



Figure 8: Erste Group Bank AG – Income Figures in EUR million.
Source: FriedlResearch Data as of April 1, 2014.

Net interest income declined to EUR 4,858.1 million in 2013 (2012: EUR 5,235.3 million), which was mainly due to subdued credit demand and the low interest rate environment. On the back of higher income from securities business, net fee and commission income rose from EUR 1,720.8 million in 2012 to EUR 1,810.0 million and the net trading result from EUR 273.4 million to EUR 293.2 million.

Operating income amounted to EUR 6,961.3 million (-3.7% versus 2012: EUR 7,229.5 million). General administrative expenses declined due to strict cost management by 2.7% from EUR 3,756.7 million to EUR 3,653.5 million in 2013. This led to an operating result of EUR 3,307.9 million (-4.7% versus 2012: EUR 3,472.8 million) and an almost unchanged cost/income ratio of 52.5% (2012: 52.0%).

Risk costs showed a positive trend and declined by 10.9% to EUR 1,763.4 million or 136 basis points of average customer loans (2012: EUR 1,980.0 million or 148 basis points), mainly due to the substantial decline of risk costs in Romania. The NPL ratio was stable in the second half of the year despite decreasing gross customer loans and stood at 9.6% as of 31 December 2013 (year-end 2012: 9.2%). The NPL coverage ratio improved to 63.1% (year-end 2012: 62.6%).

Other operating result amounted to EUR -1,081.9 million (2012: EUR -724.3 million). The decline by EUR 357.6 million was largely due to the non-recurrence of a positive one-off effect in the amount of EUR 413.2 million from the buyback of tier 1 and tier 2 instruments in 2012. Negative influences in 2013 came from the sale of the Ukrainian subsidiary (EUR 76.6 million) and a goodwill write-down in a total amount of EUR 383.0 million, including EUR 283.2 million in Romania and EUR 52.2 million in Croatia. Banking and financial transaction taxes levied in Austria, Hungary and Slovakia had an additional negative impact of EUR 311.0 million (2012: EUR 244.0 million).