CEO Observations May 2, 2017

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Key highlights

- Business momentum healthy, achieved \$2.89b income despite a weak trading quarter
- Net fee income at record \$665m



Fee income at record, new highs in wealth management and transaction services





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- Productivity gains: expenses -1% yoy; cost-income ratio improved to 43%
- NPA formation moderates, NPL ratio stable at 1.4%
- Allowance coverage at 103%
- Net profit at record \$1.21b



Portfolio update: Support services

4Q16 results briefing in February





On provisions

- Realistic collateral valuations used
- "Standard" vessels realising values within expected range
- India NPL sales also reflect adequate provisions
- Some variability around restructuring outcomes and values of "nonstandard" vessels; to be negotiated case by case



Outlook

- Loan and income: maintain mid-single digit growth
 - Loan pipeline healthy
 - > NIM: expect 2016 average if rate assumptions materialise
 - Fee income streams strong
- Cost-income ratio: hold around 43%
- NPL formation: moderate from 2016
- Total allowances: expect similar level to 2016, ex Swiber

