

Nordea



AGM 2021

CEO review and presentation of the annual accounts

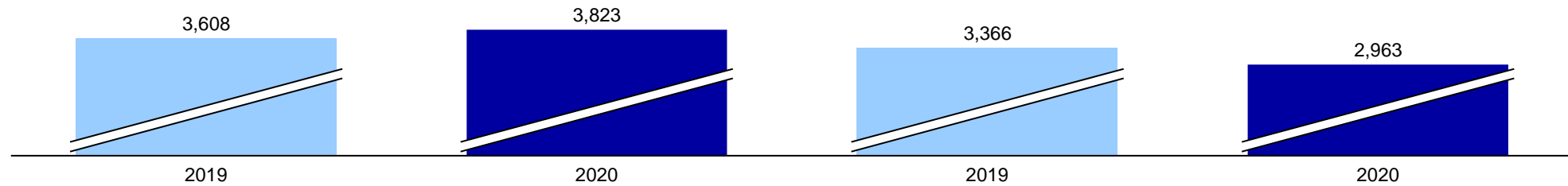
Frank Vang-Jensen, President & Group CEO

24 March 2021

Progress on our 2022 business plan

Mortgage business and strong Assets under Management inflows driving income development

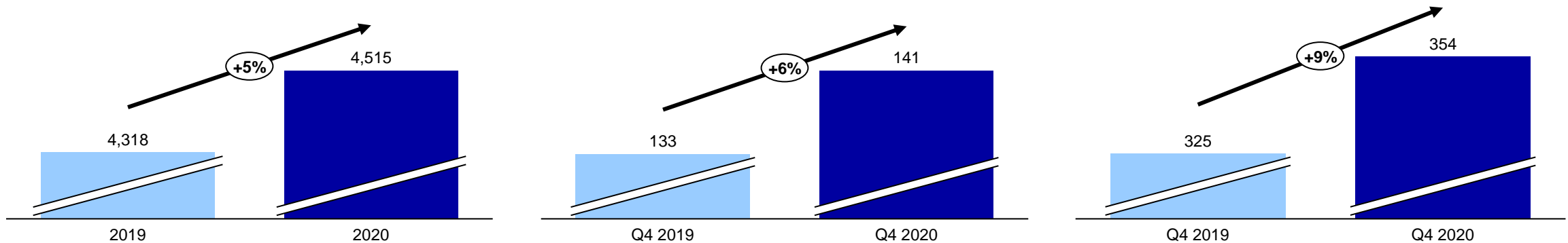
+ Profit before loan losses & operating profit, EURm



Net interest income, EURm

Mortgage volumes*, EURbn

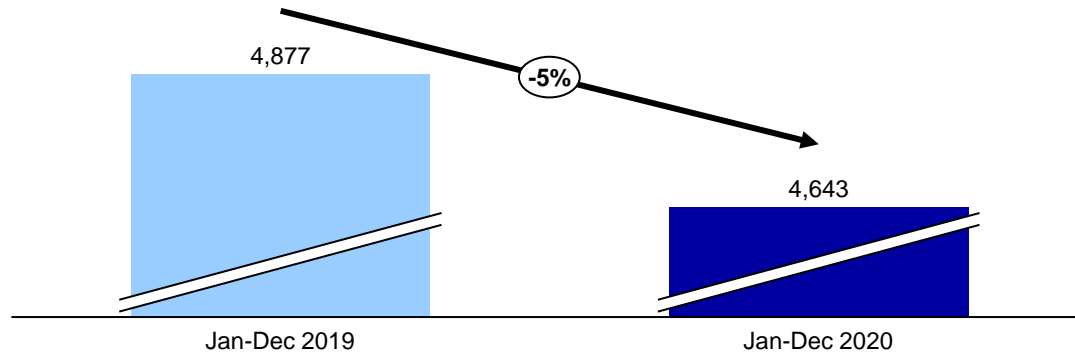
AuM, EURbn



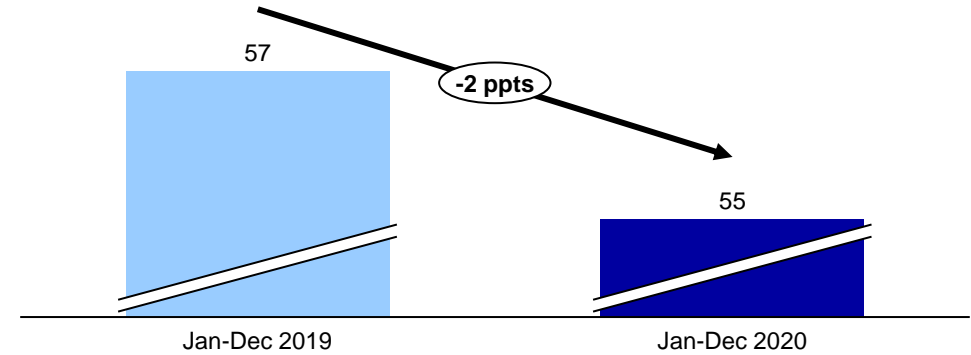
Progress on our 2022 business plan

Building a strong cost culture

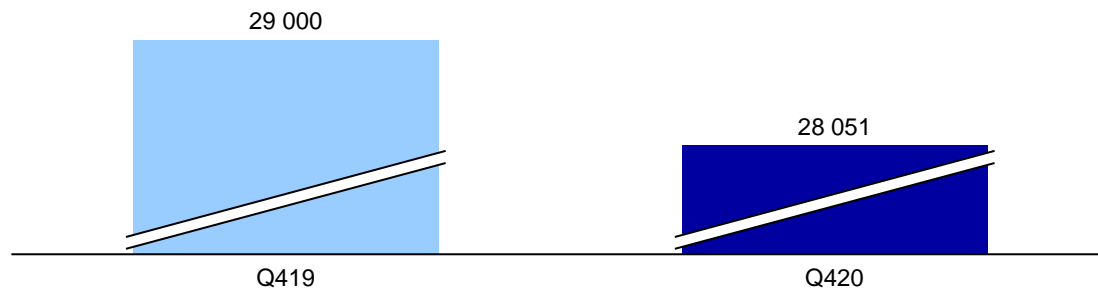
 Total operating expenses, EURm



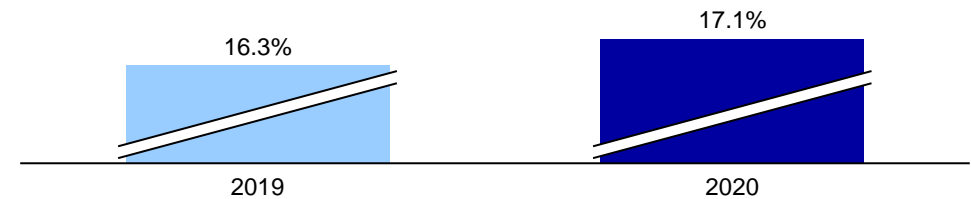
 Cost-to-income ratio, %



 Full-time employees



 CET1 ratio



Our commitment to sustainability

Long-term objectives and mid-term targets






50%*
reduction
in emissions from
internal operations by
2030



Less emissions across
our **investment and
lending portfolios**
40-50%*
reduction by 2030



Achieve
net-zero
Emissions by latest
2050

-  Engaging with our customers to support them in accelerating their own transition
-  Playing a leading role in global and local collaborations to achieve societies' goals
-  Establish a sustainable culture for long-term value creation

Our priorities



Nordea is a Nordic universal bank with a clear purpose



Our purpose

Together, we lead the way, enabling dreams and everyday aspirations for a greater good



Our identity

Nordea is a Nordic universal bank. We are enabling our customers to realise their dreams and aspirations – and we have done that for 200 years. Every day we strive to make a real difference for our customers and the communities in which we operate – by being a strong and personal financial partner



Our values

Passion
To serve our customers
Collaboration
For the common good
Courage
To do what is right
Ownership
It starts with me

Our customer promise



Easy to deal with



Relevant and competent



Anywhere and anytime (24/7)



Personal and digital



Safe and trusted