PRESS RELEASE

CIC Crédit Industriel et Commercial

Paris, February 22, 2018

CIC in 2017

Vibrant sales activity and financial strength

Results for the year ended December 31, 2017		*Changes at constant scope*	
Net banking income	**€4.991 bn**	A dynamic branch network	**+1%**
Income before tax	**€1.817 bn**	Steady net income	**-3%**
Net income	**€1.288 bn**	(despite the corporate surtax)	**-5%**
CET1 capital ratio (excluding transitional provisions)	**13.7%**	A solid financial structure	
Business			
Net customer loans	**€172.0 bn**	Strong growth in sales activity	**+5.1%**
Customer deposits	**€144.1 bn**		**+4.6%**
Customer funds invested in savings products[1]	**€200.1 bn**		**+8.0%**

A major economic player that supports the regions, the CIC Group's sales performance was strong in 2017 in a highly competitive environment marked by the development of digital technology, the emergence of fintechs and the increasingly heavy tax burden. A multi-services bank, CIC combines the strength of a physical network of more than 1,900 branches with a state-of-the-art digital network that it is able to expand thanks to its innovativeness, the professionalism of its 20,000 continuously trained employees and the strength of its parent company, the Crédit Mutuel CM11 Group. In 2017, all its businesses – banking, insurance, technological services, mobile phone services, etc. that serve more than 5 million retail customers[2], associations, independent professional and corporate customers – posted strong growth.

[1] Outstandings of the operational activities.
[2] Branch network customers.

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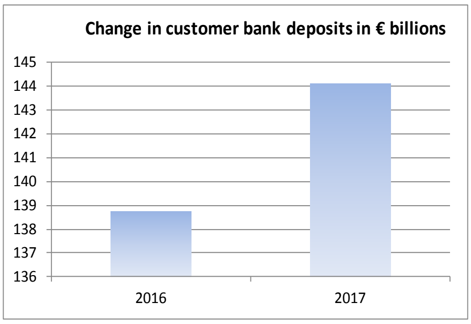
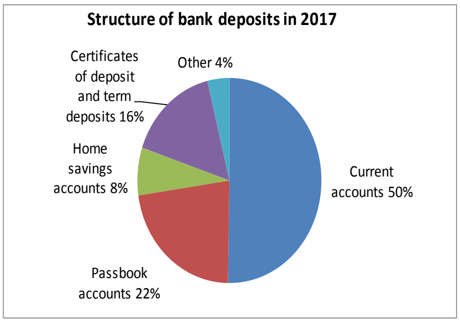
Continued growth in activity and support for the economy[3]

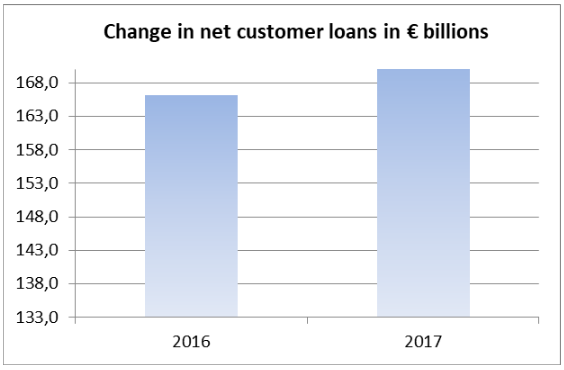
Customer deposits totaled €144.1 billion, up 4.6% compared to 2016, thanks to strong growth in current accounts (+13.7%), passbook accounts (+5.9%) and home savings accounts (+7.4%).

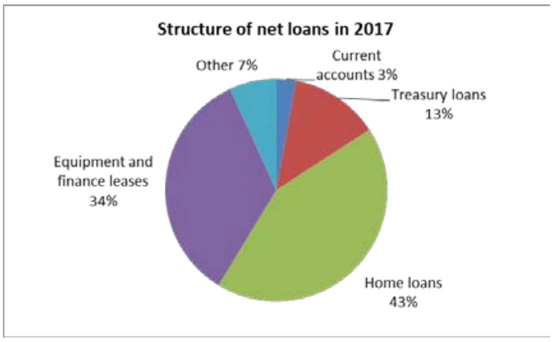




2016: including Singapore and
Hong Kong private banking deposits.

Total net customer loan outstandings came to €172 billion, up 5.1% from 2016. Equipment loans grew by 18.1% to €48.7 billion and home loans by 4.3% to €73.7 billion.





2016: including Singapore and
Hong Kong private banking loans.

The "net loans/customer deposits" ratio stood at 119.3% at December 31, 2017 compared to 119.7% a year earlier.

[3] *All the changes indicated are at constant scope. Please refer to the methodology note at the end of this press release.*

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Growth in financial results

Preliminary note:

At December 31, 2017, the private banking activity in Singapore and Hong Kong was accounted for under IFRS 5 as a divested activity. A transfer agreement with Indosuez Wealth Management was signed in July 2017. The sale was finalized on December 2, 2017.

(in € millions)	2017	2016	Change 2017/2016	Change* 2017/2016
Net banking income	4,991	4,985	0.1%	0.8%
Operating expenses	(3,103)	(3,071)	1.0%	2.2%
Gross operating income	1,888	1,914	-1.4%	-1.4%
Net additions to/reversals from provisions for loan losses	(203)	(185)	9.7%	9.7%
Net gains/losses on assets and affiliates	132	148	-10.8%	-10.8%
Income before tax	1,817	1,877	-3.2%	-3.2%
Corporate income tax	(551)	(560)	-1.6%	-1.6%
Net profit/loss on divested activities	22	44	-50.0%	-48.8%
Net income	1,288	1,361	-5.4%	-5.4%
Net income attributable to owners of the company	1,275	1,352	-5.7%	-5.7%

** Please refer to the preliminary note above for details about the change at constant scope.*

At a meeting chaired by Nicolas Théry on February 21, 2018, the Board of Directors of Crédit Industriel et Commercial (CIC) approved the financial statements for the year ended December 31, 2017.

Net banking income (NBI) rose by 0.8% to €4.991 billion, which included a €21 million provision for the fine related to exchange of truncated check fees. In 2016, net banking income also included €89 million in compensation for the CIC regional banks, Banque Transatlantique and CIC as sub-participants to Banque Fédérative du Crédit Mutuel (BFCM) in VISA Europe, in connection with VISA Inc.'s acquisition of that company. After adjustments, the increase was 3.1% at constant scope. Net banking income from retail banking accounted for 72% of total NBI.

Operating expenses rose by 2.2% and included a contribution to the SRF (Single Resolution Fund) that increased by €17 million.

Net additions to/reversals from provisions for loan losses increased by €18 million from €185 million to €203 million in one year. Net additions to/reversals from provisions for loan losses on an individual basis decreased by €6 million; however, there was a €4 million reversal of collective provisions compared to €28 million in 2016.

Net additions to/reversals from provisions for customer loan losses as a percentage of gross outstanding loans rose from 0.12% to 0.13% and the overall non-performing loan coverage ratio was 49.9% as of December 31, 2017.

The share of income of affiliates, which was €136 million at end-2016, totaled €135 million. In addition, net losses on disposals of non-current assets totaled €3 million compared to net gains of €12 million at end-December 2016.

Income before tax fell by 3.2% to €1.817 billion.

The corporate income tax expense was €551 million (compared to €560 million a year earlier). In 2017, it included a €79 million corporate surtax.

Given the decrease in net profit on divested activities from €44 million at December 31, 2016 to €22 million at December 31, 2017 (sale of the private banking activities in Singapore and Hong Kong), net income fell by 5.4% to €1.288 billion.

A solid financial structure

Liquidity and refinancing[4]

Banque Fédérative du Crédit Mutuel (BFCM), which directly holds a 93.1% stake in CIC, raises the necessary medium- and long-term market funds on behalf of the Crédit Mutuel CM11 Group and monitors liquidity. Like all other group entities, CIC is part of this mechanism, which ensures that its own liquidity and refinancing needs are covered.

Capital adequacy

Excluding transitional provisions, Basel 3 Common Equity Tier 1 (CET 1) prudential capital totaled €12.7 billion, the CET1 capital adequacy ratio stood at 13.7% and the overall ratio was 16.0%. The leverage ratio was 4.6%. These indicators attest to the group's soundness.

In 2017, Moody’s and Fitch Ratings confirmed their rating. Standard & Poor’s confirmed its rating in January 2018.

With regard to the application of IFRS 9, the first-time application on January 1, 2018 is expected to have a limited and immaterial impact on the CET1 ratio[5].

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[4] Please refer to the Crédit Mutuel CM11 Group press release for more information.

[5] Unaudited figure.

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The ratings are as follows:[6]

	Standard & Poor's	Moody's	Fitch Ratings
Short-term	A-1	P-1	F1
Long-term	A	Aa3	A+
Outlook	stable	stable	stable

Significant event

On August 11, 2017, CIC's shares were delisted. CIC is now almost entirely owned by BFCM. At December 31, 2017, BFCM (Banque Fédérative du Crédit Mutuel), a 93%-owned subsidiary of Caisse Fédérale de Crédit Mutuel, directly held 93.14% and Mutuelles Investissement (90%-held by BFCM and 10% by ACM VIE MUTUELLE, a fixed-contribution mutual insurance company) held 6.25% of CIC's capital. The remaining 0.61% stake represents treasury shares held by the company which therefore have no voting rights.

Results by business

Retail banking and insurance, CIC's core businesses

(in € millions)	2017	2016	Change 2017/2016
Net banking income	3,588	3,500	2.5%
Operating expenses	(2,296)	(2,272)	1.1%
Gross operating income	1,292	1,228	5.2%
Net additions to/reversals from provisions for loan losses	(189)	(164)	15.2%
Net gains/losses on assets and affiliates	128	140	-8.6%
Income before tax	1,231	1,204	2.2%

Retail bankinsurance encompasses the CIC branch network and all the specialized subsidiaries whose products are mainly sold by this network, including equipment leasing and leasing with purchase option, real estate leasing, factoring, receivables management, fund management, employee savings plans and insurance.

[6] Standard & Poor's: ratings for the Crédit Mutuel Group; Moody's and Fitch: ratings for the Crédit Mutuel CM11 Group.

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In one year, customer deposits increased by 4.9% to €112.4 billion thanks to:
- the increase in current accounts with credit balances (+14.7%) which totaled €54.7 billion at end-December 2017;
- passbook accounts (+9.2% to €29.1 billion); and
- home savings accounts (+7.4% to €10.8 billion).

Net customer loan outstandings rose by 5.4% to €135.6 billion, with an increase of 4.4% in home loans and 8.4% in equipment loans.

Net banking income from retail bankinsurance increased by 2.5% to €3.588 billion thanks to net commission income, which represented 46.1% of net banking income at end-2017 and was up 7.4%, while the net interest margin and other components of NBI decreased by 1.3%.

General operating expenses rose by 1.1% to €2.296 billion (€2.272 billion in 2016) and included a €6 million higher contribution to the SRF.

Net additions to/reversals from provisions for loan losses totaled €189 million compared to €164 million in 2016, with a collective provision of €15 million versus a reversal (income) of €12 million in 2016. Net additions to/reversals from provisions for loan losses on an individual basis fell slightly to €174 million compared to €176 million at the end of 2016.

Income before tax was €1.231 billion compared to €1.204 billion a year earlier, up 2.2%.

The branch network

The branch network has 5,043,856 customers (+1.9% from December 2016).

Customer deposits totaled €110 billion at December 31, 2017, up 4.8% thanks to an increase in current accounts (+15.0%), passbook accounts (+9.2%) and home savings accounts (+7.4%).

Net customer loans outstanding grew by 5.1% to €117.5 billion at December 31, 2017.
Equipment loans increased by 8.7% and home loans by 4.4%.

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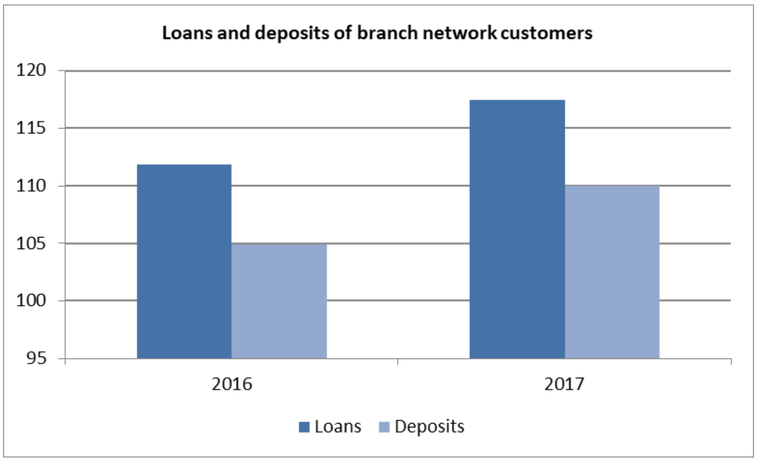

Savings rose to €59.1 billion compared to €56.8 billion at end-December 2016 with an increase in securities held in custody (+13.1%), life insurance products (+2.1%) and employee savings plans (+9.2%).

Insurance, a key growth driver

The insurance business continued to grow, with 5,095,311 property and casualty insurance policies taken out, increasing the portfolio by 6.4%.

Service activities rose by:

- 10.6% in remote banking with 2,472,881 contracts,
- 5.0% in mobile phone services (469,891 contracts),
- 8.0% in theft protection (98,670 contracts), and
- 3.9% in electronic payment terminals (139,197 contracts).

Despite low interest rates, the branch network’s net banking income grew by 2.6% to €3.367 billion (compared to €3.283 billion a year earlier), with a 1.0% decrease in the net interest margin and other components of NBI. Commission income increased by 6.6%.

General operating expenses amounted to €2.153 billion (+1.1% from December 31, 2016).

At €181 million, net additions to/reversals from provisions for loan losses rose by €28 million, €27 million of which was related to the increase in the collective provision.

The branch network's income before tax grew by 2.4% to €1.028 billion compared to €1.004 billion in 2016.

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The retail banking support businesses generated net banking income of €221 million at end-2017 compared to €217 million a year earlier and €203 million in income before tax versus €200 million at end-2016. Nearly two-thirds of income before tax consisted of the share of income of the insurance business of the Crédit Mutuel CM11 Group (€134 million), which, in 2017, assumed an expense for its share related to the €28 million corporate surtax.

- Equipment leasing: CM-CIC Bail continued to grow at a rapid pace in 2017. New business increased to €4.2 billion, up 0.6% over 2016. Nearly 113,000 leases were arranged to meet the investment needs of companies, self-employed and independent professionals and individuals. CM-CIC Bail made a €24 million contribution to consolidated income before tax (€36 million in 2016), with a 4.5% increase in commissions paid to the networks[7].
- Real estate leasing: total financial and off-balance sheet outstandings increased by 2.5% during the year to €4.6 billion. CM-CIC Lease's contribution to consolidated income before tax rose from €15 million to €22 million thanks to the increase in the net interest margin. Commissions paid to the networks grew by 5.3%.
- Financing and management of customer receivables: in 2017, the amount of assigned or purchased receivables grew by approximately 1%, driven by the factoring business. CM-CIC Factor's contribution to consolidated net banking income rose from €86 million to €91 million thanks to the €10 million increase in the net interest margin and the contribution to consolidated income before tax rose from €7 million to €15 million.
- Employee savings: at end-2017 assets managed by CM-CIC Epargne Salariale totaled €8.196 billion (+5%) with an all-time high intake of €1.224 billion (+12.4%), a 7.9% increase in new contracts and a 30% rise in payments on new contracts. CM-CIC Epargne Salariale's contribution to consolidated income before tax was €7 million (€6 million in 2016).

Corporate banking

(in € millions)	2017	2016	Change 2017/2016	2016 adjusted*	Change* 2017/2016
Net banking income	354	353	0.3%	372	-4.8%
Operating expenses	(106)	(105)	1.0%	(104)	1.9%
Gross operating income	248	248	0.0%	268	-7.5%
Net additions to/reversals from provisions for loan losses	(19)	(22)	-13.6%	(22)	-13.6%
Income before tax	229	226	1.3%	246	-6.9%

** Reassignment in 2017 of the bank subsidiaries activity, previously classified under corporate banking, to holding company services.

[7] After staggering referral commissions.

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The corporate banking business line provides services to large corporate and institutional customers, taking a comprehensive approach to their requirements. It also supports the corporate networks' work on behalf of their major customers and contributes to the development of international business and the implementation of specialized financing.

Net corporate banking customer loan outstandings stood at €16.4 billion, a 4.3% increase.

Net banking income of €354 million was down 4.8% as a result of negative interest rates and a 6% decrease in commission income.

General operating expenses rose by 1.9% to €106 billion and included a contribution to the SRF that was €2 million higher than the previous year.

Net additions to/reversals from provisions for loan losses totaled €19 million versus €22 million a year earlier, with collective provisions that posted income of €19 million compared to income of €15 million.

Income before tax stood at €229 million, down 6.9% from December 31, 2016.

Capital markets

(in € millions)	2017	2016	Change 2017/2016	2016 adjusted**	Change** 2017/2016
Net banking income	383	397	-3.5%	412	-7.0%
Operating expenses	(212)	(202)	5.0%	(195)	8.7%
Gross operating income	171	195	-12.3%	217	-21.2%
Net additions to/reversals from provisions for loan losses	8	3	n.s.	3	n.s.
Income before tax	179	198	-9.6%	220	-18.6%

** Reassignment in 2017 of the group treasury activity, previously classified under capital markets, to holding company services.

The capital markets division generated net banking income of €383 million, down 7% from 2016.

Most of the profit from commercial transactions is allocated to the account of the entities that monitor customers, as is the case with the other network support businesses.

The 8.7% increase in operating expenses was due in part to a SRF contribution charged to this business line, which was over €7 million more than the previous year.

Income before tax amounted to €179 million versus €220 million a year earlier.

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Private banking

(in € millions)	2017	2016	Change 2017/2016	2016 adjusted***	Change*** 2017/2016
Net banking income	509	512	-0.6%	479	6.3%
Operating expenses	(354)	(367)	-3.5%	(333)	6.3%
Gross operating income	155	145	6.9%	146	6.2%
Net additions to/reversals from provisions for loan losses	(5)	(3)	n.s.	(3)	n.s.
Net gains/losses on assets and affiliates	4	7	n.s.	7	n.s.
Income before tax	154	149	3.4%	150	2.7%

*** Adjustment of the Singapore and Hong Kong private banking activity sold in 2017.

The companies that make up this business line operate both in France through CIC Banque Transatlantique and abroad through the Banque de Luxembourg, Banque CIC Suisse, Banque Transatlantique Luxembourg, Banque Transatlantique Belgium and Banque Transatlantique London subsidiaries and branches.

Private banking deposits held steady at €19 billion (-0.4% compared to December 31, 2016). Outstanding loans totaled €11.6 billion (+2.3%). Customer funds invested in savings products amounted to €93.6 billion (+10.2%).

Net banking income was €509 billion, an increase of 6.3%. The net interest margin and other components of net banking income increased by 6.8% and commission income by 5.7%.
General operating expenses totaled €354 million (+6.3%).
Net additions to/reversals from provisions for loan losses totaled €5 million compared to €3 million the previous year.
Income before tax came to €154 million (€150 million in 2016, including a €10 million capital gain on the sale of a building), an increase of 2.7% before taking into account at December 31, 2017 net profit on divested activities, i.e. +€22 million in 2017 (sale of the Singapore and Hong Kong private banking activities). In 2016, the loss on divested activities was €22 million.
These results do not include those of the CIC Banque Privée branches, which are integrated into the CIC banks to serve mainly the senior executives customer segment. Recurring income before tax of the CIC Private Banking branches remained stable at €94.6 million (-0.7%).

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Private equity

(in € millions)	2017	2016	Change 2017/2016
Net banking income	259	195	32.8%
Operating expenses	(47)	(46)	2.2%
Gross operating income	212	149	42.3%
Net additions to/reversals from provisions for loan losses			
Income before tax	212	149	42.3%

This activity is carried out by CM-CIC Investissement, which has its head office in Paris and offices in Lyon, Nantes, Lille, Bordeaux and Strasbourg, thereby ensuring close ties to customers while gradually entering a phase of international development.

The group's own invested assets totaled €2.3 billion, including €668 million invested in 2017 by all the entities of the private equity division since the beginning of the year. The portfolio consists of nearly 352 non-fund holdings, the vast majority of which are companies that are customers of the group's networks. Funds managed on behalf of third parties totaled €205 million.
The private equity business performed well in 2017, with net banking income of €259 million at December 31, 2017 compared to €195 million in 2016 and income before tax of €212 million versus €149 million a year earlier.

The consolidated financial statements have been audited. The audit report will be issued after finalization of the additional procedures required for publication of the annual financial report.
All financial communications are available at:
https://www.cic.fr/fr/banques/institutionnel/actionnaires-et-investisseurs under the heading "regulated information" and are published by CIC in accordance with the provisions of Article L. 451-1-2 of the French Monetary and Financial Code and Articles 222-1 et seq. of the General Regulation of the French Financial Markets Authority (Autorité des marchés financiers - AMF).

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Key figures

(in € millions)	December 31, 2017	12/31/2016	12/31/2016 adjusted [1]
Business			
Total assets	264,840	269,316	
Customer loans [2]	171,952	166,063	163,599
Customer deposits	144,134	138,772	137,782
Savings under management and custody [3]	200,125	187,833	185,135
Number of property and casualty insurance policies	5,095,311	4,789,913	
Shareholders' equity			
Attributable to owners of the company	15,058	14,055	
Non-controlling interests	65	62	
Total	15,123	14,117	
Employees, year-end [4]	19,898	19,991	
Number of customers [5]	5,043,856	4,952,052	
Private individuals	*4,079,892*	*4,024,576*	
Corporates and self-employed professionals	*963,964*	*927,476*	

Results

Income statement	12/31/2017 [6]	12/31/2016	12/31/2016 adjusted [6]
Net banking income	4,991	4,985	4,952
General operating expenses	(3,103)	(3,071)	(3,037)
Operating income before provisions	1,888	1,914	1,915
Net additions to/reversals from provisions for loan losses	(203)	(185)	(185)
Operating income after provisions	1,685	1,729	1,730
Net gains/(losses) on other assets	(3)	12	12
Share of income/(loss) of affiliates	135	136	136
Income before tax	1,817	1,877	1,878
Corporate income tax	(551)	(560)	(560)
Net profit/loss on discontinued operations	22	44	43
Net income	1,288	1,361	1,361
Non-controlling interests	(13)	(9)	(9)
Net income attributable to owners of the company	1,275	1,352	1,352

[1] Excluding the divested Singapore and Hong Kong private banking activity.
[2] Including lease financing.
[3] Month-end outstandings of customers of the operational activities, including financial securities issued.
[4] Full-time equivalent.
[5] Branch network. Adjusted 2016 figures.
[6] The private banking activity in Singapore and Hong Kong was accounted for under IFRS 5. Adjusted 2016 figures.

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Methodology notes

1/ Breakdown of 2016 adjusted net banking income from retail banking: Due to the adjustment of accounting entries for 2016 concerning CM-CIC Bail and previously assigned to the "holding company services" business, the breakdown of the net banking income of the network's subsidiaries was adjusted, with the total amount of net banking income remaining unchanged.

Retail banking *(in € millions)*	2017	2016	2016 adjustments	2016 adjusted	Change 2017/2016	Change* 2017/2016
Net banking income	3,588	3,500	0	3,500	2.5%	2.5%
Of which net interest margin	*1,859*	*1,913*	*(37)*	*1,876*	*-2.8%*	*-0.9%*
Of which commission income	*1,653*	*1,501*	*38*	*1,539*	*10.1%*	*7.4%*
Of which other components of net banking income	*76*	*86*	*-1*	*85*	*-11.6%*	*-10.6%*

** After adjustments.*

2/ Adjusted 2016 results:
Minor changes were made to segment reporting:

- starting at the beginning of 2017 because the group treasury activity (capital markets) was assigned to the "holding company services" activity;
- starting in the third quarter of 2017 because the bank subsidiaries activity (corporate banking) was assigned to the "holding company services" activity.

Adjusted results are therefore presented for the corporate banking and capital markets segments.

3/ Changes at constant scope are calculated after offsetting, in 2016, the contribution of CIC's private banking activities in Hong Kong and Singapore following the change in the accounting classification method used for these activities at June 30, 2017. In fact, since the announcement of the sale of these activities by CIC to Indosuez Wealth Management, their contribution has been recognized in the financial statements on a line entitled "activities held for sale". The transaction was finalized on Saturday, December 2, 2017.

This information is detailed below for the various interim income statement balances:

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(in € millions)	2017	2016	2016 Chg. in scp. to be offset	2016 adjusted*	Change 2017/2016	Change* 2017/2016
Net banking income	4,991	4,985	33	4,952	0.1%	0.8%
Operating expenses	(3,103)	(3,071)	(34)	(3,037)	1.0%	2.2%
Gross operating income	1,888	1,914	(1)	1,915	-1.4%	-1.4%
Net additions to/reversals from provisions for loan losses	(203)	(185)	0	(185)	9.7%	9.7%
Net gains/losses on assets and affiliates	132	148	0	148	-10.8%	-10.8%
Income before tax	1,817	1,877	(1)	1,878	-3.2%	-3.2%
Corporate income tax	(551)	(560)	0	(560)	-1.6%	-1.6%
Net profit/loss on divested activities	22	44	1	43	-50.0%	-48.8%
Net income	1,288	1,361	0	1,361	-5.4%	-5.4%
Net income attributable to owners of the company	1,275	1,352	0	1,352	-5.7%	-5.7%

** Please refer to the preliminary note above for details about the change at constant scope.*

And for customer outstandings:

(in € millions)	2017	2016	2016 Chg. in scp. to be offset	2016 adjusted*	Change 2017/2016 gross	Change 1H17/1H16 at con. scope
Loans and receivables due from customers	171,952	166,063	2,464	163,599	3.5%	5.1%
Amounts due to customers	144,134	138,772	990	137,782	3.9%	4.6%
Funds invested in savings products for customers of the operational activities	200,125	187,833	2,698	185,135	6.5%	8.1%

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Alternative performance indicators – Article 223-1 of the General Regulation of the Autorité des Marchés Financiers (French financial markets authority - AMF)

Name	Definition / calculation method	For ratios, justification of use
Cost/income ratio	Ratio calculated using consolidated income statement items: ratio of general operating expenses (sum of items "general operating expenses" and "additions to/reversals of depreciation, amortization and provisions on property, plant and equipment and intangible assets" of the consolidated income statement) to "IFRS net banking income"	Measure of the bank's operational efficiency
Net additions to/reversals from provisions for customer loan losses as a percentage of outstanding loans (expressed in % or basis points).	Net additions to/reversals from provisions for customer loan losses from Note 35 to the consolidated financial statements as a percentage of gross outstanding loans at the end of the period (loans and receivables due from customers excluding individual and collective impairment)	Used to assess the risk level as a percentage of balance sheet loan commitments
Net additions to/reversals from provisions for loan losses	"Net additions to/reversals from provisions for loan losses" item of the publishable consolidated income statement;	Measures the risk level
Net additions to/reversals from provisions for loan losses on an individual basis	Total net additions to/reversals from provisions for loan losses excluding collective provisions (see definition in this table)	Measures the risk level on an individual basis
Customer loans	"Loans and receivables due from customers" item on the asset side of the consolidated balance sheet	Measure of customer activity in terms of loans
Customer deposits; bank deposits	"Amounts due to customers" item on the liabilities side of the consolidated balance sheet	Measure of customer activity in terms of balance sheet deposits
Savings; customer funds invested in savings products	Off-balance sheet savings held by our customers or invested in savings products (securities accounts, UCITS, etc.) and life insurance products held by our customers - administrative data	Representative measure of activity in terms of off-balance sheet funds
Operating expenses; general operating expenses; administrative expenses	Sum of lines "general operating expenses" and "additions to/reversals of depreciation, amortization and provisions on property, plant and equipment and intangible assets"	Measures the level of operating expenses
Interest margin; net interest revenue; net interest income	Calculated using consolidated income statement items: Difference between interest received and interest paid:	Representative measure of profitability

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	- interest received = "interest and similar income" item of the publishable consolidated income statement - interest paid = "interest and similar expense" item of the publishable consolidated income statement	
New lending	Amount of new loans released to customers - source administrative data, sum of the individual data of the branch network entities	Measures customer activity in terms of new loans
Collective provisions	Application of IAS 39, which provides for a collective review of loans, in addition to the individual review, and the creation, where applicable, of a corresponding collective provision (IAS 39 §58 to 65 and application guidance §AG 84 to 92)	Measures the level of collective provisions
Net loans/customer deposits ratio	Ratio calculated using consolidated balance sheet items: ratio expressed as a percentage of total customer loans ("loans and receivables due from customers" item on the asset side of the consolidated balance sheet) to customer deposits ("amounts due to customers" item on the liabilities side of the consolidated balance sheet)	Measure of the dependency on external refinancing
Overall non-performing loan coverage ratio	Determined by calculating the ratio of provisions for credit risk (including collective provisions) to the gross outstandings identified as in default within the meaning of the regulations; calculation using Note 8 to the consolidated financial statements: "individual impairment" + "collective impairment" / "individually impaired receivables"	This coverage rate measures the maximum residual risk associated with loans in default ("non-performing loans")

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Alternative performance indicators, reconciliation with the accounts

Net loans/customer deposits ratio		2017	2016
Loans and receivables due from customers	assets	171 952	166 063
Amounts due to customers	liabilities	144 134	138 772
Net loans/customer deposits ratio		119.3%	119.7%

Interest margin		2017	2016
Interest and similar income	income statement	7 955	7 519
Interest and similar expense	income statement	-6 028	-5 418
Interest margin		1 927	2 101

General operating expenses		2017	2016
General operating expenses	Note 33	-2 972	-2 931
Additions to/reversals of depreciation, amortization and provisions on property, plant and equipment and intangible assets	Note 34	-131	-140
General operating expenses		-3 103	-3 071

Cost/income ratio		2017	2016
- General operating expenses	Notes 33 and 34	3 103	3 071
Net banking income	income statement	4 991	4 985
Cost/income ratio		62.2%	61.6%
Of which SRF	Note 33c	68	51

Net additions to/reversals from provisions for customer loan losses		2017	2016
Net additions to/reversals from provisions for customer loan losses calculated on an individual basis		-216	-217
Collective provisions	IAS 39	4	28
Net additions to/reversals from provisions for customer loan losses	Note 35	-212	-189

Overall non-performing loan coverage ratio		2017	2016
- Individual and collective impairment	Note 8	2 589	2 643
Individually impaired receivables	Note 8	5 188	5 289
Overall non-performing loan coverage ratio		49.9%	50.0%