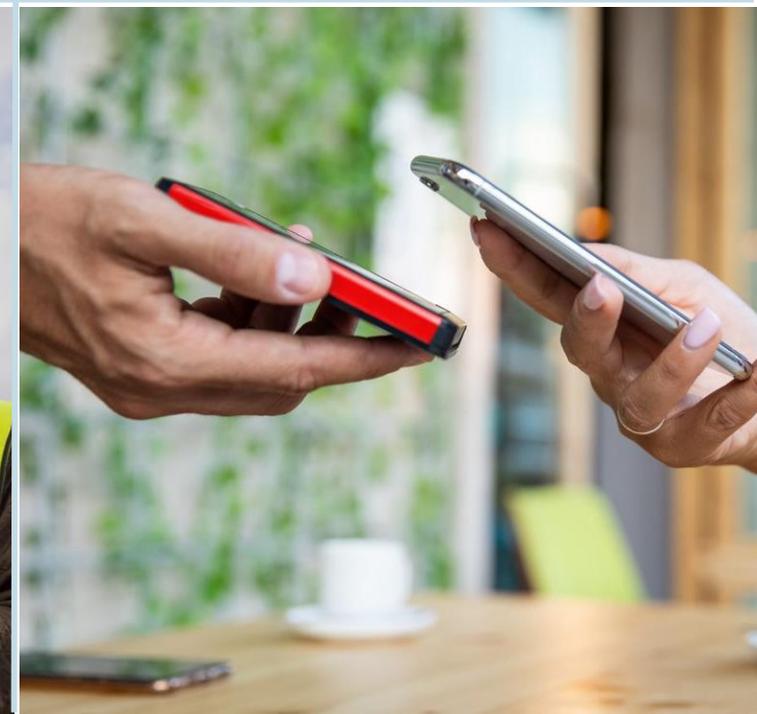


28 April 2021

Q1'21 Earnings Presentation

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 “management adjustment” line and are further detailed in 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, as well as the section “Alternative performance measures” of the annex to the Banco Santander, S.A. (“Santander”) Q1 2021 Financial Report, published as Inside Information on 28 April 2021. These documents are 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

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.

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**Highlights and
Group performance**

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Appendix

Highlights



Growth

- **Net operating income up 15% YoY** driven by **8% revenue growth** (volume up: +2% loans, +8% deposits) and cost control
- **Strong digital adoption: 50%** of sales through digital channels in Q1'21 (41% in Q1'20) and 44 million **digital customers (+15% YoY)**
- We announced the intention to make a cash offer to **repurchase the outstanding shares of Santander México** (c. 8.3%), consistent with the Group's strategy to deploy capital in high growth markets



Profitability

- **Q1'21 attributable profit of EUR 1,608 mn** after recording EUR 530 mn (net of tax) in expected **restructuring charges** for FY21
- **Q1'21 underlying attributable profit of EUR 2,138 mn.** Revenue growth (+8%) with flat costs improved our efficiency ratio to 45%. Additionally, the lowest quarterly LLPs since Q1'20
- **Increased profitability: underlying RoTE of 13.0%** (7.4% FY20); **underlying EPS of EUR 11.6 cents** (EUR 1.4 cents in Q1'20)



Strength

- **Cost of credit¹ improved** to 1.08% vs. 1.28% FY20. Loan-loss reserves stood at EUR 24bn, with a coverage ratio of 74%
- **CET1** ratio of 12.30% with continued organic generation (+28 bps, including -15 bps for shareholder remuneration, equivalent to 40% of Q1'21 underlying profit²)
- **TNAVps:** EUR 3.84 (+2% vs. Q4'20, including the dividend of EUR 2.75 cents per share, already deducted)

Delivered very positive performance in Q1'21

Activity in Q1'21 recovering at different speeds affected by the operating and financial environment



Interest-rates. Monetary policy

Fiscal stimulus programmes

- Low interest rates. Brazil started to raise interest rates in Q1'21
- New sizable fiscal stimulus in the US (relaunched Paycheck Protection Program)
- Guarantee programmes extended

- Negative impact on **NII**
- This stimulus will lead to activity and **revenue** recovery, with better **credit quality** in the US
- Negative impact on **revenue** and support **cost of credit**



Lockdown / restrictive measures

- The UK published a roadmap to exit lockdown from March
- Gradual easing of restrictions in the US
- Lockdowns and restrictive measures introduced in other countries

- Reduced activity slowed **new lending and fee income generation**



Vaccination

Different progress by countries:

- The US and the UK lead among major economies
- EU: slow rollout; plan to accelerate in the next few months
- Brazil and Mexico are slowly accelerating

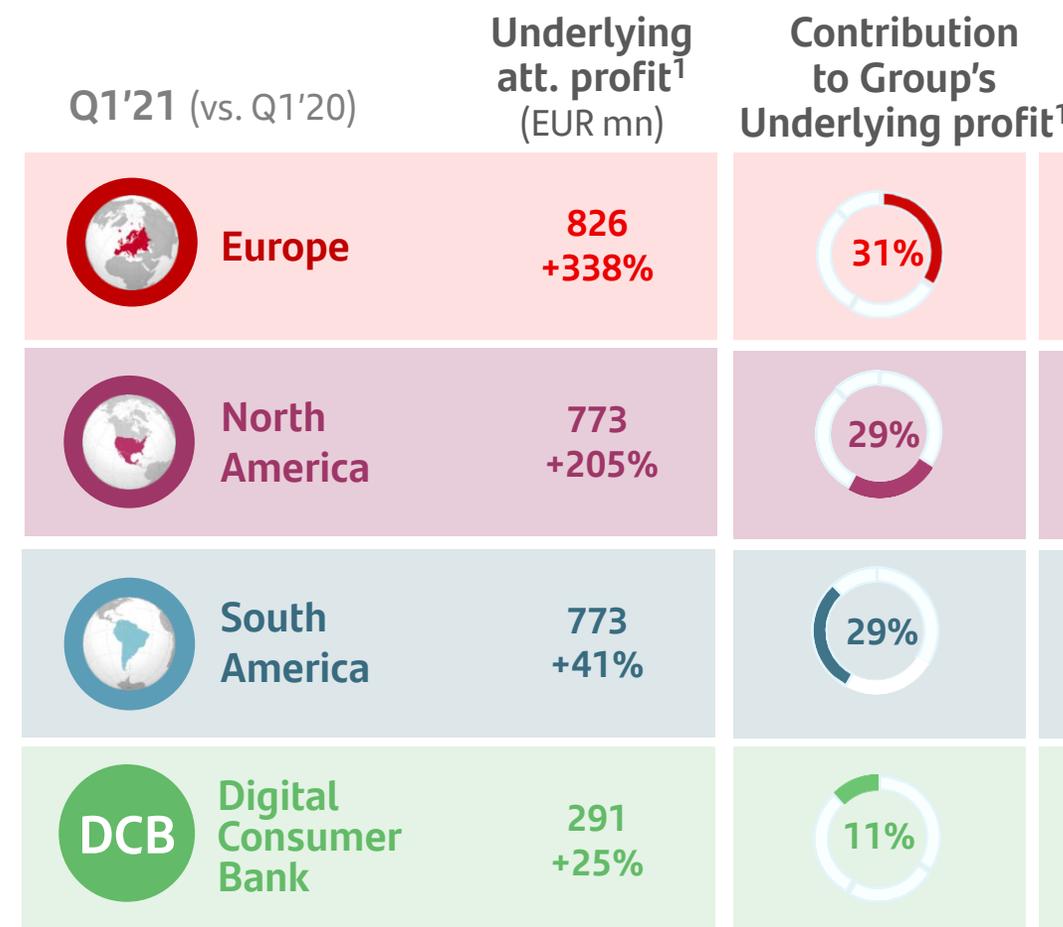
- Recovery of **activity** at different speeds
- Positive impact on **revenue** and **cost of credit**

A light blue world map is centered in the background of the slide. The map shows the outlines of continents and countries. A vertical light blue bar runs through the center of the map, behind the text.

Group Performance

Q1 underlying profit of EUR 2 billion driven by solid net operating income growth (+15%¹ YoY) and lower cost of credit

EUR mn	Q1'21	Q1'20	% change	
			Euros	Constant euros
NII	7,956	8,487	-6	5
Net fee income	2,548	2,853	-11	0
Trading and other income	886	474	87	95
Total income	11,390	11,814	-4	8
Operating expenses	-5,118	-5,577	-8	0
Net operating income	6,272	6,237	1	15
LLPs	-1,992	-3,909	-49	-43
Other results	-467	-372	26	42
Underlying PBT	3,813	1,956	95	133
Underlying att. profit	2,138	377	467	—
Restructuring charges ²	-530	-46	—	—
Attributable profit	1,608	331	386	998



Strong performance in revenue, costs and LLPs in the quarter

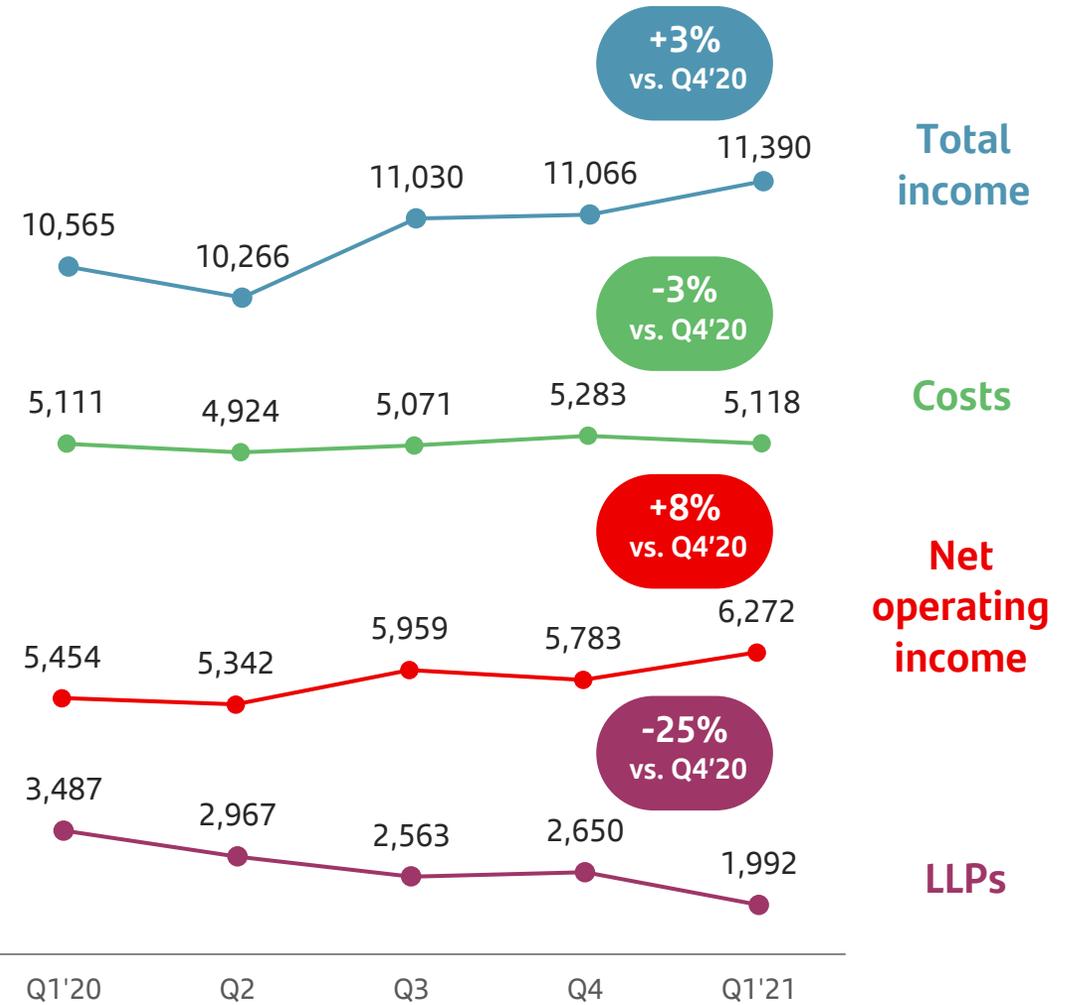
Underlying attributable profit

Constant EUR mn



Underlying attributable profit (EUR mn)

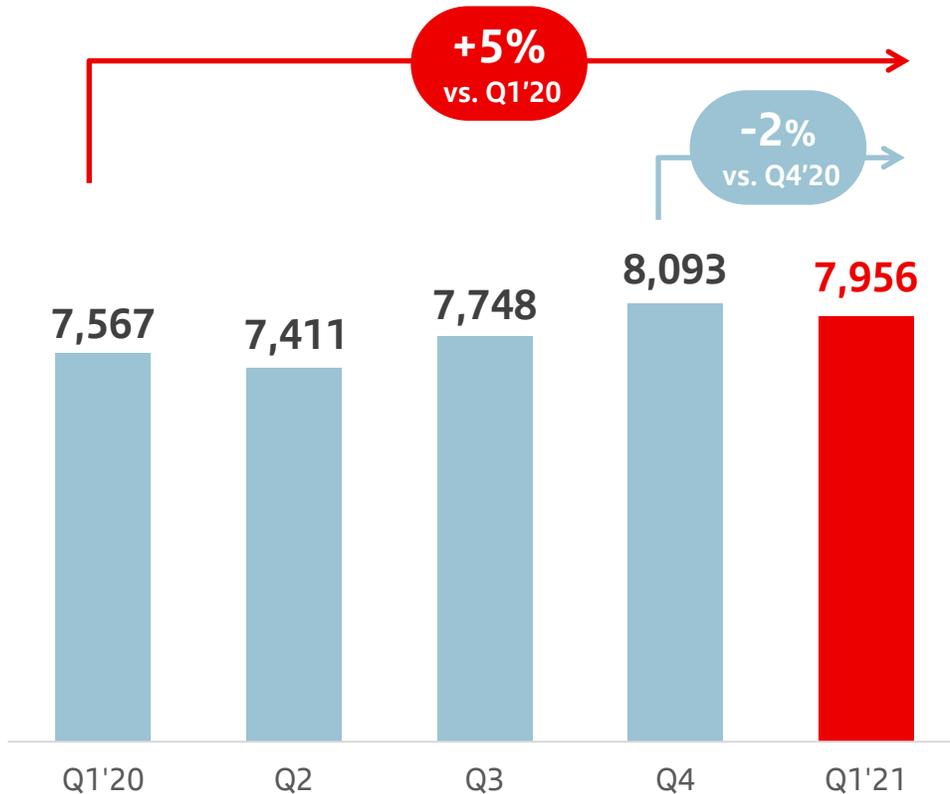
377	1,531	1,750	1,423	2,138
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NII was 5% higher YoY in line with increase in average volumes

Net interest income

Constant EUR mn

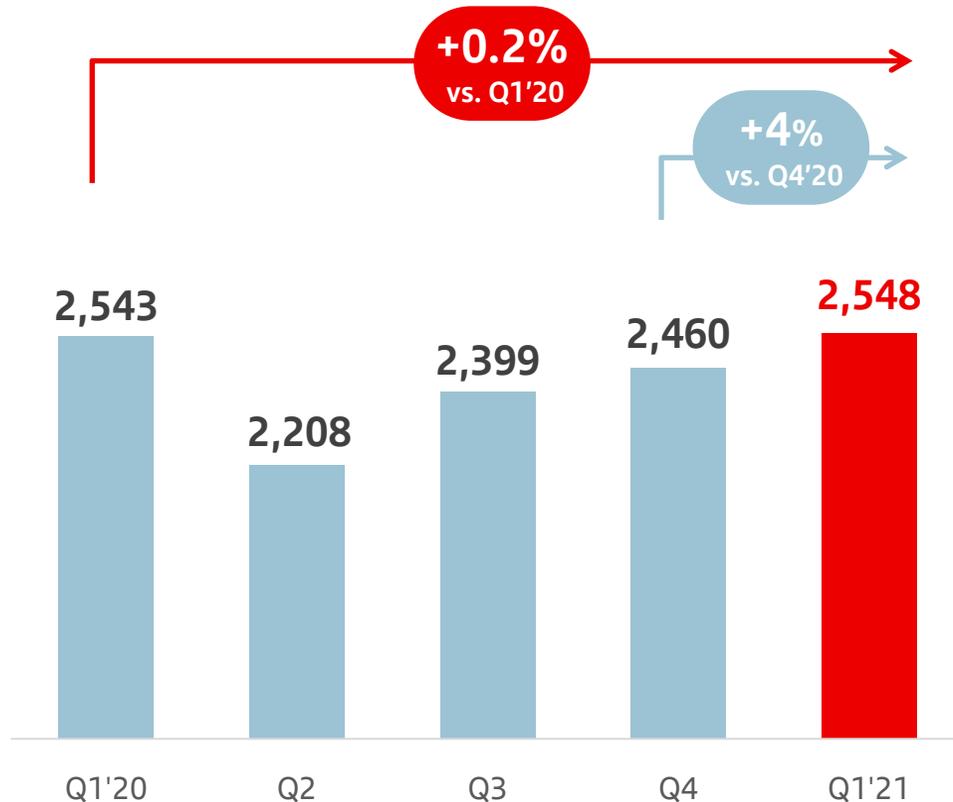


- YoY growth in loans (+2%) and deposits (+8%)
- Interest rates remained much lower YoY, despite the recent hike in Brazil (+75 bps)
- Positive impact of cost of deposits management and TLTRO contribution
- QoQ performance affected by seasonality

Net fee income recovered to pre-pandemic levels, growing in higher value-added services and products

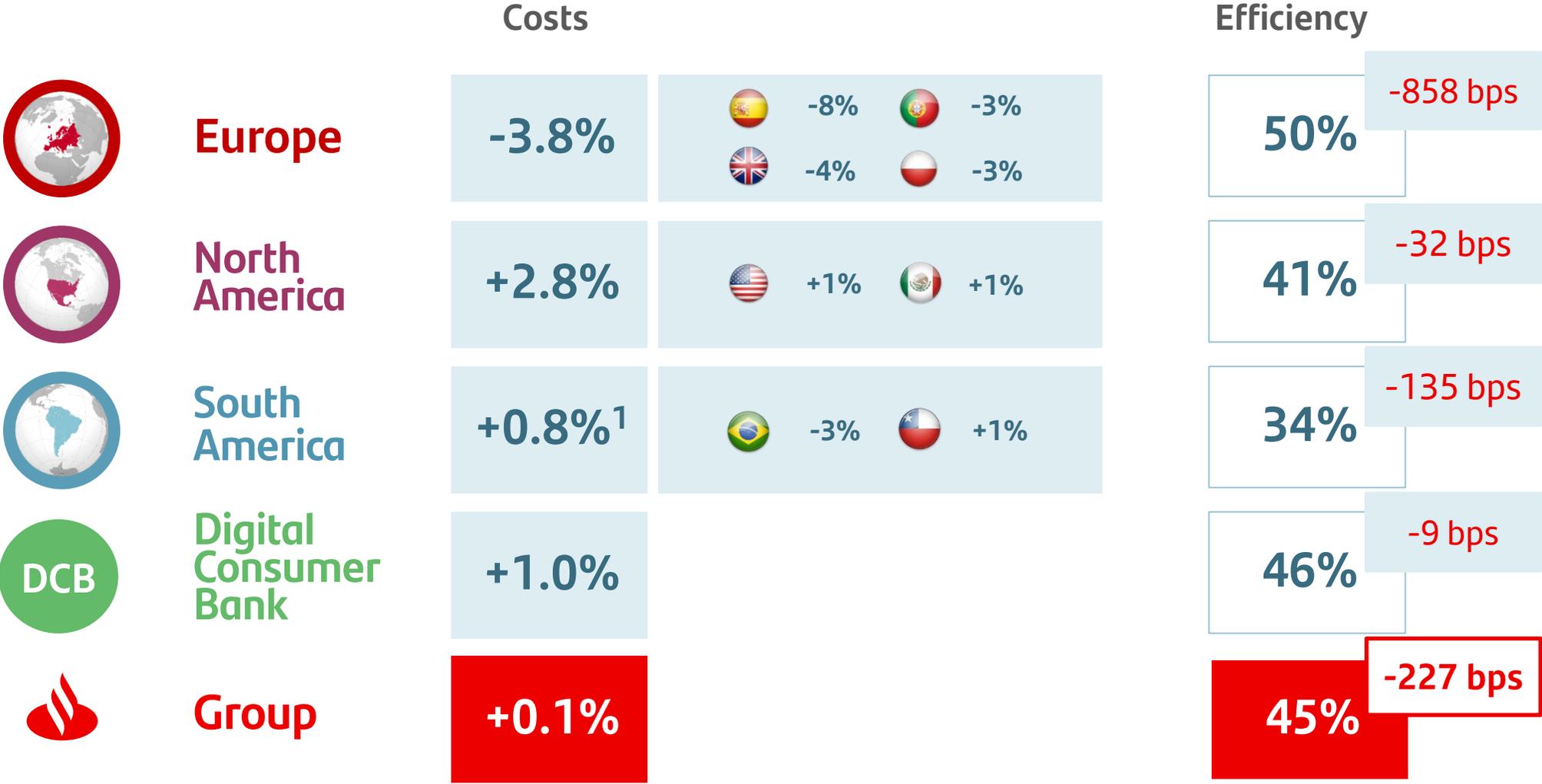
Net fee income

Constant EUR mn



- Q1 affected by new lockdowns and seasonality in Brazil
- Positive YoY performance in CIB (+28%) and Insurance (+5%)
- Cards and transactional fees dampened by the pandemic (Q1'20 impact was not material) and overdraft regulation in the UK (since April 2020)
- QoQ positive performance in CIB and, to a lower extent, in WM&I. Transactional fees began to recover

Delivered broad-based efficiency gains with cost savings in all European countries fueled by our new operating model

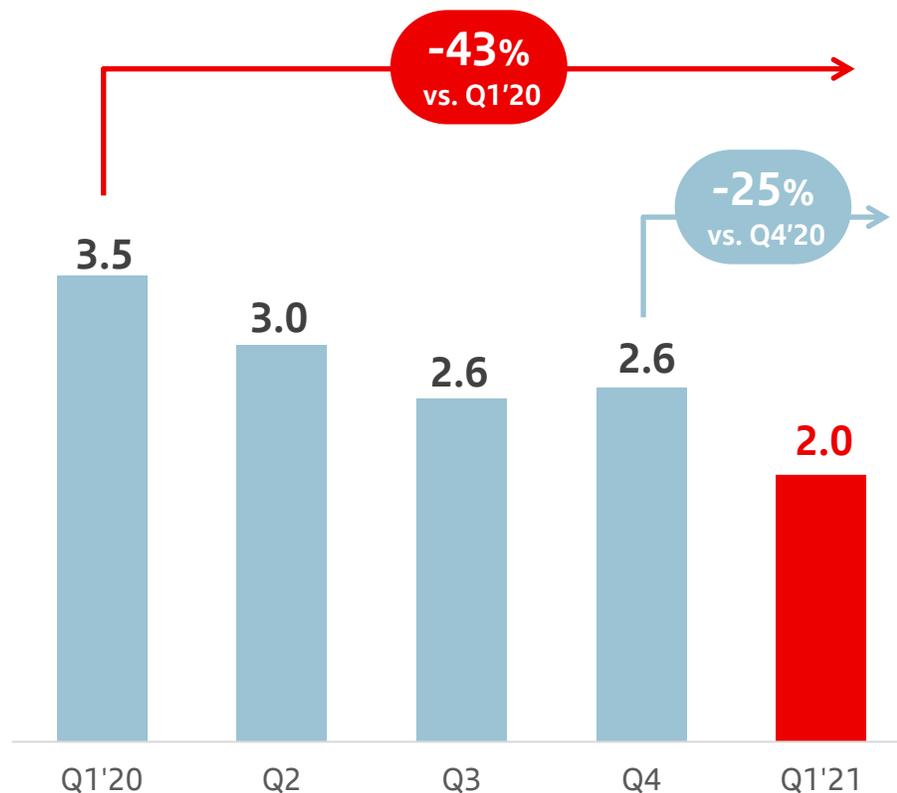


Note: Percentage change year-on-year in constant euros. Efficiency YoY change in euros
 (1) Excluding Argentina due to high inflation. Including it, South America: +4.9%

Improved cost of credit: lower LLPs in most countries, particularly in the US and Brazil

Loan-loss provisions

Constant EUR bn



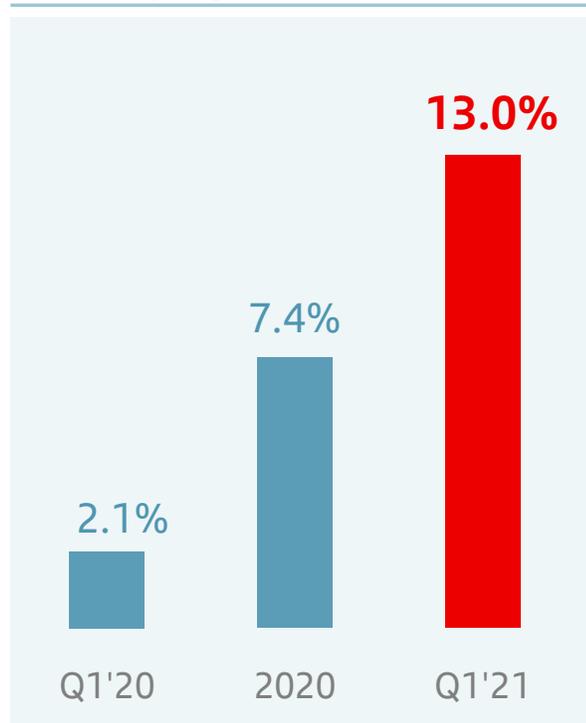
Credit quality indicators

	Mar-20	Dec-20	Mar-21
Cost of credit ¹	1.17%	1.28%	1.08%
NPL ratio	3.25%	3.21%	3.20%
Coverage ratio	71%	76%	74%

Note: Exposure and coverage ratio by stage in appendix, page 57

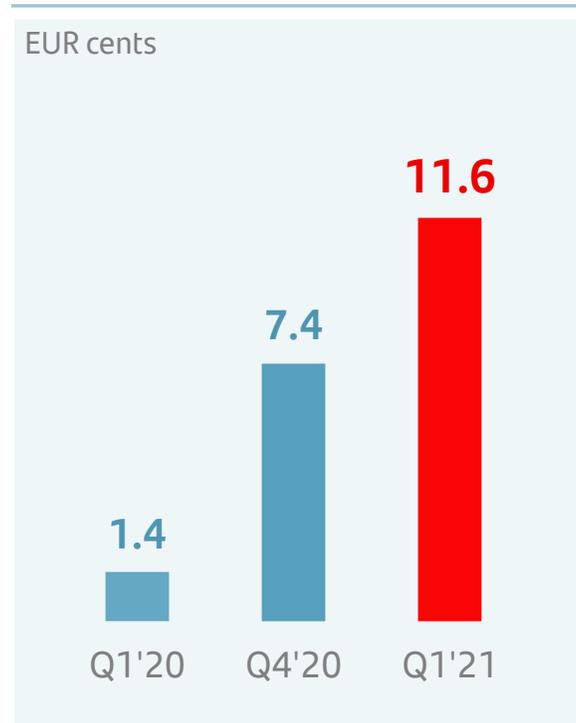
Our strong operating performance resulted in increased profitability and TNAVps...

Underlying RoTE



Statutory RoTE Q1'20: 2.0%, 2020: 1.9% and Q1'21: 12.2%

Underlying earnings per share



Statutory earnings per share Q1'20: EUR 1.1 cents, Q4'20: EUR 0.8 cents and Q1'21: EUR 8.5 cents

TNAV per share



Dividend per share: EUR 2.75 cents

...and high organic generation which enabled us to maintain our solid capital position

CET1 ratio quarterly evolution



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Appendix

Business and profit growth leveraging our geographic diversification

Q1'21 (vs. Q1'20)	Digital customers (mn)	Customer loans (EUR bn)	Customer deposits (EUR bn)	Net operating income (EUR mn)	Underlying att. profit (EUR mn)	Underlying RoTE
 Europe	15.6 +9%	558 +2%	576 +7%	2,077 +36%	826 +338%	8% +6.6 pp
 North America	6.3 +13%	123 -1% ¹	105 +9% ¹	1,620 +4%	773 +205%	14% ² +9.0 pp
 South America	21.6 +21%	120 +10%	103 +17%	2,320 +12%	773 +41%	19% +3.4 pp
 Digital Consumer Bank	0.7 +26%	116 -1%	53 +7%	703 +1%	291 +25%	12% +2.4 pp



Q1'21 profit boosted by the increase in **net operating income and reduced LLPs**

Hefty **cost reduction** and **productivity** increase

Total income flat YoY: increased NII (volumes and TLTRO), offset by reduced fee income (Q1'20 pre-pandemic) and lower ALCO sales

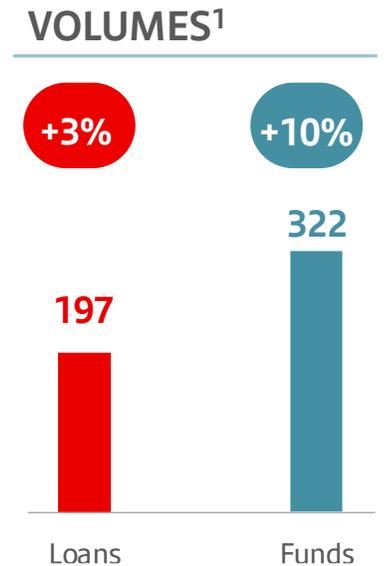
NII **QoQ** performance affected by margin pressure, lower credit volumes and lower day count



KEY DATA	Q1'21	vs. Q1'20
Digital customers (mn)	5.3	+9%
NPL ratio (%)	6.18	-70 bps
Cost of credit (%)	0.91	+27 bps
Efficiency ratio (%)	48.6	-423 bps
Underlying RoTE (%)	6.5	+4.2 pp

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	1,019	-4.5	10.2
Net fee income	587	2.4	-8.7
Total income	1,785	9.3	-0.2
Operating expenses	-867	-0.7	-8.2
Net operating income	918	20.9	8.7
LLPs	-449	-26.5	-28.6
PBT	340	—	203.2
Underlying att. profit	243	—	170.4

(*) EUR mn and % change





Volume growth driven by mortgages, government backed business loans and both retail banking and corporate deposits

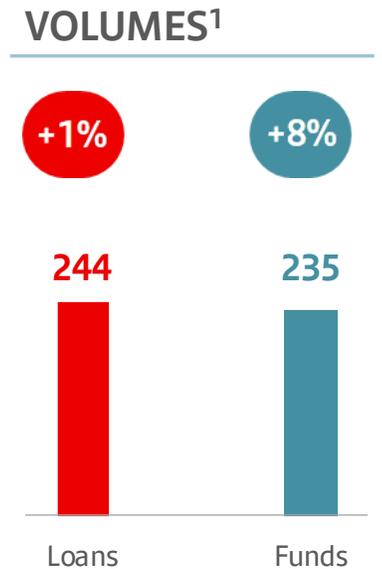
In the quarter, positive margin management was not reflected in NII performance due to the lower day count

Profit increased QoQ from lower LLPs and the UK Bank Levy in Q4

Profit up YoY due to total income growth (volumes and cost of deposits), cost reduction and significantly lower LLPs. Fees impacted by regulatory changes

KEY DATA	Q1'21	vs. Q1'20
Digital customers (mn)	6.4	+7%
NPL ratio (%)	1.35	+36 bps
Cost of credit (%)	0.21	+7 bps
Efficiency ratio (%)	58.7	-947 bps
Underlying RoTE (%)	9.2	+7.7 pp

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	1,001	-1.3	23.7
Net fee income	120	20.4	-35.7
Total income	1,111	2.7	11.9
Operating expenses	-652	4.9	-3.6
Net operating income	459	-0.2	45.2
LLPs	-18	-82.1	-89.6
Underlying PBT	410	99.8	476.9
Underlying att. profit	294	67.8	470.4



(*) EUR mn and % change in constant euros



Maintained our **growth strategy**, reflected in double-digit growth in digital customers and volumes

Continued improvement of **operational efficiency**, reaching historic lows

Profit increased YoY: revenue up (higher volumes partly offset by lower interest rates), costs control and lower LLPs. Higher **RoTE** at **21%**

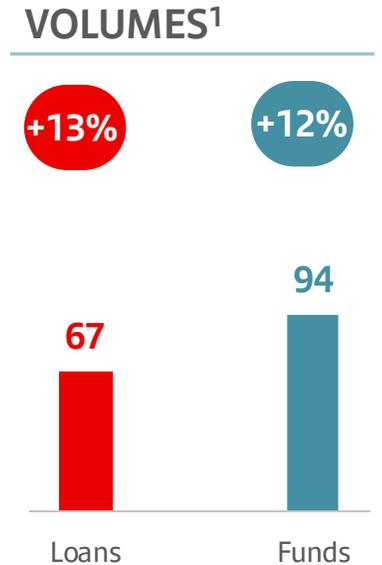
QoQ performance affected by **seasonality** in fee income and expenses



KEY DATA	Q1'21	vs. Q1'20
Digital customers (mn)	16.6	+20%
NPL ratio (%)	4.42	-52 bps
Cost of credit (%)	3.79	-63 bps
Efficiency ratio (%)	28.7	-334 bps
Underlying RoTE (%)	21.4	+5.0 pp

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	1,780	2.6	5.8
Net fee income	632	-3.6	-1.9
Total income	2,521	2.0	8.4
Operating expenses	-723	-16.3	-2.9
Net operating income	1,799	11.8	13.8
LLPs	-549	0.9	-30.6
Underlying PBT	1,154	12.4	65.7
Underlying att. profit	562	3.4	46.7

(*) EUR mn and % change in constant euros





Remarkable speed of vaccination and massive fiscal stimulus support activity recovery and cost of credit improvement



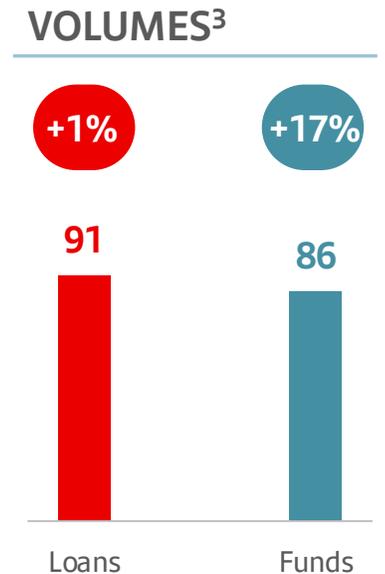
Significant profit increase YoY and QoQ boosted by net operating income (+13%) and LLPs reduction. **Net operating income increased 19% YoY** excluding Puerto Rico and Bluestem portfolio disposals

Revenue up due to leasing, capital markets and execution of originate-to-distribute in mortgages and auto. NII stable despite low rates and business disposals

KEY DATA	Q1'21	vs. Q1'20
Digital customers (k) ¹	1,044	+2%
NPL ratio (%)	2.11	+11 bps
Cost of credit (%)	2.12	-101 bps
Efficiency ratio (%)	39.3	-261 bps
Underlying RoTE (%) ²	29.6	+26.9 pp

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	1,337	0.2	-0.1
Net fee income	241	17.5	5.4
Total income	1,902	6.8	7.7
Operating expenses	-748	-1.9	1.0
Net operating income	1,154	13.3	12.6
LLPs	-165	-70.7	-81.4
Underlying PBT	974	132.5	653.6
Underlying att. profit	616	143.8	1,016.9

(*) EUR mn and % change in constant euros



(1) Excluding Puerto Rico disposal impact. Considering it, flat YoY

(2) RoTE adjusted for excess capital. Otherwise, 16%

(3) Loans and advances to customers excluding reverse repos. Customer funds: customer deposits excluding repos + marketed mutual funds. EUR bn and YoY changes in constant euros, excluding disposal of Puerto Rico and Bluestem impact (EUR 3.5 bn in loans and EUR 3.5 bn in deposits). Considering it, loans -3% and funds +12%.



The Group announced its **intention to acquire the full 8.3% outstanding shares of Santander México**

QoQ profit up primarily due to higher fees, trading gains and lower costs

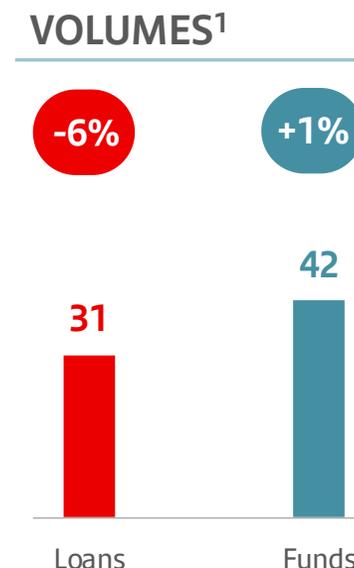
Profit down YoY: NII pressure (lower rates and credit volumes as the corporate segment normalizes). Flat costs and lower LLPs



KEY DATA	Q1'21	vs. Q1'20
Digital customers (mn)	5.1	+15%
NPL ratio (%)	3.21	+114 bps
Cost of credit (%)	3.00	+31 bps
Efficiency ratio (%)	43.1	+189 bps
Underlying RoTE (%)	12.7	-3.1 pp

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	667	-5.6	-6.4
Net fee income	204	8.7	8.2
Total income	865	-2.9	-3.9
Operating expenses	-373	-11.5	0.6
Net operating income	492	4.9	-7.0
LLPs	-228	7.5	-6.7
Underlying PBT	259	8.8	-6.7
Underlying att. profit	182	6.2	-7.4

(*) EUR mn and % change in constant euros





Digital Consumer Bank



Ongoing execution of business digitalization. The conversion of creditors into full customers helped to maintain high profitability

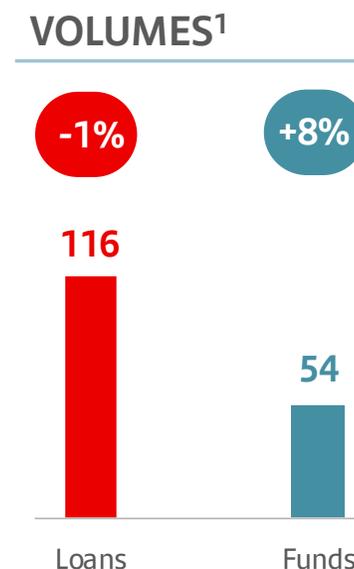
New lending (-3% vs. Q1'20) impacted by lockdowns in some countries (especially in January and February), although positive activity signs in March

Profit up YoY favoured by revenue increase and LLPs drop. Flat costs despite investments in technology and scaling capabilities

KEY DATA	Q1'21	vs. Q1'20
Active customers (mn)	19.3	-7.0%
NPL ratio (%)	2.23	+2 bps
Cost of credit (%)	0.69	+7 bps
Efficiency ratio (%)	46.1	-8 bps
Underlying RoTE (%)	12.0	+2.4 pp

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	1,056	-2.4	-2.6
Net fee income	188	-8.0	-1.8
Total income	1,304	-4.3	1.3
Operating expenses	-600	0.1	1.0
Net operating income	703	-7.7	1.5
LLPs	-166	-20.0	-49.7
Underlying PBT	506	-9.8	25.5
Underlying att. profit	291	-16.2	25.0

(*) EUR mn and % change in constant euros



Global businesses

Corporate & Investment Banking

Remarkable SCIB **business growth** from all core businesses and geographies

Increase in activity driving **strong revenue and underlying profit growth**

Underlying
RoRWA

3.0%

Total fees

EUR 466 mn

18% of Group's total

Efficiency

31.8%

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
Total income	1,655	29.1	43.9
Net operating income	1,130	49.4	70.6
Underlying att. profit	704	107.9	64.2

(*) EUR mn and % change in constant euros

Wealth Management & Insurance

AUM's up in **Private Banking** and **SAM**: EUR 4,700 mn net sales.
Total Insurance fees up 5% YoY

Total contribution to Group's profit up 1% vs. Q1'20 pre-crisis, despite PB being affected by lower interest rates, margin compression in SAM and positive non-recurring income in 2020 in Insurance

AUMs

EUR 370 bn
(+12% YoY)

Total fees

EUR 788 mn
31% of Group's total

Contribution
to Group's profit

EUR 523 mn
(+1% YoY)

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
Total income	502	-8.1	-1.7
Net operating income	281	-14.7	-2.7
Underlying att. profit	197	-17.7	-3.4

(*) EUR mn and % change in constant euros

Merchant solutions

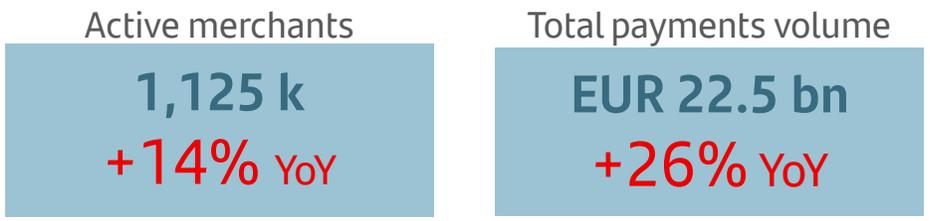
Getnet is our merchant payments global franchise offering in-store and ecommerce acquiring, processing and value-added services



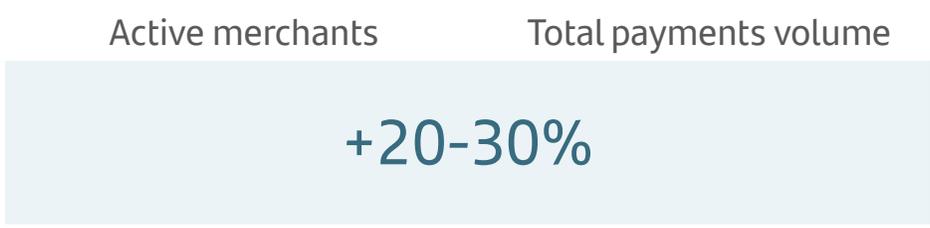
Q1'21 activity

- Getnet already available in 4 LatAm countries¹ after Q1 launch in Chile
- Getnet, **3rd largest acquirer in LatAm**, with **higher growing rates in remote payments environment**
- **Volumes & commercial activity** in acquiring **recovered pre-covid levels**

Q1'21



CAGR mid-term (e)



Note: % changes in constant euros
 (1) Brasil, Mexico, Chile and Argentina
 (2) Unbanked and underbanked population

Trade solutions

One Trade is our global trade and international payments platform, addressing the needs of SMEs and Corporates with the latest technology

Q1'21

CAGR mid-term (e)

Ebury

Active clients **>15 k**

Revenue

+30-40%

One Trade

Active clients **4,119**

Transaction volume

+100%

Consumer solutions

PagoNxt Consumer focuses on creating compelling, integrated payment experiences, becoming deeply embedded in consumers' financial lives



Q1'21 in Brazil



TAM (total addressable market)





Corporate Centre



Q1 results impacted by higher provisions to reinforce our balance sheet

Positive impact of FX hedging reflected in 2020 in Gain/Losses on FT

Lower costs (-7% YoY) and reduced income tax

P&L*	Q1'21	Q4'20	Q1'20
NII	-324	-345	-304
Gains/Losses on FT	-44	104	14
Operating expenses	-79	-80	-85
LLPs and other provisions	-187	-13	-24
Tax and minority interests	109	-44	-618
Underlying att. profit	-527	-389	-1,031

(*) EUR mn

1

Group
performance

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Business
areas review

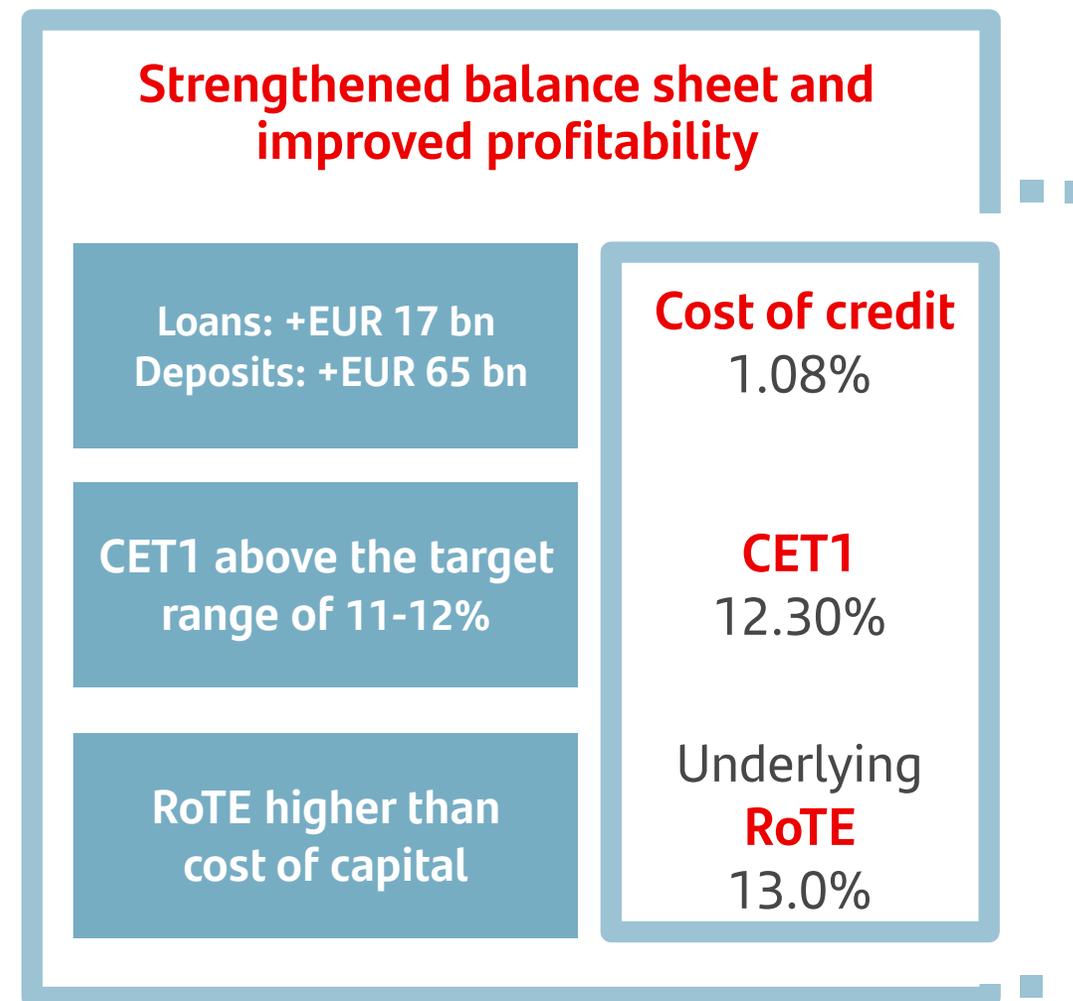
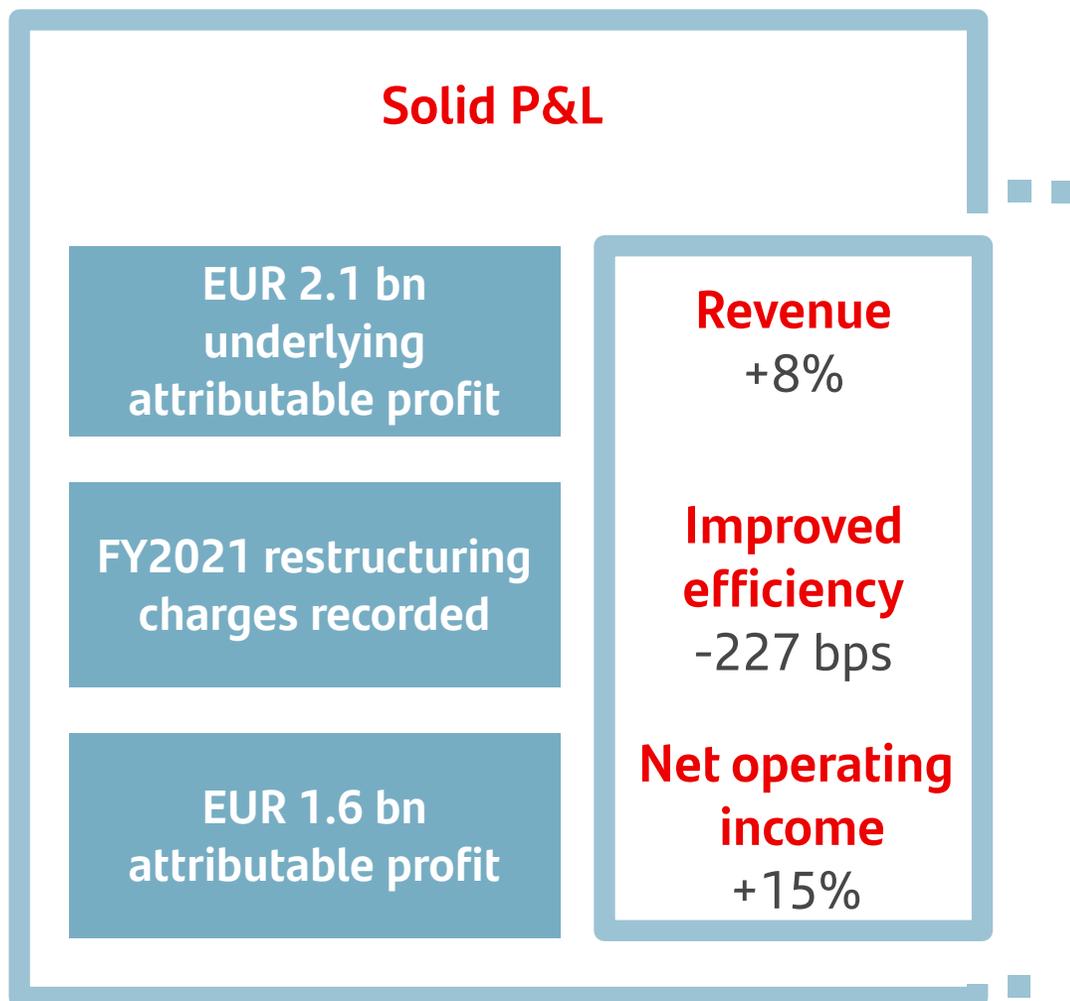
3

Key
takeaways

4

Appendix

Strong business in Q1'21



Near-term outlook

Business environment

- **We expect activity to increase as vaccination progresses, although at different speeds:**
 - Starting in the US and the UK in H1'21
 - Some remaining pressure in Europe and LatAm with improvement expected in H2'21
- **Lower cost of credit expected** amid current uncertainty, with uneven performance by segments
- **Consumer and individual lending** expected to increase strongly across markets, with more **normalized transactionality** that should be reflected in higher-than-normal revenue growth
- **No further interest rate cuts expected, already rising (Brazil)**

2021 outlook by business areas

- **Europe:** slight increase in profitability expected throughout the year, backed by forecasted household activity rebound, margin management, net fee income recovery and savings plan execution
- **North America:** after Q1 excellent results, underlying profit trends in the US should be better than initially expected (resilient revenue, cost control and lower cost of credit)
- **South America:** amid the challenging environment, Brazil should deliver continued PBT growth with increased revenue and cost of credit under control. Expected underlying RoTE of c. 20%
- **Digital Consumer Bank:** once lockdown measures are fully lifted in Europe, we forecast a substantial acceleration in consumer demand, as seen in the US

After the strong start of the year, we reiterate our targets for 2021: improve the efficiency ratio, reduce cost of credit and increase profitability

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Group
performance

2

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areas review

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Appendix

Primary segments and other countries

Secondary segments

Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

Responsible Banking

Quarterly income statements

Glossary



Accelerating transformation to deliver superior growth under a more efficient operating model

Revenue increase YoY driven by CIB, NII (Spain and the UK) and ALCO sales (Portugal)

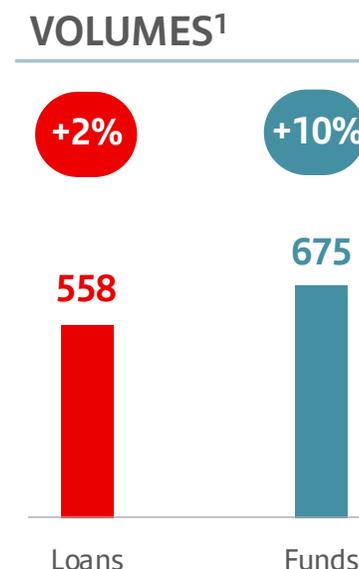
Strong efficiency improvement as a result of the ongoing optimization plans in all countries

Cost of credit normalizing after LLPs drop in all countries

KEY DATA	Q1'21	vs. Q1'20
Digital customers (mn)	15.6	+9%
NPL ratio (%)	3.26	-11 bps
Cost of credit (%)	0.51	+15 bps
Efficiency ratio (%)	49.9	-858 bps
Underlying RoTE (%)	8.5	+6.6 pp

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	2,645	-2.0	12.5
Net fee income	1,072	10.5	-4.1
Total income	4,149	12.0	12.7
Operating expenses	-2,071	1.9	-3.8
Net operating income	2,077	24.3	36.1
LLPs	-595	-36.1	-40.3
Underlying PBT	1,231	235.4	315.0
Underlying att. profit	826	217.2	338.2

(*) EUR mn and % change in constant euros





Sharp rise in **digital customers** with **higher digital sales penetration**

Increase in **customer loans** boosted by new lending, mainly in corporates and mortgages

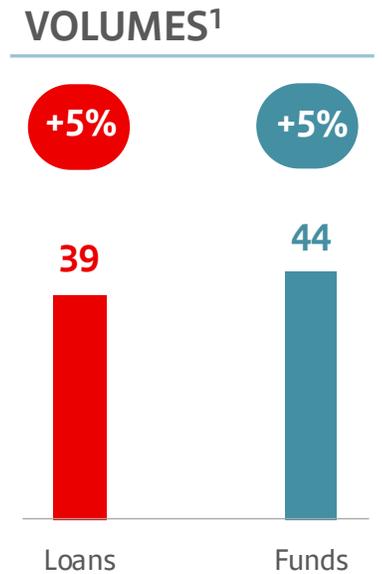
Profit growth due to ALCO portfolio sales, cost control and lower LLPs



KEY DATA	Q1'21	vs. Q1'20
Digital customers (k)	970	+22%
NPL ratio (%)	3.84	-72 bps
Cost of credit (%)	0.38	+15 bps
Efficiency ratio (%)	34.2	-898 bps
Underlying RoTE (%)	15.9	+8.6 pp

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	193	-1.1	-4.6
Net fee income	99	-3.5	-2.0
Total income	427	34.8	21.9
Operating expenses	-146	-2.0	-3.5
Net operating income	281	67.4	41.2
LLPs	-35	-16.9	-56.9
Underlying PBT	234	75.4	138.6
Underlying att. profit	161	69.0	137.0

(*) EUR mn and % change





Q1'21 impacted by corporate loans drop, low rates and charges related to CHF mortgages

Net operating income after LLPs up 40% YoY driven by efficiency and lower LLPs. Resilient revenue (lower rates offset by fees and trading gains)

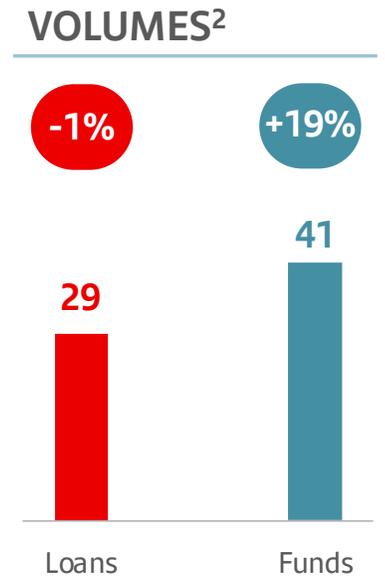
QoQ performance impacted by BFG contribution



KEY DATA	Q1'21	vs. Q1'20
Digital customers (k)	2,812	+8%
NPL ratio (%)	4.82	+53 bps
Cost of credit (%)	1.02	+14 bps
Efficiency ratio (%)	44.3	-274 bps
Underlying RoTE (%) ¹	5.0	-0.1 pp

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	240	-0.5	-14.7
Net fee income	127	6.5	14.4
Total income	357	-7.2	2.8
Operating expenses	-158	3.5	-3.1
Net operating income	199	-14.2	8.1
LLPs	-68	-14.8	-24.8
Underlying PBT	58	-11.7	-1.3
Underlying att. profit	21	0.2	-4.7

(*) EUR mn and % change in constant euros





North America



Increasing joint initiatives between Mexico and the US to improve customer attraction, share best practices and technology programmes

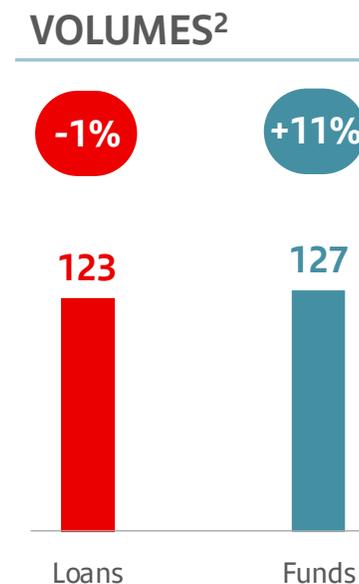
Robust customer funds underpinned by the US. **Loan demand normalized** following the uptick at the beginning of the pandemic and business disposals

Strong profit growth primarily boosted by cost of credit improvement in the US, cost control and revenue increase. NII affected by lower rates in Mexico

KEY DATA	Q1'21	vs. Q1'20
Digital customers (mn)	6.3	+13%
NPL ratio (%)	2.39	+37 bps
Cost of credit (%)	2.34	-68 bps
Efficiency ratio (%)	41.5	-32 bps
Underlying RoTE (%) ¹	22.0	+14.1 pp

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	2,005	-1.8	-2.3
Net fee income	451	12.8	7.2
Total income	2,768	3.3	3.7
Operating expenses	-1,149	-4.7	2.8
Net operating income	1,620	9.9	4.3
LLPs	-393	-49.3	-65.3
Underlying PBT	1,207	87.7	196.9
Underlying att. profit	773	88.8	205.4

(*) EUR mn and % change in constant euros





Strengthening **regional connections** in order to keep growing in a profitable manner
 Improved **customer experience** and increased **loyalty**, allied to rigorous cost and risk management

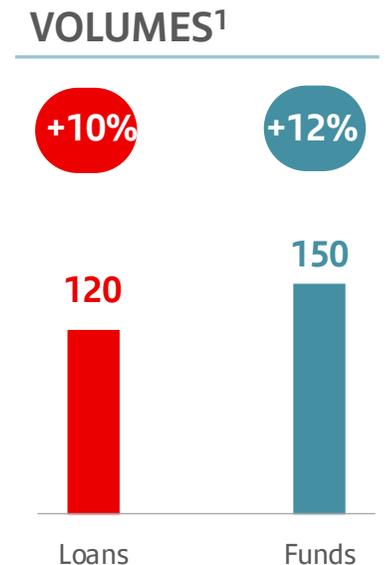
QoQ comparison impacted by **seasonality** and **lockdowns** in some countries

Profit rose YoY boosted by double-digit growth in volumes, reflected in the positive trend in NII, and lower LLPs

KEY DATA	Q1'21	vs. Q1'20
Digital customers (mn)	21.6	+21%
NPL ratio (%)	4.30	-33 bps
Cost of credit (%)	2.81	-49 bps
Efficiency ratio (%)	34.4	-135 bps
Underlying RoTE (%)	19.3	+3.4 pp

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	2,575	-1.6	8.0
Net fee income	842	-5.3	2.4
Total income	3,539	-1.0	9.5
Operating expenses	-1,219	-10.7	4.9
Net operating income	2,320	5.1	12.1
LLPs	-683	-6.5	-33.2
Underlying PBT	1,505	6.2	59.4
Underlying att. profit	773	-2.5	41.2

(*) EUR mn and % change in constant euros





We continued to make headway with our commercial strategy: demand deposits (+42%), Superdigital (140 k active customers) and launch of Getnet (c.14 k PoS) and Autocompara (leader in insurance issuance)

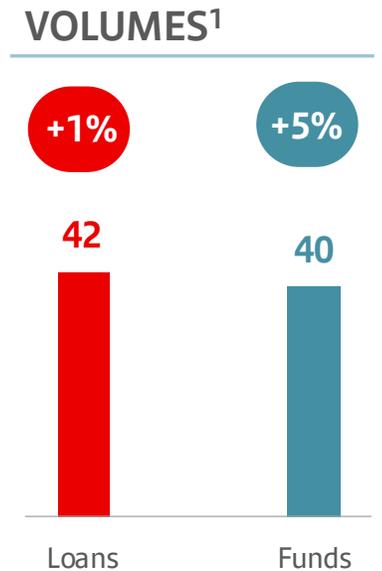
Profit QoQ impacted by lower inflation, weak consumption associated to lockdown and increased tax burden

Profit rose 55% YoY boosted by NII (higher inflation and lower cost of funds), efficiency improvement and lower provisions

KEY DATA	Q1'21	vs. Q1'20
Digital customers (k)	1,723	+31%
NPL ratio (%)	4.74	+11 bps
Cost of credit (%)	1.33	+8 bps
Efficiency ratio (%)	38.4	-332 bps
Underlying RoTE (%)	17.2	+5.4 pp

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	497	-3.1	9.3
Net fee income	95	-3.2	1.1
Total income	614	-0.5	9.5
Operating expenses	-236	3.5	0.7
Net operating income	378	-2.8	15.7
LLPs	-100	1.9	-39.5
Underlying PBT	277	-6.3	70.7
Underlying att. profit	153	-9.8	54.7

(*) EUR mn and % change in constant euros





Argentina



Ongoing digital transformation: strong digital customers growth, **Getnet** reached 21 k customers since October and launch of **Cockpit**

QoQ profit up due to lower costs and LLPs. NII impacted by margin pressure

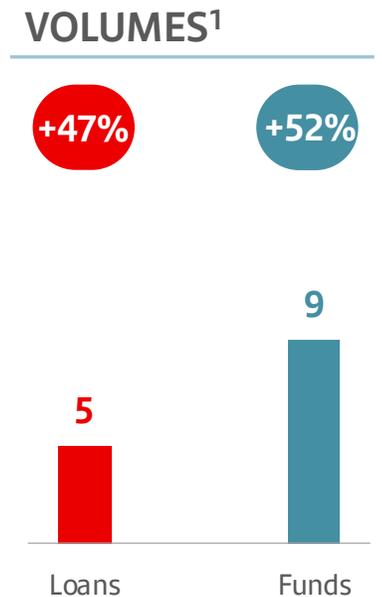
Profit increased YoY boosted by the main lines of revenue and lower provisions. Costs reflect collective agreement



KEY DATA	Q1'21	vs. Q1'20
Digital customers (k)	2,689	+20%
NPL ratio (%)	2.32	-165 bps
Cost of credit (%)	4.55	-93 bps
Efficiency ratio (%)	65.0	+651 bps
Underlying RoTE (%)	20.4	+2.8 pp

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	204	-25.6	29.7
Net fee income	74	-21.1	49.7
Total income	262	-20.6	26.4
Operating expenses	-171	-13.4	40.5
Net operating income	92	-31.3	6.6
LLPs	-14	-79.8	-71.5
Underlying PBT	44	16.2	53.2
Underlying att. profit	45	20.8	103.3

(*) EUR mn and % change in constant euros





Uruguay and Andean region



High profitability sustained across all countries supported by stronger customer loyalty, leading to greater transactionality

Uruguay: underlying profit decreased YoY impacted by lower interest rates and lower gains on financial transactions

Peru: profit rose boosted by higher revenue and efficiency improvement

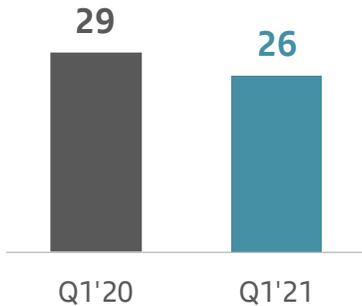
Colombia: profit evolution impacted by higher costs related to IT and business development

Underlying attributable profit



URUGUAY

-11%

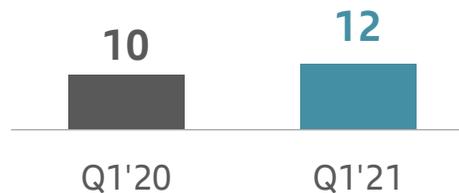


22%
Underlying
RoTE



PERU

+19%

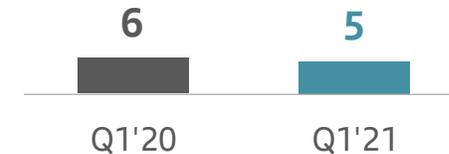


20%
Underlying
RoTE



COLOMBIA

-9%



14%
Underlying
RoTE

Appendix

Primary segments and other countries

Secondary segments

Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

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Quarterly income statements

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Retail Banking



Focus on accelerating our **digital transformation**, through a **multi-channel** strategy adapting channels to new business trends and customer needs

This clear orientation enabled us to **rank top 3** in **customer satisfaction**, measured by NPS, in **six of our markets**

QoQ and YoY profit growth due to higher volumes and revenue with better efficiency and lower cost of credit

+9% YoY
Loyal
customers

6
markets
Top 3 NPS¹

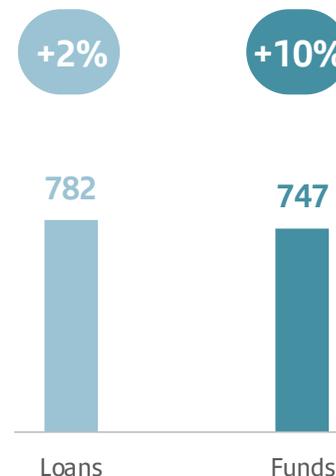
+15% YoY
Digital
customers

50% +9 pp YoY
Digital sales
% of total sales

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	7,472	-1.2	4.3
Net fee income	1,709	1.2	-6.3
Total income	9,536	1.5	4.5
Operating expenses	-4,157	-3.8	-1.8
Net operating income	5,378	6.0	9.9
LLPs	-1,783	-27.4	-48.6
Underlying PBT	3,190	45.2	183.6
Underlying att. profit	1,836	42.4	208.1

(*) EUR mn and % change in constant euros

VOLUMES²





Corporate & Investment Banking

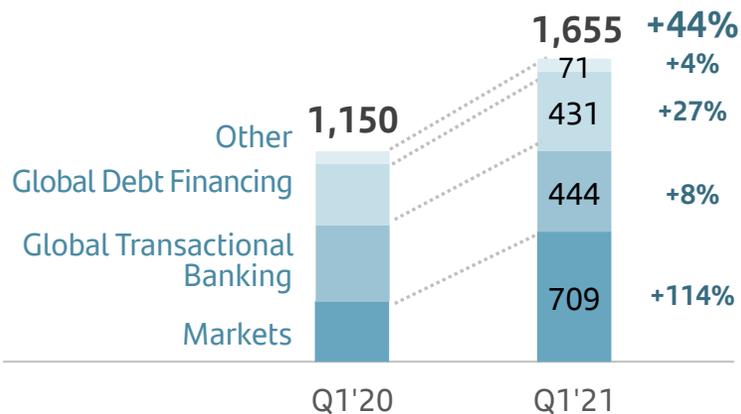


SCIB continues executing its **strategy** to strengthen its position as a **strategic advisor**. The recent creation of the **DSG team¹** being one example of further developing its advisory expertise

Profit boosted by strong revenue growth, backed by market activities, together with the positive performance of GDF and GTB

Compared to Q4'20 profit was 108% higher, backed by higher revenue, good cost control and lower provisions

Total income (Constant EUR mn)



P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	720	-7.0	19.0
Net fee income	466	23.0	27.9
Gains (losses) on FT	412	428.7	244.2
Total income	1,655	29.1	43.9
Operating expenses	-526	-0.1	7.7
Net operating income	1,130	49.4	70.6
LLPs	-47	-74.4	778.6
Underlying PBT	1,058	109.1	64.5
Underlying att. profit	704	107.9	64.2

(*) EUR mn and % change in constant euros

3.0%
RoRWA

31.8%
Efficiency ratio



Wealth Management & Insurance



In **Private Banking**, continued good activity levels and business growth. Net new money YTD: EUR 3,300 million

In **SAM**, volumes are back to speed (up +10% YoY), both by market movement and by positive net sales (EUR 1,400 million YTD)

In **Insurance**, Gross Written Premiums +11% YoY, despite related business is affected by lower credit activity. Total Insurance fees up 5% YoY

Total contribution to Group's profit up 1% vs. Q1'20 pre-crisis, despite lower interest rates in PB, margin compression in SAM and positive non-recurring income in 2020 in Insurance

ACTIVITY

EUR bn and % change in constant euros

		QoQ	YoY
Total AUM	370	+1%	+12%
Funds and investments ¹	227	+1%	+13%
- Asset Management (SAM)	182	+1%	+10%
- Private Banking	70	+1%	+20%
Custody of customer funds	91	+4%	+21%
Customer deposits	53	-1%	-3%
Customer loans	17	+3%	+9%

P&L*	Q1'21	vs. Q4'20	vs. Q1'20
NII	88	-12.5	-11.3
Net fee income	297	0.3	2.5
Total income	502	-8.1	-1.7
Operating expenses	-220	2.0	-0.5
Net operating income	281	-14.7	-2.7
LLPs	-5	10.8	-8.4
Underlying PBT	273	-17.7	-3.4
Underlying att. profit	197	-17.7	-3.4

(*) EUR mn and % change in constant euros

EUR 523 mn
(+1% YoY)
Total contribution to Group's profit²

Total fees³
EUR 788 mn
(+3% YoY)
Weight of Total Group
31%



Note. AuM: Total assets marketed and/or managed

(1) Total adjusted for funds from private banking customers managed by SAM

(2) Profit after tax + fees generated by asset management and insurance transferred to the commercial network

(3) Including fees generated by asset management and insurance transferred to the commercial network

Appendix

Primary segments and other countries

Secondary segments

Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

Responsible Banking

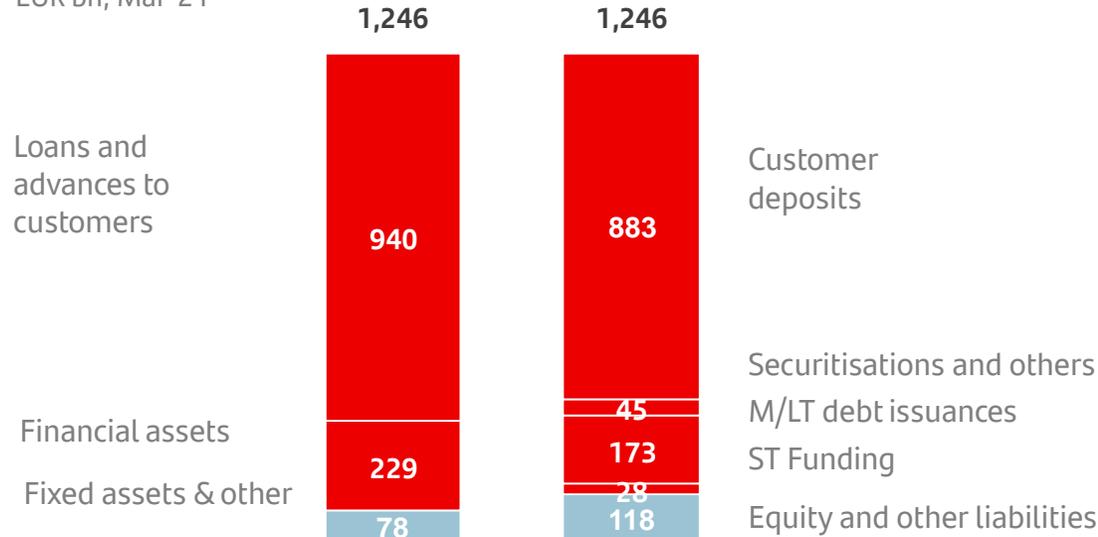
Quarterly income statements

Glossary

Well-funded, diversified, prudent and highly liquid balance sheet (large % contribution from customer deposits), actively reinforced already strong LCR ratios following covid-19 crisis

Liquidity Balance Sheet

EUR bn, Mar-21



HQLAs³

EUR bn, Mar-21

	Assets	Liabilities
HQLAs Level 1	256.0	
HQLAs Level 2	8.9	
▶ Level 2A	4.5	
▶ Level 2B	4.3	

Liquidity Coverage Ratio (LCR)

Net Stable Funding Ratio (NSFR)

	Mar-21 ¹	Dec-20	Dec-20
Spain ²	176%	175%	116%
UK ²	138%	152%	129%
Portugal	131%	122%	123%
Poland	222%	187%	150%
US	156%	129%	120%
Mexico	195%	207%	132%
Brazil	160%	167%	119%
Chile	136%	155%	120%
Argentina	271%	222%	174%
SCF	534%	314%	114%
Group	173%	168%	120%



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

(1) Provisional data

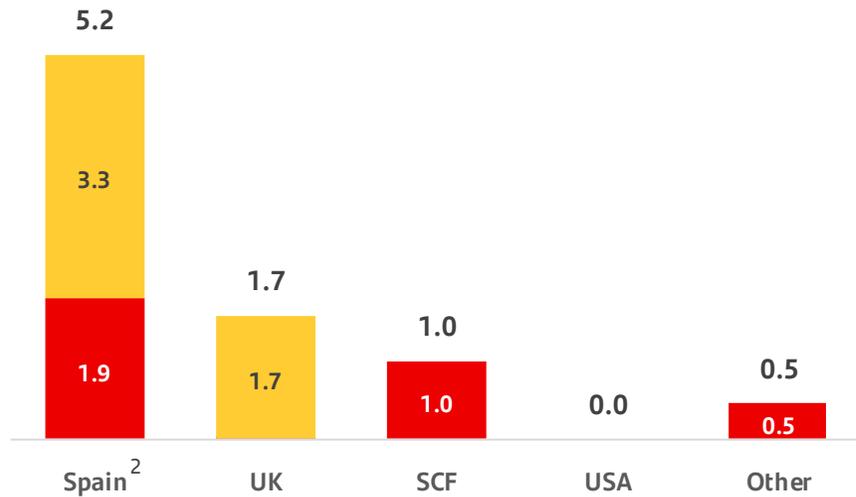
(2) Spain: Parent bank, UK: Ring-fenced bank

(3) 12 month average, provisional data

Conservative and decentralized liquidity and funding model

EUR 8.4 bn¹ issued in public markets in Q1'21

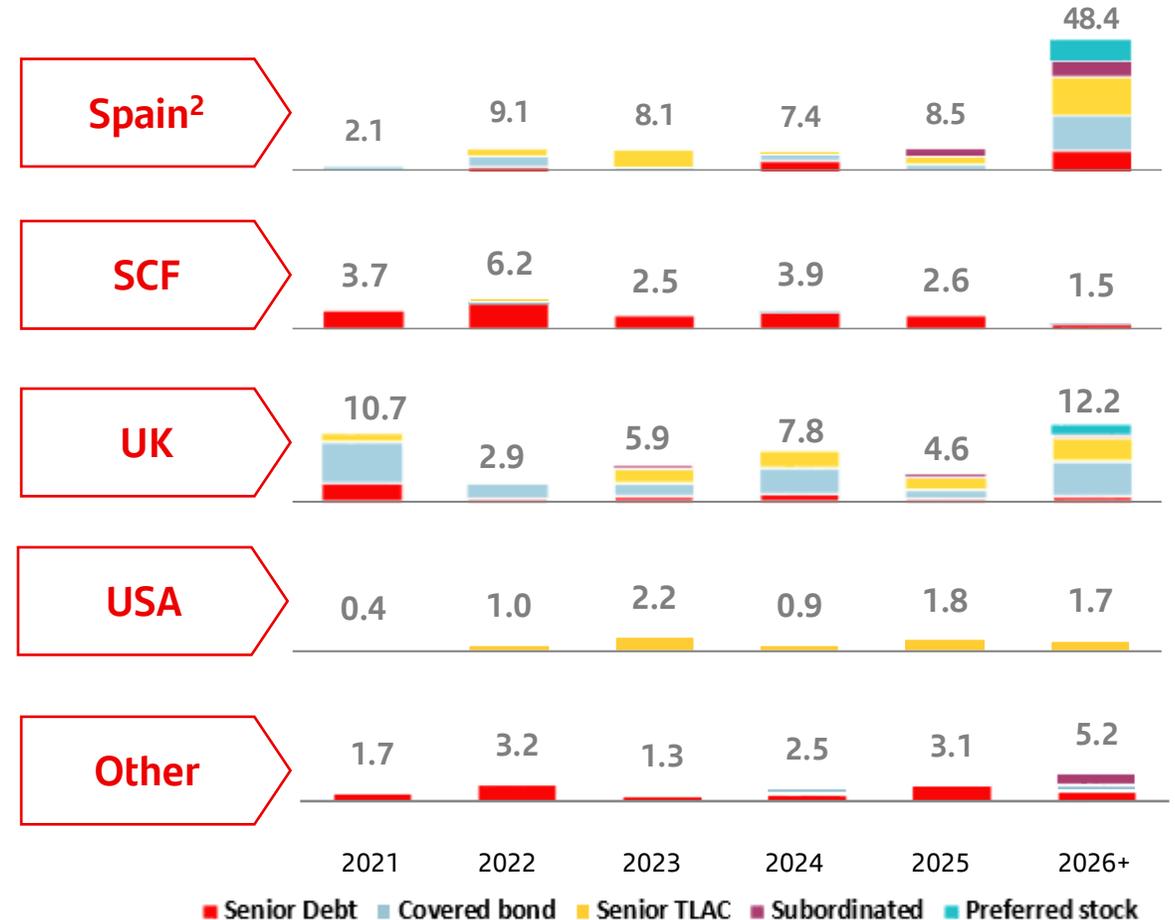
EUR bn, Mar-21



► Other includes issuances in Brazil, Chile, Argentina and Mexico

Very manageable maturity profile

EUR bn, Mar-21



Note: preference shares also includes other AT1 instruments.

(1) Data includes public issuances from all units with period-average exchange rates. Excludes securitisations. Two T2 instruments issued in Q4'20 as prefunding for 2021, totalling EUR 2.3 billion, are not included.

(2) Includes Banco Santander S.A. and Santander International Products PLC

Interest rate risk hedging

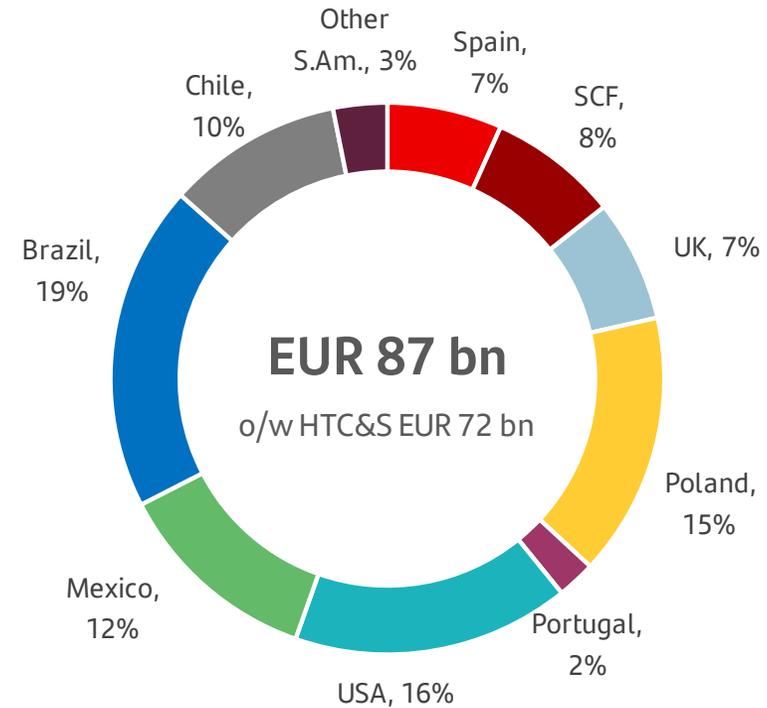
Mostly positive interest rate sensitivity

Net interest income sensitivity* to a +/-100 bp parallel shift
EUR mn, Feb-21

	+100 bps	-100 bps
 ¹	+1,005	-499
 ²	+419	-597
 ³	+115	-77
	-96	+96

ALCO portfolios reflect our geographic diversification

Distribution of ALCO portfolios by country
%, Mar-21



(1) Parent bank

(2) Ring-fenced bank

(3) SBNA. SC USA has positive sensitivity under a -100 bp shift scenario

* Note: different criteria vs. Q4'20 presentation: -100 bps sensitivities affected by removal of management floors

Issuances YTD against funding plan

2021 Funding plan and issuances

EUR bn, Mar-21

	Snr Non-Preferred + Snr		Hybrids		Covered Bonds		TOTAL	
	Plan	Issued	Plan	Issued	Plan	Issued	Plan	Issued
Santander S.A	8-10	4.6	2-3	2.3 ¹	-	-	10-13	6.9
SCF	3-4	1.0	-	-	0-1	-	3-5	1.0
UK	2.5-3.5	1.7	-	-	-	-	2.5-3.5	1.7
SHUSA	3-4	-	-	-	-	-	3-4	-
Other ²	2.5-3.5	0.5	0-0.5	-	-	-	2.5-4	0.5
TOTAL²	19-25	7.8	2-3.5	2.3	0-1	-	21-29.5	10.1

Banco Santander S.A.'s 2021 funding plan contemplates the following:

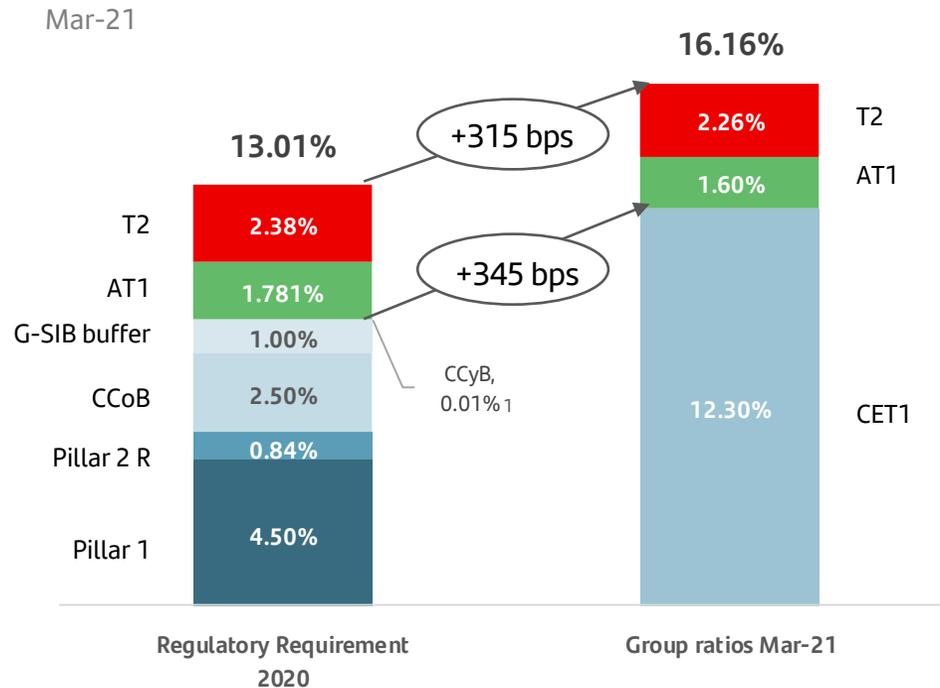
- The Financial Plan is focused on covering TLAC/MREL requirements, with no secured issuances, to:
 - continue building up TLAC/MREL buffers.
 - pre-finance senior non-preferred / senior preferred transactions which lose TLAC eligibility due to entering in the <1 year window.
 - cover the increase in estimated RWAs which are the base of both requirements.



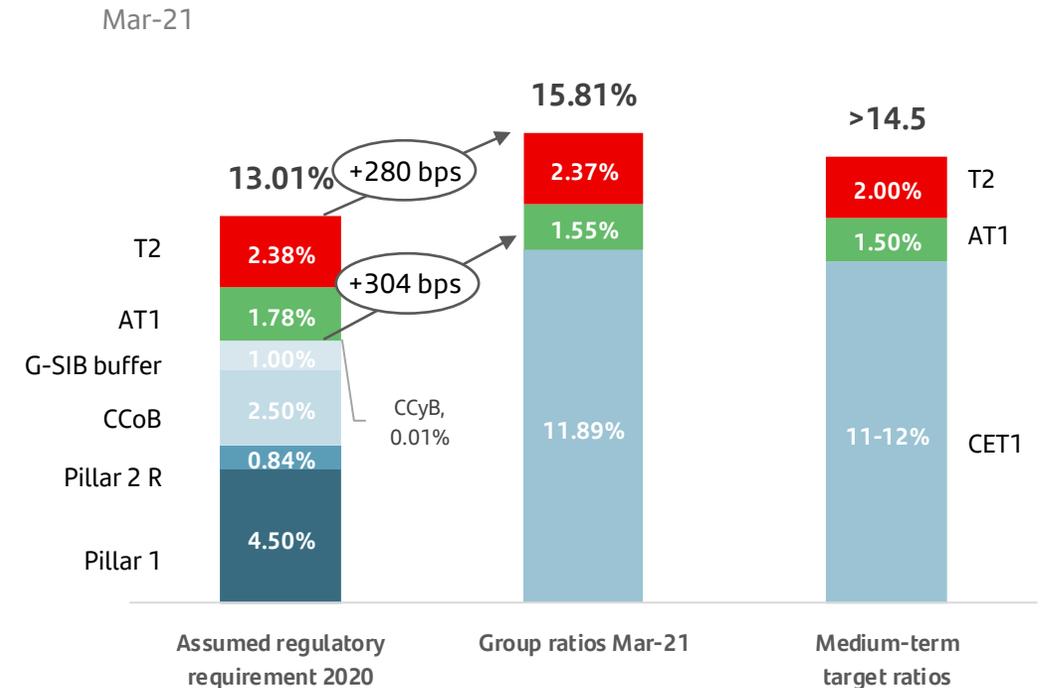
Note: Issuance plan subject to, amongst other considerations, market conditions and regulatory requirements. Other secured issuances (for example ABS, RMBS, etc.) are not considered in the table above. (1) Two T2 instruments issued in Q4'20 as prefunding for 2021, totalling EUR 2.3 billion: EUR 1 billion issued 22-Oct-20 with a coupon of 1.625% and USD 1.5 billion issued 3-Dec-20 with a coupon of 2.749%. Issuance of additional hybrid securities will depend on RWA growth, to continue fulfilling the AT1 and T2 buffers (1.5% and 2% respectively). (2) Santander International Products, Plc. Is not included in the table: in Q1'21 issued EUR 0.6 bn of Senior Unsecured

Santander's capital levels, both phased-in and fully loaded, exceed minimum regulatory requirements

SREP capital requirements and MDA*



Assumed capital requirements (fully loaded)



- ▶ Following regulatory changes in March 2020 in response to the covid-19 crisis, the **minimum CET1** to be maintained by the Group is **8.85%** (was 9.69% pre-changes)
- ▶ As of Mar-21, the distance to the MDA is 315 bps² and the CET1 management buffer is 345 bps

- ▶ AT1 and T2 issuance are planned to be zero to target 1.5% and 2% of RWAs respectively assuming constant RWAs



* The phased-in ratio includes the transitory treatment of IFRS 9, calculated in accordance with article 473 bis of the Regulation on Capital Requirements (CRR) and subsequent amendments introduced by Regulation 2020/873 of the European Union. Additionally, the Tier 1 and total phased-in capital ratios include the transitory treatment according to chapter 2, title 1, part 10 of the aforementioned CRR.

(1) Countercyclical buffer.

(2) MDA trigger = 3.45% - 0.18% - 0.12% = 3.15% (18 bps of AT1 and 12 bps of T2 shortfall is covered with CET1).

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

TLAC Ratio

EUR mn	30 June 2020	30 September 2020	31 December 2020	31 March 2021 E
Own Funds	86,335	86,191	86,836	86,634
of which: Common Equity Tier 1 (CET1) capital	70,746	70,829	69,451	69,349
of which: Additional Tier 1 (AT1) capital	7,794	7,740	7,723	7,591
of which: Tier 2 (T2) capital	7,796	7,621	9,662	9,693
Eligible Liabilities	30,998	30,650	30,437	32,550
Subordinated instruments	767	860	964	1,120
Non preferred senior debt	23,336	22,912	22,540	24,352
Preferred senior debt and instruments with the same insolvency ranking	6,894	6,878	6,933	7,079
TLAC BEFORE DEDUCTIONS	117,333	116,841	117,273	119,185
Deductions	53,652	52,622	51,025	48,878
TLAC AFTER DEDUCTIONS	63,681	64,219	66,248	70,307
Risk Weighted Assets (RWAs)	275,774	275,124	277,304	283,145
TLAC RATIO (% RWAs)	23.1%	23.3%	23.9%	24.8%
Leverage Exposure (LE)	735,543	635,439	632,303	689,349
TLAC RATIO (% LE)	8.7%	10.1%	10.5%	10.2%

- TLAC ratio increased in the first quarter of 2021 by 0.9% to 24.8% (compared with the fully-loaded TLAC requirement of 21.5% as of 1 January 2022 and the current requirement of 16% as of 31 March 2021).
- The increase is mainly due to the rise in the TLAC before deductions (EUR 1.9 bn) and to the drop in the deduction (EUR 2.1 bn), as a result of the higher surpluses in other resolution groups. This increase in TLAC ratio is partially offset by the higher RWAs (EUR 5.8 bn).
- Between December 2020 and March 2021, TLAC before deductions increased due mainly to the SNP issuances carried out in the quarter (EUR 3.4 bn) and dollar appreciation (EUR 0.6 bn), which were partially offset by EUR 2.0 bn of SNP issuances that have stopped meeting eligibility criteria during the quarter.

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Yield on loans (%)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Europe	2.30	2.12	2.06	2.09	2.08
Spain	1.99	1.86	1.82	1.85	1.85
United Kingdom	2.49	2.35	2.32	2.36	2.33
Portugal	1.63	1.57	1.57	1.51	1.46
Poland	4.04	3.34	2.95	2.89	2.91
North America	8.94	7.85	7.82	7.70	7.78
US	7.76	6.90	6.96	6.83	7.00
Mexico	12.25	11.00	10.73	10.36	10.11
South America	11.70	10.00	9.03	9.50	9.92
Brazil	13.56	12.28	11.66	11.07	11.37
Chile	7.35	5.74	4.75	7.03	6.93
Argentina	23.75	20.06	18.37	19.93	22.03
Digital Consumer Bank	4.22	4.22	4.07	4.05	3.98

Cost of deposits (%)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Europe	0.36	0.25	0.14	0.12	0.11
Spain	0.06	0.04	0.04	0.04	0.04
United Kingdom	0.69	0.52	0.29	0.23	0.21
Portugal	0.08	0.06	0.05	0.03	0.02
Poland	0.65	0.42	0.14	0.09	0.05
North America	1.57	1.15	0.90	0.74	0.64
US	0.74	0.40	0.30	0.23	0.17
Mexico	3.54	3.21	2.53	2.03	1.85
South America	3.13	2.07	1.58	1.45	1.83
Brazil	3.12	2.27	1.61	1.46	1.47
Chile	1.35	0.71	0.34	0.45	0.35
Argentina	10.64	7.37	8.70	9.98	11.62
Digital Consumer Bank	0.47	0.44	0.39	0.35	0.30

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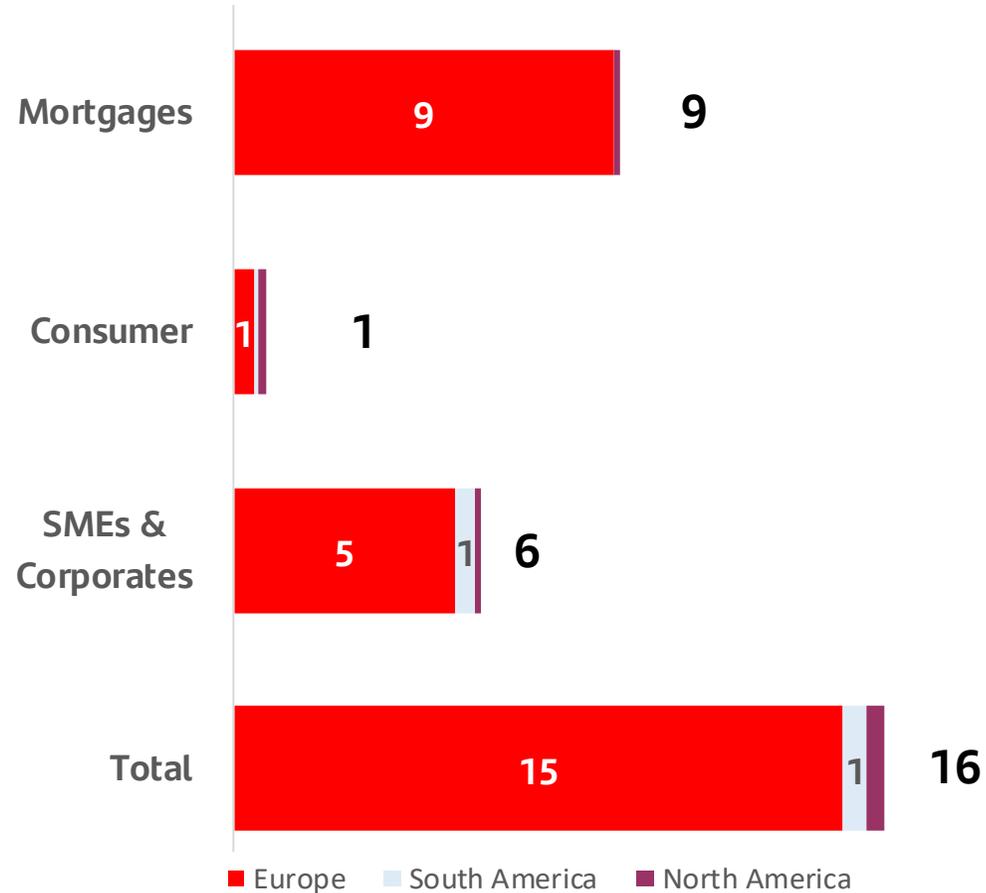
Quarterly income statements

Glossary

86% of moratoria has expired, with only 5% in stage 3. From the 14% still active, 73% is secured and most of it is in Europe

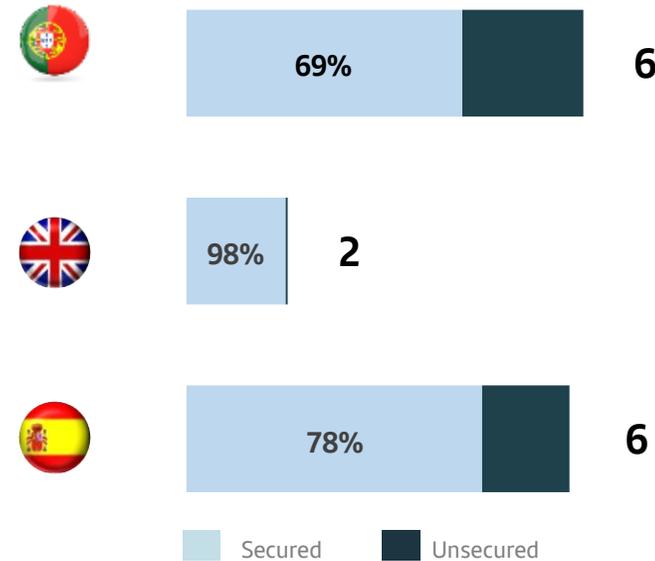
Distribution of loans subject to moratoria

Active moratoria as of 31st March 21, EUR bn



Main units

Active moratoria as of 31st March 21, EUR bn



- Portugal, Spain and UK represent 90% of active moratoria and 76% is secured

Breakdown of moratoria by segments, regions and main countries: credit quality of expired moratoria remains solid

EUR bn, 31-Mar-21	Total moratoria	% loan book (*)	o/w: expired	Expired as % of Total	Expired		
					% Stage 1	% Stage 2	% Stage 3
Total Group	112	12%	96	86%	75%	20%	5%
Detail by segments							
Mortgages	71	22%	62	87%	84%	14%	3%
Consumer	19	8%	18	96%	47%	42%	11%
SMEs & Corporates	22	6%	16	73%	74%	20%	6%
Europe	75	11%	60	80%	80%	16%	4%
UK	45	19%	44	96%	80%	17%	3%
Spain	11	6%	5	46%	74%	16%	10%
SCF	4	4%	4	97%	86%	10%	4%
North America	20	16%	20	98%	50%	42%	9%
USA (SBNA & SC)	14	17%	13	97%	34%	55%	11%
Mexico	6	21%	6	99%	81%	15%	5%
South America	17	14%	16	97%	86%	9%	5%
Brazil	5	8%	5	94%	72%	19%	9%

Stage coverage

	Exposure ¹					Coverage				
	Mar-21	Dec-20	Sep-20	Jun-20	Mar-20	Mar-21	Dec-20	Sep-20	Jun-20	Mar-20
Stage 1	885	864	862	878	891	0.5%	0.5%	0.6%	0.6%	0.6%
Stage 2	70	69	60	61	53	8.1%	8.5%	8.8%	7.7%	8.2%
Stage 3	32	32	31	33	33	42.5%	43.4%	43.3%	41.1%	40.8%

NPL ratio (%)

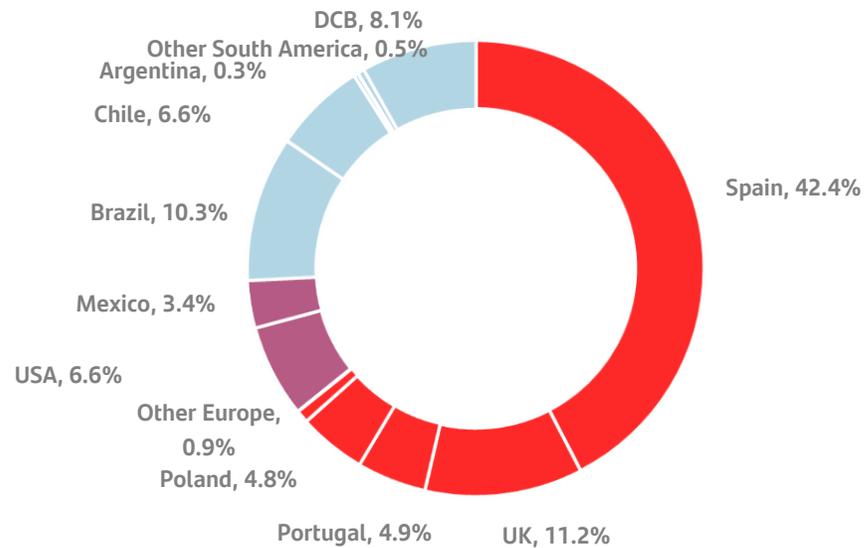
	Mar-20	Jun-20	Sep-20	Dec-20	Mar-21
Europe	3.37	3.41	3.29	3.34	3.26
Spain	6.88	6.55	5.98	6.23	6.18
United Kingdom	0.99	1.10	1.33	1.24	1.35
Portugal	4.56	4.43	4.25	3.89	3.84
Poland	4.29	4.57	4.58	4.74	4.82
North America	2.02	1.73	1.96	2.23	2.39
US	2.00	1.49	1.85	2.04	2.11
Mexico	2.07	2.50	2.33	2.81	3.21
South America	4.63	4.74	4.40	4.39	4.30
Brazil	4.93	5.07	4.64	4.59	4.42
Chile	4.63	4.99	4.76	4.79	4.74
Argentina	3.97	3.15	2.88	2.11	2.32
Digital Consumer Bank	2.21	2.31	2.29	2.17	2.23
TOTAL GROUP	3.25	3.26	3.15	3.21	3.20

Coverage ratio (%)

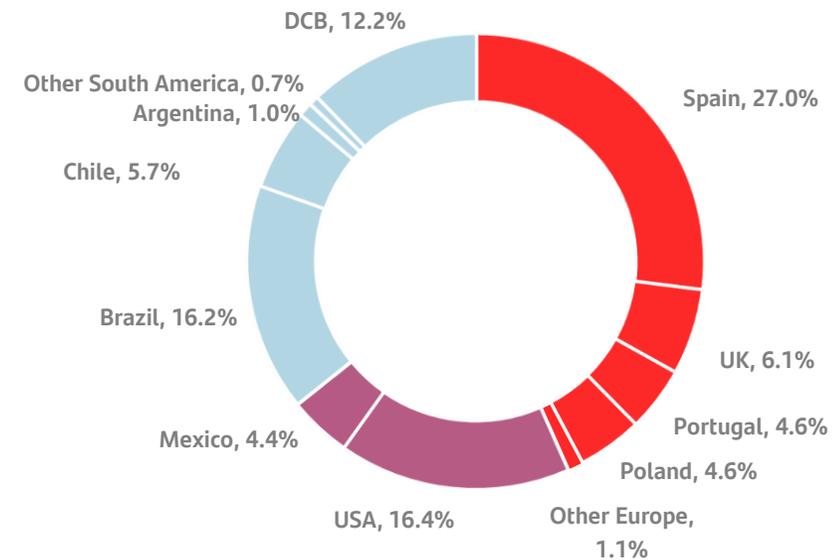
	Mar-20	Jun-20	Sep-20	Dec-20	Mar-21
Europe	47.0	46.5	48.7	50.3	50.0
Spain	44.6	43.3	46.0	47.1	47.2
United Kingdom	39.7	42.8	41.6	44.7	40.5
Portugal	59.0	60.9	64.3	66.5	69.2
Poland	68.1	69.0	70.8	70.7	70.3
North America	170.1	206.5	201.6	182.6	153.4
US	181.4	253.1	228.8	210.4	183.2
Mexico	133.9	114.9	132.6	120.8	95.6
South America	92.9	93.0	97.2	97.4	98.4
Brazil	108.0	110.2	114.9	113.2	116.5
Chile	57.2	54.7	59.7	61.4	63.4
Argentina	131.2	165.7	186.3	275.1	232.4
Digital Consumer Bank	111.6	108.0	110.6	113.3	111.4
TOTAL GROUP	71.3	72.1	76.0	76.4	74.0

Credit impaired loans and loan-loss allowances. Breakdown by operating areas. March 2021

Credit impaired loans



Loan-loss allowances



Cost of credit (%)

	Mar-20	Jun-20	Sep-20	Dec-20	Mar-21
Europe	0.36	0.41	0.48	0.58	0.51
Spain	0.64	0.68	0.80	1.01	0.91
United Kingdom	0.14	0.22	0.26	0.27	0.21
Portugal	0.23	0.30	0.42	0.51	0.38
Poland	0.88	0.96	0.99	1.10	1.02
North America	3.02	3.21	3.07	2.92	2.34
US	3.13	3.30	3.08	2.86	2.12
Mexico	2.69	2.95	2.97	3.03	3.00
South America	3.29	3.49	3.50	3.32	2.81
Brazil	4.43	4.67	4.58	4.35	3.79
Chile	1.25	1.46	1.59	1.50	1.33
Argentina	5.48	5.67	5.54	5.93	4.55
Digital Consumer Bank	0.63	0.74	0.79	0.83	0.69
TOTAL GROUP	1.17	1.26	1.27	1.28	1.08

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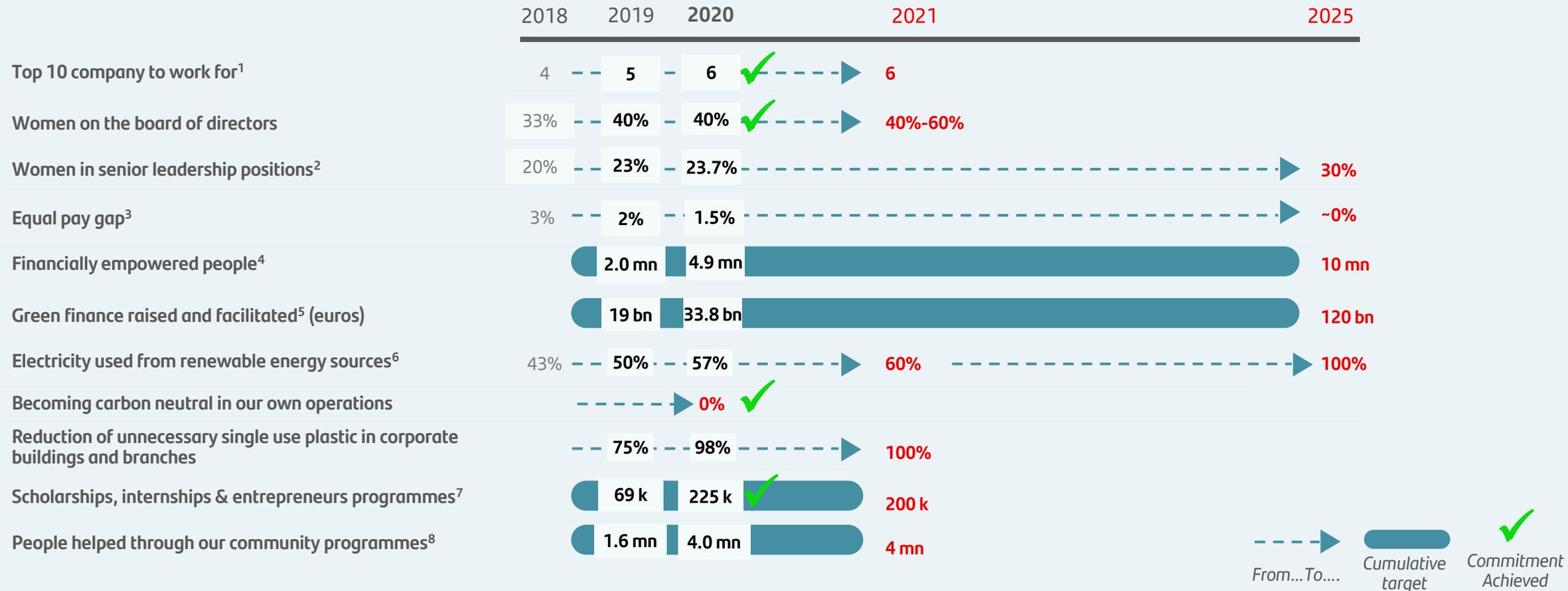
Responsible Banking

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Santander Responsible Banking goals

We are building a more Responsible Bank aligned with our commitments



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

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SANTANDER GROUP (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	8,487	7,715	7,773	8,019	7,956
Net fee income	2,853	2,283	2,423	2,456	2,548
Gains (losses) on financial transactions and other	474	706	891	520	886
Total income	11,814	10,704	11,087	10,995	11,390
Operating expenses	(5,577)	(5,076)	(5,073)	(5,241)	(5,118)
Net operating income	6,237	5,628	6,014	5,754	6,272
Net loan-loss provisions	(3,909)	(3,118)	(2,535)	(2,611)	(1,992)
Other gains (losses) and provisions	(372)	(625)	(304)	(485)	(467)
Underlying profit before tax	1,956	1,885	3,175	2,658	3,813
Underlying consolidated profit	696	1,677	2,047	1,738	2,489
Underlying attributable profit	377	1,531	1,750	1,423	2,138
Net capital gains and provisions*	(46)	(12,660)	—	(1,146)	(530)
Attributable profit	331	(11,129)	1,750	277	1,608

(*) Including: in Q1'20, restructuring costs
in Q2'20, adjustment to the valuation of goodwill, adjustment has been made to deferred tax assets of the Spanish consolidated fiscal group and restructuring costs and other
in Q4'20, restructuring costs and other
in Q1'21, restructuring costs

SANTANDER GROUP (Constant EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	7,567	7,411	7,748	8,093	7,956
Net fee income	2,543	2,208	2,399	2,460	2,548
Gains (losses) on financial transactions and other	455	647	882	513	886
Total income	10,565	10,266	11,030	11,066	11,390
Operating expenses	(5,111)	(4,924)	(5,071)	(5,283)	(5,118)
Net operating income	5,454	5,342	5,959	5,783	6,272
Net loan-loss provisions	(3,487)	(2,967)	(2,563)	(2,650)	(1,992)
Other gains (losses) and provisions	(330)	(620)	(303)	(491)	(467)
Underlying profit before tax	1,637	1,754	3,092	2,643	3,813
Underlying consolidated profit	492	1,594	2,007	1,735	2,489
Underlying attributable profit	192	1,456	1,716	1,423	2,138
Net capital gains and provisions*	(45)	(12,662)	(24)	(1,141)	(530)
Attributable profit	146	(11,205)	1,692	281	1,608

(*) Including: in Q1'20, restructuring costs
in Q2'20, adjustment to the valuation of goodwill, adjustment has been made to deferred tax assets of the Spanish consolidated fiscal group and restructuring costs and other
in Q4'20, restructuring costs and other
in Q1'21, restructuring costs

Europe (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	2,378	2,330	2,534	2,670	2,645
Net fee income	1,128	942	961	968	1,072
Gains (losses) on financial transactions and other	212	125	388	37	432
Total income	3,718	3,398	3,883	3,675	4,149
Operating expenses	(2,175)	(2,038)	(2,046)	(2,015)	(2,071)
Net operating income	1,543	1,359	1,837	1,659	2,077
Net loan-loss provisions	(1,004)	(677)	(735)	(927)	(595)
Other gains (losses) and provisions	(236)	(186)	(177)	(371)	(251)
Underlying profit before tax	303	496	925	361	1,231
Underlying consolidated profit	202	360	660	268	829
Underlying attributable profit	193	336	628	256	826

Europe (Constant EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	2,350	2,337	2,558	2,699	2,645
Net fee income	1,117	942	963	970	1,072
Gains (losses) on financial transactions and other	213	122	387	36	432
Total income	3,680	3,402	3,909	3,704	4,149
Operating expenses	(2,154)	(2,044)	(2,065)	(2,034)	(2,071)
Net operating income	1,527	1,358	1,844	1,671	2,077
Net loan-loss provisions	(997)	(680)	(740)	(932)	(595)
Other gains (losses) and provisions	(234)	(184)	(180)	(372)	(251)
Underlying profit before tax	297	494	924	367	1,231
Underlying consolidated profit	199	358	660	273	829
Underlying attributable profit	189	335	629	261	826

Spain (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	925	931	1,034	1,067	1,019
Net fee income	643	535	562	573	587
Gains (losses) on financial transactions and other	220	96	204	(8)	178
Total income	1,789	1,562	1,800	1,632	1,785
Operating expenses	(944)	(896)	(893)	(873)	(867)
Net operating income	844	665	907	759	918
Net loan-loss provisions	(628)	(313)	(449)	(611)	(449)
Other gains (losses) and provisions	(104)	(115)	(112)	(128)	(129)
Underlying profit before tax	112	237	346	20	340
Underlying consolidated profit	90	160	246	20	243
Underlying attributable profit	90	161	246	20	243

United Kingdom (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	820	796	905	983	1,001
Net fee income	190	94	115	96	120
Gains (losses) on financial transactions and other	(3)	1	14	(31)	(10)
Total income	1,007	891	1,034	1,048	1,111
Operating expenses	(686)	(631)	(620)	(601)	(652)
Net operating income	321	259	414	447	459
Net loan-loss provisions	(178)	(223)	(179)	(97)	(18)
Other gains (losses) and provisions	(71)	(5)	(30)	(150)	(31)
Underlying profit before tax	72	31	205	200	410
Underlying consolidated profit	52	19	149	171	294
Underlying attributable profit	52	19	149	171	294

United Kingdom (GBP mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	706	706	818	885	874
Net fee income	163	85	104	87	105
Gains (losses) on financial transactions and other	(2)	1	13	(27)	(8)
Total income	867	791	934	945	971
Operating expenses	(591)	(560)	(562)	(543)	(569)
Net operating income	276	231	372	402	401
Net loan-loss provisions	(153)	(197)	(163)	(89)	(16)
Other gains (losses) and provisions	(61)	(5)	(27)	(134)	(27)
Underlying profit before tax	62	28	182	179	358
Underlying consolidated profit	45	17	133	153	257
Underlying attributable profit	45	17	133	153	257

Portugal (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	202	197	193	195	193
Net fee income	101	90	94	103	99
Gains (losses) on financial transactions and other	47	30	25	19	135
Total income	350	317	312	317	427
Operating expenses	(151)	(145)	(146)	(149)	(146)
Net operating income	199	172	166	168	281
Net loan-loss provisions	(80)	(24)	(47)	(42)	(35)
Other gains (losses) and provisions	(21)	(16)	1	7	(13)
Underlying profit before tax	98	132	120	133	234
Underlying consolidated profit	68	92	83	95	161
Underlying attributable profit	68	92	83	95	161

Poland (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	296	251	246	243	240
Net fee income	116	104	112	120	127
Gains (losses) on financial transactions and other	(48)	23	35	24	(10)
Total income	365	377	394	388	357
Operating expenses	(172)	(143)	(161)	(154)	(158)
Net operating income	193	235	233	234	199
Net loan-loss provisions	(95)	(89)	(65)	(81)	(68)
Other gains (losses) and provisions	(36)	(40)	(32)	(87)	(72)
Underlying profit before tax	62	105	136	66	58
Underlying consolidated profit	32	74	100	34	26
Underlying attributable profit	23	51	68	20	21

Poland (PLN mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	1,279	1,134	1,095	1,096	1,090
Net fee income	503	467	498	541	576
Gains (losses) on financial transactions and other	(206)	95	156	109	(46)
Total income	1,576	1,696	1,749	1,746	1,621
Operating expenses	(742)	(645)	(714)	(694)	(718)
Net operating income	834	1,051	1,036	1,052	902
Net loan-loss provisions	(411)	(399)	(291)	(363)	(309)
Other gains (losses) and provisions	(155)	(181)	(141)	(390)	(329)
Underlying profit before tax	268	470	603	300	265
Underlying consolidated profit	140	329	442	154	116
Underlying attributable profit	98	225	302	93	93

Other Europe (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	134	155	155	182	192
Net fee income	78	120	78	75	138
Gains (losses) on financial transactions and other	(5)	(24)	109	32	139
Total income	207	251	343	290	469
Operating expenses	(222)	(223)	(226)	(238)	(249)
Net operating income	(15)	28	116	52	221
Net loan-loss provisions	(23)	(29)	5	(97)	(26)
Other gains (losses) and provisions	(4)	(9)	(4)	(12)	(6)
Underlying profit before tax	(42)	(10)	117	(58)	189
Underlying consolidated profit	(40)	15	81	(52)	106
Underlying attributable profit	(40)	14	81	(51)	108

Other Europe (Constant EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	133	151	155	182	192
Net fee income	75	118	78	75	138
Gains (losses) on financial transactions and other	(6)	(25)	109	32	139
Total income	202	244	342	289	469
Operating expenses	(218)	(219)	(225)	(237)	(249)
Net operating income	(16)	25	117	52	221
Net loan-loss provisions	(22)	(30)	6	(97)	(26)
Other gains (losses) and provisions	(5)	(7)	(6)	(12)	(6)
Underlying profit before tax	(43)	(12)	117	(57)	189
Underlying consolidated profit	(41)	13	81	(51)	106
Underlying attributable profit	(42)	14	81	(50)	108

North America (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	2,261	2,079	2,076	2,055	2,005
Net fee income	464	405	413	402	451
Gains (losses) on financial transactions and other	216	227	194	242	313
Total income	2,941	2,711	2,683	2,699	2,768
Operating expenses	(1,230)	(1,123)	(1,109)	(1,215)	(1,149)
Net operating income	1,711	1,587	1,574	1,484	1,620
Net loan-loss provisions	(1,246)	(1,123)	(775)	(773)	(393)
Other gains (losses) and provisions	(14)	(38)	(24)	(57)	(20)
Underlying profit before tax	452	427	774	654	1,207
Underlying consolidated profit	337	369	528	500	910
Underlying attributable profit	282	334	439	417	773

North America (Constant EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	2,052	1,988	2,071	2,042	2,005
Net fee income	421	394	417	400	451
Gains (losses) on financial transactions and other	198	211	190	237	313
Total income	2,670	2,592	2,678	2,679	2,768
Operating expenses	(1,117)	(1,073)	(1,109)	(1,205)	(1,149)
Net operating income	1,553	1,520	1,569	1,474	1,620
Net loan-loss provisions	(1,134)	(1,059)	(785)	(776)	(393)
Other gains (losses) and provisions	(13)	(36)	(24)	(55)	(20)
Underlying profit before tax	406	425	760	643	1,207
Underlying consolidated profit	304	363	522	491	910
Underlying attributable profit	253	329	436	410	773

United States (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	1,462	1,429	1,406	1,348	1,337
Net fee income	250	215	218	206	241
Gains (losses) on financial transactions and other	217	157	206	247	324
Total income	1,929	1,801	1,830	1,801	1,902
Operating expenses	(809)	(776)	(722)	(772)	(748)
Net operating income	1,120	1,024	1,108	1,029	1,154
Net loan-loss provisions	(972)	(832)	(572)	(561)	(165)
Other gains (losses) and provisions	(6)	(30)	(20)	(37)	(15)
Underlying profit before tax	141	163	515	431	974
Underlying consolidated profit	99	170	333	330	739
Underlying attributable profit	60	151	259	260	616

United States (USD mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	1,612	1,573	1,644	1,608	1,611
Net fee income	275	237	255	247	290
Gains (losses) on financial transactions and other	239	173	240	291	390
Total income	2,126	1,983	2,139	2,145	2,290
Operating expenses	(892)	(855)	(846)	(918)	(901)
Net operating income	1,235	1,128	1,292	1,227	1,390
Net loan-loss provisions	(1,072)	(916)	(683)	(679)	(199)
Other gains (losses) and provisions	(7)	(33)	(24)	(44)	(18)
Underlying profit before tax	156	180	586	504	1,173
Underlying consolidated profit	109	188	381	386	890
Underlying attributable profit	66	166	296	305	743

Mexico (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	798	650	669	707	667
Net fee income	211	185	189	188	204
Gains (losses) on financial transactions and other	(2)	70	(10)	(4)	(6)
Total income	1,007	905	848	891	865
Operating expenses	(415)	(341)	(375)	(422)	(373)
Net operating income	592	565	473	469	492
Net loan-loss provisions	(273)	(291)	(203)	(212)	(228)
Other gains (losses) and provisions	(8)	(6)	(4)	(19)	(5)
Underlying profit before tax	311	267	266	238	259
Underlying consolidated profit	237	201	200	185	196
Underlying attributable profit	220	186	185	171	182

Mexico (MXN mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	17,484	16,706	17,310	17,322	16,360
Net fee income	4,617	4,719	4,868	4,596	4,995
Gains (losses) on financial transactions and other	(51)	1,658	(194)	(91)	(156)
Total income	22,049	23,083	21,984	21,827	21,199
Operating expenses	(9,088)	(8,749)	(9,654)	(10,327)	(9,139)
Net operating income	12,962	14,334	12,330	11,500	12,060
Net loan-loss provisions	(5,985)	(7,336)	(5,339)	(5,194)	(5,582)
Other gains (losses) and provisions	(167)	(166)	(109)	(470)	(127)
Underlying profit before tax	6,810	6,832	6,881	5,836	6,351
Underlying consolidated profit	5,191	5,149	5,170	4,529	4,810
Underlying attributable profit	4,814	4,761	4,786	4,198	4,458

Other North America (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	(0)	0	0	0	0
Net fee income	4	5	7	8	7
Gains (losses) on financial transactions and other	2	(1)	(2)	(0)	(5)
Total income	5	4	6	8	2
Operating expenses	(6)	(6)	(13)	(22)	(28)
Net operating income	(0)	(2)	(7)	(14)	(26)
Net loan-loss provisions	(0)	(0)	(0)	(0)	(0)
Other gains (losses) and provisions	(0)	(2)	(0)	0	(0)
Underlying profit before tax	(1)	(4)	(7)	(14)	(26)
Underlying consolidated profit	2	(3)	(5)	(15)	(25)
Underlying attributable profit	2	(3)	(5)	(15)	(25)

Other North America (Constant EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	(0)	0	0	0	0
Net fee income	4	5	7	8	7
Gains (losses) on financial transactions and other	2	(1)	(2)	(0)	(5)
Total income	5	4	6	8	2
Operating expenses	(6)	(6)	(13)	(22)	(28)
Net operating income	(0)	(2)	(7)	(14)	(26)
Net loan-loss provisions	(0)	(0)	(0)	(0)	(0)
Other gains (losses) and provisions	(0)	(2)	(0)	0	(0)
Underlying profit before tax	(1)	(4)	(7)	(14)	(26)
Underlying consolidated profit	2	(3)	(5)	(15)	(25)
Underlying attributable profit	2	(3)	(5)	(15)	(25)

South America (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	3,065	2,606	2,486	2,566	2,575
Net fee income	1,077	779	848	885	842
Gains (losses) on financial transactions and other	26	310	149	70	122
Total income	4,169	3,695	3,483	3,522	3,539
Operating expenses	(1,492)	(1,281)	(1,250)	(1,335)	(1,219)
Net operating income	2,677	2,414	2,233	2,187	2,320
Net loan-loss provisions	(1,325)	(1,110)	(787)	(702)	(683)
Other gains (losses) and provisions	(142)	(54)	(71)	(54)	(132)
Underlying profit before tax	1,210	1,250	1,375	1,431	1,505
Underlying consolidated profit	796	781	832	935	905
Underlying attributable profit	700	682	731	794	773

South America (Constant EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	2,384	2,375	2,434	2,615	2,575
Net fee income	822	714	818	889	842
Gains (losses) on financial transactions and other	25	271	145	69	122
Total income	3,231	3,360	3,397	3,573	3,539
Operating expenses	(1,161)	(1,170)	(1,227)	(1,365)	(1,219)
Net operating income	2,070	2,190	2,170	2,209	2,320
Net loan-loss provisions	(1,022)	(1,018)	(798)	(730)	(683)
Other gains (losses) and provisions	(104)	(53)	(67)	(61)	(132)
Underlying profit before tax	944	1,118	1,304	1,417	1,505
Underlying consolidated profit	630	702	796	934	905
Underlying attributable profit	548	609	697	793	773

Brazil (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	2,270	1,813	1,756	1,786	1,780
Net fee income	869	614	664	677	632
Gains (losses) on financial transactions and other	(3)	224	114	82	109
Total income	3,137	2,651	2,534	2,544	2,521
Operating expenses	(1,004)	(835)	(805)	(897)	(723)
Net operating income	2,133	1,816	1,729	1,648	1,799
Net loan-loss provisions	(1,066)	(843)	(569)	(540)	(549)
Other gains (losses) and provisions	(127)	(31)	(68)	(36)	(96)
Underlying profit before tax	940	942	1,092	1,072	1,154
Underlying consolidated profit	571	533	611	636	624
Underlying attributable profit	517	478	550	568	562

Brazil (BRL mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	11,100	10,725	11,066	11,446	11,744
Net fee income	4,250	3,679	4,167	4,324	4,169
Gains (losses) on financial transactions and other	(14)	1,196	703	538	718
Total income	15,336	15,600	15,935	16,308	16,632
Operating expenses	(4,907)	(4,922)	(5,065)	(5,696)	(4,767)
Net operating income	10,429	10,678	10,871	10,612	11,865
Net loan-loss provisions	(5,214)	(4,990)	(3,752)	(3,588)	(3,619)
Other gains (losses) and provisions	(621)	(226)	(428)	(252)	(633)
Underlying profit before tax	4,594	5,462	6,691	6,771	7,612
Underlying consolidated profit	2,794	3,111	3,760	4,008	4,118
Underlying attributable profit	2,526	2,792	3,386	3,583	3,704

Chile (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	448	425	420	494	497
Net fee income	92	74	74	94	95
Gains (losses) on financial transactions and other	12	85	38	6	22
Total income	553	584	532	594	614
Operating expenses	(230)	(228)	(223)	(219)	(236)
Net operating income	322	356	310	375	378
Net loan-loss provisions	(163)	(183)	(154)	(94)	(100)
Other gains (losses) and provisions	1	(2)	13	4	(1)
Underlying profit before tax	160	171	169	285	277
Underlying consolidated profit	138	129	125	236	222
Underlying attributable profit	97	86	86	163	153

Chile (CLP mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	397,015	384,057	383,394	447,669	433,780
Net fee income	81,770	67,170	67,421	85,452	82,698
Gains (losses) on financial transactions and other	10,853	76,628	35,003	5,316	19,479
Total income	489,638	527,855	485,818	538,437	535,956
Operating expenses	(204,237)	(205,998)	(203,043)	(198,727)	(205,743)
Net operating income	285,401	321,857	282,775	339,710	330,213
Net loan-loss provisions	(144,587)	(165,302)	(140,381)	(85,889)	(87,495)
Other gains (losses) and provisions	739	(1,905)	11,526	3,859	(1,155)
Underlying profit before tax	141,553	154,650	153,920	257,680	241,563
Underlying consolidated profit	122,619	116,749	114,468	213,738	193,497
Underlying attributable profit	86,013	77,918	78,454	147,535	133,049

Argentina (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	241	261	218	192	204
Net fee income	76	56	70	71	74
Gains (losses) on financial transactions and other	1	(8)	(14)	(36)	(16)
Total income	318	310	274	226	262
Operating expenses	(186)	(153)	(152)	(141)	(171)
Net operating income	132	157	122	85	92
Net loan-loss provisions	(75)	(57)	(46)	(48)	(14)
Other gains (losses) and provisions	(14)	(18)	(17)	(22)	(34)
Underlying profit before tax	44	82	59	15	44
Underlying consolidated profit	34	75	52	18	46
Underlying attributable profit	34	75	52	18	45

Argentina (ARS mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	16,991	22,846	24,646	29,613	22,035
Net fee income	5,327	5,132	7,611	10,109	7,977
Gains (losses) on financial transactions and other	89	(595)	(1,349)	(4,047)	(1,686)
Total income	22,407	27,384	30,908	35,674	28,326
Operating expenses	(13,112)	(13,756)	(17,093)	(21,259)	(18,420)
Net operating income	9,295	13,628	13,815	14,416	9,906
Net loan-loss provisions	(5,266)	(5,207)	(5,417)	(7,430)	(1,503)
Other gains (losses) and provisions	(953)	(1,546)	(1,821)	(2,933)	(3,691)
Underlying profit before tax	3,076	6,875	6,578	4,052	4,711
Underlying consolidated profit	2,421	6,276	5,807	4,089	4,918
Underlying attributable profit	2,405	6,234	5,759	4,047	4,888

Other South America (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	106	107	91	94	93
Net fee income	40	34	40	43	41
Gains (losses) on financial transactions and other	16	9	11	19	7
Total income	162	149	143	157	141
Operating expenses	(72)	(65)	(70)	(78)	(90)
Net operating income	90	85	73	79	51
Net loan-loss provisions	(21)	(27)	(19)	(20)	(20)
Other gains (losses) and provisions	(2)	(2)	1	(0)	(1)
Underlying profit before tax	67	55	55	59	30
Underlying consolidated profit	52	43	43	45	14
Underlying attributable profit	52	43	43	45	14

Other South America (Constant EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	89	97	89	93	93
Net fee income	35	32	39	42	41
Gains (losses) on financial transactions and other	14	8	10	19	7
Total income	138	136	138	154	141
Operating expenses	(62)	(60)	(68)	(77)	(90)
Net operating income	76	76	70	77	51
Net loan-loss provisions	(17)	(24)	(18)	(19)	(20)
Other gains (losses) and provisions	(2)	(2)	1	(0)	(1)
Underlying profit before tax	57	50	53	58	30
Underlying consolidated profit	44	38	40	44	14
Underlying attributable profit	44	38	41	44	14

Digital Consumer Bank (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	1,088	1,054	1,048	1,073	1,056
Net fee income	192	163	211	205	188
Gains (losses) on financial transactions and other	11	(4)	50	74	59
Total income	1,291	1,214	1,309	1,352	1,304
Operating expenses	(596)	(552)	(585)	(596)	(600)
Net operating income	695	662	724	756	703
Net loan-loss provisions	(331)	(200)	(222)	(204)	(166)
Other gains (losses) and provisions	40	23	(20)	6	(31)
Underlying profit before tax	404	485	482	558	506
Underlying consolidated profit	297	356	357	424	372
Underlying attributable profit	234	273	281	345	291

Digital Consumer Bank (Constant EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	1,085	1,065	1,056	1,082	1,056
Net fee income	192	164	211	205	188
Gains (losses) on financial transactions and other	11	(4)	50	75	59
Total income	1,287	1,225	1,317	1,362	1,304
Operating expenses	(594)	(557)	(588)	(600)	(600)
Net operating income	693	669	729	762	703
Net loan-loss provisions	(330)	(202)	(224)	(208)	(166)
Other gains (losses) and provisions	40	23	(20)	7	(31)
Underlying profit before tax	403	490	485	561	506
Underlying consolidated profit	296	360	359	427	372
Underlying attributable profit	233	277	283	348	291

Corporate Centre (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	(304)	(354)	(371)	(345)	(324)
Net fee income	(9)	(6)	(11)	(3)	(5)
Gains (losses) on financial transactions and other	9	47	110	96	(41)
Total income	(304)	(313)	(271)	(252)	(370)
Operating expenses	(85)	(82)	(82)	(80)	(79)
Net operating income	(389)	(395)	(353)	(333)	(449)
Net loan-loss provisions	(3)	(8)	(16)	(4)	(154)
Other gains (losses) and provisions	(20)	(370)	(12)	(9)	(33)
Underlying profit before tax	(413)	(773)	(381)	(345)	(635)
Underlying consolidated profit	(937)	(188)	(330)	(389)	(527)
Underlying attributable profit	(1,031)	(94)	(330)	(389)	(527)

Retail Banking (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	8,004	7,272	7,280	7,500	7,472
Net fee income	2,058	1,536	1,707	1,685	1,709
Gains (losses) on financial transactions and other	108	263	444	165	355
Total income	10,171	9,071	9,431	9,349	9,536
Operating expenses	(4,632)	(4,191)	(4,183)	(4,280)	(4,157)
Net operating income	5,538	4,880	5,248	5,069	5,378
Net loan-loss provisions	(3,890)	(2,862)	(2,465)	(2,415)	(1,783)
Other gains (losses) and provisions	(343)	(219)	(267)	(409)	(405)
Underlying profit before tax	1,306	1,799	2,516	2,246	3,190
Underlying consolidated profit	873	1,242	1,633	1,594	2,143
Underlying attributable profit	693	1,040	1,375	1,313	1,836

Retail Banking (Constant EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	7,166	7,003	7,263	7,563	7,472
Net fee income	1,824	1,484	1,691	1,688	1,709
Gains (losses) on financial transactions and other	137	235	426	141	355
Total income	9,127	8,723	9,380	9,392	9,536
Operating expenses	(4,233)	(4,063)	(4,183)	(4,320)	(4,157)
Net operating income	4,894	4,660	5,197	5,072	5,378
Net loan-loss provisions	(3,469)	(2,714)	(2,491)	(2,456)	(1,783)
Other gains (losses) and provisions	(300)	(215)	(267)	(420)	(405)
Underlying profit before tax	1,125	1,730	2,439	2,196	3,190
Underlying consolidated profit	765	1,204	1,597	1,567	2,143
Underlying attributable profit	596	1,007	1,345	1,289	1,836

Corporate & Investment Banking (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	677	705	771	765	720
Net fee income	402	405	360	375	466
Gains (losses) on financial transactions and other	217	300	242	113	469
Total income	1,297	1,410	1,373	1,253	1,655
Operating expenses	(528)	(499)	(488)	(523)	(526)
Net operating income	769	910	885	730	1,130
Net loan-loss provisions	(6)	(239)	(40)	(185)	(47)
Other gains (losses) and provisions	(15)	(28)	(20)	(72)	(25)
Underlying profit before tax	748	644	825	472	1,058
Underlying consolidated profit	528	465	585	339	740
Underlying attributable profit	494	434	554	316	704

Corporate & Investment Banking (Constant EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	605	673	764	775	720
Net fee income	364	393	355	379	466
Gains (losses) on financial transactions and other	181	270	251	129	469
Total income	1,150	1,337	1,370	1,282	1,655
Operating expenses	(488)	(486)	(488)	(526)	(526)
Net operating income	662	851	882	756	1,130
Net loan-loss provisions	(5)	(237)	(42)	(183)	(47)
Other gains (losses) and provisions	(14)	(27)	(20)	(67)	(25)
Underlying profit before tax	643	587	820	506	1,058
Underlying consolidated profit	457	425	581	362	740
Underlying attributable profit	428	397	551	338	704

Wealth Management & Insurance (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	109	93	92	100	88
Net fee income	308	269	279	296	297
Gains (losses) on financial transactions and other	133	99	102	149	117
Total income	550	462	474	545	502
Operating expenses	(237)	(212)	(207)	(216)	(220)
Net operating income	313	250	266	329	281
Net loan-loss provisions	(6)	(6)	(11)	(5)	(5)
Other gains (losses) and provisions	(1)	(2)	(3)	7	(3)
Underlying profit before tax	307	242	252	331	273
Underlying consolidated profit	232	186	193	249	206
Underlying attributable profit	222	179	184	238	197

Wealth Management & Insurance (Constant EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	99	88	92	101	88
Net fee income	290	263	277	296	297
Gains (losses) on financial transactions and other	121	98	102	149	117
Total income	511	449	472	546	502
Operating expenses	(222)	(206)	(207)	(216)	(220)
Net operating income	289	243	265	330	281
Net loan-loss provisions	(6)	(6)	(11)	(5)	(5)
Other gains (losses) and provisions	(1)	(2)	(3)	7	(3)
Underlying profit before tax	282	235	251	332	273
Underlying consolidated profit	213	181	191	250	206
Underlying attributable profit	204	173	183	239	197

PagoNxt (EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	0	(1)	0	(0)	(1)
Net fee income	94	78	88	103	81
Gains (losses) on financial transactions and other	7	(3)	(8)	(2)	(14)
Total income	101	75	81	100	67
Operating expenses	(95)	(92)	(113)	(142)	(136)
Net operating income	5	(18)	(33)	(42)	(69)
Net loan-loss provisions	(4)	(3)	(3)	(2)	(2)
Other gains (losses) and provisions	7	(6)	(1)	(2)	(2)
Underlying profit before tax	8	(26)	(37)	(46)	(73)
Underlying consolidated profit	(1)	(27)	(34)	(55)	(72)
Underlying attributable profit	(1)	(27)	(33)	(55)	(72)

PagoNxt (Constant EUR mn)

	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21
Net interest income	0	(0)	0	(0)	(1)
Net fee income	74	73	87	101	81
Gains (losses) on financial transactions and other	7	(3)	(7)	(2)	(14)
Total income	81	71	80	99	67
Operating expenses	(83)	(88)	(111)	(141)	(136)
Net operating income	(2)	(17)	(32)	(42)	(69)
Net loan-loss provisions	(3)	(3)	(3)	(2)	(2)
Other gains (losses) and provisions	5	(5)	(1)	(2)	(2)
Underlying profit before tax	(0)	(25)	(36)	(46)	(73)
Underlying consolidated profit	(5)	(27)	(33)	(55)	(72)
Underlying attributable profit	(5)	(27)	(33)	(55)	(72)

Appendix

Primary segments and other countries

Secondary segments

Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

Responsible Banking

Quarterly income statements

Glossary

Glossary - Acronyms

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

Glossary - Definitions

PROFITABILITY AND EFFICIENCY

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

CREDIT RISK

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

CAPITALIZATION

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

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

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

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

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

Thank You.

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

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