



Investor presentation

Full year 2017^(*)



** unaudited 2017 consolidated key financial figures*

JULY 2018



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- Audit procedures have been performed on the key financial figures disclosed on 22nd February 2018. The audit certificate will be issued after finalization of the additional procedures required for the publication of the annual financial report.

Crédit Mutuel CM11 Group ("The Group") represents the Group members of the Caisse Fédérale de Crédit Mutuel and the consolidated data of its subsidiaries: the Caisses de Crédit Mutuel Centre Est Europe, Sud-Est, Ile de France, Savoie-Mont Blanc, Midi-Atlantique, Loire-Atlantique & Centre-Ouest, Centre, Normandie, Dauphiné-Vivarais, Méditerranée and Anjou, and their common Caisse fédérale (CF de CM), and of the Banque Fédérative du Crédit Mutuel, its main subsidiaries: ACM, BECM, IT, the CIC, Targobank Germany, Targobank Spain, Cofidis, CIC Iberbanco and others.

- This document contains unaudited 2017 consolidated key financial figures



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1. Crédit Mutuel CM11 Overview

Crédit Mutuel CM11 overview



- ✓ A real cooperative group belonging to its members.
- ✓ A bancassureur business model, financing the real economy.
- ✓ A strong financial profile.
- ✓ A « .corp », with an entrenched innovative culture.

- more than 24 mio customers
- c.4.6 mio members
- c.4,500 branches
- c.€41 bn equity capital

4 main brands

- Crédit Mutuel
- CIC
- Targobank
- Cofidis



TARGO BANK



MOODY'S

S&P Global
Ratings

FitchRatings

Aa3 / stable

A / stable

A+ / stable

2017 significant Group events

March 2017

→ BFCM acquires an additional 16 % interest in Cofidis bringing BFCM total shareholding to 70.6%.

June 2017

→ completion of “Lyfpay” a unified universal mobile payment solution with BNPP, Auchan ...designed to enhance the customer relationship.

→ Crédit Mutuel CM11 Group, through BFCM, becomes the sole shareholder of Targobank Spain by acquiring the remaining 48.98% from Banco Popular.

August 2017

→ CIC 's share delisted, CIC c.100% owned by BFCM.

October 2017

→ sale of BFCM's portfolio of listed non banking stakes (Safran ,Eiffage).

December 2017

→ CIC closes the sale of its private banking activities in Singapore and Hong Kong to Indosuez Wealth management.

Strong Results

despite a highly competitive & adverse environment



- **Net revenue:**
€14.0 bn **+4.2%**
- **Gross operating income:**
€5.6 bn **+7.8%**
- **Operating income:**
€4.7 bn **+8.5%**

2. Business model

A proven diversification model

INSURANCE

- starting point of the Group's diversification
- 2017 best year result



ELECTRONIC PAYMENTS

- #1- electronic payments in France
- #3- in flow, c.3 bn transactions in France



MOBILE PHONE

- #1-French MVNO
- more than 1.5 million clients
- highest net income ever recorded



REMOTE SURVEILLANCE

- #1-in French residential remote surveillance
- 31% of market shares in France



REAL ESTATE

- #1-first hand realtor services in France
- 10,000 reservations in 2017



Cross selling strategy in the Group's DNA

- 1970: insurance company
- 1986: home remote surveillance
- 1992: real estate agency
- 2005: mobile phone
- 2016: car sales
- 2017: cognitive factory



Continued diversification

build-up & enhancement of the multi-services model

- ✓ extensive cross selling with added value
- ✓ committed to serve clients' daily needs, with relevant services & products



comprehensive offer of services for our clients with a dedicated relationship banker

daily needs

- current account
- remote services
- mobile phone subscription

dedicated
relationship
manager

mobility

- insurance
- car maintenance
- car negotiated prices

housing/investment

- multi-risk insurance
- realtor services
- financing real estate
- home protection

Technological diversification

innovation, industrialization for decentralization support.

Business model transformation : goal # 1 for the Group

single data base

culture of innovation

- electronic payment
- mobile phone
- cognitive factory



app-based mobile payment solution



- among the best rated apps in app-stores

industrialized community information system

customers priority

- 100 000 days/man
- 250 projects
- 30% digital employees
training courses: 228 000 days scheduled in 2018



A High-tech Group

pioneer in cognitive & digital solutions in France

- ✓ digital transformation successfully deployed in various fields: retail banking (Watson), insurance (e-subscription), corporate (Epithète), payments (1st French bank to use SWIFT GPI), individuals (automation solutions) ...

WATSON : A.I.^(*)

cognitive solutions successful deployment in the networks:

- email analysis, virtual assistant
- satisfactory ratio of the 1st users: c.90% in less than 18 months



100% customer digital path in consumer credit in 2017

subscription/endorsement/proofs transmission /loan obtainment

autonomy, simplicity, timeliness

car insurance quotation:
3 pictures! Done

implemented in March 2018



today payment
lyf pay

A.I.^(*) Artificial Intelligence in partnership with IBM

3. Full year 2017 results

Strong Results (1/2)

despite corporate tax surcharge

Operational efficiency

€ m	2016	2017	% (*)
Net revenue	13,302	14,009	+4.2%
Operating expenses	-8,202	-8,458	+2.0%
Gross operating income	5,100	5,551	+7.8%
cost of risk	-826	-871	+4.4%
Operating income	4,273	4,680	+8.5%
Gains/losses on other assets	-310	-346	+11.7%
profit before tax	3,963	4,334	+8.3%
Corporate income tax	-1,383	-1,929	+40.5%
Net gains/losses on discontinued operations	44	22	n.s.
Net profit	2,624	2,427	-10.5%

(*) constant scope

Financial soundness

16.5%

+1.50%

CET 1 ratio

97%

profits
retention rate

c.€41bn

+€1.4 bn

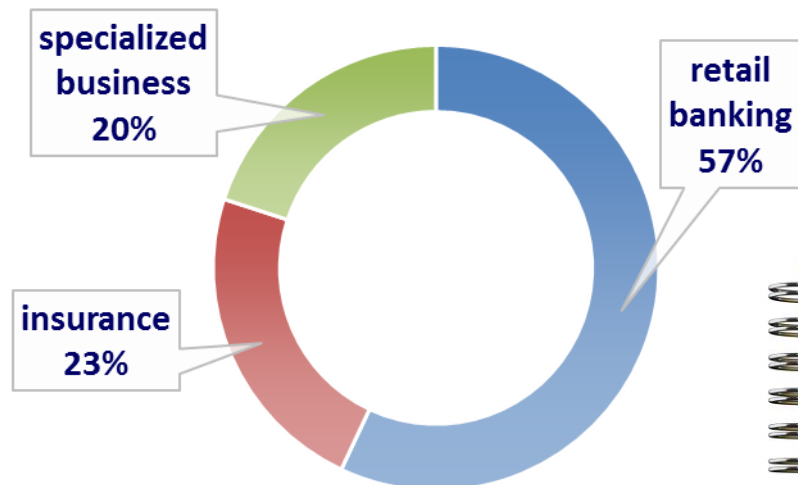
equity capital

Cost to income ratio: 60.4%

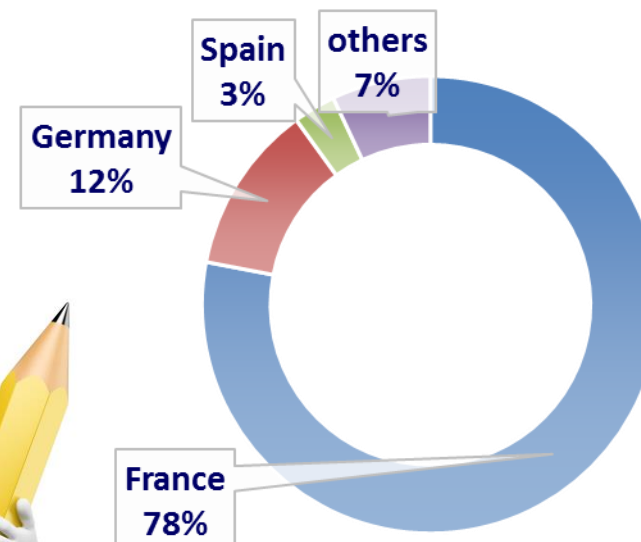


Strong results (2/2)

Net Profit by business lines

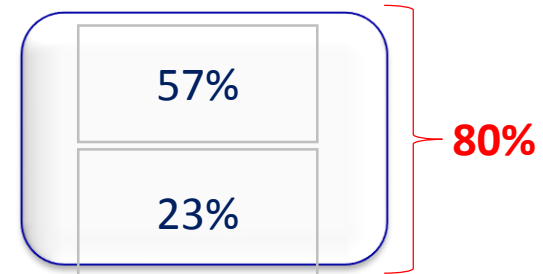


Net Revenue by Countries



Net Result contributions by Business units

(€ mio)		Revenue ^(*)	→	%	→	net profit	→	%
retail banking	Bancassurance networks: ▶ Crédit Mutuel CM11 – CIC – BECM – Targobank Support businesses lines: ▶ COFIDIS, factoring, leasing, asset mgt	10,031		67%		1,853		57%
insurance	Insurance: ▶ Groupe des Assurances du Crédit Mutuel	1,764		12%		742		23%
specialized business lines	Commercial banking: ▶ corporate banking ▶ specialized finacing ▶ international activities, branches ▶ markets Private banking: ▶ Banque de Luxembourg ▶ CIC Suisse ▶ Banque Transatlantique France, Luxemburg, Belgium Private equity: ▶ CM-CIC Investissement	1,533		10%		645		20%
IT, media, logistic	▶ Euro Information ▶ EI Telecom ▶ Euro Protection Surveillance ▶ Lyf Pay ▶ GIE CM-CIC Services ▶ GIE CM-CIC Titres ▶ Media	1,608		11%		23		ns

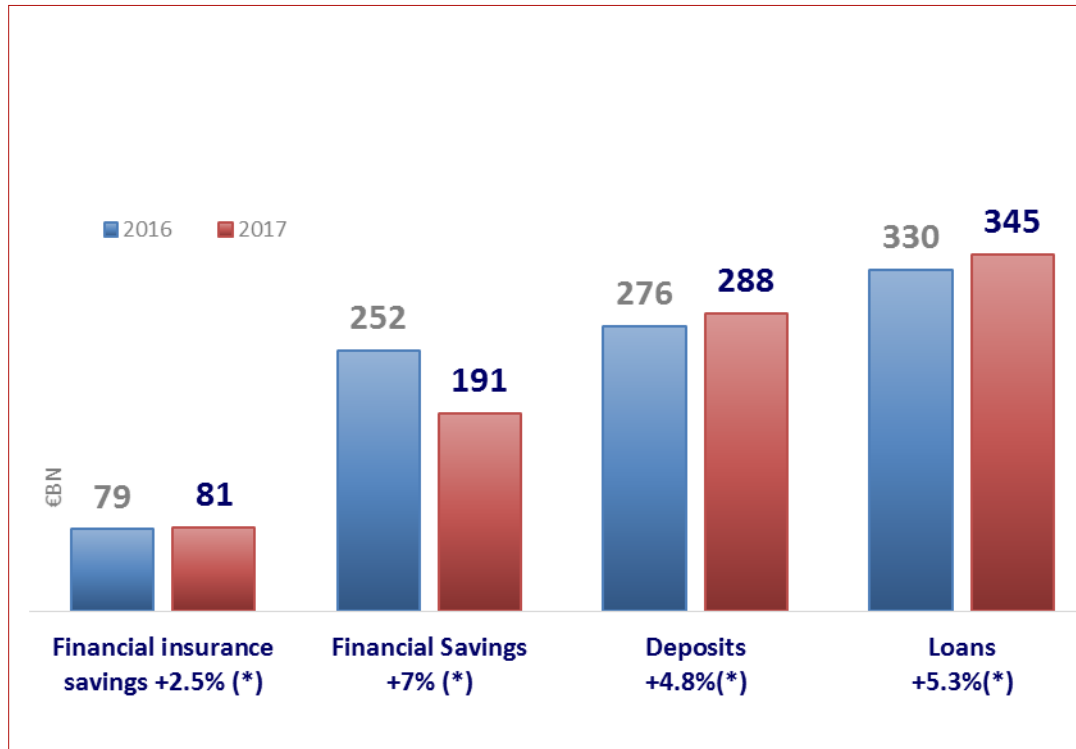


^(*) before intra group eliminations

Activity (1/4)

growth in all networks

- ✓ sustained activity in the retail networks consisting of more than 1,940 CIC branches & 1,980 Crédit Mutuel branches servicing c.7mios Crédit Mutuel clients(+0.4%) of which 88% are individuals & more than 5 million CIC clients of which 81% are individuals.



Total of Group savings & loans			
€bn	2016	2017	% ^(*)
total loans	330	345	5.3%
total savings	607	561	5.2%
bank deposits	276	288	4.8%
life insurance savings	79	81	2.5%
financial savings managed under adm	252	191	7.0%
Total Assets	609	619	+1.5%

(*) change at constant scope

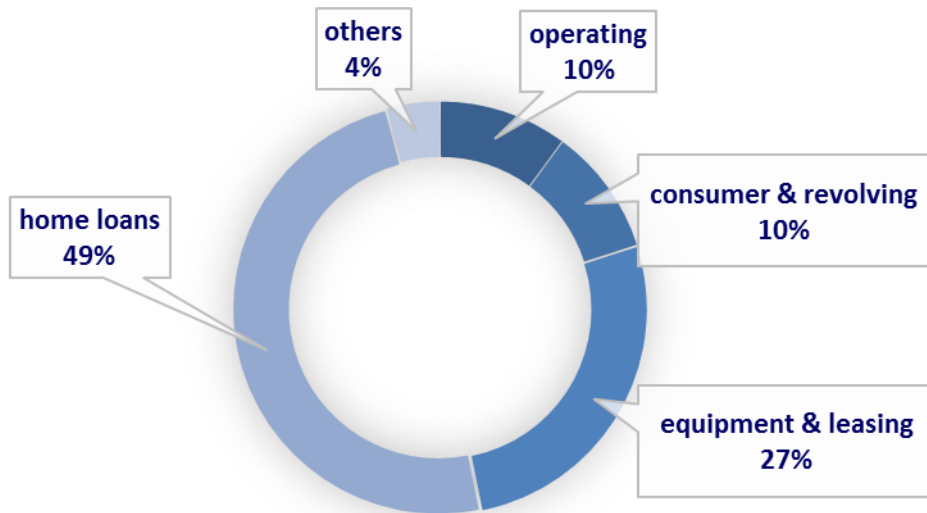
Banking activity (2/4)

loans : acceleration in equipment and leasing.

- ✓ diversification of the loan portfolio, with an increase in equipment-leasing & consumer finance representing respectively 27% & 10% of the total.
- ✓ loans outstanding amount to c.€345 bn of which €168 bn home loans which represent 49% of the total portfolio(+4% increase)



portfolio loans breakdown



loans portfolio

€bn	2016	2017	% (*)
operating	38.2	36.7	1.6%
consumer&revolving	32.1	34.3	6.6%
equipment&leasing	81.6	91.7	12.8%
home loans	161.5	168	4%
others	16.4	14.3	-12.50%
Total outstandings loans	330	345	+5.3%

(*) at a constant scope

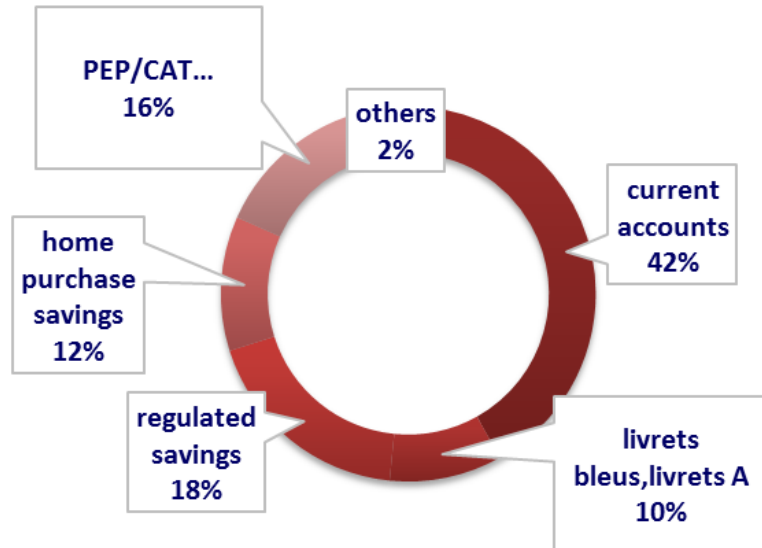
Banking activity (3/4)

deposits & savings: continued impact of a low interest rate environment

- ✓ increase in customer deposits of €12 bn mainly driven by current accounts(+13.7%) while term deposits at market rates decreased.



deposits breakdown



deposits portfolio

€ bn	2016	2017	% (*)
current accounts	106.6	120.8	13.7%
livrets bleus, livrets A	26.3	28	6.3%
regulated savings	51.4	53.3	3.8%
home purchase savings	31.1	33.4	7.5%
PEP/CAT...	52.9	45.9	-12.4%
others	7.7	6.9	-10.1%
Total savings	276	288	+4.8%

(*) at a constant scope

Banking activity (4/4)

Focus on Targobank Deutschland & Cofidis

- ✓ upturn in consumer credit & strong sales development in 2017
- ✓ growth of the market shares in consumer credit, confirming the robust momentum that has been built in this activity

TARGO BANK Deutschland

→ Net revenue:
+€1.4 bn (+2.3%)
→ Net profit:
€310 m (+4.2%)

- increase of loans outstanding by more than €1.2 bn reaching **€13.4 bn**
- increase of more than **€4 bn** total amount of **new lending⁽¹⁾ +18%**
- distance selling channels up to **+47%** (1/4 of new lending)
- new loans through physical channels⁽²⁾ remaining strong **(+8%)**
- new car loans of **€400 m (+39%)**

⁽¹⁾ excluding vendor credit

⁽²⁾ branches & mobile advisors

Cofidis

→ Net revenue:
c.€1.3 bn (+3.6%)
→ Net profit:
€213 m (+13.9%)

- Cofidis Group loans outstanding of **€10.9 bn** in 2017 **(+8%)**
- three brands:
 - Cofidis, a European online consumer loan specialist based mainly in France, Belgium, Italy, Spain and Portugal
 - Monabanq, an online bank
 - Créatis, a loan consolidation specialist

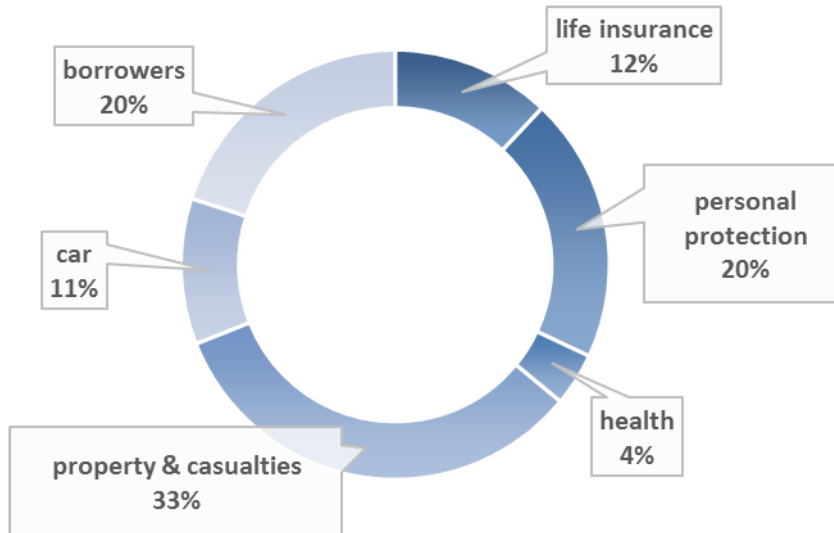
Insurance (1/2)

second business line of the Group

- ✓ a wide range of insurance products : life and non life products
- ✓ high volume in non life insurance
- ✓ rebalancing euro savings contracts new business towards unit-linked (“UL”)
- ✓ a rise of +5.2% in risk insurance (c.€4.6bn)

→ 10.7 mio policy holders (+3.5%)
 → 29.6 mio policies (+€1 million)
 → €10.2 bn consolidated premium

policies breakdown by segment



consolidated premiums

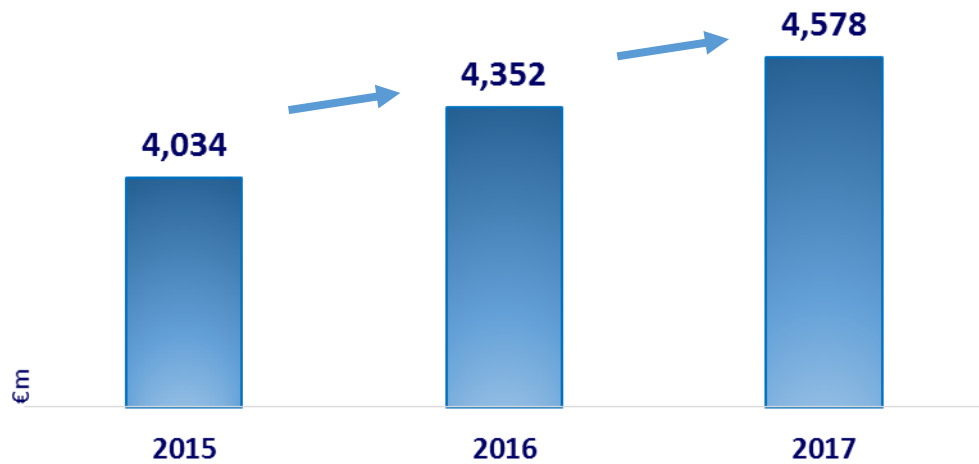
€m	2016	2017	% ^(*)
property insurance	1,751	1,850	5.6%
<i>of which motor</i>	948	1,014	7.1%
personal protection	2,601	2,728	4.9%
<i>of which borrowers</i>	1,311	1,370	4.5%
sub-total risk insurance	4,320	4,578	5.2%
life insurance	6,287	5,493	-12.6%
others	138	142	2.7%
Total consolidated premium income	10,778	10,213	-5.2%

Insurance (2/2)

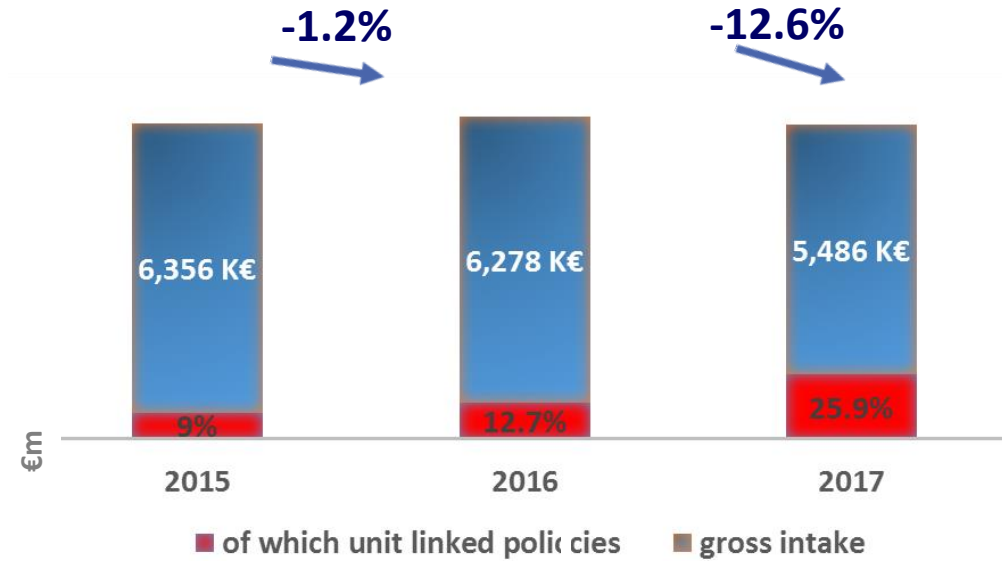
- ✓ a record year in non-life driven by strong sales growth
- ✓ high progression of motors & property portfolios (+6.0% and 4.6%, respectively)
- ✓ rebalancing in life insurance in UL in two years

→ €742 mio net profit (+1.3%)
→ €1.307 bn net commissions paid to the network

risk insurance gross written premiums



life & savings' activity



Others business units

- ✓ corporate banking, capital markets, private banking and private equity round out the group's bancassurance offering.
- ✓ these four businesses account for 10% of the Group's net revenue and 20% of its net income.

		revenue	net profit	net result contribution in %	
corporate banking & capital market	<ul style="list-style-type: none"> ▶ corporate banking ▶ specialized financing ▶ international activities, branches ▶ markets 	382	179	6 %	20%
		383	112	3 %	
private banking	<ul style="list-style-type: none"> ▶ Banque de Luxembourg ▶ CIC Suisse ▶ Banque Transatlantique 	509	141	4 %	
private equity	<ul style="list-style-type: none"> ▶ CM-CIC Investissement 	259	213	7 %	

A well managed cost of risk

cost of risk/GOP(*)

15.7%

cost of risk/loans

24 bps

€ 871 mio cost of risk: +4.4%

€ 11.7 bn NPL: -12.8%

€ 7 bn total provisions for loan impairments: -17.4%

(*) GOP :Gross Operating profit

✓ cost of risk:

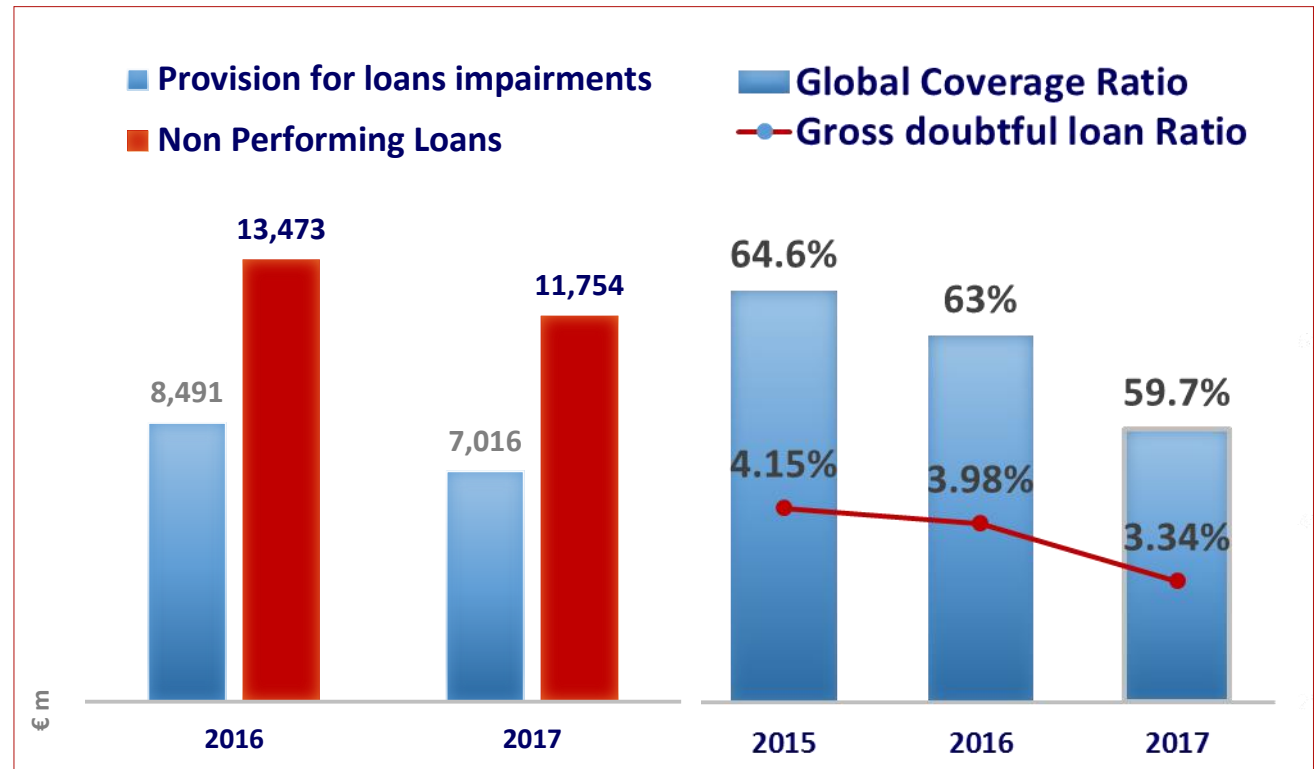
- €871mio in 2017 compared to €826 mio in 2016 (effect of collective provision)+4.4% (at constant scope)
- 5.1% decrease in individual basis cost of risk

✓ gross doubtful loan ratio:

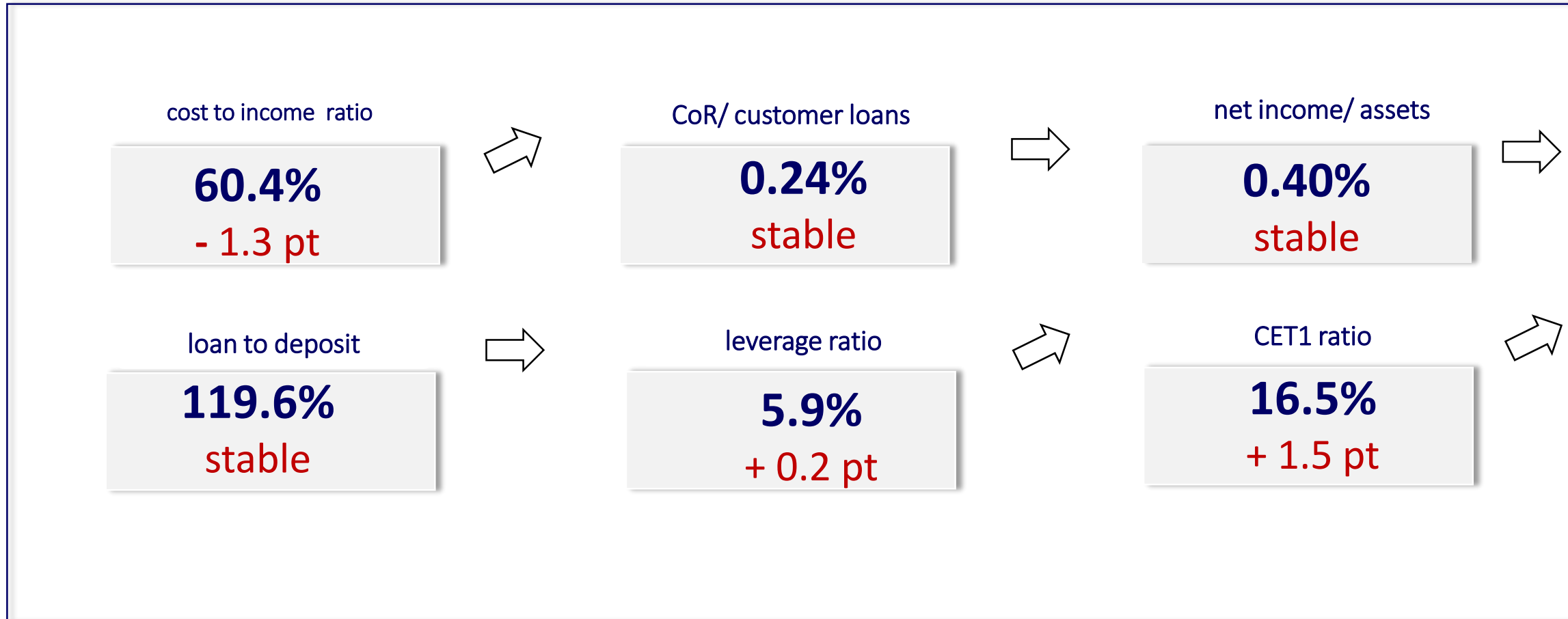
- 3.34 % as at Dec 2017 (3.98% Dec 2016)

✓ global coverage ratio:

- 59.7 % as at Dec 2017 (63 % Dec 2016)



Key ratios as at december 2017

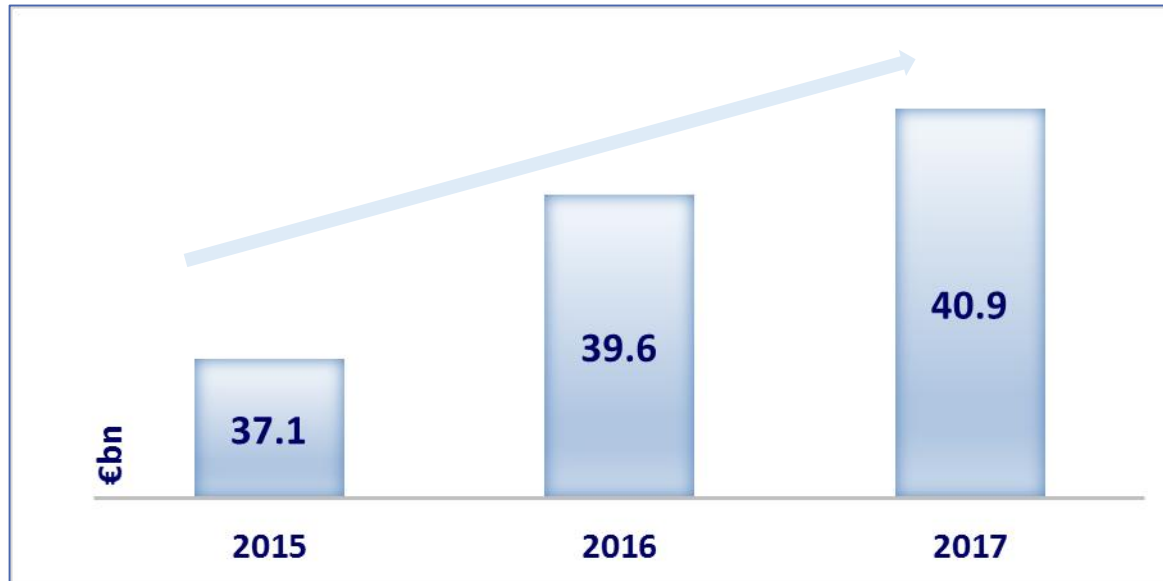


4.Capital

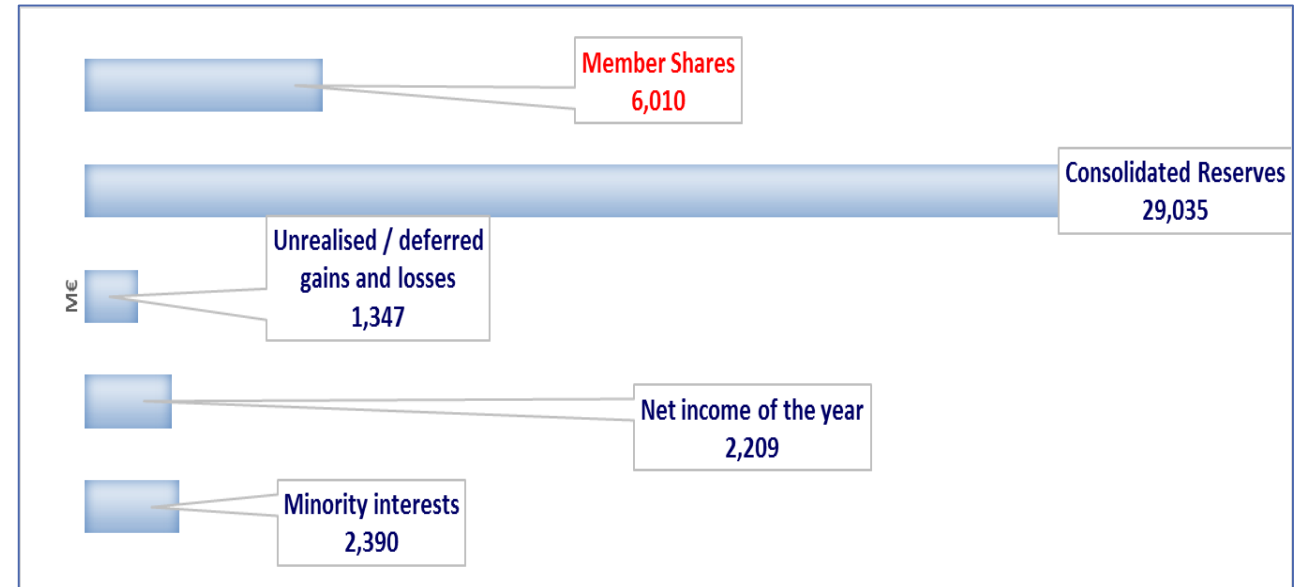
Capital position 1/3

EQUITY CAPITAL

equity capital



equity capital breakdown



Capital position 2/3

EQUITY BASE: SREP Crédit Mutuel CM11 – CET1

→ CET1 ratio
well-above requirement

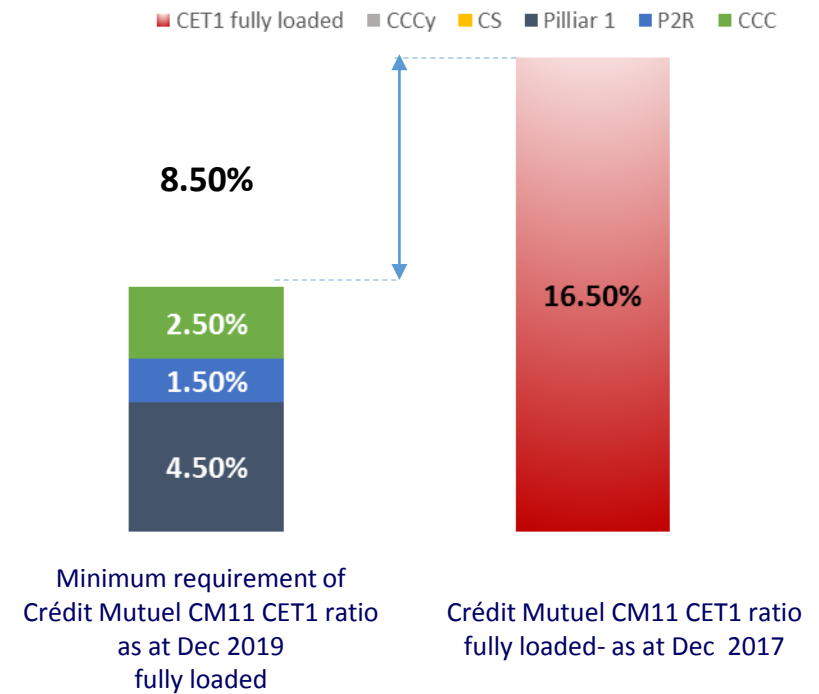
- **CET1 ratio 2019 SREP requirement** **8.50%**
 - **Pillar 1** **4.50%**
 - **P2R** **1.50%**
 - **Conservation buffer CCC (fully loaded)** **2.50%**
 - **P2G** **not disclosed**
- **CET1 fully loaded Basel 3 as at Dec 2017** **16.50%**

CET1 ratio phased-in = 16.4%

CET1 ratio 2019 SREP requirement as at January 2018 = 7.88%

Global ratio 2019 SREP requirement as at January 2018 = 9.50%

CET1 Ratio



- ✓ strong capacity to generate capital .
- ✓ CET1 ratio + 1.5 % thanks to i) retained earnings and ii) a reduction in RWAs
- ✓ IFRS 9 expected to have an impact of 15bp^(*) on CET1 ratio .

• CET1 ratio fully loaded		
	as at Dec, 31 st 2017: 16.5%	+1.5%
	as at Dec, 31 st 2016: 15.0%	
▪ Total capital ratio		
	as at Dec, 31 st 2017: 19.9%	+1.9 %
	as at Dec, 31 st 2016: 18.0%	
▪ Leverage ratio		
	as at Dec, 31 st 2017 : 5.9%	+0.2 %
	as at Dec, 31 st 2016 : 5.7%	

(*) internal assesment, not audited

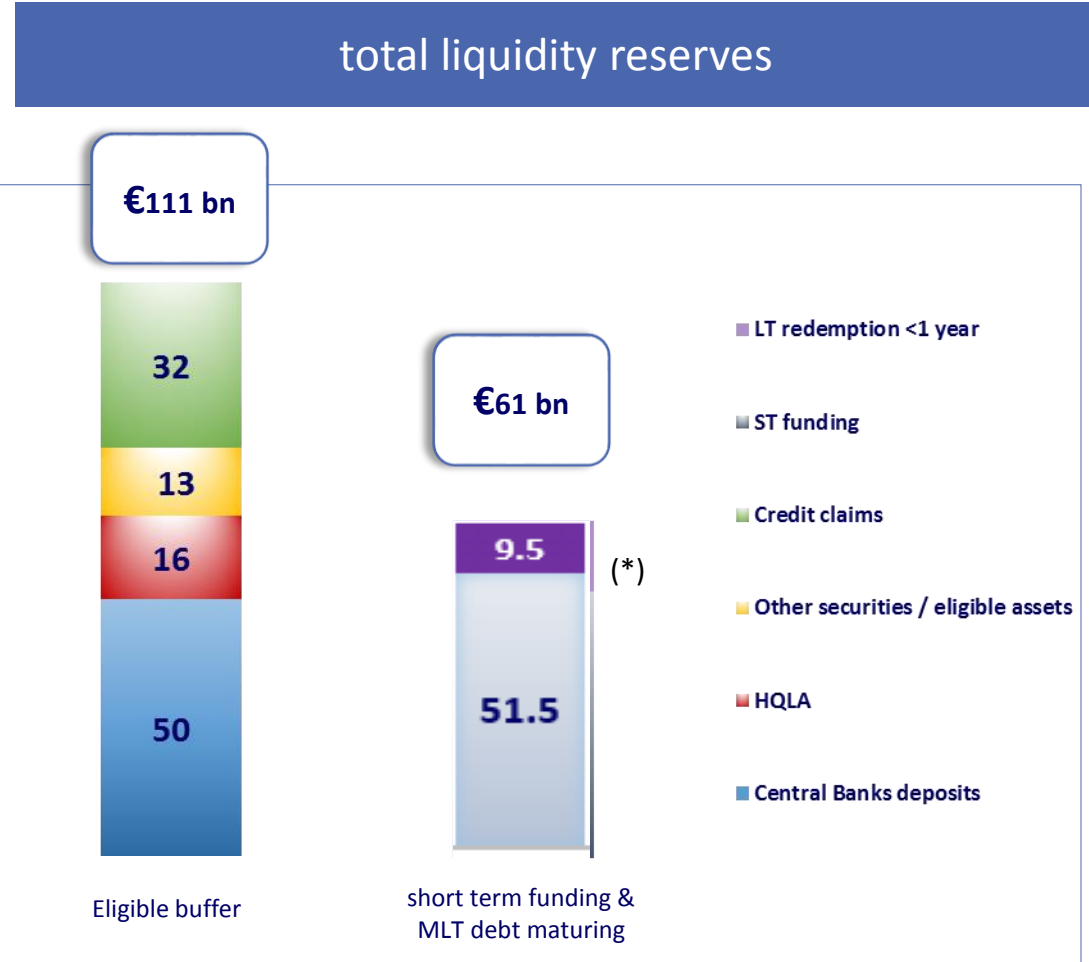
5. Funding & Liquidity



Liquidity profile

as at December 2017

→ LCR =	131%
→ Loan to Deposit =	119.6%
→ eligible Buffer / ST redemption =	181%
→ excess stable funding =	€50 bn



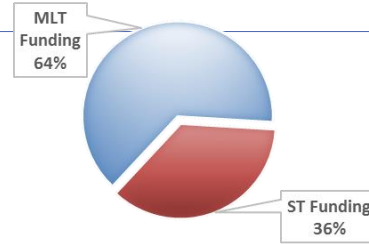
(*) included ST foreign branches needs

2017 MLT Funding program:

€132 bn outstandings^(*) as at December 2017

Funding program 2017

- ✓ issuances 2017: € 15.2bn
- ✓ average maturity: 5.8 years
- ✓ breakdown by types: 80 % senior- 13 % covered – 7% Tier2
- ✓ Breakdown by currencies: 67 % EUR – 16 % USD - 6% JPY - 6 %GBP – 4 % CHF – 1% others



Capital MREL eligible instruments issued

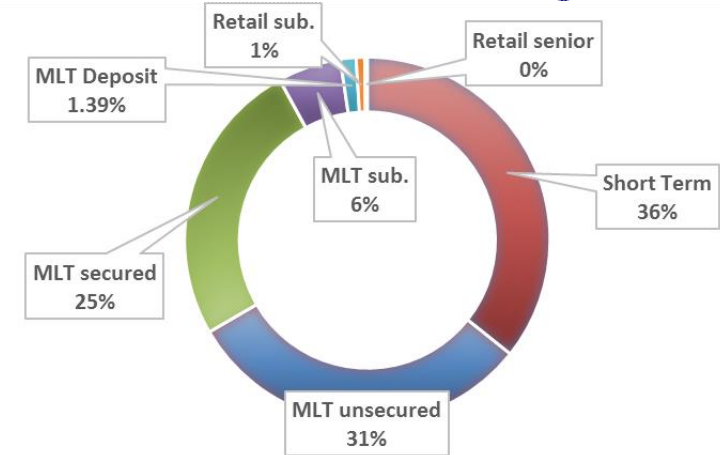
- ✓ AT1 not relevant
- ✓ T2 c.€ 1 bn

Debt issued

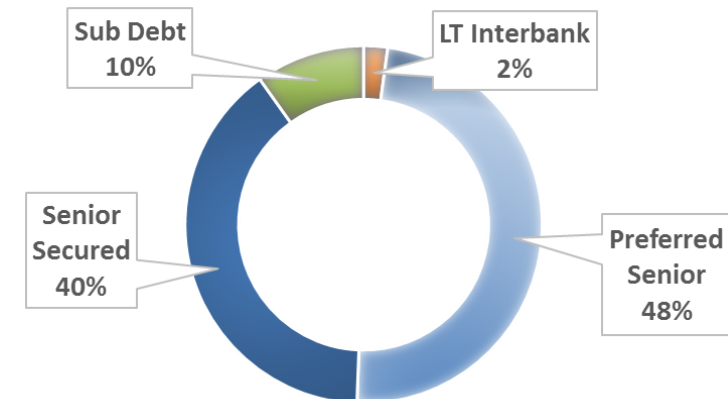
- ✓ covered Euro
- ✓ senior unsecured Euro/US 144A/Samurai
- ✓ senior non preferred 0

*Funding includes TLTRO and excludes Targobank Germany, Banque de Luxembourg & CIC New York and Singapore branches

breakdown short and long term



outstanding breakdown MLT : €84 bn



2018 MLT Funding program:

Funding program 2018

- ✓ issuances as at July 12th, 2018 € 9.5 bn
- ✓ average maturity: 5.9 years
- ✓ breakdown by types: 74% senior - 21% covered- 5%Tier2
- ✓ Breakdown by currencies: 85.2 % EUR-11.3% GBP-2.5% USD-1%CHF

Capital MREL eligible instruments issued

- ✓ AT1 not relevant
- ✓ T2 continuing T2 issuance

Debt issued

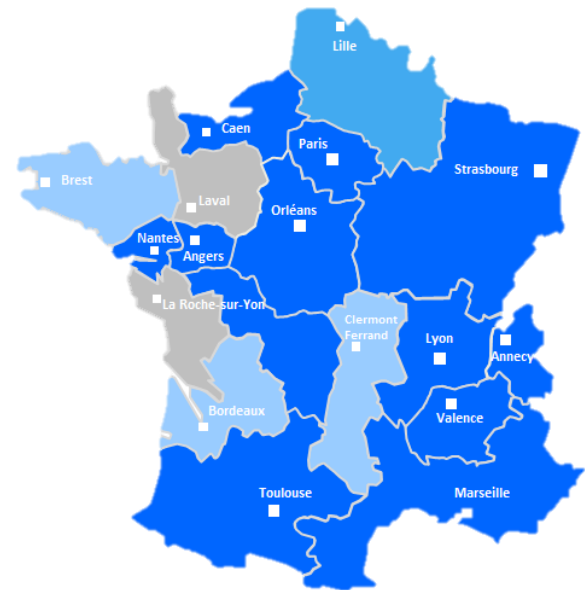
- ✓ covered Euro
- ✓ senior unsecured Euro/ 144A/Samurai

public issues

public	issued in	amount	currency	Years	maturity
Senior Unsecured	Jan-18	450	GBP	3	Dec-21
Senior Unsecured	Jan-18	1,500	EUR	7	July-25
Covered Bond	Feb-18	1,000	EUR	8	Feb-26
Senior Unsecured	Apr-18	100	CHF	6.5	Oct-24
Covered Bond	Apr-18	1,000	EUR	10	Apr-28
Tier 2	May-18	500	EUR	10	May-28
Senior Unsecured	Jul -18	1,500	EUR	4	Nov-22
Senior Unsecured	Jul -18	750	EUR	10	Jul-18

Appendices

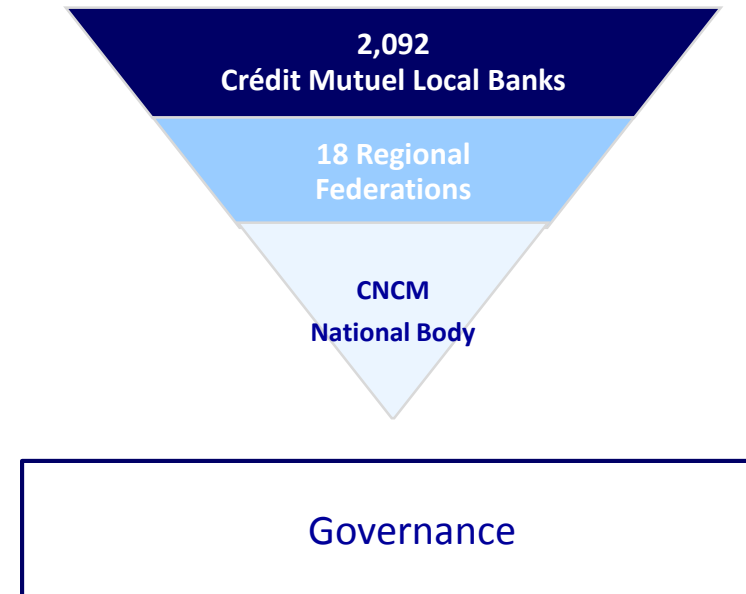
18 federations



Crédit Mutuel
Groupe CM11

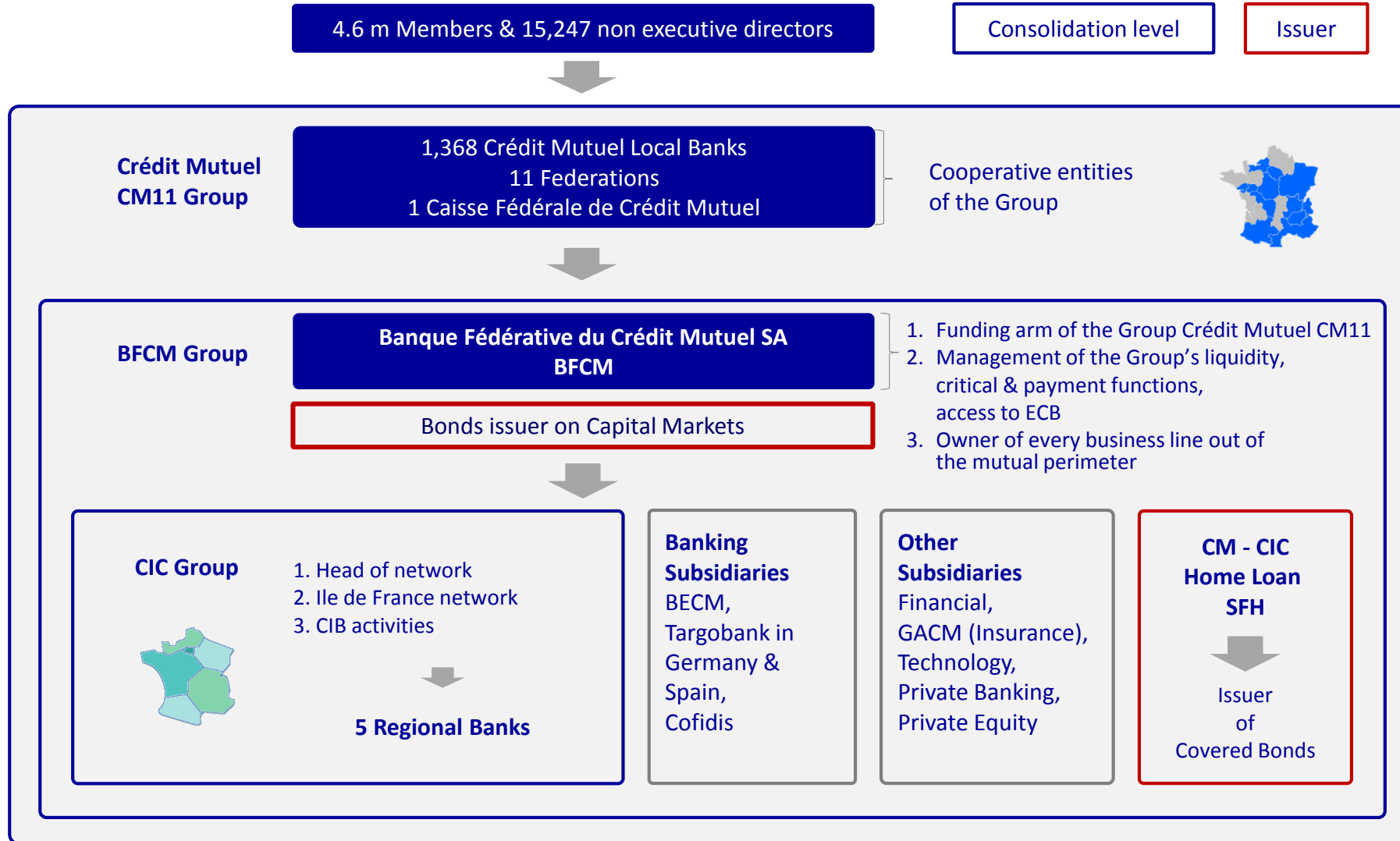
Crédit Group Mutuel CM11

Structure



- 7.8m members
- 22,600 non executive directors
- c.82,000 employees

A cooperative banking Group with two issuers



Ratings:

One of the best rated banks vs. French banks

	MOODY'S	S&P Global Ratings	FitchRatings
Crédit Mutuel CM11-Group	Aa3 / stable	A / stable	A+ / stable
BNP Paribas	Aa3 / stable	A / stable	A+ / stable
Société Générale	A2 / stable	A / stable	A+ / stable
BPCE	A2 / positive	A / positive	A / positive
Crédit Agricole	A1 / stable	A / positive	A+ / stable

Ratings:

One of the best rated banks vs. European banks

	MOODY'S	S&P Global Ratings	FitchRatings
Crédit Mutuel CM11-Group	Aa3 / stable	A / stable	A+ / stable
KBC	A1 / stable	A / positive	A / positive
Rabobank	Aa2 / stable	A+ / positive	AA- / stable
Santander	A3 / stable	A- / stable	A- / stable
Intesa Sanpaolo	Baa1 / negative	BBB / stable	BBB / stable
Nykredit	--- / ---	A / stable	A / stable



#1 2018 Clients Relationship Banking Awards

TNS – Sofres 2014, 2015, 2016 ,2017 & 2018



#1 French Bank among « The World's Best Developed Markets Banks »

Global Finance 2014, 2015 & 2016



Best Banking Group in France

World Finance 2014, 2015, 2016 & 2017



Best ESG Risk Management Team in France

Capital Finance International 2015

Interest margins & commissions

	2017			2016			changes 2017 / 2016	
	reported	changes in scope to be adjusted	at constant scope	reported	changes in scope to be adjusted	at constant scope	gross	at constant scope
<i>€ million</i>								
Interest margin	5,713	218	5,496	5,551	100	5,452	+2.9%	+0.8%
Commission income	3,512	103	3,409	3,256	56	3,201	+7.8%	+6.5%

Financial data Dec. 2017 (1/2)

Retail Banking

in € millions	2017	2016 adjusted ⁽¹⁾	change ⁽²⁾
Net banking income	10,031	9,666	+1.9%
Operating expenses	(6,327)	(6,177)	+0.3%
Gross operating income	3,704	3,489	+4.7%
Net additions to/reversals from provisions for loan losses	(849)	(800)	+5.0%
Operating income	2,855	2,689	+4.6%
Net gains/losses on other assets and contributions by associates	(7)	2	n.s.
Income before tax	2,849	2,691	+4.3%
Corporate income tax	(996)	(969)	+3.4%
Net income	1,853	1,722	+4.8%

⁽¹⁾see methodology notes

⁽²⁾at constant scope - see methodology notes

Methodology notes

1/ Adjusted results at December 31, 2016: minor changes were made to segment reporting in 2017:

- Custody (retail banking), central treasury (capital markets) and group subsidiaries (corporate banking) activities were grouped together and assigned to the "holding company services" business. 2016 adjusted results are therefore presented for these four businesses (retail banking, corporate banking, capital markets and holding company services) at December 31, 2017.

- The results of entities in which the group has non-controlling interests were moved from the retail banking business to the holding company services business in order to present under retail banking the results of the networks and subsidiaries over which the group has full management influence.

Insurance

in € millions	2017	2016	change
Net insurance income	1,764	1,491	+18.2%
Operating expenses	(521)	(498)	+4.7%
Operating income	1,242	994	+25.0%
Net gains/losses on other assets and contributions by associates	31	45	-30.9%
Income before tax	1,273	1,039	+22.6%
Corporate income tax	(532)	(306)	+73.5%
Net income	742	733	+1.3%

IT, logistics and media

in € millions	2017	2016	change
Net banking income	1,609	1,421	+13.2%
Operating expenses	(1,479)	(1,357)	+9.1%
Gross operating income	129	64	n.s.
Net additions to/reversals from provisions for loan losses	(8)	(5)	+60.2%
Operating income	121	59	n.s.
Net gains/losses on other assets and contributions by associates	(0)	15	n.s.
Income before tax	121	74	+63.2%
Corporate income tax	(98)	(67)	+45.8%
Net income	23	7	n.s.

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Corporate Banking

in € millions	2017	2016 adjusted ⁽¹⁾	change
Net banking income	382	393	-2.7%
Operating expenses	(109)	(106)	+2.4%
Gross operating income	273	287	-4.7%
Net additions to/reversals from provisions for loan losses	(19)	(22)	-13.6%
Income before tax	254	265	-3.9%
Corporate income tax	(75)	(97)	-22.6%
Net income	179	168	+6.8%

⁽¹⁾ see methodology notes

Capital markets

in € millions	2017	2016 adjusted ⁽¹⁾	change
Net banking income	383	412	-6.9%
Operating expenses	(213)	(195)	+9.0%
Gross operating income	171	217	-21.3%
Net additions to/reversals from provisions for loan losses	8	3	n.s.
Income before tax	179	220	-18.8%
Corporate income tax	(67)	(72)	-8.2%
Net income	112	148	-23.9%

⁽¹⁾ see methodology notes

Private banking

in € millions	2017	2016	change ⁽¹⁾
Net banking income	509	512	+6.1%
Operating expenses	(353)	(367)	+6.2%
Gross operating income	155	145	+5.8%
Net additions to/reversals from provisions for loan losses	(5)	(4)	+47.8%
Operating income	150	142	+4.8%
Net gains/losses on other assets and contributions by associates	4	7	-46.4%
Income before tax	154	149	+2.3%
Corporate income tax	(35)	(32)	+10.5%
Net gains/losses on discontinued operations	22	(22)	-100.0%
Net income	141	95	+23.3%

⁽¹⁾ at constant scope - see methodology notes

Private equity

in € millions	2017	2016	change
Net banking income	259	195	+33.2%
Operating expenses	(47)	(46)	+3.9%
Gross operating income	212	149	+42.1%
Income before tax	212	149	+42.1%
Corporate income tax	1	(0)	n.s.
Net income	213	149	+43.4%

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