

# WORKING EVERY DAY IN THE INTEREST OF OUR CUSTOMERS AND SOCIETY

**FIRST QUARTER 2022**  
RESULTS





Working every day in the interest  
of our customers and society

# Philippe Brassac

## FIRST QUARTER 2022 RESULTS

- Regarding the Russia-Ukraine conflict, the Group chooses a **cautious provisioning**, while the risk on non-performing loans remains low.
- The first quarter results are solid, with a **dynamic activity** in all business lines.
- Facing short-term uncertainties, the Group is, yet again, proving the **strength and consistency** of our model to adjust to various crises. On June 22<sup>nd</sup>, we will present our medium-term ambitions to address **societal transitions**.

# A clear position with respect to Ukraine and Russia

- **Ukraine**
  - material and financial support to employees and their families
  - continuity of essential services for customers: 2/3 of agencies are opened and the app is leading in mobile app stores
- **Russia** : no new financing of Russian companies since the war began and shutdown of all commercial activity in the country

**Proven risks remain low** : Russia (€43m), Ukraine (€20m)

## Choice of a conservative provisioning

- **Ukraine**: CA Ukraine's equity value fully provisioned (€195m)
- **Russia**: cautious provisioning of performing loans leading to a one-off 346m€ provision

# Key figures Crédit Agricole S.A.

Q1 2022

Underlying revenues	€5,929m +7.6% Q1/Q1
Underlying gross operating income excl. SRF	€2,429m +4.9% Q1/Q1
Underlying cost of risk excl. Russia	-€157m -59.1% Q1/Q1
Single Resolution Fund (SRF)	-€636m +24.7% Q1/Q1
Russia provision <sup>(1)</sup>	-€389m
Ukraine provision in specific items <sup>(2)</sup>	-€195m
Reported net income Group share	€552m -47.2% Q1/Q1
Underlying net income Group share	€756m -18.9% Q1/Q1
Underlying ROTE <sup>(3)</sup>	11.6%

# Key figures Crédit Agricole Group

Q1 2022

Underlying revenues	€9,601m +5.7% Q1/Q1
Underlying gross operating income excl. SRF	€3,709m +3.5 Q1/Q1
Underlying cost of risk excl. Russia	-€304m -43.3%
Single Resolution Fund (SRF)	-€794m +21.9% Q1/Q1
Reported net income Group share	€1,331m -24.1% Q1/Q1
Underlying net income Group share	€1,484m -7.2% Q1/Q1

(1) Including €346m in country risk provisions on performing loans S1&S2 and €43m in proven risk S3

(2) Excluding additional provision of €20m for the Ukraine risk (Stage 3 "Other IRB") following credit events that occurred before the conflict began

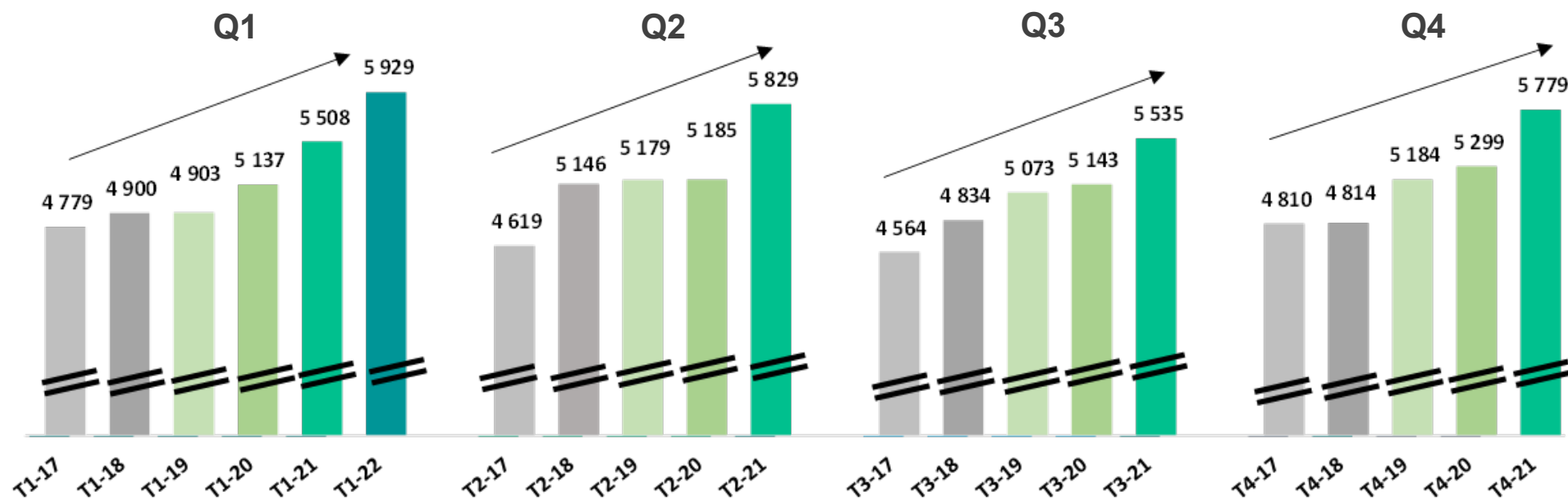
(3) Underlying RoTE calculated on the basis of annualised underlying net income Group share and IFRIC expenses recorded on a straight-line basis over the year

# Strong capital position



**Confirmation of the commitment to a payout ratio of 50% of earnings and the intention to pay an additional 20 cents for the 2019 dividend**

## The Group recorded a good first quarter



Q1/Q1 revenues up +7.6%

+4.1% Creval and Lyxor pro forma<sup>(1)</sup>

(1) Proforma: the entities Creval (IRB) and Lyxor (AG) were added in 2021

# Sustained commercial activity

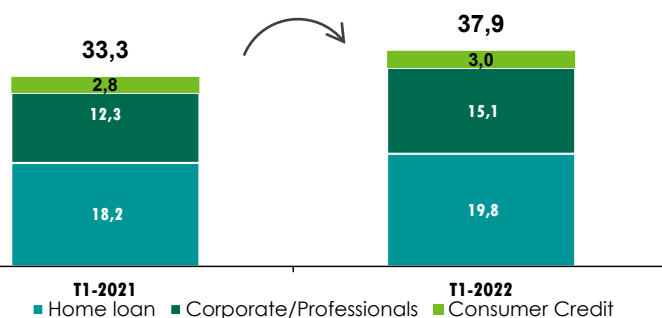
## Retail Banking Customer Capture France, Italy and Poland

516,000  
new customers  
in Q1<sup>(1)</sup>

Since start of the MTP  
6 million new  
customers<sup>(1)</sup>

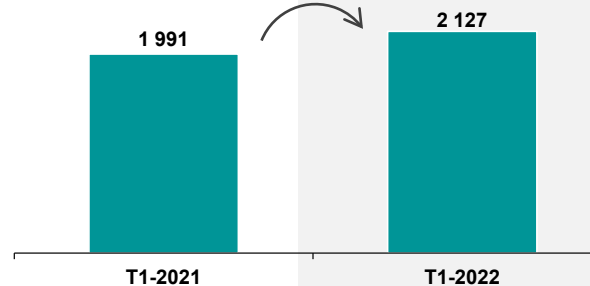
### Loan production<sup>(2)</sup> (RB and LCL – €bn)

+13.8%



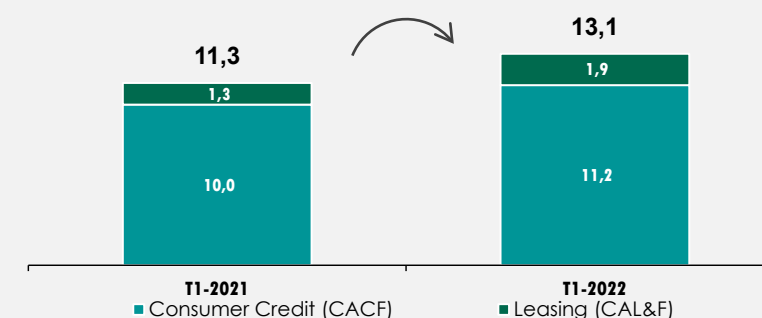
### Property and casualty insurance revenues (CAA – €m)

+6.8%



### Consumer credit & leasing production (€bn)

+15.9%



**Insurance equipment rate:** 42.4% RB (+0.3 pp/March 21), 26.5% LCL (+0.6 pp), 19.2% CA Italia (+1.5 pp)

(1) New customers = gross customer capture. Net customer capture in retail banking in France, Italy and Poland in Q1: 123,000 customers. Net customer capture since start of the MTP: 858,000 customers

(2) Excluding Regional Bank and LCL state-guaranteed loans (3) Car, home, health, legal, all mobile phones or personal accident insurance



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# Jérôme Grivet

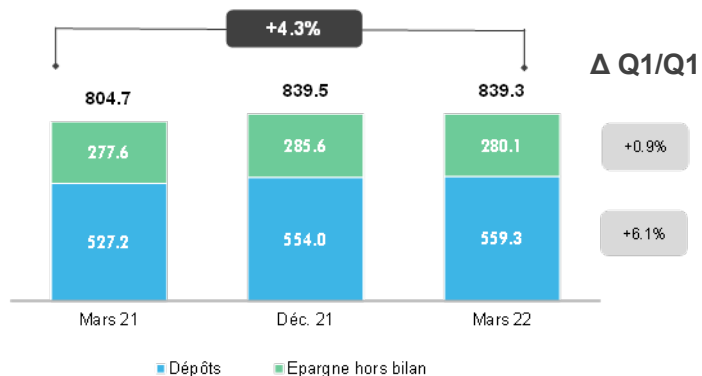
## FIRST QUARTER 2022 RESULTS

“The good performance of our results, in the current context,  
demonstrates the strength and stability of the Group’s business model.”

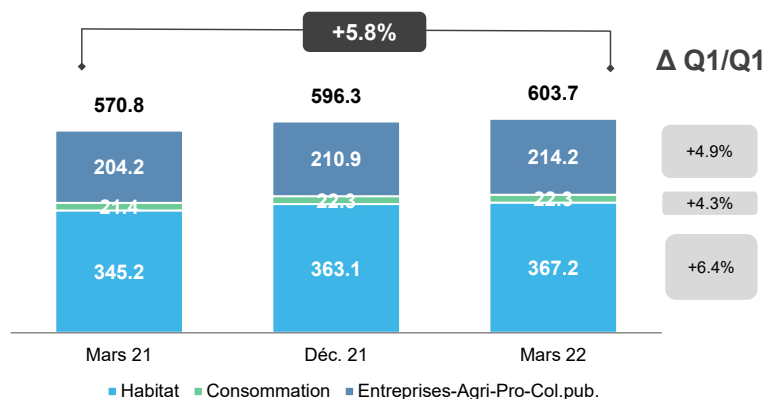


# Regional Banks: strong business momentum and solid results

## Customer assets



## Loans outstanding



## Underlying data

### Q1 2022

Revenues

€3,617m

+1.8% Q1/Q1

Expenses  
Excl. SRF and Deposit  
Guarantee Fund

-€2,274m

+2.3% Q1/Q1

Gross operating  
income

€1,133m

-1.2% Q1/Q1

Cost of risk

-€145m

-5.2% Q1/Q1

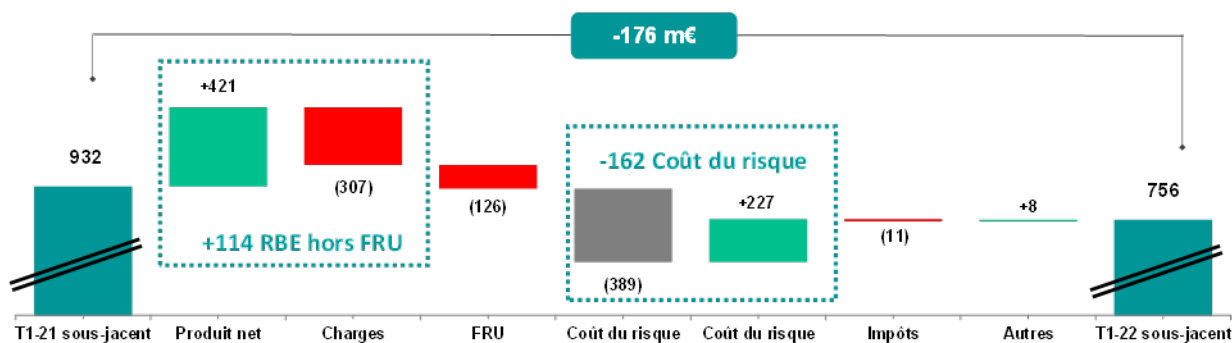
Net income  
Group share

€720m

+9.9% Q1/Q1

# Crédit Agricole S.A. results: excellent underlying momentum

Q1/Q1 evolution in underlying net income Group share per intermediate management balance, in €m



Δ Net income Group share Q1 2022/Q1 2021 -€176m, composed of:

- +€114m GOI excluding SRF
- -€126m new increase in SRF
- -€389m provisions for Russia

*Ukraine provisions -€195m in specific items*

AG: Asset gathering; LC: Large customers; SFS: Specialised financial services; RB: Retail banking; CC: Corporate Centre

## Underlying data

Q1 2022

Revenues

€5,929m

+7.6% Q1/Q1

Expenses  
Excl. SRF

-€3,499m

+9.6% Q1/Q1

Gross operating  
income

€1,793m

-0.6% Q1/Q1

Cost of risk

-€546m

+42.2% Q1/Q1

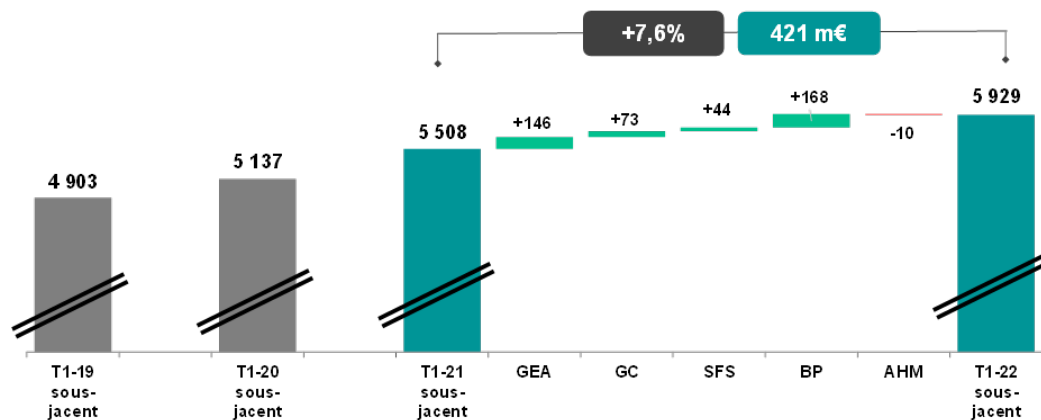
Net income  
Group share

€756m

-18.9% Q1/Q1

## Revenues up in all business lines

### Q1/Q1 evolution in underlying revenues, by business line – €m



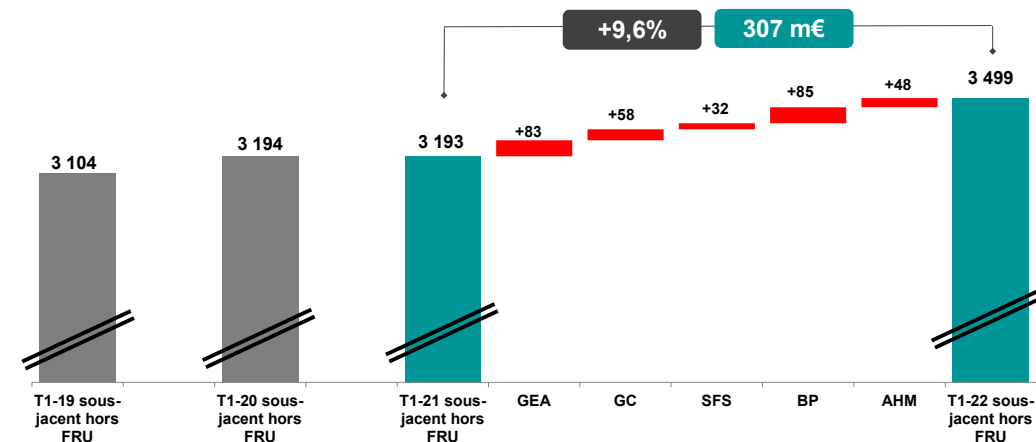
- Revenues up in business lines (+7.8% Q1/Q1 excl. Corporate Centre), driven by dynamic commercial activity
- Increase in Crédit Agricole S.A. revenues (+7.6% Q1/Q1), +4.1% pro forma for Creval and Lyxor<sup>(1)</sup>

AG: Asset gathering; LC: Large customers; SFS: Specialised financial services; RB: Retail banking; CC: Corporate Centre

(1) Pro forma: the entities Creval (IRB) and Lyxor (AG) were added in 2021

## Expenses controlled, excluding SRF

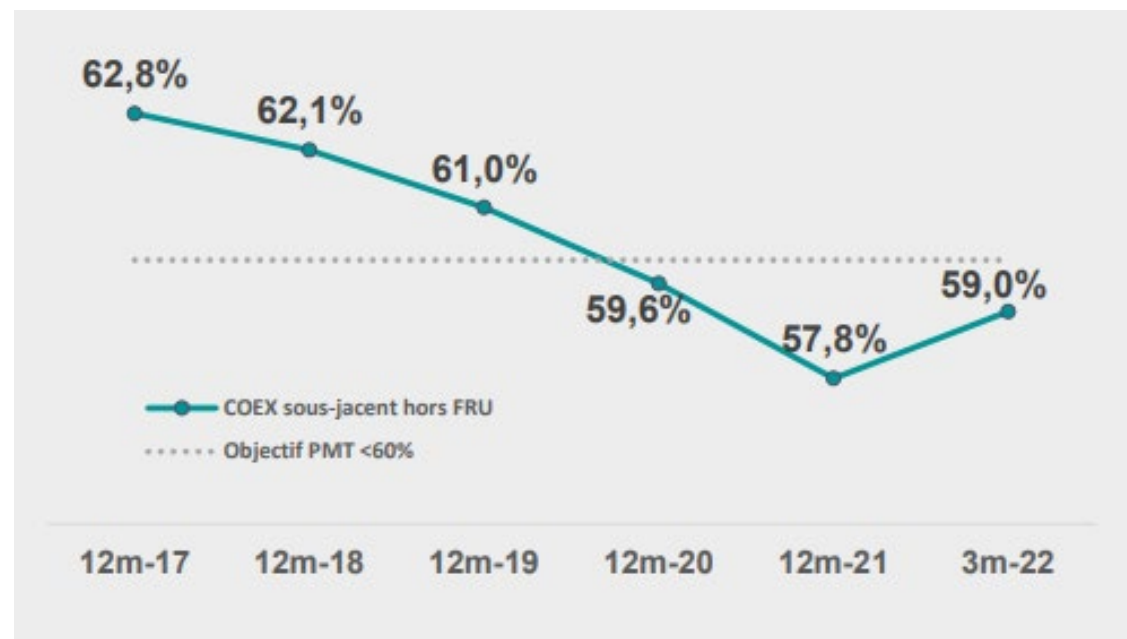
### Q1/Q1 evolution in underlying expenses excluding SRF, by business line – €m



- Increased expenses in the business lines (+8.6% Q1/Q1 excl. Corporate Centre)
- Increase in the SRF contribution (€636m, +24.7% Q1/Q1)
- Increase excl. SRF and Creval and Lyxor pro forma<sup>(1)</sup> of +5.4% Q1/Q1, i.e. €180m, to support growth of the business lines:
  - IT investment and expenses: ~€52m
  - staff costs and variable remuneration: ~€20m

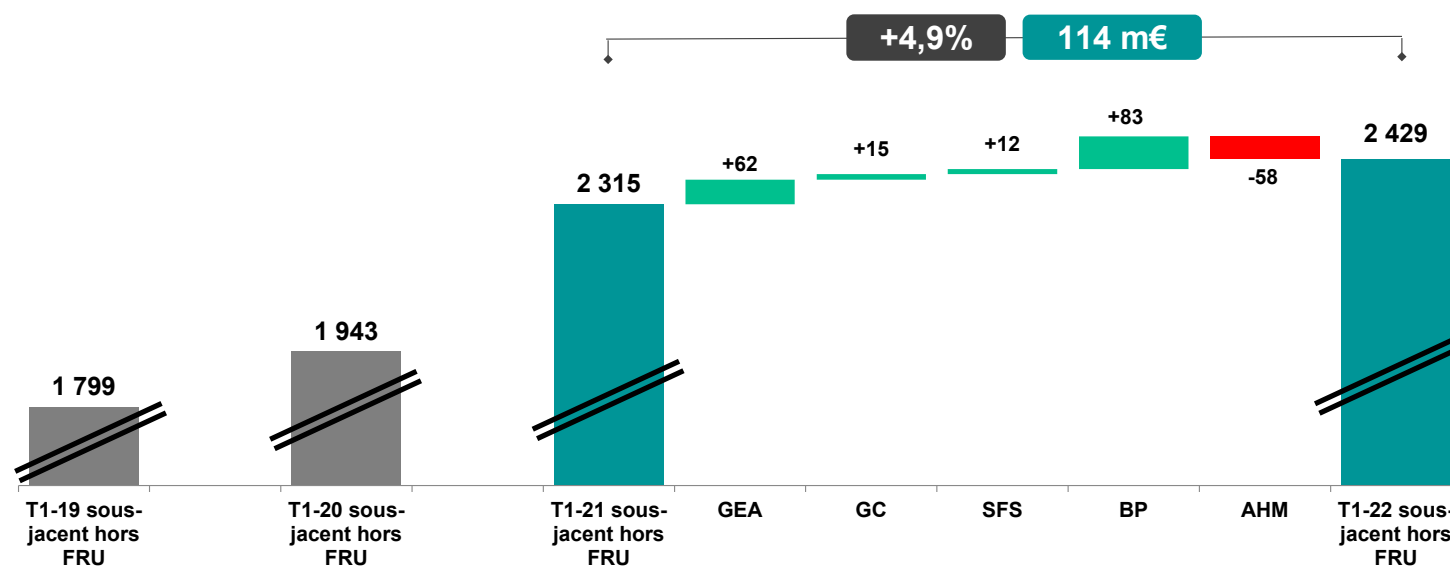
# Cost/income ratio still below the MTP target

Underlying cost/income ratio excl. SRF



# Gross operating income excluding SRF up in all business lines (+7,0% Q1/Q1 excl. Corporate Centre)

Q1/Q1 evolution in underlying gross operating income excluding SRF  
by business line in millions of euros



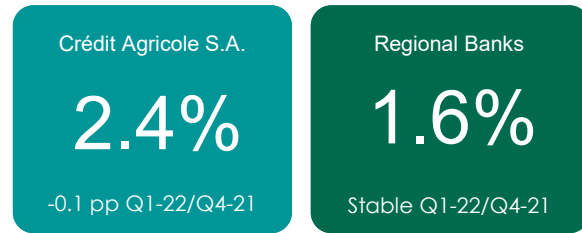
Increase in gross operating income excl. SRF +4.9% Q1/Q1<sup>(1)</sup>

AG: Asset gathering; LC: Large customers; SFS: Specialised financial services; RB: Retail banking; CC: Corporate Centre

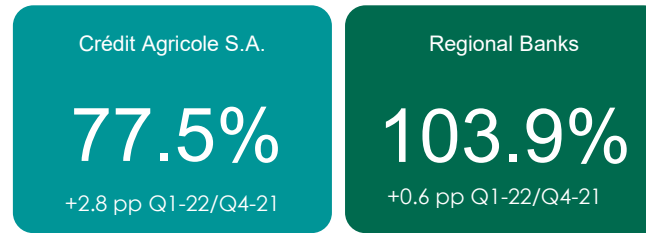
(1) +2.2% Creval and Lyxor proforma (the entities Creval (IRB) and Lyxor (AG) were added in 2021)

# Low non-performing loans ratio, cautious provisioning of Ukraine and Russia risks

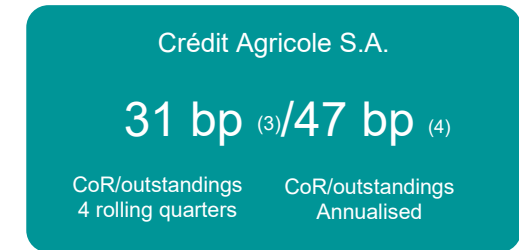
## Non-performing loans ratio



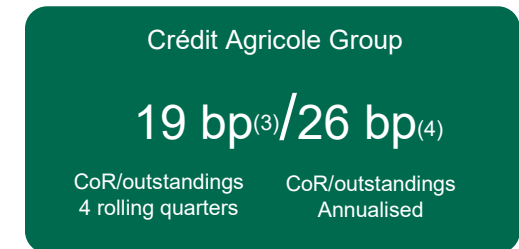
## Coverage ratio<sup>(1)</sup>



## Cost of risk<sup>(8)</sup>



## Loans loss reserves



Provisions for Ukraine equity risk for €195m (restated in specific items)<sup>(6)</sup>  
 Provisions of €389m<sup>(5)</sup> for Russia

Loans loss reserves on performing loans still growing:

- CASA: +€1.3bn Q1-2022/Q4-2019
- CAG<sup>(7)</sup>: +€2.5bn Q1-2022/Q4-2019

(1) Loan loss reserves, including collective provisions. Coverage ratios are calculated based on loans and receivables due from customers in default..

(2) Including -€0.3bn related to Crédit du Maroc's transition to IFRS 5

(3) The cost of risk relative to outstandings (in basis points) on a four quarter rolling basis is calculated on the cost of risk of the past four quarters divided by the average outstandings at the start of each of the four quarters

(4) The cost of risk relative to outstandings (in basis points) on an annualised basis is calculated on the cost of risk of the quarter multiplied by four and divided by the outstandings at the start of the quarter

(5) Provisions of €389m for Russia in Q1-2022, including €346m in country risk provisions on performing loans S1&S2 and €43m in proven risk S3. Moreover, an additional provision of €20m was recognised in S3 for the Ukraine risk ("Other IRB") following credit events that occurred before the start of the conflict, and including an analysis of the risks on the performing corporate exposures.

(6) The reportable cost of risk of Crédit Agricole S.A. amounted to €741 million in Q1-22, including €195 million for the Ukraine equity risk

(7) 45% related to provisions for performing loans for the Regional Banks (vs. 35% at end-2019, i.e. +€1.2bn)

(8) Underlying cost of risk

# Strong capital position



**Confirmation of the commitment to a payout ratio of 50% of earnings  
and the intention to pay an additional 20 cents for the 2019 dividend**

# Asset gathering

## CREDIT AGRICOLE ASSURANCES

- **Savings/retirement:** strong unit-linked product net inflows at +€2.1bn in Q1 (+3.9% Q1/Q1)
- Revenues up Q1/Q1 **property and casualty**<sup>(1)</sup> +6.7% and **personal insurance**<sup>(2)</sup> +7.8%
- **Cost/income ratio** excl. SRF 36.4% (-0.9 pp Q1/Q1)
- **GOI** +13.3% Q1/Q1, income +17.0% Q1/Q1
- **Climate:** acquisition of 25% of the future larger Hornsea 2 global offshore wind farm (1.3 GW capacity)
- **#1 in 2022 ranking of bancassurers in France**<sup>(3)</sup> in life insurance, pensions, car, home and health insurance

## AMUNDI

- **€2,021bn** assets under management
- Strong MLT net inflows excluding JVs (+€21.0bn)
- Lyxor pro forma **cost/income ratio** down to 52.5%
- **Consolidation of Lyxor** in Q1-2022: integration according to plan

## Wealth management

- **Assets** €133bn
- **Revenues** +5.5% Q1/Q1 thanks to the increase in assets under management and loans outstanding
- **Control of expenses** despite IT investments
- Income +10.1% Q1/Q1

Revenues\* +11.7% Q1/Q1

Revenues\* +8.2% Q1/Q1

Revenues\* +5.5% Q1/Q1

\* Underlying data

(1) Equipment (Car, home, health, legal, all mobile phones or personal accident insurance): 42.4% of Regional Bank customers (+0.3 pp year on year), 26.5% LCL (+0.6 pp) and 19.2% CA Italia (+1.5 pp)

(2) Personal insurance segment includes Death & disability, Creditor and Group Insurance.

(3) *Argus de l'assurance* of 22/04/2022 (revenues at end-2021)



# Large customers

## CACIB

- **Excellent quarter for financing activities** (revenues +11.9% Q1/Q1), record performance for structured financing activities (+16% Q1/Q1)
- **Resilience in capital markets and investment banking** (-2.8% Q1/Q1): sharp increase in investment banking and equity capital markets (+40.1% Q1/Q1); FICC down, primarily under the impact of the CVA increase on the Russian counterparties
- **Low cost/income ratio**, increase in expenses (+7.8% Q1/Q1 excl. SRF) related primarily to IT investments in financing and cash management
- **Cautious provisioning of the Russia country risk**, cost of risk -€279m, including -€389m on Russia

## CACEIS

- Growth in **assets under custody** (€4.35 trillion, +1.3% Q1/Q1) and **assets under administration** (€2.3 trillion, +3.1% Q1/Q1)
- Strong fee and commission income and good performance for expenses
- GOI excl. SRF +12.9% Q1/Q1

Revenues\* +4.3% Q1/Q1

Revenues\* +4.8% Q1/Q1

\* Underlying data; Revenues

# Specialised financial services

## CA Consumer Finance

- **Dynamic commercial activity:** production +13% Q1/Q1, including automotive JV production +11% Q1/Q1, despite ongoing shortages in the automotive market
- **Increase in assets under management** thanks to the activity with Crédit Agricole Group in France +4.9% Q1/Q1 and internationally +4.8% Q1/Q1<sup>(1)</sup>
- **GOI excl. SRF** +2.7% Q1/Q1
- **Increase in coverage ratio** of doubtful loans to 89.7%

## CAL&F

- **Dynamic commercial leasing production** (+45% Q1/Q1) driven by property lease financing and renewable energy (financing x4.5 Q1/Q1)
- **Commercial factoring production** +59.4% Q1/Q1 driven by international, increased financing percentage (factored revenues +28.3% Q1/Q1)
- **GOI excl. SRF** +8.6% Q1/Q1
- **Sharp drop in cost of risk** -43.7% Q1/Q1
- **Income** +29.1% Q1/Q1

**Revenues\* +5.0%**  
**Q1/Q1**

**Revenues\* +13.2%**  
**Q1/Q1**

\* Underlying data

(1) Agos and other international subsidiaries (excluding CACF NL and automotive JVs in Italy and China).

# Retail banking

## LCL

- **Gross customer capture** increase Q1/Q1 (+94k new customers)
- **Loans**: production, excl. SGL, +48% T1/T1 to €9.5bn, driven by all markets, in particular by corporates +101% Q1/Q1
- Inflows: +3.7% March/March, driven by the balance sheet related to the growth in demand deposits (+11%)
- **Revenues** +8.3% Q1/Q1 thanks to fee and commission income and the interest margin, **operating expenses excluding SRF and Deposit Guarantee Fund** +1.4% Q1/Q1
- **Cost/income ratio** improved to 58.6% excluding SRF and Deposit Guarantee Fund

**Revenues\* +8.3% Q1/Q1**

\* Underlying data

(1) CREVAL pro forma

(2) Equipment rate - Car, home, health, legal, all mobile phones or personal accident insurance

(3) Changes at constant exchange rates

## CRÉDIT AGRICOLE ITALY

- Legal merger with Creval on 23 April, continued **commercial integration** with the expansion of the product offering, particularly in consumer finance (Agos) and asset management
- **Loans outstanding**<sup>(1)</sup>: down by -2.9% (March/March), related primarily to the assignment of €1.5bn in receivables in Q4-21
- **Savings**<sup>(2)</sup>: increase of +3.7% (March/March), driven by assets under management (+5.9%<sup>(1)</sup> March/March)
- **Coverage ratio** stable at 62.6%, doubtful loan ratio 3.7%
- **GOI excluding SRF** +21.4% Q1/Q1, income +58.8%

**Revenues\* +26.9% Q1/Q1**

## INTERNATIONAL

- Strong **growth in commercial activity in Poland and Egypt** <sup>(3)</sup>, driven by loans (+10% Q1/Q1) and on-balance sheet deposits (+9%). Surplus of deposits over loans: +€2.8bn at 31/03/2022
- **Ukraine**: material and financial support to employees and families; mobilisation for continuity of essential services for customers
- **CA Sbirja sold on April 1<sup>st</sup>, signing of an agreement on 27 April to sell CASA's stake in Crédit du Maroc**

**Mobilisation of the teams for Ukrainian employees and customers**

