

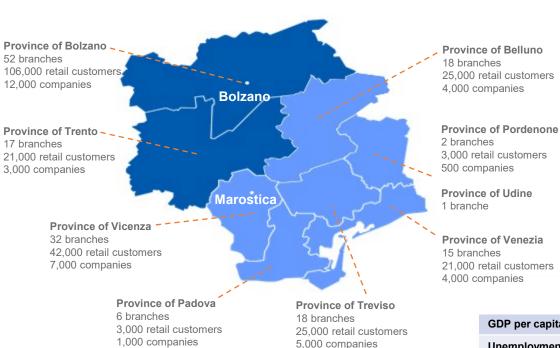
Agenda

- Volksbank at a glance
- Volksbank Financials
- OS Volksbank OBG Programme & Cover Pool
- 1 The Mortgage Business
- Of Green Bond Framework
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01 Volksbank is an important player in north-eastern Italy

Volksbank's home regions have traditionally **higher GDP pro-capita and lower levels of unemployment** than the country average



~282,000

Number of customers (as of 30/06/2023

161

Number of branches as of 30/06/2023)



	Bolzano	Veneto	Italy
GDP per capita (2021)	48,044 EUR	33,834 EUR	30,136 EUR
Unemployment rate (2022)	2.3%	4.3%	8.2%



01 Volksbank - Credit Highlights



Unique exposure to one of the wealthiest and growth regions in Italy



Focus on very well diversified retail and SME business in the target area



Strong focus on innovation in terms of a true omni-channel approach, focusing on the relationship with customers and the territory



Profitable, sustainable growth with solid capital ratios



Strong commitment to sustainability with a holistic approach



01 Volksbank – Key Performance Indicators



Profitability (EUR mn)

Profit after Tax Interest Margin Core Revenues

53,486 140,097 190,240 as of 30.06.2023 as of 30.06.2023 as of 30.06.2023

+69.5% Y-o-Y + 39.3% Y-o-Y + 26.1% Y-o-Y



Balance Sheet (EUR mn)

Loans | **Deposits** from customers | **Assets** in Total



Key Indicators

RoTE Cost-to-Income Ratio

13.1%** 9.4%* 47% 51.4% as of 30.06.2023 as of 31.12.2022 as of 30.06.2023 as of 31.12.2022



^{*} based on the reclassified Income statement

^{**} annualized

01 Ratings of Volksbank & Bolzano/Veneto Regions

	Volksbank		
	Long- Term Rating	Outlook	
STANDARD &POOR'S	BB+	Positive	
Fitch Ratings	BB+	Stable	
DBRS Insight beyond the rating.	BBB (low)	Stable	
Moody's	N.R.	N.R.	

Province o	f Bolzano	Region of Veneto		Republi	c of Italy
Long-Term Rating	Outlook	Long- Term Rating	Outlook	Long- Term Rating	Outlook
N.R.	N.R.	N.R.	N.R.	BBB	Stable
A-	Stable	BBB	Stable	BBB	Stable
N.R.	N.R.	N.R.	N.R.	BBB (high)	Stable
Baa1	Negative	Baa3	Negative	Baa3	Negative

Source: Rating agencies as of 14 September 2023



01 History, Ownership, Member Structure & Governance



- Volksbank transformed in a joint-stock company in 2016 following the italian "popolari reform"
- Volksbank is an issuer of financial instruments that are widely distributed among the public
- The Volksbank stock is quoted at Vorvel Sim S.p.A. (former Hi-MTF, Equity Auction segment) since 2017 with moderate liquidity



01 We facilitate sustainable regional development

- As a retail and commercial bank based in South Tyrol, Trentino and Veneto, Volksbank manages a client portfolio of more than 282.000 customers (246k private and 36k business) with a typical universal banking profile
- Volksbank specialises in the retail sector and in the financing of solid companies in its target customer base

Client Segments	Key Focus
Private (retail)	 Housing Mortgage, realise "the housing dream" Finance Energy efficiency requalification Wealth Management, Insurance and Pension plans
Corporate	 Primary focus on SMEs Sectoral expertise, especially tourism, food/agriculture, mechanical engineering/metalworking industry, real estate



01 Volksbank - Recent Awards



Statista 2021 3th Best Bank in Italy



German Institute of Quality and Finance Service Winner Regional Banks of Veneto and South Tyrol



German Institute of Quality and Finance Service Winner Regional Banks of Veneto

Recent ESG Awards



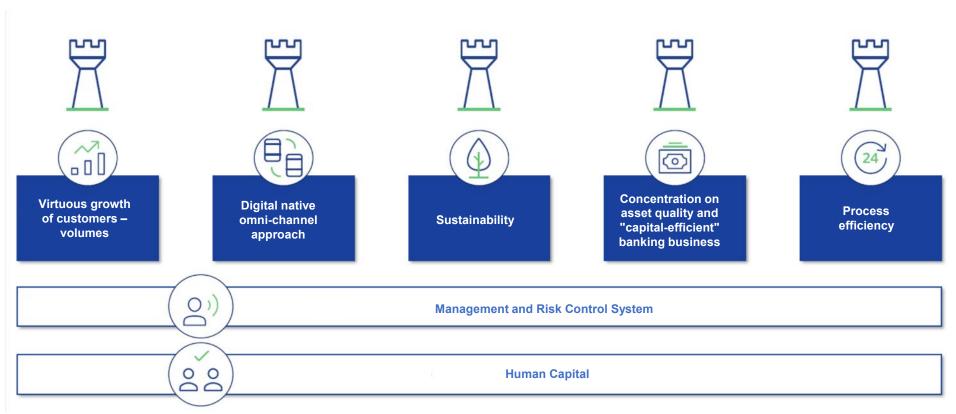








01 Pillars of the strategic plan – initiatives well on track





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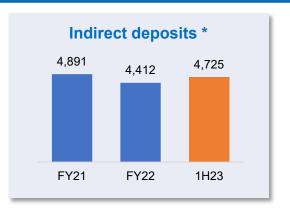
Overview of the synthetic profit and loss account (as of 1H23)

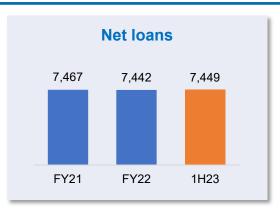
EUR m	1H23	1H22	∆ abs.	Δ %
Net interest income	140,097	100,561	39,536	39.3%
Net commissions	50,142	50,330	-187	-0.40%
Core revenues	190,240	150,891	39,349	26.1%
Financial income	1,510	8,779	-7,269	-82.8%
Net income from banking activities	191,750	159,670	32,080	20.1%
Operating expenses	-103,097	-91,826	-11,271	12.3%
Net operating profit (loss)	88,652	67,844	20,808	30.7%
Net losses for credit risk	-10,338	-21,969	11,630	-52.9%
Other components	1,320	1,253	68	5.4%
Net income (loss) before taxes	79,634	47,128	32,506	69.0%
Income taxes	-26,147	-15,567	-10,580	68.0%
Net income (loss) for the period	53,486	31,560	21,926	69.5%



Solid business and financial performance (EUR m)

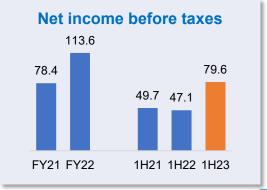








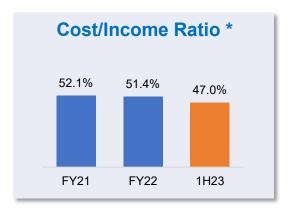


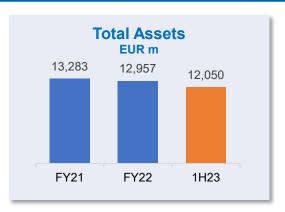




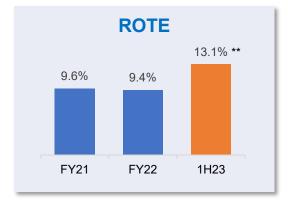
02 Improving cost structure and profitability

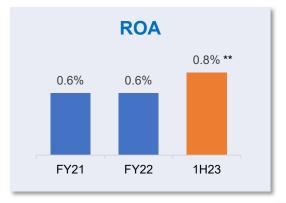










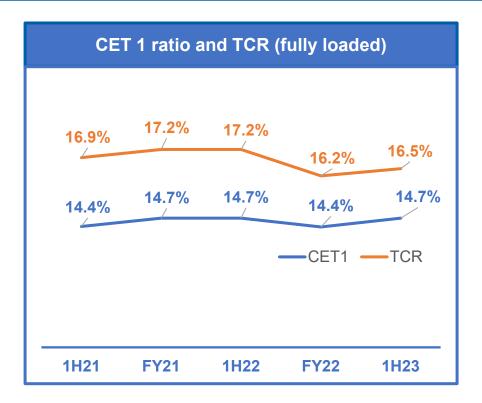


^{*} based on the reclassified Income statement



^{**} annualized

02 Capital position significantly improved



Capitalisation level confirmed as solid:

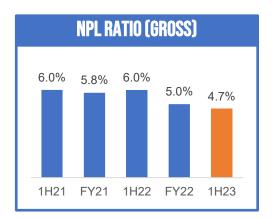
- CET 1 Ratio at 14.9% (phased-in) / 14.7% (fully loaded)
- Total Capital Ratio at 16.7% (phased-in) / 16.5% (fully loaded)

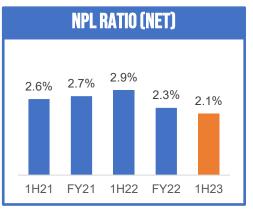
Current SREP overall capital requir guidance)	ements (incl. Pillar II	
CET1 ratio	8.80%	
Tier1 ratio	10.60%	
Total capital ratio	13.00%	
Capital Ratios significantly above SREP requirements		

MREL add-on: 2.50%



02 NPL ratio with decreasing trend

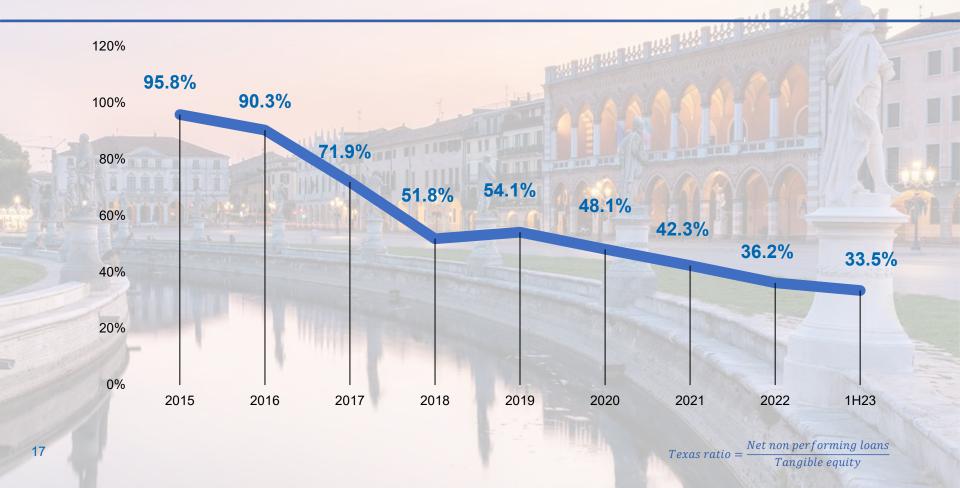




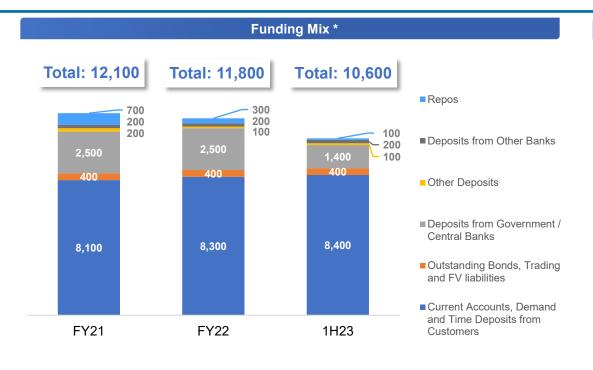
COVERAGE RATIOS					
	1H21	FY21	1H22	FY22	1H23
Performing Loans	1.2%	1.2%	1.2%	1.1%	1.3%
- stage 1	0.6%	0.6%	0.5%	0.8%	0.8%
- stage 2	5.8%	5.8%	4.7%	3.6%	5.0%
NPL	58.0%	54.0%	53.4%	56.3%	57.3%
Past due loans	27.4%	26.7%	28.6%	30.0%	27.6%
UTP loans	42.4%	40.6%	40.9%	44.8%	46.0%
Bad loans	68.7%	67.8%	69.4%	70.7%	72.5%

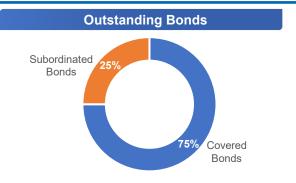


1 Texas ratio at a sound level of 33.5%



02 Stable funding and liquidity position





Issuance	Amount	Maturiry
Oct 2019 Cov Bonds	300mn	Oct 2026
Sep 2022 Tier 2	70mn	Sep 2032 Call Option Sep 2027
Oct 2018 Tier 2	25mn	Oct 2028 Call Option Oct 2023
Aug 2017 Tier 2	5mn	Aug 2029

Very solid liquidity position (30/06/2023): LCR at 241% and NSFR at 130% both much higher than the 100% target envisaged by Basel III



Diversification in capital markets while maintaining solid retail funding

Sustainable growth in retail deposit base **OBG Programme - Retail Mortgage Covered Bonds ("OBG")** Continue to use ABS as a funding tool for SME loans Balanced utilisation of institutional funding in terms of sources and expiration dates and gradual substitution of ECB funding Capital optimization via issuance of Tier 2 instruments as well as synthetic securitizations of SME loans Newly dedicated Green Bond Framework to further enhance the ESG commitment



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03 Covered Bond Programme

	MAIN TERMS
Issuer	Volksbank - Banca Popolare dell'Alto Adige S.p.A.
Seller	Volksbank - Banca Popolare dell'Alto Adige S.p.A.
Programme Size	EUR 3,000,000,000
Programme Structure	Soft-bullet with 12 months of maturity extension
Guarantor	VOBA CB S.r.I.
Cover Pool	Italian prime, first economic lien residential mortgages originated by the Seller
Segregation of collateral	Collateral sold to the Guarantor for the benefit of OBG holders and other secured parties in the context of the programme
Contractual Asset %	88%
Committed Asset %	79%
Listing	Luxembourg
Overcollateralization	The statutory tests are run quarterly to ensure sufficient programme support
Governing Law	Italian Law
Programme	18 September 2023



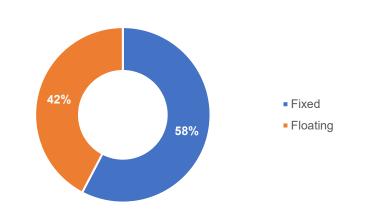
03 Covered Pool – Overview

MAIN PARAMETERS		
Total outstanding	€ 738,549,114	
Total number of loans	7,349	
Average loan amount	€ 100k	
Weighted Average cLTV	40.70%	
Weighted Average oLTV	54.58%	
Weighted average seasoning (months)	69	
Weighted Average time to maturity (months)	181	
Property Occupancy:		
- First Home	94.3%	
- Second Home	5.3%	
- Other	0.4%	
Fixed Rate loans	58%	
Floating rate loans	42%	
WA spread for floating rate loans 1.56%		
WA interest rate for fixed rate loans	2.01%	



03 Covered Pool – Breakdown by Interest Rate and Region

Break Down by Interest rate Type



	€/mIn	%	Number of Loans	%
Fixed	426	58%	3,658	50%
Floating	313	42%	3,691	50%
Total	739	100.00%	7349	100%

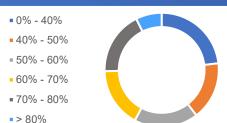
Break Down by Region

Region	Outstanding	%
Trentino Alto Adige	499,434,140.55	67.62%
Veneto	219,088,518.93	29.66%
Friuli Venezia Giulia	14,263,553.45	1.93%
Lombardia	3,271,512.65	0.44%
Sardegna	564,895.61	0.08%
Toscana	331,543.78	0.04%
Puglia	213,305.23	0.03%
Campania	149,653.48	0.02%
Lazio	148,732.32	0.02%
Liguria	46,206.32	0.01%
Sicilia	36,421.13	0.00%
Emilia Romagna	30,368.58	0.00%
Other	970,262.10	0.13%
Total	738,549,114.13	100.00%



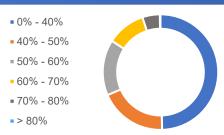
03 Covered Pool – Break Down by LTV

Break Down by Original LTV



Range	Outstanding	%
0% - 40%	170,869,518.12	23.14%
40% - 50%	121,737,085.17	16.48%
50% - 60%	134,225,603.22	18.17%
60% - 70%	124,605,899.73	16.87%
70% - 80%	132,792,656.68	17.98%
> 80%	54,318,351.21	7.35%
Total	738,549,114.13	100%

Break Down by Current LTV (unindexed)



Range	Outstanding	%
0% - 40%	365,949,140.16	49.55%
40% - 50%	139,848,662.04	19.94%
50% - 60%	115,133,178.08	15.59%
60% - 70%	80,215,517.20	10.86%
70% - 80%	36,169,468.58	4.90%
> 80%	1,233,148.07	0.17%
Total	738 549 114 13	100.00%

Break Down by Current LTV (indexed)

0 % - 40%	
40% - 50%	
= 50% - 60%	
60% - 70%	
70% - 80%	
• > 80%	

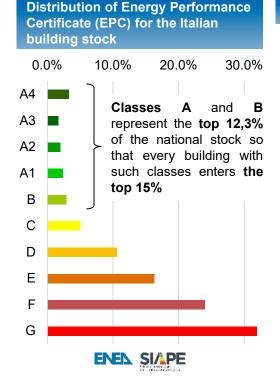
Range	Outstanding	%
0% - 40%	377,132,665.06	51.06%
40% - 50%	139,471,414.96	18.88%
50% - 60%	112,962,507.10	15.30%
60% - 70%	78,276,786.97	10.60%
70% - 80%	30,578,096.01	4.14%
> 80%	127,644.03	0.02%
Total	738.549.114.13	100.00%



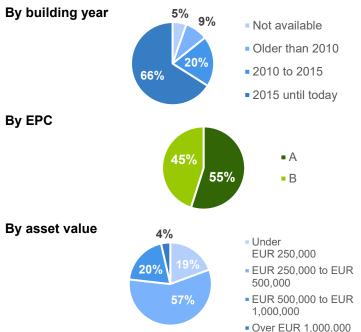
03

Implementation of the green criteria for the covered bond





Composition of the Green Cover Pool (ca. EUR 293mn)



EU Taxonomy alignment

Even if the selection criteria defined in the framework are not formally aligned to the EU Taxonomy Technical Screening Criteria of the activity 7.6 Acquisition and ownership of buildings.



75% of the buildings satisfy the EU Taxonomy following criteria:

For buildings built before December 2020, the building is within the top 15% of the national building stock expressed as operational Primary Energy Demand (PED)



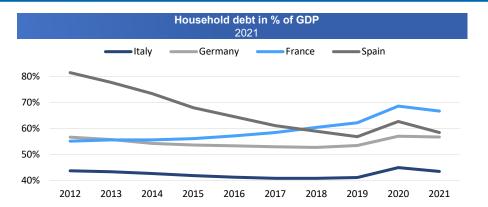
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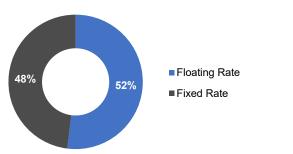


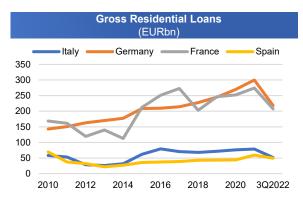


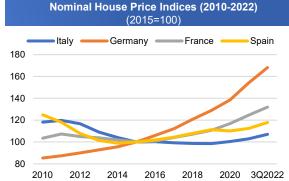
Italy show a stable and healthy picture Residential Market & Household Debt Overview



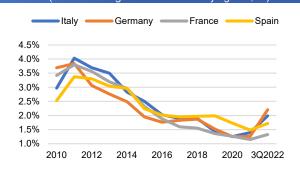


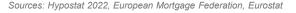






Representative Interest Rates on New Residential Loan (Annual average based on monthly figures, %)







04 Origination, Underwriting, Servicing

Sales Force

- All mortgages are originated through the branch channel since Volksbank does not rely on external brokers to originate new loans
- No mortgages are originated by Banca Popolare di Marostica before its incorporation into Volksbank's branches
- Solid Know Your Customer process in place

Underwriting

- Centralized underwriting process: more than 90% of mortgages are underwritten at central services level, through a robust "four eyes principle"
- The authority to approve a mortgage loan depends mainly on the amount requested, the term of the loan and the Loan to Value of the loan (< 80%)
- Use of in-house credit rating model used for borrower assessment as part of the underwriting criteria, with Rating ≤7 (PD 1,75%, Rating span 1-15) eligible for the approval

Property Valuation

- Full valuations are made through third party appraisals, performed by Kroll Real Estate Advisory Group (REAG), Prelios, Crif and Abaco through outsourcing contracts.
- All valuations are subject to back testing for sound proofing and annual checks performed by Nomisma through their database of price evolution in the different cities

Servicing

- · Volksbank performs all of the servicing activities of the mortgage loan portfolios subject to securitisation
- Collection strategies are in place to achieve the quickest and most effective recovery
- The majority of loans pay through direct debit, thus reducing delinquency (early detection of over due) and allowing for more proactive servicing of the loans



104 The Underwriting procedure

DATA COLLECTION AND INPUT

Collection of documents from the borrower (financial status & credit performance; as well as property information, location and type)



INTERNAL RATING AND SCORING

Assessment of the Borrower's credit worthiness via internal scoring model, based on borrower and loan level characteristics



PROPERTY VALUATION

Property appraisal performed by an independent appraiser depending on loan amount



IF LOAN **APPROVED**



ANALYSIS OF KEY FACTORS FOR **CREDIT DECISION:**

- · Repayment capability (installment to income, other debts, expenses, etc.)
- Rating ≤7 (range 1-15)
- LTV < 80%
- Property compliance appraisal
- · Additional guarantees



ASSIGNMENT OF FILE ACCORDING TO LIMITS

Depending on the characteristics of the borrower and according to the branch limits, the file is allocated to the appropriate underwriter for the credit decision

PRE-CLOSING PROCEDURES

- Execution of loan & guarantor's contract
- · Signing of insurance contracts & settlement of any insurance payment
- Notary deed
- Registration of the mortgage / lien over the property



CLOSING



04 Real Estate Valuation

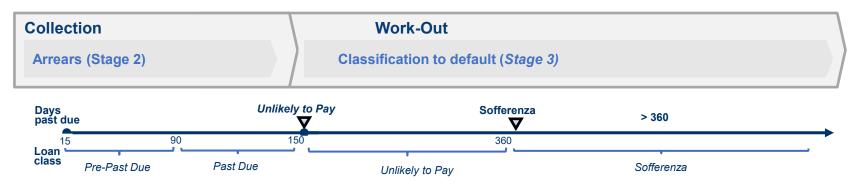
Real Estate Valuation • The real estate valuation method applied by BPAA is differentiated based on the loan originated amount and the real estate property type			
	Criteria	Valuation Method	
Group A	 Residential property, land with value <=50% of the residential property, retail and small commercial properties and offices; and Original loan amount <= Euro 400k 	 Based on the property data provided by the branch (ie. construction year, location, status, etc.) and the Nomisma real estate index, the internal property data system computes a desktop appraisal of the property. Such system is complaint to the Basel II requirements The Internal Appraisal Department ("IAD") verifies the documentation provided, the validity of the legal title and the appraisal value within 2 working days Detailed real estate on site appraisals are carried out annually by IAD on a sample of properties selected by the Risk Management department External appraisals provided by the borrower can be accepted is provided by a qualified CTU (Consulente Tecnico d'Ufficio) and the property value <= Euro 400k Indicative timing for the process is between 5 and 8 working days 	
Group B	■ Residential property or offices with original loan amount > Euro 400k and commercial properties with limited size depending on the relevant cadastrial category (ranging from 500sqm for retail properties; 750sqm for artisans' lab, garage, sport centers, etc.; 1,000sqm for warehouse and 2,500sqm large industrial and commercial buildings)	 REAG or other qualified external appraisers are appointed by the IAD and perform an onsite appraisal of the property Indicative timing for the process is between 10 and 15 working days 	
Group C	All remaining properties		

Monitoring

- Each property value is updated on annual basis based on the updated Nomisma real estate index
- In case the annual average property value increases of more than 10% or an individual property value increases more than 25%.
- In case of loan with an origination amount > Euro 3mln, an onsite appraisal is performed by IAD or external appraisers appointed by IAD every 3 years



04 Overview of the Recovery Process



Management of unpaid installments

- After 15 days from the date the instalment is due and unpaid, the borrower is contacted by BPAA's branches to analyse the financial situation and require the immediate payment of any outstanding amount
- All credit competences move to the Workout Department which manages the file together with the sales network, providing its dedicated expertise in managing underperforming loans
- Expected loss is calculated based on rating (typically 5% pre-past due and 25% Past Due)

Management of workout positions

- During the Unlikely to pay, the loan contract remains in force and efforts are made to reduce the arrears (and therefore the EAD of the file) as well as to increase - when possible and useful - the guarantee package (LGD of the file)
- Expected loss is measured individually based on the guarantee package and through a work-out appraisal which includes the value of the real estate under a stress selling scenario
- If the instalment remains unpaid, the BPAA branch sends out a request for the loan to be forfeited and classified as "Sofferenza", starting the legal procedures
- The Legal Department receives the file and assigns it to an NPL manager, advising on the legal actions to be implemented
- The Legal Departments examines any judicial or extra-judicial agreement, assesses any proposal received from the branch and submits any decision to the ICC or any other relevant internal body



05 The origination and underwriting procedure

- The loan origination procedure begins at branch level with a preliminary analysis by the relevant BPAA employees who:
 - collect the data and relevant documentation
 - review and check the data and documentation provided by the proposed borrower in order to assess the relevant creditworthiness and capacity to repay the loan
- If the loan is secured by a mortgage, a first lien mortgage on the property is typically required as credit support of the loan. The mortgage amount is normally equal to 150% of the loan amount and a property appraisal valuation is always required
- Additional guarantees can also be required to further mitigate credit risk

CREDIT CHECK ON APPLICATION AND BORROWERS FROM PROPERTY APPRAISAL COLLECTION OF THE INTERNAL AND EXTERNAL (MORTGAGE LOANS) **DOCUMENTATION** SOURCES Assessment of the Borrower's credit Property appraisal performed by an Collection of documents from the worthiness via internal rating, based independent appraiser depending on borrower (financial status & credit on borrower and loan level loan amount performance; as well as property characteristics information, location and type) **PRE-CLOSING CREDIT SCORING FINAL APPROVAL PROCEDURES** POTENTIAL BORROWER AND DISBURSEMENT · Execution of loan & guarantor's ✓ Repayment capability (installment to contract income, other debts, expenses, etc.) Signing of insurance contracts & ✓ Rating settlement of anv insurance ✓ LTV payment Age of obligor Notary deed ✓ Property appraisal · Registration of the mortgage / lien ✓ Additional guarantees amount over the property

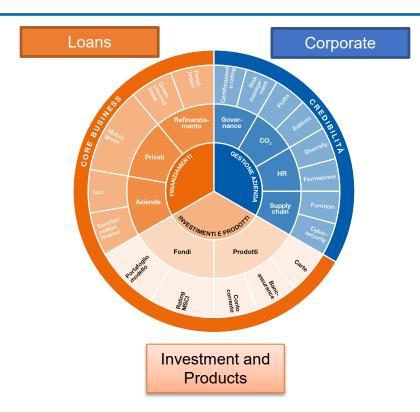


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05 Holistic approach to sustainability / ESG evaluation



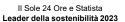
A path once again certified by the S&P Global rating agency: we improved our rating through a focus on the environmental section.

ESG Profile Score

67 /100





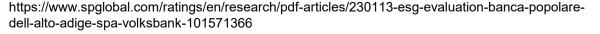




Corriere della Sera e Statista
Aziende più attente al clima 2023



ETicaNews Integrated Governance Index - IGI Company 2022





05 Key elements of the Green Bond Framework

Use of Proceeds

Eligible Categories

Green buildings

Eligibility criteria

Construction or acquisition of commercial or residential green buildings which meet at least one of the following criteria:

- The building meets a recognised environmental standard such as: LEED gold or higher, or BREEAM very good or higher
- Buildings with Energy Performance Certificate (EPC) class 'A' or 'B'

European Environmental Objective

Climate Change Mitigation



SDGs

Project Evaluation and Selection

The Product Committee

- Includes the CEO and senior management representatives from Finance, Commercial, Lending, Operations, Risk, Compliance and other relevant departments
- Assesses and select the Eligible Green Loans, supervises the implementation of the rules defined in the Management of Proceeds and monitors market practices to mantain the document aligned
- Ensures all assets financed by Volksbank comply with the relevant internal lending procedures and applicable law

Volksbank ESG Credit Framework

- Document that defines the main guidelines for the granting of «sustainable» credits
- Activities related to arms production, child labour expolitation and gambling are blacklisted

Reporting

Volksbank will make available a Green Bond **Allocation Report**

In addition, an **Impact Report** about the expected environmental impact of the green cover pool will be made available. Below examples of possible KPIs:

- > The breakdown of the pool by EPC certification level
- Annual energy savings in MWh/GWh
- Annual GHG emissions reduced/avoided in tonnes of CO₂eq

Such reporting will initially be issued the earliest one year after the issuance of the first bond and then annually until maturity and it will be subject to an **external independent post-issuance verification**

05 External Review



Sustainable Fitch Second-Party Opinion

Good

Framework Type

Alignment

Green

ICMA Green Bond

Principles 2021

Issuance Highlights

"Sustainable Fitch considers Banca Popolare dell'Alto Adige S.p.A.'s (Volksbank) green bond framework to be aligned with the ICMA Green Bond Principles 2021. The framework includes all the relevant pillars recommended by the ICMA, including the use of proceeds, the process for project evaluation and selection, and the management of the proceeds and reporting."

Relevant Sustainable Development Goals



7.3 By 2030, double the global rate of improvement in energy efficiency



11.3 By 2030, enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries



13.2 Integrate climate change measures into national policies, strategies and planning

Use of Proceeds

Eligible Projects

Excellent (Covered Bond)
Good (Other issuances)
Average

Project Evaluation and Selection

Good

Management of Proceeds

Good

Reporting

Good

- > "We assess the overall eligibility criteria to allow for the inclusion of a wide range of assets with varying environmental impact, as the criteria do not include quantitative energy performance standards or make reference to the construction year of buildings."
- ➤ "The issuer has defined a procedure to select eligible projects and assesses its loan portfolio with the help of an ESG evaluation tool, which we positively consider [...]."
- "In line with general market practice, the issuer will allocate eligible green loans to a separate register which provides a satisfactory tracking of the proceeds' allocation."
- "It is positive [...] that Volksbank has fully committed to reporting the allocation and impact on an annual basis until the bond's maturity. This is considered best practice."



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Potential Green New Issuance

IndicativeTerms and Conditions		
Issuer	Volksbank - Banca Popolare dell'Alto Adige S.p.A.	
Instrument	Obbligazioni Bancarie Garantite (Mortgage) European Covered Bond Premium	
Expected Issue Rating	[AA] by Fitch	
Tenor	5-year (soft bullet)	
Amount	EUR sub-benchmark size	
Coupon	Fixed [•] %, annual Act/Act (ICMA), following unadjusted	
Use of Proceeds	To finance or refinance eligible green mortgage loans as set out in the Issuer's Green Bond Framework	
Documentation	Euro 3,000,000,000 Covered Bond (Obbligazioni Bancarie Garantite) Programme, dated 18 September 2023	
Form of Notes	Bearer	
Listing	Luxembourg	
Governing Law	Italian Law	
Denominations	EUR 100K + 1K	
Joint Lead Managers	Erste Group Bank AG, LBBW, Raiffeisen Bank International AG, UniCredit	



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07 Contacts



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Balance Sheet - reclassified (1)

Assets (amounts in thousands of Euro)	30/06/2023	31/12/2022
Loans to banks	238,935	1,067,357
Loans to customers	7,463,970	7,457,332
a) Loans to customers measured at amortised cost	7,449,667	7,442,401
b) Loans to customers valued at FVOCI and with FV in the income statement	14,303	14,931
Financial assets designated at AC an not classed as loans	2,862,883	2,985,146
Financial assets designated at FV through profit or loss	56,114	88,966
Financial assets designated at FVOCI	742,469	729,539
Investments	4,321	4,339
Tangible and intangible assets	160,668	160,784
- assets owned	140,206	140,686
- rights of use	20,462	20,089
Tax assets	114,480	138,188
Non-current assets and groups of assets held for sale	3,650	4,849
Other assets	402,599	319,991
Total assets	12,050,089	12,956,491



Balance Sheet – reclassified (2)

Liabilities and shareholders' equity (amounts in thousands of Euro)	30/06/2023	31/12/2022
Due to banks at amortised cost	1,603,582	2,628,754
Due to customers at amortised cost and securities issued	8,998,326	9,159,272
Financial liabilities held for trading	107	384
Financial liabilities designated at fair value	-	-
Tax liabilities	23,438	29,920
Liabilities associated with assets held for sale	-	-
Other liabilities	507,248	240,397
Provisions for risks and charges	38,932	36,717
- of which: commitment and guarantees issued	7,860	9,829
Share capital	201,994	201,994
Reserves	639,987	595,373
Valuation reserves	(17,009)	(11,847)
Equity instruments	-	-
Profit (Loss) for the period (+/-)	53,486	75,527
Total liabilities and shareholders' equity	12,050,091	12,956,491



Income Statement - reclassified

Reclassified Income Statement Items	30/06/2023	30/06/2022
(amounts in thousands of Euro)	00/00/2020	00/00/2022
Interest margin	140,097	100,561
Net fee and commission income	50,142	50,330
First margin	190,239	150,891
Net financial result	1,440	10,175
Other operating income/expenses	(1,754)	(1,441)
Other operating income	(314)	8,734
Net operating income	189,925	159,625
Personell expenses	(56,815)	(52,408)
Administrative expenses	(25,954)	(22,664)
Net profit (loss) from tangible and intangible assets	(7,978)	(6,327)
Operating costs	(90,747)	(81,399)
Operating profit (loss)	99,178	78,226
Net adjustments to loans to customers	(7,399)	(19,853)
Adjustments to other assets and liabilities	(99)	(2,585)
Profit (loss) on disposal of participations and investments	519	(109)
Contributions and charges relating to the banking system	(7,620)	(7,274)
Net allocations to provisions for risks and charges	(4,946)	(1,279)
Profit (loss) on continuing operations	79,633	47,126
Income taxes	(26,147)	(15,567)
Profit (loss) for the period	53,486	31,559



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