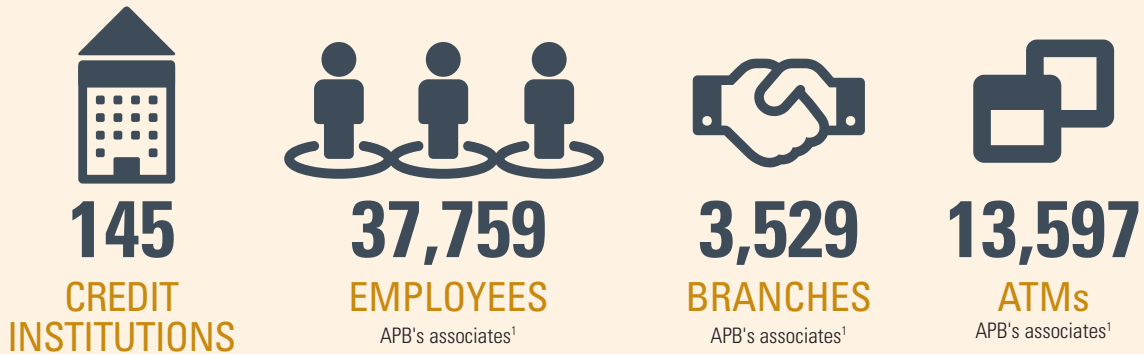


# BANKING SECTOR AT A GLANCE

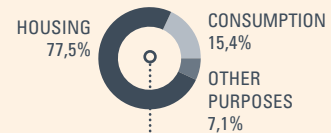
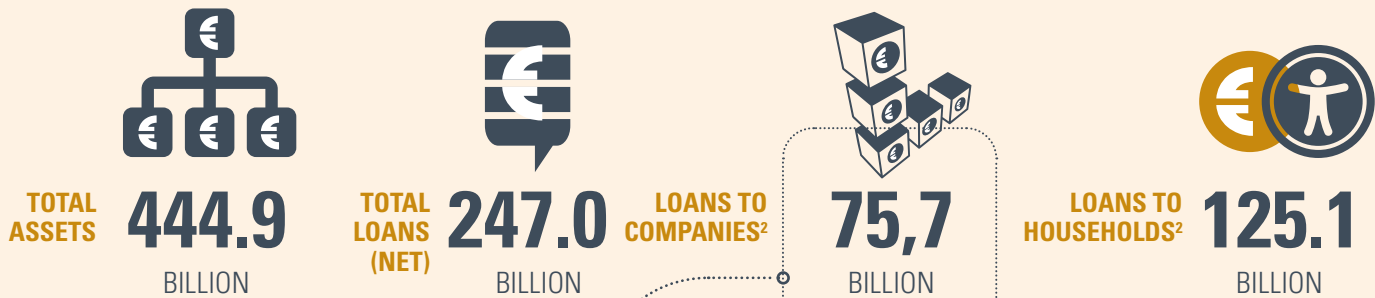
DECEMBER 2021

## KEY INDICATORS

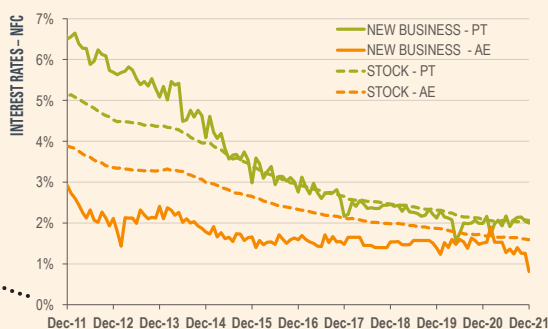


## FINANCING THE ECONOMY

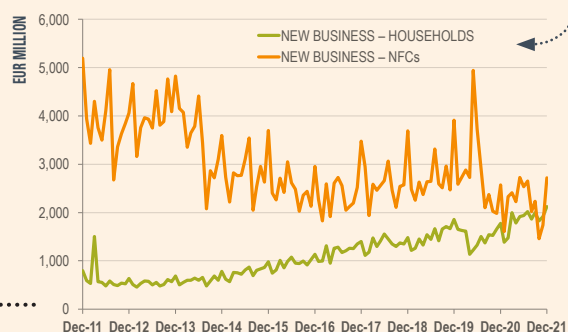
THE FINANCIAL SOUNDNESS AND RESILIENCE OF THE PORTUGUESE BANKING SECTOR ALLOWED IT TO RESPOND EFFICIENTLY TO THE ECONOMY'S FINANCING NEEDS IN THE PANDEMIC CONTEXT AND TO THE MOST RECENT ADVERSE SHOCKS.



INTEREST RATES HAVE CONVERGED TO THE EURO AREA AVERAGE, STANDING AT VERY ATTRACTIVE LEVELS.



IN AN EXTREMELY CHALLENGING CONTEXT, THE BANKING SECTOR HAS ASSUMED A KEY ROLE IN SUPPORTING THE ECONOMY'S FINANCING NEEDS.



## SAVINGS

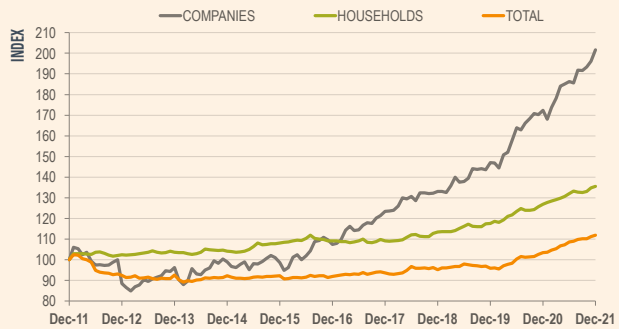
THE SIGNIFICANT INCREASE OF CUSTOMER DEPOSITS CONTINUES TO SHOW CONFIDENCE IN THE BANKING SECTOR.



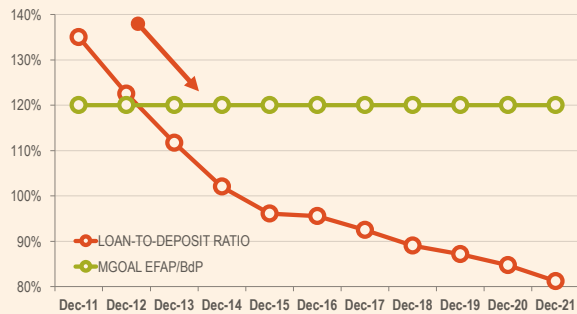
### CUSTOMER DEPOSITS



DEPOSITS<sup>3</sup> HAVE INCREASED BY 8.2% SINCE DECEMBER 2020.

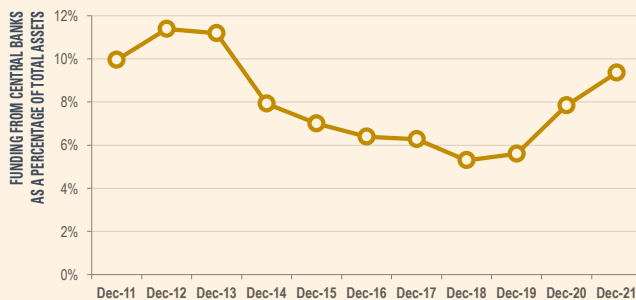


CUSTOMER DEPOSITS EXCEED LOANS GRANTED IN PORTUGAL SINCE 2015.

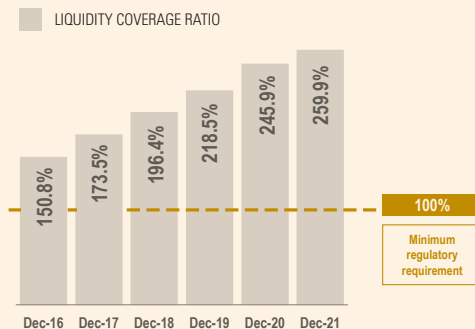


## LIQUIDITY

FUNDING FROM CENTRAL BANKS INCREASED AS A RESULT OF THE MONETARY POLICY MEASURES ADOPTED IN RESPONSE TO THE PANDEMIC CRISIS.



BANKS' LIQUIDITY POSITION CONTINUED TO IMPROVE, STANDING AT VERY COMFORTABLE LEVELS.

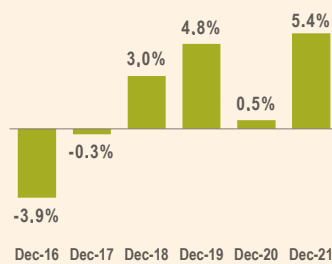


# BANKING SECTOR AT A GLANCE

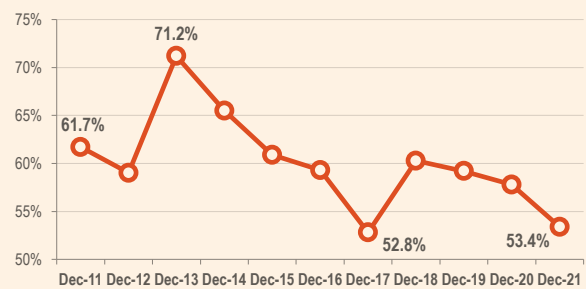
## THE SECTOR'S PERFORMANCE

IN 2021, THE SECTOR'S PROFITABILITY IMPROVED SIGNIFICANTLY MAINLY DUE TO A DECREASE IN CREDIT IMPAIRMENTS, CONSTITUTED TO ACCOMMODATE THE PANDEMIC EFFECTS, BUT ALSO DUE TO AN INCREASE IN OPERATING INCOME. HOWEVER, THE PROFITABILITY REMAINS BELOW THE COST OF CAPITAL.

### RETURN ON EQUITY

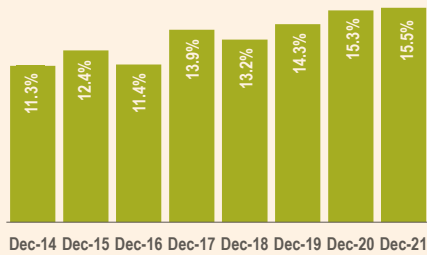


### COST-TO-INCOME

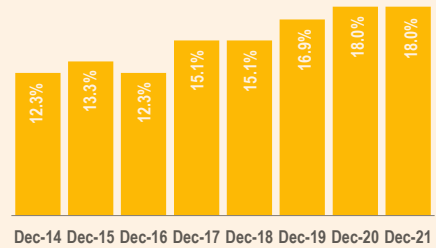


## SOLVENCY RATIOS REMAIN AT ROBUST LEVELS.

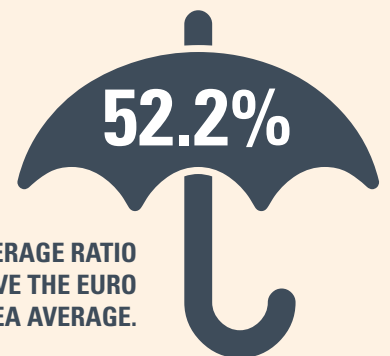
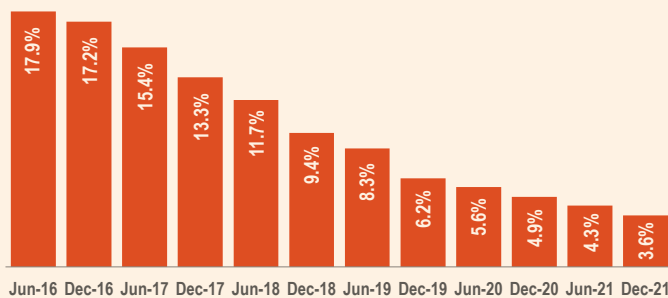
### COMMON EQUITY TIER 1 RATIO



### TOTAL SOLVENCY RATIO



ASSET QUALITY CONTINUED TO IMPROVE AS THE NPL RATIO KEPT THE DOWNWARD TREND AND IS ALREADY BELOW 4%.



THE NPL COVERAGE RATIO REMAINED ABOVE THE EURO AREA AVERAGE.

## PAYMENTS AND DIGITAL BANKING



PAYMENT CARDS  
ISSUED

**21.2**  
MILLION  
2021

Δ -3.3%

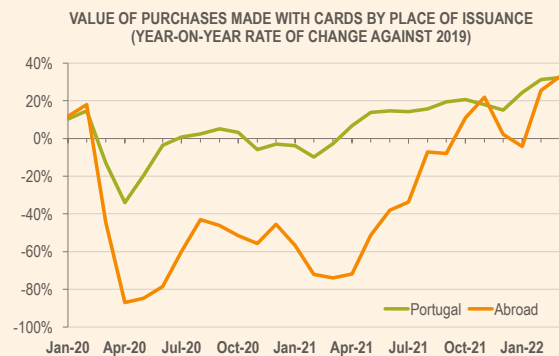
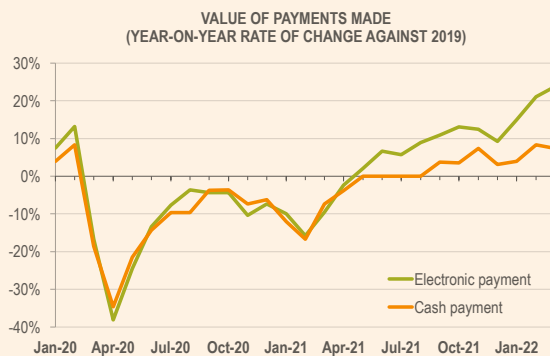


POINT-OF-SALE  
TERMINALS

**389.3**  
THOUSAND  
2021

Δ +9.8%

IN 2021, THE VALUE OF PAYMENTS RECOVERED TO PRE-PANDEMIC LEVELS, WITH A MORE SIGNIFICANT GROWTH IN ELECTRONIC PAYMENTS.



SIBS Analytics

THE COVID-19 PANDEMIC FUELLED THE USE OF CONTACTLESS TECHNOLOGY AND ONLINE CARD PURCHASES.



CONTACTLESS PAYMENTS

**€13.2** **25.5%**  
BILLION OF TOTAL CARD  
PURCHASES  
2021

Δ +130.9%



ONLINE NATIONAL CARDS  
PURCHASES

**Δ+51.8%** **14.5%**  
OF TOTAL  
NATIONAL CARD  
PURCHASES  
2021

BANKING CUSTOMERS INCREASED THE USE OF DIGITAL CHANNELS

CURRENT  
ACCOUNTS  
WITH ONLINE  
ACCESS

2021 **69.9%**

INTERNET  
USERS WHO  
USE INTERNET  
BANKING

2021 **64.2%**  
2010 **38.1%**

INE