

## **BT's financial results as at March 31, 2024**

### **Banca Transilvania, sustained growth in operational activity during the first three months of 2024**

Banca Transilvania achieved positive results during the first three months of 2024, with increases in customers' deposits, loan portfolio, transaction volumes and the number of clients attracted.

- The number of transactions routed through Banca Transilvania reached almost half a billion in the first three months of 2024, +35% compared to the first quarter of 2023.
- Nearly 74,000 new loans were granted by the bank in the first three months of 2024, +26% compared to the same period of 2023, amounting to RON 5.2 billion.
- The number of BT customers increased by almost 50,000, of which 42,000 are retail clients and about 8,000 are companies. 35% of the new retail clients were enrolled when they opened a current account online, through BT Pay, without any visit to the Bank's units. The bank continued to support the entrepreneurial ecosystem, attracting almost 11,000 start-ups in the first three months of 2024. The total number of active BT customers reached over 4.3 million.

*"The beginning of the year is encouraging and shows that we are on the right track to reach our goals for 2024. Our focus stays on boosting volumes, reaching more clients, and securing new business across all segments, while simultaneously consolidating the companies within the Banca Transilvania Financial Group. We are thus growing the balance sheet and the footprint of the BT Group, through expanding our role in the Romanian banking sector and improving the financial access in the country. From a macroeconomic perspective, the rest of the year looks gradually challenging, due to the international uncertainty and the market volatility. Inflation is more resilient than hoped and the economic growth remains subdued. Nevertheless, we remain optimistic and we are investing steadily in the expansion of our business", states Ömer Tetik, CEO, Banca Transilvania.*

### **First quarter financial results**

- BT Group's consolidated net profit amounts to RON 1,132.4 million (+35% compared to Q1 2023), of which the bank's net profit amounts to RON 913.2 million (+35% compared to

Q1 2023). Subsidiaries and equity holdings contributed with approximately RON 219.2 million to BT Group's profitability.

- BT Financial Group's assets reached  $\approx$  RON 176 billion and net loans reached RON 77.1 billion.
- The bank's cost-to-income ratio reached 45.10%, determined by considering the annualised impact of the contribution to the Bank Deposit Guarantee Fund and the Resolution Fund.
- The bank's net interest income is 28% higher than the one recorded in the first quarter of 2023.
- Net fees and commission income increased by 18% compared to the same period of 2023, backed by the growing BT activity.
- Customers' deposits increased to RON 137 billion at bank level, of which RON 88.1 billion are retail deposits and RON 48.8 billion are companies' deposits.
- The gross loan-to-deposit ratio, at bank level, is 56.3%.
- The non-performing loans ratio, according to the EBA indicator, is 2.01% as at March 31, 2024.
- Capital Adequacy Ratio is 20,06% (profit excluded) and 21.47% (profit included).

## Evolution of business lines

- Customers' deposits, at the bank level, increased by RON 14.7 billion, +12% compared to March 2023.
- Gross loan portfolio, at bank level, increased by RON 9.5 billion, +14.1% compared to March 2023.
- Nearly 4,000 people have bought a house with the BT's help, the loans granted reaching almost RON 1 billion.
- The balance of mortgage loans reached RON 19 billion and increased by 13% compared to March 2023, representing 25% of the loan portfolio.
- The balance of loans granted to companies amount to approximately RON 45 billion, 16% higher compared to March 2023.

## Digitalisation and the adoption of artificial intelligence

- 92% of the bank's customers (almost 4 million) are digitalized and use at least one of the bank's apps.

- Customers' savings behaviour was also encouraged by the new feature in the [BT Pay](#) app, [Round Up](#), which was activated by over 12,000 customers every month from January to March 2024.
- BT Pay has 200,000 new users, a record number for a three-month period.
- Out of the 6.1 million BT cards, 3.8 million are unique cards registered in BT Pay, Apple Pay, Google Pay, Fitbit Pay and Garmin Pay wallets.
- There are almost 80,000 companies enrolled in the BT Go app, launched in July 2023, making almost 500,000 payments in the first three months of 2024.
- The number of phone payments increased by 40% in Q1 2024 compared to Q1 2023.
- BT is an *early adopter* of artificial intelligence in *banking* and announced in February its collaboration with Microsoft to integrate [Microsoft 365 Copilot](#) and [GitHub Copilot](#) into employees' activity, via AI assistants that can accelerate new habits in their day-to-day work and increase efficiency in *software development*.

### Financial education:

- There were over 120,000 interactions with [FIT](#) (Finance for All), the bank's national financial education program, through the BT network and online.
- Nearly 1 million people have made over 1.5 million visits to [Întreb BT](#), the online platform, with over 2,000 questions and answers, most of them being from Romania, Germany, United Kingdom, Italy and Spain. Around 60,000 people accessed the AI Search feature between January and March 2024.

### Banca Transilvania | Communications and Public Relations

#### **For investors and shareholders:**

*Investors wishing to participate in the Conference call on the Financial Results for the first quarter of 2024, organized by Banca Transilvania on May 13, 2024, starting at 4 pm (Romanian time), should send a request by email to the following address: [investor.relations@btrl.ro](mailto:investor.relations@btrl.ro). The report for Q1/2024, prepared in accordance with the provisions of Article 69 of Law no. 24/2017 on issuers of financial instruments and market operations (including information in editable format), is available on the BT's website, [Investor Relations](#) section, as of May 10, at 6 pm. The financial statements as at 31.03.2024 and 31.03.2023 are unaudited and unreviewed, and those as at 31.12.2023 are audited.*

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