

BANK HANDLOWY W WARSZAWIE S.A.  
1Q 2013 consolidated financial results

---

May 9, 2013

# Summary of 1Q 2013

---

- **Record net profit and further increase in efficiency:**

- Net profit: **PLN 355 MM**; growth of 45% QoQ and 46% YoY
  - Improvement in key financial ratios (ROA, ROE, C/I)
- 

- **Leading position on the financial markets proved by:**

- Record treasury result due to **gains** on sale of **AFS debt securities**
  - Participation in **landmark transactions** on the capital market (SPOs of Pekao, PKO BP, BZ WBK)
  - Maintained **#1 position** of DMBH in terms of turnover on the WSE with 12.4% share
- 

- **Positive effects of strategic focus on selected segments and products in Consumer Banking:**







- **Affluent clients** – the increase in the number of customers of 1% QoQ and 15% YoY
- The increase in **demand deposits** and saving accounts volume by 13% QoQ and 12% YoY in total
- **Credit cards** – the increase in acquisition of 36% QoQ and 40% YoY

# Corporate Banking in 1Q 2013

## Leader in strategic areas

### Financial Markets

- **Record result** driven by gains on sale of AFS debt securities
- **FX volume** up by **2% YoY**, the seasonal decrease of 7% QoQ
- **Brokerage**
  - **#1** in equity turnover volume on the WSE (with **12.4%** market share)
  - Participation in significant transactions on the capital market:

 Bank Polski <b>Accelerated book-building</b>  Global Coordinator <b>PLN 5.2 B</b> 2013	 <b>Bank Pekao</b> <b>Accelerated book-building</b>  Joint Bookrunner <b>PLN 3.7 B</b> 2013	 <b>WSE</b> <b>Secondary Public Offering</b>  Global Coordinator <b>PLN 4.9 B</b> 2013
---	---	--

### Transaction services

- Cash management:
  - **Focus on operating accounts:** growth of demand deposits by **20%** YoY (the QoQ decrease due to seasonality)
- Leader in **custody services:**
  - Assets under custody up by 18% YoY and 6.5% QoQ
  - Market share of **47%** as of the end of 1Q 2013 (vs. 46% as at 2012 year-end and 43% as of the end of 1Q 2012)
- **Trade finance growth** (a further development of Citi Trade Portal platform; the increase in assets of 38% YoY, 0% QoQ due to seasonality)

## Support for the Polish economy

### Local clients (Corporate and Commercial clients)

- Global footprint and expertise to support clients in international expansion (**EM Champions** initiative)
- Leader in **Public Sector** (10% market share; currently Bank operates for the following cities: **Warsaw**, Tarnów, Wałbrzych, Inowrocław, Olsztyn, Elbląg, Kołobrzeg and many other Public Sector units)
- Leading partner for strategic clients from oil&gas, pharma and coppa sectors
- Strategic sectors in Commercial Banking: chemical industry, metals, trade

	1Q 2013	2013 Target
Customer / customer relations acquisition	135	753
Growth of assets	22% YoY	Double-digit

### Global clients

- Leading partner for **EM Champions** clients coming-in and operating in Poland – currently program includes 76 customers' relations (235 customers), one relation opened in Q1 2013
- Strategic sectors: FMCG, automotive, energy, oil&gas

	1Q 2013	2013 Target
Customer relations acquisition	6	30
Growth of assets	24% YoY	Double-digit

# Consumer Banking in 1Q 2013

## Relationship banking

### Citi Handlowy as a bank of first choice:

- **Growth of the number of active clients** (assets min. PLN 200 thous.) of 6% QoQ

Citigold

### Citi Handlowy for clients with saving and investment needs:

- **Investment Advisory**
- Growth of number of investment profile clients of 28% QoQ
- **Change in deposit offer** – the growth of deposits volume in 1Q 2013 of 5% YoY and 9% QoQ



### Citigold competence centres:

- 12 Citigold competence centres – previous Citigold advisors' dispersed among 36 locations

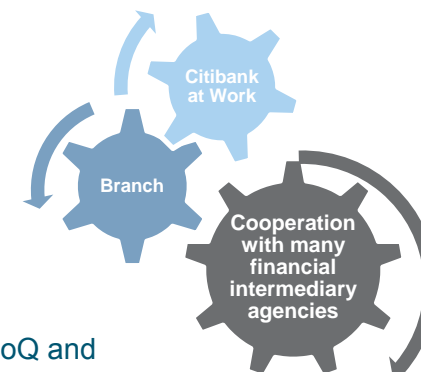
## Credit cards

### Leading position on the credit cards market maintained:

- **22%** market share in terms of transactions volume
- **18%** market share in terms of credit cards loans

### Unique on the Polish market sales model of credit cards

- **Sales model diversification** based on remote channels (3 new agencies launched in 1Q)
- Citibank at Work – sale among corporate clients' employees



### Credit cards acquisition:

- **Growth of acquisition** by 36% QoQ and 40% YoY
- **Citibank World** credit card and **Citibank Wizz Air** as key drivers of acquisition



## Digitization

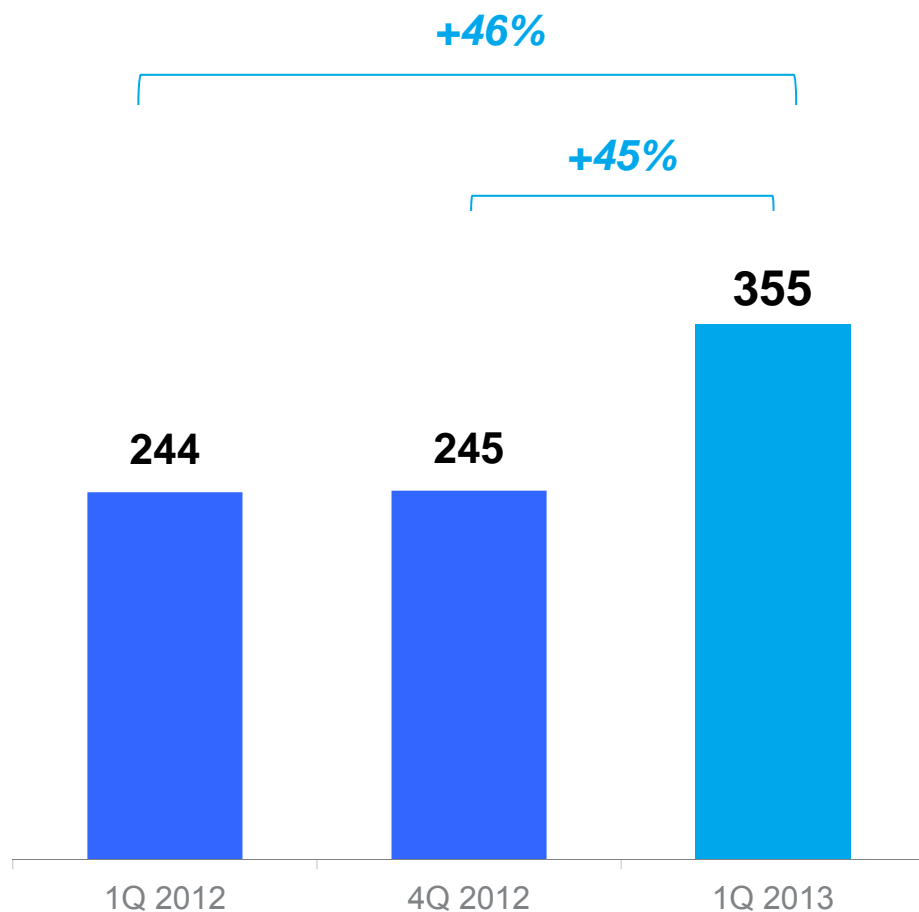
- **The increase in share of online financial transactions** by 14% YoY to 66%
- **The increase in share of online statements** by 15% YoY to 61%
- **Record number of FotoKasa transactions in 1Q 2013** – 4.3 thous. vs. 164 transactions in 1Q 2012



- The increase in share of **active users of online banking platform** (CBOL) of 17% YoY to 38%
- A threefold YoY **increase in satisfaction of customers** using electronic channels (from 10% to 27%)

# Record quarterly net profit

## Net profit quarterly (PLN MM)

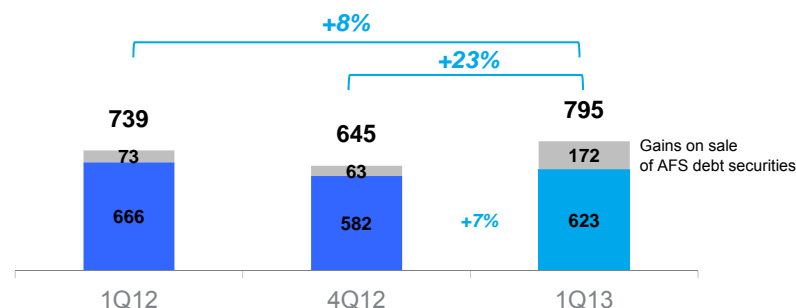


## Key financial ratios in 1Q 2013

ROTE	21.0%	↑ 1.9 p.p. QoQ
ROA	2.6%	↑ 0.2 p.p. QoQ
Cost / Income	43.4%	↓ 5.4 p.p. QoQ
Loans / Deposits	76.6%	↑ 3.3 p.p. QoQ
CAR	18.5%	↑ 0.4 p.p. QoQ

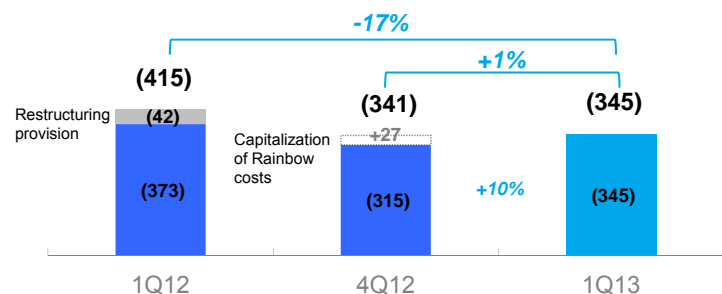
# Increase in revenues and discipline in expenses and risk

## Revenues (PLN MM)



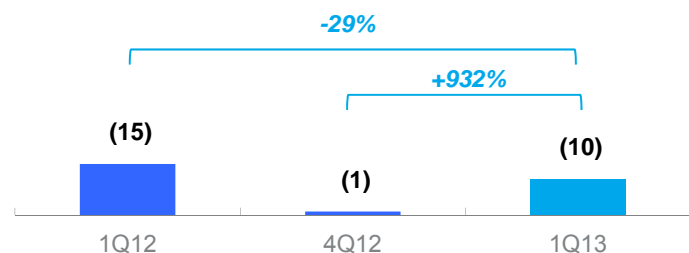
- The increase in revenues in the area of treasury (mainly due to gains on sale of AFS debt securities) and fees on capital market transactions
- Net interest income under pressure – the decrease partly offset by increase in net fee and commission income

## Expenses (PLN MM)



- The YoY decrease in expenses due to the branch network optimization and employment restructuring
- The QoQ increase in expenses:
  - Seasonally higher level of staff expenses and higher bonuses in 1Q
  - The level of expenses in 4Q 2012 impacted positively due to one-off events

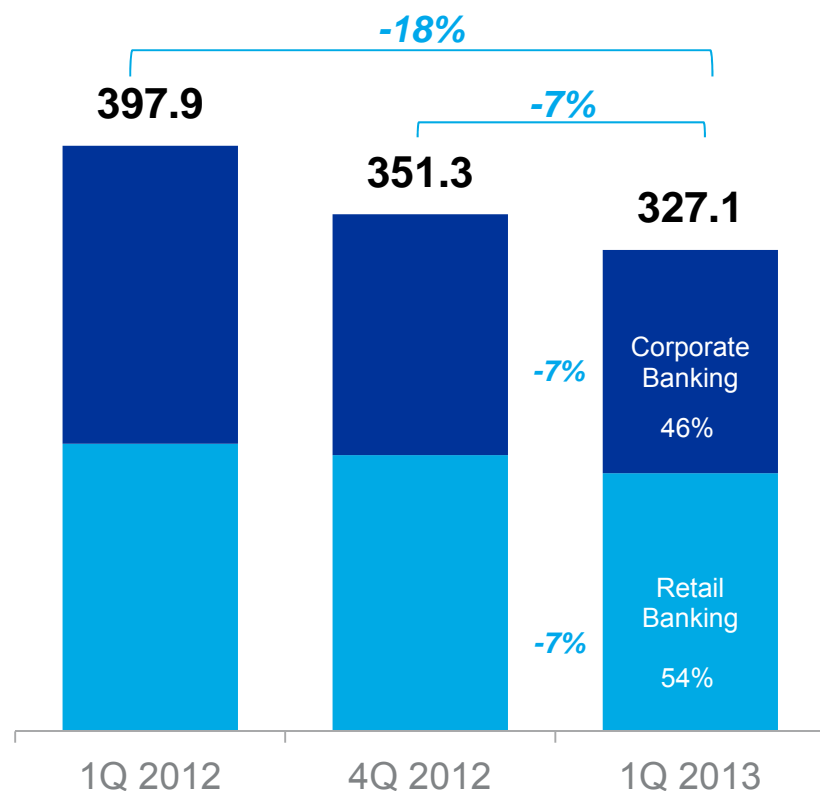
## Net impairment losses (PLN MM)



- Cost of risk\* maintained at a low level: 37 bps. in 1Q 2013 (vs. 41 bps. in 4Q 2012 and 38 bps. in 1Q 2012)
- The YoY decrease in net impairment losses in Retail Banking due to a further improvement in both cash loans and credit cards portfolios quality
- The QoQ increase in net impairment losses – as a result of the higher net impairment losses in MME and SME segments

# Net interest income

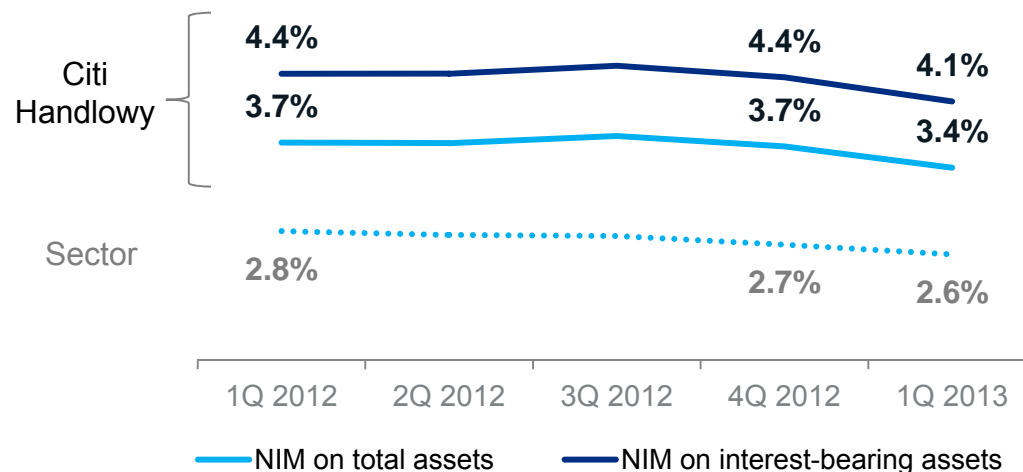
Net interest income (PLN MM)



Total revenue on debt securities in 1Q 2013 (PLN MM)

	Change YoY	Change QoQ
Interest income	-69.5	-17.3
Gains on sale of debt securities	+99.0	+109.4
<b>Total revenue on debt securities</b>	<b>+29.5</b>	<b>+92.1</b>

Net interest margin (NIM) - Bank vs. sector



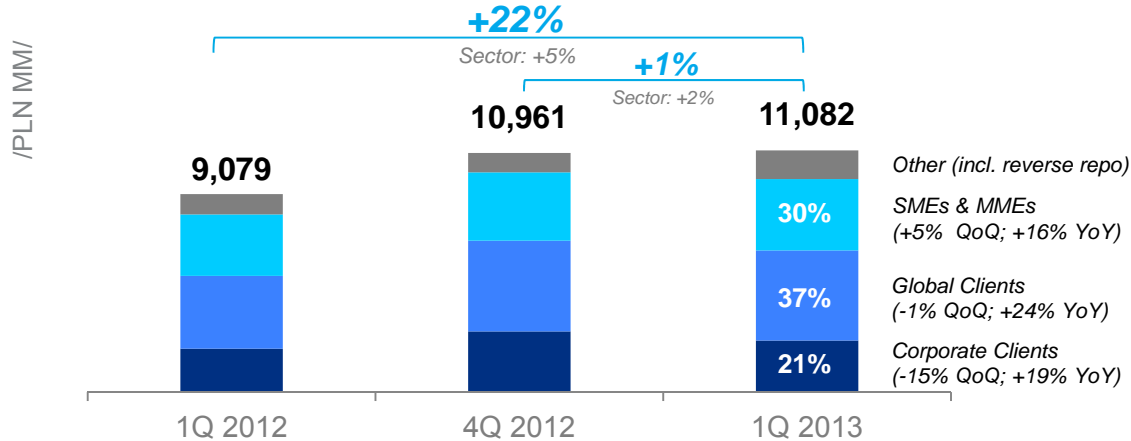
- The decrease in net interest income in 1Q 2013 as a result of:
  - Lower interest income from AFS debt securities (the decrease of 18% QoQ and 37% YoY)
  - The decrease in interest income from credit cards (mainly as a result of cuts in interest rates)
  - The decrease in customer interest income partly offset by lower interest expenses (the decrease of 15% QoQ and 20% YoY)
- Net interest margin still above the market level, despite the QoQ decline

## Challenge in 2013

Pressure on interest income leads to decline in market margin

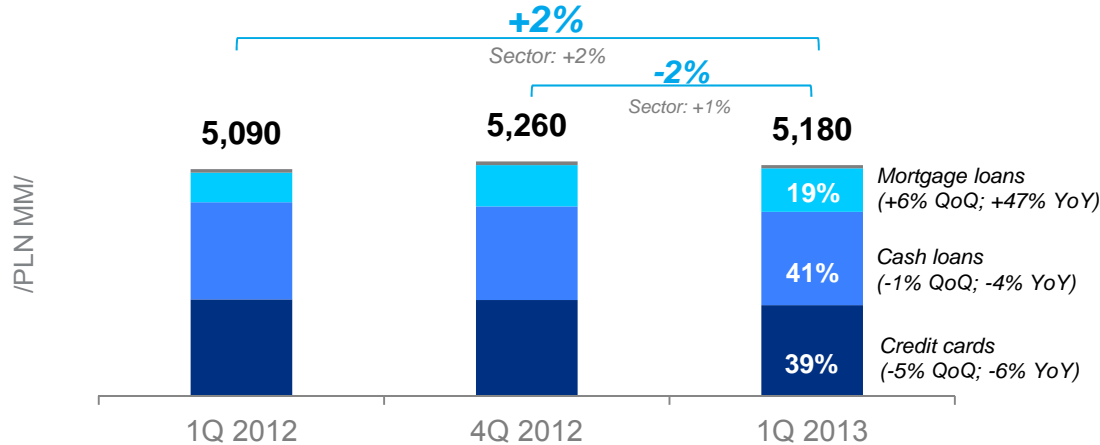
# Loan volumes

## Institutional non-banking customers' loans



- The QoQ increase in receivables, mainly due to financial sector entities (reverse repo transactions)
- The decrease in loans in corporate clients segment (postponed investment projects and cash accumulated by companies)
- A double-digit annual growth of total loans volume, significantly above the market level (+22% YoY vs. 5% in sector)

## Individual customers' loans



- The seasonal decline in credit cards loans (-5% QoQ). Decrease of 6% YoY vs. decrease of 7% in sector
- A further increase in mortgage loans portfolio, however at a lower pace than in previous quarters

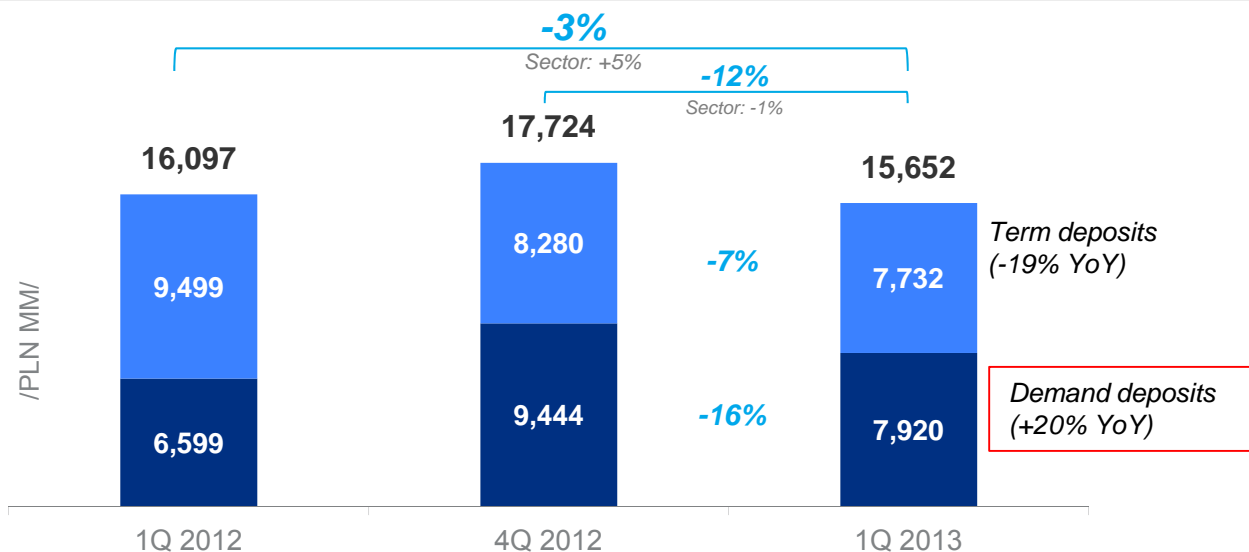
## Challenges in 2013

- Corporates stopped borrowing – slowdown in investments and decline in domestic demand
- External environment – growth forecasts for European Union (recession)



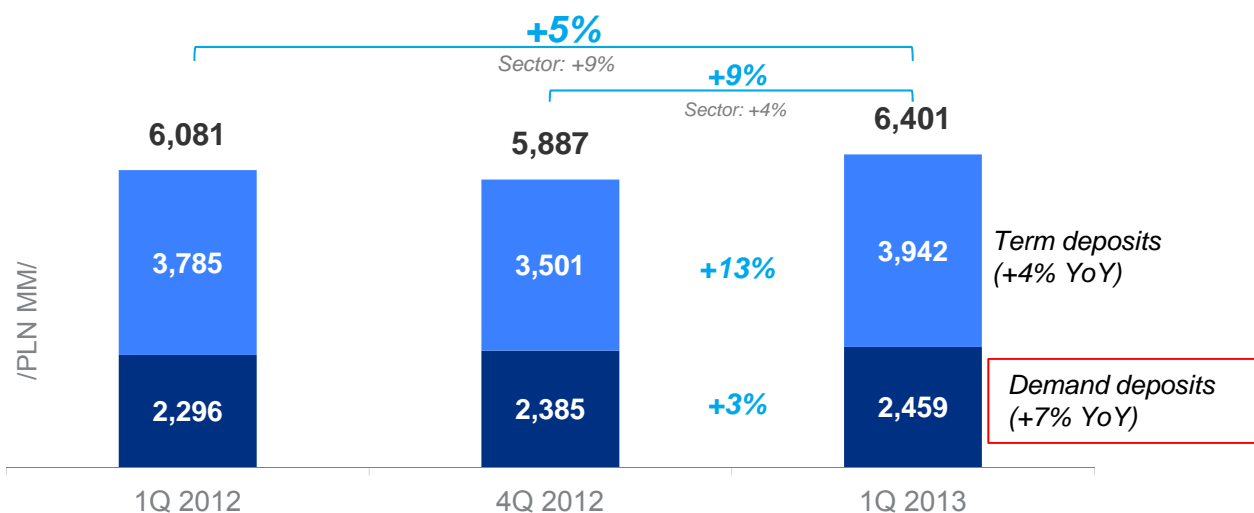
# Deposits – focus on operating accounts

## Institutional non-banking customers' deposits



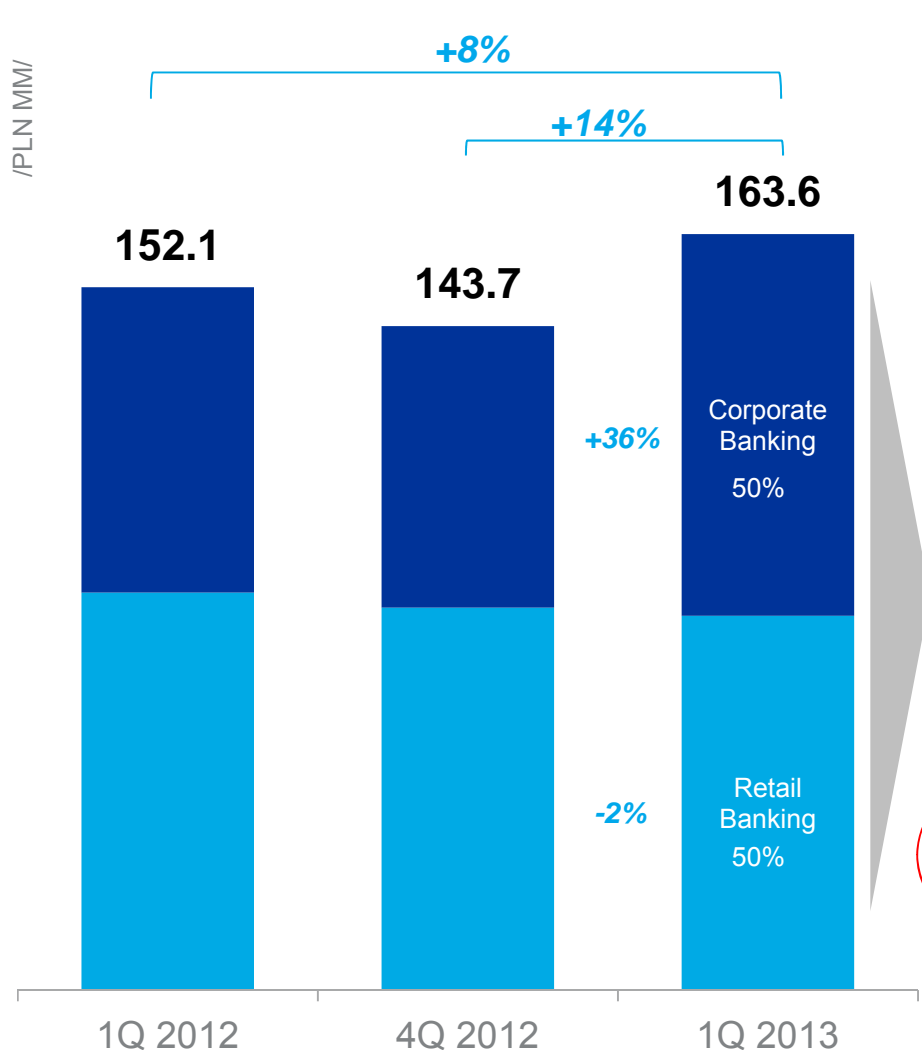
- The QoQ seasonal decrease in deposits
- A double-digit annual growth of demand deposits – the effect of consistent Bank's focus on operating accounts

## Individual customers' deposits

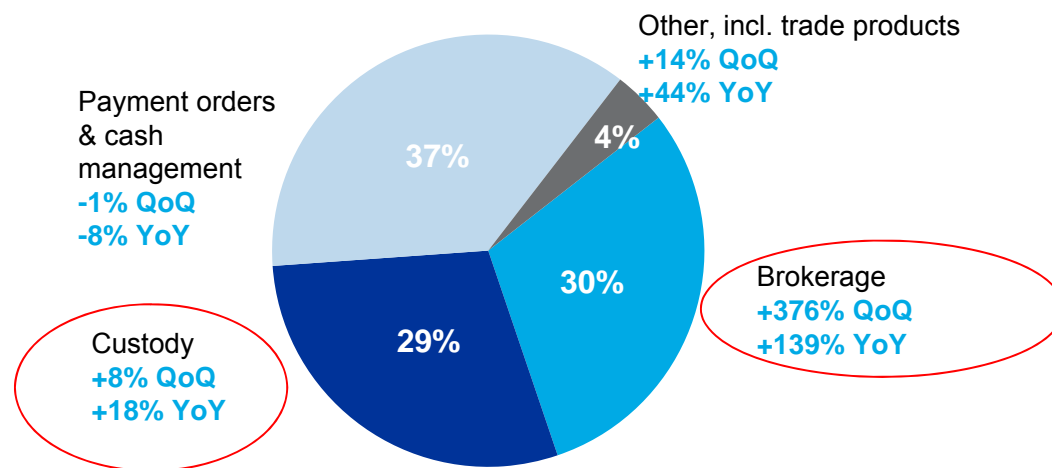


- Inflow of individual customers' deposits in 1Q 2013, mainly in demand deposits and saving accounts (the QoQ growth of **22%** and **3%** respectively)
- The QoQ increase above the market level

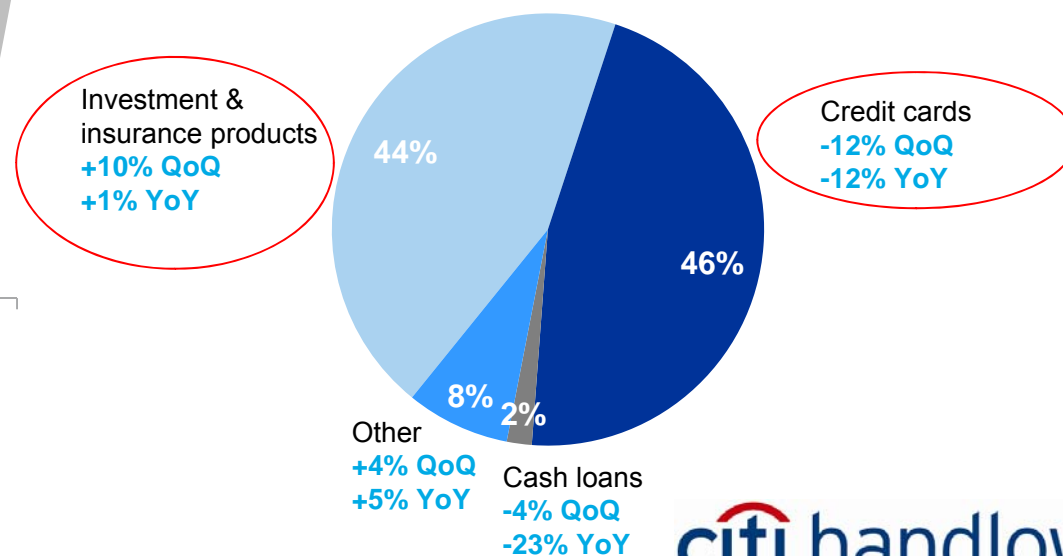
# Net fee & commission income – increase driven by the capital markets



## Corporate Banking +36% QoQ and +25% YoY

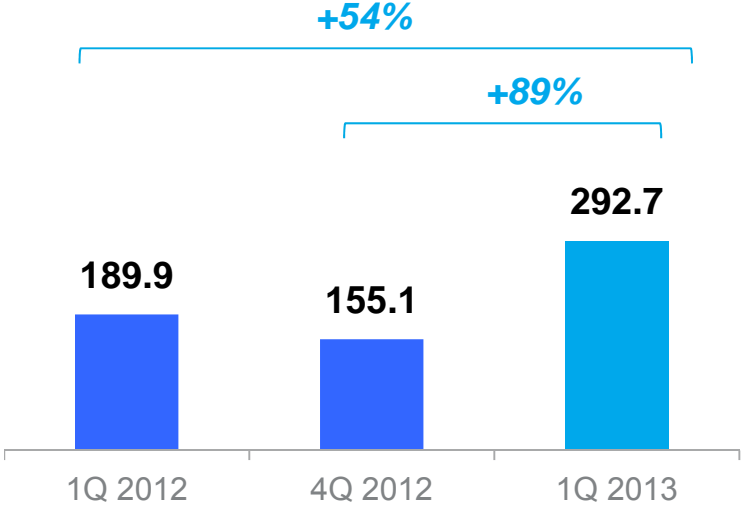


## Retail Banking -2% QoQ and -6% YoY



# Treasury result

Treasury result (PLN MM)



Result on customer operations



Result on proprietary management



Note: The scales on the graphs are not comparable.

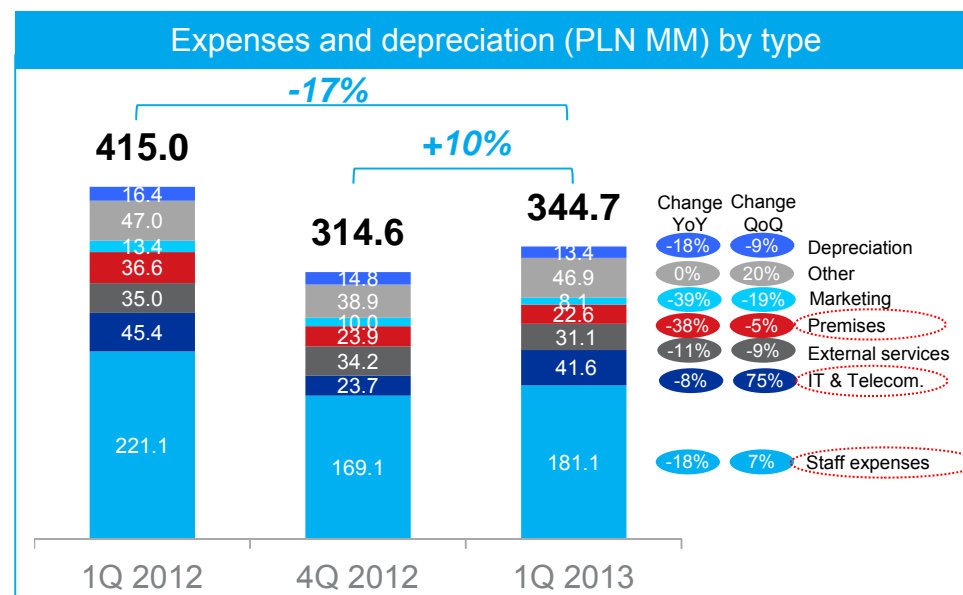
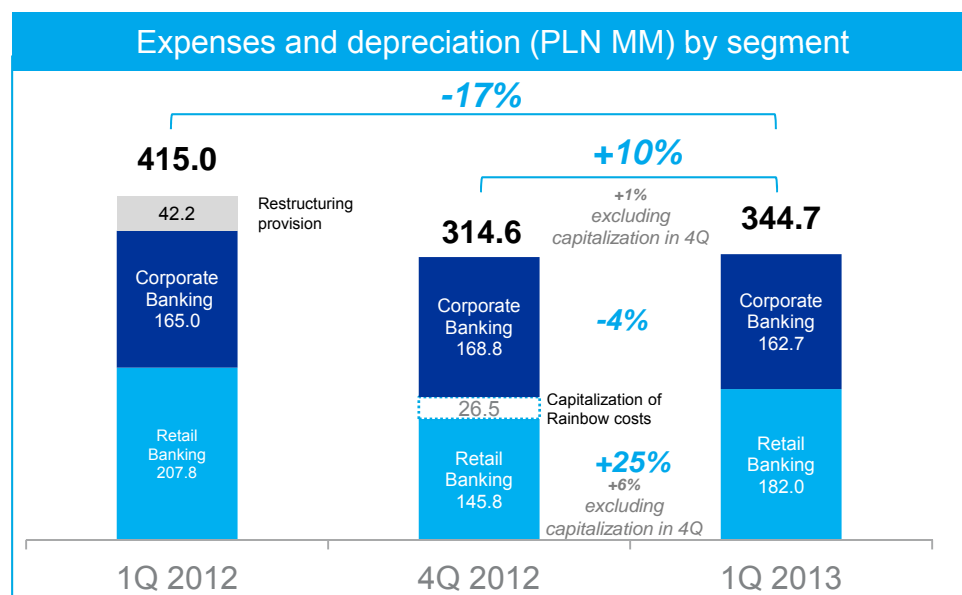
Government bond yields vs. gains on sale of debt securities (PLN MM)

Gains on sale of the portfolio in respective quarter (PLN MM)  
Valuation in the equity as of the end of a quarter (PLN MM)



Yield change YoY	Yield change QoQ	Yield change QTD
-158 bps.	19 bps.	-69 bps.
-151 bps.	20 bps.	-63 bps.
-145 bps.	0 bps.	-51 bps.

# Expenses and depreciation



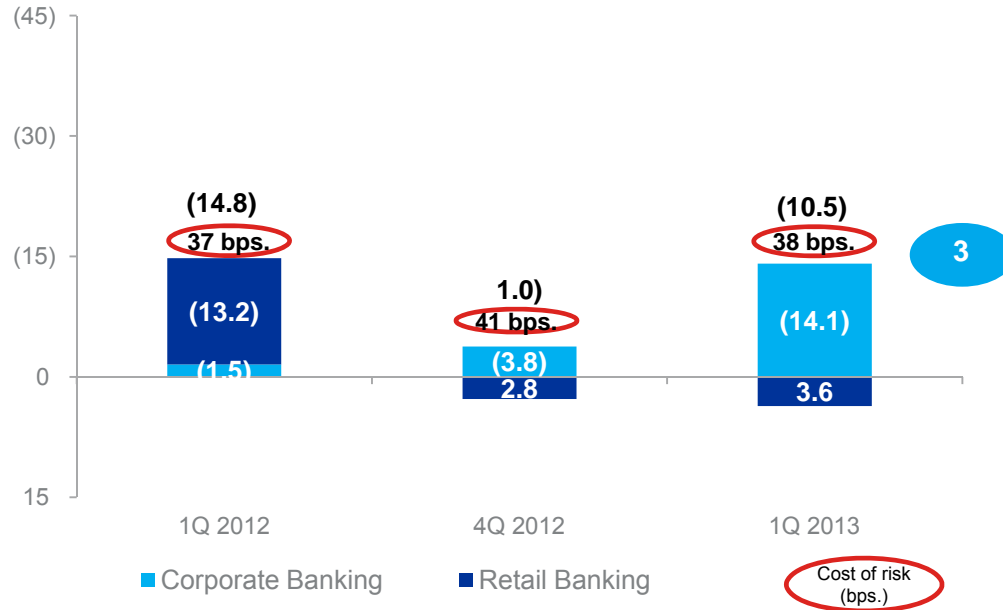
### Cost efficiency ratios and employment data

	1Q 2012	4Q 2012	1Q 2013	Change QoQ	Change YoY
<b>Cost / Income ratio</b>					
Bank	56%	49%	43%	↓	↓
Corporate Banking	37%	45%	30%	↓	↓
Retail Banking	86%	53%	70%	↑	↓
<b>Employment in Bank</b> (number of FTEs as of the end of period)	5,496	4,892	5,024	↑	↓
<b>Number of branches</b> (as of the end of period)	138	88	87	↓	↓

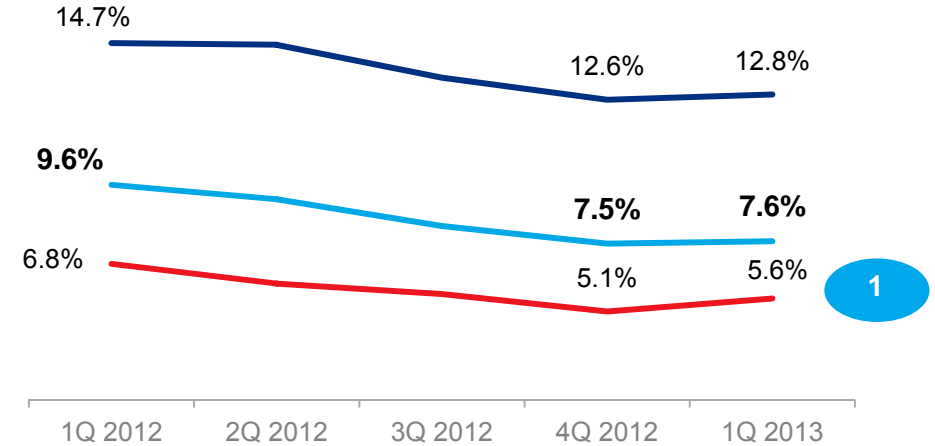
- **The YoY decrease in Bank's expenses** mainly due to:
  - the branch network optimization and employment restructuring (the decrease in staff and premises expenses)
  - lower advertising and marketing expenses
- **The QoQ increase in Bank's expenses** mainly due to:
  - higher IT & Telecom. expenses (capitalization of expenses in 4Q 2012)
  - seasonally higher staff expenses
- **The decrease in Cost / Income ratio** to 43% in 1Q 2013

# Consistent credit risk policy

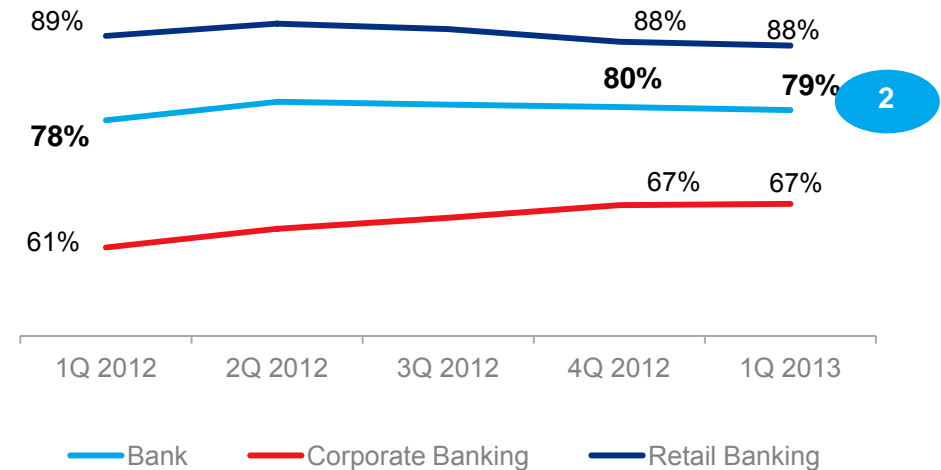
Net impairment losses (PLN MM)



Non-performing loans ratio (NPL)



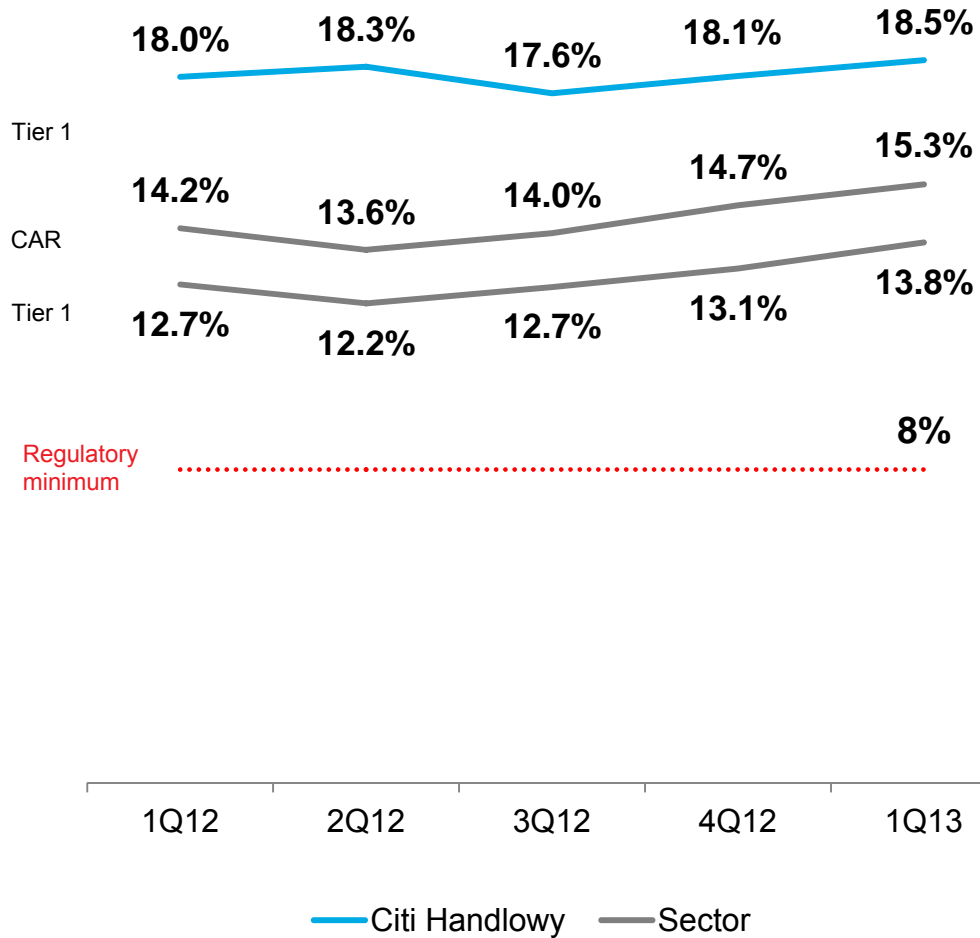
Provision coverage ratio



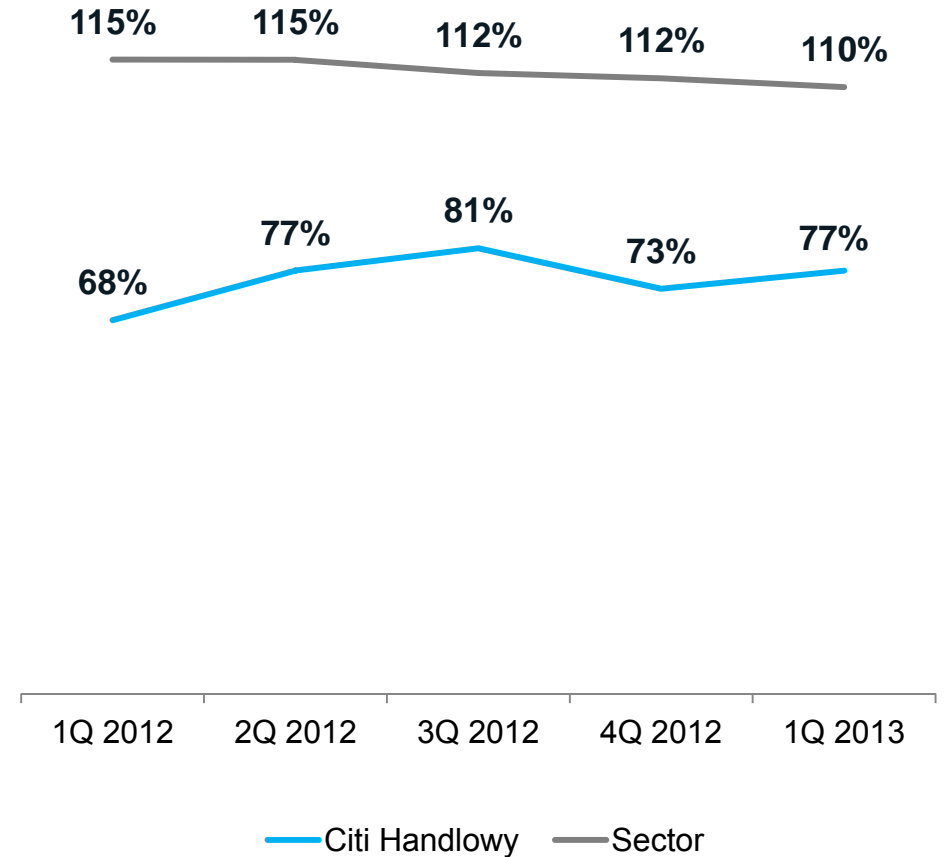
- 1 NPL ratio remained QoQ at a stable level of **7.6%**. The YoY decrease of 2 p.p. due to better loans portfolio quality, both in retail and corporate customers' segments
- 2 Provision coverage ratio remained at a high level of **79%**
- 3 Cost of risk maintained at a stable low level of **0.4%** vs. **1.1%** in sector

# Liquidity and capital adequacy – stable and safe position

Capital adequacy ratio – Bank vs. sector



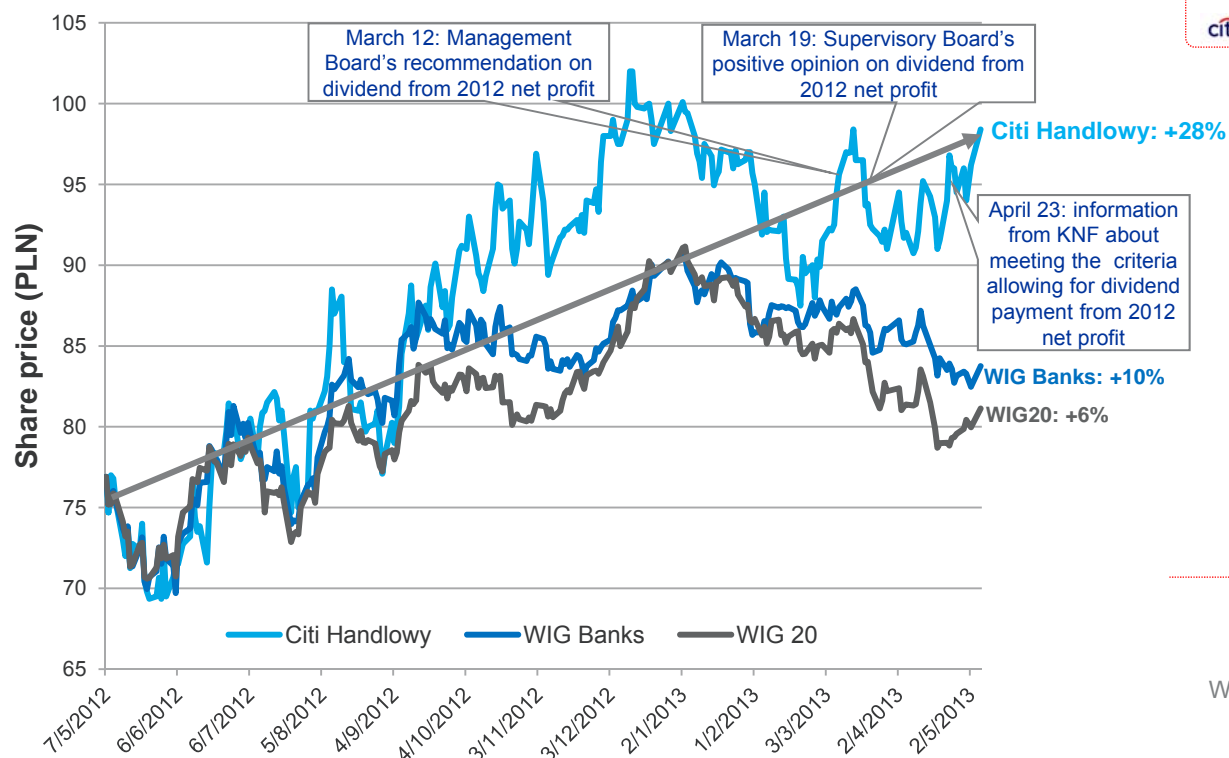
Loans to deposits ratio – Bank vs. sector



Source: Data for the sector based on KNF and NBP data.

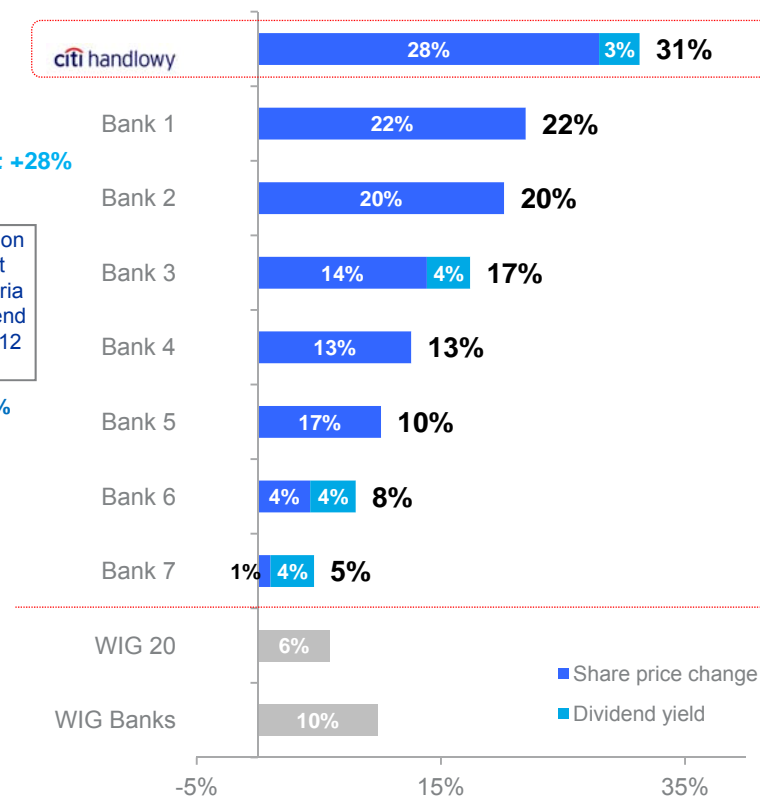
# Change in Citi Handlowy's share price in 12M horizon

## Citi Handlowy's share price vs. main indices



Note: The latest listing as of May 7, 2013 (Citi Handlowy: PLN 98.40)

## Return on investment in banks' shares in 12M horizon



Note: Share price change on the basis of closing listing as at 07/05/2013 and as at 07/05/2012. Dividend yield on the basis of dividend paid in 2012.

## Dividends paid by Citi Handlowy since its debut on the WSE

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012**
<b>Dividend payout ratio</b>	23%	31%	39%	64%	100%	100%	100%	100%*	80%	86%	77%	0%	94%	100%	50%	75%
<b>Dividend yield</b>	3.1%	1.9%	3.8%	1.7%	2.3%	2.6%	3.1%	18.7%	5.6%	5.8%	4.5%	-	7.1%	7.1%	3.3%	7.1%

Appendix

---



# Income statement – Bank

PLN MM	1Q12	2Q12	3Q12	4Q12	1Q13	1Q13 vs. 4Q12		1Q13 vs. 1Q12	
						PLN MM	%	PLN MM	%
<b>Net interest income</b>	<b>398</b>	<b>369</b>	<b>370</b>	<b>351</b>	<b>327</b>	<b>(24)</b>	<b>(7%)</b>	<b>(71)</b>	<b>(18%)</b>
Interest income	535	513	532	497	442	(55)	(11%)	(93)	(17%)
Interest expenses	(137)	(144)	(161)	(145)	(115)	31	(21%)	23	(17%)
<b>Net fee and commission income</b>	<b>152</b>	<b>151</b>	<b>152</b>	<b>144</b>	<b>164</b>	<b>20</b>	<b>14%</b>	<b>12</b>	<b>8%</b>
Dividend income	-	5	1	-	-	-	-	-	-
Gains on AFS debt securities	73	46	98	63	172	109	175%	99	136%
FX and trading	117	101	61	93	121	28	30%	4	3%
<b>Treasury</b>	<b>190</b>	<b>147</b>	<b>159</b>	<b>155</b>	<b>293</b>	<b>138</b>	<b>89%</b>	<b>103</b>	<b>54%</b>
Net gain on capital investment instruments	-	-	-	-	2	2	-	2	-
Net other operating income	(1)	(4)	(8)	(5)	9	15	(272%)	11	(870%)
<b>Revenue</b>	<b>739</b>	<b>669</b>	<b>674</b>	<b>645</b>	<b>795</b>	<b>150</b>	<b>23%</b>	<b>56</b>	<b>8%</b>
Expenses	(399)	(345)	(321)	(300)	(331)	(31)	10%	67	(17%)
Depreciation	(16)	(18)	(16)	(15)	(13)	1	(9%)	3	(18%)
<b>Expenses and depreciation</b>	<b>(415)</b>	<b>(363)</b>	<b>(337)</b>	<b>(315)</b>	<b>(345)</b>	<b>(30)</b>	<b>10%</b>	<b>70</b>	<b>(17%)</b>
<b>Operating margin</b>	<b>324</b>	<b>306</b>	<b>338</b>	<b>330</b>	<b>450</b>	<b>120</b>	<b>36%</b>	<b>126</b>	<b>39%</b>
Income on fixed assets sale	0	0	0	0	0	0	580%	0	39%
<b>Net impairment losses</b>	<b>(15)</b>	<b>(20)</b>	<b>(22)</b>	<b>(1)</b>	<b>(10)</b>	<b>(9)</b>	<b>932%</b>	<b>4</b>	<b>(29%)</b>
Share in subs' profits	0	0	0	0	(0)	(0)	(359%)	(0)	(153%)
<b>EBIT</b>	<b>309</b>	<b>286</b>	<b>316</b>	<b>329</b>	<b>440</b>	<b>110</b>	<b>34%</b>	<b>130</b>	<b>42%</b>
Corporate income tax	(66)	(55)	(64)	(85)	(84)	0	(1%)	(18)	28%
<b>Net profit</b>	<b>244</b>	<b>231</b>	<b>251</b>	<b>245</b>	<b>355</b>	<b>111</b>	<b>45%</b>	<b>112</b>	<b>46%</b>
<b>C/I ratio</b>	<b>56%</b>	<b>54%</b>	<b>50%</b>	<b>49%</b>	<b>43%</b>				

# Balance sheet – key items

PLN B	End of period					1Q13 vs. 4Q12		1Q13 vs. 1Q12	
	1Q12	2Q12	3Q12	4Q12	1Q13				
<b>Cash and balances with the Central Bank</b>	<b>2.1</b>	<b>0.6</b>	<b>0.9</b>	<b>1.4</b>	<b>1.0</b>	<b>(0.3)</b>	<b>(25%)</b>	<b>(1.1)</b>	<b>(52%)</b>
Amounts due from banks	1.2	1.0	2.1	1.5	1.4	(0.0)	(2%)	0.2	19%
Financial assets held-for-trading	8.2	6.9	5.9	6.8	9.2	2.3	34%	1.0	12%
<b>Debt securities available-for-sale</b>	<b>12.1</b>	<b>15.6</b>	<b>8.7</b>	<b>15.0</b>	<b>12.0</b>	<b>(3.0)</b>	<b>(20%)</b>	<b>(0.1)</b>	<b>(1%)</b>
<b>Customer loans</b>	<b>14.2</b>	<b>14.8</b>	<b>15.8</b>	<b>16.2</b>	<b>16.3</b>	<b>0.0</b>	<b>0%</b>	<b>2.1</b>	<b>15%</b>
<b>Financial sector entities</b>	<b>0.7</b>	<b>0.8</b>	<b>1.2</b>	<b>0.9</b>	<b>1.6</b>	<b>0.7</b>	<b>73%</b>	<b>0.9</b>	<b>135%</b>
<b>Non-financial sector entities</b>	<b>13.5</b>	<b>14.0</b>	<b>14.6</b>	<b>15.3</b>	<b>14.7</b>	<b>(0.6)</b>	<b>(4%)</b>	<b>1.2</b>	<b>9%</b>
<b>Corporate Banking</b>	<b>8.4</b>	<b>8.8</b>	<b>9.4</b>	<b>10.0</b>	<b>9.5</b>	<b>(0.6)</b>	<b>(6%)</b>	<b>1.1</b>	<b>13%</b>
<b>Retail Banking</b>	<b>5.1</b>	<b>5.2</b>	<b>5.2</b>	<b>5.3</b>	<b>5.2</b>	<b>(0.1)</b>	<b>(2%)</b>	<b>0.1</b>	<b>2%</b>
Credit cards	2.2	2.2	2.2	2.2	2.0	(0.1)	(5%)	(0.1)	(6%)
Cash loans	2.2	2.2	2.1	2.1	2.1	(0.0)	(1%)	(0.1)	(4%)
Mortgage	0.7	0.8	0.9	0.9	1.0	0.1	6%	0.3	47%
Other assets	3.0	2.9	3.0	2.6	2.8	0.2	8%	(0.2)	(6%)
<b>Total assets</b>	<b>40.8</b>	<b>41.9</b>	<b>36.5</b>	<b>43.5</b>	<b>42.7</b>	<b>(0.8)</b>	<b>(2%)</b>	<b>1.9</b>	<b>5%</b>
Liabilities due to banks	5.5	8.7	2.6	2.4	5.7	3.3	141%	0.2	3%
Financial liabilities held-for-trading	4.0	3.6	4.7	5.8	5.3	(0.5)	(9%)	1.3	31%
<b>Financial liabilities due to customers</b>	<b>23.1</b>	<b>21.1</b>	<b>20.9</b>	<b>26.9</b>	<b>22.8</b>	<b>(4.0)</b>	<b>(15%)</b>	<b>(0.3)</b>	<b>(1%)</b>
<b>Financial sector entities - deposits</b>	<b>2.3</b>	<b>2.7</b>	<b>2.6</b>	<b>2.8</b>	<b>3.0</b>	<b>0.2</b>	<b>6%</b>	<b>0.7</b>	<b>30%</b>
<b>Non-financial sector entities - deposits</b>	<b>19.9</b>	<b>18.2</b>	<b>18.1</b>	<b>20.8</b>	<b>19.1</b>	<b>(1.7)</b>	<b>(8%)</b>	<b>(0.8)</b>	<b>(4%)</b>
<b>Corporate Banking</b>	<b>13.8</b>	<b>12.1</b>	<b>12.0</b>	<b>14.9</b>	<b>12.7</b>	<b>(2.2)</b>	<b>(15%)</b>	<b>(1.1)</b>	<b>(8%)</b>
<b>Retail Banking</b>	<b>6.1</b>	<b>6.1</b>	<b>6.1</b>	<b>5.9</b>	<b>6.4</b>	<b>0.5</b>	<b>9%</b>	<b>0.3</b>	<b>5%</b>
Other financial liabilities	0.9	0.2	0.2	3.2	0.7	(2.5)	(77%)	(0.1)	(15%)
Other liabilities	1.4	1.7	1.4	1.1	1.4	0.3	31%	(0.1)	(4%)
<b>Total liabilities</b>	<b>34.0</b>	<b>35.2</b>	<b>29.5</b>	<b>36.1</b>	<b>35.2</b>	<b>(0.9)</b>	<b>(3%)</b>	<b>1.1</b>	<b>3%</b>
<b>Equity</b>	<b>6.8</b>	<b>6.7</b>	<b>7.0</b>	<b>7.4</b>	<b>7.6</b>	<b>0.2</b>	<b>2%</b>	<b>0.8</b>	<b>11.2%</b>
<b>Total liabilities &amp; equity</b>	<b>40.8</b>	<b>41.9</b>	<b>36.5</b>	<b>43.5</b>	<b>42.7</b>	<b>(0.8)</b>	<b>(2%)</b>	<b>1.9</b>	<b>5%</b>
<b>Loans / Deposits ratio</b>	<b>68%</b>	<b>77%</b>	<b>81%</b>	<b>73%</b>	<b>77%</b>				
<b>Capital Adequacy Ratio</b>	<b>18.0%</b>	<b>18.3%</b>	<b>17.6%</b>	<b>18.1%</b>	<b>18.5%</b>				

# Corporate Banking – income statement

PLN MM	1Q12	2Q12	3Q12	4Q12	1Q13	1Q13 vs. 4Q12		1Q13 vs. 1Q12	
						PLN MM	%	PLN MM	%
<b>Net interest income</b>	<b>202</b>	<b>174</b>	<b>175</b>	<b>164</b>	<b>152</b>	<b>(12)</b>	<b>(7%)</b>	<b>(51)</b>	<b>(25%)</b>
Interest income	309	287	306	279	238	(41)	(15%)	(71)	(23%)
Interest expenses	(106)	(113)	(131)	(116)	(86)	29	(25%)	20	(19%)
<b>Net fee and commission income</b>	<b>66</b>	<b>65</b>	<b>59</b>	<b>61</b>	<b>83</b>	<b>22</b>	<b>36%</b>	<b>17</b>	<b>25%</b>
Dividend income	-	2	1	-	-	-	-	-	-
Gains on AFS debt securities	73	46	98	63	172	109	175%	99	136%
FX and trading	108	91	52	84	113	29	34%	5	5%
<b>Treasury</b>	<b>181</b>	<b>138</b>	<b>150</b>	<b>147</b>	<b>285</b>	<b>138</b>	<b>94%</b>	<b>104</b>	<b>57%</b>
Net gain on capital investment instruments	-	-	-	-	2	2	-	2	-
Net other operating income	5	2	1	1	15	14	1698%	10	194%
<b>Revenue</b>	<b>454</b>	<b>380</b>	<b>385</b>	<b>372</b>	<b>536</b>	<b>164</b>	<b>44%</b>	<b>81</b>	<b>18%</b>
Expenses	(161)	(163)	(142)	(162)	(156)	6	(4%)	5	(3%)
Depreciation	(8)	(8)	(6)	(7)	(7)	0	(2%)	2	(20%)
<b>Expenses and depreciation</b>	<b>(169)</b>	<b>(171)</b>	<b>(149)</b>	<b>(169)</b>	<b>(163)</b>	<b>6</b>	<b>(4%)</b>	<b>7</b>	<b>(4%)</b>
<b>Operating margin</b>	<b>285</b>	<b>209</b>	<b>237</b>	<b>203</b>	<b>373</b>	<b>170</b>	<b>84%</b>	<b>88</b>	<b>31%</b>
Income on fixed assets sale	0	0	0	0	-	(0)	(100%)	(0)	(100%)
<b>Net impairment losses</b>	<b>(2)</b>	<b>(7)</b>	<b>(16)</b>	<b>(4)</b>	<b>(14)</b>	<b>(10)</b>	<b>274%</b>	<b>(13)</b>	<b>817%</b>
Share in subs' profits	0	0	0	0	(0)	(0)	(359%)	(0)	(153%)
<b>EBIT</b>	<b>284</b>	<b>202</b>	<b>221</b>	<b>200</b>	<b>359</b>	<b>159</b>	<b>80%</b>	<b>75</b>	<b>26%</b>
<b>C/I ratio</b>	<b>37%</b>	<b>45%</b>	<b>39%</b>	<b>45%</b>	<b>30%</b>				

# Retail Banking – income statement

PLN MM	1Q12	2Q12	3Q12	4Q12	1Q13	1Q13 vs. 4Q12		1Q13 vs. 1Q12	
						PLN MM	%	PLN MM	%
<b>Net interest income</b>	<b>195</b>	<b>195</b>	<b>195</b>	<b>188</b>	<b>175</b>	<b>(12)</b>	<b>(7%)</b>	<b>(20)</b>	<b>(10%)</b>
Interest income	227	225	225	217	204	(14)	(6%)	(23)	(10%)
Interest expenses	(31)	(30)	(30)	(30)	(28)	1	(5%)	3	(9%)
<b>Net fee and commission income</b>	<b>86</b>	<b>86</b>	<b>93</b>	<b>83</b>	<b>81</b>	<b>(2)</b>	<b>(2%)</b>	<b>(5)</b>	<b>(6%)</b>
Dividend income	-	4	-	-	-	-	-	--	
FX and trading	9	10	9	8	8	(1)	(6%)	(1)	(13%)
Net other operating income	(6)	(6)	(8)	(6)	(5)	1	(15%)	1	(14%)
<b>Revenue</b>	<b>284</b>	<b>288</b>	<b>289</b>	<b>273</b>	<b>259</b>	<b>(14)</b>	<b>(5%)</b>	<b>(25)</b>	<b>(9%)</b>
Expenses	(238)	(183)	(179)	(138)	(175)	(37)	27%	62	(26%)
Depreciation	(8)	(10)	(9)	(8)	(7)	1	(16%)	1	(16%)
<b>Expenses and depreciation</b>	<b>(246)</b>	<b>(192)</b>	<b>(188)</b>	<b>(146)</b>	<b>(182)</b>	<b>(36)</b>	<b>25%</b>	<b>64</b>	<b>(26%)</b>
<b>Operating margin</b>	<b>39</b>	<b>96</b>	<b>101</b>	<b>127</b>	<b>77</b>	<b>(50)</b>	<b>(39%)</b>	<b>38</b>	<b>100%</b>
Income on fixed assets sale	0	0	0	0	0	0	1260%	0	325%
<b>Net impairment losses</b>	<b>(13)</b>	<b>(13)</b>	<b>(7)</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>32%</b>	<b>17</b>	<b>(127%)</b>
Share in subs' profits	-	-	-	-	-	-	-	-	-
<b>EBIT</b>	<b>25</b>	<b>83</b>	<b>94</b>	<b>130</b>	<b>81</b>	<b>(49)</b>	<b>(38%)</b>	<b>55</b>	<b>218%</b>
<b>C/I ratio</b>	<b>86%</b>	<b>67%</b>	<b>65%</b>	<b>53%</b>	<b>70%</b>				

# Retail banking operational data and volumes

Operational data (in thousand)	1Q12	2Q12	3Q12	4Q12	1Q13	1Q13 vs. 4Q12		1Q13 vs. 1Q12	
						thous.	%	thous.	%
<b>Current accounts</b>	<b>663</b>	<b>667</b>	<b>630</b>	<b>586</b>	<b>586</b>	<b>0</b>	<b>0%</b>	<b>(77)</b>	<b>(12%)</b>
including operating accounts	183	184	181	181	178	(3)	(2%)	(5)	(3%)
<b>Saving accounts</b>	<b>222</b>	<b>221</b>	<b>233</b>	<b>193</b>	<b>196</b>	<b>3</b>	<b>1%</b>	<b>(26)</b>	<b>(12%)</b>
<b>Credit cards</b>	<b>834</b>	<b>820</b>	<b>807</b>	<b>795</b>	<b>793</b>	<b>(3)</b>	<b>(0%)</b>	<b>(42)</b>	<b>(5%)</b>
including co-branded cards	477	471	468	464	467	3	1%	(9)	(2%)
<b>Debit cards</b>	<b>479</b>	<b>462</b>	<b>425</b>	<b>418</b>	<b>428</b>	<b>11</b>	<b>3%</b>	<b>(51)</b>	<b>(11%)</b>
including PayPass cards	351	378	363	365	382	17	5%	31	9%
Volumes (PLN million)	1Q12	2Q12	3Q12	4Q12	1Q13	1Q13 vs. 4Q12		1Q13 vs. 1Q12	
						PLN MM	%	PLN MM	%
<b>Deposits</b>	<b>6 081</b>	<b>6 113</b>	<b>6 080</b>	<b>5 887</b>	<b>6 401</b>	<b>515</b>	<b>9%</b>	<b>321</b>	<b>5%</b>
Demand deposits	2 296	2 392	2 411	2 385	2 459	74	3%	163	7%
Other deposits	3 785	3 721	3 669	3 501	3 942	441	13%	157	4%
including saving accounts	2 535	2 507	2 432	2 426	2 968	542	22%	433	17%
<b>Loans</b>	<b>5 090</b>	<b>5 176</b>	<b>5 239</b>	<b>5 260</b>	<b>5 180</b>	<b>(80)</b>	<b>(2%)</b>	<b>90</b>	<b>2%</b>
Credit cards	2 168	2 170	2 161	2 150	2 038	(112)	(5%)	(130)	(6%)
Cash loans	2 177	2 165	2 135	2 104	2 092	(12)	(1%)	(85)	(4%)
Mortgage loans	664	759	862	926	978	52	6%	314	47%