This is Commerzbank

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Facts and Figures: an Overview
Facts and Figures: an Overview

Private and Small-Business Customers

Focussed Business Model

Corporate Clients

Commerzbank is the leading bank for the German Mittelstand and a strong partner for almost 11 million private and small-business customers in Germany with a client-centric portfolio of financial services in two segments.

Growth – Excellence – Responsibility

Customer focus with steady revenue growth

Shaping the digital and sustainable transformation

Earning cost of capital and increase capital return

Commerzbank AG, Group Communications
Facts and Figures: Commerzbank’s Global Presence

Significant Group companies

- Commerzbank (Eurasija) AO, Moscow
- Commerzbank Finance & Covered Bond S. A., Luxembourg
- Commerz Markets LLC, New York
- Commerz Real AG, Wiesbaden
- mBank S. A., Warsaw

Operative foreign branches
Amsterdam, Beijing, Brno (office), London, Luxembourg, Madrid, Milan, New York, Paris, Prague, Shanghai, Singapore, Tokyo, Vienna, Zurich

Representative Offices and Financial Institutions Desks (FID)
Abidjan, Addis Abeba, Almaty, Ashgabat, Bangkok, Beijing (FID), Beirut, Brussels (Liaison Office to the EU), Buenos Aires, Cairo, Caracas, Dhaka, Dubai, Ho Chi Minh City, Istanbul, Johannesburg, Kiev, Lagos, Luanda, Melbourne, Moscow (FID), Mumbai, New York (FID), Panama City, São Paulo, Seoul, Shanghai (FID), Singapore (FID), Taipei, Tashkent, Tokyo (FID), Zagreb
Germany

Almost 11 million private and small-business customers

In the Private and Small-Business Customers segment, the Bank is at the side of its customers with its brands Commerzbank and comdirect: online and mobile, in the advisory centre, and personally in its branches.

Important contact for wealth management, private banking, and small-business customers

Market leader for the Mittelstand in Germany

With approximately 30% market share the leading bank in processing German foreign trade

Sector know-how due to penetration of German key industrial sectors

Europe

One of the leading providers of trade services within the eurozone

Top rankings in the bond market

mBank: innovative digital bank serving around 5.7 million private and corporate customers, predominantly in Poland, but also in the Czech Republic and Slovakia; preferred business partner for German corporates in Poland

Digital

Mobile payment with giropay, Apple Pay, and Google Pay as well as Garmin Pay, SwatchPAY!, and Fitbit Pay

Banking App with photo transfer, brokerage, financial analysis, and financial compass

Safety guarantee for online and mobile banking services

“Focus Money” award for safest online bank in Germany
### Facts and Figures: Selected Group Financial Figures

<table>
<thead>
<tr>
<th>Figures</th>
<th>Q3 2022</th>
<th>FY 2022</th>
<th>Q3 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total revenues (in €m)</td>
<td>1,886</td>
<td>9,461</td>
<td>2,755</td>
</tr>
<tr>
<td>Operating result (in €m)</td>
<td>282</td>
<td>2,099</td>
<td>1,116</td>
</tr>
<tr>
<td>Consolidated profit/loss (in €m)(^1)</td>
<td>195</td>
<td>1,435</td>
<td>684</td>
</tr>
<tr>
<td>Cost-income ratio op. business (in %)(^2)</td>
<td>80.6</td>
<td>68.6</td>
<td>56.2</td>
</tr>
<tr>
<td>CET 1 ratio (in %)(^3)</td>
<td>13.8</td>
<td>14.1</td>
<td>14.6</td>
</tr>
<tr>
<td>Op. RoTE (in %)</td>
<td>3.8</td>
<td>7.2</td>
<td>14.6</td>
</tr>
<tr>
<td>Employees</td>
<td>43,400</td>
<td>41,909</td>
<td>41,842</td>
</tr>
</tbody>
</table>

\(^1\) Attributable to Commerzbank shareholders and investors in additional equity components.

\(^2\) Includes compulsory contributions.

\(^3\) Includes net result reduced by pay-out accrual and potential (fully discretionary) AT 1 coupons.

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#### Shareholder structure as of October 2023

- **Institutional Investors**: ~55%
- **Private Investors**: ~25%
- **Federal Republic of Germany**: >15%
- **BlackRock**: >5%
Board of Managing Directors
## Board of Managing Directors

### Group Management

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Manfred Knof</td>
<td>Chairman</td>
</tr>
<tr>
<td>Bettina Orlopp</td>
<td>Deputy Chairwoman</td>
</tr>
<tr>
<td>Marcus Chromik</td>
<td>Chief Risk Officer</td>
</tr>
<tr>
<td>Sabine Minarsky</td>
<td>Chief Human Resources Officer</td>
</tr>
</tbody>
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### Private and Small-Business Customers Segment

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Thomas Schaufler</td>
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</table>

### Corporate Clients Segment

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Michael Kotzbauer</td>
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</tbody>
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### Group Services

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jörg Oliveri del Castillo-Schulz</td>
<td>Chief Operating Officer</td>
</tr>
</tbody>
</table>
Strategic Positioning
Strategy programme until 2027: “Moving Forward.”

Under the motto “Moving Forward.”, which builds on our recent marketing campaign, we position ourselves as *the bank for Germany* – with a tradition of more than 150 years. *We are partners at the side of our customers in the sustainable and digital transformation.*

As part of the strategy up to 2027, we plan with annual investments of around €530 million of which more than half will be invested in customer business.

**Private and Small-Business Customers**
With a holistic approach and our two brands, Commerzbank and comdirect, we will meet all customer needs – be it online or mobile, in the advisory centre, or in existing around 400 branches.

**Corporate Clients**
As the leading German Mittelstandsbank, Commerzbank will continue to closely accompany its corporate clients. The Bank will drive forward its previous strategy in corporate banking through targeted investments in products and digital solutions until 2027.
Segments
Segments of Commerzbank: Private and Small-Business Customers

With almost 11 million customers one of the leading banks for private and small-business customers in Germany

In the Private and Small-Business Customers segment, the Bank is at the side of its customers with its brands Commerzbank and comdirect: online and mobile, in the advisory centre, and personally in its branches

An attractive combination of a highly efficient direct bank and first-class advisory offering

A simple, secure, and convenient way to carry out everyday banking transactions 24/7

Comprehensive personal support and individual solutions on all issues related to investing and financing

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<thead>
<tr>
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<th>Q3 2022</th>
<th>FY 2022</th>
<th>Q3 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>791</td>
<td>5,267</td>
<td>1,392</td>
</tr>
<tr>
<td>Operating result</td>
<td>–208¹</td>
<td>1,001</td>
<td>388</td>
</tr>
</tbody>
</table>

¹ Position reflects one-off burdens in Poland; highest quarter provision for Swiss franc loans and burdens for Polish “Credit Holidays” are reason for negative result.
Segments of Commerzbank: Corporate Clients

**No 1 in financing the Mittelstand** in Germany

Strong regional franchise in **Germany**, active internationally in more than 40 countries **worldwide**

Strong linkage of our expertise in **corporate banking** and **capital markets**

Approximately **30% market share**: Commerzbank is the **leading bank** in processing German foreign trade

With a **loan volume** of approximately **€70 billion in Germany** one of the largest financiers of German corporates

Top rankings in the European bond market and a **top 5 position** in EMEA\(^1\) for syndicated corporate loans

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<tr>
<th>€m</th>
<th>Q3 2022</th>
<th>FY 2022</th>
<th>Q3 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>1,021</td>
<td>3,792</td>
<td>1,171</td>
</tr>
<tr>
<td>Operating result</td>
<td>535</td>
<td>1,064</td>
<td>645</td>
</tr>
</tbody>
</table>

\(^1\) Europe, Middle East, Africa.
Purpose and Brand
Purpose

We create prospects for ambitious people and companies

Brand Positioning

Creating prospects, shaping the future together

We, Commerzbank, take on the responsibility of providing people and companies with security, even in difficult times, and opening up prospects for them. That’s why we are: the bank for Germany – at the side of our customers to shape the future together.

Brand Promise

The bank at your side

Brand Character

Future-oriented, focussed on results and performance, interaction in the spirit of partnership
Sustainability
Make banking sustainable – for our customers, for us, for everybody

Our commitment: To become a net-zero bank

Customer Transformation

We empower our customers in their sustainable transformation

• Accompanying the process of transformation, e.g. by offering innovative, sustainable products like “klimaVest” or through applying our ESG¹ know-how
• Commitment to mobilise €300bn for a sustainable transformation by 2025
• Reduce the CO₂ emissions of the entire lending and investment portfolio to net zero by no later than 2050

Bank Transformation

We are leading by example

• Reduce own carbon footprint and use of resources: Net-zero emissions in bank operations as well as climate neutral supplier portfolio by no later than 2040
• Meet social responsibilities internally as well as externally
• Govern responsibly and act with integrity

Sustainability as an integral part of Commerzbank – we opt for a strategic, holistic, and long-term approach

¹ Environment, Social, Governance.
Digitalisation
The strategy until 2027 sets the framework for the targets of the IT Strategy …

Cornerstones of Strategy until 2027

Growth
We are digital and innovative

Excellence
We are cost-efficient and capable of delivery

Responsibility
Our solutions are secure and stable

Targets of the IT Strategy

Improving customer and employee focus

Improving delivery capability

Developing IT stability

Increasing operational efficiency

Guaranteeing IT security

… that focus medium-term on the performance of the IT/DO\(^1\) using central factors (such as capabilities and IT architecture).

\(^1\) Delivery Organisation.
Diversity and Inclusion
We are committed beyond Commerzbank:

Signee and member of the Co-founder and council of the foundation

charta der vielfalt
Für Diversity in der Arbeitswelt

Signee of the United Nations’ Women’s Empowerment Principles

For the inclusion of individuals with disabilities member of

Diversity & Inclusion: Living Diversity and Shaping Fair Cooperation
We take on social responsibility – which our employees, clients, and business partners benefit from

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Identifying and fostering potential
- 35.5% women in management positions
- Employees from 120 nations
- 6.3% employees with disabilities

Facilitating work-life balance
- Keep in Touch/return guarantee
- Child care offers/support for employees caring for relatives
- Mobile working/flexible working time models/job sharing, Co-Leadership

Supporting commitment
- D&I¹ events and awareness formats
- D&I¹ learning formats via learning platform cliX
- 1,500 employees in 7 networks

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Our corporate culture includes everyone – irrespective of age, gender, provenance, disabilities, religion, or sexual orientation

¹ Diversity & Inclusion.
History
International Bank with more than 150 Years of Tradition

- 2023  Return to the leading German stock index Dax
- 2021  Manfred Knof new Chairman of the Board of Managing Directors
- 2020  Merger of comdirect completed
- 150 years of Commerzbank
- 50 years of Commerzbank Foundation
- 2013  Final redemption of the silent participation of the Financial Market Stabilisation Fund (Finanzmarktstabilisierungsfonds, Soffin)
- 2009  Financial market crisis
- 2008  Announcement of merger with Dresdner Bank
- 1995  Foundation of comdirect: launch of Commerzbank’s direct banking business
- 1940  New name: Commerzbank
- 1870  Foundation of Commerz- und Disconto-Bank in Hamburg, Germany
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