

bankinter

Morgan Stanley
European Banks
Conference

London, April 2008

BANKINTER presents its financial statements following format and criteria stated by Circular of Banco de España 4/04

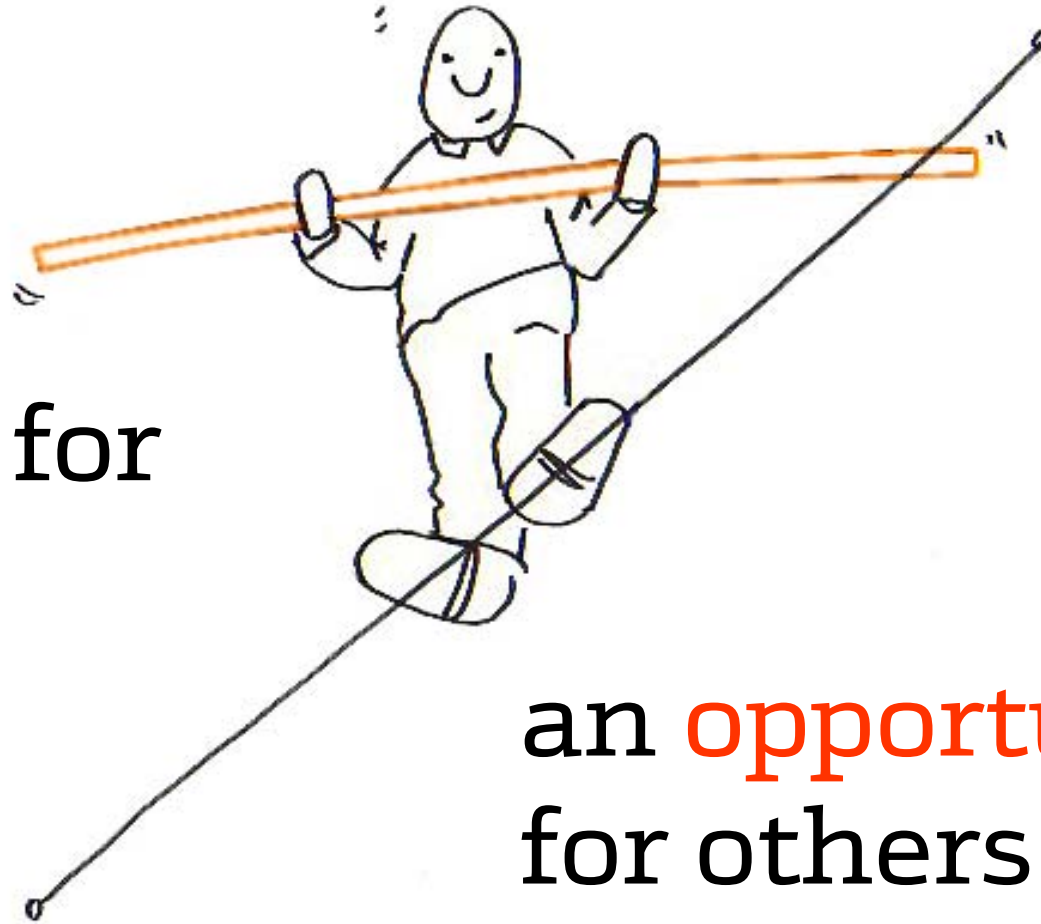
BANKINTER cautions that this presentation contains forward looking statements. These forward looking statements are found in various places throughout this presentation and include, without limitation, statements concerning our future business development and economic performance. While these forward looking statements represent our judgment and future expectations concerning the development of our business, a number of risks, uncertainties and other important factors could cause actual developments and results to differ materially from our expectations. These factors include, but are not limited to (1) general market, macro-economic, governmental and new regulations, (2) movements in local and international securities markets, currency exchange rates, and interest rates, (3) competitive pressures, (4) technological developments, (5) changes in the financial position or credit worthiness of our customers, obligors and counterparties. The risk factors and other key factors that we have indicated could adversely affect our business and financial performance contained in our past and future filings and reports, including those with the Securities and Exchange Commission of the United States of America.

The future ?



bankinter.

A **challenge** for all...



a **threat** for
some ...

an **opportunity**
for others



For Bankinter?

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For us, the future is always an
opportunity



to leverage on change

1st

to offer

A high yield deposit

to offer

Mutual Funds

To have

Telephone banking

To develop

Virtual branches

To build

An exclusive agent network

To offer

Internet banking

To design

An "industrialized" mortgage generation process

To carry

The bank on the mobile

To offer

A different value proposition for SME's

bankinter.



.... and continue
surprising ...

... innovating




Acceso Clientes

Usuario:

Contraseña:


Extracto Integral

Estoy en un PC privado



[¿Olvidó sus claves?](#)

[Solicitar claves](#)

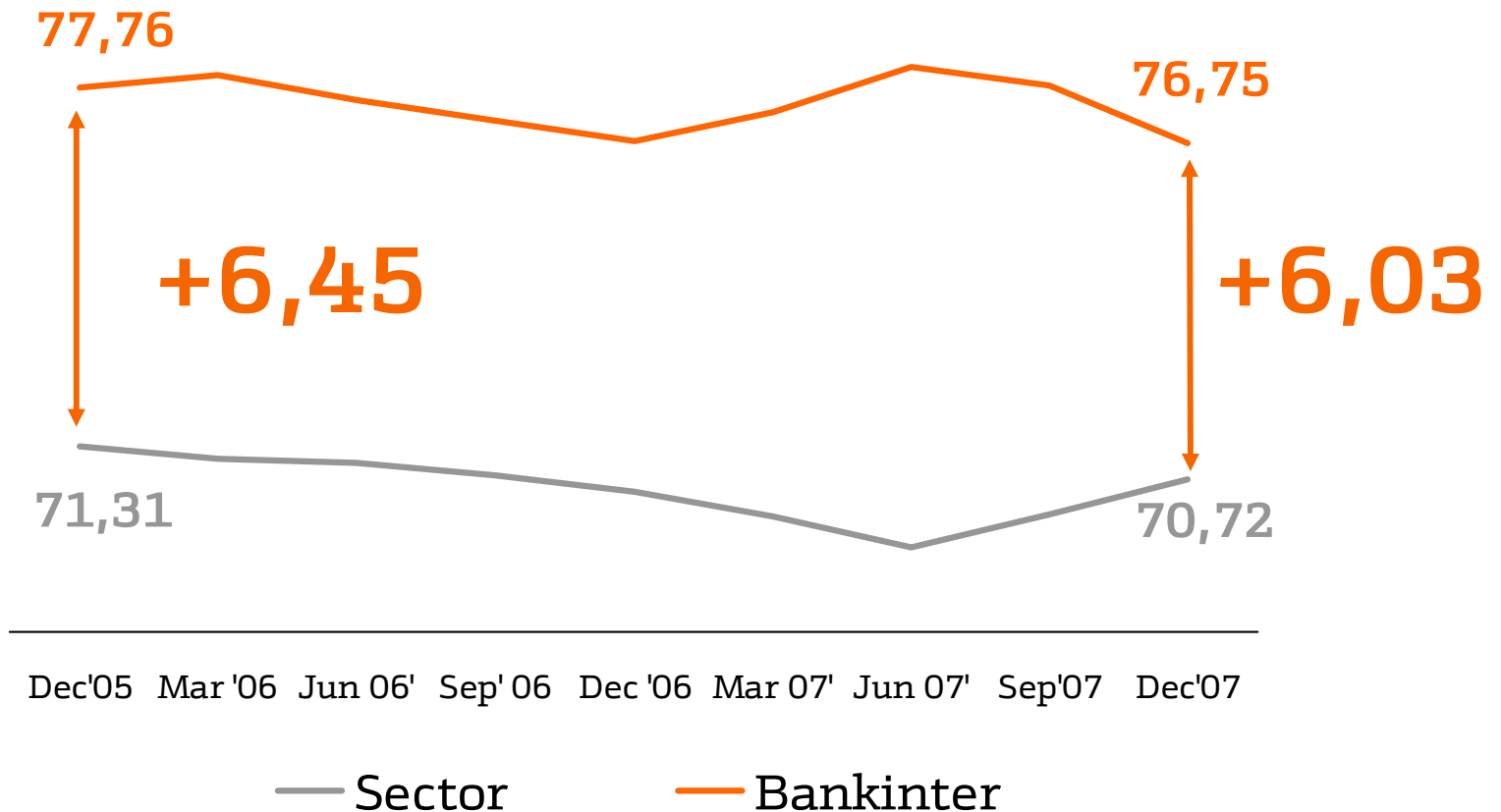
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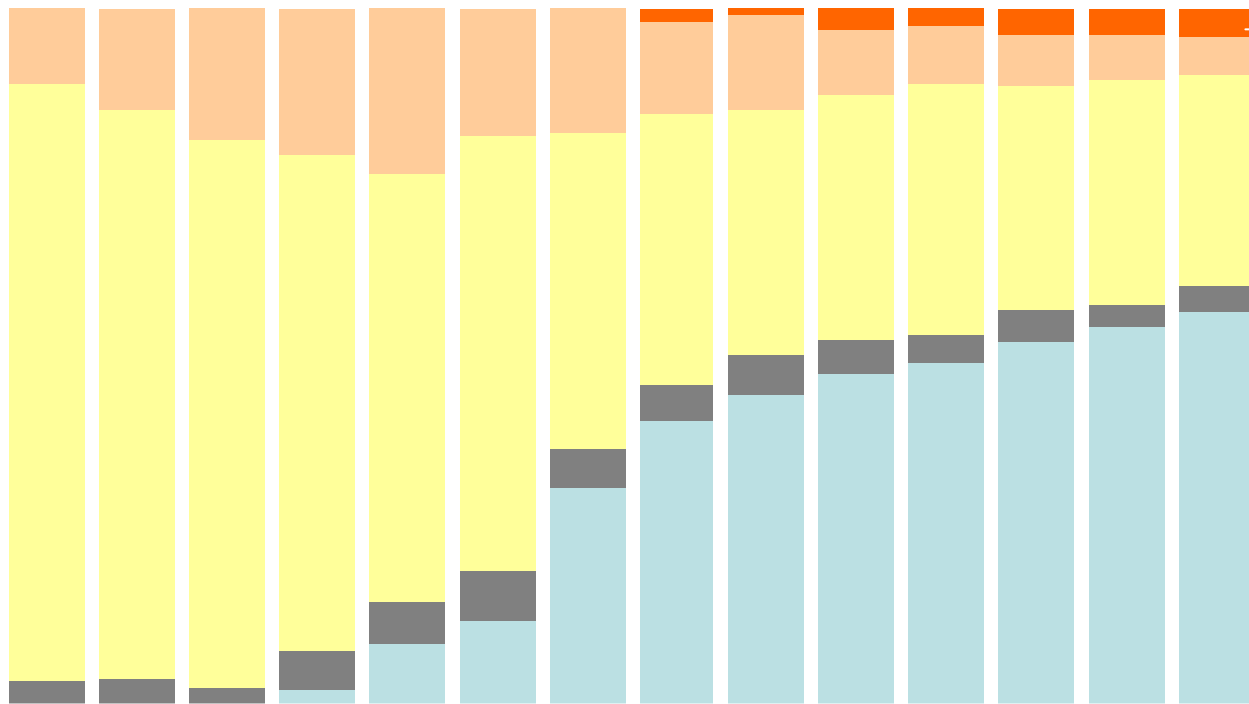
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looking for excellence

Quality of service indicator (ISN)



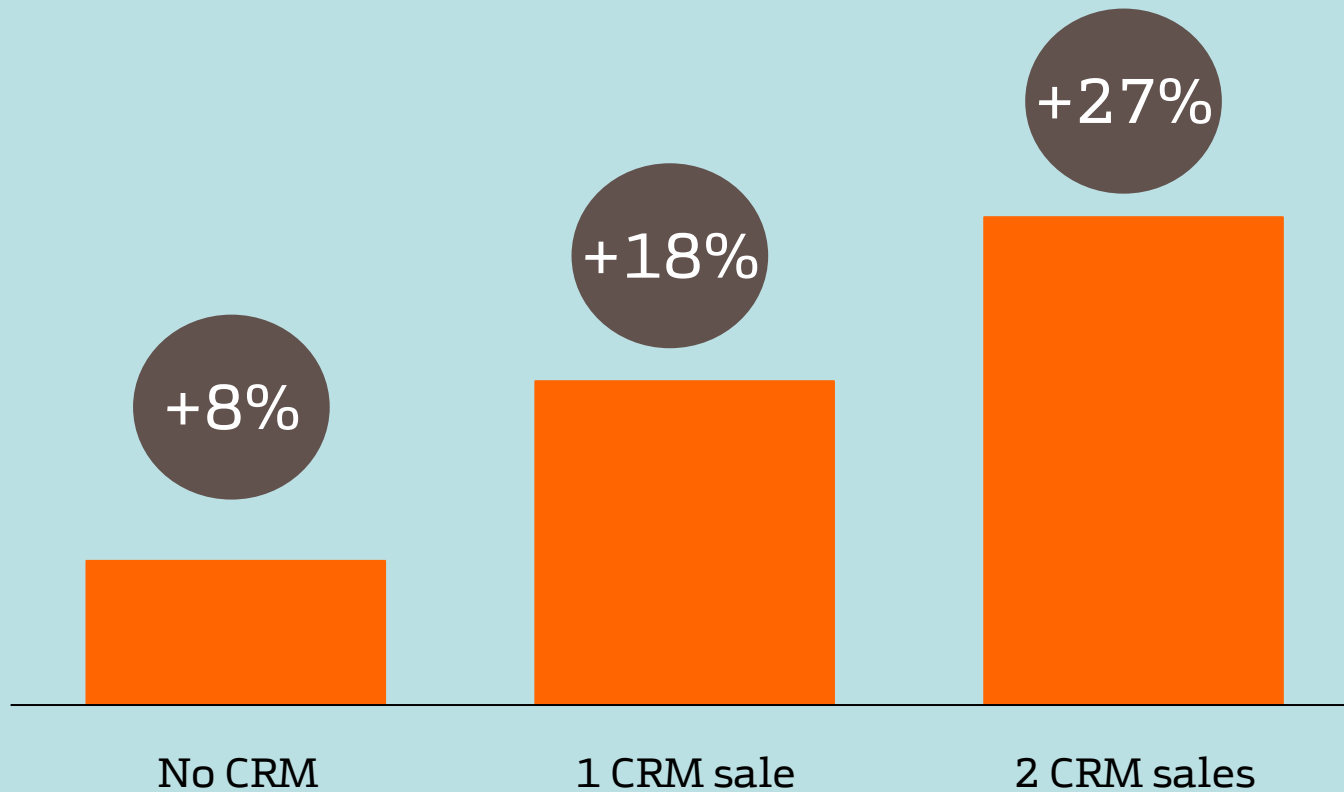




An opportunity
that is based upon
talent

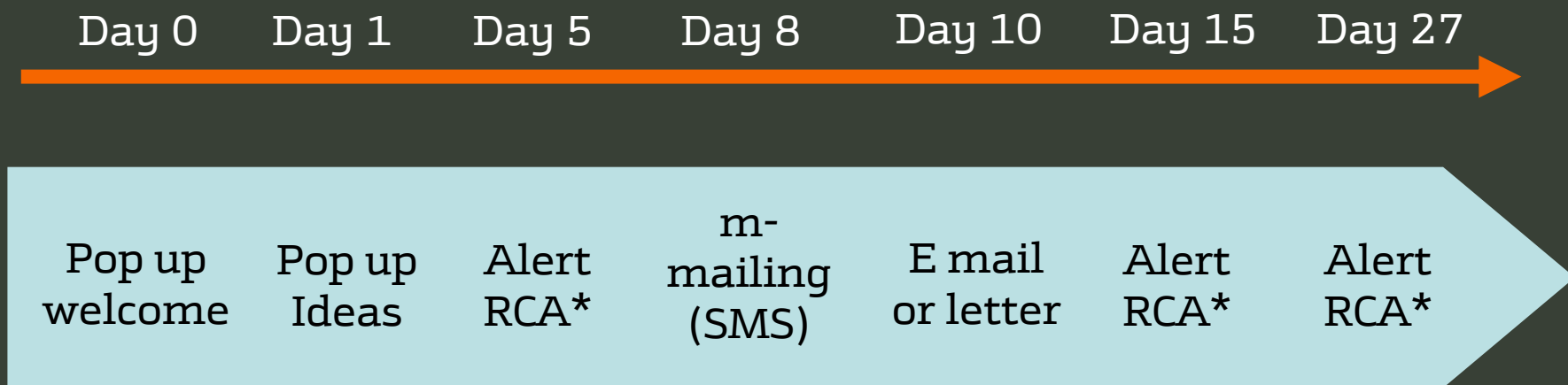
and the intelligent use of technology

Increase in the profitability of a private banking client depending on the number of CRM sales



applied to all aspects of business and management processes

Client retention model



98% of clients contacted

* Remote commercial actions

Adding value by
sticking to our
principles



2007 results show a strong pace
of growth of recurrent business
with clients,...

+24,9%

EVA

client business

+10,5%

Active clients

22,3%

(+2,8)

ROE with clients

...both in strategic client segments...

134M€

PBT Affluents

+23%

72M€

PBT SME's

+35%

... and in added value products

67M€

PBT Insurance
+15%

43M€

PBT Brokerage
+14%

47M€

PBT "Clips"
+75%

A new record in results that have been led by the strength of **recurrent income,**

+24,1%

NII

+12,4%

Fees

+73,6%

(30,6% ex "one offs")

Net Income

while preserving high levels
of asset quality ...

155M€

NPL

2,4%

Developers over
total loans

575M€

NPL provisions

... and setting the foundations for

4.530

+13,8%
Employees

619

+13,2%
Centers

A talented organization

capable of transforming complexity into three clicks

bankinter.

¿On line securities transfer?

Only possible with Bankinter

and firmly committed to **value creation**

A close-up photograph of a person's hand holding a black and gold pen, writing on a white document. The document has some faint lines and text, including the number '20'. The background is blurred, showing a dark surface.

Clients

Shareholders

Employees

Society

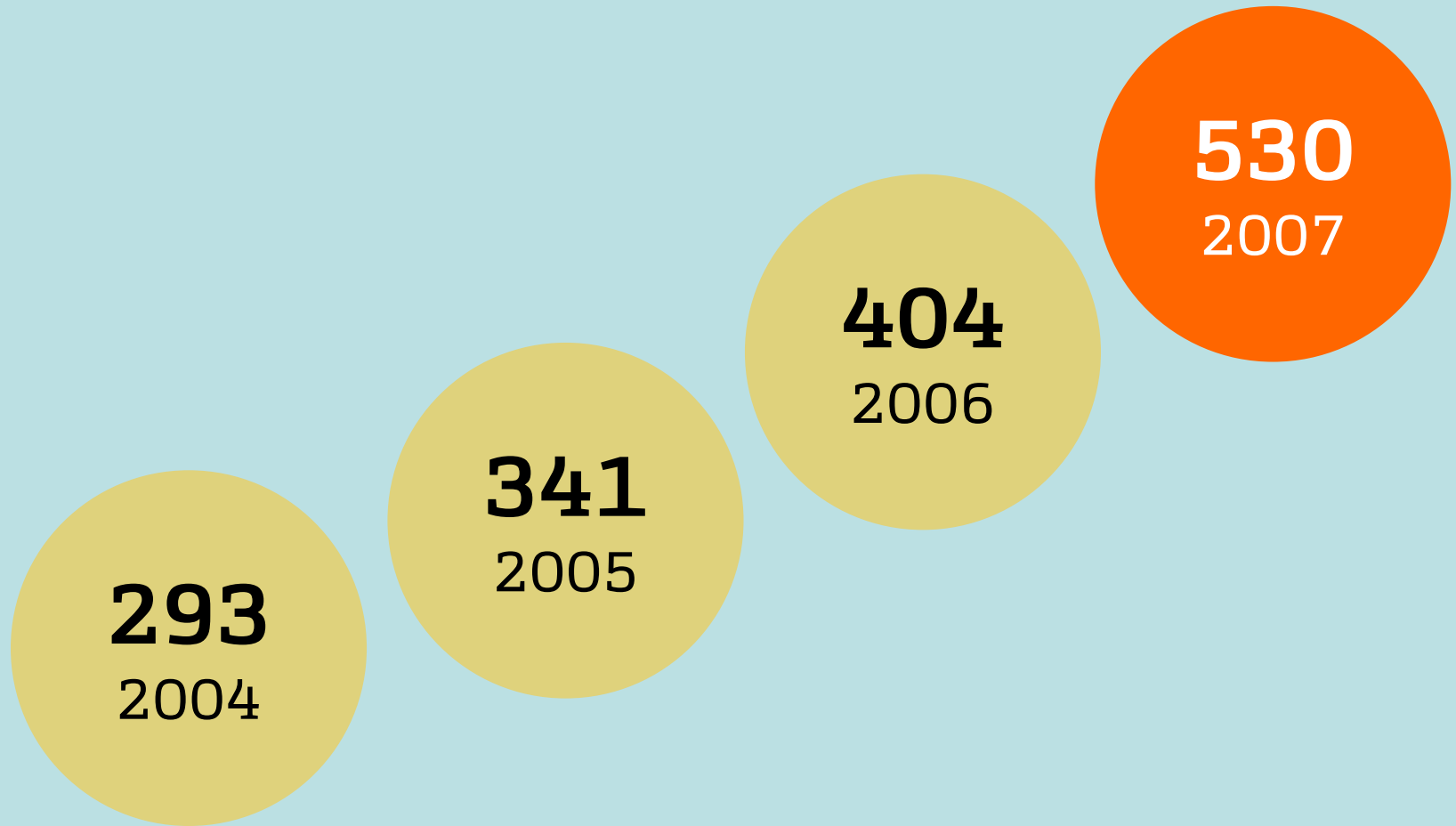
Clients

6,49

Products per client

You are profitable for
your bank
but,

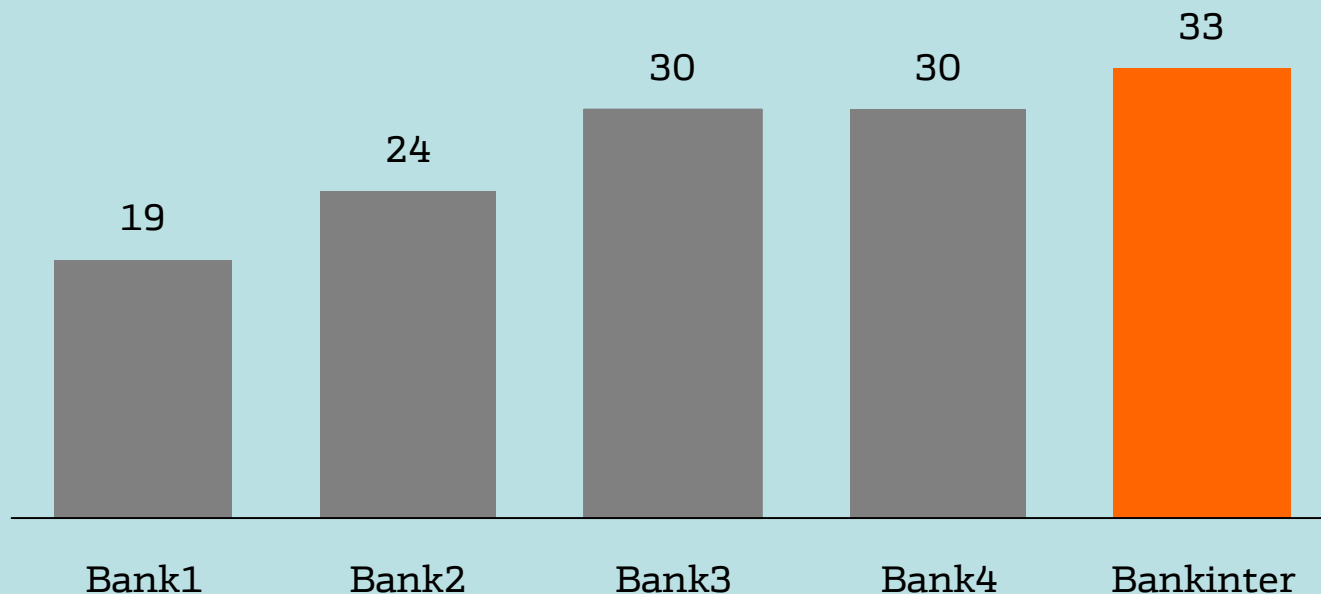
Shareholders



PBT + generics (million €)

Shareholders

Average annual profitability for shareholders in the period 1998 – 2007 for Ibox 35 Banks *



*IESE study

Shareholders profitability = Value creation for shareholders / capitalization ; Value creation for shareholders = Capitalization increase + dividends paid + Other payments (Share buy backs,...) - Capital calls - conversion of convertible bonds

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Employees

4,7

% share capital

Training costs

3%

personnel costs

36

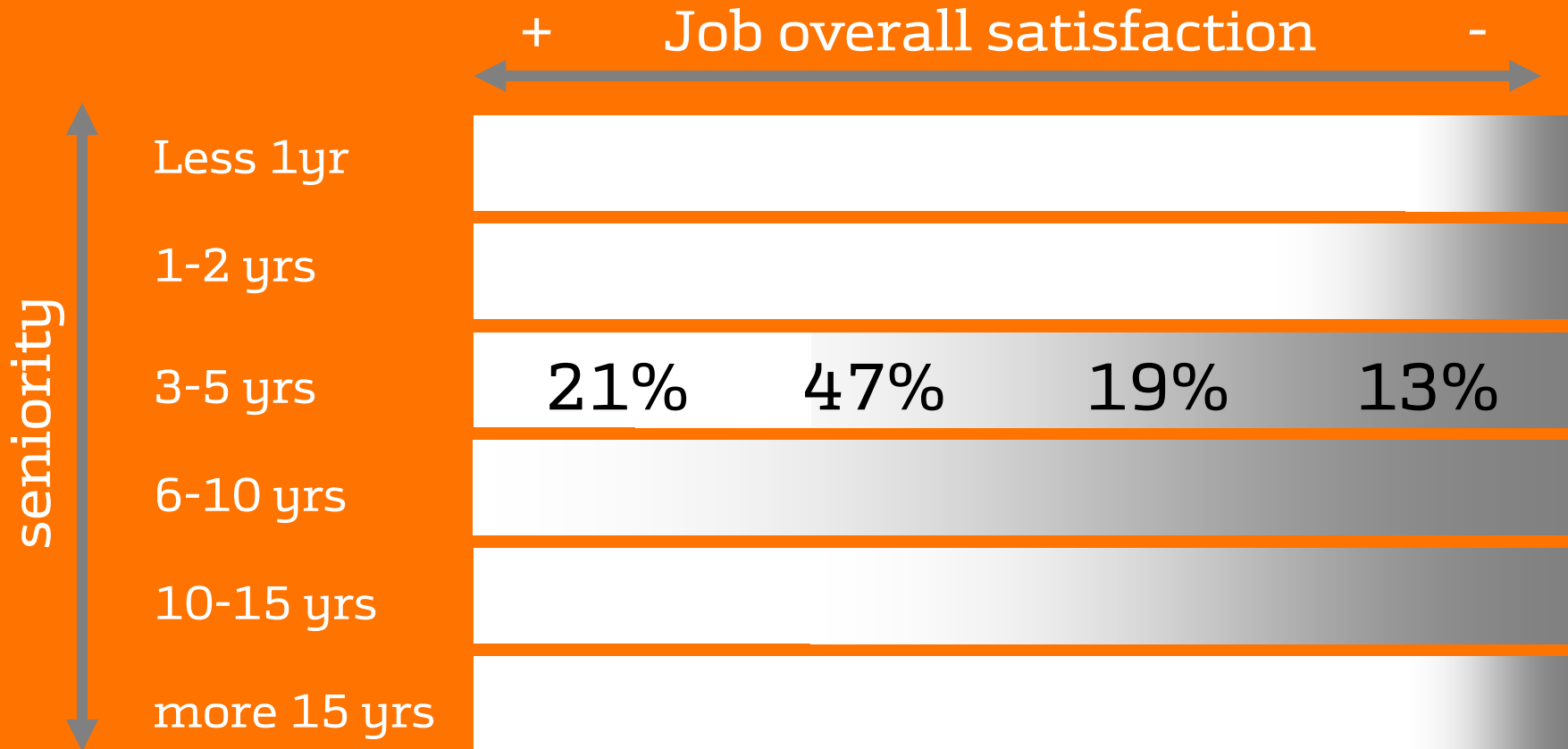
% teleworkers

Winner
Intranet Design
Annual 2008

NN/g

Employees

Results of the biannual climate survey



Society



FTSE4Good



Social action
Accessibility
Foundation for
innovation
Environment

Different ?



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...different by culture

agility

enthusiasm

integrity

originality

bankinter.



Si piensa que todos
los bancos son iguales
queremos conocerle.