



## Presentation 1Q21 results

### DISCLAIMER

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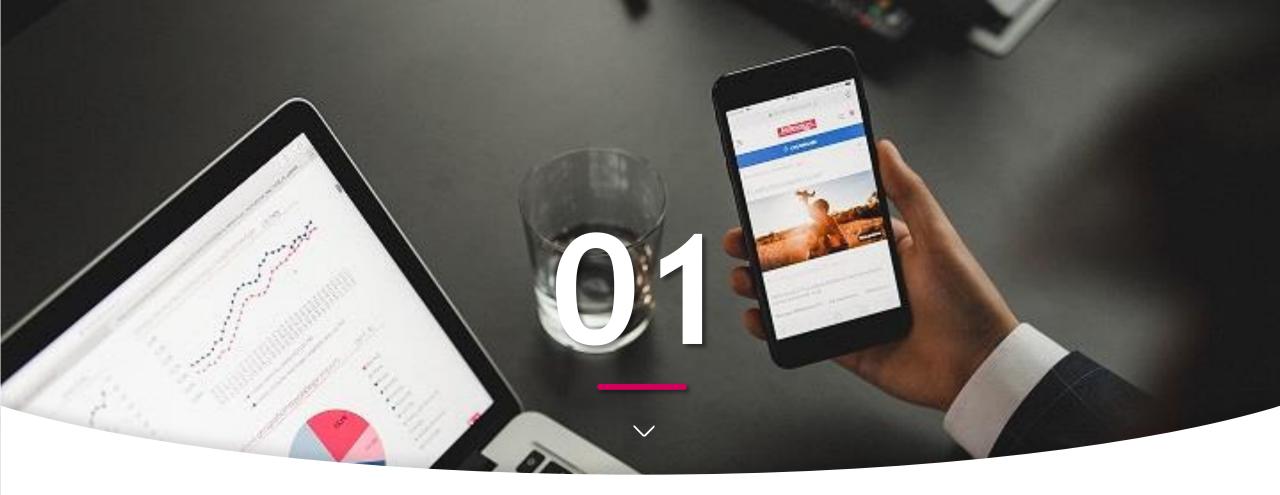
Financial data presented hereby is on consolidated Bank Millennium Group level.

The data is based on published financial reports with two pro-forma adjustments:

- The Bank prepares its financial statements according to International Financial Reporting Standards, therefore only interests from derivatives meeting formal hedge accounting principles are recorded as Net Interest Income while other interest from derivatives is booked in results on financial assets and liabilities held for trading. As this hedge accounting relationship changes through time and does not necessarily include the entire portfolio of FX, Currency and Interest Rate swaps, the Bank provides in this presentation pro-forma data which presents all margin from derivatives in Net Interest Income. In the Bank's opinion, aforementioned approach allows better understanding of Net Interest Income evolution as it reflects substance of the derivatives transactions which are related to the liquidity management of the assets and liabilities in foreign currencies.
- According to current understanding of IFRS9 standard, small part of credit portfolio is fair valued through P&L. As fair value adjustment of this portfolio has similar economic effect to impairment adjustment, in this presentation it was excluded from Total Operating Income and added to cost of risk line.

This presentation should not be treated as a recommendation to purchase securities, an offer, invitation or a solicitation of an offer to purchase, invest or conclude any transaction on securities, in particular with respect to securities of Bank Millennium.

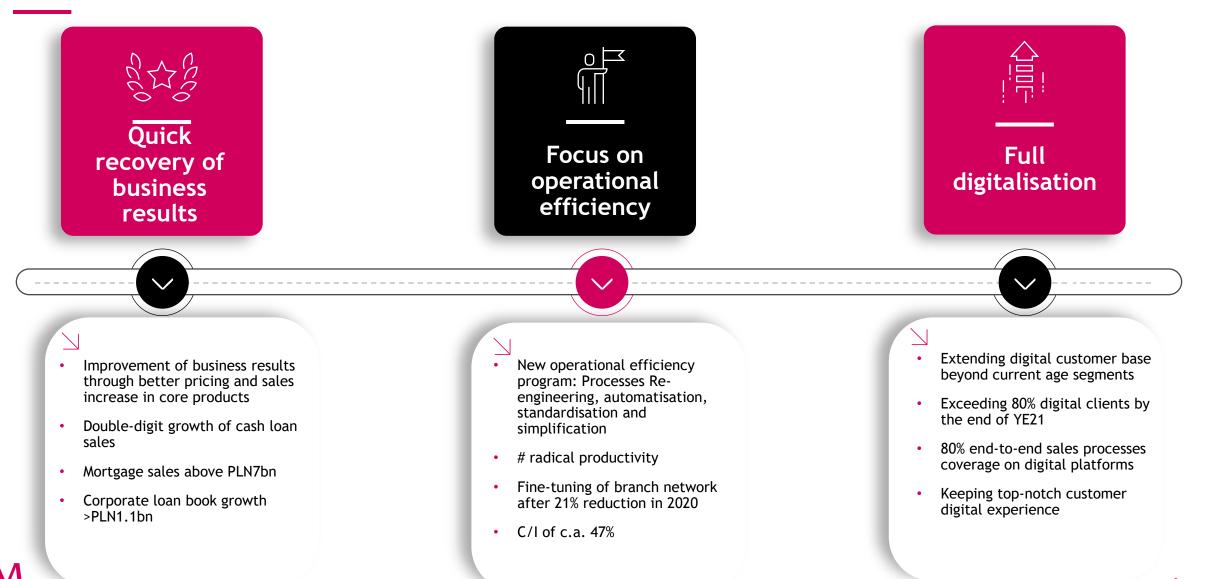




### **PRESENTATION OF 1Q21 RESULTS**

Financial performance

### **2021 - A TRANSITION YEAR BEFORE NEW STRATEGY ROLL-OUT**



### **KEY PROFIT & LOSS ITEMS**

PLNmn	1Q21	1Q20	Change Y/Y	4Q20	Change Q/Q
Net interest income	622.3	689.6	-9.8%	624.6	-0.4%
Net commission income	204.8	194.5	5.3%	192.7	6.3%
Total operating income	867.0	920.7	-5.8%	909.5	-4.7%
Total costs	-427.3	-517.9	-17.5%	-417.7	2.3%
Costs without EB integration and BFG	-374.2	-403.0	-7.1%	-377.2	- <b>0.8</b> %
Loan loss provisions (incl. Covid-19)	-76.2	-257.0	-70.3%	-165.4	-53.9%
FX mortg. legal risk provisions	-533.4	-55.3	864.1%	-415.9	28.2%
Banking tax on assets	-75.0	-72.7	3.2%	-70.1	7.0%
Net profit	-311.3	18.1	-	-109.1	-
Net profit without extraordinary items*	209.3	141.5	47.8%	203.5	2.8%
NIM	2.56%	2.81%	-0.25 pp	2.54%	0.02 pp
Cost/Income reported	49.3%	56.2%	-7.0 рр	45.9%	3.4 рр
Cost/Income adjusted (*)	46.2%	48.2%	-2.0 рр	45.7%	0.4 рр
Cost of risk	39	108	-69 bp	55	-16 bp
ROE	-13.8%	0.8%	-	-4.8%	-
ROE adjusted (*)	9.3%	6.3%	3.0 рр	8.9%	0.4 рр

(\*) Extraordinary items: In 2021 FX-mortgage provisions and even distribution of BFG resolution fund fee, in 2020 also EB restructuring costs and capital gains

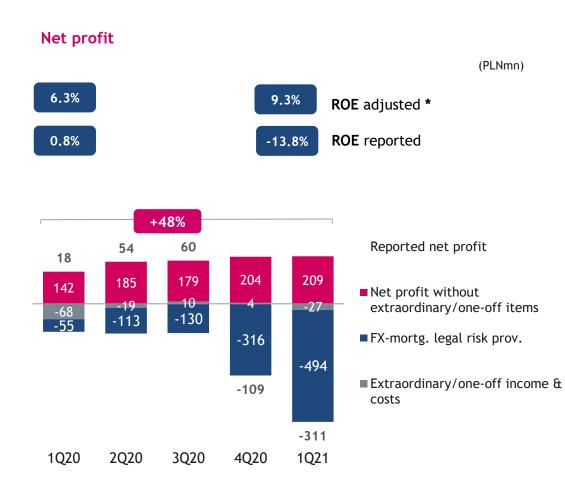
### **KEY BALANCE SHEET AND BUSINESS ITEMS**

PLNmn	Mar. 21	Mar. 20	Change Y/Y	Dec. 20	Change Q/Q
Active customers (ths)	2 611*	2 606	23**	2 607*	4
incl. on-line and mobile	2 113	1 926	187	2 053	60
Customer funds	97 418	90 700	7.4%	90 264	7.9%
Deposits	88 255	83 584	5.6%	81 511	8.3%
Deposits of individuals	64 264	63 328	1.5%	61 875	<b>3.9</b> %
Loans	75 311	72 046	4.5%	74 088	1.6%
FX mortgage loans excl. EB	12 652	14 501	-12.8%	13 140	-3.7%
Loans without FX mortgage	61 700	56 494	9.2%	59 960	2.9%
L/D	85.3%	86.2%	-0.9 pp	90.9%	-5.6 pp
Impaired loan ratio (**)	4.9%	4.8%	0.1 pp	5.0%	-0.1 pp
Coverage ratio	64.3%	61.6%	2.7 pp	65.7%	-1.4 pp
CET1 = T1	16.3%	16.5%	-0.2 pp	16.5%	-0.2 pp
TCR	19.4%	19.5%	-0.1 pp	19.5%	-0.1 рр

(\*) Changes in methodology since Dec-20; (\*\*) annual change excl. the change in methodology (\*\*\*) stage 3 and POCI loans share in gross total loans

### **FINANCIAL HIGHLIGHTS OF 1Q21**

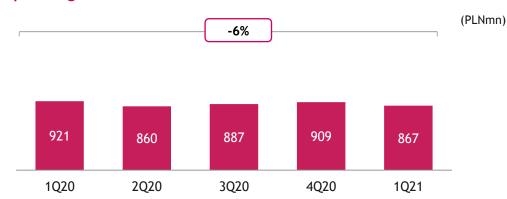
Without FX mortgage provisions and extraordinary items, 1Q21 ROE at 9.3%; adjusted net income up 48% y/y



#### Net profit w/o extraordinary\* items



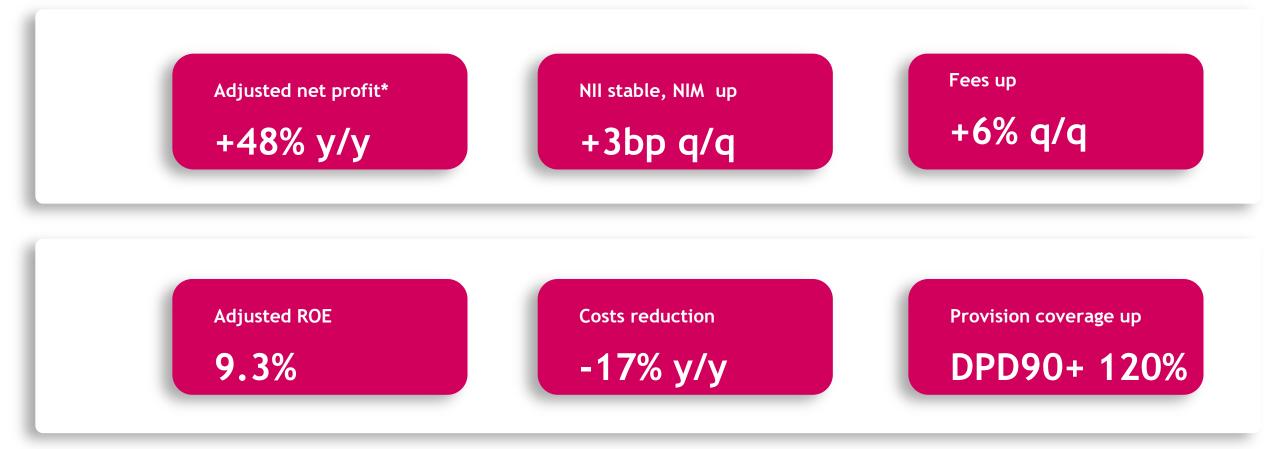
■ Net profit without extraordinary/one-off items ■ Reported net profit



#### Operating income

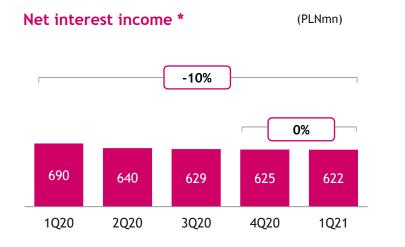
### **FINANCIAL HIGHLIGHTS OF 1Q21**

Most of last year's pandemic impact neutralised

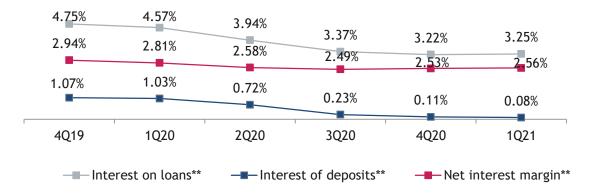


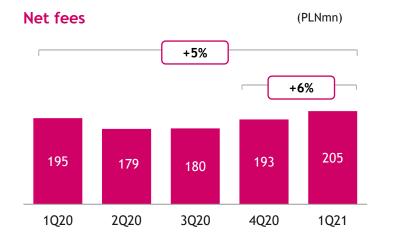
### INTEREST AND COMMISSION INCOME

NII stabilised in 1Q21 with slight growth of quarterly NIM; net fees up 6% q/q

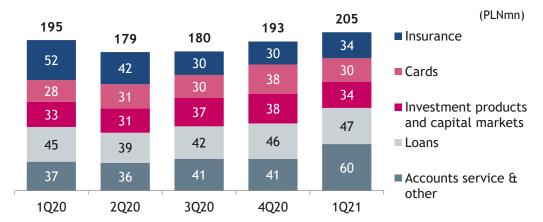








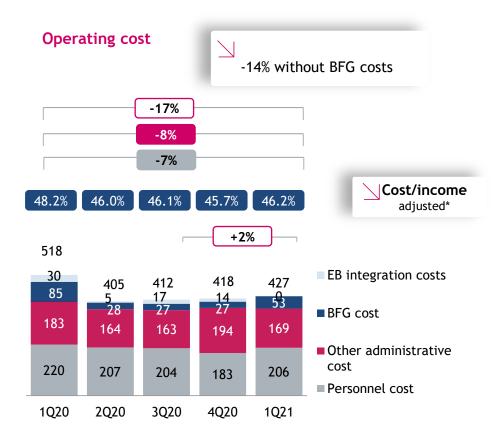


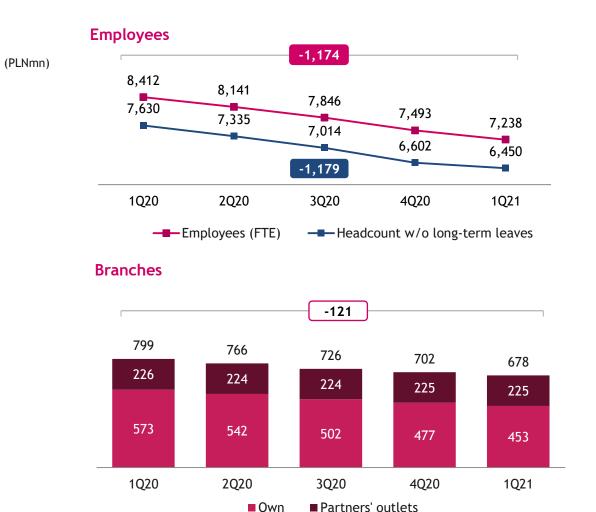


(\*) Pro-forma data: margin from all derivatives hedging FX loans is presented in NII, whereas in accounting terms part of this margin (PLN2.8mn in 1Q21 and PLN13.9mn in 1Q20) is presented in results on financial assets and liabilities held for trading (\*\*) including Euro Bank since 1st June 2019, NIM and loans yield include interest from swaps

### **COST EFFICIENCY**

Operating costs decreased -17% y/y supported by lower BFG fees and completed integration of EB (-14% w/o BFG)



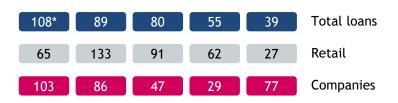


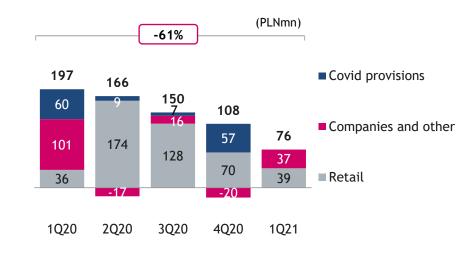
(\*\*) without one-off income and integration costs

### **ASSET QUALITY**

Good credit quality without material signs of deterioration; increased stage 2 in corporate due to more <u>conservative</u> approach to PD parameter.

#### Cost of risk (bp)

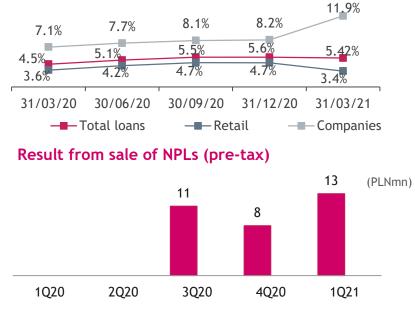




#### Impaired loans (IFRS9 stage 3 & POCI)



#### Share of stage2 loans



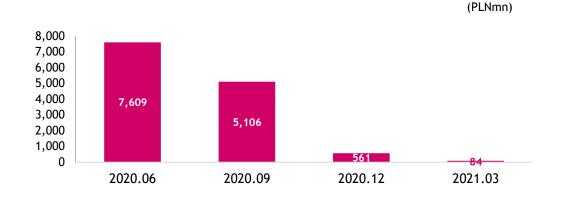
(\*) Cost of risk of 108 bps for 1Q20 includes Covid-19 provisions not allocated to business segments (75 bps without Covid-19 provisions).

### LOAN MORATORIA MOSTLY EXPIRED, GOOD QUALITY OF LOANS BACK TO SERVICE

Temporary credit holidays

Category	Exposure [PLNmn]	% of outstanding
Retail o/w:	70	0,12%
Mortgage loans - foreign currency	22	0,16%
Mortgage loans - PLN	26	0,09%
Consumer loans	22	0,13%
Corporate	7	0,06%
Millennium Leasing	7	0,11%
Total	84	0,11%
Of which public moratoria	45	0,06%

#### Loans exposure with active credit holidays as on March 31, 2021

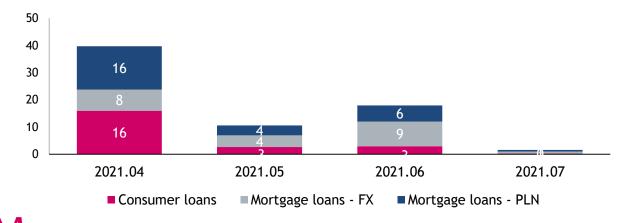


Quality of expired credit holidays



■ Performing ■ Non-performing ■ % NPL

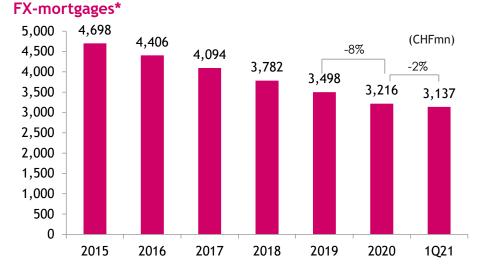
#### Retail portfolio with active credit holidays by expiry date



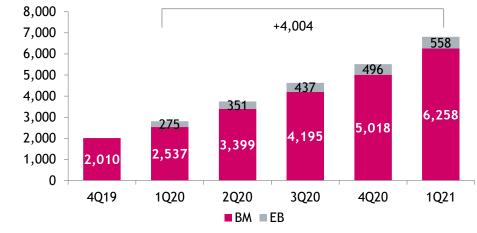
s on March 31, 2021 Portfolio with active credit holidays

### **FX-MORTGAGE PORTFOLIO**

FX-mortgage portfolio continued to decline steadily in CHF terms



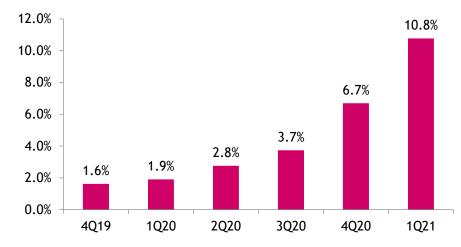
#### Individual indexation lawsuit cases



#### FX-mortgages as % of total book



#### Provisions against legal risk as % of FX-mortgage book\*

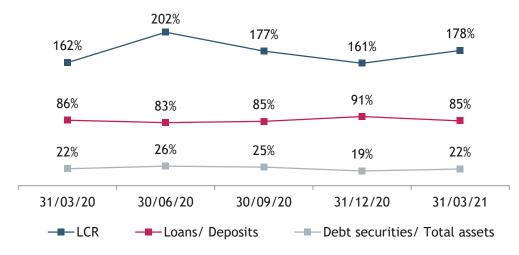


### LIQUIDITY AND CAPITAL

Robust liquidity and strong capital adequacy with surplus of more than 5 ppt

#### Liquidity indicators

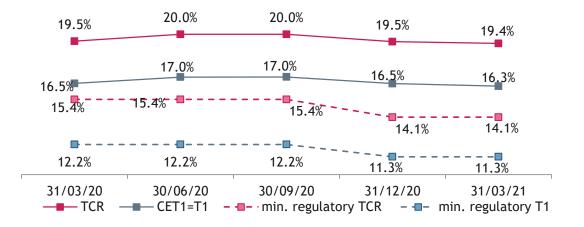
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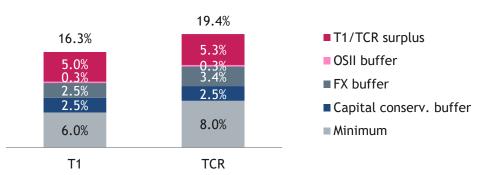
High level of risk absorption capacity:

- 5.1%-5.3% of T1/TCR surplus
- 2.5%-3.4% of T1/TCR FX-buffer

#### Group capital ratios \*



#### Capital requirement vs. actual ratios as at 31 Mar. 21 (Group)



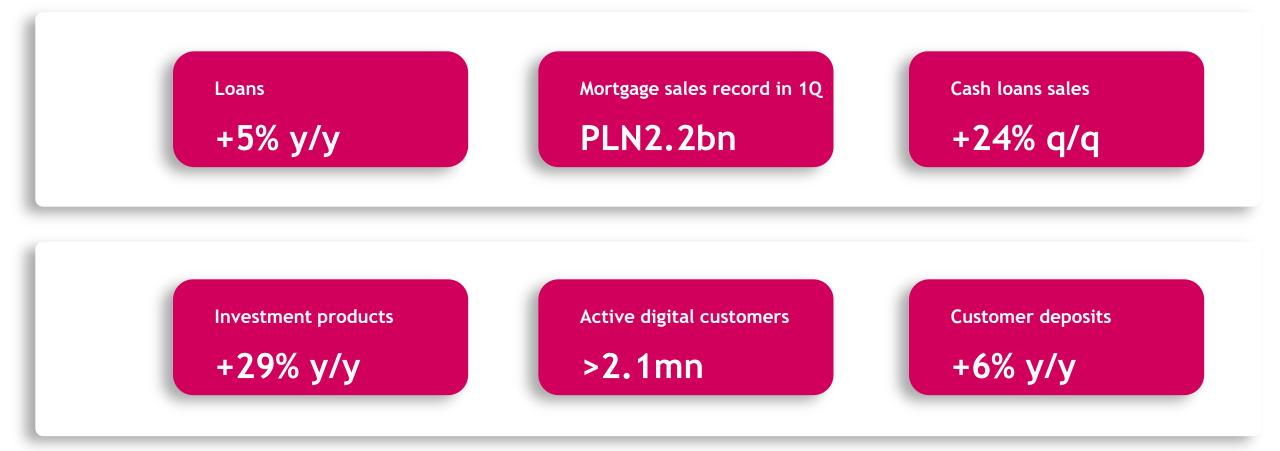


### **PRESENTATION OF 1Q21 RESULTS**

**Business development** 

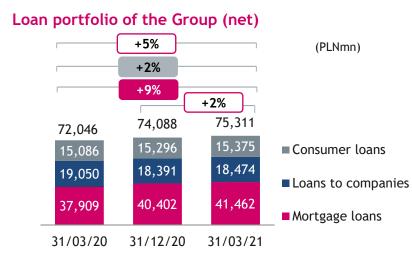
### **BUSINESS HIGHLIGHTS OF 1Q21**

Retail business growing fast above pre-Covid levels, corporate showing signs of gradual improvement

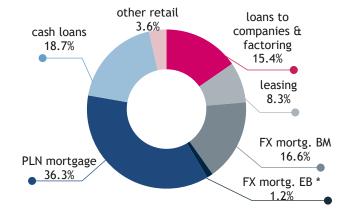


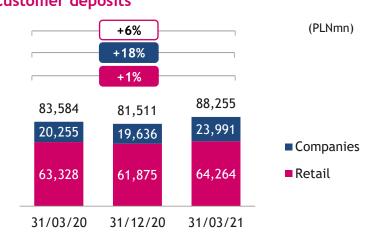
### LOANS AND CUSTOMER FUNDS

Robust dynamics in retail loans mostly driven by mortgages; slight growth of loans to companies in 1Q21

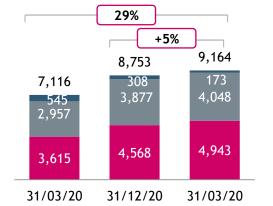


#### Structure of loan portfolio (gross)







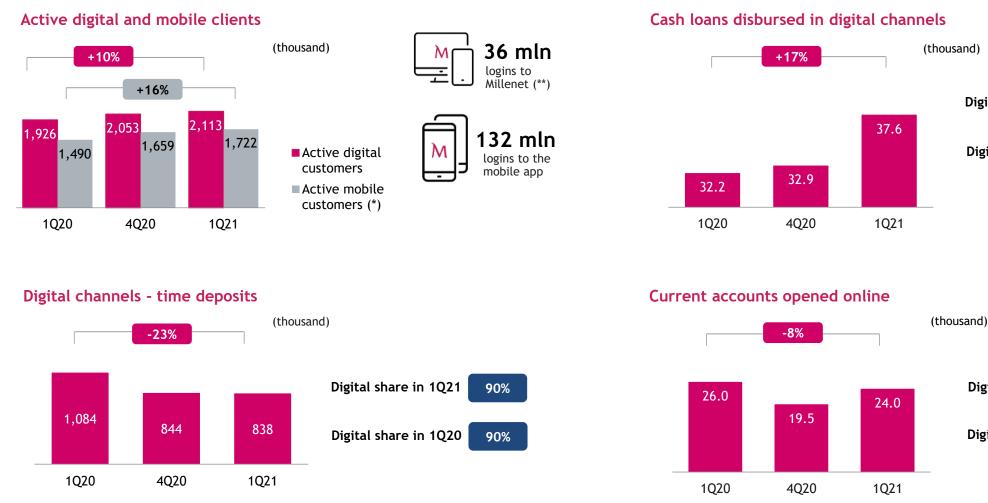


(PLNmn)
Retail bonds
■ 3rd party products
Millennium TFI mutual funds

#### **Customer deposits**

### **RETAIL BANKING - DIGITAL CUSTOMERS AND SALES**

Continued growth in the number of digital users and logins; high share of electronic channels in the sale of products





61%

46%

28%

21%

Digital share in 1Q21

Digital share in 1Q20

Digital share in 1Q21

Digital share in 1Q20

(\*) retail clients actively using mobile app and mobile Millenet (\*\*) Millenet and ipayment

### BANKING IN COVID-19 PANDEMIC AND ADJUSTMENT TO 'NEW NORMAL'

We supported our clients and employees during the pandemic

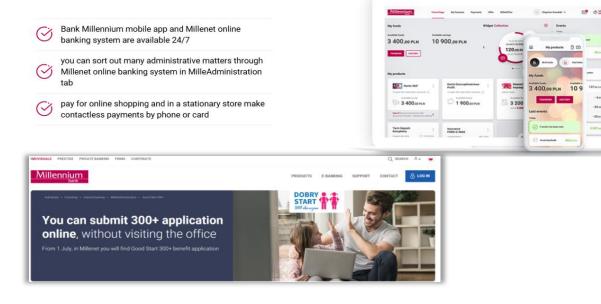
#### Support for customers:

- Contactless card transactions up to PLN100 without PIN
- Most transactions can be done safely and remotely from home
- Fully online current account opening with the use of selfie
- Implementation of new application for Good Start benefit programme
- **Dedicated website** and banner communication on the portal
- **Personalized campaigns**; SMS message, PUSH, Inbox in Millenet and mobile app, context messages in the system and on the website
- Credit holidays and online cash loans sales
- Online tracking of mortgage application
- Access to PUE ZUS platform allowing access of tourist vouchers
- Increasing share of electronic signage in processes in corporate banking



#### You can do so much without leaving your home

Remember that in Millenet and mobile app you will make most transactions safely and remotely



# CUSTOMERS' SATISFACTION, LOYALTY AND SERVICE QUALITY REMAIN STABLE

#### Retail NPS (\*)



Market rankings	1Q21
Best quality (branch) (2)	1st league
Best quality (remote) (2)	1st league
Best quality (mortgage) (2)	1st league
Best internet banking (2)	1st league
Best mobile banking (2)	1st league
Best remote current account opening process (2)	1st league

 $\sum$ 

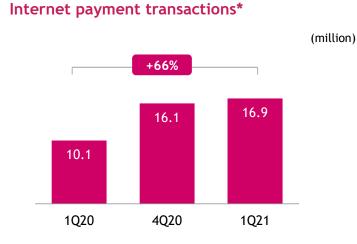
Recommendation and satisfaction scores remain. COVID-19 has no impact on Customers' bank evaluation. The biggest recommendation drivers are human services in branch and contact center, digital channels and 360 current account.

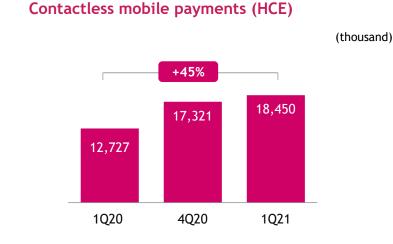
Source: (\*) Internal Customer Satisfaction and Loyalty Monitor, 8/02-2/03/2021; (2) Instytucja Roku 2021 - ranking MojeBankowanie.pl, Mar-Dec 2020;



### **RETAIL BANKING - ONLINE PRODUCTS AND SERVICES**

Still very high transaction rate in online and mobile payments; record-breaking increase in BLIK transactions.



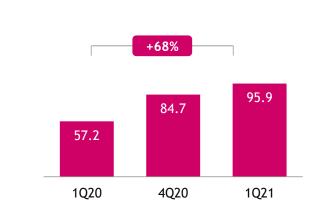


New records in BLIK payments: E-commerce transactions +98% y/y P2P transfers +125% y/y

E-commerce card transactions

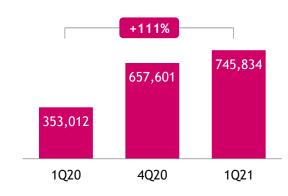


#### moBiLET Parking



#### **Clients with Trusted Profile**

(million)



moBiLET tickets and parking in total: +26% y/y



### RECENT SOLUTIONS AND INNOVATIONS

Further digitalization of processes, cooperation with public agendas and creating the best customer experience in using banking channels in line with omnichannel approach.

#### Digital sales and products management

- $\checkmark$  Cash loan lead application for microentreprenuers in Millenet and mobile app
- ✓ Further development of cash loan digtial sales process for retail clients
  - $\checkmark$  New digital options for mortgage loan management
  - ✓ Further development of investment products sales processes in digital (PIM bundle, structured deposits)

#### **E-administration**

- ✓ PFR Financial Shield 2.0 applications for small and medium firms in Millenet and Millenet for Companies
  - $\checkmark$  500+ applications improved process for the new period of the benefit payment

#### Mobile banking

- $\frac{3}{2}$   $\checkmark$  Mobile app integrated with HMS (Huawei Mobile Services)
  - $\checkmark$  Mobile Authorization in branches new orders available
  - $\checkmark$  Konto 360° Junior account opening in the mobile app

#### Customer service in digital

- Li
  - $\checkmark$  Live-chat on sales processes in the mobile app
  - $\checkmark$  Milla chatbot improved speech recognition module as well as intentions module

# RECENT SOLUTIONS AND INNOVATIONS

### 2.34mn downloads since 2018



PLN 536mn Generated cashback turnover



PLN 14.9mn Amount cashback



PLN 4.5mn Cashback transaction number

**1Q21: 143,000** app downloads



#### PLN 136mn

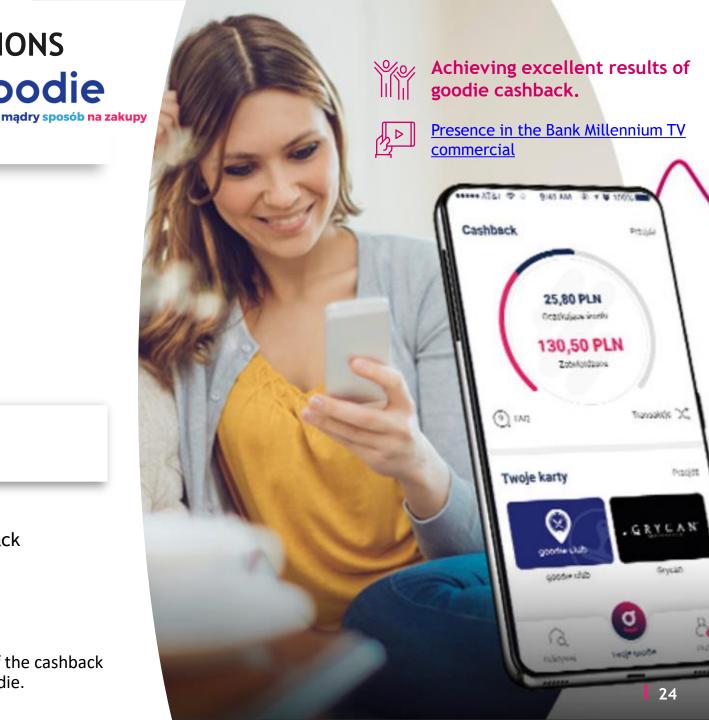
Generated cashback turnover and over 1 mn cashback transactions

#### 3.2mn

Amount cashback

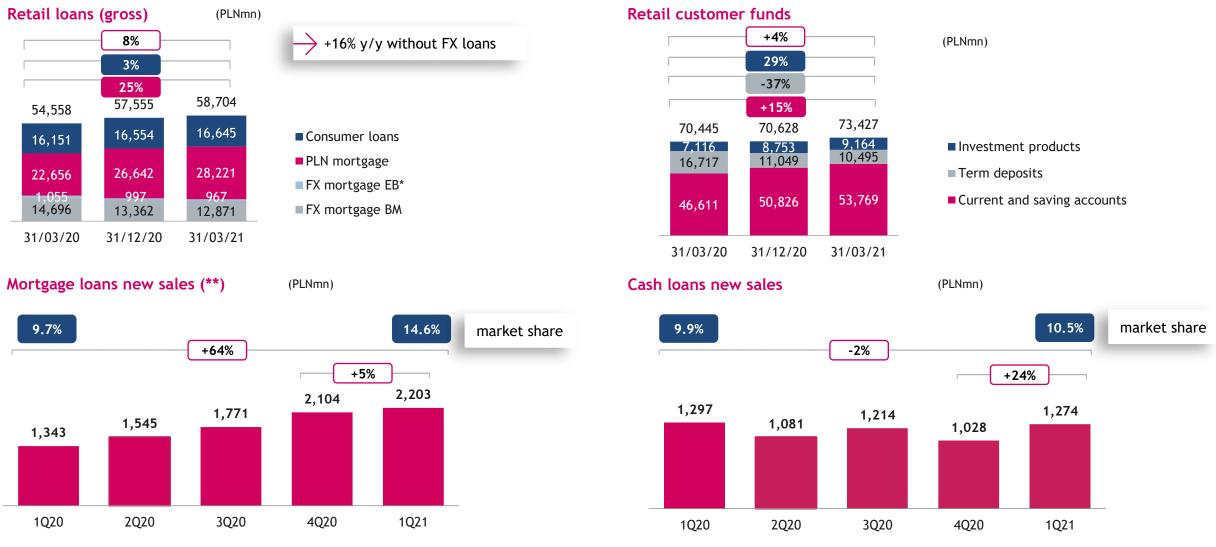


Online receipt program implementation. Extension of the cashback program of Alfa / Impresja credit cards with cashback goodie.



### **RETAIL BUSINESS - LOANS AND CUSTOMER FUNDS**

Solid growth of retail loans driven by mortgage; high dynamics of current accounts volumes; investment products and cash loans rebounded



(\*) Loans originated by f. Euro Bank - covered by 100% indemnity and 80% guarantee agreement of SocGen (\*\*) Disbursements; market share as % in value of new agreements

### **RETAIL BANKING - NUMBER OF CUSTOMERS AND ACCOUNTS**

Steady growth of customers and cards after completed merger with Euro Bank

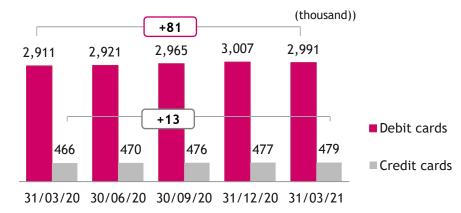
## Active retail clients +23\* (thousand) 2,606 2,617 2,631 2,607\*\* 2,611\*\* 31/03/20 30/06/20 30/09/20 31/12/20 31/03/21

#### Active micro-business clients

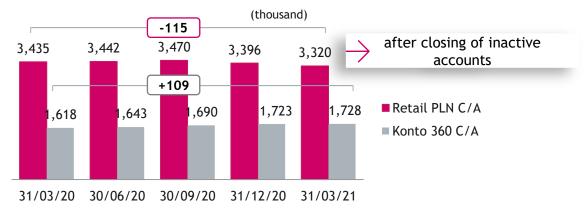


31/03/20 30/06/20 30/09/20 31/12/20 31/03/21

#### Number of debit and credit cards



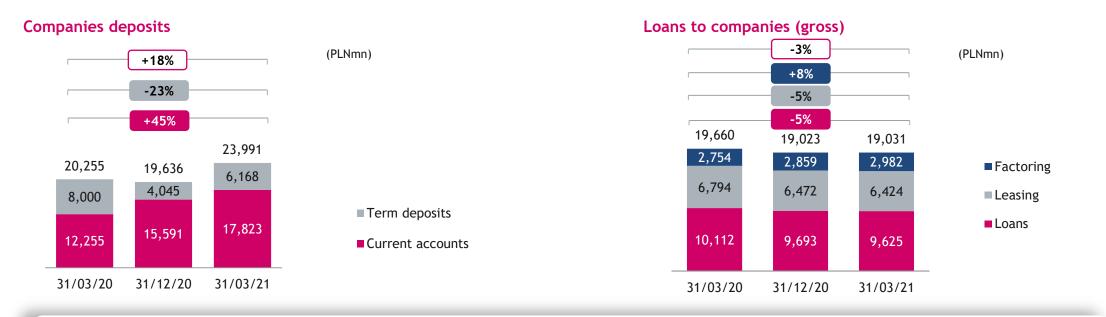
#### Number of current accounts



(\*) annual change excl. change in the methodology, (\*\*) new methodology since YE20

### **COMPANIES BUSINESS - DEPOSITS AND LOANS**

C/A balances up 45% y/y driving total deposits up +18%; loans decreased slightly y/y and stable quarterly

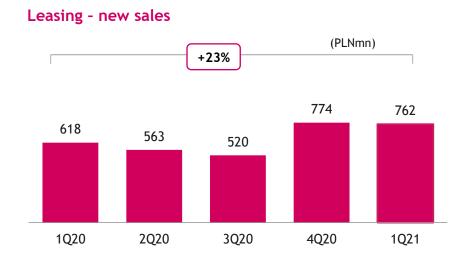


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- Strong pace of growth of companies' current accounts (+ 45% y/y)
- Good dynamics of factoring business while leasing and corporate lending flat q/q
- Decrease of the loan portfolio smaller than the market average
- Strong pickup in transaction activity
- **Digitalisation of client service progressing** and entering new areas (e.g. signing agreements, webinars)

### **COMPANIES BUSINESS - LOANS AND TRANSACTIONS**

Leasing sale rebounded and keeps higher levels in 1Q21; factoring grew strongly +25% y/y



Factoring - turnover



(thousand)

No. of domestic transfers



Volumes of guaranties and LC



(PLNmn)

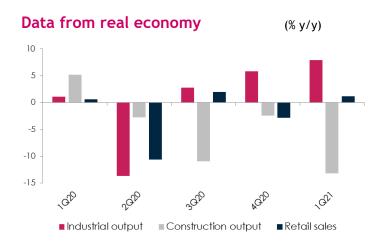


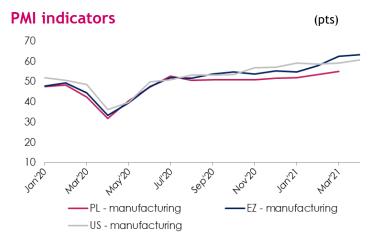
### **PRESENTATION OF 1Q21 RESULTS**

Appendices

### MACROECONOMIC OVERVIEW

#### Economy



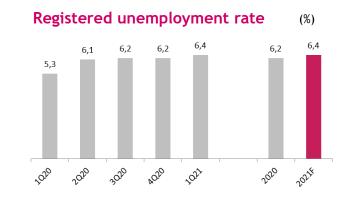






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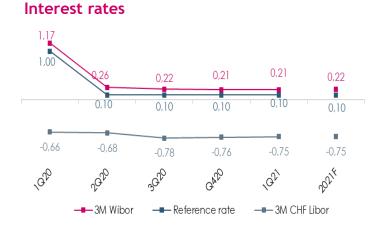
Polish economy seems to be more resilient to pandemic and economic situation did not suffer much despite of prolonged restrictions. Industrial sector is expanding while trade is recovering gradually, supported by improved income situation of households' sector. Outlook for 2021 remains favourable assuming vaccination roll-out will accelerate and economies of Poland's trade partners start to recover.





### MACROECONOMIC OVERVIEW

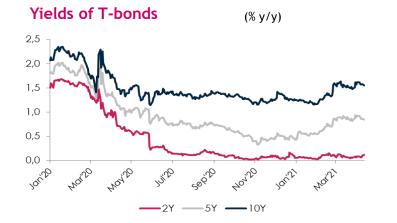
#### Financial markets

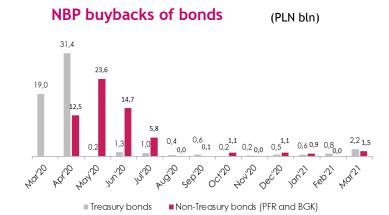


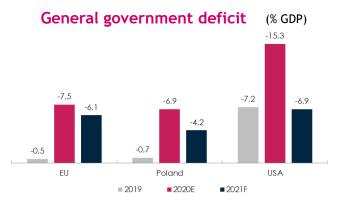
#### EUR/PLN exchange rate

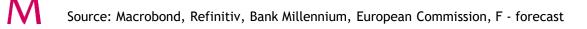


Monetary Policy Council kept rates at record low levels in 1Q21 and continued asset purchase program, although its scale remained small. Yields of Polish bonds stayed at low levels, though were higher vs. the start of the year. PLN was under negative pressure coming from global sentiment and dovish stance of the NBP.



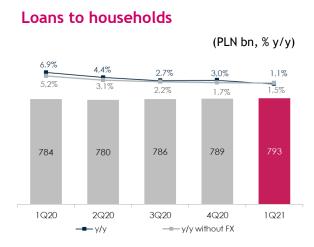




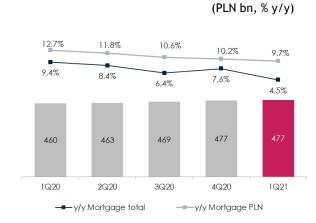


### MACROECONOMIC OVERVIEW

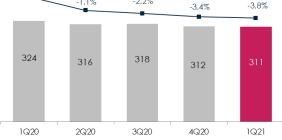
#### Monetary aggregates



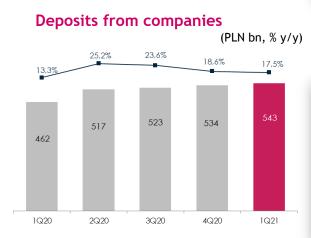
#### Mortgage loans







# Deposits from households (PLN bn, % y/y)



#### (PLN bn, % y/y)

5.4% 0.6% -4.0% -3.9% -6.8% -6.8% -5.15 494 482 474 480 1Q20 2Q20 3Q20 4Q20 1Q21

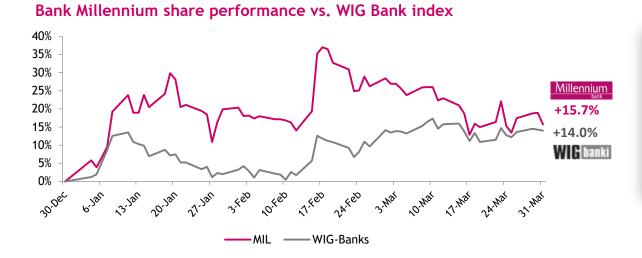
Loans to companies

Beginning of 2021 brought a continuation of trends from previous quarters. Mortgage loans continued strong growth, while loans to companies and non-mortgage loans to households remained in a downtrend.

Deposits, both households' and corporate sector, continued to grow at solid pace, but slightly slower compared to 4Q20. This reflects high liquidity in the economy.

### **RATINGS AND MARKET RATIOS**

In 1Q21 investors' sentiment to bank stocks improved markedly



#### Banku Millennium shares

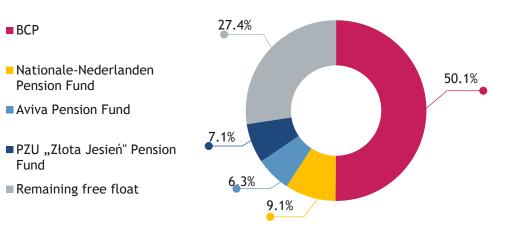
### $\geq$

No of shares: 1 213 116 777 (listed 1 213 008 137) Listed: on Warsaw Stock Exchange since August 1992 Index: WIG, WIG 30, mWIG40, WIG Banks, WIG-ESG Tickers: ISIN PLBIG0000016, Bloomberg MIL PW, Reuters MILP.WA

#### **Ratings of Bank Millennium**

Baa1 / P2/ baa3 / stable outlook
BBB- / F3/ bbb- / Rating Watch Negative

#### Bank Millennium shareholders' structure (31.12.2020)



### Złoty Bankier 2021 (Golden Banker) - Millennium with the best mortgage loan and on the podium in multi-channel quality of service

The bank was also awarded for supporting the project as part of corporate social responsibility.



### MILLENNIUM IN THE TOP10 OF THE MOST DIGITALLY ADVANCED BANKS IN EUROPE (\*)

The best service and technological advancement confirmed by independent rankings and competitions

Mobile app and open banking services has been noticed and awarded in Polish as well as international rankings



**Celent Model Bank in Open Banking** Main award for open banking services launched in 2020 and broad approach to PSDII possibilities)



Mobile Trends Awards Nomination for Bank Millennium mobile app development)

#### The Best Bank in Poland for 2021



Bank Millennium was hailed The Best Bank in Poland for 2021 in the annual Best Bank Awards competition organised by the renowned Global Finance Magazine. All selections were made by the editors of Global Finance after extensive consultations with corporate financial executives, bankers and banking consultants, and analysts throughout the world. Bank Millennium is second in the ranking of the best banking and financial services employers 2021 in the Forbes and Statista ranking

# Forbes

Poland's Best Employers 2021 is a list of 300 companies operating in Poland, whose achievements in the field of HR have been honored with the title of the best employer. In the category of banks and financial services, Millennium came second. Ranking, prepared and published by Forbes magazine. The content partner of the project is Statista - a co-creator of the most famous "Best Employers" rankings in the world.

### SYNTHETIC P&L ACCOUNT

Pro-forma PLNmn	1Q20	1Q21	Change Y/Y	4Q20	Change Q/Q
Net interest income*	690	622	-10%	625	0%
Net commission income	195	205	5%	193	6%
Other non-interest income **	37	40	<b>9</b> %	92	-57%
Operating Income	921	867	-6%	909	-5%
General and administrative costs	-465	-376	-19%	-366	3%
Depreciation	-53	-51	-4%	-51	0%
Total operating costs	-518	-427	-17%	-418	2%
Net cost of risk ***	-197	-76	-61%	-108	-30%
<ul> <li>of which COVID19 risk provision</li> </ul>	-60	0	- 100%	-57	- 100%
FX legal risk provision	-55	-533	864%	-416	28%
Operating profit	151	-170	-213%	-32	-
Banking tax	-73	-75	3%	-70	7%
Pre-tax profit	78	-245	-	-102	-
Income tax	-60	-66	11%	-7	<b>89</b> 1%
Net profit	18	-311	-	-109	-
Accounting PLNmn	1Q20	1Q21	Change Y/Y	4Q20	Change Q/Q
NII (reported under IFRS)	676	620	-8%	621	0%

(\*) Pro-forma data. Margin from all derivatives, including those hedging FX denominated loan portfolio, is presented in Net Interest Income, whereas in accounting terms part of this margin (PLN2.8mn in 1Q21 and PLN13.9mn in 1Q20) ) is presented in result on valuation and operations in financial instruments.

(\*\*) includes FX results, results on financial operations (pro-forma) and net other operating income and costs (\*\*\*) cost of risk includes impairment provisions (on all stages), FV adjustment on loans and result on modification.

### **BALANCE SHEET**

PLNmn ASSETS	31/03/2020	31/12/2020	31/03/2021	Change Y/Y
Cash and balances with the Central Bank	2 478	1 460	2 361	-5%
Loans and advances to banks	2 019	625	605	-70%
Loans and advances to customers	72 046	74 088	75 311	5%
Amounts due from reverse repo trans.	112	66	24	-78%
Debt securities	22 852	18 972	22 980	1%
Derivatives (for hedging and trading)	212	176	259	22%
Shares and other financial instruments	96	231	234	143%
Tangible and intangible fixed assets	973	957	929	-4%
Other assets	1 143	1 197	1 339	17%
TOTAL ASSETS	101 931	97 772	104 041	2%
LIABILITIES AND EQUITY				
Deposits and loans from banks	1 517	1 058	826	-46%
Deposits from customers	83 584	81 511	88 255	6%
Liabilities from repo transactions	1 056	249	10	<b>-99</b> %
Financial liabilities at fair value through P&L and hedging	1 591	907	569	-64%
derivatives				
Liabilities from securities issued	1 101	559	424	-62%
Provisions	272	608	1 148	322%
Subordinated liabilities	1 545	1 540	1 539	0%
Other liabilities	2 250	2 250	2 583	15%
TOTAL LIABILITIES	92 915	88 681	95 354	3%
TOTAL EQUITY	9 015	9 091	8 687	-4%
TOTAL LIABILITIES AND EQUITY	101 931	97 772	104 041	2%

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Next events:

26-07-2021 - 1H21 results

26-10-2021 - 3Q21 results