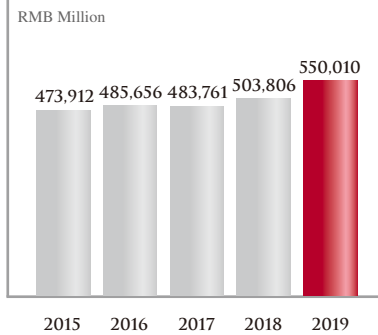
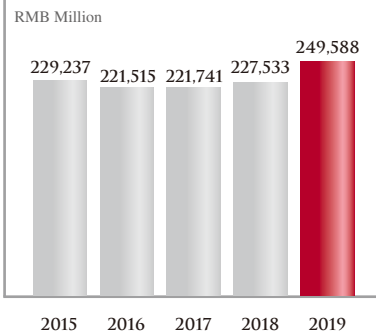


# Financial Highlights

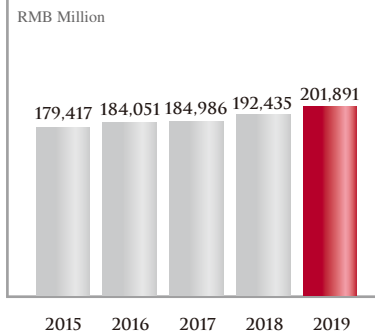
## Operating income



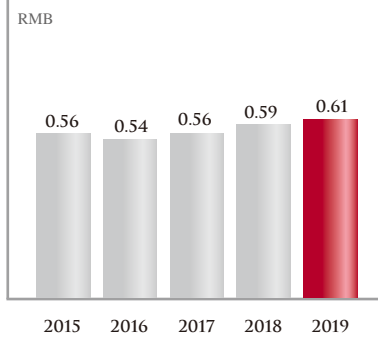
## Operating profit



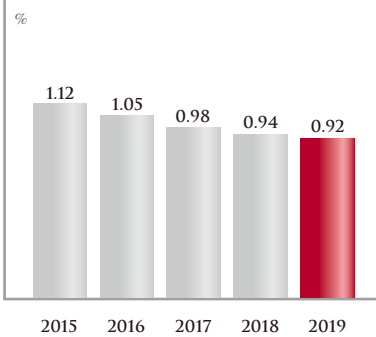
## Profit for the year



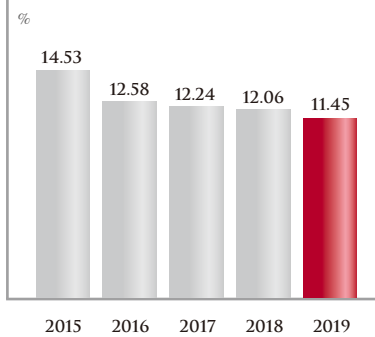
## EPS (basic)



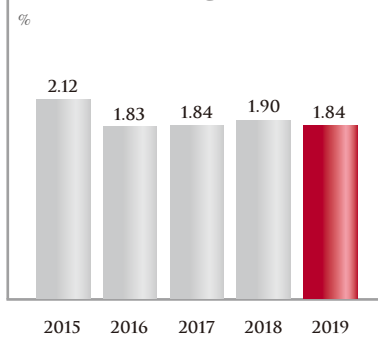
## ROA



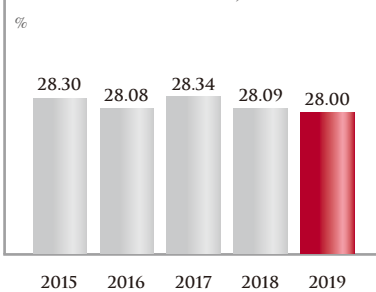
## ROE



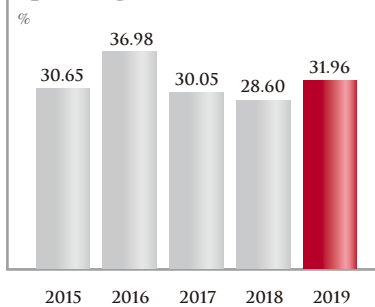
## Net interest margin



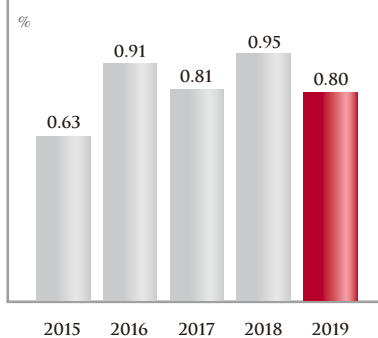
## Cost to income ratio (calculated under regulations in the Chinese mainland)



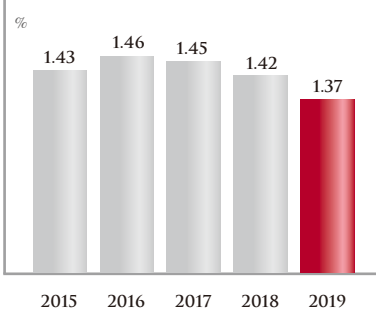
## Non-interest income to operating income



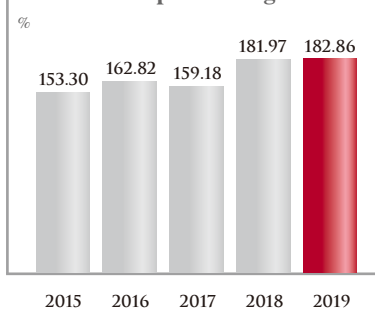
## Credit cost



## Non-performing loans to total loans



## Allowance for loan impairment losses to non-performing loans



# Financial Highlights

Note: The financial information in this report has been prepared in accordance with IFRS<sup>1</sup>. The data are presented in RMB and reflect amounts related to the Group, unless otherwise noted.

Unit: RMB million

	Note	2019	2018	2017	2016	2015
<b>Results of operations</b>						
Net interest income		<b>374,250</b>	359,706	338,389	306,048	328,650
Non-interest income	2	<b>175,760</b>	144,100	145,372	179,608	145,262
Operating income		<b>550,010</b>	503,806	483,761	485,656	473,912
Operating expenses		<b>(198,269)</b>	(176,979)	(173,859)	(175,069)	(185,401)
Impairment losses on assets		<b>(102,153)</b>	(99,294)	(88,161)	(89,072)	(59,274)
Operating profit		<b>249,588</b>	227,533	221,741	221,515	229,237
Profit before income tax		<b>250,645</b>	229,643	222,903	222,412	231,571
Profit for the year		<b>201,891</b>	192,435	184,986	184,051	179,417
Profit attributable to equity holders of the Bank		<b>187,405</b>	180,086	172,407	164,578	170,845
Total dividend of ordinary shares		<b>N.A.</b>	54,167	51,812	49,457	51,518
<b>Financial position</b>						
Total assets		<b>22,769,744</b>	21,267,275	19,467,424	18,148,889	16,815,597
Loans, gross		<b>13,068,785</b>	11,819,272	10,896,558	9,973,362	9,135,860
Allowance for loan impairment losses	3	<b>(325,923)</b>	(303,781)	(252,254)	(237,716)	(200,665)
Investments	4	<b>5,514,062</b>	5,054,551	4,554,722	3,972,884	3,595,095
Total liabilities		<b>20,793,048</b>	19,541,878	17,890,745	16,661,797	15,457,992
Due to customers		<b>15,817,548</b>	14,883,596	13,657,924	12,939,748	11,729,171
Capital and reserves attributable to equity holders of the Bank		<b>1,851,701</b>	1,612,980	1,496,016	1,411,682	1,304,946
Share capital		<b>294,388</b>	294,388	294,388	294,388	294,388
<b>Per share</b>						
Basic earnings per share (RMB)		<b>0.61</b>	0.59	0.56	0.54	0.56
Dividend per share (before tax, RMB)	5	<b>0.191</b>	0.184	0.176	0.168	0.175
Net assets per share (RMB)	6	<b>5.61</b>	5.14	4.74	4.46	4.09
<b>Key financial ratios</b>						
Return on average total assets (%)	7	<b>0.92</b>	0.94	0.98	1.05	1.12
Return on average equity (%)	8	<b>11.45</b>	12.06	12.24	12.58	14.53
Net interest margin (%)	9	<b>1.84</b>	1.90	1.84	1.83	2.12
Non-interest income to operating income (%)	10	<b>31.96</b>	28.60	30.05	36.98	30.65
Cost to income ratio (calculated under regulations in the Chinese mainland, %)	11	<b>28.00</b>	28.09	28.34	28.08	28.30
<b>Capital ratios</b>						
Common equity tier 1 capital	12	<b>1,620,563</b>	1,488,010	1,377,408	1,297,421	1,197,868
Additional tier 1 capital		<b>210,057</b>	109,524	105,002	103,523	103,159
Tier 2 capital		<b>394,843</b>	347,473	264,652	225,173	212,937
Common equity tier 1 capital adequacy ratio (%)		<b>11.30</b>	11.41	11.15	11.37	11.10
Tier 1 capital adequacy ratio (%)		<b>12.79</b>	12.27	12.02	12.28	12.07
Capital adequacy ratio (%)		<b>15.59</b>	14.97	14.19	14.28	14.06
<b>Asset quality</b>						
Credit-impaired loans to total loans (%)	13	<b>1.37</b>	1.42	1.45	1.46	1.43
Non-performing loans to total loans (%)	14	<b>1.37</b>	1.42	1.45	1.46	1.43
Allowance for loan impairment losses to non-performing loans (%)	15	<b>182.86</b>	181.97	159.18	162.82	153.30
Credit cost (%)	16	<b>0.80</b>	0.95	0.81	0.91	0.63
Allowance for loan impairment losses to total loans (%)	17	<b>2.97</b>	3.07	2.77	2.87	2.62
<b>Exchange rate</b>						
USD/RMB year-end central parity rate		<b>6.9762</b>	6.8632	6.5342	6.9370	6.4936
EUR/RMB year-end central parity rate		<b>7.8155</b>	7.8473	7.8023	7.3068	7.0952
HKD/RMB year-end central parity rate		<b>0.8958</b>	0.8762	0.8359	0.8945	0.8378

# Financial Highlights

## Notes:

- 1 Starting on 1 January 2018, the Bank has applied the *International Financial Reporting Standard No. 9 — Financial Instruments* (IFRS 9) published by the International Accounting Standard Board.
- 2 Non-interest income = net fee and commission income + net trading gains/(losses) + net gains/(losses) on transfers of financial asset + other operating income.
- 3 Allowance for loan impairment losses = allowance for loans at amortised cost + allowance for loans at fair value through other comprehensive income.
- 4 The investments of 2019 and 2018 are presented under IFRS 9, which include financial assets at fair value through profit or loss, financial assets at fair value through other comprehensive income and financial assets at amortised cost. The comparative data of the previous reporting period was not restated accordingly.
- 5 Dividend per share is the dividend per ordinary share distributed to ordinary shareholders.
- 6 Net assets per share = (capital and reserves attributable to equity holders of the Bank at year-end – other equity instruments) ÷ number of ordinary shares in issue at year-end.
- 7 Return on average total assets = profit for the year ÷ average total assets × 100%. Average total assets = (total assets at the beginning of the year + total assets at year-end) ÷ 2.
- 8 Return on average equity = profit attributable to ordinary shareholders of the Bank ÷ weighted average capital and reserves attributable to ordinary shareholders of the Bank × 100%. Calculation is based on *No. 9 Preparation and Reporting Rules of Information Disclosure of Public Offering Companies — Calculation and Disclosure of Return on Average Equity and Earnings per Share (Revised in 2010)* (CSRC Announcement [2010] No. 2) issued by the CSRC.
- 9 Net interest margin = net interest income ÷ average balance of interest-earning assets × 100%. Average balance is average daily balance derived from the Bank's management accounts (unaudited).
- 10 Non-interest income to operating income = non-interest income ÷ operating income × 100%.
- 11 Cost to income ratio is calculated in accordance with the *Measures of the Performance Evaluation of Financial Enterprises* (Cai Jin [2016] No. 35) formulated by the MOF.
- 12 The capital ratios are calculated under the advanced approaches and in accordance with *Capital Rules for Commercial Banks (Provisional)* (Y.J.H.L. [2012] No. 1).
- 13 Credit-impaired loans to total loans = credit-impaired loans at year-end ÷ total loans at year-end × 100%. Total loans are exclusive of accrued interest when being used to calculate credit-impaired loans to total loans.
- 14 Non-performing loans to total loans = non-performing loans at year-end ÷ total loans at year-end × 100%. Total loans are exclusive of accrued interest when being used to calculate non-performing loans to total loans.
- 15 Allowance for loan impairment losses to non-performing loans = allowance for loan impairment losses at year-end ÷ non-performing loans at year-end × 100%. Total loans are exclusive of accrued interest when being used to calculate allowance for loan impairment losses to non-performing loans.
- 16 Credit cost = impairment losses on loans ÷ average balance of loans × 100%. Average balance of loans = (balance of loans at the beginning of the year + balance of loans at year-end) ÷ 2. Total loans are exclusive of accrued interest when being used to calculate credit cost.
- 17 Allowance for loan impairment losses to total loans = allowance for loan impairment losses at year-end ÷ total loans at year-end × 100%. Calculation is based on the data of the Bank's institutions in the Chinese mainland. Total loans are exclusive of accrued interest when being used to calculate allowance for loan impairment losses to total loans.