RBI – Additional Insights
Q1/2014 Results
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Overview Segment CE

Operating Income Split by Country (1-3/2014)

Financials

<table>
<thead>
<tr>
<th>in EUR mn</th>
<th>Q1/2014</th>
<th>Q1/2013</th>
<th>y-o-y</th>
<th>Q1/2014</th>
<th>Q4/2013</th>
<th>q-o-q</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating income</td>
<td>389</td>
<td>402</td>
<td>(3.4)</td>
<td>389</td>
<td>419</td>
<td>(7.2)</td>
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<tr>
<td>General admin. expenses</td>
<td>(246)</td>
<td>(259)</td>
<td>(5.2)</td>
<td>(246)</td>
<td>(314)</td>
<td>(21.7)</td>
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<tr>
<td>Operating result</td>
<td>143</td>
<td>143</td>
<td>(0.0)</td>
<td>143</td>
<td>105</td>
<td>36.3</td>
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<tr>
<td>Net provisioning for imp. losses</td>
<td>(59)</td>
<td>(74)</td>
<td>(20.2)</td>
<td>(59)</td>
<td>(143)</td>
<td>(58.9)</td>
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<tr>
<td>Other results</td>
<td>(40)</td>
<td>(12)</td>
<td>240.5</td>
<td>(40)</td>
<td>(24)</td>
<td>69.6</td>
</tr>
<tr>
<td>Profit before tax</td>
<td>44</td>
<td>57</td>
<td>(23.4)</td>
<td>44</td>
<td>(62)</td>
<td>--</td>
</tr>
</tbody>
</table>

Strategic Initiatives

- Further enhancement of existing prime relationships with corporate and affluent customers to increase share-of-wallet
- Broadening of retail customer base in Slovakia with “Raiffeisen” as second brand and branch-out through franchising
- Adjusting business model and infrastructure for the challenging market environment in Hungary
- Focus on fee business in Corporate and leverage on acquired Retail infrastructure in Poland
- Ongoing proactive cost management (lean management project across operations in order to optimize processes)
- Lending with focus on prime customer relationships with cross-selling potential
- Focus on alternative distribution channels and service excellence programs

Commentary on Financials (y-o-y)

- Other results decreased EUR 28 mn to minus EUR 40 mn mainly due to banking levy (up EUR 29 mn) in Hungary which was booked in January for the whole year 2014
- Sundry net operating income decreased due to increased financial transaction tax in Hungary and other provisions in Hungary and Slovenia
- Net provisioning improved in Hungary (down EUR 17 mn) and Slovenia (down EUR 6 mn), while increases in Czech Republic, Poland and Slovakia, (each up EUR 3 mn)
- General administrative expenses down EUR 13 mn, main driver was staff expenses which decreased in most of the countries, especially in the Czech Republic due to cost saving program
Overview Segment SEE

Operating Income Split by Country (1-3/2014)

- Romania: 35%
- Croatia: 20%
- Serbia: 11%
- Bulgaria: 13%
- Albania: 9%
- Bosnia a. Herzegovina: 9%
- Kosovo: 3%

Total: EUR 318 mn

Financials

<table>
<thead>
<tr>
<th></th>
<th>Q1/2014</th>
<th>Q1/2013</th>
<th>y-o-y</th>
<th>Q1/2014</th>
<th>Q4/2013</th>
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<tbody>
<tr>
<td>Operating income</td>
<td>318</td>
<td>312</td>
<td>1.9%</td>
<td>318</td>
<td>321</td>
<td>(1.0)%</td>
</tr>
<tr>
<td>General admin. expenses</td>
<td>(163)</td>
<td>(166)</td>
<td>(2.0)%</td>
<td>(163)</td>
<td>(184)</td>
<td>(11.2)%</td>
</tr>
<tr>
<td>Operating result</td>
<td>155</td>
<td>145</td>
<td>6.3%</td>
<td>155</td>
<td>137</td>
<td>12.6%</td>
</tr>
<tr>
<td>Net provisioning for imp. losses</td>
<td>(63)</td>
<td>(63)</td>
<td>(0.3)%</td>
<td>(63)</td>
<td>(107)</td>
<td>(41.5)%</td>
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<tr>
<td>Other results</td>
<td>2</td>
<td>12</td>
<td>(87.2)%</td>
<td>2</td>
<td>1</td>
<td>49.6%</td>
</tr>
<tr>
<td>Profit before tax</td>
<td>94</td>
<td>95</td>
<td>(1.1)%</td>
<td>94</td>
<td>31</td>
<td>197.5%</td>
</tr>
<tr>
<td>Net interest margin (%)</td>
<td>4.30%</td>
<td>4.20%</td>
<td>10BP</td>
<td>4.30%</td>
<td>4.42%</td>
<td>(12)BP</td>
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<tr>
<td>ROE before tax (%)</td>
<td>16.1%</td>
<td>17.3%</td>
<td>(1.1)PP</td>
<td>16.1%</td>
<td>6.2%</td>
<td>9.9PP</td>
</tr>
</tbody>
</table>

Strategic Initiatives

- Selective underwriting in Corporate and Retail
- Very limited new business with financial institutions and local and regional governments, selectively with sovereigns
- Cost efficiency and optimization of branch network
- Centralization of services and process optimization to enhance productivity
- Further strengthening of primary relationships with premium retail and corporate clients while increasing cross-selling efforts

Commentary on Financials (y-o-y)

- Profit before tax stable
- Other results down EUR 10 mn, mainly caused by lower net income from financial investments due to lower valuation result from FV securities (mainly state bonds in Romania and Serbia)
- General administrative expenses down by EUR 3 mn, staff expenses and other administrative expenses remained flat whereas depreciation of tangible and intangible fixed assets decreased EUR 3 mn, driven by lower depreciation in Romania and Croatia
- Net fee and commission income increased by EUR 3 mn primarily due to improved income from securities business mainly in Croatia (lead arranger activities) and in Romania (volume and margin driven)
Profit before tax down by EUR 59 mn mainly due to higher provisioning and lower net income from financial investments

Other results decreased by EUR 27 mn, largely caused by lower net income from financial investments (higher valuation and sale losses on FV securities, net proceeds from sale of VISA shares in Q1 2013)

Net provisioning amounted to EUR 27 mn after releases of EUR 15 mn in Q1 2013, driven by growth in volumes, development of RUB against USD and EUR

Significant decrease in net trading income (down by EUR 19 mn) mainly from interest-based transactions (valuation losses on bonds)

Net interest income up by EUR 12 mn, mainly caused by higher interest income from loans to customers due to growth in volumes was largely offset by higher interest expenses on deposits from customers

Focus on premium customers in the Retail segment via multi-channel cross-selling

Selective business development through enhancement of product offerings and diversification into corporate mid-market

Foster cross-selling in corporate banking; strategic focus on specialized financial services for corporates (e.g. investment banking, treasury, cash management)

Further optimization of the branch network and operational structures as well as cost management measures

Maintain the strong position in the local ruble corporate bond market, strengthen the position in the eurobond market

Overview Segment Russia

Exposure by Type of Customer (1-3/2014)

- Retail: 25%
- Corporates: 66%
- Sovereigns: 3%
- FI: 6%

Total: EUR 18.4 bn

Financials

<table>
<thead>
<tr>
<th>in EUR mn</th>
<th>Q1/2014</th>
<th>Q1/2013</th>
<th>y-o-y</th>
<th>Q1/2014</th>
<th>Q4/2013</th>
<th>q-o-q</th>
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<tbody>
<tr>
<td>Operating income</td>
<td>281</td>
<td>283</td>
<td>(0.5)%</td>
<td>281</td>
<td>292</td>
<td>(3.8)%</td>
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<tr>
<td>General admin. expenses</td>
<td>(114)</td>
<td>(125)</td>
<td>(9.0)%</td>
<td>(114)</td>
<td>(161)</td>
<td>(29.3)%</td>
</tr>
<tr>
<td>Operating result</td>
<td>168</td>
<td>158</td>
<td>6.1%</td>
<td>168</td>
<td>132</td>
<td>27.3%</td>
</tr>
<tr>
<td>Net provisioning for imp. losses</td>
<td>(27)</td>
<td>15</td>
<td>-</td>
<td>(27)</td>
<td>(29)</td>
<td>(6.6)%</td>
</tr>
<tr>
<td>Other results</td>
<td>(2)</td>
<td>26</td>
<td>-</td>
<td>(2)</td>
<td>5</td>
<td>-</td>
</tr>
<tr>
<td>Profit before tax</td>
<td>139</td>
<td>198</td>
<td>(29.8)%</td>
<td>139</td>
<td>108</td>
<td>28.6%</td>
</tr>
<tr>
<td>Net interest margin (%)</td>
<td>5.46%</td>
<td>5.12%</td>
<td>34BP</td>
<td>5.46%</td>
<td>4.79%</td>
<td>67BP</td>
</tr>
<tr>
<td>ROE before tax (%)</td>
<td>32.9%</td>
<td>48.1%</td>
<td>(15.2)PP</td>
<td>32.9%</td>
<td>27.0%</td>
<td>5.9PP</td>
</tr>
</tbody>
</table>

Strategic Initiatives

Commentary on Financials (y-o-y)

- Profit before tax down by EUR 59 mn mainly due to higher provisioning and lower net income from financial investments
- Other results decreased by EUR 27 mn, largely caused by lower net income from financial investments (higher valuation and sale losses on FV securities, net proceeds from sale of VISA shares in Q1 2013)
- Net provisioning amounted to EUR 27 mn after releases of EUR 15 mn in Q1 2013, driven by growth in volumes, development of RUB against USD and EUR
- Significant decrease in net trading income (down by EUR 19 mn) mainly from interest-based transactions (valuation losses on bonds)
- Net interest income up by EUR 12 mn, mainly caused by higher interest income from loans to customers due to growth in volumes was largely offset by higher interest expenses on deposits from customers
Profit before tax down by EUR 62 mn due to higher net provisioning for impairment losses and negative contribution from net trading income.

Net provisioning strongly up, predominantly in Ukraine (up EUR 65 mn), caused by FX rate developments and macro environment.

Net trading income strongly declined by EUR 36 mn to minus EUR 40 mn, mainly resulting from currency driven valuation losses in Ukraine.

Net interest income up by EUR 17 mn, caused by lower interest expenses due to decreasing volumes and lower market interest rates in Ukraine, while increased interest income in Belarus due to higher volumes and margins; net interest margin up 230 bp to 8.89%.

General admin. expenses decreased in Ukraine due to currency effects and cost reduction measures.

Cross- and up-selling to existing retail customers via credit cards, personal loans and insurance.

Restrictive lending policy in accordance with the overall risk situation.

Co-operation with supranational agencies in Ukraine with a focus on agriculture and heavy industry.

Continuous enhancement of services and products for multinationals in Ukraine with focus on cross-selling.

Tight cost management and focus on increasing efficiency of network and organisation.

Further centralisation of major functions and regional governance.

### Commentary on Financials (y-o-y)

- Profit before tax down by EUR 62 mn due to higher net provisioning for impairment losses and negative contribution from net trading income.
- Net provisioning strongly up, predominantly in Ukraine (up EUR 65 mn), caused by FX rate developments and macro environment.
- Net trading income strongly declined by EUR 36 mn to minus EUR 40 mn, mainly resulting from currency driven valuation losses in Ukraine.
- Net interest income up by EUR 17 mn, caused by lower interest expenses due to decreasing volumes and lower market interest rates in Ukraine, while increased interest income in Belarus due to higher volumes and margins; net interest margin up 230 bp to 8.89%.
- General admin. expenses decreased in Ukraine due to currency effects and cost reduction measures.

### Operating Income Split by Country (1-3/2014)

- **Ukraine**: 66%
- **Belarus**: 34%

Total: EUR 117 mn

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### Financials

<table>
<thead>
<tr>
<th>in EUR mn</th>
<th>Q1/2014</th>
<th>Q1/2013</th>
<th>y-o-y</th>
<th>Q1/2014</th>
<th>Q4/2013</th>
<th>q-o-q</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating income</td>
<td>117</td>
<td>137</td>
<td>(14.3)%</td>
<td>117</td>
<td>171</td>
<td>(31.4)%</td>
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<tr>
<td>General admin. expenses</td>
<td>(77)</td>
<td>(90)</td>
<td>(14.3)%</td>
<td>(77)</td>
<td>(89)</td>
<td>(13.5)%</td>
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<tr>
<td>Operating result</td>
<td>40</td>
<td>47</td>
<td>(14.3)%</td>
<td>40</td>
<td>82</td>
<td>(51.0)%</td>
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<tr>
<td>Net provisioning for imp. losses</td>
<td>(92)</td>
<td>(25)</td>
<td>262.1%</td>
<td>(92)</td>
<td>(14)</td>
<td>&gt;500.0%</td>
</tr>
<tr>
<td>Other results</td>
<td>43</td>
<td>32</td>
<td>34.5%</td>
<td>43</td>
<td>0</td>
<td>&gt;500.0%</td>
</tr>
<tr>
<td><strong>Profit before tax</strong></td>
<td>(8)</td>
<td>54</td>
<td>–</td>
<td>(8)</td>
<td>68</td>
<td>–</td>
</tr>
</tbody>
</table>

- **Net interest margin (%)**: 8.89% -> 6.59% (231 BP)
- **ROE before tax (%)**: – -> 25.1% (31BP)
Overview Segment Group Corporates

Exposure by Region (1-3/2014)

Strategic Initiatives

- Strategic, group-wide client account planning to ensure extensive and fully integrated servicing of prime corporate customers to increase share-of-wallet
- Emphasis on funding and capital light products (e.g. corporate bond issues, treasury, cash management) and increase share of marketable and liquid assets
- Increase efficiency in distribution of Group products (e.g. project finance, real estate finance, export finance, cash management)
- Foster knowledge transfer regarding best practice customer relationship management and product development
- Continuous optimization of processes and focus on cost efficiency

Financials

Commentary on Financials (y-o-y)

- Profit before tax up by EUR 42 mn mainly driven by higher net interest income and lower provisioning for impairment losses
- Net interest income up by EUR 15 mn and net interest margin improved by 22BP to 2.39%
- Net provisioning more than halved in 1Q 2014 as individual loans to large corporates in head office and Asia caused higher risk costs in 1Q 2013
- Net fee and commission income declined due to lower fee income from bond issues, real estate financing, export financing and investment financing, but higher fee income from project business
Overview Segment Group Markets

Exposure by Region (1-3/2014)

Total: EUR 29.6 bn

Strategic Initiatives

- Providing reliable and high-quality services to corporates, institutional clients and retail customers – supported by conservative and customer-oriented trading activities
- Increase share of business with non-bank financial institutions by strengthening client coverage with local currency rates and CEE credit products
- Roll-out asset based finance as new business line complementing best-in-class investment banking services (DCM, ECM, M&A)
- Further increase efficiency in distribution and product delivery by streamlining processes and keeping rigorous cost discipline
- Build next generation of operating model by exploiting synergies and leveraging strengths across all banking operations

Commentary on Financials (y-o-y)

- Profit dropped mainly due to decreased other results (down EUR 14 mn) mainly caused by valuation losses from derivatives in head office
- Net trading income decreased (down EUR 7 mn)
- Net interest income up by EUR 9 mn due to reclassification of IFRS trading income to net interest income; net interest margin up to 1.09%

<table>
<thead>
<tr>
<th>in EUR mn</th>
<th>Q1/2014</th>
<th>Q1/2013</th>
<th>y-o-y</th>
<th>Q1/2014</th>
<th>Q4/2013</th>
<th>q-o-q</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating income</td>
<td>83</td>
<td>76</td>
<td>9.1%</td>
<td>83</td>
<td>94</td>
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<td>General admin. expenses</td>
<td>(64)</td>
<td>(61)</td>
<td>5.2%</td>
<td>(64)</td>
<td>(60)</td>
<td>6.2%</td>
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<td>Operating result</td>
<td>19</td>
<td>15</td>
<td>24.4%</td>
<td>19</td>
<td>34</td>
<td>(43.7)%</td>
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<tr>
<td>Net provisioning for imp. losses</td>
<td>2</td>
<td>(1)</td>
<td>-</td>
<td>2</td>
<td>(22)</td>
<td>-</td>
</tr>
<tr>
<td>Other results</td>
<td>(4)</td>
<td>11</td>
<td>-</td>
<td>(4)</td>
<td>6</td>
<td>-</td>
</tr>
<tr>
<td>Profit before tax</td>
<td>17</td>
<td>25</td>
<td>(31.5)%</td>
<td>17</td>
<td>17</td>
<td>0.0%</td>
</tr>
<tr>
<td>Net interest margin (%)</td>
<td>1.09%</td>
<td>0.84%</td>
<td>25BP</td>
<td>1.09%</td>
<td>0.95%</td>
<td>13BP</td>
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<tr>
<td>ROE before tax (%)</td>
<td>7.9%</td>
<td>8.9%</td>
<td>(1.1)PP</td>
<td>7.9%</td>
<td>10.6%</td>
<td>(2.7)PP</td>
</tr>
</tbody>
</table>
Following business areas are managed and reported in Corporate Center:

- The expenses related to the shared group wide service and control function of the head office in the areas: risk management, finance, legal, funding, capital and asset-liability-management (ALM), information technology, human resources
- The results from participation management related to dividends received and funding of network units
- The results from head office treasury that are not allocated to regional or functional segments from ALM as well as liquidity and liability management
- The result of businesses with special customers
- Bank levies related to the head office

### Financials

<table>
<thead>
<tr>
<th></th>
<th>Q1/2014</th>
<th>Q1/2013</th>
<th>y-o-y</th>
<th>Q1/2014</th>
<th>Q4/2013</th>
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<td>4</td>
<td>&gt;500.0%</td>
<td>127</td>
<td>48</td>
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<tr>
<td>General admin. expenses</td>
<td>(80)</td>
<td>(72)</td>
<td>10.8%</td>
<td>(80)</td>
<td>(87)</td>
<td>(8.7)%</td>
</tr>
<tr>
<td>Operating result</td>
<td>47</td>
<td>(67)</td>
<td>–</td>
<td>47</td>
<td>(39)</td>
<td>–</td>
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<tr>
<td>Net provisioning for imp. losses</td>
<td>(8)</td>
<td>1</td>
<td>–</td>
<td>(8)</td>
<td>11</td>
<td>–</td>
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<td>102.2%</td>
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<td>(248)</td>
<td>(208)</td>
<td>19.0%</td>
<td>(248)</td>
<td>(227)</td>
<td>9.0%</td>
</tr>
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</table>

### Commentary on Financials (y-o-y)

- Net interest income significantly improved due to group-internal dividends and lower refinancing costs
- Other results declined to minus EUR 287 mn due to an impairment on an equity participation – Raiffeisen Bank Aval JSC, Kiev – (EUR 216 mn) in head office (consolidated on Group level)
- Valuation on derivatives and liabilities improved by EUR 85 mn to EUR 31 mn mainly impacted by improved fair value credit spread valuation of EUR 34 mn (up EUR 116 mn)
- Lower bank levy in this segment of EUR 17 mn (previous year: EUR 27 mn)
Reconciliation

Following items are reported in Reconciliation:

- Reconciliation comprises consolidation adjustments to reconcile segments with group results
- The financials of the reportable segments are shown after intra-segment items have been eliminated. However, the inter-segment items are consolidated and eliminated in the column “Reconciliation”
- The main consolidation bookings carried out between segments are dividend payments to the head office, inter-segment revenues charged and expenses carried by the head office
- All other consolidation bookings that reconcile the totals of reported segment’s profit or loss with the RBI group financials are also eliminated in the reconciliation
- Offsetting of Intra-group charges resulting in a reduction of operating income and general admin. expenses in the reconciliation

Financials

<table>
<thead>
<tr>
<th></th>
<th>Q1/2014</th>
<th>Q1/2013</th>
<th>y-o-y</th>
<th>Q1/2014</th>
<th>Q4/2013</th>
<th>q-o-q</th>
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<td>Operating income</td>
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<td>(24)</td>
<td>389.1%</td>
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<td>(37)</td>
<td>259.8%</td>
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<tr>
<td>General admin. expenses</td>
<td>34</td>
<td>30</td>
<td>14.7%</td>
<td>34</td>
<td>34</td>
<td>(0.5%)</td>
</tr>
<tr>
<td>Operating result</td>
<td>(98)</td>
<td>5</td>
<td>-</td>
<td>(98)</td>
<td>(2)</td>
<td>&gt;500.0%</td>
</tr>
<tr>
<td>Net provisioning for imp. losses</td>
<td>(1)</td>
<td>0</td>
<td>-</td>
<td>(1)</td>
<td>3</td>
<td>-</td>
</tr>
<tr>
<td>Other results</td>
<td>219</td>
<td>(15)</td>
<td>-</td>
<td>219</td>
<td>144</td>
<td>51.9%</td>
</tr>
<tr>
<td>Profit before tax</td>
<td>121</td>
<td>(10)</td>
<td>-</td>
<td>121</td>
<td>145</td>
<td>(16.8%)</td>
</tr>
</tbody>
</table>

Commentary on Financials (y-o-y)

- Operating income was mainly affected by:
  - Net interest income reconciliation increase due to higher intra-group dividends
  - General admin. expenses reconciliation was flat
  - Other result reconciliation was affected by:
    - Impairment on an equity participation in head office (EUR 216 mn)
    - Negative effect from inter-segment business with derivatives

22 May 2014
## Bond Maturity Profile

### Bond maturity profile at end of Mar 2014 (in EUR mn)

<table>
<thead>
<tr>
<th>Year</th>
<th>Senior government guaranteed</th>
<th>Senior public placements</th>
<th>Senior private placements</th>
<th>Other</th>
<th>Subordinated</th>
<th>Supplementary</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>2,023</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>2,484</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>1,166</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>1,854</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>1,259</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td>948</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td>471</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2021</td>
<td>725</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2022</td>
<td>552</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2023</td>
<td>1,042</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2024</td>
<td>268</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2025</td>
<td>512</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2026</td>
<td>101</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2027</td>
<td>52</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2028</td>
<td>25</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2029</td>
<td>20</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2030</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>&gt;2030</td>
<td>461</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Overview of Bank Levies and Impact on RBI

<table>
<thead>
<tr>
<th>Country</th>
<th>Description</th>
<th>FY 2013 (EUR mn)</th>
<th>Q1 2014 (EUR mn)</th>
<th>FY 2014E (EUR mn)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austria</td>
<td>Bank levy based on balance sheet size and derivatives since January 2011; bank tax base changed in 2014 to balance sheet total (excluding derivatives)</td>
<td>104</td>
<td>21</td>
<td>~90</td>
</tr>
<tr>
<td>Hungary</td>
<td>Bank levy introduced in autumn 2010 (in Q2 2013 one-off contribution to special financial transactions tax)</td>
<td>59</td>
<td>39</td>
<td>~40</td>
</tr>
<tr>
<td>Slovakia</td>
<td>Bank levy of 0.4%, broadened to all deposits in July 2012</td>
<td>33</td>
<td>9</td>
<td>~33</td>
</tr>
<tr>
<td>Slovenia</td>
<td>Introduction of bank levy of 0.1% of total assets (with certain exceptions) in July 2011</td>
<td>1</td>
<td>&lt;1</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>197</td>
<td>70</td>
<td>~164</td>
</tr>
</tbody>
</table>
Cost Program Fully on Track

New cost program and targets

- 2016 cost base targeted to be below that of 2012
- Aggregate three-year cost savings target comprising cost reductions and absorption of inflation
- Cost income ratio target of 50-55% by 2016

Key initiatives

External spend optimization
- Leveraging of procurement synergies
- Contract and vendor review
- Demand reduction

Shared service centers / operations
- Expansion of Shared Service Centers
- Efficiency improvement in Operations

IT optimization
- Data center consolidation
- IT infrastructure standardization
- Application maintenance efficiency

Distribution network review
- Review of branch network
- Expansion of alternative sales channels

Premises Review
- Optimization of premises portfolio and facility management

Product & business line review
- Assessment of product portfolio
- Reduction of business complexity

General Admin Expenses (EUR mn)

- 2012: 3,258
- 2013: 3,340
- Inflation 2014-16\(^1\): ~380
- Savings target 2014-16: >460
- Target 2016: <3,260

1) Source: Raiffeisen Research

Group Investor Relations

22 May 2014
Common equity tier 1 ratio (fully loaded) – Common equity tier 1 as a percentage of total risk-weighted assets according to CRR/CRD IV without applying the transitional provisions set out in Part Ten of the CRD IV Regulation.

Common equity tier 1 ratio (transitional) – Common equity tier 1 as a percentage of total risk-weighted assets according to CRR/CRD IV (official ratio).

Consolidated ROE – Consolidated Return on Equity is consolidated profit less dividend on participation capital in relation to average consolidated equity less participation capital i.e. the equity attributable to the shareholders of RBI, excludes also non-controlling interest and current year’s profit. Average equity is calculated using month-end figures for the period.

Cost/income ratio – General administrative expenses in relation to operating income (less bank levies and impairments of goodwill).

Credit exposure – Comprises all exposures on the statement of financial position (loans, debt securities) and all exposures off the statement of financial position (guarantees, commitments) that expose RBI to credit risk.

Interest-bearing assets – Total assets less trading assets, derivatives, intangible fixed assets, tangible fixed assets and other assets.

Leverage ratio – The ratio of Tier 1 capital to specific on- and off-balance sheet exposures, calculated in accordance with the methodology set out in CRD IV.

Loan/deposit ratio – Loans and advances to customers in relation to deposits from customers, less claims and obligations from (reverse) repurchase agreements and securities lending.

Loan to local stable funding ratio (LLSFR) – The sum of total loans and advances to customers less impairment losses on loans and advances, divided by the sum of deposits from non-banks, funding from supranational institutions, capital from third parties and the total outstanding bonds (with an original maturity of at least one year issued by a subsidiary bank to investors outside the bank’s consolidated group).

Net interest margin (average interest bearing assets) – Net interest income in relation to average interest-bearing assets.

NPL coverage ratio – Impairment losses on loans and advances to customers in relation to non-performing loans to customers.

NPL ratio – Non-performing loans to customers in relation to total loans and advances to customers.

Operating income – Comprises of net interest income, net fee and commission income, net trading income and sundry operating income.

Operating result – Consists of operating income less general administrative expenses.

Other results – Consist of net income from derivatives and liabilities, net income from financial investments, expenses for bank levies, impairment of goodwill and net income from disposal of group assets.

Provisioning ratio – Net provisioning for impairment losses in relation to average loans and advances to customers.

Risk weighted assets – Total capital requirements multiplied by 12.5.

ROE – Return on equity: Profit (before or after tax) divided by the average equity (includes non-controlling interests, excludes current year’s result). Average equity is calculated using month-end figures for the period.

ROTE – Return on Tangible Equity is consolidated profit less depreciation on intangible assets less impairment of goodwill in relation to average consolidated equity less participation capital less intangible assets. Average equity is calculated using month-end figures for the period.

Sundry net operating income – Other net operating income less expenses for bank levies and impairment of goodwill.

Tax rate – Relation of income taxes to profit before tax.

Tier 1 ratio – Tier 1 capital as a percentage of risk weighted assets.

Total capital ratio – Total regulatory capital as a percentage of risk weighted assets.
## Contact Details

**Susanne E. Langer**

Head of Group Investor Relations  
Spokesperson  
Raiffeisen Bank International AG  
Am Stadtpark 9  
1030 Vienna  
Austria  
Tel.: +43 1 71 707 2089  
Fax: +43 1 71 707 2138  
ir@rbinternational.com  
www.rbinternational.com  

## Financial Calendar

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 June 2014</td>
<td>Annual General Meeting</td>
</tr>
<tr>
<td>11 June 2014</td>
<td>Ex-Dividend and Dividend Payment Date</td>
</tr>
<tr>
<td>7 August 2014</td>
<td>Start of Quiet Period¹</td>
</tr>
<tr>
<td>21 August 2014</td>
<td>Semi-Annual Report, Conference Call</td>
</tr>
<tr>
<td>6 November 2014</td>
<td>Start of Quiet Period</td>
</tr>
<tr>
<td>20 November 2014</td>
<td>Third Quarter Report, Conference Call</td>
</tr>
</tbody>
</table>

¹ Quiet Period: Two-week period before the publication of the quarterly financial statements and a four-week period before the publication of the annual report. During this period we do not hold investor or analyst meetings.