



# OP Financial Group's Interim Report for 1 January–31 March 2018

# Contents

- OP Financial Group's Interim Report
- Banking
- Non-Life Insurance
- Wealth Management
- Liquidity and Funding
- Capital adequacy and capital base
- OP in a nutshell



# OP Financial Group's Interim Report

# OP Financial Group's key figures and ratios

## Full-year earnings will be lower than a year ago

	Q1/2018	Q1/2017	Change, %	Q1-4/2017
Earnings before tax, EUR million	239	283	-15.8	1,031
Banking	184	163	13.5	619
Non-life Insurance	38	49	-23.1	210
Wealth Management	47	34	40.0	247
Other operations	-31	38	0.0	-45
New OP bonuses accrued to owner-customers	-56	-54	5.1	-220
	31 March 2018	31 March 2017	Change, %	31 December 2017
CET1 ratio, %	20.0	18.8	1.2 *	20.1
Ratio of capital base to minimum amount of capital base (under the Act on the Supervision of Financial and Insurance Conglomerates) % ***	147	142	6 *	148
Return on economic capital, % **	19.6	22.2	-2.6 *	20.4
Return on equity (ROE), %	6.8	9.1	-2.2 *	7.7
Return on assets (ROA), %	0.55	0.69	-0.1 *	0.6
Ratio of non-performing receivables to loan and guarantee portfolio, % ****	1.2	1.2	-0.1 *	1.2
Owner customers (1,000)	1,848	1,765	4.7	1,833

\* Change in ratio

\*\* The FiCo ratio has been calculated for insurance companies using transition provisions included in solvency regulation.

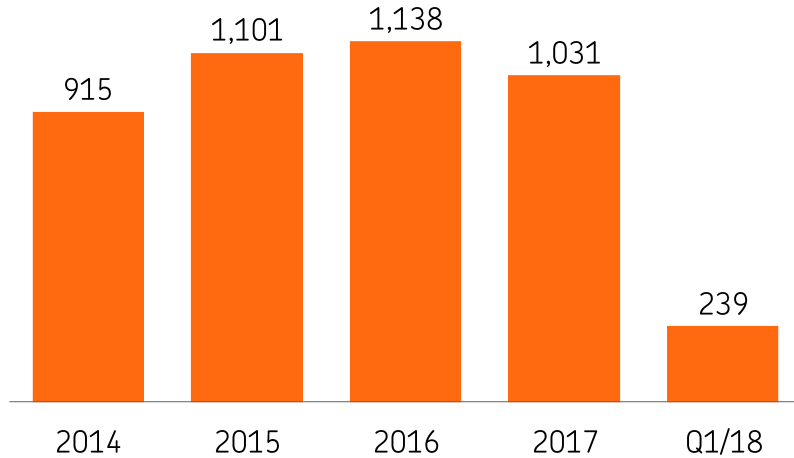
\*\*\* 12-month rolling

\*\*\*\* Non-performing receivables refer to receivables that are more than 90 days past due, other receivables classified as risky and forborne receivables related to such receivables due to the customer's financial difficulties.

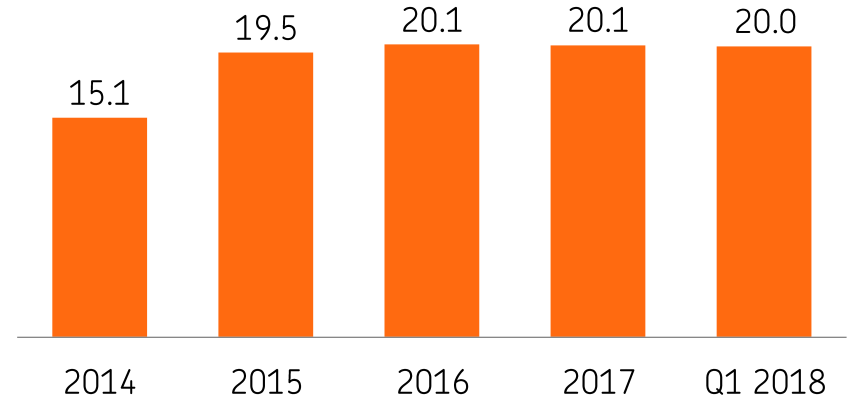
- Earnings before tax amounted to EUR 239 million (283).
- Income from customer business showed strong growth. Net interest income increased by 8%, net insurance income by 9% and net commissions and fees by 3%.
- CET1 ratio was 20.0%, or at the previous year-end level.
- Earnings before tax for 2018 are expected to be lower than in 2017.

# OP Financial Group's steady financial performance supports capital base

Earnings before tax, € million

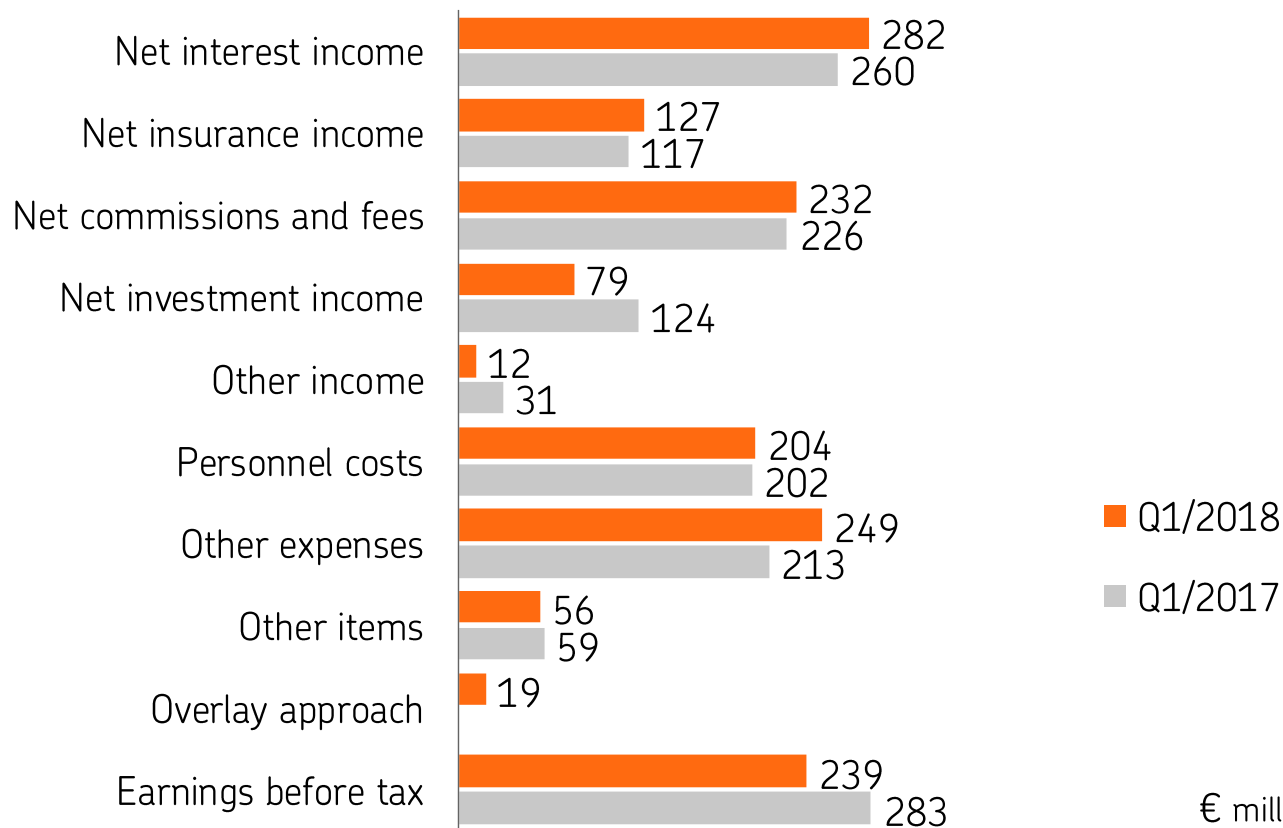


Common Equity Tier 1 ratio (CET1),%



Without the risk weight floor set by the ECB in 2017 and 2018, the CET1 ratio would be about 2 percentage points higher.

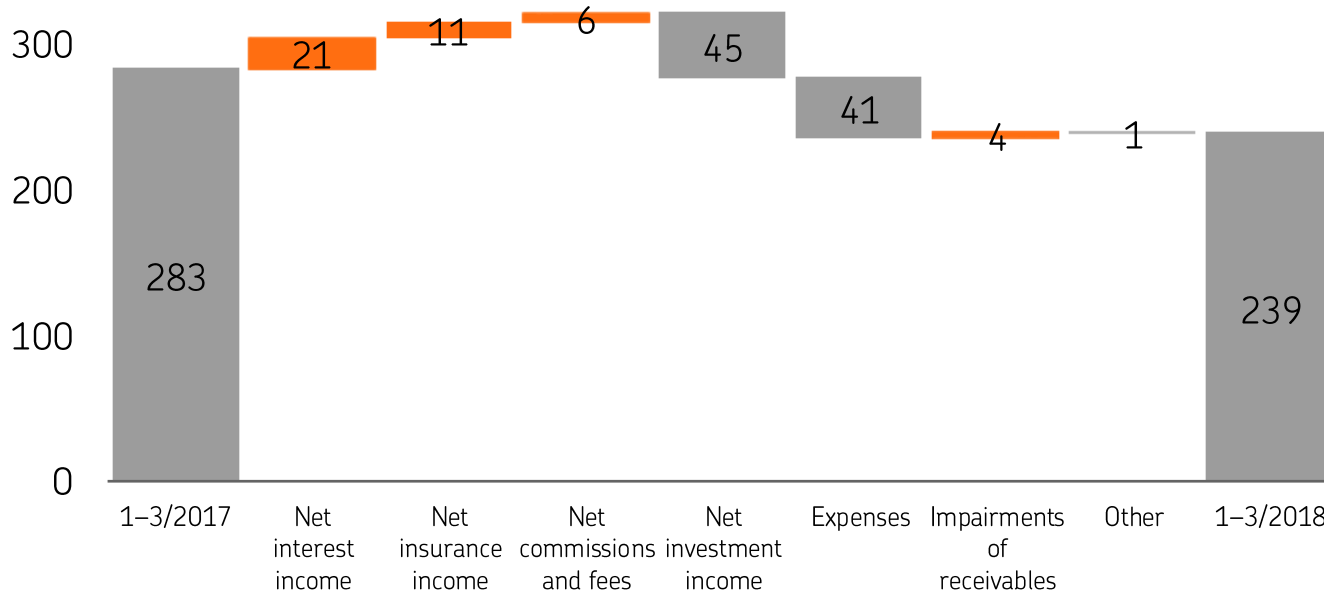
# OP Financial Group's main income statement items



# Lower investment income and growth in development costs shows in OP Financial Group's financial performance

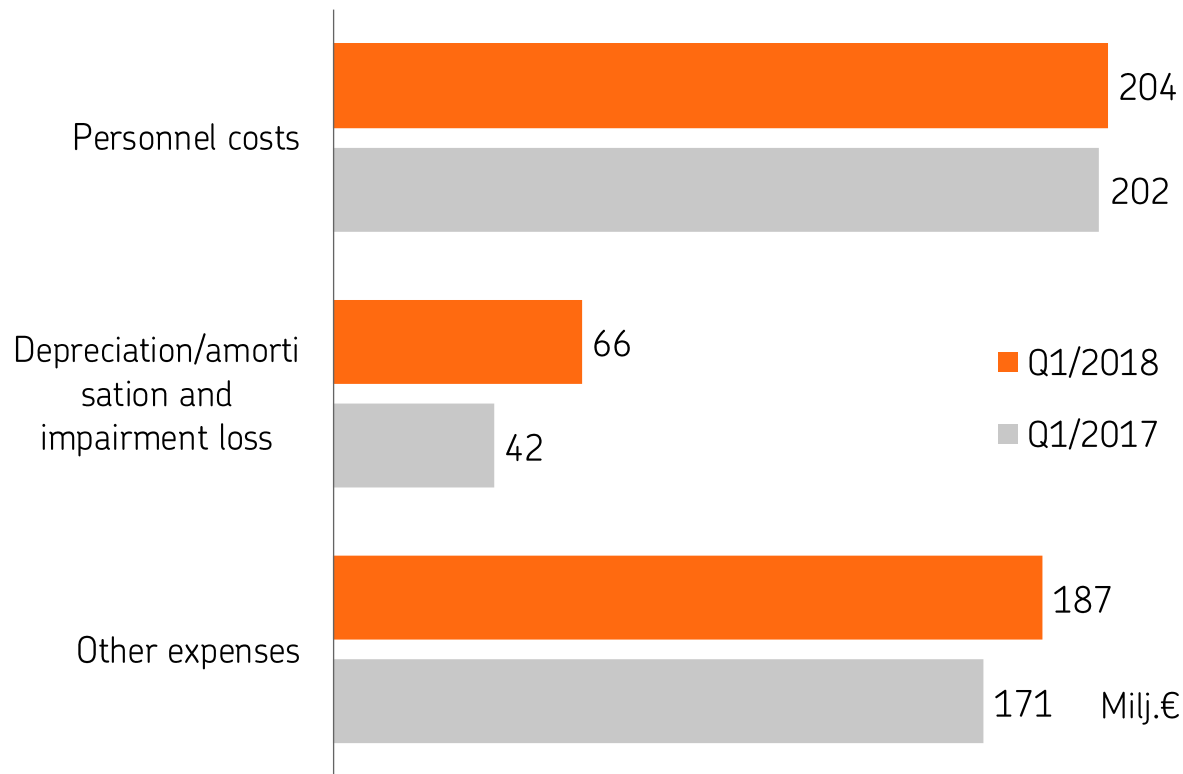
€ million

400



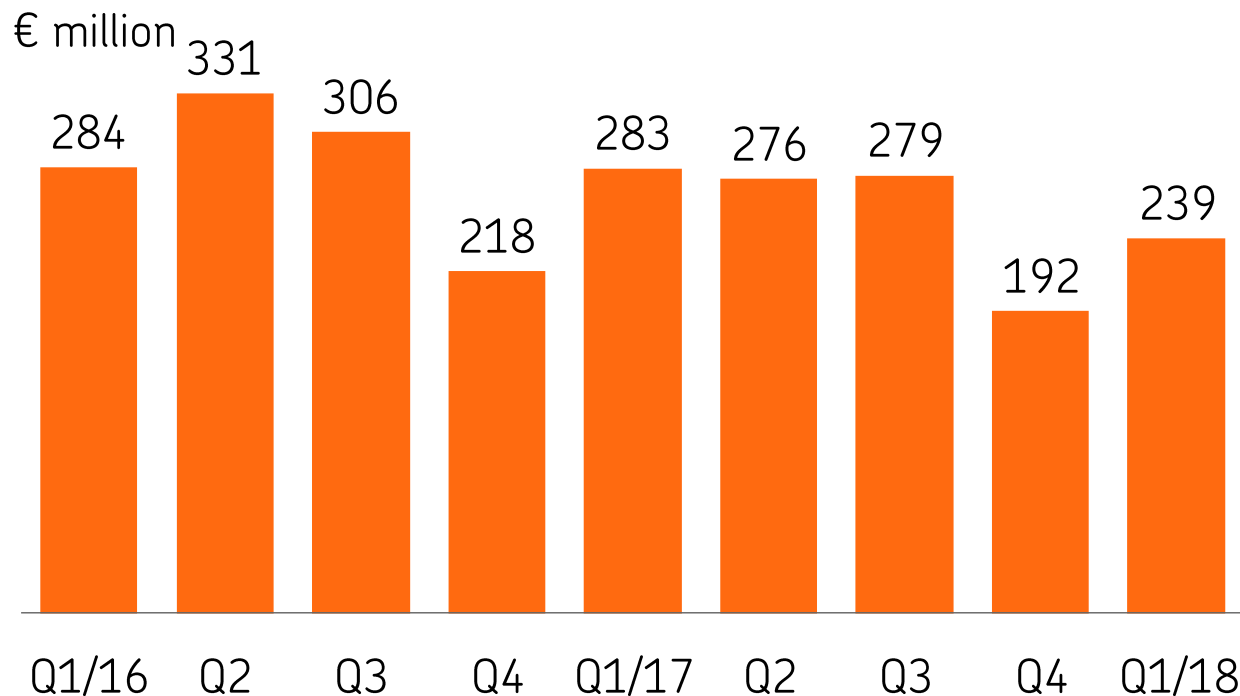
Investment operations are presented without  
Overlay Approach income (EUR 19 million)

# OP Financial Group's cost performance

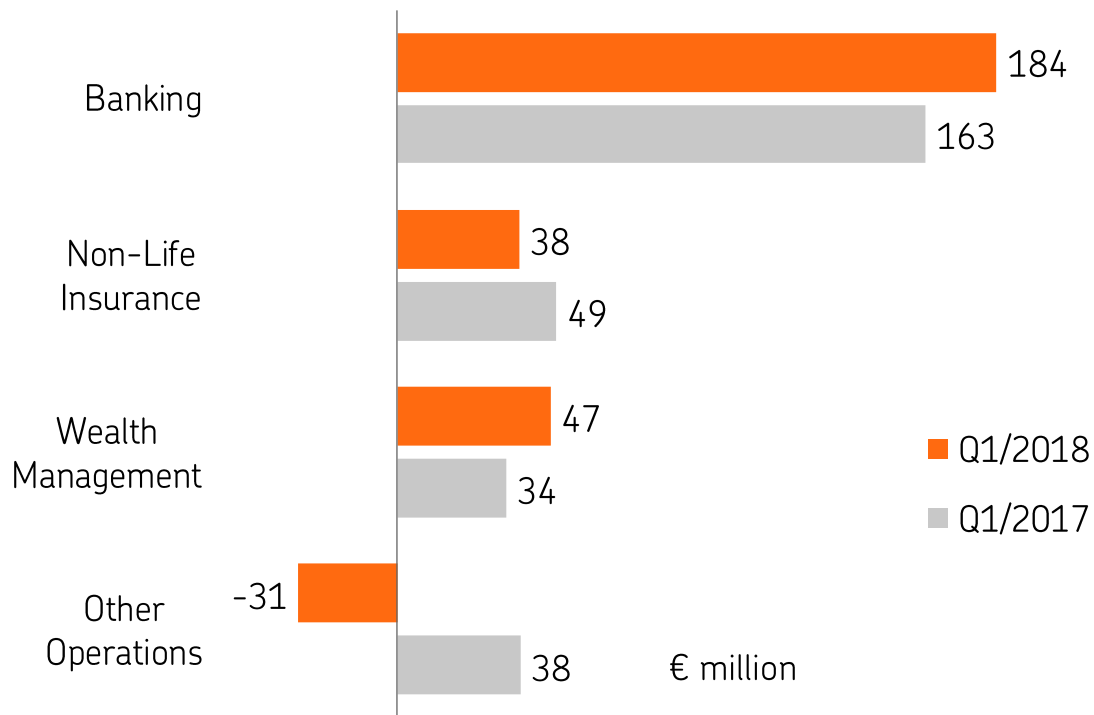




# OP Financial Group's EBT by quarter



# OP Financial Group's EBT by business segment



# OP Financial Group's income statement

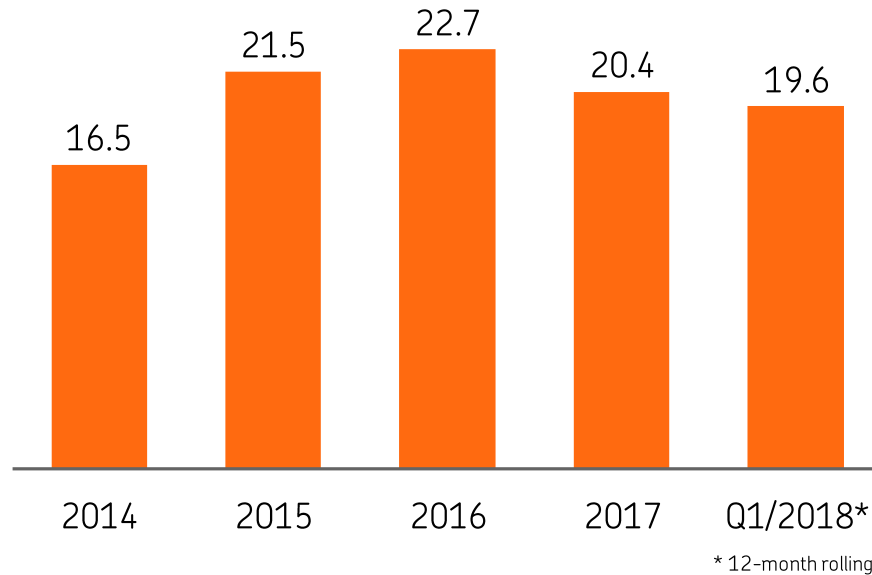
January 1 to March 31	2018	2017	Change, €million	%
Net interest income	282	260	21	8.2
Net insurance income	127	117	11	9.2
Net commissions and fees	232	226	6	2.7
Net investment income	79	124	-45	-36.1
Other operating income	12	31	-19	-60.6
<b>Total income</b>	<b>732</b>	<b>757</b>	<b>-25</b>	<b>-3.3</b>
Personnel costs	204	202	2	1.1
Other expenses	252	213	39	18.1
<b>Total expenses</b>	<b>456</b>	<b>415</b>	<b>41</b>	<b>9.8</b>
Impairment loss on receivables	-4	-8	4	-51.2
OP bonuses	-52	-51	-2	3.2
Overlay approach	19	0	19	
<b>Earnings before tax</b>	<b>239</b>	<b>283</b>	<b>-45</b>	<b>-15.8</b>

# OP Financial Group's quarterly performance

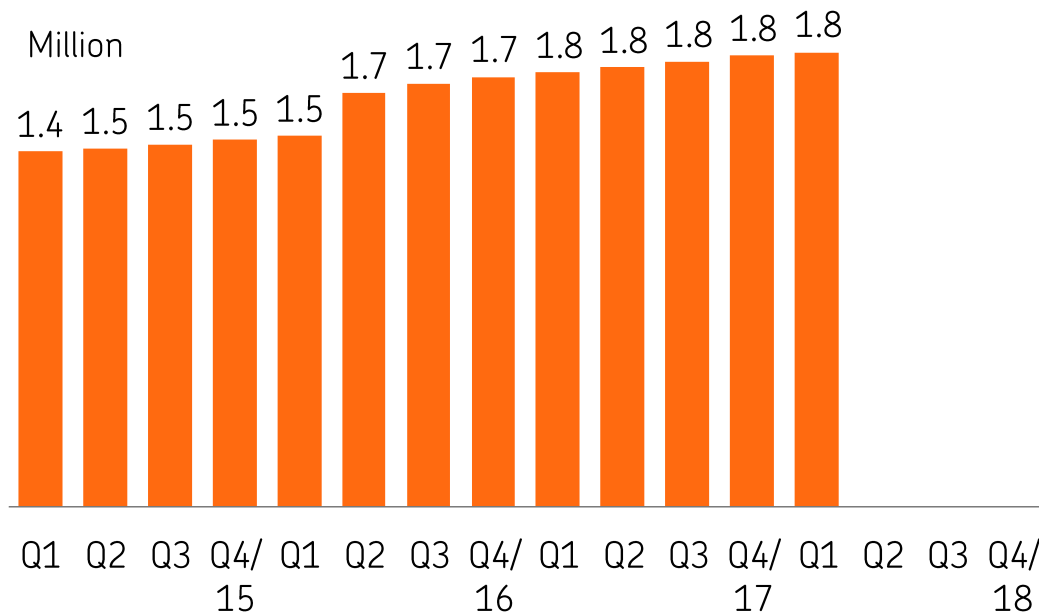
€ million	Q1	Q2	Q3	Q4/2017	Q1/2018
Net interest income	260	274	287	281	282
Net insurance income	117	145	80	137	127
Net commissions and fees	226	209	203	242	232
Net investment income	124	123	171	104	79
Other operating income	31	32	12	8	12
<b>Total income</b>	<b>757</b>	<b>782</b>	<b>753</b>	<b>772</b>	<b>732</b>
Personnel costs	202	191	171	193	204
Other expenses	213	244	242	310	252
<b>Total expenses</b>	<b>415</b>	<b>436</b>	<b>414</b>	<b>503</b>	<b>456</b>
Impairments of receivables	-8	-15	-5	-20	-4
OP bonuses to owner-customers	-51	-55	-55	-56	-52
Overlay approach					19
<b>Earnings before tax</b>	<b>283</b>	<b>276</b>	<b>279</b>	<b>192</b>	<b>239</b>

# Long-term return target at 22%

Return on economic capital, %



# Steady growth in the number of owner-customers



The figures include the owner-customers of Helsinki Area Cooperative Bank established on 1 April 2016 and the owner-customers of POP Group banks that transferred to OP's customer systems in September 2016.



# Banking

# Banking

OP is Finland's leading provider of home and corporate loans. OP's Banking is the Group's largest business segment providing customers with an extensive and comprehensive range of products and services.

- For private customers, OP's Banking services and products for include daily banking, loans, savings and investments, and housing-related services.
- With respect to corporate customers, OP provides services to SMEs, major corporations, and organisations and associations. We provide our customers with a wide range of services for financing, payment transactions and cash management, investment, risk management and the development of business. We always tailor our solutions to the needs of our corporate customers.

## Key figures Q1 2018

EBT

EUR **184** million

Loan portfolio

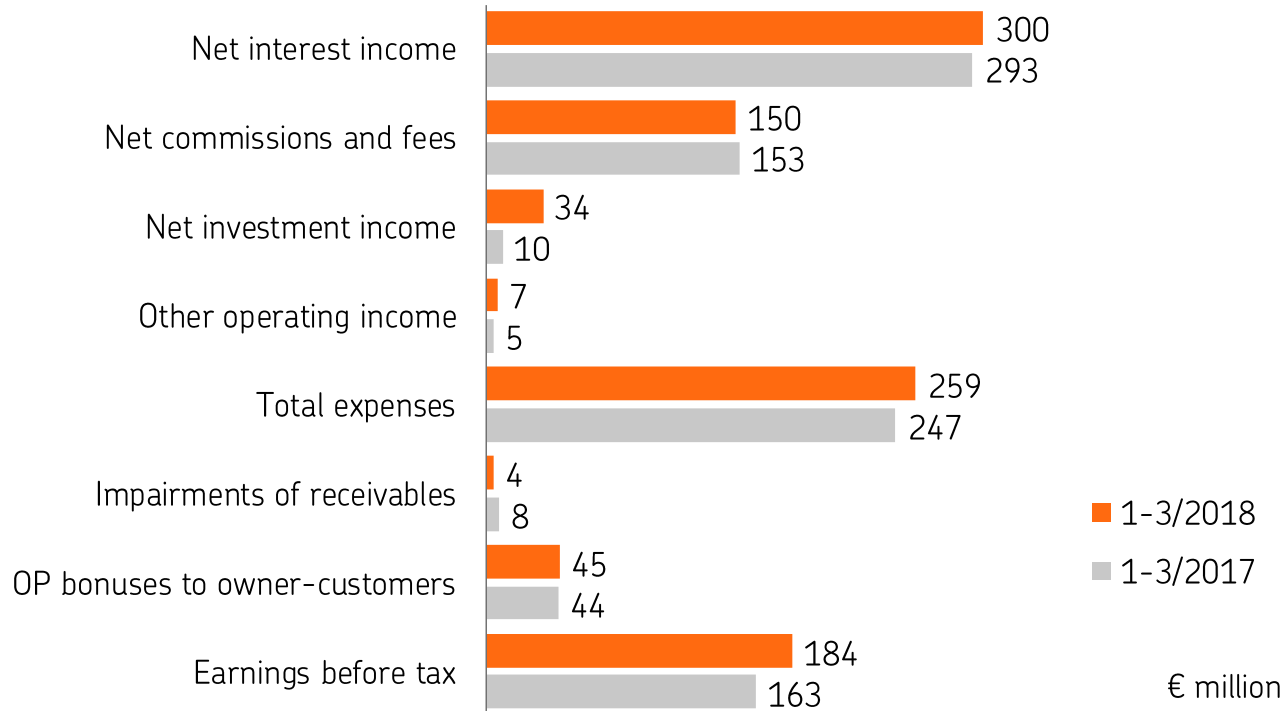
EUR **83.1** billion

Total deposits

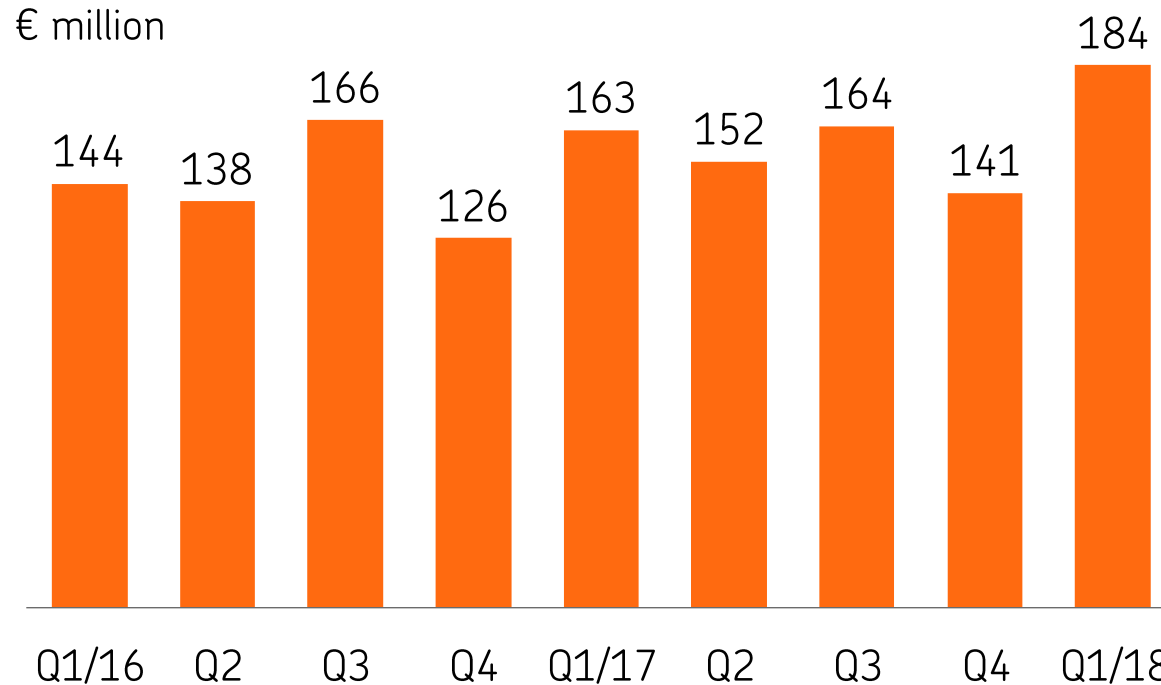
EUR **59.6** billion



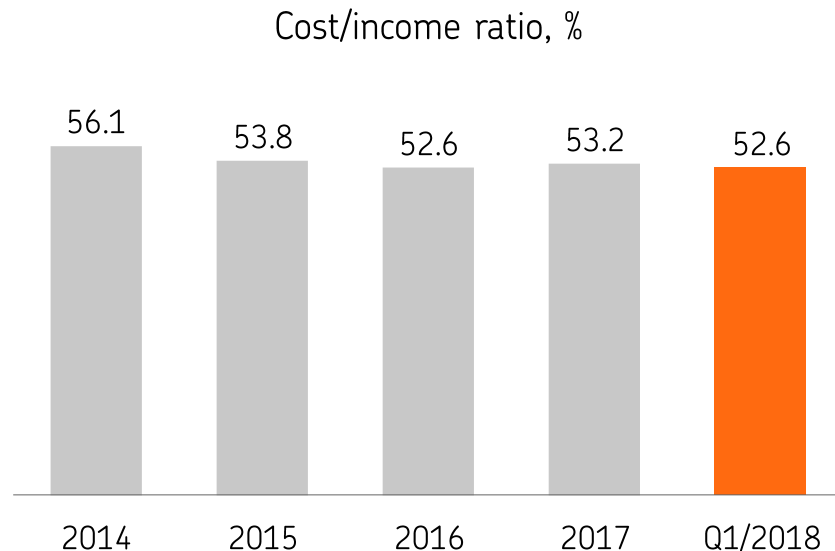
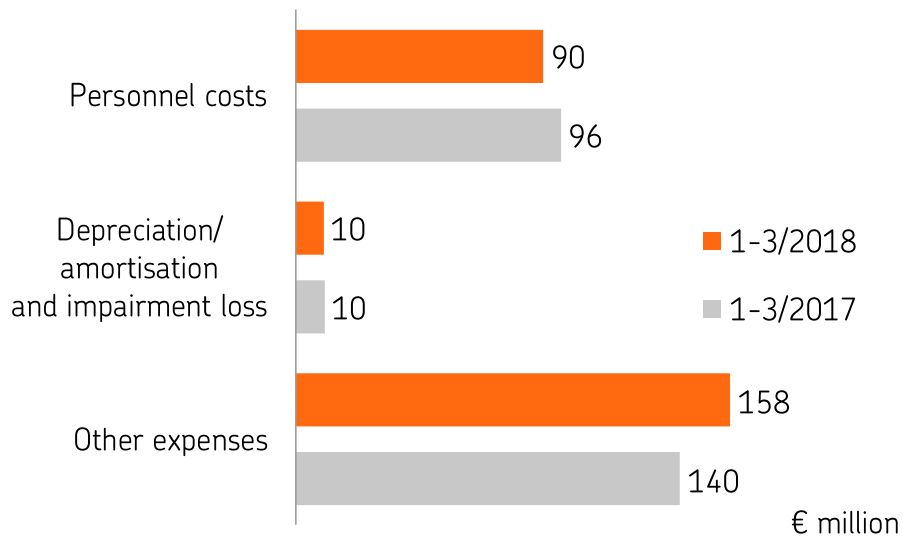
# Income increased by 6.7% and expenses 4.7% year on year



# Earnings before tax were 13.5% higher than a year ago

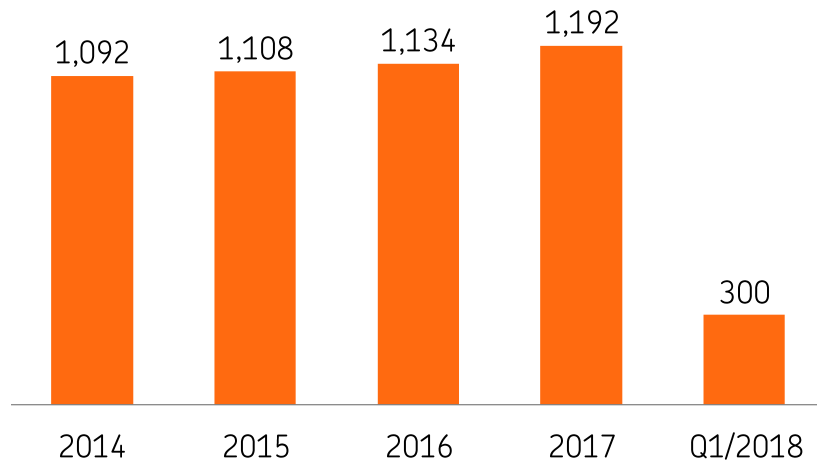


As a result of the rise in income, the cost/income ratio improved to 52.6% (53.6)

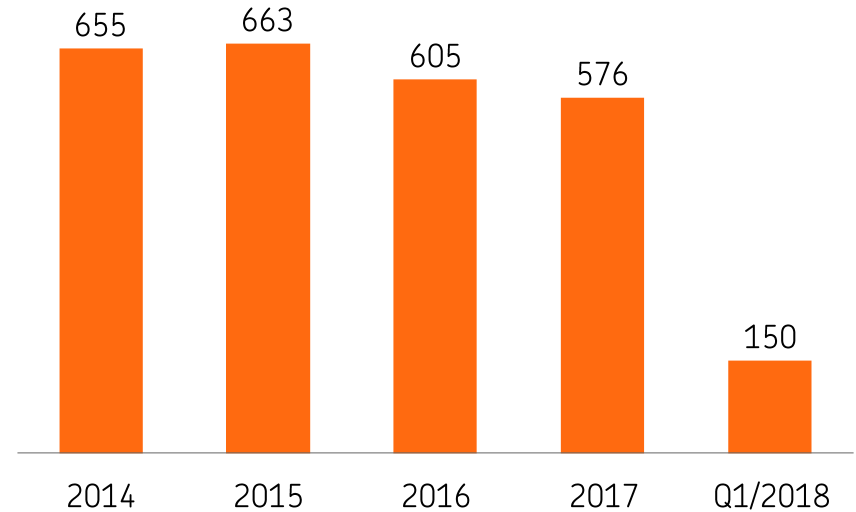


# Net interest income increased by 2.0% but net commissions and fees decreased by 1.6%

Net interest income, € million

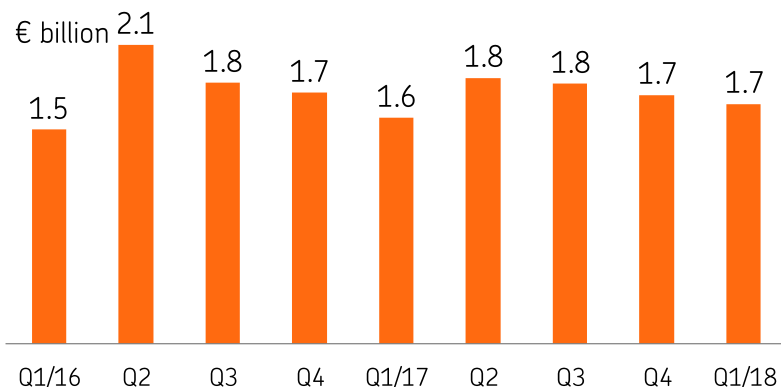


Net commissions and fees, € million



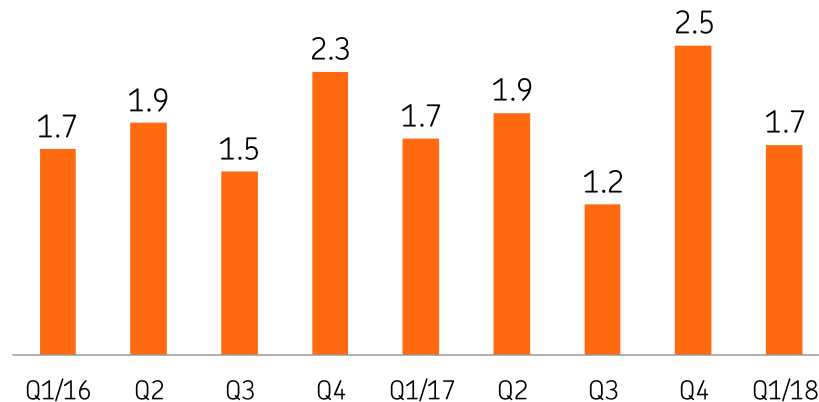
The volume of home loans drawn down increased by 6.0% but the volume of corporate loans drawn down decreased by 2.8%

Home loans drawn down

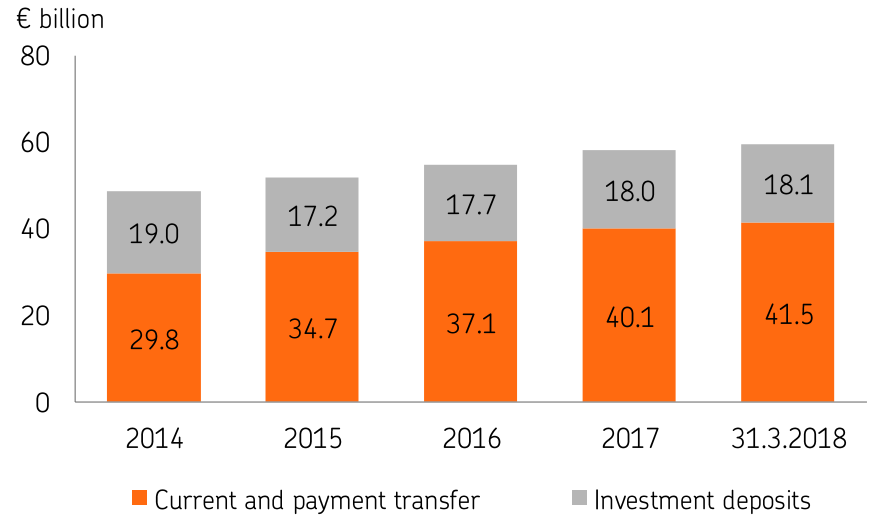
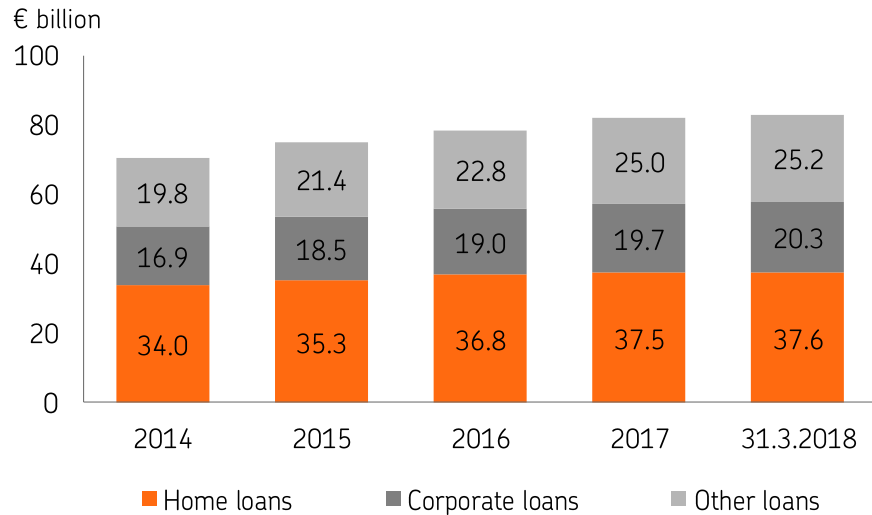


Corporate loans

€ billion



# The Banking loan portfolio grew by 4.5% and the deposit portfolio by 8.5% in the year to March



# OP Financial Group's loan and guarantee portfolio grew by 4.3%

€ million	31 March 2018	31 March 2017	Change	
			€ million	%
Enterprises and housing associations	32,918	31,095	1,822	5.9
Renting and operating of residential real estate	6,868	6,346	523	8.2
Renting and operating of other real estate	4,224	4,200	23	0.6
Wholesale and retail trade	3,367	3,192	174	5.5
Energy	3,033	2,583	450	17.4
Services	2,686	2,194	492	22.4
Construction	2,584	2,444	140	5.7
Transportation and storage	1,677	1,639	38	2.3
Manufacture of machinery and equipment (incl. services)	1,622	1,687	-65	-3.9
Financial and insurance services	1,463	1,013	449	44.3
Agriculture, forestry and fishing	1,353	1,210	143	11.9
Metal Industry	728	751	-22	-3.0
Forest Industry	713	747	-34	-4.5
Food Industry	620	628	-8	-1.2
Real estate investments	514	593	-79	-13.4
Chemical Industry	477	393	84	21.2
Other manufacturing	300	365	-65	-17.8
Other industries	689	1,110	-421	-37.9
Public corporations and non-profit organisations	1,893	1,667	225	13.5
Households	50,218	49,062	1,157	2.4
Adjustments	628	300	328	0.0
<b>Total</b>	<b>85,657</b>	<b>82,124</b>	<b>3,533</b>	<b>4.3</b>



# Non-life Insurance



# Non-life Insurance

OP is Finland's leading non-life insurer, providing its private customers and corporate and institutional customers with a diverse range of comprehensive insurance solutions. OP's Non-life Insurance divisions consist of Private Customers, Corporate Customers, Baltics and Health and Wellbeing.

- A household, its family members, home and other property related to it as well as motor vehicles are at the core of insurance for private customers.
- Extensive and diversified risk management services form the key corporate customer services.
- The strengths of our claims settlement service lie in its promptness and efficiency. OP's extensive partner network enables efficient claims settlement services.
- OP will develop health and wellbeing services into a major new business alongside its traditional business areas.

## Key figures Q1/2018

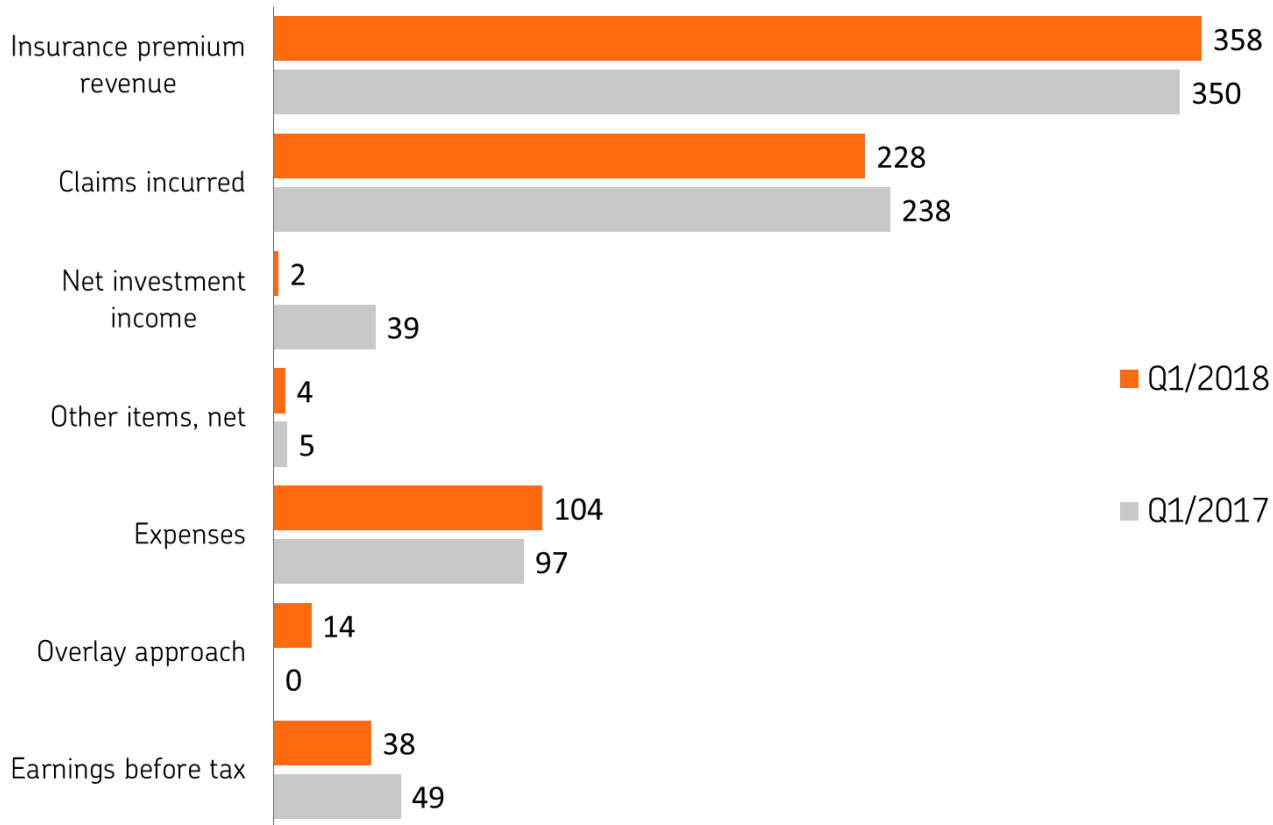
EBT

EUR **38** million

Insurance premium  
revenue

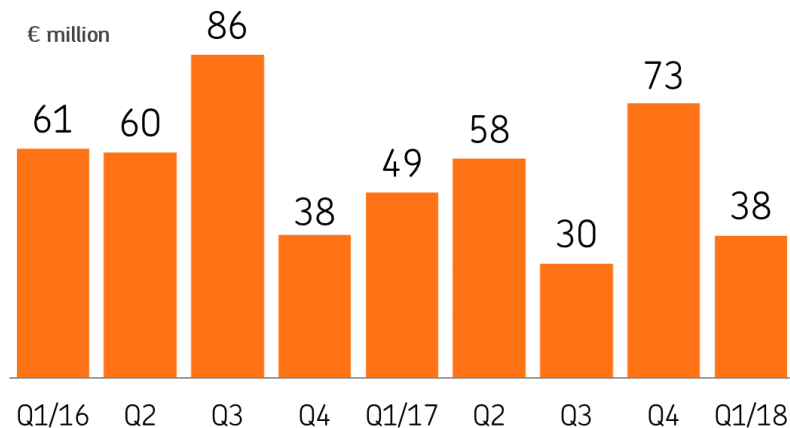
EUR **358** million

# Non-life Insurance EBT, € million



# Lower investment income reduced earnings

Earnings before tax by quarter, € mn

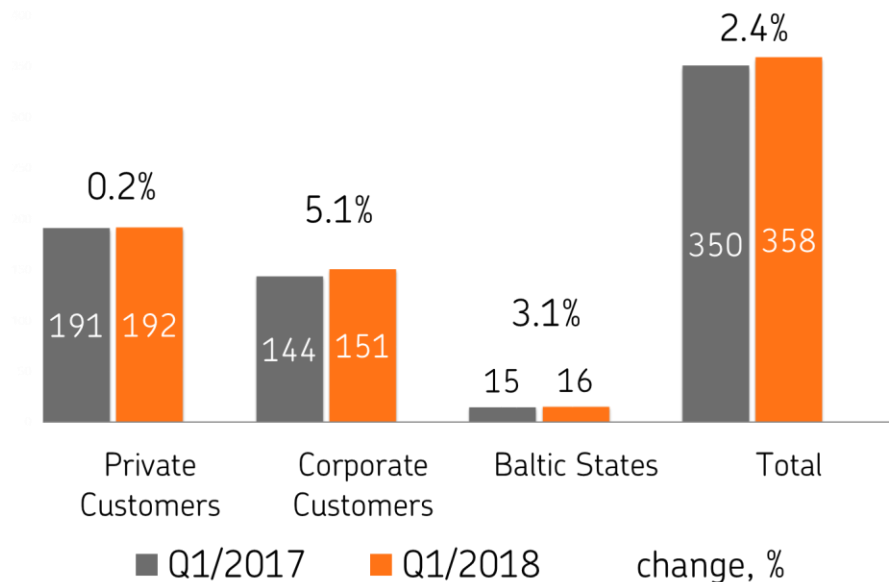


Earnings before tax, € mn  
change Q1/18 vs. Q1/17



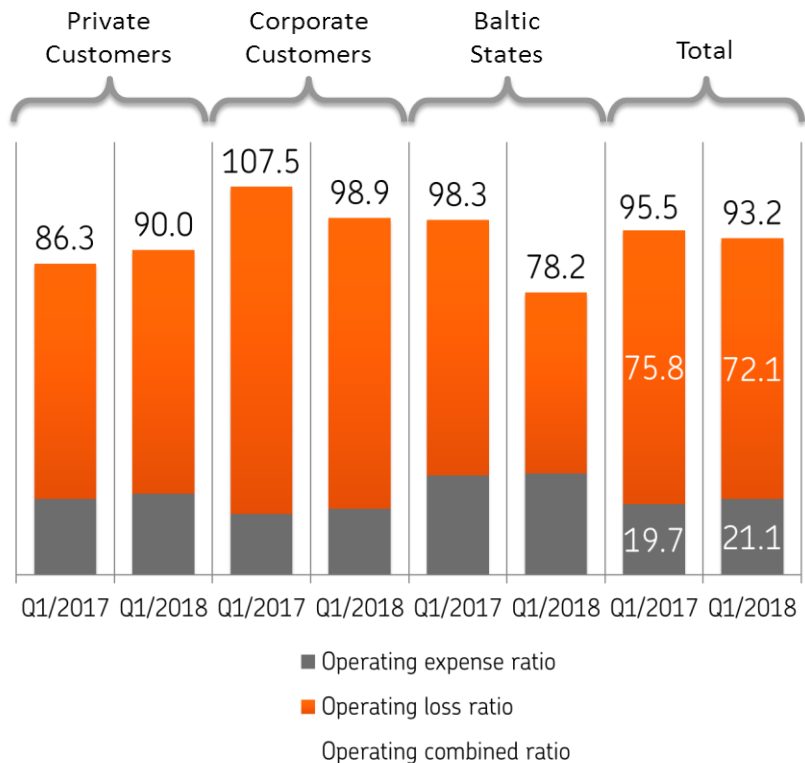
# Growth in insurance premium revenue stemmed from Corporate Customers

Insurance premium revenue, € mn and change by division  
Q1/2018 vs. Q1/2017



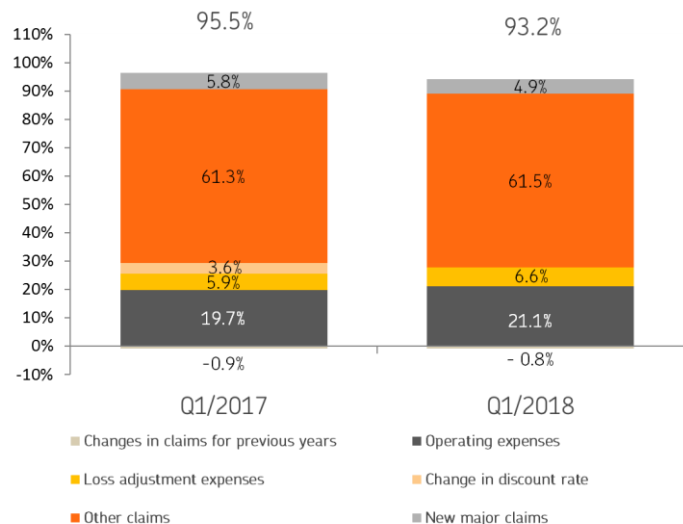
# Balance on technical account

Operating combined ratio by division Q1/2018 vs. Q1/2017, %

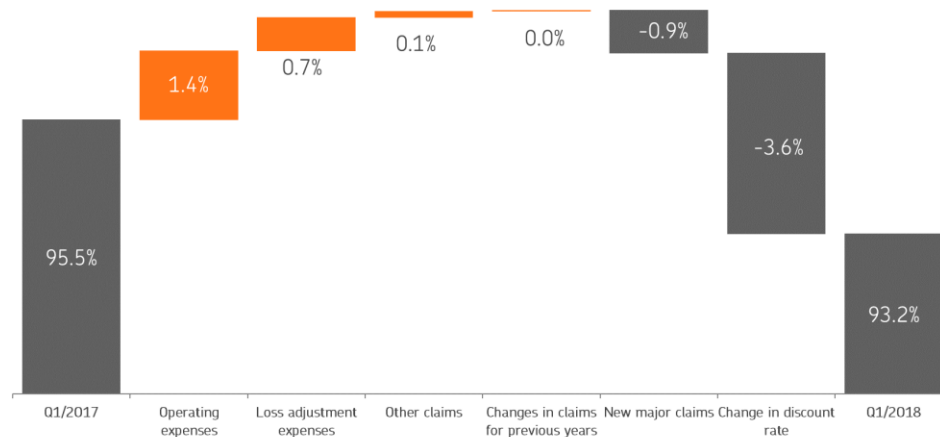


# Balance on technical account

Operating combined ratio  
by component, %

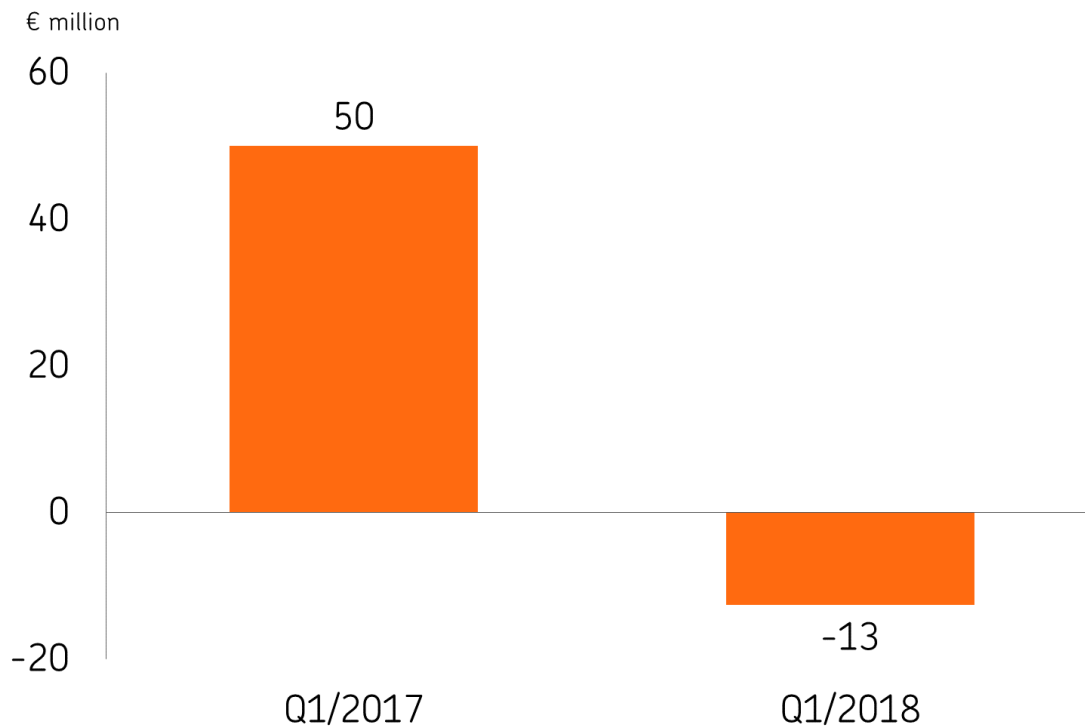


Change in operating combined ratio, %



Changes in claims for previous years (run off result), excl. the effect of the reduction in the discount rate, improved the balance on technical account by €5 million (3) in January-March 2018.

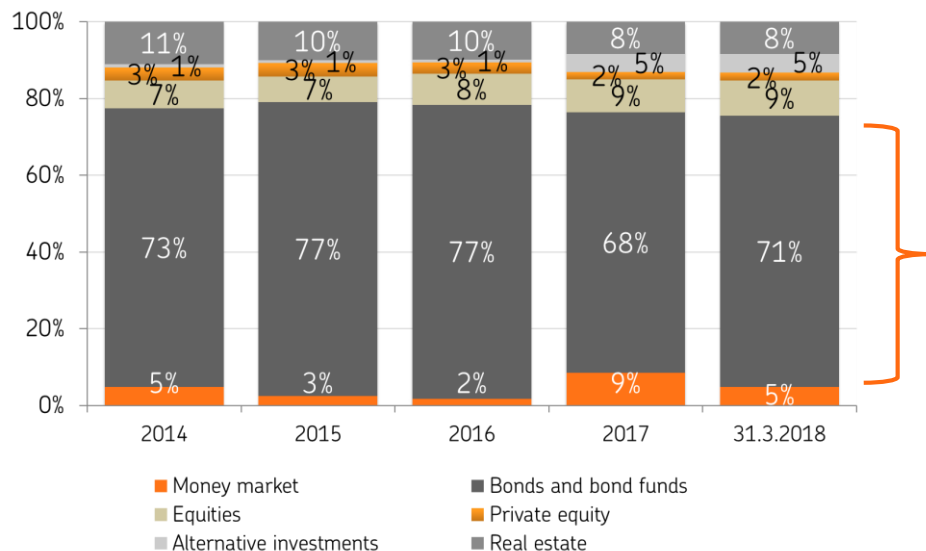
# Net return on investments at fair value, € million



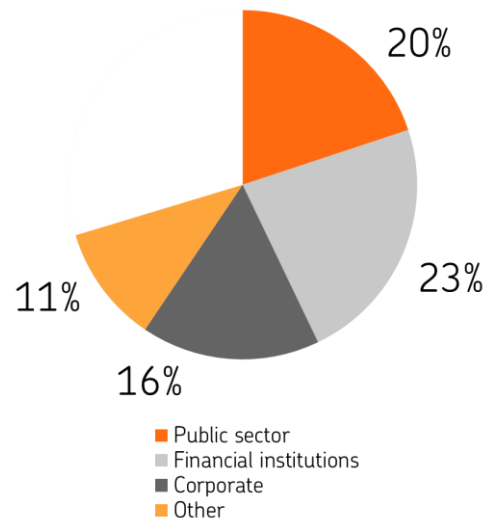
\*Net return on investments at fair value is calculated by deducting the value change in market-consistent insurance liability from income from total investment assets.

# Investment portfolio allocation

Investment portfolio (€3.8 bn) by asset class as of 31st March 2018



Bonds and bond funds (71%)



The duration of the fixed-income portfolio 4.6 years (5.1).

The running yield for direct bond investments averaged 1.5% (1.7) at end-March 2018.



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# Wealth Management

# Wealth Management

OP seeks to meet its private and corporate customers' savings and investment needs in a customer-focused and comprehensive way, with the best digital wealth management services and a unique Private Banking experience.

- For private customers, we provide an extensive range of savings and investment solutions. The mutual funds in our range invest in various asset classes and market areas, and are managed partly by OP's own investment organisation and partly by our international partners.
- The range of services for corporate customers consists of various investment solutions for not only cash management but also longer-term investment.
- OP boasts Finland's most extensive Private Banking network. The OP Private service models include discretionary investment management and advisory investment management.
- We provide our institutional clients with a full range of asset management services from investment decisions to modern risk reporting and portfolio analysis.
- In addition, OP provides both private and corporate/institutional clients with an extensive range of securities brokerage, custody and analysis services.

## Key figures Q1/2018

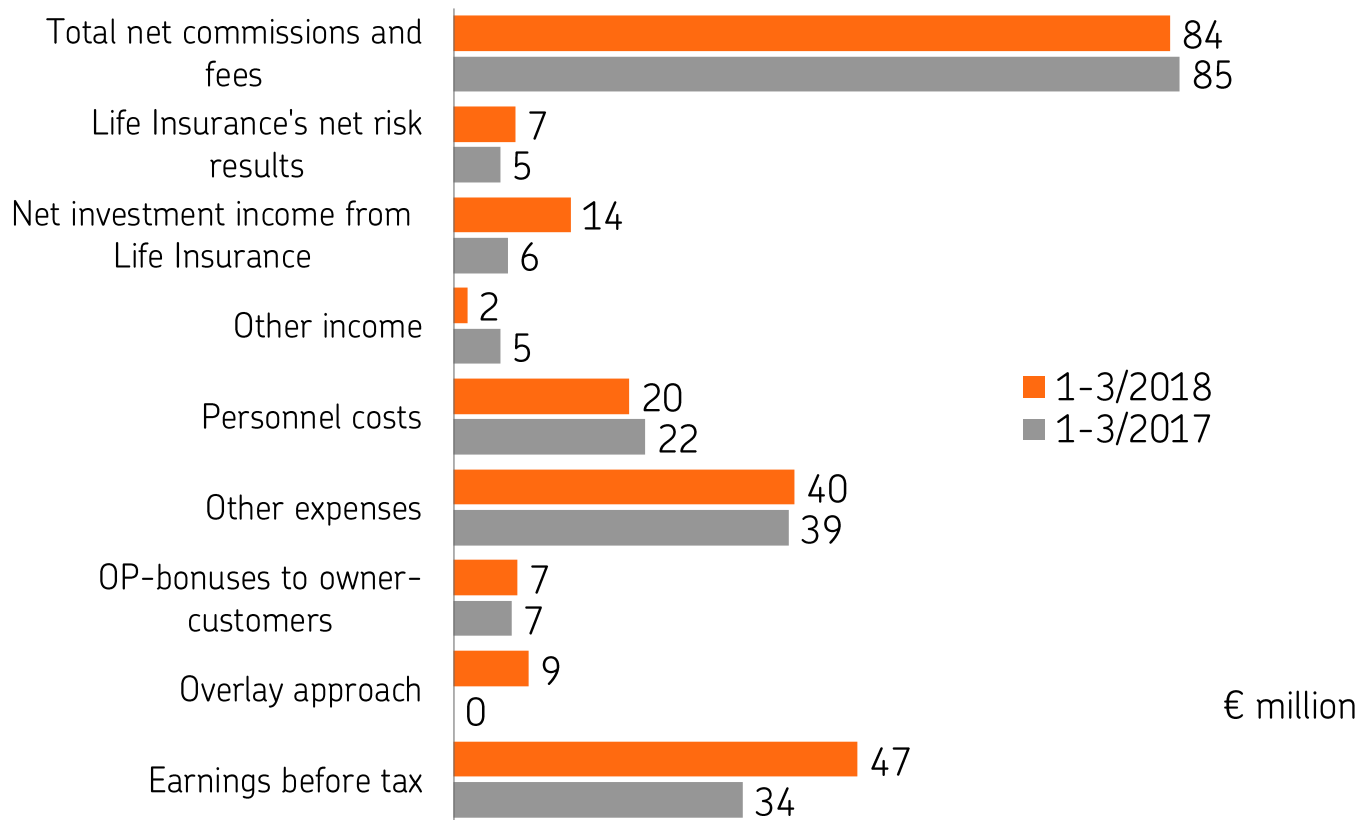
EBT

EUR 47 million

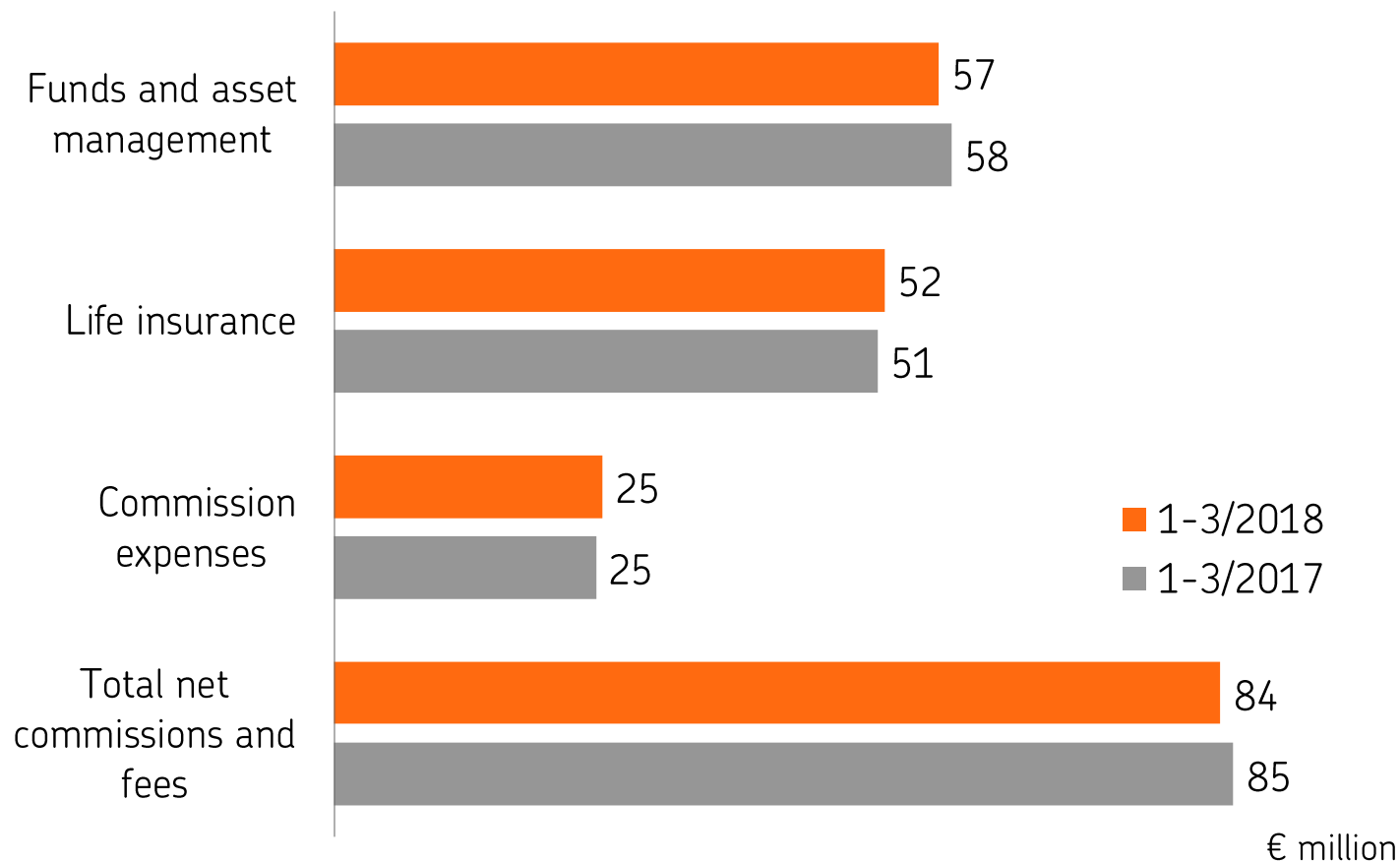
Assets under  
management

EUR 76.4 billion

# Wealth Management income statement

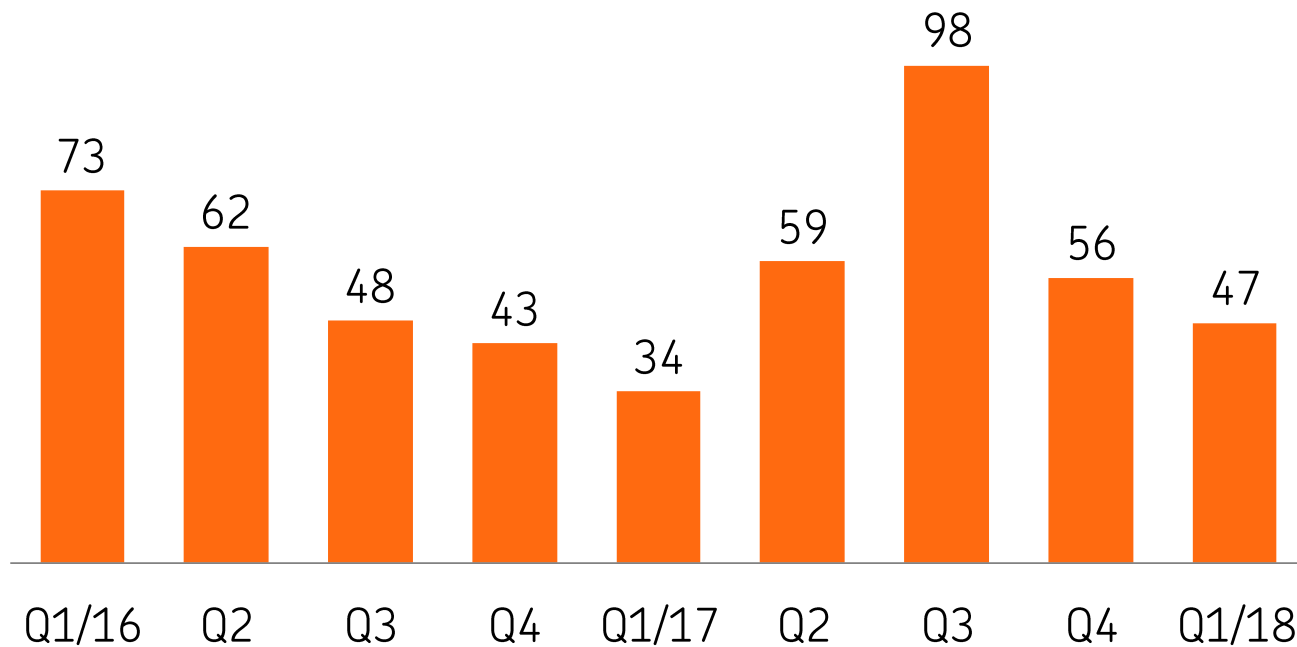


# Wealth Management net commissions and fees



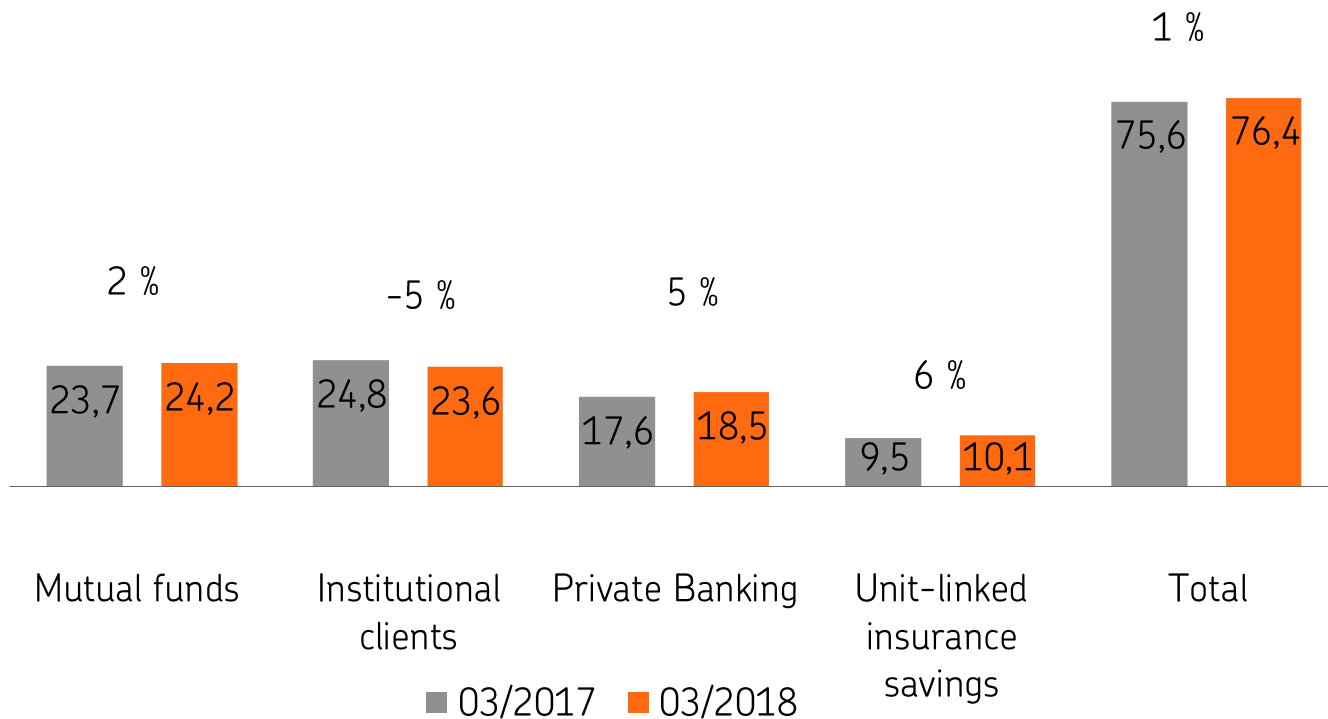
# Wealth Management EBT by quarter

€ million



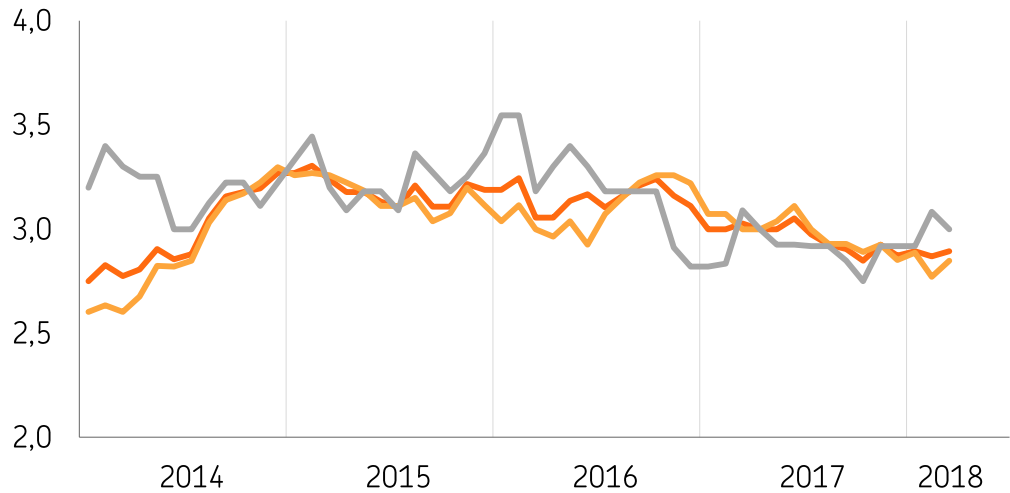
# Growth in assets under management

Assets under management (gross) €billion



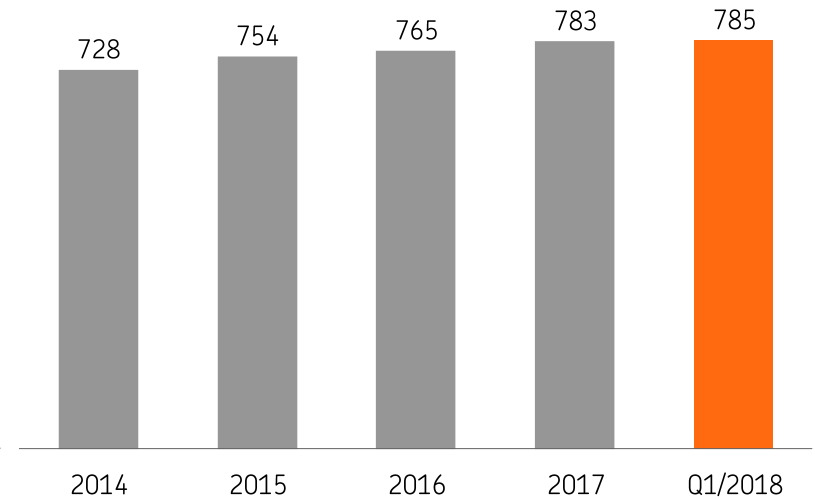
# Number of clients and performance of mutual funds at the same level

Performance of Morningstar stars



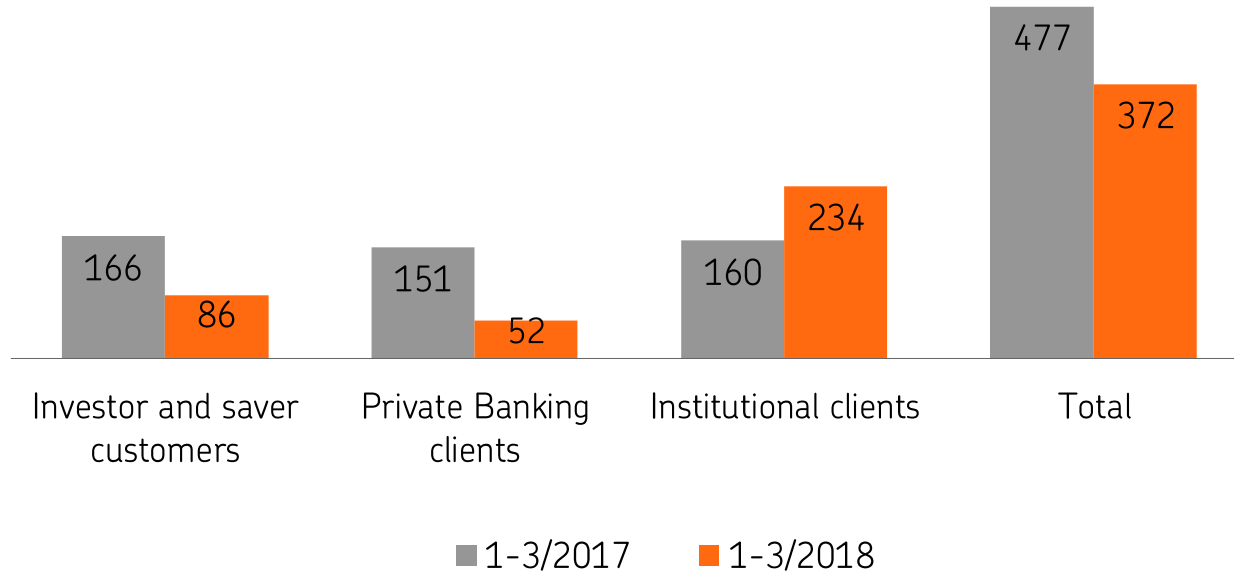
OP total OP Wealth Management External investment managers

Investor and saver customers, 1000 pers.



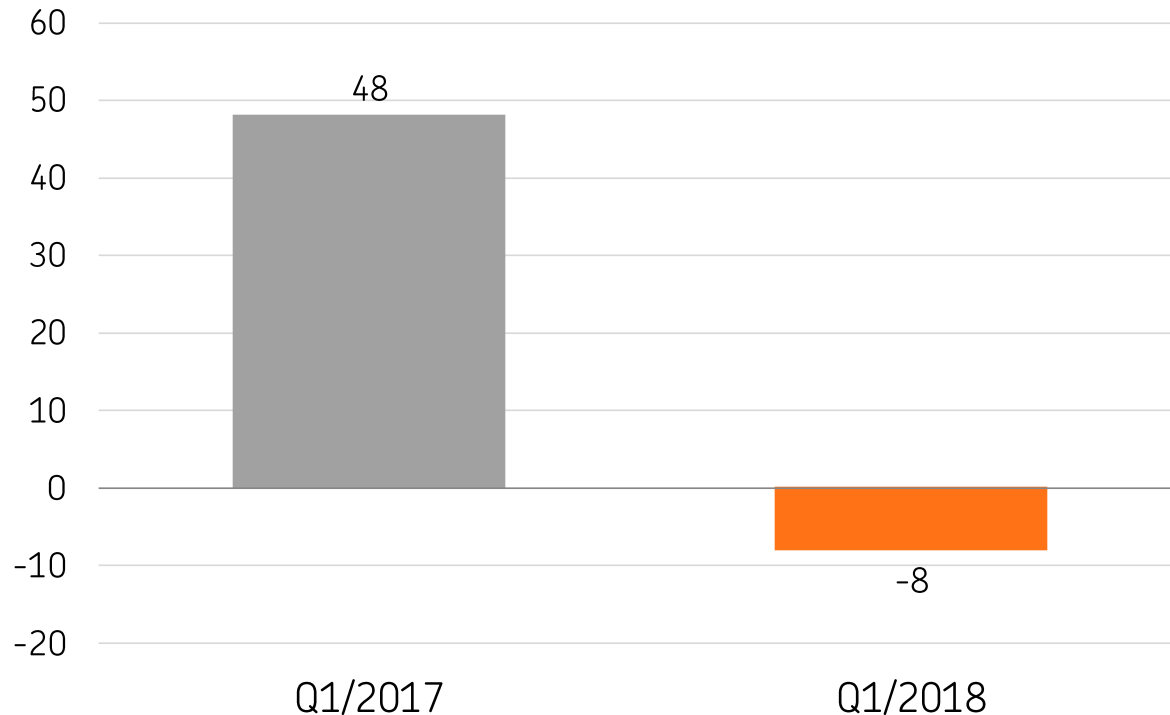
# Capital market uncertainty was reflected in net inflows

Net inflows € million

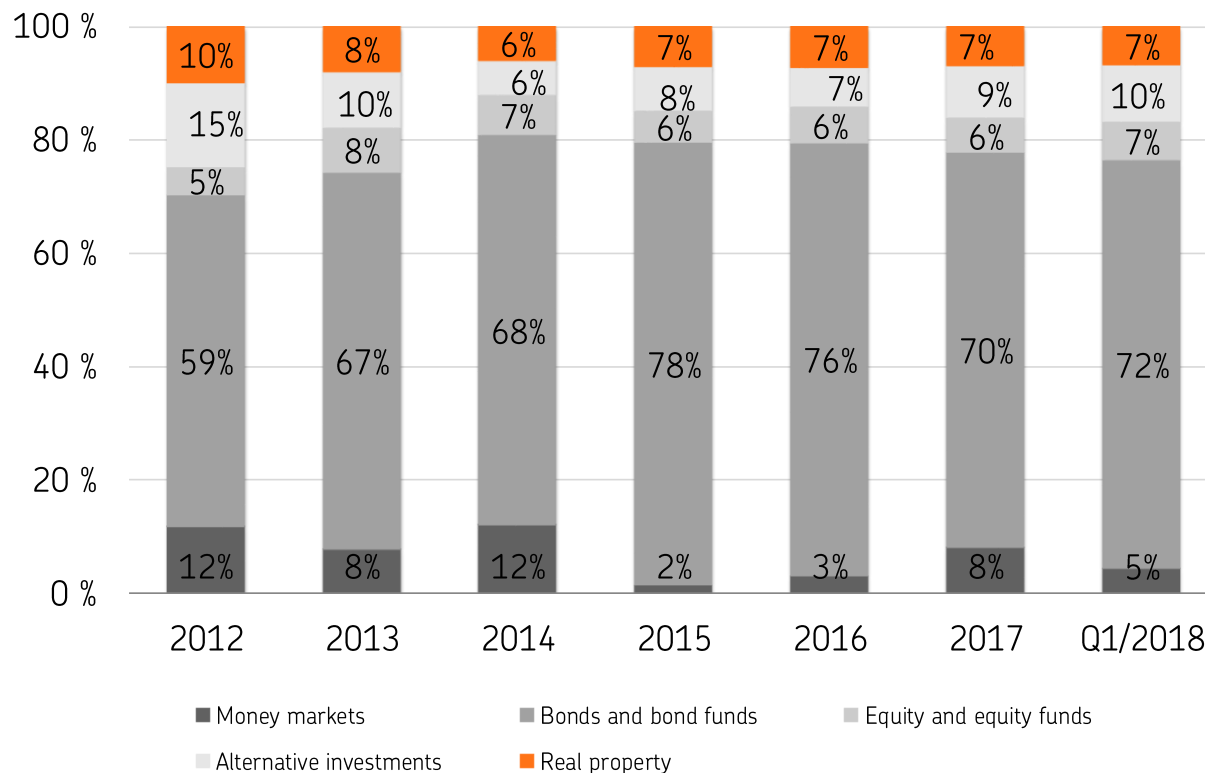




# Income from Life Insurance investment\*, € million



# The risk level of Life Insurance investment assets\* (EUR 3.7 billion) has been lowered with determination

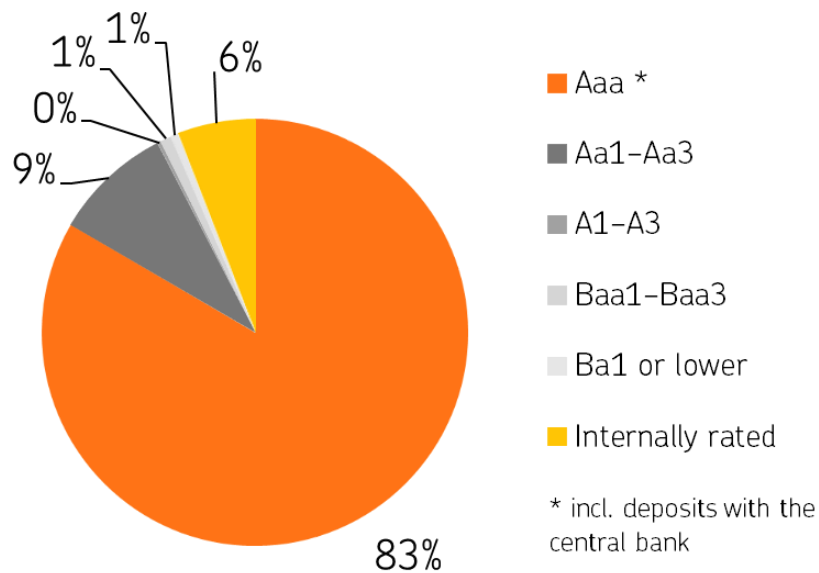




# Liquidity and Funding

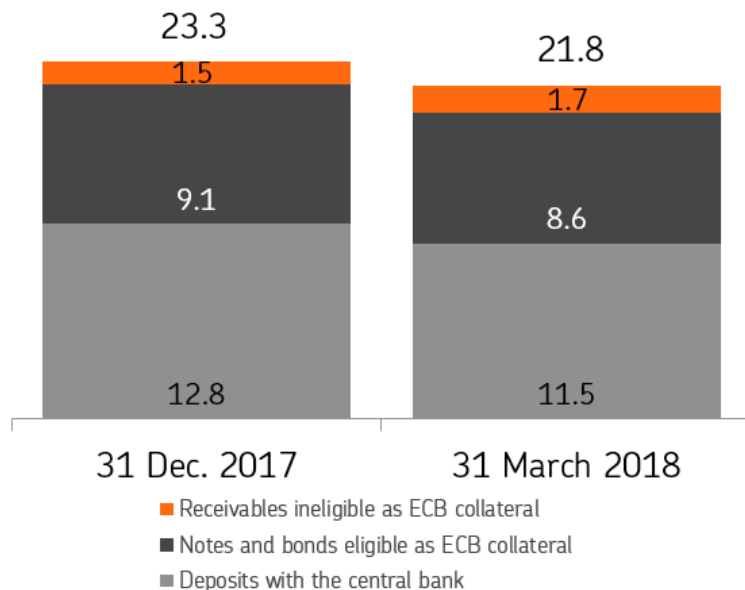
# Liquidity buffer includes highly-rated assets

Liquidity buffer by credit rating as of 31 March 2018



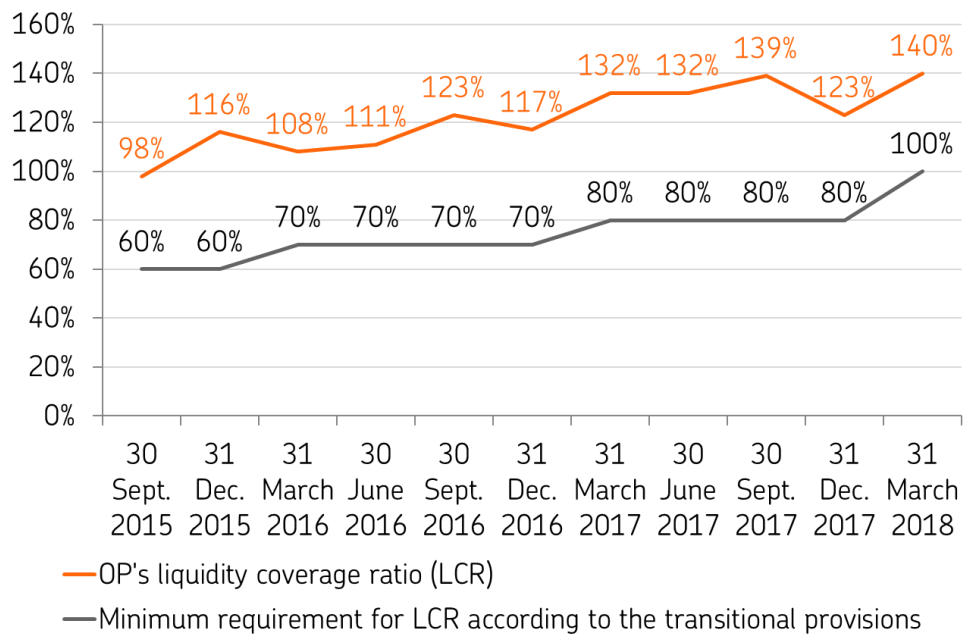
# Liquidity buffer €21.8 bn at end-March

Liquidity buffer breakdown, € bn



Liquidity buffer and other sources of additional funding based on the contingency funding plan are sufficient to cover funding for at least 24 months in the event wholesale funding becomes unavailable and total deposits decrease at a moderate rate.

# Liquidity coverage ratio 140% at end-March



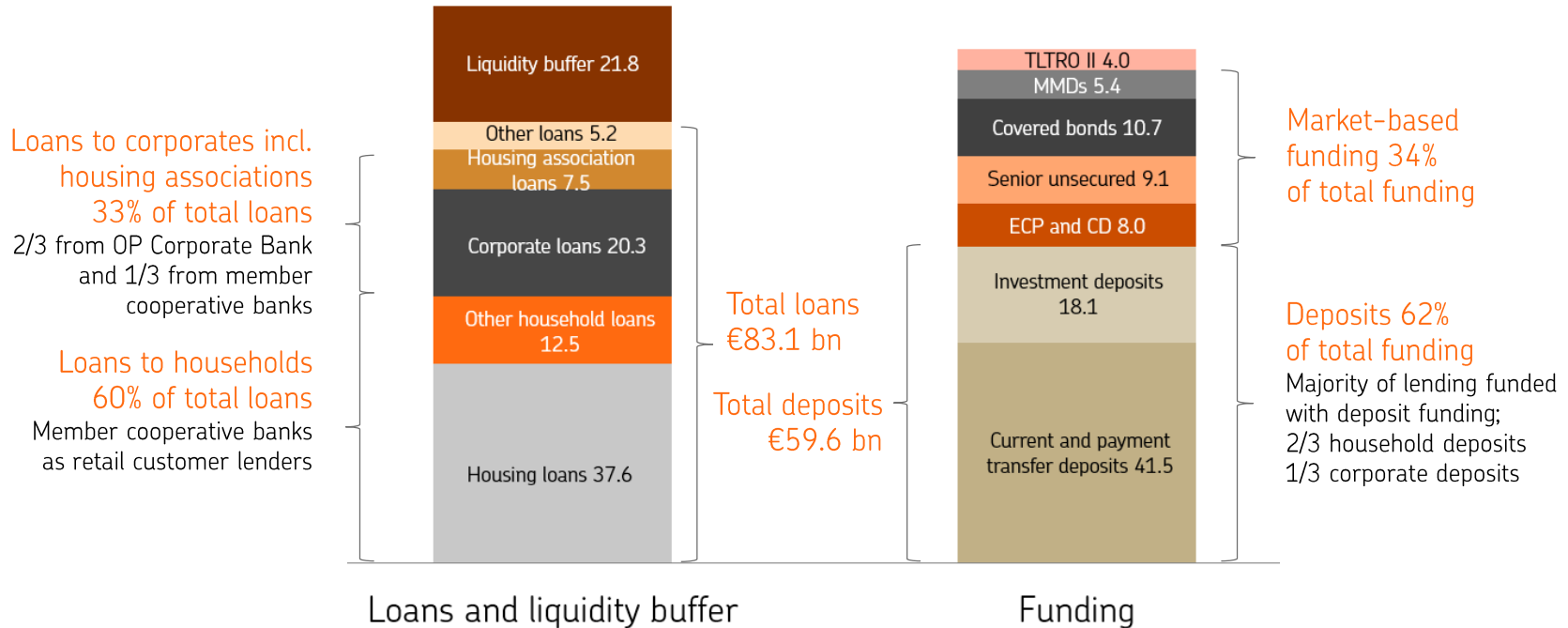
OP monitors its liquidity and the adequacy of its liquidity buffer using LCR.

According to the transitional provisions, LCR must be at least 80% in 2017 and at least 100% from the beginning of 2018.

# Loans, liquidity buffer and funding

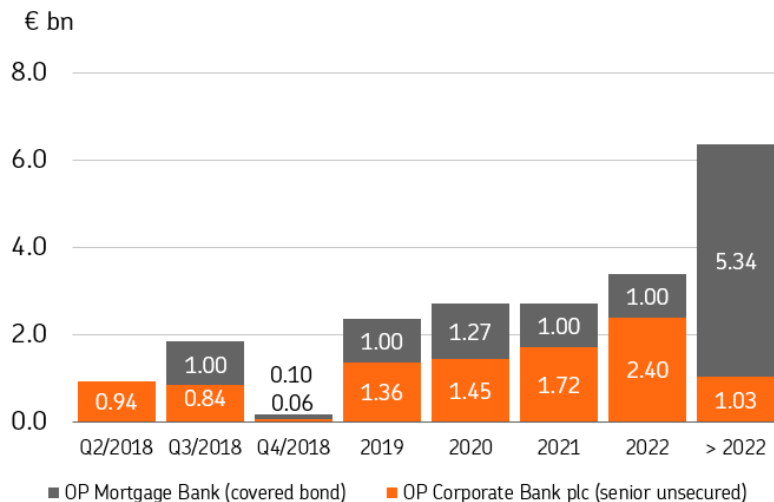
31 March 2018

€ bn

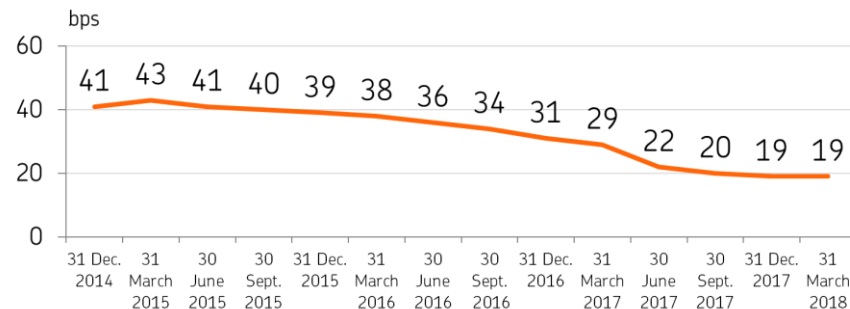


# Maturity breakdown and average margin of long-term wholesale funding

Issued senior unsecured and covered bonds by maturity, 31 March 2018



Average margin of senior wholesale funding, TLTRO II funding and covered bonds, bps



OP issued long-term bonds worth €0.1 billion during Q1/2018.




# Issued senior unsecured and covered bonds

## OP Corporate Bank plc's benchmark senior unsecured bonds 2015–18

Year	Month	Amount	Maturity	Interest rate
2017	April	€500 mn	5.5 yrs	m/s +27 bps
2016	January	€500 mn	5 yrs	m/s +65 bps
2015	November	Total ¥30 bn (€228 mn), 2 issues	5 yrs (floating) & 5 yrs (fixed)	m/s +59.9 bps & m/s +66.1 bps
2015	May	GBP300 mn	3 yrs	Eb3 +16 bps
2015	May	GBP400 mn	7 yrs	Eb3 +58 bps
2015	March	€1 bn	7 yrs	m/s +33 bps

## OP Mortgage Bank's benchmark covered bonds 2015–18

Year	Month	Amount	Maturity	Interest rate
2017	November	€1 bn	5.25 yrs	m/s -13 bps
2017	June	€1 bn	10 yrs	m/s +1 bp
2017	March	€1 bn	7 yrs	m/s -4 bps
2016	May	€1.25 bn	7 yrs	m/s +4 bps
2015	November	€1.25 bn	5 yrs	m/s +5 bps
2015	September	€1 bn	7 yrs	m/s -1 bp



# Capital adequacy and capital base

# Three capital requirements

Consolidated capital adequacy = capital adequacy of the amalgamation of cooperative banks

- The Group's operations are based on the Act on the Amalgamation of Deposit Banks
- The Act on the Amalgamation of Deposit Banks sets the minimum capital for the amalgamation of cooperative banks, which is calculated according to the CRR rules and the Act on Credit Institutions.
- The amalgamation of cooperative banks consists of the amalgamation's central institution (OP Cooperative), its member credit institutions and the companies belonging to their consolidation groups. Although OP Financial Group's insurance companies do not belong to the amalgamation of the cooperative banks, investments made in them have a major impact on capital adequacy calculated in accordance with the capital adequacy regulations for credit institutions.

Solvency II for insurance companies

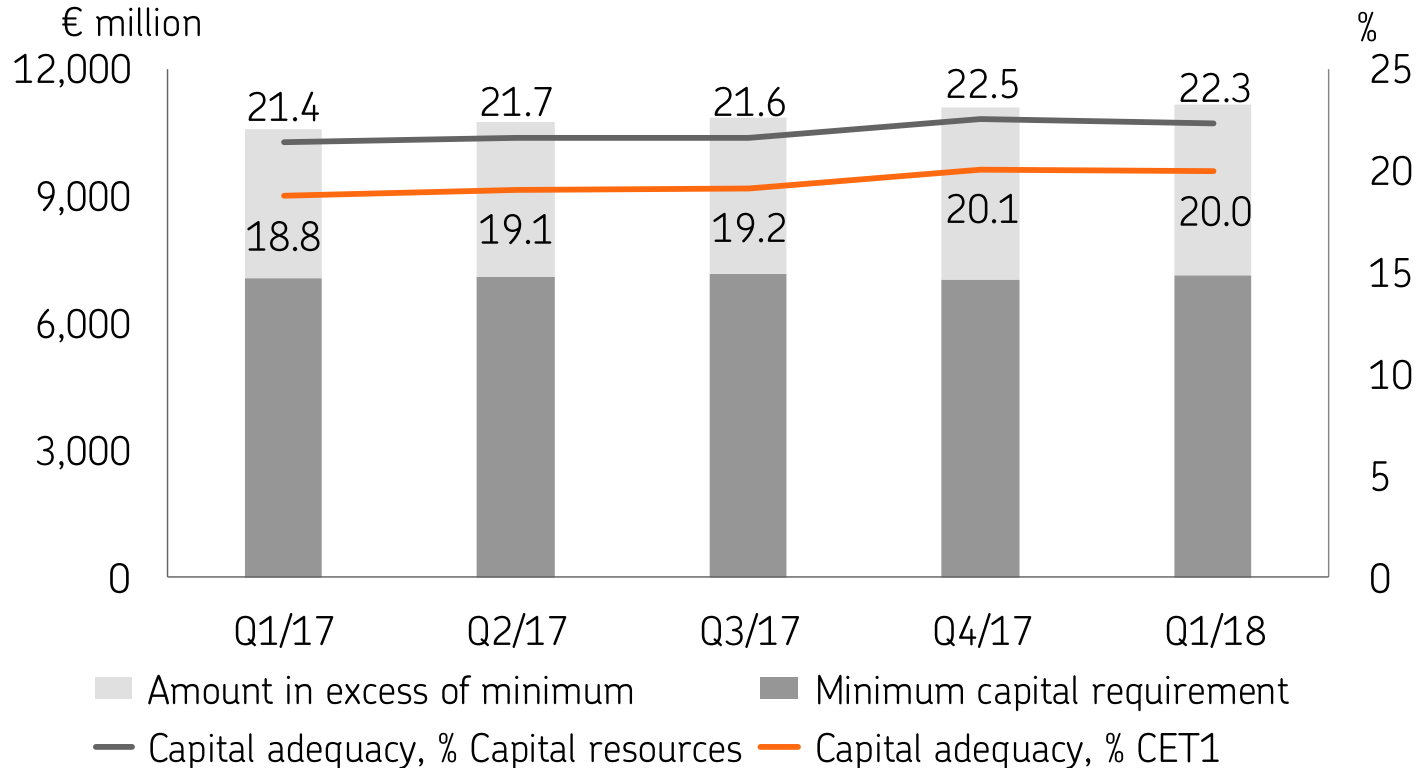
- The operations and solvency requirements for insurance companies are based on the Insurance Companies Act and EU regulation.
- The solvency capital requirement (SCR) is calculated for individual insurance companies. The companies are required to cover SCR using the Group's sufficient buffer specified internally.
- Eligible capital covers solvency requirements.

Capital adequacy ratio (under the Act on the Supervision of Financial and Insurance Conglomerates) = OP Financial Group's capital adequacy

- OP Financial Group is a financial and insurance conglomerate referred to in the Act on the Supervision of Financial and Insurance Conglomerates.. Such conglomerates are governed by specific provisions of the capital adequacy requirement.
- Capital adequacy under the Act is calculated using the consolidation method, whereby items not included in the capital base, under the regulations for the banking or insurance industry, are added to the equity capital in the conglomerate's balance sheet.
- The capital base may not include items not available for covering the losses of other companies belonging to the conglomerate.
- The financial and insurance conglomerate's minimum capital requirement consists of the credit institutions' consolidated minimum capital requirement, buffers included, and the insurance companies' combined solvency capital requirements (SCR).

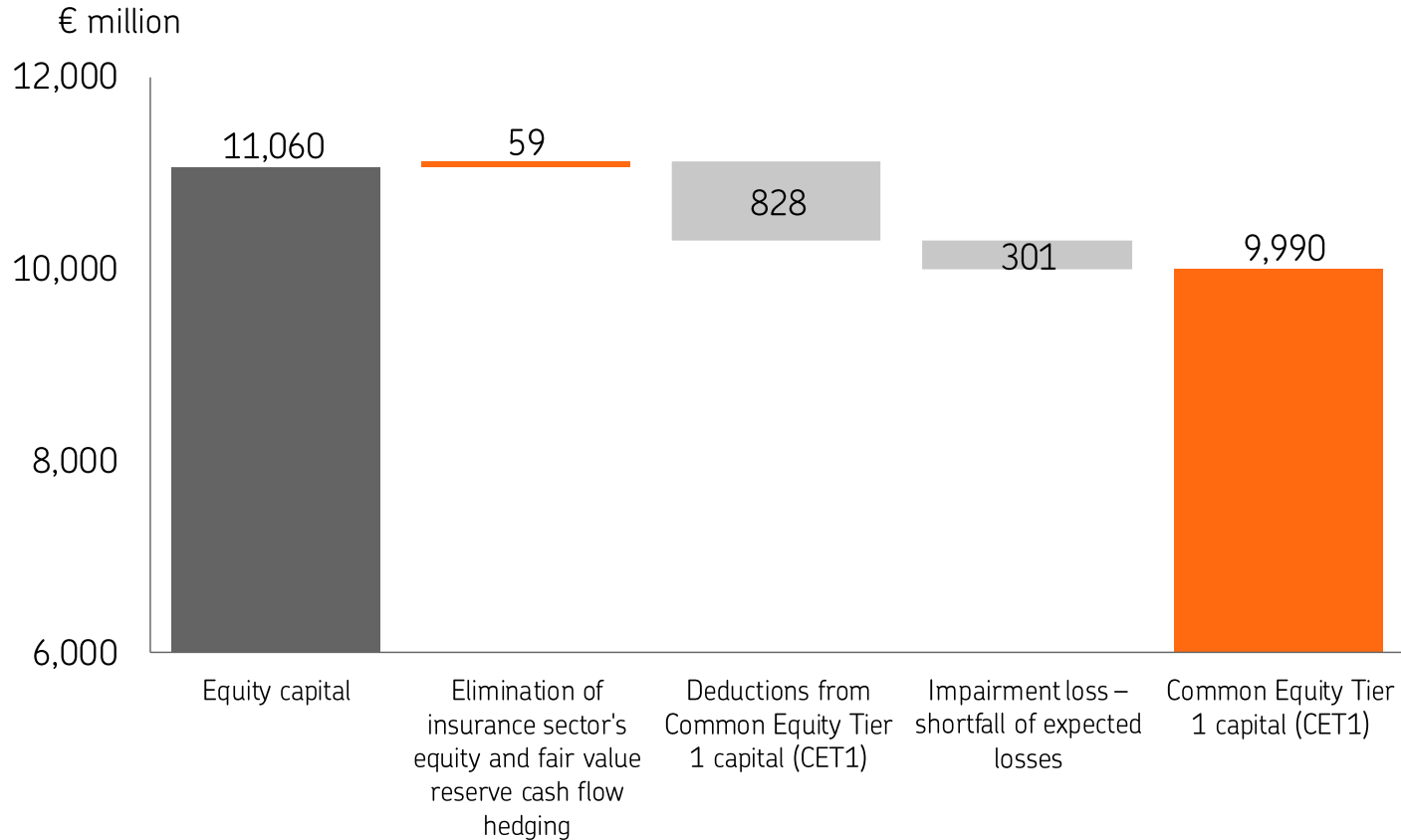
# Amalgamation of cooperative banks

## Capital base and capital adequacy

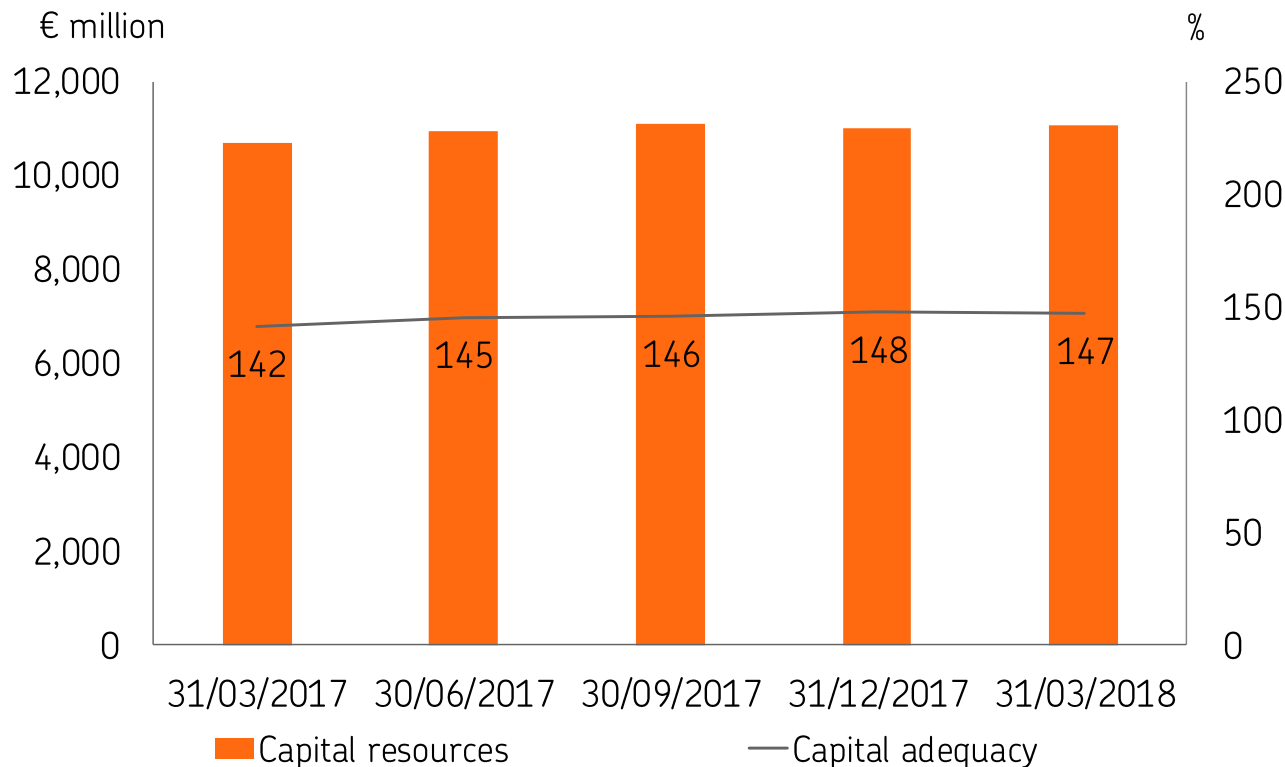


# Common Equity Tier 1 (CET1)

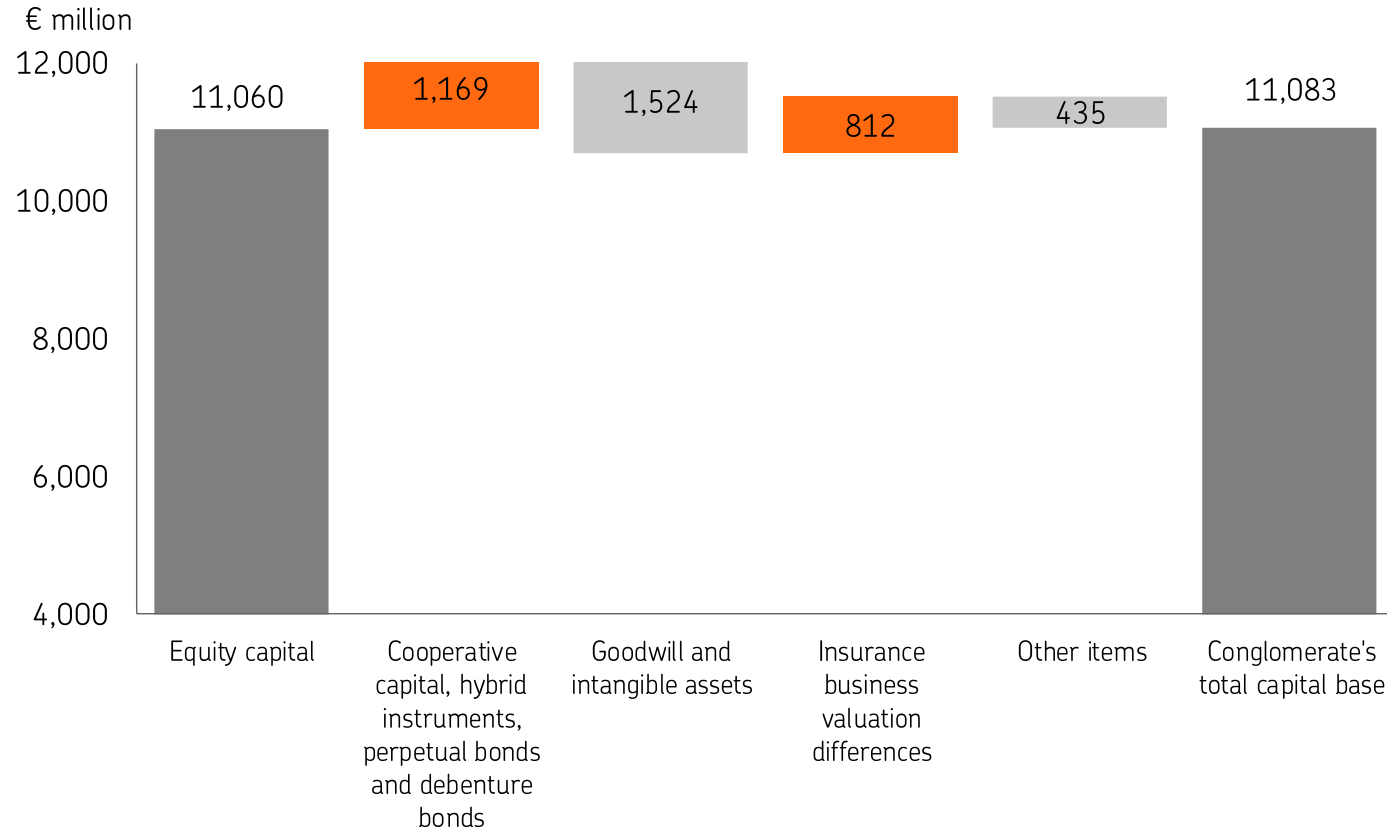
## 31 March 2018




# OP Financial Group's capital adequacy ratio under the Act on the Supervision of Financial and Insurance Conglomerates (FiCo)



# FiCo capital 31 March 2018



A low-angle, upward-looking photograph of a modern building's exterior. The image shows several large, angular concrete slabs and beams that create a complex geometric pattern. The sky is a clear, bright blue. The concrete has a textured, slightly weathered appearance with some visible joints and small openings.

# OP in a nutshell



OP is a financial services group owned by its customers.

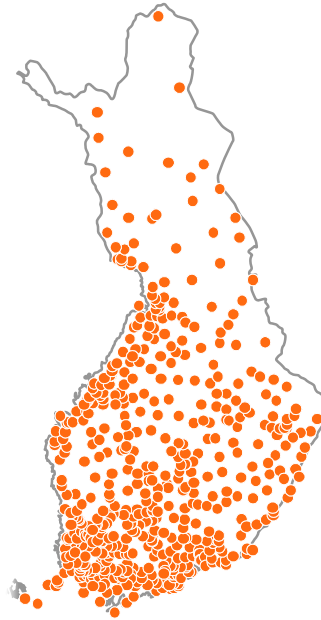
We promote our owner-customers' and operating environment's sustainable financial prosperity, safety and wellbeing. Finnish roots, Finland's most extensive service network and true customer focus make us a unique play in many ways.

We aim to gradually change from a plain financial services provider to a diversified services company of the digital era.

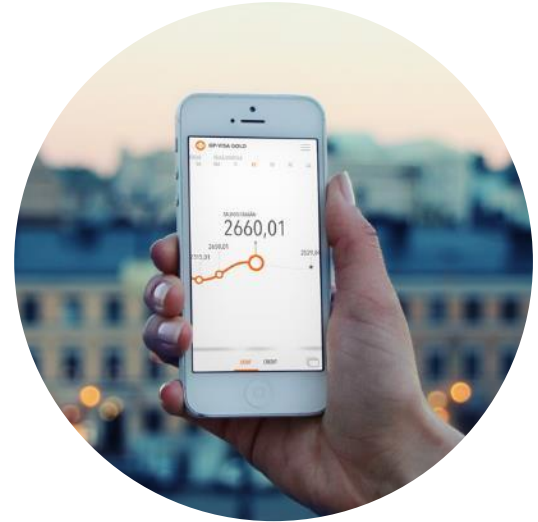
# OP in a nutshell



Approximately 1.8 million  
owner-customers

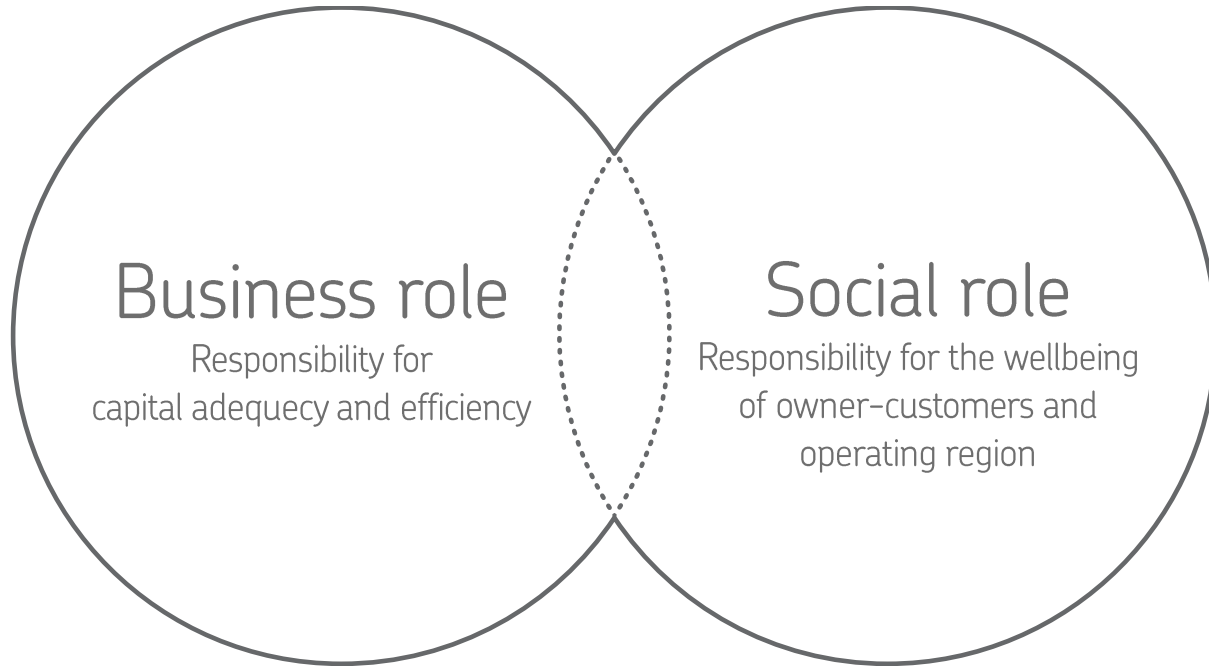


About 160  
Group member cooperative banks

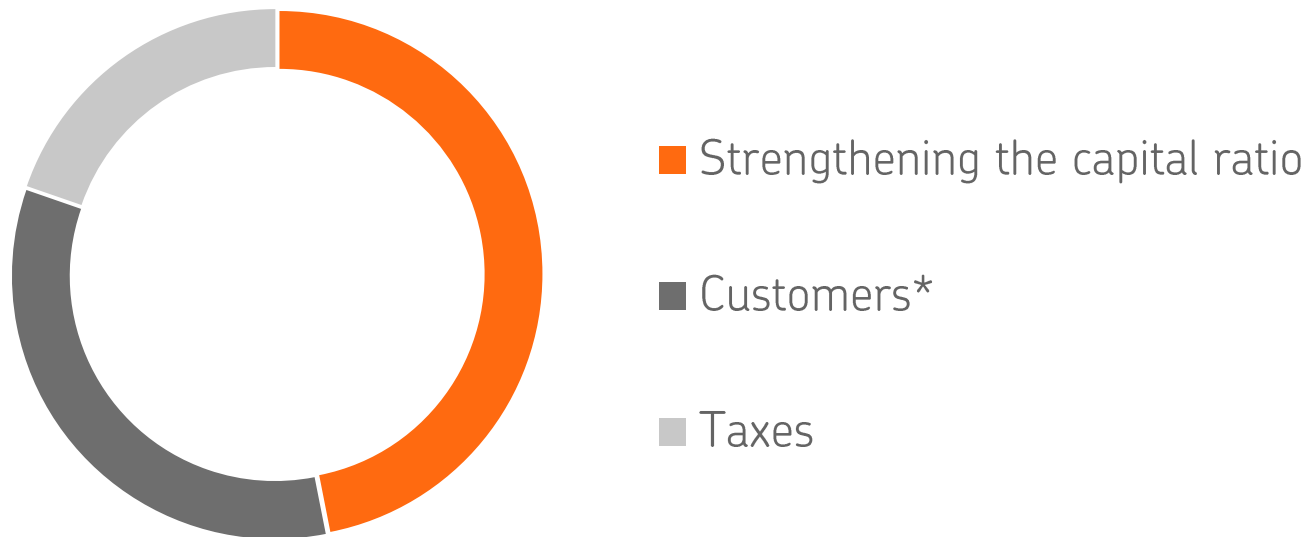


Hyperlocal digital  
financial services group

Our cooperative company form  
enables our dual role, which is also the foundation for  
our unique identity



# OP Financial Group allocates a substantial amount of its earnings to fulfilling its social role



Estimated earnings allocation for the reporting period that is to be confirmed after the end of the financial year

\*Customers = customer bonuses, discounts and interest on contributions made by owner-customers

# OP Financial Group's strategic targets


	31 Mar. 2018	Target 2019
Customer experience, NPS (-100–+100)		
Brand	21	25
Service	59	70, over time 90
CET1 ratio, %	20.0	22
Return on economic capital, % (12-month rolling)	19.6	22
Expenses of present-day business (12-month rolling), € million	1 693	Expenses for 2020 at 2015 level (1,500)
Owner-customers, million	1.8	2.1 (2019)

# OP Financial Group's service channels

	1–31 Mar. 2018	31 Dec. 2018	12-month change
Online and mobile services			
Op.fi visits	9,203,689		-11%
OP-mobile visits (private customers)	18,546,808		+27%
OP Business mobile visits	436,317		+604%
Pivo mobile application visits	2,595,399		+28%
eServices Agreements (private customers)		1,826,622	+71,172
Branches and telephone services			
Bank branches		402	-31
Providing both non-life insurance and banking services		333	-5
Private Banking branches		42	+3
Customer contacts in telephone service	385,222		+8,908
Social media			
Followers on Facebook (OP Financial Group and member cooperative banks)		323,988	+56,485
Followers on Twitter		35,218	+10,816
Followers on LinkedIn		22,898	+7,872
Followers on Instagram		6,857	+1,583

# Joint Liability, Deposit Guarantee and Investors' Compensation

- Under the Laki talletuspankkien yhteenliittymästä Act (the Act on the Amalgamation of Deposit Banks), the amalgamation of the cooperative banks comprises the organisation's central institution (OP Cooperative), its member credit institutions and the companies belonging to their consolidation groups as well as credit and financial institutions and service companies in which the above-mentioned entities together hold more than half of the total votes.
- The central institution's members at the end of the report period comprised OP Financial Group's member cooperative banks as well as OP Corporate Bank plc, Helsinki Area Cooperative Bank , OP Mortgage Bank , OP Card Company Plc and OP Customer Services Ltd.
- By virtue of the Act on the Amalgamation of Deposit Banks, the central institution has both the right to control its credit institutions and the obligation to supervise their operations. The amalgamation of deposit banks is supervised on a consolidated basis. As laid down in applicable law, the member credit institutions and OP Cooperative are ultimately jointly and severally liable for each other's debts and commitments. OP Financial Group's insurance companies, for example, do not therefore fall within the scope of joint liability.
- Deposit banks belonging to OP Financial Group, i.e. its member cooperative banks, OP Corporate Bank plc and Helsinki Area Cooperative Bank , are regarded as a single bank with respect to deposit insurance. Under legislation governing the Investors' Compensation Fund, OP Financial Group is also considered a single entity in respect of investors' compensation.



Let's take care of  
ourselves.