-Immobilien-Leasing Gesellschaft m.b.H. | Wien | 50.0 | 50.0 |
| SWO Kommunalgebäudeleasing Gesellschaft m.b.H. | Wien | 50.0 | 50.0 |
| TKL V Grundverwertungsgesellschaft m.b.H. | Innsbruck | 33.3 | 33.3 |
| TKL VIII Grundverwertungsgesellschaft m.b.H. | Innsbruck | 24.5 | 24.5 |
| TRABITUS Grundstückvermietungs Gesellschaft m.b.H. | Wien | 25.0 | 25.0 |
| VALET-Grundstückverwaltungs Gesellschaft m.b.H. | St. Pölten | 24.5 | 24.5 |
| VOLUNTAS Grundstückvermietungs Gesellschaft m.b.H. | St. Pölten | 35.0 | 35.0 |
| Vorarlberger Kommunalgebäudeleasing Gesellschaft m.b.H. | Dornbirn | 33.3 | 33.3 |
| Other | | | |
| APHRODITE Bauträger Aktiengesellschaft | Wien | 50.0 | 50.0 |
| Bio-Wärme Scheifling GmbH | Scheifling | 49.0 | 49.0 |
| CALDO Grundstücksverwertungsgesellschaft m.b.H. in Liqu. | Wien | 31.2 | 31.2 |
| ERSTE d.o.o. | Zagreb | 45.2 | 45.2 |
| Erste ÖSW Wohnbauträger GmbH | Wien | 50.5 | 50.5 |
| GELUP GmbH | Wien | 33.3 | 33.3 |
| Gemdat Niederösterreichische Gemeinde-Datenservice Gesellschaft m. b. H. | Korneuburg | 0.8 | 0.8 |
| Hochkönig Bergbahnen GmbH | Mühlbach | 47.4 | 47.4 |
| KWC Campus Errichtungsgesellschaft m.b.H. | Klagenfurt | 13.6 | 13.6 |
| MELIKERTES Raiffeisen-Mobilien-Leasing GmbH | Wien | 20.0 | 20.0 |
| SILO DREI next LBG 57 Liegenschaftsverwertung GmbH & Co KG | Wien | 49.0 | 49.0 |
| SILO II LBG 57 – 59 Liegenschaftsverwertung GmbH & Co KG | Wien | 49.0 | 49.0 |
| Slovak Banking Credit Bureau, s.r.o. | Bratislava | 33.3 | 33.3 |
| VBV - Betriebliche Altersvorsorge AG | Wien | 27.9 | 27.9 |
| Viminal Grundstückverwaltungs Gesellschaft m.b.H. | Wien | 25.0 | 25.0 |
| VKL III Gebäudeleasing-Gesellschaft m.b.H. | Dornbirn | 33.3 | 33.3 |
| Other investments | | | |
| Credit institusions | | | |
| EUROAXIS BANK AD Moskva | Moscow | 1.6 | 1.6 |
| JUBMES BANKA AD BEOGRAD | Belgrade | 0.0 | 0.0 |
| Oesterreichische Kontrollbank Aktiengesellschaft | Wien | 12.9 | 12.9 |
| Public Joint-stock company commercial Bank "Center-Invest" | Rostov | 9.1 | 9.1 |
| Südtiroler Sparkasse AG | Bozen | 0.1 | 0.1 |
| Swedbank AB | Stockholm | 0.1 | 0.1 |
| Financial institutions | | | |
| "Österreichisches Siedlungswerk" Gemeinnützige Wohnungsaktiengesellschaft | Wien | 1.0 | 1.0 |
| "Wohnungseigentum", Tiroler gemeinnützige Wohnbaugesellschaft m.b.H. | Innsbruck | 19.1 | 19.1 |
| "Wohnungseigentümer" Gemeinnützige Wohnbaugesellschaft m.b.H. | Mödling | 20.3 | 20.3 |
| ARWAG Holding-Aktiengesellschaft | Wien | 19.3 | 19.3 |
| CaixaBank Electronic Money E.D.E., S.L. | Barcelona | 10.0 | 10.0 |
| CONATUS Grundstückvermietungs Gesellschaft m.b.H. | St. Pölten | 24.5 | 24.5 |
| CULINA Grundstücksvermietungs Gesellschaft m.b.H. | St. Pölten | 25.0 | 25.0 |
| Diners Club BH d.o.o. Sarajevo | Sarajevo | 69.3 | 69.3 |
| Diners Club Bulgaria AD | Sofia | 3.6 | 3.6 |
| Diners Club International Belgrade d.o.o. Beograd | Belgrade | 69.3 | 69.3 |
| Diners Club International Montenegro d.o.o. in Podgorica | Podgorica | 69.3 | 69.3 |

| Company name, registered office | | Interest of Erste Group in % | |
|---|--------------------------|------------------------------|--------|
| | | Dec 18 | Dec 19 |
| Erste Asset Management Deutschland GmbH | Vaterstetten | 91.1 | 91.1 |
| Erste Corporate Finance, a.s. | Praha | 100.0 | 100.0 |
| EUROPEAN INVESTMENT FUND | Luxembourg | 0.1 | 0.1 |
| EWU Wohnbau Unternehmensbeteiligungs-GmbH | St. Pölten | 20.2 | 20.2 |
| Fondul Roman de Garantare a Creditelor pentru Intreprinzatorii Privati SA | Bucharest | 9.5 | 9.5 |
| Garantiqa Hitelgarancia Zrt. | Budapest | 1.8 | 1.8 |
| GEBAU-NIOBAU Gemeinnützige Baugesellschaft m.b.H. | Mödling | 19.2 | 19.2 |
| Gemeinnützige Bau- und Siedlungsgenossenschaft "Waldviertel" registrierte Genossenschaft mit beschränkter Haftung | Raabs | 0.0 | 0.0 |
| Gemeinnützige Wohn- und Siedlungsgesellschaft Schönerer Zukunft, Gesellschaft m.b.H. | Wien | 15.0 | 15.0 |
| Gemeinnützige Wohnungsgesellschaft "Austria" Aktiengesellschaft | Mödling | 20.0 | 20.0 |
| GWG - Gemeinnützige Wohnungsgesellschaft der Stadt Linz GmbH | Linz | 5.0 | 5.0 |
| GWS Gemeinnützige Alpenländische Gesellschaft für Wohnungsbau und Siedlungswesen m.b.H. | Graz | 7.5 | 7.5 |
| GZ-Finanz Leasing Gesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| IMMORENT S-Immobilienmanagement GesmbH | Wien | 100.0 | 100.0 |
| Immorent-Hackinger Grundverwertungsgesellschaft m.b.H. | Wien | 10.0 | 11.3 |
| KERES-Immorent Immobilienleasing GmbH | Wien | 25.0 | 25.0 |
| LBH Liegenschafts- und Beteiligungsholding GmbH | Innsbruck | 75.0 | 75.0 |
| Lorit Kommunalgebäudeleasing Gesellschaft m.b.H. | Wien | 26.7 | 26.7 |
| LV Holding GmbH | Linz | 35.4 | 35.4 |
| MIGRA Gemeinnützige Wohnungsges.m.b.H. | Wien | 19.8 | 19.8 |
| O.Ö. Kommunal-Immobilienleasing GmbH | Linz | 40.0 | 40.0 |
| O.Ö. Leasing für öffentliche Bauten Gesellschaft m.b.H. | Linz | 33.3 | 33.3 |
| Oberösterreichische Kreditgarantiegesellschaft m.b.H. | Linz | 5.6 | 5.6 |
| ÖSW Wohnbauvereinigung Gemeinnützige Gesellschaft m.b.H. | Salzburg | 15.6 | 15.6 |
| ÖWB Gemeinnützige Wohnungsaktiengesellschaft | Innsbruck | 25.6 | 25.6 |
| ÖWGES Gemeinnützige Wohnbaugesellschaft m.b.H. | Graz | 2.5 | 2.5 |
| PSA Payment Services Austria GmbH | Wien | 18.5 | 18.5 |
| Salzburger Kreditgarantiegesellschaft m.b.H. | Salzburg | 18.2 | 18.2 |
| Seilbahnleasing GmbH | Innsbruck | 33.3 | 33.3 |
| SREDISNJE KLIRINSKO DEPOZITARNO DRUSTVO D.D.(CENTRAL DEPOZITORY & CLEARING COMPANY Inc.) | Zagreb | 0.1 | 0.1 |
| TKL II. Grundverwertungsgesellschaft m.b.H. | Wien | 26.7 | 26.7 |
| TKL VI Grundverwertungsgesellschaft m.b.H. | Innsbruck | 28.2 | 28.2 |
| TKL VII Grundverwertungsgesellschaft m.b.H. | Innsbruck | 28.4 | 28.4 |
| Trziste novca d.d. | Zagreb | 8.6 | 8.6 |
| UNDA Grundstückvermietungs Gesellschaft m.b.H. | St. Pölten | 25.0 | 25.0 |
| WBV Beteiligungs- und Vermögensverwaltungsgesellschaft m.b.H. | Feldkirch | 0.0 | 0.0 |
| WKBG Wiener Kreditbürgschafts- und Beteiligungsbank AG (vorm.Kapital-Beteiligungs Aktiengesellschaft) | Wien | 14.4 | 14.4 |
| WNI Wiener Neustädter Immobilienleasing Ges.m.b.H. | Wiener Neustadt | 0.0 | 0.0 |
| Other | | | |
| "Die Kärntner" - Förderungs- und Beteiligungsgesellschaft für die Stadt Friesach Gesellschaft m.b.H. | Friesach | 25.0 | 25.0 |
| "Die Kärntner" - Förderungsgesellschaft für das Gurktal Gesellschaft m.b.H. | Gurk | 25.0 | 25.0 |
| "Die Kärntner"-BTWF-Beteiligungs- und Wirtschaftsförderungsgesellschaft für die Stadt St. Veit/Glan Gesellschaft m.b.H. | St. Veit | 25.0 | 25.0 |
| "Die Kärntner"-Förderungs- und Beteiligungsgesellschaft für den Bezirk Wolfsberg Gesellschaft m.b.H. | Wolfsberg | 25.0 | 25.0 |
| "Gasthof Löwen" Liegenschaftsverwaltung GmbH & Co., KG | Feldkirch | 0.0 | 0.0 |
| "Photovoltaik-Gemeinschaftsanlage" der Marktgemeinde Wolfurt | Wolfurt | 0.0 | 0.0 |
| "SIMM" Liegenschaftsverwertungsgesellschaft m.b.H. in Liquidation | Graz | 25.0 | 25.0 |
| "S-PREMIUM" Društvo sa ogranicenom odgovornoscu za posredovanje i zastupanje u osiguranju d.o.o. Sarajevo | Sarajevo | 25.0 | 25.0 |
| "TBG" Thermenzentrum Geinberg Betriebsgesellschaft m.b.H. | Geinberg | 1.5 | 1.5 |
| "THG" Thermenzentrum Geinberg Errichtungs-GmbH | Linz | 1.5 | 1.5 |
| AB Banka, a.s. v likvidaci | Mladá Boleslav | 4.5 | 4.5 |
| Achenseebahn-Aktiengesellschaft | Jenbach | 0.0 | 0.0 |
| Achtundsechzigste Sachwert Rendite-Fonds Holland GmbH & Co KG | Hamburg | 0.0 | 0.0 |
| AD SPORTSKO POSLOVNI CENTAR MILLENNIUM VRŠAC | Vršac | 0.2 | 0.2 |
| Agrargemeinschaft Kirchschlag | Kirchschlag | 0.0 | 0.0 |
| AKCIONARSKO DRUŠTVO ZA PROIZVODNJU DELOVA ZA MOTORE GARANT, FUTOG - U STECAJU | Futog | 6.2 | 6.2 |
| ALBA Services GmbH | Wien | 50.0 | 50.0 |
| Alpbacher Bergbahn Gesellschaft m.b.H. & Co.KG. | Alpbach | 0.0 | 0.0 |
| ALPENDORF BERGBAHNEN AG | St. Johann | 0.0 | 0.0 |
| AREALIS Liegenschaftsmanagement GmbH | Wien | 50.0 | 50.0 |
| Argentum Immobilienverwertungs Ges.m.b.H. | Linz | 39.2 | 39.2 |
| ÄRZTEHAUS GMUNDEN IMMOBILIEN GmbH | Bad Wimsbach-Neydharting | 0.0 | 0.0 |
| AS LEASING Gesellschaft m.b.H. | Linz | 39.2 | 39.2 |
| AS-WECO Grundstückverwaltung Gesellschaft m.b.H. | Linz | 39.2 | 39.2 |
| Austrian Reporting Services GmbH | Wien | 14.3 | 14.3 |
| AWEKA-Beteiligungsgesellschaft m.b.H. | Graz | 25.0 | 25.0 |
| aws Gründerfonds Beteiligungs GmbH & Co KG | Wien | 5.1 | 5.1 |
| Bäuerliches Blockheizkraftwerk reg. Gen.m.b.H. | Kautzen | 0.0 | 0.0 |
| BCR Asigurari de Viata Vienna Insurance Group SA | Bucharest | 5.5 | 5.5 |
| Beogradska Berza, Akcionarsko Društvo Beograd | Belgrade | 12.6 | 12.6 |

| Company name, registered office | | Interest of Erste Group in % | |
|--|----------------|------------------------------|--------|
| | | Dec 18 | Dec 19 |
| Berg- und Schilift Schwaz-Pill Gesellschaft m.b.H. | Schwaz | 0.0 | 0.0 |
| Bergbahn Aktiengesellschaft Kitzbühel | Kitzbühel | 0.0 | 0.0 |
| Bergbahn Lofer GmbH | Lofer | 7.9 | 7.9 |
| Bergbahnen Oetz Gesellschaft m.b.H. | Oetz | 0.0 | 0.0 |
| Bergbahnen Westendorf Gesellschaft m.b.H. | Westendorf | 0.0 | 0.0 |
| BGM - Erste Group Immorent GmbH & Co KG | Wien | 0.0 | 0.0 |
| Biogenrohstoffgenossenschaft Kamptal und Umgebung registrierte Genossenschaft mit beschränkter Haftung | Maiersch | 0.0 | 0.0 |
| Biomasse Heizwerk Zürs GmbH | Zürs | 0.0 | 0.0 |
| Biroul de Credit SA | Bucharest | 19.4 | 19.4 |
| Biroul de Credit SRL | Chisinau | 6.7 | 6.7 |
| Brauerei Murau eGen | Murau | 0.6 | 0.6 |
| Bregenz Tourismus & Stadtmarketing GmbH | Bregenz | 0.0 | 0.0 |
| Budapesti Értéktőzsde Zártkörűen Működő Részvénytársaság | Budapest | 2.0 | 2.0 |
| Burza cenných papierov v Bratislave, a.s. | Bratislava | 3.9 | 3.9 |
| Business Capital for Romania - Opportunity Fund Coöperatief UA | Amsterdam | 77.4 | 77.4 |
| Camelot Informatik und Consulting Gesellschaft m.b.H. | Wien | 3.6 | 3.6 |
| CAMPUS 02 Fachhochschule der Wirtschaft GmbH | Graz | 3.8 | 3.8 |
| capital300 EuVECA GmbH & Co KG | Linz | 3.2 | 2.6 |
| Cargo-Center-Graz Betriebsgesellschaft m.b.H. | Werndorf | 1.6 | 1.6 |
| Cargo-Center-Graz Betriebsgesellschaft m.b.H. & Co KG | Werndorf | 1.6 | 1.6 |
| Carlyle Europe Partners, L.P. (in Liquidation) | Vale | 0.6 | 0.6 |
| Casa Romana de Compensatie Sibiu | Sibiu | 0.4 | 0.4 |
| CBCB-Czech Banking Credit Bureau, a.s. | Praha | 20.0 | 20.0 |
| CEESEG Aktiengesellschaft | Wien | 11.8 | 11.8 |
| CRNOMEREC CENTAR D.O.O. ZA PROJEKTIRANJE GRAĐENJE I NADZOR | Zagreb | 0.0 | 0.0 |
| D.C. Travel d.o.o Beograd | Belgrade | 69.3 | 69.3 |
| Dachstein Tourismus AG | Gosau | 0.0 | 0.0 |
| Dateio s.r.o. | Praha | 0.0 | 22.2 |
| Die Kärntner Sparkasse - Förderungs-gesellschaft für den Bezirk Hermagor Gesellschaft m.b.H. | Hermagor | 25.0 | 25.0 |
| DINESIA a.s. | Praha | 100.0 | 100.0 |
| Dolomitencenter Verwaltungs GmbH | Lienz | 50.0 | 50.0 |
| Dolomitengolf Osttirol GmbH | Lavant | 0.0 | 0.0 |
| Dornbirner Seilbahn AG | Dornbirn | 0.0 | 0.0 |
| DRUŠTVO ZA KONSALTING I MENADŽMENT POSLOVE TRŽIŠTE NOVCA A.D. BEOGRAD (SAVSKI VENA | Belgrade | 0.8 | 0.8 |
| EBB-Delta Holding GmbH | Wien | 100.0 | 100.0 |
| EBV-Leasing Gesellschaft m.b.H. | Wien | 51.0 | 51.0 |
| EC Energie Center Lipizzanerheimat GmbH | Bärnbach | 0.0 | 0.0 |
| Egg Investment GmbH | Egg | 0.0 | 0.0 |
| E-H Liegenschaftsverwaltungs-GmbH | Etsdorf | 0.0 | 0.0 |
| Einlagensicherung AUSTRIA Ges.m.b.H. | Wien | 0.5 | 0.6 |
| Einlagensicherung der Banken und Bankiers Gesellschaft m.b.H. in Liqu. | Wien | 0.1 | 0.1 |
| ELAG Immobilien AG | Linz | 1.5 | 1.5 |
| Energie AG Oberösterreich | Linz | 0.2 | 0.2 |
| Erste Campus Mobilien GmbH | Wien | 100.0 | 100.0 |
| ERSTE Immobilien Alpha "WE-Objekte" GmbH & Co KG | Wien | 0.0 | 0.0 |
| ERSTE Immobilien Alpha APS 85 GmbH & Co KG | Wien | 0.0 | 0.0 |
| ERSTE Immobilien Alpha Baufeld Omega GmbH & Co KG | Wien | 0.0 | 0.0 |
| ERSTE Immobilien Alpha Brünner Straße 124 Liegenschaftsverwaltung GmbH & Co KG | Wien | 0.0 | 0.0 |
| ERSTE Immobilien Alpha Eggenberger Gürtel GmbH & Co KG | Graz | 0.0 | 0.0 |
| ERSTE Immobilien Alpha GmbH | Wien | 68.7 | 68.7 |
| ERSTE Immobilien Alpha Kerensstraße GmbH & Co KG | Wien | 0.0 | 0.0 |
| ERSTE Immobilien Alpha Lastenstraße GmbH & Co KG | Wien | 0.0 | 0.0 |
| ERSTE Immobilien Alpha Monte Laa GmbH & Co. KG | Wien | 0.0 | 0.0 |
| ERSTE Immobilien Alpha Paragonstraße GmbH & Co KG | Wien | 0.0 | 0.0 |
| ERSTE Immobilien Alpha Ulmgasse GmbH & Co. KG | Wien | 0.0 | 0.0 |
| ERSTE Immobilien Alpha W175 GmbH & Co KG | Wien | 0.0 | 0.0 |
| ERSTE Immobilien Aspernbrückengasse 2 GmbH & Co KG | Wien | 0.1 | 0.1 |
| ERSTE Immobilien Beta GmbH | Wien | 68.7 | 68.7 |
| ERSTE Immobilien Beta GS 131 GmbH & Co KG | Wien | 0.0 | 0.0 |
| ERSTE Immobilien Gamma GmbH | Wien | 68.7 | 68.7 |
| ERSTE Immobilien Gamma Hilde-Spiel-Gasse GmbH & Co KG | Wien | 0.0 | 0.0 |
| ERSTE Immobilien Gamma Lemböckgasse GmbH & Co KG | Wien | 100.0 | 0.0 |
| ERSTE Immobilien Gamma Seepark Campus West GmbH & Co KG | Wien | 0.0 | 0.0 |
| FINAG D.D. INDUSTRIJA GRADJEVNOG MATERIJALA BANKRUPTCY | Garesnica | 18.2 | 18.2 |
| Finanzpartner GmbH | Wien | 51.1 | 51.1 |
| Fortenova Group STAK Stichting | Amsterdam | 0.0 | 0.3 |
| FRC2 Croatia Partners SCSp | Luxembourg | 0.0 | 5.6 |
| Freizeitpark Zell GmbH | Zell | 0.0 | 0.0 |
| Freizeitzentrum Zillertal GmbH | Fügen | 0.0 | 0.0 |
| Fund of Excellence Förderungs GmbH | Wien | 49.0 | 45.0 |
| FWG-Fernwärmeversorgung Engelbrechts registrierte Genossenschaft mit beschränkter Haftung | Kautzen | 0.0 | 0.0 |
| FWG-Fernwärmeversorgung Raabs a.d. Thaya registrierte Genossenschaft mit beschränkter Haftung | Raabs | 0.0 | 0.0 |
| Gasteiner Bergbahnen Aktiengesellschaft | Bad Hofgastein | 13.4 | 13.4 |
| GELDSERVICE AUSTRIA Logistik für Wertgestionierung und Transportkoordination G.m.b.H. | Wien | 1.0 | 1.0 |

| Company name, registered office | | Interest of Erste Group in % | |
|---|-----------------|------------------------------|--------|
| | | Dec 18 | Dec 19 |
| GEMDAT OÖ GmbH | Linz | 10.6 | 10.6 |
| GEMDAT OÖ GmbH & Co KG | Linz | 11.8 | 11.8 |
| Gerlitz - Kanzelbahn - Touristik Gesellschaft m.b.H. & Co KG | Sattendorf | 0.0 | 0.0 |
| Gewerbe- und Dienstleistungspark der Stadtgemeinde Bad Radkersburg KG | Bad Radkersburg | 12.5 | 12.5 |
| Gladiator Aircraft Management Limited | Pieta | 100.0 | 100.0 |
| Golf Resort Kremstal GmbH | Kematen | 0.0 | 0.0 |
| Golf Resort Kremstal GmbH & Co. KG. | Kematen | 0.0 | 0.0 |
| Golfclub Bludenz-Braz GmbH | Bludenz-Braz | 0.0 | 0.0 |
| Golfclub Brand GmbH | Brand | 0.0 | 0.0 |
| Golfclub Pfarrkirchen im Mühlviertel GesmbH | Pfarrkirchen | 0.2 | 0.2 |
| Golfplatz Hohe Salve - Brixental Errichtergesellschaft m.b.H. & Co KG | Westendorf | 0.0 | 0.0 |
| Golfresort Haugschlag GmbH & Co KG | Litschau | 0.0 | 0.0 |
| Graben 21 Liegenschaftsverwaltung GmbH | Wien | 100.0 | 100.0 |
| Großarler Bergbahnen Gesellschaft mit beschränkter Haftung & Co. KG. | Großarl | 0.5 | 0.5 |
| GW St. Pölten Integrative Betriebe GmbH | St. Pölten | 0.0 | 0.0 |
| GXT Vermögensverwaltung GmbH & Co KG | Wien | 0.0 | 0.0 |
| HAPIMAG AG | Baar | 0.0 | 0.0 |
| Harkin Limited | Dublin | 100.0 | 100.0 |
| Hauser Kaibling Seilbahn- und Liftgesellschaft m.b.H. & Co. KG. | Haus | 0.4 | 0.4 |
| HDL Fiecht GmbH | Vomp | 0.0 | 0.0 |
| Health and Fitness International Holdings N.V. | Willemstad | 3.5 | 4.6 |
| Heiltherme Bad Waltersdorf GmbH | Bad Waltersdorf | 4.5 | 4.5 |
| Heiltherme Bad Waltersdorf GmbH & Co KG | Bad Waltersdorf | 4.1 | 4.1 |
| Hinterstoder-Wurzeralm Bergbahnen Aktiengesellschaft | Hinterstoder | 0.4 | 0.4 |
| Hrvatski olimpijski centar Bjeloslava d.o.o. (Kroatisches Olympiazentrum) in bankruptcy | Jesenak | 1.2 | 1.2 |
| Hrvatski registar obveza po kreditima d.o.o. (HROK) | Zagreb | 7.3 | 7.3 |
| HV-Veranstaltungsservice GmbH | St. Lorenzen | 100.0 | 100.0 |
| ILGES - Liegenschaftsverwaltung G.m.b.H. | Rohrbach | 40.0 | 40.0 |
| IMMO Primum GmbH | St. Pölten | 0.0 | 0.0 |
| Informativni centar Bjelovar d.o.o. | Bjelovar | 1.4 | 1.4 |
| JAVNO SKLADIŠTE SLOBODNA CARINSKA ZONA NOVI SAD AD NOVI SAD | Novi Sad | 5.2 | 4.1 |
| JUGOALAT-JAL AD NOVI SAD | Novi Sad | 5.0 | 1.7 |
| Kaiser-Ebersdorfer Straße 8 GmbH & Co KG | Wien | 0.0 | 0.0 |
| Kapruner Freizeitzentrum Betriebs GmbH | Kaprun | 0.0 | 0.0 |
| Kapruner Promotion und Lift GmbH | Kaprun | 6.5 | 6.5 |
| Kitzbüheler Anzeiger Gesellschaft m.b.H. | Kitzbühel | 0.0 | 0.0 |
| Kleinkraftwerke-Betriebsgesellschaft m.b.H. | Wien | 100.0 | 100.0 |
| Kommanditgesellschaft MS "SANTA LORENA" Offen Reederei GmbH & Co. | Hamburg | 0.0 | 0.0 |
| Kommanditgesellschaft MS "SANTA LUCIANA" Offen Reederei GmbH & Co. | Hamburg | 0.0 | 0.0 |
| KOOPERATIVA poistovna, a.s. Vienna Insurance Group | Bratislava | 1.5 | 1.5 |
| Kooperativa pojistovna, a.s. Vienna Insurance Group | Praha | 1.6 | 1.6 |
| Kreco Realitäten Aktiengesellschaft | Wien | 19.8 | 25.0 |
| 'KULSKI ŠTOFOVI' FABRIKA ZA PROIZVODNJU VUNENIH TKANINA I PREDIVA AKCIONARSKO DRUŠTVO IZ KULE - U STECAJU | Kula | 6.1 | 0.2 |
| ländleticket marketing gmbh | Dornbirn | 0.0 | 0.0 |
| Langenloiser Liegenschaftsverwaltungs-Gesellschaft m.b.H. | Langenlois | 0.0 | 0.0 |
| Lantech Innovationszentrum GesmbH | Landeck | 0.0 | 0.0 |
| Lebens.Resort & Gesundheitszentrum GmbH | Ottenschlag | 0.0 | 0.0 |
| Lebensquell Bad Zell Gesundheits- und Wellnesszentrum GmbH & Co KG | Bad Zell | 0.0 | 0.0 |
| Lienzer-Bergbahnen-Aktiengesellschaft | Gaimberg | 0.0 | 0.0 |
| Liezener Bezirksnachrichten Gesellschaft m.b.H. | Liezen | 1.1 | 1.1 |
| LOCO 597 Investment GmbH | Egg | 0.0 | 0.0 |
| Luitpoldpark-Hotel Betriebs- und Vermietungsgesellschaft mbH in Liquidation | Füssen | 75.0 | 75.0 |
| M Schön Wohnen Immorent GmbH | Wien | 100.0 | 100.0 |
| Maissauer Amethyst GmbH | Maissau | 0.0 | 0.0 |
| MAJEVICA HOLDING AKCIONARSKO DRUŠTVO, BACKA PALANKA | Bacčka Palanka | 5.2 | 0.6 |
| MasterCard Incorporated | Wilmington | 0.0 | 0.0 |
| Mayer Property Alpha d.o.o. | Zagreb | 100.0 | 100.0 |
| Mayrhofner Bergbahnen Aktiengesellschaft | Mayrhofen | 0.0 | 0.0 |
| MCG Graz e.gen. | Graz | 1.4 | 1.4 |
| MEG Hausgemeinschaft "Bahnhofstraße 1, 4481 Asten" | Asten | 0.0 | 0.0 |
| Mittersill Golf- und Freizeitanlagen Gesellschaft m.b.H. | Mittersill | 0.0 | 0.0 |
| Montfort Investment GmbH | Götzis | 0.0 | 0.0 |
| MPC Rendite-Fonds Leben plus spezial III GmbH & Co KG | Quickborn | 0.0 | 0.0 |
| Mühlbachgasse 8 Immobilien GmbH | Langenlois | 0.0 | 0.0 |
| MUNDO FM & S GmbH | Wien | 100.0 | 100.0 |
| Murauer WM Halle Betriebsgesellschaft m.b.H. | Murau | 3.1 | 3.1 |
| Musikkonservatoriumerrichtungs- und vermietungsgesellschaft m.b.H. | St. Pölten | 0.0 | 0.0 |
| Nahwärme Frankenmarkt eGen | Frankenmarkt | 0.0 | 0.0 |
| Neo Investment B.V. | Amsterdam | 0.0 | 0.0 |
| Neubruck Immobilien GmbH | Scheibbs | 0.0 | 0.0 |
| Neuhofner Bauträger GmbH | Neuhofen | 0.0 | 0.0 |
| Oberösterreichische Unternehmensbeteiligungsgesellschaft m.b.H. | Linz | 5.6 | 5.6 |

| Company name, registered office | | Interest of Erste Group in % | |
|--|-----------------|------------------------------|--------|
| | | Dec 18 | Dec 19 |
| Oberpinzgauer Fremdenverkehrsförderungs- und Bergbahnen - Aktiengesellschaft | Neukirchen | 0.0 | 0.0 |
| Obertilliacher Bergbahnen-Gesellschaft m.b.H. | Obertilliach | 0.0 | 0.0 |
| Öhlknecht-Hof Errichtungs- und Verwaltungsgesellschaft m.b.H. | Horn | 0.0 | 0.0 |
| ÖKO-Heizkraftwerk Pöllau GmbH | Pöllau | 0.0 | 0.0 |
| ÖKO-Heizkraftwerk Pöllau GmbH & Co KG | Pöllau | 0.0 | 0.0 |
| Old Byr Holding ehf. | Reykjavik | 1.5 | 1.5 |
| Omniasig Vienna Insurance Group SA | Bucharest | 0.1 | 0.1 |
| OÖ HightechFonds GmbH | Linz | 7.8 | 7.8 |
| Ortswärme Fügen GmbH | Fügen | 0.0 | 0.0 |
| Österreichische Wertpapierdaten Service GmbH | Wien | 32.7 | 32.7 |
| Osttiroler Wirtschaftspark GesmbH | Lienz | 0.0 | 0.0 |
| Planai - Hochwurzten - Bahnen Gesellschaft m.b.H. | Schladming | 0.7 | 0.7 |
| Planung und Errichtung von Kleinkraftwerken Aktiengesellschaft | Wien | 98.9 | 98.9 |
| POSLOVNO UDRUŽENJE DAVAOCA LIZINGA "ALCS" BEOGRAD | Belgrade | 8.3 | 8.3 |
| PREDUZECE ZA PRUŽANJE CONSULTING USLUGA BANCOR CONSULTING GROUP DOO NOVI SAD | Novi Sad | 2.6 | 2.6 |
| Prvni certifikační autorita, a.s. | Praha | 23.3 | 23.3 |
| Radio Osttirol GesmbH | Lienz | 0.0 | 0.0 |
| Rätikon-Center Errichtungs- und Betriebsgesellschaft m.b.H. | Bludenz | 0.0 | 0.0 |
| Realitäten und Wohnungsservice Gesellschaft m.b.H. | Köflach | 4.0 | 4.0 |
| Realitni spolecnost Ceske sportelny, a.s. | Praha | 100.0 | 100.0 |
| REGIONALNA AGENCIJA ZA RAZVOJ MALIH I SREDNJIH PREDUZECA ALMA MONS D.O.O. | Novi Sad | 3.3 | 3.3 |
| REICO nemovitostni fond SICAV a.s. | Praha | 0.0 | 100.0 |
| Riesneralm - Bergbahnen Gesellschaft m.b.H. & Co. KG. | Donnersbach | 0.0 | 0.0 |
| ROMANIAN EQUITY PARTNERS COÖPERATIEF U.A. | Amsterdam | 77.4 | 77.4 |
| RTG Tiefgaragenerrichtungs und -vermietungs GmbH | Graz | 25.0 | 25.0 |
| RVG Czech, s.r.o. v likvidaci | Praha | 100.0 | 100.0 |
| S - Leasing und Vermögensverwaltung - Gesellschaft m.b.H. | Peuerbach | 0.0 | 0.0 |
| S IMMOKO Leasing GesmbH | Korneuburg | 0.0 | 0.0 |
| S Rail Lease s.r.o. | Bratislava | 100.0 | 100.0 |
| S Servis, s.r.o. | Znojmo | 100.0 | 100.0 |
| SALIX-Grundstückserwerbs Ges.m.b.H. | Eisenstadt | 50.0 | 50.0 |
| SALZBURG INNENSTADT, Vereinigung zur Förderung selbständiger Unternehmer der Salzburger Innenstadt, registrierte Genossenschaft mit beschränkter Haftung | Salzburg | 2.0 | 2.0 |
| S-AMC1 DOOEL Skopje | Skopje | 24.9 | 24.9 |
| Schweighofer Gesellschaft m.b.H. & Co KG | Friedersbach | 0.0 | 0.0 |
| S-City Center Wirtschaftsgütervermietungsgesellschaft m.b.H. | Wiener Neustadt | 0.0 | 0.0 |
| S-Commerz Beratungs- und Handelsgesellschaft m.b.H. | Neunkirchen | 0.0 | 0.0 |
| SEG Sport Event GmbH | Hohenems | 0.0 | 0.0 |
| Seniorenresidenz "Am Steinberg" GmbH | Graz | 25.0 | 25.0 |
| S-Finanzservice Gesellschaft m.b.H. | Baden | 0.0 | 0.0 |
| SILLO DREI Komplementärgesellschaft m.b.H. | Wien | 49.0 | 49.0 |
| SILLO II Komplementärgesellschaft m.b.H. | Wien | 49.0 | 49.0 |
| Silvrettaseilbahn Aktiengesellschaft | Ischgl | 0.0 | 0.0 |
| SK 1 Properties s.r.o. | Bratislava | 0.0 | 0.0 |
| SK 2 Properties s.r.o. | Bratislava | 0.0 | 0.0 |
| Skilifte Unken - Heutal Gesellschaft m.b.H. & Co, KG | Unken | 0.0 | 0.0 |
| Skilifte Unken Heutal Gesellschaft m.b.H. | Unken | 2.2 | 2.2 |
| Smart City GmbH | Eferding | 0.0 | 0.0 |
| SM-Immobiliengesellschaft m.b.H. | Melk | 0.0 | 0.0 |
| SOCIETATEA DE TRANSFER DE FONDURI SI DECONTARI TRANSFOND SA | Bucharest | 3.2 | 3.2 |
| Society for Worldwide Interbank Financial Telecommunication srl | La Hulpe | 0.3 | 0.3 |
| Sparkasse Amstetten Service- und Verwaltungsgesellschaft m. b. H. | Amstetten | 0.0 | 0.0 |
| Sparkasse Bludenz Beteiligungsgesellschaft mbH | Bludenz | 0.0 | 0.0 |
| Sparkasse Bludenz Immobilienverwaltungsgesellschaft mbH | Bludenz | 0.0 | 0.0 |
| Sparkasse Imst Immobilienverwaltung GmbH | Imst | 0.0 | 0.0 |
| Sparkasse Imst Immobilienverwaltung GmbH & Co KG | Imst | 0.0 | 0.0 |
| Sparkasse Niederösterreich Mitte West Beteiligungsgesellschaft m.b.H. | St. Pölten | 0.0 | 0.0 |
| Sparkasse Niederösterreich Mitte West Stadtentwicklungs GmbH | St. Pölten | 0.0 | 0.0 |
| Sparkassen - Betriebsgesellschaft mbH. | Linz | 39.1 | 39.2 |
| Sparkassen Bankbeteiligungs GmbH | Dornbirn | 0.0 | 0.0 |
| Sparkassen Beteiligungs GmbH & Co KG | Wien | 8.0 | 7.8 |
| Sparkassen Facility Management GmbH | Innsbruck | 75.0 | 75.0 |
| Sparkassengarage Imst Errichtungs- und Betriebs GmbH | Imst | 0.0 | 0.0 |
| Sparkassengarage Imst Errichtungs- und Betriebs GmbH & Co KG | Imst | 0.0 | 0.0 |
| SPES GmbH & Co. KG | Schlierbach | 0.0 | 0.0 |
| SPKB Beteiligungs- und Verwaltungsgesellschaft m.b.H. | Bregenz | 0.0 | 0.0 |
| SPKR Liegenschaftsverwertungs GmbH | Reutte | 0.0 | 0.0 |
| Sport- und Freizeitanlagen Gesellschaft m.b.H. | Schwanenstadt | 12.9 | 12.9 |
| SPRON ehf. | Reykjavik | 4.9 | 4.9 |
| Stadtgemeinde Weiz - Wirtschaftsentwicklung KG | Weiz | 0.0 | 0.0 |
| Stadtmarketing-Ternitz GmbH | Ternitz | 0.0 | 0.0 |

| Company name, registered office | | Interest of Erste Group in % | |
|--|-------------------|------------------------------|--------|
| | | Dec 18 | Dec 19 |
| Sternstein Sessellift Gesellschaft m.b.H. | Bad Leonfelden | 7.2 | 7.2 |
| Stoderzinken - Liftgesellschaft m.b.H. & Co. KG. | Gröbming | 0.4 | 0.4 |
| Studiengesellschaft für Zusammenarbeit im Zahlungsverkehr (STUZZA) G.m.b.H. | Wien | 10.7 | 10.7 |
| SVB Lambach Versicherungsmakler GmbH | Lambach | 0.0 | 0.0 |
| SZG-Dienstleistungsgesellschaft m.b.H. | Salzburg | 100.0 | 100.0 |
| Tannheimer Bergbahnen GmbH & Co KG | Tannheim | 0.0 | 0.0 |
| Tauern SPA World Betriebs- GmbH & Co KG | Kaprun | 11.0 | 11.1 |
| Tauern SPA World Betriebs-GmbH | Kaprun | 12.2 | 12.2 |
| Tauern SPA World Errichtungs- GmbH & Co KG | Kaprun | 11.0 | 11.1 |
| Tauern SPA World Errichtungs-GmbH | Kaprun | 12.2 | 12.2 |
| TAUROS Capital Investment GmbH & Co KG | Wien | 48.1 | 40.4 |
| TAUROS Capital Management GmbH | Wien | 49.0 | 49.0 |
| TDG Techn. Dienstleistungs- und Objektservicegesellschaft m.b.H. | Wien | 0.0 | 100.0 |
| TDZ Technologie- und Dienstleistungszentrum Donau-Böhmerwald Bezirk Rohrbach GmbH. | Neufelden | 1.0 | 1.0 |
| TECH21 Bürohaus und Gewerbehof Errichtungs- und Betriebsgesellschaft mbH & Co KG | Wien | 0.1 | 0.1 |
| Technologie- und Dienstleistungszentrum Ennstal GmbH | Reichraming | 0.0 | 0.0 |
| TECHNOLOGIE- und GRÜNDERPARK ROSENTAL GmbH | Rosental | 0.3 | 0.3 |
| Technologie- und Innovationszentrum Kirchdorf GmbH | Schlierbach | 0.0 | 0.0 |
| Technologiezentrum Inneres Salzkammergut GmbH | Bad Ischl | 0.0 | 0.0 |
| Technologiezentrum Salzkammergut GmbH | Gmunden | 0.6 | 0.6 |
| Technologiezentrum Salzkammergut-Bezirk Vöcklabruck GmbH | Attnang-Puchheim | 0.0 | 0.0 |
| Techno-Z Ried Technologiezentrum GmbH | Ried | 0.0 | 0.0 |
| Tennis-Center Hofkirchen i. M. GmbH | Hofkirchen | 7.3 | 7.3 |
| TGZ Technologie- und Gründerzentrum Schärding GmbH | Schärding | 3.9 | 3.9 |
| Thermalquelle Loipersdorf Gesellschaft m.b.H. & Co KG | Loipersdorf | 0.0 | 0.0 |
| Therme Wien Ges.m.b.H. | Wien | 15.3 | 15.3 |
| Therme Wien GmbH & Co KG | Wien | 15.3 | 15.3 |
| Tiefgarage Anger, Gesellschaft m.b.H. & Co. KG. | Lech | 0.0 | 0.0 |
| TIZ Landl - Grieskirchen GmbH | Grieskirchen | 0.0 | 0.0 |
| Tourismus- u. Freizeitanlagen GmbH | Hinterstoder | 0.0 | 0.0 |
| TPK-18 Sp. z o.o. | Warsaw | 100.0 | 100.0 |
| Transformovaný fond penzijního připojení se statním příspěvkem Česka sportovní - penzijní společnost, a.s. | Praha | 0.0 | 0.0 |
| TSG EDV-Terminal-Service Ges.m.b.H. | Wien | 0.1 | 0.1 |
| UNION Vienna Insurance Group Biztosító Zrt. | Budapest | 1.2 | 1.2 |
| Unzmarkter Kleinkraftwerk-Aktiengesellschaft | Wien | 99.3 | 99.2 |
| Valtecia Achizitii S.R.L. | Bucharest | 100.0 | 100.0 |
| VERMREAL Liegenschaftserwerbs- und -betriebs GmbH | Wien | 25.6 | 25.6 |
| VISA INC. | San Francisco | 0.0 | 0.0 |
| VIVEA Bad Schönau GmbH | Bad Schönau | 0.0 | 0.0 |
| VMG Versicherungsmakler GmbH | Wien | 5.0 | 5.0 |
| Waldviertler Leasing s.r.o. | Jindřichuv Hradec | 0.0 | 0.0 |
| Wassergenossenschaft Mayrhofen | Mayrhofen | 0.0 | 0.0 |
| WE.TRADE INNOVATION DESIGNATED ACTIVITY COMPANY | Dublin | 8.5 | 4.5 |
| WEB Windenergie AG | Pfaffenschlag | 0.0 | 0.0 |
| Weißsee-Gletscherwelt GmbH | Uttendorf | 0.0 | 0.0 |
| WEVA - Veranlagungs- und Beteiligungsgesellschaft m.b.H. | Linz | 39.2 | 39.2 |
| WG PROJEKTIRANJE, investiranje in inženiring d.o.o. | Ljubljana | 100.0 | 100.0 |
| Wien 3420 Aspern Development AG | Wien | 24.5 | 24.5 |
| Wiener osiguranje Vienna Insurance Group dioničko društvo za osiguranje | Zagreb | 1.1 | 1.1 |
| WIENER STÄDTISCHE VERSICHERUNG AG Vienna Insurance Group | Wien | 2.2 | 2.2 |
| WIEPA-Vermögensverwaltungsgesellschaft m.b.H. | Dornbirn | 0.0 | 0.0 |
| Wirtschaftspark Kleinregion Fehring Errichtungs- und Betriebsgesellschaft m.b.H. | Fehring | 2.0 | 1.3 |
| WW Wohnpark Wehlstraße GmbH | Wien | 100.0 | 100.0 |
| Zagreb Stock Exchange, Inc. | Zagreb | 2.3 | 2.3 |
| Zelina Centar d.o.o. | Sveta Helena | 100.0 | 100.0 |
| Zweite Beteiligungsgesellschaft Reefer-Flottenfonds mbH & Co KG | Hamburg | 0.0 | 0.0 |

Additional information

GLOSSARY

Book value per share

Equity (attributable to owners of the parent) divided by the number of outstanding shares at the end of the period.

Cash return on equity (cash RoE)

Net profit for the period attributable to the owners of the parent less dividends for Additional Tier 1 capital (AT1), adjusted for non-cash items such as goodwill amortisation and amortisation of customer relationship as a percentage of the average equity attributable to the owners of the parent. The average is calculated on the basis of final quarterly values.

Cash earnings per share

Net profit for the period attributable to owners of the parent, less dividends for Additional Tier 1 capital (AT1), adjusted for non-cash items such as goodwill impairment and amortisation of customer relationship divided by the weighted average number of outstanding shares.

CEE (Central and Eastern Europe)

Abbreviation for the economic area Central and Eastern Europe. Includes the new EU member states of the enlargement rounds 2004 and 2007 as well as the successor states of Yugoslavia and the Soviet Union as well as Albania.

CET1

Common equity Tier 1.

CET1 ratio

Common equity Tier 1 as a percentage of the total risk (according to CRR).

CRR

Capital Requirements Regulation: one of the two legal acts containing the new Capital Requirements.

Cost/income ratio

General administrative expenses or operating expenses as a percentage of operating income.

Dividend yield

Dividend distribution of the financial year as a percentage of the year-end closing price or the most recent price of the share.

Earnings per share

Net profit for the period attributable to owners of the parent, less dividends for Additional Tier 1 capital (AT1), divided by the weighted average number of outstanding shares.

Interest-bearing assets

Total assets less cash and cash balances, derivatives – held for trading, hedge accounting derivatives, property and equipment, investment properties, intangible assets, current and deferred tax assets, assets held for sale and other assets.

Loan to deposit ratio

Loans and receivables to customers (net) in relation to deposits from customers

Miscellaneous assets

The total of hedge accounting derivatives, property and equipment, investment properties, investments in associates and joint ventures associates, current and deferred tax assets, assets held for sale and other assets,

Miscellaneous liabilities

The total of other financial liabilities at fair value through profit or loss, other financial liabilities at amortised cost, hedge accounting derivatives, changes in fair value of portfolio hedged items, provisions, current and deferred tax liabilities, liabilities associated with assets held for sale and other liabilities.

Net interest margin

Net interest income as a percentage of average interest-bearing assets. The average is calculated on the basis of quarterly values.

Operating expenses (general administrative expenses)

The total of personnel expenses, other administrative expenses and depreciation and amortisation.

Operating income

Total of net interest income, net fee and commission income, dividend income, net trading result, gains/losses from financial instruments measured at fair value through profit or loss, net result from equity method investments and rental income from investment properties & other operating leases.

Operating result

Operating income less operating expenses.

Own funds

Own funds according to CRR consist of Common equity Tier 1 (CET1), Additional Tier 1 capital (AT1) and the supplementary capital (T2).

Price/earnings ratio

Ratio between closing price of the financial year and earnings per share of the financial year.

Market capitalisation

Total value of a company which results from multiplying the share price by the number of shares outstanding (share capital).

Non-performing exposure (NPE) collateralisation ratio

Collateral for non-performing credit risk exposure as a percentage of non-performing credit risk exposure.

Non-performing exposure (NPE) coverage ratio

Credit risk allowances for credit risk exposure (all allowances in scope of IFRS 9 and provisions for other commitments) as a percentage of non-performing credit risk exposure.

Non-performing exposure (NPE) ratio

Non-performing credit risk exposure as a percentage of total credit risk exposure.

Non-performing loans (NPL) collateralisation ratio

Collateral for non-performing loans and advances to customers as a percentage of non-performing loans and advances to customers.

Non-performing loans (NPL) coverage ratio

Credit risk allowances for loans and advances to customers as a percentage of non-performing loans and advances to customers.

Non-performing loans (NPL) ratio

Non-performing loans and advances to customers as a percentage of total loans and advances to customers.

Return on equity (RoE)

Net profit for the period attributable to owners of the parent, less dividends for Additional Tier 1 capital (AT1) as a percentage of the average equity attributable to the owners of the parent. The average is calculated on the basis of final quarterly figures.

Return on equity excluding intangible assets (ROTE)

Net profit for the period attributable to owners of the parent, less dividends for Additional Tier 1 capital (AT1) as a percentage of average equity attributable to owners of the parent and adjusted for intangible assets. The average is calculated on the basis of quarterly final values.

Risk Appetite Statement (RAS)

The RAS is a strategic document, which concludes the maximum risk an organization is willing to take in order to reach any given target.

Risk categories

Risk categories classify the risk exposures of Erste Group based on the internal ratings of Erste Group. There exist three risk categories for performing risk exposures and one risk category for non-performing risk exposures.

Risk category – low risk

Typically regional customers with well-established and rather long-standing relationships with Erste Group or large, internationally recognised customers. Very good to satisfactory financial position and low likelihood of financial difficulties relative to the respective market in which the customers operate. Retail clients having long relationships with the bank, or clients with a wide product pool use. No relevant late payments currently or in the most recent 12 months. New business is generally done with clients in this risk category.

Risk category – management attention

Vulnerable non-retail clients, which may have overdue payments or defaults in their credit history or may encounter debt repayment difficulties in the medium term. Retail clients with possible payment problems in the past triggering early collection reminders. These clients typically have a good recent payment history.

Risk category – substandard

The borrower is vulnerable to short term negative financial and economic developments and shows an elevated probability of failure. In some cases, restructuring measures are possible or already in place. As a rule, such loans are managed in specialised risk management departments.

Risk category – non-performing

One or more of the default criteria under Article 178 of the CRR are met: among others, full repayment unlikely, interest or principal payments on a material exposure more than 90 days past due, restructuring resulting in a loss to the lender, realisation of a loan loss, or initiation of bankruptcy proceedings. Erste Group applies the customer view for all customer segments, including retail clients; if an obligor defaults on one deal then the customer's performing transactions are classified as non-performing as well. Furthermore, non-performing exposures also comprise non-performing forbore transactions even in cases where the client has not defaulted.

Share capital

Total equity attributable to owners of the parent subscribed by the shareholders.

Tax ratio

Taxes on income as a percentage of pre-tax profit from continuing operations.

Texas ratio

Total capital according to IFRS dividends for Additional Tier 1 capital (AT1), and intangible assets plus allowances for loans and advances to customers as a percentage of non-performing loans.

T 1 ratio

Tier 1 as a percentage of the total risk (according to CRR).

Total capital ratio

Total of own funds as a percentage of the total risk (according to CRR).

Total risk (risk-weighted assets, RWA)

Includes credit, market and operational risk (according to CRR).

Total shareholder return

Performance of an investment in Erste Group Bank AG shares within one year including all distributions, such as dividends, as a percentage of the share price at the end of the previous year.

ABBREVIATIONS

| | |
|--------------------------|--|
| ABA | Austrian Banking Act |
| AC | Amortized cost |
| ACC | Austrian Commercial Code |
| AFS | Available for sale |
| ALM | Asset Liability Management |
| ALCO | Asset Liability Committee |
| AMA | Advanced Measurement Approach |
| AT1 | Additional Tier 1 |
| BCR | Banca Comercială Română S.A. |
| BSM & LCC | Balance sheet management & Local Corporate Center |
| CBCR | Country-by-Country-Reporting |
| CCF | Credit Conversion Factor |
| CEE | Central and Eastern Europe |
| CGU | Cash-Generating Unit |
| CRD | Capital Requirements Directive |
| CRR | Capital Requirements Regulation |
| CRO | Chief Risk Officer |
| CSAS | Česká spořitelna, a.s. |
| CVA | Credit Value Adjustments |
| DIP | Debt Issuance-Programme |
| DVA | Debit Value Adjustment |
| EBA | European Banking Authority |
| EBC | Erste Bank Croatia |
| EBH | Erste Bank Hungary Zrt. |
| EBOe | Erste Bank Oesterreich |
| ECL | Expected Credit Loss |
| ECJ | European Court of Justice |
| EIR | Effective interest rate |
| ERM | Enterprise wide Risk Management |
| FVO | Fair value option-designated at fair value |
| FVOCI | Fair value through other comprehensive income |
| FVPL | Fair value through profit or loss |
| FX | Foreign exchange |
| GDPR | General Data Protection Regulation |
| G-SII | Global Systemic Important Institution |
| GLMRM | Group Liquidity and Market Risk Management |
| HFT | Held for trading |
| HTM | Held to maturity |
| IAS | International Accounting Standards |
| ICAAP | Internal Capital Adequacy Assessment Process |
| IFRS | International Financial Reporting Standards |
| LGD | Loss Given Default |
| L&R | Loans and receivables |
| LT PD | Lifetime Probability of Default |
| MDA | Maximum distributable amount |
| OCI | Other comprehensive income |
| O-SII | Other Systemic Important Institution |
| P2G | Pillar 2 Guidance |
| P2R | Pillar 2 Requirement |
| P&L | Profit or loss |
| PD | Probability of Default |
| POCI | Purchased or originated credit impaired |
| RAS | Risk Appetite Statement |
| RTS | Regulatory Technical Standards |
| RW | Risk weight |
| RWA | Risk Weighted Assets |
| SICR | Significant increase in credit risk |
| SLSP | Slovenská sporiteľňa |
| Sparkasse Oberösterreich | Allgemeine Sparkasse Oberösterreich Bankaktiengesellschaft |
| Sparkasse Steiermark | Erste & Steiermärkische Bank d.d. |
| Sparkasse Kärnten | Kärntner Sparkasse Aktiengesellschaft |
| SPPI | Solely payments of principal and interest |
| SREP | Supervisory Review and Evaluation Process |
| T1 | Tier 1 |
| T2 | Tier 2 |
| VAR | Value at Risk |

| Management board | |
|-----------------------------|-------------------------------------|
| Bernhard Spalt mp, Chairman | |
| Ara Abrahamyan mp, Member | Stefan Dörfler mp, Member |
| Ingo Bleier mp, Member | Alexandra Habeler-Drabek mp, Member |
| Peter Bosek mp, Member | David O'Mahony mp, Member |

Vienna, 28. February 2020

We draw attention to the fact that the English translation of this auditor's report according to Section 274 of the Austrian Commercial Code (UGB) is presented for the convenience of the reader only and that the German wording is the only legally binding version.

Auditor's report

REPORT ON THE CONSOLIDATED FINANCIAL STATEMENTS

Audit Opinion

Sparkassen-Prüfungsverband (Prüfungsstelle) and PwC Wirtschaftsprüfung GmbH, Vienna, – hereinafter referred to as 'we' – have audited the consolidated financial statements of Erste Group Bank AG, Vienna, and its subsidiaries (the Group), which comprise the Group balance sheet as at December 31, 2019, the Group statement of comprehensive income, the Group statement of changes in total equity and the Group cash flow statement for the fiscal year then ended, and the notes to the consolidated financial statements.

In our opinion, the accompanying consolidated financial statements comply with legal requirements and give a true and fair view of the financial position of the Group as at December 31, 2019, and of its financial performance and cash flows for the year then ended in accordance with the International Financial Reporting Standards (IFRSs) as adopted by the EU and the additional requirements under Section 59a Austrian Banking Act (BWG) in conjunction with Section 245a Austrian Commercial Code (UGB).

Basis for Opinion

We conducted our audit in accordance with Regulation (EU) No. 537/2014 (hereinafter EU Regulation) and Austrian generally accepted auditing standards. Those standards require the application of the International Standards on Auditing (ISAs). Our responsibilities under those provisions and standards are further described in the 'Auditor's Responsibilities for the Audit of the Consolidated Financial Statements' section of our report.

We are independent of the Group in accordance with Austrian Generally Accepted Accounting Principles, the provisions of the Austrian Banking Act and professional requirements and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Key Audit Matters

Key audit matters are those matters that, in our professional judgment, were of most significance in our audit of the consolidated financial statements of the fiscal year. These matters were addressed in the context of our audit of the consolidated financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.

We have structured key audit matters as follows:

- _ Description
- _ Audit approach
- _ Reference to related disclosures

1. Loss allowances for Loans and Advances to Customers (Expected Credit Losses)

Description

Loss allowances represent management's best estimate of the credit losses expected with respect to the loan portfolio at balance sheet date. As at 31 December, 2019, Erste Group Bank AG, Vienna, set up impairment allowances in the amount of EUR 3 billion for a volume of loans at amortised cost of EUR 157 billion. Due to the underlying assumptions and estimations, the determination of expected credit losses is inherently subject to substantial judgement applied by management.

Erste Group Bank AG, Vienna, has implemented internal guidelines and specific processes to identify significant increases in credit risk and loss events. These processes rely significantly on quantitative criteria and involve management judgement.

To determine the level of loss allowances using scenario-based discounted cash flow methods as required by IFRS 9 the following methods are applied:

- _ For non-defaulted loans loss allowances are generally collectively measured at an amount equal to 12-month expected credit loss. If a significant increase in credit risk has occurred loss allowances are measured as lifetime expected credit losses. For defaulted loans with a comparable risk profile, that are considered not to be individually significant, expected credit losses are collectively assessed as well.
- _ The collectively measured loss allowances are calculated considering the probability of default, the impact of forward looking information and parameters that reflect the expected cash flows as well as the expected proceeds from the realization of collateral. The applied parameters are estimated based on statistical models.
- _ For defaulted loans considered to be significant at customer level, loss allowances are determined on a case-by-case basis. These loss allowances are calculated considering scenario probabilities, expected cash flows as well as expected proceeds from the realization of collateral (where applicable). This process involves significant judgement and management estimates.

The models used for determining loss allowances are specific to the types of loan portfolios. There are country-specific features both with regard to products and economic environment that are relevant to the respective loss estimate leading to increased complexity of models and input factors.

Due to the uncertainty of estimates in the determination of expected credit losses as well as to the amounts involved, we identified this area to be a key audit matter.

Audit Approach

To assess the appropriateness of the expected credit losses, we:

- Updated our understanding of the Expected Credit Loss calculation methodology applied by Erste Group Bank AG, Vienna, based on policies, documentation and interviews and re-assessed its compliance with the requirements of IFRS 9.
- Evaluated control activities in credit risk management and lending business processes and tested key controls, notably with respect to the approval of loans, ongoing monitoring and early warning.
- Evaluated control activities and tested key controls in the area of rating models and collateral valuation.
- Evaluated model governance and validation processes and critically reviewed the information brought to the attention of the management as well as, using our credit risk modelling experts, the results of back-testing and model validations.
- Assessed the appropriateness and reasonableness of forward-looking information incorporated in the estimates.
- Analysed sensitivities and impacts of IFRS 9 specific model aspects.
- Evaluated whether key components of ECL calculation are correctly incorporated in the models by performing walkthroughs and reviewing steering tables.
- Tested, on a sample basis, the correct stage allocation according to the relevant policies.
- Tested, on a sample basis, whether loss events were identified according to the applicable policies and assessed whether events occurred that significantly affect the borrower's repayment ability with regard to loans and advances. We also tested, on a sample basis, the adequacy of individual loan loss allowances, assessing the presumed scenarios and the expected cash flows estimated by the Group to be received.

Reference to related disclosures

For further details regarding the process of determining loss allowances as well as regarding the design of the models involved we refer to the management's disclosures in the Notes to the consolidated financial statements in section B. significant accounting policies and section 46. Measuring ECL – explanation of inputs and measurement of the Notes.

2. Goodwill amortization for Slovenská Sporiteľňa, a.s.

Description

Goodwill of EUR 712 million was reported in the item 'Intangible assets' in the previous year, of which EUR 165 million was attributable to the subsidiary Slovenská Sporiteľňa, a. s., Bratislava (SLSP).

At the end of 2019, a new law came into force in Slovakia that extended the existing banking tax, which should have expired at the end of 2020, indefinitely and doubled the tax rate. This has an impact on the profitability of the SLSP; management considered this as a trigger to test whether the goodwill is impaired. For this purpose, the 'recoverable amount', i.e. the higher of the fair value less costs to sell, and the value in use for SLSP were determined and compared to the book value of SLSP's net assets.

The recoverable amount was determined using the dividend discount method ('DDM'), which is used for the valuation of financial services companies. At DDM, expected future dividends that are available for the distribution to the shareholders ('flow-to-equity') are capitalized in compliance with the capital requirements. Management's estimates and assumptions are required with regard to both future earnings expectations and discounting parameters.

The determination of future distributions from SLSP was based on the current business plan which the management of SLSP has drawn up and which was approved by the supervisory board of SLSP. The business plan covers the years 2020 to 2024 (5 years) and includes profit and loss accounts, balance sheets and own funds planning. A permanent perpetual annuity was derived for the period not covered by the business plan, assuming a constant growth rate. The flows-to-equity were discounted taking into account the group-wide capital requirements with the group-specific cost of equity for Slovakia.

This resulted in an impairment loss in the amount of total goodwill of EUR 165 million. The goodwill for the SLSP was therefore fully written-off as of December 31, 2019.

Due to the importance for the consolidated financial statements, the existing estimation uncertainties as well as the level of management judgement and assumptions required, we identified this area to be a key audit matter.

Audit approach

In order to assess the appropriateness of the carrying value for goodwill of SLSP, using specialists with the required industry and regional knowledge in the field of business valuation, we

- _ discussed with management the assessment of the reasonableness of key assumptions in the business plan and
- _ checked the reasonableness of main value drivers (using benchmarking);
- _ checked planning accuracy for past planning periods by inquiry of persons responsible for variance analyses (comparison budget versus actual figures).
- _ challenged the appropriateness of the cost of equity used to discount the resulting expected dividend by developing our own estimate of the base interest rate, the beta factor, the market risk premium, the country risk premium and the inflation differential.
- _ compared, by using samples, if the target figures and parameters used in the valuation model concur with the approved budget figures as well as with the evaluated parameters of the valuation model. Here, our focus was in particular on the assumptions on perpetual annuity (most notably on the growth rate and retention).
- _ evaluated, on a sample basis, the valuation methods used with regard to their technical and mathematical correctness to determine whether the valuation method applied is in line with the business model of the participating interest as well as with the information available to Erste Group Bank AG, Vienna.

Reference to related disclosures

We refer to management's disclosures in section 11. Other operating result and section 29. Intangible assets in the notes.

3. Ongoing litigation between Banca pentru Locuințe SA, subsidiary, and Romanian Court of Accounts

Description

Banca pentru Locuințe SA, ('BpL') is a fully consolidated subsidiary of Erste Group Bank AG.

BpL is a 'bauspar' bank (building society). The Romanian state pays BpL's clients a state subsidy of 25% applied to their savings, but not more than 250 euro per year, under the condition they are related to housing projects.

The Romanian Court of Accounts ('the CoA') identified several deficiencies following an inspection in 2015. The majority were grounded on differing interpretations of applicable legal provisions in areas where the law was not very specific. In essence, the CoA was of the opinion that BpL paid out the state subsidy to clients not meeting the conditions for receiving this subsidy.

BpL challenged the decision of the COA in court, arguing that they acted in good faith and that its interpretation and application of the law were correct.

In March 2017, the Court of Appeal ruled in favor of BpL for most claims. The impact of the remaining claims was not material as of 31 December 2018. However, on 24 June 2019, the High Court of Justice ruled in favor of CoA for almost all claims. BpL is therefore obliged to compensate the Romanian state for compensation resulting from the improper use of the State subsidies. The total amount of compensation has not yet been determined by the court.

During 2019 the profit and loss of BpL was charged with EUR 153 million in respect of the compensation. As at 31 December 2019, a provision in the amount of EUR 144 million has been created, the difference as compared to total charge in the profit and loss account being the amounts already paid by BpL to state authorities during 2019.

There is considerable legal uncertainty regarding the scope of the obligation to pay compensation. BpL has obtained the opinion of various tax and legal experts. On this basis, BpL has made corresponding assumptions and developed a list of criteria that it then used to cluster the portfolio of clients' contracts based on the individual facts and circumstances of each contract. The amount of compensation for each contract was estimated based on the cluster that it was allocated to using an IT-supported calculation model. The total amount of compensation was determined as the total of these estimates, taking the withholding tax due into account.

This approach requires significant judgments based on the interpretation of the current Romanian tax and trade laws and is therefore subject to considerable uncertainties; that is why we have identified this as a key audit matter.

Audit Approach

To assess the adequacy of the provision for BpL's financial obligation resulting from the Court's ruling, we have:

- _ Obtained and critically assessed the relevant documents related to BpL litigation in cooperation with our legal and tax specialists;
- _ Involved these specialists in checking the appropriateness of the methodology used in determining the compensation;
- _ Tested the relevant IT-controls for the calculation of compensation based on the criteria list;
- _ Recalculated the estimated amount of compensation along with the associated withholding tax for a sample of contracts in order to validate the results of the automatic calculation performed by the system;
- _ Tested the completeness of the contracts included in the assessment of compensation as well as the accuracy of key data used in the calculation;

- _ Reconciled the provision calculated by the system with the balance sheet and tested the payments already made by vouching them to the bank extracts.

Reference to related disclosure

We refer to management's disclosures in section 11. Other operating result and section 36. Provisions in the notes.

Responsibilities of Management and the Audit Committee for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with International Financial Reporting Standards (IFRSs) as adopted by the EU, and the additional requirements under Section 59a BWG in conjunction with Section 245a UGB, and for such internal control as management determines is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

The audit committee is responsible for overseeing the Group's financial reporting process.

Auditor's Responsibilities for the Audit of the Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the EU Regulation and with Austrian generally accepted auditing standards, which require the application of ISAs, will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these consolidated financial statements.

As part of an audit in accordance with the EU Regulation and with Austrian generally accepted auditing standards, which require the application of ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- _ identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risks of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- _ obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's internal control.
- _ evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- _ conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the consolidated financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.
- _ evaluate the overall presentation, structure and content of the consolidated financial statements, including the disclosures, and whether the consolidated financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- _ obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

We communicate with the audit committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the audit committee with a statement that we have complied with all relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated to the audit committee, we determine those matters that were of most significance in the audit of the consolidated financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a

matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Report on Other Legal and Regulatory Requirements

COMMENTS ON THE MANAGEMENT REPORT FOR THE GROUP

Pursuant to the Austrian Commercial Code, the management report for the Group is to be audited as to whether it is consistent with the consolidated financial statements and as to whether the management report for the Group was prepared in accordance with the applicable legal requirements.

Management is responsible for the preparation of the management report for the Group in accordance with the Austrian Commercial Code and the special legal requirements.

We conducted our audit in accordance with Austrian Standards on Auditing for the audit of the management report for the Group.

Opinion

In our opinion, the management report for the Group was prepared in accordance with the applicable legal requirements, includes accurate disclosures pursuant to Section 243a UGB and is consistent with the consolidated financial statements.

Statement

Based on the findings during the audit of the consolidated financial statements and due to the obtained understanding concerning the Group and its circumstances no material misstatements in the management report for the Group came to our attention.

Other Information

Management is responsible for other information. Other information comprises any information included in the annual report, but does not include the consolidated financial statements, the management report for the Group and the auditor's report. The annual report is expected to be made available to us after the date of this auditor's report.

Our opinion on the consolidated financial statements does not cover other information and we will not express any form of assurance conclusion thereon.

In connection with our audit of the consolidated financial statements, our responsibility is to read other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the consolidated financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

Additional Information in accordance with Article 10 of the EU Regulation

Pursuant to Sections 23 and 24 Austrian Savings Bank Act (SpG), Sparkassen-Prüfungsverband (Prüfungsstelle) is the statutory auditor of Erste Group Bank AG, Vienna. In accordance with Section 23 (3) SpG in conjunction with Sections 60 and 61 BWG, the Company is subject to an audit, the consolidated financial statements are also subject to a statutory audit.

At the ordinary general meeting dated May 24, 2018 and pursuant to Section 1 (1) of the Auditing Rules for Savings Banks, Annex to Section 24 SpG, PwC Wirtschaftsprüfung GmbH, Vienna, was appointed as additional auditor for the financial year 2019 and, subsequently, was engaged by the supervisory board. At the ordinary general meeting dated May 15, 2019 PwC Wirtschaftsprüfung GmbH, Vienna, was appointed as additional auditor for the financial year 2020. Since 2017 PwC Wirtschaftsprüfung GmbH, Vienna, has constantly been appointed as additional auditor.

We confirm that the audit opinion in the 'Report on the Consolidated Financial Statements' section is consistent with the additional report to the audit committee referred to in Article 11 of the EU Regulation.

We declare that we did not provide any prohibited non-audit services (Article 5 (1) of the EU Regulation) and that we remained independent of the audited company in conducting the audit.

Responsible Engagement Partner

Responsible for the proper performance of the engagement are Mr. Gerhard Margetich, Austrian Certified Public Accountant (Sparkassen-Prüfungsverband), and Ms. Dorotea-E. Rebmann, Austrian Certified Public Accountant (PwC Wirtschaftsprüfung GmbH, Vienna).

Vienna, 28 February 2020

Sparkassen-Prüfungsverband
(Prüfungsstelle)
(Bank Auditor)

Gerhard Margetich
Austrian Certified Public Accountant

Stephan Lugitsch
Austrian Certified Public Accountant

PwC Wirtschaftsprüfung GmbH

Timo Steinmetz
Austrian Certified Public Accountant

Dorotea-E. Rebmann
Austrian Certified Public Accountant

This report is a translation of the original report in German, which is solely valid. Publication and sharing with third parties of the consolidated financial statements together with our auditor's opinion is only allowed if the consolidated financial statements and the management report for the Group are identical with the German audited version. This audit opinion is only applicable to the German and complete consolidated financial statements with the management report for the Group. For deviating versions, the provisions of Section 281 (2) UGB apply.

STATEMENT OF ALL MEMBERS OF THE MANAGEMENT BOARD

We confirm that to the best of our knowledge the consolidated financial statements give a true and fair view of the assets, liabilities, financial position and profit or loss of the Group as required by the applicable accounting standards and that the Group management report gives a true and fair view of the development and performance of the business and the position of the Group, together with a description of the principal risks and uncertainties to which the Group is exposed.

| Management board | |
|-----------------------------|-------------------------------------|
| Bernhard Spalt mp, Chairman | |
| Ara Abrahamyan mp, Member | Stefan Dörfler mp, Member |
| Ingo Bleier mp, Member | Alexandra Habeler-Drabek mp, Member |
| Peter Bosek mp, Member | David O'Mahony mp, Member |

Vienna, 28 February 2020

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