DEEP DIVE COMMERCIAL & PERSONAL BANKING – FRANCE CPBF

26 June 2025



The bank for a changing world

OVERVIEW | Speakers



Thierry LABORDE Group Chief Operating Officer Head of Commercial, Personal Banking & Services



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Lars MACHENIL Group Chief Financial Officer



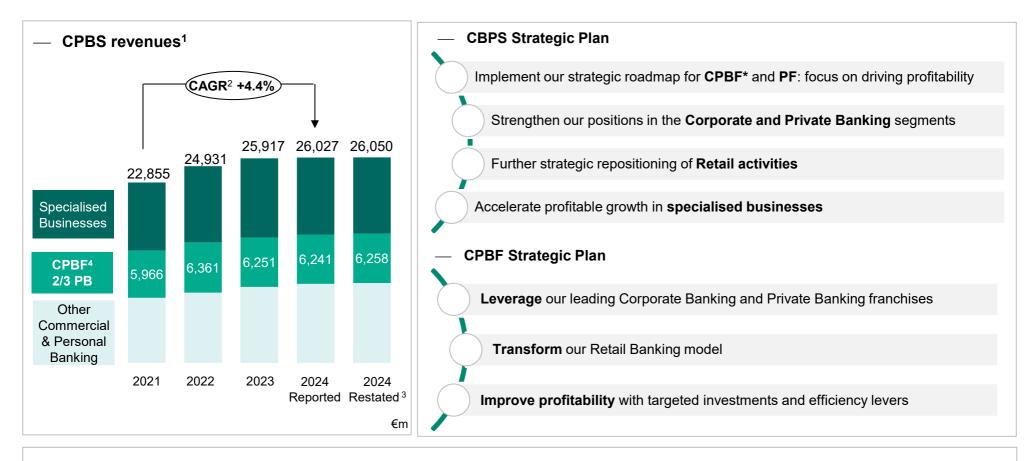
Maryline ANGLARET Chief Financial Officer Commercial & Personal Banking in France



Pierre RUHLMANN Chief Operating Officer Commercial & Personal Banking in France



INTRODUCTION | CPBF at the heart of CPBS roadmap

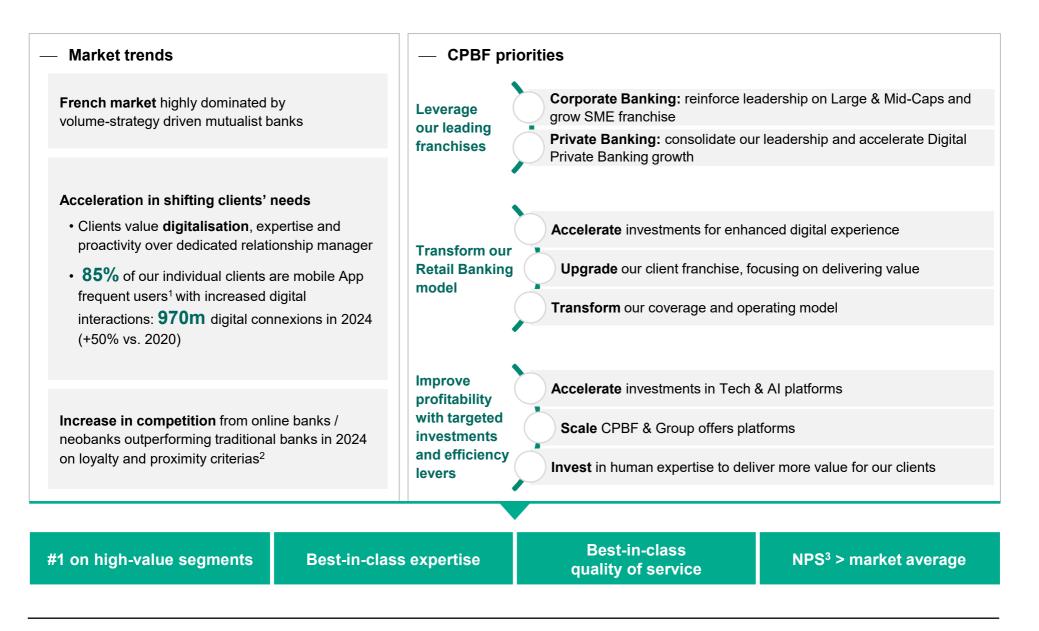


CPBS^{3,4} contribution to 2024 Group results

% Group revenues	% Group pre-tax income	% RWA	RONE (pre-tax)⁵
53%	44%	55%	12.7%
		*The plan ha	is been presented to the works council for consulta



INTRODUCTION | New strategic plan to better address shift in clients' needs, improve profitability and adapt to the competitive landscape



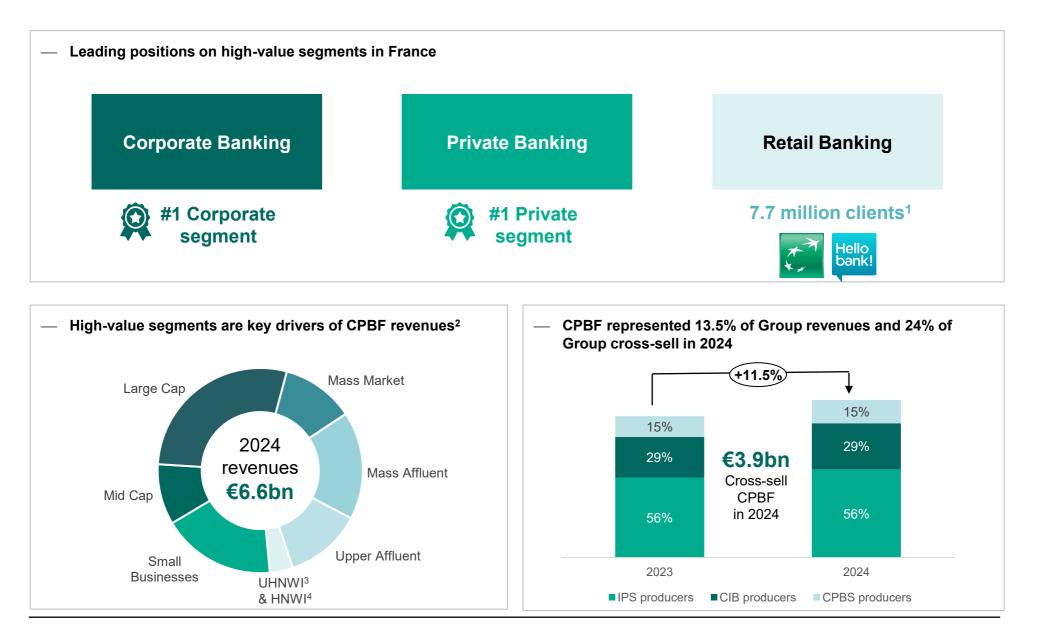


INTRODUCTION | CPBF strategic plan will raise profitability to >17% RONE by 2028

	2024 ¹	2028	— 24-28 Growth drivers
	100% exc	luding PEL / CEL	• Revenue growth expected >+5% 24-28 CAGR; strong growth every year, though not linear
1 Revenues	€6.6bn	>+5% 24-28 CAGR	 Conservative assumptions for loans and deposits growth NII to overtake fees as main source of revenue
2 Jaws Effect	+1 pt	+3-4 pts on average over 24-28	 growth Similar trends at 100% and 2/3 of Private Banking
3 Cost of risk	29 bps	<25 bps 24-28	 Profitability Cost discipline: Jaws effect, investments costs
4 RWA ²	€102.8bn	~+2% 24-28 CAGR	 Capital allocation discipline to most profitable franchises: Corporate and Private Banking
RONE ³	9.8%	>17%	 Cost of risk expected to be stable across the cycle, base effect in 2024 due to a specific file Strong RONE improvement in Retail

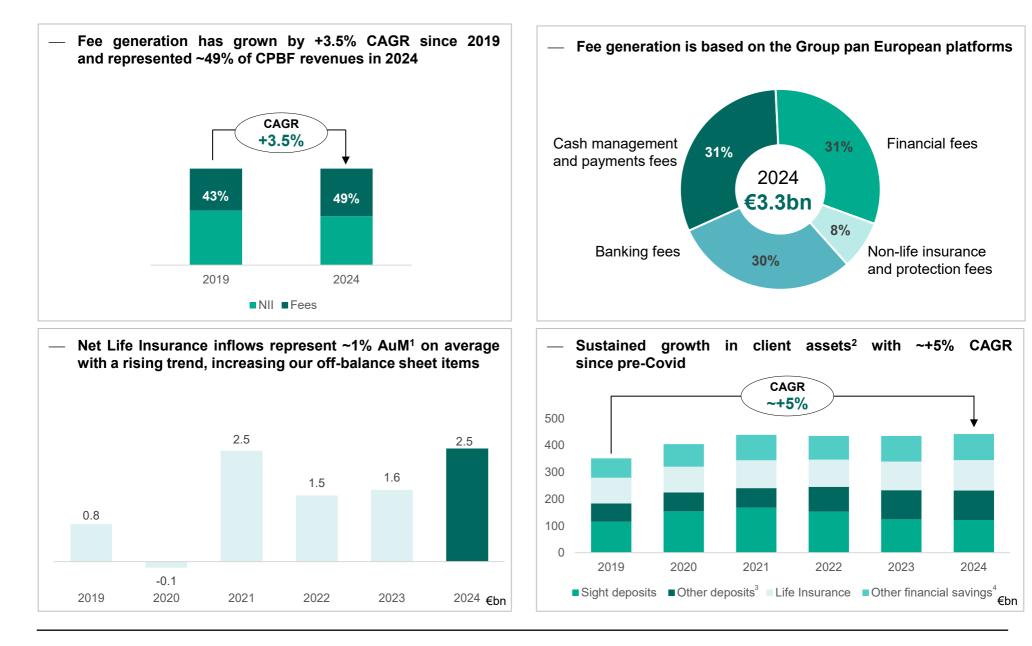


INTRODUCTION | CPBF is the Group entry point for high-value segments and a key contributor to Group cross-selling





INTRODUCTION | CPBF attractive offer fuels fee generation and ability to collect deposits





INTRODUCTION | Change in market dynamics cut the profitability rebound short

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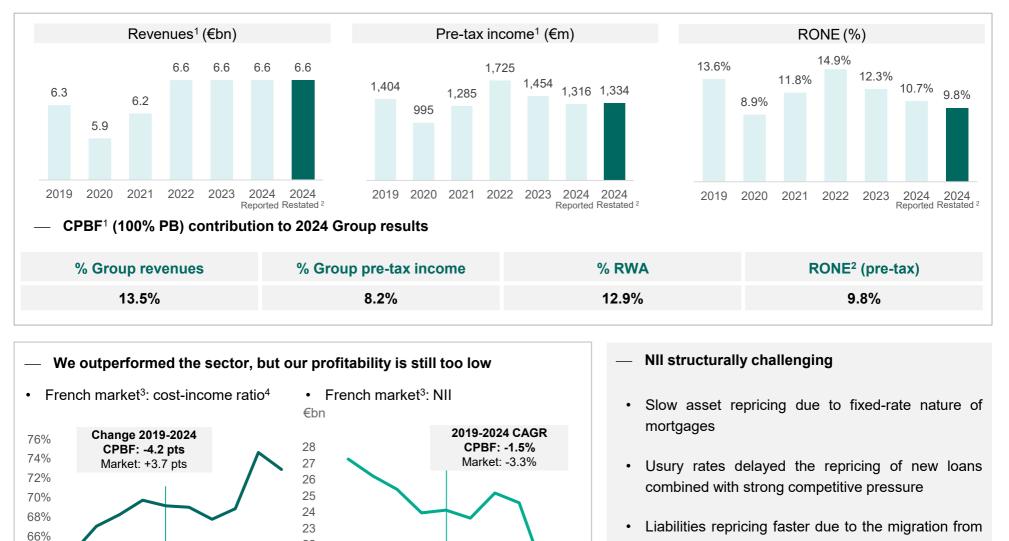
21

20

19

2010 2017 2010 2010,

2015



🚰 BNP PARIBAS

64%

62%

60%

2013 2010 2011

024

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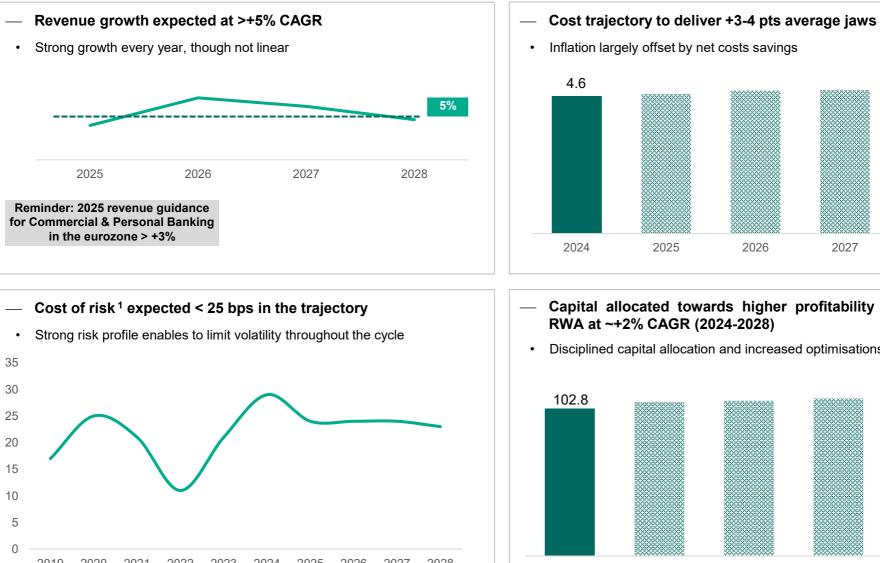
sight deposits to term deposits

balance sheet products

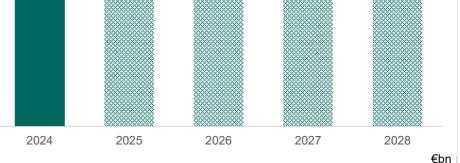
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Significant mix shift towards term deposits and off

FINANCIAL CPBF RONE trajectory is supported by revenue rebound and discipline across the board TRAJECTORY |



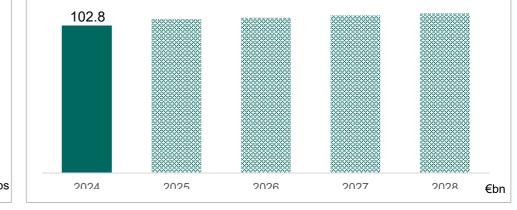
Inflation largely offset by net costs savings



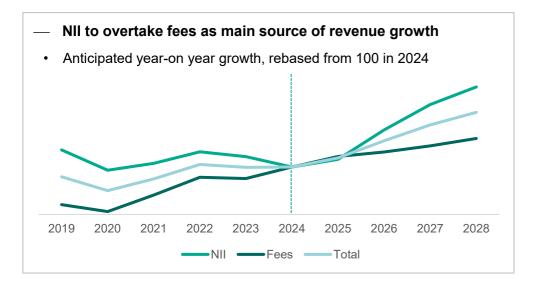
Capital allocated towards higher profitability activities with

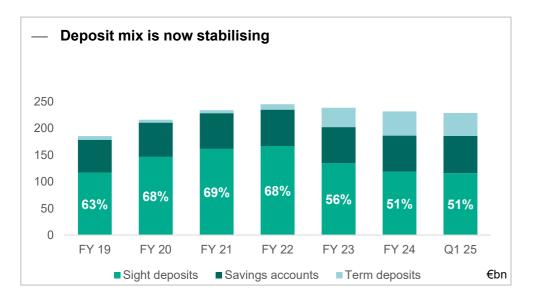


Disciplined capital allocation and increased optimisations



FINANCIAL TRAJECTORY | CPBF strong revenue growth will be significantly helped by anticipated NII rebound





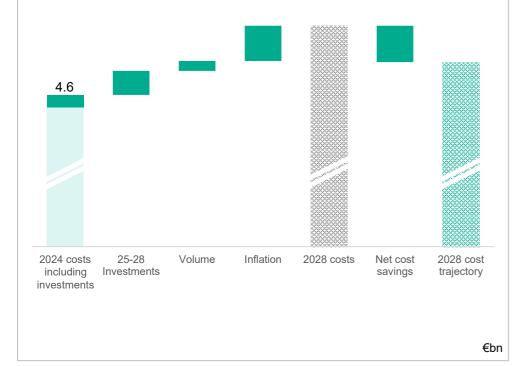
- Investment 'philosophy' used for the plan
- Deposit growth ~ +1% 24-28 CAGR
- New cash contributing only a fraction to the overall NII increase
- Stable deposit mix
- Significant increase in deposit margin until 2028 due to nonremunerated deposits and savings accounts
- Non-remunerated deposits largely invested on various tenures, averaging ~ 5-10 years
- Trajectory based on the following rate scenario
- ~ 2.0% for overnight deposit rate
- ~ 2.5% for long-end rate
- Sensitivities
- Volume of current account is the main driver of NII
- +/-€ 1bn: impact on NII of +/- ~€20m on an annual basis
- -50 bp parallel shock starting at the end of June 2025: impact on NII of ~-€100m in 2026 rising to ~-€250m in 2028
- -50 bp shock on short-end (< 2 years): impact on NII ~1/3 of parallel shock



FINANCIAL TRAJECTORY | Costs: jaws trajectory achieved thanks to the transformation of our model

Costs trajectory

- Strong jaws effect of +3-4pts over 2024-2028, consistent with revenue trajectory
- Inflation largely offset by Net Costs Savings
- Acceleration in investments fuelling efficiency and profitability
- · Transformation costs for the plan fully allocated to CPBF



Net cost savings levers

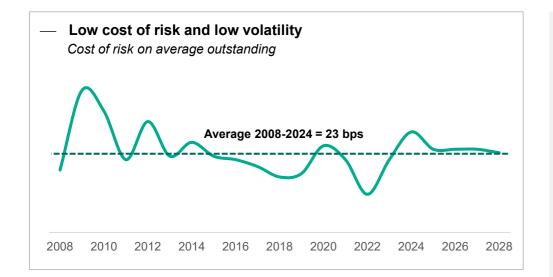
- Optimisation
- CPBF central functions streamlining
- Real estate footprint
- Cost control governance on external expenses
- Infrastructure mutualisation
- 4 banks mutualising ATMs under the brand 'Cash Services' to reduce costs while increasing access to ATMs (down from 10,000 to 7,000 sites in target)
- Card payment processing shared with BPCE Group (17bn transactions p.a.)
- Industrialisation / technology
- Client selfcare and digital autonomy reducing cost-to-serve
- Continued improvement of our back offices (90 automated scripts live)
- Al roadmap to reduce cost-to-serve

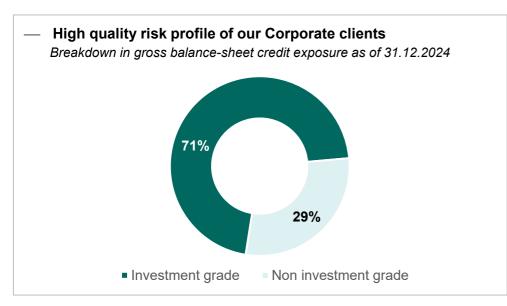
FTE trajectory

• -2.2% to -2.5% FTE decrease on average each year from 2026 to 2030, with no departure plan



FINANCIAL TRAJECTORY | Prudent risk management limits volatility throughout the cycle





- Strong risk profile thanks to our selective client base
- Mortgages: < 5 bps cost of risk, low volatility, for target customers
- Corporates: focus on clients offering stronger growth prospects
- Private Banking clients: < 5 bps cost of risk
- Low volatility in cost of risk
- Peak at 41 bps in 2009
- One large file in 2024
- Very few exceptions outside of the 15-25 bps range
- Positioning on high quality Corporate client base
- Investment grade Corporate clients: ~70% of gross credit exposure in 2024, stable vs 2023
- Improved asset quality: average probability of default decreasing in 2024, starting from a low level



FINANCIAL TRAJECTORY | RWA optimisation to partly offset supervisory pressure and fund our strategic priorities



- Disciplined loan growth over 2024-2028
- ~+1% per year
- Capital allocation towards strategic initiatives
- ~90% of organic growth on Corporate and Private Banking
- Corporate, notably Private Equity through BNP Paribas Development with a strong growth trajectory
- Private Banking: RWA allocation for external client acquisition and to extend financing solutions
- Supervisory headwinds Models
- Equivalent to 7 bps of Group CET1 cumulative over 4 years
- Increase of RWA optimisations
- Insurance and SRT transactions: a multi-year track record (4 new SRT transactions in 2024) with CIB
- More than **€10bn** RWA cumulative savings at the end of 2024, CPBF generating **25%** of Group savings
- RWA savings stepping up over 2024-2028 with an increase in number and size of transactions and greater focus on "Originate & Distribute"



STRATEGIC PRIORITIES | Corporate Banking - Reinforce our leading positions on Large & Mid-Caps and grow SME franchise

Ambitious commercial strategy

- Maintain our #1 position on Large & Mid-Caps¹ and gain market share: 97% penetration rate for both SBF 120 and Cash Management activities
- Accelerate growth on SMEs¹ leveraging on expertise and regional presence
- Leverage our unique and differentiating
 One Bank integrated model
 - #1 Banking Partner for Corporates² in Europe with a 'onestop shop' model
 - Supporting clients' international expansion with strong network in
 50 countries: CPBF clients' international development and CIB clients' development in France

Scale our expertise platforms

- Leverage on our sectors expertise: Defence, ESG Pure Players, NBFI³, including
 - Innovative companies: #1 position⁴
 with 3,500 clients in 2024, targeting
 >5,000 clients in 2030
 - Image & Media: targeting €100m revenues in 2030
- Leverage on our unique regional platforms
 - **39** Business Centres
 - 65 We Are Innovation Centres
- Leverage on BNP Paribas Development to increase Private Equity revenues

Accelerate growth at marginal costs

- Low capital-intensive products, with more recurring fees on Transaction Banking & Insurance
- Leverage on Data & AI (e.g. 39% of credit requests granted in < 8 days – Vs.16% in 2023)

 Continue tech investments and automation to improve client experience on KYC, Credit and Servicing with ambitious targets:

- Credit requests: 70% automated for contracting process
- Servicing requests: 45% automated

Robust expertise to secure our ambitions

#1 M&A⁴	#1 Equity⁵ Capital Market	#1 Debt ⁶ Capital Market	#1 Loans ⁷	#1 Cash Management ⁸	#1 Trade Finance ⁸

STRATEGIC PRIORITIES |

Maintain our position as leading Private Bank in France

- Grow faster with external client acquisition on targeted segments: Upper Affluent clients with AuM>€1m, Multi-Family offices, Private Holdings
- Leverage on Wealth Management and CIB platforms: discretionary portfolio management (+€12.5bn AuM by 2030, starting from €30.9bn in 2024), ESG investments, structured investments products, private assets, real estate
- Leverage on our unique CPBF integrated model
 - Develop Entrepreneurs franchise and deepen synergies with Corporate Banking
 - Upstream Retail clients: +7,300 households from Retail to Private Banking in 2024



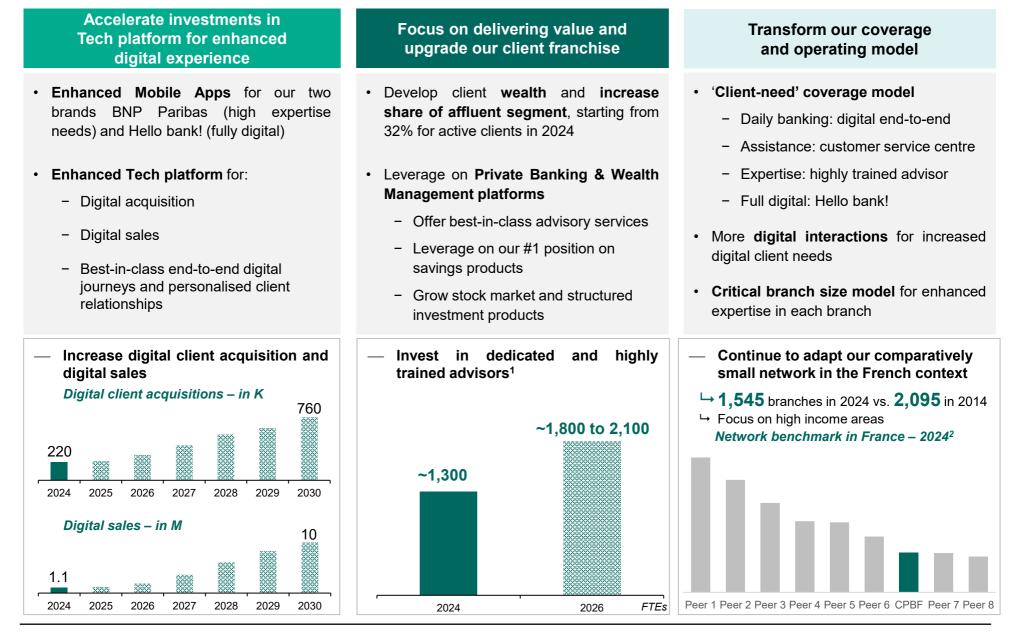
Accelerate our Digital business and Tech investments

- Accelerate digital client acquisition with our e-Private model for autonomy, digital journeys and on-demand expertise
- Tech, Data and Al platforms for:
 - targeted conversational marketing
 - extra-personalised advisory
 - customised and automated client reports
- Support growth of our High and Ultra High Net Worth clients through a new Wealth Management platform offering dedicated investment & financing solutions





STRATEGIC PRIORITIES | Retail Banking - Transform our model





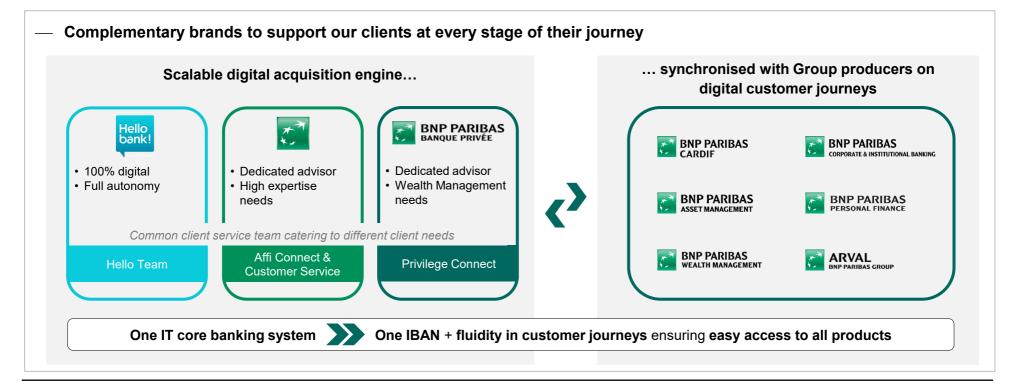
STRATEGIC PRIORITIES | Retail Banking - Fully leverage the commercial & tech advantage of our digital brand Hello bank!

– Hello bank! milestones

- **2013** | Launch of Hello bank! 100% digital brand
- 2019 | 500,000 clients milestones and new App launch
- 2020 | Launch of Hello One and Hello Prime offers
- 2021 | Launch of Hello bank! Pro offers
- 2024 | 1 million clients milestone
- 2025 | Top 3 Best recommended bank¹
- 2030 | >2 million clients

Hello bank! value-driven priorities

- Continue acceleration of selective client acquisition to develop our freemium model
- Become the primary bank for a growing share of clients (starting from 50% for active clients in 2024) and increase deposits
- Increase revenues thanks to higher rate of product per client, starting from €10.8k of average outstanding per active client in 2024





STRATEGIC PRIORITIES |

Retail Banking becomes 'Individual & Entrepreneur Banking' with a new outreach campaign

360° Media Strategy focused on digital

- Social media
- **Digital media**: podcasts, VOD platforms, newspapers web & app versions
- Traditional media: poster, press, sponsoring

Local campaign closer to clients

• **Campaign adapted** to each region for a better local outreach to Corporate clients with «BNP Paribas Entreprises»





Connecting with high-value clients through a mix of premium and mass media, as well as a strong digital and local presence

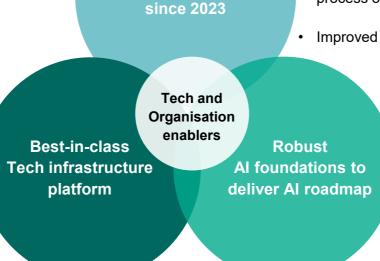


Targeted Marketing Tech investments in 6 areas to achieve best-in-class standards		
Dete driver	*	Leverage on data for a personalised customer relationship
Data driven		 Holistic customer vision regardless of the channel Leveraging data to offer best engagement decisions at every touch point
		Provide relevant content in real time to feed client digital experience
Content Supply Chain	Ŷ	 Real time, more personalised product offering Next best action based on latest interactions and browsing history Optimise management and distribution of content to deliver consistent customer experience across all channels
Personalisation	-	Engage with clients through hyper-personalised interactions
and decisional	Ú)	 Deliver a hyper-relevant and contextual customer experience in real time Prepare in real time a next best action based on recent calls and navigation browsing
		Offer a communication channel adapted to client need: human and digital
Conversational	Fil	 Al assistant or human advisor depending on client needs Personalised conversations, 24/7 Improving engagement, efficiency and satisfaction
Advertising	;	Improve advertising management with targeted digital campaigns
management		 Industrialise and improve targeted advertising Maximise ROI of marketing campaigns
lucus and		Prioritise App channel
Improved journeys	O→◇ □←Ŏ	 New journey, mortgage journey, legacy journey Optimise CPBF, Group and partners' factories Effortless cross-sell journeys



ASSETS | Our success will be driven by our Agile, Tech and AI capabilities to better serve our clients and improve efficiency

- Multi-market IT Platform: 87% applications mutualised
- Rationalisation and industrialisation:
 ~320 applications hosted in dedicated Clouds
- Real-time functionalities, API integration and servicing strategy deployed: ~400 APIs live
- IT Quality: -21% reduction in IT incidents since 2021



Agile@Scale

organisation

- Covering 95% of our IT applications and customer journeys
- Involving +2,500 employees
- Enhanced client centricity with +150 customer journey process owners, delivering in Agile mode
- Improved team empowerment: Employee NPS¹ +12 pts²

- Increase revenues at marginal costs through automation
- Leverage on external partnerships, Group AI platform, AI CPBF Centre of Expertise and AI factory
- ~60 live use cases and ~20 use cases in development

Strong foundation to drive transformation



ASSETS | Focus on our AI capabilities

— Al is a key enabler to increase revenues at marginal costs through automation

Sales industrialisation	Cost-to-serve optimisation
~35 use cases	~30 use cases

Cost of Risk optimisation ~15 use cases

Al Factory and

AI / GenAl Centre of Excellence

— CPBF reached a solid level of AI maturity and will continue to deliver the AI roadmap...

Sales

- Instant lending Corporate
- Instant lending Pro-SME
- Mortgage pricing
- SMEs Loans
- Consumer credit pricing

Client Servicing

- Smart mail inbox for advisors
- · Client Call analyser
- Client Call minutes automation
- Virtual assistant for clients
- Virtual assistant for employee

Fraud & Regtech

- · Wire transfer fraud
- Withdrawal fraud

Live

Dev

Dev

Live

Dev

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- Machine Learning for AML
- KYC recertification



Marketing

Advisor Assistant for inbound calls



Live

Live

Live

Live

Live

Dev

Customer knowledge management

- Mortgage credit process automation
- Mandates & proxies automation

...leveraging on a robust Al set-up

External Partnerships

(e.g. Mistral)

ﷺ: Gen Al use cases



Group AI platforms

(e.g. LLM, Doc Factory, Speech to text, Data

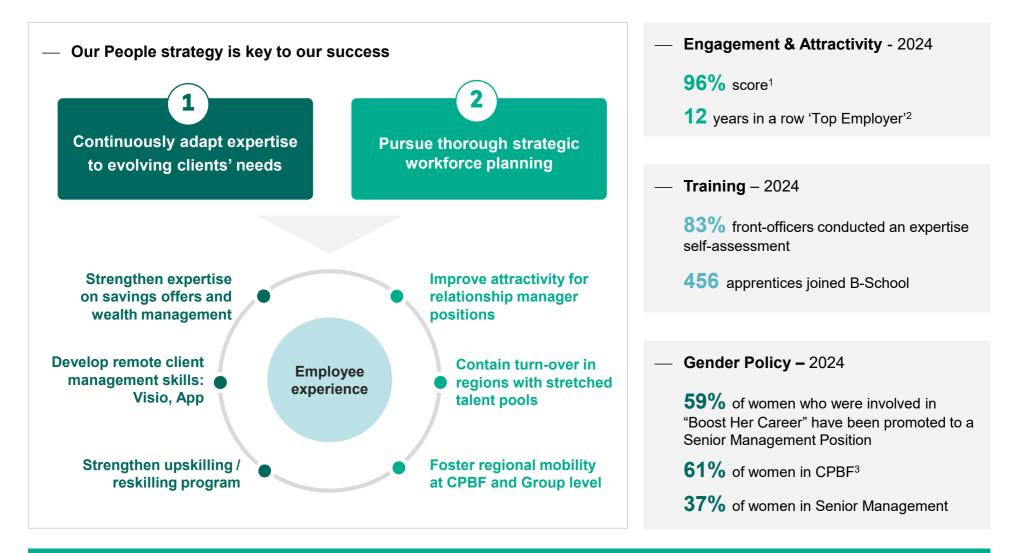
science, CPBS virtual assistant, GPUs)

ASSETS | Partnerships and mutualised platforms at the heart of our value proposition to secure profitable growth

Roll-out completed	Roll-out in progress	Roll-out to be launched
COPARTIS — Mutualised banking activities Mutualised Securities Services and Savings banking activities to drive operational performance.	 ATM mutualised platform Provide access to our clients to more ATM services (x3 to reach 7,000 sites), while improving operational efficiency across the ATM network. 	 Payment processing Innovative payments platform processing all card payments for BNP Paribas and BPCE Group in Europe (17bn transactions per year), strengthening our ability to offer efficient and innovative services to our individual and entrepreneur clients.
 Savings & Investments platform Tech platform offering Digital solutions for investment and financing advisory, with fluid and personalised digital journeys for clients and their advisors. 	 European payment services A sovereign, cutting edge European solution for all types of payments combining real-time, bank-grade security and enhanced customer value. 	 Wealth Management Platform Mutualised Core Banking System A dedicated Wealth Management platform to address Ultra High Net Worth Individuals' needs: multi-assets / multi-currency investment and financing solutions.



ASSETS | Our success will be driven by the expertise and engagement of our people



BNP Paribas counts on every employee to drive the CPBF transformation forward with no departure plan



CONCLUSION |

We have defined a clear strategy to strengthen our leading position and deliver 2028 profitability target

1	2	2	Λ	5
Revenues ¹	Jaws Effect	Cost of Risk	RWA ²	RONE ³ 2028
> +5% 24-28 CAGR	+3-4 pts on average over 24-28	<25 bps 24-28	~+2% 24-28 CAGR	>17%

— Ambitions	— Priorities	— Enablers of our success
 CPBF's strategic plan will raise the profitability to >17% RONE by 2028 	 Corporate Banking Reinforce our leading positions on Large & Mid-Caps and grow SME franchise 	 Agile, Tech and AI capabilities to better serve our clients and improve efficiency
 CPBF's RONE trajectory is supported by revenue rebound and discipline across the board CPBF's strong revenue growth will be significantly supported by the anticipated 	 Private Banking Consolidate our leading position and accelerate Digital Private Banking growth 	 Partnerships and mutualised platforms at the heart of our value proposition to secure profitable growth
NII rebound	• Individual & Entrepreneur Banking Transform our model: accelerate investments in Tech platform, upgrade client franchise, transform coverage and operating model	 Expertise and engagement of our people

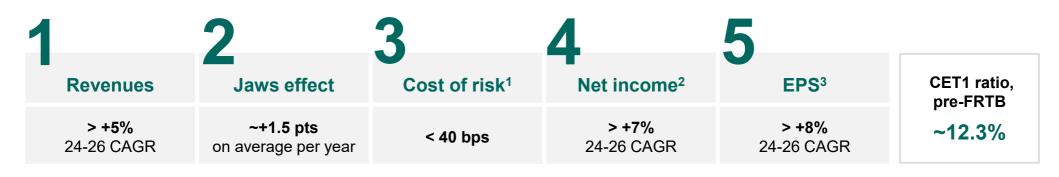


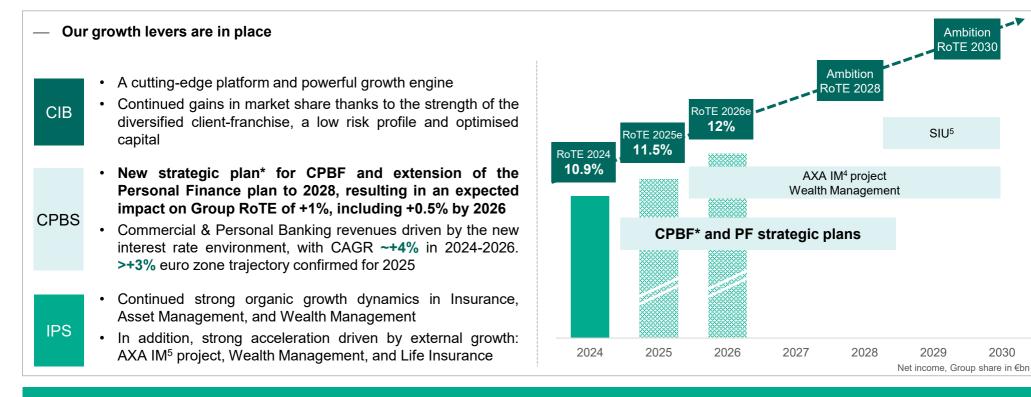
CONCLUSION | PF and CPBF plans will improve their profitability to >17% RONE by 2028

		Personal Finance	CPBF (100% PB)
1	Outstanding ¹	~ +4% 24-28 CAGR	~+1% 24-28 CAGR
2	Revenues	~+5.5% 24-28 CAGR	> +5% 24-28 CAGR
3	Jaws Effect	~+4 pts 24-28	+3-4 pts on average over 24-28
4	Cost of risk	~1.30%	< 25 bps
5	RWA ²	~+1% 24-28 CAGR	~+2% 24-28 CAGR
	RONE ³	>17%	>17%



CONCLUSION | CPBF strategic plan is part of the Group's growth and profitability trajectory





Our diversified model, our growth levers and our cycle-proof resilience constitute advantages in the current environment

*The plan has been presented to the works council for consultation



Slide 14

ENDNOTES

- Slide 3
- 1. CPBS revenues excluding contribution from Bank of the West in 2022
- 2. Compound annual growth rate (CAGR)
- 3. 2024 restated to reflect the finalisation of Basel 3 (Basel 4), the change in the allocation of normalised equity from 11% to 12% of risk-weighted assets, and the reclassification of income and business data from the non-strategic perimeter of Personal Finance to Corporate Centre.
- 4. Including 2/3 of Private Banking with PEL/CEL effects
- 5. RONE: pre-tax income / allocated equity (equity allocation at 12% of RWAs)
- Slide 4
- 1. Source: BNP Paribas
- OpinionWay Survey Oct. 2024 based on five criteria: (i) une banque solide qui inspire la confiance, (ii) la qualité de service, (iii) l'écoute des clients, (iv) une banque à laquelle je suis attachée, (v) la meilleure banque selon moi

3. Net Promoter Score

Slide 5

- 1. 2024 restated to reflect the finalisation of Basel 3 (Basel 4), the change in the allocation of normalised equity from 11% to 12% of risk-weighted assets
- 2. RWA end of period
- 3. RONE: pre-tax income / allocated equity (equity allocation at 12% of RWAs)
- Slide 6
- 1. Individual, small businesses and entrepreneur clients for our two brands BNP Paribas and Hello bank! as of 31.12.2024
- 2. Including 100% of Private Banking excluding PEL/CEL effects
- 3. Ultra High Net Worth Individuals
- 4. High Net Worth Individuals
- Slide 7
 - 1. Scope: Retail and Private Banking Assets Under Management
- 2. Scope: Commercial and Personal Banking in France
- 3. Market rate deposits and term deposits
- 4. Securities and mutual funds
- Slide 8
 - 1. Including 100% of Private Banking excluding PEL/CEL effects
 - 2. 2024 restated to reflect the finalisation of Basel 3 (Basel 4), the change in the allocation of normalised equity from 11% to 12% of risk-weighted assets
 - 3. Internal analysis based on reported information of 6 large traditional banks
 - 4. Including restructuring, adaptation and IT reinforcement costs
- Slide 9
 - 1. Cost of risk / Average loan outstanding (bps)

- Coalition Greenwich Voice of Client 2024 EMEA Corporate Banking & Cash Management Study. Analysis based on Coalition Greenwich interviews with 906/974 Corporates with annual turnover over EUR500m in Europe, and BNPP's internal taxonomy.
- 2. 2025 Coalition Greenwich Leaders: European Corporate Banking, Cash Management and FX | Coalition Greenwich
- 3. Non-Banking Financial institutions
- 4. Innovative: market penetration 2024: 88% NEXT40, 84% FT120
- 5. Dealogic 2024, #1 France by volume
- 6. Dealogic 2024, #1 France by volume & revenue
- 7. Dealogic 2024, #1 France by revenue
- Coalition Greenwich Voice of Client 2024 EMEA Corporate Banking & Cash Management Study. Analysis based on Coalition Greenwich interviews with 906/974 Corporates with annual turnover over EUR500m in Europe, and BNPP's internal taxonomy.
- Slide 15
 - 1. #1 in France by Assets Under Management from 2022 to 2024, estimations issued from April 2025 Frame study
- Slide 16
 - 1. Affinity Advisors, Wealth Development Advisors, Wealth Management Advisors
 - 2. Info Stat Marketing December 2024
- Slide 17
 - 1. Pricebank 2025 Award
- Slide 20
 - 1. Net Promoter Score
 - 2. Employee Net Promoter Score evolution between H2 2022 and H2 2024
- Slide 23
 - 1. Internal HR Pulse survey November 2024
 - 2. Top Employer 2025
 - 3. CPBF perimeter excluding Monaco, GIE Océan, Antilles-Guyane, Nouvelle Calédonie, La Réunion, Partecis, Copartis
- Slide 24
 - 1. Including 100% of Private Banking excluding PEL/CEL effects
 - 2. RWA end of period
 - 3. RONE: pre-tax income / allocated equity (equity allocation at 12% of RWAs)
- Slide 25
 - 1. Average Outstanding
 - 2. RWA end of period
 - 3. RONE: pre-tax income / allocated equity (equity allocation at 12% of RWAs)
- Slide 26
 - 1. Cost of risk does not include "Other net losses for risks on financial instruments"
 - 2. Net income, Group share
 - 3. Earnings per share calculated on the basis of Net income, Group share, adjusted for the remuneration of undated super-subordinated notes and the average end-of-period number of shares
 - 4. Subject to agreements with the relevant authorities
 - 5. SIU: Savings and Investment Union

CONTACTS AND UPCOMING EVENTS

— Investor Relations	— Upcoming events
Bénédicte Thibord, Head of Investor Relations and Financial	
Information	24 July 2025 – 2Q25 earnings reporting date
Equity	30 Sept. 2025 – 2025 Interim dividend payment date
Raphaëlle Bouvier-Flory Lisa Bugat Olivier Parenty Guillaume Tiberghien Didier Leblanc	28 Oct. 2025 – 3Q25 earnings reporting date
Tania Mansour Debt & ratings agencies	
Olivier Parenty Didier Leblanc Tania Mansour	
Individual shareholders & ESG	
Antoine Labarsouque	
Investor.relations@bnpparibas.com	

The consensus, compiled and aggregated by the Investor Relations team, is available via the following link: Equity BNP Paribas | Investors & Shareholders | BNP Paribas Group

It reflects the arithmetic average forecasts of various P&L headings for the Group, sent by analysts invited by BNP Paribas to contribute to the consensus.



DISCLAIMER

The figures included in this presentation are unaudited.

As a reminder, on 28 March 2025, BNP Paribas published quarterly series for 2024, restated to reflect, among other things, the transposition into European Union law of the finalisation of Basel 3 (Basel 4) by Regulation (EU) 2024/1623 of the European Parliament and of the Council of 31 May 2024 amending Regulation (EU) No 575/2013, the change in the allocation of normalised equity from 11% to 12% of risk-weighted assets, and the reclassification of income and business data from the non-strategic perimeter of Personal Finance to Corporate Centre. This presentation reflects this restatement.

This presentation includes forward-looking statements based on current beliefs and expectations about future events. Forward-looking statements include financial projections and estimates and their underlying assumptions, statements regarding plans, objectives and expectations with respect to future events, operations, products and services, and statements regarding future performance and synergies. Forward-looking statements are not guarantees of future performance and are subject to inherent risks, uncertainties and assumptions about BNP Paribas and its subsidiaries and investments, developments of BNP Paribas and its subsidiaries, banking industry trends, future capital expenditures and acquisitions, changes in economic conditions globally, or in BNP Paribas' principal local markets, the competitive market and regulatory factors. Those events are uncertain; their outcome may differ from current expectations which may in turn significantly affect expected results. Actual results may differ materially from those projected or implied in these forward-looking statements. Any forward-looking statement contained in this presentation speaks as of the date of this presentation.

Consequently, actual results may differ from those projected or implied in these forward-looking statements due to a variety of factors. These factors include among others: i) BNP Paribas's ability to achieve its objectives, ii) the impacts from central bank interest rate policies, whether due to continued elevated interest rates or potential significant reductions in interest rates, iii) changes (including interpretation) in regulatory capital and liquidity rules, iv) continued elevated levels of, or any resurgence in, inflation and its impacts, v) the various geopolitical uncertainties and impacts related notably to the war in Ukraine, conflicts in the Middle East, vi) the various uncertainties and impacts related to political instability, including in France, or vi) the precautionary statements included in this presentation.

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