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#### **Impact of the Corona virus crisis**



Extensive
operational
preparation which
enabled
appropriate service
to bank customers

- Response to customers in light of social distancing limitations and the economic situation
- Expansion of all digital branches in order to address clients' needs An extensive approval of grace periods or bridge loans for customers
- Servicing clients through a mobile branch

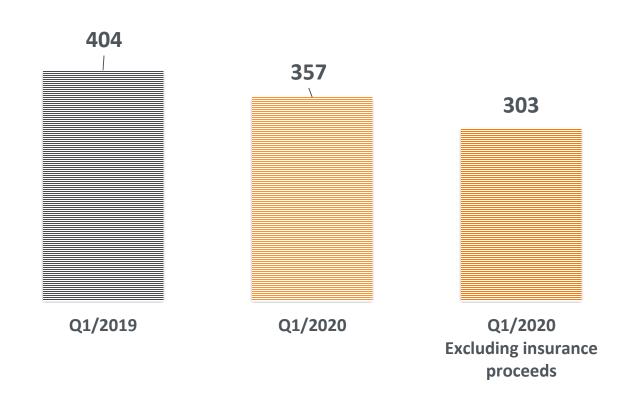
Leveraging business opportunities

- At all time branch network remain operational
- Ensuring social distancing and implementation of capsules operation
- Remote operation from home

- Core deposits gathering
- Government-guaranteed loans for SMEs and midmarket
- Leveraging the bank's operational capabilities proven during the crisis period, to continue to recruit quality customers and improve operational efficiency

## Net profit (NIS mil)





### **Return on equity ROE 2021 target according to the strategic plan** 11.3% 11.5% 9.1% 7.7% Q1/2019 Q1/2020 Q1/2020 Excluding insurance proceeds

### **Efficiency ratio**



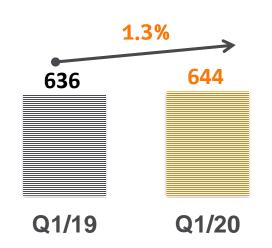


### Expenses (NIS mil)

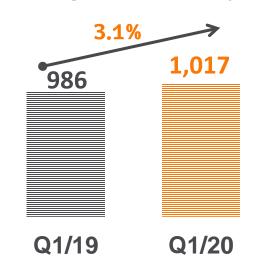


#### Annual growth target according to the strategic plan – 6%

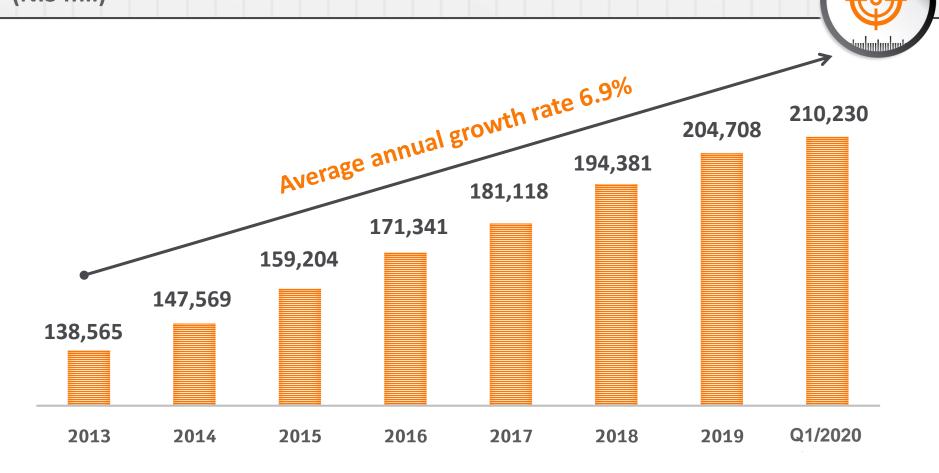
#### Salaries



#### **Operating and other expenses**



## Continuous loan growth (NIS mil)



## Continuous loan growth in all segments (NIS mil)



Business segment	31.03.2020	31.03.2019	% of change
Housing loans	137,227	127,368	7.7%
Households and Private banking	21,642	21,222	2.0%
Small and micro businesses	21,175	19,632	7.9%
Medium businesses	7,225	6,789	6.4%
Large businesses, Institutional investors and Overseas operations	22,961	21,260	8.0%
Total	210,230	196,271	7.1%

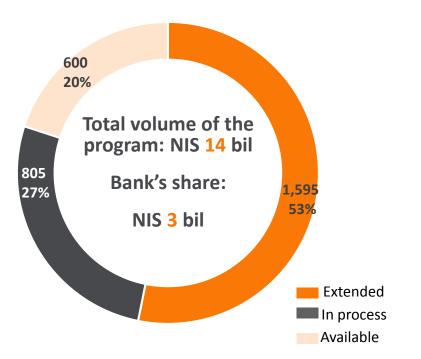
# Continuous loan growth focusing on business segments

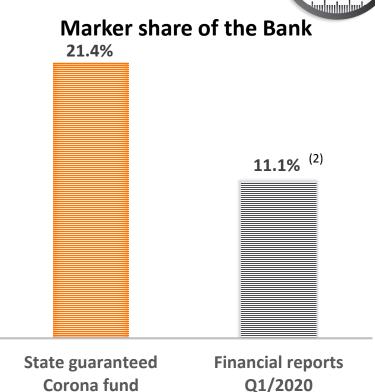
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# Government guaranteed special Corona program – Bank's share higher than its market share









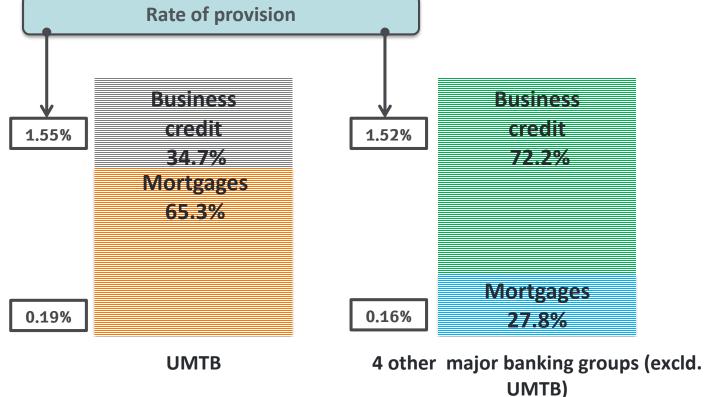
### Adjusting provisions to market conditions (NIS mil)

Applying methodology for possible future impact of the Corona virus on economic conditions

Segment	Q1/2020		Q1/2019		2019	
	Provision	Rate of provision	Provision	Rate of provision	Provision	Rate of provision
Housing loans	65	0.19%	8	0.03%	44	0.03%
Households and Private banking	39	0.72%	27	0.51%	101	0.46%
Small and micro businesses	72	1.37%	37	0.76%	166	0.80%
Medium businesses	72	4.05%	1	0.06%	42	0.59%
Large businesses, Institutional investors and Overseas operations	95	1.67%	5	0.09%	14	0.07%
Financial management	2	-	(2)	-	(3)	-
Total	345	0.66%	76	0.15%	364	0.18%

# Robust, resilient balance sheet, tilted towards mortgages with lower risk level



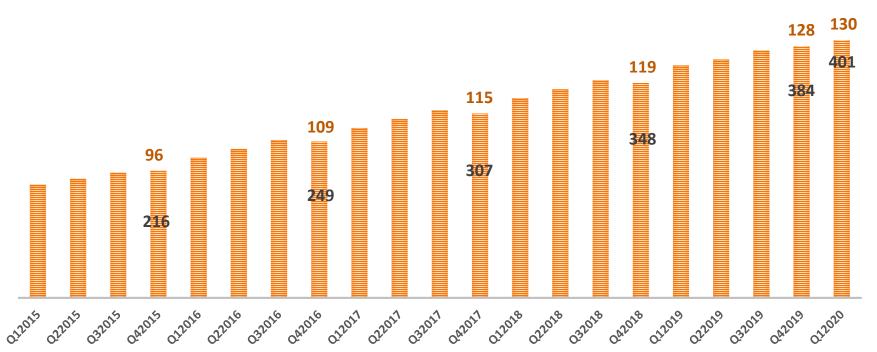


### **Mortgages - maintaining leading position**



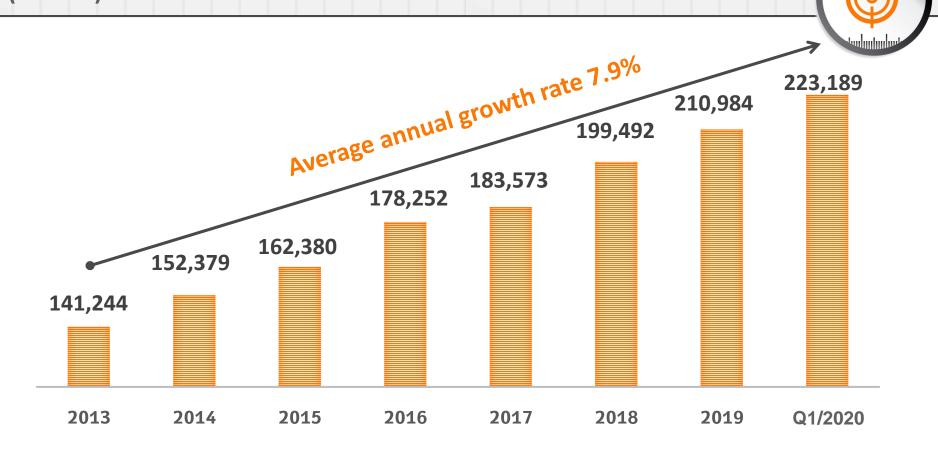
#### Continuous growth of balance and revenues

Total balance (average)(NIS bil) Total interest revenue (NIS mil)

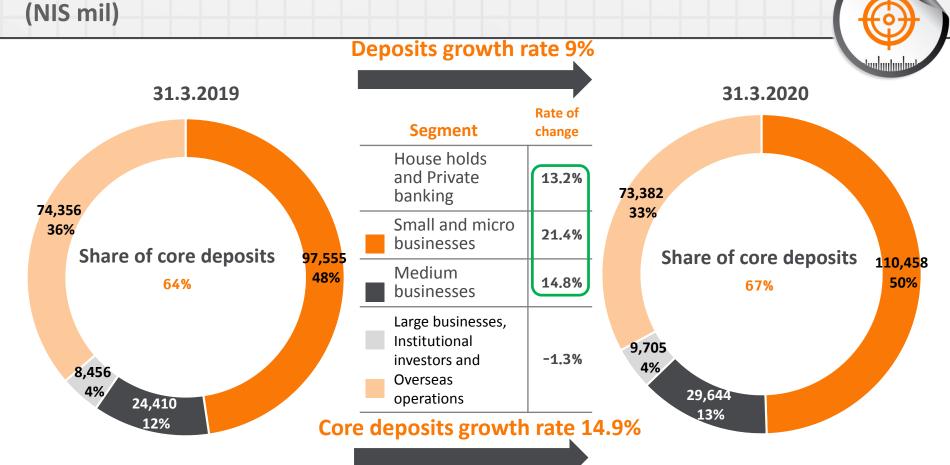


<sup>\*</sup> Operating segments in conformity with management approach. Note 12 to quarterly reports, note 29 to the annual report

## Continuous deposit growth (NIS mil)



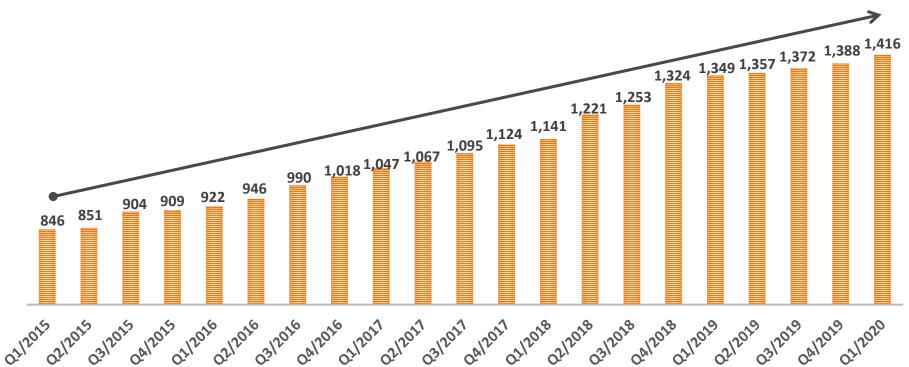
### Growth of core\* deposit



<sup>\*</sup> Households/small businesses/medium businesses

# Financing revenues from current operations continue to grow (NIS mil)





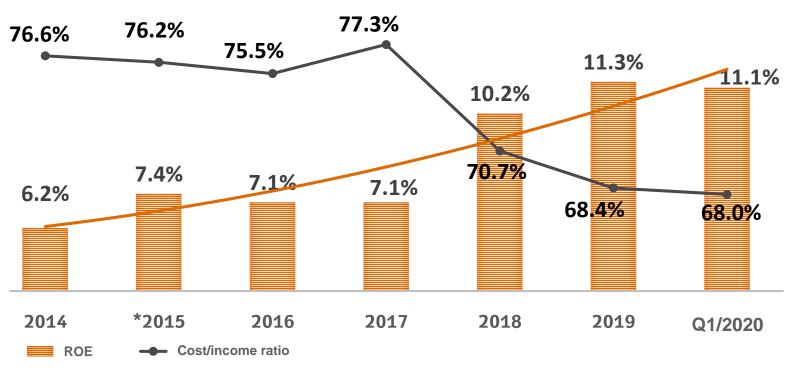
### **Growth in financing revenues from current** (NIS mil)

Led by substantial increase in mortgages, small and micro businesses and medium businesses

Segment	1Q/2020	1Q/2019	Rate of change
Housing loans	459	403	13.9%
Households and Private banking	359	357	0.6%
Small and micro businesses	298	280	6.4%
Medium businesses	76	68	11.8%
Large businesses, Institutional investors and Overseas operations	208	221	-5.9%
Total	1,400	1,329	5.3%

#### Bank Yahav business results continue to improve

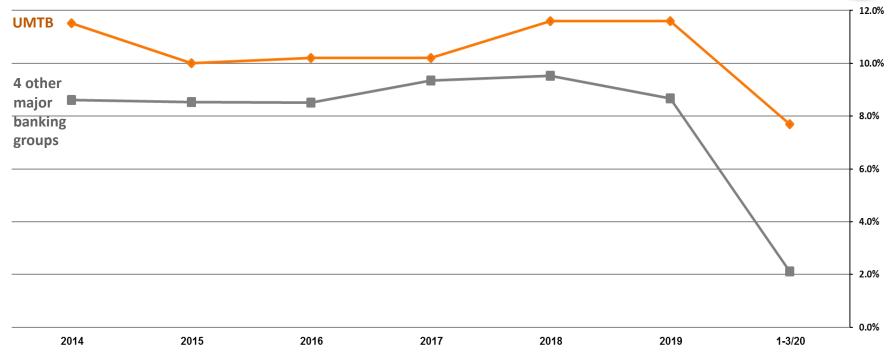




<sup>\*2015</sup> results exclude extraordinary profit from capital market activity, the non-adjusted ROE is 11.3%, and cost/income ratio of 68.1%

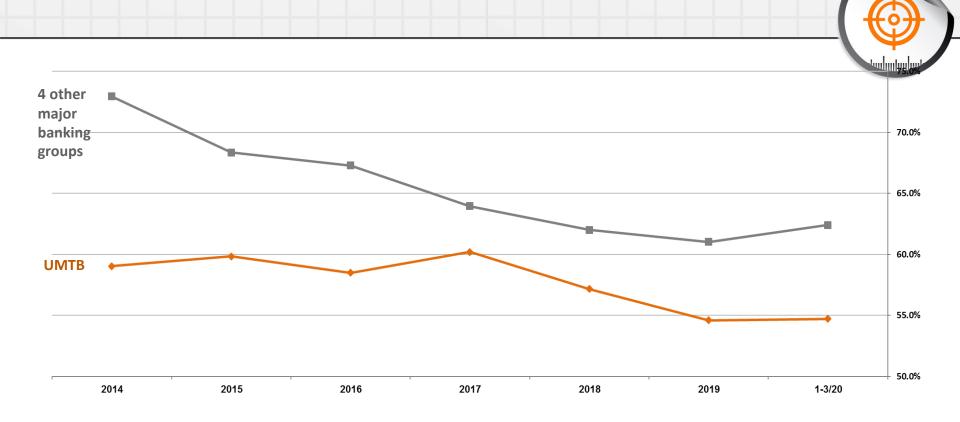
#### Highest ROE in the system, consistently (1)





(1) Excluding one offs and extra-ordinary items

### Best cost/income ratio in the system, consistently (1)



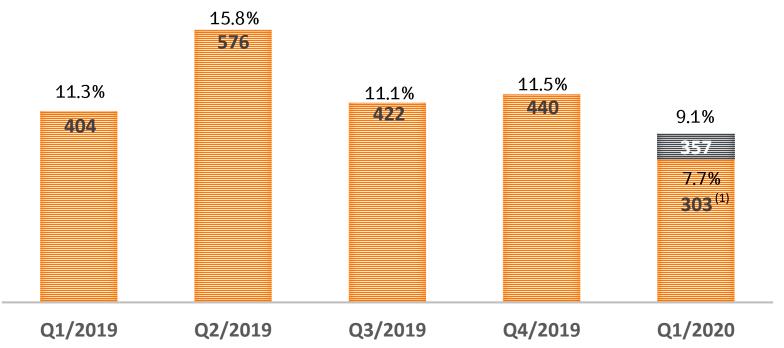
(1) Excluding one offs and extra-ordinary items



### Financial Statements

#### **Net profit and ROE**





<sup>(1)</sup> Excluding revenues amounting NIS 82 million (net of taxes NIS 54 million) with respect to agreement with insurers to conclude derivative proceedings.

### **Condensed P&L report**



	Q1/2020	Q1/2019	% of change
Interest revenue, net	1,347	1,231	9.4
Non interest revenues	593	466	27.3
Total	1,940	1,697	14.3
<b>Expenses with respect to credit losses</b>	345	76	-
Operating and other expenses	1,017	986	3.1
Net profit	357	404	(11.6)

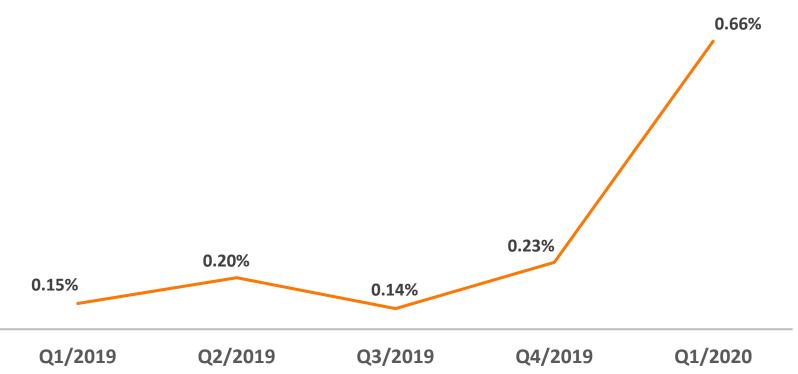
### **Financing revenues**



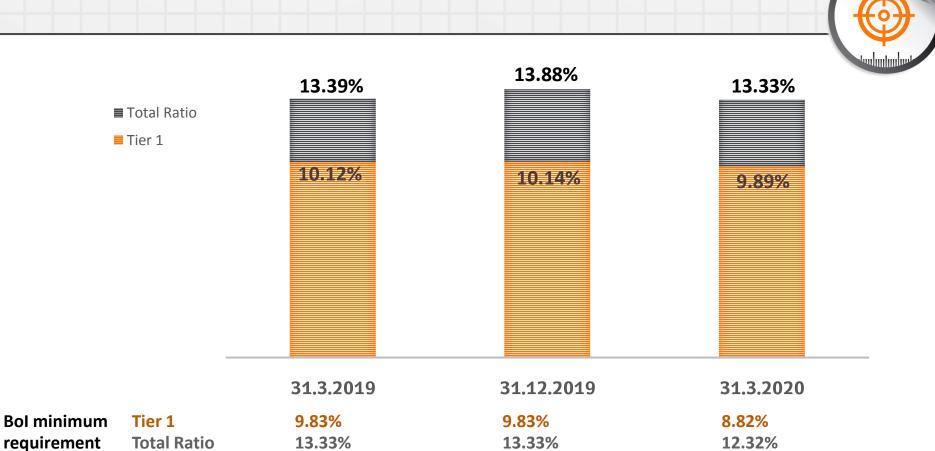
		Q1/2020	Q1/2019	Rate of change
Intere	st revenues, net	1,347	1,231	
Non-ii	nterest financing revenues	64	57	
Total f	inancing revenues	1,411	1,288	9.5
Less:	Linkage differentials with respect to CPI position	(83)	(42)	
	Revenues from collection of interest on troubled debt	7	12	
	Gain from debentures	28	12	
	Effect of accounting treatment of derivatives at fair value and others	43	(43)	
Total e	effects other than current operations	(5)	(61)	
Total f	inancing revenues from current operations	1,416	1,349	5.0

#### **Provisions / loans to the public**





#### **Capital adequacy**



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## Total balance sheet items development (NIS mil)



	31.3.2020	31.3.2019	% of change
Total balance sheet	284,731	260,011	9.5
Loans to the public, net	210,230	196,271	7.1
Deposits from the public	223,189	204,777	9.0
Securities	8,709	9,130	(4.6)
Equity	16,371	15,121	8.3

Equity (NIS mil)



