

To: Bucharest Stock Exchange (BSE)

The Financial Supervisory Authority (FSA) – Financial Investments and Instruments Sector

## **Raiffeisen Bank Romania, leader in human interaction with customers in 2024**

**Bucharest, 25.02.2025** | Raiffeisen Bank Romania has achieved top performance and received the highest evaluations in the banking industry for its branch employees, according to the results of the Global Banking Benchmarks Report conducted by Bain & Company, through NPS Prism, the customer experience evaluation platform. In customer interactions, employees were rated the highest for the categories of "friendliness" and "providing personalized and useful recommendations" for banking products such as current accounts and savings accounts.

The results for 2024 also confirm customers' trust in the safety and attractiveness of the products offered by Raiffeisen Bank in Romania. With positive developments in both lending and savings segments, as well as in everyday digital banking services and personal financial planning, Raiffeisen Bank continues its trajectory towards becoming the most recommended financial institution while remaining a long-term partner in supporting the real economy.

"We have systematically increased the number of digitally enrolled customers and achieved remarkable results in financial planning, thanks to Smart Finance, an innovative and unique solutions in the Romanian banking landscape. These are just two of the accomplishments that supported our bi-dimensional growth strategy in 2024, combining technological advancement with the expertise of our teams. We make life easier for our customers through secure and accessible digital solutions and we are fully prepared to assist them in building a more stable financial future. Through the solutions we have developed in recent years, we are the first to pave the way for the democratization of financial planning." - **Zdenek Romanek, President & CEO, Raiffeisen Bank Romania.**

Raiffeisen Bank Romania ended 2024 with **assets exceeding 82 billion RON, 17% up** compared to the previous year, and a solid financial performance supported by a net profit of **1.67 billion**

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**RON.** Revenue growth and maintaining a favorable risk profile remain strong points of Raiffeisen Bank's operations, which continues to invest in the development and improvement of products and services in Romania. The bank's operating expenses increased by **9%** compared to the previous year.

#### **Loans stock: +9% compared to the previous year**

- PI loans stock grew by **6%**, driven by increased demand for personal loans, which was up by **9%**.
- Legal entities loans stock was **10%** up, stimulated by demand from corporate clients and involvement in the government programs SME Invest and Invest EU and the continuation of partnerships with institutional investors (EIB, EIF, EBRD).

In terms of newly originated volumes, in 2024, unsecured personal loans increased by **38%** compared to the previous year. Additionally, the refinancing loan was relaunched and saw significant growth. Mortgage loans have evolved through an attractive offer for the client and an ongoing communication campaign. The client receives immediate financial approval or within a maximum of 24 hours, which is valid for up to 90 days, providing ample time to finalize the loan.

In the category of "green" loans, Raiffeisen Bank has maintained a **39%** share of the volumes of housing loans, offering interest rate discounts for properties with superior energy performance.

**Liabilities stock continued** to consolidate, recording a growth of **20%** compared to the previous year, with contributions from all customer segments.

- PI deposits grew by **14%**
- Deposits attracted from legal entity clients recorded a significant advance of **30%**.

#### **Solid capitalization and liquidity in 2024**

Solid capitalization and strong liquidity position enables the bank to continue supporting through lending the development of the Romanian economy. The capital adequacy ratio was **21.80%**, well above the minimum required by the NBR (17.81%). Non-performing exposures remained at a low level (**1.55%**) and the liquidity coverage ratio (LCR) was at a comfortable level (**270%**), well above the regulatory minimum (100%). At the same time, own funds, and eligible liabilities (MREL) stood around **35%**, significantly above the regulatory requirements applicable as of 31<sup>st</sup> of December 2024 (32.00%).

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## **Solutions for a stable financial future**

Digital transformation and simplification of processes continued in 2024, across savings accounts, term deposits, life insurance, investment funds, and voluntary pensions. In 2024, clients continued to build their financial plans with the help of the interactive Raiffeisen Smart Finance app, available on tablets used in every Raiffeisen Bank branch.

The number of new pension plans, investment plans, and life insurance policies opened saw an increase of over **10%** in 2024 compared to the previous year.

In the past two years, Raiffeisen Asset Management (RAM) has experienced rapid growth in assets under management, with an increase of over 450 million euros. This growth was driven by both investor subscriptions and the strong performance of the managed investment funds. Since mid-last year, RAM has surpassed the milestone of 1 billion euros in total assets under management through 13 investment funds and the Raiffeisen Acumulare voluntary pension fund, thereby consolidating its leading position in the Romanian investment fund market.

## **Over 5 times more digitally enrolled customers**

The number of fully digitally enrolled customers increased significantly in 2024, with **440%** more compared to the previous year.

**By the end of December 2024**, the number of individual customers with a contract for the mobile banking service, Smart Mobile, exceeded **1.8 million**, with **80%** of them logging in at least once in December.

Users appreciate the functionalities offered by Smart Mobile for their daily banking needs. The high rating (4.8) in Google Play Store and App Store reflects their satisfaction and confirms the progress on the digital agenda.

In 2024, several new features were launched in Smart Mobile, including:

- Updating personal data through a simplified process by simply photographing the identity document.
- Viewing the total amount earned from interest paid by the bank in the previous year and the current year for savings products (savings accounts and term deposits) held at Raiffeisen Bank, facilitating the calculation of income for the single tax return.

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- Option to close savings accounts directly from the Smart Mobile app.
- Option to generate various confirmations for payments made with a debit card or initiated from the app.
- The "Member get member" invitation system (sending an invitation to a friend to become a Raiffeisen client directly from Smart Mobile)
- For clients who are participants in the Raiffeisen Acumulare Voluntary Pension Fund, viewing the updated value of their net asset balance.

Customer security continues to be an essential feature of the services offered by Raiffeisen Bank. Starting from mid-2024, an additional but extremely easy step was added to the activation process of the SmartToken app for enhanced protection. This involves photographing the identity card and taking a short selfie video.

In 2024, clients continued to intensively use digital payments via phone or watch, with the volume and number of such transactions increasing by over **47%** and **41%**, respectively, compared to the previous year.

### **Focus on regional development and ESG assets**

The volume of financing in the corporate mid-market segment increased by **16%** in 2024 compared to the previous year, reflecting a continued commitment to supporting the development of the Romanian economy.

A central element of the Corporate Division's strategy was the launch, for the first time in Romania, of the **MoonshotX** program, designed to support Romanian companies in their rapid expansion by providing access to the resources, expertise, and financing needed to achieve their ambitious regional growth objectives.

Another important part of the Division's strategy was the ESG infrastructure, which in 2024 continued to grow ESG-eligible assets, reaching a sustainable coverage level of approximately **23%** of the portfolio.

### **Financing and digital transformation solutions for SMEs**

The volume of new loans granted to SMEs in 2024 increased by **11%** compared to 2023, driven by active participation in government programs such as IMM Plus, which facilitated the granting of

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over 155 million euros in loans. Additionally, new SME loans worth over 140 million euros were granted through the partnership with the European Investment Fund (EIF) under the two guarantee agreements, Microfinance and Competitiveness.

Lending through digital channels continues to support the growth of the loan portfolio for this client segment. Additionally, the Smart Business app offers clients new functionalities such as remote updating of data for pre-selected clients, the ability to block and re-issue cards, viewing current account packages, and displaying the beneficiary's name for added security.

At the end of 2024, Raiffeisen Bank launched a new platform for simple and fast, 100% digital enrollment of SME clients, initially available to small and medium-sized companies with a single shareholder.

**The factory by Raiffeisen Bank community has grown to over 560 start-ups**, with financing provided amounting to over 30.5 million euros.

**In 2024, Raiffeisen Bank launched, for the first time in Romania, the Yellow Card That Does Good.**

The Yellow Card That Does Good, an initiative that continues the bank's commitment to supporting causes with a positive impact in the community, marked the debut of the exclusive partnership between Raiffeisen Bank Romania and Visa, the global leader in digital payments. For every POS or online transaction made by clients with the new yellow debit card in RON, regardless of the amount, Raiffeisen Bank donates to the *Dăruiește Viață* Association, in addition to the 1 million euros of support.

Throughout 2024, Raiffeisen Bank issued new cards to clients with a superior design made from 99% recycled plastic, an important step in the mission to reduce the carbon footprint.

### **Raiffeisen Private Banking**

In 2024, Raiffeisen Private Banking Romania surpassed **1 billion euros** in investment products, with assets under management reaching nearly **1.7 billion euros (+12.5)**. It also continues sustainable investments by adding 2 new international investment funds focused on sustainability to its offering, complementing the 9 ESG funds already available.

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Repeatedly awarded by some of the most prestigious international publications, Raiffeisen Private Banking also received the reconfirmation of its status as Romania's Best International Private Bank at the 2024 Euromoney Global Private Banking Awards.

### **Raiffeisen Leasing: +67% in new financing volumes**

Raiffeisen Leasing recorded a **67%** increase in new business volumes from January to December 2024, compared to the same period the previous year.

In the main categories of financed assets, the company saw growth across all segments: trucks for domestic and international transport, passenger cars, light commercial vehicles, and equipment. A significant portion of the financing went towards "green" assets, which contribute to and accelerate the transition to a sustainable economy. The non-performing loan rate remained low, highlighting the stability of the financing portfolio.

At the end of 2024, Raiffeisen Leasing saw a **42%** increase in the financing portfolio granted to clients compared to the 2023 level.

### **About Raiffeisen Bank Romania**

Raiffeisen Bank, a leading universal bank with solid capitalization and liquidity, operates in the Romanian banking market and serves more than 2.3 million retail and corporate customers.

Raiffeisen Bank has been supporting the Romanian economy for more than 25 years, offering products and financial services tailored to the needs of its customers. With responsibility as a guiding principle, we contribute to the development of society by financing the real and sustainable economy. At the same time, we are involved in the community by supporting 5 pillars of development: education, urban ecology, sports as a healthy lifestyle, innovation, arts, and culture. [www.raiffeisen.ro](http://www.raiffeisen.ro)

***Note: All the financial figures above are in accordance with International Financial Reporting Standards (IFRS) and RBI Group's Management Information Systems (MIS) reporting standards.***

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Order number in the Trade Register: : J40/44/1991

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The regulated market where the instruments are traded: Bucharest Stock Exchange (RBRO26, RBRO27, RBRO27A, RBRO27B, RBRO27C, RBRO28) and Luxemburg Stock Exchange (RBRO26, RBRO27, RBRO27A, RBRO27B, RBRO27C, RBRO28 and XS2700245561)

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