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Crédit Mutuel Nord Europe

Investor Presentation

June 2017

Crédit Mutuel
Nord Europe

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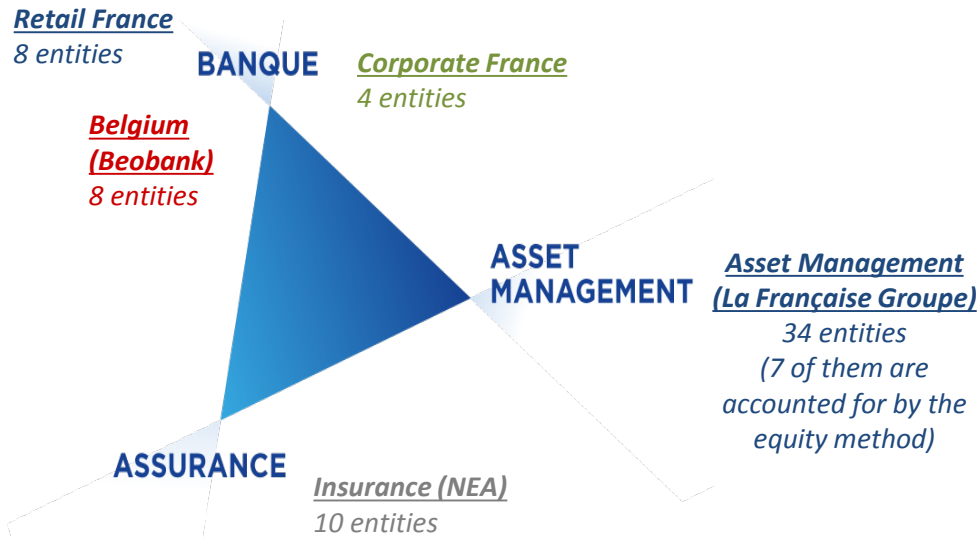
1. Overview

A Strong Bancassurance Group

❖ Crédit Mutuel Nord Europe (“CMNE”):

- ✓ A member of the **Crédit Mutuel Group**¹, one of the leading French bancassurance group in terms of retail banking, with a proven financial strength
- ✓ A **mutual** company, like the other members of Crédit Mutuel Group, **organized around more than 150 “Caisses Locales”** owned by “sociétaires” or members
- ✓ Head office and parent company are located in Lille, Northern France, with subsidiaries located in **Paris** (La Française, NEA) and **Brussels** (Beobank)

❖ CMNE is a group structured around three businesses:

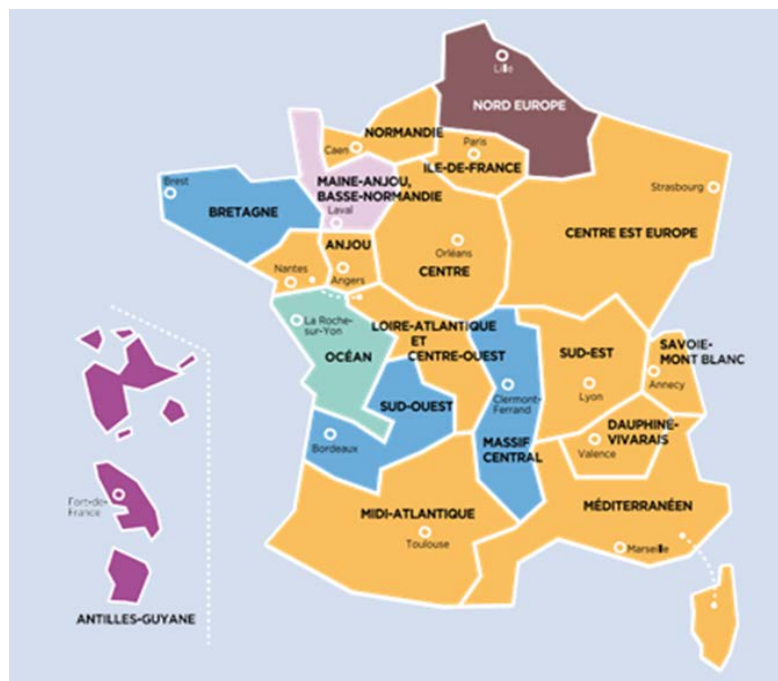


(1) The European Central Bank (ECB) supervises the entire group, via the Confédération Nationale du Crédit Mutuel

Crédit Mutuel Group, a Cooperative Group

- ❖ With 2124 “Caisses Locales”, 19 “Fédérations” and 6 “Caisses Fédérales”, the Crédit Mutuel Group is the third largest retail bank in France
- ❖ Under the French Banking Act, federations are affiliated with “Confédération Nationale du Crédit Mutuel” (“CNCM”), the regulated entity, in particular for the ECB
- ❖ Crédit Mutuel Nord Europe (“CMNE”) has been supporting the recent changes in the governance and organisation of CNCM

- Crédit Mutuel Nord Europe
- Crédit Mutuel Maine-Anjou, Basse-Normandie
- Caisse interfédérale Arkéa
- Crédit Mutuel Océan
- Crédit Mutuel Antilles-Guyane
- Caisse fédérale de Crédit Mutuel (CM11)



Network & Business

- C. 6 000 local branches
- Staff: 81 657
- « Sociétaires » (members): 7.7mn
- Customers: c. 30.7mn
- Market shares:
 - ✓ Savings: 15.2%
 - ✓ Loans: 17.2%

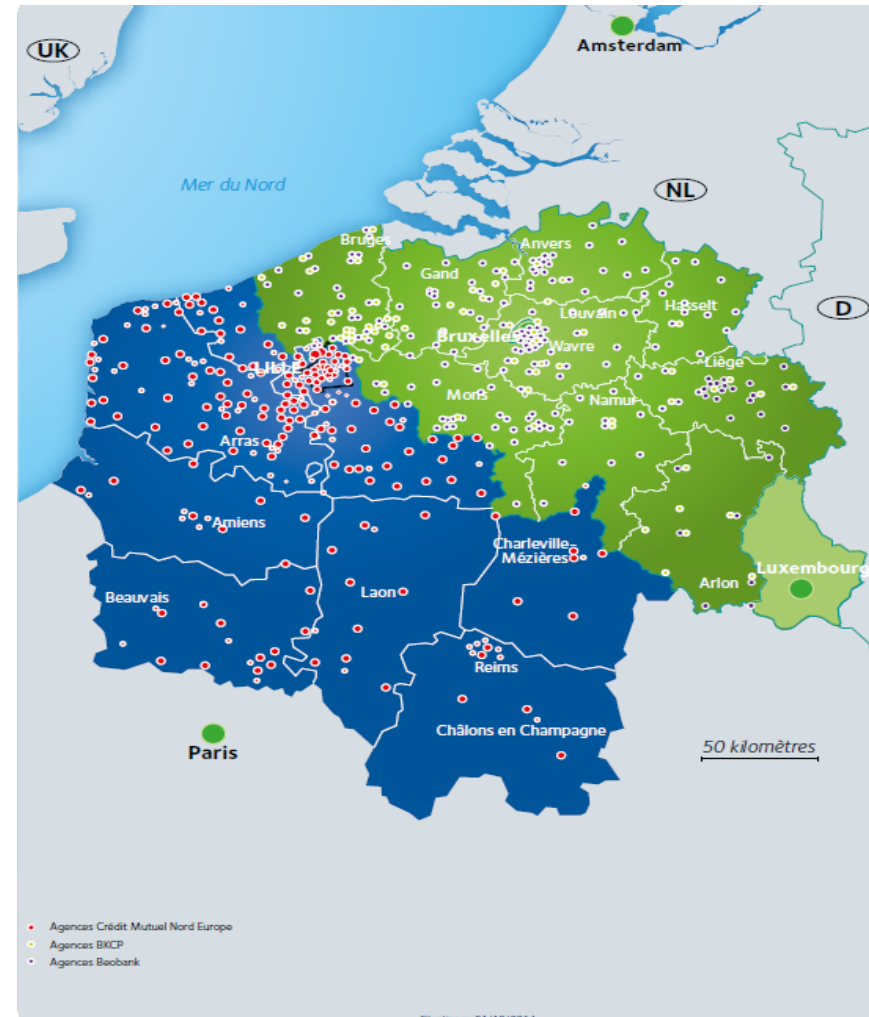
CMNE: a Major Player in France and Belgium

Crédit Mutuel Nord Europe (CMNE) is the third largest banking group within the Crédit Mutuel Group in terms of number of clients and/or branches, total assets, net banking income and statutory equity capital

CMNE operates in two main markets:

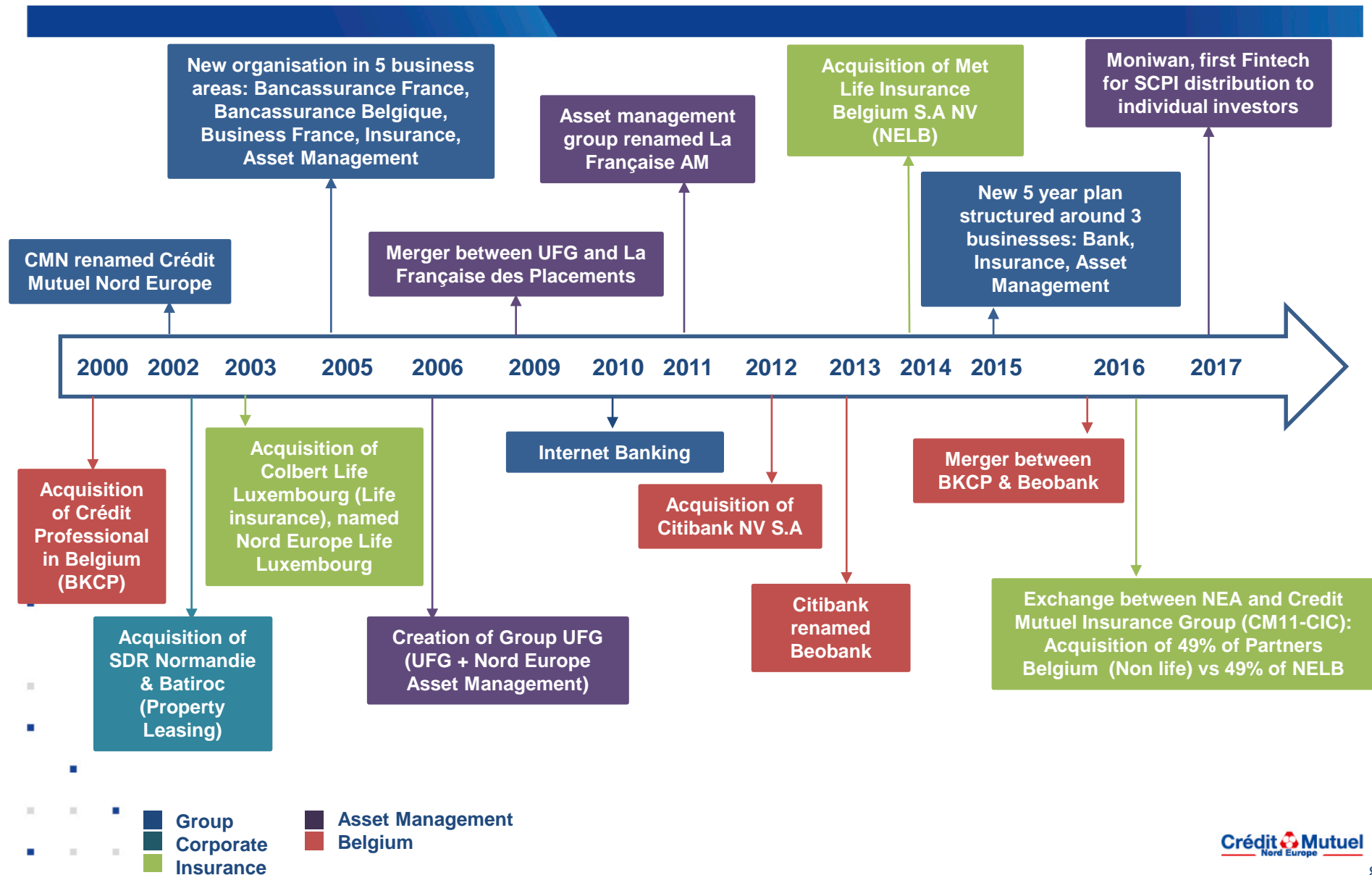
- **France¹**, in 2 regions: Hauts-de-France and Champagne-Ardennes, part of Grand Est
- **Belgium¹**, through Beobank. **Belgium is CMNE's second domestic market**

The CMNE territory represents a market of 17mn individuals. CMNE is also present in Luxembourg, mainly through its life insurance subsidiary which primarily serves its clients in Belgium



⁽¹⁾ Bancassurance France: 281 bank branches, Business Finance: 17 business centers and 2 offices, Bancassurance Belgium: 65 bank branches, 12 business centers et 166 agents délégués

CMNE Group: Key Dates



Ratings and Stress Test Results

- ❖ In its assessment, Standard & Poor's points out the resilient earnings, the status as a cooperative group and the controlled growth of risk assets. S&P continues to view the main entities as core, as they are bound by solidarity agreements:

“The outlook revision reflects the continuation of Crédit Mutuel's solid financial performance and our views of its positive transition toward strengthening further its balance sheet and building stronger loss-absorption capacity” Source: S&P 10/2016

Current S&P Rating for CMNE	
Short Term	A-1
Long Term	A
Outlook	Stable

Source: S&P 12/2016

Issuer	S&P Long Term Rating	Outlook
Belfius	A-	Stable
BFCM	A	Stable
BNP	A	Stable
Credit Agricole	A	Stable
KBC (HoldCo)	BBB+	Stable
Societe Generale	A	Stable

- ❖ Based on stress test performed in 2016, the European Banking Authority (EBA) and the European Central Bank (ECB) ranked **the Crédit Mutuel Group #1 among the largest French banks**

2. Key Figures

CMNE at a Glance (Dec. 2016 Figures)

BALANCE SHEET (in millions €)

➤ Consolidated total	41 823
➤ Statutory equity capital under Basel III	3 336
<i>CET 1</i>	2 480

RESULTS (in millions €)

➤ Consolidated net banking income	1 129
➤ Consolidated net profit <i>(Group share)</i>	205

RATIOS (%)

➤ Common Equity Tier 1	15.13
➤ Total Capital Ratio	20.36
➤ Requirements SREP	9.75
➤ Leverage ratio	9.21

RATING

(Caisse Fédérale du Crédit Mutuel Nord Europe)

➤ Issuer Credit Rating by S&P	A
➤ Outlook	Stable

NETWORK

➤ Local branches and business centers ⁽¹⁾	543
➤ ATMs ⁽²⁾	665

BUSINESS (in millions €)

➤ Outstanding customer accounts	16 221
➤ Outstanding financial savings	59 017
➤ <i>Insurance</i>	11 986
➤ Outstanding loans	15 692
➤ Insurance policies	1.2M

OTHERS

➤ Customers and “sociétaires” ⁽³⁾	1.6M
➤ Total staff	4 434

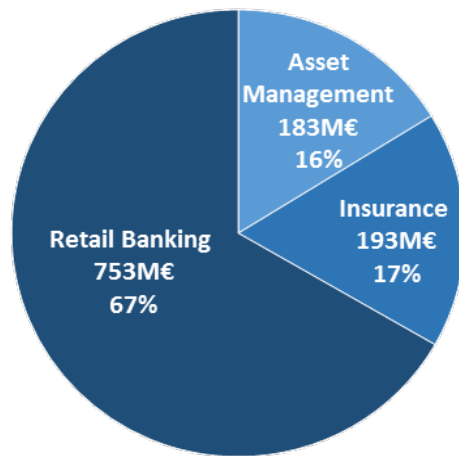
(1) Bancassurance France: 281 bank branches, Business Finance: 17 business centers and 2 offices, Bancassurance Belgium: 65 bank branches, 12 business centers and 166 agents délégués

(2) 515 in France et 150 in Belgium

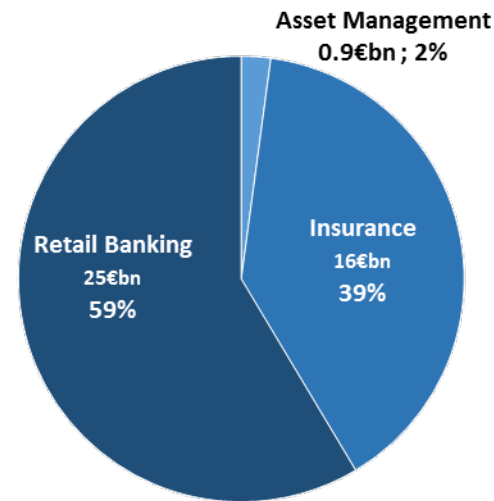
(3) Customers of the French network and the Belgian network. “Sociétaires” own shares

Key Financial Figures: NBI & Balance Sheet by Business Line

Breakdown of total NBI¹ by business line
as at 31/12/2016
Total €1 129mn



Breakdown of total balance sheet¹ by business line
as at 31/12/2016
Total €42bn



- ❖ Retail Banking is split 59%-41% between France and Belgium
- ❖ Insurance is a core contributor to the business model (17% of total NBI)
- ❖ With a capital commitment of €250mn, Asset Management represents a significant source of future growth in a low capital intensive business

(1) IFRS, after interco eliminations

(2) Retail Banking includes retail bank (France + Belgium), corporate, other activities and interco eliminations

Key Financial Figures: Profit & Loss Account

Income Statement (€mn) - IFRS	2016	2015	% Var
Net Banking & Insurance Income	1 129	1 173	(3.7%)
Operating expenses	825	819	0.8%
Gross operating income	304	354	(14.2%)
Cost of risk	(21)	(18)	16.6%
Net operating income	283	336	(15.9%)
Net income Group share	205	212	(3.5%)
Key ratios			
<i>C/I</i>	73.1%	69.8%	
<i>Cost of risk</i>	12bp	11bp	
<i>ROTE¹</i>	7.9%	8.8%	

❖ Key findings :

- ✓ Stability in NBI, in excess of €1bn for the fourth consecutive year since 2013
- ✓ Controlled cost of risk

(1) ROTE based on average net tangible equity

CMNE - a Recognised Bancassurance Player in France (1/2)

- ❖ **The client is at the center of the Group's priorities**, with a "Priority Clients" approach and awards: Crédit Mutuel is the French people preferred retail bank according to the Posternak / Ifop barometer and No. 1 on the banking sector Customer Relationship Podium (10th time in the past 13 years)
- ❖ **The first achievements of the “Phygital Age” illustrating the Group's innovative capacity**: important Customer Relationship Center in distance selling, internet initiatives taken over by other Crédit Mutuel, Labs, implementation of Artificial Intelligence tools with the experimentation of the Watson solution in local branches, e-collaborations, etc.

Key figures¹ Retail as at 31/12/2016

- **NBI**: €451mn
- **Contribution to Group's results**: €109mn
- **Managed Fund**: €28.4bn
- **Outstanding savings**: €19.2bn
- **Outstanding loans**: €9.2bn
- **Customers**: c. 1.03mn

Key figures¹ Corporate as at 31/12/2016

- **NBI**: €56mn
- **Contribution to Group's results**: €13.8mn
- **Outstanding savings**: €0.38bn
- **Outstanding loans**: €2.1bn (*Leasing*: €1.3bn)
- **Customers**: c. 14.5k

Loan Deposit Ratio
France Retail + Corporate as at 31/12/2016
105.1%

Market shares CMNE - Retail Hauts de France

Bank savings	7.7%
Outstanding insurance savings	5.1%
Loans	6.3%

(1) IFRS, before interco eliminations
(2) 17.6% for the former 'Nord Pas-de-Calais'

CMNE – a Recognised Bancassurance Player in France (2/2)

Focus on Retail

Savings in France

in millions €	Inflows 2016*	Outstanding balance end 2016	% change 2015/2016
Deposits	91	7 793	2.2%
Insurance Saving	67	7 027	0.8%
Financial Savings	-21	1 556	(2.6%)
Total	137	16 376	1.1%

Source: annual report (French)

* Net collection for life insurance

- The inflows in deposits increased by 50% to €91mn.
- Non favourable environment for the insurance saving, with a decrease of 34.5% of the inflows. Successful development of UC support with a production of 38.4% (vs 28.1%)
- Negative inflows for financial savings due to the maturity of securities (€73mn), but top year for Property Investment Company (SCPI) with inflows in excess of €42mn.

Loans in France

in millions €	New business 2016	Outstanding balances end 2016	% change in outstanding balances: 2015/2016
Consumer credit	691	1 042	14.4%
Housing credit	1 283	6 618	(0,2)%
Professionals	353	1 652	(0,8)%
Total	2 327	9 312	1.2%

Source: annual report (French)

- Consumer credit production grew by 33.2% to €691mn
- Housing loans production exceeds its objectives (121%)
- Except in the agricultural market, despite good performance in professional loans

CMNE - Bancassurance Belgium: CMNE's Second Domestic Market

Beobank

CMNE acquired CitiBank Belgium in May 2012, which was successfully renamed Beobank. The merger between BKCP and Beobank allows the harmonization of the offer, and the standardization of procedures and computer systems.

Beobank is a **leader** in Belgium for consumer credit and credit cards. Beobank has also developed its own mortgage business and launched innovative concepts such as **pop-up stores** and **Pro-corner**.

beobank

Key Figures¹ as at 31/12/2016

- **NBI:** €305mn
- **Contribution to Group's results:** €33mn
- **Managed funds:** €13.1bn
- **Outstanding savings:** €8.7bn
- **Outstanding loans:** €4.4bn (Consumer credit 36%, Credit cards 8%)
- **Customers:** c. 607.000

Market shares CMNE Belgique

Bank savings	~ 1,7%
Consumer loans	~ 10,5%
Credit cards	~ 9,4%

Loan Deposit Ratio
Belgium
as at 31/12/2016
82.6%

- ❖ Staff: 983
- ❖ Network: 77 bank branches & 166 agents délégués
- ❖ Main products:
 - ✓ Savings
 - ✓ Mortgage
 - ✓ Consumer loans
 - ✓ Credit card
 - ✓ Life insurance
- ❖ Markets: retail, corporate and self employed

(1) IFRS, before interco eliminations

NEA - an Insurance Business Dedicated to the Group's Distribution Networks

- ❖ **Nord Europe Assurances (NEA)** is the sub-holding company for all the Group insurance activities in life (ACMN Vie, NELB and NELL) and non-life (ACMN Iard), for clients in France and Belgium.

Key Figures¹ as at 31/12/2016

- **Number of contracts:** 1 236 301
- **Gross Written Premium:** €1.01bn
- **Total technical and mathematical provisions:** €12.7bn (17% invested on "UC" support)
- **Contribution to Group's results:** €71.6mn
- **Staff:** 217 FTE

Breakdown of GWP and Geography

Mios € as at 31/12/2016	GWP	Country
Life		
ACMN Vie	695	France
NELL	105	Luxembourg
NELB	54	Belgium
Non Life		
ACMN IARD	154	France
Total NEA	1 011	



- ❖ Life and non-life contracts are sold to Group's customers in France and Belgium through CMNE and Beobank's networks
- ❖ In Belgium, the Group has reinforced its position in life insurance in October 2014 with the acquisition of MetLife's Belgium subsidiary, the historic bancassurance partner of Beobank. MetLife Belgium was subsequently renamed North Europe Life
- ❖ Non-life contracts are sold in France through a joint-venture (51/49), with ACM, CM11's insurance arm
- ❖ The asset management subsidiary, La Française, also distributes life insurance contracts through CD Partenaires
- ❖ In Belgium, CMNE and Credit Mutuel Insurance Group (CM11-CIC) had an exchange of shareholding in July 2016: NEA acquired 49% of Partners (Non Life) and GACM acquired 49% of NELB
- ❖ 62% of NEA's revenues come from the CMNE bank branches

(1) IFRS, before interco eliminations

CMNE - a Key Player in Asset Management

- ❖ **Groupe La Française, 94% owned by Crédit Mutuel Nord Europe**, serves the Group (in particular the insurance business) and develops its client base outside the Group
- ❖ Close to 75% of La Française assets under management originated from clients outside the CMNE Group
- ❖ **Group La Française** has €60bn under management (€63.7bn at march 31, 2017)



LA FRANÇAISE
GLOBAL ASSET MANAGEMENT

Asset Management: La Française AM is a significant player in France and in Europe. The Group has concluded important partnerships in recent years: IPCM (credit), Alger (US equities), and S&P IQ (equity and credit management)



LA FRANÇAISE
GLOBAL INVESTMENT SOLUTIONS

Investment Solutions: after 3 years of activity, La Française Investment Solutions (LFIS) has become a significant player in France, offering structured solutions to clients, including the Group itself (CMNE as an issuer or NEA as an investor)



LA FRANÇAISE
GLOBAL REAL ESTATE INVESTMENT MANAGERS

Real Estate Management: based on an historical capability of direct real estate management, the strategic partnership with Forum Partners launched in September 2013 offers a unique combination of private equity, debt and securities capabilities



LA FRANÇAISE
GLOBAL DIRECT FINANCING

Direct Financing: La Française set up a joint venture with ACOFI in October 2014 to develop an offer of direct financing (i.e. infrastructure loans) to institutional investors

New Alpha is an incubator specialised in asset management in France. A PE fund dedicated to Fintech has been launched in December 2015, with a significant contribution from the CMNE Group

Key Figures¹ as at 31/12/2016

- **Total AUM: €60bn** (€36bn LFGAM, €14.5bn for Real Estate, €7.5bn for IS and €1.8bn for Direct Financing)
- **Net inflows in 2016:** €6bn vs €4.1bn in 2015 and €3.1bn in 2014
- **Contribution to Group's results:** €22.6mn vs €19.9mn in 2015
- **Staff:** c. 560 (FTE)

(1) IFRS

3. Capital and Liquidity Positions

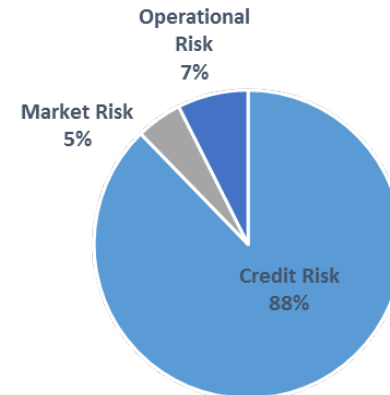
CMNE – Capital Position

€millions	31/12/2016	31/12/2015
	Basel III (Phased-in)	
Common Equity Tier 1	2 480	2 259
Additional Tier 1 Capital (Incl. Regulatory Adjustments)	79	92
Total Tier 1 Capital	2 559	2 351
Tier 2 Capital (Incl. Regulatory Adjustment)	778	479
Risk Weighted Assets	16 385	15 988
Common Equity Tier 1 ratio (%)	15.13	14.13
Ratio Tier 1 Ratio (%)	15.62	14.71
Total Capital Ratio (%)	20.36	17.70
Leverage Ratio (Excluding Insurance Business) (%)	9.21	7.60

Total RWA 2016 – €16.39bn



Total RWA 2015 – €15.99bn



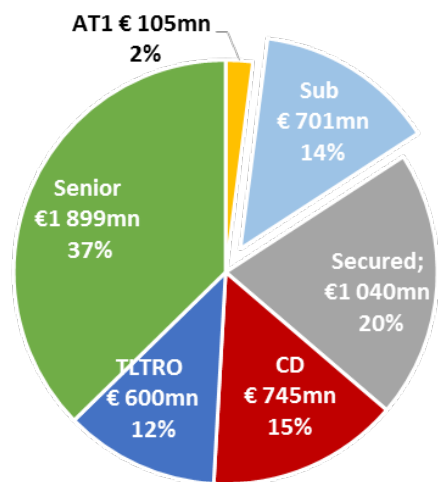
- ❖ Leverage Ratio in excess of 9% (min Basel 3 LR requirement: 3%) and Total Capital Ratio in excess of 20%
- ❖ The 3-year ICAAP anticipates a continuing growth of CMNE's business which will be financed through profit retention and raising Tier 2 in the market

CMNE – Liquidity Position (1/2)

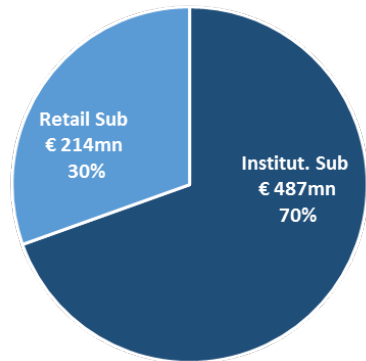
- ❖ **Three issuance programmes** available to Caisse Fédérale du Crédit Mutuel Nord Europe: Certificates of deposit (€4bn), BMTN (€1.5bn) and EMTN (€4bn)
- ❖ At the end of 2016, outstanding securities eligible with the ECB for the Caisse Fédérale amount to around €1.53bn (vs €1.97bn in 2015). Beobank has an additional amount of eligible securities of €1bn (vs €1.1bn in 2015)
- ❖ **CMNE participated to the ECB TLTRO II** operations in 2016 for **€600mn**. CMNE participated in the last TLTRO operation in the amount of €200mn (March 2017). It should be noted that the €900mn raised by TLTRO I was repaid in June 2016
- ❖ **CMNE LCR** ratio at YE 2016 was in excess of minimum requirements (**154%** for CMNE Group on a consolidated basis and **142%** for Beobank standalone)
- ❖ **CMNE NSFR** ratio at YE 2016 **was in excess of 100% (119%)**
- ❖ Loan to Deposits Ratio for the Group: 98.7% at YE 2016
- ❖ CMNE raised €300mn of subordinated debt **with institutional investors** ("TSR") in 2016 (vs. €105mn in 2015). There were no TSR issues via bank branches in 2016 (vs. €40mn in 2015)

CMNE – Liquidity Position (2/2)

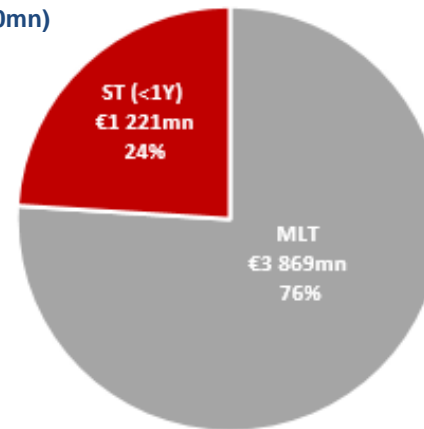
Funding breakdown by asset class as at 31/12/2016
Total €5.1bn



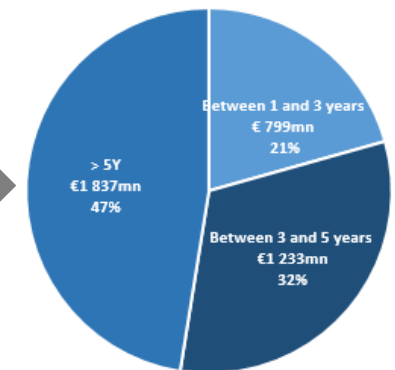
Subordinated breakdown, excluding Insurance sub debt (€150mn)



Funding breakdown by tenor as at 31/12/2016
Total €5.1bn

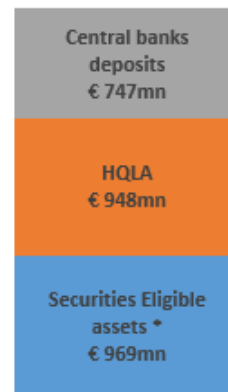


MLT breakdown as at 31/12/2016
Total €3 869mn



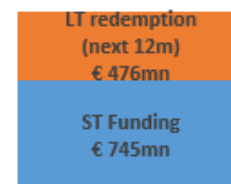
Eligible Buffer / ST Redemption = 218% at end 2016

Total €2 663mn



Eligible assets

Total €1 221mn



ST Funding / LT redemption

* Securities Eligible Assets don't include Assets collateralized for TLTRO

4. Risk Profile

Risk Management Policies Integrated Within the Crédit Mutuel Group

Credit Risk

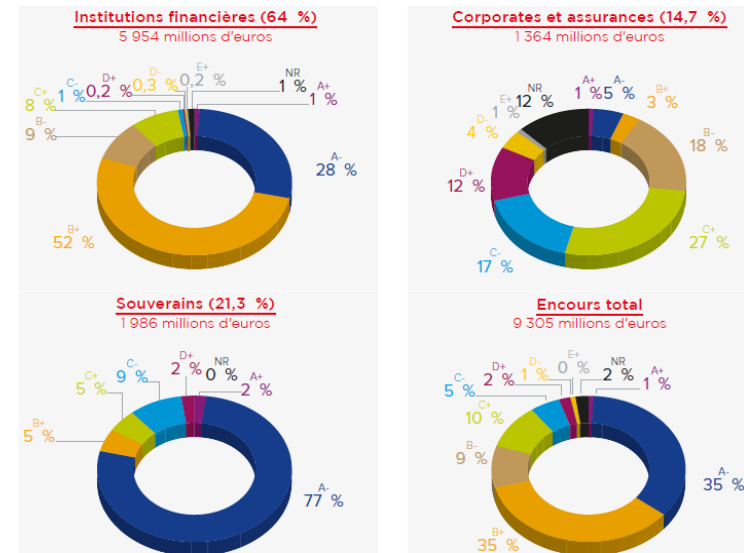
- ❖ The internal rating process, **shared within the whole Crédit Mutuel Group, determines pricing and ensure a credit quality control**
- ❖ Loans above €600k go through the Caisse Federale credit department
- ❖ Loans above €1.25mn must be approved by the Chairman and the Management Committee (“Direction Générale”)
- ❖ For the business finance unit, counterparty limits for corporates cannot exceed €40mn. Beyond this limit the “Caisse Fédérale” bank should provide security deposit
- ❖ At the end of 2016, global doubtful loans coverage declined by 1.2% at 65.3%

	2016	2015
B&D loans (in €mn)	965	975
Total cover ratio	65.3%	66.5%
Cover ratio (excl. general provisions)	62.9%	64.1%

Source: annual report (French), page 73

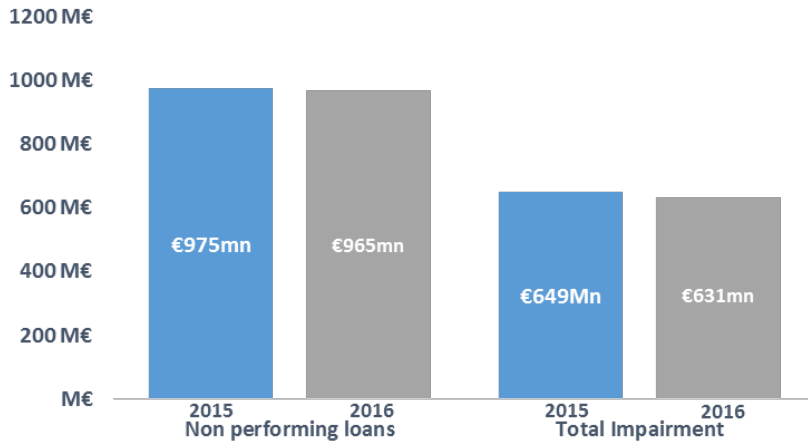
Market Risk

- ❖ Financial Institutions represent the largest counterparty exposure
- ❖ Counterparty limits are set by the Caisse Fédérale Committee, based on the internal counterparty ratings. Maximum exposure is set as follows:
 - ✓ Sovereign Risk Limit: max. 100% of equity of each company of the Group
 - ✓ Bank Risk Limit: based on national IFC rules, minimum of
 1. 25% of consolidated equity, set at €510mn, then declining according to the internal rating,
 2. refinancing limit of the counterparty as defined by the Crédit Mutuel Group standards or “Référentiel National IFC”, and
 3. equity exposure limit to the counterparty also defined by the Crédit Mutuel Group Standards
 - ✓ Corporate Risk Limit: max. 5% of consolidated equity capital

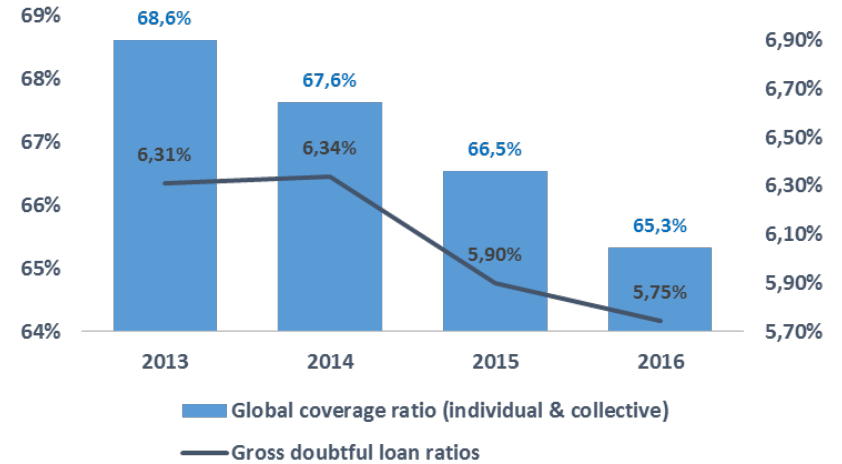


Source: annual report (French), page 78

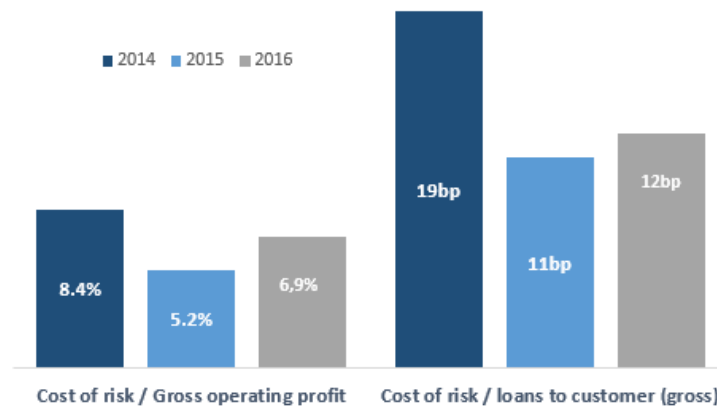
Loans to customers are stable while non-performing loans continue to decrease



Gross doubtful loans and coverage ratios



Risk ratios



Interest Rate Policy

❖ The objective of the **interest rate risk policy** is to reduce the structural risks linked to interest rate exposure for each of the businesses and to manage the margin resulting from the different businesses in the banking perimeter. Interest rate hedging policy for each business area is reviewed on a quarterly or half-yearly basis by a dedicated Finance Committee which decides on the measures for hedging liquidity and interest rate risks

❖ The CMNE Group measures the interest rate risk on the basis of:

- a sensitivity analysis of the Net Interest Margin (NIM), and
- an analysis of the sensitivity of the net present value (NPV). The NPV of all assets and liabilities to interest rates changes is an approach consistent with the 03-11-2014 French banking and Basel II regulations.

These measures have regulatory limits (NPV) or management limits (NIM) set up by the Confédération Nationale du Crédit Mutuel (“CNCM” which is the “organe central” of the Crédit Mutuel Group as defined by the French banking law) and the French banking regulator or Autorité de Contrôle Prudentiel et de Résolution (“ACPR”)

❖ The following limits apply:

- **NPV**: a linear movement in the rate curve of 200bps may not represent more than 20% of the equity of the perimeter analysed (Caisse Fédérale, BCMNE, Beobank)
- **NIM**: a linear movement in the rate curve of 100bps must not result in a sensitivity in excess of 5% of the net banking income of the perimeter analysed for the current year and the following two years

⇒ **Both limits were respected in 2016 and 2015**

❖ CMNE performs additional NPV sensitivity analysis with unusual rate curve (3m, 3yr and 7yr stressed at +/-1%)

Liquidity Risk Policy

- ❖ In respect of the liquidity risk policy, the objective of the Group is to optimise its refinancing cost while managing its liquidity risk and respecting the regulation. Liquidity risks are monitored under 3 time horizons:
 - ✓ Long-term (5 years): using GCM methodology, cover ratio of assets by liabilities is measured over a five year period. Each quarter, the ratio is superior to 100% vs a minimum of 95%
 - ✓ Medium Term (1 year), NSFR is calculated and is over 100% with the provisional regulatory requirements
 - ✓ On a monthly basis with the LCR since 01/10/2015: the LCR is monitored on a consolidated basis and a solo basis for Beobank
 - ✓ As for its resolution plan, CMNE calculates a survival period based on its liquidity buffers and stressed customer outflows.

5. Key Takeaways

Key Takeaways

- ❖ CMNE is **part of the Crédit Mutuel Group**, one of France's leading bancassureurs and soundest bank in France and is a fully-fledged/supportive member of the Crédit Mutuel Group with strong operational links with CM11 (IT systems, Insurance)

- ❖ **A pure bancassurance model** based in Northern **France and Belgium** with a market of close to 17mn customers

- ❖ Significant **sources of profitable growth ahead**, in particular in Belgium and asset management

- ❖ **High level of capitalization** and solid liquidity position

- ❖ **Controlled** credit risk profile

6. Contacts

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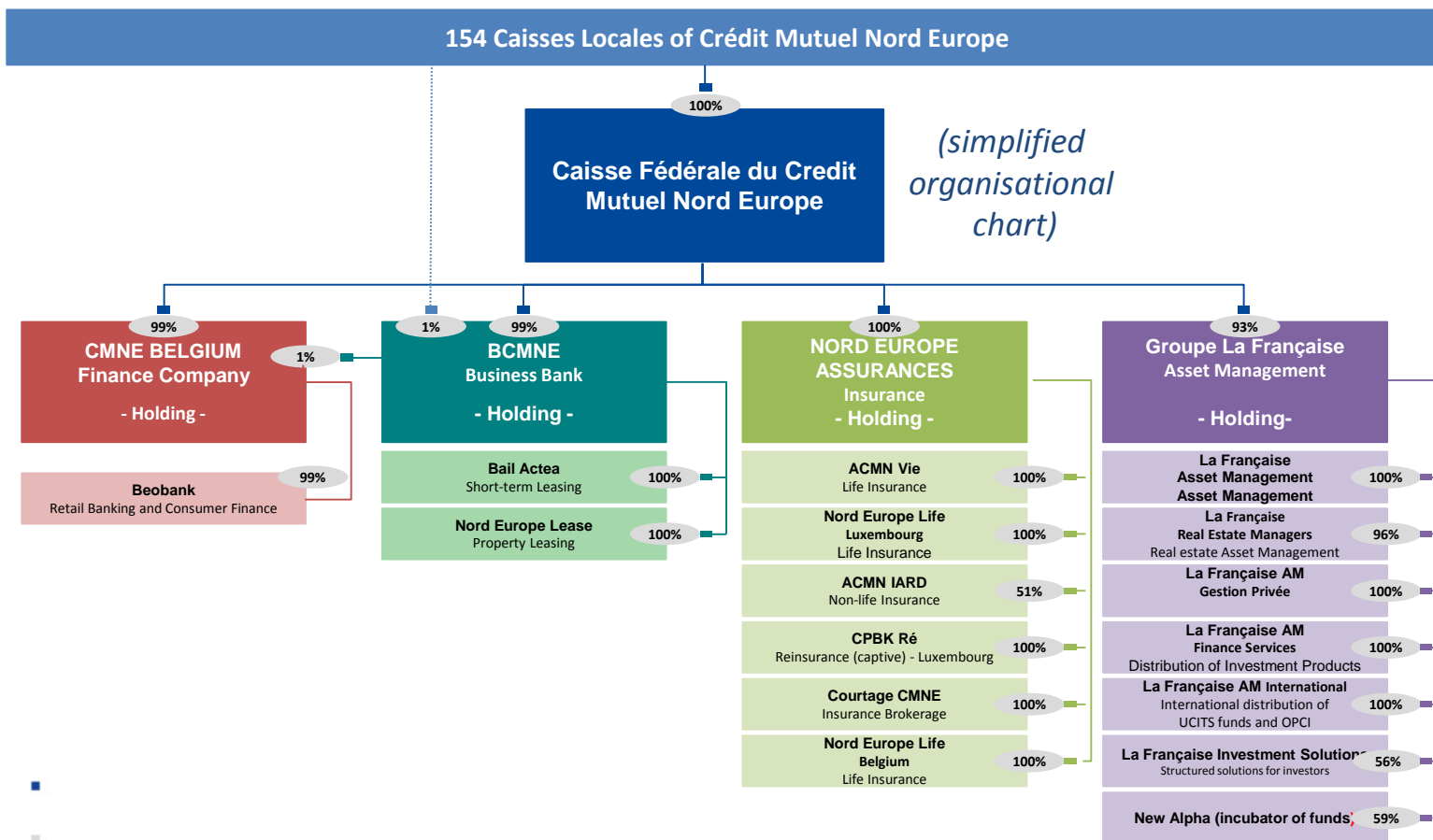
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Appendices

A Recognised Mutual Legal Structure

Caisse Fédérale, the issuer, acts as a parent company vis-à-vis the subsidiaries. Caisse Fédérale is also the treasury centre of all banking entities in France and Belgium and the refinancing arm of the Group. Each business line, except the retail banking business in France with its 258 branches (including 154 Caisses Locales), is structured around a dedicated sub-holding



CMNE – Key 2016 Figures by Business Lines

Business Lines Contributions to the Group (K€) - IFRS

	Contribution to NBI		Contribution to gross operating product		Contribution to consolidated result		Contribution to total consolidated asset	
	2015	2016	2015	2016	2015	2016	2015	2016
Bancassurance France	498 564	451 379	173 454	125 497	110 938	109 222	20 333 172	19 935 886
Bancassurance Belgique	291 154	304 997	40 394	48 962	31 557	32 996	6 415 265	6 395 972
Corporate	55 109	56 364	26 082	26 279	18 044	13 783	2 303 984	2 346 575
Insurance	205 178	187 052	126 706	117 013	70 946	77 617	15 825 922	16 779 159
Asset Management	172 075	184 791	36 319	39 435	19 861	31 027	1 203 723	995 526
Others	5 760	6 527	4 133	4 893	11 558	12 638	164 416	177 616
Interco eliminations	-54 371	-62 001	-52 938	-58 402	-51 313	-58 058	-5 102 767	-4 807 929
TOTAL	1 173 469	1 129 109	354 150	303 677	211 591	204 543	41 143 715	41 822 805

Source: annual report (French), page 173

Key Figures 12/2016

Balance Sheet, Including Insurance Business

Assets (€mn) – IFRS	2016	2015	Liabilities (€mn) - IFRS	2016	2015
Financial assets at fair value	12 862	12 212	Liabilities at fair value	235	235
Financial assets available for sale	6 856	7 001	Due to banks	1 650	2 486
Due from banks (including central bank)	4 224	4 119	Customer accounts	16 380	15 981
Loans and advances to customer	16 221	15 915	Debt securities in issues	3 611	3 759
Held-to-maturity financial assets	208	380	Accruals, deferred income and sundry liabilities	3 156	2 563
Accruals, prepayments and sundry assets	713	714	Insurance companies technical reserves	12 732	12 588
Participations, goodwill, capital assets	646	802	Provisions for contingencies and charges	167	147
			Subordinated debt	968	668
			Shareholder's equity	2 923	2 718
			Shareholder's capital and reserves	1 277	1 266
			Consolidated reserves	1 212	1 017
			Unrealised or deferred gains or losses	152	170
			Net income	205	212
			Minority interest	78	53
Total Assets	41 823	41 737	Total Liabilities	41 823	41 144

Crédit Mutuel Group Awards



French Preferred Bank (12th time in a row)

Baromètre Image Posternak-IFOP (Mars 2016)



#1 2016 Clients Relationship Banking awards

Bearing Point TNS – Sofres (February 2016)



Best results for major Eurozone retail banks

ECB /EBA 2016 resilient tests (Core Tier one ratio 13.5% - adverse scenario)



#1 French among “the World’s Best Developed Markets Banks 2015” (twice in a row)

Global Finance



French Bank of the Year 2016 (5th time)

World Finance (July 2016)



French Bank of the Year 2014

The Banker (December 2014)