



# CAIXA GERAL DE DEPÓSITOS CONSOLIDATED OPERATIONS

at 31 March 2015

Unaudited accounts





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*This document is an English translation of the original Portuguese language document “Atividade Consolidada da Caixa Geral de Depósitos em 31 de março de 2015”. The Portuguese original prevails in the event of any inconsistency.*

# 1 – Summary of evolution in 1st quarter <sup>(1)</sup>

For comparability purposes, the amounts of net income and income before tax and non-controlling interests for 1st quarter 2014, were adjusted to reflect the current percentage equity stake in the insurance companies (15% in Fidelidade and 20% in Multicare and Cares) at the said date.

## Results

- CGD's net interest income was up 15.5% over the same quarter 2014, benefiting from a decline of its funding cost, also higher than the reduction in income from lending operations.
- Net operating income was up by a positive 2.8% over 1st quarter 2014 to €497 million for the period.
- Gross operating income, at €175.7 million, was boosted by the international activity contribute, which represented 61.4% of the total in the 1st quarter 2015.
- Provisions and impairment for the quarter were down 34.3% by €59 million to €112.9 in comparison to €171.9 million year-on-year, reflecting the gradual improvement of credit risk conditions in the markets in which CGD operates.
- Income before tax and non-controlling interests was €65.4 million, representing growth of €47.6 million in comparison to 1st quarter 2014, with the exclusion of the results of the insurance companies, appropriated at the time of their disposal, to ensure comparability.
- CGD's consolidated net income attributed to shareholder for 1st quarter 2015 improved €1.9 million over the comparable amount registered last year to a negative €8.9 million, including the impact of the fiscal treatment of the loan impairment temporarily not deductible.

## Balance sheet

- CGD's consolidated balance sheet was down 10.5% by around €11,808 million in 1st quarter 2015, over the same quarter 2014, essentially on account of the sale of the insurance business – Fidelidade, Companhia de Seguros, S.A. (80% in May 2014 and an additional 5% in January 2015).
- The loans and advances to customers portfolio, including loans with repo agreements, at €72,408 million (gross), was down 1.6% by €1,208 million over March 2014. Of this, €1,253 million are due to the net impact of mortgage loans in Portugal, that increased the new operations by 29.9% over March 2014, but still insufficient to offset portfolio repayments.
- Reference should be made to the increase in the market share of loans and advances to companies for maturities of up to 1 year evidencing our backing of the Portuguese companies' working capital financing (18.4% in February 2015).

<sup>1</sup> The amounts for March 2014 have been restated to reflect the application of IFRS 10 which led to the inclusion of IMOBICI in the consolidation perimeter by the full consolidation method; non-controlling interests in open-ended investment funds, included in the consolidation, were reclassified to other liabilities and other income from financial operations.

- There was a positive change of €3,509 million in customer resources in 1st quarter 2015 (up 5.3% in comparison to 1st quarter 2014), to €70,026 million.
- The loans-to-deposits ratio of 95.9% reflected a negative commercial gap of €2,840 million which evidences the robustness of CGD's retail resources-taking capacity, expressed by the €3,431 million increase in customer deposits.

## Liquidity

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- CGD returned to the primary market in January 2015 with a €1 billion covered bonds issuance, with a maturity of 7 years and a coupon rate of 1% (a spread of 64 bps over the mid-swaps rate).
- Translating its comfortable liquidity situation, CGD Group decreased its funding from the ECB last year by €3,278 million (47.8%) to €2,987 million at the end of March 2015.
- In parallel and across the same period, CGD Group also reduced the amount of its assets eligible for the ECB pool by €3,120 million (20.8%) to €11,910 million in March 2015. The €8,923 million in assets available for the referred to pool at the end of 1st quarter 2015, compared favourably with the preceding year's €8,702 million.
- The liquidity coverage ratio (LCR) at the end of March, calculated under CRD IV / CRR rules, was 97.8% against the preceding year's 99.3%. This was significantly higher than the minimum requirement of 60% from October 2015 on and very close to the 100% requirement for 2018.
- The net stable funding ratio (NSFR) of 126.0% at the end of March, calculated in accordance with the same rules, in comparison to the preceding year's 125.1%, also confirmed CGD Group's comfortable liquidity situation.

## Solvency

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- The common equity tier 1 (CET 1) ratios calculated in accordance with CRD IV / CRR phased-in and fully implemented rules, and considering the deferred tax assets special regime, totalled 10.9% and 10.3%, respectively, at 31 March 2015. The above ratios were 11.3% and 9.7% one year previously (March 2014). The current amounts reflect the improvement in CGD's solvency levels.
- The fully implemented leverage ratio of 6.0%, calculated under CRD IV / CRR rules, was also an improvement over the March 2014 ratio of 5%.

## 2 – CGD: Highlights

(EUR million)

RESULTS	2014-03	2014-12	2015-03	Change 2015-03 vs 2014-03	
				Total	(%)
Net interest income	232.2	-	256.7	24.5	10.5%
Net inter. income incl. inc. from equity investm.	237.7	-	274.6	37.0	15.5%
Commissions (net)	126.5	-	126.3	-0.2	-0.2%
Non-interest income	245.9	-	222.4	-23.5	-9.6%
Net operating income from banking	483.5	-	497.0	13.5	2.8%
Operating costs	301.5	-	321.3	19.8	6.6%
Gross operating income	182.0	-	175.7	-6.3	-3.5%
Income before tax and non-controlling interests	50.9	-	65.4	14.5	28.4%
Inc. before tax and non-cont. interests, adjusted <sup>(1)</sup>	17.7	-	65.4	47.6	268.7%
Net income	22.4	-	-8.9	-31.3	-
Net income, adjusted <sup>(1)</sup>	-10.7	-	-8.9	1.9	17.5%
<b>BALANCE SHEET</b>					
Net assets	112,413	100,152	100,605	-11,808	-10.5%
Cash and loans and advances to credit instit.	3,911	5,130	5,357	1,447	37.0%
Securities investments <sup>(2)</sup>	18,862	19,562	19,906	1,044	5.5%
Loans and advances to customers (net) <sup>(3)</sup>	69,062	67,554	67,320	-1,742	-2.5%
Loans and advances to customers (gross) <sup>(3)</sup>	73,688	72,785	72,480	-1,208	-1.6%
Central banks' and credit institutions' resources	9,444	6,002	5,935	-3,509	-37.2%
Customer resources	66,517	71,134	70,026	3,509	5.3%
Debt securities	8,430	7,174	8,126	-304	-3.6%
Shareholders' equity	7,162	6,493	6,779	-383	-5.3%
<b>RESOURCES TAKEN FROM CUSTOMERS</b>	<b>94,017</b>	<b>100,086</b>	<b>100,333</b>	<b>6,317</b>	<b>6.7%</b>
<b>PROFIT AND EFFICIENCY RATIOS</b>					
Gross return on equity - ROE <sup>(4) (5)</sup>	2.9%	-3.2%	3.7%		
Net return on equity - ROE <sup>(5)</sup>	1.9%	-3.6%	0.6%		
Gross return on assets - ROA <sup>(4) (5)</sup>	0.2%	-0.2%	0.3%		
Net return on assets - ROA <sup>(5)</sup>	0.1%	-0.3%	0.0%		
Cost-to-income <sup>(4)</sup>	62.1%	75.5%	64.3%		
Employee costs / Net operating income <sup>(4)</sup>	36.0%	41.5%	37.6%		
Operating costs / Average net assets	1.1%	1.3%	1.3%		
Net operating income / Average net assets <sup>(4)</sup>	1.7%	1.7%	2.0%		

Note: The amounts for March 2014 have been restated to reflect the application of IFRS 10 which led to the inclusion of IMOBICI in the consolidation perimeter by the full consolidation method; non-controlling interests in open-ended investment funds, included in the consolidation, were reclassified to other liabilities and other income from financial operations.

(1) For comparability purposes, the amounts for 1st quarter 2014, were adjusted to reflect the current percentage equity stake in the insurance companies (15% in Fidelidade and 20% in Multicare and Cares) at the said date.

(2) Includes assets with repo agreements and trading derivatives.

(3) Includes assets with repo agreements.

(4) Ratios defined by the Bank of Portugal (instruction 23/2012).

(5) Considering average shareholders' equity and net asset values (13 observations).

(%)

CREDIT QUALITY AND COVER LEVELS	2014-03	2014-12	2015-03
Overdue credit / Total credit	7.1%	7.7%	8.1%
Credit more than 90 days overdue / Total credit	6.5%	7.1%	7.2%
Non-performing credit / Total credit <sup>(4)</sup>	8.1%	8.9%	9.1%
Non-performing credit (net) / Total credit (net) <sup>(4)</sup>	1.8%	1.8%	2.1%
Credit at risk / Total credit <sup>(4)</sup>	11.5%	12.2%	12.4%
Credit at risk (net) / Total credit (net) <sup>(4)</sup>	5.5%	5.3%	5.6%
Restructured credit / Total credit <sup>(6)</sup>	9.6%	10.6%	10.5%
Restr. crd. not incl. in crd. at risk / Total crd. <sup>(6)</sup>	5.3%	6.3%	5.2%
Overdue credit coverage	89.3%	94.3%	88.1%
Credit more than 90 days overdue coverage	97.3%	102.3%	99.2%
Crd. Imp. (P&L) / Loans & adv. custom. (aver.)	0.90%	1.18%	0.40%

### STRUCTURE RATIOS

Loans & adv. customers (net) / Net assets	60.9%	66.8%	66.3%
Loans & adv. custom. (net) / Custom. dep. <sup>(4)</sup>	103.6%	94.5%	95.9%

### SOLVENCY RATIOS (CRD IV/CRR) <sup>(7)</sup>

Common equity tier 1 <sup>(phased-in)</sup>	11.1%	10.9%	
Tier 1 <sup>(phased-in)</sup>	11.1%	10.9%	
Total <sup>(phased-in)</sup>	12.6%	12.7%	
Common equity tier 1 <sup>(fully implemented)</sup>	8.6%	9.8%	
<b>Considering DTA:</b>			
Common equity tier 1 <sup>(phased-in)</sup>	11.3%	11.1%	10.9%
Tier 1 <sup>(phased-in)</sup>	11.3%	11.1%	10.9%
Total <sup>(phased-in)</sup>	12.9%	12.9%	12.4%
Common equity tier 1 <sup>(fully implemented)</sup>	9.7%	10.2%	10.3%

### LIQUIDITY AND LEVERAGE RATIOS (CRD IV/CRR)

Leverage ratio <sup>(fully implemented)</sup>	5.0%	6.1%	6.0%
Liquidity coverage ratio	99.3%	103.6%	97.8%
Net stable funding ratio	125.1%	126.0%	126.0%

<sup>(6)</sup> Ratios defined by the Bank of Portugal (instruction 32/2013)

<sup>(7)</sup> Solvency ratios include results for the period.

## 3 – Consolidated information

### Results

Consolidated net income before tax and non-controlling interests of €65.4 million up year-on-year by €47.6 million on a comparable basis

Active management of net interest income provides an increase of 15.5%

Good performance by financial operations

Net operating income up by a positive 2.8%

Operating costs up 6.6%, particularly owing to the expansion of international activity

Cost-to-income ratio of 64.3% against 75.5% at the end of 2014

In a context of continuously declining interest rates and greater competition, CGD's consolidated net income before tax and non-controlling interests totalled €65.4 million. This represents a growth of €47.6 million over 1st quarter 2014, with the exclusion of the results of the insurance companies which were appropriated at the time of their disposal to ensure comparability.

Notwithstanding the downwards trajectory of Euribor rates, active management of net interest income particularly in respect of borrowing operations, produced a 10.5% year-on-year growth of €24.5 million in net interest income which benefited from a decline in funding costs which was higher than the reduction in income from lending operations. Income from equity instruments in turn, increased by €12.5 million, leading to a 15.5% increase in net interest income including income from equity instruments.

Income from financial operations totalled €94 million at the end of the 1st quarter, in comparison to €118.8 million in the same period of the preceding year, reflecting the positive evolution of the public debt market in a context of a marked decline in interest rates.

Net commissions at €126.3 million, were very similar to those of the same quarter 2014 (down 0.2%).

Net operating income was up 2.8% over 1st quarter 2014 to €497 million.

Operating costs were 6.6% up year-on-year by €19.8 million, notwithstanding the furtherance of the policy of optimising efficiency and operational rationalisation. This particularly translated the behaviour of employee costs which were up 7.6% by €13.3 million over the same period of the preceding year, reflecting the marked decline in the discount rate on pensions liabilities and the expansionary dynamics of the Group's international activity, with an increase in the size of its branch office network and a larger employee complement, particularly in the case of subsidiaries BCI Moçambique (with the opening of an additional 34 branches between March 2014 and March 2015 and the recruitment of 450 new employees) and Banco Caixa Totta de Angola with an additional 7 branches.

These latter two subsidiaries also made an expressive contribution to the 6.1% growth of €6.1 million in external supplies and services.

In light of the evolution described and notwithstanding the growth of net operating income, the cost-to-income indicator was 64.3% against the 62.1% registered in the same quarter 2014, albeit significantly more favourable than the 75.5% posted at the end of 2014.



## OPERATING COSTS AND DEPRECIATION

	2014-03	2015-03	Change	
			Total	(%)
Employee costs	174.7	188.0	13.3	7.6%
Other administrative expenses	100.5	106.6	6.1	6.1%
Depreciation and amortisation	26.3	26.7	0.4	1.4%
<b>Total</b>	<b>301.5</b>	<b>321.3</b>	<b>19.8</b>	<b>6.6%</b>

Translating the combination of all of these factors, gross operating income of €175.7 million in the quarter was down 3.5% over the same period last year. Special reference should be made to the highly positive performance of international activity, whose contribution to consolidated gross operating income was up 40.2% to €107.8 million.

International operations make a relevant contribution to gross operating income

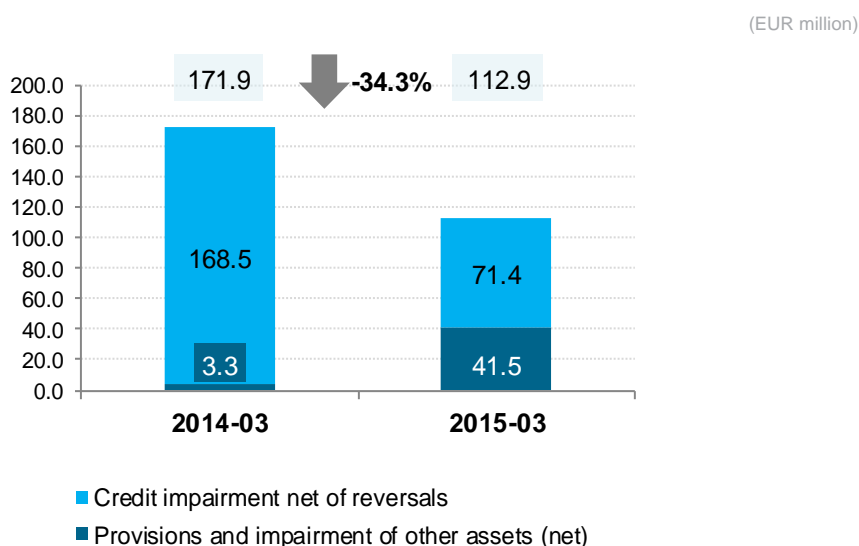
## CONTRIBUTION TO GROSS OPERATING INCOME

	(EUR million)	
	2014-03	2015-03
Domestic commercial banking	69.8	59.8
International activity	76.9	107.8
Investment banking	35.9	12.2
Other	-0.7	-4.0
<b>Gross operating income</b>	<b>182.0</b>	<b>175.7</b>

Provisions and impairment for the quarter were down 34.3% by €59 million to €112.9 million, in comparison to the €171.9 million for the same period last year. The gradual improvement in the economic and financial environment permitted a reduction of credit risk which stood at 0.40% in 1st quarter 2015, in comparison to 0.90% for the same quarter of the preceding year.

Reduction of cost of credit risk to 0.40% (0.90% in 1st quarter 2014)

## PROVISIONS AND IMPAIRMENT IN PERIOD



Tax costs for the 1st quarter totalled €54.4 million owing to the impact of the fiscal treatment of the loan impairment temporarily not deductible and the extraordinary contribution of €7.5 million payable by the banking sector, leading to consolidated negative net income of €8.9 million. This was an improvement of €1.9 million over the result posted in the same period of the preceding year.

Maintenance of downwards trajectory of provisions and impairment costs

## Balance Sheet

Reduction of assets, particularly owing to the disposal of the capital of the Group's insurance businesses

The Group's consolidated net assets, at the end of March 2015, were up 0.5% by €453 million over the end of the preceding year to €100,605 million. The 10.5% decrease of €11,808 million in comparison to the same month last year was largely the result of the disposal of the equity of the Group's insurance companies (80% in May 2014 and an additional 5% in January 2015).

The loans and advances to customers portfolio, including loans with repo agreements, at €72,480 million (gross) and €67,320 (net). The year-on-year reduction of loan balances was 1.6% (gross) and 2.5% (net).

Securities investments, including assets with repo agreements and trading derivatives, were up 5.5% by €1,044 million over March 2014 to €19,906 million. This portfolio was up 1.8% by €344 million over the end of 2014.

Total liabilities of €93,825 million were down 10.9% over March 2014. This also translated the effects of the disposal of the insurance business together with a €3,278 million reduction of funding from the ECB.

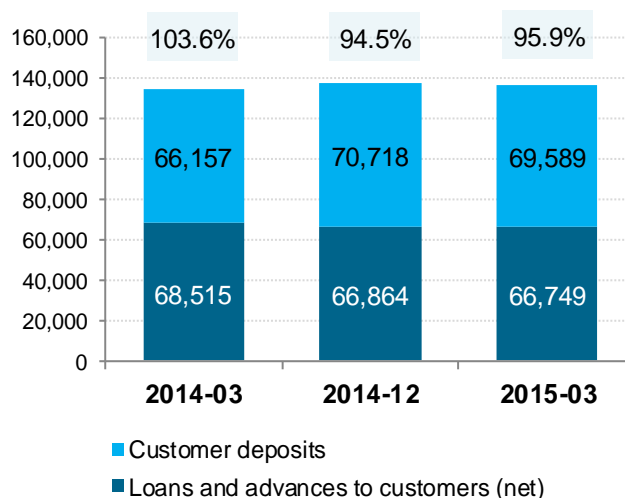
Customer resources were up €3,509 million in 1st quarter 2015 (up 5.3% over 1st quarter 2014) to €70,026 million.

The deposits-to-loans ratio of 95.9% reflected a negative commercial gap of €2,840 million and evidences CGD's robust retail resources-taking capacity.

Robust retail resources-taking capacity

### LOANS TO DEPOSITS RATIO

(EUR million)



Credit overdue for more than 90 days stabilises against December 2014

The credit overdue for more than 90 days ratio was 7.2%. In spite of the fact that it was higher than the preceding year's ratio of 6.5%, it has stabilised against the 7.1% of December of the preceding year. The respective impairment coverage ratio in March 2015 was 99.2%.

The credit at risk and restructured credit ratios, calculated according to Bank of Portugal criteria, were 12.4% and 10.5% respectively (12.2% and 10.6% at the end of 2014). Reference should be made to the penalising effect of the reduction of the portfolio balance on these indicators.

## Liquidity

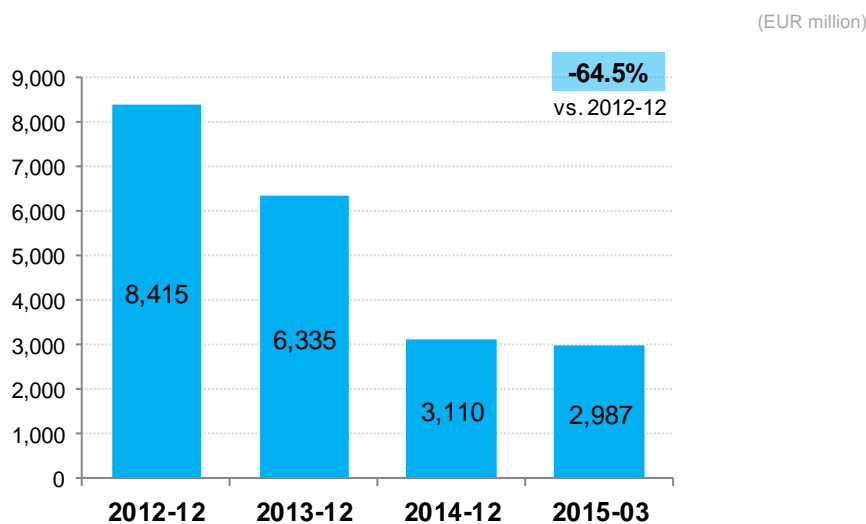
Following the implementation of the monetary policy initiatives tending to reduce funding costs and stimulate economic growth, in 2014, the ECB Council decided, at the start of 2015, to expand the quantitative easing programme to include, starting March, investment grade bonds denominated in euros and issued by governments of member states and European institutions.

This collection of ECB measures has sustained a trend towards the reduction of market interest rates to historically low and even negative values in some cases, making it possible to stimulate lending to corporates and individuals by reducing funding costs.

In its awareness of the ECB's favourable funding terms and in the sphere of this authority's strategy, CGD continued to substitute a part of its funding from the ECB in the first 3 months of 2015 by new TLTROs ("targeted longer term refinancing operations") notwithstanding a reduction of its total liabilities to the ECB.

CGD's funding from the ECB was down €250 million over December 2014 to €1.25 billion at the end of March. On a CGD Group level, total resources taken from the monetary authority were also down from €3.11 billion at the end of 2014 to €2.99 billion in March 2015.

### ECB FUNDING (CONSOLIDATED)



As regards the assets pool eligible for Eurosystem operations and notwithstanding a slight reduction of €163 million of the total within CGD Group in comparison to the end of the preceding year, the amount of available pool assets remained stable at close to €9 billion.

CGD went to the market in January with a new covered bonds issuance of €1 billion with a maturity of 7 years at a coupon rate of 1%. This was a historically low level for Portuguese debt issuances with this maturity. The final placement was oversubscribed by 1.4 and attracted investors with a significant geographical spread. Particularly noticeable were German investors (23%).

The issuance's objectives were easily exceeded with a much higher placement than in past issuances (€1 billion in comparison to €750 million in 2013 and 2014), with a longer maturity of 7 years and a visible reduction of funding costs.

Sustained reduction of ECB funding at €2,980 million in March against €3,110 at the end of 2014

Pool assets remained stable at €9 billion

New covered bonds issuance in January 2015, of €1 billion with a maturity of 7 years, at a historically low coupon rate of 1%

The liquidity coverage ratio (LCR) at the end of March, calculated under CRD IV / CRR rules, was 97.8% against the preceding year's 99.3%. This was significantly higher than the minimum requirement of 60% from October 2015 on and very close to the 100% requirement for 2018.

Comfortable liquidity situation confirmed by LCR ratio (97.8%) and NSFR ratio (126%)

The net stable funding ratio (NSFR) of 126.0% at the end of March, calculated in accordance with the same rules, in comparison to the preceding year's 125.1%, also confirmed CGD Group's comfortable liquidity situation.

## Solvency

The Group's shareholders' equity, down 5.3% by €383 million over the end of March 2014 to €6,779 million at the end of March 2015, was influenced by the evolution of "other reserves and retained earnings". The evolution in comparison to the end of the preceding year, reflecting the increase in fair value reserves and non-controlling interests, was a positive 4.4%.

### SHAREHOLDERS' EQUITY

	(EUR million)		
	2014-03	2014-12	2015-03
Share capital	5,900.0	5,900.0	5,900.0
Fair value reserves	526.8	411.8	545.6
Other reserves and retained earnings	-185.6	-437.9	-669.4
Non-controlling interests	898.6	966.9	1,012.2
Net income	22.4	-348.0	-8.9
<b>Total</b>	<b>7,162.3</b>	<b>6,492.8</b>	<b>6,779.5</b>

The common equity tier 1 (CET 1) ratios calculated in accordance with CRD IV / CRR phased-in and fully implemented rules, and considering the deferred tax assets special regime, totalled 10.9% and 10.3%, respectively, at 31 March 2015. The above ratios were 11.3% and 9.7% one year previously (March 2014). The current amounts reflect the improvement in CGD's solvency levels.

CET 1 phased-in and fully implemented totalled 10.9% and 10.3%, respectively

The fully implemented leverage ratio of 6.0%, calculated under CRD IV / CRR rules, was also an improvement over the March 2014 ratio of 5%.

Improvement of the leverage ratio to 6.0%

## 4 – Operating segments

### Commercial Banking

In first quarter 2015, Caixa maintained its strategic focus on backing companies in a particularly positive context associated with “Portugal 2020 Programmes”. Continuing along its trajectory of strengthening its position as a “corporate bank”, with account managers specialising in SMEs, micro-enterprises and entrepreneurs – it furthered and enhanced its backing for the economy across all economic sectors and particularly in the case of producers of tradable goods and exporting companies, based on a comprehensive sectoral range of products and services and a strong international presence focusing on backing the treasury function and corporate capitalisations.

Caixa retained the strategy for its approach to individual customers, developed in 2014, with guideline principles based on retaining customer loyalty, use of products, knowing its customers and meeting their needs, together with profitability.

Caixa implemented a series of actions designed to further enhance its offer in 1st quarter 2015, particularly:

- A more dynamic commercial approach, focusing on finding new customers and retaining the loyalty of existing customers by maximising their value to the Bank via commercial relationships;
- Integrated offers targeted at specific customer groups such as young people, Caixa Woman and *Caixa Activa*;
- Launch of *Caixa Comércio e Serviços* (“Commerce and Services”) package, as an integrated banking products and services solution, including POS, with special prices for one-off sales of products and payment of a fixed instalment;
- Functional improvements to *Caixa E-Banking* and *Caixadirecta*, in terms of access to the online foreign exchange platform to complement our trade finance offer and launch of a new app for Windows Phone 8.1, accessible by smartphone, providing a pleasant, interactive navigational experience with a graphical overview of a customer’s global position and account balances and movements;
- Product and services innovation by reinforcing renting facilities (associated with brand campaigns) and the provision of non-financial corporate services such as application processes for incentives programmes;
- Campaigns for the corporate segment:
  - “Reinvigoration of Iberian Offer”, campaign on the theme: “We know how hard you’ve worked to be present in the Iberian market”;
  - PME Excelência (“Excellence SMEs”) and PME Líder (“Leading SMEs”) campaigns, announcing Caixa's results in 2014 (an 85% increase in PME Excelência and 15% increase in PME Líder statuses), on the theme: “O balanço está feito. Aproveite o embalo” (“The stock has been taken. Now it’s up to you”).
  - “Pacotes Empresas” (“Corporate Packages”) campaign, on the theme “Good management also means paying less” with tickets for summer festivals for applications received by 31 July.

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Across-the-board economic support to all sectors

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Companies:

- Comprehensive sectoral offer
- Strong international presence
- Focus on treasury support and corporate capitalisations

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Individual customers – guideline principles:

- Retaining of customer loyalty
- Use of products
- Knowledge and customer satisfaction
- Profitability

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Improvement of Caixa E-Banking and Caixadirecta functionalities

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New campaigns to enhance corporate offer

CGD Group furthered its programme to optimise the capillarity of its sales network, as part of its sustained development of an integrated multichannel offer.

Caixa continued to adjust its physical domestic retail network in the first three months of 2015. The network, at 31 March, comprised 700 branches with face-to-face services (20 fewer than at the end of 2014), 42 self-service branches and 26 Caixa Empresas offices, totalling 768 business units (down 2.3% over December 2014).

Notwithstanding this reduction Caixa is still the only bank having a branch office network with a physical presence in all municipal districts nationwide, and continues to focus on positive differentiation in terms of customer experience and commercial dynamics, by expanding dedicated management services to more than 1 million individual and 40,000 corporate customers, comprising:

- The Caixazul service, available at 565 branches (81% of the branch office network) at the end of 2014, with 924 dedicated managers;
- The Caixa Mais service with 1,333 commercial assistants at 666 branches (95% of the branch office network);
- The Caixa Empresas service. This is a personalised management service comprising an integrated approach to the business and individual requirements of its customers, geared to:
  - SMEs, across a proprietary network of 26 offices with 101 dedicated managers,
  - The self-employed and micro-enterprises with a team of 317 dedicated managers and Caixa Empresas spaces at 694 Caixa branch offices.

The Caixazul and Caixa Mais service models account for 61.4% of turnover in the individual customers segment. The Caixa Empresas service on the branch office network, with turnover of €4,043 million, grew 7.1% year-on-year.

Our unwavering commitment to integrated channel management and humanisation of distance channels endeavours to provide for customers' main needs, ensuring procedural coherence as a business facilitator and placing the Bank at the forefront in terms of seamless channels.

## Resources

The market share of customer deposits continued to be dominant in Portugal at 28.9% in February 2015. Special reference should be made to individual customers with 31.9%.

Caixa launched various savings and investment solutions across 1st quarter 2015 to promote the retention and growth of suitably profitable balance sheet resources. Reference should be made, in terms of deposits to the two bi-monthly resource-taking initiatives (in the form of a base and integrated deposits offer) and automatic savings solutions. Thirteen tracker deposits with guaranteed capital on maturity, short and medium term with varied interest structures were commercialised.

The first three months of 2015 witnessed a positive evolution of resource-taking on the domestic branch office network with an additional €3,813 million over the same period last year, particularly deposits, which grew 4.2% to €57,187 million.

Resource-taking in the corporate segment was up 7.9%, particularly comprising deposits (up 6.6%), financial insurance (up 11.4%) and investment funds (up 35.7%), which offset the 3.4% downturn in the case of bonds.

Resource-taking as a whole was up 3.4% in the case of individual customers. Particular

Adjustments to domestic branch office network to 768 business units

Caixa Mais and Caixazul services: two complementary approaches to individual customers

Caixa Empresas service posts a 7.1% increase in turnover deriving from CGD's "corporate bank" approach

CGD retains its lead of the customer deposits market with 28.9%

Deposits in Portugal up 4.2% to €57,187 million

Domestic resource-taking up 7.9% (corporate) and 3.4% (individual customers)

reference should be made to the growth of funds and financial insurance (up 24.6% and 22.3%, respectively). Deposits were slightly down by 0.2%, as opposed to bonds which remained unchanged year-on-year.

Regarding the general government segment, March 2015 registered a year-on-year growth of 49.8% in deposits, raising the respective market share to 39.3% in February 2015.

In Group terms, the resources-taken balance (excluding the interbank market) totalled €109,233 million, i.e. year-on-year growth of 5.7%, to which a contributory factor was also the favourable evolution of off-balance sheet resources which were up 10.9% over the end of March 2014.

Favourable evolution of off-balance sheet resources contributes to increase in total resources taken

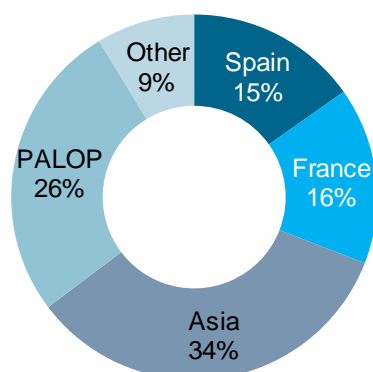
## RESOURCES TAKEN BY CGD GROUP – BALANCES

	(EUR million)							
	2014-03	2014-12	2015-03	Change 2015-03 vs 2014-03		Change 2015-03 vs 2014-12		
				Total	(%)	Total	(%)	
<b>Balance sheet</b>	<b>77,493</b>	<b>80,737</b>	<b>80,607</b>	<b>3,114</b>	<b>4.0%</b>	<b>-130</b>	<b>-0.2%</b>	
Retail	68,198	72,796	71,707	3,509	5.1%	-1,088	-1.5%	
Customer deposits	66,157	70,718	69,589	3,431	5.2%	-1,129	-1.6%	
Other customer resources	2,041	2,078	2,119	78	3.8%	41	2.0%	
Institutional investors	8,395	7,041	8,000	-396	-4.7%	959	13.6%	
EMTN	2,948	2,282	2,336	-611	-20.7%	55	2.4%	
Covered bonds	4,520	4,579	5,516	996	22.0%	937	20.5%	
Other	928	180	147	-781	-84.1%	-32	-18.0%	
Portuguese State - Conting. convert. bonds	900	900	900	0	0.0%	0	0.0%	
<b>Off-balance sheet</b>	<b>25,818</b>	<b>27,291</b>	<b>28,626</b>	<b>2,808</b>	<b>10.9%</b>	<b>1,335</b>	<b>4.9%</b>	
<b>Total</b>	<b>103,312</b>	<b>108,027</b>	<b>109,233</b>	<b>5,921</b>	<b>5.7%</b>	<b>1,206</b>	<b>1.1%</b>	
<b>Total (excl. inst. inv. and Portuguese state)</b>	<b>94,017</b>	<b>100,086</b>	<b>100,333</b>	<b>6,317</b>	<b>6.7%</b>	<b>247</b>	<b>0.2%</b>	

Not considering resources taken from institutional investors and CoCo bonds, the year-on-year change comprised an additional €6 317 million (up 6.7%).

The international area's contribution to the deposits total, particularly the business units in Asia, Africa and France, remained highly favourable (up 18.2% over 1st quarter 2014 to €15 941 million).

## CUSTOMER DEPOSITS - INTERNATIONAL ACTIVITY



Note: PALOP – Portuguese Language Speaking African Countries

(%) Increase of 18.2% in international area deposits, particularly from business units in Asia, Africa and France

## Credit

The economic environment in Portugal and its main trading partners in the euro zone has conditioned corporate demand for credit, both in terms of amount and type. In these circumstances, the volume of new corporate lending in CGD's domestic activity is still insufficient to offset portfolio repayments and is reflected in a 6.4% reduction of the respective balance.

New *Crédito PME Investe* ("SME Invest") credit lines for SMEs totalled around €35.5 million in 2015, with a total portfolio of €1,412 million at 31 March 2015.

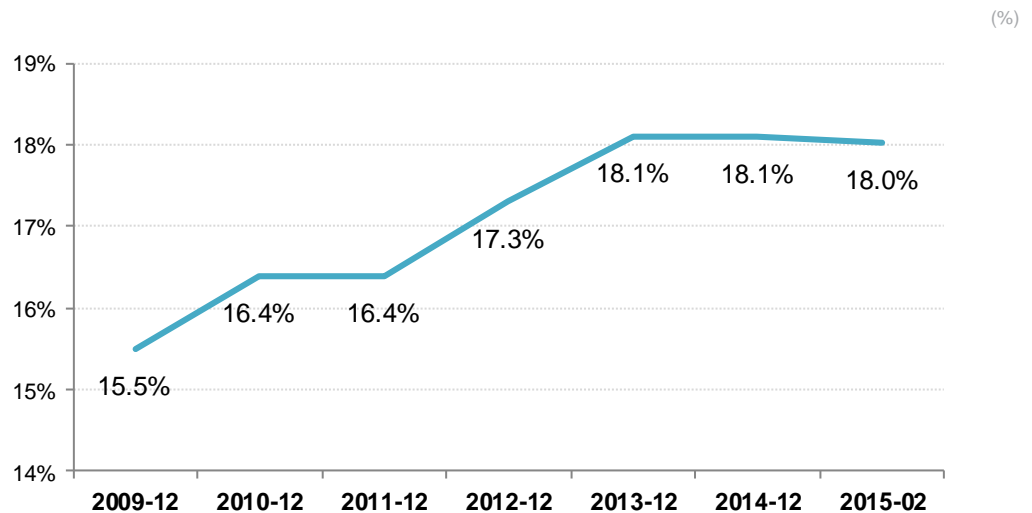
CGD continued to come 2nd in the ranking of *PME Crescimento* ("SME Growth") lines in 2014, with 17.8% of the market, as well as in the secondary general line of credit with a market share of 18.0% while retaining its lead of the secondary exports line with 32.7%, confirming its strategy of backing exporting companies.

CGD retained the leadership of the *Investe QREN* ("SRF Invest") line with a market share of 49.0%.

CGD had an 18.0% share of loans and advances to companies in February 2015 (against 18.1% at the end of 2014) in a context of highly aggressive competition from the major banks operating in this segment in Portugal.

18.0% market share of loans and advances to companies

## MARKET SHARE – CORPORATE LOANS



Favourable evolution of market share of loans and advances to companies with maturities of up to 1 year in a highly competitive context

Reference should be made to the increase in the market share of loans and advances to companies for maturities of up to 1 year from 17.9% in December 2014 to 18.4% in February 2015, evidencing our backing of the Portuguese companies' working capital financing.

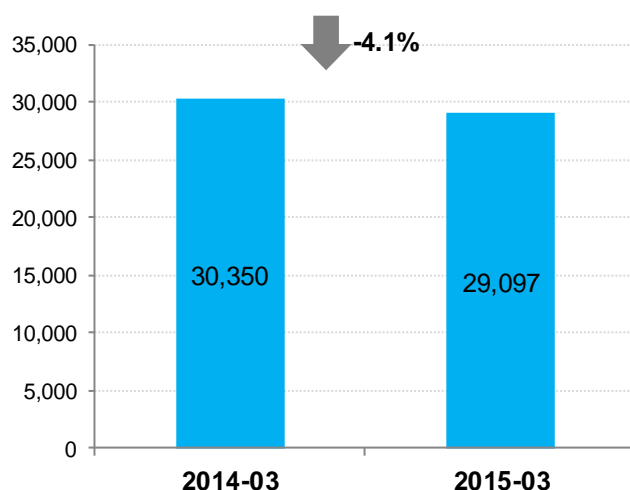
New mortgage credit operations in Portugal were up 29.9% year-on-year to €149.4 million. The volume of repayments and settlements outpaced the volume of new operations, resulting in a year-on-year reduction of 4.1% in the amount of portfolio credit

Mortgage loans portfolio down 4.1% in spite of the 29.9% year-on-year growth in new contracts



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

(EUR million)



In consolidated terms, loans and advances to customers (gross) totalled €72,480 million at the end of 1st quarter 2015. This was down 1.6% by €1,208 million year-on-year. CGD Portugal was responsible for €54,956 million and the Group's other business units for €17,523 million, representing 76% and 24% of the loans and advances to customers total respectively.

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

(EUR million)

	2014-03	2014-12	2015-03	Change 2015-03 vs 2014-03		Change 2015-03 vs 2014-12	
				Total	(%)	Total	(%)
<b>CGD's operations in Portugal</b>	<b>57,702</b>	<b>55,670</b>	<b>54,956</b>	<b>-2,746</b>	<b>-4.8%</b>	<b>-714</b>	<b>-1.3%</b>
Corporate	22,283	21,289	20,919	-1,364	-6.1%	-370	-1.7%
General government	3,014	3,139	3,097	83	2.7%	-42	-1.3%
Institutionals and other	936	768	819	-118	-12.5%	50	6.6%
Individual customers	31,468	30,474	30,121	-1,347	-4.3%	-353	-1.2%
Mortgage loans	30,350	29,418	29,097	-1,253	-4.1%	-321	-1.1%
Other	1,118	1,056	1,024	-94	-8.4%	-32	-3.0%
<b>Other CGD Group companies</b>	<b>15,985</b>	<b>17,114</b>	<b>17,523</b>	<b>1,538</b>	<b>9.6%</b>	<b>409</b>	<b>2.4%</b>
<b>Total</b>	<b>73,688</b>	<b>72,785</b>	<b>72,480</b>	<b>-1,208</b>	<b>-1.6%</b>	<b>-305</b>	<b>-0.4%</b>

(a) Before impairment and including loans with repurchase agreement.

The banks in Africa posted year-on-year growth of 31.5% in their loans and advances to customers (gross), to €3,195 million, in 1st quarter 2015. Reference should be made to BCI in Mozambique with a 38.9% increase of €444 million and, in the case of Macau, to the 64.7% year-on-year increase of €1,047 million, in lending by BNU. In short there was a 12.4% increase of loans and advances to customers by international operations to €14,863 million in March 2015.

Gross credit particularly includes year-on-year growths of 39% and 65% by BCI and BNU, respectively

## International Activity

International activity with an enhanced strategic importance based on the strong integration of Caixa's global network

Aware of the international area's fundamental role in the Group's current development and the business potential existing in the geographical diversity of its international platform, CGD has encouraged interconnection between diverse entities with the aim of leveraging its own and its customers' business based on a single commercial network.

With a presence on four continents, CGD Group has a vast international commercial network with 460 branches and corporate offices, which has been progressively broadened, particularly in Angola and Mozambique as countries which achieved a more than 30% increase in the rate of geographic expansion between 2012 and first quarter 2015.

The initiatives to reinvigorate international business developed in the first quarter were responsible for the global increase of trade finance operations and a significant increase in the number of customers whose internationalisation projects rely upon CGD backing.

International branch office network with 460 branches and corporate offices

Reference should also be made to the organisation of various actions to reinvigorate and empower business, both in Portugal and in several of Caixa's priority markets, to leverage business opportunities for Group customers.

Increase in trade finance operations and number of customers whose internationalisation is backed by CGD

As regards CGD's management of lines of credit for Portuguese exports, around €50 million was disbursed to exporting companies accompanied by various initiatives to extend the periods of use of currently existing lines.

With different levels of growth in line with the market in which they operate, the business units in CGD Group's international area pursued the objective of strengthening their position, with special emphasis in African countries in which they seek to play an active role in endeavouring to increase the percentage of the population holding a bank account.

Strengthening of the position of the international business units as benchmark institutions in their respective markets, with special reference to African countries.

The Group's banks in the African market have reinvigorated their local partnerships with the objective of backing the economy and their customers' business growth, with the objective of achieving benchmark status on the country's banking map.

In Mozambique, BCI (Banco Comercial e de Investimentos) and Camões - Instituto da Cooperação e da Língua, Instituto para a Promoção das Pequenas e Médias Empresas (IPEME) and AMB (Association of Mozambican Banks) jointly entered into an agreement to provide financial backing and define the terms and conditions of the financial support from FECOP (Fundo Empresarial de Cooperação Portuguesa), which has an overall credit ceiling of more than €270 million meticais. This Fund aims to make loans to micro, small and medium-sized enterprises, associations and cooperatives in various areas of activity.

BCI launches a 500 million meticais line of credit for women entrepreneurs

On the other hand and as in 2014, BCI launched a 500 million meticais line of credit for women entrepreneurs (twice the preceding amount) to provide special funding to individual women entrepreneurs and SMEs managed by women. The increase in the line of credit follows last year's broad acceptance of this offer.

Strengthening its image as a bank which is truly engaged in the country's development, BCI signed an agreement at the end of 2014 under which it became a founding member of the Gorongosa Business Club. In its choice of the "Educational Project for Vulnerable Children", as one of the six priorities of the Park's Rehabilitation Project proposed to BCI, the bank aims to contribute towards helping children living inside the Park and on its periphery.

In Cape Verde, Banco Interatlântico (BI) and the Ministry of Culture, via the Cultural Bank, entered into a partnership agreement in March, setting up a line of credit for projects eligible for promoting the sector. The Cultural Bank has been provided with more resources to fund

projects, with BI contributing to the development of the local artistic community and the perception of its activity as a business.

The commitment to expanding the branch office network in Angola and Mozambique has translated into Group banks' activity in these countries whose net income levels increased by 43% and 58% respectively.

The Group's international area continues to make an important contribution in achieving €22.3 million in consolidated net income in the first quarter.

International area makes a positive contribution of €22.3 million to consolidated net income

## INTERNATIONAL ACTIVITY CONTRIBUTION TO THE CONSOLIDATED NET INCOME

	(EUR million)		
	2014-03	2015-03	Change
Banco Nacional Ultramarino (Macau)	9.4	14.4	5.0
Banco Caixa Geral (Spain)	7.1	10.5	3.4
France Branch	7.5	9.6	2.1
Banco Caixa Geral Totta Angola	3.5	5.1	1.5
Other	-4.8	-17.2	-12.4
<b>Total International</b>	<b>22.7</b>	<b>22.3</b>	<b>-0.4</b>

The highest performance levels were turned in by the business units located in Asia and Africa, with BNU Macau having posted a positive level of net income of €14.4 million in the 1st quarter in comparison to €9.4 million for the same quarter last year. Banco Caixa Totta de Angola and BCI in Mozambique contributed €5.1 million and €4.5 million, respectively.

In Europe the recovery of the results of BCG Spain (€10.5 million) and the France branch (€9.6 million), enabled an overall net income level of €6.3 million to be achieved, up 142% year-on-year.

In operating terms, international operations contributed €108 million to gross operating income. This was up 40% year-on-year and represented around 62% of the Group's consolidated gross operating income. In spite of the 15.2% growth of structural costs, partly on account of the expansion of the branch office network in Angola and Mozambique, the 26.3% increase in overall net operating income from banking helped to improve cost-to-income in the international area to 50.5% in comparison to the March 2014 ratio of 55.3%.

International area's contribution to gross operating income up 40% to €108 million

Reference should also be made to the international area's contribution to the Group's liquidity, based on a global 19% increase in resource-taking from customers to €16.2 billion and representing around 23% of the Group customers' resources against 20.5% in the same period of the preceding year.

19% growth in resource-taking by the international area

Special reference should be made to the markets of Angola (up 49.6% by around €533.7 million), Mozambique (up 29.7% by around €434.5 million), Macau (up 22.7% by around €958.8 million) and France (up 10.8% by around €250.3 million), which, as a whole, represented 84.5% of the international area's global growth.

## Investment Banking

Caixa Banco de Investimento's (CaixaBI's) activity in the 1st quarter generated net operating income of €18.2 million. This would have been €28.4 million if adjusted for the negative impact of write-offs of around €10.2 million in the derivatives portfolio, corresponding to year-on-year growth of 12.4%.

CaixaBI with net operating income of €18.2 million

The existing macroeconomic framework continued to penalise the Bank's results of €0.2 million in the 1st quarter, affected by higher provisions and impairment, totalling €9.4 million, plus the €10.2 million in income from financial assets.

Cost-to-income of 21.5% after adjustment

Cost-to-income of 21.5% remained clearly lower than that of its peers.

CaixaBI was involved in various emblematic deals, consolidating its leading position in the investment banking area. The following are the main business area highlights.

### Project finance

Reference should be made, in this area, to the completion of the economic-financial rebalancing operation for the municipal public service water supply concession for the municipal district of Cascais – Águas de Cascais – which included an addendum to the loan agreements.

### Structured finance

Mention should be made of the advisory services in the sphere of the structuring and organisation of the process for the reorganisation of the financial liabilities of the Promor and Marques Groups, in addition to the financial services for the disposal of CGD – Spain branch's loan to the Habitat project.

### Corporate finance – advisory

Reference should be made to the financial advisory services to Fidelidade as part of the process for the economic and financial valuation of Via Directa.

Economic and financial appraisals were also carried out on diverse CGD associates, in the sphere of impairment and equity stake analyses, as well as an economic-financial appraisal of associates Águas de Portugal and Caixa Leasing e Factoring for Parcaixa.

### Debt capital market

Particular reference should be made to the following major operations in the primary bond market:

- Republic of Portugal: joint lead manager and bookrunner for the Treasury bond issuance of €3,500 million maturing in 2025, the new 10 year benchmark and the Treasury bond issuance of €2,000 million, maturing in 2045 which was the Portuguese Republic's issuance with the longest maturity;
- CGD: joint lead manager and bookrunner for the €1,000 million covered bonds issuance maturing in 2022;
- REN: joint lead manager and bookrunner for the €300 million notes issuance maturing in 2025;
- NOS: joint lead manager and bookrunner for the €150 million bond issuance maturing in 2022;
- Altri/Celbi: organisation and lead of a €35 million bond issuance maturing in 2021;
- Bank of America: co-lead manager for a €750 million notes issuance maturing in 2025.

CaixaBI also organised and led seven new commercial paper programmes, particularly NOS (€100 million), Portucel (€100 million), Secil (€50 million), RAR/Colep (€23.5 million) and Barraqueiro Group (€20 million) issuances.

## Equity Capital Market

In 1st quarter 2015, the Bank was the joint bookrunner for the disposal of an equity stake held by José de Mello Energia, S.A. in EDP in the form of an accelerated bookbuilding process. The referred to equity stake comprised a block of 73.2 million EDP shares, for 2.0% of its share capital. This highly successful offer was oversubscribed and raised a total amount of approximately €249.0 million.

## Brokerage

According to data published by the CMVM for February 2015, CaixaBI/CGD brokered an amount of €845 million in the domestic equities market, coming 2nd in the brokers' ranking with an accumulated market share of 12.8%.

Reference should be made to CaixaBI's involvement in the following market operations:

- José de Mello Energia: joint bookrunner in the accelerated bookbuilding process on 2% of EDP's share capital.
- Other operations: ABB on 22.5% of Havas and the Ecolshops and ELTE IPOs.

## Financing and structuring area

CaixaBI's performance as a liquidity provider remained positive with the Bank continuing to operate on a collection of securities listed on Euronext Lisbon and 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 Euronext to stimulate the liquidity of retail investors in the form of the Retail Matching Facility.

Maximum "A" rating as a liquidity provider across all securities (Euronext)

## Syndication and sales

Reference should be made to CaixaBI's participation in the following issuances:

- Republic of Portugal: joint lead manager and bookrunner for the Treasury bond issuance of €3,500 million maturing in 2025 and the Treasury bond issuance of €2,000 million, maturing in 2045 and as a specialised securities trader, in the public debt auctions taking place during the quarter.
- CGD: joint lead manager and bookrunner for the €1,000 million covered bonds issuance maturing in 2022;
- REN: joint lead manager and bookrunner for the €300 million notes issuance maturing in 2025;
- NOS: joint lead manager and bookrunner for the €150 million bond issuance maturing in 2022;
- Bank of America: co-lead manager for a €750 million notes issuance maturing in 2025

CaixaBI was also responsible for 51 commercial paper issuances for an amount of €560 million.

## Venture capital

64 projects were analysed and 21 approved. The approved projects comprised a potential investment of approximately €106.4 million of which €2.1 million proceeded.

## 5 – Rating

Portuguese Republic's and CGD's ratings are as follows:

	CGD			Portugal		
	Short Term	Long Term	Date	Short Term	Long Term	Date
<b>Standard &amp; Poor's</b>	B	BB-	2014-11	B	BB	2015-03
<b>FitchRatings</b>	B	BB+	2015-02	B	BB+	2015-03
<b>Moody's</b>	N/P	Ba3	2015-03	N/P	Ba1	2014-07
<b>DBRS</b>	R-2 (mid)	BBB (low)	2015-01	R-2 (mid)	BBB (low)	2014-11

## 6 – Sustainability

CGD continues to make the investment in the future of current generations, of the national economy and the planet as a source of essential resources, incorporating international best practices in ethics, social and environmental responsibility, and acting in five key areas: responsible banking, promotion of the future, environment protection, engagement with stakeholders and human assets management.

A path started in 1880, with the express purpose of disseminating, promoting and encouraging the spirit of economy and savings in less wealthy classes, that inspires our contribution to sustainability.

- Member bank of United Nations programs: Global Compact and UNEP – Finance Initiative
- Pioneer in financial literacy, with the largest and most comprehensive program in this context: *Saldo Positivo*
- 1st Portuguese Bank with an environmental management system and ISO 14001 certification
- Only Iberian bank leading the climate change combat, promoting the green economy and low-carbon (A+) – Carbon Disclosure Project
- Only Iberian bank in Carbon Disclosure Index Performance – Carbon Disclosure Project
- Promoter of youth volunteering through the educational program Young Volunteer in Portuguese high schools
- With the largest private group of blood donors in Portugal

CGD is the bank with the highest brand Reputation in Portugal and also maintains the leadership in key brand indicators, with emphasis on the aspects of image and brand values - Trusted and Solid Brand - and corporate image, the latter affecting the following variables:

- Relevance in its sector
- Social and environmental responsibility
- Support strategic sectors of the economy
- Sustainability
- Relevance to universities / academy

Reference should be made to CGD's lead of the banking reputation ranking in Portugal, based on the Reputation Institute's brand appraisal model in which reputation is defined and quantified on the basis of consumers' perception of 7 characteristics: products/services; innovation; workplace; governance; citizenship; leadership; performance.

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Sustainability programme – operating areas:

- Responsible banking
- Promotion of the future
- Protection of the environment
- Involvement with stakeholders
- Human assets management

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CGD – 1st Portuguese bank with an environmental management system certified to ISO 14001

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Caixa leads the banking reputation ranking in Portugal

**Caixa Geral de Depósitos**

21 May 2015

## 7 - Consolidated Accounts

### Balance Sheet at 31 de March 2015 (\*)

(EUR million)

	2014-03	2014-12	2015-03	Change		Change	
				2015-03 vs 2014-03	(%)	2015-03 vs 2014-12	(%)
<b>Assets</b>							
Cash and cash equivalents with central banks	1,235	2,118	1,741	506	41.0%	-377	-17.8%
Loans and advances to credit institutions	2,676	3,012	3,616	940	35.1%	604	20.1%
Loans and advances to customers	68,515	66,864	66,749	-1,766	-2.6%	-115	-0.2%
Securities investments	18,271	18,972	19,163	893	4.9%	191	1.0%
Assets with repurchase agreement	1,138	1,281	1,314	176	15.4%	33	2.6%
Non-current assets held for sale	13,840	804	821	-13,019	-94.1%	17	2.1%
Investm. in subsid. and associated companies	43	319	297	254	591.4%	-22	-6.8%
Intangible and tangible assets	822	828	839	17	2.1%	11	1.3%
Current tax assets	114	55	42	-72	-63.0%	-13	-23.3%
Deferred tax assets	1,336	1,425	1,407	71	5.3%	-18	-1.3%
Other assets	4,424	4,474	4,614	191	4.3%	140	3.1%
<b>Total assets</b>	<b>112,413</b>	<b>100,152</b>	<b>100,605</b>	<b>-11,808</b>	<b>-10.5%</b>	<b>453</b>	<b>0.5%</b>
<b>Liabilities</b>							
Central banks' and credit institutions' resources	9,444	6,002	5,935	-3,509	-37.2%	-67	-1.1%
Customer resources	66,517	71,134	70,026	3,509	5.3%	-1,108	-1.6%
Financial liabilities	1,718	2,121	2,426	708	41.2%	305	14.4%
Debt securities	8,430	7,174	8,126	-304	-3.6%	952	13.3%
Non-current liabilities held for sale	11,842	2	2	-11,839	-100.0%	0	16.2%
Provisions	878	842	846	-32	-3.7%	4	0.5%
Subordinated liabilities	2,546	2,428	2,455	-91	-3.6%	27	1.1%
Other liabilities	3,876	3,956	4,009	133	3.4%	53	1.3%
<b>Sub-total</b>	<b>105,251</b>	<b>93,659</b>	<b>93,825</b>	<b>-11,426</b>	<b>-10.9%</b>	<b>166</b>	<b>0.2%</b>
<b>Shareholders' equity</b>	<b>7,162</b>	<b>6,493</b>	<b>6,779</b>	<b>-383</b>	<b>-5.3%</b>	<b>287</b>	<b>4.4%</b>
<b>Total</b>	<b>112,413</b>	<b>100,152</b>	<b>100,605</b>	<b>-11,808</b>	<b>-10.5%</b>	<b>453</b>	<b>0.5%</b>

(\*) The amounts for March 2014 have been restated to reflect the application of IFRS 10 which led to the inclusion of IMOBICI in the consolidation perimeter by the full consolidation method; non-controlling interests in open-ended investment funds, included in the consolidation, were reclassified to other liabilities and other income from financial operations.



## Income Statement at 31 de March 2015 (\*)

(EUR thousand)

	2014-03	2015-03	Change	
			Total	(%)
Interest and similar income	876,010	774,884	-101,126	-11.5%
Interest and similar costs	643,794	518,185	-125,609	-19.5%
Net interest income	232,216	256,700	24,484	10.5%
Income from equity instruments	5,458	17,928	12,469	228.4%
<b>Net interest inc. incl. inc. from eq. investm.</b>	<b>237,674</b>	<b>274,627</b>	<b>36,953</b>	<b>15.5%</b>
Income from services and commissions	161,691	157,960	-3,731	-2.3%
Costs of services and commissions	35,187	31,646	-3,541	-10.1%
Commissions (net)	126,504	126,314	-190	-0.2%
Income from financial operations	118,812	93,966	-24,846	-20.9%
Other net operating income	544	2,080	1,536	282.4%
<b>Non-interest income</b>	<b>245,859</b>	<b>222,360</b>	<b>-23,500</b>	<b>-9.6%</b>
<b>Net operating income</b>	<b>483,533</b>	<b>496,987</b>	<b>13,454</b>	<b>2.8%</b>
Employee costs	174,704	188,001	13,297	7.6%
Other administrative expenses	100,480	106,577	6,097	6.1%
Depreciation and amortisation	26,344	26,705	361	1.4%
Operating costs and depreciation	301,527	321,283	19,756	6.6%
<b>Gross operating income</b>	<b>182,006</b>	<b>175,704</b>	<b>-6,302</b>	<b>-3.5%</b>
Provisions and impairment of other assets (net)	3,348	41,481	38,133	1138.9%
Credit impairment net of reversals	168,544	71,370	-97,174	-57.7%
<b>Provisions and impairment</b>	<b>171,892</b>	<b>112,851</b>	<b>-59,042</b>	<b>-34.3%</b>
<b>Income from subsidiaries held for sale</b>	<b>39,031</b>	<b>-307</b>	<b>-39,337</b>	<b>-100.8%</b>
<b>Income from associated companies</b>	<b>1,764</b>	<b>2,829</b>	<b>1,065</b>	<b>60.4%</b>
<b>Inc. before tax and non-controlling interest</b>	<b>50,908</b>	<b>65,375</b>	<b>14,467</b>	<b>28.4%</b>
<b>Tax</b>	<b>18,109</b>	<b>54,407</b>	<b>36,297</b>	<b>200.4%</b>
Current and deferred	10,816	46,890	36,074	333.5%
Extraordinary contrib. on the banking sector	7,293	7,517	223	3.1%
<b>Consolidated net income for period</b>	<b>32,799</b>	<b>10,968</b>	<b>-21,830</b>	<b>-66.6%</b>
of which:				
Non-controlling interest	10,366	19,837	9,471	91.4%
<b>Net income attrib. to CGD shareholder</b>	<b>22,432</b>	<b>-8,869</b>	<b>-31,301</b>	<b>-139.5%</b>

(\*) The amounts for March 2014 have been restated to reflect the application of IFRS 10 which led to the inclusion of IMOBCI in the consolidation perimeter by the full consolidation method; non-controlling interests in open-ended investment funds, included in the consolidation, were reclassified to other liabilities and other income from financial operations.

