

28 April 2020

Q1'20 Earnings Presentation

Here to help you prosper



Important information

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In addition to the financial information prepared in accordance with International Financial Reporting Standards (“IFRS”) and derived from our financial statements, this presentation contains certain financial measures that constitute alternative performance measures (“APMs”) as defined in the Guidelines on Alternative Performance Measures issued by the European Securities and Markets Authority (ESMA) on 5 October 2015 (ESMA/2015/1415en) and other non-IFRS measures (“Non-IFRS Measures”). The financial measures contained in this presentation that qualify as APMs and non-IFRS measures have been calculated using the financial information from Santander Group but are not defined or detailed in the applicable financial reporting framework and have neither been audited nor reviewed by our auditors. We use these APMs and non-IFRS measures when planning, monitoring and evaluating our performance. We consider these APMs and non-IFRS measures to be useful metrics for management and investors to facilitate operating performance comparisons from period to period. While we believe that these APMs and non-IFRS measures are useful in evaluating our business, this information should be considered as supplemental in nature and is not meant as a substitute of IFRS measures. In addition, other companies, including companies in our industry, may calculate or use such measures differently, which reduces their usefulness as comparative measures. For further details of the APMs and Non-IFRS Measures used, including its definition or a reconciliation between any applicable management indicators and the financial data presented in the consolidated financial statements prepared under IFRS, please see the 2019 Annual Financial Report, filed with the Comisión Nacional del Mercado de Valores of Spain (CNMV) on 28 February 2020, as well as the section “Alternative performance measures” of the annex to the Banco Santander, S.A. (“Santander”) 2020 1Q Financial Report, published as Relevant Fact on 28 April 2020. These documents are available on Santander’s website (www.santander.com).

The businesses included in each of our geographic segments and the accounting principles under which their results are presented here may differ from the included businesses and local applicable accounting principles of our public subsidiaries in such geographies. Accordingly, the results of operations and trends shown for our geographic segments may differ materially from those of such subsidiaries

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Q1'20 Highlights



**Group &
Business
areas review**



**COVID-19 and
Key takeaways**



Appendix



Q1'20 Highlights

COVID-19

- ▶ The COVID-19 outbreak has caused an unprecedented **worldwide health crisis**. Today's financial system is more resilient and banks are part of the solution to the current economic situation
- ▶ We have implemented **specific measures for each of our stakeholders** to help protect our employees, customers, shareholders and investors, ensure business continuity and mitigate economic and social costs

Growth

- ▶ **Steady growth in volumes YoY** (loans +7%, deposits +6%). **Pick up in March:** loans +EUR 26 bn and deposits +EUR 24 bn. New lending exceeded typical monthly levels, driven by corporates and SCIB
- ▶ **Our digital products and services have been more important than ever:** strong quarterly increase in our **digital customer base** (+1.5 mn) and **digital sales** stood at 43% of the total sales in March. **Accesses and transactions** grew +23% and +22% YoY




Profitability

- ▶ Q1'20 **underlying attributable profit** of **EUR 1,977 mn** (+8% YoY), driven by increased revenue, cost control and stable cost of credit. Delivered a solid **underlying RoTE of 11.1%**
- ▶ Q1'20 **attributable profit** of **EUR 331 mn**, affected by a **provisions overlay of EUR 1,600 mn related to COVID-19**

Strength

- ▶ **Credit quality maintained in Q1'20:** NPL ratio (3.25%), Coverage ratio (71%) and Cost of credit (1.00%)
- ▶ **Mar-20 CET1 ratio: 11.58%**. Continued organic generation and dividend measures reinforced the ratio (+36 bps). However, significantly affected by strong increase in volumes, together with regulatory, corporate transactions and markets impacts

Resilient underlying performance supported by our geographic diversification...

Q1'20 (vs. Q1'19)	Loyal customers (mn)	Loans (EUR bn)	Customer funds (EUR bn)	Underlying profit (EUR mn)	RoTE (%)
 Europe	9.9 +2%	653 +4%	644 0%	974 -16%	8% -167 bps
 North America	3.6 +21%	132 +13%	120 +15%	522 +34%	15% ¹ +172 bps
 South America	7.8 +5%	118 +16%	148 +16%	928 +15%	21% +154 bps

...with Global Businesses driving network effects and contributing 30% of Group's earnings



Corporate & Investment Banking

Underlying profit **EUR 491 mn** **+21%**

RoRWA **2.0%** +13 bps

Customer-centric providing liquidity and transactional solutions



Wealth Management & Insurance

Underlying profit **EUR 240 mn** **+21%**

RoRWA **8.9%** +1.4 pp

Connecting our banks via our global value proposition and new products

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Appendix

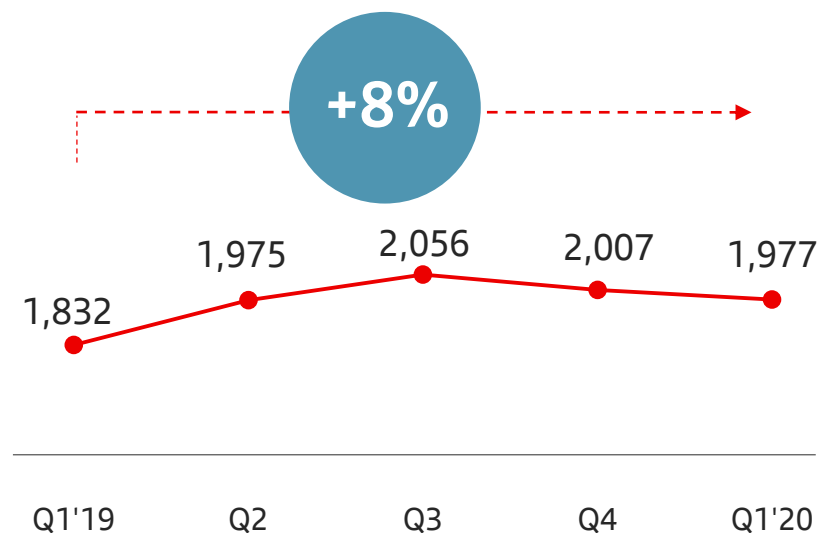


Q1'20 underlying results continued to grow, marginally affected by the crisis

EUR mn	Q1'20	% vs. Q1'19	
		Euros	Constant euros
Net interest income	8,487	-2	3
Net fee income	2,853	-3	3
Customer revenue	11,340	-2	3
Trading and other income	474	0	2
Total income	11,814	-2	3
Operating expenses	-5,577	-3	1
Net operating income	6,237	-1	5
Loan-loss provisions	-2,309	6	12
Other results	-372	-21	-17
Underlying PBT	3,556	-3	3
Underlying attributable profit	1,977	1	8
Net capital gains and provisions ¹	-1,646	—	—
Attributable profit	331	-82	-80

Underlying attributable profit

Constant EUR mn

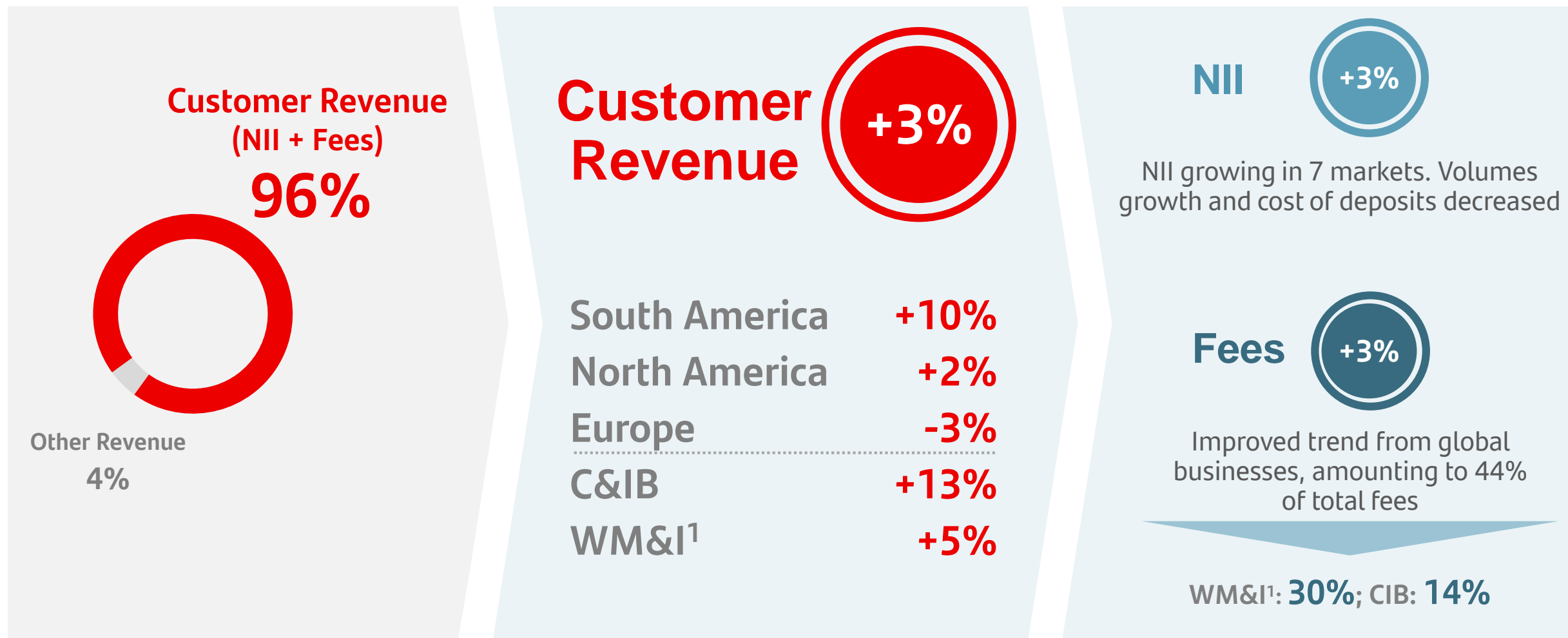


Attributable profit














1,675	1,269	450	2,656	331
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(1) In Q1'20: Provisions overlay EUR 1,600 mn related to COVID-19 and restructuring costs of EUR 46 mn. Details on slide 38 (appendix)

High quality revenue: customer revenue delivered 96% of the total and grew 3% YoY driven by the Americas and global businesses



We are on track to meet our efficiency plan

YoY change in constant euros	Nominal costs	Costs in real terms		
Europe 	-3.4%	-4.6%	 -8%  -6%  -4%  -3% ¹  -4%	Q1'20 efficiencies achieved: > EUR 100 mn
North America 	2.5%	0.0%	 -1%  2%	Synergies as a region and joint investments
South America² 	3.4%	-0.3%	 -2%  3%	Regional revenue and cost management
Group 	0.8%	-3.0%		

Credit quality maintained in Q1'20. COVID-19 impacts have not yet been reflected



Credit quality ratios

	Mar-19	Dec-19	Mar-20
NPL ratio	3.62%	3.32%	3.25%
Coverage ratio	68%	68%	71%
Cost of credit	0.97%	1.00%	1.00%

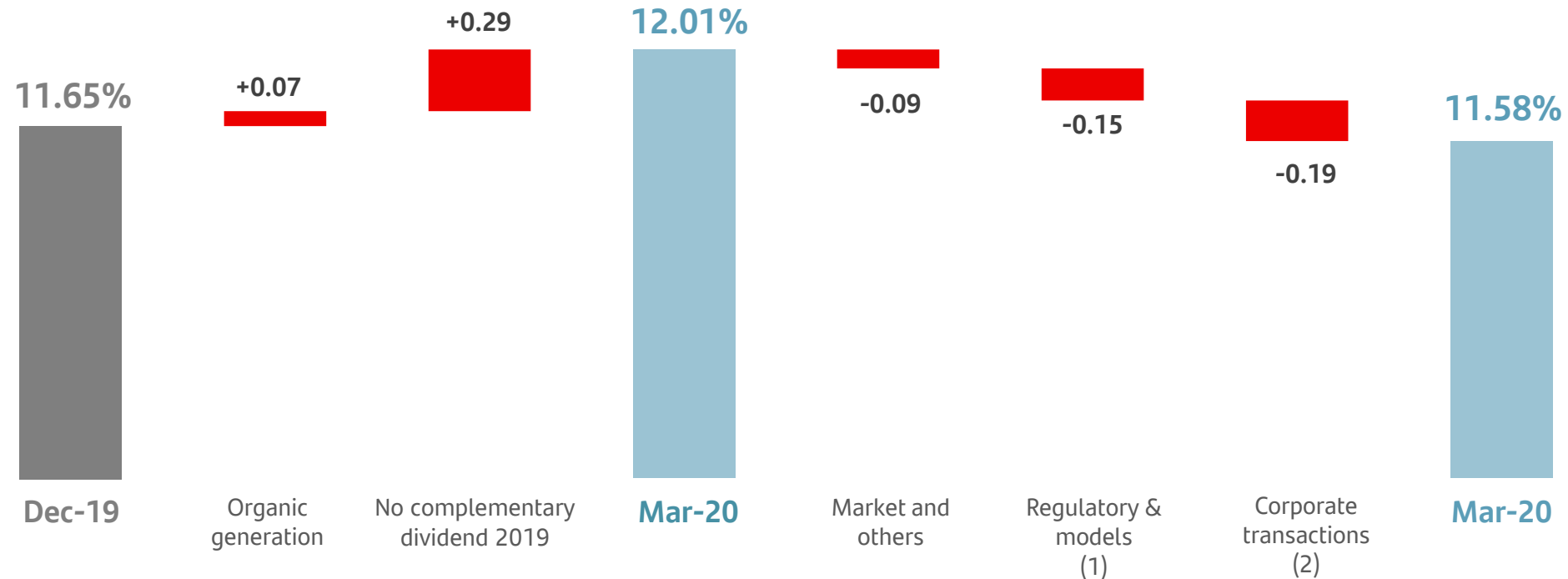
NPL ratio fell QoQ and YoY in most markets

High level of **allowances to total loans**

Roughly stable **cost of credit** QoQ in most markets

Non-recurring items significantly impacted CET1, offsetting continued organic generation and dividend measures

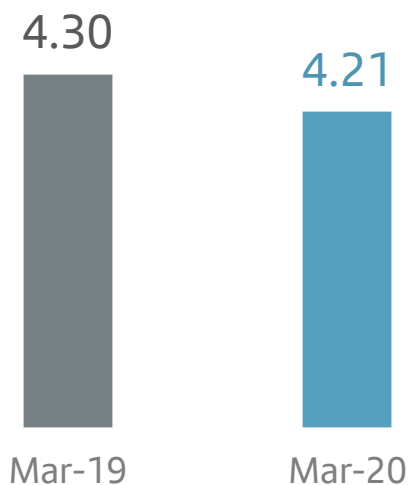
CET1 ratio YTD evolution



Resilient underlying profitability in Q1'20

TNAV per share

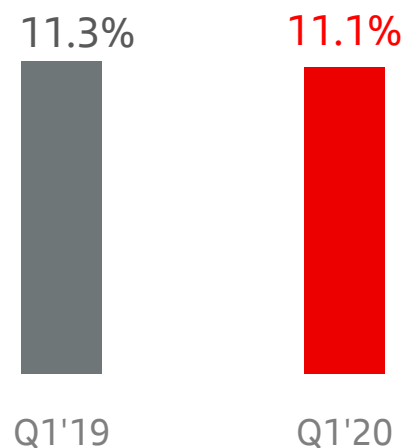
EUR



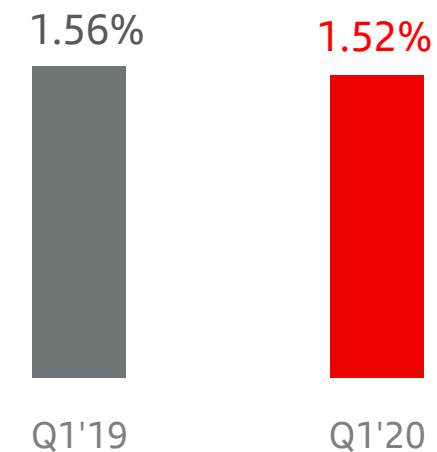
**TNAV per share + Dividend per share:
+1.8% YoY**

Profitability ratios

Underlying RoTE¹



Underlying RoRWA¹



(1) Statutory RoTE Q1'19 11.2% and Q1'20 8.8%. Statutory RoRWA Q1'19 1.54% and Q1'20 1.25%.

Notes: The averages for the Q1 RoTE and RoRWA denominators are calculated on the basis of 4 months from December to March.

For periods of less than a year, and in the event of non-recurring results existing, the profit used to calculate the statutory RoTE is the annualised underlying attributable profit (excluding non-recurring results), to which are added non-recurring results without annualising them.

For periods of less than a year, and in the event of non-recurring results existing, the profit used to calculate the statutory RoRWA is the annualised underlying consolidated result (excluding non-recurring results), to which is added non-recurring results without annualising them.

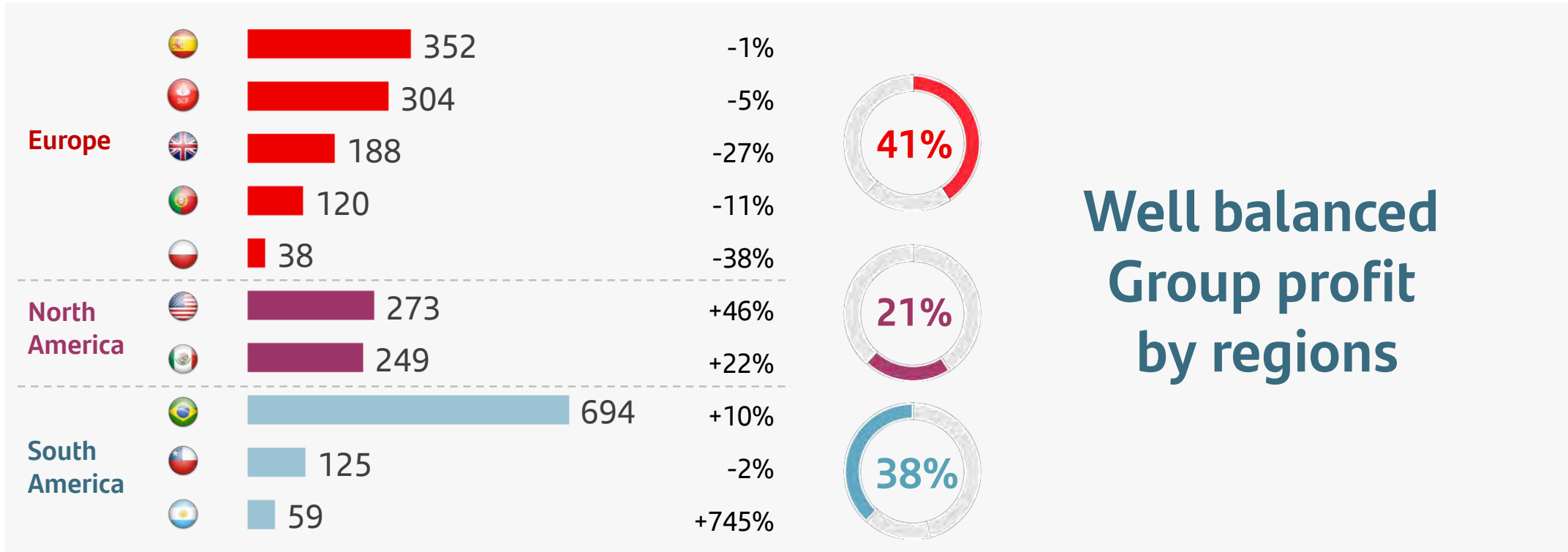
Business areas review



Delivered profit growth driven by the Americas and global businesses

Q1'20 Underlying attributable profit

EUR mn and % change vs. Q1'19 in constant EUR



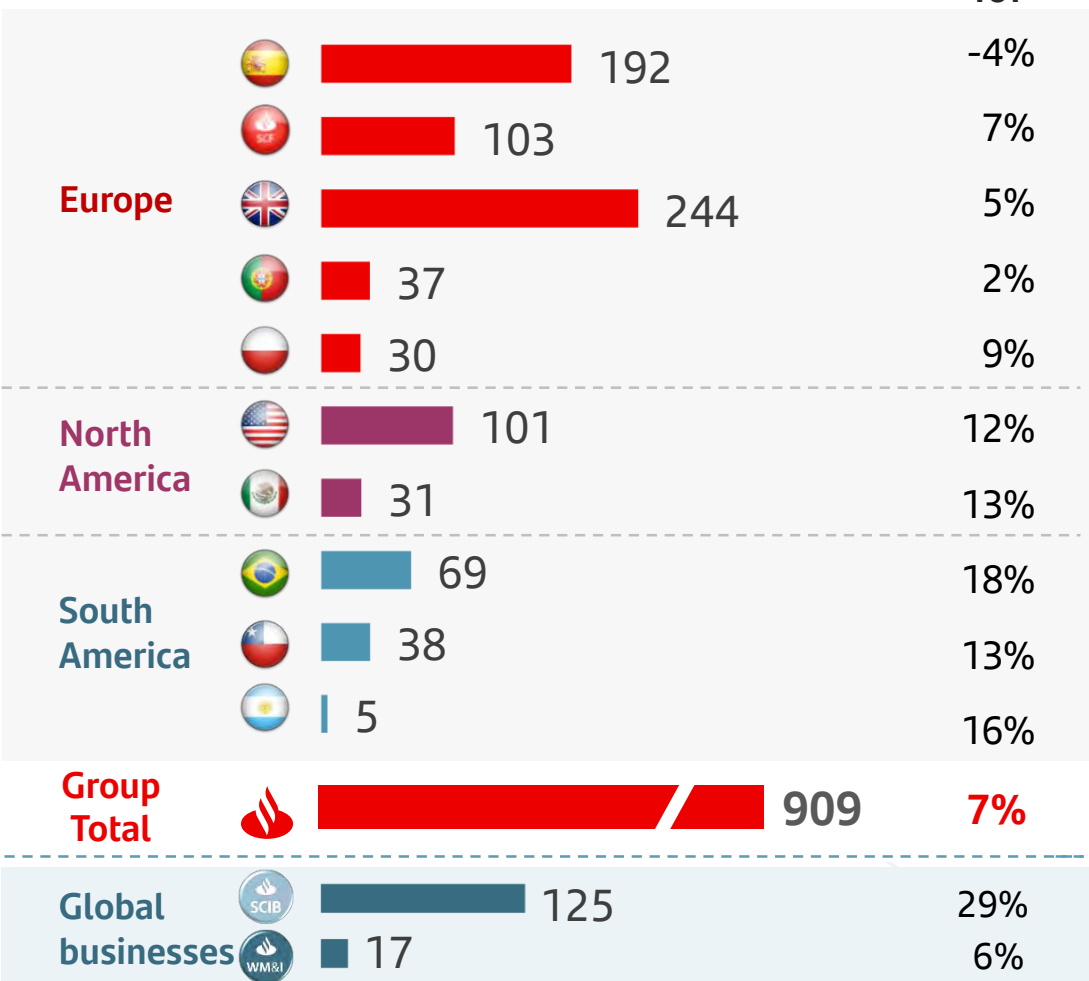
Well balanced
Group profit
by regions

Enhancing our local scale
with global reach

Positive trend across regions and global businesses accelerating in March

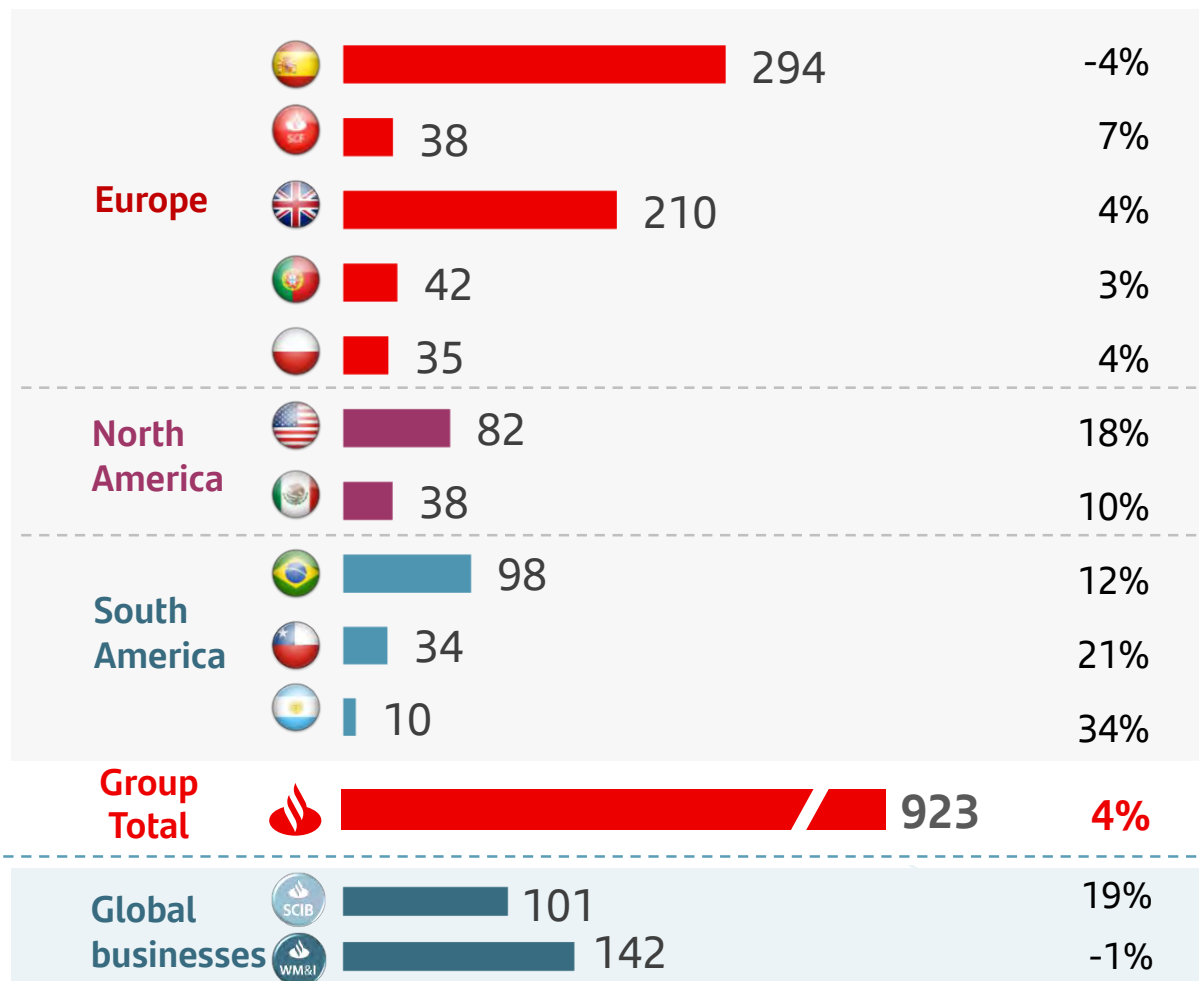
Mar-20 Loans and advances to customers

EUR bn and % change in constant EUR



Mar-20 Customer funds

EUR bn and % change in constant EUR





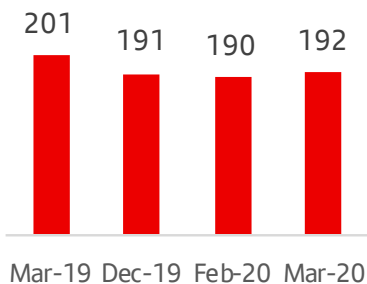
KEY DATA	Q1'20	% Q1'19
Loyal / active customers (%)	32	+2 pp
Digital customers (mn)	4.9	+6%
NPL ratio (%)	6.88	-41 bps
Cost of credit (%)	0.44	+4 bps
Efficiency ratio (%)	52.8	-239 bps
RoTE (%)	9.0	-61 bps

P&L*	Q1'20	% Q4'19	% Q1'19
NII	925	-0.9	-8.3
Net fee income	643	3.8	3.2
Total income	1,789	-1.3	-3.7
Operating expenses	-944	-3.4	-7.8
LLPs	-253	43.7	4.5
PBT	487	-12.6	2.0
Underlying att. profit	352	-12.0	-1.1

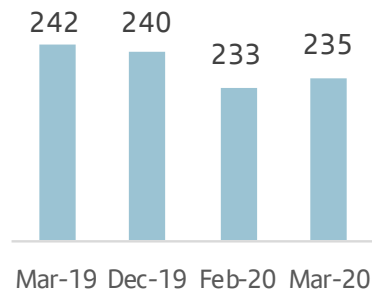
(*) EUR mn

VOLUMES¹

Loans & Advances
to Customers (EUR bn)



Customer Deposits
(EUR bn)



Higher activity in all segments. SMEs and Corporates accelerated growth in the quarter, which continued in April

NII down due to smaller ALCO portfolio and lower stock in wholesale banking

Cost reduction efforts (reflected in a strong improvement in the efficiency ratio) and continued reduction in the **cost of deposits**



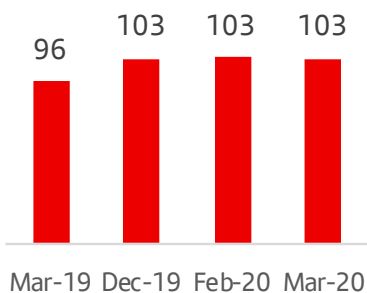
KEY DATA	Q1'20	% Q1'19
Active customers (mn)	18.8	-3%
NPL ratio (%)	2.43	+10 bps
Cost of credit (%)	0.52	+14 bps
Efficiency ratio (%)	43.9	+39 bps
RoTE (%)	13.9	-99 bps

P&L*	Q1'20	% Q4'19	% Q1'19
NII	979	2.5	5.2
Net fee income	187	-4.2	-12.5
Total income	1,171	-0.7	1.2
Operating expenses	-514	3.4	2.1
LLPs	-172	17.7	44.3
PBT	528	5.3	-5.2
Underlying att. profit	304	-4.0	-5.3

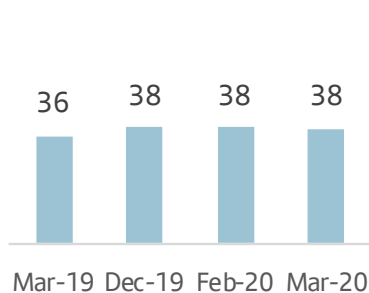
(*) EUR mn and % change in constant euros

VOLUMES¹

Loans & Advances
to Customers (EUR bn)



Customer Deposits
(EUR bn)



Consumer business **first to be affected** by the **crisis**, mainly in **Italy & Spain**, while demand in Germany & the Nordics more robust

Total income up 1% due to a strong January and February in NII, offsetting weak net fee income (lower new business in March)

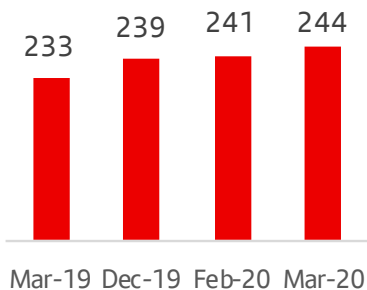
However, **PBT down 5%** resulting from **higher costs** (perimeter) and **LLPs** (lower portfolio sales)



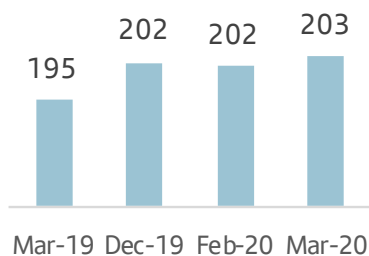
KEY DATA	Q1'20	% Q1'19
Loyal / active customers (%)	32	+1 pp
Digital customers (mn)	6.0	+6%
NPL ratio (%)	0.96	-21 bps
Cost of credit (%)	0.09	+2 bps
Efficiency ratio (%)	65.0	+376 bps
RoTE (%)	5.2	-175 bps

VOLUMES¹

Loans & Advances to Customers (EUR bn)



Customer Deposits (EUR bn)



P&L*	Q1'20	% Q4'19	% Q1'19
NII	898	-6.4	-9.0
Net fee income	193	-14.4	-11.8
Total income	1,098	-9.9	-10.1
Operating expenses	-714	0.4	-4.6
LLPs	-49	-49.0	-19.6
PBT	260	-24.4	-27.9
Underlying att. profit	188	-24.4	-27.1

(*) EUR mn and % change in constant euros



Income impacted by **SVR attrition and reduced fee income**, mainly overdrafts

Operating expenses down 5% YoY from transformation programme efficiency savings

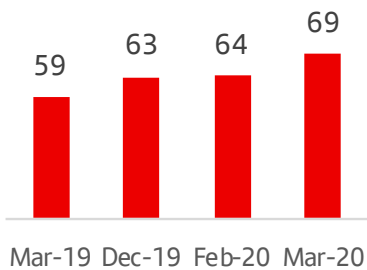
Strong net mortgage growth in Q1'20, driven by end 2019 new business flows



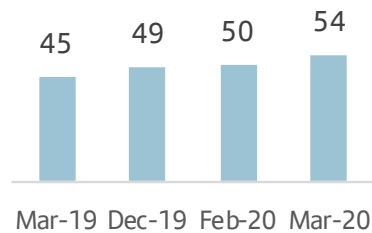
KEY DATA	Q1'20	% Q1'19
Loyal / active customers (%)	22	-
Digital customers (mn)	13.8	+13%
NPL ratio (%)	4.93	-33 bps
Cost of credit (%)	3.93	+5 bps
Efficiency ratio (%)	32.0	-98 bps
RoTE (%)	22.0	+106 bps

VOLUMES¹

Loans & Advances
to Customers (EUR bn)



Customer Deposits
(EUR bn)



P&L*	Q1'20	% Q4'19	% Q1'19
NII	2,270	-3.8	5.6
Net fee income	869	-4.0	6.8
Total income	3,137	-5.4	5.1
Operating expenses	-1,004	-12.9	2.0
LLPs	-709	-6.1	14.1
PBT	1,298	6.4	5.3
Underlying att. profit	694	7.8	10.1

(*) EUR mn and % change in constant euros



Strong positioning in the new scenario given our strategy

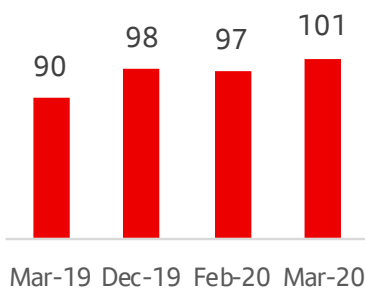
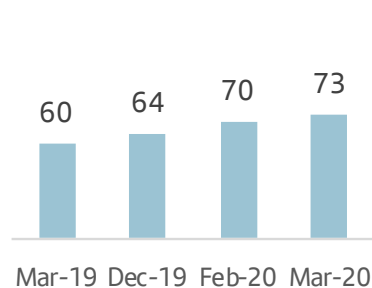
focused on customer service and operational excellence, capturing business opportunities

YoY double-digit **volumes and profit growth** with **higher profitability** (RoTE: 22%)

QoQ **profit** growth driven by **lower costs and provisions**, partially offset by revenue decrease (regulatory impact in overdrafts² and seasonality in fee income)


KEY DATA

	Q1'20	% Q1'19
Loyal / active customers (%)	19	-
Digital customers (k)	1,019	+6%
NPL ratio (%)	2.00	-41 bps
Cost of credit (%)	2.81	-30 bps
Efficiency ratio (%)	41.9	-80 bps
RoTE (%) ¹	12.4	+324 bps

VOLUMES²
Loans & Advances to Customers (EUR bn)

Customer Deposits (EUR bn)


P&L*	Q1'20	% Q4'19	% Q1'19
NII	1,462	0.5	0.9
Net fee income	250	8.1	3.5
Total income	1,929	1.4	3.2
Operating expenses	-809	-7.4	1.3
LLPs	-646	-22.5	2.6
PBT	468	199.4	22.7
Underlying att. profit	273	180.9	46.1

(*) EUR mn and % change in constant euros



Improved YoY loan growth continued to drive higher revenue, helping to offset the impact of rate decreases

Revenue growth, cost control and **improvement in asset quality**

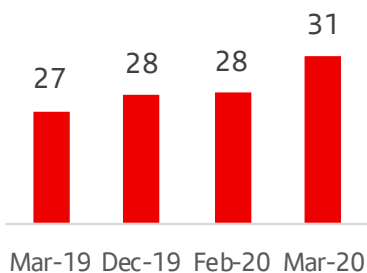
Solid profit performance, leading to **double digit RoTE**



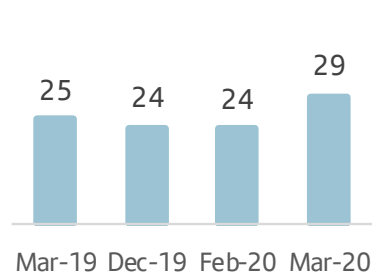
KEY DATA	Q1'20	% Q1'19
Loyal / active customers (%)	34	+5 pp
Digital customers (mn)	4.4	+38%
NPL ratio (%)	2.07	-5 bps
Cost of credit (%)	2.56	-6 bps
Efficiency ratio (%)	41.2	-106 bps
RoTE (%)	18.0	-215 bps

VOLUMES¹

Loans & Advances to Customers (EUR bn)



Customer Deposits (EUR bn)



P&L*	Q1'20	% Q4'19	% Q1'19
NII	798	0.5	4.7
Net fee income	211	10.2	3.6
Total income	1,007	-1.9	7.7
Operating expenses	-415	-4.3	5.0
LLPs	-228	5.5	18.4
PBT	357	-7.4	4.3
Underlying att. profit	249	-12.3	22.0

(*) EUR mn and % change in constant euros



Loan and deposit growth driven by corporates and CIB

Double-digit profit growth with high profitability

Solid total income performance and reduced non-controlling interests, following increased stake in Santander México in H2'19

P&L*	Q1'20	Q4'19	Q1'19
NII	-304	-333	-296
Gains/Losses on FT	14	-39	-79
Operating expenses	-85	-89	-97
LLPs and other provisions	-24	-58	-63
Tax and minority interests	-21	70	43
Underlying att. profit	-434	-459	-517

(*) EUR mn



QoQ decrease helped by lower interest rates

FX hedging cost reflected in results from financial transactions

Operating expenses reflect the **streamlining and simplification measures** carried out last year

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COVID-19. How Santander is contributing to tackle this outbreak

Since the beginning of the crisis we have been monitoring the situation and activated all of the protocols

As a responsible bank, we have implemented specific measures to support our stakeholders

A

Strong Group Governance has been demonstrated with close coordination within corporate areas and across countries

C

Robust Santander T&O allowing us to continue running the Bank and **servicing our customers remotely with high standards**

B

We are also taking a number of steps **to protect and support our customers and the society as a whole**

D

Business activity indicators point towards the expected deterioration but it is too early to assess real impact



We have progressively adopted measures in all our markets across four dimensions



Health & Contagion Prevention

Large scale telecommuting & branch closure strategy

- ▶ 112 k employees working from home
- ▶ c.70% of branches opened and employees working in a rotation scheme
- ▶ Progress in contact centres home working (inbound and collections). Remote agents: >50%
- ▶ 95% of ATMs working



Business Preventive Plans

Implementing and adapting them to the real situation

- ▶ Plans that we had for mainly operational issues, identifying critical services, people, buildings and suppliers, etc.



Communication Plans

We have published information in our internal and external channels

- ▶ >500 communications since the beginning of the crisis
- ▶ To keep our people, customers, shareholders and investors informed at all times



Risk & Financial Preparedness

Anticipating changes in the risk profile & defining strategies to mitigate negative impacts is key to preserve our solid position, particularly in terms of capital and liquidity

We are also taking care of society as a whole: EUR 100 mn has been dedicated in the fight against COVID-19



<p>All Together Fund: support the health crisis</p>	<p>Santander has pulled together EUR 54 mn to provide essential equipment and materials to support the global effort to fight the pandemic</p> <ul style="list-style-type: none"> ▶ Resources come from senior management salary reductions & board compensation; direct donations from the Bank and employee donation funds ▶ Donation channels and tools to facilitate the collaboration of customers and society in general. In collaboration with non-governmental organisations that work to help the most vulnerable groups
<p>Support vulnerable communities</p>	<ul style="list-style-type: none"> ▶ Some local units (US and the UK) have devoted EUR 16 mn to support vulnerable communities specifically impacted by COVID-19
<p>Santander universities</p>	<ul style="list-style-type: none"> ▶ Santander Universities: EUR 30 mn to support the response of universities to the COVID-19 crisis, whether in health, education or social issues; promote online education; and mobilise the entrepreneurial community to identify solutions to social challenges posed by COVID-19
<p>Digital solutions</p>	<ul style="list-style-type: none"> ▶ “Overcome Together”, a resource centre which contains information and resources to help support the fight against coronavirus. (Live in 🇪🇸 🇵🇹 🇧🇷 🇲🇽 🇷🇺 🇬🇷) ▶ Self-diagnosis app to manage the impact of the virus among the population. Working with the Mexican Government, supporting the Spanish Government with Telefonica’s solution and collaborating with 🇷🇺 🇵🇹 🇲🇽

Robust Santander technology, allowing us to continue running the Bank and serving our customers remotely



Global Tech Technology & Operations (T&O) is keeping the business up and running

Improving our T&O capacity

Increased bandwidth / VPN capacity
Initial 51 k maximum users
Today 247 k supported by VPN

Supporting our remote working

>780 k video calls a day
>3 mn chats a day
127 k laptops

Contact centres

Service volumes +21% on average
 (154% highest)



38.3 mn (+13% YoY)

Digital customers¹

Digital customers

+1.5 mn in Q1'20

Digital sales² as % of total sales

43% in March-20
 (36% in 2019)

Accesses³ (online & mobile)

+23% YoY

Transactions⁴ (monetary & voluntary)

+22% YoY

- 4.9 mn digital customers (+139 k YTD)**. Accelerated launch of new products to serve our current customer needs
- 71% digital sales in Mar-20** (61% in Dec-19; 57% in Mar-19) and 1.7 k new mobile users per day
- 55% digital sales in Mar-20** (50% in Dec-19) and mobile transactions +65% YoY

Note: data as of Mar-20 and year-on-year changes



(1) Every physical or legal person, that, being part of a commercial bank, has logged in its personal area of internet banking or mobile phone or both in the last 30 days
 (2) Percentage of new contracts executed through digital channels during the period
 (3) Private accesses. Logins of bank's customers on Santander internet banking or apps. ATM accesses by mobile are not included
 (4) Customer interaction through mobile or internet banking which resulted in a change of balance. ATM transactions are not included

We have taken a number of steps to protect and support customers: **individuals and self-employed**



Mortgage payment holidays

	# Operations requested	% of portfolio
	45 k	8%
	207 k	15%
 SBNA	1.6 k	5%



Consumer payment holidays

	# Operations requested	% of portfolio
	46 k	9%
	171 k	2%
 SC USA	409 k	14%
	506 k	5%

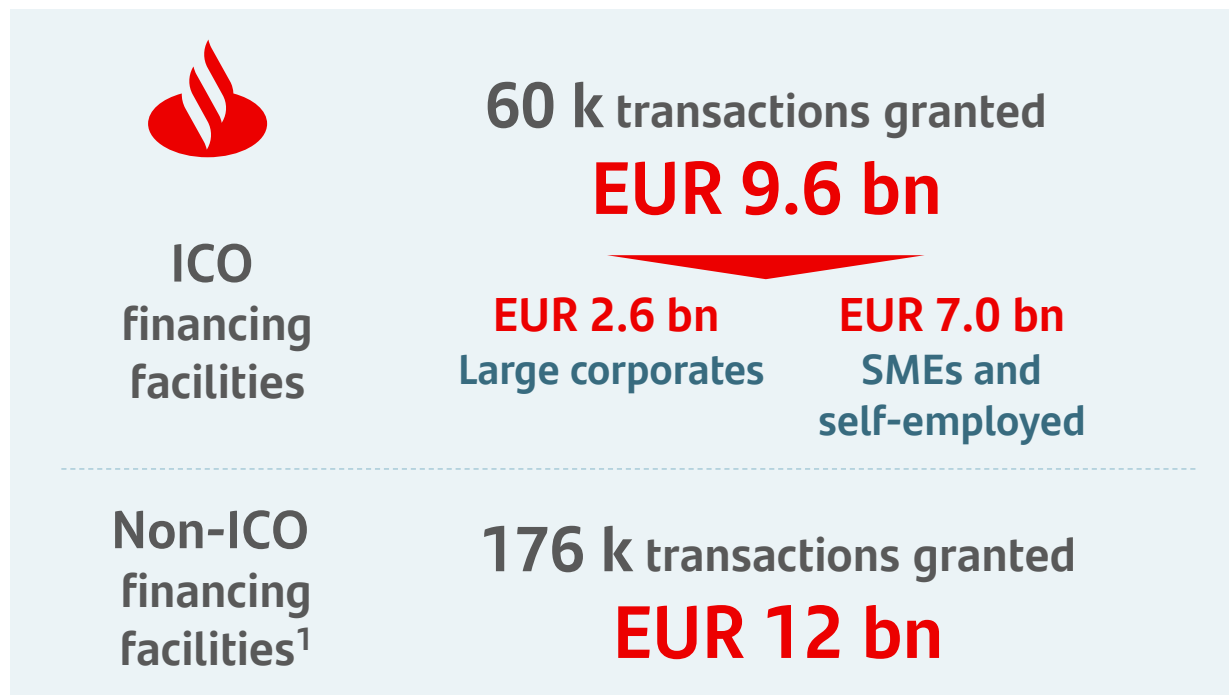
We have taken a number of steps supported by Government Guarantee Programmes

Government Guarantee Programmes

Country	Guarantee
	✓ EUR 100 bn
	✓ GBP 330 bn
	✓ EUR 820 bn
	✓ EUR 750 bn
	✓ USD 950 bn
	✓ BRL 40 bn
	✓ CLP 24 bn

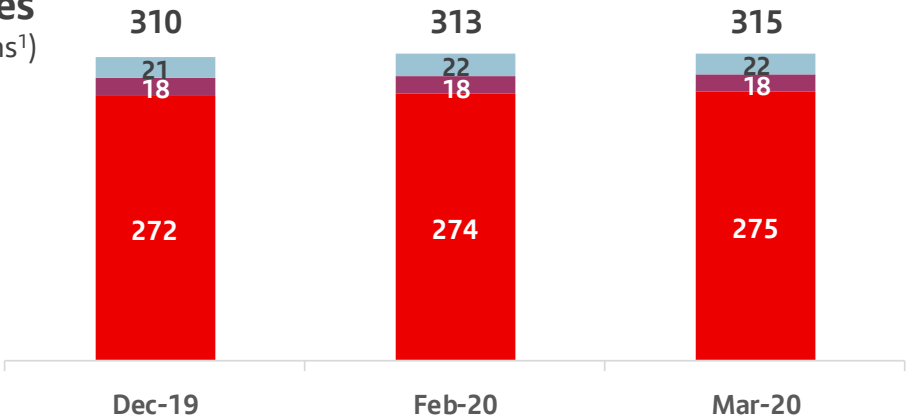


Example: Santander Spain

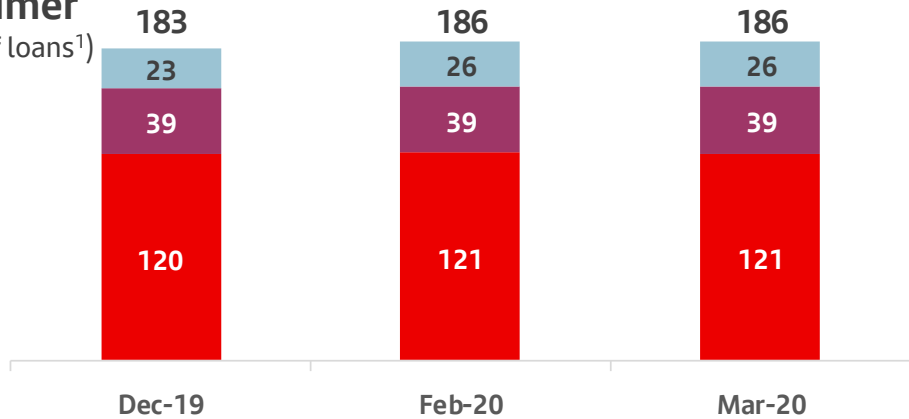


In the quarter we have supported our customers, having increased credit across all segments

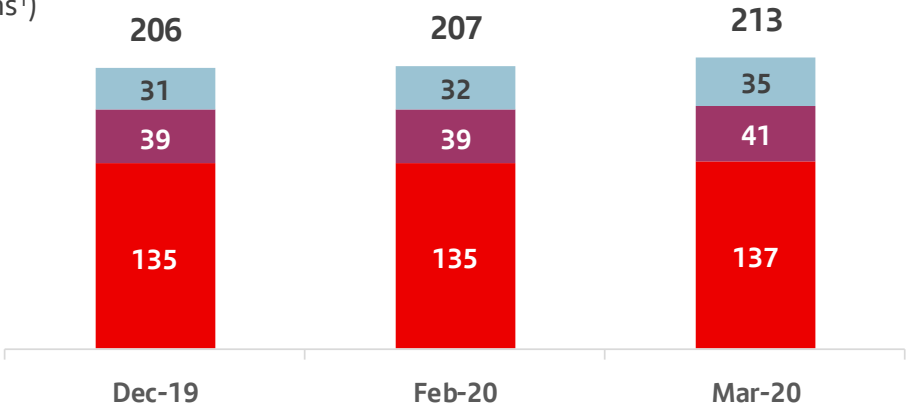
Mortgages (Stock of loans¹)



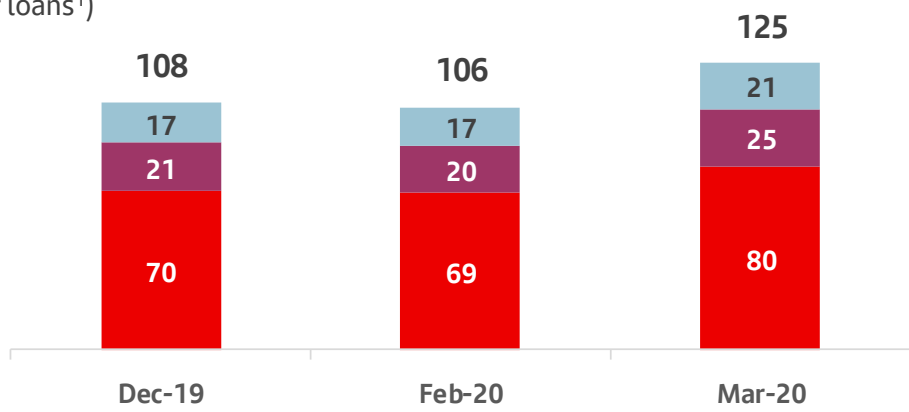
Consumer (Stock of loans¹)



SMEs and Corporates (Stock of loans¹)



CIB (Stock of loans¹)



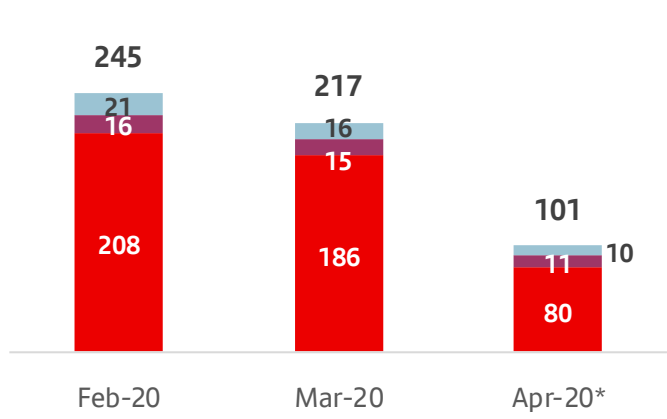
■ Europe ■ N. America ■ S. America



(1) Stock of loans and advances to customers excluding reverse repos. In constant EUR billion

In recent weeks, new RETAIL lending has been affected by the crisis...

New Mortgage lending¹ (daily average, constant EUR mn)

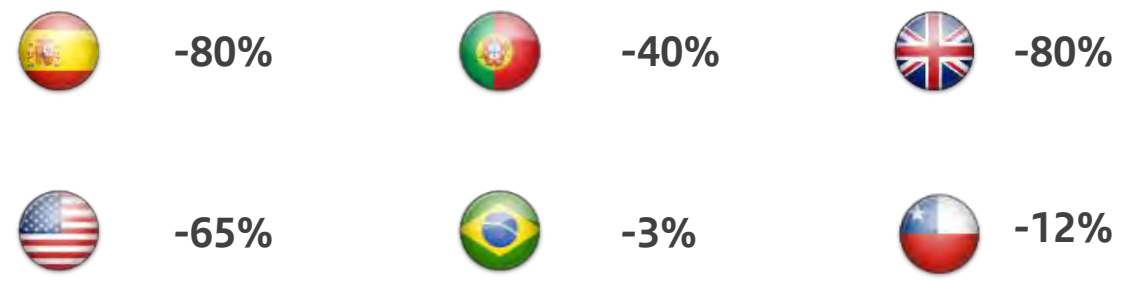


April vs February

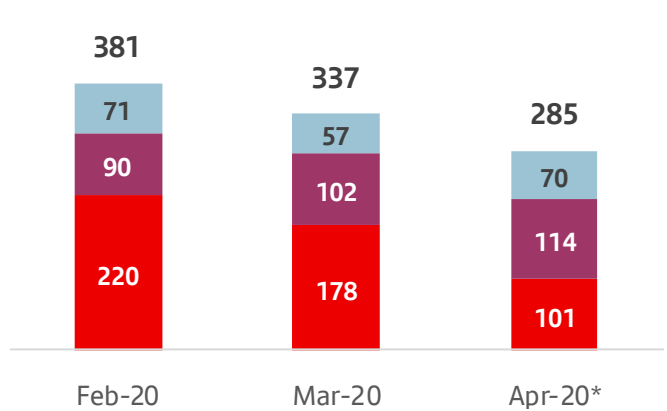


Applications:

(Applications in the last few weeks compared to pre-crisis levels)



New Consumer lending¹ (daily average, constant EUR mn)



April vs February



Applications:

(Applications in the last few weeks compared to pre-crisis levels)

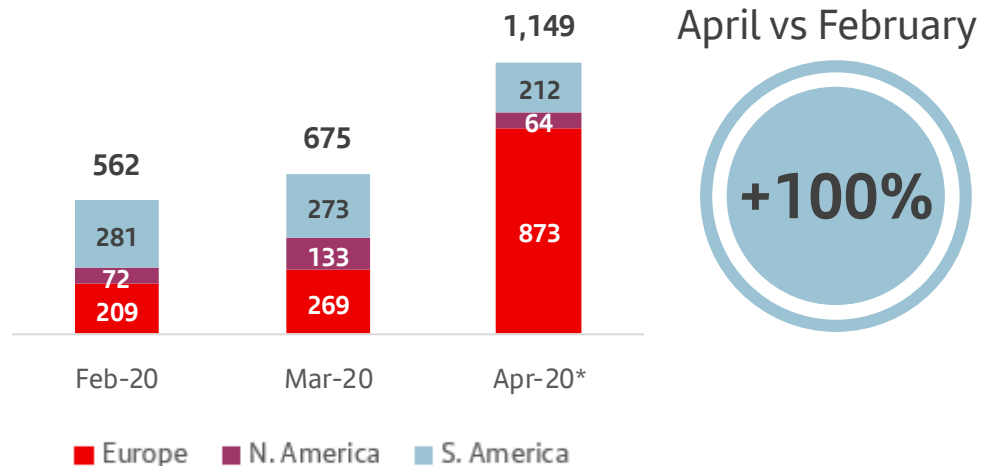


Note: Geographic regions are calculated as the sum of the largest markets
 * As of 22 April 2020
 (1) Contracts which have been paid in the reporting period which are reflected in stock of loans

... while new credit to businesses and CIB has increased

New SME and Corporates lending¹

(daily average, constant EUR mn)



- ▶ In **Europe**, growth in corporate and SME new business was driven by Spain and Portugal. In April, growth accelerated further due to **ICO** loans in Spain
- ▶ In **North America**, in March, Mexico nearly doubled its usual volume
- ▶ In **South America**, mixed performance with strong growth in Chile and Argentina in part offset by reductions in Brazil

New lending¹ + drawdowns in CIB

(constant EUR mn)

April* vs February



- ▶ In March, there was a surge across all countries
- ▶ ~80% of growth was from drawdowns on existing credit facilities and ~20% in new lines granted
- ▶ Stable balance sheet in April

Key takeaways

The best way to support our shareholders is to prioritise the health and safety of our employees, help our customers and communities, and ensure a profitable business continuity

We are confident about our strengths and business model to ease the COVID-19 impact on our business:

- **Scale:** we maintain a leadership position in our 10 core markets (Top 3 bank in 9 of our 10 core markets)
- **Customer focus:** 146 million of customers with a unique personal banking relationship
- **Geographic and business diversification:** makes us more resilient under adverse circumstances
- **Digital transformation:** continued execution of our plans to be the best open financial services platform is critical

While it is too early to be conclusive about the macro and financial effects of the current health crisis, **the pillars of our strategy remain unchanged:**

- Improving operating performance
- Optimising capital allocation to the regions and businesses that generate the highest returns
- Accelerating the Group's digital transformation

Our **strong pre-provision profit** across the cycle, combined with our resilient balance sheet and capital position, are the key levers to manage the economic downturn. In addition, we are **activating management actions** in revenue and costs

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Q1'20 Highlights



Group &
Business
areas review



COVID-19 and
Key takeaways



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Net capital gains and provisions

Q1'19	
Capital gains Prisma (Argentina)	+150
Restructuring costs (-66 UK; -12 Poland)	-78
Property sales (Corporate Centre)	-180
Group total	-108

Q4'19	
Custody sale (net)	+693
Tax reform in Brazil	+551
Real estate (net)	-225
Restructuring costs (-90 Brazil; -23 UK; -16 SCF; -8 USA; -3 Poland)	-140
Intangibles and others	-168
Group total	+711

Q1'20	
COVID-19 provisions overlay (Corporate Centre)	-1,600
Restructuring costs and others	-46
<i>UK</i>	-23
<i>SCF</i>	-12
<i>Poland</i>	-2
<i>Other Europe</i>	-9
Group total	-1,646

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EUROPE



KEY DATA	Q1'20	% Q1'19
Loyal / active customers (%)	36	+1 pp
Digital customers (mn)	14.2	+6%
NPL ratio (%)	3.19	-42 bps
Cost of credit (%)	0.29	+5 bps
Efficiency ratio (%)	54.5	+89 bps
RoTE (%)	7.9	-167 bps

P&L*	Q1'20	% Q4'19	% Q1'19
NII	3,435	-2.5	-3.6
Net fee income	1,315	-0.2	-1.1
Total income	4,974	-5.8	-4.9
Operating expenses	-2,712	-0.7	-3.4
LLPs	-556	12.1	22.3
PBT	1,511	-18.2	-14.6
Underlying att. profit	974	-21.1	-16.3

(*) EUR mn and % change in constant euros



Extracting additional synergies from transformation processes

Cross-border approach: simplifying our business model and adapting our technology platforms

Leveraging digital transformation to improve customer experience



Loans up YoY boosted by CIB, SCF (organic and inorganic growth) **and the UK** (mortgage and corporate lending)

PBT decreased 15% YoY: revenue down mainly due to lower NII (especially in Spain and the UK), partially offset by cost reductions

NORTH AMERICA



KEY DATA	Q1'20	% Q1'19
Loyal / active customers (%)	32	+4 pp
Digital customers (mn)	5.5	+30%
NPL ratio (%)	2.02	-31 bps
Cost of credit (%)	2.75	-22 bps
Efficiency ratio (%)	41.7	-89 bps
RoTE (%) ¹	14.6	+172 bps

P&L*	Q1'20	% Q4'19	% Q1'19
NII	2,261	0.5	2.2
Net fee income	461	9.1	3.5
Total income	2,936	0.2	4.7
Operating expenses	-1,224	-6.4	2.5
LLPs	-874	-16.7	6.3
PBT	824	52.2	14.0
Underlying att. profit	522	37.0	33.5

(*) EUR mn and % change in constant euros



Increasing coordination and cooperation between Mexico and the US

Continued development of the USMX trade corridor (SCIB: +38%; Corporate: +23%)

Joint technology programmes between the two countries



Strong YoY volume growth, both in loans and customer funds

Improved profitability supported by double-digit profit growth

Higher customer revenue, improved efficiency and reduced non-controlling interests

SOUTH AMERICA



KEY DATA	Q1'20	% Q1'19
Loyal / active customers (%)	25	-
Digital customers (mn)	17.8	+12%
NPL ratio (%)	4.63	-20 bps
Cost of credit (%)	2.94	+5 bps
Efficiency ratio (%)	35.7	-97 bps
RoTE (%)	21.1	+154 bps

P&L*	Q1'20	% Q4'19	% Q1'19
NII	3,065	-3.7	10.8
Net fee income	1,074	-8.1	6.8
Total income	4,163	-6.8	8.2
Operating expenses	-1,486	-11.6	6.6
LLPs	-875	-8.4	13.1
PBT	1,661	4.2	7.1
Underlying att. profit	928	3.8	15.2

(*) EUR mn and % change in constant euros



We continued to **capture business opportunities, exchanging positive experiences across countries** in payment methods, auto financing, consumer finance and microfinance

Overall double digit growth in volumes



Improved profitability (RoTE >21%) and **double-digit growth in volumes and profit**

YoY good performance in revenue (NII and fees) and **efficiency ratio improvement**

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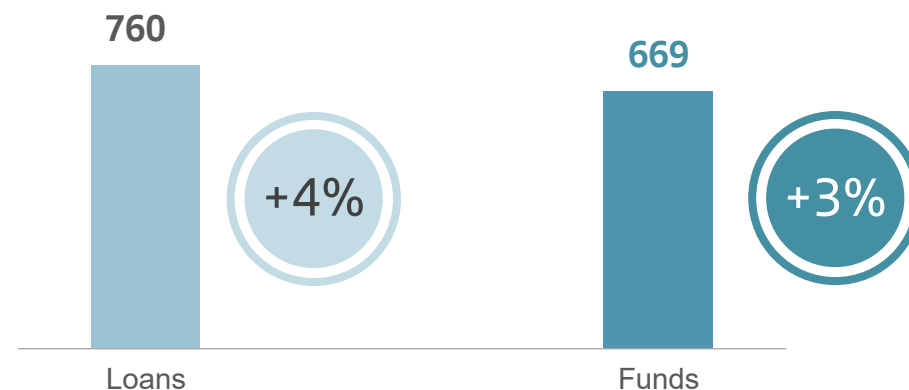
Retail Banking

P&L*	Q1'20	% Q4'19	% Q1'19
NII	7,885	-1.9	2.2
Net fee income	2,024	-3.1	-1.3
Total income	9,972	-4.7	0.3
Operating expenses	-4,526	-4.6	0.6
LLPs	-2,289	-3.8	12.7
PBT	2,818	-2.7	-7.4
Underlying att. profit	1,637	-9.3	-3.7

(*) EUR mn and % change in constant euros

Activity

EUR bn and % change YoY in constant euros



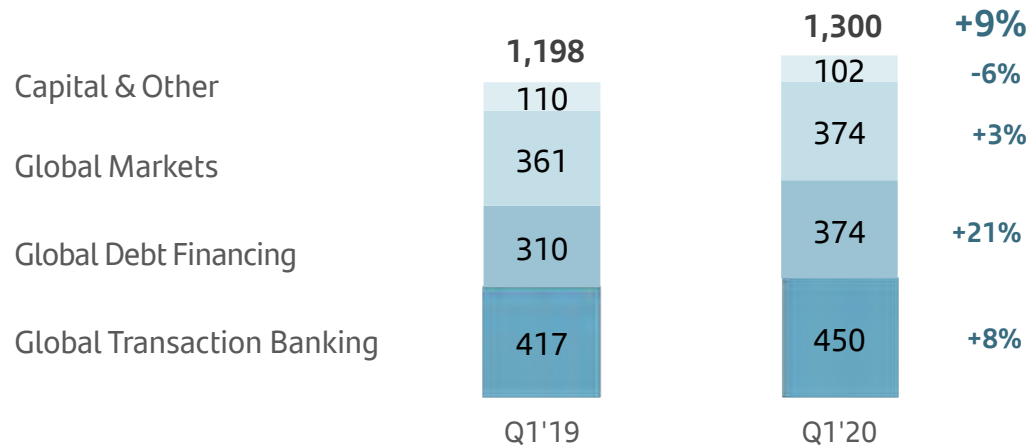
We continued to launch **tailored products and services** that cover our customers' needs

Focus on improving customer satisfaction, increasing loyalty and boosting the use of remote channels



Corporate & Investment Banking

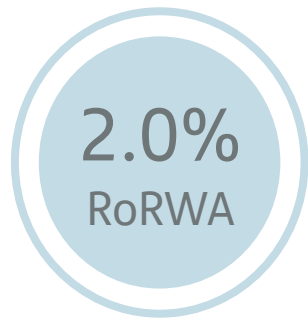
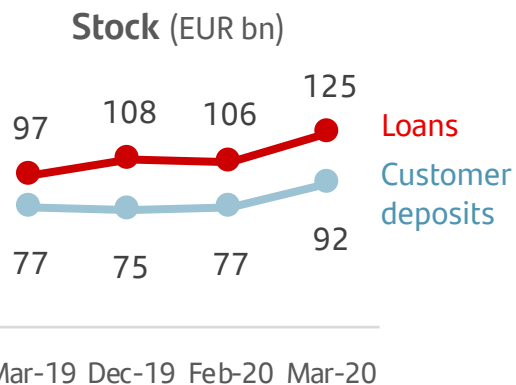
Total income (Constant EUR mn)



P&L*	Q1'20	% Q4'19	% Q1'19
NII	671	-5.1	8.6
Net fee income	404	10.2	20.2
Total income	1,300	-7.6	8.6
Operating expenses	-536	-11.0	-1.0
LLPs	-4	-96.5	-48.6
PBT	745	15.2	19.0
Underlying att. profit	491	21.3	21.4

(*) EUR mn and % change in constant euros

VOLUMES¹



In a tough trading environment CIB stood by its clients, swiftly providing liquidity lines (EUR 15 bn in March) and other financing and transactional solutions

YoY profit growth mainly driven by double digit increase of core traditional corporate banking activities (GTB, GDF)

Global Markets marginally down in an extremely challenging environment. Excluding valuation adjustments, up 40% YoY



(1) Constant euros. Loans = customer loans excluding reverse repos. Customer deposits excluding repos

ACTIVITY	EUR bn and % change in constant euros	QoQ	YoY
Total AUM	345	-9%	-2%
Funds and investments ²	208	-8%	-2%
- Asset Management (SAM)	171	-7%	-1%
- Private Banking	59	-9%	-3%
Custody of customer funds	77	-20%	-10%
Customer deposits	60	+3%	+8%
Customer loans	16	+3%	+6%

P&L*	Q1'20	% Q4'19	% Q1'19
NII	132	-8.9	-3.5
Net fee income	320	-1.3	20.2
Total income	586	1.2	15.4
Operating expenses	-244	0.9	2.2
LLPs	-7	--	--
PBT	334	-5.6	22.4
Underlying att. profit	240	-4.7	20.5

(*) EUR mn and % change in constant euros

EUR 596 mn
(+7% YoY)
Total contribution
to Group's profit¹

+6% YoY
Total fees
generated³

EUR 5,850 mn
(+25% YoY)
Private Banking
Collaboration
Volumes



Strong profit growth driven by sound commercial activity in the beginning of the year with some slowdown at the end of the quarter due to the effects from the COVID-19 crisis

In Private Banking, profit increased 21% YoY despite impact from markets in volumes

In SAM, profit was 11% up YoY. Fall in volumes due to markets impact. YTD: net sales (-EUR 2 bn) & market movement (-EUR 10 bn)

In Insurance, profit grew 24% YoY. New production is starting to suffer impacted by lower activity



SGP continued deploying global payments solutions for SMEs and individuals

SMEs



Global Merchant Services

Finalised the development of the platform with Getnet functionalities and new features (i.e. architecture cloud)
Rolled-out in Mexico. In addition, acquisition of Elavon Mexico (currently 100% Santander)
>1 mn active merchants. Q1'20 revenue of EUR 144 mn



Global Trade Services

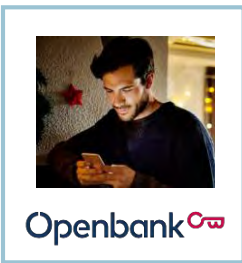
1st services launched in April and new services will be extended throughout the year
Acquisition of a majority stake of Mercury TFS (software solutions for trade finance) announced
>200 k SME customers trading internationally. Q1'20 revenue of EUR 307 mn

Individuals



Banking without a bank

Operates in **Brazil, Mexico and Chile**
Active customers grew **c.60% YoY**, whereas **transactions** are growing by **c.70% YoY**
Our goal is to scale the business to reach over 5 mn active customers across 7 markets in the medium term



Global Digital Banking

Openbank is already in **Spain, Germany, the Netherlands and Portugal**
Loan growth +84% YoY and deposits +9%YoY
New customer growth +78% (Q1'20 vs. Q1'19) - average of 4.4 products per customer

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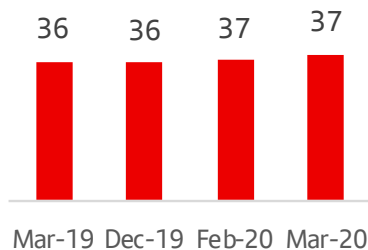
KEY DATA	Q1'20	% Q1'19
Loyal / active customers (%)	46	+1 pp
Digital customers (k)	797	+5%
NPL ratio (%)	4.56	-121 bps
Cost of credit (%)	0.03	0 bp
Efficiency ratio (%)	43.1	-90 bps
RoTE (%)	12.9	-14 bps

P&L*	Q1'20	% Q4'19	% Q1'19
NII	202	-5.2	-6.4
Net fee income	101	3.4	3.1
Total income	350	5.6	-2.0
Operating expenses	-151	-3.3	-4.0
LLPs	-5	31.1	--
PBT	173	-10.1	-10.6
Underlying att. profit	120	-14.3	-11.3

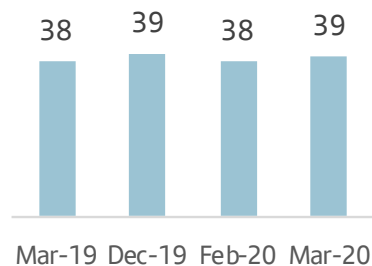
(*) EUR mn

VOLUMES¹

Loans & Advances to Customers (EUR bn)



Customer Deposits (EUR bn)



New lending market share remained around 20% in corporate loans and mortgages

Profit decreased 11% YoY, impacted by **lower NII** (downward pressure on spreads), partially offset by **lower costs** (which enabled the efficiency ratio to improve to 43%)



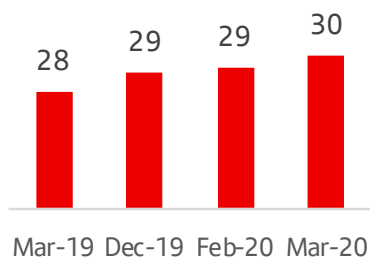
KEY DATA	Q1'20	% Q1'19
Loyal / active customers (%)	52	-
Digital customers (k)	2,607	+9%
NPL ratio (%)	4.29	-10 bps
Cost of credit (%)	0.79	+18 bps
Efficiency ratio (%)	47.1	+111 bps
RoTE (%) ¹	8.5	-542 bps

P&L*	Q1'20	% Q4'19	% Q1'19
NII	296	-2.9	5.8
Net fee income	116	0.0	3.1
Total income	365	-19.9	-2.8
Operating expenses	-172	2.2	-0.5
LLPs	-68	34.6	57.2
PBT	90	-55.9	-29.1
Underlying att. profit	38	-63.4	-38.2

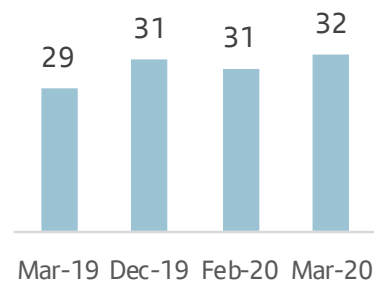
(*) EUR mn and % change in constant euros

VOLUMES²

Loans & Advances
to Customers (EUR bn)



Customer Deposits
(EUR bn)



Strong growth in sales, including digital sales

Profit impacted by higher BFG contribution and lower trading gains

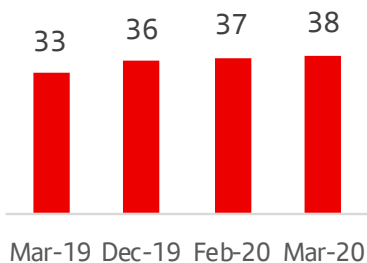
LLPs up mainly due to higher charges in retail (increased volumes) and a single name in corporates



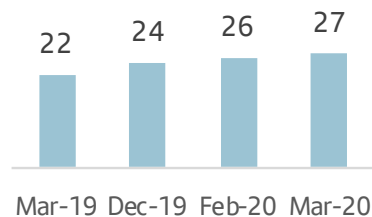
KEY DATA	Q1'20	% Q1'19
Loyal / active customers (%)	44	-2 pp
Digital customers (k)	1,316	+21%
NPL ratio (%)	4.63	-4 bps
Cost of credit (%)	1.10	-3 bps
Efficiency ratio (%)	41.7	-88 bps
RoTE (%)	15.1	-120 bps

VOLUMES¹

Loans & Advances
to Customers (EUR bn)



Customer Deposits
(EUR bn)



P&L*	Q1'20	% Q4'19	% Q1'19
NII	448	2.8	19.1
Net fee income	92	-3.9	4.8
Total income	553	-7.7	7.8
Operating expenses	-230	-0.7	5.6
LLPs	-107	-11.2	21.9
PBT	216	-16.1	-9.4
Underlying att. profit	125	-15.4	-1.6

(* EUR mn and % change in constant euros)



Activity increased due to corporate loans. **Record in new digital customers & current accounts** (x2; demand deposits +30% YoY)

The **positive performance in NII and fee income** YoY was **offset by higher provisions** partly due to releases in Q1'19

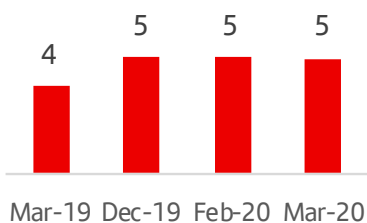
In the quarter, profit decreased affected by lower gains on financial transactions



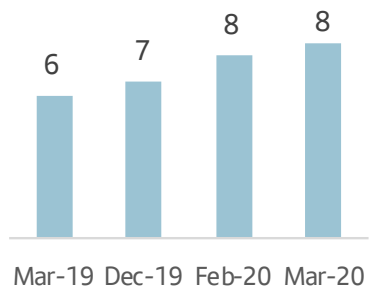
KEY DATA	Q1'20	% Q1'19
Loyal / active customers (%)	46	-1 pp
Digital customers (k)	2,249	+7%
NPL ratio (%)	3.97	+47 bps
Cost of credit (%)	4.71	+69 bps
Efficiency ratio (%)	58.5	-263 bps
RoTE (%)	30.1	+25 pp

VOLUMES¹

Loans & Advances
to Customers (EUR bn)



Customer Deposits
(EUR bn)



P&L*	Q1'20	% Q4'19	% Q1'19
NII	241	-14.7	68.0
Net fee income	76	-43.3	-2.9
Total income	318	-21.3	42.7
Operating expenses	-186	-20.9	36.5
LLPs	-39	-37.0	-19.6
PBT	79	51.7	249.8
Underlying att. profit	59	15.1	745.1

(*) EUR mn and % change in constant euros



The peso denominated portfolio increased. US Dollar balances declined in the currency of origin

High liquidity in both pesos and US Dollars. Strong customer deposits growth

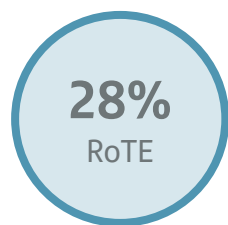
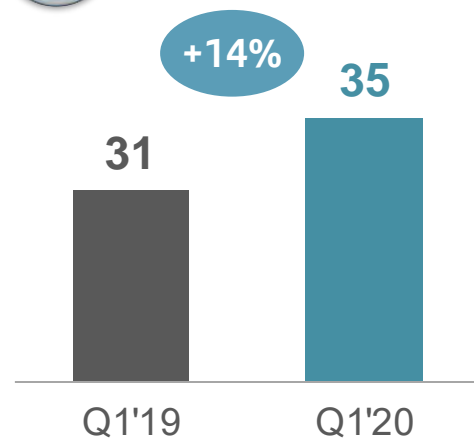
Profit rose due to greater NII, efficiency improvement and lower provisions



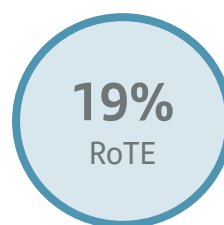
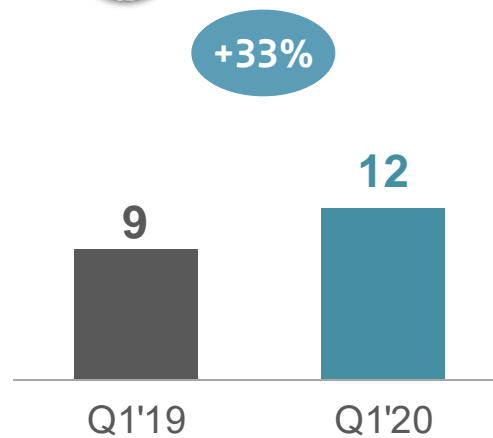
Uruguay and Andean region



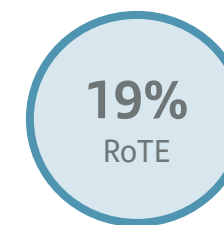
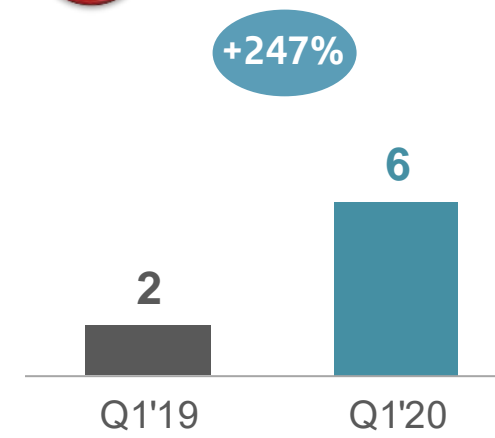
URUGUAY



PERU



COLOMBIA



Increased volumes and activity reflected in **profit growth** and **higher profitability**

Appendix

Net capital gains and provisions

Primary segments

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Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

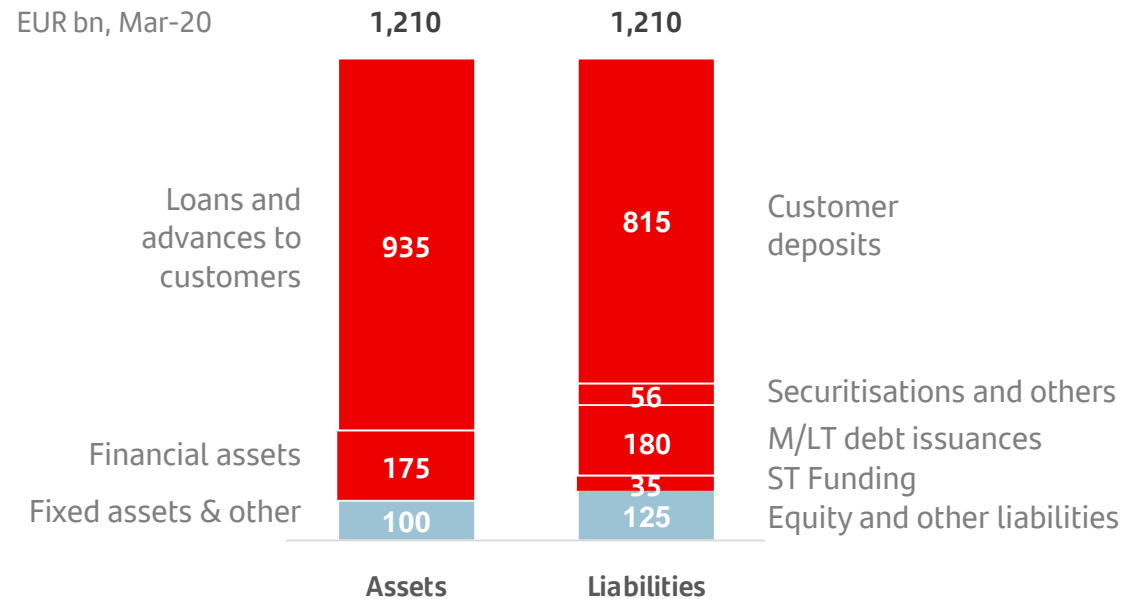
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Santander has a highly liquid balance sheet with a large contribution from customer deposits and diversified MLT wholesale debt instruments

Liquidity Balance Sheet



HQLAs³

EUR bn, Mar-20

HQLAs Level 1	199.8
HQLAs Level 2	14.0
▶ Level 2A	6.9
▶ Level 2B	7.1

Liquidity Coverage Ratio (LCR)

Net Stable Funding Ratio (NSFR)

	Mar-20 ¹	Dec-19	Dec-19
Spain ²	134%	143%	103%
SCF	280%	248%	106%
UK ²	142%	145%	124%
Portugal	135%	134%	104%
Poland	143%	149%	130%
US	153%	133%	111%
Mexico	125%	133%	121%
Brazil	135%	122%	112%
Chile	188%	143%	108%
Argentina	178%	196%	154%
Group	146%	147%	112%



Note: Liquidity balance sheet for management purposes (net of trading derivatives and interbank balances)

(1) Provisional data

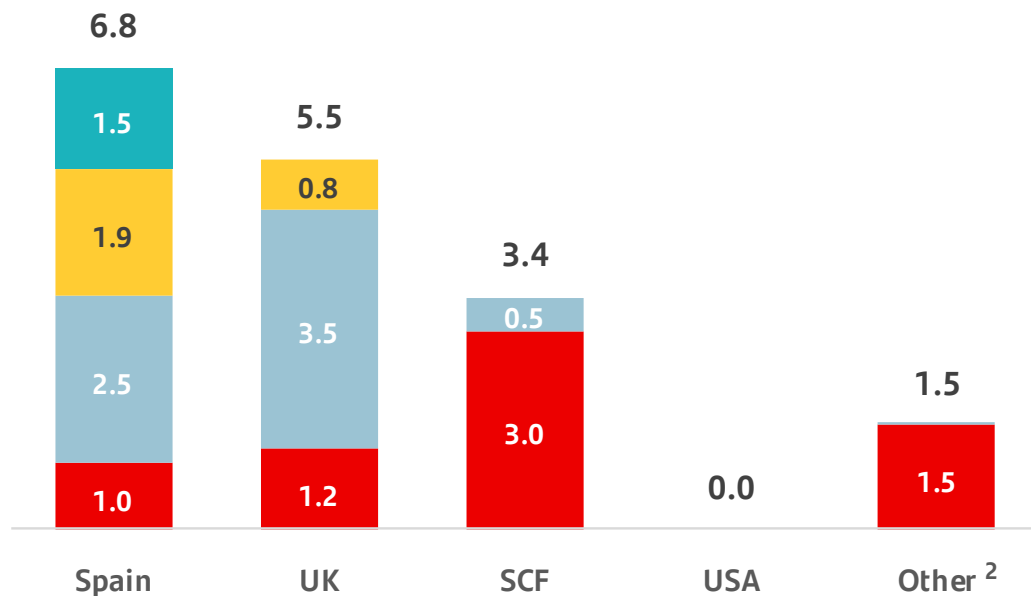
(2) LCR and NSFR: Spain: Parent bank, UK: Ring-fenced bank

(3) 12 month average, provisional

In the year to date, the Group has issued EUR 17 bn¹ of MLT debt and is able to cover its very manageable maturity profile

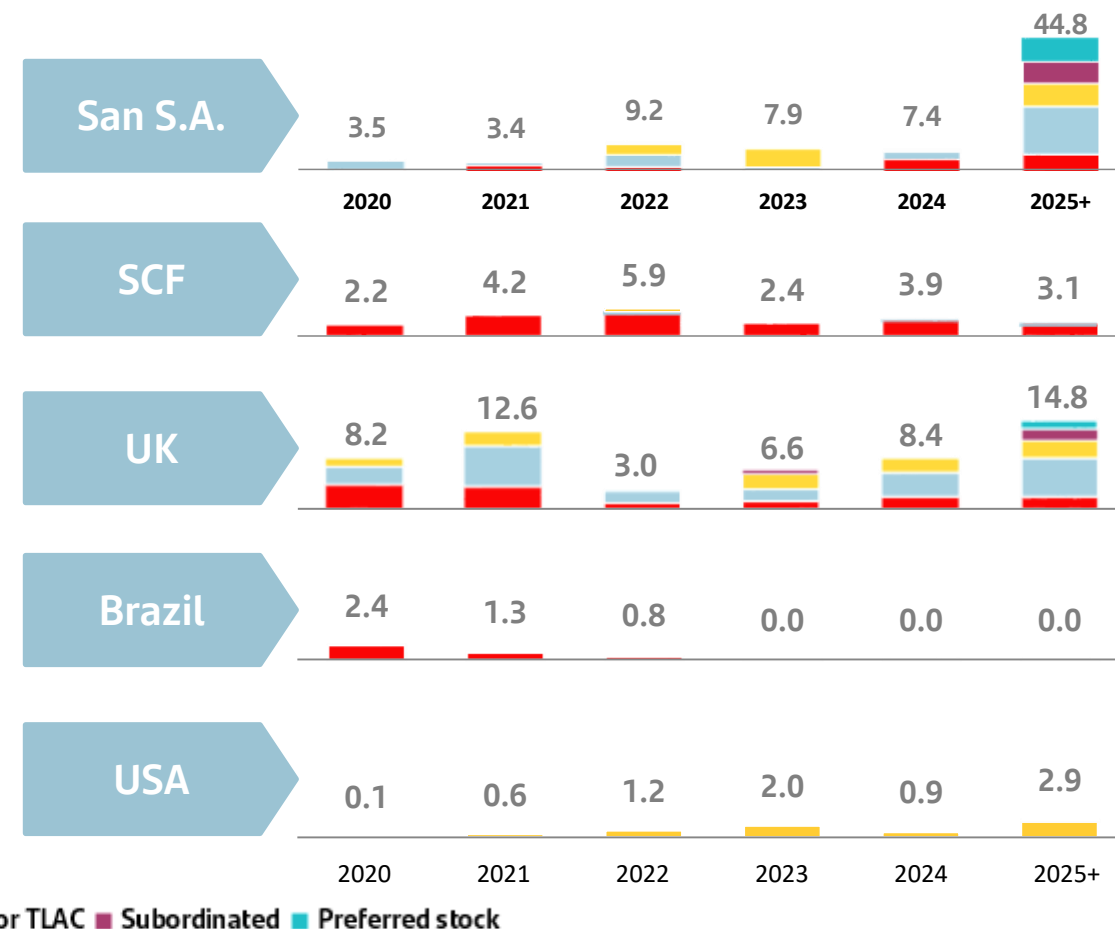
Public market issuances in 2020

EUR bn, Mar-20



Maturity profile

EUR bn, Mar-20



■ Senior Debt ■ Covered bond ■ Senior TLAC ■ Subordinated ■ Preferred stock



(1) Data include public issuances from all units with period-average exchange rates. Excludes securitisations
 (2) Other public market issuances in Chile and Poland

Issuances YTD against funding plan

2020 Funding plan and issuances

EUR bn, Mar-20

	Covered Bonds + Senior		Senior Non-Preferred		Hybrids		TOTAL	
	Plan	Issued	Plan	Issued	Plan	Issued	Plan	Issued
Santander S.A	4-5	2.9	7-8	1.9	1-2	1.5 ¹	12-15	6.3
SCF	6-8	3.4	-	0.0	-	0.0	6-8	3.4
UK	6-8	4.8	2-3	0.8	-	0.0	8-11	5.5
SHUSA	-	-	1-2	0.0	-	0.0	1-2	0.0
TOTAL	16-21	11.1	10-13	2.6	1-2	1.5	27-36	15.3²

- Frontloading of issuances in the first quarter, having issued EUR 15 billion² despite recent volatility and uncertainty
- Liquidity position remains solid, with LCR above minimum regulatory requirements and ample liquidity buffers in all of our units. Future liquidity needs will be funded through a combination of new issuances and access to central bank facilities depending on market situation/conditions



Note: Issuance plan subject to, amongst other considerations, market conditions and regulatory requirements. Other secured issuances (for example ABS, RMBS, etc.) are not considered in the table above

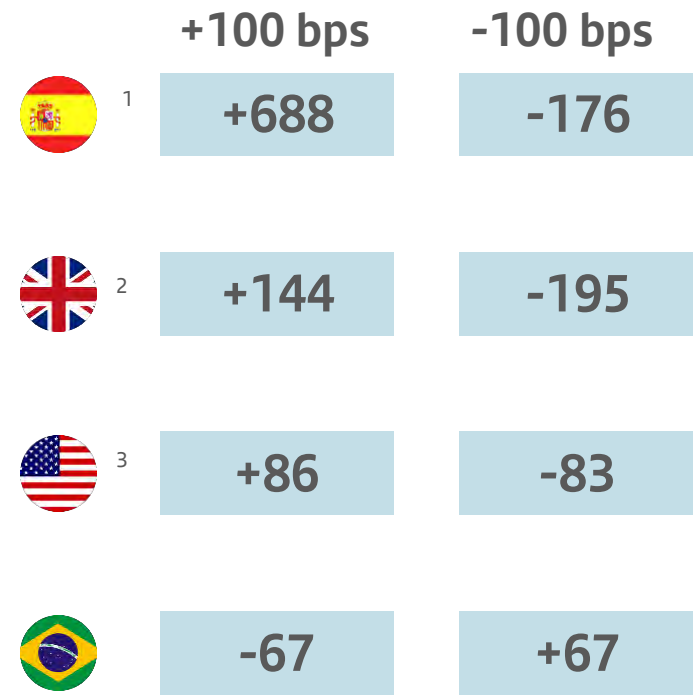
1. Issuance of EUR 1.5 bn AT1 (4.375%) in January 2020, replacing the EUR 1.5 billion AT1 (5.481%) that was called in March, therefore not within the scope of funding plan

2. EUR 15 billion refers to the four entities given in the table. See previous slide for full Group figures

We actively manage interest rate risk and our ALCO portfolios to optimise results while maintaining an appropriate risk profile

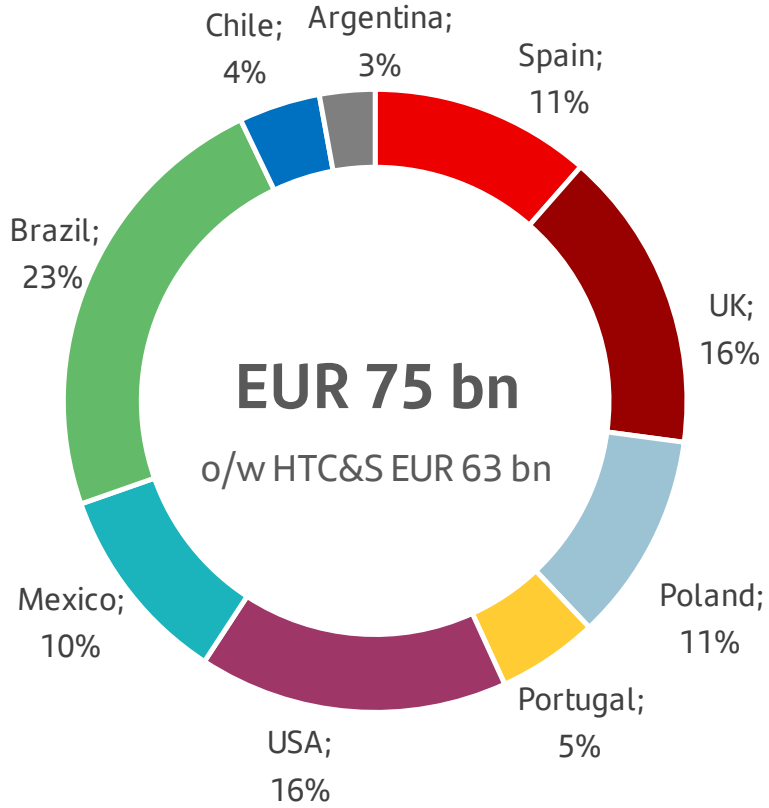
Mostly positive interest rate sensitivity in Europe

Net interest income sensitivity to a +/-100 bp parallel shift
 EUR mn, Feb -20



ALCO portfolios reflect our geographic diversification

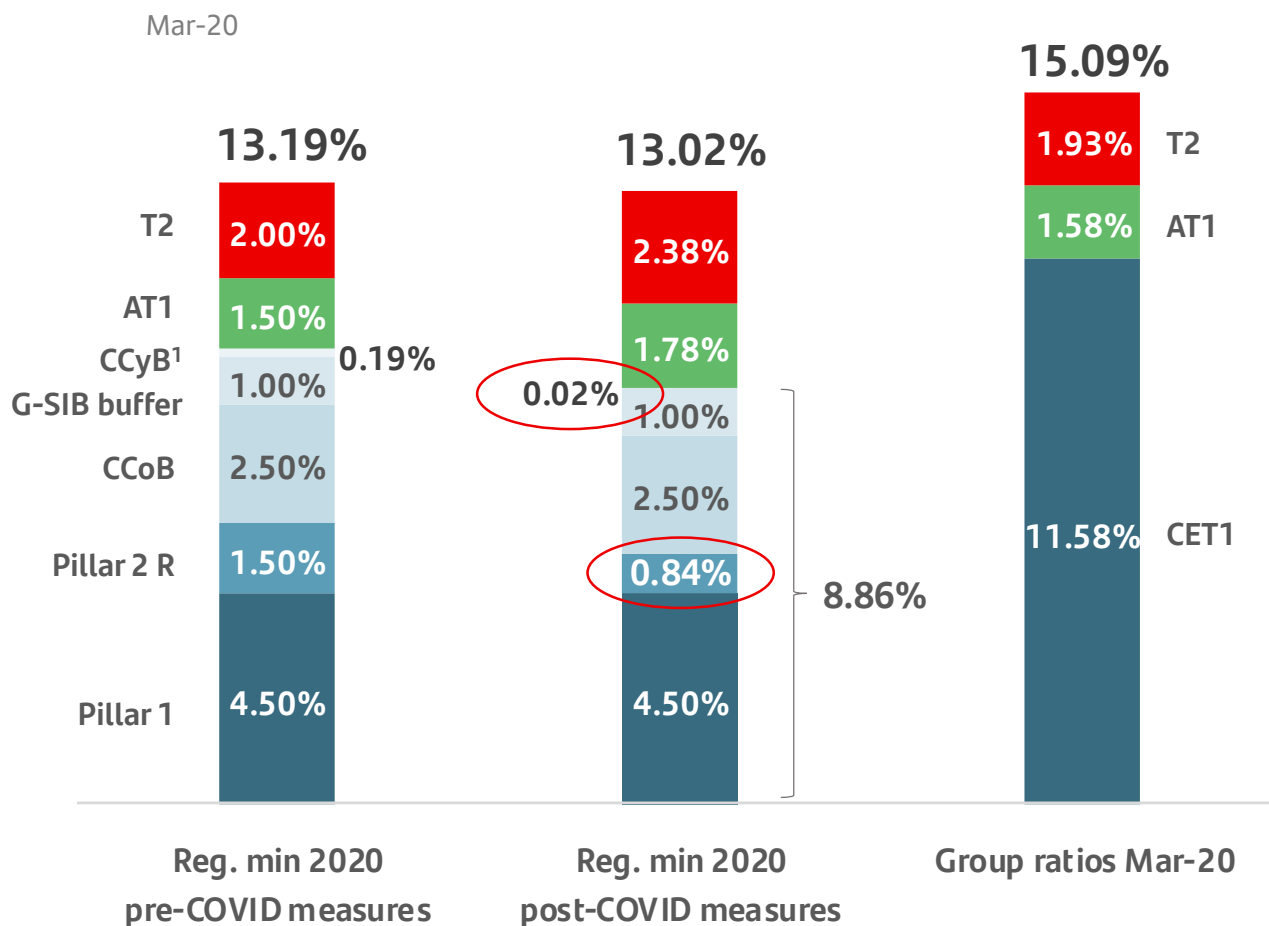
Distribution of ALCO portfolios by country
 %, Mar-20



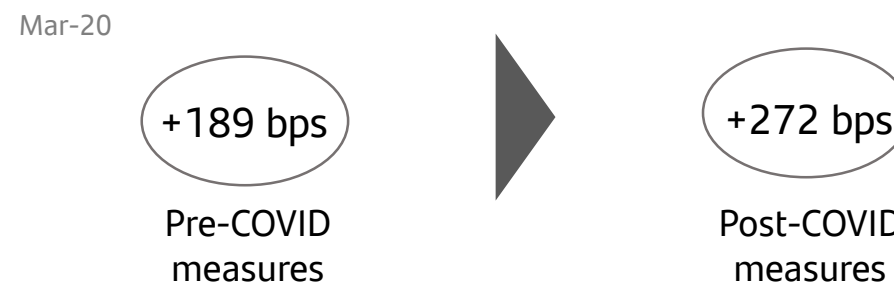
(1) Parent bank
 (2) Ring-fenced bank
 (3) SBNA. SCUSA has positive NII sensitivity to interest rate decreases

Regulatory changes increased the Group's CET1 management buffer by 83 bps to 272 bps

SREP capital requirements (phased-in)



CET1 management buffer²



- In response to the COVID-19 health crisis, regulatory actions include:
- Reduction of the Pillar 2 R and Countercyclical buffer requirements.
 - ECB's strong recommendation to **cancel the complementary dividend** from 2019 and 2020 dividends.
- To comply with the ECB's recommendation, we have cancelled the 2019 complementary dividend and the 2020 interim dividend pending greater visibility regarding the impact of the crisis.

TLAC ratios for the Resolution Group headed by Banco Santander, S.A.

TLAC Ratio

EUR mn, 31 December 2019

Own Funds	91,294
of which: Common Equity Tier 1 (CET1) capital	75,683
of which: Additional Tier 1 (AT1) capital	7,742
of which: Tier 2 (T2) capital	7,869
Eligible Liabilities	24,138
Subordinated instruments	673
Non preferred senior debt	16,473
Preferred senior debt and equivalent instruments	6,992
TLAC BEFORE DEDUCTIONS	115,431
Deductions	62,405
TLAC AFTER DEDUCTIONS	53,026
Risk Weighted Assets (RWAs)	279,680
TLAC RATIO (% RWAs)	19.0%
Leverage Exposure (LE)	672,721
TLAC RATIO (% LE)	7.9%

TLAC ratio as at 31-Dec-19:

- 19%¹ of RWAs vs 16% requirement
- 7.9% of leverage ratio exposure vs 6% requirement

Breakdown of own funds and eligible liabilities

EUR mn, 31 December 2019

	Most subordinated → Most senior						Total
	1	3	4	5	6	7	
1 Description of creditor ranking (free text)	Shares	AT1 instruments	Tier 2 instruments	Other sub debt	Senior non-preferred debt	Senior preferred debt	Total
2 Total capital and liabilities net of credit risk mitigation	67,952	8,250	7,600	75	16,473	166,048	266,398
3 Subset of row 2 that are excluded liabilities	0	0	0	0	0	109,899	109,899
4 Total capital and liabilities less excluded liabilities (row 2 - row 3)	67,952	8,250	7,600	75	16,473	56,149	156,499
5 Subset of row 4 that are potentially eligible as TLAC	67,952	8,250	7,600	75	16,473	10,925	111,274
6 Subset of row 5 with 1 year ≤ residual maturity < 2 yrs	0	0	0	63	0	1,564	1,627
7 Subset of row 5 with 2 yrs ≤ residual maturity < 5 yrs	0	0	66	0	10,439	5,880	16,385
8 Subset of row 5 with 5 yrs ≤ residual maturity < 10 yrs	0	0	7,534	0	5,103	2,657	15,294
9 Subset of row 5 with residual maturity ≥ 10 yrs, excl. perpetual securities	0	0	0	0	931	824	1,754
10 Subset of row 5 that is perpetual securities	67,952	8,250	0	12	0	0	76,214

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Net capital gains and provisions

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Yield on loans and cost of deposits

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Yield on loans (%)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
EUROPE	2.77	2.75	2.70	2.68	2.66
Spain	2.05	2.08	2.02	2.02	1.99
Santander Consumer Finance	4.51	4.48	4.41	4.26	4.27
United Kingdom	2.72	2.67	2.63	2.59	2.52
Portugal	1.79	1.76	1.71	1.64	1.63
Poland	4.14	4.15	4.17	4.17	4.04
NORTH AMERICA	9.81	9.71	9.45	9.20	8.95
US	8.70	8.52	8.27	7.95	7.77
Mexico	12.74	12.82	12.67	12.64	12.25
SOUTH AMERICA	12.61	13.43	12.30	12.27	11.71
Brazil	15.86	15.88	15.32	14.49	13.58
Chile	6.02	8.48	6.86	7.39	7.35
Argentina	24.22	23.99	23.95	26.26	23.74

Cost of deposits (%)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
EUROPE	0.42	0.42	0.41	0.41	0.39
Spain	0.14	0.14	0.13	0.13	0.06
Santander Consumer Finance	0.60	0.61	0.60	0.58	0.57
United Kingdom	0.67	0.70	0.70	0.69	0.69
Portugal	0.14	0.12	0.10	0.10	0.08
Poland	0.89	0.89	0.78	0.74	0.65
NORTH AMERICA	1.94	1.91	1.99	1.76	1.56
US	0.95	0.87	0.96	0.86	0.73
Mexico	3.95	4.08	4.14	3.68	3.54
SOUTH AMERICA	4.20	4.43	3.82	3.42	3.16
Brazil	4.70	4.70	4.55	3.71	3.16
Chile	1.62	2.01	1.63	1.47	1.35
Argentina	9.93	11.09	10.90	12.29	10.64

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Coverage ratio by stage

EUR bn	Exposure ¹		Coverage	
	Mar-20	Dec-19	Mar-20	Dec-19
Stage 1	891	898	0.6%	0.5%
Stage 2	53	53	8.2%	8.7%
Stage 3	33	34	40.8%	41.7%

NPL ratio (%)

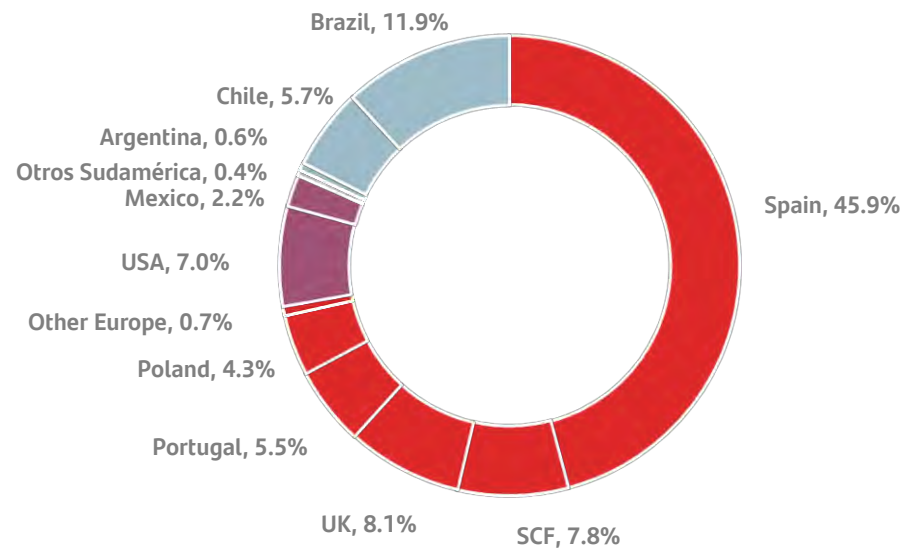
	Mar-19	Jun-19	Sep-19	Dec-19	Mar-20
EUROPE	3.61	3.48	3.47	3.25	3.19
Spain	7.29	7.02	7.23	6.94	6.88
Santander Consumer Finance	2.33	2.24	2.25	2.30	2.43
United Kingdom	1.17	1.13	1.08	1.01	0.96
Portugal	5.77	5.00	4.90	4.83	4.56
Poland	4.39	4.21	4.35	4.31	4.29
NORTH AMERICA	2.33	2.29	2.21	2.20	2.02
US	2.41	2.32	2.18	2.20	2.00
Mexico	2.12	2.21	2.30	2.19	2.07
SOUTH AMERICA	4.83	4.81	4.81	4.86	4.63
Brazil	5.26	5.27	5.33	5.32	4.93
Chile	4.67	4.52	4.48	4.64	4.63
Argentina	3.50	3.79	3.64	3.39	3.97
TOTAL GROUP	3.62	3.51	3.47	3.32	3.25

Coverage ratio (%)

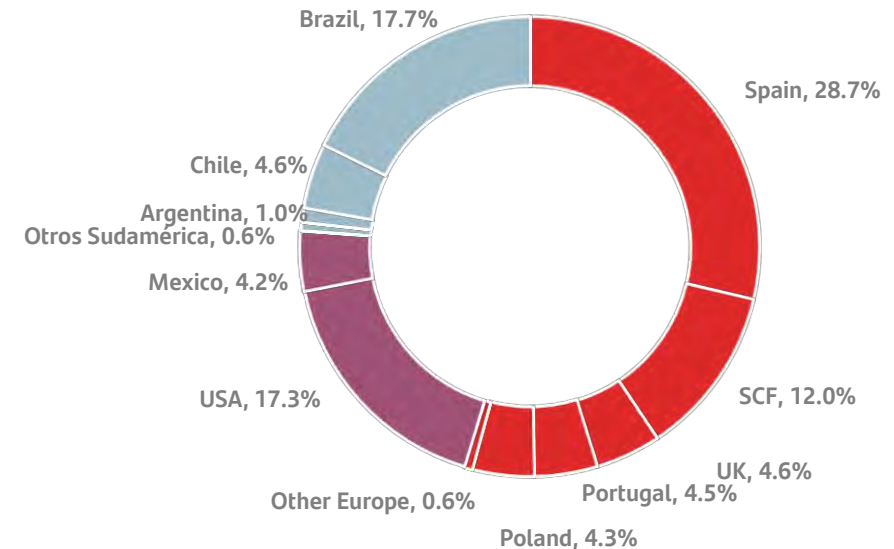
	Mar-19	Jun-19	Sep-19	Dec-19	Mar-20
EUROPE	49.5	49.9	48.2	49.8	50.7
Spain	43.3	42.9	40.6	41.1	42.0
Santander Consumer Finance	105.3	105.9	104.2	106.1	103.8
United Kingdom	30.9	31.9	34.1	36.5	37.7
Portugal	50.7	52.9	51.5	52.8	54.8
Poland	67.6	69.7	69.0	66.8	66.2
NORTH AMERICA	153.4	150.3	155.6	153.0	157.6
US	161.0	158.4	166.6	161.8	166.8
Mexico	130.1	126.9	125.2	128.3	128.4
SOUTH AMERICA	94.1	93.0	89.7	88.4	86.3
Brazil	107.7	105.5	101.1	99.8	99.9
Chile	59.7	59.1	57.3	56.0	54.3
Argentina	118.6	126.4	134.0	124.0	112.5
TOTAL GROUP	67.8	68.1	67.3	67.9	71.3

Non-performing loans and loan-loss allowances. Breakdown by operating areas. March 2020

Non-performing loans



Loan-loss allowances



Cost of credit (%)

	Mar-19	Jun-19	Sep-19	Dec-19	Mar-20
EUROPE	0.24	0.24	0.25	0.28	0.29
Spain	0.40	0.41	0.41	0.43	0.44
Santander Consumer Finance	0.38	0.36	0.38	0.48	0.52
United Kingdom	0.07	0.06	0.08	0.10	0.09
Portugal	0.03	0.03	0.00	(0.02)	0.03
Poland	0.61	0.66	0.71	0.72	0.79
NORTH AMERICA	2.97	2.95	2.93	2.76	2.75
US	3.11	3.09	3.09	2.85	2.81
Mexico	2.62	2.61	2.55	2.49	2.56
SOUTH AMERICA	2.89	2.87	2.90	2.92	2.94
Brazil	3.88	3.84	3.85	3.93	3.93
Chile	1.13	1.10	1.06	1.08	1.10
Argentina	4.02	4.33	4.86	5.09	4.71
TOTAL GROUP	0.97	0.98	1.00	1.00	1.00

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We continue to do business in a more responsible and sustainable way

Culture

Engagement

86% of employees proud to work for Santander (+1pp vs 2018)

Women

40% Group Board
23% Group leadership (+2pp vs. 2018)



Sustainability

EUR 19 bn

mobilised in Green finance

EUR 1 bn

Santander first green bond issuance

Most sustainable bank in the world

Dow Jones index²

Communities

1.6 mn

people helped through our community programmes

69 k

scholarships granted

Financial inclusion

2.0 mn

people financially empowered

EUR 277 mn

credit to microentrepreneurs³ (+73% vs. 2018)



PRINCIPLES FOR RESPONSIBLE BANKING

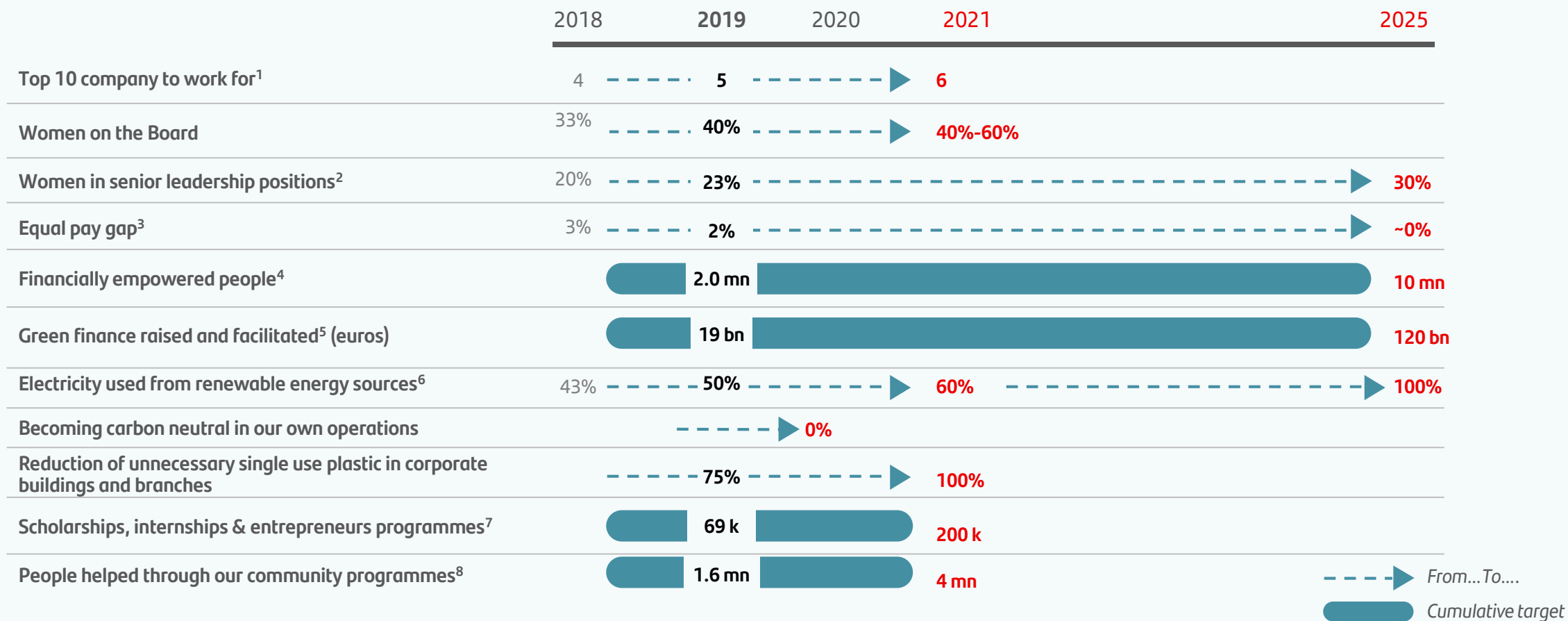


MEMBER OF Dow Jones Sustainability Indices In Collaboration with RobecoSAM



Santander Responsible Banking goals

We are building a more Responsible Bank aligned with our commitments



- (1) According to relevant external indexes in each country (Great Place to Work, Top Employer, Merco, etc.)
- (2) Senior positions represent 1% of total workforce
- (3) Calculation of equal pay gap compares employees of the same job, level and function
- (4) People (unbanked, underbanked or financially vulnerable), who are given access to the financial system, receive tailored finance and increase their knowledge and resilience through financial education
- (5) Includes Santander overall contribution to green finance: project finance, syndicated loans, green bonds, capital finance, export finance, advisory, structuring and other products to help our clients in the transition to a low carbon economy. Commitment from 2019 to 2030 is EUR 220 bn
- (6) In those countries where it is possible to certify renewable sourced electricity for the properties occupied by the Group
- (7) People supported through Santander Universities initiative (students who will receive a Santander scholarship, will achieve an internship in an SME or participate in entrepreneurship programmes supported by the bank)
- (8) People helped through our community investment programmes (excluded Santander Universities and financial education initiatives)

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SANTANDER GROUP (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	8,682	8,954	8,806	8,841	8,487
Net fee income	2,931	2,932	2,955	2,961	2,853
Gains (losses) on financial transactions and other	472	465	705	790	474
Total income	12,085	12,351	12,466	12,592	11,814
Operating expenses	(5,758)	(5,829)	(5,722)	(5,971)	(5,577)
Net operating income	6,327	6,522	6,744	6,621	6,237
Net loan-loss provisions	(2,172)	(2,141)	(2,435)	(2,573)	(2,309)
Other gains (losses) and provisions	(471)	(486)	(465)	(542)	(372)
Underlying profit before tax	3,684	3,895	3,844	3,506	3,556
Underlying consolidated profit	2,358	2,542	2,529	2,397	2,296
Underlying attributable profit	1,948	2,097	2,135	2,072	1,977
Net capital gains and provisions*	(108)	(706)	(1,634)	711	(1,646)
Attributable profit	1,840	1,391	501	2,783	331

(*) Including:

in Q1'19, capital gains from Prisma, capital losses due to property sales and restructuring costs

in Q2'19, restructuring costs in Spain and the UK and PPI

in Q3,19, restructuring costs in the UK and Poland, PPI, deterioration of goodwill ascribed to the UK and impact of devaluation of the ARS on the capital gain from Prisma registered in Q1'19

in Q4'19, net capital gains related to the agreement with Crédit Agricole S.A. to integrate the custody businesses, net positive results in Brazil related to DTAs, net capital losses related to real estate in Spain, restructuring costs in Poland and Santander Consumer Finance, provisions for the ruling on Swiss franc mortgages,

provisions related to intangible assets and other and impact of appreciation of the ARS on the capital gains from Prisma registered in Q1'19

in Q1'20, creation of a provisions overlay and restructuring costs

SANTANDER GROUP (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	8,268	8,551	8,612	8,642	8,487
Net fee income	2,767	2,789	2,892	2,895	2,853
Gains (losses) on financial transactions and other	466	472	696	777	474
Total income	11,500	11,812	12,200	12,313	11,814
Operating expenses	(5,533)	(5,622)	(5,681)	(5,880)	(5,577)
Net operating income	5,967	6,190	6,519	6,434	6,237
Net loan-loss provisions	(2,058)	(2,037)	(2,377)	(2,511)	(2,309)
Other gains (losses) and provisions	(450)	(472)	(452)	(528)	(372)
Underlying profit before tax	3,459	3,681	3,690	3,394	3,556
Underlying consolidated profit	2,222	2,401	2,432	2,320	2,296
Underlying attributable profit	1,832	1,975	2,056	2,007	1,977
Net capital gains and provisions*	(158)	(706)	(1,606)	649	(1,646)
Attributable profit	1,675	1,269	450	2,656	331

(*) Including:

in Q1'19, capital gains from Prisma, capital losses due to property sales and restructuring costs

in Q2'19, restructuring costs in Spain and the UK and PPI

in Q3,19, restructuring costs in the UK and Poland, PPI, deterioration of goodwill ascribed to the UK and impact of devaluation of the ARS on the capital gain from Prisma registered in Q1'19

in Q4'19, net capital gains related to the agreement with Crédit Agricole S.A. to integrate the custody businesses, net positive results in Brazil related to DTAs, net capital losses related to real estate in Spain, restructuring costs in Poland and Santander Consumer Finance, provisions for the ruling on Swiss franc mortgages, provisions related to intangible assets and other and impact of appreciation of the ARS on the capital gains from Prisma registered in Q1'19

in Q1'20, creation of provisions overlay and restructuring costs

EUROPE (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	3,561	3,580	3,530	3,531	3,435
Net fee income	1,327	1,304	1,310	1,319	1,315
Gains (losses) on financial transactions and other	337	304	455	443	225
Total income	5,225	5,188	5,295	5,292	4,974
Operating expenses	(2,802)	(2,789)	(2,719)	(2,733)	(2,712)
Net operating income	2,423	2,399	2,576	2,559	2,263
Net loan-loss provisions	(457)	(387)	(497)	(498)	(556)
Other gains (losses) and provisions	(198)	(231)	(130)	(209)	(195)
Underlying profit before tax	1,768	1,781	1,949	1,852	1,511
Underlying consolidated profit	1,276	1,306	1,418	1,370	1,072
Underlying attributable profit	1,163	1,191	1,286	1,238	974

EUROPE (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	3,562	3,581	3,565	3,521	3,435
Net fee income	1,329	1,306	1,320	1,318	1,315
Gains (losses) on financial transactions and other	338	305	456	443	225
Total income	5,229	5,191	5,341	5,282	4,974
Operating expenses	(2,807)	(2,794)	(2,749)	(2,729)	(2,712)
Net operating income	2,422	2,398	2,592	2,553	2,263
Net loan-loss provisions	(455)	(390)	(497)	(497)	(556)
Other gains (losses) and provisions	(198)	(231)	(132)	(209)	(195)
Underlying profit before tax	1,769	1,777	1,963	1,847	1,511
Underlying consolidated profit	1,277	1,303	1,429	1,366	1,072
Underlying attributable profit	1,163	1,188	1,297	1,234	974

Spain (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	1,009	1,009	967	934	925
Net fee income	623	624	614	620	643
Gains (losses) on financial transactions and other	224	216	408	258	220
Total income	1,857	1,849	1,989	1,811	1,789
Operating expenses	(1,025)	(1,020)	(999)	(977)	(944)
Net operating income	832	829	990	834	844
Net loan-loss provisions	(242)	(228)	(210)	(176)	(253)
Other gains (losses) and provisions	(112)	(143)	(100)	(100)	(104)
Underlying profit before tax	478	458	681	557	487
Underlying consolidated profit	356	338	491	401	352
Underlying attributable profit	356	338	491	400	352

Santander Consumer Finance (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	941	971	977	960	979
Net fee income	214	201	213	195	187
Gains (losses) on financial transactions and other	13	(18)	14	30	5
Total income	1,167	1,154	1,203	1,185	1,171
Operating expenses	(508)	(527)	(504)	(499)	(514)
Net operating income	659	627	699	686	656
Net loan-loss provisions	(122)	(59)	(147)	(148)	(172)
Other gains (losses) and provisions	24	(12)	42	(33)	44
Underlying profit before tax	561	556	594	504	528
Underlying consolidated profit	402	401	420	394	380
Underlying attributable profit	324	334	338	319	304

Santander Consumer Finance (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	931	959	967	955	979
Net fee income	213	200	212	195	187
Gains (losses) on financial transactions and other	12	(18)	14	30	5
Total income	1,156	1,142	1,194	1,179	1,171
Operating expenses	(504)	(522)	(501)	(497)	(514)
Net operating income	653	620	693	682	656
Net loan-loss provisions	(119)	(62)	(144)	(146)	(172)
Other gains (losses) and provisions	24	(12)	42	(34)	44
Underlying profit before tax	557	546	591	502	528
Underlying consolidated profit	399	394	418	392	380
Underlying attributable profit	321	327	336	317	304

United Kingdom (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	975	944	908	961	898
Net fee income	216	207	217	226	193
Gains (losses) on financial transactions and other	15	32	(5)	33	6
Total income	1,206	1,183	1,119	1,220	1,098
Operating expenses	(739)	(703)	(681)	(712)	(714)
Net operating income	467	479	438	508	384
Net loan-loss provisions	(61)	(19)	(77)	(96)	(49)
Other gains (losses) and provisions	(50)	(25)	(43)	(66)	(74)
Underlying profit before tax	357	435	318	345	260
Underlying consolidated profit	260	333	252	255	194
Underlying attributable profit	254	327	246	249	188

United Kingdom (GBP mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	850	825	820	827	774
Net fee income	189	181	195	194	166
Gains (losses) on financial transactions and other	13	28	(4)	29	5
Total income	1,052	1,034	1,011	1,050	946
Operating expenses	(644)	(615)	(615)	(612)	(615)
Net operating income	407	419	396	437	331
Net loan-loss provisions	(53)	(17)	(68)	(83)	(42)
Other gains (losses) and provisions	(43)	(22)	(39)	(58)	(64)
Underlying profit before tax	311	380	288	296	224
Underlying consolidated profit	227	291	228	219	167
Underlying attributable profit	222	286	223	214	162

Portugal (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	216	213	214	213	202
Net fee income	98	99	96	98	101
Gains (losses) on financial transactions and other	44	42	22	21	47
Total income	357	354	331	332	350
Operating expenses	(157)	(154)	(155)	(156)	(151)
Net operating income	200	200	176	175	199
Net loan-loss provisions	13	(1)	(0)	(4)	(5)
Other gains (losses) and provisions	(20)	(13)	2	21	(21)
Underlying profit before tax	193	186	178	192	173
Underlying consolidated profit	135	126	125	140	120
Underlying attributable profit	135	125	125	140	120

Poland (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	281	284	298	307	296
Net fee income	113	117	119	117	116
Gains (losses) on financial transactions and other	(18)	39	24	34	(48)
Total income	377	440	442	459	365
Operating expenses	(173)	(176)	(175)	(169)	(172)
Net operating income	204	263	267	290	193
Net loan-loss provisions	(43)	(64)	(59)	(51)	(68)
Other gains (losses) and provisions	(34)	(34)	(24)	(34)	(36)
Underlying profit before tax	127	166	183	205	90
Underlying consolidated profit	89	130	139	153	55
Underlying attributable profit	61	89	95	104	38

Poland (PLN mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	1,209	1,216	1,288	1,317	1,279
Net fee income	488	499	514	504	503
Gains (losses) on financial transactions and other	(76)	168	104	147	(206)
Total income	1,622	1,883	1,906	1,968	1,576
Operating expenses	(745)	(755)	(754)	(726)	(742)
Net operating income	877	1,128	1,152	1,242	834
Net loan-loss provisions	(186)	(272)	(256)	(217)	(292)
Other gains (losses) and provisions	(145)	(146)	(106)	(147)	(155)
Underlying profit before tax	546	710	791	878	387
Underlying consolidated profit	385	556	600	655	236
Underlying attributable profit	264	379	409	446	163

Other Europe (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	139	159	166	155	134
Net fee income	62	56	52	63	74
Gains (losses) on financial transactions and other	60	(7)	(8)	68	(6)
Total income	261	209	211	286	202
Operating expenses	(200)	(208)	(205)	(219)	(216)
Net operating income	61	0	5	66	(14)
Net loan-loss provisions	(2)	(16)	(3)	(23)	(9)
Other gains (losses) and provisions	(7)	(4)	(7)	4	(4)
Underlying profit before tax	52	(19)	(5)	48	(27)
Underlying consolidated profit	33	(21)	(8)	27	(28)
Underlying attributable profit	32	(22)	(8)	26	(28)

Other Europe (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	140	160	167	155	134
Net fee income	62	57	53	63	74
Gains (losses) on financial transactions and other	61	(7)	(8)	68	(6)
Total income	263	210	211	286	202
Operating expenses	(201)	(209)	(206)	(220)	(216)
Net operating income	62	1	5	66	(14)
Net loan-loss provisions	(2)	(16)	(3)	(23)	(9)
Other gains (losses) and provisions	(7)	(4)	(7)	4	(4)
Underlying profit before tax	53	(19)	(5)	48	(27)
Underlying consolidated profit	34	(21)	(8)	27	(28)
Underlying attributable profit	32	(22)	(8)	26	(28)

NORTH AMERICA (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	2,173	2,230	2,259	2,265	2,261
Net fee income	439	463	448	427	461
Gains (losses) on financial transactions and other	142	226	277	257	214
Total income	2,753	2,918	2,983	2,949	2,936
Operating expenses	(1,172)	(1,214)	(1,267)	(1,314)	(1,224)
Net operating income	1,581	1,705	1,716	1,634	1,712
Net loan-loss provisions	(804)	(793)	(1,009)	(1,050)	(874)
Other gains (losses) and provisions	(64)	(31)	(79)	(31)	(14)
Underlying profit before tax	713	881	628	554	824
Underlying consolidated profit	526	664	481	422	613
Underlying attributable profit	386	503	388	389	522

NORTH AMERICA (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	2,212	2,244	2,259	2,249	2,261
Net fee income	445	464	447	422	461
Gains (losses) on financial transactions and other	147	231	280	257	214
Total income	2,804	2,938	2,986	2,929	2,936
Operating expenses	(1,194)	(1,222)	(1,269)	(1,307)	(1,224)
Net operating income	1,610	1,716	1,717	1,621	1,712
Net loan-loss provisions	(822)	(800)	(1,014)	(1,049)	(874)
Other gains (losses) and provisions	(65)	(31)	(80)	(31)	(14)
Underlying profit before tax	723	885	623	542	824
Underlying consolidated profit	532	666	478	412	613
Underlying attributable profit	391	505	386	381	522

United States (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	1,407	1,453	1,460	1,449	1,462
Net fee income	234	244	238	230	250
Gains (losses) on financial transactions and other	174	222	278	215	217
Total income	1,815	1,920	1,977	1,894	1,929
Operating expenses	(775)	(805)	(847)	(869)	(809)
Net operating income	1,039	1,115	1,130	1,025	1,120
Net loan-loss provisions	(611)	(568)	(786)	(828)	(646)
Other gains (losses) and provisions	(58)	(26)	(76)	(39)	(6)
Underlying profit before tax	370	521	267	158	468
Underlying consolidated profit	260	383	196	109	344
Underlying attributable profit	181	284	154	98	273

United States (USD mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	1,598	1,633	1,623	1,604	1,612
Net fee income	266	275	264	255	275
Gains (losses) on financial transactions and other	197	250	310	238	239
Total income	2,061	2,158	2,198	2,096	2,126
Operating expenses	(881)	(905)	(942)	(963)	(892)
Net operating income	1,180	1,253	1,256	1,134	1,235
Net loan-loss provisions	(694)	(637)	(876)	(918)	(712)
Other gains (losses) and provisions	(66)	(29)	(85)	(43)	(7)
Underlying profit before tax	420	586	295	172	516
Underlying consolidated profit	295	431	216	118	379
Underlying attributable profit	206	319	170	107	301

Mexico (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	766	777	798	816	798
Net fee income	204	218	210	197	211
Gains (losses) on financial transactions and other	(32)	4	(1)	42	(2)
Total income	939	999	1,007	1,054	1,007
Operating expenses	(397)	(409)	(420)	(445)	(415)
Net operating income	542	590	586	609	592
Net loan-loss provisions	(193)	(225)	(223)	(222)	(228)
Other gains (losses) and provisions	(6)	(5)	(3)	8	(8)
Underlying profit before tax	343	360	361	395	357
Underlying consolidated profit	266	280	286	313	269
Underlying attributable profit	205	219	234	291	249

Mexico (MXN mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	16,703	16,694	17,231	17,393	17,484
Net fee income	4,455	4,695	4,535	4,188	4,617
Gains (losses) on financial transactions and other	(687)	83	(31)	906	(51)
Total income	20,471	21,471	21,735	22,487	22,049
Operating expenses	(8,655)	(8,786)	(9,076)	(9,501)	(9,088)
Net operating income	11,816	12,685	12,659	12,987	12,962
Net loan-loss provisions	(4,211)	(4,850)	(4,813)	(4,725)	(4,985)
Other gains (losses) and provisions	(120)	(105)	(59)	175	(167)
Underlying profit before tax	7,485	7,729	7,787	8,437	7,810
Underlying consolidated profit	5,804	6,028	6,167	6,682	5,891
Underlying attributable profit	4,472	4,713	5,059	6,219	5,457

SOUTH AMERICA (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	3,222	3,425	3,314	3,356	3,065
Net fee income	1,178	1,178	1,204	1,228	1,074
Gains (losses) on financial transactions and other	88	45	59	130	25
Total income	4,487	4,647	4,577	4,714	4,163
Operating expenses	(1,645)	(1,664)	(1,586)	(1,762)	(1,486)
Net operating income	2,842	2,984	2,991	2,953	2,677
Net loan-loss provisions	(903)	(956)	(916)	(1,015)	(875)
Other gains (losses) and provisions	(154)	(151)	(193)	(249)	(142)
Underlying profit before tax	1,785	1,876	1,882	1,688	1,661
Underlying consolidated profit	1,093	1,205	1,184	1,107	1,057
Underlying attributable profit	926	1,035	1,016	947	928

SOUTH AMERICA (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	2,767	3,007	3,084	3,182	3,065
Net fee income	1,005	1,032	1,132	1,168	1,074
Gains (losses) on financial transactions and other	76	46	47	116	25
Total income	3,848	4,086	4,262	4,466	4,163
Operating expenses	(1,394)	(1,444)	(1,513)	(1,682)	(1,486)
Net operating income	2,454	2,642	2,749	2,784	2,677
Net loan-loss provisions	(773)	(843)	(852)	(956)	(875)
Other gains (losses) and provisions	(131)	(137)	(178)	(235)	(142)
Underlying profit before tax	1,550	1,662	1,719	1,593	1,661
Underlying consolidated profit	950	1,064	1,080	1,043	1,057
Underlying attributable profit	805	914	929	894	928

Brazil (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	2,459	2,520	2,560	2,534	2,270
Net fee income	931	924	970	974	869
Gains (losses) on financial transactions and other	21	9	(7)	57	(3)
Total income	3,411	3,453	3,522	3,565	3,137
Operating expenses	(1,125)	(1,102)	(1,137)	(1,242)	(1,004)
Net operating income	2,286	2,351	2,385	2,323	2,133
Net loan-loss provisions	(710)	(761)	(753)	(813)	(709)
Other gains (losses) and provisions	(167)	(153)	(178)	(205)	(127)
Underlying profit before tax	1,409	1,438	1,454	1,305	1,298
Underlying consolidated profit	816	856	862	777	768
Underlying attributable profit	721	762	767	689	694

Brazil (BRL mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	10,516	11,095	11,272	11,534	11,100
Net fee income	3,980	4,070	4,271	4,429	4,250
Gains (losses) on financial transactions and other	91	41	(31)	254	(14)
Total income	14,587	15,206	15,511	16,216	15,336
Operating expenses	(4,810)	(4,857)	(5,007)	(5,636)	(4,907)
Net operating income	9,777	10,350	10,504	10,580	10,429
Net loan-loss provisions	(3,037)	(3,347)	(3,314)	(3,690)	(3,464)
Other gains (losses) and provisions	(716)	(673)	(785)	(928)	(621)
Underlying profit before tax	6,024	6,330	6,405	5,962	6,344
Underlying consolidated profit	3,491	3,769	3,795	3,546	3,756
Underlying attributable profit	3,082	3,353	3,376	3,147	3,392

Chile (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	440	500	462	464	448
Net fee income	103	97	102	102	92
Gains (losses) on financial transactions and other	56	59	82	71	12
Total income	600	656	646	638	553
Operating expenses	(255)	(269)	(260)	(246)	(230)
Net operating income	344	387	386	392	322
Net loan-loss provisions	(102)	(105)	(106)	(130)	(107)
Other gains (losses) and provisions	37	(1)	15	12	1
Underlying profit before tax	279	281	295	274	216
Underlying consolidated profit	219	237	234	229	180
Underlying attributable profit	148	163	162	157	125

Chile (CLP mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	333,439	383,545	363,195	386,260	397,015
Net fee income	78,010	74,473	80,052	85,052	81,770
Gains (losses) on financial transactions and other	42,713	45,387	63,719	58,999	10,853
Total income	454,162	503,405	506,966	530,311	489,638
Operating expenses	(193,440)	(206,641)	(204,239)	(205,576)	(204,237)
Net operating income	260,722	296,763	302,727	324,735	285,401
Net loan-loss provisions	(77,584)	(80,828)	(83,231)	(106,535)	(94,587)
Other gains (losses) and provisions	28,393	(417)	11,726	10,140	739
Underlying profit before tax	211,531	215,518	231,222	228,340	191,553
Underlying consolidated profit	165,949	182,169	183,336	190,253	159,119
Underlying attributable profit	112,355	125,176	126,756	130,587	110,533

Argentina (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	213	298	180	250	241
Net fee income	116	125	88	118	76
Gains (losses) on financial transactions and other	2	(33)	(31)	(8)	1
Total income	331	389	237	359	318
Operating expenses	(202)	(229)	(122)	(209)	(186)
Net operating income	129	161	115	150	132
Net loan-loss provisions	(73)	(70)	(39)	(53)	(39)
Other gains (losses) and provisions	(22)	3	(28)	(54)	(14)
Underlying profit before tax	34	94	47	43	79
Underlying consolidated profit	10	63	24	47	59
Underlying attributable profit	10	63	23	47	59

Argentina (ARS mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	10,117	14,548	18,638	19,924	16,991
Net fee income	5,486	6,131	8,976	9,403	5,327
Gains (losses) on financial transactions and other	102	(1,596)	(2,372)	(847)	89
Total income	15,704	19,083	25,243	28,480	22,407
Operating expenses	(9,602)	(11,210)	(13,861)	(16,583)	(13,112)
Net operating income	6,102	7,872	11,382	11,897	9,295
Net loan-loss provisions	(3,441)	(3,459)	(4,538)	(4,391)	(2,766)
Other gains (losses) and provisions	(1,067)	131	(2,040)	(3,831)	(953)
Underlying profit before tax	1,594	4,544	4,805	3,674	5,576
Underlying consolidated profit	497	3,056	2,574	3,636	4,171
Underlying attributable profit	490	3,043	2,519	3,600	4,143

Other South America (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	109	108	112	108	106
Net fee income	29	32	44	34	37
Gains (losses) on financial transactions and other	8	9	16	10	14
Total income	146	149	172	153	157
Operating expenses	(63)	(64)	(67)	(64)	(66)
Net operating income	83	85	105	88	91
Net loan-loss provisions	(18)	(20)	(18)	(20)	(21)
Other gains (losses) and provisions	(2)	(1)	(2)	(2)	(2)
Underlying profit before tax	63	64	86	66	68
Underlying consolidated profit	47	48	64	54	51
Underlying attributable profit	47	47	64	54	51

Other South America (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	97	99	104	104	106
Net fee income	25	29	41	33	37
Gains (losses) on financial transactions and other	7	9	15	10	14
Total income	129	137	160	147	157
Operating expenses	(56)	(58)	(62)	(62)	(66)
Net operating income	74	79	98	85	91
Net loan-loss provisions	(16)	(18)	(16)	(19)	(21)
Other gains (losses) and provisions	(1)	(1)	(2)	(2)	(2)
Underlying profit before tax	57	60	80	64	68
Underlying consolidated profit	42	44	60	52	51
Underlying attributable profit	41	44	60	52	51

SANTANDER GLOBAL PLATFORM primary segment (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	22	23	23	23	31
Net fee income	2	1	2	2	13
Gains (losses) on financial transactions and other	(5)	(4)	(1)	(7)	1
Total income	19	20	24	18	45
Operating expenses	(41)	(67)	(60)	(72)	(71)
Net operating income	(22)	(47)	(36)	(54)	(26)
Net loan-loss provisions	(0)	(0)	(0)	(0)	(0)
Other gains (losses) and provisions	(1)	(0)	(1)	(4)	(1)
Underlying profit before tax	(23)	(47)	(37)	(58)	(27)
Underlying consolidated profit	(11)	(40)	(26)	(43)	(13)
Underlying attributable profit	(11)	(40)	(26)	(43)	(13)

CORPORATE CENTRE (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	(296)	(304)	(319)	(333)	(304)
Net fee income	(14)	(13)	(9)	(15)	(9)
Gains (losses) on financial transactions and other	(90)	(106)	(85)	(34)	9
Total income	(399)	(423)	(413)	(381)	(304)
Operating expenses	(97)	(96)	(90)	(89)	(85)
Net operating income	(497)	(519)	(504)	(471)	(389)
Net loan-loss provisions	(8)	(5)	(14)	(10)	(3)
Other gains (losses) and provisions	(55)	(72)	(61)	(49)	(20)
Underlying profit before tax	(559)	(595)	(579)	(529)	(413)
Underlying consolidated profit	(526)	(592)	(529)	(458)	(434)
Underlying attributable profit	(517)	(592)	(529)	(459)	(434)

RETAIL BANKING (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	8,083	8,323	8,227	8,229	7,885
Net fee income	2,178	2,134	2,108	2,141	2,024
Gains (losses) on financial transactions and other	150	201	485	339	63
Total income	10,412	10,658	10,819	10,710	9,972
Operating expenses	(4,694)	(4,747)	(4,658)	(4,827)	(4,526)
Net operating income	5,718	5,911	6,161	5,882	5,445
Net loan-loss provisions	(2,143)	(2,090)	(2,428)	(2,439)	(2,289)
Other gains (losses) and provisions	(391)	(397)	(377)	(454)	(338)
Underlying profit before tax	3,184	3,423	3,357	2,989	2,818
Underlying consolidated profit	2,119	2,377	2,286	2,122	1,899
Underlying attributable profit	1,763	2,000	1,958	1,858	1,637

RETAIL BANKING (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	7,716	7,966	8,033	8,041	7,885
Net fee income	2,051	2,026	2,061	2,089	2,024
Gains (losses) on financial transactions and other	179	231	477	334	63
Total income	9,946	10,223	10,570	10,464	9,972
Operating expenses	(4,501)	(4,569)	(4,622)	(4,747)	(4,526)
Net operating income	5,445	5,655	5,948	5,717	5,445
Net loan-loss provisions	(2,031)	(1,988)	(2,366)	(2,379)	(2,289)
Other gains (losses) and provisions	(370)	(383)	(364)	(441)	(338)
Underlying profit before tax	3,044	3,283	3,218	2,897	2,818
Underlying consolidated profit	2,042	2,289	2,200	2,059	1,899
Underlying attributable profit	1,700	1,925	1,885	1,805	1,637

CORPORATE & INVESTMENT BANKING (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	654	700	657	716	671
Net fee income	352	374	421	373	404
Gains (losses) on financial transactions and other	272	217	153	337	225
Total income	1,278	1,292	1,232	1,426	1,300
Operating expenses	(561)	(560)	(552)	(608)	(536)
Net operating income	717	731	679	818	764
Net loan-loss provisions	(10)	(45)	27	(128)	(4)
Other gains (losses) and provisions	(22)	(16)	(21)	(32)	(15)
Underlying profit before tax	686	670	685	658	745
Underlying consolidated profit	484	466	486	449	527
Underlying attributable profit	441	419	443	410	491

CORPORATE & INVESTMENT BANKING (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	618	662	659	707	671
Net fee income	336	359	412	367	404
Gains (losses) on financial transactions and other	244	200	156	333	225
Total income	1,198	1,221	1,227	1,407	1,300
Operating expenses	(542)	(543)	(550)	(602)	(536)
Net operating income	656	678	677	805	764
Net loan-loss provisions	(9)	(44)	24	(127)	(4)
Other gains (losses) and provisions	(21)	(16)	(21)	(31)	(15)
Underlying profit before tax	626	618	679	647	745
Underlying consolidated profit	442	430	481	441	527
Underlying attributable profit	404	386	442	404	491

WEALTH MANAGEMENT & INSURANCE (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	141	143	141	146	132
Net fee income	273	298	298	330	320
Gains (losses) on financial transactions and other	110	121	113	114	134
Total income	523	562	551	589	586
Operating expenses	(242)	(236)	(234)	(244)	(244)
Net operating income	282	327	318	345	342
Net loan-loss provisions	7	(1)	(4)	21	(7)
Other gains (losses) and provisions	(3)	(1)	(3)	(5)	(1)
Underlying profit before tax	285	325	310	361	334
Underlying consolidated profit	218	249	240	272	252
Underlying attributable profit	208	237	227	257	240

WEALTH MANAGEMENT & INSURANCE (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	137	140	144	145	132
Net fee income	266	291	294	324	320
Gains (losses) on financial transactions and other	105	116	109	110	134
Total income	508	546	547	579	586
Operating expenses	(239)	(232)	(232)	(242)	(244)
Net operating income	269	314	314	338	342
Net loan-loss provisions	7	(1)	(4)	21	(7)
Other gains (losses) and provisions	(3)	(1)	(3)	(5)	(1)
Underlying profit before tax	273	312	307	354	334
Underlying consolidated profit	209	239	237	266	252
Underlying attributable profit	199	228	225	252	240

SANTANDER GLOBAL PLATFORM secondary segment (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	100	92	100	83	103
Net fee income	142	139	137	132	115
Gains (losses) on financial transactions and other	30	32	40	34	43
Total income	271	263	277	249	260
Operating expenses	(165)	(191)	(188)	(202)	(186)
Net operating income	107	72	89	47	74
Net loan-loss provisions	(18)	(0)	(16)	(17)	(5)
Other gains (losses) and provisions	(1)	0	(2)	(2)	2
Underlying profit before tax	88	72	71	28	71
Underlying consolidated profit	63	41	46	13	52
Underlying attributable profit	52	33	36	6	43

SANTANDER GLOBAL PLATFORM secondary segment (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20
Net interest income	92	87	96	81	103
Net fee income	127	127	134	130	115
Gains (losses) on financial transactions and other	28	30	39	34	43
Total income	248	244	269	244	260
Operating expenses	(154)	(182)	(186)	(200)	(186)
Net operating income	94	62	83	45	74
Net loan-loss provisions	(18)	0	(16)	(17)	(5)
Other gains (losses) and provisions	(1)	0	(2)	(2)	2
Underlying profit before tax	75	63	65	25	71
Underlying consolidated profit	55	35	42	12	52
Underlying attributable profit	45	27	33	5	43

Appendix

Net capital gains and provisions

Primary segments

Secondary segments

Other countries. Detail

Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

Responsible Banking

Quarterly income statements

Glossary

Glossary - Acronyms

- **AFS:** Available for sale
- **AuM:** Assets under Management
- **BFG:** Deposit Guarantee Fund in Poland
- **bn:** Billion
- **CET1:** Common equity tier 1
- **C&I:** Commercial and Industrial
- **CIB:** Corporate & Investment Bank
- **COVID-19:** Coronavirus Disease 19
- **DGF:** Deposit guarantee fund
- **GDP:** Gross domestic product
- **FL:** Fully-loaded
- **FX:** Foreign exchange
- **EPS:** Earning per share
- **ESG:** Environmental, social and governance
- **LTV:** Loan to Value
- **LLPs:** Loan-loss provisions
- **M/LT:** Medium- and long-term
- **mn:** million
- **MXN:** Mexican Pesos
- **n.a.:** Not available
- **NII:** Net interest income
- **NIM:** Net interest margin
- **n.m.:** Not meaningful
- **NPL:** Non-performing loans
- **PBT:** Profit before tax
- **P&L:** Profit and loss
- **PPP:** Pre-provision profit
- **QoQ:** Quarter-on-Quarter
- **RE:** Real Estate
- **Repos:** Repurchase agreements
- **ROF:** Gains on financial transactions
- **RoRWA:** Return on risk-weighted assets
- **RoTE:** Return on tangible equity
- **RWA:** Risk-weighted assets
- **SBNA:** Santander Bank NA
- **SCF:** Santander Consumer Finance
- **SC USA:** Santander Consumer USA
- **SME:** Small and Medium Enterprises
- **SRF:** Single Resolution Fund
- **ST:** Short term
- **SVR:** Standard variable rate
- **TDR:** Troubled debt restructuring
- **TLAC:** Total loss absorbing capacity
- **TNAV:** Tangible net asset value
- **UF:** Unidad de fomento (Chile)
- **YoY:** Year-on-Year
- **UX:** User experience

Glossary – definitions

PROFITABILITY AND EFFICIENCY

- **RoTE:** Return on tangible capital: Group attributable profit / average of: net equity (excluding minority interests) – intangible assets (including goodwill)
- **RoRWA:** Return on risk-weighted assets: consolidated profit / average risk-weighted assets
- **Efficiency:** Operating expenses / gross income. Operating expenses defined as general administrative expenses + amortisations

CREDIT RISK

- **NPL ratio:** Non-performing loans and customer advances, customer guarantees and contingent liabilities / total risk. Total risk is defined as: normal and non-performing balances of customer loans and advances, customer guarantees and contingent liabilities
- **NPL coverage ratio:** Provisions to cover losses due to impairment of customer loans and advances, customer guarantees and contingent liabilities / non-performing balances of customer loans and advances, customer guarantees and contingent liabilities
- **Cost of credit:** Provisions to cover losses due to impairment of loans in the last 12 months / average customer loans and advances of the last 12 months

CAPITALISATION

- **Tangible net asset value per share – TNAVps:** Tangible stockholders' equity / number of shares (excluding treasury shares). Tangible stockholders' equity calculated as shareholders equity + accumulated other comprehensive income - intangible assets

Notes: 1) The averages for the RoTE and RoRWA denominators are calculated on the basis of 4 months from December to March.

2) For periods of less than a year, and in the event of non-recurring results existing, the profit used to calculate the RoTE is the annualised underlying attributable profit (excluding non-recurring results), to which are added non-recurring results without annualising them.

3) For periods of less than a year, and in the event of non-recurring results existing, the profit used to calculate the RoRWA is the annualised underlying consolidated result (excluding non-recurring results), to which is added non-recurring results without annualising them.

4) The risk-weighted assets included in the RoRWA denominator are calculated in accordance with the criteria defined by the Capital Requirements Regulation (CRR).

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