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Audit procedures have been performed on the key financial figures disclosed on 21st February. The audit certificate will be issued after finalization of the additional procedures required for the publication of the annual financial report.

Crédit Mutuel Alliance Fédérale ("The Group") represents the Group members of the Caisse Fédérale de Crédit Mutuel and the consolidated data of its subsidiaries: the Caisses de Crédit Mutuel Centre Est Europe, Sud-Est, lle de France, Savoie-Mont Blanc, Midi-Atlantique, Loire-Atlantique & Centre-Ouest, Centre, Normandie, Dauphiné-Vivarais, Méditerranée and Anjou, and their common Caisse fédérale (CF de CM), and of the Banque Fédérative du Crédit Mutuel, its main subsidiaries: ACM,CIC,Targobank Germany, Targobank Spain, Cofidis, BECM, CIC Iberbanco, El and others.

This document contains unaudited FY-2018 consolidated key financial figures.



Agenda

Crédit Mutuel Alliance Fédérale at a glance **p.4** Crédit Mutuel Alliance Fédérale organization p.6-7 Crédit Mutuel Alliance Fédérale key takeaway p.9-12 p.14-17 3. Strategic plan Financial highlights by business lines p.19-28 p.30-31 Risk management Capital p.33-37 **Funding policy** p.39-45 p.47-49 8. SRM **Appendices** p.50-58 Customer priority plan takeaways p.52-54 French economy p.55-58 **Awards** p.60



Crédit Mutuel Alliance Fédérale at a glance



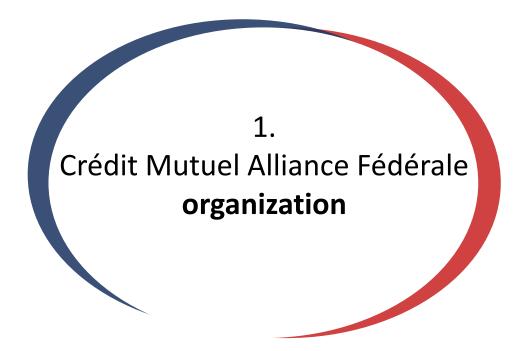
- → more than 24.9 mn clients
- → 4.6 mn members
- → 4,455 branches
- → €43.6 bn equity capital

- → A real cooperative group belonging to its members.
- → A bancassureur business model.
- → Financing the real economy.
- → A strong financial profile.
- → A « .corp », with an entrenched innovative culture.



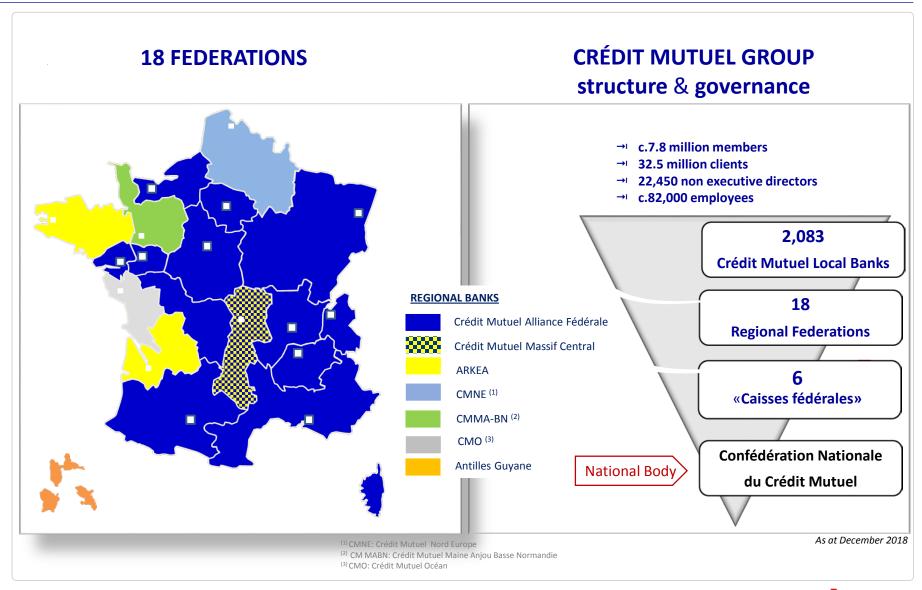
| Moody's | S&P Global Ratings | FitchRatings |
|--------------|-----------------------|--------------|
| Aa3 / stable | A / stable | A+ / stable |
| | | |





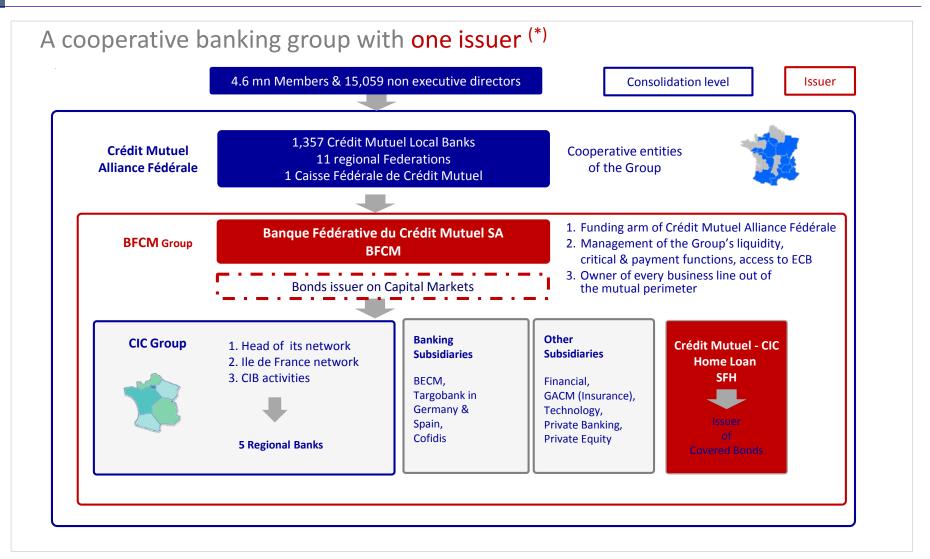


Crédit Mutuel Group organization



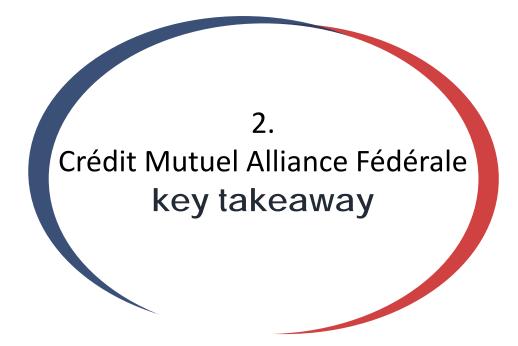


Crédit Mutuel Alliance Fédérale



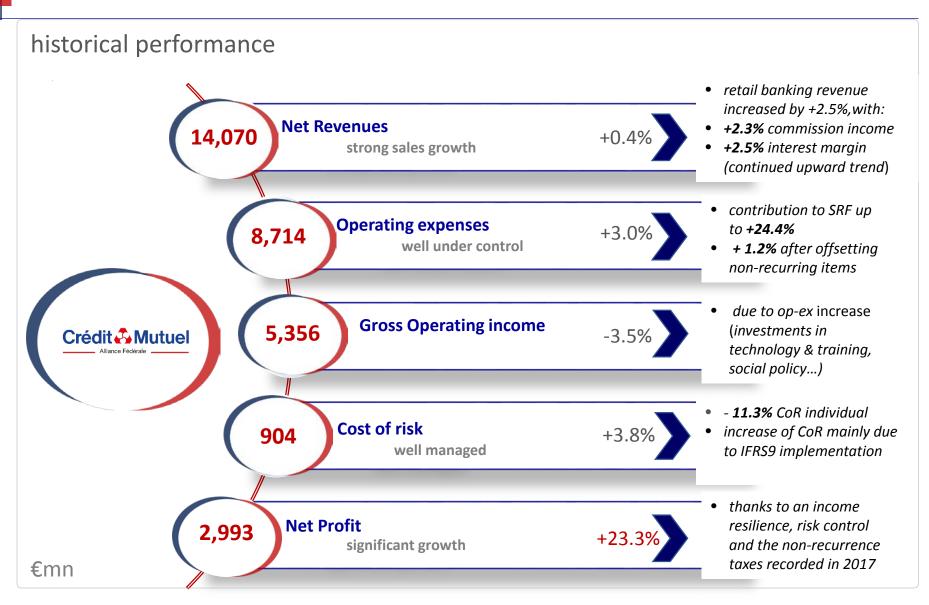
(*) including Crédit Mutuel-CIC Home Loan SFH







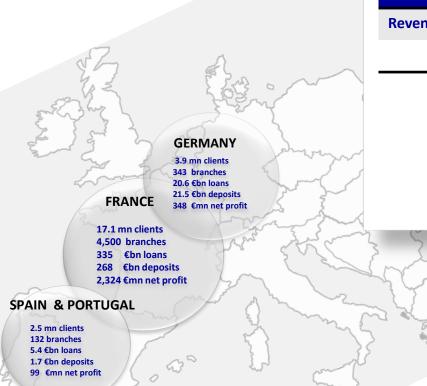
Crédit Mutuel Alliance Fédérale strong results





Crédit Mutuel Alliance Fédérale core geographic markets

Contributions by geographic regions, well defined core markets



| €mn | France | Germany | Spain & Portugal | Europe ⁽²⁾ | others |
|-------------------------|--------|---------|---------------------|-----------------------|--------|
| Revenues ⁽¹⁾ | 10,458 | 1,618 | 584 | 742 | 171 |
| | 77% | 12% | 4.2% | 5.5% | 1.3% |

89% of the group net revenues in France and Germany

(1)excl inter-cie accounts exl holdings

(2)excl France, Germany, Spain & Portugal

Crédit Mutuel Alliance Fédérale business lines

Contributions by business units^(*)

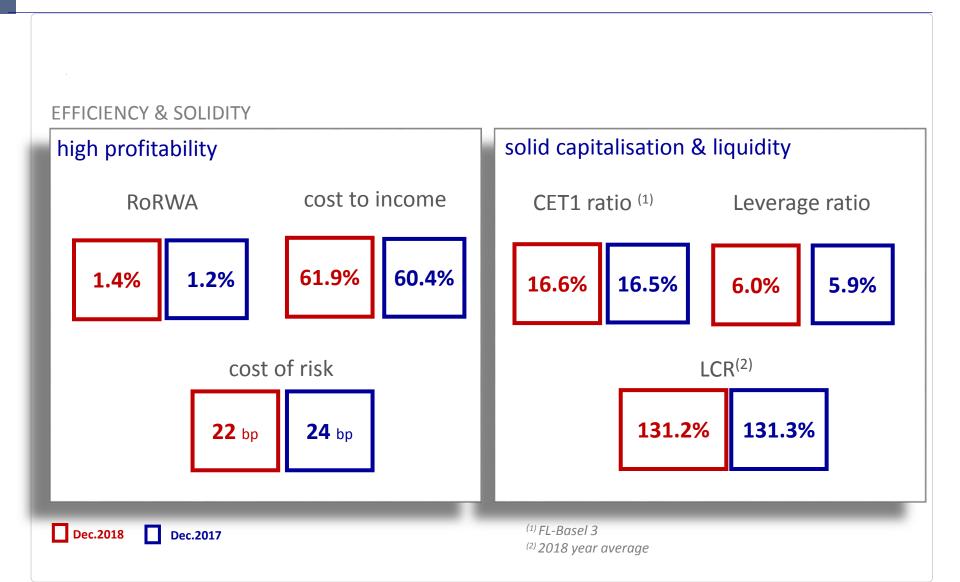
| | Retail banking | Insurance | Specialized buisness lines | IT-media logistic holding |
|---------------------------------|--|---|--|---------------------------------------|
| €mn | □ Crédit Mutuel Alliance Fédérale □ CIC □ COFIDIS □ Factoring / leasing □ Asset management | ☐ Groupe des Assurances du Crédit Mutuel | □ Commercial banking□ Investment banking□ Private banking□ Private equity | ☐ Euro Information☐ El Telecom☐ Media |
| Net revenues | 10,284 | 1,822 | 1,468 | 1,330 |
| % of operational business lines | 67% | 12% | 10% | 11% |
| Net Profit | 1,889 | 844 | 606 | -347 |
| % of operational business lines | 55% | 24% | 18% | 3% |

^(*) operational activities, excluding holding

79% of the group net profit in retail banking and insurance



Financial performance - December 2018 vs 2017









2019-2023 strategic plan in a nutshell

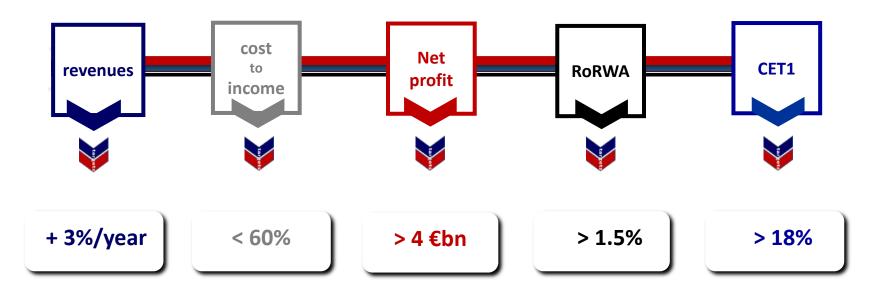
1.Financial targets

2.Human& mutualist development goals 3.Technology investments for transformation



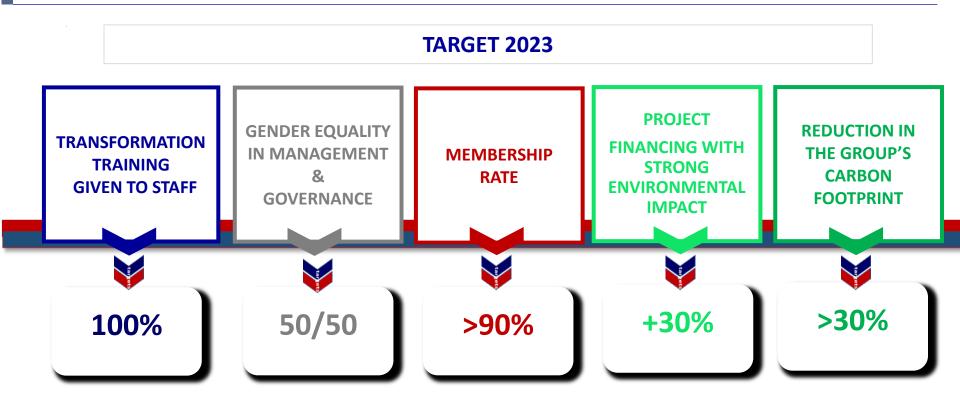
1. Financial targets

TARGET 2023(*)



(*) all other things being equal/at a constant regulatory scope

2. Human & mutualist development goals



3.

Technology investments for transformation

1.2 **TECHNOLOGICAL DEVELOPMENT** million man-days **CAPITAL** €350 **INVESTMENT** million **IN TECHNICAL INFRASTRUCTURES**







Crédit Mutuel and CIC: #20years



- complementarity networks servicing & dedicated to the customermembers and territory development
- proven business model with cross selling strategy
- pionner in cognitive & digital solutions
- # best clients relationship banking awards since 2014 (*)
 - 20 years of successful development

(*) as at Dec 2018



Crédit Mutuel and CIC: #20years

2 strong brands and retail networks which benefit from diversification of products and services offering.

Strength of the CIC & Crédit Mutuel networks:

- → 4,455 POS
- → 97% loans approvals locally
- → physical networks maintened

Local economic & corporate development:

- → +235,000 corporates financed
- → 76.3 €bn outstandings
- → banker of 2 corporates out of 5 in France
- → 2.3 €bn invested in corporate equity

Bank for everyone:

- → dedicaded account manager
- → 30,000 employees with direct contact to the customer
- → data customers protection

Strength of the diversification

- → #1-French MVNO
- → #1-in French residential remote surveillance c.31% of market share in France
- → #1-newly built housing realtor services in France, +37% new home sales in 3 years
- → 20 % of French market share in factoring & leasing



Activity 1 / 2

Strong and dynamic sales growth in the commercial activity

| €mn | FY.2018 | FY.2017 | Change in mio € | Change in % |
|------------------------|---------|---------|--------------------|----------------|
| | | | | |
| Customers loans | 370,886 | 344,942 | +25,944 | +7.5% |
| Total savings | 584,487 | 561,263 | +11,516 | +2.0% |
| o/w customers deposits | 304,319 | 288,532 | +15,787 | +5.5% |
| o/w Insurance savings | 95,104 | 81,451 | 1,945 | +2.1% |
| o/w financial savings | 185,064 | 191,280 | -6,216 | -3.2% |

Activity 2 / 2

Pioneer in cognitive & digital solutions in France. Crédit Mutuel Alliance Fédérale has deployed digital transformation in various fields.

- retail banking (Watson AI),
 email analyzers are used more than one million times a month by 20,000 relationship managers
- insurance (e-subscription),
- corporate (Epithète),
- payments (1st French bank to use SWIFT GPI),
- 100% customer digital path in consumer credit
- individuals (automation solutions) ...







implemented in March 2018

These developments and inovative solutions run for the benefit of our customers and account managers



GACM: Insurance 1/2

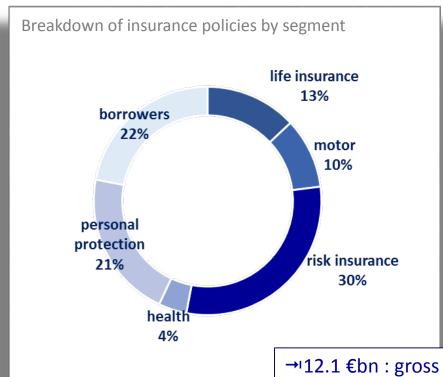
Groupe des Assurances du Crédit Mutuel (GACM) accounts for c. 1/4 of the group net profit.

| €mn | FY 2018 | FY 2017 | Change cst scope |
|--|---------|---------|---------------------|
| | | | |
| Net insurance income | 1,822 | 1,947 | -6.4% |
| Operating expenses | -584 | - 576 | +1.5% |
| Gross operating income | 1,238 | 1,371 | -9.7% |
| Net gains/losses on other assets and associates ⁽¹⁾ | 28 | 22 | +31.1% |
| Income before tax | 1,267 | 1,393 | -9.1% |
| Corporate income tax | -423 | -585 | -27.7% |
| Net income | 844 | 808 | +4.4% |

(1)EAE: Equity Accounted Entities share net income of associates

GACM: Insurance 2/2

GACM the insurance subsidiary of Crédit Mutuel Alliance Fédérale offers a wide range of **life and non life** products.



Breakdown of consolidated premiums

| €mn | FY 2018 | FY 2017 | Change (cst scope) |
|----------------------|---------|---------|-----------------------|
| | | | |
| property insurance | 2, 087 | 1, 965 | 6.2 % |
| of which cars | 1, 153 | 1, 087 | 6.0% |
| personal protection | 3, 044 | 2, 888 | 5.4% |
| of which borrowers | 1, 558 | 1, 474 | 5.7% |
| total risk insurance | 5, 161 | 4, 867 | 6.0% |
| life insurance | 6, 783 | 6, 249 | 8.6% |
| others activities | 139 | 140 | 1.2% |
| consolidated premium | 12,083 | 11,255 | 7.4% |

→ 12.1 €bn : gross written premiums

→12.2 mn policy holders

→130.9 mn insurance policies



One of the leading banks in Germany

A "full-service" bank for private and business customers, leader in the consumer credit, credit cards and factoring businesses. Combines the advantages of remote banking - online and telephone - with the strength of a branch network spread over Germany's 200 largest cities.

c.4.000.000
private, business
& corporate
customers

more than **330** POS in Germany

Countrywide distribution system including branches, sales finance channels, mobile sales force and direct bank for retail banking / sales representatives and partner programs for commercial banking

22 €bn
balance sheet



7.330 employees

TARGOBANK Commercial banking activity operates in : equipment finance, factoring, credit & financing, accounts&cards, wealth mgmt, protection, car loans, commercial loans, leasing, factoring, investment loans...





TARGOBANK GERMANY:



Targobank Deutschland's retail activity remained very strong, confirming the robust momentum that has been built in consumer finance for the Group

<u>Retail</u>

→14.8 €bn : retail bk loans outstanding

→ 4.2 €bn : loans production for individuals

→15.9 €bn: customers deposits outstanding

Corporate

→1563 €mn: leasing production

→ 49.3 €bn: factoring invoices volume

Results

→1.602 €bn : revenues

→ 343.7 €mn : net profit

Increase of:

- → loan outstandings by +10.4%
- → loans production for individuals by +12.3%
- → customer deposits by +8.6%
- → invoices volume in factoring by +3.9%
- → leasing production by +24%
- → net banking income by +3.8%
- → net profit +4.1%

Operational and legal integration of the factoring (TARGO Factoring) and leasing (Targo Leasing) businesses completed.



COFIDIS: consumer finance



Through its four commercial brands, Cofidis, Monabanq., Créatis and Sofemo, the COFIDIS Participations Group creates, sells and manages a wide range of financial services, including consumer credit, payment solutions, loan redemption and banking services.

c. 8.500.000 customers

more than
4.100 million
financing

A pioneer in the remote sale and management of credit, the COFIDIS Group has seen significant and continuous growth in its activities over three decades, both in terms of international expansion and the diversification of its range of products& services.

c.12.3 €bn balance sheet



5.083 employees

Four brands:

- → Cofidis: a European online consumer loan specialist based mainly in France, Belgium, Italy, Spain and Portugal
- → Monabanq: an online bank
- → Créatis: a loan consolidation specialist
- → Sofemo: consumer finance specialist









COFIDIS: consumer finance



Cofidis activity remained very strong in 2018 in terms of both products sold directly and via partners.

Financial

→ 11.6 €bn : loans outstanding

→ 6.8 €bn : loans production

→ 202 €mn : net profit

Increase of:

- → loans outstanding by +6.6%
- → loans production by +14.4%
- → revenue by +40.4 €mn



Cost of risk rose by €14.7 million compared to 2017, mainly as a result of the implementation of IFRS 9 which requires the provisioning of performing loans.

Given the strong sales activity in 2018, this led to an overall increase in provisioning.





Loan portfolio: a low risk profile

Loan outstanding amount to 371 €bn up to +7,5% yoy

- → 179 €bn home loans representing 48% of the total portfolio (with +6.9% increase)
- → consumer&revolving loans raised at +8.2% (10 % of the loan portfolio)
 - → equipment&leasing record an increase of 9.8% totalling more than 100 €bn outstanding

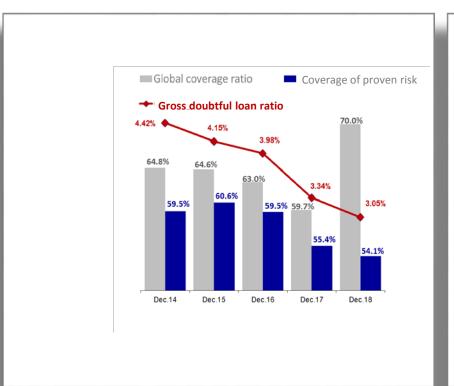


Overall cost of risk - % of customer loan outstanding customer loans

| | Dec 15 | Dec 16 | Dec 17 | Dec 18 |
|-------------------------|--------|--------|--------|--------|
| | | | | |
| Cost of risk | 0.26% | 0.24% | 0.24% | 0.22% |
| unrealized CoR | -0.01% | -0.01% | 0.01% | 0.03% |
| individual basis CoR | 0.27% | 0.26% | 0.23% | 0.19% |



Continued low cost of risk



NPL:

→ 11.577 €bn (11,754 €bn as at Dec. 2017)

Total provisions for loan impairments:

→ 8.109 €bn (7.016 €bn ias at Dec. 2017)

Cost of risk:

- →ı 904 €mn in 2018
- → 11.3% decrease in individual basis cost of risk

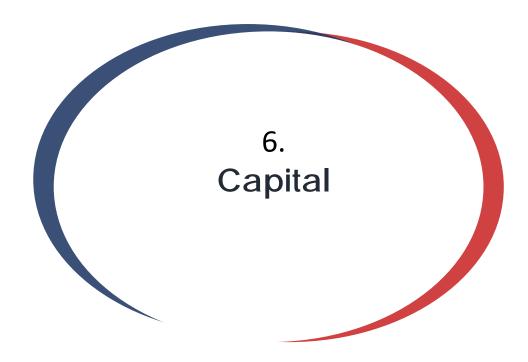
Gross doubtful loan ratio:

→ 3.05 % as at Dec.2018 (3.34% Dec.2017)

Global coverage ratio:

→ 70.0% as at Dec.2018- increase is largely due to IFRS9 implementation.







2018 EBA stress tests results

> Stress tests results on French Banks

| "full" ratios | Penorted | Reported Baseline | |
|-------------------|-----------------------------|-----------------------------|-----------------------------|
| Tuli Tatios | Reported | Scenario | Scenario |
| | | | |
| | 31 st , Dec 2017 | 31 st , Dec 2020 | 31 st , Dec 2020 |
| | | | |
| Groupe CM | | | |
| CET 1 ratio | 17.4% | 18.8% | 13.2% |
| Leverage ratio | 6.4% | 7.0% | 5.3% |
| | | | |
| BNPP | | | |
| CET 1 ratio | 11.7% | 12.5% | 8.6% |
| Leverage ratio | 4.6% | 5.0% | 3.8% |
| | | | |
| Société Générale | | | |
| CET 1 ratio | 11.4% | 11.8% | 7.6% |
| Leverage ratio | 4.1% | 4.5% | 3.3% |
| | | | |
| Crédit Agricole | | | |
| CET 1 ratio | 14.9% | 16.3% | 10.2% |
| Leverage ratio | 5.5% | 6.1% | 4.3% |
| | | | |
| BPCE | | | |
| CET 1 ratio | 15.2% | 17.2% | 10.7% |
| Leverage ratio | 5.0% | 5.8% | 3.7% |
| | | | |
| La Banque Postale | | | |
| CET 1 ratio | 13.4% | 13.7% | 8.2% |

> EBA stress tests confirm Crédit Mutuel solidity and financial strength

- → The strongest French banks in terms of CET1 & leverage ratio after the stress
- → The sixth strongest bank in the Eurozone

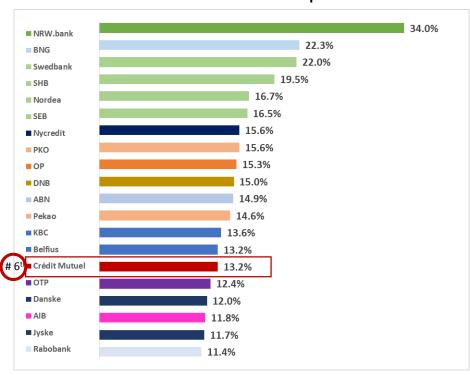
The stress test was carried out with the assumption of a static balance sheet (December 2017 basis) and therefore does not take into account future business strategies and management actions.

Sources: EBA 2018

Leverage ratio

2018 EBA stress tests results

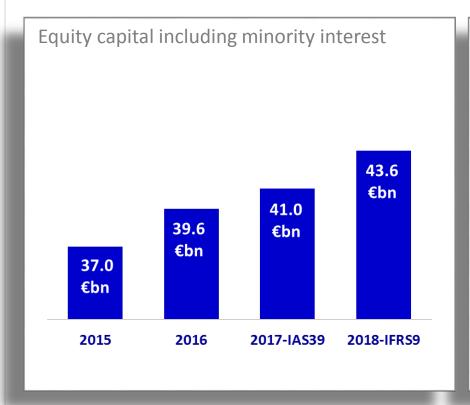
> 2020 adverse fully Loaded CET1 Ratio of the top 20 banks Crédit Mutuel ranks 6th ex-aequo in Euro zone.

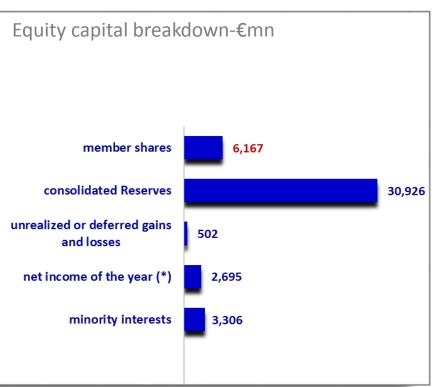


| Countries | Déc. 2017 | Adverse 2020 | delta |
|-------------|-----------|-----------------|-------|
| Sweden | 20.8% | 17.9% | -2.9 |
| Poland | 16.5% | 15.8% | -0.7 |
| Finland | 20.1% | 15.3% | -4.8 |
| Norway | 16.2% | 15.0% | -1.2 |
| Belgium | 16.3% | 13.5% | -2.8 |
| Denmark | 18.2% | 13.4% | -4.8 |
| Irland | 18.5% | 13.1% | -5.4 |
| Hungary | 15.2% | 13.0% | -2.2 |
| Netherlands | 15.8% | 11.8% | -4.0 |
| Germany | 16.0% | 10.2% | -5.8 |
| FRANCE | 13.7% | 9.7% | -4.0 |
| Italy | 13.2% | 9.6% | -3.6 |
| Spain | 12.2% | 9.4% | -2.8 |
| Austria | 13.2% | 9.0% | -4.2 |
| UK | 14.4% | 8.9% | -5.5 |

Sources: EBA 2018

Capital position (1/3)



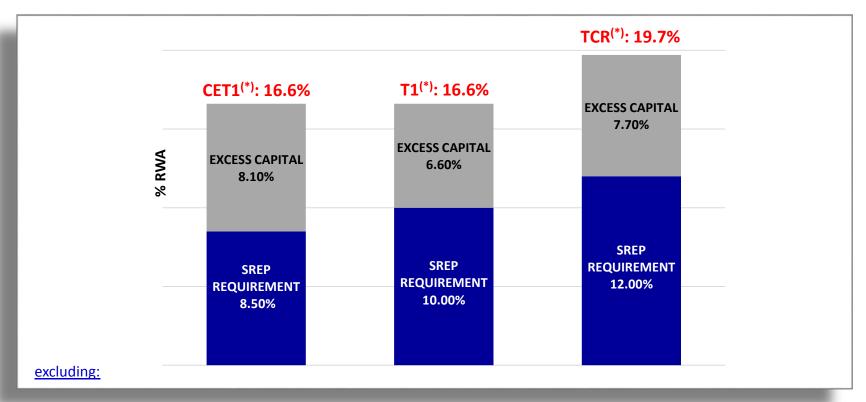


(*) attributable to owners Cie



Reg. capital position as at 31st of December 2018 (2/3)

Crédit Mutuel Alliance Fédérale CET1 ratio, Tier One ratio, Total Capital ratio
(*) Fully loaded Basel III, as at Dec 2018



- → P2G (not disclosed)
- → OSII (at Crédit Mutuel Group level only 0.5%)
- → counter-cyclical buffer (0.25% as at 1st July 2019 / 0.50% as at 1st April 2020)



Capital position (3/3)

Crédit Mutuel Alliance Fédérale capital ratios

(*) Fully loaded (FL) Basel III, Dec 2018 - Dec 2017

CET1 ratio FL

→ as at Dec, 31st 2018: 16.6% +10 bp

→ as at Dec, 31st 2017: 16.5%

Total capital ratio FL

 \rightarrow as at Dec, 31st 2018: 19.7% -20 bp

→ as at Dec, 31st 2017: 19.9%

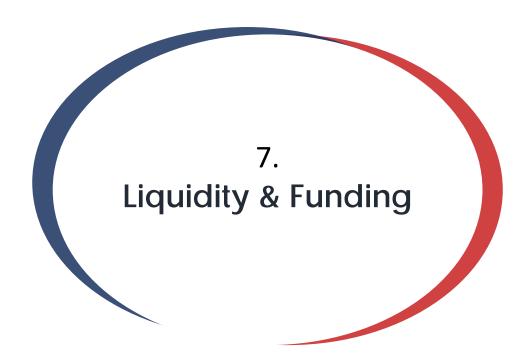
Leverage ratio

 \rightarrow as at Dec, 31st 2018: 6.0% +10 bp

→ as at Dec, 31st 2017: 5.9%

| | Dec 2017 | Dec 2018 |
|--------------------|----------|----------|
| CET1 EQUITY - € mn | 32,611 | 35,437 |
| RWA - € mn | 198,374 | 214,048 |







Ratings

| RATINGS | | | | | | | | |
|------------------------|---------|--------|---------------|--|--|--|--|--|
| | MOODY'S | S&P | FITCH RATINGS | | | | | |
| Senior unsecured | Aa3 | Α | A + | | | | | |
| Outlook | stable | stable | stable | | | | | |
| Senior-Non-Preferred | Baa1 | BBB+ | A + | | | | | |
| Tier 2 | Baa1 | ВВВ | Α | | | | | |
| Senior Short-term debt | P-1 | A-1 | F1 | | | | | |

Liquidity profile

Drivers of liquidity

Centralised management of funding & Assets-Liabilities:

- → strong approach of severe liquidity stress
- → Significant buffer in anticipation of LCR guidance
- → high coverage of liquidtity gap

| €bn | Dec 2018 | | | | |
|------------------------------------|----------|--|--|--|--|
| Cash & deposits at Central Banks | 51.0 | | | | |
| LCR securities | 22.5 | | | | |
| HQLA | 73.5 | | | | |
| Other central bank eligible assets | 35.8 | | | | |
| Total liquidity reserves | 109.3 | | | | |

Strong capacity to generate liquidity

A solid deposits base:

- → customer deposit inflows remains strong up to +5.5%
- → Loan to deposit of 121.9% vs 119.6%

Access to stable sources of funding

- → diversified debt programs
- → International investors base

Funding policy management

- → promote MLT funding
- → internal reallocation of wholesale funding
- → strong liquidity buffer

LCR 131.2%^(*)

(*)2018 year average



Medium-Long term funding policy 2018

Funding strategy: various programs, diversified currencies, international investors base





2018 Funding

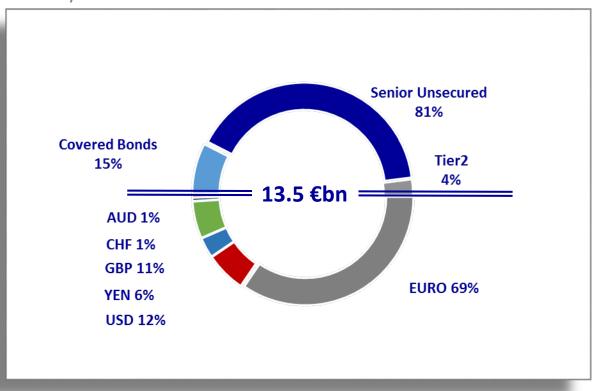
138 €bn whole sale funding outstanding

36% Short term: 49.6 €bn (NeuCP, ECP, London CD's deposits)

64 % Long term: 88.4 €bn (EMTN, covered bonds, 144A, Samurai bond)

MLT funding :

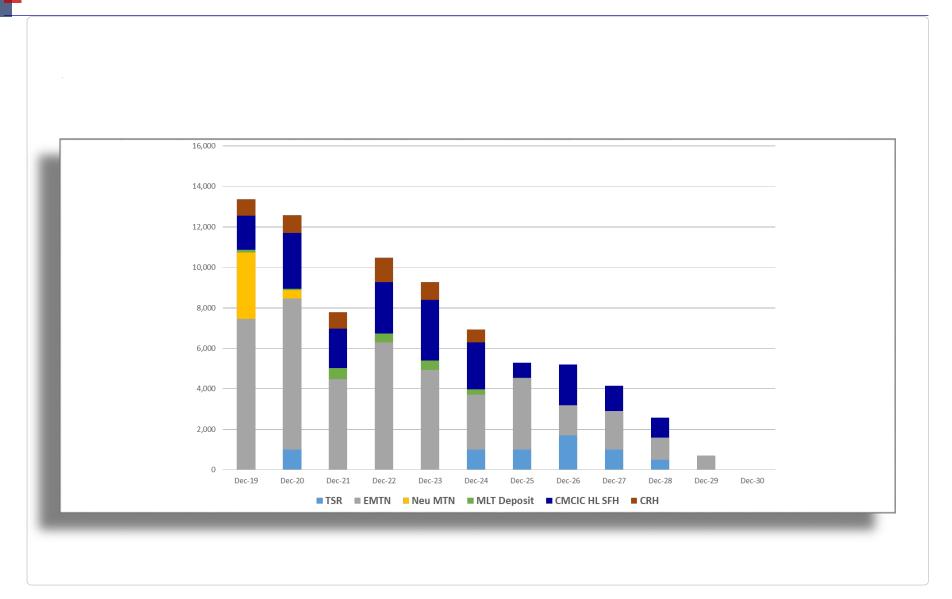
- **1**3.5 €bn
- **⇒** 5.5 years maturity



as at 31st December 2018

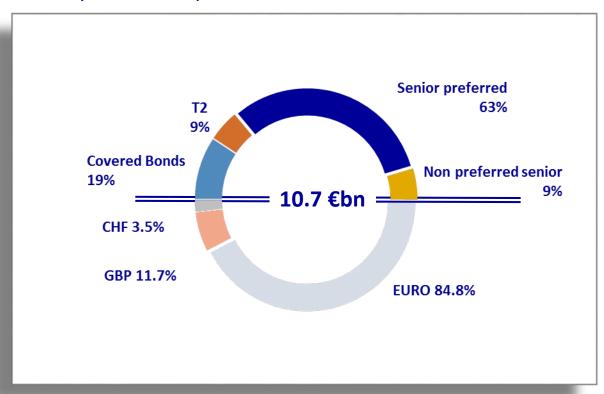


Redemption profile as at Dec.2018



2019 Funding program

- **15 €bn funding plan**
- 10.7 €bn raised as at the 12th of June 71% of the funding plan achieved
- 6.2 years maturity



2019 main public issues

| Issued in | Туре | currency | amount | coupon | years | Maturity |
|-----------|---------|----------|--------|--------|-------|----------|
| Jan-19 | Senior | EUR | 1,250 | 0.75% | 4+ | Jun-23 |
| Jan-19 | Senior | GBP | 400 | 2.25% | 5 | Dec-23 |
| Jan-19 | Secured | EUR | 1,000 | 0.25% | 5 | Apr-24 |
| Jan-19 | Secured | EUR | 1,000 | 1% | 10 | Jan-29 |
| Fev-19 | Senior | CHF | 100 | 0.40% | 5 | Feb-24 |
| Mar-19 | NPS | EUR | 1,000 | 1.75% | 10 | Mar-29 |
| Apr-19 | Senior | CHF | 200 | 0.25% | 6+ | Jul-25 |
| Apr-19 | Senior | EUR | 1,500 | 0.75 % | 7 | Jun-26 |
| May-19 | Senior | CHF | 125 | 0.20% | 7 | Jun-26 |
| June-19 | Т2 | EUR | 1,000 | 1.875% | 10 | Jun-29 |
| June-19 | Senior | GBP | 500 | 1.75% | 5+ | Dec-24 |







SMR policy structured around 5 goals – at the heart of the strategic plan

As a committed and socially responsible player

Crédit Mutuel Alliance Fédérale develops

a policy of Social & Mutualist Responsability

SMR

having Sustainable Development Goals in

- Members & customers
- Governance
- Social
- Mutual identity
- Environmental

some examples:

- → banking inclusion, risk management
- → effectiveness, coop governance
- → 100% digital employees training
- → gender equality
- → +90% of members
- → reducing Crédit Mutuel Alliance Fédérale carbon printfoot with 30% goal
- → 30% increase in funding for climate-impact projects

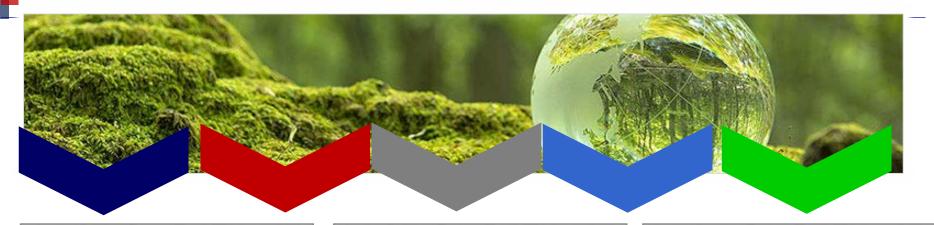




RSM policy: 5 goals-15 involments-250 projects

| Member & customer goal | Governance goal | Societal goal | Mutual identity goal | _ Environmental goal | | |
|---|---|---|---|---|--|--|
| 3 criteria 1.Attentiveness to members&customers 2.Banking inclusion | 2 criteria 1.Effectiveness of the governance bodies 2.Cooperative governance dynamics | 4 criteria 1.ESG procurement policy 2.Responsible relationships | 4 criteria 1.Diversity and equal opportunity 2.Support careers and mobility | 2 criteria 1.Reduce the group's environmental impact 2.Strengthen the high-quality offers & solutions and provide | | |
| 3.Risk management | | 3.Regional development 4.Promote local initiatives | 3. Promote quality of work life 4. Facilitate the labor relations process | responsible services | | |
| Policy in favour of vulnerable customers | Training courses & support for electedmembers | and duty of | QWL Agreement | Carbon footprint compensation mechanism | | |

goals completed



HR'commitment:

- → Training: 6.4% of the total payroll
- → General salary increase: +1% in 2018 (+1.5% in 2019)
- → Record profit-sharing & participation rates
- → Exceptional gratification paid to all employees (total of €54.2 million)

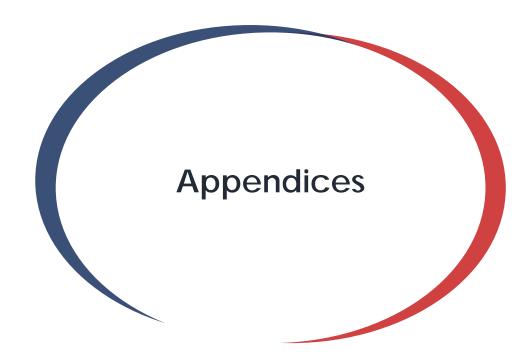
Achievement of environmental objectives:

- → Projects with a high climate impact: 20% increase with €1.4 billion in credit commitments in 2018 in renewable
- → Energies Eco-mobility loan: 0.75% fixed "TAEG" on hybrid/electric, 1.5% on petrol
- → Stopping financing of coal-fired power plants and coal mining (strengthening of sectoral policies)
- → Implementation of an internal carbon footprint compensation

Commitments to diversity and equal opportunities:

- → 4,000 alternates will be recruited over the 2018/2020 period (+40%)
- → Objective: a permanent contract offered to 80% of them
- → 25% of the positions reserved for young people from priority districts or living in rural municipalities with a population of less than 5,000 inhabitants
- → Potential green bond issue







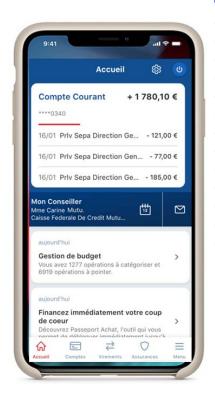




Review of Customer Member Priority Plan 2018 : concrete answers to our goals

Make an easier life for our custormers

Ratings as at 1st Feb 2019-on stores



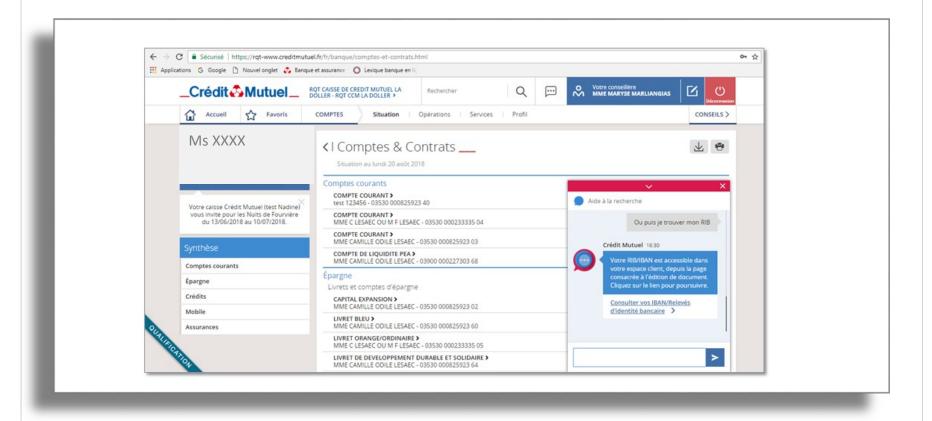
| Retail banks average | Android | rating nbers | iPhone i | rating nbe | rs average | On line bks | Android ra | ting nbers | iPhone | rating nbers | |
|-------------------------|---------|--------------|----------|------------|------------|--------------------|------------|------------|-----------|-----------------|---------|
| Crédit Mutuel | 4,4 | 1 24 653 | 4,3 | 117 725 | 4,32 | Fortuneo | 3,9 | 4 137 | 4,4 | 4 646 | 4,16 |
| CIC | 4,4 | 13 116 | 4,3 | 74 995 | 4,31 | Monabanq | 3,9 | 371 | 3,8 | 28 | 3,89 |
| BRED | 4,2 | 15 705 | 4,3 | 27 967 | 4,26 | Banque Nickel | 3,7 | 1 640 | 3,2 | 218 | 3,64 |
| Société Générale | 4,1 | 1 33 692 | 4 | 1 890 | 4,09 | Max | 3,5 | 602 | 3,8 | 344 | 3,61 |
| Caisse d'Epargne | 3,9 | 9 49 027 | 4 | 16 296 | 3,92 | Orange Bank | 3,3 | 4 133 | 3,2 | 2 736 | 3,26 |
| LCL | 3,9 | 30 194 | 3,7 | 3 716 | 3,88 | ING Direct | 3,2 | 4 754 | 2,8 | 562 | 3,16 |
| Crédit Agricole | 3,8 | 3 165 736 | 3,8 | 26 363 | 3,80 | Boursorama | 3,2 | 9 840 | 2,7 | 1 087 | 3,15 |
| Banque Populaire | 3,7 | 7 14 884 | 3,3 | 1 642 | 3,66 | Hello Bank | 2,7 | 2 105 | 2,9 | 402 | 2,73 |
| Banque Postale | 3,7 | 7 39 812 | 2,7 | 2 610 | 3,64 | Foreign banks | Android | rating nb | ers iPhor | ne rating nbers | average |
| HSBC France | 3,3 | 3 73 728 | 4,4 | 29 924 | 3,62 | Banques etrangeres | Android | Nb Notes | iPhone | Nb Notes | Moyenne |
| CMB Arkéa | 3,5 | 3 081 | 2,8 | 190 | 3,46 | Revolut | 4,8 | 214 943 | 4,9 | 41 326 | 4,82 |
| BNP Paribas | 3,5 | 17 188 | 2,9 | 1 834 | 3,44 | N26 | 4,3 | 30 276 | 4,8 | 23 344 | 4,52 |
| Crédit du Nord | 3,3 | 3 2 352 | 3,2 | 224 | 3,29 | | | | | | |





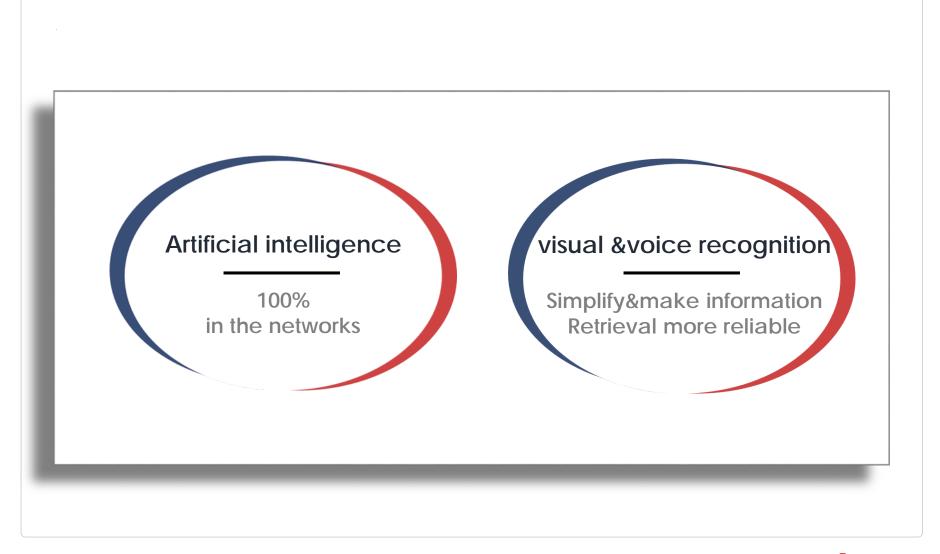
Review of Customer Member Priority Plan 2018 : concrete answers to our goals

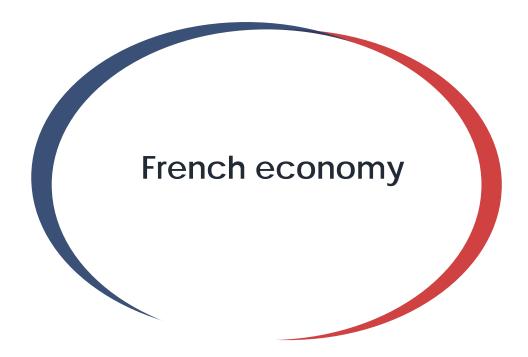
Enhancement of the functionalities of our websites





Review of Customer Member Priority Plan 2018 : concrete answers to our goals







Key messages

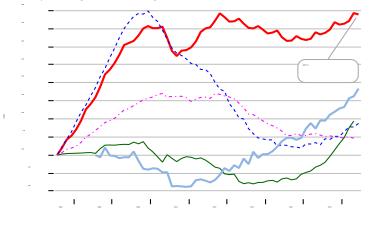
- Economic growth is holding up, but shown its weak points for 2019
 - > Despite the good surprise linked to foreign trade, Q4 2018 growth highlighted the weaknesses weighing on domestic demand (stagnating household consumption, and slight growth in company investment).
 - > Purchasing power being able to boost confidence and activity will be key to enabling growth to stay close to its potential (+1.5% in 2018 and in 2019), in a less buoyant global context
- Growth will pick up gradually in a still complicated environment
 - > Consumption has the means to rebound. The Yellow Vest demonstrations continued to disrupt consumer spending in France, but French household moroseness seems to be coming to an end, while purchasing power is showing a historically high rebound. The emergency measures at the end of 2018 are providing clear support (more than EUR10bn in 2019), as of Q1 2019 (unlike in 2018). They add to particularly favourable prospects: the recent decline in oil prices, ongoing job creations, and a step-up in wage growth
 - > Corporate investment set to remain high but suffer from global uncertainties. The catch-up, which has gathered pace since 2017, will continue to drive investment, albeit at a lower pace amid uncertainty (China, Brexit, etc.). Companies will benefit from a cash surplus with transformation of the CICE competitiveness tax credit into lower charges, concomitant with payment of the 2018 CICE credit
 - > **Conversely, household investment** is contracting after an exceptional period historically on the real estate market, with this component making a negative contribution to growth
- Key events in recent weeks
 - > **France is still attractive despite the Yellow vests.** The latest Kantar study has confirmed that France ranks second in Europe with 87% of respondents viewing it as attractive, i.e., the same level as in the autumn prior to the social unrest
 - > **Real estate has hit a soft patch.** Housing starts fell 7% in 2018, with a sharp decline at the year-end. The sector's contribution to growth is set to turn negative in 2019. Note that house prices stagnated in January according to the IPI/Les Echos index
 - > **Unemployment continues to fall.** The number of category A jobseekers fell by 50,600 in Q4-2018 (vs. Q4-2017). Continuation of this trend in 2019 will underpin wage growth

Crédit Mutuel

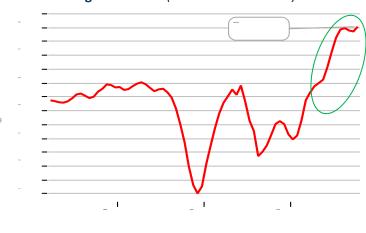
Conflicting signs for investment

Property activity is losing steam but prices are rising

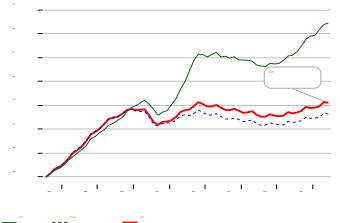
France: European house price indices (base 100 in 2003)



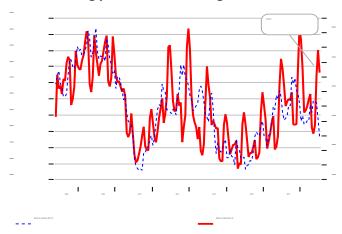
France: existing home sales (12-month total data)



France: house price index (base 100 in 2003)



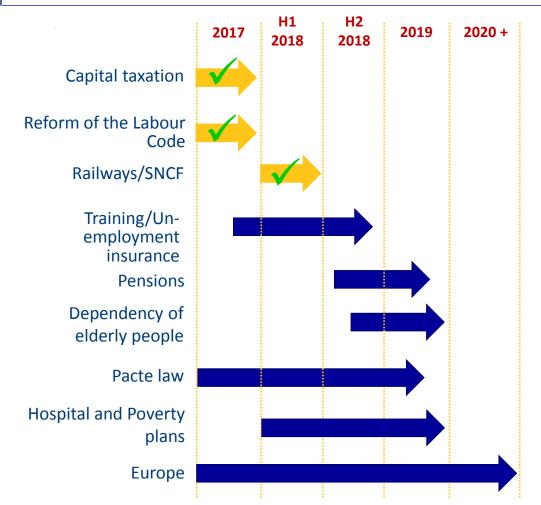
France: building permits and housing starts





Reform time frame

A programme delayed by social unrest



Tax cut aimed at improving returns on capital

Increased **flexibility of the job market** was implemented on 25/09/2017

Preparation for opening up to competition: railway worker status and turning the SNCF into a French plc.

Investment plan for training managed by "France Compétences", unemployment benefits in the event of resignation with a project

Switch to a point system. The retirement age has not changed

Financing of the excess to be paid for dependency

Action plan of over 70 measures for growth and company transformations

Reform of social benefits (notably the RSA) and reorganisation of the healthcare system

Resume the process of European integration

⇒ The government will have to stick to its plans in 2019 in order to re-establish its credibility with investors, while several thorny subjects remain on the table

Crédit Mutuel





Awards



Best French Bank in Western Europe 2019 for the fifth time (Global Finance March 2019)



Preferred bank of French people

(Baromètre Image Posternak-IFOP, March 2019)



Bank of the year in France for the seventh time

(World Finance June 2018)



33rd World Bank at the TOP 1000 (The Banker, July 2018) **11th European bank at the TOP 250** (The Banker, September 2018)



#1 French bank and 5th largest commercial bank in the euro zone in the European Banking Authority's stress test (November 2018)



Gold Trophies for the best range of diversified funds over three years (network banks) for the 3rd time (Le Revenu - 2018)



Corbeilles - Mieux vivre votre argent

Performance as at 30 June 2018

Best range of diversified funds over 1 year (2nd consecutive year)

(Network banks category)





issuers'website:

www.bfcm.creditmutuel.fr www.creditmutuelcic-sfh.com



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