

RESULTS JANUARY — MARCH 2024

## **Santander Portugal achieves net profit of € 294.4 million (+58.4% YoY)**

*"Santander Portugal continued to play a critical role in supporting our customers and the Portuguese economy during the first three months of the year. We recorded an increase in credit and resource volumes, compared to the end of 2023. The number of active and digital customers kept growing, with significant increases of 57 and 60 thousand more, respectively, compared to the same period last year. The larger customer base was also reflected in a larger number of transactions, exceeding more than 1 million daily purchase and payment transactions.*

*The net profit achieved amounted to € 294.4 million. Our credit portfolio quality remained quite solid, and we maintained an adequate capital generation, which allows us to keep investing in improving the quality of service and customer experience.*

*We are living in a context of constant uncertainty, with an accelerated pace of change, but our strategy remains firm and clear: to keep investing in innovation, technology, simplification, and talent. These pillars will allow us to keep making a difference in our customers' lives.*

*We also want to leave our mark on the economy and in society. Thus, we have recently launched the 2<sup>nd</sup> edition of the "Portugal Inspirador" Award, an initiative aimed at distinguishing business success stories that stand out for their resilience, differentiation, and ability to create jobs, thus inspiring the entire country. It is with this same inspiration that we work every day, committed to developing our employees, customers, stakeholders, and society in general."*

*Pedro Castro e Almeida, CEO of Banco Santander Portugal*

Lisbon, April 30, 2024 — PRESS RELEASE

### **Main Highlights**

- At the end of March 2024, the **net profit** of Santander Totta, SGPS amounted to **€ 294.4 million**, compared to € 185.9 million at the end of the same period last year (+58.4%).
- The Bank kept growing active customer base as well as its digital customers, by 57 thousand and 60 thousand more, respectively, leveraged by its digital and commercial transformation. Additionally, it continued to grow in customer transactions, with more than 1 million daily purchase and payment transactions (+13.0%).
- Santander continued to provide diversified, innovative protection solutions suited to our customers' needs, who now already exceed one million. In April 2024, the Bank announced a new partnership with CUF Saúde, with the provision of an innovative health insurance.

- **Loans to customers<sup>1</sup>** amounted to € 46.6 billion (+9.6% year-on-year). Mortgage loans dropped by 1.5% compared to the same period last year, while consumer loans remained practically unchanged, benefiting from a progressive recovery in new credit volumes.
- **Customer resources amounted to € 43.8 billion**, a 2.3% reduction compared to the same period in 2023, largely explained by the behaviour of deposits, but which was offset by the diversification of savings into off-balance sheet resources, which grew by 10.1% during this period.
- The **efficiency ratio stood at 22.7%**, a 8.6 p.p. decrease year-on-year.
- The **fully implemented CET1 ratio** stood at 13.6% (+0.2 p.p. year-on-year).
- The North American magazine *Global Finance* has distinguished Santander as the “Best Bank in Portugal,” within the scope of “*The World's Best Banks 2024*,” highlighting the results achieved, the variety of services offered, and the bank’s credibility before its customers. The same publication also distinguished Santander, for the 3<sup>rd</sup> consecutive year, as the “**Best SME Bank**” in Portugal, within the scope of the “*SME Bank Awards 2024*.”
- *Euromoney* magazine distinguished Santander as the “**Best International Private Banking**” in Portugal, awarding this segment of the Bank for the 13<sup>th</sup> consecutive year, highlighting the Bank’s customer offer, its innovation capacity, and the provision of products with commercial impact and success.
- For the 3<sup>rd</sup> consecutive year Santander was once again distinguished as the **No. 1 ESG Bank in Portugal**, taking the first position in the sector in the **Merco ESG 2023** ranking. In the field of Human Resources, Santander was certified for the 2<sup>nd</sup> consecutive year as Top Employer 2024 in Portugal, by the *Top Employers Institute*, which distinguishes companies with the best practices in this matter.
- In terms of **sustainable financing**, the Bank keeps supporting the climate transition of its private and corporate customers, with a financing volume of about three hundred million euros.
- Santander Portugal has the best ratings in the sector. The Bank's current long-term debt ratings, compared to those of Portugal as a country, are as follows: Fitch — A- (Portugal — A-); Moody's — Baa1 (Portugal — A3); S&P — A- (Portugal — A-); and DBRS — A (Portugal — A).

---

<sup>1</sup>Total loans to customers (gross).

## Key Indicators

### Santander Totta, SGPS

<b>BALANCE SHEET AND RESULTS (million euro)</b>	<b>mar-24</b>	<b>mar-23</b>	<b>Var.</b>
Total Net Assets	55,342	55,165	+0.3%
Loans and advances to customers (gross) (1)	46,645	42,571	+9.6%
Customers' Resources	43,760	44,771	-2.3%
Net Interest Income (without dividends)	440.6	267.7	+64.6%
Net Fees	120.9	121.7	-0.7%
Net Income from Banking Activities (2)	567.3	407.9	+39.1%
Operating costs	-129.0	-127.6	+1.1%
Net Operating Income	438.3	280.4	+56.3%
Income before taxes and non-controlling interests	429.1	269.6	+59.2%
Consolidated net income	294.4	185.9	+58.4%

<b>RATIOS</b>	<b>mar-24</b>	<b>mar-23</b>	<b>Var.</b>
ROE	27.2%	19.7%	+7.5 p.p.
Efficiency ratio	22.7%	31.3%	-8.6 p.p.
CET I ratio (fully implemented)	13.6%	13.4%	+0.2 p.p.
Non-Performing Exposure Ratio (3)	1.8%	2.1%	-0.3 p.p.
Non-Performing Exposure coverage ratio	86.2%	87.7%	-1.5 p.p.
Cost of credit (4)	0.14%	0.00%	+0.14 p.p.

<b>Other Data</b>	<b>mar-24</b>	<b>mar-23</b>	<b>Var.</b>
Employees in Portugal	4,580	4,677	-97
Total Branches in Portugal	330	334	-4

<b>RATING - Banco Santander Totta, SA</b>	<b>mar-24</b>
FitchRatings	A-
Moody's	Baa1
Standard & Poor's	A-
DBRS	A

(1) Total loans to customers (gross)

(2) Includes the costs with the Resolution and Deposit Guarantee Funds

(3) In accordance with to EBA criteria

(4) 12 month average

## Business Framework

The main short-term indicators revealed a **moderate recovery of economic activity in the first months of 2024**, continuing to be supported by the **resilience of the labour market**. The risks that had been identified for economic activity, especially in advanced economies, did not materialize, or at least not to the extent previously anticipated, but growth speeds remain quite different between regions. Emerging economies keep sustaining global economic activity, despite China's lesser contribution, while the US has led the growth of developed economies.

In the **US, economic activity remains solid**, supported by the resilience of the labour market, with the unemployment rate remaining below 4%. Despite the slowdown in wages, they still grew significantly, contributing to a slower deceleration of inflation, as a result of the evolution of service prices. The recent acceleration resulted in reviewed expectations regarding the Federal Reserve's interventions in 2024, with investors' doubting the reaffirmed intention — at the March meeting — of 3 possible cuts, totalling 75 bps.

In the **Euro Area, indicators also point towards a recovery of economic growth in the first quarter of 2024**, but mainly in the Southern economies, while Germany lags further behind in terms of the economic cycle, still impacted by the recent years' context changes, namely in terms of energy prices and interest rates. However, the labour market is characterized by unemployment rates at the lowest levels since the Euro was launched.

In this context, **inflation has slowed down**, with inflationary pressures being a result of the momentum of the labour market and of the subsequent evolution of service prices. However, **the ECB, at its April meeting, signalled that it could lower its reference interest rates by 25 bps** in the coming month of June. Future changes to reference interest rates will depend on economic developments and, above all, on the sustained convergence of inflation towards the 2% target, with wage dynamics being critical.

**Geopolitical risks remain quite high**, with worsening tensions in the Middle East, which could lead to further price surges in raw materials and, consequently, in increased inflationary pressures. On the other hand, such geopolitical risks may continue to disrupt global supply chains, and to impact economic agents' trust.

In **Portugal, business activity kept growing in the first quarter**, but at a more moderate pace than at the end of 2023. Private consumption is mostly dominated by data on the acquisition of durable goods, especially vehicles, while consumer confidence recovered to the highest levels since February 2022. As far as investment is concerned, confidence in construction remains weak. Exports of goods, in the first two months of the year, grew by 1.2%, in nominal terms, and imports dropped by 1.2%. Tourism data, in turn, shows an increase in the number of foreign guests. The unemployment rate stabilized at about 6.7%.

**Interest rates rose in the first quarter**, with an almost parallel shift in the yield curve, compared to the end of 2023, as a result of the reassessment of expectations regarding central banks' interventions, in terms of the speed and dimension of reference rate changes. The German 10-year yield stood at 2.48%, and the 2-year yield at 2.94% (as of April 17). The 10-year Portuguese sovereign rate stood at 3.17%, with the difference against the German sovereign standing at about 69 bps, compared to the 61 bps recorded on December 29, 2023.

Portugal's risk rating was revised by S&P to A- (positive), while the remaining agencies maintained their ratings: A (stable) by DBRS, A- (stable) by Fitch, and A3 (stable) by Moody's.

## Business Activity

In the first quarter of 2024, Santander Portugal continued its strategy of growing its commercial and transactional relationships with customers, based on the commercial and digital transformation it has been implementing in recent years, with material results in terms of enhanced customer experience and satisfaction.

As a result, the Bank continued to grow its customer base during this quarter, with an increase of **57 thousand new active customers** (+3.2%), and **60 thousand new digital customers**, to 1.20 million customers (+5.3%).

This growth has been more significant in segments where there are greater relationships and value, materialized in increased business volumes, both in terms of credit and resources (with a growth of 1.3% in credit to individuals, and of 1.0% in resources, compared to the end of 2023), as well as in the main transactionality metrics.

The **number of credit and debit cards issued by the Bank** grew by 3.9% year-on-year, with the Bank's customers carrying out almost **1.1 million daily transactions**, in terms of purchases and withdrawals (+13.0%).

Throughout the first quarter, customers increased their use of digital channels, with around one million daily logins on the private website and on the App, a 12.7% growth compared to Q1'2023. The number of Bank customers using *OneApp* reached 702 thousand (+15.4%).

Within the framework of commercial transformation, the Bank keeps constantly adapting its offer to the needs of its customers, taking into account the economic and competitive context, which is why, in Q1'24, it increased the volumes of new credit operations, both to companies, as well as to private individuals.

At the corporate segment, in addition to liquidity and treasury management instruments, such as factoring and confirming, the Bank continued to support their digital and climate transformation, having granted about 300 million euros in financing during the first quarter.

The Bank maintained a solid activity in supporting international trade and the internationalization of Portuguese companies, namely by strengthening its position in terms of trade finance operations. This activity is also leveraged through the *International Desk*, which facilitates Portuguese companies internationalizing their business into geographies where Santander operates, while, on the other hand, supports foreign companies that intend to establish themselves in Portugal.

In the **mortgage lending** segment, the provision of a mixed rate offer, based on an initial period with fixed interest rate — under competitive conditions — in addition to traditional variable rate solutions, continued to contribute to the sustained growth of new production volumes in Q1'24.

In terms of **customer resources**, Santander Portugal continued to offer comprehensive, differentiated solutions, with the provision of a wide range of investment solutions in investment funds and financial insurance, in addition to traditional deposits.

The portfolio of off-balance sheet resources grew by 10.1%, compared to the end of March 2023, reaching 4.360 million in investment funds and 3.884 million in financial insurance and other resources. In terms of traditional deposits, the Bank maintained a competitive offer, both in terms of conditions and remuneration, favouring digital channels for its commercialization, where it offers differentiated solutions in terms of liquidity and term, adjusted to customer needs and preferences.

In terms of **real and personal protection**, Santander continues to provide its customers with a diversified offer aimed at promoting their peace of mind and comfort, in terms of protection insurance, with the origination of new policies growing by 10.5% compared to the same period last year.

Keeping its focus on innovation, and above all, being concerned with providing solutions guided towards our customers' needs, Santander entered into a partnership with CUF Saúde, the largest private healthcare provider in Portugal, and Aegon Santander Portugal namely by launching the **health insurance "CUF Santander."** This product is aimed at the Bank's customers, and it combines the benefits of a healthcare plan with the benefits of a health insurance, namely for hospitalization and surgery risks.

Additionally, and as part of the constant effort to improve service quality and in making its offer available on digital channels, the Bank has maintained its continuous investment in processes and systems.

## Results

At the end of the first quarter of 2024, Santander Totta, SGPS (referred to as "Bank" or "Santander Portugal" in this Press Release) achieved a net profit of € 294.4 million, a year-on-year growth of 58.4% compared to the € 185.9 million it achieved in the same period last year.

### Main Highlights:

Net income from banking activities<sup>1</sup> amounted to € 567.3 million, a 39.1% growth compared to the same period last year, explained by the evolution of net interest income (+64.6%), since net fees have stabilized.

Operating costs remained practically stable compared to the same period in 2023 (+1.1%), despite inflation, especially in services — which still remains well above the 2% target —, and which allowed operating income to grow by 56.3%, to € 438.3 million.

Compared to the end of March 2023, the efficiency ratio fell by 8.6 p.p., to 22.7%.

Net interest income, in the amount of € 440.6 million, recorded a 64.6% growth compared to the same period last year. The evolution of this component almost entirely reflects the evolution of market interest rates, which were able to grow, compared to the same period last year. However, the quarterly dynamics already reflected, on the one hand, the effects of the higher remuneration of the deposit base, and, on the other, the inversion of the yield curve associated with expectations that the ECB may begin a new monetary cycle in the next quarters (the 6- and 12-month Euribor interest rates reached their maximum in September/October 2023). Additionally, a very competitive environment continued to be observed, in a context of high liquidity in the banking system, with the consequent downward pressure on credit spreads.

Net fees income amounted to € 120.9 million (-0.7% year-on-year), already benefiting from the growth of the customer base, especially in higher value segments, with the consequent increase in business volumes, in credit, and in off-balance sheet resources. It was thus possible to offset the effects of legal changes that limit the amounts of fees charged, which came into force in the second half of 2023.

Gain/Losses on financial assets recorded a 47.8% reduction, compared to the same period in 2023, standing at € 4.3 million. Consequently, net income from banking activities amounted to € 567.3 million (+39.1% compared to the same period last year).

Operating costs remained relatively stable, with year-on-year growth of 1.1%, to € 129.0 million. The commercial and digital transformation that the Bank continues to carry out has allowed it to maintain its cost growth below

---

<sup>1</sup> Net income from banking activities includes charges with Resolution Funds, and with the Deposit Guarantee Fund

the inflation rate, especially in services. Staff costs rose by 3.1%, up to € 70.2 million, and general and administrative expenses grew by 2.4%, to € 49.3 million.

As a result, the Bank recorded new gains in terms of efficiency and lower customer cost-to-serve. The efficiency ratio dropped by 8.6 p.p., year-on-year, to 22.7%.

Net impairment of financial assets at amortized cost, in the amount of € -5.9 million, recorded a 65.3% decrease compared to the same period last year. Despite the fast, significant interest rates rise, namely in 2022 and 2023, the quality of the credit portfolio was not impacted, benefiting to a large extent from low unemployment, as well as from the proactive action on the part of customers themselves in managing their credits. As a result, the NPE ratio stood at 1.8%, a 0.3 p.p. reduction compared to the same period in 2023.

Net provisions and other results amounted to € -3.3 million, and income before taxes and non-controlling interests amounted to € 429.1 million, an 59.2% increase compared to the same period in 2023.

### Balance Sheet and Business

Loans to customers (gross) amounted to € 46.6 billion (+9.6% compared to the same period last year). The Bank has, since the second half of 2023, been adapting its offer to the new needs of its customers in a context of higher interest rates, which, on the one hand, helped attract new credit customers and, on the other, helped decrease the pace of early amortizations that characterized part of the dynamics in 2023.

The mortgage loan portfolio, in the amount of € 22.3 billion at the end of March 2024, reflected a 1.5% reduction compared to March 2023. This dynamic reflects the aforementioned factors, combined with the decline in interest rates already observed in recent months. Consumer credit amounted to € 1.8 billion, remaining practically stable when compared to the same period last year (-0.4%).

Loans to corporates and institutionals amounted to € 22.2 billion euros, with the Bank continuing to pursue its strategy of supporting its customers' projects. In addition to liquidity and treasury management solutions, as well as support for international business, instruments to support the energy transition of Portuguese companies were also added.

LOANS (million euro)	mar-24	mar-23	Var.
Loans to individuals	24,420	24,836	-1.7%
<i>of which</i>			
Mortgage	22,331	22,675	-1.5%
Consumer	1,812	1,819	-0.4%
Loans to corporates and institucionals	22,225	17,736	+25.3%

The Non-Performing Exposure (NPE) ratio, calculated according to EBA criterion (in relation to balance sheet exposure), stood at 1.8% in March 2024, a 0.3 p.p. reduction compared to the same period last year, with the respective coverage standing at 86.2% (+1.5 p.p.).

Customer resources amounted to € 43.8 billion, a 2.3% decrease year-on-year, explained by the evolution of deposits, which fell by 4.7%, down to € 35.5 billion. This evolution, compared to the end of March 2023, reflects, on the one hand, the adjustment process of households and companies to higher interest rates, in the first half of 2023, with a greater volume of early partial repayment of credits and, on the other hand, the diversification of resources into off-balance sheet financial instruments, which volume grew by 10.1%, to € 8.2 billion.

RESOURCES (million euro)	mar-24	mar-23	Var.
<b>Customers' resources</b>	<b>43,760</b>	<b>44,771</b>	<b>-2.3%</b>
Deposits	35,516	37,285	-4.7%
Off-balance sheet resources	8,244	7,486	+10.1%
Investment funds	4,360	3,784	+15.2%
Insurance and other resources	3,884	3,702	+4.9%

## Liquidity and Solvency

Santander Portugal continued its strategy of maximizing the liquidity cushion available to face adverse events. In the first quarter of 2024, the liquidity reserve was reduced by about € 0.8 billion compared to the end of the previous quarter, ending Q1'24 with a liquidity reserve of € 16.9 billion. This reduction in the first quarter is mainly the result of the amortization of € 0.7 billion relating to the last tranche of TLTRO III. Exposure to the Eurosystem stood at € -4.0 billion euros (a surplus position).

The Bank has maintained a financing structure appropriate to the market context. Financing obtained from the European Central Bank came down to zero with the maturity of the last tranche of € 0.7 billion, in March 2024.

Short-term financing through repurchase agreements ended the first quarter at € 3.6 billion. In terms of long-term financing, Santander Portugal ends the first quarter of 2024 with about € 1.0 billion in securitizations, € 4.7 billion in covered bonds (new issuance in February, amounting to € 1 billion), € 1.1 billion of *senior non-preferred* issuances, € 0.2 billion of subordinated issuances, € 0.3 billion of *Credit Linked Notes*, and about € 0.8 billion in financing with repurchase agreement.

The LCR (*Liquidity Coverage Ratio*), calculated in accordance with CRD IV rules, stood at 121.6%, thus meeting regulatory requirements on a fully-implemented basis.

The *Common Equity Tier 1* (CET1) ratio, calculated in accordance with CRR/CDR IV standards, stood at 13.6% (fully implemented), at the end of March 2024, an increase of 0.2 p.p. compared to same period in 2023.

The Bank still has very high capitalization levels, clearly above the minimum requirements set by the ECB under the SREP (for 2024, CET1 — 8.428%, Tier 1 — 10.238%, and Total — 12.5%, fully implemented).

In terms of MREL, as of the end of March, Santander Totta SGPS recorded a 26.8% ratio, which is above the fully implemented requirement of 24.17% (including the 3% Combined Buffer Requirement (CBR) of TREA), required as of January 1<sup>st</sup>, 2024.

CAPITAL (fully implemented) (million euro)	mar-24	mar-23
Common Equity Tier I	2,142	2,184
Tier I Capital	2,542	2,584
Total Capital	2,819	2,866
<b>Risk Weighted Assets (RWA)</b>	<b>15,746</b>	<b>16,239</b>
CET I ratio	13.6%	13.4%
Tier I ratio	16.1%	15.9%
Total Capital Ratio	17.9%	17.7%



### External Recognition

In the first three months of the year, Santander was once again awarded for its financial performance, both globally and in various business segments. The North American magazine *Global Finance* distinguished Santander as the “**Best Bank in Portugal,**” within the scope of “*The World’s Best Banks 2024,*” which distinguishes financial institutions for the results they achieved, for the variety of services they offer, and for their credibility with customers.

The same publication also awarded Santander, for the 3<sup>rd</sup> consecutive year, as the “**Best SME Bank**” in Portugal, within the scope of the “*SME Bank Awards 2024,*” which distinguishes financial institutions that best respond to the needs of SMEs in their markets; for the support they provide; and for the quality of services they offer.

In turn, *Euromoney* magazine distinguished Santander as the “**Best International Private Banking in Portugal,**” awarding this segment of the Bank for the 13<sup>th</sup> consecutive year. In this edition, the jury considered the Bank’s customer offer, its innovation capacity, and the proposal for products with commercial impact and success.

For the third consecutive year, Santander was distinguished as the **No. 1 ESG Bank in Portugal**, taking the first position in the sector in the Merco ESG 2023 ranking. The study evaluated the companies that, over the last year, best complied with environmental, social, and governance factors (ESG).

In the field of Human Resources, Santander was certified for the 2<sup>nd</sup> consecutive year as *Top Employer 2024* in Portugal, by the *Top Employers Institute*, which distinguishes companies with the best practices in this matter.

In terms of Asset Management activity, *World Finance* magazine distinguished Santander as the **Best Wealth Management Provider 2023** in Portugal, within the scope of the *World Finance Wealth Management Awards*.

It is also worth highlighting the *Euronext Lisbon Awards 2024*, where Santander was distinguished, for the 5<sup>th</sup> consecutive year, in the “**Settlement & Custody**” category.

**Santander Totta, SGPS**

<b>BALANCE SHEET (million euro)</b>	<b>mar-24</b>	<b>mar-23</b>	<b>Var.</b>
<b>Cash, cash balances at central banks and other demand deposits</b>	4,807	8,449	-43.1%
Financial assets held for trading, at fair value through profit or loss, and at fair value through other comprehensive income	5,473	5,209	+5.1%
Financial assets at amortised cost	43,977	39,891	+10.2%
Investments in subsidiaries, joint ventures and associates	0	198	-100.0%
Tangible assets	398	434	-8.3%
Intangible assets	33	35	-4.8%
Tax assets	170	210	-19.0%
Non-current assets held for sale	35	47	-24.8%
Other assets	448	693	-35.3%
<b>Total Assets</b>	<b>55,342</b>	<b>55,165</b>	<b>+0.3%</b>
Financial liabilities held for trading	1,657	668	+148.0%
Financial liabilities at amortised cost	48,162	49,573	-2.8%
Resources from Central Banks and Credit Institutions	5,077	6,859	-26.0%
Customer deposits	35,516	37,451	-5.2%
Debt securities issued	7,317	4,610	+58.7%
Other financial liabilities	251	653	-61.5%
Provisions	133	146	-9.1%
Tax liabilities	491	351	+39.7%
Other liabilities	560	702	-20.2%
<b>Total Liabilities</b>	<b>51,002</b>	<b>51,440</b>	<b>-0.9%</b>
Share capital attributable to ST SGPS shareholders	4,338	3,723	+16.5%
Non controlling interests	2	1	+12.8%
<b>Total Shareholders' Equity</b>	<b>4,340</b>	<b>3,725</b>	<b>+16.5%</b>
<b>Total Shareholders' Equity and Total Liabilities</b>	<b>55,342</b>	<b>55,165</b>	<b>+0.3%</b>

Nota: O Balaço de 2023 foi reexpresso para ajustar a venda da STS

**Santander Totta, SGPS**

<b>CONSOLIDATED INCOME STATEMENTS* (million euro)</b>	<b>mar-24</b>	<b>mar-23</b>	<b>Var.</b>
<b>Net interest income</b>	<b>440.6</b>	<b>267.7</b>	<b>+64.6%</b>
Income from equity instruments	0.0	0.0	-64.2%
Results from associates	0.0	4.1	-100.0%
Net fees	120.9	121.7	-0.7%
Other operating results	1.6	1.5	+6.9%
Insurance activity	0.0	4.8	-100.0%
<b>Commercial revenue</b>	<b>563.0</b>	<b>399.7</b>	<b>+40.9%</b>
Gain/losses on financial assets	4.3	8.2	-47.8%
<b>Net Income from Banking Activities (1)</b>	<b>567.3</b>	<b>407.9</b>	<b>+39.1%</b>
Operating costs	-129.0	-127.6	+1.1%
Staff expenses	-70.2	-68.1	+3.1%
Other Administrative Expenses	-49.3	-48.2	+2.4%
Depreciation	-9.4	-11.3	-16.2%
<b>Net operating Income</b>	<b>438.3</b>	<b>280.4</b>	<b>+56.3%</b>
Impairment (net) of financial assets at amortised cost	-5.9	-17.0	-65.3%
Net provisions and other results	-3.3	6.1	-
<b>Income before taxes and non-controlling interests</b>	<b>429.1</b>	<b>269.6</b>	<b>+59.2%</b>
Taxes	-134.7	-83.6	+61.1%
Non-controlling interests	-0.1	-0.1	+59.0%
<b>Consolidated net income</b>	<b>294.4</b>	<b>185.9</b>	<b>+58.4%</b>

(1) Includes the costs with the Resolution and Deposit Guarantee Funds

(\*) Not audited

**Santander Totta, SGPS**

In accordance with the definition contained in instructions 16/2004 of the Bank of Portugal with the changes in instruction 6/2018

	<b>mar-24</b>	<b>mar-23</b>	<b>Var.</b>
<b>Profitability</b>			
Income before taxes and MI/Average net assets	3.0%	1.8%	+1.2 p.p.
Net income from banking activity/Average net assets	4.0%	2.7%	+1.3 p.p.
Income before taxes and MI/Average equity	43.0%	28.3%	+14.7 p.p.
<b>Efficiency</b>			
Operating expenses/Net income from banking activity	22.7%	31.3%	-8.6 p.p.
Staff expenses/Net income from banking activity	12.4%	16.7%	-4.3 p.p.
<b>Transformation</b>			
Credit (net)/Deposits	129.1%	111.7%	+17.4 p.p.