

Facts & figures 2021

Member Engagement Score

8.1

on scale of 1 to 10



New business Volume*

28.2

EUR billions

* excluding currency impact




Lease and loan portfolio*

36.6

EUR billions

* excluding currency impact



Total net income

1,545

EUR millions

+3.2%

Net profit for 2021

586

EUR millions

+226%

The **Great Place To Work®** certification to DLL offices in **16 countries**



Key figures

In millions of euros	2021	2020
Financial position and solvency on December 31		
Total assets	41,588	38,625
Total equity	4,054	4,180
Non-controlling interest	498	472
Common Equity Tier 1 Capital (CET1)	2,990	3,552
Risk-weighted assets	20,101	19,784
CET1 ratio	14.9%	18.0%
Profit and loss account		
Total net income	1,545	1,497
Total operating expenses	(843)	(776)
Credit losses and other impairments	83	(479)
Profit before tax	785	242
Profit for the year	586	180
Portfolio (in billions of euros)		
Total portfolio	37.4	34.9
Employee data		
Number of full-time employees (FTEs) average	5,375	5,294

Volunteering in 2021

34%

Unique member participation rate (= 1,630 unique members)



Initiatives **11,970 hours**

Employees

5,375

> 40 nationalities



Net Promoter Score

(NPS® recommendations)

+53

