

## CYBER SECURITY

Training for cyber security [No.]	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Participants	56,974	2,769	59,743	33,602	4,987	38,589
Hours of training provided (classroom + remote learning)*	148,341	5,656	153,997	73,536	30,407	103,943

\*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 ever-increasing attention paid by all institutions to the IT Security topic resulted in a significant investment in Cyber Security training.

## CUSTOMER EXPERIENCE

Net promoter score (NPS) performance by type of customer	Intesa Sanpaolo Group customers (excluding former UBI Banca Group customers)		Intesa Sanpaolo Group customers (ISP customers + former UBI Banca customers)
	30.6.2020	30.6.2021	30.6.2021
Retail	22	20	15
Exclusive	14	19	13
Corporate	22	21	17
Third Sector	-	24	20

Findings collected from Banca dei Territori customers. Findings on Third Sector customers were launched in June 2020.

Excluding former UBI customers (on which surveys were initiated in May 2021), the NPS relating to historical customers of the Intesa Sanpaolo Group remains substantially stable or very slightly down on Retail and Corporate and is growing on Exclusive.

## CLAIMS, COMPLAINTS AND APPEALS

Type [No.]	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Loans	13,162	3,566	16,728	17,810	3,934	21,744
Payment systems	6,136	12,786	18,922	13,510	13,992	27,502
Organizational issues, Internet site, other	8,250	3,753	12,003	10,239	2,615	12,854
Insurance products	5,018	74	5,092	6,816	102	6,918
Current accounts, deposits and securities dossier	2,594	3,110	5,704	4,532	3,208	7,740
Investments	2,471	124	2,595	1,333	136	1,469
<b>Total</b>	<b>37,631</b>	<b>23,413</b>	<b>61,044</b>	<b>54,240</b>	<b>23,987</b>	<b>78,227</b>

The reporting perimeter of 1H21 has been extended compared to 2020 and also includes the UBI Group, Intesa Sanpaolo RBM Salute, a company that entered the scope of the Insurance Division starting from May 2020, the company Yi Tsai and the international subsidiaries of CIB, PBZ, BIB and VUB, which are subject to the compliance risk assessment. On a homogeneous perimeter, the dynamics of the Group's total complaints would have shown a decreasing trend between the two semesters.

With regard to the requests received from customers regarding the protection of personal data in Italy, in 1H21 64 reports were received for alleged violation of the Privacy Code and 7 requests for feedback from the Guarantor for the protection of personal data, against of appeals presented to the Guarantor at the initiative of the customer as part of the exercise of the right to access data. Within the EU foreign perimeter, the local Data Protection Officers handled 85 reports for alleged violation of the legislation on the protection of personal data and 8 requests for feedback from the local Guarantor Authority in the face of complaints submitted to the Authorities at the initiative of customers.

## CONTRIBUTION TO THE COMMUNITY

Monetary contribution to the community by area of activity [K euro]	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Art and Culture	9,381	167	9,547	10,412	124	10,535
Social solidarity	5,142	180	5,322	6,406	183	6,589
Health	101,371	406	101,776	1,010	301	1,311
Educational and research	2,700	110	2,810	3,894	95	3,989
Civil and humanitarian emergencies	12,809	446	13,255	1,548	0	1,548
Economic development	1,814	221	2,035	1,217	401	1,618
Environment	80	0	80	257	0	257
Other	705	277	982	274	84	358
<b>Total monetary contribution to the community</b>	<b>134,001</b>	<b>1,807</b>	<b>135,808</b>	<b>25,019</b>	<b>1,188</b>	<b>26,206</b>

Monetary contribution to the community by area of activity [%]	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Art and Culture	7.0	9.2	7.0	41.6	10.4	40.2
Social solidarity	3.8	9.9	3.9	25.6	15.4	25.1
Health	75.6	22.5	74.9	4.0	25.3	5.0
Education and research	2.0	6.1	2.1	15.6	8.0	15.2
Civil and humanitarian emergencies	9.6	24.7	9.8	6.2	0.0	5.9
Economic development	1.4	12.2	1.5	4.9	33.8	6.2
Environment	0.1	0.0	0.1	1.0	0.0	1.0
Other	0.5	15.3	0.7	1.1	7.1	1.4

Monetary contribution to the community by reason [K euro]	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Occasional donations	110,910	22	110,932	2,657	157	2,814
Investments in the community	13,656	1,431	15,087	14,106	501	14,606
Commercial initiatives with an impact on the community	9,435	354	9,789	8,256	530	8,786
<b>Total monetary contribution to the community</b>	<b>134,001</b>	<b>1,807</b>	<b>135,808</b>	<b>25,019</b>	<b>1,188</b>	<b>26,206</b>

The trend of the monetary contribution to the community is significantly influenced by the fact that in 1H20 the Group immediately gave support to healthcare to face with the COVID-19 emergency by disbursing over €100m to strengthen the National Health Service through the Department of Civil Protection.

Monetary contribution to the community by reason [%]	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Occasional donations	82.8	1.2	81.7	10.6	13.2	10.7
Investments in the community	10.2	79.2	11.1	56.4	42.2	55.7
Commercial initiatives with an impact on the community	7.0	19.6	7.2	33.0	44.6	33.5

## SUPPLIERS

Suppliers - Supplier Gate*	30.6.2020	30.6.2021
Suppliers [No.]	6,785	8,262
of which:		
Italy [No.]	3,916	4,576
Europe (excluding Italy) [No.]	2,725	3,486
Rest of the world [No.]	144	200

\* The figures refer exclusively to suppliers whose registration with the Intesa Sanpaolo Group's Supplier Gate is ongoing or has been completed.