

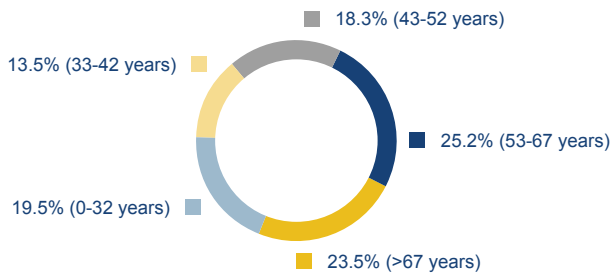
# Society

## CUSTOMERS

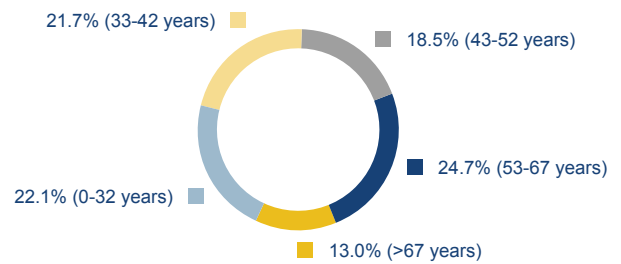
### CUSTOMER COMPOSITION

Retail customers by age bracket [% - years]

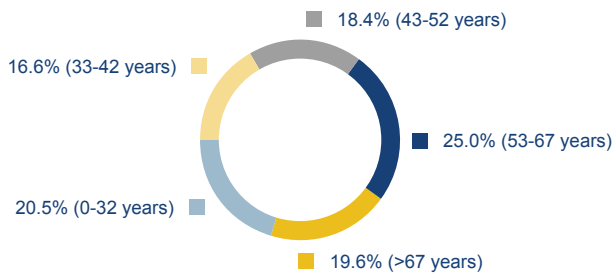
#### Italy



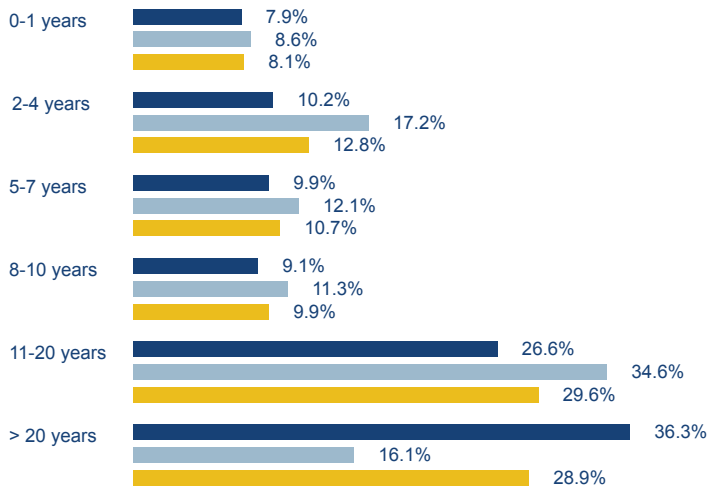
#### Abroad



#### Group



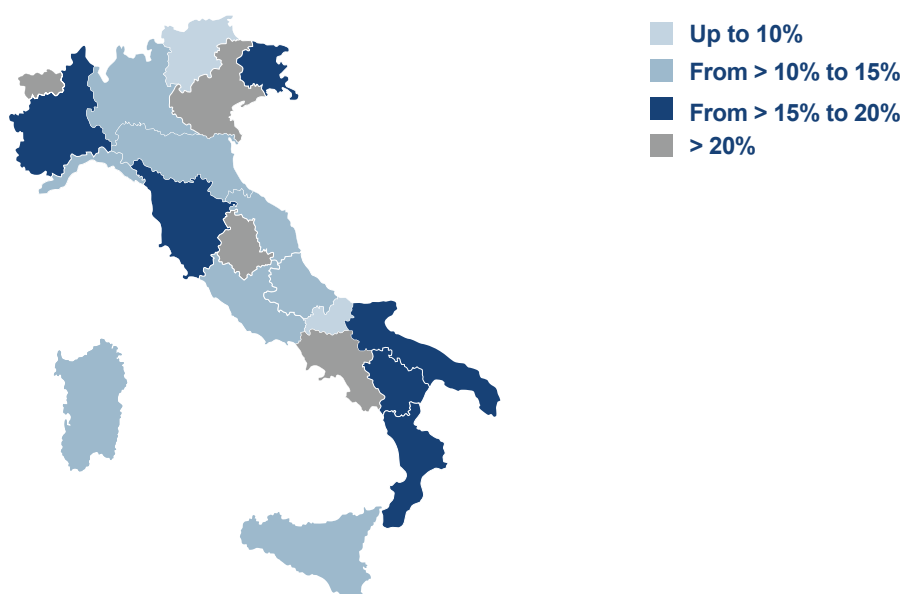
Retail customers by years of relationship with the bank [years - %]



Italy  
Abroad  
Group

Average in Italy: 16 years  
Average abroad: 11 years  
Average for the Group: 14 years

## Market share per region of branches in Italy



Presence in Italian regions with a low population density*	2019		2018		2017	
	Branches	Atm	Branches	Atm	Branches	Atm
Valle d'Aosta	19	43	20	45	21	46
Basilicata	34	48	44	55	46	36
Sardegna	80	143	84	149	86	151
Molise	9	21	16	25	16	24
Trentino Alto Adige	49	66	53	69	55	69

\* Source: ISTAT 2019 Yearbook, resident population at 01/01/2019 and relative area data. Regions considered have less than 100 inhabitants per square kilometre.

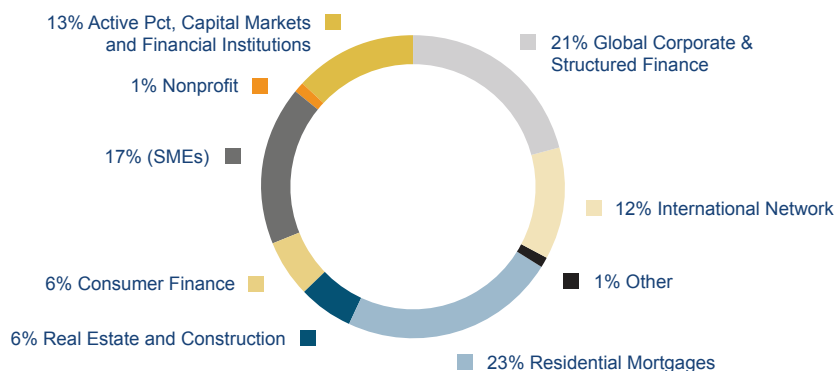
Intesa Sanpaolo Group banks abroad*	2019		2018		2017	
	Branches	Atm	Branches	Atm	Branches	Atm
Albania	35	53	34	51	32	49
Croatia	278	1,140	295	1,394	301	962
Romania	33	41	34	43	30	39
Serbia	155	309	154	299	158	289
Slovakia	193	603	202	592	231	577
Slovenia**	0	0	0	0	0	0
Ukraine	45	117	50	157	50	172
Hungary	64	123	68	130	76	137
Moldova	17	64	0	0	0	0
Egypt	175	437	175	375	172	366
Russian Federation	29	43	32	48	37	53

\* The breakdown by country is carried out on the basis of the head office of the Parent Company for the international banking groups (PBZ in Croatia, VÚB Banka in Slovakia and CIB Bank in Hungary).

\*\* Since 2017 the Slovenian subsidiary bank (Intesa Sanpaolo Bank), which has 52 branches and 100 ATMs, has been merged into the PBZ Group (Croatia).

## LOANS

### Loans to customers by business area



### Loans to customers by economic business sector

Breakdown by economic business sector	2019	2018	2017
<b>Loans of the Italian banks and companies of the Group</b>			
Households	29.0%	29.0%	25.5%
Public Administration	1.9%	1.9%	3.0%
Financial Companies	10.8%	11.3%	9.5%
<b>Non-financial Companies</b> of which:	<b>32.10%</b>	<b>33.0%</b>	<b>33.8%</b>
Services	6.3%	6.1%	5.8%
Distribution	5.4%	5.7%	5.7%
Real Estate	3.3%	3.6%	3.7%
Utilities	2.5%	2.5%	2.9%
Construction	1.9%	2.0%	2.2%
Metals and metal products	1.7%	1.8%	1.9%
Agriculture	1.5%	1.5%	1.6%
Food and drink	1.3%	1.4%	1.4%
Transport	1.3%	1.3%	1.4%
Mechanical	1.0%	1.0%	1.0%
Intermediate industrial products	0.9%	1.0%	1.0%
Fashion	0.8%	0.9%	0.9%
Electrotechnical and electronic	0.6%	0.6%	0.6%
Transportation means	0.5%	0.5%	0.5%
Holding and other	0.5%	0.4%	0.5%
Energy and extraction	0.4%	0.3%	0.4%
Publishing and printing	0.3%	0.3%	0.3%
Material for construction	0.3%	0.3%	0.3%
Base and intermediate chemicals	0.3%	0.3%	0.4%
Non-classified units	0.3%	0.3%	0.1%
Pharmaceutical	0.2%	0.2%	0.2%
Great jobs	0.2%	0.3%	0.3%
Furniture	0.2%	0.2%	0.2%
Other consumption goods	0.2%	0.2%	0.2%
Mass consumption goods	0.1%	0.1%	0.1%
White goods	0.1%	0.1%	0.1%
<b>Rest of the world</b>	<b>10.8%</b>	<b>9.7%</b>	<b>11.6%</b>
<b>Loans of international banks and companies of the Group</b>	<b>11.7%</b>	<b>10.9%</b>	<b>10.0%</b>
<b>Non-performing loans</b>	<b>3.6%</b>	<b>4.2%</b>	<b>6.2%</b>
<b>TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

Note: figures may not add up exactly due to rounding differences.

## OPERATIONS SUBJECT TO EQUATOR PRINCIPLES SCREENING\*

Project Finance**	Category A	Category B	Category C
<b>Total</b>	3	7	1
<b>Sector</b>			
Oil and gas	2	3	
Mining			
Energy		1	1
Infrastructure	1	3	
Other			
<b>Region</b>			
Americas	2	3	
Europe, Middle East and Africa (EMEA)		2	1
Asia and Oceania	1	2	
<b>Type of country***</b>			
Designated	1	7	1
Not designated	2		
<b>Independent audit</b>			
Yes	3	7	1
No			

\* There are no loans to companies for projects that reached financial close in 2019.

\*\* Refers to the number of projects that were financially completed in 2019.

\*\*\* Designated countries: countries considered as having solid environmental and social governance, legal systems and an institutional capacity conceived to protect the population and natural environment. The list of designated countries is available on the Equator Principles Internet site. The Equator Principles envisage the assignment of a risk category to the projects to be financed (A is high, B medium and C low).

Projects closed during the year*	2019			2018			2017		
	Italy	Abroad	Group	Italy	Abroad	Group	Italy	Abroad	Group
Projects	11	0	11	17	3	20	10	1	11
Economic Value [m euro]	825	0	825	955	38	993	603	9	612

\* Projects that were financially completed in 2019.

## SOCIAL IMPACT LOANS\*

Loans granted for social purposes [K euro]	2019			2018			2017		
	Italy	Abroad	Group	Italy	Abroad	Group	Italy	Abroad	Group
Micro-finance	16,167	57,699	73,866	25,199	45,535	70,733	29,905	34,886	64,791
Anti-usury loans	1,480	0	1,480	1,680	0	1,680	2,190	0	2,190
Loans to the Third Sector	205,370	0	205,370	252,375	0	252,375	334,908	0	334,908
Products for vulnerable social groups	3,178,120	253,693	3,431,814	3,637,664	295,362	3,933,026	3,415,712	570,924	3,986,636
Support for people hit by disastrous events	136,907	0	136,907	197,090	0	197,090	133,168	0	133,168
<b>Total</b>	<b>3,538,044</b>	<b>311,392</b>	<b>3,849,437</b>	<b>4,114,008</b>	<b>340,897</b>	<b>4,454,904</b>	<b>3,915,883</b>	<b>605,810</b>	<b>4,521,693</b>

\* It includes medium/long term loans provided by Third Sector and by Banks in Italy.

In 2019, the total of high social impact loans represented the 6.6% of the total loans granted by the Group (vs 7.4% in 2018).

The decline in disbursements for social purposes is attributable to the decrease in loans following natural disasters, in disbursements to the Third Sector and in mortgages to young people which in the year in any case recorded a percentage increase compared to the total mortgages granted by the Bank.

## RELATIONS WITH THE THIRD SECTOR

Third Sector Network	2019	2018	2017
Customers [No.]	65,787	64,664	61,837
Customers with loans [No.]	11,993	11,394	10,847
Loans [K euro]	2,098,952	1,899,200	1,796,311
Direct funding [K euro]	4,108,541	3,687,631	3,479,901
Indirect funding [K euro]	1,707,867	1,611,907	2,510,316

## SUSTAINABLE INVESTMENTS

Eurizon SGR: Ethical and ESG Funds	2019	2018	2017
Ethical and ESG Funds: assets [K euro]	8,225,273	5,619,618	3,965,237
Ethical Funds: assets [K euro]	1,621,718	1,152,199	1,096,764
International ethical equity: assets [K euro]	260,613	140,690	109,755
Ethical bonds: assets [K euro]	503,629	430,064	480,648
Diversified Ethical Heritage: assets [K euro]	836,113	581,446	506,361
EIS - Flexible Equity Ethical Selection: assets [K euro]***	21,363	-	-
ESG funds: assets [K euro]	6,603,555	4,467,419	2,868,473
ESG Target 40 Fund (retail customers): assets [K euro]*	106,417	107,294	121,393
Sustainable Global Equity Fund (professional customers): assets [K euro]*	623,300	350,399	289,741
Flexible Equity Fund: assets [K euro]*	3,675,633	3,364,371	2,457,339
Sustainable Discipline ESG Fund: assets [K euro]**	432,862	423,298	0
Absolute Green Bonds Fund: assets [K euro]**	725,119	152,181	0
Bond Corporate Smart ESG Fund: assets [K euro]**	156,567	69,876	0
Equity Contrarian ESG Approach: assets [k euro]***	61,456	0	0
Bond Emerging Markets in local currencies ESG: assets [k euro]***	229,023	0	0
Equity Innovation: assets [k euro]***	77,452	-	-
Equity People Heritage: assets [k euro]***	62,404	-	-
Equity Planet: assets [k euro]***	82,227	-	-
Equity Europe: assets [k euro]***	196,128	-	-
Equity US: assets [k euro]***	174,967	-	-
International Ethical share: gross return [%]	34.1	-3.7	8.5
Ethical Bond Yield: gross return [%]	7.9	-0.1	1.4
Ethical Diversified: gross return [%]	7.0	-0.8	1.5
Target ESG 40 retail customers: gross return [%]*	13.9	-6.3	n.a.
Sustainable Global Equity professional customers: gross return [%]*	26.0	-12.6	
Flexible equity: gross return [%]*	10.4	-5.7	7
ESG Sustainable Discipline: gross return [%]**	9.8	-3.6	
Absolute Green Bonds: gross return [%]**	8.9	-1.5	
Bond Corporate Smart ESG: gross return [%]**	4.8	-0.5	
Contrarian ESG approach: gross return [%]***	2.1	0.0	-
Bond Emerging Markets gross yield in local currencies ESG: gross return [%]***	5.6	0.0	-
On equity innovation: gross return [%]***	2.0	-	-
Equity People: gross return [%]***	1.1	-	-
Equity Planet: gross return [%]***	1.1	-	-
Equity Europe: gross return [%]***	10.6	-	-
Equity US: gross return [%]***	11.6	-	-
Percentage of ethical and ESG funds (under Italian law and delegated) respect to the total assets of Italian law funds [%]	12.0	8.3	5.6
Total fund assets managed with ESG criteria for third parties (mandates of institutional operators) [k euro]	3,522,898	2,570,553	2,389,543

\* Funds offered to the public since 2017

\*\* Funds offered to the public since 2018

\*\*\* Funds offered to the public from 2019

Average gross yield weighted for assets on the basis of the time horizons of the funds. Eurizon Ethical Funds are Italian funds. For the characteristics and performances of the funds, please click on the relevant hyperlink below.

Eurizon International Ethical Equity [\[i\]](#) Eurizon Diversified Ethical [\[i\]](#) Eurizon Ethical Bond [\[i\]](#) Eurizon Absolute Green Bonds [\[i\]](#) Eurizon Flexible Equity [\[i\]](#)

Eurizon Sustainable Global Equity [\[i\]](#) Eurizon ESG Target 40 [\[i\]](#) Eurizon Sustainable Discipline ESG [\[i\]](#) [\[i\]](#) [\[i\]](#) [\[i\]](#) Eurizon Bond Corporate Smart ESG [\[i\]](#)

<b>Eurizon SGR: engagement initiatives</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>
Companies comprising the portfolios*	1,420	1,382	1,552
Companies for which engagement initiatives have been carried out	515	600	665
Companies for which ESG engagement initiatives have been carried out	77	130	135
% of companies included in the portfolios subject to ESG engagement	5.4	9.4	8.7
% of companies for which ESG engagement activities were carried out on the total of the companies subject to engagement	15.0	21.7	20.3

\* The overall number reported refers to issuers of equity in Italian funds.

<b>Fideuram Ethical and ESG Funds</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>
Ethical and ESG funds: assets [k euro]	224,803	115,420	51,640
Ethical Funds: assets [k euro]	57,624	47,909	51,640
Fonditalia Ethical Investment Class R assets [k euro]	26,871	26,447	30,165
Fonditalia Ethical Investment Class T assets [k euro]	30,752	21,462	21,475
ESG funds: assets [k euro]	167,179	67,511	0
Fonditalia Millennial Equity Class R assets [k euro]*	74,311	21,336	0
Fonditalia Millennial Equity Class T assets [k euro]*	92,868	46,175	0
Gross return Fonditalia Ethical Investment Class R [%]	6.9	-3.2	2.9
Gross return Fonditalia Ethical Investment Class T [%]	6.9	-3.2	2.9
Gross return Fonditalia Millenials Equity Class R [%]	36.4	-10.2	0.0
Gross return Fonditalia Millenials Equity Class T [%]	36.7	-10.3	0.0
Total fund assets managed by Fideuram directly and on behalf of third parties [k euro]**	61,092,911	55,418,000	56,653,000

The Fideuram Ethical Funds are governed by Luxembourg law.

For the characteristics and performance of the funds, please click on the related hyperlink below.

Fonditalia Ethical Investment Classe R [\[i\]](#) Fonditalia Ethical Investment Classe T [\[i\]](#) Fonditalia Millenials Equity Classe R [\[i\]](#) Fonditalia Millenials Equity Classe T [\[i\]](#)

\* Sub-fund active since June 2018.

\*\* The term "third party houses" refers to asset management companies other than those belonging to the Fideuram Group (Fideuram Investimenti and Fideuram Asset Management Ireland) which establish mutual investment funds which are then placed with customers.

## MULTI-CHANNEL

<b>Distribution channels and automation of operations: Italy</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>
Multi-channel contracts (stock)*	9,171,390	8,329,884	7,311,000
Multi-channel contracts (stock)/no of customers*	78.4%	70.9%	61.7%
Bank transfers automation [%]	90.2	88.3	88.1
Securities automation [%]	66.4	67.5	74.9
Remote Banking: active contracts at date	211,645	239,358	164,220
Remote Banking: orders	139,179,355	127,248,285	134,771,167

\* Monitoring of the 2018-2021 Business Plan is performed on customers of the Banca dei Territori Division.

Distribution channels: Abroad	2019		2018	
	No. of multi-channel contracts (stock)	No. of multi-channel contracts (stock)/no. of customers	No. of multi-channel contracts (stock)	No. of multi-channel contracts (stock)/no. of customers
Albania	34,919	16	18,664	9
Croatia	572,631	37	540,333	28
Romania	16,262	26	13,893	20
Serbia	571,424	46	833,571	49
Slovakia	583,873	61	555,682	57
Ukraine	58,985	67	83,479	59
Hungary	316,290	90	316,916	85
Moldova	0	0	0	0
Russian Federation	38,826	27	46,528	21

The breakdown by country is based on the parent company head office for international subsidiaries (PBZ in Croatia, VÚB Banka in Slovakia e CIB Bank in Hungary).

## CYBER SECURITY

Training	2019			2018			2017		
	Italy	Abroad	Group	Italy	Abroad	Group	Italy	Abroad	Group
Participants	43,659	7,770	51,429	3,627	4,653	8,280	28,846	7,194	36,040
Hours of training provided (classroom + remote learning)*	205,281	16,090	221,371	7,560	6,647	14,207	6,716	10,510	17,226

\* Hours defined as the duration of the teaching units used.

The entry into force of the General Data Protection Regulation (GDPR), specific guidelines of the IVASS Regulation and the increasing focus of all Institutions on the IT Security issue led to a significant investment in training on the topic of Cyber Security.

## CUSTOMER EXPERIENCE

Net promoter score (NPS) performance by type of customer	2019*	2018	2017
Retail	19.5	15.9	13.2
Personal	6.5	3.2	2.7
SME	11.2	20.3	20.2

Surveys on customers of the Banca dei Territori Division.

\* In 2019 it was established that the survey channel of reference is the telephone. Therefore, the 2019 NPS is calculated by applying a correction that makes it possible to make the votes collected through different channels comparable with those gathered by telephone. From 2019 the data referring to customers of the aggregate set of former Banca Popolare di Vicenza and former Veneto Banca are included.

## CLAIMS, COMPLAINTS AND APPEALS

Type	2019			2018			2017		
	Italy	Abroad	Group	Italy	Abroad	Group	Italy	Abroad	Group
Loans	18,569	4,945	23,514	24,922	4,703	29,625	27,215	5,559	32,774
Payment systems	11,275	24,328	35,603	9,640	20,616	30,256	7,247	20,452	27,669
Organisational issues, Internet site, other	12,873	7,447	20,320	10,365	7,082	17,447	8,457	8,269	16,726
Insurance products	8,289	115	8,404	6,088	150	6,238	5,650	285	5,935
Current accounts, deposits and securities dossier	4,327	6,333	10,660	5,997	5,336	11,333	3,315	5,510	8,825
Investments	3,391	165	3,556	2,997	209	3,206	1,823	351	2,174
Total	58,724	43,333	102,057	60,009	38,096	98,105	53,707	40,426	94,133

For a correct comparison, the number of complaints received in 2017 – by individual category - must be supplemented with the data referring to the 'Venetian Banks' (2,834 complaints in total).

With regard to requests received from customers on personal data protection in Italy, 77 reports were received for an alleged violation of the Privacy Code in 2019 (115 in 2018), together with 9 request from the Italian Data Protection Authority.