



Banco Santander, S.A., in compliance with the Securities Market legislation, hereby communicates the following:

OTHER RELEVANT INFORMATION

Starting with the financial information for the first quarter of 2021, a change in the Group's reportable segments is to be carried out to reflect the Bank's new organizational structure, in line with the three strategic initiatives outlined in the 2020 Annual Report: One Santander, Digital Consumer Bank and PagoNxt.

These changes align the segment information with their management and have no impact on the Group's accounting figures.

Attached is a presentation which contains the quarterly pro forma financial figures for 2020 to allow a comparison between 2020 and 2021, including the aforementioned changes.

The main changes in Group's segments are:

- **Primary segments:**
 - Creation of the new Digital Consumer Bank (DCB) segment, which includes Santander Consumer Finance (SCF), previously included in the Europe segment and Openbank, formerly included in Santander Global Platform. The consumer finance business in the United Kingdom previously reported in the country will be reported in this new segment.
 - Elimination of the Santander Global Platform reporting segment: Openbank is now included within DCB, and Merchant Solutions, Trade Solutions and Consumer Solutions (Superdigital and Pago Next) will be assigned accordingly to each of the three main geographic regions.
- **Secondary segments:**
 - Creation of the PagoNxt segment, which includes the Merchant Solutions, Trade Solutions and Consumer Solutions, previously recorded in Santander Global Platform.
 - Elimination of the Santander Global Platform reporting segment, now included under PagoNxt and Retail Banking (mainly Openbank).
 - An adjustment of the perimeter of the Global Customer Relationship Model between Retail Banking and Santander Corporate & Investment Banking and between Retail Banking and Wealth Management & Insurance.

For more information please see the attached presentation.

Boadilla del Monte (Madrid), 9 April 2021

April 2021

2020 income statements and balance sheets according to the new reporting structure

All. Together. Now.



Important information

Non-IFRS and alternative performance measures

This presentation contains, in addition to the financial information prepared in accordance with International Financial Reporting Standards (“IFRS”) and derived from our financial statements, 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”). These financial measures that qualify as APMs and non-IFRS measures have been calculated with information from Santander Group; however those financial measures are not defined or detailed in the applicable financial reporting framework nor have been audited or 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 our management and investors to compare operating performance between accounting periods, as these measures exclude items outside the ordinary course performance of our business, which are grouped in the non-IFRS line management adjustments line and are further detailed at the end of Section 3.2 of the Economic and Financial Review in our Directors’ Report included in our Annual Report on Form 20-F for the year ended 31 December 2020. Nonetheless, these APMs and non-IFRS measures should be considered supplemental information to, and are not meant to substitute IFRS measures. Furthermore, companies in our industry and others may calculate or use APMs and non-IFRS measures differently, thus making them less useful for comparison purposes. For further details on APMs and Non-IFRS Measures, 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 2020 Annual Report on Form 20-F filed with the U.S. Securities and Exchange Commission on 26 February 2021. This document is available on Santander’s website (www.santander.com). Underlying measures, which are included in this presentation, are non-IFRS measures.

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.

Forward-looking statements

Banco Santander, S.A. (“Santander”) advises that this presentation contains “forward-looking statements” as per the meaning of the U.S. Private Securities Litigation Reform Act of 1995. These statements may be identified by words like “expect”, “project”, “anticipate”, “should”, “intend”, “probability”, “risk”, “VaR”, “RoRAC”, “RoRWA”, “TNAV”, “target”, “goal”, “objective”, “estimate”, “future” and similar expressions. Found throughout this presentation, they include (but are not limited to) statements on our future business development, economic performance and shareholder remuneration policy. However, a number of risks, uncertainties and other important factors may cause actual developments and results to differ materially from our expectations. The following important factors, in addition to others discussed elsewhere in this presentation, could affect our future results and could cause materially different outcomes from those anticipated in forward-looking statements: (1) general economic or industry conditions of areas where we have significant operations or investments (such as a worse economic environment; higher volatility in the capital markets; inflation or deflation; changes in demographics, consumer spending, investment or saving habits; and the effects of the COVID-19 pandemic in the global economy); (2) exposure to various market risks (particularly interest rate risk, foreign exchange rate risk, equity price risk and risks associated with the replacement of benchmark indices); (3) potential losses from early repayments on our loan and investment portfolio, declines in value of collateral securing our loan portfolio, and counterparty risk; (4) political stability in Spain, the United Kingdom, other European countries, Latin America and the US (5) changes in legislation, regulations, taxes, including regulatory capital and liquidity requirements, especially in view of the UK exit of the European Union and increased regulation in response to financial crisis; (6) our ability to integrate successfully our acquisitions and related challenges that result from the inherent diversion of management’s focus and resources from other strategic opportunities and operational matters; and (7) changes in our access to liquidity and funding on acceptable terms, in particular if resulting from credit spreads shifts or downgrade in credit ratings for the entire group or significant subsidiaries.

Important information

Numerous factors could affect our future results and could cause those results deviating from those anticipated in the forward-looking statements. Other unknown or unpredictable factors could cause actual results to differ materially from those in the forward-looking statements.

Forward-looking statements speak only as of the date of this presentation and are informed by the knowledge, information and views available on such date. Santander is not required to update or revise any forward-looking statements, regardless of new information, future events or otherwise.

No offer



The information contained in this presentation is subject to, and must be read in conjunction with, all other publicly available information, including, where relevant any fuller disclosure document published by Santander. Any person at any time acquiring securities must do so only on the basis of such person's own judgment as to the merits or the suitability of the securities for its purpose and only on such information as is contained in such public information having taken all such professional or other advice as it considers necessary or appropriate in the circumstances and not in reliance on the information contained in this presentation. No investment activity should be undertaken on the basis of the information contained in this presentation. In making this presentation available Santander gives no advice and makes no recommendation to buy, sell or otherwise deal in shares in Santander or in any other securities or investments whatsoever.

Neither this presentation nor any of the information contained therein constitutes an offer to sell or the solicitation of an offer to buy any securities. No offering of securities shall be made in the United States except pursuant to registration under the U.S. Securities Act of 1933, as amended, or an exemption therefrom. Nothing contained in this presentation is intended to constitute an invitation or inducement to engage in investment activity for the purposes of the prohibition on financial promotion in the U.K. Financial Services and Markets Act 2000.

Historical performance is not indicative of future results

Statements about historical performance or accretion must not be construed to indicate that future performance, share price or future (including earnings per share) in any future period will necessarily match or exceed those of any prior period. Nothing in this presentation should be taken as a profit forecast.

Adapting our reporting to the new organizational structure towards the Santander of Tomorrow – 3 priorities for profitable growth


| 1 One Santander | 2 Digital Consumer Bank (DCB) | 3 PagoNxt |
|---|--|---|
| <ul style="list-style-type: none"> ○ New operating model leveraging our global scale to deliver a better customer experience, supported by common culture and higher degrees of commonality, technology being one ○ 3 regions: Europe, North America and South America  | <ul style="list-style-type: none"> ○ Driving profitable growth in Europe and new markets. ○ Combining our consumer finance business in Europe, and Openbank, our retail digital bank  | <ul style="list-style-type: none"> ○ Our Group technology “backbone” solutions with payments at the core, providing Merchant, Trade and Consumer solutions   |
| Primary segments | | Secondary segment |

These changes do not entail any alteration in Group figures

New organizational structure



Primary segments main changes

| | "Until 2020" | "From 2021 on" |
|---|--|---|
|  EUROPE |  +  +  +  +  + Other ¹ Including SCF UK |  +  +  +  + Other ¹ Excluding SCF UK |
|  NORTH AMERICA |  +  |  +  + Global Payments Services in the region |
|  SOUTH AMERICA |  +  +  +  +  +  |  +  +  +  +  +  + Global Payments Services in the region |
| SGP | Global Payments Services (GMS, GTS, Superdigital, Pago FX) + Openbank | |
| DIGITAL CONSUMER BANK (DCB) | |  + SCF UK + Openbank |

Secondary segments main changes

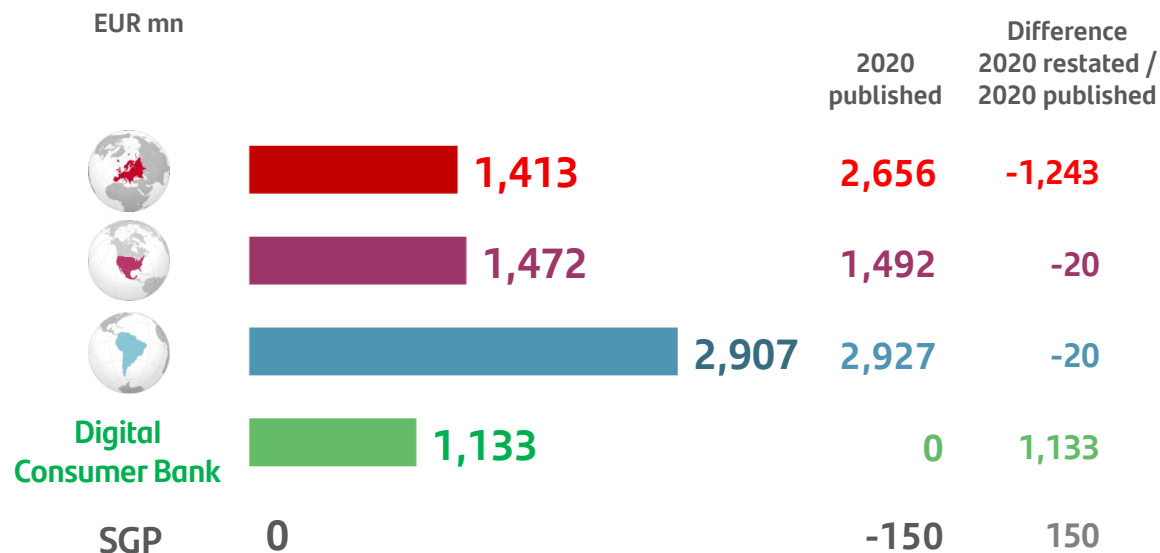
| | “Until 2020” | “From 2021 on” |
|-----------------------------|---|---|
| RETAIL BANKING ¹ | Retail Banking | Retail Banking + Openbank |
| SCIB ¹ | Corporate and Investment Banking | Corporate and Investment Banking |
| WM&I ¹ | Private Banking + Asset Management + Insurance | Private Banking + Asset Management + Insurance |
| SGP | Global Payments Services (GMS, GTS, Superdigital, Pago FX) + Openbank | |
| PagoNxt | | Merchant Solutions + Trade Solutions + Consumer Solutions |



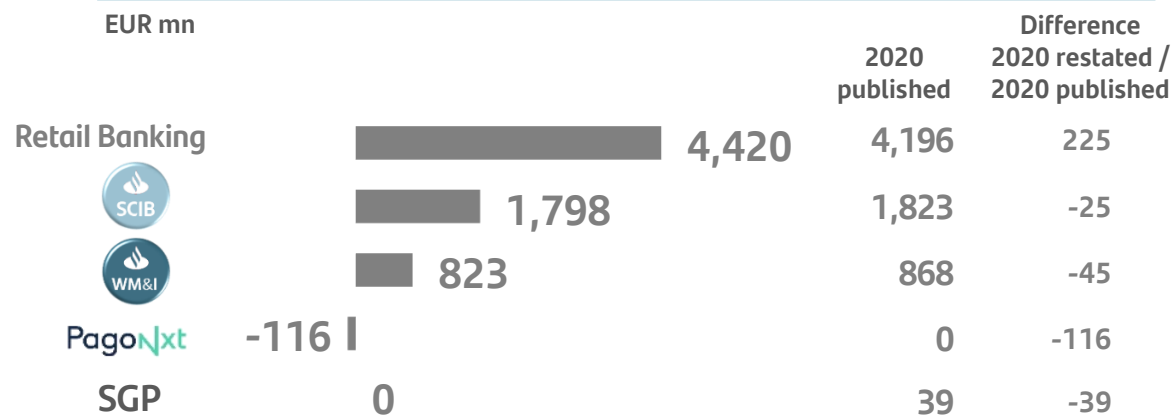
(1) Regarding the secondary segments, Global Customer Relationship Model: recurring annual adjustment to the perimeter between Retail Banking, Santander Wealth Management & Insurance (WM&I) and Santander Corporate & Investment Banking (SCIB). These changes had no impact on the geographic businesses.

Main differences in underlying profits. Income statement of the Group does not change

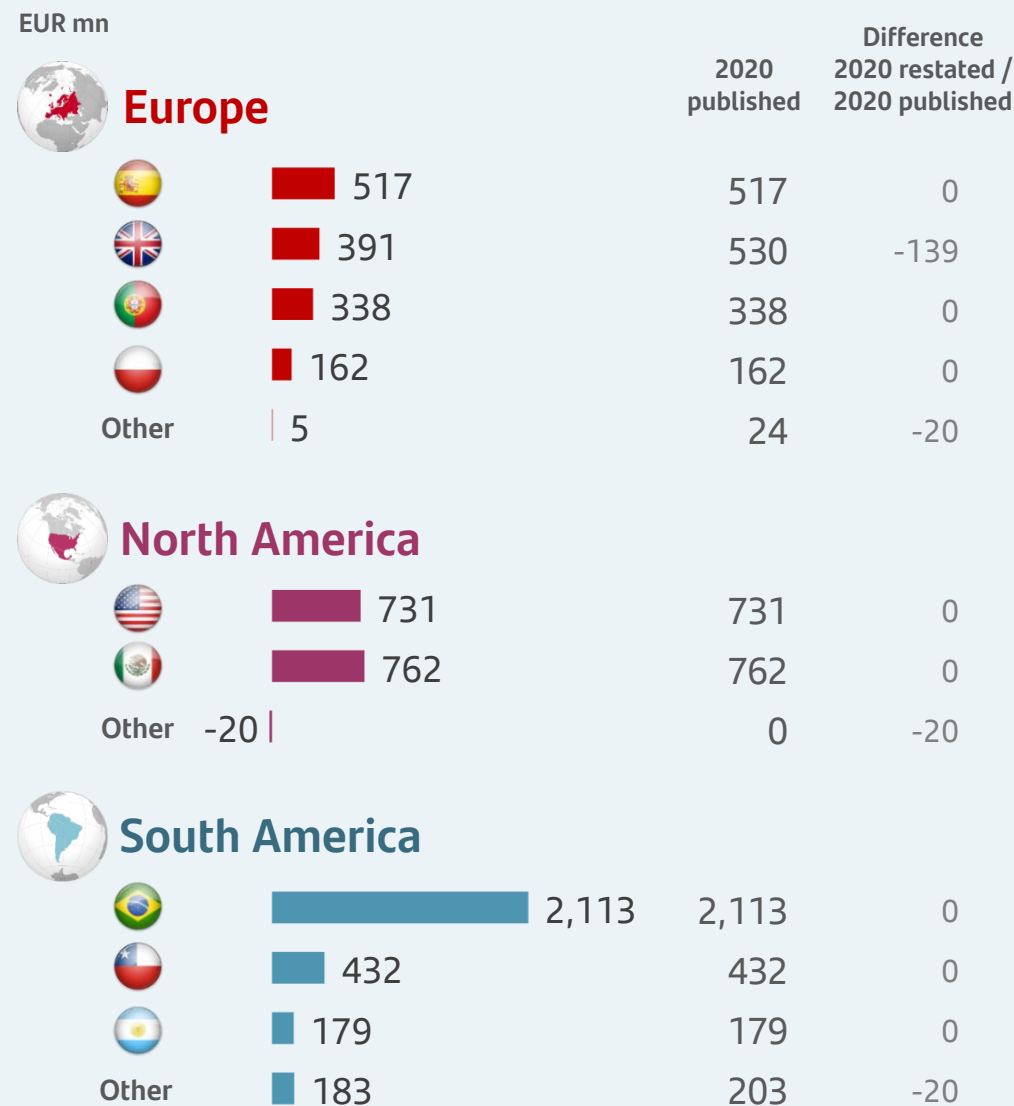
2020 restated. Primary segments






2020 restated. Secondary segments



2020 restated. Markets



Key metrics medium-term goals compared to 2020 restated

| Key metrics |  Europe |  North America |  South America | One Santander | Digital Consumer Bank |
|---------------------|--|---|---|------------------------|------------------------|
| | 2020 Medium-term goals | 2020 Medium-term goals | 2020 Medium-term goals | 2020 Medium-term goals | 2020 Medium-term goals |
| Efficiency ratio | 56% c. 45% | 42% c. 40% | 36% c. 35% | 45% c. 40% | 42% c. 39% |
| Underlying RoTE | 3.6% 10-12% | 10.5% ¹ 11-13% ¹ | 17.7% 19-21% | | 11.5% c. 15% |
| NPS position | | | | Top 3 in 6 countries | Top 3 in 9 countries |
| Digital sales/total | | | | 44% | >50% |



■ Primary segments

EUROPE

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|----------------|----------------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 2,378 | 2,330 | 2,534 | 2,670 | 3,435 | 3,352 | 3,549 | 3,710 | (1,057) | (1,022) | (1,015) | (1,041) |
| Net fee income | 1,128 | 942 | 961 | 968 | 1,315 | 1,098 | 1,162 | 1,162 | (186) | (156) | (201) | (194) |
| Gains (losses) on financial transactions * | 155 | 213 | 330 | 171 | 142 | 216 | 338 | 188 | 12 | (3) | (8) | (17) |
| Other operating income | 57 | (87) | 58 | (134) | 83 | (89) | 106 | (74) | (25) | 2 | (48) | (61) |
| Total income | 3,718 | 3,398 | 3,883 | 3,675 | 4,974 | 4,577 | 5,155 | 4,987 | (1,256) | (1,179) | (1,273) | (1,312) |
| Administrative expenses and amortisations | (2,175) | (2,038) | (2,046) | (2,015) | (2,712) | (2,526) | (2,542) | (2,534) | 536 | 488 | 496 | 519 |
| Net operating income | 1,543 | 1,359 | 1,837 | 1,659 | 2,263 | 2,051 | 2,613 | 2,453 | (720) | (692) | (777) | (793) |
| Net loan-loss provisions | (1,004) | (677) | (735) | (927) | (1,335) | (877) | (956) | (1,131) | 330 | 200 | 221 | 204 |
| Other gains (losses) and provisions | (236) | (186) | (177) | (371) | (195) | (160) | (196) | (362) | (41) | (25) | 19 | (9) |
| Profit before tax | 303 | 496 | 925 | 361 | 733 | 1,014 | 1,461 | 959 | (430) | (517) | (536) | (598) |
| Tax on profit | (100) | (136) | (265) | (93) | (217) | (275) | (406) | (234) | 117 | 139 | 141 | 141 |
| Profit from continuing operations | 202 | 360 | 660 | 268 | 515 | 739 | 1,055 | 725 | (313) | (379) | (395) | (457) |
| Net profit from discontinued operations | — | — | (0) | 0 | — | — | — | — | — | — | — | — |
| Consolidated profit | 202 | 360 | 660 | 268 | 515 | 739 | 1,055 | 725 | (313) | (379) | (395) | (457) |
| Non-controlling interests | (10) | (24) | (32) | (12) | (73) | (107) | (108) | (91) | 63 | 83 | 76 | 79 |
| Underlying attributable profit to the parent | 193 | 336 | 628 | 256 | 443 | 632 | 947 | 634 | (250) | (296) | (319) | (378) |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|----------------|------------------|----------------|----------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 568,914 | 574,076 | 563,557 | 563,582 | 680,303 | 684,446 | 673,172 | 675,895 | (111,388) | (110,370) | (109,615) | (112,313) |
| Cash, central banks and credit institutions | 177,430 | 248,198 | 216,860 | 213,561 | 189,610 | 258,158 | 227,581 | 224,793 | (12,181) | (9,961) | (10,721) | (11,232) |
| Debt instruments | 79,413 | 86,477 | 83,049 | 81,271 | 82,119 | 91,038 | 88,604 | 86,925 | (2,707) | (4,561) | (5,555) | (5,654) |
| Other financial assets | 60,812 | 54,208 | 53,054 | 48,313 | 60,788 | 54,171 | 53,016 | 48,266 | 24 | 37 | 38 | 47 |
| Other asset accounts | 42,793 | 40,318 | 39,401 | 35,893 | 47,697 | 45,211 | 45,423 | 41,658 | (4,904) | (4,893) | (6,022) | (5,765) |
| Total assets | 929,361 | 1,003,278 | 955,921 | 942,620 | 1,060,517 | 1,133,025 | 1,087,796 | 1,077,537 | (131,156) | (129,747) | (131,875) | (134,917) |
| Customer deposits | 541,719 | 570,736 | 573,108 | 582,353 | 580,842 | 610,021 | 612,844 | 622,826 | (39,123) | (39,285) | (39,736) | (40,473) |
| Central banks and credit institutions | 160,984 | 213,794 | 176,782 | 167,014 | 197,886 | 251,351 | 215,775 | 208,408 | (36,902) | (37,557) | (38,993) | (41,394) |
| Marketable debt securities | 97,370 | 92,312 | 90,102 | 84,201 | 136,012 | 128,570 | 126,016 | 120,166 | (38,642) | (36,259) | (35,914) | (35,965) |
| Other financial liabilities | 70,927 | 69,972 | 60,240 | 54,634 | 72,115 | 71,538 | 61,808 | 55,919 | (1,188) | (1,566) | (1,568) | (1,285) |
| Other liabilities accounts | 14,310 | 13,284 | 12,007 | 11,788 | 17,881 | 17,002 | 16,011 | 15,635 | (3,571) | (3,718) | (4,003) | (3,847) |
| Total liabilities | 885,311 | 960,098 | 912,240 | 899,990 | 1,004,736 | 1,078,482 | 1,032,454 | 1,022,954 | (119,425) | (118,384) | (120,214) | (122,964) |
| Total equity | 44,050 | 43,180 | 43,681 | 42,630 | 55,781 | 54,543 | 55,342 | 54,583 | (11,730) | (11,363) | (11,661) | (11,953) |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 538,459 | 542,816 | 535,463 | 543,336 | 652,651 | 656,001 | 647,911 | 658,471 | (114,192) | (113,185) | (112,448) | (115,135) |
| Customer funds | 604,983 | 633,055 | 641,963 | 655,954 | 644,106 | 672,341 | 681,699 | 696,427 | (39,123) | (39,285) | (39,736) | (40,473) |
| Customer deposits *** | 528,209 | 549,600 | 554,629 | 562,977 | 567,332 | 588,886 | 594,364 | 603,450 | (39,123) | (39,285) | (39,736) | (40,473) |
| Mutual funds | 76,774 | 83,455 | 87,335 | 92,977 | 76,774 | 83,455 | 87,335 | 92,977 | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

Spain

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|-------|-------|-------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 925 | 931 | 1,034 | 1,067 | 925 | 931 | 1,034 | 1,067 | — | — | — | — |
| Net fee income | 643 | 535 | 562 | 573 | 643 | 535 | 562 | 573 | — | — | — | — |
| Gains (losses) on financial transactions * | 156 | 250 | 194 | 180 | 156 | 250 | 194 | 180 | — | — | — | — |
| Other operating income | 64 | (154) | 10 | (188) | 64 | (154) | 10 | (188) | — | — | — | — |
| Total income | 1,789 | 1,562 | 1,800 | 1,632 | 1,789 | 1,562 | 1,800 | 1,632 | — | — | — | — |
| Administrative expenses and amortisations | (944) | (896) | (893) | (873) | (944) | (896) | (893) | (873) | — | — | — | — |
| Net operating income | 844 | 665 | 907 | 759 | 844 | 665 | 907 | 759 | — | — | — | — |
| Net loan-loss provisions | (628) | (313) | (449) | (611) | (628) | (313) | (449) | (611) | — | — | — | — |
| Other gains (losses) and provisions | (104) | (115) | (112) | (128) | (104) | (115) | (112) | (128) | — | — | — | — |
| Profit before tax | 112 | 237 | 346 | 20 | 112 | 237 | 346 | 20 | — | — | — | — |
| Tax on profit | (22) | (77) | (100) | 1 | (22) | (77) | (100) | 1 | — | — | — | — |
| Profit from continuing operations | 90 | 160 | 246 | 20 | 90 | 160 | 246 | 20 | — | — | — | — |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | 90 | 160 | 246 | 20 | 90 | 160 | 246 | 20 | — | — | — | — |
| Non-controlling interests | (0) | 0 | 0 | (0) | (0) | 0 | 0 | (0) | — | — | — | — |
| Underlying attributable profit to the parent | 90 | 161 | 246 | 20 | 90 | 161 | 246 | 20 | — | — | — | — |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-------------|--------|--------|--------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 185,921 | 197,424 | 192,894 | 194,239 | 185,921 | 197,424 | 192,894 | 194,239 | — | — | — | — |
| Cash, central banks and credit institutions | 78,519 | 108,381 | 112,338 | 113,518 | 78,519 | 108,381 | 112,338 | 113,518 | — | — | — | — |
| Debt instruments | 24,458 | 25,100 | 21,766 | 21,654 | 24,458 | 25,100 | 21,766 | 21,654 | — | — | — | — |
| Other financial assets | 1,407 | 1,661 | 2,571 | 2,671 | 1,407 | 1,661 | 2,571 | 2,671 | — | — | — | — |
| Other asset accounts | 25,209 | 23,203 | 22,727 | 22,438 | 25,209 | 23,203 | 22,727 | 22,438 | — | — | — | — |
| Total assets | 315,515 | 355,769 | 352,296 | 354,521 | 315,515 | 355,769 | 352,296 | 354,521 | — | — | — | — |
| Customer deposits | 234,716 | 248,053 | 250,369 | 251,375 | 234,716 | 248,053 | 250,369 | 251,375 | — | — | — | — |
| Central banks and credit institutions | 20,341 | 46,942 | 47,536 | 48,305 | 20,341 | 46,942 | 47,536 | 48,305 | — | — | — | — |
| Marketable debt securities | 29,503 | 27,377 | 26,141 | 26,068 | 29,503 | 27,377 | 26,141 | 26,068 | — | — | — | — |
| Other financial liabilities | 8,968 | 12,370 | 7,858 | 9,344 | 8,968 | 12,370 | 7,858 | 9,344 | — | — | — | — |
| Other liabilities accounts | 6,231 | 5,159 | 4,012 | 4,112 | 6,231 | 5,159 | 4,012 | 4,112 | — | — | — | — |
| Total liabilities | 299,759 | 339,901 | 335,916 | 339,203 | 299,759 | 339,901 | 335,916 | 339,203 | — | — | — | — |
| Total equity | 15,756 | 15,868 | 16,380 | 15,318 | 15,756 | 15,868 | 16,380 | 15,318 | — | — | — | — |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 192,490 | 203,811 | 198,951 | 200,735 | 192,490 | 203,811 | 198,951 | 200,735 | — | — | — | — |
| Customer funds | 293,889 | 311,824 | 316,597 | 320,879 | 293,889 | 311,824 | 316,597 | 320,879 | — | — | — | — |
| Customer deposits *** | 234,716 | 248,053 | 250,369 | 251,375 | 234,716 | 248,053 | 250,369 | 251,375 | — | — | — | — |
| Mutual funds | 59,173 | 63,770 | 66,228 | 69,503 | 59,173 | 63,770 | 66,228 | 69,503 | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

United Kingdom

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|--------------|------------|--------------|--------------|--------------|------------|--------------|--------------|-------------|-------------|-------------|-------------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 820 | 796 | 905 | 983 | 898 | 871 | 976 | 1,063 | (78) | (75) | (71) | (80) |
| Net fee income | 190 | 94 | 115 | 96 | 193 | 96 | 117 | 99 | (4) | (2) | (3) | (3) |
| Gains (losses) on financial transactions * | (4) | 2 | 15 | (32) | (7) | (0) | 16 | (35) | 3 | 2 | (1) | 3 |
| Other operating income | 1 | (1) | (0) | 1 | 13 | 12 | 8 | 19 | (12) | (13) | (8) | (17) |
| Total income | 1,007 | 891 | 1,034 | 1,048 | 1,098 | 979 | 1,117 | 1,146 | (91) | (88) | (82) | (97) |
| Administrative expenses and amortisations | (686) | (631) | (620) | (601) | (714) | (656) | (646) | (626) | 28 | 25 | 25 | 25 |
| Net operating income | 321 | 259 | 414 | 447 | 384 | 323 | 471 | 519 | (63) | (63) | (57) | (72) |
| Net loan-loss provisions | (178) | (223) | (179) | (97) | (191) | (239) | (189) | (114) | 13 | 16 | 10 | 18 |
| Other gains (losses) and provisions | (71) | (5) | (30) | (150) | (74) | (4) | (36) | (151) | 3 | (1) | 7 | 1 |
| Profit before tax | 72 | 31 | 205 | 200 | 119 | 80 | 246 | 253 | (46) | (48) | (41) | (53) |
| Tax on profit | (20) | (13) | (55) | (29) | (28) | (18) | (61) | (38) | 8 | 6 | 6 | 9 |
| Profit from continuing operations | 52 | 19 | 149 | 171 | 91 | 61 | 184 | 215 | (38) | (43) | (35) | (44) |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | 52 | 19 | 149 | 171 | 91 | 61 | 184 | 215 | (38) | (43) | (35) | (44) |
| Non-controlling interests | (0) | (0) | (0) | 0 | (6) | (7) | (5) | (3) | 6 | 7 | 5 | 3 |
| Underlying attributable profit to the parent | 52 | 19 | 149 | 171 | 84 | 54 | 179 | 212 | (32) | (36) | (30) | (41) |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 256,273 | 249,034 | 248,394 | 249,777 | 267,825 | 260,157 | 259,417 | 261,062 | (11,552) | (11,123) | (11,023) | (11,285) |
| Cash, central banks and credit institutions | 37,393 | 47,865 | 46,589 | 54,444 | 37,568 | 48,060 | 46,845 | 54,576 | (175) | (195) | (256) | (132) |
| Debt instruments | 16,943 | 17,001 | 13,902 | 11,527 | 16,943 | 17,001 | 13,902 | 11,527 | — | — | — | — |
| Other financial assets | 1,098 | 1,470 | 1,772 | 712 | 1,103 | 1,475 | 1,776 | 712 | (5) | (5) | (4) | — |
| Other asset accounts | 11,301 | 9,560 | 9,135 | 8,177 | 12,276 | 10,543 | 10,106 | 9,173 | (975) | (983) | (971) | (997) |
| Total assets | 323,008 | 324,930 | 319,793 | 324,637 | 335,715 | 337,235 | 332,046 | 337,050 | (12,707) | (12,305) | (12,254) | (12,413) |
| Customer deposits | 215,044 | 224,233 | 224,356 | 231,921 | 216,059 | 225,223 | 225,347 | 232,923 | (1,015) | (989) | (991) | (1,002) |
| Central banks and credit institutions | 21,406 | 20,682 | 17,154 | 20,587 | 30,185 | 29,157 | 25,606 | 29,302 | (8,779) | (8,475) | (8,452) | (8,715) |
| Marketable debt securities | 62,356 | 58,360 | 56,707 | 51,151 | 64,066 | 59,928 | 58,188 | 52,562 | (1,711) | (1,568) | (1,481) | (1,411) |
| Other financial liabilities | 2,981 | 2,857 | 2,951 | 2,316 | 3,112 | 3,032 | 3,123 | 2,448 | (132) | (175) | (172) | (133) |
| Other liabilities accounts | 4,958 | 4,493 | 4,369 | 4,508 | 5,071 | 4,616 | 4,540 | 4,624 | (113) | (123) | (171) | (116) |
| Total liabilities | 306,745 | 310,626 | 305,536 | 310,483 | 318,494 | 321,956 | 316,803 | 321,860 | (11,749) | (11,330) | (11,267) | (11,377) |
| Total equity | 16,263 | 14,304 | 14,257 | 14,154 | 17,220 | 15,279 | 15,243 | 15,189 | (958) | (975) | (986) | (1,036) |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 231,940 | 226,321 | 227,002 | 230,674 | 243,599 | 237,561 | 238,148 | 242,090 | (11,658) | (11,239) | (11,146) | (11,416) |
| Customer funds | 209,254 | 212,157 | 215,405 | 222,268 | 210,269 | 213,146 | 216,396 | 223,270 | (1,015) | (989) | (991) | (1,002) |
| Customer deposits *** | 202,408 | 204,761 | 207,987 | 214,329 | 203,423 | 205,750 | 208,978 | 215,332 | (1,015) | (989) | (991) | (1,002) |
| Mutual funds | 6,846 | 7,396 | 7,418 | 7,938 | 6,846 | 7,396 | 7,418 | 7,938 | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

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| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|-------------|-------|-------|-------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 202 | 197 | 193 | 195 | 202 | 197 | 193 | 195 | — | — | — | — |
| Net fee income | 101 | 90 | 94 | 103 | 101 | 90 | 94 | 103 | — | — | — | — |
| Gains (losses) on financial transactions * | 56 | 35 | 15 | 6 | 56 | 35 | 15 | 6 | — | — | — | — |
| Other operating income | (9) | (5) | 10 | 13 | (9) | (5) | 10 | 13 | — | — | — | — |
| Total income | 350 | 317 | 312 | 317 | 350 | 317 | 312 | 317 | — | — | — | — |
| Administrative expenses and amortisations | (151) | (145) | (146) | (149) | (151) | (145) | (146) | (149) | — | — | — | — |
| Net operating income | 199 | 172 | 166 | 168 | 199 | 172 | 166 | 168 | — | — | — | — |
| Net loan-loss provisions | (80) | (24) | (47) | (42) | (80) | (24) | (47) | (42) | — | — | — | — |
| Other gains (losses) and provisions | (21) | (16) | 1 | 7 | (21) | (16) | 1 | 7 | — | — | — | — |
| Profit before tax | 98 | 132 | 120 | 133 | 98 | 132 | 120 | 133 | — | — | — | — |
| Tax on profit | (30) | (41) | (37) | (38) | (30) | (41) | (37) | (38) | — | — | — | — |
| Profit from continuing operations | 68 | 92 | 83 | 95 | 68 | 92 | 83 | 95 | — | — | — | — |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | 68 | 92 | 83 | 95 | 68 | 92 | 83 | 95 | — | — | — | — |
| Non-controlling interests | (0) | (0) | (0) | (0) | (0) | (0) | (0) | (0) | — | — | — | — |
| Underlying attributable profit to the parent | 68 | 92 | 83 | 95 | 68 | 92 | 83 | 95 | — | — | — | — |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------|--------|--------|--------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 36,291 | 37,082 | 37,604 | 38,058 | 36,291 | 37,082 | 37,604 | 38,058 | — | — | — | — |
| Cash, central banks and credit institutions | 5,138 | 8,769 | 6,803 | 5,819 | 5,138 | 8,769 | 6,803 | 5,819 | — | — | — | — |
| Debt instruments | 11,346 | 11,782 | 11,673 | 11,569 | 11,346 | 11,782 | 11,673 | 11,569 | — | — | — | — |
| Other financial assets | 1,552 | 1,530 | 1,491 | 1,487 | 1,552 | 1,530 | 1,491 | 1,487 | — | — | — | — |
| Other asset accounts | 1,684 | 1,659 | 1,732 | 1,475 | 1,684 | 1,659 | 1,732 | 1,475 | — | — | — | — |
| Total assets | 56,011 | 60,822 | 59,302 | 58,408 | 56,011 | 60,822 | 59,302 | 58,408 | — | — | — | — |
| Customer deposits | 38,882 | 40,038 | 40,179 | 39,881 | 38,882 | 40,038 | 40,179 | 39,881 | — | — | — | — |
| Central banks and credit institutions | 7,974 | 11,584 | 9,734 | 9,974 | 7,974 | 11,584 | 9,734 | 9,974 | — | — | — | — |
| Marketable debt securities | 3,337 | 3,268 | 3,274 | 2,520 | 3,337 | 3,268 | 3,274 | 2,520 | — | — | — | — |
| Other financial liabilities | 301 | 256 | 265 | 249 | 301 | 256 | 265 | 249 | — | — | — | — |
| Other liabilities accounts | 1,666 | 1,784 | 1,820 | 1,643 | 1,666 | 1,784 | 1,820 | 1,643 | — | — | — | — |
| Total liabilities | 52,160 | 56,930 | 55,272 | 54,267 | 52,160 | 56,930 | 55,271 | 54,267 | — | — | — | — |
| Total equity | 3,851 | 3,892 | 4,031 | 4,141 | 3,851 | 3,892 | 4,031 | 4,141 | — | — | — | — |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 37,286 | 38,097 | 38,646 | 39,054 | 37,286 | 38,097 | 38,646 | 39,054 | — | — | — | — |
| Customer funds | 41,583 | 42,922 | 43,160 | 43,133 | 41,583 | 42,922 | 43,160 | 43,133 | — | — | — | — |
| Customer deposits *** | 38,882 | 40,038 | 40,179 | 39,881 | 38,882 | 40,038 | 40,179 | 39,881 | — | — | — | — |
| Mutual funds | 2,700 | 2,884 | 2,982 | 3,252 | 2,700 | 2,884 | 2,982 | 3,252 | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

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| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|-------------|-------|-------|-------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 296 | 251 | 246 | 243 | 296 | 251 | 246 | 243 | — | — | — | — |
| Net fee income | 116 | 104 | 112 | 120 | 116 | 104 | 112 | 120 | — | — | — | — |
| Gains (losses) on financial transactions * | 8 | 21 | 35 | 26 | 8 | 21 | 35 | 26 | — | — | — | — |
| Other operating income | (56) | 1 | 1 | (1) | (56) | 1 | 1 | (1) | — | — | — | — |
| Total income | 365 | 377 | 394 | 388 | 365 | 377 | 394 | 388 | — | — | — | — |
| Administrative expenses and amortisations | (172) | (143) | (161) | (154) | (172) | (143) | (161) | (154) | — | — | — | — |
| Net operating income | 193 | 235 | 233 | 234 | 193 | 235 | 233 | 234 | — | — | — | — |
| Net loan-loss provisions | (95) | (89) | (65) | (81) | (95) | (89) | (65) | (81) | — | — | — | — |
| Other gains (losses) and provisions | (36) | (40) | (32) | (87) | (36) | (40) | (32) | (87) | — | — | — | — |
| Profit before tax | 62 | 105 | 136 | 66 | 62 | 105 | 136 | 66 | — | — | — | — |
| Tax on profit | (30) | (31) | (36) | (32) | (30) | (31) | (36) | (32) | — | — | — | — |
| Profit from continuing operations | 32 | 74 | 100 | 34 | 32 | 74 | 100 | 34 | — | — | — | — |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | 32 | 74 | 100 | 34 | 32 | 74 | 100 | 34 | — | — | — | — |
| Non-controlling interests | (10) | (23) | (32) | (13) | (10) | (23) | (32) | (13) | — | — | — | — |
| Underlying attributable profit to the parent | 23 | 51 | 68 | 20 | 23 | 51 | 68 | 20 | — | — | — | — |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------|--------|--------|--------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 29,194 | 29,186 | 28,217 | 28,025 | 29,194 | 29,186 | 28,217 | 28,025 | — | — | — | — |
| Cash, central banks and credit institutions | 3,547 | 3,004 | 1,956 | 2,539 | 3,547 | 3,004 | 1,956 | 2,539 | — | — | — | — |
| Debt instruments | 8,574 | 12,128 | 13,273 | 14,006 | 8,574 | 12,128 | 13,273 | 14,006 | — | — | — | — |
| Other financial assets | 741 | 511 | 537 | 980 | 741 | 511 | 537 | 980 | — | — | — | — |
| Other asset accounts | 1,334 | 1,367 | 1,397 | 1,341 | 1,334 | 1,367 | 1,397 | 1,341 | — | — | — | — |
| Total assets | 43,391 | 46,197 | 45,381 | 46,890 | 43,391 | 46,197 | 45,381 | 46,890 | — | — | — | — |
| Customer deposits | 31,687 | 34,317 | 33,952 | 34,868 | 31,687 | 34,317 | 33,952 | 34,868 | — | — | — | — |
| Central banks and credit institutions | 2,464 | 2,897 | 2,600 | 2,613 | 2,464 | 2,896 | 2,600 | 2,613 | — | — | — | — |
| Marketable debt securities | 2,360 | 2,056 | 1,958 | 2,110 | 2,360 | 2,056 | 1,958 | 2,110 | — | — | — | — |
| Other financial liabilities | 826 | 680 | 653 | 993 | 826 | 680 | 653 | 993 | — | — | — | — |
| Other liabilities accounts | 1,217 | 1,182 | 1,138 | 1,232 | 1,217 | 1,182 | 1,138 | 1,232 | — | — | — | — |
| Total liabilities | 38,554 | 41,131 | 40,301 | 41,816 | 38,554 | 41,131 | 40,301 | 41,816 | — | — | — | — |
| Total equity | 4,837 | 5,065 | 5,079 | 5,074 | 4,837 | 5,065 | 5,079 | 5,074 | — | — | — | — |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 30,076 | 30,151 | 29,205 | 29,055 | 30,076 | 30,151 | 29,205 | 29,055 | — | — | — | — |
| Customer funds | 34,661 | 37,623 | 37,606 | 38,889 | 34,661 | 37,623 | 37,606 | 38,889 | — | — | — | — |
| Customer deposits *** | 31,673 | 34,303 | 33,952 | 34,865 | 31,673 | 34,303 | 33,952 | 34,865 | — | — | — | — |
| Mutual funds | 2,988 | 3,320 | 3,653 | 4,023 | 2,988 | 3,320 | 3,653 | 4,023 | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

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| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|-------------|-------------|------------|-------------|-------------|------------|------------|-------------|-------------|------------|------------|-------------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 134 | 155 | 155 | 182 | 134 | 155 | 155 | 182 | — | — | — | — |
| Net fee income | 78 | 120 | 78 | 75 | 74 | 115 | 71 | 68 | 4 | 5 | 7 | 8 |
| Gains (losses) on financial transactions * | (62) | (95) | 72 | (8) | (62) | (95) | 72 | (8) | — | — | — | — |
| Other operating income | 57 | 72 | 37 | 40 | 55 | 72 | 38 | 41 | 2 | (1) | (1) | — |
| Total income | 207 | 251 | 343 | 290 | 202 | 246 | 337 | 282 | 5 | 4 | 6 | 8 |
| Administrative expenses and amortisations | (222) | (223) | (226) | (238) | (216) | (217) | (214) | (217) | (6) | (6) | (12) | (21) |
| Net operating income | (15) | 28 | 116 | 52 | (14) | 29 | 123 | 65 | — | (2) | (7) | (13) |
| Net loan-loss provisions | (23) | (29) | 5 | (97) | (23) | (29) | 5 | (97) | — | — | — | — |
| Other gains (losses) and provisions | (4) | (9) | (4) | (12) | (4) | (7) | (4) | (12) | — | (2) | — | — |
| Profit before tax | (42) | (10) | 117 | (58) | (41) | (7) | 124 | (45) | (1) | (4) | (7) | (14) |
| Tax on profit | 1 | 26 | (36) | 6 | (1) | 25 | (38) | 7 | 2 | 1 | 2 | — |
| Profit from continuing operations | (40) | 15 | 81 | (52) | (42) | 18 | 86 | (38) | 2 | (3) | (5) | (14) |
| Net profit from discontinued operations | — | — | (0) | 0 | — | — | (0) | 0 | — | — | — | — |
| Consolidated profit | (40) | 15 | 81 | (52) | (42) | 18 | 86 | (38) | 2 | (3) | (5) | (14) |
| Non-controlling interests | 0 | (1) | (0) | 1 | 0 | (1) | (0) | 1 | — | — | — | — |
| Underlying attributable profit to the parent | (40) | 14 | 81 | (51) | (42) | 17 | 86 | (37) | 2 | (3) | (5) | (14) |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-------------|------------|------------|------------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 61,235 | 61,350 | 56,448 | 53,483 | 61,226 | 61,341 | 56,436 | 53,469 | 8 | 9 | 12 | 15 |
| Cash, central banks and credit institutions | 52,832 | 80,178 | 49,174 | 37,241 | 52,765 | 80,113 | 49,076 | 37,044 | 68 | 65 | 98 | 197 |
| Debt instruments | 18,091 | 20,467 | 22,435 | 22,516 | 18,088 | 20,463 | 22,432 | 22,513 | 3 | 3 | 3 | 4 |
| Other financial assets | 56,014 | 49,036 | 46,683 | 42,463 | 55,945 | 48,964 | 46,612 | 42,387 | 68 | 72 | 71 | 76 |
| Other asset accounts | 3,265 | 4,529 | 4,410 | 2,462 | 3,207 | 4,322 | 4,194 | 2,270 | 57 | 207 | 217 | 192 |
| Total assets | 191,437 | 215,560 | 179,150 | 158,165 | 191,232 | 215,204 | 178,750 | 157,682 | 205 | 357 | 400 | 483 |
| Customer deposits | 21,390 | 24,095 | 24,252 | 24,307 | 21,378 | 24,084 | 24,237 | 24,290 | 12 | 11 | 15 | 17 |
| Central banks and credit institutions | 108,799 | 131,688 | 99,759 | 85,535 | 108,792 | 131,676 | 99,731 | 85,484 | 7 | 12 | 27 | 50 |
| Marketable debt securities | (185) | 1,250 | 2,022 | 2,353 | (185) | 1,250 | 2,022 | 2,353 | — | — | — | — |
| Other financial liabilities | 57,851 | 53,810 | 48,513 | 41,732 | 57,827 | 53,790 | 48,495 | 41,710 | 24 | 20 | 18 | 23 |
| Other liabilities accounts | 237 | 666 | 670 | 294 | 219 | 650 | 656 | 263 | 18 | 16 | 14 | 31 |
| Total liabilities | 188,093 | 211,510 | 175,215 | 154,221 | 188,033 | 211,451 | 175,142 | 154,099 | 61 | 59 | 74 | 122 |
| Total equity | 3,343 | 4,050 | 3,935 | 3,944 | 3,199 | 3,753 | 3,608 | 3,583 | 144 | 298 | 326 | 362 |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 46,667 | 44,435 | 41,659 | 43,818 | 46,658 | 44,427 | 41,647 | 43,803 | 8 | 9 | 12 | 15 |
| Customer funds | 25,597 | 28,529 | 29,195 | 30,786 | 25,585 | 28,518 | 29,180 | 30,768 | 12 | 11 | 15 | 17 |
| Customer deposits *** | 20,530 | 22,445 | 22,142 | 22,526 | 20,518 | 22,434 | 22,127 | 22,508 | 12 | 11 | 15 | 17 |
| Mutual funds | 5,067 | 6,084 | 7,053 | 8,260 | 5,067 | 6,084 | 7,053 | 8,260 | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

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| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|------------|------------|-------------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 2,261 | 2,079 | 2,076 | 2,055 | 2,261 | 2,079 | 2,075 | 2,055 | — | — | — | — |
| Net fee income | 464 | 405 | 413 | 402 | 461 | 400 | 406 | 394 | 4 | 5 | 7 | 8 |
| Gains (losses) on financial transactions * | 68 | 138 | 33 | 12 | 68 | 138 | 33 | 12 | — | — | — | — |
| Other operating income | 148 | 89 | 162 | 231 | 146 | 89 | 163 | 231 | 2 | (1) | (1) | — |
| Total income | 2,941 | 2,711 | 2,683 | 2,699 | 2,936 | 2,706 | 2,678 | 2,691 | 5 | 4 | 6 | 8 |
| Administrative expenses and amortisations | (1,230) | (1,123) | (1,109) | (1,215) | (1,224) | (1,117) | (1,097) | (1,194) | (6) | (6) | (13) | (22) |
| Net operating income | 1,711 | 1,587 | 1,574 | 1,484 | 1,712 | 1,589 | 1,581 | 1,498 | — | (2) | (7) | (14) |
| Net loan-loss provisions | (1,246) | (1,123) | (775) | (773) | (1,246) | (1,123) | (775) | (773) | — | — | — | — |
| Other gains (losses) and provisions | (14) | (38) | (24) | (57) | (14) | (36) | (24) | (57) | — | (2) | — | — |
| Profit before tax | 452 | 427 | 774 | 654 | 452 | 430 | 781 | 668 | (1) | (4) | (7) | (14) |
| Tax on profit | (114) | (58) | (246) | (155) | (116) | (59) | (248) | (154) | 2 | 1 | 2 | — |
| Profit from continuing operations | 337 | 369 | 528 | 500 | 336 | 371 | 533 | 514 | 2 | (3) | (5) | (15) |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | 337 | 369 | 528 | 500 | 336 | 371 | 533 | 514 | 2 | (3) | (5) | (15) |
| Non-controlling interests | (56) | (35) | (89) | (83) | (56) | (35) | (89) | (83) | — | — | — | — |
| Underlying attributable profit to the parent | 282 | 334 | 439 | 417 | 280 | 336 | 444 | 431 | 2 | (3) | (5) | (15) |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-------------|------------|------------|------------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 135,468 | 133,325 | 122,771 | 120,571 | 135,459 | 133,316 | 122,759 | 120,557 | 8 | 9 | 12 | 15 |
| Cash, central banks and credit institutions | 33,241 | 31,001 | 28,506 | 28,666 | 33,173 | 30,936 | 28,408 | 28,469 | 68 | 65 | 98 | 197 |
| Debt instruments | 30,265 | 37,368 | 36,724 | 38,402 | 30,262 | 37,365 | 36,721 | 38,399 | 3 | 3 | 3 | 4 |
| Other financial assets | 18,218 | 20,281 | 17,416 | 15,439 | 18,150 | 20,209 | 17,345 | 15,363 | 68 | 73 | 71 | 76 |
| Other asset accounts | 23,240 | 22,051 | 21,029 | 20,718 | 23,183 | 21,843 | 20,812 | 20,526 | 57 | 208 | 217 | 193 |
| Total assets | 240,432 | 244,026 | 226,446 | 223,797 | 240,227 | 243,668 | 226,045 | 223,313 | 205 | 358 | 401 | 485 |
| Customer deposits | 117,783 | 113,468 | 108,247 | 102,924 | 117,771 | 113,456 | 108,232 | 102,907 | 12 | 11 | 15 | 17 |
| Central banks and credit institutions | 30,965 | 35,505 | 29,682 | 38,017 | 30,958 | 35,493 | 29,654 | 37,966 | 7 | 12 | 27 | 51 |
| Marketable debt securities | 42,024 | 43,231 | 39,946 | 36,583 | 42,024 | 43,231 | 39,946 | 36,583 | — | — | — | — |
| Other financial liabilities | 19,578 | 21,417 | 18,586 | 16,182 | 19,555 | 21,397 | 18,569 | 16,159 | 24 | 20 | 18 | 23 |
| Other liabilities accounts | 6,670 | 6,594 | 6,390 | 6,029 | 6,652 | 6,578 | 6,376 | 5,997 | 18 | 16 | 14 | 31 |
| Total liabilities | 217,021 | 220,214 | 202,851 | 199,735 | 216,960 | 220,155 | 202,777 | 199,613 | 61 | 59 | 74 | 122 |
| Total equity | 23,411 | 23,812 | 23,595 | 24,062 | 23,267 | 23,514 | 23,268 | 23,700 | 144 | 299 | 327 | 363 |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 131,922 | 131,163 | 122,647 | 120,665 | 131,913 | 131,154 | 122,634 | 120,650 | 8 | 9 | 12 | 15 |
| Customer funds | 119,997 | 124,818 | 117,312 | 117,548 | 119,985 | 124,807 | 117,297 | 117,530 | 12 | 11 | 15 | 17 |
| Customer deposits *** | 101,401 | 104,743 | 96,720 | 96,315 | 101,389 | 104,732 | 96,705 | 96,298 | 12 | 11 | 15 | 17 |
| Mutual funds | 18,596 | 20,075 | 20,592 | 21,233 | 18,596 | 20,075 | 20,592 | 21,233 | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

United States

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|-------|-------|-------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 1,462 | 1,429 | 1,406 | 1,348 | 1,462 | 1,429 | 1,406 | 1,348 | — | — | — | — |
| Net fee income | 250 | 215 | 218 | 206 | 250 | 215 | 218 | 206 | — | — | — | — |
| Gains (losses) on financial transactions * | 46 | 50 | 12 | 10 | 46 | 50 | 12 | 10 | — | — | — | — |
| Other operating income | 170 | 108 | 194 | 237 | 170 | 108 | 194 | 237 | — | — | — | — |
| Total income | 1,929 | 1,801 | 1,830 | 1,801 | 1,929 | 1,801 | 1,830 | 1,801 | — | — | — | — |
| Administrative expenses and amortisations | (809) | (776) | (722) | (772) | (809) | (776) | (722) | (772) | — | — | — | — |
| Net operating income | 1,120 | 1,024 | 1,108 | 1,029 | 1,120 | 1,024 | 1,108 | 1,029 | — | — | — | — |
| Net loan-loss provisions | (972) | (832) | (572) | (561) | (972) | (832) | (572) | (561) | — | — | — | — |
| Other gains (losses) and provisions | (6) | (30) | (20) | (37) | (6) | (30) | (20) | (37) | — | — | — | — |
| Profit before tax | 141 | 163 | 515 | 431 | 141 | 163 | 515 | 431 | — | — | — | — |
| Tax on profit | (42) | 7 | (182) | (101) | (42) | 7 | (182) | (101) | — | — | — | — |
| Profit from continuing operations | 99 | 170 | 333 | 330 | 99 | 170 | 333 | 330 | — | — | — | — |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | 99 | 170 | 333 | 330 | 99 | 170 | 333 | 330 | — | — | — | — |
| Non-controlling interests | (38) | (20) | (74) | (69) | (38) | (20) | (74) | (69) | — | — | — | — |
| Underlying attributable profit to the parent | 60 | 151 | 259 | 260 | 60 | 151 | 259 | 260 | — | — | — | — |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-------------|--------|--------|--------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 104,561 | 102,743 | 93,850 | 90,992 | 104,561 | 102,743 | 93,850 | 90,992 | — | — | — | — |
| Cash, central banks and credit institutions | 19,765 | 19,221 | 16,680 | 16,614 | 19,765 | 19,221 | 16,680 | 16,614 | — | — | — | — |
| Debt instruments | 15,959 | 16,002 | 14,479 | 14,084 | 15,959 | 16,002 | 14,479 | 14,084 | — | — | — | — |
| Other financial assets | 7,249 | 6,476 | 4,988 | 4,381 | 7,249 | 6,476 | 4,988 | 4,381 | — | — | — | — |
| Other asset accounts | 19,897 | 18,749 | 17,762 | 17,003 | 19,897 | 18,749 | 17,762 | 17,003 | — | — | — | — |
| Total assets | 167,431 | 163,192 | 147,760 | 143,074 | 167,431 | 163,192 | 147,760 | 143,074 | — | — | — | — |
| Customer deposits | 83,705 | 77,938 | 73,316 | 67,450 | 83,705 | 77,938 | 73,316 | 67,450 | — | — | — | — |
| Central banks and credit institutions | 18,105 | 20,991 | 15,665 | 20,989 | 18,105 | 20,991 | 15,665 | 20,989 | — | — | — | — |
| Marketable debt securities | 36,086 | 35,927 | 32,558 | 29,737 | 36,086 | 35,927 | 32,558 | 29,737 | — | — | — | — |
| Other financial liabilities | 7,402 | 6,586 | 5,002 | 4,329 | 7,402 | 6,586 | 5,002 | 4,329 | — | — | — | — |
| Other liabilities accounts | 4,254 | 3,930 | 3,846 | 3,369 | 4,254 | 3,930 | 3,846 | 3,369 | — | — | — | — |
| Total liabilities | 149,553 | 145,371 | 130,388 | 125,874 | 149,553 | 145,371 | 130,388 | 125,874 | — | — | — | — |
| Total equity | 17,878 | 17,821 | 17,373 | 17,200 | 17,878 | 17,821 | 17,373 | 17,200 | — | — | — | — |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 101,146 | 100,826 | 92,836 | 90,459 | 101,146 | 100,826 | 92,836 | 90,459 | — | — | — | — |
| Customer funds | 82,155 | 86,719 | 79,492 | 76,972 | 82,155 | 86,719 | 79,492 | 76,972 | — | — | — | — |
| Customer deposits *** | 72,884 | 76,213 | 68,962 | 66,385 | 72,884 | 76,213 | 68,962 | 66,385 | — | — | — | — |
| Mutual funds | 9,271 | 10,506 | 10,529 | 10,586 | 9,271 | 10,506 | 10,529 | 10,586 | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

Mexico

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|--------------|------------|------------|------------|--------------|------------|------------|------------|-------------|-------|-------|-------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 798 | 650 | 669 | 707 | 798 | 650 | 669 | 707 | — | — | — | — |
| Net fee income | 211 | 185 | 189 | 188 | 211 | 185 | 189 | 188 | — | — | — | — |
| Gains (losses) on financial transactions * | 22 | 89 | 21 | 2 | 22 | 89 | 21 | 2 | — | — | — | — |
| Other operating income | (24) | (18) | (31) | (6) | (24) | (18) | (31) | (6) | — | — | — | — |
| Total income | 1,007 | 905 | 848 | 891 | 1,007 | 905 | 848 | 891 | — | — | — | — |
| Administrative expenses and amortisations | (415) | (341) | (375) | (422) | (415) | (341) | (375) | (422) | — | — | — | — |
| Net operating income | 592 | 565 | 473 | 469 | 592 | 565 | 473 | 469 | — | — | — | — |
| Net loan-loss provisions | (273) | (291) | (203) | (212) | (273) | (291) | (203) | (212) | — | — | — | — |
| Other gains (losses) and provisions | (8) | (6) | (4) | (19) | (8) | (6) | (4) | (19) | — | — | — | — |
| Profit before tax | 311 | 267 | 266 | 238 | 311 | 267 | 266 | 238 | — | — | — | — |
| Tax on profit | (74) | (66) | (66) | (53) | (74) | (66) | (66) | (53) | — | — | — | — |
| Profit from continuing operations | 237 | 201 | 200 | 185 | 237 | 201 | 200 | 185 | — | — | — | — |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | 237 | 201 | 200 | 185 | 237 | 201 | 200 | 185 | — | — | — | — |
| Non-controlling interests | (17) | (15) | (15) | (14) | (17) | (15) | (15) | (14) | — | — | — | — |
| Underlying attributable profit to the parent | 220 | 186 | 185 | 171 | 220 | 186 | 185 | 171 | — | — | — | — |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------|--------|--------|--------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 30,898 | 30,573 | 28,909 | 29,565 | 30,898 | 30,573 | 28,909 | 29,565 | — | — | — | — |
| Cash, central banks and credit institutions | 13,408 | 11,714 | 11,728 | 11,854 | 13,408 | 11,714 | 11,728 | 11,854 | — | — | — | — |
| Debt instruments | 14,303 | 21,363 | 22,241 | 24,315 | 14,303 | 21,363 | 22,241 | 24,315 | — | — | — | — |
| Other financial assets | 10,901 | 13,733 | 12,357 | 10,982 | 10,901 | 13,733 | 12,357 | 10,982 | — | — | — | — |
| Other asset accounts | 3,286 | 3,094 | 3,050 | 3,523 | 3,286 | 3,094 | 3,050 | 3,523 | — | — | — | — |
| Total assets | 72,796 | 80,476 | 78,285 | 80,239 | 72,796 | 80,476 | 78,285 | 80,239 | — | — | — | — |
| Customer deposits | 34,066 | 35,518 | 34,916 | 35,457 | 34,066 | 35,518 | 34,916 | 35,457 | — | — | — | — |
| Central banks and credit institutions | 12,853 | 14,502 | 13,989 | 16,977 | 12,853 | 14,502 | 13,989 | 16,977 | — | — | — | — |
| Marketable debt securities | 5,938 | 7,305 | 7,388 | 6,847 | 5,938 | 7,305 | 7,388 | 6,847 | — | — | — | — |
| Other financial liabilities | 12,152 | 14,811 | 13,567 | 11,830 | 12,152 | 14,811 | 13,567 | 11,830 | — | — | — | — |
| Other liabilities accounts | 2,398 | 2,648 | 2,530 | 2,628 | 2,398 | 2,648 | 2,530 | 2,628 | — | — | — | — |
| Total liabilities | 67,407 | 74,784 | 72,390 | 73,739 | 67,407 | 74,784 | 72,390 | 73,739 | — | — | — | — |
| Total equity | 5,389 | 5,693 | 5,895 | 6,500 | 5,389 | 5,693 | 5,895 | 6,500 | — | — | — | — |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 30,768 | 30,329 | 29,798 | 30,191 | 30,768 | 30,329 | 29,798 | 30,191 | — | — | — | — |
| Customer funds | 37,830 | 38,088 | 37,806 | 40,558 | 37,830 | 38,088 | 37,806 | 40,558 | — | — | — | — |
| Customer deposits *** | 28,505 | 28,519 | 27,743 | 29,912 | 28,505 | 28,519 | 27,743 | 29,912 | — | — | — | — |
| Mutual funds | 9,325 | 9,570 | 10,063 | 10,646 | 9,325 | 9,570 | 10,063 | 10,646 | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

Other North America

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|------------|------------|------------|-------------|----------|-------|-------|-------|-------------|------------|------------|-------------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | (0) | 0 | 0 | 0 | | | | | — | — | — | — |
| Net fee income | 4 | 5 | 7 | 8 | | | | | 4 | 5 | 7 | 8 |
| Gains (losses) on financial transactions * | (0) | (0) | (0) | (0) | | | | | — | — | — | — |
| Other operating income | 2 | (1) | (1) | (0) | | | | | 2 | (1) | (1) | — |
| Total income | 5 | 4 | 6 | 8 | | | | | 5 | 4 | 6 | 8 |
| Administrative expenses and amortisations | (6) | (6) | (13) | (22) | | | | | (6) | (6) | (13) | (22) |
| Net operating income | (0) | (2) | (7) | (14) | | | | | — | (2) | (7) | (14) |
| Net loan-loss provisions | (0) | (0) | (0) | (0) | | | | | — | — | — | — |
| Other gains (losses) and provisions | (0) | (2) | (0) | 0 | | | | | — | (2) | — | — |
| Profit before tax | (1) | (4) | (7) | (14) | | | | | (1) | (4) | (7) | (14) |
| Tax on profit | 2 | 1 | 2 | (0) | | | | | 2 | 1 | 2 | — |
| Profit from continuing operations | 2 | (3) | (5) | (15) | | | | | 2 | (3) | (5) | (15) |
| Net profit from discontinued operations | — | — | — | — | | | | | — | — | — | — |
| Consolidated profit | 2 | (3) | (5) | (15) | | | | | 2 | (3) | (5) | (15) |
| Non-controlling interests | 0 | 0 | 0 | 0 | | | | | — | — | — | — |
| Underlying attributable profit to the parent | 2 | (3) | (5) | (15) | | | | | 2 | (3) | (5) | (15) |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|------------|------------|------------|------------|----------|--------|--------|--------|-------------|------------|------------|------------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 8 | 9 | 12 | 15 | | | | | 8 | 9 | 12 | 15 |
| Cash, central banks and credit institutions | 68 | 65 | 98 | 197 | | | | | 68 | 65 | 98 | 197 |
| Debt instruments | 3 | 3 | 3 | 4 | | | | | 3 | 3 | 3 | 4 |
| Other financial assets | 68 | 73 | 71 | 76 | | | | | 68 | 73 | 71 | 76 |
| Other asset accounts | 57 | 208 | 217 | 193 | | | | | 57 | 208 | 217 | 193 |
| Total assets | 205 | 358 | 401 | 485 | | | | | 205 | 358 | 401 | 485 |
| Customer deposits | 12 | 11 | 15 | 17 | | | | | 12 | 11 | 15 | 17 |
| Central banks and credit institutions | 7 | 12 | 27 | 51 | | | | | 7 | 12 | 27 | 51 |
| Marketable debt securities | — | — | — | — | | | | | — | — | — | — |
| Other financial liabilities | 24 | 20 | 18 | 23 | | | | | 24 | 20 | 18 | 23 |
| Other liabilities accounts | 18 | 16 | 14 | 31 | | | | | 18 | 16 | 14 | 31 |
| Total liabilities | 61 | 59 | 74 | 122 | | | | | 61 | 59 | 74 | 122 |
| Total equity | 144 | 299 | 327 | 363 | | | | | 144 | 299 | 327 | 363 |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 8 | 9 | 12 | 15 | | | | | 8 | 9 | 12 | 15 |
| Customer funds | 12 | 11 | 15 | 17 | | | | | 12 | 11 | 15 | 17 |
| Customer deposits *** | 12 | 11 | 15 | 17 | | | | | 12 | 11 | 15 | 17 |
| Mutual funds | — | — | — | — | | | | | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

SOUTH AMERICA

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|------------|------------|-------------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 3,065 | 2,606 | 2,486 | 2,566 | 3,065 | 2,606 | 2,486 | 2,566 | — | — | — | — |
| Net fee income | 1,077 | 779 | 848 | 885 | 1,074 | 774 | 841 | 878 | 4 | 5 | 7 | 8 |
| Gains (losses) on financial transactions * | 68 | 363 | 177 | 158 | 68 | 363 | 177 | 158 | — | — | — | — |
| Other operating income | (42) | (52) | (29) | (87) | (43) | (52) | (27) | (87) | 2 | (1) | (1) | — |
| Total income | 4,169 | 3,695 | 3,483 | 3,522 | 4,163 | 3,690 | 3,477 | 3,514 | 5 | 4 | 6 | 8 |
| Administrative expenses and amortisations | (1,492) | (1,281) | (1,250) | (1,335) | (1,486) | (1,275) | (1,238) | (1,314) | (6) | (6) | (12) | (21) |
| Net operating income | 2,677 | 2,414 | 2,233 | 2,187 | 2,677 | 2,416 | 2,240 | 2,201 | — | (2) | (7) | (13) |
| Net loan-loss provisions | (1,325) | (1,110) | (787) | (702) | (1,325) | (1,110) | (787) | (702) | — | — | — | — |
| Other gains (losses) and provisions | (142) | (54) | (71) | (54) | (142) | (52) | (70) | (54) | — | (2) | — | — |
| Profit before tax | 1,210 | 1,250 | 1,375 | 1,431 | 1,211 | 1,254 | 1,382 | 1,444 | (1) | (4) | (7) | (14) |
| Tax on profit | (414) | (470) | (544) | (495) | (416) | (470) | (546) | (495) | 2 | 1 | 2 | — |
| Profit from continuing operations | 796 | 781 | 832 | 935 | 795 | 783 | 837 | 949 | 2 | (3) | (5) | (14) |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | 796 | 781 | 832 | 935 | 795 | 783 | 837 | 949 | 2 | (3) | (5) | (14) |
| Non-controlling interests | (96) | (98) | (101) | (141) | (96) | (98) | (101) | (141) | — | — | — | — |
| Underlying attributable profit to the parent | 700 | 682 | 731 | 794 | 698 | 685 | 736 | 808 | 2 | (3) | (5) | (14) |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-------------|------------|------------|------------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 112,873 | 111,004 | 109,061 | 113,745 | 112,865 | 110,995 | 109,049 | 113,731 | 8 | 9 | 12 | 15 |
| Cash, central banks and credit institutions | 45,955 | 44,557 | 40,808 | 43,154 | 45,888 | 44,492 | 40,710 | 42,957 | 68 | 65 | 98 | 197 |
| Debt instruments | 44,699 | 45,236 | 43,340 | 49,303 | 44,696 | 45,233 | 43,336 | 49,300 | 3 | 3 | 3 | 4 |
| Other financial assets | 19,328 | 20,749 | 16,973 | 17,342 | 19,260 | 20,676 | 16,902 | 17,266 | 68 | 72 | 71 | 76 |
| Other asset accounts | 17,194 | 16,804 | 15,946 | 15,201 | 17,137 | 16,596 | 15,730 | 15,009 | 57 | 207 | 217 | 192 |
| Total assets | 240,049 | 238,349 | 226,128 | 238,746 | 239,844 | 237,993 | 225,728 | 238,263 | 205 | 357 | 400 | 483 |
| Customer deposits | 106,444 | 112,598 | 110,475 | 111,808 | 106,432 | 112,587 | 110,459 | 111,791 | 12 | 11 | 15 | 17 |
| Central banks and credit institutions | 45,539 | 42,411 | 36,818 | 42,040 | 45,533 | 42,399 | 36,790 | 41,990 | 7 | 12 | 27 | 50 |
| Marketable debt securities | 26,951 | 23,973 | 20,728 | 21,280 | 26,951 | 23,973 | 20,728 | 21,280 | — | — | — | — |
| Other financial liabilities | 33,546 | 32,218 | 31,546 | 35,456 | 33,522 | 32,198 | 31,529 | 35,433 | 24 | 20 | 18 | 23 |
| Other liabilities accounts | 8,548 | 8,230 | 7,902 | 8,334 | 8,529 | 8,215 | 7,888 | 8,302 | 18 | 16 | 14 | 31 |
| Total liabilities | 221,028 | 219,431 | 207,469 | 218,918 | 220,968 | 219,372 | 207,395 | 218,796 | 61 | 59 | 74 | 122 |
| Total equity | 19,021 | 18,919 | 18,659 | 19,828 | 18,877 | 18,621 | 18,333 | 19,466 | 144 | 298 | 326 | 362 |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 117,622 | 115,747 | 113,594 | 118,784 | 117,614 | 115,738 | 113,582 | 118,769 | 8 | 9 | 12 | 15 |
| Customer funds | 148,114 | 149,933 | 146,480 | 153,241 | 148,102 | 149,922 | 146,465 | 153,224 | 12 | 11 | 15 | 17 |
| Customer deposits *** | 95,946 | 101,976 | 99,513 | 103,319 | 95,933 | 101,965 | 99,498 | 103,302 | 12 | 11 | 15 | 17 |
| Mutual funds | 52,169 | 47,957 | 46,966 | 49,922 | 52,169 | 47,957 | 46,966 | 49,922 | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

Brazil

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|-------|-------|-------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 2,270 | 1,813 | 1,756 | 1,786 | 2,270 | 1,813 | 1,756 | 1,786 | — | — | — | — |
| Net fee income | 869 | 614 | 664 | 677 | 869 | 614 | 664 | 677 | — | — | — | — |
| Gains (losses) on financial transactions * | 14 | 247 | 93 | 114 | 14 | 247 | 93 | 114 | — | — | — | — |
| Other operating income | (17) | (23) | 21 | (32) | (17) | (23) | 21 | (32) | — | — | — | — |
| Total income | 3,137 | 2,651 | 2,534 | 2,544 | 3,137 | 2,651 | 2,534 | 2,544 | — | — | — | — |
| Administrative expenses and amortisations | (1,004) | (835) | (805) | (897) | (1,004) | (835) | (805) | (897) | — | — | — | — |
| Net operating income | 2,133 | 1,816 | 1,729 | 1,648 | 2,133 | 1,816 | 1,729 | 1,648 | — | — | — | — |
| Net loan-loss provisions | (1,066) | (843) | (569) | (540) | (1,066) | (843) | (569) | (540) | — | — | — | — |
| Other gains (losses) and provisions | (127) | (31) | (68) | (36) | (127) | (31) | (68) | (36) | — | — | — | — |
| Profit before tax | 940 | 942 | 1,092 | 1,072 | 940 | 942 | 1,092 | 1,072 | — | — | — | — |
| Tax on profit | (368) | (408) | (481) | (436) | (368) | (408) | (481) | (436) | — | — | — | — |
| Profit from continuing operations | 571 | 533 | 611 | 636 | 571 | 533 | 611 | 636 | — | — | — | — |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | 571 | 533 | 611 | 636 | 571 | 533 | 611 | 636 | — | — | — | — |
| Non-controlling interests | (55) | (55) | (61) | (68) | (55) | (55) | (61) | (68) | — | — | — | — |
| Underlying attributable profit to the parent | 517 | 478 | 550 | 568 | 517 | 478 | 550 | 568 | — | — | — | — |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-------------|--------|--------|--------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 65,663 | 61,572 | 59,820 | 63,974 | 65,663 | 61,572 | 59,820 | 63,974 | — | — | — | — |
| Cash, central banks and credit institutions | 30,070 | 29,805 | 28,219 | 31,466 | 30,070 | 29,805 | 28,219 | 31,466 | — | — | — | — |
| Debt instruments | 37,932 | 35,652 | 33,312 | 37,655 | 37,932 | 35,652 | 33,312 | 37,655 | — | — | — | — |
| Other financial assets | 5,885 | 7,190 | 5,984 | 6,877 | 5,885 | 7,190 | 5,984 | 6,877 | — | — | — | — |
| Other asset accounts | 12,410 | 11,947 | 11,421 | 10,600 | 12,410 | 11,947 | 11,421 | 10,600 | — | — | — | — |
| Total assets | 151,960 | 146,166 | 138,757 | 150,573 | 151,960 | 146,166 | 138,757 | 150,573 | — | — | — | — |
| Customer deposits | 64,578 | 69,202 | 69,485 | 70,083 | 64,578 | 69,202 | 69,485 | 70,083 | — | — | — | — |
| Central banks and credit institutions | 32,812 | 26,379 | 20,064 | 26,350 | 32,811 | 26,379 | 20,064 | 26,350 | — | — | — | — |
| Marketable debt securities | 16,278 | 14,207 | 12,047 | 11,901 | 16,278 | 14,207 | 12,047 | 11,901 | — | — | — | — |
| Other financial liabilities | 19,126 | 17,968 | 19,416 | 23,536 | 19,126 | 17,968 | 19,416 | 23,536 | — | — | — | — |
| Other liabilities accounts | 6,654 | 6,282 | 6,004 | 6,157 | 6,654 | 6,282 | 6,004 | 6,157 | — | — | — | — |
| Total liabilities | 139,448 | 134,037 | 127,017 | 138,026 | 139,448 | 134,037 | 127,017 | 138,026 | — | — | — | — |
| Total equity | 12,512 | 12,128 | 11,740 | 12,547 | 12,512 | 12,129 | 11,740 | 12,547 | — | — | — | — |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 69,041 | 64,859 | 62,926 | 67,424 | 69,041 | 64,859 | 62,926 | 67,424 | — | — | — | — |
| Customer funds | 98,212 | 97,585 | 95,586 | 100,351 | 98,212 | 97,585 | 95,586 | 100,351 | — | — | — | — |
| Customer deposits *** | 54,244 | 58,730 | 58,571 | 61,627 | 54,244 | 58,730 | 58,571 | 61,627 | — | — | — | — |
| Mutual funds | 43,969 | 38,856 | 37,015 | 38,725 | 43,969 | 38,856 | 37,015 | 38,725 | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

Chile

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|-------------|-------|-------|-------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 448 | 425 | 420 | 494 | 448 | 425 | 420 | 494 | — | — | — | — |
| Net fee income | 92 | 74 | 74 | 94 | 92 | 74 | 74 | 94 | — | — | — | — |
| Gains (losses) on financial transactions * | 13 | 92 | 51 | 18 | 13 | 92 | 51 | 18 | — | — | — | — |
| Other operating income | (1) | (6) | (12) | (12) | (1) | (6) | (12) | (12) | — | — | — | — |
| Total income | 553 | 584 | 532 | 594 | 553 | 584 | 532 | 594 | — | — | — | — |
| Administrative expenses and amortisations | (230) | (228) | (223) | (219) | (230) | (228) | (223) | (219) | — | — | — | — |
| Net operating income | 322 | 356 | 310 | 375 | 322 | 356 | 310 | 375 | — | — | — | — |
| Net loan-loss provisions | (163) | (183) | (154) | (94) | (163) | (183) | (154) | (94) | — | — | — | — |
| Other gains (losses) and provisions | 1 | (2) | 13 | 4 | 1 | (2) | 13 | 4 | — | — | — | — |
| Profit before tax | 160 | 171 | 169 | 285 | 160 | 171 | 169 | 285 | — | — | — | — |
| Tax on profit | (21) | (42) | (43) | (49) | (21) | (42) | (43) | (49) | — | — | — | — |
| Profit from continuing operations | 138 | 129 | 125 | 236 | 138 | 129 | 125 | 236 | — | — | — | — |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | 138 | 129 | 125 | 236 | 138 | 129 | 125 | 236 | — | — | — | — |
| Non-controlling interests | (41) | (43) | (39) | (73) | (41) | (43) | (39) | (73) | — | — | — | — |
| Underlying attributable profit to the parent | 97 | 86 | 86 | 163 | 97 | 86 | 86 | 163 | — | — | — | — |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------|--------|--------|--------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 36,542 | 38,037 | 38,360 | 39,381 | 36,542 | 38,037 | 38,360 | 39,381 | — | — | — | — |
| Cash, central banks and credit institutions | 9,322 | 8,709 | 6,513 | 5,836 | 9,322 | 8,709 | 6,513 | 5,836 | — | — | — | — |
| Debt instruments | 3,850 | 5,958 | 6,615 | 8,365 | 3,850 | 5,958 | 6,615 | 8,365 | — | — | — | — |
| Other financial assets | 13,176 | 13,306 | 10,747 | 10,221 | 13,176 | 13,306 | 10,747 | 10,221 | — | — | — | — |
| Other asset accounts | 3,429 | 3,311 | 3,029 | 3,076 | 3,429 | 3,311 | 3,029 | 3,076 | — | — | — | — |
| Total assets | 66,319 | 69,321 | 65,265 | 66,880 | 66,319 | 69,321 | 65,265 | 66,880 | — | — | — | — |
| Customer deposits | 27,205 | 28,534 | 26,835 | 28,362 | 27,205 | 28,534 | 26,835 | 28,362 | — | — | — | — |
| Central banks and credit institutions | 9,217 | 11,822 | 12,525 | 11,611 | 9,217 | 11,822 | 12,525 | 11,611 | — | — | — | — |
| Marketable debt securities | 10,475 | 9,593 | 8,553 | 9,247 | 10,475 | 9,593 | 8,553 | 9,247 | — | — | — | — |
| Other financial liabilities | 13,661 | 13,501 | 11,427 | 11,162 | 13,661 | 13,501 | 11,427 | 11,162 | — | — | — | — |
| Other liabilities accounts | 1,202 | 1,276 | 1,258 | 1,519 | 1,202 | 1,276 | 1,258 | 1,519 | — | — | — | — |
| Total liabilities | 61,760 | 64,727 | 60,597 | 61,902 | 61,760 | 64,727 | 60,597 | 61,902 | — | — | — | — |
| Total equity | 4,559 | 4,594 | 4,668 | 4,978 | 4,559 | 4,594 | 4,668 | 4,978 | — | — | — | — |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 37,550 | 39,115 | 39,413 | 40,593 | 37,550 | 39,115 | 39,413 | 40,593 | — | — | — | — |
| Customer funds | 33,939 | 35,913 | 34,886 | 37,873 | 33,939 | 35,913 | 34,886 | 37,873 | — | — | — | — |
| Customer deposits *** | 27,041 | 28,385 | 26,788 | 28,330 | 27,041 | 28,385 | 26,788 | 28,330 | — | — | — | — |
| Mutual funds | 6,898 | 7,528 | 8,098 | 9,543 | 6,898 | 7,528 | 8,098 | 9,543 | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

Argentina

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|-------------|-------|-------|-------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 241 | 261 | 218 | 192 | 241 | 261 | 218 | 192 | — | — | — | — |
| Net fee income | 76 | 56 | 70 | 71 | 76 | 56 | 70 | 71 | — | — | — | — |
| Gains (losses) on financial transactions * | 23 | 10 | 18 | 11 | 23 | 10 | 18 | 11 | — | — | — | — |
| Other operating income | (22) | (17) | (32) | (48) | (22) | (17) | (32) | (48) | — | — | — | — |
| Total income | 318 | 310 | 274 | 226 | 318 | 310 | 274 | 226 | — | — | — | — |
| Administrative expenses and amortisations | (186) | (153) | (152) | (141) | (186) | (153) | (152) | (141) | — | — | — | — |
| Net operating income | 132 | 157 | 122 | 85 | 132 | 157 | 122 | 85 | — | — | — | — |
| Net loan-loss provisions | (75) | (57) | (46) | (48) | (75) | (57) | (46) | (48) | — | — | — | — |
| Other gains (losses) and provisions | (14) | (18) | (17) | (22) | (14) | (18) | (17) | (22) | — | — | — | — |
| Profit before tax | 44 | 82 | 59 | 15 | 44 | 82 | 59 | 15 | — | — | — | — |
| Tax on profit | (9) | (7) | (7) | 3 | (9) | (7) | (7) | 3 | — | — | — | — |
| Profit from continuing operations | 34 | 75 | 52 | 18 | 34 | 75 | 52 | 18 | — | — | — | — |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | 34 | 75 | 52 | 18 | 34 | 75 | 52 | 18 | — | — | — | — |
| Non-controlling interests | (0) | (0) | (0) | (0) | (0) | (0) | (0) | (0) | — | — | — | — |
| Underlying attributable profit to the parent | 34 | 75 | 52 | 18 | 34 | 75 | 52 | 18 | — | — | — | — |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|---------------|---------------|---------------|--------------|---------------|---------------|---------------|--------------|-------------|--------|--------|--------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 4,485 | 4,721 | 4,502 | 4,151 | 4,485 | 4,721 | 4,502 | 4,151 | — | — | — | — |
| Cash, central banks and credit institutions | 3,395 | 2,986 | 3,082 | 3,048 | 3,395 | 2,986 | 3,082 | 3,048 | — | — | — | — |
| Debt instruments | 2,226 | 2,659 | 2,111 | 1,897 | 2,226 | 2,659 | 2,111 | 1,897 | — | — | — | — |
| Other financial assets | 77 | 68 | 64 | 59 | 77 | 68 | 64 | 59 | — | — | — | — |
| Other asset accounts | 824 | 840 | 826 | 832 | 824 | 840 | 826 | 832 | — | — | — | — |
| Total assets | 11,006 | 11,275 | 10,584 | 9,988 | 11,006 | 11,275 | 10,584 | 9,988 | — | — | — | — |
| Customer deposits | 8,305 | 8,134 | 7,605 | 7,179 | 8,305 | 8,134 | 7,605 | 7,179 | — | — | — | — |
| Central banks and credit institutions | 675 | 1,043 | 982 | 840 | 675 | 1,043 | 982 | 840 | — | — | — | — |
| Marketable debt securities | 87 | 76 | 23 | 20 | 87 | 76 | 23 | 20 | — | — | — | — |
| Other financial liabilities | 631 | 651 | 614 | 657 | 631 | 651 | 614 | 657 | — | — | — | — |
| Other liabilities accounts | 388 | 365 | 376 | 359 | 388 | 365 | 376 | 359 | — | — | — | — |
| Total liabilities | 10,086 | 10,269 | 9,600 | 9,056 | 10,086 | 10,269 | 9,600 | 9,056 | — | — | — | — |
| Total equity | 920 | 1,006 | 984 | 931 | 920 | 1,006 | 984 | 931 | — | — | — | — |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 4,724 | 4,970 | 4,746 | 4,395 | 4,724 | 4,970 | 4,746 | 4,395 | — | — | — | — |
| Customer funds | 9,569 | 9,669 | 9,421 | 8,795 | 9,569 | 9,669 | 9,421 | 8,795 | — | — | — | — |
| Customer deposits *** | 8,305 | 8,134 | 7,605 | 7,179 | 8,305 | 8,134 | 7,605 | 7,179 | — | — | — | — |
| Mutual funds | 1,264 | 1,535 | 1,816 | 1,616 | 1,264 | 1,535 | 1,816 | 1,616 | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

Other South America

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|-------------|------------|------------|-------------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 106 | 107 | 91 | 94 | 106 | 107 | 91 | 94 | — | — | — | — |
| Net fee income | 40 | 34 | 40 | 43 | 37 | 29 | 33 | 35 | 4 | 5 | 7 | 8 |
| Gains (losses) on financial transactions * | 18 | 14 | 16 | 14 | 18 | 15 | 16 | 15 | — | — | — | — |
| Other operating income | (2) | (6) | (5) | 5 | (4) | (5) | (3) | 5 | 2 | (1) | (1) | — |
| Total income | 162 | 149 | 143 | 157 | 157 | 145 | 137 | 149 | 5 | 4 | 6 | 8 |
| Administrative expenses and amortisations | (72) | (65) | (70) | (78) | (66) | (59) | (57) | (57) | (6) | (6) | (12) | (21) |
| Net operating income | 90 | 85 | 73 | 79 | 91 | 86 | 80 | 93 | — | (2) | (7) | (13) |
| Net loan-loss provisions | (21) | (27) | (19) | (20) | (21) | (27) | (19) | (19) | — | — | — | — |
| Other gains (losses) and provisions | (2) | (2) | 1 | (0) | (2) | (1) | 1 | (0) | — | (2) | — | — |
| Profit before tax | 67 | 55 | 55 | 59 | 68 | 59 | 62 | 73 | (1) | (4) | (7) | (14) |
| Tax on profit | (15) | (12) | (13) | (14) | (17) | (13) | (15) | (14) | 2 | 1 | 2 | — |
| Profit from continuing operations | 52 | 43 | 43 | 45 | 51 | 46 | 48 | 59 | 2 | (3) | (5) | (14) |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | 52 | 43 | 43 | 45 | 51 | 46 | 48 | 59 | 2 | (3) | (5) | (14) |
| Non-controlling interests | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | — | — | — | — |
| Underlying attributable profit to the parent | 52 | 43 | 43 | 45 | 51 | 46 | 48 | 59 | 2 | (3) | (5) | (14) |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------|------------|------------|------------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 6,183 | 6,674 | 6,380 | 6,239 | 6,175 | 6,666 | 6,368 | 6,224 | 8 | 9 | 12 | 15 |
| Cash, central banks and credit institutions | 3,169 | 3,056 | 2,993 | 2,803 | 3,101 | 2,991 | 2,895 | 2,607 | 68 | 65 | 98 | 197 |
| Debt instruments | 691 | 967 | 1,301 | 1,386 | 688 | 964 | 1,298 | 1,382 | 3 | 3 | 3 | 4 |
| Other financial assets | 190 | 185 | 177 | 185 | 122 | 112 | 107 | 109 | 68 | 72 | 71 | 76 |
| Other asset accounts | 531 | 706 | 670 | 692 | 474 | 499 | 454 | 500 | 57 | 207 | 217 | 192 |
| Total assets | 10,764 | 11,588 | 11,522 | 11,306 | 10,560 | 11,231 | 11,122 | 10,822 | 205 | 357 | 400 | 483 |
| Customer deposits | 6,356 | 6,727 | 6,550 | 6,184 | 6,344 | 6,716 | 6,534 | 6,167 | 12 | 11 | 15 | 17 |
| Central banks and credit institutions | 2,835 | 3,167 | 3,247 | 3,239 | 2,829 | 3,156 | 3,220 | 3,188 | 7 | 12 | 27 | 50 |
| Marketable debt securities | 112 | 97 | 105 | 112 | 112 | 97 | 105 | 112 | — | — | — | — |
| Other financial liabilities | 127 | 98 | 89 | 101 | 104 | 78 | 71 | 78 | 24 | 20 | 18 | 23 |
| Other liabilities accounts | 304 | 308 | 264 | 298 | 286 | 292 | 250 | 267 | 18 | 16 | 14 | 31 |
| Total liabilities | 9,735 | 10,398 | 10,255 | 9,934 | 9,674 | 10,339 | 10,181 | 9,812 | 61 | 59 | 74 | 122 |
| Total equity | 1,030 | 1,190 | 1,267 | 1,372 | 886 | 892 | 941 | 1,010 | 144 | 298 | 326 | 362 |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 6,308 | 6,803 | 6,510 | 6,373 | 6,299 | 6,794 | 6,497 | 6,358 | 8 | 9 | 12 | 15 |
| Customer funds | 6,394 | 6,765 | 6,587 | 6,222 | 6,382 | 6,754 | 6,572 | 6,205 | 12 | 11 | 15 | 17 |
| Customer deposits *** | 6,356 | 6,727 | 6,550 | 6,184 | 6,344 | 6,716 | 6,534 | 6,167 | 12 | 11 | 15 | 17 |
| Mutual funds | 38 | 38 | 37 | 38 | 38 | 38 | 37 | 38 | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

DIGITAL CONSUMER BANK

EUR million

| | NEW | | | | PREVIOUS) | | | | DIFFERENCES | | | |
|---|--------------|--------------|--------------|--------------|-----------|-------|-------|-------|--------------|--------------|--------------|--------------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 1,088 | 1,054 | 1,048 | 1,073 | | | | | 1,088 | 1,054 | 1,048 | 1,073 |
| Net fee income | 192 | 163 | 211 | 205 | | | | | 192 | 163 | 211 | 205 |
| Gains (losses) on financial transactions * | (12) | 3 | 8 | 17 | | | | | (12) | 3 | 8 | 17 |
| Other operating income | 23 | (6) | 42 | 57 | | | | | 23 | (6) | 42 | 57 |
| Total income | 1,291 | 1,214 | 1,309 | 1,352 | | | | | 1,291 | 1,214 | 1,309 | 1,352 |
| Administrative expenses and amortisations | (596) | (552) | (585) | (596) | | | | | (596) | (552) | (585) | (596) |
| Net operating income | 695 | 662 | 724 | 756 | | | | | 695 | 662 | 724 | 756 |
| Net loan-loss provisions | (331) | (200) | (222) | (204) | | | | | (331) | (200) | (222) | (204) |
| Other gains (losses) and provisions | 40 | 23 | (20) | 6 | | | | | 40 | 23 | (20) | 6 |
| Profit before tax | 404 | 485 | 482 | 558 | | | | | 404 | 485 | 482 | 558 |
| Tax on profit | (107) | (129) | (125) | (133) | | | | | (107) | (129) | (125) | (133) |
| Profit from continuing operations | 297 | 356 | 357 | 424 | | | | | 297 | 356 | 357 | 424 |
| Net profit from discontinued operations | — | — | 0 | (0) | | | | | — | — | — | — |
| Consolidated profit | 297 | 356 | 357 | 424 | | | | | 297 | 356 | 357 | 424 |
| Non-controlling interests | (63) | (83) | (76) | (79) | | | | | (63) | (83) | (76) | (79) |
| Underlying attributable profit to the parent | 234 | 273 | 281 | 345 | | | | | 234 | 273 | 281 | 345 |

| | NEW | | | | PREVIOUS) | | | | DIFFERENCES | | | |
|---|----------------|----------------|----------------|----------------|-----------|--------|--------|--------|----------------|----------------|----------------|----------------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 112,162 | 111,187 | 110,498 | 113,257 | | | | | 112,162 | 111,187 | 110,498 | 113,257 |
| Cash, central banks and credit institutions | 21,581 | 19,568 | 20,533 | 21,754 | | | | | 21,581 | 19,568 | 20,533 | 21,754 |
| Debt instruments | 2,710 | 4,565 | 5,559 | 5,660 | | | | | 2,710 | 4,565 | 5,559 | 5,660 |
| Other financial assets | 45 | 36 | 33 | 30 | | | | | 45 | 36 | 33 | 30 |
| Other asset accounts | 5,107 | 5,243 | 6,400 | 6,149 | | | | | 5,107 | 5,243 | 6,400 | 6,149 |
| Total assets | 141,605 | 140,599 | 143,023 | 146,851 | | | | | 141,605 | 140,599 | 143,023 | 146,851 |
| Customer deposits | 48,772 | 49,260 | 49,996 | 51,399 | | | | | 48,772 | 49,260 | 49,996 | 51,399 |
| Central banks and credit institutions | 37,155 | 37,704 | 39,151 | 41,567 | | | | | 37,155 | 37,704 | 39,151 | 41,567 |
| Marketable debt securities | 38,642 | 36,259 | 35,914 | 35,965 | | | | | 38,642 | 36,259 | 35,914 | 35,965 |
| Other financial liabilities | 1,275 | 1,675 | 1,655 | 1,370 | | | | | 1,275 | 1,675 | 1,655 | 1,370 |
| Other liabilities accounts | 3,633 | 3,789 | 4,088 | 3,940 | | | | | 3,633 | 3,789 | 4,088 | 3,940 |
| Total liabilities | 129,478 | 128,687 | 130,803 | 134,241 | | | | | 129,478 | 128,687 | 130,803 | 134,241 |
| Total equity | 12,128 | 11,912 | 12,220 | 12,610 | | | | | 12,128 | 11,912 | 12,220 | 12,610 |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 114,970 | 114,006 | 113,335 | 116,083 | | | | | 114,970 | 114,006 | 113,335 | 116,083 |
| Customer funds | 49,226 | 49,797 | 50,566 | 52,058 | | | | | 49,226 | 49,797 | 50,566 | 52,058 |
| Customer deposits *** | 48,772 | 49,260 | 49,996 | 51,399 | | | | | 48,772 | 49,260 | 49,996 | 51,399 |
| Mutual funds | 453 | 536 | 570 | 658 | | | | | 453 | 536 | 570 | 658 |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

SANTANDER GLOBAL PLATFORM (primary segment)

EUR million

| | NEW | | | | PREVIOUS) | | | | DIFFERENCES | | | |
|---|-------|-------|-------|-------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | | | | | 31 | 32 | 33 | 33 | (31) | (32) | (33) | (33) |
| Net fee income | | | | | 13 | 18 | 24 | 26 | (13) | (18) | (24) | (26) |
| Gains (losses) on financial transactions * | | | | | 0 | (0) | (0) | (0) | — | — | — | — |
| Other operating income | | | | | 1 | (6) | (9) | (4) | (1) | 6 | 9 | 4 |
| Total income | | | | | 45 | 44 | 48 | 55 | (45) | (44) | (48) | (55) |
| Administrative expenses and amortizations | | | | | (71) | (77) | (114) | (119) | 71 | 77 | 114 | 119 |
| Net operating income | | | | | (26) | (33) | (66) | (65) | 26 | 33 | 66 | 65 |
| Net loan-loss provisions | | | | | (0) | (1) | (1) | (1) | — | 1 | 1 | 1 |
| Other gains (losses) and provisions | | | | | (1) | (6) | (1) | (3) | 1 | 6 | 1 | 3 |
| Profit before tax | | | | | (27) | (40) | (68) | (68) | 27 | 40 | 68 | 68 |
| Tax on profit | | | | | 14 | 11 | 20 | 7 | (14) | (11) | (20) | (7) |
| Profit from continuing operations | | | | | (13) | (28) | (48) | (62) | 13 | 28 | 48 | 62 |
| Net profit from discontinued operations | | | | | — | — | — | — | — | — | — | — |
| Consolidated profit | | | | | (13) | (28) | (48) | (62) | 13 | 28 | 48 | 62 |
| Non-controlling interests | | | | | 0 | 0 | 1 | 0 | — | — | (1) | — |
| Underlying attributable profit to the parent | | | | | (13) | (28) | (48) | (62) | 13 | 28 | 48 | 62 |

| | NEW | | | | PREVIOUS) | | | | DIFFERENCES | | | |
|---|--------|--------|--------|--------|---------------|---------------|---------------|---------------|-----------------|-----------------|-----------------|-----------------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | | | | | 791 | 834 | 907 | 973 | (791) | (834) | (907) | (973) |
| Cash, central banks and credit institutions | | | | | 9,423 | 9,737 | 10,008 | 10,917 | (9,423) | (9,737) | (10,008) | (10,917) |
| Debt instruments | | | | | 10 | 10 | 10 | 14 | (10) | (10) | (10) | (14) |
| Other financial assets | | | | | 205 | 218 | 213 | 230 | (205) | (218) | (213) | (230) |
| Other asset accounts | | | | | 318 | 766 | 812 | 769 | (318) | (766) | (812) | (769) |
| Total assets | | | | | 10,747 | 11,566 | 11,949 | 12,901 | (10,747) | (11,566) | (11,949) | (12,901) |
| Customer deposits | | | | | 9,674 | 9,998 | 10,290 | 10,961 | (9,674) | (9,998) | (10,290) | (10,961) |
| Central banks and credit institutions | | | | | 144 | 171 | 212 | 274 | (144) | (171) | (212) | (274) |
| Marketable debt securities | | | | | — | — | — | — | — | — | — | — |
| Other financial liabilities | | | | | 134 | 149 | 122 | 130 | (134) | (149) | (122) | (130) |
| Other liabilities accounts | | | | | 98 | 103 | 112 | 156 | (98) | (103) | (112) | (156) |
| Total liabilities | | | | | 10,051 | 10,420 | 10,736 | 11,521 | (10,051) | (10,420) | (10,736) | (11,521) |
| Total equity | | | | | 696 | 1,146 | 1,212 | 1,381 | (696) | (1,146) | (1,212) | (1,381) |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | | | | | 794 | 838 | 911 | 979 | (794) | (838) | (911) | (979) |
| Customer funds | | | | | 10,127 | 10,534 | 10,860 | 11,619 | (10,127) | (10,534) | (10,860) | (11,619) |
| Customer deposits *** | | | | | 9,674 | 9,998 | 10,290 | 10,961 | (9,674) | (9,998) | (10,290) | (10,961) |
| Mutual funds | | | | | 453 | 536 | 570 | 658 | (453) | (536) | (570) | (658) |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.

CORPORATE CENTRE

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|----------------|--------------|--------------|--------------|----------------|--------------|--------------|--------------|-------------|-------|-------|-------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | (304) | (354) | (371) | (345) | (304) | (354) | (371) | (345) | — | — | — | — |
| Net fee income | (9) | (6) | (11) | (3) | (9) | (6) | (11) | (3) | — | — | — | — |
| Gains (losses) on financial transactions * | 14 | 64 | 104 | 104 | 14 | 64 | 104 | 104 | — | — | — | — |
| Other operating income | (5) | (18) | 6 | (8) | (5) | (18) | 6 | (8) | — | — | — | — |
| Total income | (304) | (313) | (271) | (252) | (304) | (313) | (271) | (252) | — | — | — | — |
| Administrative expenses and amortisations | (85) | (82) | (82) | (80) | (85) | (82) | (82) | (80) | — | — | — | — |
| Net operating income | (389) | (395) | (353) | (333) | (389) | (395) | (353) | (333) | — | — | — | — |
| Net loan-loss provisions | (3) | (8) | (16) | (4) | (3) | (8) | (16) | (4) | — | — | — | — |
| Other gains (losses) and provisions | (20) | (370) | (12) | (9) | (20) | (370) | (12) | (9) | — | — | — | — |
| Profit before tax | (413) | (773) | (381) | (345) | (413) | (773) | (381) | (345) | — | — | — | — |
| Tax on profit | (524) | 585 | 52 | (44) | (524) | 585 | 52 | (44) | — | — | — | — |
| Profit from continuing operations | (937) | (188) | (330) | (389) | (937) | (188) | (330) | (389) | — | — | — | — |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | (937) | (188) | (330) | (389) | (937) | (188) | (330) | (389) | — | — | — | — |
| Non-controlling interests | (94) | 94 | (0) | 0 | (94) | 94 | (0) | 0 | — | — | — | — |
| Underlying attributable profit to the parent | (1,031) | (94) | (330) | (389) | (1,031) | (94) | (330) | (389) | — | — | — | — |

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-------------|--------|--------|--------|
| | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 | Mar-20 | Jun-20 | Sep-20 | Dic-20 |
| Balance sheet | | | | | | | | | | | | |
| Loans and advances to customers | 5,989 | 5,205 | 4,827 | 5,044 | 5,989 | 5,205 | 4,827 | 5,044 | — | — | — | — |
| Cash, central banks and credit institutions | 46,314 | 48,530 | 63,947 | 61,173 | 46,314 | 48,530 | 63,947 | 61,173 | — | — | — | — |
| Debt instruments | 1,292 | 1,340 | 2,100 | 1,918 | 1,292 | 1,340 | 2,100 | 1,918 | — | — | — | — |
| Other financial assets | 3,745 | 2,058 | 2,067 | 1,645 | 3,745 | 2,058 | 2,067 | 1,645 | — | — | — | — |
| Other asset accounts | 131,526 | 115,303 | 114,295 | 112,807 | 131,526 | 115,303 | 114,295 | 112,807 | — | — | — | — |
| Total assets | 188,866 | 172,436 | 187,236 | 182,587 | 188,866 | 172,436 | 187,236 | 182,587 | — | — | — | — |
| Customer deposits | 740 | 770 | 1,074 | 825 | 740 | 770 | 1,074 | 825 | — | — | — | — |
| Central banks and credit institutions | 27,484 | 19,119 | 42,654 | 38,554 | 27,484 | 19,119 | 42,654 | 38,555 | — | — | — | — |
| Marketable debt securities | 56,906 | 63,010 | 57,866 | 57,240 | 56,906 | 63,010 | 57,866 | 57,240 | — | — | — | — |
| Other financial liabilities | 803 | 1,901 | 1,143 | 493 | 803 | 1,901 | 1,143 | 493 | — | — | — | — |
| Other liabilities accounts | 8,917 | 8,225 | 7,645 | 9,443 | 8,917 | 8,225 | 7,645 | 9,443 | — | — | — | — |
| Total liabilities | 94,849 | 93,024 | 110,382 | 106,556 | 94,849 | 93,024 | 110,382 | 106,556 | — | — | — | — |
| Total equity | 94,017 | 79,412 | 76,854 | 76,031 | 94,017 | 79,412 | 76,854 | 76,031 | — | — | — | — |
| Memorandum items: | | | | | | | | | | | | |
| Gross loans and advances to customers ** | 6,135 | 5,367 | 5,008 | 5,224 | 6,135 | 5,367 | 5,008 | 5,224 | — | — | — | — |
| Customer funds | 751 | 786 | 1,089 | 837 | 751 | 786 | 1,089 | 837 | — | — | — | — |
| Customer deposits *** | 740 | 770 | 1,074 | 825 | 740 | 770 | 1,074 | 825 | — | — | — | — |
| Mutual funds | 11 | 17 | 15 | 12 | 11 | 17 | 15 | 12 | — | — | — | — |

(*).- Includes exchange differences.

(**).- Excluding reverse repos.

(***).- Excluding repos.



■ Secondary segments

RETAIL BANKING

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|------------|------------|------------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 8,004 | 7,272 | 7,280 | 7,500 | 7,885 | 7,141 | 7,148 | 7,371 | 120 | 131 | 133 | 128 |
| Net fee income | 2,058 | 1,536 | 1,707 | 1,685 | 2,024 | 1,495 | 1,671 | 1,661 | 34 | 42 | 36 | 24 |
| Gains (losses) on financial transactions * | 100 | 442 | 336 | 255 | 50 | 403 | 294 | 215 | 50 | 40 | 41 | 40 |
| Other operating income | 9 | (179) | 108 | (90) | 13 | (179) | 113 | (88) | (5) | (1) | (4) | (2) |
| Total income | 10,171 | 9,071 | 9,431 | 9,349 | 9,972 | 8,859 | 9,226 | 9,159 | 199 | 212 | 205 | 190 |
| Administrative expenses and amortisations | (4,632) | (4,191) | (4,183) | (4,280) | (4,526) | (4,084) | (4,058) | (4,179) | (106) | (107) | (125) | (101) |
| Net operating income | 5,538 | 4,880 | 5,248 | 5,069 | 5,445 | 4,775 | 5,168 | 4,980 | 93 | 105 | 81 | 89 |
| Net loan-loss provisions | (3,890) | (2,862) | (2,465) | (2,415) | (3,889) | (2,846) | (2,463) | (2,410) | (1) | (16) | (2) | (5) |
| Other gains (losses) and provisions | (343) | (219) | (267) | (409) | (338) | (218) | (267) | (407) | (5) | (1) | (1) | (1) |
| Profit before tax | 1,306 | 1,799 | 2,516 | 2,246 | 1,218 | 1,711 | 2,438 | 2,163 | 87 | 88 | 78 | 83 |
| Tax on profit | (433) | (557) | (883) | (652) | (416) | (536) | (867) | (632) | (17) | (21) | (15) | (20) |
| Profit from continuing operations | 873 | 1,242 | 1,633 | 1,594 | 802 | 1,175 | 1,571 | 1,531 | 71 | 67 | 62 | 64 |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | 873 | 1,242 | 1,633 | 1,594 | 802 | 1,175 | 1,571 | 1,531 | 71 | 67 | 62 | 64 |
| Non-controlling interests | (180) | (202) | (258) | (281) | (168) | (193) | (249) | (273) | (12) | (9) | (10) | (9) |
| Underlying attributable profit to the parent | 693 | 1,040 | 1,375 | 1,313 | 634 | 982 | 1,322 | 1,258 | 59 | 58 | 53 | 55 |

CORPORATE & INVESTMENT BANKING

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|-------------|-------------|-------------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 677 | 705 | 771 | 765 | 671 | 713 | 788 | 781 | 6 | (9) | (17) | (16) |
| Net fee income | 402 | 405 | 360 | 375 | 404 | 406 | 361 | 379 | (2) | (1) | (2) | (3) |
| Gains (losses) on financial transactions * | 156 | 254 | 199 | 62 | 165 | 259 | 204 | 62 | (9) | (5) | (5) | (1) |
| Other operating income | 61 | 46 | 44 | 51 | 60 | 48 | 44 | 51 | 1 | (2) | — | — |
| Total income | 1,297 | 1,410 | 1,373 | 1,253 | 1,300 | 1,426 | 1,397 | 1,274 | (4) | (16) | (24) | (21) |
| Administrative expenses and amortisations | (528) | (499) | (488) | (523) | (536) | (507) | (496) | (530) | 8 | 8 | 8 | 6 |
| Net operating income | 769 | 910 | 885 | 730 | 764 | 919 | 901 | 744 | 5 | (8) | (16) | (14) |
| Net loan-loss provisions | (6) | (239) | (40) | (185) | (4) | (245) | (41) | (176) | (1) | 6 | 2 | (9) |
| Other gains (losses) and provisions | (15) | (28) | (20) | (72) | (15) | (28) | (20) | (72) | — | — | — | — |
| Profit before tax | 748 | 644 | 825 | 472 | 745 | 646 | 839 | 496 | 3 | (3) | (14) | (23) |
| Tax on profit | (220) | (179) | (240) | (134) | (218) | (179) | (242) | (143) | (1) | — | 2 | 9 |
| Profit from continuing operations | 528 | 465 | 585 | 339 | 527 | 467 | 597 | 353 | 2 | (2) | (12) | (14) |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | 528 | 465 | 585 | 339 | 527 | 467 | 597 | 353 | 2 | (2) | (12) | (14) |
| Non-controlling interests | (34) | (30) | (31) | (23) | (36) | (30) | (32) | (23) | 2 | (1) | 1 | — |
| Underlying attributable profit to the parent | 494 | 434 | 554 | 316 | 491 | 437 | 565 | 330 | 4 | (3) | (11) | (14) |

WEALTH MANAGEMENT & INSURANCE

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|-------------|-------------|-------------|-------------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 109 | 93 | 92 | 100 | 132 | 104 | 104 | 113 | (23) | (11) | (12) | (13) |
| Net fee income | 308 | 269 | 279 | 296 | 320 | 279 | 290 | 306 | (11) | (10) | (10) | (10) |
| Gains (losses) on financial transactions * | 20 | 22 | 16 | 43 | 21 | 22 | 17 | 43 | (1) | — | (1) | — |
| Other operating income | 113 | 78 | 86 | 106 | 113 | 78 | 86 | 106 | — | — | — | — |
| Total income | 550 | 462 | 474 | 545 | 586 | 482 | 498 | 568 | (36) | (21) | (24) | (23) |
| Administrative expenses and amortisations | (237) | (212) | (207) | (216) | (244) | (220) | (215) | (227) | 7 | 8 | 7 | 12 |
| Net operating income | 313 | 250 | 266 | 329 | 342 | 263 | 283 | 341 | (29) | (13) | (16) | (12) |
| Net loan-loss provisions | (6) | (6) | (11) | (5) | (7) | (5) | (10) | (6) | — | — | (1) | 1 |
| Other gains (losses) and provisions | (1) | (2) | (3) | 7 | (1) | (3) | (4) | 7 | 1 | — | 1 | — |
| Profit before tax | 307 | 242 | 252 | 331 | 334 | 255 | 269 | 342 | (28) | (13) | (17) | (10) |
| Tax on profit | (74) | (56) | (60) | (82) | (82) | (59) | (65) | (84) | 8 | 4 | 5 | 2 |
| Profit from continuing operations | 232 | 186 | 193 | 249 | 252 | 195 | 204 | 257 | (20) | (9) | (12) | (8) |
| Net profit from discontinued operations | — | — | — | — | — | — | — | — | — | — | — | — |
| Consolidated profit | 232 | 186 | 193 | 249 | 252 | 195 | 204 | 257 | (20) | (9) | (12) | (8) |
| Non-controlling interests | (11) | (8) | (9) | (11) | (11) | (9) | (9) | (11) | 1 | 1 | 1 | 1 |
| Underlying attributable profit to the parent | 222 | 179 | 184 | 238 | 240 | 186 | 195 | 246 | (19) | (8) | (11) | (7) |

PAGONxt

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|------------|-------------|-------------|-------------|----------|-------|-------|-------|-------------|-------------|-------------|-------------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | 0 | (1) | 0 | (0) | | | | | — | (1) | — | — |
| Net fee income | 94 | 78 | 88 | 103 | | | | | 94 | 78 | 88 | 103 |
| Gains (losses) on financial transactions * | 3 | (1) | (3) | (1) | | | | | 3 | (1) | (3) | (1) |
| Other operating income | 5 | (2) | (5) | (1) | | | | | 5 | (2) | (5) | (1) |
| Total income | 101 | 75 | 81 | 100 | | | | | 101 | 75 | 81 | 100 |
| Administrative expenses and amortisations | (95) | (92) | (113) | (142) | | | | | (95) | (92) | (113) | (142) |
| Net operating income | 5 | (18) | (33) | (42) | | | | | 5 | (18) | (33) | (42) |
| Net loan-loss provisions | (4) | (3) | (3) | (2) | | | | | (4) | (3) | (3) | (2) |
| Other gains (losses) and provisions | 7 | (6) | (1) | (2) | | | | | 7 | (6) | (1) | (2) |
| Profit before tax | 8 | (26) | (37) | (46) | | | | | 8 | (26) | (37) | (46) |
| Tax on profit | (9) | (1) | 3 | (9) | | | | | (9) | (1) | 3 | (9) |
| Profit from continuing operations | (1) | (27) | (34) | (55) | | | | | (1) | (27) | (34) | (55) |
| Net profit from discontinued operations | — | — | — | — | | | | | — | — | — | — |
| Consolidated profit | (1) | (27) | (34) | (55) | | | | | (1) | (27) | (34) | (55) |
| Non-controlling interests | 0 | 0 | 1 | 0 | | | | | — | — | 1 | — |
| Underlying attributable profit to the parent | (1) | (27) | (33) | (55) | | | | | (1) | (27) | (33) | (55) |

SANTANDER GLOBAL PLATFORM (secondary segment)

EUR million

| | NEW | | | | PREVIOUS | | | | DIFFERENCES | | | |
|---|-------|-------|-------|-------|------------|------------|------------|-------------|--------------|--------------|--------------|--------------|
| | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 | Q1'20 | Q2'20 | Q3'20 | Q4'20 |
| Income statement | | | | | | | | | | | | |
| Net interest income | | | | | 103 | 112 | 104 | 98 | (103) | (112) | (104) | (98) |
| Net fee income | | | | | 115 | 109 | 111 | 114 | (115) | (109) | (111) | (114) |
| Gains (losses) on financial transactions * | | | | | 42 | 33 | 32 | 38 | (42) | (33) | (32) | (38) |
| Other operating income | | | | | 0 | (4) | (10) | (3) | — | 4 | 10 | 3 |
| Total income | | | | | 260 | 250 | 238 | 247 | (260) | (250) | (238) | (247) |
| Administrative expenses and amortizations | | | | | (186) | (183) | (222) | (225) | 186 | 183 | 222 | 225 |
| Net operating income | | | | | 74 | 67 | 16 | 21 | (74) | (67) | (16) | (21) |
| Net loan-loss provisions | | | | | (5) | (14) | (5) | (15) | 5 | 14 | 5 | 15 |
| Other gains (losses) and provisions | | | | | 2 | (6) | (2) | (4) | (2) | 6 | 2 | 4 |
| Profit before tax | | | | | 71 | 46 | 10 | 3 | (71) | (46) | (10) | (3) |
| Tax on profit | | | | | (19) | (18) | (5) | (17) | 19 | 18 | 5 | 17 |
| Profit from continuing operations | | | | | 52 | 28 | 5 | (14) | (52) | (28) | (5) | 14 |
| Net profit from discontinued operations | | | | | — | — | — | — | — | — | — | — |
| Consolidated profit | | | | | 52 | 28 | 5 | (14) | (52) | (28) | (5) | 14 |
| Non-controlling interests | | | | | (9) | (8) | (7) | (8) | 9 | 8 | 7 | 8 |
| Underlying attributable profit to the parent | | | | | 43 | 20 | (3) | (22) | (43) | (20) | 3 | 22 |

Thank You.

Our purpose is to help people and businesses prosper.

Our culture is based on believing that everything we do should be:

Simple Personal Fair



MEMBER OF
**Dow Jones
Sustainability Indices**
In Collaboration with RobecoSAM



FTSE4Good