ALPHA
SERVICES AND HOLDINGS

Q3 2023 Results

Press Release

Key Financial metrics

	9M 2023	Q3
Reported profit after income tax	€490.7mn	€188.0mn
Normalized[1] profit after tax	€564.7mn	€208.1mn
Normalized[1] Return on tangible book value (RoTBV)	12.8%	13.9%
Fully-loaded Common Equity Tier 1[2] (CET1%)	13.9%	13.9%
Tangible Book Value per Share	€2.66	€2.66

Key takeaways

- Q3 Normalised[1] ROTE at 13.9%
- Alpha Bank has entered into a landmark agreement with UniCredit S.p.A. merging the Romanian subsidiaries, thus forming the top 3 player, whilst also entering into a long term commercial partnership across different areas, with UniCredit acquiring a stake in the Bank.
- Performing loan balances up by €0.3bn q/q to €31.8bn, +1% y/y driven by Wholesale and International.
- Customer deposits up +€0.5bn q/q to €52.3bn; AuMs +€0.1bn q/q. Time deposits at 25% of domestic deposit base, +2pp q/q with deposit beta evolving slower than expected in line with sector trends.
- NPE ratio at 7.2%, down 40bps q/q, reflecting a robust curing activity and benign asset quality flows alongside 20bps impact from the closing of Project "Cell" in October consisting of retail unsecured exposures. Cost of Risk at 79bps, in line with guidance. Cash coverage increased +1pp to 41% as cures more than offset the deconsolidation of highly-covered exposures.
- Strong capital generation year to date with FL CET1 and Total Capital ratios rising by +177bps and +308bps, respectively. FL CET1 at 13.7%, up 33bps q/q with 50bps of organic capital generation and 15bps of dividend accrual; Pro forma for remaining RWA relief FL CET1[2] stands at 13.9% and Total Capital ratio at 18.2%.

Summary trends

- Positive NII momentum maintained in Q3 (+8%), on higher rates and increased contribution from securities. Net Interest Margin at 2.6%. NII up +45.8% versus 9M 2022.
- Strong Fee & Commission income performance, up +11.8% q/q to €108.5mn with growth across all segments. 9M 2023 recurring fees up 7% y/y, on a like for like basis excluding Merchant acquiring.
- Recurring OPEX 1.5% better q/q to €235.5mn on reduced G&As. 9M 2023 recurring OPEX flat[3], despite inflationary pressures and investments, tracking in line with 2023 guidance. C/I down by 14pp vs 9M 2022.
- Core PPI up by +18.4% q/q, on higher top line and improved fee performance. 9M 2023 Core PPI up +74.2%, driven by strong Core Banking Income increase (+34.4% y/y).
- Cost of Risk at 79bps in Q3, reflecting de-risked portfolio and benign asset quality trends.
- Normalised Profit After Tax of €208.1mn in Q3 2023, is Reported Profit /(Loss) After Tax of €188mn excluding (a) Impairment losses of fixed assets and equity investments of €7mn, (b) Gains/(Losses) on disposal of fixed assets and equity investments of €7mn, (c) NPA transactions impact of €2mn, (d) €22mn on other adjustments and tax charge related to the above.

"The deal will strengthen our domestic franchise, enhance our customer offering and cement our leadership position"

"Before discussing our performance in the third quarter, I would like to highlight an important moment for our Bank that occurred post-period end. In October, we were proud to announce a landmark transaction and strategic partnership with UniCredit that will unlock significant value for Alpha Bank's shareholders, whilst also marking the first investment by a large European strategic player in the Greek banking sector since the onset of the sovereign debt crisis over a decade ago.

In Romania, by merging Alpha Bank's with UniCredit's subsidiaries, in exchange for €300 million in cash and a 9.9% stake in the combined entity, we are creating a bank with sufficient scale to reach the top of the Romanian market. We will maintain a presence in a capital efficient way that gives us exposure to the favorable macro-outlook of the country.

In Greece, we are entering into a broad-based commercial agreement, bringing together market-leading expertise, as well as product factories and partnerships. This will strengthen our domestic franchise, enhance our customer offering and cement our leadership position.

Acknowledging the strong progress of the Greek economy and the growth prospects of Alpha Bank, UniCredit has also submitted an offer for the stake the Hellenic Financial Stability Fund holds in our Bank. This deal, if approved, will accelerate the privatisation of Alpha Bank, while onboarding a strategic partner that has deep-seated know-how and a strong presence in Europe that we will leverage going forward.

I have been very pleased by the overwhelmingly positive feedback from our key stakeholders to the transaction, and there is clearly a broad recognition of the widespread benefits this will unlock. This is a defining moment in our Bank's history, and one that reaffirms our path to sustainable growth and profitability. In tandem with the work undertaken to secure the agreement with UniCredit, we continued to execute decisively against our strategy throughout Q3 with another period of strong financial performance.

Profitability maintained its upward trajectory, with net interest income up 8.4% vs. the previous quarter. We continued to manage our balance sheet prudently, with our NPE ratio now down to 7.2%. In October we confirmed the completion of Project Cell, which further de-risks the balance sheet in a capital neutral way, that has reduced the NPE ratio by 0.2%.

In addition to the major corporate actions we have taken, our commitment to upholding the highest standards of corporate social responsibility remained resolute. In Rhodes, which is recovering from wildfires, we have channeled funds into landscaping and tree planting alongside the road network and have supported antiflooding studies to help rebuild the island's reputation as a world leading tourist destination. We also donated, along with the other Greek systemic banks, €50mn to support households, businesses and farmers affected by the natural disasters in Thessaly. We were honored to have our contribution to Greek society and promotion of sustainable development recognised at the Hellenic Responsible Business Awards in July, and we vow to continue to work towards a more equitable and just future.

At the macro level, the turnaround of the Greek economy was recently confirmed with the raising of its credit rating by S&P to investment grade. This is a major development that signifies renewed investor confidence in Greece's growth prospects and stability – confidence that is further reflected in the agreement we have struck with UniCredit. In this context, the front-footed actions we have taken, position us well in our strategy for long-term shareholder value creation and, backed by a long-term strategic partner, we now have an enhanced platform, through which to drive further growth.

Vassilios Psaltis, CEO

Key Financial Data

P&L | Group (€mn)	9M 2023	9M 2022	YoY (%)	Q3 2023	Q2 2023	QoQ (%)
Net Interest Income	1,340.6	919.2	45.8%	476.9	440.1	8.4%
Net fee & commission income	293.5	296.4	(1.0%)	108.5	97.1	11.8%
Core banking income	**1,634.1**	**1,215.6**	**34.4%**	**585.4**	**537.2**	**9.0%**
Income from financial operations	30.8	167.7	(81.6%)	(13.8)	29.3	...
Other income	31.8	44.5	(28.5%)	15.5	10.5	47.2%
Operating Income	**1,696.7**	**1,427.7**	**18.8%**	**587.1**	**577.0**	**1.8%**
Core Operating Income	**1,665.9**	**1,260.0**	**32.2%**	**600.9**	**547.7**	**9.7%**
Staff Costs	(289.7)	(280.9)	3.1%	(98.6)	(94.9)	3.9%
General Administrative Expenses[3]	(294.8)	(314.0)	(6.1%)	(92.5)	(102.0)	(9.3%)
Depreciation & Amortization	(126.6)	(117.1)	8.2%	(44.4)	(42.1)	5.4%
Recurring Operating Expenses	**(711.2)**	**(712.0)**	**(0.1%)**	**(235.5)**	**(238.9)**	**(1.5%)**
Excluded items[4]	(5.0)	3.9	...	0.0	(5.0)	(100.0%)
Total Operating Expenses	**(716.1)**	**(708.1)**	**1.1%**	**(235.5)**	**(243.9)**	**(3.5%)**
Core Pre-Provision Income	**954.8**	**548.1**	**74.2%**	**365.4**	**308.8**	**18.4%**
Pre-Provision Income	**980.6**	**719.6**	**36.3%**	**351.7**	**333.1**	**5.6%**
Impairment Losses	(221.5)	(198.3)	*11.7%*	(76.2)	(73.4)	*3.8%*
Other items[5]	7.0	15.9	*(56.2%)*	9.9	(2.3)	*...*
Profit/ (Loss) Before Income Tax	**766.0**	**537.2**	*42.6%*	**285.4**	**257.3**	*10.9%*
Income Tax	(204.8)	(168.2)	*21.7%*	(77.2)	(66.2)	*16.7%*
Profit/ (Loss) after income tax	**561.2**	**369.0**	*52.1%*	**208.1**	**191.1**	*8.9%*
Impact from NPA transactions[6] discontinued operations and other adjustments	(70.5)	(60.1)	*17.4%*	(20.1)	0.3	*...*
Profit/ (Loss) After Income Tax	**490.7**	**309.0**	***58.8%***	**188.0**	**191.4**	***(1.8%)***
Normalised[7] Profit After Tax	**564.7**	**294.6**	***91.7%***	**208.1**	**194.7**	***6.9%***

Balance Sheet | Group	30.09.2023	30.06.2023	31.03.2023	31.12.2022	30.09.2022	YoY (%)
Total Assets	74,392	72,921	73,704	78,013	77,406	*(3.9%)*
Net Loans	38,799	38,681	38,230	38,748	38,858	*(0.2%)*
Securities	16,196	15,502	14,651	13,474	13,096	*23.7%*
Deposits	52,331	51,795	50,229	50,759	50,094	*4.5%*
Shareholders' Equity	7,139	6,577	6,372	6,248	6,181	*15.5%*
Tangible Book Value	6,240	6,073	5,859	5,773	5,715	*9.2%*

Key Ratios | Group	9M 2023	H1 2023	Q1 2023	FY 2022	9M 2022
Profitability					
Net Interest Margin (NIM)	2.3%	2.3%	2.2%	1.7%	1.6%
Cost to Income Ratio (Recurring)	42.7%	44.7%	45.8%	54.7%	56.5%
Capital					
FL CET1[2]	13.9%	13.6%	12.8%	12.5%	12.1%
FL Total Capital Ratio[2]	18.2%	18.0%	17.1%	16.8%	15.2%
Liquidity					
Loan to Deposit Ratio (LDR)	74%	75%	76%	76%	78%
LCR	191%	183%	163%	161%	161%
Asset Quality					
Non-Performing Loans (NPLs)	1,443	1,493	1,517	1,656	1,737
Non-Performing Exposures (NPEs)	2,865	3,009	2,980	3,116	3,214
NPL ratio (%)	3.6%	3.8%	3.9%	4.1%	4.3%
NPE ratio (%)	7.2%	7.6%	7.6%	7.8%	8.0%

Business Update

Persistent inflationary pressures have altered the interest rate environment, increasing borrowing costs and tightening credit conditions, likely lengthening the period of restrictive monetary policy. Global growth prospects have moderated, yet Greece is anticipated to sustain its growth premium in 2023, with real GDP growth at 2.4% outpacing the Euro area average, on the back of significant stimulus packages, gains in employment and another record tourist season underpinning robust household consumption. Greece's productive growth model is pivoting towards being "investment-led" as seen in the strengthening of FDI and backed by the regaining of investment grade status on the Greek sovereign.

Delivery on the Bank's business plan targets continues, with an expanding top line, a firm focus on cost efficiency, a stronger balance sheet and healthy capital generation. Improved operating trends amidst a favorable interest rate environment have led to a further upgrade of the 2023 profitability guidance to over 11.5%, (from >11% as of August).

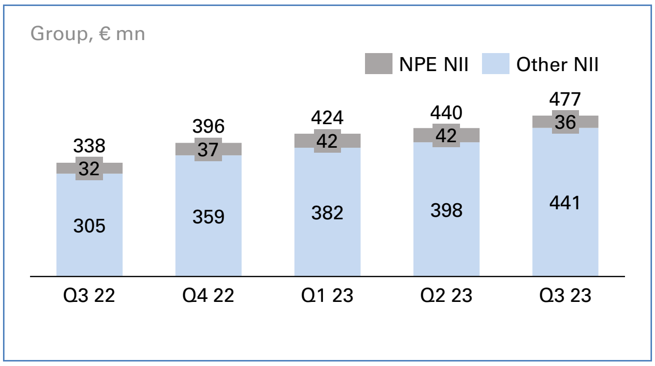
Alpha Bank announced on October 23 a landmark partnership with UniCredit. The two banks will merge their Romanian subsidiaries, creating the top 3 player in Romania, whilst also entering into a long term commercial partnership across different areas, with UniCredit acquiring a stake in Alpha Bank. The agreement leaves net profit expectations unchanged, further enhancing its capital buffers by more than 100 basis points, thus leading ROTE higher by at least 50 basis points, with upside potential from the commercial transaction. The transaction further optimizes capital allocation whilst allowing the group to retain upside from the uplift in value and the favorable outlook for Romania. It also cements Alpha Bank's leadership position in key segments domestically in Greece.

Profitability

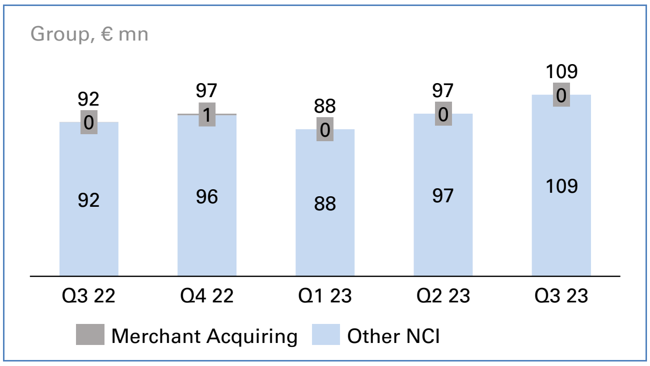
Net interest income and fees higher on rates and activity

- Net interest income up by +8.4% or +9.1% on a recurring basis, on higher rates and increased contribution from securities; Nine Month NII up by 45.8% y/y.
- Fees and commissions up by +11.8% q/q to €108.5mn, with cards and payments, asset management and business credit related fees all up in the quarter.
- Recurring operating expenses -1.5% better q/q. On track to deliver on 2023 guidance.
- Cost of Risk excluding transactions at 79bps, reflecting de-risked portfolio and benign trends in asset quality.

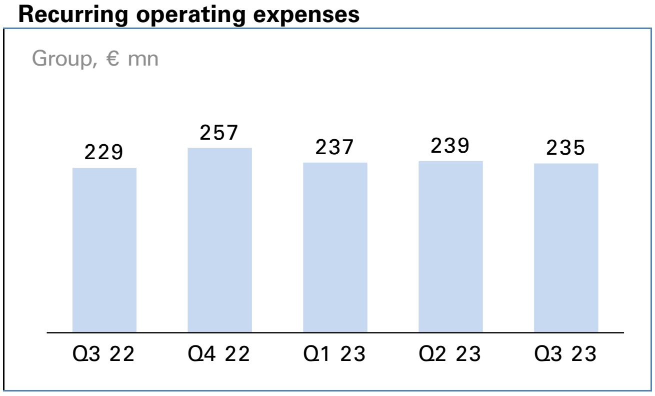
Net interest income



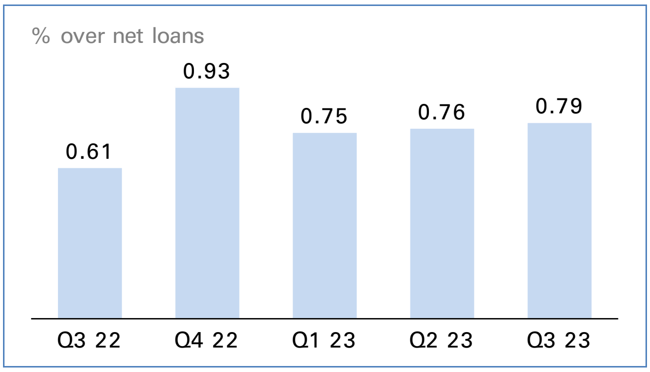
Net fee and commission income



Recurring operating expenses

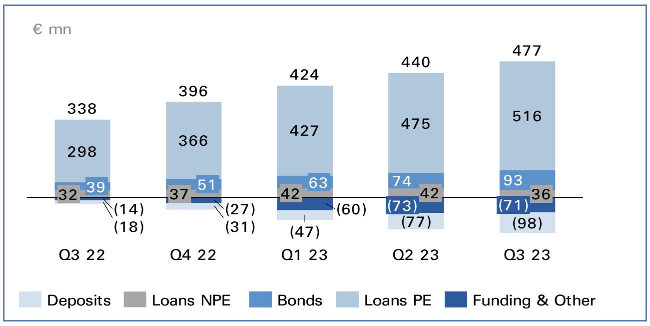


Cost of risk

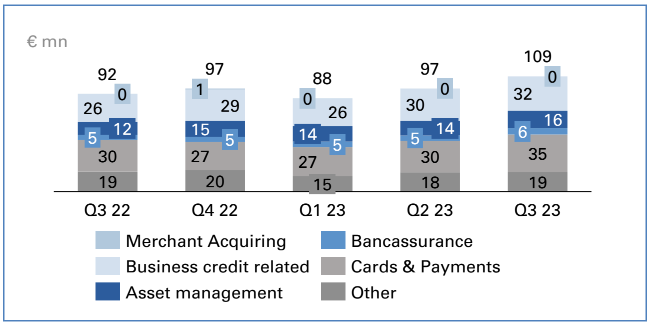


Core banking income up +9% q/q

NII decomposition



Net F&C Income decomposition



Strong top line performance (+8.4% q/q) on higher income from loans and securities

Net Interest Income rose by +8.4% q/q to €476.9mn. The quarter saw a €5.1mn positive calendar days' effect and €8mn lower income from the deconsolidation of the Sky and Hermes NPE portfolios. Recurring NII increased by +9.1%, on higher rates and increased contribution from securities, offsetting the increase in deposit costs and increased cost from issued bonds. Income from securities reflects our new organizational and operational structure that oversees the dynamic management of our balance sheet with the securities book aiming to generate interest income with low volatility over the medium term. The Net Interest Margin was up by c.20bps q/q to 2.6%.

Fees up +11.8% q/q with growth across all product lines

Fees and commissions income stood at €108.5mn, up +11.8% q/q, with growth across cards and payments, asset management and business credit related fees. 9M recurring fees up by +6.8% y/y, excluding Merchant acquiring, driven by higher business credit related fees as well as an increased contribution from cards and Asset Management.

Income from financial operations came in at -13.8mn due to the exchange of short-term Greek Government bonds with longer term maturity notes by the Greek State.

Other income stood in at €15.5mn in Q3 2023.

Recurring OPEX 1.5% better q/q

Recurring operating expenses improved by 1.5% q/q, or €3.5mn, to €235.5mn on lower general expenses reflecting a reversal of property tax as well as lower professional fees, insurance and third party expenses which more than offset the increase in staff costs as well as a higher depreciation charge relating to investments to enhance the platform.

Total Operating Expenses stood at €235.5mn, 3.5% better q/q.

Total OPEX up 1.1% y/y on flat Recurring performance.

Cost of Risk at 79bps

The **underlying loan impairment** charge stood at €53.5mn, flat versus €53.3 the previous quarter. **Servicing fees** amounted to €12.9mn vs. €12.8mn in the previous quarter with **securitization expenses** at €9.9mn vs. €7.4mn.

Excluding the impact of transactions, **Cost of Risk** in Q3 2023 stood at 79bps over net loans vs. 76bps in the previous quarter. Cost of Risk including the impact of transactions stood at 84bps, out of which 5bps related to NPE transactions, vs. 81bps in the previous quarter.

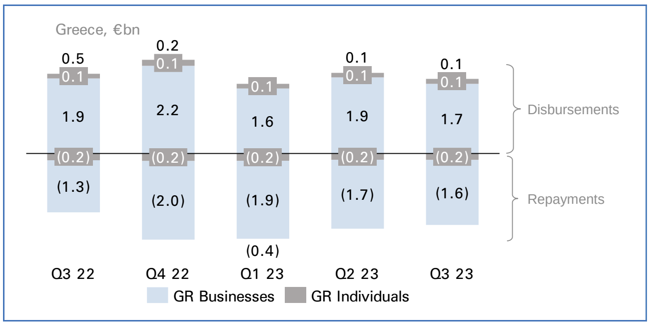
The total **impact of NPA Transactions**[4] was positive at €2mn, positively affected by a reversal of impairment of fixed assets of €7.2mn associated with Project "Skyline", vs. a €5mn positive impact in Q2 2023.

Other impairment losses in Q3 2023 amounted to a €13.5mn reversal mainly reflecting the impact on Greek Government bonds from the rating upgrade.

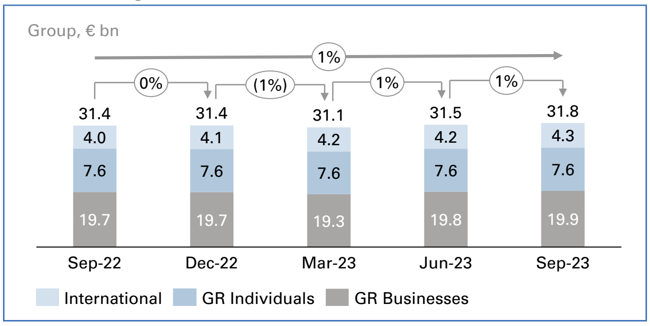
Balance Sheet Highlights

Performing loan portfolio up +1% q/q

Net credit expansion



Performing loan book expansion



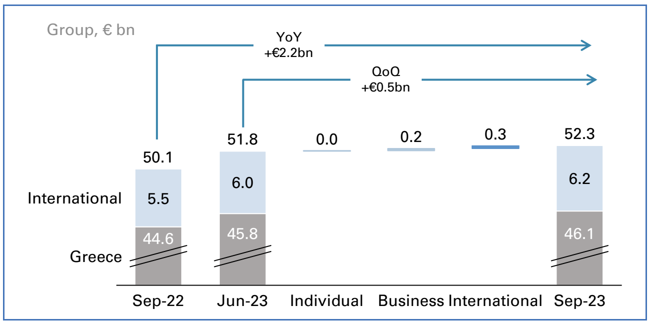
New disbursements in Greece stood at €1.9bn in the quarter, allocated to key sectors including energy, trade, transportation, manufacturing and tourism. Note that the gross loan figure includes €5.2bn of retained senior notes associated with the Galaxy and Cosmos NPE securitizations.

The Group's performing loan book (excluding the Galaxy and Cosmos senior notes) expanded in Q3 to €31.8bn (+0.9% q/q or €0.3bn), reflecting seasonally subdued demand for loans and a slowdown in repayments. On a yearly basis, performing loans expanded by +1.4% y/y.

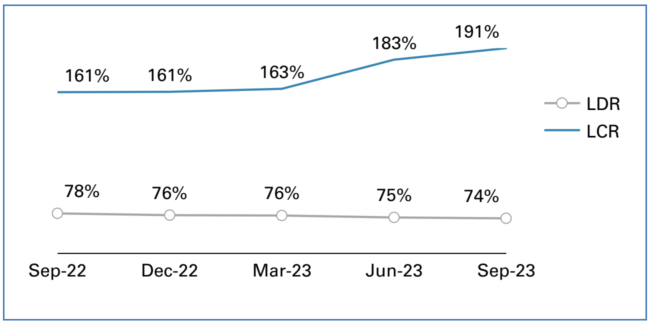
Net credit expansion in Greece stood at €0.1bn, on the back of still high level of repayments while disbursements are expected to grow in the coming quarters on the back of a healthy pipeline.

Customer deposits up +€0.5bn q/q driven by Businesses; Slow shift to domestic time deposits, +1pp q/q

Deposits evolution



Group LCR & LDR



The Group's deposit base increased by €0.5 bn q/q to €52.3bn, reflecting higher term deposits mainly from businesses. On an annual basis, the Group's deposit base expanded by €2.2bn or +4.5%.

The shift to time deposits continued in Q3, albeit at a slow pace, with Time deposits, excluding the state, accounting for 25% of the domestic deposit base, up by +2pp versus Q2. The cost of time deposits increased to 2.19%, including the impact of USD time deposits, vs. 1.86% in the previous quarter. As of the third quarter, the total stock of domestic deposits had a beta of 15% with the euro deposit beta at 12%, reflecting the slow migration to time deposits and a higher Euribor rate.

Comfortable liquidity metrics

The Group's **TLTRO funding** stood at €5bn at the end of Q3, stable q/q. The Bank's blended funding cost stood at 128bps in the quarter, up from 118bps in Q2 2023, mainly attributable to the higher cost of deposits and wholesale funding.

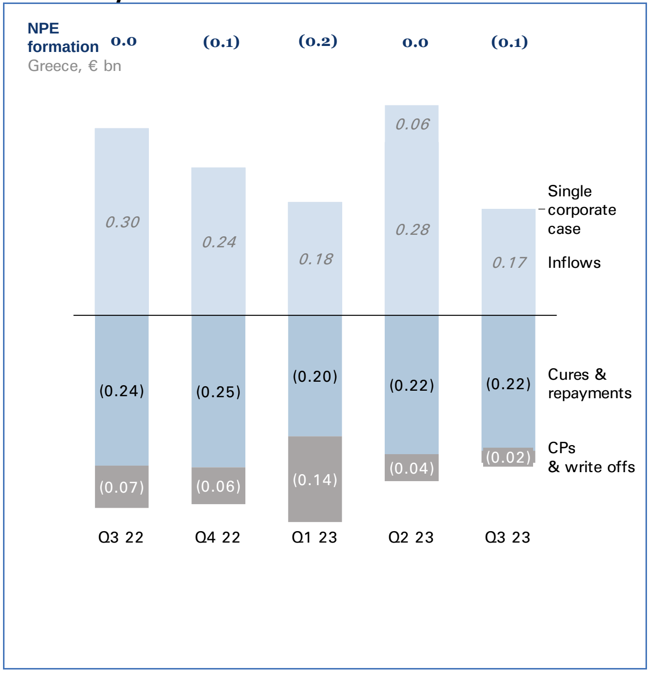
The Group's strong liquidity profile is evidenced by the net **Loan-to-Deposit** ratio of 74%, while the Group's LCR increased to 191% vs. 183% in the previous quarter, far exceeding regulatory thresholds and management targets.

Asset Quality

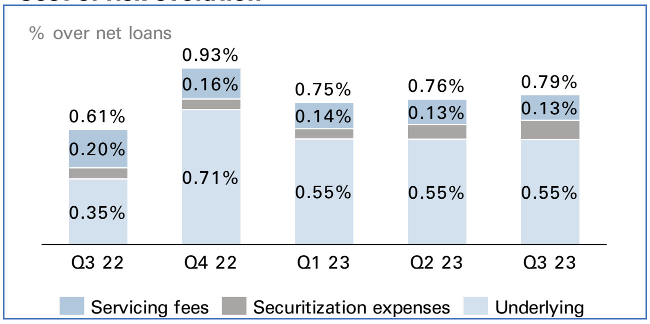
Group NPE ratio at 7.2%, down 40bps q/q

The **NPE stock** declined by €0.1bn q/q to €2.9bn, as consistently lower organic inflows were more than offset by robust curing activity and repayments. The **NPE ratio** contracted to 7.2%, down by 40bps versus Q2.

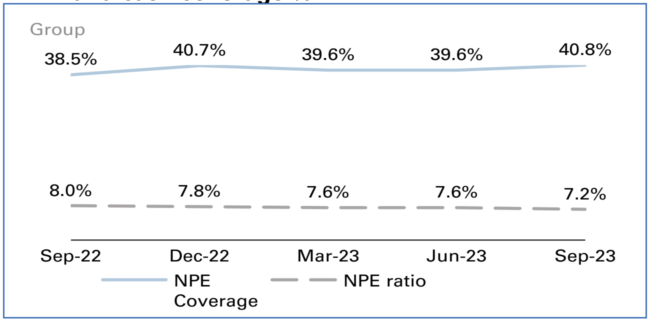
Quarterly NPE Formation



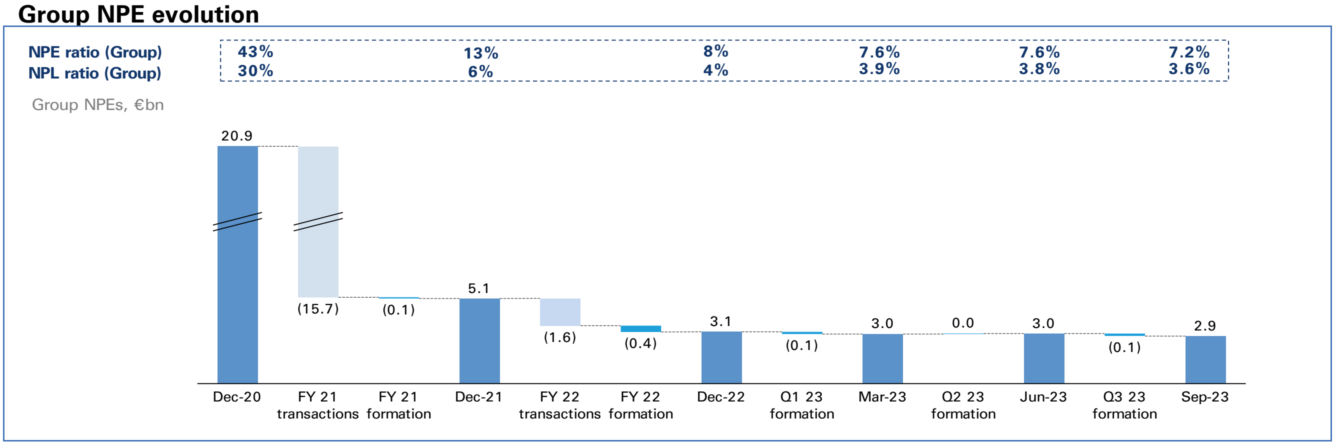
Cost of risk evolution



NPE and cash coverage %



Group NPE evolution



Group NPE Coverage of 41%

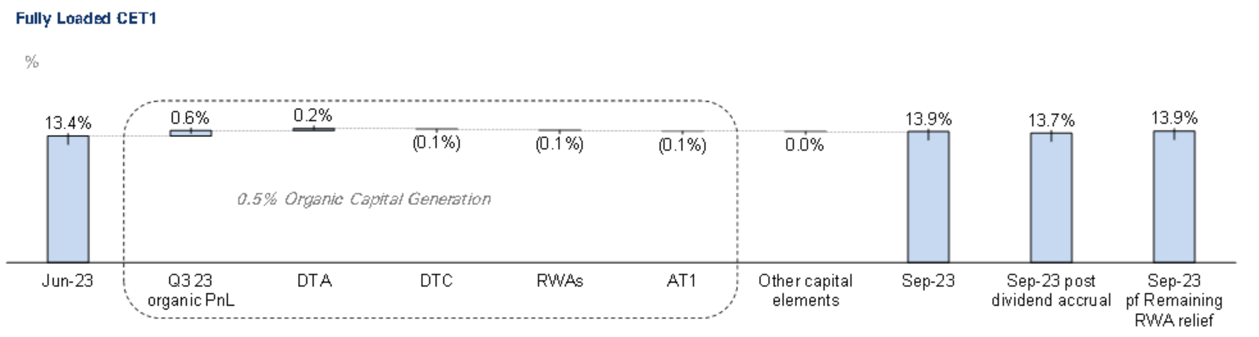
The **Group's NPE cash coverage** increased to 41% at the end of Q3, while total coverage including collateral reached 114%. The **Group NPL coverage ratio** reached 81%, while total coverage including collateral reached 148%.

The coverage ratio reflects the underlying asset mix, with a high bias towards retail secured exposures and a large portion consisting of paying customers. Out of the €2.9bn stock of NPEs for the Group, approximately half are mortgages (50% of stock), with a significant portion of Forborne exposures less than 90dpd (45% stock or €1.3bn).

Capital

Organic capital generation at 0.5% in Q3; +c27bp to come from remaining performing loan securitizations

Capital evolution (q/q)



The Group's **Fully Loaded CET 1 Capital** base stood at €4.5bn, resulting in a Fully Loaded CET 1 ratio of 13.9%, or 13.7% post dividend accrual, up by 48bps q/q before dividend accrual on organic capital generation. Accounting for the remaining RWA relief stemming from the Bank's NPE transactions, the Group's FL CET 1 Ratio stands higher at 13.9%, with a further benefit of c27bps from planned synthetic securitizations envisaged for Q4 2023.

The respective **Fully Loaded Total Capital Ratio** stands higher 18.2% in September 2023, when including the aforementioned RWA relief from transactions.

International operations

The international operations posted a normalised net profit of €29mn, down from €33mn in the preceding quarter and €19mn in Q3 2022. Net interest income was up by 6% in Q3, with net fee and commission income increasing by 6%. Recurring operating expenses increased by 5% q/q due to the increase in staff costs and general expenses stemming mainly from our London subsidiary. Impairments amounted to €7m for the quarter versus €2mn in the previous quarter. Net loans increased to €4.3bn (+2%), while deposits expanded to €6.2bn.

In 9M 2023, Normalised Net Profit reached €89mn compared to €40mn a year ago with a strong increase in net interest income (+61%) stemming from higher rates and a significant improvement in operational efficiency (cost-income down by 23p.p. y/y), contributing 16% to Group profits and generating an ROCET1[8] of 29%.

Athens, November 3, 2023

Alternative Performance Measures ("APMs")

Reference number	Terms	Definitions	Relevance of the metric	Abbreviation
1	Accumulated Provisions and FV adjustments	Sum of Provision for impairment losses for loans and advances to customers, the Provision for impairment losses for the total amount of off balance sheet items exposed to credit risk as disclosed in the Consolidated Financial Statements of the reported period,and the Fair Value Adjustments (10).	Standard banking terminology	LLR
2	Core Banking Income	Sum of Net interest income and Net fee and commission income as derived from the Consolidated Financial Statements of the reported period.	Profitability metric	
3	Core deposits	Sum of "Current accounts", "Savings accounts" and "Cheques payable", as derived from the Consolidated Financial Statements of the reported period, taking into account the impact from any potential restatement.	Standard banking terminology	Core depos
4	Core Operating Income	Operating Income (36) less Income from financial operations (19) less management adjustments on operating income for the corresponding period.	Profitability metric	
5	Core Pre-Provision Income	Core Operating Income (4) for the period less Recurring Operating Expenses (47) for the period.	Profitability metric	Core PPI
6	Cost of Risk	Impairment losses (14) for the period divided by the average Net Loans of the relevant period. Average balances is defined as the arithmetic average of balance at the end of the period and at the end of the previous period.	Asset quality metric	(Underlying) CoR
7	Cost/Assets	Recurring Operating Expenses (47) for the period (annualised) divided by Total Assets (19).	Efficiency metric	
8	Deposits	The figure equals Due to customers as derived from the Consolidated Balance Sheet of the reported period.	Standard banking terminology	
9	Extraordinary costs	Management adjustments on operating expenses, that do not relate to other PnL items.	Standard banking terminology	
10	Fair Value adjustments	The item corresponds to the accumulated Fair Value adjustments for non-performing exposures measured at Fair Value Through P&L (FVTPL).	Standard banking terminology	FV adj.
11	Fully-Loaded Common Equity Tier 1 ratio	Common Equity Tier 1 regulatory capital as defined by Regulation No 575/2013 (Full implementation of Basel 3) , divided by total Risk Weighted Assets	Regulatory metric of capital strength	FL CET 1 ratio
12	Gross Loans	The item corresponds to Loans and advances to customers, as reported in the Consolidated Balance Sheet of the reported period, gross of the Accumulated Provisions and FV adjustments (1) excluding the accumulated provision for impairment losses on off balance sheet items, as disclosed in the Consolidated Financial Statements of the reported period.	Standard banking terminology	
13	Impact from NPA transactions	Management adjustments to income and expense items as a result of NPE/NPA exposures transactions	Asset quality metric	
14	Impairment losses	Impairment losses on loans (16) excluding impairment losses on transactions (17).	Asset quality metric	
15	Impairment losses of which Underlying	Impairment losses (14) excluding Loans servicing fees and Commision expenses for credit protection as disclosed in the Consolidated Financial Statements of the reported period.	Asset quality metric	
16	Impairment losses on loans	Impairment losses and provisions to cover credit risk on Loans and advances to customers and related expenses as derived from the Consolidated Financial Statements of the reported period, taking into account the impact from any potential restatement, less management adjustments on impairment losses on loans for the corresponding period. Management adjustments on impairment losses on loans include events that do not occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods.	Standard banking terminology	LLP
17	Impairment losses on transactions	Represent the impact of incorporating sale scenario in the estimation of expected credit losses.	Asset quality metric	
18	Impairments & Gains/(Losses) on financial instruments, fixed assets and equity investments	Sum of Impairment losses of fixed assets and equity investments ,Gains/(Losses) on disposal of fixed assets and equity investments and Impairment losses, provisions to cover credit risk on other financial instruments as derived from the Consolidated Income Statement of the reported period, less management adjustments on Impairments & Gains/(Losses) on fixed assets and equity investments. Management adjustments on Impairments & Gains/(Losses) on financial instruments, fixed assets and equity investments include events that do not occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods.	Standard banking terminology	
19	"Income from financial operations" or "Trading Income"	Sum of Gains less losses on derecognition of financial assets measured at amortised cost and Gains less losses on financial transactions, as derived from the Consolidated Income Statement of the reported period, less management adjustments on trading income for the corresponding period.Management adjustments on trading income include events that do not occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods.	Standard banking terminology	
20	Income tax	The figure equals Income tax as disclosed in the Consolidated Financial Statements of the reported period, less management adjustments on income tax for the corresponding period. Management adjustments on income tax include events that do not occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods.	Standard banking terminology	
21	Leverage Ratio	This metric is calculated as Tier 1 capital divided by Total Assets (54).	Standard banking terminology	
22	Loan to Deposit ratio	Net Loans (24) divided by Deposits (8) at the end of the reported period.	Liquidity metric	LDR or L/D ratio
23	Net Interest Margin	Net interest income for the period (annualised) divided by the average Total Assets (54) of the relevant period. Average balance is defined as the arithmetic average of balance at the end of the period and at the end of the previous relevant period.	Profitability metric	NIM
24	Net Loans	Loans and advances to customers as derived from the Consolidated Balance Sheet of the reported period.	Standard banking terminology	
25	Non Performing Exposure Coverage	Accumulated Provisions and FV adjustments (1) plus CET 1 deductions used to cover calendar provisioning shortfall divided by NPEs (28) at the end of the reference period.	Asset quality metric	NPE (cash) coverage
26	Non Performing Exposure ratio	NPEs (28) divided by Gross Loans (12) at the end of the reference period.	Asset quality metric	NPE ratio
27	Non Performing Exposure Total Coverage	Accumulated Provisions and FV adjustments (1) plus the value of the NPE collateral, plus CET 1 deductions used to cover calendar provisioning shortfall divided by NPEs (28) at the end of the reported period.	Asset quality metric	NPE Total coverage
28	Non Performing Exposures	Non-performing exposures (28) are defined according to EBA ITS on forbearance and Non Performing Exposures as exposures that satisfy either or both of the following criteria: a) material exposures which are more than 90 days past-due b)The debtor is assessed as unlikely to pay its credit obligations in full without realisation of collateral, regardless of the existence of any past-due amount or of the number of days past due.	Asset quality metric	NPEs
29	Non Performing Exposures Collateral	Value of the NPE collateral divided by NPEs (28) at the end of the reference period.	Asset quality metric	NPE collateral

	Coverage			Coverage
30	Non Performing Loan Collateral Coverage	Value of collateral received for Non Performing Loans (28) divided by NPLs (34) at the end of the reference period.	Asset quality metric	NPL collateral Coverage
31	Non Performing Loan Coverage	Accumulated Provisions and FV adjustments (1) plus CET 1 deductions used to cover calendar provisioning shortfall divided by NPLs (34) at the end of the reference period.	Asset quality metric	NPL (cash) Coverage
32	Non Performing Loan ratio	NPLs (34) divided by Gross Loans (12) at the end of the reference period.	Asset quality metric	NPL ratio
33	Non Performing Loan Total Coverage	Accumulated Provisions and FV adjustments (1) plus the value of the NPL collateral, plus CET 1 deductions used to cover calendar provisioning shortfall divided by NPLs (Non Performing Loans) at the end of the reference period.	Asset quality metric	NPL Total Coverage
34	Non Performing Loans	Non Performing Loans (34) are Gross loans (12) that are more than 90 days past-due.	Asset quality metric	NPLs
35	Normalised Net Profit after (income) tax	Normalised profits between financial year 2022 and 2021 are not comparable due to initiation of a new normalized profits procedure effective since 1.1.2022 which does not exclude specific accounts such as the trading gains account and is based on specific principles and criteria. Main Income and expense items that are excluded for purposes of the normalized profit calculation are listed below: 1. Transformation related: a. Transformation Costs and related Expenses b. Expenses and Gains/Losses due to Non-Core Assets' Divestiture c. Expenses/Gains/Losses as a result of NPE/NPA exposures transactions' 2. Other non-recurring related: a. Expenses/Losses due to non anticipated operational risk b. Expenses/Losses due to non anticipated legal disputes c. Expenses/Gains/Losses due to short-term effect of non-anticipated and extraordinary events with significant economic impact d. Non-recurring HR/Social Security related benefits/expenses e. Impairment expenses related to owned used [and inventory] real estate assets f. Initial (one off) impact from the adoption of new or amended IFRS g. Tax related one-off expenses and gains/losses 3. Income Taxes Applied on the Aforementioned Transactions.	Profitability metric	Normalised Net PAT
36	Operating Income	Sum of Net interest income, Net fee and commission income, Gains less losses on derecognition of financial assets measured at amortised cost, Gains less losses on financial transactions and Other income, as derived from the Consolidated Income Statement of the reported period, taking into account the impact from any potential restatement.	Standard banking terminology	
37	Other (operating) income	Sum of Dividend income, Other incomeand insurance revenue/(expenses) and financial income/(expenses) from insurance contracts as derived for the Consolidated Income Statements of the reported period, taking into account the impact from any potential restatement.	Standard banking terminology	
38	Other adjustments	Include management adjustments for events that occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods and are not reflected in other lines in Income Statement.		
39	Other items	Sum of Impairment losses of fixed assets and equity investments, Gains/(Losses) on disposal of fixed assets and equity investments, Impairment losses, provisions to cover credit risk on other financial instruments, Provisions and transformation costs and Share of profit/(loss) of associates and joint ventures as derived from the Consolidated Financial Statements of the reported period, taking into account the impact from any potential restatement, less management adjustments on other items for the corresponding period. Management adjustments on other items include events that do not occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods.	Standard banking terminology	
40	PPI/Average Assets	Pre-Provision Income for the period (41) (annualised) divided by Average Total Assets (54) of the relevant period. Average balance is defined as the arithmetic average of balance at the end of the period and at the end of the previous relevant period.	Profitability metric	
41	Pre-Provision Income	Operating Income (36) for the period less Total Operating Expenses (55) for the period.	Profitability metric	PPI
42	Profit/ (Loss) before income tax	Operating Income (36) for the period less Total Operating Expenses (55) plus Impairment losses on loans (16), plus Other items (39)	Profitability metric	
43	Profit/ (Loss) after income tax from continuing operations	Profit/ (Loss) before income tax (42) for the period less Income tax (20) for the period	Profitability metric	
44	Profit/ (Loss) after income tax from discontinued operations	The figure equals Net profit/(loss) for the period after income tax, from Discontinued operations as disclosed in Consolidated Income Statement of the reported period, less management adjustments. Management adjustments on operating expenses include events that do not occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods.	Profitability metric	
45	Profit/ (Loss) attributable to shareholders	Profit/ (Loss) after income tax from continuing operations (43) for the period, plus Impact from NPA transactions (13), plus Profit/ (Loss) after income tax from discontinued operations (44), plus Other adjustments (38), plus Non-controlling interests as disclosed in Consolidated Income Statement of the reported period.	Profitability metric	
46	Recurring Cost to Income ratio	Recurring Operating Expenses (47) for the period divided by Core Operating Income (4) for the period.	Efficiency metric	C/I ratio
47	Recurring Operating Expenses	Total Operating Expenses (55) less management adjustments on operating expenses. Management adjustments on operating expenses include events that do not occur with a certain frequency, and events that are directly affected by the current market conditions and/or present significant variation between the reporting periods.	Efficiency metric	Recurring OPEX
48	Return on Equity	Net profit/(loss) attributable to: Equity holders of the Bank (annualised), as disclosed in Consolidated Income Statement divided by the Average balance of Equity attributable to holders of the Company, as disclosed in the Consolidated Balance sheet at the reported date, taking into account the impact from any potential restatement. Average balance is defined as the arithmetic average of the balance at the end of the period and at the end of the previous relevant period.	Profitability metric	RoE
49	"Return on Tangible Book Value" or "Return on Tangible Equity"	Net profit/(loss) attributable to: Equity holders of the Bank (annualised), as disclosed in Consolidated Income Statement divided by the Average balance of Tangible Book Value (52). Average balance is defined as the arithmetic average of the balance at the end of the period and at the end of the previous relevant period.	Profitability metric	RoTBV or RoTE
50	RWA Density	Risk Weighted Assets divided by Total Assets (54) of the relevant period.	Standard banking terminology	
51	Securities	Sum of Investment securities and Trading securities, as defined in the consolidated Balance Sheet of the reported period.	Standard banking terminology	
52	Tangible Book Value or Tangible Equity	Total Equity excluding the sum of Goodwill and other intangible assets, Non-controlling interests and Additional Tier 1 capital & Hybrid securities. All terms disclosed in the Consolidated Balance sheet at the reported date, taking into account the impact from any potential restatement.	Standard banking terminology	TBV or TE
53	Tangible Book Value per share	Tangible Book Value (52) divided by the outstanding number of shares.	Valuation metric	TBV/share
54	Total Assets	Total Assets (54) as derived from the Consolidated Balance Sheet of the reported period, taking into account the impact from any potential restatement.	Standard banking terminology	TA
55	Total Operating Expenses	Sum of Staff costs, Voluntary exit scheme program expenses, General administrative expenses, Depreciation and amortization, Other expenses as derived from the Consolidated Income Statement of the reported period taking into account the impact from any potential restatement.	Standard banking terminology	Total OPEX

P&L | Group (€mn)	Bridge between Fin. Statements & APMs			Bridge between APMs & Normalized profit		
Q3 2023	Accounting	Delta	APMs	APMs	Delta	Normalized
Net Interest Income	477		477	477		477
Net fee & commission income	109		109	109		109
Trading income	(14)		(14)	(14)		(14)
Other income	15		15	15		15
Operating Income	**587**		**587**	**587**		**587**
Staff costs	(99)		(99)	(99)		(99)
General Administrative Expenses	(93)		(93)	(93)		(93)
Depreciation & Amortization	(44)		(44)	(44)		(44)
Recurring Operating Expenses			**(235)**	**(235)**		**(235)**
Extraordinary			0	0		0
Total Operating Expenses	**(235)**		**(235)**	**(235)**		**(235)**
Core Pre-Provision Income			**365**	**365**		**365**
Pre-Provision Income			**352**	**352**		**352**
Impairment Losses	**(81)**	**5**	**(76)**	**(76)**		**(76)**
o/w Underlying			*(53)*	*(53)*		*(53)*
o/w servicing fees			*(13)*	*(13)*		*(13)*
o/w securitization expenses			*(10)*	*(10)*		*(10)*
o/w Covid			*0*	*0*		*0*
Other impairments	13		13	13		13
Impairment losses of fixed assets and equity investments	3	(7)	(4)	(4)		(4)
Gains/(Losses) on disposal of fixed assets and equity investments	1	(1)	0	0		0
Provisions and transformation costs	(23)	23	0	0		0
Share of Profit/(Loss) of associates and JVs	0		0	0		0
Profit/ (Loss) Before Income Tax	**265**		**285**	**285**		**285**
Income Tax	(77)	0	(77)	(77)	(0)	(77)
Profit/ (Loss) after income tax	**188**		**208**	**208**		**208**
Impact from NPA transactions, discontinued operations & other adjustments		(20)	(20)	(20)	20	0
Reported Profit/ (Loss) after income tax	**188**	0	**188**	**188**	**20**	**208**

P&L | Group (€mn)	Bridge between Fin. Statements & APMs			Bridge between APMs & Normalized profit		
9M 2023	**Accounting**	**Delta**	**APMs**	**APMs**	**Delta**	**Normalized**
Net Interest Income	1,341		1,341	1,341		1,341
Net fee & commission income	294		294	294		294
Trading income	29	2	31	31		31
Other income	32		32	32		32
Operating Income	**1,695**		**1,697**	**1,697**		**1,697**
Staff costs	(290)	(0)	(290)	(290)		(290)
General Administrative Expenses	(300)	5	(295)	(295)		(295)
Depreciation & Amortization	(127)		(127)	(127)		(127)
Recurring Operating Expenses			**(711)**	**(711)**		**(711)**
Extraordinary		(5)	(5)	(5)	5	0
Total Operating Expenses	**(716)**		**(716)**	**(716)**		**(711)**
Core Pre-Provision Income			955	955		955
Pre-Provision Income			981	981		986
Impairment Losses	**(273)**	**52**	**(222)**	**(222)**		**(222)**
o/w Underlying			(160)	(160)		(160)
o/w servicing fees			(39)	(39)		(39)
o/w securitization expenses			(22)	(22)		(22)
o/w Covid			0	0		0
Other impairments	3		3	3		3
Impairment losses of fixed assets and equity investments	3	(3)	(1)	(1)		(1)
Gains/(Losses) on disposal of fixed assets and equity investments	13	(9)	4	4		4
Provisions and transformation costs	(42)	42	(0)	(0)		(0)
Share of Profit/(Loss) of associates and JVs	1		1	1		1
Profit/ (Loss) Before Income Tax	**682**		**766**	**766**		**771**
Income Tax	(192)	(13)	(205)	(205)	(1)	(206)
Profit/ (Loss) after income tax	**491**		**561**	**561**		**565**
Impact from NPA transactions, discontinued operations & other adjustments		(71)	(71)	(71)	71	0
Reported Profit/ (Loss) after income tax	**491**	**(0)**	**491**	**491**	**74**	**565**

[1] Normalised Profit After Tax of €208.1mn in Q3 2023, is Reported Profit /(Loss) After Tax of €188mn excluding (a) Impairment losses of fixed assets and equity investments of €7mn, (b) Losses on disposal of fixed assets and equity investments of €7mn, c) Impact from NPA transactions of €2mn and d) Discontinued operations and other adjustments of €22mn.
[2] Pro-forma for remaining RWA relief from NPA transactions including mainly Cell, Skyline, Solar and Andros.
[3] Excluding Merchant acquiring.
[4] In 9M 2023, Excluded items of €5mn mainly related to extraordinary provision on G&As.
[5] In Q3 2023, "other items" include the sum of: Other impairments of €13mn, Impairment losses of fixed assets and equity investments of -€4mn, Gains/(Losses) on disposal of fixed assets and equity investments of €0.2mn, Provisions and transformation costs €0.2mn and Share of profits of associates and Joint ventures €0.04mn. For the 9M 2023, "other items" include other impairments of €3mn, Impairment losses of fixed assets and equity investments of -€0.7mn, Gains/(Losses) on disposal of fixed assets and equity investments of €4mn, Provisions and transformation costs -€0.3mn and Share of profits of associates and Joint ventures €0.6mn.
[6] Q3 2023 impact from NPA transactions includes €7mn reversal of impairment of Skyline, €2mn impairment of Solar, €2mn impairment of Leasing, €1mn impairment of Sky, €1mn trading gains from Skyline, as well as tax charge related to the above.
[7] Detailed reference on normalised profits is available in the APMs section.
[8] Return on FL CET1 employed capital at 13% management target.

About Alpha Services and Holdings

Alpha Services and Holdings S.A. (under the distinctive title Alpha Services and Holdings) is a financial holdings company, listed on the Athens Stock Exchange, and the parent company of the banking institution "ALPHA BANK S.A.".

Subsequent to the corporate transformation that took place in April 2021, the banking operations were hived-down to a new wholly owned banking subsidiary (Alpha Bank S.A.).

Alpha Bank S.A. is 100% subsidiary of Alpha Services and Holdings S.A. and one of the leading Groups of the financial sector in Greece which was founded in 1879 by J.F. Costopoulos. The Bank offers a wide range of high-quality financial products and services, including retail banking, SMEs and corporate banking, asset management and private banking, the distribution of insurance products, investment banking, brokerage and real estate management.

https://www.alphaholdings.gr/en/investor-relations

Enquiries

Alpha Services and Holdings	FGS Global
Iason Kepaptsoglou	Edward Simpkins
Manager, Investor Relations Division	Tel. +44 207 251 3801
E-mail: ir@alphaholdings.gr	
Tel: +30 210 326 2271, +30 210 326 2274	

Disclaimer