



## FY 2015 Results

29<sup>th</sup> January, 2016

## Disclaimer

The purpose of this presentation is purely informative and the information contained herein is subject to, and must be read in conjunction with, all other publicly available information. In particular, regarding the data provided by third parties, neither CaixaBank, S.A. (“CaixaBank”), nor any of its administrators, directors or employees, is obliged, either explicitly or implicitly, to vouch that these contents are exact, accurate, comprehensive or complete, nor to keep them updated, nor to correct them in the case that any deficiency, error or omission were to be detected. Moreover, in reproducing these contents in any medium, CaixaBank may introduce any changes it deems suitable, may omit partially or completely any of the elements of this document, and in case of any deviation between such a version and this one, assumes no liability for any discrepancy.

This document has at no time been submitted to the Comisión Nacional del Mercado de Valores (CNMV – the Spanish Stock Markets regulatory body) for approval or scrutiny. In all cases its contents are regulated by the Spanish law applicable at time of writing, and it is not addressed to any person or legal entity located in any other jurisdiction. For this reason it may not necessarily comply with the prevailing norms or legal requisites as required in other jurisdictions.

CaixaBank cautions that this presentation might contain forward-looking statements. While these statements represent our judgment and future expectations concerning the development of our business, a number of risks, uncertainties and other important factors could cause actual developments and results to differ materially from our expectations.

Statements as to historical performance, historical share price or financial accretion are not intended to mean that future performance, future share price or future earnings for any period will necessarily match or exceed those of any prior year. Nothing in this presentation should be construed as a profit forecast.

This presentation on no account should be construed as a service of financial analysis or advice, nor does it aim to offer any kind of financial product or service. In particular, it is expressly remarked here that no information herein contained should be taken as a guarantee of future performance or results.

In making this presentation available, CaixaBank gives no advice and makes no recommendation to buy, sell or otherwise deal in CaixaBank shares, or any other securities or investment whatsoever. 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.

Without prejudice to legal requirements, or to any limitations imposed by CaixaBank that may be applicable, permission is hereby expressly refused for any type of use or exploitation of the contents of this presentation, and for any use of the signs, trademarks and logotypes which it contains. This prohibition extends to any kind of reproduction, distribution, transmission to third parties, public communication or conversion into any other medium, for commercial purposes, without the previous express permission of CaixaBank and/or other respective proprietary title holders. Any failure to observe this restriction may constitute a legal offence which may be sanctioned by the prevailing laws in such cases.

In so far as it relates to results from investments, this financial information from CaixaBank Group for FY 2015 has been prepared mainly on the basis of estimates.

## Major progress in market position and financial results

1

### Core income growth and lower provisioning support the bottom line

- NII up 4.8% yoy in line with stated guidance
- Strong fee performance of +10.3% yoy driven by sustained AuM growth
- Recurring *like-for-like* cost reduction of -1.2% yoy as cost synergies feed through
- CoR falls to 73 bps (below 80 bps guidance)
- Net income up 31.4% yoy despite 4Q one-offs

2

### Seizing further market share on competitive strengths

- Market shares
- Payroll deposits +1.82 pp yoy
  - Consumer lending +0.89 pp yoy
  - Mutual funds +2.59 pp yoy
  - L/T savings<sup>1</sup> +1.59 pp yoy
  - New lending growing by 27%<sup>2</sup>
  - Leading the digital banking revolution with launch of mobile-only imaginBank

3

### Risk metrics improving more than expected

- NPLs down by c.25% in 12 months with a steep decline in 4Q
- NPL ratio falls to 7.9% with improvement across all segments
- NPL coverage of 56% above sector average
- High RE disposal activity as 4Q sales break even for the first time

4

### Strong capital position while delivering early on key strategic targets

- Strong CET1 FL ratio at 11.6% within target range (11%-12%)
- SREP disclosure<sup>3</sup> at 9.31% reinforces capital cushion and dividend payment ability
- Disposal of BRS and the BEA/GFI sale agreement leads to early achievement of a key strategic objective

(1) Savings insurance plus pensions plans

(2) Ex CIB, 2015 vs. 2014

(3) Including additional requirements for O-SII from Jan-1st 2016. SREP requirement as of Dec'15: 9.25%

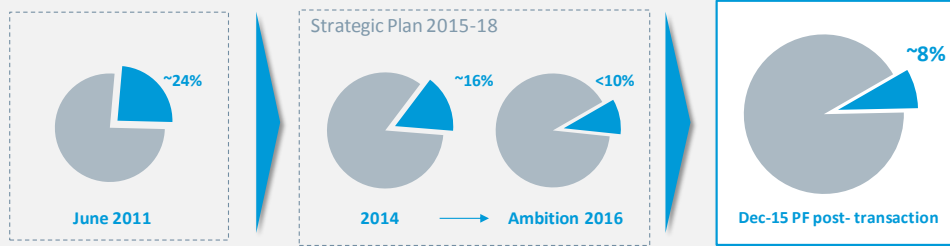
## FY 2015 Results

- **BEA/GFI disposal agreement**
- Commercial activity
- Financial results
- Asset quality
- Liquidity & Solvency
- Final remarks

# Early delivery of a key commitment of the 2015-18 Strategic Plan

## 1. Reduces capital allocated to non-controlled stakes<sup>1</sup>

Capital consumption of minority stakes, % of total



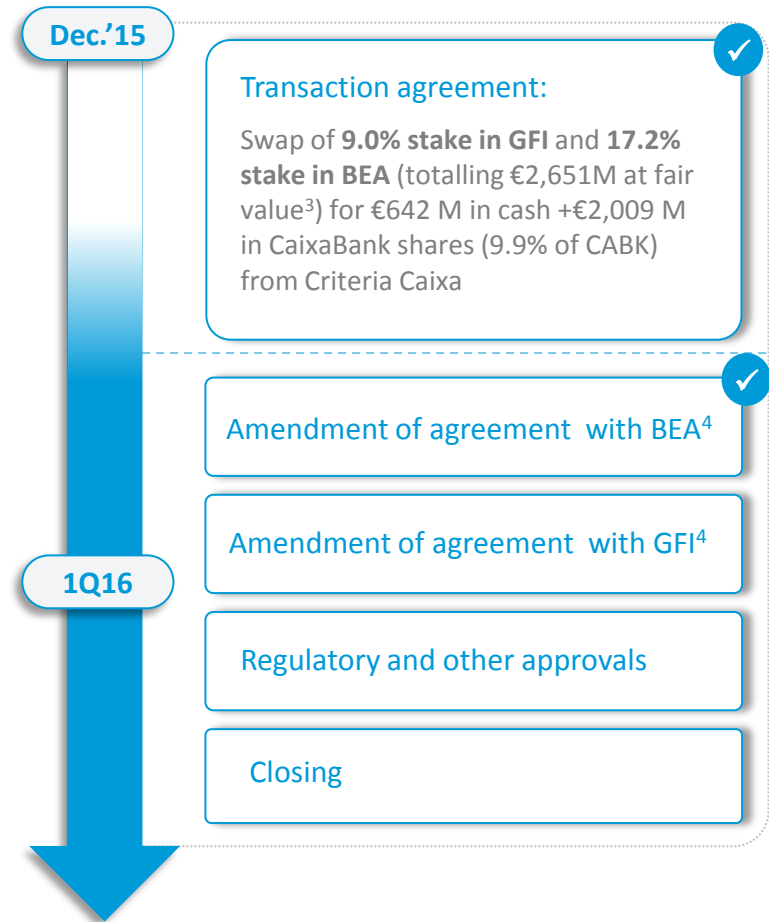
## 2. Achieves a positive financial impact

- TBVPS accretive (+3%)
- EPS neutral from 2016e<sup>2</sup>
- Impact on pro-forma FL solvency metrics neutralised due to regulatory capital release

## 3. Results in a purer-play institution

- Increases exposure to CABK equity story as the leading retail bancassurer in Spain
- Reduces volatility of earnings
- Increases CABK free-float by c. 5 pp

## Expected timeline



(1) Capital allocation defined as the capital consumption of the investment portfolio over total capital charge

(2) Based on BBG consensus as of December 2nd 2015

(3) Fair value established according to 1 month VWAP of GFI, BEA and CABK and 1 month average of daily ECB currency fixings, using 2nd December 2015 as the reference date

(4) Amendment of current agreements related to GFI and BEA in order for Criteria to assume the shareholder role and CaixaBank to continue as banking partner

## FY 2015 Results

- BEA/GFI disposal agreement
- **Commercial activity**
- Financial results
- Asset quality
- Liquidity & Solvency
- Final remarks

# Launch of imaginBank: transforming technological leadership into value

## Opportunity

**4/5** Spaniards have a smart-phone

- Targeted to a new generation of banking clients (millennials)
- Operating exclusively through mobile while leveraging existing infrastructure (i.e. ATMs)
- Low-cost service users receive high-quality service



Spain's 1<sup>st</sup> mobile-only bank



**Bespoke service offering:**

Mobile, Simple, Fast, Low-cost

## Competitive advantages

**Scale**

- The highest penetration amongst the young (~30%)
- Generating customer loyalty and retention

**2.9 M** clients 18-35 yr

**Mobile technology**

- 2.8 M active clients<sup>1</sup>
- Fastest growing channel: +53% CAGR 2012-15
- Ample recognition and awards



**#1** in mobile banking



**Capillarity and technology enable access to niche market opportunities**

(1) Active clients include those with at least one transaction in the last 2 months

# Pushing the limits of the digital frontier to meet evolving customer preferences

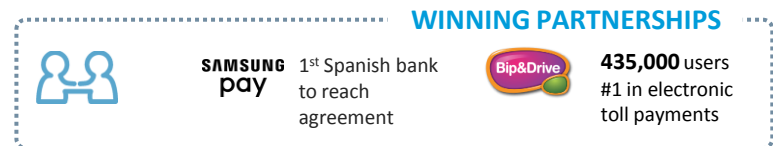
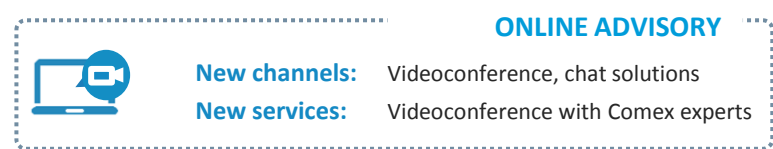
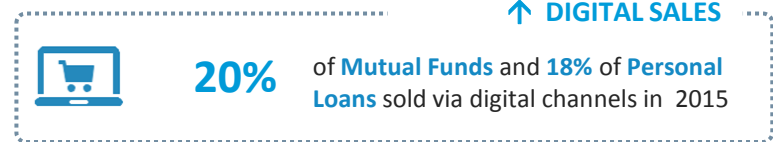
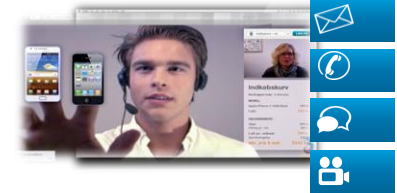
## Improved commercial effectiveness

“ **Leading adopters of mobility solutions** ”



## Enhanced customer experience

“ **Convenience Proximity Innovation** ”

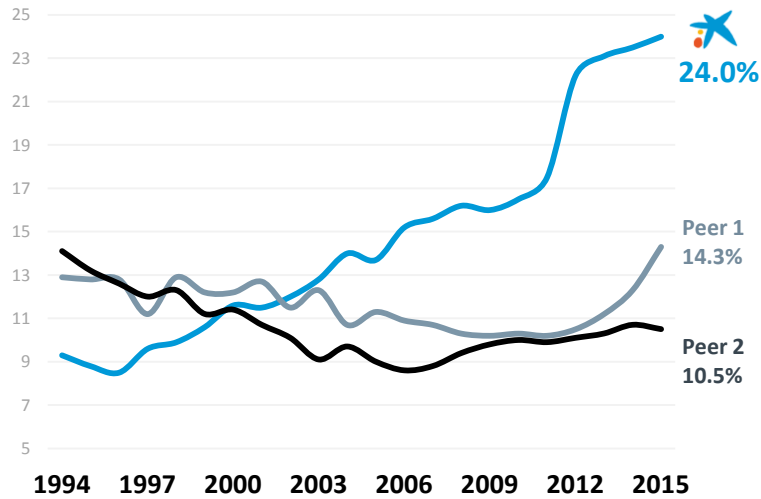




# Undisputed and growing retail market leadership

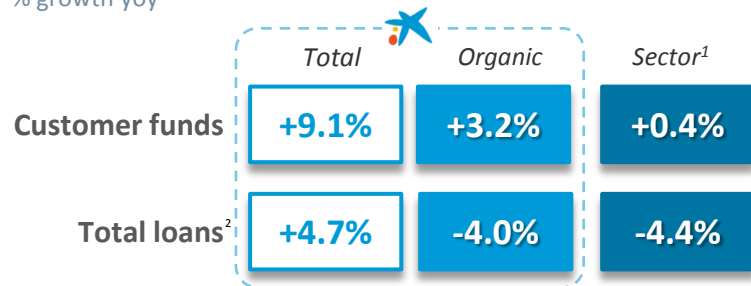
## Primary bank for 1/4 of retail customers in Spain

Market penetration for retail clients (primary bank), in %



## Outpacing the sector in loans and client funds

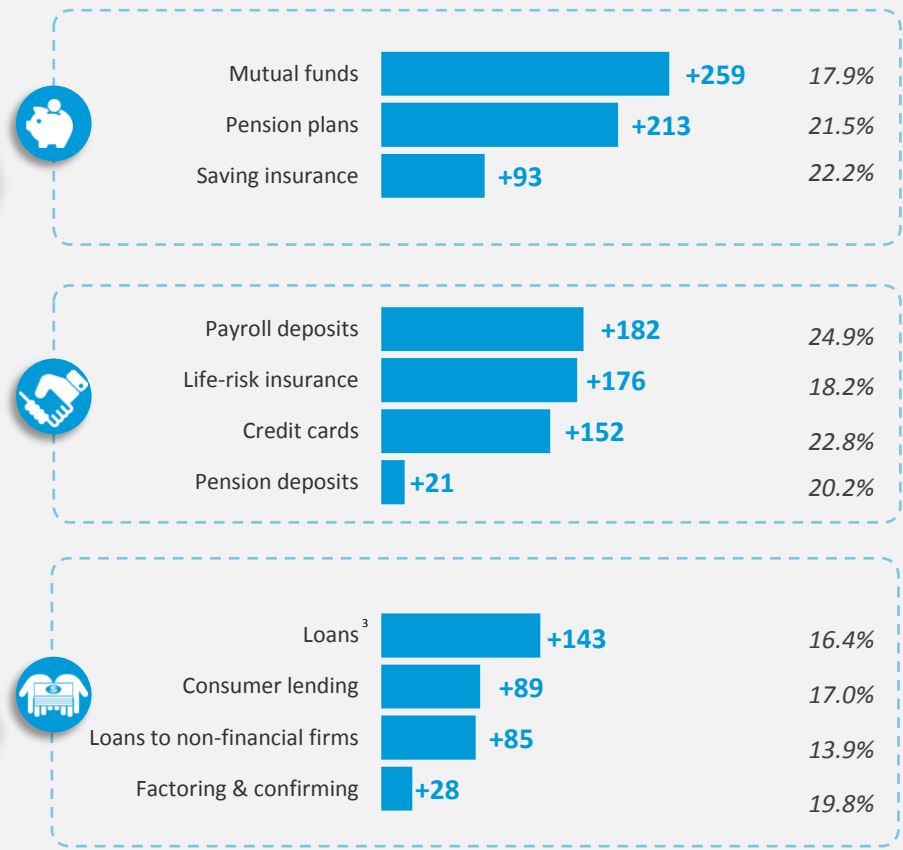
% growth yoy



## Gaining market share in key products

Market share growth yoy for key products, in bps

Market share<sup>4</sup>



(1) % change yoy as of November 2015 (latest available data). Source: CaixaBank Research

(2) Loans to other resident sector and public sector

(3) Loans to other resident sector

(4) In %. Latest available data

## Outstanding asset gathering capabilities

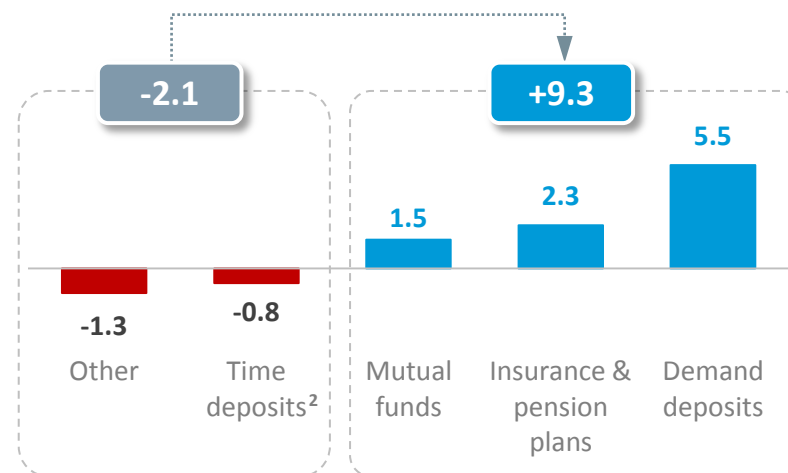
### Customer funds breakdown

In Billion Euros

	31 <sup>st</sup> Dec.	YTD	Organic YTD <sup>1</sup>	qoq
<b>I. Funds on balance sheet</b>	<b>216.8</b>	<b>4.6%</b>	<b>0.4%</b>	<b>2.6%</b>
Demand deposits	116.8	24.9%	16.4%	4.9%
Time deposits <sup>2</sup>	60.9	(19.4%)	(21.0%)	(1.3%)
Subordinated liabilities	3.3	(0.4%)	(0.4%)	(0.1%)
Insurance	34.4	6.7%	6.7%	3.6%
Other funds	1.3	(48.2%)	(53.1%)	(22.7%)
<b>II. Off-balance sheet funds</b>	<b>79.8</b>	<b>23.8%</b>	<b>11.6%</b>	<b>2.1%</b>
Mutual funds <sup>3</sup>	51.3	36.9%	20.2%	3.0%
Pension plans	23.2	16.2%	16.2%	5.0%
Other managed resources <sup>4</sup>	5.3	(25.0%)	(40.6%)	(15.8%)
<b>Total customer funds</b>	<b>296.6</b>	<b>9.1%</b>	<b>3.2%</b>	<b>2.5%</b>

### Steady shift in savings mix toward sight deposits and long-term savings

4Q customer funds change qoq, in Billion Euros



- Customer funds grow +2.5% qoq
- Solid growth in AuM sales (+3.7% qoq) despite another quarter with market volatility
- Demand deposits positively impacted by seasonality
- Move to managed funds and savings insurance to continue in 2016

(1) As if Barclays Spain had been consolidated at 31 December 2014

(2) Includes retail debt securities

(3) This category includes SICAVs and managed portfolios besides mutual funds.

(4) Includes among others a subordinated debt issued by "la Caixa" (currently held by Criteria Caixa) as well as outsourced pension plans and insurance contracts from Barclays

## Loan book close to stabilisation

### Loan-book breakdown

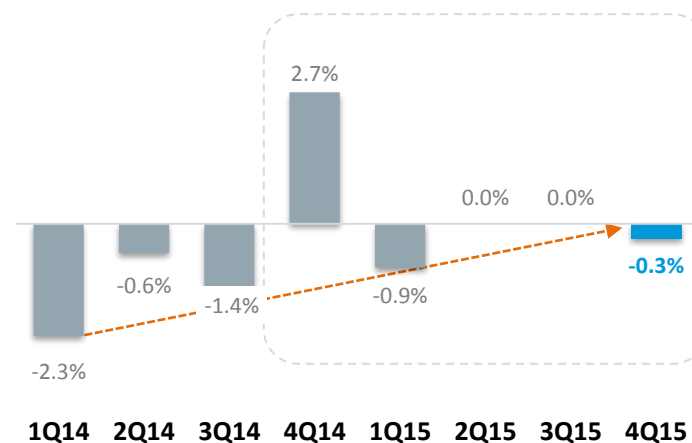
In Billion Euros, gross amounts				
	31 <sup>st</sup> December	YoY	Organic YoY <sup>1</sup>	qoq
<b>I. Loans to individuals</b>	<b>121.0</b>	<b>8.7%</b>	<b>(3.9%)</b>	<b>(1.1%)</b>
Residential mortgages – home purchases	89.4	11.1%	(4.4%)	(1.2%)
Other	31.6	2.2%	(2.3%)	(0.8%)
<b>II. Loans to businesses</b>	<b>71.6</b>	<b>(0.9%)</b>	<b>(5.1%)</b>	<b>(0.6%)</b>
Corporates and SMEs	59.9	5.4%	1.0%	1.3%
Real Estate developers	9.8	(30.2%)	(33.6%)	(10.9%)
Criteria Caixa <sup>2</sup>	2.0	38.4%	38.4%	0.0%
<b>Loans to individuals &amp; businesses</b>	<b>192.6</b>	<b>4.9%</b>	<b>(4.3%)</b>	<b>(0.9%)</b>
<b>III. Public sector</b>	<b>13.8</b>	<b>1.8%</b>	<b>1.3%</b>	<b>(5.4%)</b>
<b>Total loans</b>	<b>206.4</b>	<b>4.7%</b>	<b>(4.0%)</b>	<b>(1.2%)</b>
<b>Performing loans (ex RE)</b>	<b>184.3</b>	<b>7.7%</b>	<b>(1.2%)</b>	<b>(0.3%)</b>

(1) As if Barclays Spain had been consolidated at 31 December 2014

(2) Increase yoy related to CRI prepayment of €3bn of sub-debt in 3Q15

### Deleveraging tapering off

Performing loans ex RE seasonally adjusted, % change qoq



- Deleveraging (-1.2% qoq) concentrated in RE developers (-10.9% qoq) and impacted by a large NPL portfolio sale in the quarter
- Positive dynamics in Corporate & SME segment aided by seasonality in 4Q (+1.3% qoq vs. +0.1% in 3Q)
- New loan production ex CIB up 27% (2015 vs. 2014)

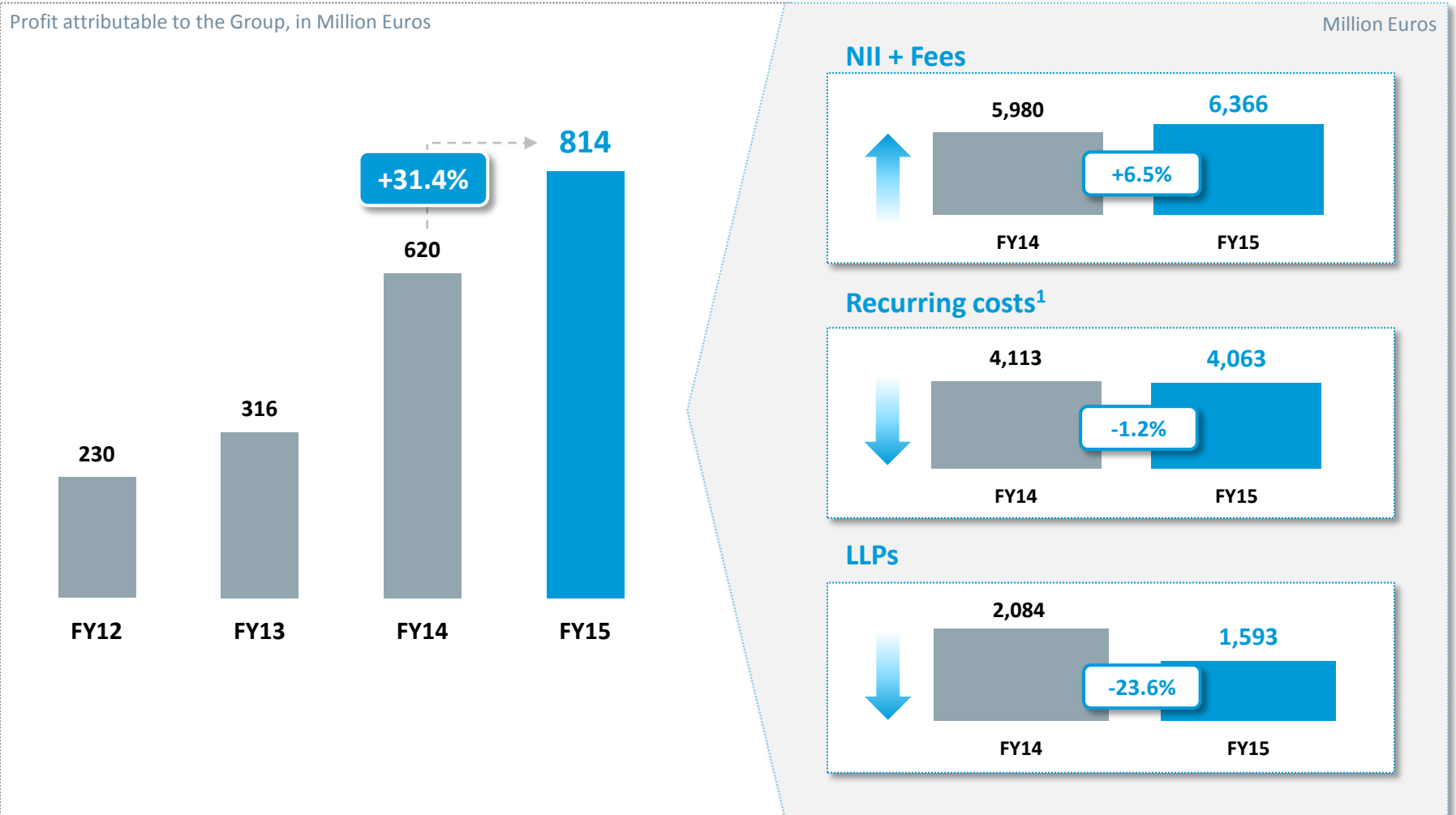
## FY 2015 Results

- BEA/GFI disposal agreement
- Commercial activity
- **Financial results**
- Asset quality
- Liquidity & Solvency
- Final remarks

## Trend towards normalisation continues

### Gradual bottom line improvement

...supported by core revenues, cost discipline and CoR improvement



(1) Recurring costs on a like-for-like basis (including recurring costs reported by Barclays Spain in FY14)

## Solid operating performance partly offset by 4Q one-offs

### Consolidated income statement<sup>1</sup>

In Million Euros	FY15	FY14	yoy (%)	qoq (%)
<b>Net interest income</b>	<b>4,353</b>	<b>4,155</b>	<b>4.8</b>	<b>0.7</b>
Net fees and commissions	2,013	1,825	10.3	(1.7)
Income from investments & associates	578	491	17.7	
Gains on financial assets & exchange rate dif.	867	640	35.5	128.8
Other operating income & exp.	(85)	(171)	(50.4)	
<b>Gross income</b>	<b>7,726</b>	<b>6,940</b>	<b>11.3</b>	<b>(19.5)</b>
Recurring expenses	(4,063)	(3,773)	7.7	(1.5)
Extraordinary operating expenses	(543)	0		
<b>Pre-impairment income</b>	<b>3,120</b>	<b>3,167</b>	<b>(1.5)</b>	<b>(44.0)</b>
Impairment losses & others	(2,516)	(2,579)	(2.4)	133.4
Gains/losses on assets disposals & others <sup>2</sup>	34	(386)	(109.0)	
<b>Pre-tax income</b>	<b>638</b>	<b>202</b>	<b>215.6</b>	
Income tax	181	418		
<b>Profit for the period</b>	<b>819</b>	<b>620</b>	<b>31.7</b>	
Minority interests	5	0		
<b>Profit attributable to the Group</b>	<b>814</b>	<b>620</b>	<b>31.4</b>	

Note: The 2014 income statement has been restated following the application of IFRIC 21

(1) Barclays Spain consolidated from 1<sup>st</sup> January 2015

(2) 2015 includes, among others, €602M of badwill from the Barclays Spain acquisition (including fair value adjustments of the assets and liabilities of Barclays); €64M of asset impairment due to asset obsolescence associated with the Barclays Spain acquisition; gross profit of €38M from the sales of Boursorama and Self Trade; losses on RE sales and non-recurring charges to provisions for foreclosed assets. 2014 includes, mainly, losses from the sale of foreclosed assets

### Core operating income improvement and falling loan impairments...

- NII growth qoq underpinned by liability re-pricing and cures
- 4Q fees remain high despite market volatility
- Synergies reduce recurring cost base (-1.5% qoq) below target (~€1bn/quarter)
- Another steep decline in loan impairments (-24.7% qoq)

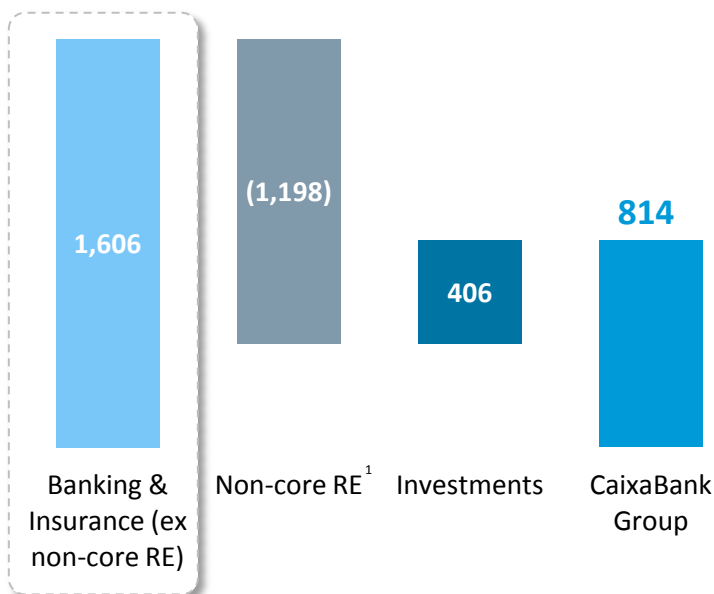
### ... mitigate impacts in the quarter

- DGF/SRF levy (-€278M)
- Lower qoq income from associates driven by REP impairment
- Prudent and proactive provisioning approach (inc. floor contingency) as done with SAREB during the year

## Core banking and insurance RoTE at double digit levels

### Net profit by business segment

In Million Euros



Banking & insurance (ex non-core RE)			
In Million Euros	FY15	3Q15	4Q15 <sup>3</sup>
<b>Net interest income</b>	<b>4,658</b>	<b>1,120</b>	<b>1,121</b>
Net fees	2,011	496	490
Other income	1,099	165	(22)
<b>Gross income</b>	<b>7,768</b>	<b>1,781</b>	<b>1,589</b>
Expenses - recurring	(3,954)	(986)	(967)
Expenses - extraordinary	(543)	(2)	
<b>Pre-impairment income</b>	<b>3,271</b>	<b>793</b>	<b>622</b>
Impairment losses & others	(1,698)	(278)	(551)
Gains/losses on disposals & others	446		29
Income tax & minority interests	(413)	(153)	(16)
<b>Net profit</b>	<b>1,606</b>	<b>362</b>	<b>84</b>
<b>Average own funds, € Billion</b>	<b>18.2</b>		
<b>RoTE<sup>2</sup> (%)</b>	<b>10.1%</b>		

- Core banking RoTE at double digit levels
- Declining losses in RE segment to be a key driver of future profitability
- Contribution of volatile stakes segment to be gradually reduced post BEA/GFI disposals

(1) From 1Q15 the non-core RE segment includes primarily non-core RE developer loans (mainly NPL and substandard) and foreclosed RE assets

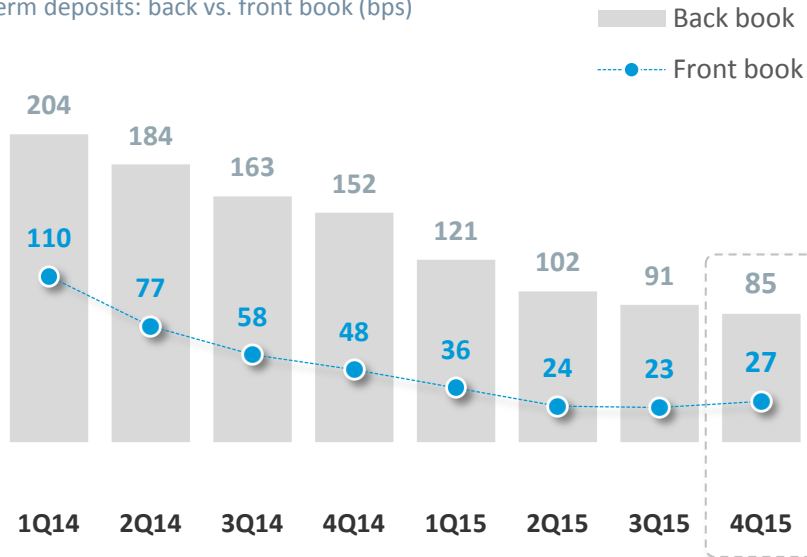
(2) RoTE 2015 for Banking & Insurance Segment excluding one-off impacts related to the Barclays Spain acquisition, such as the badwill or restructuring costs, as well as the cost of the collective dismissal agreement booked in 2Q

(3) qoq evolution impacted by DGF levy and provisions for floor contingency

## Cheaper funding to continue driving down back book yields

### Steady deposit re-pricing to continue in 2016

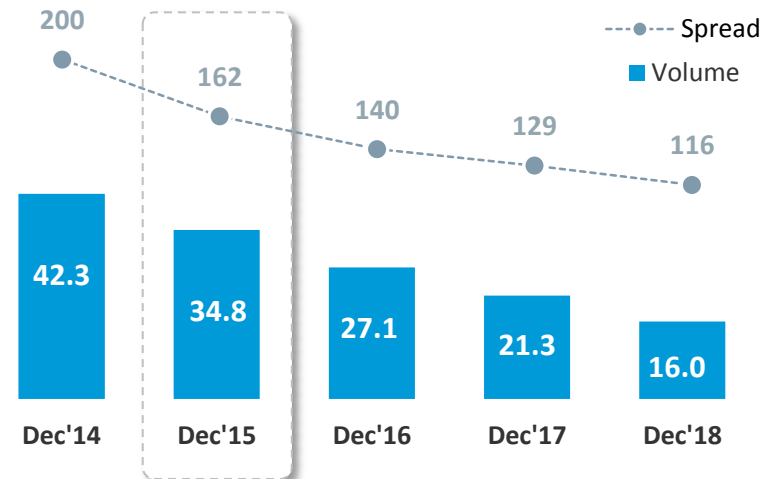
Term deposits: back vs. front book (bps)



- One-off impact on time deposits FB yield related to inflows from redemption of off-balance sheet bond
- Continued shift into sight deposits enables further reduction in cost of customer funds
- €1bn 5y CB issuance on 4<sup>th</sup> Nov. at mid-swap +43 bps

### Wholesale funding improvement to continue

Static wholesale funding back book evolution<sup>1</sup> in € billion and spread over 6M Euribor in bps, as of December 31<sup>st</sup> 2015



Maturities in € billion<sup>1</sup>; spread over 6M Euribor in bps, as of December 31<sup>st</sup> 2015

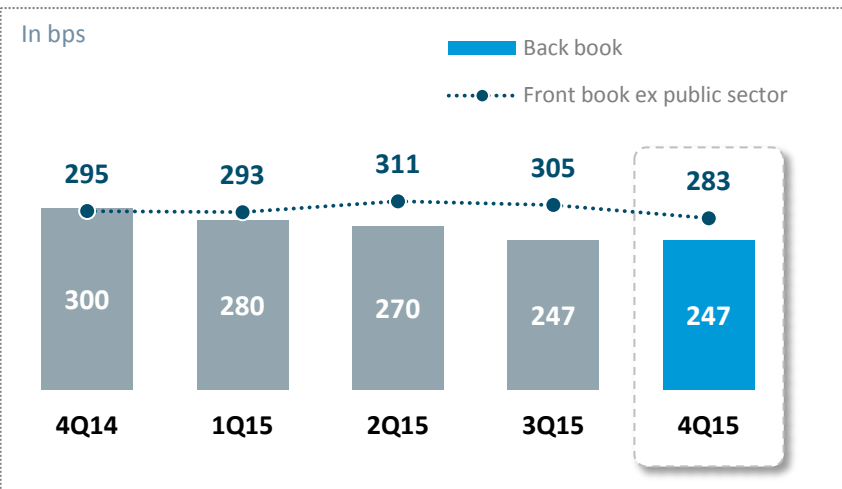
	2016	2017	2018
Amount	€7.7 bn	€5.8 bn	€5.2 bn
Spread	237	181	170

(1) Excludes self-retained bonds. Wholesale funding figures in the Annual Financial Report reflect the Group's funding needs and as such do not include ABS securities and self-retained multi-issuer covered bonds, unlike this Figure, which depicts the impact of wholesale issuances in funding costs



## Back book yield resilience in 4Q

### Loan book yields



### BB yields stable qoq

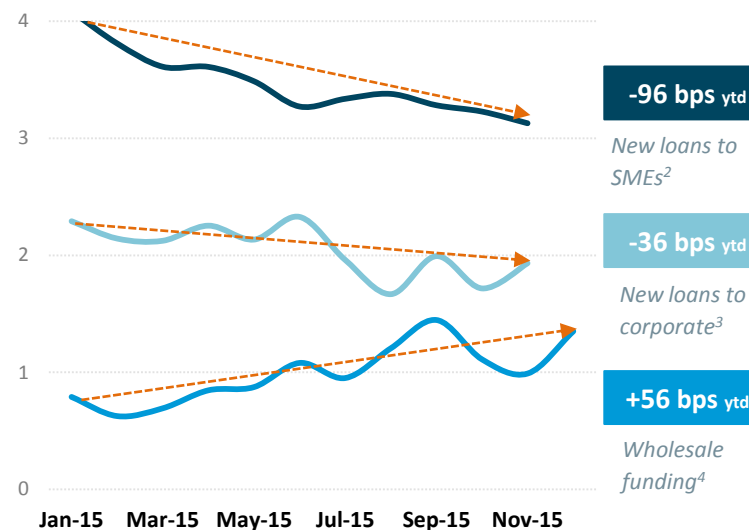
- BB still affected by Euribor re-pricing (-6 bps)
- Additional impact from floor removal (-2 bps)
- FB accretive to the BB, cures and other (+8 bps)

### FB decline driven by:

- Lower index rates
- Change in product mix (lower weight of higher-yielding segments in 4Q) and maturity mix (lower average maturities)
- Still some pressure on spreads

### Widening capital market spreads to reverse tightening in loan market spreads

Cost of banking credit versus wholesale funding in Spain<sup>1</sup>  
New production yields in %, sector data



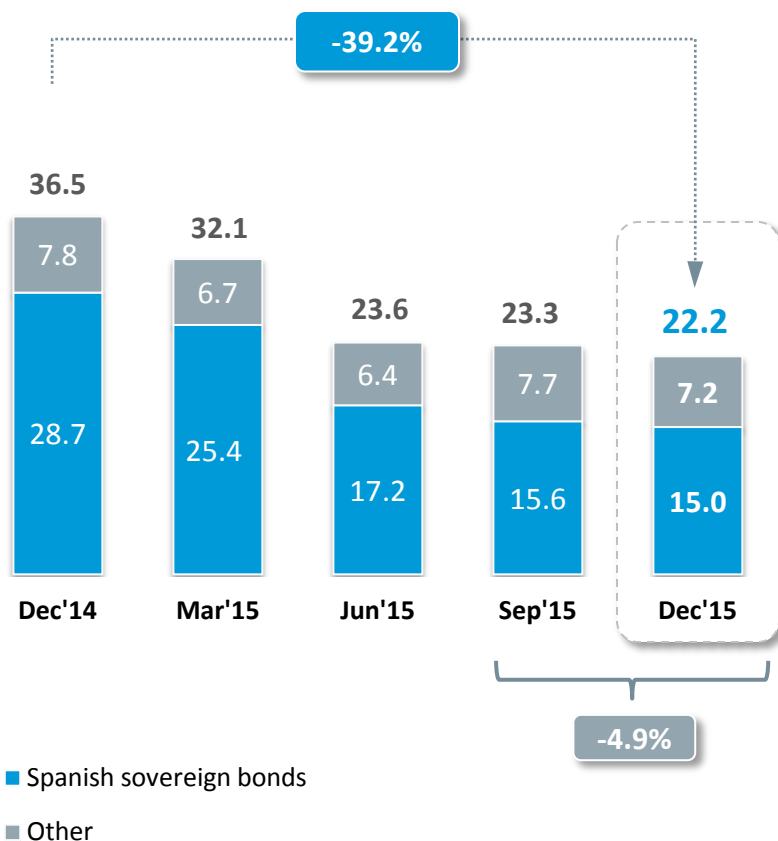
### Emphasising margins over volumes

(1) Source: BoS and Bloomberg  
 (2) Front book yields credit to non-financial corporations for an amount <€1M€  
 (3) Front book yields credit to non-financial corporations for an amount >€1M€  
 (4) CDS Spanish corporations in the index iTraxx Main Europe

## ALCO portfolio impacted by high-yielding maturities

### ALCO fixed income portfolio<sup>1</sup> evolution

In Billion Euros



### Yield and average life

In % and years

	Dec'14	Mar'15	Jun'15	Sep'15	Dec'15
Yield	3.4%	3.4%	3.6%	3.5%	3.1%
Average life	3.1y	3.1y	3.4y	4.2y	4.6y

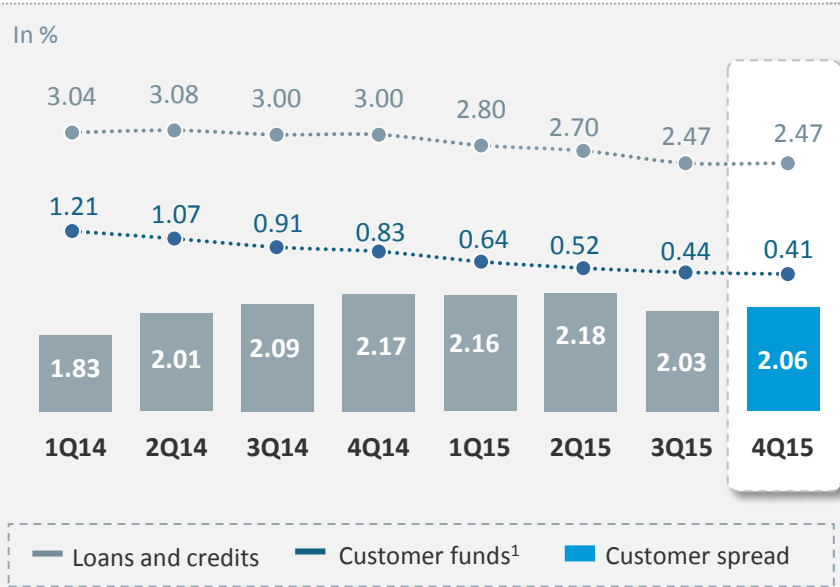
### ALCO book yields down qoq:

- Higher average duration on redemptions of barbell portfolio
- Lower portfolio yields as high-yielding bonds mature

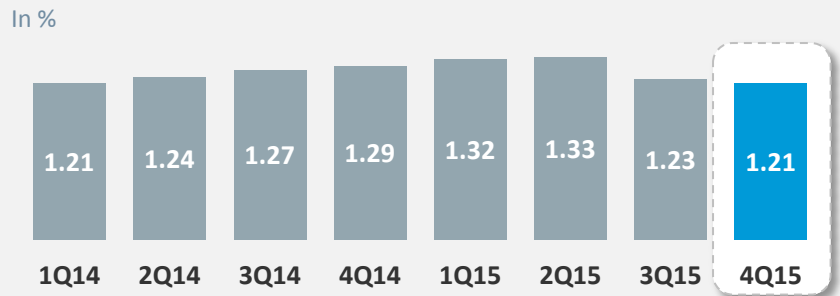
(1) Banking book fixed-income securities portfolio, excluding trading book assets, as of the end of the quarter. As part of its ALCO management CaixaBank holds a portfolio of fixed income investments including, among others, bonds guaranteed by the Kingdom of Spain such as ICO,FADE,FROB and others); ESM bonds; as well as Spanish covered bonds. The sovereign bond portfolio is made up mostly of Spanish and Italian government bonds.

## NII and customer spread improve on loan book resilience

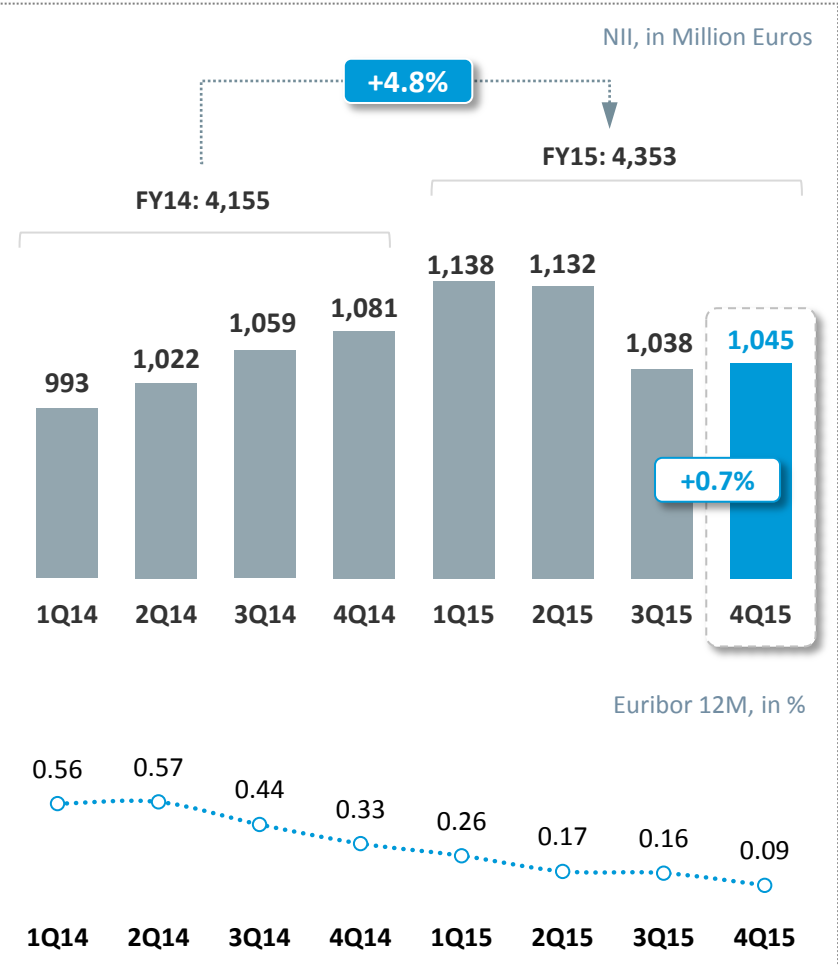
Customer spread widens as funding cost decline continues and loan book yield stays stable



NIM down slightly on a smaller ALCO contribution



NII stable in 4Q despite lower E12M and tail-end of floor removals

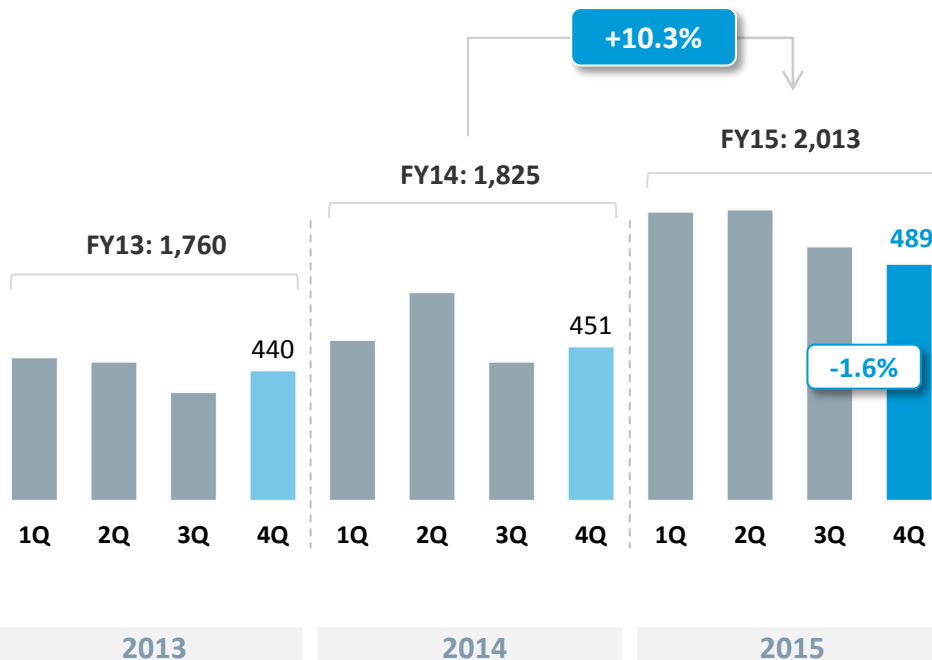


(1) The cost of customer funds reflects the cost of both demand and time deposits, as well as repos with retail clients. Excludes the cost of institutional issuance and subordinated liabilities.

# Solid fee performance in line with upgraded guidance<sup>1</sup>

## Steady yoy build-up of fee income

In Million Euros



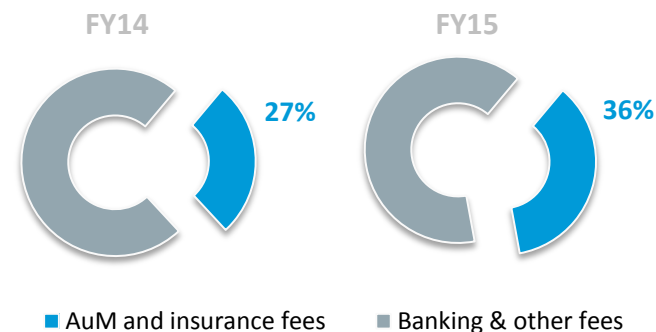
## Increasing contribution of AuM and insurance fees

### Net fees breakdown,

In Million Euros	FY15	yoy (%)	qoq (%)
Banking and other fees	1,288	(2.8)	(5.6)
Mutual funds	423	73.7	(4.6)
Insurance and pension plans	302	17.8	19.8

### AuM<sup>3</sup> and insurance fee contribution to total fees

In % of total



- 4Q fees impacted by lower investment banking activity and market volatility
- Asset management and insurance fees grow yoy with a rising contribution to total fees (+9 pp yoy)
- Fee contribution to core revenues<sup>2</sup> of 32% provides operating hedge in the current low rate environment

(1) Revised upwards from high single digit to low double digit in July 2015

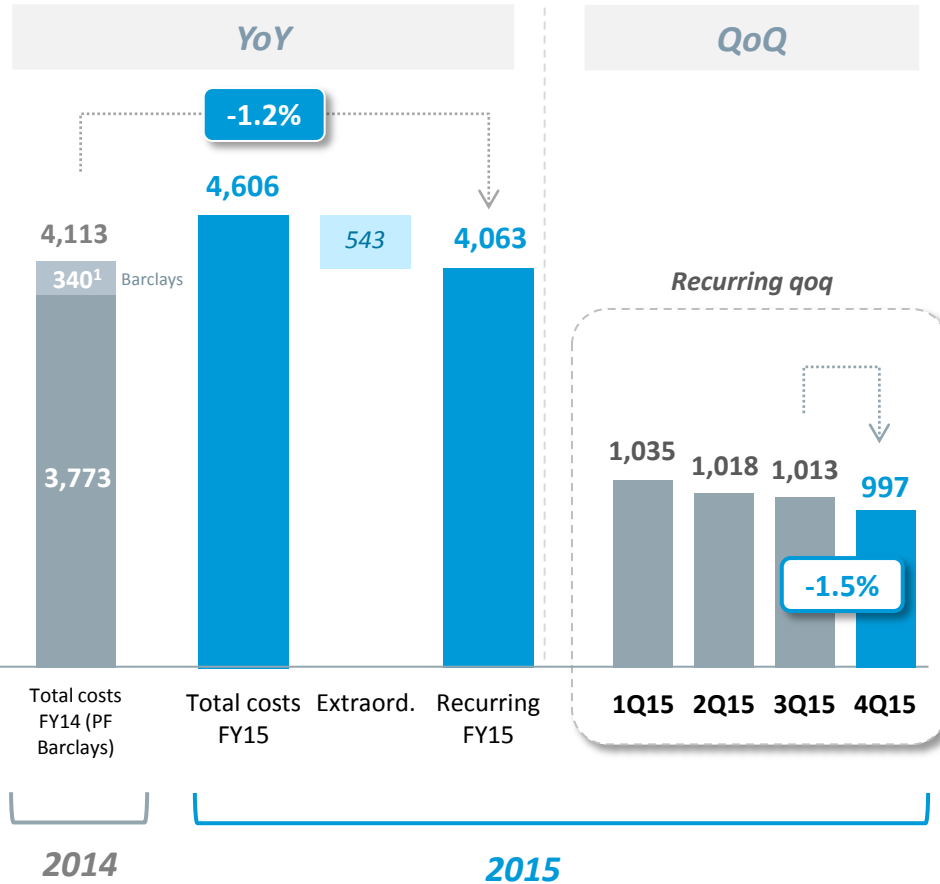
(2) NII+Fees

(3) Mutual funds and pension plans

# Recurring costs decline below stated target of €1 Bn/quarter

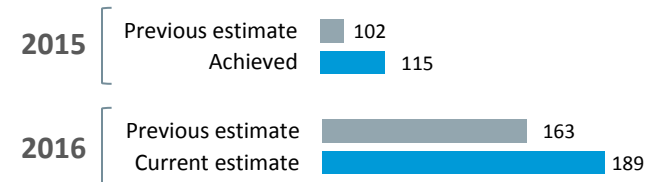
## Operating costs evolution

In Million Euros



## Synergies from Barclays exceed expectations

Synergies from Barclays Spain, in €M

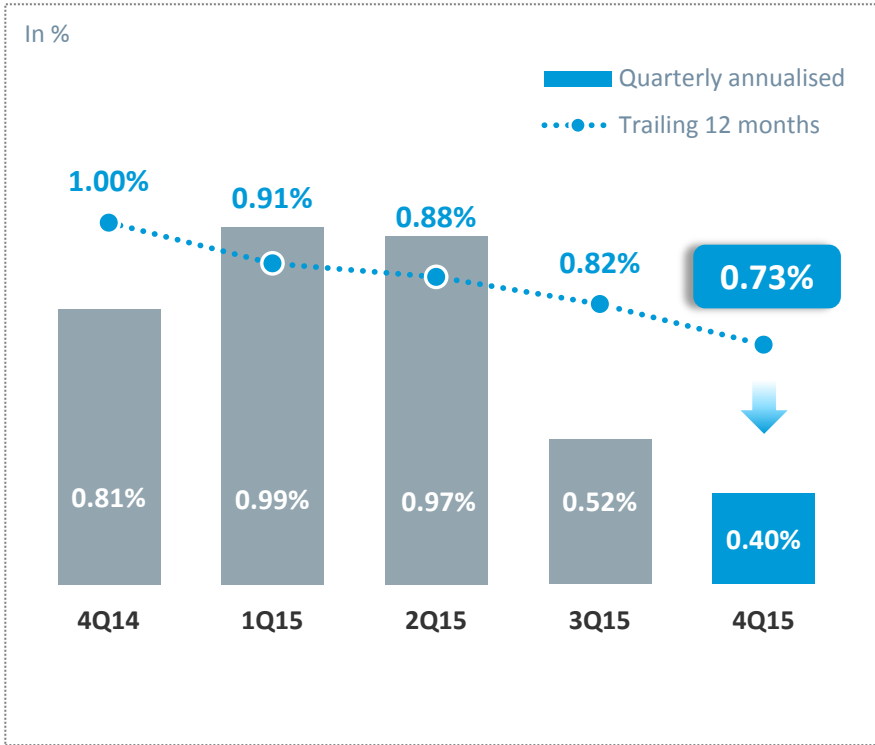


- Achievement of cost synergies higher than expected in 4Q:
  - €45M from Barclays (for a total of €115M in 2015 vs estimate of €102M)
  - Departures from 2Q redundancy scheme
- Recurring cost base expected to fall in 2016 as full impact of cost synergies is reflected
- Early delivery of cost-saving plans supports gradual efficiency improvement (C/I ratio<sup>2</sup> ex extraordinaries at 52.6% vs. 54.4% YE14)

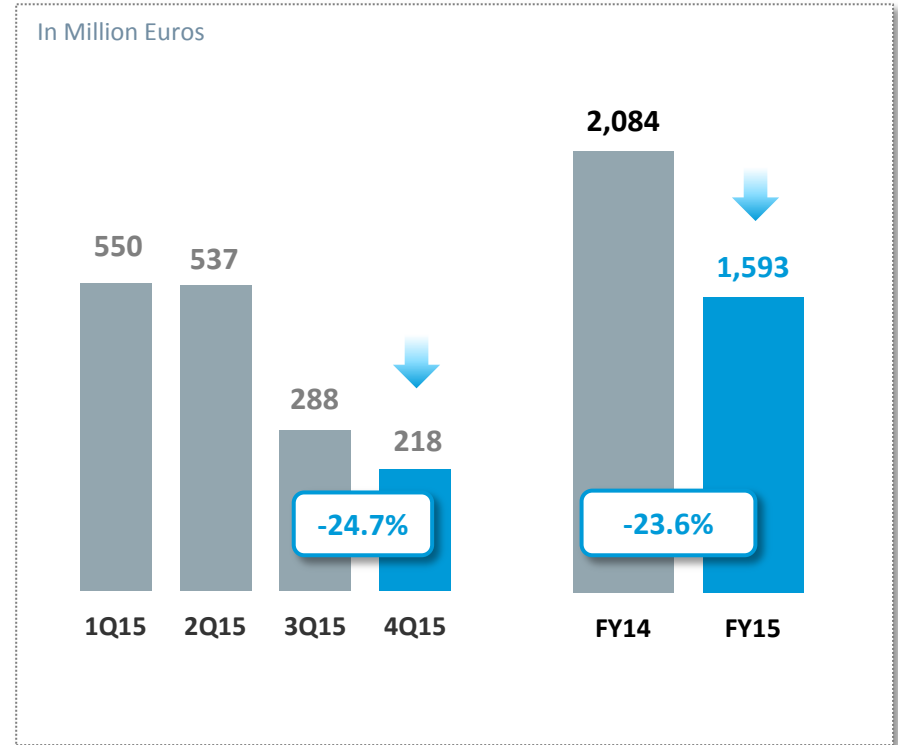
(1) Recurring costs reported by Barclays Bank Spain in FY14  
 (2) Trailing 12 months

## Better than expected step-decline in loan loss provisions

### Cost of Risk<sup>1</sup> reduction gathers pace



### Loan provisioning down 24% yoy



- CoR down 27 bps in the year outpaces guidance of 80 bps
- Positive trend in asset quality supports expectation of further improvement in 2016

(1) Loan-loss provisions over total gross customer loans plus contingent liabilities, as of the end of the period on a trailing 12 months and on an annualised quarterly basis

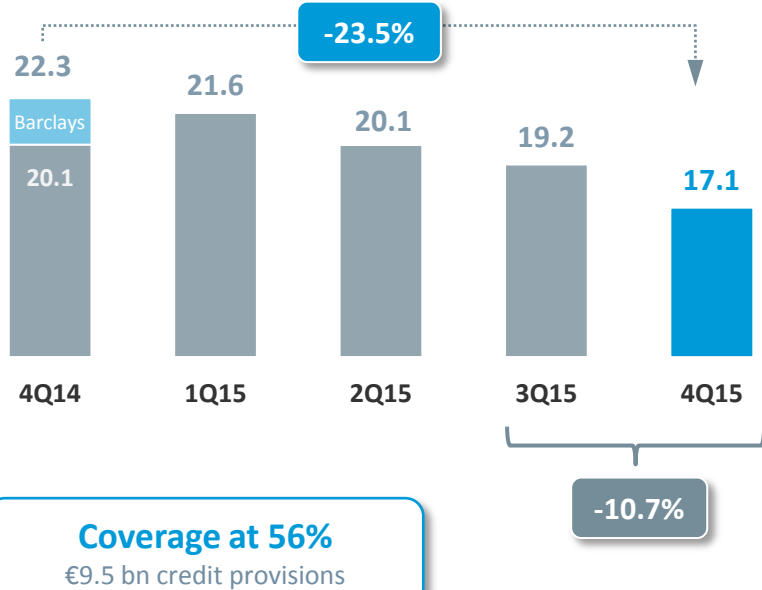
## FY 2015 Results

- BEA/GFI disposal agreement
- Commercial activity
- Financial results
- **Asset quality**
- Liquidity & Solvency
- Final remarks

# NPLs down by c. 25% in 12 months and declining across all segments

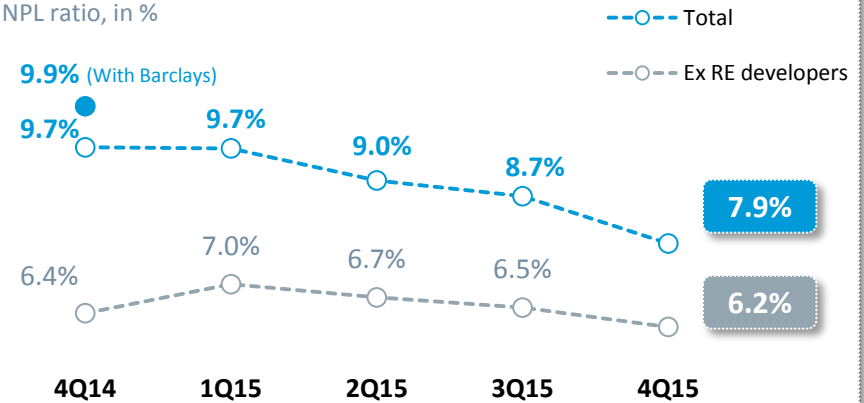
## NPL stock down €2.1bn in the quarter

NPL stock, in Billion Euros



## Falling NPL ratio<sup>1</sup> in all segments

NPL ratio, in %



NPL ratio

	Dec. 14 <sup>3</sup>	Sep. 15	Dec. 15
Individuals	5.1%	5.0%	4.6%
Businesses ex RE	11.8%	11.7%	11.1%
RE developers	55.7%	50.1%	44.1%

- NPL reduction accelerates due to steep decline in inflows and RE developer wind-down<sup>2</sup>
- NPL ratio at 7.9% (lower than expected and falling 202 bps in the year)
- Comfortable NPL coverage ratio level increases to 56% (+1 pp qoq)

(1) NPL ratio is the ratio of NPLs to total gross customer loans and contingent liabilities as of at the end of the period

(2) Including portfolio sale with both NPLs (€629M) and write-offs (€152M) in 4Q

(3) Pro-forma with Barclays Bank Spain

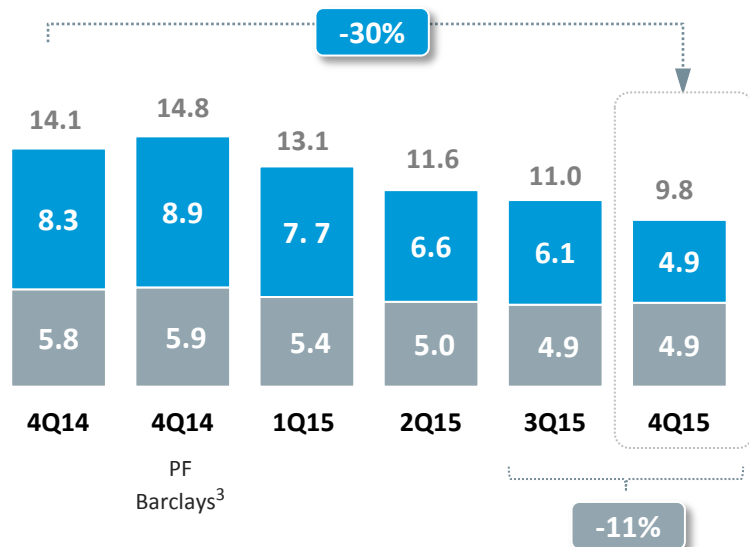


## Continued wind-down of non-core RE assets

### RE developer loans

In Billion Euros, gross amounts

- Gross problematic loans (NPL + substandard)
- Performing



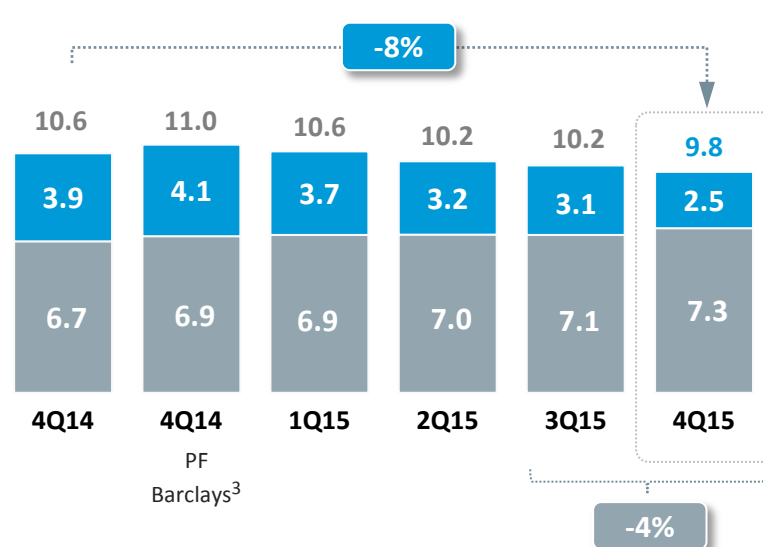
Non-performing loan coverage ratio in %

53%      54%      52%      50%      49%

### Net non-performing RE assets<sup>1</sup>

In Billion Euros, net of provisions

- Net RE developer problematic loans (NPL + substandard)
- Net OREO portfolio



OREO coverage ratio<sup>2</sup>, in %

55%      57%      57%      57%      58%

- RE developer NPLs fall by 30% YTD mainly on foreclosures and portfolio sales<sup>4</sup>
- Performing RE developer loan book stable at ~€5 bn
- Non-performing RE assets reduction gathers pace in 4Q due to higher disposals and provisioning

(1) OREO portfolio and problematic RE developer loans, both net of provisions  
 (2) Loan equivalent coverage ratio, i.e. includes write-downs on conversion to OREO  
 (3) As if Barclays Spain had been consolidated at 31 December 2014  
 (4) Portfolio sale in 4Q including doubtful loans (€629M) and write-offs (€152M)

## Foreclosed RE sales reach break even for the first time

### Net repossessed RE assets stable

Net amount in Million Euros, coverage<sup>1</sup> in %

RE assets from loans for construction and RE development

60%

Finished buildings 2.6

50%

Land 2.0

69%

Buildings under construction 0.4

62%

RE assets from households 1.5

49%

Other repossessed 0.8

52%

Occupancy ratio

Rental 3.0

93%

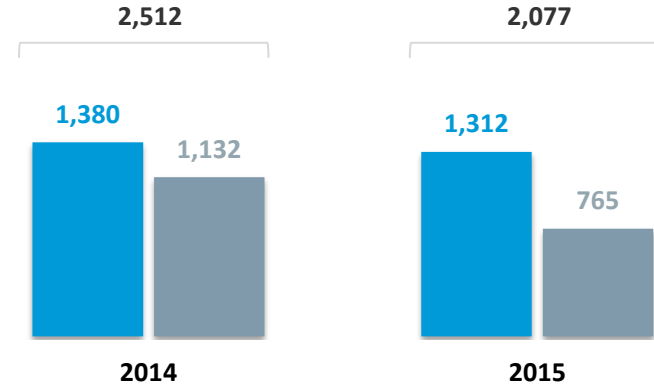
Total RE assets for sale (net): €7.3bn

58%

### Commercial focus on value preservation

Disposals, in €M

■ Sales<sup>2</sup> ■ Rental



Gains/losses at sale as % of price

FY	-17%	-6%
4Q	-15%	+2%
	2014	2015

- Better RE fundamentals drive RE asset sales break-even for the first time in 4Q (+2%)
- Progressive stabilisation of stock and prices shifts focus to value-preservation
- Annual sales (+95% qoq) maintained at high levels c.€1.3 bn
- Rental occupancy ratio at 93%

(1) Loan equivalent coverage ratio, i.e. includes write-downs on conversion to OREO

(2) Revenue of RE sales

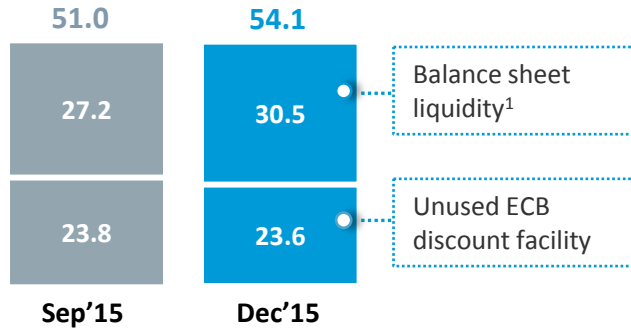
## FY 2015 Results

- BEA/GFI disposal agreement
- Commercial activity
- Financial results
- Asset quality
- **Liquidity & Solvency**
- Final remarks

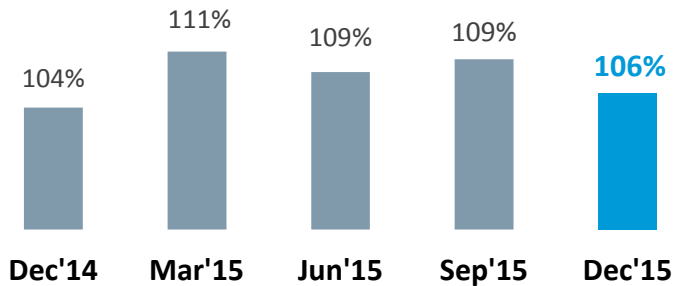
## Comfortable liquidity metrics

### Ample liquidity with comfortable LtD ratios...

Total liquidity, in Billion Euros

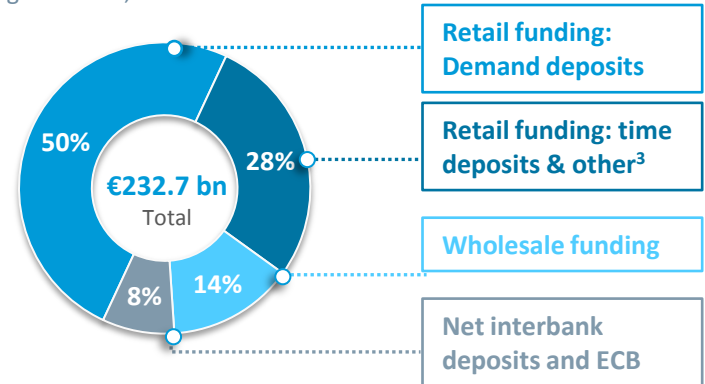


Loan to deposits<sup>2</sup> ratio evolution, in %

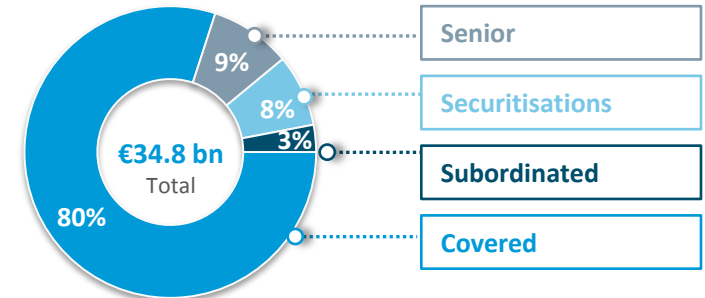


### ... and a stable funding structure

Financing structure, % of total



Wholesale funding<sup>4</sup> by category, Dec'15

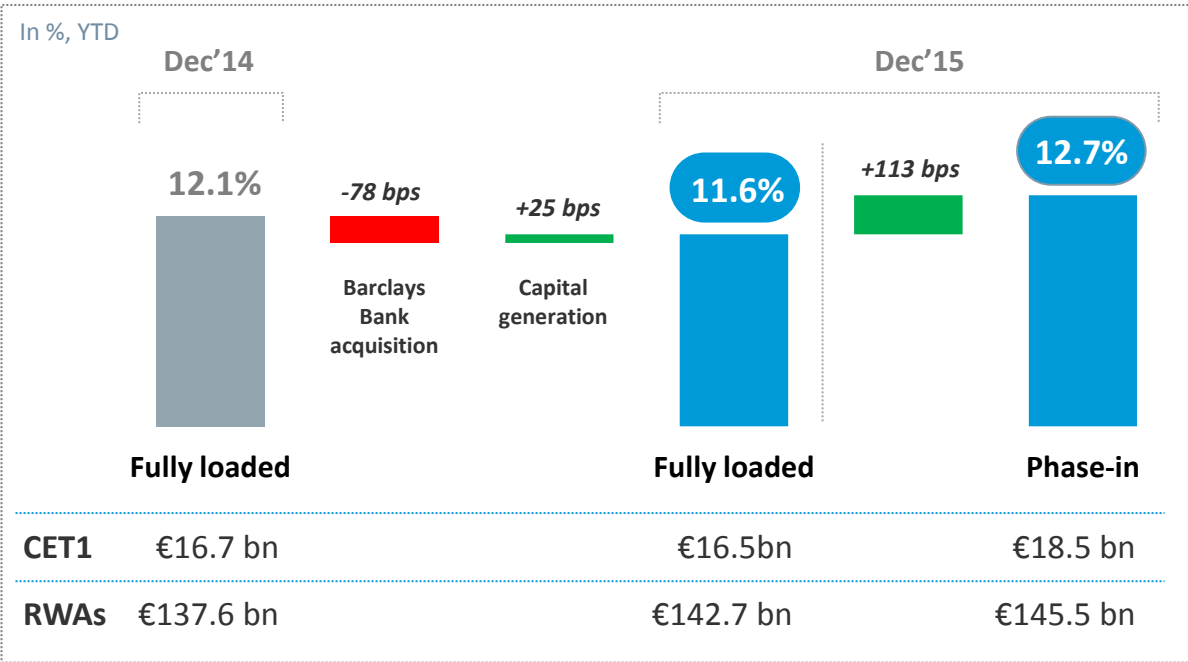


- LCR and NSFR ratios comfortably above target

(1) Balance sheet liquidity: includes cash, interbank deposits, accounts at central banks and unencumbered sovereign bonds  
 (2) Defined as: gross loans net of loan provisions (total loan provisions excluding those corresponding to contingent guarantees) and excluding pass-through funding from multilateral agencies/ retail funds (deposits, retail issuances)  
 (3) Other includes: subordinated and retail debt securities  
 (4) Includes ABS securities and self-retained multi-issuer covered bonds

# Capital ratios remain stable in the quarter

## CET1 ratio evolution



## Capital ratios

In % as of December 31, 2015

	Phase-in	Fully Loaded
<b>Total capital</b>	15.7%	14.7%
<b>Leverage ratio</b>	5.7%	5.2%
<b>CET1</b>	12.7%	11.6%

## CET1 FL stable in 4Q:

- Capital build-up offset by 4Q one offs
- SREP requirement of 9.31%<sup>1</sup> including additional O-SII consideration of 0.0625%
- SREP disclosure reinforces capital cushion and dividend payment capacity
- Strong solvency position results in comfortable CET1 buffer: ~210 bps fully-loaded

(1) Additional O-SII consideration from January 2016. As of Dec'15, SREP requirement of 9.25%

## FY 2015 Results

- BEA/GFI disposal agreement
- Commercial activity
- Financial results
- Asset quality
- Liquidity & Solvency
- **Final remarks**

FY 2015: key takeaways

**1** *Gaining market share*

**25%/+182** bps yoy Payroll deposits  
**18%/+259** bps yoy Mutual funds  
**22%/+159** bps yoy I/t savings



**2** *Tackling the digital challenge*

**4.8M** Active clients digital banking<sup>1</sup>  
**2.8M** Active clients mobile banking<sup>1</sup>



**3** *Building a stronger balance sheet*

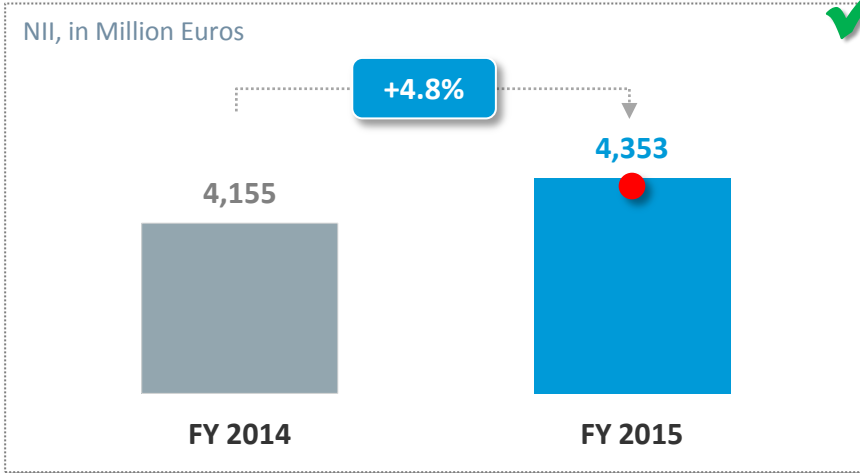
**11.6%** CET1 FL ratio  
**-23%** %Δ YTD in NPLs  
**56%** Coverage ratio NPLs



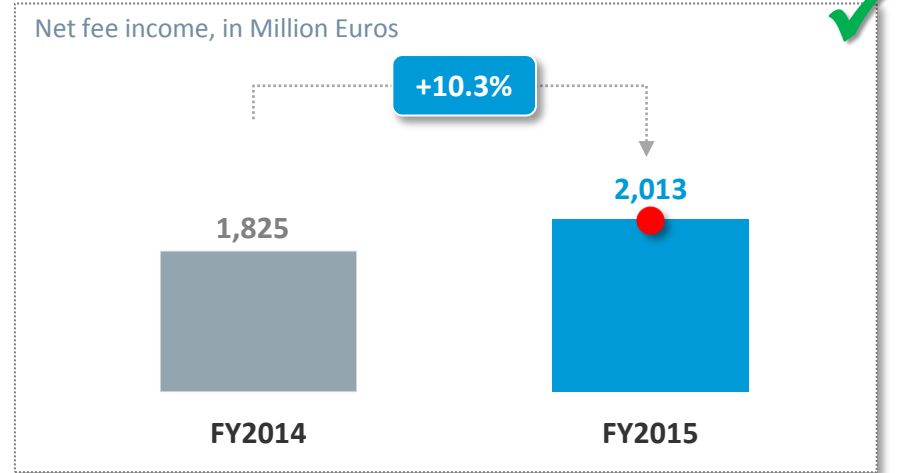
(1) Active clients include those with at least one transaction in the last 2 months

# P&L 2015: delivering on our guidance<sup>1</sup>

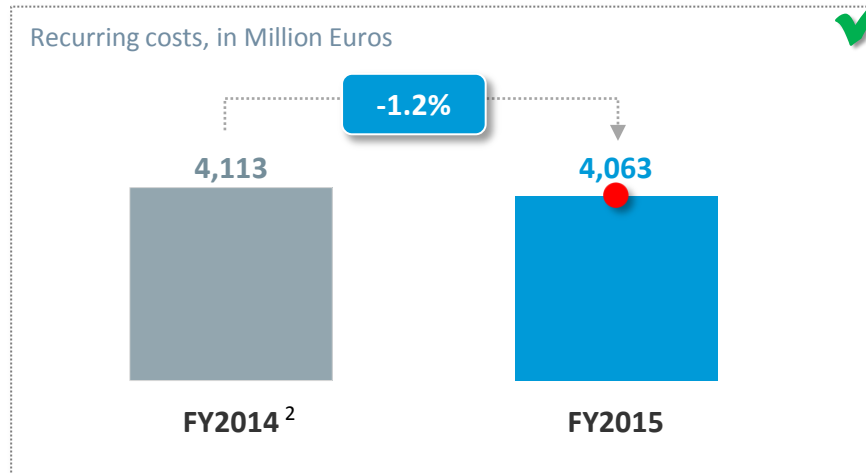
## NII guidance: mid single-digit growth



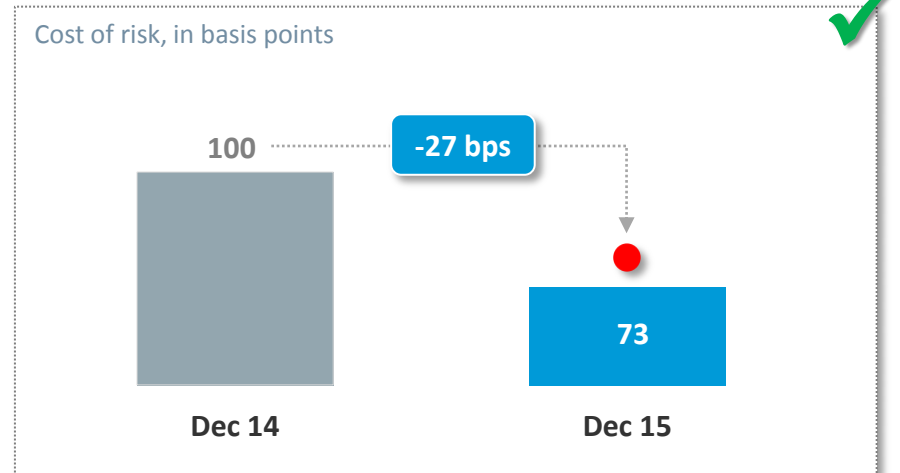
## Net fees guidance: low double-digit growth



## Recurring expenses guidance: Flat



## Cost of Risk guidance: ~80 bps



● Guidance provided.

- (1) Latest guidance provided. NII and fee guidance was updated in the results presentation of 1H15
- (2) PF with Barclays Spain (on a like-for-like basis)



## 2016: Consolidation of the recovery phase





### 2016 Guidance

### Main drivers

<b>NII</b>	<b>(-) Mid single-digit</b>	<ul style="list-style-type: none"> <li>▶ Euribor resets (-)</li> <li>▶ Full impact of floor removal (-)</li> <li>▶ Lower contribution from ALCO portfolio (-)</li> <li>▶ Lower funding costs, institutional and retail (+)</li> </ul>
<b>Fees</b>	<b>(+) Mid single-digit</b>	<ul style="list-style-type: none"> <li>▶ Growth in insurance and managed funds</li> </ul>
<b>Recurring Expenses</b>	<b>Reduction &gt; 1%</b>	<ul style="list-style-type: none"> <li>▶ Full impact of synergies from Barclays</li> <li>▶ Strong focus on operational efficiency</li> <li>▶ Still investing in technology</li> </ul>
<b>Cost of Risk</b>	<b>~50 bps</b>	<ul style="list-style-type: none"> <li>▶ Better macro outlook</li> <li>▶ High level of existing provisioning coverage</li> </ul>

# Appendix

## CaixaBank Credit Ratings

	Long term	Short term	Outlook	Rating of covered bond program
 <b>Moody's Investors Service</b> <sup>(1)</sup>	<b>Baa2</b>	<b>P-2</b>	<b>stable</b>	<b>Aa2</b> <sup>(5)</sup>
 <b>STANDARD &amp; POOR'S</b> <sup>(2)</sup>	<b>BBB</b>	<b>A-2</b>	<b>stable</b>	<b>A+</b> <sup>(6)</sup>
 <b>Fitch Ratings</b> <sup>(3)</sup>	<b>BBB</b>	<b>F2</b>	<b>positive</b>	-
 <b>DBRS</b> <sup>(4)</sup>	<b>A (low)</b>	<b>R-1 (low)</b>	<b>positive</b>	<b>AA (low)</b> <sup>(7)</sup>

(1) As of 17/06/15

(2) As of 06/10/15

(3) As of 25/02/15







(4) As of 20/11/15

(5) As of 18/06/15

(6) As of 13/10/15

(7) As of 20/01/16

## Investment Portfolio

FINANCIAL STAKES		Stake	Consolidated carrying amount <sup>1</sup>	Of which Goodwill <sup>1</sup>	€/Share
		%	€Bn	€Bn	€
BEA		17.24%	2.2	0.6	4.85
BPI		44.10%	0.9	-	1.40
Erste		9.92%	1.2	-	27.13
Inbursa		9.01%	0.9	0.3	1.45
NON-FINANCIAL					
Telefónica		5.01%			
Repsol		12.14%			

(1) Consolidated carrying amount of equity of the different entities, attributable to the CaixaBank Group, net of write-downs. Goodwill, net of write-downs

Data as of December 31, 2015

## Refinanced loans

As of December 31, 2015	Performing		Substandard		NPL		Total	
	€bn	qoq	€bn	qoq	€bn	qoq	€bn	qoq
Individuals	5.4	+8.5%	0.4	-41.0%	2.3	-11.3%	<b>8.1</b>	<b>-2.0%</b>
Businesses (ex-RE) including the self employed	3.7	-1.1%	0.7	-6.5%	3.4	-3.9%	<b>7.8</b>	<b>-2.8%</b>
RE Developers	0.8	+2.1%	0.3	-10.9%	2.0	-15.1%	<b>3.1</b>	<b>-10.7%</b>
Public Sector	1.0	-23.3%	0.1	-41.1%	0.0	+38.9%	<b>1.1</b>	<b>-23.9%</b>
<b>Total</b>	<b>10.9</b>	<b>+1.0%</b>	<b>1.5</b>	<b>-21.9%</b>	<b>7.7</b>	<b>-9.2%</b>	<b>20.1</b>	<b>-5.2%</b>
<b>Of which: Total Non-RE</b>	<b>10.1</b>	<b>+0.9%</b>	<b>1.2</b>	<b>-24.3%</b>	<b>5.7</b>	<b>-6.9%</b>	<b>17.0</b>	<b>-4.1%</b>
Provisions			0.4	-5.3%	3.1	-8.3%	<b>3.5</b>	<b>-8.0%</b>

## Institutional Investors & Analysts

[investors@caixabank.com](mailto:investors@caixabank.com)

+34 93 411 75 03

