

# Facts & figures 2019

## DLL Net profit

# 297

in EUR millions

## Key figures

In millions of euros	2019	2018
<b>Financial position and solvency at December 31</b>		
Total assets	40,689	37,645
Total equity	4,182	3,931
Non-controlling interest	470	473
Common Equity Tier 1 Capital (CET1)	3,302	2,966
Risk-weighted assets	20,937	19,406
CET1 ratio	15.8%	15.3%
<b>Profit and loss account</b>		
Total net income	1,416	1,333
Total operating expenses	(766)	(724)
Credit losses and other impairments	(208)	(114)
Profit before income taxes	442	495
Net result	297	380
<b>Portfolio (in billions of euros)</b>		
Total portfolio	36.2	33.5
<b>Employee data</b>		
Number of employees (FTEs) average	5,073	4,875
Number of employees (FTEs) end of year	5,184	5,027

## Lease and loan portfolio\*

# +6%

\*excluding currency impact



Accelerate our digital transformation

Become a global employer of choice

## Volunteering in 2019

# 41%

Unique member participation rate  
(= 2,000 unique members)

**>10,000 hours**  
Time investment

## DLL Employees



# 5,184

♂ 56%      ♀ 44%

Maximize our customer value

## Net Promoter Score

(NPS® recommendations)

# +47



## Nationalities

# >40

## New business Volume\*

# +5%



\*excluding currency impact

Drive innovation of products & services