

### Disclaimer

This announcement is based on the Interim Report. In order to fully understand the operating results, financial position and future development plans of the Bank, please read the full report carefully at the Investor Relations section of the website of the Bank or the website of the Shanghai Stock Exchange.

This report contains forward–looking statements that may involve risks and uncertainties. These statements are generally indicated by the use of forward–looking terminology such as believe, expect, anticipate, estimate, plan, project, goal, may, will or other similar words that express indication of actions or results of actions that may or are expected to occur in the future. You should not place undue reliance on these forward–looking statements, which apply only as of the date of this report. These forward–looking statements are based on information of the Bank and information from other sources we believe to be reliable. Such forward–looking statements are related to future events or the Bank's future financial, business or other performance and are subject to a number of unclear factors that could cause material difference in actual results.

Notes: 1. Unless otherwise stated, the financial indicators in this report are based on information of the Group and the business indicators are based on information of the Bank.

2. Unless otherwise stated, all data in this report are based on the Chinese Accounting Standards and the currency is RMB.



### I. Key Data



**Total assets** 

RMB7.32 trillion

up



from the end of the previous year



**Total loans** 

RMB4.21 trillion

up



from the end of the previous year



**Total deposits** 

RMB4.11 trillion

1 8.95%

from the end of the previous year



**Operating income** 

RMB74,199 million

down



YoY



Net profit attributable to holders of equity shares of the Bank

RMB24,638 million

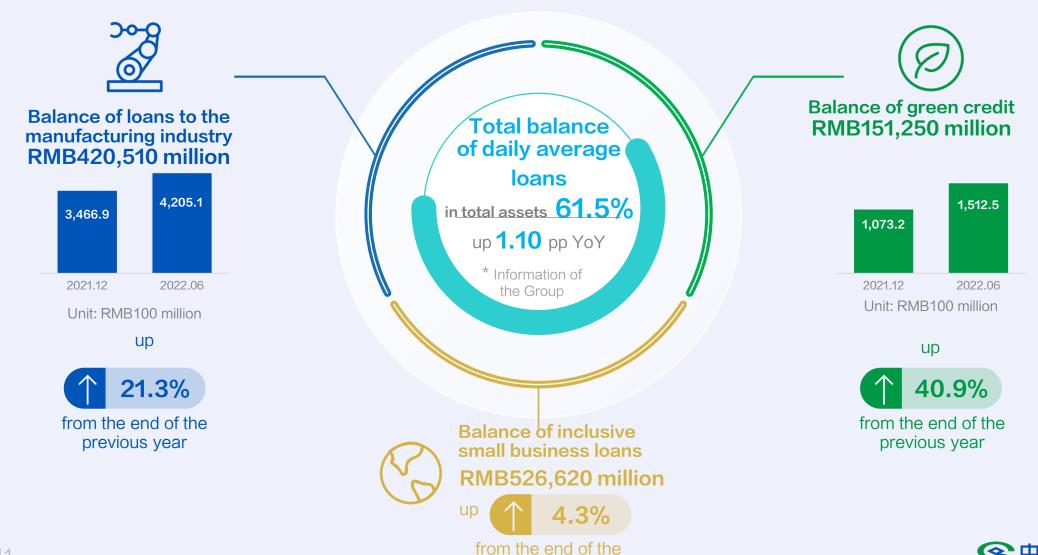
down



YoY



# II. Optimised asset structure with continued efforts in key areas



previous year



# III. Increasingly stable liabilities with significant growth in personal deposits

Balance of personal deposits

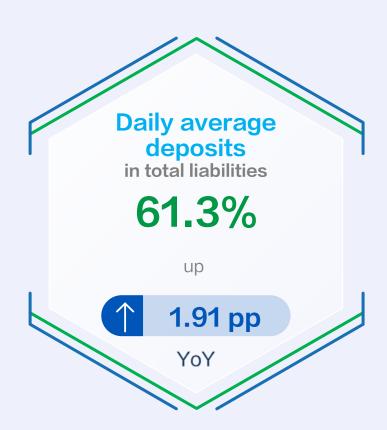


**кмв952,020 million** 

Up



from the end of the previous year





Proportion of balance of personal deposits

23.1%

up



from the end of the previous year



## IV. Practiced "customer-centric" philosophy with overall improvement in customer base



Effective corporate customers



6.3%

Balance of corporate deposits RMB3,142,160 million



**7.1%** 

Balance of corporate loans RMB2,447,450 million



**6.4**%



Effective and above retail customers



4.5%

Number of eligible private banking customers



6.6%

AUM of retail customers RMB2,202,080 million



**5.2**%



# V. Accelerated disposal of non-performing assets with steady and improved asset quality





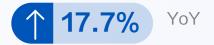
Non-performing assets
disposed
RMB48,650 million, up





Allowance used to dispose NPLs

RMB26,610 million, up





Recovery of written-off loans RMB2,920 million, up





### VI. Upgraded products and services with growing advantages in segmented areas (1/3)



### **Strategic**

**Balance of deposits** RMB1,168,400 million

up



from the end of the previous year

cleints

**Balance of loans** RMB1,074,180 million

up



from the end of the previous year

### 蒲公英计划 Dandelion Plan

One-point access, Nationwide radiation, Multi-point response, Full-scenario services

#### Relying on core enterprises



Customers referred from the chains of core enterprises

3,067 customers

Successful referral rate 21%



# VI. Upgraded products and services with growing advantages in segmented areas (2/3)





# VI. Upgraded products and services with growing advantages in segmented areas (3/3)





**"V+"** membership benefit system

Four benefit segments:

finance, shopping, entertainment and food **1.43 million** redemptions of V+ membership benefits was made during the Reporting Period

### 国民和企画 VIP benefit system

30 premium benefits, with appointment channels for the "Apex Secretary" available across the country and around the clock



Covered **295** core commercial areas in **105** cities across the country



### VII. Implemented inclusive policies and continuously delivered financial "warmth"

Pioneered to issue "20 Minsheng Measures" to bail out enterprises in difficulties

Providing customers in operating difficulties as affected by the COVID-19 with a series of services, such as loan renewal, repayment plan adjustment, remote video contract signing and deferred repayment

As at the end of the Reporting Period, the Bank provided small and micro customers with up to RMB**211,890 million** renewed loans and deferred principal and interest repayment

