

The slide features four clusters of abstract, overlapping red geometric shapes in the corners. These shapes include various polygons like triangles, quadrilaterals, and pentagons, some of which are semi-transparent, creating a modern, architectural feel.

OVERALL PERFORMANCE

FULL YEAR 2023

Crédit Mutuel
ARKEA

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Upheaval in operating conditions in 2023 compared with 2022

- Inflation, economic slowdown
- Restrictive ECB monetary policy, sharp rise in market rates and regulated rates (Livret A savings accounts, etc.)
- Major weather events in our long-standing host communities (storms Ciaran and Domingos)

Entry into force of IFRS 17, with a significant impact on the pro forma 2022 comparable data

- Second-highest net income Group share ever: €551 million, lifted by €112 million to €663 million with the application of IFRS 17

Exceptional negative impact arising from the sudden change in TLTRO conditions decided by the ECB

- The Group has subscribed to TLTRO refinancing operations totalling €11 billion (€9 billion repaid at end-June 2023).
- The ECB suddenly changed the conditions of the TLTRO at the end of 2022, prompting the Group to adjust its interest rate hedges among other things.
- Total impact of changes in TLTRO terms: €119 million reduction in revenues in 2023 vs 2022

STRONG MOMENTUM BOOSTED BY MISSION-DRIVEN COMPANY STATUS

Since 2022, **Crédit Mutuel Arkéa** has been the first and only bank to present its annual results in terms of **global performance**, both financial and non-financial, in line with its status as a mission-driven company. Measuring its impact is a clear and tangible sign of Crédit Mutuel Arkéa's **ambition to be a positive impact bank, helping the real economy**.

2023 highlights



Publication of the Group's first mission statement, which includes 14 indicators with quantitative targets to serve its stakeholders and the real economy, including the membership rate, the Group's direct carbon footprint, annual loan production and gross annual savings in favour of environmental transition, the percentage of employees with disabilities and redistribution through solidarity initiatives.

In addition, **Hélène Bernicot, Chief Executive Officer, was elected co-chair of the Communauté des entreprises à mission (CEM) in June 2023**. This association is the benchmark institution in France concerning mission-driven companies.



Transformer l'entreprise pour
transformer la société

Crédit Mutuel
ARKEA

STRONG MOMENTUM BOOSTED BY MISSION-DRIVEN COMPANY STATUS



Publication of the Group's **first 2030 climate targets**, after joining the NZBA alliance in 2022: coal, oil, gas, housing, air transport, steel, cement and direct footprint.

First banking institution to offer a **French-language generative artificial intelligence (AI) model that is both energy-efficient and freely available** to developers. This model is consistent with our commitment to open innovation and the transparent use of data.

Launch of the Group's real estate business, focusing on housing, transitions and regions. It strengthens the coherence and effectiveness of the solutions offered and promotes synergies between the Group's different areas of expertise and business lines for the benefit of all customers.

The Crédit Mutuel de Bretagne and Crédit Mutuel du Sud-Ouest federations are marketing a **new "Positive" comprehensive home insurance policy produced by Suravenir Assurances**, in a circular economy approach and in support of the environmental transition.

Launch of the **Suravenir Infrastructures Durables** fund by Suravenir and Swen Capital Partners to finance infrastructure projects, with the bold aim of ensuring that at least 70% of the fund's investments are aligned with the European Taxonomy.

Launch of the **PACT Carbone** loan by Arkéa Banques Entreprises & Institutionnels, in partnership with Carbometrix, to support the decarbonisation of its customers. This loan, accessible from €2 million, offers subsidised interest rates depending on the reduction in carbon intensity.

B2B : SUCCESSFUL ONBOARDING



On 1 January 2024, successful IT transfer of HSBC France's retail banking data to the new infrastructure set up for Crédit Commercial de France (CCF).

This transfer marks the launch of the provision of services by the Crédit Mutuel Arkéa Group to this new banking structure owned by My Money Group, for a period of 10 years.

Migration of 800,000 customers to Arkéa Banking Services' dedicated platform.

2023 OVERALL PERFORMANCE OF CRÉDIT MUTUEL ARKEA

Global financial and extra-financial performance: measuring the performance of a mission-driven bank

FINANCIAL PERFORMANCE

A **solid trajectory** reflecting the Group's strategy and the momentum across all of its businesses

Net income Group share
€417 million

Revenues*
€2,140 million

OVERALL PERFORMANCE

Net financial income

&

Measure of
extra-financial impacts
converted in euros



EXTRA-FINANCIAL PERFORMANCE

An unprecedented **methodology** for a **banking institution**, measuring non-financial impact in euros

Extra-financial impacts
€9,372 million

For €1 million financed or invested
€112,000 in impact

* Net banking & insurance income including gains and losses on disposal or dilution of companies accounted for by the equity method

A RESILIENT GROUP IN A CHANGING ENVIRONMENT COMPARED WITH 2022

COMMERCIAL PERFORMANCE

Client portfolio

Stable

at €5.1 million

Gross outstanding loans

+6.9%

to €87.5 billion

Outstanding savings

+7.9%

to €167.3 billion

FINANCIAL PERFORMANCE

Net income Group share

€417 million

(-37.2%)

CET 1

Common Equity Tier One Ratio

16.9%

Gross

loan-to-deposit ratio

103%

EXTRA-FINANCIAL PERFORMANCE

Extra-financial impacts

€9,372 million

stable

Environmental externalities

- €2,324 million

(-125%)

Socio-economic externalities

+ €11,697 million

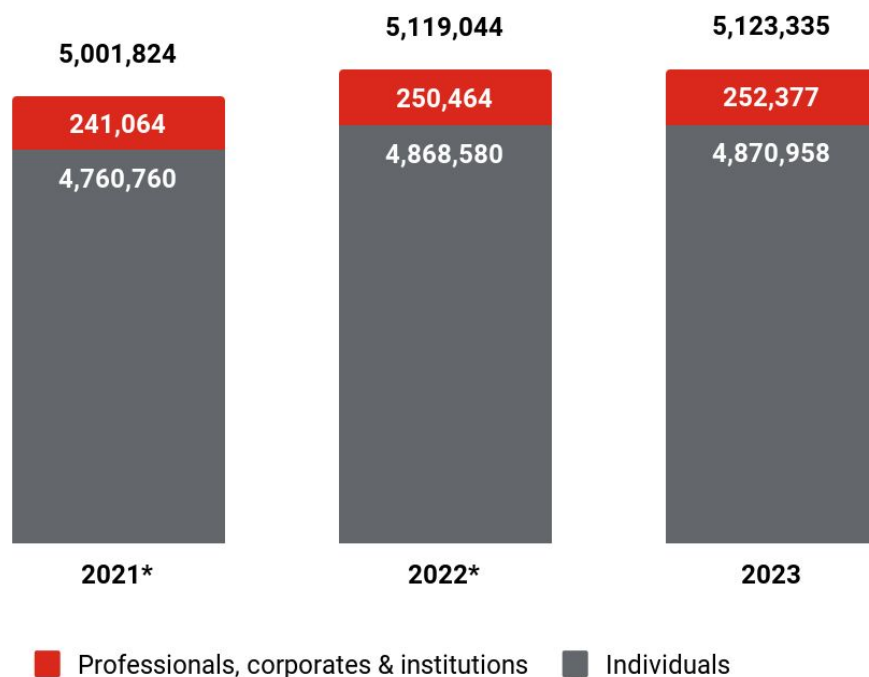
(+12%)

1

COMMERCIAL PERFORMANCE

1 PORTFOLIO OF OVER 5 MILLION CUSTOMERS

CHANGE IN CUSTOMER PORTFOLIO



Business with over 5.1 million customers.

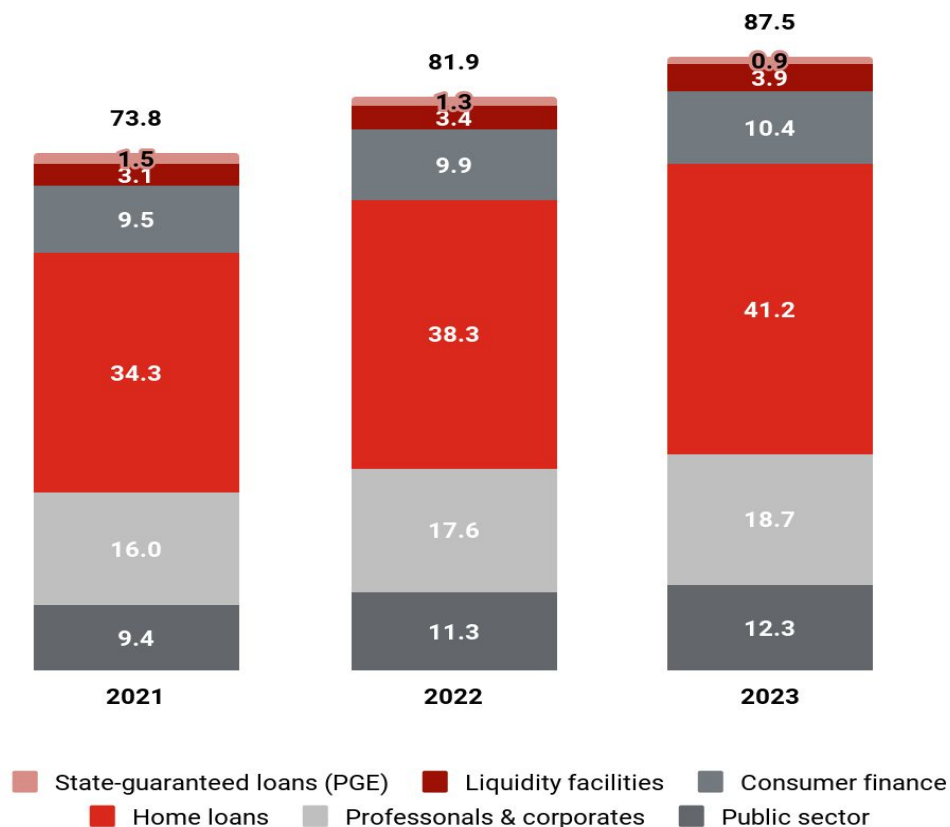
Stable customer portfolio (+0.1%) compared with 2022, including the sale of Novélia and the closure of Aumax customer accounts.

Excluding Aumax and Novélia, the customer portfolio grew by 4.4%, with over 200,000 net new customers, an increase of 60,000 customers (+40.3%) compared with 2022, driven by Fortuneo.

* Restated portfolios following quality actions undertaken on dormant accounts

INCREASED OUTSTANDING LOANS

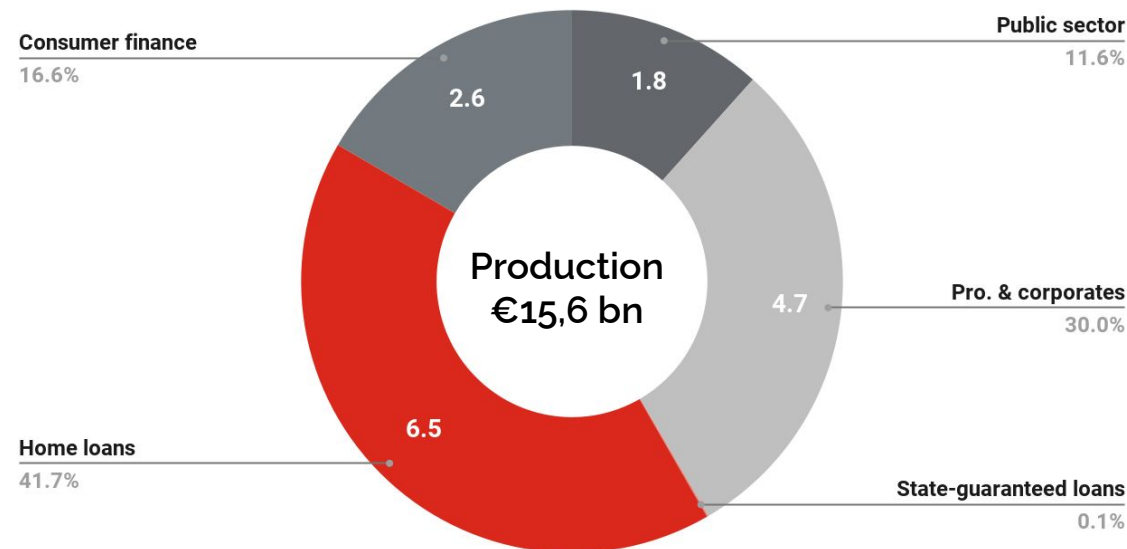
GROSS OUTSTANDING LOANS (in €bn)



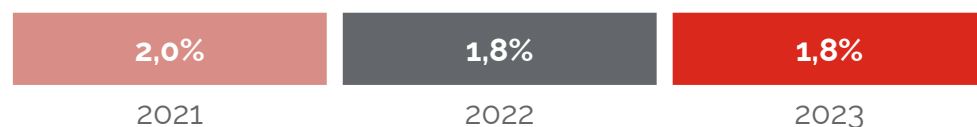
Outstanding loans reached €87.5 billion (+6.9%)

Loan production amounted to €15.6 billion in 2023, down 23% on the record level of €20.2 billion in 2022.

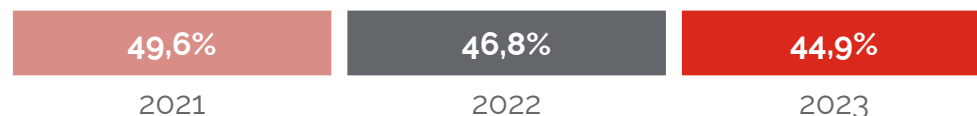
While home loan production fell by 40% across the board in France, Crédit Mutuel Arkéa's production was down just 23%.



NPLs / TOTAL OUTSTANDING LOANS



PROVISIONS / IMPAIRED LOANS



High-quality loan portfolio

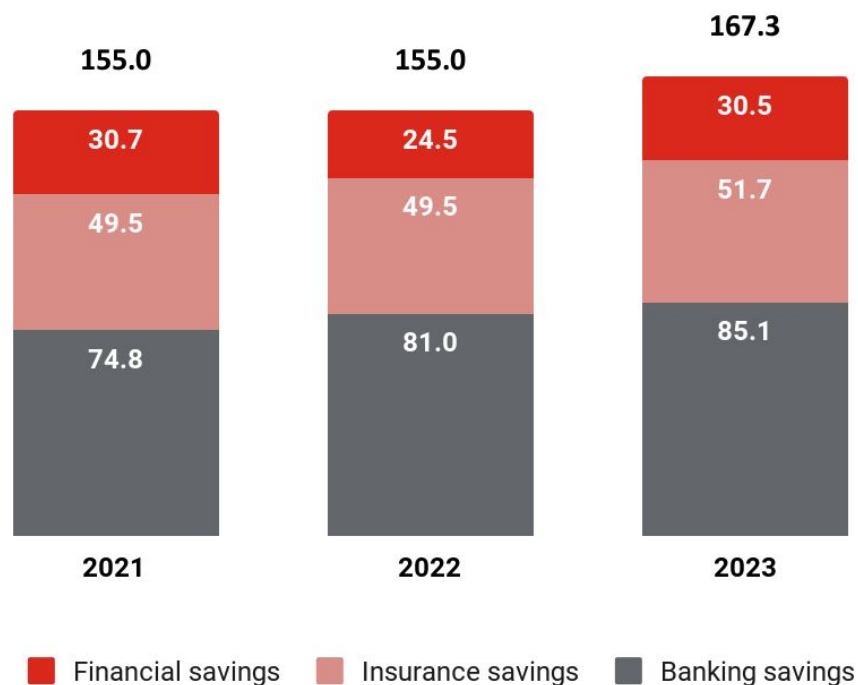
High-quality outstanding loans with an NPL ratio of less than 2%.

1.9-point reduction in the provisioning rate on impaired loans to 44.9% at end-2023. This is attributable notably to the growing number of defaulting government-guaranteed loans and a rejuvenation of the portfolio of NPLs.

Excluding government-guaranteed loans, the provisioning rate for impaired loans was 48.9% at end-December 2023, compared with 51.6% at end-December 2022.

INCREASE IN OUTSTANDING SAVINGS

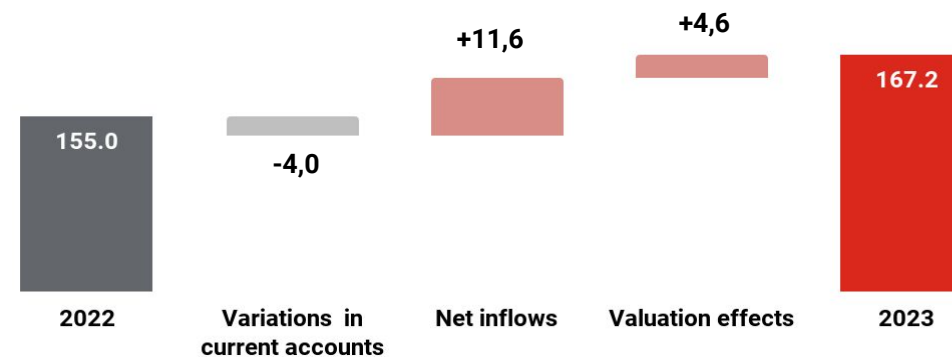
OUTSTANDING SAVINGS (in €bn)



Total savings of €167.3 billion (+7.9%)

Banking savings (€6.9 bn) and financial savings (€4 bn) account for most of the net inflows in 2023, totalling a record €11.6 billion.

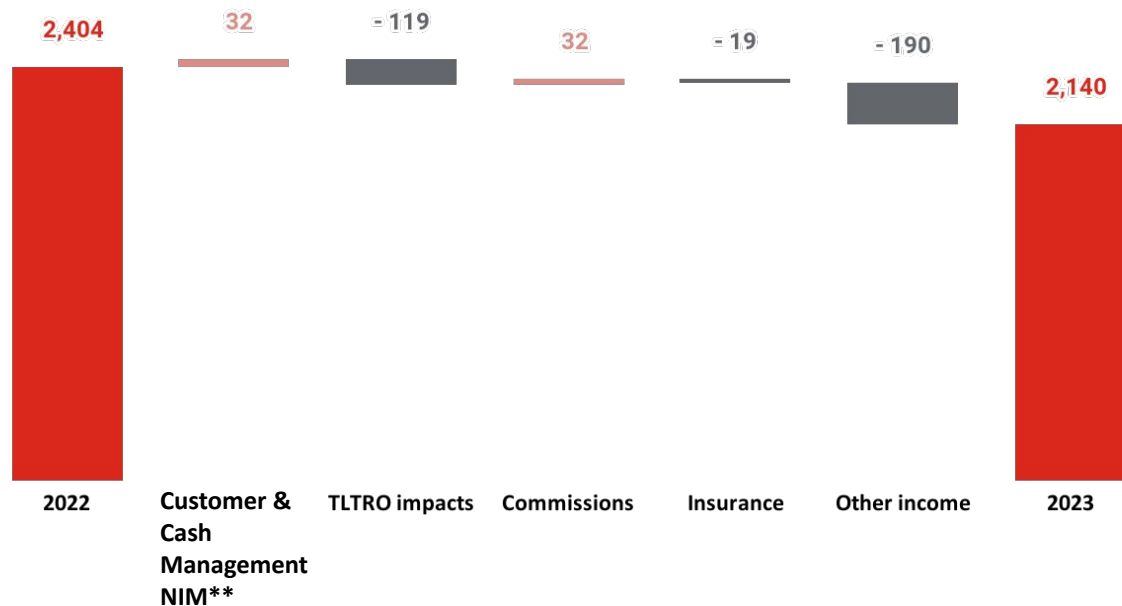
EVOLUTION OF OUTSTANDING SAVINGS (in €bn)



2

FINANCIAL PERFORMANCE

MAIN CHANGES IN REVENUES* (in €M)



Brisk sales across all of the Group's business lines generated €2.1 billion in revenues in 2023.

Revenues were down 11.0% compared with 2022, of which almost 45% due to the TLTRO impact (-€119 million).

Excluding the TLTRO impact, **net interest margin on customer deposits and cash management** was up €32 million, driven notably by the Group's effective management of interest rate risk.

Commissions were up by €32 million, particularly on cards and payment instruments.

Insurance income was down €19 million, reflecting the rise in claims. The impact of storms was €23 million in 2023.

Other income was down €190 million, impacted by a sharp fall in the contribution from private equity activities compared with 2022, a record year.

* Net banking & insurance income including gains and losses on disposal or dilution of companies accounted for by the equity method

** Interest rate hedging, refinancing, reinvestment of cash surpluses, etc.

2 DIVERSIFICATION OF REVENUE* SOURCES

REVENUE* BREAKDOWN BY SECTOR



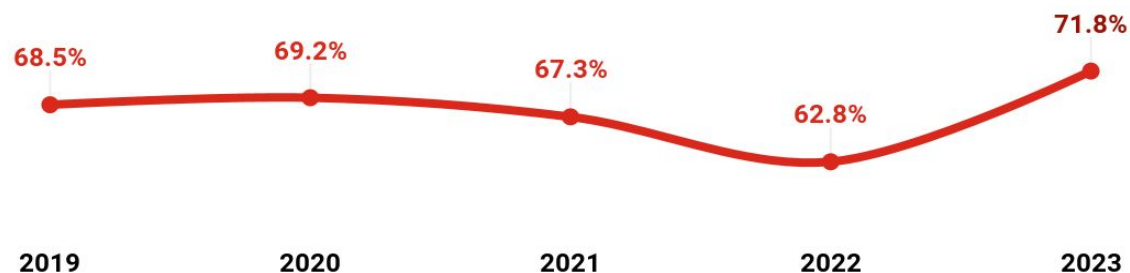
Diversified model

In 2023 :

- 18% of Crédit Mutuel Arkéa revenues* were generated by the B2B & Specialised Services Division (€388 million).
- 26% of Crédit Mutuel Arkéa revenues* were generated by the Insurance and Asset Management Division (€547 million).

* Net banking & insurance income including gains and losses on disposal or dilution of companies accounted for by the equity method

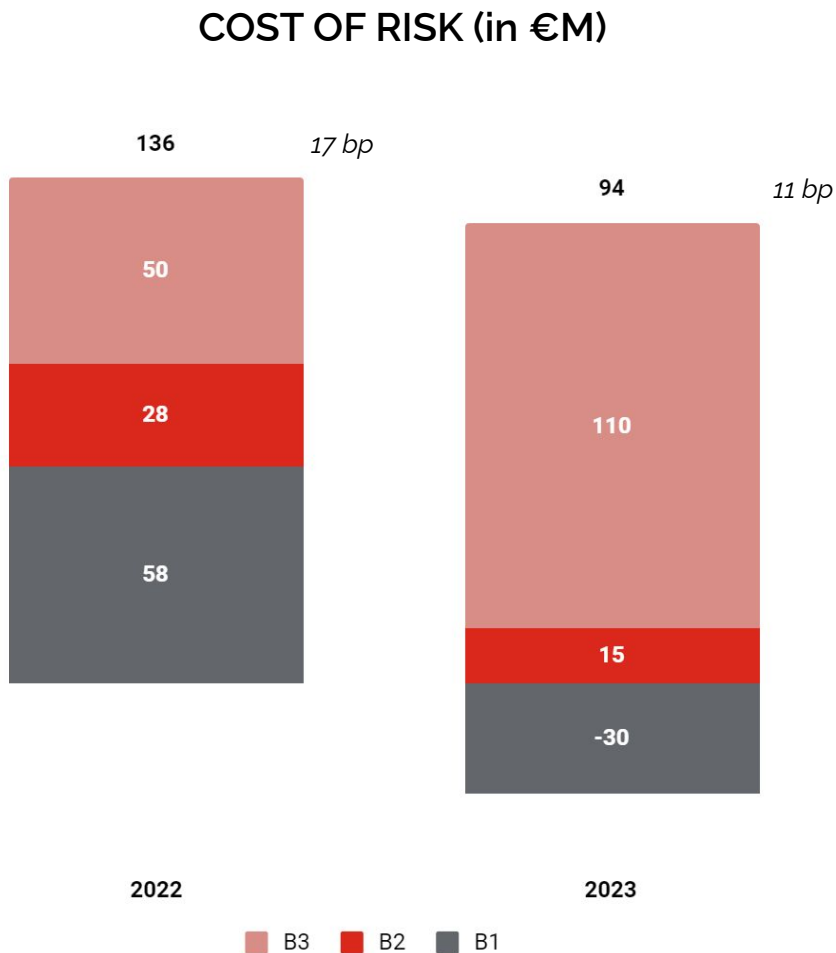
EVOLUTION OF THE COST/INCOME RATIO



Operating expenses were stable at €1.5 billion (+1.8%), despite the inflationary environment and the Group's expenditure on growth.

The cost/income ratio was affected by the 11% decline in revenues compared with 2022.

The TLTRO impact added 2.3 points to the ratio in 2023.



Cost of risk fell to €94 million

(-31% compared with 2022), i.e. an annualised level of 11bps of outstanding customer loans on the balance sheet

- Cost of credit risk on performing loans represented a reversal of €16 million, vs a charge of €86 million in 2022, mainly due to an update of the IFRS 9 methodology and parameters.

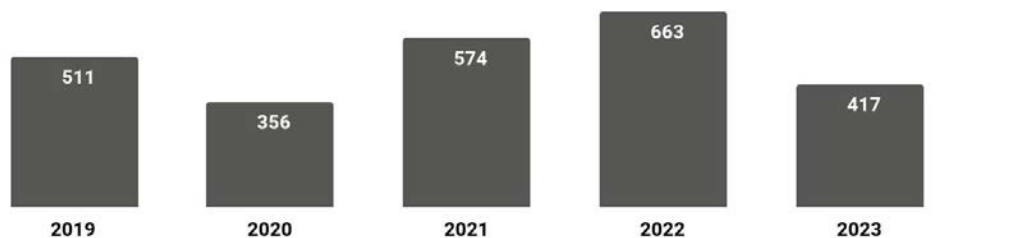
B1/B2 outstandings: €86.5 billion

- Cost of credit risk on non-performing loans (€110 million) was up €61 million, mainly due to new allocations to the local mutual network (€33 million) and Arkéa Banque Entreprises & Institutionnels (€17 million).

B3 outstandings: €1.6 billion

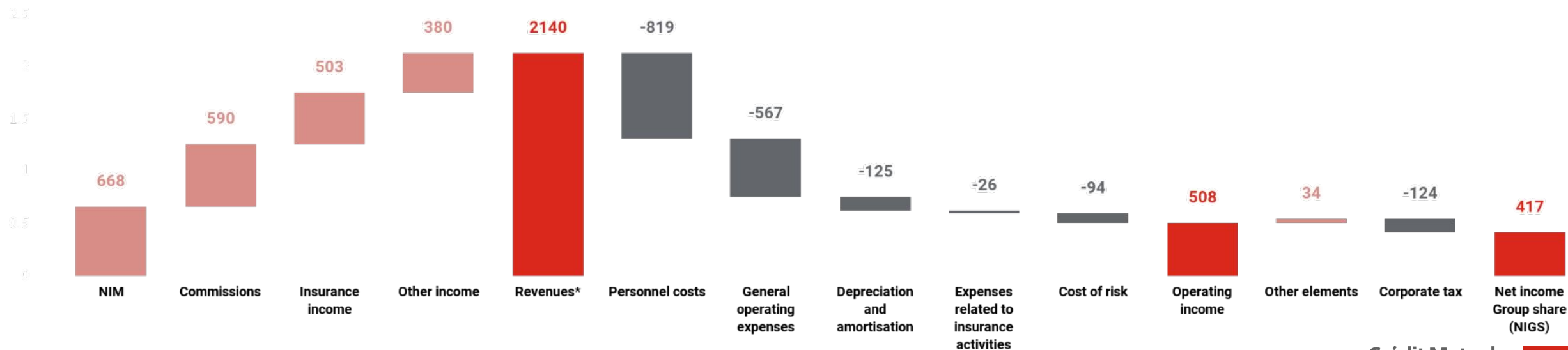
2 NET INCOME €417 MILLION

CHANGE IN NET INCOME (in €m)**



Net income Group share of €417 million, down 37.2% compared with 2022

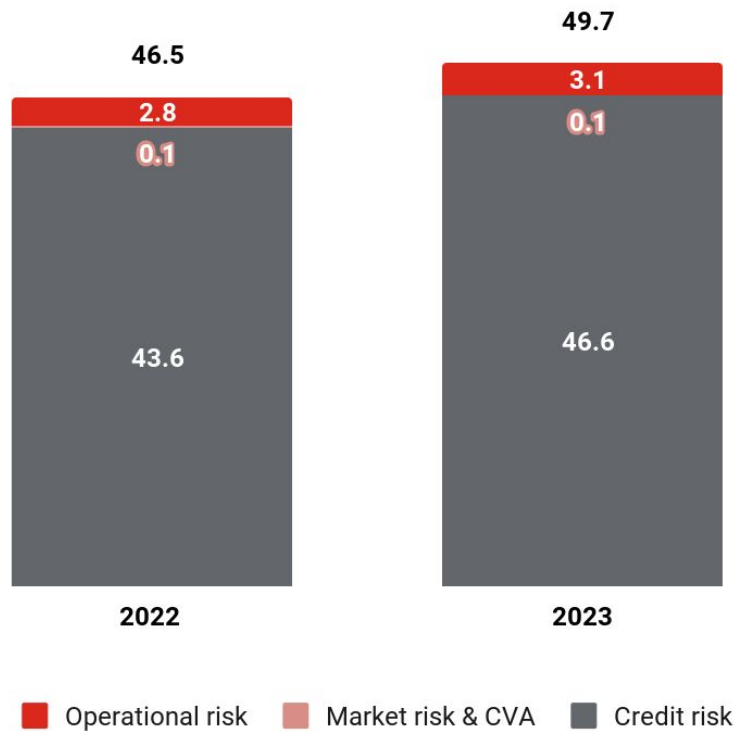
BUILD-UP TO NET INCOME (in €M)



* Net banking & insurance income including gains and losses on disposal or dilution of companies accounted for by the equity method

** IFRS 17 from 2022

TOTAL RISK-WEIGHTED ASSETS (in €bn)



Risk-weighted assets increased by €3.3 billion, mainly driven by growth in outstanding loans

94% of risk-weighted assets relate to credit risk exposures, including :

- €9.0 billion under the standardised approach
- €37.6 billion using an internal ratings-based approach

2 LEADING SOLVENCY LEVELS

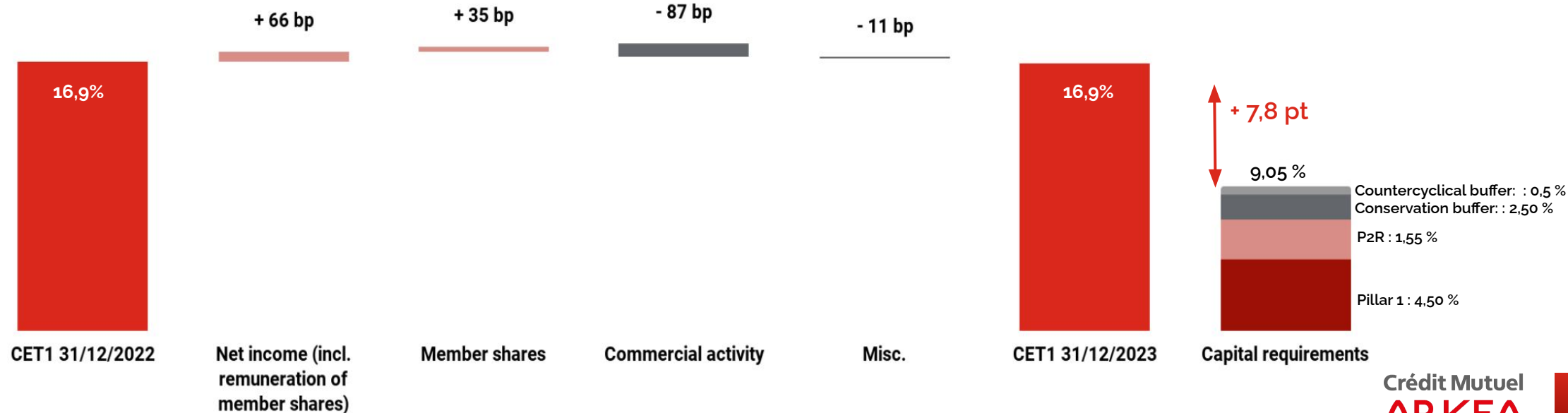
Very strong balance sheet structure

- Total assets of €191.6 billion (+2.1%)
- Shareholders' equity Group share of €9.7 billion (+5.1%), including €2.9 billion in member shares (+6.4%)
- Regulatory capital of €10 billion (+2.8%)

Solvency ratios significantly above regulatory requirements

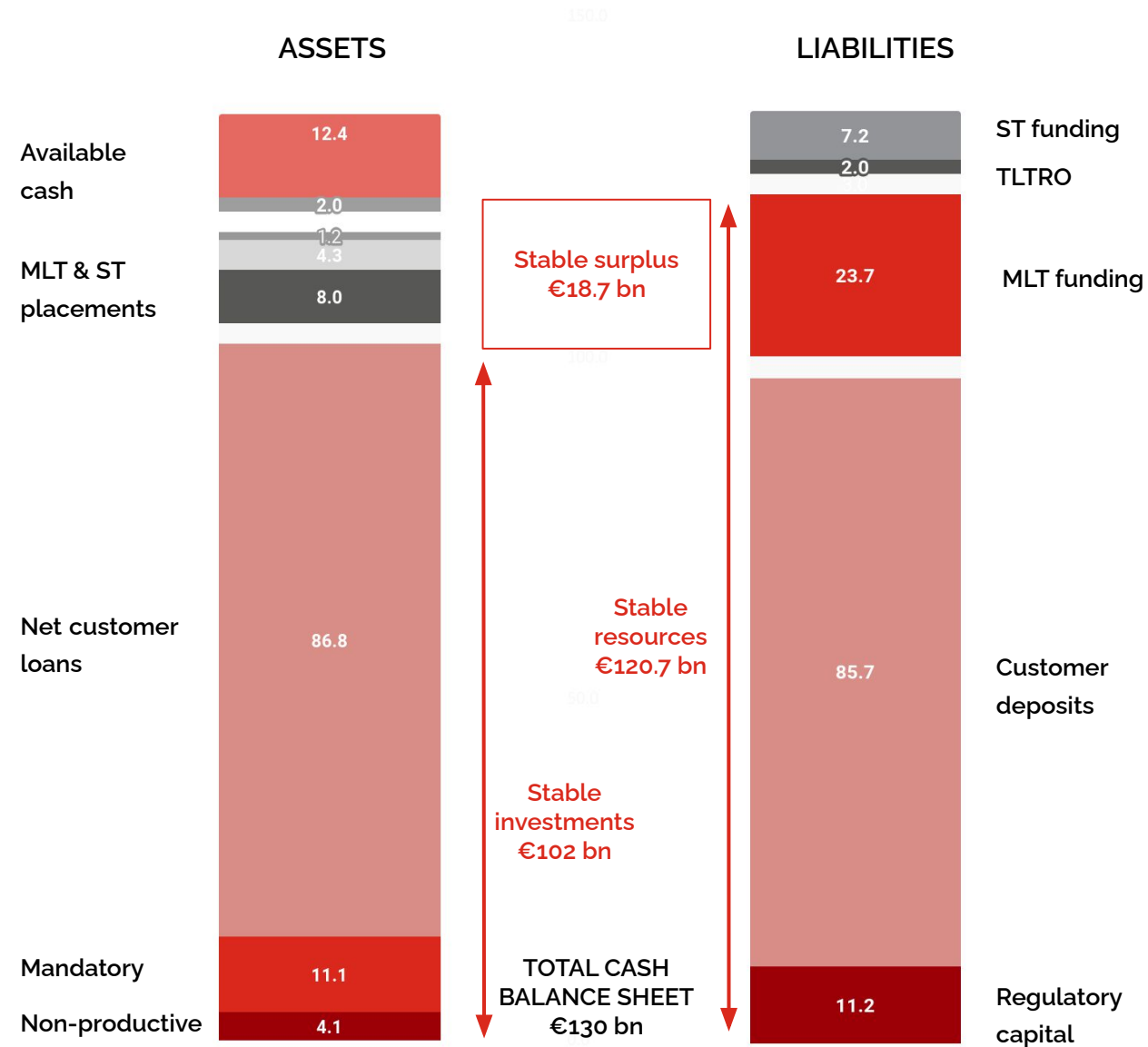
	31/12/2023	Regulatory requirements
CET 1 ratio	16,9 %	9,05 % (excl. P2G)
Total capital ratio	20,0 %	13,75 % (excl. P2G)
Leverage ratio	6,5 %	3 %

MAIN CHANGES IN CET 1



HIGH LIQUIDITY LEVELS

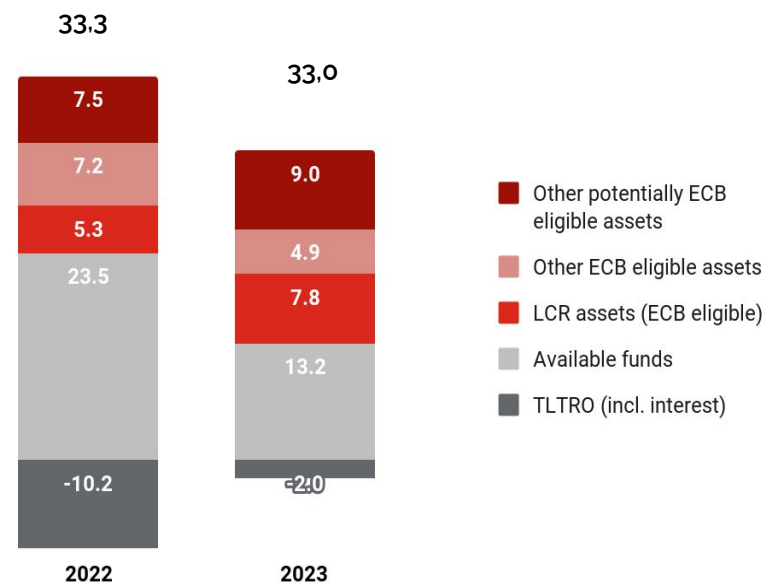
MEDIUM - TO LONG-TERM
FUNDING SURPLUS OF €18.7 BILLION



LCR OF 140 %

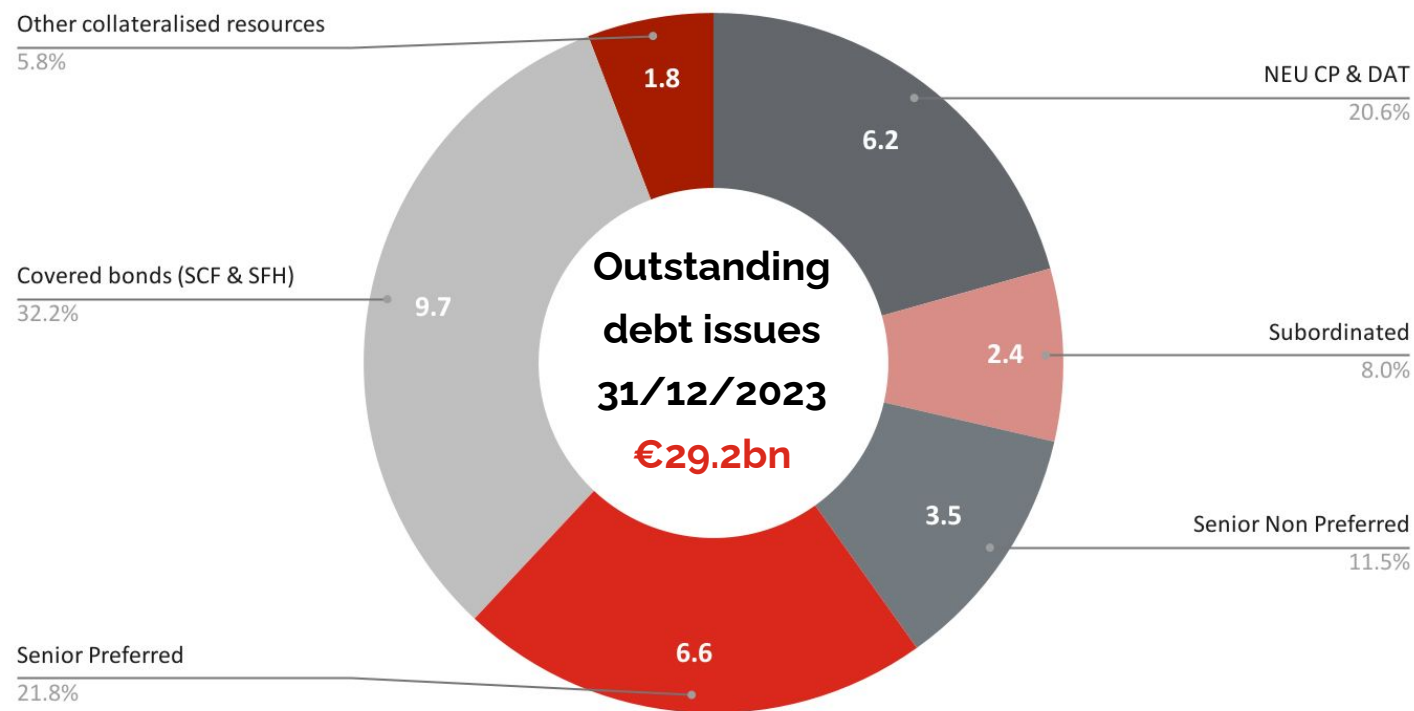
NSFR OF 112 %

LIQUIDITY RESERVES OF €33.0 bn



Maturity of market-based funding sources over 1 year covered **1.6x** by HQLAs and cash

2 A DIVERSIFICATION OF FUNDING PROGRAMMES



2023 PUBLIC BOND ISSUES

Home Loans SFH

€750m / 4 years / MS+19 bp

€1,000m / 10 years / MS+33 bp **(Green)**

Public Sector SCF

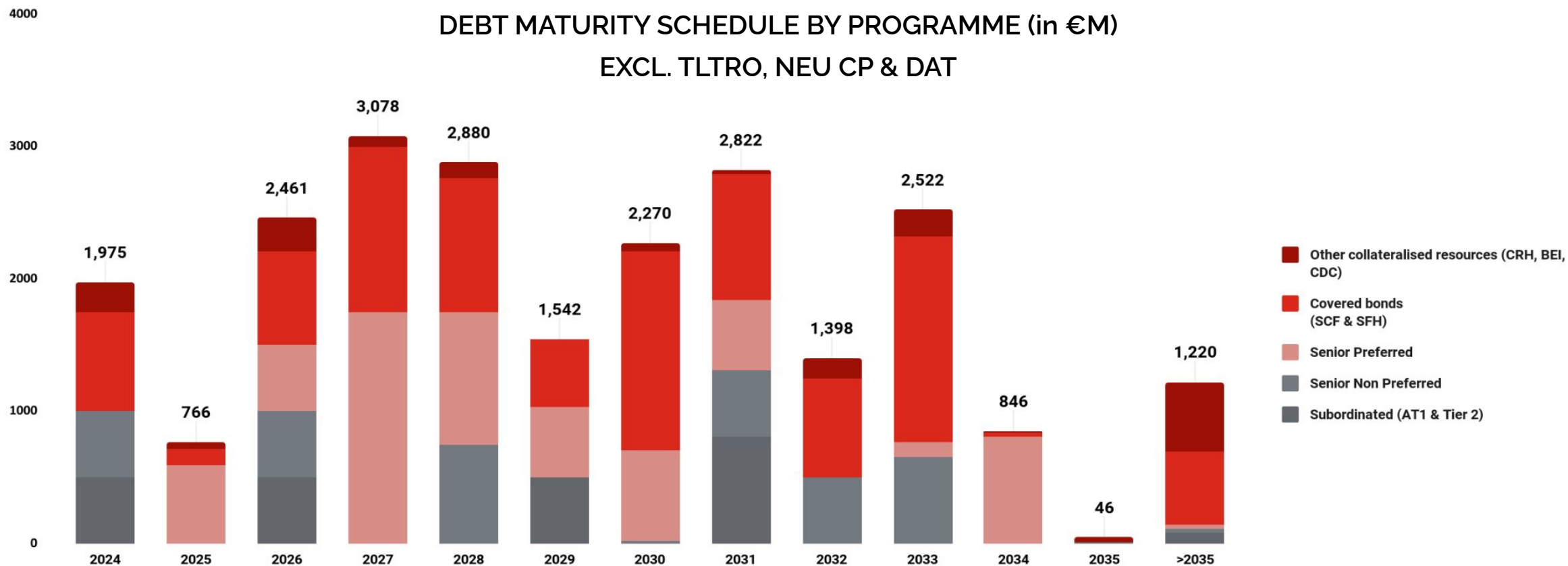
€500m / 8 years / MS+29 bp

Senior Preferred

€500m / 5 years / MS+103 bp **(Social)**

€500m / 8 years / MS+95 bp **(2024 pre-funding)**

€750m / 10 years / MS+120 bp **(2024 pre-funding)**



Average residual debt maturity of 5.7 years as at 31/12/2023 (excl. ST programmes)

2 QUALITY RATINGS



Issuer rating	Aa3	A+ (+2 notches)
Outlook	Stable	Stable
Long Term Senior Preferred debt	Aa3	AA- (+2 notches)
Short Term Senior Preferred debt	P-1	F1+ (+1 notch)
Long Term Senior Non Preferred debt	A3	A+ (+2 notches)
Tier 2 Subordinated debt	Baa1	A- (+2 notches)

In September 2023, Fitch Ratings upgraded all ratings assigned to Crédit Mutuel Arkéa (+2 notches on long-term ratings).

Dynamic sales activity

- Customer portfolio stable at 5.1 million
- Outstanding loans of €87.5 billion (+6.9% compared with end-2022)
- Total savings of €167.3 billion (up 7.9% compared with end-2022), with record inflows of €11.6 billion

Net income of €417 million, down 37.2% compared with 2022, notably reflecting the 2022 comparison base and the impact of changes in TLTRO conditions

- Net interest income on customer deposits and cash management up compared with 2022 (excluding TLTRO)

Sound and robust financial structure, with high liquidity ratios despite the repayment of €8.4 billion in TLTROs

- CET1 16.9%, leverage ratio 6.5%, gross loan-to-deposit ratio 103%
- LCR 144%, NSFR 112%

3

EXTRA-FINANCIAL PERFORMANCE

3 NEW ELEMENTS IN 2023

EXTENSION OF SCOPE

Extra financial performance measurement now applies to **investments** made by Crédit Mutuel Arkéa through its life insurance, asset management and private equity subsidiaries.

As of 31/12/2023, an initial calculation was made on €10 billion in outstanding loans, with a non-financial impact of €836 million.

NEW INDICATORS

1) Measuring **avoided greenhouse gas emissions** involves calculating the difference between the greenhouse gases emitted in a baseline scenario and the greenhouse gases emitted with the technology used. This indicator, applied to the financing of photovoltaic, wind and anaerobic digestion projects, represents a positive impact of €6.1 million.

2) Measuring **skills sponsorship** makes it possible to estimate the cost avoided for the organisation, notably non-profits, that benefits from the services provided by Group employees. The 2,458 days offered to various structures over 2023 represent a positive impact of €0.8 million.

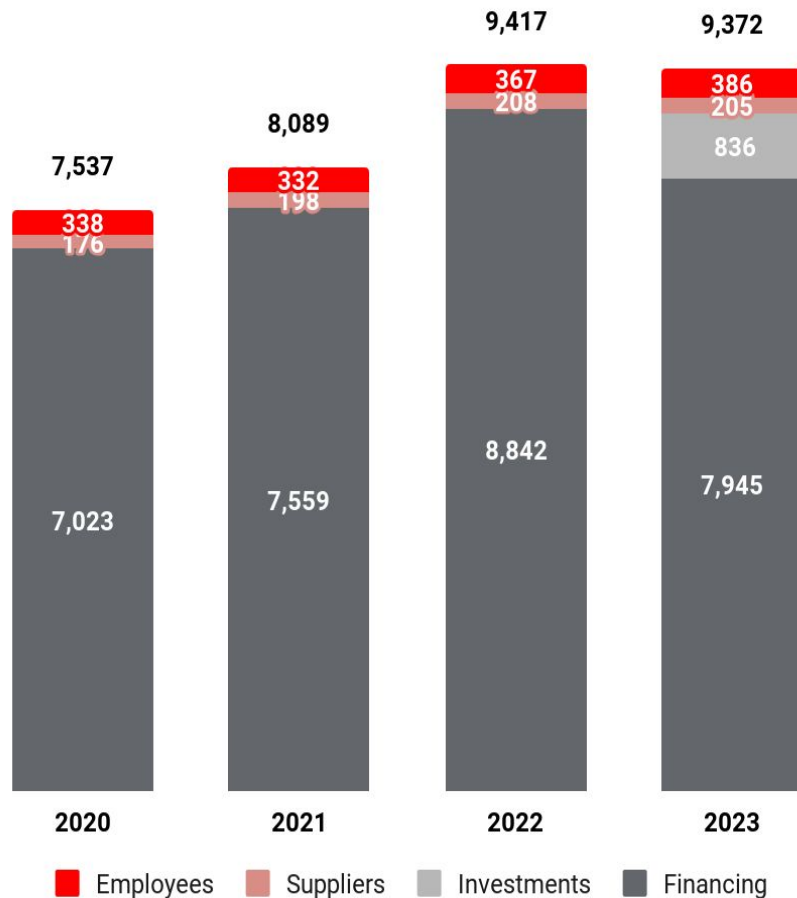
FIRST HYBRID CALCULATION

As of 31/12/2023, the measurement of extra financial performance includes **granular non-financial data** by counterparty for the first time.

E.g. carbon footprint

On the **investment** scope, the following indicators are calculated on the basis of sector and granular data :
GHG emissions, water consumption, waste production, jobs supported.

EXTRA-FINANCIAL PERFORMANCE (in €M)



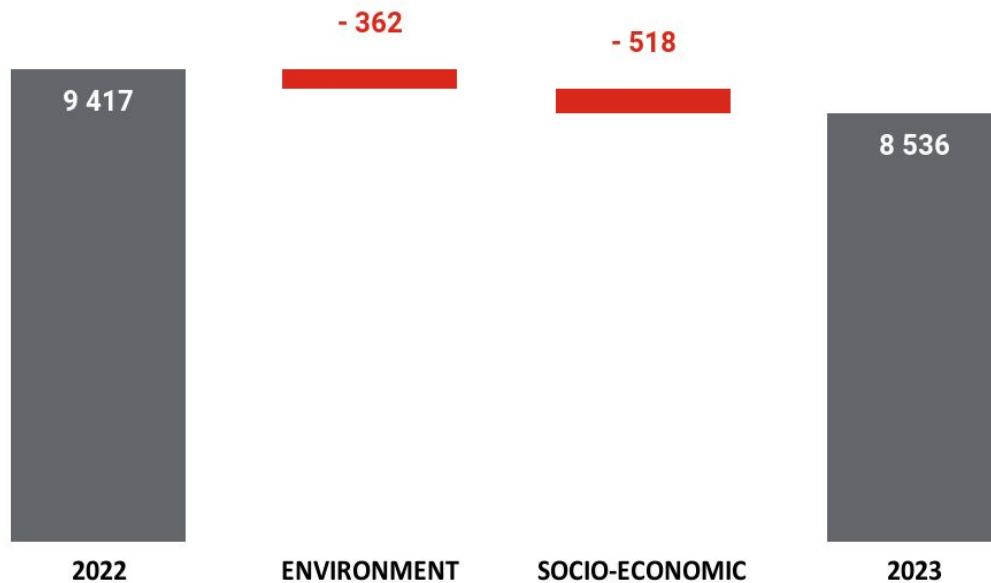
€9.4bn

in extra-financial performance

CM ARKÉA'S EXTRA-FINANCIAL PERFORMANCE WAS
€9.4 BILLION IN 2023, STABLE COMPARED WITH 2022

On the financing side, despite an increase in outstanding loans, the impact deteriorated mainly in real estate, reflecting the difficulties in the sector at national level.

CHANGE IN TOTAL IMPACTS 2022 / 2023 (in €M)
Excluding investments

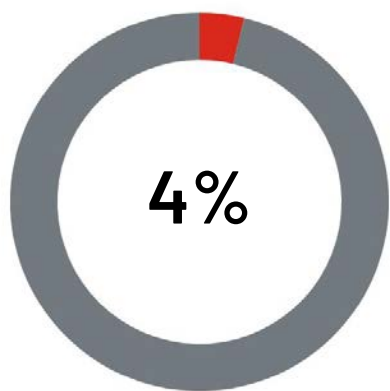


EVOLUTION OF IMPACTS

Excluding investments, extra-financial performance was penalised by the combined effect of the deterioration in :

- environmental indicators, mainly through an increase in carbon and water costs
- socio-economic indicators, mainly relating to access to housing, reflecting the state of the property market in France

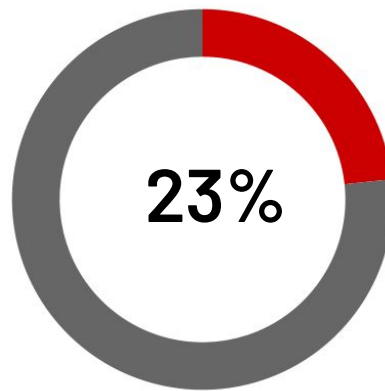
BREAKDOWN OF THE 2023 EXTRA-FINANCIAL PERFORMANCE MEASURE (€9.4bn) BY SPHERE OF INFLUENCE



Direct: €386 million

= impacts that the Group can control

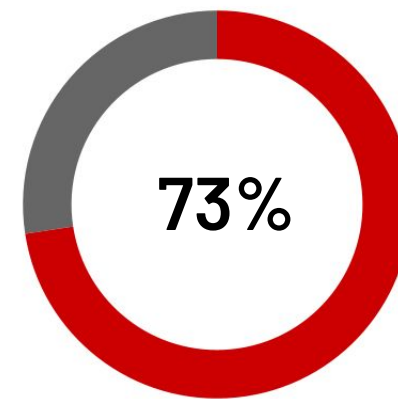
Example: Crédit Mutuel Arkéa aims to reduce its carbon footprint through its own actions and the involvement of its employees.



Indirect: €2,183 million

= impact that the Group influences

Example: by encouraging the use of local suppliers through its purchasing policy, Crédit Mutuel Arkéa contributes to the creation of local jobs.

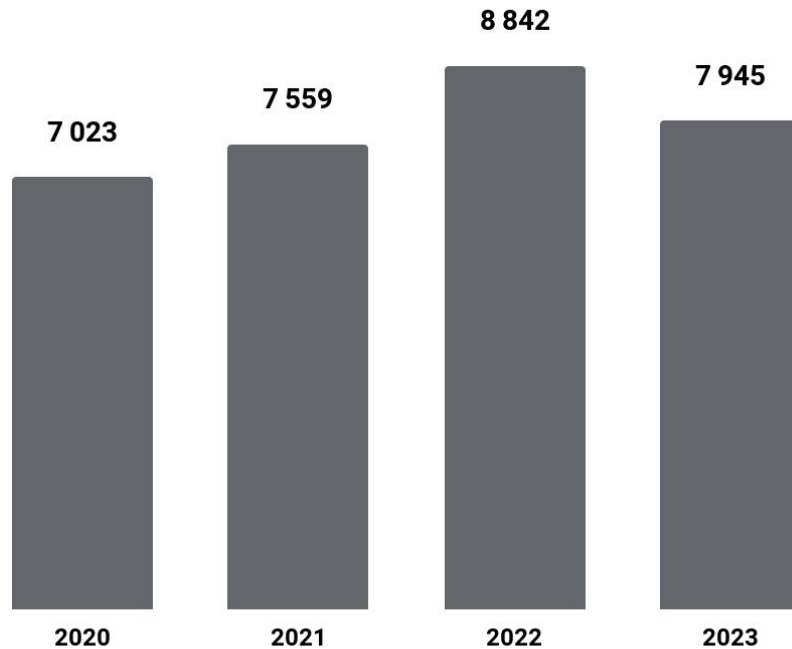


Induced: €6,803 million

= impacts to which the Group contributes

Example: by financing doctors, healthcare facilities and nursing homes, Crédit Mutuel Arkéa helps to promote access to healthcare and thus has a positive impact on the quality of life in good health.

FOCUS ON FINANCING (in €M)



In €bn	2020	2021	2022	2023
Outstandings	47	50	61	68

In 2023, extra-financial performance was once again driven by financing.

78% of financing covered in 2023, vs 75% in 2022

Despite an increase in outstanding loans, the main impact was on real estate, with a fall in transactions on existing properties and new builds, reflecting the difficulties in the sector nationwide.

€1M IN FUNDING GRANTED BY CM ARKÉA GENERATES ON AVERAGE:

- €22,000 in negative environmental impact
- €145,000 of positive socio-economic impact

⇒ i.e. an impact of €123,000,
lower than in 2022 (€150,000)

FINANCING - SIGNIFICANT 2022/2023 CHANGES (in €M)



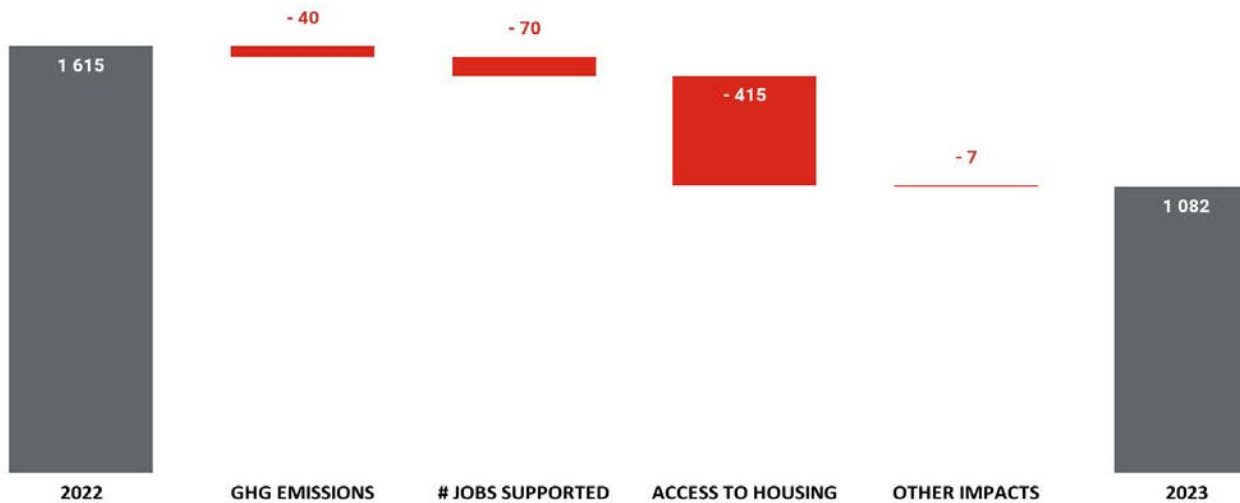
ENVIRONMENT

GHG EMISSIONS	The deterioration in this indicator is attributable to the increase in the carbon shadow price (from €119/t to €136/t, i.e. +14%). For individuals, the deterioration is greater due to the increase in emission factors for older dwellings (source: ADEME, thanks to the greater volume of energy performance certificates collected).
WATER CONSUMPTION	The deterioration in this indicator is attributable to the increase in the cost of water distribution (from €1.90/cubic metre to €2.24/ cubic metre, i.e. +26%) combined with a rise in consumption (+25% on average for companies in all sectors).
EUTROPHICATION	Despite the stability observed for inputs (nitrogen and phosphorus), this indicator is deteriorating with the sharp increase in the cost of water depollution (from €3.11/kg to €14.25/kg for the cost of depolluting seawater, i.e. +358%, and from €1.86/kg to €3.74/kg for the cost of depolluting freshwater, i.e. +101%).

SOCIO-ECONOMIC

# JOBS SUPPORTED	This indicator is driven mainly by professionals and businesses, and is suffering from the fall in the ratio of jobs to revenue (source: INSEE -7% on average). Nationwide, this is due to the fact that the number of jobs is growing more slowly than business output. For individuals, where the indicator has deteriorated the most, it is calculated on the basis of loan production. The slowdown is compounded by the fall in the number of jobs supported in the construction sector (-16%).
ADDED VALUE IN THE REGIONS	The increase in this indicator is broadly in line with the rise in customer loans and revenues.
ACCESS TO HOUSING	The "Home Owner" indicator measures the additional disposable income made possible by buying a property compared with renting. It is calculated by deducting charges (interest, co-ownership fees and property tax) from the rent for conventional housing. However, in 2023, as most of the sources analysed agree, rents for conventional housing fell (from €16 to €13 per square metre, i.e. -19%), while purchase prices per square metre and associated charges have risen, reducing the additional disposable income provided by home ownership.
PURCHASING POWER GAIN	The deterioration in this indicator is attributable to an adjustment in methodology on the additional disposable income generated by loan consolidation (within the CFCAL scope).
QUALITY OF LIFE	Outstanding loans continue to increase in healthcare, reflecting CM Arkéa's commercial momentum in this sector. This positive change is mainly due to a 24% increase in the number of patients treated in hospitals.

FOCUS ON THE IMPACT GENERATED BY HOME LOANS TO INDIVIDUALS (€M)



Deterioration in impact due to several factors:



Increase in the **carbon shadow price** (+14%) and **GHG emission factors** for older homes (ADEME estimates fine-tuned following improved collection of information on energy performance)

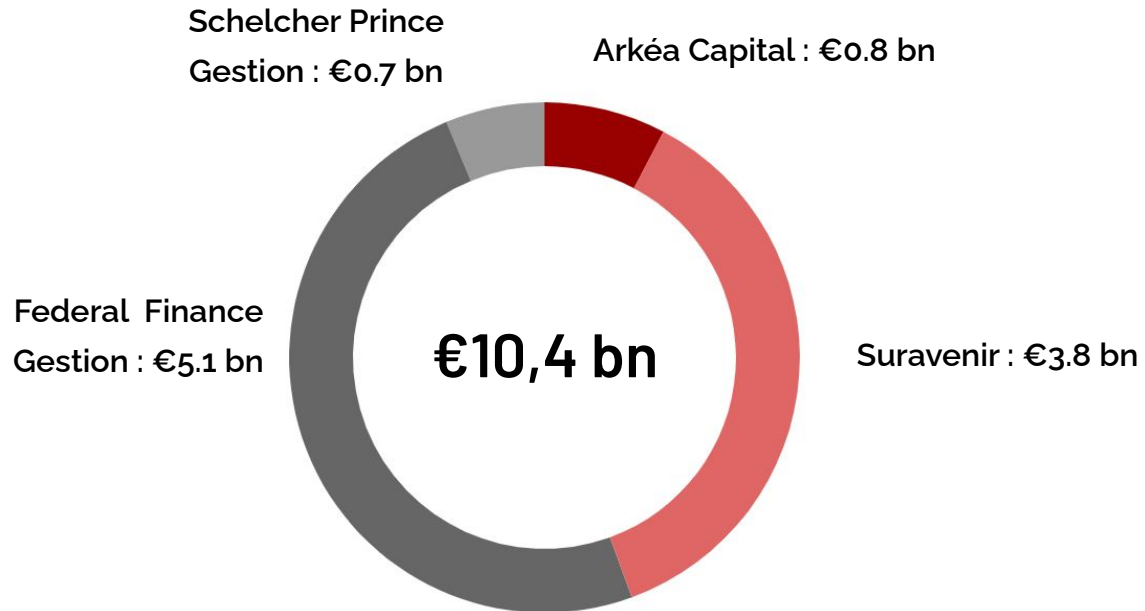


Drop in the **jobs supported** indicator due to the fall in the number of jobs supported in the construction sector (-16%), combined with the fall in loan production over a rolling year.



Drop in the **access to housing** indicator due to the fall in the price per square metre of a conventional rent (-19%) and the increase in the price per square metre at the time of purchase (+6% in Aquitaine, +11% in Brittany) as well as the increase in property tax (+7%).

BREAKDOWN OF ELIGIBLE SCOPE



EXTENSION OF SCOPE

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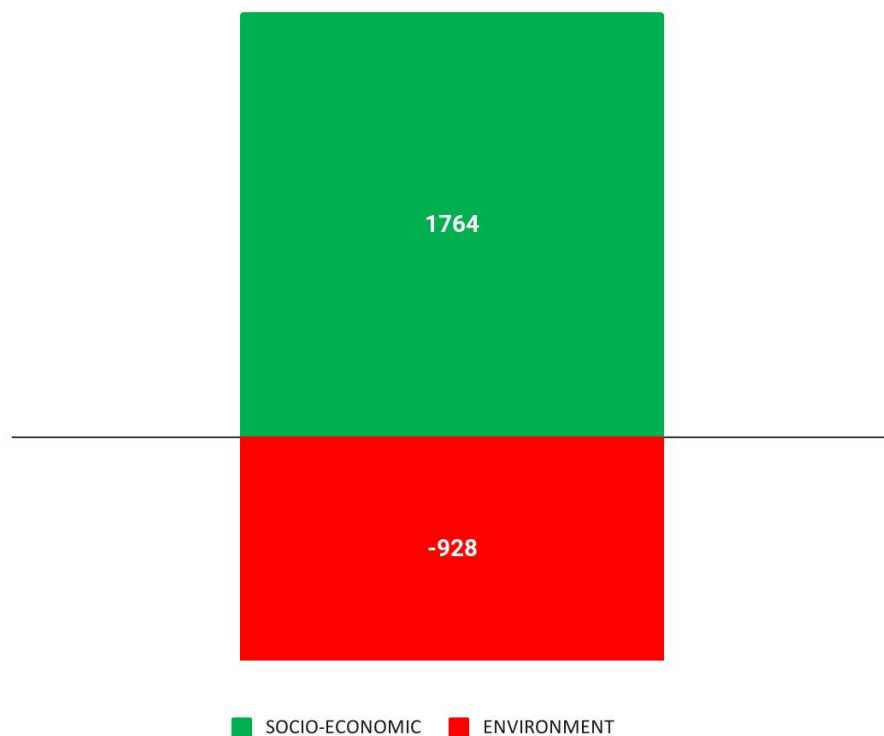
Around 20% of investments were covered in 2023

GRANULAR APPROACH

For the first time, the measurement of extra financial performance includes **granular extra-financial data** for the indicators of GHG emissions, water consumption, waste production and jobs supported.

This granular data is available for 97% of the impact measured across the four indicators above.

FOCUS ON FINANCING (IN €M)



In € bn	2023
Outstandings	10,4

€836 million

in extra-financial performance

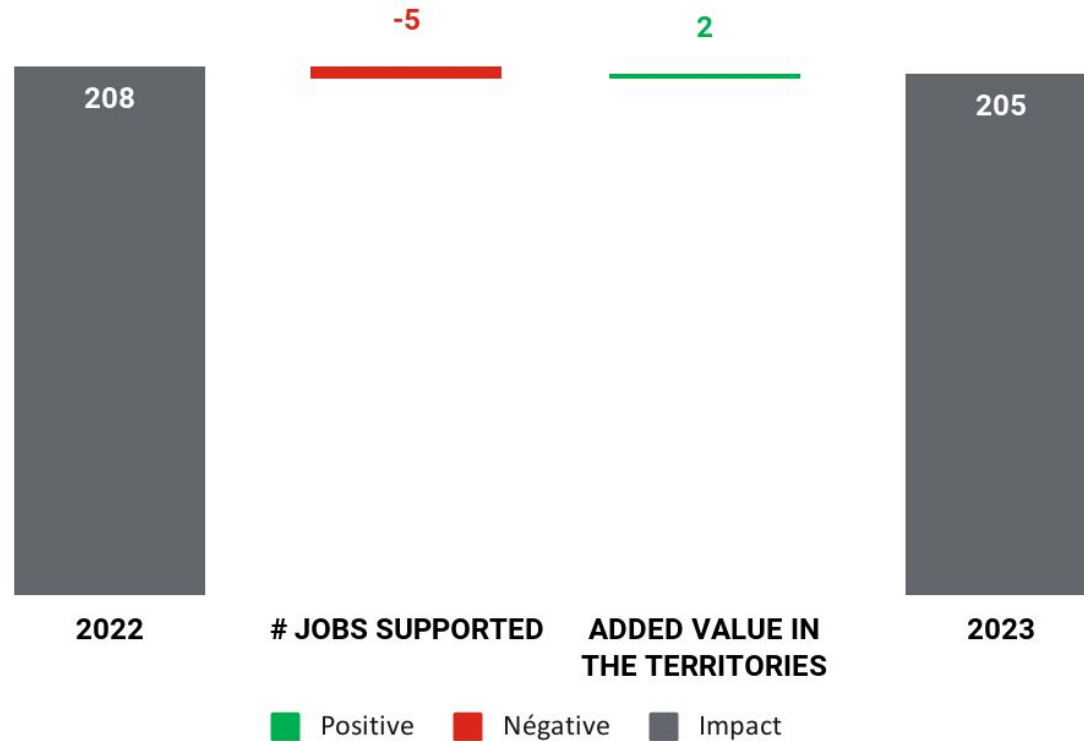
EXTRA-FINANCIAL PERFORMANCE OF CM ARKÉA'S INVESTMENTS WAS **€836 MILLION** IN 2023

ON AVERAGE, €1 MILLION IN INVESTMENTS BY CM ARKÉA GENERATE:

- €89,000 in negative environmental impact
- €170,000 in positive socio-economic impact

⇒ i.e. an impact of **€81,000**

SUPPLIERS - SIGNIFICANT 2022/2023 CHANGES (in €M)



The amount of external purchasing covered by the non-financial performance measurement is stable.

For suppliers, the **#jobs supported** indicator suffered from the drop in the fall in the ratio of jobs to revenue (source: INSEE -7% on average).

Nationwide, this is due to the fact that the number of jobs is growing more slowly than business output.

3 HUMAN RESOURCES | 2022-2023 CHANGES

EMPLOYEES - SIGNIFICANT 2022/2023 CHANGES (in €M)



JOBS SUPPORTED

An increase in the number of full-time employees and in the average net wage (which varies from one company to another) contributed to the 9% increase in this impact.

ADDITIONAL PURCHASING POWER UNDER THE SOCIAL CONTRACT

This indicator fell by 17%, mainly due to the reduction in the value-sharing bonus.

SKILLS SPONSORSHIP

This new indicator makes it possible to estimate the cost avoided for the organisation, notably non-profits, that benefits from the services provided by Group employees. In 2023, 2,458 days were donated to various structures.

4

APPENDIX

SUMMARY OF APPENDICES

1 GROUP APPENDICES

2 FINANCIAL APPENDICES

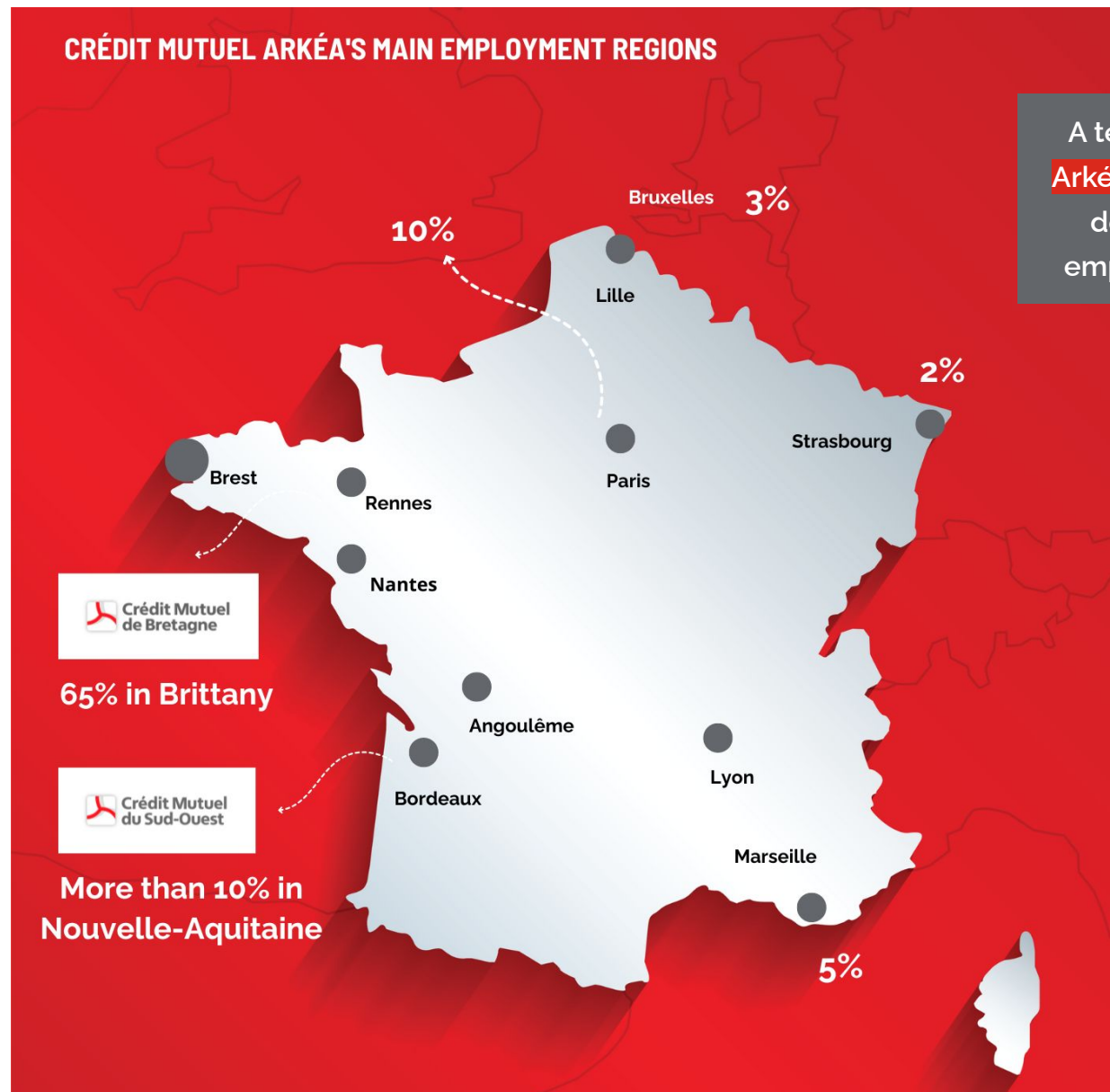
3 EXTRA-FINANCIAL APPENDICES

APPENDIX

1

GROUP APPENDICES

-  **Crédit Mutuel de Bretagne** 356 sales branches in Brittany and Nouvelle-Aquitaine
-  **Crédit Mutuel du Sud-Ouest**
-  **ARKEA BANQUE** ENTREPRISES & INSTITUTIONNELS 21 regional business centres
-  **ARKEA CAPITAL** 7 regional offices
-  **ARKEA BANQUE PRIVÉE** 7 branches and 3 offices
- Financo** 6 regional offices
-  **IZIMMO** 10 regional offices
-  **liberkeys** 24 regional offices



A territorial group, **Crédit Mutuel Arkéa** is committed to maintaining decision-making centers and employment pools in the regions

A regional base and activity in Europe

-  **KEYTRADE BANK** a presence in Belgium with Keytrade Bank and
-  **PROCAPITAL** ProCapital
-  **MONEXT** a European reach with Monext, the subsidiary specialising in electronic payments.

CREDIT MUTUEL ARKEA'S BUSINESS LINES

BANKING FOR INDIVIDUALS AND PROFESSIONALS



INSURANCE AND ASSET MANAGEMENT



BANKING FOR COMPANIES AND INSTITUTIONALS



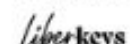
ACTIVITIES TO PROTECT PEOPLE AND PROPERTY



BUSINESS-TO-BUSINESS



THE REAL ESTATE BUSINESS



EXTRA-FINANCIAL RATINGS OF CRÉDIT MUTUEL ARKEA

Agency	Year	Rating	Change
MSCI	2023	AA	Stable
Sustainalytics <i>(on a scale from 0 to 100, 0 being the least risky).</i>	2023	10,8	Improvement of 8.3 points <i>(vs previous rating)</i>
Moodys ESG Solutions (formerly Vigeo) <i>(on a scale from 0 to 100, 100 being the best score).</i>	2023	72	Improvement of 3 points <i>(vs previous rating)</i>
ISS ESG	2022	C	Stable
CDP	2023	B	2-notches upgrade: C and B- <i>(previously rated C)</i>

APPENDIX

2

FINANCIAL APPENDICES

Since 1 January 2023, the Group has applied IFRS 17 "Insurance Contracts" and IFRS 9 "Financial Instruments" for its insurance activities with retroactive effect from 1 January 2022.

The main effects of the transition to IFRS 17 and IFRS 9 as at 01/01/2023 are as follows :

- (a) Cancellation of insurance assets and liabilities recognised under IFRS 4
- (b) Recognition of reinsurance assets and liabilities pursuant to IFRS 17
- (c) Remeasurement of financial assets under "Financial insurance activity investments" pursuant to IFRS 9
- (d) The application of IFRS 17 and IFRS 9 has a positive post-tax impact on Group shareholders' equity at 01/01/2023.

Figures are presented under IFRS 4 until 2021 and under IFRS 17 from 2022 onwards.

The consolidated financial statements for the year ended 31 December 2023 were approved by the Board of Directors of the Company on 28 February 2024 and are currently being audited. They will be the subject of audit reports by the Company's Statutory Auditors.

The 2023 non-financial information was reviewed and validated by the Company's Board of Directors on 28 February 2024 and is to be reviewed by the statutory auditors with a view to issuing an assurance report.

In this presentation, revenues represent net banking and insurance income including gains and losses on disposal or dilution of companies accounted for by the equity method.

In €M	31/12/2023	31/12/2022 restated for IFRS 17/IFRS 9	Change	%
Revenues*	2,139,8	2,404,5	- 265	-11,0%
Operating expenses	1,537,4	1,510,9	+ 27	1,8%
Cost/income ratio	71,8%	62,8%	+9 points	
Gross operating income	602,4	893,6	- 291	-32,6%
Cost of risk	94,3	136,0	- 42	-30,6%
Operating income	508,1	757,6	- 250	-32,9%
Net income - group share	416,7	663,2	- 246	-37,2%

* Net banking & insurance income including gains and losses on disposal or dilution of companies accounted for by the equity method

2

SIMPLIFIED BALANCE SHEET

Assets (€bn)	31/12/2023	31/12/2022
Cash, due from central banks	13,6	23,5
Financial assets at fair value through P&L	1,9	2,2
Derivatives used for hedging purposes	3,9	5,4
Financial assets at fair value through equity	8,9	7,3
Securities at amortised cost	0,7	0,6
Loans and receivables - credit institutions	14,0	12,0
Loans & advances to customers	86,9	81,2
Remeasurement adjustment on interest-rate risk hedged portfolios	- 2,6	- 4,5
Placements of insurance activities	60,4	56,7
Tax & other assets, equity method investments	2,3	1,8
Tax & other assets, equity method investments	1,1	1,0
Goodwill	0,5	0,5
Total assets	191,6	187,7

31/12/2022 restated for IFRS 17/IFRS 9

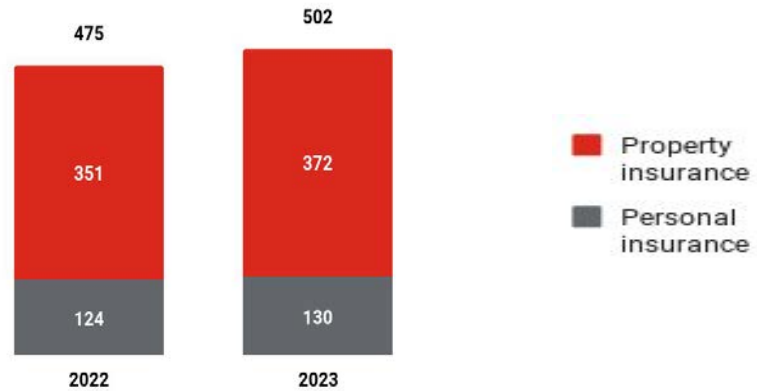
Liabilities (€bn)	31/12/2023	31/12/2022
Financial liabilities at fair value	4,9	4,9
Due to banks	6,7	15,7
Customer accounts	85,1	81,1
Debt securities	24,4	19,8
Tax & other liabilities, provisions	5,7	5,1
Insurance companies technical reserves	52,7	49,6
Subordinated debt	2,3	2,2
Total equity	9,7	9,2
Capital & reserves	2,9	2,7
Consolidated reserves	6,5	0,0
Gains and losses recognised directly in equity	-0,1	5,9
Net income	0,4	0,7
Minority interest	0,0	-0,1
Total Liabilities	191,6	187,7

€M	Banking		Insurance & Asset Management		Crédit Mutuel Arkéa	
	31/12/2023	31/12/2022 restated for IFRS 17/IFRS 9	31/12/2023	31/12/2022 restated for IFRS 17/IFRS 9	31/12/2023	31/12/2022 restated for IFRS 17/IFRS 9
Revenues*	1,606.5	1,831.5	533.3	572.9	2,139.8	2,404.5
Operating expenses	- 1,398.7	-1,363.6	-138.7	-147.2	-1,537.4	-1,510.9
Gross operating income	207.8	467.9	394.6	425.7	602.4	893.6
Cost of risk	-95.6	-130.3	1.2	-5.7	-94.3	-136.0
Operating income	112.2	337.7	395.9	419.9	508.1	811.7
Net income-Group share	101.6	340.2	315.2	323.0	416.8	663.2
	31/12/2023	31/12/2022 restated for IFRS 17/IFRS 9	31/12/2023	31/12/2022 restated for IFRS 17/IFRS 9	31/12/2023	31/12/2022 restated for IFRS 17/IFRS 9
Sector assets & liabilities (in €bn)	127.8	127.9	63.8	59.7	191.6	187.7

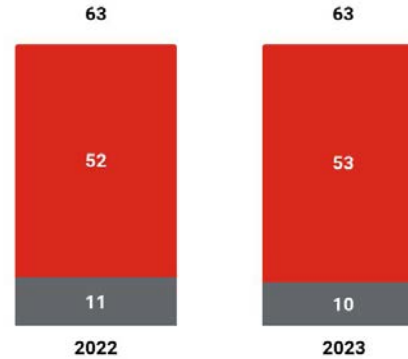
* Net banking & insurance income including gains and losses on disposal or dilution of companies accounted for by the equity method

INCREASE IN EARNED PREMIUMS ON EXISTING POLICIES

EARNED PREMIUMS ON EXISTING POLICIES (in €M)



NEW BUSINESS PREMIUMS (in €M)



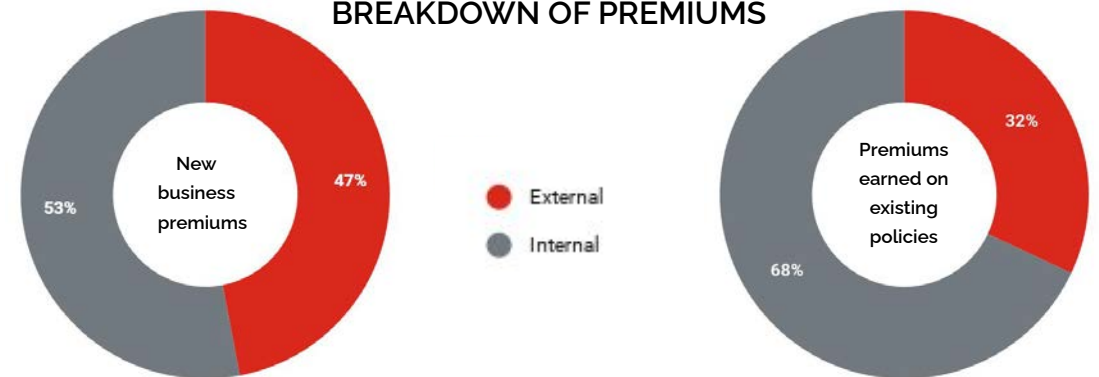
Earned premiums on existing policies were up 5.6% compared with 2022.

New business premiums were stable.

Business from external networks represents:

- 47% of new business premiums (- 2 pps)
- 32% of earned premiums on existing policies (- 1 pp)

BREAKDOWN OF PREMIUMS



APPENDIX

3

EXTRA-FINANCIAL APPENDICES

<i>% of total CM Arkéa</i>	October 2021 (2020 Measurement on ABEI)	July 2022 (2020 & 2021 measurement on extended scope)	March 2023 (2022 measurement on extended scope)	February 2024 (2023 measurement on extended scope)
Financing	18% of financing	70% of financing	75% of financing	78% of financing
Investments				20% of investments
Suppliers	2% of external purchases	95% of external purchases	95% of external purchases	95% of external purchases
Employees	3% of workforce	90% of workforce	94% of workforce	98% of the workforce

PUBLICATION OF THE [METHODOLOGICAL FRAMEWORK](#) ON THE CM-ARKEA.COM WEBSITE

METHODOLOGICAL APPROACH

FOCUS ON SELECTED INDICATORS



3 PRESENTATION OF THE NEW INDICATORS

GREENHOUSE GAS EMISSIONS AVOIDED

Measuring avoided greenhouse gas emissions involves calculating the difference between the greenhouse gases emitted in a baseline scenario and the greenhouse gases emitted with the technology used.

The baseline scenario includes France's current and future energy capacities, with one scenario for intermittent energies (photovoltaic, wind) and another for continuous energies (anaerobic digestion, hydroelectric, geothermal).

This methodology is published by UNCC (United Nations Climate Change).

For the measurement of CO2 emissions, the emission factors used are those of Ademe.

Finally, with regard to the characteristics of the technology used, the element used in the calculations is the production capacity based on full annual production, actual or theoretical, regardless of the date of financing or commissioning.

SKILLS SPONSORSHIP

Skills sponsorship is a scheme that allows employees to dedicate their working time to public interest initiatives.

Skill sponsorship makes it possible to make the most of the time spent on our missions.

The non-financial impact calculations capture the benefit of this scheme, which corresponds to the avoided cost to the organisation benefiting from the employee's skills and labour.

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Crédit Mutuel
ARKEA