# **Investor presentation**

2010 Full Year Results



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#### **Executive summary**

#### ABN AMRO on track to improve profitability of the bank

#### Key messages

- Reported net result for the period 2010 amounted to a loss of FLIR 414 mln, impacted by separation and
- Adjusted for these items (total of EUR 1,491 mln net) underlying net profit of EUR 1.077 mln increased strongly
- - operating income up 10% year-on-year
  - loan impairments decreased 47% year-on-year
- Underlying cost/income ratio improved 5% points to 70%
- in EUR 350 mln of integration benefits
- At year-end 2010 ABN AMRO is adequately capitalised, with capital ratios well above the regulatory minimum requirements

	loss of EON 414 IIIII, impacted by separation and
	integration-related items
_	Adjusted for those items (total of ELID 1 401 mln not)

#### Increase in underlying net profit was driven by

- First year of integration concluded successfully resulting

Key figures¹			
in EUR mln	FY 2010		FY 2009
Underlying Operating income	7,659		6,986
Underlying Operating expenses	5,335		5,239
Loan impairment/credit prov.	837		1,585
Underlying Net profit	1,077		142
Reported Net profit	-414		274
Underlying Cost/Income ratio	70%		75%
Total Assets (in EUR bln)	379.6		386.5
AuM (in EUR bln)	164.2		149.7
FTEs	26,161		29,551
in EUR bn	31 Dec 2010	30 Sept 2010	
IFRS equity	12.1	11.7	
Tier 1 capital <sup>2</sup>	14.8	15.0	
Total capital <sup>2</sup>	19.3	19.7	
RWA Basel II	116.3	118.8	
Core tier 1 ratio <sup>2 3</sup>	10.4%	10.1%	
Tier 1 ratio <sup>2</sup>	12.8%	12.6%	
Total Capital ratio <sup>2</sup>	16.6%	16.6%	

Ratings as of 1 January 2011						
Rating agency	Long term	LT outlook	Short term			
S&P	Α	Stable	A-1			
Moody's	Aa3	Stable	P-1			
Fitch Ratings	A+	Stable	F1+			
DBRS	A(high)	Stable	R-1(middle)			



1. Underlying figures are adjusted

2. Please note that the pro forma capital figures shown currently do not reflect the impact of the harmonisation of the

defined hereafter)

capital components

for an exceptional result on FCC, closing of EC Remedy and

separation & integration costs (as

determination of the RWA and the

3. The Core Tier 1 ratio is defined as Tier 1 excluding all hybrid capital instruments divided by RWA

# Executive summary

# Strategic focus on key themes lead to first tangible results

FINANCIAL AMBITION	Target cost / income ratio 60-65% end 2012
Achievements 2010	■ Improvement cost-income ratio, from 75% to 70% ■ EUR 350 million Integration synergies ■ Integration costs under control
GROWTH	Growth in the Netherlands and a select number of global specialist markets
Achievements 2010	<ul> <li>Re-gain global leading positions in ECT and Clearing</li> <li>Stable market share in mortgages and savings despite declining markets</li> </ul>
CLIENT FOCUS	Our clients' success is our success
Achievements 2010	<ul> <li>Rationalisation savings offering and simplification mortgage documentation</li> <li>Local branches are given more authority to serve clients faster</li> <li>Broadened and strenghtened product and (international) service offering</li> </ul>
MODERATE RISK PROFILE	We are entrepreneurial, but we never take risks that we do not understand
Achievements 2010	<ul> <li>Integrated risk governance and risk policy framework and defined new risk appetite</li> <li>Funding sources further diversified and maturity profile extended</li> <li>Good starting point to meet Basel 3 capital &amp; liquidity requirements</li> </ul>
CULTURE AND BEHAVIOUR	Our goal is to achieve a collective result, not individual success
Achievements 2010	<ul> <li>Implementation of Corporate Values: Trusted, Professional, Ambitious</li> <li>New collective labour signed and Social Plan implemented</li> </ul>
SUSTAINABILITY	We integrate long-term perspectives into all our decisions
Achievements 2010	<ul> <li>Renewed Sustainability strategy launched</li> <li>Businesses have sustainability objectives going forward</li> <li>On-track to clear diversity targets by 2014</li> </ul>



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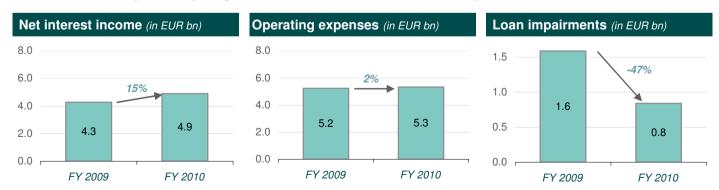
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# Underlying profit rose significantly year-on-year

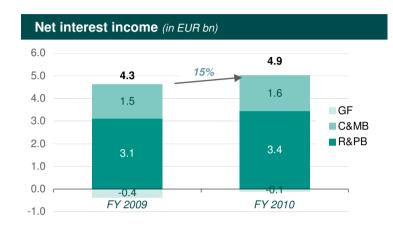
Income statement									
	Reported		Separation & in related costs	ntegration-	Underlying				
in EUR mln	2010	2009	2010	2009	2010	2009	% change		
Net interest income	4,905	4,268	0	0	4,905	4,268	15%		
Non-interest income	1,892	3,081	-862	363	2,754	2,718	1%		
Operating income	6,797	7,349	-862	363	7,659	6,986	10%		
Operating expenses	6,229	5,549	894	310	5,335	5,239	2%		
Loan impairments	837	1,585	0	0	837	1,585	-47%		
Operating profit before tax	-269	215	-1,756	53	1,487	162			
Income tax	145	-59	-265	-79	410	20			
Profit for the period	-414	274	-1,491	132	1,077	142			

- Reported net result for the period 2010 amounted to a loss of EUR 414 mln, impacted by separation and integration-related items
- Adjusted for these items (total of EUR 1,491 mln net) underlying net profit of EUR 1,077 mln increased strongly
- Increase was mainly driven by a higher net interest income and lower loan impairments

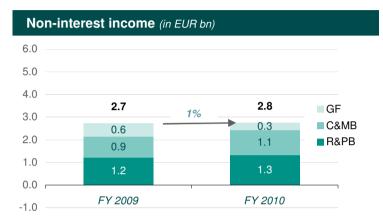




# Net interest income increased across all segments



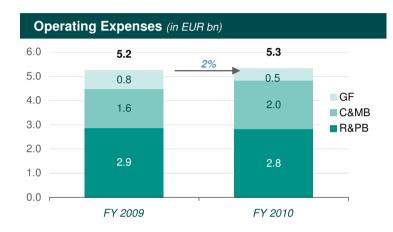
- Net interest income showed a significant improvement yearon-year
- Margins on savings deposits and mortgages in R&PB improved
- Margins on the loan portfolio in C&MB increased slightly while the loan portfolio increased. Margins on client deposits also improved within C&MB partially offset by lower income in Markets
- Net interest income of Group Functions was negatively impacted by divestments. Despite the divestments, net interest income in Group Functions improved due to increase of the mismatch result and a higher proportion of liquidity costs charged to the businesses

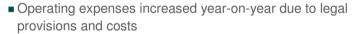


- Non-interest income showed a marginal improvement
- Higher fee income and higher Assets under Management (AuM) in Private Banking (R&PB)
- Higher valuations, dividend payments and successful exits within the private equity portfolio (C&MB)
- Higher non-interest income in Markets (trading income and higher revenues from clearing) (C&MB)
- Compared to 2009, non-interest income of Group Functions was negatively impacted by divestments and higher costs for credit protection bought from the Dutch State in 2010 compared to 2009
- Non-interest income in 2010 includes a EUR 175 mln gain on the buyback of a subordinated instrument

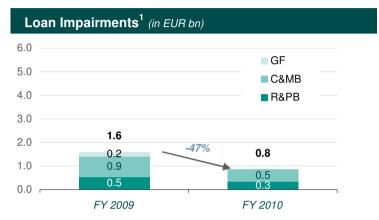


#### Significant decrease in impairments





- Operating expenses in R&PB decreased by 2% due to cost management and lower FTEs
- Operating expenses in C&MB were up 25% mainly due to legal provisions and costs, the acquisition of the US clearing activities, start-up costs to expand the product offering and the international network for Dutch clients, ECT and Clearing
- Benefits resulting from the merger of the two banks will start to become more material as from 2011 onwards



- Loan impairments decreased Y-o-Y predominantly reflecting the improvement of the Dutch economy
- Decrease in loan impairments are mainly due to lower impairments in
  - Private Banking International (R&PB)
  - Large Corporates & Merchant Banking and Business Banking (C&MB)
  - Group Functions, as a result of divestments

Note

1. Group Functions has a release on loan impairments of EUR 23 mln in 2010



# Excluding EC Remedy shows a moderate growth of the balance sheet

Balance sheet					
in EUR mln	31 Dec 2010	31 Dec 2009			
Cash and balances	906	4,368			
Financial assets held for trading	24,300	20,342			
Financial investments	20,197	20,763			
Loans and receivables - banks	41,117	45,062			
Loans and receivables customers	275,755	280,729			
Other	17,324	15,260			
Total Assets	379,599	386,524			
Financial liabilities held for trading	19,982	26,951			
Due to banks	21,536	37,387			
Due to customers	211,277	210,748			
Issued debt	86,591	70,837			
Subordinated liabilities	8,085	11,747			
Other	20,016	19,899			
Total Liabilities	367,487	377,569			
Total Equity	12,112	8,955			
Total Equity and Liabilities	379,599	386,524			

- Balance sheet impacted by divestment of EC Remedy in 2010. Excluding this divestment
  - -total assets increased by EUR 4.5 bn
  - loans and receivables to customers grew by EUR 5.5 bn, mainly as a result of a growth in the commercial loan portfolio and repurchase agreements
  - -due to customers went up by EUR 10.1 bn mainly due to an increase in repurchase agreements and securities lending activities
- The majority of Loans and receivables to customers are residential mortgages (mainly Dutch) amounting to EUR 161.3 bn at year-end 2010, almost unchanged compared to the end of 2009
- Due to banks decreased by EUR 15.9 bn as ECB funding was redeemed in full and securities lending transactions were significantly reduced
- Subordinated liabilities decreased by EUR 3.7 bn mainly as a result of the conversions of EUR 2.6 bn of mandatory convertible securities into equity and a buyback of GBP 600 mln of perpetual subordinated securities
- Total Equity increased by EUR 3.2 bn to EUR 12.1 bn primarily as a result of the abovementioned conversion of EUR 2.6 bn securities into equity, the remaining capital injection by the Dutch State (part of 2009 capital actions) and the full year result



## Another profitable quarter

#### Quarterly and semi-annual underlying results

in EUR mln	Q4 2010	Q3 2010	delta	H2 2010	H1 2010	delta
Net interest income	1,234	1,235	0%	2,469	2,436	1%
Non-interest income	772	769	0%	1,541	1,213	27%
Operating income	2,006	2,004	0%	4,010	3,649	10%
Operating expenses	1,392	1,199	16%	2,591	2,744	-6%
Loan impairments	257	232	11%	489	348	41%
Operating profit before taxes	357	573		930	557	
Income taxes	48	130		178	232	
Profit for the period	309	443	-30%	752	325	131%

- Third quarter results includes a gain on the buyback of own debt of EUR 130 mln net-of-tax
- Excluding gain on buyback non-interest income increased by 29% due to
  - -termination in October of a credit protection instrument<sup>1</sup> led to lower non-interest costs in the fourth quarter
  - -a recovery of transaction volumes in R&PB, up from lower levels in the third quarter, due to the summer holiday season
  - -a release in the fourth quarter of part of the guarantee provided for the potential losses on the EC Remedy assets (the credit umbrella) of EUR 50 mln
- Operating expenses rose by 16% due mainly to impairments of goodwill in both R&PB and C&MB (total of EUR 54 mln) and legal provisions and expenses (EUR 39 mln)

Note:

<sup>1.</sup>Credit protection bought from the Dutch State on a EUR 34.5 bln portfolio of residential mortgages



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# Segments overview – relative contribution of each segment

in EUR mln, underlying 2010 figures	R&PB	C&MB	GF	total	-20%	0%	20%	40%	60%	80%	100%
Net interest income	3,430	1,589	-111	4,905							Net interest income
Non-interest income	1,335	1,086	330	2,754							Non-interest income
Operating income	4,765	2,675	219	7,659							Operating income
Operating expenses	2,821	1,997	517	5,335							Operating expenses
Loan impairments	342	518	-23	837							Loan impairments
Profit for the period	1,191	172	-286	1,077							Profit for the period
Loans and receivables cust.	185,782	84,745	5,228	275,755							Loans and receivables cus
Due to customers	125,011	76,679	9,587	211,277							Due to customers
RWA Basel II	49,584	61,379	5,365	116,328							RWA Basel II
FTEs	11,132	5,849	9,180	26,161							FTEs

- Retail & Private Banking (R&PB) is the largest segment in terms of assets, operating income, operating expenses, net underlying profit, and FTEs
- The majority of the costs of Group Functions are allocated to the businesses
- Group Functions includes the operating results of the (to be) divested businesses, as well as the final result on sale
- In 2010 Group Functions included the interest costs of the EUR 2.6 bn of mandatory convertible securities issued to the Dutch State (converted into equity) and the fee expense of the credit protection bought from the Dutch State on a EUR 34.5 bn portfolio of residential mortgages (terminated). These costs will not recur in 2011



## Retail & Private Banking (R&PB)

#### **Key achievements**

- Integration of two major retail banks led to closure of 150 branches
- Migration of 1.6 mln FBN retail clients to ABN AMRO's products and systems
- Resourcing of all retail employees occurred with minimal client impact
- Full rebranding of Private Banking operations in The Netherlands to ABN AMRO MeesPierson
- Simplification of savings products and increased transparency of mortgage offering
- Expansion of open architecture platform for Private Banking clients
- ABN AMRO named Best in Online Banking by the Dutch Consumer Association (Consumentenbond) in 2011

#### The Retail & Private Banking Business

ABN AMRO is the number 3 retail bank in the Netherlands, serving approximately 6.8 mln individuals and offering professional advice and best-in-class products to its clients at all stages of their lives

**Retail Banking** serves Dutch retail and mass affluent clients and offers payment services, savings, investments, mortgages, consumer finance and insurance products

Private Banking Netherlands and Private Banking International serve private clients in the Netherlands and abroad with savings / investments of more than EUR 1 mln, as well as foundations and charities. Products include investment advice, financial planning, international estate planning, discretionary portfolio management, standard private banking services, and insurance products



#### Retail & Private Banking (R&PB)

Key figures Retail & Private Banking							
in EUR mln (underlying financials)	FY2010	FY2009	% change				
Net interest income	3,430	3,118	10%				
Non-interest income	1,335	1,222	9%				
Operating income	4,765	4,340	10%				
Operating expenses	2,821	2,877	-2%				
Loan impairments	342	540	-37%				
Profit before tax	1,602	923	74%				
Income tax expense	411	258	60%				
Profit for the period	1,191	665	79%				
in EUR bln	FY2010	FY2009	% change				
AuM	164.2	149.7	10%				
Cost/Income ratio	59%	66%	-7%				
RWA Basel II	49.6	n/a	n/a				
FTEs	11,132	12,580	-12%				
Loans and receivables customers	185.8	187.7	-1%				

Net profit year-on-year shows a sharp increase

#### Note

1. As of Q3 2010 AuM include assets of French activities (EUR 5.2 bn) previously not included

- Net interest income comprises approximately 70% of operating income
- Improvement of the Operating income is driven by higher margins on loans (mainly mortgage book) and saving products and recovery of stock markets
- Decrease in Operating expenses is driven by the first synergy effects partly mitigated by litigation provisions and goodwill impairment in the international Private Banking activities in 2010
- Decrease in Loan impairments of 37% primarily shows in Private Banking International as a result of high impairments in 2009
- Assets under Management improved by EUR 14.5 bn mainly as a result of recovery of the stock markets
- FTEs decreased by 1,448 mainly as a result of the successful integration of the retail branch network
- Transfer of SME clients from R&PB to C&MB led to a decrease of the commercial loan portfolio and due to customers
- Consumer loans increased marginally. The consumer loan portfolio of EUR 161.3 bn comprises of prime predominantly Dutch residential mortgages



#### Commercial & Merchant Banking (C&MB)

#### **Key achievements**

- Re-established physical presence in certain regions in the Netherlands¹
- Re-opened the dealing room in Amsterdam
- Further strengthened the international position of ECT by opening offices in new countries and adding the offering of ECT services through existing offices abroad
- Re-established selective international presence to better serve Dutch based clients with activities outside the Netherlands
- Re-launched structured products for investors, e.g. ABN AMRO Turbos, and distribution of own issued debt
- Established Debt Capital Markets and Capital Structuring Advisory services
- Strengthened the service model, e.g. with the creation of five Client Support Units at Business Banking

#### The Commercial & Merchant Banking Business

ABN AMRO is a leading commercial and merchant bank in the Netherlands, offering tailored financial advice and products to companies based in the Netherlands and their operations abroad. C&MB's client base encompasses startups and the self-employed, small and medium-sized enterprises, and large corporates and financial institutions.

Within C&MB, **Business Banking** serves small and mediumsized businesses with turnover up to EUR 30 mln

C&MB's Corporate Clients serves companies with turnover between EUR 30 and 500 mln

Large Corporate & Merchant Banking provides financial services to Netherlands-based corporates and financial institutions as well as international companies active in Energy, Commodities and Transportation (ECT)

**Markets** serves a broad client base, ranging from corporates and financial institutions to retail and private banking clients. Its product portfolio includes foreign exchange, rates, bonds, equities, derivatives and structured products

Note

1. Due to the EC Remedy certain regional Commercial Client Units were sold



#### Commercial & Merchant Banking (C&MB)

in EUR mln (underlying financials)	FY2010	FY2009	% change
Net interest income	1,589	1,513	5%
Non-interest income	1,086	919	18%
Operating income	2,675	2,432	10%
Operating expenses	1,997	1,592	25%
_oan impairments	518	872	-41%
Profit before tax	160	-32	
ncome tax expense	-12	-75	
Profit for the period	172	43	

in EUR bln	FY2010	FY2009	% change
Cost/Income ratio	75%	65%	9%
RWA Basel II	61.4	n/a	n/a
FTEs	5,849	6,129	-5%
Loans and receivables customers	84.7	77.7	9%
Due to customers	76.7	61.2	25%

Improvement in net profit year-on-year

- Increased net interest income due to growth in ECT loan portfolio, improved margins on loans and deposits, partly offset by lower interest income in Markets
- Higher revenues at ABN AMRO Clearing and Markets resulted in a 18% increase year-on-year in non-interest income
- Operating expenses increased mainly due to legal provisions and expenses and goodwill impairments. Excluding these, operating expenses showed a marked increase as a result of higher costs at ABN AMRO Clearing, a higher allocation of Group Functions costs and start up costs related to new products and international network
- Loan impairments decreased primarily due to an improvement in Business Banking and LC&MB portfolios
- Loans and Receivables Customers increased by 9% Y-o-Y, mainly driven by a considerable growth in the Large Corporates and ECT loan portfolio and the transfer of SME business volumes from R&PB
- Due to Customers increased by 25%, mainly driven by a sharp rise in securities financing transactions and the transfer of SME deposits from R&PB



#### **Group Functions**

#### Key achievements

- Successfully managed separation and integration activities while ensuring no disruption of business as usual
- Accomplished the technical migration of 1.6 mln retail clients to ABN AMRO systems
- Implementing harmonised accounting and compliance policies following the merger of the two banks
- Implementation of three lines of defence risk model and group risk appetite and enterprise risk management
- The funding profile of the bank was further improved and maturities of the wholesale funding were extended
- Major rebranding to ABN AMRO
- New collective labour agreement signed and Integrated Social Plan implemented

#### The Group Functions business

Group Functions supports the bank's businesses through a global shared services organisation by delivering services in the following areas

**Technology, Operations & Property Services** (TOPS) - Manages properties/rentals, IT, procurement, security including money laundering Co-ordinates integration entire bank

**Finance** - Primary supplier of management and reporting information. ALM/Treasury manages level of capital, interest rate risk, liquidity and funding and has a dual reporting line to Finance and Risk Management &Strategy

**Risk Management & Strategy (RM&S)** – Responsible for risk management according to three lines of defence model, Strategy (including Corporate Development and Investor Relations). The Economics Department is also part of RM&S

Integration, Communication & Compliance (ICC) - Change & Integration (supporting integration and new ABN AMRO culture), Communication & Branding, Compliance, Human Resources, Legal, and Sustainability (including ABN AMRO Foundation)

Group Audit and the Corporate Office are also part of Group Functions



#### **Group Functions**

Key figures Group Functions <sup>1</sup>							
in EUR mln (underlying financials)	FY2010	FY2009	% change				
Net interest income	-111	-375	70%				
Non-interest income	330	589	-44%				
Operating income	219	214	2%				
Operating expenses	517	770	-33%				
Loan impairments	-23	173	-113%				
Profit before tax	-275	-729					
Income tax expense	11	-163					
Profit for the period	-286	-566					

in EUR bln	FY2010	FY2009	% change
RWA Basel II	5.4	n/a	n/a
FTEs	9,180	10,842	-15%

#### Divested activities and terminated capital transactions

<u> </u>	Divested b	ousinesses	Capital (Dutch State			
in EUR mln	FY2010 FY2009		FY2010	FY2009		
Net interest income	68	268	-65	-38		
Non-interest income	26	302	-138	-56		
Operating expenses	78	429				
Loan impairments	-51	208				

Improvement in net result mainly driven by increase in net interest income and EUR 130 mln (net of tax) gain on buy back of own debt in 2010

- Divested activities impacted the comparison of 2010
   Group Functions results with 2009 figures
- Net interest income increased EUR 264 mln mainly on the back of increased mismatch result despite higher funding costs and negative impact of divested activities
- The decrease in non-interest income is mainly due to divested activities and higher costs for credit protection bought from the Dutch State in 2010 as compared to 2009
- Non-interest income in 2010 included a EUR 175 mln pretax gain on buyback of own debt
- Operating expenses decreased by EUR 253 mln mainly due to divested activities but partially offset by higher costs (central functions & IT infrastructure) related to setup of two stand-alone banks in first half of 2010. Operating expenses in 2009 included EUR 71 mln costs for the Dutch Deposit Guarantee Scheme
- Loan impairments decreased mainly due to the divested activities
- Costs related to the EUR 2.6 bn of mandatory convertible securities<sup>2</sup> have ceased following the conversion into equity and fee payments have ceased on the credit protection<sup>2</sup> bought on a EUR 34.5 bn portfolio of residential mortgages as this transaction was terminated



- The results of Group Functions includes the operating results of the EC Remedy activities, the operating results and the transaction result of the sale of Intertrust, and the operating results of Prime Fund Solutions
- Mandatory Convertible Security was issued to the Dutch State. Credit protection on the portfolio of residential mortgages was bought from the Dutch State.



# Separation and integration related costs

The reported numbers are impacted by several large items. To show the underlying trends the 2009 and 2010 underlying figures shown in this presentation have been adjusted for the following items;

- Separation costs; costs resulting from the separation of ABN AMRO's and FBN's businesses from their respective group structures
- Integration costs; costs related to integrating both banks to achieve structural synergy benefits. The restructuring provision is for the planned reduction in personnel and disposal and depreciation of buildings
- EC Remedy; the total transaction result of the closing of the EC Remedy amounted to a loss of EUR 812 mln (after tax)
- Exceptional gain; relates to the cash settlement in the first half year of 2009 of a security issued by ABN AMRO Capital Finance Ltd (previously FCC)

#### Integration and separation costs, closing of EC Remedy, and exceptional gain on FCC

	FY 2010		FY 2009	
(in EUR mln)	Gross	Net	Gross	Net
R&PB	-36	-27	-27	-21
C&MB	0	0	-22	-16
Group Functions	-105	-78	-188	-140
Separation costs	-141	-105	-237	-177
R&PB	-39	-29	-3	-2
C&MB	-9	-7	-3	-2
Group Functions	-271	-202	-67	-50
Restructuring provisions	-451	-336	0	0
Integration costs	-770	-574	-73	-54
Exceptional gain on cash settlement FCC	0	0	363	363
Closing EC Remedy	-845	-812	0	0
Total	-1,756	-1,491	53	132



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# Update on Integration

# On-track to achieve full integration by 2012

	Integration Objective	Status
Retail & Private Banking	■ Integration 150 retail branches	■ Completed
	Migration of 1.6 million FBN retail clients to AA systems	■ Completed
	■ Migration of Private banking clients to AA systems	■ In progress
Commercial & Merchant Banking	<ul> <li>Restore presence of Corporate Clients in the Netherlands lost due to EC Remedy</li> </ul>	■ Completed
	■ Expanding Commercial Banking units abroad	■ In progress (new offices in UK, Germany, France & Belgium)
	■ Strengthen international position of ECT	<ul> <li>In progress (completed for Greece, Brazil, the United States and Hong Kong)</li> </ul>
	■ Fully operational dealing room	■ Completed
	■ Re-establish client teams / trading capabilities in all time zones	<ul><li>Completed (UK, Hong Kong and the USA)</li></ul>
Housing	■ 110 buildings to be sold and 130 rental contracts to be terminated	■ In progress (30 buildings divested and 90 rentals terminated)
<b>Human Resources</b>	■ New Collective Labour Agreement for all staff	■ Completed
	■ Resourcing employees following integration	■ In progress (63% of employees informed on future within the new organisation)

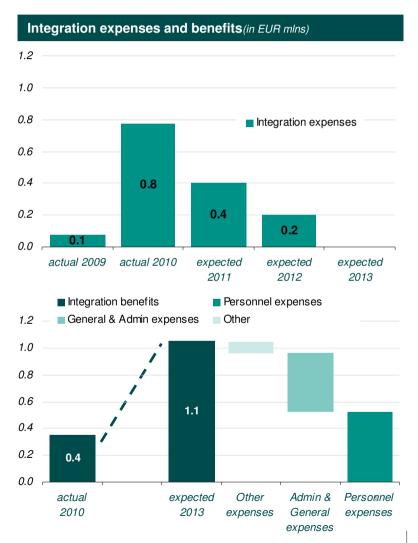
In 2010 we have finalised the legal separation from various entities, operational separation is almost completed. Our focus is now on integration



#### Update on Integration

#### Integration synergies of EUR 350 mln realised in 2010

- Total integration expenses of EUR 770 mln in 2010, including a EUR 451 mln restructuring provision for the planned reduction in personnel and housing
- Expenses of EUR 0.4 bn are expected in 2011 and EUR 0.2 bn in 2012
- Total Integration expenses expected to remain within the overall budget of EUR 1.6 bn (pre-tax)
- Integration synergies of EUR 350 mln realised in 2010
- Total synergies expected to amount to EUR 1.1bn pretax per annum as of 2013
  - Significant synergy contributions from TOPS<sup>1</sup>, R&PB and other functions
  - Cost reductions from lower FTEs will start to materialise in 2011
  - Synergies highly deliverable due to high proportion relating to FTE and General & Admin expenses
- Integration benefits exclude the impact of inflation, new collective labour agreement, costs related to restoring presence resulting from separation and costs to support growth of the business



#### Note

1. TOPS stands for Technology, Operations & Property Services. Manages amongst others IT and properties / rentals.



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#### Risk Management

# High standards of corporate governance & robust internal controls

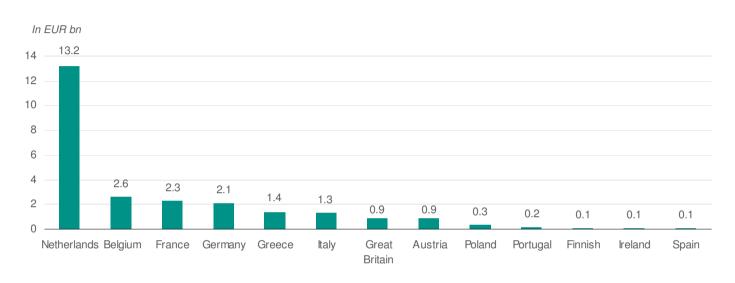
- ABN AMRO maintains a relatively moderate risk profile and has an integrated risk management approach
- The development of new business propositions and products is paired with the development of risk management capabilities
- ABN AMRO shall at all times offer financial stability, with a strong and continuous focus on monitoring its liquidity and capital positions; ABN AMRO complies with Basel II capital ratios and the Dutch Central Bank's stress tests
- The bank risk appetite is closely aligned with the overall strategy of ABN AMRO and provides a consistent set of parameters that guide the bank in managing its risks

1 <sup>st</sup> Line of Defence Business	2 <sup>nd</sup> Line of Defence Risk Control Functions	3 <sup>rd</sup> Line of Defence Audit
Risk Ownership	Risk Control	Risk Assurance
Management within the business is primarily responsible for the risk that it takes, the results, the execution, compliance and the effectiveness of risk control.	Risk control functions are responsible for setting frameworks and rules and advice and to objectively monitor and report on the execution, management, risk control and risk reporting. The 2 <sup>nd</sup> Line ensures that the 1 <sup>st</sup> Line can take risk ownership.	Group Audit evaluates the effectiveness of Governance, Risk Management and control processes and recommends solutions for optimising them.  Audit has a coordinating role towards the external auditor and DNB.



## Risk Management

#### Update on largest government and government-related exposures



- The graph includes the largest European government and government related exposures. The figures for the Netherlands exclude Dutch State guaranteed mortgages and include deposits with the Dutch Central Bank
- Most of the positions are part of the liquidity portfolio of the bank held for contingency purposes
- Majority of the bank's government and government related exposures are booked at fair value in the Available for Sale portfolio. Fair Value adjustments are booked through Special Components of Equity (EUR 530 mln at year end 2010)
- Part of the exposures (mainly Greece and The Netherlands) are recorded in loans and receivables (at amortised cost)
- The Greek exposures show an unrealised loss of EUR 216 mln compared to the fair value at year-end. No impairments are booked on these exposures as these loans are performing. Please note that the majority of the Greek exposure is to Greek transport companies backed by a government guarantee
- The remainder of the exposures is booked at fair value in the trading portfolio. Fair value adjustments are recorded through profit and loss



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#### Adequate capital base with large equity component

Regulatory capital 31 December 2010						
in EUR bn	31 Dec 2010	30 Sept 2010	30 Jun 2010			
Shareholder's Equity	12.1	11.7	11.4			
Other	0.0	0.3	0.3			
Core Tier 1 capital	12.1	12.0	11.7			
Hybrid Instruments	2.8	3.0	3.1			
Tier 1 Capital	14.8	15.0	14.8			
Sub-Debt (Tier 2)	4.9	5.1	6.1			
Other	-0.4	-0.4	-0.4			
Total Capital	19.3	19.7	20.4			
Core Tier 1 ratio	10.4%	10.1%	9.8%			
Tier 1 ratio	12.8%	12.6%	12.3%			
Total Capital ratio	16.6%	16.6%	17.0%			
RWA basel II (in bn)	116.3	118.8	120.1			

#### Important note to the figures:

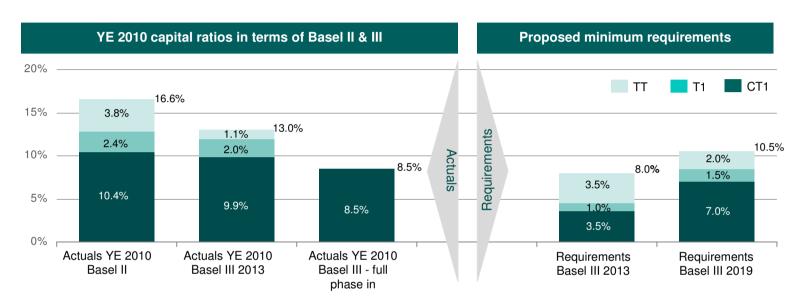
IFRS equity is reported based on harmonised accounting principles. Risk-weighted-assets (RWA) and capital figures, except for IFRS equity, are based on the aggregation of the RWA and capital components of ABN AMRO Bank and Fortis Bank Nederland. The harmonisation of the determination of the RWA and capital components is set to take place.

Certain figures may not add up exactly due to rounding

- ABN AMRO continues to be adequately capitalised
- The Core Tier 1 ratio is defined as Tier 1 excluding all hybrid capital instruments divided by risk-weighted assets (RWA)
- The changes in H2 2010 in capital are mainly the result of several capital actions taken;
  - Call of EUR 87.5 mln ABN AMRO Capital Finance Securities
  - –A USD 250 mln subordinated liability legally held by RBS
     N.V was no longer recognised as of December 2010
     lowering total capital by EUR 184 mln
- RWA decreased to EUR 116.3 bn by YE 2010 due to further harmonisation of the credit and market risk models, procedures and data sourcing and the slight decrease of the loan book
- In consultation with the Dutch State ABN AMRO has established a dividend policy that targets a dividend payout of 40% of the reported annual profit. This policy is subject to finalisation of the State aid investigation procedure of the European Commission



#### Basel III - Capital



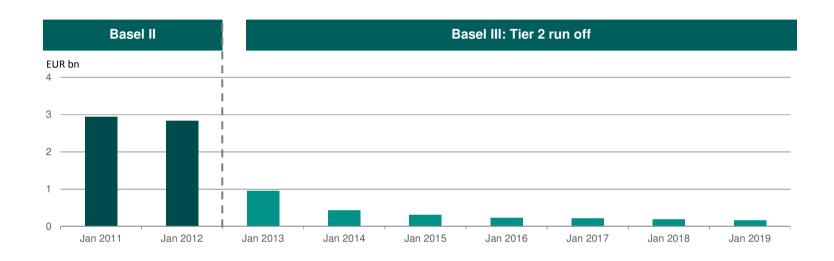
- The numbers presented show the effect¹ on the reported YE 2010 actuals of the currently known Basel III rules
- No mitigating actions have been taken into account and it is assumed that the obligation under the MCS is treated as a hybrid capital instrument
- The capital ratios shown include the impact of the increase in Risk Weighted Assets of the new Basel III rules
- Under these assumptions minimum Basel III capital ratio requirements for 2013 are expected to be met without further actions
- Common Equity Tier-1 ratio assuming full Basel III phase-in amounts to 8.5%
- Basel III sets a minimum requirement for a leverage ratio of 3% applicable as of 2018. ABN AMRO's current leverage ratio equals 3.3%

#### Note

1. The full impact of Basel III depends on the release of the final rules and their translation into European and national laws. Several uncertainties still exist regarding the treatment of the countercyclical buffer and the requirements for systemically important financial institutions. These requirements have therefore not been taken into account. ABN AMRO expects to be classified as a Systemically Important Financial Institution.



# Basel III requirements cause a run-off of eligible Tier 2 capital

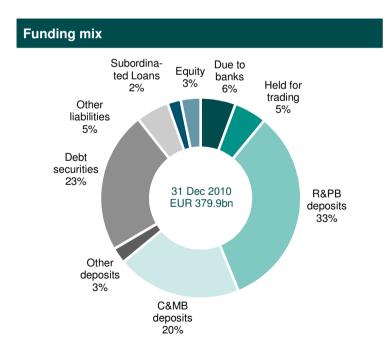


- ABN AMRO's existing Tier 2 instruments are expected to qualify to a limited extent under the currently known Basel III rules
- Some instruments disqualify from the first of January 2013, while others will be subject to the transitional arrangements
- ABN AMRO is confident to be able to raise sufficient eligible Tier 2 capital before January 2013



# Funding & Liquidity

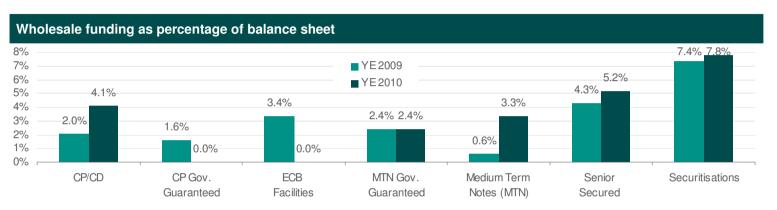
Liquidity parameters								
in EUR bn	31 Dec 2010	30 Sept 2010	30 Jun 2010					
Loan to deposit ratio	135%	133%	130%					
Long term funding raised FY 2010	26	22	14					
Available Liquidity buffer	48	52	55					



- Four metrics are used to measure liquidity risk within the bank: the DNB stress test (regulatory requirement), the Survival Period, the Stable Funding / Non-liquid asset ratio and the loan to deposit ratio; these ratios are linked to the overall risk appetite of the bank
- The LtD ratio was 135% by year-end, up by 2% compared to 30 September 2010 mainly due to a growth in the commercial loan portfolio and higher consumer spending
- ABN AMRO retains a liquidity buffer as a safety cushion in the event of severe liquidity stress. The buffer consists predominantly of government bonds, cash and retained RMBS
- Following the completion of the legal restructurings and the Legal Merger, ABN AMRO decided to decrease the volume of the liquidity buffer
- The bank benefits from core retail funding and reasonably diversified wholesale funding sources.



#### Composition of wholesale funding book further improved



- ABN AMRO successfully re-entered the debt capital markets and issued EUR 26.3 bn of long-term funding of in 2010
- As a result, long term wholesale funding as a percentage of total assets increased from 14.7% to 18.7% by year-end 2010
- At the same time ABN AMRO reduced short-term funding such as ECB facilities and government guaranteed commercial paper, both were fully redeemed
- The remaining government funding (Government guaranteed MTN) started maturing from January 2011 and is expected to be replaced by senior unsecured or secured notes
- Aim of the funding strategy is to target different investor markets (retail and institutional) across different regions (Europe, US and Asia) and in multiple currencies through setup of various funding programs. This diversification allows for flexibility

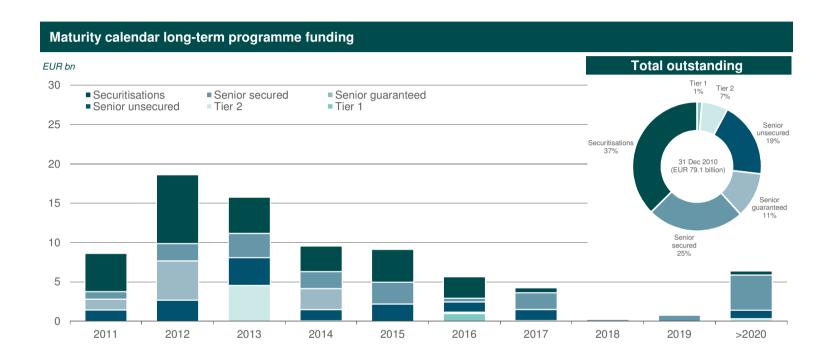


Securitisation is Residential Mortgage
 Backed Securities and other Asset
 Backed Securities



# Long term funding raised in 2010 EUR bn Senior Unsecured (9.6bn) PIP (0.4bn) 10 Covered Bond (4.0bn) Long Term Repo (1.1bn) Securitisations (11.2bn) 8 4 2 Q1 Q2 Q3 Q4

# Maturity calendar long term programme funding



#### Note

- This maturity graph assumes the redemption on the early call date (if applicable) or otherwise the legal maturity date. The early redemption of capital instruments (Tier 1 and Tier 2) is subject to the approval of regulators such as DNB and European Commission
- Due to the temporary call and coupon restrictions on Hybrid Tier 1 and Tier 2 instruments sanctioned by the European Commission, those Hybrid Tier 1 and Tier 2 instruments with call dates up to and including 10 March 2013 cannot be exercised prior to 10 March 2013
- Excluding CP/CD, Groenbank and bank bonds issuance



#### Selected 2010 and YTD 2011 activities

Despite the legal restructurings and subsequent updates of funding documentation between 01 April and 20 September, ABN AMRO was active in the capital markets throughout 2010 EMTN benchmark: **EMTN** benchmark EMTN benchmark: ◆ Covered bond < Dual tranche: EUR 1bn benchmark: EUR 1.5bn Dual tranche: EUR 1+1bn ► EUR2+2bn Maturity: 3yrs Maturities: 2.25yrs & 7yrs Maturity: 10yrs Maturities: 2vrs & 13 144a benchmark 5yrs EMTN benchmark **Tender Offer** LT Repo Dual tranche: USD1+1bn EUR 2bn Beluga EUR 700m Maturities: each 3yrs Maturity: 3yrs Tender offer on Funding ▲Maturity: 2yrs Covered bond < RMBS sale Beluga 2006-I benchmark: EUR 2+2bn A1 note, EUR 1.5bn **Covered Bond** RMBS sale Maturities: 4yrs & 6yrs acceptance **Benchmark** Maturity: 12yrs EUR 3.9bn RMBS sale RMBS public sale 85% of total EUR 1.25bln Maturity: EUR 3bn EUR 500m tendered Maturity: 7yrs 2.5-3yrs Maturity: 4.9yrs Maturity: 5yrs principal 1 April 20 May 1 July 26 August 4 March 19 November Transfer to ABN Legal Merger Q1 results 1H results Q3 results **FY** results AMRO Group Q1 **Q2** Q3 Q1 **Q4** 2011 2010 MCS conversion **Capital Contribution** EUR 2bn MCS conversion Final EUR 490m equity contribution by into Ageas shares the Dutch State which completed the capitalisation as laid down in the letter to parliament of 19 November 2009 **ABN AMRO Capital** Finance **Termination CRI** Call for redemption on EUR Capital Relief Instrument 87,5m outstanding provided by the Dutch State was terminated Tender offer GBP 750m

Tender offer on GBP 750m

80% (GBP 600m)

Upper Tier 2; acceptance level

Dolphin E - notes

Issuer were sold

EUR 91m of the most

subordinated non-rated class

E- notes of Dolphin Master

Tender offer Shield

levels 43% and 37%

respectively of

outstanding

Tender offer on Class A

and B Notes: acceptance

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#### Capital instruments outstanding at 31 December 2010

#### Tier 1<sup>2</sup>

#### Perpetual Bermudan Callable (XS0246487457)

- EUR 1,000 mln subordinated Tier 1 notes, coupon 4.31%
- Callable 10 March 2016 (step-up)

#### **ABN AMRO Preferred Investments**

- EUR 210 mln preference shares, coupon 5.85% with reset after January 2013
- In connection with the legal merger between ABN AMRO Bank and Fortis Bank Nederland, the former Fortis FBN preference shares were replaced by preference shares issued by ABN AMRO Group N.V. on 1 July 2010

#### Notes

- On 14 May 2010, Fortis Bank Nederland announced that the European Commission ("EC") denied Fortis Bank Nederland to early redeem its EUR 500m of lower Tier 2 subordinated floating rate notes due 2015 (ISIN XS0221514879) with call date 22 June 2010 as this request to early redeem could not be reconciled with state aid rules. The notes are likely to mature in June 2015
- 2. In addition, on 16 August 2010, the EC stated that Hybrid Tier 1 and Tier 2 instruments issued by ABN AMRO Group and its wholly owned subsidiaries will be subject to a ban on payments of coupon as well as a call restriction, unless there is a legal obligation to make such payments or exercise such call option, similar to other financial institutions involved in state aid proceedings. The ban is for a limited period up to an including 10 March 2013. The call dates represent the first possible call date per instrument, taking into account the EC call restriction

#### Upper and Lower Tier 2<sup>2</sup>

#### Bermudan Callable Perpetual (XS0244754254)

- GBP 150 mln subordinated Upper Tier 2 perpetual notes, callable 17 February 2016 (step up), coupon 5% (originally GBP 750 mln)
- Lower Tier 2 instrument held by the State
- EUR 1,650 mln, maturity 16 October 2017, callable on 16 October 2012
- Lower Tier 2 instruments
- EUR 499 mln, quarterly callable after March 2013, maturity 22 June 2015, Euribor 3M + 77bps (XS0221514879)
- EUR 1,000 mln, callable 14 March 2013, maturity 2016, coupon Euribor 3M + 20bps (XS0267063435)
- USD 1,000 mln, callable 17 April 2013, maturity 2017, coupon US Libor 3M + 20bps (XS0282833184)
- EUR 500 mln, callable 31 May 2013, maturity 2018, coupon Euribor 3M + 25bps (XS0256778464)
- Lower Tier 2 instruments (other)
- Several smaller instruments, EUR 334 mln and USD 136 mln
- Maturities between 2010–2020



#### Annex – European Commission

#### No further update from the European Commission ("EC" or the "Commission")

#### **Temporary EC approval**

- On 8 February 2010, the EC temporarily approved the recapitalisation package of EUR 6.9bn in favour of ABN AMRO Bank and Fortis Bank Nederland. A final decision is not yet available
- ABN AMRO committed to (i) a price leadership ban as "the Commission needs to ensure that the aid is not used to distort competition and to weaken competitors by adopting an aggressive pricing or acquisition policy" and (ii) has agreed to make a best effort to achieve projected results

#### EC investigation to state aid

- The Commission extended the scope of its in-depth investigation, opened in April 2009, into an aid package related to the purchase of Fortis Bank Nederland by the Dutch state, to include the recapitalisation measures
- The opening or extension of an in-depth investigation does not prejudge the outcome of the procedure
- The EC denied the early redemption of EUR 500 mln of LT2 subordinated floating rate notes due 2015 (ISIN XS0221514879) with call date 22 June 2010 as the request to early redeem the LT2 instrument could not be reconciled with state aid rules
- On 16 August 2010, the EC stated that Hybrid T1 and T2 instruments will be subject to a ban on payments of coupons unless there is a legal obligation to make such payments, as well as a call restriction
- All outstanding FCC Securities were redeemed on the dividend payment date of 29 September 2010. The EC has as a matter of exception determined that the request for early redemption of the FCC Securities could be reconciled with state aid rules
- The investigation is on-going and an (indicative) date of finalisation is not known



#### Credit ratings ABN AMRO Bank N.V.

For more information please visit: www.abnamro.com/ratings or www.moodys.com www.standardandpoors.com www.fitchratings.com www.dbrs.com

Rating agency	Long term	Short term	Stand alone rating Outlook		Latest rating change
S&P	Α	A-1	BBB+	Stable	25/06/2010
Fitch Ratings	A+	F1+	D	Stable	23/06/2010
Moody's	Aa3	P-1	C- (Baa1)	LT stable/ BFSR positive	28/06/2010
DBRS <sup>(1)</sup>	Ahigh	R-1 middle	Α	Stable	25/06/2010

Fitch Ratings

"The ratings on Dutch bank ABN AMRO
Bank N.V principally reflect Standard &
Poor's Ratings Services' view of the bank's
full ownership by The Netherlands,
combined with its good market position in
Dutch banking, moderate credit risk profile
and sound capital position."

"We consider ABN AMRO as being of high systemic importance in The Netherlands, a country we classify as "supportive" to its financial system."

"The scope of improvement in ABN AMRO's profits will mainly depend on the sustainability of the current recovery in its net interest income and its decline in credit losses. The bank's unlocking of synergies, leading to cost savings starting in 2011, is an additional contributor..."

"...We expect the bank to continue improving its funding mix in 2010-2012 through moves to increase its share of medium-term resources..."

"The rating reflects the combined bank's enhanced position within the Dutch banking sector (following the merger between ABN AMRO Bank N.V. and Fortis Bank Nederland N.V.) with a balanced business mix between retail and commercial banking, its moderate risk profile and strong capital position."

"These strengths are counter-balanced by the on-going challenges and significant costs associated with the complex merger process as well as the continued interdependencies with the former Fortis group and RFS Holding B.V..."

"The bank currently has a bias to shortterm funding which we expected to be lengthened over time."

"Going forward, the key challenge for ABN AMRO will be to increase profitability in an environment of weakened demand for credit." "The IDRs of ABN AMRO Bank N.V. are at their Support Rating Floor, reflecting Fitch Ratings' opinion that Dutch state support will continue to be available to the bank in case of need. This opinion derives from the bank's large domestic franchise and from its state - ownership."

"ABN AMRO's Individual Rating reflects the pressure on profitability, and on management time, from the continuing restructuring taking place at the bank. This is also generating higher - than - average operational risk."

"Large synergies are expected from the merger which took place on 1 July 2010 with Fortis Bank (Nederland) both in terms of cost benefits and business fit. However, the bank's funding mix is still in a transition phase which creates some uncertainty."

"The intrinsic ratings are underpinned by ABN AMRO's strong franchise in the Netherlands. DBRS sees the recently completed merger of ABN AMRO and Fortis Bank Nederland as complementary and an

"DBRS views ABN AMRO's ability to utilise its franchise to generate solid underlying earnings as a factor supporting the intrinsic ratings."

enhancement to the franchise."

"The ratings also reflect the numerous challenges ABN AMRO faces. Common with other mergers and acquisitions..."

"...further extending the duration of funding would be viewed positively, nonetheless, DBRS acknowledges the progress that has been made on this front..."

"DBRS views the Dutch State's ownership as reducing the uncertainty surrounding the near-term prospects of the Bank and affords it the time to improve its funding profile as it integrates..."

for information purposes only. ABN AMRO does not endorse Moody's, Fitch, Standard & Poor's or DBRS ratings or views and does not accept any responsibility for their accuracy

**ABN·AMRO** 

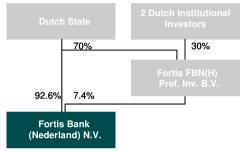
ABN AMRO provides this slide



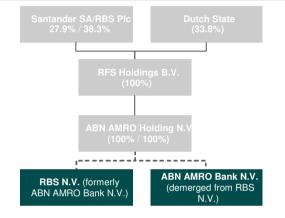
#### Annex - Separation and integration

#### ABN AMRO Bank: legal demerger, legal separation and transfer, legal merger

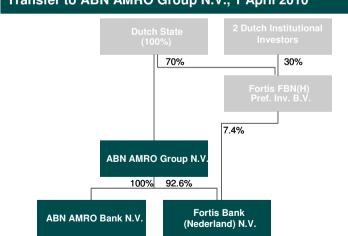
# Fortis Bank Nederland: situation 1 January 2010

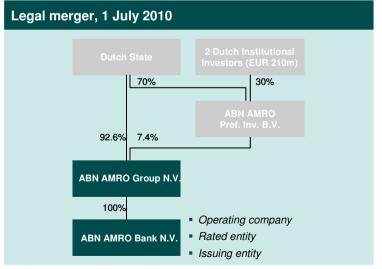


#### ABN AMRO standalone: legal demerger, 6 February 2010



#### **Transfer to ABN AMRO Group N.V., 1 April 2010**



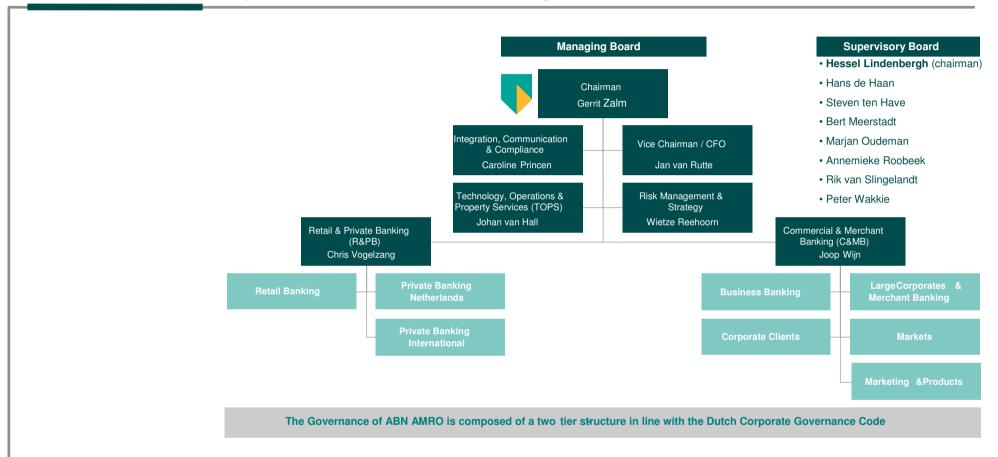




Note
Percentages indicate voting power

# Annex - Organisational structure of ABN AMRO

# Experienced and diversified management team





#### Annex - Organisational structure of ABN AMRO

## Supervisory Board: responsibilities, appointment and composition

#### Responsibilities

To supervise, assist and advise the Managing Board with regards to the Group's general course of affairs and its business

- In performing their duties, the members of the Supervisory Board are guided by the interests of the Group and the enterprise connected with it and shall take into account the relevant interests of the Group's stakeholders
- Powers vested include the approval of certain resolutions proposed by the Managing Board

#### **Appointment**

- Members of the Supervisory Board are appointed by the General Meeting of Shareholders
- The Supervisory Board nominates one or more candidates for each vacant seat
- The Works Council has the right to nominate one-third of the total number of Supervisory Board members

#### **Composition Supervisory Board Committees**

	AC	NCC	RCC
Hessel Lindenbergh (Chairman)	Member	Member	Member
Hans de Haan	Chairman	-	Member
Steven ten Have	-	Member	-
Bert Meerstadt	Member	-	-
Marjan Oudeman	-	Member	-
Annemieke Roobeek	-	-	Member
Rik van Slingelandt	Member	-	Chairman
Peter Wakkie	-	Chairman	-

# Supervisory Board Committees Supervisory Board (SB) Audit Committee (AC) Risk & Capital Committee (RCC)

AC: Responsible for supervising, monitoring and advising the SB on effectiveness of internal risk management and control systems and reviewing and advising the SB on the disclosure of financial information

NCC: Nomination responsibilities include preparing for selection and nomination of SB members and MB, preparing and reviewing succession plans upon agreed profiles. NCC defines performance standards and criteria, periodically reviews performance of SB and MB members and decides on compensation and benefits, pension schemes

RCC: Responsible for annual review of risk appetite, regular strategic review and alignment of activities to risk appetite, regular review of risk profile, evaluation of performance of risk management functions, review of risk management framework including organisational structure and decision-making process, compliance & regulatory risk and review of decisions made with material impact on allocation of capital, liquidity and/or risk profile



#### Annex

# Key economic forecast: Dutch indicators robust in core European context

Key economic forecasts (source: Thomson Financial, Reuters Ecowin, EIU, ABN AMRO Group Economics)											
						Unemployment					
GDP (yoy)	2008	2009	2010	2011E	2012E	rate	2008	2009	2010	2011E	2012E
US	0.0%	-2.6%	2.9%	3.3%	3.5%	US	5.8%	9.3%	9.6%	8.7%	7.7%
Japan	-1.2%	-6.2%	4.0%	1.5%	1.6%	Japan	4.0%	5.1%	5.1%	4.6%	4.1%
Eurozone	0.6%	-4.1%	1.7%	1.6%	1.9%	Eurozone	7.6%	9.5%	10.0%	10.0%	9.6%
Germany	3.1%	-4.9%	3.5%	2.6%	2.7%	Germany	7.8%	8.2%	7.7%	7.1%	6.6%
France	0.1%	-2.5%	1.5%	1.5%	2.1%	France	7.4%	9.1%	9.3%	8.9%	8.0%
Italy	-1.3%	-5.0%	1.1%	1.0%	1.4%	Italy	6.8%	7.8%	8.4%	8.4%	8.3%
Spain	0.9%	-3.7%	-0.2%	0.7%	1.5%	Spain	13.9%	18.8%	20.0%	20.1%	19.4%
The Netherlands	1.9%	-3.9%	1.7%	1.6%	1.8%	The Netherlands	3.8%	4.8%	5.5%	5.1%	5.0%
UK	-0.1%	-5.0%	1.4%	1.6%	2.8%	UK	5.7%	7.7%	7.9%	7.6%	7.2%
China	9.6%	9.1%	10.5%	9.4%	9.2%	China	12.0%	12.5%	12.5%	12.5%	12.5%
Inflation (yoy						Government debt					
change)	2008	2009	2010	2011E	2012E	(%GDP)	2008	2009	2010	2011E	2012E
US	3.8%	-0.3%	1.8%	2.1%	2.0%	US	70%	84%	94%	102%	103%
Japan	1.4%	-1.3%	-0.7%	-0.1%	0.6%	Japan	174%	193%	198%	204%	210%
Eurozone	3.3%	0.3%	1.6%	2.1%	1.8%	Eurozone	69%	79%	84%	86%	87%
Germany	2.6%	0.4%	1.1%	2.0%	1.9%	Germany	66%	73%	75%	75%	74%
France	2.8%	0.1%	1.5%	1.8%	1.7%	France	68%	78%	83%	87%	89%
Italy	3.3%	0.8%	1.5%	1.7%	1.9%	Italy	106%	116%	120%	123%	123%
Spain	4.1%	-0.3%	1.8%	2.5%	1.7%	Spain	40%	53%	64%	68%	70%
The Netherlands	2.5%	1.2%	1.3%	1.8%	1.8%	The Netherlands	58%	61%	65%	67%	67%
UK	3.6%	2.2%	3.3%	3.9%	2.0%	UK	52%	68%	75%	79%	81%
China	6.0%	-0.7%	3.3%	4.5%	3.5%	China	16%	17%	18%	17%	17%



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