

Facts & figures 2020

Operating our business on an almost

100%

remote basis
(in > 30 countries)



Volunteering in 2020

51%

Unique member
participation rate
(= 2,602 unique members)



Initiatives
3,890
actions

New business Volume*



-0.7%

* excluding currency impact

Lease and loan portfolio*

+2%



* excluding currency impact

Employees



5,294

♂ 55% ♀ 45%

> 40 nationalities

Total net income

+81

EUR millions

+6%

>80,000

Requests to restructure
contract payments
terms processed



The **Great Place To Work**[®]
certification to
DLL offices in
14 countries



Key figures

In millions of euros	2020	2019
Financial position and solvency on December 31		
Total assets	38,625	40,689
Total equity	4,180	4,182
Non-controlling interest	472	470
Common Equity Tier 1 Capital (CET1)	3,552	3,302
Risk-weighted assets	19,784	20,937
CET1 ratio	18.0%	15.8%
Profit and loss account		
Total net income	1,497	1,416
Total operating expenses	(776)	(766)
Credit losses and other impairments	(479)	(208)
Profit before tax	242	442
Profit for the year	180	297
Portfolio (in billions of euros)		
Total portfolio	34.9	36.2
Employee data		
Number of full-time employees (FTEs) average	5,294	5,073

Net Promoter Score

(NPS[®] recommendations)

+48

