

Key financial and operating data

Income statement (in EUR million)	2016	2017	2018	2019	2020
Net interest income	4,374.5	4,353.2	4,582.0	4,746.8	4,774.8
Net fee and commission income	1,783.0	1,851.6	1,908.4	2,000.1	1,976.8
Net trading result and gains/losses from financial instruments at FVPL	272.3	210.5	193.7	293.8	199.5
Operating income	6,691.2	6,669.0	6,915.6	7,255.9	7,155.1
Operating expenses	-4,028.2	-4,158.2	-4,181.1	-4,283.3	-4,220.5
Operating result	2,663.0	2,510.8	2,734.6	2,972.7	2,934.6
Impairment result from financial instruments	-195.7	-132.0	59.3	-39.2	-1,294.8
Other operating result	-665.0	-457.4	-304.5	-628.2	-278.3
Pre-tax result from continuing operations	1,950.4	2,077.8	2,495.0	2,329.7	1,368.0
Net result attributable to owners of the parent	1,264.7	1,316.2	1,793.4	1,470.1	783.1
Net interest margin (on average interest-bearing assets)	2.51%	2.40%	2.30%	2.18%	2.08%
Cost/income ratio	60.2%	62.4%	60.5%	59.0%	59.0%
Provisioning ratio (on average gross customer loans)	0.15%	0.09%	-0.03%	0.02%	0.78%
Tax rate	21.2%	19.7%	13.3%	18.0%	25.0%
Return on tangible equity	12.3%	11.5%	15.2%	11.2%	5.1%
Earnings per share (in EUR)	2.93	2.94	4.02	3.23	1.57
Balance sheet (in EUR million)	Dec 16	Dec 17	Dec 18	Dec 19	Dec 20
Cash and cash balances	18,353	21,796	17,549	10,693	35,839
Trading, financial assets	48,320	42,752	43,930	44,295	46,849
Loans and advances to banks	3,469	9,126	19,103	23,055	21,466
Loans and advances to customers	130,654	139,532	149,321	160,270	166,050
Intangible assets	1,390	1,524	1,507	1,368	1,359
Miscellaneous assets	6,775	5,929	5,382	6,012	5,830
Total assets	208,227	220,659	236,792	245,693	277,394
Financial liabilities held for trading	4,762	3,423	2,508	2,421	2,625
Deposits from banks	14,631	16,349	17,658	13,141	24,771
Deposits from customers	138,013	150,969	162,638	173,846	191,070
Debt securities issued	27,192	25,095	29,738	30,371	30,676
Miscellaneous liabilities	7,027	6,535	5,381	5,437	5,840
Total equity	16,602	18,288	18,869	20,477	22,410
Total liabilities and equity	208,227	220,659	236,792	245,693	277,394
Loan/deposit ratio	94.7%	92.4%	91.8%	92.2%	86.9%
NPL ratio	4.9%	4.0%	3.2%	2.5%	2.7%
NPL coverage ratio (based on AC loans, ex collateral)	69.1%	68.8%	73.4%	77.1%	88.6%
Texas ratio	34.6%	29.2%	24.5%	19.9%	20.3%
Total own funds (CRR final, in EUR million)	18,893	20,337	20,891	21,961	23,643
CET1 capital ratio (CRR final)	12.8%	12.9%	13.5%	13.7%	14.2%
Total capital ratio (CRR final)	18.2%	18.2%	18.1%	18.5%	19.7%
About the share	2016	2017	2018	2019	2020
Shares outstanding at the end of the period	429,800,000	429,800,000	429,800,000	429,800,000	429,800,000
Weighted average number of outstanding shares	426,668,132	426,679,572	426,696,221	426,565,097	426,324,725
Market capitalisation (in EUR billion)	12.0	15.5	12.5	14.4	10.7
High (in EUR)	29.59	37.99	42.38	37.07	35.6
Low (in EUR)	18.87	27.46	28.10	28.23	15.34
Closing price (in EUR)	27.82	36.105	29.05	33.56	24.94
Price/earnings ratio	9.5	11.8	7.0	9.8	13.7
Dividend per share (in EUR)	1.00	1.20	1.40	0.00	0.50
Payout ratio	34.0%	39.2%	33.6%	0.0%	27.4%
Dividend yield	3.6%	3.3%	4.8%	0.0%	2.0%
Book value per share	27.8	30.0	31.1	32.9	34.0
Price/book ratio	1.0	1.2	0.9	1.0	0.7
Additional information	Dec 16	Dec 17	Dec 18	Dec 19	Dec 20
Employees (full-time equivalents)	47,034	47,702	47,397	47,284	45,690
Branches	2,648	2,565	2,507	2,373	2,193
Customers (in million)	15.9	16.1	16.2	16.6	16.1

CRR: Capital Requirements Regulation

Shares outstanding include Erste Group shares held by savings banks that are members of the Haftungsverbund (cross-guarantee system).

Dividend 2020: The management board proposes to the annual general meeting in May – in line with ECB recommendation – a dividend for 2020 of EUR 0.5 per share. An additional EUR 1 per share has been reserved for a potential later payment.