





- Financials
 Leopoldo Alvear, CFO
- Q&A





Focus, transform and deliver 2021-2023

César González-BuenoCEO



Focus, transform and deliver

- (1) Our transformation at a glance
- 2 Spain
 - a Retail Banking
 - **b** Business Banking
 - c Corporate & Investment Banking
- (3) TSB
- (4) Other International
- (5) Closing Remarks





Recent trends have further heightened the need for transformation

Environment and market challenges Implications Covid-19 has accelerated changes in customer behaviour **Accelerate** Faster customer shift towards remote channels. digitalisation Idle capacity Well known industry-wide challenges Increase Negative interest rates impacting income Heavy legacy structures and rigid cost base efficiency Pressure on Cost of Risk **ESG** is gaining momentum FSG can't New opportunities towards a more sustainable paradigm wait Socially conscious stakeholders expecting ESG standards Macroeconomic context is improving In the end. Improvement supported by increasing control over the macro won't pandemic and fiscal policy response be as bad Significant stimulus package: Next Generation EU funds Plan based on conservative assumptions for macro scenario

This plan is about execution:
a thorough
assessment has
already been carried
out and a clear
action plan has been
defined

Solid starting point, with no major issues to be fixed



1. Our transformation at a glance

We have a clear strategic roadmap, building on our current strengths and establishing different priorities for each business unit

	Spain core businesses			International presence		
	Retail Banking	Business Banking	C&IB (Spain)	TSB	Other Intl.	
Allocated capital ⁽¹⁾						
RoE ⁽¹⁾	+	+	+	+	+	
Cost to income ⁽¹⁾	+	+	+	+ 4	+	
	Cost reductionDigitalisationFocused growth	 Business growth Cost reduction in self- employed 	Maintain the focus	 Finalise cost reduction Focus growth on mortgages 	Focus on effective use of capital	
	Radical transformation	Evolutionary	Maintain	Focus on the core	Deleverage	

Based on simple average (2019, 2020 and Q1 21)

Positive income evolution throughout the plan

Income evolution



Net interest income

- Total loan book to grow >2%
 CAGR over the period (2020-23)
- Stable NIM throughout the plan

Low single digit CAGR (2020-2023)

Fees & Commissions

- Positive trend in previous years:
 - +8% CAGR 2012-2019⁽¹⁾
 - Only decreased in 2020 due to Covid-19
- Positive trend looking-forward supported by higher activity and other commercial initiatives



1) Like-for-like basis for comparison purposes



Efficiency

successful

the previous

restructuring

programme in

Spain, after the

implementation of

programme and the

ongoing plan in TSB

1. Our transformation at a glance

Cost reduction programmes



Q1 2021

Cost-reduction Programme in Spain successfully implemented





Q4 2021

TSB's costreduction plan

€70M Net cost reduction (2020-2023)



New efficiency Programme in Spain





Cost-reduction programme: **key facts**

- Programme executed in Q1 2021, as planned
- · Key figures delivered in line with planning
- No impact on commercial activity



Programmes funded with ALCO portfolio sales



Group's financial outlook

- (1) 2023 RWA (Risk Weighted Assets) exclude Basel IV impact
- (2) Includes potential impacts arising from Basel IV application in 2023. Assumes a cash dividend distribution of c.30% throughout the plan according to capital regulation (average payout over the last three years)

Group Guidance

	2020	© 2023
ROTE	c.0 %	>6%
Pre-provision profit / RWA ⁽¹⁾	210 ^{bps}	>250 ^{bps}
Credit Cost of Risk	86 ^{bps}	c.45 ^{bps}
CET1 FL	12.0%	>12 % ⁽²⁾

The results of our transformation plan will extend beyond 2023



The radical transformation required in Retail has to address both a decisive cost reduction and a full review of the way we serve our customers



Strategic priorities

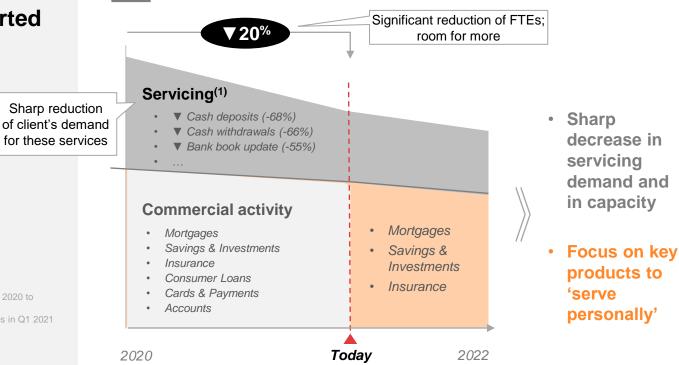
- Significant cost reduction, mainly in noncommercial interactions with customers (servicing)
- Attract additional demand digitally (for all products)
- Fully digital journeys and remote commercial activity for:
 - Consumer loans
 - Accounts
 - Cards & payments
- Branch-based Relationship Managers focused on:
 - Mortgages
 - Insurance
 - Savings & Investments



The transformation journey has started

Evolution of our capacity

Reduction of servicing demand and Retail workforce (supply) in branches



Servicing volume reduction from Q1 2020 to Q1 2021 (internal data)

Reduction of Retail FTEs in branches in Q1 2021

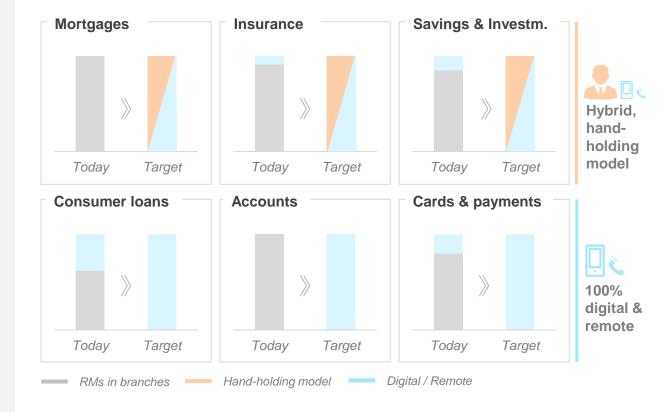
personally'



2. Spain – a) Retail Banking

We will accelerate our transformation by redefining our channel mix for each product in response to the way our customers want to be served

Origination channel mix: evolution





We have the *means* to execute the digitalisation plan



The cost effort is feasible

 As a matter of fact, the revamp of front-end applications required for retail digitalisation can be absorbed in normal business costs



Clear roadmap in place, with much already done

 The new digital sales journeys for all products will be rolled-out gradually over the next 12 months



The new organisation in place increases accountability, which in turn boosts execution & delivery

 Each product division is now responsible for 'development' and 'running': 'you eat what you cook'





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Our *Business Banking* franchise is large and profitable



- (2) Internal Data as of Dec 2020
- (3) Source: ServiRed as of Dec'20
- (4) Export Letter of credit market share as of Dec 2020





Broad **access** to Spanish companies

c.40%

Market penetration⁽¹⁾



Long-lasting

relationships with customers

11 years

Business customer relationship (average)⁽²⁾



Good knowledge of our customers

c.7

Products per customer (average)⁽²⁾



Strong market share across key products

c.17%

POS

market share⁽³⁾

c.10%

Lending market share⁽²⁾

c.30%

International market share⁽⁴⁾

Our Business Banking franchise has a strong foundation to drive further growth



2. Spain – b) Business Banking

We will *grow in*SMEs and reduce cost-to-serve in self-employed & businesses



Strategic priorities

 Cost-to-serve reduction mainly among self-employed customers (using same levers as in Retail Banking)



Sound business growth in SME segment

Prurther detail in next slides



SMEs

There are four levers for growth in SMEs...

...supported by the enhanced risk management framework and an increased focus on the portfolio's profitability

4 sources of focused growth

Specialised solutions in the Middle Market

Expand alongside **export growth** of Spanish SMEs

Vertical specialisation by sector

Leverage on **EU recovery funds** ('Next Generation EU')

Anchors

- **C&IB** expertise
- Current leadership in international solutions
- Existing critical mass by sector
- Access to SMEs and ability to advise



Enhanced application of an **improved risk**management framework

O Further detail in slide 21

Increased management focus on the portfolio's profitability



Risk mgmt. framework

CASE STUDY: PRISMA

Advanced analytics to drive volume growth with proper risk management

Leveraging on the relationships we have built over time, we are now completing our successful 'on-theground' risk assessment with data analytics



Solid customer base where we can grow



Risk management:



Successful model, based on 'on-the-ground' joint risk & commercial teams, sharing responsibilities...





...improved with Business Intelligence and analytics, based on multiple internal & external data sources



Proactively selecting where we want to grow among our customer base



Share of **Wallet growth** protecting risk quality





Profitable Corporate and Investment Banking franchise in Spain.
We will manage customer profitability rigorously, and we

will not increase the

allocation to this

Note: Internal data as of Dec 2020

segment

total capital

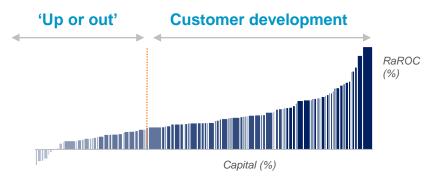


23

We will continue to enhance profitability through granular and rigorous capital management on a customer-by-customer basis

Customer distribution by profitability (RaROC)

Top 100 customers by capital allocation



- Customer development and profitability management
- Rigorous capital management framework



3. TSB 25

Strategic priorities

Capture cost savings from nearly completed restructuring plan

> - Cost discipline driven by digital transformation of operating model

c.£730M cost base 2023(1) (-8% vs. 2020)

Focus lending growth on mortgages

Boost income generation while maintaining a lower risk profile



Mortgage balance growth above market average (2020-2023)

Capital sufficiency

- **Self-funding** of lending growth
- Positive contribution to Group's organic capital generation



CET1 >14% (over the period)

Enhanced back-tobasics approach with digital transformation to move forward on the path to profitability, focusing on what TSB does best

(1) BAU Cost base

3. TSB 26

Cost reduction initiatives in play, with full impact by 2022; strong cost discipline





Optimised branch footprint



290 branches⁽¹⁾

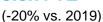


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Better-sized workforce



5.8k FTE⁽¹⁾



(-46% vs. 2019)





On track to deliver significant cost savings, as planned



TSB's cost base (2023)



2021 FYF BAU Cost base

Continued focus on cost efficiency without impacting commercial performance

3. TSB 27

Looking ahead: income ambition underpinned by strong mortgage growth, resulting in lower Cost of Risk



▲ Mortgage market share (stock)

from c. 2%

Risk profile Normalised CoR as a result of change in business mix

(20bps in 2023 vs. 48bps in 2020)







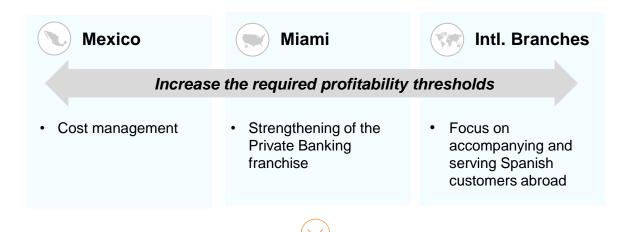


4. Other International



Active capital management of international portfolios to increase returns and reduce lending books

Overseas businesses will mainly focus on active capital management and cost reduction



c.-20% lending reduction by 2023



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5. Closing Remarks

Coming from a sound starting point, our strategic roadmap will significantly enhance our performance and results will improve beyond 2023





Sound starting point:

- · No major issues to be addressed
- Solid strengths to build on



Clear strategic roadmap defined

- Focus on our core market: Spain
 - Efficient and transformed Retail business
 - Outstanding Business Banking franchise
 - Profitable and relatively small C&IB franchise
- Profitable TSB: focus on mortgages, delivering strategic value in the medium-term
- Active capital management in Intl.
 Businesses as a key driver to enhance
 Group profitability



Organisation, corporate culture and management focus aligned with the strategy and focused on delivery

5. Closing Remarks 32





√ The team has the skills and the willingness



CEO César González-Bueno



Retail Banking
Miguel Montes &
Jorge Rodríguez



Business Banking & Branch network
Carlos Ventura



CFO Leopoldo Alvear



Corporate Banking José Nieto



TSB
Debbie Crosbie

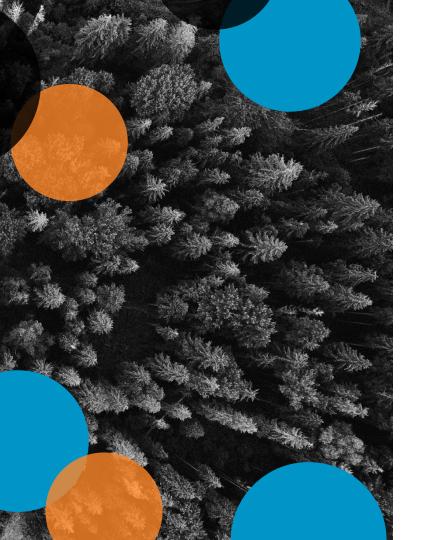


✓ We know what needs to be done and how to do it.



✓ We are committed to deliver, with a sense of urgency and determination





Financials 2021-2023

Leopoldo Alvear CFO





- 1 Macro scenario
- Business outlook
- P&L perspective
- Capital & funding
- 2023 Guidance





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Strategic plan is underpinned by conservative macroeconomic assumptions

Spain

	2020	2023e	Consensus 2023e ⁽¹⁾
GDP Rebased to 100. 2019=100	89.2	101.9	102.2
Unemployment rate	15.5	14.6	15.0
		i	

1. Macro scenario - Baseline scenario

%, year-end	2020	2023e	Forwards 2023e ⁽¹⁾
12m Euribor	-0.50	-0.34	-0.03
BoE Bank rate	0.10	0.50	0.55
5 yr EUR Swap	-0.46	-0.10	0.21
5 yr GBP Swap	-0.01	0.93	0.99

UK

	2020	2023e	Consensus 2023e ⁽¹⁾
GDP Rebased to 100. 2019=100	90.2	102.6	102.5
Unemployment rate	4.5	5.1	4.6

%, year-end	2020	2023e	Forwards 2023e ⁽¹⁾	
GBP/EUR	0.89	0.86	0.88	
USD/EUR	1.22	1.25	1.25	
MXN/EUR	24.31	24.38	28.46	

Economic forecast supported by increasing control of the pandemic and the monetary and fiscal policy response

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Private sector credit volumes to grow in the coming years

Corporate and SMEs sector growth underpinned by contribution from European Recovery Fund

Sources: Bank of Spain for 2019 and 2020 data. Internal forecast for 2021-23

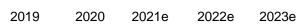
1. Macro scenario - Spain

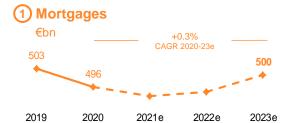
Credit evolution in Spain 2019-23e

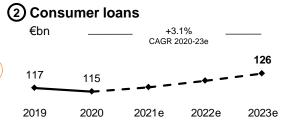
Private sector credit €bn











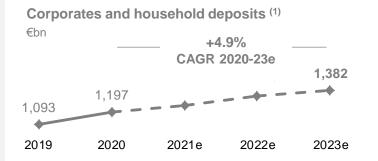


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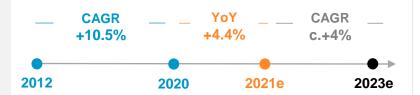
Private sector
deposits and offbalance sheet
products to continue
to grow throughout
the forecast period

1. Macro scenario - Spain

Private sector deposits evolution in Spain 2019-23e



Mutual fund evolution in Spain 2012-23e (2)







Current interest environment channelling household savings towards off-balance sheet resources



Upward trend in off-balance sheet volume in Spain expected to continue



⁽¹⁾ Sources: Bank of Spain for 2019 and 2020 data. Internal forecast for 2021-23

⁽²⁾ Source: Inverco for 2012-2020 data and 2021 forecast. Internal forecast for 2022-23

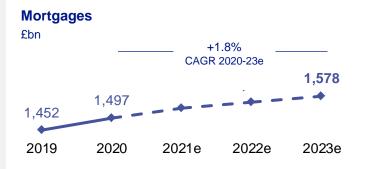




Credit evolution in the UK driven by positive macroeconomic environment

1. Macro scenario – UK

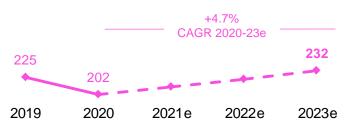
Credit evolution in UK 2020-23e



Dynamism in mortgage market driven by government support measures, robust economic growth and the resilience of the labour market in the UK



£bn



Consumer lending is expected to rebound from the contraction once the economy fully reopens





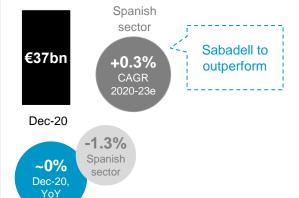
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2. Business outlook – Retail Banking in Spain

Mortgage and consumer lending growth to outperform the domestic market

Mortgages

Starting point & evolution⁽¹⁾



Market share, stock



Consumer lending

Starting point & evolution⁽¹⁾





Market share, stock



Note: Spanish sector data as of Dec-20. Source: Bank of Spain

(1) Refers to performing loans



SMEs and **Corporates in Spain** to grow...

... funded by deleveraging foreign exposures

Strategic approach by segment

Domestic

Self-employed & businesses

Focus on customer acquisition and costto-serve reduction

SMEs

Focus on specialised solutions

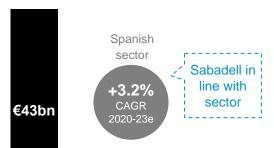
Large companies

 Increase share of wallet among preferred customers

International

Optimisation of capital allocation will lead to a reduction in Corporate lending

Starting point & target 2023e





Dec-20









Focus on the core:

- More appetite for mortgages
- Less appetite for consumer loans

New lending will focus on lower risk and lower capital consumption products

Note: UK sector data as of Dec-20. Source: Bank of England. Consumer lending excludes business banking

2. Business outlook - TSB

2. Business outlook – 15B

Mortgages

Starting point & evolution







Franchise to focus on what it does best

Consumer lending

Starting point & evolution



43

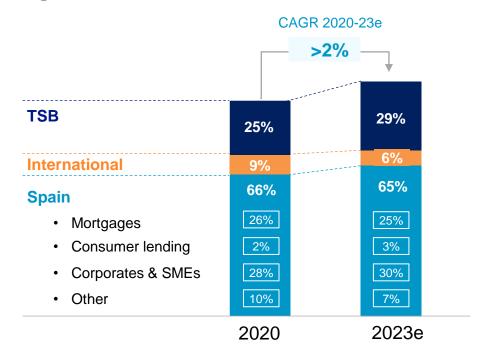
Shift from consumer lending reflecting lower strategic priority and market dynamics



2. Business outlook – Group lending mix evolution

Total loan book to grow >2% CAGR 2020-23e

Group lending mix evolution 2020-23e



- Deleveraging international exposures to fund growth in domestic business
- Strong growth at TSB to be driven by mortgages, funded through TSB's organic capital generation



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3. P&L perspective – Net interest income

Loan growth, TSB and lower wholesale funding cost will more than offset lower contribution from TLTRO III and **ALCO** portfolio

Peer group includes: Bankia, Bankinter, CaixaBank, Santander Spain, BBVA Spain, Unicaia and Liberbank

Net interest income evolution

Tailwinds A



- Loan volume growth
- Wholesale funding cost
- TSB

Headwinds **T**



- TLTRO-III
- Lower ALCO contribution

Improved 2021 guidance

Low single digit

CAGR 2020-23e

Low single digit growth

Customer spread

Dec-20

Top customer spread vs. peers



NIM

Dec-20

NIM expected to **remain** stable throughout the plan



NII sensitivity

NII at current forward interest rates would imply an additional >€50M over the plan horizon

Fees and commissions growth supported by higher activity and commercial initiatives

Fees & commissions evolution

2012 2020

- CAGR 2012-19 >8%⁽¹⁾
- Only in 2020 decreased YoY by -6.1% due to Covid-19

2021e

Improved 2021 guidance Mid single digit

Current run rate at 1021 produces a +2.7%(2) increase over 2020 fees

Key levers

activity

2023e

CAGR 2020-23e

Mid single digit

Fees as % business volume

business volume, ex-TSB



Improvement in fees as %

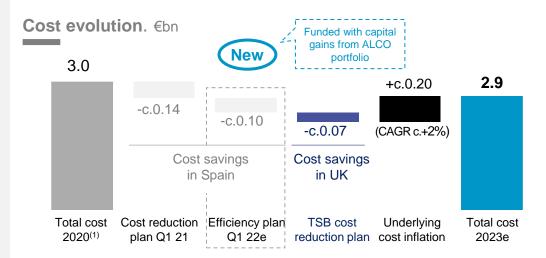
New insurance premiums linked to

Stronger economic and commercial

- mortgage loans
- Specialised Solutions growth among mid market customers
- Non-loyal clients to foster profitability

- Like-for-like basis for comparison purposes
- Annualised on the basis of 90 days in 1Q and 365 days in whole year

New efficiency plan to be executed by Q1 2022 to further reduce the cost base



Total cost as % business volume

Cost base 2023

Improvement in total cost as % business volume



€2.9bn

 Excludes €0.4bn of restructuring costs in Spain and TSB



Pre-provision profit growth together with capital efficiency improvement

NII

CAGR 2020-23e

Low single digit growth

Fees

CAGR 2020-23e

Mid single digit

Cost base 2023e

€2.9bn

Pre-provision profit/ RWAs



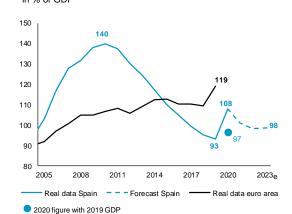
Note: 2023 RWAs exclude Basel IV impact and 2020 pre-provision profit excludes extraordinary trading income and restructuring costs

The increase in aggregate debt of non-financial corporations has been limited...

...while their net debt has remained stable as companies have kept liquidity buffers

Private sector debt

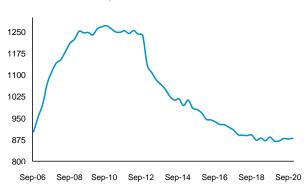
Debt of non-financial corporations (1) in % of GDP



- In 2020 the increase in leverage as a percentage of 2019 GDP was only 4 percentage points
- Debt levels over GDP in Spain to remain below the Eurozone

Net debt (2)

€bn. Debt - cash and deposits



 Significant portion of new debt has been kept in cash as liquidity buffers

⁽¹⁾ Source: Historic data from the ECB and internal forecast projection

⁽²⁾ Source: Bank of Spain

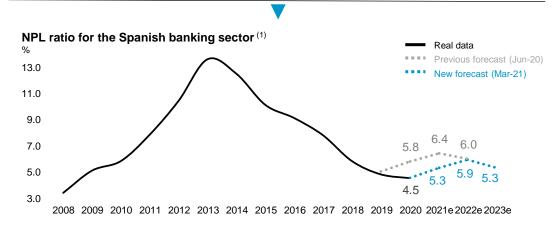
The expected upturn in default rates is not comparable to previous crises

The consensus expected peak of NPLs has been lowered and pushed back

 Source: Historic data from Bank of Spain. Projections obtained from research analysts' estimates



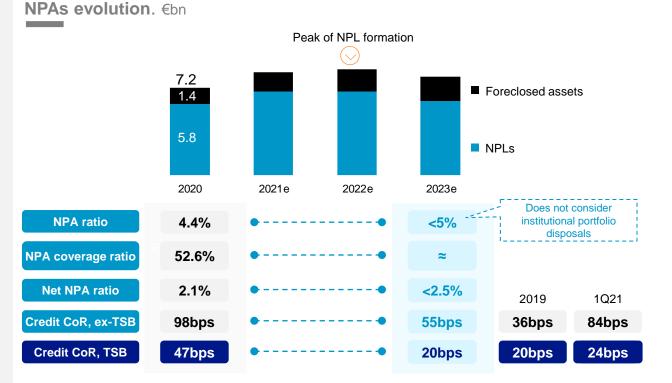
As a result of these measures, default predictions have been revised downwards





3. P&L perspective – Asset quality

Limited and manageable increase of NPA ratio throughout the plan



 Includes total provisions (i.e. credit provisions for NPLs, foreclosed asset provisions, NPA management costs and other provisions)

Group credit CoR of 45bps and total CoR of c.60bps by 2023e⁽¹⁾





4. Capital & Funding – Funding structure

Most of the TLTRO funding to be replaced by excess liquidity and wholesale funding

TLTROIII repayment plan. €bn







Funding plan to push MREL levels to c.26% of RWAs

Total MREL
(% RWAs)

Already compliant with
MREL requirements:

Total MREL
(% LRE)

24.3%

C.26%

24.5%

Subordinated MREL (% LRE)

Subordinated MREL (% RWAs)

Mar-21

Jan-22

Jan-24

requirement

Funding plan 2021-23e

requirement

€bn	Covered bonds & Securitisation	Senior & SNP debt	Total
New issuances	8	5	13
Of which maturities	4.6	2.3	6.9
Net issuances	c.3.5	<3	c.6

 Costs of new issuances expected to be cheaper than those maturing

Note: Callable issuances considered at their legal maturity



- €1bn net issuances of Covered bonds and securitisation issuances per year
- <€1bn net issuances of Senior and SNP debt per year
 </p>
- Tier 2 and AT1 buckets to be kept full

 ✓ Going forward, intend to issue ESG Bonds on a regular basis





4. Capital & Funding – Capital

CET1 evolution 2020-23e

Throughout the plan:

- CET1 FL ratio to remain above 12%
- MDA buffer above 350bps

Tailwinds

- Accumulated net profit
- Deleveraging international corporate lending

Headwinds

- RWAs inflation
- Regulatory headwinds: EBA guidelines and Basel IV

Throughout the plan

>12%⁽¹⁾
CET1 FL BIS IV 2023e

>350bps
MDA buffer

 Assumes a cash dividend distribution of c.30% throughout the plan according to capital regulation (average payout over the last three years)



Fees &

2020-23 CAGR

risk

45bps

<5%

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Clear strategic plan to deliver a **ROTE above 6% by** 2023

Net interest commissions income Low single digit Mid single digit 2020-23 CAGR ROTE >6% CET1 FL BIS IV Credit cost of Pre-provision >12% profit / RWAs (1) >250bps (55bps ex-TSB) NPA ratio





Appendix - Glossary

Term	Definition
ATA	Average total assets
BIS IV	Bank of International Settlements IV
Business volume	Includes performing loans + On-balance sheet customer funds + Off-balance sheet customer funds
CAGR	Compound annual growth rate
C&IB	Corporate and Investment Banking
FTE	Full-Time Equivalent
ICO	Spanish Official Credit Institute
LCR	Liquidity coverage ratio: High quality liquid assets (HQLAs) divided by total net cash outflows
LRE	Leverage Ratio Exposure is equivalent to total assets and a variety of off-balance sheet items including derivatives and repurchase agreements, among others. Ratio calculated a month ahead.
LtD	Loan to Deposits
NIM	Net interest margin
Net debt	Short-Term Debt + Long-Term Debt - Cash and Cash Equivalents
NSFR	Net Stable Funding ratio: Available Stable Funding (ASF) divided by the amount of Required Stable Funding (RSF)
MREL	Minimum Required Eligible Liabilities
RMs	Relationship managers
ROTE	Return on tangible equity
RWA	Risk weighted assets
SNP	Senior non preferred
TLTRO	Targeted Longer-Term Refinancing Operations



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