

2014 Earnings Presentation



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## » Israeli economy

Last summer's geopolitical instability appears to have had only a brief impact on growth, which is expected to rise in 2015

Fiscal performance remains on track with long-term targets

No net foreign debt and high level of FX reserves

Inflation remains very low despite gradual weakening of the shekel

Low unemployment

Main Macroeconomic Variables	2013	2014*	2015**
	Annual Rates of Change, Real Terms		
GDP	3.2%	2.8%	3.5%
GDP net of technical impact of gas inclusion	2.3%	2.4%	
	Percentage of GDP		
Current account surplus(+)/deficit (-)	2.4%	3.0%	3.7%
Gov't budget surplus (+)/deficit (-)	(3.1%)	(2.8%)	(2.6%)
Gov't debt (central)	66%	67%	68%
	Annual Average		
Unemployment rate (using new data definitions)	6.2%	5.8%	5.6%
	Additional Data		
Consumer price index, year-end change	1.8%	(0.2%)	(0.1%)~0.5%
Shekel / US\$ average exchange rate	3.61	3.58	3.90-4.10
Shekel / EUR average exchange rate	4.80	4.76	4.30-4.50
Bank of Israel average interest rate	1.4%	0.6%	0.0%-0.5%

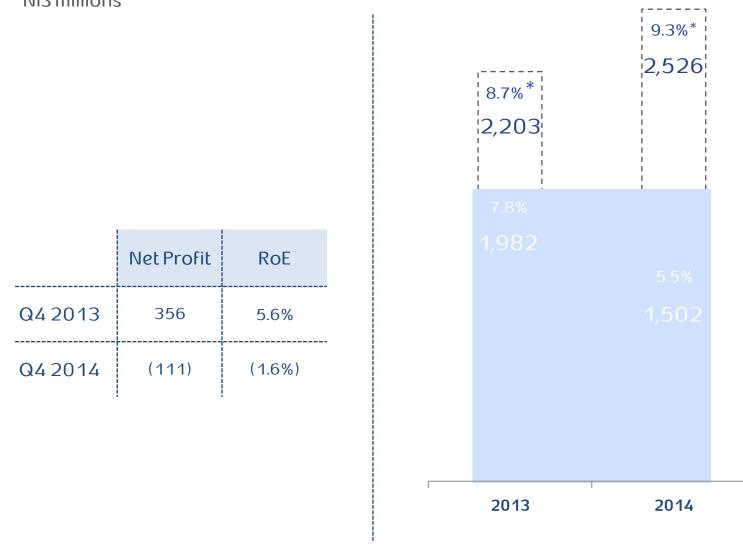


NIS millions

	2014	2013	Δ%
Net Interest income	7,363	7,357	0.1
Noninterest income	5,173	5,517	(6.2)
Total Income	12,536	12,874	(2.6)
Expenses (income) in respect of credit losses	472	268	76.1
<b>Operating &amp; other expenses</b> excluding expenses for foreign customers	8,285	8,656	(4.3)
Share of bank in associated companies	42	(293)	+
Net Profit   RoE	1,5 02 5.5%	1, 982 <b>7.8%</b>	(24.2)
Net Profit   RoE excluding expenses for foreign customers	2,526 9.3%	2,203 8.7%	14.7

## >> Net profit and RoE

NIS millions



\*Excludes expenses for foreign customers, before tax: 2013 (236m); 2014 (1,026m)

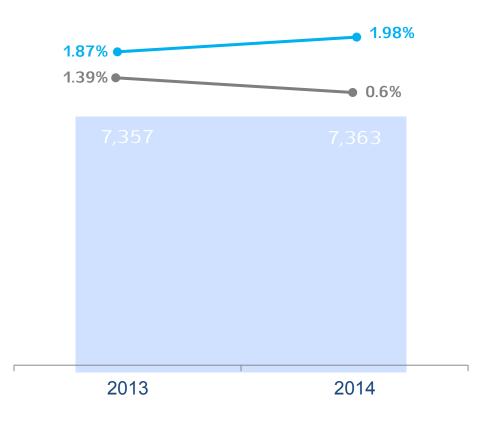
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# >> Net interest income up despite low interest rates

NIS millions

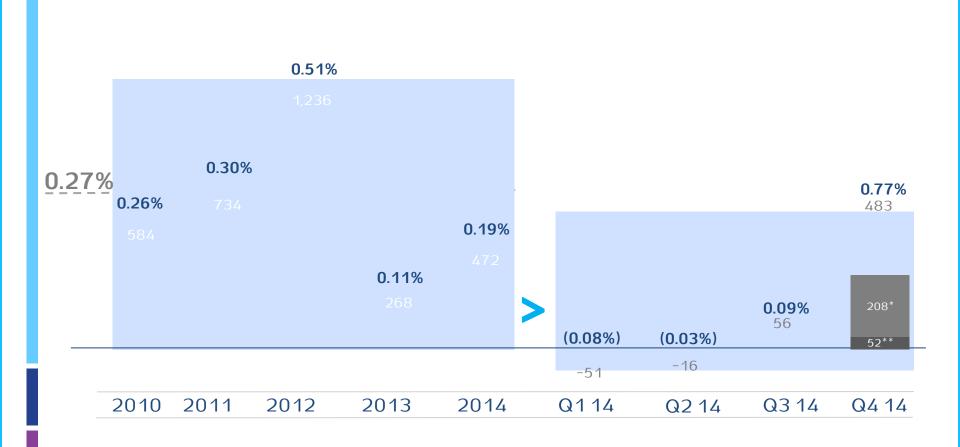
- Interest margin accumulated for the period end

#### - Average Bol interest rate





## Rate of provision significantly below 5 year average NIS millions

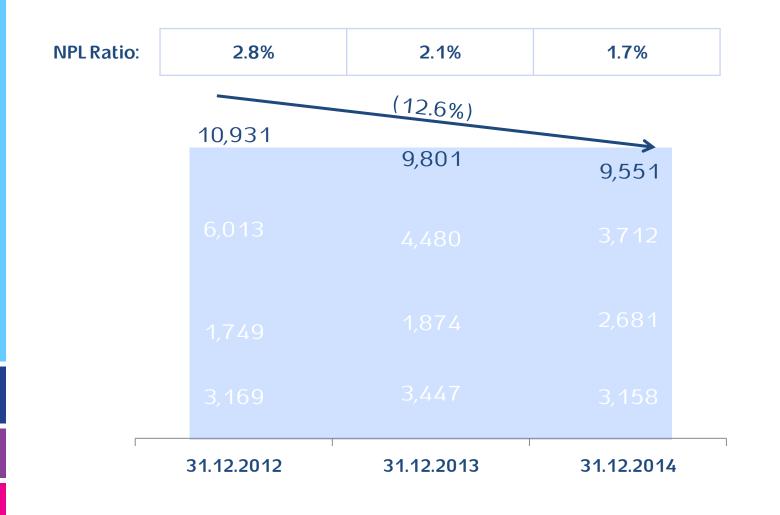


\* NIS208m derives from initial implementation of Bank of Israel directive for collective allowance in respect of credit to private individuals

\*\* NIS 52m derives from Romanian Central Bank requirement to increase provisions for non-performing loans לאומי זפאומי זפאוסו

## >> Low NPL ratio; declining problem debts

NIS millions



## Commission revenue stable and diverse

NIS millions

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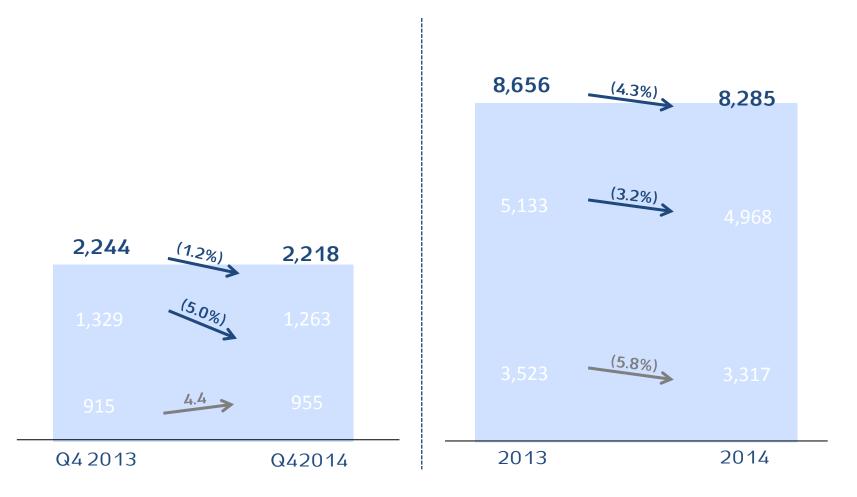
	2013	2014	Δ%
Securities Transactions*	1,066	1,102	3.4
Account Management	833	821	(1.4)
Credit Cards	907	939	3.5
Credit Handling	332	196	(41.0)
Conversion differences	289	318	10.0
Commissions from financing transactions	450	487	8.2
Other Fees	311	304	(2.3)
Total	4,188	4,167	(0.5)

### Total operating and other expenses down

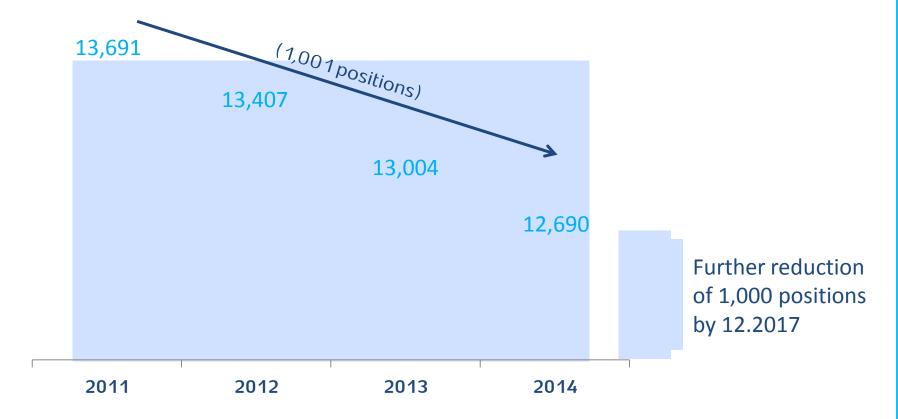
excludes expenses for foreign customers

NIS millions

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# >> Reduction of Group positions

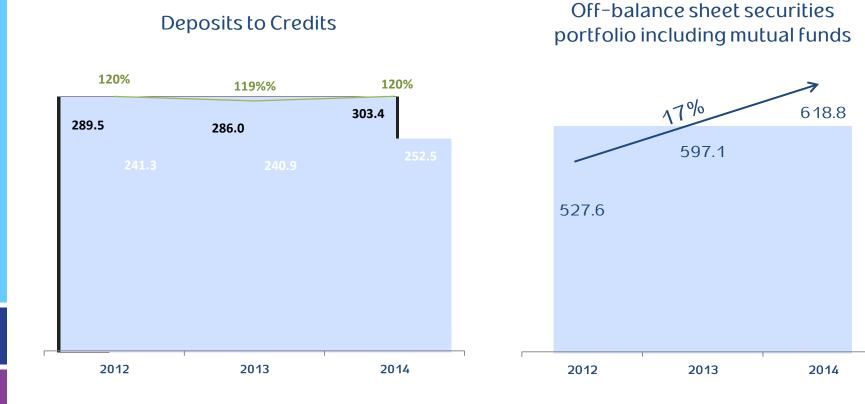




### Strong liquidity; increase in off-balance sheet

NIS billions

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Deposits of the public Credit to the public Deposits/Credits



## >> Credit growth Retail constitutes 56% of total credit to the public

NIS billions

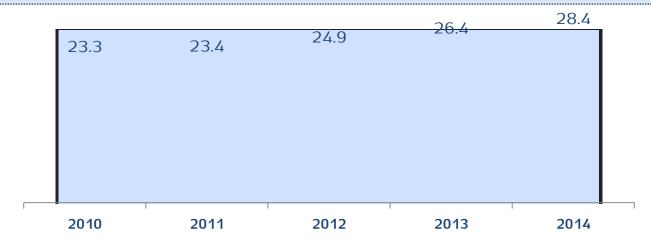
	31.12.2014	31.12.2013	Δ%
Households	110.7	100.2	10.4
Of which: Housing loans	74.2	68.6	8.3
Small Businesses	24.0	23.3	3.2
Private Banking	5.9	6.5	(8.9)
Total Retail	140.6	130.0	8.2
Corporate Banking	58.8	60.7	(3.1)
Commercial Banking	52.6	49.6	6.0
Financial Management & Others	0.5	0.6	(19.3)
Total Corporate	111.9	110.9	0.9
Total Credit	252.5	240.9	4.8



#### Capital to risk weighted assets, %



#### Capital development, NIS billions





# >> Achievements: successful execution of strategic plan

#### Focus on Israel

Leading the digital revolution and transforming the bank for the future

First of the Israeli banks to conclude US customer investigation with DOJ and NYDFS

Executing non-banking holdings strategy

Continuing to reduce operating expenses and headcount

Strong focus on business development

Leading market share in the Israeli banking system in retail and middle market credit and deposits from the public



# >> What's next: Digital Bank

Bringing banking to our customers

No branches

24/7

Greater IT capabilities – costs significantly less

Less operational risks and reduced exposure to fraud

Inexpensive platform – simple, friendly and intuitive

Simpler retail model - more efficient





