maib

WOOD&Co Winter Wonderland Conference

December 2024

Maib Update



# our presenting team





**Giorgi Shagidze** maib CEO



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# Disclaimer

Presented results are based on Group unaudited consolidated results of the third quarter (3Q) and 9 months of 2024. The balance sheet and income statement within these results are prepared based on International Financial Reporting Standards ("IFRS"), as adopted by IASB. The results are accompanied by limited disclosure notes, including financial and non-financial information. For comparison of quarterly results, consolidated results from the second quarter of 2024 and the third quarter of 2023 are used. For comparison of 9 months results, consolidated results of the 9 months of 2023 are used.

## Important legal information:

# Forward-looking statements

This document contains forward-looking statements, such as management expectations, outlook, forecasts, budgets and projections of performance, as well as statements concerning strategy, objectives and targets of the Bank, as well as other types of statements regarding the future. The management of the Bank believes that these expectations and opinions are reasonable, and based on the best knowledge, however, the management of the Bank would like to underline that no assurance can be given that such expectations and opinions will prove to have been correct.

As such, these forward-looking statements reflecting expectations, estimates and projections are subject to a number of known and unknown risks, uncertainties and contingencies, and actual results and events could differ materially from those currently being anticipated as reflected in such statements. Important factors that could cause actual results to differ materially from those expressed or implied in forward-looking statements, certain of which are beyond the control of the Bank, include, among other things: macroeconomic risk, including currency fluctuations and depreciation of the Moldovan Leu; regional and domestic instability, including geopolitical events; loan portfolio quality risk; regulatory risk; liquidity risk; capital risk; financial crime risk; cyber-security, information security and data privacy risk; operational risk; COVID-19 pandemic impact risk; climate change risk; and other key factors that indicated could adversely affect our business and financial performance, which are contained elsewhere in this document.

No part of this document constitutes, or shall be taken to constitute, an invitation or inducement to invest in maib shares, and must not be relied upon in any way in connection with any investment decision. Maib undertakes no obligation to update any forward-looking statements, whether as a result of new information, future events or otherwise, except to the extent legally required. Nothing in this document should be construed as a profit forecast.



## Macroeconomic highlights

GDP growth:

GDP<sup>1</sup> 2Q 2024: **+2.4%** 

GDP<sup>1</sup> 6M 2024: +2.2%

GDP forecasted<sup>2</sup> in 2024 and 2025:

+2.5% and +3.5%

Annual inflation rate:

December 2023: 4.2%

October 2024: 5.3%

## Strategy

722k maibank users

1.3 million cards in circulation

74% online deposits (retail)

70% online loans (retail)

CasaHub and AgricolaHub ecosystems

19.7k POS terminals

**390** ATMs

## Financial highlights

9M 2024: 3Q 2024:

ROE<sup>4</sup>: 18.8% ROE<sup>3</sup>: 20.6%

ROA<sup>4</sup>: 2.6% ROA<sup>3</sup>: 2.8%

Assets growth\*: 20.0%

Gross Loans growth\*: 17.0%

\*year-on-year

<sup>1.</sup> Real GDP growth, according to National Bureau of Statistics;

<sup>2.</sup> According to revised forecasts of: World Bank (June 2024), International Monetary Fund (October 2024), EBRD (September 2024), Vienna Institute for Economic Studies (November 2024) and Moldavian Ministry of Economy (June 2024)

<sup>3.</sup> Indicators calculated based on annualized quarterly (3 months) financial results

Indicators calculated based on cumulative 9-months financial results



# Content

- 1 Macroeconomic highlights
- 2 Bank's overview and strategy
- 3 3Q and 9M 2024 results

**Appendices** 





# Republic of Moldova – at a glance



#### **COUNTRY HIGHLIGHTS**

MDL 142 million GDP in 1H 2024

2.2%

5.3%

GDP growth in 1H 2024

Inflation in Oct 2024

Average of growth forecasts<sup>1</sup>:

2.5%

3.5%

4.0%

2024

2025

2026

33.5%

Debt-to-GDP at 3Q 2024 end

3.9%

Budget deficit as a % of GDP at 1H 2024 end

3.6%

Base rate as of Nov 2024

USD 480 million Incoming remittances in 2Q 2024

B+ stable outlook

Moldova credit rating by

Fitch

USD 70 million
FDI at 2Q 2024 end

#### Country data pack snapshot

	2Q 2024	2Q 2023	FY 2023
GDP (MDL bil)	74.8	71.2	300.4
GDP Growth (%)	2.4	(0.3)	0.7
FDI (USD mil)	69.5	61.5	416.3
Remittances (USD mil)	479.6	508.3	1,946
Trade deficit (USD mil)	(1,057)	(906)	(3,739)
Budget deficit (% of GDP)	4.3	7.3	5.2
	3Q 2024	2Q 2024	3Q 2023
Inflation (%)	5.0	3.5	9.7
Debt-to-GDP (%)	33.5	32.6	32.7

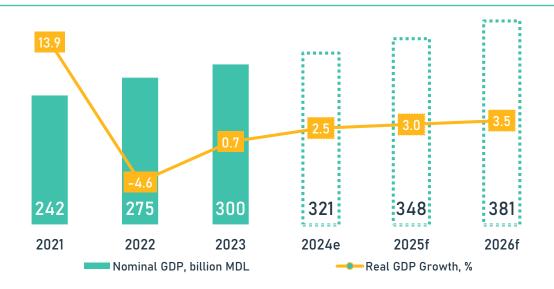
#### Moldova - EU timeline

2030 (expected)	Full alignment with EU acquis
October 2024	Moldova votes 'yes' to EU accession at referendum
June 2024	EU-Moldova Intergovernmental Conference
December 2023	European Council decides to open accession negotiations
February 2023	Report on alignment with EU acquis
June 2022	EU Candidate status granted
March 2022	Application for EU membership
June 2014	Association Agreement with EU signed

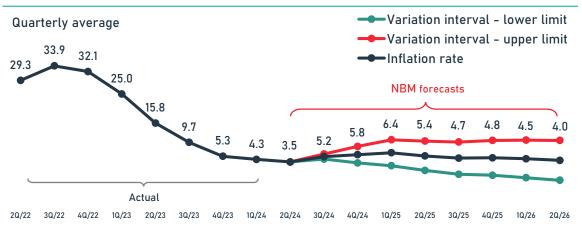


## Focus on economic growth ahead

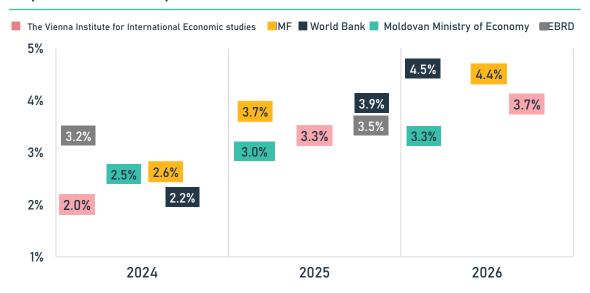
#### GDP recovery and strong growth predicted\*



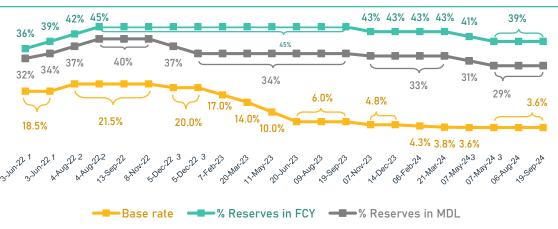
## Inflation within target corridor



#### Optimism from top forecasters\*\*



#### Expansionary monetary policy



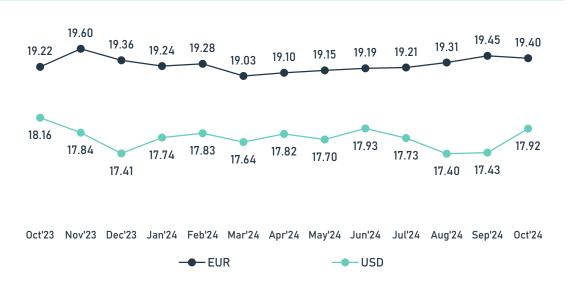
<sup>\*</sup>Estimate and forecast according to the Moldovian Ministry of Economy

<sup>\*\*</sup>According to revised forecasts of: World Bank (June 2024), International Monetary Fund (October 2024), EBRD (September 2024), Vienna Institute for Economic Studies (November 2024) and Moldavian Ministry of Economy (June 2024) Source: National Bureau of Statistics, Ministry of Economy, IFI forecasts, NBM

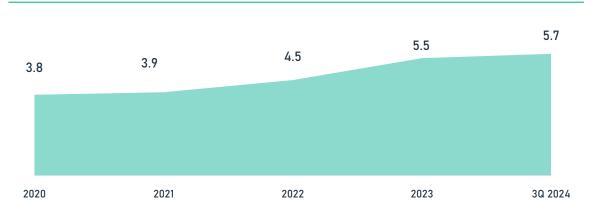


## Some slowdown in trade, but currency continues to be stable

#### Stable local currency



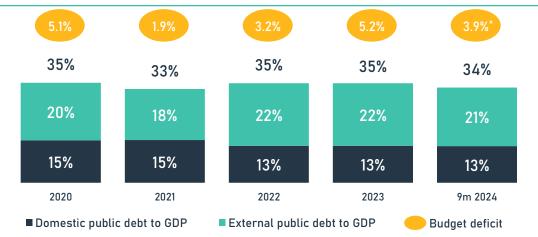
#### Foreign reserves continue to rise



#### External commerce growth



## Budget deficit down in 2024



<sup>\*</sup>Value for 1H 2023 used due to unavailability of GDP data for 3Q 2024

<sup>\*\*</sup>Much of Moldova's exports are dependent on agriculture, hence, exports are due to increase significantly in 3Q of any year in line with the harvesting cycle Source: National Bureau of Statistics, Ministry of Economy NBM



## Key events – EU accession to be enshrined in constitution

#### Promising growth in 1H 2024

#### Economy picks up pace

In the first half of the year Moldova's economy grew by 2.2%, reaching MDL 142 billion GDP in 1H 2024. Amongst drivers of this growth have been retail trade (especially in 2Q) and the IT sector.

Forecasts predict steady economic upswing

An average of revised forecasts show that the Moldovan economy will grow by 2.5% in 2024, 3.5% in 2025, and 4.0% in 2026.

#### Inflation within target

Inflation stable since the start of the year

Inflation stood at 5.2% as of September 2024, which is within the NBM inflation target of  $5\% \pm 1.5\%$ , after peaking at 34.6% in October 2022.

#### Monetary policy loosened:

✓ Base rate at 3.6% as of May 2024, lowered from 21.5% in August 2022.

#### Moldova votes Yes to EU

People vote for EU accession on referendum

On 20 October 2024, Moldovan citizens voted to officially enshrine the country's EU ambitions into the constitution. The vote passed with 50.4% voting in favor of the change. Voter turnout totaled at 51.7% (1.56 million). A simple majority was needed at the referendum for such a constitutional change to happen.

#### Maia Sandu wins presidential election

#### Presidential election

On the same ballot as the referendum, Moldova held its presidential election. As no candidate came out ahead with over 50% of the vote, the top two candidates went to a head-to-head in a second round on 3 November. Following the second round, Maia Sandu, Moldova's current pro-EU president, was re-elected with 55.3% of the vote. Voter turnout, in the second round amounted to 54.3% (1.7 million) of eligible voters.

#### Upcoming elections:

• Parliamentary elections - Mid-2025

#### Energy independence

Since 2021, Moldova completely switched away from Russian gas securing supplies from global markets via European transit routes. However, Transnistria was still getting supplied by Russia via Ukraine. This gas was used to supply the biggest power plant supplying Moldova.

As the transit of gas via Ukraine is expected to seize from 2025, Moldova is currently seeking an alternative supply source. Based on various scenarios for the supply of gas, the government expects electricity prices for end consumers to increase by between 20% and 50%. In case the status quo is maintained, changes in prices are expected to be minimal.





## Maib at a glance



## Market Share - Total Assets



33.6% Sep 2023 EUR 2.5 billion

## Market Share - Total Loans

37.6% Sep 2024 EUR **1.4** billion

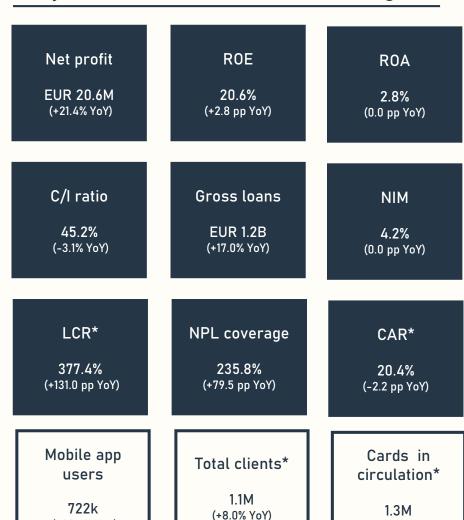
38.2% Sep 2023 ) EUR 1.2 billion

## Market Share - Total Deposits

35.8% Sep 2024 EUR 2.3 billion

Sep 2023 EUR 1.9 billion

## Key statistics based on 3Q 2024 figures



<sup>\*</sup>The numbers are presented on the standalone basis (Bank only).

(+18.2% YoY)

(+32.4% YoY)



## Strategy is a cornerstone in transforming maib into future-proof financial institution

Maib is currently undertaking a strategy refreshment exercise, which is expected to be completed by the end of the first quarter of 2025.

## Customer experience

- · New products and services factoring, online loan tranche request
- · Increase quality of cash handling
- KYC online
- Focus on creating a multi-channel seamless customer experience

# Strategic focus areas

# **Digitalization**

- · Maib launched "Life page" in maibank
- · New Data Center
- Maib launched the new mobile version of internet banking for business maib business





# **Payments**

- · Apple Pay, Google Pay for Business, electronic signature
- Best-in-class security features
- Cash-In by Code and Cash by Code
- MIA Instant payments & MIA QR Codes



- Streamlining existing branches
- Offloading low value day-to-day transactions into the app
- Improving facial recognition
- Extend the product offerings in digital channels



Maib considers international expansion with an asset-light digital-only offering in Romania, focused on Moldovan diaspora and broader consumer market



maib **#mia** 

by phone number

between banks n Moldova

**MIA Instant Payments** 





## Key selected operating highlights achieved during 3Q 2024

Maib Partners with Mastercard to Advance Al Strategy in New Digital Phase



Maib has partnered with Mastercard to enhance operations and customer experience through Al. The collaboration will implement Al-driven initiatives to transform digital banking in Moldova and promote sustainable growth.

New member of the Management Board, subject to approval by NBM

#### Alexandru Sonic

is a seasoned finance executive with a 10 year tenure at Morgan Stanley. In addition, he held several other leadership roles, including State Secretary for Moldova's Ministry of Economy and Managing Partner of Ocean Credit Holdings, a Romanian fintech platform. He holds a BA and MA from the University of Oxford.



Maib publishes its 2023 sustainability report

Maib publishes its 2023 Sustainability Report today, which provides details of maib's non-financial impact. It is prepared in accordance with widely accepted GRI standards of ESG reporting.



#### Regional awards in key categories



Best SME Bank in Central & Eastern Europe GLOBAL FINANCE



Moldova's Best Bank
Moldova's Best Bank for ESG
Moldova's Best Digital Bank

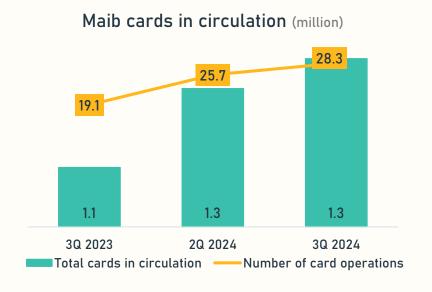
Successful completion of maib's share buyback programme

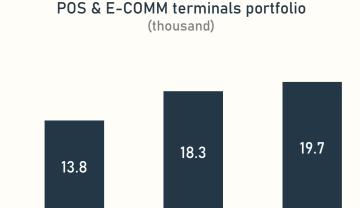
Following the conclusion of the programme, maib bought 2.99% of total shares at MDL 74.56 per share. This amounted to a capital return of MDL 231 million.

The purpose of the buyback was twofold – the Bank acquired its own shares to fulfill its obligations under its Long-Term Incentive Plan (LTIP), and also, the buyback created a liquidity event to enable maib shareholders to realize the value of their shares.

## maib

## Cementing leadership in payments and digital



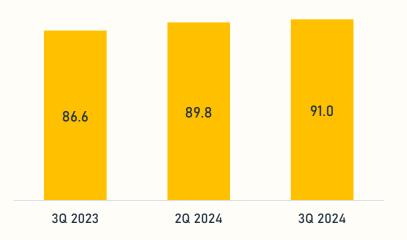


3Q 2023

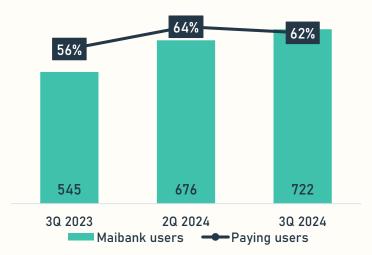


2Q 2024

3Q 2024



Cashless transactions (%)



70%

74%

online retail loans in 3Q 2024

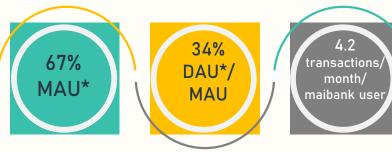
online retail deposits in 3Q 2024

\*by number

## maibank evolution 2024: from banking to lifestyle app



- New utilities interface
- Card reordering
- Loan repayment reminder
- Mortgage offers
- CasaHub integration
- Travel insurance
- Partner offers
- Flip to hide
- Me2ME



maib

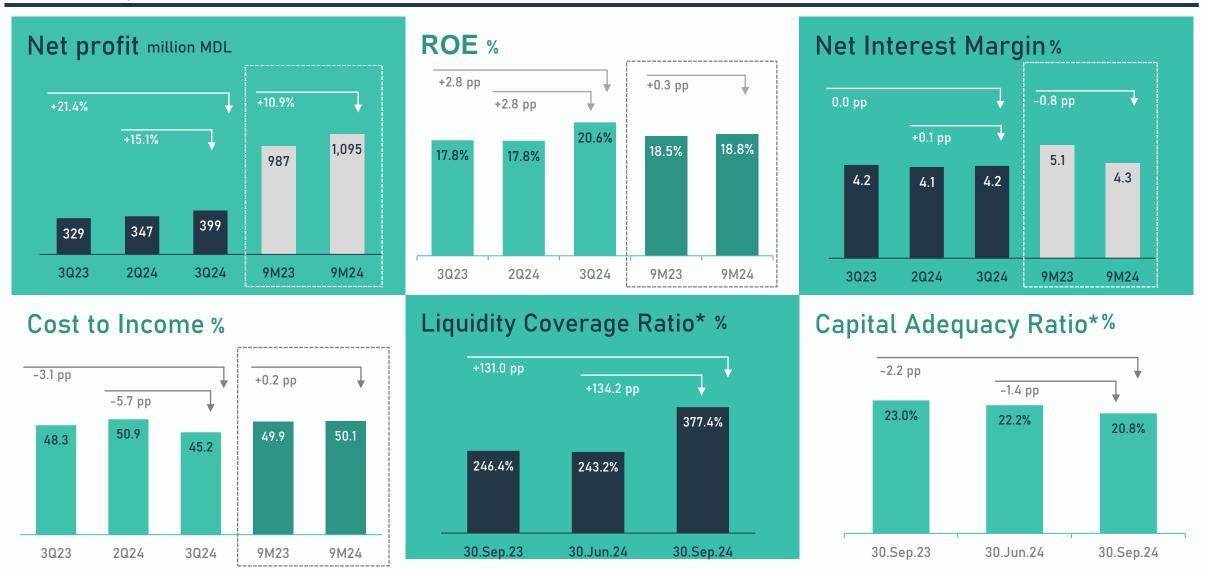
WOOD&Co Winter Wonderland Conference

December 2024

# Maib update

# Summary of Financial KPIs 3Q and 9M 2024

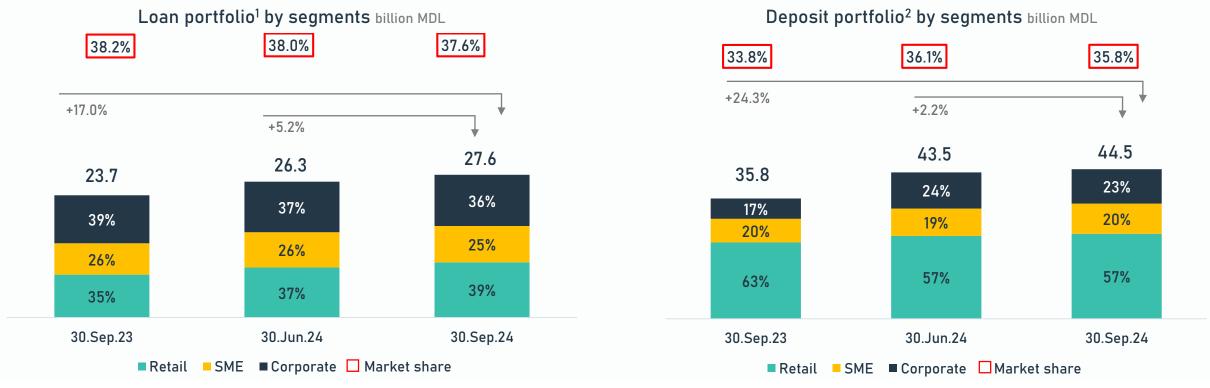




<sup>\*</sup>Liquidity coverage ratio and Capital Adequacy Ratio are presented on the standalone basis (Bank only). There is no requirement to calculated and submit these regulatory indicators on a consolidated basis. The other companies within the Group (subsidiaries of Bank) are non-banks, representing approx. 1% of total equity, 2% of net operating income and 2% of total income of the Group



## Retail and SME segments lead growth in both loans and deposits



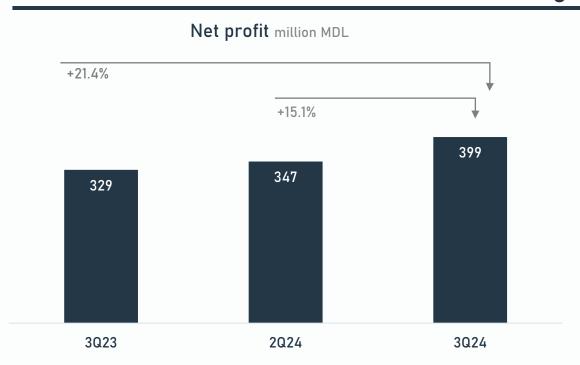
- As of September 30, 2024, the Group's gross loan portfolio reached MDL 27,648 million, representing a quarterly increase of 5.2% and a YoY growth of 17.0%. The Retail segment was the primary driver of this growth, contributing over 76% to the overall loan increase. The Retail gross loan portfolio rose to MDL 10,700 million, with a quarterly growth of 10.7% and a significant YoY increase of 29.5%, primarily fueled by consumer loans, which grew by 11.7% QoQ and 32.3% YoY. The mortgage lending segment also expanded, increasing by 9.7% QoQ and 26.7% YoY, while maintaining a market share of 34.4%. The SME gross loan portfolio reached MDL 7,010 million, showing a quarterly increase of 3.1% and a YoY growth of 15.1%. This growth was supported by both investment and revolving loans, with investment loans expanding by 15.6% annually. The corporate gross loan portfolio totaled MDL 9,937 million, reflecting a YoY growth of 7.1% and a modest QoQ increase of 1.1%, driven by a 3.4% rise in investment loans.
- As of September 30, 2024, the customers' deposits portfolio reached MDL 44,476 million, with a YoY growth of 24.3% and a quarterly increase of 2.2%. The SME segment led growth with deposits totaling MDL 8,965 million, reflecting a YoY increase of 27.6% and a QoQ rise of 10.2%, driven by higher local currency current deposits. The Retail deposit portfolio reached MDL 25,261 million, with a quarterly increase of 2.5% and a YoY growth of 11.4%, supported by an 8.8% rise in foreign currency current accounts. In contrast, the Corporate deposit portfolio contracted by 4.6% QoQ to MDL 10,250 million, mainly due to a 14.0% outflow from local currency current accounts, although it grew by 68.5% YoY, largely from a significant corporate client.

<sup>1</sup> Amounts presented in the diagram represent gross exposure, i.e. principal plus related accrued amounts of interests and commissions, adjusted with amortized cost

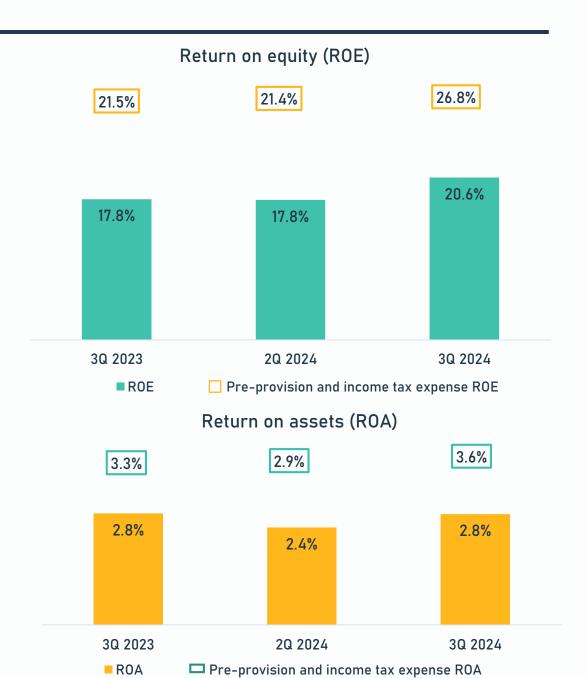
 $<sup>^{2}</sup>$  Amounts presented in the diagram include principal and accrued interest  $^{3}$  Source: NBM



## Profits rise on non-interest income and loan growth



- Maib delivered a strong quarter, with return on equity (ROE) above 20%.
- The Group reported a net profit of MDL 399.1 million for the third quarter, up by 15.1% QoQ and by 21.4% on a YoY basis. The YoY performance was largely driven by higher net interest income and increased net foreign exchange gains, partly offset by higher loan credit loss charges and operational costs. Compared with 2Q 2024, the third quarter saw growth across all revenues lines, with strong contributions from net foreign exchange gains and net fee and commission income.



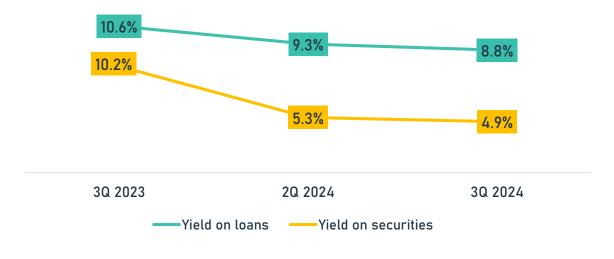


## Managing Net Interest Margin amid low interest rates



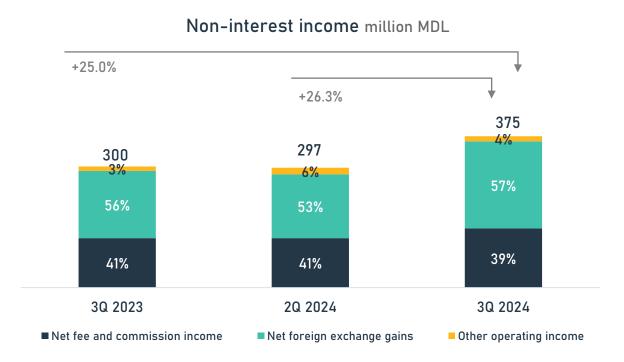
- In the context of a declining interest rate environment, the Group effectively managed its assets and liabilities portfolio mix to achieve a slight increase of 0.1 pp in Net Interest Margin (NIM) in the third quarter reaching 4.2%. NIM in 3Q 2024 was offset by lower yields on interest-bearing assets, particularly in loans, sovereign debt securities, and required reserves held with the NBM. Nonetheless, despite the decline in loan yields (by 0.4 pp QoQ to 8.8%), loan interest income increased by 1.5% quarter-on-quarter, the gradual repricing effect being counterbalanced by the loan portfolio growth by 5.2% on a QoQ basis.
- The Group's funding cost decreased to 1.8% in 3Q 2024, reflecting a 0.3 pp reduction from the previous quarter and a 2.3 pp drop year-on-year. This was driven primarily by the gradual repricing of deposits, reducing deposit costs by 2.2 pp year-on-year to 1.5%.

#### Yield on loans & securities



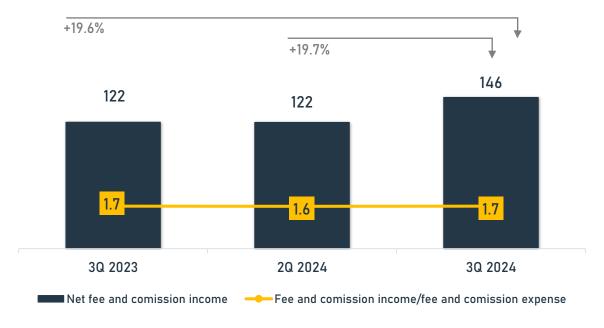


## Strong rise in net foreign exchange gains contributed to operating income growth



Non-interest income accounted for over one third of the Group's total operating income. In the 3rd quarter of 2024, non-interest income reached MDL 374.7 million reflecting a significant 26.3% QoQ and 25.0% YoY increase. This expansion was primarily driven by higher net foreign exchange gains, supported by increased volumes of foreign exchange transactions.

#### Net fee and commission income million MDL

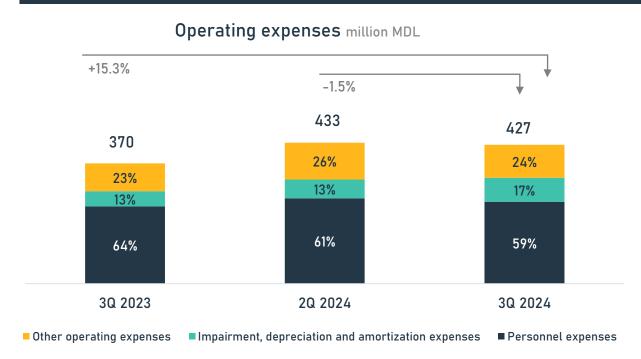


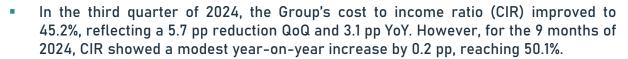
#### Net fee and commission income % in operating income



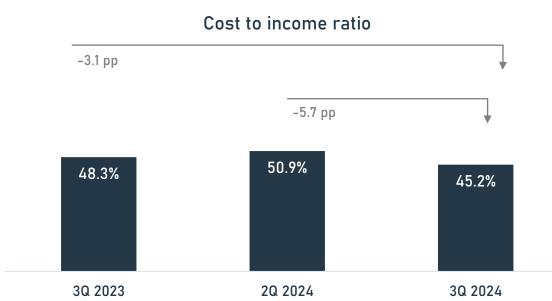


## Improved operational efficiency





- Operating expenses (OPEX) totaled MDL 427.1 million in the third quarter of 2024, representing a decline of 1.5% quarter-on-quarter but an increase of 15.3% year-on-year. The quarterly decrease primarily reflects elevated costs in the previous quarter, including contributions to the Resolution Fund and semi-annual performance bonuses. In contrast, impairment, depreciation, and amortization expenses rose by 27.5% QoQ, largely due to an impairment charge on buildings recorded in Q3 2024.
- The cost-to-income ratio remains a key performance indicator, closely monitored by the Group in light of business expansion, shrinking net interest margins, and the ongoing implementation of strategic initiatives.



\*Cost to income ratio is calculated without impairment and provisions releases/charges

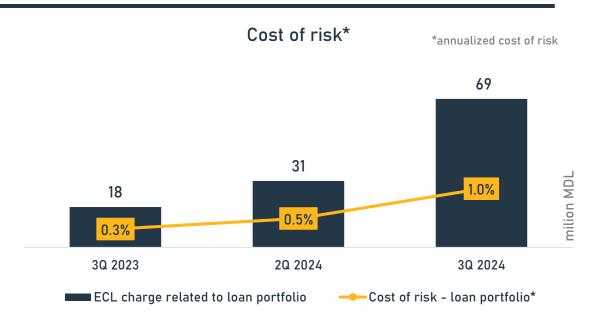


Cost per assets: Operational expenses divided by average balance of total assets (consolidated). Cost per assets is calculated without impairment and provisions release/charges

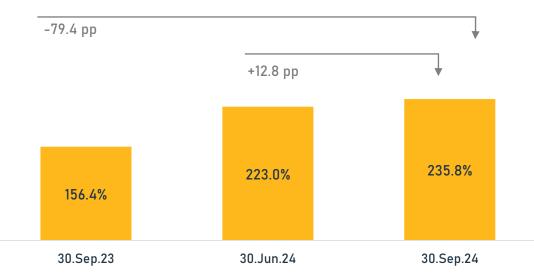
## Healthy loan book supports continued lending growth



- In the third quarter of 2024, the Group's gross loan book increased by 5.2% quarter-on-quarter, reflecting continued lending growth. Loan quality metrics remained stable, with a cost of risk at 1.0%, a modest increase of 0.5 pp QoQ and 0.7 pp year-on-year, while the non-performing loan (NPL) ratio improved slightly to 1.8%, down by 0.1 pp from the previous quarter.
- In terms of segments, the Corporate segment was the main contributor to the quarterly rise in cost of risk, driven by increased clients-specific provisioning. On the other hand, the SME segment reported an improvement, with the cost of risk decreasing to 0.6% due to the reassessment of exposures based on early warning indicators and write-offs of non-performing loans in 3Q 2024. The Retail portfolio experienced a 1.0 pp decline in cost of risk to 0.2%, largely as a result of updated forward-looking information incorporated into impairment models, reflecting a more optimistic macroeconomic outlook.
- The share of non-performing loans in total loan portfolio decreased by 0.1 pp QoQ and by 1.3 pp on a YoY basis. The quarterly improvements were primarily driven by legal entities portfolio, attributed to the natural loan book replenishment and strategic write-offs of older NPLs. Despite the improvement of NPL ratio, the Bank maintained a comfortable reserve ratio of 4.3%, ensuring an adequate coverage for potential losses on restructured portfolios and residual risk on significant exposures.
- Proactive prudent risk management remains a strategic priority for the Group, even as positive trends continue.

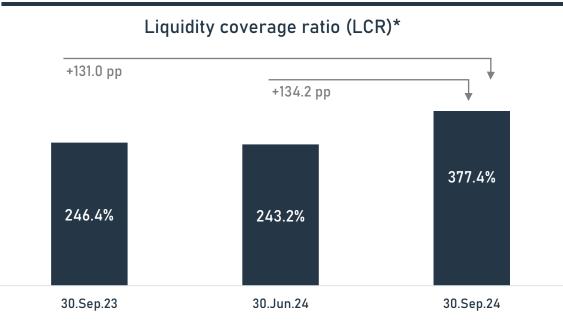


#### NPL coverage ratio

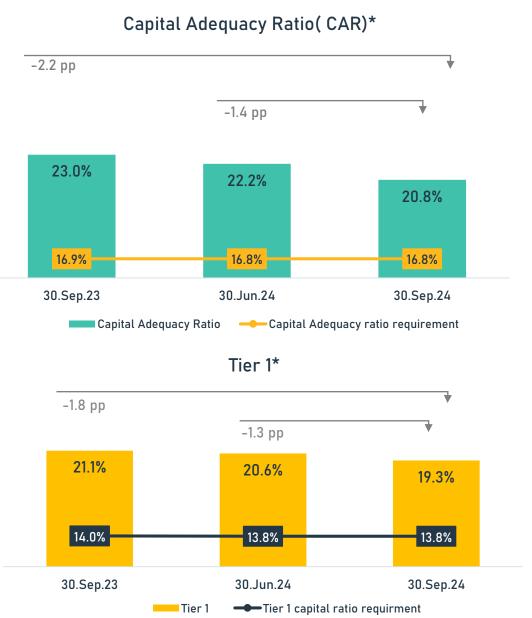




## Maintaining strong capital and liquidity positions



- As of 30 September 2024, the Capital Adequacy Ratio (CAR) and Tier 1 capital ratio stood at 20.8% and 19.3%, respectively, significantly exceeding the minimum regulatory requirements of 16.8% for CAR and 13.8% for Tier 1. The guarter-on-guarter decrease in CAR is primarily attributable to the share buyback programme, in which maib intended to repurchase 3,103,438 ordinary shares, representing 2.99% of the total shares, at a price of MDL 74.56 per share. This programme will result in a total capital return of MDL 231 million to shareholders. Buyback started in 3Q, and completed in 4Q 2024 and will be fully reflected in full year 2024 numbers.
- Maib continues to maintain high liquidity levels, as measured by the Liquidity Coverage Ratio (LCR), which was 377.4% as of 30 September 2024 - significantly surpassing the regulatory minimum of 100%, as well as the average of the banking sector. The substantial rise in LCR is driven by an increase in liquid assets balances, particularly correspondent accounts with other banks. Additionally, reduced net liquid outflows - largely impacted by widrawals from a one significant corporate client's current account and dividend payments - contributed to the QoQ growth. The YoY increase in LCR is attributed to higher liquid assets balances, particularly through increased investment in certificates issued by the Central Bank.



representing approx. 1% of total equity, 2% of net operating income and 2% of total income of the Group





## 3Q 2024 CONSOLIDATED FINANCIAL RESULTS



(unaudited)

# CONSOLIDATED UNAUDITED QUARTERLY INCOME STATEMENT highlights, million MDL

MILLION MUL					
	3Q 2024	2Q 2024	% QoQ change	3Q 2023	% YoY change
Net interest income	571.0	554.8	+2.9%	466.7	+22.4%
Net fee and commission income	146.4	122.3	+19.7%	122.4	+19.6%
Net foreign exchange gains	215.4	158.2	+36.2%	166.4	+29.4%
Other operating income	13.0	16.1	-19.6%	11.0	+18.2%
OPERATING INCOME	945.7	851.4	+11.1%	766.4	+23.4%
Personnel expenses	(251.9)	(262.6)	-4.1%	(237.8)	+5.9%
Impairment, depreciation and amortization expenses	(73.8)	(57.9)	+27.5%	(46.7)	+58.1%
Other operating expenses	(101.4)	(113.0)	-10.2%	(85.9)	+18.1%
OPERATING EXPENSES	(427.1)	(433.4)	-1.5%	(370.3)	+15.3%
OPERATING PROFIT BEFORE CREDIT LOSS ALLOWANCE AND INCOME TAX	518.6	418.0	+24.1%	396.1	+30.9%
Credit loss allowances and provisions	(61.6)	(26.4)	+133.5%	(17.5)	+252.3%
PROFIT BEFORE TAX	457.0	391.6	+16.7%	378.6	+20.7%
Income tax expense	(57.9)	(45.0)	+28.8%	(50.0)	+15.8%
NET PROFIT	399.1	346.6	+15.1%	328.6	+21.4%
attributable to shareholders of the Bank	399.1	344.6	+15.1%	328.6	+21.4%
attributable to non-controlling interests	0.0	0.0	-	0.0	_

# CONSOLIDATED UNAUDITED FINANCIAL POSITION STATEMENT highlights, million MDL

	30 September 2024	30 June 2024	30 September 2023	% change QoQ	% change YOY
Cash and cash equivalents	22,572	20,799	16,289	+8.5%	+38.6%
Investments in debt and equity securities	6,140	8,334	6,562	-26.3%	-6.4%
Net loans and advances to customers, including:	26,469	25,173	22,492	+5.1%	+17.79
Corporate customers	9,447	9,391	8,800	+0.6%	+7.49
SME customers	6,624	6,407	5,848	+3.4%	+13.39
Retail customers	10,398	9,375	7,844	+10.9%	+32.69
Finance lease receivables Premises and equipment,	329	303	283	+8.9%	+16.29
intangible assets, right of use assets and investment property	2,591	2,580	2,572	+0.4%	+0.79
Other assets	269	417	459	-35.3%	-41.49
Total assets	58,370	57,606	48,658	+1.3%	+20.09
Due to banks and borrowings	3,663	3,532	3,589	+3.7%	+2.19
Due to customers, including:	44,476	43,520	35,780	+2.2%	+24.39
Corporate customers	10,250	10,741	6,082	-4.6%	+68.59
SME customers	8,965	8,137	7,025	+10.2%	+27.69
Retail customers	25,261	24,642	22,673	+2.5%	+11.49
Subordinated debt	505	503	510	+0.5%	-0.99
Bonds issued	715	620	260	+15.4%	+175.49
Lease and other liabilities	1,078	1,860	977	-42.0%	+10.39
Total liabilities	50,437	50,034	41,115	+0.8%	+22.79
Total equity attributable to owners	7,932	7,571	7,542	+4.8%	+5.2%
Non-controlling interest	1	1	1	+1.5%	-0.5%
Total equity	7,933	7,572	7,543	+4.8%	+5.2%
Total liabilities and equity	57,666	57,606	48,658	+1.5%	+24.9%

# 9M 2024 CONSOLIDATED FINANCIAL RESULTS (unaudited)



# CONSOLIDATED UNAUDITED SEMIANNUAL INCOME STATEMENT highlights, million MDL

	9M 2024	9M 2023	% YoY change
Net interest income	1,680.2	1,649.4	+1.9%
Net fee and commission income	390.8	342.1	+14.2%
Net foreign exchange gains	517.7	372.8	+38.8%
Other operating income	37.5	41.3	-9.2%
OPERATING INCOME	2,626.2	2,405.7	+9.2%
Personnel expenses	(771.8)	(714.0)	+8.1%
Impairment, depreciation and amortization expenses	(189.5)	(125.0)	+51.6%
Other operating expenses	(353.4)	(362.3)	-2.4%
OPERATING EXPENSES	(1,314.7)	(1,201.2)	+9.4%
OPERATING PROFIT BEFORE CREDIT LOSS ALLOWANCE AND INCOME TAX	1,311.5	1,204.4	+8.9%
Credit loss allowances and provisions	(64.7)	(80.2)	-19.3%
PROFIT BEFORE TAX	1,246.8	1,124.3	+10.9%
Income tax expense	(151.7)	(136.8)	+10.9%
NET PROFIT	1,095.0	987.5	+10.9%
attributable to shareholders of the Bank	1,095.0	987.3	+10.9%
attributable to non-controlling interests	0.1	0.2	-12.6%

#### CONSOLIDATED UNAUDITED FINANCIAL POSITION STATEMENT highlights, million MDL

	30 September 2024	31 December 2023	% change YTD
Cash and cash equivalents	22,572	20,203	+11.7%
Investments in debt and equity securities	6,140	6,268	-2.0%
Net loans and advances to customers, including:	26,469	22,538	+17.4%
Corporate customers	9,447	8,727	+8.2%
SME customers	6,624	5,573	+18.9%
Retail customers	10,398	8,238	+26.1%
Finance lease receivables	329	292	+12.8%
Premises and equipment, intangible assets, right of use assets and investment property	2,591	2,503	+3.5%
Other assets	269	307	-12.3%
Total assets	58,370	52,112	+12.0%
Due to banks and borrowings	3,663	3,546	+3.3%
Due to customers, including:	44,476	38,998	+14.0%
Corporate customers	10,250	7,860	+30.4%
SME customers	8,965	7,796	+15.0%
Retail customers	25,261	23,340	+8.2%
Subordinated debt	505	504	+0.3%
Lease and other liabilities	1,078	1,073	+0.4%
Bonds issued	715	355	+101.6%
Total liabilities	50,437	44,476	+13.4%
Total equity attributable to owners	7,932	7,635	+3.9%
Non-controlling interest	1	1	+4.9%
Total equity	7,933	7,636	+3.9%
Total liabilities and equity	58,370	52,112	+12.0%

## Evolution of loan portfolio quality per each segment



