



H1 2025 Results & Business Update

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and colour key

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H1 2025 Group Results

Resilient and disciplined delivery of strong financial results

€mn	H1 2025	H1 2024	Change	
Net Commission Income	644.4	588.1	+10%	Strong progression in fees driven by extremely robust inflows into managed assets
Net Interest Income	366.8	418.0	-12%	NII decline due to drop in rates vs H1 last year. Customer cost of funding impacted by the success of time deposit promo offers.
Contribution Margin	1,021.2	1,004.9	+2%	FY objective of around -3% YoY
Operating Margin	570.6	566.1	+1%	Resilience & diversification of business model allowed for stability in the Operating Margin
Market Effects	67.9	41.0	+65%	Contribution of perf. fees from Italy-based funds in January & February
Net Income	477.3	449.9	+6%	Bottom line keeps delivering thanks to comprehensiveness of BMED business model
Key ratios	H1 2025	FY 2024		
Cost/Income Ratio*	39.1%	39.0%		C/I ratio consistently at around 40% & stable payout ratio demonstrates disciplined & flexible approach to costs
Acquisition costs/Gross commission income Ratio	34.3%	34.1%		Payout to Family Bankers substantially stable across quarters
Cost of risk (bps – rolling-12M)	15	18		CoR in line with historical average and well below market average

^{*}G&A expenses & Contribution to banking & insurance industries / Contribution margin

Business Results Highlights

Consistency in execution, excellence in outcomes

€bn	H1 2025	H1 2024	Change FY 2024	Change	
Total Net Inflows	6.11	5.66	+8%		Extremely strong start of the year, with substantial growth in net new money. Strong contribution once again from both new & existing customers
Net Inflows into Managed Assets	4.54	3.09	+47%		Outpacing our greatest year ever with quality inflows into managed assets. Target of 8 to 8.5 bn for 2025
Total AUA/AUM	144.42	129.50	+12% 138.49	+4%	Total financial assets fueled by net inflows into managed assets & growth of deposits. Positive market effects YTD neutralised by a weaker USD
Loans Granted	1.86	1.25	+48%		Strong pick-up in mortgage volumes also favoured by easing of rate environment and residential RE market normalisation
Credit Book	18.14	16.95	+7% 17.62	+3%	Credit book increased w/ extremely high quality thanks to prudent approach to the business
General Insurance Gross Premiums (€ mn)	114.00	92.74	+23%		Healthy growth of premiums attributable to both stand-alone & loan protection policies

Success of our initiatives drives customer acquisition Automatic investment services anticipates strong & visible future inflows

	30/06/2025	31/12/2024	Change	
Bank Customers	1,983,800	1,918,600	+3%	Customer base continues to grow at a good pace,
Bank Customer Acquisition	106,100	197,900		also thanks to promotional initiatives
Family Bankers	6,604	6,415	+3%	FB network development continues as we train
o/w Private Bankers & Wealth Advisors	980	906	+8%	professionals from other sectors & traditional banks. 499 Banker Consultants actively support Family
AUM - Private Bankers & Wealth Advisors	€ 46.58 bn	€ 43.05 bn	+8%	Bankers as at end of June
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IIS – Money market AUM	€ 4.03 bn	€ 2.87 bn	+41%	Automatic investment services explain consistency of
Double Chance – Assets in deposit accounts	€ 0.93 bn	€ 1.02 bn	-9%	net inflows into managed assets & support the increase of recurring fees over time.
Instalment Plans – Annualised yearly flows	€ 2.04 bn	€ 1.69 bn	+14%	IIS currently the main gateway to equity investments

Capital Adequacy & Balance Sheet Highlights

Simple & solid balance sheet structure, strong capital generation

	H1 2025	FY 2024	
CET1 Ratio	22.4%	23.7%	CET1 Ratio remained extremely robust after implementation of final terms of Basel III
MREL TREA	24.4%	25.9%	Well above the 21.4% requirement
Risk-weighted assets (€ bn)	15.36	14.11	RWAs increased due to regulatory change: main impact on operational risks, also because of record-breaking revenues from commissions in 2024
Leverage Ratio	8.4%	7.8%	Leverage Ratio stable & well above regulatory requirements
Retail Loan/Deposit Ratio	61.4%	62.1%	Growth in deposits driven by customer acquisition & success of promo offers focused on increasing share of wallet of existing customers
NSFR	189%	180%	Easily surpassing the requirements for long & short-term liquidity
LCR	422%	387%	obligations

Total Capital Ratio: 22.4%. SREP Req. on Total Capital Ratio: **13.2%** for 2025 including P2G. **Leverage Ratio** = CET1 / Banking Group Assets. Preliminary data subject to change

	H1 2025	H1 2024	Change
Entry fees	32.0	28.5	+12%
Management fees	681.1	620.2	+10%
Investment Management fees	130.7	122.5	+7%
Net insurance result	110.8	96.9	+14%
Banking service fees	122.7	97.9	+25%
Other fees	27.6	25.3	+9%
Gross Commission Income	1,104.7	991.3	+11%
Acquisition costs	(379.3)	(324.2)	+17%
Other commission expenses	(81.0)	(79.0)	+2%
Net Commission Income	644.4	588.1	+10%
Net interest income	366.8	418.0	-12%
Net income on other investments	24.2	18.5	+30%
LLP (Impairment on loans)	(14.0)	(18.5)	-24%
Other revenues & expenses	(0.1)	(1.3)	-93%
Contribution Margin	1,021.2	1,004.9	+2%
G&A expenses	(390.7)	(366.0)	+7%
Contributions to banking & insurance industries	(8.9)	(27.6)	-68%
Depreciation & Amortization	(16.9)	(18.4)	-8%
Provisions for risk & charges	(34.2)	(26.7)	+28%
Operating Margin	570.6	566.1	+1%
Market effects	67.9	41.0	+65%
- o/w Performance fees	48.8	41.3	+18%
- o/w Net income on investments at fair value	19.1	(0.3)	n.s.
Extraordinary items	(1.1)	(11.6)	-90%
PROFIT BEFORE TAX	637.3	595.6	+7%
Income tax	(160.0)	(145.7)	+10%
NET INCOME	477.3	449.9	+6%

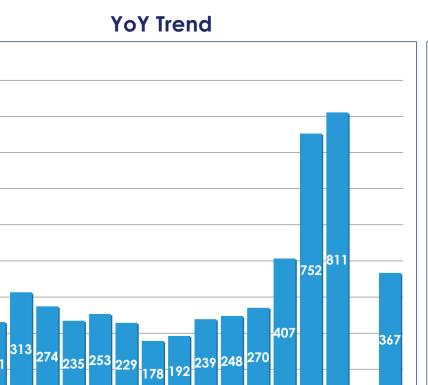
Income Statement by Quarter

€mn

	Q1 24	Q2 24	Q3 24	Q4 24	Q1 25	Q2 25
Entry fees	13.0	15.6	13.8	18.2	16.9	15.1
Management fees	303.3	316.9	323.5	340.2	343.6	337.4
Investment Management fees	60.1	62.4	63.6	66.8	66.9	63.8
Net insurance result	48.0	48.9	52.6	49.9	56.4	54.4
Banking service fees	51.2	46.8	43.1	45.9	48.5	74.1
Other fees	12.5	12.8	12.4	14.0	13.8	13.8
Gross Commission Income	488.0	503.3	509.0	535.0	546.1	558.6
Acquisition costs	(158.9)	(165.2)	(176.3)	(192.8)	(186.9)	(192.4)
Other commission expenses	(38.6)	(40.4)	(46.0)	(48.9)	(42.9)	(38.0)
Net Commission Income	290.5	297.6	286.8	293.2	316.2	328.2
Net interest income	220.0	198.0	195.4	197.7	180.0	186.8
Net income on other investments	2.1	16.4	(0.3)	15.6	(0.3)	24.5
LLP (Impairment on loans)	(8.8)	(9.6)	(4.9)	(9.3)	(1.4)	(12.7)
Other revenues & expenses	0.3	(1.5)	0.0	(2.5)	0.6	(0.7)
Contribution Margin	504.0	500.9	477.0	494.7	495.1	526.1
G&A expenses	(176.1)	(190.0)	(169.6)	(200.6)	(185.4)	(205.2)
Contributions to banking & insurance industries	(22.1)	(5.6)	(4.3)	(3.6)	(4.6)	(4.3)
Depreciation & Amortization	(9.0)	(9.4)	(9.5)	(14.0)	(7.7)	(9.1)
Provisions for risk & charges	(13.7)	(12.9)	(11.9)	(30.7)	(18.2)	(16.1)
Operating Margin	283.1	283.0	281.8	245.7	279.1	291.4
Market effects	25.3	15.7	20.1	332.2	52.0	15.9
- o/w Performance fees	29.6	11.7	9.6	325.8	39.2	9.6
- o/w Net income on investments at fair value	(4.3)	4.0	10.6	6.4	12.8	6.3
Extraordinary items	(10.8)	(0.8)	0.4	(20.9)	(1.1)	0
PROFIT BEFORE TAX	297.5	298.0	302.3	557.0	330.0	307.3
Income tax	(77.0)	(68.6)	(77.9)	(111.7)	(86.7)	(73.3)
NET INCOME	220.5	229.4	224.4	445.3	243.3	234.0

Net Interest Income € mn

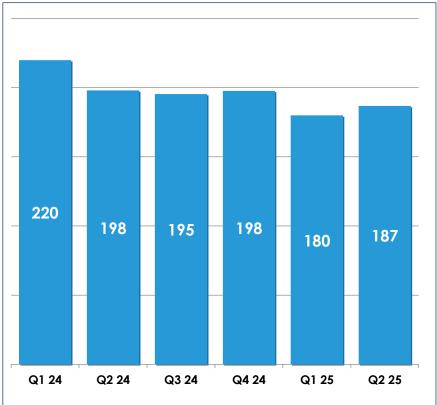
2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 2024



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2025





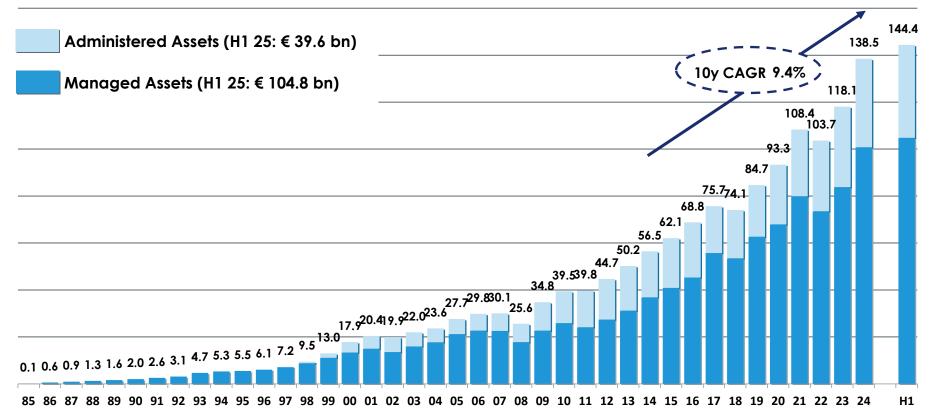
Acquisition Costs in detail € mn

	H1 2025	H1 2024	Change
Total commissions	300.5	264.6	+14%
One-time commissions	42.0	35.5	+18%
Ongoing commissions	258.5	229.1	+13%
Total incentives & bonuses	60.3	43.4	+39%
Incentives on individual net inflows	38.8	27.6	+41%
Contest & bonuses	19.1	13.3	+43%
Reimbursement of costs for customers events	2.4	2.4	-2%
Costs related to the agency agreement	16.9	14.5	+16%
Prexta agent commissions	1.6	1.6	-4%
TOTAL ACQUISITION COSTS	379.3	324.2	+17%

2025 Net Inflows

€mn

	H1 2025	H1 2024
GROUP TOTAL NET INFLOWS	+6,105	+5,662
Managed Assets	+4,543	+3,089
- o/w Mutual Funds, U/L & Managed Accounts	+4,771	+2,815
Administered Assets	+1,562	+2,573
Italy - Banca Mediolanum Total Net Inlows	+4,866	+5,030
Managed Assets	+3,675	+2,508
- o/w Mutual Funds, U/L & Managed Accounts	+3,913	+2,250
Administered Assets	+1,191	+2,521
Spain - Banco Mediolanum Total Net Inflows	+1,248	+655
Managed Assets	+877	+604
- o/w Mutual Funds & U/L	+868	+587
Administered Assets	+371	+51
Germany	-9	-23
Managed Assets	-9	-23
- o/w Mutual Funds & U/L	-9	-23



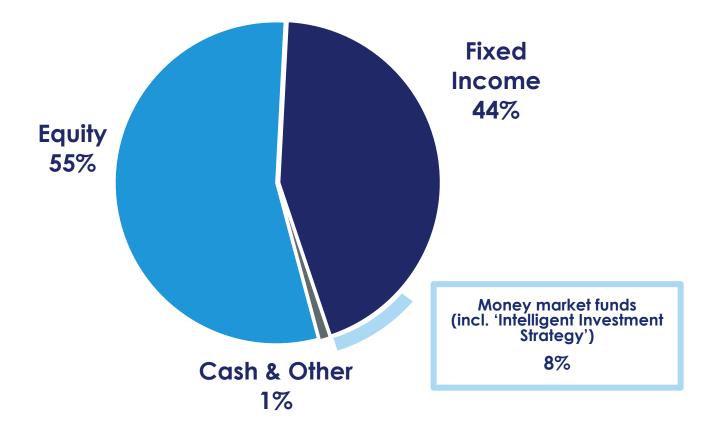
Assets under Administration/Management € mn

30/06/2025 31/12/2024 Change 30/06/2024 Change Italy - Banca Mediolanum 129,898 125,092 +4% 117,318 +11% Mutual Funds & U-L Policies 88,442 85,243 +4% 78,247 +13% 2,045 2.010 +2% 2,098 -3% Other Life Insurance Reserves 39,411 37,839 +4% 36,973 +7% Banking 14,171 13,026 11,815 +20% Spain - Banco Mediolanum +9% Mutual Funds & U-L Policies 10,214 9,549 +7% 8,309 +23% 129 Other Life Insurance Reserves 114 +13% 170 -24% 3,828 +15% Banking 3,363 +14% 3,335

Germany	353	374	-6%	368	-4%
Mutual Funds & U-L Policies	353	374	-6%	368	-4%

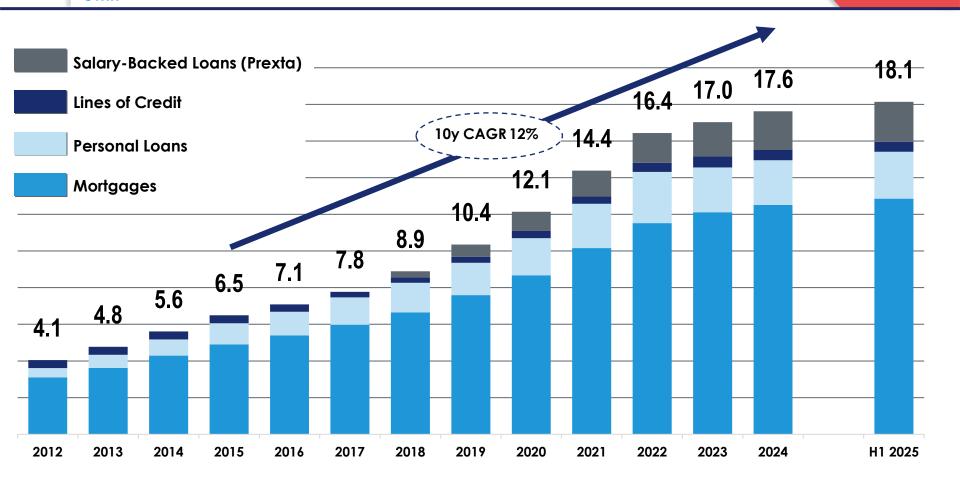
Mutual Funds & Unit-linked policies look-through

as at 30/06/2025



Loans Granted € mn

	H1 2025	H1 2024	Change
Mortgages	1,008	577	+75%
Personal Loans	529	363	+46%
Salary-backed Loans (Prexta) ¹	323	312	+4%
TOTAL	1,860	1,253	+48%
3rd-party Loans	11	11	+2%



Credit Book & Quality € mn

	30/06/2025	31/12/2024	Change	30/06/2024	Change
Mortgages	12,856	12,512	+3%	12,057	+7%
Personal Loans	2,554	2,437	+5%	2,370	+8%
Lines of Credit	541	557	-3%	518	+4%
Salary-backed loans (Prexta) ¹	2,186	2,112	+4%	2,009	+9%
TOTAL	18,137	17,618	+3%	16,954	+7%

	30/06/2025	Italian Banks
Gross NPE	1.55%	$3.0\%^{2}$
Net NPE	0.82%	1.5% ³
12m-rolling Cost of risk	0.15%	

- 1 Includes Prexta unsecured loans
- 2 Bank of Italy 'Banks and Financial Institutions: Credit Conditions and Risk by Sector and Geographical Area Q1 2025'
- 3 Bank of Italy "Financial Stability Report No. 2 2024"

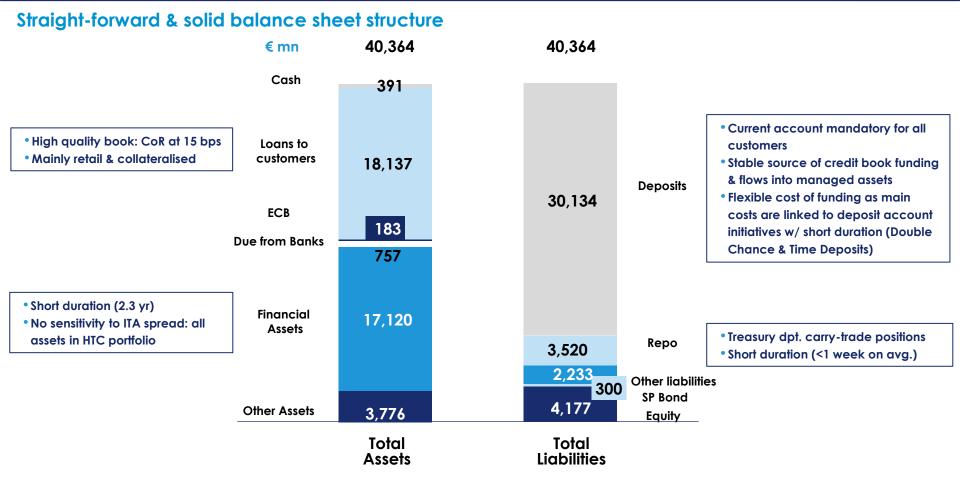
General Insurance Gross Premiums € mn

	H1 2025	H1 2024	Change
Stand-alone policies	92.1	79.6	+16%
New business	15.7	15.9	-1%
In-force business	76.5	63.8	+20%
Loan protection policies	22.2	13.0	+71%
Group health policies	0.1	0.1	-1%
GROSS PREMIUMS	114.4	92.7	+23%

Balance Sheet Structure – Banking Group

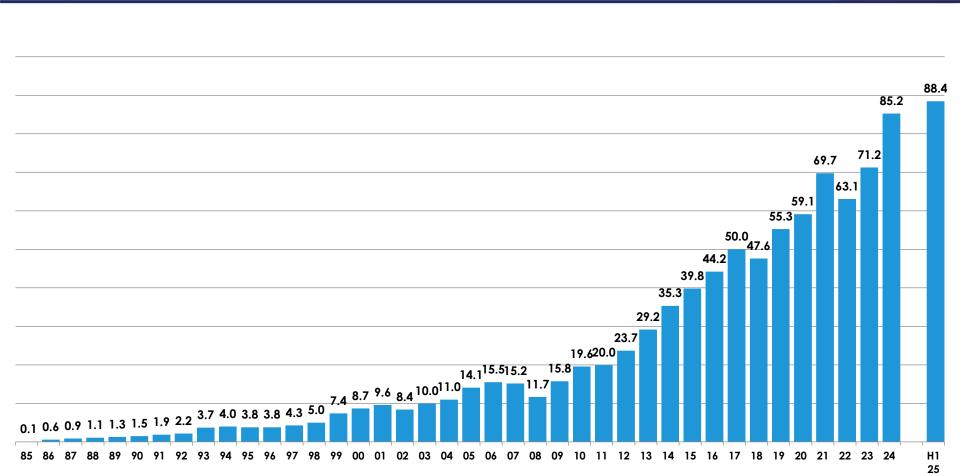
H₁ 2025 Group

as at 30/06/2025





H1 2025 Domestic Market Results

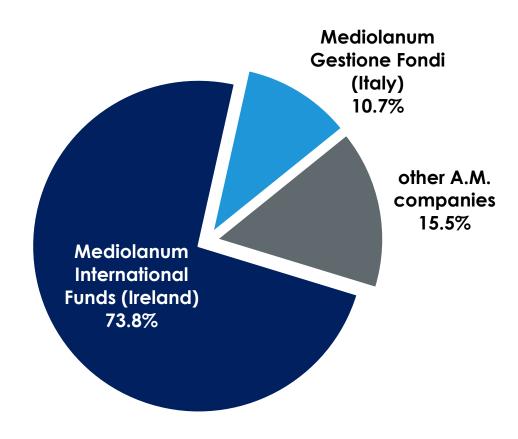


Mutual Funds - Assets under Management € mn

	30/06/2025	31/12/2024	Change	30/06/2024	Change
'Best Brands' funds on funds (IRL)	29,468	30,086	-2%	28,794	+2%
'Challenge' mutual funds (IRL)	29,747	28,231	+5%	25,108	+18%
Funds of Hedge Funds (IRL)	29	36	-21%	36	-19%
'Fondi Italia' mutual funds (ITA)	9,214	8,292	+11%	7,678	+20%
'Real estate' fund (ITA)	153	155	-1%	155	-1%
3rd-party stand-alone funds	5,969	5,511	+8%	4,863	+23%
Other	3,951	3,738	+6%	3,462	+14%
Adj. for own mutual funds in FoFs & Managed accts	(593)	(554)	+7%	(566)	+5%
MyLife' U-L policy	18,653	17,650	+6%	15,850	+18%
Other U-L policies	23,048	22,833	+1%	21,400	+8%
Adj. for own mutual funds in U-L policies	(31,196)	(30,736)	+1%	(28,531)	+9%
ASSETS IN MUTUAL FUNDS & U-L	88,442	85,243	+4%	78,247	+13%

Mutual Funds - Assets by A.M. Company

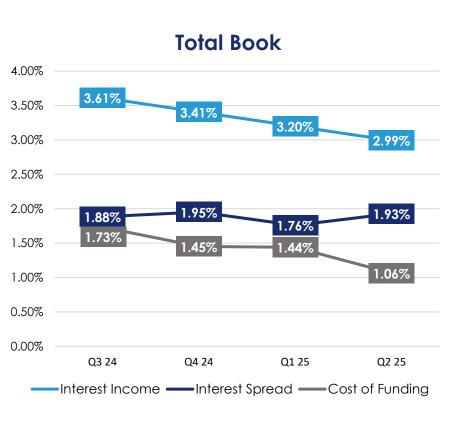
as at 30/06/2025 - including U-L assets

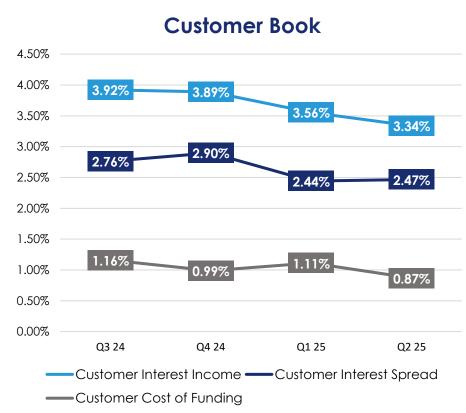


Banking - Assets under Administration € mn

	30/06/2025	31/12/2024	Change	30/06/2024	Change
Cash deposits	26,033	25,211	+3%	24,888	+5%
Repurchase agreements	6	4	+42%	3	+105%
3rd-party structured bonds	3,639	3,520	+3%	3,338	+9%
Other securities	9,733	9,104	+7%	8,745	+11%
BANKING ADMINISTERED ASSETS	39,411	37,839	+4%	36,973	+7%

Banking - Interest Spread





Bank Balance Sheet Highlights

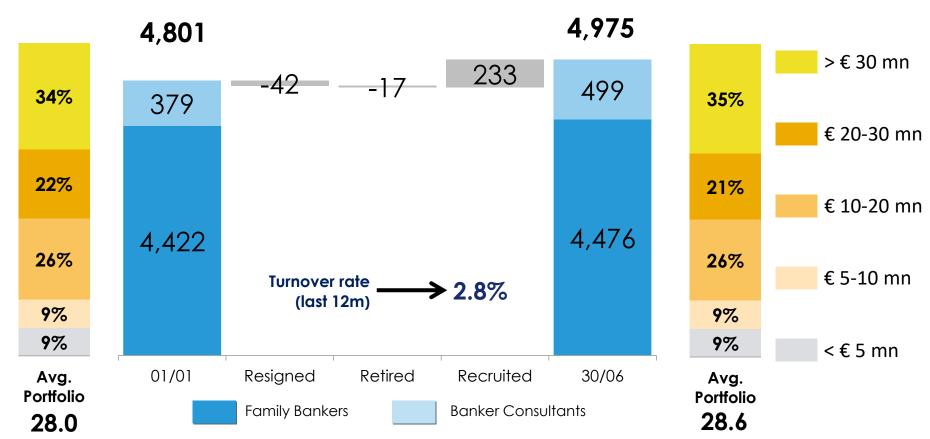
€ mn – as at 30/06/2025

	Liabilities	Assets
Customers	26,092	16,521
Treasury Treasury	4,412	15,983
Interbank / intra-group deposits & repos	737	592
ECB refinancing	0	382
MTS refinancing	3,375	C
Securities (bonds)	300	15,009
Other liabilities / assets	6,084	4,083
TOTAL	36,587	36,587

Operating Liquidity (24hr): 12,611

Family Banker Network - Italy

Change in headcount & Split by Average Portfolio Year 2025

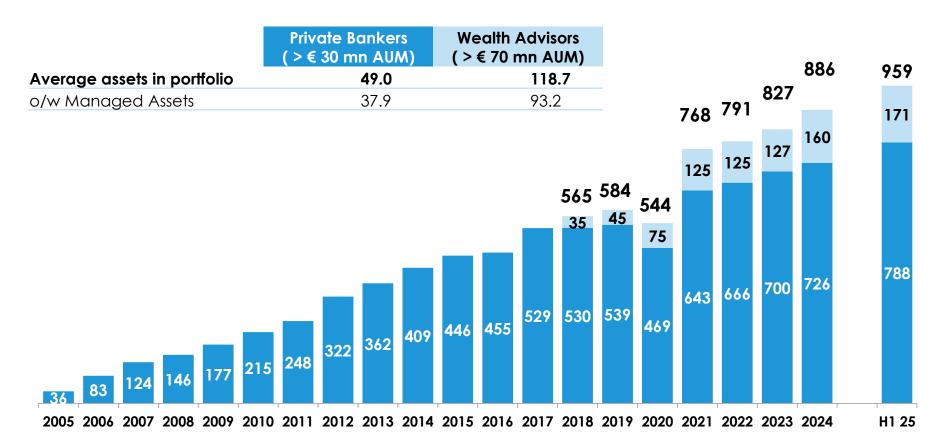


Average portfolio calculated on Family Bankers only

H1 2025

Italy

as at 30/06/2025



^{* &#}x27;Private Bankers' & 'Wealth Advisors' are a subset of Family Bankers who mainly deal with affluent & HNW customers



H1 2025 Spain Results

Spain Highlights € mn

	H1 2025	H1 2024	Change	vs. FY
Operating Margin	27.8	43.2	-36%	
Net Income	24.5	36.0	-32%	
	14170	11.015	.00%	. 007
Total Assets	14,172	11,815	+20%	+9%
Managed Assets	10,344	8,480	+22%	+7%
Administered Assets	3,828	3,335	+15%	+14%
Total Net Inflows	1,248	655	+90%	
Net Inflows into Managed Assets	877	604	+45%	
Net Inflows into Administered Assets	371	51	n.s.	
Credit Book	1,616	1,397	+16%	+8%
Family Bankers	1,629	1,620	+1%	+1%
Customers	270,750	242,775	+12%	+6%



Business Update

Italian FA Networks - Ranking by Net Inflows

€ mn – totals by Group

		H1 2025			
	Managed Assets	Managed Assets & Admin. Assets w/ Advisory fee	Total Net Inflows		
Banca Mediolanum	3,923	3,923	4,721		
Gruppo Fideuram/Intesa	3,296	4,036	4,852		
Allianz Bank	2,686	2,694	3,367		
Finecobank	1,969	2,592	4,967		
Mediobanca Premier	1,649	1,711	2,743		
Banca Generali	1,491	1,598	2,931		
Credem	1,012	1,112	1,575		
Zurich Italy Bank	476	651	1,009		
BNL - BNP Paribas	403	571	961		
Banca Widiba	165	276	417		

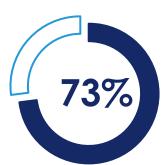
^{*} including Unit-Linked policies & Managed Accounts



Total Net Inflows



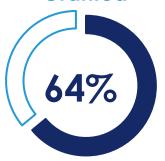
Mortgages Granted



Net Inflows into Managed Assets



Personal Loans Granted







General Insurance Gross Premiums



Time deposits Promo Offers

2023-2025

- Promotions on time deposits have been extremely effective in acquiring new liquidity from both new and existing customers
- Proven track-record of transforming deposits into managed assets thanks to the advice of Family Bankers in implementing the correct asset allocation
- Short duration (6M) & full flexibility to adjust cost of funding with each edition according to rate environment

Edition	Annual Interest Rate (6 months)	Inflows	# Customers	o/w New customers	Time deposits transformed into managed assets (Target: 70%)
Q1 2023	4 %	€ 1.9 bn	32,000	23%	✓
Q3 2023	4%	€ 0.5 bn	13,700	14%	✓
Q1 2024	5%	€ 2.2 bn	44,300	21%	✓
Q3 2024	5%	€ 1.9 bn	36,600	21%	65% as at July 23
Q1 2025	4%	€ 1.8 bn	37,400	21%	37% as at July 23

Creating the NEXT Generation of the Network



Pairing high potential new graduates to work as junior assistants ('Banker Consultant') with senior Private Bankers & Wealth Advisors

- 'Banker Consultants' initially receive dedicated training programme (Executive Master's) provided by Mediolanum Corporate University & supported with a scholarship
- Once fully licensed, the 'BCs' work alongside their senior PB/WA with extensive on-the-job training, managing day-to-day duties & operations as well as smaller customers
- The 'BCs' free up time for the senior PBs/WAs to focus on larger customers & new business development
- As remuneration they receive a percentage of the senior PBs/WAs commission, with a 3-year minimum monthly compensation
- This project assures an increase in productivity in the Network, organic growth and generational renewal
- 527 'BCs' are already working with their senior PB/WA as licensed FA as at end of July 2025
- 152 'BCs' currently training

Automatic Investment Services

Investment services featuring automatic gradual switch into equity funds allowing customers to take advantage of dollar-cost averaging

Big Chance (2001)

- Capital is initially invested in money market fund
- A portion of the assets is switched twice monthly into equity funds, investing the entire amount over 3/12-month period

Double Chance (2008)

- Capital is initially parked in a highly-remunerated deposit account
- Allows customer gradual entry into equity & fixed-income funds, investing the entire amount over 3/24-month period

Intelligent Investment Strategy (2016)

- Capital is initially invested in money market fund
- A portion of the assets is switched once or twice monthly into equity funds or U-L policy, investing the entire amount over 3/5-year period
- Instalment amount automatically increases if equity fund value drops. Capital gains on equity >10% are switched back into money market fund to be reinvested over time

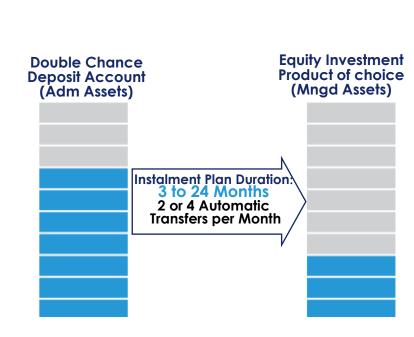
Intelligent Accumulation Plan (2020)

- Long-term instalment plan that shifts small amount of savings from current account to mutual funds monthly
- Allows customers to gradually enter BMED equity & fixed-income funds
- Instalment amount automatically doubled each month the fund unit price is 5% below the avg unit price of a customer

The 'Double Chance' Service

Launched June 2008

- A long-term investment strategy/service that allows the retail investor to gradually enter the global financial markets via Mediolanum investment products, while mitigating the effects of volatility & taking advantage of dollar-cost-averaging
- Capital is initially parked in a highly-remunerated deposit account (rates currently offered: up to 2.50% annual according to selected duration & asset class)
- Allows customer gradual investment into equity or highyield funds over 3/24-month period, automatically transferring the established amount 2 or 4 times a month
- Interests of the deposit account automatically credited to the customer's checking account



The 'Intelligent Investment Strategy' Service (IIS)

- A long-term investment strategy/service (10+ yrs, € 30k+) that allows our customers to gradually enter the equity markets in order to take advantage of the overall growth of the world economy
- **Designed to remove emotional barriers** associated with equity investments by making rational choices at the beginning of the plan rather than during crises or volatile markets
- The amount invested is first put into a money market fund, and then fully converted into Mediolanum equity funds or MyLife U-L wrap account over 3-4-5 years, through automatic transfers 1-2 times per month
- Thanks to the **Automatic Step-In/Step-Out** feature, when the unit price of equity funds has a strong decrease* the transferred amount is multiplied accordingly. Vice versa, in case of an extraordinary increase (+10% or

20%), the capital gains are shifted back into the money

INTELLIGENT **STRATEGY** INVESTMENT

Equity Fund Installment **Unit Price**

amount

X2 5% to 10% decrease 10% to 15% decrease **X3** 15% to 20% decrease **X4** 20% or more decrease **X5**

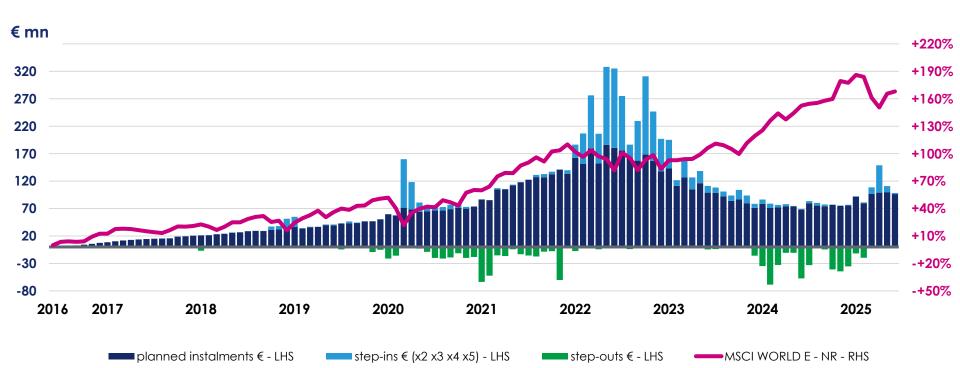
market fund

^{*} versus each customer's average purchase price

Launched June 2016

'Market crises are buying opportunities': not just a slogan

Step ins & step outs reduce avg unit price on investments, allowing customers to benefit from market volatility. € 4 bn of money market managed assets are bound to be transferred from monetary funds into equity through planned instalments & step-ins over the next 3-5 years, supporting avgerage recurring revenues.



Group Customer Base

as at 30/06/2025

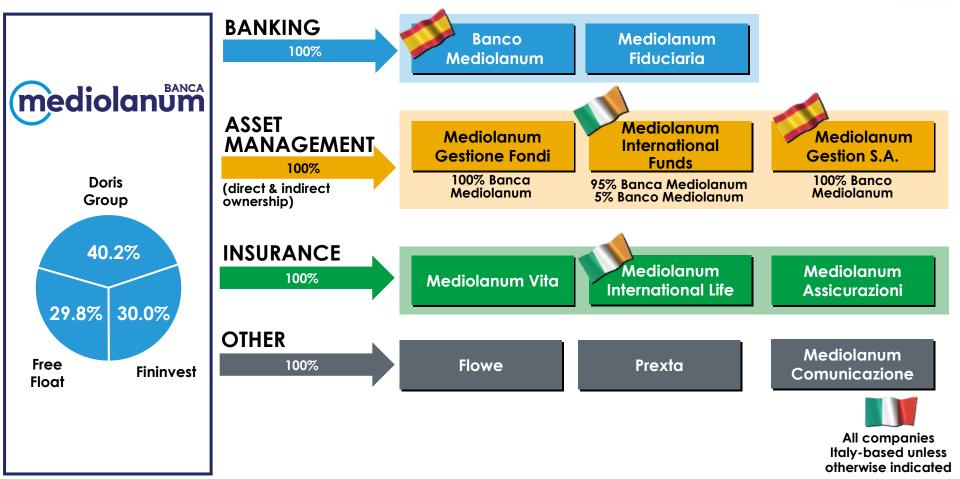
Total Customers 1,984k





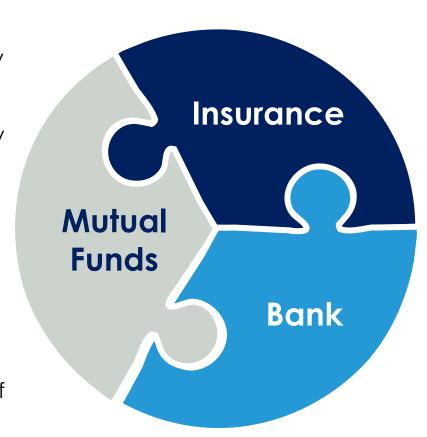
Mediolanum Facts

as at 03/07/2025

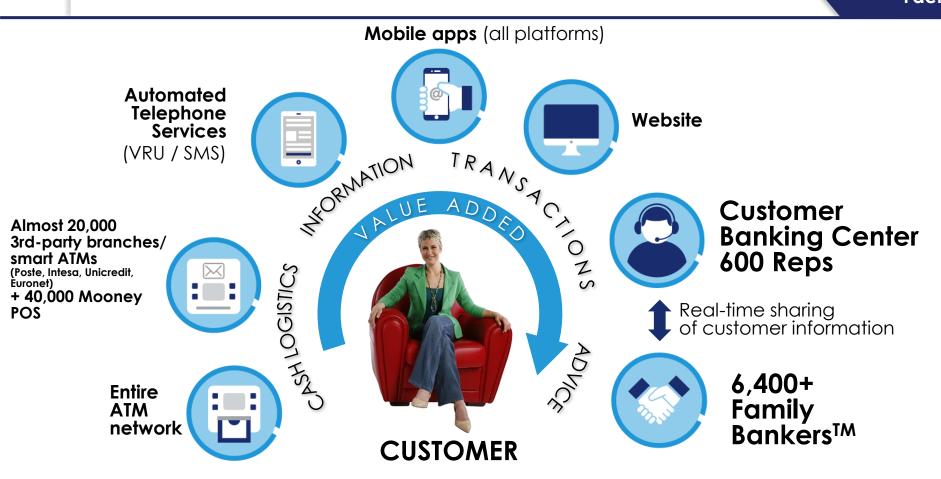


Banca Mediolanum's Integrated Business Model

- We and our Family Bankers view the company as a single entity, providing solutions that best fit the needs of the customer, whether it be in the form of a mutual fund, an insurance policy or a bank product
- The Bank (est. 1997) has a special role as the place where customer savings are naturally built
- It is also where service quality is more readily appreciated & compared
- Therefore, it represents the mandatory point of entry for all new customers



Banca Mediolanum's Multi-channel Model



Combining the advantages of traditional and direct banks

Family Bankers: the human touch

Self-employed tied agents with entrepreneurial approach

Extensively trained to tackle every household financial need

Share Mediolanum's view that banking services are an effective acquisition & retention tool

Compensated even for operations performed by customers through direct channels

- Willing to provide advice anytime, anywhere
- Equally competent across all product lines
- Unlike the typical FA, offer assistance also with everyday banking needs
- Synergy, not competition, between human and direct channels



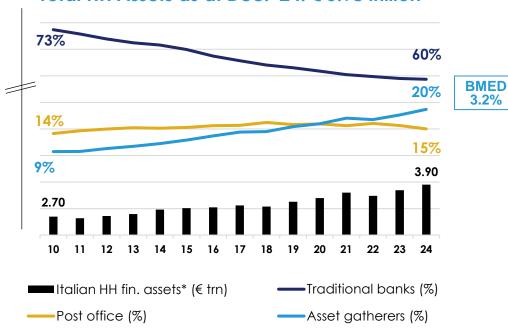
Customers: freedom in banking

Top-quality and valuable direct banking services associated with a human relationship

Italian Household Financial Assets

Over the last few years asset gatherers have increased market share to the detriment of traditional banks

Total HH Assets as at Dec. '24: € 5.98 trillion



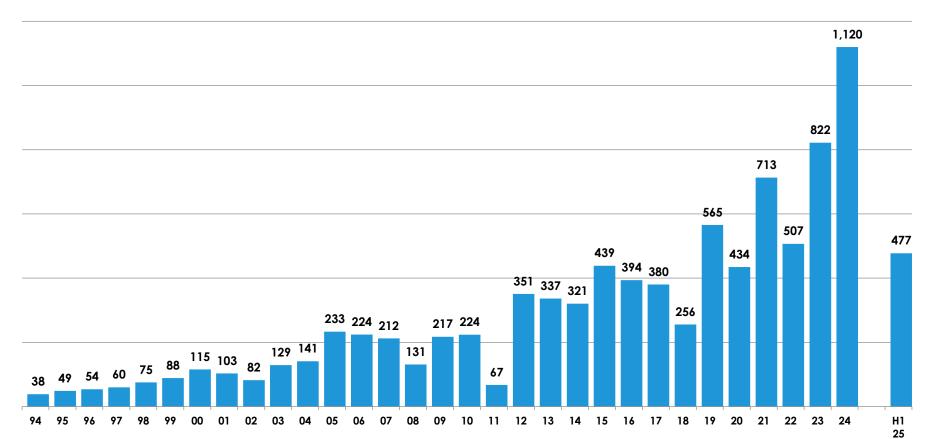
Asset gatherers growing mainly thanks to:

- Demand for specialised advice
- Products & services tailored on customer needs
- Better product performance
- **Recruiting** of traditional bank professionals

(*) Includes deposits, administered & managed assets. Does not include real estate, shares of unlisted companies, TFR (end-of-service pay)& cash, as these assets are a non-addressable market for financial institutions. Total wealth of Italian households – all items included - is equal to € 5.98 trn in 2024. Source: BMED & Prometeia

Net Income Trend

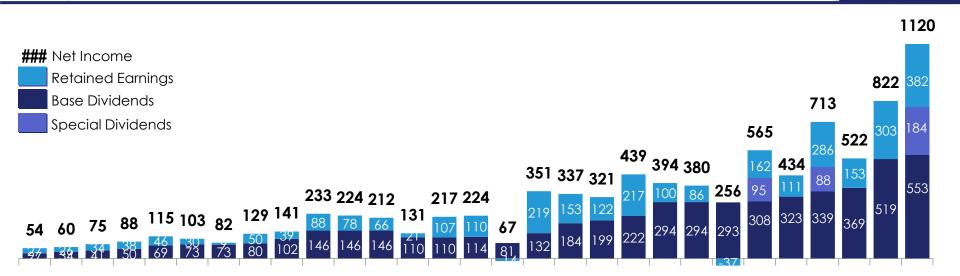
€ mn



2008 & 2010: adjusted net income excluding effects of 'Lehman Brothers' operation

Dividend Payout

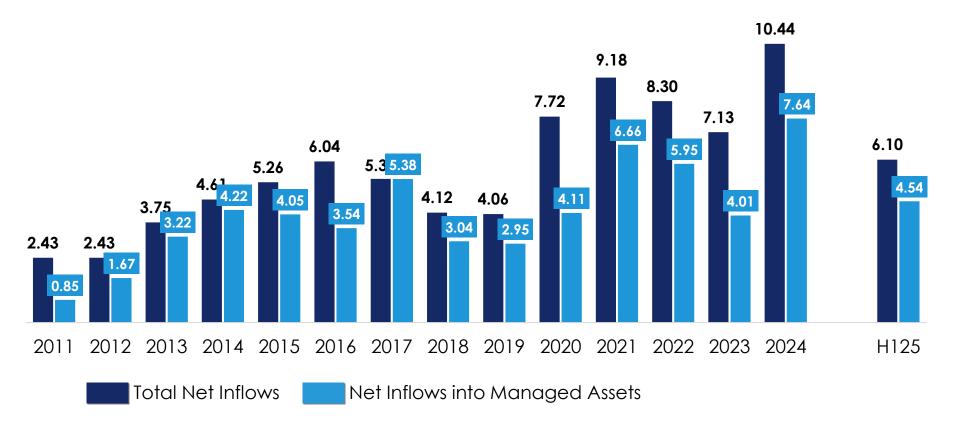
€ mn



96 97 98 99 00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24



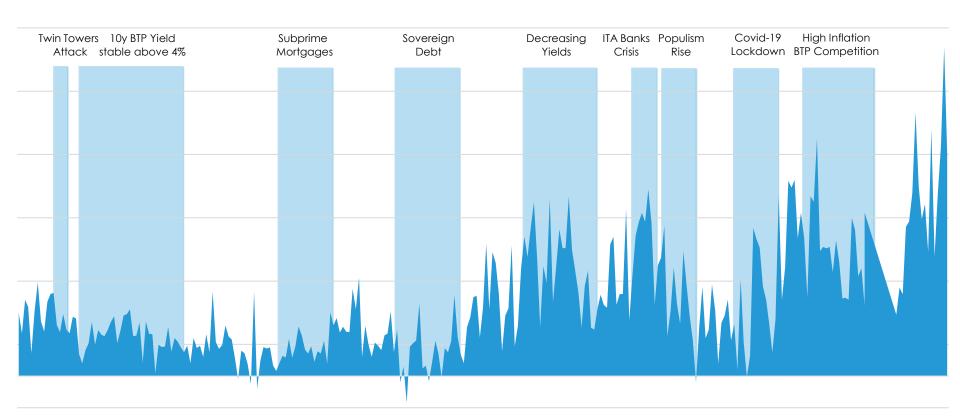
€bn



BMED: 25 Years of Consistent Net Inflows

Mediolanum Facts

Anti-cyclical flows mean better performance for customers thanks to dollar-cost-averaging



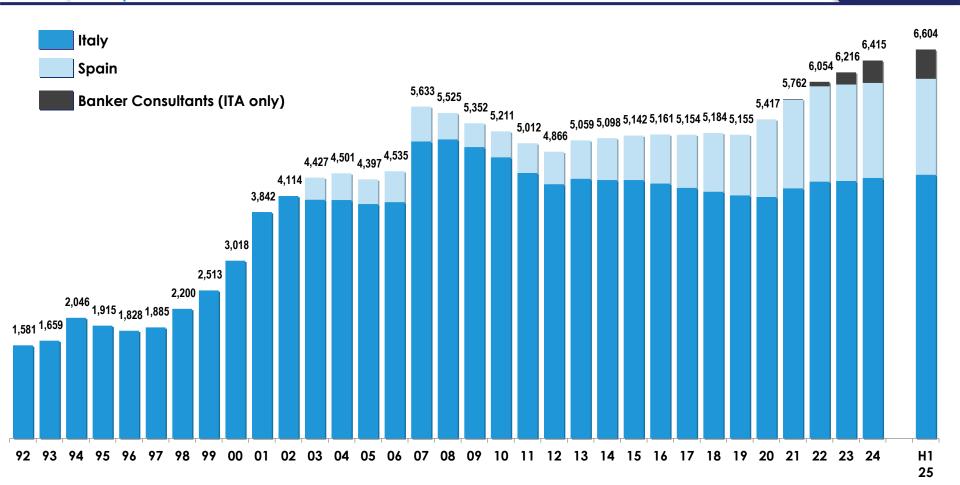
2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 2024 2025

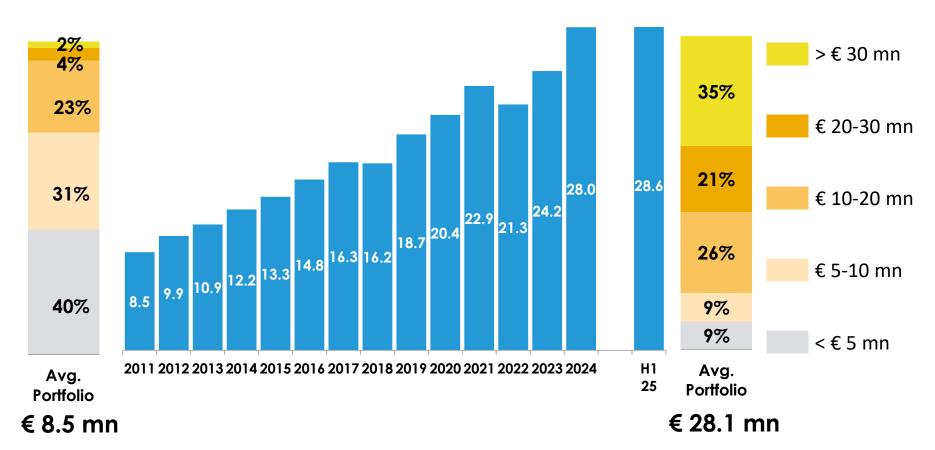
Source: Assoreti Net Inflows into Managed Assets

Family Banker Network

Mediolanum Facts

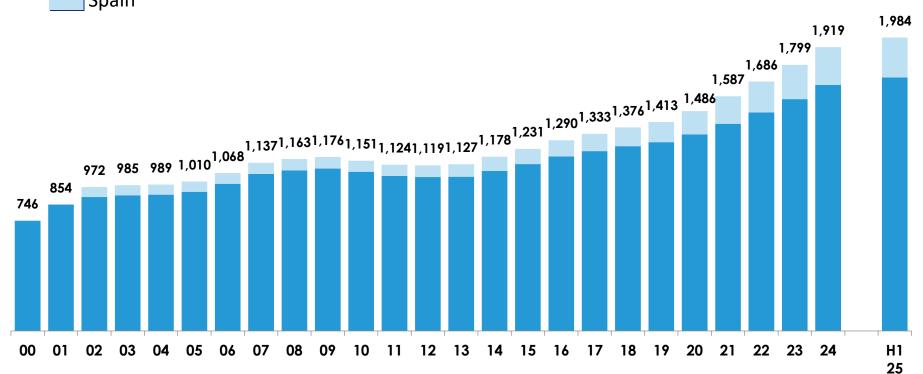
Group Licensed Financial Advisors



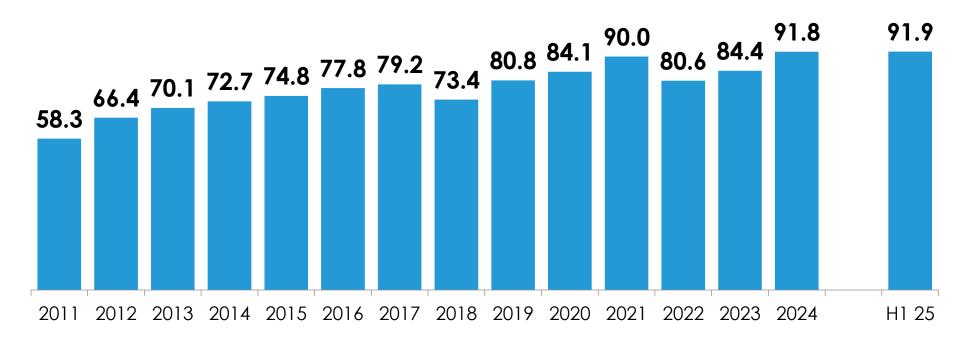




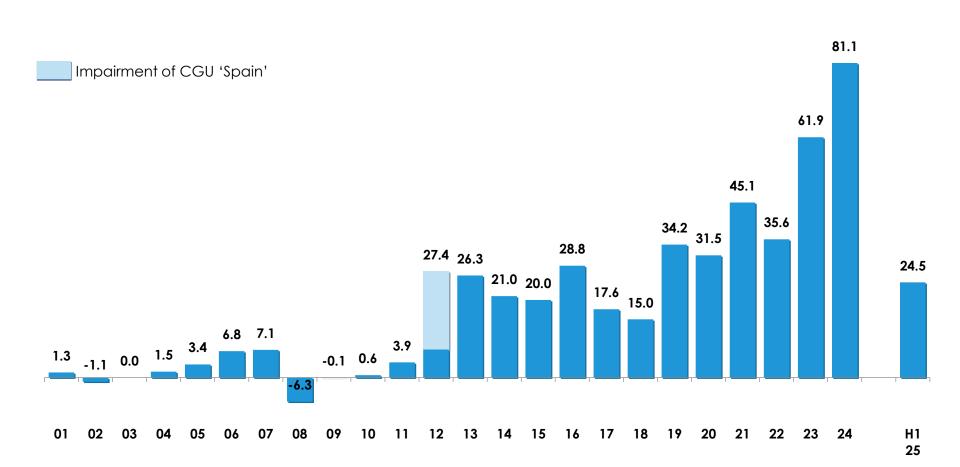




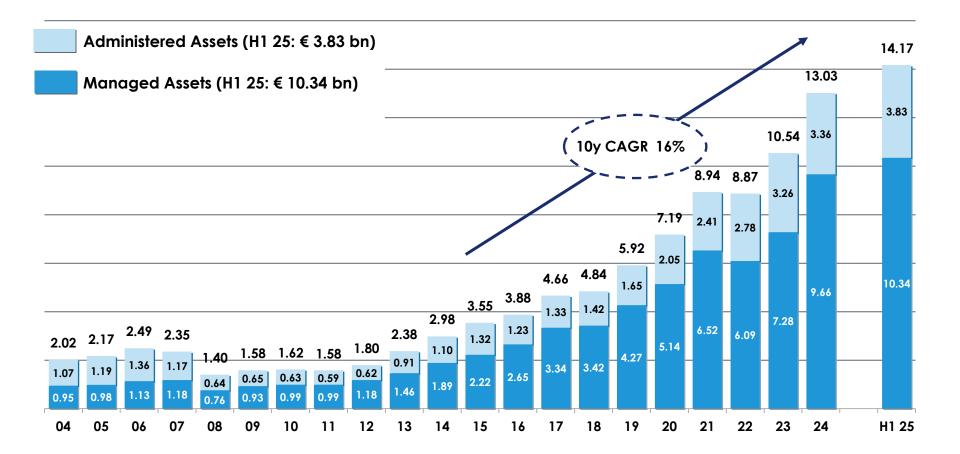
Primary Bank Account Holders



Spain - Net Income € mn

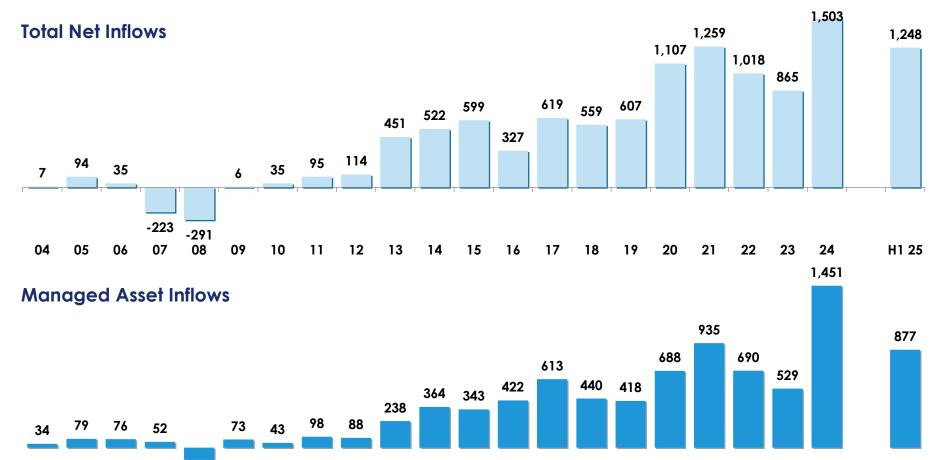


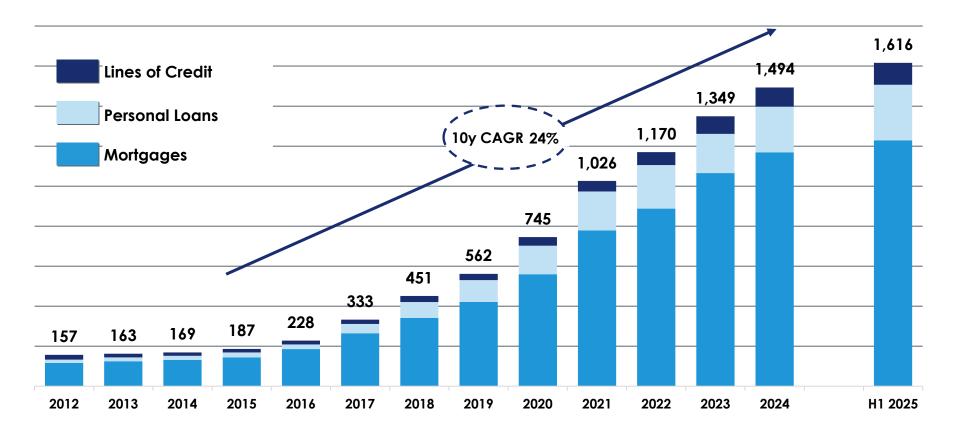
Spain - Assets under Administration € bn

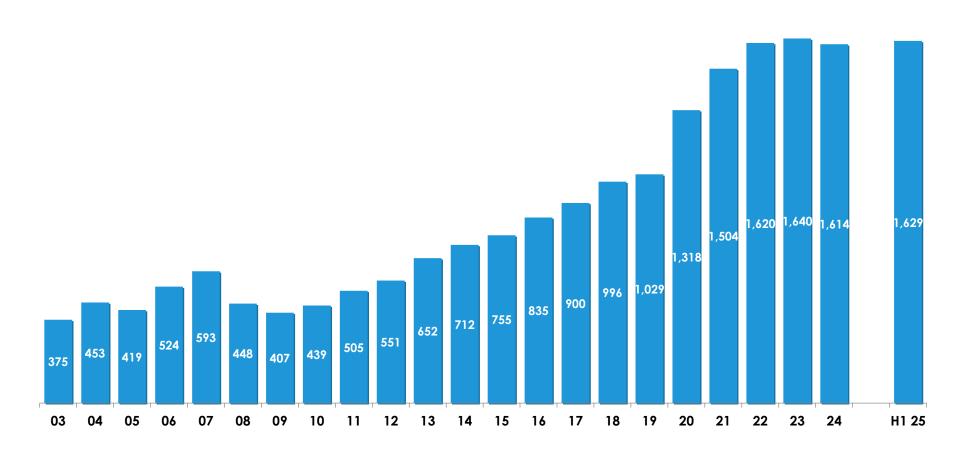


-108

Facts



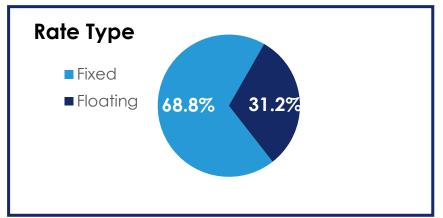


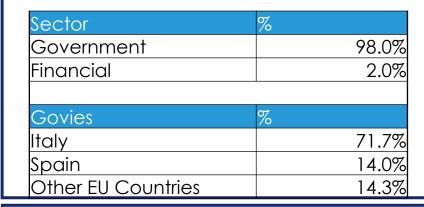


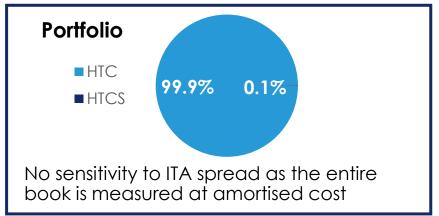
Banking Book Composition

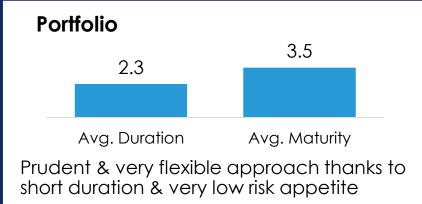
€ bn – nominal value – as at 30/06/2025

Banking Book: € 15.7 bn (nom. values)







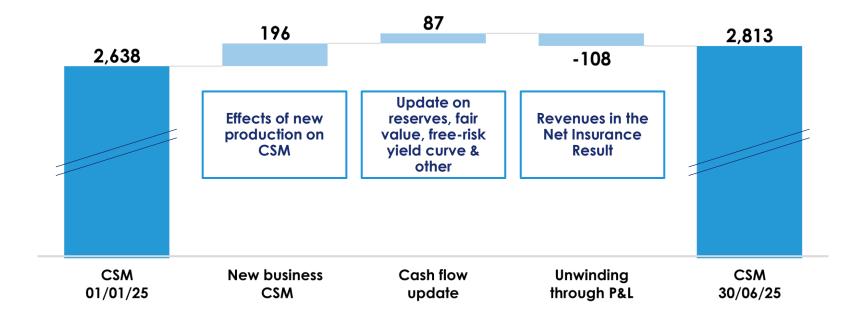


Our investment strategy explains the consistency of our inflows & transfers 'technical performance' into 'customer performance'

- We advise our customers proposing products & services that correspond to each of their specific needs
- Investor needs remain fundamentally the same, they are not influenced by market crises
- We do not engage in stock-picking, tactical asset allocation decisions, or market-timing
- We recommend a series of diversification criteria, the most important being time horizon (5D Strategy)
- Equity investments are only considered for the long term (>10 yrs) and are diversified across the global economy to further reduce risk
- We strongly advise investors who have a long-term outlook to view market crises as buying opportunities

CSM is the new key metric showing size and stability of revenues ready to be recognised in future years

Greater visibility on future earnings from insurance business



Training & Communication Mediolanum Corporate University

- Inaugurated March 2009
- Centralises our training know-how, in coordination with top universities, professors and individuals who are experts in the field



- Provides our Family Bankers & employees with a resource for life-long education
- Develops financial education programs dedicated to our customers & the community



Training & Communication Corporate TV Channel

A proprietary state-of-the-art tool established in 1989

Online programs to train, motivate & communicate with our Family Bankers

Financial news commented by top company executives



- Company news & product information
- Online training course support
- Inspirational thoughts for personal motivation
 & sales techniques





Daily specials dedicated to crisis-related topics were added to the ongoing programming in 2008, 2009, 2011, 2020 & 2022

- 9 nation-wide in-person events, with over 60,000 between attendees & digital viewers in 2024
- Over 2,000 digital/in-person events organised by Family Bankers:
 over 145,000 attendees

Results are measurable:

- Net inflows into managed assets of invited customers in the 3 months post-events
- Expenses are reimbursed to Family Bankers only if set commercial target is met
- Average commercial value of media coverage is also regularly tracked



Top Performer in Customer Experience

BVA Doxa Survey – Customer Satisfaction 2024

Solid customer relationship is built on best-in-class service delivery

both human & digital			
Overall Satisfaction	Perceived Value	Digital Platform	Financial Adv Interaction
11		11	I I

Satisfaction 95%

Market Avg: 90%

Customer

Net Promoter Score

66.2 1st Bank in Italy

Market Avg: 11.2

Customer Retention

96%

Comprehensiveness of Offer

> **85.7** Market Avg: 74.2

Value for Money 76.8

Market Avg: 68

Focus on Sustainability

83.8 Market Avg: 67.8 Mobile App

83% Market Avg: 66%

Satisfaction

App Store Rating



visor

Overall

Satisfaction 89%

Availability

Market Avg: 60%

In 2024 Family Bankers had **9 contacts** on average with their customers

Source: BMED; BVA Doxa Survey Customer Satisfaction 2024; Play Store & Apple Store

The 3rd best known bank brand in Italy

Spontaneous brand awareness – Italian banks – June 2025







ING DIRECT 30%

BancoPosta 29%



27%



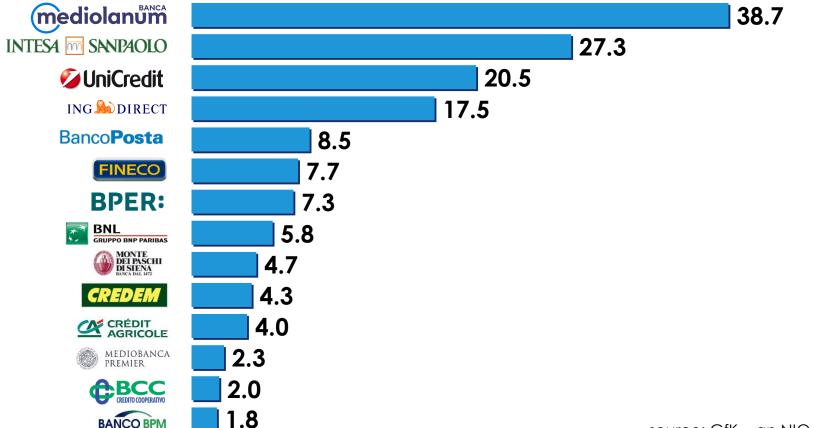






The most memorable adv in the banking industry

Spontaneous recall of advertisement – Italian banks – H1 2025



The development of the digital customer: 2 selfy

Launched January 2021

A totally digital Bank account addressing the needs of 'digital young adults'

- For those who require a full-service account, but aren't in the market for advice like the typical BMED customer
- Not only an account but a comprehensive offer of banking services
- Credit, managed assets & general insurance products available
- Able to be managed on a 'do-it-yourself' basis, 'à la carte'
- **138,800 digital customers** as at 30/06/2025. Another **38,500** already upgraded to the Family Banker model
- **Cross-selling activity growing** according to expectations











Pagamenti digitali fino a 30 anni



✓ Trading









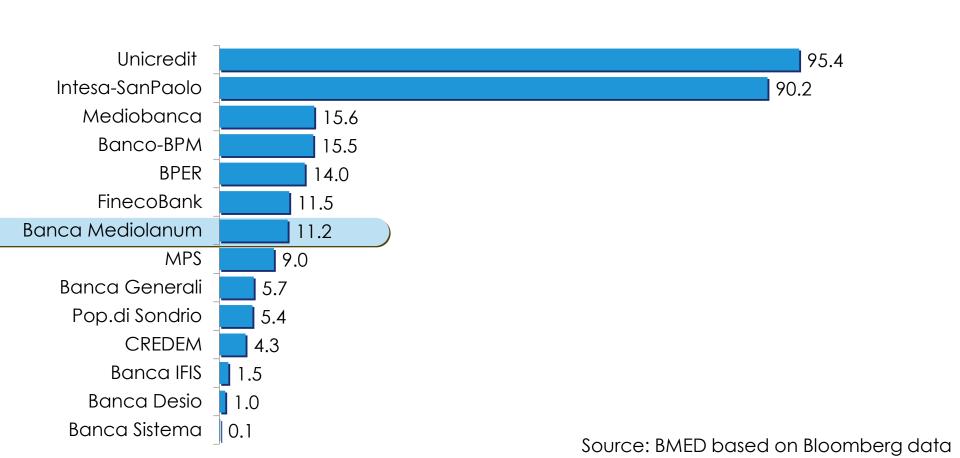


Un Banking Center per supportarti



Ranking of Italian Banking Groups by Market Cap

€ bn – as at 24/07/2025







^{*} Total Return Index includes dividend reinvestments, June 3, 1996 – July 15, 2025

Source: Datastream

73 Disclaimer

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DECLARATION BY THE SENIOR MANAGER IN CHARGE OF DRAWING UP COMPANY ACCOUNTS

The undersigned, Mr. Angelo Lietti, declares, pursuant to Section 154 bis (2) of Legislative Decree 58/98 "Testo Unico della Finanza", that the accounting data set out in this presentation agree with the documentary records, books and accounting entries.

The senior manager in charge of drawing up Company Accounts

Angelo Lietti

Figures contained in this document are rounded for presentation purposes.

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