

## RESULTS JANUARY — MARCH 2025

# Santander Portugal achieves net profit of 268,8 million Euros

*"Best Bank in Portugal," "Best SME Bank," and "Best Private Banking" in Portugal. These distinctions, awarded by Global Finance magazine, are the direct result of the incredible work of our teams.*

*Sharing these distinctions is not about showing off any achievements — it's about thanking those who give their best every day to transform the Bank and better serve our customers. Because when teams excel, recognition happens.*

*This is the proof that our Transformation is happening — with impact, purpose and results. We know that you can't change a bank overnight. But we also know that every step counts. And this quarter was yet another solid step: 71 thousand more active customers, 80 thousand more digital customers, 1.2 million more daily transactions.*

*In terms of credit, we have strengthened our position: a market share of over 20% in housing credit, 12% growth in corporate financing, and sustainable financing coming close to 500 million Euros. In terms of resources captured, deposits grew by 6.7% and investment funds by 14.8%. These are figures that tell stories — of trust, of relationships, and of commitment.*

*This is just the beginning of 2025. But it is already quite clear: we are building a bank that is closer, simpler, more focused. Because transformation means listening, adapting and acting. And what comes next is always the most important thing.*

*Pedro Castro e Almeida, CEO of Banco Santander Portugal*

Lisbon, April 30, 2025 — PRESS RELEASE

### Main Highlights

- At the end of Q1'2025 the **net income** of Banco Santander Totta<sup>1</sup> amounted to **€ 268.8 million**, compared to € 294.4 million in the same period last year.
- The implementation of its commercial and operational optimization strategy resulted in growing our customer base with an additional 71 thousand active customers and 80 thousand digital customers, compared to the end of March 2024.
- The Bank also grew in terms of customer transactions, with the number of debit and credit cards issued increasing by 4.6% year-on-year, with which 1.2 million daily purchase and payment transactions were carried out (+10.7%).
- In terms of protection, which continued to play a key role in Santander's commercial offering, "OneCare Santander" was made available, a solution with no age limit and which includes a 24/7 Health Assistant, ensuring personalized support, alerts, medical appointments and support whenever required.

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<sup>1</sup> Mentioned herein as "Bank" or "Santander Portugal."

- **Total loans to customers** (gross), amounting to **€ 50.7 billion**, recorded year-on-year growth of 8.7%, supported by the high origination of new housing and corporate loans.
- **Customer resources amounted to € 46.3 billion** (+6.9% compared to the end of March 2024), with growth in both customer deposits (+6.7%), and off-balance sheet resources (+14.8%).
- The **efficiency ratio stood at 26.9%** (+4.4 p.p. year-on-year).
- The **credit portfolio continued to be characterized by its high quality**, with a reduction in the **NPE ratio to 1.5%** (-0.3 p.p. compared to the same period last year), with an 87.1% coverage (and specific impairment coverage of 57.6%).
- The **fully implemented CET1 ratio stood at 14.2%** (+0.7 p.p. compared to March 2024).
- The North American magazine **Global Finance** distinguished Santander as the “**Best Bank in Portugal**”, in the “*World’s Best Banks 2025*” awards. These awards recognize the best performing financial institutions globally, and include criteria such as profitability, asset growth, geographic size, strategic relationships, new business development and product innovation. In this year's edition, **Global Finance**'s review also valued the diversity of services, long-term stability, and the capacity for technological innovation.
- The Bank was also distinguished by this same magazine as the “**Best SME Bank,**” and as the “**Best Private Banking**” in Portugal in 2025.
- In the field of Human Resources, Santander was certified for the 3<sup>rd</sup> consecutive year as **Top Employer 2025** in Portugal, by the **Top Employers Institute**, which distinguishes companies with the best practices in this matter.
- In terms of **sustainable financing**, the Bank keeps supporting the climate transition of its private and corporate customers, with a financing volume of about € 473 million.
- Santander Portugal has the best ratings in the sector. The current long-term debt ratings of Banco Santander Totta, compared to those of Portugal as a country, are as follows: Fitch — A (Portugal — A); Moody's — Baa1 (Portugal — A3); S&P — A (Portugal — A); and DBRS — A (Portugal — A(H)).

## Key Indicators

### Banco Santander Totta, SA

<b>BALANCE SHEET AND RESULTS (million euro)</b>	<b>mar-25</b>	<b>mar-24</b>	<b>Var.</b>
Total Net Assets	56,712	55,342	+2.5%
Loans and advances to customers (gross) (1)	50,711	46,645	+8.7%
Customers' Resources	46,765	43,760	+6.9%
Net Interest Income (without dividends)	354.2	440.6	-19.6%
Net Fees	121.7	120.9	+0.6%
Gross Income	485.0	567.3	-14.5%
Operating costs	-130.3	-129.0	+1.0%
Net Operating Income	354.7	438.3	-19.1%
Income before taxes and non-controlling interests	368.2	429.1	-14.2%
Consolidated net income	268.8	294.4	-8.7%

<b>RATIOS</b>	<b>mar-25</b>	<b>mar-24</b>	<b>Var.</b>
ROE	32.2%	27.3%	+4.9 p.p.
Efficiency ratio	26.9%	22.7%	+4.2 p.p.
CET I ratio (fully implemented)	14.2%	13.6%	+0.6 p.p.
Non-Performing Exposure Ratio (2)	1.5%	1.8%	-0.3 p.p.
Non-Performing Exposure coverage ratio	87.1%	86.2%	+0.9 p.p.
Non-Performing Exposure coverage ratio (by specific impairment)	57.6%	56.1%	+1.5 p.p.
Cost of credit (3)	-0.02%	0.14%	-0.16 p.p.

<b>Other Data</b>	<b>mar-25</b>	<b>mar-24</b>	<b>Var.</b>
Employees in Portugal	4,682	4,580	+102
Total Branches in Portugal	327	330	-3

<b>RATING</b>	<b>mar-25</b>
FitchRatings	A
Moody's	Baa1
Standard & Poor's	A
DBRS	A

(1) Total loans to customers (gross)

(2) In accordance with to EBA criteria

(3) 12 month average

## **Business Environment**

**The global economy continued to show signs of resilience in Q1'2025**, despite the unpredictability resulting from US protectionist policies towards its main trading partners. The leading indicators of economic activity (PMI), up until February 2025, support the maintenance of an expansionary trend in the global economy, despite signs of a slight slowdown, particularly in the services sector. However, growing disruption in international trade, resulting from the announcements of a significant, sweeping US tariff increase, could contaminate investment prospects, and consequently economic growth, throughout 2025.

**In the US, economic activity likely continued to evolve favourably in Q1'2025, with private consumption leading the vectors of economic growth.** Economic and financial risks remained under control, despite the growing sentiment of uncertainty, with signs of increases in non-performing loans, particularly in consumer credit, which is now above the average level recorded during the pandemic crisis. The labour market continued to be characterized by low unemployment levels, but with an increasing trend, between January and March 2025, to 4.2%. Inflation continued to slow down, reaching 2.4% in March 2025, reinforcing the perception that inflationary pressures are moderating. However, the current economic policy measures of the Trump Administration could lead to the re-emergence of new inflationary trends, through the contagion effects of increased tariffs onto end consumers, in addition to a reduction in the working population, as a result of a restrictive immigration policy. In this context, in Q1'2025, the Federal Reserve kept its reference interest rate range unchanged, between 4.25%-4.5%, as a result of signs of resilience in the economy, despite the growing risks.

**In China, the economic situation remained quite vulnerable, with domestic demand remaining quite weak, and exports being penalized by the recent increase in US tariffs.** The most recent economic indicators signal a slowdown in activity in the industrial and services sectors. Private consumption is expected to have declined in Q1'2025, reflecting the dissipation of the effects of previous fiscal stimuli. Consumer confidence remains in negative grounds, continuing to reflect a real estate market situation that is still highly devalued. Inflation remained close to stagflation, reflecting the effects of weak domestic demand in the face of excess production, leading to strong price competition between companies.

**In the Euro Area, economic activity in Q1'2025 remained positive and stable, despite the growing wave of uncertainty.** The leading indicators of economic activity (PMI) signalled an economic situation still operating close to stagnation, supported by an expanding — albeit at a slower rate — services sector, and a recovering industrial sector — although still contracting. The labour market continued to create jobs — but at a much slower pace —, while characterized by the negative dynamic of labour productivity. Consumer confidence had improved in February 2025 but continued to reflect the persistence of negative sentiments in the face of the recent context of uncertainty and in counter-cyclical terms with the deterioration in business confidence. Investment expectations remained quite weak in Q1'2025, driven by the current climate of geostrategic uncertainty, namely by the context of trade wars.

**The Portuguese economy, in Q1'2025, was characterized by economic cooling, signalled by the decline of the business climate indicator,** which interrupted the trend of improvement being observed since September 2024. Confidence indicators decreased across all sectors of activity, namely in Construction, Services, while just slightly in Trade and Manufacturing. The factors that have most penalized economic agents' confidence are the deterioration of employment prospects, and the evolution of internal and external demand. Consumer confidence also declined sharply in March 2025, falling back to levels recorded in January 2024. The decline was due to the negative contribution of the outlook for the future evolution of the country's economic situation, and of the expectations regarding the evolution of the financial situation, and of major purchases to be carried out by households.

**The estimated inflation rate in March 2025 signalled that the variation in the consumer price index decreased to 1.9%,** a slowdown of 0.5 p.p. compared to February 2025. Core inflation also continued to slow down, falling from

2.5% to 1.9%. This dynamic continues to reinforce the recovery of Portuguese households' purchasing power, despite the more moderate pace of wage growth.

**The labour market continued to be characterized by a situation of full employment**, with the unemployment rate remaining stable at 6.4% in February, added by an increase in the employed population to 5,163.5 thousand, the highest value since February 1998.

**Investors' risk perception regarding the Portuguese economy remains quite low and under control**, with the rise in the 10-year yield of about 40 bps at the beginning of March 2025 gradually fading away, with the Portuguese sovereign rate standing at about 3.03% (as of 23 April 2025), with a 56 bps difference compared to the German sovereign. The spread between the 10-year sovereign interest rate between Portugal and Spain stood at -12 bps.

**Portugal's credit rating was revised upwards by S&P to A (positive) and remains at A- (positive) by Fitch, A3 (stable) by Moody's, and A(H) (stable) by DBRS.**

### **Business Activity**

Santander Portugal continued to pursue its **strategy of growth, while deepening its commercial and transactional relationships with customers**, leveraged by the process of continuous commercial and operational optimization, aimed at improving customer experience and satisfaction.

As a result, in Q1'2025, the Bank kept **growing its customer base**, especially in **higher relationship and value segments**, which translated into **increased commercial activity**, both in business volumes and transactions.

In the first three months of 2025, the Bank grew by **71 thousand new active customers** (+3.8% compared to the same period in 2024), to 1.91 million, and by **80 thousand digital customers** (+6.7%), to 1.28 million (67% of active customers).

During this period, the Bank maintained a **solid position in new credit production**, with emphasis on the **housing credit** (where the Bank continues to originate more than 20% of the total amount of new mortgages) and **consumer credit** segments, which contributed to the growth of the private credit portfolio (+6.0% year-on-year).

In the corporate segment, the Bank kept supporting its customers in their digital and energy transformation, having granted, in this first quarter, **€ 473 million in sustainable financing**, in addition to the usual liquidity and cash-flow management instruments, such as factoring and confirming, plus its support to international trade and to the internationalization of Portuguese companies, namely by reinforcing its position in terms of trade finance operations.

In terms of **customer resources**, there was also sustained growth (+6.9% compared to the same period in 2024), both in **deposits** (+6.7%), and in **off-balance sheet resources** (+7.8%), especially in investment funds, where the Bank maintains a wide range of savings solutions, suited to the current monetary policy cycle.

Santander continues to provide **innovative protection solutions**, with a comprehensive view of its customers' needs. In addition to traditional credit-related insurance, the Bank is strengthening its offer in terms of personal protection insurance, of which it is worth highlighting, at the end of the quarter, the **new "OneCare" health insurance offer**, an innovative health insurance that goes beyond traditional coverage. As part of the general banking services provided, and with an ecosystem of exclusive partnerships, this new product was designed to offer a complete, affordable experience to everyone.

With no age limit, the insurance focuses on preventative medicine and provides a 24/7 Health Assistant, who continuously monitors customers with alerts, appointments, clarification of doubts, and personalized support. All features are available on the *OneCare App*, which offers exclusive benefits and discounts to customers.

The growing customer base also translated into more **debit and credit cards issued by the Bank**, which grew by 4.6% year-on-year. The same occurred in terms of **transactions**, with **1.2 million daily purchase and withdrawal operations being carried out** (+10.7% year-on-year).

Customers also increased their **use of digital channels**, where the Bank continues to invest, from the point of view of enhancing user experience, as well as by providing new features, in addition to the physical network, as part of its drive to being a digital bank with branches. In Q1'2025, daily logins on the Bank's private website and App grew by 10.0%, compared to the same period in 2024, exceeding 1.1 million. Customers using **OneApp Santander** as a digital access platform to the Bank reached more than 818 thousand, a 16.5% year-on-year growth.

## Results

At the end of Q1'2025 the net income of Santander Portugal, amounted to € 268.8 million, compared to the € 294.4 million in the same period last year (-8.7%).

Compared to the previous quarter, net income has already grown (+26.9%), benefiting from the stabilization of net interest income (which grew by 2.6%, due to the higher business volume), and from the growth in fees (+13.5%), as a result of the greater number of customer transactions.

### Main Highlights:

Net income from banking activities amounted to € 485.0 million (-14.5% compared to the same period in 2024), reflecting the dynamics of net interest income (-19.6%), as fees remained relatively stable (+0.6%).

As a result of the commercial and operational improvement process that it has been implementing, the Bank maintained solid efficiency levels (26.9%), as operating costs grew by just 1.0% — so below the inflation rate. Net operating income amounted to € 354.7 million (-19.1%).

Net interest income reflected the interest rate reduction cycle implemented by the ECB since June 2024, in which it brought down the deposits rate by 200 bps, to 2.5%, at the end of Q1 (after which it decided a 7<sup>th</sup> 25 bps rate cut, in April, to 2.25%). This decline was transmitted to the loan portfolio, still mostly indexed to variable rates, while the remuneration of deposits adjusted more slowly, also due to the continued transformation of demand deposits into term deposits. As a result, net interest income amounted to € 354.2 million (-19.6% compared to the same period in 2024), although already reversing the quarterly reduction dynamic observed since the Q4'2023, when the highest value was observed. In fact, as a result of the growing business volumes, especially of credit, net interest income grew by 2.6% compared to the figure observed in Q4'2024.

Net fees amounted to € 121.7 million, a 0.6% increase compared to the same period in the previous year, reflecting the growth in loan origination, as well as the greater volume of transactions by customers, namely in terms of accounts, means of payment and insurance, which were partially offset by a lower fee volume related to financial advice, compared to the figure recorded in the same period of 2024.

Gains/losses in financial assets amounted to € 6.7 million, and net income from banking activities amounted to € 485.0 million (-14.5%, reflecting the behaviour of net interest income).

Operating costs remained under control, growing just by 1.0% compared to the same period last year, to € 130.3 million, as a result of the commercial and operational improvement process that the Bank continues to develop, focused on the omnichannel experience, by which the physical network is complemented by digital channels. Staff costs, amounting to € 72.5 million, grew by 3.2%, also reflecting the renewal of the Bank's staff, while general and administrative expenses fell by 2.9%, to € 47.9 million. As a result, the efficiency ratio stood at 26.9% (+4.2pp).

Credit quality remained quite solid, supported by the context of full employment. Net impairment of financial assets at amortized cost amounted to € 14.6 million, reflecting the recovery of overdue loans, corresponding to a credit cost of -0.02%. The NPE ratio dropped by 0.3 p.p., to 1.5%.

Net provisions and other results amounted to € -1.1 million. Income before taxes and non-controlling interests amounted to € 368.2 million, a 14.2% decrease compared to the same period last year.

### Balance Sheet and Business

The sustained increase in the Bank's customer base, especially in higher-value segments, as well as its differentiated offer, suited to the interest rate context, has materialized in growing business volumes, which continued in Q1'2025.

At the end of March 2025, **loans to customers (gross) amounted to € 50.7 billion**, an 8.7% increase compared to the same period last year.

The **mortgage loan** portfolio continued to benefit from the sustained pace of new production, standing **at € 23.7 billion (+6.1%)**, with the Bank originating more than a fifth of all new mortgages, based on its competitive "mixed rate" offer.

In this segment, and in terms of public guarantees to support the purchase of a permanent dwelling by young people, Santander Portugal saw its leading role in the mortgage credit market being acknowledged, namely by achieving a global amount of guarantees worth € 259 million in terms of public guarantees. Over € 250 million in credits were granted under this measure, corresponding to more than 1,300 contracts.

**Consumer loans** also maintained a sustained growth pace of 8.9%, with the portfolio reaching € 2.0 billion.

**Loans to corporates and institutionals, amounting to € 24.8 billion**, grew by 11.7% compared to the end of March 2024. The Bank continues to mobilise its balance sheet to support projects developed by Portuguese companies, also leveraging on the InvestEU credit facilities of Banco Português de Fomento, and on protocols with the EIB, in addition to liquidity and cash-flow management solutions, as well as support for international business.

LOANS (million euro)	mar-25	mar-24	Var.
Loans to individuals	25,896	24,421	+6.0%
of which			
Mortgage	23,686	22,331	+6.1%
Consumer	1,972	1,812	+8.9%
Loans to corporates and institutionals	24,814	22,225	+11.7%

The Non-Performing Exposure (NPE) ratio, calculated according to EBA criterion (in relation to balance sheet exposure), decreased by 0.3% p.p. to 1.5%, with the respective coverage standing at 87.1%, while the NPE coverage by specific impairment stood at 57.6% (+1.5 p.p.).

Customer resources amounted to € 46.8 billion, a year-on-year growth of 6.9%. **Customer deposits grew by 6.7%**, to € 37.9 billion, in line with the increased household savings rate (which recovered to 12%, in 2024). In a context of falling interest rates, the Bank continued to offer a wide range of **off-balance sheet resources**, with attractive

remuneration conditions, which rose by 7.8% to € 8.9 billion, of which 5.0 billion in investment funds (+14.8%), and 3.9 billion in financial insurance and other resources.

RESOURCES (million euro)	mar-25	mar-24	Var.
<b>Customers' resources</b>	<b>46,765</b>	<b>43,760</b>	<b>+6.9%</b>
Deposits	37,882	35,516	+6.7%
Off-balance sheet resources	8,883	8,244	+7.8%
Investment funds	5,005	4,360	+14.8%
Insurance and other resources	3,878	3,884	-0.2%

## Liquidity and Solvency

Santander Portugal pursued its liquidity management strategy aimed at maximizing the liquidity buffer to face adverse events. At the end of March 2025, the liquidity reserve remained at a comfortable level, ending the quarter with a liquidity reserve of € 17 billion. Exposure to the Eurosystem stood at € -1.8 billion (surplus position).

The Bank has maintained a financing structure appropriate to the market context. Financing obtained from the European Central Bank remains at zero.

Short-term funding, through repurchase agreements, amounted to € 4.3 billion at the end of Q1. In terms of long-term financing, Santander Portugal ended the month of March 2025 with about € 0.9 billion in securitisations, € 4.7 billion in covered bonds, € 1.6 billion in senior non-preferred issuances, € 0.2 billion in subordinated issuances, € 0.3 billion in Credit Linked Notes, and about € 0.2 billion in financing with repurchase agreements.

The LCR (*Liquidity Coverage Ratio*), calculated in accordance with CRD IV rules, stood at 129.5%, thus meeting regulatory requirements on a fully implemented basis.

The *Common Equity Tier 1* (CET1) ratio, calculated in accordance with CRR/CDR IV rules, stood at 14.2% (fully implemented), at the end of March 2025 (+0.6 p.p. compared to same period in 2024).<sup>1</sup>

The Bank still has very high capitalization levels, clearly above the minimum requirements set by the ECB under the SREP (CET1 — 9.521%, Tier 1 — 11.331%, and Total — 13.743%, fully implemented, *including the reserve for sectoral systemic risk of the Bank of Portugal*).

In terms of MREL, as of the end of March, Santander Portugal recorded a 27.4% ratio, which is above the fully implemented requirement of 24.55% (including the 3% Combined Buffer Requirement (CBR) of TREA), required for 2024.

CAPITAL (fully implemented) (million euro)	mar-25	mar-24	Var.
Common Equity Tier I	2,227	2,142	+4.0%
Tier I Capital	2,927	2,542	+15.1%
Total Capital	3,193	2,819	13.3%
<b>Risk Weighted Assets (RWA)</b>	<b>15,643</b>	<b>15,775</b>	<b>-0.8%</b>
CET I ratio	14.2%	13.6%	+0.6 p.p.
Tier I ratio	18.7%	16.1%	+2.6 p.p.
Total Capital Ratio	20.4%	17.9%	+2.5 p.p.

<sup>1</sup> Comparable ratios, regarding 2024, refer to Santander Totta SGPS, a company that has been dissolved by merger into Banco Santander Totta.



### External Recognition

During the first three months of the year, Santander was once again awarded for its financial performance.

The North American magazine **Global Finance** distinguished Santander as the "**Best Bank in Portugal**", in the "*World's Best Banks 2025*" awards. These awards recognize the best performing financial institutions globally, and include criteria such as profitability, asset growth, geographic size, strategic relationships, new business development and product innovation. In this year's edition, **Global Finance's** review also valued the diversity of services, long-term stability, and the capacity for technological innovation.

The Bank was also distinguished by this same magazine as the "**Best SME Bank**," and as the "**Best Private Banking**" in Portugal in 2025.

In the field of Human Resources, Santander was certified for the 3<sup>rd</sup> consecutive year as **Top Employer 2025** in Portugal, by the *Top Employers Institute*, which distinguishes companies with the best practices in this matter.

At the **Euronext Lisbon Awards 2025**, the Bank was distinguished, for the 6<sup>th</sup> consecutive year, in the "**Settlement & Custody**" category. In the **Sustainable Finance** category of these awards, the Bank was part of the final shortlist with the project "*Centre for Sustainable Finance*," a partnership between the Santander Portugal Foundation and the Catholic University of Lisbon.

**Banco Santander Totta, SA**

<b>BALANCE SHEET (million euro)</b>	<b>mar-25</b>	<b>mar-24</b>	<b>Var.</b>
<b>Cash, cash balances at central banks and other demand deposits</b>	2,377	4,807	-50.5%
Financial assets held for trading, at fair value through profit or loss, and at fair value through other comprehensive income	5,305	5,473	-3.1%
Financial assets at amortised cost	48,091	43,977	+9.4%
Investments in subsidiaries, joint ventures and associates	0	0	-
Tangible assets	382	398	-4.2%
Intangible assets	37	33	+11.2%
Tax assets	137	170	-19.2%
Non-current assets held for sale	19	35	-44.7%
Other assets	363	448	-18.9%
<b>Total Assets</b>	<b>56,712</b>	<b>55,342</b>	<b>+2.5%</b>
Financial liabilities held for trading	1,511	1,657	-8.8%
Financial liabilities at amortised cost	50,654	48,162	+5.2%
Resources from Central Banks and Credit Institutions	4,593	5,077	-9.5%
Customer deposits	37,882	35,516	+6.7%
Debt securities issued	7,834	7,317	+7.1%
Other financial liabilities	345	251	+37.5%
Provisions	123	133	-7.4%
Tax liabilities	256	491	-47.8%
Other liabilities	766	560	+36.8%
<b>Total Liabilities</b>	<b>53,311</b>	<b>51,002</b>	<b>+4.5%</b>
Share capital attributable to BST shareholders	3,401	4,338	-21.6%
Non controlling interests	0	2	-95.7%
<b>Total Shareholders' Equity</b>	<b>3,401</b>	<b>4,340</b>	<b>-21.6%</b>
<b>Total Shareholders' Equity and Total Liabilities</b>	<b>56,712</b>	<b>55,342</b>	<b>+2.5%</b>

**Banco Santander Totta, SA**

<b>CONSOLIDATED INCOME STATEMENTS* (million euro)</b>	<b>mar-25</b>	<b>mar-24</b>	<b>Var.</b>
<b>Net interest income</b>	<b>354.2</b>	<b>440.6</b>	<b>-19.6%</b>
Income from equity instruments	0.0	0.0	+17.6%
Results from associates	0.0	0.0	-
Net fees	121.7	120.9	+0.6%
Other operating results	2.5	1.6	+56.9%
Insurance activity	0.0	0.0	-
<b>Commercial revenue</b>	<b>478.3</b>	<b>563.0</b>	<b>-15.0%</b>
Gain/losses on financial assets	6.7	4.3	+55.3%
<b>Net Income from Banking Activities</b>	<b>485.0</b>	<b>567.3</b>	<b>-14.5%</b>
Operating costs	-130.3	-129.0	+1.0%
Staff expenses	-72.5	-70.2	+3.2%
Other Administrative Expenses	-47.9	-49.3	-2.9%
Depreciation	-9.9	-9.4	+5.1%
<b>Net operating Income</b>	<b>354.7</b>	<b>438.3</b>	<b>-19.1%</b>
Impairment (net) of financial assets at amortised cost	14.6	-5.9	-
Net provisions and other results	-1.1	-3.3	-66.3%
<b>Income before taxes and non-controlling interests</b>	<b>368.2</b>	<b>429.1</b>	<b>-14.2%</b>
Taxes	-99.4	-134.7	-26.2%
Non-controlling interests	0.0	-0.1	-100.0%
<b>Consolidated net income</b>	<b>268.8</b>	<b>294.4</b>	<b>-8.7%</b>

(\*) Not audited

**Banco Santander Totta, SA**

In accordance with the definition contained in instructions 16/2004 of the Bank of Portugal with the changes in instruction 6/2018

	<b>mar-25</b>	<b>mar-24</b>	<b>Var.</b>
<b>Profitability</b>			
Income before taxes and MI/Average net assets	2.7%	3.0%	-0.3 p.p.
Net income from banking activity/Average net assets	3.5%	4.0%	-0.5 p.p.
Income before taxes and MI/Average equity	34.0%	43.1%	-9.1 p.p.
<b>Efficiency</b>			
Operating expenses/Net income from banking activity	26.9%	22.7%	+4.2 p.p.
Staff expenses/Net income from banking activity	14.9%	12.4%	+2.5 p.p.
<b>Transformation</b>			
Credit (net)/Deposits	132.0%	129.1%	+2.9 p.p.