

# CAIXA GERAL DE DEPÓSITOS GROUP CONSOLIDATED OPERATIONS

3<sup>rd</sup> Quarter 2013

Unaudited accounts



[www.cgd.pt](http://www.cgd.pt)



**Caixa Geral  
de Depósitos**

*HÁ UM BANCO QUE ESTÁ A AJUDAR O PAÍS A DAR A VOLTA.*

*A CAIXA. COM CERTEZA.*

*There is a Bank that is helping the country to turn around.*

*Caixa. For sure.*

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# 1 – Highlights

Caixa's Restructuring Plan was approved by DG Comp in July 2014. The Plan strengthened the main thrust of the strategic guidelines followed by the Group and particularly took the form of concentrating on banking activity and continued backing of the Portuguese economy, both in the household and corporate domains.

Always subject to sustained profitability and efficiency as the Group's core objectives, the policy has endeavored to adjust to a paradigm shift in the performance of economic agents in Portugal

## Results – January to September 2013

1. Customer deposits registered a positive evolution, continuing to enjoy sustained growth, notwithstanding the difficult economic environment, with a 1.1% year-on-year increase.

Caixa has maintained its lead in market share of customer deposits with more than 30% of the individual customers segment.

2. The international segment, also contributed to resource-taking, with a global year-on-year growth of deposits of 10.8% in September. Special reference should be made to the contributions made by Asia, Africa and Spain.
3. Caixa continued to register an increase in its market share of loans and advances to companies, which totalled 17.8% in August in comparison to 17.6% in June and 17.3% in December 2013.
4. Caixa has a highly robust financing structure in which more than 78% of resources are retail. Around 86% of these resources are customer deposits.
5. Net interest income presented consecutive increases in the rate of change in the last 3 quarters.
6. Income from financial operations was an expressive €239.3 million. These gains were mainly associated to regular trading activities.
7. The international area was responsible for consolidated net losses of €48.9 million. With the exclusion of Spain this would have been a positive €61.4 million.
8. Caixa Seguros e Saúde made a profit of €103.3 million. A contributory factor was the first quarter sale of HPP, with a positive impact of €36.4 million.
9. Caixa Banco de Investimento earned net income of €18 million, notwithstanding the fact that the level of provisions and impairment remains still high.
10. Furthering the rationalisation policy and operational efficiency, operating costs and depreciation could record a slight decrease of 0.3% in September notwithstanding the one-off increase of staff costs associated with the restoring of holiday and Christmas subsidies.

11. There was a further decline in provisions and impairment, both for credit and other assets to €703 million in September. There was a downwards trajectory on the cost of credit risk (impairment of credit (P&L) / average gross credit balance) during the course of September 2013 to 0.81% less than in 2011.
12. The Group made consolidated net losses of €277.8 million
13. International activity increased its proportion of gross operating income from 35% to 42% between June and September
14. Caixa strengthened its focus on its international activity. Its presence in several of the more economically dynamic geographies has made a highly favourable contribution to its consolidated net results. Reference should, herein, be made to the performance of its subsidiaries in Asia and Africa.
15. Over the course of the year, Caixa maintained its policy of gradually reducing its borrowings from the ECB. Such borrowings, over time, are likely to be gradually replaced by regular financing sources.
16. Caixa continues to focus on the more innovative SMEs sector with greater growth potential, which is confirmed by the performance of market shares, notably in the case of the PME Crescimento (SME Growth) and PME Invest (SME Invest) lines of credit.

## 2 – Key Indicators

RESULTS	Sep/12 (*)	Dec/12 (*)	Sep/13	Change Sep/13 Sep/12	Change Sep/13 Dec/12
Net interest income	1,039.1	-	638.7	-38.5%	-
Net interest income incl. income from equity investm.	1,131.1	-	699.2	-38.2%	-
Commissions (net)	377.0	-	370.3	-1.8%	-
Non-interest Income	740.1	-	626.4	-15.4%	-
Technical margin on insurance operations	380.9	-	321.9	-15.5%	-
Net operating income from banking and insurance oper.	2,252.1	-	1,647.6	-26.8%	-
Operating costs	1,223.2	-	1,219.3	-0.3%	-
Gross operating income	1,028.9	-	428.3	-58.4%	-
Income before tax and non-controlling interest	-66.7	-	-270.7	-	-
Net income	-130.0	-	-277.8	-	-

### BALANCE SHEET

Net assets	117,447	116,859	112,422	-4.3%	-3.8%
Cash and loans and advances to credit institutions	5,199	5,423	4,121	-20.7%	-24.0%
Securities investments (including Assets with Repurchase Agreement)	27,230	28,697	29,435	8.1%	2.6%
Loans and advances to customers (net)	76,427	74,735	71,206	-6.8%	-4.7%
Loans and advances to customers (gross)	80,490	78,924	75,656	-6.0%	-4.1%
Central banks' and credit institutions' resources	12,045	12,227	10,276	-14.7%	-16.0%
Customer resources	71,360	71,355	72,375	1.4%	1.4%
Debt securities	10,991	10,591	8,410	-23.5%	-20.6%
Technical provisions for insurance operations	4,340	4,224	4,169	-3.9%	-1.3%
Shareholders' equity	7,260	7,280	6,942	-4.4%	-4.6%

RESOURCES TAKEN FROM CUSTOMERS	88,018	89,307	89,818	2.0%	0.6%
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### PROFIT AND EFFICIENCY RATIOS

Gross return on equity - ROE <sup>(1) (2)</sup>	-1.47%	-5.69%	-4.98%	-	-
Net return on equity - ROE <sup>(1)</sup>	-2.24%	-5.34%	-4.35%	-	-
Gross return on assets - ROA <sup>(1) (2)</sup>	-0.07%	-0.31%	-0.31%	-	-
Net return on assets - ROA <sup>(1)</sup>	-0.11%	-0.29%	-0.27%	-	-
Cost-to-income (consolidated) <sup>(2)</sup>	54.3%	57.7%	73.8%	-	-
Employee costs / Net operating income <sup>(2)</sup>	29.6%	30.8%	41.6%	-	-
Other administrative expenses / Net operating income	19.4%	21.3%	25.7%	-	-
Operating costs / Average net assets	1.37%	1.41%	1.41%	-	-
Net operating income / Average net assets <sup>(2)</sup>	-2.52%	2.44%	-1.91%	-	-

## CREDIT QUALITY AND COVER LEVELS

	Sep/12 (*)	Dec/12 (*)	Sep/13	Change Sep/13 Sep/12	Change Sep/13 Dec/12
Overdue credit / Total credit	5.7%	5.7%	6.6%	-	-
Credit more than 90 days overdue / Total credit	5.3%	5.3%	6.2%	-	-
Non-performing credit / Total credit <sup>(2)</sup>	6.4%	6.4%	8.0%	-	-
Non-performing credit (net) / Total credit (net) <sup>(2)</sup>	1.5%	1.1%	2.3%	-	-
Credit at risk / Total credit <sup>(2)</sup>	9.2%	9.4%	11.9%	-	-
Credit at risk (net) / Total credit (net) <sup>(2)</sup>	4.4%	4.4%	6.3%	-	-
Overdue credit coverage	88.0%	92.8%	88.8%	-	-
Credit more than 90 days overdue coverage	94.6%	100.6%	94.2%	-	-
Credit impairment (P&L) / Loans and adv. to customers (av. balance)	1.25%	1.24%	0.81%	-	-

## STRUCTURE RATIOS

Loans and advances to customers (net) / Net assets	65.1%	64.0%	63.3%	-	-
Loans and advances to customers (net) / Customer deposits <sup>(2)</sup>	116.6%	114.0%	107.4%	-	-

## SOLVENCY RATIOS

Solvency <sup>(2)</sup>	14.0%	13.6%	13.6%	-	-
Tier 1 <sup>(2)</sup>	11.5%	11.2%	11.0%	-	-
Core Tier 1 <sup>(2)</sup>	11.8%	11.6%	11.4%	-	-
Core Tier 1 (EBA)	9.8%	9.4%	9.3%	-	-

<sup>(1)</sup> Considering average shareholders' equity and net assets values (13 observations).

<sup>(2)</sup> Ratios defined by the Bank of Portugal (Instruction no. 23/2012).

(\*) Pro forma accounts considering the jointly owned entities being integrated by the equity accounting method.

## 3 – Economic-Financial Framework

The international economy continued to pick up in third quarter 2013. Notwithstanding the moderate rate of expansion, in several of the economic blocs, such as in the US and Euro Area, activity and confidence indicators continued to improve. Albeit lower than in the past, the rate of growth in emerging countries was still higher than that of the developed economies.

All eyes were upon US monetary policy management, owing to expectations of a gradual reduction of the rate of implementation of the economic stimuli deriving from the quantitative easing programme of the Federal Reserve (Fed). The Fed's decision based on a reduction of economic growth and inflation estimates, ensuing increase in market rates and fiscal uncertainty over the short term.

Second quarter growth figures showed a fresh expansion in the Euro Area, leading the European Central Bank (ECB) to revise this year's economic growth forecast from -0.6% to -0.4%.

The Portuguese economy recorded its first period of expansion since third quarter 2010, with the published indicators showing the maintenance of a gradual trend towards higher levels of activity. Reference should be made to the improved economic climate, translating in .highest household confidence levels. Unemployment was down 1.2 percentage points from 17.7% maximum in the first quarter to 16.5% in August. Inflation continued to ease with a year-on-year drop to 0.1% in September.

Expectations of a change in policy by the Fed aggravated financing conditions in the emerging bloc, owing to higher market interest rates and their effect on capital flows. The resulting depreciation of the currencies of different emerging countries was countered by the various central banks, in the form of higher rates, resulting in heightened fears of a slowdown.

Europe saw an increase in the level of interest rates owing to the ripple effect from the US. Both the ECB and Bank of England resumed a cautious approach to their assessment of the economic upturn, stressing the environment of price moderation.

The persistence of downside risk on growth, high levels of unemployment and further contraction in credit in the Euro Area explain the ECB's willingness to strengthen or implement new unconventional measures to ensure the necessary levels of liquidity and boost lending.

The level of risk aversion oscillated considerably, notwithstanding the signs of improved economic activity. At the first stage, this derived from expectations over the intervention of the Fed. Latter higher levels of aversion derived not only from political risk in the Middle East, but also from the growing impasse in the US Congress regarding an agreement between Democrats and Republicans over the federal budget for 2014 and increase in the public debt ceiling imposed by law.

Notwithstanding these factors and signs of moderating economic growth, investor sentiment continued to trend to positive, translating into an appreciation of most financial assets.

The share market was up in the third quarter. In Portugal, the PSI20's largest quarterly appreciation of 7.1% was still lower than the European market average of 8.9%. Emerging markets' indices with gains of 5.0%, were in line with North America's gains of 4.7%.

Sovereign debt interest rate spreads narrowed in comparison to Germany both in countries in the European centre and periphery, albeit not including Portugal. Euribor rates remained

Moderate growth of world economy

USA: announcement of a reduction of the economic stimuli, yet to be realized

Eurozone: reduction of reference rate and some signs of growth

Portugal: first period of expansion since third quarter 2010

Inversion of the increasing unemployment rate trend

Investor sentiment continued to trend to positive.

The share market was up in the third quarter

Euribor rate remained practically unchanged

practically unchanged.

The US fiscal crisis and signs of an upturn in the Euro Area increased the value of the euro against the dollar by around 4.0%, with the euro closing at its highest level since the start of February this year.



## 4 – Evolution of CGD Group

CGD Group's restructuring process, in the first nine months of the year, continued to proceed centered on a convergence trajectory towards a model based on the banking business as its core activity.

Reference should be made in the third quarter:

As regards CGD Group's, privatization in progress of insurance area:

- Fidelidade reduced its share capital, at the start of September, from €605 million to €381 million and Caixa Seguros from €800 million to €460 million. Fidelidade also liquidated a subordinated loan of €76.6 million from Caixa Seguros;
- Multicare increased its share capital from €18 million to €27 million, at the end of September, in order to maintain an adequate solvency level and paid off its subordinated loan of €15 million from Caixa Seguros.
- Following the understanding reached between the governments of the Republic of Angola and the Republic of Portugal, the full amount of CGD's equity investment in Banco para a Promoção e Desenvolvimento (BPD) was sold to Sonangol Group.
- Continuation of the process of the transformation of the Group's presence in Spain based on its respective significant downsizing and greater focus on bilateral trade involving export flows or investment operations among Group retail activity and customers in Portugal and Spain.
- Reorganisation of the structure and operation of CGD, namely in the real estate segments with the aim of avoiding defaults and the need for credit recoveries, improving adjustments to the current environment.

CGD Group continued to implement the optimisation process on its domestic branch network in third quarter 2013, adjusting it to the new economic and technological environment in addition to the evolution of the profile and objectives of various customer segments. The number of branches on the domestic network was reduced by 38 during the course of the year. This was offset by the opening of new branches, on the international network in France (1), Angola (3), Mozambique (2), Macau (2) and Timor (1)

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CGD Group focused on the banking business and adjusting it to the new economic and technological environment

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The process of disposal of the Groups' equity participations continues

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Downsizing and change of business model in Spain, concentrating on retail activity and Iberian business

## 5 – Results, Balance Sheet, Liquidity and Solvency

### Results

Net losses of €277.8 million

Year-on-year net interest income continues to decline. Quarterly changes are currently positive

Deterioration of the margin accentuated by costs associated with CoCo bonds totalling €59.9 million in September 2013

Very good performance of financial operations. The exclusion of the one-off gains associated with the repurchase of own debt in 2012 would have resulted in a growth of income from financial operations

Reduction of technical margin on insurance activity

Light improvement in operating costs despite of the reintroduction of holiday and Christmas subsidies

Continued reduction of Other Administrative Expenses and Depreciation

CGD Group made consolidated net losses of €277.8 million in the first nine months of 2013, against losses of €130.0 million for the same period of the preceding year. As in the first half, unfavourable contributions to such evolution were particularly made by lower levels of net interest income and the still high cost of provisions and impairment albeit clearly down in comparison to the preceding year. Excluding the costs of CoCo bonds, net losses would have been €218 million.

The fact that the balance sheet is highly sensitive to Euribor (more markedly so in the case of assets as opposed to liabilities) continues to translate into a year-on-year decrease of net interest income, including income from equity instruments, down 38.2% to €699.2 million, originated by net interest income (down 38.5%) and income from equity instruments (down 34.2%).

The deterioration of net interest income also reflected payment to the state of the costs associated with the issue of contingent convertible CoCo bonds totalling €59.9 million in the first nine months of 2013. Excluding this factor, which is extraneous to the Group's business activity, the negative change in net interest income would have been less marked at 34.1%.

Reference should, however, be made to the fact that a recovery has been noted in the consecutive rates of change of net interest income: 3rd quarter 2013 growth of 3.5% over the 2nd quarter, which, in turn, had increased 10.2% over the 1st quarter value.

Net commissions were slightly down by 1.8% over the same period 2012 to €370.3 million.

The evolution of income from financial operations was, once again, highly positive in totalling more than €239.3 million till end September 2013. Although these figures were down €87.6 million year-on-year, unlike 2012, when the results benefited from the one-off effect of a significant volume of own debt repurchasing operations of more than €172 million, the gains made during this year essentially reflect the good performance of regular trading activities and asset portfolios management.

The technical margin on insurance operations, down 15.5%, to €321.9 million in September 2013, also reflected lower levels of economic activity.

Net operating income from banking and insurance activities was, therefore, down 26.8% by €604.5 million to €1,647.6 million in the first nine months of 2013.

Furthering the rationalisation policy, operating costs and depreciation decreases once again, slightly down 0.3% by €3.9 million notwithstanding the one-off increase in staff costs associated with the restoring of holiday and Christmas subsidies.

Staff costs were accordingly up 2.8% by €18.7 million, notwithstanding the 16.1% reduction in the basic remuneration of the Group's employees in Portugal. Costs related with the pension fund were up 17.3% in the same period.

The trajectory of the remaining costs components continued to point downwards, with other administrative expenditure and depreciation down 2.7% and 9.1%, respectively, over the same period 2012, reflecting the furtherance of the operational optimisation process, in progress, within the Group.

Gross operating income was down 58.4% over the same period of 2013 to €428.3 million.

## OPERATING COSTS AND DEPRECIATION

(EUR million)

	Sep/12	Sep/13	Change	
			Total	(%)
Employee costs	667.7	686.4	18.7	2.8%
Other administrative expenses	436.8	424.9	-11.8	-2.7%
Depreciation and amortisation	118.7	107.9	-10.8	-9.1%
<b>Total</b>	<b>1,223.2</b>	<b>1,219.3</b>	<b>-3.9</b>	<b>-0.3%</b>

Notwithstanding the fact that Caixa continues to afford high priority to operational rationalisation and efficiency improvements, the one-off increase of staff costs, in addition to the persistent reduction of net operating income from banking operations translated into an unfavourable evolution of cost-to-income which, at 73.8%, in September, was much higher than the maximum limit of preceding years (57.7% in December 2012).

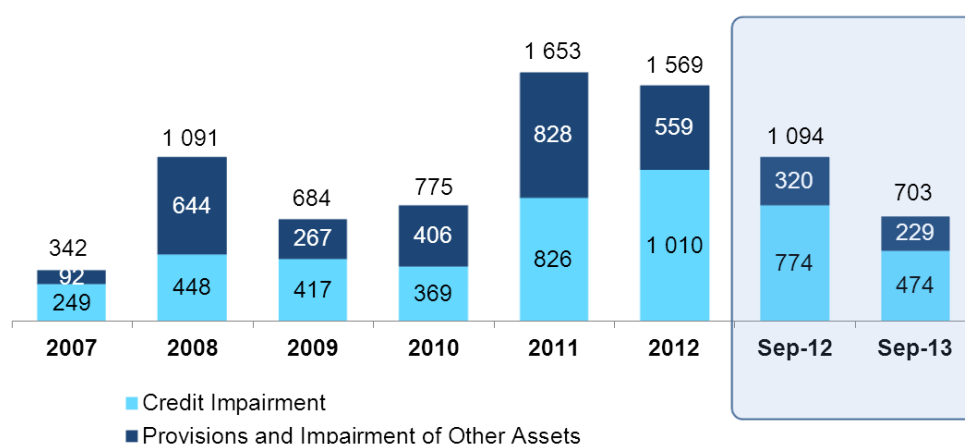
There was a further reduction of provisions and impairment, both for credit and other assets, to €702.9 million in the first nine months of 2013. This level is excessively high and contributes unfavourably to the Group's profitability.

Credit impairment, net of reversals, totalled €474.0 million against €773.7 million for the same period of the preceding year and provisions and impairment of other assets were down to €229 million, against €320.1 million year-on-year 2012.

Downwards trend of provisions and impairment, although still at very high levels, particularly on credit which also presents a reduction trend

## PROVISIONS AND IMPAIRMENT (IS)

(EUR million)



The trajectory of the cost of credit (credit impairment ratio (P&L) / average credit balance) over the course of the year continued to move downwards to 0.81% in September 2013, in comparison to 0.97% in December 2011.

Reduction of cost of credit risk to 0.81%

Income tax was considerably down to a carry-back of €34.7 million in tax losses. Reference should be made to deferred tax losses of €59.9 million and the banking sector's extraordinary contribution of €19.2 million, similar to the €22.3 million registered for the same period 2012.

Translating the referred to evolution, CGD Group made consolidated net losses of €277.8 million in the first nine months of 2013, against losses of €130.0 million for the same period of the preceding year.

## Balance Sheet

Consolidated assets continue to decline, as a reflection of the fragile economic situation

The third quarter saw the stabilisation of the consolidated balance sheet's global value over June at €112 422 million, albeit down 3.8% since the start of the year, as a reflection of lower manufacturing levels in Portugal and the effects of the deleveraging process noted since the inception of the Financial Assistance Programme.

As in past periods, contributory factors to this reduction were essentially loans and advances to customers, down 4.7% over the first three quarters of 2012, to €71 206 million in September and investments in credit institutions (down €747 million) and, to a lesser extent cash and claims at central banks (down €428 million).

The securities portfolio and assets with repurchase agreements were up €480 million and €257 million respectively, since the start of the year.

Securities investments (including assets with repurchase agreements) totalled €29,435 million. This growth, visible in the banking portfolio, essentially derived from an increase in the Portuguese public debt component, particularly over the shorter maturities.

### SECURITIES INVESTMENTS <sup>(a)</sup>

(EUR million)

	Sep/12	Dez/12	Sep/13	Change Sep13/Set12		Change Sep13/Dec12	
				Total	(%)	Total	(%)
<b>Banking</b>	<b>18,490</b>	<b>19,606</b>	<b>20,463</b>	<b>1,973</b>	<b>10.7%</b>	<b>857</b>	<b>4.4%</b>
Fin. assets at fair value through profit or loss	4,159	3,943	3,431	-728	-17.5%	-511	-13.0%
Available for sale financial assets	14,331	15,664	17,031	2,700	18.8%	1,368	8.7%
<b>Insurance</b>	<b>8,739</b>	<b>9,091</b>	<b>8,972</b>	<b>233</b>	<b>2.7%</b>	<b>-119</b>	<b>-1.3%</b>
Fin. assets at fair value through profit or loss	93	56	42	-50	-54.1%	-14	-24.3%
Available for sale financial assets	5,314	5,417	5,535	221	4.2%	119	2.2%
Investm. assoc. with unit-linked products	864	1,148	1,028	164	18.9%	-120	-10.5%
Investments to be held to maturity	2,468	2,469	2,366	-102	-4.1%	-104	-4.2%
<b>Total</b>	<b>27,230</b>	<b>28,697</b>	<b>29,435</b>	<b>2,205</b>	<b>8.1%</b>	<b>738</b>	<b>2.6%</b>

(a) After impairment and including assets with repo agreements.

Policy of gradual reduction of borrowings from the ECB

The €4,099 million reduction of liabilities since the start of 2013 particularly reflects lower borrowing levels from the ECB and the expressive decrease of €2,180 million in debt securities, largely deriving from the redemption of a debt operation which did not require refinancing.

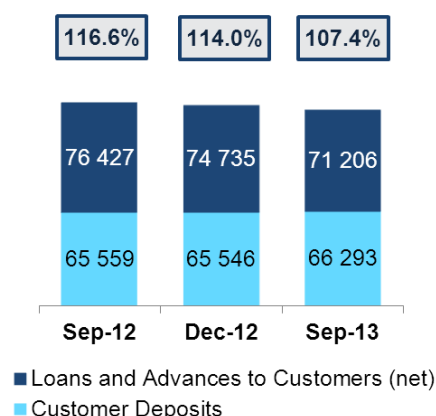
Continuation of favourable evolution of customer resources

Customer resources on a consolidated basis were up €1,019 million in the first nine months of the year. Deposits were up 1.1% by €748 million.

The loans-to-deposits ratio at the end of September was 107.4%.

## LOANS-TO-DEPOSIT RATIO

(EUR million)



In spite of the above there was a further deterioration in several credit quality indicators. The credit overdue for more than 90 days ratio was 6.2% (up 0.3 p.p. and 0.9 p.p. over June and December, respectively) and the credit at risk ratio, calculated in accordance with Bank of Portugal criteria, was also up once again to 11.9% in September. The total overdue credit ratio was 6.6% at the end of September, slightly less than the June figure of 6.7%.

Credit quality indicators remain fragile

It should be noted that the level of mortgage lending defaults is much more favourable than the other portfolio components.

In due recognition of the fact that economic recovery, when underway, will not be instantaneously reflected in the same way across manufacturing as a whole, Caixa continues to particularly focus on prevention in endeavouring to mitigate any unfavourable effects on credit quality.

Strengthening of default prevention policy

Credit agreement monitoring procedures were established to enable the early identification of signs of default risk and for the prompt adoption of preventive measures

## Liquidity Management

Taking advantage of favourable market conditions in the first half, CGD issued €750 million in Covered Bonds, with a maturity of 5 years in January, at a coupon rate of 3.75%, reopening this segment to portuguese financial institutions. Demand exceeded €4 billion with around 90% of the amount having been sold to more than 200 non-resident investors, namely from United Kingdom, Germany, Austria, France and Switzerland.

The rating agency DBRS assigned the notation A to this issue and confirmed the same notation for all series of covered bonds of CGD.

However, there has been a gradual reduction of the outstanding of the balance issues over the last nine months. Under the EMTN programme reference should be made to the redemption of a €1 billion public issue in the middle of the year, without the need for refinancing from the ECB, as a sign of CGD's easing liquidity situation.

Reopening Covered Bond markets whose issue was heavily oversubscribed by investors in diverse geographic regions and institutional sectors

CGD Group's borrowings from the ECB remained relatively stable over the year, ending the third quarter at €6.7 billion, significantly down over the December 2012 amount of €8.4 billion and translating a slight increase over the €6.4 billion posted at the end of the first half.

Comfortable liquidity situation

CGD's asset pool of €16.8 billion at the end of September was down €1.9 billion over December 2012. Total available assets of €10.1 billion, however, remained at a level similar to the end of last year's, notwithstanding the early redemption of €1 billion in state-backed bonds.

## Solvency

Influenced by the evolution of "other reserves and retained earnings", the Group's shareholders' equity was down 4.4% by €338 million over the end of 2012 to €6,942 million at the end of September 2013.

### SHAREHOLDERS' EQUITY

(EUR million)

	Sep/12	Dec/12	Sep/13	Change Sep/13 vs. Sep/12		Change Sep/13 vs. Dec/12	
				Total	(%)	Total	(%)
Share capital	5,900	5,900	5,900	0.0	0.0%	0.0	0.0%
Fair value reserves	-667	-190	-202	464.9	-	-13	-
Other reserves and retained earnings	1,142	979	504	-638.5	-55.9%	-475	-48.5%
Non-controlling interests	1,015	985	1,019	3.6	0.4%	33	3.4%
Net income	-130	-395	-278	-147.8	-	117	-
<b>Total</b>	<b>7,260</b>	<b>7,280</b>	<b>6,942</b>	<b>-317.8</b>	<b>-4.4%</b>	<b>-338</b>	<b>-4.6%</b>

#### Solvency ratios:

Tier I: 11.0%

Core Tier I: 11.4%

EBA Ratio: 9.3%

The solvency ratio on a consolidated basis, including retained earnings, at 13.6%, was unchanged from the ratio in December 2012 and June 2013.

The core tier 1 ratios, on a consolidated basis, including retained earnings, calculated under Bank of Portugal and EBA terms, were, at 11.4% and 9.3% respectively, unchanged from June 2013 and higher than the required minimum ratios of 10% and 9% respectively.

## 6 –Business Areas

### Commercial Banking

The Branch Office Network, in Portugal, at the end of September, comprised 775 branches of which 22 were self-service and 34 Caixa Empresas "Corporate Offices", owing to the continuity of the service models redimensioning and optimization policy.

#### RESOURCES

In a scenario of considerable levels of uncertainty, despite the existence of several encouraging signs of an economic upturn, CGD Group, once again strengthened its capital as measured by depositors' levels of trust which it considers to be one of its most important assets.

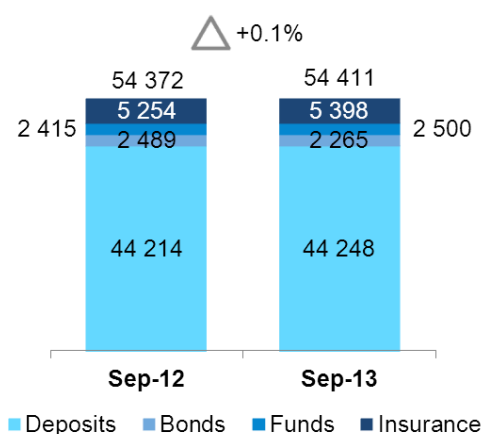
Furthering the trend of former periods, the branch office network in Portugal continued to achieve a high level of performance in resource-taking from households, with a slight increase of 0.1%, over the preceding period, to €54,411 million in September. In addition to deposits, investment funds (up 3.5%) and financial insurance (up 2.8%) were contributory factors.

Resource-taking products in the corporate segment in the branch office network in Portugal grew at an overall rate of 9.9% in the first nine months of 2013. Special reference should be made to the 10.6% growth of deposits and 28.8% growth of investment funds.

Only deposits made by the general government and institutional segment (which are the least stable in terms of resource-taking) posted a negative change on CGD's branch office network in Portugal.

#### RESOURCE TAKING (INDIVIDUAL CUSTOMERS) - BRANCH OFFICE NETWORK (PORTUGAL)

(EUR million)



Caixa pays special attention to the savings decisions made by Portuguese households, in its awareness of the crucial importance of the respective resources to its financial strength.

Recent episodes in the global financial system have confirmed that it is the banks with the highest retail levels in their financing structures which display greater resilience to the adverse effects of the unfavorable economic and financial environment, which has still not been fully resolved.

Slight redimensioning of domestic network notwithstanding a slight increase in the size of the international network

Increase in resource-taking from deposits and other structured products



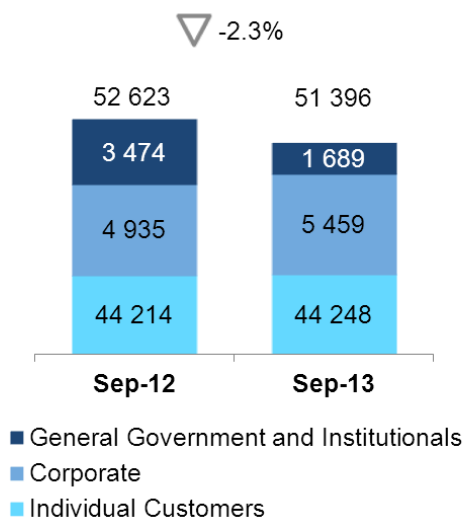
Configuration of savings promotion campaigns in line with a paradigm shift in the population's behavior

The needs, objectives and expectations of various customer strata have been closely and continuously monitored, namely in the form of solutions and adequate resource-taking products to meet the different profiles and needs deriving from the current economic environment.

Special reference should, herein, be made to the positive evolution of integrated savings promotion campaigns which, owing to their innovative character and the fact that they meet the objectives of different customer strata, endeavor to provide for the population's needs for security while also playing a major pedagogical role in terms of motivating the savings habits of households and the community.

#### DEPOSITS - BRANCH OFFICE NETWORK (PORTUGAL)

(EUR million)



Over the first nine months of the year Caixa accordingly continued to implement its Caixa Mais service promotion model, with turnover of €18,015 million, provided by 1,068 commercial staff members at 758 branches handling 497,265 customers. Caixa Mais is basically a customer-centric personalised proactive branch service model based on a relational management approach.

In the individual customers' segment, reference should also be made to the Caixazul service, geared to the personalised management of premium customers which, at 30 September 2013, totalled 297,477 and contributed around 37% of turnover in the individual customers segment. The branch office network had 573 branches with areas dedicated to this service model.

At the end of 3rd quarter 2013, the Caixazul and Caixa Mais service models accounted for 58% of turnover in the individual customers' segment.

At the end of September 2013, more than 836 thousand individual and corporate customers benefited from the management services of a dedicated commercial account officer with Caixa continuing to occupy the leading position in the domestic banking sector in terms of customer care and services.

The total resources-taken balance on a CGD Group level (excluding the interbank money market) remained at levels similar to the preceding half year at €98 868 million (down 0.5% over September 2012).

The customer deposits balance continued to grow (up 1.1%) over September 2012, to €66,293 million. More than 70% of these resources comprised term and savings deposits.

Caixa continues to be the undisputed leader in terms of its market share of customer deposits, with more than 30% of the individual customers' segment.

Consolidation of service models in the individual customers and corporate segments based on a proximity approach

Caixa leads the field in terms of deposits, trust and customer loyalty



## RESOURCE -TAKING BY THE GROUP - BALANCES

(milhões de euros)

	Sep/12	Dec/12	Sep/13	Change Sep/13 vs. Sep/12		Change Sep/13 vs. Dec/12	
				Total	(%)	Sep/12	Dec/12
<b>Balance sheet</b>	<b>87,943</b>	<b>87,718</b>	<b>86,421</b>	<b>-1,522</b>	<b>-1.7%</b>	<b>-1,297</b>	<b>-1.5%</b>
<b>Retail</b>	<b>76,596</b>	<b>76,823</b>	<b>77,371</b>	<b>774</b>	<b>1.0%</b>	<b>547</b>	<b>0.7%</b>
Customer deposits	65,559	65,546	66,293	734	1.1%	748	1.1%
Other customer resources	11,037	11,278	11,077	40	0.4%	-200	-1.8%
<b>Institutional investors</b>	<b>10,447</b>	<b>9,995</b>	<b>8,150</b>	<b>-2,296</b>	<b>-22.0%</b>	<b>-1,844</b>	<b>-18.5%</b>
EMTN	5,102	5,357	3,472	-1,629	-31.9%	-1,884	-35.2%
Covered bonds	3,177	3,042	3,832	656	20.6%	790	26.0%
Other	2,168	1,596	846	-1,323	-61.0%	-750	-47.0%
<b>Portuguese State - Contingent convertible (CoCo) bonds</b>	<b>900</b>	<b>900</b>	<b>900</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>-</b>
<b>Off-balance sheet</b>	<b>11,421</b>	<b>12,483</b>	<b>12,447</b>	<b>1,026</b>	<b>9.0%</b>	<b>-36</b>	<b>-0.3%</b>
Investm. units in unit trust investm. funds	4,391	4,588	4,598	207	4.7%	10	0.2%
Pension Funds	2,163	2,306	2,304	141	6.5%	-2	-0.1%
Wealth management <sup>(a)</sup>	4,867	5,589	5,545	678	13.9%	-44	-0.8%
<b>Total</b>	<b>99,365</b>	<b>100,201</b>	<b>98,868</b>	<b>-496</b>	<b>-0.5%</b>	<b>-1,333</b>	<b>-1.3%</b>
<b>Total (excl. instit. inv. and Portuguese state)</b>	<b>88,018</b>	<b>89,307</b>	<b>89,818</b>	<b>1,800</b>	<b>2.0%</b>	<b>511</b>	<b>0.6%</b>

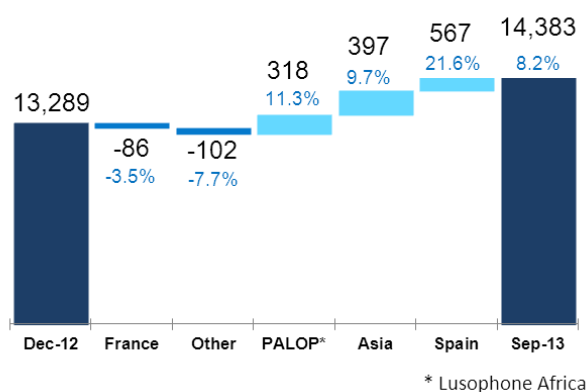
(a) Does not include CGD companies' insurance portfolios

The international branch office network continues to make a highly visible contribution to total Group resource-taking, with customer deposits up 10.8% to €14,383 million over September 2012 and 8.2% over January 2013. In terms of geographies, reference should be made to customer deposits in Spain (up 21.6%), the East (up 9.7%) and Lusophone Africa (up 11.3%).

International network with positive contribution to deposits taking in consolidated terms

## CUSTOMER DEPOSITS - INTERNATIONAL ACTIVITY

(EUR million)



Favourable performance, particularly in Macau, Spain and Africa

Notwithstanding the difficulties which continue to be felt in the economy and household income levels in Spain, new guidelines being implemented for the business model in Spain have already permitted an expressive growth of deposits. This is also the case of a profoundly changed Spanish banking system.

Off-balance sheet resources, up 9% year-on-year at the end of September 2013 to €12,447 million, translated the good performance of wealth management activity with a positive change of 13.9%. The balance related to pension funds and investment units in unit trust investment funds was up 6.5% and 4.7% respectively in the same period.

## LOANS AND ADVANCES TO CUSTOMERS

Notwithstanding the fact that the second half of the year began with several signs of an improvement on the economic front, expectations of the maintenance and strengthening of austerity measures in the near future do not, for the time being, permit the consolidation of the unequivocal perception of recovery. This could continue to have an unfavourable effect on economic agents' investment decisions and subsequent demand for credit which remained weak in the third quarter.

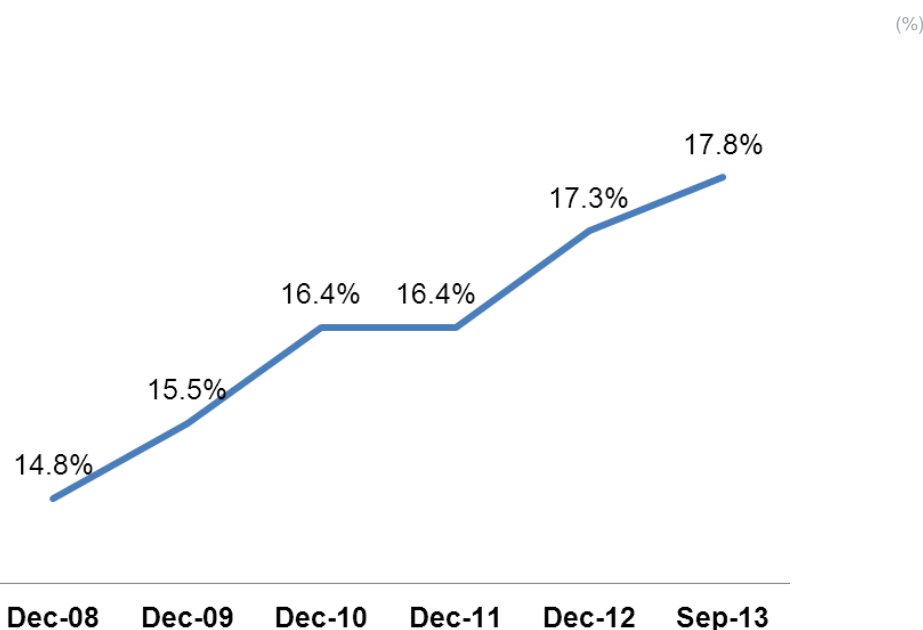
There continued to be a reduction in loans and advances to CGD customers whose rate of change was down 4.1% since the start of the year. This decline is more evident in the individual customers' segment as the reduction in lending to companies in Portugal (down 2.0%) was less marked.

Confirming the reorientation of CGD's credit policy to the corporate sector, market shares continued to perform well, in a context of a retraction in global financing to the economy.

There continues to be a marked increase in the favourable evolution of credit geared to the best and most dynamic Portuguese SMEs.

## MARKET SHARES - CORPORATE LOANS

Continuous growth of market share in lending to companies



CGD's share of *PME Invest* (SME Invest) and *PME Crescimento* (SME Growth) lines of credit in 2013, was 16.7% and 18.5% by amount. These market shares in the case of *PME Export Invest* and *PME Crescimento Exportação* (SME Export Growth) lines of credit, totalled 17.6% and 17.1% in September respectively.

A total number of 5 963 national companies enjoyed PME Lider ("Leading SME") status in September this year of which 1,678 (around 28%) are Caixa customers. According to IAPMEI, Caixa provides its services to 240 out of a total of 1 010 "Excellence SMEs".

The above referred to indicators reflect CGD's strategic focus in financing added value projects and entities, especially producers of tradable goods and/or with a high level of innovation. Caixa also plays a relevant role in promoting foreign demand, making a visible contribution to the internationalization of the economy, the restructuring of Portugal's manufacturing sector and job creation.

This context involves the consolidation process of the Caixa Empresas service model on the branch office network, personalized management service to self-employed customers, small and micro-enterprises which are CGD customers, whose customer account managers adopt an integrated approach to the corporate and personal needs of their customers.

This service model, at 30 September 2013, had 25,142 customers, with a turnover of €3,754 million, which represents an annual growth of 3.3%

Loans and advances to individuals continued their downwards trajectory, particularly associated with a more sluggish mortgage lending sector, naturally deriving from the poor current economic environment and other more structural factors such as a maturing market, current improvements being made to legislation for the leasing/rental market and changes to the behavioral patterns of the Portuguese population.

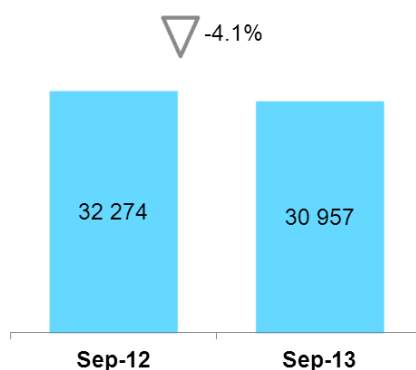
The outstanding mortgage lending balance for the branch office network in Portugal was down 4.1% year-on-year to €30 957 million at the end of September 2013.

Good performance in terms of credit to the best SMEs and higher value projects

Consolidation of Caixa Empresas service with a personalised management approach to the self-employed and small and microenterprises

## MORTGAGE CREDIT PORTFOLIO - BRANCH OFFICE NETWORK (PORTUGAL)

(EUR million)



There was, however, a 4.4% growth in the volume of mortgage lending new operations resulting from endeavors to sell off real estate assets from CGD's portfolio.

In consolidated terms, loans and advances to customers (gross) totaled €75 656 million at the end of September 2013. More than 20% of the total comprised loans made by other CGD Group units, which were, however, down 5.3% by €914 million over the first three quarters.

LOANS AND ADVANCES TO CUSTOMERS <sup>(a)</sup>

					Change Sep/13 vs. Sep/12		Change Sep/13 vs. Dec/12	
	Sep/12	Dec/12	Sep/13	Total	(%)	Total	(%)	
CGD's operations in Portugal	62,301	61,454	59,234	-3,066	-4.9%	-2,220	-3.6%	
Corporate	23,014	22,770	22,315	-699	-3.0%	-455	-2.0%	
General government	4,120	3,481	3,148	-972	-23.6%	-333	-9.6%	
Institutionals and other	1,578	1,954	1,622	44	2.8%	-332	-17.0%	
Individual customers	33,590	33,249	32,150	-1,440	-4.3%	-1,099	-3.3%	
Mortgage loans	32,274	31,957	30,957	-1,317	-4.1%	-1,000	-3.1%	
Other	1,316	1,292	1,193	-123	-9.3%	-99	-7.7%	
Other CGD Group companies	17,279	17,336	16,422	-857	-5.0%	-914	-5.3%	
Total	79,579	78,790	75,656	-3,923	-4.9%	-3,134	-4.0%	

(a) Before impairment and excluding repos operations.

International network with a more evident expansion of credit activity in the "new economies" with a CGD presence

On the international network, CGD's France branch and CGD Group units in Spain were responsible for 69.0% of the decrease of international loans and advances to customers (gross) during 2013: France was down 10% by €392.9 million and Spain down 4.6% by 237.4 million.

This was offset by the volume of loans made by BCI in Mozambique which was up 12.3% by €119.4 million over December 2012 and up 7.3%, a growth higher than the one recorded in 1st half 2013. The evolution of BNU Macau and BCG Brazil was also positive, at €87.3 million and €74.4 million respectively.

CLF was down 9.4% to €254.1 million.

## International Area Activity

The favourable performance of net exports may be one of the most marked and encouraging aspects recorded by the Portuguese economy. Caixa has been affording, for several years also afforded a leading position on the scale of its respective strategic priorities to international activity and cross-border business.

Caixa has accordingly played an active role in backing the internationalisation of Portuguese companies, contributing to improving their export capacity and competitiveness, in addition to its support for geographically dispersed Portuguese communities with a relevant role in terms of resource-taking.

The policy of promoting international business on CGD's global network was confirmed by the approval of the Group's restructuring plan which did not, however, include any of the Group's external operations in the domain of its non-strategic activity.

In the first nine months of 2013, Caixa continued its endeavours to improve the skills of the means and resources available to its specialised business teams, notably international business managers and market pivots, in addition to improving the interaction between the whole of the domestic and international network.

Work continued to be performed on developing the activity of the Group's international desks in priority markets such as Macau, Spain, France and New York. BCG Brazil and Mercantile Bank of South Africa also have well-placed interlocutors for bilateral corporate business. Similar structures are being implemented in BCGT Angola and BCI Mozambique.

The strategy aims to continue to promote cross-selling activities between the whole of the CGD network, whose extent and diversification is growing in importance, particularly in terms of the development potential of commercial and investment flows between Portugal and geographies which are currently important worldwide growth hubs and in which Caixa has a major presence.

Caixa has also been gearing its international business strategy to the promotion of new geographies such as India, Canada and Algeria. The former centred on the penetration (which is still in its infancy but promising) of Portuguese companies and exports in the said market in addition to business development between India and other territories with a CGD presence, notably China. The second, for the time being, is more geared to resource-taking from non-residents, based on a relationship of greater proximity. The Algerian market, in turn, has been an important hub in attracting Portuguese companies.

A costs simulator for documentary credit operations and a new tool for the Import documentary Credit available in e-banking have been designed to improve the flexibility of business transactions.

International business indicators are beginning to reflect CGD's commitments and point to a significant increase in the number of customers and involvement in operations to back foreign trade (476 new clients).

Iberian business continues to be highly relevant to Portuguese enterprises and to Caixa. A programme for the profound restructuring of the Group's subsidiary in Spain is in progress. Its business model will completely redirect the bank to retail activity and commercial flows between both countries. This process which comprises a visible downsizing of BCG Espanha is based on the premise that the Spain market will be a natural expansion of CGD's domestic network.

Reinforcement of international activity's strategic importance

Greater backing for internationalisation and competitiveness of the best Portuguese companies

New development hubs such as India, Canada and Algeria

Profound restructuring process for the Spain operation

Importance of Iberian business leads to network and business model restructuring in Peninsula

Greater integration on global network, promoting business channels between the various angles of the geographical polygon in which CGD is present

Contribution of negative €48.9 million from international activity to consolidated net results. The exclusion of Spain would have resulted in positive earnings of €61.4 million

Highly favourable performance of CGD businesses in Asia and Africa

Reference should be made to the following actions in the sphere of integrated follow-ups on companies which have embarked upon internationalisation processes:

- Follow-ups, in conjunction with official bodies responsible for the control and management of lines of credit for Portuguese exports on projects covered by the diverse instruments provided by the Portuguese state which rely upon CGD's financial backing;
- Processing – in conjunction with CGD Group banks located in such markets – of hundreds of disbursements from commercial and concessionary lines of credit for Portuguese exports currently in use, to the benefit of several dozen national exporting companies whose projects are eligible for such lines, for a global amount of more than €150 million;
- Follow-ups with diverse companies in their approach to various markets, essentially in terms of exports, in addition to monitoring the institutional relationship between them and entities such as COSEC;
- Relationship with other financial entities, enabling the offer of services in global geographies, including countries with a higher level of political and business risk.

In addition to interbank agreements such as with the European Savings Banking Group and the Connector alliance in which Caixa, as a member, is able to improve the flexibility of the procedure for opening accounts and the provision of local banking assistance in 35 countries, Caixa is also a prominent member of several international banking forums, permitting the already large network of correspondent banks to be expanded.

The one-off costs of the above referred to restructuring process, associated with the high volume of provisions in the subsidiary's assets portfolio in Spain, once again translated into losses of €48.9 million from international activity in the Group's consolidated net results. Excluding Spain the contribution would have been a positive €61.4 million

#### CONTRIBUTION FROM INTERNATIONAL ACTIVITY TO THE CONSOLIDATED INCOME

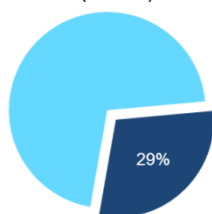
	(EUR million)		
	Sep-12	Sep-13	Change
Subsidiaries and branches in Africa and Asia	60.2	63.5	3.5
Other Subsidiaries and Foreign branches	-66.1	-112.5	-46.3
<b>Total International</b>	<b>-6.0</b>	<b>-48.9</b>	<b>-42.9</b>
<b>Total International, excluding Spain</b>	<b>72.5</b>	<b>61.4</b>	<b>-11.2</b>

The September results of the Group's various international presences have strengthened the role of international business in the Group's global strategy, in which reference should be made to the important contributions made by subsidiaries in Asia and Africa and the expressive result achieved by the France branch.

## CONTRIBUTION FROM INTERNATIONAL ACTIVITY

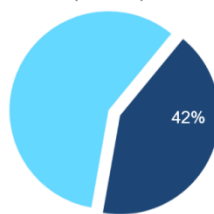
Net Operating Income from Banking and Insurance

(482 M €)



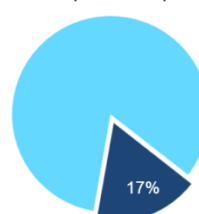
Gross Operating Income

(179 M €)



Assets (net)

(19 354 M €)



Notwithstanding the fact that the international area represents no more than around 17% of the Group's total assets, its contribution to net operating income and gross operating income of 29% and 42% respectively, comprises efficiency indicators and the growth potential of foreign trade.

Also relevant in terms of Caixa's international activity is its approach to customers' resident abroad and new emigration flows. Caixa has been devoting additional time and effort to this segment, in the form of the work performed by its domestic branch office network as well as strengthening its distance models and improving the level of skills of the Group's business units abroad, notably the Representative Offices and Individual Customers' Areas of its Branches and Subsidiaries and the Group's Other Retail Banking Units.

The positioning strategy in terms of traditional emigration markets and the approach to new markets, as more recent emigration destinations, viewed in complementary terms, has been strengthening proximity relationships with customers' resident abroad and has produced highly positive results.

In the first nine months of the year, Caixa's individual customers resident abroad business took in additional resources, contributing favourably to this important Caixa aggregate. The growths were essentially recorded in Europe and notably in Switzerland, France, Belgium and the United Kingdom. Also relevant was the contribution made by customers resident in Angola.

Caixa has continued to promote cross-selling between individual and corporate customers, in this period in its awareness of the importance of a global differentiated commercial approach to its customers in its proactive endeavours to fully respond to their needs and objectives.

A Summer Campaign, mainly focusing on the level of investment in Portugal was organised in the period in question (Caixa's savings and real-estate solutions) and solutions for contacting Caixa anywhere worldwide (Caixadirecta service, Residents Abroad debit and credit cards).

Taking advantage of the fact that its customers traditionally visit Portugal in the summer, CGD invited around 1,150 customers to three "CGD and Residents Abroad" events in Belmonte, Funchal and Viana do Castelo.

This period also witnessed the celebrations of the 10th anniversary of the Belgium Representative Office, with several cultural initiatives and a presence in training activities especially geared to the new generations of Luso descendants resident in Belgium.

New emigration flows with different profiles from traditional emigration represent a new challenge for the Group

Good deposit-taking performance from non-resident customers



## Investment Banking

The Consolidated Net Income of Caixa - Banco de Investimento, S.A. (CaixaBI or Bank) in third quarter 2013 totalled €18.0 million, benefiting from CaixaBI's participation in major operations enabling it to earn commission income of €41.4 million and a positive performance of income from financial assets of around €7.8 million, when adjusted for impairment on financial assets.

Net operating income totalled €62.1 million in September. Before of impairment on financial assets changes, net operating income increases to €67.1 million.

The current macroeconomic environment continues to have a negative impact on the Bank's results, affected by provisions and impairment of €24.5 million in third quarter 2013 (€46.3 million in third quarter 2012).

### Project Finance

In terms of project finance, reference should be made to the financial close of the water concession to Indaqua Oliveira de Azeméis, whose financial advisory and structuring services and financing organisation were provided by CaixaBI and the successful completion of the transfer of a part of ELOS's contractual package to Parública.

On an international level, CaixaBI, in partnership with BCG – Brasil, provided advisory services to Abengoa on the tender for the award of a concession for the provision of operational, maintenance and expansion services for the flood control reservoirs system in the Alto Tietê hydrographic basin, in the state of São Paulo. Also in Brazil and in partnership with BCG – Brasil, CaixaBI was the advisor to one of the main Brazilian players for the tender for a collection of Federal roads in Brazil, the first bid for which is scheduled for September.

### Structured Finance

As regards structured corporate operations, reference should be made to the structuring and organisation of financing for Tagus Holding SARL (a company 55% owned by José de Mello Group and 45% by the Arcus European Infrastructure Fund) in the sphere of the Exit Mechanism for Brisa's Minority Shareholders and the completion of several syndicated financial liabilities reorganisation processes involving CGD Group, of which special reference should be made to Ges Siemsa, Yelmo, Erosky Group, Blinker and Bodybell Group.

### Corporate Finance – Debt

Reference should be made to the following bond market operations in which CaixaBI participated, in the first nine months of 2013:

- Treasury Bonds: joint bookrunner and joint lead manager for an issue of Benchmark Treasury Bonds maturing in 2014, for the total amount of €3 billion.
- CGD: joint bookrunner and joint lead manager for the €750 million covered bonds issue in what was the first international market operation access for covered bonds by a Portuguese bank since January 2010;
- REN: joint bookrunner and joint lead manager for the €300 million Eurobond issue;

Net operating  
income of €62.1  
million

Important  
contribution to  
advisory services for  
tenders in Brazil



- PT: joint bookrunner and joint lead manager for a PT bond issue for the amount of €1 billion;
- Parpública, Sonae Sierra, EDA and Viola Contesi: organisation and lead of bond issues for the amount of €170 million, €75 million, €50 million and €10 million respectively;
- Galp: organisation and lead of a €600 million bond issue with a maturity of 4 years.

Participation in most significant bond market operations

CaixaBI also organised and led nine new Commercial Paper Programmes and completed twenty four extensions and/or revisions to Programmes opened in past years.

## Equity Capital Market

On a capital market level, reference should be made to CaixaBI's participation as an advisor to Parpública and joint bookrunner for the sale of a 4.14% equity investment in EDP. This transaction which marked the completion of EDP's reprivatisation process was the most significant capital market operation in Portugal in the first six months of 2013, comprising the sale of a block of 151,517,000 EDP shares, based on an accelerated bookbuilding operation exclusively geared to domestic and international institutional investors.

CaixaBI also acted as the advisor to Parpública in the process for its admittance of the referred to block of 151,517,000 EDP shares to NYSE Euronext Lisbon's official trading list.

CaixaBI consolidated its relevant position in the Iberian capital market, as the only national financial institution listed in ECM Ibéria's Top 15 league table in the first nine months of 2013.

## Corporate Finance – Advisory Services

In the first nine months of 2013, CaixaBI developed and successfully completed several projects, particularly including its financial advisory services to Parpública for the sale of the referred to 4.14% equity investment in EDP, the financial advisory to ZON in the sphere of the merger between Zon multimédia and Optimus, being the later one the absorbed company, and in addition to the closing of the HPP Saúde transaction, at the end of 2012.

Relevant financial advisory actions in Portugal

## Syndication and Sales

CaixaBI was involved in the following primary market issues in the first nine months of 2013:

- Tap PGB 4.35% 2017 (MS+395): co-lead, with total demand of €12,000 million for a final placement of €2,500 million;
- CGD 3.75% 2018, Covered Bonds (MS+295): lead manager, with demand of more than €3,500 million for a final placement of €750 million;
- REN 4.125% 2018 (MS+320.4): lead manager, with demand of more than €650 million for a final placement of €300 million;
- Portugal Telecom 4.625% 2020: joint lead manager, for an operation with a final placement of €1 000 million;
- Banque Populaire Caisse D'Épargne 1.325% 2017: co-lead manager, for an issue of €500 million.

In the Commercial Paper segment, 204 issues for a total amount of €2,769 million were placed.

## Financial Brokerage

According to data published by the CMVM, CaixaBI had an accumulated market share of 13.1%, in August, up 15% over its trading volume for the same period 2012. Contributory factors were CaixaBI's participation as bookrunner in the accelerated bookbuilding process for 4.14% of the capital of EDP and growth of activity in the international customers segment.

Reference should also be made to participation in the Belgium Post IPO, in the accelerated bookbuilding process for 12% of the capital of International Airlines Group (IAG) and in the accelerated bookbuilding process for 12% of the capital of Mapfre.

## Trading – Public Debt and Liquidity Providing

CaixaBI's activity as a liquidity provider maintained high performance levels and continued to operate on a series of securities such as Cofina, Orey Antunes, Altri, Inapa, Ibersol and SAG Gest, listed on NYSE Euronext Lisbon, with Euronext having attributed its maximum "A" rating to CaixaBI for all securities and categories.

Reference should also be made to the Bank's pioneering activity in the new segment created by NYSE Euronext to improve the liquidity of retail investors, in the form of the Retail Matching Facility.

Market-making activity concentrated on a Fundiestamo real estate fund and a deeply subordinated Millenniumbcp Tier 1 perpetual issue.

## Corporate Advisory and Risk Management Services

Operations contracted for in first half 2013 particularly included a hedge for the credit operation for the Luanda Shopping project, strengthening CaixaBI's position as a derivatives competence centre for CGD Group's International Area.

In light of the low demand for interest rate hedges, CaixaBI maintained its structuring of risk hedge operations with tailor made structured options and its development of solutions for commodities hedges.

## Venture Capital

CaixaBI remained focused on its activity of capturing and analysing investment opportunities suitable for inclusion in the four venture capital funds under Caixa Capital management. A total number of 102 projects were considered of which 42 were filed or rejected, with 46 remaining under analysis and 14 approvals. The approved projects comprised a potential investment of approximately €47 million of which an amount of €17 million were invested.

As regards new venture capital funds, reference should be made to the formation of Caixa Crescimento – FCR, as a fund with a capital objective of €150 million, €30 million of which subscribed for by CGD. The fund will have an annual appropriation of €30 million and will take equity stakes in SMEs and mid-caps.

## Insurance

### Caixa Seguros e Saúde, SGPS, S. A.

In accordance with the accounting rules applicable by CGD, Caixa Seguros e Saúde achieved a net result of €103.3 million, in the first nine months of 2013, comprising 65% growth over the same period 2012 (€62.7 million).

A contributory factor was the first quarter sale of HPP, with a positive impact of €36.4 million.

Caixa Seguros e Saúde's net results of €103.3 million

#### FINANCIAL INDICATORS <sup>(a)</sup>

	(EUR million)	
	Sep/12	Sep/13
Net assets	13,121	12,996
Shareholders' equity	1,435	1,277
Inv. properties, securities portfolio, bank deposits and cash	11,627	11,839
Technical provisions net of reinsurance	4,109	3,955
Liabilities for customer resources and other loans	6,403	6,904
Net income	63	103
	Sep/12	Sep/13
Component parts of solvency margin	1,359	1,195
Required solvency margin	602	640
Surplus solvency margin	757	555
Solvency margin cover rate	225.7%	186.6%

(a) The amounts comply with standards relating to the presentation of financial statements in IFRS/IAS format (CGD Group) and correspond to the consolidated accounts

In turn, insurance activity in the statutory accounts achieved a net result of €78.2 million, up 3.8% year-on-year. This result incorporates a significant improvement of financial activity and reinsurers' share of claims costs, together with a reduction of operating costs and other technical costs and income and control over operating costs which came in under budget. The evolution of these variables more than made up for the drop in insurance premiums deriving from the across-the-board economic slowdown and negative impact of the extraordinary claims rate for non-life insurance in the first quarter, deriving from the harshness of last winter's weather conditions.

## Insurance Activity Leadership

Caixa Seguros e Saúde market shares:

Global: 26.3%

Life: 26.3%

Non-life: 26.4%

Increase of 13.3% in insurance premiums in Portugal

Caixa Seguros e Saúde maintained its undisputed leadership of the domestic insurance market, with a global market share of 26.3%, coming top in both life and non-life insurance segments with market shares of 26.3% and 26.4% respectively.

Caixa Seguros, in its activity in Portugal, earned an amount of €2,511 million in direct insurance premiums. This was up 13.3% over the preceding year and was particularly due to the favourable evolution of Life Insurance (up 23.7%)

Premium income from non-life insurance areas was down 4.6%, particularly Motor, Workman's Compensation, Multirisk Housing and Third Party, especially as a consequence of the retraction of economic activity.

Direct insurance premiums in terms of international activity was up 5.1% over the same period last year to €53 million, essentially on account of the 7.1% increase in the Non-Life portfolio and 1.4% increase in the Life portfolio.

### DIRECT INSURANCE

	(EUR million)	
	Sep/12	Sep/13
<b>Operations in Portugal</b>		
Total market share	28.6%	26.3%
Life insurance	29.9%	26.3%
Non-life insurance	26.7%	26.4%
Direct insurance premiums	2 216	2 511
Life insurance	1 403	1 735
Non-life insurance	813	776
<b>Operations Abroad</b>		
Direct insurance premiums	50	53
Life insurance	18	19
Non-life insurance	32	34

(a) Pro forma accounts, excluding non-securing annuities in 2011 the decrease of turnover in 2012 would amount to 2.6% corresponding to 0.1% increase in market share

## Results

Reduction of €57.8 million in global technical margin

The total technical margin, excluding financial activity, at €193.2 million, was down €57.8 million over the same period of the preceding year, particularly on account of the additional claims deriving from the occurrence of storms in the first quarter of the year.

The result, net of reinsurance represented a cost of €39.4 million, reflecting an improvement of €47.9 million over September 2012, particularly on account of the higher co-payments made by reinsurers for the cost of the claims occurring during the period.

Income from financial activity, after customer allocations, was €137.6 million, up €41.2 million over the same period of the preceding year, which was strongly influenced by the March 2012 recognition of impairment on Greek debt securities.

Operating costs were down 3.7% reference should be made to the reduction of employee

costs and other administrative expenses, which were down 0.4% and 2% respectively year-on-year.

Net income attributable to the area under insurance company management in the statutory accounts was up 2.8% by around €2.1 million to €79.0 million over September 2012.

## Solvency

Caixa Seguros e Saúde strengthened its solvency margin on a consolidated basis, achieving a respective coverage rate of 186.6%, representative of the high level of security of the entities that are relate to the Group.

## 7 – Rating

In June 2013 the DBRS rating agency decided to maintain its ratings on CGD, with Fitch Ratings and Moody's also having also confirmed their ratings on CGD in July 2013.

In turn, on 11 July, Standard & Poor's changed its long and short term outlook on Caixa from stable to negative (BB-/B), following an identical revision of the outlook on the rating of the Portuguese Republic on 5 July last. On 20 September 2013 Standard & Poor's confirmed CGD's ratings, albeit putting them on creditwatch negative, following an identical long term rating on the Portuguese Republic on 18 September 2013.

	Short Term		Long Term		
	CGD	Portugal	CGD	Portugal	
<b>Standard &amp; Poor's</b>	B	B	BB-	BB	Sep2013
<b>FitchRatings</b>	B	B	BB+	BB+	Jul/2013
<b>Moody's</b>	N/P	N/P	Ba3	Ba3	Jul/2013
<b>DBRS</b>	R-2 (mid)	R-2 (mid)	BBB (low)	BBB (low)	Jun/2013

## 8 – Sustainability and Investment in the Future

Caixa repays the capital entrusted to it by the “confidence” of the community over the course of time in its recognition of the fact that good business management must take into account the effects of commercial activity on society and the environment.

In the sphere of CGD’s Sustainability Programme, allied with best international practice in terms of social and environmental responsibility, Caixa operates in five key areas: Responsible Banking, Future Promotion, Environmental Protection, Involvement with Stakeholders and Human Assets Management.

Reference should be made to the distinction awarded to Caixa in the form of the ‘Most Sustainable Bank in 2012’ prize, in conjunction with the recognition of its leadership in terms of climate responsibility.

The implementation of its Environmental Management System has further enhanced Caixa’s commitment to the environment and to current and future generations and comprises a strategic tool for reducing costs and continuously improving the efficiency of its operations. Caixa is the only bank to have an environmental management system which has produced practical results, notably its significant energy savings.

Between 2006 and 2012:

- Caixa saved around 20 GWh, comprising 24% of its current global energy consumption, roughly equal to €2.4 million;
- Caixa avoided the emission of around 7 200 tonnes of CO<sub>2</sub>, equivalent to the annual absorption of a forest of around 1 million trees and the energy consumption of 5 028 homes.

Caixa is the leader of the microcredit market (€23.4 million), which mainly involves women entrepreneurs. Reference should be made to microcredit’s good performance as measured by its very low default rates.

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Caixa returns the confidence that the community entrusted to it

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‘Most Sustainable Bank in 2012’ Award

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Environmental management system is improving efficiency

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Caixa is the leader of the microcredit market

## 9 – Prizes and Distinctions

CGD's continued commitment to sustainability demonstrates its leadership and innovation in its integration of social, environmental and corporate considerations in terms of its current activity. CGD furthers a structured, comprehensive sustainability programme, recognised by national and international entities which regularly monitor and audit its performance.

- Most Sustainable Bank in Portugal in 2012  
*The New Economy*
- Top 6 in Iberia "Iberia 125 Climate Change Report 2012"  
*Carbon Disclosure Project*
- "Best in class" company in the financial sector on an international level  
*Oekom*

The Caixa Geral de Depósitos brand was also distinguished on several occasions in first half 2013.

- Trusted Brand in Portugal - for the 13th consecutive time  
*Seleções do Reader's Digest*
- Portuguese Banking Brand with the Best Reputation  
*Reputation Institute*
- Most Valuable Banking Brand in Portugal - for the 6th consecutive time  
*Brand Finance Banking*
- Excellence Brand - for the 5th consecutive time  
*Superbrands*
- Marcas que Marcam ("Brands which make a Difference") 2012  
*QSP – Consultoria de Marketing, in partnership with Diário Económico*
- Benchmark Bank for the Portuguese  
*Prémios Marketeer 2013*
- Positive Balance Site  
*Award in Banking & Finance category - Financial Literacy Program*

CGD has endeavoured to keep pace with the latest developments in the new technologies area:

- The Best Mobile Banking App  
*European Financial Management & Marketing Association*







In the Investment banking area, Caixa BI was awarded the following prizes this year:



- CaixaBI - Best Investment Bank in Portugal in 2013

*World Finance*

- CaixaBI - Best Investment Bank in Portugal in 2013

*International Finance Magazine*

- CaixaBI - Best Investment Bank in Portugal in 2013

*Global Banking & Finance Review*

- CaixaBI - Best Investment Bank in Portugal in 2012

*Euromoney*

- CaixaBI - Best Investment Bank in Portugal in 2012

*Emeafinance*



- CaixaBI - Best Investment Bank in Portugal in 2012

*Global Finance*

- CaixaBI - Best Investment Bank in Portugal in 2012

*World Finance*

- CaixaBI - Best Cross-border M&A Deal in 2012

*Emeafinance*

## Caixa Geral de Depósitos

31 October 2013

# 10 – Consolidated Balance Sheet

(30 September 2013)

(EUR million)

				Change Sep/13 vs. Sep/12		Change Sep/13 vs. Dec/12	
ASSETS	Sep/12 (*)	Dec/12 (*)	Sep/13	Total	(%)	Total	(%)
Cash and cash equivalents with central banks	1,108	1,603	1,176	68	6.1%	-428	-26.7%
Loans and advances to credit institutions	4,091	3,819	2,946	-1,146	-28.0%	-874	-22.9%
Loans and advances to customers	76,427	74,735	71,206	-5,220	-6.8%	-3,528	-4.7%
Securities investments	26,741	28,193	28,673	1,932	7.2%	480	1.7%
Assets with repurchase agreement	489	504	762	273	55.9%	257	51.1%
Invest. in subsidiaries and associated companies	222	218	46	-177	-79.5%	-172	-79.0%
Intangible and tangible assets	1,332	1,316	1,137	-195	-14.7%	-180	-13.6%
Current tax assets	50	61	117	68	136.5%	57	92.9%
Deferred tax assets	1,564	1,468	1,515	-50	-3.2%	47	3.2%
Technical provisions for outwards reinsurance	226	197	210	-17	-7.3%	12	6.1%
Other assets	5,197	4,744	4,636	-561	-10.8%	-108	-2.3%
Total Assets	117,447	116,859	112,422	-5,025	-4.3%	-4,436	-3.8%
LIABILITIES							
Central banks' and credit institutions' resources	12,045	12,227	10,276	-1,769	-14.7%	-1,951	-16.0%
Customer resources	71,360	71,355	72,375	1,014	1.4%	1,019	1.4%
Financial liabilities	2,227	2,217	1,766	-461	-20.7%	-451	-20.3%
Debt securities	10,991	10,591	8,410	-2,581	-23.5%	-2,180	-20.6%
Provisions	909	973	1,021	112	12.4%	48	5.0%
Technical provisions for insurance operations	4,340	4,224	4,169	-171	-3.9%	-56	-1.3%
Subordinated liabilities	2,912	2,889	2,940	28	1.0%	51	1.8%
Other liabilities	5,403	5,103	4,523	-880	-16.3%	-580	-11.4%
Sub-Total	110,187	109,579	105,480	-4,707	-4.3%	-4,099	-3.7%
Shareholders' Equity	7,260	7,280	6,942	-318	-4.4%	-338	-4.6%
Total	117,447	116,859	112,422	-5,025	-4.3%	-4,436	-3.8%

(\*) Pro forma accounts considering the jointly owned entities being integrated by the equity accounting method.

# 11 – Consolidated Income Statement

(30 September 2013)

(EUR thousand)

			Change	
	Sep/12 (*)	Sep/13	Abs.	(%)
Interest and similar income	3,989,953	2,851,864	-1,138,089	-28.5%
Interest and similar costs	2,950,804	2,213,162	-737,641	-25.0%
Net interest income	1,039,149	638,702	-400,447	-38.5%
Income from equity instruments	91,951	60,544	-31,407	-34.2%
<b>Net interest income including income from equity investments</b>	<b>1,131,100</b>	<b>699,246</b>	<b>-431,854</b>	<b>-38.2%</b>
Income from services and commissions	505,633	486,667	-18,966	-3.8%
Costs of services and commissions	128,675	116,331	-12,344	-9.6%
Commissions (net)	376,958	370,336	-6,622	-1.8%
Income from financial operations	326,833	239,280	-87,553	-26.8%
Other net operating income	36,319	16,790	-19,529	-53.8%
<b>Non-interest income</b>	<b>740,110</b>	<b>626,406</b>	<b>-113,705</b>	<b>-15.4%</b>
Premiums net of reinsurance	915,524	869,930	-45,593	-5.0%
Investment income allocated to insurance contracts	114,179	102,806	-11,374	-10.0%
Claims costs net of reinsurance	578,687	593,428	14,741	2.5%
Commissions and other assoc. income and costs	-70,144	-57,408	12,735	-
Technical margin on insurance operations	380,872	321,899	-58,973	-15.5%
<b>Net operating income from banking and insurance operations</b>	<b>2,252,082</b>	<b>1,647,551</b>	<b>-604,531</b>	<b>-26.8%</b>
Employee costs	667,696	686,427	18,731	2.8%
Other administrative expenses	436,761	424,947	-11,814	-2.7%
Depreciation and amortisation	118,747	107,919	-10,829	-9.1%
Operating costs and depreciation	1,223,204	1,219,293	-3,911	-0.3%
<b>Gross operating income</b>	<b>1,028,878</b>	<b>428,258</b>	<b>-600,621</b>	<b>-58.4%</b>
Provisions and impairment of other assets (net)	320,086	228,994	-91,093	-28.5
Credit impairment net of reversals	773,679	473,951	-299,728	-38.7%
<b>Provisions and impairment</b>	<b>1,093,765</b>	<b>702,945</b>	<b>-390,820</b>	<b>-35.7%</b>
<b>Income from subsidiaries held for sale</b>	<b>-4,060</b>	<b>0</b>	<b>4,060</b>	<b>-100%</b>
<b>Income from associated companies</b>	<b>2,297</b>	<b>3,978</b>	<b>1,681</b>	<b>73.2%</b>
<b>Income before tax and non-controlling interest</b>	<b>-66,650</b>	<b>-270,709</b>	<b>-204,059</b>	<b>-</b>
<b>Tax</b>	<b>35,252</b>	<b>-34,662</b>	<b>-69,915</b>	<b>-</b>
Current and deferred	12,920	-53,818	-66,738	-
Extraordinary contribution on the banking sector	22,332	19,156	-3,177	-14.2%
<b>Consolidated net income for period</b>	<b>-101,902</b>	<b>-236,047</b>	<b>-134,145</b>	<b>-</b>
of which:				
Non-controlling interest	28,103	41,739	13,636	48.5%
<b>NET INCOME ATTRIBUTABLE TO CGD SHAREHOLDER</b>	<b>-130,006</b>	<b>-277,786</b>	<b>-147,780</b>	<b>-</b>

(\*) Pro forma accounts considering the jointly owned entities being integrated by the equity accounting method.



**Caixa Geral  
de Depósitos**

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