

**bankinter.**

# Clear strategic focus

Morgan Stanley 2010 European  
Financial Conference

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Solid results of recurrent nature allowed us to increase PBT while reinforcing our provisions

**+17%**

Pre Provision  
Profit

613 millions

**+19%**

Total Provisions  
Growth

879 millions

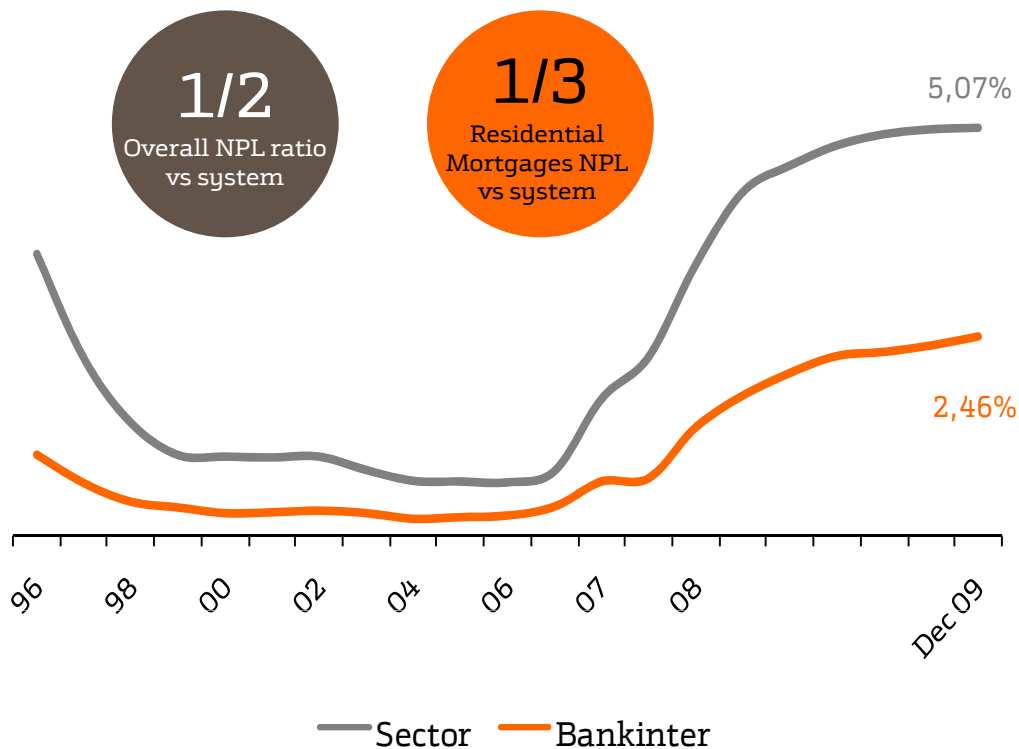
**+3%**

Profit Before  
Taxes

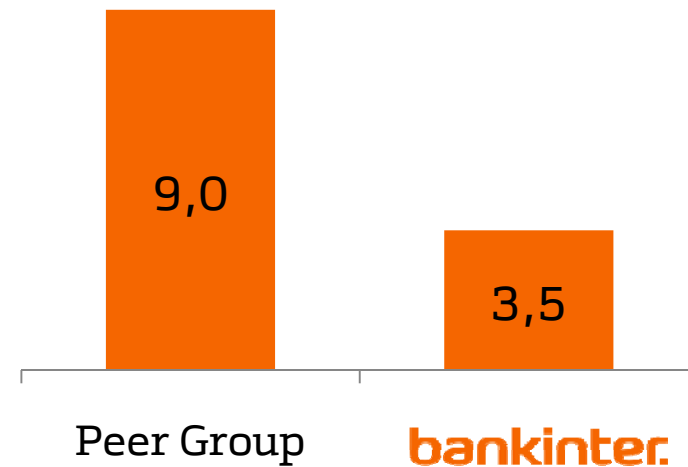
346 millions

# Outperforming the system in **asset quality**

NPL ratio evolution



NPL ratio adjusted by Non Performing Assets & substandard risks (in %) \*



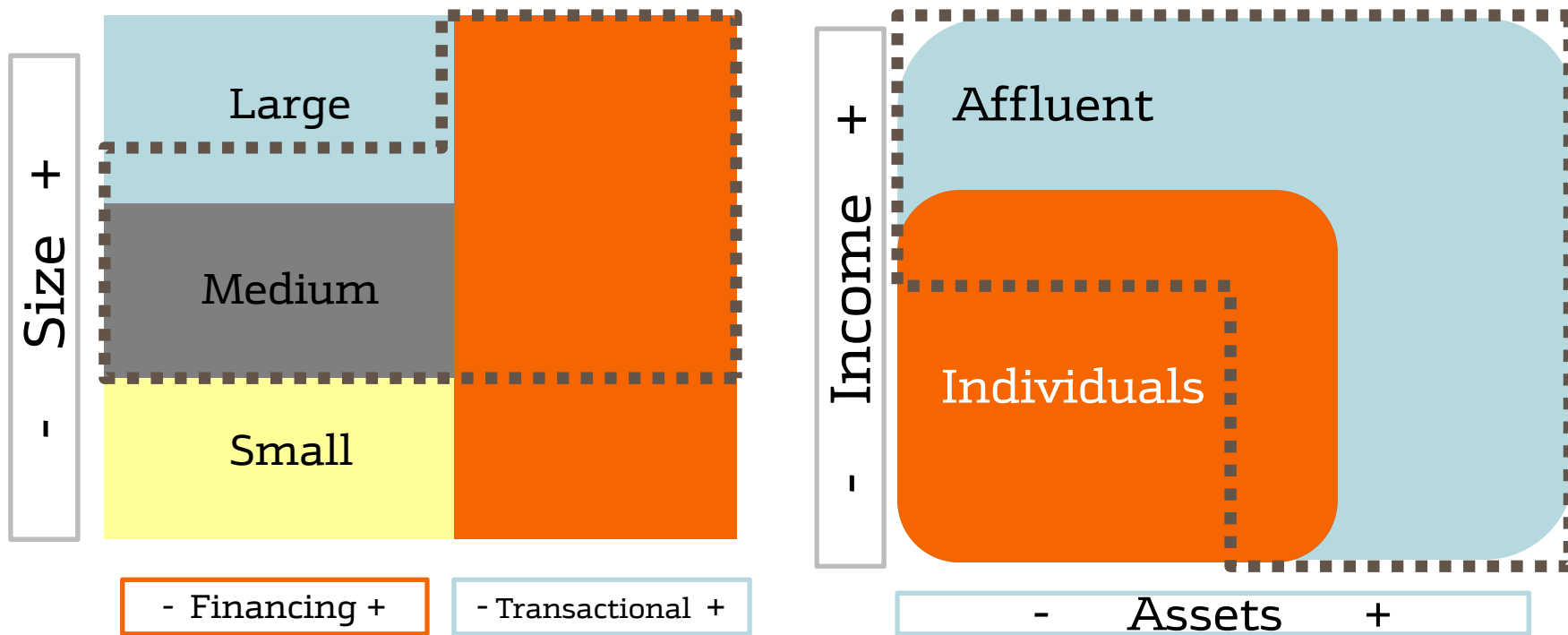
\*Source: Cheuvreux Spanish Banks Sector Report Feb 2010

\*Peer Group: Domestic Business of Santander & BBVA, Popular Sabadell and Banesto

# Clear **strategic focus** in lower capital consumption segments

Enterprises

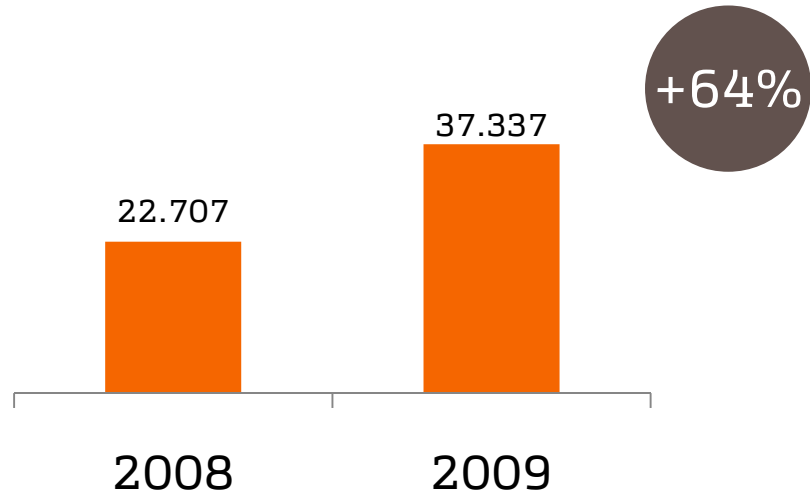
Individuals



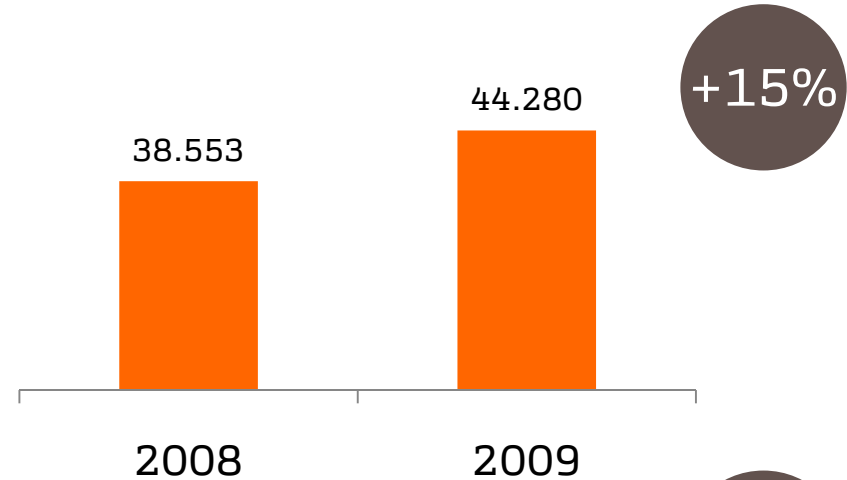
..... Target clients

# With high fee income generation potential

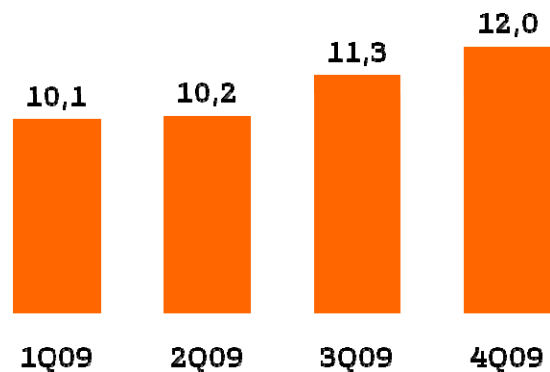
Insurance fees (in thousand €)



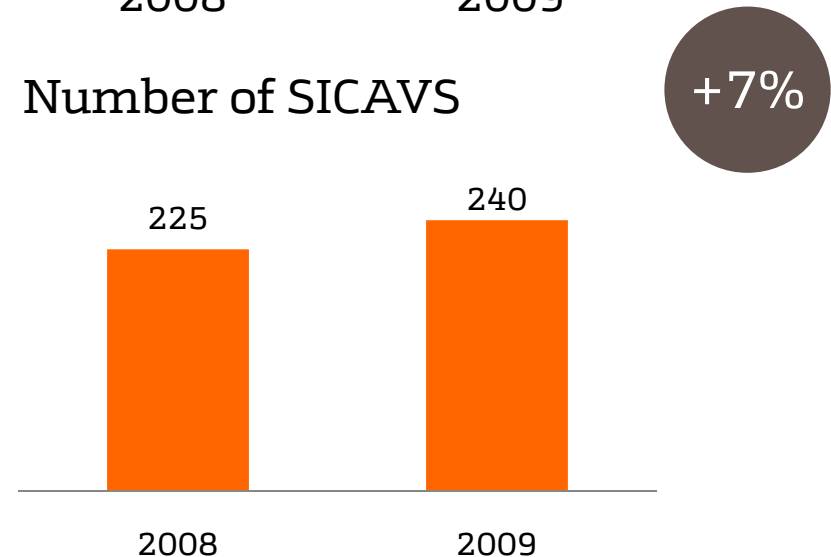
Brokerage fees (in thousand €)



Quarterly fees from Mutual Funds (in million €)

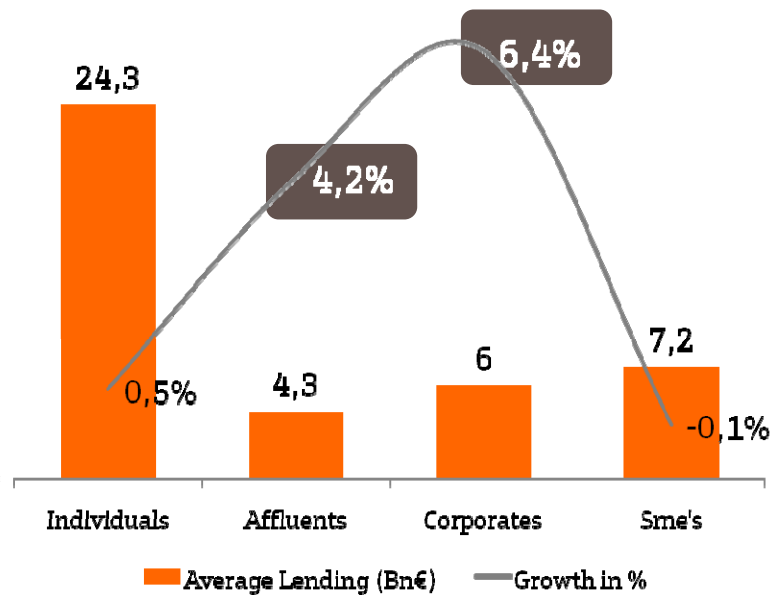


Number of SICAVS

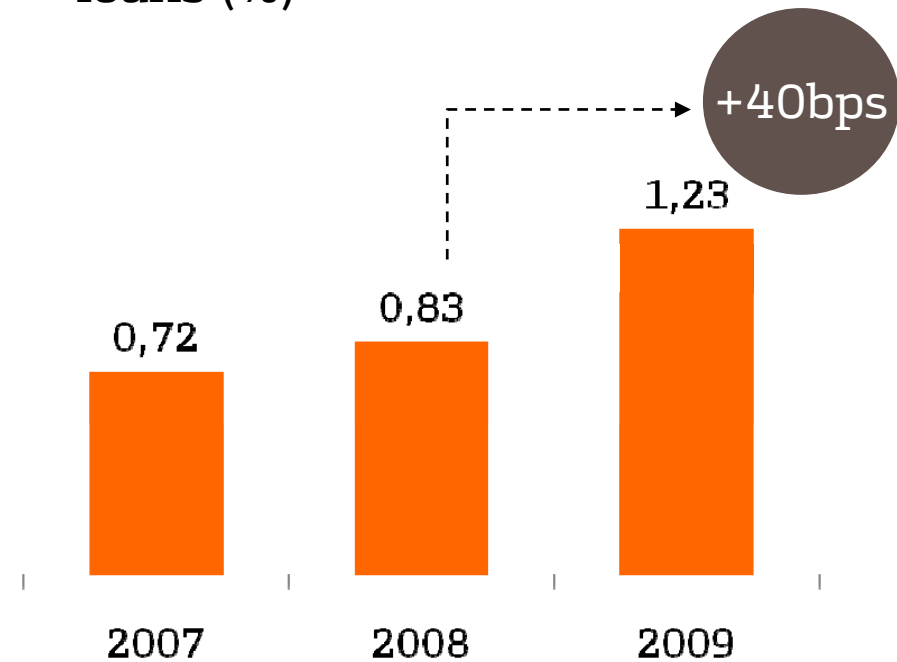


# Lending activity is focused on target clients

Average lending volumes by business segment (in Bn€)



Spread on client' credit and loans (%)



# The future

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# A unique **business model...**



## linea directa

1,2 million clients

**1.704 thousand policies**

96,2 Million Profit Before Taxes

**+9,4% total policies**

+2,3% net premiums

**92,7% Combined Ratio**

ROE 27,5%

## **bankinter.**

793.000 active clients

**28,5Bn secured loans**

285 million bank' PBT

**+17,7% Net Interest Income**

+17,2% Pre Provision Profit

**46,5 Cost to Income**

ROE 11,3%



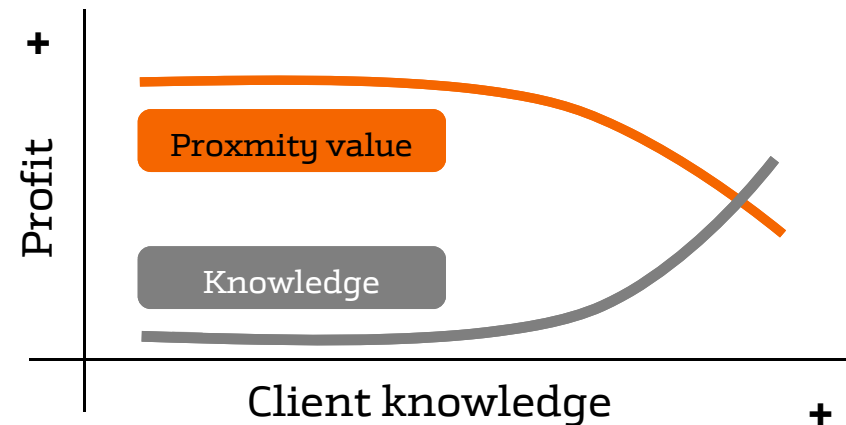
Leveraged on deep **client knowledge** that allows us to maximize client potential through **cross selling**

**Retail Banker International**

DISTRIBUTION

Spain's Bankinter tops worldwide cross-selling league

	Country/region	Average number of products per customer <sup>(1)</sup>
Bankinter	Spain	6.34
Wells Fargo	US	5.81
Komerční banka	Czech Republic	5.7
Bradesco	Brazil	4.7
EBVA <sup>(2)</sup>	Spain	4.7
Swedbank <sup>(2)</sup>	Sweden	4.5
Millennium BCP	Portugal	4.06
Royal Bank of Canada	Canada	4
EBVA Barcomer	Mexico	3.6
KBC <sup>(2)</sup>	Belgium	3.6
UniCredit	Italy	3.4



6,4

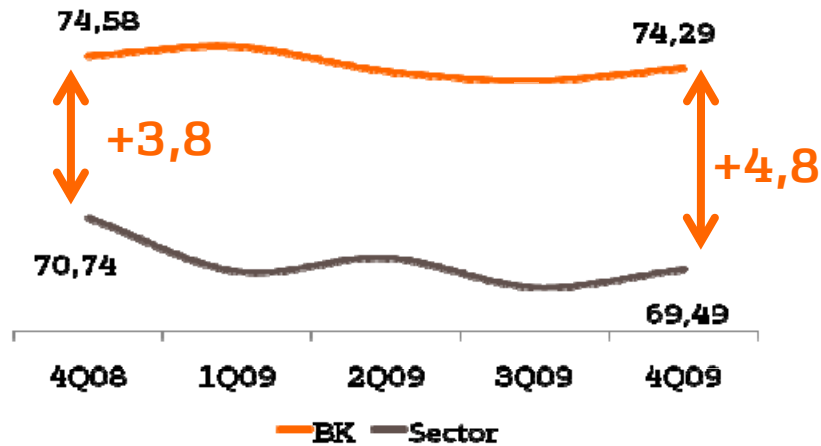
2009 Churn Rate

5,1

Products per client

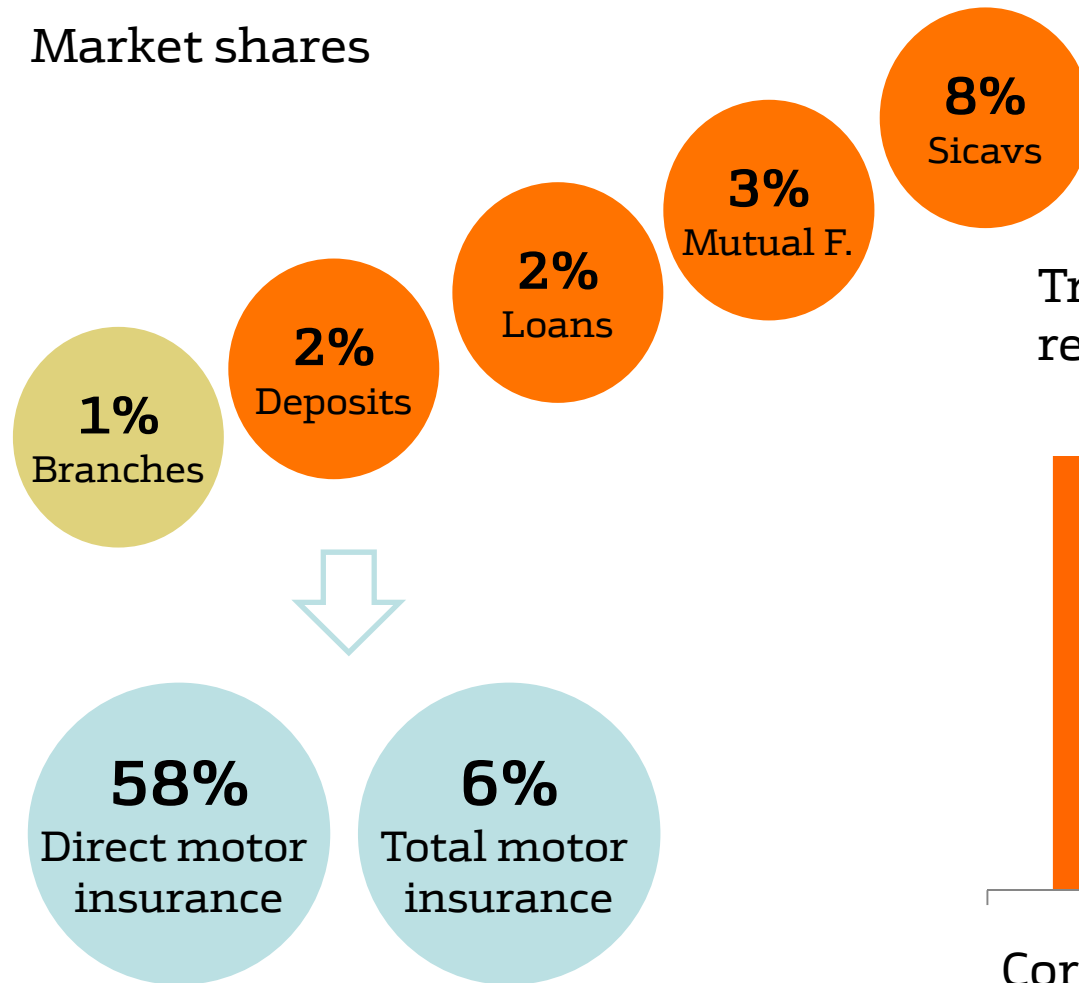
# Based on superior quality of service and continuous open innovation

Evolution of quality ISN indicator

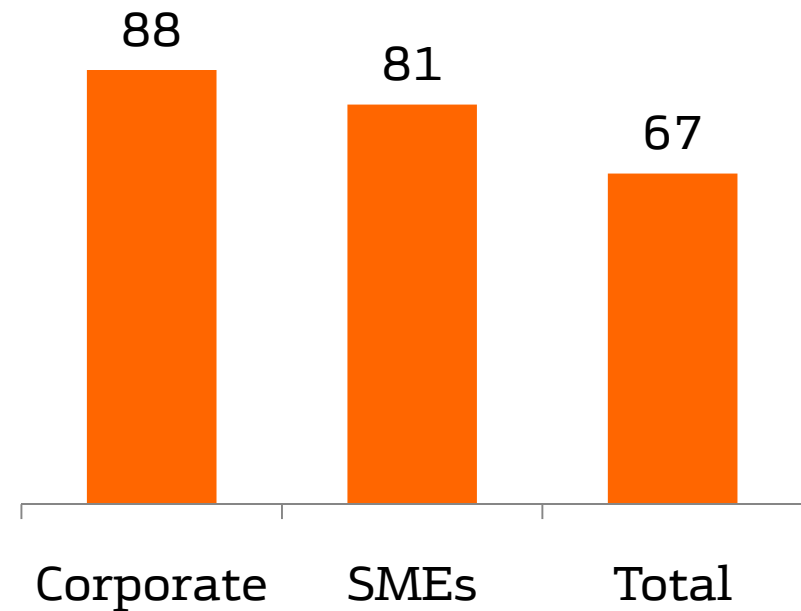


# A highly productive franchise

Market shares



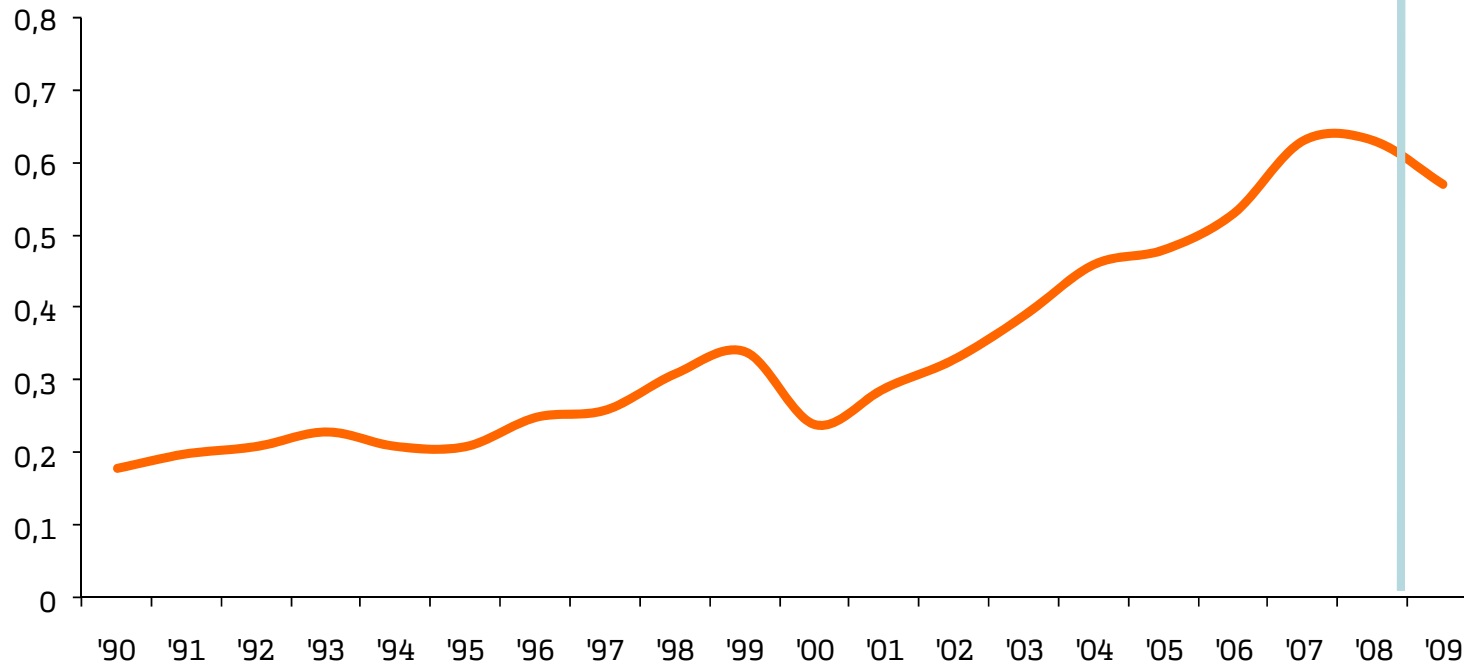
Transactions executed thru remote channels (in %)



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# A **business model** that will continue delivering value

EPS evolution



2007 : ex one offs

2009: +17% number of shares due to the capital increase for the acquisition of LDA

Thank you

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