



**An Italian Leader with European scale**

***“Together, is better”***

**2007-2009 Business Plan**

**16<sup>th</sup> April 2007**

# Disclaimer

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**Cautionary Statement for Purposes of the “Safe Harbor” Provision of the United States Private Securities Litigation Reform Act of 1995.** The Private Securities Litigation reform Act of 1995 provides a “safe harbor” for forward-looking statements. This presentation contains certain forward looking statements and forecasts reflecting management’s current views with respect to certain future events. The Intesa Sanpaolo Group’s ability to achieve its projected results is dependant on many factors which are outside of management’s control. Actual results may differ materially from those projected or implied in the forward-looking statements. Such forward-looking information involves risks and uncertainties that could significantly affect expected results and are based on certain key assumptions.

The following important factors could cause the Group’s actual results to differ materially from those projected or implied in any forward-looking statements:

- the Group’s ability to successfully integrate the employees, products, services and systems of the merger of Intesa S.p.A. and Sanpaolo IMI S.p.A. as well as other recent mergers and acquisitions;
- the impact of regulatory decisions and changes in the regulatory environment;
- the impact of political and economic developments in Italy and other countries in which the Group operates;
- the impact of fluctuations in currency exchange and interest rates;
- the Group’s ability to achieve the expected return on the investments and capital expenditures it has made in Italy and in foreign countries.

The foregoing factors should not be construed as exhaustive. Due to such uncertainties and risks, readers are cautioned not to place undue reliance on such forward-looking statements, which speak only as of the date hereof. Accordingly, there can be no assurance that the Group will achieve its projected results.

# Intesa Sanpaolo today

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- **One of the leading Banking Groups in Europe**
- **Unique customer reach in Italy**
- **High penetration of local markets in Italy, particularly in the wealthiest areas**
- **Undisputed leadership in Italy in all main areas of business**
- **Significant presence in Central-Eastern Europe, CIS<sup>(1)</sup> and Southern Mediterranean countries**
- **The 2006 results of the new Group represent a solid starting point for the 2007-2009 Business Plan**

*(1) CIS = Commonwealth of Independent States*

# Agenda

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**1**

**First phase of integration completed with total success**

2

2007-2009 Business Plan envisages objectives for strong value creation

3

Sustainable growth in all areas of business

4

Costs and investments aimed at growth and efficiency

5

Optimisation of risks, shareholdings and real estate portfolio

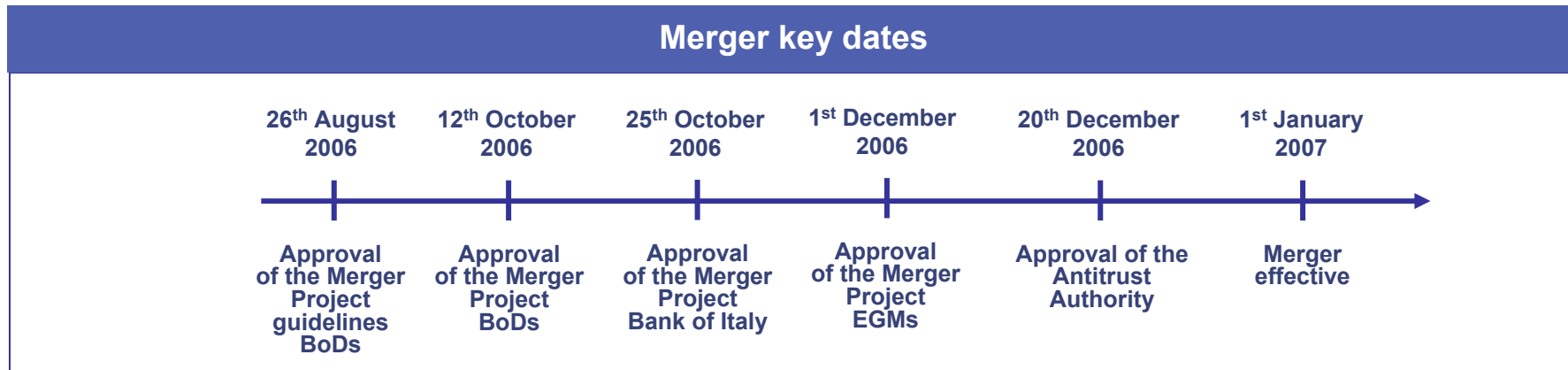
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Further strategic options (not included in the Business Plan)

7

Significant benefits for all stakeholders

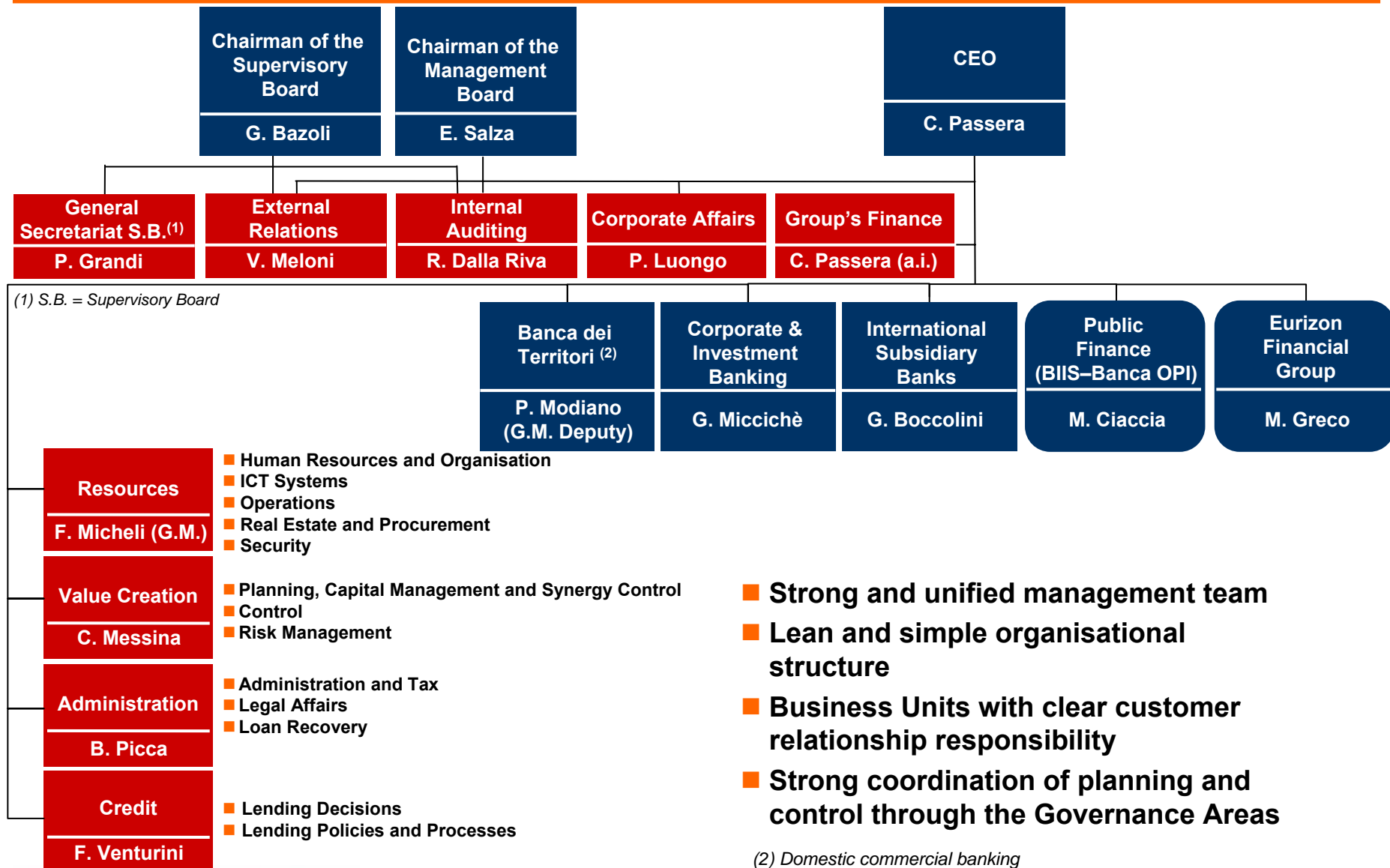
# All merger deadlines met



*Low execution risk thanks to proven experience in integration management and to compatible organisational structures*

(1) Domestic commercial banking

# Simple organisational structure with clearly defined responsibilities



# Main planning and control systems promptly integrated

Management Information Systems

Risk Control Tools

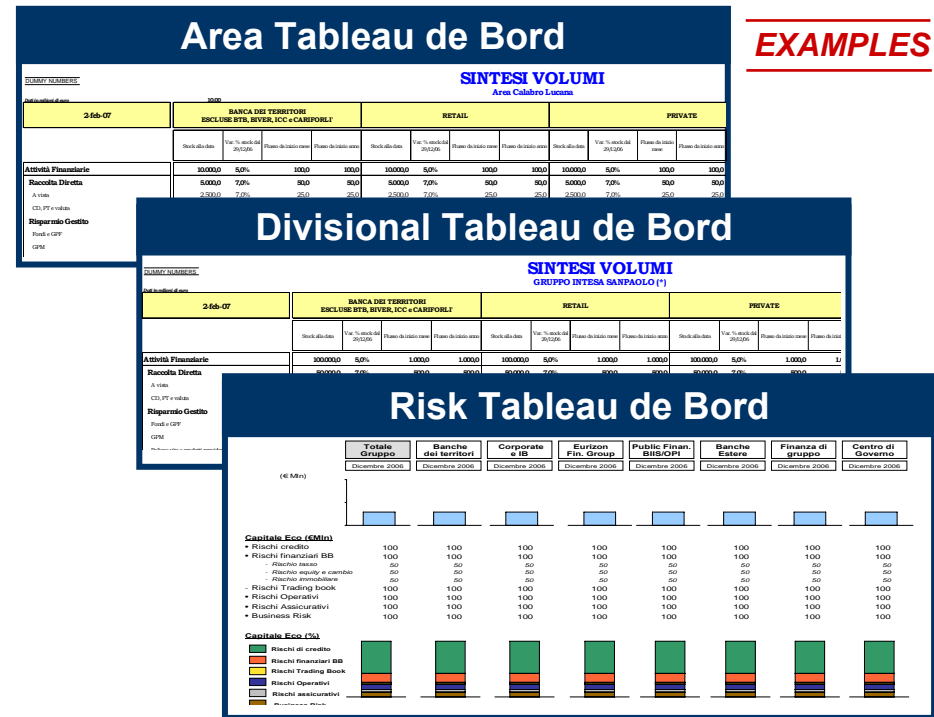
Credit Processes

- Weekly management reports on the performance of the New Group which drill down to the individual territorial Area level already available

- Integrated control systems for all the main risk categories already available

- Immediate operational effectiveness guaranteed through the harmonisation of the main credit processes
- Key credit IT systems integrated
- Definition of the New Group credit policy (approval limits for area managers and credit management for shared customers)

EXAMPLES



# ICT target system already identified and integration already started

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## Selection criteria

On 20<sup>th</sup> February the target ICT system was identified based on the former Sanpaolo IMI system integrated with areas of excellence from the former Banca Intesa system

- **Level of coverage of the main existing products and services and capability of rapid support for future development**
- **Efficiency in the management of the platforms and the operational model**
- **Maximisation of cost synergies**
- **Maintenance of the highest service levels for both the IT and the operational model**
- **Minimisation of time, costs and operational risks related to the integration**



# Commercial structures and policies aligned and first Group initiatives launched

## Distribution model

- Area management structures and “powers” for conditions defined
- Management of the shared Corporate<sup>(1)</sup> and SME<sup>(2)</sup> customers through the merger of the relationship (Corporate) or the definition of a “main” customer relationship manager (SMEs) initiated
- Common rules for performance valuation down to customer relationship managers defined
- Incentive schemes integrated

## Innovation and rationalisation of the product offering

- First new Group products launched
  - Retail (Zerotondo current account, Small Business pension funds,...)
  - SMEs (Business Class, Alternative Capital Market, TFR financing)
- First advertising campaigns realised
- Plan to integrate and enhance the product offering for Private clients initiated



(1) Companies with turnover over €150m

(2) Companies with turnover between €2.5m and €150m

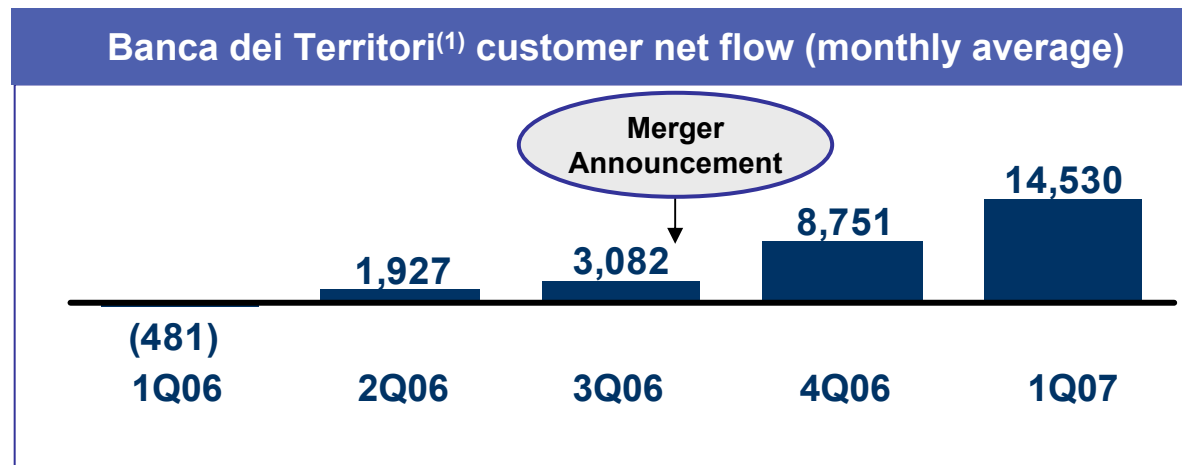
# An agreement with the Unions has been reached for a voluntary and incentivised retirement plan

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On 1<sup>st</sup> December 2006 an agreement with the Unions was reached to reduce personnel on a voluntary basis, through the mechanism of the solidarity allowance of the banking industry

- **Over-staffing estimated at ~6,500, mainly driven by the reorganisation that will affect governance, back-office and ICT activities**
- **New hires are foreseen starting from 2008**
- **~€800m pre-tax non-recurring Integration charges related to personnel already accounted for in 2006**

# The growth of net new customers is accelerating in the first three months since the merger



~+43,600 net new customers in Italy in the first three months

- The Banca dei Territori has maintained a growing trend of new customers since the merger announcement
- The trend has further improved in 2007: ~+43,600 net new customers in the first three months
- The 2007 monthly average of net new customer flows is 4.7 times the level in 3Q06

(1) Domestic commercial banking

# The integration process will end by 2008

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By June 2007

- Integration of all the overlapping branches in the Corporate foreign network also from the IT point of view

By end 2007

- Company mergers
  - Banca Caboto and Banca IMI
  - Banca Intesa Infrastrutture e Sviluppo and Banca OPI
  - Product companies (e.g. Leasint/Intesa Leasing)
  - Overlapping banks in CEE countries (Hungary, Albania, Bosnia, Serbia<sup>(1)</sup>)
- Treasury integration

By end 2008

- Completion of the migration to the new ICT system

(1) Integration without company merger

# Agenda

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- 1 First phase of integration completed with total success
- ➔ 2 **2007-2009 Business Plan envisages objectives for strong value creation**
- 3 Sustainable growth in all areas of business
- 4 Costs and investments aimed at growth and efficiency
- 5 Optimisation of risks, shareholdings and real estate portfolio
- 6 Further strategic options (not included in the Business Plan)
- 7 Significant benefits for all stakeholders

# Towards best in class benchmarks

	2006 pro-forma management accounts <sup>(1)</sup>	2009
Adjusted ROE <sup>(2)</sup>	15%	21%
Cost/Income	52%	42%
Net income (€ bn)	4.4	7.0

**€7.3bn**  
excluding the  
amortisation of  
the cost for the  
merger

(1) Data pro-forma consistent with the 2007-2009 Business Plan perimeter, excluding non-recurring Integration charges accounted for in 2006

(2) Year-end Net income, excluding non-recurring Integration charges and the amortisation of the cost for the merger (~€400m depreciation in 2006 and ~€300m in 2009), in relation to year-end sum of Share capital, Share premium reserve, Reserves and Valuation reserves, excluding merger differences

# High “return” to shareholders: at least 52% in the next three years

	2006 pro-forma management accounts <sup>(1)</sup>	2009
EVA <sup>®</sup> (€ bn)	1.8	4.0
EPS <sup>(2)</sup> (€)	0.38	0.57
BV/S <sup>(3)</sup> (€)	2.67	2.88
“Ordinary dividends” (€ bn)	2.8 <sup>(4)</sup>	4.5 <sup>(5)</sup>
DPS (€)	0.22	0.35

**52% return<sup>(6)</sup>**

- More than €4.8bn Net income and share premium reserve to be distributed in May 2007
  - 38 euro cents to ordinary shares
  - 39.1 euro cents to saving shares
- “Ordinary dividends”
  - 2007: more than €2.8bn
  - 2008-2010: ~€11bn
- “Extraordinary dividends”
  - 2007: €2bn
  - 2008: €2bn
- Return to shareholders of capital in excess of 6.5% Core Tier 1 ratio<sup>(7)</sup> in 2009

**2007- 2010 dividends at least ~€18bn**

Note: EVA<sup>®</sup>, EPS and BV/S calculated excluding the amortisation of the cost for the merger and merger differences

(1) Data pro-forma consistent with the 2007-2009 Business Plan perimeter, excluding non-recurring Integration charges accounted for in 2006

(2) Based on a total number of shares, both ordinary and saving, of 12.8 billion

(3) Book value per share including retained Net income

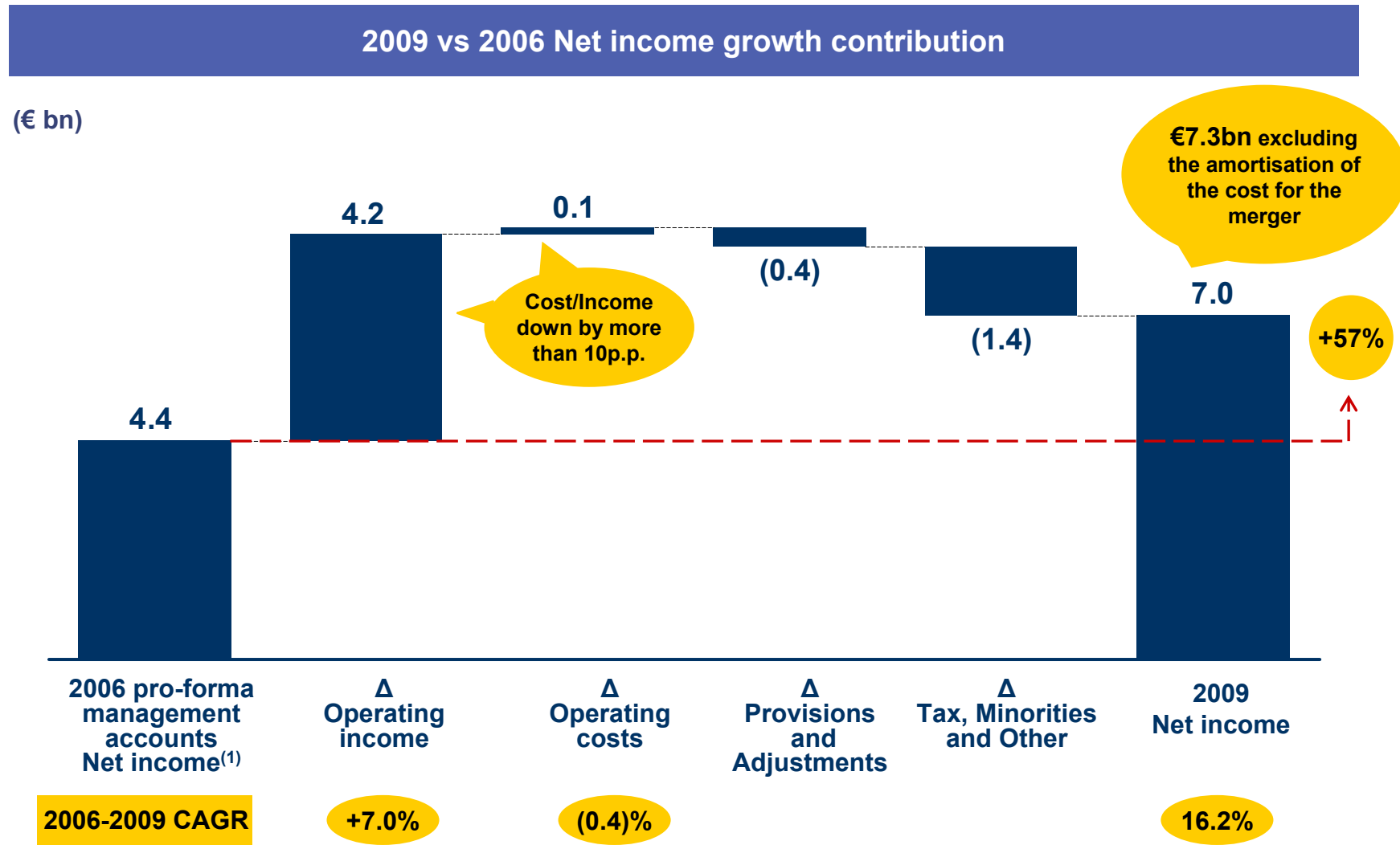
(4) To be distributed in May 2007. “Ordinary dividends” = 22 euro cents to ordinary shares and 23.1 euro cents to saving shares equal to that distributed by Banca Intesa for 2006

(5) To be distributed in 2010

(6) 2009 vs 2006 shareholders’ equity increase (including retained Net income) plus dividends to be paid in 2007 (extraordinary component only), 2008, 2009 and 2010 / 2006 shareholders’ equity excluding ordinary dividends

(7) Basel 1

# Growth of Net income from €4.4bn to €7bn



Figures may not add up exactly due to rounding differences

(1) Data pro-forma consistent with the 2007-2009 Business Plan perimeter, excluding non-recurring Integration charges accounted for in 2006



# Sustainable revenue growth

(€ m)

	2006 pro-forma management accounts <sup>(1)</sup>	2009	2006-2009 CAGR
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<b>Operating income</b>	<b>18,453</b>	<b>22,636</b>	<b>7.0%</b>
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*of which*

■ <b>Net interest income</b>	<b>9,229</b>	<b>11,659</b>	<b>8.1%</b>
■ <b>Net fee and commission income</b>	<b>6,546</b>	<b>7,984</b>	<b>6.8%</b>
■ <b>Other revenues and income from insurance business</b>	<b>2,677</b>	<b>2,994</b>	<b>3.8%</b>

- The revenue growth rate forecast in the Business Plan takes into account the impacts of the recent changes of the banking services legislation and the absence of non recurring income accounted for in 2006

Figures may not add up exactly due to rounding differences

(1) Data pro-forma consistent with the 2007-2009 Business Plan perimeter

# The Italian banking market has high growth potential

Products	Indicators	Italy	Europe <sup>(1)</sup>	Δ
Current accounts	Current accounts / inhabitant <sup>(2)</sup>	0.7	0.9	(21.0)%
Life insurance	Technical reserves / GDP (%) <sup>(3)</sup>	26.1	46.6	(20.5)p.p.
Mortgages	Stock / GDP (%)	19.2	50.7	(31.5)p.p.
Consumer credit	Stock / GDP (%)	5.5	9.3	(3.8)p.p.
Credit cards	Cards / inhabitant	0.49	0.53	(8.2)%

**Significant margin for growth deriving from a still existing gap with other European countries**

Source: Central Banks, RBR Payment Cards in Europe, local category associations

Figures as of 2005 year-end - Figures may not add up exactly due to rounding differences

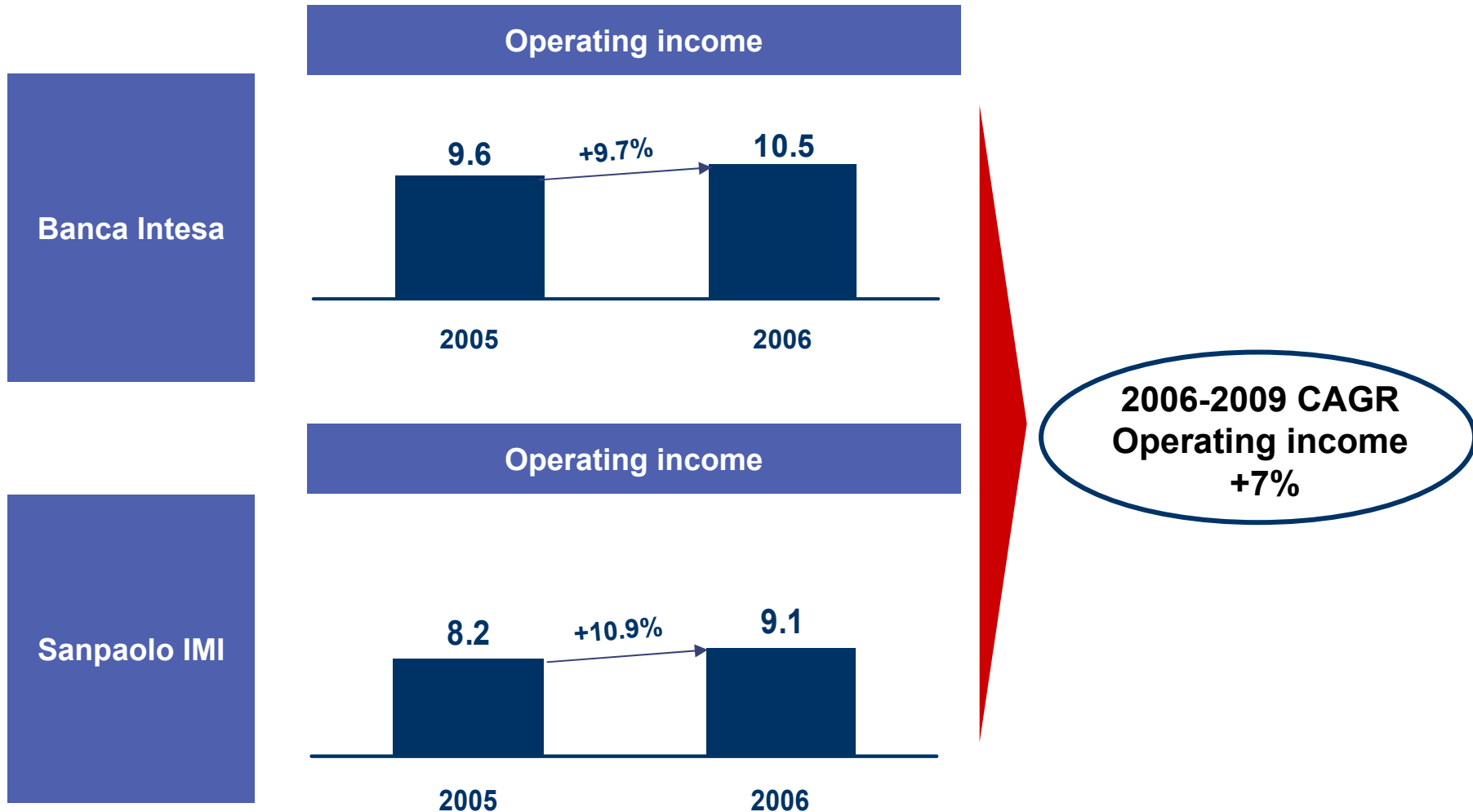
(1) Includes: France, Germany, United Kingdom, Spain, Belgium, Austria, the Netherlands, Luxembourg, Denmark, Sweden (Top 10 EU countries by banking assets excluding Italy)

(2) Only positive and negative balance current accounts (including post office current accounts)

(3) Does not include Corporate Pension Funds

# Business Plan “cruising speed” compatible with the growth rate over the last 12 months

(€ bn)



Figures may not add up exactly due to rounding differences

# Conservative macro-economic scenario

		2007	2008	2009
Economy	Eurozone's real GDP growth	2.4%	2.3%	2.0%
	Italy's real GDP growth	1.7%	1.7%	1.4%
	Refi rates (ECB)	3.75%	3.75%	3.75%
	Italian consumer price index growth	1.7%	1.8%	1.8%

		2006-2009 CAGR
Industry (Italy)	Loans <sup>(1)</sup>	6.1%
	Direct customer deposits <sup>(1)</sup>	5.0%
	Mutual funds (stock) <sup>(1)</sup>	3.8%
	Customer spread <sup>(2)</sup>	+31 bps

(1) Year-end data

(2) 2009 vs 2006 average balances data variation

# Revenue growth underpinned by positive operating trends

Net interest income  
+8.1%  
2006-2009 CAGR

- Increase mainly driven by volume growth

	2006 vs 2005	2006-2009 CAGR
■ Group loans (average data)	11.1%	11.7%
□ <i>Banca dei Territori</i>	11.0%	10.9%
□ <i>Corporate &amp; Investment Banking</i>	9.6%	10.7%
□ <i>International Subsidiary Banks</i>	24.6%	18.8%
□ <i>Public Finance</i>	7.8%	14.8%

- Mark-down already improved in 2007 due to previous increase of ECB rates
- Slight reduction in the mark-up

Net commissions  
+6.8%  
2006-2009 CAGR

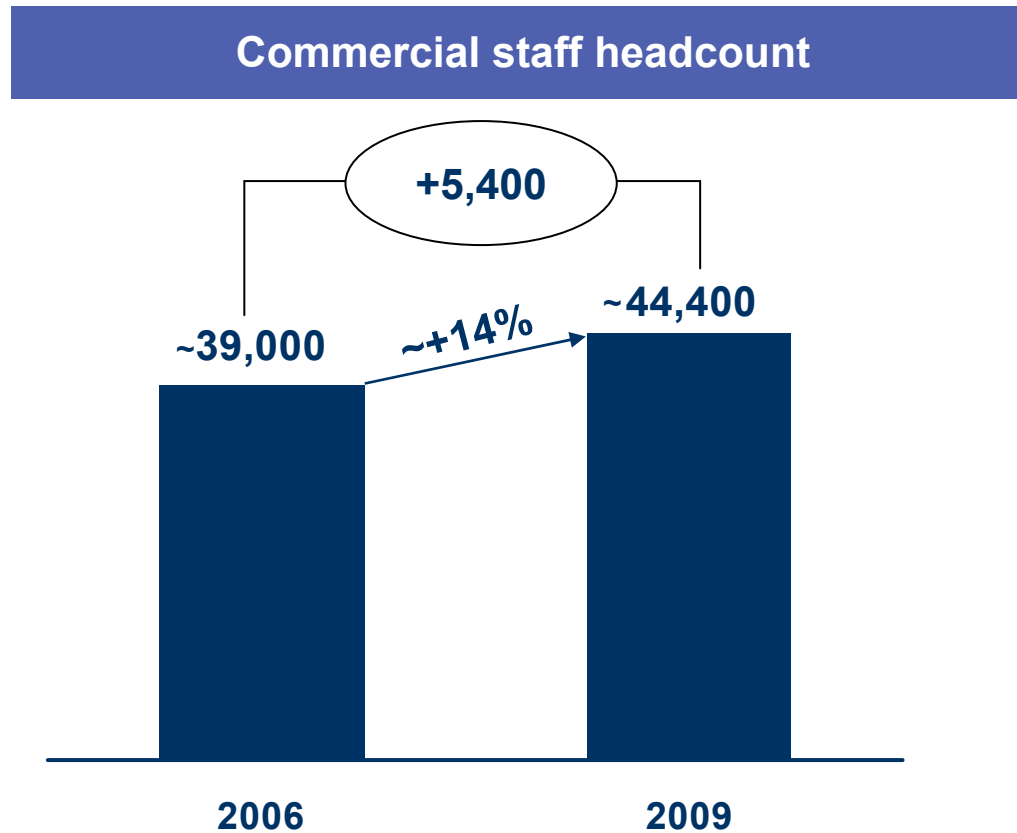
- Market share increase in asset management business
- Increase in credit card penetration
- Significant growth in insurance products linked to loan product offering
- Cross-selling expansion on all customer segments
- Growth in Trade and transactional services for Corporate and SME clients
- Securities services development

Other revenues and  
Income from  
insurance business  
+3.8%  
2006-2009 CAGR

- 2006-2009 CAGR +6.9% net of capital gain from the disposal of IXIS stakes accounted for in 2006
- Income from insurance business 2006-2009 CAGR +7.1%

# Revenue growth also sustained by increase in commercial staff

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## ■ Other contributions to revenue growth from

- marketing activities (~€800m expenses over the three years)
- the investments in technology and real estate (more than €3bn over the three years)
- the increased investment in training (more than 500,000 days per year)

# Maintaining a high level of asset quality

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	2006 pro-forma management accounts <sup>(1)</sup>	2009
<b>Net loan adjustments / Loans</b>	<b>0.4%</b>	<b>0.4%</b>
<b>Net doubtful loans<sup>(2)</sup> / Loans</b>	<b>0.8%</b>	<b>0.7%</b>
<b>Doubtful loan coverage</b>	<b>72%</b>	<b>74%</b>

(1) Data pro-forma consistent with the 2007-2009 Business Plan perimeter

(2) Sofferenze

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# All Business Units will significantly contribute to achieve Group objectives

(€ m)

	2009						
	Banca dei Territori	Corporate & Investment Banking	Public Finance	International Subsidiary Banks	Eurizon Financial Group	Central Functions/ Other	Total
Operating income	13,353	3,256	391	2,311	1,839	1,487	22,636
Operating costs	(5,878)	(915)	(102)	(1,205)	(747)	(661)	(9,508)
Cost/Income	44.0%	28.1%	26.0%	52.2%	40.6%	44.5%	42.0%
Income before tax <sup>(1)</sup>	6,217	2,008	272	859	1,054	865	11,274
Allocated capital <sup>(2)</sup>	14,228	7,485	1,285	2,146	2,698	1,815	29,657
Pre-tax ROE <sup>(3)</sup>	43.7%	26.8%	21.2%	40.0%	39.1%	47.6%	38.0%
RWA	237,138	124,752	21,419	35,642	3,727	30,251	452,929
EVA <sup>®</sup>	2,871	673	41	382	498	(488) <sup>(4)</sup>	3,977

Figures may not add up exactly due to rounding differences

Note: EVA<sup>®</sup> calculated excluding the amortisation of the cost for the merger and merger differences

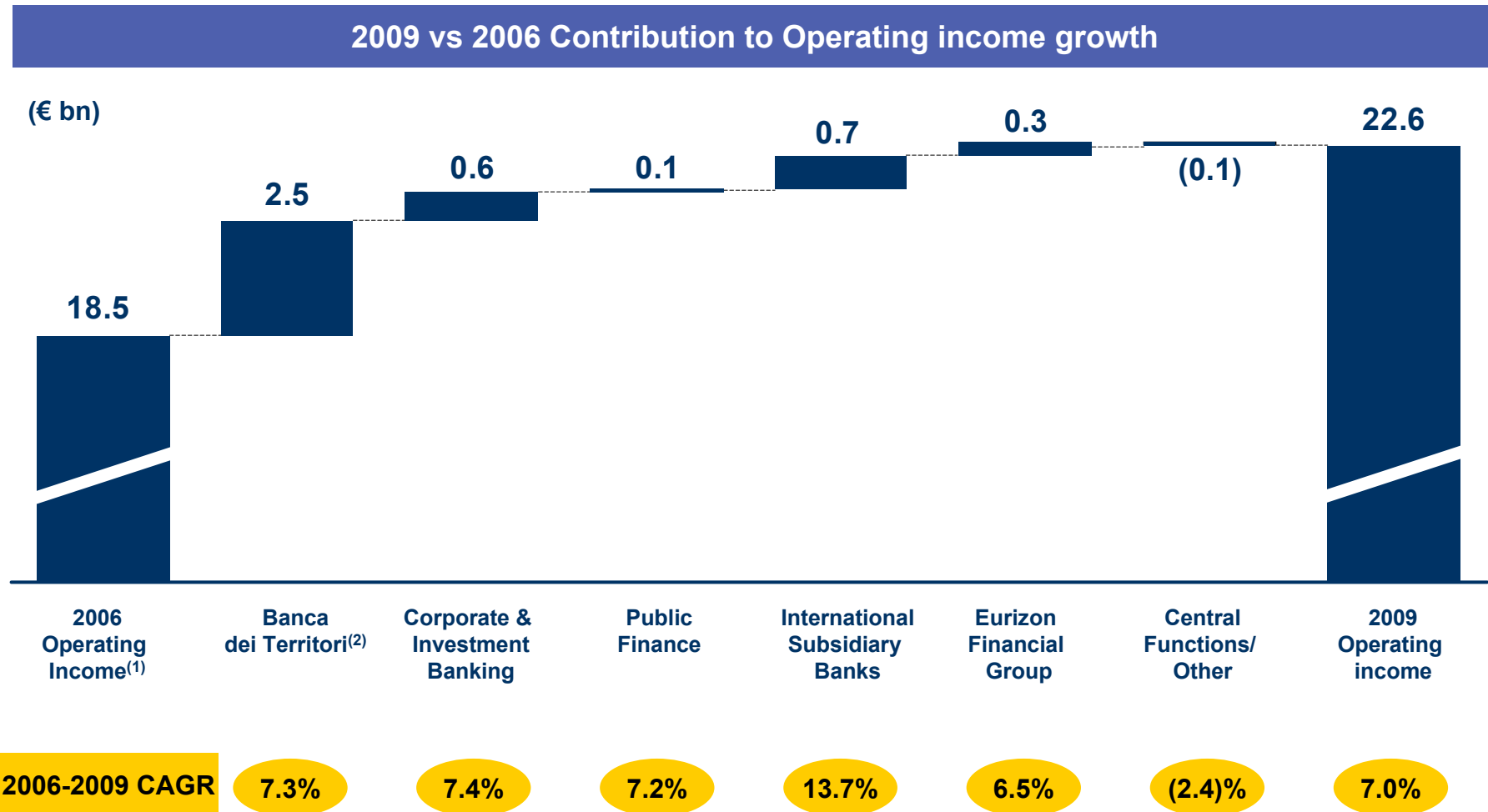
(1) Income before tax from continuing operations

(2) Allocated capital = 6% RWA, allocated capital for Eurizon Financial Group = 6% RWA + 0.2% AuM + Insurance risk

(3) Income before tax from continuing operations/Allocated capital

(4) Cost of excess capital vs 6% RWA, Group's Finance, Central Function Costs and Other

# Sustainable growth in all business areas



(1) Data pro-forma consistent with the 2007-2009 Business Plan perimeter

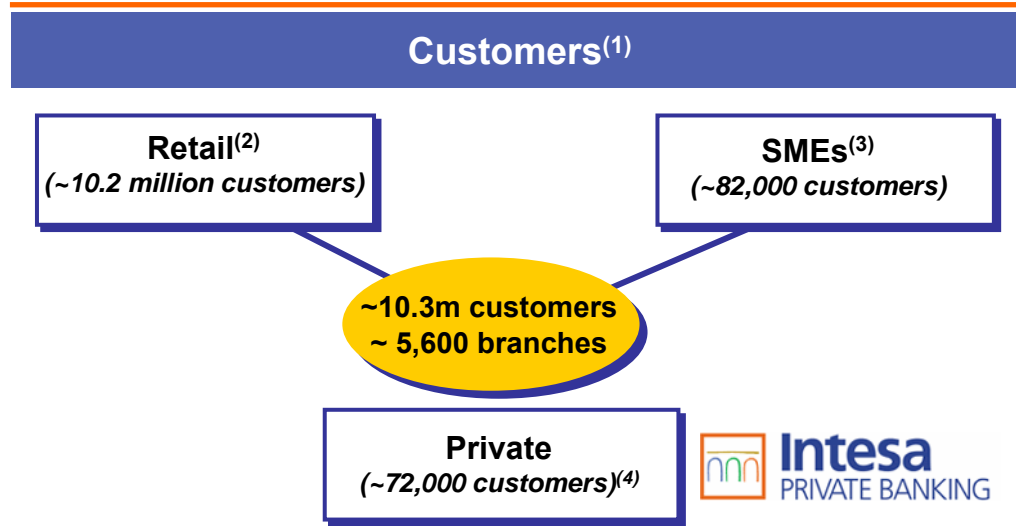
(2) Retail and Non-Profit, SMEs, Private

# Tangible benefits for the clients from the merger

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- **Even higher quality of customer service thanks to a significant increase of commercial staff (up by 5,400, an increase of 14% with respect to 2006)**
- **Excellence in service thanks to relevant investments made possible by the size of the Group that will translate into easier to use procedures, quicker processes and better distribution channels (both physical and remote)**
- **Significant reduction of transactional costs due to a unique distribution network in Italy (“giro bank”)**
- **Complete renewal of Group product/service offering thanks to the integration of best practice in product development and marketing and to the improved access to third party products, following a logic of “only the best products” for the customers**

# Banca dei Territori



**Product Companies**

- Industrial credit
- Leasing
- Consumer credit
- Payment systems
- Pension funds
- Fiduciary businesses

**Distribution**

**Partnerships**

- Bancassurance

(1) Data as of December 2006  
 (2) Includes Non-Profit  
 (3) Companies with turnover between €2.5m and €150m  
 (4) Individuals with personal wealth above €1m

# Banca dei Territori

## Main targets

(€ m)	2006 pro-forma management accounts <sup>(1)</sup>	2009	Δ CAGR
Operating income	10,812	13,353	7.3%
Operating costs	(6,027)	(5,878)	(0.8)%
Cost/Income	55.7%	44.0%	(11.7)p.p.
Income before tax <sup>(2)</sup>	3,663	6,217	19.3%
Allocated capital <sup>(3)</sup>	10,458	14,228	10.8%
Pre-tax ROE <sup>(4)</sup>	35.0%	43.7%	8.7p.p.
RWA	174,307	237,138	10.8%
EVA <sup>®</sup>	1,496	2,871	24.3%

Figures may not add up exactly due to rounding differences

(1) Data pro-forma consistent with the 2007-2009 Business Plan perimeter

(2) Income before tax from continuing operations

(3) Allocated capital = 6% RWA

(4) Income before tax from continuing operations/Allocated capital

# Banca dei Territori

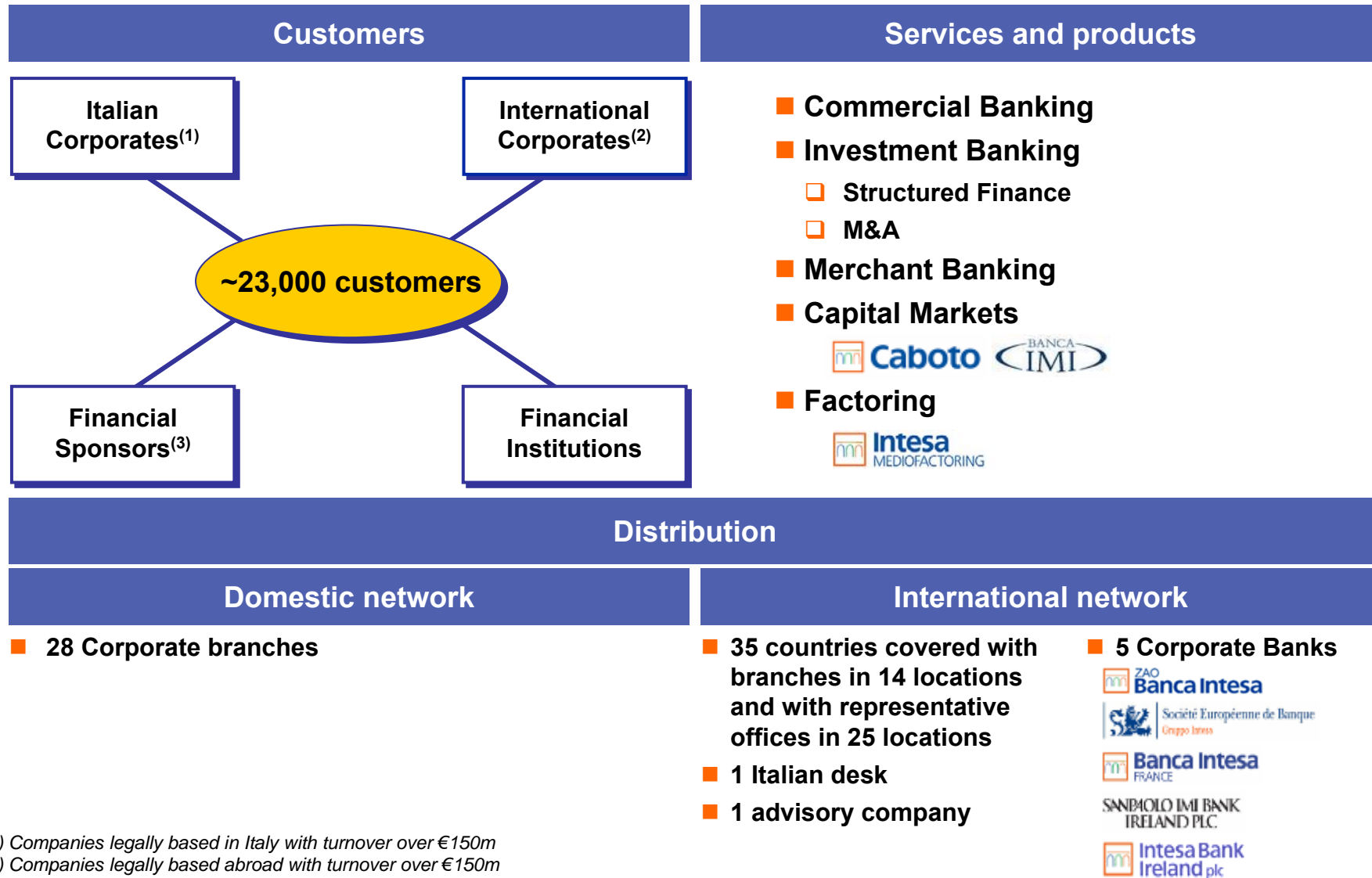
## Strategic guidelines

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- **Grow through excellence in the customer relationship**
- **Promote the role of the Bank as reference point in the economic system at local level while leveraging on the relationship with the production system, the local entities, the associations, and the Non-Profit organisations**
- **Promote the role of Bank of service innovation and excellence**

- **Assisting customers to make wise choices fit with their needs, providing innovative and good value products (e.g. guaranteed funds, investment management for the old age, advisory on investments)**
- **Providing households with the best in class financing solutions at competitive conditions, while extending the offering also to new social segments (e.g. retired people)**
- **Supporting the management of companies and their development in the innovation, internationalisation and dimensional growth phases**
- **Creating standards of excellence in both products and services for the Private segment, leveraging on a specialised Bank**
- **Favouring the development of social companies and of Non-Profit organisations more in general leveraging on a specialised Bank**

# Corporate & Investment Banking



(1) Companies legally based in Italy with turnover over €150m

(2) Companies legally based abroad with turnover over €150m

(3) Private Equity Funds

# Corporate & Investment Banking

## Main targets

(€ m)

	2006 pro-forma management accounts <sup>(1)</sup>	2009	Δ CAGR
Operating income	2,629	3,256	7.4%
Operating costs	(912)	(915)	0.1%
Cost/Income	34.7%	28.1%	(6.6)p.p.
Income before tax <sup>(2)</sup>	1,571	2,008	8.5%
Allocated capital <sup>(3)</sup>	6,485	7,485	4.9%
Pre-tax ROE <sup>(4)</sup>	24.2%	26.8%	2.6p.p.
RWA	108,085	124,752	4.9%
EVA <sup>®</sup>	434	673	15.8%

Figures may not add up exactly due to rounding differences

(1) Data pro-forma consistent with the 2007-2009 Business Plan perimeter

(2) Income before tax from continuing operations

(3) Allocated capital = 6% RWA

(4) Income before tax from continuing operations/allocated capital



# Corporate & Investment Banking

## Strategic guidelines

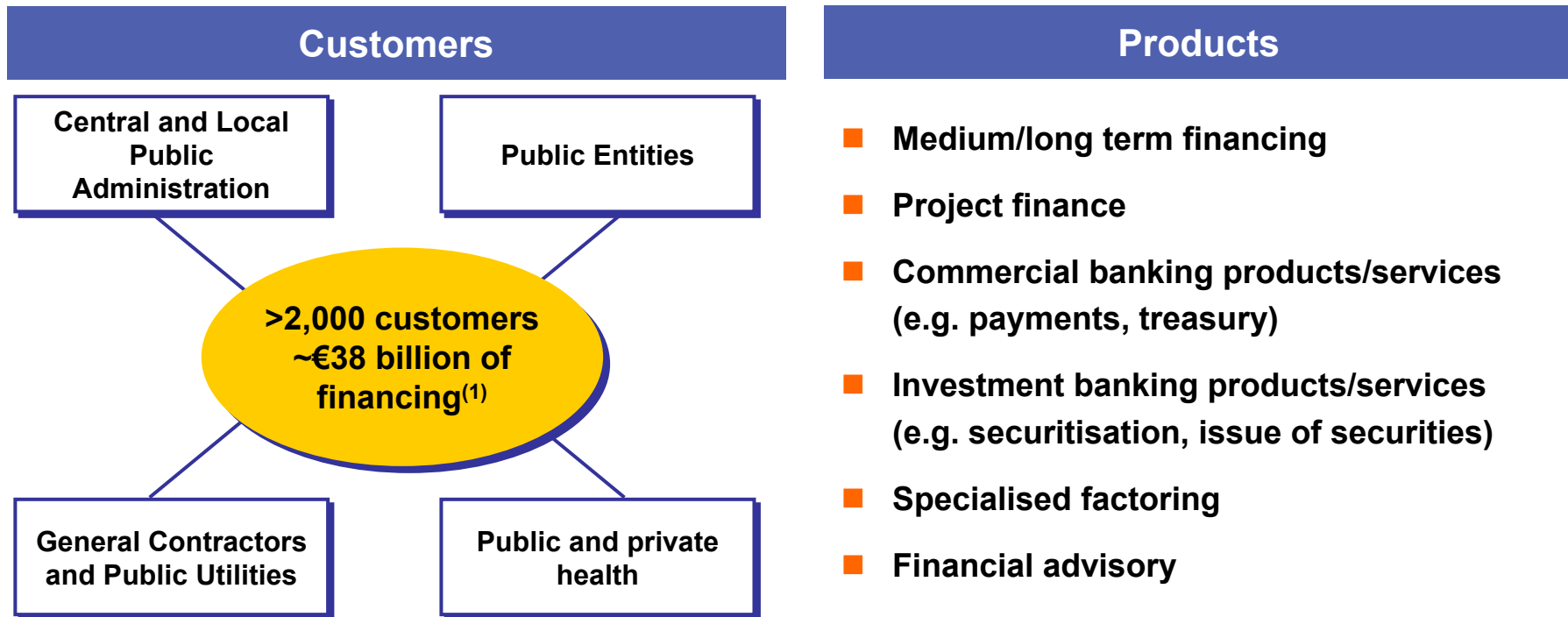
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### Serving Corporate customers and Financial Institutions through

- an integrated approach to Corporate Banking, Investment Banking and Merchant Banking
- the consolidation of product excellence in Capital Markets, Securities and Transaction Services, Trade Services and Factoring

- Leadership in management of Italy's Corporate Relationships
- Strengthening of Foreign Network to support Corporate Relationships
- Strong development of Financial Institutions and Transaction Services
- Leadership in Italy in Capital Markets
- Leadership in domestic Investment Banking and selective international development
- Enhancement of Merchant Banking businesses
- Development of factoring business and of Trade Services

# Public Finance



By the 31<sup>st</sup> December 2007 the B.U. will be set up through the total spin-off of Banca OPI into three business units. The banking unit will be merged into Banca Intesa Infrastrutture e Sviluppo, the leasing unit into the Group's leasing company and FIN.OPI<sup>(2)</sup> into the Parent Bank



(1) Including loans and financing through securities

(2) FIN.OPI is expected to evolve from a holding company to an investment management & advisory firm specialised in management of Closed Funds in the infrastructure and public utility sectors

# Public Finance

## Main targets

(€ m)

	2006 pro-forma management accounts <sup>(1)</sup>	2009	Δ CAGR
Operating income	318	391	7.2%
Operating costs	(95)	(102)	2.2%
Cost/Income	30.1%	26.0%	(4.1)p.p.
Income before tax <sup>(2)</sup>	207	272	9.4%
Allocated capital <sup>(3)</sup>	979	1,285	9.5%
Pre-tax ROE <sup>(4)</sup>	21.2%	21.2%	-
RWA	16,312	21,419	9.5%
EVA <sup>®</sup>	26	41	16.8%

Figures may not add up exactly due to rounding differences

(1) Data pro-forma consistent with the 2007-2009 Business Plan perimeter

(2) Income before tax from continuing operations

(3) Allocated Capital = 6% RWA

(4) Income before tax from continuing operations/allocated capital

# Public Finance

## Strategic guidelines

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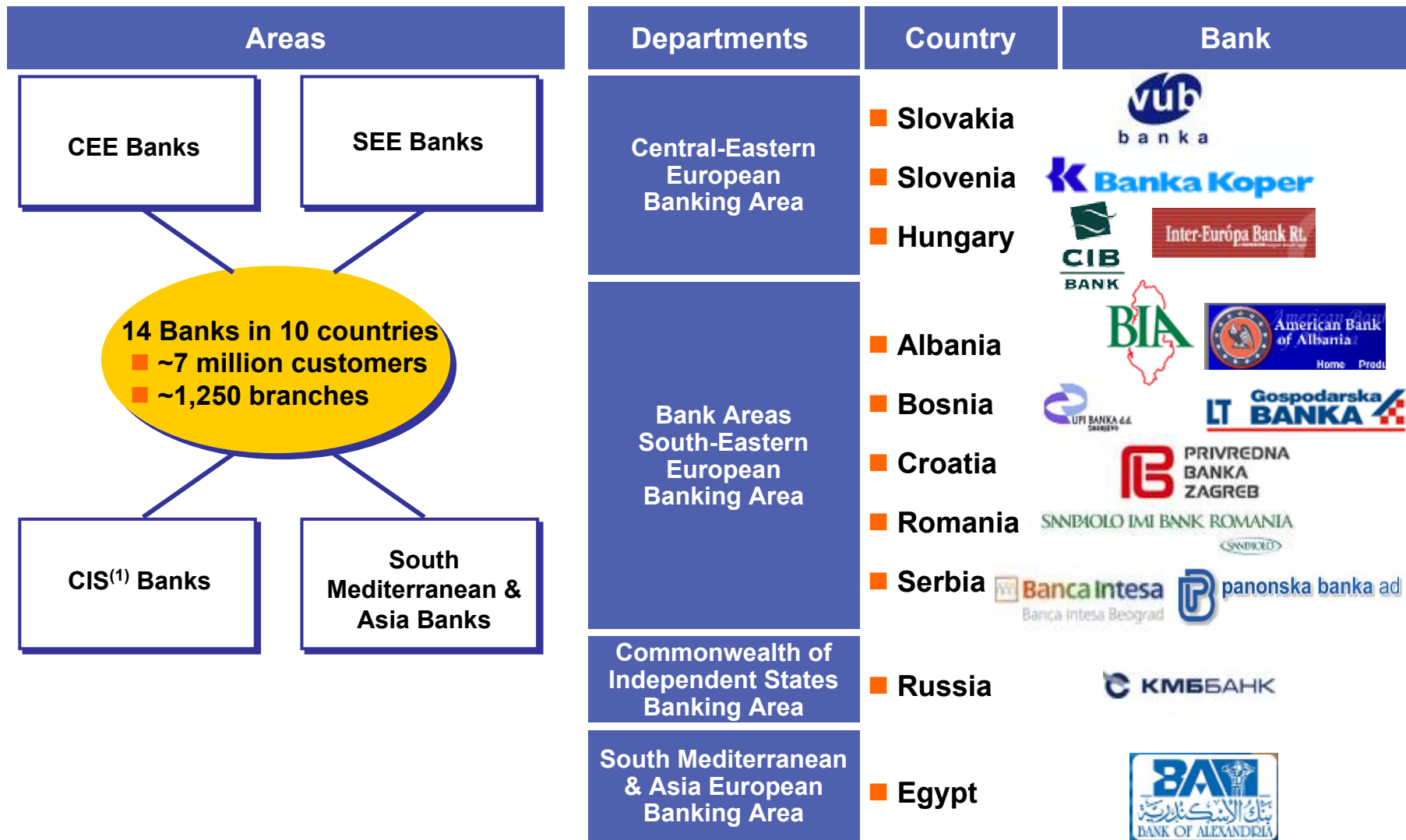
■ Reach excellence in servicing the extended public sector

■ Contribute to the growth of the country

■ Create new opportunities for growth

- **Achieving excellence in the service to the extended public sector**
  - serving thoroughly the financial needs of all parties in the extended public sector, creating a unique competence centre in Italy
  - launching initiatives dedicated to specific businesses (e.g. “Small Project Finance”) with specialised teams and a dedicated network
  - maximising cross-selling towards high added value products (Derivatives and Investment Banking)
- **Contributing to the development of the country financing key infrastructures, healthcare, research and projects of public utility**
- **Creating new opportunities for international growth, in particular for financing public works and infrastructures in strategic countries focusing on Europe and the Mediterranean**
- **Actively managing the public assets portfolio through portfolio intermediation and issues of Covered Bonds**

# International Subsidiary Banks



(1) CIS = Commonwealth of Independent States

# International Subsidiary Banks

## Main targets

(€ m)

	2006 pro-forma management accounts <sup>(1)</sup>	2009	Δ CAGR
Operating income	1,571	2,311	13.7%
Operating costs	(893)	(1,205)	10.5%
Cost/Income	56.9%	52.2%	(4.7)p.p.
Income before tax <sup>(2)</sup>	551	859	15.9%
Allocated capital <sup>(3)</sup>	1,385	2,146	15.7%
Pre-tax ROE <sup>(4)</sup>	39.8%	40.0%	0.2p.p.
RWA	23,005	35,642	15.7%
EVA ®	238	382	17.1%

Figures may not add up exactly due to rounding differences

(1) Data pro-forma consistent with the 2007-2009 Business Plan perimeter

(2) Income before tax from continuing operations

(3) Allocated capital = 6% RWA

(4) Income before tax from continuing operations/Allocated capital

# International Subsidiary Banks

## Strategic guidelines

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### ■ Coordinate the International Subsidiary Banks

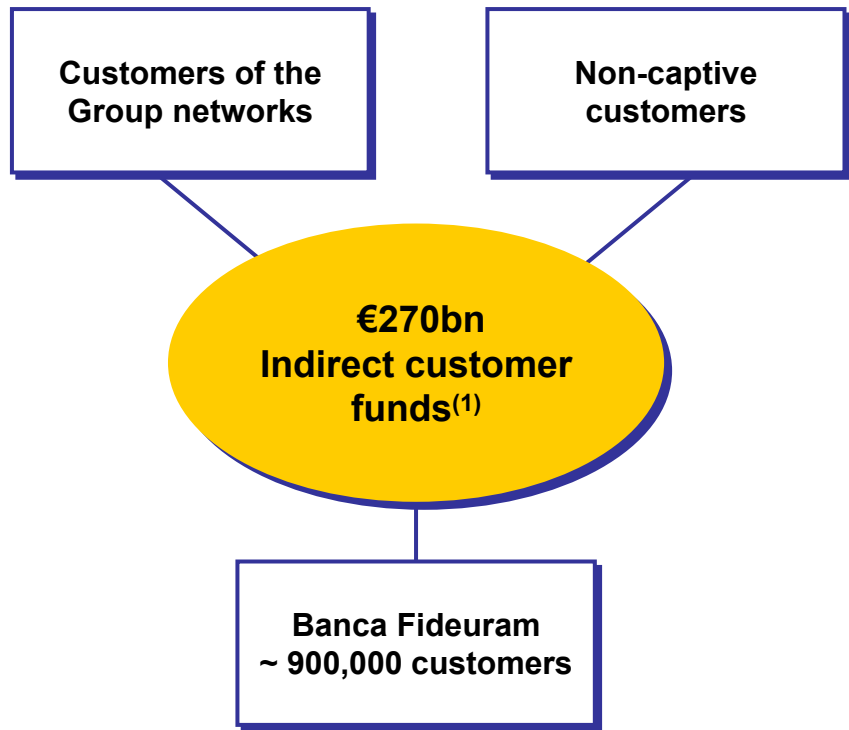
### ■ Monitor and control the performance of the subsidiaries

### ■ Implement the strategic guidelines of the Group

- **Realise development plans for the subsidiary banks according to the different initial position**
  - leading banks in the consolidation phase (Hungary, Croatia, Slovakia, Serbia, Albania)
  - banks with a significant presence in the development phase (Egypt, Slovenia, Bosnia)
  - banks with limited presence and strong size growth objectives (Russia, Romania)
- **Extend the most advanced mechanisms of direction, management and control to all Banks**
- **Realise Group revenue synergies**
  - leveraging on Centres of Excellence (leasing, credit cards, consumer credit, etc.)
  - creating a unit for commercial product and process development to spread best practice
  - measuring Customer Satisfaction in order to define improvement actions
- **Realise cost synergies**
  - rationalising processes and structures in the subsidiaries banks being merged
  - exploiting cost synergies in IT services at the Division and at the Group level

# Eurizon Financial Group

## Customers



## Business areas

- **Life Insurance**
  - Insurance policies Eurizon **Vita**
  - Unit/index linked
  - Individuals and Corporate pension funds
  
- **P&C Insurance<sup>(2)</sup>** Eurizon **Tutela**
  
- **Asset Management** Eurizon **Capital**
  
- **Financial Advisors**  Banca FIDEURAM

(1) Including former Nextra

(2) P&C Insurance products are sold also through the Bancoposta's network



# Eurizon Financial Group

## Main targets

(€ m)

	2006 pro-forma management accounts <sup>(1)</sup>	2009	Δ CAGR
Operating income	1,522	1,839	6.5%
Operating costs	(651)	(747)	4.7%
Cost/Income	42.8%	40.6%	(2.2)p.p.
Income before tax <sup>(2)</sup>	807	1,054	9.3%
Allocated capital <sup>(3)</sup>	2,106	2,698	8.6%
Pre-tax ROE <sup>(4)</sup>	38.3%	39.1%	0.8p.p.
RWA	3,727	3,727	-
EVA <sup>®</sup>	387	498	8.8%

Figures may not add up exactly due to rounding differences

(1) Data pro-forma consistent with the 2007-2009 Business Plan perimeter, including former Nextra

(2) Income before tax from continuing operations

(3) Allocated capital = 6% RWA + 0.2% AuM + Insurance risk

(4) Income before tax from continuing operations/allocated capital

# Eurizon Financial Group

## Strategic guidelines

---

**Growth,  
innovation and  
efficiency**

- **Leveraging on the opportunities deriving from the trend toward the “open architecture” through**
  - strengthening the distribution capacity
  - developing non-captive business
- **Offering of competitive products and investment solutions for the pension and long-term investment market, with high levels of innovation and performance**
- **Leveraging on the significant scale to maximise cost synergies, optimise investments and align quality of services**

# Agenda

---

1

First phase of integration completed with total success

2

2007-2009 Business Plan envisages objectives for strong value creation

3

Sustainable growth in all areas of business

4

**Costs and investments aimed at growth and efficiency**

5

Optimisation of risks, shareholdings and real estate portfolio

6

Further strategic options (not included in the Business Plan)

7

Significant benefits for all stakeholders



# Costs and investments aimed at growth and efficiency (1/2)

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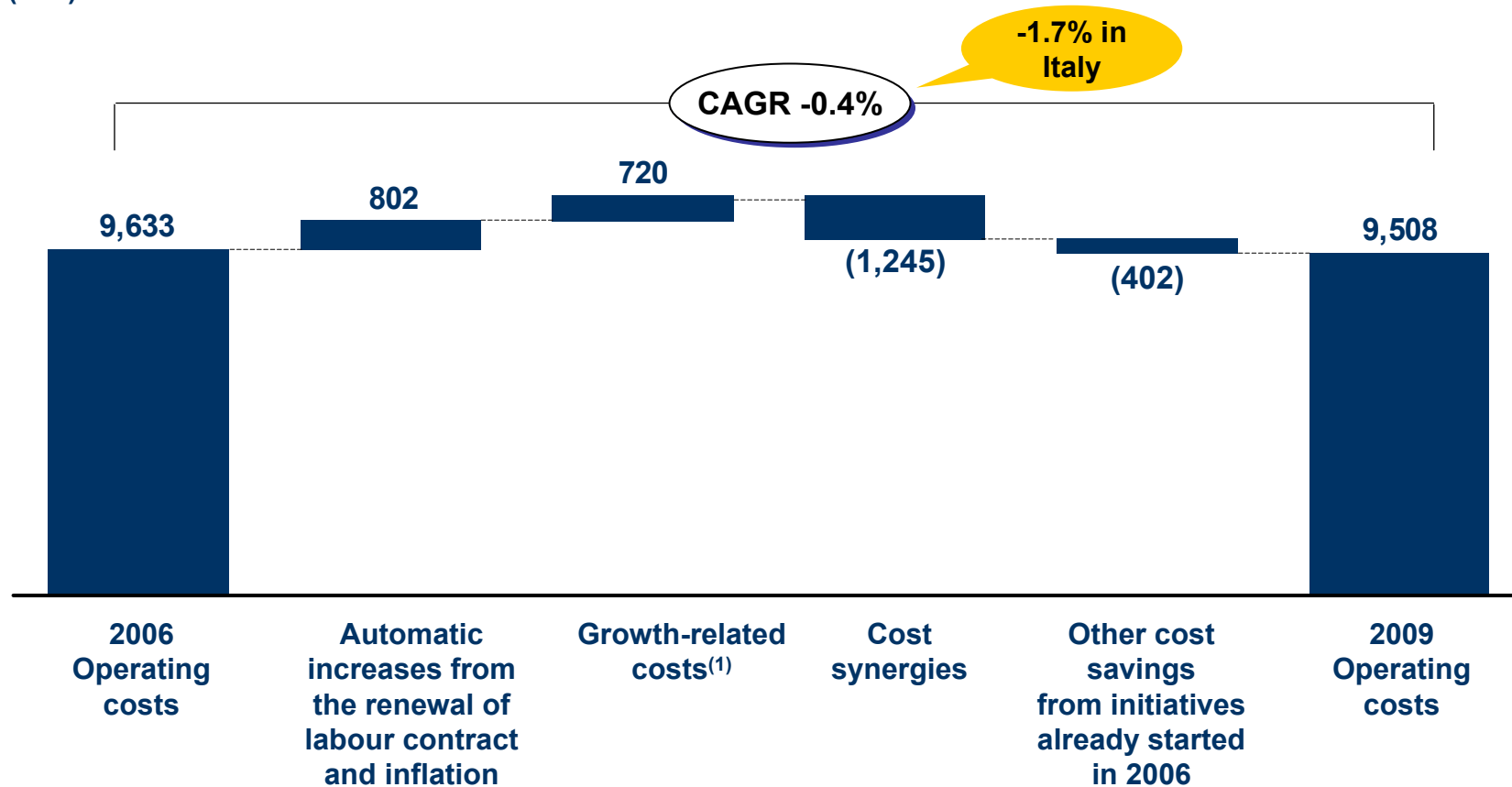
To reach levels of excellence in cost management while guaranteeing significant investment for growth

- **42% Cost/Income ratio target in 2009**
- **Increase of €720m in costs due to development initiatives in the three years**
- **€3.4bn in investments for development in the three years 2007-2009**
- **Cost synergies of €1,245m in 2009, €265m higher than estimated in the Merger Project, in addition to €402m of further reduction costs from initiatives already started in the two Banks**
- **€1.6bn non-recurring Integration charges, of which €0.9bn already accounted for in 2006**

# Costs and investments aimed at growth and efficiency (2/2)

Breakdown of the contribution to the 2009 vs 2006 variation in Operating costs

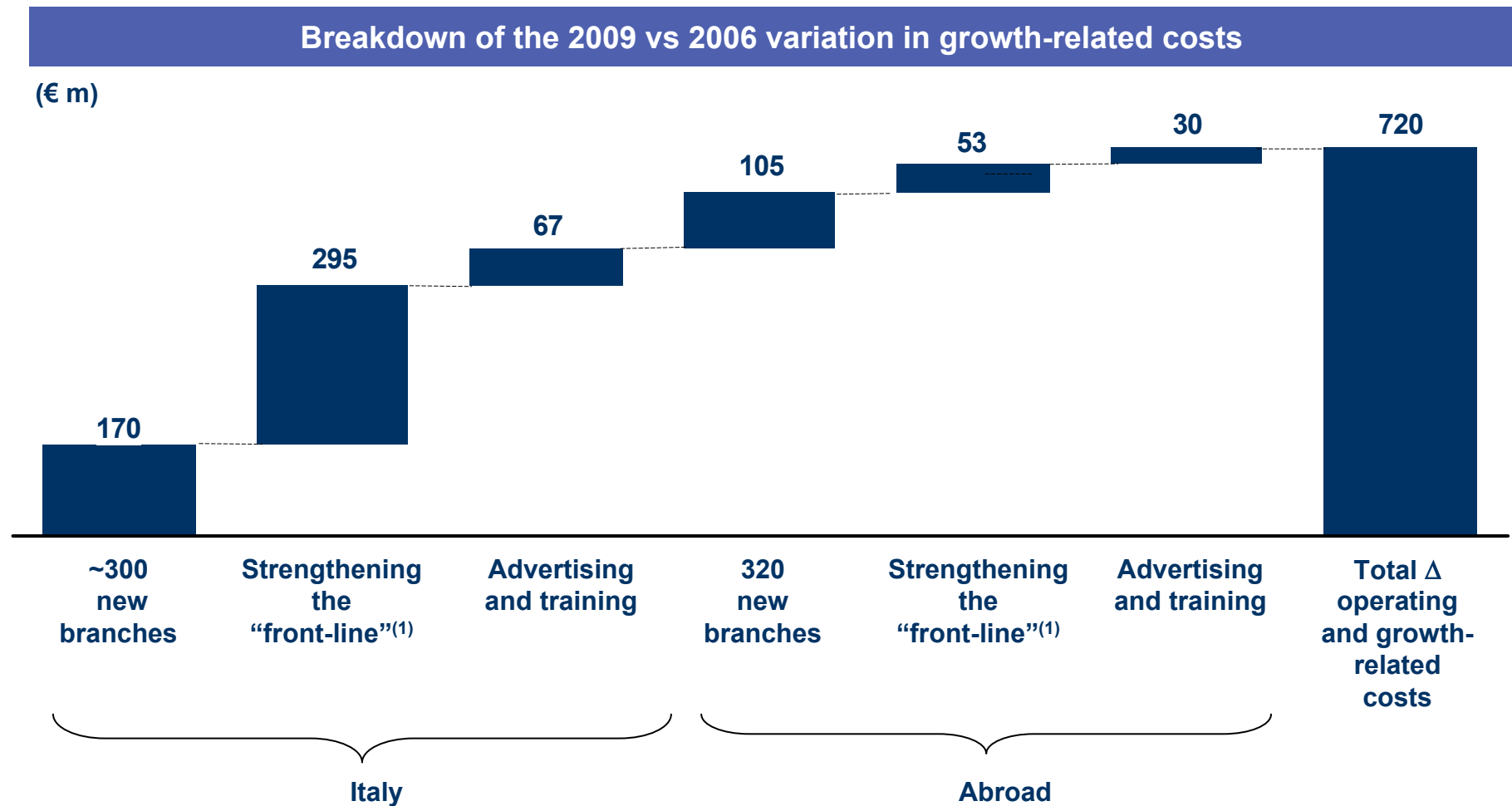
(€ m)



Figures may not add up exactly due to rounding differences

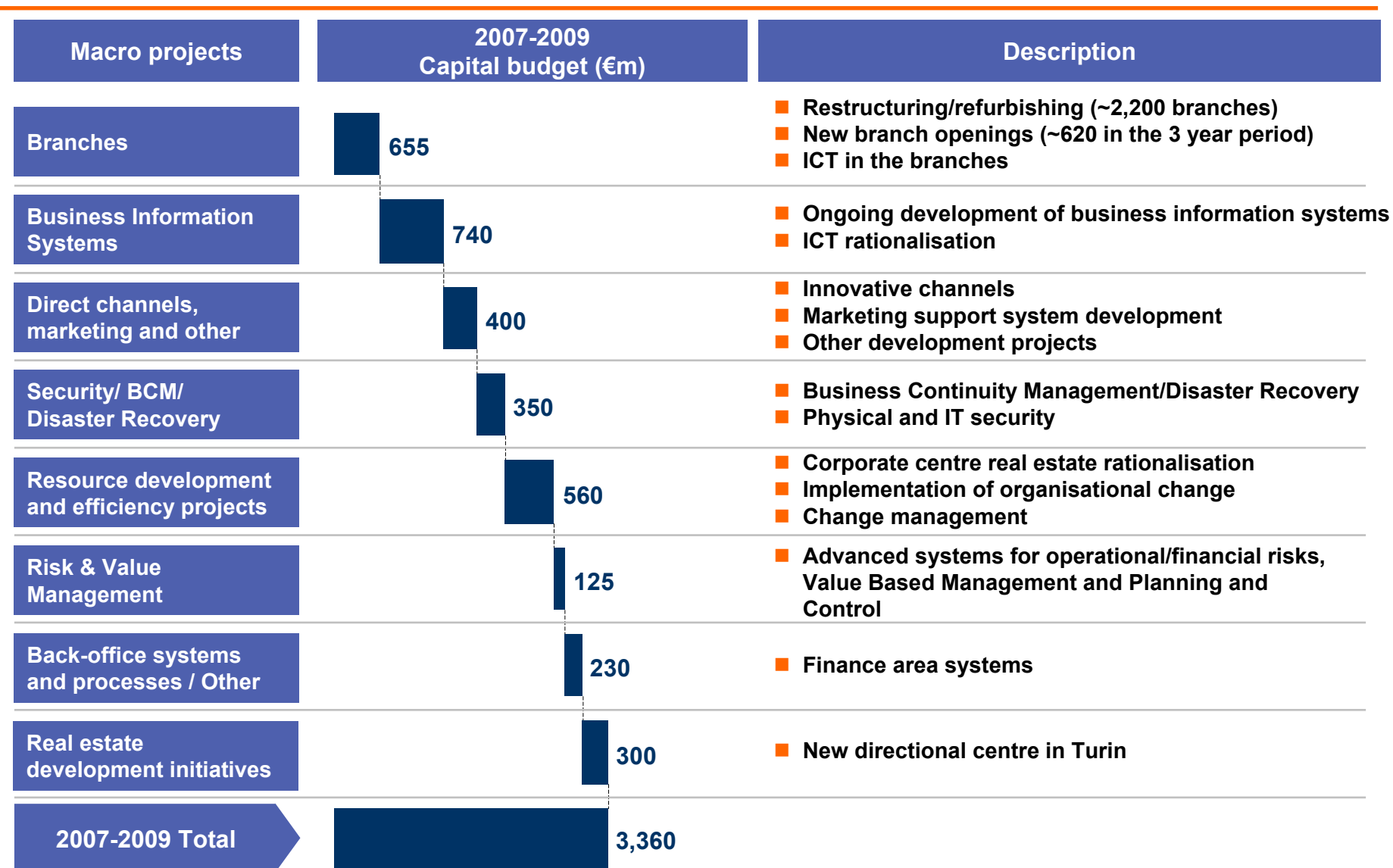
(1) Including €49m of higher depreciation

# Increase in growth-related costs

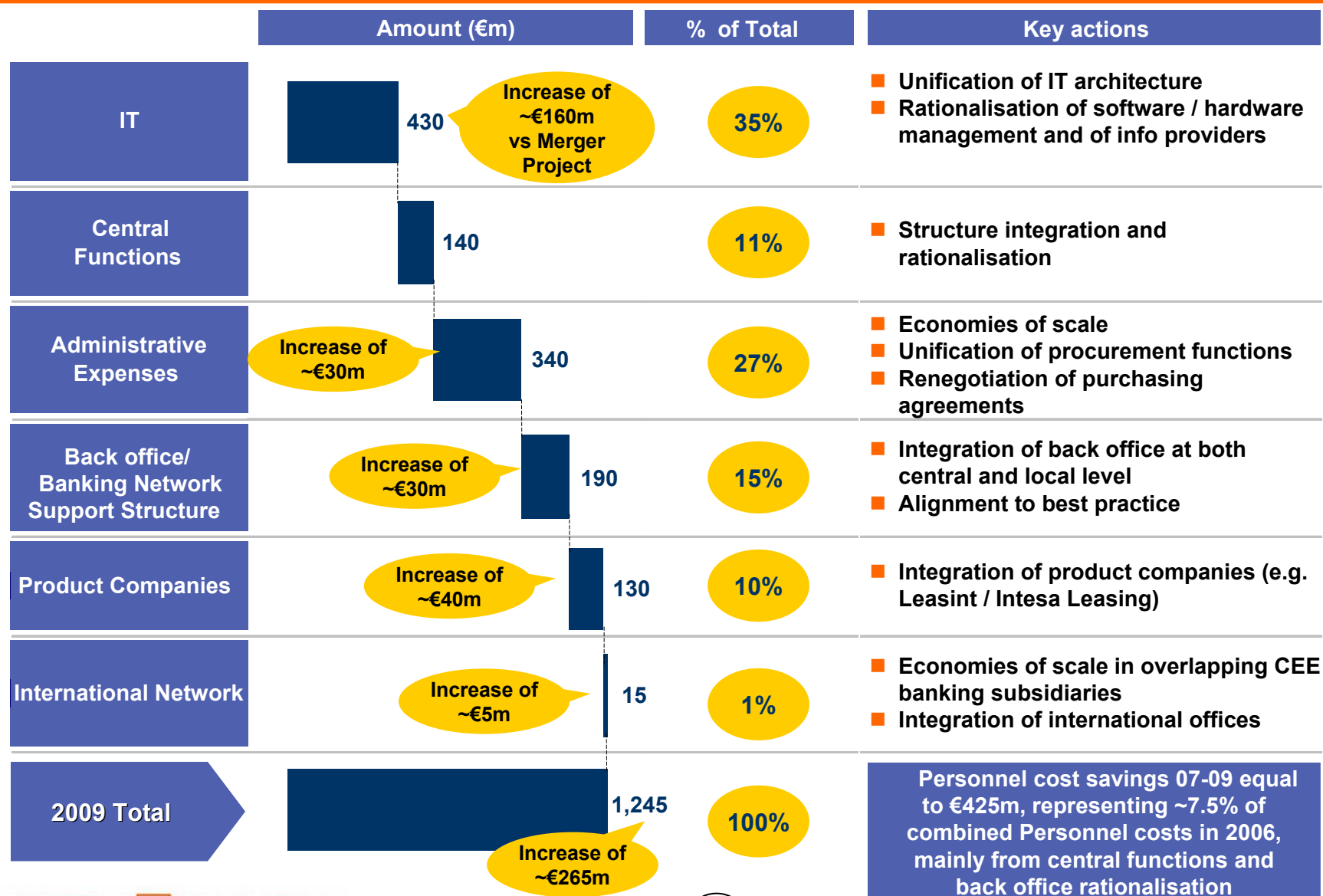


(1) Includes personnel (back office and other roles) re-trained for customer facing roles and new hires of commercial resources

# €1.1bn a year in investments for growth

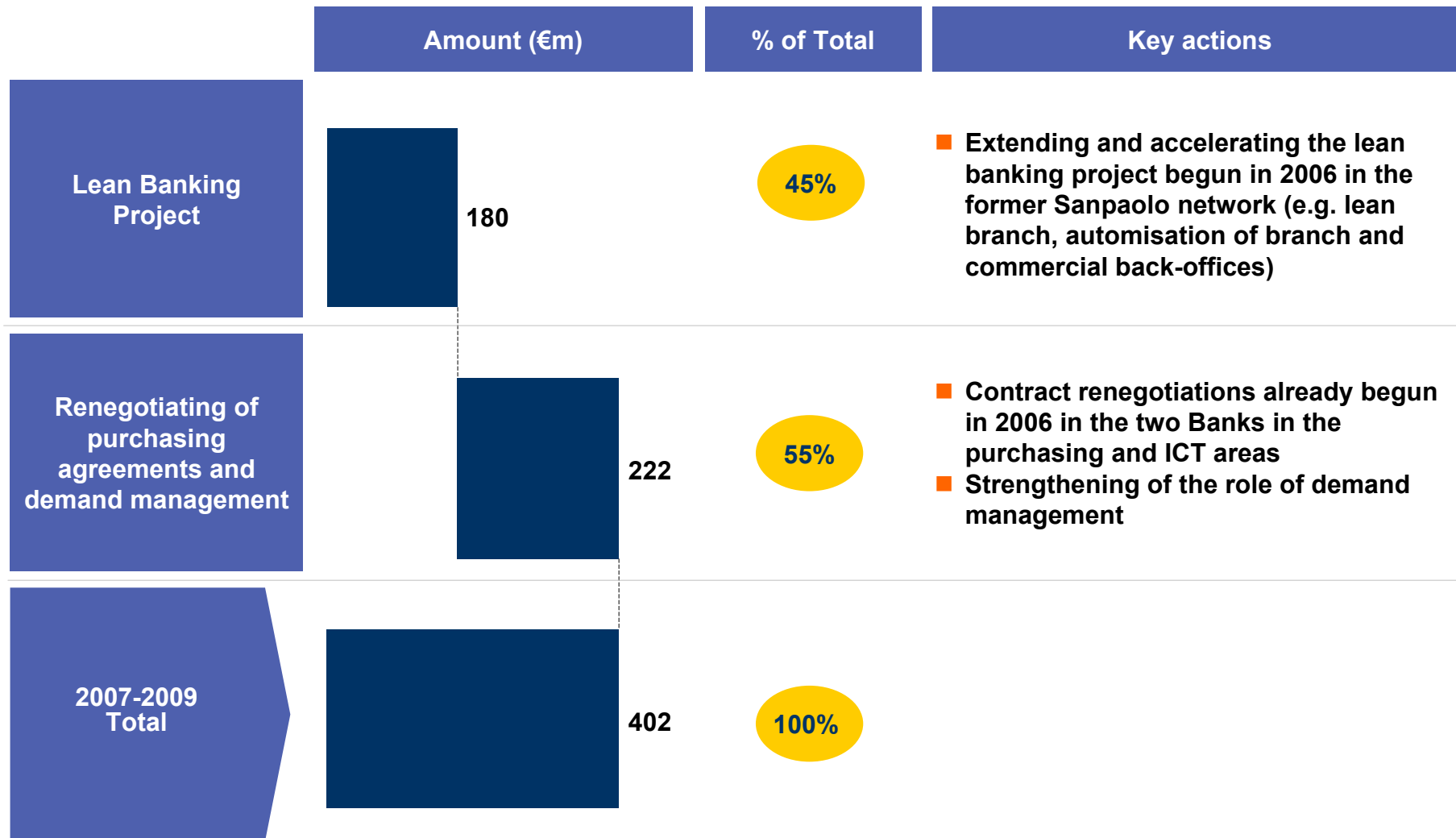


# €1.2bn cost synergies, ~€265m higher than estimated in the Merger Project

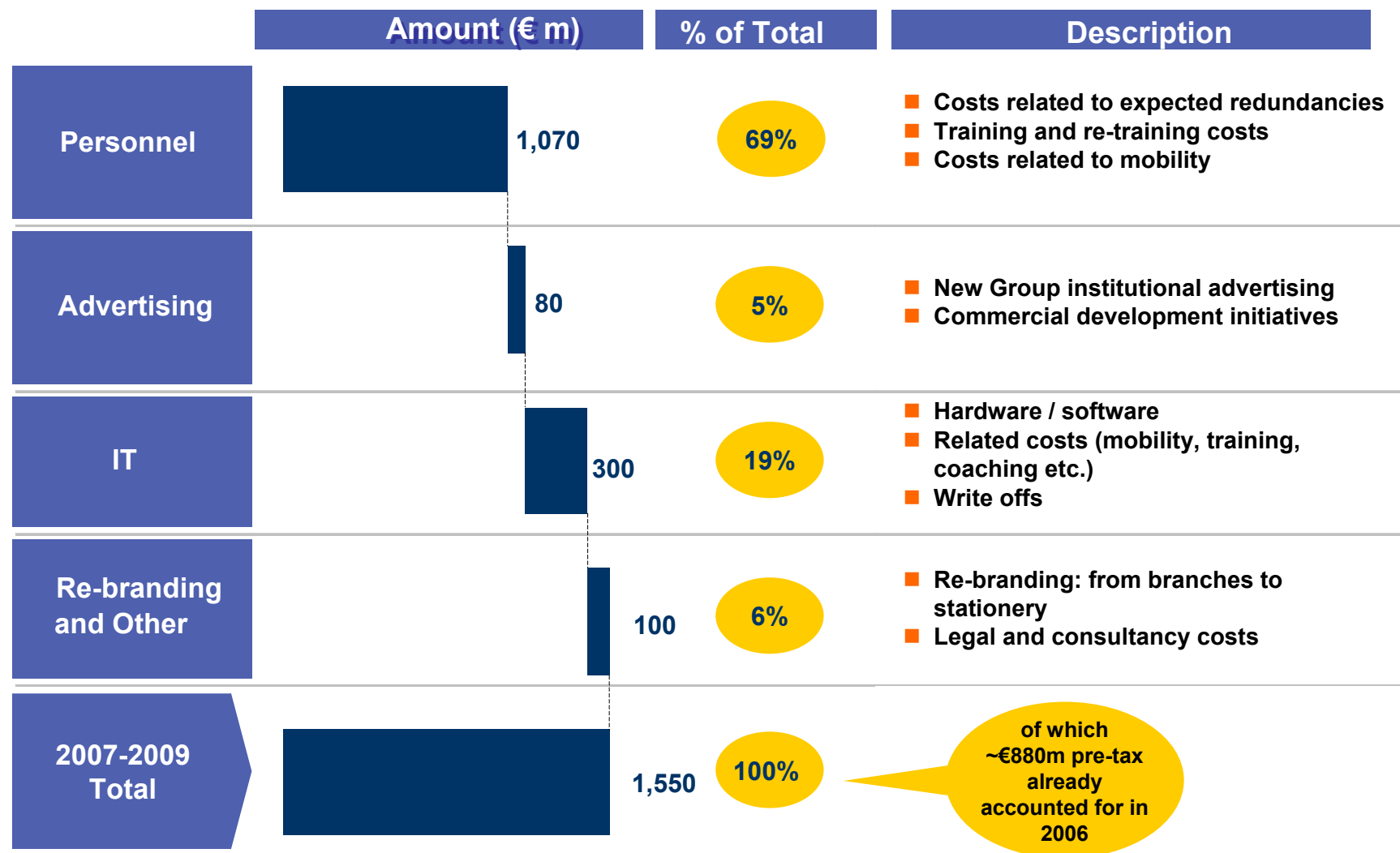




# ~€0.4bn of cost savings coming from initiatives already started in 2006



# €0.9bn for non-recurring Integration charges already accounted for in 2006



# Agenda

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5

**Optimisation of risks, shareholdings and real estate portfolio**

6

Further strategic options (not included in the Business Plan)

7

Significant benefits for all stakeholders

# Optimising risk management

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## Credit risk

- Extension of risk adjusted pricing models to all business divisions and customer segments
- Optimisation of portfolio mix, through use of market instruments to actively manage exposure to single client positions, business sectors and geographical areas

## Market risk

- Extension to the whole Group of internal model for maturity hedging
- Extension to the whole Group of the internal model for market, issuer and counterparty risk

## Operational risk

- Extension to the whole Group of the internal model
- Active management of insurance coverage

*Leveraging on best practice in Risk Management and on an organisational model based on integrated risk return management*

# Rationalising shareholdings and real estate portfolio

---

## Shareholdings portfolio

- Current book value of the shareholdings' portfolio amounts to ~€10bn
- Sale of non strategic shareholdings for a total amount of ~€3-4bn

## Real estate portfolio

- Current real estate book value amounts to ~€6bn (of which ~€5bn in Italy)
- Rationalisation of spaces for ~400,000 sqm (~10%)
- Investment in the new directional centre in Turin, entirely financed through the disposal of assets for an amount of ~€300m

# Agenda

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1

First phase of integration completed with total success

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2007-2009 Business Plan envisages objectives for strong value creation

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4

Costs and investments aimed at growth and efficiency

5

Optimisation of risks, shareholdings and real estate portfolio

6

**Further strategic options (not included in the Business Plan)**

7

Significant benefits for all stakeholders

# Strategic options not included in the Business Plan

---

Each strategic option will be evaluated from a value creation perspective

- Acquisition of local Italian banks to complete the geographical footprint
- Selected acquisitions to strengthen the position of the Group in Central-Eastern Europe and in the Mediterranean basin
- Strengthening of specific product areas also abroad
- By the end of June we will update the market on the strategic options for Eurizon Financial Group (in order to be consistent with the Merger Project - for now - the Business Plan assumes the floatation of 30%)
- The net effect of acquisitions/divestments not included in the Business Plan will be consistent with 2009 Core Tier 1 target of 6.5%<sup>(1)</sup>

*All the capital in excess of 6.5% Core Tier 1<sup>(1)</sup> in 2009 will be returned to shareholders*

<sup>(1)</sup> Basel 1

# Retail/Corporate and Italy/Abroad mix

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Retail/  
Corporate

- **The Group will maintain the current business mix (RWA: ~65% Retail and ~35% Corporate)**

Italy/  
Abroad

- **The Group will pursue a balanced international development (~20% of RWA out of Italy)**



# Agenda

---

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First phase of integration completed with total success

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Further strategic options (not included in the Business Plan)

7

**Significant benefits for all stakeholders**



# Significant benefits for all stakeholders

---

**2007-2009  
Business  
Plan**

## **IN THE COMING THREE YEARS**

**More than €100bn new loans to the economy**

**More than €18bn dividends<sup>(1)</sup> to the shareholders**

**More than €18bn in salary and social security contributions**

**More than €12bn purchases/investments**

**More than €10bn taxes<sup>(2)</sup>**

*(1) To be paid in 2007-2008-2009-2010*

*(2) Only from the taxes paid on its profits for the period*

# Closing remarks

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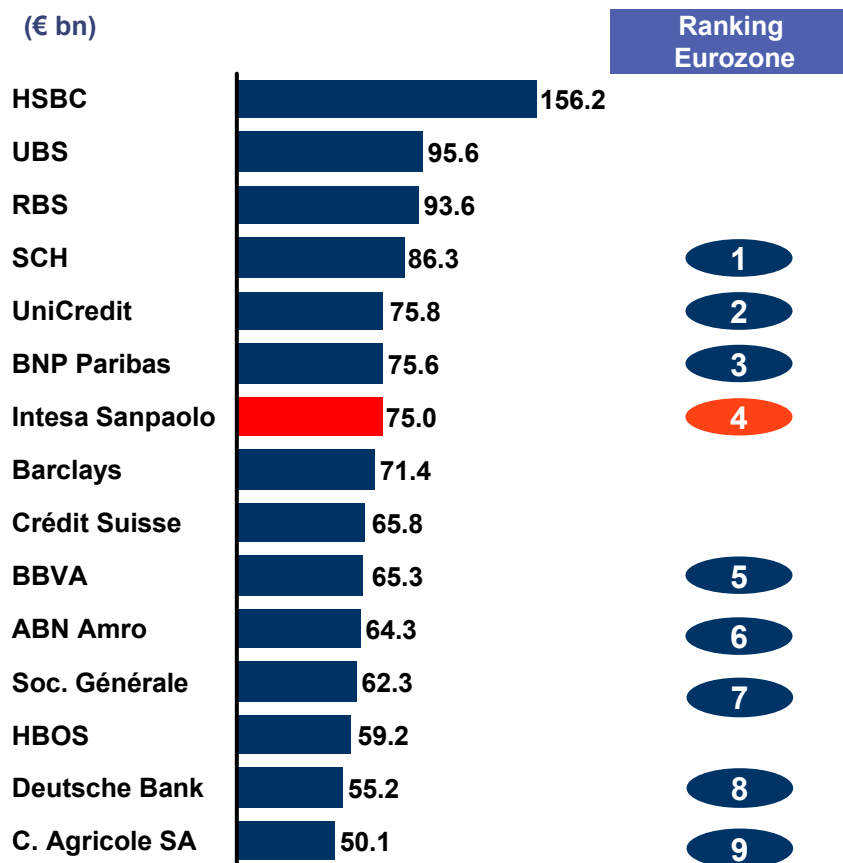
- **Intesa Sanpaolo is already today one of the leading banks in Europe**
- **2006 results of both Banca Intesa and Sanpaolo IMI represent a solid starting point for the new Group**
- **The first phase of integration has been successfully completed**
- **The Group will create significant value in the coming years**
- **2009 targets are in line with best in class benchmarks**
- **2007-2009 Business Plan is based on**
  - **sustainable growth in all business areas**
  - **costs and investments aimed at growth and efficiency**
  - **optimisation of risks, shareholdings and real estate portfolio**
- **Intesa Sanpaolo will leverage on further strategic options not included in the Business Plan**
- **The creation of Intesa Sanpaolo will generate significant benefits for all its stakeholders**

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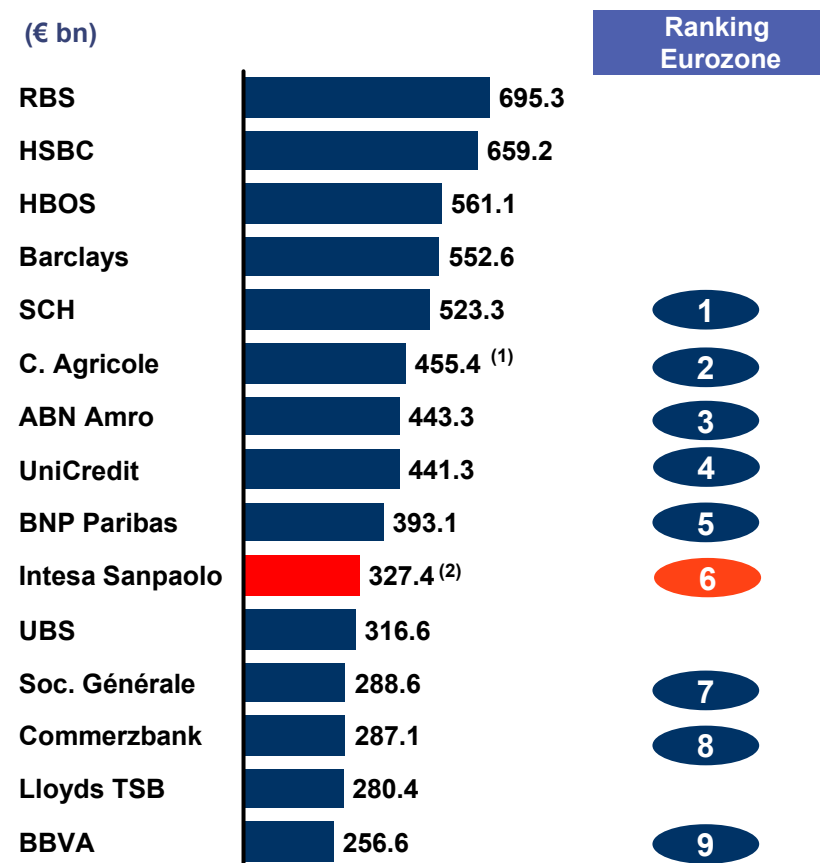
# Appendix

# One of the leading Banking Groups in Europe

## Market capitalisation as at 13.04.2007



## Loans to customers as at 31.12.2006



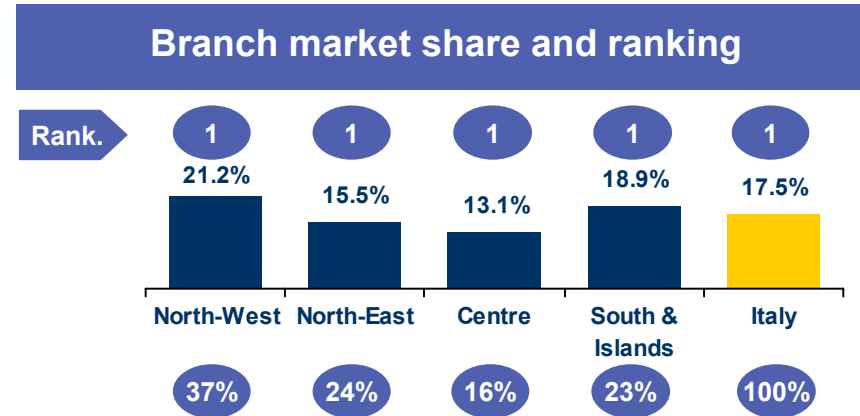
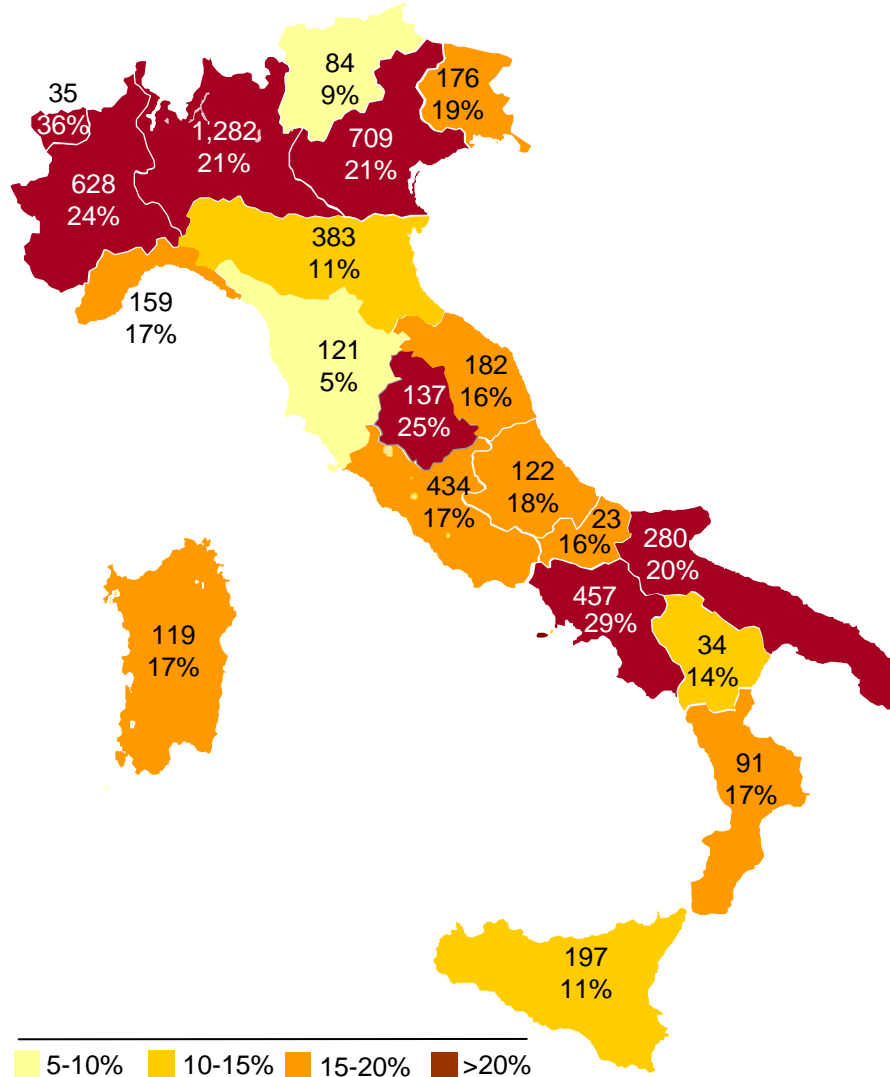
**~18 million clients, of which ~11 million in Italy and ~7 million abroad**

Source: 2006 Annual Reports. Sample including publicly traded European banking groups except for ING and Fortis (characterised by significant insurance business)

(1) As of December 2005

(2) Pro-forma to include the effects of the transactions with Crédit Agricole

# Unique customer reach in Italy



#### ■ Largest domestic branch network

- branches: ~5,700
- market share: 17.5%
- clients: ~11 million

#### ■ Best branch footprint in Italy

- market share >15% in 15 regions out of 20

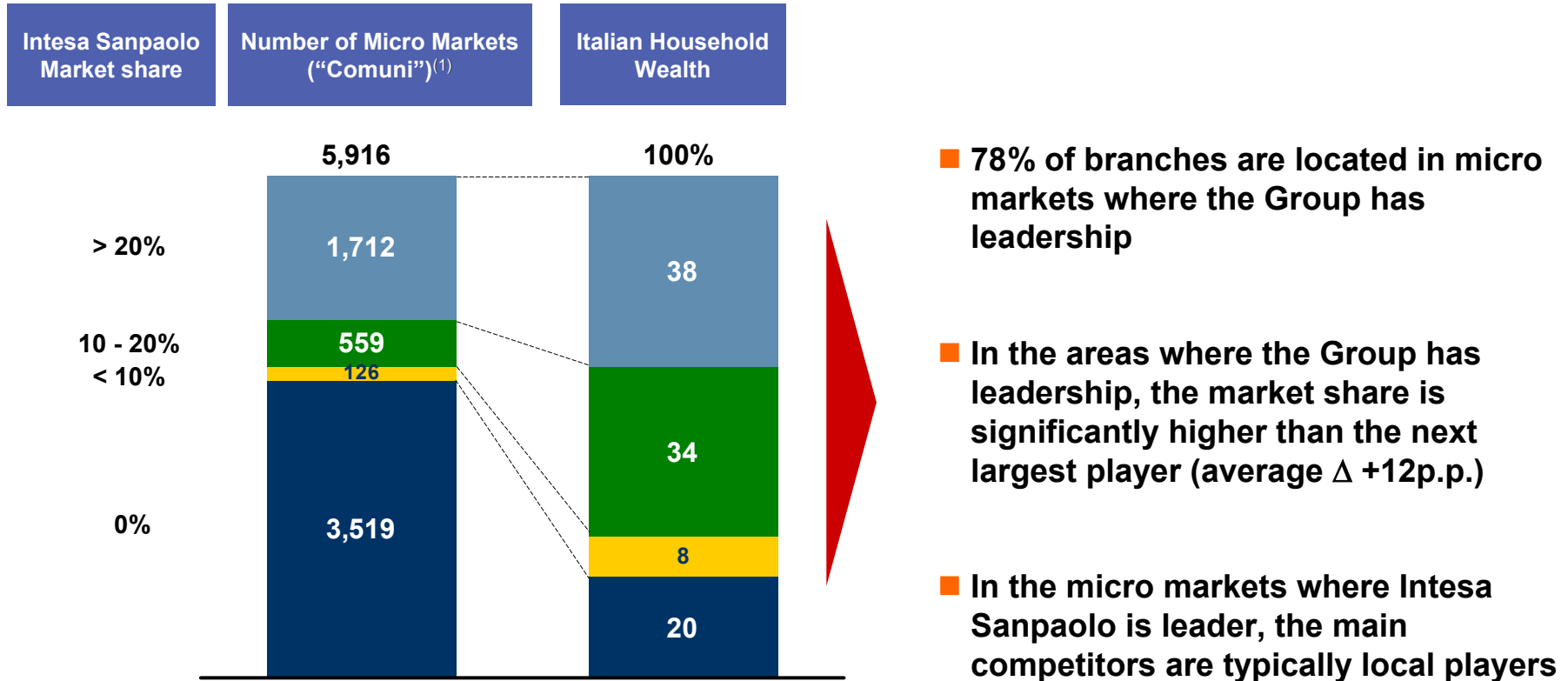
#### ■ Leveraging on historical local brands as well as on a strong national brand

#### ■ Scale effect in almost all activities

5-10% 10-15% 15-20% >20%

Source: Bank of Italy for market shares. Data as of 2006 year-end pro-forma to include the effects of the transactions with Crédit Agricole

# High penetration of local markets in Italy, particularly in the wealthiest areas



**National leader with strong local reach**

Source: Istat, Bank of Italy. Data as of 2006 year-end pro-forma to include the effects of the transactions with Crédit Agricole  
 (1) With at least one banking branch

# Undisputed leadership in Italy in all main areas of business

Product/Segment	Market Share (%)	Ranking (#)	Δ vs next largest player
Asset management	31.6 <sup>(1)</sup>	1	+16.0p.p.
Foreign trade settlements	27.0	1	+13.3p.p.
Public finance	25.5 <sup>(2)</sup>	1	n.a.
Bancassurance	24.6	1	+11.5p.p.
Factoring	24.3	1	+9.1p.p.
Direct customer deposits	20.4	1	+9.9p.p.
Loans to customers	20.4	1	+10.1p.p.

Source: 2006 Annual Reports, Bank of Italy, UIC, ANIA, Assifact, Assogestioni

Note: Data as of 2006 year-end pro-forma to include the effects of the transactions with Crédit Agricole except for foreign trade settlements (June 2006). Market shares based on the following metrics: for asset management, mutual funds; for foreign trade settlements, total value of payments (goods); for bancassurance, new life premiums; for factoring, cumulated turnover

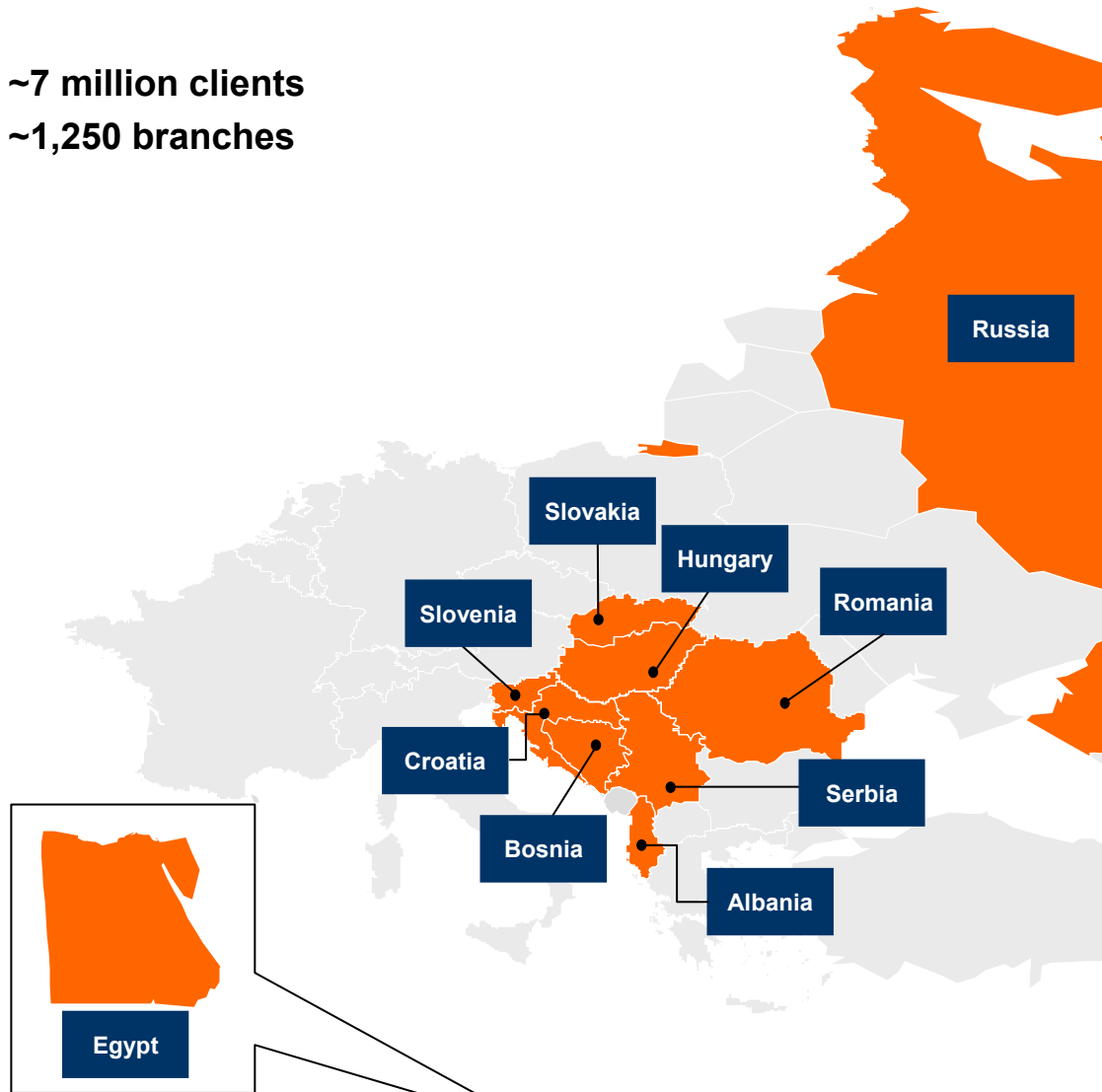
(1) Mutual funds, including assets under management of former Nextra

(2) Only loans of BIIS and Banca OPI



# Significant presence in Central-Eastern Europe, CIS<sup>(1)</sup> and Southern Mediterranean countries

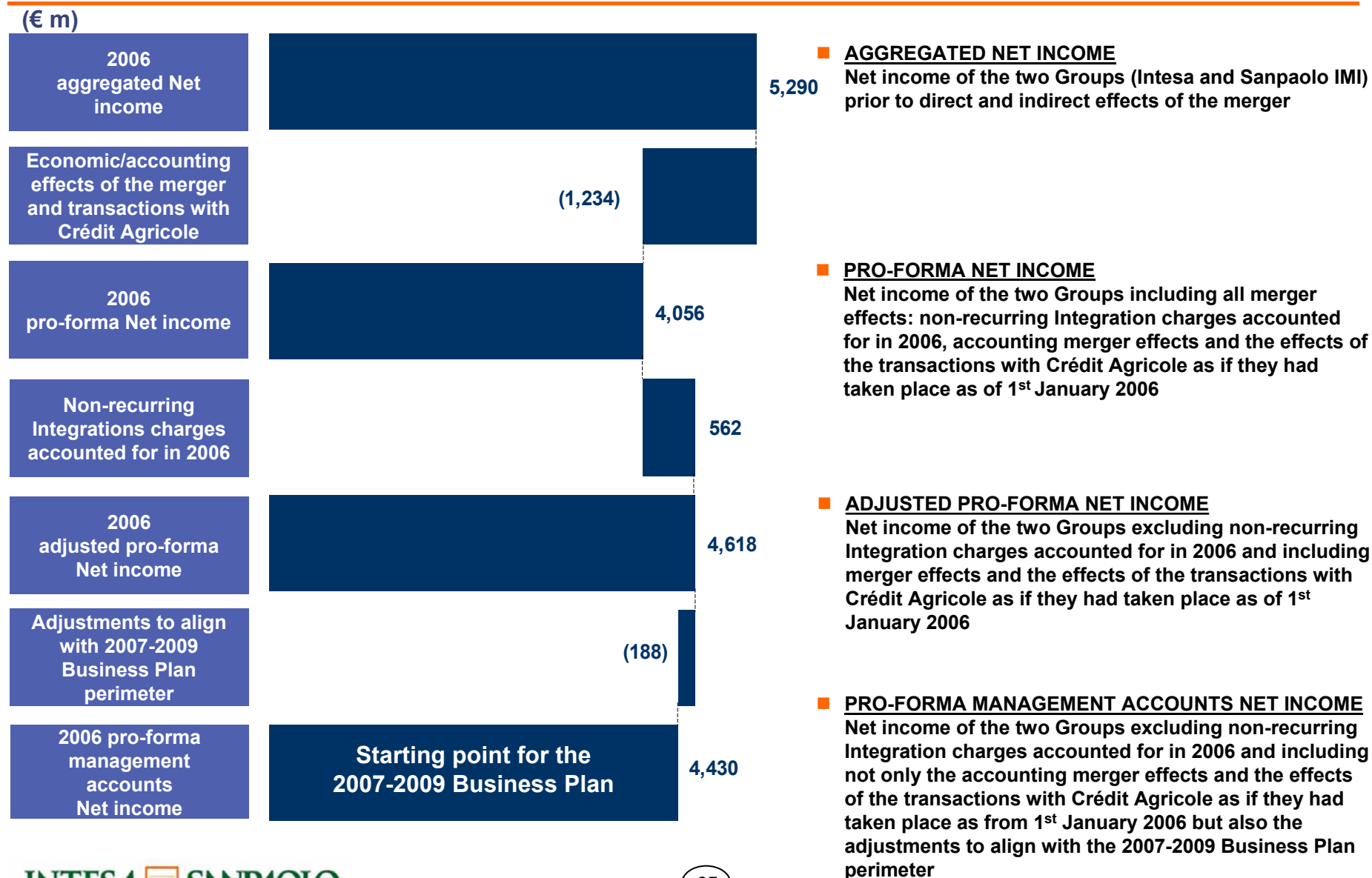
- ~7 million clients
- ~1,250 branches



ALBANIA – Ranked 2 <sup>nd</sup> ABA - BIA
CROATIA – Ranked 2 <sup>nd</sup> PBZ
SERBIA - Ranked 2 <sup>nd</sup> BIB - Panonska
SLOVAKIA - Ranked 2 <sup>nd</sup> VUB
HUNGARY - Ranked 2 <sup>nd</sup> CIB - IEB
EGYPT - Ranked 4 <sup>th</sup> Bank of Alexandria
BOSNIA HERZEGOVINA Ranked 5 <sup>th</sup> - UPI - LTG
SLOVENIA - Ranked 7 <sup>th</sup> Banka Koper
ROMANIA - Ranked 22 <sup>nd</sup> Sanpaolo IMI Bank Romania
RUSSIA – SME Specialist KMB

(1) CIS = Commonwealth of Independent States

# The 2006 results of the new Group represent a solid starting point for the 2007-2009 Business Plan



# The starting point of the 2007-2009 Business Plan takes into account the merger accounting effects and the new Group perimeter

(€ m)	Intesa Sanpaolo 2006 pro-forma adjusted <sup>(1)</sup>	Further Antitrust commitments in addition to the transactions with Crédit Agricole	Eurizon Financial Group, ABA, BIA, BoA, CR Forlì, Panonska Banka, and other <sup>(2)</sup>	Intesa Sanpaolo 2006 pro-forma management accounts <sup>(3)</sup>
Operating income	18,405	(317)	365	18,453
Operating costs	(9,673)	215	(175)	(9,633)
Cost/Income (%)	52.6%	(0.3)%	(0.1)%	52.2%
Income before tax	7,284	(86)	149	7,347
→ Net income	4,618	(54)	(134)	4,430
Core Tier 1 ratio <sup>(4)</sup>	8.0% <sup>(5)</sup>	0.3%	0.3%	8.6%
Tier 1 ratio <sup>(4)</sup>	8.8% <sup>(5)</sup>	0.3%	0.3%	9.4%
Total ratio <sup>(4)</sup>	11.9% <sup>(5)</sup>	0.3%	0.4%	12.6%
RWA	352,101	(2,826)		349,275

■ 2006 pro-forma management accounts figures take into account

□ Implementation of Antitrust commitments to dispose of 197 branches and of a business line for the production and management of life policies represented by 1,133 branches, as if these commitments had effect as from 1<sup>st</sup> January 2006

□ Inclusion as from 1<sup>st</sup> January 2006 of American Bank of Albania (ABA), Banca Italo Albanese (BIA), Bank of Alexandria (BoA), Cassa dei Risparmi di Forlì (CR Forlì) and Panonska Banka data

□ Assumption of floatation of 30% of Eurizon Financial Group, in line with the assumption made in the Merger Project (the decision will be taken in the coming three months)

(1) Data pro-forma excluding non-recurring Integration charges accounted for in 2006

(2) Other = Discontinued operations (Tax collection and Intesa Renting)

(3) Data pro-forma consistent with the 2007-2009 Business Plan perimeter

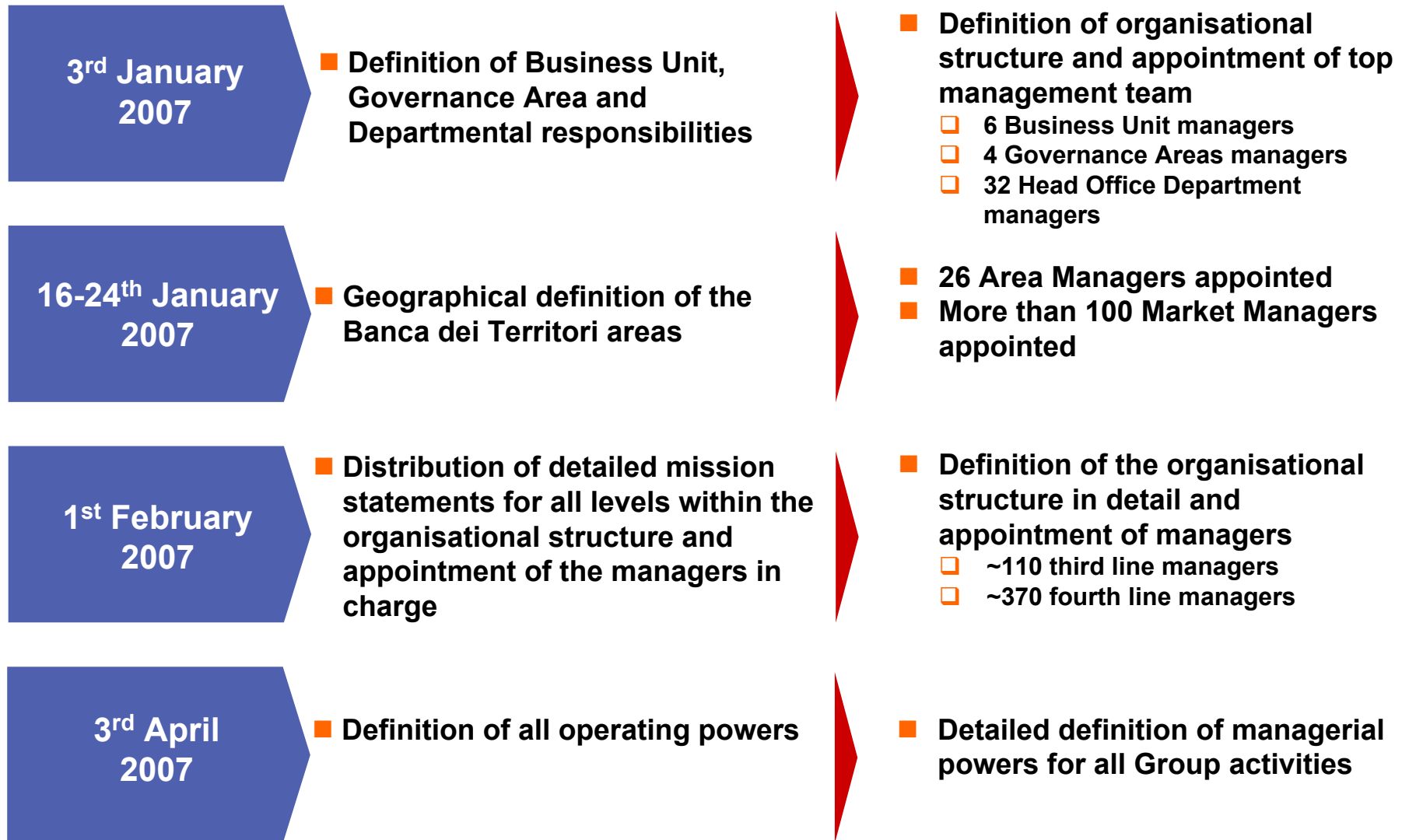
(4) Including non-recurring Integration charges accounted for in 2006

(5) Calculated on the assumption of an "ordinary dividend" of 22 euro cents to ordinary shares and of 23.1 euro cents to saving shares equal to that distributed by Banca Intesa for 2006

2007-2009  
Business Plan  
starting point

# Clear definition of responsibilities and managerial powers from the outset

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# Banca dei Territori

Retail – Innovation of the service model and simplification of the operations

## Key actions

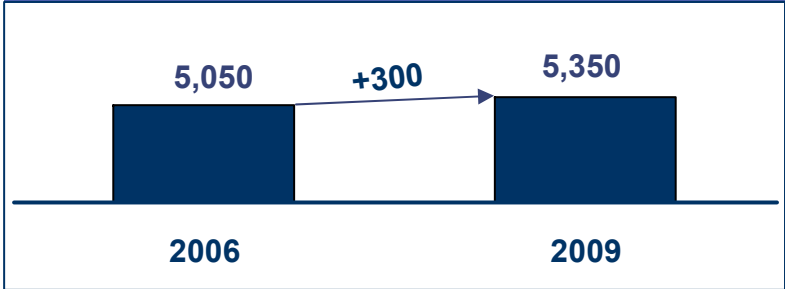
### Strengthening distribution channels

- 300 new branches
- Strengthening direct channels
- Reinforcing the commercial front-end with resources released by the integration and the lean operating processes

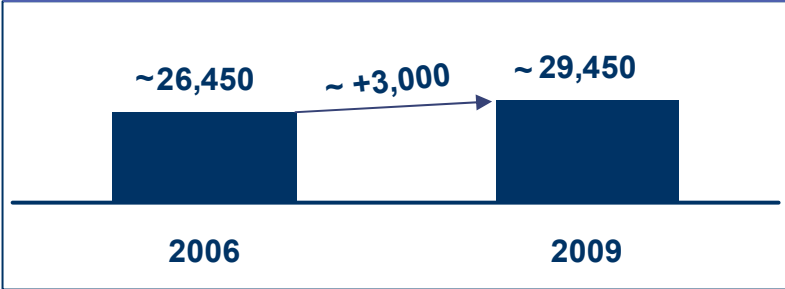
### Simplifying banking operations

- “Lean branch” project aimed at freeing up commercial time by moving part of transactional business from the branch to direct channels
- Extension of the new ATM model to all the network
- Simplification of procedures through the introduction of simplified processes and automatism of low value added activities
- Alignment of branch layout

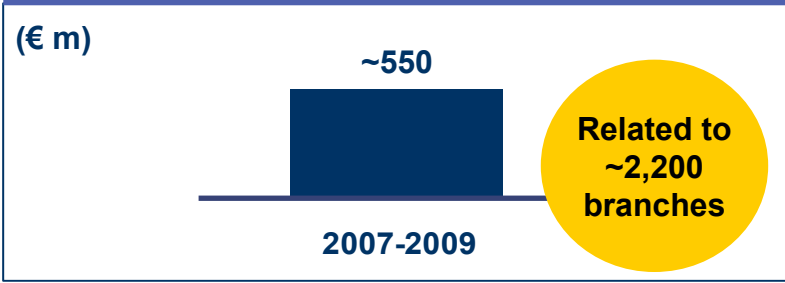
## Number of branches



## Number of commercial resources



## Investments on branches



# Banca dei Territori

## Retail – Increase customer base and volumes

### Key actions

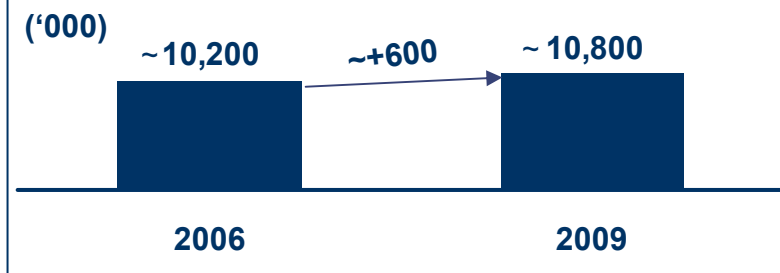
#### Increase customer base

- Alignment to the best commercial practices on the territory
- Full adoption of tools for customer analysis and to prevent churn
- Diffusion of initiatives aimed at customer retention
- Launch of new products with strong “entry product” characteristics

#### Increase volumes

- Leveraging on the “Banca dei Territori” model to guarantee
  - client proximity
  - timely responses to customer needs
- Launch of new products according to the policy of “only the best product” for the customers

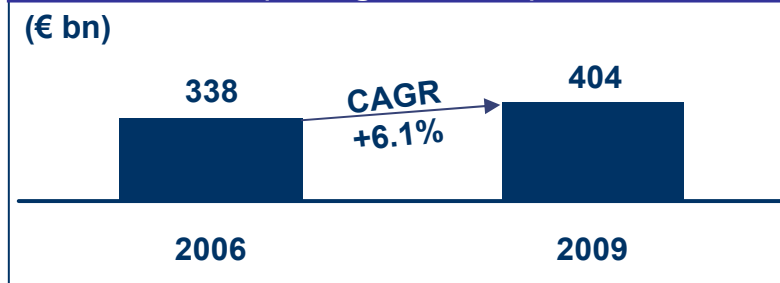
### Number of clients



### Loans<sup>(1)</sup> (average volumes)



### Total customer administered funds (average volumes)



Figures may not add up exactly due to rounding differences

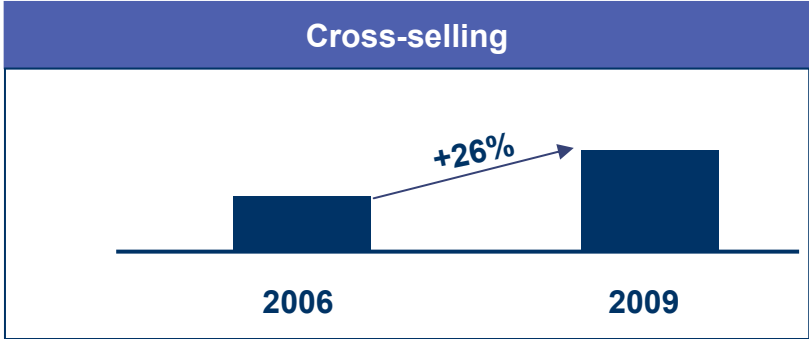
(1) Including consumer credit

# Banca dei Territori

## Retail – Increase customer penetration and cross-selling

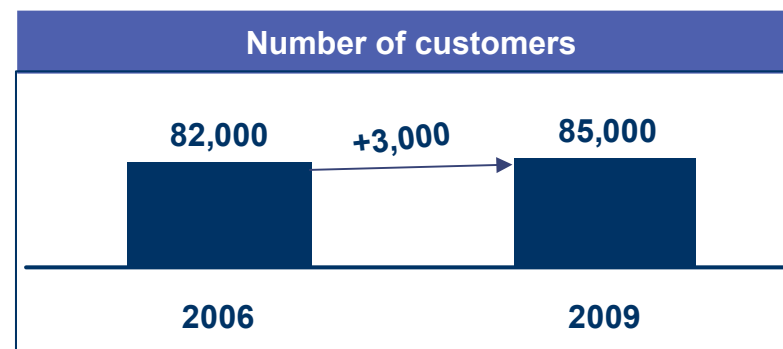
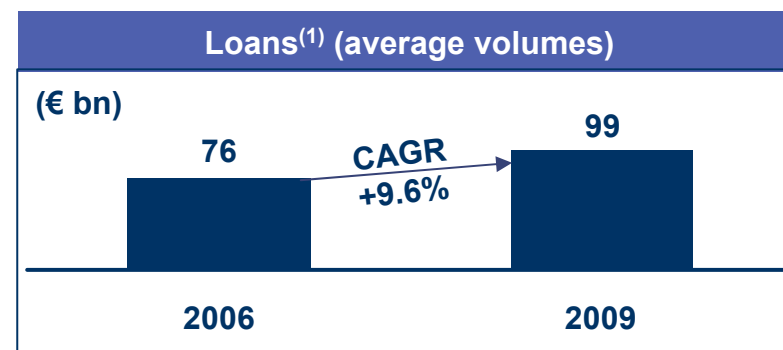
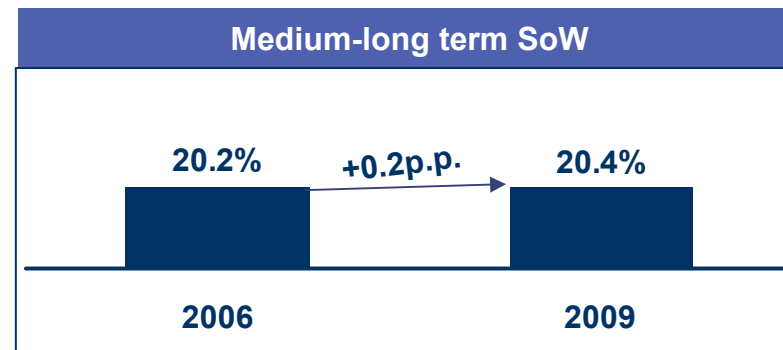
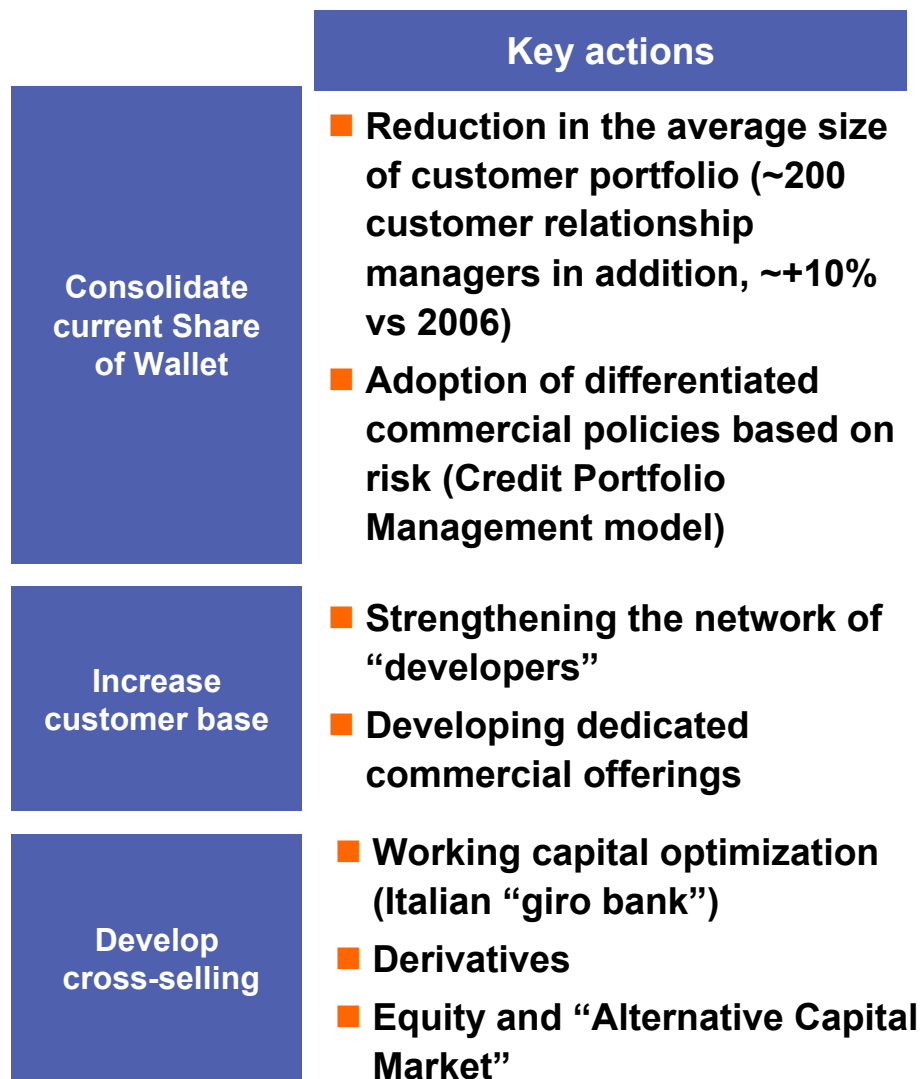
	Key actions
Increase penetration	<ul style="list-style-type: none"> <li>■ Transferring the best commercial experiences available in the two former Banks</li> <li>■ Extending the best products</li> <li>■ Enhancing the offering thanks to the launch of new products</li> </ul>
Increase cross-selling	<ul style="list-style-type: none"> <li>■ Cross-selling increase through                             <ul style="list-style-type: none"> <li>□ focus advertising campaigns</li> <li>□ product range increase</li> </ul> </li> </ul>

Average customer penetration			
	2006		2009
	Best bank	Worst bank	
■ Mortgages	15%	10%	16%
■ Mutual funds	31%	16%	27%
■ Life bancassurance	14%	13%	15%



# Banca dei Territori

## SMEs – Increase customer base and cross-selling



Figures may not add up exactly due to rounding differences

(1) Including leasing, Mediocredito and CIS

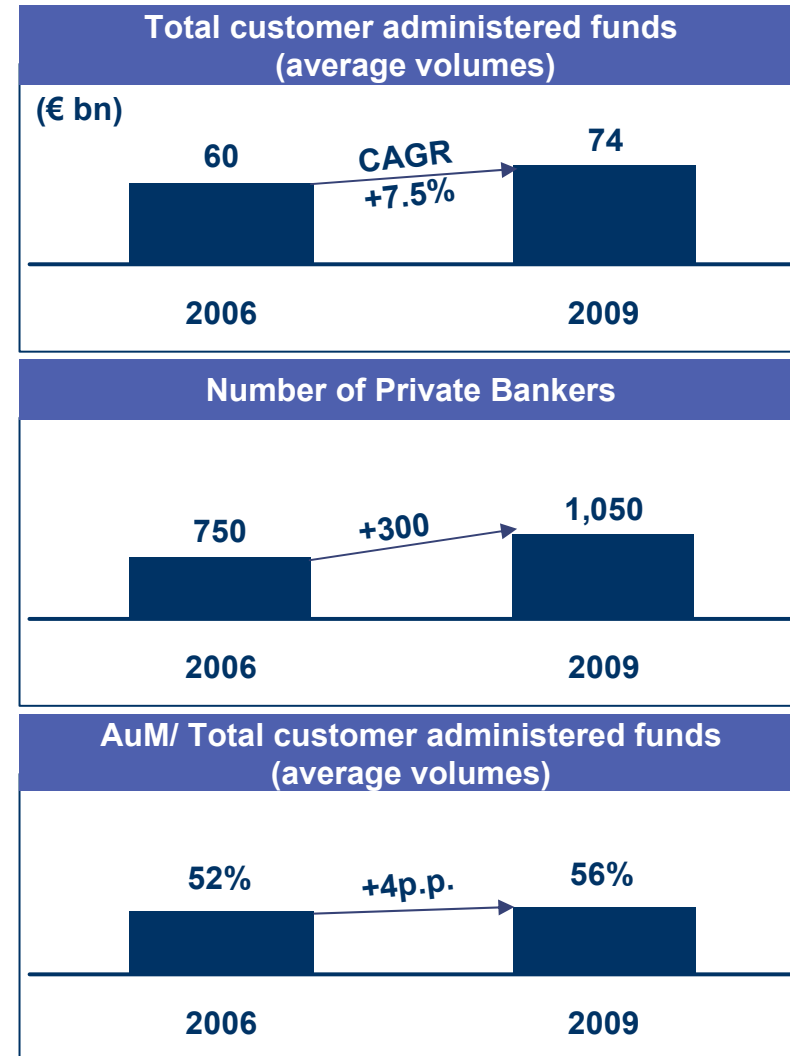


# Banca dei Territori

## Private – Integration and development

### Key actions

- Integrating Sanpaolo IMI Private into Intesa Private Banking
- Strengthening the distribution network
- Developing a new offer and a differentiated service model by customer segments based on customers' needs and assets held
- Developing an international strategy through the subsidiaries Sanpaolo Luxembourg and Sanpaolo Bank Suisse
- Rationalising fiduciary businesses



Figures may not add up exactly due to rounding differences

# Corporate & Investment Banking

Specialising in management of Corporate Relationships and Financial Institutions

## Key actions

### Corporate Relationships

- Strengthening coverage of corporate clients through increased specialisation (industry, risk)
- Leveraging on current customers' share of wallet from a cross-selling point of view

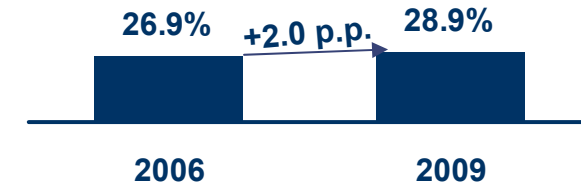
### Financial Institutions

- Reinforcing the service model with coverage differentiated according to customer segments
- New product offering and development of business in Central-Eastern Europe

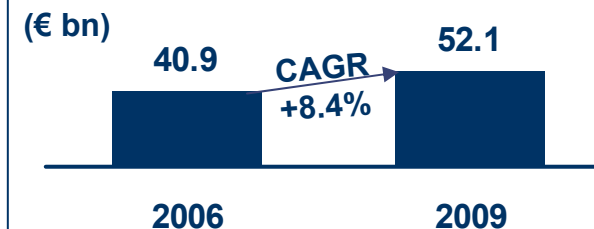
### Transaction Services

- Rationalisation of Group activities
- Development of non-captive customers
- Evaluation of international partnerships

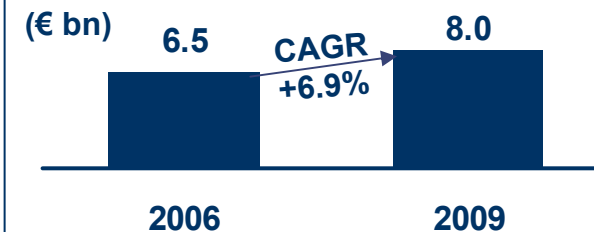
### Corporate Loans Share of Wallet



### Corporate Relationships Loans (average volumes)



### Financial Institution Loans (average volumes)



Figures may not add up exactly due to rounding differences

# Corporate & Investment Banking

## Developing Foreign Network, Factoring and Merchant Banking

### Key actions

#### Foreign Network

- Removing overlaps
- Developing relationships with Multinational and Mid Corporate customers in strategic industries and countries
- Sustaining internationalisation of Italian companies through a dedicated unit based in Padua

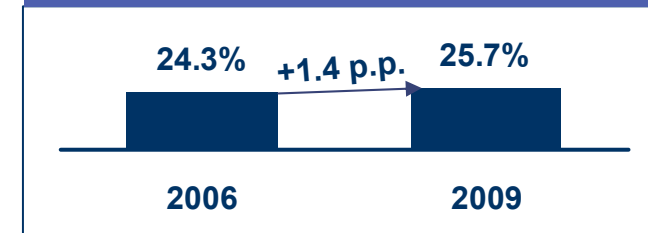
#### Factoring

- Extending former Banca Intesa offering to former Sanpaolo IMI customers

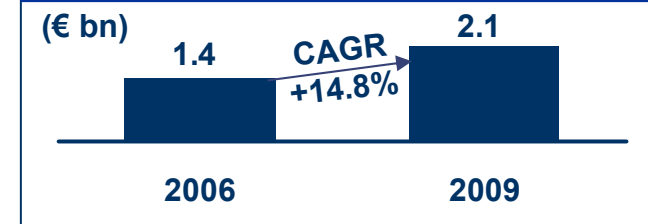
#### Merchant Banking

- Reinforcing further Merchant Banking business
- Entering innovative financing business (i.e. mezzanine)

#### Factoring market share



#### Trade Finance – Loans (average volumes)



Figures may not add up exactly due to rounding differences

# Corporate & Investment Banking

## Leadership in Capital Markets and Investment Banking

### Key actions

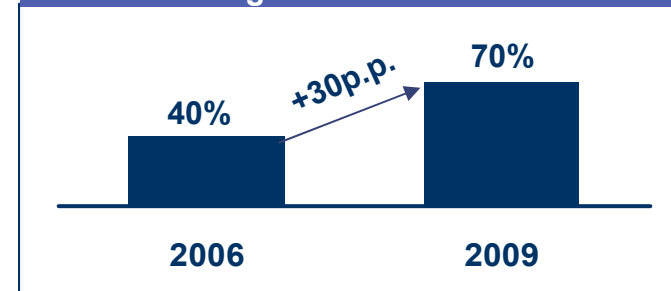
#### Investment Banking

- Concentrating activities in the “new” Banca IMI
- Increasing Corporate customers penetration on M&A and Structured Finance
- Renovating current offering to Financial Institutions
- Creating “standardised” products for SME customers
- Increasing syndication and underwriting skills

#### Capital Markets

- Merging Banca Caboto-Banca IMI and rationalising operations/IT
- Retail/Private: best partner of Banca dei Territori in developing and managing the investment services offer
- SMEs: fine-tuning service model with a series of stock products with standardised sale processes
- Mid-Large Corporate and Public Administration: best advisor and developer of customised solutions on innovative services
- Institutional: develop activity of reseller to Italian and foreign banks leveraging on the service model developed with the branch networks of the Group and develop Italian and foreign Financial Institution client base

#### Capital Markets Penetration on target customers <sup>(1)</sup>



#### Market positioning on Structured Finance products

##### Ranking as Mandated Lead Arranger

	2006	2009
Italy	1	1
EMEA	Top 30	Top 20

(1) Calculated on target customers of the Financial Institution and the Corporate Relationship segments

# Public Finance

## Main development initiatives

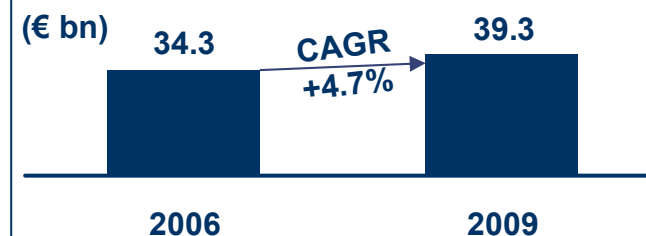
### Key actions

- **Achieving excellence in the service to the extended public sector**
  - serving thoroughly the financial needs of all parties in the extended public sector, creating a unique competence centre in Italy
  - launching initiatives dedicated to specific businesses (e.g. factoring for Public Administration, “Small Project Finance”) with specialised teams and a dedicated network
  - maximising cross-selling towards high added value products (Derivatives and Investment Banking)
- **Contributing to the development of the country financing key infrastructures, healthcare, research and project of public utility**
- **Creating new opportunities for international growth, in particular for financing public works and infrastructures in strategic focusing on Eastern Europe and the Mediterranean**
- **Actively managing the public assets portfolio through portfolio intermediation and issues of Covered Bonds**

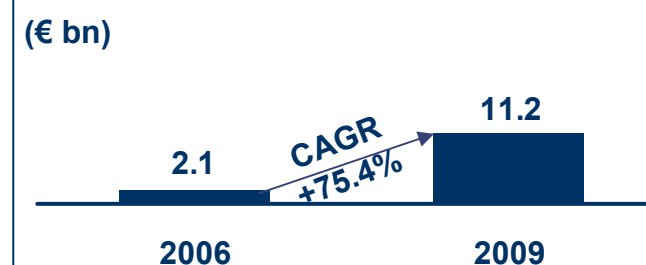
Figures may not add up exactly due to rounding differences

(1) Including loans and financing through securities

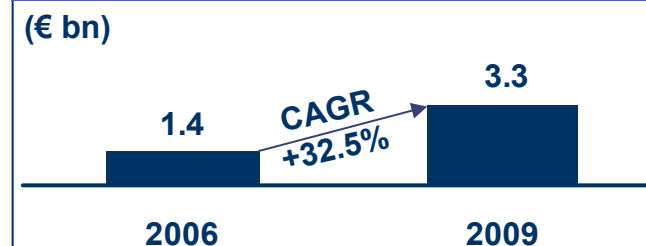
### Financing Italy<sup>(1)</sup> (average volumes)



### Foreign Financing<sup>(1)</sup> (average volumes)

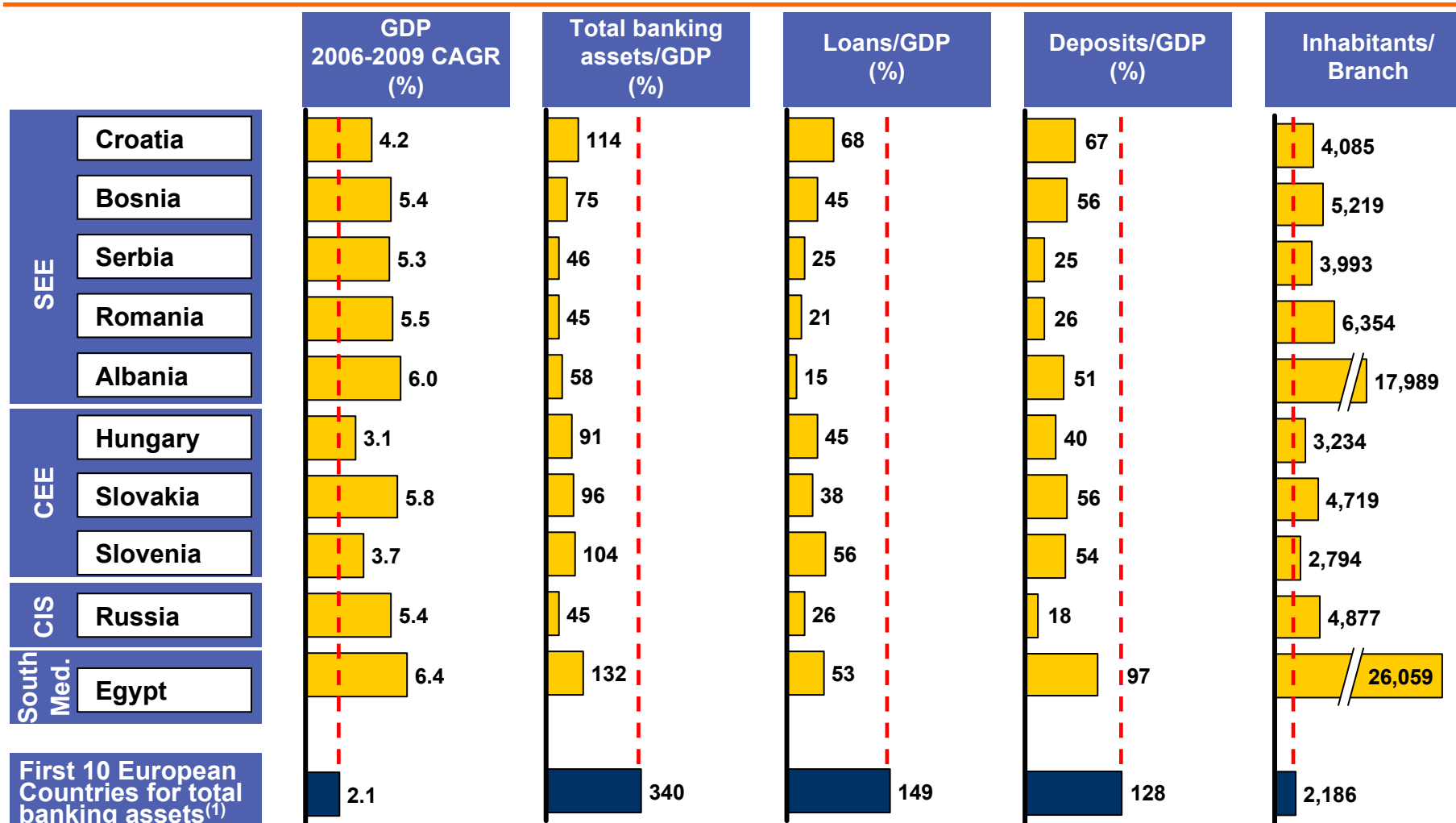


### Project Finance Financing<sup>(1)</sup> (average volumes)



# International Subsidiary Banks

## High growth potential in the markets where the Group is present



**Significant margins for sustainable growth to be aligned with the main European countries**

Source: CEE Banking Sector Report - September 2006 RZB Group, Economist Intelligence Unit, McKinsey EFIC Profitability, Global Insight -WMM  
 (1) Germany, United Kingdom, France, Italy, Spain, the Netherlands, Belgium, Luxembourg, Austria, Denmark

# International Subsidiary Banks

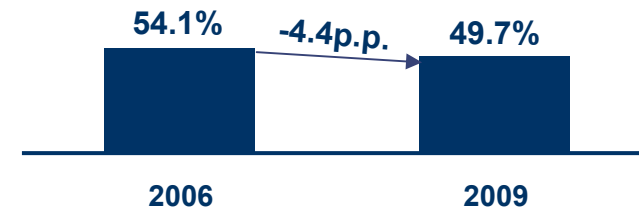
Leading banks in the consolidation phase (Hungary, Croatia, Slovakia, Serbia, Albania)

## Key actions

Consolidate the leading positions already reached aiming at excellence

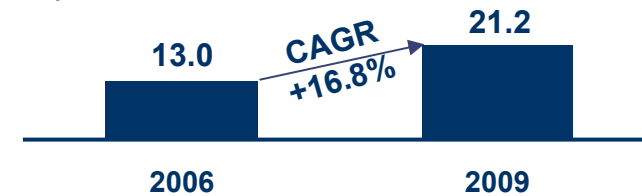
- Optimising territorial coverage
- Innovating the product range and service models, leveraging on best practice within the Division and the Group, as well as introducing new products/ services directed to specific customer segments
- Increasing profitability, aligning the Banks to the Group's benchmarks

## Cost/Income



## Loans (average volumes)

(€ bn)



## Direct customer deposits (average volumes)

(€ bn)



Figures may not add up exactly due to rounding differences

# International Subsidiary Banks

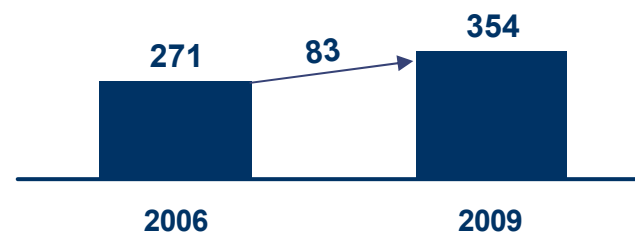
Banks with significant presence in the development phase (Egypt, Slovenia, Bosnia)

Strengthen the presence with the aim of reaching an even more relevant position within the countries

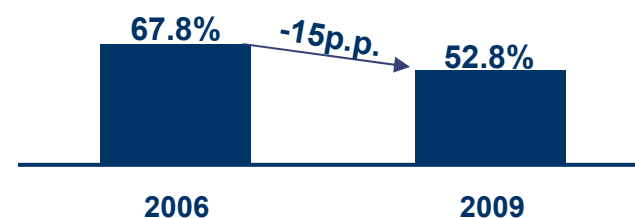
## Key actions

- Developing and optimising the distribution networks
- Increasing existing customer penetration through cross-selling initiatives
- Developing new customer segments not covered
- Reinforcing control mechanisms of both performance and risks
- Improving efficiency levels

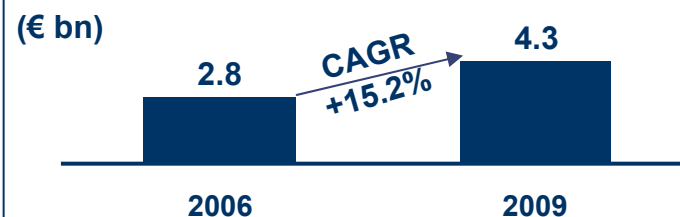
## Number of branches



## Cost/Income



## Loans (average volumes)



Figures may not add up exactly due to rounding differences



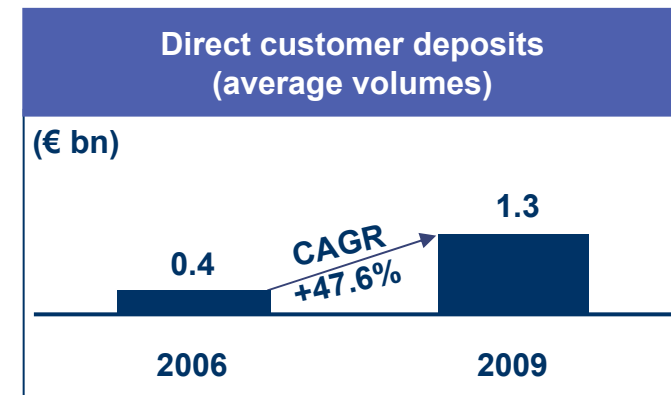
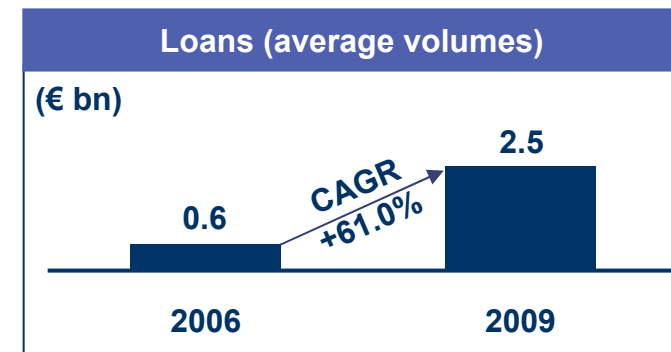
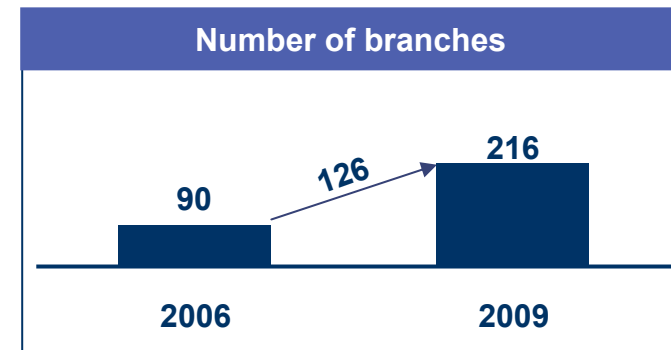
# International Subsidiary Banks

Banks with limited presence and strong size growth objectives (Russia and Romania)

Extend the presence significantly

## Key actions

- Implement development plans in selected areas to improve country positioning, leveraging on the experience and the expertise of other Banks of the Group
- Align governance and organisational mechanisms to Group standards

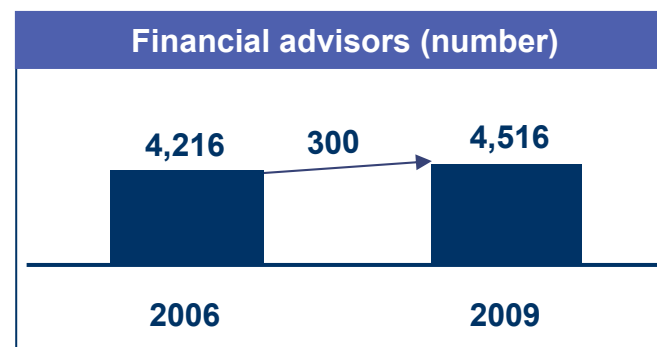
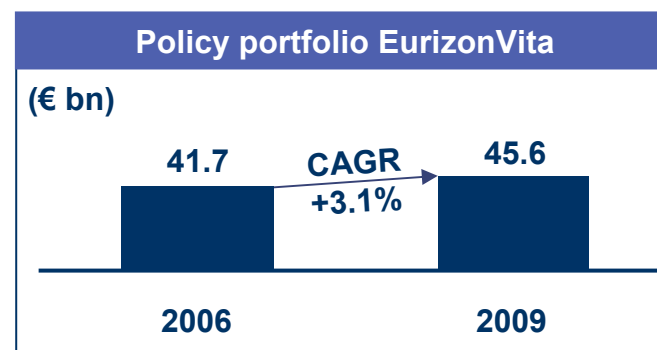
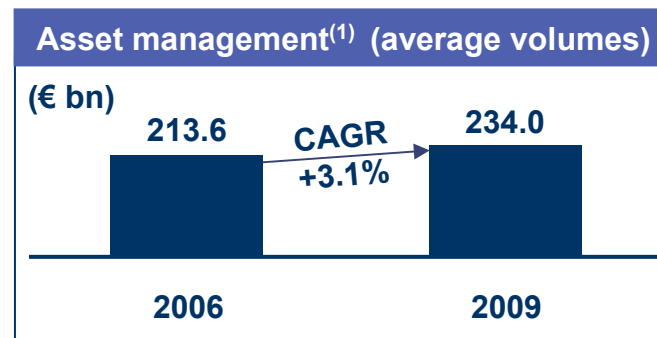


Figures may not add up exactly due to rounding differences

# Eurizon Financial Group

## Action plan

	Key actions
<b>Eurizon Capital</b>	<ul style="list-style-type: none"> <li>Integrating former Nextra</li> <li>Seizing the opportunities of the open architecture with non-captive customers</li> <li>Strengthening the positioning in the institutional segment</li> </ul>
<b>EurizonVita and Eurizon Tutela</b>	<ul style="list-style-type: none"> <li>Creating a network of pension specialists and a new offer of tailored competitive products with a strong focus on retirement accumulation phase</li> <li>Gradual shift of bancassurance offering towards products with higher insurance elements (additional coverage and P&amp;C offering)</li> </ul>
<b>Banca Fideuram</b>	<ul style="list-style-type: none"> <li>Consolidating the leadership in the Affluent segment               <ul style="list-style-type: none"> <li>boost up of recruiting</li> <li>focus on distinctive service</li> <li>enhancement of product offering (e.g. management of retirement decumulation phase)</li> </ul> </li> </ul>



Figures may not add up exactly due to rounding differences

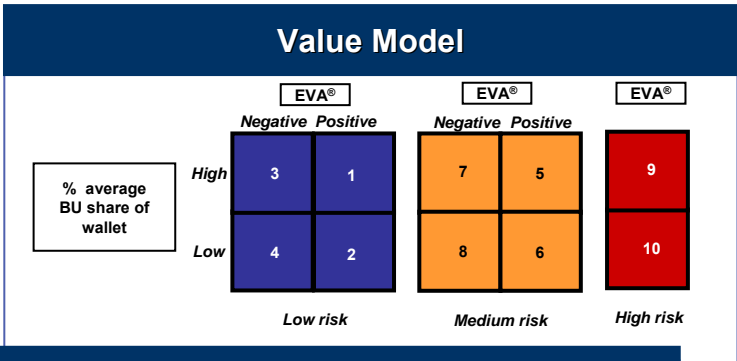
(1) Before infra-group items

# Analysis and support tools for active risk and capital management

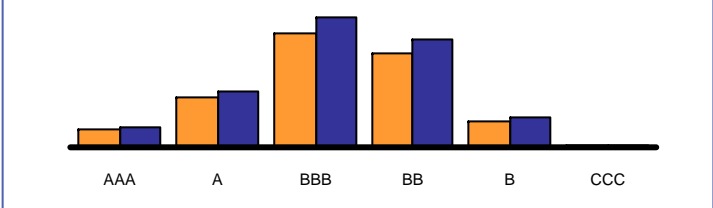
## Description

- Customer segmentation based on risk profile, value generation and Group Share of Wallet (“Value Model”)
- Credit portfolio analysis based on rating classes (risk profile and value generation)
- Analysis of credit portfolio concentration according to exposure to
  - single counterparts
  - geographical areas
  - business sectors
- Application of statistical models to estimate
  - effective maturity of balance sheet assets and liabilities
  - effective sensitivity of short term assets/liabilities to interest rates
- Application of asset allocation models to proprietary portfolio

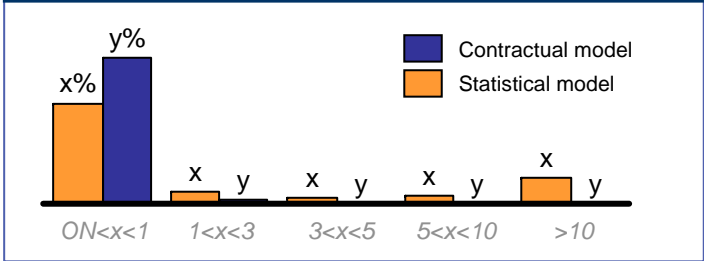
## Examples



### Expected loss for rating classes



### Distribution maturities Direct customer deposits



# Significant benefits for all stakeholders

## Shareholders

- Average annual EPS growth of ~15%
- Average annual “ordinary” DPS growth of ~17%
- Distribution of at least ~€18bn in dividends to be paid in 2007-2008-2009-2010
- Return to shareholders of at least 52% in the three years<sup>(1)</sup>
- Modern model of governance rules ensuring fair representation for all shareholders and effective management

## Customers

- A truly “local” bank and at the same time “national” and “international”, with an unrivalled distribution footprint
- Enhancing the product and service offering also as a result of significant investments in technology and innovation
- Even more competitive pricing for clients in some products thanks to the benefits of scale and efficiency

## Employees

- Opportunities for professional growth for all employees
- Leverage on competences and performance (individuals and teams merit)
- Transparent rules and disclosure of strategies to promote a strong and cohesive corporate culture
- Creation of an industry leader, able to attract and retain talent

## Society and Environment

- An important growth engine for the countries where the Group operates, particularly in Italy, supporting infrastructure development and the main business projects of Italian companies, domestically as well as internationally
- Attention to the specific needs of all segments of the population and of civil society and promotion of financial integration (i.e. immigrants, young people, Third Sector, etc.)
- Strong commitment to the protection of the environment and to the sustainable development of local communities

*(1) 2009 vs 2006 shareholders' equity increase (including retained Net income) plus dividends to be paid in 2007 (extraordinary component only), 2008, 2009 and 2010 / 2006 shareholder's equity excluding ordinary dividends*

# Our employees will remain the most important key to success of Intesa Sanpaolo (1/2)

---

- The employees' unique strengths represent the most important key for successfully competing
- The investment in initiatives to develop and empower employees of all roles and levels is one of the key factors in leveraging Group performance

## Key actions

- Systems to evaluate positions, performance and relevant potential driven by transparency and based on fairness
- Improvement of competences and professional profiles
- Building on distinctive competences of different professional groups
- Strong investment in professional requalification and training
- Leverage on merit of both individuals and teams
- Incentive schemes coherent with
  - best practice parameters of the market and linked to the achievement of Group value creation objectives
  - rules of behaviour transparent and universally respected

# Our employees will remain the most important key to success of Intesa Sanpaolo (2/2)

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## Key actions

- The employees' unique strengths represent the most important key for successfully competing

- The investment in initiatives to develop and empower employees of all roles and levels is one of the key factors in leveraging Group performance

- Career and development opportunities for employees with greatest potential, also exploiting the Group international presence
- Strengthening the role of key figures in client facing positions (such as Branch Managers and Area Managers)
- Relationship with unions based on mutual respect and trust, compliance and observance to rules, principles and agreed upon guidelines included in the current preliminary drafts and contracts in force, with the shared purpose, in accompanying integration processes, of preventing and overcoming potential causes of disagreement
- Investment in technology and real estate to improve working conditions and to simplify the Bank's working procedures
- Strengthening attention to internal communications with continuous, transparent and relevant information also through systematic opportunities for discussion and confrontation

# The Group will contribute to the sustainable growth of the economies and communities where it operates

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Country growth will be supported by sustaining local economies with particular attention paid to optimising the environment

## Key actions

- Attention to the environment, energy saving, protection and development of territories as well as of the artistic and cultural heritage
- Support to the growth and internationalisation of companies
- Supporting ethical financial initiatives towards local communities through a specialised bank
- Developing products and services that favour access to credit for the weaker segments of society
- Sustaining research and scientific education together with the university and education systems
- Supporting the modernisation of the country through public sector and infrastructure finance