15th ING CEO/CFO Forum Warsaw

Warsaw, 28 November 2012

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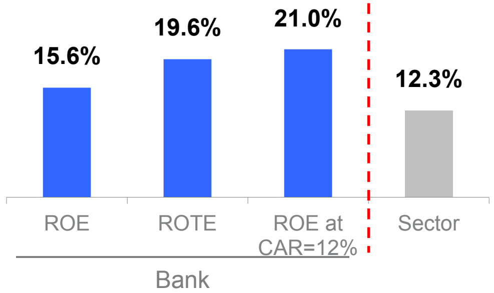
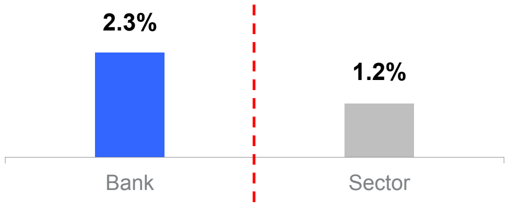
Summary of 3Q 2012

Efficiency

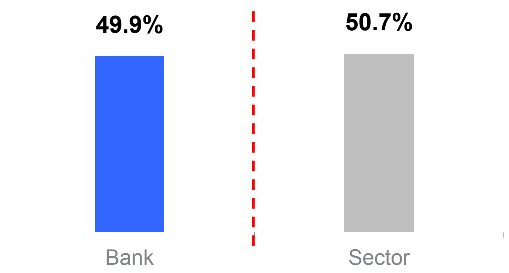
ROE



ROA

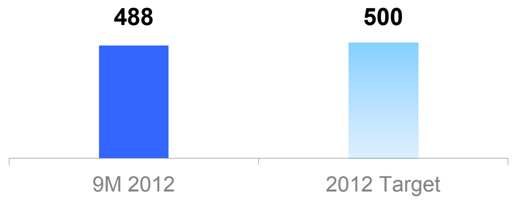


Cost / Income

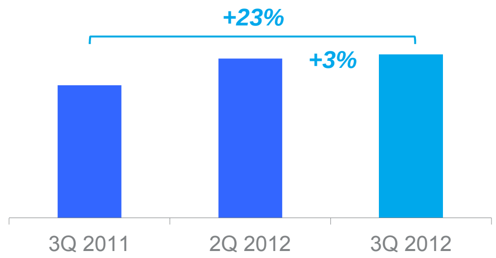


Business development

SME customer acquisition



Number of Gold & Gold Select customers



Market shares

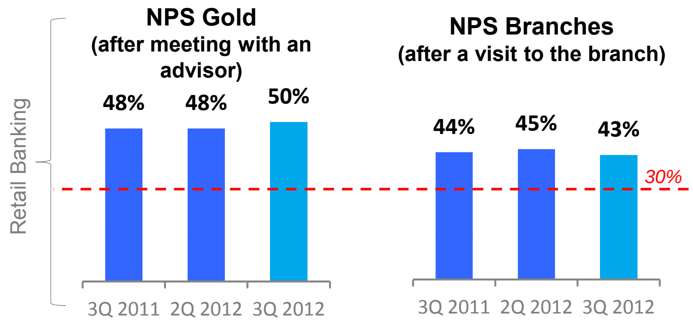
Credit cards	23%	# 1 on the market
FX volumes	28%	
Custody	45%	
Brokerage	13%	

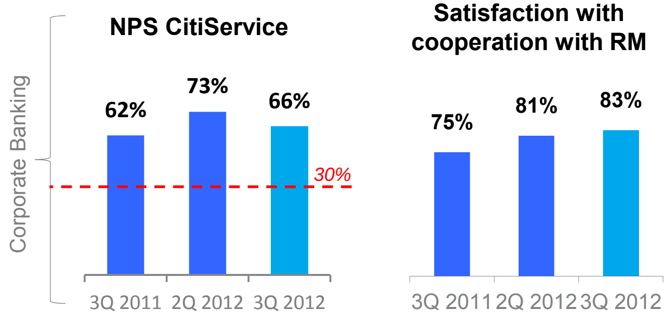
Quality

2nd place of Citi Handlowy
in the Quality for sure ["Jakość na Bank"] ranking (TNS Polska)

3rd place of Citi Handlowy
in the Newsweek's Friendly Bank ["Przyjazny Bank Newsweek'a"]
(2011 – 4th place, 2010 – 11th place)

NPS results and customer satisfaction level



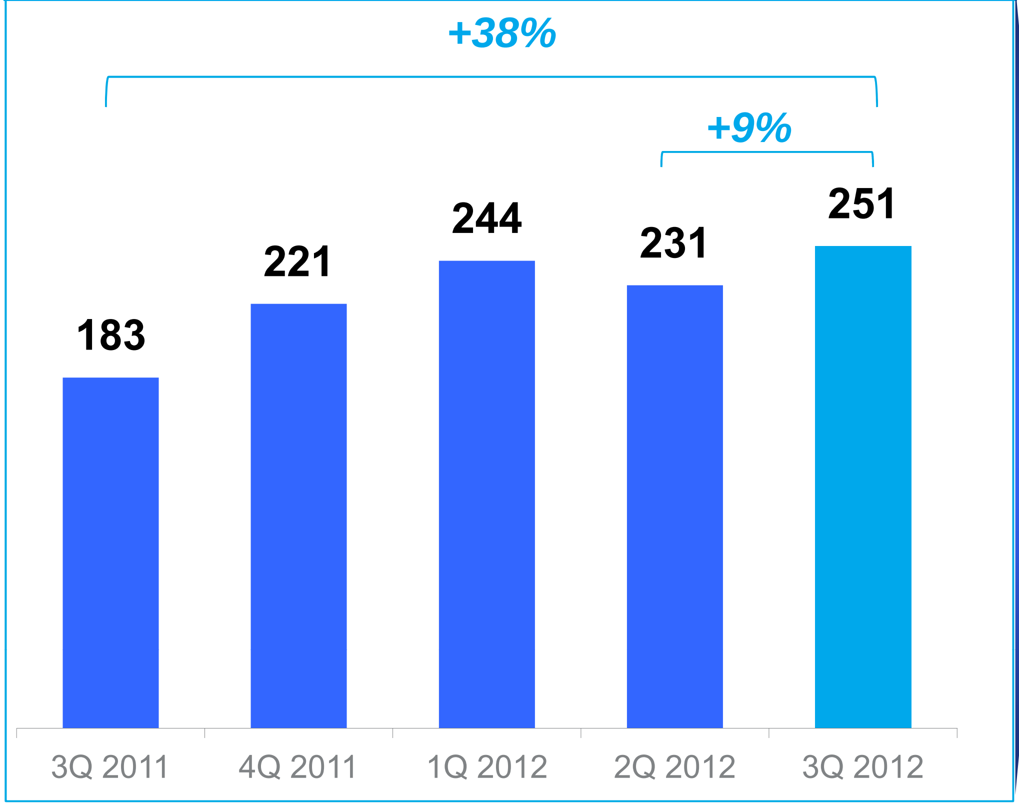


Data for 3Q 2012; data for the sector based on NBP data

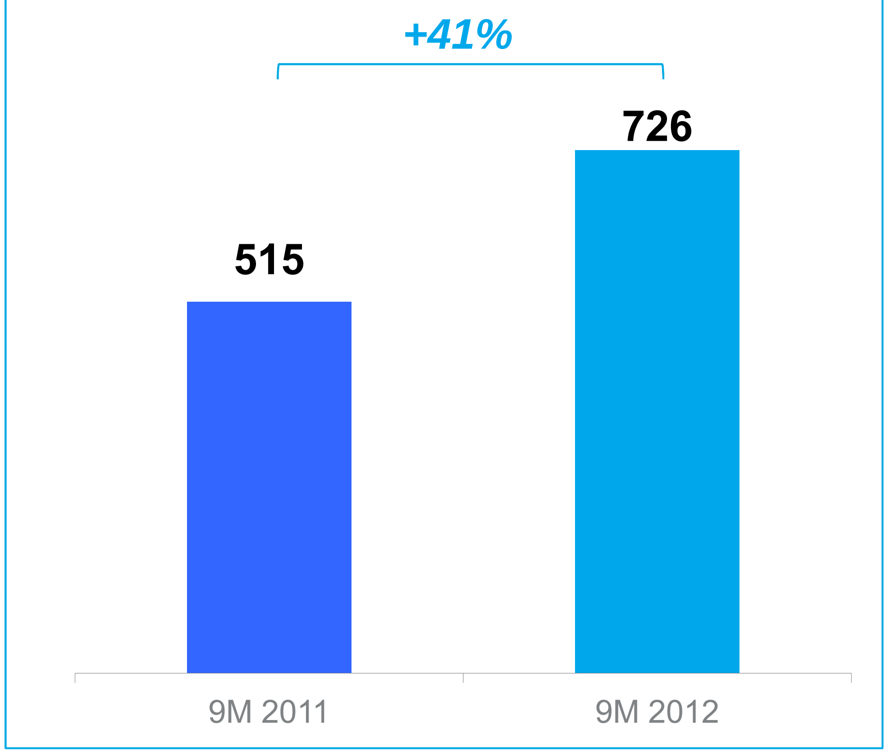
Market share in terms of: transaction volumes on credit cards as of 2Q 2012, share in FX volumes according to Euromoney magazine, assets under custody, equity turnover of DMBH on the WSE.

Another quarter of solid net profit

Net profit quarterly (PLN MM)



Net profit annually (PLN MM)



ROE / ROTE
15.6% / 19.6%
↑ 0.8 p.p. / 0.9 p.p. QoQ

ROA
2.3%
↑ 0.2 p.p. QoQ

Cost/Income
50%
↓ 4.4 p.p. QoQ

Loans/Deposits
81%
↑ 4.0 p.p. QoQ

CAR
17.6%
↓ 0.7 p.p. QoQ

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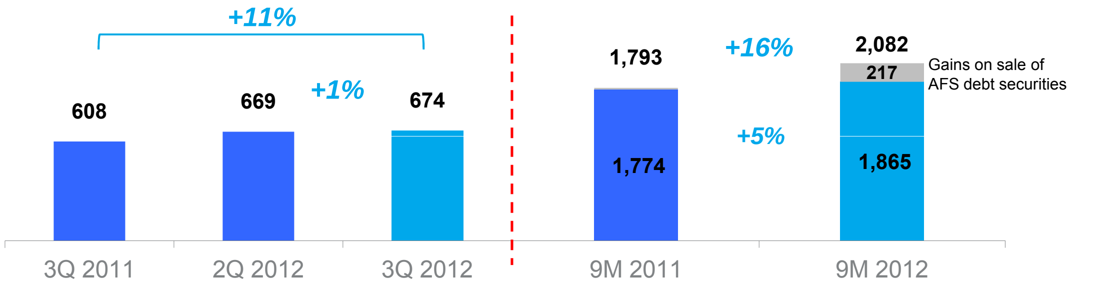
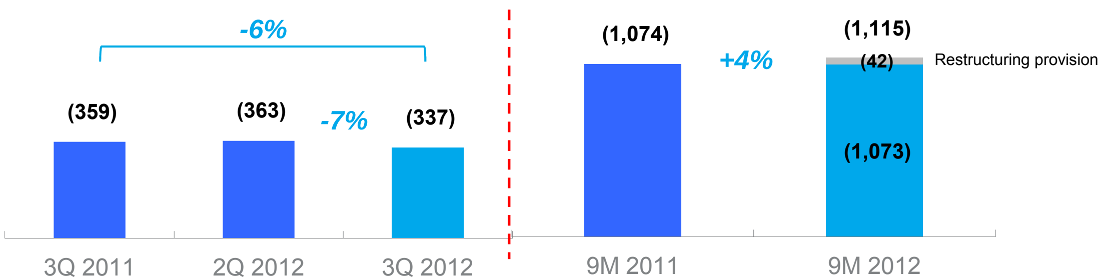
Improvement in all income statement lines

Revenues (PLN MM)



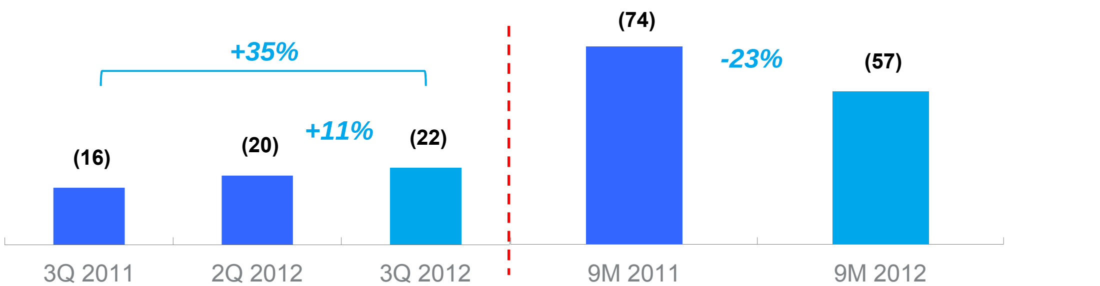
- The quarterly increase in the area of treasury, customer loans, and credit cards
- The increase in revenue on YTD basis due to gains on sale of AFS debt securities and higher net interest income

Expenses (PLN MM)



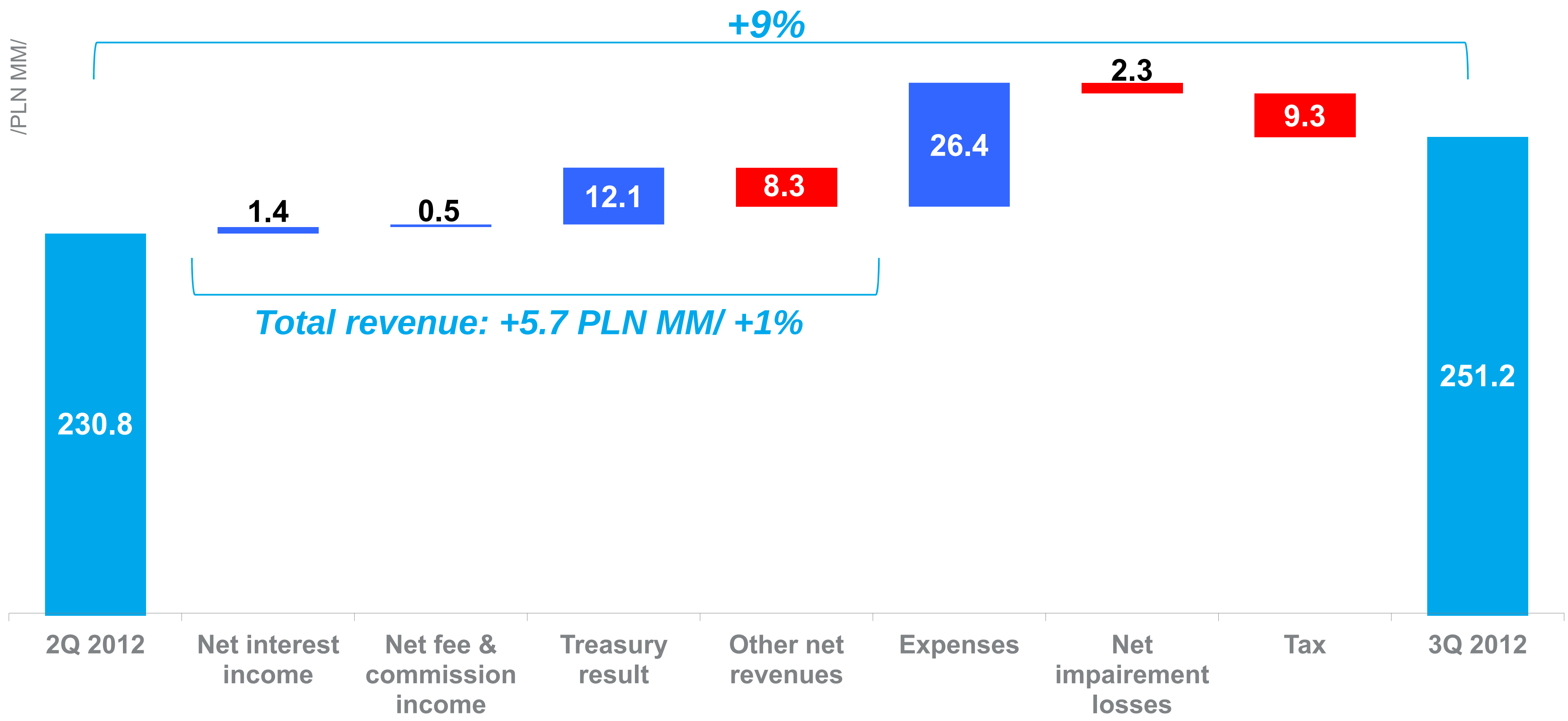
- A significant decrease in expenses in 3Q 2012 – as a result of the branch network optimization and employment restructuring
- Constant level of expenses in YTD terms, excluding the impact of restructuring provision

Net impairment losses (PLN MM)



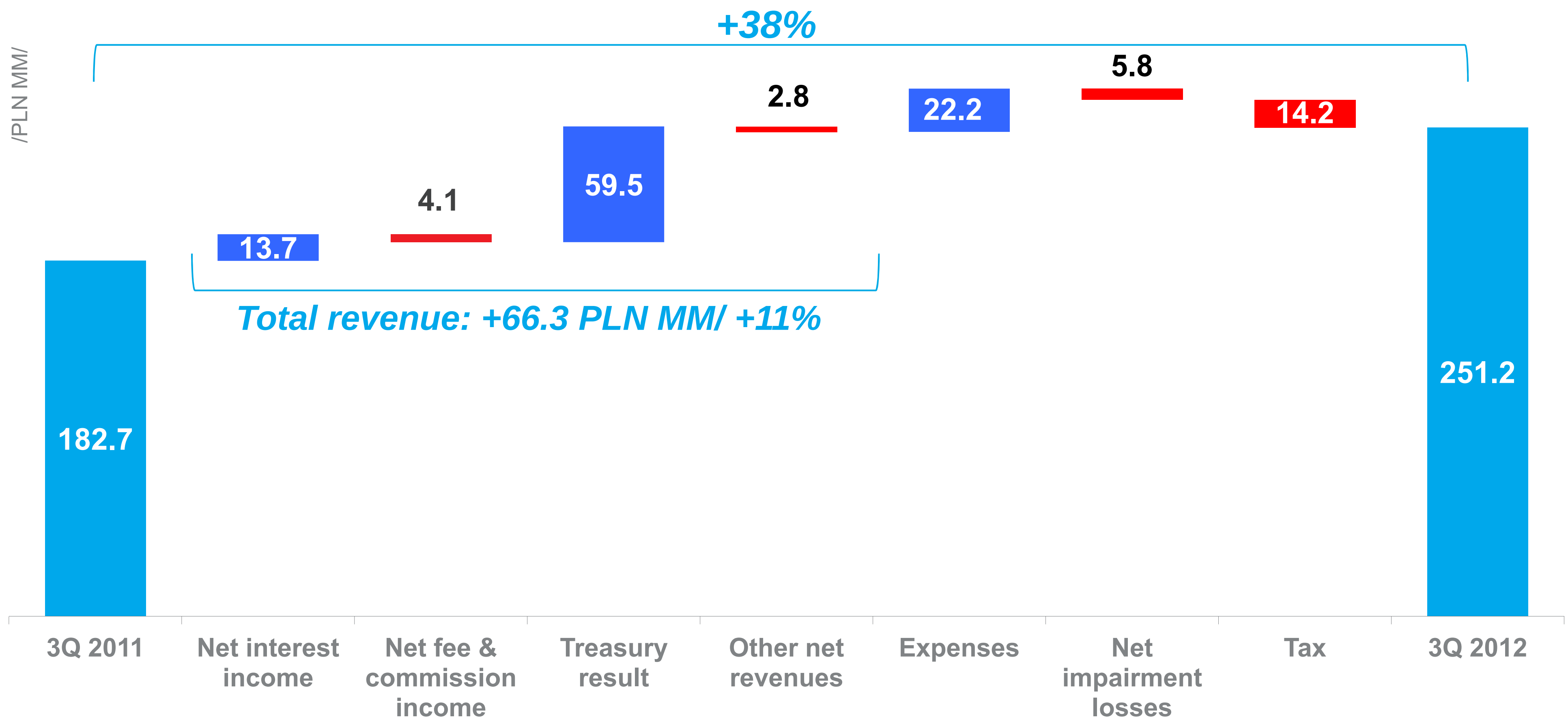
- Risk costs maintained at a low level despite a slight increase in net impairment losses on a quarterly basis
- A significant decrease in net impairment losses in annual terms due to improvement in Retail Banking

Net profit 3Q 2012 vs. 2Q 2012



Net interest income	Net fee and commission income	Treasury result	Expenses and depreciation	Net impairment losses
⬆ 0.4% QoQ	⬆ 0.4% QoQ	⬆ 8% QoQ	⬇ 7% QoQ	⬆ 11% QoQ

Net profit 3Q 2012 vs. 3Q 2011



Net interest income	Net fee and commission income	Treasury result	Expenses and depreciation	Net impairment losses
↑ 4% YoY	↓ 3% YoY	↑ 60% YoY	↓ 6% YoY	↑ 35% YoY

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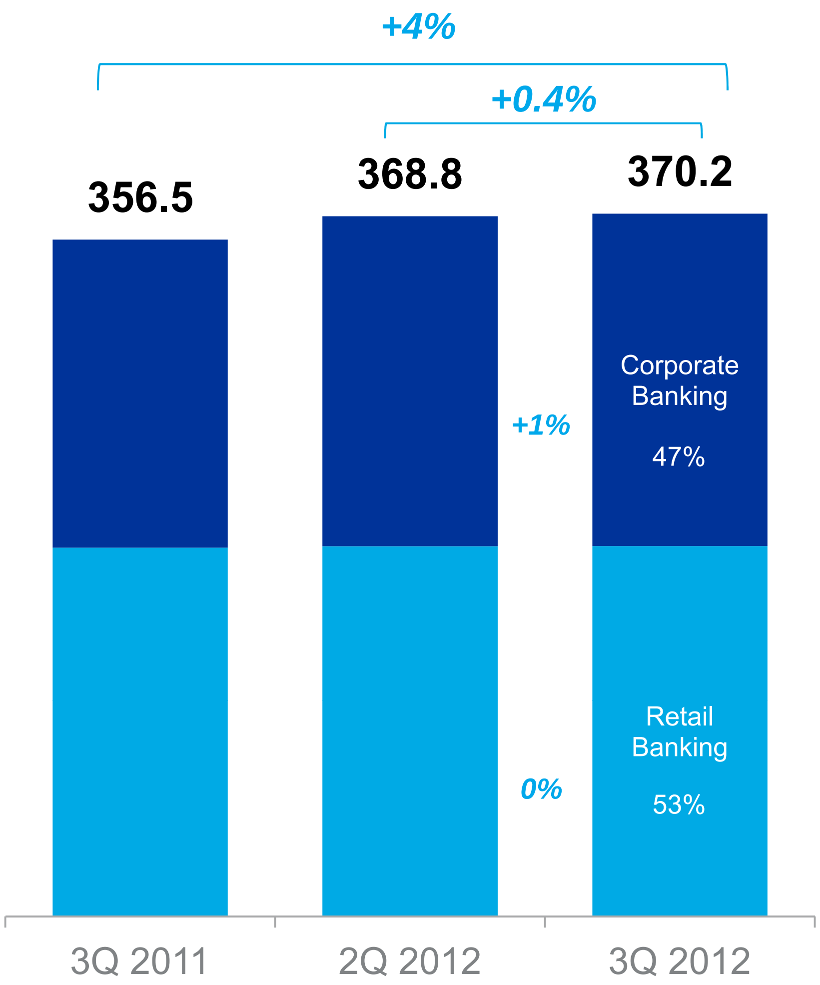
Net interest income

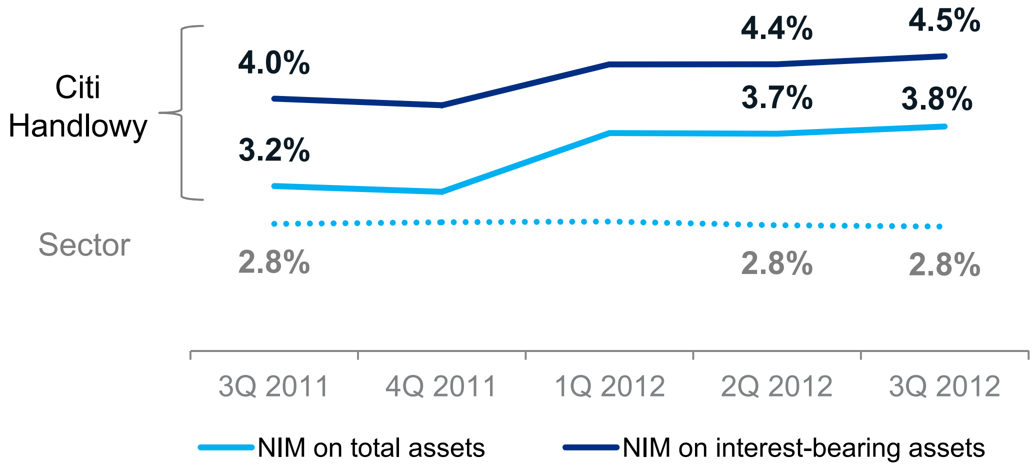
Net interest income (PLN MM)



↑ 5% QoQ
Debt securities

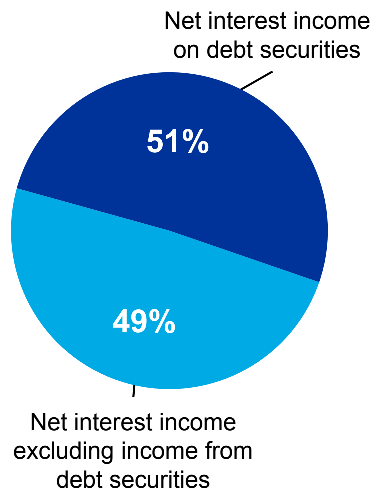
↑ 4% QoQ
Customer result

Net interest margin (NIM) – Bank vs. sector

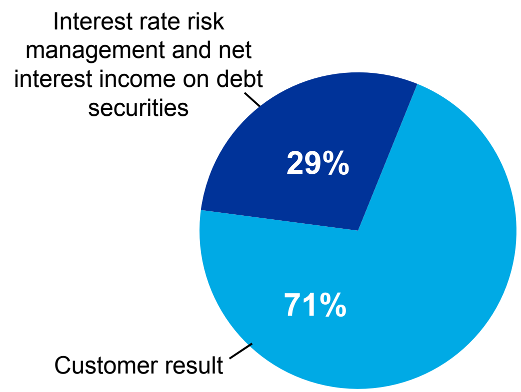


The structure of net interest income

Financial accounting approach (IFRS)



Management accounting approach



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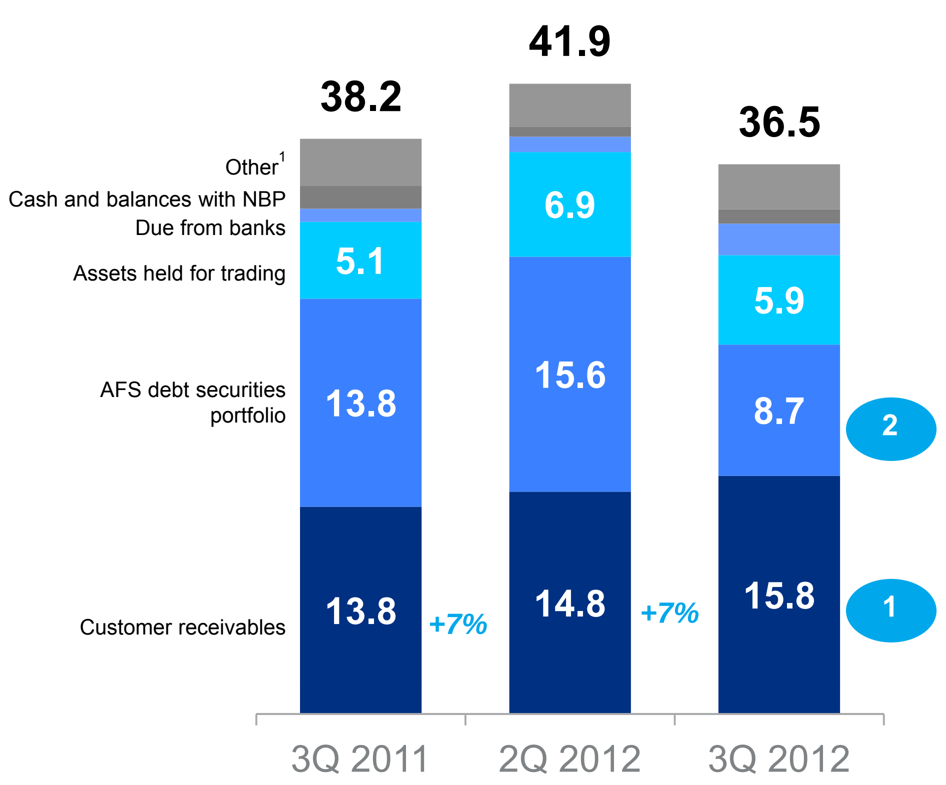
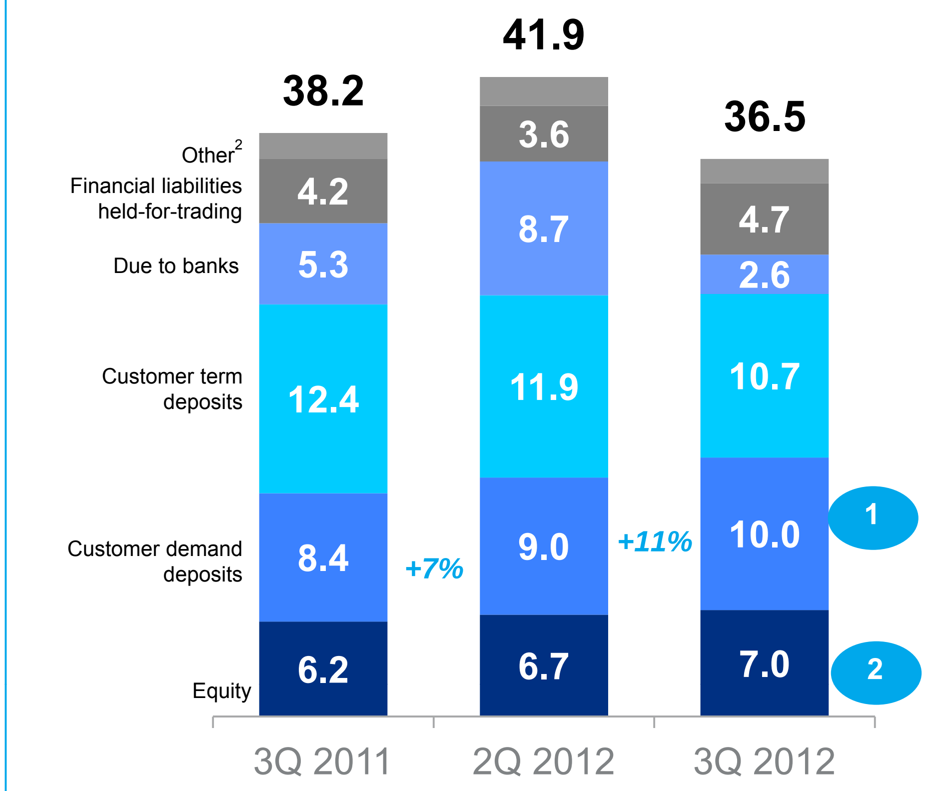
Balance sheet – structure and dynamics

Assets (PLN B)



1. Lending growth of **7%** QoQ and **15%** YoY mainly due to the corporate segment
2. Decrease in the share of AFS debt securities portfolio in total assets to **24%** (compared to **37%** in 2Q 2012)

Liabilities (PLN B)



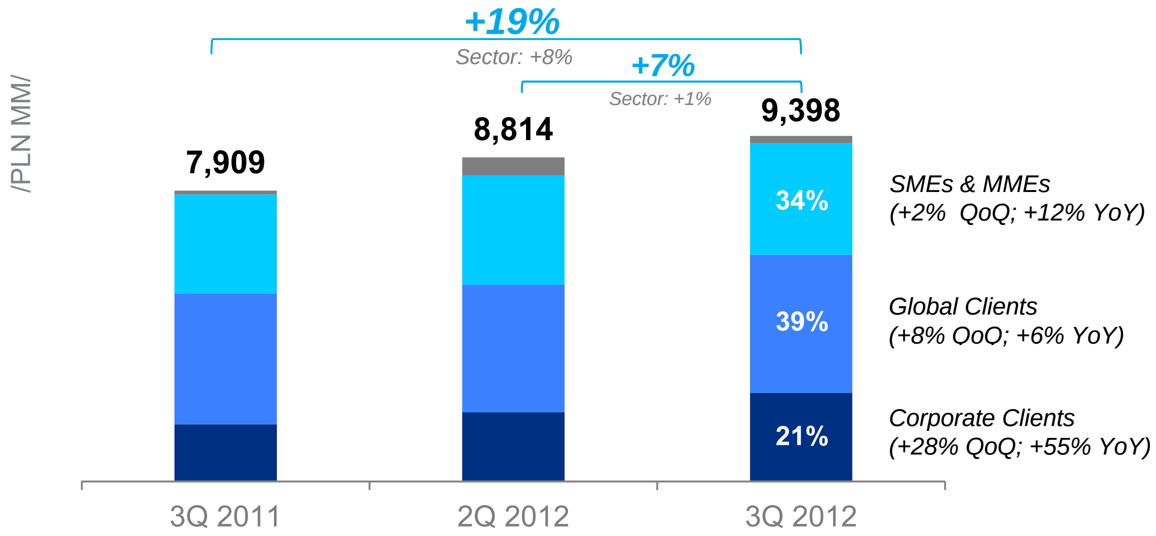
1. Increase in demand deposits
2. Increase in equity – further strengthening of capital base after retaining 50% of 2011 profit

[1] *Including capital investments, tangible fixed assets, intangible assets, income tax assets, fixed assets held-for-sale and other assets*

[2] *Including liabilities due to debt securities issuance, interest on customer deposits, liabilities towards customers other than deposits, provisions, income tax liabilities and other liabilities*

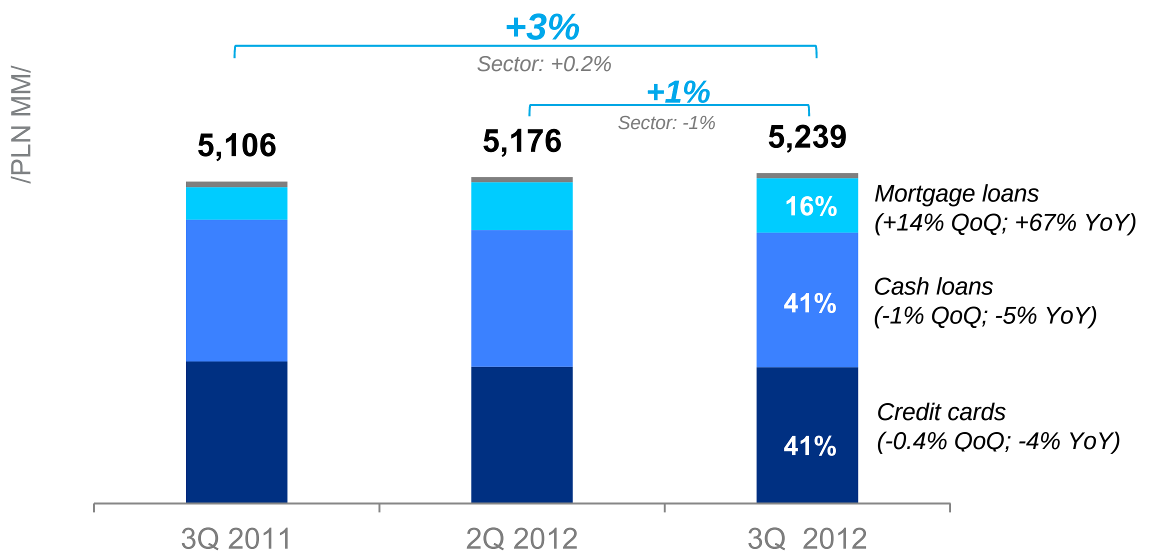
Another quarter of growth in loan volumes

Institutional customers' loans in non-financial sector



- A further increase of loan volumes in 3Q 2012 (**+7%** YoY vs. +1% in sector)
- A double-digit annual growth of total loans volume (**+19%** YoY vs. +8% in sector)

Retail customers' loans



- The second consecutive quarter of growth in retail loans (**+1%** QoQ vs. 1% decrease in sector)
- Maintained double-digit growth of mortgage loans (**+14%** QoQ)

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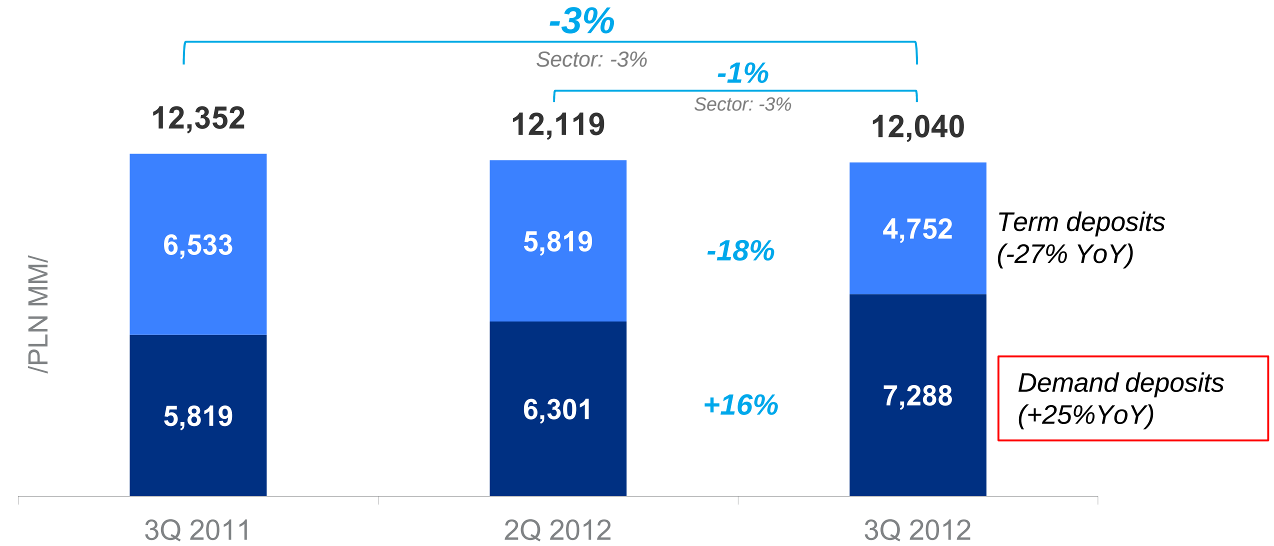
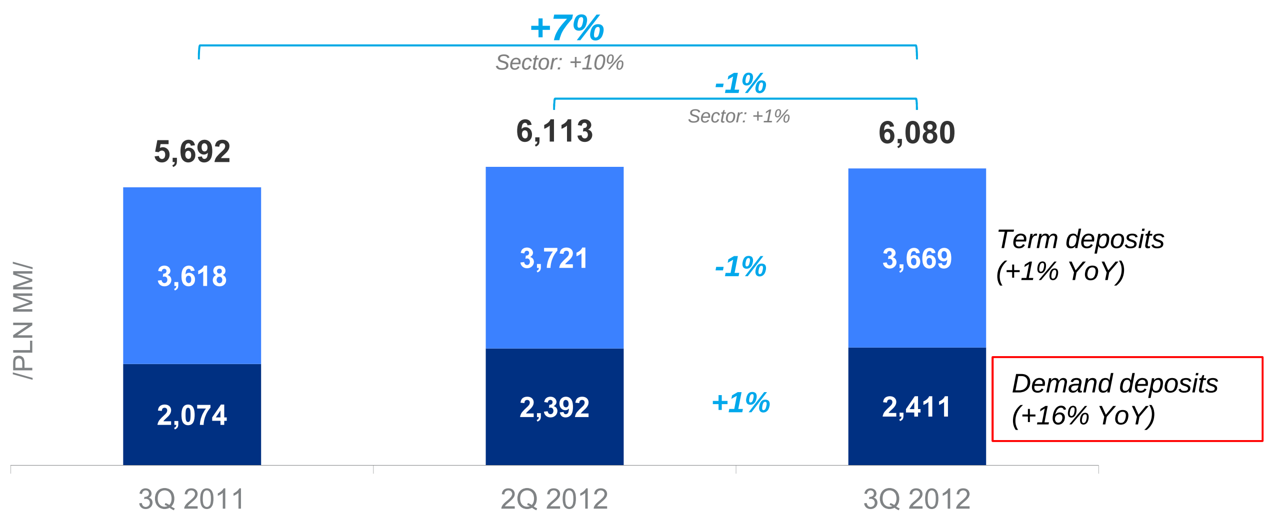
Deposits – focus on operating accounts

Institutional customers' deposits in non-financial sector



- Decline in term deposits with demand deposits growing in 3Q 2012
- Total deposits volume nearly unchanged in annual terms

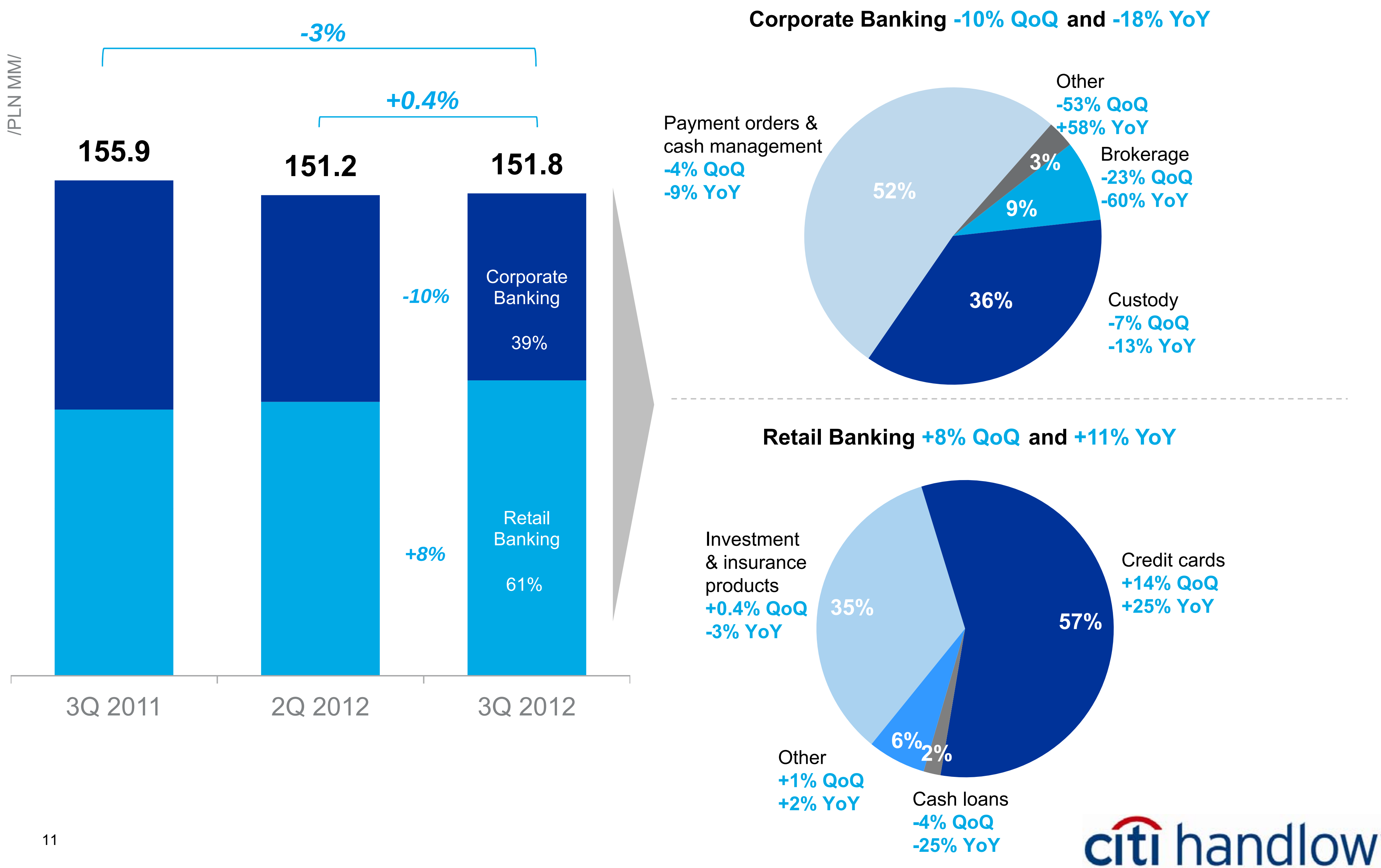
Retail customers' deposits



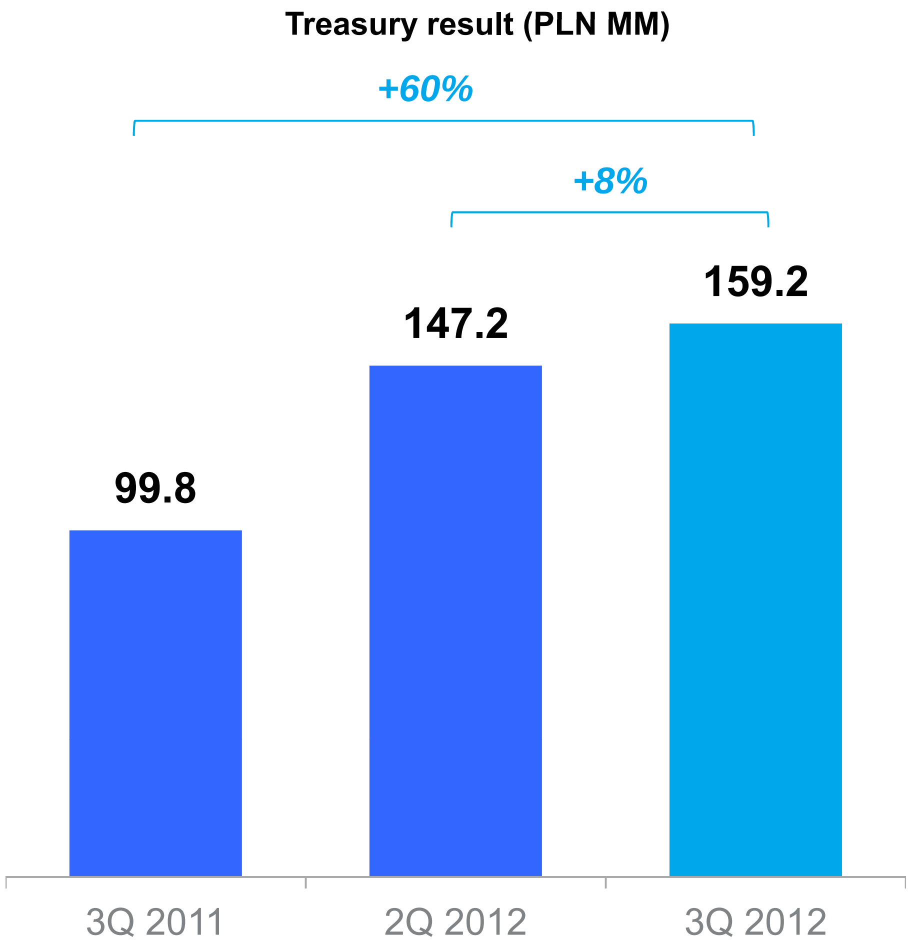
- Stable growth in retail deposits (+1% QoQ, +7% YoY)
- Another quarter of demand deposits increase – the effect of consistent focus on operating accounts

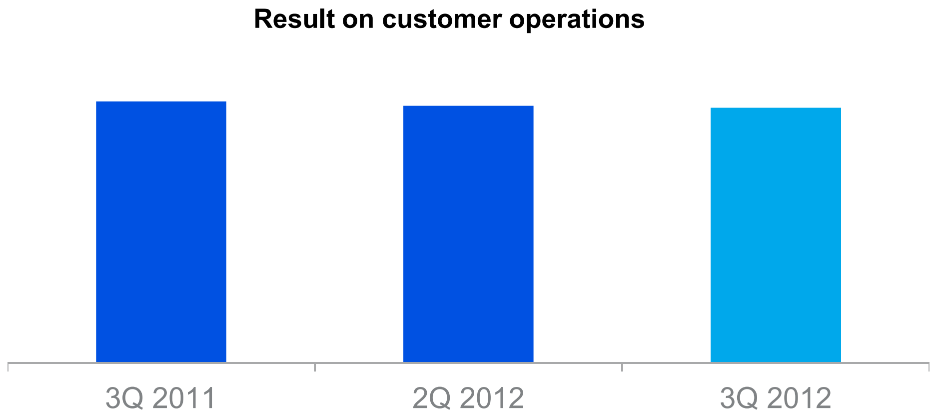
Retail demand deposits do not include deposits held on saving accounts

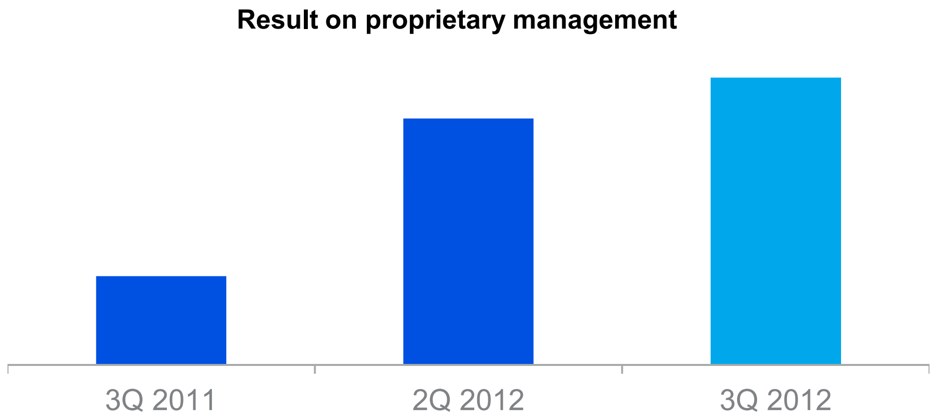
Net fee and commission income maintained at a stable level



Treasury result







Note: The scales on the graphs are not comparable.

#1
in the contest of Ministry of Finance to act as **Treasury Securities Dealer**

Ministerstwo Finansów

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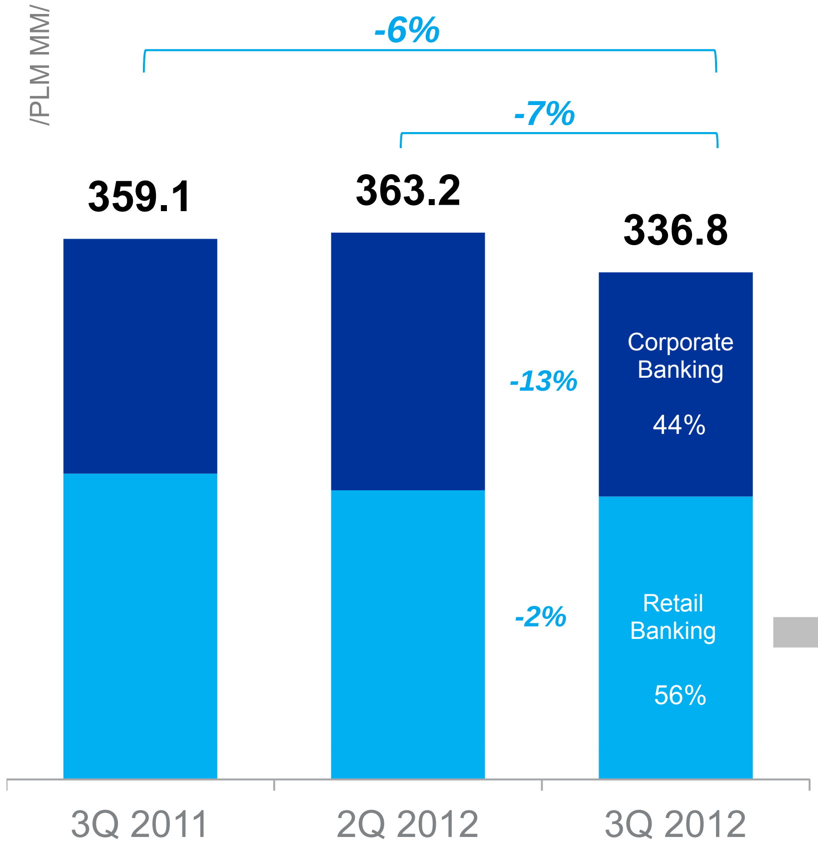
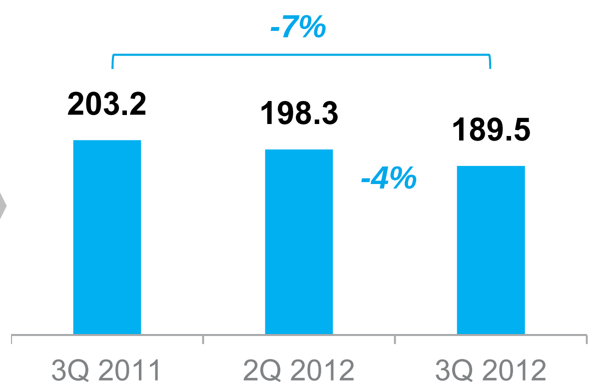
Expenses and depreciation



Expenses of Retail Banking– restructuring effects* ***(PLN MM)***



- Staff and premises expenses impacted by **savings on restructuring**
- The QoQ decrease in marketing expenses (one-off events in 2Q 2012)

Cost/Income	3Q 2011	2Q 2012	**3Q 2012**	Change QoQ	Change YoY
Corporate Banking	47%	45%	**39%**	↓	↓
Retail Banking	73%	67%	**65%**	↓	↓
Bank	59%	54%	**50%**	↓	↓

* Excluding holiday accrual.

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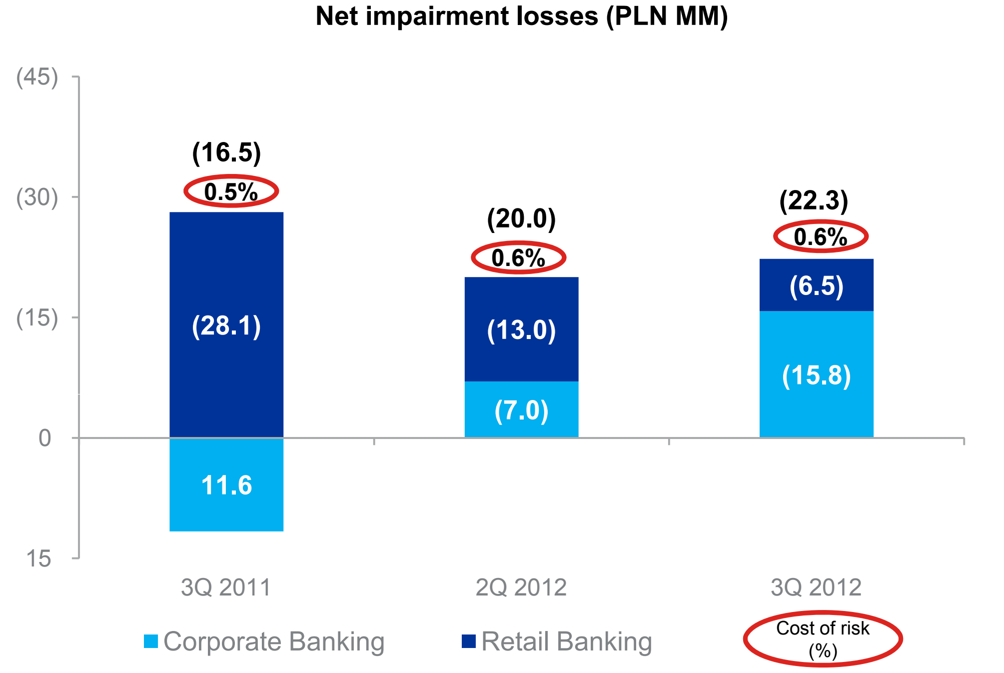
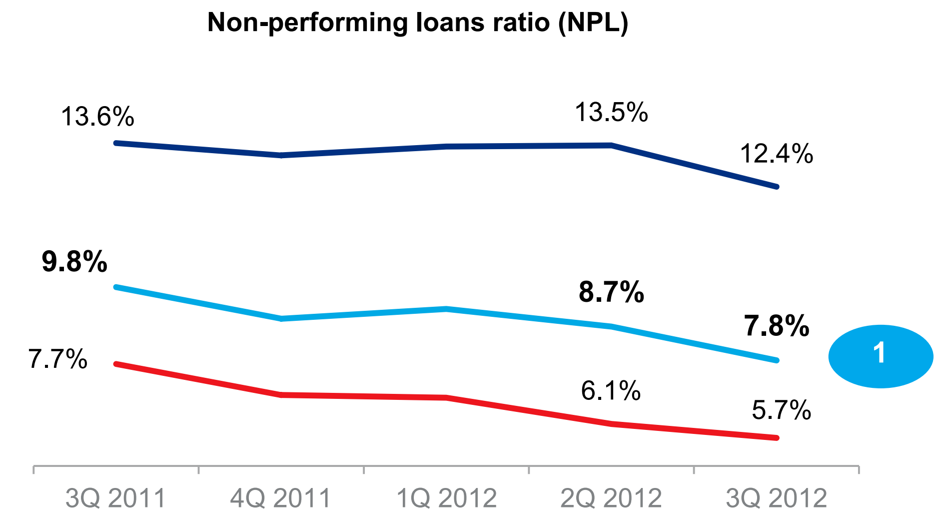
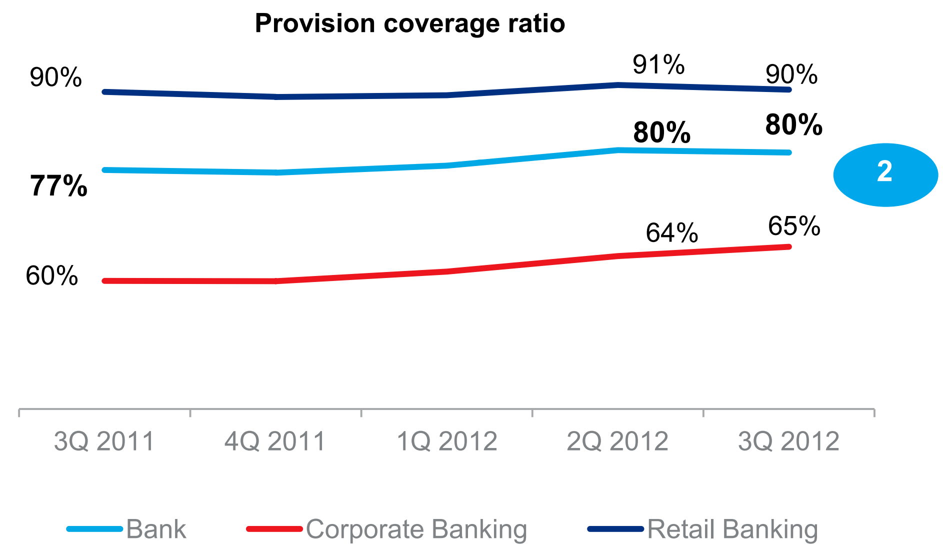
Consistent credit risk policy







1. NPL ratio went down to **7.8%** due to improved quality of retail loans portfolio
2. Provision coverage ratio remained at a high level of **80%**
3. Costs of risk maintained low – at **0.6%** in 3Q 2012 vs. **0.6%** in 2Q 2012 and **0.5%** in 3Q 2011

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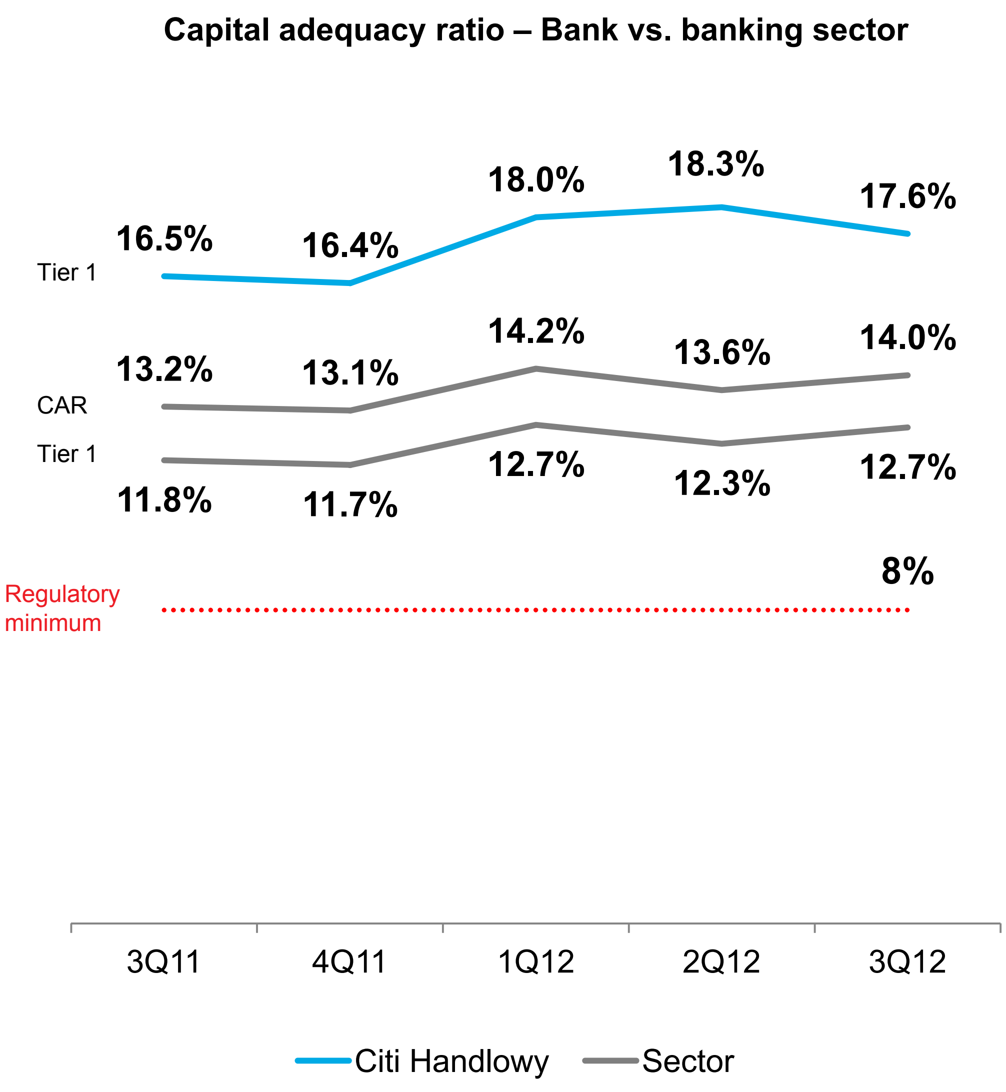
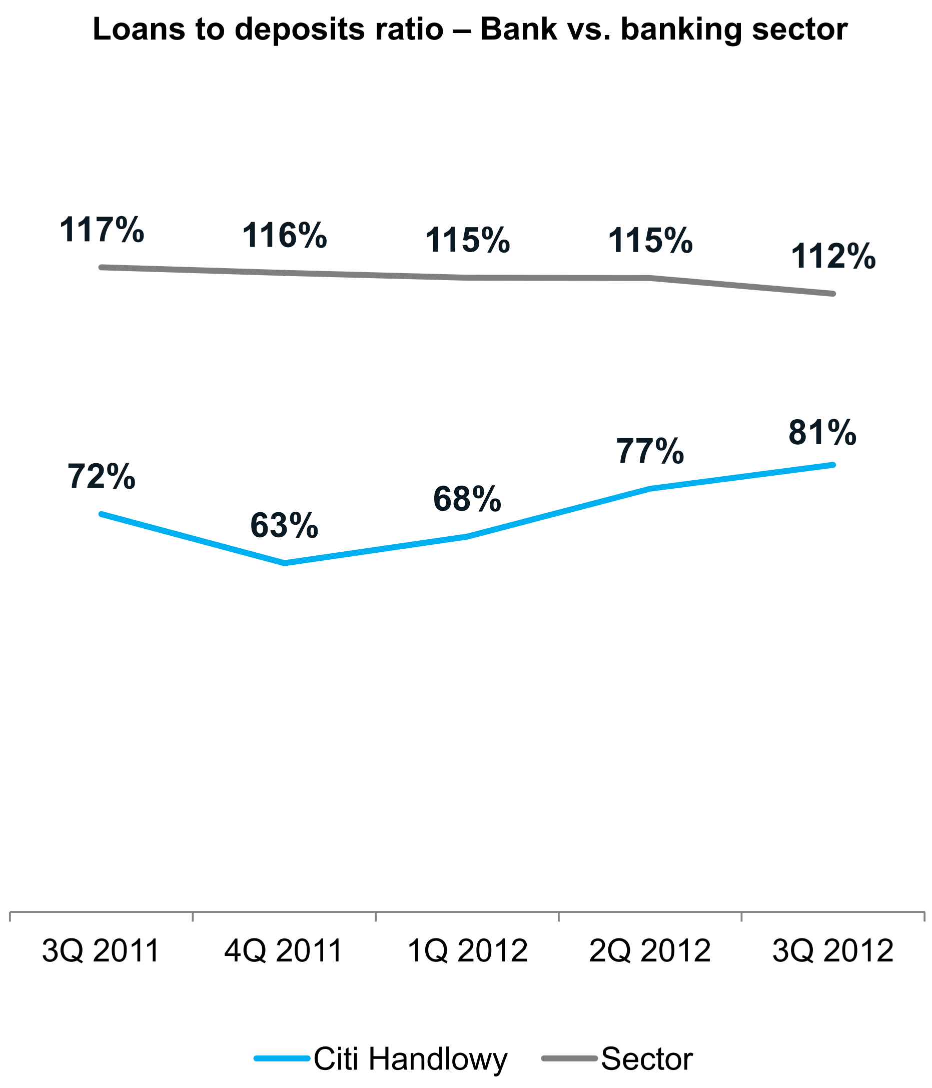
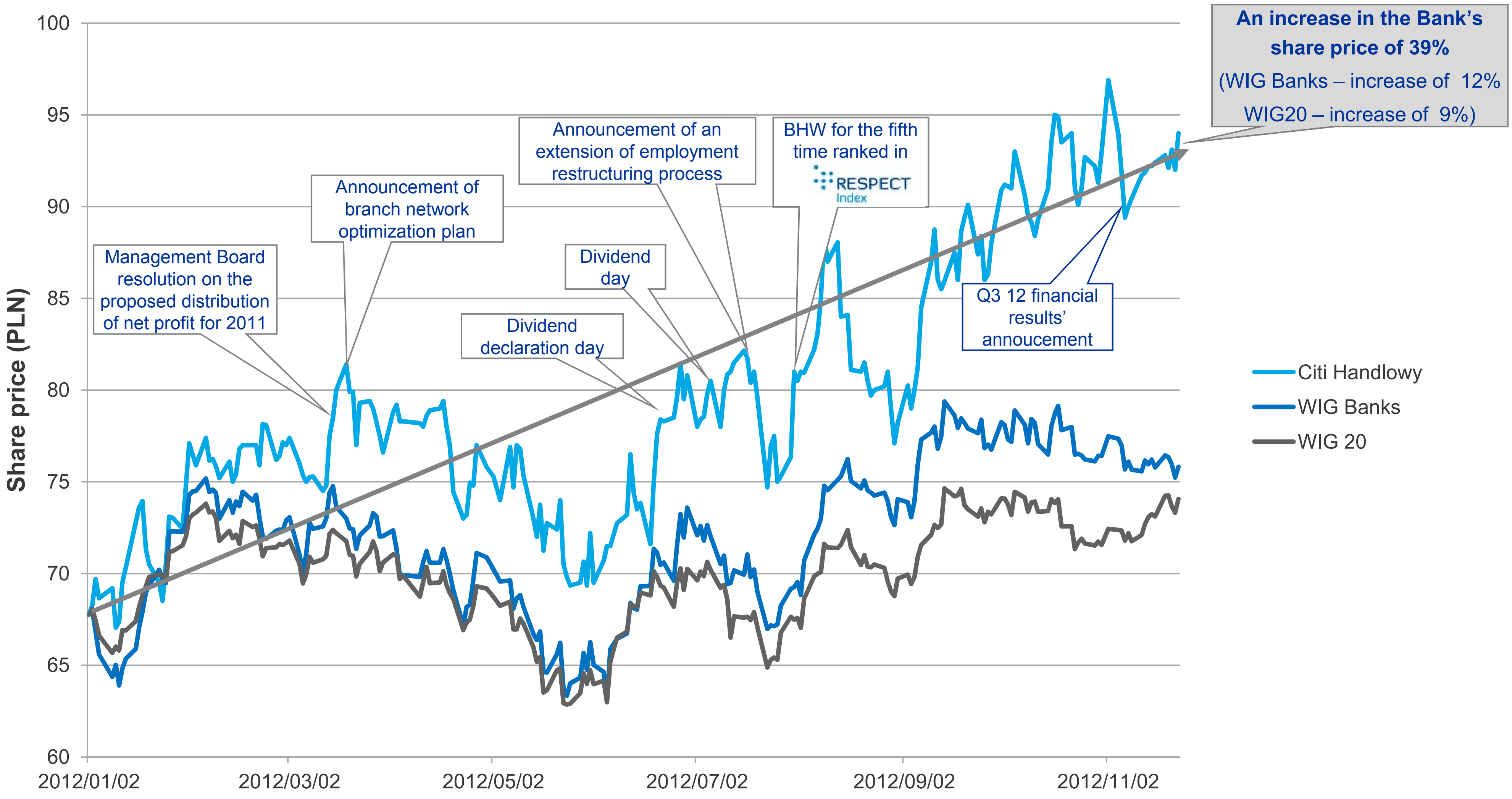
Liquidity and capital adequacy – stable and safe position





Source: Data for the sector based on NBP and KNF data.

Citi Handlowy stock performance in 2012



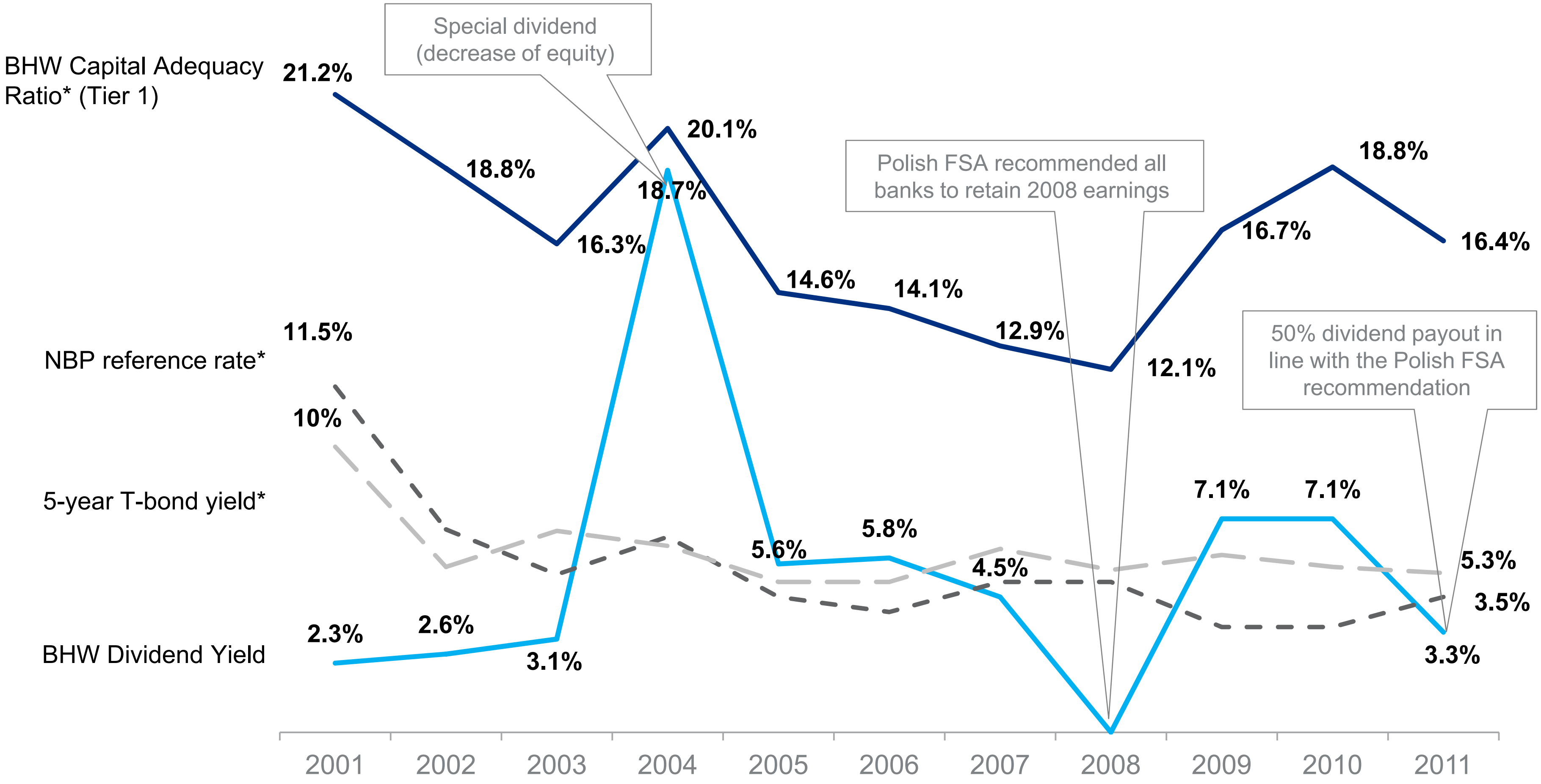
The latest share price as at 23 Nov 2012 (Citi Handlowy: 94.00 PLN)

Appendix

Citi Handlowy strategic directions for 2012-2015

CORE STRENGTHS	• Strong capital base and high liquidity (meeting Basel III requirements) • Leading position in FX, Cash Mgmt, securities & custody services, brokerage and cards • Access to Citi global network, product expertise and global clients • Quality and Innovation culture • Centralized and high-quality operations • Talented and well-qualified employees
KEY FOCUS AREAS	• Intensified efforts aimed at increasing efficiency both in retail and corporate segment • Concentration on largest cities (G9) – branch network realignment • Focus on affluent and emerging affluent customers • Credit cards and operating accounts as key focus products • Emerging Market Champions (in Poland and abroad) • New clients acquisition within SME segment
ASPIRATIONS	• #1 in Cards, global subsidiaries, FX, securities & custody services • Top 3 in servicing largest Polish Corporates, Cash Management and Trade • NPS >30% in leading products and clients segments • Top 5 bank in Poland in terms of EBIT • Operating Efficiency: C/I ~50% • Assets Profitability (ROA): Top 3 bank in Poland

Dividend history



**End of year values*

Income statement – Bank

PLN MM	3Q11	4Q11	1Q12	2Q12	3Q12	3Q12 vs. 2Q12		3Q12 vs. 3Q11	
						PLN MM	%	PLN MM	%
Net interest income	**357**	**383**	**398**	**369**	**370**	**1**	**0%**	**14**	**4%**
Interest income	487	512	535	513	532	19	4%	45	9%
Interest expenses	(130)	(129)	(137)	(144)	(161)	(18)	12%	(31)	24%
Net fee and commission income	**156**	**150**	**152**	**151**	**152**	**1**	**0%**	**(4)**	**(3%)**
Dividend income	0	-	-	5	1	(4)	(82%)	1	3 139%
Gains on AFS debt securities	8	11	73	46	98	52	112%	90	1 187%
FX and trading	92	80	117	101	61	(40)	(39%)	(31)	(33%)
Treasury	**100**	**91**	**190**	**147**	**159**	**12**	**8%**	**59**	**60%**
Net other operating income	(4)	10	(1)	(4)	(8)	(4)	104%	(4)	101%
Revenue	**608**	**634**	**739**	**669**	**674**	**6**	**1%**	**66**	**11%**
Expenses	(344)	(343)	(399)	(345)	(321)	24	(7%)	23	(7%)
Depreciation	(15)	(16)	(16)	(18)	(16)	2	(13%)	(0)	2%
Expenses and depreciation	**(359)**	**(358)**	**(415)**	**(363)**	**(337)**	**26**	**(7%)**	**22**	**(6%)**
Operating margin	**249**	**276**	**324**	**306**	**338**	**32**	**10%**	**88**	**35%**
Income on fixed assets sale	(0)	(0)	0	0	0	(0)	(68%)	0	(104%)
Net impairment losses	**(16)**	**(3)**	**(15)**	**(20)**	**(22)**	**(2)**	**11%**	**(6)**	**35%**
Share in subs' profits	0	1	0	0	0	0	804%	0	15%
EBIT	**233**	**274**	**309**	**286**	**316**	**30**	**10%**	**83**	**36%**
Corporate income tax	(50)	(53)	(66)	(55)	(64)	(9)	17%	(14)	28%
Net profit	**183**	**221**	**244**	**231**	**251**	**20**	**9%**	**69**	**38%**
C/I ratio	**59%**	**56%**	**56%**	**54%**	**50%**				

Balance sheet – key items

PLN B	3Q11	4Q11	1Q12	2Q12	3Q12	3Q12 vs. 2Q12		3Q12 vs. 3Q11	
	End of period								
Cash and balances with the Central Bank	1.5	1.0	2.1	0.6	0.9	0.3	45%	(0.6)	(38%)
Amounts due from banks	0.9	0.5	1.2	1.0	2.1	1.1	106%	1.2	139%
Financial assets held-for-trading	5.1	5.8	8.2	6.9	5.9	(1.0)	(15%)	0.8	16%
Debt securities available-for-sale	13.8	17.6	12.1	15.6	8.7	(6.9)	(44%)	(5.1)	(37%)
Customer loans	13.8	14.7	14.2	14.8	15.8	1.1	7%	2.0	15%
Financial sector entities	0.8	1.0	0.7	0.8	1.2	0.4	53%	0.4	57%
Non-financial sector entities	13.0	13.7	13.5	14.0	14.6	0.6	5%	1.6	12%
Corporate Banking	7.9	8.6	8.4	8.8	9.4	0.6	7%	1.5	19%
Retail Banking	5.1	5.1	5.1	5.2	5.2	0.1	1%	0.1	3%
Credit cards	2.3	2.3	2.2	2.2	2.2	(0.0)	(0%)	(0.1)	(4%)
Cash loans	2.2	2.2	2.2	2.2	2.1	(0.0)	(1%)	(0.1)	(5%)
Mortgage	0.5	0.6	0.7	0.8	0.9	0.1	14%	0.3	67%
Other assets	3.1	2.6	3.0	2.9	3.0	0.1	4%	(0.1)	(4%)
Total assets	38.2	42.3	40.8	41.9	36.5	(5.4)	(13%)	(1.7)	(4%)
Liabilities due to banks	5.3	6.0	5.5	8.7	2.6	(6.2)	(71%)	(2.7)	(51%)
Financial liabilities held-for-trading	4.2	4.8	4.0	3.6	4.7	1.0	28%	0.4	10%
Financial liabilities due to customers	21.1	24.1	23.1	21.1	20.9	(0.2)	(1%)	(0.2)	(1%)
Financial sector entities - deposits	2.7	2.2	2.3	2.7	2.6	(0.1)	(4%)	(0.1)	(5%)
Non-financial sector entities - deposits	18.1	21.7	19.9	18.2	18.1	(0.1)	(1%)	0.1	0%
Corporate Banking	12.4	15.7	13.8	12.1	12.0	(0.1)	(1%)	(0.3)	(3%)
Retail Banking	5.7	6.0	6.1	6.1	6.1	(0.0)	(1%)	0.4	7%
Other financial liabilities	0.3	0.2	0.9	0.2	0.2	(0.0)	(7%)	(0.1)	(43%)
Other liabilities	1.3	0.9	1.4	1.7	1.4	(0.3)	(16%)	0.1	5%
Total liabilities	32.0	35.8	34.0	35.2	29.5	(5.7)	(16%)	(2.4)	(8%)
Equity	6.2	6.4	6.8	6.7	7.0	0.3	4.5%	0.7	12.0%
Total liabilities & equity	38.2	42.3	40.8	41.9	36.5	(5.4)	(13%)	(1.7)	(4%)
Loans / Deposits ratio	72%	63%	68%	77%	81%				
Capital Adequacy Ratio	16.5%	16.4%	18.0%	18.3%	17.6%				

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Corporate Banking – income statement

PLN MM	3Q11	4Q11	1Q12	2Q12	3Q12	3Q12 vs. 2Q12		3Q12 vs. 3Q11	
						PLN MM	%	PLN MM	%
Net interest income	**162**	**186**	**202**	**174**	**175**	**1**	**1%**	**13**	**8%**
Interest income	264	286	309	287	306	19	7%	43	16%
Interest expenses	(101)	(100)	(106)	(113)	(131)	(18)	16%	(30)	29%
Net fee and commission income	**72**	**68**	**66**	**65**	**59**	**(6)**	**(10%)**	**(13)**	**(18%)**
Dividend income	-	-	-	2	1	(1)	(43%)	1	3 139%
Gains on AFS debt securities	8	11	73	46	98	52	112%	90	1 187%
FX and trading	83	72	108	91	52	(39)	(43%)	(31)	(37%)
Treasury	**91**	**83**	**181**	**138**	**150**	**12**	**9%**	**59**	**65%**
Net other operating income	3	17	5	2	1	(2)	(74%)	(3)	(82%)
Revenue	**328**	**355**	**454**	**380**	**385**	**5**	**1%**	**57**	**17%**
Expenses	(149)	(153)	(161)	(163)	(142)	20	(13%)	6	(4%)
Depreciation	(7)	(7)	(8)	(8)	(6)	2	(22%)	1	(11%)
Expenses and depreciation	**(156)**	**(160)**	**(169)**	**(171)**	**(149)**	**22**	**(13%)**	**7**	**(4%)**
Operating margin	**172**	**195**	**285**	**209**	**237**	**27**	**13%**	**64**	**37%**
Income on fixed assets sale	(0)	0	0	0	0	(0)	(86%)	0	(109%)
Net impairment losses	12	7	(2)	(7)	(16)	(9)	124%	(27)	(236%)
Share in subs' profits	0	1	0	0	0	0	804%	0	15%
EBIT	**184**	**203**	**284**	**202**	**221**	**19**	**9%**	**37**	**20%**
C/I ratio	**47%**	**45%**	**37%**	**45%**	**39%**				

Retail Banking – income statement

PLN MM	3Q11	4Q11	1Q12	2Q12	3Q12	3Q12 vs. 2Q12 PLN MM	3Q12 vs. 2Q12 %	3Q12 vs. 3Q11 PLN MM	3Q12 vs. 3Q11 %
Net interest income	**194**	**196**	**195**	**195**	**195**	**0**	**0%**	**1**	**0%**
Interest income	223	226	227	225	225	0	0%	2	1%
Interest expenses	(29)	(30)	(31)	(30)	(30)	(0)	0%	(1)	5%
Net fee and commission income	**84**	**82**	**86**	**86**	**93**	**7**	**8%**	**9**	**11%**
Dividend income	-	-	-	4	-	(4)	(100%)	-	-
FX and trading	9	9	9	10	9	(0)	(2%)	0	3%
Net other operating income	(7)	(7)	(6)	(6)	(8)	(2)	39%	(1)	19%
Revenue	**280**	**279**	**284**	**288**	**289**	**1**	**0%**	**9**	**3%**
Expenses	(195)	(189)	(238)	(183)	(179)	4	(2%)	16	(8%)
Depreciation	(8)	(9)	(8)	(10)	(9)	1	(5%)	(1)	14%
Expenses and depreciation	**(203)**	**(198)**	**(246)**	**(192)**	**(188)**	**4**	**(2%)**	**15**	**(8%)**
Operating margin	**77**	**81**	**39**	**96**	**101**	**5**	**5%**	**24**	**31%**
Income on fixed assets sale	(0)	(0)	0	0	0	(0)	(20%)	0	(103%)
Net impairment losses	(28)	(10)	(13)	(13)	(7)	6	(50%)	22	(77%)
EBIT	**49**	**71**	**25**	**83**	**94**	**11**	**13%**	**46**	**95%**
C/I ratio	**73%**	**71%**	**86%**	**67%**	**65%**				

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Retail banking operational data and volumes

Operational data (in thousand)	3Q11	2Q12	3Q12	3Q12 vs. 2Q12		3Q12 vs. 3Q11	
				thous.	%	thous.	%
Current accounts, including:	**646**	**667**	**630**	**(37)**	**(6%)**	**(16)**	**(2%)**
Operating accounts	178	184	181	(3)	(2%)	3	(2%)
Saving accounts	**222**	**221**	**233**	**12**	**5%**	**11**	**5%**
Credit cards, including:	**865**	**820**	**807**	**(13)**	**(2%)**	**(58)**	**(7%)**
Co-branded cards	488	471	468	(3)	(1%)	(20)	(4%)
Debit cards, including:	**474**	**462**	**425**	**(37)**	**(8%)**	**(49)**	**(10%)**
PayPass cards	303	378	363	(15)	(4%)	60	20%

Volumes (PLN million)	3Q11	2Q12	3Q12	3Q12 vs. 2Q12		3Q12 vs. 3Q11	
				PLN MM	%	PLN MM	%
Deposits	**5 692**	**6 113**	**6 080**	**(33)**	**(1%)**	**388**	**7%**
Demand deposits	2 074	2 392	2 411	19	1%	337	16%
Other deposits, including:	3 618	3 721	3 669	(52)	(1%)	51	1%
Saving accounts	2 464	2 507	2 432	(75)	(3%)	(32)	(1%)
Loans	**5 106**	**5 176**	**5 239**	**64**	**1%**	**134**	**3%**
Credit cards	2 251	2 170	2 161	(9)	(0%)	(90)	(4%)
Cash loans	2 250	2 165	2 135	(30)	(1%)	(115)	(5%)
Mortgage loans	516	759	862	103	14%	346	67%

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